Concur Expense QuickStart Guide

Concur Technologies

Version 1.3

October 15, 2015

Document Revision History

Date	Description	Version	Author
08/22/2014	Concur Expense QuickStart Guide	1.0	Concur
04/09/2015	Concur Expense QuickStart Guide UI Updates	1.1	Concur
05/19/2015	Concur Expense QuickStart Guide UI Update	1.2	Concur
10/15/2015	Concur Expense Images Added	1.3	Concur

Proprietary Statement

Information contained in these documents applies to the following products in effect at the time of this document's publication, including but not limited to:

- Travel & Expense
- Invoice
- Expense
- Travel
- Request
- Risk Messaging
- Concur for Mobile

Published by Concur Technologies, Inc.
601 108th Avenue, NE, Suite 1000
Bellevue, WA 98004

Table of Contents

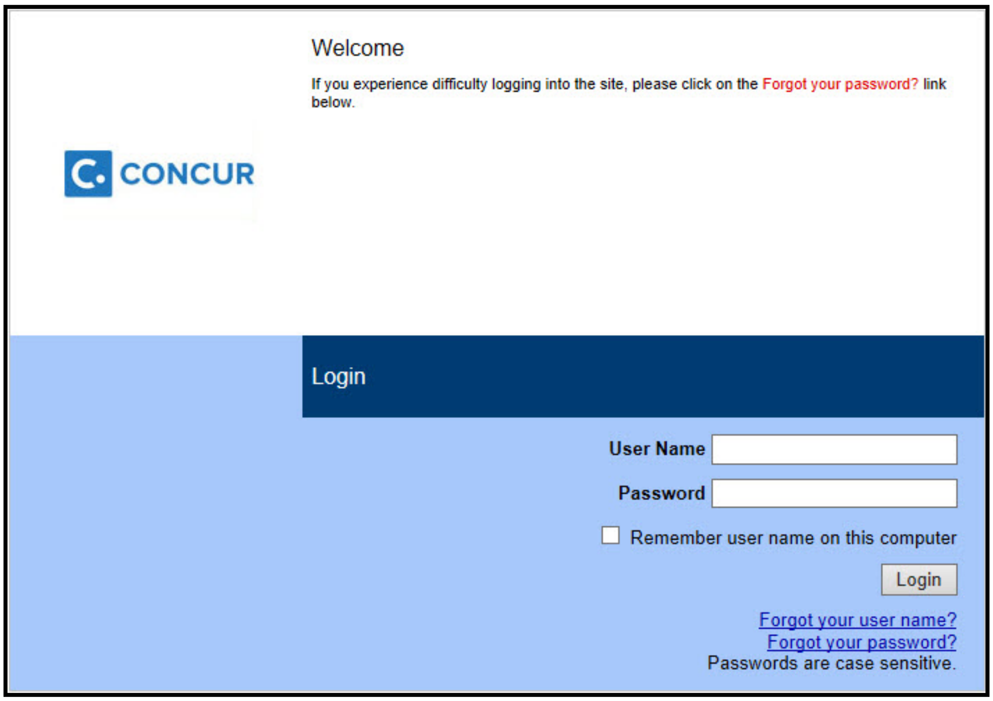
Logging on to Concur

To Log on to Concur:

1. In the **User Name** field, enter your user name.
2. In the **Password** field, enter your password.
3. Click **Login**.

   NOTES:

   - Log on to Concur following your company's logon instructions.
   - Your password is case sensitive.
   - If you are not sure how to log on, check with your company's administrator.



Exploring the Home Page

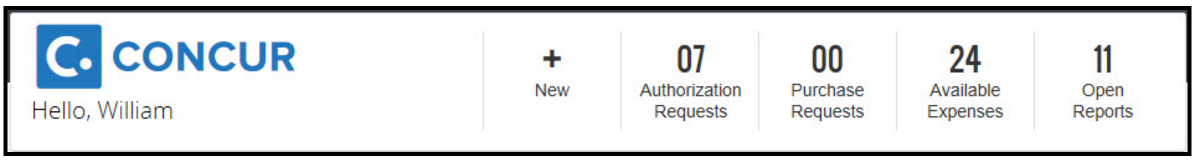
The home page contains the following sections.

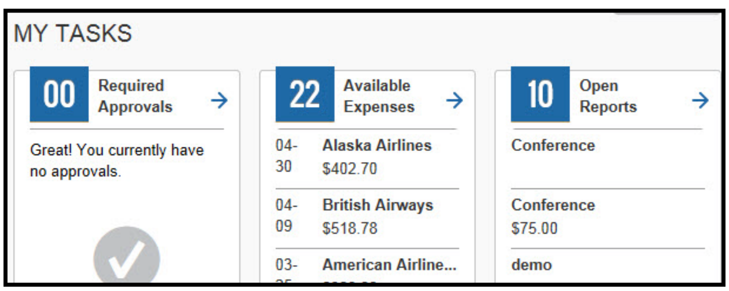
NOTE: To return to the home page from any other page, click the Concur logo on the top left of the screen.

Expense only

If your company uses Expense only, you will see these sections.

Section	Description
Quick Task Bar	This section provides Quick Tasks (links) so you can: • Start a new report, request, cash advance, payment request, etc. • Open reports and requests • Manage available expenses
My Tasks	This section shows your available expenses, open reports, and approvals that require attention.



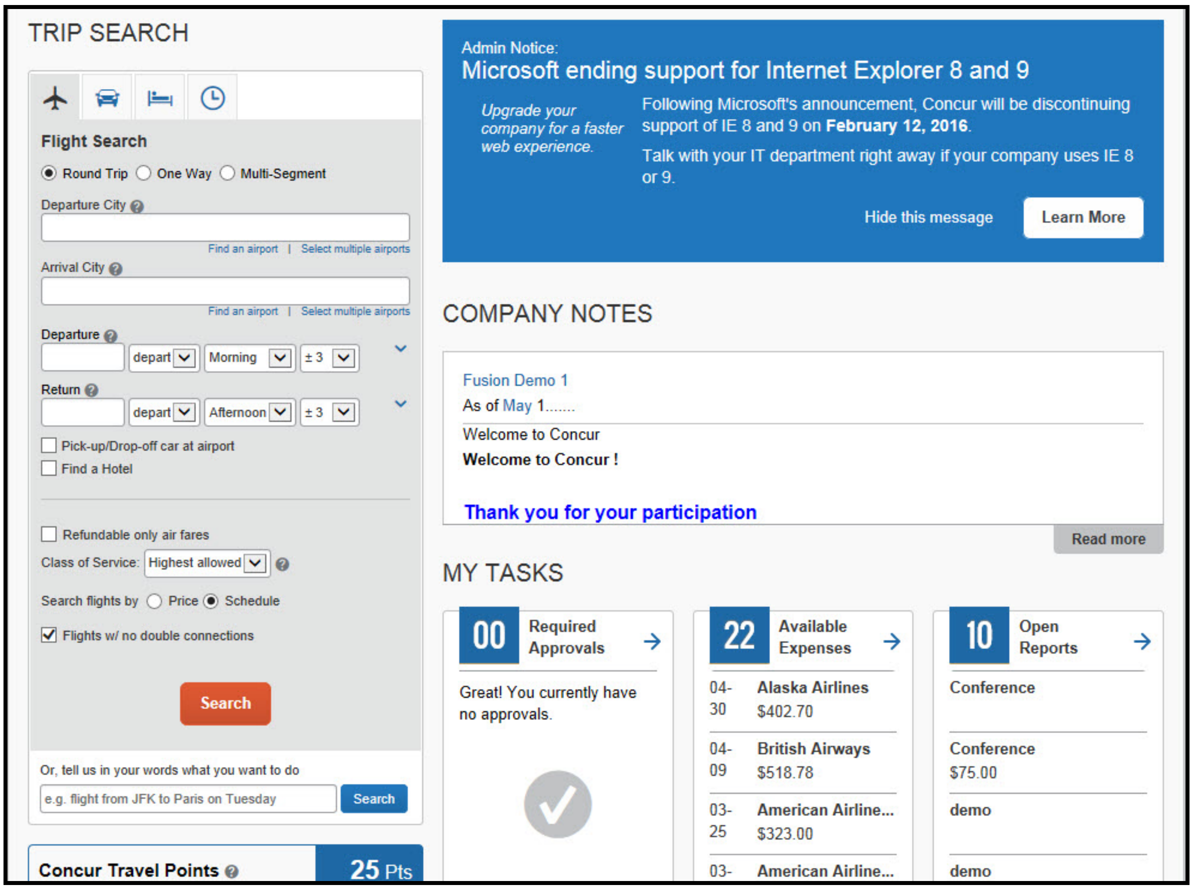


Expense and Travel

If your company uses Expense and Travel, you will see these sections.

Section	Description
Trip Search	This section provides the tools you need to book a trip with any or all of these: **Flight:** Use to book a flight. You can also book hotel and reserve a car at the same time. **Car**, **Hotel**, **Limo**, or **Rail:** Use to book hotels, reserve rental cars, etc. if not including them while booking a flight (**Flight** tab). **Flight Status:** Use to check the status of a flight. Enter the cities, date, and airline to see arrival times for the flight.

Alerts	This section displays informational alerts about Travel features.
Company Notes	Content is provided by your company administrator.
My Trips	This section lists your upcoming trips.
My Tasks	This section lists **Required Approvals, Available Expenses,** and **Open Reports**.
Facts & Stats	Helpful travel tools.



Updating Your Expense Profile

Use the profile options to set or change your personal preferences. They include:

- Approvers
- Attendees
- Bank information
- Cars:
    - Company
    - Personal
- E-Receipts
- Expense Delegates
- Expense Preferences:
    - Email notifications
    - Prompts

NOTE: Depending on your company's configuration, some of these options might not be available to you. Contact your Concur administrator for more information.

