Concur Handbook

Ferris State University
Disbursements Office

This handbook is designed to help new or infrequent users of Concur to complete travel requests, purchase requests, and/or expense reports.

Disbursements
231-591-2160
Disbursements@ferris.edu

Contents

Before you Begin

Be sure to save your progress as you complete your report.

Definitions

Expense Report – All expenses must be reconciled with this tool, including purchasing card transactions and out of pocket expenses. Expense Reports are utilized after expenses are incurred and is the mechanism for reimbursement.

Travel Request – A Travel Request obtains the Approval needed for **ANY & ALL** travel for the University. The Request contains estimates of expenses for the travel. It is also necessary for insurance and liability purposes.

Purchase Request – Non-travel Purchases can be pre-approved through a Request in Concur. Pre-approval policies are department/college established.

Type of Expense – Select Faculty, Grant, Non-employee, Recruiting, Staff, or Team as applicable to your Expense Report.

Purpose (Business Purpose) – State or summarize the business purpose for the expenses you will be incurring and reconciling as it relates to the University.

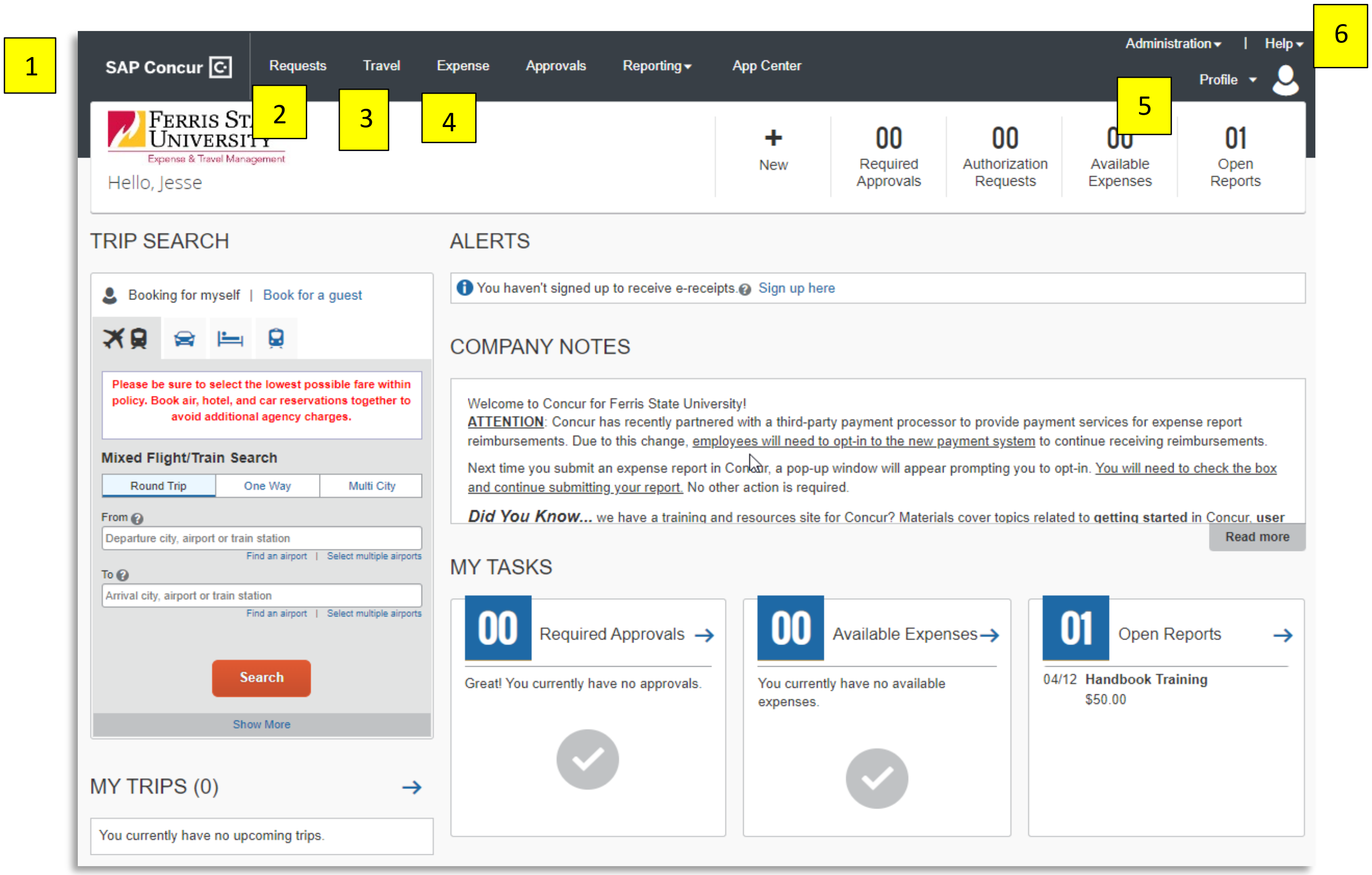
Comment – Enter any comments you feel your approvers will need to know or will aid in their or an auditor's review of the Request or Expense report.

Description – Describe the purchase as it relates to the business purpose.

Area of Travel – Indicates range of travel. The range of travel determines the level of approval needed. Select from Not Applicable, In State, Out of State (Including Canada), International (Excluding Canada), Athletics In-Conference, Busing (drivers only), Kendall Faculty Development, or Relocation (Expense Only).

FOAP/Index – These (7) fields determine where all expenses will be charged to. You can change the allocation funding at the header or at the expense line entry in both Requests and Expense Reports.

Basic Navigation

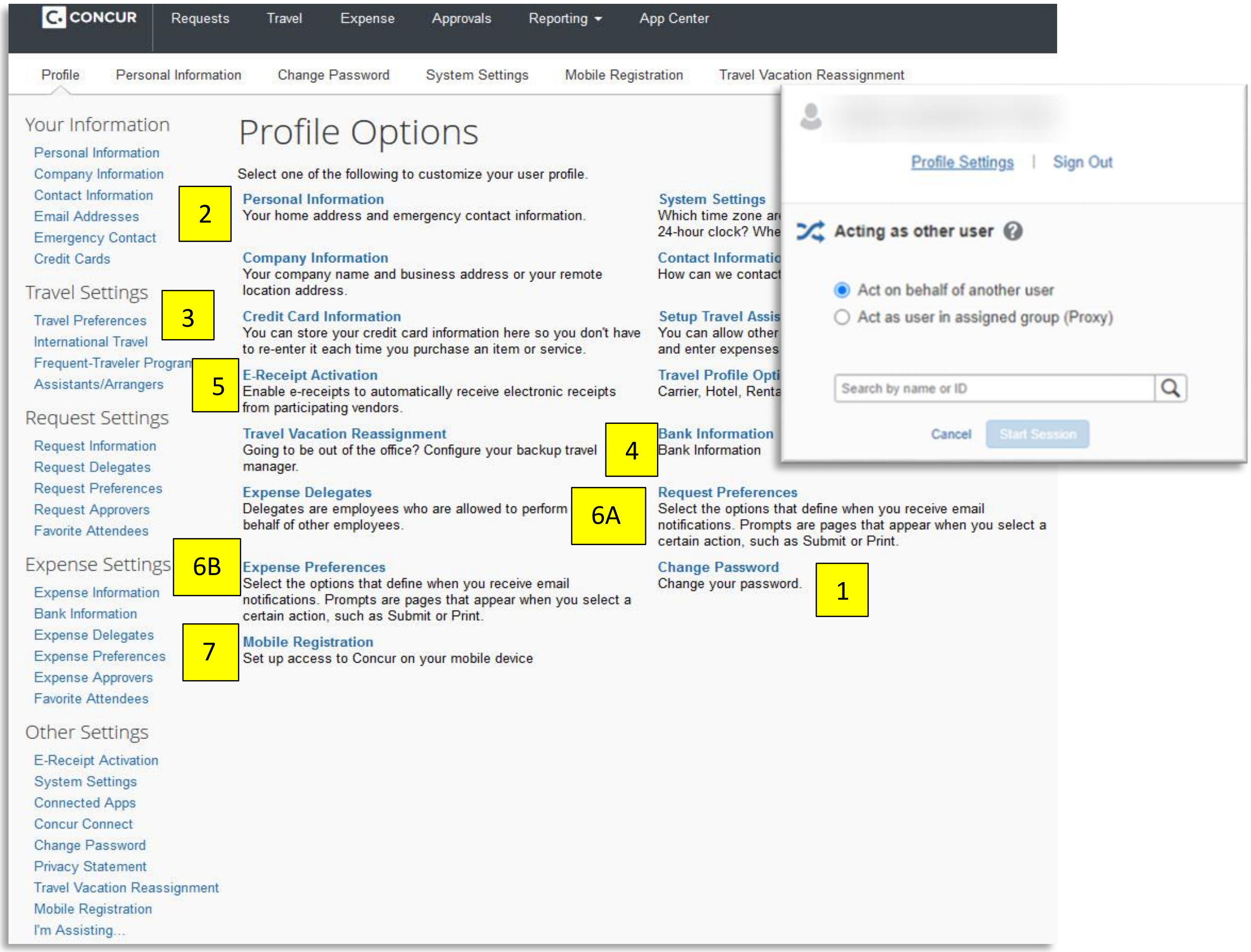


Note: Numbers in Yellow correlate with numbering below

1. **Concur Home** page: this includes company-specific information, alerts, access to trip search, and a brief overview of tasks that are open/available.
2. **Request** Tab: manage existing/active requests, view previous requests, or start a new one in this tab.
3. **Travel** Tab: used for booking travel, reviewing all trips, and tools that aid in the travel process.
4. **Expense** Tab: manage existing/active reports, view available expenses and receipts, view previous reports, or start a new one in this tab.
5. **Profile**: access profile settings and sign out.
6. **Help**: access training documents and general help guides. (Click first drop down option – "Training")

Note: If you ever want to start from the homepage, click the Concur logo. 1

Profile Settings



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In this window, you can:

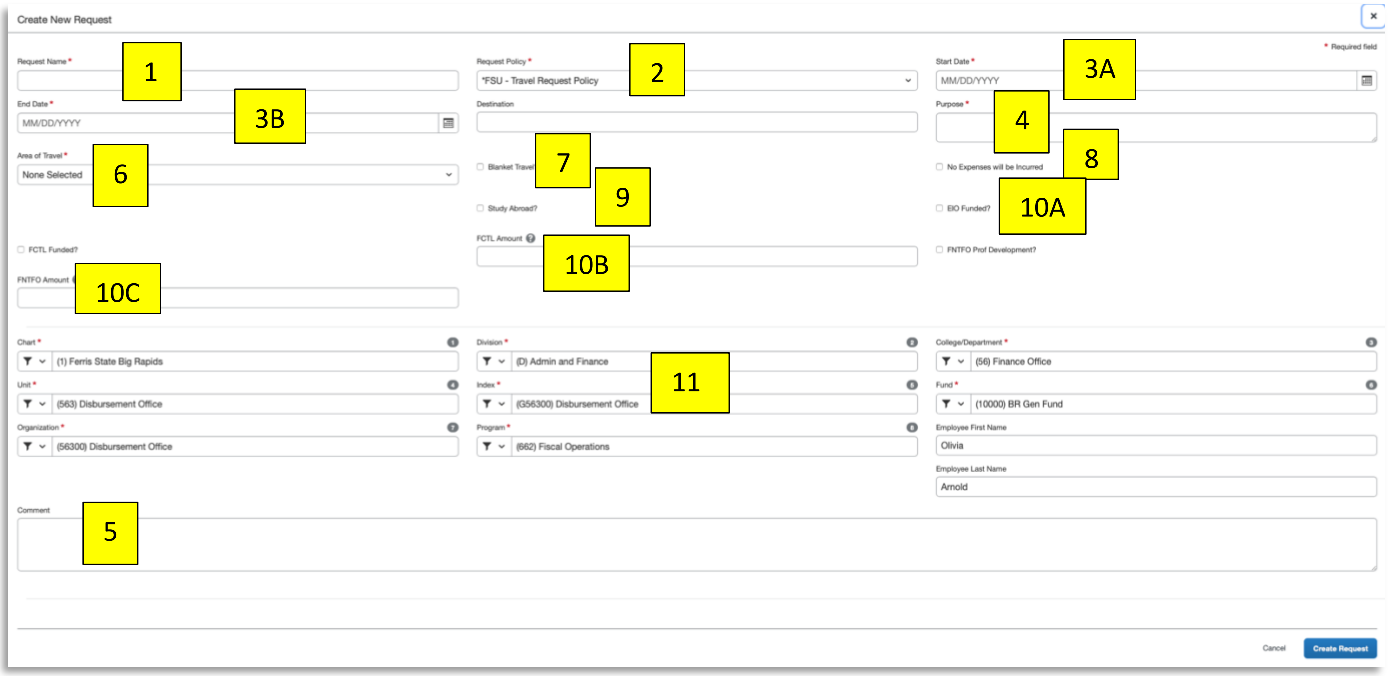
1. Change your password
2. Update Personal Information
3. Set up Travel Preferences
4. Submit Banking Information **(required in order to submit Requests or Expense Reports)**
   ***Note: Sending banking information to Payroll will not enter banking information in CONCUR. You must add it to CONCUR separately.**
5. Activate E-Receipts
6. Update Preferences in the (A) Request and (B) Expense sections of Concur
7. Complete Mobile Registration for the Mobile Apps

Verify Email Addresses

It is important to verify your email address to receive notifications about the status of your requests or reports and to access some of the features on Concur.

1. Go to **Profile Settings**, locate and click **Email Addresses** in the left side bar.
2. Add in the preferred email address and click **Verify**.
3. Click **OK**; a message will appear notifying you that an email has been sent to your inbox.
4. Copy the **Verification Code** from the ‘Concur Email Verification’ you received.
5. Paste the verification code into the **Enter Code** field within the email you received. Click **OK** to complete the verification process. You may add additional email addresses if desired by repeating the process.

Creating a Travel Request



Note: Numbers in Yellow correlate with numbering below

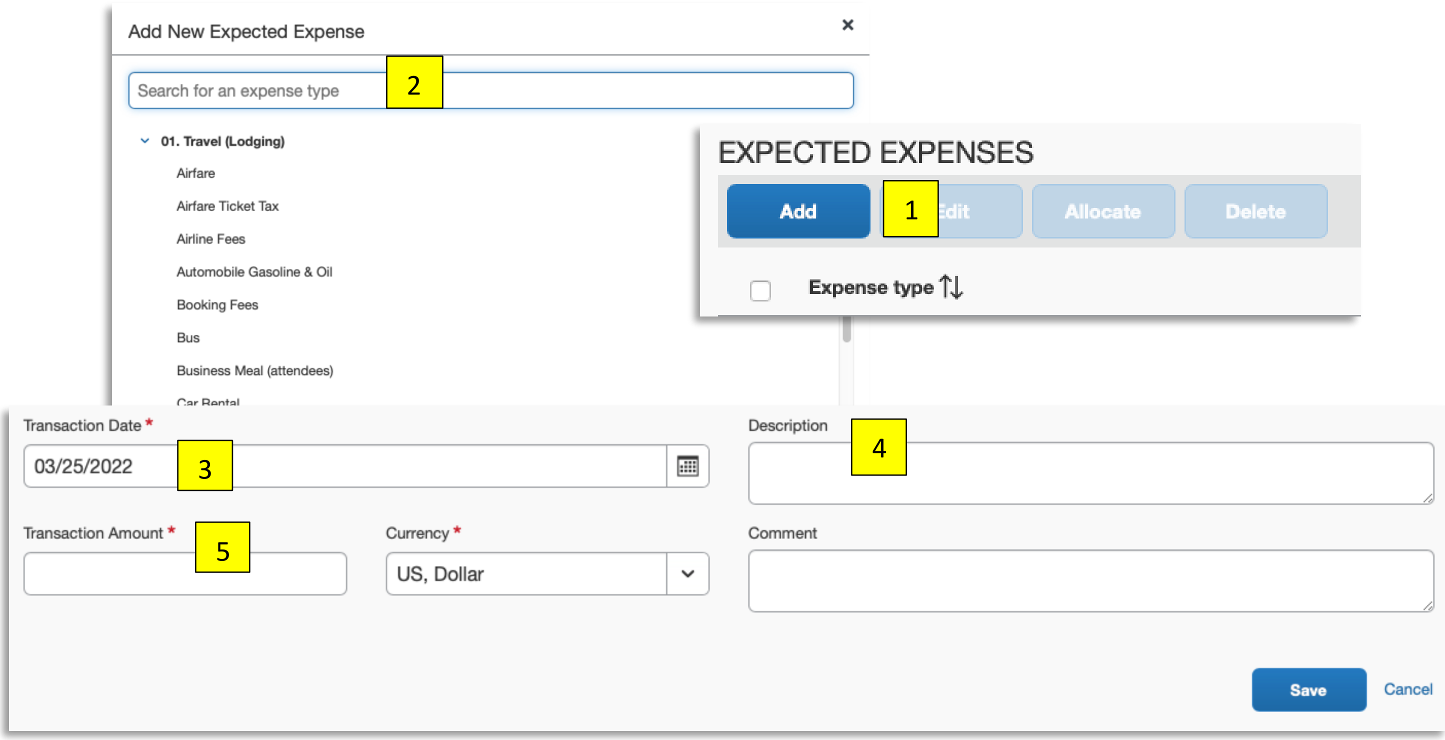
Completing the Request Header

1. **Request Name.** Enter a name that identifies the Request. It is a good idea to include the year in the title.
2. **Request Policy**. This defaults to **FSU-Default Request Policy** used for single trip travel as well as blanket travel.
3. **Start & End Date.** Enter the dates of travel. If this is a **Blanket Travel Request**, the dates may be July 1 – June 30.
4. **Purpose.** State or summarize travel as it relates to the University. For a **Blanket Travel Request**, please specify what types or the purposes of travel covered under the **Blanket Travel Request**.
5. **Comment.** Enter any explanation or comment you feel your approvers will need to know or that will aid in their or an auditor's review of the Request.
6. **Area of Travel**. Select the area of travel as it relates to the range of travel.
7. **Blanket Travel.** Select the Blanket Travel checkbox when this is a Travel Request for blanket travel.
8. **No Expenses will be Incurred.** Select this box when this is a Travel Request for **liability purposes only and no expenses** are to be incurred.
9. **Study Abroad.** Check this box when travel is for a Study Abroad Program.

10 **Funding. Expenses completely or partially funded by sources (see below) other than your Department:**
(A) EIO Funded. The Extended and International Office (EIO) is funding the travel.
(B) FCTL Funded. The Faculty Center for Teaching & Learning (FCTL) is funding the travel. **Enter Amount**.
(C) FNTFO Funded. The Ferris Non-Tenure Faculty Organization (FNTFO) is funding the travel. **Enter Amount**
(Note: FCTL or FNTFO selections require an Amount.)

11. Your Request will default to your department's budget. Generally, it should not need to be changed, but if it does, see **Allocating in a Travel or Purchase Request to Multiple Indexes** on page 9.
12. This completes the HEADER portion of the Request. Next, add estimated expenses.

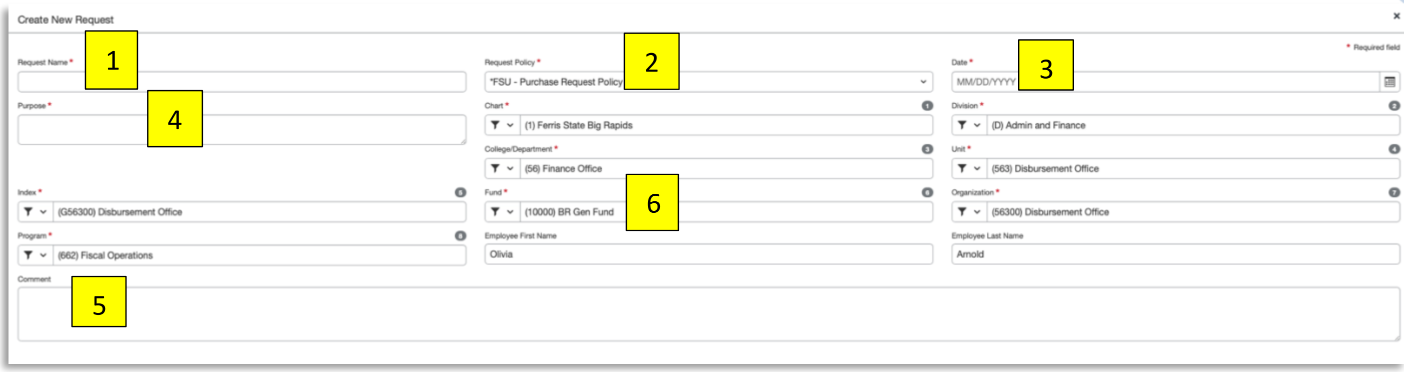
Expenses Tab – Adding Expenses to the Request (Single Trip & Blanket Travel)



Note: Numbers in Yellow correlate with numbering below

1. Click **Add** to add a new expense to the request.
2. Select the appropriate **Expense Type** from the expense list or use the search box provided.
3. The **Transaction Date** is auto-filled with the Start Date from the Request Header, edit as appropriate.
4. Enter a **Description** for the expense.
5. Enter the estimated **Transaction Amount** for the expense.
6. Repeat steps 2-5 until all estimated expenses are entered. Once completed, select the **Submit** option. Your Request is submitted and awaiting approvals.

