



Processing Reimbursements with Concur

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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

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



The screenshot shows the Harvard University website for Travel Services. At the top, it says 'HARVARD UNIVERSITY' and 'HARVARD STRATEGIC PROCUREMENT | FINANCIAL ADMINISTRATION | HARVARD.EDU'. Below that is 'Harvard Travel Services' with a search bar and a 'Contact' link. A red navigation bar contains 'Booking', 'International', 'Policies & Reimbursement', 'Concur', 'Meetings', and 'Resources'. The 'Concur' page is active, showing a sidebar with 'Concur', 'Concur Training', 'Concur Mobile Apps', 'Concur FAQ', and 'Concur Support'. The main content area has the heading 'Concur' and a sub-heading 'Harvard University's New Travel & Expense Reimbursement System'. It includes a paragraph about the migration to Concur and a link 'Click to access Concur' next to a globe icon.

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

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Concur Dashboard



The screenshot shows the Concur dashboard for a user named HUTRAVELER1. At the top, there are navigation links for Expense, App Center, Support, and Help. Below the navigation, the user's name and a 'Hello, HUTRAVELER1' greeting are displayed. To the right, there are three summary cards: 'Start a Report' (+), 'Upload Receipts' (+), 'Required Approvals' (00), 'Available Expenses' (55), and 'Open Reports' (03). The main content area is divided into three sections: 'COMPANY NOTES' with a welcome message and support information; 'MY TASKS' with three cards: '00 Open Requests' (no active requests), '55 Available Expenses' (listing items like AU BON PAIN, Spangler Food Court, and Starbucks), and '03 Open Reports' (listing reports like XYZ Research Project and Sample Report 7/18/16).

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



The screenshot shows the 'Profile Settings' page in Concur. The top navigation bar includes Expense, Approvals, App Center, Administration, and Help. The 'Profile' tab is selected. The page is divided into two main sections: 'Your Information' on the left with a list of settings (Personal Information, Company Information, Contact Information, Email Addresses, Expense Settings, Other Settings) and 'Profile Options' on the right. The 'Profile Options' section includes 'Personal Information' (with a note to select one to customize the profile), 'Bank Information', 'Expense Preferences', 'Mobile Registration', 'System Settings' (with a note about time zone and clock), 'Expense Delegates', and 'Change Password'.

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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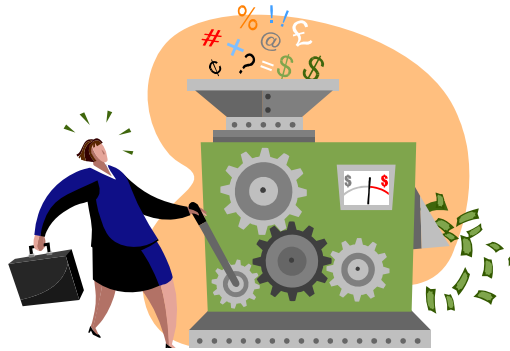
System Alerts and Reminders



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

Expense

Available Receipts

Total Amount: \$164.50 | Itemized: \$164.50 | Remaining: \$0.00

Expense Type: Business Meals | Transaction Date: 04/01/2016 | Business Purpose: 3/6/16 ABC Conference | Enter Vendor Name: Heaven on Seven

City of Purchase: Chicago, Illinois | Payment Type: Out of Pocket

Any Alcohol? Yes

Attendees: 3 | Attendee Total: \$0.00 | Remaining: \$0.00 | No Shows: 0 | \$0.00

Attendee Name	Attendee Title	Institution/Co...	Attendee Type	Attendee Count	Amount
Sumner, Charley			Faculty/Staff	1	\$0.00
Ganzenmuller, Bill	ESU		Contractor	1	\$0.00
Benoist, Melissa	DEO		Research Partt.	1	\$0.00

Buttons: Save, Add Itemization, Attach Receipt, Cancel

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Itemizing Expenses

CONCUR Expense Approvals App Center

Manage Expenses View Transactions Cash Advances

Chicago Ed Conference 4/27-4/29

Expenses

Date	Expense Type	Amount	Requested
04/05/2016	Business Meals	\$79.25	\$79.25
04/05/2016	Alcohol (including tax and tip)	\$15.00	\$15.00
04/05/2016	Business Meals	\$64.25	\$64.25
04/05/2016	Lodging	\$460.00	\$460.00
03/13/2016	Lodging	\$185.00	\$185.00
03/13/2016	Lodging Tax	\$45.00	\$45.00
03/12/2016	Lodging	\$185.00	\$185.00
03/12/2016	Lodging Tax	\$45.00	\$45.00
03/05/2016	Individual Meals	\$32.56	\$32.56

