SAP Concur Expense: Training Guide

Use this guide to help you submit Travel Requests and Expense Reports via Concur Expense.

Accounts Payable & Travel

*Revised August 2021*
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Overview

All business travel outside of the employee’s designated headquarters (San Marcos or Round Rock, TX) requires pre-approval. When business travel has been authorized in advance, Texas State travelers are entitled to reimbursement for authorized allowable expenses incurred in accordance with Texas State policy and procedures while performing official duties. If travel is not authorized in advance, the traveler assumes the risk that reimbursement may not be approved and may personally assume all liability for incidents occurred during travel.

Approvals are obtained at the request stage and electronically assigned in a workflow originating from the traveler’s division, fund account(s) used, and trip schema.

The SAP Concur Expense system will encompass Travel Requests and Expense Reports for both employee and non-employee travelers. Travel Assistants will assume Proxy status in the SAP Concur system and the Travel Office will be referred to as the Processor.
SAP Concur Homepage

The homepage includes the following sections for easy navigation.

- **Quick Task Bar** – provides direct access to:
  - create or approve a Travel Request or Expense Report.
  - incomplete Travel Requests, Expense Reports, and Cash Advances.
- **Company Notes** – displays the university’s specific information, travel alerts, or messages.
- **My Tasks** – displays a dashboard for:
  - **Open Requests** – draft Travel Requests that have been saved, but not submitted.
  - **Required Approvals** – Travel Requests or Expense Reports requiring workflow approval.
  - **Available Expenses** – receipts which need to be applied to an Expense Report.
  - **Open Reports** – open draft Expense Reports that are saved, but not yet submitted.
- **Profile** – Located at the top right-hand side of the screen and provides access to verify personal information for travel purposes and designate delegates.

Click the SAP Concur logo in the upper left corner of the screen at any point to return to the homepage.
How to Create an Employee Travel Request

1. In the Quick Task Bar, under New, click **Start a Request** to create a Travel Request or in the Requests section, click **New Request**.

2. In the Request Header section, fields with a red line require entry. All required fields must be completed before advancing to the Expense tab.

   - **Request Policy** – TXST- Request Policy-NIT will be pre-populated.
   - **Request/Trip Name** – Enter event’s name or something relevant to the trip purpose. Up to 32 characters are allowed.
     - **Example**: NCAA Conference Mar.2021
• **Request/Trip Start Date and Request/Trip End Date** – Entry for the time period of the trip. Enter in MM/DD/YYYY format or use the menu calendar drop-down to select date information. **NOTE:** Include any personal travel dates that may be taken along with business travel.

![Calendar Image]

• **Request/Trip Purpose** – Select the business purpose and benefit to the university from the drop-down menu. If the specific purpose is not listed, choose Advancement of University and notate in Additional Information a more detailed explanation.

![Purpose Drop-Down]

• **Destination City** – Enter destination of travel, beginning with the city, and a listing will begin to populate to narrow the search. Scroll down the list and click on the correct city, state, and/or country.

![Destination City List]

• **Traveler Type** – For university employees, this will prepopulate to Employee, no selection required.

![Traveler Type]

• **Trip Type** – Select the correct trip schema for the trip. This will determine the approval workflow for the request.
• **Does this trip contain personal travel?** – Select Yes or No from the drop-down menu.

   ![Trip Type](image)

   o **Personal Dates of Travel** – If Yes is selected, this section must be completed to proceed to the Expense tab. Enter in MM/DD/YYYY-MM/DD/YYYY format.

   ![Personal Dates of Travel](image)

• **Additional Information** – More detailed information may be added here, any messages to the Account Managers or Travel Office should be placed here. This notation will be locked and may not be edited once the request is submitted.

• **Comment To/From Approvers/Processors** – This section is only for Approvers and Processors. Comments are listed for all to see and cannot be deleted. An unlimited number of comments can be created.

• **Cost Object Type, Cost Object** – This will prepopulate with the department’s fund and cost center (or I/O for Grants & Funded Programs) for the traveler but may be changed if a different funding will be responsible for the traveler’s expenses.

   **NOTE:** Once the Cost Object is entered, the Fund will list all associated funding from which to select.

   o If multiple funding’s will be used, they may be added on the Expenses tab.

• **Cash Advance Amount** – Enter the amount of requested cash advance. Must be for travel which meets policy eligibility criteria.

