CONCUR EXPENSE GUIDE DEPARTMENT CARD RECONCILIATION

A comprehensive guide for users of
Arkansas State University's Concur Expense System

Updated March 2023

Contents

INTRODUCTION

Welcome to the Concur Expense System at Arkansas State University! We are excited to introduce this system to you, which is a result of the partnership between A-State and SAP Concur. Throughout this guide, you will find instructions to lead you through the entire reconciliation process, from logging into the system to submitting your report.

Please direct any questions about the system to a travel representative or the e-mail address travel@astate.edu. We will work within our office and with others on campus to answer your questions as soon as possible.

LOGGING INTO CONCUR

- Login to my.AState.edu.
- Click on the Travel icon.
- Concur should automatically log you into the system.
- Alternatively, you can navigate to www.concursolutions.com and type in your e-mail address in the User Name field and your Concur password in the Password field.
    - If this is your first login, please contact the Security Administrator at x2005.
    - This password is not your A-State password and will not sync together.
    - We recommend that you change your Concur password at the same time you change your system password.
- If you cannot login, please contact the Security Administrator at cpi-security@astate.edu.

MAIN MENU

The main menu in Concur allows the user to access travel request, expense reports, and approvals, as well as view available expenses and upload receipts. In this guide, we will focus on the expense portions.

The toolbar across the top of the page consists of links to the different areas of Concur and your profile.

Under “Help” you can access the Concur training information provided by SAP Concur.

Requests takes you to the Manage Requests page that defaults to all open requests within the last 90 Days. Change the view options to see older requests.

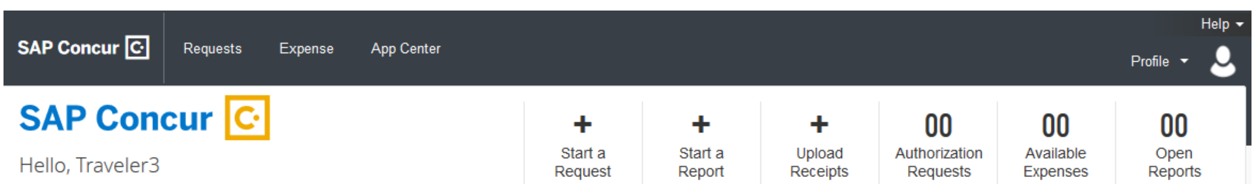
Expenses takes you to the Manage Expenses page that shows all in process expense reports, any available expenses, and uploaded receipt images. Click Report Library to see all open expenses reports within the last 90 Days. Change the view options to see older expenses reports.

Approvals (approvers only) takes you to the Approvals Home page that will show you a tab for each document type of approvals that can be done in Concur and the number of documents waiting on your approval.

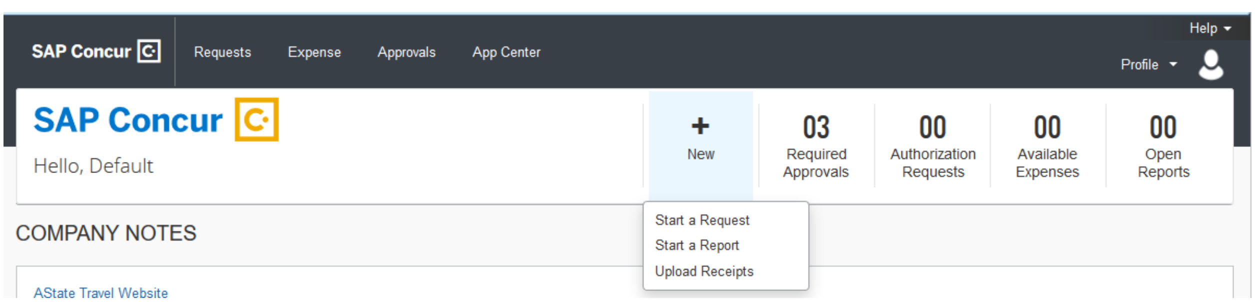
We currently do not use the App Center page. To return to the main menu click on the SAP Concur link in the top left corner.

The main menu is divided into 3 sections –

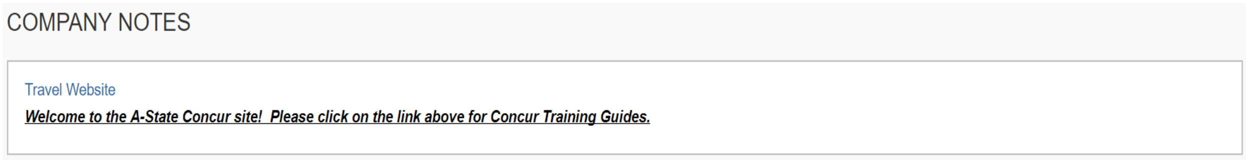
The top section gives you quick access to start a travel request, expense report, or upload receipts.



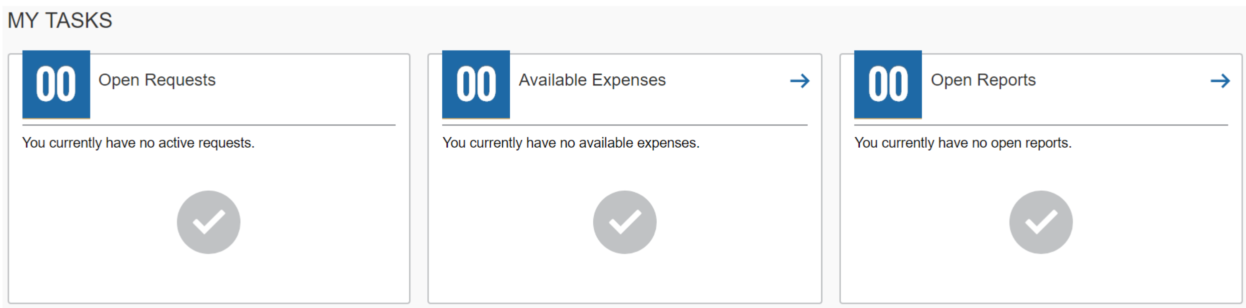
Or hovering over “New” to see the options:



The second section gives you a message from A-State's Travel Office. This message can change, but there will be a link to the Travel Office website.



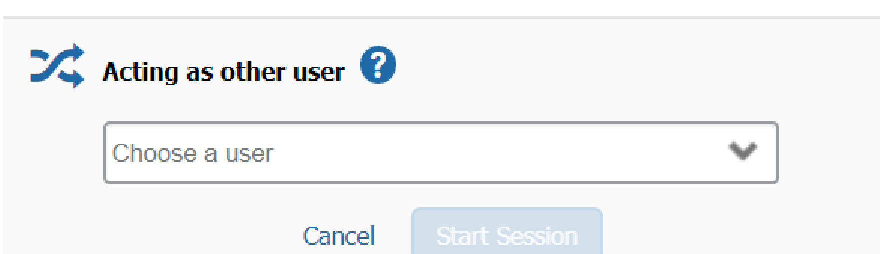
The third section shows you the open requests, available expenses, and open reports. For approvers, this section shows required approvals, available expenses, and open reports.



