CONCUR EXPENSE GUIDE INCLUDING T-CARD TRANSACTIONS

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

Updated October 2022

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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 Expense 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 Eric Jones (2005) or Traci Ellington (3261) for your initial password.
    - 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 our Security Administrators 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 do the Manage Requests page that defaults to all open requests within the last 90 Days. Change the view options to see older requests.

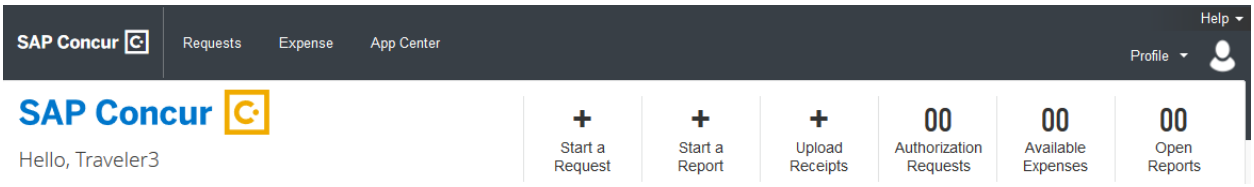
Expenses takes you to the Manage Expenses page that shows all in process expense reports, any available expenses, and uploaded receipt images. Click Report Library to see all open expenses reports within the last 90 Days. Change the view options to see older expenses reports.

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.

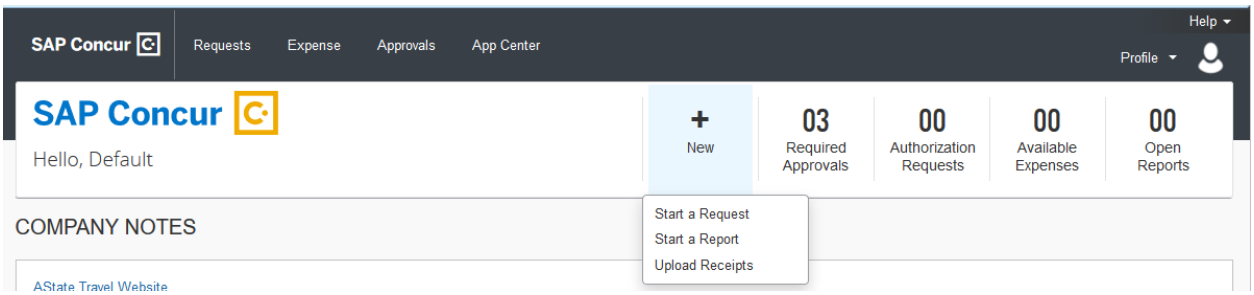
We currently do not use the App Center page. To return to the main menu click on the SAP Concur link in the top left corner.

The main menu is divided into 3 sections –

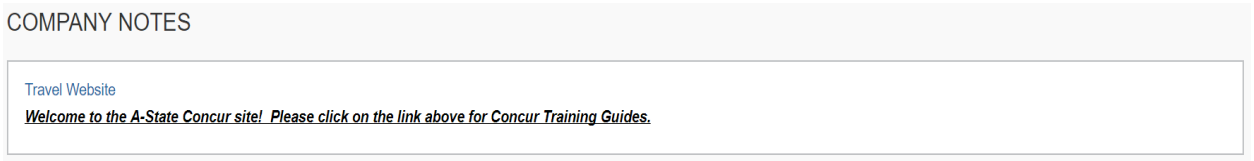
The top section gives you quick access to start a travel request, expense report, or upload receipts.



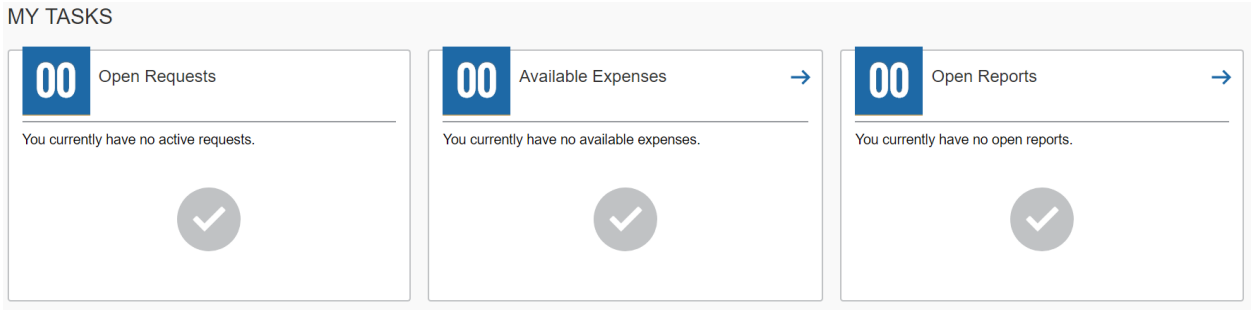
Or hovering over “New” to see the options:



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.



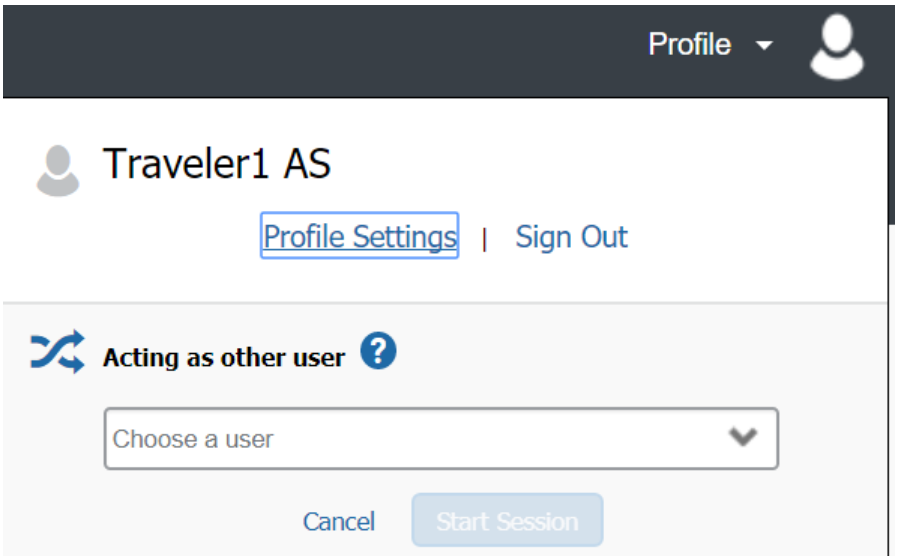
The third section shows you the open requests, available expenses, and open reports. For approvers, this section shows required approvals, available expenses, and open reports.



HOW TO START A SESSION AS A DELEGATE

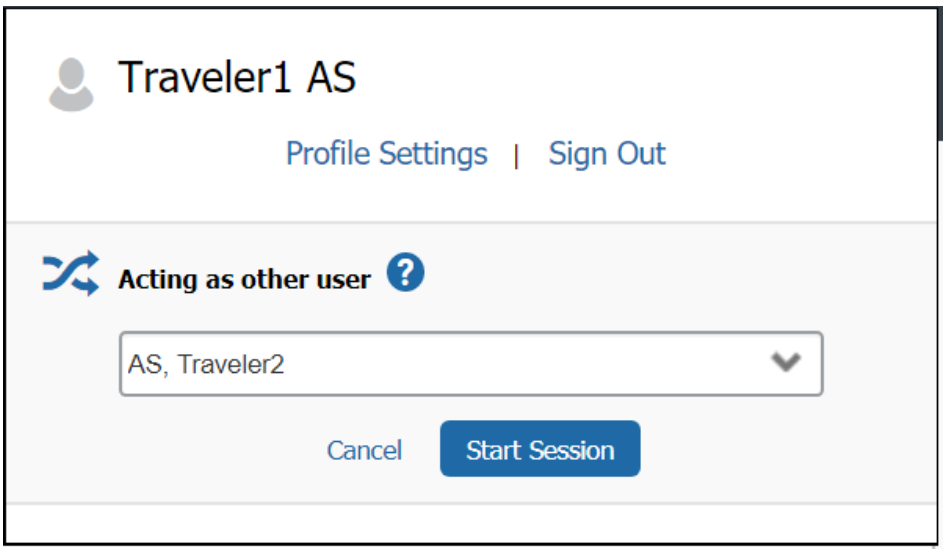
At the top of the main menu, click on the Profile drop down arrow:

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

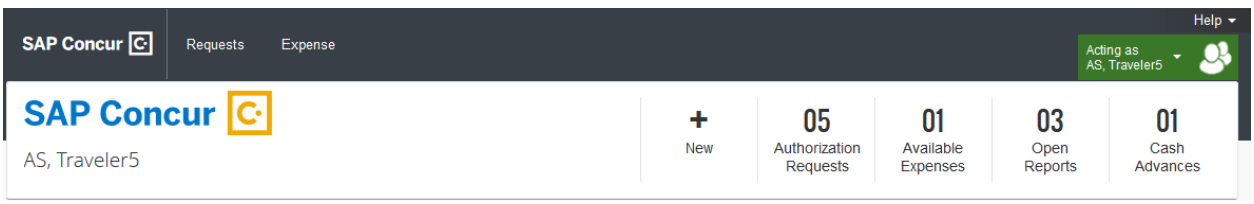


For delegates with multiple travelers, if a list does not appear start typing in the last name of the traveler.