• **Cash Advance Comment** – This allows the requestor to communicate to an approver or processor any additional information that may be pertinent for the advance request.

   ![Cash Advance](image)

3. If required fields are not completed, an error message will appear and will not allow the request to advance further. The incomplete field will have Required field notated in the error message. Select your response.

   o If **Yes**, the system will advance to the Expense tab, but will not allow the request to be submitted.

   o If **No**, the required field will need to be filled before advancing to the Expenses tab.
a. Once all required information is entered, select:

- **Cancel** to save without submitting.
- **Save** to advance to the Expenses tab.
- **Delete Request** to start over.
- **Submit Request** to prompt an agreement notification for submittal; select Cancel to resume expense entry.

Final Review

Texas State University - User Submit Agreement
I confirm that I have entered all data to the best of my knowledge.

If **Accept & Submit** is selected, an error will appear since no expenses are added.

4. Once saved, the request will advance to the Expenses tab to enter the estimated expenses. A request ID is generated, and the Request/Trip Name is listed.

5. Expense types are listed on the right side of screen and can also be searched by name.
**NOTE:** A detailed listing of Expense Types may be found in the Concur Expense Types Guide.
a. Click New Expense or the Expense name above to enter additional estimates.

6. Once an expense type has been selected and the dollar amount entered, they may be distributed to different funding’s by selecting Allocate. **Note:** This can be done on the Travel Request and the Expense Report.

   a. Check the expense that will be allocated.
   b. Click on Allocate Selected Expenses.
   c. Distribute the allocations by clicking either Percent or Amount.
d. **Percent**: The system defaults the first cost assignment to 100%. Manually enter the correct percentage based on the funding from the department(s) funding the trip and the total trip cost.

e. **Amount**: The system will default to the total amount of the expense. Enter the amount to be paid based on funding from the department(s) funding the trip and the total trip cost.

f. If additional funding lines are needed, select **Add New Allocation**.

g. If the allocation breakouts will be used on other trips, you can save allocation settings for future use by selecting **Add to Favorites**, entering the name, then click **Save**.

h. A dropdown list of saved allocation settings will be produced under Favorites. See example below.
i. Select **Save** once distribution is complete or **Cancel** to return to expense listing.

j. Once allocations are complete, the allocation symbol ![Allocation Symbol](image) will appear next to the expense selected. The allocation distribution will appear when the cursor is placed over the symbol.

7. Once all expense estimates have been entered and allocations made, any attachments can be added (this includes the T-4 Form required for Foreign travel).
   a. Select the **Attachments** drop down, click **Attach Documents**.
   b. Click **Browse**.
8. Select the document from the browser window. **NOTE:** PDF documents are the preferred format for attachments as they are more browser friendly.
   a. Click **Open** to upload.
   
   - The attachment 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 a receipt was added in error, click **Remove** to delete.

   b. Click **Upload** to add to SAP Concur.

   - Once upload is complete, Remove will change to Attached.
9. Once the request is ready to be submitted into approval workflow, click **Submit Request**.

   a. Once **Submit Request** is clicked, a submission confirmation pop-up will appear. Click **Accept & Submit**.

   b. If there are any errors, an error message will appear, and the request cannot be submitted until the error is fixed. (See definition of error messages – a guide with these is in development.)

   c. Submission is complete when the confirmation appears.

10. **Delete Request** may be selected if the request has not been submitted and is no longer needed.
How to Create an Employee Expense Report

**NOTE:** Expense Reports are no longer required for trips completed with no company billed items or $0.00 reimbursable expenses. Concur does not allow the submittal of a zero-dollar Expense Report, please view the [SAP Concur Expense: Close/Inactivate a Request](#) instructions.

1. Select **Requests** section.

2. A list of all Active Requests will appear. Approved Requests may be selected from the View drop-down menu to display requests that are ready for the Expense Report to be created.

3. Approved Requests will have Expense in the Action column. Click on **Expense** to start an Expense Report.

4. Information from the Travel Request will transfer to the Expense Report Header, changes may be made if needed.

5. A new section related to student travel, allocations, itinerary, and encumbrances will be required to be completed.

### Create a New Expense Report

**Report Header**

- **Are you an enrolled Student/or was one with you on this trip** - Used to report and stay in compliance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (the Clery Act).
- **Have you changed the allocations from your original Request** – Is a new funding source being added or is the percentage of funding sources changing? If yes, this will cause the Expense Report to be routed to the Account Manager for approval.
- **Have you changed your itinerary from your original** – Did you change the destination? This may cause the Expense Report to be routed to the Account Manager for approval.
• **Is this you last Expense Report against this Request** - Answering **Yes** will generate an automated email to the traveler (and Proxy if they are a delegate) to close the Request. Closing the request will unencumber the remaining funds on the Request. Answering **No** will result in no action and leave the Request available for more Expense Reports.