HOW TO START A SESSION AS A DELEGATE

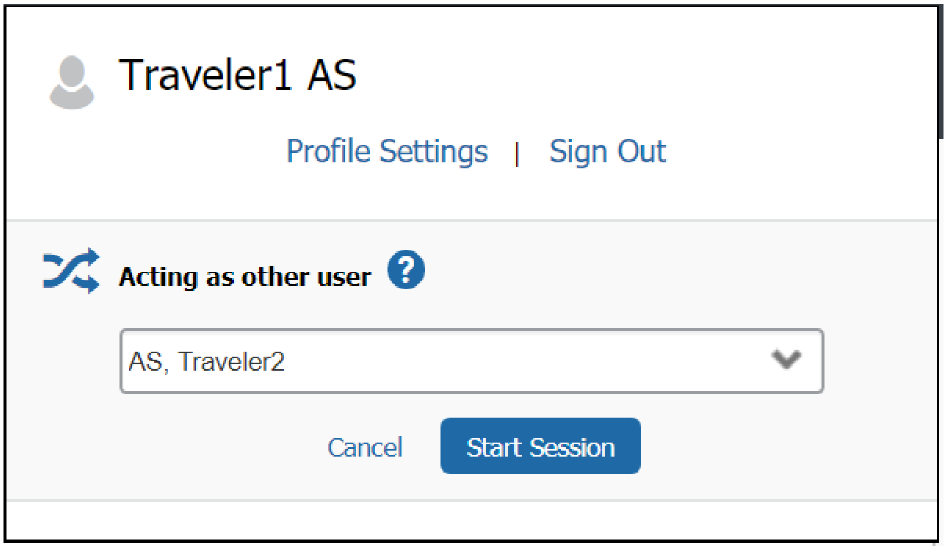
At the top of the main menu, click on the Profile drop down arrow:

Concur will bring up a space for you to use the drop down to search or type in the name of the traveler:

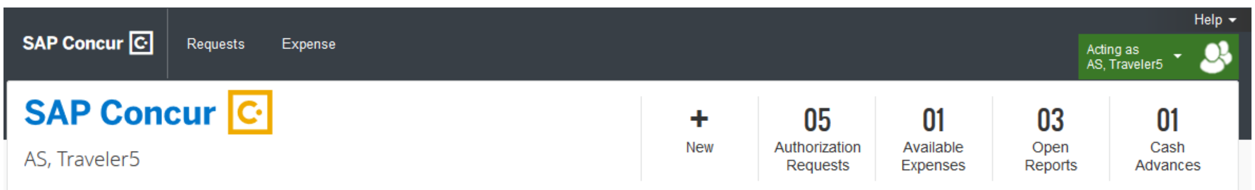


For delegates with multiple travelers, if a list does not appear start typing in the last name of the traveler.

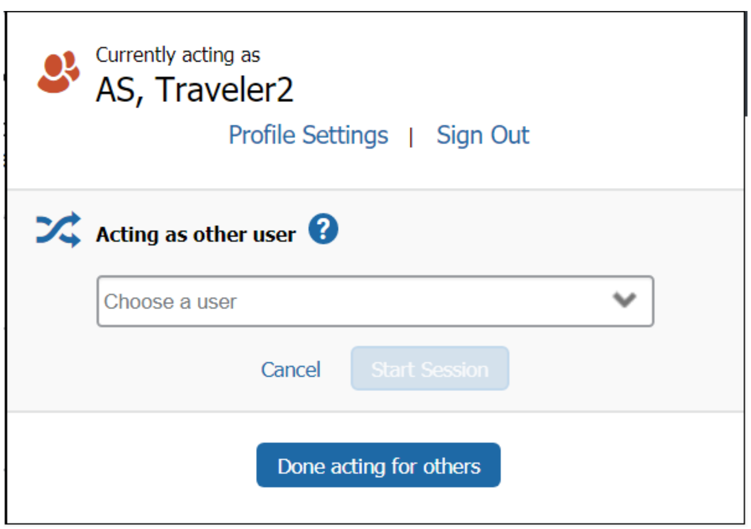
Choose the appropriate traveler, and click the “Start Session” button:



Your screen will now show that you are working as another person:



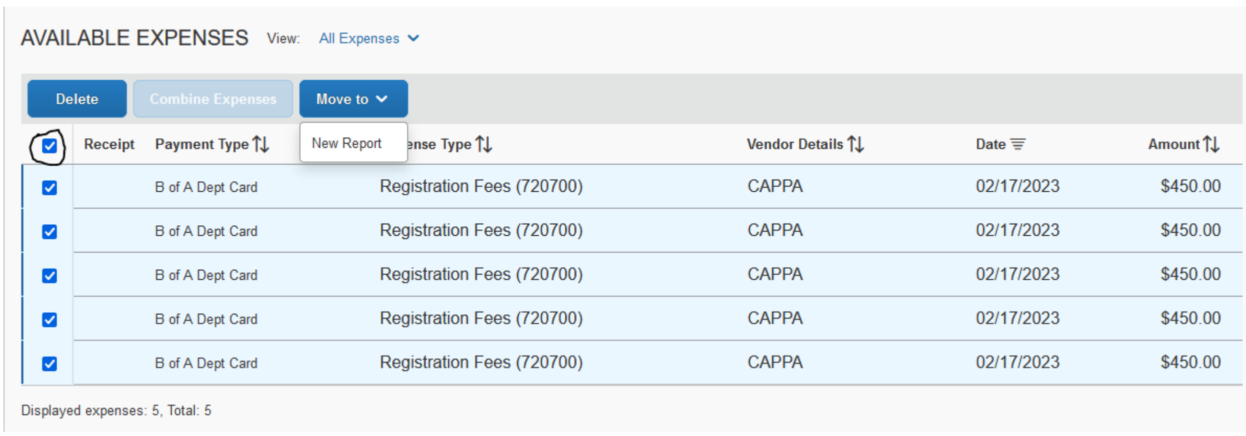
When you are ready to stop being a delegate for the traveler, click on the green button, and choose “Done acting for others”.



STARTING AN EXPENSE REPORT FOR DEPARTMENT CARDS

After you login to Concur, click on the Available Expenses link, which will take you to Manage Expenses. The Department Card transactions will be in the Available Expenses list. If you have access to more than one Department Card, select the appropriate card from the View dropdown list based on the last four digits of the cards account number.