Creating a Purchase Request

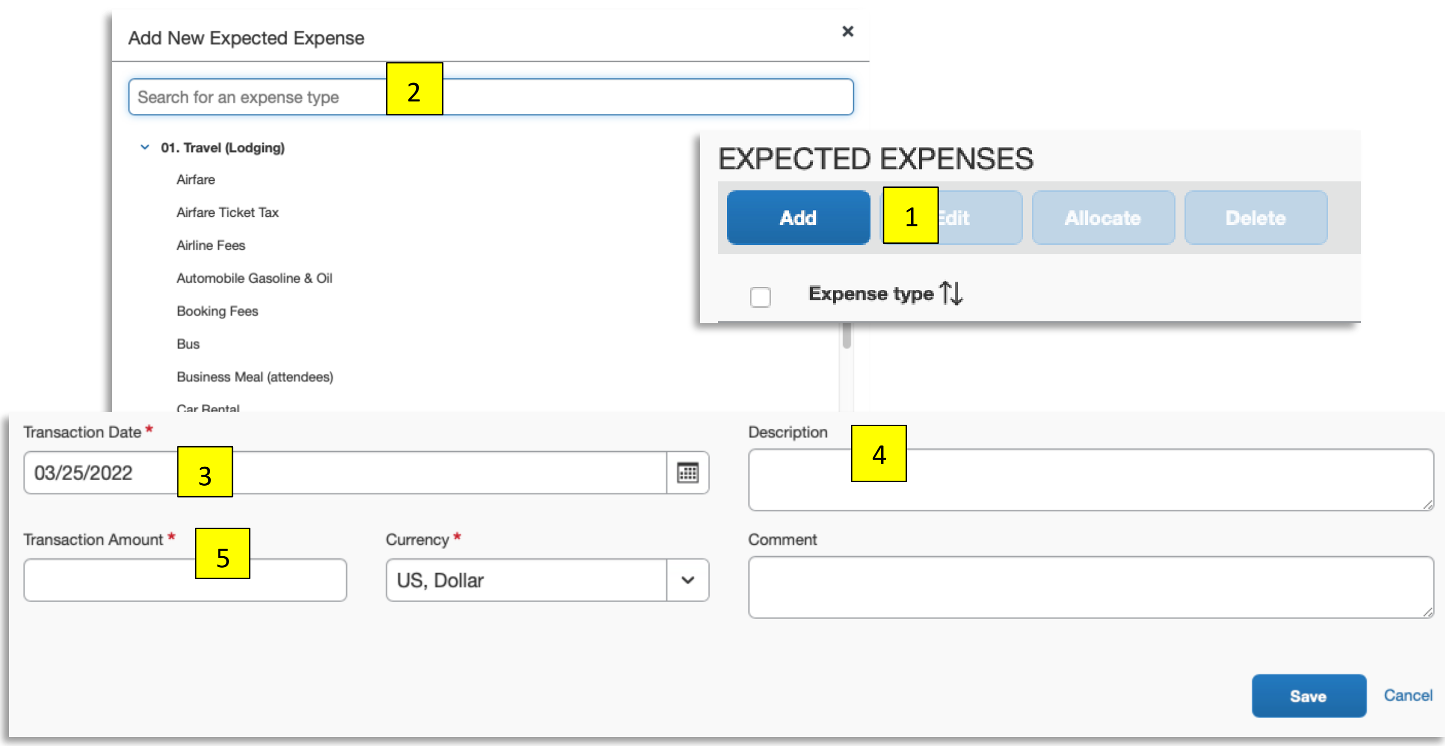


Note: Numbers in Yellow correlate with numbering below

Completing the Request Header

1. **Request Name.** Enter a Name that relates to this purchase.
2. **Request Policy**. Requests default to **FSU-Default Request Policy** (specific to travel). Since this is a **Purchase Request**, select **FSU-Purchase Request Policy** (specific to non-travel purchases) from the dropdown menu.
3. **Date**. Enter the **Date** as it relates to the purchase.
4. **Purpose.** State or summarize the purpose of the purchase as it relates to the University.
5. **Comment.** Enter any explanation or comment you feel your approvers will need to know or that will aid in their or an auditor's review of the Request.
6. **Funding.** Your Request will default to your department's budget.

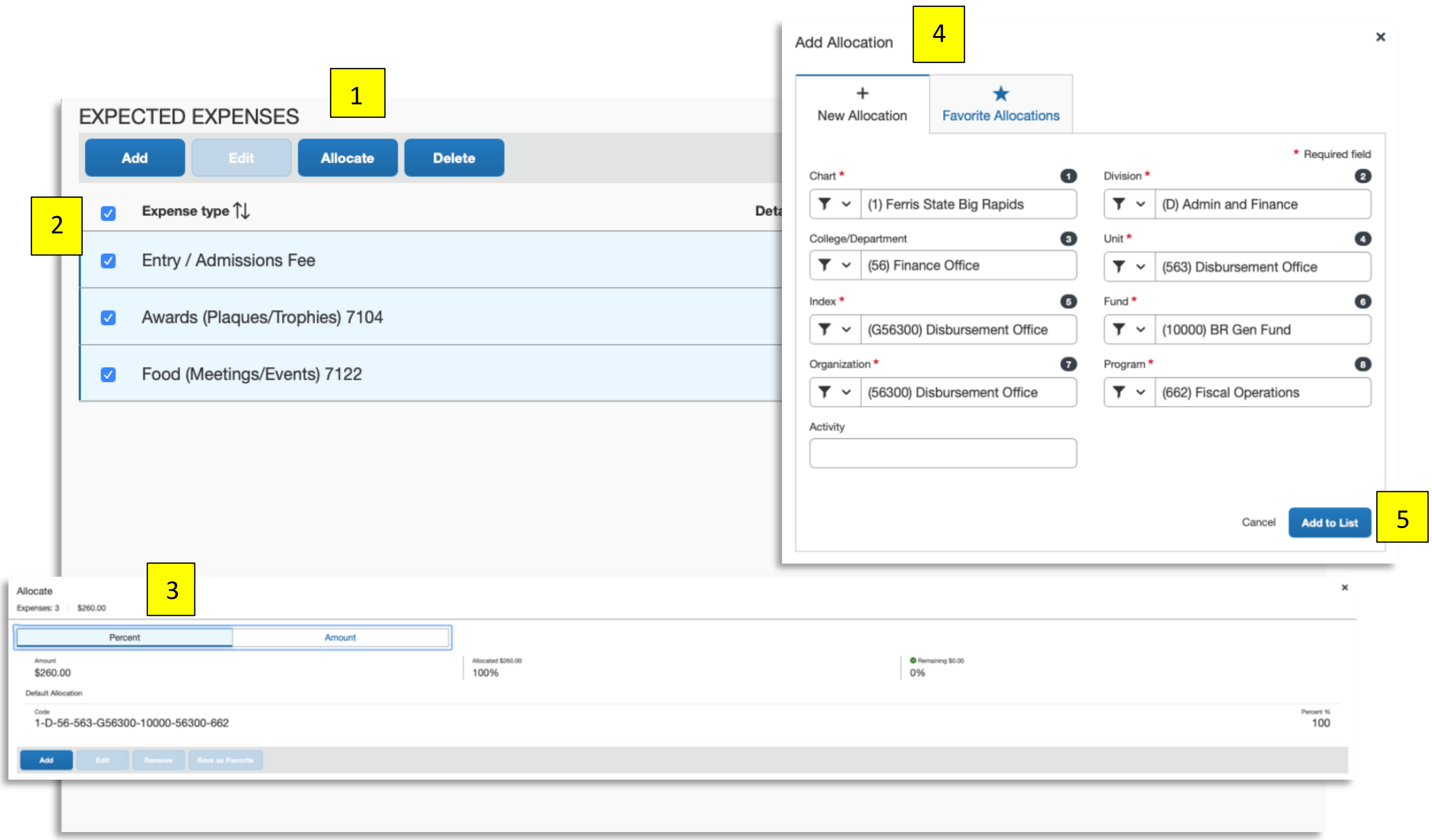
Expenses Tab – Adding Expenses to the Request (Purchase)



Note: Numbers in Yellow correlate with numbering below

1. Click **Add** to add a new expense to the request.
2. Select the appropriate **Expense Type** from the expense list or use the search box provided.
3. The **Transaction Date** is auto-filled with the Start Date from the Request Header, edit as appropriate.
4. Enter a **Description** for the expense.
5. Enter in the **Transaction Amount.**
6. Repeat steps 2-5 until all expenses are entered. Once this is completed, Select the **Submit** option.

Allocating in a Travel or Purchase Request to Multiple Indexes



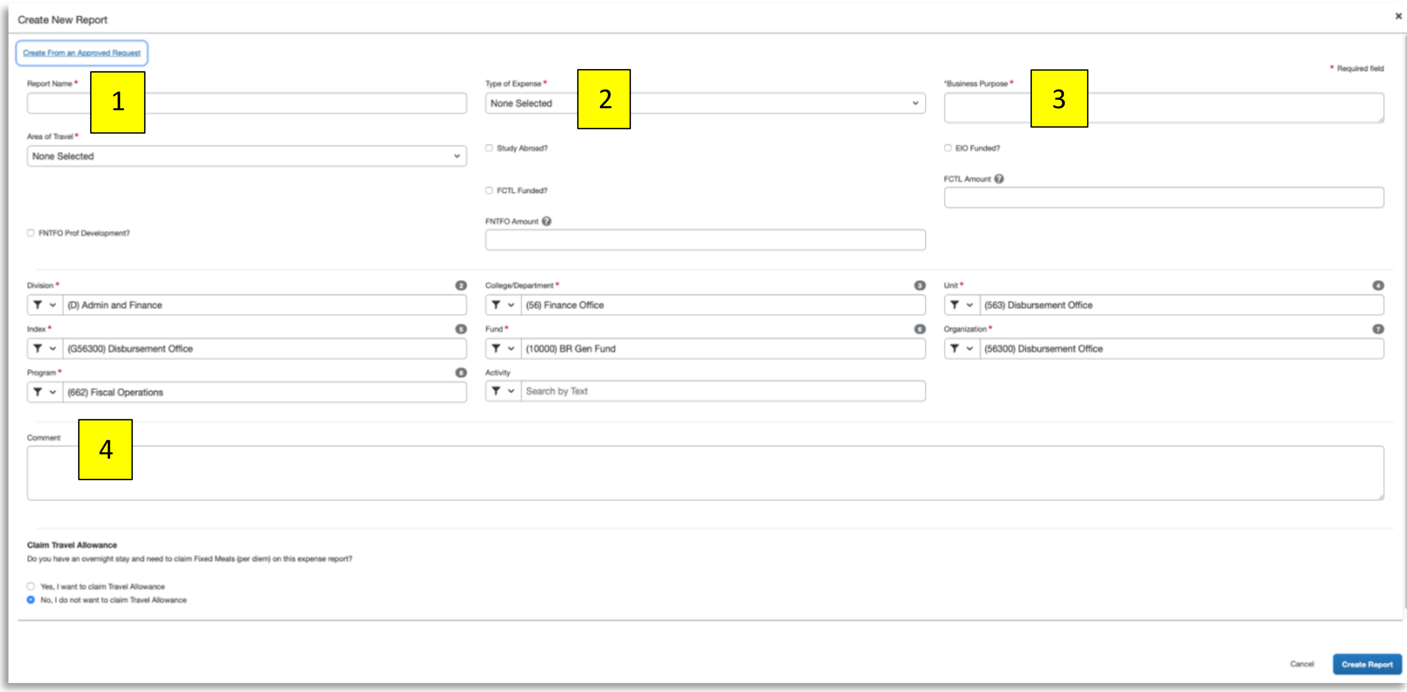
Note: Numbers in Yellow correlate with numbering below

1. **Requests** can have different allocations by expense line.
2. Select the expense(s) to allocate by checking the box to the left of the expense type. Click **Allocate.**
3. Select whether to allocate by Percentage or Amount. Continue by clicking **Add. Note: Percentage is the default.**
4. Complete each funding field as appropriate by clicking into each field and selecting from the dropdown menu.
5. Click **Add to List** to continue the allocation process.

