SAP Concur Expense:

Tips

Use this guide for helpful tips while using Concur Expense.

Accounts Payable & Travel

Revised June 2022

Contents

Concur Terminology Crosswalk

TERM		DEFINITION
Concur	**SAP**	
Cost Object	Cost Center, Internal Order, or Funded Program	Departmental Funding
Concur Expense	TRAVELTracks/Travel FC	Software to create travel requests and expense reports for approval and reimbursement
Concur Travel	N/A	Software used to book direct billed to the university travel reservations. These will interface with Concur Expense
Cost Object Approver	Account Manager	Designated approver based on cost center or fund
Delegate	Substitute	Staff assigned to specific roles (arranger or approver) as a substitute for another
Processor	Travel Office Staff	Final approval by Travel Office
Proxy	Travel Assistant	Can create Travel Requests/Expense Reports on behalf of others in Concur Expense
Travel Arranger	Travel Assistant	Can book airfare/lodging/rental vehicles on behalf of others in Concur Travel

Definition of Error/Exception Messages

Alert ×

At least one required field in this report lacks data. A red exception flag marks the expense and a list identifies the field(s) to be filled out. Please provide a value and then submit the report.

OK

- Required information is not complete and must be entered before proceeding.

One or more Cost objects could not be approved by the right authority (General Accounting Office (RS2CLNT100-754-CC-1410120000)). The request has been moved to the next workflow step.

- The funding approver is the traveler. Workflow has progressed to their supervisor/level up for approval.

This Expense Report was submitted by a Proxy (Travel Assistant).

- Someone other than the traveler submitted the Travel Request or Expense Report.

The Expense Report is over tolerance and will route to the Cost Object Approver (Account Manager) for additional approval.

- The Expense Report is more than the estimated costs of the Travel Request and requires additional approval.

Please review. This report contains expense(s) outside of the trip dates.

- One or more of the transaction dates entered for an expense type is outside of the trip dates.

This entry cannot be submitted until a Travel Allowance Itinerary is created.

- Click **Details**, **New Itinerary** to create a Travel Allowance Itinerary. Click **Details**, **Available Itineraries** to modify or complete an existing Travel Allowance Itinerary.

Itemizations are required for this entry.

- The lodging expense type requires the nightly expenses to be itemized.

This expense entry may be a duplicate of the following expense.
Report: Matagorda & Port O'Connor, Expense: 07/30/2021, Lodging Tax, $5.89

There is a possible Travel Allowance conflict with another entry having the same expense code for this date. (Report: Matagorda & Port O'Connor Entry: 07/30/2021, Lodging, 84.14000000 USD)

- There may already be an Expense Report with the same (duplicate) information, check your Report Library for a possible duplicate Expense Report.

Tips

1. When creating a Zero-dollar Travel Request you must select an expense type to submit the Travel Request into the workflow. **NOTE:** Concur does not allow the submittal of a zero-dollar Expense Report, please view the [SAP Concur Expense: Close a Request]() instructions.

2. If the Travel Request has not been approved by the Travel Office, you may click the **recall** button to take the request out of workflow and make changes. You do not need to email the Travel Office to reset the request. If the Travel Request has been fully approved by the Travel Office, you will no longer be able to make changes. The Travel Request may need to be closed and a new Travel Request created depending on the [changes]() needed.

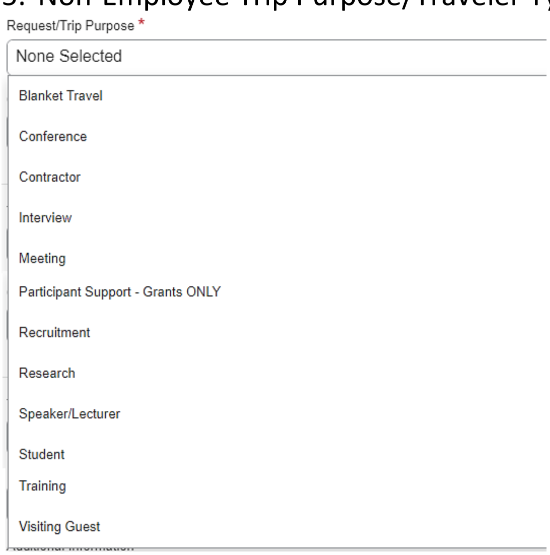
3. Different Request/Report Status & Payment Status:
   STATUS-
   Not Submitted = Expense Report created but not submitted
   Approved & In Accounting Review = approved by the traveler and in the Travel Office queue
   Pending Cost Object Approver = routing to Account Manager for approval
   Approved = approved by Travel Office and payment is pending
   PAYMENT STATUS-
   Not Paid = payment has not processed
   Sent for Payment = payment is ready to go to SAP
   Processing Payment = payment to go out next business day
   Payment Confirmed = payment has been processed and sent via vendor record

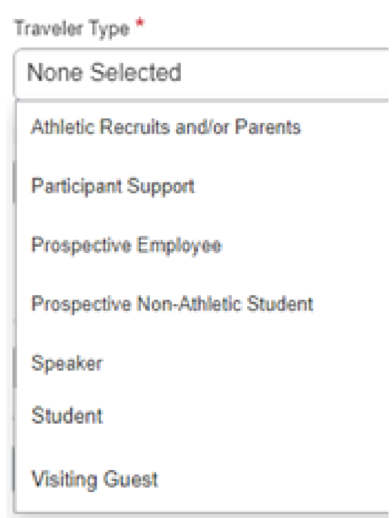
4. Option of "Is this your last Expense Report?"

   No, will keep encumbrance open for additional Expense Reports.

