Processing Reimbursements with Concur

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Center for Workplace Development

Agenda

- Overview of Concur
- Setting up your Profile
- Creating Expense Reports
  - Corporate Card and Out-of-Pocket Expenses
  - Itemizing and Allocating Expenses
- Capturing Receipts
- The Delegate Process
- Approving Reports
- Getting Help

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Benefits of Concur

- Best in class employee travel and expense system
  - Used by universities and businesses around the country
- Integrates with Harvard's Citibank Corporate Card
  - Charges made on the Corporate Card are automatically loaded into Concur and can be easily added to reports
- Electronic capture of receipt images
  - Travelers can use a mobile app to upload photos of their receipts and no longer worry about keeping track of them
  - Reduces paperwork and processing time
- Incorporates Harvard Policies and Guidelines

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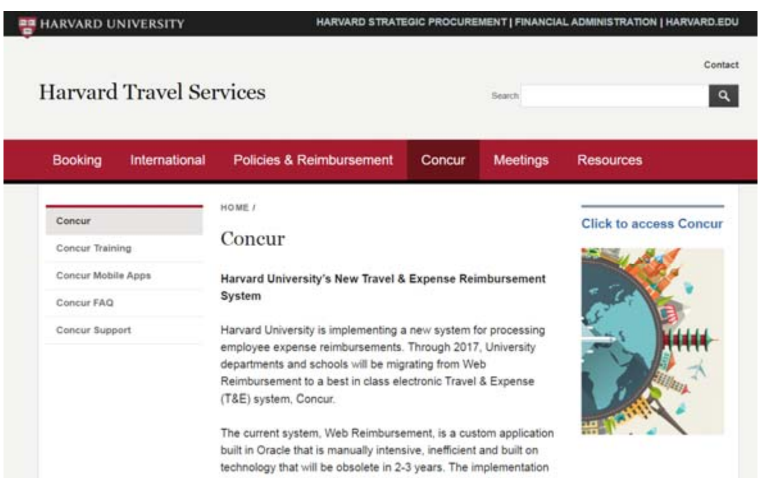
Harvard Travel Services - Concur



Training materials, FAQs, support info and more are available at: http://travel.harvard.edu/concur

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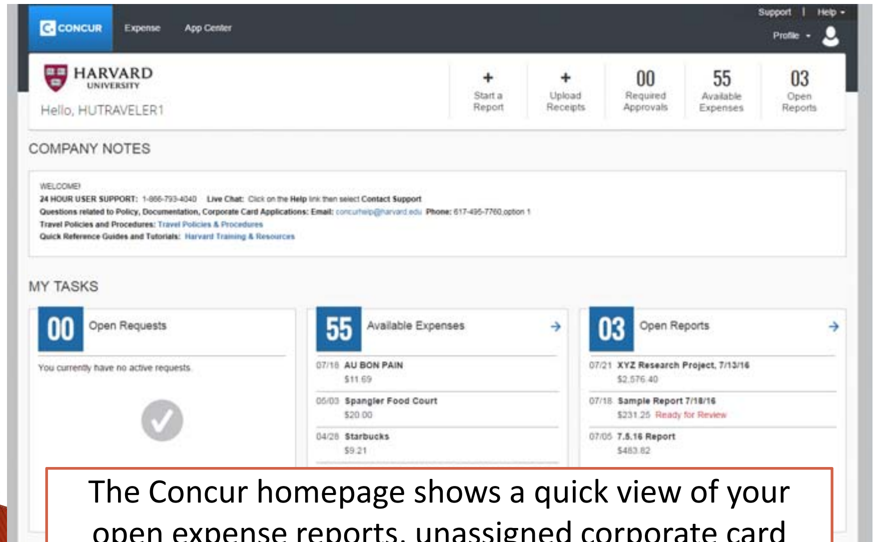
Concur Dashboard



The Concur homepage shows a quick view of your open expense reports, unassigned corporate card charges, and reports awaiting your approval.

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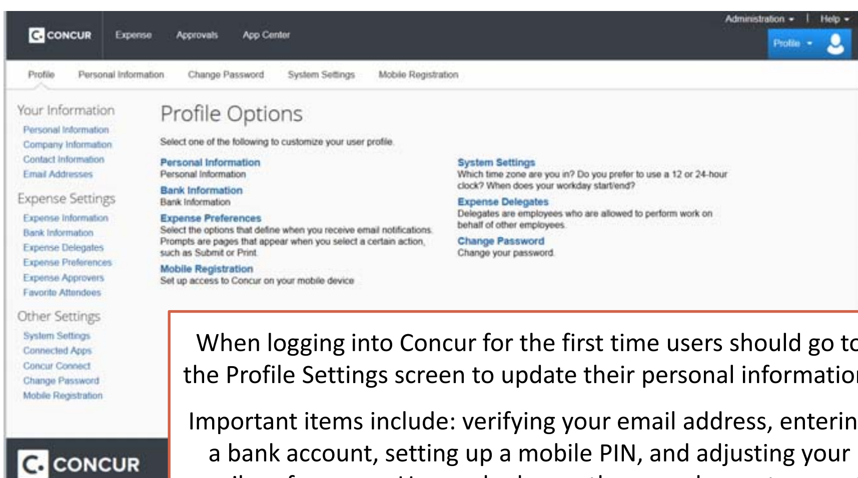
Concur – Profile Settings



When logging into Concur for the first time users should go to the Profile Settings screen to update their personal information.

Important items include: verifying your email address, entering a bank account, setting up a mobile PIN, and adjusting your email preferences. Users who have other people create reports for them will also need to assign an expense delegate.

