

Introduction manual to Concur Expense System

Titel: Introductions manual to Concur Expense System

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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 TPESupport@hotmail.dk.
- **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 access 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.

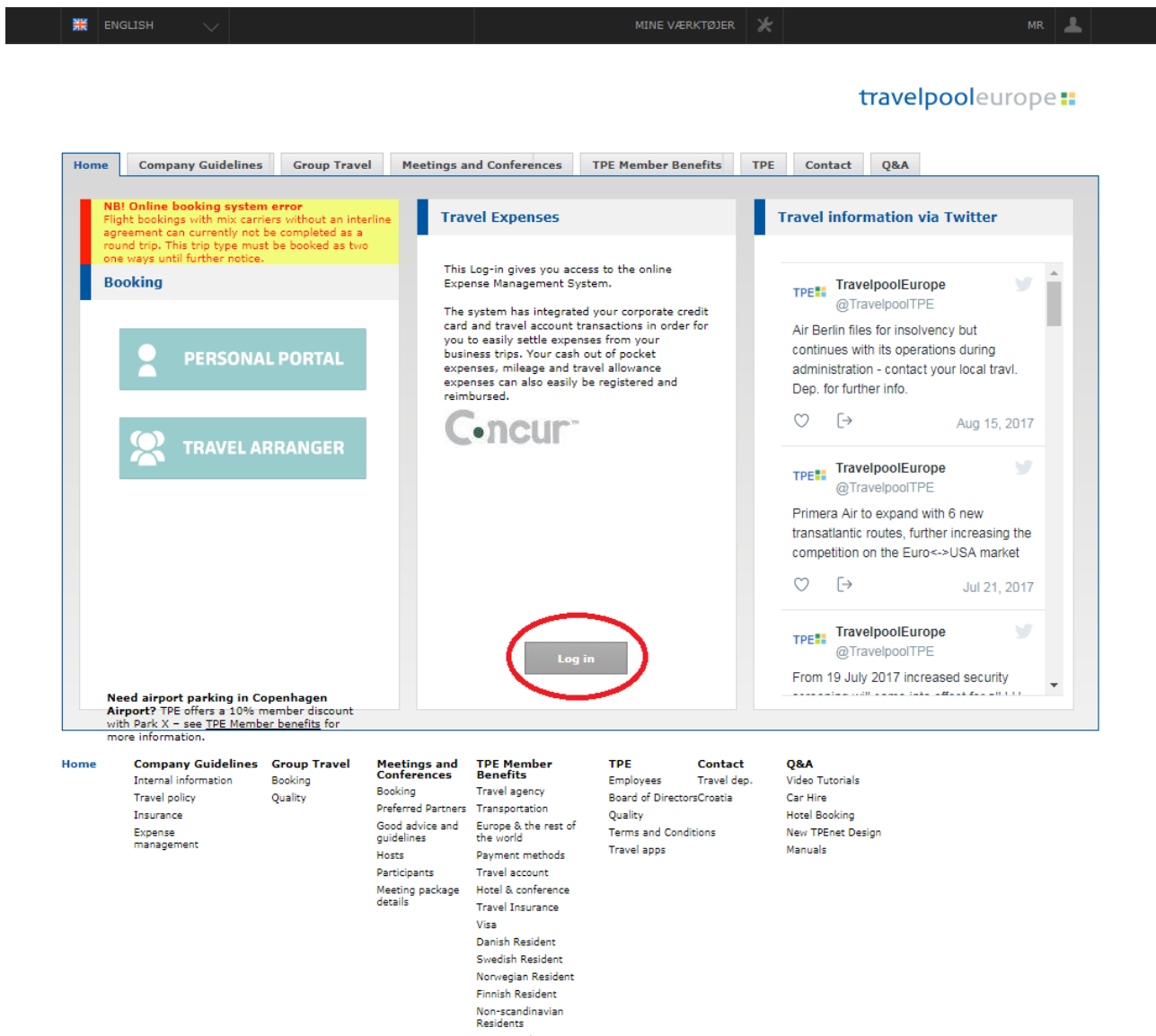


Figure 1

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

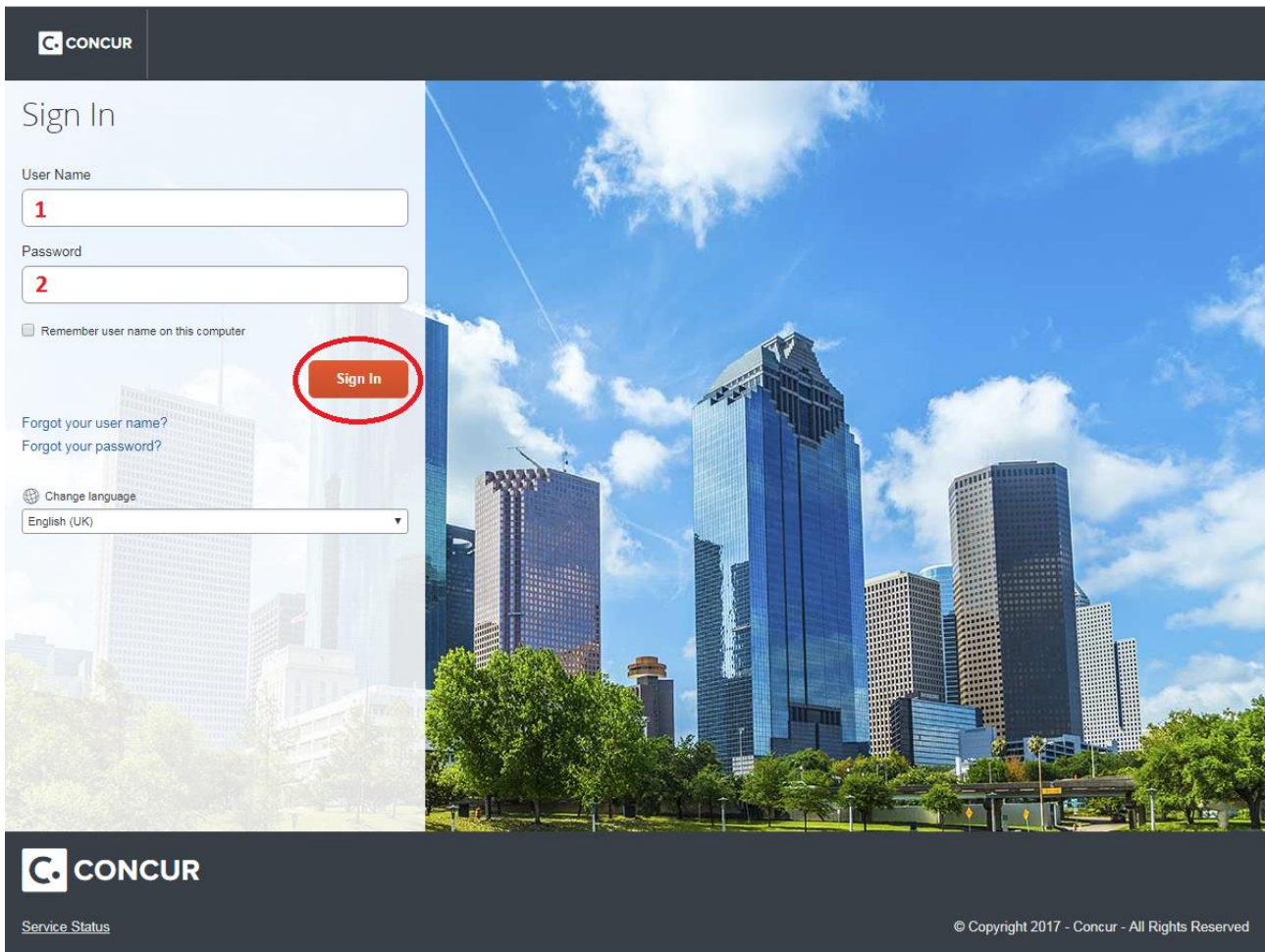


Figure 2

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**.