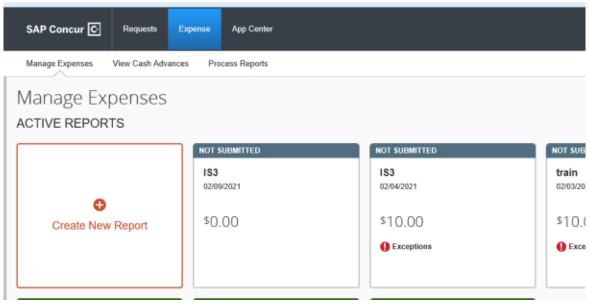
   Yes, will send a reminder email to close your encumbrance.

5. Non-Employee Trip Purpose/Traveler Types:

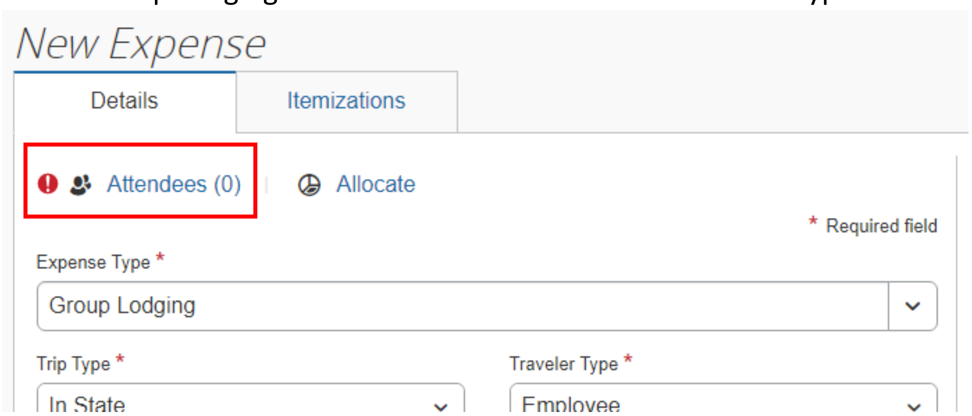




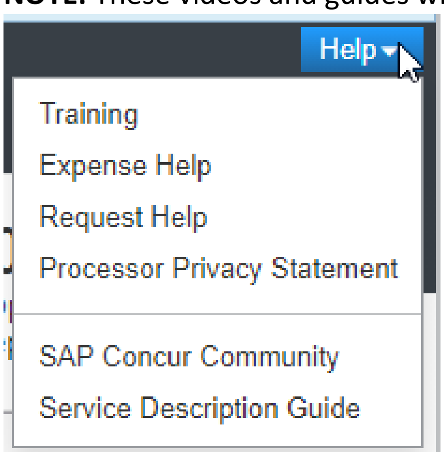
6. Once an Expense Report is created it will be saved until the traveler is ready to submit. It can be accessed under Manage Expenses. Multiple Expense Report drafts will be created if created from Request and then exited out.



7. When Group Lodging is selected a list of Attendees and their types will be required.

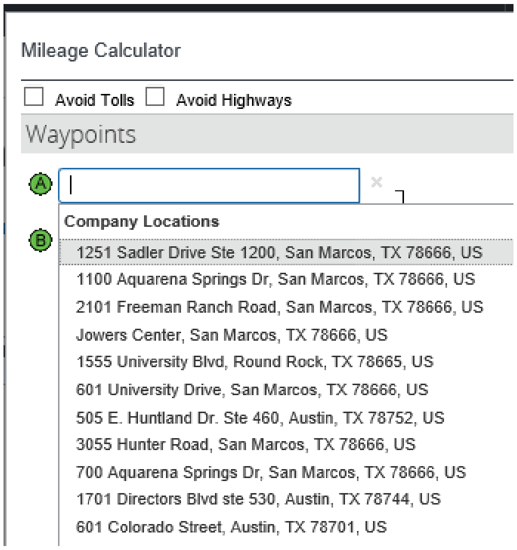


8. Training/Refresher guides may be accessed from the SAP Concur Help site. Click on the Help drop down menu to access tools such as videos and/or pdfs.
   NOTE: These videos and guides will not be specific to Texas State's configuration.

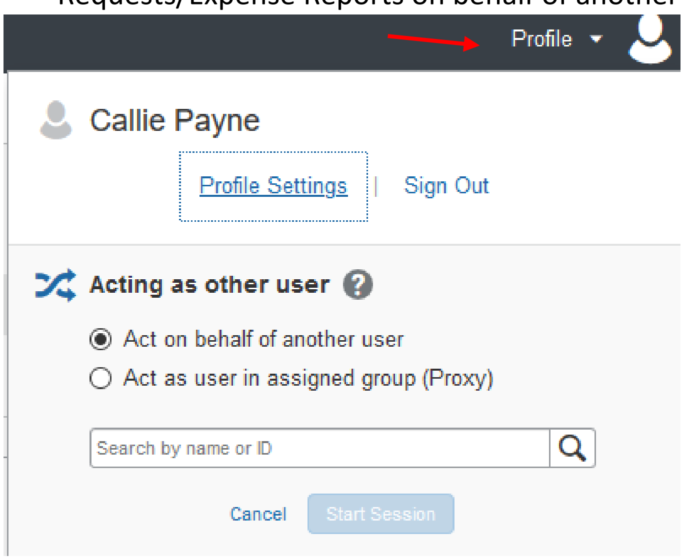


9. Difference between Additional Information and Comments:
   a. Additional Information- cannot be changed or added to once submitted. To be used by the traveler or submitter for any messages to the Account Managers or Travel Office processors.
   b. Comment- Only for Approvers and processors, more than one comment can be added. Each comment will be visible to all.

10. When using the Mileage Calculator, if you click the space bar in the location fields, every saved company location will appear.