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Demo:
Getting Started & Setting up a Profile

Step-by-step guides are available at:
http://travel.harvard.edu/concur

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Creating an Expense Report

- Concur allows users to easily create their own expense reports
- Corporate Card charges are automatically loaded from Citibank into a user's account
- Out-of-pocket charges (personal cards or cash) can be entered manually or created on-the-go through with the Concur mobile app
- Receipts can be entered using the app, emailed to your account, or uploaded from your desktop

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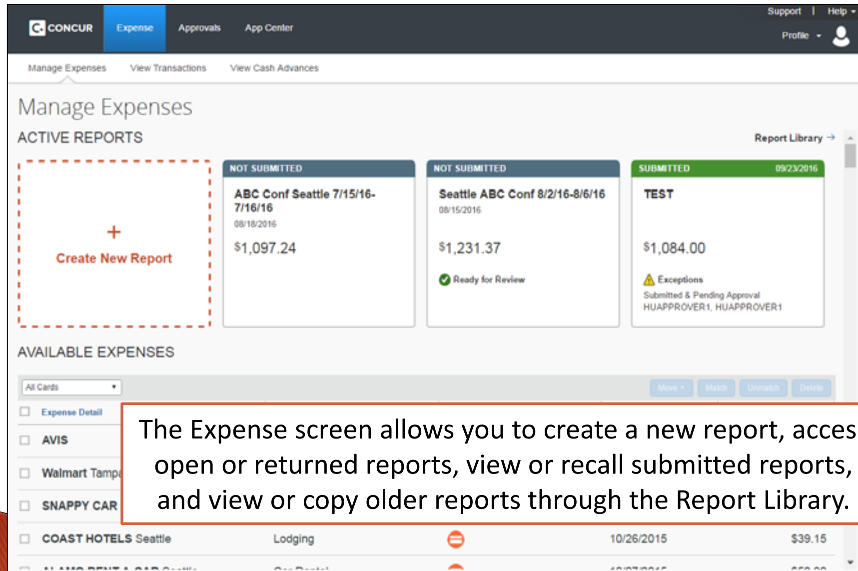
Expense Report Dashboard



The Expense screen allows you to create a new report, access open or returned reports, view or recall submitted reports, and view or copy older reports through the Report Library.

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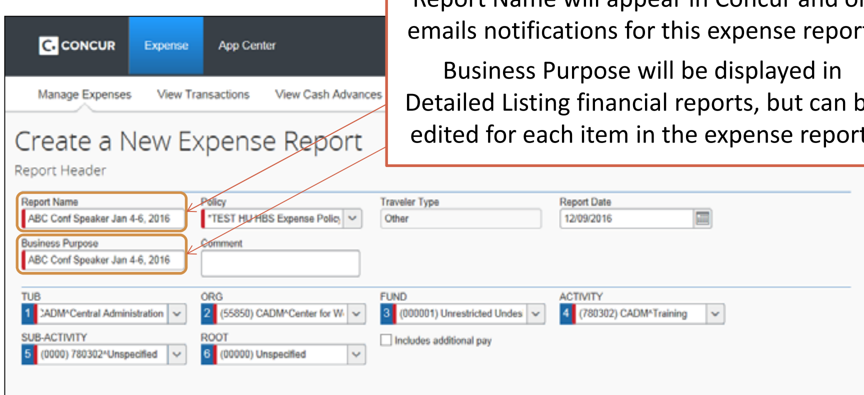
Expense Report Header

Report Name will appear in Concur and on emails notifications for this expense report.

Business Purpose will be displayed in Detailed Listing financial reports, but can be edited for each item in the expense report.



Report name, business purpose (which should include the reason for the trip/expense and the relevant dates), and the default account code are entered on the Header screen.

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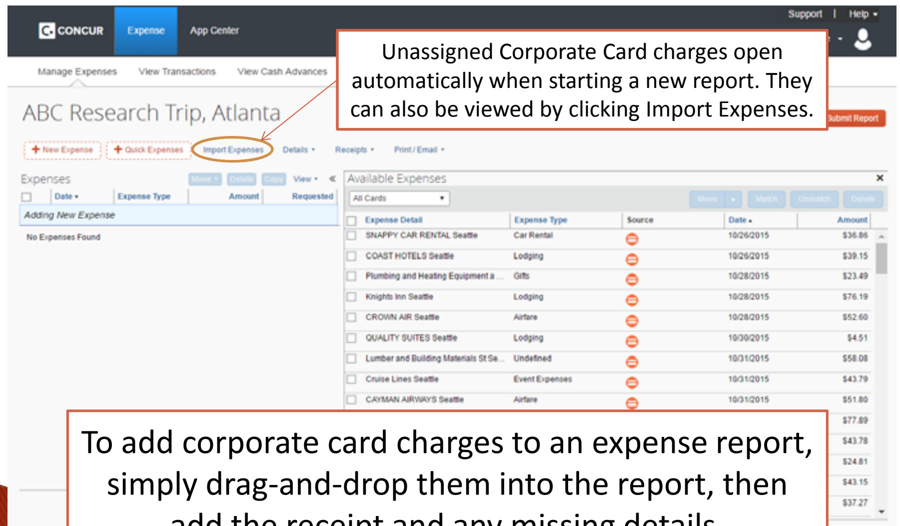
Adding Corporate Card Charges



Unassigned Corporate Card charges open automatically when starting a new report. They can also be viewed by clicking Import Expenses.

To add corporate card charges to an expense report, simply drag-and-drop them into the report, then add the receipt and any missing details.

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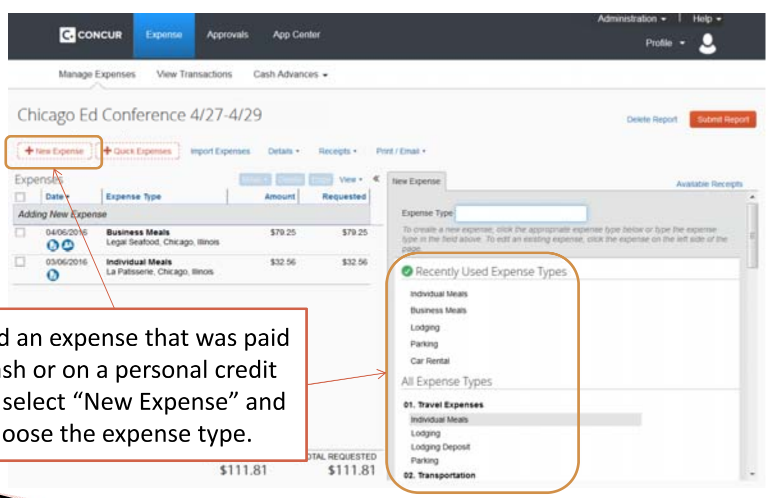
Adding Out-of-Pocket Charges



To add an expense that was paid in cash or on a personal credit card, select “New Expense” and choose the expense type.