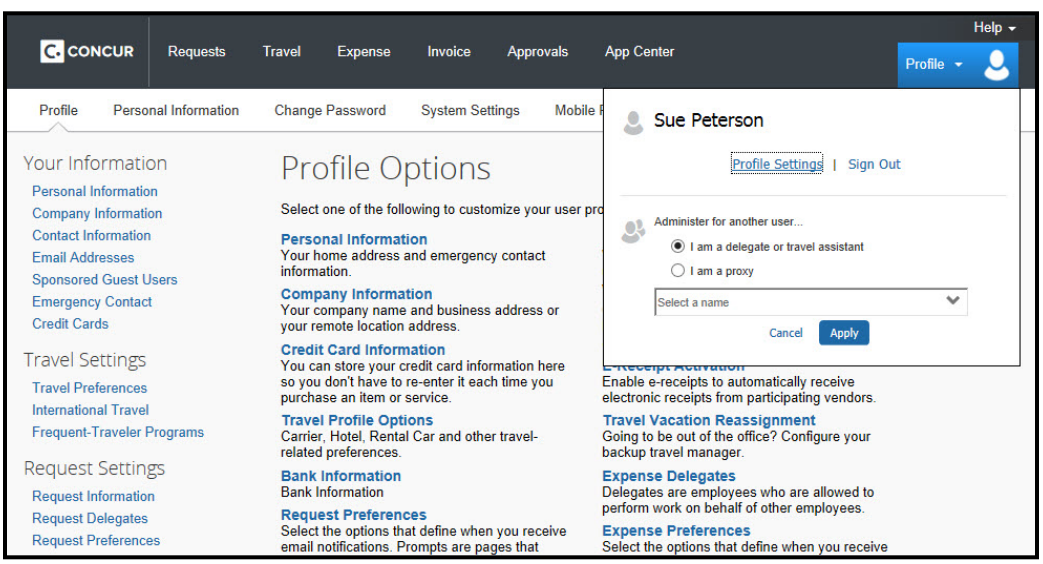
Delegates

If you are acting as an Expense *delegate* for another employee (*delegator*):

- Any changes you make on this page affect only the delegator and do not change your personal information.
- You cannot access all profile options for your delegator, such as bank information.

To access the profile information:

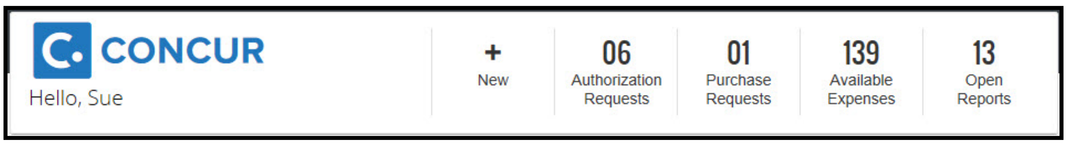
1. Click **Profile** > **Profile Settings**. The **Profile Options** page appears.
2. Click the appropriate option from the left-side menu.

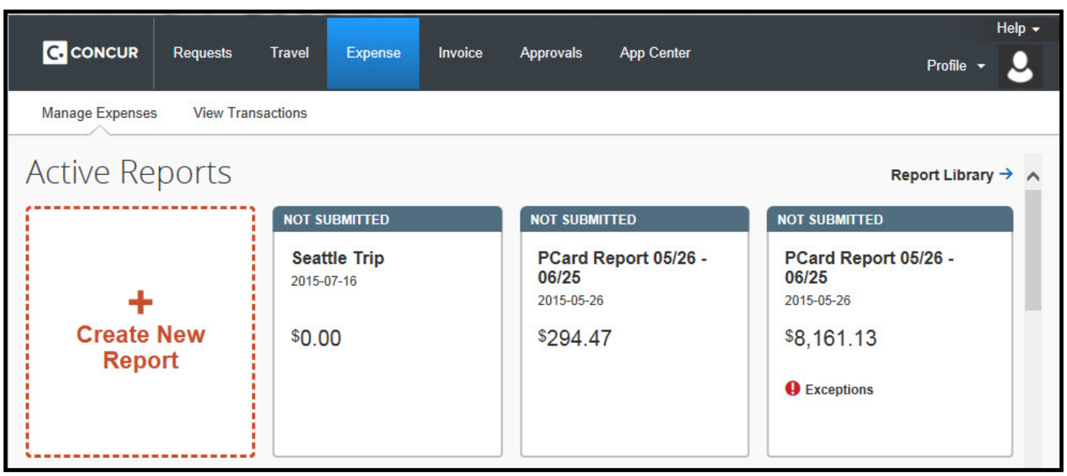


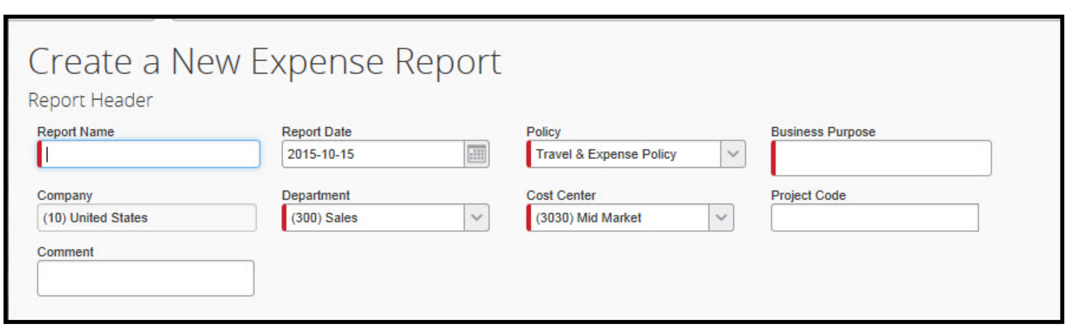
Creating a New Expense Report

To create a report:

1. Either:
   - On the home page, on the Quick Task Bar, place your mouse pointer over **New**, and then click **Start a Report**.
     - or -
   - On the menu, click **Expense** > **Manage Expenses** (on the sub-menu), and then click the **Create New Report** tile.
2. Complete all required fields (marked with red bars) and the optional fields customized by your company, as needed. (The fields that appear on this page are defined by your company).
3. Click **Next**. Available **Cash Advances** are displayed in a popup window (assign advances or click **Next**).
4. At this point, you will likely either:
   - Add an out-of-pocket expense to your expense report
   - Add company card transactions to your expense report







Adding Card Transactions to an Expense Report

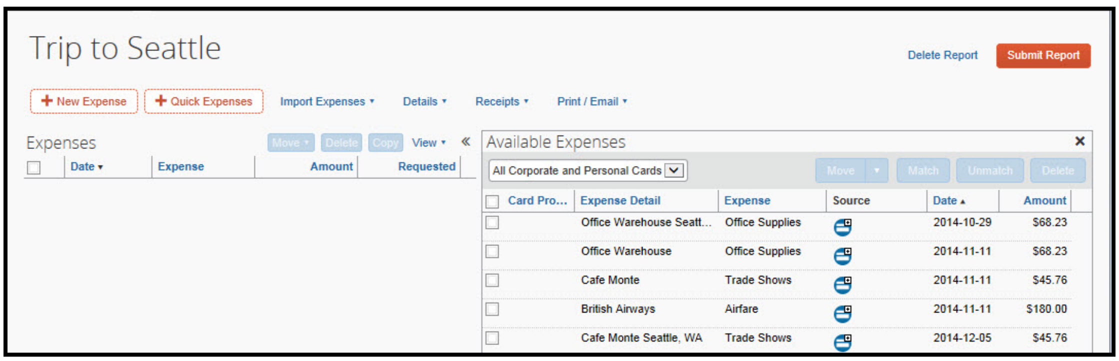
You can add card transactions to an expense report in these ways:

- From the open expense report
- From the **Credit Card Charges** page (**Expense** > **View Transactions** on the sub-menu)
- From the **Available Expenses** section (**Expense** > **Manage Expenses** on the sub-menu)

From the open expense report

To add card transactions within the open report:

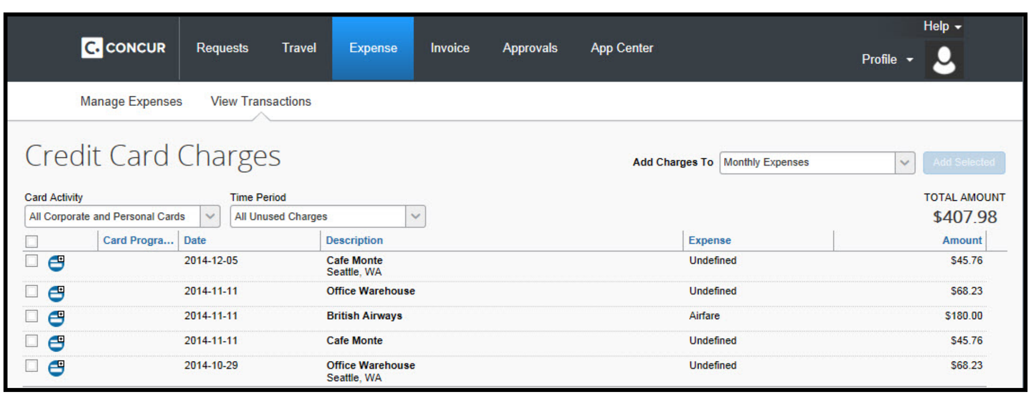
1. From the **Available Expenses** section on the right side of the screen, select the check box(es) for the appropriate expenses.
   NOTE: Depending on your company's configuration, you might need to click **Import Expenses > From File**.
2. Select each transaction that you want to assign to the current expense report.
3. Click **Move** (in the **Available Expenses** section). The expense is moved and appears on the left side of the page, with any applicable icons, such as company card or exception.



From the Credit Card Charges page

To assign one or more transactions to an expense report:

1. Select a check box next to each appropriate transaction.
   TIP: Select the **uppermost** check box to select all transactions.
2. Select an expense report from the **Add Charges To** list.
3. Click **Add Selected**.