NOTE: To enter an Activity Code save the current allocation. Now, go back into the allocations window and enter the Activity code. The system must verify the FOAP is valid before entering the activity code.

Creating an Expense Report

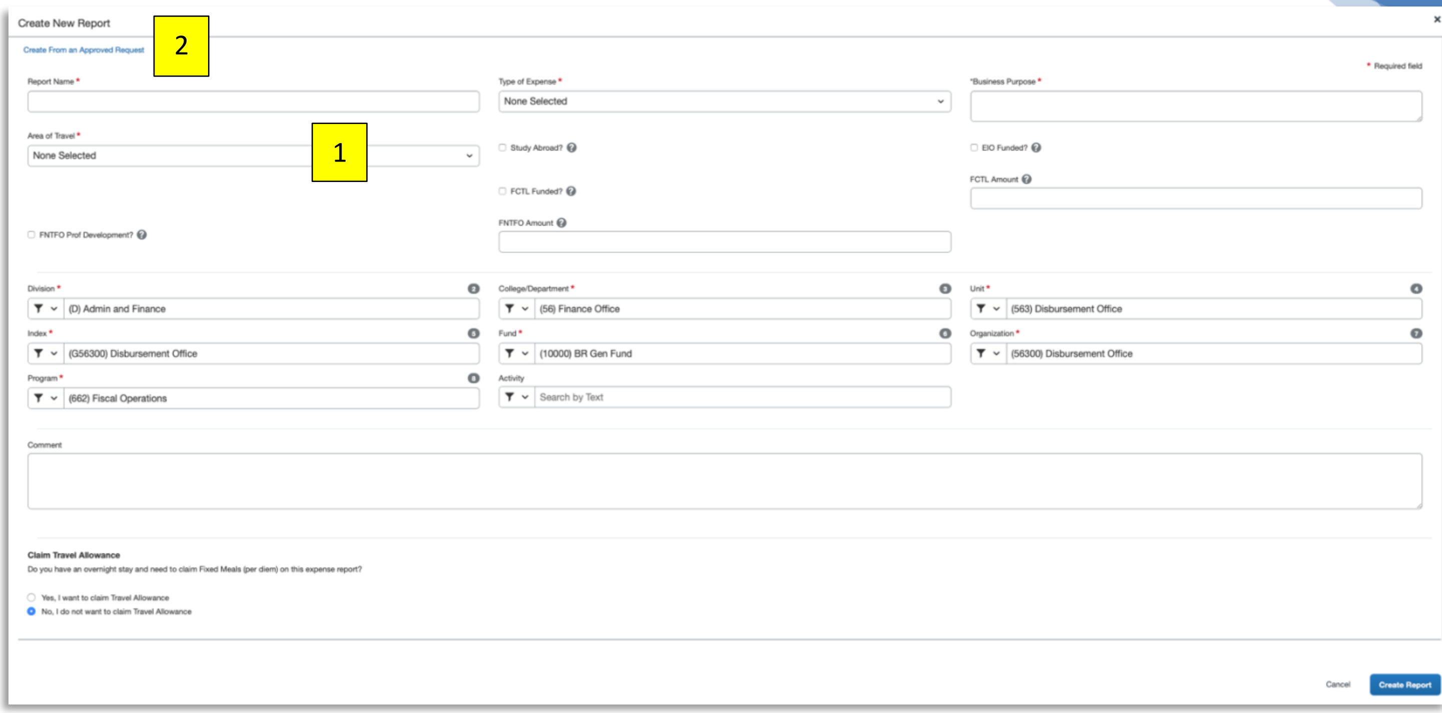
Completing the Report Header
For All Expense Reports



Note: Numbers in Yellow correlate with numbering below

1. Enter a **Report Name.**
2. Select **Type of Expense.** Choose from Faculty, Grant, Non-Employee, Recruiting, Staff or Team.
3. Enter **Business Purpose.**
4. Enter any **Comment** to explain if necessary.
5. Continue with either For Travel or For Non-Travel.

For Travel



Note: Numbers in Yellow correlate with numbering below

1. Select the appropriate **Area of Travel** from the dropdown menu.
2. Click **Create From an Approved Request** to attach an available Travel Request(s). Expense reports that include travel related expenses are required to have an approved Travel Request attached. You may attach as many Travel Requests to a report as necessary.
3. Select the request(s) you wish to attach in the **Available Requests** window.
4. Once the Request has been added, click **Create Report.**

NOTE:

Only approved and open Requests will be available for selection.

If you want to claim your meals per diem, you can do so under the **Claim Travel Allowance** section. If you select **Yes, I want to claim Travel Allowance**, the Travel Allowance window (itinerary) automatically appears next. You can also access the itinerary tool through the Travel Allowance menu after creating the report. The itinerary tool will calculate meals per diem based on Ferris' Transportation & Travel Policy including key and non-key city rates.

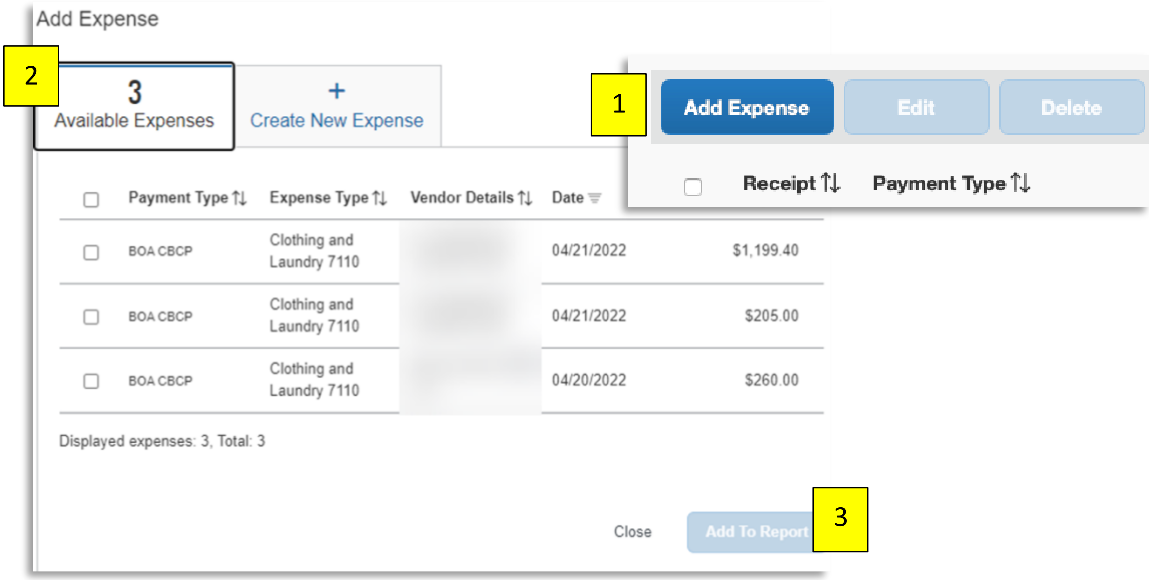
For Non-Travel

1. Select 'Not Applicable' in the **Area of Travel** from the dropdown menu if there are no travel related expenses on the report.
2. An approved Purchase Request can be attached in the Requests section if needed and/or required by your department.

Adding an Expense to the Expense Report

Available Expenses import automatically from the Purchasing Card, from E-Receipts, or from a Trip Itinerary booked through Concur. Expenses also import from the Mobile App.

Import a Purchasing Card Transaction to the Expense Report

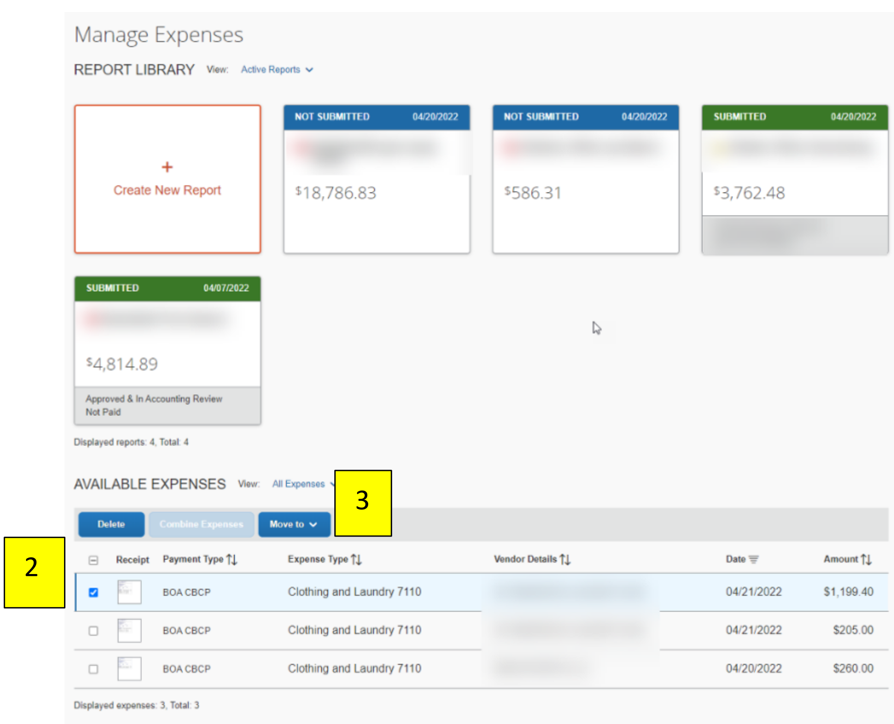


Note: Numbers in Yellow correlate with numbering below

1. While in your open Expense Report, click **Add Expense**.
2. Under the **Available Expenses** tab, select the transaction you want to add to the report.
3. Click **Add to Report** when you have finished selecting card charges.