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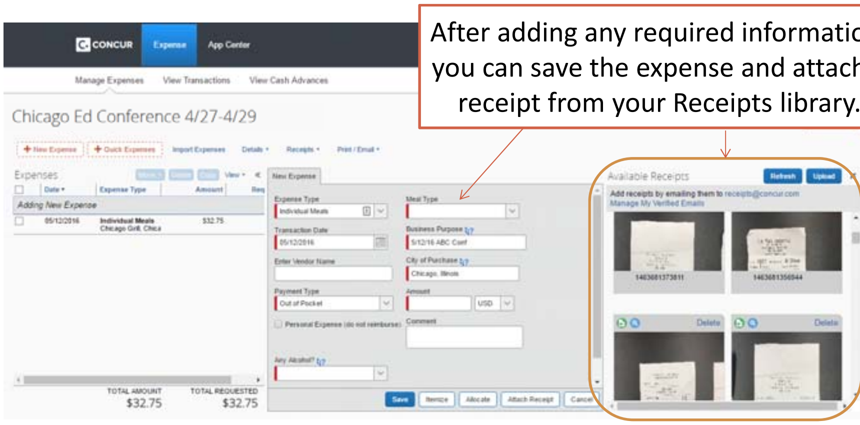
Check with your approver if you are unsure which expense types to use.

Entering Expense Details

After adding any required information, you can save the expense and attach a receipt from your Receipts library.



Different expense types require different details. Many fields will fill in automatically based on the other expenses you've already entered. When needed, the Business Purpose can be changed for each line.

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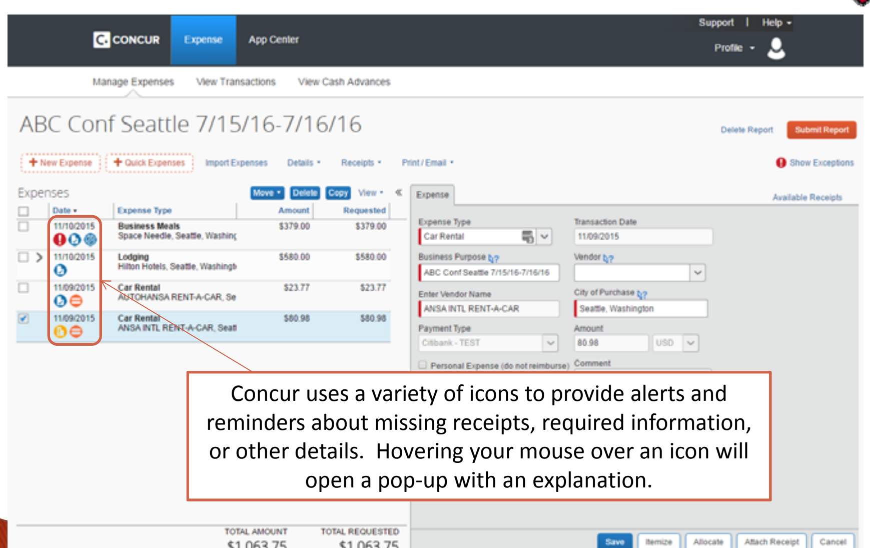
System Alerts and Reminders



Concur uses a variety of icons to provide alerts and reminders about missing receipts, required information, or other details. Hovering your mouse over an icon will open a pop-up with an explanation.

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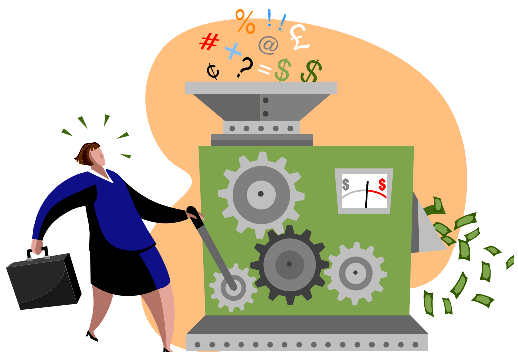
Demo:
Adding Expenses to a Report



Step-by-step guides are available at:
http://travel.harvard.edu/concur

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Creating More Complex Reports

- Concur assigns object codes based on the expense type and location
- Charges default to the account coding used in the report header but can easily be allocated to another account or split between multiple codes
  - Concur remembers your recently used code combinations and allows you to save favorite account allocations
- Itemization of certain expense types will be required
- Concur's built-in exchange calculator helps manage charges in foreign currency

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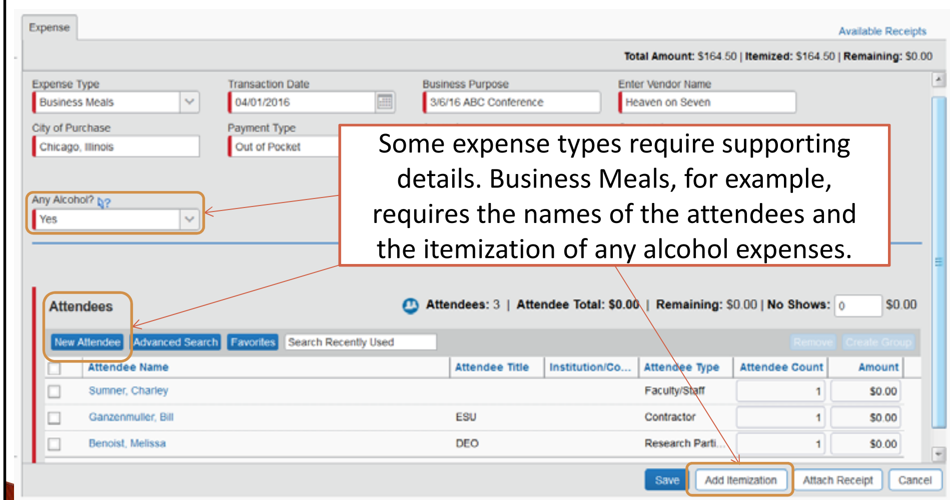
Adding Supporting Details



Some expense types require supporting details. Business Meals, for example, requires the names of the attendees and the itemization of any alcohol expenses.