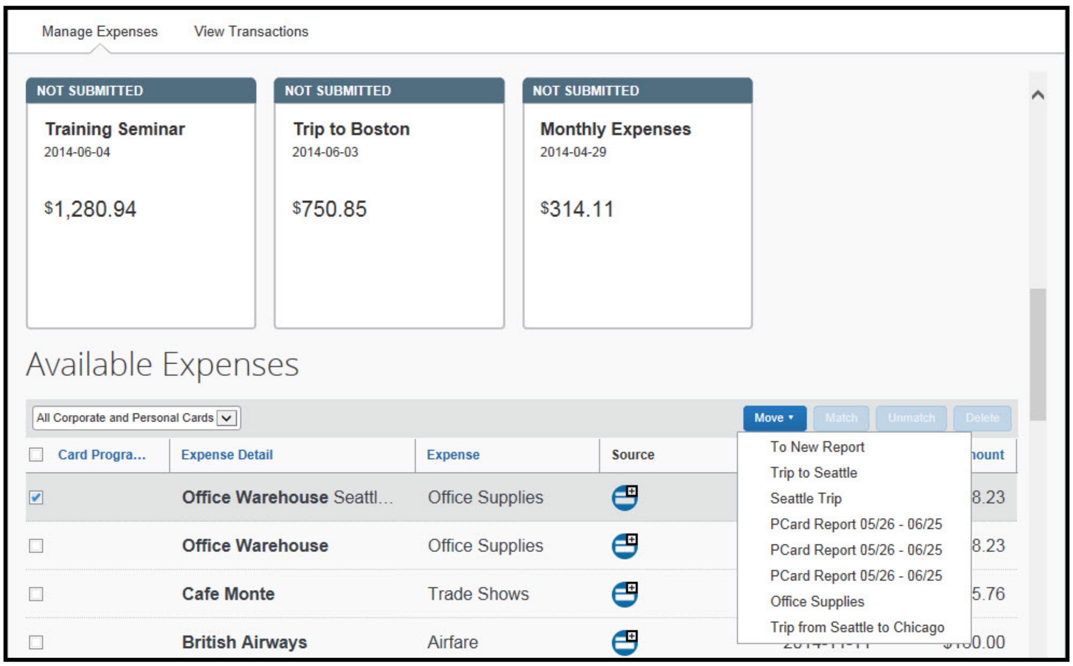
From the Available Expenses section

You can access the **Available Expenses** section in these ways:

- On the home page, on the Quick Task Bar, click the **Available Expenses** task.
- On the menu, click **Expenses** > **Manage Expenses** on the sub-menu. The **Available Expenses** section appears. (You might need to scroll down.)

To assign the transaction to a report:

1. Select a check box next to each appropriate transaction.
   TIP: Select the uppermost check box to select all transactions.
2. Click **Move**.
3. Select the name of the appropriate report or **To New Report**.
   - If you select an existing report, the report opens and the selected transactions are attached to the report.
   - If you select **To New Report**, the **Create a New Expense Report** page appears. Enter the report information as usual.



Adding an Out-of-Pocket Expense to an Expense Report

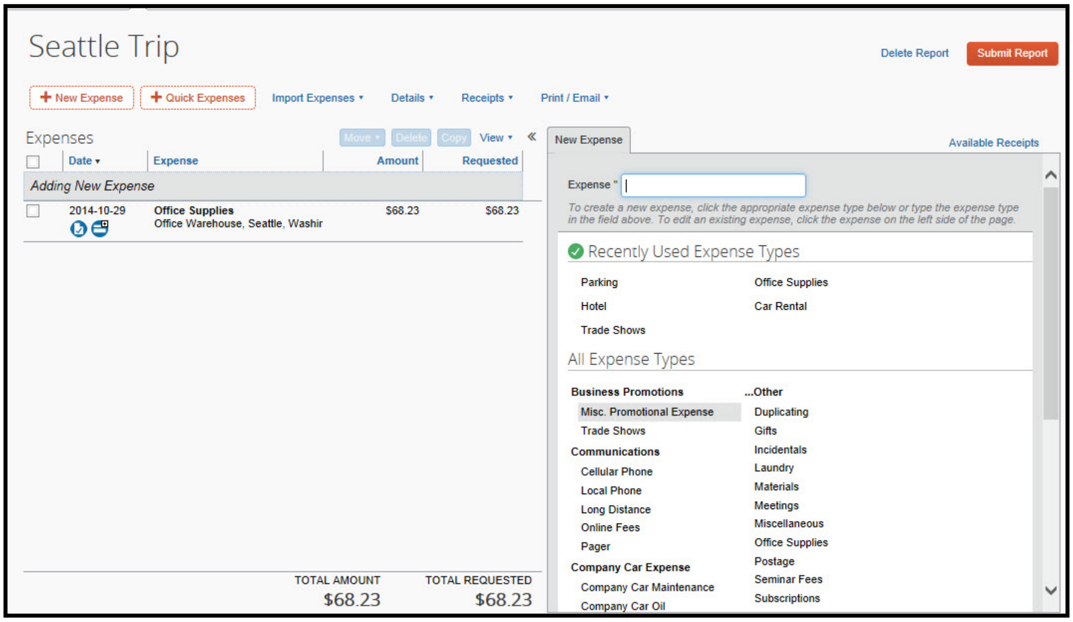
To add an expense to a report:

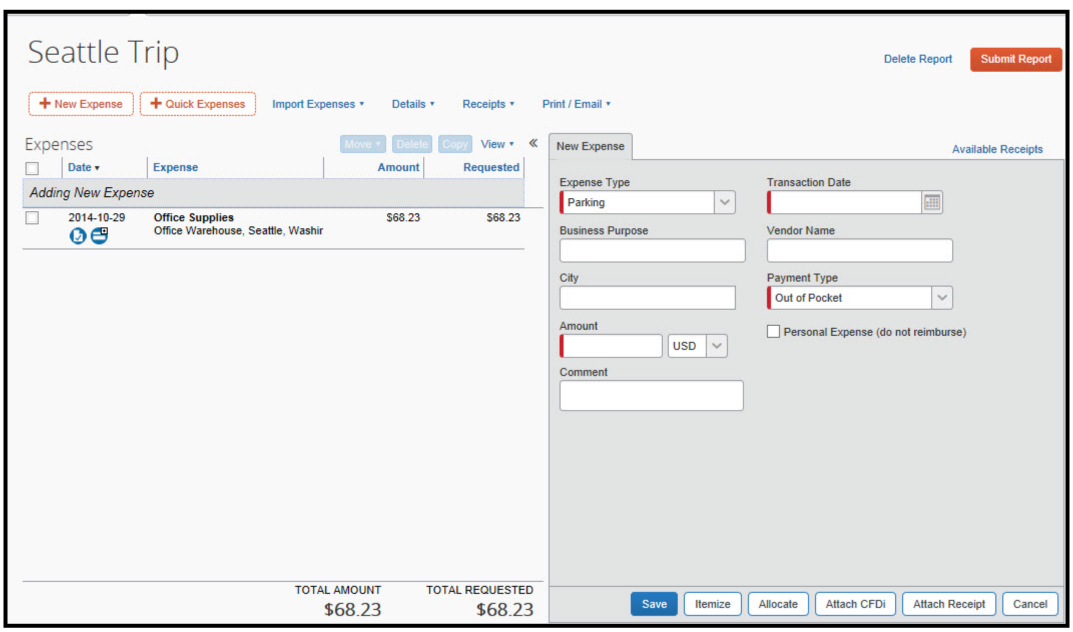
1. From the open report, click **New Expense**. (If there are no other expenses on the report, you might not need to click **New Expense**.)
2. On the **New Expense** tab, click the appropriate expense type. The page refreshes, displaying the required and optional fields for the selected expense type.
   NOTE: Your company defines the fields that are available on this screen.

3. Complete the required and optional fields as directed by your company.

Click one of the following:

- **Save**
- **Itemize** (to itemize the expense)
- **Allocate** (to allocate the expense)
- **Attach Receipts** (to upload and attach receipt images)
- **Cancel** (to exit without saving this expense)



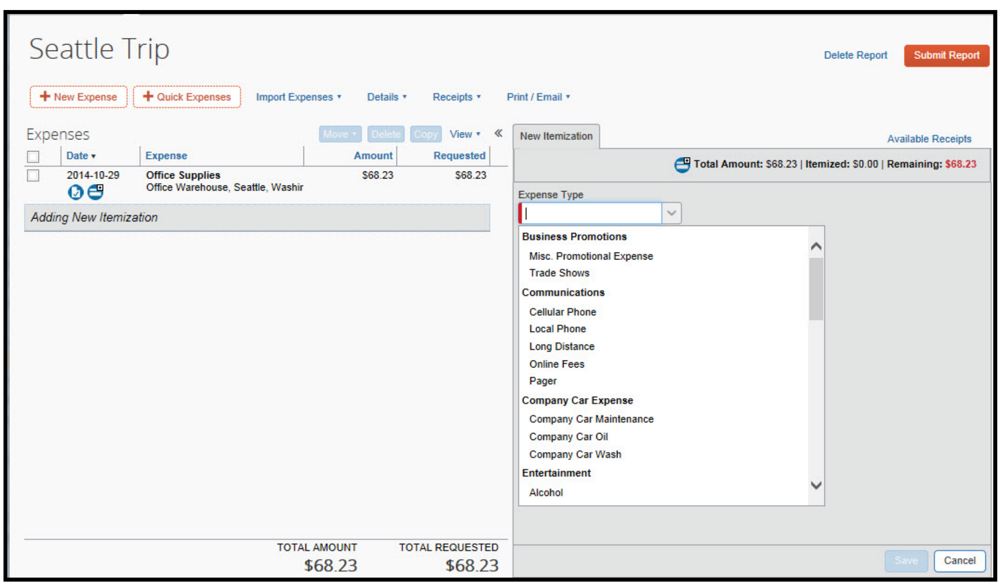


Itemizing Expenses

Use the Itemize feature to account for receipts that include both business and personal expenses or to ensure that each of your expenses is accounted for correctly. For example, assume that you have an expense from a local store where you had some copies made and you purchased some binders. You can create an expense for the full amount and then itemize the expense, creating two itemizations: one for the amount spent on the copies (perhaps using the expense type for duplicating) and one for the amount of the binders (perhaps using the expense type for office supplies).

