

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



Harvard Travel Services - Concur

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Booking International Policies & Reimbursement Concur Meetings Resources

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Concur

Concur Training

Concur Mobile Apps

Concur FAQ

Concur Support

Concur Training

Training Presentations

- Processing Reimbursements with Concur
 - Download a copy of the class ([Slideshow](#) | PDF)
 - Register for an upcoming class
- Concur for Approvers (Online Course)

Quick References & Job Aids

[Click to Access Concur](#)

[Click to view the Concur Service Status Dashboard](#)



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



Concur Dashboard

CONCUR Expense App Center Support | Help Profile

HARVARD UNIVERSITY Hello, HUTRAVELER1

+ Start a Report + Upload Receipts 00 Required Approvals 55 Available Expenses 03 Open Reports

COMPANY NOTES

WELCOME!
24 HOUR USER SUPPORT: 1-866-793-4040 Live Chat: Click on the Help link then select Contact Support
Questions related to Policy, Documentation, Corporate Card Applications: Email: concurhelp@harvard.edu Phone: 617-495-7760,option 1
Travel Policies and Procedures: [Travel Policies & Procedures](#)
Quick Reference Guides and Tutorials: [Harvard Training & Resources](#)

MY TASKS

00 Open Requests	You currently have no active requests.	
55 Available Expenses	07/18 AU BON PAIN \$11.69	→
	05/03 Spangler Food Court \$20.00	
	04/28 Starbucks \$9.21	
03 Open Reports	07/21 XYZ Research Project, 7/13/16 \$2,576.40	→
	07/18 Sample Report 7/18/16 \$231.25 Ready for Review	
	07/05 7.5.16 Report \$483.82	

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



Concur – Profile Settings

Screenshot of the Concur Profile Options screen:

The screenshot shows the Concur interface with the following navigation elements:

- Top navigation bar: CONCUR, Expense, Approvals, App Center, Administration, Help, Profile (selected).
- Sub-navigation bar: Profile, Personal Information, Change Password, System Settings, Mobile Registration.

The main content area is titled "Profile Options". It includes the following sections:

- Your Information**:
 - [Personal Information](#)
 - [Company Information](#)
 - [Contact Information](#)
 - [Email Addresses](#)
- Expense Settings**:
 - [Expense Information](#)
 - [Bank Information](#)
 - [Expense Delegates](#)
 - [Expense Preferences](#)
 - [Expense Approvers](#)
 - [Favorite Attendees](#)
- Other Settings**:
 - [System Settings](#)
 - [Connected Apps](#)
 - [Concur Connect](#)
 - [Change Password](#)
 - [Mobile Registration](#)

Profile Options

Select one of the following to customize your user profile.

Personal Information
[Personal Information](#)

Bank Information
[Bank Information](#)

Expense Preferences
Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.

Mobile Registration
[Set up access to Concur on your mobile device](#)

System Settings
Which time zone are you in? Do you prefer to use a 12 or 24-hour clock? When does your workday start/end?

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

Change Password
[Change your 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.



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



Expense Report Dashboard

CONCUR Expense Approvals App Center Support | Help Profile

Manage Expenses View Transactions View Cash Advances

Manage Expenses

ACTIVE REPORTS

+ Create New Report

NOT SUBMITTED	NOT SUBMITTED	SUBMITTED
ABC Conf Seattle 7/15/16-7/16/16 08/18/2016 \$1,097.24	Seattle ABC Conf 8/2/16-8/6/16 08/15/2016 \$1,231.37 Ready for Review	TEST \$1,084.00 Exceptions Submitted & Pending Approval HUAPPROVER1, HUAPPROVER1

Report Library →

AVAILABLE EXPENSES

All Cards Move Match Unmatch Delete

Expense Detail	AVIS	Walmart Tampa	SNAPPY CAR
COAST HOTELS Seattle	Lodging		
ALAMO RENT A CAR			

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.



Expense Report Header

CONCUR Expense App Center

Manage Expenses View Transactions View Cash Advances

Create a New Expense Report

Report Header

Report Name ABC Conf Speaker Jan 4-6, 2016	Policy *TEST HU HBS Expense Policy	Traveler Type Other	Report Date 12/09/2016
Business Purpose ABC Conf Speaker Jan 4-6, 2016	Comment		
TUB 1 CADM^Central Administration	ORG 2 (55850) CADM^Center for W	FUND 3 (000001) Unrestricted Undes	ACTIVITY 4 (780302) CADM^Training
SUB-ACTIVITY 5 (0000) 780302^Unspecified	ROOT 6 (00000) Unspecified	<input type="checkbox"/> Includes additional pay	

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.



