Concur Expense QuickStart Guide for USC

SAP Concur

Technologies

Version 2.0

February 26, 2019

Document Revision History

Date	Description	Version	Author
08/22/2014	Concur Expense QuickStart Guide	1.0	Concur
05/19/2015	Concur Expense QuickStart Guide UI Update	1.2	Concur
10/15/2015	Concur Expense Images Added	1.3	Concur
08/11/2016	Concur Expense QuickStart Guide UI Update	1.4	Concur
08/24/2016	Concur Expense Formatting Corrected	1.5	Concur
12/20/2017	Concur NextGen Expense UI, Font Update	1.6	SAP Concur
08/15/2018	Reorganized Topics	1.7	SAP Concur
01/24/2019	NextGen Expense UI Updates	1.8	SAP Concur
02/01/2019	Customized for USC	1.9	SAP Concur
02/26/2019	Changes for USC	2.0	SAP Concur

Proprietary Statement

Information contained in these documents applies to the following products in effect at the time of this document's publication, including but not limited to:

- Travel & Expense
- Invoice
- Expense
- Travel
- Request
- Risk Messaging
- SAP Concur for Mobile

The above products and the information contained in these documents are subject to change without notice. Accordingly, SAP Concur disclaims any warranties, express or implied, with respect to the information contained in these documents, and assumes no liability for damages incurred directly or indirectly from any error, omission, or discrepancy between the above products and the information contained in these documents.

Published by SAP Concur Technologies, Inc.
601 108th Avenue, NE, Suite 1000
Bellevue, WA 98004

Table of Contents

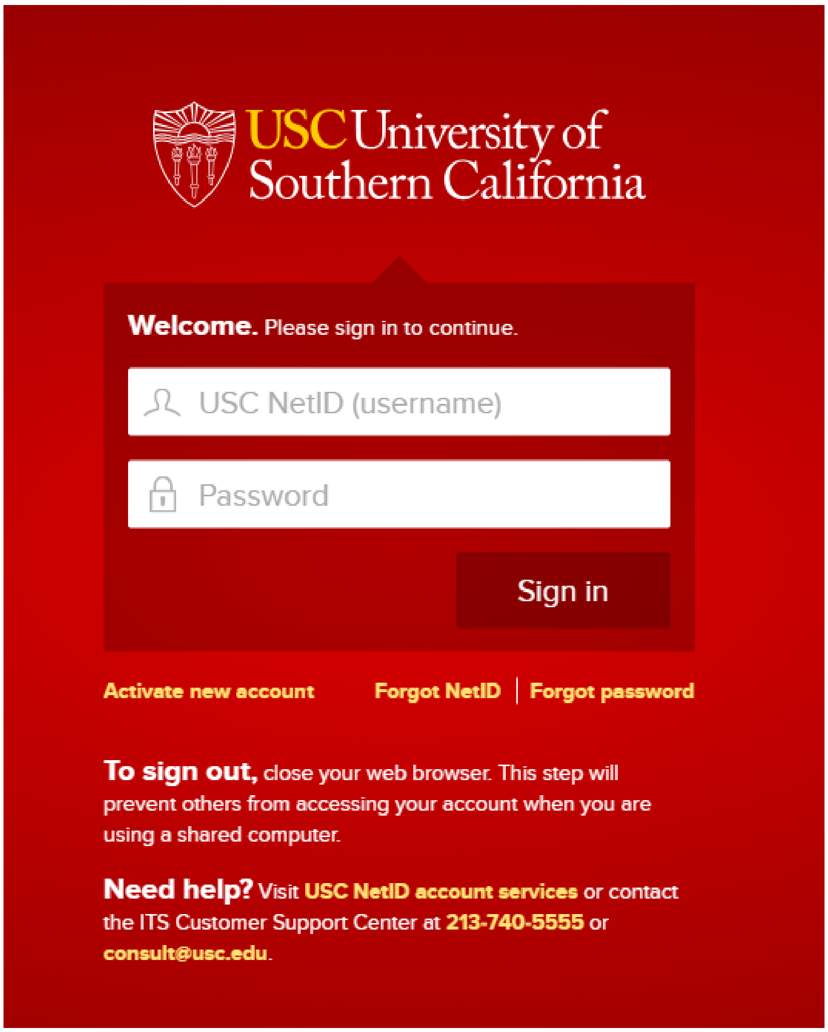
Signing in to SAP Concur

To sign in to SAP Concur, you must have USC NetID access.

1. In the **USC NetID (username)** field, enter your user name.
2. In the **Password** field, enter your password.
3. Click **Sign In**.

   NOTES:

   - Your password is case sensitive.
   - If you are not sure how to log on, visit USC NetID account services or contact the ITS Customer Support Center.



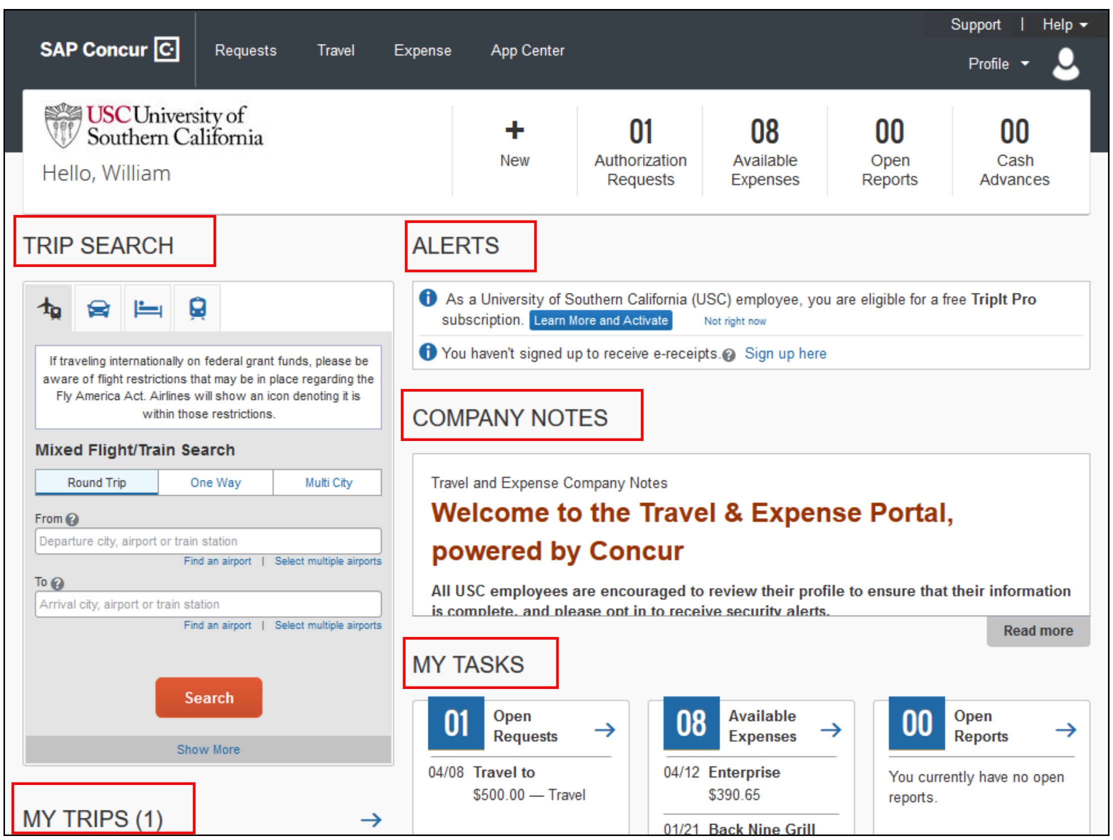
Exploring the SAP Concur Home Page

The SAP Concur home page contains the following sections.

NOTE: To return to the SAP Concur home page from any other page, click the SAP Concur logo on the top left of the screen.

You will see the following sections on the SAP Concur home page.

Section	Description
Trip Search	This section provides the tools you need to book a trip with any or all of the following: **Flight:** Use to book a flight. You can also book hotel and reserve a car at the same time. **Car**, **Hotel**, **Limo**, or **Rail:** Use to book hotels, reserve rental cars, etc. if not including them while booking a flight (**Flight** tab).
Alerts	This section displays informational alerts about Travel features.
Company Notes	Content is provided by Travel & Expense Management.
My Trips	This section lists your upcoming trips.
My Tasks	This section lists **Required Approvals** (for managers)**, Open Requests, Available Expenses,** and **Open Reports**.



Updating Your Profile

Use the **Profile Options** page to set or change your personal preferences. To avoid re-entering personal and permanent information about yourself (phone number, contacts, credit card information etc.), complete your profile after logging onto SAP Concur for the first time and update it whenever your information changes. Your profile options include:

- Approvers
- Attendees
- E-Receipts
- Expense Delegates
- Expense Preferences such as Email Notifications
- Travel Preferences:
  - Mobile Registration
  - E-receipt Activation

Activating E-Receipts

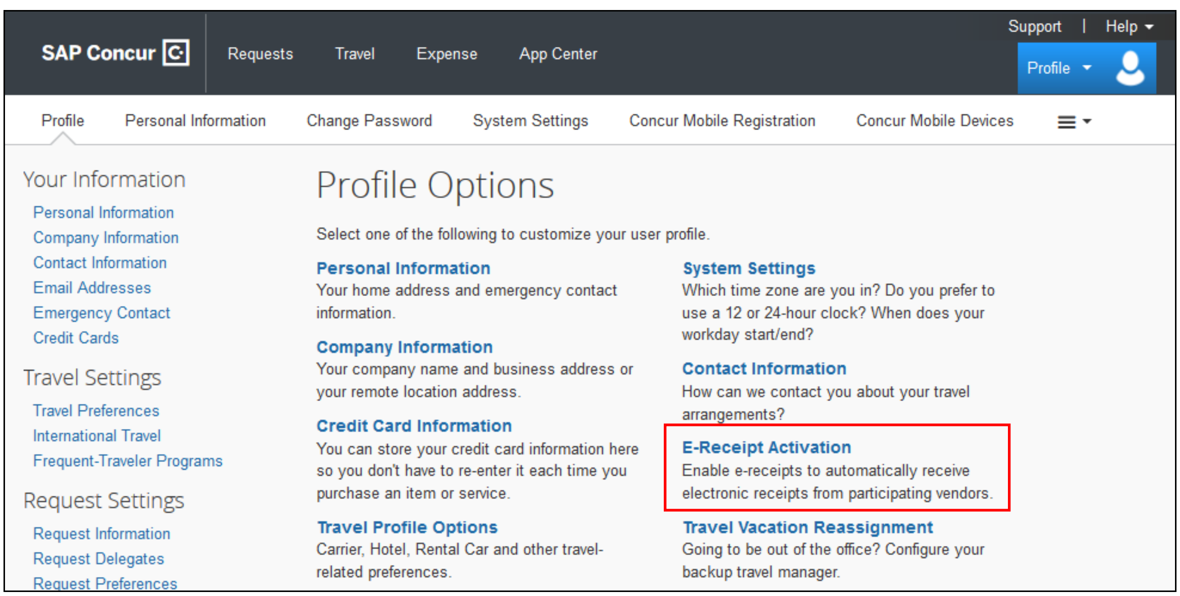
E-receipts are an electronic version of receipt data that can be sent directly to SAP Concur to replace imaged paper receipts. The availability and content of e-receipts vary depending on the vendor.

You must opt-in from your **Profile** before e-receipts activate in Expense. Some vendors require additional paperwork before they can send e-receipt data. Contact your SAP Concur administrator for more information.

A message will appear on the SAP Concur home page, prompting you to sign up. You can also active e-receipts from your **Profile Options** page.

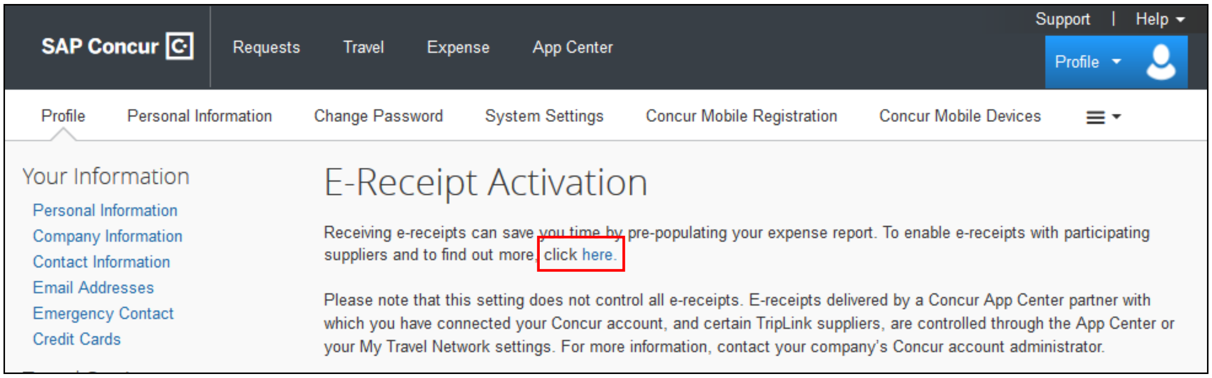
To activate e-receipts

1. Click **Profile**, and then click **Profile Settings**.
2. On the **Profile Options** page, click **E-Receipt Activation**.



The **E-Receipt Activation and User Agreement** appears.

