



# Processing Reimbursements with Concur



# 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

 HARVARD UNIVERSITY

HARVARD STRATEGIC PROCUREMENT | FINANCIAL ADMINISTRATION | HARVARD.EDU

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## Harvard Travel Services



Booking International Policies & Reimbursement **Concur** Meetings Resources

HOME / CONCUR /

### 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](mailto: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

**CONCUR** Expense Approvals App Center Administration | Help Profile

Profile Personal Information Change Password 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
- 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

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.

**CONCUR** Expense App Center

Manage Expenses View Transactions View Cash Advances

## Create a New Expense Report

Report Header

<b>Report Name</b> ABC Conf Speaker Jan 4-6, 2016	<b>Policy</b> *TEST HU HBS Expense Policy	<b>Traveler Type</b> Other	<b>Report Date</b> 12/09/2016
<b>Business Purpose</b> ABC Conf Speaker Jan 4-6, 2016	<b>Comment</b> 		

<b>TUB</b> 1 CADM^Central Administration	<b>ORG</b> 2 (55850) CADM^Center for W	<b>FUND</b> 3 (000001) Unrestricted Undes	<b>ACTIVITY</b> 4 (780302) CADM^Training
<b>SUB-ACTIVITY</b> 5 (0000) 780302^Unspecified	<b>ROOT</b> 6 (00000) Unspecified	<input type="checkbox"/> Includes additional pay	

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

CONCUR Expense App Center Support Help

Manage Expenses View Transactions View Cash Advances

ABC Research Trip, Atlanta

+ New Expense + Quick Expenses **Import Expenses** Details Receipts Print / Email

Expenses

Move Delete Copy View

Adding New Expense

No Expenses Found

Available Expenses

All Cards

Expense Detail	Expense Type	Source	Date	Amount
<input type="checkbox"/> SNAPPY CAR RENTAL Seattle	Car Rental		10/26/2015	\$36.86
<input type="checkbox"/> COAST HOTELS Seattle	Lodging		10/26/2015	\$39.15
<input type="checkbox"/> Plumbing and Heating Equipment a ...	Gifts		10/28/2015	\$23.49
<input type="checkbox"/> Knights Inn Seattle	Lodging		10/28/2015	\$76.19
<input type="checkbox"/> CROWN AIR Seattle	Airfare		10/28/2015	\$52.60
<input type="checkbox"/> QUALITY SUITES Seattle	Lodging		10/30/2015	\$4.51
<input type="checkbox"/> Lumber and Building Materials St Se...	Undefined		10/31/2015	\$58.08
<input type="checkbox"/> Cruise Lines Seattle	Event Expenses		10/31/2015	\$43.79
<input type="checkbox"/> CAYMAN AIRWAYS Seattle	Airfare		10/31/2015	\$51.80
				\$77.89
				\$43.78
				\$24.81
				\$43.15
				\$37.27

Submit Report

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

The screenshot shows the Concur Expense page for a report titled "Chicago Ed Conference 4/27-4/29". The top navigation bar includes "CONCUR", "Expense", "Approvals", and "App Center". The right side has links for "Administration", "Help", "Profile", and a user icon. Below the navigation bar, there are tabs for "Manage Expenses", "View Transactions", and "Cash Advances". The main content area shows a list of expenses with columns for "Date", "Expense Type", "Amount", and "Requested". Two expenses are listed: "Business Meals" for \$79.25 and "Individual Meals" for \$32.56. A "New Expense" button is highlighted with a red dashed box. To the right, the "New Expense" form is open, showing a dropdown menu for "Expense Type". The dropdown menu is also highlighted with a red dashed box and contains a list of "Recently Used Expense Types" including "Individual Meals", "Business Meals", "Lodging", "Parking", and "Car Rental". Below this, there are sections for "All Expense Types" and "01. Travel Expenses" which includes "Individual Meals", "Lodging", "Lodging Deposit", and "Parking". The "TOTAL REQUESTED" is shown as \$111.81.