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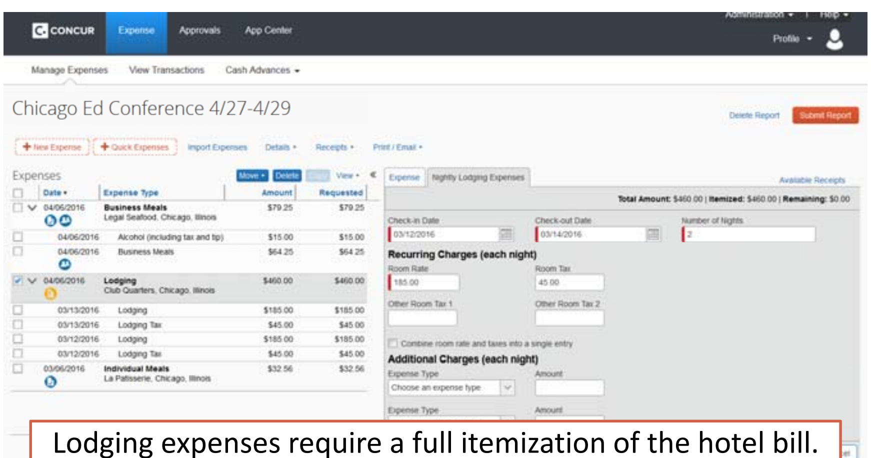
Itemizing Expenses



Lodging expenses require a full itemization of the hotel bill. The "Nightly Lodging Expenses" screen guides you through the process and creates the itemized lines for you.

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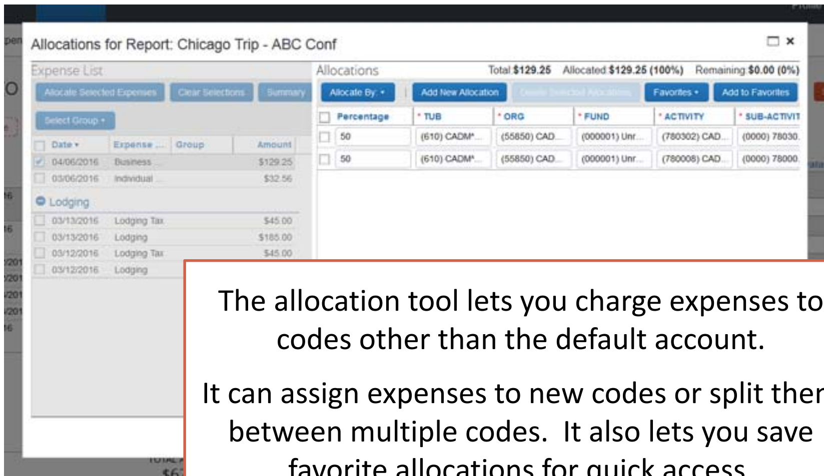
Allocating Expenses



The allocation tool lets you charge expenses to codes other than the default account.

It can assign expenses to new codes or split them between multiple codes. It also lets you save favorite allocations for quick access.

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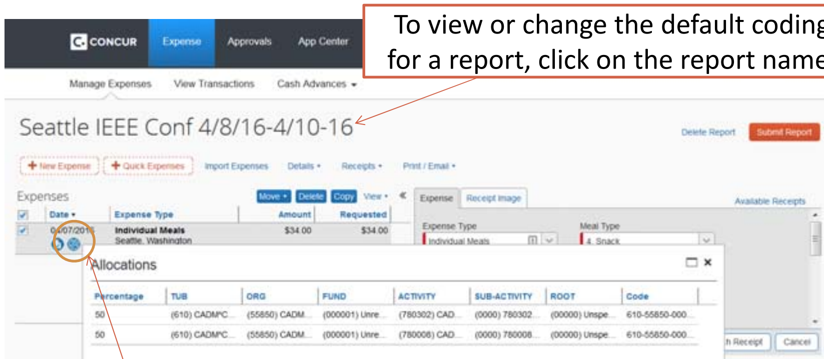
Viewing Allocated Expenses

To view or change the default coding for a report, click on the report name.



After allocating an expense, you can view the coding details by hovering over the blue allocation icon. This icon appears whenever a line is charged to an account different than the default account for the report.

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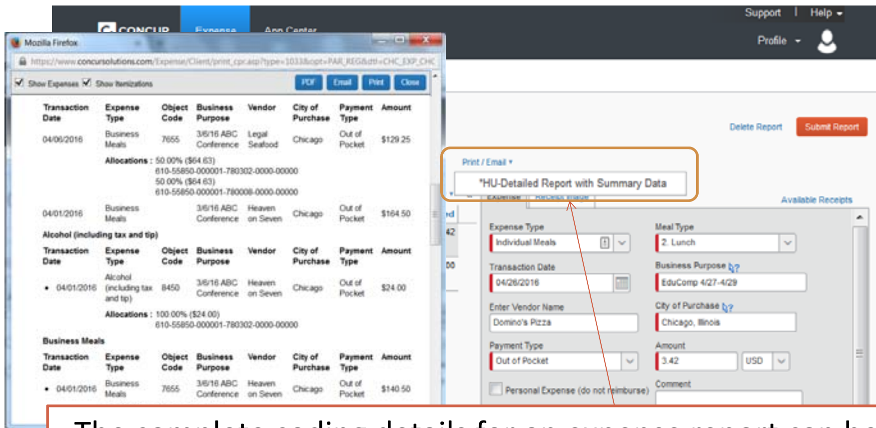
Viewing Full Report Details



The complete coding details for an expense report can be viewed by clicking Print>Detailed Report and checking the "Show Expenses" and "Show Itemizations" boxes.

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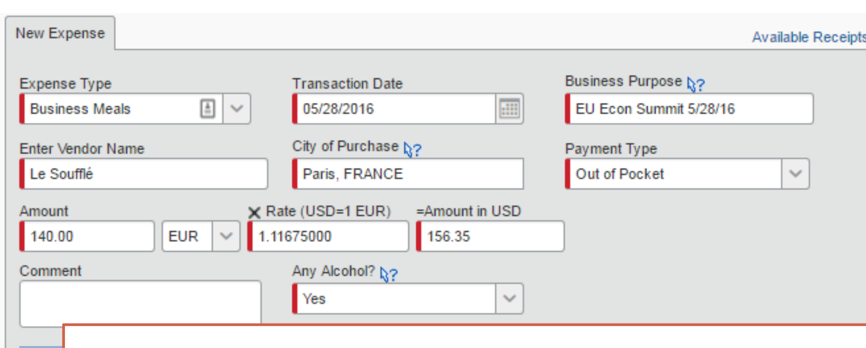
Expenses in Foreign Currency



Concur easily manages foreign currency transactions by automatically pulling in the exchange rate based on the date and location. This rate can be overridden when necessary.

