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Welcome to CardQuest

CardQuest integrates expense reporting with a complete travel booking solution. This comprehensive Web-based service provides all of the tools users need to book travel as well as create and submit expense reports. Managers use the service to review and approve expense reports. PCard and Travel Services (PCAT and/or Back-Office) employees use the service to produce audit reports, ensure compliance, and deliver business intelligence to help Caltech reduce its costs.

Section 1: Log on to CardQuest

**How to...**

1. Log in to access.caltech at: [https://access.caltech.edu](https://access.caltech.edu)
   Click on the CardQuest link from the list of applications in the self-service area of access.caltech then log in to CardQuest.

2. Login to CardQuest using your access.caltech credentials. **Click the Continue button.**

**Additional Information**

Your password is case sensitive.

If you need help logging in, you can call the Procurement Hotline at (626) 395-8900 or email [cardquesthelp@caltech.edu](mailto:cardquesthelp@caltech.edu).

If you are new to Caltech and need a profile set up, you can find Request Forms on the CardQuest web page: [https://procurement.caltech.edu/departments/purchasinghome/pcardhome](https://procurement.caltech.edu/departments/purchasinghome/pcardhome)

Form names: *CardQuest Non-P-Card Holder Set Up/Access* form and if you are also applying for a P-Card then you will complete the *CardQuest P-card Application & Acknowledgement* form
Section 2: Explore the CardQuest Home Page

The CardQuest Home Page includes several sections that make it easy for you to navigate and find the information you need.

How to…

Quick Link Banner

Use the Trip Search section.

Look at the Company Notes section.

Additional Information

This section will take you directly to another area to perform tasks.

This section provides the tools you need to book a trip with any or all of these: flight, car, hotel, limo.

This section displays information and links provided by PCard and Travel Services.
**Section 2: Explore the CardQuest Home Page (Continued)**

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
</table>
| Use the **My Tasks** and the **Open Reports** section. | These sections provide links to create a new expense report, or view your existing reports. It also lists your unsubmitted expense reports.  

*If you have an outstanding Cash Advance, you will also see Open Requests under My Tasks.* |
| Explore the **Required Approvals** section.     | This section lists the expense reports awaiting your review and approval.                |
|                                                | *This section appears on the CardQuest Home Page only if you are an Expense Approver.* |
| Explore the **My Trips** section.               | This section lists your outstanding trips.                                              |
| Explore the **Available Expenses** section.     | This section lists all imported credit card transactions.                               |
| Explore the **Alerts** section.                 | This section provides important travel or system update alerts.                         |
|                                                | *This section appears on the CardQuest Home Page only if there is an alert available.* |
Section 3: Update Your Travel and Expense Profile

Before you use the CardQuest Travel Booking Portal for the first time, you must update your Profile. If you are a travel arranger (books travel using the Travel Booking Portal on behalf of someone else) or expense report delegate (prepares expense reports on behalf of someone else), select the Profile that you want to edit from the Profile dropdown menu (at the top right hand side of the CardQuest Home Page).

Note: You may assign someone else as your travel arranger (see Step 3: Set up a travel Arranger or Assistant) or delegate (see Step 5: Add a Delegate). If a request to add someone as a travel arranger/delegate is sent to the PCAT Team, 1) it must be in writing, and 2) it must come from either the user needing a travel arranger/delegate or a Division/Department Head. The request may not come from the travel arranger/delegate directly. Please see Section Acting as a Travel Arranger and Expense Report Delegate for Faculty vs Administrative Staff for more details.

Step 1: Change your Time Zone, Date Format, or Language

How to...

1. On the CardQuest Home Page, click Profile on the menu at the top right hand side of the page.

2. Click on Profile Settings, in the Profile Settings submenu, find and click System Settings.

3. On the System Settings page, update the appropriate information, and then click Save.

Additional Information

The Profile Options submenu appears after clicking Profile Settings under the Profile button on the CardQuest Home Page.

You can change the system and regional settings (currency, date, and time format).
Step 1: Change your Time Zone, Date Format, or Language (Continued)

On the CardQuest Home Page, click Profile at the top right of the page.

Step 2: Update Your Personal Information

**How to...**

1. On the CardQuest Home Page, click Profile at the top right of the page.

**Additional Information**
Step 2: Update Your Personal Information (Continued)

How to...

2. After clicking on Profile, then click on Profile Settings. In the Profile settings submenu called Profile Options click Personal Information.

3. On the My Profile - Personal Information page, update the appropriate information, and then click Save.

4. Complete these sections of your travel profile:
   - Name & Airport Security
   - Company Information/Dept. Code
   - Work Address
   - Home Address
   - Contact Information
   - Email Addresses
   - Emergency Contact
   - Travel Preferences
   - International Travel: Passports and Visas
   - Credit Cards

You must complete all fields marked Required (in orange) to save your profile.

Verify that the first and last name fields match the ID used at the airport.

If you cannot edit these fields, contact PCard and Travel Services at cardquesthelp@caltech.edu to make changes.

There are several Save buttons on the Profile page. You only need to save once as every Save button saves the entire profile.

Additional Information

The Profile Options submenu appears after clicking Profile Settings under the Profile button on the CardQuest Home Page.
Step 3: Set Up a Travel Arranger or Assistant

How to...

1. On the CardQuest Home Page, click Profile at the top right of the page.

2. After clicking on Profile, then click on Profile Settings. In the Profile settings submenu called Profile Options click Personal Information. Scroll down to Assistants and Travel Arrangers.

3. Click Add an Assistant on the right in orange to search for your assistant's last name.

4. In the Search Criteria field, enter the assistant's name. Important: Your assistant must have an existing Travel account and be an employee before you can add them to your profile.

Hint: When searching, use the following format: LastName,FirstName (no spaces).

For example: Smith,June

5. Click Search.

Additional Information

Use Assistants & Travel Arrangers to give other Travel users the ability to view and modify your profile or book travel and trips for you.

Important: Your assistant must have an existing Travel account and be an employee before you can add them to your profile.

Hint: When searching, use the following format: LastName,FirstName (no spaces).

For example: Smith,June
**Step 3: Set Up a Travel Arranger or Assistant (Continued)**

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>6. Click the <strong>Assistant</strong> dropdown arrow.</td>
<td>The Assistant dropdown list shows any individuals that match your search criteria.</td>
</tr>
<tr>
<td>7. Select the appropriate name from the dropdown list.</td>
<td>Use this option if you want to have this assistant included on any agency-generated emails about your trips. If the Primary Assistant check box is not available, check that the assistant has a work phone entered into their CardQuest Profile. <strong>Once they enter a work phone number into their profile, this option will be accessible.</strong></td>
</tr>
<tr>
<td>8. Select <strong>Can book travel for me.</strong></td>
<td></td>
</tr>
<tr>
<td>9. Select <strong>Is my primary assistant for travel.</strong></td>
<td></td>
</tr>
<tr>
<td>10. Click <strong>Save.</strong></td>
<td></td>
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</tbody>
</table>

**Step 4: Review Your Expense Profile Settings**

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Go to <strong>Profile</strong> in the upper right hand corner of the <strong>CardQuest Home Page.</strong></td>
<td>Under <strong>Expense Information</strong>, you can update your default Project/ Task/ Award (PTA) and Purchasing Services (PS) Department Code. This information should be the PTA’s and Department Codes you use most often when allocating expenses in your expense reports. <strong>Note:</strong> If your PS Dept. Code maps to an HR Code you will need to update it to your actual PS Dept Code.</td>
</tr>
<tr>
<td>2. Click <strong>Profile Settings</strong>, and the <strong>Profile Options</strong> page will open. Find the <strong>Expense Information</strong> link on the left hand side of the page.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Step 5: Add a Delegate

How to...

1. In the Expense Settings section of the Profile Options page, click Expense Delegates.

2. Click Add delegate.

3. In the Search by employee name, email address or logon ID field, type the last name of the delegate you wish to add.

4. Click the name of the delegate from the list.

5. Click Add.

6. To add additional delegates, repeat steps 2-6.

7. Select the appropriate task checkboxes.

8. If you are an Approver, you can assign a delegate to Approve for you temporarily if you are going to be out of the office.

9. Click Save.

Additional Information

The Expense Delegates page appears.

From this page, you will give other Expense users the ability to prepare, submit, approve, view receipts, approve reports, or receive emails on your behalf.

As you begin to type the name, Expense provides a list of users to select from.

The delegate can only perform the tasks you select. If you are a faculty member, you can designate your delegate to Submit and/or Approve an expense report on your behalf. For instructions on delegate tasks for Faculty, see Using Special Features.

A delegate will need to already have an approver role in order to approve reports temporarily on your behalf. You will check the box Can Approve Temporarily and enter a start and end date for a delegate to perform the approval role on your behalf.

You can see if others have added you as their delegate by clicking the Delegate For tab.
Step 5: Add a Delegate (Continued)

**How to...**

10. **Note:** If a delegate for a Faculty member needs to be set up please contact the PCAT Team for instructions.

**Additional Information**

**Expense Delegates**

<table>
<thead>
<tr>
<th>Delegates</th>
<th>Delegate For</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Add</td>
<td>Save</td>
</tr>
</tbody>
</table>

Delegates are employees who are allowed to perform work on behalf of other employees.

- Largo, Michelle  
  CardQuestHelp@calliope.edu  
  Can Prepare  
  Can View Receipts  
  Receives Emails  
  Can Approve Temporary  
  Can Preview For Approval  
  Receives Approval Emails

Step 6: Select Expense Preferences

**How to...**

1. In the **Expense Settings** section, click **Expense Preferences**.

2. In the **Send email when** section, select the applicable checkboxes to activate an email.

**Send email when...**

- The status of an expense report changes
- New company card transactions arrive
- Faxed receipts are successfully received
- An expense report is submitted for approval

3. In the **Prompt** section, select the applicable checkboxes.

4. In the **Display** section, select the applicable checkboxes.

5. Click **Save**.

**Additional Information**

- From this page, you can specify when you will receive email notifications and prompts.