Chicago Ed Conference 4/27-4/29

Delete Report Submit Report

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

Expenses

	Date	Expense Type	Amount	Requested
Adding New Expense				
<input type="checkbox"/>	04/06/2016	<b>Business Meals</b> Legal Seafood, Chicago, Illinois	\$79.25	\$79.25
<input type="checkbox"/>	03/06/2016	<b>Individual Meals</b> La Patisserie, Chicago, Illinois	\$32.56	\$32.56

Move Delete Copy View

New Expense

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

TOTAL REQUESTED \$111.81 \$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

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
05/12/2016	Individual Meals Chicago Grill, Chica	\$32.75	

Adding New Expense

Expense Type: Individual Meals Meal Type: [dropdown]

Transaction Date: 05/12/2016 Business Purpose: 5/12/16 ABC Conf

Enter Vendor Name: [text] City of Purchase: Chicago, Illinois

Payment Type: Out of Pocket Amount: [text] USD

☐ Personal Expense (do not reimburse) Comment: [text]

Any Alcohol? [dropdown]

TOTAL AMOUNT \$32.75 TOTAL REQUESTED \$32.75

Save Itemize Allocate Attach Receipt Cancel

Available Receipts Refresh Upload

Add receipts by emailing them to [receipts@concur.com](mailto: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

Expense

App Center

Support | Help

Profile

Manage Expenses

View Transactions

View Cash Advances

ABC Conf Seattle 7/15/16-7/16/16

Delete Report

Submit Report

New Expense

Quick Expenses

Import Expenses

Details

Receipts

Print / Email

Show Exceptions

Expenses

Expense

Available Receipts

	Date	Expense Type	Amount	Requested
<input type="checkbox"/>	11/10/2015	Business Meals Space Needle, Seattle, Washing	\$379.00	\$379.00
<input type="checkbox"/>	11/10/2015	Lodging Hilton Hotels, Seattle, Washing	\$580.00	\$580.00
<input type="checkbox"/>	11/09/2015	Car Rental AUTOHANSA RENT-A-CAR, Se	\$23.77	\$23.77
<input checked="" type="checkbox"/>	11/09/2015	Car Rental ANSA INTL RENT-A-CAR, Seati	\$80.98	\$80.98

Expense Type

Transaction Date

Business Purpose

Vendor

Enter Vendor Name

City of Purchase

Payment Type

Amount

Personal Expense (do not reimburse)

Comment

Car Rental

11/09/2015

ABC Conf Seattle 7/15/16-7/16/16

ANSA INTL RENT-A-CAR

Seattle, Washington

Citibank - TEST

80.98

USD

TOTAL AMOUNT

TOTAL REQUESTED

\$1,063.75

\$1,063.75

Save

Itemize

Allocate

Attach Receipt

Cancel

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: 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

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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

<input type="checkbox"/>	Date	Expense Type	Amount	Requested
<input type="checkbox"/>	04/06/2016	<b>Business Meals</b> Legal Seafood, Chicago, Illinois	\$79.25	\$79.25
<input type="checkbox"/>	04/06/2016	Alcohol (including tax and tip)	\$15.00	\$15.00
<input type="checkbox"/>	04/06/2016	Business Meals	\$64.25	\$64.25
<input checked="" type="checkbox"/>	04/06/2016	<b>Lodging</b> Club Quarters, Chicago, Illinois	\$460.00	\$460.00
<input type="checkbox"/>	03/13/2016	Lodging	\$185.00	\$185.00
<input type="checkbox"/>	03/13/2016	Lodging Tax	\$45.00	\$45.00
<input type="checkbox"/>	03/12/2016	Lodging	\$185.00	\$185.00
<input type="checkbox"/>	03/12/2016	Lodging Tax	\$45.00	\$45.00
<input type="checkbox"/>	03/06/2016	<b>Individual Meals</b> 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