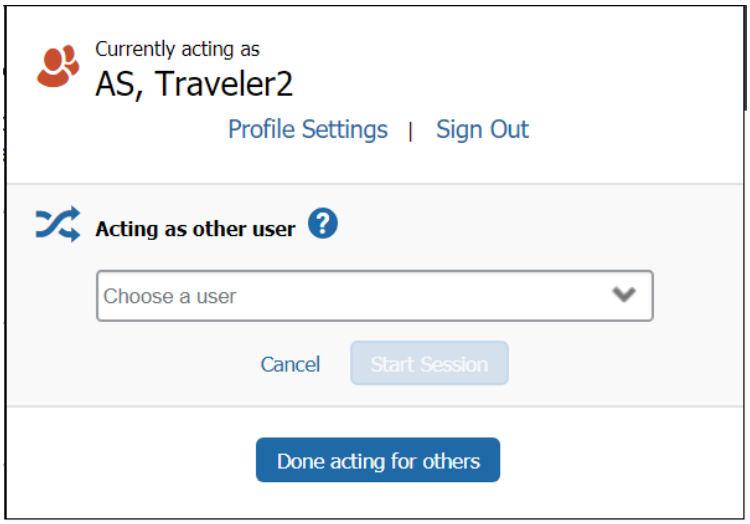
Choose the appropriate traveler, and click the “Start Session” button:



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

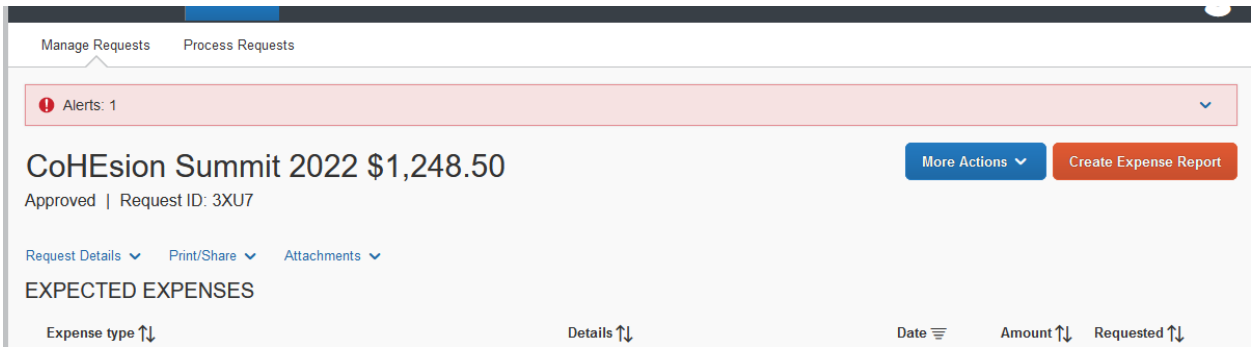


When you are ready to stop being a delegate for the traveler, click on the green button, and choose “Done acting for others”.



STARTING AN EXPENSE REPORT FROM A REQUEST

After you login to Concur, click on the Requests link, which will take you to your Active Requests list. Find the Request for the trip you have just completed, and click to open it. Click the “Create Expense Report” button in the top right corner.



If you do not see the Request in the Active Requests list, click on the View button and select “All Requests” from the dropdown menu.

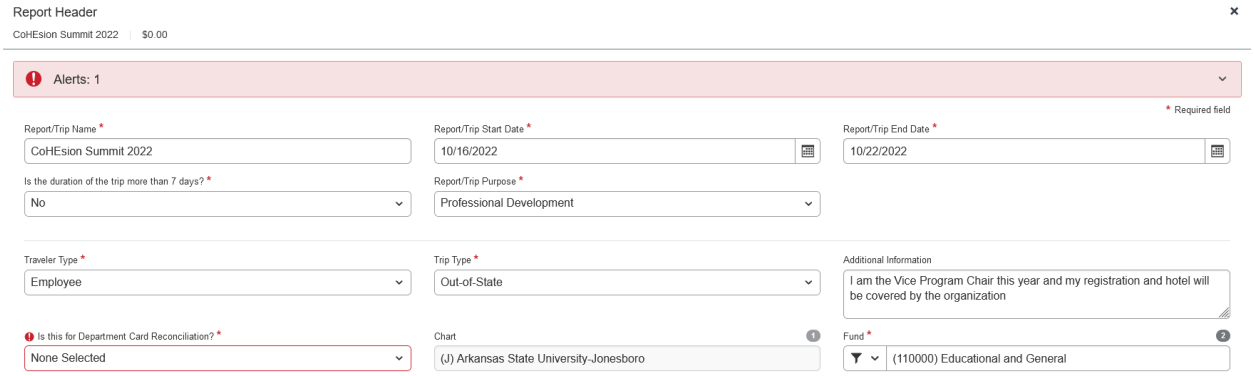
Note: All travel reimbursements and T-Card reconciliation expense reports must have a request associated with them.

REPORT HEADER

The Header will include the information you entered in the Request Header, except for changes to the FOAP. To open the Report Header click on the Report

Details link and select “Report Header” from the drop down. Make any changes to the Trip Name and Dates. Make sure to answer the question for if the trip is more than 7 days.

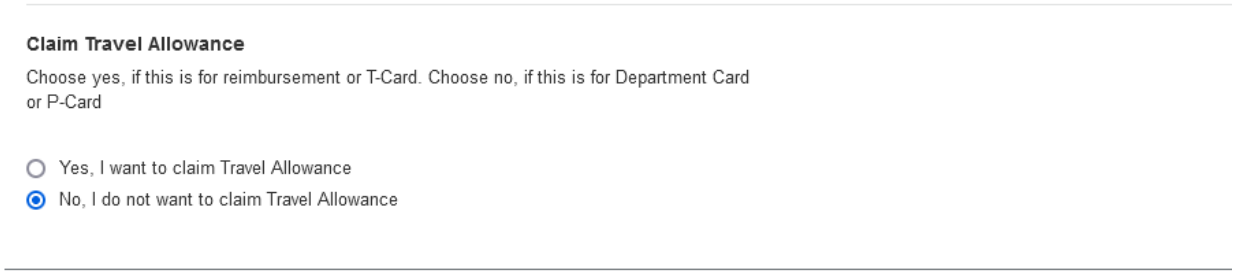
Select “No” for the “Is this for Department Card Charges?” field. Please indicate in the “Final Expense for Attached Request?” field if this is the last Expense Report for the Request Report. The default funding source will come from the traveler’s profile, update if necessary.



Scroll to the bottom of the Report Header window to indicate if a Travel Allowance (Itinerary) is needed. For T-Card reconciliation and reimbursements the itinerary is required.

To reconcile a cash advance, see page 33.

Answer the Travel Allowances question “Yes” for travel reimbursements or T-Card reconciliation and click the “Next” button at the bottom of the window to proceed.



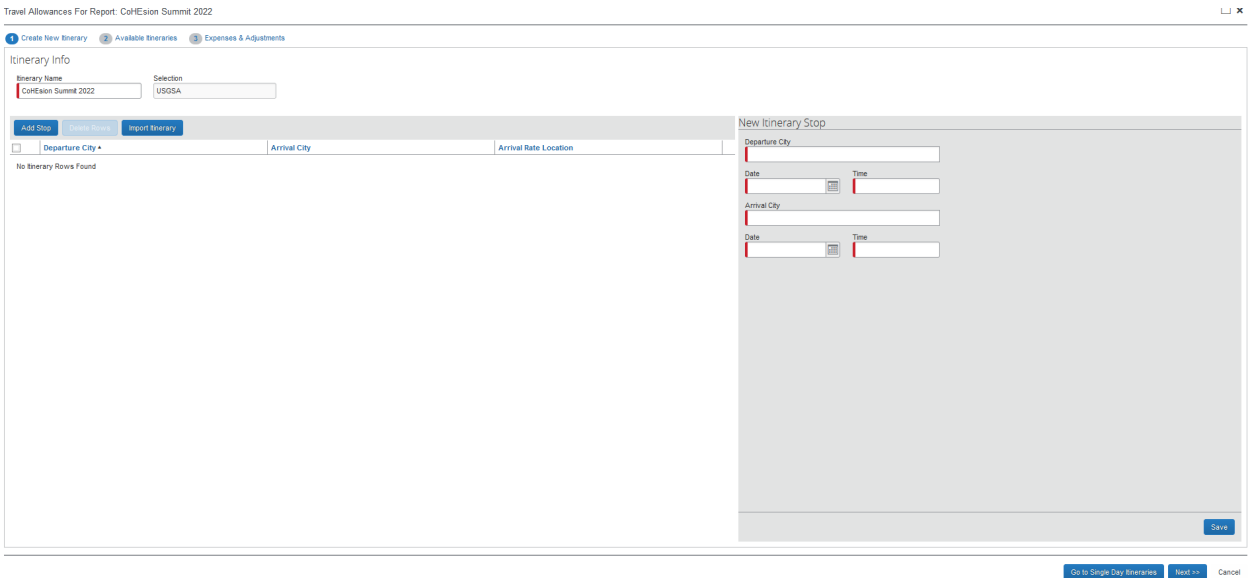
Note: All travel reimbursements and T-Card reconciliation expense reports must have a travel itinerary. Answering “No” to the question will bypass this step and

cause exception errors preventing the traveler from submitting the report or cause the report to be returned for corrections.

ITINERARY SCREEN

Concur will bring up an itinerary window, which the program needs to properly record per diem amounts.

Note: if you have done a previous expense report for the same trip, by pass the Create New Itinerary part by clicking the “Next” button at the bottom right corner of the window.

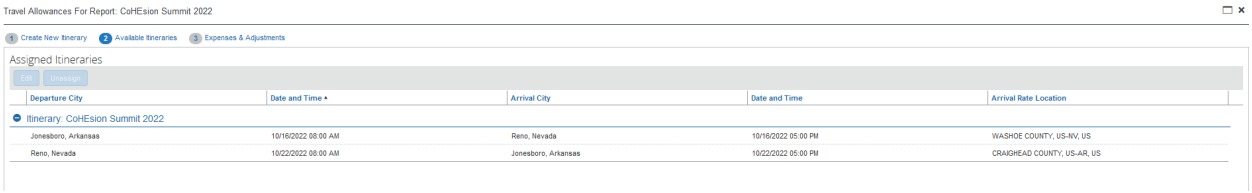


For the first “New Itinerary Stop”, fill all the fields. The Time fields are required, for a single destination trip you can enter 8 AM to 5 PM. The specific time only matters when having to record multiple stops. Also, for a single destination trip do not include the stops between leaving the home location (i.e. Jonesboro) and arriving at the destination. Such as, having to travel to Memphis Airport to fly to the final destination. Only enter the departure location and the final destination location.

