Processing Reimbursements with Concur

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Center for Workplace Development

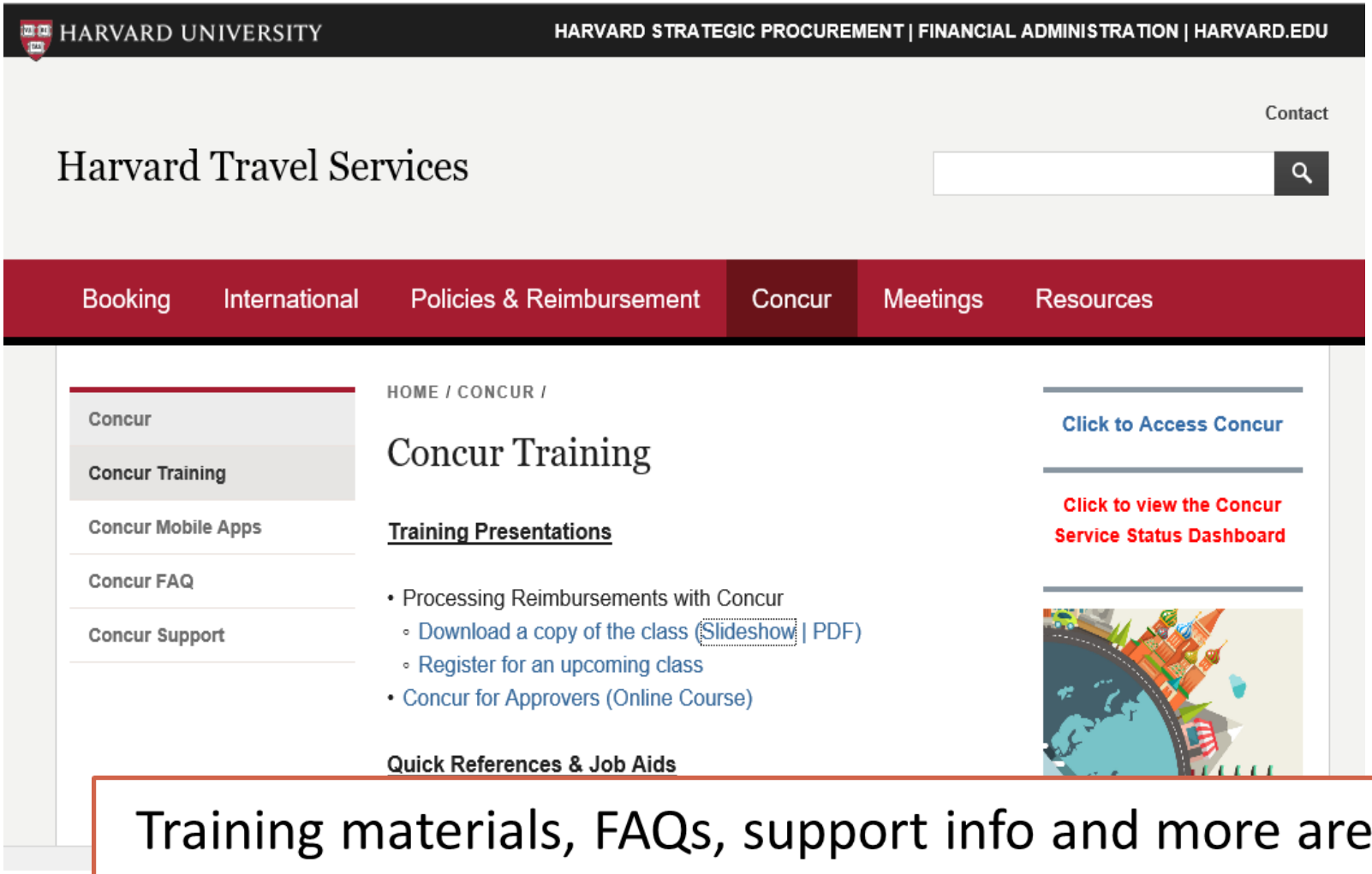
Agenda

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

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



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 →

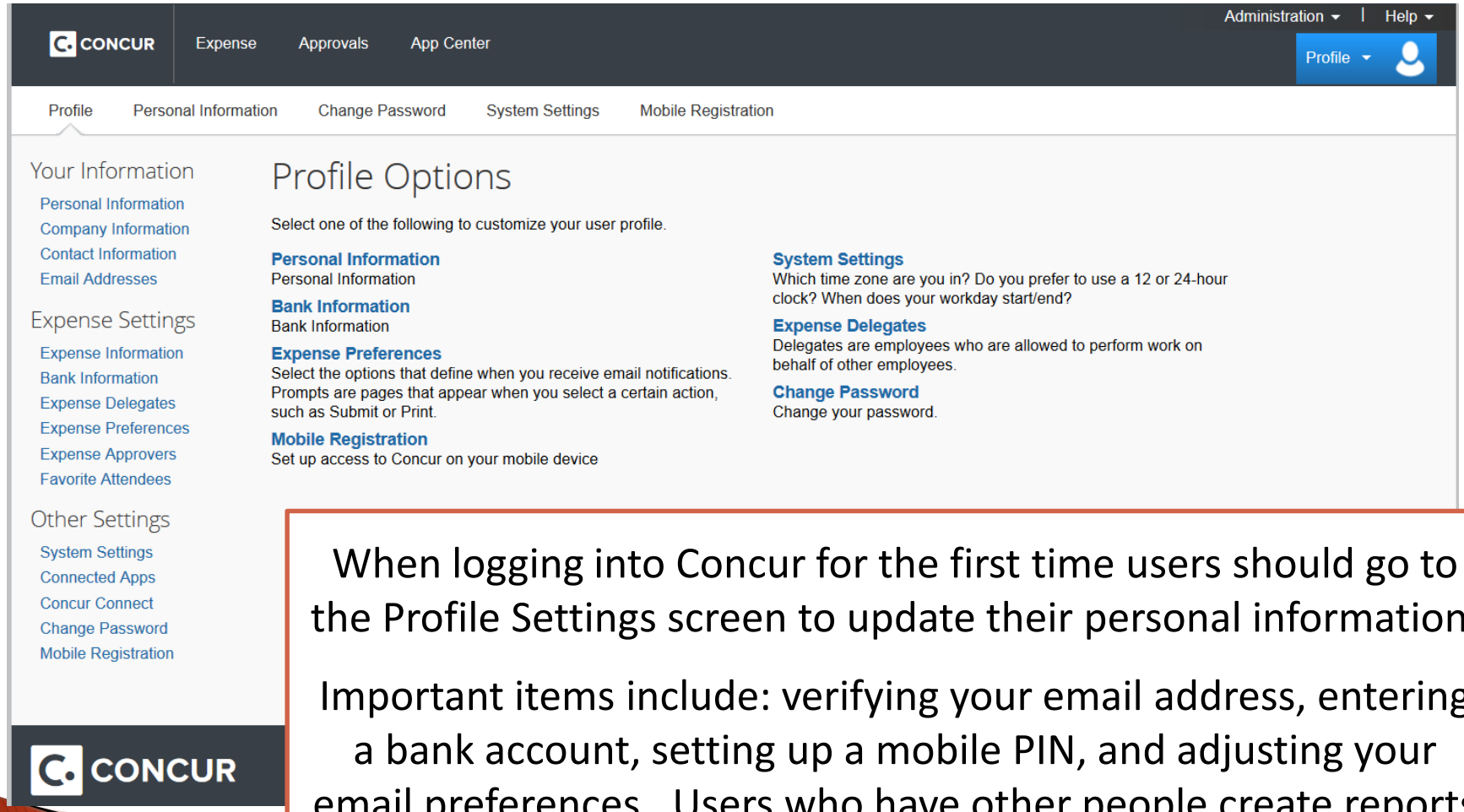
07/18 **AU BON PAIN** $11.69
05/03 **Spangler Food Court** $20.00
04/28 **Starbucks** $9.21

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



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

Report Library →

+ Create New Report

NOT SUBMITTED
ABC Conf Seattle 7/15/16-7/16/16
08/18/2016
$1,097.24

NOT SUBMITTED
Seattle ABC Conf 8/2/16-8/6/16
08/15/2016
$1,231.37
Ready for Review

SUBMITTED 09/23/2016
TEST
$1,084.00
Exceptions
Submitted & Pending Approval
HUAPPROVER1, HUAPPROVER1