Allocations for Report: Chicago Trip - ABC Conf

Expense List

Allocate Selected Expenses

Clear Selections

Summary

Select Group ▾

<input type="checkbox"/>	Date ▾	Expense ...	Group	Amount
<input checked="" type="checkbox"/>	04/06/2016	Business ...		\$129.25
<input type="checkbox"/>	03/06/2016	Individual ...		\$32.56
Lodging				
<input type="checkbox"/>	03/13/2016	Lodging Tax		\$45.00
<input type="checkbox"/>	03/13/2016	Lodging		\$185.00
<input type="checkbox"/>	03/12/2016	Lodging Tax		\$45.00
<input type="checkbox"/>	03/12/2016	Lodging		

Allocations

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

Allocate By: ▾

Add New Allocation

Delete Selected Allocations

Favorites ▾

Add to Favorites

<input type="checkbox"/>	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.

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# Viewing Allocated Expenses

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

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 ▾](#) <<

<input checked="" type="checkbox"/>	Date ▾	Expense Type	Amount	Requested
<input checked="" type="checkbox"/>	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...

[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 displays the Concur Expense Client interface. On the left, a table lists expense transactions. On the right, a form allows users to generate a report. A red arrow points from the 'Print / Email' dropdown menu to the 'Detailed Report' option.

**Expense Report Table:**

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
<b>Allocations :</b> 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
<b>Alcohol (including tax and tip)</b>							
04/01/2016	Alcohol (including tax and tip)	8450	3/6/16 ABC Conference	Heaven on Seven	Chicago	Out of Pocket	\$24.00
<b>Allocations :</b> 100.00% (\$24.00) 610-55850-000001-780302-0000-00000							
<b>Business Meals</b>							
04/01/2016	Business Meals	7655	3/6/16 ABC Conference	Heaven on Seven	Chicago	Out of Pocket	\$140.50

**Report Generation Form:**

- Expense Type: Individual Meals
- Meal Type: 2. Lunch
- Transaction Date: 04/26/2016
- Business Purpose: EduComp 4/27-4/29
- Enter Vendor Name: Domino's Pizza
- City of Purchase: Chicago, Illinois
- Payment Type: Out of Pocket
- Amount: 3.42 USD
- Personal Expense (do not reimburse): ☐
- Comment:

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 <input type="text" value="Business Meals"/>	Transaction Date <input type="text" value="05/28/2016"/>	Business Purpose <a href="#">?</a> <input type="text" value="EU Econ Summit 5/28/16"/>
Enter Vendor Name <input type="text" value="Le Soufflé"/>	City of Purchase <a href="#">?</a> <input type="text" value="Paris, FRANCE"/>	Payment Type <input type="text" value="Out of Pocket"/>
Amount <input type="text" value="140.00"/>	<input type="text" value="EUR"/>	<input checked="" type="checkbox"/> Rate (USD=1 EUR) =Amount in USD <input type="text" value="1.11675000"/> <input type="text" value="156.35"/>
Comment <input type="text"/>	Any Alcohol? <a href="#">?</a> <input type="text" value="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](mailto: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

