# SAP Concur Expense

## 1: SAP Concur

This document serves as an accessible version of this course and is intended only for those individuals who require an accommodation for a disability. If you do not require an accommodation based on a disability, you must complete the web-based training through ESS > My Training to receive credit on your transcript.

## 2: Objectives

This course instructs users in the process of creating, changing and submitting an expense report.

A series of videos, recorded by an SAP Concur trainer, will be presented in this course. Note, the examples used are designed to show the system functionality and may not comply with current travel policy. Questions on commonwealth travel policy should be directed to the Travel Audits Help Desk at co-travelaudits@pa.gov.

Your permissions will determine what is presented in our system and may differ from the items shown.

## 3: Agenda

During this course, we will log into SAP Concur; view the SAP Concur Home Page; display the Profile Settings, both personal and expense settings; create an Expense Report; look at ExpenseIt.com; and identify resources for additional information.

## 4: Log into SAP Concur

So, there are two ways to login to Sap Concur, the first one is through the employee self-service or ESS and this is the Commonwealth's preferred method for employees. When you're using ESS you do not need to enter a username and a password. Now the second method is through the Concur solutions website (www.concursolutions.com) that you see up here. When you're using this method you do need a username and a password. Now for the first time you sign in you'll use and let me show you my screen, you’ll enter your 8-digit employee number including the leading zeros followed by at COPA (@COPA). So, it's going to look something like this, once you've entered this make sure you click on forgot your password and a link to reset your password will be sent to the primary email address that is stored within your profile.

## 5: The SAP Concur Home Page

So, as soon as you log in this is your homepage, this is what you see.

On the top the first thing we have is the SAP Concur logo. Whenever you click on this logo it's always gonna take you back to this homepage.

We also have a few tabs available like requests, travel, expense, approvals and App Center.

Now you might notice that you don't have this approvals tab and some of the things that I'll show you today in the system are specific to supervisors. So, things like approvals and on the quick task bar required approvals as well you may or may not see it on your own screen just something to keep in mind. But like I said this is what we called a quick task bar.

If you click on “New”, we have the option to quickly start a request, quickly start a new report or to upload receipt images.

Right next to it we can see items that still require an action from us so. Required approvals I have 0, authorization requests I also have 0 and available expenses I actually have 11. So, this means that I have 11 expenses that I have not entered into a report yet. And for open reports it tells me that there is a one report that still has not been approved for reimbursement. So anything that I am currently working on, anything that has been returned to me all of those will be counted here as an open report. Now the goal here is to make sure that we work these numbers down to zero, you always want to keep this at zero to make sure that we have taken care of everything that we need to take care of.

Right above that we have this profile section and if we click here, you can go to your profile settings which we will do in a second, or just sign out.

Now below that we have a few sections, on the left we see the trips the trip search area where you can quickly book trips, right next to it we have the alert section. Now here you see things like credit cards that need to be renewed any travel documents that you have in the system that are about to expire anything that requires an action from you as well that you will need to take a look at.

And below we have the company notes, here you'll find a link that will take you to the BCPO’s travel webpage and you’ll also find a link to take you to the Concur training toolkit. Now this training toolkit is a series of videos about specific parts of the system so if you are curious about or if you need a reminder about on how to do itemizations or if you if you let's say; forgot how to update a specific part of your profile, you'll find that information in your Concur training toolkit.

Now right underneath that we have the My Tasks area, so we see things like required approvals, available expenses, and open reports. You'll notice that these are the same things we just saw here in the quick task bar but the only difference is that it gives us a little bit more detail about what those expenses are. So for example my one of these available expenses, it happened on this date, with this vendor and this is how much they charged me. Now if we take a look at the open reports, I know what date the report was created, what is the name of the report, how much I'm asking for it and what's the status of it. So it's telling me this particular report has been returned which means I have to take a look at this report later on. If we jump to the left you will see your trips so anything that you have booked in the system that has not happened yet will be here available to you.

