Approving Expense Reports in Concur

HARVARD UNIVERSITY

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.

For additional job aides, references and FAQs, please visit: **travel.harvard.edu/concur.**

Harvard User Support: concurhelp@harvard.edu or 617-495-8500, option 2

24 Hour Concur User Support: 866-793-4040

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

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

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
4. Some Expense Types may be modified
5. Additional receipts/images can be attached
6. Expense reports containing Add Pay can be flagged

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. Enter a **Comment** specifying why the report was forwarded
4. Click **Approve & Forward**
5. Read the agreement and click **Accept** to route the report to the approver you added to the 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

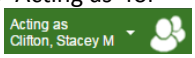
An approval delegate is a user with approver access that can review and approve expense reports for another approver. Approval delegates can be set up to approve reports at all times or temporarily (vacations).

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**

Approving an Expense Report as an Approver Delegate

1. Log into Concur under your account
2. Click the **Profile** button at the top right
3. Click the **Acting as Other User** drop-down menu and select the **name** of the person for whom you are acting as an approval delegate for
4. Click **Start Session**. When the screen refreshes, the Profile drop-down will change to 'Acting as' followed by the individual's name



5. Complete the appropriate review and approval steps

Note: Actions of approver delegates are tracked in the audit log of each expense report

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