Concur Travel and Expense Management: **Overview**

Welcome to our training on Concur Travel and Expense Management.

Project Steering Committee

- **Ethan Erickson**, Vice President for Administration and Finance
- **Fran Willbrant**, Associate Vice President, Financial Services
- **Chad Currier**, Interim Chief Technology Officer
- **Joe Mocnick**, Dean, Hale Library
- **Grant Chapman**, Associate Provost, International Programs
- **Geneva Jahnke**, Budget/Fiscal Officer, College of Ag/K-State Research & Extension
- **Michael James**, Executive Director, Admin & Finance Salina
- **Christopher Jones**, Interim Department Head, Civil Engineering
- **Michael Raine**, Information Technology Manager, College of Business

Project Implementation Team

- **Memory Buffington**, Assistant Vice President, University & Shared Services Accounting
- **Britt McLaughlin**, Director of Financial Operations
- **Christa Beemer**, Training Coordinator and Functional Systems Manager
- **Aaron Stroot**, Director of Systems & Fund Balancing
- **Ed Puckett**, Enterprise Senior IT Project Manager
- **Stacy Divine**, IT Business Analyst
- **Paulette Arnold**, IT Administrator
- **Matt Fuller**, Assistant Director of ERP Systems
- **Nick Zimmermann**, Business Analyst II
- **Keoni Messer**, Functional Systems Analyst

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I'd like to start by acknowledging the Project Steering Committee and Implementation Team...

Today’s Session:

- Announcements
- Concur Overview
- Supervisor/Department Head Responsibilities
- Business Liaison Responsibilities

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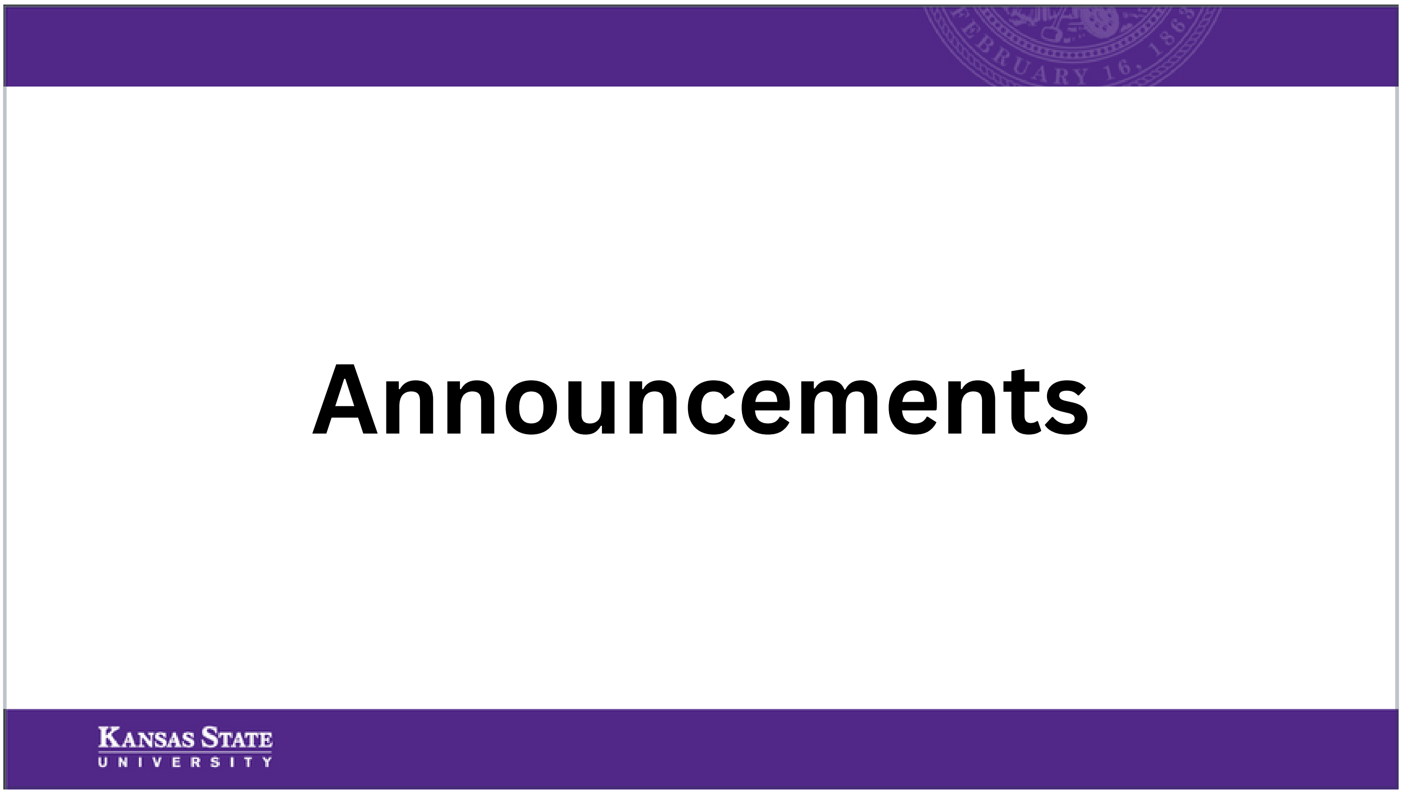
Today’s session is divided into four main segments: a few announcements, an overview of Concur information that is relevant to everyone, a look at the responsibilities of the supervisor and department head in the Concur approval process, and a summary of the business liaison’s responsibilities in the review process. At the end of the session that applies to you, feel free to leave or stay at your convenience.