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.

The screenshot shows the Concur Expense application interface. At the top, there are tabs for CONCUR, Expense, and App Center. Below the tabs, there are links for Manage Expenses, View Transactions, and View Cash Advances. The main title is "ABC Research Trip, Atlanta". Below the title, there are buttons for "+ New Expense", "+ Quick Expenses", and "Import Expenses" (which is highlighted with a yellow circle and an arrow pointing to the explanatory text). There are also buttons for Details, Receipts, Print / Email, Move, Delete, Copy, and View. A section titled "Available Expenses" lists various transactions from different locations like Seattle and Atlanta, categorized by expense type such as Car Rental, Lodging, and Airfare. The transactions include details like date, amount, and source.

Expense Detail	Expense Type	Source	Date	Amount
SNAPPY CAR RENTAL Seattle	Car Rental	(edit)	10/26/2015	\$36.86
COAST HOTELS Seattle	Lodging	(edit)	10/26/2015	\$39.15
Plumbing and Heating Equipment a ...	Gifts	(edit)	10/28/2015	\$23.49
Knights Inn Seattle	Lodging	(edit)	10/28/2015	\$76.19
CROWN AIR Seattle	Airfare	(edit)	10/28/2015	\$52.60
QUALITY SUITES Seattle	Lodging	(edit)	10/30/2015	\$4.51
Lumber and Building Materials St Se...	Undefined	(edit)	10/31/2015	\$58.08
Cruise Lines Seattle	Event Expenses	(edit)	10/31/2015	\$43.79
CAYMAN AIRWAYS Seattle	Airfare	(edit)	10/31/2015	\$51.80



Adding Out-of-Pocket Charges

The screenshot shows the Concur Expense application interface. At the top, there is a navigation bar with the Concur logo, 'Expense', 'Approvals', 'App Center', 'Administration', 'Help', 'Profile', and a user icon. Below the navigation bar, there are links for 'Manage Expenses', 'View Transactions', and 'Cash Advances'. The main content area is titled 'Chicago Ed Conference 4/27-4/29'. On the left, there is a list of expenses with columns for Date, Expense Type, Amount, and Requested. Two entries are visible: 'Business Meals' on 04/06/2016 and 'Individual Meals' on 03/06/2016. At the top of this list, there are buttons for '+ New Expense' and '+ Quick Expenses', both highlighted with orange boxes and arrows pointing to them from the text below. To the right of the expense list is a 'New Expense' dialog box. This dialog has a header 'New Expense' and a section for 'Expense Type'. It contains a list titled 'Recently Used Expense Types' with items like 'Individual Meals', 'Business Meals', 'Lodging', 'Parking', and 'Car Rental'. Below this is a section for 'All Expense Types' with categories like '01. Travel Expenses' and '02. Transportation'. The total amount requested is \$111.81.

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



Entering Expense Details

The screenshot shows the Concur Expense application interface. At the top, there's a navigation bar with the Concur logo, 'Expense', and 'App Center'. Below it, a secondary menu includes 'Manage Expenses', 'View Transactions', and 'View Cash Advances'. The main content area is titled 'Chicago Ed Conference 4/27-4/29'. On the left, a list of existing expenses is shown, with one item selected: '05/12/2016 Individual Meals Chicago Grill, Chica \$32.75'. On the right, a 'New Expense' form is open, containing fields for 'Expense Type' (set to 'Individual Meals'), 'Transaction Date' (set to '05/12/2016'), 'Business Purpose' (set to '5/12/16 ABC Conf'), 'Enter Vendor Name' (empty), 'City of Purchase' (set to 'Chicago, Illinois'), 'Payment Type' (set to 'Out of Pocket'), 'Amount' (\$32.75), and 'Comment' (empty). A red arrow points from the text in the callout box to the 'Meal Type' dropdown in the New Expense form. To the right of the New Expense form is a 'Available Receipts' library window, which lists several receipts with their file numbers (e.g., 1463681373811, 1463681356944) and provides options to 'Upload' or 'Delete' them. A red callout box with a black border contains the text: '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.



