**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 or not. The manager can review the request and, if necessary, reject the travel within the approval deadline. The deadline is shown on the itinerary when the traveler submits the request. If the manager does not reject the request, it will be considered approved after the allotted amount of time and the system will book it.
* The passive 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 CI Azumano 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 action (approval or rejection) before the trip is finalized or ticketed. A reservation will be automatically cancelled if not approved by the timeframe indicated in the email.
* The hard stop 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 CI Azumano 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 not approved by the ticketing 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; changes 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.”