Click the checkbox at the top of the list to select all transactions for the Department Card. Click on the “Move to” button and select “New Report”:

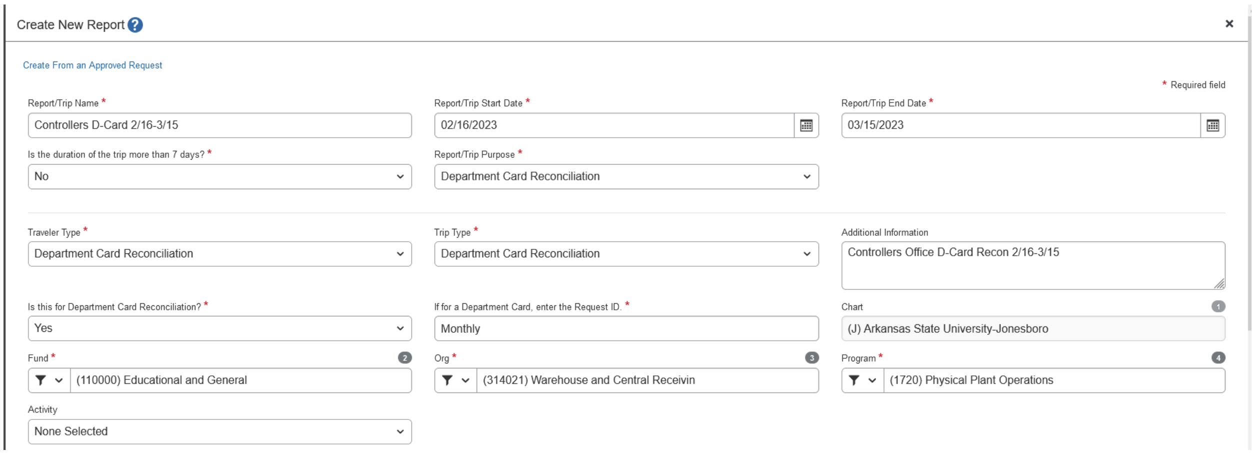


REPORT HEADER

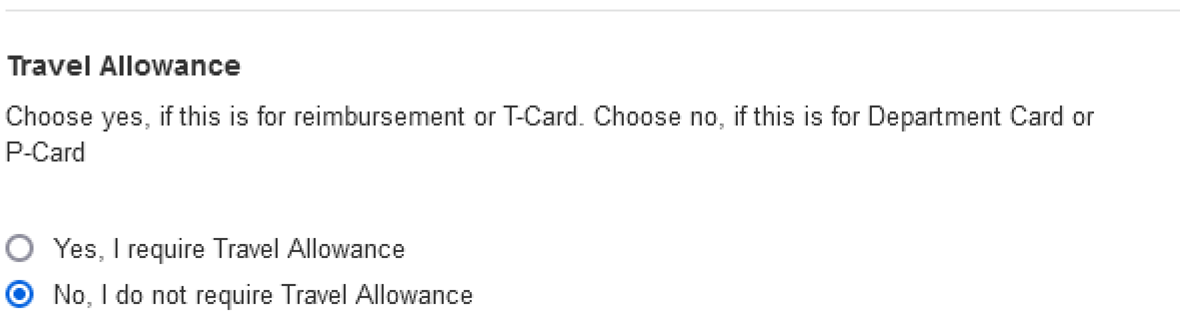
Enter the information in the required fields as follows:

- Report/Trip Name: *Abbreviated Name on Card* D-Card *Billing Cycle*. For example: Controllers D-Card 2/16-3/15.
    - Note: “D-Card” and billing cycle are required as part of the name.
- Report/Trip Start Date: first day of billing cycle.
- Report/Trip End Date: last day of billing cycle.
- Report/Trip Purpose: Department Card Reconciliation.
- Traveler Type: Department Card Reconciliation.
- Trip Type: Department Card Reconciliation
- Additional Information: Copy the Report/Trip Name and paste into this field and add the billing cycle dates. For example: Controllers Office D-Card Recon 2/16 – 3/15
- Select “Yes” for the “Is this for Department Card Charges?” field.

- Enter Monthly in the “If for a Department Card, enter the Request ID.” Field.
- Update the default FOAP if necessary.



Scroll to the bottom of the Header window to answer the Travel Allowance question. Select “No” and click the “Create Report” button.

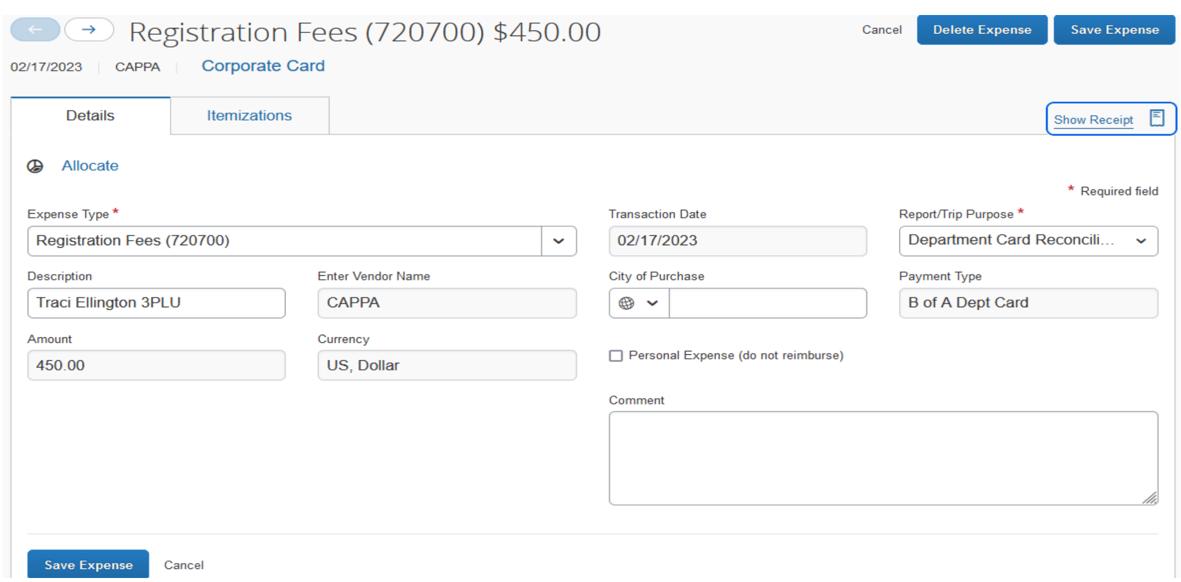


EXPENSES

The expenses screen will list the selected transactions. Do **not** include the Traveler's reimbursable or T-Card transactions on the Department Card Reconciliation Expense Report.

Any "Undefined" expenses will need to have the appropriate Expense Type selected. **The Bank of America Statement must be attached to the first transaction as part of the receipts.** Verify that all transactions on the BofA statement are included on the Expense Report and the totals match up.