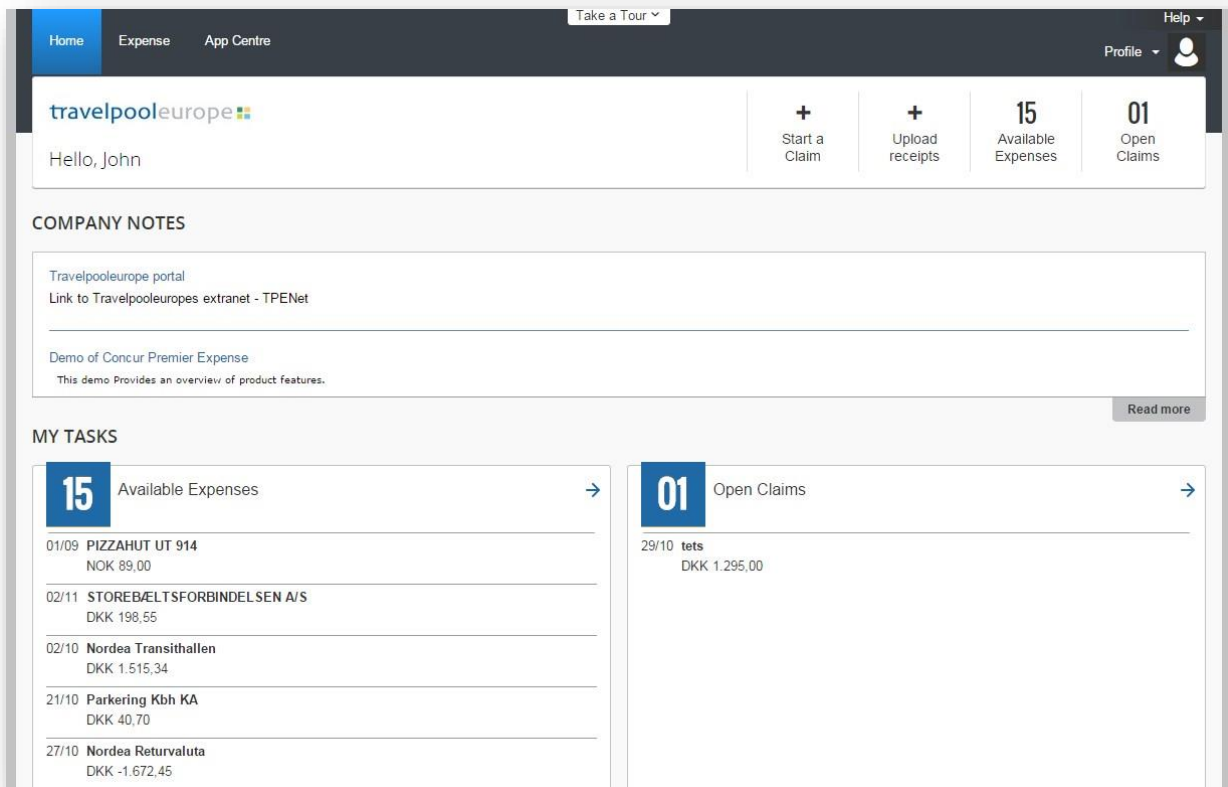
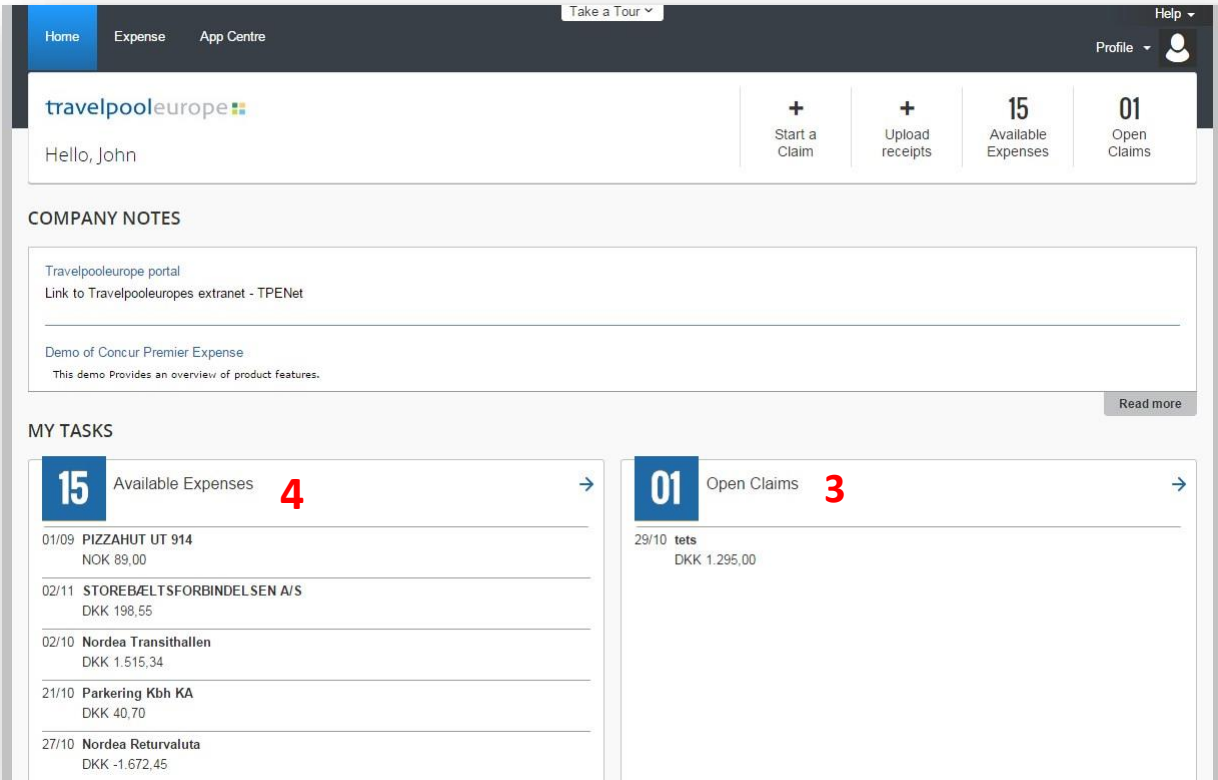


Figure 3

You will now be directed to the **Home** page of your Concur profile (see figure 3).

4. What is displayed on the Home page?



The screenshot shows the Concur Home page with the following elements:

- 1** Navigation tabs: Home (selected), Expense, App Centre. A "Take a Tour" button is also visible.
- 2** User profile: "Hello, John" and a "Profile" dropdown menu.
- Summary Cards:**
 - Start a Claim (+)
 - Upload receipts (+)
 - 15 Available Expenses
 - 01 Open Claims
- COMPANY NOTES:**
 - Travelpool europe portal
 - Link to Travelpool europe's extranet - TPENet
 - Demo of Concur Premier Expense
 - This demo Provides an overview of product features.
 - Read more button
- MY TASKS:**
 - 15 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)
 - 27/10 Nordea Returvaluta (DKK -1.672,45)
 - 01 Open Claims (3):**
 - 29/10 tets (DKK 1.295,00)

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.