To itemize an expense:

1. Create the expense as usual, and then click **Itemize** (instead of **Save**).
   - The expense appears on the left side of the page, along with the message *Adding New Itemization*.
   - The name of the **New Expense** tab changes to **New Itemization**.
2. On the **New Itemization** tab, select the expense type that applies to the first itemization. The page refreshes, displaying the required and optional fields for the selected expense type.
3. Complete the fields as directed by your company.
4. Click **Save**.
   - The newly created itemization appears on the left side of the page, below the expense.
   - The total amount, the itemized amount, and the remaining amount appear on the right side of the page.
5. For each additional itemization, on the **Itemization** tab, select the appropriate expense type and complete the appropriate fields. **NOTE:** You can also copy itemizations to save time with similar entries.
   - Once you have itemized the **Total Amount** of the charge, the **Itemization** tab is replaced by the **New Expense** tab.



Printing and Submitting an Expense Report

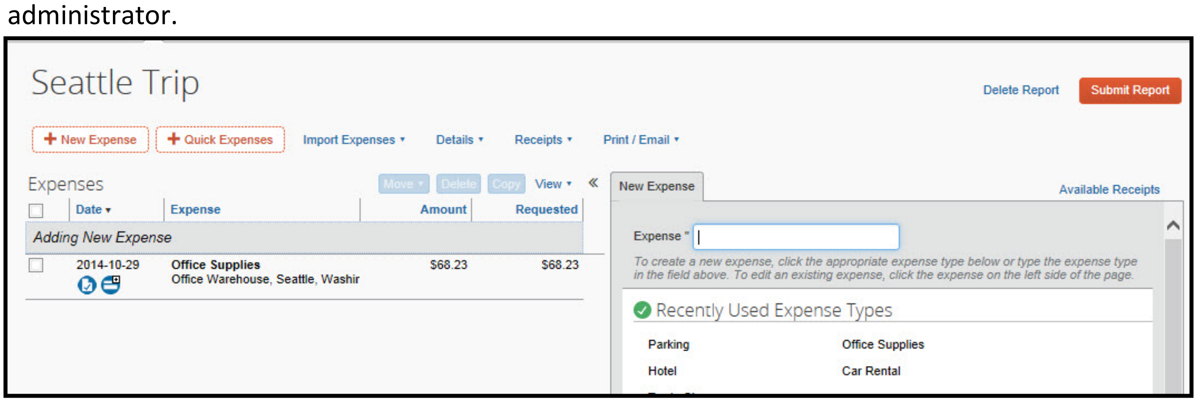
To preview and print the expense report:

1. On the expense report page, click **Print / Email**, and then select one of the options from the dropdown list. Your company determines the options that are available. Available options include:
   - **Fax Receipt Cover Page:** Prints a PDF file with a unique barcode a report summary and a checklist for the required expense receipts.
   - **Detailed Report:** Prints a report that includes all report-level information as well as a summary of the report.
   - **Receipt Report:** Prints a list of expenses that require receipts along with the unique receipt bar code and the report-level and summary information.
2. Review the details, and then click **Print**.

To submit your expense report:

1. On the expense report page, click **Submit Report**. The **Final Review** window appears.
2. Review the information for accuracy. You can **Print, Attach Receipt Images,** or **View Receipts**.
3. Click **Accept & Submit**.

If you cannot successfully submit the report, a message appears describing the report error or exception. Correct the error, or if you require help to complete the task, contact your Concur administrator.

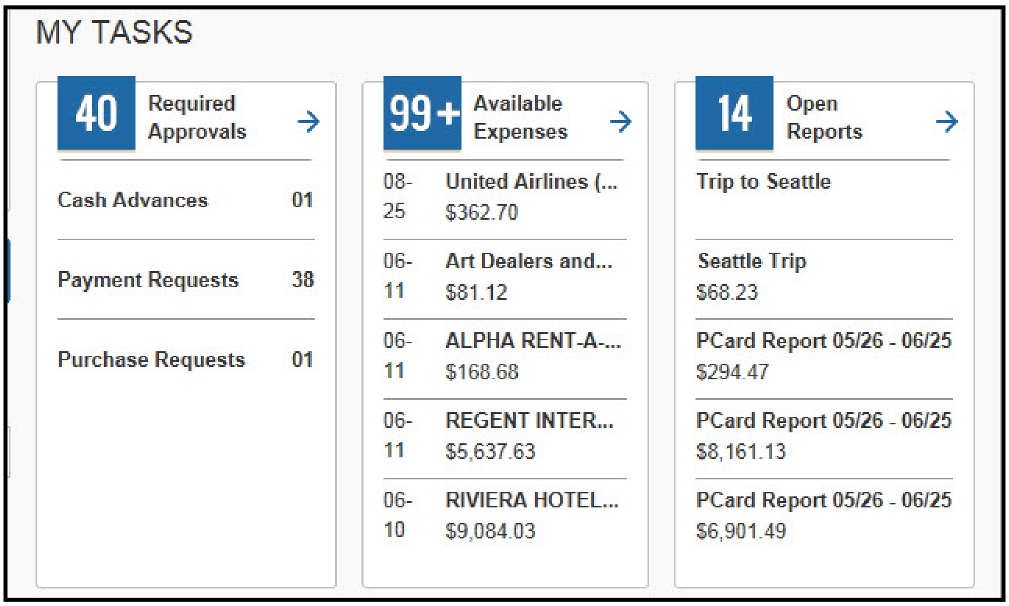


Correcting and Resubmitting an Expense Report

Your Expense approver might send a report back to you if an error is found. The approver will include a comment explaining why the report was returned to you.

To identify and correct expense reports requiring resubmission:

1. To open the report, on the home page, in the Quick Task Bar, click the **Open Reports** task. In the **Active Reports** section of the page, the report appears with **Returned** on the report tile. The approver's comment appears below the amount.
2. Click the report tile to open the report.
3. Make the requested changes.
4. Click **Submit Report**.

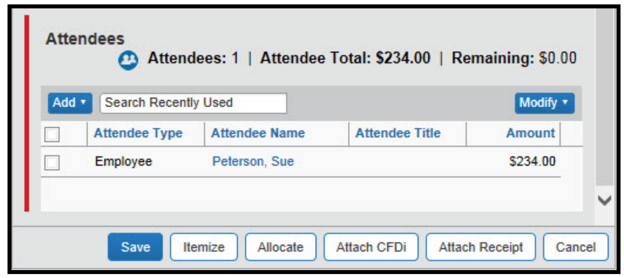


Adding Attendees to a Business Meal

Use the favorites field (the type-ahead field to the right of the **Favorites** button in the **Attendees** area):

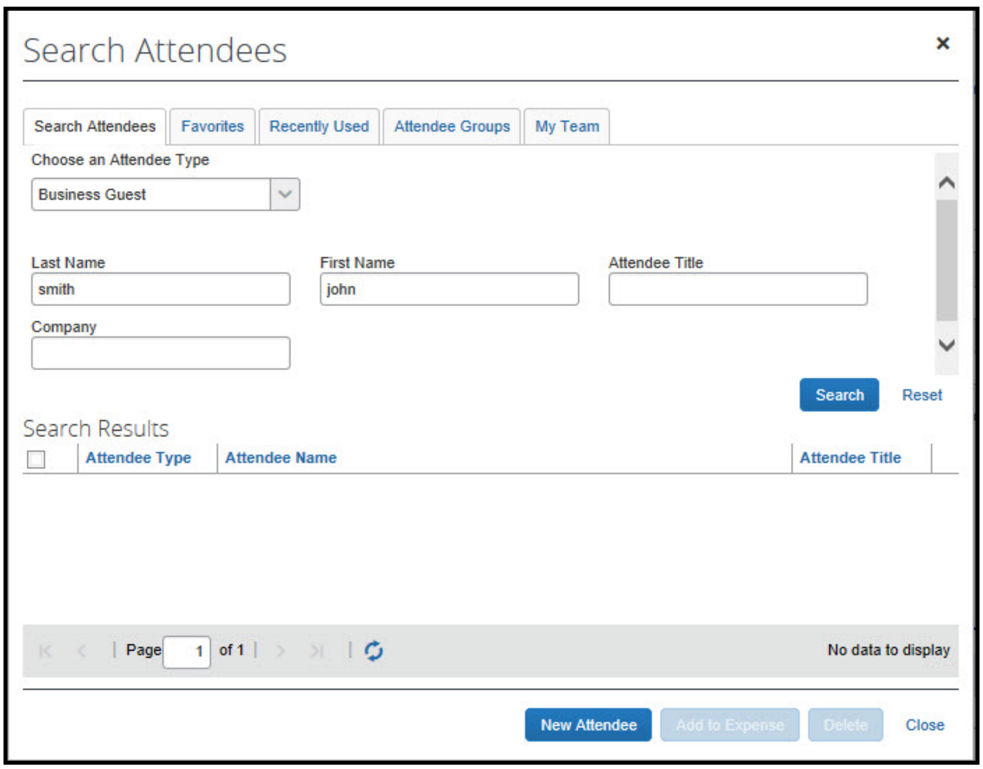
To add an individual attendee to an expense:

1. In the field with the text *Search Recently Used*, type several letters of the first or last name.
   A list of attendees appears.
2. Select the appropriate attendee.



To search for an attendee who is not in your favorites list:

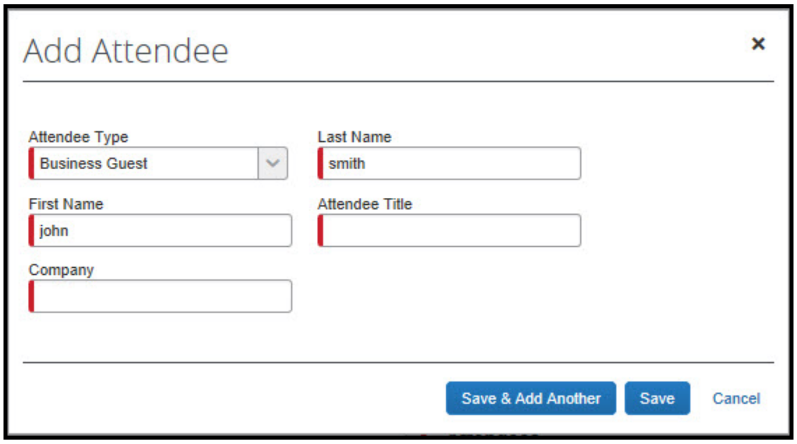
1. Click **Add**. The dropdown menu opens.
2. Select **Advanced Search**.
3. Select the appropriate tab for the search specifications.
4. Select the **Attendee Type** from the dropdown list.
5. Enter the appropriate information in the criteria fields.