NOTE: If a card charge(s) does not appear in the Import window, the merchant may not have posted the transaction. **Please wait until the charge is posted and available.**

For Expenses on CONCUR Homepage under Available Expenses



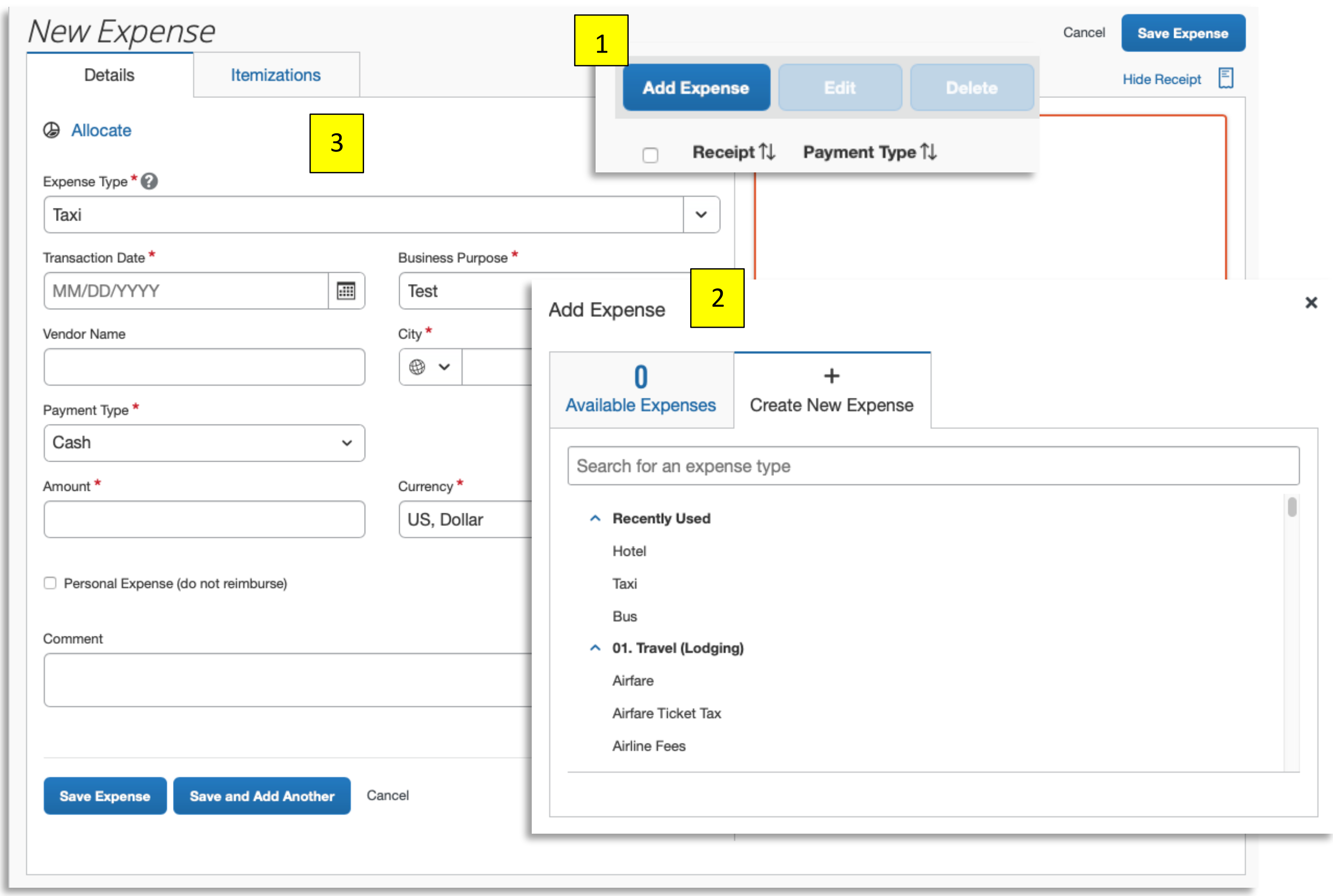
Note: Numbers in Yellow correlate with numbering below

You can also import expenses from the **Manage Expenses** page.

1. Select Expenses tab in top toolbar to reach Manage Expenses Page
2. Select the charge you wish to move.
3. Then select the appropriate report from **Move To** drop down menu.

NOTE: If the system is unable to match an E-receipt or Trip Itinerary to a purchasing card transaction, a Smart Expense window may appear asking you to confirm the **Match** between a card charge and E-receipt or Trip Itinerary. You may also choose to **Un-match** a card charge and E-receipt or Trip Itinerary.

Adding an Out-of-Pocket Expense to the Expense Report

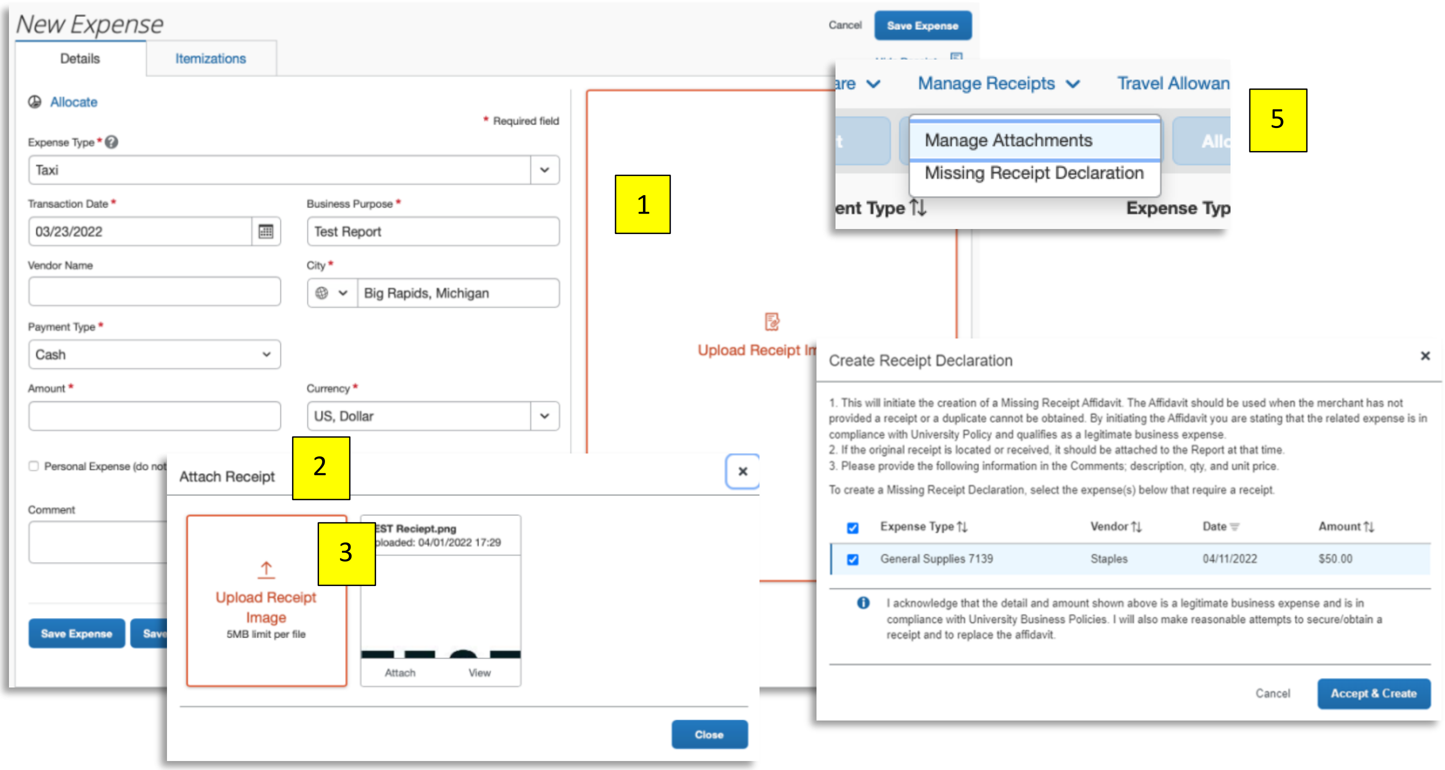


Note: Numbers in Yellow correlate with numbering below

1. Click **Add Expense.**
2. Select the appropriate Expense Type from the list or use the search box.
3. Complete **all required** fields: Transaction Date, Vendor Name, Payment Type, and Amount.

NOTE: When **Payment Type** = Cash, this means the expense is out-of-pocket and you will be reimbursed for the amount.

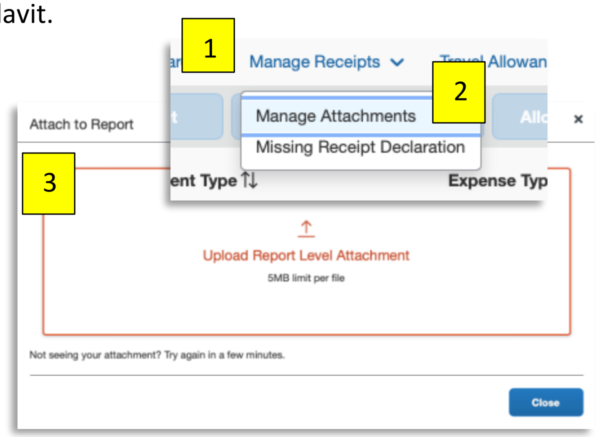
Receipt Handling



Note: Numbers in Yellow correlate with numbering below

Uploading Receipts at the Expense Line Item

1. Click **Upload Receipt Image.**
2. The **Attach Receipt** window will appear.
3. Click **Upload Receipt Image** to search your computer.
4. Click **Attach** on an image in Attach Receipts if available.
5. If no receipt is available, return to the report level and go to the **Manage Receipts** dropdown and click **Missing Receipt Declaration.** This will allow you to complete a Missing Receipt Affidavit.
6. Click **Save Expense** when finished.

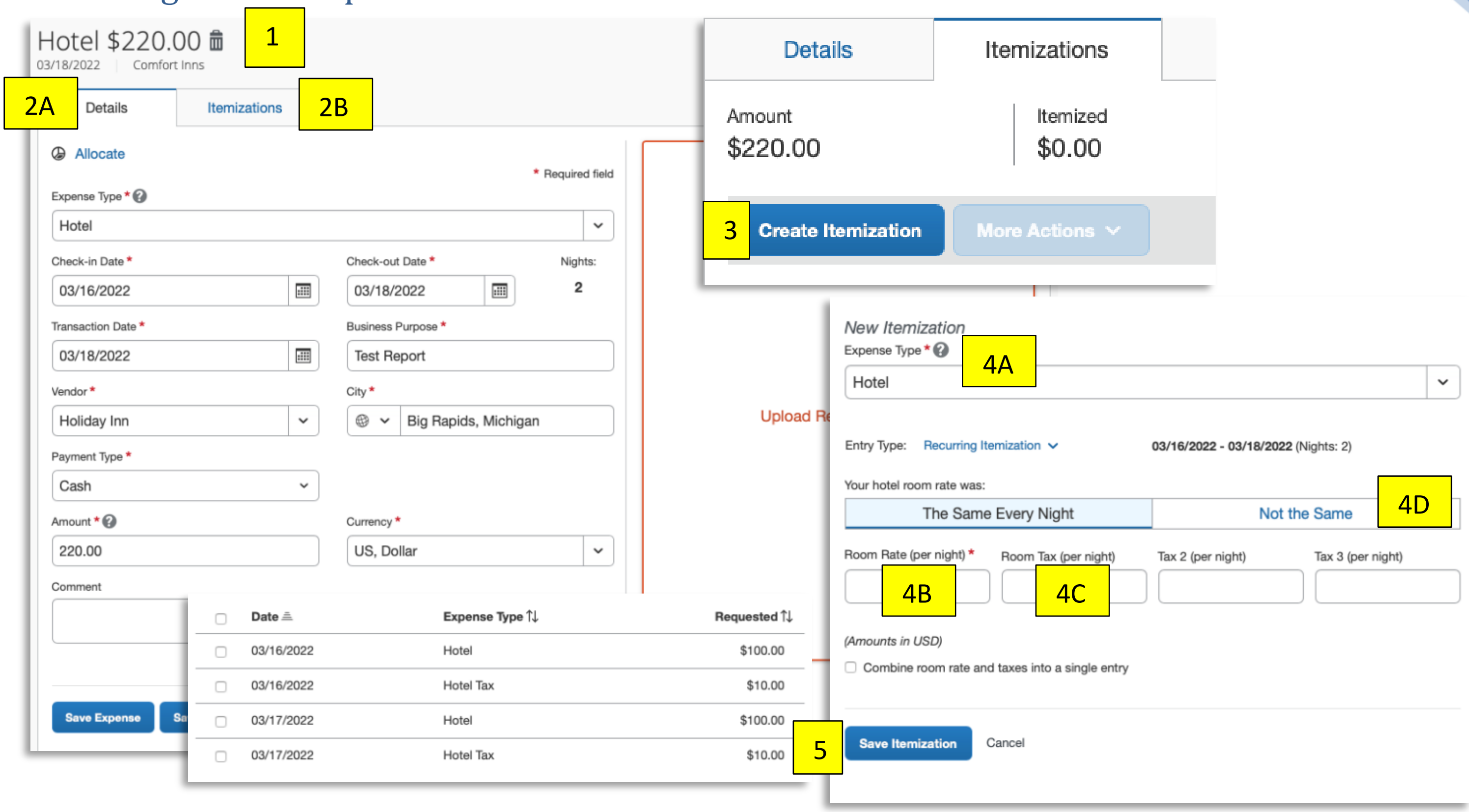


Attaching Receipts at the Report Level

1. Click **Manage Receipts** menu to add a receipt image or supporting Documentation at the Report level.
2. Select **Manage Attachments** from the dropdown menu.
3. Click **Upload Report Level Attachment** to browse and upload a file.

