# SAP Concur Travel Expense

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.

## 1: SAP Concur Travel and Expense

Welcome to SAP Concur Travel and Expense.

This presentation contains audio, please adjust your speakers or headphones to a comfortable level now.

Use the forward and back arrows to navigate through the course.

## 2: Objectives

This course instructs users in the processes of booking travel and 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 being 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; show how to book travel including flights, rental vehicles, hotels, and PA preferred hotels; create an Expense Report; look at ExpenseIt.com; and identify resources for additional information.

## 4: Log Into SAP Concur

There are two ways to log into the system. One of them is the employee self-service, or ESS, and this is the Commonwealth's preferred method for employees. So, when using ESS employees do not need to enter a username and a password.

The second option is through the concursolutions.com website. Now, for this method you do need a username and a password. So, let me show you what you need to do the first time you sign in. I'm going to pull this screen here for us. So, for your first sign in you'll enter your user ID in this User Name field and your user ID is your 8-digit employee number including the leading zeros followed by @COPA. It's going to look something like this. Once you’ve filled out this information, click on Forgot your password. Once you do that, 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

Now, as soon as you log in this is what you'll see. This is our home page. On the top, anytime you click on this SAP Concur logo it will take you back to this home page it doesn't matter where you are in the system. You'll see a few different tabs available to you. One of them is Requests, the other’s Travel, Expense. You may or may not see this Approvals tab and you'll notice that a few things in the system you might not see in your own account. These depend on your travel related roles. So, you might not see Approvals or something like Required Approvals if you're not a supervisor. Now, this area that I'm showing you now is what we call the quick task bar. From here, you can quickly start a new requests, start new reports and upload receipt images. You also have access to things that require your attention. So, I know that I have one open report that I need to submit and as soon as this report is reimbursed it will go down to zero, the number.

On the left I have my Available Expenses, so I have five Available Expenses, and this tells me that these expenses have not been added to a report. As soon as I add those to a report these will go down to zero as well. Now, I have made a number of authorization requests and required approvals that I need to take care of as well. The goal here is always to work these down to zero.

Next to that we have our Profile button. So here on this top right corner if you click on the Profile link you have access to your Profile Settings as well as the Sign Out option. We will look into this Profile Settings in a second but for now let's continue looking at our home page.

Under our Alerts section you'll see reminders for things that you need to take action on. So, if you have a travel document in the system that might expire soon or if your corporate card is needs to be renewed you will see those notifications under Alerts. Under company notes, you'll see information from your travel management company as well as Concur. So, if you ever need to see a BCPO’S travel webpage you have this link that will take you directly there. And if you are ever interested in seeing small videos about specific areas of Concur, so for example, if you want to know more a little bit about how to itemize an expense or how to update your profile you'll find three to five minute videos under the Concur Training Toolkit link.

Below that, we have the My Tasks area and you'll notice that these Required Approvals, Available Expenses and Open Reports are the same ones we have up here on the quick task bar. The only difference is that in the My Tasks area you see a little bit more detail about these expenses. So, I know what date they happen, who was the vendor and how much they charged me for. When I look at my Open Reports, I can see what date I created this report, what's the name of the report, how much I'm claiming for it and what's the status of it. So, because it says returned, I know that my approver has sent this report back to me and I need to take a look at it to fix anything that needs to be changed.

On the left and right next to it I have the My Trips section, so these are all the trips that I have booked in the system. I can tell the date, where it is going from and to and what kind of itinerary segments are part of it. And right above that we have our Trip Search. From here, you can quickly start your bookings. And there's another way to start your booking and we'll look at it in a second as well.

## 6: Your Personal Profile Settings

Now let's take a look at our Profile. On the top right corner, I'm going to click on Profile and Profile Settings. And on the left I have a list of different things that I can do on my profile. On the center I also have a list, and these are the same links that I see on the left. The only difference is that it gives me a little bit more information about what each link does.

