Concur Expense User Guide 2024

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EXPENSE REPORTS

Creating an Expense Report

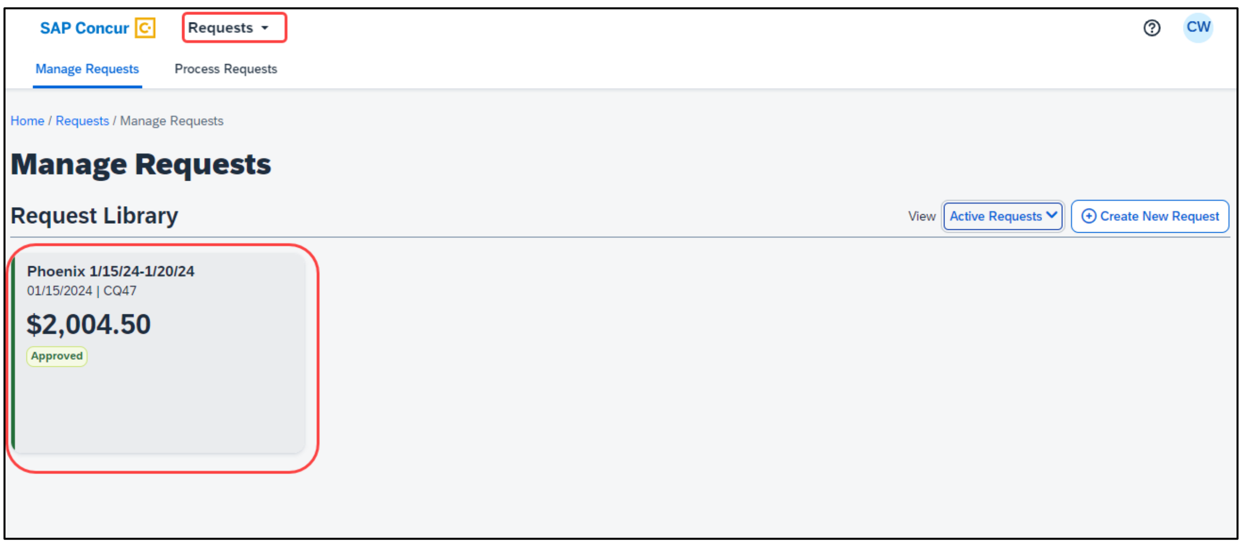
All CSU related travel for faculty and staff must have an approved Travel Request before an expense report can be created.

Per CSU Travel Procedures, Section IX; A ***"Travel Expense Claim must be submitted to the campus Travel Reimbursement office within 60 days of the end of a trip unless there is recurrent local travel, in which case claims may be aggregated and submitted monthly."***

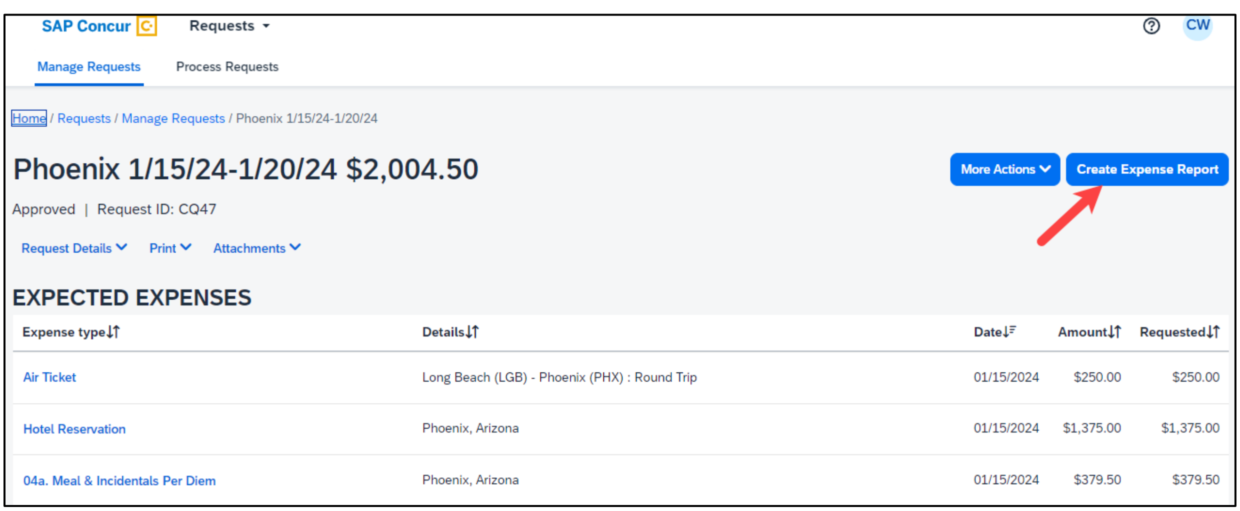
Please be aware Approved Travel Requests will automatically close on day 61 after the travel end date. To submit a late expense report, the request will have to be re-opened. The request will not be re-opened until exception approval has been obtained from Division VP.

Expense Report from Approved Travel Request

1. From the Home Menu, select **"Requests."**
2. Select the approved tile for the trip to be sourced to an expense report.

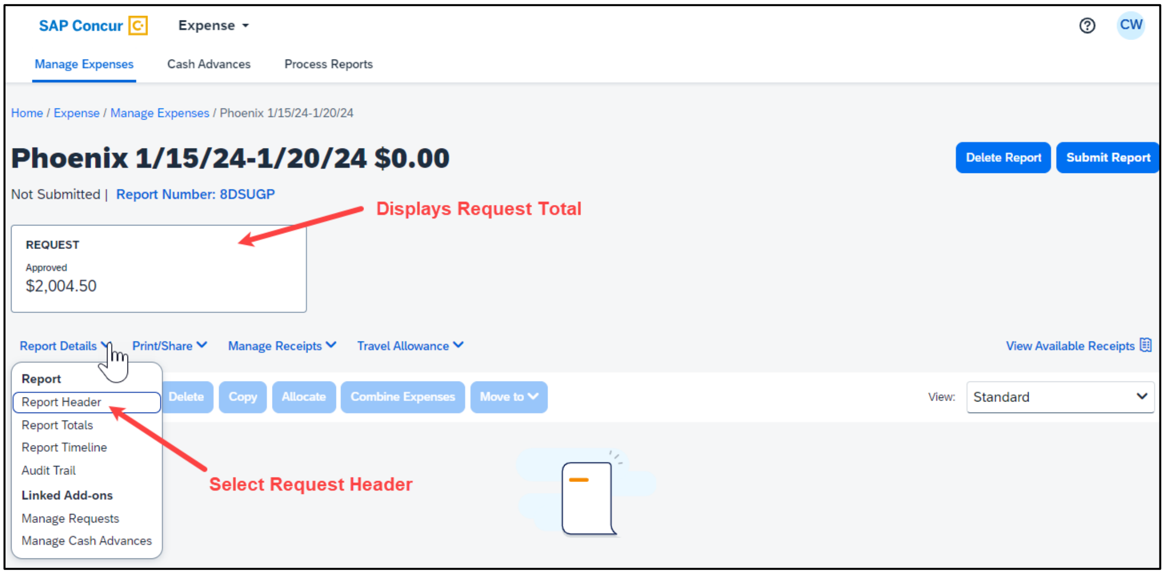


3. Once open, select "**Create Expense Report**."



Report Header

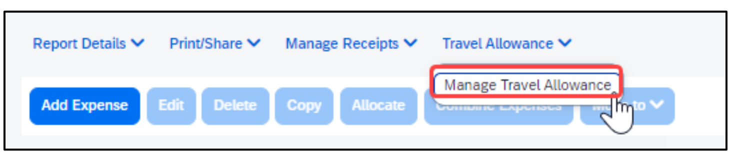
All the header details from the request are brought to the report header. If you need to edit the details, select the **"Report Details"** menu, **"Report Header"** option.



Allowances

All *employee* expense reports require a travel allowance. This step is done first to represent all your meals for the days you were traveling.

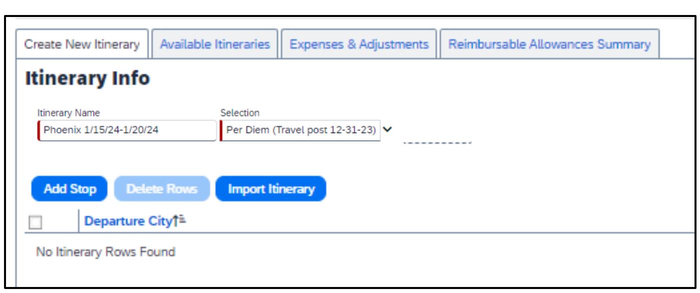
In the open expense report, navigate to the right of the Report Details menu and select **Travel Allowance** > **Manage Travel Allowance.**
*Note: All employee expense reports require a travel allowance.



Booking through Concur or our designated Travel Management Company (TMC) streamlines this process.

Importing the Travel Itinerary

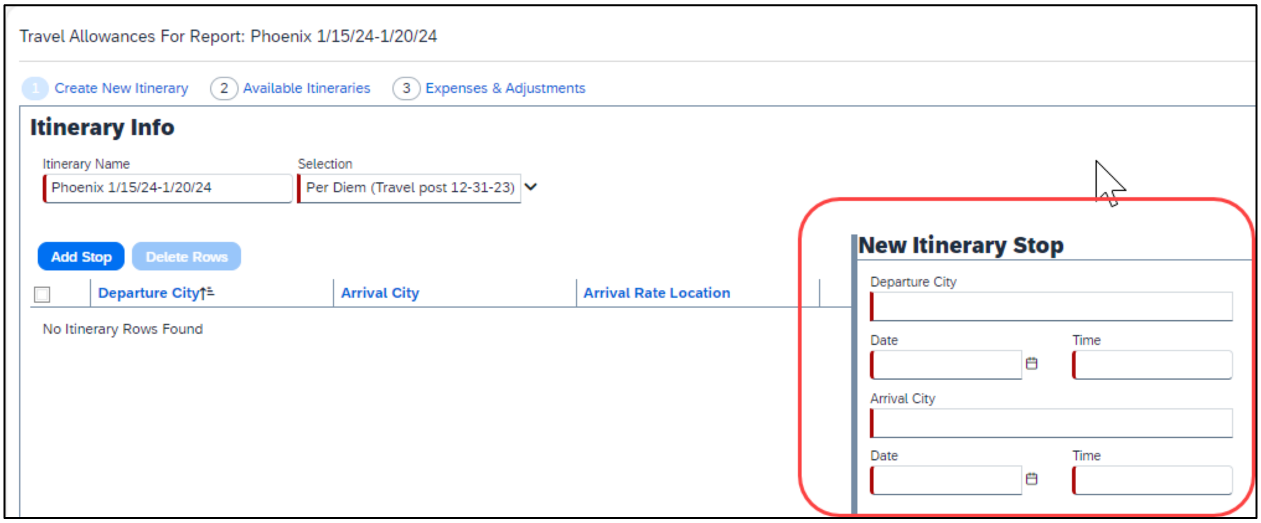
1. If the traveler booked via Concur or the TMC, on the **"Create New Itinerary"** tab, select **"Import Itinerary."**



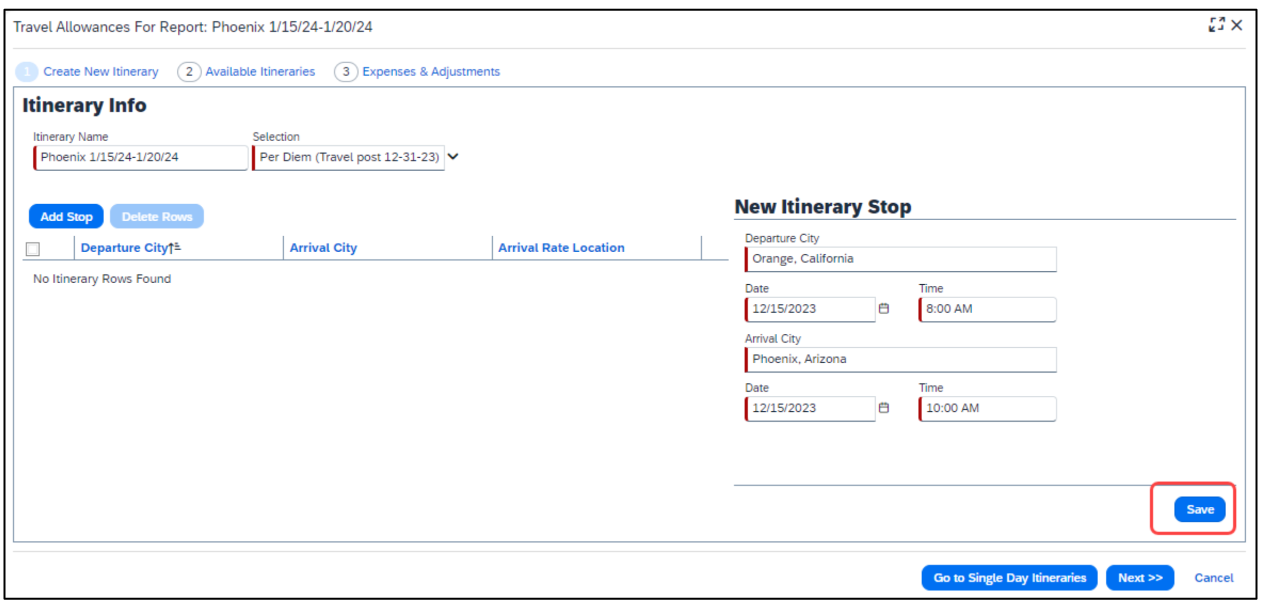
2. Locate the itinerary and import, then select the appropriate itinerary, and navigate to the Adjusting Allowances section.

Entering the Travel Itinerary

1. If the traveler booked through an external travel agency or online (outside of Concur) you will need to add New Itinerary Stops for every location you went to (or spent the night). All fields are required.