System Alerts and Reminders

The screenshot shows the Concur Expense interface. At the top, there are navigation links for 'Expense' and 'App Center', along with 'Support', 'Help', 'Profile', and user account icons. Below the header, there are links for 'Manage Expenses', 'View Transactions', and 'View Cash Advances'. The main content area displays a report titled 'ABC Conf Seattle 7/15/16-7/16/16'. The report includes buttons for 'New Expense', 'Quick Expenses', 'Import Expenses', 'Details', 'Receipts', 'Print / Email', and 'Show Exceptions'. The 'Show Exceptions' button has a red exclamation mark icon. On the right, there is a 'Delete Report' link and a 'Submit Report' button.

Expenses

Date	Expense Type	Amount	Requested
11/10/2015	Business Meals Space Needle, Seattle, Washington	\$379.00	\$379.00
11/10/2015	Lodging Hilton Hotels, Seattle, Washington	\$580.00	\$580.00
11/09/2015	Car Rental AUTOHANSA RENT-A-CAR, Seattle, Washington	\$23.77	\$23.77
11/09/2015	Car Rental ANSA INTL RENT-A-CAR, Seattle, Washington	\$80.98	\$80.98

A red box highlights the first four rows of the expense list, which correspond to the entries shown in the detailed view on the right. A red arrow points from the fifth row in the list to the detailed view.

Expense

Detailed view of the selected expense (11/09/2015, Car Rental):

- Expense Type: Car Rental
- Transaction Date: 11/09/2015
- Business Purpose: ABC Conf Seattle 7/15/16-7/16/16
- Vendor: (dropdown menu)
- Enter Vendor Name: ANSA INTL RENT-A-CAR
- City of Purchase: Seattle, Washington
- Payment Type: Citibank - TEST
- Amount: 80.98 USD
- Personal Expense (do not reimburse)
- Comment: (text input field)

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.

TOTAL AMOUNT: \$1,063.75 TOTAL REQUESTED: \$1,063.75

Save Itemize Allocate Attach Receipt Cancel



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



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?			
<input checked="" type="checkbox"/> Yes			

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

Attendees	Attendees: 3 Attendee Total: \$0.00 Remaining: \$0.00 No Shows: 0 \$0.00					
New Attendee	Advanced Search	Favorites	Search Recently Used	Remove	Create Group	
	Attendee Name	Attendee Title	Institution/Co...	Attendee Type	Attendee Count	Amount
<input type="checkbox"/>	Sumner, Charley			Faculty/Staff	1	\$0.00
<input type="checkbox"/>	Ganzenmuller, Bill	ESU		Contractor	1	\$0.00
<input type="checkbox"/>	Benoist, Melissa	DEO		Research Parti...	1	\$0.00

Save Add Itemization Attach Receipt Cancel



Itemizing Expenses

CONCUR Expense Approvals App Center Administration Help Profile

Manage Expenses View Transactions Cash Advances ▾

Chicago Ed Conference 4/27-4/29

Delete Report Submit Report

[+ New Expense](#) [+ Quick Expenses](#) Import Expenses Details ▾ Receipts ▾ Print / Email ▾

Date	Expense Type	Amount	Requested
04/06/2016	Business Meals Legal Seafood, Chicago, Illinois	\$79.25	\$79.25
04/06/2016	Alcohol (including tax and tip)	\$15.00	\$15.00
04/06/2016	Business Meals 	\$64.25	\$64.25
04/06/2016	Lodging Club Quarters, Chicago, Illinois	\$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
03/06/2016	Individual Meals La Patisserie, Chicago, Illinois	\$32.56	\$32.56

[Move](#) [Delete](#) [Copy](#) [View](#) ▾

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

Combine room rate and taxes into a single entry

Additional Charges (each night)

Expense Type: Choose an expense type Amount:

Expense Type: Amount:

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.