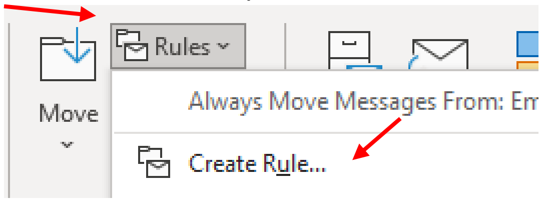
11. As a proxy/travel assistant (Concur Expense) and/or a travel arranger (Concur Travel), you can act as other users by clicking on **Profile**.
    a. **Act on behalf of another user** – gives you the ability to book travel on behalf of another user if you are an Arranger. Allows you to Approve on behalf of another user if set up as a delegate.
    b. **Act as user in assigned group (Proxy)** – gives you the ability to create Travel Requests/Expense Reports on behalf of another user.



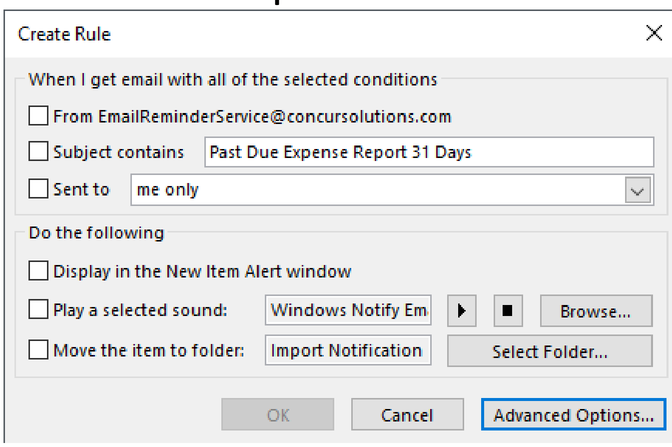
Auto Forward Emails

Have your travelers set up Auto-Forwarding on their Concur emails so the Proxy (Travel Assistant) will also receive them.

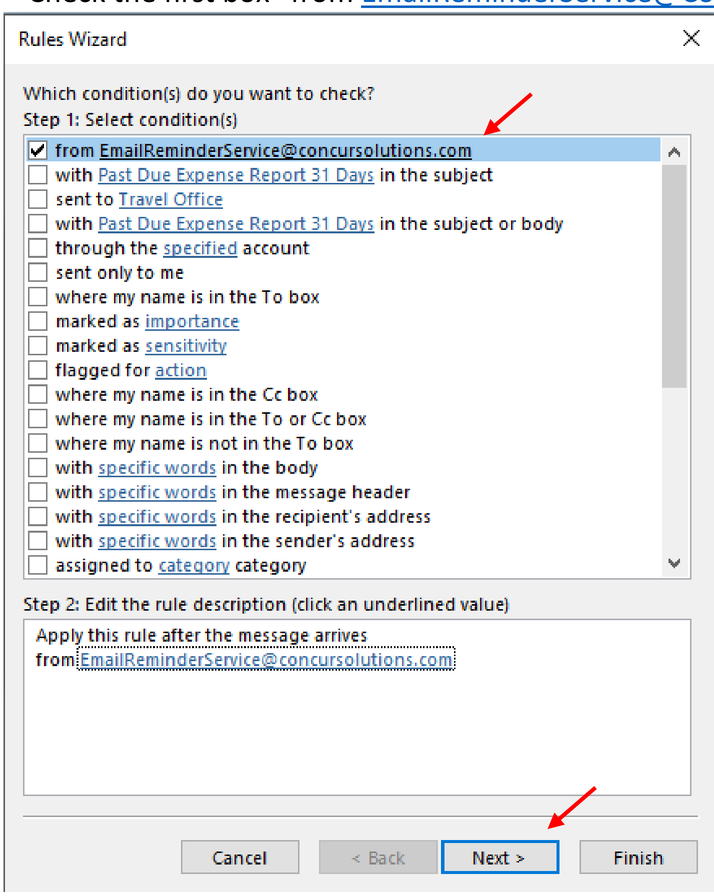
a. Select the email you would like to forward. Select **Rules**, **Create Rules…**