6. Click **Search**.
   The search results appear.
7. Select the check box to the left of the appropriate attendee(s).
8. Click **Add to Expense**.

If you cannot locate the appropriate attendee in your favorites or by using search ***and*** if your company allows you to add attendees:

1. Click **Add**.
2. Select **New Attendee** from the dropdown menu.
3. Complete the required information.
4. Click **Save**. If you need to add multiple new attendees, click **Save & Add Another**.



Allocating Expenses

The Allocations feature allows you to allocate expenses to projects or departments, which will be charged for those expenses. You can allocate a single expense or multiple expenses.

NOTE: Your company might or might not use this feature. Contact your Concur administrator for more information.

To allocate:

1. To create or edit a *single* expense, click **Allocate** at the bottom of the **Expense** tab.

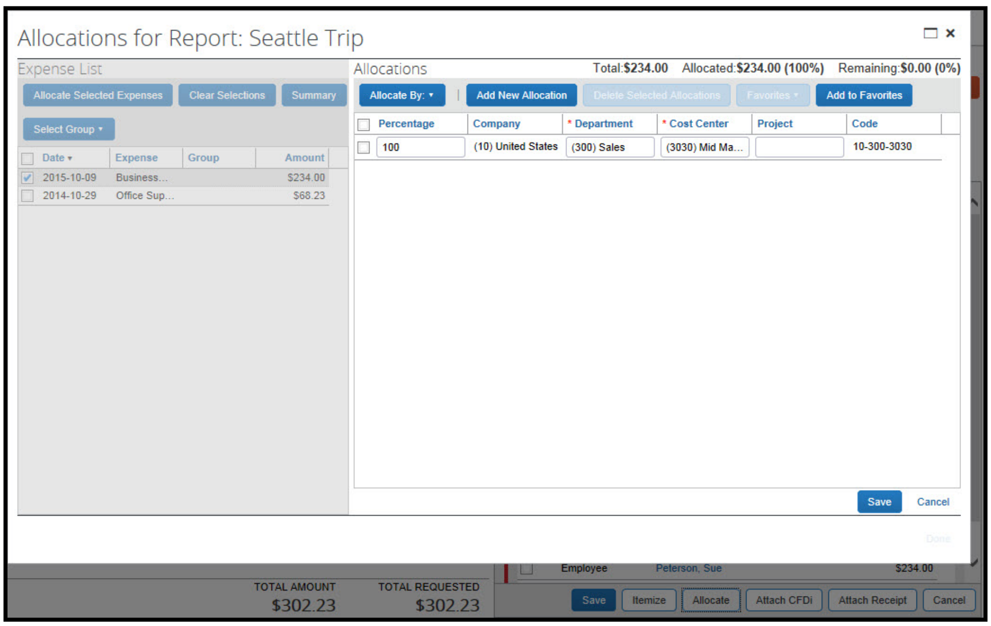
   To allocate *multiple* expenses, select the appropriate expenses on the left side of the page, and then:

   - Click **Allocate the selected expenses** on the right side of the page.

   - or -

   - Click Details > **Allocations**.

   The **Allocations for Report** window appears. The total expense amount, the amount allocated, and the amount remaining appear in the **Allocations** section.



2. From the **Allocate By** dropdown list, select *Percentage* or *Amount*.

   Your company determines if the allocation fields are text fields or lists. Select from the lists or type the appropriate information in the fields.

   NOTE: Your company might provide default information in some of the fields, such as your company name. If you change the default information, a red triangle appears in the upper left corner of the field.

3. Add as many allocations as necessary.

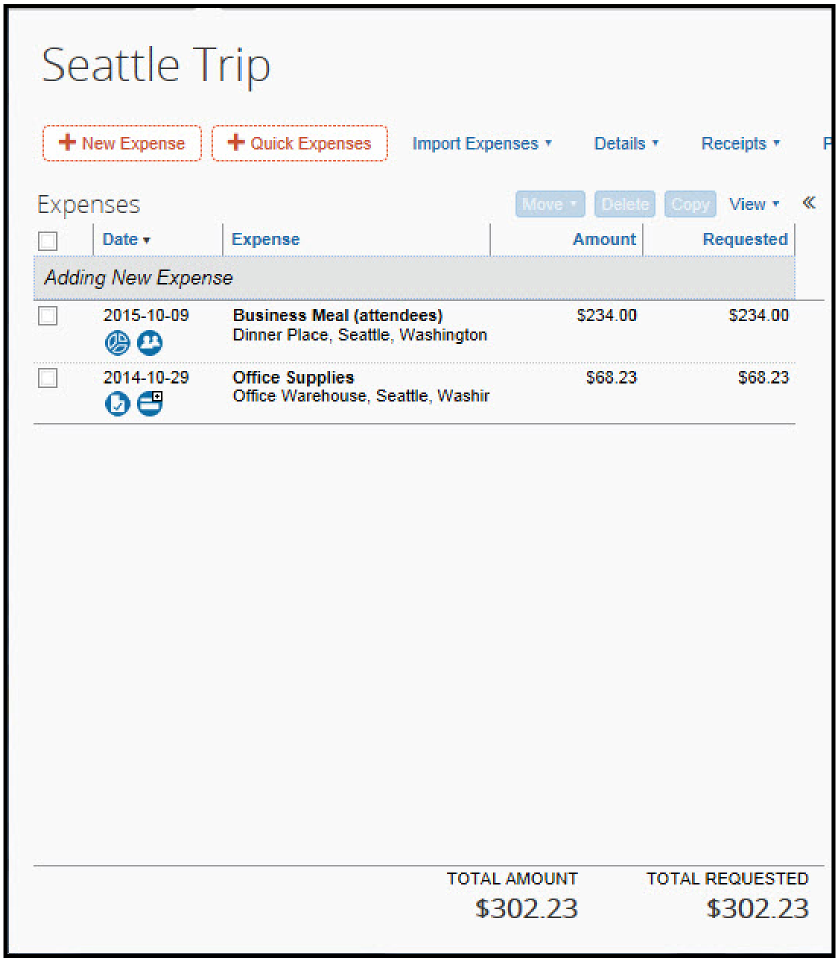
   You can adjust the amounts and percentages. The total amount must be allocated 100%, otherwise an audit rule is flagged and you will not be able to submit the report.

4. Click **Save**.

5. For the confirmation message, click **OK**.

6. Click **Done**. The allocation icon appears with the expense.

- If the expense is 100% allocated, the icon appears with the expense.
- If the expense is not 100% allocated, the icon appears with the expense.



Converting Foreign Currency Transactions

To account for an expense incurred in another currency:

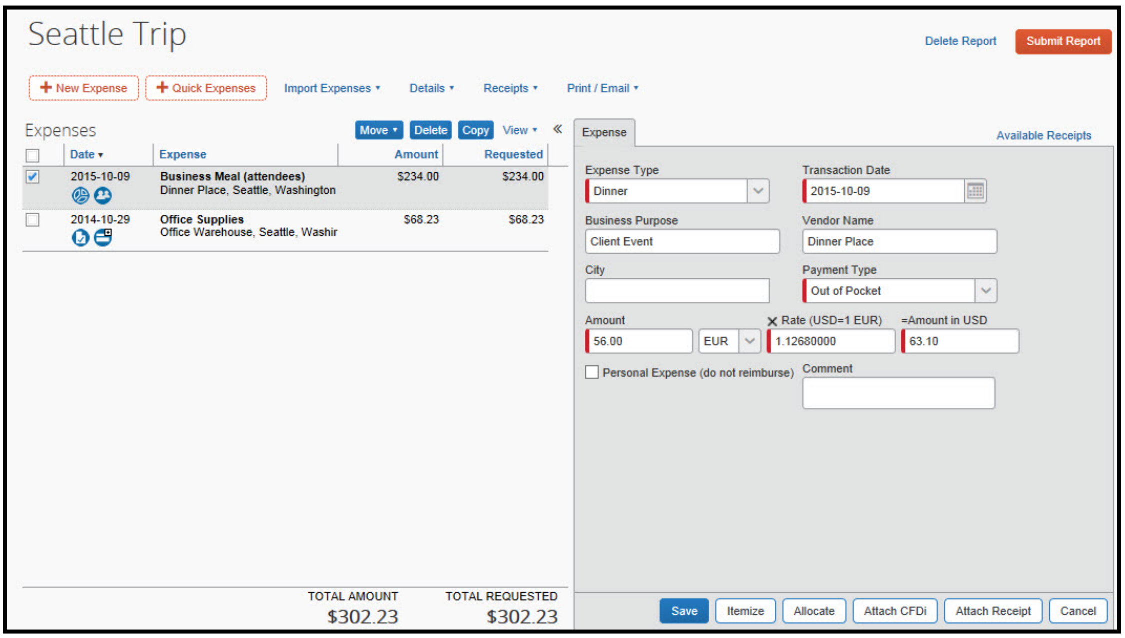
1. Create the expense as usual.

   For the amount:

   - Select the "spend" currency from the list to the right of the **Amount** field. The **Rate** field appears.
   - Type the rate.

     Expense calculates the amount in your reimbursement currency.
   - Currency can be converted by multiplying by a particular rate or dividing by a different rate. You might need to switch between multiplication of the rate to division of the rate, depending on the type of rate you received. To do so, click the symbol above the rate field.