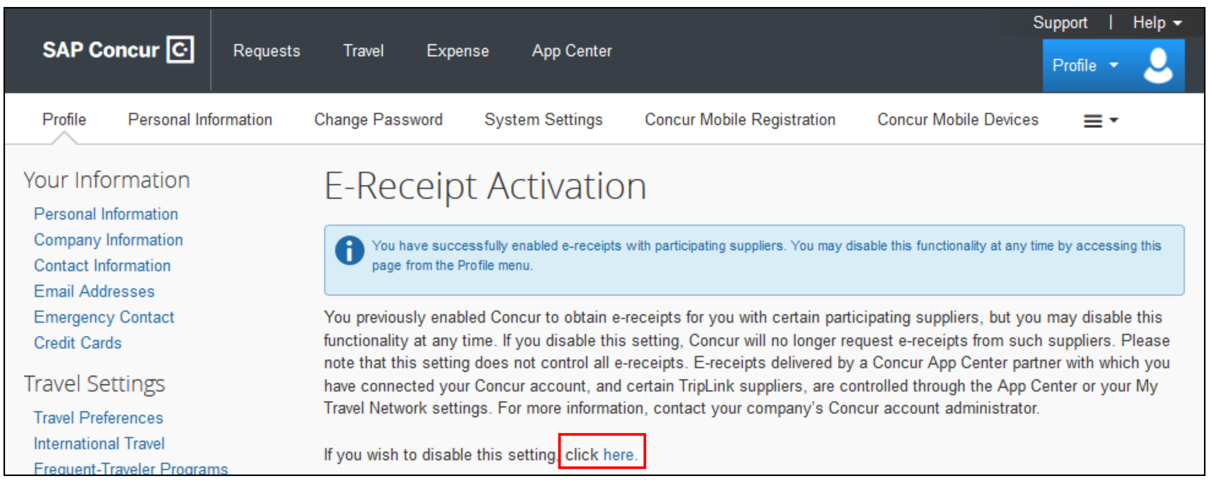
3. On the **E-Receipt Activation** page, click the **here** link.



4. Read through the **E-Receipt Activation** agreement, and then click **I Agree**.

   Receipts are successfully enabled.

5. If you want to disable the E-Receipt Activation setting, on the **E-Receipt Activation** page, click the **here** link.



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, submitting reports, etc.

To work as a delegate

1. Click **Profile** > **Acting as other user**.
2. Select the appropriate delegator's name from the drop-down.
3. Click **Start Session**.

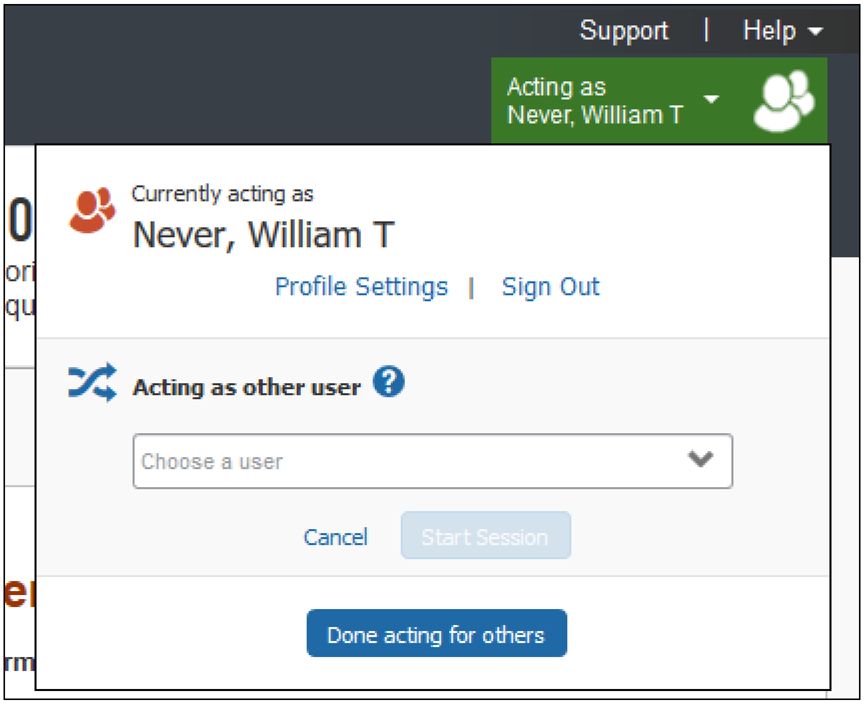
   NOTE: Notice that the **Profile** menu now displays **Acting as** and shows the name you just selected.

4. You are now officially working on behalf of that person. Complete the normal processes of creating reports, printing, etc.

   To select a different user, follow the same steps but click a different name.

5. To return to your own tasks, click **Acting as**, and then select **Done acting for others**.

NOTE: Notice that the **Profile** menu now appears.



Delegates

If you are acting as an Expense *delegate* for another employee (*delegator*):

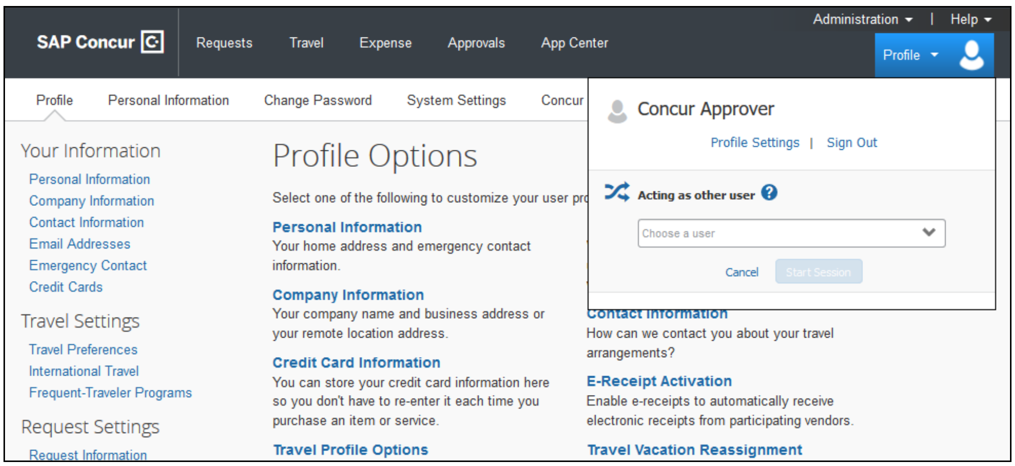
- Any changes you make on this page affect only the delegator and do not change your personal information.
- You cannot access all profile options for your delegator, such as bank information.

To access your profile information

1. Click **Profile** > **Profile Settings**.

   The **Profile Options** page appears.

2. Click the appropriate option from the left-side menu.



Creating a New Request

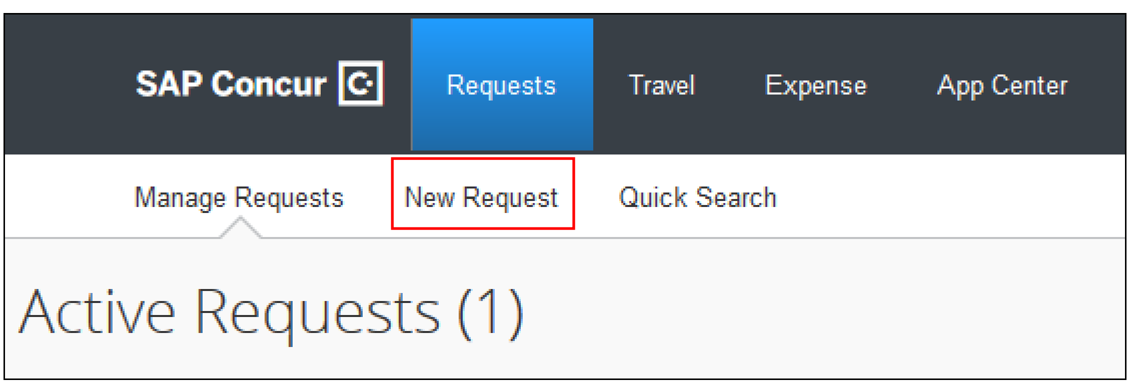
To create a new request

1. Either:

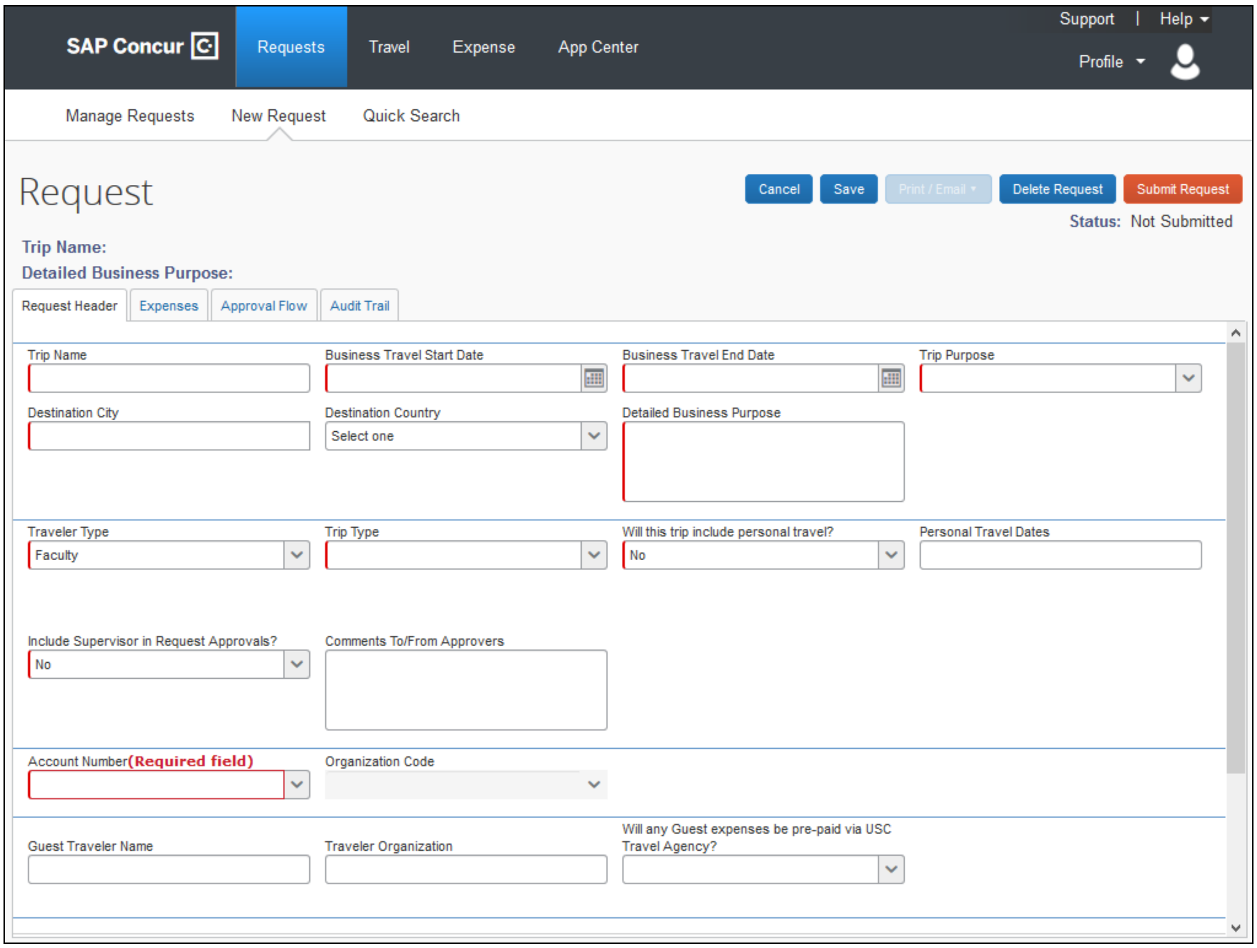
   - On the SAP Concur home page, on the Quick Task Bar, place your mouse pointer over **New**, and then click **Start a Request**.

     - or -

   - From the **Requests** menu, click **New Request**.



2. Fill in all of the required fields under the **Request Header**.
3. If a Cash Advance is required, enter the **Cash Advance Amount** in the field of that name at the bottom of the Request Header page.
4. Click **Save**.
5. Click on the **Expenses** tab.
6. Fill in all of the required fields under the **Expenses** tab.
7. Click **Save** then **Submit Request**.