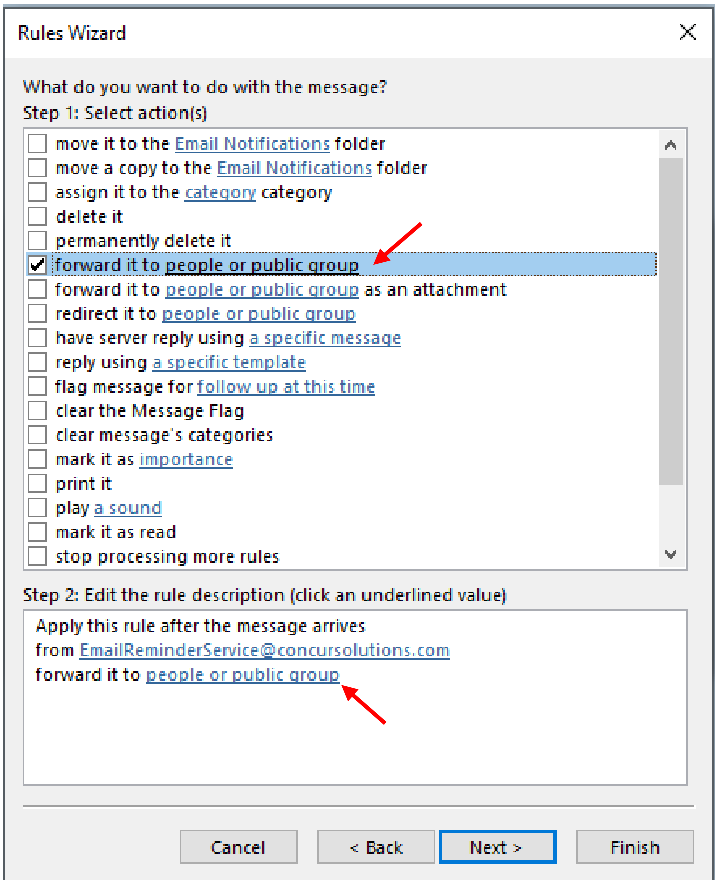
b. Select **Advanced Options**



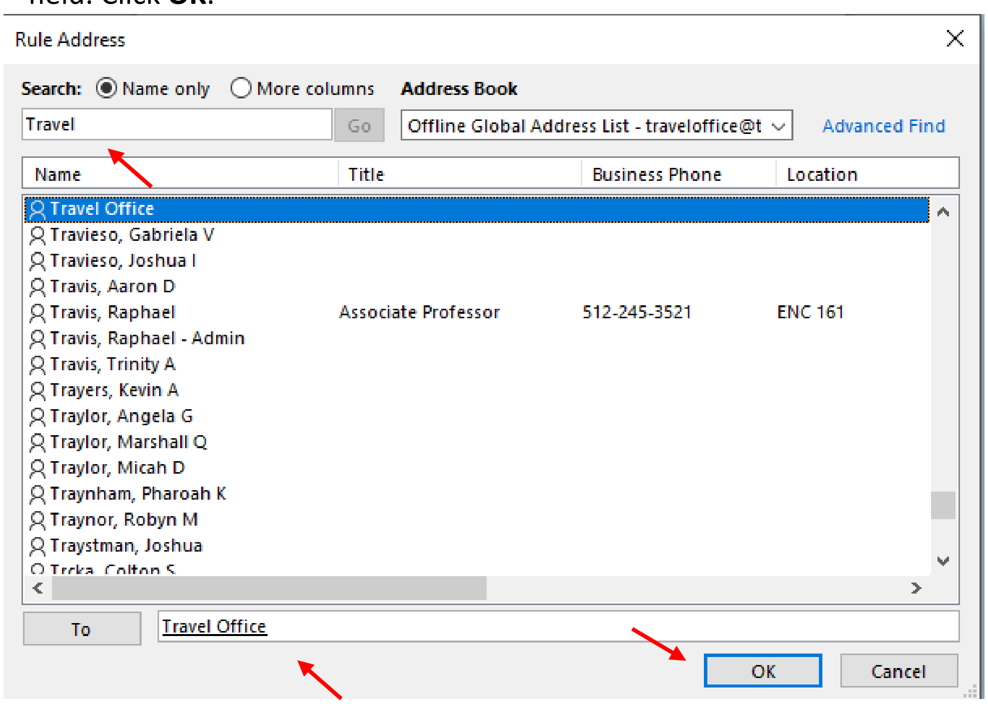
c. Check the first box "from EmailReminderService@Concursolutions.com," Click **Next>**.



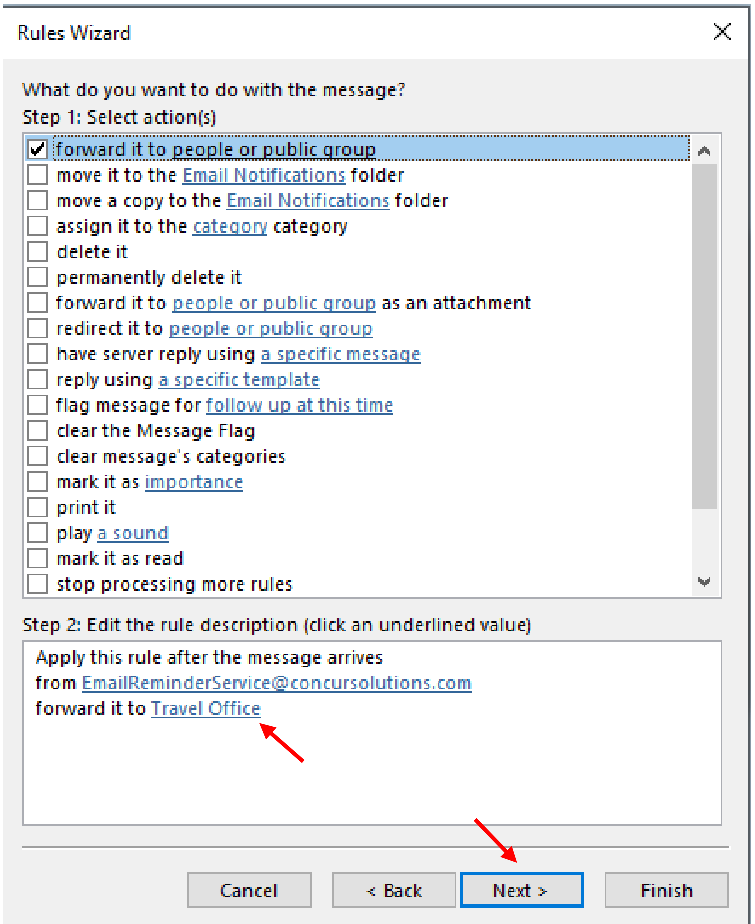
d. Check the **forward it to people or public group** box. Click the underlined **people or public group** in the Step 2 box.