  In this section, you determine when you will receive the following email notifications:

  **The status of an expense report changes** - If selected, an email is sent to a user when the status of a submitted expense report has changed, such as from Filed to Approved or Paid. The only exception is when an approver sends the report back to the user for resubmission. When this happens, a status email is not sent, but a different "Send Back to Employee" email is sent.

  **New company card transactions arrive** - If selected, an email is sent to a user when new company card transactions are imported into CardQuest from MasterCard.

  **Faxed receipts are successfully received** - Currently, CardQuest is not set up to receive faxes.

  **An expense report is submitted for approval** - If selected, an authorized approver is sent an email when a user (or delegate) submits an expense report for the approver to approve.

  **The PCAT Team recommends that for Faculty, all email notifications be unchecked.**

  In this section, you determine when Expense will prompt you for further action.

  You will see this option only if your company is using travel allowances.
Step 7: Review Expense Approvers

**How to...**

1. In the Expense Settings section, click Expense Approvers.
2. Review your Expense Approvers.

**Additional Information**

PCard and Travel Services does not allow you to select your Approver. Verify that the listed Approver is correct and notify the PCAT Team at cardquesthelp@caltech.edu for any needed corrections.

Step 8: Add Favorite Attendees

**How to...**

1. In the Expense Settings section, click Favorite Attendees.
2. Click New Attendee.
3. Select the Attendee Type from the list.
4. Enter the Last Name of the attendee.
5. Enter the First Name of the attendee.
6. Enter the Attendee Title.
7. Click Save.

**Additional Information**

The Favorite Attendees page appears, which allows you to add, edit, or delete frequently-used attendees.

If you need to add more than one attendee, click Save & Add Another. Your favorite attendees list is also updated based on attendees you add to your expense reports.
Section 4: Make a Travel Reservation

Step 1: Make a Flight Reservation

How to...

1. On the CardQuest Home Page, click the Rule Class drop down and then choose Privately Funded, Govt Funded, or JPL Funded Travel as it applies to the reservation you are making.

   Click the Flight icon.

   The type of Rule Class you choose will determine what travel options are returned when you search. For example, if you choose Government Funded the flight search will return those airlines that comply with the Fly America Act/Open Skies. If you choose JPL Funded, the search will return those airlines that comply with the Fly America act minus the Open Skies provision. Choose Privately Funded when Government funds are not used. Please contact PCard and Travel Services if you have any questions about how to choose the rule class. NOTE: CardQuest’s Travel Reservation Portal is for Institute Business only; personal use is prohibited.

   If you have a car, hotel, limo, or rail to book without airfare, use the corresponding tabs.

2. Select Booking for myself or Book for a guest. Select one of the following types of flight options:
   - Round Trip
   - One Way
   - Multi-Segment

3. Select Booking for myself or Book for a guest. Select one of the following types of flight options:
   - Round Trip
   - One Way
   - Multi-Segment
Step 1: Make a Flight Reservation (Continued)

**How to...**

4. Review the search results on the **Shop By Fares** tab, and then click **Show Details** or if it is a **Southwest Airlines** it will say **Show Fares**.

**Additional Information**

Click **Show Details** or **Show Fares (if Southwest Airlines)** to expand flight information, to view fare rules and, if needed, to add or choose a different frequent flier program. Travel automatically selects the corresponding frequent flier program from the profile, if available.

To view available seats, click the **View Seatmap** icon next to the flight. The Seat Map screen will open. A code for seats appears at the bottom of the page, showing which seats are available, occupied, or considered preferential. You will be also be able to choose your seat (if the airline has made that option available) on the **Review and Reserve Flight** screen.
Step 1: Make a Flight Reservation (Continued)
Step 1: Make a Flight Reservation (Continued)

How to...

5. From the Shop By Fares tab, click Select or Fares (if Southwest Airlines) to select your airfare. Yellow diamonds under the airline name in the search grid at the top of the page indicate that vendor is a Caltech preferred vendor.

Additional Information

The Select (or Fares if Southwest Airlines) buttons are color coded as:

- A green Select (or Fares) button indicates the fare is within policy.
- A yellow Select (or Fares) button indicates the fare is outside of policy.
- A red Select (or Fares) button indicates the fare is outside of policy.
Step 1: Make a Flight Reservation (Continued)

How to...

6. Choose the Select (or Fares if Southwest) button for the flight you would like to reserve, review the fare details then click Select (or Fares).

    How to... Additional Information

7. After clicking Select (or Fares) under the ticket price and then clicking Select in the bottom right corner you will be taken to the Trip Summary, Review and Reserve Flight page, review the details of the Fare you have selected.

On this page you can confirm:

- Traveler Information
- Choose a seat assignment (if airline has made this option available)
- Apply Ticket Credit
- Confirm method of payment
- Fare rules and restrictions
Step 1: Make a Flight Reservation (Continued)

How to...

8. To view or change your seat, under **Seat Assignment**, click **Select Seats**. A **Seat Map** will come up. Light blue seats are those seats that are available.

9. Click the appropriate seat to select it, and then click **Select Seat**.

Additional Information

Select preferential seats (highlighted in yellow) if you have preferred status on the selected airline. Your frequent flyer number must be in your Travel profile. If you select a preferential seat and this information is not in your Travel Profile, your seat request might not be honored.

Some seats are marked handicapped and can only be selected by a travel agent. If you are entitled to a handicapped seat, make sure your travel agent is aware of your situation.

To change your seat, click the seat you prefer. Point to a seat to view the seat number.

After you select your seat for a flight, you can either click **Change Seat** or select the next flight in your reservation. Travel will prompt you to save your new seat selection.

**Note:** If you have a Reward card with the airline any preferential seating will be available if the User's card number is reflected in their Travel Profile.
Step 1: Make a Flight Reservation (Continued)

Seat Map

How to...

10. Complete your review of your selected flight details, including Fare Rules and Restrictions. Then click Reserve Flight and Continue in Orange at the bottom of the page.
Step 2: Select a Car

**How to...**

1. If you selected *Pick Up/ Drop off Car at airport* on the *Flight* tab, you will see the results for the car search.

2. Select the appropriate rental car, and then click *Select*.

**Additional Information**

You can sort the car results to help find your selection.

Yellow diamonds indicate preferred vendors and your preferred car type will be selected automatically.
**Step 2: Select a Car (Continued)**

**How to...**

3. Review the car rental details on the **Review and Reserve Car** page. Then click **Reserve Car and Continue** in orange at the bottom of the page.

---

**Review and Reserve Car**

**REVIEW RENTAL CAR**

Enterprise Car Rental Location details

<table>
<thead>
<tr>
<th>Type</th>
<th>Pick-up Location</th>
<th>Drop-off Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compact Car Features</td>
<td>SFA: Seattle</td>
<td>SFA: Seattle</td>
</tr>
<tr>
<td></td>
<td>12:00 pm Wed, 10/16/2014</td>
<td>12:00 pm Thu, 10/16/2014</td>
</tr>
</tbody>
</table>

**PROVIDE RENTAL CAR PREFERENCES**

Your preferences and comments will be passed to the rental car agency.

Comments (50 character max):

*Note: check early pick-up timing*

**ENTER DRIVER INFORMATION**

Ensure the name below matches the I.D. you have with you on the day of pick-up.

**DRIVER**

Name: Cynthia Beth Rowland  Phone: 802-368-0281  rowland@cadesch.edu

Rental Car Agency Program

No Program selected

**SELECT A METHOD OF PAYMENT**

The credit card you select will be held to confirm your reservation. You will be charged at the rental location.

There are no credit cards on file.  Add credit card

* indicates credit card is a company card

---

**Step 3: Select a Hotel**

**How to...**

1. If you selected the **Find a Hotel** option on the **Flight** tab, the hotel results appear after you choose your rental car.

2. To filter by hotel chain, enter the chain name in the **With names containing** box next to the **Sorted by** box.

---

**Additional Information**

You can sort the list of hotels by **Preference, Price, Rating, Distance** and **Policy**.
Step 3: Select a Hotel (Continued)

How to...

3. Use the filter options to narrow your search by E-Receipt Enabled, Neighborhood, Chain, or Amenities.

4. To filter by neighborhood, select the desired neighborhoods in the Neighborhood box on the right.

5. Click the more info link for a specific hotel to find more detailed information for the hotel.

6. Click choose room to view room rates.

7. When you are ready to reserve your hotel room, click the radio button next to the desired room type, and then click Select.

Additional Information

Filter options are located on the left side under Search and Price boxes.

A map of hotels appears at the top of the page. Caltech’s preferred hotels are flagged.

You will see the Select button appear after clicking choose room.

The Select buttons are color coded as follows:
- A green Select button indicates the hotel rate is within policy.
- A yellow Select button indicates the hotel rate is outside of policy.
- A red Select button indicates the hotel rate is outside of policy.

You will see a notification if a hotel is outside of policy.

A grey or yellow diamond indicates that the hotel property is company preferred.

After clicking the Select button, the Review and Reserve Hotel page appears.
Step 3: Select a Hotel (Continued)

How to...

8. Review the information on the Rate details/ Cancellation policy, check the I agree to the above rate rules, restrictions, and cancellation policy check box.

9. After confirming the hotel details are correct, click Reserve Hotel and Continue in orange at the bottom of the page.
Step 4: Complete the Reservation

**How to...**

1. After hitting the orange Reserve and Continue buttons, review the details of the reservation, and then click Next.

2. On the Trip Booking Information page, enter your trip information in the Trip Name and Trip Description fields.

3. Click Next.

4. Click Confirm Booking to finalize your trip.

**Additional Information**

From here, you can add or make changes to the car, hotel as well as change the dates of the flight.

The Trip Name and Description data should be Last Name, Dates of Travel, and Destination. You may need to abbreviate the Destination if it is long. If you have any special requests for the travel agent, please enter them into the agent comments section. Some requests may result in higher fees.

You will see the name and itinerary, along with the quoted airfare amount.
Section 5: Cancel or Change an Airline, Car Rental, or Hotel Reservation

**How to...**

1. At the top of the CardQuest Home Page, click **Travel**.

2. On the **Upcoming Trips** tab, click the name of the trip you want to change.

**Additional Information**

Flight changes are available for e-tickets that include a single carrier.