Allocating Expenses

Allocations for Report: Chicago Trip - ABC Conf

Expense List

Allocate Selected Expenses Clear Selections Summary

Select Group ▾

Date ▾	Expense ...	Group	Amount
<input checked="" type="checkbox"/> 04/06/2016	Business ...		\$129.25
<input type="checkbox"/> 03/06/2016	Individual ...		\$32.56

↳ Lodging

Date	Description	Amount
03/13/2016	Lodging Tax	\$45.00
03/13/2016	Lodging	\$185.00
03/12/2016	Lodging Tax	\$45.00
03/12/2016	Lodging	

Total: \$62.56

Allocations

Total: \$129.25 Allocated: \$129.25 (100%) Remaining: \$0.00 (0%)

Allocate By: ▾ Add New Allocation Delete Selected Allocations Favorites ▾ Add to Favorites

Percentage	* TUB	* ORG	* FUND	* ACTIVITY	* SUB-ACTIVITY
<input type="checkbox"/> 50	(610) CADM^...	(55850) CAD...	(000001) Unr...	(780302) CAD...	(0000) 78030...
<input type="checkbox"/> 50	(610) CADM^...	(55850) CAD...	(000001) Unr...	(780008) CAD...	(0000) 78000...

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.



Viewing Allocated Expenses

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

Seattle IEEE Conf 4/8/16-4/10-16

[Delete Report](#) [Submit Report](#)

[+ New Expense](#) [+ Quick Expenses](#) [Import Expenses](#) [Details](#) [Receipts](#) [Print / Email](#)

Expenses

Date	Expense Type	Amount	Requested
04/07/2016	Individual Meals Seattle, Washington	\$34.00	\$34.00

Move [Delete](#) [Copy](#) [View](#) [Expense](#) [Receipt Image](#)

Available Receipts

Allocations

Percentage	TUB	ORG	FUND	ACTIVITY	SUB-ACTIVITY	ROOT	Code
50	(610) CADM^C...	(55850) CADM...	(000001) Unre...	(780302) CAD...	(0000) 780302...	(00000) Unspe...	610-55850-000...
50	(610) CADM^C...	(55850) CADM...	(000001) Unre...	(780008) CAD...	(0000) 780008...	(00000) Unspe...	610-55850-000...

[Add Receipt](#) [Cancel](#)

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.



Viewing Full Report Details

The screenshot shows a Mozilla Firefox browser window displaying the Concur Expense application at https://www.concursolutions.com/Expense/Client/print_cpr.asp?type=1033&opt=PAR_REG&dlt=CHC_EXP_CHC. The application interface includes a header with 'CONCUR' logo, 'Expense', 'App Center', 'Support', 'Help', 'Profile', and a user icon. Below the header, there are two checked checkboxes: 'Show Expenses' and 'Show Itemizations'. A toolbar with 'PDF', 'Email', 'Print', and 'Close' buttons is visible. The main content area displays a table of expense transactions. The first transaction is for 'Business Meals' on 04/06/2016, amounting to \$129.25, with allocations to 'ABC Conference' and 'Legal Seafood'. The second transaction is for 'Business Meals' on 04/01/2016, amounting to \$164.50, with allocations to 'ABC Conference' and 'Heaven on Seven'. The third section is titled 'Alcohol (including tax and tip)' with one entry for 'Alcohol (including tax and tip)' on 04/01/2016, amounting to \$24.00, allocated to 'ABC Conference'. The fourth section is 'Business Meals' with one entry for 'Business Meals' on 04/01/2016, amounting to \$140.50, allocated to 'ABC Conference'. To the right of the table, there is a 'Print / Email' button with a dropdown menu showing 'Print / Email', 'Print / Email with Summary Data', and 'Print / Email with Itemized Data'. The 'Print / Email with Itemized Data' option is highlighted with a red box and an arrow pointing from the text below. Below the print options, there is a form for creating a new receipt, with fields for 'Expense Type' (set to 'Individual Meals'), 'Meal Type' (set to '2. Lunch'), 'Transaction Date' (set to '04/26/2016'), 'Business Purpose' (set to 'EduComp 4/27-4/29'), 'Enter Vendor Name' (set to 'Domino's Pizza'), 'City of Purchase' (set to 'Chicago, Illinois'), 'Payment Type' (set to 'Out of Pocket'), 'Amount' (set to '3.42'), 'USD' (currency), and a checkbox for 'Personal Expense (do not reimburse)'. There is also a 'Comment' field.

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

New Expense Available Receipts

Expense Type Business Meals

Transaction Date 05/28/2016

Business Purpose EU Econ Summit 5/28/16

Enter Vendor Name City of Purchase

Le Soufflé Paris, FRANCE

Payment Type Out of Pocket

Amount Rate (USD=1 EUR) =Amount in USD

140.00 EUR 1.11675000 156.35

Comment Any Alcohol?