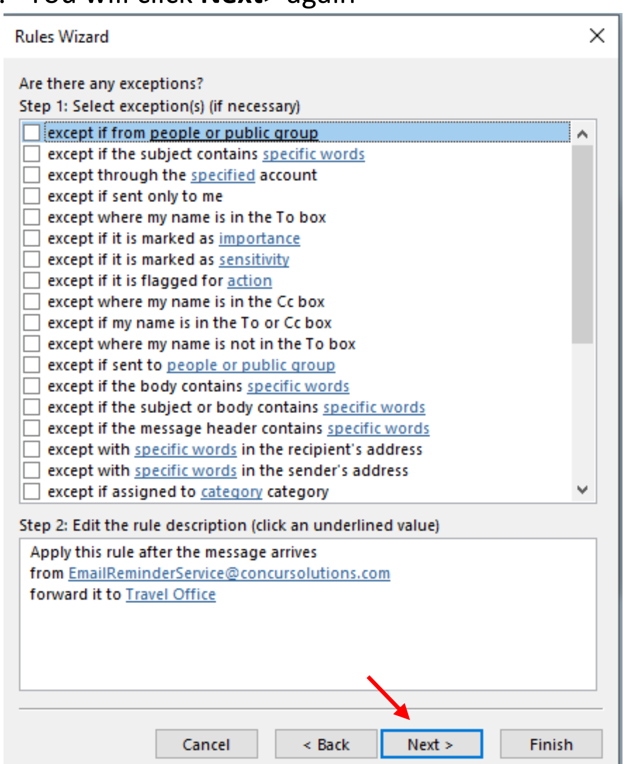
e. Type in the name of the person you would like to forward these emails to i.e.. Proxy (Travel Assistant). Once you have located the name, double click on it until you see it in the **To** field. Click **OK**.



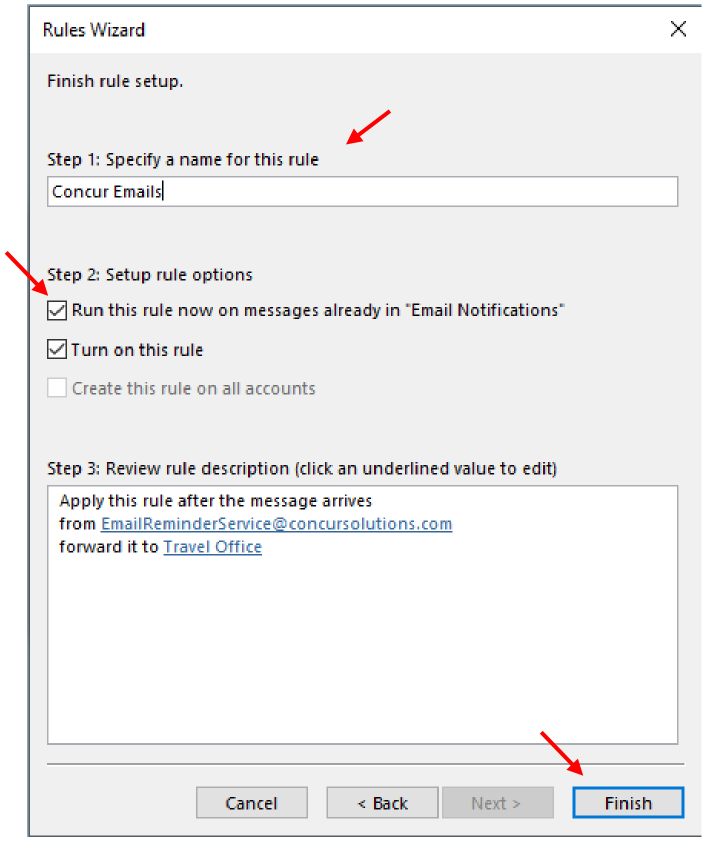
f. You should now see the persons name in the Step 2 box. Click **Next>**.



g. You will click **Next>** again



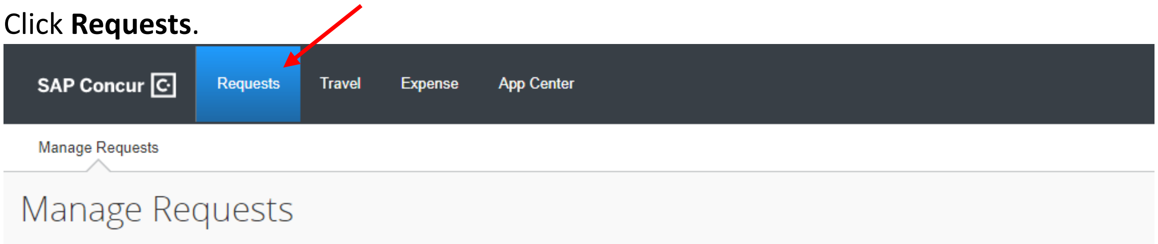
h. Step 1 - The name of the rule may be changed at your discretion.
Step 2 – Check both boxes **Run this rule now on messages already in "Email Notifications"** and **Turn on this rule**. Click **Finish.**



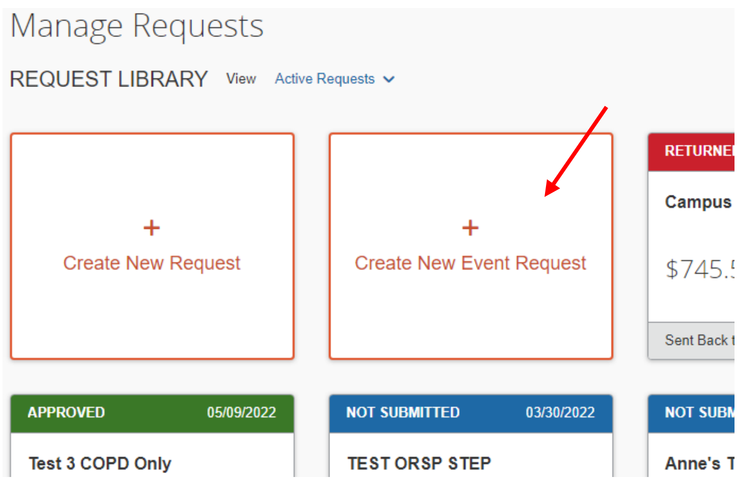
Creating an Event Request for Multiple Travelers

Proxies (Travel Assistants) can use the Event Request feature to enter Travel Requests for multiple travelers going to the same location.