If the trip is already ticketed but has not occurred, you can change the time and/or date of the flight. Your change options will be with the same airline and routing.

Directly contact your travel agency, the appropriate Website, or vendor if you did not book your trip using the Travel Portal.

3. On the **Itinerary** page, select the portion of the trip you want to change.

4. To cancel your entire trip, click the **Upcoming Trips** tab.

5. From the **Trip Actions** menu, click **Cancel Trip**, and then click **OK**. This option is only available if you booked your trip using the Travel Portal.

From the **Itinerary** page, you can:

- Email your itinerary
- Change seat
- Change the flight day or time for travel (you cannot change the airline)
- Add, change, or cancel car rental
- Add, change, or cancel hotel

When you cancel a trip, if your ticket is refundable, your ticket will be voided or refunded, as applicable. If your ticket is non-refundable, and you cancel it in accordance with the airline rules, an e-ticket will be retained that you can apply to future trips.
Section 6: Create an Expense Report from a Trip Itinerary

**How to...**

1. On the CardQuest Home Page, in the My Trips section, click the button for the appropriate trip. Choose Expense this Trip.

2. Complete all required fields (those with the red bar at the left edge of the field) and the optional fields as directed PCard and Travel Services.

3. You can also start an expense report from the Upcoming Trips tab under Travel and under the Action column, choose Expense.

**Additional Information**

The trip does not need to be completed in order to start your expense report. However, the trip must be completed before you can submit your report.

Concur transfers the data from your travel booking itinerary and automatically creates the expense report. The report will have the same name as your trip itinerary and contains all the expense entries for each of the trip reservations, including your airfare, hotel, and car rental.
Section 7: Create a New Expense Report

Step 1: Create a New Report

How to...

1. From the CardQuest Home Page click Start a Report.

Additional Information

The Create a New Expense Report page appears. The fields that appear on this page are defined PCard and Travel Services.

2. Complete all required fields (those with the red bar at the left edge of the field) and the optional fields as directed by PCard and Travel Services.

3. The Travel Report Header asks the question “Are you the traveler on this expense report?” If the answer is Yes, do not enter your own name in this field. If the answer is No, find the traveler’s name from the list.

Under Policy, choose whether you are creating a Goods & Services report or a Travel report. The header information will change depending on which you choose.

Report name for Goods & Services is the billing cycle month and the year, for example August 2014. The report name for a Travel report is the traveler’s last name & first name initial, the dates of travel, and the destination, for example Doe, J 3/12-3/15/2014, Denver.

The Traveler Name field should only be completed when you have Travel Charges on your PCard for someone other than yourself and/or you are reconciling, in your profile, out of pocket expenses for someone such as a non-employee or an employee without a CardQuest profile. If the Traveler’s name is not in the list, you must submit a Help Request to Supplier Management via help.caltech.edu to have the Traveler added. Once they are assigned a Supplier ID, they should be in CardQuest after 24 hours. If you need help submitting a Help Request, please contact Supplier Management or the PCAT Team.
Step 1: Create a New Report (Continued)

4. Click **Next**.

You will be asked, “Will this report include Travel Per Diem with an Overnight Stay?” For a **Goods & Services** report always click **No**. For **Travel**, click **Yes** when you are requesting **standard Per Diem for the trip**. The expense report page appears. If you click **Yes**, please see: **Travel Allowance and Per Diem** in **Section 9: Using Special Features**.

If you are not using Standard Per Diem then please use the Expense Type for Per Diem that fits your Traveler.

Step 2: Add a Company Card Transaction to the New Expense Report

Caltech PCard transactions are automatically imported into CardQuest Expense for you - ready to be added to an expense report. Card charges are imported daily.

**How to...**

1. On the open **Expense Report** page, you should have a list of card charges on the right that are ready to be assigned to a report. If you don’t see card charges listed, click **Add Card Charges**.

2. In the **Available Expenses** section, select each transaction that you want to assign to the open expense report.

**Additional Information**

If you are not a PCard Holder or are a Delegate for a non-PCard Holder, you will not see card charges and will not have the option to Add Card Charges.

You can also add **PCard Charges** to an expense report by dragging and dropping into the **Expenses** area of the page on the left.
Step 2: Add a Company Card Transaction to the New Expense Report (Continued)

Step 3: Add an Out-of-Pocket Expense to the New Expense Report (Travel Only)

How to...

1. Click New Expense located below the CardQuest Report Name.

2. On the New Expense tab, select the appropriate expense type. There are different expense types for Goods & Services versus Travel. The expense types that show up will depend on which type of report you are working on.

3. Choose the Expense Type that describes your transaction.

Additional Information

The New Expense tab appears on the left. Adding Out-of-Pocket expenses only applies to Travel Reports. Goods & Services will only have PCard Transactions and no Out-of-Pocket expenses.

The page refreshes, displaying the required and optional fields for the selected expense type.
Step 3: Add an Out-of-Pocket Expense to the New Expense Report (Travel Only) (Continued)
Step 3: Add an Out-of-Pocket Expense to the New Expense Report (Travel Only) (Continued)

For date fields, use the calendar to select the date of the expense. For fields with a list of values, select from the list. If a value that you need is not in the drop down list, you can manually enter the value in this field. For auto-complete fields, type the first portion of your choice and then select from the list.

Complete other text fields and checkboxes as usual.

Note: Checking the box will not start the dispute process. You will need to contact the PCAT Team for assistance.

How to...

4. Complete all required fields (those with the red bar at the left edge of the field) and the optional fields as necessary.

5. Click Save.

Additional Information

Step 3. Add an Out-of-Pocket Expense to the New Expense Report (Travel Only) may be repeated as many times as necessary.

For different types of expenses for Goods & Services versus Travel, such as Goods Simple, Goods Itemized, Tax, Freight, Lodging or Car Mileage, or for expenses incurred in a currency other than your reimbursement currency, refer to Using Special Features in this guide.

The expense now appears on the report on the left side of the page.
## Section 8: Review and Edit an Expense Report

You should review for accuracy and edit (if necessary) your report and all expenses, including PCard transactions, before submitting your expense report.

### Step 1: Review the Report Information

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. On the open Expense Report page, in the Expenses area, click any transaction to view the details.</td>
<td>The expense details appear on the right side of the page.</td>
</tr>
<tr>
<td>2. From the Details dropdown menu, select Report Header.</td>
<td>The Report Header page appears and you can view and update report header information.</td>
</tr>
<tr>
<td>3. Make the appropriate changes, and then click Save.</td>
<td></td>
</tr>
</tbody>
</table>

### Step 2: Review the Exceptions

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. On the open Expense Report page, click Show Exceptions.</td>
<td>The Exceptions pane opens, which displays all exceptions for the expense report. In this pane, you can select an exception to view the expense details.</td>
</tr>
<tr>
<td>2. Click the exception that you want to review.</td>
<td>The expense details appear on the right side of the page. For information about <strong>Z_Allocation exceptions</strong> in a Goods &amp; Services report please see Tax &amp; Freight Handling under Using Special Features.</td>
</tr>
</tbody>
</table>
Step 2: Review the Exceptions (Continued)

3. Make the appropriate changes, and then click **Save**.

Step 3: Edit Multiple Expenses

1. On the **Expense Report** page, in the **Expenses** area, select the checkbox for the expenses that you want to update.

2. Select the action you would like to perform for the selected expenses.

**Additional Information**

The multiple expense options box appears. When you select more than one expense, you will have the ability to delete, allocate, or edit the expenses at the same time.

If you choose to **Edit** the selected expenses, you will be prompted for all of the field(s) that you can update.
Step 3: Edit Multiple Expenses (Continued)
Section 9: Using Special Features

Personal Expenses

Personal expenses are not allowed on a Caltech issued PCard, but if personal expenses are made in error, there is a procedure in CardQuest to reconcile them. NOTE: Personal expenses are processed differently in CardQuest for Travel expense reports versus Goods & Services expense reports.

If a personal expense was charged to your Caltech PCard while on travel, you will reconcile the charge within your Travel Expense Report. If a personal expense was charged to your Caltech PCard and it did not happen while on travel, you will reconcile the charge as part of your monthly Goods & Services Expense Report.

Step 1: Processing Personal Expenses on a Goods & Services Report

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. In a <strong>Goods &amp; Services expense report</strong>, <strong>add the card charge</strong> that was the personal expense to the report.</td>
<td>You can click <strong>View Transactions</strong> (if the report has not been opened) or <strong>Import</strong> (on an open report) to add card charges to a report.</td>
</tr>
<tr>
<td>2. On the <strong>Expense Report</strong> page, in the <strong>Expenses</strong> area, select the charge that is the personal expense that you will need to update.</td>
<td></td>
</tr>
<tr>
<td>3. Choose the <strong>Expense Type</strong> called <strong>Personal Expense</strong>. On the right, the fields related to the expense type chosen will appear. Complete all required fields (those with the red bar at the left edge of the field) and the optional fields as directed by PCard and Travel Services.</td>
<td></td>
</tr>
</tbody>
</table>

4. You will see this exception: **WARNING: You have marked this transaction as a Personal Expense. Please Attach a Justification for the charge and contact the PCAT team for payment instructions.**

   Email [pcardservices@caltech.edu](mailto:pcardservices@caltech.edu) for a copy of the Personal Purchase form. Complete the form and upload it to the personal expense (using **Attach Receipt** button) in your expense report. Submit a refund check made payable to Caltech.
Step 1: Processing Personal Expenses (Continued)

Step 2: Processing Personal Expenses Made While on Travel

**How to...**

1. **In a Travel Expense Report**, add the card charge that was the personal expense to the report.

2. **On the Expense Report page**, in the Expenses area, select the charge that is the personal expense that you will need to update.

3. **Choose an Expense Type** that best describes your personal charge (choose Miscellaneous if no other expense type applies).