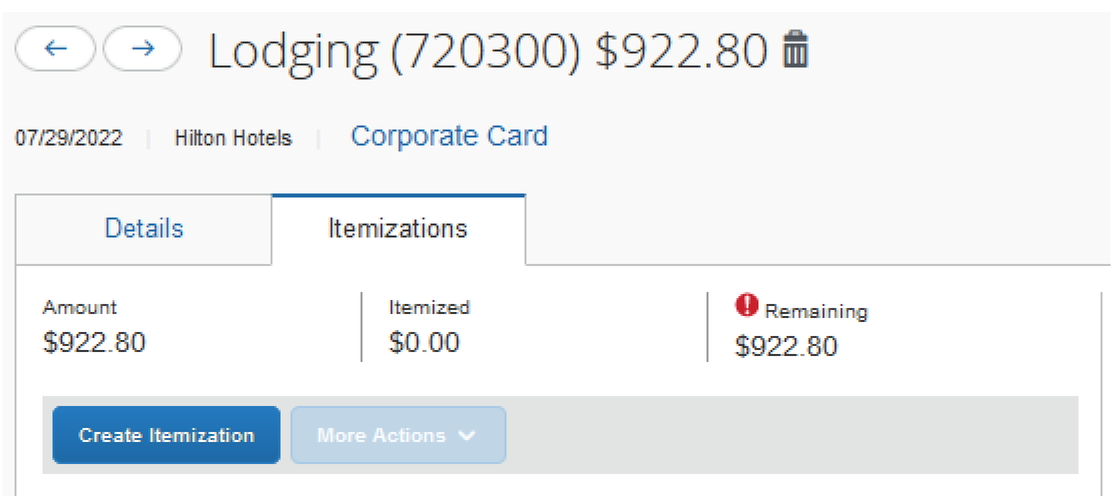
For each transaction, enter the Traveler's name and Request ID in the Description field. If you run out of room in the Description field enter the rest of the information in Comments. Click the "Save Expense" button in the top right corner or bottom left corner after completing the updates.



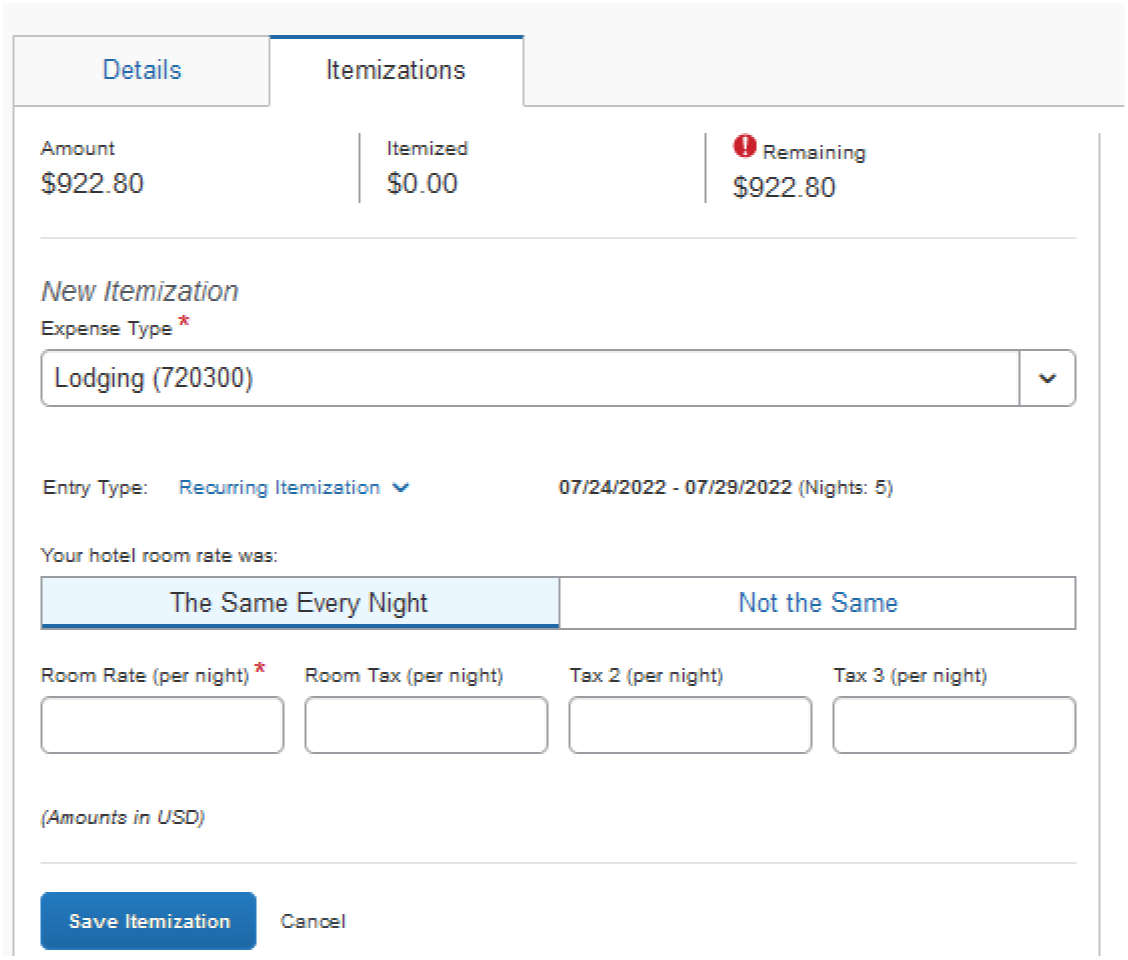
The Expense Type options include:

- **Lodging**
  Start by filling in the Lodging Fields, which include:
  - Expense Type – This field will automatically fill in with the Lodging type and account code.
  - Transaction Date – Select the **check-out date**, if it didn't default in.
  - Report/Trip Purpose – This will automatically fill in from the Header.
  - Description – There are no requirements for this field.
  - Vendor – Select the name of the vendor from the list. If your vendor is not listed, please choose "Other-Remote".
  - Destination City – Type in the name of your destination.
  - Payment Type – B of A Dept Card.
  - Amount – Type in the total amount of the lodging bill, less any food.
  - Comment – If your travel is over $96 per night, please include a reason in this field. They can include conference site, no hotel available at that rate, or high cost area. If the lodging is $96 or below, type in N/A.
  - Request – Concur will fill in the corresponding lodging estimate from the Request Report.

Once you have filled out the screen, click on the Itemization tab.



Click on the Create Itemization button and select Lodging from the Expense Type dropdown list. Concur pulls the dates and number of nights from the card transaction. If the stay had different room rates, then select “Not the Same” and the page will change to allow you to enter different room rates for each night.



- Check-in Date – Concur will feed from card transaction.
- Check-out Date – Concur will feed from card transaction.
- Number of Nights – Concur will calculate from the Check-in and Check-out Dates.
- Room Rate – Please type in the entire per night price, including tax, in this field.
- Click the “Save Itemizations” button, and Concur will bring you back to the main Expense page. If there were additional charges on the hotel bill then you can keep adding itemizations until the total equals the amount of the hotel bill.