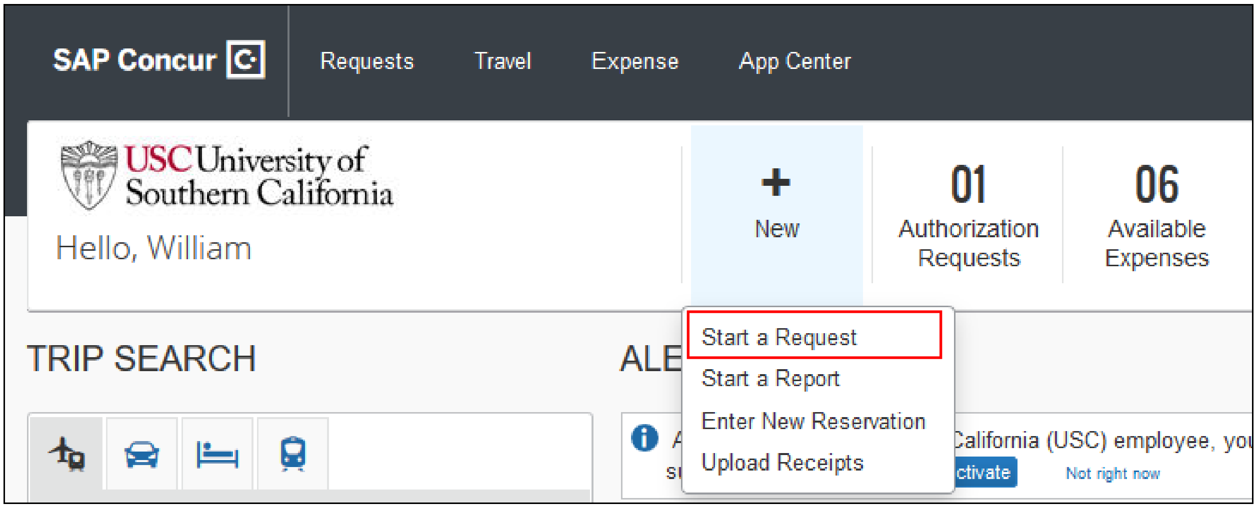


Creating a New Expense Report

To create a new expense report

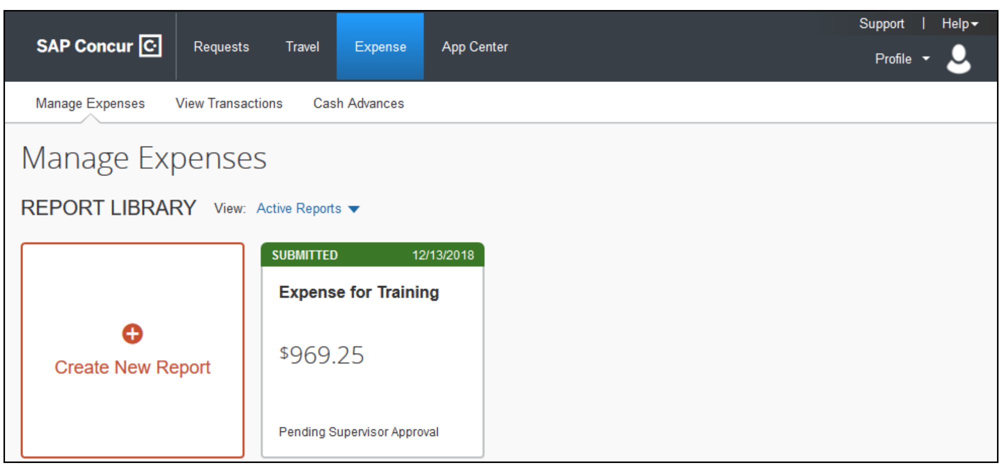
1. Either:

   - On the SAP Concur home page, on the Quick Task Bar, place your mouse pointer over **New**, and then click **Start a Report**.



   - or -

   - From the **Expense** menu, click **Manage Expenses** (on the **Expense** sub-menu), and then click the **Create New Report** tile.

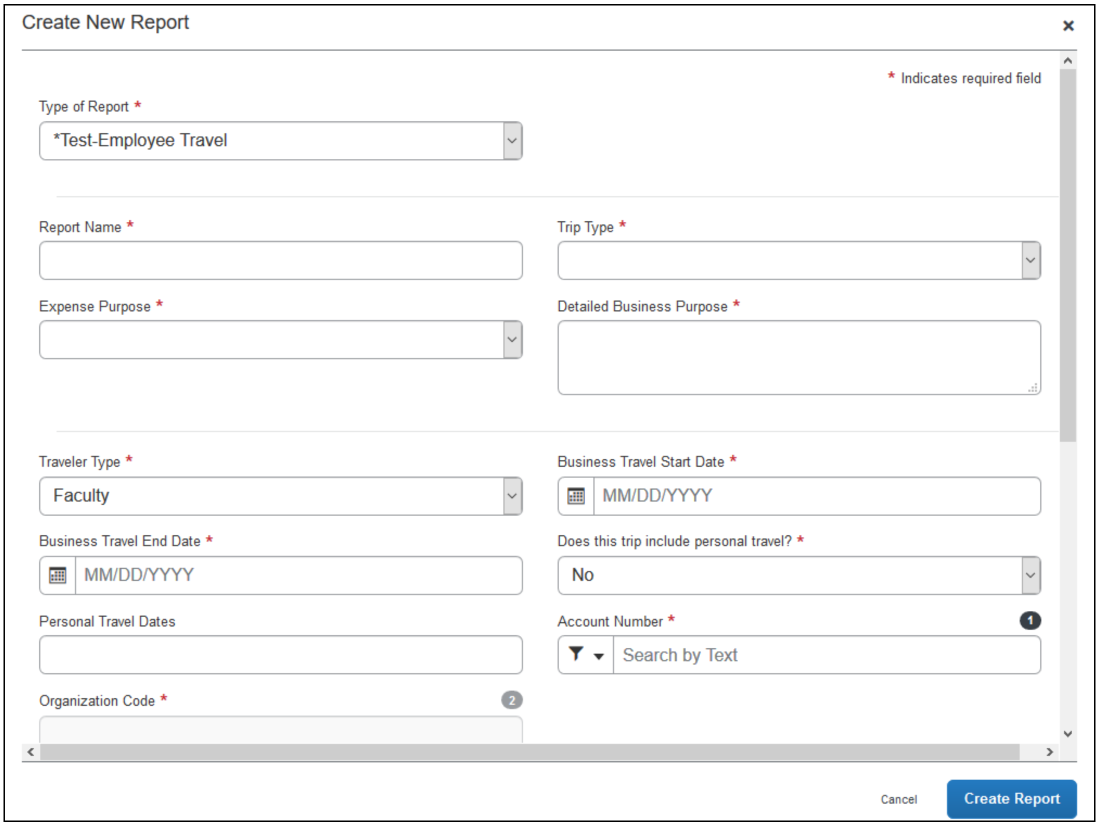


2. Select the type of report:

   - Employee Travel
   - Employee Non-Travel
   - Guest or Student: If funds are owed to the university guest or student

   Note: There are several fields common to all report types. They are: **Report Name**, **Expense Purpose**, **Detailed Business Purpose**, **Traveler Type**, **Account Number**, and **Organization Code**. Be sure to fill in each of those fields according to the university's policies.

3. Complete all required fields (marked with red asterisks) and the optional fields.



4. Click **Create Report**.
5. At this point, you will likely either:
   - Add travel card transactions to your expense report
   - Add an out-of-pocket expense to your expense report

Adding Travel Card Transactions to an Expense Report

On the SAP Concur home page, you can view a list of any unassigned credit card transactions in the **Available Expenses** section.

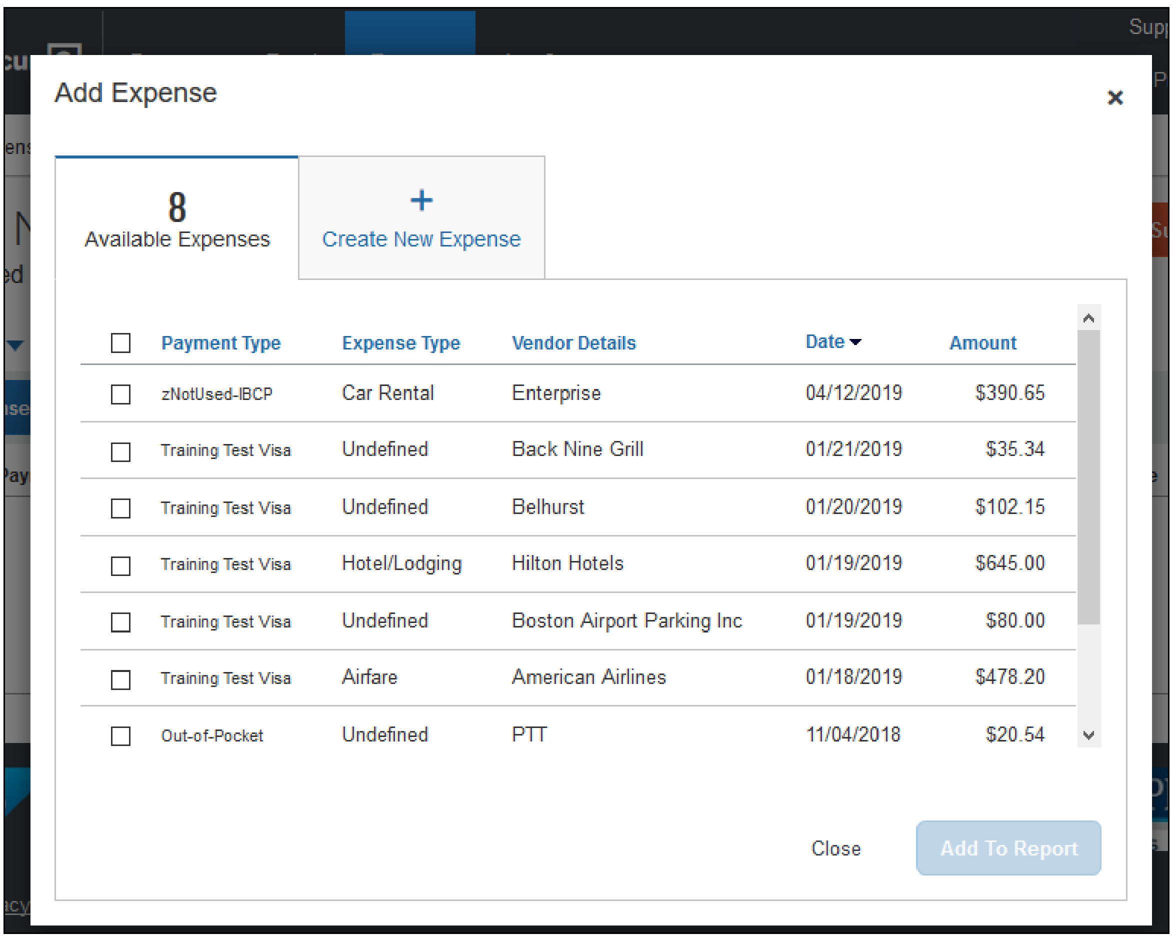
You can add card transactions to an expense report in the following ways:

- From the open expense report
- From the **Available Expenses** section (you might need to scroll down) (**Expense** > **Manage Expenses** on the sub-menu)

From the Open Expense Report

To add card transactions within the open report

1. Click **Add**.
2. From the **Available Expenses** tab, select the check box(es) for the appropriate expenses.



3. Select each transaction that you want to assign to the current expense report.
4. Click **Add To Report**.

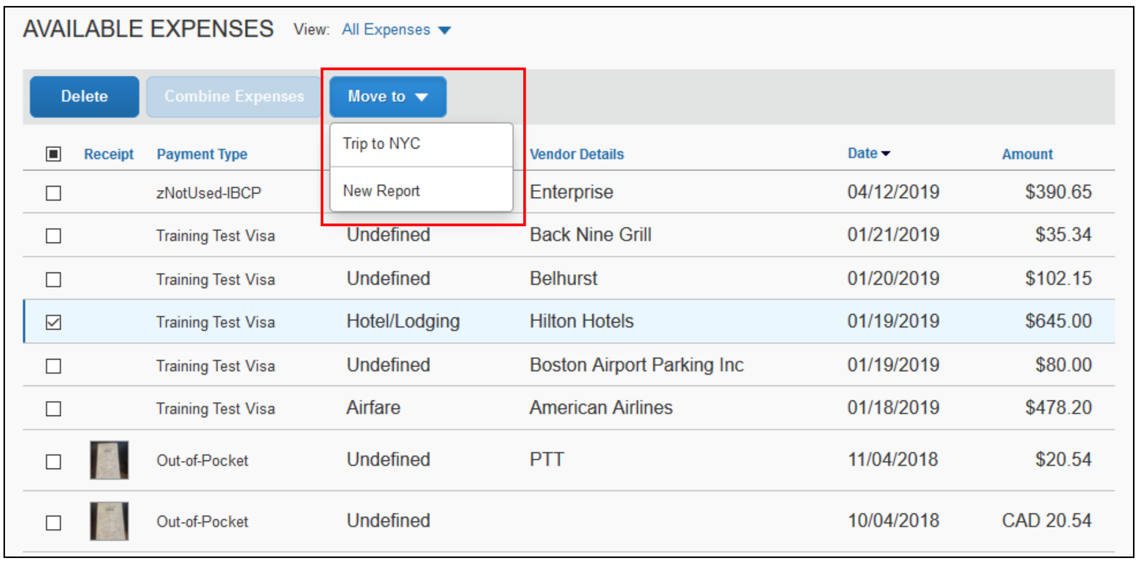
From the Available Expenses section

To assign transactions to a report from the Available Expenses section

1. From the **Available Expenses** section (you might need to scroll down) select a check box next to each appropriate transaction.

   TIP: Select the uppermost check box to select all transactions.

2. Click **Move to**.
3. Select the name of the appropriate report or select **New Report**.
   - If you select an existing report, the report opens and the selected transactions are attached to the report.
   - If you select **New Report**, the **Create New Report** page appears. Enter the report information as usual.



