

Concur Expense QuickStart Guide



Concur Technologies

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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**.

NOTE:

- 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 these sections.

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

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: <ul style="list-style-type: none">○ 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
Alerts	This section displays informational alerts about Travel features.
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.
Upcoming Trips	This section lists your outstanding trips.
Trips Awaiting Approval	This section lists the trips awaiting your approval. NOTE: This section appears on My Concur only if you are a Travel approver.

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 may not be available to you. Check with your Concur administrator.

To access the profile information:

1. Click **Profile > Profile Settings**. The **Profile Options** page appears.
2. Click the desired 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, click the **New** task and then **Start a Report**.
- or -
 - On the menu, click **Expense > Manage Expenses** (on the sub-menu). Click the **Create New Report** tile.
2. Complete all required fields (those with red bars) and the optional fields as directed by your company. (The fields that appear on this page are defined by your company.)
3. Click **Next**. The expense report page appears.
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:

- While the desired report is open
- 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)

While the expense report is open

To add card transactions within the open report:

1. On the expense report page, click **Import**. The **Available Expenses** section appears.
NOTE: Depending on your company's configuration, you may need to click **Import > Charges & Expenses**.
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 desired transaction.
TIP: Select the uppermost check box to select all transactions.
2. Choose 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, in 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 may need to scroll down.)

To assign the transaction to a report:

1. Select a check box next to each desired transaction.
TIP: Select the uppermost check box to select all transactions.
2. Click **Move**.
3. Select the name of the desired 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. With the report open, click **New Expense**. (If there are no other expenses on the report, you may not need to click **New Expense**.)
2. On the **New Expense** tab, click the desired expense type. The page refreshes, displaying the required and optional fields for the selected expense type.
NOTE: The fields that appear are defined by your company.
3. Complete the required and optional fields as directed by your company.
4. Click one of the following:
 - **Save**
 - **Itemize** (to itemize the expense)
 - **Allocate** (to allocate the expense)
 - **Attach Receipts** (to upload and attach receipt images)

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 click **Itemize** (instead of **Save**).
 - The expense appears as usual 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 **Add Another Itemization**.
 - 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 **New Itemization** tab, select the appropriate expense type and complete the appropriate fields.
NOTE: You can also copy itemizations to save time with similar entries.
6. Then click:
 - **Add Another Itemization** if you another itemization
- or -
 - **Save** for your last itemization

When done:

- All itemizations appear on the left side of the page, below the expense.
- The remaining amount becomes zero.

Printing and Submitting an Expense Report

To preview and print the expense report:

1. On the expense report page, click **Print/Email** and then one of the options that appear. Your company determines the options that are available. Likely these are two of them:
 - **Detail 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 report 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.
3. Click **Submit Report**.

If the report cannot be successfully submitted, a message appears describing the report error. Correct the error or, if help is required to complete the task, consult your Concur administrator.

Correcting and Resubmitting an Expense Report

Your Expense approver may 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. Submit the report again.

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 *Enter last or first name*, type several letters. A list of attendees appears.
2. Select the desired attendee.

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

1. Click **Search**. The **Search Attendees** tab appears.
2. From the **Choose an Attendee Type** list, select the appropriate attendee type.
3. Enter part of the name, etc. in the criteria fields.
4. Click **Search**. The search results appear.
5. Select the check box to the left of the desired attendee(s).
6. Click **Add to Expense**.

To locate recently used attendees:

1. Click **Favorites** or **Search**. The **Search Attendees** window appears.
2. Click the **Recently Used** tab.
NOTE: This tab lists the last 25 attendees that you have used *minus* those already assigned to the expense.
3. Select one or more attendees.
4. Click **Add to Expense**.

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

1. Click **New Attendee**.
2. Complete the required information.
3. Click **Save**.

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 may or may not use this feature. Verify with your Concur administrator.

To allocate:

1. Either:
 - While creating or editing a *single* expense, click **Allocate** at the bottom of the **Expense** tab.
 - To allocate *multiple* expenses, select the desired expenses on the left side of the page. Then either:
 - 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** list, select *Percentage* or *Amount*.
3. 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 may 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.
4. Add as many allocations as necessary.
5. You can adjust the amounts and percentages.

NOTE: You do not have to allocate 100% of the total. The amount that is not allocated is charged as usual, probably to your own cost center.
6. Click **Save**.
7. For the confirmation message, click **OK**.
8. 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.
2. 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 may 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.
3. Complete the remaining fields as usual.

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 desired currency.
3. 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 amount.
4. To copy a row, click the orange icon at the right side of the row.
5. To delete a row, click the red icon at the right side of the row.
6. To add more rows, click **Add Row**.
7. 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 desired changes as usual.

Copying an Expense

To copy an expense:

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

Then, Expense creates the new expense and:

- The original date is incremented by 1 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 changed to Cash.

The new expense appears below the original. Then, the user can make any desired edits (for example, to the amount).

Entering Personal Car Mileage

Depending on your company policy, you may 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 may be called Car, Company Car, Personal Mileage, or something similar.
2. 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
3. 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.
4. 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. These expenses must be itemized so that they can be accounted for correctly. Lodging Itemization allows you to quickly itemize room rates and taxes, which are the same for each night of your stay. You can then itemize the remaining charges on your hotel bill.

To create a lodging expense:

1. On the **New 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 may 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** pane appears on the right side of the page.
4. On the **Nightly Lodging Expenses** tab, use the calendar to select the check-in date. The number of nights appears automatically.
5. Enter the room rate, tax, and other recurring charges.
6. Click **Save Itemizations**.
7. 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. Complete the normal steps to itemize the remainder of the expense.

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 may 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 Profile, before e-receipts will show in Expense. Some vendors require additional paperwork before they can send e-receipt data. See 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 may not be available to you. Check with your Concur administrator.

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 may be available to you.

2. Click **E-Receipt Activation**. The **E-Receipt Activation and Use Agreement** appears.
3. Click **I Accept**. The E-Receipts confirmation appears.

Once you have accepted, all of your corporate cards are opted in. You can choose to opt out a particular card in Profile.

Working with Receipt Store

Receipt Store is a feature that works with Concur Imaging Service to provide a repository of 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.

An instructional window is available by clicking **Receipt Store** - use these instructions to submit an email address, receive confirmation, and begin emailing receipts to Receipt Store. Click **Gallery** to view thumbnails of available images.

TIP: Toggle the **Instructions** <> **Gallery** buttons to alternately view instructions for Receipt Store and available images respectively. Receipt Store is closed by clicking the up arrow button.

To attach a receipt image to an expense entry using Receipt Store:

1. Select an entry to open it in Detail view.
2. Click **Receipt Store** > **Gallery**.
3. Either:
 - Select the image and click the left-pointing arrow icon
 - Select the image and click **Save**
 - Drag the image directly over the expense entry
4. The receipt image is attached to the expense entry - confirm 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.

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 desired delegator's name.
3. Click **Apply**.
NOTE: Notice that the **Profile** menu now reads **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 choose 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 the desired report. The report appears.
2. Review the report and 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 the desired report. The report appears.
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 may also see an **Approve & Forward** button on an expense report. Click this button to approve the expense report and then select the next approver.

To approve and forward a report:

1. On the home page, in the **Required Approvals** section of **My Tasks**, click the desired report. The report appears.
2. Review the report and click **Approve & Forward** to approve the expense report and then select the next approver.