



## **SAP Concur Expense: Close/Inactivate a Request**

Use this guide to help you close Travel Requests via Concur Expense.

**Accounts Payable & Travel**

*Revised Oct. 2021*

## Overview

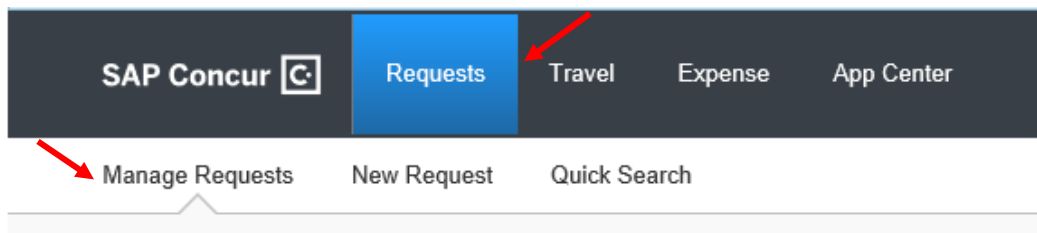
All Travel Requests need to be closed to release the encumbrance even after an Expense Report with a reimbursement has been processed.

These instances include:

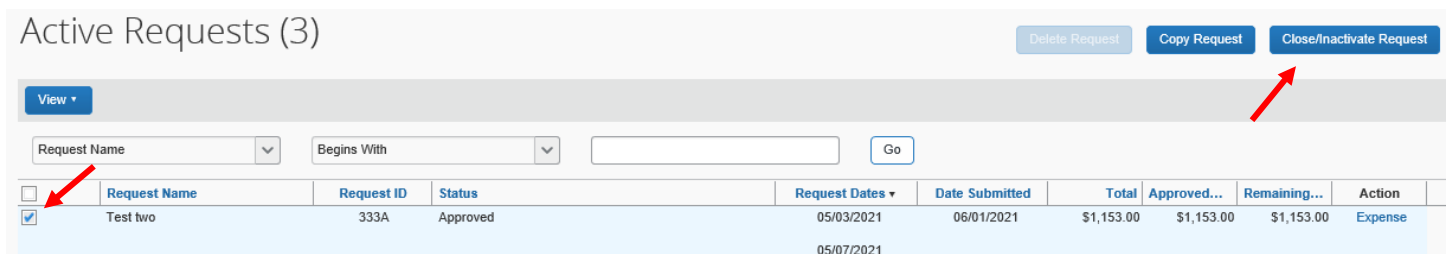
- Once the trip is complete and the Expense Report has been submitted, the Travel Request must be closed to release the remaining encumbrance.
- Once a zero-dollar Travel Request is complete, you will Close/Inactivate the Travel Request. No zero-dollar Expense Report is needed.
- A Travel Request may be closed by the Proxy or traveler for canceled trips if no Company Billed items are to be expensed.
- If a request is listed on an open encumbrance report and the reimbursement has been processed for payment or the trip did not take place, the Travel Request must be closed to release the remaining encumbrance.

## Close/Inactivate a Request

1. Click **Requests** in the top toolbar, then click **Manage Requests**.



2. Select the checkbox for the Travel Request you would like to close, click **Close/Inactive Request**.



3. A confirmation popup will appear, click **Yes** to proceed, click **No** if you would like to cancel.