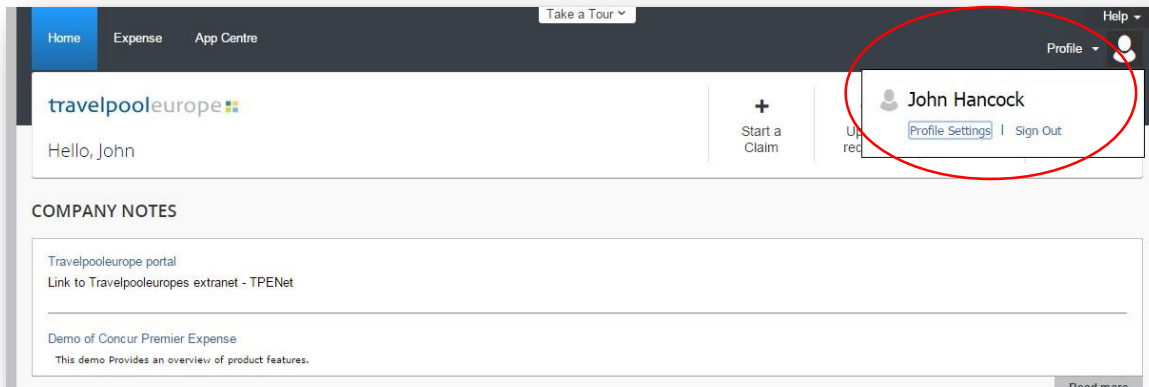


Figure 5

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

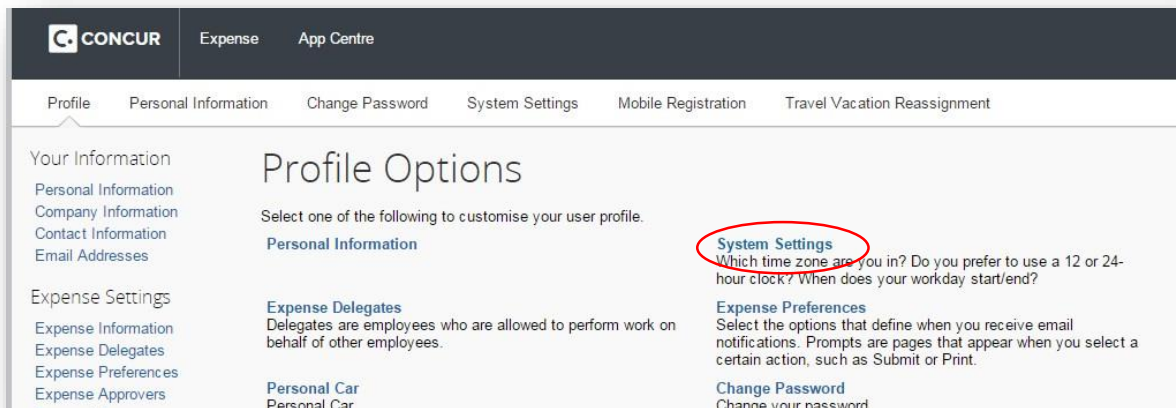


Figure 6

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

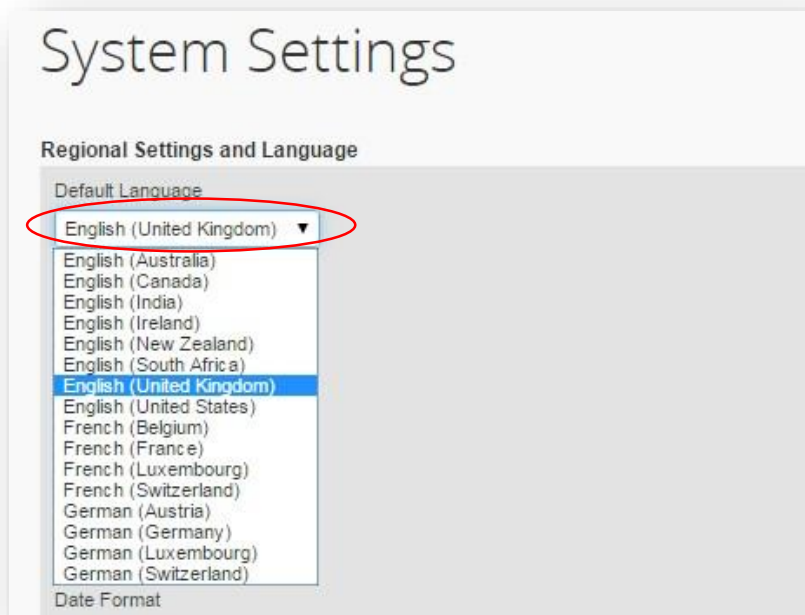


Figure 6.1

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.