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



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

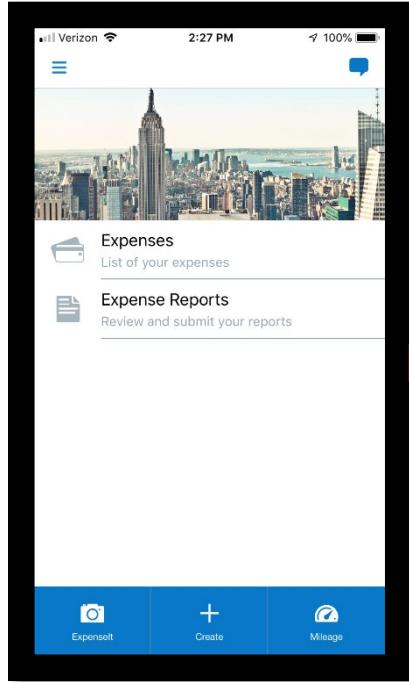
Concur Mobile App



- 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



Capturing Receipts with the Concur App



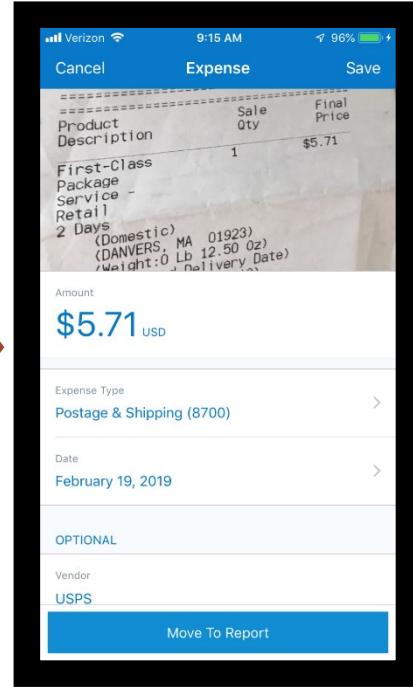
Open the app and click “Expensify”



Take a photo of the receipt



Confirm the receipt amount. Click Done to finish or click “Next receipt” to add other receipts



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

Clicking “Expense” allows you to confirm and 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 unmatched any charges that Concur’s auto-match tool didn’t get right

The screenshot shows a software interface for managing expenses. At the top, there's a header with the text "Available Expenses". Below the header, there are several buttons: "All Cards" (with a dropdown arrow), "Move" (with a dropdown arrow), "Match" (which is highlighted with a red rectangle), "Unmatch" (also highlighted with a red rectangle), and "Delete". There are also checkboxes for "Expense Detail", "Expense Type", "Source", "Date", and "Amount". A table below these filters lists expenses. The first expense in the list is highlighted with a red circle around its row. This expense is for "EUROP CAR Cambridge, Mass..." and is categorized as "Car Rental". It has a date of "12/10/2015" and an amount of "\$73.96". To the right of the expense details, there are two small circular icons: one orange with a white equals sign and one blue with a white smartphone.

Expense Detail	Expense Type	Source	Date	Amount
EUROP CAR Cambridge, Mass...	Car Rental		12/10/2015	\$73.96



The Expenselt Feature

- Expenselt is a built-in feature of the Concur Mobile App
- Expenselt 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
 - User confirmation ensures matching with credit card transactions
 - Expenselt improves accuracy and speeds up the approval process
 - 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 works with single and multi-page receipts

Detailed Expenselt instructions are at: <http://travel.harvard.edu/concur>.



Setting up Mobile Access

- Before using either the Concur app you need to set up your Mobile PIN
- This is done in Concur Profile Settings under Concur 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)



Attaching Receipts to Expenses

Screenshot of the Concur Expense application interface showing the process of attaching receipts to an expense report.

The top navigation bar includes the Concur logo, a blue "Expense" button, an "App Center" link, and user account options for "Support", "Help", "Profile", and a user icon.

The main content area shows a report titled "Chicago Ed Conference 4/27-4/29".