AVAILABLE EXPENSES

All Cards | Move | Match | Unmatch | Delete

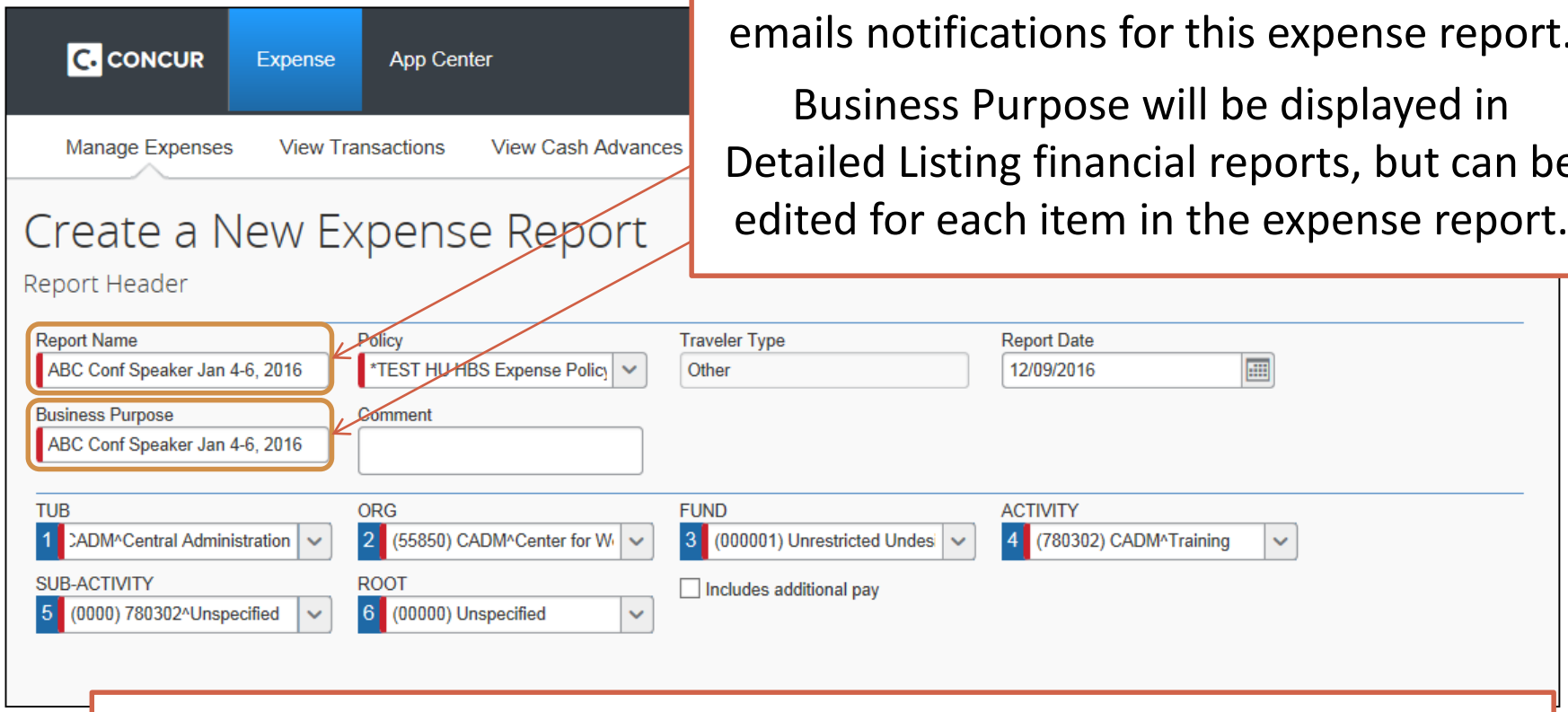
Expense Detail				
AVIS				
Walmart Tampa				
SNAPPY CAR				
COAST HOTELS Seattle	Lodging		10/26/2015	$39.15

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

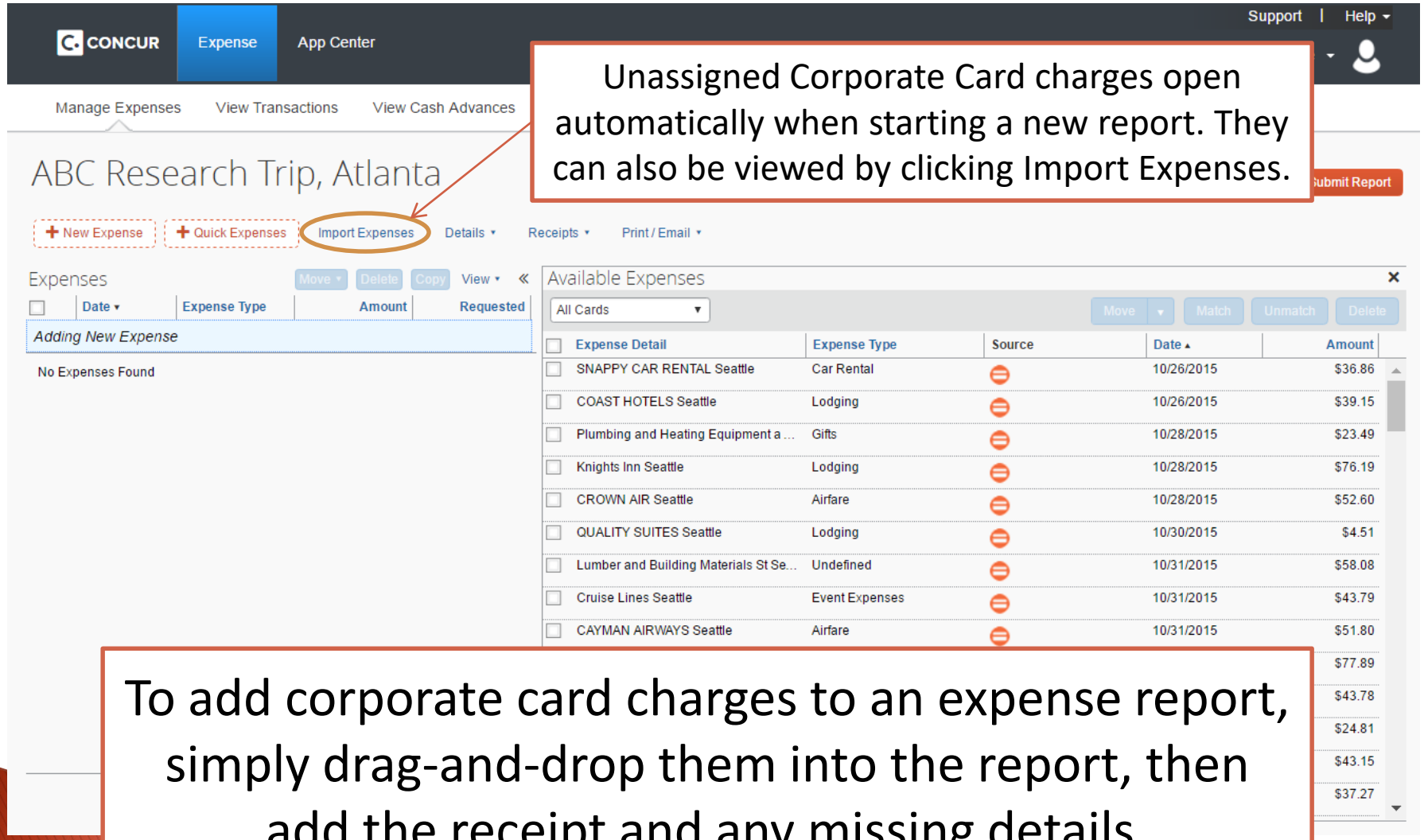
Report Name will appear in Concur and on emails notifications for this expense report.

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.

Adding Out-of-Pocket Charges

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

Expenses — Move | Delete | Copy | View

Date	Expense Type	Amount	Requested
Adding New Expense			
04/06/2016	**Business Meals** Legal Seafood, Chicago, Illinois	$79.25	$79.25
03/06/2016	**Individual Meals** La Patisserie, Chicago, Illinois	$32.56	$32.56
		TOTAL REQUESTED $111.81	$111.81

New Expense | Available Receipts

Expense Type

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.

Recently Used Expense Types

- Individual Meals
- Business Meals
- Lodging
- Parking
- Car Rental

All Expense Types

01. Travel Expenses

- Individual Meals
- Lodging
- Lodging Deposit
- Parking

02. Transportation

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

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.

CONCUR | Expense | App Center

Manage Expenses | View Transactions | View Cash Advances

Chicago Ed Conference 4/27-4/29

New Expense | Quick Expenses | Import Expenses | Details | Receipts | Print / Email

Expenses

Date	Expense Type	Amount	Req
Adding New Expense			
05/12/2016	Individual Meals Chicago Grill, Chica	$32.75	

TOTAL AMOUNT $32.75 TOTAL REQUESTED $32.75

New Expense

Expense Type: Individual Meals
Meal Type:
Transaction Date: 05/12/2016
Business Purpose: 5/12/16 ABC Conf
Enter Vendor Name:
City of Purchase: Chicago, Illinois
Payment Type: Out of Pocket
Amount: USD
Personal Expense (do not reimburse)
Comment:
Any Alcohol?

Save | Itemize | Allocate | Attach Receipt | Cancel

Available Receipts | Refresh | Upload

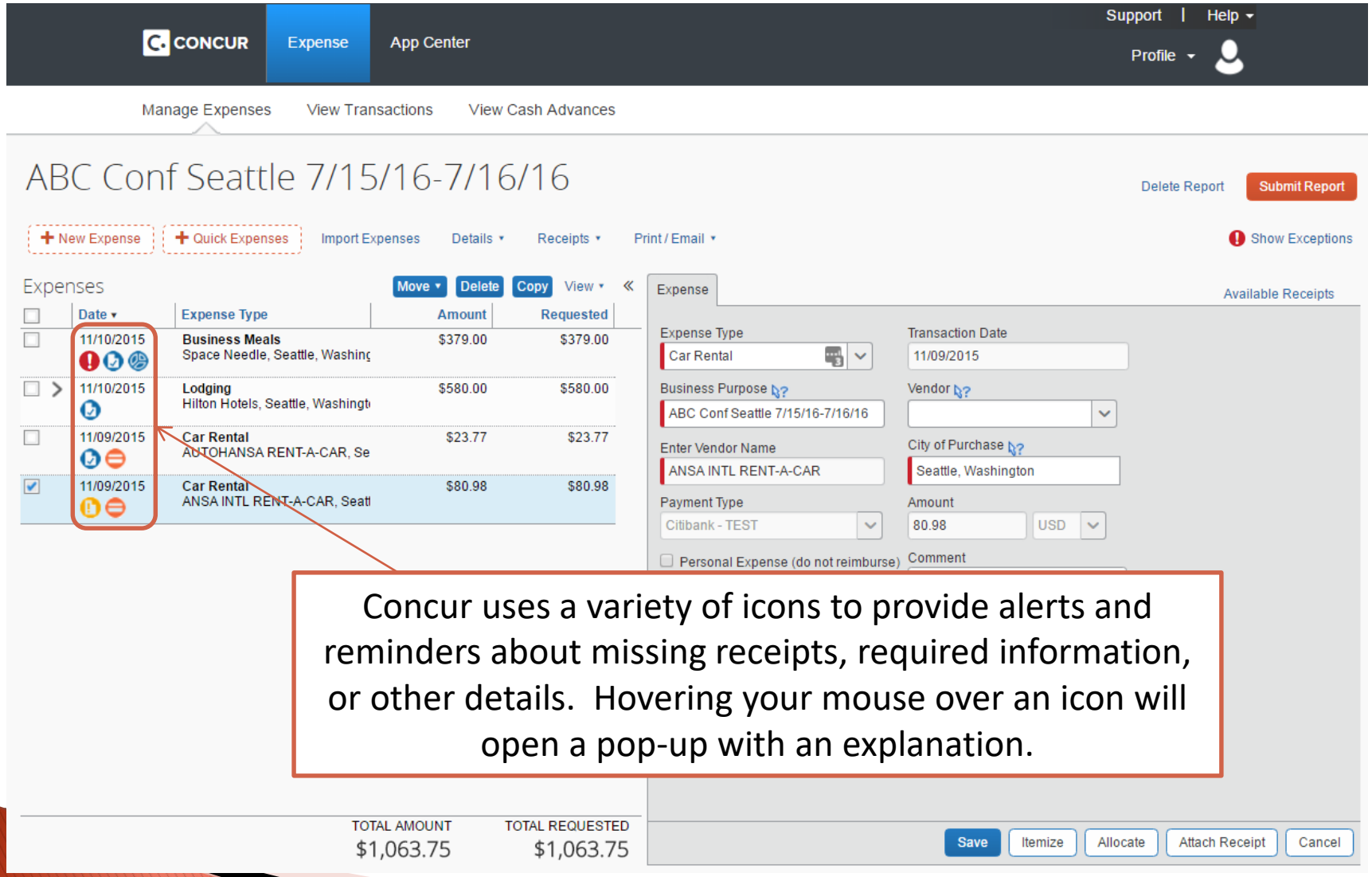
Add receipts by emailing them to receipts@concur.com
Manage My Verified Emails