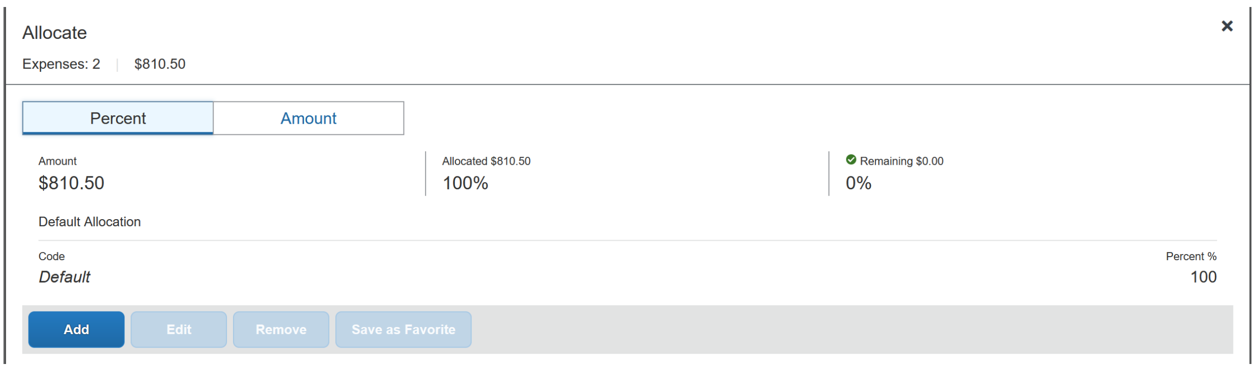
- **Airfare** – Concur will default the information in from the card. Enter Jonesboro, Arkansas in the City of Purchase field. Attach the receipt, then click on the “Save Expense” button.
- **Car Rental** – Concur will default the information in from the card. Enter Jonesboro, Arkansas in the City of Purchase field. Attach the receipt, then click on the “Save Expense” button.
- **Parking** – Concur will default the information in from the card. Attach the receipt, then click on the “Save Expense” button.
- **Internet/Online Fees** – Concur will default the information in from the card. Attach the receipt, then click on the “Save Expense” button.
- **Currency Exchange Fees** – Concur will default the information in from the card. Attach the receipt, then click on the “Save Expense” button.
- **Passports/Visa Fees** – This may or may not be an allowable expense for your trip. Please check with your supervisor (and Sponsored Programs Accounting if the trip is grant funded) before you include it in your Expense Report. If it is allowable, Concur will default the information in from the card. Attach the receipt, then click on the “Save Expense” button.
- **Registration Fees** – Concur will default the information in from the card. Attach the receipt, then click on the “Save Expense” button. Please remember if your registration fee includes professional dues you can split the charges to use the professional dues expense type as well.
- **Miscellaneous** – Concur will default the information in from the card. Enter the type of purchase in the Description field. If you run out of room use the Comments field. Attach the receipt, then click on the “Save Expense” button.
- **Professional Dues** – Concur will default the information in from the card. Attach the receipt, then click on the “Save Expense” button.

After you type in the appropriate information in each expense type, you must attach receipts to the expenses before you can submit the report. Instructions for attaching receipts are on page 14.

ALLOCATING AN EXPENSE

There are some expenses that might need to be charged to a different FOAP than the default or to more than one FOAP. In order to record them, you will need to allocate your expenses. There are multiple ways to reallocate the expense.

- Click on any expense you would like to allocate.
- Click the "Allocate button.



- Choose whether you would like to allocate by percentage or amount by clicking on the Percent or Amount buttons.
- To allocate by percentage:
    - Click the "Add" button for the first default FOAP, and then click "Save". Enter the percentage amount in the Percent % field. If you are not using the default FOAP that was in the Header tab, you can select another FOAP using the same search function that was described in the Header section.
    - Click the "Add" button to add the additional FOAPs and percentages.
    - Keep adding lines until you allocate 100% of the expense.
        - Concur will keep track of the total for you at the top of the allocation window
    - Click the "Save" button to retain your changes and return to your document.
- To allocate by dollar amount:
    - Click the "Add" button for the first default FOAP, and then click "Save". Enter the dollar amount in the Amount USD field. If you are not using the default FOAP that was in the Header tab, you can select another FOAP using the same search function that was described in the Header section.

- Click the “Add” button to add the additional FOAPs and amount.
- Keep adding lines until you allocate 100% of the expense.
  - Concur will keep track of the total for you at the top of the allocation window
- Click the “Save” button to retain your changes and return to your document.

- In order to see which expenses have been allocated, look for the word “Allocated” under the amount of the expense.

☐	Alerts	Expense type	Details	Date	Amount	Requested
☐		Individual Meals - Single Destination	Reno, Nevada	09/12/2022	$310.50	$310.50 Allocated

- When you click on the word, Concur will bring up the allocation for your review:

Allocated

Total Allocated
$310.50

Code	Percent
110000-311011-1620	50
110000-311071-1620	50

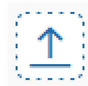
View Allocation

- Click the “View Allocation” link to edit or add additional allocations.

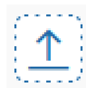
Another method is to reallocate after all of the expenses are entered.

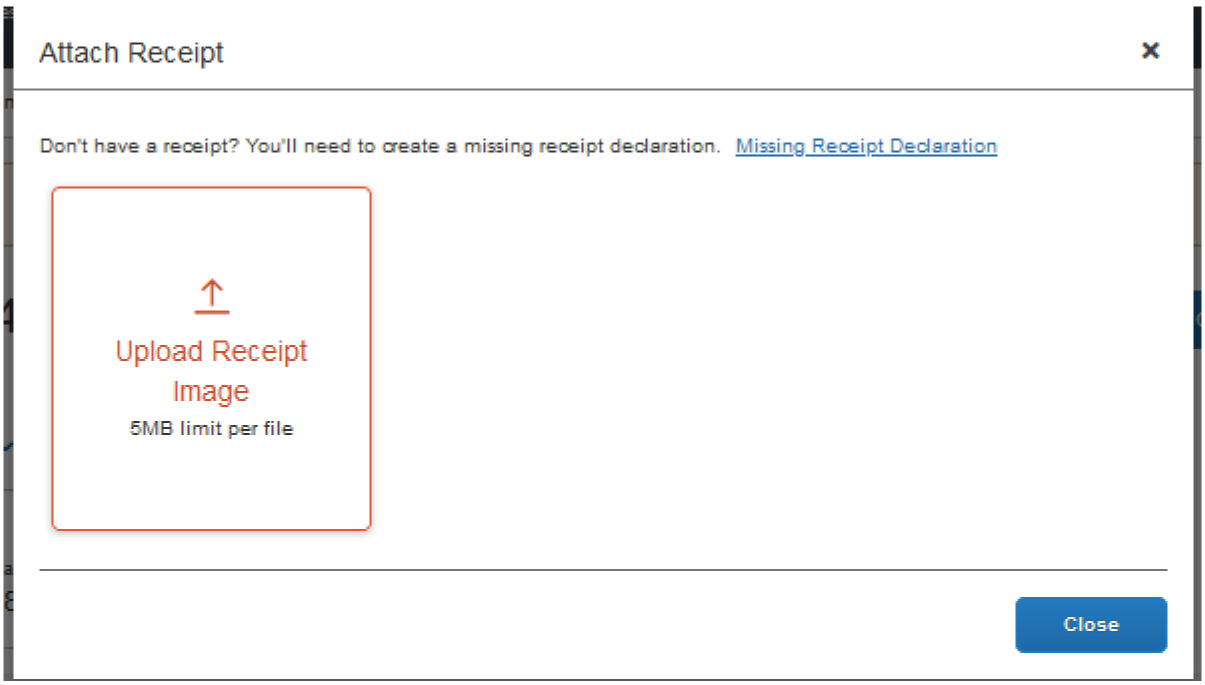
- Check the box for each expense that will need allocated.
- Click the “Allocate” button and follow the steps above for allocating by percent or dollar amount.