Key UI elements include:

- A toolbar with buttons for "+ New Expense", "+ Quick Expenses", "Import Expenses", "Details", "Receipts", "Print / Email", "Delete Report", and "Submit Report".
- A left sidebar for "Expenses" with filters for "Date", "Expense Type", and "Amount". It lists three items: "04/26/2016 Individual Meals Domino's Pizza, Chi \$3.42", "10/26/2015 Car Rental SNAPPY CAR RENT \$36.86", and "05/06/2015 Parking CENTRAL PARKING \$90.00".
- A central "New Expense" form with a "Expense Type" input field and a note: "To create a new expense, click the appropriate expense type below or type the expense type in the field above. To edit an existing expense, click the expense on the left side of the page." It also lists "Recently Used Expense Types" including "Parking", "Individual Meals", and "Catering".
- An "Available Receipts" panel on the right containing a list of uploaded documents with preview thumbnails, including "FW Receipt from Million Year Picnic.pdf" and "FOLIODETE_20160418101757".
- A red callout box highlights the "Available Receipts" panel with the text: "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."



Viewing all Receipts

The screenshot shows the Concur Expense application interface. At the top, there is a navigation bar with the Concur logo, 'Expense', 'Approvals', 'App Center', 'Administration', 'Help', 'Profile', and a user icon. Below the navigation bar, there are links for 'Manage Expenses', 'View Transactions', and 'Cash Advances'. The main content area is titled 'Chicago Ed Conference 4/27-4/29'. On the left, there is a table for 'Adding New Expense' with three entries: 'Business Meals' on 04/06/2016, 'Lodging' on 04/06/2016, and 'Business Meals' on 04/01/2016. The total amount is \$800.25 and the total requested is \$800.25. On the right, there is a 'Receipts' dropdown menu with options like 'Receipts Required', 'View Receipts in new window', 'View Receipts in current window', 'Attach Receipt Images', 'View Available Receipts', 'Missing Receipt Affidavit', and 'Delete Receipt Images'. A red arrow points from the text below to the 'Missing Receipt Affidavit' option in the menu. To the right of the menu, there is a section for 'Available Receipts' with a placeholder message: 'use, click the appropriate expense type below or type the expense type in an existing expense, click the expense on the left side of the page.' Below this, there is a section for 'Expense Types' with categories: 'Individual Meals', 'Business Meals', and 'Lodging'.

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.



Viewing a Receipt

The screenshot shows a software application window titled "Receipt". On the left, there's a sidebar with "Seat" and "Expense" sections, and a list of entries with a circled blue icon. A red arrow points from this circled icon to the blue receipt icon on the receipt viewer. The receipt viewer displays a receipt from "La Patisserie" with items like Almond Croissants, Scones, and a Choc Torte, totaling \$32.56. Below the receipt are buttons for "Detach From Entry" and "Save". The right side of the window contains fields for "Type" (Meal Meals), "Meal Type" (4. Snack), "On Date" (2016), "Business Purpose" (4/10/16 IEEE Conference), "Donor Name" (empty), "City of Purchase" (Seattle, Washington), and buttons for "Save", "Itemize", "Allocate", "Attach Receipt", and "Cancel".

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



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.



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.

Expense Type	Date	Amount
Business Meals Heaven on Seven, Chicago, Illinois	04/01/2016	\$164.50
Lodging Club Quarters, Chicago, Illinois	04/06/2016	\$460.00

Print Attach Receipt Images View Receipts

Accept & Submit Cancel

Approval Flow for Report: Smart Match Test

Manager Approval:

HUAPPROVER1, HUAPPROVER1

Submit Report 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



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



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



Profile Settings: Assigning a Delegate

CONCUR Expense App Center Support | Help Profile

Profile Personal Information System Settings Mobile Registration

Your Information
Personal Information
Company Information
Contact Information
Email Addresses

Expense Settings
Expense Information
Bank Information
Expense Delegates
Expense Preferences
Expense Approvers
Favorite Attendees

Other Settings
System Settings
Connected Apps
Concur Connect
Forgot Mobile Pa
Mobile Registrati