1463681373811 | 1463681356944

Delete | Delete

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



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.

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? 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
Sumner, Charley			Faculty/Staff	1	$0.00
Ganzenmuller, Bill	ESU		Contractor	1	$0.00
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

Expenses

Move | Delete | Copy | View

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

Expense | Nightly Lodging Expenses | Available Receipts

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

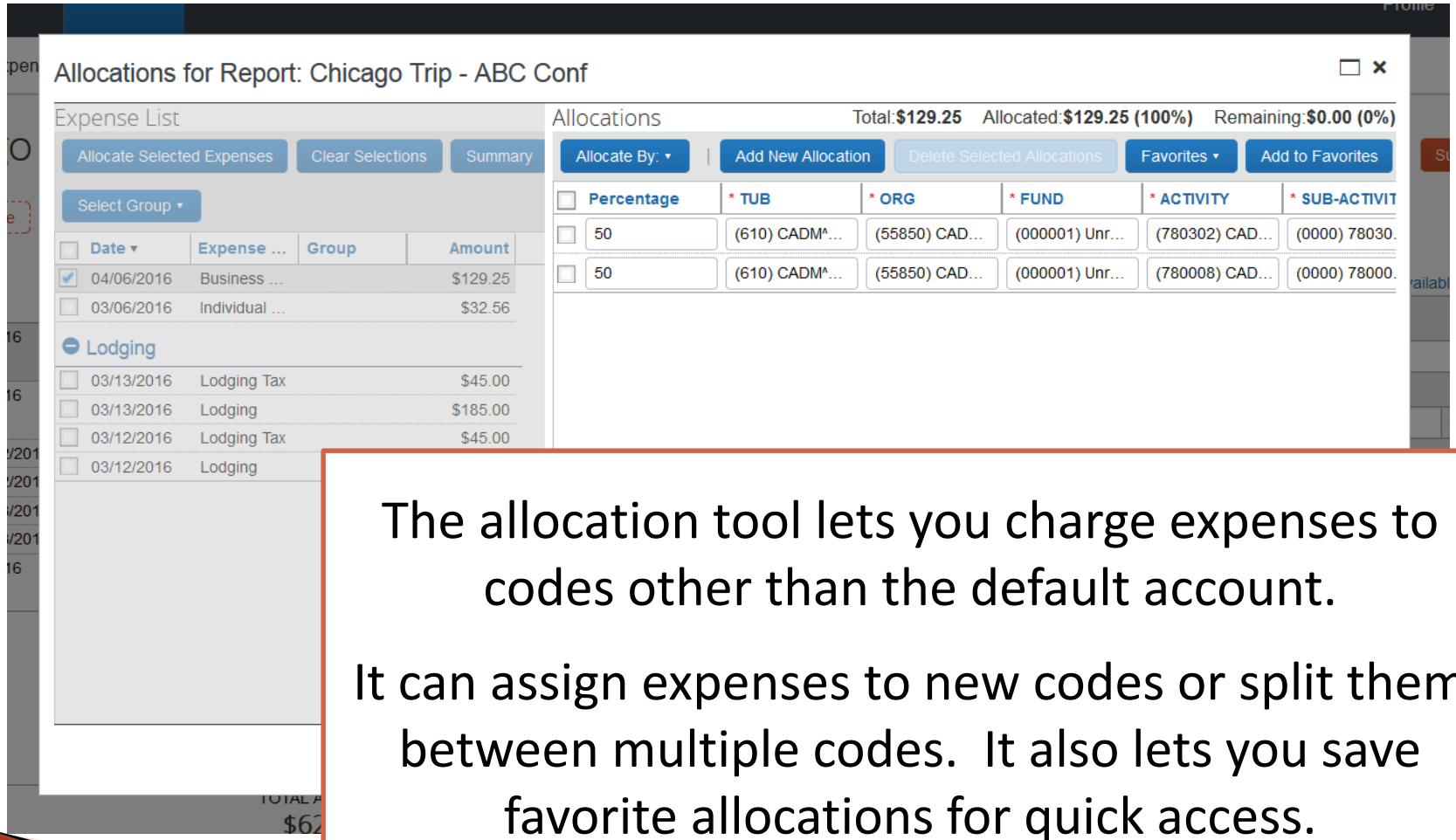
Additional Charges (each night)

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



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.

CONCUR | Expense | Approvals | App Center

Manage Expenses | View Transactions | Cash Advances

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

Delete Report | Submit Report

New Expense | Quick Expenses | Import Expenses | Details | Receipts | Print / Email

Expenses

Move | Delete | Copy | View

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

Expense | Receipt Image | Available Receipts

Expense Type: Individual Meals

Meal Type: 4. Snack

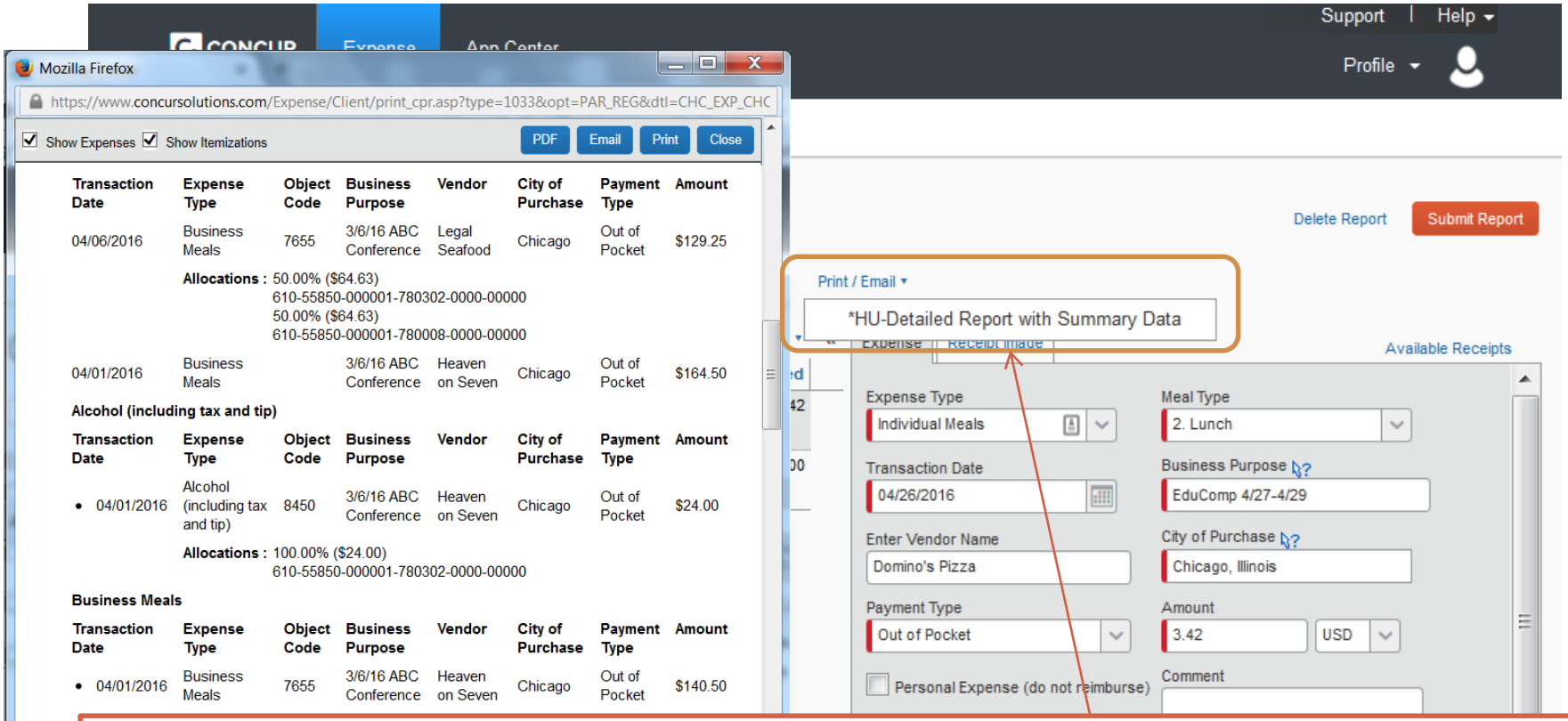
Allocations

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...