Adding an Out-of-Pocket Expense to an Expense Report

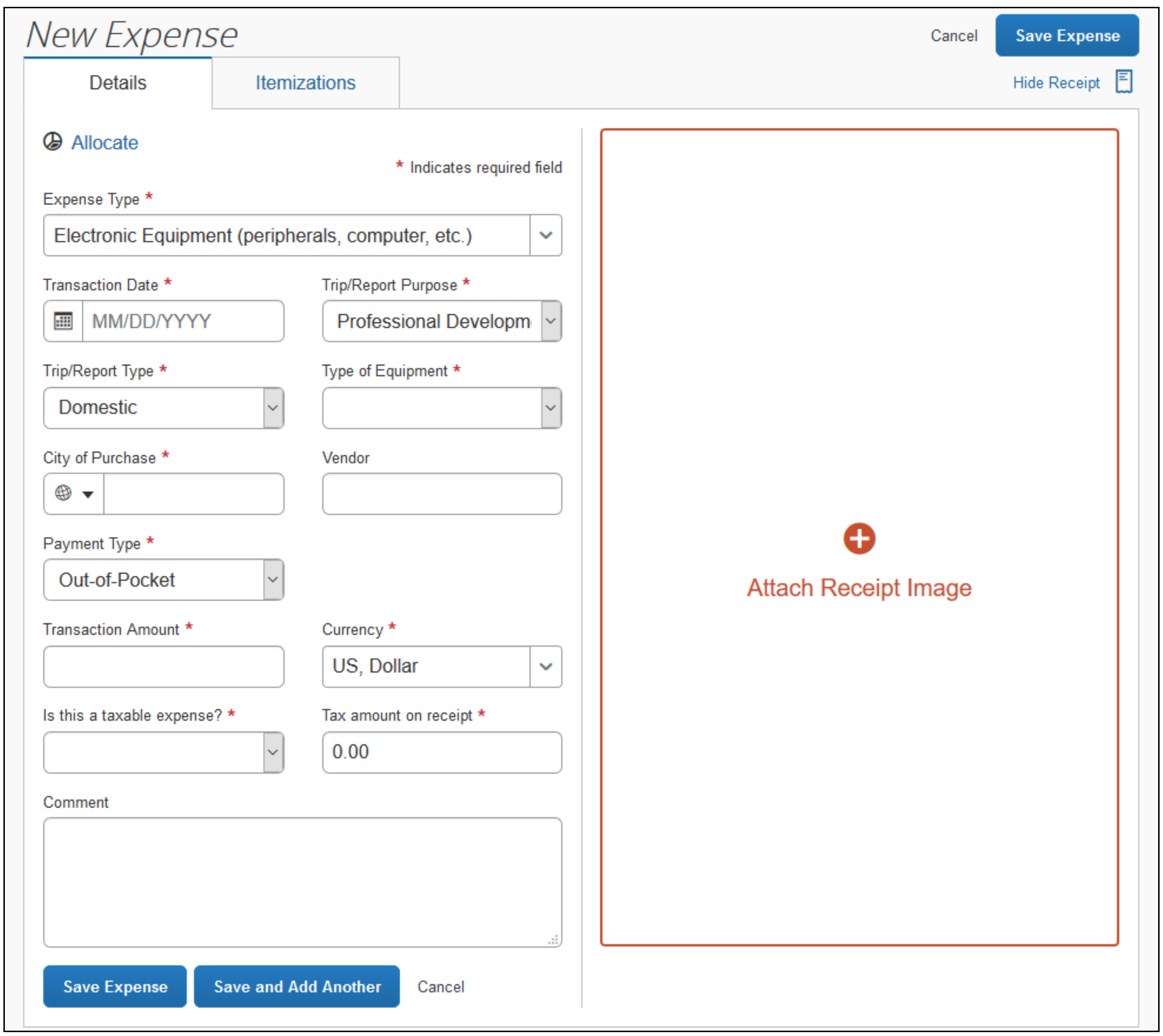
To add an out-of-pocket expense to a report

1. From the open report, click **Add Expense**, then click the **Create New Expense** tab.
2. Search for or select the appropriate expense type from the list.

   The page refreshes, displaying the required and optional fields for the selected expense type.
3. Complete the required and optional fields as directed by USC policies.

   Click one of the following:

   - **Attach Receipt Image -** To upload and attach receipt images
   - **Itemizations tab -** To itemize the expense
   - **Save Expense –** To save the out-of-pocket expense
   - **Save and Add Another –** To save this expense and add another
   - **Cancel -** To exit without saving this expense

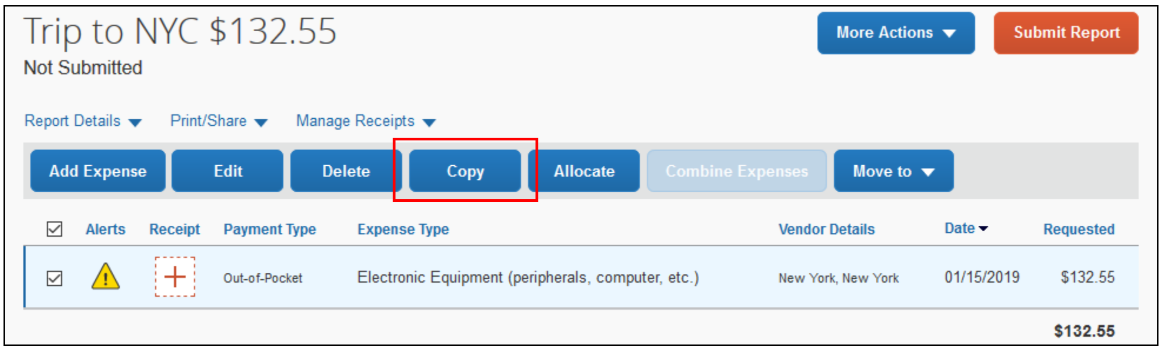


Copying an Expense

You can copy an expense and then update the expense details to quickly enter a new expense. This is especially useful for recurring business expenses.

To copy an expense

1. With the expense report open, select the expense you want to copy.
2. Click **Copy**.



The new expense is added to the **Expenses** list. Note the following:

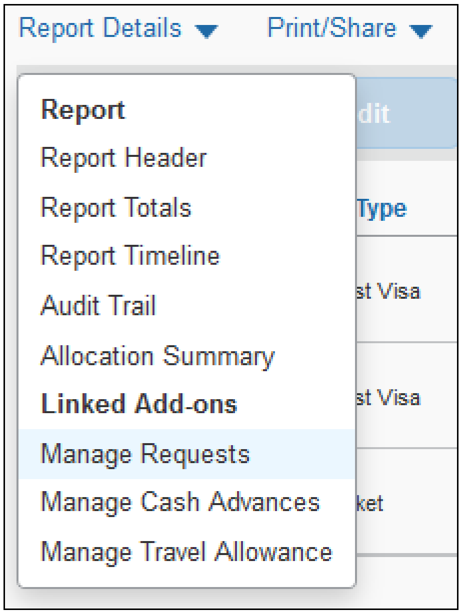
- The original expense date is advanced by a day.
- All allocations, attendees, expense-level comments, and value added tax (VAT) details from the original expense are copied to the new expense.
- Credit card information, e-receipts, mobile entry information, and travel segments (associated with travel itineraries) from the original expense are ***not*** copied to the new expense.

  NOTE: This type of information is generally associated with only one expense so it is not copied to the new expense.
- If the **Payment Type** of the original expense is a credit card, then the **Payment Type** of the new expense is editable using the dropdown list.

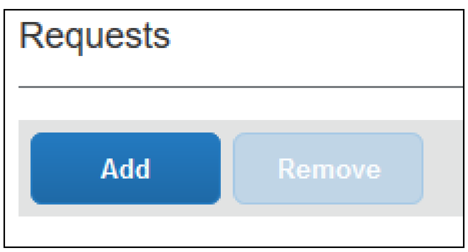
Attaching a Request or Cash Advance to an Expense Report

To attach a request or cash advance to an expense report

1. Open the expense report.
2. Click on **Report Details**.
3. Select **Manage Requests** from the drop-down menu.



4. Click **Add**.



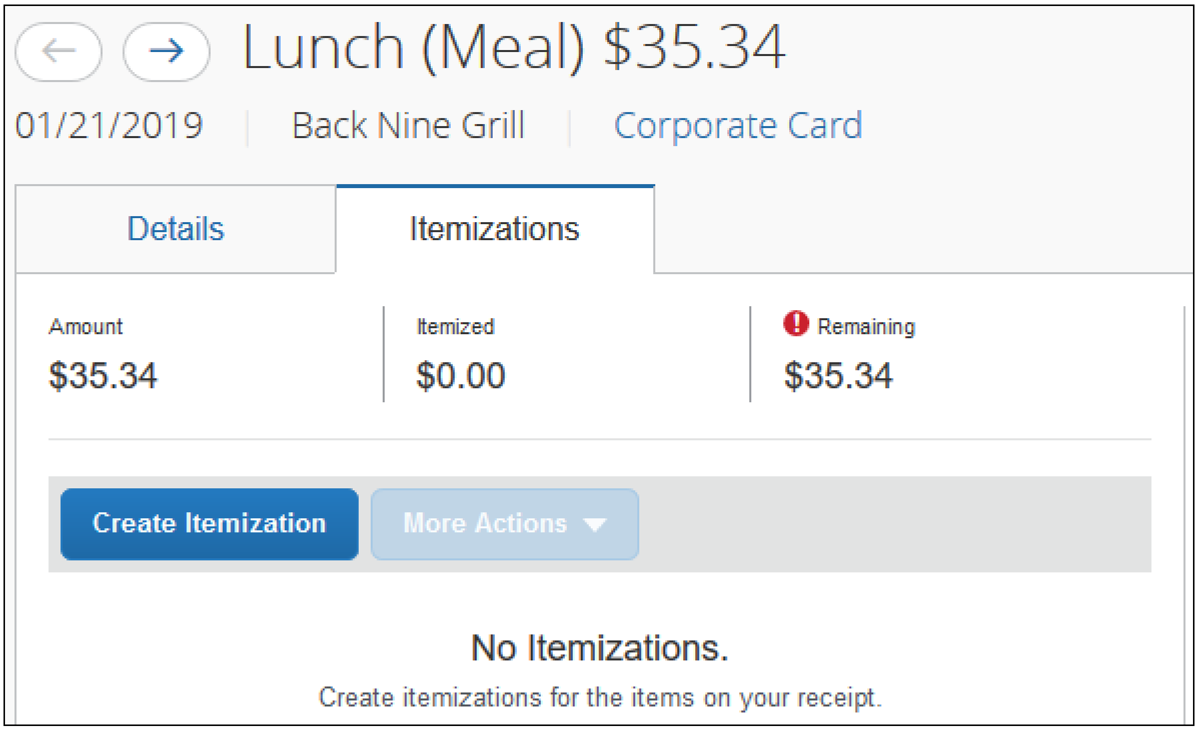
5. Select the appropriate request from the **Available Requests** list.
6. Click **Add to Report**.
7. Click **Close**.

Itemizing Expenses

Use the **Itemizations** tab to account for receipts that include both business and personal expenses or to ensure that each of your expenses is accounted for correctly.

To itemize an expense

1. Create the expense as usual, and then click the **Itemizations** tab (instead of **Save Expense**).
   - The total **Amount**, the amount **Itemized**, and the **Remaining** amount displays.
   - A red exclamation point icon next to the **Remaining** amount, indicating that you need to itemize this expense.



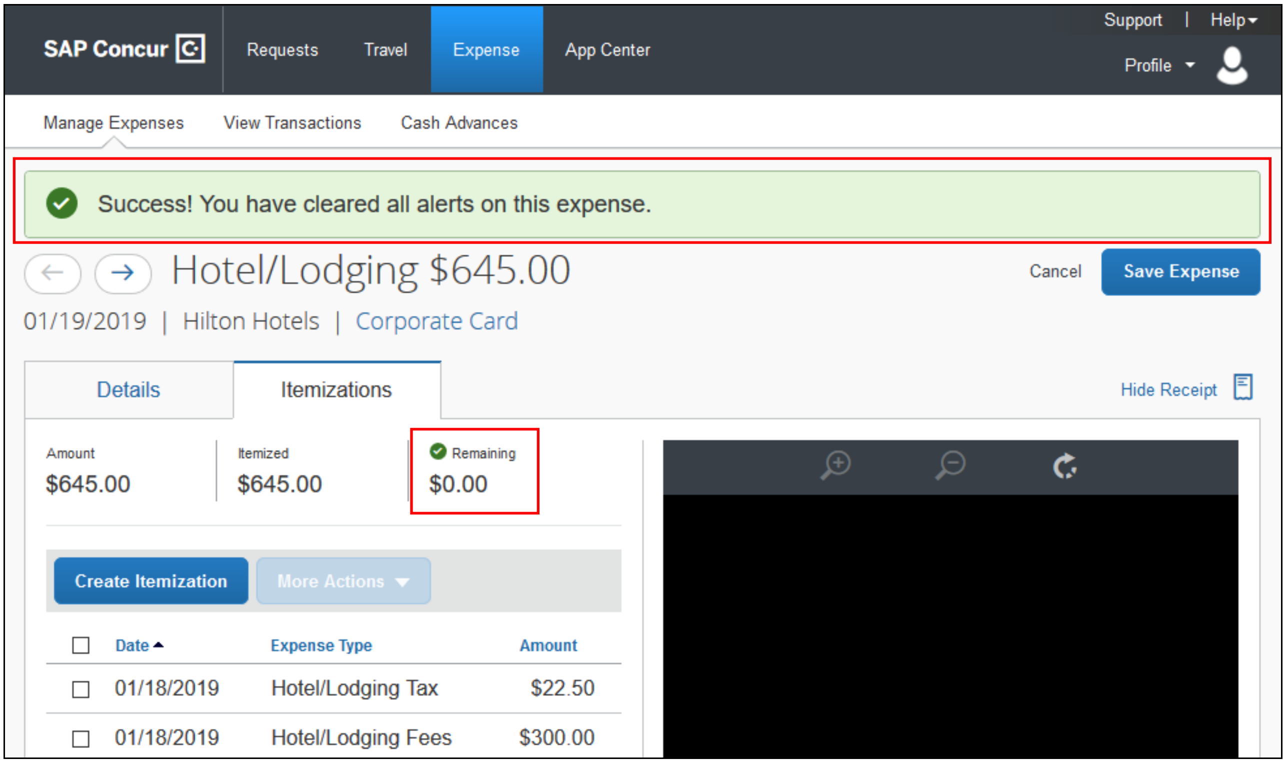
2. On the **Itemizations** tab, click **Create Itemization**.
3. Select the **Expense Type** that applies to the first itemization from the dropdown list.

