SAP Concur Expense:

Tips

Use this guide for helpful tips while using Concur Expense.

Accounts Payable & Travel

Revised Oct. 2021
Concur Terminology Crosswalk

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

  ATTN: This report is greater than the amount approved on the Request.

- 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 (RS2C/LNT100-7S4-CC-1410120000)). The request has been moved to the next workflow step.

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

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

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

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

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

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

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

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

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

  Itemizations are required for this entry.

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

  This expense entry may be a duplicate of the following expense.
  Report: Malagorda &amp; Port O&amp;39;Connor, Expense: 07/30/2021, Lodging Tax, $5.89

  There is a possible Travel Allowance conflict with another entry having the same expense code for this date. (Report: Malagorda &amp; Port O&amp;39;Connor Entry: 07/30/2021, Lodging, 84.14000000 USD)

- There may already be an Expense Report with the same (duplicate) information.
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. The Travel Request will need to be closed/inactivated to release the encumbrance.

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

4. Option of “is this your last Expense Report”
   - **No**, will keep encumbrance open for additional Expense Reports.
   - **Yes**, will send a reminder email to close your encumbrance.

5. Non-Employee- Trip Purpose/Traveler Types:
6. 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**, then **Edit Itinerary**, delete any existing itineraries.

   ![Manage Expenses](image)

   b. Not all information will transfer from request; additional 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 Rate Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laredo, Texas</td>
<td>Round Rock, Texas</td>
<td>WILLIAMSON COUNTY, TX</td>
</tr>
<tr>
<td>06/15/2023 12:00 PM</td>
<td>06/15/2023 08:00 PM</td>
<td></td>
</tr>
<tr>
<td>Round Rock, Texas</td>
<td>San Antonio, Texas</td>
<td>BEXAR COUNTY, TX, US</td>
</tr>
<tr>
<td>06/28/2020 12:00 PM</td>
<td>06/28/2020 04:00 PM</td>
<td></td>
</tr>
<tr>
<td>San Antonio, Texas</td>
<td>Laredo, Texas</td>
<td>WEBB COUNTY, TX, US</td>
</tr>
<tr>
<td>06/25/2020 04:01 PM</td>
<td>06/25/2020 08:00 PM</td>
<td></td>
</tr>
</tbody>
</table>

   a. Additional destinations not on Travel Request may be entered in Expense Report.

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

   ![Manage Expenses](image)

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 for any messages to the Account Managers or Travel Office processors.
   b. Comment- Only for Approvers and processors, more than one comment can be added. Each comment will be visible to all.
12. When using the Mileage Calculator, if you click the space bar in the location fields, every saved company location will appear.

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 if you are an Arranger. Allows you to Approve on behalf of another user if set up as a delegate.
   b. Act as user in assigned group (Proxy) – gives you the ability to create Travel Requests/Expense Reports on behalf of another user.
Auto Forward Emails

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

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

b. Select Advanced Options

c. Check the first box “from EmailReminderService@Concursolutions.com,” Click Next>.
d. Check the **forward it to people or public group** box. Click the underlined **people or public group** in the Step 2 box.

![Forward it to people or public group](image1.png)

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

![Forward email to Travel Office](image2.png)
f. You should now see the persons name in the Step 2 box. Click **Next>**.

![Rules Wizard](image)

**Step 2: Edit the rule description** (click an underlined value)

`Apply this rule after the message arrives from EmailReminderService@concursolutions.com forward it to Travel Office`

![Rules Wizard](image)

**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. On the request header, you can add Attendee’s Names to copy and generate the request to their profiles.
a. Enter the 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. 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 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.
• If the receipt needs to be removed, click **Delete**. **NOTE:** Proxy may not delete receipts, the traveler must delete their own.

iv.

b. To upload:
   • Click the plus symbol.
   • A pop-up will appear for Receipt Upload.
   • Click **Browse**.

   ![Image of Receipt Upload](image)

   • 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.

![Image of Receipt Upload Window]

• 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**. **NOTE:** Proxy may not delete receipts, the traveler must delete their own.