Nightly Lodging Expenses

Total Amount: \$460.00 | Itemized: \$460.00 | Remaining: \$0.00

Check-in Date: 03/12/2016 | Check-out Date: 03/14/2016 | Number of Nights: 2

Recurring Charges (each night)

Room Rate: \$185.00 | Room Tax: \$45.00

Other Room Tax 1: | Other Room Tax 2: |

Additional Charges (each night)

Expense Type: | Amount: |

Expense Type: | Amount: |

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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 screenshot displays the Concur interface. On the left, a table lists expense transactions with columns for Transaction Date, Expense Type, Object Code, Business Purpose, Vendor, City of Purchase, Payment Type, and Amount. A detailed view overlay on the right shows fields for Expense Type (Individual Meals), Meal Type (Lunch), Transaction Date (04/28/2016), Business Purpose (EduComp 427-429), Enter Vendor Name (Domino's Pizza), City of Purchase (Chicago, Illinois), Payment Type (Out of Pocket), and Amount (3.42 USD). A 'Print / Email' dropdown menu is highlighted with a red box, and an arrow points to the 'Detailed Report with Summary Data' option.

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.

Expenses in Foreign Currency



The screenshot shows the 'New Expense' form. Fields include Expense Type (Business Meals), Transaction Date (05/28/2016), Business Purpose (EU Econ Summit 5/28/16), Enter Vendor Name (Le Soufflé), City of Purchase (Paris, FRANCE), Payment Type (Out of Pocket), Amount (140.00 EUR), Rate (1.11675000), and Amount in USD (156.35). The 'Any Alcohol?' dropdown is set to 'Yes'.

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.

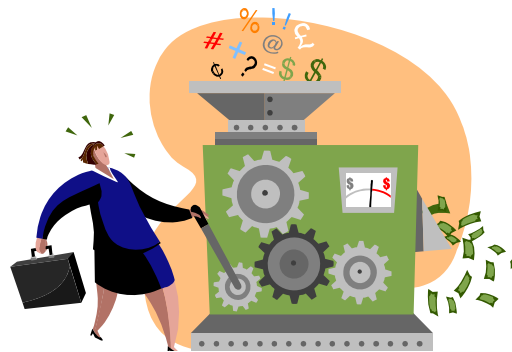
Other Types of Expenses



- 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

Available Expenses ✕

All Cards Move Match Unmatch Delete

Expense Detail	Expense Type	Source	Date	Amount
<input checked="" type="checkbox"/> EUROP CAR Cambridge, Mass...	Car Rental		12/10/2015	\$73.96

The Expenselt App



- Expenselt is a second app that can also be used with Concur
- Expenselt 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)
 - Expenselt can be a big time saver with lodging expenses as it will automatically create each of the itemized lines from a hotel receipt
 - Expenselt only works with single-page receipts and the app can not be used to upload supporting documents or check the status existing expense reports

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

Setting up Mobile Access

- Before using either the Concur or Expenselt 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



Chicago Ed Conference 4/27-4/29

Expenses

Date	Expense Type	Amount
04/26/2016	Individual Meals Domen's PIZZA, CH	\$3.42
10/25/2015	Car Rental SNAPPY CAR RENT	\$36.06
05/06/2015	Parking CENTRAL PARKING	\$90.00

Available Receipts

FW Receipt from Milon Year Ponic.pdf

FOLOODETE_20160418101751

1401866220335

Starbucks 04/26/2016 \$9.21

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



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Expenses

Date	Expense Type	Amount
04/05/2016	Business Meals Legal Seafood, Chicago, Illinois	\$129.25
04/06/2016	Lodging Club Quarters, Chicago, Illinois	\$460.00
04/01/2016	Business Meals	\$164.50
TOTAL AMOUNT		\$800.25
TOTAL REQUESTED		\$800.25

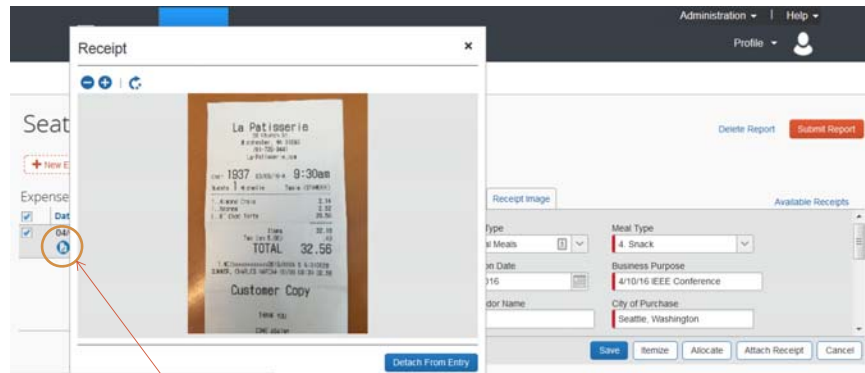
Receipts Menu:

- Receipts Required
- View Receipts in new window
- View Receipts in current window
- Attach Receipt Images
- View Available Receipts
- Missing Receipt Affidavit
- Delete Receipt Images

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



Final Review

User Electronic Agreement

By clicking on the "Accept & Submit" button, I certify that:

1. This is a true and accurate accounting of expenses incurred to accomplish official business for Harvard University and there are no expenses claimed as reimbursable which relate to personal or unallowable expenses.
2. All required receipt images and forms have been attached to this report.
3. Any expenses to be reimbursed through sponsored funds comply with the terms and conditions of the award, University policy, and federal regulations, if applicable.
4. I have not received, nor will I receive, reimbursement from any other source(s) for the expenses claimed.
5. In the event of overpayment or if payment is received from another source for any portion of the expenses claimed I assume responsibility for repaying Harvard University in full for those expenses.
6. All coding and expense allocations have been reviewed for accuracy.

Reminder: Receipts Required!

According to company policy, you must provide receipts for the expenses listed below

Print | Attach Receipt Images | View Receipts

Expense Type	Date	Amount
Business Meals Heaven on Seven, Chicago, Illinois	04/01/2016	\$164.00
Lodging Club Quarters, Chicago, Illinois	04/05/2016	\$460.00

Accept & Submit | Cancel

- 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

Approval Flow for Report: Smart Match Test

Manager Approval

HUAPPROVER1, HUAPPROVER1

Submit Report | Cancel

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Notifications



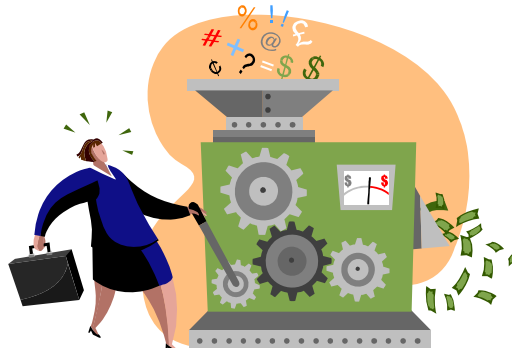
Upon submission, a notification is sent to the approver to alert them of the report

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:
<http://travel.harvard.edu/concur>

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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
- To ensure compliance with policy, the Traveler must log into Concur themselves to submit their reports
 - This acts as the electronic signature to ensure policy compliance

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Profile Settings: Assigning a Delegate



Expense Delegates

Delegates are employees who are allowed to perform work on behalf of other employees.

<input type="checkbox"/>	Name	Can Prepare	Can View Receipts	Can Use Reporting	Receives Emails
<input type="checkbox"/>	HUDELEGATE1, HUDELEGATE1@HARVARD.EDU	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	HUDELEGATE2, HUDELEGATE2@HARVARD.EDU	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

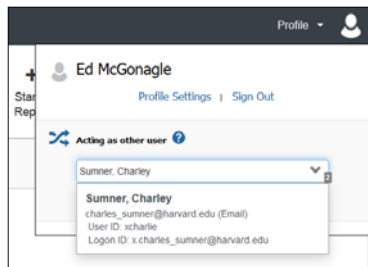
Adding a Delegate must be done in the Traveler's profile settings. Use these settings to allow a Delegate to prepare reports, view receipts, and receive email notifications on behalf of the Traveler.

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

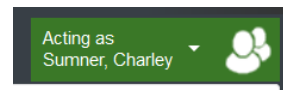
Delegate Access



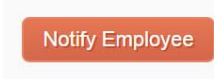
Delegates log into Concur as themselves, then click on their profile to act as a different user.



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.

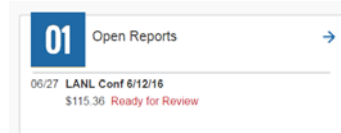


Submitting a Delegated Report




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.

Submit Report

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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Report Summary	
Report Totals	
Amount Due Company	Amount Due Employee
\$0.00	\$88.50

Approver: Viewing Allocations



CONCUR Expense Approvals Reporting App Center Help

Approvals Home Reports

Chicago Ed Conference 4/27-4/29 Send Back to User Approve Approve & Forward

Summary Details Receipts Print / Email

Expenses Date: 04/25/2016

Percentage	TUB	ORG	FUND	ACTIVITY	SUB-ACTIVITY	ROOT	Code	Amount Due Employee
100	(510) CADMPC	(55850) CADM	(000001) Unre	(780302) CAD	(0000) 780302	(000000) Unre	610-55850-000	\$88.50

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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.