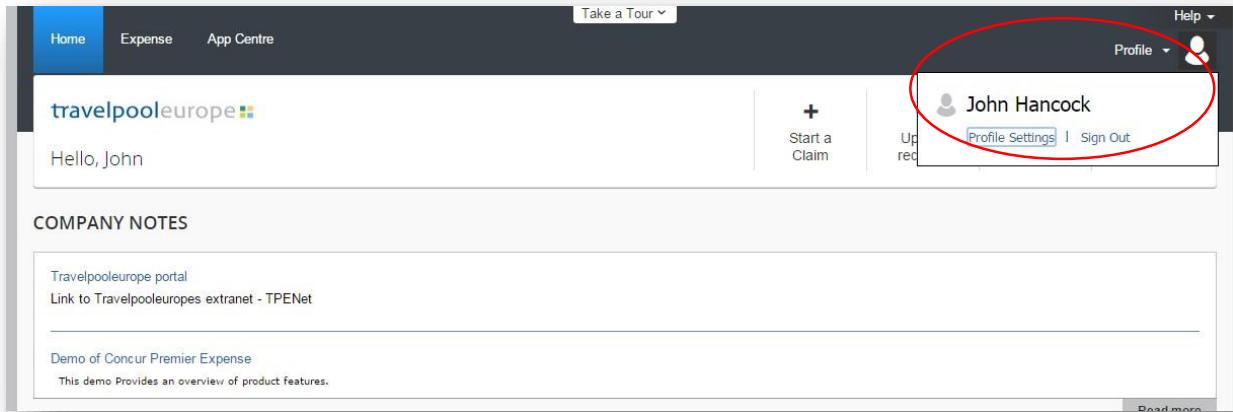


Figure 7

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

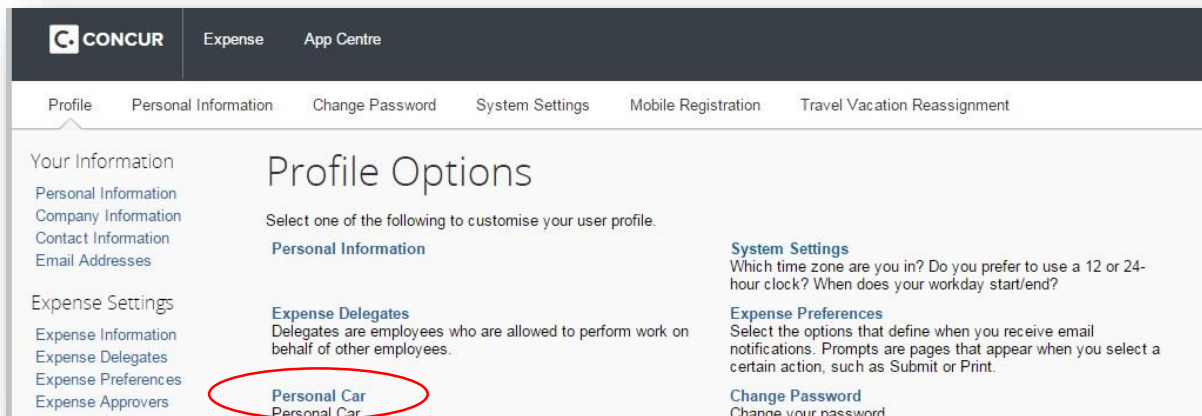


Figure 8

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

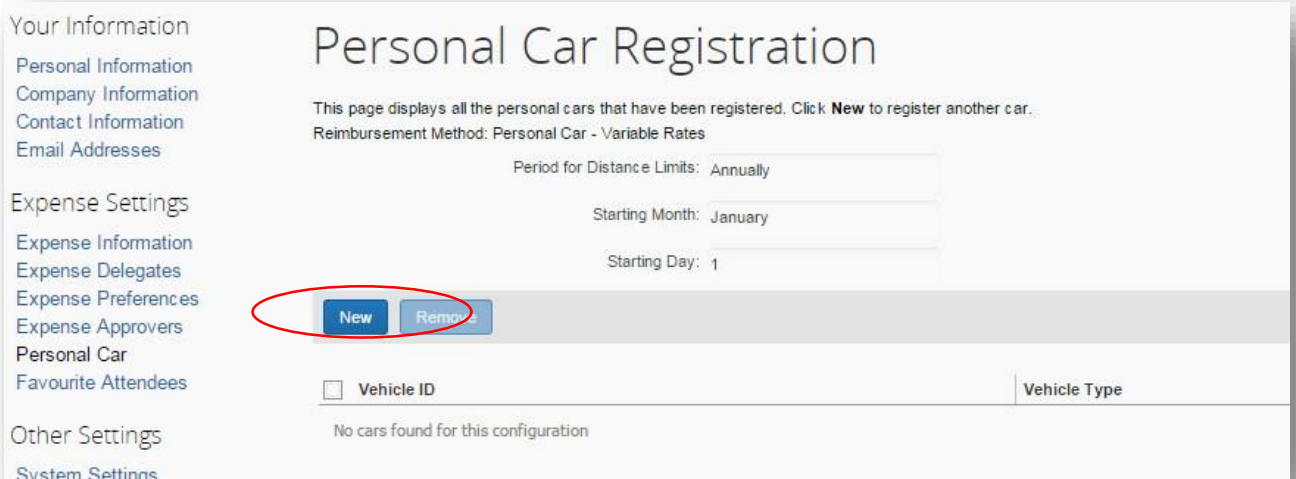


Figure 9

3. Click **New** (Figure 9).

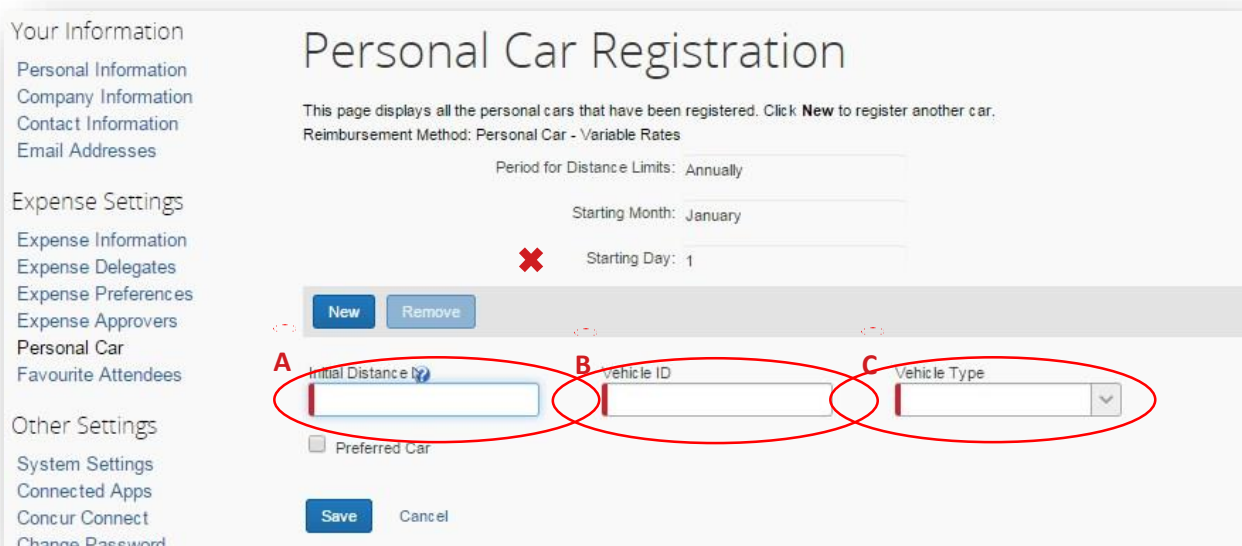


Figure 10