4. **Check the box Personal Expense (do not reimburse).**

5. When this expense is saved, you will see this icon ![ ] which indicates this is a personal expense.

**Additional Information**

You can click **View Transactions** (if the report has not been opened) or **Import** (on an open report) to add card charges to a report.

On the right, the fields related to the expense type chosen will appear. Be sure to fill in all required fields.

Under comments, fill in additional information about the charge if necessary.

- Personal Expense (do not reimburse)

If you are owed back money for out-of-pocket expenses on this trip, the amount of the personal expense will come out of your reimbursement. You will see this on the Report Totals summary. If you had no out-of-pocket expenses and need to reimburse Caltech for the charge, please submit a refund check made payable to Caltech.
Sponsor Refunds for Travel Expenses

Processing a sponsor refund (reimbursement from a sponsor for the cost of a trip) in CardQuest may be done in one of two ways depending on 1) if you are in possession of the sponsor refund check and you are NOT owed any out-of-pocket expenses or 2) if you received the sponsor refund check after you have submitted your CardQuest Expense Report and you are owed for out-of-pocket expenses.

Step 1: Applying a Sponsor Refund to a Travel Expense Report

How to...

1. If you have the sponsor refund check in hand, have your expense report ready to submit, AND have no out of pocket expenses owed back to you then you can create a Sponsor Refund expense showing the amount of the check (making sure it is a negative amount) within the report.

2. If you have out-of-pocket expenses resulting in a reimbursement owed to you OR the sponsor refund check arrives after your Travel Expense Report has been submitted, you must create a New Report for just the sponsor refund.

3. Complete a Cashier Deposit Form and take it and the Sponsor Refund check to the Credit Union for deposit. Request a deposit receipt.

Additional Information

Add all of your travel expenses to your expense report, including a New Expense line for Sponsor Refund.

Name the report the same as the report name from your original expense report. Add a New Expense using the Expense Type Sponsor Refund. The amount from the Sponsor's check must be entered as a negative number.

Electronically attach the deposit receipt to your Sponsor Refund expense using the Attach Receipt button.
Travel Allowance and Per Diem

Per Diem and Travel Allowance are interchangeable terms in CardQuest. CardQuest has a Travel Allowance Tool that assists in calculating standard Per Diem, but can only be used if: 1) the person traveling has a profile 2) the person traveling is using the Travel Allowance tool within their profile for their own travel 3) if a delegate is in the traveler’s profile administering for the traveler.

If you are creating Per Diem for an employee without a CardQuest Profile, or for a Non-Employee, or using a non-standard Per Diem rate (Reduced) you will need to manually calculate the Per Diem and use the Per Diem expense types available in CardQuest. Per Diem can be created after a trip has been completed for reimbursement, or in advance of a trip. Per Diem created in advance of a trip replaces the use of Convenience Checks and is for employees without PCards and Non-Employees. PCard holders can take out cash for their Per Diem via an ATM and personal identification number (PIN).

Step 1: Using the Travel Allowance Tool to Calculate Per Diem

How to...

1. Start a new Travel Report and complete the Report Header information. You must answer Yes to the question Are you the Traveler on this expense report? If you answer No, you cannot use the Travel Allowance Tool to calculate Per Diem.

2. Click Next after entering the Report Header information, a Travel Allowance window will pop up saying: Travel Allowances: Will this report include Travel Per Diem with an overnight stay? Click Yes. If you bypass this step and need to add Travel Allowance to your report at a later time, you can go to Details and select New Itinerary under Travel Allowances.

3. You will be prompted to create a Travel Allowance Itinerary, identified as ‘Step 1, Create New Itinerary.’ Please note that this is not the same as a Travel Itinerary that shows flights, lodging, etc. A Travel Allowance Itinerary’s purpose is to define the location and dates of your trip for the specific purpose of calculating Per Diem.

4. Enter in the first day of travel details in Edit Itinerary Stop on the right side.

Additional Information

If you answered No to the question Are you the Traveler on this Expense Report?, then you will need to add Per Diem to the report by selecting the expense type Per Diem - Employee no profile, Per Diem - Non Employee, or Per Diem - Reduced. Please see Cash Advances via Future Dated Per Diem (Non PCard Holders).

You will enter in the details for each day you physically travel to a new location. In the most simple case, you will need to define your first day of travel and your last day of travel. If you visited other cities on your trip, you would Add a Stop for each day of travel to a new city.

You will need to enter:
Depart from (city)
Date you depart
Time you depart from home
Arrive in (city)
Date you arrive in your destination city (most likely the same day you departed, exceptions being red-eye flights and international travel)
Time you arrive in your destination city
**Step 1: Using the Travel Allowance Tool to Calculate Per Diem (Continued)**

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>5. Click <strong>Save</strong>.</td>
<td>After you click Save, you will see your first travel itinerary details populate on the left.</td>
</tr>
</tbody>
</table>

6. On the same screen, you will now need to fill in your **last day of travel** details (if you had other stops on your trip, you would add those stops and finish with your last day of travel).
Step 1: Using the Travel Allowance Tool to Calculate Per Diem (Continued)

How to...

7. Click **Save**.

8. Click **Next**.

9. A new window, identified as ‘Step 2, Available Itineraries’ will open showing the itinerary you just created is assigned to your report.

Additional Information

Click **Save** after entering New Itinerary Stop details. When you have entered your last Itinerary Stop, remember to click **Save before clicking Next**. Your entire travel itinerary details will show on the left.

Confirm the Itinerary details look correct, then click **Next**.
Step 1: Using the Travel Allowance Tool to Calculate Per Diem (Continued)

**How to...**

10. A new window, identified as ‘Step 3, Expenses & Adjustments’ will open giving the opportunity to check off any meals that were provided on the trip. Meals that are checked off will be excluded from the Per Diem calculation.

For example if lunch was provided at a conference you were attending, check the boxes for Lunch Provided. The Allowance will adjust appropriately. The Caltech fixed meal Allowance Rates are loaded into CardQuest.

11. After marking which meals were provided, click Create Expenses.

The Per Diem expenses have been added to the Expense Report.
Cash Advances via an ATM Machine for PCard Holders

For Caltech PCard holders, you may request a personal identification number (PIN) for your PCard from the PCAT team which enables you to take out a cash advance from an ATM machine. The ATM transaction will come into CardQuest as a Cash Advance transaction which you will assign to the corresponding Travel expense report when the cash advance was used. If you are not a PCard holder, please see Cash Advances via Future Dated Per Diem.

Step 1: Review Outstanding Cash Advances

How to...

1. On the CardQuest Home Page, any ATM Cash Advance that needs to be applied to a report will appear in the Open Request section.

Additional Information

2. When your cash advance ATM transaction arrives in CardQuest, please start a new Travel expense report and assign the cash advance to the report.

When you start a new report and have a Cash Advance unassigned, a window will pop up after filling in the Header of a report asking you to Assign Cash Advance to Report.
Step 2: Assign a Cash Advance to a Report

How to...

3. Check the box of the Cash Advance that corresponds to the Travel expense report that you are creating.

4. If you cancel out of the Cash Advance pop up window that allows you to assign a cash advance when starting a report, you can still assign a Cash Advance at a later time from Details and the Cash Advances, Available.

Step 3: Return Any Unused Cash Advance to Caltech

How to...

1. If you took out a cash advance using your PCard via an ATM machine and do not use all of the cash on your trip, you must return the unused balance to Caltech.

Additional Information

If you took out cash for your trip, you must assign it to a Travel expense report. Please start a report in CardQuest and assign your cash advance whenever you have a cash advance pending. You do not have to complete and submit the Travel report, but all Cash Advances must be assigned to a corresponding Travel report.

Additional Information

You must account for all of your cash expenses from your trip on your Travel Expense Report. CardQuest will offset these cash expenses against the Cash Advance you took out of the ATM and assigned to the Travel Report. If you did not use all of your cash advance and try to submit a report you will get an error.

At the bottom of the Expenses section in the report you will see an Outstanding Balance if you have not used all of your Cash Advance.

This is the amount that you will need to pay back to Caltech.
Step 3: Return Any Unused Cash Advance to Caltech

How to...

2. You must add a New Expense called **Cash Advance Return** to offset your Outstanding Balance so that it is zero.

3. Complete a **Cashier Deposit Form** and take it and the **cash or check** to the Credit Union for deposit. Request a **deposit receipt**.

Additional Information

You will not be able to submit your report until your **Outstanding Balance** is equal to zero. Cash Advance balances do not carry over to be used in another Travel Expense Report. You must reconcile all of a Cash Advance amount to one Travel Report. **Electronically attach the deposit receipt** to your expense using the Attach Receipt button.
**Cash Advances via Future Dated Per Diem (Non PCard Holders)**

**Per Diem** and **Travel Allowance** are interchangeable terms in CardQuest. CardQuest has a Travel Allowance Tool that assists in calculating standard Per Diem, but can only be used if: 1) the person traveling has a profile 2) the person traveling is using the Travel Allowance tool within their profile for their own travel 3) if a delegate is in the traveler's profile administering for the traveler.

For Caltech employees that do not have a PCard, you can request Future Dated Per Diem in CardQuest. Please note that Per Diem is the only expense in CardQuest that can be done with future dates. To request Future Dated Per Diem for employees with a CardQuest Profile, you will use the Travel Allowance Tool in CardQuest. Entering Future Dated Per Diem onto a Travel expense report and submitting the report will trigger a payment for the Per Diem amount to be generated by Accounts Payable. The payment will be in the form of a check or a direct deposit into a person's bank account.