2. Complete the remaining fields as appropriate.



Adding Quick Expenses

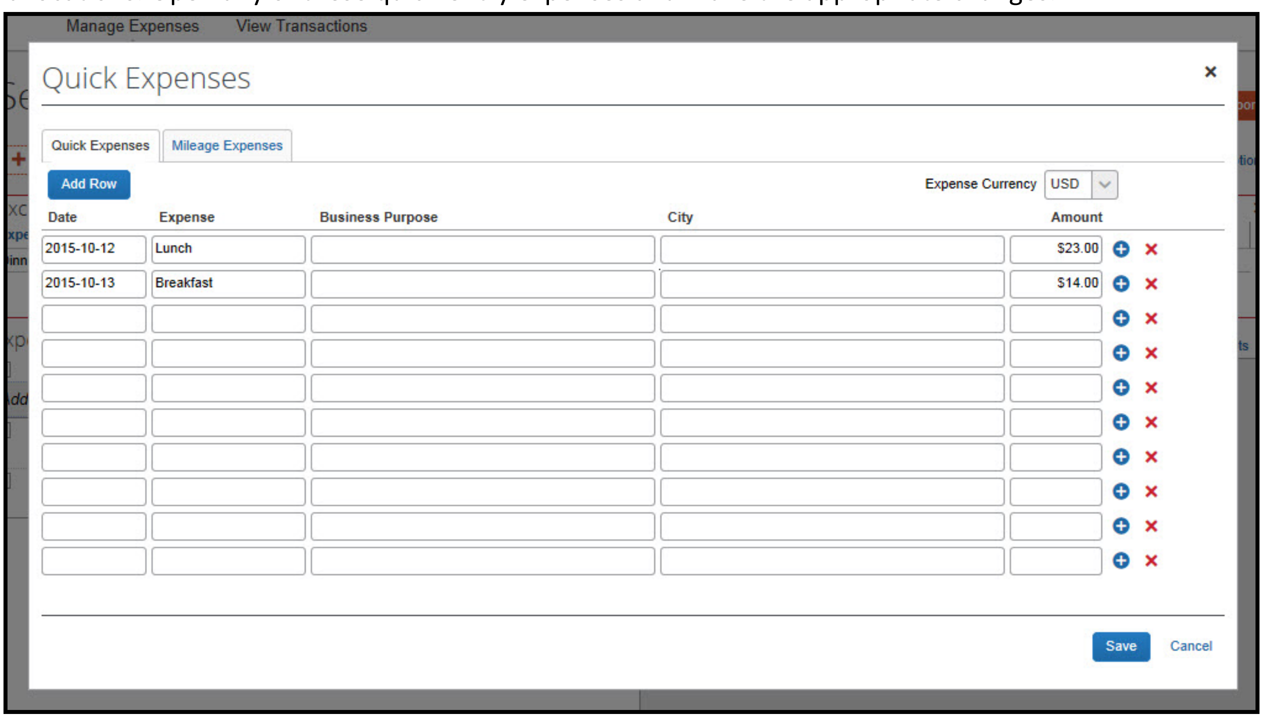
To add an expense to a report:

1. With the report open, click **Quick Expenses**. A quick-entry grid appears.
2. In the **Expense Currency** list, select the appropriate currency.

   For each row (expense):

   - Enter the date (or use the calendar) the expense was incurred.
   - Select the appropriate expense type.
   - Enter the business purpose.
   - Enter the **City**, if necessary.
   - Enter the amount. You can change the **Expense Currency** using the dropdown menu.
3. To copy a row, click the blue plus icon at the right side of the row.
4. To delete a row, click the red X icon at the right side of the row.
5. To add more rows, click **Add Row**.
6. Click **Save**.

The expenses appear on the report. Some expenses require additional information, such as attendees or allocations. Open any of these quick-entry expenses and make the appropriate changes.



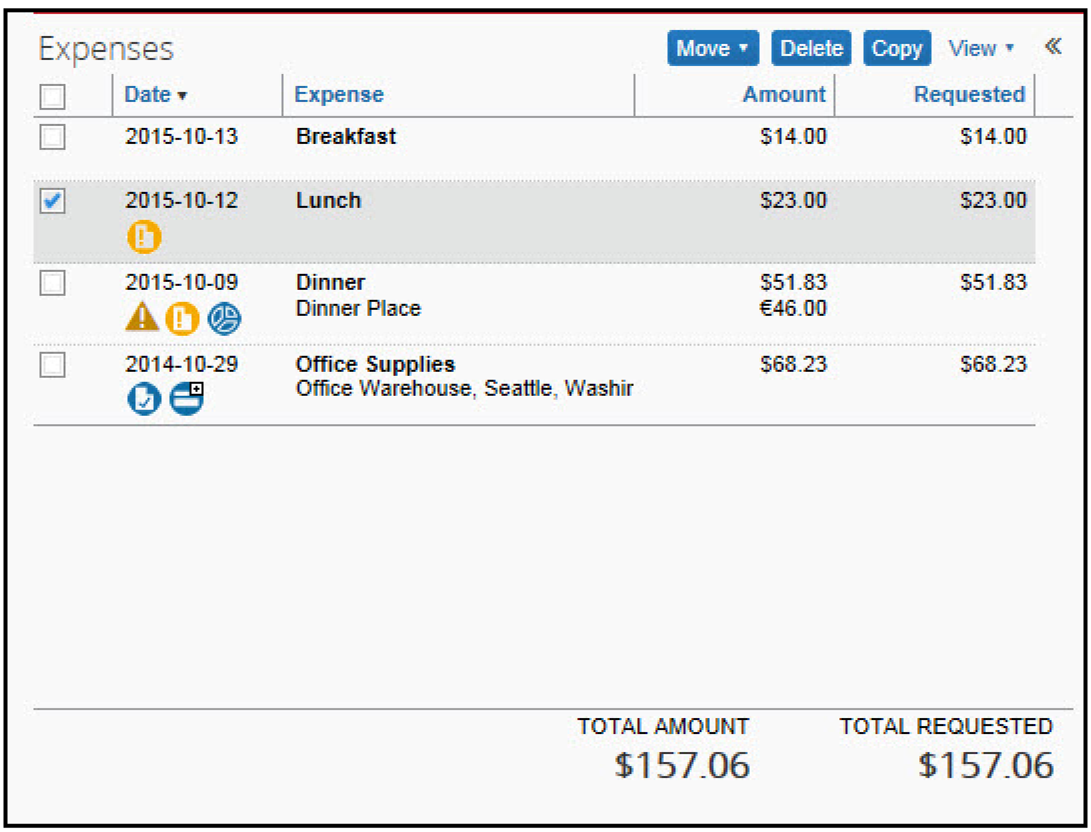
Copying an Expense

To copy an expense:

1. With the expense report open, select the expense you want to copy.
2. Click **Copy**.

   Then the new expense is added to the **Expenses** list:

   - The original expense date is advanced by a day.
   - All allocations, attendees, expense-level comments, and value added tax (VAT) details from the original expense are copied to the new expense.
   - Credit card information, e-receipts, mobile entry information, and travel segments (associated with travel itineraries) from the original expense are ***not*** copied to the new expense.
     NOTE: This type of information is generally associated with only one expense so it is not copied to the new expense.
   - If the Payment Type of the original expense is a credit card, then the Payment Type of the new expense is editable using the dropdown list.



Entering Personal Car Mileage

Depending on your company policy, you might have to track your car mileage in order to be reimbursed. You might be using your personal car for business purposes or you might be using a company car. Your company determines the information you are required to provide (mileage, odometer readings, and so on) as well as the reimbursement rates.

To create a car mileage expense:

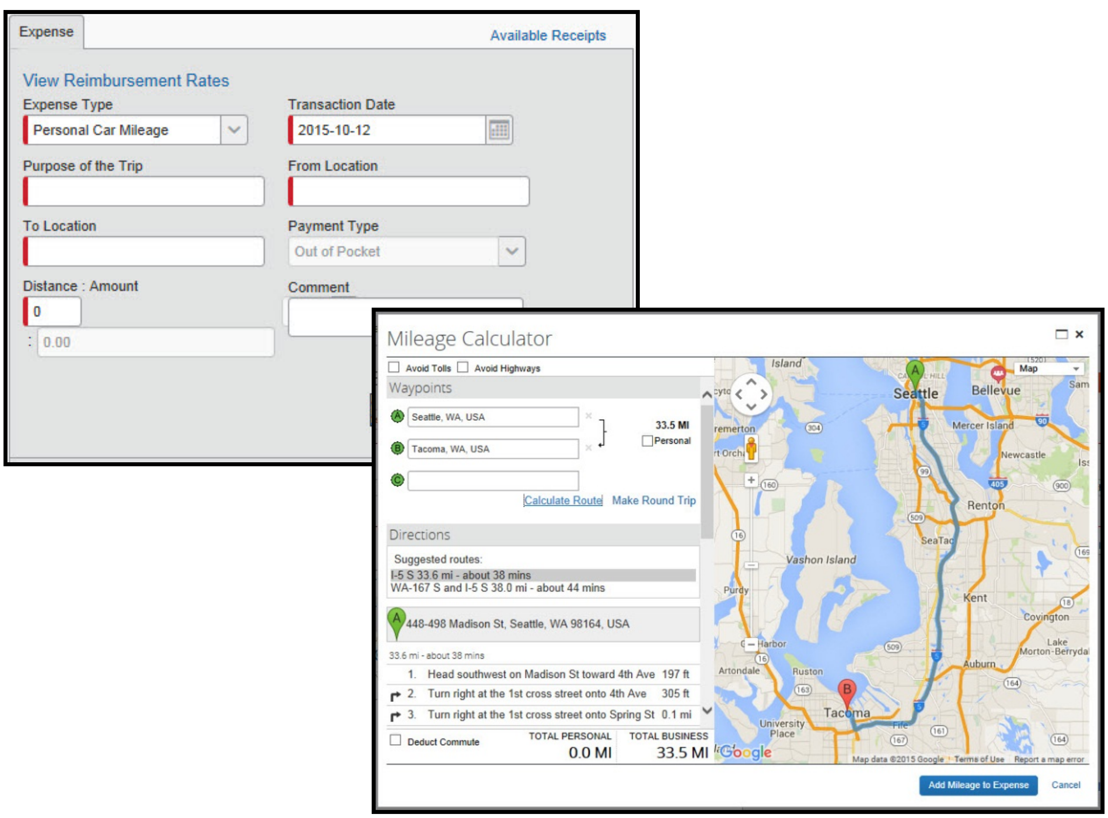
1. On the **New Expense** tab, select the mileage expense type.
   NOTE: Your company determines the name of the expense type. It might be called Car, Company Car, Personal Car Mileage, or something similar.