Let's go ahead and click on the first link, Personal Information. You'll notice that a few fields are required, and they'll be in red and bold, sometimes they'll also have an asterisk. One of those is the First Name, Middle Name and Last Name as well. Make sure that your name matches your travel document. And this information has been pulled up from the name that we have on file within your SAP human resource master record, it's been loaded here during the initial setup. So again, keep in mind since this name field is used for all flights you book it must match what is in your official identification be that a driver's license or a passport. So, whatever you're providing to TSA at the airport that's what needs to be here exactly. Whenever you book any trips this is also what's going to be printed on your boarding pass so that's why it's important to match your travel document. If this doesn't match your travel document make sure you modify this and if for any reason, let's say if something happened you have to change your name maybe because of a marriage or a divorce, make sure you edit your name on your Concur profile as well.

Below that we have some Company Information. These don't require any action from you but if you notice that something needs to be fixed, for example your Manager, do contact your local HR representative.

Your Work Address should be pre-populated based upon the work address that is stored within your SAP HR master record. If any of these fields are blank, please just complete this section with your work address. Below that you do have your Home Address, and this is optional, so if you will be entering any vehicle reimbursements and mileage reimbursements it's always a good idea to have a home address here so you can deduct your commute for example.

Under Contact Information, you'll have a Work Phone number, a pre-populated if you have one maintained within your SAP master record. If not, please update the section either with a work phone or a home phone. If whatever a work phone is in the system for you is not correct, please contact your HR representative to update your SAP master record with the correct information.

Now, an email address will be pre-populated, again, if one is maintained within your SAP master record. The status is automatically Not Verified. Now, we do ask you to verify this email to make sure that you're able to forward receipts into Concur. So, if for any reason you receive any emails, any receipts by email, you can forward those receipts to receipts@expenseit.com and those will be available in the system as Available Expenses. We'll talk a little bit more about expensit and the email as well later on in the training. For now, when we click on Verify, you’ll receive a code on your email. Just copy and paste that code into this box and click OK. If you are traveling and you don't have access to your business email you can add an alternate email as well. So, if you want to send those receipts using your alternate email or if you want to receive travel notifications to this alternate email you can just add it by clicking on Add an email address, filling out the information. If you want to receive travel notifications make sure you check this Yes but and once you click OK, the system will ask you to verify that email as well.

Below that we have an area for you to enter any Emergency Contact information that you might have. So, this is not required but it is strongly recommended that you complete this section. The information you provide here will be given to your travel administrator so they will have the ability to get in touch with your emergency contact.

We do have some travel preferences that you can set up as well. And below that we have our TSA Secure Flight information. Now, Gender and Date of Birth is are required and they must be completed prior to booking any flights because this is required for a TSA screening. If this information is not populated, please update the section. If you have a Redress Number or a TSA PreCheck number enter this as well and it will be included on any flight bookings. You may enter any documents that you have.

And on the bottom this section will be populated for you if you have a corporate card. If you're not an overnight travel status, four or more times a year, you can enter a personal credit card here as well. You can do that by clicking on Add a Credit Card. The new window will pop up. From here, just fill out all the required information and make sure you save.

Once you're done with this page you can click any of these Save buttons. We saw a few more up so I'm just going to click a random one and they all save the whole page.

## 7: Your Expense Profile Settings

Now we looked at the first two parts of our profile settings. I'm going to scroll to the bottom and look into our Expense Settings.