   The page refreshes, displaying the required and optional fields for the selected expense type.
4. Complete the fields as directed by USC policies.
5. Click **Save Itemization**.

   The newly created itemization appears.
6. For each additional itemization, on the **Itemizations** tab, click **Create Itemization**, select the appropriate expense type and complete the appropriate fields.

   NOTE: You can also **Copy** itemizations to save time with similar entries.

Once you have itemized the **Remaining** amount of the charge, an alert displays a green **Success** checkmark.



7. Click **Save Expense**.

Itemizing Nightly Lodging Expenses

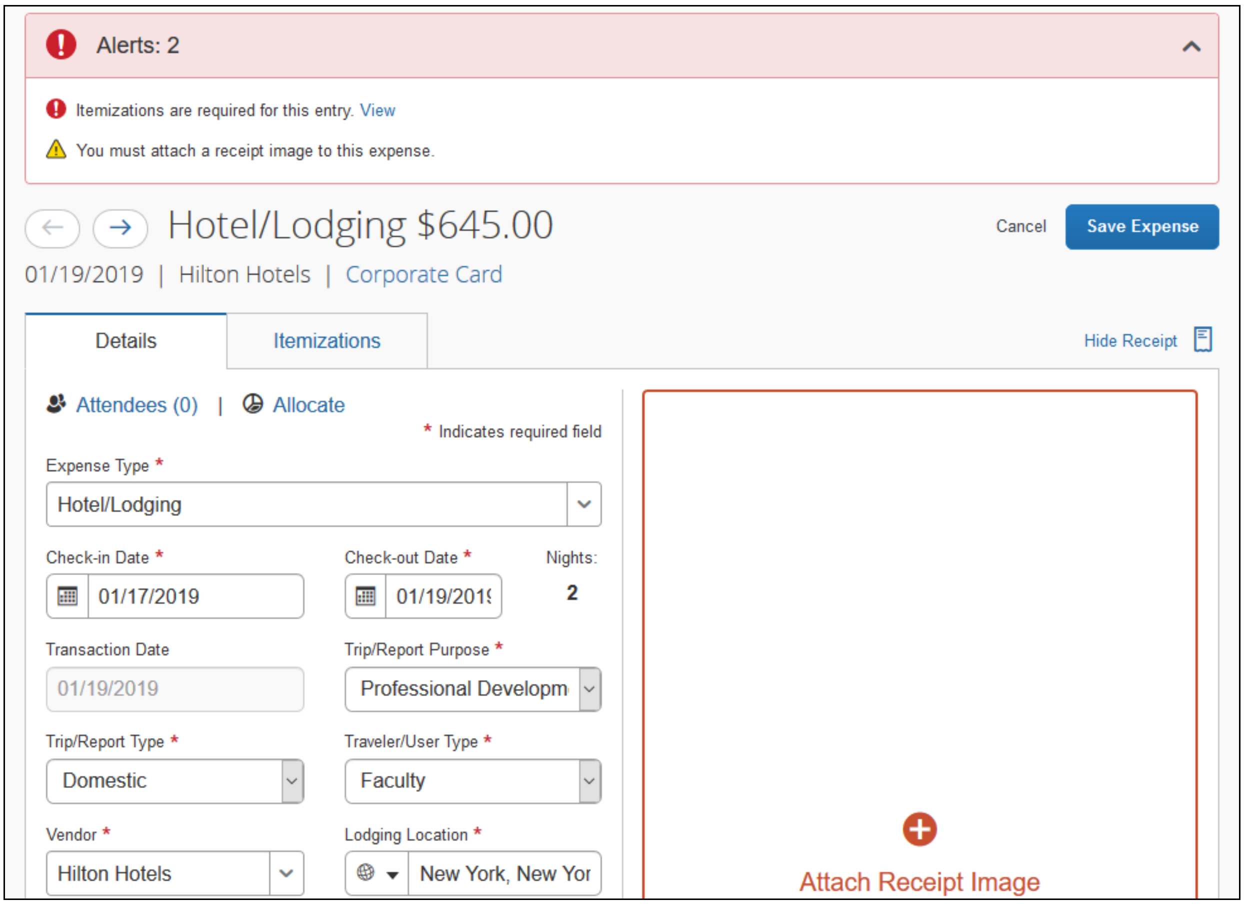
A hotel bill typically contains a variety of expenses including room fees, taxes, parking, meals, valet, telephone charges, and personal items. You must itemize these expenses so that they can be reimbursed correctly. Lodging Itemization allows you to quickly itemize recurring room rates and taxes. You can then itemize the remaining charges on your hotel bill, and adjust for any rate changes during your stay

To create a Hotel/Lodging expense

1. With the expense report open, click **Add,** and then select the **Hotel/Lodging** expense type.

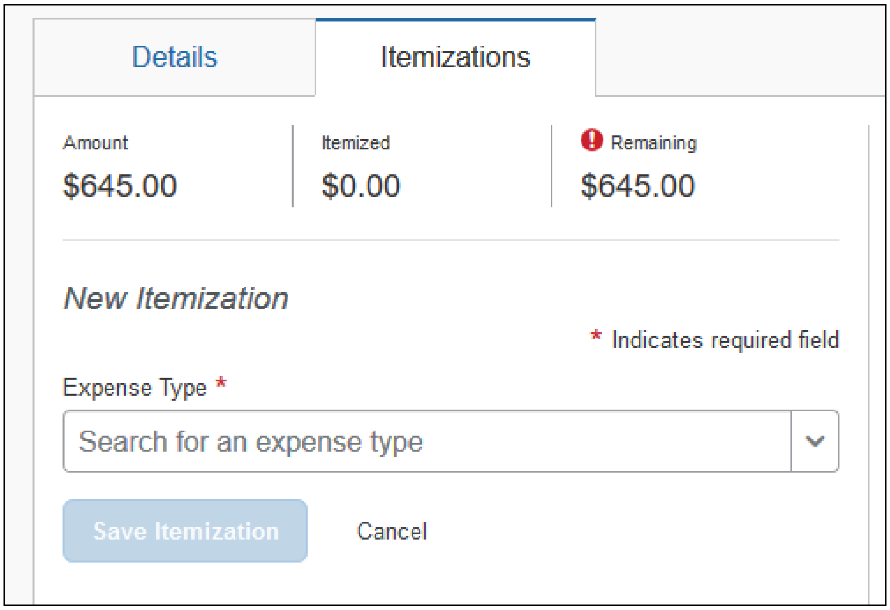
   The page refreshes, displaying the required and optional fields for the selected expense type.

2. Complete the fields as directed by USC policies.



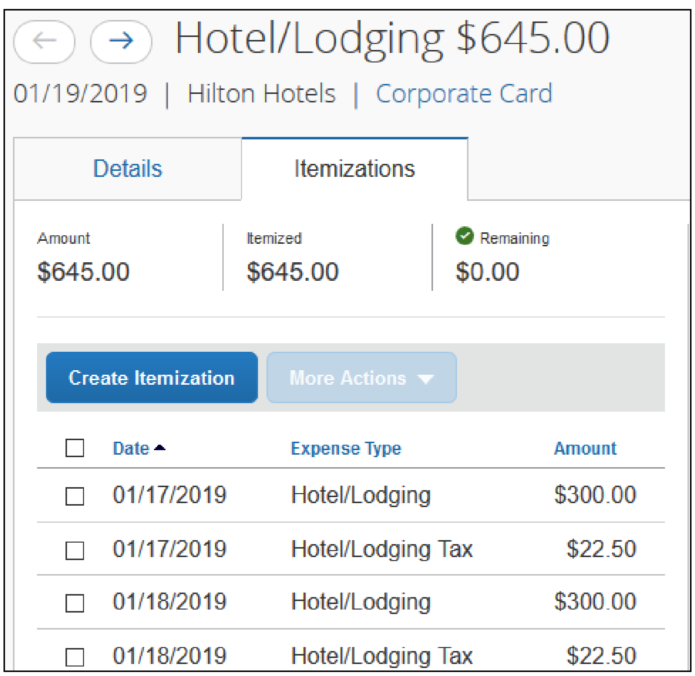
3. On the **Itemizations** tab, click **Create Itemization.**

4. Select the appropriate **Hotel/Lodging** expense type.



5. Select whether your hotel room rate was **The Same Every Night,** or **Not the Same.**
6. Enter the **Room Rate (per night)** and **Room Tax (per night),** as applicable.

   Note: You can use the **Additional Taxes** link to enter additional taxes from your hotel bill.
7. Click **Save Itemization.**
8. If there is a remaining amount that needs to be itemized (other charges, for example, for incidentals or room service), the remaining amount is displayed in the **Remaining** field. Continue to itemize the amounts until the balance is $0.00.



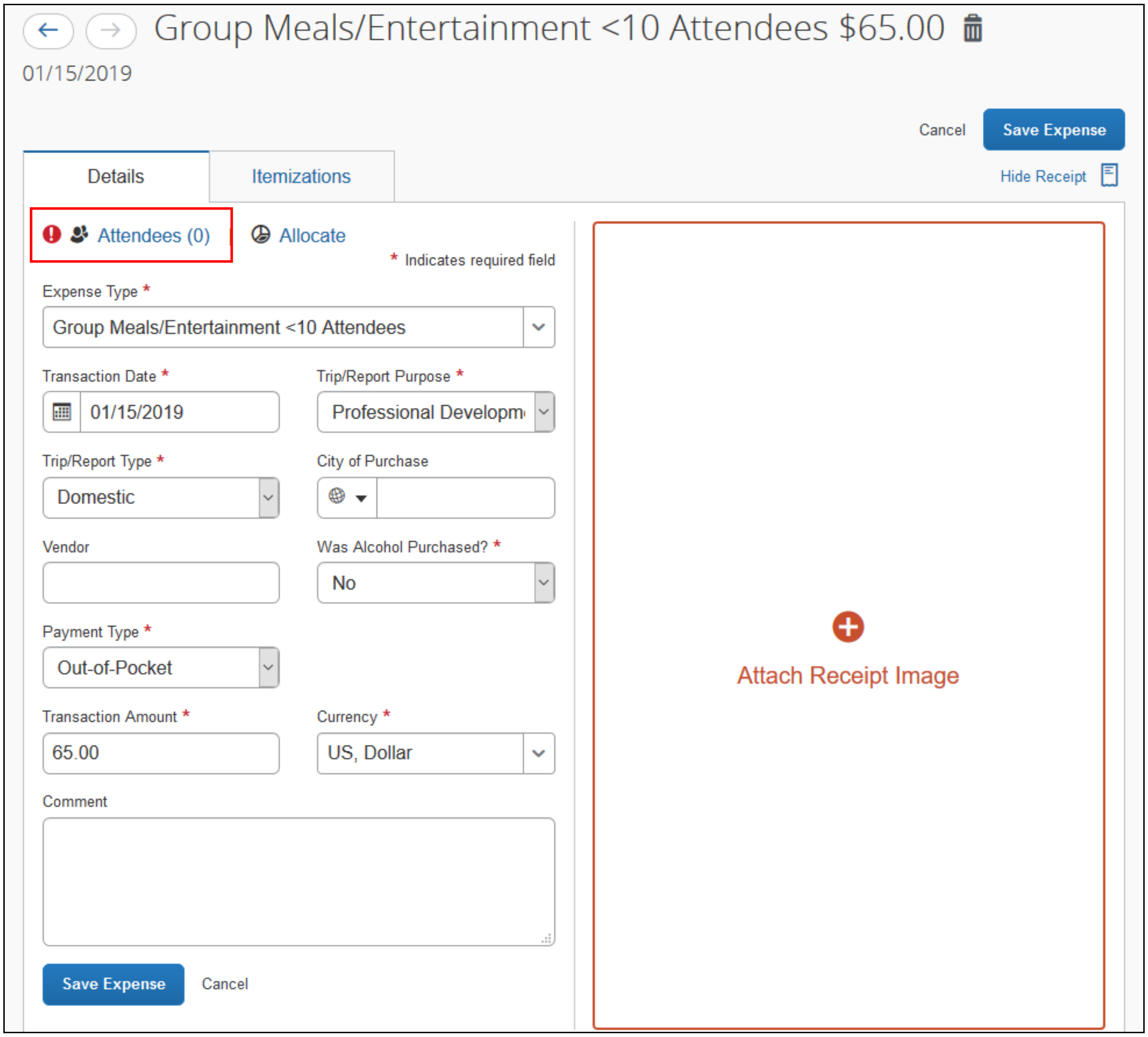
9. Click **Save Expense**.