Note: An employee or their delegate **can add supporting documents or add receipt images** to the Expense Report at **any time** during the approval process. This is a great alternative to Recalling or having the approver Send Back the report. The mobile apps--Concur Mobile and Expense It-- are great alternatives for uploading receipt images. *See Mobile Introduction document on the Concur Training page for more information.*

Itemizing a Hotel Expense



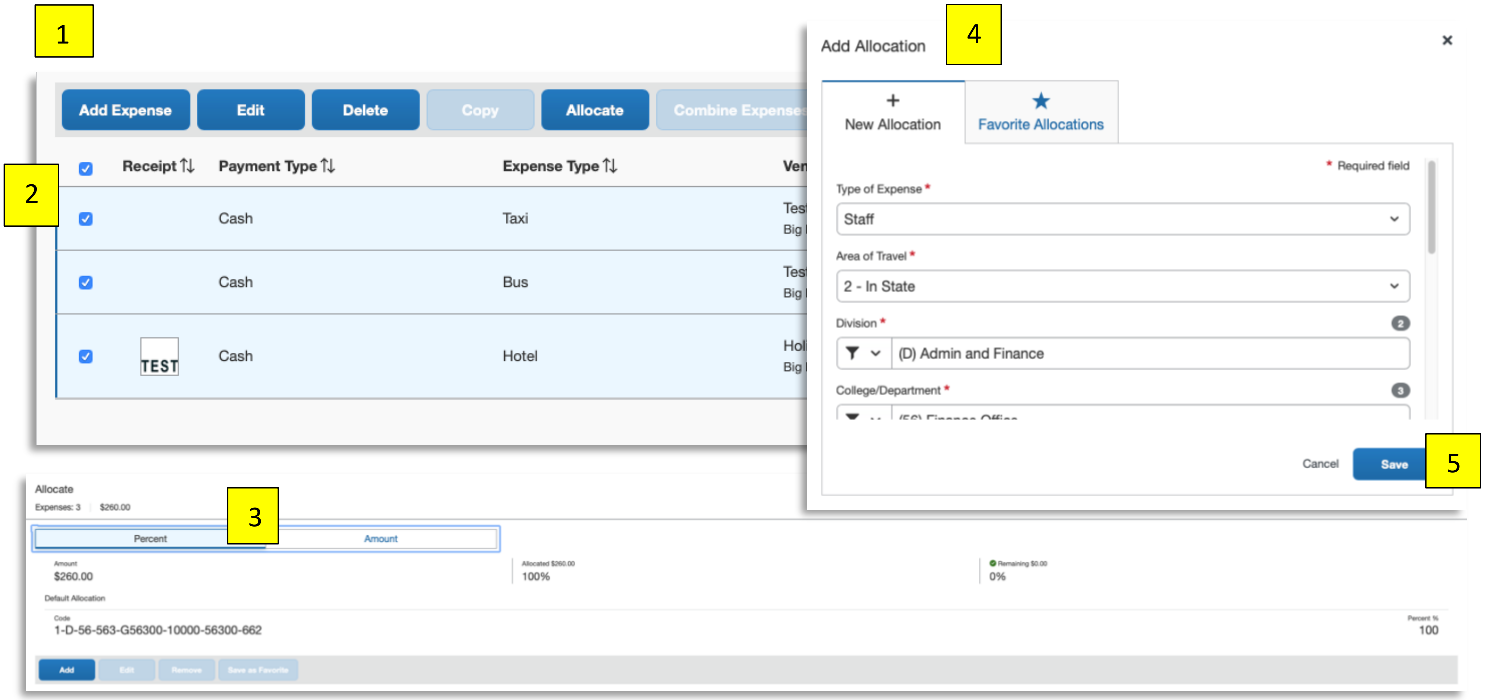
Note: Numbers in Yellow correlate with numbering below

1. Select the Hotel expense.
2. Fill out all required fields in (A) **Details** tab before moving on to the (B) **Itemizations** tab.
3. In the **Itemizations** tab, click **Create Itemization**.
4. In the (A) **Expense Type** dropdown, select Hotel. Next fill out the (B) **Room Rate** and (C) **Room Tax** fields. If your hotel room's rate is not the same every night, select (D) **Not the Same** and fill out the information accordingly.
5. Click **Save Itemization** when finished.

Itemization is mainly used for the hotel expense type but can be used for other expenses when appropriate. To do this, select the expense and click **Itemizations.** Then choose the **Expense Type** from the dropdown menu or type in the expense name. Continue with the rest of the Itemization.

NOTE: Individual hotel days can be edited if room rates vary and/or to match the itemized receipt. Any remaining amounts do not default to the parent expense; you must select each applicable expense type **until all dollars are itemized**.

Allocating Expenses on an Expense Report

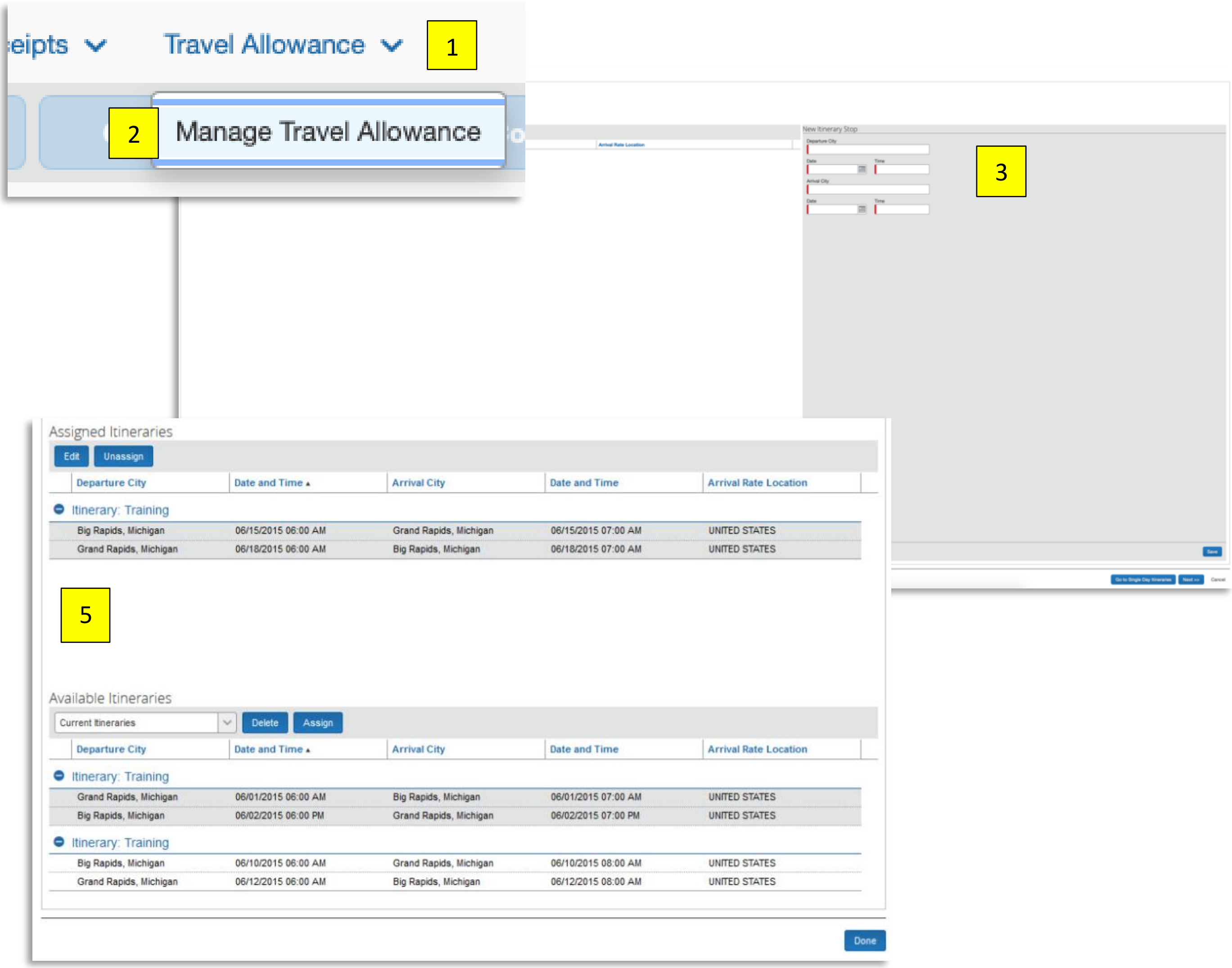


Note: Numbers in Yellow correlate with numbering below

1. **Expense Reports** can have different allocations by expense line.
2. Select the expense(s) to allocate by checking the box to the left of the expense type. Click **Allocate.**
3. Select whether to allocate by Percentage or Amount. Continue by clicking **Add. Note: Percentage is the default.**
4. Complete each funding field as appropriate by clicking into each field and selecting from the dropdown menu.
5. Click **Save** to continue the allocation process.

NOTE: To enter an Activity Code save the current allocation. Now, go back into the allocations window and enter the Activity code. The system must verify the FOAP is valid before entering the activity code.