The first thing I want to point out is this Expense Delegates. So, we'll use this section to designate a delegate to book travel, to submit requests, to view receipts or to submit expense reports on our behalf. There are a few different things that we can allow others to work on our behalf for. If you're familiar with the concept of travel arrangers, this is the section where you will set those up. So, to add a delegate you would click on this Add button, search for the person you're looking for, select that person and now we'll decide what kind of access we want to give them. So, if we want them to prepare our reports, we can check this box and you'll notice that the View Receipts box is automatically checked as well because

they do need to add those receipts to the report to be able to properly prepare it. If you want this person to work as a travel arranger for you and book trips for you, we'll check this box. If you want them to not only prepare those reports but also submit them on your behalf, we'll check this. You can also allow them to submit any requests, receive emails on your behalf and whenever you check this option, they will automatically know whether a report that they have submitted has been returned for from the supervisor or the BCPO travel audits. If you are an approver you do have the option to allow this person to approve reports on your behalf and if you know you're going to be away for, let's say a week, you can let this person approve the reports for this duration. If you want them to know whenever you receive reports to be approved, you can let them receive those email notifications. Once you're done, go ahead and click Save. And if for some reason you don't want this person to be your delegate anymore you can always come back here, check the box next to their name and click on Delete and OK.

We do have a tab right next to that and that is a Delegate For. Here, you can see who has set you up as their delegate. Now, you'll notice that I cannot change any of these checkboxes. Whatever they have given me access to is the only thing I have access to. I cannot give myself access into anybody's account in the system.

Now let's take a look at Expense Preferences. From here, we can decide what kind what kinds of email notifications you want to receive from Concur. On the bottom, you have the option to sign up for Expense Assistant. An Expense Assistant is a system that automatically generates new reports for you either by month or by trip. So if you want to set up by month, every new month Concur will generate a report for you and all the transactions that happen within that month will be sent to that report. If you select by trip, whenever you book a trip all the transactions that happen within those dates of the trip will be automatically sent to that report. This is an optional feature so if you don't want Expense Assistant to create reports for you, you can simply click None. Just to keep in mind Expense Assistant doesn't submit the reports for you it just puts everything together to save you a little bit of time.

Now let's take a look at Personal Car. This section here is pre-populated and it is used to properly calculate mileage reimbursements. We ask you not to change, delete or add any entries here. If you make any changes to this information it could cause errors in your expense report which might prevent you from submitting mileage reimbursement or even getting your reimbursement back in time. So, this is an area just for your information.

Now, under Other Settings I want to point out one thing for you here and that's the E-Receipt Activation. Those e-receipts are electronic receipts that vendors like airlines and car rentals and hotels will send directly to Concur if you decide to participate in this program. So, for example if you receive a receipt from a hotel those receipts come automatically itemized for you in the system. Now, if you ever want to disable e-receipts you can come back to this page and click here but do keep in mind you do have to manually accept to the terms and conditions because it is your personal information that is within those receipts and we do need you to make sure you agree with those terms. So, whenever you're ready to start using e-receipts you can always come back to this page, click on E-Receipt Activation and once you read this sentence, you'll see this click here lin. Make sure you read through the agreement. And now you're all set.

The last section I want to show you here is this Change Password. So, if you're using your credentials to log in and you want to change that password you can always just come here, type in your old password and your new password twice. Once you're done just click Submit.

## 8: Booking Travel - Flight

Let's go back to our home page.

From here, I want to do our first booking together I'm gonna click on this Travel tab. Now we’ll search for round-trip flights. Let me look for From and To locations. I do have the option to modify the departure time. So, if I'm looking for something and I want to arrive or depart at a certain time I can modify that. Select the times that I want, plus or minus a few hours will help us get better results. So, let's say we're coming back on the 17th and I'll leave all this information as is.

Now, we also want to get a car rental so I'm going to check this box. And I also want to look for a hotel. This box is already checked there for me. Now, on the search box I'm going to use a reference point. So, I'll enter an address, let's say I'm looking for something close to the airport instead so not a reference point let me look for the airport and then the Austin airport. Let's give it a second to load. Now that our results have come in, we see this little matrix. So, if you're looking for information or results from a specific airline you can just select that airline and you'll see only the results from this airline below. If for some reason you noticed that you got the wrong information and you want to change your search, if I scroll down and look to my left I can modify my search here as well so I don't have to come back to the initial page. Now, I'm going to look for all my results.