**Step 1: Add Per Diem to a Report for Future Dates of Travel**

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. For <strong>employees with a CardQuest Profile</strong>, start a new <strong>Travel expense report</strong> and click <strong>Yes</strong> when the Travel Allowance pop up box appears.</td>
<td><strong>Use the Travel Allowance Tool</strong> to create Per Diem for a future-dated trip. This will create Fixed Meal expenses for the days you will be on your trip. <strong>To learn more about how to create a Travel Allowance Itinerary, see the Travel Allowance section of Using Special Features.</strong></td>
</tr>
<tr>
<td>2. For <strong>employees without a CardQuest Profile</strong>, you will start a new Travel report and add a <strong>New Expense</strong> called <strong>Per Diem - Employee, No Profile</strong>.</td>
<td>You must <strong>manually calculate</strong> how much Per Diem to assign this expense entry. After entering the correct Per Diem amount, submit the report. When the report is approved, it will go to the PCAT team to process the report for payment by Accounts Payable in the form of a check or direct deposit. <strong>If the Traveler's name is not in the list</strong>, you must submit a Help Request to Supplier Management via help.caltech.edu to have the Traveler added. Once they are assigned a Supplier ID, they should be in CardQuest after 24 hours. If you need help submitting a Help Request, please contact Supplier Management or the PCAT Team.</td>
</tr>
<tr>
<td>3. For <strong>non-employees</strong>, you will start a new Travel report, answer <strong>No</strong> to the question <strong>Are you the traveler on this expense report at the Report Header</strong>—then enter the <strong>Traveler's Name</strong>.</td>
<td>You must <strong>manually calculate</strong> how much Per Diem to assign this expense entry. After entering the correct Per Diem amount, submit the report. When the report is approved, it will go to the PCAT team to process the report for payment by Accounts Payable in the form of a check or direct deposit.</td>
</tr>
<tr>
<td>4. On the Expense entry screen, add the expense <strong>Per Diem-NonEmployee</strong> to the report.</td>
<td><strong>Allow 10 working days</strong> to process Per Diem Cash Advances.</td>
</tr>
<tr>
<td>5. If your department uses a <strong>reduced Per-Diem</strong>, you can follow the instructions in #2 but use <strong>Per Diem - Reduced</strong> instead of Per Diem - Employee, No Profile.</td>
<td>You must <strong>manually calculate</strong> how much Per Diem to assign this expense entry. After entering the correct Per Diem amount, submit the report. When the report is approved, it will go to the PCAT team to process the report for payment by Accounts Payable in the form of a check or direct deposit. This takes into account 7 days for the Approval process, and the time for payment processing.</td>
</tr>
</tbody>
</table>
**Itemize Nightly Lodging Expenses**

A hotel bill typically contains a variety of expenses including room fees, taxes, parking, meals, valet, telephone charges, and personal items. These expenses must be itemized so that they can be accounted for correctly. CardQuest gives you the tools to quickly itemize your lodging-related expenses.

**Step 1: Verify Auto-Itemized Hotel Expenses**

The hotel auto-itemization feature automatically itemizes any card transactions that have hotel folio data or an e-receipt from a hotel vendor. If your hotel expenses are not automatically itemized for you, you can manually itemize your hotel expenses as described in Step 2 below.

The result of hotel auto-itemization is similar to what you see if you manually itemize the hotel expense. CardQuest itemizes the hotel expense based on predetermined mapping. Examples of the itemizations you will see on your expense report are: parking, meals, and internet access. You can update the auto-itemized expenses and itemize any remaining balance as described in Step 3 below.

**Step 2: Create and Itemize a Lodging Expense**

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
</table>

1. On a **Travel expense report**, click **New Expense**.

2. On the **New Expense** tab, select the **Lodging** expense type.

3. Complete all required fields (those with the red bar at the left edge of the field) and the optional fields as directed by PCard and Travel Services.

4. Click **Itemize**.

The **Nightly Lodging Expenses** tab appears on the left. This tab allows you to quickly input **Recurring Charges (each night)**.
5. On the **Nightly Lodging Expenses** tab, in the **Check-in Date** field, type the date or use the calendar.

6. In the **Room Rate** field, enter the amount that you were charged **per night** for the room.

7. In the **Room Tax** fields, enter the amount of each room tax that you were charged **per night**.

8. In the **Additional Charges (each night)** section, from the first **Expense Type** dropdown menu, select the appropriate expense type.

9. In the **Amount** field, enter the amount of the associated expense.

10. Repeat steps 8-9 using the second **Expense Type** field if you have more than one recurring additional charge.

11. Click **Save Itemizations**.

---

**Additional Information**

The number of nights automatically populates.

If there is a remaining amount to be itemized, the remaining amount is displayed and the **New Itemization** tab appears.
Step 2: Create and Itemize a Lodging Expense (Continued)

Step 3: Itemize the Remaining Balance

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. If the amount remaining is more than zero, on the New Itemization tab, click the Expense Type dropdown arrow, and then select the appropriate expense from the dropdown list.</td>
<td>The page refreshes, displaying the required and optional fields for the selected expense type. If the charge is a Personal Charge please make sure to click the Personal Charge box. The expense appears on the left side of the page and the remaining amount is reduced.</td>
</tr>
<tr>
<td>2. Complete all required and optional fields.</td>
<td></td>
</tr>
<tr>
<td>3. Click Save.</td>
<td></td>
</tr>
<tr>
<td>4. Repeat steps 1-3 until the Remaining Amount equals $0.00.</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td></td>
</tr>
</tbody>
</table>
**Add Attendees**

For the following expense types, there is a requirement in CardQuest to add the names and titles of attendees that were present at the meal/event or recipients of a gift/award.

<table>
<thead>
<tr>
<th>Policy</th>
<th>Expense Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel</td>
<td>Business Meals (Attendees)</td>
</tr>
<tr>
<td></td>
<td>Entertainment - Non-Staff</td>
</tr>
<tr>
<td></td>
<td>Entertainment - Staff</td>
</tr>
<tr>
<td>Goods &amp; Services</td>
<td>Gifts/Awards</td>
</tr>
</tbody>
</table>

**How to...**

1. Click **New Expense**.
2. On the **New Expense** tab, select an Entertainment, Business Meals, or Gift/Awards expense type.
3. Complete all required fields except the Attendee information.

**Additional Information**

The **New Expense** tab appears on the right. The page refreshes, displaying the required and optional fields for the selected expense type.

In the **Attendees** area, your name automatically appears as an attendee with the full amount of the expense. As you add attendees to the expense, the expense amount is distributed over all attendees.

4. Click **Favorites**.

The **Search Attendees** window opens. You can also locate an attendee that is already in your **Favorites** list (see Section 3, Step 8) by typing the first letter of the attendee name in the **Favorites** field, and then selecting the attendee name from the dropdown list.
Add Attendees (Continued)

How to...

5. On the Favorites tab in the Search Attendees window, select the attendees for this expense, and then click Add to Expense.

6. To add a new attendee to the expense, click New Attendee, complete the required information, and then click Save.

7. If you have a long list of Attendees to enter, you can use the Import function.

8. To search for an attendee, click Advance Search, enter your search criteria in the Search Attendees tab, and then click Search. Click Add to Expense.

9. Click Save.

Additional Information

The new attendee is added to the list. The expense amount is distributed equally among the attendees.

Click the Import button. From the Attendee Import pop-up window, click “link” to fill out the spreadsheet with your attendees and then follow the instructions to upload your list.

The selected attendee is added to the list. The expense amount is distributed among the attendees.

The expense appears on the left side of the page.
Convert Foreign Currency Transactions
When adding an out-of-pocket expense that was incurred in a foreign currency, CardQuest will assist you in converting the expense to US Dollars (USD).

How to...

1. Click **New Expense**.

2. On the **New Expense** tab, select the appropriate expense type.

3. Complete all required fields as usual except **Amount**.

4. In the **Amount** field, enter the foreign currency amount.

5. Select the “spend” currency from the dropdown list to the right of the **Amount** field. USD shows as a default.

6. Click the multiplication (X) sign to switch, if needed, and then click **Save** (or click **Itemize** to itemize the expense).

Additional Information

The **New Expense** tab appears.

The page refreshes, displaying the required and optional fields for the selected expense type.

Because the currency conversion rate is based on the Transaction Date that you select, be sure to select the exact Transaction Date.

If you select a **City** that has a different currency than your reimbursement currency, CardQuest automatically selects the spend currency for you. CardQuest supplies the **Rate** and calculates the reimbursement **Amount in USD**.

Currency can be converted by multiplying by a particular rate or dividing by a different rate. You may need to switch from multiplication (X) to division (÷) of the rate, depending on the type of rate you received, by clicking the symbol above the rate field.
Car Mileage

The car mileage calculator will automatically calculate your mileage based on starting and ending destinations.

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Click New Expense in a Travel Expense Report</td>
<td>The New Expense tab appears on the right.</td>
</tr>
<tr>
<td>2. On the New Expense tab, select the Car Mileage expense type.</td>
<td></td>
</tr>
<tr>
<td>3. From the Mileage Calculator pop-up window, enter the Starting Location of your trip.</td>
<td></td>
</tr>
<tr>
<td>4. Enter the Ending Location of your trip.</td>
<td>If necessary, you can drag and drop the blue route line to customize your route. You can also click Make Round Trip to auto calculate the round trip mileage.</td>
</tr>
<tr>
<td>5. Click Calculate Route.</td>
<td>The Mileage Calculator helps you to determine mileage between locations.</td>
</tr>
<tr>
<td>6. Click Add Mileage to Expense.</td>
<td>The mileage details will auto-populate on the New Expense page.</td>
</tr>
<tr>
<td>7. Complete all required fields (those with the red bar at the left edge of the field) and the optional fields as directed by PCard and Travel Services, and then click Save.</td>
<td>The expense appears on the left side of the page.</td>
</tr>
</tbody>
</table>
Copy an Expense
Use the Copy feature to copy an expense within an expense report. You can then edit the copied expense, as needed.

How to...
1. On the Expense Report page, from the Expenses area, select the checkbox next to the expense you wish to copy.
2. Click Copy.
3. Click on the new expense on the left.
4. Make all necessary changes to the new expense.
5. Click Save.

Additional Information
The expense is highlighted.
The new expense appears below the original.
The expense details appear on the right.
**Disputed Charges vs Fraudulent Charges on a PCard**

A **Disputed Charge** in CardQuest is a credit card charge you are questioning with a vendor. It is not a Fraudulent Charge, but is a charge for a disputed amount where you expect to receive a credit. A **Fraudulent Charge** happens without your knowledge and means your card security has been compromised. Contact the PCard team immediately if your card security has been compromised or to dispute a charge with Bank of America. There are different procedures in CardQuest for expensing a Disputed Charge and a Fraudulent Charge.