## 6: Your Personal Profile Settings

Now let's take a look at our profile on the top right corner we'll go to profile settings.

And you'll notice that there's a lot of information here on the center of the screen. Now this is the same thing that we see on the left, the only difference is that it gives you a little bit of a description of what's going on inside that link. For now what we'll do is well we're going to go through the list in order, starting with the personal information.

Now you'll notice that some fields are required, and they are bold and red. One of those fields is your first name, as well as your middle name and your last name. So the name you have here is your official name on file within the SAP human resource master record. This has been loaded to your SAP Concur profile during your initial setup. Below that we have some company information we just ask you to make sure things like your manager is correct. If anything needs to be changed and you cannot modify it yourself, you will have to contact your HR representative.

Below that we have a section for your work address, and this should be pre-populated based upon the work address that is stored in your SAP HR master record. If this fields are blank, please complete this section with your work address. Below that the home address is optional.

And in your contact information you'll have a work phone number populated if one is maintained within your SAP master record. If not, you must update the section with either your work phone or your home phone. If the pre-populated work phone is incorrect, please contact your HR representative to update your SAP master record with the correct information.

Below that we have a few email addresses, you'll start off with your business email in the system. It is populated again using the information that is maintained in your SAP master record. You do have the option to add a personal email address by clicking on add an email address. And whatever email address you add in this section will be used for SAP Concur system generated notifications as well as to allow you to send any receipt images into the system by emailing them to receipts@expenseit.com. Now to be able to send those receipts into Concur we need to verify your email to make sure we attach the correct receipt to the correct account. And as soon as you log in, you'll notice that your business email will be not verified. You do need to go ahead and click this verify link and a code will be sent to your email. Just copy and paste that code, it's pretty long, and click OK. If you want to add that alternate email and you click on this add an email address, just type in that email make sure you check yes if you want to receive travel notifications and once you click OK you'll, you'll see the box to verify this email as well.

We do have a section for you to enter any emergency contact information and also this is not required it is strongly recommended that you complete this section because this information is gonna to be used to your and travel administrator to get in touch with your emergency contact should anything happen.

Now you now you have some travel preferences that you can set up in the system as well and I'm just going to scroll through those and stop here at this TSA secure flight information. Now we do ask you to fill out the gender and date of birth, these are required fields because you do need to have them to be able to book any trips, as these are our TSA requirements. And to save everything successfully in the system because these are required fields, we do ask you as well to fill these out. If you have a redress number or if you have a TSA PreCheck number you can also enter those here.

And below that we have the credit card section. Now, this will be pre-populated for you if you have a corporate card. If you are not an overnight travel status, four or more times a year, a personal credit card can be uploaded here by clicking add a credit card and a window will pop up so just make sure you fill out all the information and click save now.

Once I'm done with this page, I can click any of the save buttons that we've seen so far on this page and it will save every single thing here.

## 7: Your Expense Profile Settings

Now let's take a look at our list here on the left, we looked at the first two sessions we're going to skip ahead into our expense settings and I want to take us in to expense delegates.

Now if you're familiar with the concept of a travel arranger, this is the area where it can be set up. In your Concur system it is in the same area as your expense delegates. Now, here is where you can set people to work on your behalf or book trips on your behalf. And you decide what kind of access you'll give. Now to add a delegate we'll click the add button and then we'll look for the person we want to work on our behalf. Now we get to decide what kind of access they'll have into our account, so if I check the can prepare box this allows them to put together reports for me, they will also be able to view those receipts because that's part of preparing the reports every single expense needs to have a receipt attached to them with a few exceptions of course. But to be able to properly prepare they do need to see those receipts if you want this person to act as a travel arranger for you, you can check this box. If you want this person to not only prepare those reports but also submit them for you, you check this box. Can submit requests allows them to submit travel requests for you, receives emails will let them know whenever you have new transactions in your account that need to be reimbursed. So they will be up to date with everything that needs to be done. If you are an approver and the person you are delegating the person, you're allowing to be your delegate is also an approver you can allow them to approve any reports any report that goes to you. You can also allow them to approve reports for a specific period of time, so if you're gonna be out for a week you can send all the reports that come to you during that week to this delegate and only during this week they'll be able to approve those reports. Now if you want them to receive any approval emails so they'll know whenever something requires an approval you can also check this box. Once you're done, we're gonna go ahead and save. And if for some reason you don't want this person to work as your delegate anymore you can just come next to their name on the left, check the box, and click delete, and okay.