And the first option that I see is the least cost logical fare this is the one that's recommended because this is the cheapest option that is still within the comp the policy. Below that we have another option and you see this yellow warning next to it, this means that this option is not within the company policy. So, if I click there it will search for all other available lower flights lower fare flights. So, I'm going to go ahead and reserve our first option but before that I want to make sure I see all the details. And once I'm done, I'll just go ahead and confirm.

Now, from here we can review and reserve our flight so we can see our flight information again. You'll see you’re the traveler information, which is you, and below we’ll review the price as well. Now, the method of payment is automatically charged to Commonwealth so you don't need to worry about this. This is a non-refundable ticket. And once you're done looking through all the information go ahead and Click Reserve Flight and Continue.

## 9: Booking Travel - Rental Vehicle

I will take a moment to process that information and start looking for cars. One thing to keep in mind when it comes to car rentals is that they always need to be associated with an airfare and they'll be paid directly to the car location at time of rental.

So, here are our car results. The Commonwealth contracted vendor Enterprise will appear first. Now, it's automatically going to show intermediate cars but if you book anything that is a compact car or a standard car it will also be in compliance with policy. Now, if we look at our first option here, right below it, it tells you that this is the Most Preferred Car Vendor for Commonwealth of Pennsylvania and that it is e- receipt enabled so whenever you book with this vendor if you have activated e-receipts in your profile you'll receive those receipts directly into your Concur account.

Now, let's say for example if I wanted to book something like a full-size SUV you notice that the results will warn you right away that this is something that is not within policy.

So, we'll go back and we'll pick an intermediate car. Let's give it a second to load. Now, in this page we'll review the information from this car rental. So, if everything looks good, we'll keep scrolling down, make sure the driver information is correct, make sure you review the price summary. Now, enterprise will be confirmed at the Commonwealth's contracted rate but all the taxes in the airport surcharges and other fees will apply and they are reimbursable. For the method of payment, just keep in mind if you have a Commonwealth corporate card nothing will need to be done and it will be held to this card but if you are an infrequent traveler, less than four overnight trips a year without a corporate card, then a personal credit card will be will need to be entered to reserve this car and you will just click on Add a credit card here.

Let's go ahead and Reserve and Continue.

## 10: Booking Travel - Hotel

Now we have our hotel results. Let's scroll down a little bit, I'm gonna click on this map and kind of scroll out and in again and now I can see all my results.

So, the point of reference is my airport right now and this is this yellow point in the map. The hotels are all numbered around it. If I scroll down a little bit, I can see my first option and right below that I have another one that says e-receipt enabled and that's how you know those electronic receipts automatically come in to Concur and itemized for you.

Now, if we click on Hotel details a window will pop up and it will show us a description, general information, directions to this hotel, as well as attractions around it. So, each vendor kind of decides what they want to share, and you'll find different things for different vendors. The important thing is this cancellation policy.

If we keep scrolling down a little bit, we'll see some options that are not available. Let's see. And some that are not within policy. So, typically the reason why a room is not is out of policy is because it is over GSA.

We’ll go back up and we’ll select this first hotel. So, we're going to look through the rooms, make sure all of the rates match our policy. We do have a few that are out of policy. Select the room you want. Make sure you review all the information and under the method of payment if you have a corporate card it will automatically be used to hold the hotel, and again, if you're an infrequent traveler, an overnight travel status less than four times a year, and you're not requesting to use the agency lodging card, or ALC, you can enter a personal credit card here as well.

Any ALC booking can be done by calling your contracted travel agency. So once you read through the rate details and cancellation policy make sure you check this agree box, click Reserve Hotel and Continue.

## 11: Booking Travel - Itinerary Review

Now this final page will allow us to review our whole itinerary together and once we have all the information just make sure you make any necessary changes.