<table>
<thead>
<tr>
<th>Request Name</th>
<th>Request ID</th>
<th>Cancelled</th>
<th>Request Total</th>
<th>Amount Approved</th>
<th>Amount Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tool two</td>
<td>333A</td>
<td>No</td>
<td>$1,153.00</td>
<td>$1,153.00</td>
<td>$1,153.00</td>
</tr>
</tbody>
</table>

a. All required fields marked with red must be completed before clicking **Next** to advance to the Expense tab.

b. If no action is to be taken on the Expense Report, select **Cancel**. If no information was changed or added, no Expense Report will be saved.

6. A listing of all active Cash Advances issued to the traveler will appear.
   a. If an advance was issued for this trip, check the corresponding Cash Advance and **Assign Cash Advance to Report**.
   b. If no advance was issued for this trip, click **Next** without action.

7. A popup message will appear for Meal and Lodging per diems.
   a. Answering **Yes** will allow an itinerary to be entered that will calculate per diems based on GSA.gov.
   b. Answering **No** advances to expense entry.
8. Proceed with itinerary entry for the trip that occurred.
   a. Enter New Itinerary Stop (Departure City, Date & Time and Arrival City, Date & Time) then click Save.
   b. If additional stops were made during the trip, they may be entered by selecting Add Stop. This is not required for non-direct flights with non-overnight layovers.

   ![Itinerary Entry screenshot]

   **NOTE:** If travel is Out of State or Foreign, the time entered will need to reflect the time zone of City/Country. If not, the following error message will display.

   ![Travel Allowance Error]

   c. After selecting Next, the Meal per diem breakdown will appear for all stops entered.
   **NOTE:** Check the corresponding box where a Business Meal occurred or if the meal was included in the conference registration. This will remove the meal from the per diem calculation.
   d. Click Create Expenses when complete.
9. Expense types are listed on the right side of the screen and can also be searched by name or click **New Expense** to add additional expenses to be reimbursed. **NOTE:** Please review the Concur Expense Types Guide for detailed information on each expense type.
a. Selecting **Import Expenses** will display any direct billed expenses in your name as available expenses to be added to the Expense Report. (*Note: this section will be updated after Concur is in production and ExpenseIt is functional for adding expenses/receipts.)*

![Image of Import Expenses interface]

b. Check the box next to the expense item, select **Move**, Select **To Current Report** to add the transaction to the current Expense Report.

![Image of Available Expenses interface]

c. Each Expense Type will have unique required fields marked in red.

![Example of Expense Type interface]

d. Once all the required information has been entered you may click **Save**, **Itemize**, **Allocate**, **Attach Receipt** or **Cancel** at the bottom right-hand corner of the screen.

- **Save** will close the expense type and take you back to the summary page.
- **Itemize** will allow the user to itemize lodging expenses into the room rate, taxes, and other miscellaneous charges.
- **Allocate** allows the user to distribute the expense across multiple funding sources by percentage or dollar amount.
- **Attach Receipt** allows the user to attach the documentation for the reimbursement and is required for all expense types except meal per diem.
- **Cancel** will exit the user out of the current expense type and take you back to the summary page.

**NOTE:** Document missing symbol 📄 will appear for expenses that require documentation and will not allow the report to be submitted. Document attached 📄 will appear once documentation is added.

10. Once all expenses and required information is entered, select **Submit Report**.
a. A Final Review popup will appear. Click **Accept & Submit** as validation that all information is correct.

b. A popup will appear once successfully submitted with a report overview.

c. Click **Close** after this screen is reviewed.

d. If there are any errors that need to be corrected, this popup will appear.
Click **OK** to review list of Exceptions (error messages).

- Click on the Exception to view the error message.
- A popup will appear under the expense that needs to be corrected.

Once the correction has been made for all errors, click **Submit Report**.

If you have already clicked Create a New Expense Report at least once, please check your Active Reports for any saved drafts. Any time you exit the Expense Report a draft is saved and could affect the submittal of an Expense Report if multiple drafts are saved.
Campus-to-Campus Travel

When traveling between Campuses or to the TSUS Office, no request is required. Only an Expense Report will need to be created.