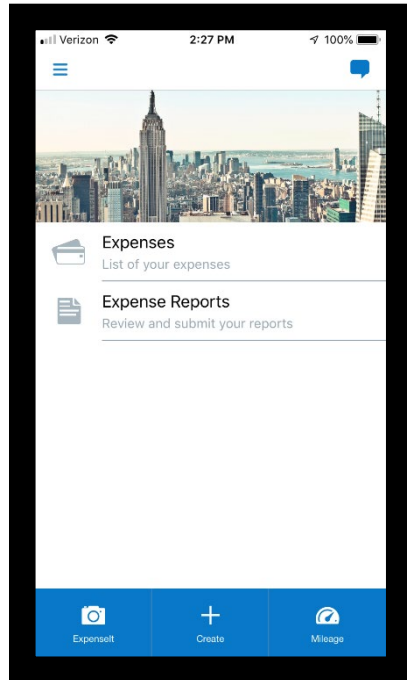
# Concur Mobile App



- 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



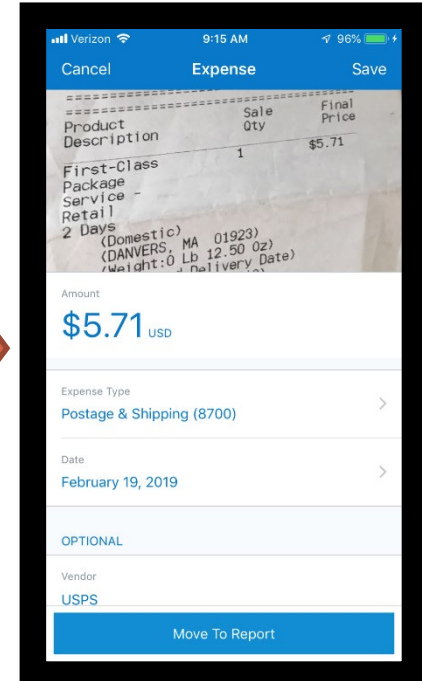
Open the app and click "ExpenseIt"



Take a photo of the receipt



Confirm the receipt amount. Click Done to finish 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 unmatch any charges that Concur’s auto-match tool didn’t get right

Available Expenses



All Cards

Move

Match

Unmatch

Delete

<input type="checkbox"/> Expense Detail	Expense Type	Source	Date ▲	Amount
<input checked="" type="checkbox"/> 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

CONCUR

Expense

App Center

Support | Help

Profile

Manage Expenses

View Transactions

View Cash Advances

Chicago Ed Conference 4/27-4/29

Delete Report

Submit Report

+ New Expense

+ Quick Expenses

Import Expenses

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Move

Delete

Copy

View

Expenses Table

Adding New Expense

New Expense Form

Available Receipts

Refresh

Upload

Text Box

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



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 Show Exceptions

Expenses

<input type="checkbox"/>	Date	Expense Type	Amount
Adding New Expense			
<input type="checkbox"/>	04/06/2016	<b>Business Meals</b> Legal Seafood, Chicago, Illinois	\$129.25
<input type="checkbox"/>	04/06/2016	<b>Lodging</b> Club Quarters, Chicago, Illinois	\$460.00
<input type="checkbox"/>	04/01/2016	<b>Business Meals</b>	\$164.50
TOTAL AMOUNT			\$800.25
TOTAL REQUESTED			\$800.25

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

Available Receipts

Expense Types

Individual meals  
Business Meals  
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 displays a web application interface. On the left, a sidebar contains a 'Receipt' modal window. This modal shows a scanned receipt from 'La Patisserie' with details such as date (03/05/16), time (9:30am), and items (Almond Croissant, Scones, Choc torte). A blue receipt icon in the sidebar is circled in orange, with a red arrow pointing to it. The main area of the application shows an 'Expense' entry form with fields for 'Meal Type' (4. Snack), 'Business Purpose' (4/10/16 IEEE Conference), and 'City of Purchase' (Seattle, Washington). Buttons for 'Save', 'Itemize', 'Allocate', 'Attach Receipt', and 'Cancel' are visible at the bottom of the form.

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.

[Print](#) [Attach Receipt Images](#) [View Receipts](#)

	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

[Accept & Submit](#) [Cancel](#)

- Once complete, click Submit Report
- A confirmation appears with reminders about financial responsibility
- Concur will alert you to any exceptions that need to be fixed
- You will also be able to change which approver will receive the report

**Approval Flow for Report: Smart Match Test**

Manager Approval:

[Submit Report](#) [Cancel](#)





# 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.

<input type="checkbox"/>	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"/>