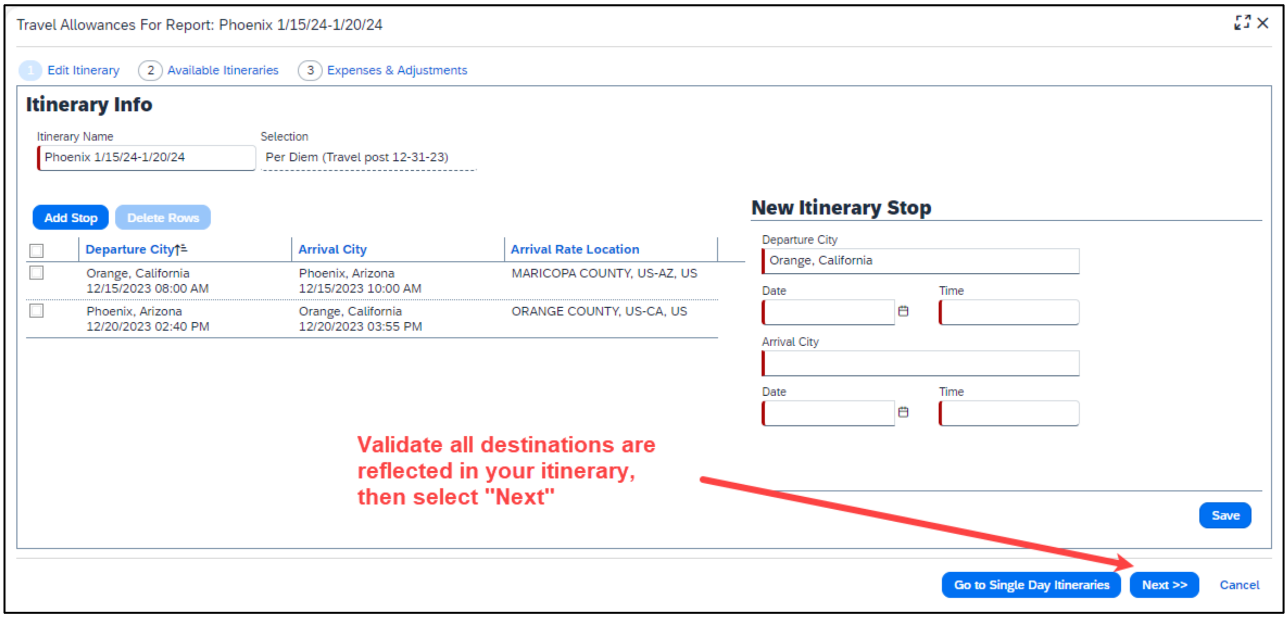


2. Once the New Itinerary stop fields are filled out, select "**Save**."



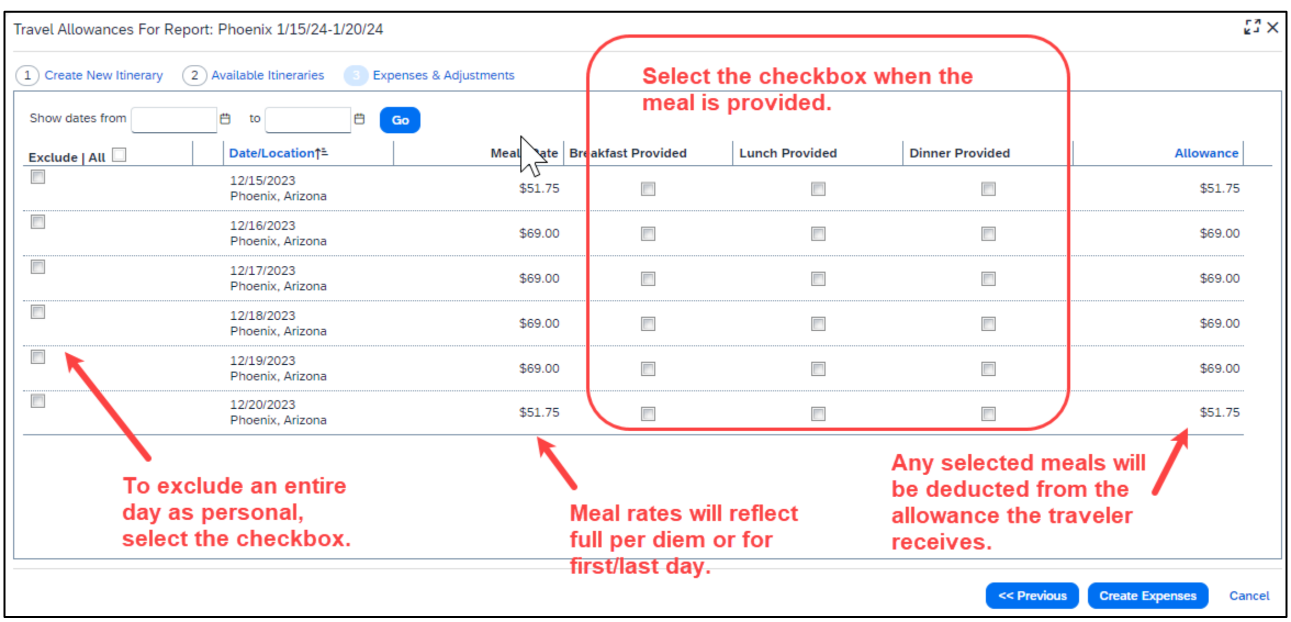
3. Select "**Add Stop**" as needed.

4. Once all overnight destinations are reflected in your itinerary then select "**Next**."



Adjusting Allowances

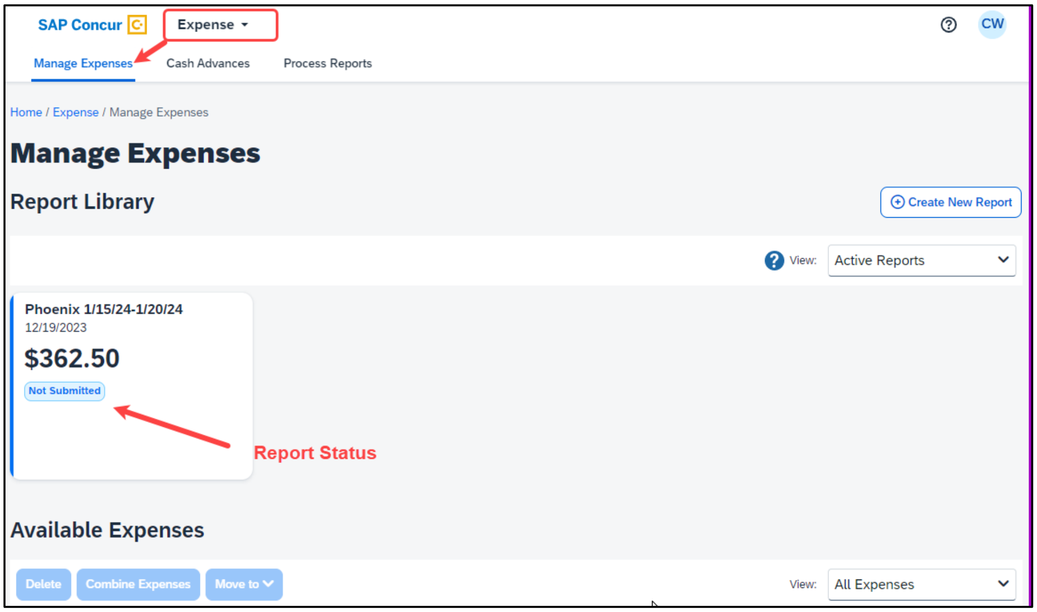
3. A row for each day displays so you can select more details.
4. To exclude an entire day as personal, select the checkbox at the left.
5. Meal rates will be reduced to 75% for first/last day travel and days in between will reflect the full per diem rate.
6. Select the checkbox below Breakfast, Lunch, and/or Dinner whenever the meal is provided.
7. Any selected meals will be deducted from the allowance the traveler receives. The allowance value at the right reflects this adjusted amount.



8. When finished, select **"Create Expenses."**

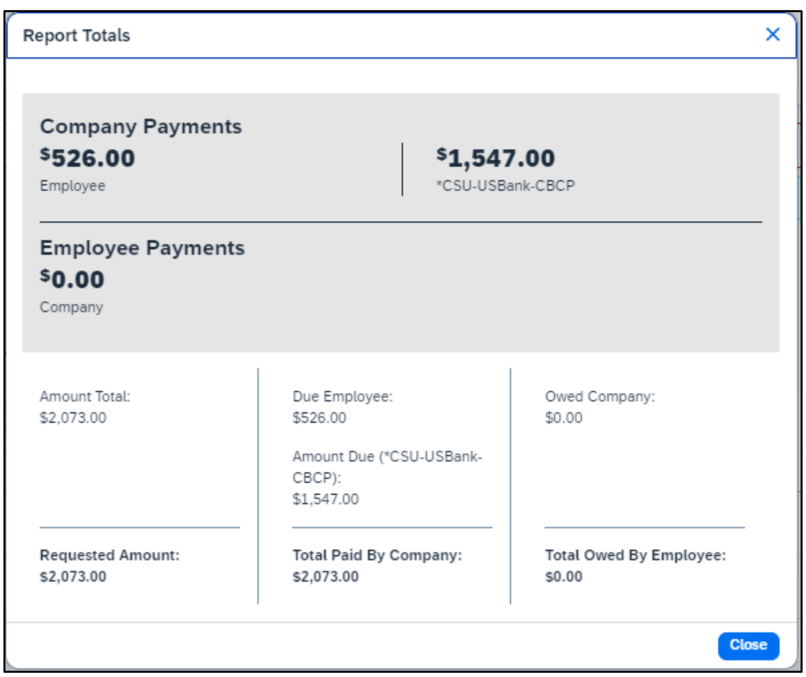
Report Details

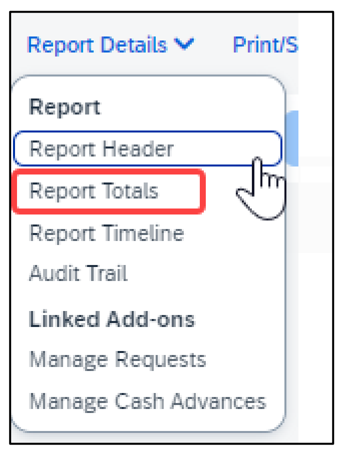
Using the **Expense** > **Manage Expense** navigation option displays the Expense Report library where expense reports and their current status are visible. Drill further by opening the report and utilizing the Report Details menu.



Report Totals

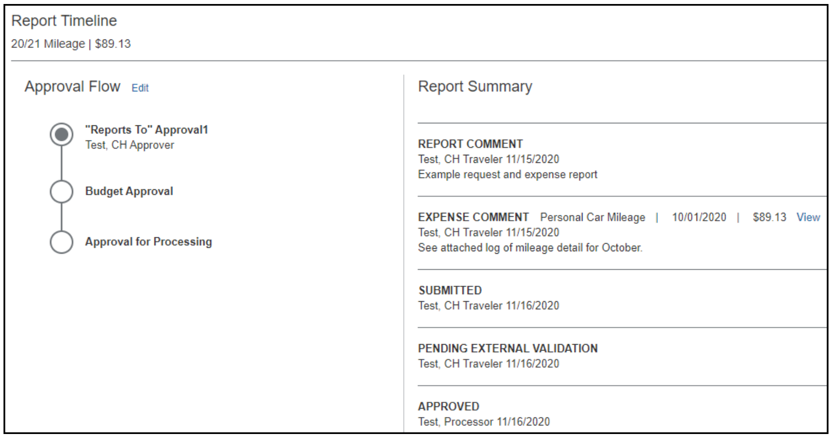
After adding expenses to the report, use this option to view the amount the traveler owes or what is due to the traveler from the university, and what has been paid to the credit card company by the university.

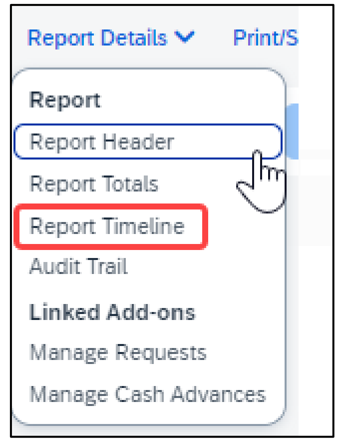




Report Timeline/ Tracking Status of an Expense Report after Submission

You can review the status of your submission by using the timeline. It will show what has occurred thus far and where the report is within the flow. In the example below, this report is with the “reports to” approver. For your report, this would reflect an actual person’s name.

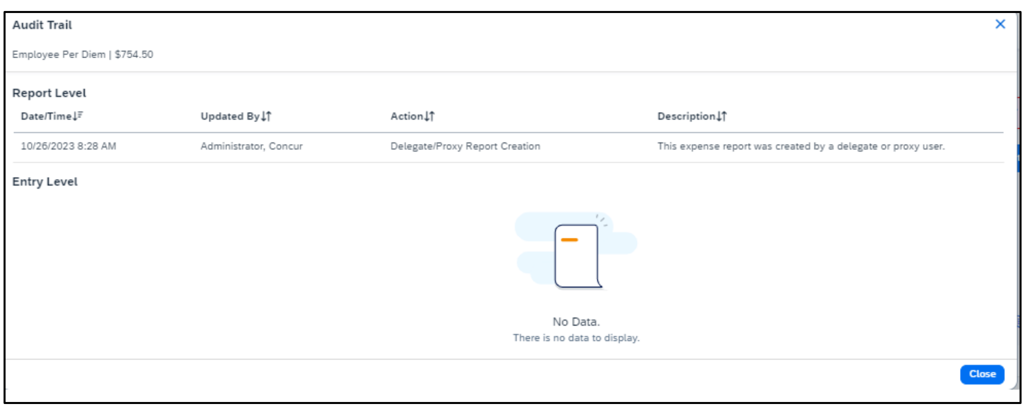


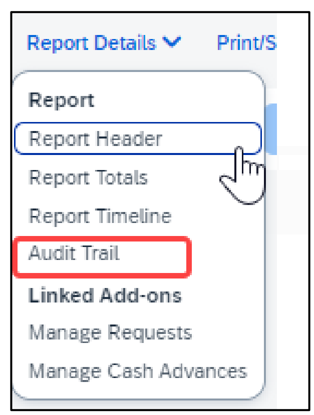


1. This view shows the Approval Flow and the current stage of the expense report.
2. This view provides comments and keeps track of when the report was submitted.
3. Select “**Close**” when finished viewing the timeline.

Audit Trail

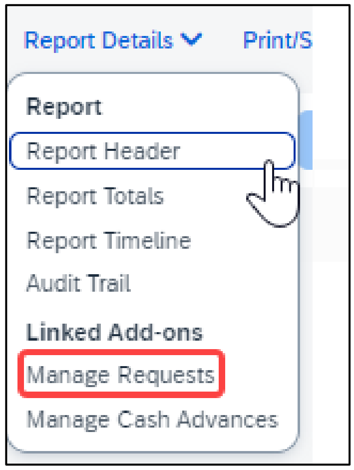
Using this option, a user can view the record of all changes made to an expense report. Actions at the Report Level and Entry Level are both tracked.





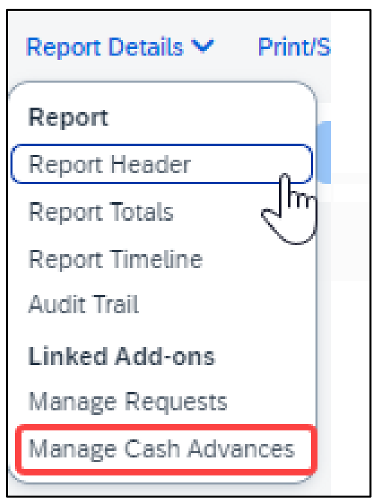
Linked Requests/Manage Requests

Using this option, a traveler can disassociate a travel request from the expense report or view the linked travel requests. Multiple travel requests can be linked to a single expense report for a trip that begins on the same day another one ends.