1. Under New, click **Start a Report** to create an Expense Report or select **Create New Report** in the Expense section.

![Image of SAP Concur interface](image)

2. In the Report Header section, the red indicates required fields which must be completed before advancing to the Expenses tab.
   
a. **Report/Trip Name** Campus to Campus Travel
   b. **Report/Trip Start Date** Date of departure
   c. **Report/Trip End Date** Date of return
   d. **Traveler Type** Select Employee
   e. **Trip Type** Select In State
   f. **Report/Trip Purpose** Select Travel Between Campuses
   g. **Please select the campus location you traveled to** Select the location combination of your travel.
   h. **Does this trip include personal travel** Select No as this does not apply to campus-to-campus travel.
   i. **Personal travel dates** leave blank as this does not apply to campus-to-campus travel.
   j. **Are you an enrolled student/or was one with you on this trip?** Select No as this question applies to overnight travel ONLY.
   k. **Have you changed the allocations from your original request?** Select No as there is no Travel Request.
   l. **Have you changed your itinerary from your original itinerary?** Select No as there is no original itinerary.
   m. **Is this your last Expense Report against your Request?** Select No as there is no Travel Request.
3. Enter the funding responsible for the traveler’s expenses.
   a. Click the drop-down menu for Cost Object Type.
      i. CC = Cost Center
      ii. IO = Grant/Funded Program

   b. Search for correct funding by using the drop-down menu or entering the account information. Once the first numbers are entered, a list of selections will be generated.
c. Select the appropriate fund from the drop-down menu.

d. Statistical Order will be NA unless required by your funding for reporting purposes.

4. No action is needed for the Requests tab as preapproval is not required for campus-to-campus travel.

5. Click **Next** when entries are completed.
   a. If no action is to be taken on the Expense Report, select **Cancel**.

6. A listing of all active Cash Advances issued to the traveler will appear, click **Next** to proceed as campus-to-campus travel is not eligible for Cash Advances.
7. A pop-up will appear for Meal and Lodging per diems. Select No to continue.

8. Click New Expense or select the expense type from the list.
   a. Acceptable expense types for campus-to-campus travel include mileage, parking, and tolls.
9. Once all expenses and required information have been entered, select **Submit Report**.

   a. A Final Review pop-up will appear. Click **Accept & Submit** to validate all information is correct.
How to Create a Travel Request on Someone’s Behalf

You must have the Proxy role (Travel Assistant) to create Travel Requests or Expense Reports for another traveler. During Stakeholder testing, create travel for any active employee.

1. If acting on behalf of another user, select Profile.
2. Type in the user’s name or NetID in Acting as other user field. Then select the user by name or NetID.
3. Verify the name, NetID, and UserID are correct.
4. Select Start Session.
5. Once the profile has been selected, the screen will convert to Acting as (NAME).
6. Their request and report history will be displayed.
7. You may now create a Travel Request or Expense Report for another employee by following the procedures above.
8. Once completed, you may select a different employee profile or return to your own profile.
   a. Select a different employee profile by clicking the drop-down arrow by the name and repeating steps 2-5.
   b. Return to your own profile by selecting Done acting for others.

Viewing Created Travel Requests and Expense Reports
From the SAP Concur homepage, a list of Travel Requests and Expense Reports are listed under My Tasks for quick reference.

Travel Request
To view a more detailed listing of the request:

1. Click on Requests in the Quick Task Bar.
2. Click View drop-down menu, select All Requests to view all Travel Requests created.

3. You can click on the drop-down arrow by Request Name to change the search parameters.
4. The List may be sorted by Request Name, Request ID, Status, Request Date, Date Submitted, Total, Approved amount and Remaining amount. Click on the column name to sort by that term. The arrow will indicate ascending or descending order.