### How to...

1. For **Disputed Charges**, add the card charge that is in dispute to your report.

2. On the **Expense Report** page, in the Expenses area, select the charge that is in dispute that you will need to update.

3. Within the details of the expense that is in dispute, you will see a **check box** called **Disputed charge/ awaiting credit?**

4. Check the box and add any additional information to the Comment field.

   **Click Save.**

### Additional Information

You can click **View Transactions** (if the report has not been opened) or **Import** (on an open report) to add card charges to a report.

On the right, the fields related to the expense type chosen will appear. Complete all required fields (those with the red bar at the left edge of the field) and the optional fields as directed by PCard and Travel Services.

**Checking the box does not start the dispute process.** You must contact a PCard Administrator to initiate the dispute process.

5. For **Fraudulent Charges**, add the card charge that is fraudulent to your report.

6. On the **Expense Report** page, in the Expenses area, select the charge that is fraudulent that you will need to update.

   **You can click View Transactions** (if the report has not been opened) or **Import** (on an open report) to add card charges to a report.

   On the right, the fields related to the expense type chosen will appear. Complete all required fields (those with the red bar at the left edge of the field) and the optional fields as directed by PCard and Travel Services.
7. Assign the expense type **Fraudulent Charge** to the entry and include a **comment** with any additional information about the charge.

Please **contact a PCard Administrator** immediately if you have fraudulent charges. Your Pcard will need to be canceled and a new one issued to you.

8. Click **Save**.
**Goods & Services: Simple and Itemized Expenses**

In a Goods & Services expense report there are two ways you can enter credit card transactions: as a Simple OR Itemized expense type.

A **Simple** expense allows you to take a single credit card transaction and lump all items of that transactions (if there is more than 1) onto a single, simple, entry.

An **Itemized** expense allows you to take a single credit card transaction and break out all (or a portion of) items of that transaction (if there is more than 1) onto multiple, itemized entries under the main expense. For example, itemizing a credit card transaction may be useful for allocation, segregating taxable vs non-taxable items if they both appear in one credit card transaction, or for associating items or values from a transaction to different FAMIS work orders (for Facilities). This section will focus on Goods & Services expenses.

**Step 1: Using a Simple Expense Type in Goods & Services**

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. On the Expense Report page, click the expense you want to <strong>assign as a Simple expense type</strong>.</td>
<td>The page refreshes, displaying the required and optional fields for the selected expense type.</td>
</tr>
<tr>
<td>2. You can choose from 3 Simple expense types such as 1) Goods - Simple, 2) Services - Simple or 3) Other - Simple.</td>
<td>If something you have bought is not clearly a physical good or a service that was performed, choose Other - Simple.</td>
</tr>
<tr>
<td>3. Complete all required fields (those with the red bar at the left edge of the field) and the optional fields as directed by PCard and Travel Services and click <strong>Save</strong>.</td>
<td><strong>Sales Tax is a required field.</strong> If the supplier did not charge you tax, you must put a zero (0) in the <strong>Sales Tax Amount Charged</strong> field. If you were charged tax, enter the amount of tax charged in this field. Please see <strong>Sales Tax in Goods &amp; Services Expense Reports</strong> for a further explanation on why entering the correct value into the Tax field is important for avoiding double taxation.</td>
</tr>
</tbody>
</table>
Step 2: Itemizing Goods & Services Expenses

**How to...**

1. On the Expense Report page, click the expense you want to itemize.

2. You can choose an Itemized expense type such as Goods - Itemized, Services - Itemized or Other - Itemized.

**Additional Information**

The page refreshes, displaying the required and optional fields for the selected expense type on the right.

If something you have bought is not clearly a physical good or a service that was performed, choose Other - Itemized.

3. Click Itemize from the bottom right side of the expense entry window. Complete all required fields (those with the red bar at the left edge of the field) and the optional fields as directed by PCard and Travel Services.

4. On the New Itemization tab, click the Expense Type dropdown arrow, and then select the appropriate expense.

The expense appears on the left side of the page. The New Itemization tab appears which displays the Total Amount, Itemized Amount, and Remaining Amount.

The page refreshes, displaying the required and optional fields for the selected expense type.

5. Complete all required and optional fields as necessary.

6. Click Save.

The itemized item appears in the expense list and the totals are adjusted accordingly.
Step 2: Itemizing Goods & Services Expenses (Continued)

How to...

7. Repeat steps 3-5 until the Remaining Amount has been accounted for including Tax and/ or Freight.

8. When itemizing an expense in Goods & Services, if tax and freight were included you must also itemize out those expenses.

Additional Information

As you click Save for each item, the remaining total changes accordingly.

There are expense types Tax and Freight available to assign to these itemizations. Please see Sales Tax in Goods & Services Expense Reports for a further explanation on why entering the correct value into the Tax field is important for avoiding double taxation.
Sales Tax in Goods & Services Expense Reports

Sales tax and freight charges on a Goods & Services expense report are processed differently based on expense type: Simple OR Itemized. It is important to understand how CardQuest works in order to avoid double taxation to Project/Tasks/Awards.

Simple Expense Types

For Simple expense types (such as Goods – Simple), you must enter the amount of the sales tax from the receipt in the Sales Tax Amount Charged field. If you were not charged sales tax by the vendor, you must enter a zero (0) into that field. This will trigger a review of this transaction for possible use tax accrual. If you enter zero into this field and you were charged sales tax by the vendor, as indicated on your receipt or invoice, you may be at risk for double taxation: once by the vendor and possibly a second time by Oracle’s use tax accrual process. By entering the correct tax amount that is on your receipt or invoice will ensure that double taxation does not occur. If the transaction was tax exempt then check the Non-Taxable box just before the Sales Tax field.

There are no special requirements for allocations of Goods & Services Simple expenses.

Itemized Expense Types

For Itemized expense types (such as Goods – Itemized), if a vendor has charged sales tax, as indicated on the receipt or invoice, you must create a tax line as part of the itemization process for the tax amount. If the vendor did not charge sales tax, then do not create a tax line and complete the itemization. This will trigger a review of this transaction for possible use tax accrual. If you were charged sales tax, as indicated on your receipt or invoice, and do not create a tax line as part of the itemization, you may be at risk for double taxation: once by the vendor and possibly a second time by Oracle’s use tax accrual process. If the Goods Itemization was tax exempt then check the Non-Taxable box.
Sales Tax in Goods & Services Expense Reports (Continued)

It is important to always add a tax line if sales tax has been charged. Tax lines in Goods & Services Itemized expenses also require special allocation processing. Please see Allocate Expenses - Step 2: Allocating Goods & Services Itemized Tax & Freight.
**Attach Receipt Images**

Before you can successfully submit your expense report, you must attach receipts for all expenses in a Goods & Services report and all expenses over $75 for Travel. You can attach scanned images of your receipts from a location on your desktop and/or email receipts directly into your Receipt Store or the Receipt Store of someone else with a CardQuest Profile.

Receipt Images must be .pnj, .jpg, .jpeg, .pdf, .html, .tif, or .tiff; no more than 5MB per file; and up to 10 files per report.

<table>
<thead>
<tr>
<th>How to...</th>
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</thead>
<tbody>
<tr>
<td>1. On the Expense Report page, from the Receipts dropdown menu, select Attach Receipt Images.</td>
<td>The Receipt Upload and Attach window appears. Images attached will be saved at the report header level. To attach images at the expense level, see step 7 below.</td>
</tr>
<tr>
<td>2. Click Browse, and then locate the file you want to attach.</td>
<td>The selected file appears in the Files Selected for uploading section of the window.</td>
</tr>
<tr>
<td>3. Select the file, and then click Open.</td>
<td></td>
</tr>
<tr>
<td>4. To attach another image, click Browse, and then repeat the process.</td>
<td></td>
</tr>
<tr>
<td>5. Click Upload, and then click Close.</td>
<td></td>
</tr>
</tbody>
</table>
**Attach Receipt Images (Continued)**

6. To view the attached receipts, from the Receipts dropdown menu, select View Receipts in New Window or View Receipts in Current Window.

7. You can also attach receipt images as you complete an expense entry by clicking the Attach Receipt button located in the bottom right hand corner of each expense details page.

The word Attached will appear next to each file that was successfully attached.

A window will pop up and you can either choose a receipt that is in your Receipt Store or Browse your computer for a receipt image.

8. You can also click and drag a receipt from your computer into a report that you are working on.

9. You can email a receipt directly into your Receipt Store by sending the receipt as an attachment to receipts@concur.com.

Only one attachment per email is allowed and you must verify your email address in your profile and send the receipts from the email account that you have verified in CardQuest.

10. You can email a receipt to another User’s receipt store by emailing to receipts@concur.com with the CardQuest user’s email address in the Subject Line of the email.

The email address in the Subject Line must be the email address they have verified in their profile in CardQuest.
11. If you are missing a receipt for a transaction, you must attach a **Missing Receipt Affadavit**. For **Travel ONLY**, you do not need to attach a receipt for expenses **under $75**.
Delete Receipt Images

How to...

2. In the confirmation window, click Yes.

Additional Information

A confirmation window appears.

When you select the Delete Receipt Images option, all images attached at the report level are deleted. You cannot delete individual receipt images at the report level.
Allocate Expenses

The **Allocations** feature allows you to allocate expenses to specific Project/Tasks/Awards (PTA) and Expenditure Type. The PTA’s you choose will be charged for those expenses. **Tax and Freight in Goods & Services Itemized** expenses requires special handling and is covered below.