Linked Cash Advances

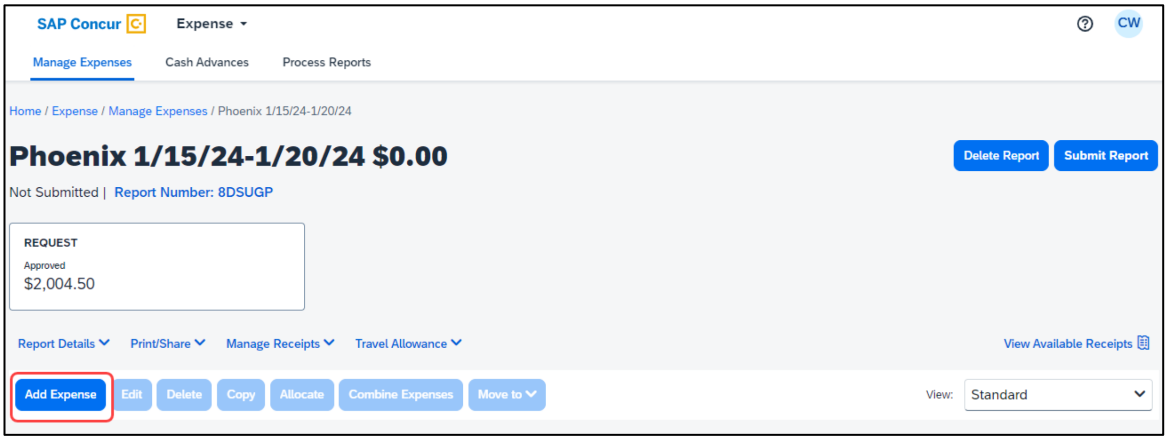
Select Report Details > Manage Cash to display the Cash Advance window.



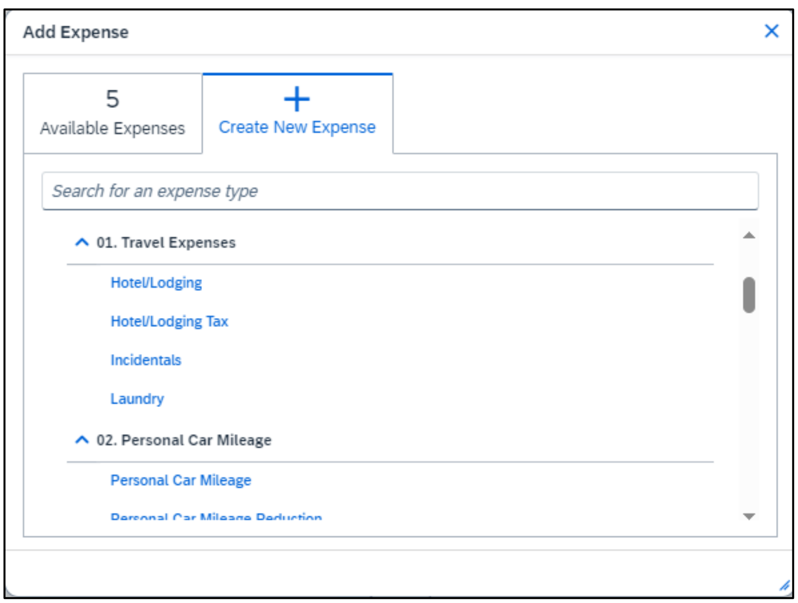
Adding Expenses

Adding Expenses from within the Expense Report

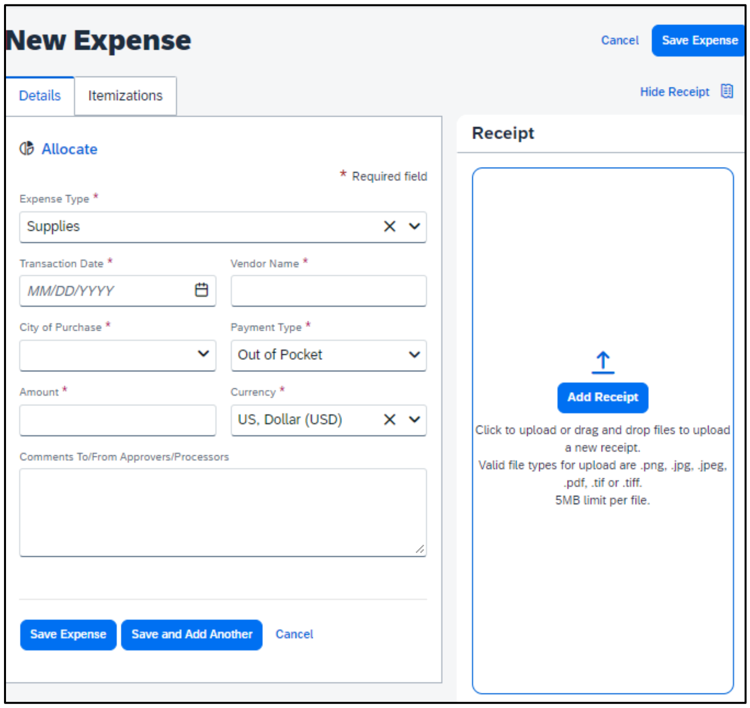
9. From the open expense report, select “**Add Expense.**”



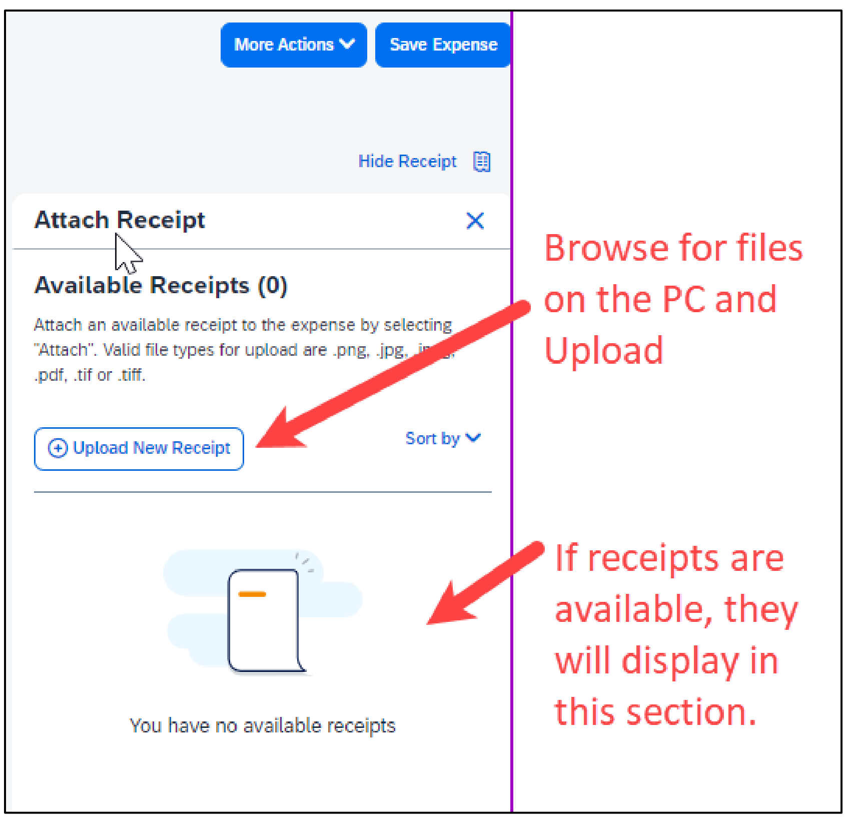
10. If creating a new expense using the **“Create New Expense”** tab,
    a. Select or search for the expense type.



b. Enter details for the **“New Expense.”** In this case, enter the Transaction Date, Vendor Name, City of Purchase, Amount, and Comment.



11. Select **“Add Receipt”** and upload the appropriate supporting documents.

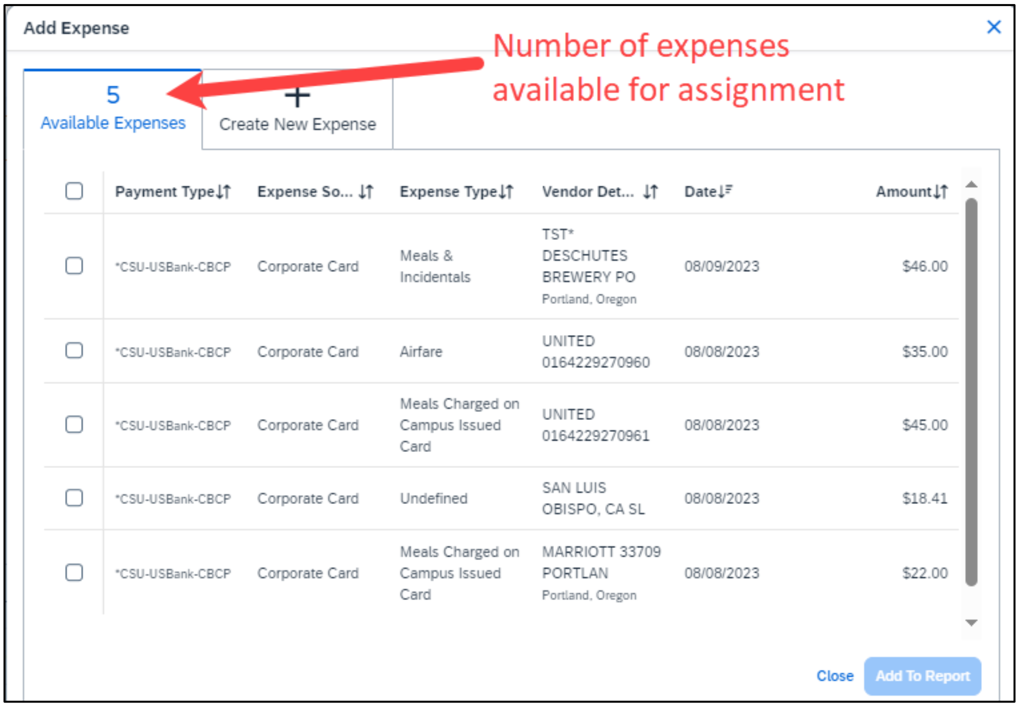


12. Select **“Save Expense”** button or select **“Save and Add Another”** if additional expenses must be added to the report.

a. Verify or update the Expense Type classification of the imported credit card transactions or any other required fields that need to be populated.

13. If creating a new expense using the **Available Expenses** tab, note that all available expenses done on the Travel Credit Card/Ghost Card Charges will appear here.

    a. Select the checkbox next to each transaction that you want to assign to the current expense report. The Payment Type and Expense Source columns help to identify the method of purchase.

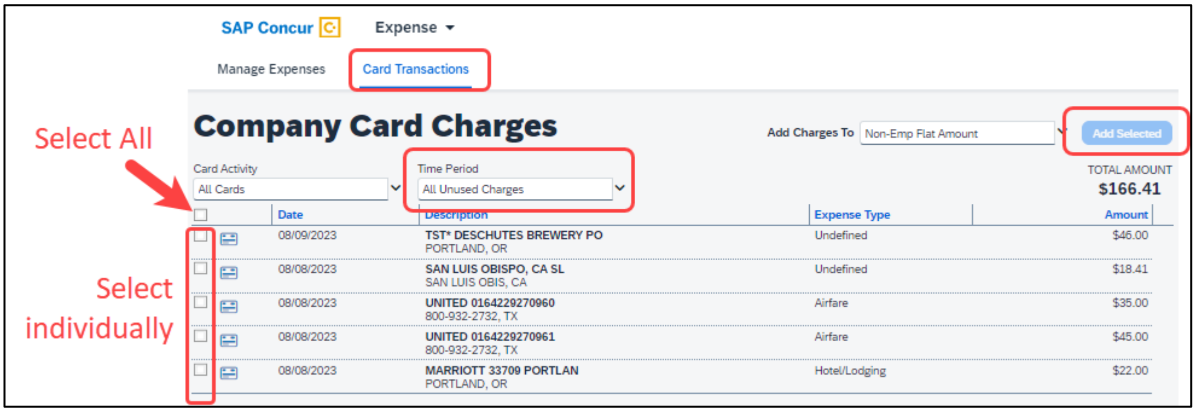


    Select the **"Add to Report"** button to move the to the current expense report.
    Note: If a checkbox is not selected, the "**Add to Report**" button will appear light blue.

    b. Verify or update the Expense Type classification of the imported credit card transactions.

14. If creating a new expense using the **“Card Transactions”** window,

    a. Ensure you have **“All Unused Charges”** selected in the Time Period field. This will prevent you from omitting a charge on your card that is outside of the default range. Select all the charges or the individual charges that were for this travel report. This view resembles the Available Expenses view.



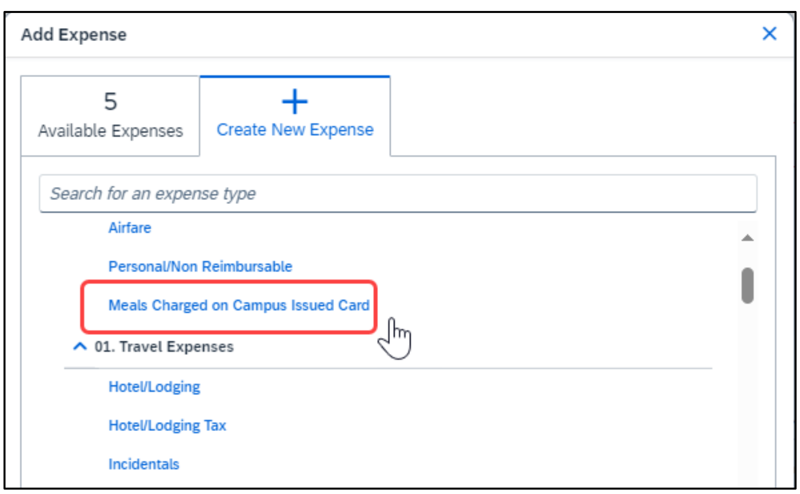
    b. Validate the Report Name in the **“Add Charges To”** field is valid, then select the **“Add Selected”** button to move the transactions to the report.

    c. Verify or update the Expense Type classification of the imported credit card transactions, especially for Meals purchased on the Campus Issued Card.

