

Travel: Travel Vacation Reassignment

Travel Service Guide

Last Revised: February 21, 2024

Applies to Concur Travel:

- Professional/Premium edition
 - TMC Partners
 - Direct Customers

- Standard edition
 - TMC Partners
 - Direct Customers

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Revision History

Date	Revision Notes/Comments
February 21, 2024	Added point to <i>Important Notes</i> topic within <i>Approver/Manager Experience</i> section
July 26, 2023	Updated <i>Overview</i> section with note on SAP Concur UI themes; no other changes
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January 3, 2018	Updated the copyright; no other changes; cover date not updated
December 4, 2017	Moved from a Fact Sheet to a TSG; several edits

Travel Vacation Reassignment

Section 1: IMPORTANT – About this Guide

Be aware that certain scenarios have an infinite number of variables or extremely unusual circumstances, like rare cancellation or refund situations. So, not all scenarios can be presented in this guide. Also, certain processes may be influenced by third- or fourth-party participants. In some cases, you must contact the vendor/provider directly.

Section 2: Overview

NOTE: Multiple SAP Concur product versions and UI themes are available, so this content might contain images or procedures that do not precisely match your implementation. For example, when SAP Fiori UI themes are implemented, home page navigation is consolidated under the SAP Concur Home menu.

The Travel Vacation Reassignment feature allows approvers/managers to reassign their duties to someone else in their absence.

For example: Olivia is an approver for five travelers. She is going on vacation tomorrow and will be gone for a week. By turning on the Travel Vacation Reassignment feature, all email **approval** notifications and approval duties will go to the alternate approver she selects until she returns.

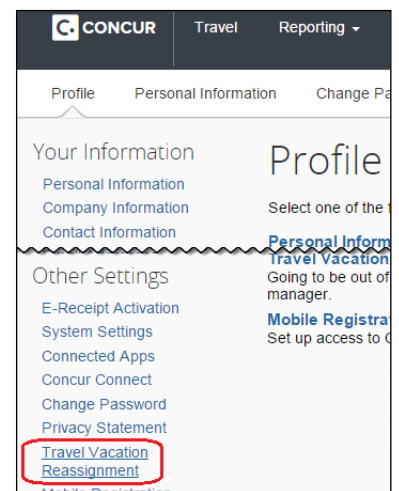
Section 3: Approver/Manager Experience

Profile Access

Once enabled (as described in the *Configuration* section of this guide), the approver/manager clicks **Profile** > **Profile Settings** and then **Travel Vacation Reassignment** in the **Other Settings** section of the left menu.

Begin Vacation Reassignment

The approver/manager begins typing the name, email address, or login ID of the alternate approver/manager. This is an auto-complete field so it will provide a list if there are multiple matches. The approver/manager selects the desired alternate and then clicks **Submit**.



Travel Vacation Reassignment

Choose a person in your company who will handle travel approvals assigned to you in your absence. When you return from vacation, remember to come back here and clear out the backup manager so that you receive approvals as normal again.

Note 1: If your designated backup manager goes on vacation while you are also on vacation, then all travel approvals that are assigned to you will be redirected to your company's travel administrator.

Note 2: This will **not** reassign any items currently in your approval queue; please handle those before you leave.

Upon submission, the approver/manager receives a popup confirmation.

The screenshot shows the 'Travel Vacation Reassignment' page with a navigation bar at the top containing 'Reporting', 'App Center', and 'List'. Below the navigation bar are links for 'Vacation', 'Change Password', and 'System'. The main content area is titled 'Travel Vacation Reassignment' and contains the same instructions and notes as the previous screenshot. A modal popup is displayed over the page with the following text: 'You have designated a backup manager. All travel approvals ordinarily assigned to you will be routed through this manager until you come to this page and clear the backup manager. Do you wish to proceed?'. The popup has two buttons: 'OK' and 'Cancel'.

The approver/manager will be redirected to the main Profile page if successfully saved.

End Vacation Reassignment

To end the reassignment, the approver/manager must return to **Profile > Profile Settings > Travel Vacation Reassignment** and click **None**. This will clear the alternate approver's name. Then the approver/manager clicks **Submit**.

Upon submission, the approver/manager receives a popup confirmation.

The screenshot shows the 'Travel Vacation Reassignment' page with the same navigation and content as the previous screenshot. A modal popup is displayed with the following text: 'You are clearing your backup manager and will now receive all travel approvals assigned to you. However any approvals assigned to the backup manager during your absence will NOT be reassigned back to you. Contact your travel administrator if you have questions.' The popup has one button: 'OK'.

Important

Note the following:

- This action **does not** affect any items currently in the approver's queue. The manager/approver must manage those items before leaving.
- Approvers/Managers should add a reminder for themselves to disable the Travel Vacation Reassignment when they return. This is **not** automatic.
- Only the approver/manager can enable or disable Travel Vacation Reassignment. Administrators/Arrangers cannot act on the approver/manager's behalf.
- There is no indication to the user/arranger that their approver/manager is on vacation. SAP Concur recommends the approver/manager reach out to their users/arrangers to advise that they will be on vacation and who their replacement will be, in case they need to contact them.
- If the designated backup approver is also absent at the same time, then all travel approvals that are assigned to the original manager/approver will be available to anyone with Company Admin or Approval Queue permission.
- In the new Concur Travel experience, if the designated backup approver is simultaneously absent, for all travel approvals that are assigned to the original manager or approver, the trip will return to the original approver.

Section 4: Configuration

For both Professional and Standard Travel, the Travel Vacation Reassignment feature is activated via a module property, which is managed by SAP Concur.

Customers and fulfillment travel agency partners must submit a Support ticket to request the feature. This is a configuration-level module property, so if there are multiple configurations for your site, be sure to indicate which ones should have this enabled. For those indicated, SAP Concur will set the **Allow Vacation Reassign** module property to *True*.