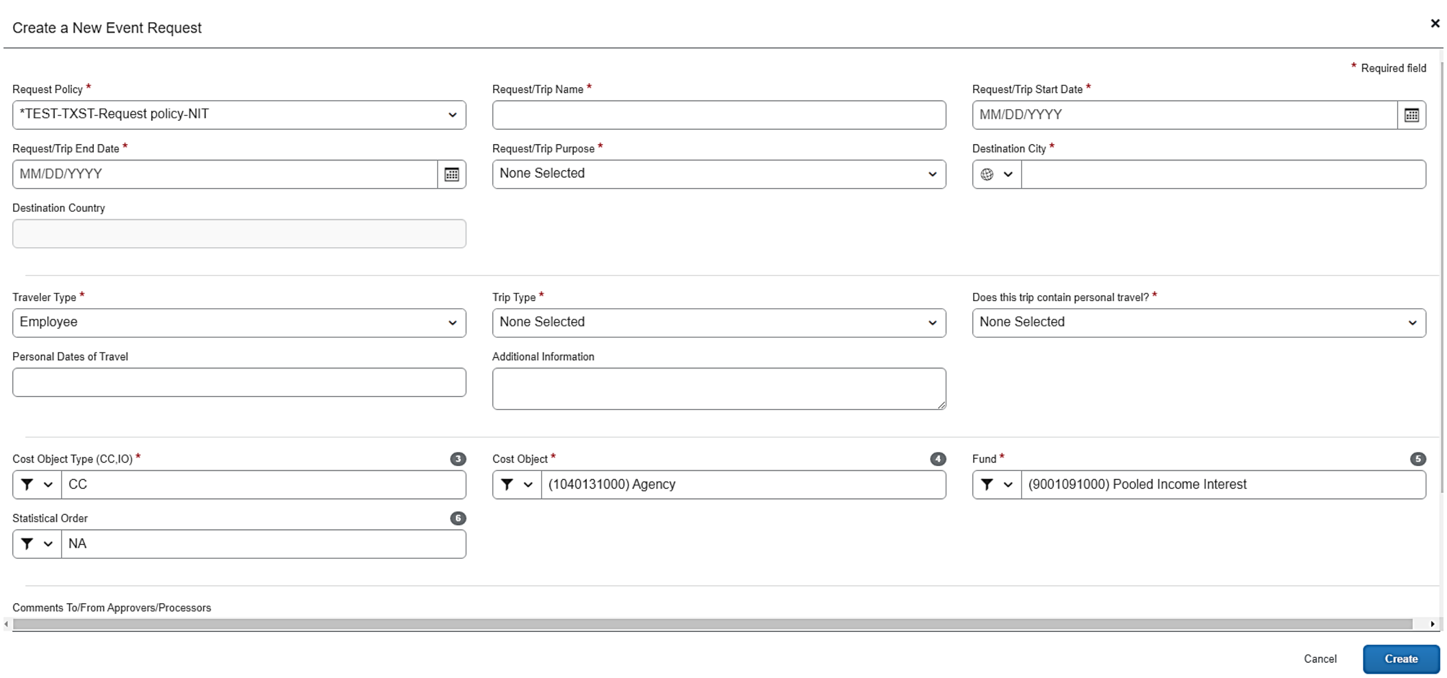
1. Click **Requests**.



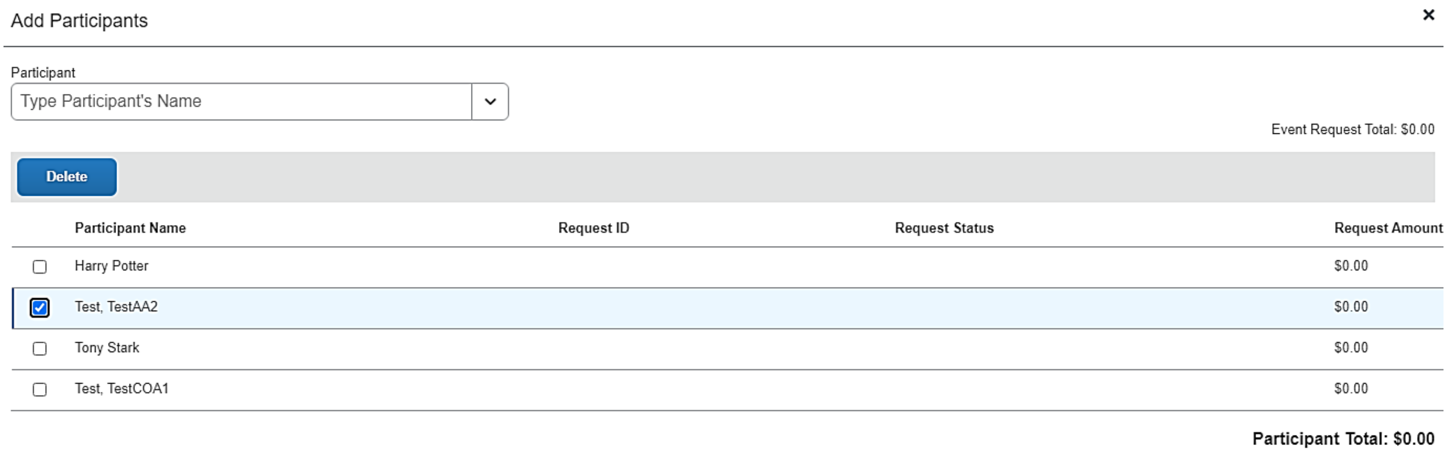
2. Select **Create New Event Request**.