Meals Charged on a Campus Issued Card Expense Type

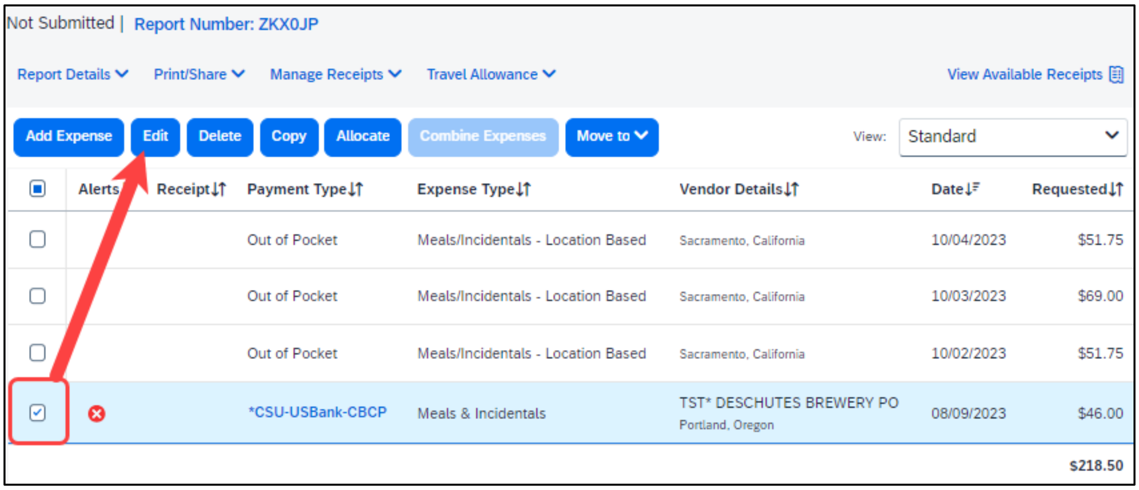
This expense type will be utilized when a traveler has access to a campus issued travel card and uses it for meals. The cardholder is required to report any meals purchased in this way and it will auto deduct the value from the M&IE per diem offered through the university.

15. From the open report, click **“Add Expense.”**

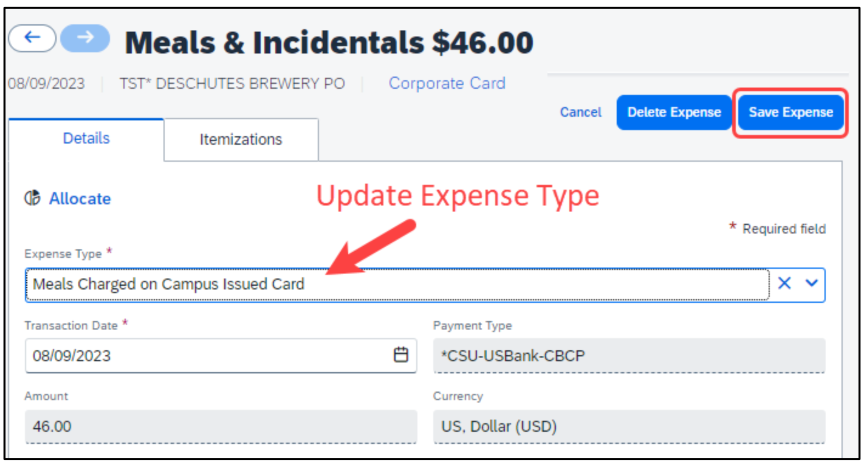


16. On the New Expense tab, select **“Meals Charged on Campus Issued Card”** expense type.

17. For Transactions already on the report, select the expense and then **"Edit.**



18. Update the expense type to **"Meals Charged on Campus Issued Card,"** then select **"Save Expense."**



19. CSU and campus specific audit rules are integrated into the system. When adding an expense that requires a certain action an alert message will appear:

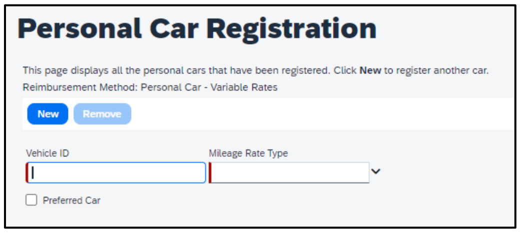
- **Warning-** ⚠ **eligible to continue and submit.**
- **Hard Stop-** ❗ **cannot move forward and must make correction prior to submission.**

To Create a Car Mileage Expense

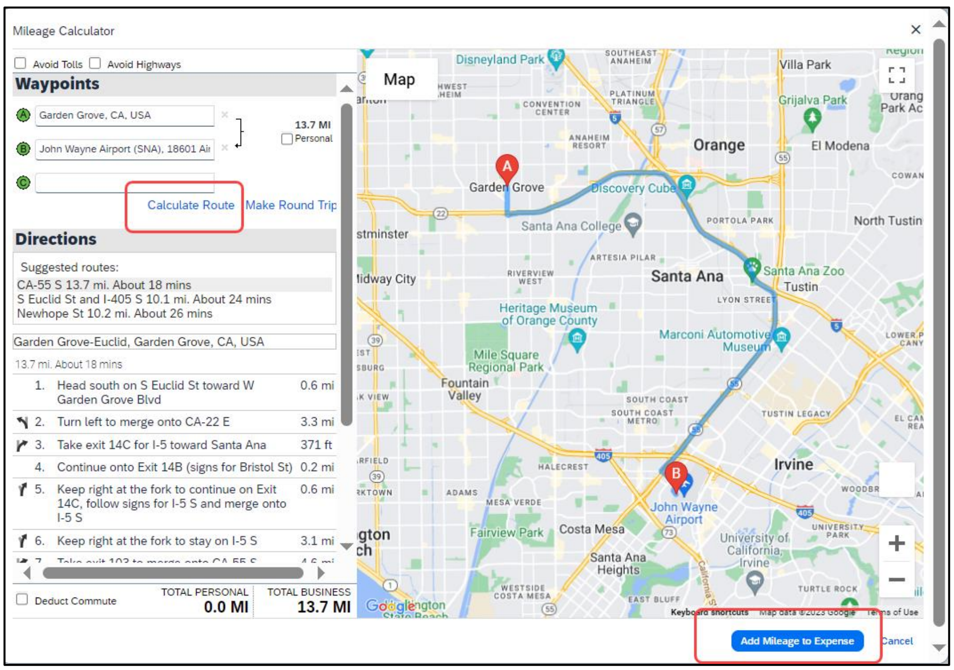
You must register a car for the applicable mileage type to be reimbursed for mileage. See **Personal Car** section for instructions on setting up your vehicles.

20. From within the Expense Report, select **"Add Expense."**

21. Select the **“Personal Car Mileage”** Expense Type. The mileage form will open with the required and optional fields displayed.
    a. If you are prompted to add a new vehicle, add the vehicle description and “**Personal Car**” as the mileage rate type.



22. Select the **“Mileage Calculator”** button.
23. Type in the locations and select **“Calculate Route.”**
24. Update the route as appropriate. If round trip mileage should be calculated, click Make Round Trip.



25. Select **“Add Mileage to Expense.”** The amount will calculate as the form closes and all the fields will be populated on the form.
26. Complete all required and optional fields as appropriate.
27. Click **“Save Expense.”**

Expensing a Cash Advance

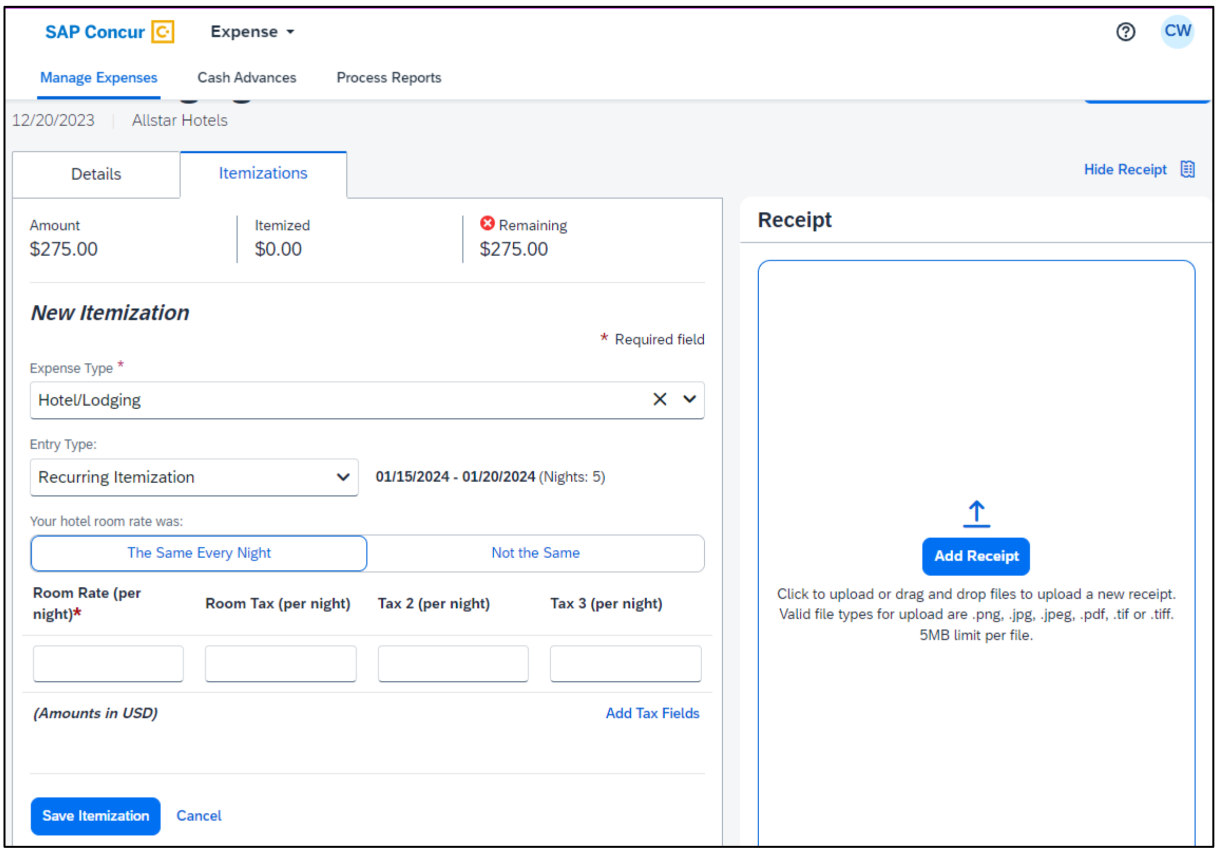
If you had a cash advance issued, you will need to expense the cash advance with your expense report for the associated trip the advance was used for. Cash advances are reserved for competitive team travel or other extenuating circumstances.

Itemizing Expenses

Use the Itemize feature to account for transactions that should be charged to multiple expense types (accounts codes). Itemization should be completed prior to Allocation (charging to multiple chart fields).

To itemize a general expense:

28. Add the expense as usual and then click Itemizations tab. The itemized amount must match the total expense. Not all expense types can be itemized.
29. Select **Create Itemization** tab, select the expense type that applies to the first itemization. The page refreshes, displaying the required and optional fields for the selected expense type.
30. Complete the fields as required.



31. Click "Save."
32. The expense will now reference an "itemized" note under the amount.

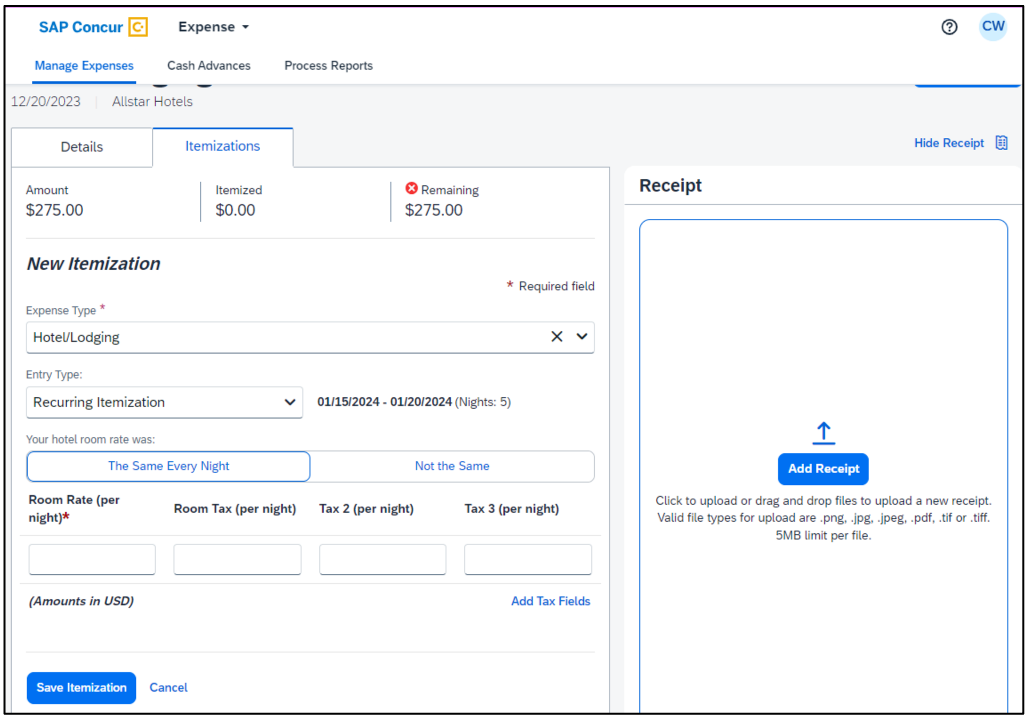
33. Repeat for each additional itemization, on the Itemization tab, select the appropriate expense type and complete the appropriate fields.

To itemize a hotel expense:

A hotel bill typically contains a variety of expenses including room fees, taxes, parking, meals, telephone charges, and maybe personal items. You must itemize these expenses so that they can be reimbursed correctly.

To create a lodging expense:

34. With the Expense Report open, on the "**Create New Expense**" tab, select the Hotel/Lodging expense Type. The lodging form will open with the required and optional fields displayed.
35. Complete all required and optional fields as appropriate.
36. Click "**Itemizations"** tab then "**Create Itemization"** button. Search/select the Hotel/Lodging expense type.



37. The number of nightsand days auto populate.
38. Select "**The Same Every Night"** or "**Not the Same"** depending on the respective hotel details. If not the same each night (i.e., increase for weekends, etc.) this option will let you note the differences from day to day, otherwise select the same every night to itemize the full cost of stay by respective classification.
39. Enter the Room Rate, Room Tax, and Additional Charges.
40. Click Save Itemization.

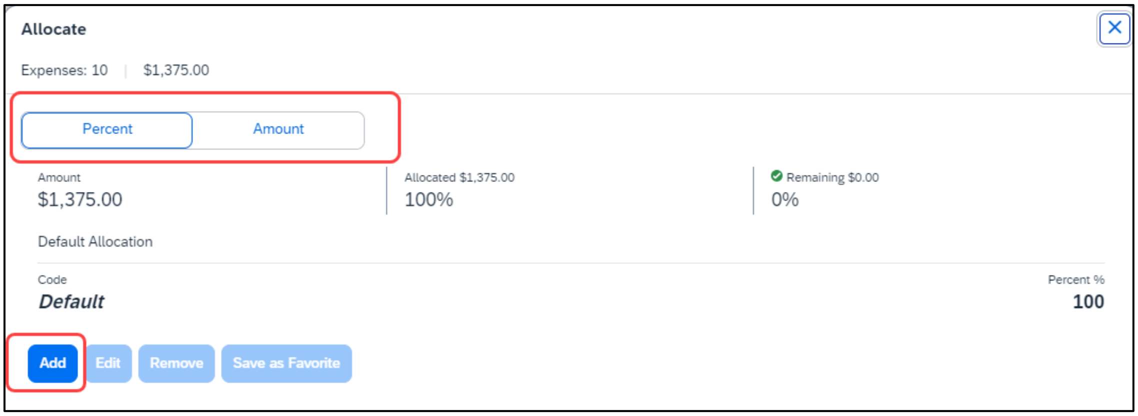
If there is a remaining amount to be itemized (other charges, for example, for parking or meals), the remaining amount is displayed in the **Remaining** field. Continue to itemize the amounts until the balance is $0.00.

