Concur Travel and Expense Reporting FAQs

General:

How will I use Concur?
The Concur travel and Expense system is for tracking and reconciling employee travel and other travel related expenses purchased using your American Express Corporate Card along with any other approved business related reimbursable out-of-pocket expenses.

Do I have to use Concur?
Yes. It will be necessary to use Concur to track and reconcile all company travel and reimbursable out-of-pocket expenses.

How is the new expense reimbursement process through Concur Travel and Expense different than current process?
Concur Travel and Expense replaces the need for employees to complete the manual excel based expense form and submit the paper copy along with your receipts to your manager for approval.

You will now complete your expense report online from any computer or supported mobile device and attach receipts electronically before submitting for approval through an automated workflow process using the Concur Travel and Expense application.

After approval in Concur, the expense report will be eligible for reimbursement via electronic deposit only based on the bank account settings within your employee profile to you for out of pocket expenses or American Express directly if you have corporate credit card charges included.

Your approved out of pocket business related travel and expenses will be paid out on a weekly basis and if you are an American Express Corporate Card holder your approved business related travel and expenses incurred on your American Express Corporate Card will be reimbursed directly to American Express on a semi monthly basis from Concur.

How will I access Concur?
You will receive your username and password information by email on the go live date.

Can I log in to Concur from any computer?
Yes. You can log in to Concur from any computer and also through mobile applications (visit www.concursolutions.com for more information).

What should I do the first time I log into Concur?
The first time you log into Concur Travel & Expense, you should change your password. If you are not prompted to change your password after logging in for the first time, follow these instructions:

1. On the My Concur page, click the Profile link on the menu bar at the top of the screen.
2. In the Other Settings menu on the left side of the page, click the Change Password link.
3. Enter your new password and then click Save.

Before you use Concur Travel & Expense to create expense reports, click the Profile link to review all your profile information for accuracy and to make any necessary updates. You must save your profile before you first attempt to create a new expense report in Concur Travel & Expense.

Updating your profile includes validating your email address and your bank account information.

Where do I update my email address and password?
You can update your password in the Profile section.
1. On My Concur, click Profile.
2. Click Change Password.
Enter your old and new password into the appropriate fields, enter your password hint, and then click Submit.

Who can make changes to an employee’s profile?
You can modify your own profile in Concur. If you have an assigned delegate, the delegate can make changes to the employee’s profile. Any assignments of delegation must be done by the NSS Concur Administrator directly. Delegates must obtain your approval when making any changes to your profile.

What if I forgot my password?
If you go to www.concursolutions.com and click on “Forgot my password”, you will receive an e-mail with instructions on how to retrieve or request a new password.

Can I set up a delegate?
Please contact your local Concur champion to request a delegate. You will not be able to assign your own delegates.

Can I receive e-mail reminders from the Concur Expense Service?
Yes. You can decide which reminders you receive by:
1. Select Profile at the top of your My Concur homepage, then Personal Information, and lastly Expense Preferences (on the left menu bar).
2. When in your Expense Preferences, under the “Send email when…” header, select when you would like to receive emails by clicking the boxes on the left of the options.
3. Click Save when finished.

How do I get help for using Concur Travel & Expense website?
Click Help on the My Concur page. In the Help section, you can find specific instructions for the task you are trying to complete. You can also view demonstrations of the most important tasks.

Who should I contact for assistance with navigating in Concur?
You can contact Concur directly by clicking the Support link in the top left hand corner of the My Concur page. From Support, you can contact Concur directly, log a support case or have a live chat with a Concur representative.
Expense Report:

How do I log in to Concur Travel & Expense?
You will receive your login and password information by email on the go live date.

What steps are involved in completing an Expense Report?
1. Create an Expense Report
2. Fax or Scan receipts to Concur (if faxing, do not forget to include the Fax Cover Sheet)
3. The Approver is notified by email message and will review the Expense Report. He/she then approves or rejects the Report. If rejected, the Report will be sent back to the submitter with a request for changes to be made or additional requirements.
4. The approved Expense Report will be sent to the Concur Expense Processor for reviewing. If any errors are identified, the report will be sent back to the submitter to correct and resubmit to the approver.

On an Expense Report, what is the Transaction Date?
The transaction date is the date when a service occurred or when an item was purchased.

What should I put as the Report Name?
Enter meaningful data that helps you recognize report name when viewed. (i.e. Oracle Conf. California 03/10/11)

If the system is all electronic, how do I submit receipts?
You will “attach” receipts electronically to your expense report by either faxing them to a dedicated fax line directly into Concur, or by uploading scanned images of the receipts directly to the Concur system. The receipts are immediately viewable in the system upon fax/upload.

Concur also has mobile phone applications that allow you to take a picture of your receipt and then upload them directly to the system.

What is the Receipt Store?
1. This is where you can store receipts by uploading them into one place. You may then attach the receipt to your expense report by using this option.

How do I fax a receipt in?
1. When in the Expense Report, click on the Print drop down button, which is on the right hand side of the screen below the Submit Report button.
2. Click on the Fax Receipt Cover Page option. Please note that this page must be printed out and accompanied with all receipt images.
3. Print out the Fax Receipt Cover Page. Fax the cover page along with your receipts to the 866 number listed at the top of the page.

You may view your receipt images after a short period of time by clicking the View Receipts link associated with your expense report. Note: If you do not view receipts, you may get a warning message that you must fax/scan receipts before submitting report.