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.

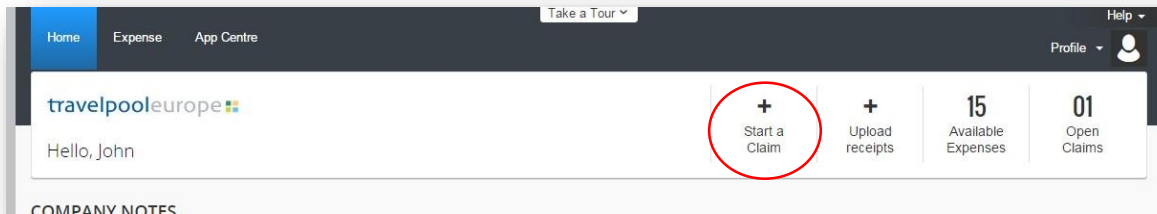


Figure 11

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.

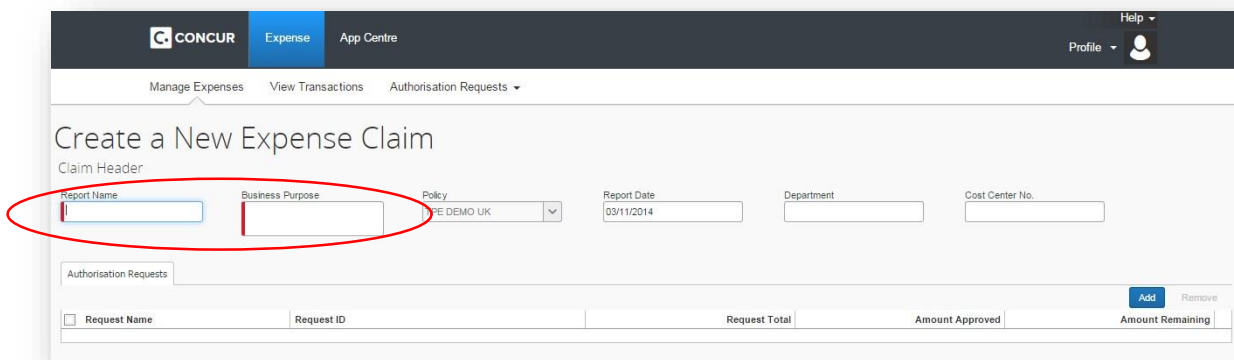


Figure 12

2. 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.

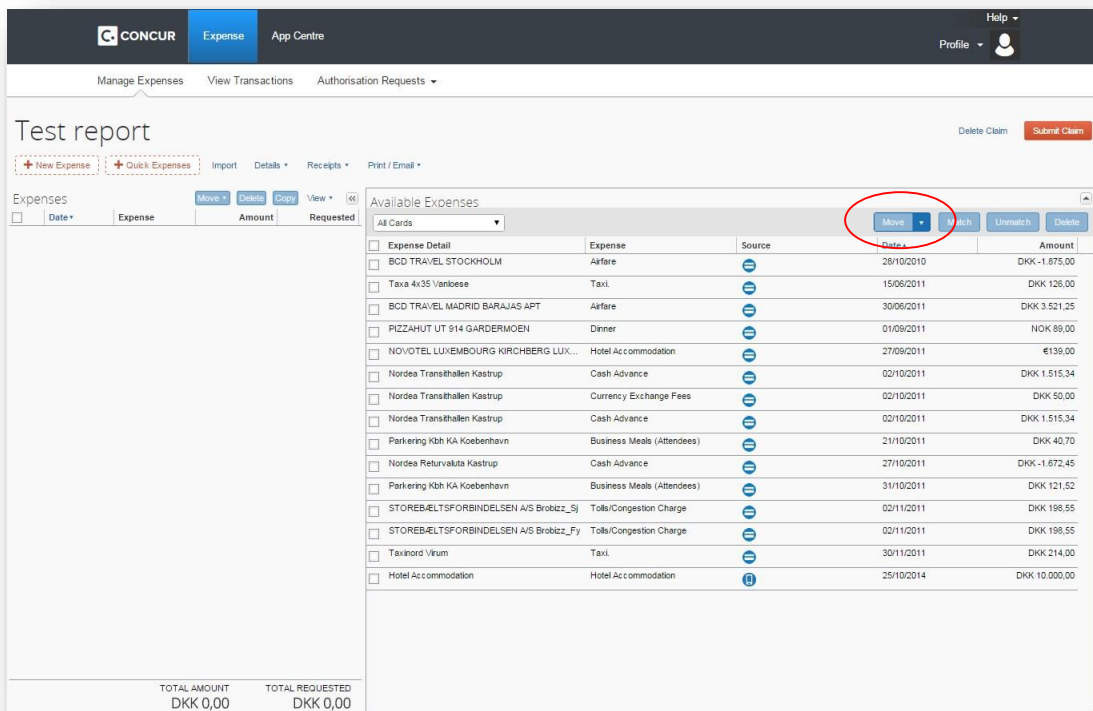


Figure 13

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).