Allocating Expenses

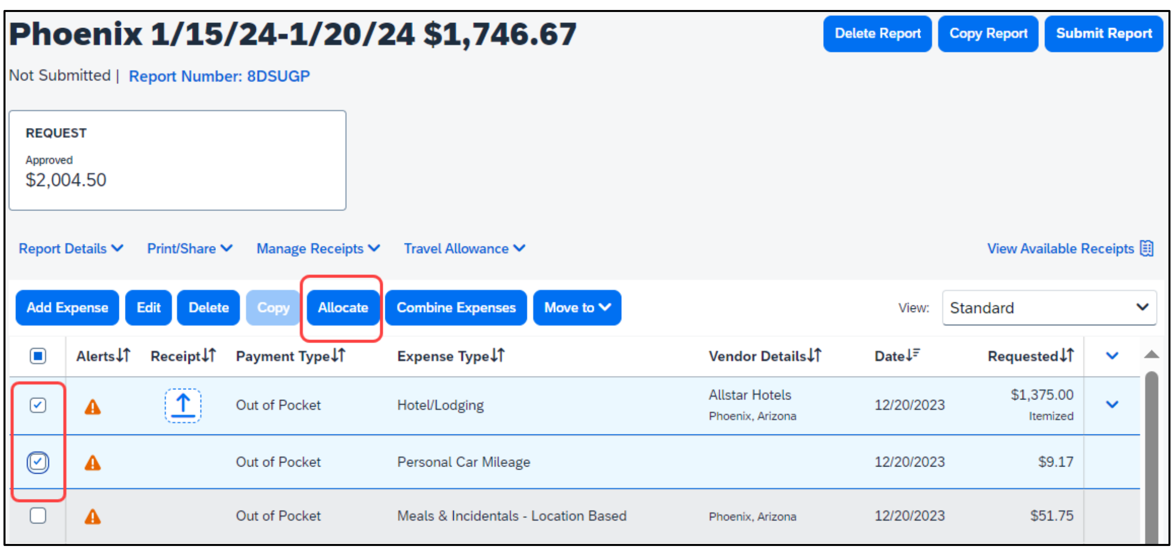
The Allocations feature allows you to allocate selected expenses to multiple chart fields. This should be performed after the Itemization if allocating to multiple expense types.

To allocate a single expense:

1. Allocate single expense - With the report open, select a *single* expense and click “**Allocate.”** Select the **Percent** or **Amount** tabs, then “**Add”** and enter the new chartfield designation.



2. To allocate multiple expenses (or the entire report), select the expenses and then select the “**Allocate**” button.



3. Select **Percent** or **Amount**, then “**Add”** and enter the new chartfield designation.

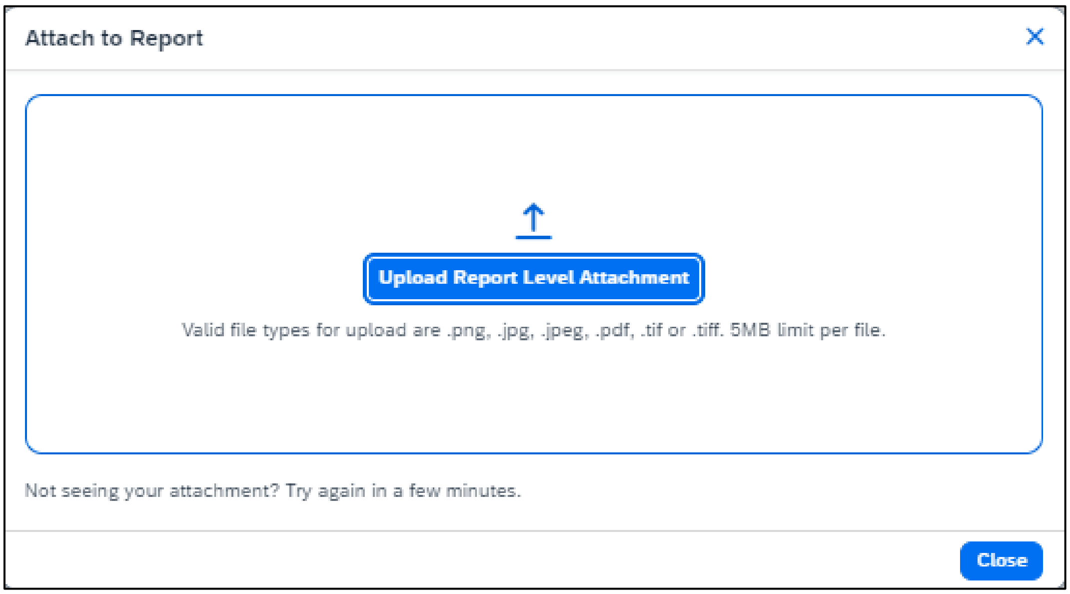
4. Click **Save**.

Attachments

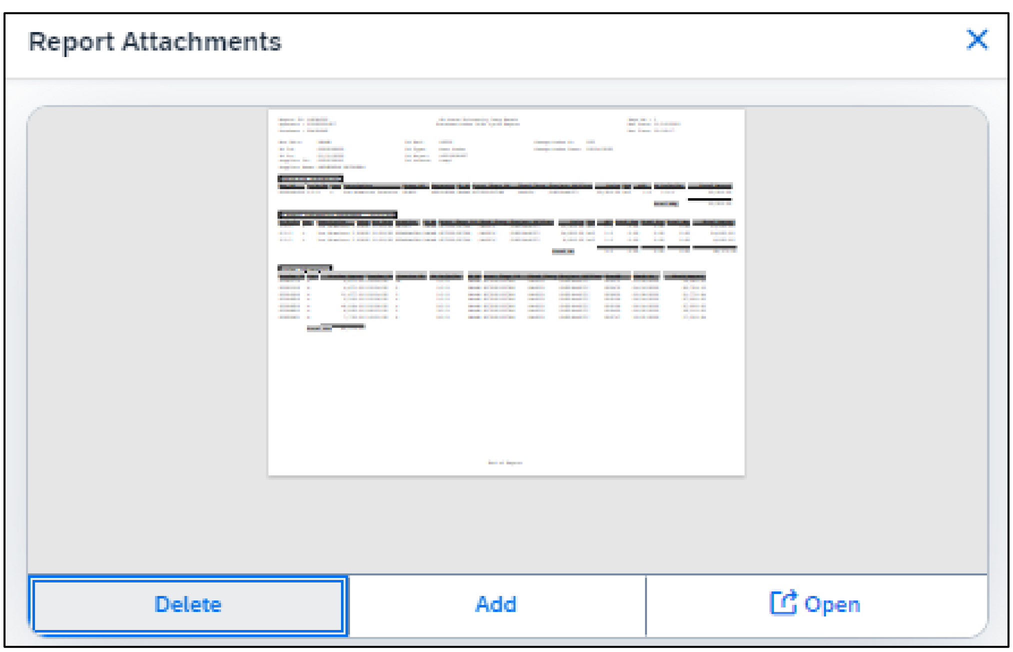
Managing Attachments

Navigate to **Manage Receipts** > **Manage Attachments** menu to launch **"Upload Report Level Attachment"** window. These are files that support the expenses (no need to attach meal receipts when using location based per diem). Documents may include a conference registration showing location/dates of trip, or an itinerary for international travel, or any other support document that is helpful to have on hand for processing the travel expense claim.

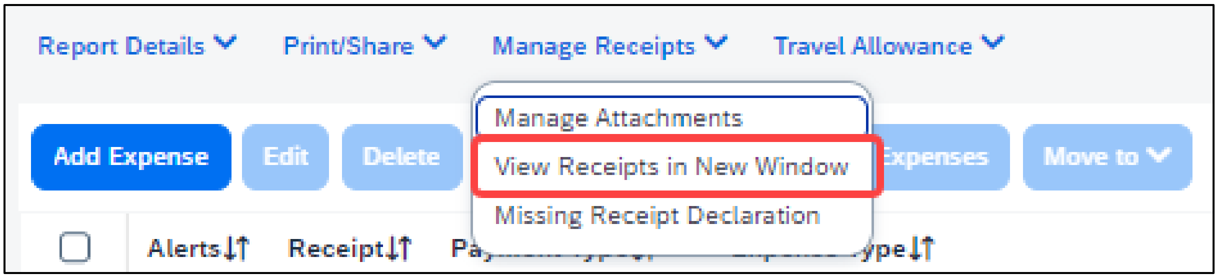
41. Valid file types are specified (.png, .jpg or .jpeg, .pdf, etc.). Note: There is a 5MB limit.



42. A report option window will provide "**Delete**," "**Add**" or "**Open**" action buttons for the attachment. "**Delete**" will be prompting to remove the current attachment. "**Add**" is used to insert more attachments. "**Open**" is used to view the attachment in full size.
43. Use the X in the upper right if you are finished adding attachments.



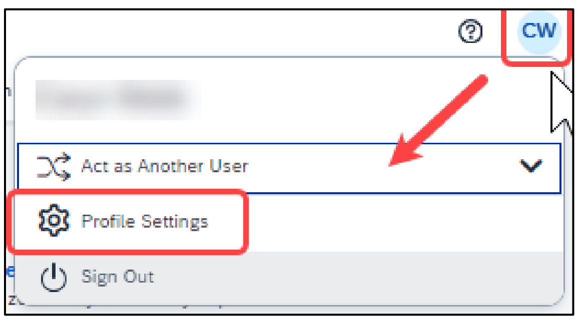
44. Once documents have been uploaded, the Manage Receipts menu displays an additional option to **“View Receipts in New Window.”** *Note: Documents cannot be removed once the Expense Report is submitted or Appoved.



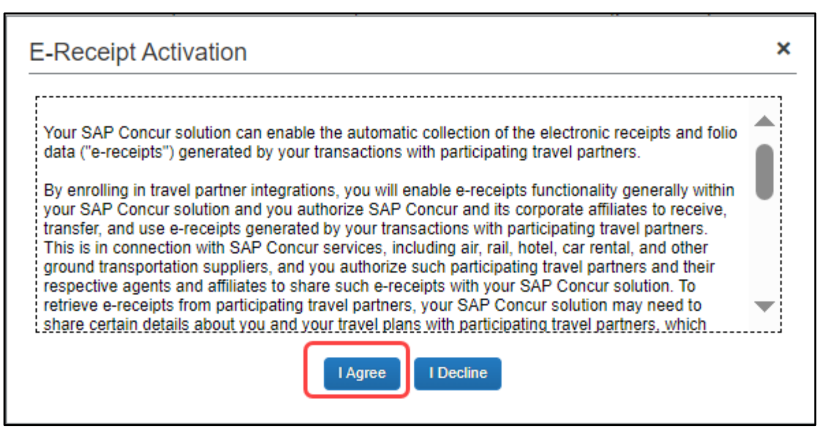
Electronic Receipts (E-Receipt)

An electronic version of a paper receipt for expenses incurred by Concur users. Opting into e-receipts can alleviate the amount of data you need to type into the system. Some hotels offer receipts which are imported into Concur and facilitate the data entry for you.

45. If a user wants to use e-receipts for cars and hotels, they must activate the feature and opt themselves in.
46. Navigate to “**Profile**” (in the upper right corner of the window), then “**Profile Settings**.”

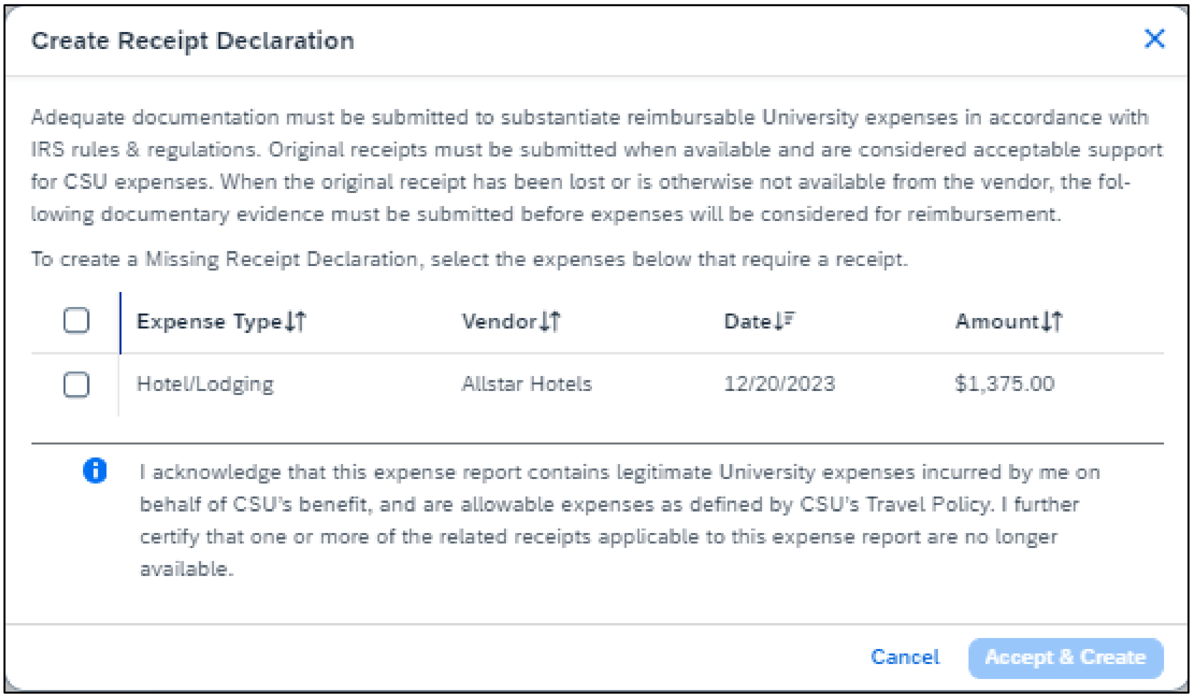


47. Once in the Profile Options window, navigate to the profile settings in the left menu area to a section called “**Other Settings**” and select “**E-Receipt Activation**.”
48. In the main area of the window, select “**Enable**.”
49. Select “**I Agree**” to begin receiving car and hotel e-receipts.