h Receipt | Cancel

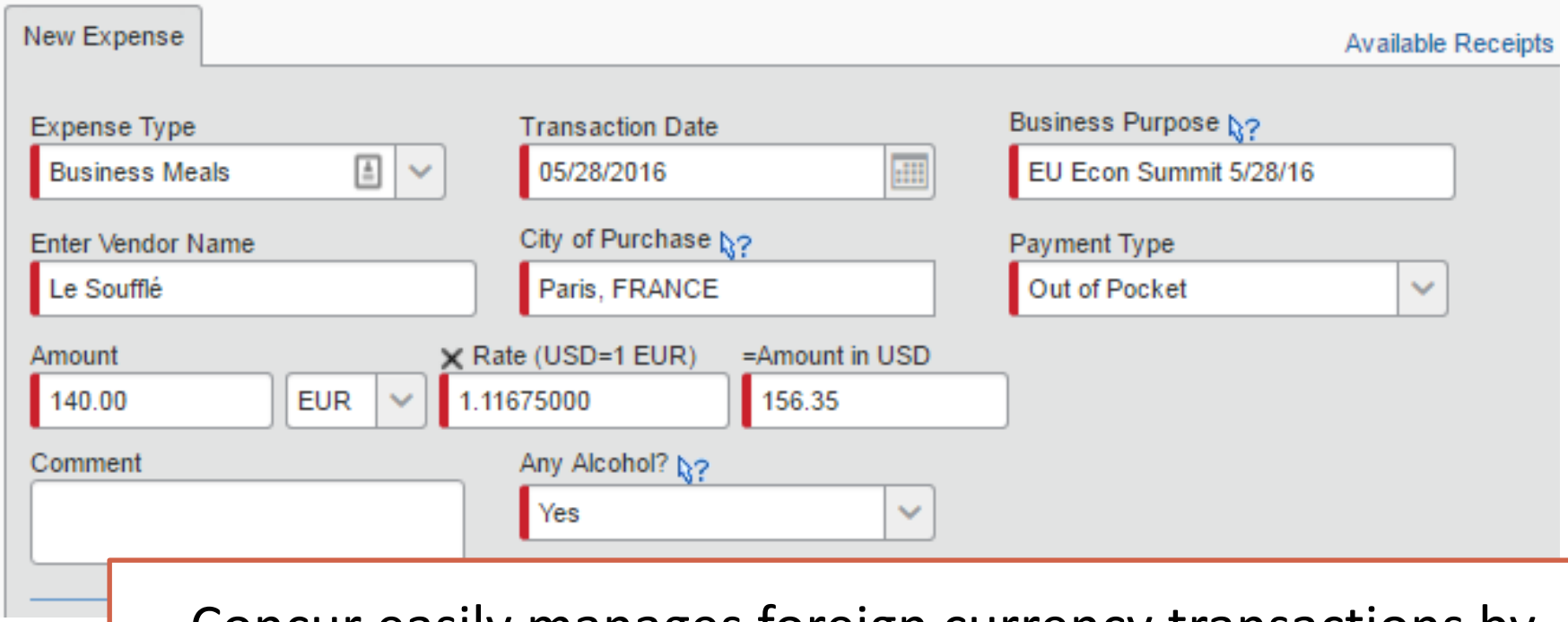
After allocating an expense, you can view the coding details by hovering over the blue allocation icon. This icon appears whenever a line is charged to an account different than the default account for the report.

Viewing Full Report Details



The 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



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

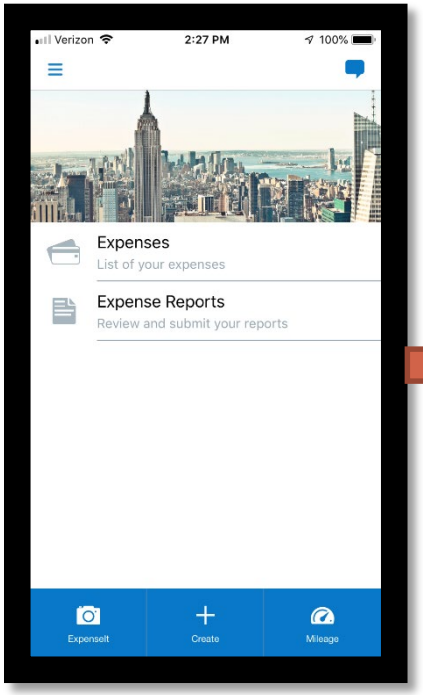
Three Ways to Import Receipts

- 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

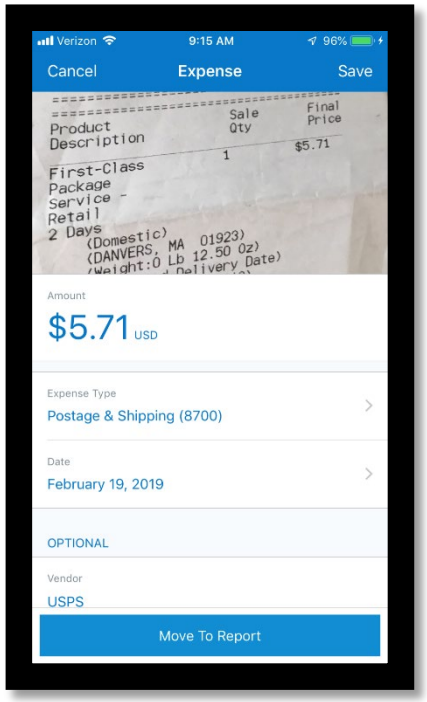
Capturing Receipts with the Concur App



Open the app and click “ExpenseIt”

Take a photo of the receipt

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

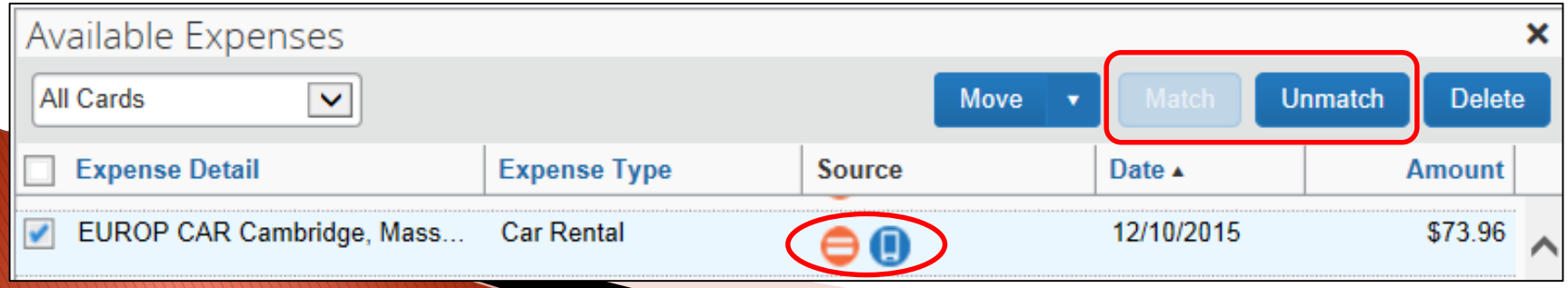


(Optional) Confirm type, amount, comments, and other details, then click “Save”

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 unmatch any charges that Concur’s auto-match tool didn’t get right



The ExpenseIt Feature

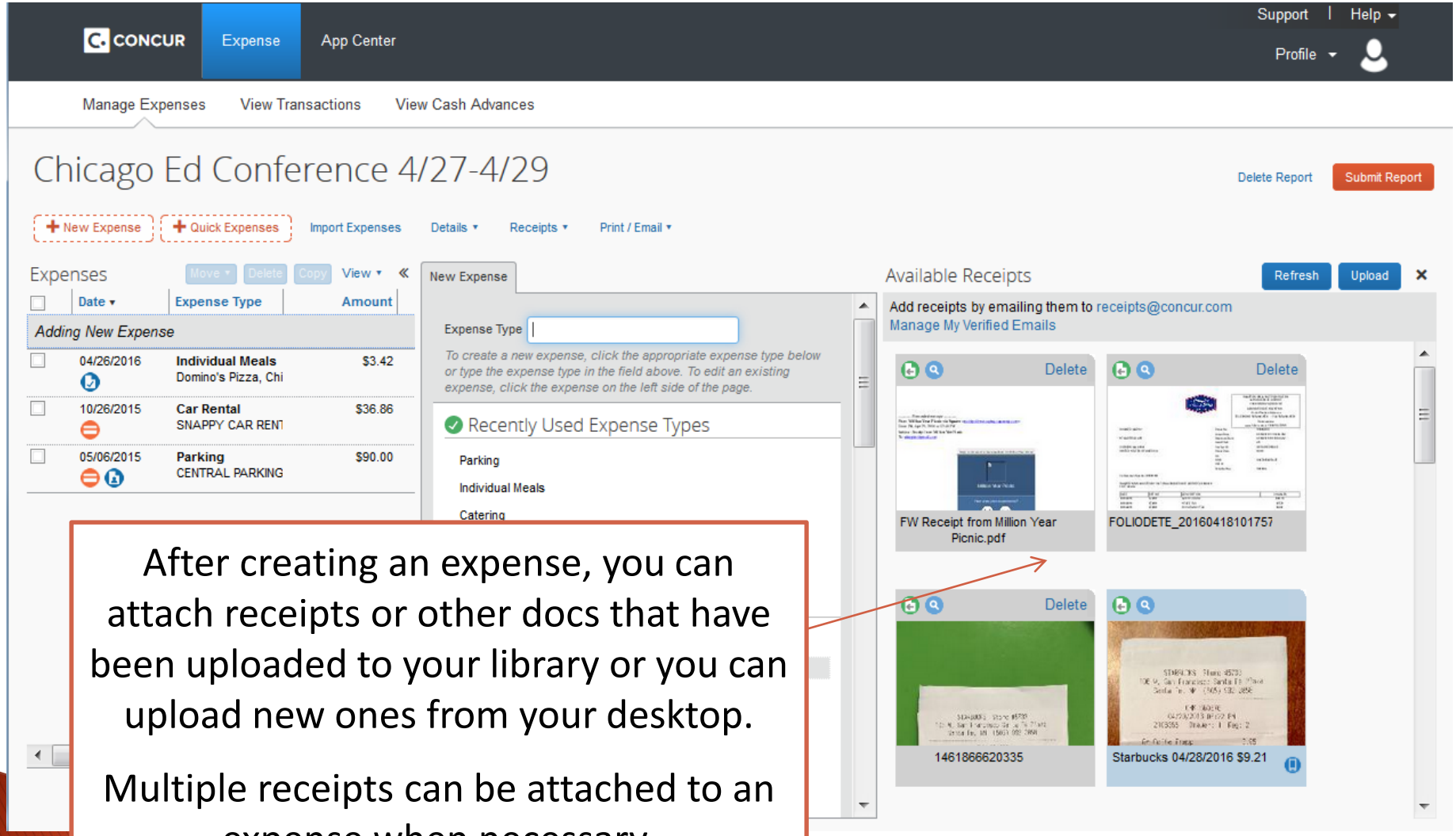
- ExpenseIt is a built-in feature of the Concur Mobile App
- ExpenseIt takes pictures of receipts, but after doing so it scans the photo and uses the results to automatically create a Smart Expense
  - Once the scan is complete, the results will be displayed for you to edit
  - User confirmation ensures matching with credit card transactions
  - ExpenseIt improves accuracy and speeds up the approval process
  - ExpenseIt can be a big time saver with lodging expenses as it will automatically create each of the itemized lines from a hotel receipt
  - ExpenseIt works with single and multi-page receipts