Foreign currency charges on a Corporate Card will be automatically converted to US dollars.

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Other Types of Expenses

- In addition to meals and hotels, other expenses require different types of additional information, e.g.:
  - Airfare: Domestic or Foreign, Class of Service
  - Personal Car Mileage: To/From locations (built-in mileage calculator)
  - City of Purchase and Vendor Name are required for many expenses
- Comments can always be added with further details
- Per Diem charges can be managed by clicking on "Details" and creating an itinerary under "Travel Allowances"
- Any personal charges that appear on a corporate card:
  - Must be paid directly to Citibank by the responsible individual
  - Should be added to an expense report, then marked personal

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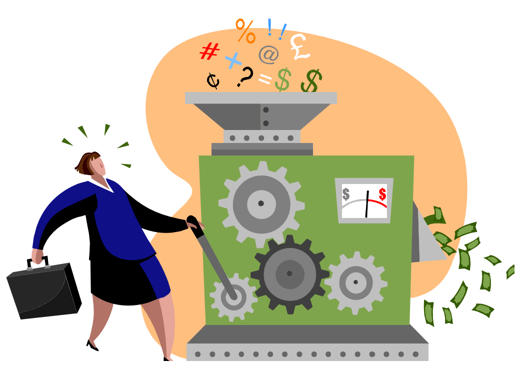
Demo: Adding Extra Details, Allocations, and Itemizations



Step-by-step guides are available at:
http://travel.harvard.edu/concur

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Three Ways to Import Receipts

- Use the Concur mobile app to take receipt photos
  – Photos are uploaded to the account associated with that phone
  – Users can also enter additional details in the app and the photo will be saved along with the details as an imported expense
- Send the receipt via email to receipts@concur.com
  – The email must come from a verified address (profile settings)
    - Files are uploaded to the account associated with that email
    - Emails sent "on behalf of" will be uploaded to the "on behalf of" account
  – Photos, PDFs, forwarded emails, and other docs can all be sent
- Upload receipt images or other supporting documents from your desktop to the currently active account

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Concur Mobile App

- Fastest way to upload receipts or supporting documentation
- Has built-in mileage tool
- After taking a picture of a receipt, the app allows users to optionally add extra details
  – Date, amount, expense type, vendor, and comments to capture the purpose of the trip, the names of guests, or other details
- Check the status of previously submitted reports

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Capturing Receipts with the Concur App

Open the app and click “Receipt”

Take a photo of the receipt

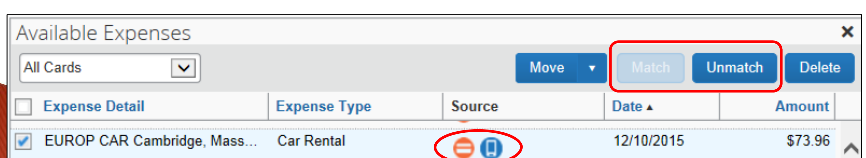
Click “Done” to save and finish or click “Expense” to add optional details

(Optional) Add type, amount, comments, and other details, then click “Save”

Clicking “Expense” allows you to add comments and other details. This will save the charge as a Smart Expense with the image already attached to it.

Matching Smart Expenses

- Expenses created via the app are called “Smart Expenses”
  - Smart Expenses appear as imported expenses alongside unassigned corporate card charges
- Concur checks the date, amount, expense type, and vendor for new Smart Expenses and attempts to match them with existing Corporate Card charges
  - Matched charges will have both an orange corporate card and blue app icon
- Users can manually match or unmatch any charges that Concur’s auto-match tool didn’t get right



The ExpenseIt App

- ExpenseIt is a second app that can also be used with Concur
- ExpenseIt also takes pictures of receipts, but after doing so it scans the photo and uses the results to automatically create a Smart Expense
  - Once the scan is complete, the results will be displayed for you to edit
  - After reviewing the results, the user needs to export the expense to upload it to their Concur account (this can be changed in the app settings)
  - ExpenseIt can be a big time saver with lodging expenses as it will automatically create each of the itemized lines from a hotel receipt
  - ExpenseIt only works with single-page receipts and the app can not be used to upload supporting documents or check the status existing expense reports

Both the Concur and ExpenseIt apps can be used interchangeably.
Detailed ExpenseIt instructions are at: http://travel.harvard.edu/concur.

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Setting up Mobile Access

- Before using either the Concur or ExpenseIt apps, you need to set up your Mobile PIN
- This is done in Concur Profile Settings under Mobile Registration
  - PINs must be at least 8 characters long and contain uppercase, lowercase, and numeric characters
- Once established, you can login to the app using your assigned username and Mobile PIN
  - Assigned usernames are in the form of “HUID@harvard.edu” (ex. 12345678@harvard.edu)
- The same login information is used for both apps

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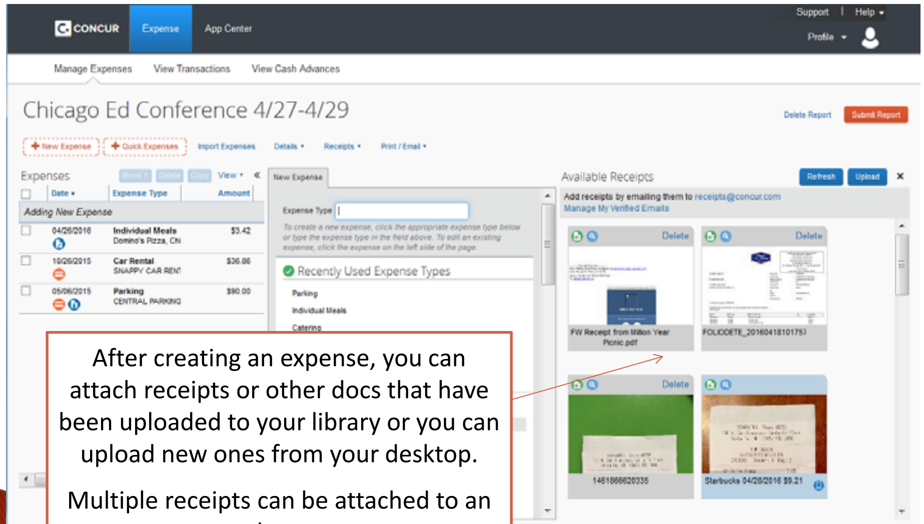
Attaching Receipts to Expenses



After creating an expense, you can attach receipts or other docs that have been uploaded to your library or you can upload new ones from your desktop.