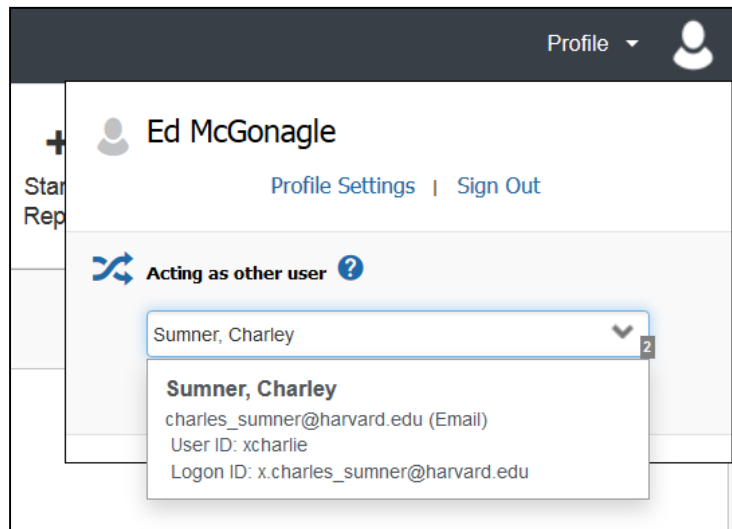
Adding a Delegate must be done in the Traveler's profile settings. Use these settings to allow a Delegate to prepare reports, view receipts, and receive email notifications on behalf of the Traveler.

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

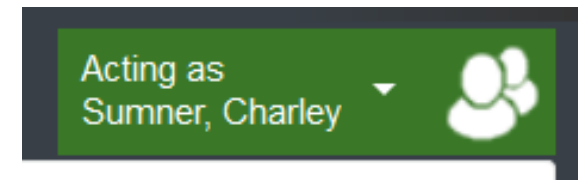


# Delegate Access

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.

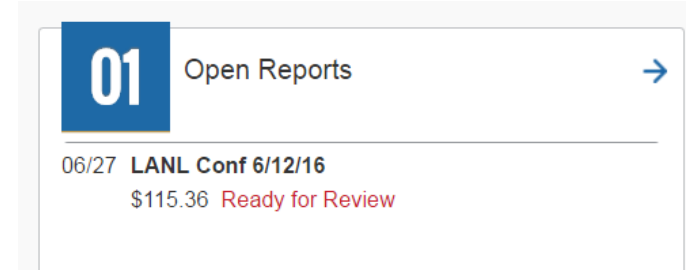
Notify Employee

# Submitting a Delegated Report

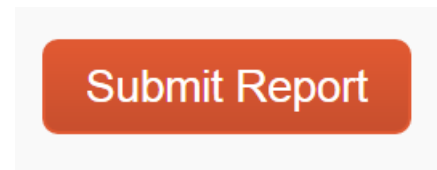



The Traveler is sent an email to let them know a report is ready for them to submit. The email includes the report name and a link to Concur.

On their Concur Homepage, the Traveler will see the report marked “Ready for Review” under Open Reports.



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

CONCUR Expense Approvals App Center Profile

Approvals Home Reports

ASTD Conf Oct 26-31, 2016 [HUTRAVELER1]

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	

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

Any Alcohol? No

Comment:

Personal Expense (do not reimburse):

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

CONCUR Expense Approvals Reporting App Center Help Profile

Approvals Home Reports

Chicago Summary Expenses

04/05/2016

04/05/2016

Receipt

La Patisserie  
30 Church St.  
Winchester, MA 01890  
781-725-5441  
La-Patisserie.com

Order 1937 03/05/16-A 9:30am  
Guest 1 Michelle Table (STANDEE)

1. Almond Croissant 3.14  
1. Scone 2.52  
1. 8" Chee Torte 29.50

Items 32.16  
Tax (on 5.66) .40  
TOTAL 32.56

1. NC/xxxxxxxxxx2616/XXXX S A:10:02B  
SUMNER, CHARLES NAFDA 03/06 00:30 32.56

Customer Copy

THANK YOU  
COME AGAIN!