Itinerary – Submitting for Meals Per Diem / Allowances



Note: Numbers in Yellow correlate with numbering below

Adding Your Meal Per Diem Allowance to an Expense Report

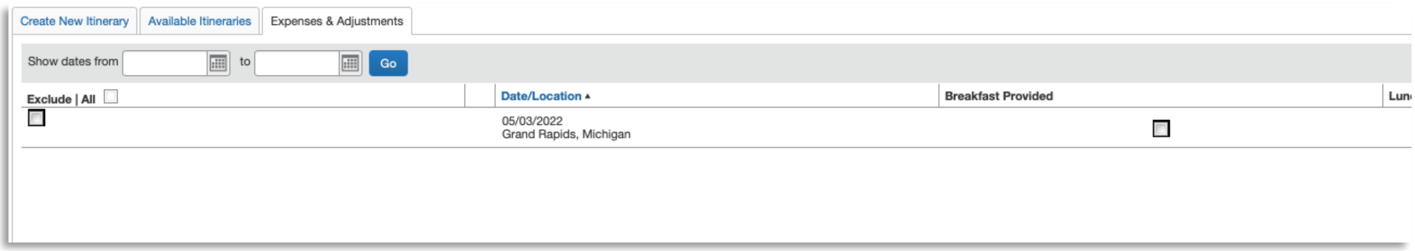
1. If you are not already in the Travel Allowance tool, click **Travel Allowance.**
2. Select **Manage Travel Allowance** from the dropdown menu.
3. In the New Itinerary Stop window, enter the **Depart from (city)**, **Date** of departure, **Time** of departure, **Arrive in (city)**, **Date** of arrival, and **Time** of arrival. Do this again for the next leg of the trip or for the return trip.
4. The itinerary must have at least two stops.
5. Review your stops in the left-hand side pane of the Travel Allowance window. To make edits, click on the Stop or check the box to the left of the Stop you need to edit.

Assigned Itineraries

The itinerary you created will appear in the Assigned Itineraries windowpane. You can select to **Edit** or **Un-assign**. **Un-assign** will remove the itinerary from the current Expense Report, but it will not be deleted.

Available Itineraries

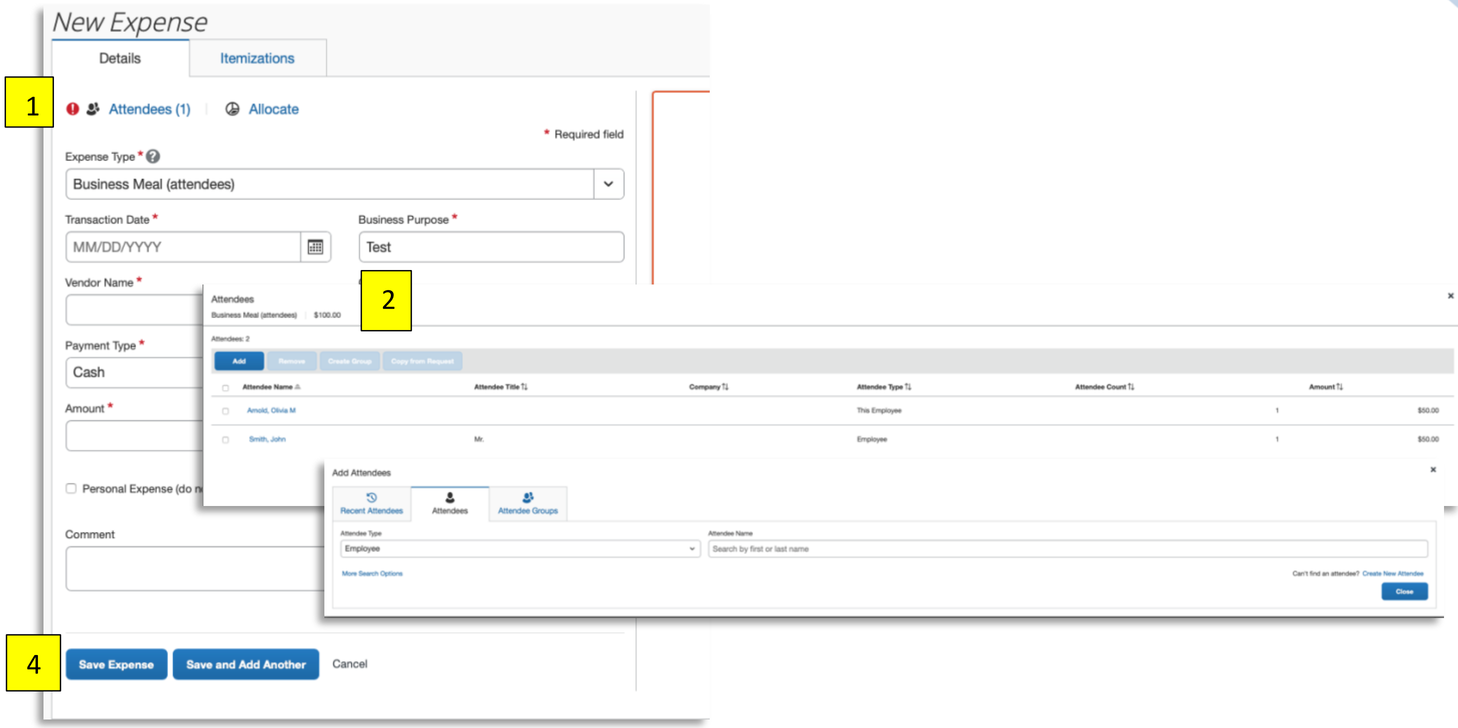
You may also add an Available Itinerary to the Expense Report. These are itineraries that you previously created or unassigned from Expense Reports. Use the dropdown menu as appropriate to search for an itinerary you created but was not assigned to a report.



In the Expenses & Adjustments window, check the appropriate boxes for each meal that was provided by the host (i.e. conference, hotel) or if there was a business meal. If an entire day's meals were provided, check the Exclude All box to the far left side of the Date. Click **Update Expenses**. Your meals per diem / Fixed Meals are now added to your Expense Report.

NOTE: The itinerary tool will re-calculate your available meal allowance based on your adjustments. For more information on meals per diem, please reference Ferris' Transportation & Travel Policy.

Business Meals (Attendees) or Food (Meetings/Events) Expense

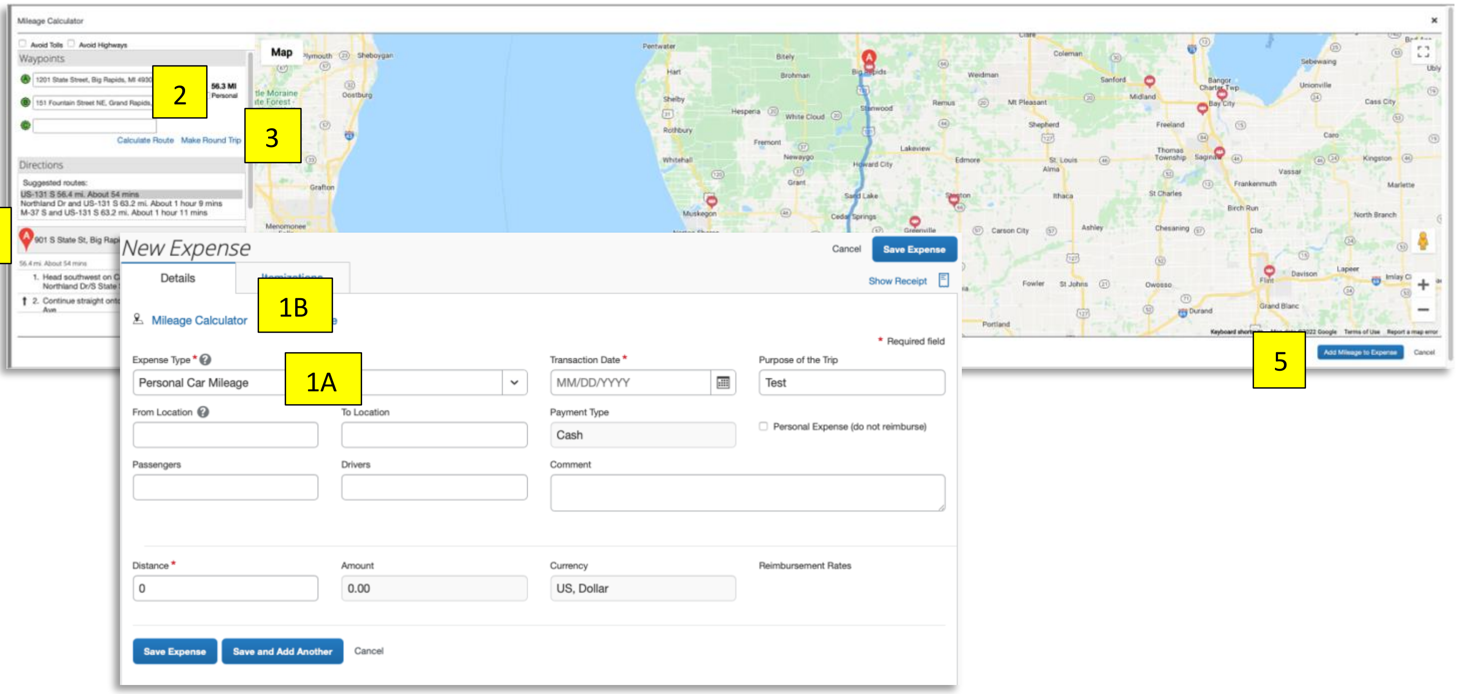


Note: Numbers in Yellow correlate with numbering below

Business Meals and Food expense types require a list of attendees.

1. With the Business Meal or Food expense selected, click **Attendees.**
2. Select **Add** and select the **Attendees** tab to search for an attendee or click **Create New Attendee** in the bottom right.
3. Complete the **Last Name**, **First Name**, **Attendee Title**, and **Company** fields as appropriate.
4. Click **Save Expense** or **Save & Add Another.**

Submitting for Mileage Reimbursement Using the Mileage Calculator



Note: Numbers in Yellow correlate with numbering below

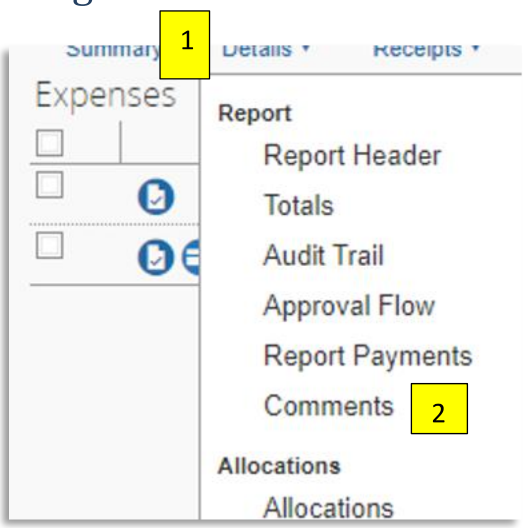
1. With the (A) Personal Car Mileage expense selected, click the (B) **Mileage Calculator** link.
2. Enter your starting location into the A field and your destination into the B field. Complete the C, D, E, etc. fields as necessary for each stop of your trip.
3. Click the **Make Round Trip** link to auto-fill the return trip.
4. Review the calculated mileage.
5. Click **Add Mileage to Expense** when complete.