**Step 1: Allocating Expenses (excluding Goods & Services Itemized Tax & Freight)**

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Add credit card charges and/or out-of-pocket expenses (for Travel only) to your report.</td>
<td>The expense details appear on the right.</td>
</tr>
<tr>
<td>2. Select the expense you wish to allocate from the expense list.</td>
<td>The <strong>Allocate Report</strong> window appears.</td>
</tr>
<tr>
<td>3. Click <strong>Allocate</strong> near the lower right-hand corner of the expense details section.</td>
<td></td>
</tr>
</tbody>
</table>

4. From the **Allocate By** dropdown menu, select either **Percentage** or **Amount**.

5. In the **Allocate By** field, enter the **Percentage** or **Amount**.

6. Click in the field under the **Project/Task/Award** column heading.

7. Click in the field under **Federal/Non-Federal**.

If you are allocating to only one PTA, enter 100 as the Percentage or the total dollar amount as the Amount.

Choose the PTA that the expense should be allocated to.

After you choose the PTA, the system will determine whether it is Federal or Non-Federal. Select what is in the list of values.
Step 1: Allocating Expenses (excluding Goods & Services Itemized Tax & Freight) (Continued)

How to...

8. Click in the field under Expenditure.

Additional Information

Choose the Expenditure Type for the expense, for example Supplies – Allocable.

9. By clicking Add New Allocation, you can add additional allocations.

A new allocations field appears.

10. Repeat steps 5-8 for each new allocation.

Add as many allocations as necessary until you allocate 100% or the total amount.

11. Click Save.

12. In the confirmation message box, click OK.

Each expense that is successfully allocated will be given a Group number in the Expense List on the right. Like allocations will be given the same Group number.

13. In the Allocate Report window, click Done.

The allocation icon appears on the left side of the page with the expense.

Step 2: Allocating Goods & Services Itemized Sales Tax & Freight

How to...

1. Add credit card charges to your report.

2. Select the Sales Tax or Freight itemized line you wish to allocate from the expense list.

Additional Information

The expense details appear on the right. Please note that you should see an Exception that says Select the Z_TO_BE_ALLOCATED_IN_ORACLE PTA for system allocated sales tax or freight totals when expenses are itemized.
Step 2: Allocating Goods & Services Itemized Sales Tax & Freight (Continued)

3. Click **Allocate** near the lower right-hand corner of the expense details section.

4. In the **Allocate By** dropdown menu, select **Percentage**. Always allocate Sales Tax and/or Freight at 100%.

5. In the **Project/Task/Award** field, enter **Z_TO_BE_ALLOCATED_IN_ORACLE**. Always allocate Sales Tax and/or Freight lines for Goods & Services Itemized expenses to **Z_TO_BE_ALLOCATED_IN_ORACLE**.

6. In the **Federal/Not Federal** and **Expenditure** Fields, choose **Z** from the list of values. When you enter **Z_TO_BE_ALLOCATED_IN_ORACLE** as the PTA, the only value you may select in Federal/Not Federal and Expenditure is Z.
Step 2: Allocating Goods & Services Itemized Sales Tax & Freight (Continued)

How to...

7. It is recommended that you create a Favorite for Z_ALLOCATION by clicking the Add to Favorites button before you save the allocation.

8. By allocating the sales tax and/or Freight to Z_TO_BE_ALLOCATED_IN_ORACLE this requires Oracle to distribute the sales tax in proportion to how you allocated the other lines in the itemization.

Additional Information

When you Add to Favorites, enter Allocation Favorite Name and click Save. The next time you want to use this allocation, click the Favorites button and it will automatically populate the fields for you.

Z_TO_BE_ALLOCATED_IN_ORACLE is a tool that eliminates the need to manually calculate how the tax should be distributed by following the allocation of the non-tax purchases in your itemization. For example, if you itemized the purchase of several computers and allocated them to various PTA’s, Z_TO_BE_ALLOCATED_IN_ORACLE will automatically split the sales tax and/or freight to mirror the allocations of the computers. This ensures that each PTA gets assigned the appropriate amount of the total tax on the transaction. Only Itemized expenses (Goods - Itemized, Services - Itemized, and Other-Itemized) in Goods & Services need to use Z_TO_BE_ALLOCATED_IN_ORACLE.
Allocate Multiple Expenses

If you have multiple expenses in an expense report to allocate (assign a Project/Task/Award and Expenditure Type), you can select and allocate all applicable expenses at the same time.

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Add credit card charges and/or out-of-pocket expenses (for Travel only) to your report.</td>
<td>A message appears in the right pane, which states, “You have selected multiple expenses. What would you like to do?” It provides three options.</td>
</tr>
<tr>
<td>2. Select all the expenses you wish to allocate from the expense list.</td>
<td></td>
</tr>
<tr>
<td>4. From the Allocate By dropdown menu, select either Percentage or Amount.</td>
<td>If you are allocating to only one PTA, enter 100 as the Percentage or the total dollar amount as the Amount.</td>
</tr>
<tr>
<td>5. In the Allocate By field, enter the Percentage or Amount.</td>
<td>Choose the PTA that the expense should be allocated to.</td>
</tr>
<tr>
<td>6. Click in the field under the Project/Task/Award column heading.</td>
<td>After you choose the PTA, the system will determine whether it is Federal or Non-Federal. Select what is in the list of values.</td>
</tr>
<tr>
<td>7. Click in the field under Federal/Non-Federal.</td>
<td>Choose the Expenditure Type for the expense, for example Supplies – Allocable.</td>
</tr>
<tr>
<td>8. Click in the field under Expenditure.</td>
<td>A new allocations field appears.</td>
</tr>
<tr>
<td>9. By clicking Add New Allocation, you can add additional allocations.</td>
<td>Add as many allocations as necessary. You can adjust the Amounts and Percentages. If you do not allocate 100% of the total, the amount that you do not allocate will be charged to your default PTA.</td>
</tr>
<tr>
<td>10. Repeat steps 5-8 for each new allocation.</td>
<td></td>
</tr>
</tbody>
</table>
Allocate Multiple Expenses (Continued)

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>11. Click <strong>Save</strong>.</td>
<td>Each expense that is successfully allocated will be given a Group number in the Expense List on the right. Like allocations will be given the same Group number.</td>
</tr>
<tr>
<td>12. In the confirmation message box, click <strong>OK</strong>.</td>
<td>The allocation icon appears on the left side of the page with the expense. If the expense is 100% allocated, the icon completely blue. If the expense is not 100% allocated, the icon is blue and white.</td>
</tr>
<tr>
<td>13. In the <strong>Allocates</strong> window, click <strong>Done</strong>.</td>
<td></td>
</tr>
</tbody>
</table>

![Allocation Icon Example]

[Image ofAllocation Icon Example]
Section 10: Print and Submit/Resubmit Expense Reports

Preview and Print Your Expense Report

How to...

1. From the Print/Email menu, select the Caltech Detailed Report. If you want to see itemization detail in your report, check the Show Itemizations box in the upper left hand corner of the Caltech Detailed Report.

2. To print the report, click Print. You can also save the report as a PDF.

3. To email the report to yourself or another person, click Email and add the addresses into the Email Recipient(s) box. Put a comma between each email address. In the Comment field, enter a message, which will appear in the body of the email.
Use E-Receipts

E-Receipts are an electronic version of receipt data that can be sent directly to CardQuest to replace imaged paper receipts. You must opt in from your Profile before e-receipts will show in CardQuest. You will be notified in the Alerts section on the CardQuest Home Page with a link to Enabling E-Receipts.

Enable E-Receipts

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>1. When you first log into the CardQuest, on the Home Page, in the Alerts section, click Sign up here.</td>
<td>The E-Receipt Activation page appears.</td>
</tr>
<tr>
<td>2. Click E-Receipt Activation.</td>
<td>The E-Receipt Activation and Use Agreement appears.</td>
</tr>
</tbody>
</table>

3. Click I Accept. The e-receipts confirmation appears. Once you have confirmed the e-receipt activation, all of your Pcards are included. From your Profile, you can choose to exclude a particular card.

As you create your expense reports, you will see the e-receipt icon next to any transactions that have an e-receipt. You can click the icon to view the e-receipt.

4. If the ability to sign up for e-receipts no longer appears on the CardQuest Home Page, click Profile. Under Other Settings, select E-Receipt Activation. Follow Steps 2 and 3 above. The E-Receipt Activation screen appears.
Exclude a Credit Card from E-Receipts

If you have a credit card listed in your Profile for which you do not want to receive e-receipts, you can exclude that credit card.

**How to…**

1. From the Profile page, click Personal Information.
2. In the Credit Cards section, click the edit icon for the credit card you wish to exclude.
3. Clear the Receive e-receipts for this card checkbox.
4. Click Save Changes.

---

**Additional Information**

[Image of Edit Credit Card interface]
Submit Your Completed Expense Report

CardQuest allows an Approver seven (7) days to review and approve an expense report. Please note that if an Approver chooses to Approve & Forward the report that could add another seven days to the Approval Process. You can check the status of your report at any time by viewing the Status information.

How to...


2. Click Accept & Submit Report.

3. Click Close.

Additional Information

The Final Review window appears, with a User Electronic Agreement.

The Report Submit Status window confirms that the report was successfully submitted.

The Expense Report List page appears.
Correct and Resubmit a Report Sent Back by Your Approver

If your Approver requires changes or additional information, he/she may return your expense report. The returned report appears in the Expense Report or Open Reports section of the CardQuest Home Page, along with a comment from your Approver.

How to...

1. Click the report name (link) to open the report.
2. Make the requested changes.
3. Click Submit Report.

Additional Information

The Expense Report page appears.
Section 11: Review and Approve Expense Reports

As an Approver, you can approve an expense report “as is”; send an expense report back to the employee to modify and resubmit; or approve and forward a report to another authorized Approver to approve.

Review and Approve an Expense Report

All reports awaiting your review and approval appear in the Approval Queue section of the CardQuest Home Page.

How to...

1. Click the report name (link) to open the report.

2. To review the report information, from the Details dropdown menu, select Report Header (under Report).

3. To review expense entry information, click an expense entry.

4. When ready to approve, click Approve.

Additional Information

The Expense Report page appears.

The Report Header page appears. Click Cancel on the Report Header page.

The expense entry details appear on the right side of the page.

The report moves to the next step in the workflow.