Send Back to User Approve Approve & Forward

Summary Report Summary Report Totals

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

TOTAL AMOUNT TOTAL REQUESTED  
\$88.50 \$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



CONCUR

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## Chicago Ed Conference 4/27-4/29

Send Back to User

Approve

Approve & Forward

Summary

Details

Receipts

Print / Email

Expenses

View



Summary

Date

04/05/2016



04/05/2016



Allocations



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

Amount Due Employee

\$88.50

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



# Approver: Viewing Full Details

CONCUR Expense App Center Support | Help Profile

Manage Expenses View Transactions View Cash Advances

Print / Email \*HU-Detailed Report with Summary Data

Expense Receipt image Available Receipts

Expense Type Individual Meals Meal Type 2. Lunch

Transaction Date 04/26/2016 Business Purpose EduComp 4/27-4/29

Enter Vendor Name City of Purchase

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	Chicago	Out of Pocket	\$164.50

Alcohol (including tax and tip)

Allocations : 100.00% (\$24.00)  
610-55850-000001-780302-0000-00000

Business Meals

Transaction Date	Expense Type	Object Code	Business Purpose	Vendor	City of Purchase	Payment Type	Amount
04/01/2016	Business Meals	7655	3/6/16 ABC Conference	Heaven on Seven	Chicago	Out of Pocket	\$129.25

Business Meals

Allocations : 100.00% (\$140.50)  
610-55850-000001-780302-0000-00000

TOTAL A \$93.42 \$3.42

Save Itemize Allocate Attach Receipt Cancel

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






CONCUR Expense Approvals Reporting App Center Help Profile

Approvals Home Reports

## Chicago Ed Conference 4/27-4/29

Summary Details Receipts Print / Email

Expenses

Date	Expense Type	Amount	Requested
04/05/2016  	<b>Individual Meals</b> Chicago, Illinois	\$38.50	\$38.50
04/05/2016 	<b>Ground Transportation</b> Chicago, Illinois	\$50.00	\$50.00

View <<

Summary

### Report Summary

Report Totals

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

Buttons: Send Back to User, Approve, Approve & Forward

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](mailto: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



# #Apollo11

SCHEDULE OF EXPENSES AND AMOUNTS CLAIMED						
PREVIOUS TEMPORARY DUTY (Complete these blocks only if an amount shown immediately prior to period covered by this voucher and if within immediately reported)						
DEPARTURE FROM OFFICIAL STATION (DATE)		ARRIVAL (DATE)		TEMPORARY DUTY STATION LAST DAY OF PERIODING VOUCHER PERIOD (DATE OF ARRIVAL)		
DATE	NATURE OF EXPENSE	AUTHORIZED MAXIMUM RATE PER DAY		AMOUNT CLAIMED		
		Domestic Expenses	Foreign Expenses	Meals	Incidental	Other
7-9	LP: Residence	GA45	POV	6		
7-9	RD: SFO	0900				
7-9	LP: SFO	0230	Gov. Air			
7-9	RD: Cape Kennedy, Fla.	0500				
7-10	LP: Cape Kennedy, Fla.	0632	Gov. Sponsorship			
7-10	RD: Room	1245				
7-10	LP: Room	3600	Gov. Sponsorship			
7-24	RD: Pacific Ocean	0200				
7-24	LP: Pacific Ocean	0500	WHN Burnetts			
7-24	RD: Hawaii	0900				
7-25	LP: Hawaii	1200	USAF Plans			
7-27	RD: SFO	0100				
7-27	LP: SFO	0215	Gov. Veh.			
7-27	RD: SA	0200				
Government meals and quarters furnished for all who above dates.						
POV was used for 100 miles official vicinity travel at Cape Kennedy, Fla.						
POV authorized for official vicinity travel at Cape Kennedy, Fla. for total of rental car.						
Thomas P. Stafford						
<div style="display: flex; justify-content: space-between;"> <div> <p>1 day per G.M. 805</p> <p>19 1/2 days = 805 x 1.25</p> <p>24 1/2 x 25 = 612.50 (2)</p> </div> <div> <p>805</p> <p>19.25</p> <p>(4.25)</p> </div> </div>						

24,119







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



# Thanks for Coming!

Processing  
Reimbursements  
With Concur

