

Quick reference guide: Processing expenses within Concur

Getting set up

Profile

- Logon to Concur with your network username (eg. fbryant) and password via the **Travel and expense management** link on the FedUni Staff page (under *Staff resources*). Add this to your browser Favourites.
- If you are unable to logon please log a ServiceNow job with subject title: “Concur login access”.
- When logged in, Concur will open to your **Dashboard**.
- Set up your profile by clicking on the **Profile > Profile Settings** in top right-hand corner of your Dashboard.
- Select **Personal Information** and complete all data fields. In **Email Addresses** please ensure you verify your email address, as this will ensure you receive expense notifications from Concur.
- If you are processing expenses on behalf of another staff member, that person needs to set you up as a delegate. They can do this by logging on and going to **Profile > Profile Settings > Expense Delegates**. [Download the full instructions here.](#)

Downloading the Expenselt app

- For staff who have a SmartPhone there is a free mobile app called **Expenselt**. This app works directly with Concur to help manage your receipts. Use the app to take a photo, and it will read and upload the image and associated data into Concur, automatically creating an expense entry. This is a highly recommended method of capturing all your receipts in the system.
To download Expenselt go to your mobile app store and search for “Expenselt Concur” (select *Expenselt from Concur app*).
- To access the app with a PIN, go to your **Profile > Profile settings** and select the **Mobile Registration** link (it is the last one) from the menu on the left. You will be taken to a set up screen where you can input and verify your PIN.
- Your log on access to Expenselt will now be:
 - Username: your email address
 - Password: your PIN


Processing Expenses

Setting up a New Claim Report

- Return to your **Dashboard** by clicking on the **Concur** tab in the navigation ribbon at the top of the screen. Your dashboard displays various options to start your expense processing. This cheat sheet guides you via the top navigation ribbon.
- To allocate expenses click the **Expense** tab.
- For each month’s expenses, you will need to set up a **Claim Report** for expense allocation.
- Click **Create New Claim**.

- Enter a **Report Name** (use the month/year as your report name identifier. For example, December 2016).
- Change the **Report Date** to last day of the reporting month.
- If there has been travel requiring a **Travel Diary** for the reporting month, change the relevant fields to **Yes**.
- Click **Next**.

Populating your Claim Report

- You will now be in your **Claim Report**.
- Click **Import Expenses** (located under **Report Name**, first blue link)
- A list of **Available Expenses** will appear on the screen. Select all expenses that are relevant to this report.
Tip: Only select line items that show the credit card icon  This denotes the actual merchant charge and is the only item you process, with receipts being attached to these expenses.
- Click the **Move** button drop-down box (top right-hand corner), then locate your report name and select.
- The list of expenses will now populate left-hand side of screen.

Reconciling expenses

- Click on an expense line you wish to reconcile. The expense tab will open.
- Input Expense Type / Travel Type / Business Purpose / Receipt Status (if you have a Tax Invoice select **Tax Receipt**).
- If your expense relates to meals, then an additional field will appear below to detail the attendees (select **New Attendee** to add other people and their status). If you merely paid for meals but you did not attend, then adjust your **Attendee Count** to 0.
- Complete the status for each **Attendee**.
- Allocate the appropriate \$ amount to each person.
- When all fields are complete on the Expense page, click **Save**.

Itemising expenses

- For all travel related expenses, including flights and accommodation, you will need to **Itemise** your expense (this gives a further breakdown of details on a particular expense).
- Click the **Save & Itemise** button.
- The itemisation page will appear (called **Nightly Accommodation Expenses** for accommodation, **New Itemisation** for other).
- Select the **Expense Type** that applies. For expenses other than accommodation, the page will refresh, displaying the required and optional fields for the selected expense type.
- Complete all relevant fields. If there is a separate meal component on the accommodation invoice then include this amount in the **Additional Charges** section below)
- Click **Save Itemisations**.

