Introduction manual to Concur Expense System

Titel: Introductions manual to Concur Expense System Author: Jeppe Hagstrøm Date: August 17th, 2017 Type: Software user documentation - Manual Version: 1.3 Standard: IEEE Std 1063-2001 Software: Concur Solutions – Concur 2017 Issuing organization: TravelpoolEurope (TPE)

Content

1. Glossary	2
2. How to acces Concur through TPEnet	3
3. How to change your password in Concur the first time you log on	5
4. What is displayed on the Home page?	7
5. How to change the language	8
6. How to register your car	10
7. How to create an expense claim.	12
8. How to add an expense booked through your company's travel account	17
9. How to send an expense claim	18
10. How are my claims reimbursed and can I follow their status	18

1. Glossary

- **Concur**: The name of the software used to control your expenses.
- TPEnet: TravelpoolEurope's travel and profile system
- **Claim:** A collection of one or more expenses that you've had during a company errand. Synonyms for this can be **expense report** or **claims report**.
- Welcome mail: An e-mail with your username and password that we've sent to your e-mail. It may
 end up in your junk/spam mail so please check it if the welcome mail does not appear in your
 inbox. If it is nowhere to be found in your e-mail, please contact <u>TPESupport@hotmail.dk</u>.
- Username: Your username is determined by your administrator. A username could look like this:
 abc@tpe.org
- **Password**: Your password is personal and can be changed at any time. If lost or forgotten it can be retrieved on the loginpage, www.concursolutions.com

2. How to acces Concur through TPEnet.

If you are using SSO (single sign on) please skip and go to page 4.

1. When logged onto tpe.org/tpenet you can access Concur by clicking the "Log in" button in the middle of the page (see figure 1) under the field called **Travel Expenses**¹.

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Home	Company Guidelines	Group Travel	Meetings a	nd Conferences	TPE Member Ben	efits TPE	Conta	ct Q&A	L		
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Fig

¹ **Tip**: You can access Concur at any time by using their own URL: https://concursolutions.com



Figure 2

- 1. To log onto Concur, first type in your username.
- 2. Type in your password.
- 3. Click the *Sign In* button.

NB! Your username and password have both been sent to you in our *Welcome mail* prior to your introduction to Concur. Please note that TPEnet and Concur are two separate systems and if you change your password in one system it does not change in the other.

3. How to change your password in Concur the first time you log on.

- 1. When logging onto Concur for the first time you will most likely be asked to change your password to your liking if you would like to change it. Start by typing in your **Old Password**. Remember the system is sensitive to capital letters.
- 2. Type in your **New Password** and **Re-enter New Password** (if you don't want to change it type in the same password as the old one).
- 3. Last type in a hint used if you need to recover your password.
- 4. Click *Submit*.

travelpooleurope #			+	+	15	01
Hello, John			Start a Claim	Upload receipts	Available Expenses	Open Claims
OMPANY NOTES						
Travelpooleurope portal						
Link to Travelpooleuropes extranet - TPENet						
Demo of Concur Premier Expense						<u></u>
This demo Provides an overview of product features.						Read more
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You will now be directed to the **Home** page of your Concur profile (see figure 3).

4. What is displayed on the Home page?

travelpooleurope 🛤			+	+	15	01
Hello, John			Start a Claim	Upload receipts	Available Expenses	Open Claims
COMPANY NOTES						
Travelpooleurope portal Link to Travelpooleuropes extranet - TPENet						
Demo of Concur Premier Expense This demo Provides an overview of product features.						
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Available Expenses 4 01/09 PIZZAHUT UT 914 NOK 89,00 02/11 STOREBÆLTSFORBINDELSEN A/S DKK 198,55 02/10 Nordea Transithallen DKK 1.515,34 21/10 Parkering Kbh KA DKK 40,70	→ 	01 Open 0 29/10 tets DKK 1.295,00	Claims 3			Read more →

Figure 4

When you have logged onto Concur and have/haven't changed your password you are as explained directed to **Home** which is the front page of Concur (1)(see figure 4). **Home** is divided into multiple sections. Under **Company notes** (2) you find a demonstration video explaining Concur to you and a link to TPEnet.

In the section **Open Claims (3)**, you will find an overview of your open claims. If claims appear in this list they have not been sent. How to view all active claims will is described in question 8.

Have you recently booked tickets (train, airplane etc.) through TPEnet, they will appear in the section called **Available Expenses (4).** These have to be claimed through a report like you would manually start a claim, but the details is already added to the system. This is explained in question 7 and 8.