For example, if you'd like to change your flight seats click on the Change Seat link. If you give it a second, it will show us the map of the plane. And once the map is here you can pick any of the available seats. Just keep in mind that Commonwealth does not allow for prepaid seats and only free seats can be selected. Once you've selected your seats go ahead and click Change Seat.

Make sure you confirm and review all this information, and on the bottom right we'll click Next.

Now, for the Trip Name, it will be automatically populated by Concur. It can be changed, so if you want this to say something else feel free to modify it. The Trip Description field is optional so if you think you can explain it a little better to your manager go ahead and type anything you want here.

You can send a copy of the confirmation to yourself, to one other person or to multiple people. Just make sure you separate the email addresses by commas. And if you want to receive any extra information with your booking, like direction and maps to the hotels, you can select those here. Now we'll go ahead and click Next.

And this is the last chance we have to make sure all the information is correct. We cannot make any modifications, this is just a confirmation. And on the bottom, we need to make sure we click Purchase Ticket. That is the final step. Once you see the Finished! sign you know that your trip your trip has been completed.

## 12: The Travel Tab

On this tab right below our top tab, we have access to this Arrangers option. This is for anyone that will be booking trips on behalf of others. So instead of going to Travel and Travel, you go to Travel and the Arrangers tab.

From here, you just do the same search you just did and select the person you're booking for. Under the Trip Library you'll see all the trips that you have booked. You can also create templates so if you know you're taking the same trip often you can set up as a template by clicking on Add New Template. From here, you create one from scratch, you can copy and paste a confirmation number and we'll copy whatever you have for that itinerary or you can modify an existing template, so you select from your available ones in the system. You also have access to some tools, these are things like Travel Maps, Weather information and the Currency Converter. And once you're done, we'll go back to our home page.

## 13: Booking Travel - Preferred Hotels

Now let's see what we need to do to book a hotel with the preferred hotel program. So, I'm going to click this bed icon. Let's say my check-in date is March 13th. I'm going to leave this search to be within 10 miles from a reference point and I'm gonna type in the address. Now, make sure you enter the address of the work location that you're traveling to on Commonwealth business. For now, I'm going to say West Chester and click Search. Make sure I confirm. Now, as soon as we get our results a window will pop up to remind us that for all Pennsylvania hotels a Preferred Hotel must be confirmed when available, at the Commonwealth of PA rate and within a reasonable distance to work location. Now, we've got our results again and if I scroll down a little bit I can see my options. Now, the first hotel is the Preferred Hotel for the Commonwealth of Pennsylvania, it is e-receipt enabled again and if I click on this image it will show me some pictures of the property. I can also see Hotel details and I can read through these. Once you’re ready you can view the rooms, make sure you select one that has the green check next to it and you'll notice that some of them, again, have this yellow warning light and this is telling you that it there's something that is not within policy. Now, all preferred hotels will have their rates loaded in Concur as a Commonwealth of PA rate and then you must book this room type. So, I'm going to choose this first option.

Make sure you review all the information. Once you're done, check the box that says you agree to the hotel's rate rules, the restrictions, and cancellation policy. Go ahead and reserve. Make sure you make any modifications that need to be done, this is your last chance to do so. So, once everything is confirmed go ahead and click Next.

Now, we still need to finalize this trip. Make sure you select the Trip Name, if you want to, Trip Description is also optional. Again, you can send a copy of this confirmation either to yourself or to other people, just make sure you separate those emails by commas. Once you're done, go ahead and click Next. This is your last chance to make sure the information is correct and from here you cannot make any changes. I'm going to go ahead and confirm the booking. And once you see this Finished! it means it has been completed successfully.

## 14: The Expense Tab

Now, to start creating our expense report together I'm going to go ahead and click on Expense. There's another quick way to create that expense report and that's by clicking on New and then Start a Report. But I want to show you what you can see when you click here.

Now, under the Report Library you can see all your open reports, so anything that has not been reimbursed yet. I have a report that has been returned to me that I need to take a look at. You can see the status says Sent Back to Employee and I can see who has sent this back to me. I can also see a report that has already been approved and is in Accounting Review, but the status is still not paid.

