**Approval Process Options in Concur**

**Passive Approval Process**

* The passive approval feature allows the approving manager to choose whether to act on a request that is pending their approval. The manager will be able to review the request and will be able to reject the travel within the approval deadline if necessary. The deadline is shown on the itinerary when the traveler submits the request. If the manager does not reject it, it will be considered approved after the allotted amount of time and then get booked.
* The approval process is subject to a ticketing deadline for the airline, which is typically 24 hours after the booking is made. Statewide Travel Program and CalTravelStore suggest setting the expiration timeframe to four (4) hours prior to the ticketing deadline (24 hours), therefore, the approving manager has 20 hours to reject the trip.

**Hard Stop Approval Process**

* The hard stop approval feature requires the approving manager to take some sort of action (approval or rejection) before the trip is finalized or ticketed. It will be automatically cancelled if it is not approved by the time frame indicated in the email.
* The approval process is subject to a ticketing deadline for the airline, which is typically 24 hours after the booking is made. Statewide Travel Program and CalTravelStore suggest setting the expiration timeframe to four (4) hours prior to the ticketing deadline (24 hours), therefore, the approving manager has 20 hours to approve or reject the trip. The trip will be automatically cancelled if it is not approved by the deadline.

**The following applies to both the Passive and the Hard Stop Approval Processes**

* Approval processes only apply to Concur bookings. There is no approval process for agent-assisted bookings.
* All rules and cancellation penalties apply once the reservation is sent for approval. If a trip is rejected, it will still apply the cancellation policy.
* Flights are on hold until the trip has been approved, therefore, the fare could change, meaning that the price may increase/decrease once the approval is received.
* For reservations using a virtual card, the card will deploy regardless if a trip has been approved or rejected. The hotel receives the virtual credit card upon booking. If the trip is rejected/cancelled, the virtual card should not be charged.
* Only new reservations are submitted for approval; a change or adding to an existing reservation do not go through the approval process.
* Trips can be approved or rejected via email, as well as by logging into the Concur booking tool.
* Travelers will receive an email indicating whether their trip was approved or rejected. It will also appear on their Concur home page under “Upcoming Trips”.