   Depending on your company's configuration, one of the following will happen:

   - The page refreshes with the required and optional fields displayed, including the **Mileage Calculator** link if your company has implemented Google Maps Mileage feature
     - or -
   - The Google **Mileage Calculator** window automatically displays, and you can enter your point-to-point routes

2. Complete all required and optional fields as directed by your company. For a personal car, you might enter the total business miles traveled. For a company car, you might be required to enter the beginning and ending odometer readings. When done, Expense calculates the reimbursement amount based on the miles and the reimbursement rate set by your company.

3. Click **Save**.



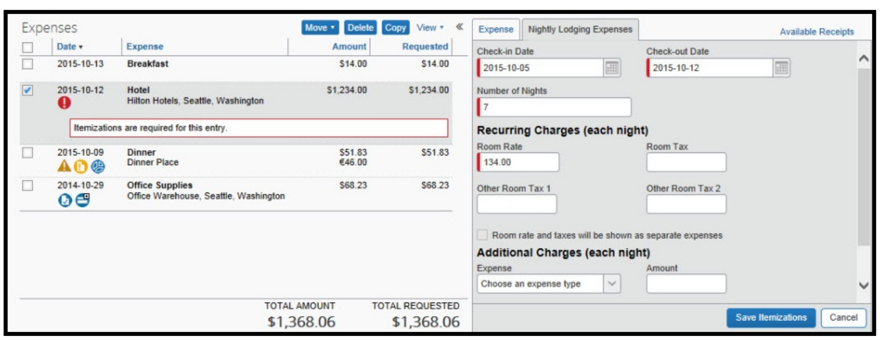
Itemizing Nightly Lodging Expenses

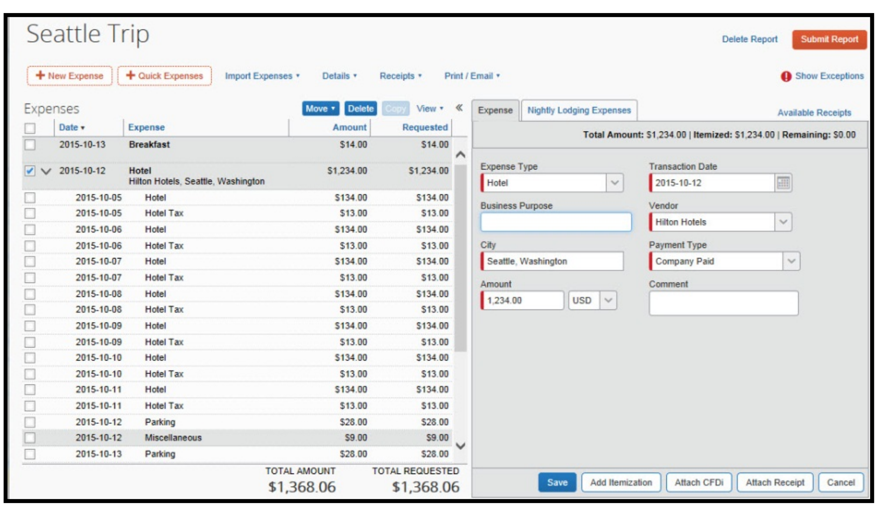
A hotel bill typically contains a variety of expenses including room fees, taxes, parking, meals, valet, telephone charges, and personal items. You must itemize these expenses so that they can be reimbursed correctly. Lodging Itemization allows you to quickly itemize recurring room rates and taxes. You can then itemize the remaining charges on your hotel bill, and adjust for any rate changes during your stay

To create a lodging expense:

1. On the **Expense** tab, select the lodging expense type. The page refreshes, displaying the required and optional fields for the selected expense type.
   NOTE: Your company determines the name of the expense type. It might be called Lodging, Hotel, or something similar.
2. Complete the fields as directed by your company.
3. Click **Itemize**. The expense appears on the left side of the page; the **Nightly Lodging Expenses** tab appears on the right side of the page.
4. Use the calendar to select the check-in date. The number of nights appears automatically.
5. Enter the **Room Rate**, **Room Tax**, and **Additional Charges**.
6. Click **Save Itemizations**.

If there is a remaining amount to be itemized (other charges, for example, for incidentals or room service), the remaining amount is displayed in the **Remaining** field on the right side of the **New Itemization** pane. Continue to itemize the amounts until the balance is $0.00.





Activating E-Receipts

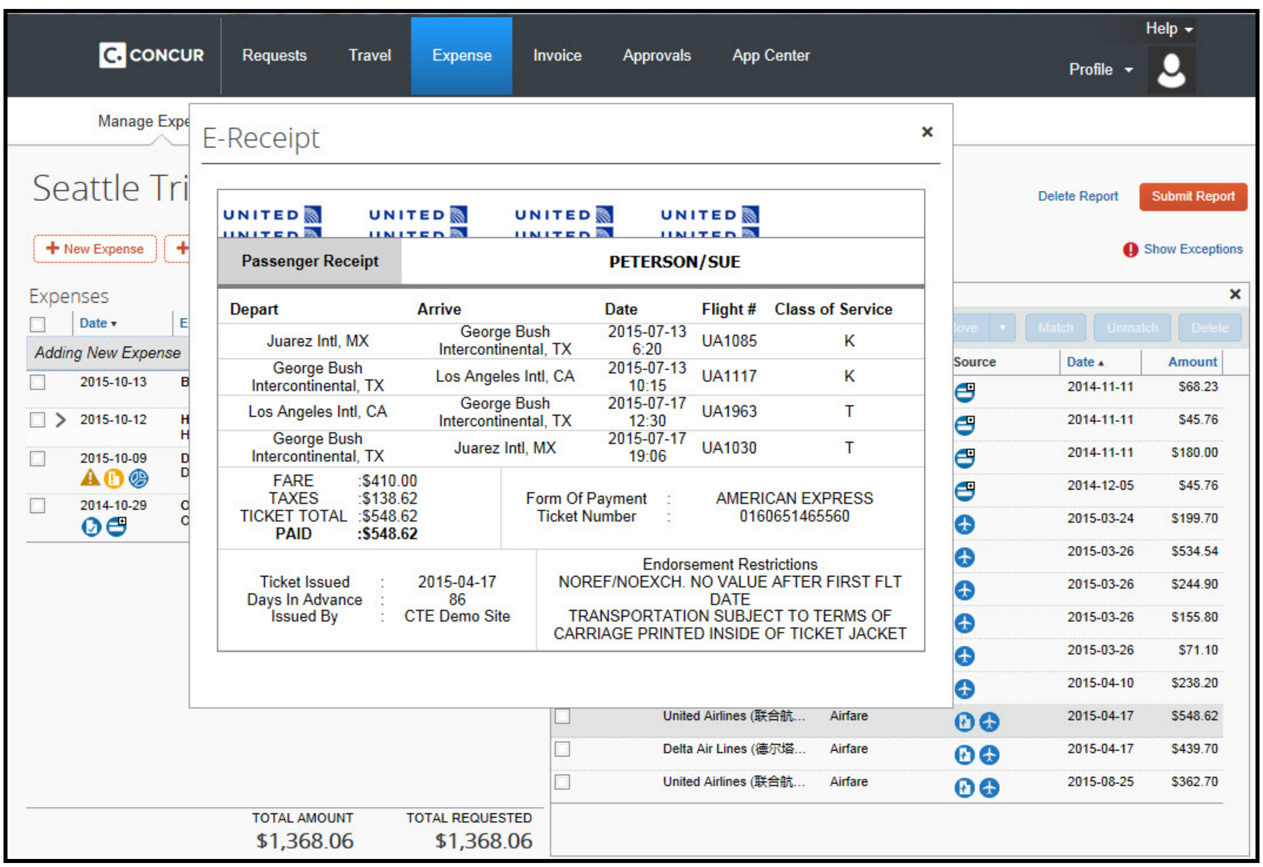
E-receipts are an electronic version of receipt data that can be sent directly to Concur to replace imaged paper receipts. The availability and content of e-receipts vary depending on the vendor. Hotel e-receipts can be used to automatically itemize hotel expenses.

Definitions

The e-receipt data is used by the Smart Expenses functionality to intelligently match possible duplicate transactions. The differences between e-receipts and Smart Expenses are listed below:

- **E-Receipt:** The term e-receipts refers to data sent to Concur through the Concur Connect Program. This data comes directly from the supplier and provides the user with a complete receipt image linked to their expense item. The e-receipt information might not contain all line items, usually due to credits or returns. The total on the e-receipt will always be the correct transaction total.
- **Smart Expenses:** Smart Expenses are expenses where there is a match between two or more data points (manual entry, credit card, travel itinerary, and e-receipt). The best match is between credit card data, travel data, and e-receipt, but a match between credit card and manual entry would also qualify. If an e-receipt matches any data point, the user will be presented with the Smart Expenses screen to verify the match.

Your company must be enabled to accept e-receipts, and you must opt-in from your **Profile** before e-receipts activate in Expense. Some vendors require additional paperwork before they can send e-receipt data. Contact your Concur administrator for more information.



Enabling E-Receipts

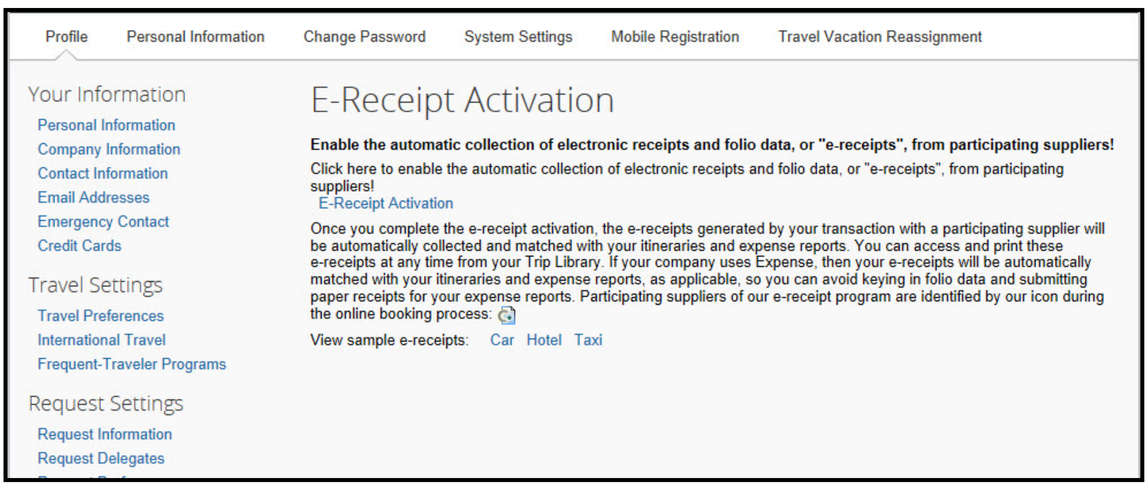
Once your company has e-receipts enabled, a message will appear on the home page, prompting you to sign up.

