# Approver Basics

## Approver Emails
1. Approvers will receive an email when it is time to approve an expense report, the email will contain:
   - **Report From:** Traveler name
   - **Report Name:** Expense report name
   - **Report Purpose:** Business purpose specified on the report header
   - **Requested Amount:** Total report amount
   - **Expense Line Details:** Expense type, transaction date, object code, line-level business purpose, city of purchase, payment type and amount
2. Users will need to log into Concur to approve the expense report

### Days to Approve
1. Approvers should review and take action on expense reports in a timely manner
2. If an approver does not take action in **10 calendar days** the report will be sent back to the traveler for resubmission or to the Back Office with an error

## Access Pending Approvals
There are multiple ways to access pending approvals:
- On the Concur dashboard, click **Required Approvals**
- At the top of the Concur page, click **Approvals**
- Under **My Tasks**, click **Required Approvals**

## Access Prior Approvals
1. At the top of the Concur page, click **Approvals**
2. Click the **Reports** tab, then click the **View** dropdown

## Reviewing an Expense Report

### Reviewing the Report Header
The report header contains the basic data about the expense report including: report name, business purpose (which may be different than the line-level), default coding, comments and the additional pay indicator
1. Click on the **Expense Report** title to view the report header

### Reviewing Account Coding
There are multiple ways to view the coding on an expense report:
- Click the **Expense Report** title to view the default coding for the report
- If a line has coding other than the default, you will see a blue pie chart icon, hover over this icon to show coding
- Click the **Print/Email** dropdown at the top of the page, then select **HU-Detailed Report with Summary Data.** Once the report opens, click **Show Itemizations** at the top of the report. This report will also show the object code an expense is mapped to

### Reviewing Receipts
1. If there is a blue receipt icon a receipt is attached directly to an expense
2. There are multiple ways to view receipts:
   - Hover over the blue receipt icon
   - Click the **Receipt Image** tab of an expense
   - Click the **Receipts** dropdown and select **View Receipts in a New Window** or **View Receipts in the Current Window** (this will show all receipts, including receipts attached to the report header)

### Review Exceptions
An exception is a warning or message related to a specific entry. Often, there is a message associated with an exception indicating recommended action. Exceptions appear directly under the expense report title. There is a **Hide Exceptions/ Show Exceptions** button on the far right of the exceptions box.

### What Can an Approver Do?
1. Line-level business purpose can be edited
2. Amount approved can be adjusted down
3. Coding can be changed, deleted or added (Does not include expense types/object codes)
4. Additional receipts/images can be attached
5. Expense reports containing Add Pay can be flagged

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**Note:** To modify email notifications click on **Profile, Profile Settings**, then **Expense Preferences**

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**Harvard User Support:** concurhelp@harvard.edu or 617-495-7760, option 1

**24 Hour Concur User Support:** 866-793-4040

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**Travel Link:** [travel.harvard.edu/concur](http://travel.harvard.edu/concur)
Taking Action on an Expense Report

**Sending a Report Back to a User**
1. Click the Send Back to User button
2. In the popup box, enter a Comment that gives a description of why the report is being returned
3. Click OK

**Approving a Report**
1. Click the Approve button
2. Read the agreement and click Accept
3. Click Approve to send the report to the next step in the workflow

**Approving and Forwarding a Report**
1. Click the Approve & Forward button
2. In the User-Added Approver field, enter the name of the approver you want to forward the report to. When their full name appears in the list, click on it
3. Click Approve & Forward
4. In the User-Added Approver field, enter the name of the approver you want to add into the approval workflow
5. Click Save Workflow

**Adding an Approval Workflow Step**
1. Click on the Details dropdown, then Approval Flow
2. Click on the black triangle icon(s) ▲ to view the complete approval workflow
3. Click the blue plus icon ‍♀️ to add a step into the approval workflow
4. In the User-Added Approver field, enter the name of the approver you want to add into the approval workflow
5. Click Save Workflow

Approval Delegation

An approval delegate is a user with approver access that can review and approve expense reports for another approver. Approval delegates can be set up to approve reports at all times or temporarily (vacations).

Assigning an Approver Delegate
1. Click the Profile button at the top right of the window and click Profile Settings
2. On the left side of the Profile Options page, under Expense Settings, click Expense Delegates
3. Click Add and a search bar will appear. Enter the name or HUID of the person you want to assign as your delegate (you will only be able to select a user that has the approver role in Concur)
4. Click the Add button to the right of the search field
5. Next to the delegate’s name, select Can View Receipts, Can Approve and Receives Approval Emails
6. If temporary, select the to and from dates
7. Click Save

Approver Icon Quick Reference Guide

- **Attendees**: An expense entry has associated attendees
- **Comments**: An expense entry has comments
- **Credit Card**: An expense entry was a corporate credit card transaction
- **Credit Card**: A corporate credit card transaction includes additional data
- **Exception**: An expense entry exception that must be resolved before submission/approval
- **Warning**: An expense entry warning that may require additional action
- **Allocation**: An expense entry has been allocated to coding different than the expense report header
- **Receipt Attached**: An expense entry has a receipt attached
- **Missing Receipt Affidavit**: An expense entry has an electronic missing receipt affidavit attached
- **Personal Expense**: An expense entry was marked as a personal expense
- **Chart of Accounts**: An expense entry that requires Chart of Accounts approval
- **Partial Approval**: An expense entry was partially approved