Multiple receipts can be attached to an expense when necessary.

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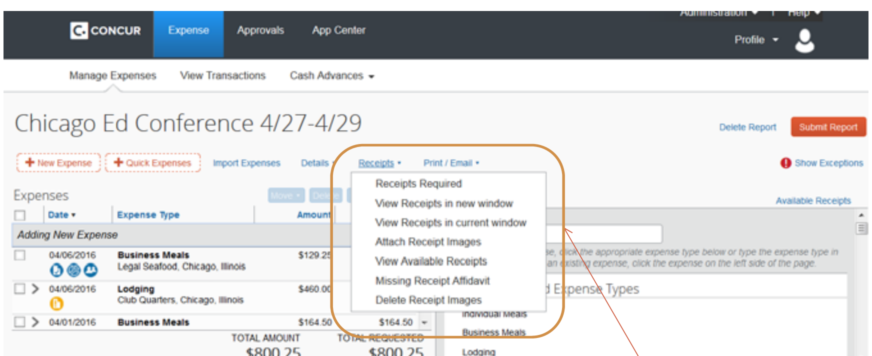
Viewing all Receipts



Use the Receipts Menu to upload and attach receipts from your desktop, view all receipts, fill out an online Missing Receipt Affidavit, and other related tasks.

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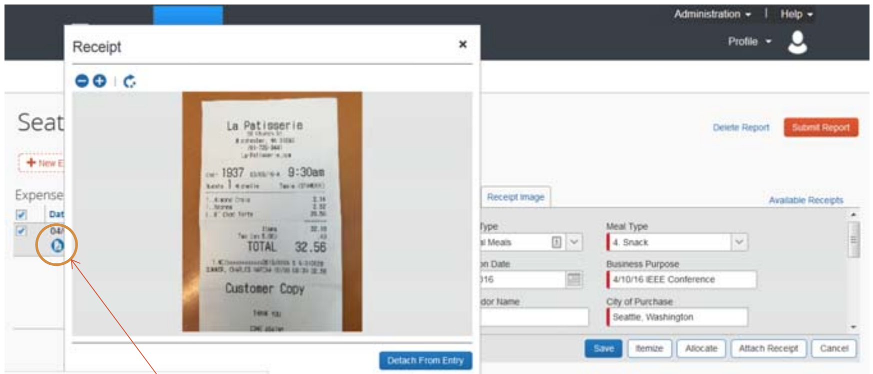
Viewing a Receipt



Once attached to an expense, you can quickly view a receipt by hovering over the blue receipt icon.

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Receipt Details

- Receipts are required for expenses that are $75 or more
  - Some schools and units require receipts for expenses under $75, check your local policy for details
  - Concur will only alert you to missing receipts when the charge is $75 or greater
- Itemized receipts are required whenever possible
  - Travelers are encouraged to note the tip amount, names of guests, and other useful information directly on the receipt
- Missing Receipt Affidavits can be filled out in the system by the traveler or forms can be scanned and uploaded

Refer to the Harvard Travel Policy for more details.

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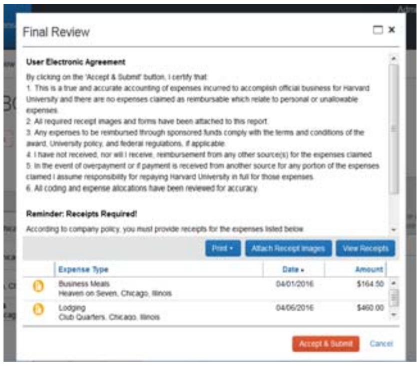
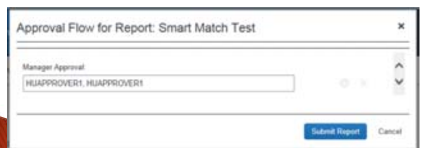
Submitting Reports





- Once complete, click Submit Report
- A confirmation appears with reminders about financial responsibility
- Concur will alert you to any exceptions that need to be fixed
- You will also be able to change which approver will receive the report

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Notifications

Upon submission, a notification is sent to the approver to alert them of the report

Notifications are sent to the report preparer when:

- The report has been approved
- Payments associated with the report have been issued
- Corporate cards that they are responsible for contain charges that are nearing payment deadlines

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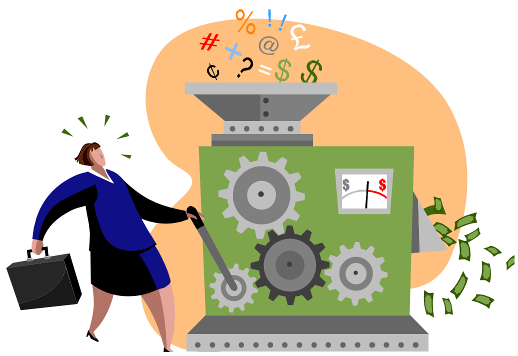
Demo:
Receipts, Mobile App, and Submitting



Step-by-step guides are available at:
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Delegating Reports

- To create a report on behalf of another user, you must first be set up as a Delegate for that user (the Traveler) in their profile settings
- Delegates can create reports for their Travelers and upload receipts to their Travelers' accounts
- After a Delegate creates a report, a notice is sent to the Traveler letting them know that it's ready to be reviewed and submitted
- <u>To ensure compliance with policy, the Traveler must log into Concur themselves to submit their reports</u>
  - This acts as the electronic signature to ensure policy compliance