Expense Delegates

Delegates Delegate For

Add Save Delete

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

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

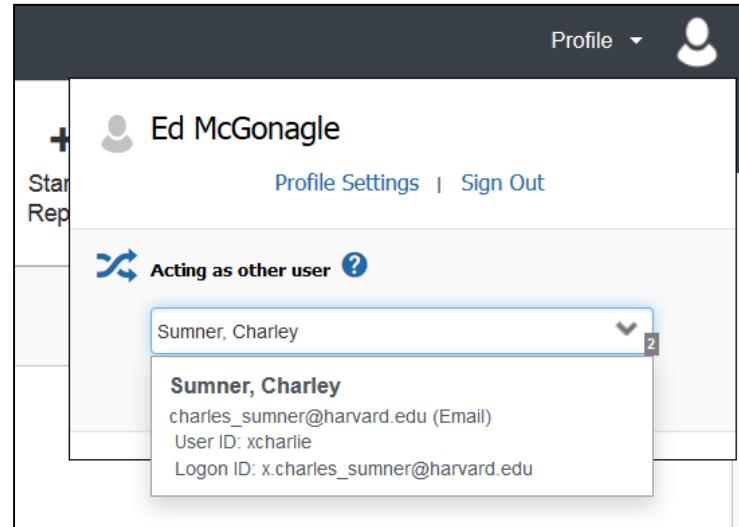
Adding a Delegate must be done in the Traveler's profile settings. Use these settings to allow a Delegate to prepare reports, view receipts, and receive email notifications on behalf of the Traveler.

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

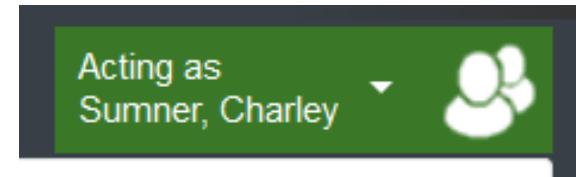


Delegate Access

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.

Notify Employee



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.

The screenshot shows the Concur homepage with a blue header bar. Below it, a white section titled "Open Reports" has a blue square icon containing the number "01". To the right of the icon, the text "Open Reports" is followed by a blue arrow pointing right. Below this, a list item shows a date "06/27", a report title "LANL Conf 6/12/16", and a total amount "\$115.36 Ready for Review".

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: .



Approving Reports

- Approvers receive an email when a report is submitted to them
 - A PDF 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/>



Approver Screen

CONCUR Expense Approvals App Center Profile

Approvals Home Reports ASTD Conf Oct 26-31, 2016 [HUTRAVELER]

Summary Details Receipts Print / Email

Expenses

Date Expense Type

Expense Type: Business Meals

10/27/2015 Business Meals Joe's Bistro, Chicago, Illinois

10/27/2015 Alcohol (including tax and tip)

10/27/2015 Business Meals

Expense Type: Car Rental

10/26/2015 Car Rental SNAPPY CAR RENTAL, Chicago, Illir

Expense Type: Individual Meals

10/31/2015 Individual Meals Chicago, Illinois

Expense Type: Lodging

View Expenses As
List Detail
Group By Date
Expense Type
No Grouping
Calendar One week

Expense Receipt Image

Expense Type: Individual Meals
Meal Type: 3. Dinner
Transaction Date: 10/31/2015
Business Purpose: ASTD Conf Chicago Dec 1-3, 2016
Enter Vendor Name:
City of Purchase: Chicago, Illinois
Payment Type: Out of Pocket
Amount: 89.50 USD
Approved Amount: 89.50
 Personal Expense (do not reimburse)
Comment:
Any Alcohol?: No

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

Approvers can edit the expense type, 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.



Approver: Viewing Receipts

The screenshot shows the Concur Approvals interface. At the top, there's a navigation bar with the Concur logo, Expense, Approvals (which is highlighted in blue), Reporting, App Center, Help, Profile, and a user icon. Below the navigation bar, there are links for Approvals Home and Reports. On the left, there's a sidebar with Chicago selected, followed by Summary, Expenses, Date (set to 04/05/2016), and another Date (also set to 04/05/2016). A red arrow points from the text "Approvers can view receipts individually..." to a blue square icon on the second date entry, which is highlighted with a red box.

Receipt

La Patisserie
30 Church St.
Winchester, MA 01890
978-299-9441
La-Patisserie.com

Ortr 1937 03/06/16-A 9:30am
Guests 1 Michelle Table (STANDEE)

	Item Description	Quantity	Unit Price	Total
1.	Almond Croiss	1	\$3.14	\$3.14
1.	Scenes	1	\$2.52	\$2.52
1.	1.8" Che Tarte	1	\$28.50	\$28.50
	Tax (on \$3.66)		.40	.40
	TOTAL		32.56	32.56

Customer Copy

THANK YOU
COME AGAIN!