Now next to my delegates tab I also have my delegate for tab. Now this section tells me who has set me up as their delegate. I have this one person that has given me access into their account and I can see a little a few of the things that I can do here. So, I can submit reports I cannot submit requests, but I can view receipts in etc. If I try to give myself access, if I try to allow myself to submit those requests the system will not let me. This is a very important part of the Concur system it doesn't let you give yourself access into other people's accounts they have to authorize you beforehand. If you don't want to be a delegate for this person you can just come to their name and on the left, you'll see this check box and then you can just click delete.

Now below delegates we have our expense preferences and I'm going to leave this page.

Now here you'll see a few a different email notification settings so if you think you don't want to receive certain emails you can just uncheck some of these boxes.

And on the bottom an important thing here is this expense assistant, now expense assistant is a tool from Concur that automatically generates reports for you. Either by month or by trip, so if you pick by month, every new month, let's say as soon as December first turns in, Concur will generate a report and all the expenses that happen within the month of December will automatically be sent to that report. Now it just prepares the report for you it doesn't submit it but it just saves you some time in putting everything together. If you select by trip any time you book a trip, Concur will generate a report with the name that you chose to name that trip, and all the expenses that happen within those particular days will be entered into that trip report. Now this is an optional feature and if you don't want to be part of this you can just check none and you are good to go.

Now just below that we have our personal car section, this is something I want to point out to you that this section is pre-populated and it is used to properly calculate the mileage reimbursement that you'll get. We ask you to please not change, delete, or add any entries to this section. If you make any changes here it could cause errors on your expense report, which might prevent you from submitting mileage reimbursements, or even getting your reimbursement back in time.

And these are our profile settings.

## 8: Create an Expense Report - Header

Now let's go ahead and click on this expense tab.

From here, I can see all my open reports, so these are all the reports that I need to work on. Like this one, that says it has been returned, it tells me how much this report is for, the status of this; sent back to employee, and who was the person, the manager or the approver who sent this report back to me. I can also see any report that has not been reimbursed yet, but it is an accounting review, so it's about to be reimbursed. As soon as this report is reimbursed it will disappear from this section and I'll be able to find it if I go to active reports and look for any of these options.

Below that we have some available expenses, now these have been populated using the corporate card that you have in the system if you have one. And if you also are using the mobile app which we'll talk about a little later on if you, if you use the mobile app to upload any expenses, they will be available here under available expenses. We also talked about the email receipts at expense.com, so if you forward any receipts to that email those will also be available here as available expenses. So I have a few expenses here and this section kind of tells me a little bit of extra information about them. I can see whether they have a receipt or whether they don't. I can see the payment type as well as the expense type and some of them, sometimes, they will come in as undefined and this just means that the system couldn't really pick up what this expense was. This is not a problem, all we need to do is, whenever we enter this expense into a report, we'll select what expense type this is. After we select this expense type for the first time the system will know that the next time that this merchant is actually whatever expense type this is. Now we can also see some vendor details so who's the vendor in what city and state you're located in, as well as the date that the transaction will come in. So this is from a trip that I booked for next year and it hasn't happened yet but it the place there's a placeholder here for it. And I can also see the amount.

Now, right below that I have the option to sign up again for expense assistant if I decide that that's something I want to do. And below I have my available receipts, now available receipts I already have a few here, these are the ones I have uploaded from my computer and I can do that by clicking upload receipt image, in choosing whatever we see the image I have. Give it a second to load, perfect!