5. How to change the language.

+ Start a Claim	John Hancock	Out
		Dood more
	_	

1. Click on *Profile* (Figure 5). In the dropdown menu click on *Profile Settings*.



2. On the following page, click *System Settings* (figure 6).

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egional Settings and Langua Default Language	ige	
English (United Kingdom)	>	
English (Australia) English (Canada) English (India) English (Ireland) English (New Zealand) English (South Africa)		
English (United Kingdom) English (United States) French (Belgium) French (France) French (Luxembourg) French (Switzerland) German (Austria) German (Germany) German (Luxembourg) German (Switzerland)		
German (Germany) German (Luxembourg) German (Switzerland) Date Format		

- 3. If you would like to change the language to for example *German* select it under the dropdown menu *Default Language* (Figure 8.1).
- 4. Click *Save* when satisfied. You can also change the time, date format and so on at the same page.

6. How to register your car.

In order to receive compensation for your claims regarding your personal vehicle you have to register it for the claim to go through.

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Start a Up Profile Settings I Sign Out Claim rec

1. Click on *Profile* (Figure 7). In the dropdown menu click on *Profile Settings*.



2. Click on *Personal car* (Figure 8).

Expense Approvers Vehicle ID Personal Car Vehicle ID Favourite Attendees Vehicle ID Other Settings No cars found for this configuration System Settings	Your Information Personal Information Company Information Contact Information Email Addresses Expense Settings Expense Information Expense Delegates Expense Preferences	Personal Car Registration This page displays all the personal cars that have been registered, Click New to Reimbursement Method: Personal Car - Variable Rates Period for Distance Limits: Annually Starting Month: January Starting Day: 1	register another car.
System Settings	Expense Approvers Personal Car Favourite Attendees Other Settings	Vehicle ID No cars found for this configuration	Vehicle Type
	System Settings		

3. Click *New* (Figure 9).

Your Information	Personal Car Registration
Personal Information	r croorial car registration
Company Information	This page displays all the personal cars that have been registered. Click New to register another car.
Email Addresses	Reimbursement Method: Personal Car - Variable Rates
	Period for Distance Limits: Annually
Expense Settings	Starting Month: January
Expense Information	2 Control 1
Expense Delegates	Starting Day: 1
Expense Preferences	
Expense Approvers	KTD KTD KTD
Personal Car	
Favourite Attendees	Hittial Distance W Vehicle ID Vehicle Type
Other Settings	
System Settings	Preferred Car
Connected Apps	
Concur Connect	Save
Change Password	

- 4. Type in the initial distance (A). This is the distance you have driven since January 1st this year until now THAT YOU HAVE BEEN REIMBURSED/CLAIMED from your employer. Concur needs this to determine the correct mileage that you have been reimbursed when using your personal vehicle for business. NB! It is **NOT** the number of miles registered on the vehicle odometer.
- 5. Type in the *Vehicle ID* (license plate) (B).
- 6. Choose the vehicle type *Personal car* in the menu (C).
- 7. You can now click Save.

7. How to create an expense claim.

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ello John	Start a Claim	Upload receipts	Available Expenses	Open Claims

1. On the **Home** page you can select *Start a Claim*. Are you not on the front page *Home* or can't see the button in figure 11, then click on **Home/Concur logo** at the top left of the page.

Manage Expen	ses View Transactions Authorisation Reque	sts 🗸		
reate a New	/ Expense Claim			
laim Header				
eport Name	Business Purpose Policy	Report Date D	epartment Cost Center No.	
	DEDEMOTOR	· U311/2014		
Authorisation Requests				
				Add Remove
	Request ID	Request Total	Amount Approved	Amount Remaining

- Choose a name for the expense claim and type in into *Report Name*. Then add a *Business Purpose* (figure 12). This is just the name of the expense claim and is there to help you easily manage your reports. Please note that your company's configuration may differ from the example shown.
- 3. Click *Next* at the bottom of the page.

NB! When you click Next the report will be saved. Unless you delete it, it will not disappear. It is not possible to recreate a deleted report so be careful what you delete.

Autorisation Autorisation Regists - Image: Topol Data Recgist Part Email Amount Regists Available Expenses Source Amount Email Expense Detail Expense Source Amount Email Expense Detail Expense Source Amount Email Expense Email Expense Amount Email Expense Email	CONCUR Expense App Centre				Profile	- 🧕
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4. You can now create expense claims in the report you have just created. In the section to the right you can see a list of available expenses. If you do not have any, the list will be empty. You can choose to add available expenses. To do so, mark an available expense and click *Move* (figure 13.1).