So as long as it has not been reimbursed yet I will still see it here. Once I have been reimbursed, I will see them under Active Reports, so I'll have to search for them specifically. Right below there we have some Available Expenses. These have been populated using a corporate card if you have a Commonwealth issued corporate credit card. Now all those transactions automatically come through the bank feed into Concur. They are available here as Available Expenses and, again, if you're using Expense Assistant, all of these expenses would automatically be sent to a report that would have been created for you. Another way to add available expenses into this section is by using the app, so anything you upload using the Concur app will automatically show here. So, on the left I can see whether this expense has a receipt attached to it or not, what is the Payment Type, what is the Expense Type and sometimes you'll see something like this which says Undefined. All this is telling me is that whenever I add this expense to a report, I'll just have to explain what it is because the system couldn't automatically pick up what Office Warehouse was. Now. it does know the vendor details, so who it was and what city it happened, the date and how much it was charged for. Below that, you'll see a reminder again to sign up for Expense Assistant and have those reports created for you as well as some Available Receipts. These I have uploaded into the system by pulling up from my computer. You can also send receipts to this area by forwarding them to receipts@expenseit.com.

## 15: Creating an Expense Report - Header

Now if I go back to the top and click on the Create New Report tile, I will see my report header. Now, a lot of this information has been defaulted from your profile information, but you do need to fill up a few a few fields. All the ones that have the red asterisk are required so I'm going to say the reason for my trip is an office visit, we’ll select the start dates and the end date.

Now, these are just some examples to show the functionality of the system, they might not match anything we've done before in the system but they're here to show you what you could do.

Now, the Business Area, Fund and Budget Period show you what is the cost center that is being charged for this whole report. If you need to charge the whole report to a different cost center other than your default one you can simply change the information here.

Now I'm gonna scroll down and see if there's anything that is required and I do have this Activity Type so I'm just going to say this is a general business trip, comments are optional and on the bottom you have this Claim Travel Allowance option. Now, since we just booked something I'm going to go ahead and click Yes, that I want to claim travel allowance and click Next on the bottom right.

## 16: Creating an Expense Report - Itinerary

Now, this next step is creating an itinerary. A Departure City has already been defaulted from me using what I just booked and I'm gonna say the date was the 7th, let's say we left at 8 a.m. And now the Arrival City, it has to be the city of the hotel location because this is going to determine the GSA travel allowances for lodging and subsistence. So, we arrived. So, we left at 8 a.m. in the morning and we arrived on the same day but let's say it was 10 a.m. Once you're done with this first leg of the trip, you're gonna go ahead and Save. And now we're gonna say when we left Austin. Let's say we left on the 11th at 6 p.m. and arrived in Harrisburg at 8 p.m. I'm gonna go ahead and save. Now, these are just the two trips that I did going into Austin and leaving Austin. Once you're done go ahead and click Next on the bottom right. We can see here the itinerary I just created as well as any other available itineraries. I'm going to go ahead and click Next. Now, I do have the option to say whether I had either breakfast, lunch or dinner provided in any of the days that I was in Austin and I can just check these boxes. Once I'm done, I'm going to go ahead and click on Create Expenses.

## 17: Add Expense - Hotel Itemization

Now this is a report, we have no expenses in it yet.

To add an expense, I'm going to click on Add Expense. From here, I can see all my Available Expenses and, again, these have been populated using the credit card feed, but I can also manually enter expenses and I'm going to show you how to do that in a second.

Now, let's say I want to pick my hotel stay. So, I have a few here but I know this is the dates that I was there. I'm gonna go ahead and add this to the report. Now this is my card charge, it does have a few alerts and I can open this to see what they are or if I click on the expense itself, I can also see what those exceptions are. So, I do need to attach receipts and I do need to itemize this hotel expense. Let’s go ahead and fill out our check-in date. Most of the information has already been filled out using the credit card information. I want to make sure I check this Travel Allowance box because it will cover this amount for me.