At various points, we will provide a dedicated time for questions and answers. Please hold your questions until we come to these breaks. To make sure we are respectful of your time and complete the training on time for you, we are limiting the time of these QA sessions. If you have questions that don’t get answered today, we have a survey link available on our concur.k-state website where you can submit questions. The QR code for that link is posted around the room and on the screen. You can point your phone camera at the code to gain access to the link as well.



Starting with our announcements,

- **US Bank cards**
  - pick-up
  - UMB transition
- **Travel**
  - Concur
  - Anthony Travel

Kansas State University

we wanted to remind everyone that new US Bank credit cards are being distributed. We have them available here today for you. You can also pick up your card at 105 Anderson Hall, Monday through Thursday from 8 a.m. to 4 p.m. from February 27-March 31. You'll need to have your photo ID with you to claim your new card. Existing UMB cards will be deactivated upon activation of the new card. And all UMB cards will be deactivated by March 31. All UMB transactions will continue to be expensed and submitted through a BPC voucher in eForms. All transactions for the new U.S. Bank cards will be expensed through Concur. Our second announcement involves travel. Concur is available for booking travel. Anthony Travel, our new travel management company, will provide training on the travel booking process in late March. We will also have a full-time Anthony Travel agent on-site in the Student Union who is available to help book travel. Concur is the only current option to expense and submit travel expenses in our current state. eForms for travel vouchers is not being restored. For those employees who have unreimbursed travel expenses from prior trips, those expenses need to be reported through Concur.

Key Business Process Changes:

- Business travel booked on a card in traveler's name
- Concur central card available for booking airfare
- Travel requests required for all travel except in-state mileage
- Expenses submitted by category
  - Travel Expense Reports
  - Purchase Card (Non-travel) Expense Reports
  - Non-travel (Out-of-pocket) Expense Reports

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A few key business process changes to be aware of:
a. Employee business travel expenses (except business travel meals) paid by card must be placed on either a university card issued in the traveler's name or the traveler's personal card.
b. The Concur booking tool includes a central card that may be used to book airfare. Charges placed on this central card are allocated through the traveler's expense report.
c. All travel except in-state mileage requires a pre-approved travel request, submitted through the Concur travel request process.
d. Expense reports are submitted in Concur according to the category of expense. For any expenses you incur, you are responsible for submitting the applicable type of report. If you have both travel and non-travel expenditures in a month, you would need to submit expense reports for both types of expenses. The three types of expense reports include
i. travel expense reports, containing all expenses associated with a travel event, including both those paid by university credit card and paid out-of-pocket. Travel expense reports replace the eForms travel voucher.
ii. purchase card non-travel expense reports. Purchase card (non-travel) expense reports replace the eForms BPC voucher.
iii. and non-travel expense reports. These expense reports allow for the reimbursement of funds paid out-of-pocket by the employee. All employee reimbursements are required to be paid through the Concur expense report process.