Available Expenses			
All Cards 🔻			Move 🔻 Match U
Expense Detail	Expense	Source	To Current Claim
BCD TRAVEL STOCKHOLM	Airfare	0	To New Claim
Taxa 4x35 Vanloese	Taxi.	0	15/06/2011
BCD TRAVEL MADRID BARAJAS APT	Airfare	0	30/06/2011

5. In the appearing drop down menu, you choose to move the expense to either the *Current Claim* or a *New Claim*.

Vew Expense	+ Quick Expenses	Import Details •	Receipts •	Print / Email *
		- *		
enses		Move • Delete Copy	View 🔹 候	Available Expe
Date *	Expense	Amount	Requested	1
				All Canda
15/06/2011	Taxi.	DKK 126,00	DKK 126,00	All Cards
	enses	New Expense Quick Expenses	New Expense + Quick Expenses Import Details •	New Expense + Quick Expenses Import Details • Receipts • enses Move • Delete Copy View • 《

- 6. When you accept the move, you will see it appear to the left in the list of expenses for the report (see figure 13.2).
- If you instead want to create a *New Expense* you click the button with the same title (1)(figure 13.2).

Test report				Delete Claim	Submit Claim
New Expense Hourisk Expenses Import Details • Receipts • Print / Email •					
Nove * Debte Copy View * Idl Date * Expense Amount Requested	New Expense				Receipt Store
Iding New Expense	Expense				
	To create a new expense, click the the left side of the page.	e appropriate expense type below or type t	he expense type in the field above. To e	dit an existing expense, click th	e expense on
	Recently Used E	xpense Types			
	Airfare	Personal Car Mileage	Postage	Dinner	
	Taxi.				
	All Expense Types				
	01. Travel Expenses	02. Transportation	04. Entertainment	07. Fees	
	Airfare	Tolls/Congestion Charge	Gifts/Flowers	Bank Fees	
	Hotel Accommodation	Train	05. Office Expenses	Currency Exchange Fe	es
	Parking	03. Meals	Courier/Shipping/Freight	08. Other	
	02. Transportation	Business Meals (Attendees)	Office Equipment/Hardware	Dues/Subscriptions	
	Car Maintenance/Repairs	Dinner	Office Supplies/Software	Marketing	
	Car Rental	04. Entertainment	Postage	Newspapers/Magazine:	s/Books
	Personal Car Mileage	Entertainment - Clients	05. Øvrige		
	Taxi.	Entertainment - Staff	Cash Advance		

- Figure 14
- 8. In the right side of the page, you will now see a list of possible expense types. In our example, we choose *Taxi* (figure 14).
- 9. Fill out all required fields with the correct information. Required fields are indicated with a red bar on the left side of it. (1) (see figure 14.1).

py View • 帐	New Expense		Receipt Store
Requested	Expense Type Taxi. V Payment Type Cash V Personal Expense	Transaction Date Business Purpose Amount Receipt Status DKK Receipt Comment TPE reference no.	
	Transaction Description	Vendor Name	
L REQUESTED		Sava Sava & Iteniae Allerate	Attach Receipt

- 10. When every field has been filled out click *Save*. If you have more than one expense you can simply repeat the process.
- 11. When claiming an expense you most likely have a receipt to prove the amount of money you are claiming. To add a receipt click the button marked *Attach Receipt* (see figure 15).



12. If you do not have a receipt for your expense you can change the *Receipt Status* to *No Receipt* (see figure 1641). If doing so you will be asked to fill out the comment field to justify the reason for not having a receipt (see figure 16).

Amount	Exception
KK 132,00	S Action: You have selected the Receipt Status as 'No Receipt'. Please select the correct Receipt Status or add a comment to justify reasons for not having a valid receipt.
Fiaur	e 16

13. You can also save an expense with the status Receipt without attaching one. A small grey icon (see figure 16.1) will appear to remind you that you have not attached a receipt even though you have chosen the status *Receipt*.

Te	est rep	oort			
+	New Expense	+ Quick Expenses	Import Details •	Receipts •	Print / Email •
Expe	enses	Mo	ve • Delete Cop	View 🔹 候	Available Exper
	Date *	Expense	Amount	Requested	All Carda
_	15/06/2011	Taxi.	DKK 126,00	DKK 126,00	All Cards
-					A11.3 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
]		Taxa 4x35, Vanloes			Expense Detail

8. How to add an expense booked through your company's travel account.

Tickets ordered through TPEnet will be added to your profile in Concur. These expenses are not invoiced to you directly, but still have to be claimed like you would with a personal expense. The difference is that you won't have to add an amount and the date of the transaction. You will always be able to identify an

expense registered on the travel account by the little icon next to title \bigcirc . If you use the Concur App a small phone icon will appear next to the expense.

If you wish to handle an *Available Expense* you can follow the steps explained earlier in question 7 point 16. You can also begin by clicking any item on the list *Available Expenses* on the frontpage. You are now at the *Expense* tab, and can see your *Active Claims* and all *Available Expenses*. To add an expense to a new or old report, you follow the same steps explained earlier in question 7 point 1-6.