Figure 13.1

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



Figure 13.2

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).
7. If you instead want to create a **New Expense** you click the button with the same title (1)(figure 13.2).

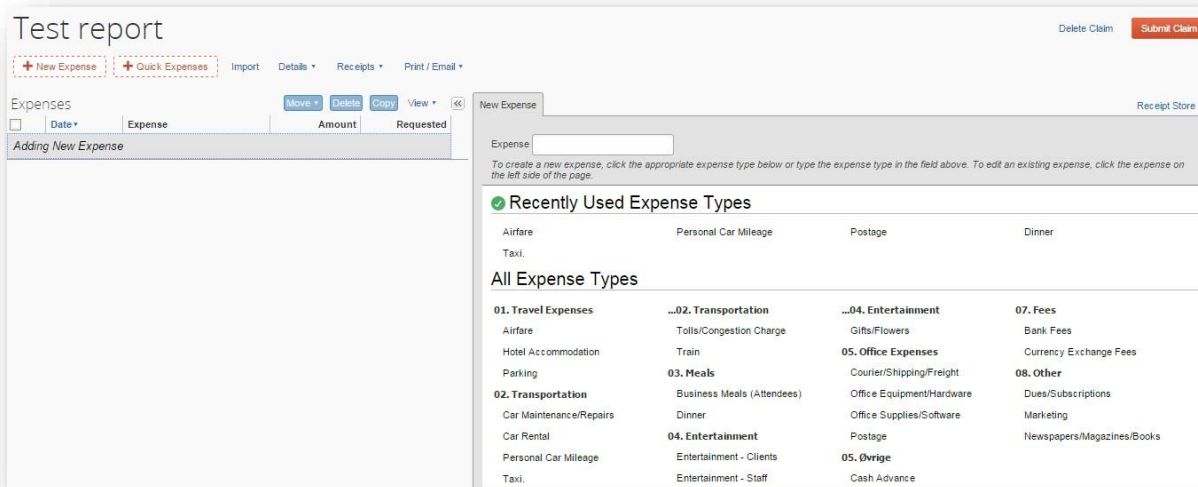


Figure 14

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).

Receipts ▾ Print / Email ▾

Copy View ▾ <<

Requested

New Expense Receipt Store

Expense Type: Taxi ▾ Transaction Date: [Calendar Icon] Business Purpose: [Text Field]

Payment Type: Cash ▾ Amount: [Text Field] DKK ▾ Receipt Status: Receipt ▾

Personal Expense Comment: [Text Field] TPE reference no.: [Text Field]

Transaction Description: [Text Field] Vendor Name: [Text Field]

TOTAL REQUESTED DKK 0,00

Save Save & Itemise Allocate Attach Receipt Cancel

Figure 14.1

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).

Save Save & Itemise Allocate Attach Receipt Cancel

Figure 15

12. If you do not have a receipt for your expense you can change the **Receipt Status** to **No Receipt** (see figure 16.1). 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
DKK 132,00	⊗ 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.

Figure 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**.

Test report

Expenses


<input type="checkbox"/>	Date ▾	Expense	Amount	Requested
<input type="checkbox"/>	15/06/2011	Taxi. Taxa 4x35, Vanloes	DKK 126,00	DKK 126,00

Available Expenses

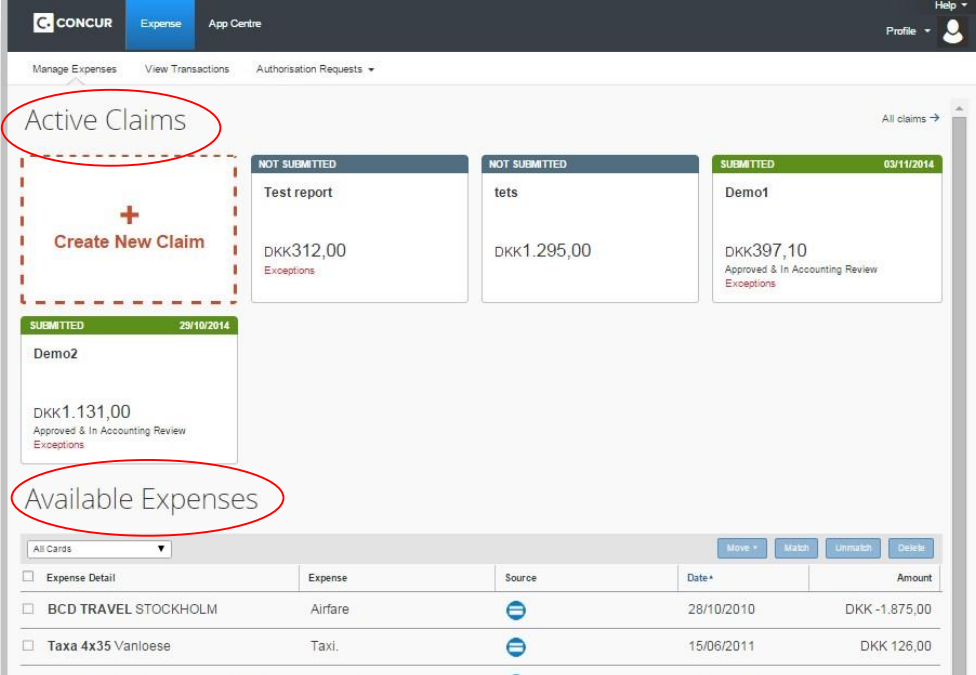
- All Cards
- Expense Detail

Figure 16.1

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 . 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.