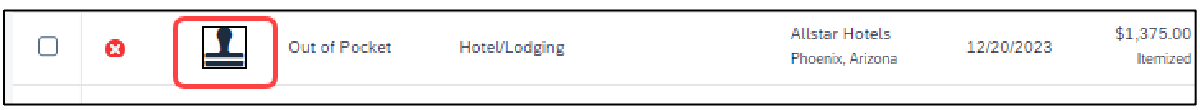


Missing Receipt Declaration

50. For missing receipts, select the item for which the receipt is missing then navigate to **Manage Receipts** > **Missing Receipt Declaration**.



51. Check the box to confirm the receipt that is missing, then select the button "**Accept & Continue**."
52. The expense report line will display an image to identify that the receipt is missing.



Send Receipt Images to Travelers Available Receipts Library

The Delegate cannot set up an email account when they are delegating, nor can they use the verified email account they have set up for their own expense reports to populate another user's Available Receipts Gallery. However, the delegate can upload receipt images to Concur for attachment to the line item of the Traveler/Cardholder's report they are acting on. The following steps should be completed during profile setup:

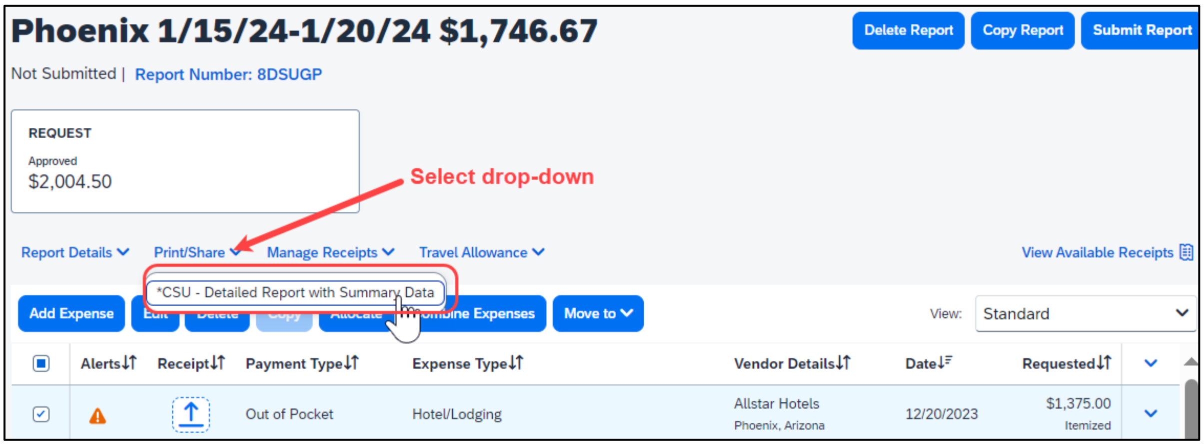
53. The Traveler/Cardholder must verify his/her own email address in his/her profile under Your Information, Email Addresses.
54. The Delegate must verify his/her own email address is in his/her profile under Your Information, Email Addresses.
55. The delegate must have the correct delegation permission (can prepare, can view receipts, etc.). To update delegate permissions, go to **Profile > ProfileSettings.**
56. Navigate to **Expense Delegates > Add a Delegate > select Can Prepare and Can View Receipts.**

57. Then, the Delegate can email receipts to receipts@concur.com with the correct image extensions and size (must be a .png, .jpg., .jpeg, .pdf, .html, .tif or .tiff file; 5 MB limit per file).
58. The Delegate must put the Traveler/Cardholder's email address in the subject line.
59. The receipt will show in the Traveler/Cardholder's **Available Receipts** gallery within three minutes.

Printing or Sharing an Expense Report

To Preview and Print the Expense Report

60. On the Expense Report page, select "**Print / Share**," and then select "***CSU-Detailed Report with Summary Data**."



61. Select "**Print** or **Save as PDF** or **Email** to get complete packet for expense report (includes copies of receipts attached). Please note, copies are retained in Concur according to our CSU retention guidelines and maintaining duplicative copies elsewhere is not required of departments.

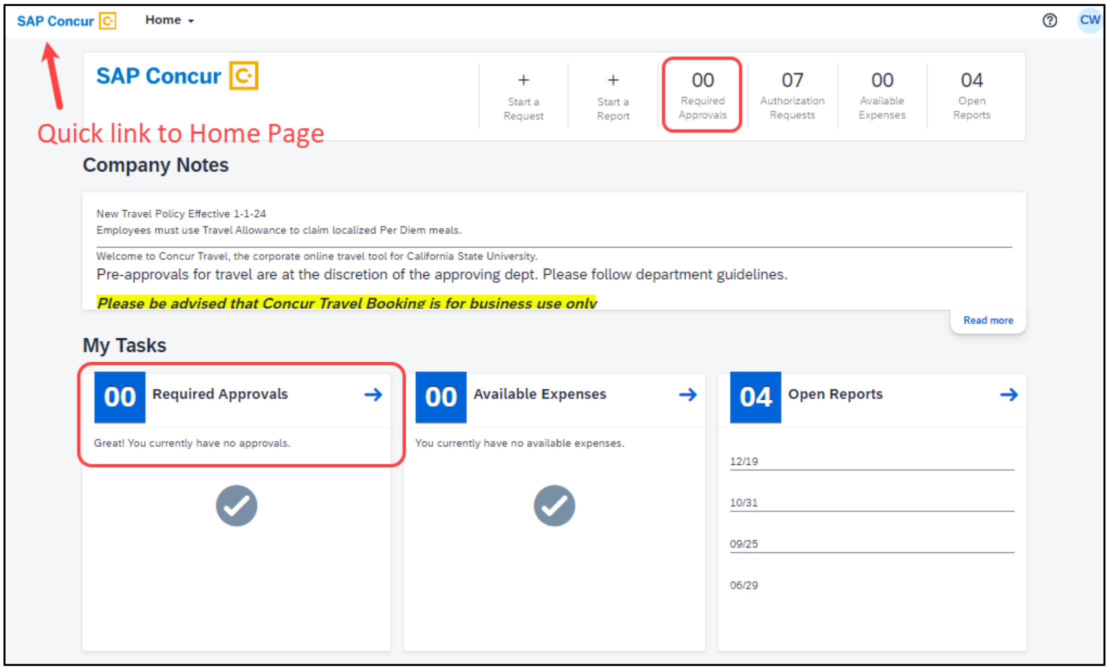
Reviewing/Approving an Expense Report

Reviewing an Expense Report

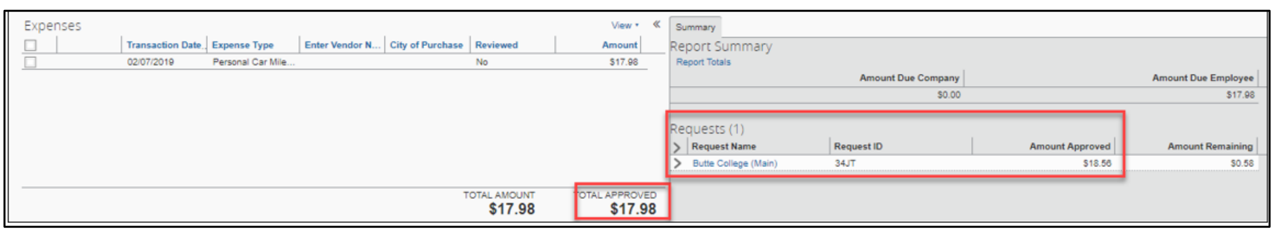
62. On the home page, in the **Required Approvals** section of **My Tasks**, click on "**Required Approvals**" title or the **blue arrow** to the right.

    OR

    On the home page, in the Quick Task Bar, click the "**Required Approvals**" option.



63. The Reports Pending your Approval page lists the awaiting reports. Select the report you want to open.
64. Review the report details:
    a. Review dates and locations of expenses compared to the original request.
    b. Take note of any personal days on the request and whether expenses were claimed on those dates.
    c. Compare the total amount being claimed for reimbursement with what was requested.



    d. Review all expenses for reasonableness and completeness.

Approving an Expense Report

After reviewing, if you are satisfied with the Expense Report, click **Approve** in the top right corner of the screen.

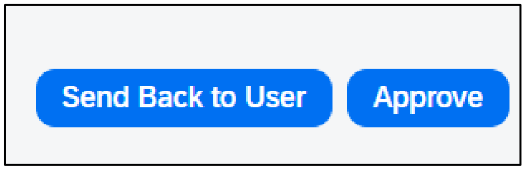
The expense report is typically reviewed by the persons manager and the cost object approver (delegated authority for the chartfield), however, it is a shared responsibility to ensure we are following guidelines.

Sending Back an Expense Report

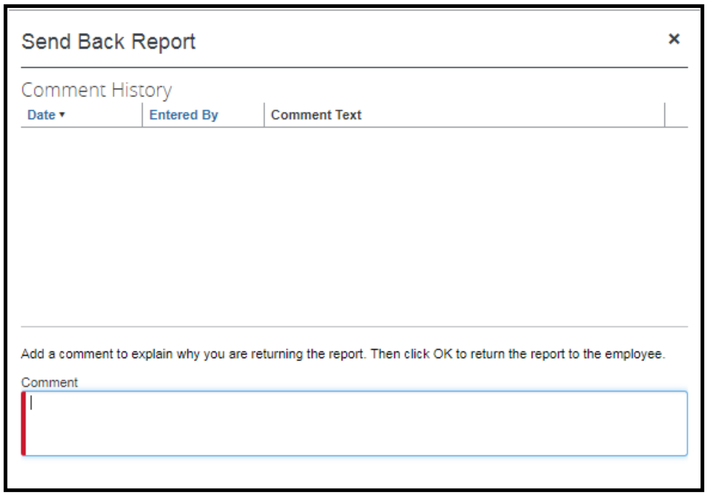
During your review, you may choose to return the entire expense report to the employee for correction.

To return a report:

65. Click **Send Back to User** located on the top right corner.



66. The Send Back Report window appears.

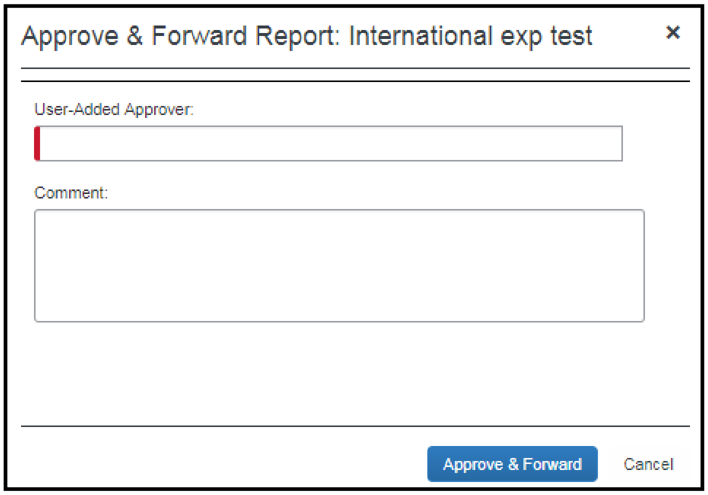


67. Enter a Comment for the employee explaining why you are returning the report.
68. Select "**OK**."
69. The user will receive an auto notification via email that their report has been sent back with the comment.

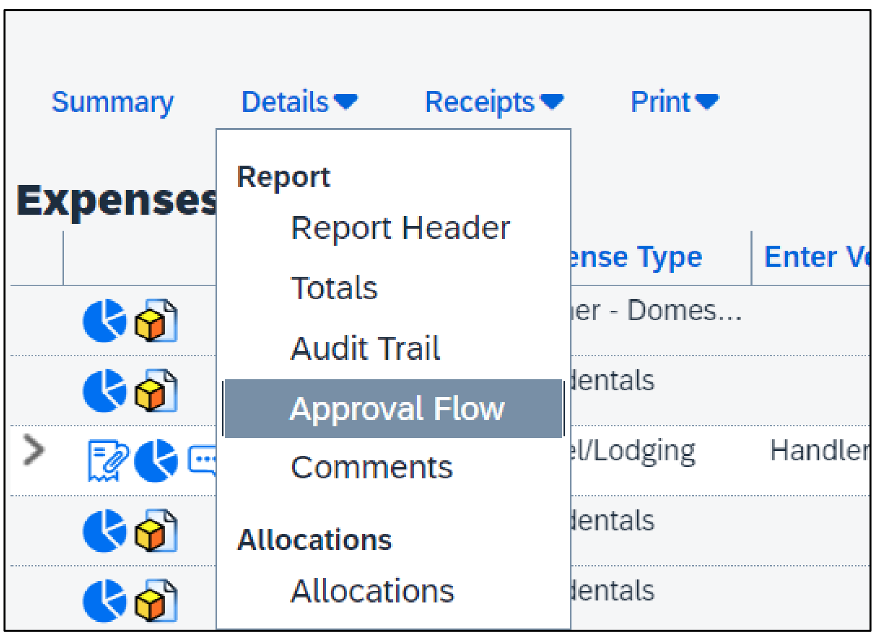
Adding an Additional Reviewer/Approver Step

Approvers will have the ability to send the report to another approver. To approve and forward a report (as a Reports to Approver):

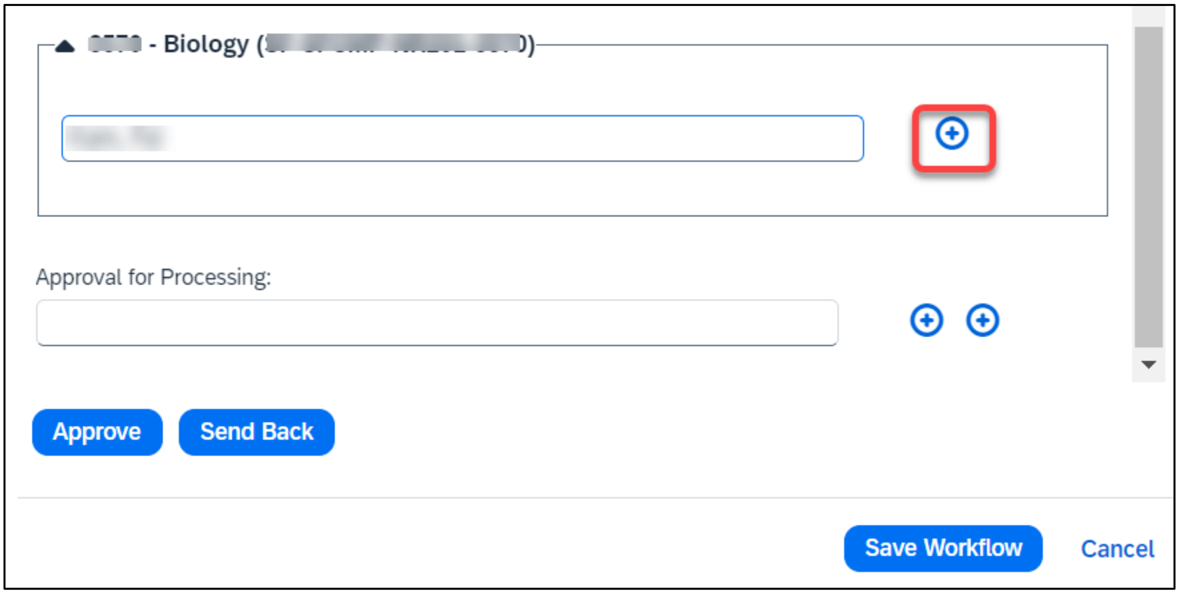
70. Select the "**Approve & Forward**" button in the top right of the screen.
71. Enter the **User-Added Approver**, and add a comment, as needed.
72. Select "**Approve & Forward**" to approve the Expense Report and send to the next approver.