Adding Attendees to a Group Meal / Event

Some expenses, such as business meal expenses, require you to add attendees to the expense.

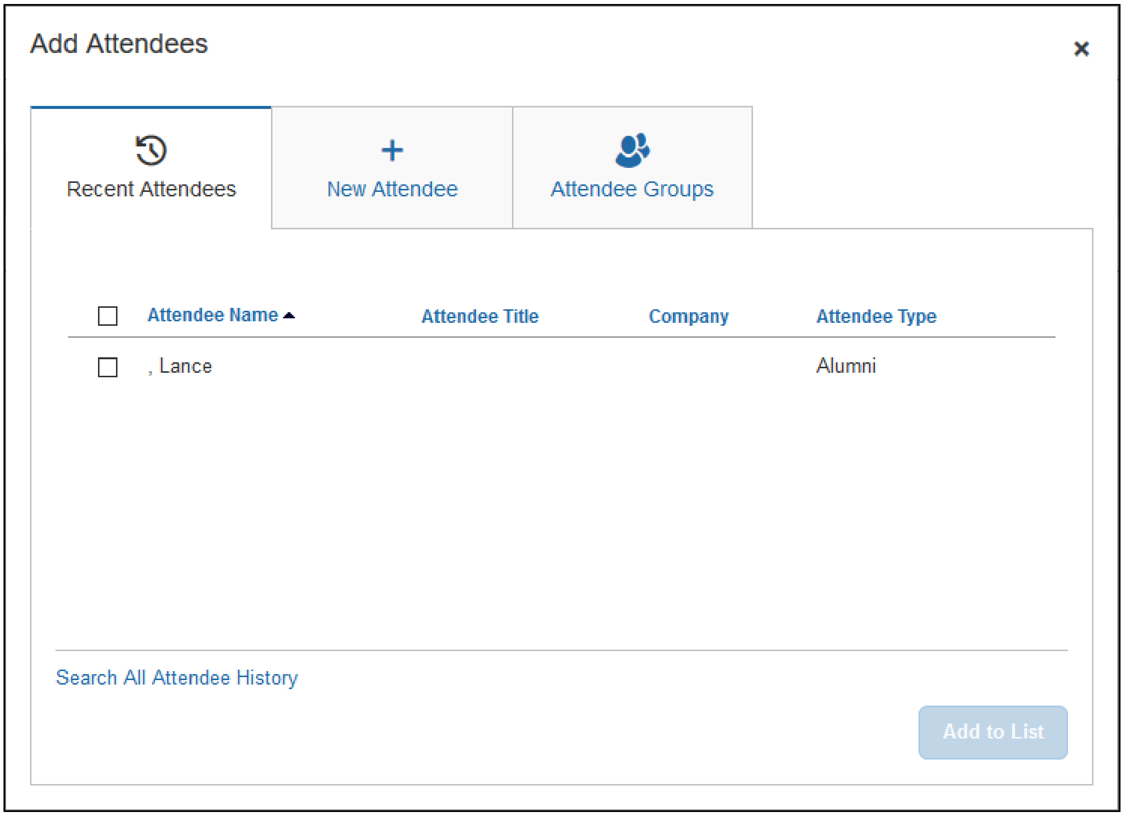
To add attendees to a group meal

1. From the expense type screen, click **Attendees**.



2. In the **Attendees** window, click **Add**.

   The **Add Attendees** window appears.



You can add attendees in several ways:

- **Recent Attendees** – Select the check box next to the appropriate attendee.
- **New Attendee** – Search for the **Alumni**, **Contractor**, **Donor**, **Faculty**, or **Other**. If you need to create a new attendee, click **Create New Attendee**, complete the required fields, and then click **Create Attendee.**

  Note: There are several additional Attendee Types in the New Attendee pane.
- **Attendee Groups** – Select from your **Favorites** (configured in your **Profile** settings).

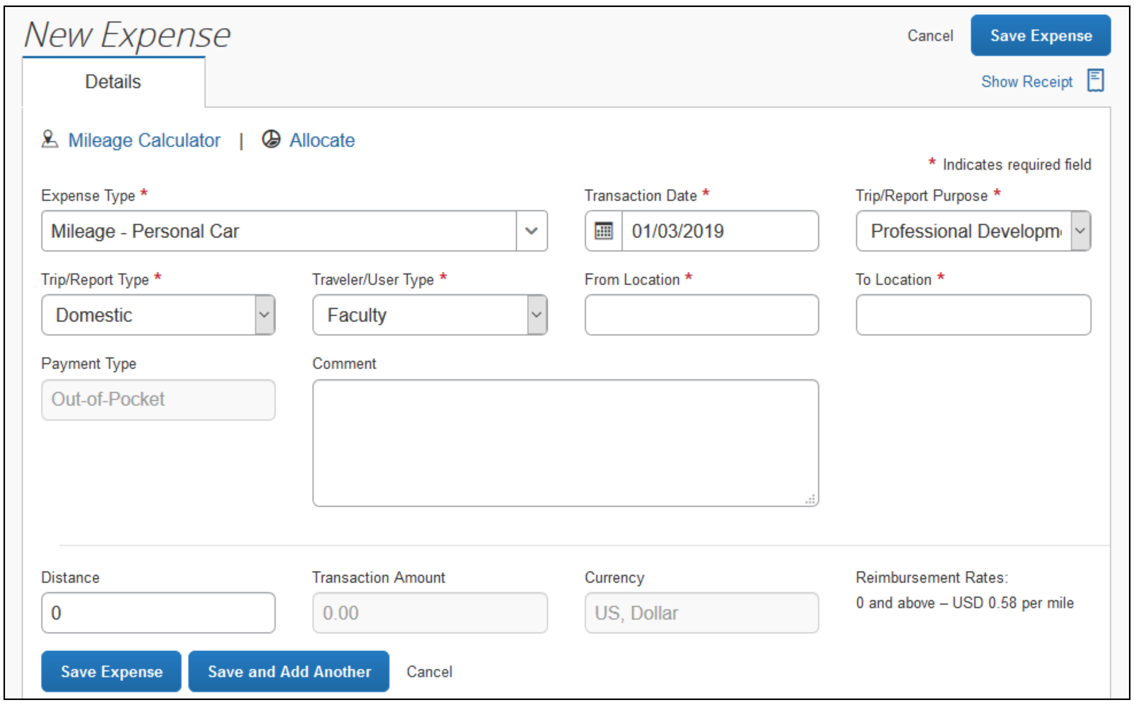
3. Click **Save**.

Entering Personal Car Mileage

To create a car mileage expense

1. With the expense report open, click **Add Expense**, then **Create New Expense**, and then select **Mileage – Personal Car**.
2. Complete all required and optional fields as directed by USC policies. For a personal car, you are required to enter your start and end points (the **From Location** and **To Location** fields). The **Mileage Calculator** (just below the Details tab) can simplify the process of calculating your exact mileage.

   When done, Expense calculates the reimbursement amount based on the miles and USC's reimbursement rate.
3. Click **Save Expense**.

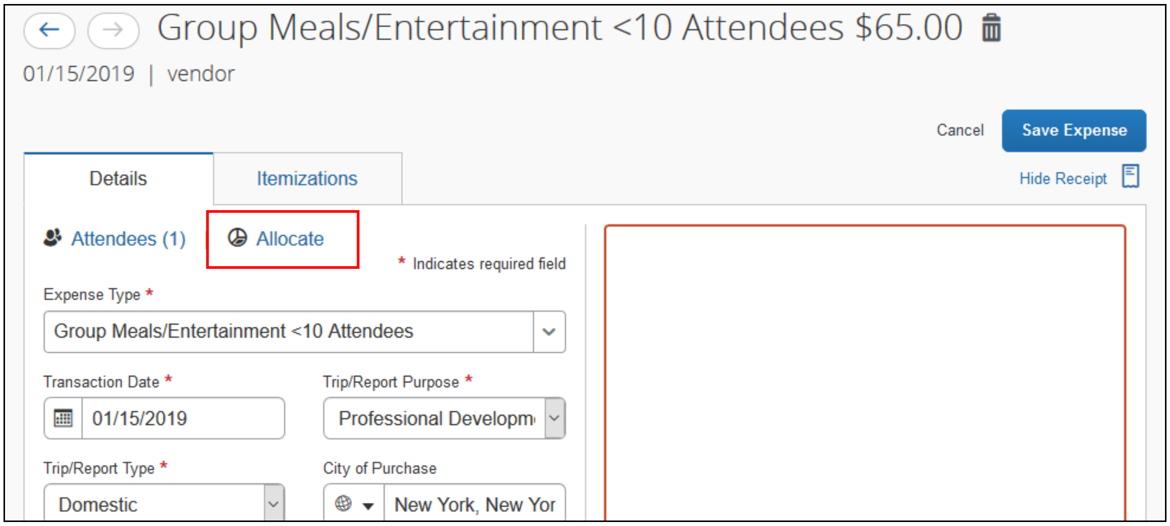


Allocating Expenses

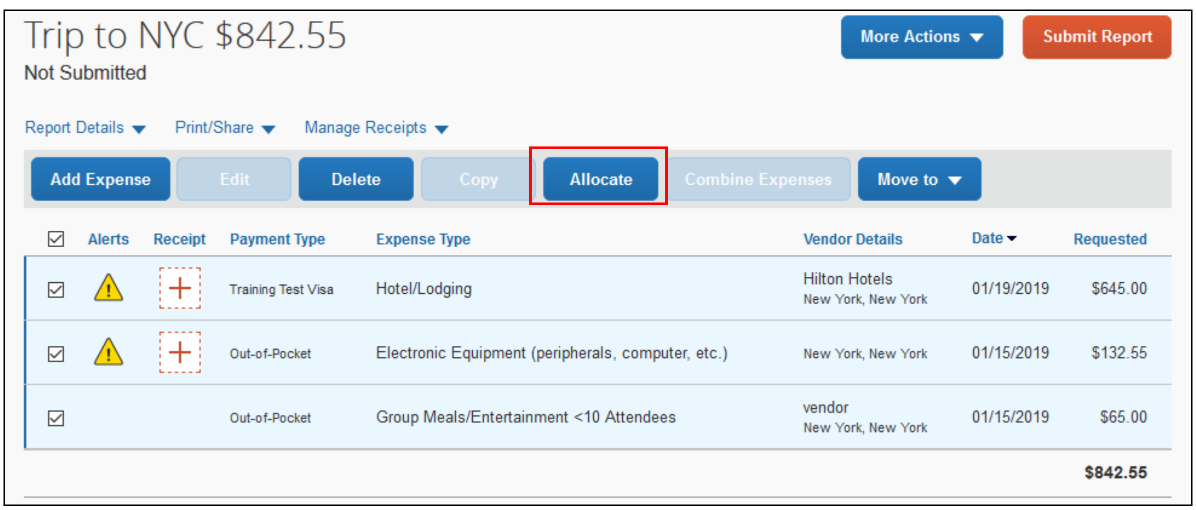
You can allocate expenses to account numbers or organization codes, which will be charged for those expenses. You can allocate a single expense or multiple expenses.

To allocate your expenses

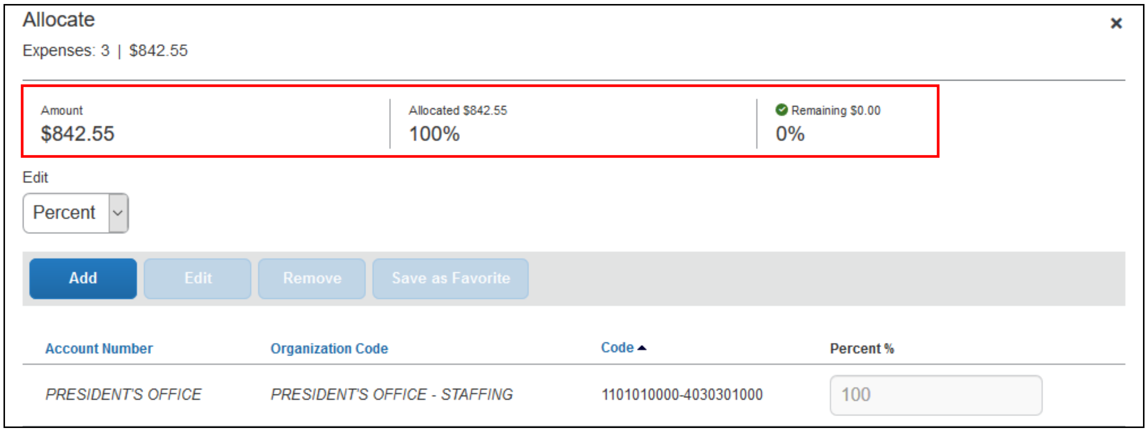
1. With the expense open, to create or edit a *single* expense, click **Allocate**.