Detailed ExpenseIt 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)

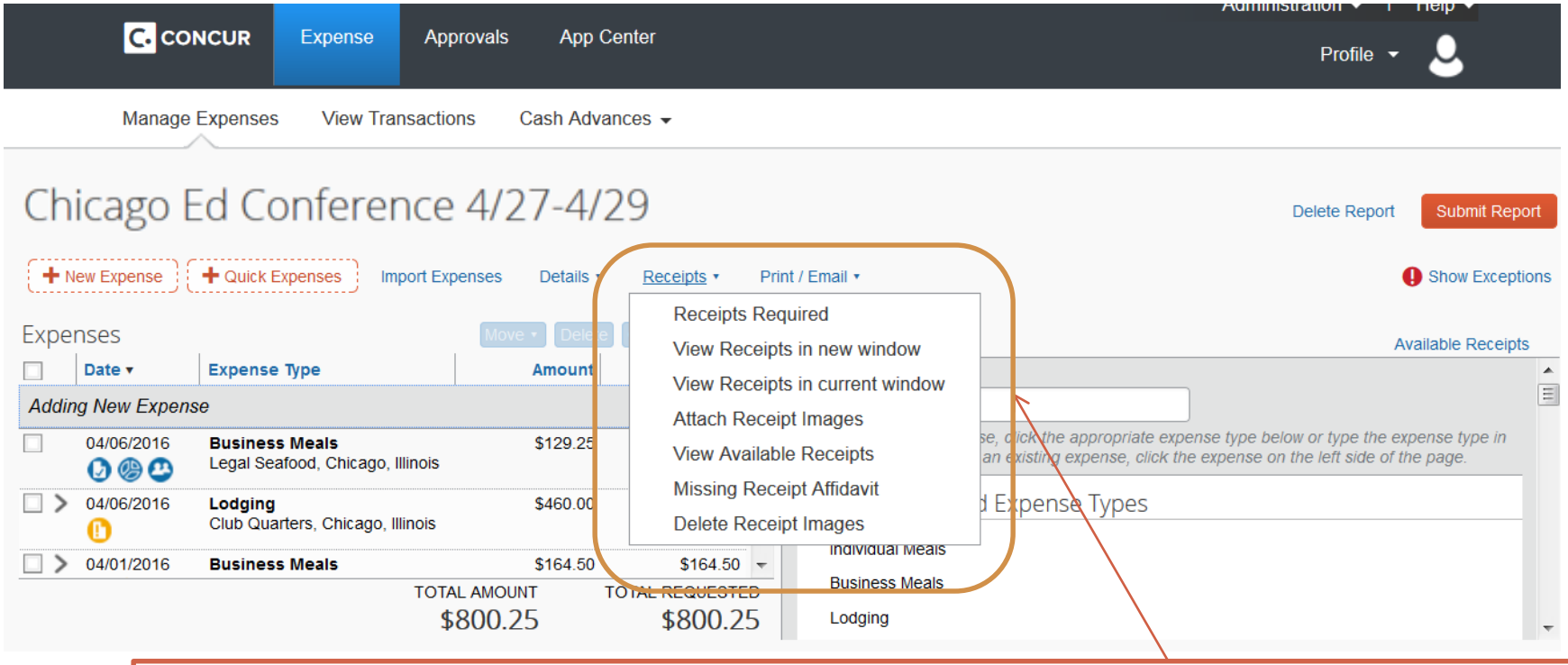
Attaching Receipts to Expenses



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.

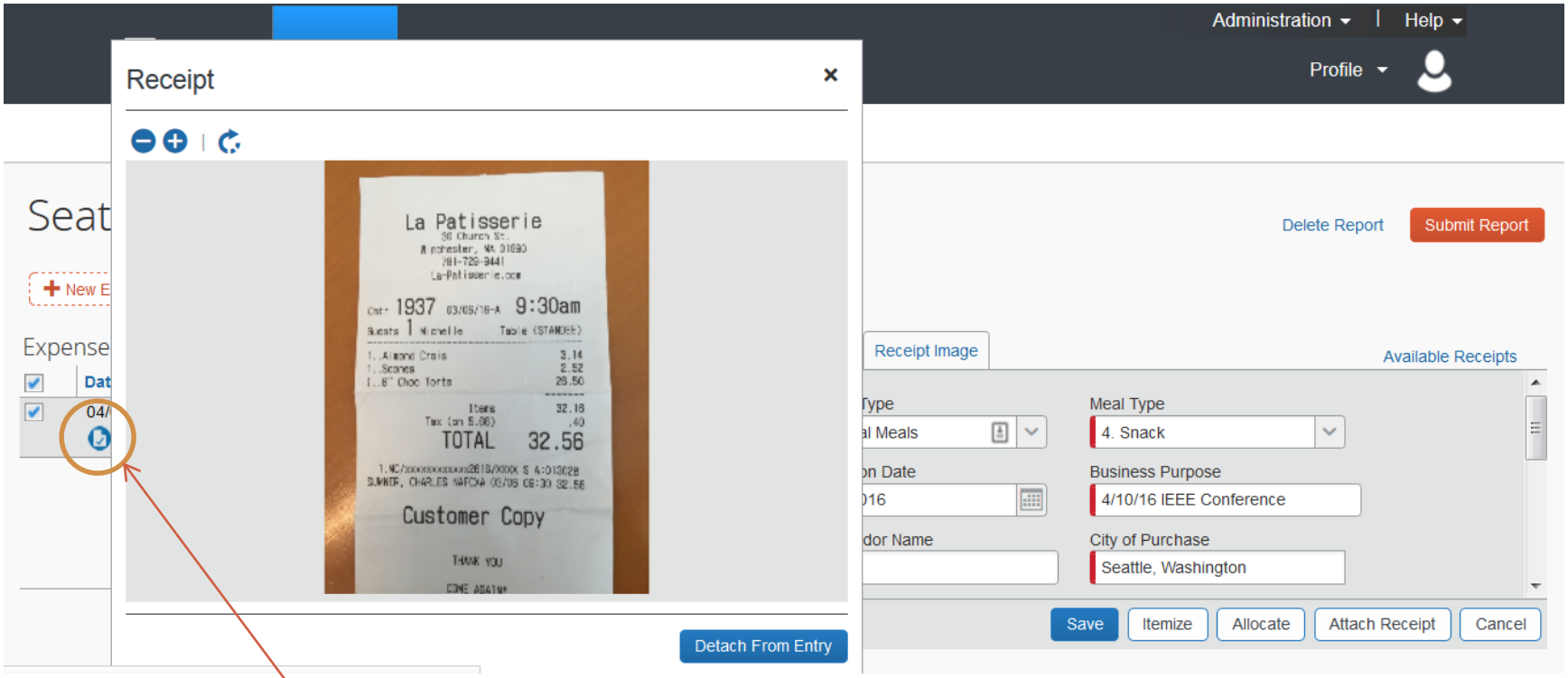
Multiple receipts can be attached to an expense when necessary.

Viewing all Receipts



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



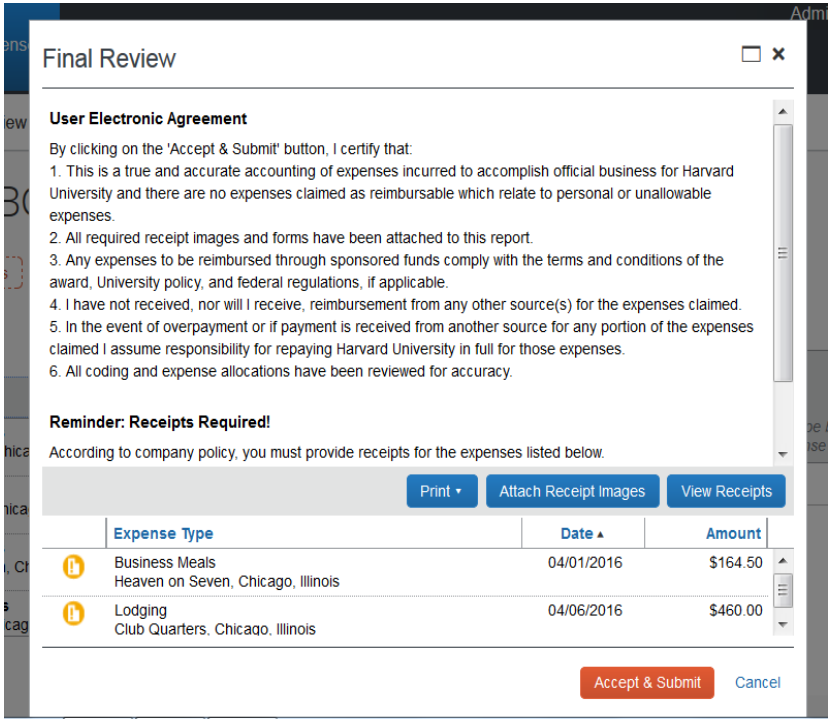
Once attached to an expense, you can quickly view a receipt by hovering over the blue receipt icon.