And now once we’re done filling all the information, we're going to go ahead and click on this Itemizations tab so go ahead and itemize the hotel charge. Again, if you have e-receipts enabled this is automatically done for you and you don't need to worry about it. I'm going to click on Create Itemization and start with one of my recently used which is the hotel room charge. Now, below I have the option to select whether the rate was the same every single night that I was at a hotel or whether the rate changed. So, during my stay the rates changed and one quick trick for you to do here is to attach that receipt image. So, I'm going to select from my Available Receipts and on the bottom right click attach and now I can just see the information here that I need to fill out on the left. So, my room rate was $100, my room tax was 6 for the first two days that I was at the hotel. Before the third day my room rate was a little higher and so was my tax. Now once we're done entering our nightly rates we'll go ahead and save this itemization. My total amount was 368.30, I have itemized for 323.30 and I still have $45 remaining, so I do need to account for those. I'm going to go ahead and create another itemization for something like parking so I'm just going to start typing in and under Other I can see my parking option available. So, if I was charged to $10 every night, I need to make sure I check this recurring every night expense. The amount $10. And if everything is filled out, we're going to go ahead and save. Now maybe inside this credit card charge I actually had a personal expense in there, maybe one of those nights I watched an in-room movie and I have to account for that. I'm going to add that my itemization, so I'm going to search for my menu for something like an in-room movie so I'm gonna say Miscellaneous Expenses. This is not a recurring expense. I'm gonna say the business purpose was my office visit and the amount for this movie was $15. Right below it I have this Personal Expense (do not reimburse) checkbox so I want to make sure I check this, so I don't get reimbursed for it because this is a miscellaneous expense. I do want to type in on the bottom the comment box what exactly it is, so my approver knows what they're being faced with. So, I'm just gonna tell them this is my in-room movie. Once we're done, we're gonna go ahead and save. Now, on the top I know that there's nothing else remaining and I have accounted for everything and I'm just going to go ahead and save this expense. Give it a second and now we have our first expense in our report.

## 18: Add Expense - Mileage

If for some reason you don't have a corporate card and you're going to be entering expenses out of pocket, we'll click on create new expense. We'll select the expense type, so let's say I'm looking for something like a vehicle mileage. Now from here, I'll enter the transaction date and the purpose of my trip. I do have to fill out the from location and the to location but there's an easy way, an easier way, to do this and that's my clicking on the mileage calculator.

So, this works just like Google Maps, I have my office location already in the system here, it is my default destination of from location. So, let's say we're going from my office location, I’m just going to click outside the box, to, East College Avenue. Once I click outside the box it will automatically calculate that for me. Now if this is the route I took and everything looks good I can just leave it as is, but, if for some reason there was an accident, I had to take a detour, you can always click and drag this to show what I actually did on the road. If for some reason, you wanted to avoid tolls or highways you can check these checkboxes on the top right, top left corner. If you want to make this a round trip, we can just click this link here as well. So, if for some reason we only want to get reimbursed for one leg not the way back, we can check this personal box and we will not get reimbursed for this mileage.

Once you're all done on the bottom right, we have this add mileage to expense button and our from location and to location have been filled out for us.

Right below it we do have to say what is our vehicle ID, so we'll choose from any of these rates that match your, whatever your reimbursement rate is. The distance has been calculated for you using the mileage calculator as well as the amounts that you'll be getting reimbursed. Now I'm going to go ahead and click save this expense. And we do have one alert here, let's give it a second to load. Once I open this alert it's telling me that I need to enter a justification for claiming personal auto or standard rate. I can either attach the documentation like a ground travel worksheet or provide a justification in the comments field. Now this yellow exception again it's always telling me that there's something that is not within policy but in this case, I can just fix this and still submit my report. So, I'm going to scroll to the comment box and type in that this was an office visit or whatever the justification is and save the expense. Let's give it a second to load. I still see my alert here but because I already explained in the comment section what it is my approver will know what's going on

## 19: Add Expense - Allocate and Attach Receipts

Let's enter another expense type.