2. With the report open, to allocate *multiple* expenses, select the appropriate expenses on the left side of the page, and then click **Allocate.**

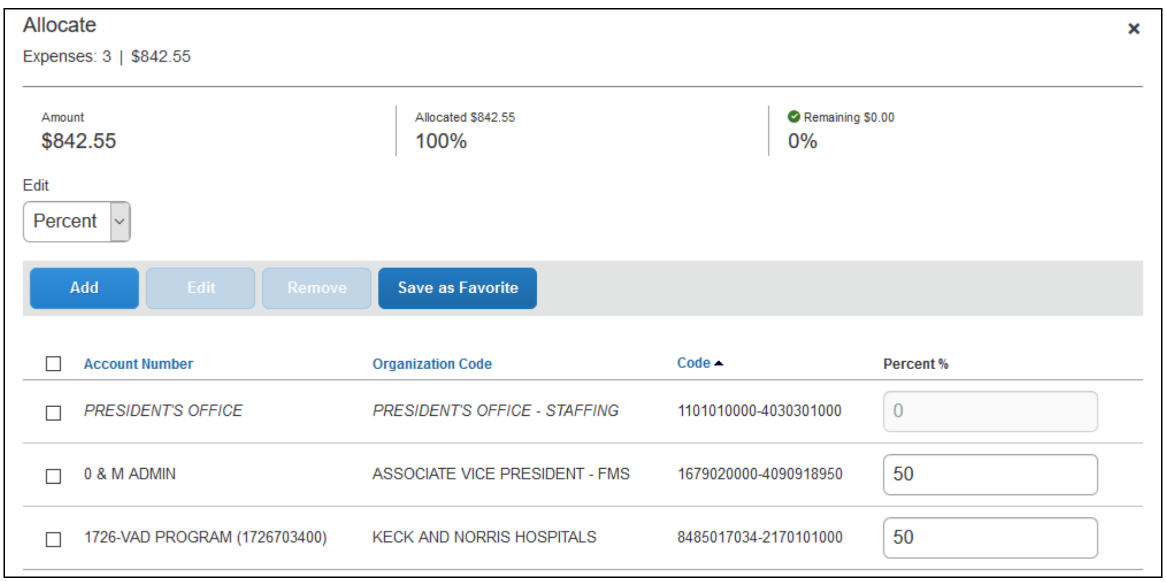


The **Allocate** window appears. The total expense **Amount**, the amount **Allocated**, and the amount **Remaining** are listed.



3. From the **Edit** dropdown list, select **Percent** or **Amount**.
4. Click **Add**.
5. Add as many allocations as necessary. From the **New Allocation** tab, select the correct **Account Number** and **Organization Code** followed by **Add to List**. From the **Favorite Allocations** tab, select the correct Favorite followed by **Replace Allocations**.

   You can adjust the amounts and percentages. The total amount must be allocated 100%, otherwise an audit rule is flagged and you will not be able to submit the report.



6. Click **Save**.

Converting Foreign Currency Transactions

When your travel takes you to different countries, you will need to convert foreign currency transactions to your standard reimbursement currency.

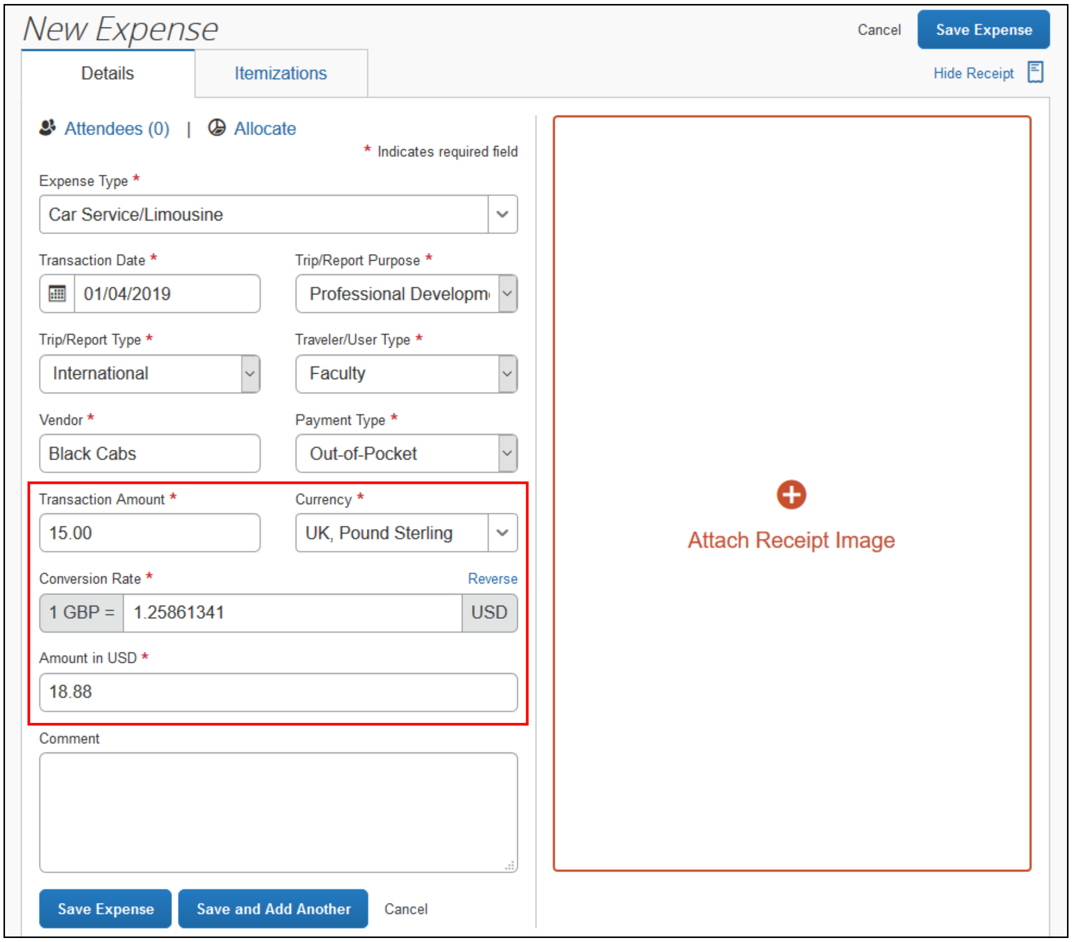
To account for an expense incurred in another currency

1. With the report open, click **Add Expense,** and then **Create New Expense.**
2. Search for or enter an expense type.
3. Enter the appropriate information in the required and optional fields (required fields are indicated with an asterisk).

   Note the following:

   - Select the "spend" **Currency** from the list to the right of the **Transaction Amount** field. The **Conversion Rate** field appears.
   - The **Conversion Rate** is automatically populated according to the **Transaction Date** and **Currency** entries.

     Expense calculates the **Amount** in your reimbursement currency.
   - Currency can be converted by multiplying by a particular rate or dividing by a different rate. To switch between multiplication of the rate to division of the rate, click **Reverse** next to the **Conversion Rate** field.
4. Complete the remaining fields as appropriate, and then click **Save Expense**.

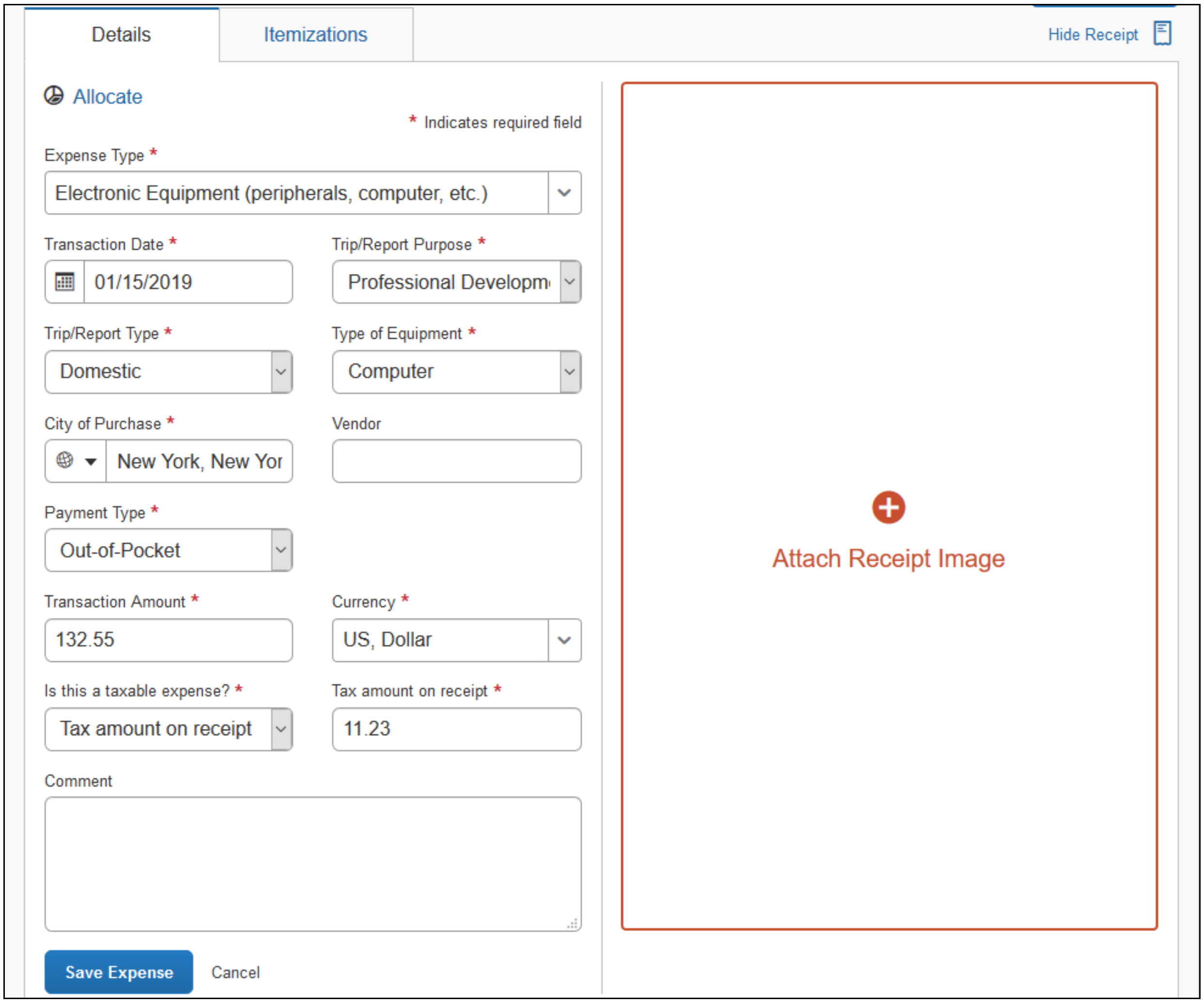

New Expense
Cancel
Save Expense
Details
Itemizations
Hide Receipt
Attendees (0) | Allocate
* Indicates required field
Expense Type *
Car Service/Limousine
Transaction Date *
01/04/2019
Trip/Report Purpose *
Professional Developm
Trip/Report Type *
International
Traveler/User Type *
Faculty
Vendor *
Black Cabs
Payment Type *
Out-of-Pocket
Transaction Amount *
15.00
Currency *
UK, Pound Sterling
Conversion Rate *
Reverse
1 GBP = 1.25861341 USD
Amount in USD *
18.88
Comment
Save Expense
Save and Add Another
Cancel
Attach Receipt Image

Attaching/Detaching a Receipt using Available Receipts

Available Receipts work with the SAP Concur Imaging Service to provide receipt images that the user can either email or upload images to, and then use to attach images at the line item expense entry level (only). Images in supported format are uploaded using a SAP Concur-verified email address provided by the user during signup, and these images are then available to that user (only) for the purpose of attaching to report expense entries.

To attach a receipt image to an expense entry using Available Receipts

1. Select an entry to open it on the **Details** tab.



2. Click **Attach Receipt Image**.
3. Select the receipt image you want to attach, and then click **Attach.**
4. The receipt image is attached to the expense entry and displays on the right side of the screen.

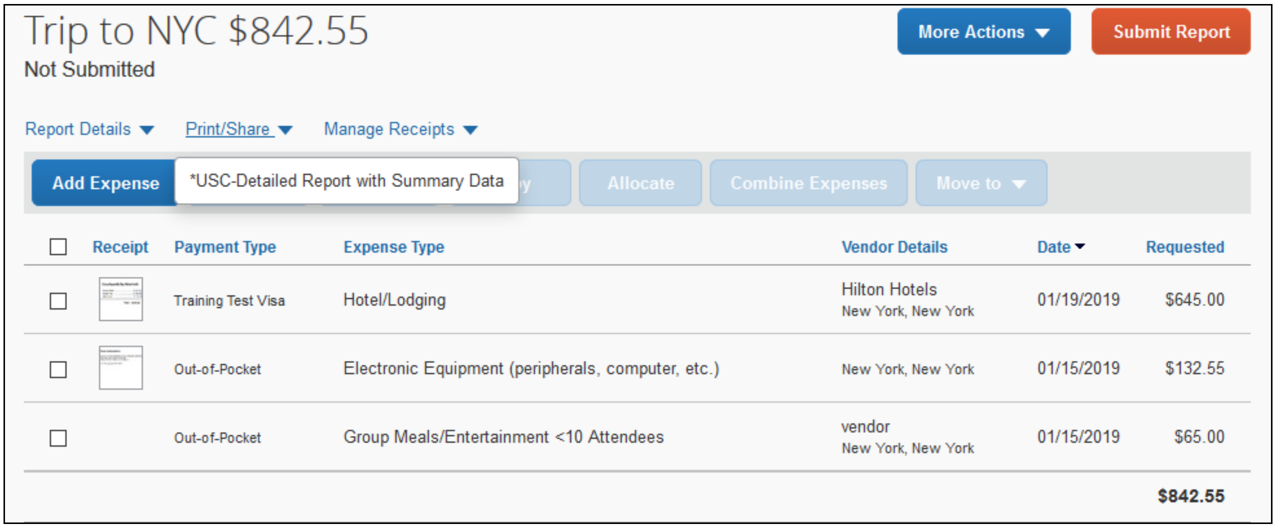
   Note: You can **Detach** or **Append** the image from the receipt pane.

