Overview

Once an expense report is submitted by a user, the report must be reviewed and approved by one or more Approvers before reimbursement for the expenses can be processed. Approvers must confirm that the report is accurate, sufficiently documented, and consistent with University and TUB-specific policies and guidelines.

This guide provides detailed instructions on the following tasks involved in approving an expense report:

- Accessing reports awaiting approval
- Reviewing the report, including:
  - Viewing supplementary documents (receipts)
  - Confirming account string coding
- Choosing the appropriate response:
  - Approving the report
  - Sending the report back to a user
  - Approving the report and forwarding it to an additional approver

Accessing Reports Pending Approval

When a report has been submitted, you will receive a notification that the report is ready for your review and approval.

To access reports:

1. After you login to Concur, do one of the following:
   - On the Dashboard, click Required Approvals
   - At the top of the page, click Approvals
   - Under My Tasks, click Required Approvals

2. On the Approvals page, click the link for the report you want to approve.
Step 1: Review Report Header

The Report Header contains the basic data about the expense report including the report name, the business purpose, the default account coding for the expenses on the report, and any additional comments.

To review the Report Header:

1. On the Report page, do one of the following:
   - Click on the title of the expense report
   - Click the Details link, then select Report Header

The Report Header appears as a popup on the screen.

2. Review the information to ensure that the information in the Business Purpose field and any additional explanation provided in the Comment field are sufficient.

3. Review the account coding and ensure it is accurate.
   - If the coding at the header level is not accurate, you will need to make sure that the coding is correct for each line item expense on the report.

4. If you have any additional information you need to add, you can do so in the Comment field.

5. When review is complete, click Save or Cancel to return to the Report page.
Step 2: Review Exceptions

An exception is a warning or message to the individual requesting reimbursement or person creating the expense report, related to a specific entry they have made. Often, there is a message associated with an exception indicating recommended action. Examples might be:

- The University has flagged this item due to excessive spend. Approver to verify reasonableness.
- This entry contains First or Business Class fares. Please review

NOTE: For more information about the different exceptions that occur in the system and their associated messages, please refer to the Exception Messages Job Aid available at travel.harvard.edu/concur-training

Exceptions appear directly under the name of the expense report. There is a Hide Exceptions/Show Exceptions button on the far right side of the screen.

1. If the Show Exceptions button is showing on the far right, click it to reveal any items. Use the scroll bar in the Exceptions box to scroll through all exceptions.

2. Confirm the submitter has addressed the exception messages.
   - Example: If the exception message indicates that a comment should be added due to an excessive spend, make sure that the expense is reasonable and/or the submitter has included a comment that adequately explains the expense.

Step 3: Review Detailed Expenses

To review the details of line-item expenses:

1. On the left side of the report, click the expense you want to review

The right side of the screen displays the details of the selected expense.

2. Confirm the information in the fields comply with University and TUB-specific expense policies.
   - As an Approver, you can reduce the amount in the Approved Amount field, if necessary. If there are any other changes required, you must send the report back to the submitter.
3. Check the **Comment** field of each line item for any supplementary information.
   a. You can enter additional comments to this field, if desired.

   ![Expense Report Image]

4. If you made any changes to the line item, such as adding a comment, click **Save**.

5. Review receipts for the expense:
   a. If there is a blue receipt icon, the receipt is attached directly to the expense, and you can view it by clicking on the **Receipt Image** tab.
   b. All other receipts on the report can be reviewed by clicking the **Receipts** link located directly under the name of the expense report, and then selecting **View Receipts**.

6. Confirm the account coding for the expense:
   - Expenses that have been allocated to multiple account codes can be reviewed by hovering over or clicking on the **Allocations**, or “pie chart,” icon connected to the expense.

   ![Allocations Table]

   - Alternatively, you can review all the allocations for a report by viewing the Detailed Report with Summary Data. You can run this report by clicking the **Print/Email** link, then selecting the report from the list.

7. If necessary, make changes to the allocation.

**IMPORTANT**: If an expense requires allocation to an additional account code, you must send the report back to the user who submitted the report. Approvers can edit allocation amounts/percentages and modify the account strings associated with the expense, but they cannot add a new allocation line.
8. Review any other icons associated with the expense. Some examples include:

   - **Personal Expense** Expense should show $0 in the far right column, indicating that the individual has chosen to not be reimbursed for this expense (such as a movie that was included on their hotel invoice).

   ![Personal Expense Icon]

   - **Business Meal With Attendees** To review the list of attendees, hover over or click on the icon.

   ![Business Meal With Attendees Icon]

9. If you are the Default Approver, and your TUB requires multiple approvers, check the Approval Flow:
   a. Click the **Details** link, and then select **Approval Flow**.
   b. Verify that the correct approvers are in the **COA Approver** and/or the **Approval for Processing** fields. If necessary, select the correct approver(s).
   c. Click **Save** to update the approval flow, or click **Cancel**, to return to the expense report without making any changes.

### Step 4: Approve or Reject the Expense Report

Once you have reviewed the expense report, you have three options:

![Expense Report Options]

**Send Back to User**
1. Select the **Send Back to User** button if there is a problem with the expense report such as a missing receipt, unallowable expense, or need for further justification.
2. In the popup box, give a clear description of the issue.
   a. Example: Receipt missing for gas expense on 2-14-16 for $56.00.
3. Click **OK**.
Approve
1. Click the **Approve** button
2. Read the agreement and click **Accept** or **Decline**.

3. Confirm the Approval Flow, and make any necessary changes.

4. Click **Approve**. The report is sent to the next approver, if one exists in the workflow, or to the back office for reimbursement.

Approve & Forward
1. If you want to add an additional approver, select the **Approve & Forward** button.
2. In the **User-Added Approver** field, enter the name of the approver you want to add. When their full name appears in the list, click on it.
3. Enter any additional comments in the text box below.
4. Click **Approve & Forward**
5. Read the agreement and click on the appropriate answer.
6. Clicking **Accept** routes the report to the approver you added to the workflow.
Resources

Quick Reference Guides and Online Tutorials
Quick Reference Guides provide step-by-step instructions on a number of common tasks in Concur, and online tutorials present a video walk-through of how to perform various tasks and procedures within the system. Both the Guides and online tutorials are available at: travel.harvard.edu/concur-training

Concur Support
24 hour support is available through the Concur Support Desk at 866-793-4040. You can also access the Concur Support Portal within the system by clicking the Help menu, and then selecting Contact Support.