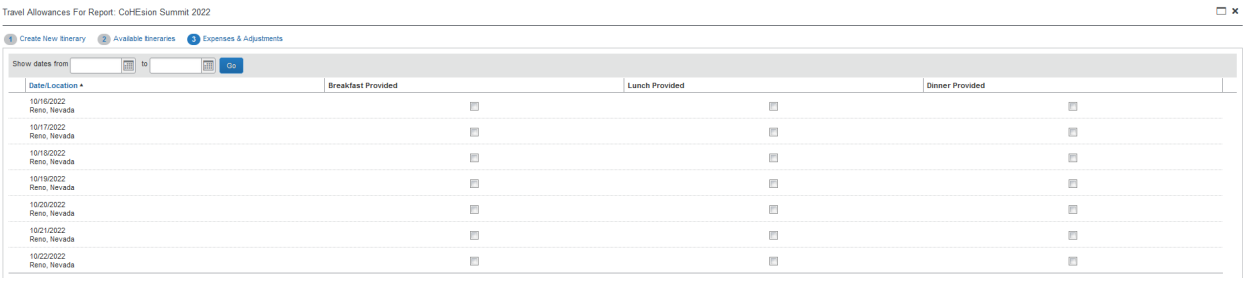
Notice this is the first day of travel only, not the entire trip. Once you complete the first day, click the “Save” button, then fill out the “New Itinerary Stop” for the next time you will go to another city. For most cases, this will be the last day of travel, but you could have more than two Itinerary Stops if there will be multiple

stops in your trip. Once you have completed all of the Itinerary Stops, click on the “Next” button at the bottom right corner of the window.

The next screen will show you the itinerary you just entered, and if it is correct, press the “Next” button at the bottom right corner of the window.

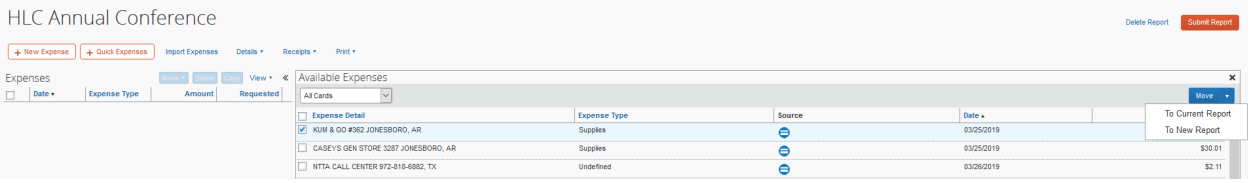


The next screen will reduce the per diem if a meal was provided by another source- **this is not required**. Leave all of the boxes unchecked, and click on the “Create Expenses” button at the bottom right corner of the window.



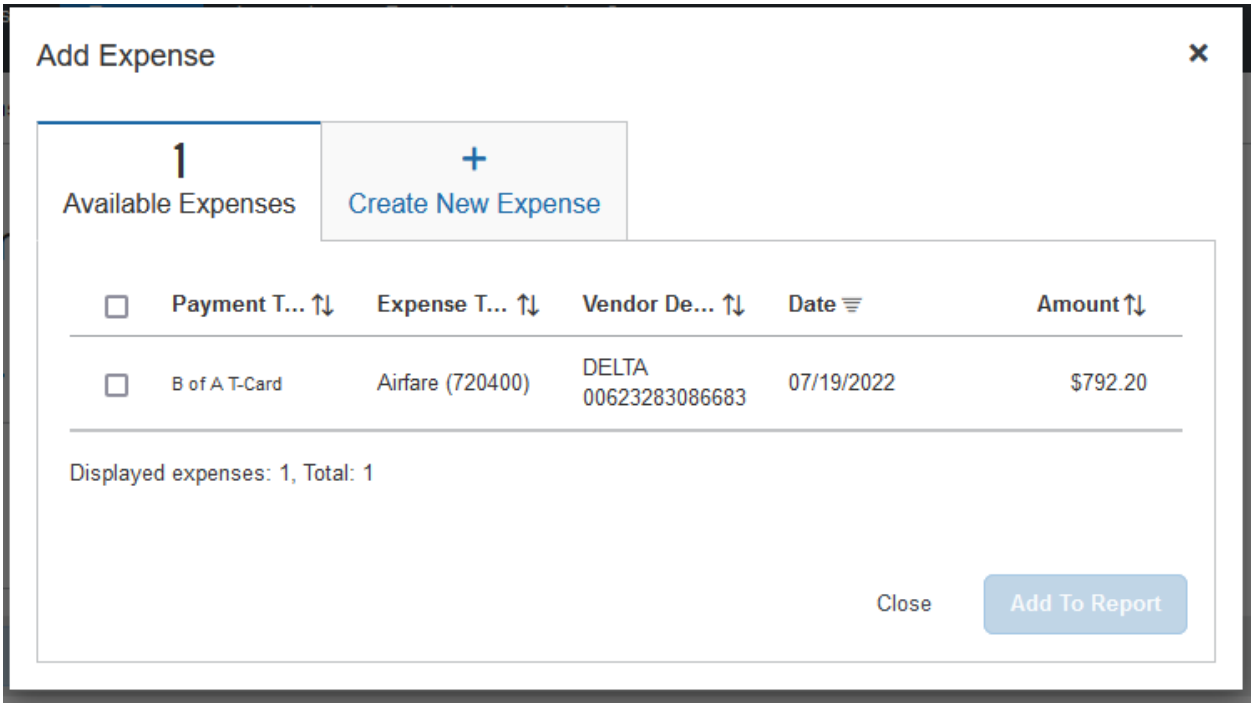
EXPENSES

The Expenses screen gives you the ability to list the expenses you have incurred on your trip, as well as reconcile T-Card transactions incurred for the trip. Department Card transactions are reconciled on a separate expense report processed by the Department Card Custodian. However, the expenses can also be recorded on the Traveler's expense report as non-reimbursable expenses to show the true cost of the trip.



Click the "Add Expense" button to select any T-Card transactions in the Available Expenses tab or add a reimbursable by selecting the expense type from the Create New Expense tab.

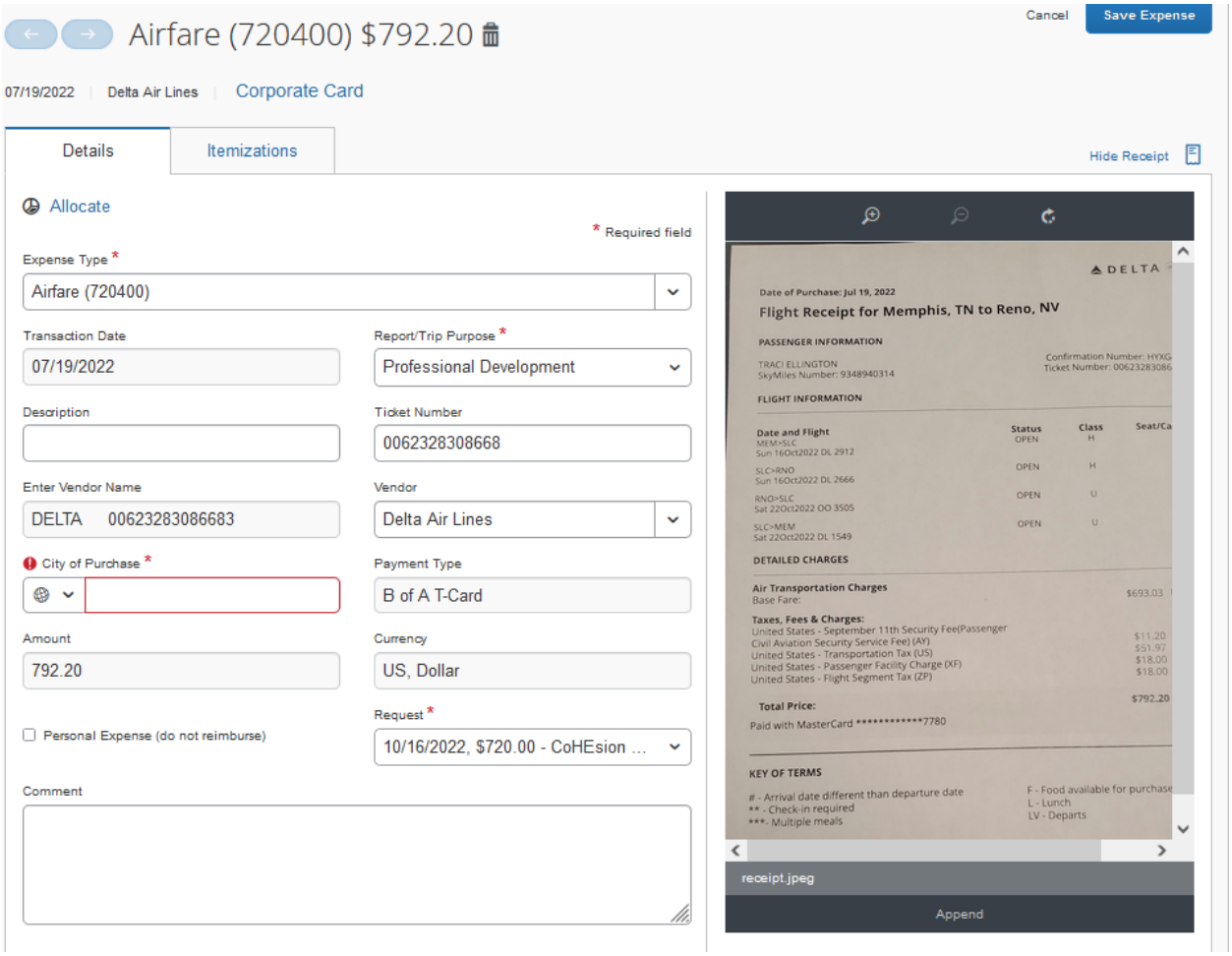
For T-Card transaction check the box for each transaction that should be put on the report, then click the "Add To Report" button.