Printing and Submitting an Expense Report

When you complete your expense report, you can print it to save a hard copy for your records.

To preview and print the expense report

1. On the expense report page, click **Print/Share**, and then select **USC-Detailed Report with Summary Data** from the dropdown list. It contains:
   - A report that includes all report-level information as well as a summary.



2. On the **Detailed Report** screen, review the details, and then click **Print**. You may also **Email** or **Save as PDF** the report.

To submit your expense report

1. On the expense report page, click **Submit Report**.

   The User Electronic Agreement window appears.
2. Scroll down, review the terms, then click **Accept & Continue**.

   The **Report Totals** window appears.
3. Review the information for accuracy, and then click **Submit Report**.

   The **Report Status** window appears.
4. Click **Close**.

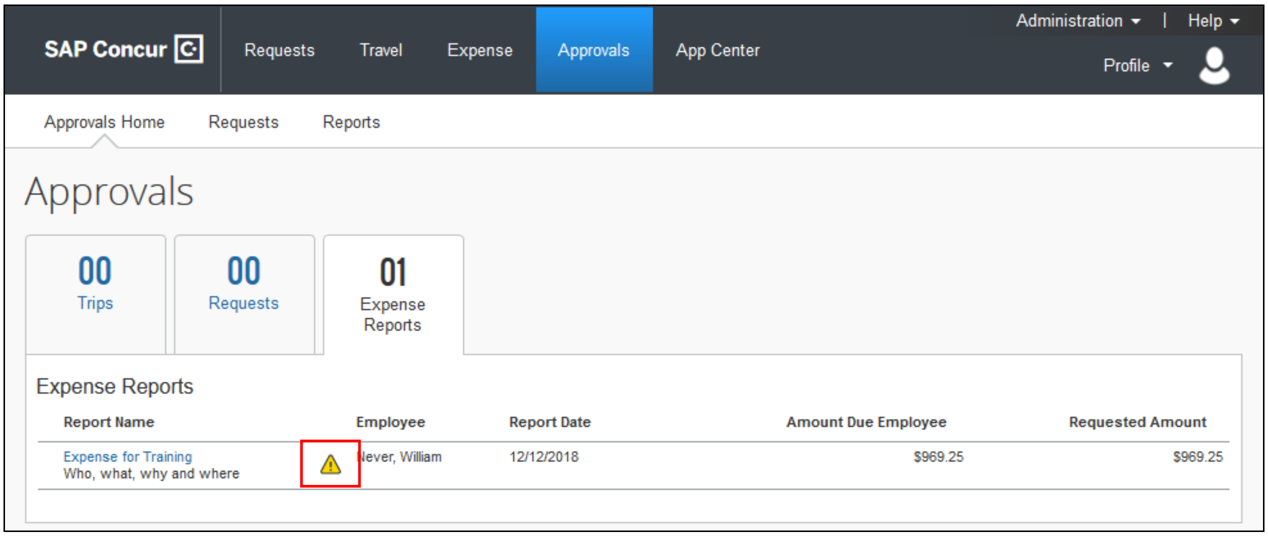
If you cannot successfully submit the report, a message will appear describing the report error or alert. Correct the error, or if you require help to complete the task, contact your SAP Concur administrator.

Reviewing and Approving an Expense Report

As an approver, you will need to review submitted expense reports and approve them for reimbursement. On the SAP Concur home page, in the **My Tasks** section, you can view a list of any report waiting your approval.

To review and approve an expense report

1. On the SAP Concur home page, click on the **Required Approvals** section of **My Tasks**.



   The **Approvals** page list the awaiting reports. Select the report you want to open.

   Note: You can quickly view any exceptions in the expense report by hovering your mouse over or clicking on the alert icon.

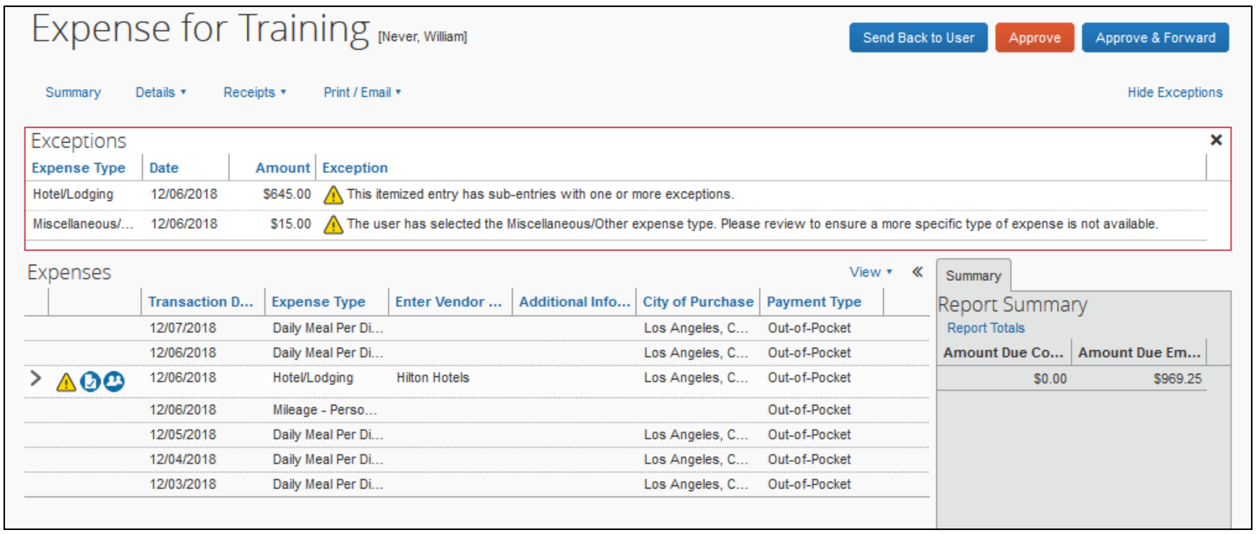
2. Review the report details, and then click **Approve**.

Adding an Additional Approval Step

As an approver, you can add additional review steps to an expense report. For example, you might need to forward the report to additional approvers if the expense report amount exceeds your approval limit, or if the report contains allocations to an Account Number that is not within your approval authorization.

To approve and forward a report

1. On the SAP Concur home page, click on the **Required Approvals** section of **My Tasks**. The **Approvals** page lists the awaiting reports. Select the report you want to open.
2. Review the report, and then click **Approve & Forward.** Enter the **User-Added Approver**, and add a comment, as needed.
3. Click **Approve & Forward** to approve the expense report and send it to the next approver.

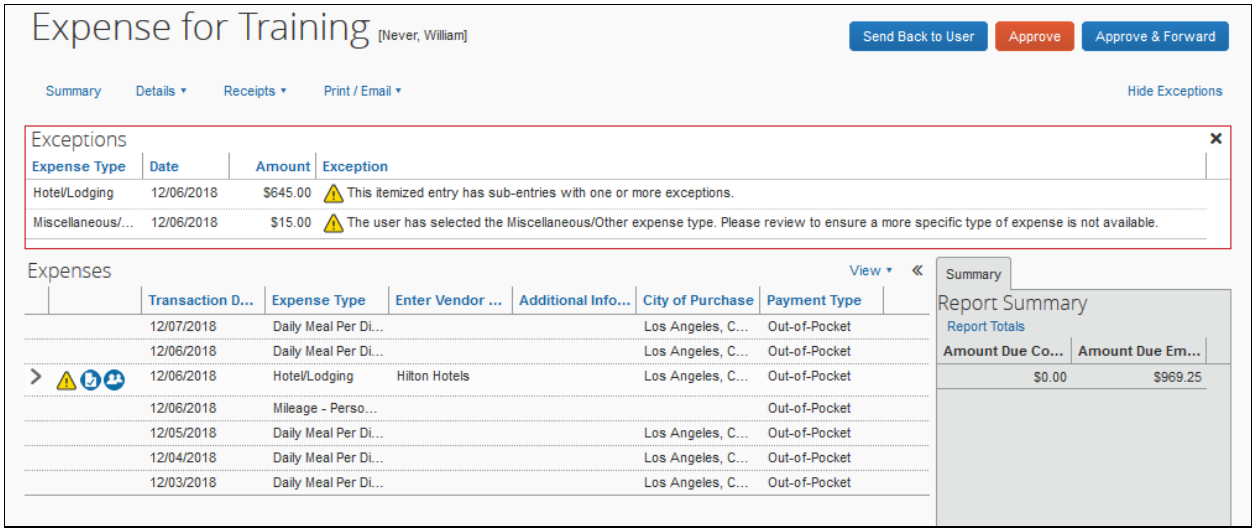


Returning an Expense Report

As an approver, you will review submitted expense reports and approve them for reimbursement. All of the report's expenses appear in the Expenses list. If the report contains any exceptions, they will display in the Exceptions section of the report.

To return the entire expense report to the employee for correction

1. On the SAP Concur home page, click on the **Required Approvals** section of **My Tasks**. The **Approvals** page lists the awaiting reports. Select the report you want to open.



2. Click **Send Back to User**.

   The **Send Back Report** window appears.

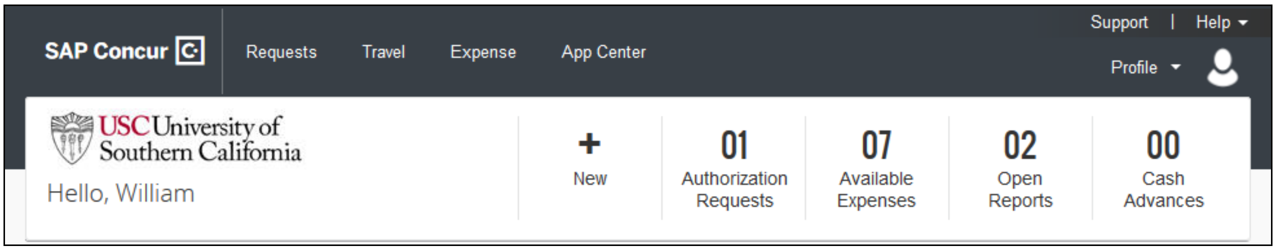
3. Enter a **Comment** for the employee, explaining why you are returning the report, and then click **OK**.

Correcting and Resubmitting an Expense Report

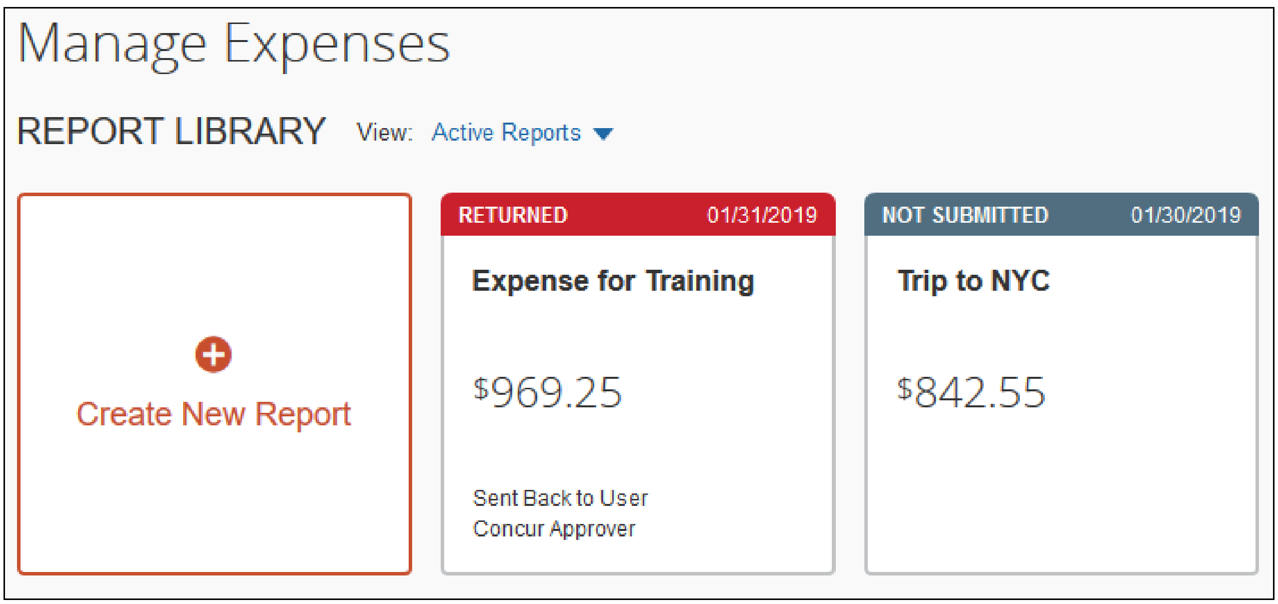
Your Expense approver might send a report back to you if an error is found. The approver will include a comment explaining why the report was returned to you.

To correct and resubmit an expense report

1. To open the report, on the SAP Concur home page, on the Quick Task Bar, click the **Open Reports** task.



In the **Active Reports** section of the page, the report appears with **Returned** on the report tile. The approver's comment appears below the amount.



2. Click the returned report tile to open the report.
3. Make the requested changes, and then click **Submit Report**.