73. To add an additional approver as a Budget Approver (COA): Select Details, then Approval Flow

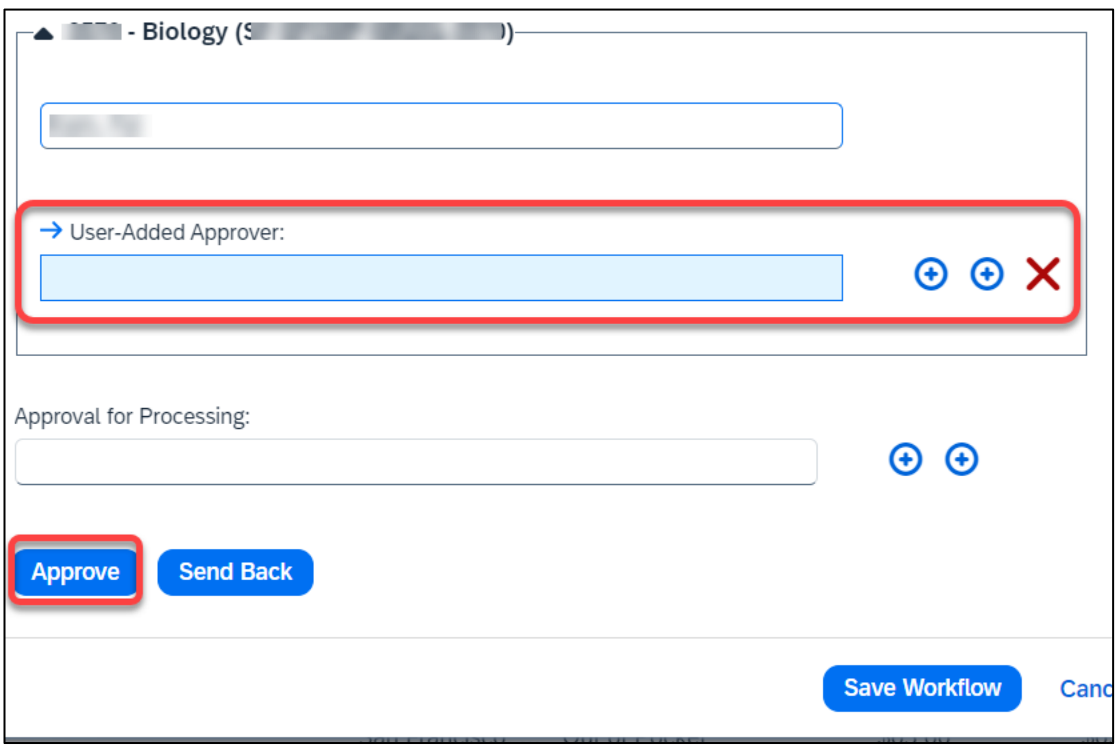


74. Click the additional sign next to your approval field that states “Add a step after this step”



75. Enter the User-Added Approver.

76. Click “**Approve**.”

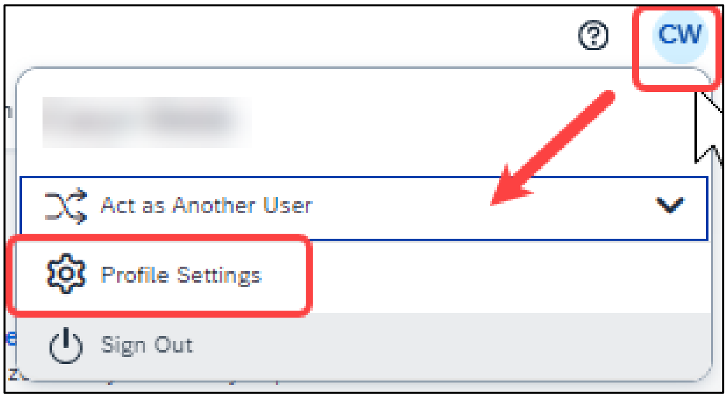


Expense Delegates

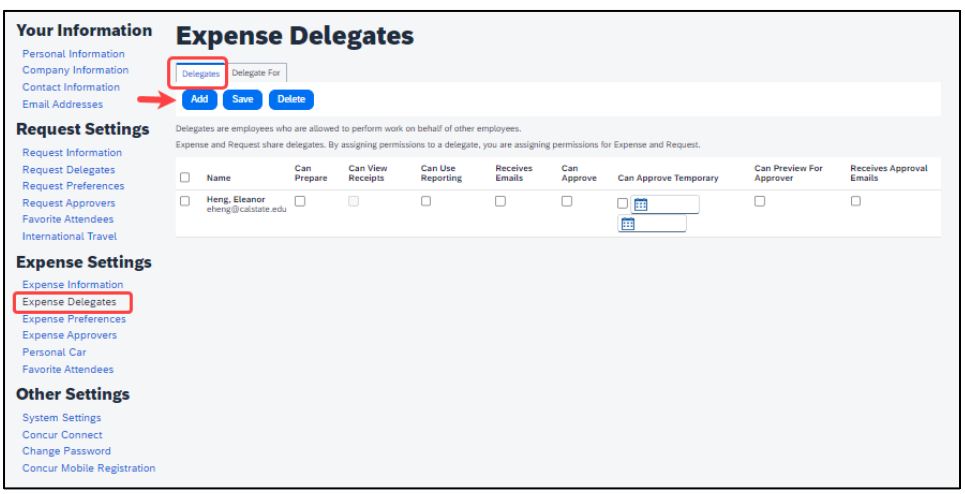
Adding an Expense Delegate

There may be a time when you want another person to assist with submitting a travel claim. To delegate access to another person, complete the following steps:

77. Open your profile by navigating to **Profile** > **Profile Settings**.



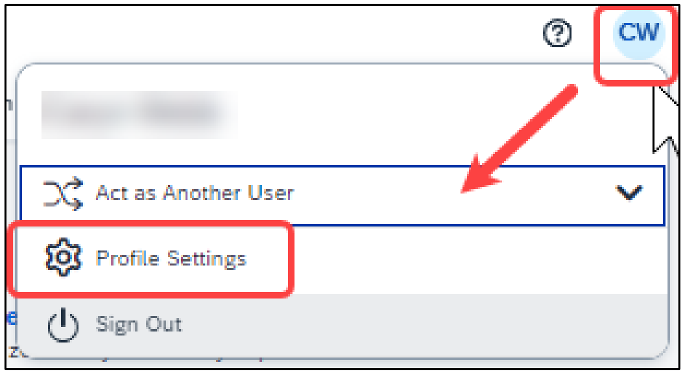
78. Using the far-left menu, within **Expense Settings** select the **"Expense Delegates**" option.
79. Navigate to the **Delegates** tab to assign another employee rights to request travel or to process an expense report on your behalf/



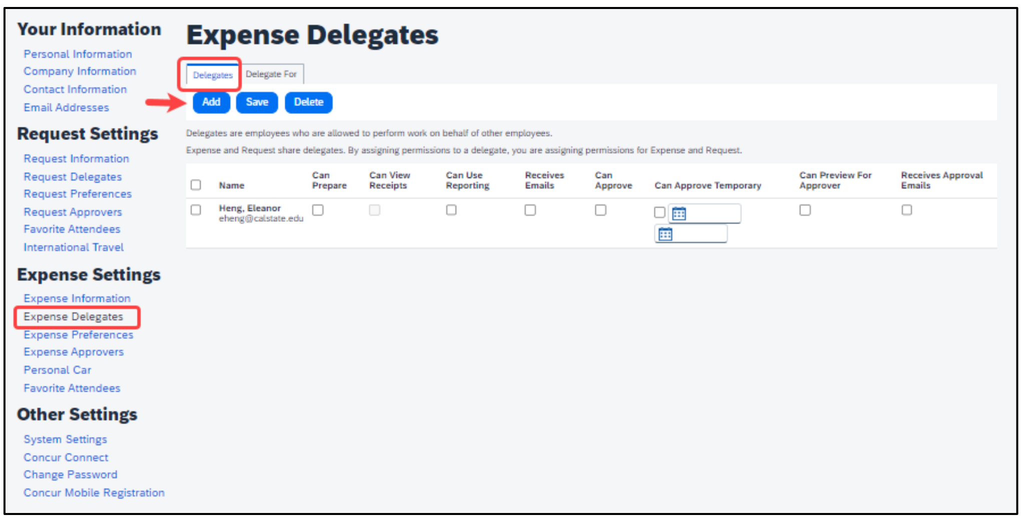
80. Select "**Add**" for each supplemental employee who needs access.
81. Select **"Add,"** then begin to type the person's email address, employee ID or name.
82. Select the correct name from the list.
83. After selecting the name, enter checkmarks in the boxes to the right of the name to grant access.
84. Use caution when delegating approval rights.
85. To place a limit on the approval timeframe, use the **"Can Approve Temporary"** date fields. Note: Not all options may be available to all users. Delegate options are based on the individual user profiles access within Concur.
86. Continue adding names as needed.

Removing Delegation Rights

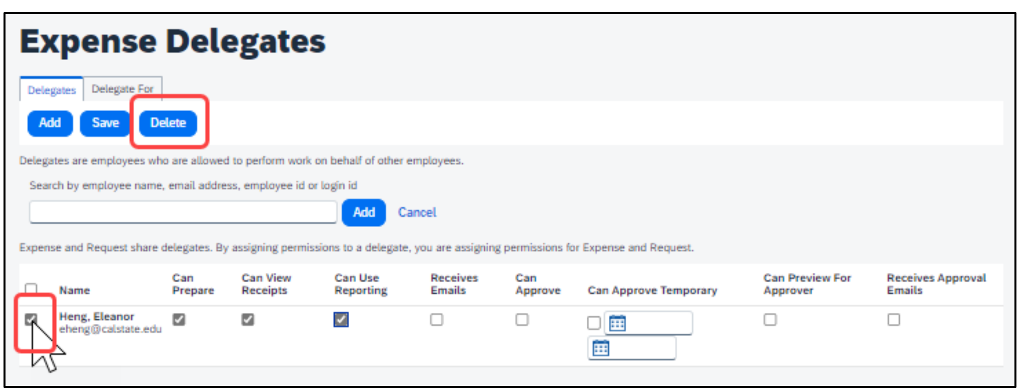
87. Open your profile by navigating to **Profile** > **Profile Settings**.



88. Using the far-left menu, within **Expense Settings** select the **"Expense Delegates**" option.
89. Navigate to the **Delegates** tab to assign another employee rights to request travel or to process an expense report on your behalf.



90. Select any names for which you want to remove access. Click **"Delete."**



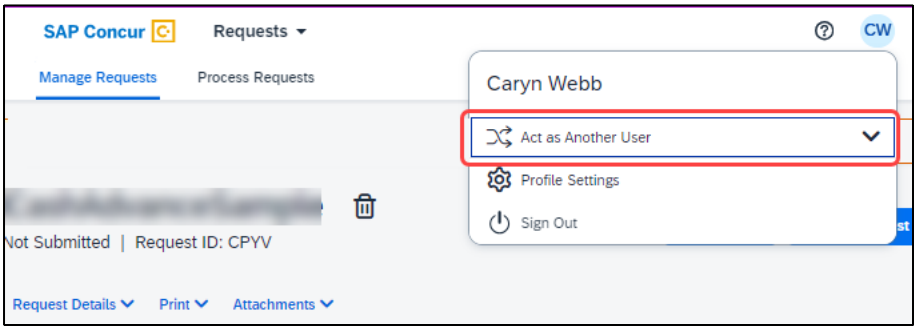
91. The **"Delegate For"** tab will display the individuals who have granted you Delegate access to their profile.
92. Select any names for which you want to remove access. Click **"Delete."**

Acting as a Delegate

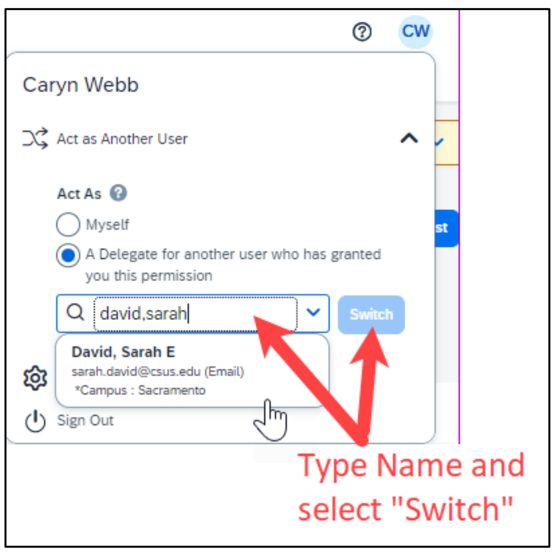
If you have been assigned to work as a delegate, your delegator will define which tasks you can complete, such as preparing reports or approving, etc.

To work as a delegate:

93. Select the **"Profile"** in the upper right.
94. Under **"Act as Another user"**.



95. Select the appropriate delegator's name from the drop down or type the name in the following format: Last Name, First Name



96. Select **"Switch"** to begin working as the other person.
97. Notice that the **Profile** menu now displays **Acting as** and displays the name of the employee who delegated their access.

98. You are now officially working on behalf of that person. Complete the normal processes for creating the request as noted in the section above, Creating a Travel Request.
99. Once the request is built, the Delegate can use the "**Notify Employee**" button to let the traveler know the Request is ready to submit. ***The Traveler must certify and submit their own travel request.***

100. To return to your own tasks, select "**Acting as,**" then select **"Myself"** and **"Switch."**

Delegate Roles

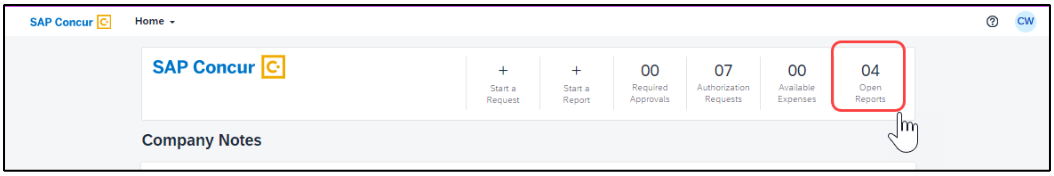
Option	**Description**
*Can Prepare	If selected, the delegate can create expense reports and requests on your behalf.
*Can View Receipts	If selected, the delegate can view receipt images on your behalf.
*Receives Emails	If selected, the delegate receives a copy of each Expense related email that you receive, except for approval emails.
Can Preview for Approver	If selected, the delegate can preview requests and expense reports on behalf of another employee. This delegate cannot approve the request/expense report.
Receives Approval Emails	If selected, the delegate receives a copy of each Expense approval-related email that you receive.
(*) Can Approve	If selected, the delegate can approve expense reports, and requests on your behalf, without date constraints.
(*) Can Approve Temporary	If selected, the delegate can approve expense reports and requests on your behalf but only for the specified period. If you select this option, you must also select the beginning and ending date.