Concur will return you to the Report with all the transactions selected now showing in the Expenses list. Click on each transaction in the Expenses list to

update information and attach appropriate receipts. Any “Undefined” expenses will need to have the appropriate Expense Type selected.

To reallocate an expense, see page 17.



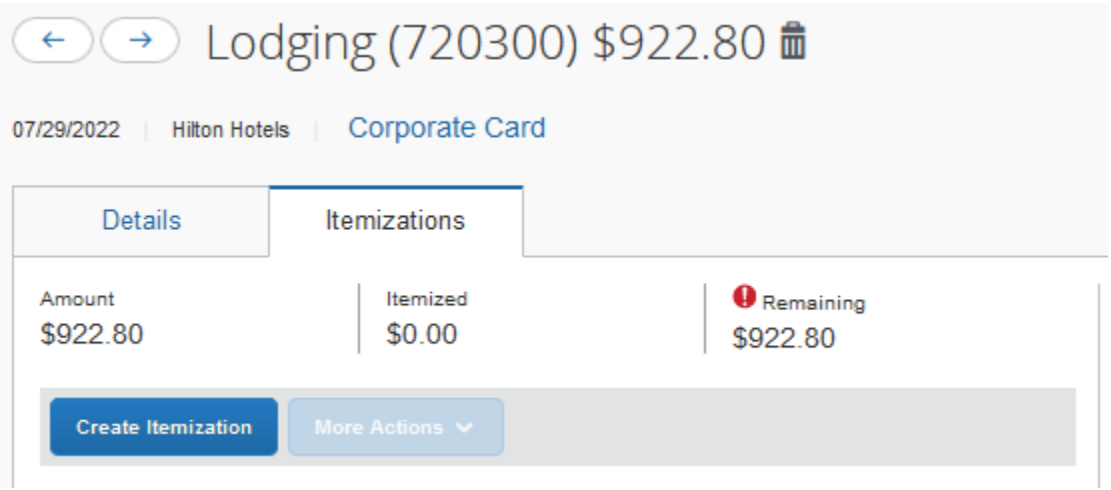
Enter additional information about the credit card charge in the Description field. Click the “Save Expense” button after completing the updates.

Enter all the expenses (reimbursable and non-reimbursable) associated with the trip along with the necessary backup documentation. To start reporting reimbursables, click on the appropriate expense from the Create New Expense list.

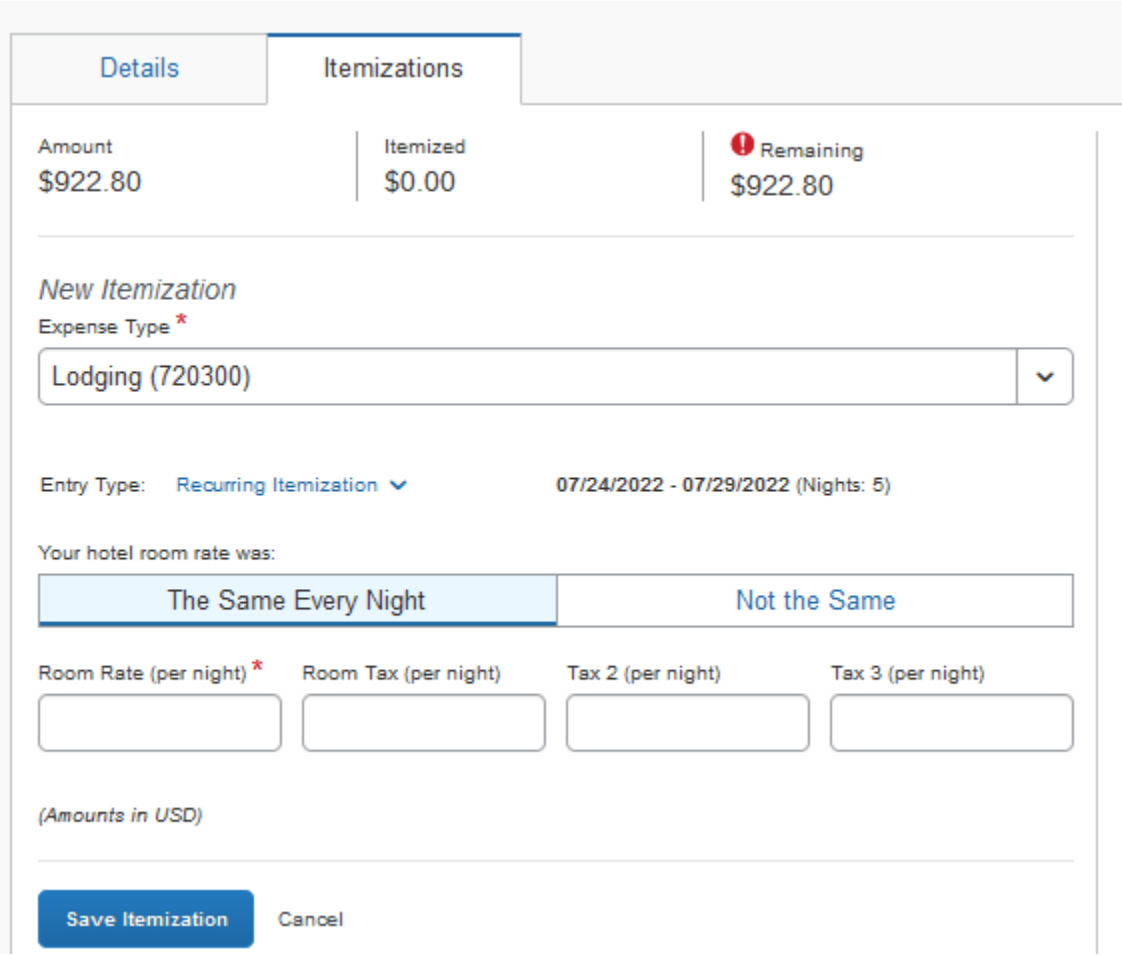
The Expense Type options include:

- **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 – Select how the lodging bill was paid from three options – Out of Pocket, A-State Credit Card (Departmental Card), or A-State Requisition (for direct billed lodging).
    - 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.

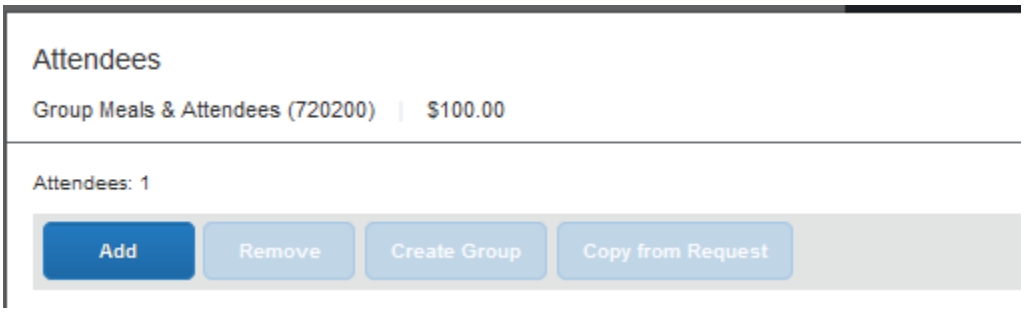


- Check-in Date – Concur will feed from card transaction or manually enter for reimbursing a Traveler.
- Check-out Date – Concur will feed from card transaction or manually enter for reimbursing a Traveler.
- Number of Nights – Concur will calculate from the Check-in and Check-out Dates.
- Room Rate – 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

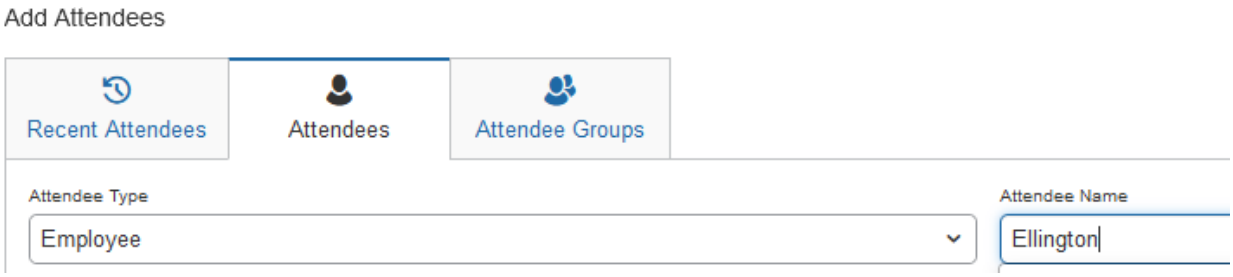
hotel bill then you can keep adding itemizations until the total equals the amount of the hotel bill.