5. The status column will show where the request is in workflow.
   - Not Submitted - Request has been created, parked and is not in approval workflow.
   - Pending (LEVEL) Approval - Shows what level the Travel Request is at in workflow.
     i. Pending External Validation = Budget check. NOTE: Should clear in minutes, contact the Travel Office if more than an hour in this status
     ii. NCAA Compliance = NCAA Compliance Officer, Athletics ONLY
     iii. Business Manager = Business Manager, Athletics ONLY
     iv. Cost Object = Account Manager approval
     v. Supervisor = Traveler is the Account Manager and cannot approve their own travel which prompts the Travel Request to route to the Traveler’s supervisor
     vi. ORIC1 = Office of Research and Integrity Compliance or (Sean Rubino)
     vii. ORSP = Office of Research and Sponsored Programs
     viii. Dean = Assigned Dean for Academic accounts
     ix. Cabinet = Assigned Cabinet Officer for your division
   - Pending Travel Office Review – This is the last approver before the Travel Request is complete.
   - Approved - Approval workflow is complete, and Expense Report may be created.
   - Sent Back to User (NAME) - Travel Request has been rejected by the name listed.
Expense Report

To view a more detailed listing of a report:

1. Click on Expense in the Quick Task Bar or Open Reports in My Tasks.

2. Select the report to be viewed. List may also be viewed by clicking Report Library.

3. In the Report Library, click on the column name to sort by that term. The arrow will indicate as ascending or descending.
4. The status column will inform of where it is in workflow.
   - **Pending Business Manager Approver** = Business Manager approval, Athletics ONLY.
   - **Pending Cost Object Approver** = Routing to Account Manager for approval.
   - **Pending Supervisor Approval** = Traveler is the Account Manager and cannot approve their own travel which prompts the Expense Report to route to the Traveler’s Supervisor.
   - **Pending & In Accounting Review** = In the Travel Office queue for approval.
   - **Approved** = Approval workflow is complete and routing for payment.
   - **Not Submitted** = Expense Report created but not submitted.
   - **Sent Back to User** (NAME) = Travel Request has been rejected by the name listed.

5. Payment Status will inform when the reimbursement is in the payment process and the payment status.
   - **Not Paid** = Payment has not processed.
   - **Processing Payment** = Payment will go out next business day.
   - **Payment Confirmed** = Payment has been processed and sent via vendor record or check for non-employee.

**How to Recall a Travel Request or Expense Report**

If a Travel Request or Expense Report has been submitted and not approved by the Travel Office, it may be recalled. This will remove it from approval workflow, and it will be made available to the creator for changes.

**Travel Request**

1. Select **Requests** from the Quick Task Bar.

2. Select the item to be recalled, click on the Request Name for Travel Request. **Note:** The Travel Request cannot be recalled if fully approved.
3. Click **Recall**.

4. Confirm action. Click on **Yes** or **No**. Clicking on **No** does not recall the request.

5. Once confirmed, a popup will appear.

6. The request is now available for changes immediately.
7. Make all changes needed and **Submit Request** or save and exit.

**NOTE:** If being resubmitted, when the Final Review screen appears, click on **Accept & Submit** and a confirmation will appear.

**Expense Report**

1. Select **Expense** to recall an Expense Report.

2. Select the Expense Report to be recalled. **Note:** The Expense Report cannot be recalled if fully approved.
3. Click on Recall.

4. Confirm action. Click on Yes or No. Clicking on No does not recall the expense report.

5. Once confirmed, a popup will appear.

6. The expense report is now available for changes immediately.
7. Make all changes needed and click Submit Report. The Expense Report may also be deleted at this time by clicking Delete Report.

NOTE: If being resubmitted, the User Electronic Agreement will need to be accepted and a summary will appear.
Viewing Approval Workflow List
The required workflow approvals can be viewed once the Travel Request or Expense Report has been saved.

Travel Request
To view where the Travel Request is in the workflow or which approvers it will route to:

1. Click on **Requests** in the Quick Task Bar.

2. Click **View** drop-down menu, select **All Requests** to view all Travel Requests created. Current viewing will be indicated by a dot.
3. A list of Travel Requests will appear, click on the Travel Request you would like to view.

4. Click on **Approval Flow**. This will list all approval levels that are required before it will be seen by the Travel Office (Processors). **NOTE:** The Audit Trail tab displays the workflow in technical detail and will not be used.

5. Click on the **SAP Concur logo** in the top left to return to the homepage.
Expense Report

To view where the Expense Report is in the workflow or which approvers it will route to:

1. Click on Expense in the Quick Task Bar or Open Reports in My Tasks.

2. Select the report to be viewed. List may also be viewed by clicking Report Library.

4. Click **Details**, then **Approval Flow**.

5. The Approval Flow for the Expense Report will then display. Once complete, click **Done**.

6. Click on the **SAP Concur logo** in the top left to return to the homepage.