~	Authorisation Requests 👻			
Active Claims				All claims →
	NOT SUBMITTED	NOT SUBMITTED	SUBMITTED	03/11/2014
	Test report	tets	Demo1	
Create New Claim	DKK312,00 Exceptions	<u>ркк1.295,00</u>	DKK397,10 Approved & In Accountin Exceptions	g Review
SUEMITTED 29/10/2014				
Domo?				
Demoz				
ркк1.131,00				
DKK1.131,00 Approved & In Accounting Review Exceptions				
DKK1.131,00 Approved & In Accounting Review Exceptions				
DKK1.131,00 Approved & In Accounting Review Exceptions	25			
DKK1.131,00 Approved & In Accounting Review Exceptions AVailable Expense	25		More * Mastri	Unnutch Delete
DKK1.131,00 Approved & In Accounting Review Exceptions AVailable Expense Al Cards Expense Detail	Expense	Source	Now * Match Date*	Umulah Delete Amount
All Cards	Expense Airfare	Source	Nove • Nove • Date • 28/10/2010	Umusth Dekels Amount DKK -1.875,00
Approved & In Accounting Review Exceptions	Expense Airfare Taxi.	Source	Nove • Mastr Date • 28/10/2010 15/06/2011	Unnuth Dekele Amount DKK -1.875,00 DKK 126,00

9. How to send an expense claim.

C. CONCUR Expense App Centre				Profile	- 2
Manage Expenses View Transactions Authorisation R	Requests 👻				
est report				Del	lete Claim Submit Claim
New Expense A device a second secon	/Email • allable Expenses				
New Expense Import Details + Receipts + Print. DenSes Move * Deteits Coopy View * Kit Date * Expense Amount Requested Au	/ Email + ailable Expenses Cards +			Move 🔹 Match	Unmatch Delete
New Expense Avec Expenses Import Details · Receipts · Print. DenSeS Move · Details · Receipts · Print. Date · Expense Amount Requested Import Details · Receipts · Print.	/ Email • ailable Expenses :Cards • Expense Detail	Expense	Source	Move v Match Date 4	Unmatch Delete
New Expense Auck Expenses Import Details + Receipts + Print PenSes Move Date Expense Amount Requested Import Telefite Cogy View	/ Email • ailable Expenses Cards • Expense Detail BCD TRAVEL STOCKHOLM	Expense Airfare	Source	Move v Match Date + 28/10/2010	Unmatch Delete Amount DKK -1.875,00
New Expenses Houck Expenses Import Details * Receipts * Print. (penSeS Date * Expense Amount Requested []	/ Email • ailable Expenses Cards • Expense Detail BCD TRAVEL STOCKHOLM Taxa 4x35 Vanbese	Expense Airfare Taxi.	Source	Move v Match Date + 28/10/2010 15/06/2011	Urmatch Dekete Amount DKK -1.875,00 DKK 126,00

1. When you have an open expense claim you can claim it by clicking the *Submit Claim* in the top right corner.

10. How are my claims reimbursed and can I follow their status.

Every expense claim you submit will be sent to your expense manager for approval. An expense claim can only be reimbursed if you *submit the claims* as shown above. There is no way for your manager to see your reports unless you send them. The status of your *Active Claims* can always be tracked in the tab *Expense* (1) (see figure 19).

ctive Claims			All claims →
	NOT SUBMITTED	NOT SUBMITTED	SUBMITTED 03/11/2014
-	Test report	tets	Demo1
Create New Claim	DKK132,00	DKK1.295,00	DKK397,10 Approved & In Accounting Review Exceptions

You will receive an e-mail once your expense claim has been approved.

When this is done TPE will extract every approved report from Concur during the following night. In the morning the systems will check if you have registered your banking information on your profile in TPEnet. If this is true, we will issue a payment and you will receive an e-mail about it. In the table below you can see an overview of the different e-mails you can receive.

Sender	Subject	Торіс
AutoNotification@concursolutions.com	Expense Report Status Change	Informs you that your expense claim has been approved.
no-reply@tpe.org	Reimbursement of Expense report	Informs you t an approved expense claim will be reimbursed to your account.
no-reply@tpe.org	Can not issue the money due to missing or incorrect banking information.	Informs you that either your banking information is incorrect or that they are missing.

If we do not have your banking information or if a transaction for reimbursement has failed, you will also receive an e-mail. You will then have to log onto TPEnet and submit your banking information. This is shown in one of our other manuals.

The typical approval might look like this.

- 1. You submit your expense claim **Monday.**
- 2. The expense claim is approved **Tuesday** and you receive an e-mail about it.
- 3. TPE will get data from Concur and issue a payment before 12.00 p.m. (noon) **Wednesday** if the banking information is correct.
- 4. Your reimbursement should be in your account Thursday.