- **Airfare** – Concur will fill in Expense type, Report/Trip Purpose, and the corresponding Request Report entry. Change the Transaction Date to your departure date, and type in the name of the City of Purchase (in most cases, this will be Jonesboro, Arkansas). Choose the appropriate Payment Type. Type in the amount of your airfare receipt, then click on the "Save" button.
- **Car Rental** – Concur will fill in the Expense Type, Report/Trip Purpose, and corresponding Request Report entry. Type in the first date of your car rental, select the vendor name from the drop down, and type in the name of the City of Purchase (in most cases, this will be Jonesboro, Arkansas). Choose the appropriate Payment Type. Type in the amount of your car rental receipt, then click on the "Save" button.
- **Fuel** – Concur will fill in the Expense Type and Report/Trip Purpose. Type in the date of your fuel purchase and choose the appropriate Payment Type. Type in the amount of your fuel receipt(s), then click on the "Save" button. Repeat for each day you incur fuel charges.
- **Ground Transportation** – This expense will include taxis, rideshares like Uber or Lyft, trains, or public transportation. Concur will fill in the Expense Type and Report/Trip Purpose. Type in the date of your ground transportation purchase and choose the appropriate Payment Type. Repeat for each day you incur ground transportation charges.
- **Parking** – Concur will fill in the Expense Type and Report/Trip Purpose. Type in the date of your parking purchase and choose the appropriate Payment Type. Type in the amount of your receipt(s), then click on the "Save" button. Repeat for each day you incur parking charges.
- **Mileage** – Concur will fill in the Expense Type. Type in the date and the departure and arrival cities. If you are using the mileage from the grid on the travel website, please type in the amount of miles from grid and enter "Grid" in description. If you are using a mileage log, type in the amount from the mileage log. If you would like to use the Google Maps Mileage Calculator, click on the "Mileage Calculator" link, then click on the "Add Mileage to Expense" button at the bottom of the pop-up window.

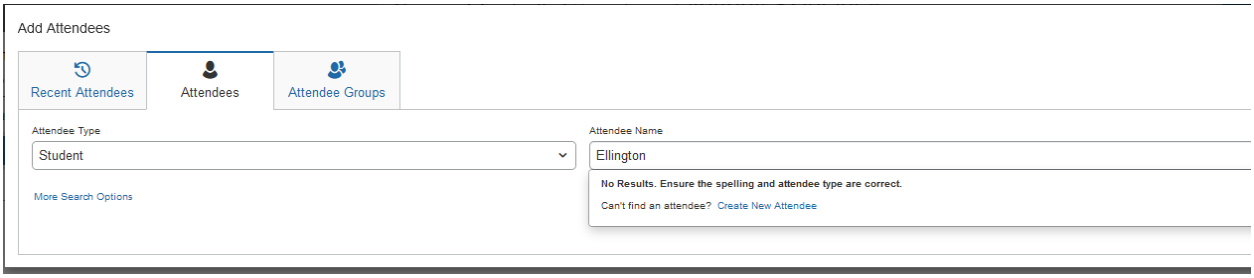
- **Trip Optimizer** – Concur will fill in the Expense Type and Report/Trip Purpose. For trips under 100 round trip miles in a day use the Mileage Expense Type and no Trip Optimizer is required. Type in the amount of the Trip Optimizer that you will claim, and attach a .pdf or scan of the document to the expense along with the proof of mileage.
- **Individual Meals** – Concur will fill in the Expense Type and Report/Trip Purpose. Type in the first date of your food purchase, choose the appropriate Payment Type, and type in the amount of your food receipt(s), then click on the "Save" button. Repeat for each day you incur food charges. Please note - Concur will limit reimbursements to 75% of per diem for the first and last day of travel, and the full per diem for all other travel days.
- **Group Meals** – If you have paid for meals for more than one person as part of your trip, please use this expense type for these meals. Concur will fill in the Expense Type and Report/Trip Purpose. Type in the appropriate date, choose the appropriate Payment Type, and type in the amount of the meal. Also, you can add the name of the attendees. Concur will bring over the names from the Request Report, but if you need to add names, click on the "Attendees" to bring up the Attendees page. Click on "Add" to search for employees on the Attendees tab.



Type in the employees last name and Concur will return any results to choose from.



To add a new attendee, choose an Attendee Type of Guest or Student by clicking on the drop down in the field. Type in the last name and if no results are returned Concur will give the option to create a new one.



Click the “Create New Attendee” link and fill in the information requested (first and last Name, affiliation for guests, or title for employees), and then click the “Create Attendee” button.

Click on “Save” if you are done adding attendees or “Save and Add Another” if you want to add more attendees. Concur will add the attendee to the list and bring you back to the expense page once you are done adding attendees.

If you choose not to add the names of the attendees, please attach a list of the names and indicate in the comment box how many attended your meal.

- **Internet/Online Fees** – Concur will fill in the Expense Type and Report/Trip Purpose. Type in the date of your internet/online fee purchase and choose the appropriate Payment Type. Type in the amount of your receipt(s), then click on the “Save” button. Repeat for each day you incur internet/online fee charges.
- **Currency Exchange Fees** – Concur will fill in the Expense Type and Report/Trip Purpose. Type in the date of your currency exchange fee purchase and choose the appropriate Payment Type. Type in the amount of your receipt(s), then click on the “Save” button. Repeat for each day you incur currency exchange fee charges.
- **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 fill in the Expense Type and

Report/Trip Purpose. Type in the date of your passport/visa fee purchase and choose the appropriate Payment Type. Type in the amount of your receipt(s), then click on the "Save" button. Repeat for each day you incur passport/visa fee charges.

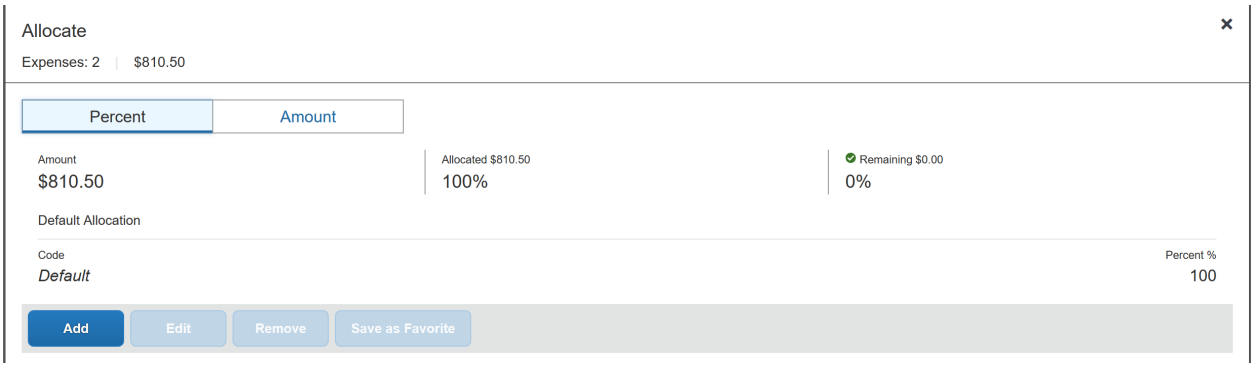
- **Registration Fees** – Concur will fill in the Expense Type, Report/Trip Purpose, and corresponding Request Report entry. Type in the date of your registration fee purchase and choose the appropriate Payment Type. Type in the amount of your receipt, then click on the "Save" button. Please remember if your registration fee includes professional dues you can split the charges to use the professional dues expense type as well.
- **Laundry-for students only** – Laundry fees are only allowable for student groups. Concur will fill in the Expense Type and the Report/Trip Purpose. Type in the date of your registration fee purchase and choose the appropriate Payment Type. Type in the amount of your receipt, then click on the "Save" button. Repeat for each day you incur laundry charges.
- **Miscellaneous** – Concur will fill in the Expense Type and the Report/Trip Purpose. Type in the date of your miscellaneous purchase, describe the purchase in the Additional Information field, enter the name of the vendor in the Enter Vendor Name field, and choose the appropriate Payment Type. Type in the amount of your receipt(s), then click on the "Save" button. Repeat for each day you incur miscellaneous charges.
- **Professional Dues** – Concur will fill in the Expense Type and Report/Trip Purpose. Type in the date of your professional due purchase and choose the appropriate Payment Type. Type in the amount of your receipt, then click on the "Save" 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 21.

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.



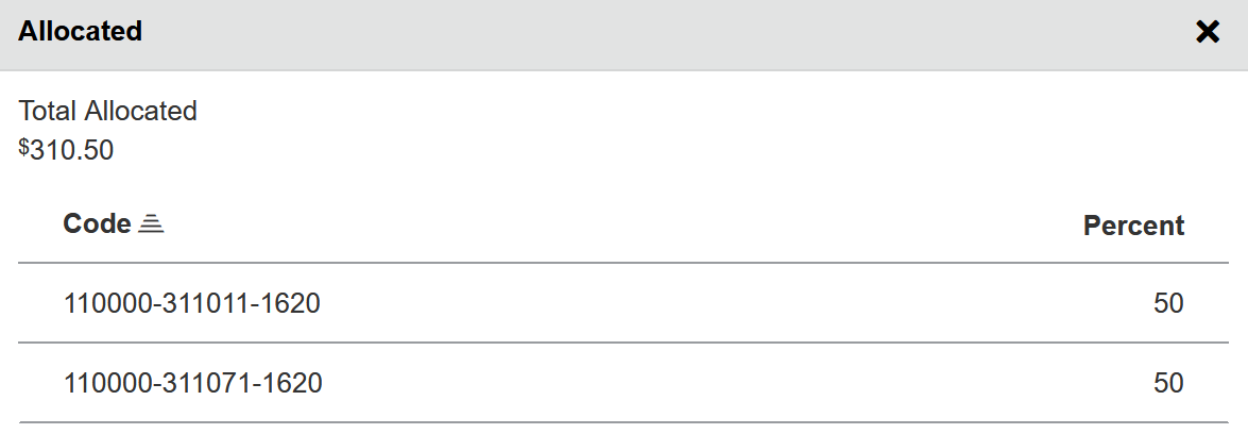
- Choose whether you would like to allocate by percentage or amount by clicking on the Percent or Amount buttons.
- To allocate by percentage:
    - Click the “Add” button for the first default FOAP, and then click “Save”. Enter the percentage amount in the Percent % field. If you are not using the default 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.