Now let's go ahead and start a report together, there are two ways to start new reports; one is clicking on this create a new report tile and another one is if we go back to our home page and go to this “New” and start a report. This will also take us to our new report header.

So, this page has a lot of information, a lot of it has been pre-populated using the information that you have in your profile so a lot of it is defaulted for you. But there are a few fields that you do have to fill out and they are marked with the red asterisk next to them.

So the reason for your trip is going to be will be called your report name, let's say this is a conference. Now we'll select the trip start date, and the trip end date. Now most of the information that is required is already filled out for me, like the business area, the fund and the budget period these pieces of information define what is the cost center that is being charged for this whole report. If for some reason another department other than my default one needs to be charged for this whole report, I can just come here and modify any of these options. But if everything looks good and I'm just sending all these all these expenses to my default report I'm just gonna keep scrolling down make sure I fill out all the other required information.

And I do have one field here and that's called activity type. So you just pick whatever it is that what it whatever activity type that you're looking for, right now I'm gonna say general business trip. You can add any comments, and this is optional, and if you want to claim travel allowance or not you'll make that choice here.

So at this point I'm just gonna say no I do not want to claim that travel allowance and on the bottom right I'll click create a report.

## 9: Create an Expense Report - Add Expenses

Now this is our report. It's looking pretty empty right now, so start adding expenses on the left I'll click on this Add Expense button and now I have my available expenses again and these are the ones we just saw, these are our corporate card charges, as well as anything that we upload using the Concur app and if we incurred any out-of-pocket expenses we can enter those here.

And I'll show you how to do that in a second, for now let's look for one of our credit card expenses. Now I know this one is part of my, my trip so I'm gonna check it and add to report.

Now I do have an alert and these red alerts tell me that it is that there is something that needs to be fixed before I'm able to submit this report. These are hard stops in the system. I can see what this alert is by clicking on the alert, or by just opening this expense type. Now I know that I cannot submit this report with an undefined expense type, I do have to select something here. So, I know what this expense is and I can either search for my options here or I can just use one of my recently used which are on top. I know this is a toll expense, I'm just gonna pick one of those, make sure I fill out all the necessary information. I have the option to attach a receipt at this point, so I'll go ahead and attach the receipt. And there is my image, I can always make this a little bigger if I cannot see the information, I can always turn this around and I can always hide this receipt if I think it's taking too much space. But if everything looks good I'll go ahead and save this expense here on the bottom left.

And here my expenses.

## 10: Create an Expense Report - Mileage Calculator

Now let's go ahead and enter another expense, and this time it's gonna be an out-of-pocket expense.

Now from here, I can look for any of my recently used, I can type what I'm looking for here that's what I'm gonna do, and so I'm gonna say I'm looking for something like, mileage. I got vehicle mileage there.

I do have a few required fields that I need to fill out like, the transaction date and the purpose of my trip. The from location and to location it's easier if I just go to my mileage calculator and then they'll add all that information for me.

There are our field other fields that I need to fill out like the distance so I'm going to let my mileage calculator do that for me. Now this works just like Google Maps so if you're familiar with it this is going to be very intuitive. I have my work address in my profile so it shows up in this map as well. And let's say I'm going from my Harrisburg address to State College and once I click outside of this box it will automatically trace the route that I took here. If for some reason I had to take a detour, there was an accident or there was too much traffic on the road I can always just click and drag this to show what I actually did. I have the option to check this avoid tolls box on the top left or avoid highways. If I had to stop in another place after that, let's say I stopped at Hershey and I click outside of this box, the system will trace that for me. Now if this route is actually a personal route, I can just check this check with this personal box. Now keep in mind this is just to show you the functionality of the system of course it doesn't really make sense to take this route but just so you know what you can do to make sure you're getting the correct mileage into the system and you're getting the correct reimbursement back.