- **concur.k-state.edu**
  - Training
    - videos
    - printable pdfs
  - FAQs
  - Survey link
- **Concur Collaboration Zoom sessions:**
  - February 27-March 31: 8am-noon; 1-5pm (hours may be reduced based on need)
  - https://ksu.zoom.us/j/94653408664 Meeting ID: 946 5340 8664
- **Anthony Travel**
  - Training March 26-28
  - On-site agent April 1

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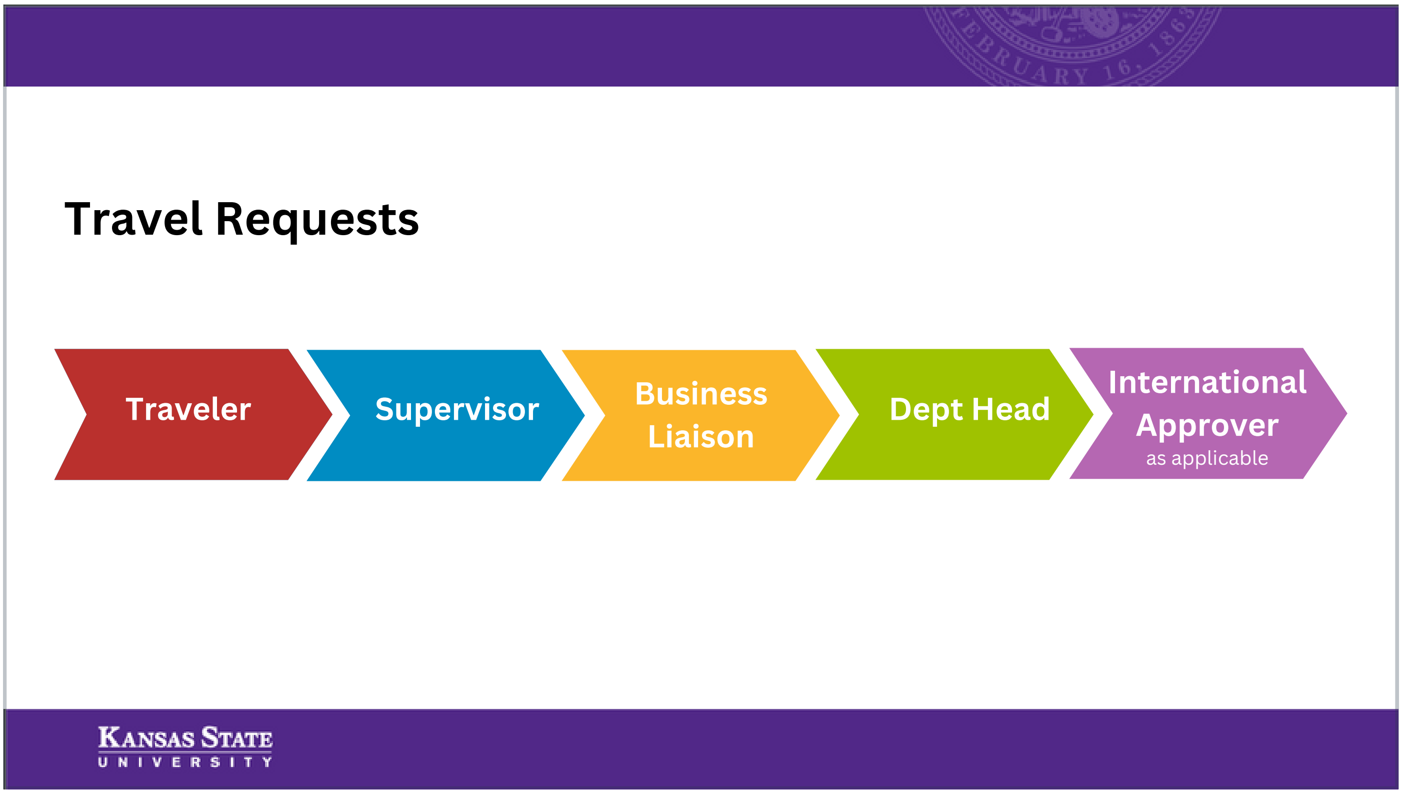
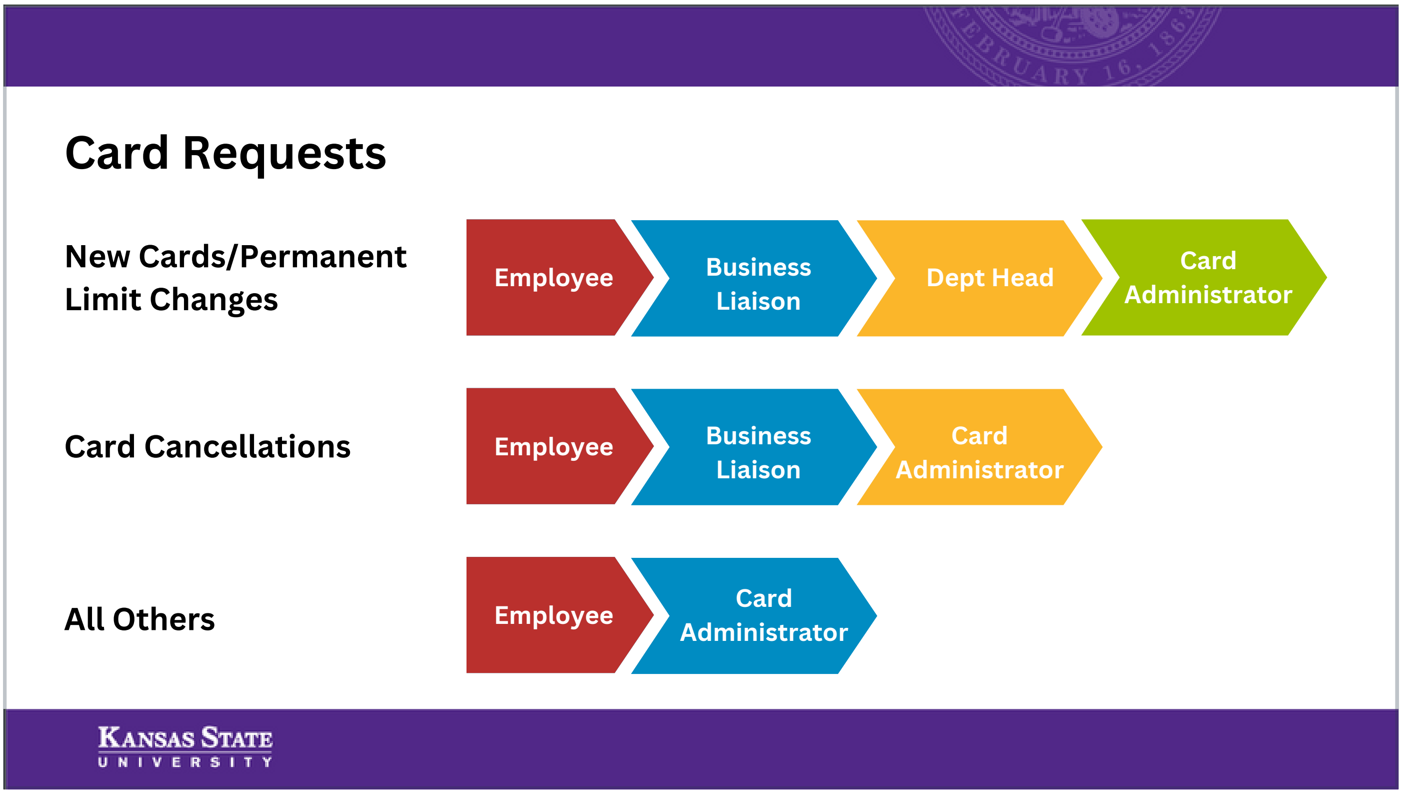
I'd like to point you to a variety of resources available to you. We have a strong library of support resources for you, including the K-State Concur website with its training videos and printable pdf instruction guides, extensive FAQs, a survey link that allows you to send in Concur questions to our support team—QR code available for quick access to that link—an open Concur Collaboration Zoom session—and for travel booking, the upcoming Anthony Travel trainings and on-site agent. Please reference these resources and reach out with questions.