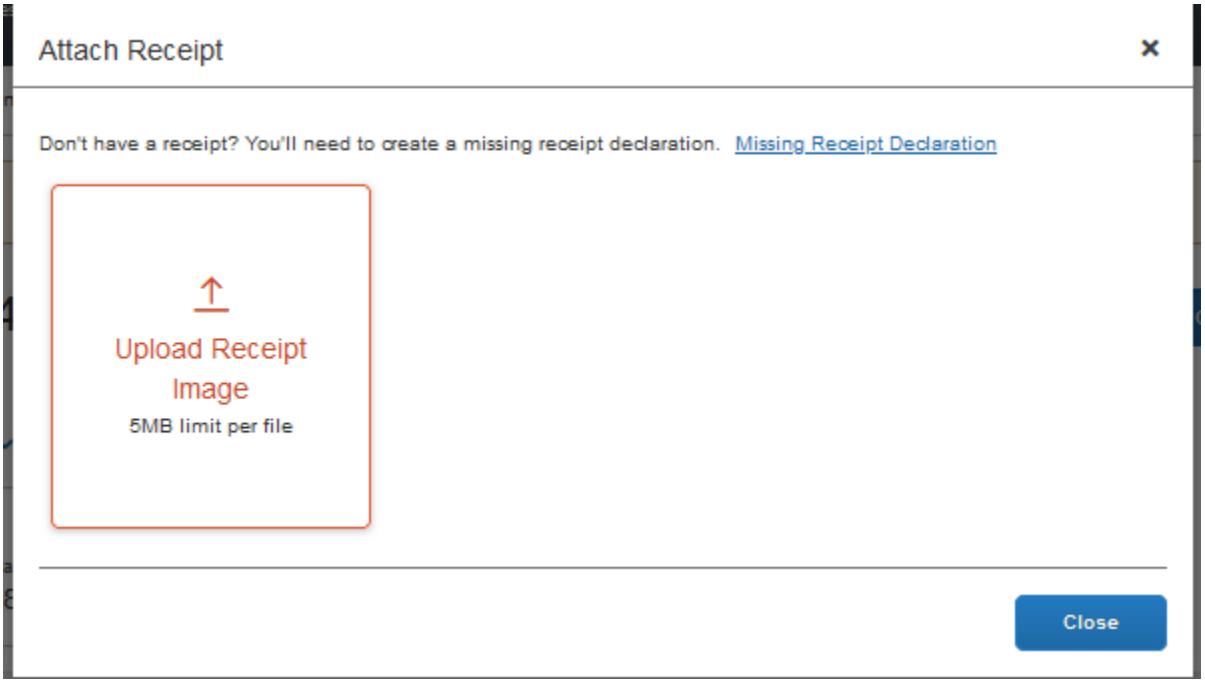
- Check the box for each expense that will need allocated.
- Click the “Allocate” button and follow the steps above for allocating by percent or dollar amount.

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:

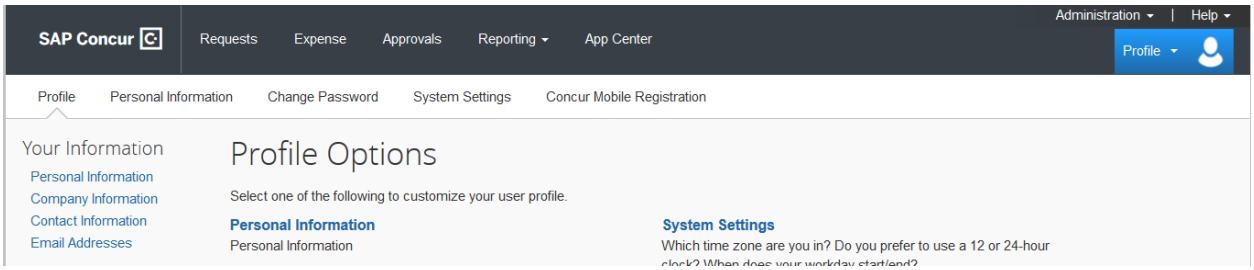
- The first time you download the app:
  - Login with your e-mail and password.
  - Click on the three lines at the top left corner of the screen.
- If you are submitting your own travel (not using a delegate), please follow these instructions:
  - Click on the "ExpenseIt" icon that looks like a camera 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.

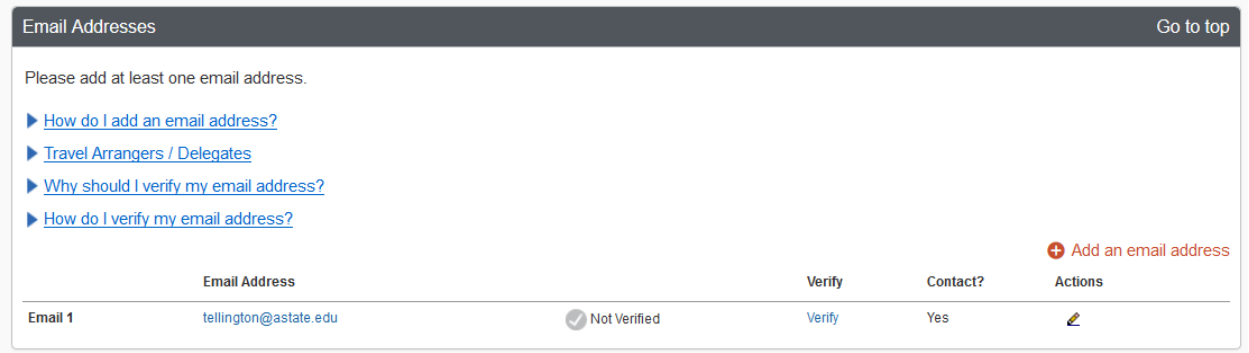
Uploading Receipts by email:

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.

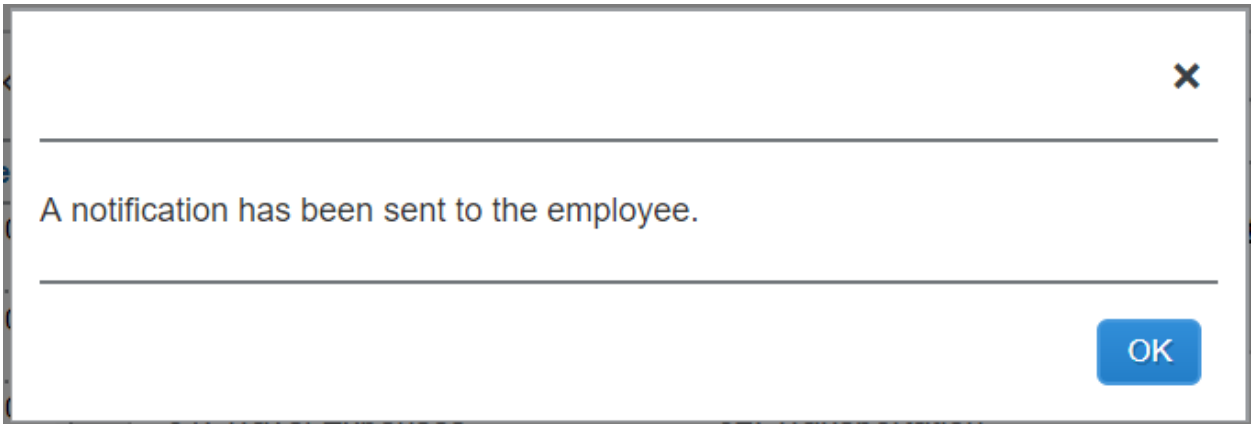
To print a copy of the Request:

- 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:



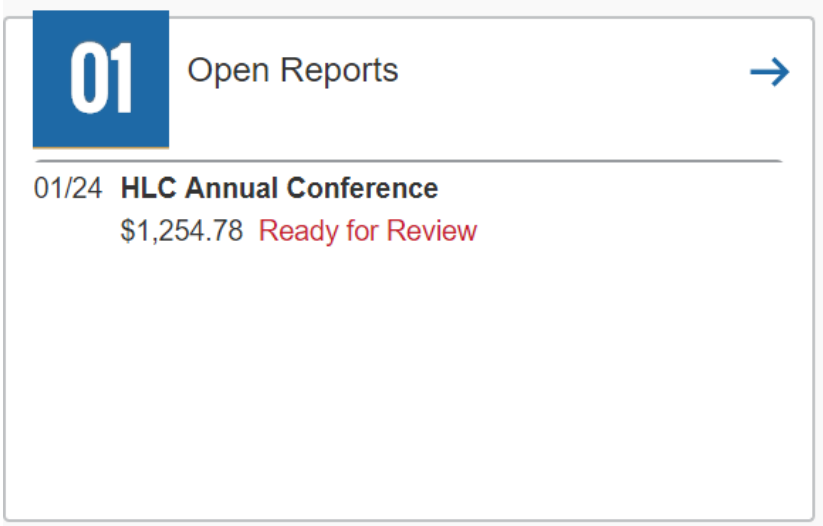
- Click "OK"
- Concur will take you back to the "Manage Expense" page, which will show you the available expense list and any open expense reports. The Report Library will show all reports for the last 90 days, including the Report Name,

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

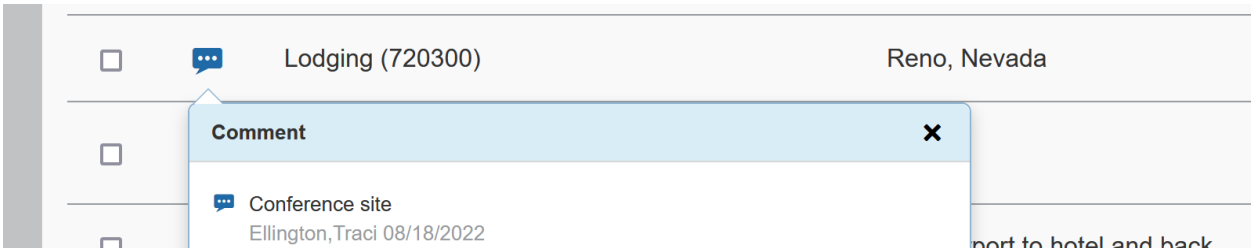
- Concur will send an e-mail to the traveler, and a green checkbox image will appear on the traveler's expense list to let them know the report is ready to submit.