ADDING RECEIPTS

All expenses that require a receipt will have the  icon. There are several ways to add receipts to Concur, and this guide is going to show the methods for adding receipts. The easiest way is to upload the receipt while editing the expense details or itemization information.

Uploading Receipts through the Web Application:

Click on the missing receipt icon  then click the “Upload Receipt Image” button.



Concur will open a window that will include all of the receipts you have uploaded. In order to load files from your computer into Concur, follow the following steps:

- Click on the “Upload” button.
- Choose a document that is on your computer.
- Click the “Open” button.
- You can attach up to 10 documents at a time.
- Click on the “Close” button once you are done.

Please do not attach receipts in a batch and either leave them attached to the document as a whole or attach the entire batch to each expense type.

Uploading Receipts through the Mobile Application:

The Concur application allows you to take pictures of your receipts and attach them to the Expense Report. The app is available on iOS and Android by searching for "SAP Concur". Once you have downloaded the app to your mobile device, please follow these steps:

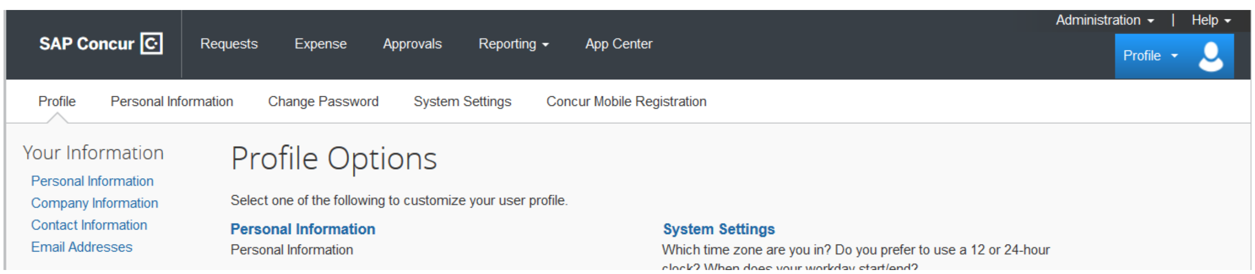
- The first time you download the app:
    - Login with your e-mail and password.
    - Click on the three lines at the top left corner of the screen.
- If you are submitting your own travel (not using a delegate), please follow these instructions:
    - Click on the "ExpenseIt" icon that looks like a camera in the bottom left corner.
    - Let the application focus on your receipt and take the picture.
    - Concur will allow you to crop the photo, and once you are done if the picture is legible and contains all the required information, click "Done" at the bottom right corner.
    - If not, click "Retake" at the bottom left corner and try again.
    - Once you click "Done", Concur ask you to confirm the amount of the receipt. If the amount provided is incorrect, click "Incorrect" and type in the correct amount.
    - Click "Done" for Concur to start analyzing the receipt for additional information to apply to the Expense Type. Click "Next Receipt" to add another receipt.
    - If you have started your Expense Report, you can attach the expense and receipt to it.
    - If not, you can attach it to the Expense Report later on the web version.
- If you are using a delegate to submit your travel, please follow these instructions:
    - Once you login, click on the three bars in the top left corner.
    - Click on "Settings".
    - Slide the toggle switch next to the phrase "ExpenseIt" to Off.

- Click “Close” at the top right corner.
- Click on the “Receipt” icon that looks like a camera in the bottom left corner.
- Let the application focus on your receipt and take the picture.
- If the picture is legible and contains all of the required information, click “Done” at the bottom right corner of the screen.
- If not, click “Retake” at the bottom left corner and try again.
- Once you click “Done”, Concur will upload the receipt to your profile and the delegate can access it on the web application in the View Available Receipts option under the Receipts dropdown.
- Receipt images can then be dragged and dropped to expenses in the Expense Report.

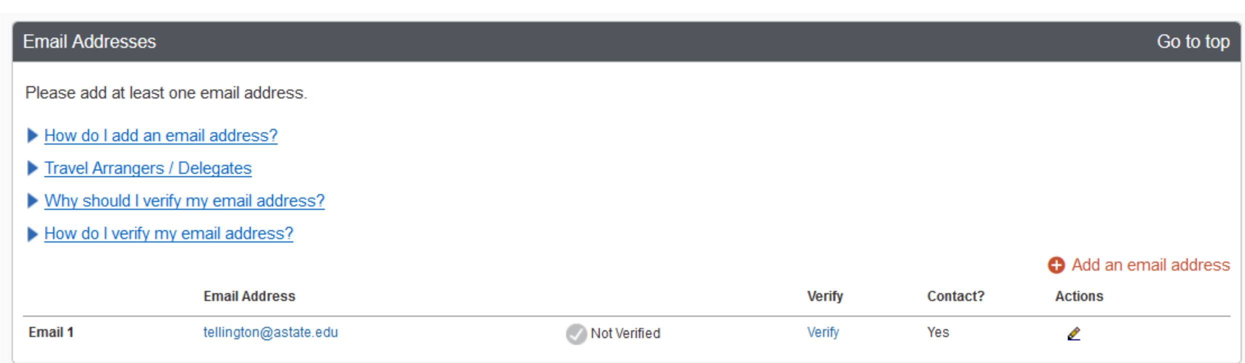
Uploading Receipts by email:

Concur allows the Traveler to email receipts from up to 3 verified email addresses to receipts@concur.com. The receipt can be the email itself or an attachment.

- Click on the Profile and select on the Profile Setting option. On the left side of the settings window, select Email Addresses.