(*) The *option to delegate approver rights will <u>only be available for Approvers in the system</u>. The approver's rights can also only be delegated to another user who also has approval rights in the system. This function can be used for times when an approver is unavailable and approval tasks will be covered by another person in their absence (i.e., Dean unavailable and approvals would be routed to Provost).*

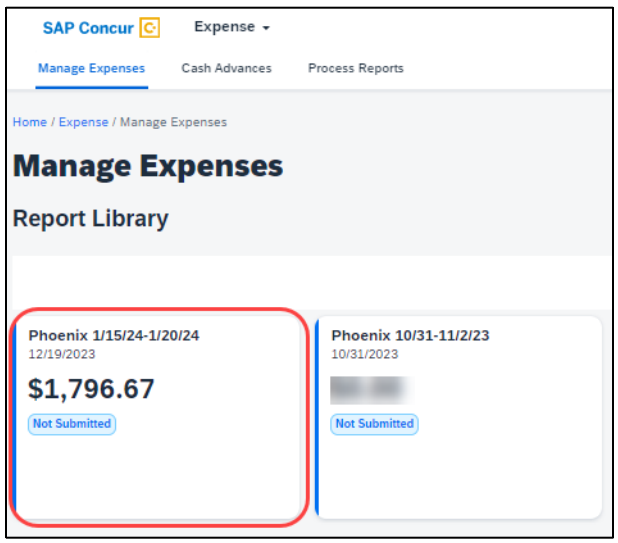
Correcting and Resubmitting an Expense Report

Your Expense Report Approver or processor will send a report back to you if an error is found. The Approver or Processor will include a comment explaining why the report was returned to you. To identify and correct expense reports requiring resubmission:

101. On the home page, in the Quick Task Bar, click the **Open Reports** tile. In the **Manage Expenses** section of the page, the report appears with **Returned** header on the report tile. The approver's comment appears below the amount.



102. Click the report tile to open the report.



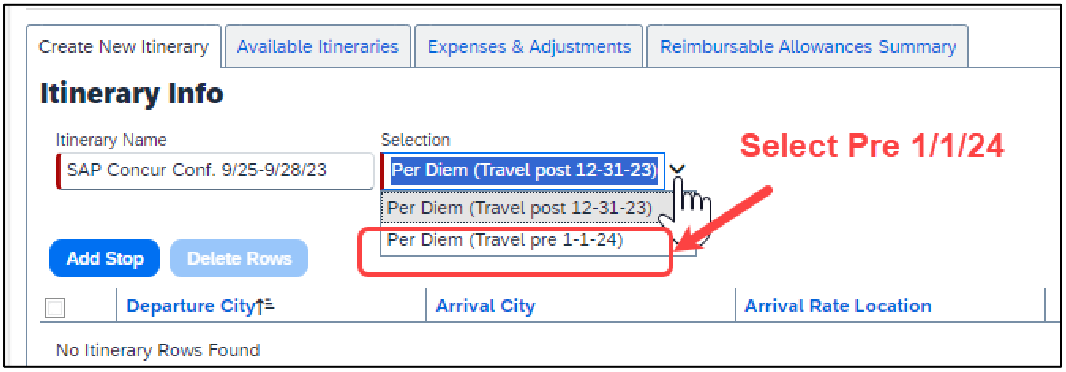
103. Make the requested changes.

104. Click "**Submit Report.**"

Special Travel Situations

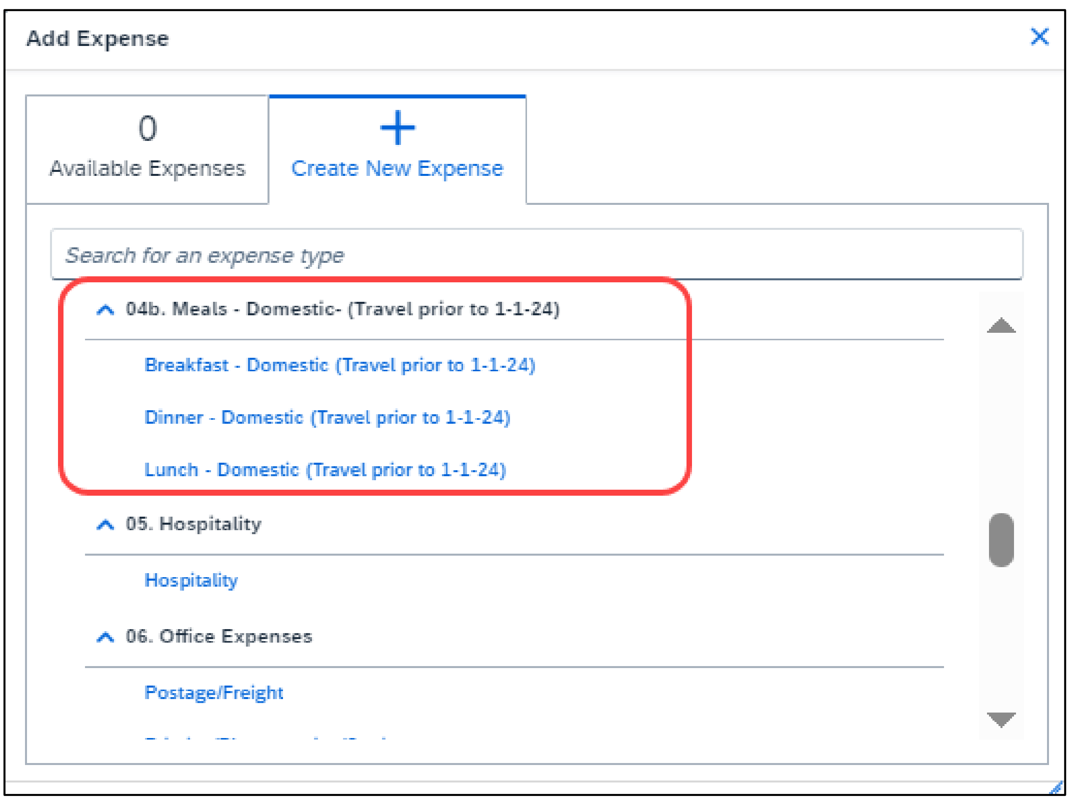
Travel Prior to the Per Diem Policy change

If the traveler is claiming for a trip that occurred before the per diem policy change, when selecting the itinerary, select the "Per Diem (Travel pre 1-1-24) option to complete the transaction. This is only necessary for international travel prior to the per diem implementation.



For domestic travel prior to 1/1/24, travelers can use the specified expense types as follows:

105. Breakfast – Domestic (Travel prior to 1-1-24)
106. Dinner – Domestic (Travel prior to 1-1-24)
107. Lunch – Domestic (Travel prior to 1-1-24)



Converting Foreign Currency Transactions

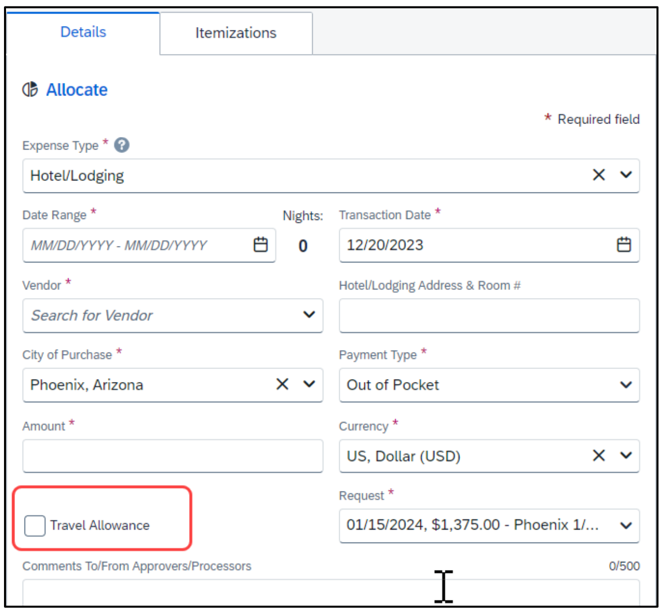
108. With the Expense Report open, click **Add Expense,** and then enter the appropriate information in the required and optional fields (required fields are indicated with a red asterisk).

109. For the **Amount** field enter the amount spent in foreign currency. The correct currency should populate based on the City of Purchase information you entered. If needed, you can change the currency from the list to the right of the **Amount** field.

110. Expense calculates the amount in USD.

111. *If expense amount is already in USD*, enter amount in **Amount in USD** field and it will calculate the foreign amount for you.

112. Complete the remaining fields as appropriate and make sure the **Travel Allowance** box is checked before saving the expense. This is what will be used to check the amount against the GSA travel allowance rates for that specific destination. If this box is not checked the report will not be able to be submitted until that occurs.

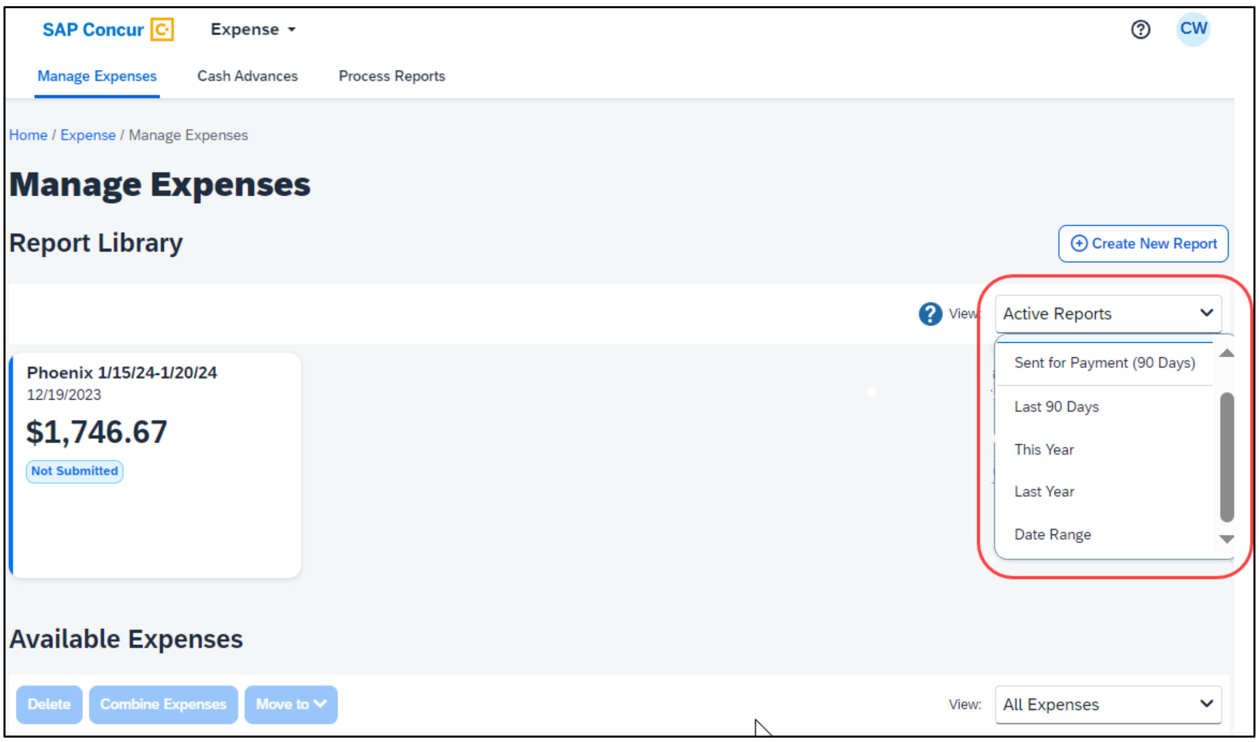


Support Documents for Inter campus Fund Transaction (IFT) Submission

IFTs are CSU transactions between (1) a campus and the CO or (2) between two or more campuses. The CO facilitates the movement of monies between campus funding sources by way of an IFT (journal entry). The CO generally requires copies of the expense report and related receipts, depending on the allocation involved. The awarding department at the CO/campus will generally give recipients/participants instruction on what will be reimbursed, and the department will have to decide if they will cover any variance that may occur between reimbursement allowed by CSU procedures and allocation received by the CO/campus.

In consultation with the CO Accounting team, a copy of the expense report from Concur and the supporting receipts can be utilized for CPO support in lieu of copies provided under paper environment. ***Sometimes the CO asks for receipts that are not required by the policy*** – it will be important for travelers/departments to retain those additional copies IF an IFT is in play or until these additional requirements are no longer exercised.

113. In Concur, go to **Expenses** > **Manage Expenses** and select the View drop-down arrow to the right of “**Active Reports**” to display other report options and ranges for active or submitted expense reports.



114. Select the correct expense report and then choose “**Print/Email**” link and select “**CSU-Detailed Report with Summary Data.**” Print this report to PDF. The PDF version will also contain the related receipts that were attached. This file can then be sent to the appropriate CO contact or campus accounting team for CPO support.

Creating an Allocation Favorite

115. Log in to SAP Concur
116. Open the expense report.
117. Select the expense entry and click **Allocate.**
118. In the prompted window, click **Add New Allocation to add as many allocations as necessary.**
119. Modify the amounts/percentages and the other fields as desired (<u>the allocated amount must sum up to exactly 100.00%)</u>
120. Click **Add to Favorites**
121. Enter the *Allocation Favorite name and click **Save.***
122. Click **Save in the allocation window, then OK and Done**

    To use a *Favorite Allocation:*

    a. Log in to SAP Concur
    b. Open the expense report.
    c. Select the expense entry and click **Allocate.**
    d. In the prompted window, click **Favorites and select the desired *Favorite Allocation***
    e. Click **Yes to apply the *Favorite Allocation to the entry.***
    f. Modify any values, if necessary
    g. Click **Save in the allocation window, then OK and Done**

        To remove a *Favorite Allocation from the user account:*

        i. Log in to SAP Concur
        ii. Open the expense report.
        iii. Select <u>any expense entry and click **Allocate.**</u>
        iv. In the prompted window, click **Favorites.**
        v. Next to the *Favorite Allocation to be removed, click the **x sign.***
        vi. Click **Yes to confirm**

            To update an existing *Favorite Allocation:*

            1. Log in to SAP Concur
            2. Open the expense report.
            3. Select <u>any expense entry and click **Allocate.**</u>
            4. In the prompted window, click **Favorites and select the desired *Favorite Allocation to be updated.***

5. Click **Add to Favorites**
6. Enter the same name for the updated *Favorite Allocation and click* ***Save.***
7. Click **Yes to confirm.**