SAP Concur Expense: Tips

Use this guide for helpful tips while using Concur Expense.

Accounts Payable & Travel

Revised August 2021
## Concur Terminology Crosswalk

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

## Definition of Error/Exception Messages

- This report has one or more exceptions. Resolve the exceptions before submitting the report.

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

- The amount of expenses exceeds the amount that was requested and will route to all funding approvers.

- 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.

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

➢ Please delete the Expense Report. You will need to click create Expense and select Yes to the claiming meals and lodging popup.

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

**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/Inactivate 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 need to cancel the request and create a new one.

3. Different Request/Report Status & Payment Status:
   - **STATUS-**
     - Approved= approved by Travel Office and routing for payment
     - Approved & In Accounting Review= posted in SAP & payment is processing
     - Pending Cost Object Approver= routing to Account Manager for approval
     - Not Submitted= Expense Report created but not submitted
   - **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. Itinerary information:
   a. If all Expense Report drafts have been deleted but you are still receiving a Travel Allowance error, check for existing itineraries in your Report Library. Click the Create & Edit Button, Edit Itinerary, delete any existing itineraries.
   b. Information will not transfer from request; information will need to be entered. The system allows for changes in the itinerary schedule that were not foreseen at request stage.
   c. When creating additional destinations, times may not overlap. Trip Allowance Error will appear.

**NOTE:** San Antonio stop is different by 1 minute

<table>
<thead>
<tr>
<th>Departure City</th>
<th>Arrival City</th>
<th>Arrival Date/Time</th>
<th>County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laredo, Texas</td>
<td>Round Rock, Texas</td>
<td>06/15/2020 12:00 PM</td>
<td>Williamson County, U.S.</td>
</tr>
<tr>
<td>Round Rock, Texas</td>
<td>San Antonio, Texas</td>
<td>06/26/2020 12:00 PM</td>
<td>Bexar County, US-TX, US</td>
</tr>
<tr>
<td>San Antonio, Texas</td>
<td>Laredo, Texas</td>
<td>06/26/2020 04:00 PM</td>
<td>Webb County, US-TX, US</td>
</tr>
</tbody>
</table>

   a. Additional destinations not on Travel Request may be entered in Expense Report.
7. Once an Expense Report is started 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 opened from Request and then exited out.

8. The Expense option in the Action column will be available for all requests until the Travel Request has been closed/inactivated.

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

10. 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.

11. Difference between Description/Additional Information and Comments:
   a. Description/Additional Information- cannot be changed or added to once submitted. To be used by the traveler or submitter, any messages to the Account Managers or Travel Office should be placed here.
   b. Comment- Only for Approvers and processors, more than one comment can be added. Each comment will be visible to all.
12. When using the Mileage Calculator if you click the space bar in the location fields, every saved company location will appear.

<table>
<thead>
<tr>
<th>Mileage Calculator</th>
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<tbody>
<tr>
<td>Avoid Tolls</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Waypoints</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Locations</td>
</tr>
<tr>
<td>1251 Sadler Drive Ste 1200, San Marcos, TX 78666, US</td>
</tr>
<tr>
<td>1100 Aquarena Springs Dr, San Marcos, TX 78666, US</td>
</tr>
<tr>
<td>2101 Freeman Ranch Road, San Marcos, TX 78666, US</td>
</tr>
<tr>
<td>Jowers Center, San Marcos, TX 78666, US</td>
</tr>
<tr>
<td>1555 University Blvd, Round Rock, TX 78665, US</td>
</tr>
<tr>
<td>01 University Drive, San Marcos, TX 78666, US</td>
</tr>
<tr>
<td>505 E. Huitland Dr, Ste 410, Austin, TX 78752, US</td>
</tr>
<tr>
<td>3055 Hunter Road, San Marcos, TX 78666, US</td>
</tr>
<tr>
<td>700 Aquarena Springs Dr, San Marcos, TX 78666, US</td>
</tr>
<tr>
<td>1701 Directors Blvd Ste 530, Austin, TX 78744, US</td>
</tr>
<tr>
<td>601 Colorado Street, Austin, TX 78701, US</td>
</tr>
</tbody>
</table>

13. When booking lodging reservations through Concur, be sure to download the ConfermaPay App.
   a. Register with your university email.
   b. This app will give you access to your virtual hotel payment.

14. 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. 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 Request/Expense Reports on behalf of another user.
   c. Book travel for any user (Self-assign) – gives you the ability to book travel 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.

![Image of the Rules Wizard dialog box]

**Step 1: Select action:**
- **Forward it to people or public group**
- **Forward it to people or public group as an attachment**
- **Redirect it to people or public group**
- **Have server reply using a specific message**
- **Reply using a specific template**
- **Flag message for follow up at this time**
- **Clear the Message Flag**
- **Clear message's categories**
- **Mark it as important**
- **Print it**
- **Play a sound**
- **Mask it as read**
- **Stop processing more rules**

**Step 2: Edit the rule description (click an underlined value)**
- **Apply this rule after the message arrives from** [Email reminder Service <@concursolutions.com](mailto:Email reminder Service@concursolutions.com)]
- **forward it to people or public group**

![Image of the Rule Address dialog box]

**Search:**
- **Name only**
- **More columns**

**Address Book**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Business Phone</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel</td>
<td>Associate Professor</td>
<td>512-245-3521</td>
<td>ENC 161</td>
</tr>
</tbody>
</table>

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**.

![Image of the Rule Address dialog box]

**To**
- **Travel Office**
f. You should now see the person's 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. Hover over **Create New** for a drop down menu.
   a. Select **New Event Request**.

3. The Request Header section will display, fields with a red line require entry. All required fields must be completed before advancing to the Expense tab.

4. Click **Save** to advance to the Expenses tab.
5. Enter estimated expenses for the trip.

6. Click Request Header.

7. Once at the request header, you can add Attendees Names to copy and generate the request to their profiles.
a. Enter Last or First Name in the bottom right-hand corner to search for the traveler that you would like to copy the request to.
   i. Click on their name to add as an attendee.

b. You will see the attendee names in the bottom left-hand corner once they have been added.

c. Select **Generate & Notify** in the right-hand corner to create Travel Requests for each of the travelers listed.

d. Travel Requests will be generated with the same request header and estimated expenses information.

e. You will act on behalf of each traveler to submit their generated request for approval.
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 to them or emailed to them before travel has occurred, so they do not simply have a stack of receipts laying around.

1. Save the PDF document on your computer.
2. In the Quick Access bar, under New, select Upload Receipts.
3. Receipts may either be drag and dropped to Upload New Receipt or uploaded manually.

4. Scroll down to Available Receipts.
   a. To drag and drop:
      i. Click the document saved on the computer and drag to the plus symbol.
      ii. The receipt will then load into SAP Concur.
      iii. Once the receipt has copied into SAP Concur, it will be available to view and/or use for future Expense Reports.
      iv. If the receipt needs to be removed, click Delete.
b. To upload:

- Click the plus symbol.
- A pop-up will appear for Receipt Upload.
- Click Browse.

Select the document from the browser window.
- Click Open to upload.

The receipt will be listed under Files Selected for uploading.
**NOTE:** Up to 10 files may be selected and each file may not be more than 5MB.
- If receipt was added in error, click Remove to delete.
- Click Upload to add to SAP Concur.
• Once upload is complete, Remove will become Uploaded.
• Click Close.
• Once the receipt has been uploaded into SAP Concur, it will be available to view and/or use for future Expense Reports.

• If the receipt needs to be removed, click Delete.