Approver: Viewing Full Details



CONCUR Expense App Center Support Help

Manage Expenses View Transactions View Cash Advances

Print / Email * 1HU Detailed Report with Summary Data

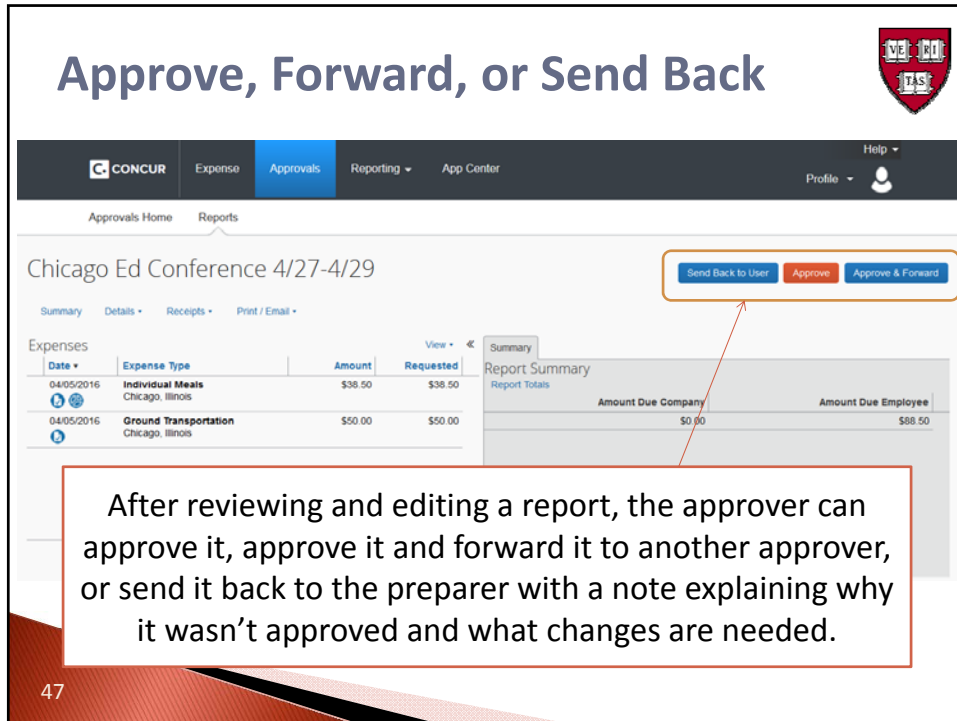
Transaction Date	Expense Type	Object Code	Business Purpose	Vendor	City of Purchase	Payment Type	Amount
04/09/2016	Business Meals	7655	3/5/16 ABC Conference	Legal Sealood	Chicago	Out of Pocket	\$129.25
Allocations : 50.00% (\$64.63) 610-55850-00001-780302-0000-00000 50.00% (\$64.63) 610-55850-00001-780008-0000-00000							
04/01/2016	Business Meals	7655	3/5/16 ABC Conference	Heaven on Seven	Chicago	Out of Pocket	\$164.50
Allocations : 100.00% (\$164.50) 610-55850-00001-780302-0000-00000							
Alcohol (including tax and tip)							
Transaction Date	Expense Type	Object Code	Business Purpose	Vendor	City of Purchase	Payment Type	Amount
04/01/2016	Alcohol	8450	3/5/16 ABC Conference	Heaven on Seven	Chicago	Out of Pocket	\$3.42
Allocations : 100.00% (\$3.42) 610-55850-00001-780302-0000-00000							
Business Meals							
Transaction Date	Expense Type	Object Code	Business Purpose	Vendor	City of Purchase	Payment Type	Amount
04/01/2016	Business Meals	7655	3/5/16 ABC Conference	Heaven on Seven	Chicago	Out of Pocket	\$3.42
Allocations : 100.00% (\$3.42) 610-55850-00001-780302-0000-00000							

TOTAL: \$93.42 \$3.42

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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.

Approve, Forward, or Send Back



Chicago Ed Conference 4/27-4/29

Summary Details Receipts Print / Email

Date	Expense Type	Amount	Requested
04/05/2016	Individual Meals Chicago, Illinois	\$36.50	\$36.50
04/05/2016	Ground Transportation Chicago, Illinois	\$50.00	\$50.00

Report Summary

Report Totals	Amount Due Company	Amount Due Employee
	\$0.00	\$88.50

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

We've come a long way



Thanks for Coming!



**Processing
Reimbursements
With Concur**