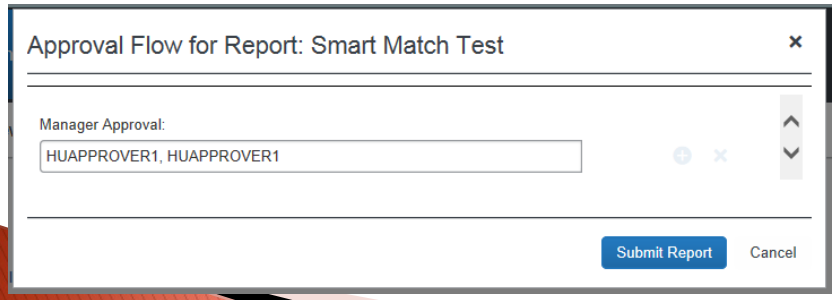
Receipt Details

- 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





- 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

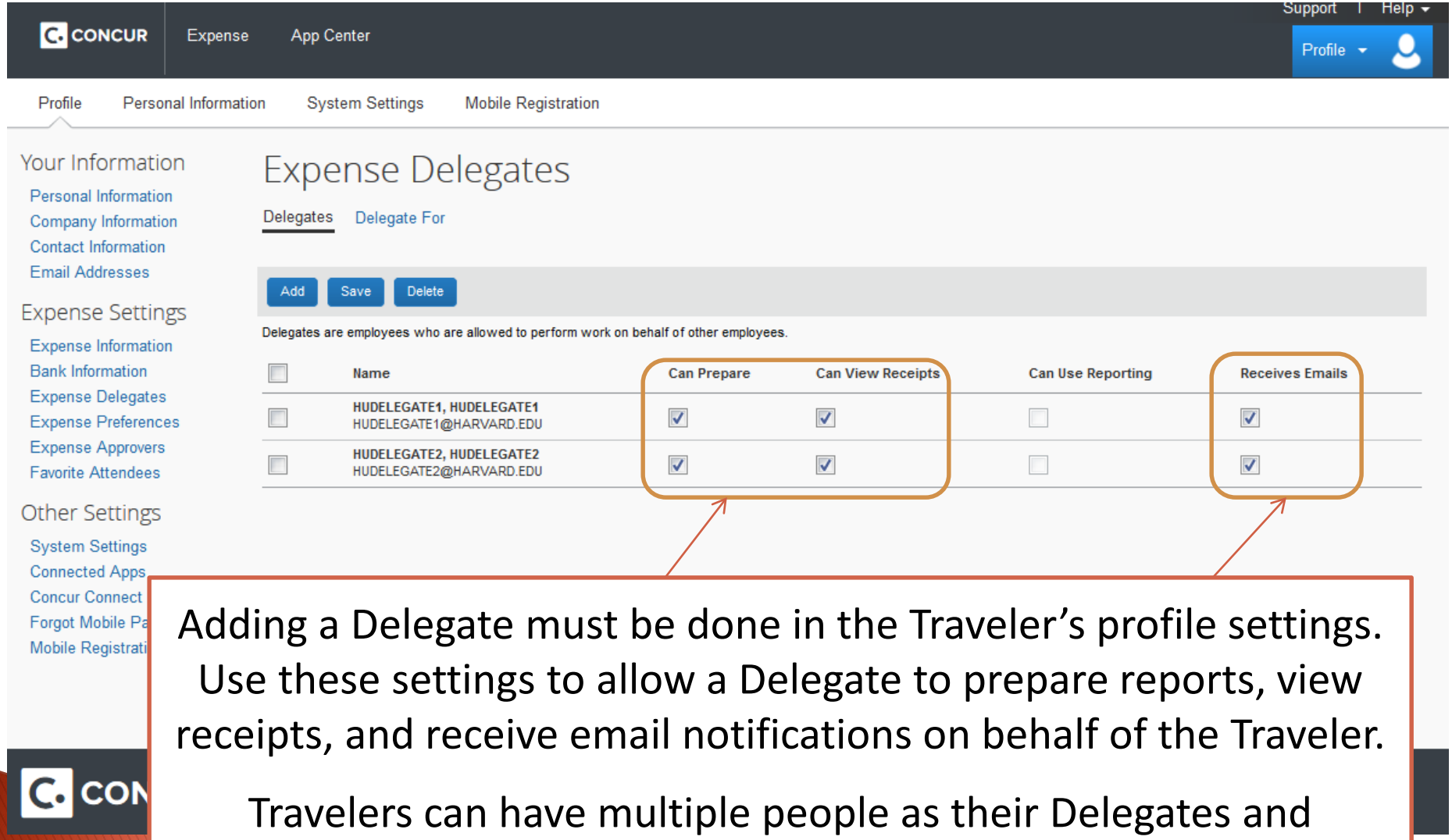
Notifications are sent to the report preparer when:

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

Profile Settings: Assigning a Delegate

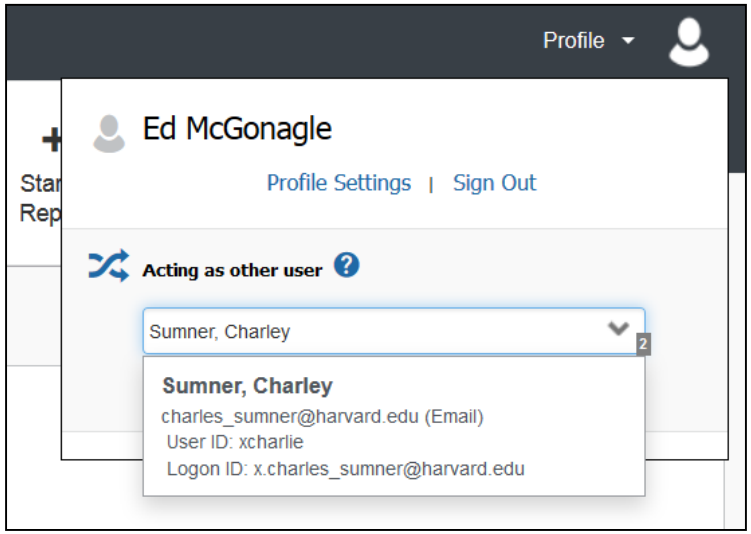


Adding a Delegate must be done in the Traveler's profile settings. Use these settings to allow a Delegate to prepare reports, view receipts, and receive email notifications on behalf of the Traveler.

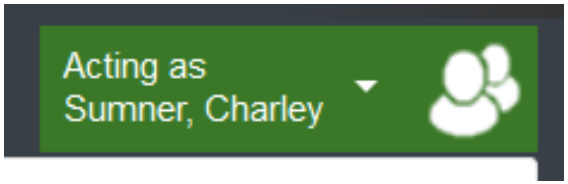
Travelers can have multiple people as their Delegates and Delegates can prepare reports for multiple Travelers.

Delegate Access

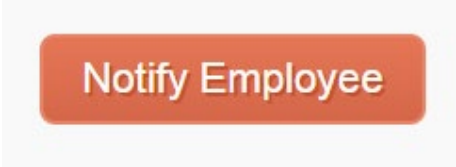
Delegates log into Concur as themselves, then click on their profile to act as a different user.



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



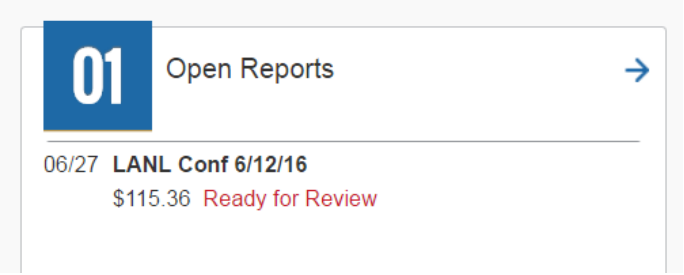
When finished, the Delegate clicks "Notify Employee" to let the Traveler know that a report is ready for them to submit.



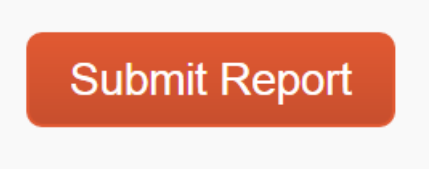
Submitting a Delegated Report

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.