Let's say we're traveling, and we have to take a cab, so I'm just going to pick this ride hailing service, fill out the information and the amount everything else has been pre-populated for me. I'm going to go ahead and save.

I do have a few alerts reminding me to attach receipts to this expense and we'll do that together in a second.

Now for this vehicle mileage (expense) I want to show you something. For every expense you have in the system, you have the option to click allocate. So, if I click that link there's this new window and I can choose if I want to send a hundred percent of this expense or a specific amount to a different cost center. So, I’m going to choose to do a percentage and I'm going to click add. So, here I get to decide which of these I would need to change to make sure the correct department is being charged so for the fund I'm going to say this is my option and then I'll just pick the budget period. Once you're done, we'll add this to the list and now a hundred percent of this report, of this expense excuse me, is going to this cost center. Now this is only my mileage expense that is going to this costs center. Once you're done go ahead and save.

Now let's go back to our report. I'm going to make sure I save this. Now there are multiple ways to attach receipts to expenses in the system. One of them is by simply going to this plus sign, clicking it, and from here you can select from any receipt image that is available in the system or you can upload anything in your computer. I can check which receipts are already in my report and then if I want to come back, let's say, this is my receipt and I'm going to attach it. Now from inside the expense we already saw a window to those receipt images and it's this thing right on the left, on the right excuse me. And if we go to the manage receipts menu, we can manage all our attachments. So, from here we can see all the receipts that are attached to this report, we can delete any of those and we can add any.

## 20: Review and Submit Expense Report

Once we're done, we're gonna go ahead and submit this report, confirm my submission and close.

Now this is the report I just submitted, if I open it again, let's say I want to change something in this report I can come here and recall the report. I can also take a look at report details, so I can look at my report header information. I can look at my totals, I can also see my audit trail, so I know exactly what has happened to this report at what date and what time by whom. I can also print this report, this is what it looks like and if I want, I can save this as a PDF or just email it to myself or to somebody else.

## 21: Log in as an Approver

Now when I submit this report my approver gets an email saying so-and-so has submitted a report please take a look at it. So, I'm going to sign in as my approver now.

And on the quick task bar I already see I have one required approval. I'm going to open the report, and from here I can see all the warnings that are part of this report, if I click on an expense you can see the information inside it, under the receipt image tab I can see what is the image that was attached to it and if I also hover over any of these icons I can also see that information including the allocation information.

So, I have a few options here on the top right corner the approve & forward option doesn't send this expense report to BCPO travel for review. What this actually does is, it’s used for inter-agency approvals prior to the final submission, if required. if everything looks good on this report, I can just click this orange approve button and if something needs to be fixed, I can send this report back to the employee and let them know what needs to be fixed and that's what I'm gonna do.

So, in this comment box, I'll let them know what needs to be fixed and click ok. Now the report has been returned.

## 22: Report Back to User

I'm gonna log off as my approver come back in as my user. And if I look at my open reports, I see that my report that I just created has been returned.

## 23: Log in as a Delegate

Now to do all of this as somebody else's delegate you'll come to the top right corner and click on profile. Under here you'll have this option to search for anyone that has given you access into

their account.

So, I'm going to select this person and click on start session now I can do all the things that this person has given me access to, I can book any trips, I can create any reports.

And once I'm done all I need to do is come back to this top right link here and on the bottom click done acting for others. And now I'm back to my account.

## 24: ExpenseIt.com

Now the email that allows you to send receipts into Concur to automatically generate available expenses is this receipts@expenseit.com email.

## 25: 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.

## 26: 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](mailto:ra-training@pa.gov?subject=SAP%20Concur%20Travel%20and%20Expense%20WBT%20Notification) 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.