Once you're done we can also make this a round trip and we can delete any of these stops. Now, I did everything I wanted to do, I'm ready to add this total business mileage to my expense, I'm going to go ahead and on the bottom right and click add mileage to expense. If I scroll down, I'll notice that my “From” location and “To” location has been filled out for me as well as the distance and how much I'm getting reimbursed. My vehicle ID I can choose, so you pick whichever one is the one you need to pick. For now, I'm just gonna say personal auto, standard rate. Now for this particular one, I do need to explain in the comment box why I have this, why does that what this happened, why was this mileage chosen why was this vehicle ID chosen. So, I'm going to say this was a conference drive. So, you'll you'll use this comment box is saying whatever needs to be said to your manager or approver so they understand what this expense actually was. Once you're done with this expense we can just go ahead and save it.

Okay, now we do have an alert here and this one looks a little different. This one is a yellow warning; this again tells us that there is something that is not within policy. If I open this warning it's telling me that I need a justification for claiming personal auto or in a standard rate I can either attach a documentation such as a Ground Travel Worksheet sheet or provide a justification in the comments field, which I just did. So, this exception is gonna stay with my expense so my approver also knows that this is what's needed or this we can still submit the report with this exception because it's just a warning. If this was a red exception, then that's the case where I would need to fix that before submitting.

## 11: Create an Expense Report - Attach Receipt Image

Now let's go ahead and add another expense. This one is always, also going to be out of pocket. So let's look for something like parking, and I'm just gonna go through our menu this time. Here it is, now from here I'll pick the transaction date, and the city of purchase is optional. And let's say the amount was $50. Now once I'm done I'm just gonna click save.

And you notice I didn't add a receipt image yet and the system automatically tells me I do need to attach the receipt image to be able to submit this report, so one way to attach that receipt image is by clicking on this plus sign. And from here I get to select from all my available receipt images or I can upload something from my computer. So I'm gonna say it's this receipt for example, I know it doesn't really match but it's just, just so we can see how to attach that image into the expense.

## 12: Create an Expense Report - Allocate Expense

Okay, now we've added all the expenses we wanted to add, we've added the receipts we needed to add. Let’s say one of these expenses, the vehicle mileage for example, is actually going to be charged into a different department but just this expense.

It has this allocate link, all expenses in the system have this allocate link to give you the option to charge this expense to a different department. On the top you can allocate either a percentage of this amount or an actual cash amount to a different department.

So, I'm going to do a percentage and I'm going to add the departments that I want to be charged here. So, I'll go ahead and modify this information and once I'm done I'm gonna add this to the list. Now this is the next department that is going to be charged for my expense, only this mileage expense is being charged to this department, everything else in this report is being charged to my default department. And I get to choose what percentage is going to the new department. Right now, I have a hundred percent going there and I want to leave it like that.

So, once you're done just go ahead and click save, and save expense.

## 13: Review and Submit Expense Report

We do have a few menus here up top, and if I click on this report details, I can go back to my report header. And I can make any modifications I want to the fields that are open to me. I can look at my report totals. I can also see my audit trail. So there isn't much going on right now, but it tells me the time, the date, who did what, in what field and what is the description of it. So as I submit this report and if I am curious about what's going on with my report, at what part of the workflow it is in, I can always come back here and check out the audit trail.

Now, I can also print this report and if I click here, I can see exactly what this is going to look like on paper, so I can click print, save as a PDF or just email that to myself or somebody else.

I also have this manage receipts option which allows me to manage my receipt attachments. So here I can see every single receipt that has been attached to my report. I can delete any of those and I can add any other receipt images that I think are needed. So I don't have to add these receipt image to those expenses, if I want, I can just add them to the report as a whole by appending it.

Next to it, we can delete this report or if we know we're making the same expenses again, let's say next month, we can make a copy of this report and wait for those charges to come in to actually submit it.