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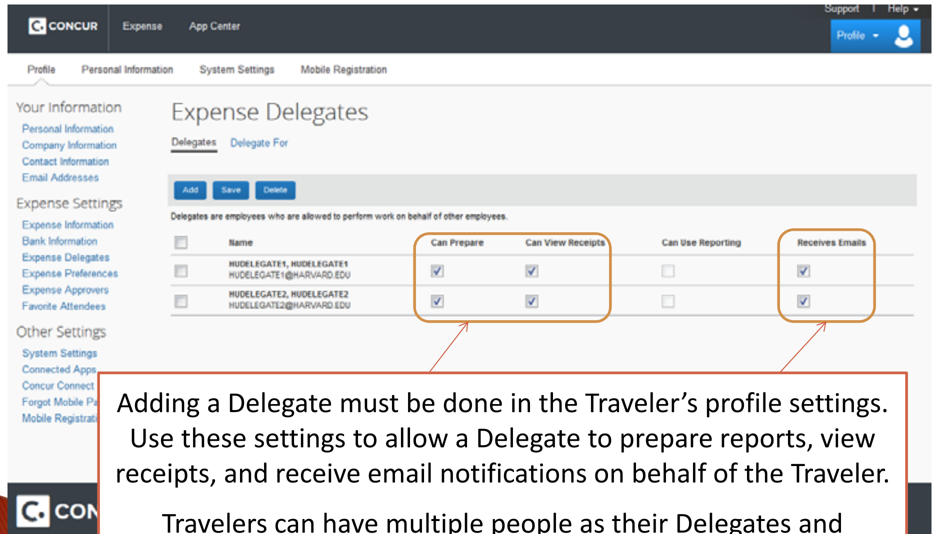
Profile Settings: Assigning a Delegate



Adding a Delegate must be done in the Traveler's profile settings. Use these settings to allow a Delegate to prepare reports, view receipts, and receive email notifications on behalf of the Traveler.

Travelers can have multiple people as their Delegates and Delegates can prepare reports for multiple Travelers.

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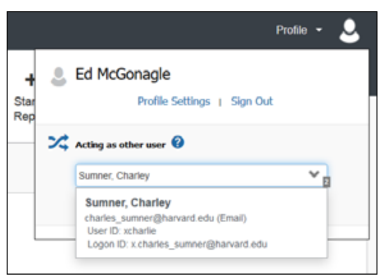
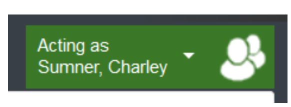
Delegate Access

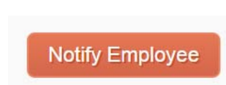
Delegates log into Concur as themselves, then click on their profile to act as a different user.



Their profile icon then changes to show that they're acting as a Delegate and are now creating reports for another person.



When finished, the Delegate clicks "Notify Employee" to let the Traveler know that a report is ready for them to submit.



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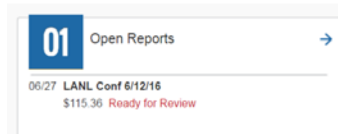
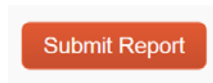
Submitting a Delegated Report

The Traveler is sent an email to let them know a report is ready for them to submit. The email includes the report name and a link to Concur.

On their Concur Homepage, the Traveler will see the report marked "Ready for Review" under Open Reports.



They should review the report details and then click "Submit Report" to send it to their approver.



Travelers can also view and submit delegated reports in the Concur mobile app. Reports in the app that are ready for review can be found under "Expense Reports" with a green check icon: .

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Approving Reports

- Approvers receive an email when a report is submitted to them
  - A PDFs showing the coding for each line is attached to the email
  - Approvers have 10 calendar days to take action on an expense report
- Approvers should:
  - Review the report details and any exception notices
  - Check that the account coding is correct
  - Confirm that all necessary receipts are included and that they match the expenses
  - Ensure that all expenses are in accordance with policy

Online training on ROPPA (Responsibilities of Purchasers, Preparers, and Approvers) is available at: http://policies.fad.harvard.edu/

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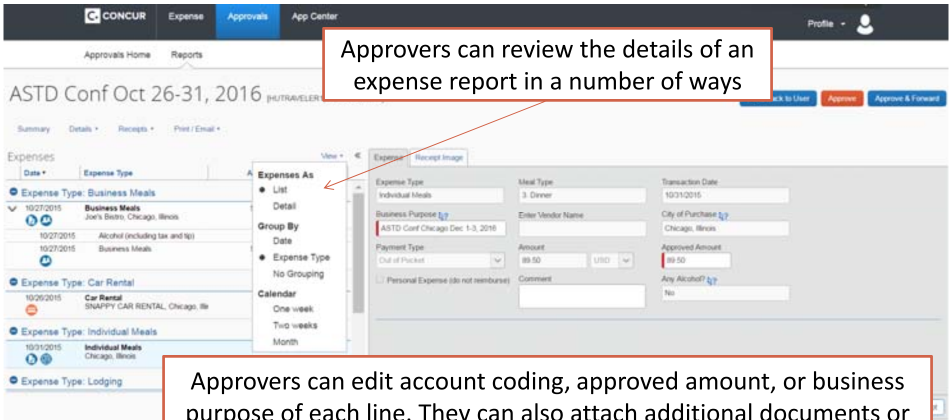
Approver Screen



Approvers can review the details of an expense report in a number of ways

Approvers can edit account coding, approved amount, or business purpose of each line. They can also attach additional documents or edit the header to flag reports that contain Additional Pay. For other changes, they can send the report back to the preparer with a note explaining what needs to be fixed before it can be approved.

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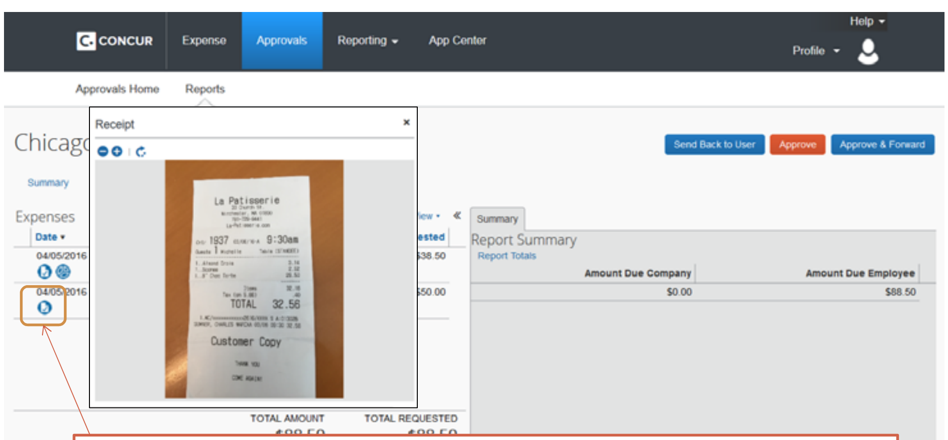
Approver: Viewing Receipts



Approvers can view receipts individually by hovering their mouse over the receipt icon or view all attached receipts at once through the receipts menu.