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

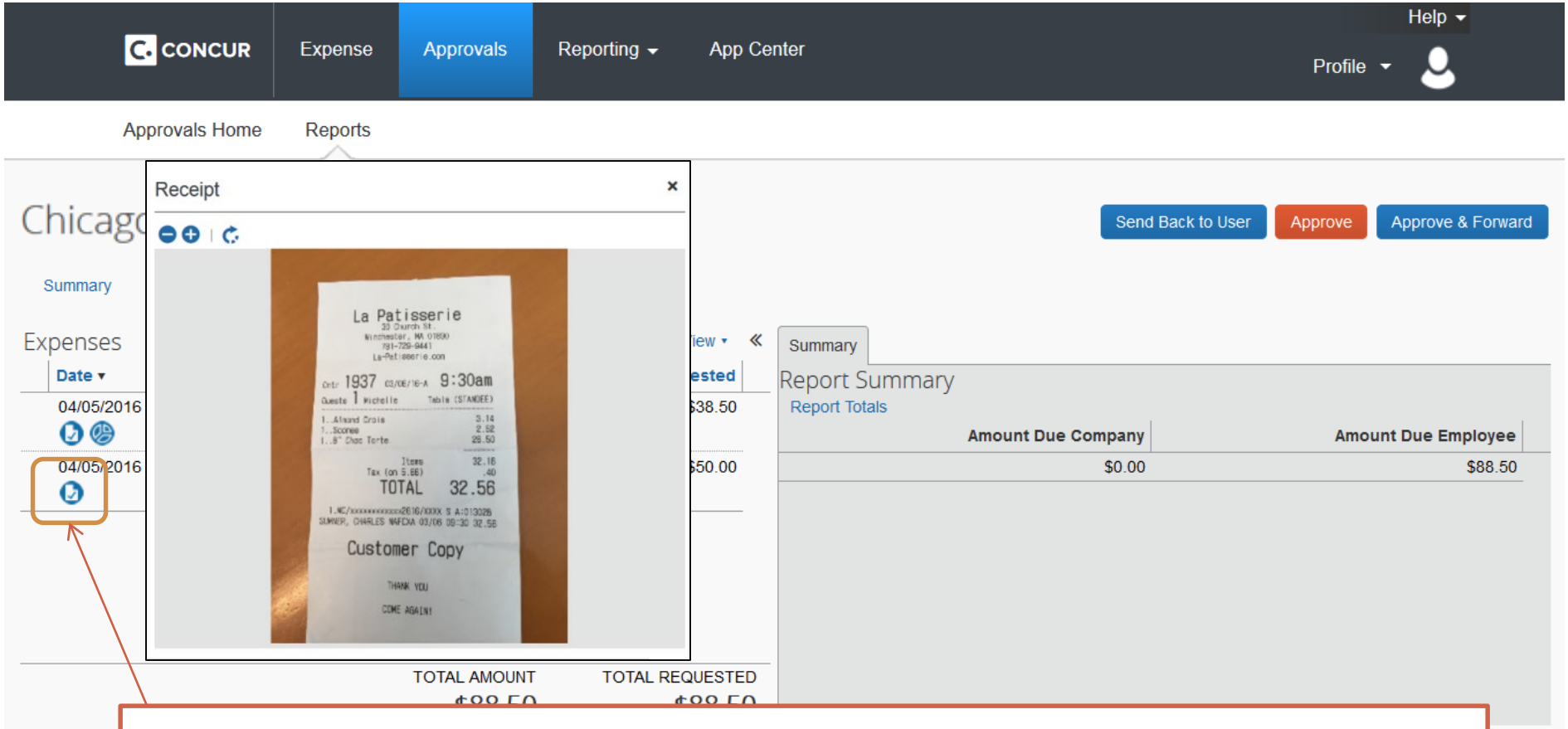
Online training on ROPPA (Responsibilities of Purchasers, Preparers, and Approvers) is available at: http://policies.fad.harvard.edu/

Approver Screen

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

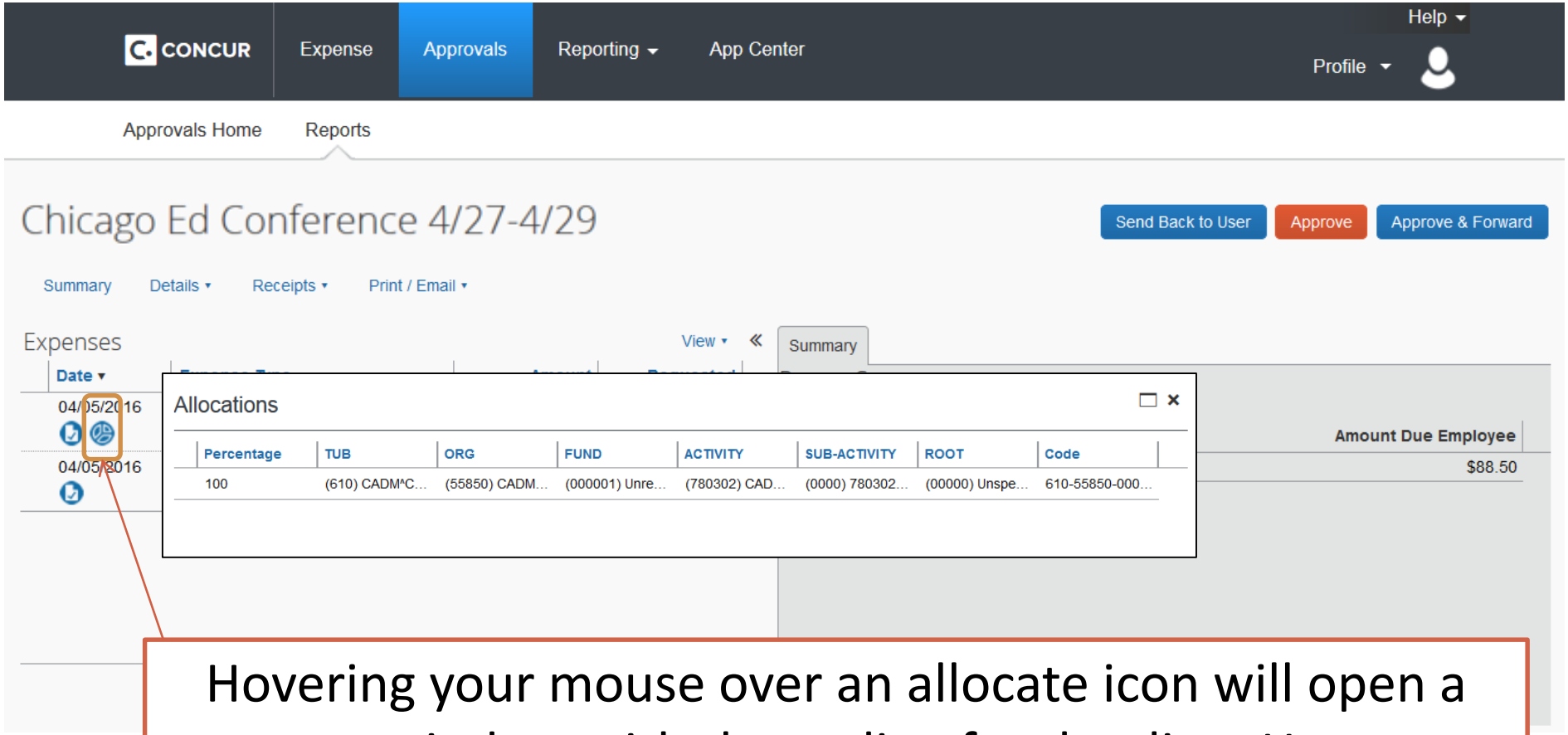
Approvers can edit the expense type, account coding, approved amount, or business purpose of each line. They can also attach additional documents or edit the header to flag reports that contain Additional Pay. For other changes, they can send the report back to the preparer with a note explaining what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

Approver: Viewing Receipts



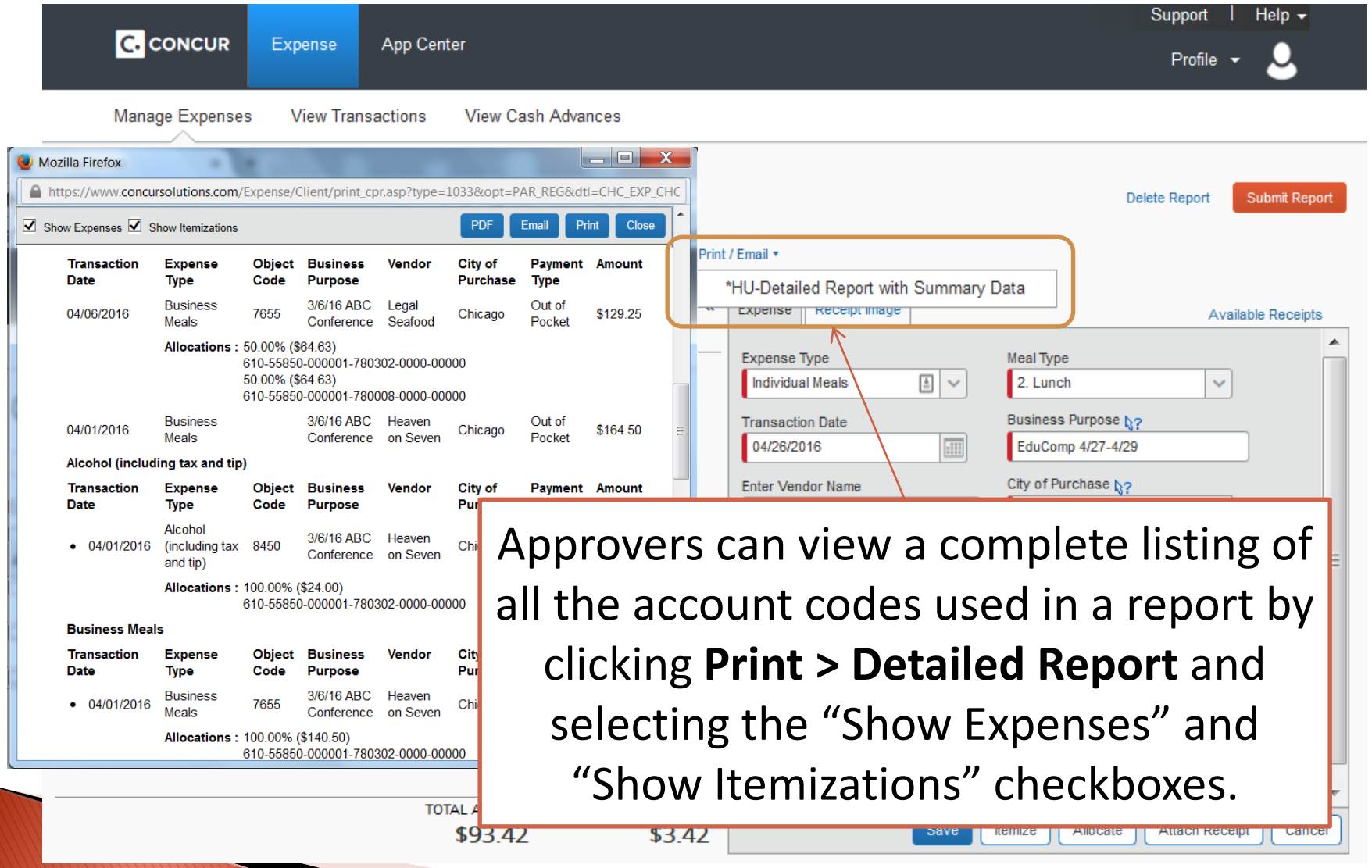
Approvers can view receipts individually by hovering their mouse over the receipt icon or view all attached receipts at once through the receipts menu.