Now if everything is done and everything looks good and we're ready to submit this report. I'm just going to go ahead and click submit report. I can see my totals and then the report has been submitted. Now, I have my new report that has been submitted and it is waiting submitted and pending approval by this manager training person.

Let's say I think I forgot to add something and I want to work on my report before they actually get to it. I can come back to my report and I'm opening it. And from here I can recall this report. So once I recall it, I'm able to now make any modifications and if I look at my report details and my audit trail now it shows that once I submit it my status changed and as soon as I recall that report I can also see that in the audit trail as well. So I'm going to go ahead, I fixed everything I needed and I will submit this report again and close.

## 14: Log in as Approver

Now as soon as I submit my report my approver is gonna get an email saying so-and-so submitted a report make sure you take a look at it.

And, I'm gonna log in is my approver to show you what they see.

Now as an approver, I see that there is one item that requires my approval and I'm just gonna click on it from here. Now I have a list of different expense reports specifically that I can open, I can also take a look at any requests that I need to look at or any trips that require my approval. So I'm just going to go ahead and click on this expense report, now from here my approver can also see that with that warning telling me that a justification is needed for one of my expenses.

If I open any of these, I can see all the information but I cannot modify it. If anything needs to be fixed, I will just have to send this back to the employee. I can see the receipt images attached to this expense by clicking on the receipt image tab, making it a little bigger or turn it around if needed. I can also just hover over this paper with a check mark, check mark icon. This will also show me the receipt image.

Now once I've taken a look at this report I can either approve and forward it, and this option it doesn't send the report to be BCPO travel for review. What it should be used for is for interagency approvals prior to the final submission if required. If everything looks good on this report and you're ready to approve it and reimburse it click this orange approve button. But if something needs to be fixed and you need the employee to take a look at it again, we'll click this send back to employee option. Now we do have to write a comment to explain to the employee what needs to be fixed, so I'm gonna say something like, so once I told them what is wrong and what to do I'm gonna click OK and now this has been returned to the employee.

## 15: Report back to User

I'm going to sign out and login again as my employee.

Now as the employee when I come back here to my open reports, I can see now that my conference has been returned. So, from here I would just open that report and I can see that there is a comment. And this is the comment that my approver or manager has left for me.

## 16: ExpenseIt.com

Now there's one final thing that I want to give to you and it's this Expenseit email. When you forward receipts to receipts@expenseit.com those receipt images will be read by the expense it system and what it does is it reads the transaction dates, the vendor, the credit card, the last four segments of the credit card and it puts together an available expense for you so you don't have to manually enter that information.

## 17: Log in as a Delegate

Another thing, if you're ready to work on behalf of somebody else, you're ready to work as a delegate, you come to the top right corner where it says profile. We're gonna click on it, then we're gonna select what user we want to work as.

So I only have one person that has set me up as their delegate\* and I'm gonna choose this person and then once I'm ready, I'm gonna start my session.

Now I am acting as this person, this is not my profile anymore. As this person I can do a trip search I can create new reports. If I give it a second, and then go ahead and click create report.

And once you're done acting for this person we'll just come back to this top right link and click done acting for others.

## 18: Resources

Now there are a couple things that I still want to show you, if I click on this link, let's give it a second, it's going to take me to be BCPOs travel webpage and this is what you should see. If I click on the Concur training toolkit, I can come here to let's say learn the basics and then I can find the short videos or some guides as well as tip sheets on specific areas of Concur.

## 19: BCPO Travel Website

Please visit the BCPO Travel Website at www.travel.pa.gov.

There you’ll find general information about the SAP Concur project, a list of frequently asked questions, training opportunities, and user guides designed to help you use the SAP Concur system.

## 20: Thank you!

Thank you for completing this course. This version of the course is intended only for those individuals who require an accommodation for a disability. Once you have fully reviewed the information in this training, email the OB, Training Resource Account using this link to request credit for completing the accessible version of this course. You will not receive credit for completing this course until you do so.