- The newly created itemisation appears in your expense listing, directly below the expense (note that any expense with a > / √ symbol next to the expense denotes an itemisation exists within this expense. You can click on the √ to hide the itemisation for cleaner viewing).
- The total amount, the itemised amount and the remaining amount appear on the right side of the page.

Allocating Expenses

- If an expense requires you to split the amount over different account codes you can do so via **Allocate**
- Click the **Allocate** button at the bottom of screen.
- A new screen called **Allocations** opens where you can allocate either by percentage or amount (to change to amount option, click the blue **Allocate By** button).
- Source relevant Department code (select from **Location** header) and then either Department (again) or Project code (select from **Department/Project** header).

Tip: To help with sourcing codes refer to the Dept/Project Ready Reckoner, available under Company Notes on your Concur dashboard.

- Click **Add New Allocation** to add another line(s) to complete the balance value(s) and account codes.
- When all complete, click **Save** and **Done**.

Uploading a Travel Diary

- If you select Yes to requiring a Travel Diary you will need to attach in your Claim Report
*Tip: Locate the Travel Diary template from the Concur dashboard (click Concur tab in top ribbon) under **Company Notes**. Once completed you will need to convert to a PDF file to attach and upload.*
- Click **New Expense** (red tile, upper left hand corner)
- From the **All Expense Types** list select **Travel Diary** (under 01. Travel)
- In **New Expense** complete all fields. **Transaction Date** select departure date. **Business Purpose** provide trip description (i.e. conference name). **City of Purchase** find and select your campus location. **Amount** input \$0.00. **Receipt Status** select **Receipt**.
- To load your Travel Diary, click **Attach Receipt** (lower right hand corner).

When NABCARD has been used accidentally for personal purchases

- Allocate/move the relevant expenses to the month's **Claim Report**
- Change **Expense Type** to **Non Reimbursable / Personal Expense** (under 05. Other)
- In the **Comment** field, state 'This is a personal expense charged in error and needs to be paid back to FedUni'
- As this is a personal expense you are not required to upload your receipt into your Claim Report
- After your Claim Report is submitted, log a **ServiceNow** request titled 'NABCARD invoice required'. In your description state that you require an invoice to be raised to 'cardholder's name' and reference the Concur Claim Report month where the expense has been processed. You will then be invoiced accordingly by the Financial Services Hub.

Attaching receipts

Using the Expenselt app

- Open the **Expenselt** app on your phone.
- Log in using your access details (refer to page 1: **Getting set up > Downloading the Expenselt app**)
- Tap the '+' icon on the opening screen.
- Select the camera icon.
- Take a photo of your receipt. Expenselt will then scan the image and automatically upload into Concur.
- Expenselt will seek to make a match with existing expenses (from the NAB card feed). This means you will not have to manually attach the receipt to the relevant expense.
- If a match is NOT made then follow these steps:
 - With the expense claim open, click **Import Expenses** (above the Move / Delete / Copy).
 - A list of available receipts sitting under your **Available Expenses** will appear.
 - Click on relevant receipt.
 - Click **Match**
 - Click **Yes**

Using saved receipts from your computer

- With the claim open and the expense open, click **Attach Receipt**.
- Click **Browse** (or **Choose File**, depending on the browser you are using).
- Locate the image file, then click **Open**.
- Click **Attach**.
- Click **Close**.

If you don't have a receipt

- If you don't have a receipt then you will need to complete a **Missing Receipt Declaration**.
- Go to **Receipts** (located above expense listing). From the drop-down box select **Missing Receipt Declaration**.
- Select the relevant expense.
- Select **Accept and Create**.

Finalising and submitting your monthly claim report

Important: Only submit your Claim Report when all your expenses have been processed, as once your Claim Report is submitted it can no longer be edited.

- Open your Claim Report and click **Submit Claim** (top right).
- The **Final Review** window appears. Review the information for accuracy.
- Click **Submit Claim**.
- If the claim cannot be successfully submitted, a message appears describing the claim error. Correct the error, or, if help is required to complete the task, log a job via Service Now.
- Your Claim Report will now route through to your approver for approval and the Claim Report header status will change to green (**Submitted**).