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:



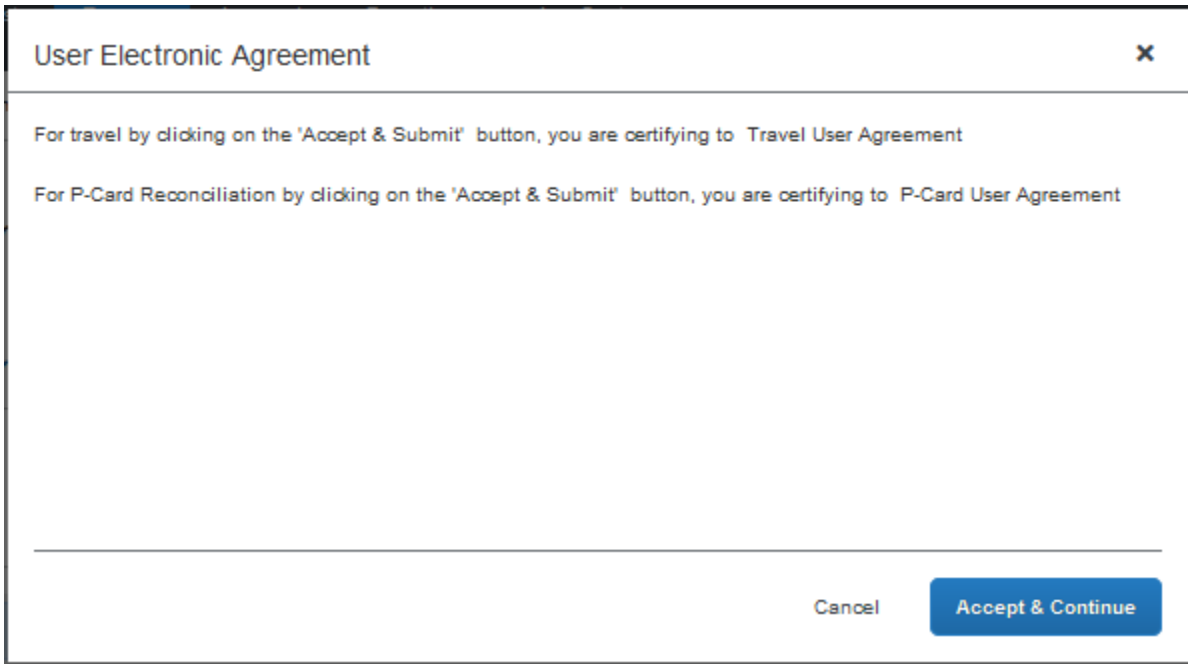
- Click on the report title.
- Review the report, including header, itinerary, and expenses.
- If any field is incorrect, you can change the information. If you are changing a field in a specific expense, click on the "Save" button once you are done making the change.
- You can see any comments your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



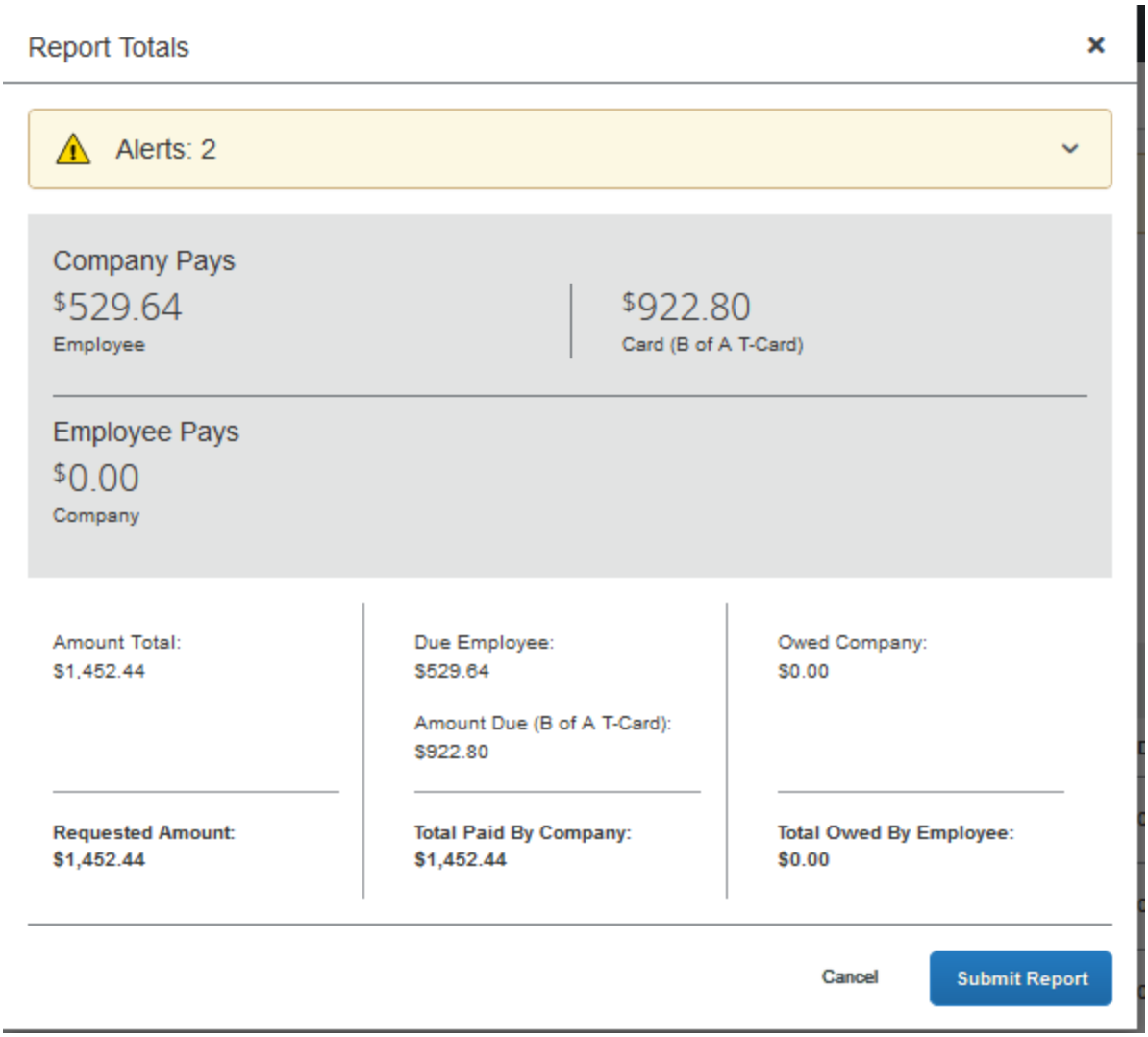
- You can see the attached receipts by clicking on the image
- You can review any FOAP reallocations by clicking on the “Allocated” link

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:

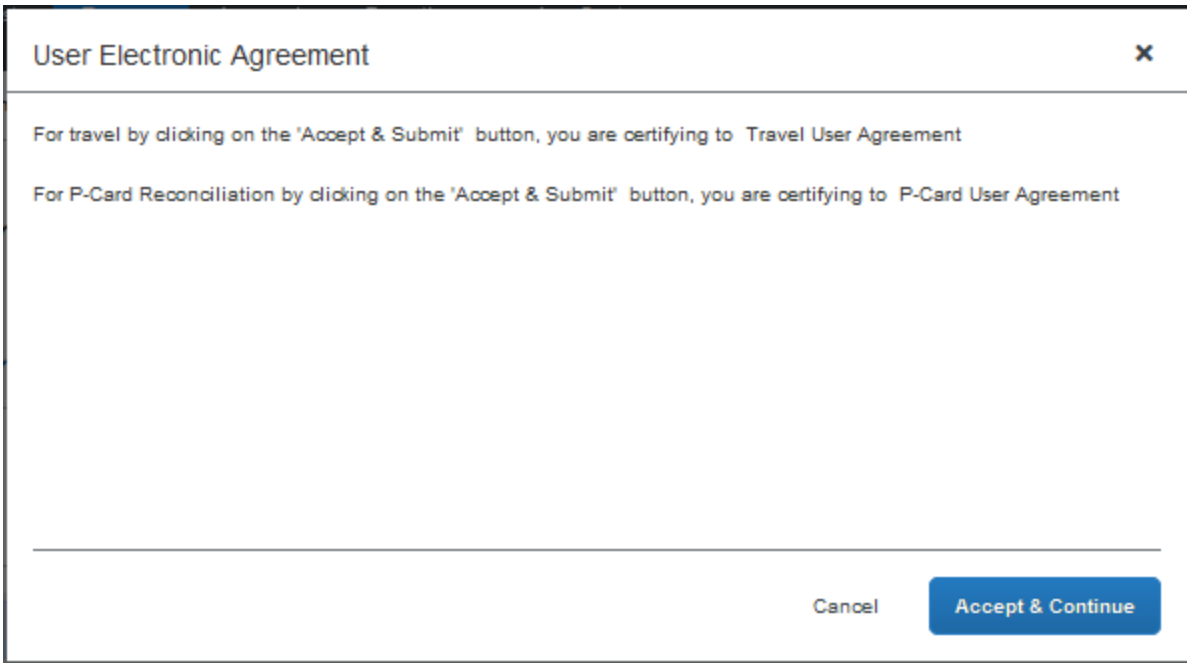


- Click on “Travel User Agreement” to review the certification statement.
- Click the “Accept & Submit” button if you agree with the statement.
- Click “Cancel” if you do not and make appropriate changes.
- Once you submit for approval, Concur will give you a snapshot of your Expense Report that tells you how much will be paid once the report makes it through the approval queue:



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:



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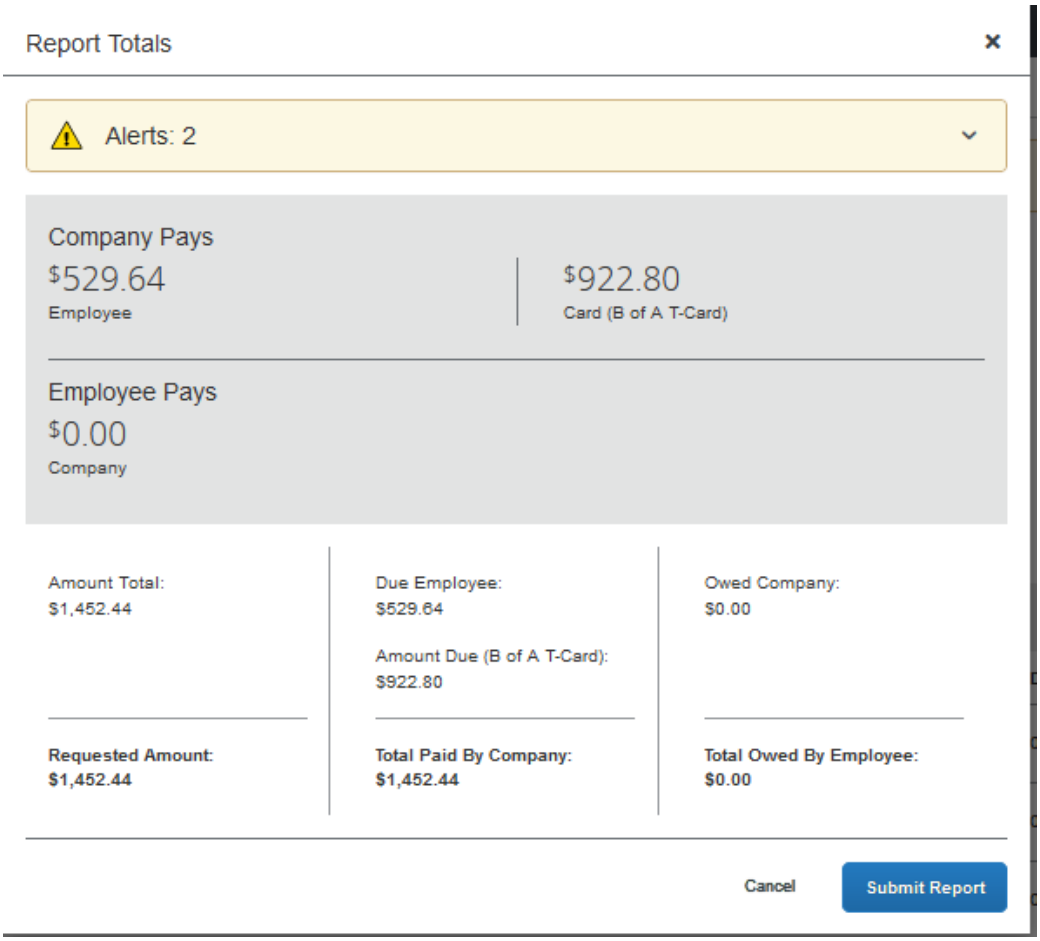
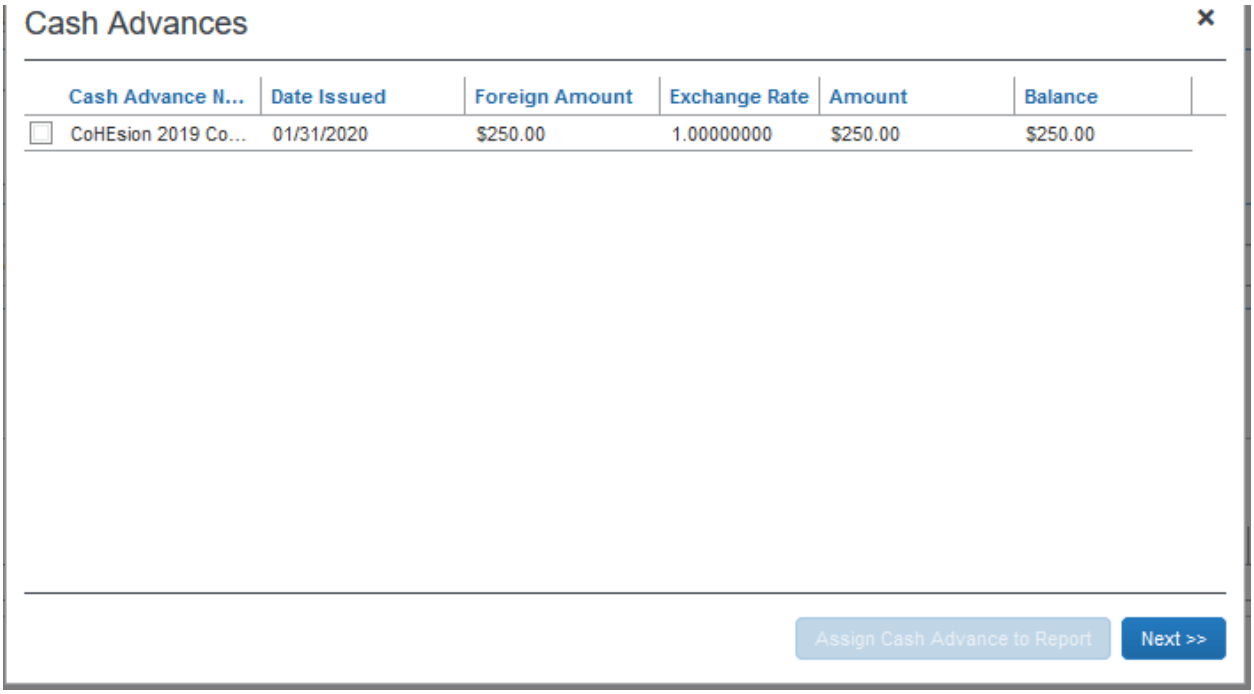
- Click the “Accept & Submit” button if you agree with the statement.
- Click “Cancel” if you do not and make appropriate changes.
- Once you submit for approval, Concur will give you a snapshot of your Expense Report that tells you how much will be paid once the report makes it through the approval queue.



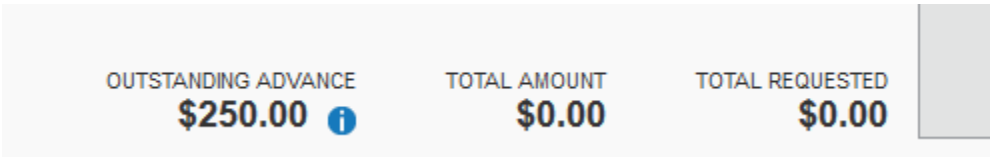
CASH ADVANCES

If you requested and received a cash advance with your request, the system will need to reduce your reimbursement by the advance amount when the expense report is processed.

- The Cash Advances window will pop-up when the Delegate or Traveler clicks the “Next” button after finishing with the “Report Header”.
- Click on the box beside the Cash Advance for the trip.
- Click on the “Assign Cash Advance to Report” button.

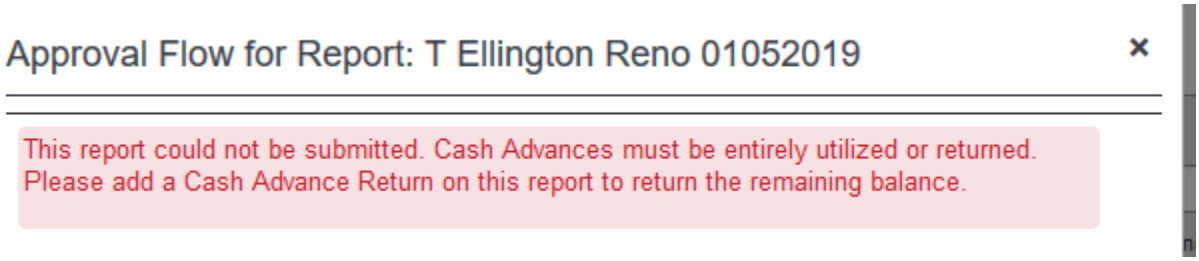


- The expense report will continue to the Travel Allowances question and Itinerary screen.
- At the bottom of the Expenses page there will now be a total for "Outstanding Advance".



- As you enter in the reimbursable "Out of Pocket" expenses, the outstanding advance amount will be reduced.

- Concur will not allow a Traveler to submit an expense report with a remaining advance balance.

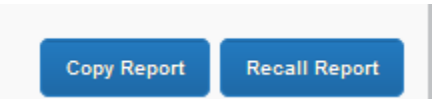


- The remaining advance balance can be paid back to the Cashier's Window by taking cash or a check and filling out the Cash Transmittal Form located on the Treasurer's Office Forms webpage.
    - The depositing information is Fund 110000 and Account 163500. There should never be an Organization or Program included on the form.
- Use Markertplace to pay back the balance with a personal debit or credit card. Contact the Travel Office for the private Marketplace link.
- Once the advance amount has been paid back, e-mail a copy of the receipt, your name, the expense report name, and request number to travel@astate.edu.
- Travel will notify you once the pay back has been recorded in Concur.
- The Traveler will then be able to submit the expense report for approval.

HOW TO RECALL A REPORT

At any time in the approval process, the traveler (*not the delegate*) 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.

DELETING OR CANCELING THE EXPENSE REPORT

Reports that have not been submitted or have been returned can be deleted-

- Choose the document you would like to delete from your list of Active Requests.
- Click the trash can button beside the Report title.
- Concur asks you the question, “Are you sure you want to delete this report?” Click on the “Yes” button.

PAYING BACK A NON-ALLOWABLE T-CARD CHARGE

If it is determined that the T-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.
- The amount can be paid back at the Cashier’s Window by taking cash or check and filling out the Cash Transmittal Form located on the Treasurer’s Office Forms webpage.
    - The depositing information is Fund 110000 and Account 140230. There should never be an Organization or Program included on the form.
- 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.