



Email Notifications

Concur offers multiple email notification options for Request, Travel, and Expense. Email notifications are utilized to alert users of different actions in Concur (e.g. Request approval, cancelled booking, new travel card charge, etc.). They are also used to remind travelers of their responsibility to manage UA paid expenses in a timely manner.

Note: Emails sent to users from Concur come from an @concursolutions email address such as autonotification@concursolutions.com. Emails sent from CTM come from ua@travelctm.com. UA recommends marking these email addresses as safe senders. Otherwise, the notification emails may filter to a spam folder.

Users and their delegates can control some Concur generated email notifications on their Profile. Email notifications for delegates are dependent on their own settings and the “Receives Emails” delegate permission.

1. System Settings

Email Notifications

- Send an email every time something is put in or removed from my approval queue
- Send a daily summary of items in my queue
- Let me know when one of my requests is approved or denied
- Send Confirmation Emails ?
- Send Trip-on-Hold Reminder Emails ?
- Send Ticketed Travel Reminder Email ?
- Send Cancellation Emails ?

2. Request Preferences

Request Preferences

[Save](#) [Cancel](#)

Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.

Send email when...

- The status of a request changes
- A request is submitted for approval

Prompt...

- For an approver when a request is submitted



3. Expenses Preferences

Expense Preferences

[Save](#) [Cancel](#)

Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.

Send email when...

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

Prompt...

- For an approver when an expense report is submitted

Display...

- Make the Single Day Itineraries page my default in the Travel Allowance wizard