TOTAL AMOUNT **\$32.56** TOTAL REQUESTED **\$32.56**

Report Summary

Report Totals

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

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



Approver: Viewing Allocations

The screenshot shows the Concur Approvals interface. At the top, there are navigation tabs: CONCUR, Expense, Approvals (which is selected and highlighted in blue), Reporting, App Center, Help, Profile, and a user icon. Below the tabs, there are links for Approvals Home and Reports. The main content area displays an expense report for the "Chicago Ed Conference 4/27-4/29". The report includes buttons for Send Back to User, Approve, and Approve & Forward. Below these buttons are links for Summary, Details, Receipts, and Print / Email. The Expenses section shows a table with two rows. The first row has a date of 04/05/2016, a blue circular icon with a white checkmark, and a blue circular icon with a white dollar sign. The second row also has a date of 04/05/2016 and a blue circular icon with a white checkmark. To the right of the table, there is a column labeled "Amount Due Employee" with a value of \$88.50. Above the table, there are buttons for "View" and "Summary". A red arrow points from the text in the callout box below to the blue circular icon with a dollar sign in the first row of the table.

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

Screenshot of the Concur Expense application interface showing the approver view.

The top navigation bar includes the Concur logo, Expense tab, App Center, Support, Help, Profile, and a user icon.

Below the navigation bar, there are three main tabs: Manage Expenses, View Transactions, and View Cash Advances. The Manage Expenses tab is selected.

The main content area displays a list of expense transactions:

Transaction Date	Expense Type	Object Code	Business Purpose	Vendor	City of Purchase	Payment Type	Amount
04/06/2016	Business Meals	7655	3/6/16 ABC Conference	Legal Seafood	Chicago	Out of Pocket	\$129.25
			Allocations :	50.00% (\$64.63) 610-55850-000001-780302-0000-00000			
				50.00% (\$64.63) 610-55850-000001-780008-0000-00000			
04/01/2016	Business Meals		3/6/16 ABC Conference	Heaven on Seven	Chicago	Out of Pocket	\$164.50
			Alcohol (including tax and tip)				
Transaction Date	Expense Type	Object Code	Business Purpose	Vendor	City of Purchase	Payment Type	Amount
• 04/01/2016	Alcohol (including tax and tip)	8450	3/6/16 ABC Conference	Heaven on Seven	Chi		
			Allocations :	100.00% (\$24.00) 610-55850-000001-780302-0000-00000			
Business Meals							
Transaction Date	Expense Type	Object Code	Business Purpose	Vendor	City Pur		
• 04/01/2016	Business Meals	7655	3/6/16 ABC Conference	Heaven on Seven	Chi		
			Allocations :	100.00% (\$140.50) 610-55850-000001-780302-0000-00000			

At the bottom of the transaction list, there are buttons for Save, Itemize, Allocate, Attach Receipt, and Cancel.

A red box highlights the "Print / Email" button in the top right corner of the main content area. An arrow points from this box to a detailed report configuration window titled "*HU-Detailed Report with Summary Data". This window contains fields for Expense Type (Individual Meals), Meal Type (2. Lunch), Transaction Date (04/26/2016), Business Purpose (EduComp 4/27-4/29), Enter Vendor Name, and City of Purchase.

A large red box encloses the entire right-hand sidebar and the detailed report configuration window, with the following text overlaid:

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

Screenshot of the Concur Expenses interface showing a report for the Chicago Ed Conference from April 27-29, 2016. The report details two expense items: Individual Meals (\$38.50) and Ground Transportation (\$50.00). The 'Approvals' tab is selected in the top navigation bar. A callout box highlights the approval buttons: 'Send Back to User', 'Approve', and 'Approve & Forward'. An arrow points from the text below to the 'Approve & Forward' button.

Date	Expense Type	Amount	Requested
04/05/2016	Individual Meals Chicago, Illinois	\$38.50	\$38.50
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.



Concur User Support

- 24 Hour Support is available directly from Concur by calling: 617-495-8500, option 6 or 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 Reimbursements & Card Services at:
 - 617-495-8500, option 2
 - concurhelp@harvard.edu

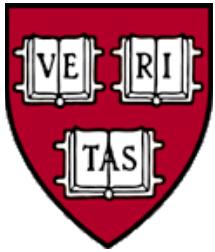


Further Help

- 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





Concur Training & Job Aids available:
<http://travel.harvard.edu/concur>



Thanks for Coming!

Processing
Reimbursements
With Concur