Send an Expense Report Back to the Employee

All reports awaiting your review and approval appear in the Approval Queue section of the CardQuest Home Page.

How to...

1. Click the report name (link) to open the report.

2. Click Send Back to Employee.

3. Enter a comment for the employee, and then click OK.

Additional Information

The Expense Report page appears.

The Send Back Report box appears.

The report is returned to the employee.
## Section 11: Review and Approve Expense Reports (Continued)

### Add an Additional Review Step for an Expense Report

You can add additional approval steps for an expense report, as needed. For example, if the expense report has an allocation to a Project/Task/Award that does not belong to and you would like to forward it to another Approver for review, you can manually select an additional Approver for the report.

<table>
<thead>
<tr>
<th>How to…</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. On the CardQuest Home Page in the Approval Queue section, click the report name (link) to open the report.</td>
<td>The Expense Report page appears.</td>
</tr>
<tr>
<td>2. Click Approve &amp; Forward.</td>
<td>The Approve &amp; Forward window appears.</td>
</tr>
<tr>
<td>3. In the Approve &amp; Forward window, click the Search Approvers By dropdown arrow.</td>
<td>A list of search options appears.</td>
</tr>
<tr>
<td>4. Select the desired search option from the dropdown list.</td>
<td>The system displays all matches for the search criteria that you entered.</td>
</tr>
<tr>
<td>5. In the User-Added Approver field, type the search criteria.</td>
<td>The expense report is forwarded to the selected Approver.</td>
</tr>
<tr>
<td>6. From the list of options displayed by the search, select the appropriate approver.</td>
<td></td>
</tr>
<tr>
<td>7. Click Approve &amp; Forward.</td>
<td></td>
</tr>
</tbody>
</table>
**Acting as a Travel Arranger and Expense Report Delegate for Faculty vs Administrative Staff**

CardQuest allows administrative support staff to book Travel and create Expense Reports on behalf of employees with CardQuest profiles. You must be set up as 1) a Travel Arranger within CardQuest Travel and 2) as an Expense Report Delegate within CardQuest Expense in order to access a user’s Travel Profile and Card Charges and act on their behalf. The Travel Arranger role is the same if you are supporting Faculty vs Staff, but the Expense Report Delegate role differs depending on whether you are supporting Faculty or Staff.

**Step 1: Getting Set Up as a Travel Arranger and/or Expense Report Delegate**

**How to...**

1. There are two ways to get set up as a **Travel Arranger or Expense Report Delegate**: 1) the person you are supporting can set you up themselves in their Profile by adding you OR 2) a member of the PCAT Team can add you.

2. If you would like to set someone up as your Travel Arranger and/ or Delegate, please refer to **Section 3: Update Your Travel and Expense Profile, Step 3: Set Up a Travel Arranger or Assistant AND Step 5: Add a Delegate**.

**Additional Information**

Email cardquesthelp@caltech.edu with the name of the person you need to support, whether they are **faculty or staff**, and indicate if you need both to book travel and create expense reports for this person.

**Step 2: Expense Report Delegate Role for Faculty vs Administrative Staff**

**How to...**

1. As an Expense Report **Delegate for a Faculty member**, you will be able to **prepare AND submit** reports for the Faculty member you support.

2. In some cases, you may also be able to **Approve** on behalf of another CardQuest user.

3. As an Expense Report **Delegate for a Staff member**, you will be able to **prepare an expense report but not submit the report**.

**Additional Information**

If when you Administer for a Faculty member in CardQuest and **do not see the Submit button** when preparing a report, please contact the PCAT team. Your delegate settings need to be updated.

You must be set up as an authorized Approver before you can Approve for someone as a Delegate.

Once the report is complete, **let the Staff member know the report is ready** so they can log on to CardQuest, review the report, and hit the Submit button. Hitting Notify Employee does not trigger an email notification; it only adds an icon next to the report.

**Step 3: Acting as an Expense Report Delegate**

**How to...**

1. Once you are set up as an Expense Report Delegate, you can now access the CardQuest Profiles of the people you support.

**Additional Information**
Step 3: Acting as an Expense Report Delegate (Continued)

**How to...**

2. Go to **Profile** and then enter the name of the person you want to or.

3. Click **Apply**. You will then see their CardQuest Home Page and be able to create a report on their behalf. In the upper right hand corner, you will see the **name of who you are Administering for** at any time. If there is no name there, you are acting as yourself.
## Section 12: Action Buttons and Icons

<table>
<thead>
<tr>
<th>Button/Icon Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Add New Allocation</strong></td>
</tr>
<tr>
<td>Add a new allocation row.</td>
</tr>
<tr>
<td><strong>Airfare</strong></td>
</tr>
<tr>
<td>Click to view your airfare booking information.</td>
</tr>
<tr>
<td><strong>Allocate By</strong></td>
</tr>
<tr>
<td>Choose between allocating by percentage or amount.</td>
</tr>
<tr>
<td><strong>Allocations</strong></td>
</tr>
<tr>
<td>Indicates that an expense entry has been allocated.</td>
</tr>
<tr>
<td><strong>Attendees</strong></td>
</tr>
<tr>
<td>Indicates that an expense entry has associated attendees.</td>
</tr>
<tr>
<td><strong>Approve</strong></td>
</tr>
<tr>
<td>Approve the expense report for processing.</td>
</tr>
<tr>
<td><strong>Approve &amp; Forward</strong></td>
</tr>
<tr>
<td>Add additional review steps for an expense report.</td>
</tr>
<tr>
<td><strong>Car Rental</strong></td>
</tr>
<tr>
<td>Click to view booking information for your car rental.</td>
</tr>
<tr>
<td><strong>Credit Card Transaction</strong></td>
</tr>
<tr>
<td>Indicates that an expense entry was from a credit card transaction. Amex, Visa, and MasterCard.</td>
</tr>
<tr>
<td><strong>Comments</strong></td>
</tr>
<tr>
<td>Indicates that an expense entry has comments associated with it.</td>
</tr>
<tr>
<td><strong>Create Expense Report From Trip</strong></td>
</tr>
<tr>
<td>Creates an expense report from a completed trip.</td>
</tr>
<tr>
<td><strong>Delete Report</strong></td>
</tr>
<tr>
<td>Deletes the current expense report.</td>
</tr>
<tr>
<td><strong>Details</strong></td>
</tr>
<tr>
<td>Provides options to view details of the expense report such as the report header, allocations, and audit trail.</td>
</tr>
<tr>
<td><strong>E-Receipt</strong></td>
</tr>
<tr>
<td>Indicates that an e-receipt was imported for this entry.</td>
</tr>
<tr>
<td><strong>Exceptions (Yellow)</strong></td>
</tr>
<tr>
<td>Indicates that an expense entry has an exception associated with it.</td>
</tr>
<tr>
<td><strong>Exceptions (Red)</strong></td>
</tr>
<tr>
<td>Indicates that an expense entry has an exception associated with it that must be resolved before you can submit the expense report.</td>
</tr>
<tr>
<td><strong>Import</strong></td>
</tr>
<tr>
<td>Provides access to import trip details or credit card charges to the current expense report.</td>
</tr>
<tr>
<td><strong>Itemize</strong></td>
</tr>
<tr>
<td>Save the current expense entry and being the itemization process.</td>
</tr>
<tr>
<td><strong>Lodging</strong></td>
</tr>
<tr>
<td>Click to view your lodging booking information.</td>
</tr>
<tr>
<td><strong>Mobile Expense</strong></td>
</tr>
<tr>
<td>Indicates that the expense was entered in Concur Mobile.</td>
</tr>
<tr>
<td><strong>Multiply</strong></td>
</tr>
<tr>
<td>Reverses the exchange rate when working with foreign out of pocket transactions.</td>
</tr>
<tr>
<td><strong>New Attendee</strong></td>
</tr>
<tr>
<td>Add a never before used attendee to an expense report.</td>
</tr>
<tr>
<td><strong>New Expense</strong></td>
</tr>
<tr>
<td>Create an out of pocket expense entry.</td>
</tr>
<tr>
<td><strong>New Expense Report</strong></td>
</tr>
<tr>
<td>Create a new expense report.</td>
</tr>
<tr>
<td><strong>Next</strong></td>
</tr>
<tr>
<td>After creating the expense report header go to the next step in the process.</td>
</tr>
<tr>
<td><strong>Personal</strong></td>
</tr>
<tr>
<td>Indicates that an expense entry was marked as personal.</td>
</tr>
<tr>
<td><strong>Print / Email</strong></td>
</tr>
<tr>
<td>Print the fax cover page or detail report for the current expense report.</td>
</tr>
<tr>
<td><strong>Rail</strong></td>
</tr>
<tr>
<td>Click to view your rail booking information.</td>
</tr>
<tr>
<td><strong>Receipts</strong></td>
</tr>
<tr>
<td>Access to attach receipt images or view previously attached receipts.</td>
</tr>
<tr>
<td><strong>Receipt Attached</strong></td>
</tr>
<tr>
<td>Indicates that a receipt is attached to the expense entry.</td>
</tr>
<tr>
<td><strong>Receipt Image Required</strong></td>
</tr>
<tr>
<td>Indicates that a receipt is required for the expense entry.</td>
</tr>
<tr>
<td><strong>Reserve</strong></td>
</tr>
<tr>
<td>Reserves the selected trip details.</td>
</tr>
<tr>
<td>Button/Icon Description</td>
</tr>
<tr>
<td>------------------------</td>
</tr>
<tr>
<td><img src="image" alt="Report returned by Approver" /></td>
</tr>
<tr>
<td><img src="image" alt="Seat map" /></td>
</tr>
<tr>
<td><img src="image" alt="Send Back to User" /></td>
</tr>
<tr>
<td><img src="image" alt="Submit Report" /></td>
</tr>
<tr>
<td><img src="image" alt="Tooltip" /></td>
</tr>
<tr>
<td><img src="image" alt="Show / Hide Itemization" /></td>
</tr>
<tr>
<td><img src="image" alt="Yellow Diamond" /></td>
</tr>
</tbody>
</table>