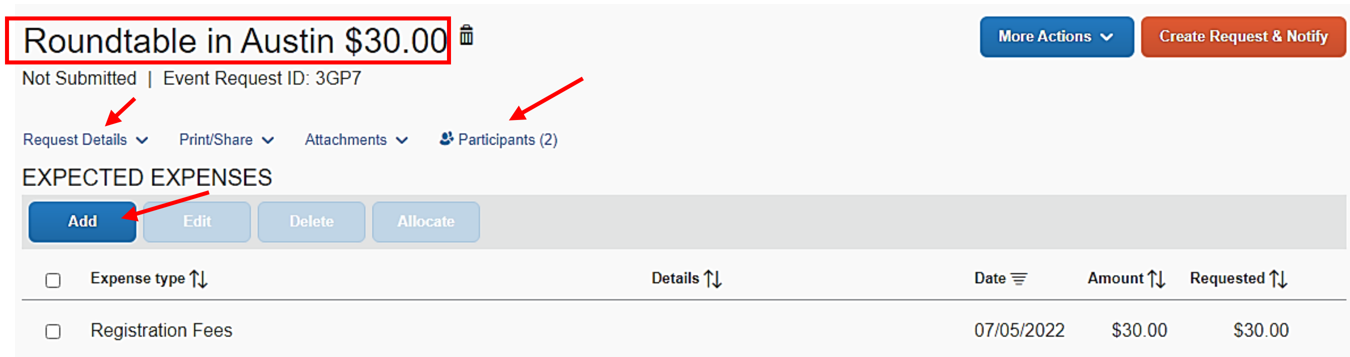
3. The Request Header section will display; fields with a red asterisk require entry.



4. Click **Create** to advance to the Participant tab.
5. Enter the names of Travelers for whom you want to include in the event request. Travelers mistakenly added can be removed by clicking their name, then hitting **Delete**. Click **Save** when all travelers have been added to the list.



6. The Request Overview page looks similar to a Travel Request Overview. Expenses can be listed, cash advances created, attachments uploaded, and Event details edited.

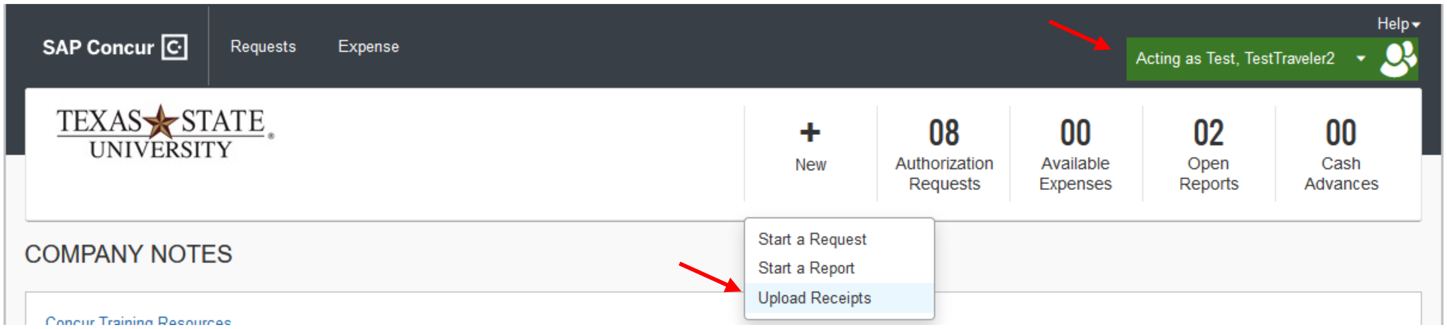


7. Once all the required fields are filled in, **Create Request & Notify**. This will generate an individual Travel Request for each Traveler.

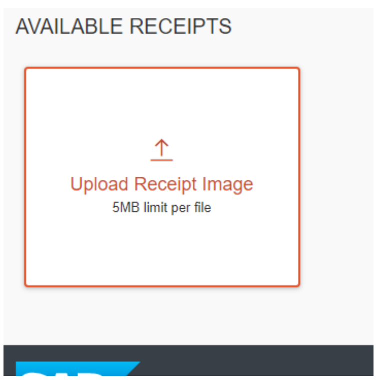
Adding Attachments for an Approved Trip with a Future Expense Report

Tips for the Proxy (Travel Assistant) to attach receipts for the appropriate traveler that are handed or emailed to them before travel has occurred, so they do not simply have a stack of receipts laying around.

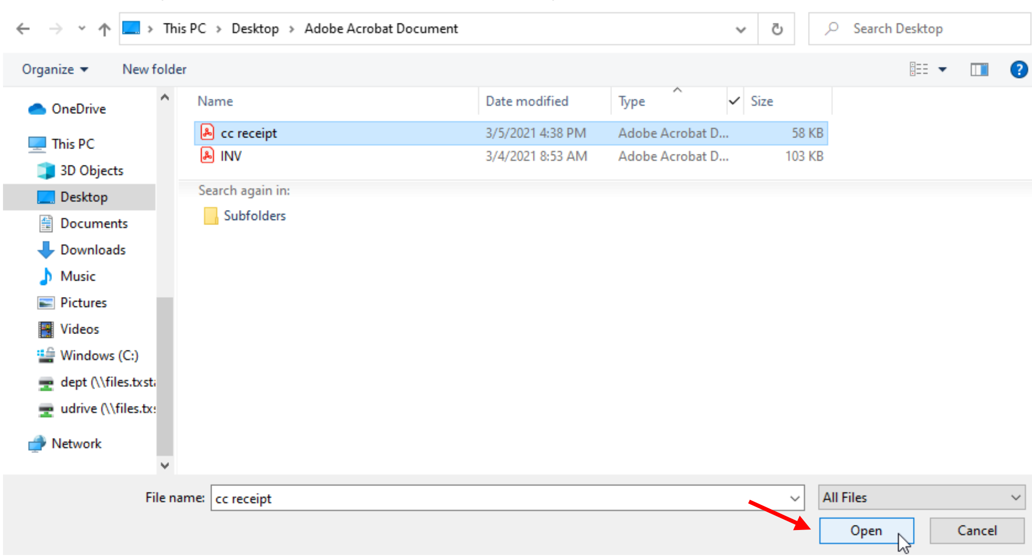
1. Click Profile and act as the Traveler you would like to attach the receipts to.
2. In the Quick Access bar, under New, select **Upload Receipts**.
3. Receipts must be uploaded manually.