Can I fax receipts for multiple expenses at once?
No. When submitting receipt information for multiple reports, each set must be transmitted separately. Otherwise all pages will be attached to the first report.
What if I lost my receipt?
A Missing Receipt Affidavit Form is available online during the expense report creation process:

1. When in the Expense Report, click on the Print drop down button, which is on the right hand side of the screen below the Submit Report button.
2. Click on the Missing Receipt Affidavit Cover Page option. Please note that this page must be printed out, completed with Company Name and Signed before faxing.
3. Print out the Missing Receipt Affidavit Cover Page. Fax the cover page to the 866 number listed at the top of the page.

Attach the Missing Receipt Affidavit Form to your business Expense Report just like you would with a regular receipt (fax or scan).

What should I do with my original receipts after they have been faxed or scanned to Concur?
Approvers should confirm that a readable image is available within the Concur Travel and Expense System. Please follow your local retention policy regarding maintaining original receipt copies or contact your local administrator if you have questions about the local policy.

How can I prevent my business Expense Report from being delayed and/or rejected?
In order to prevent your report from being delayed and/or rejected, be sure to submit all the required materials with your report.

1. The following business expenses should be faxed or scanned in with an itemized receipt and proof of payment:
   • Airfare
   • Lodging
   • Individual meals
   • Business meals (with attendees)
   • Car Rental

What items are non-reimbursable?
Please refer to your Travel and Expense Policy or contact your local administrator regarding more information about which items are eligible for reimbursement.

Can I prepare expense reports on behalf of another user?
Yes. If you are a “Delegate” in another employee’s workflow, you will have the ability to prepare reports for that employee, and the employee must submit the report for approval.

Can I edit a report before submitting?
You can edit a report in several ways. You can modify:
   • A Report Entry by opening the report, selecting the individual entry you want to change, and then modifying the entry.
   • The Report date, Expense Type, and all other information pertaining to the report.

When you are finished modifying the report, click the Save & Go to Expense List link. Click Submit.

Note: You cannot modify a report that has been submitted.
How can I edit a submitted report?

Reports that have been submitted or reports that have an Approved and In Accounting Review status cannot be edited. If you have discovered an error that needs to be corrected, notify your approver immediately. Your approver can then send back the report for correction. You can revise and resubmit the report by requesting Resubmit status from your approver.

How can I find the status of an expense report?

There are three areas in which you can view the status of an expense report:

- On the Concur Central page, under My Updates heading, you can view any status changes to your reports.
- On the Concur Central page click Edit & View Expense Reports to view a list of all your reports and the current status of each report.
- If you have an e-mail notification set up, the status of the expense report is displayed in an email message.

How long does it take to be reimbursed for out of pocket expenses after an expense report has been approved?

If your Expense Report follows all the audit guidelines and is not missing any required paper work, it will take 3-5 business days for review of the expense report.

A weekly pay cycle has been created for employees to run on Tuesday and then it will take an additional 2-3 business days for the amount to be deposited to your account. An e-mail notification will be sent to notify you of the deposit date.

What does “Extracted for Payment” mean?

This means that the expense report has been approved and the file is sent to Concur for processing. Payment will be made by direct deposit for out of pocket reimbursable expenses or directly to American Express for approved corporate card charges.

How do I know if my reimbursement has been paid?

If you are set up for direct deposit, you will receive an e-mail notification informing you of the date the amount will be deposited into your account.

Who is my expense Approver in Concur?

Your business unit will determine who the appropriate default approver is for your expense reports.

What happens when my Approver goes on leave?

An Approver can submit a request for a delegate to be applied upon leave if not then expense reports not reviewed within 3 days will be routed to your approvers approver for review and approval.
Approvers:

What should I look for when approving?

When approving a Expense Report, it is very important to check that all required information is complete for the reimbursement to be processed. By approving the Expense Report, you are approving all the expenses that the employee has sent in, so be sure that the Expense Report does not contain items that are not reimbursable. Please check with your local administrator regarding questions about non reimbursable items.

- Receipts
  - make sure the receipts are attached
  - missing receipt form is attached (if applicable)
  - all items are reimbursable
  - itemized receipt is attached (i.e. hotel, meals over $25) and proof of payment
  - itinerary/invoice or e-receipt showing proof of payment for airfare
  - car rental contract, itemized receipt and proof of payment is needed for rentals (rental insurance is not reimbursable)

- Event dates
  - to be sure if an expense should be prepaid or not

How do I review and approve expense reports?

1. In the Approval Queue section of My Concur, click the name of the report that you want to view.
2. On the Expense Report page, click the expense you want to view.
3. Click Approve.

How do I cancel a report I approved after I have already approved it?

Send an e-mail to concur@newspapersuppor.com to request a cancellation of an expense report within the same day the expense was approved. **It is important to do this immediately!**

How do I send an expense report back to an employee?

1. In the Approval Queue section of My Concur, click the name of the report that you want to view.
2. Click Send Back to Employee page, add comments in the Comment box.
3. Click OK.

What happens if I don’t approve an expense report?

If you do not approve an expense for your employee, after 3 days the expense will be forwarded to your Approver.

How do I add an additional approver to review and approve the expense report?

1. In the Approval Queue section of My Concur, click the name of the report that you want to view.
2. Click Approve & Forward.
3. In the Approval Flow window, click the Search Approvers By dropdown arrow.
4. Select the desired search option from the dropdown list.
5. In the User-Added Approver field, type the search criteria.
6. From the list of options displayed by the search, select the appropriate approver.
7. Click Approve.