Approver: Viewing Allocations



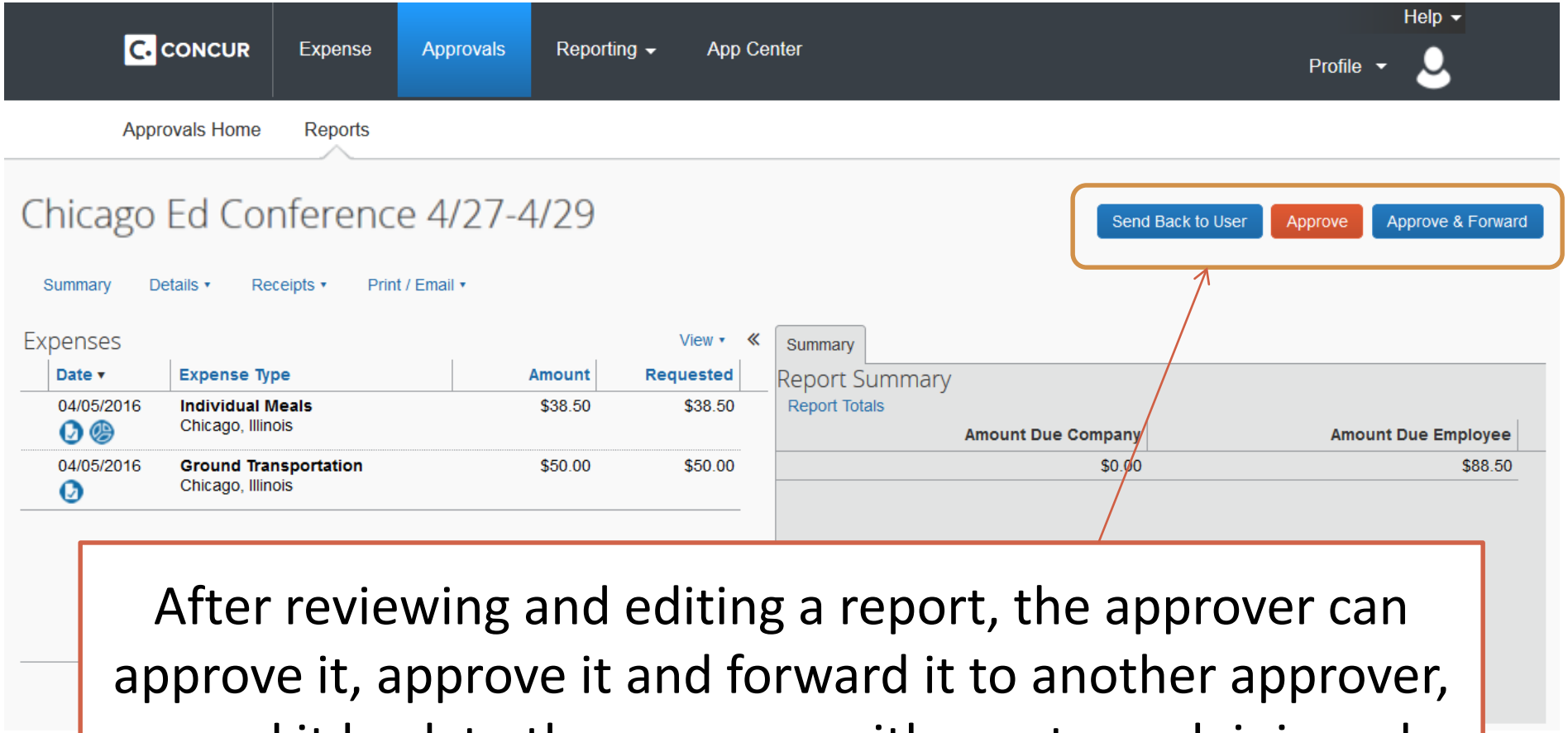
Hovering your mouse over an allocate icon will open a pop-up window with the coding for that line. However this icon only appears when an expense is charged to something other than the default coding for the report.

Approver: Viewing Full Details



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



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

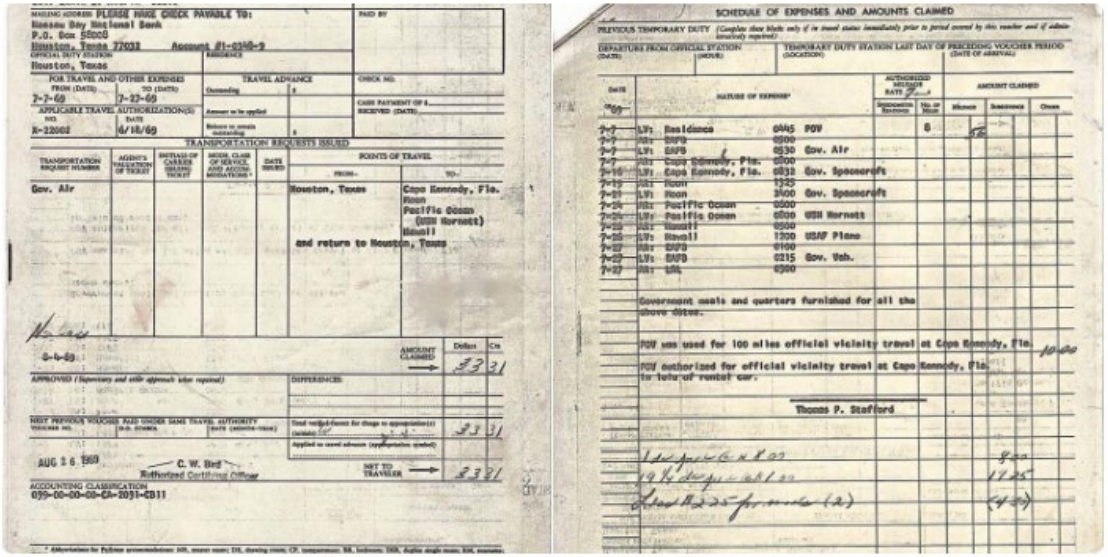
- Check with your local finance office for any Tub-specific guidelines or policies
- Go to https://trainingportal.harvard.edu/ for:
  - Concur job aides, work instructions, video tutorials, travel policies, and FAQs (also at: http://travel.harvard.edu/concur)
  - Online courses on Travel & Reimbursement 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

Buzz Aldrin
@TheRealBuzz

Following

47 years ago I submitted my travel voucher reimbursement for my trip to the moon. #Apollo11



MAILING ADDRESS: PLEASE MAKE CHECK PAYABLE TO:
Nassau Bay National Bank
P.O. Box 58008
Houston, Texas 77033 Account #1-0140-9

OFFICIAL DUTY STATION: Houston, Texas
RESIDENCE:
FOR TRAVEL AND OTHER EXPENSES FROM (DATE): 7-7-69 TO (DATE): 7-27-69
TRAVEL ADVANCE
CHECK NO.
APPLICABLE TRAVEL AUTHORIZATION(S) NO.: X-22002 DATE: 6/18/69
PAID BY

TRANSPORTATION REQUESTS ISSUED

TRANSPORTATION REQUEST NUMBER	AGENT'S TRANSACTION OF TICKET	DETAILS OF CARRIER (BILLING TICKET)	MODE, CLASS OF SERVICE AND ACCOMMODATIONS *	DATE ISSUED	POINTS OF TRAVEL FROM	POINTS OF TRAVEL TO
Gov. Air					Houston, Texas	Cape Kennedy, Fla. Moon Pacific Ocean (USS Hornet) Hawaii and return to Houston, Texas

AMOUNT CLAIMED: Dollars 33 Cts 31
APPROVED (Supervisory and other approvals when required)
DIFFERENCES
NEXT PREVIOUS VOUCHER PAID UNDER SAME TRAVEL AUTHORITY
AUG 26 1969
C. W. Bird
Authorized Certifying Officer
NET TO TRAVELER: 33 31
ACCOUNTING CLASSIFICATION 039-00-00-00-CA-2031-CD11

SCHEDULE OF EXPENSES AND AMOUNTS CLAIMED

PREVIOUS TEMPORARY DUTY (Complete these blocks only if in travel status immediately prior to period covered by this voucher and if advance involved required)
DEPARTURE FROM OFFICIAL STATION (DATE) (HOUR)
TEMPORARY DUTY STATION LAST DAY OF PRECEDING VOUCHER PERIOD (LOCATION) (DATE OF ARRIVAL)

DATE 1969	NATURE OF EXPENSE			AUTHORIZED MILEAGE RATE	No. of Miles	AMOUNT CLAIMED Miscellaneous	Subsistence	Other
7-7	Lv: Residence	0445	POV		8			
7-7	At: DAFB	0500						
7-7	Lv: DAFB	0530	Gov. Air					
7-7	At: Cape Kennedy, Fla.	0500						
7-16	Lv: Cape Kennedy, Fla.	0832	Gov. Spacecraft					
7-19	At: Moon	1125						
7-21	Lv: Moon	1500	Gov. Spacecraft					
7-24	At: Pacific Ocean	0500						
7-24	Lv: Pacific Ocean	0500	USS Hornet					
7-25	At: Hawaii	0500						
7-25	Lv: Hawaii	1300	USAF Plane					
7-27	At: DAFB	0100						
7-27	Lv: DAFB	0215	Gov. Veh.					
7-27	At: Home	0300						

Government meals and quarters furnished for all the above dates.

POV was used for 100 miles official vicinity travel at Cape Kennedy, Fla. 10.00
POV authorized for official vicinity travel at Cape Kennedy, Fla. in lieu of rental car.

Thomas P. Stafford

RETWEETS 17,401 LIKES 24,119

10:25 PM - 26 Jul 2016

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

Thanks for Coming!

Processing

Reimbursements

With Concur