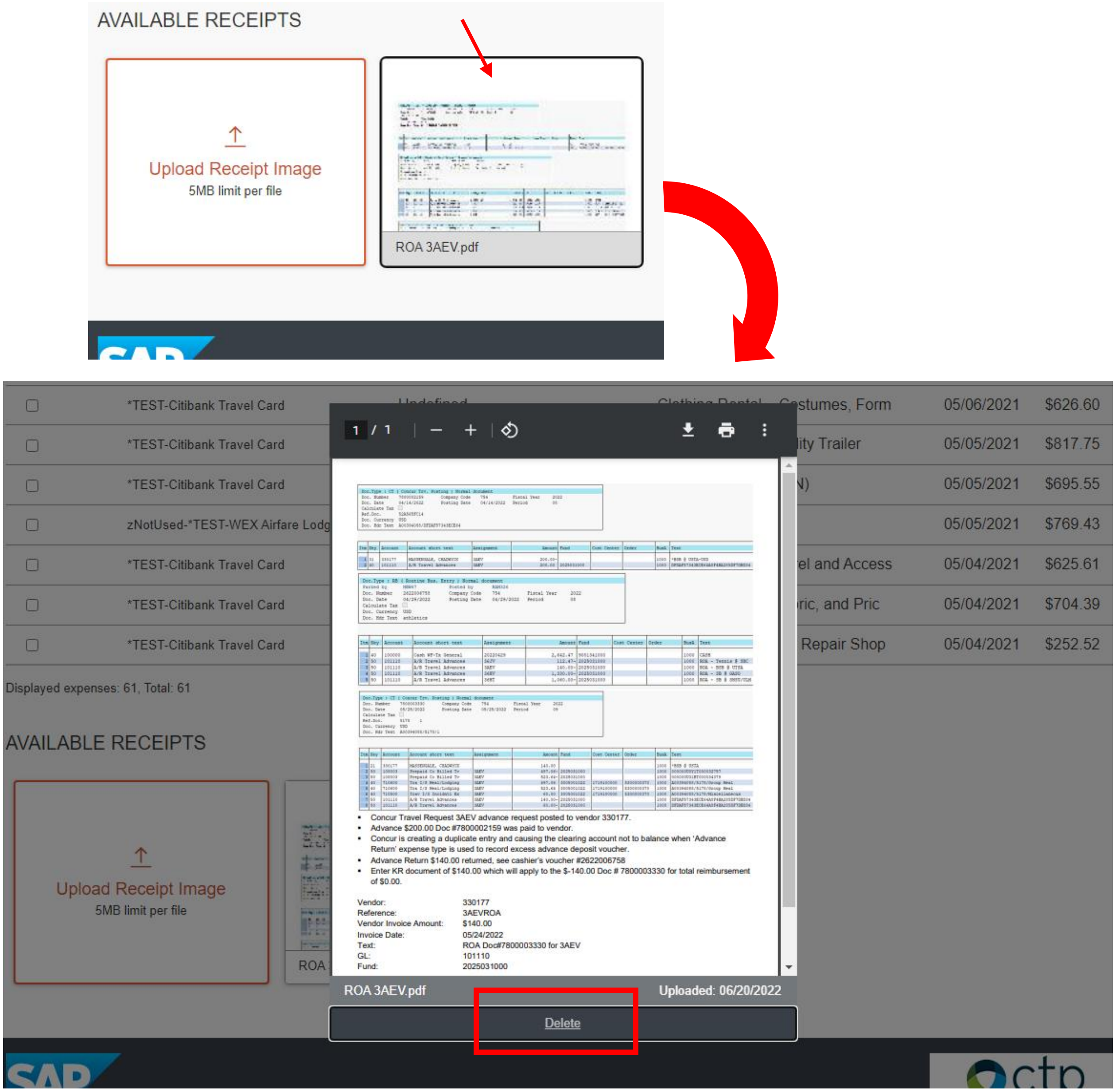
4. Scroll down to Available Receipts. Click **Upload Receipt Image**.



5. Select the document from the browser window. Click **Open** to upload.
   NOTE: Up to 10 files may be selected and each file may not be more than 5MB.



6. The receipt will then upload. Click the receipt to view it.



7. If the receipt needs to be removed, click **Delete**. **NOTE:** Proxy may not delete receipts, the traveler must delete their own.
8. To exit receipt view, click anywhere outside the image pop-up.

Assistance Apps Information

The following applications will assist the traveler enhance their use of Concur and CTP.

1. **SAP Concur Mobile for iPhone and Android**
   a. Through SAP Concur Mobile, users can access their Concur profile on the go to:
      i. Book Travel Reservations.
      ii. Create Travel Requests.
      iii. Create Expense Reports.
      iv. Approve Travel Requests and Expense Reports.
2. **Conferma Pay**
   a. The Conferma Pay app provides travelers:
      i. Access to Company Paid CTP Hotel Reservations.
      ii. Access to the single-use credit card number available for hotel check in which can be forwarded directly to the hotel.
      iii. For a more seamless process, please download the Conferma Pay app **before** making the hotel reservation in Concur (CTP). **Note:** when registering, use your university email address (NetID@txstate.edu).
3. **ExpenseIt**
   a. The ExpenseIt app:
      i. Turns receipts into expense line items and sends them directly to Concur Expense.
      ii. Allows travelers to submit receipts and easily create Expense Reports for quicker reimbursement.
4. **TripIt**
   a. The TripIt app provides travelers the ability to:
      i. Organize all travel plans in one place.
      ii. View travel itineraries.
      iii. Receive reminders (i.e. when to leave for the airport, estimated wait times for airport security).
      iv. Add receipts to Concur for inclusion on the Expense Report.