The screenshot shows the Concur Expense interface. At the top, there are navigation tabs for 'Manage Expenses', 'View Transactions', and 'Authorisation Requests'. The main area is divided into two sections: 'Active Claims' and 'Available Expenses'. The 'Active Claims' section contains a 'Create New Claim' button and three claim cards: 'Test report' (DKK312,00), 'tets' (DKK1.295,00), and 'Demo1' (DKK397,10). The 'Available Expenses' section contains a table with columns for Expense Detail, Expense, Source, Date, and Amount. The table lists three expenses: 'BCD TRAVEL STOCKHOLM' (Airfare, DKK -1.875,00), 'Taxa 4x35 Vanloese' (Taxi, DKK 126,00), and 'BCD TRAVEL MADRID BARAJAS ART' (Airfare, DKK 3.524,25). Red circles and numbers 1 and 2 highlight the 'Active Claims' and 'Available Expenses' sections respectively.

Figure 17

9. How to send an expense claim.

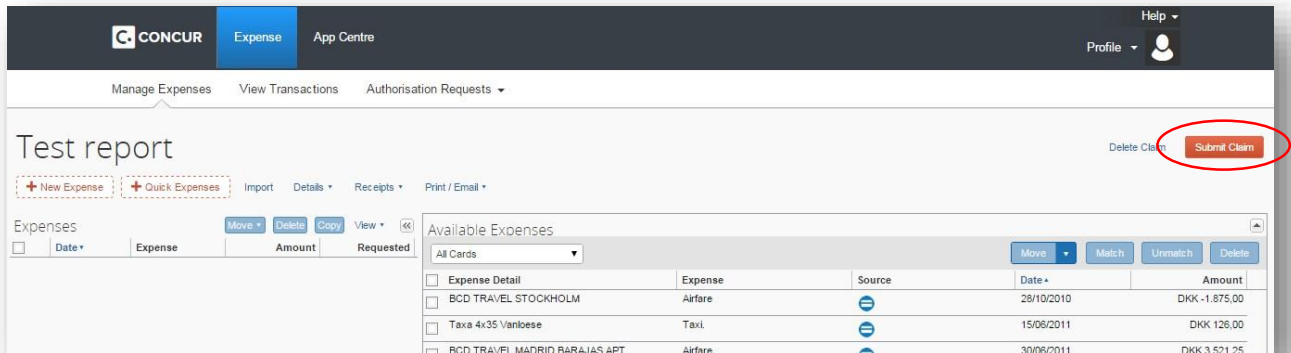


Figure 18

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).

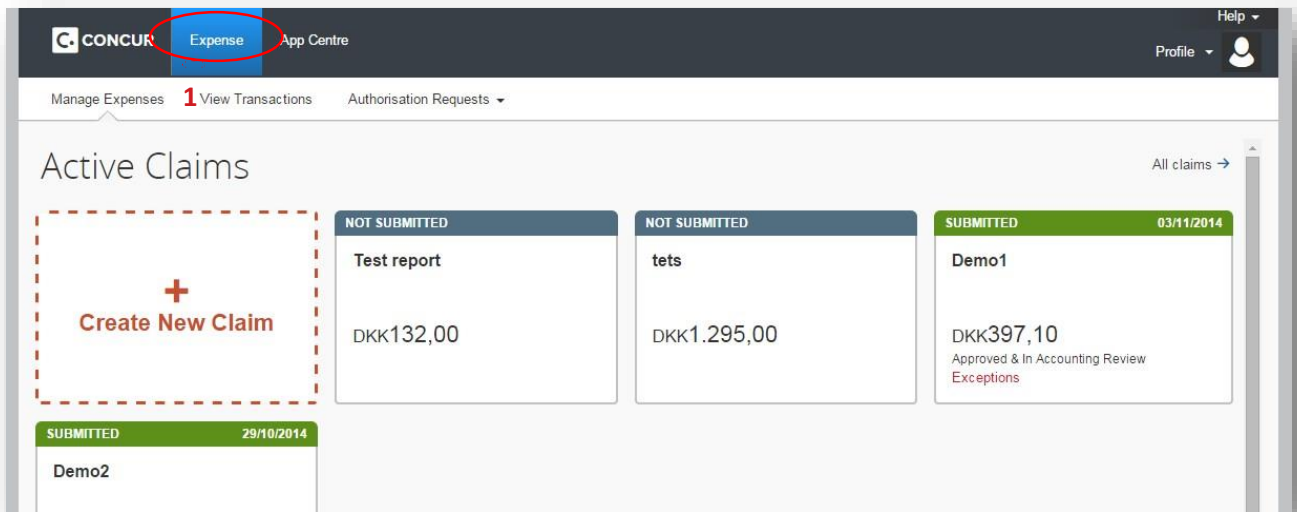


Figure 19

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	Topic
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 that 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.