- The A-State email will be ‘Email 1’, click the Verify link and follow the instructions to verify the email address.



- Once the email has been verified the Traveler can send receipts by email to receipts@concur.com and the receipts will appear in the Available Receipts list.

PRINTING YOUR DOCUMENT

There is no requirement to print your expense report, but you can if you would like to keep a copy.

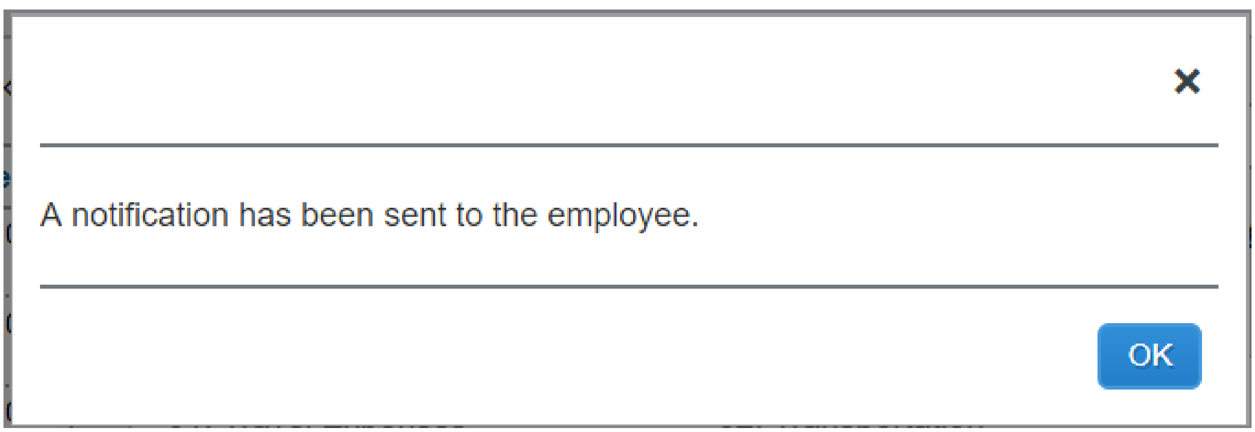
To print a copy of the Request:

- Click on the "Print/Email" dropdown
- Click on *Detailed Report with Summary Data
- Concur brings up a printable document that includes the information from the Expense Header and Expense tabs.
- Choose the "Print" button to print the document.

SUBMIT THE EXPENSE REPORT

Submitting as a Delegate

- Click on the "Notify Employee" button.
- You will receive this message:



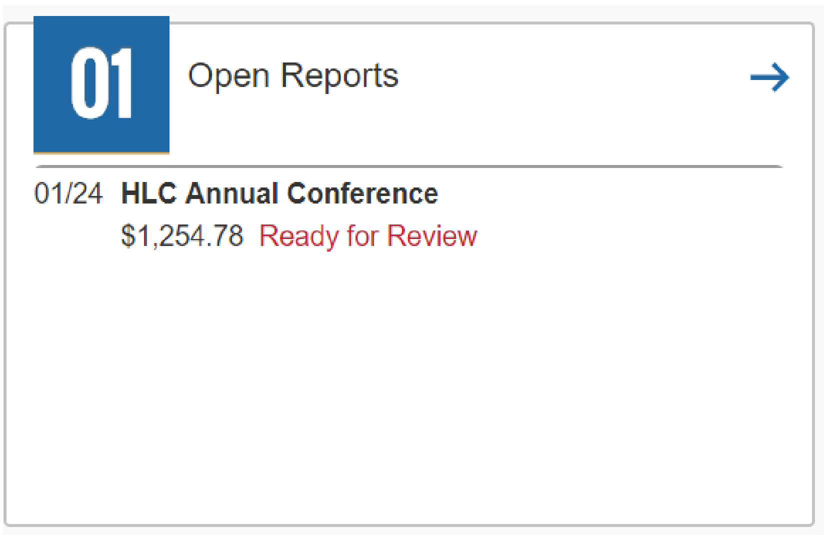
- Click "OK"
- Concur will take you back to the "Manage Expense" page, which will show you the available expense list and any open expense reports. The Report Library will show all reports for the last 90 days, including the Report Name,

Report ID, Comments, Status, Payment Status, Report Date (after the traveler submits the document), and the total dollar amount of the report.

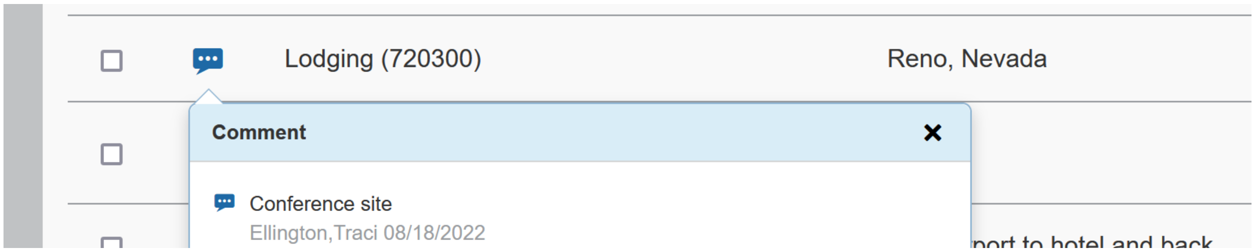
- Concur will send an e-mail to the traveler, and a green checkbox image will appear on the traveler's expense list to let them know the report is ready to submit.

Submitting as a Traveler with a Delegate

- You will receive an e-mail when your document is ready to submit.
- On the main menu, Concur will put documents awaiting your submission in the Open Reports section:



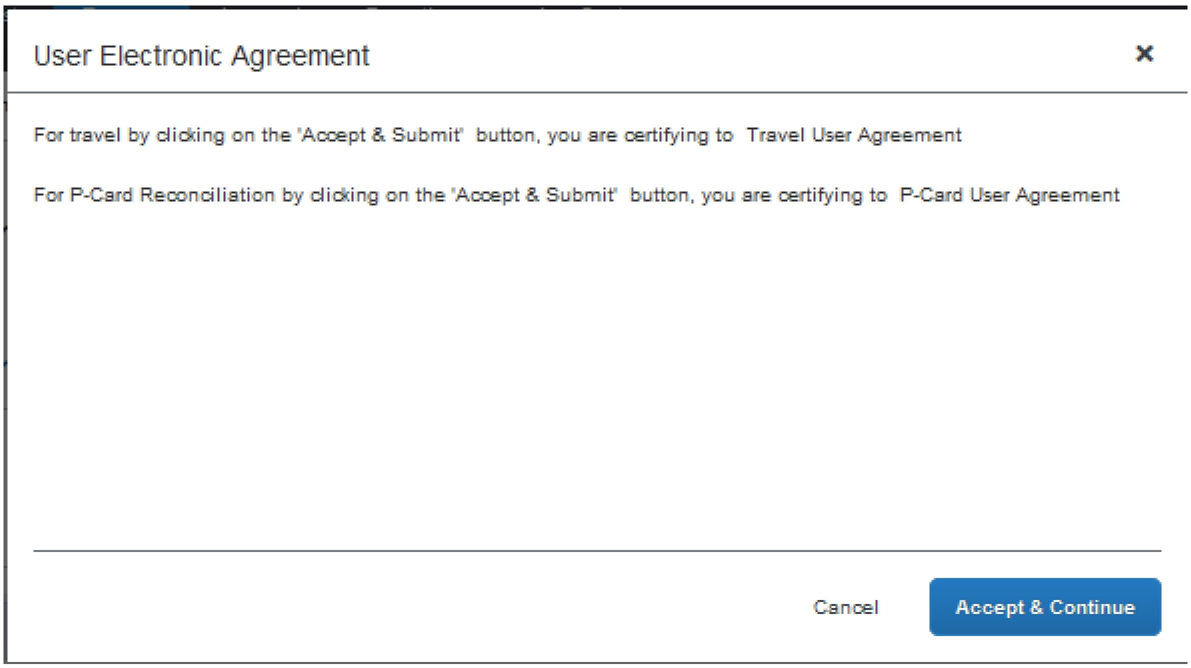
- Click on the report title.
- Review the report, including header, itinerary, and expenses.
- If any field is incorrect, you can change the information. If you are changing a field in a specific expense, click on the "Save" button once you are done making the change.
- You can see any comments your delegate entered by hovering your cursor over any of the blue circle comment icons:



- You can see the attached receipts by clicking on the image.
- You can review any FOAP reallocations by clicking on the "Allocated" link.

☐	Alerts ⇅	Expense type ⇅	Details ⇅	Date	Amount ⇅	Requested ⇅
☐		Individual Meals - Single Destination	Reno, Nevada	09/12/2022	$310.50	$310.50 Allocated

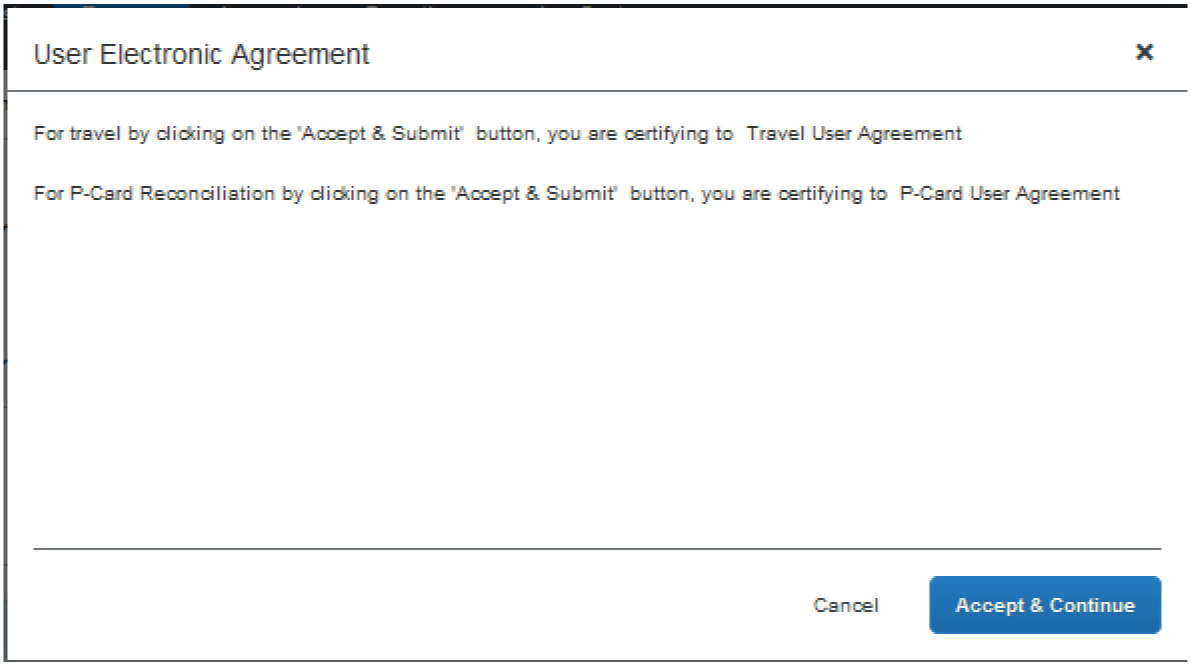
- Once you have reviewed the report and agree that it is correct, click the "Submit Report" button.
- You will receive the following message:



- Click on "Travel User Agreement" to review the certification statement.
- Click the "Accept & Continue" button if you agree with the statement.
- Click "Cancel" if you do not and make appropriate changes.
- Click "Submit Report" on the Report Totals window.

Submitting Request as a Traveler (no Delegate)

- Once you are done entering in the expenses, click the “Submit Request” button.
- You will receive the following message:

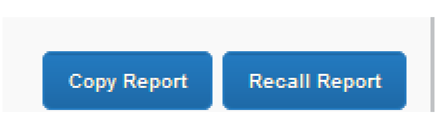


- Click on “Travel User Agreement” to review the certification statement.
- Click the “Accept & Continue” button if you agree with the statement.
- Click “Cancel” if you do not and make appropriate changes.
- Click “Submit Report” on the Report Totals window.

HOW TO RECALL A REPORT

At any time in the approval process, the Department Card Custodian can recall the expense report to make a change.

- Once you login to Concur, click on the “Expense” link in the top left corner.
- Concur will list your active report - click on the report you would like to recall.
- Click on the “Recall Report” button in the top right corner of the screen.



- Click the “Yes” button when the confirmation pop-up appears.
- You will receive a confirmation message that the report has been recalled and you can now make appropriate changes and resubmit.
- The recalled report will have to go through the entire approval queue again.

PAYING BACK A NON-ALLOWABLE DEPARTMENT CARD CHARGE

If it is determined that the Department Card was used for a non-allowable charge, the Traveler is responsible for paying the amount of the charge back to the University.

- Change the Expense Type on the credit card charge to “Personal/Non Reimbursable” and attach the charge receipt.
- Use Marketplace to pay back the balance with a personal debit or credit card or electronic check. Contact the Travel Office for the private Marketplace link.
- Upload the receipt into Concur and append it to the transaction receipt by dragging and dropping it onto the transaction. Select “Yes” to append the new image.
- You must enter comments to explain what happened.
- If only part of the charge is non-allowable, code the Expense Type for what the charge was for then itemize to separate the allowable amount from the non-allowable.
    - Change the itemized Expense Type for the non-allowable amount to “Personal/Non Reimbursable” and enter comments to explain what happened.
    - Attach both receipts to the transaction.
- Finish the rest of the expense report and submit for approval.