NOTE: Depending on your company's configuration, this option might not be available to you. Contact your Concur administrator for more information.

To sign up for e-receipts:

1. Either:
   - On the home page, click **Sign up here**. The **E-Receipt Activation** page appears.
     - or -
   - Click **Profile** > **Profile Settings** > **E-Receipts Activation** (in the **Other Settings** section of the left-side menu).

   NOTE: One or both of these options might be available to you.
2. Click **E-Receipt Activation**. The **E-Receipt Activation and User Agreement** appears.
3. Click **I Accept**. The E-Receipts confirmation appears.
4. Once you have accepted the user agreement, all of your corporate cards are opted-in. You can choose to opt-out a particular card in **Profile > Credit Cards**. Select the **Edit** icon for the card, and uncheck the **Receive e-receipts for this card** check box.



Uploading receipts using Available Receipts

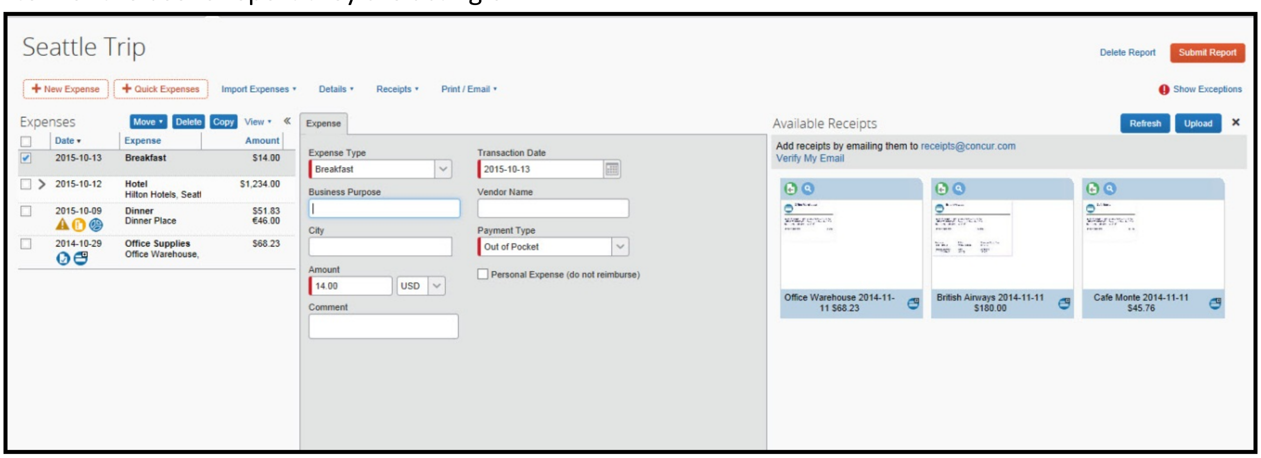
Available Receipts work with the Concur Imaging Service to provide receipt images that the user can either email or upload images to, and then use to attach images at the line item expense entry level (only). Images in supported format are uploaded using a Concur-verified email address provided by the user during signup, and these images are then available to that user (only) for the purpose of attaching to report expense entries.

To attach a receipt image to an expense entry using Available Receipts:

1. Select an entry to open it in Detail view.
2. Click **Receipts** > **View Available Receipts**.
3. Either:
   - Click the left-pointing arrow icon on the appropriate image
   - Drag the image directly over the expense entry
4. The receipt image is attached to the expense entry. Confirm that the receipt is attached by noting that the Receipt Required icon has changed to Receipt Received, or click the **Receipt Image** tab of the entry to view the thumbnail image.

Delegates and Available Receipts

The delegate cannot set up an email account when they are delegating, nor can they use the verified email account they have set up for their own expense reports to populate another user's Available Receipts Gallery. However, the delegate can upload receipt images to Concur for attachment to the line item of the user's report they are acting on.



Acting as a Delegate

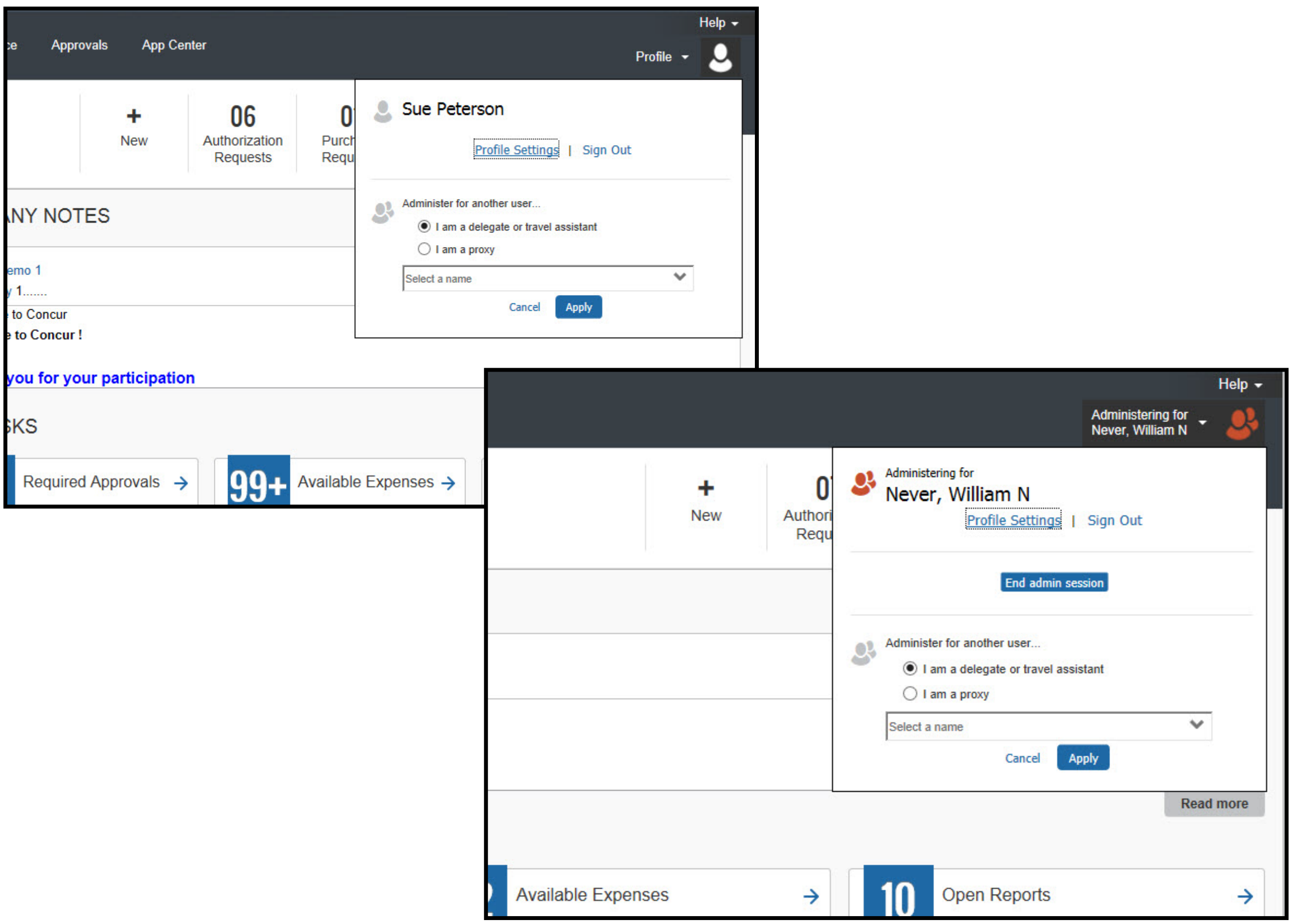
If you have been assigned to work as a delegate, your delegator will define which tasks you can complete, such as preparing reports, submitting reports, etc.

To work as a delegate:

1. Click **Profile** > **Administer for another user**.
2. Select the appropriate delegator's name.
3. Click **Apply**.
   NOTE: Notice that the **Profile** menu now displays **Administer for** and shows the name you just selected.
4. You are now officially working on behalf of that person. Complete the normal processes of creating reports, printing, etc.

To select a different user, follow the same steps but click a different name.

To return to your own tasks, click **Administer for** and then **End admin session**.
NOTE: Notice that the **Profile** menu now appears.



Reviewing and Approving an Expense Report

To approve a report "as is":

1. On the home page, in the **Required Approvals** section of **My Tasks**, click **Expense Reports.** The **Reports Pending your Approval** page lists the awaiting reports. Select the report you want to open.
2. Review the report details, and then click **Approve**.

Sending Back an Expense Report

To return the entire expense report to the employee for correction:

1. On the home page, in the **Required Approvals** section of **My Tasks**, click **Expense Reports.** The **Reports Pending your Approval** page lists the awaiting reports. Select the report you want to open.
2. Click **Send Back to Employee**. The **Send Back Report** window appears.
3. Enter a **Comment** for the employee, explaining why you are returning the report.
4. Click **OK**.

Adding an Additional Review Step

Depending on your company's configuration, you might also see an **Approve & Forward** button on an expense report. This allows you to send the report to another approver.

To approve and forward a report:

1. On the home page, in the **Required Approvals** section of **My Tasks**, click **Expense Reports.** The **Reports Pending your Approval** page lists the awaiting reports. Select the report you want to open.
2. Review the report, and then click **Approve & Forward.** Enter the **User-Added Approver**, and add a comment, as needed.
3. Click **Approve & Forward** to approve the expense report and send to the next approver.