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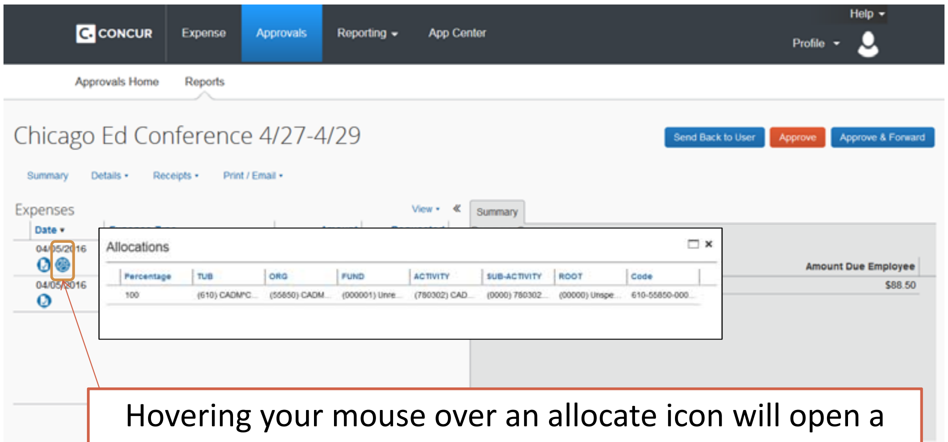
Approver: Viewing Allocations



Hovering your mouse over an allocate icon will open a pop-up window with the coding for that line. However this icon only appears when an expense is charged to something other than the default coding for the report.

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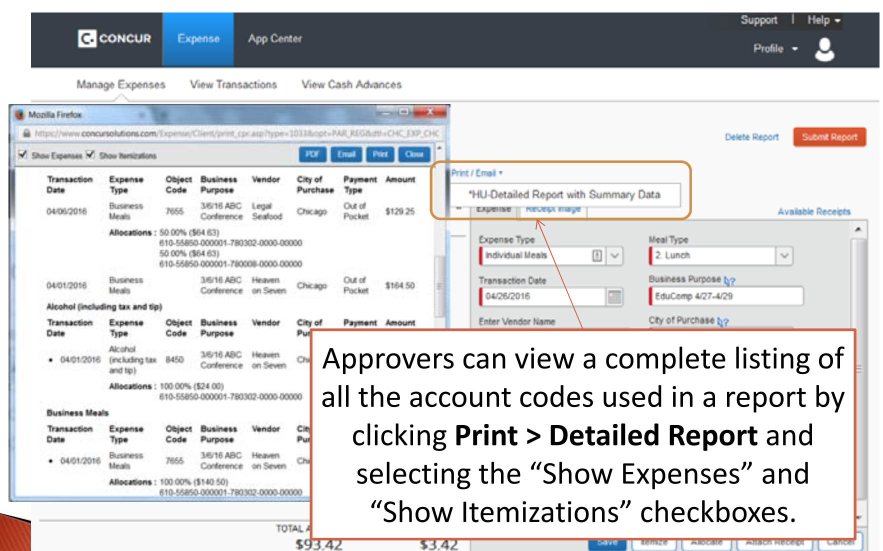
Approver: Viewing Full Details



Approvers can view a complete listing of all the account codes used in a report by clicking **Print > Detailed Report** and selecting the “Show Expenses” and “Show Itemizations” checkboxes.

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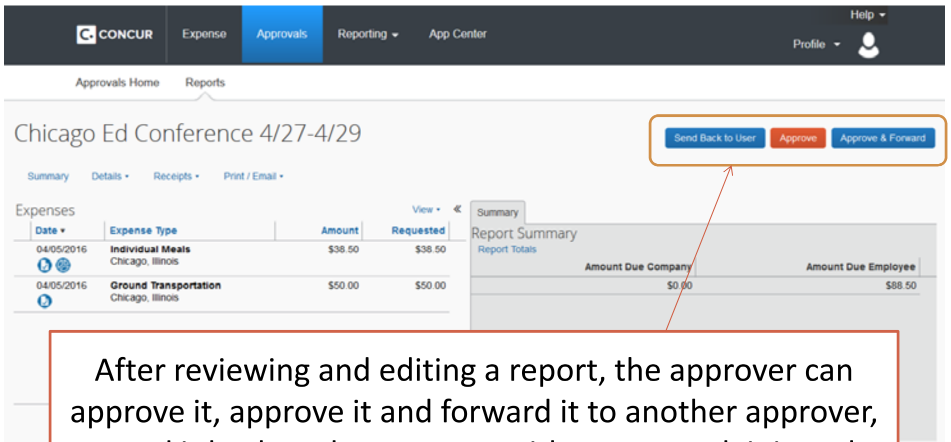
Approve, Forward, or Send Back



After reviewing and editing a report, the approver can approve it, approve it and forward it to another approver, or send it back to the preparer with a note explaining why it wasn't approved and what changes are needed.

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24/7 Support

- Toll-Free 24/7 Support is available directly from Concur by calling: **866-793-4040**
  - A job aide with international and foreign language support numbers is on the Concur Training site
- **Live Text Chat** with Concur Support
  - While logged into Concur, click on the **Contact Support** link at the bottom of the homepage
- Contact Harvard's Reimbursement Card Services at:
  - 617-495-7760, option 1
  - concurhelp@harvard.edu

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Further Help

- Check with your local finance office for any Tub-specific guidelines or policies
- Go to https://trainingportal.harvard.edu/ for:
  - Concur job aides, work instructions, video tutorials, travel policies, and FAQs (also at: http://travel.harvard.edu/concur)
  - Online courses on Travel & Reimbursement policy and ROPPA (Responsibilities of Purchasers, Preparers, and Approvers)
  - Tutorials on processing non-employee reimbursements in HCOM
  - Instructions on requesting a Travel Authorization for pre-paid travel purchased through BCD

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We've come a long way

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Thanks for Coming!

Processing Reimbursements With Concur