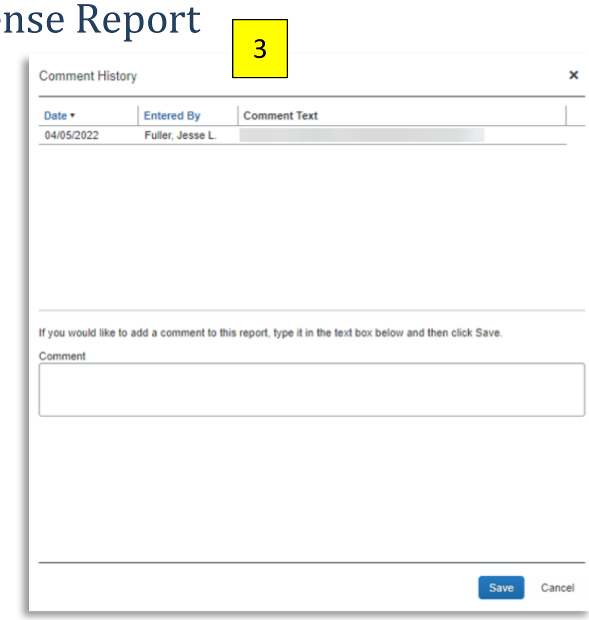
NOTE: The From Location, To Location, and Distance: Amount fields will auto-fill from information entered into the mileage calculator. If necessary, you can mark certain legs of your trip as Personal by checking the Personal box next to the appropriate trip leg. Mileage marked as Personal will not be added to the Expense Report.

Reviewing an Expense Report

Hover your mouse over the icons to the left of the expense type name to review expense requirements or missing data.

Viewing Comments Associated to an Expense Report



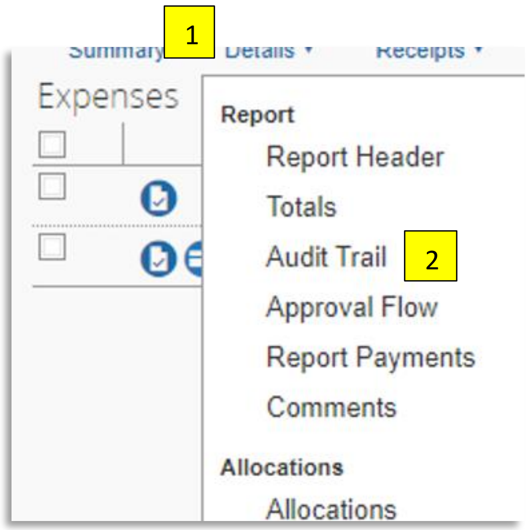


Note: Numbers in Yellow correlate with numbering below

1. Click **Details.**
2. Select **Comments** from the dropdown menu.
3. The Comment History box will appear listing the Date, Entered By, and Comment Text.

NOTE: An approver can add comments to an Expense Report during their review process. A comment is required to be added when sending a report back to an employee for correction.

Audit Trail



Note: Numbers in Yellow correlate with numbering below

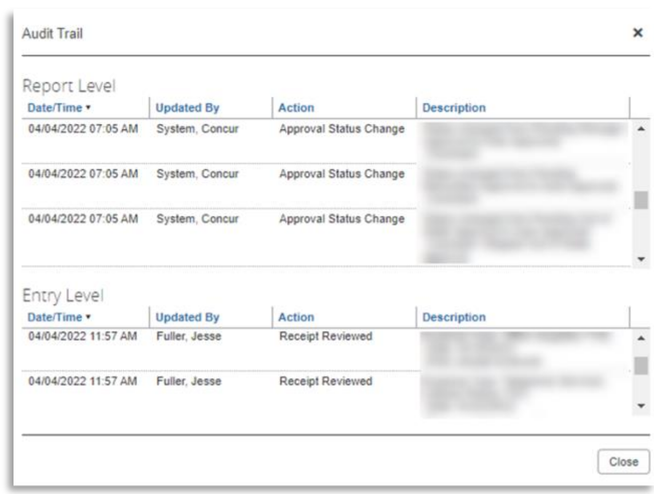
A report's audit trail lists modifications made to the report, who has reviewed the report and receipts, and the status of the report, i.e. Pending Approval, Sent Back, Extracted for Payment, etc.

1. Click **Details.**
2. Select **Audit Trail** from the dropdown menu.

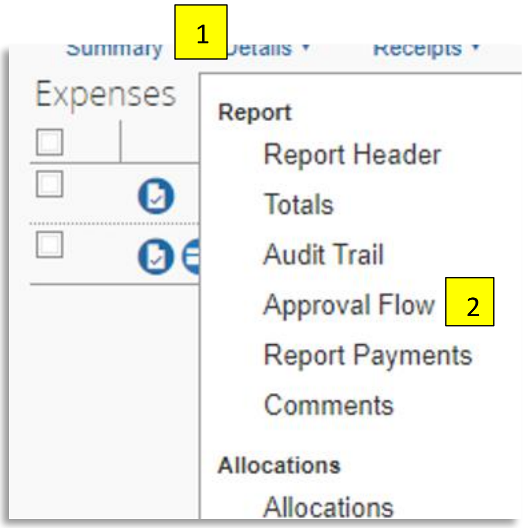
The Audit Trail window will appear which lists the **Date/Time**, **Updated By**, **Action** that was taken, and **Description** or Comments entered.

The top portion of the Audit Trail window lists changes/actions made at the **Report Level.**

The bottom portion of the Audit Trail window lists changes/actions made at the **Entry Level** or the Expense Line level.



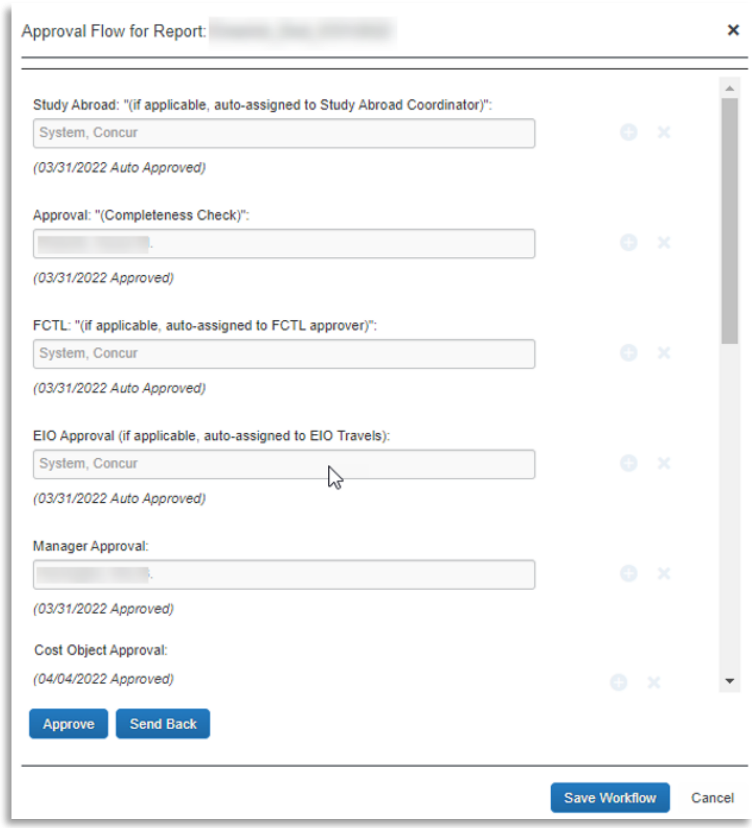
Approval Flow



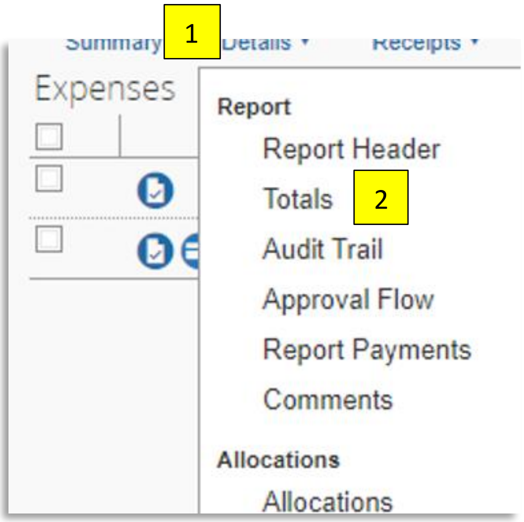
Note: Numbers in Yellow correlate with numbering below

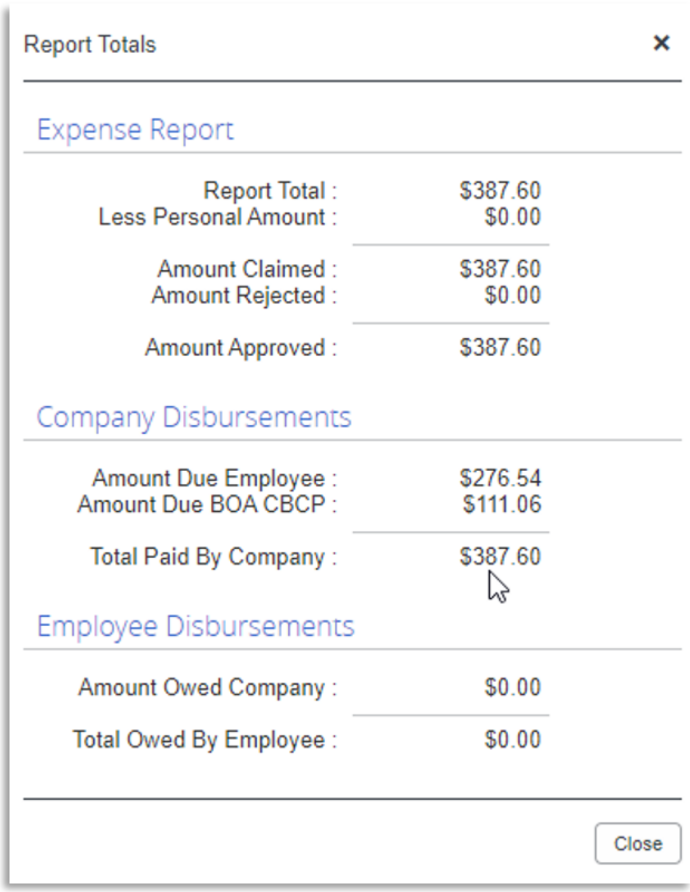
1. Click **Details.**
2. Select **Approval Flow** from the dropdown menu.

If the approver has elected to receive email notifications, an email will be sent to the approver informing them that an expense report is pending their approval. An approver has 10 days to approve the report. Once 10 days has lapsed the report will be sent to the next approver in the workflow.



Report Totals





1. Click **Details.**
2. Select **Totals** from the dropdown menu.
3. This screen shows the **Report Total**, **Personal Expenses** claimed, the **Amount Due** to **Employee,** and the **Amount Due** to the **Company.**
4. These Totals should be reviewed as to what is to be paid to the employee and personal amounts.

5. Note: Per Diem amounts offset personal amounts.
The employee may owe FSU. Please review any amount owed back to FSU and remit promptly via completing [Concur Personal Expense Repayment](#).

Email Notifications

You will receive an email notifying you if your Expense Report has been Approved or **Sent Back** to you for corrections. An Approver is required to add comments when an Expense Report is Sent Back for corrections. The comments will be included in the email notification.

Recalling a Report

The employee or delegate can **Recall** an Expense Report anytime during the approval process as long as the Payment Status is not “Processing Payment,” “Extracted for Payment,” or “Payment Confirmed.”

Click **Recall** in the upper right-hand corner of an Expense Report.