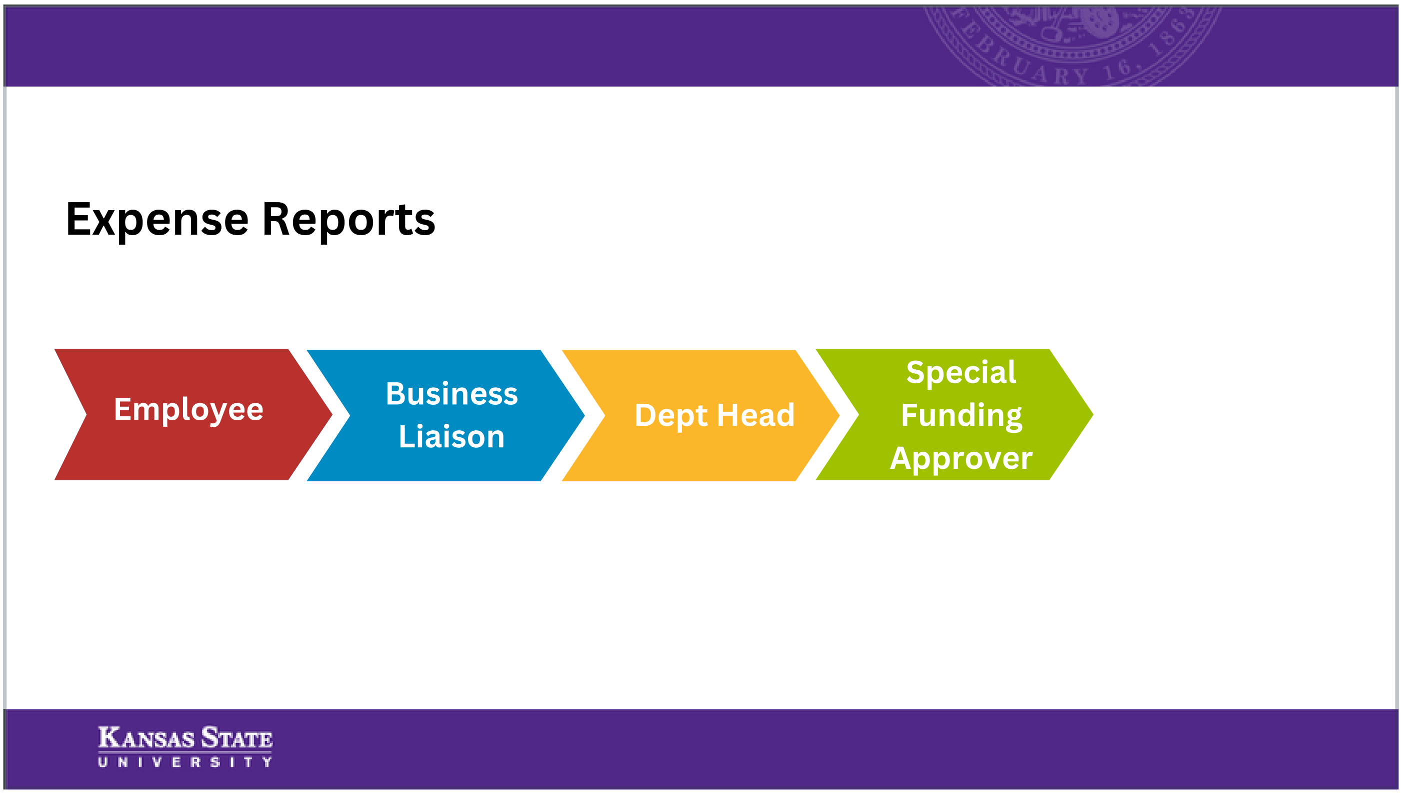
Let's look, then, at Concur itself to understand the practical application of these processes. It's helpful first of all to understand the general way Concur works. Items in Concur flow through an approval process—also called the approval flow or workflow. This workflow varies among different types of requests and reports.



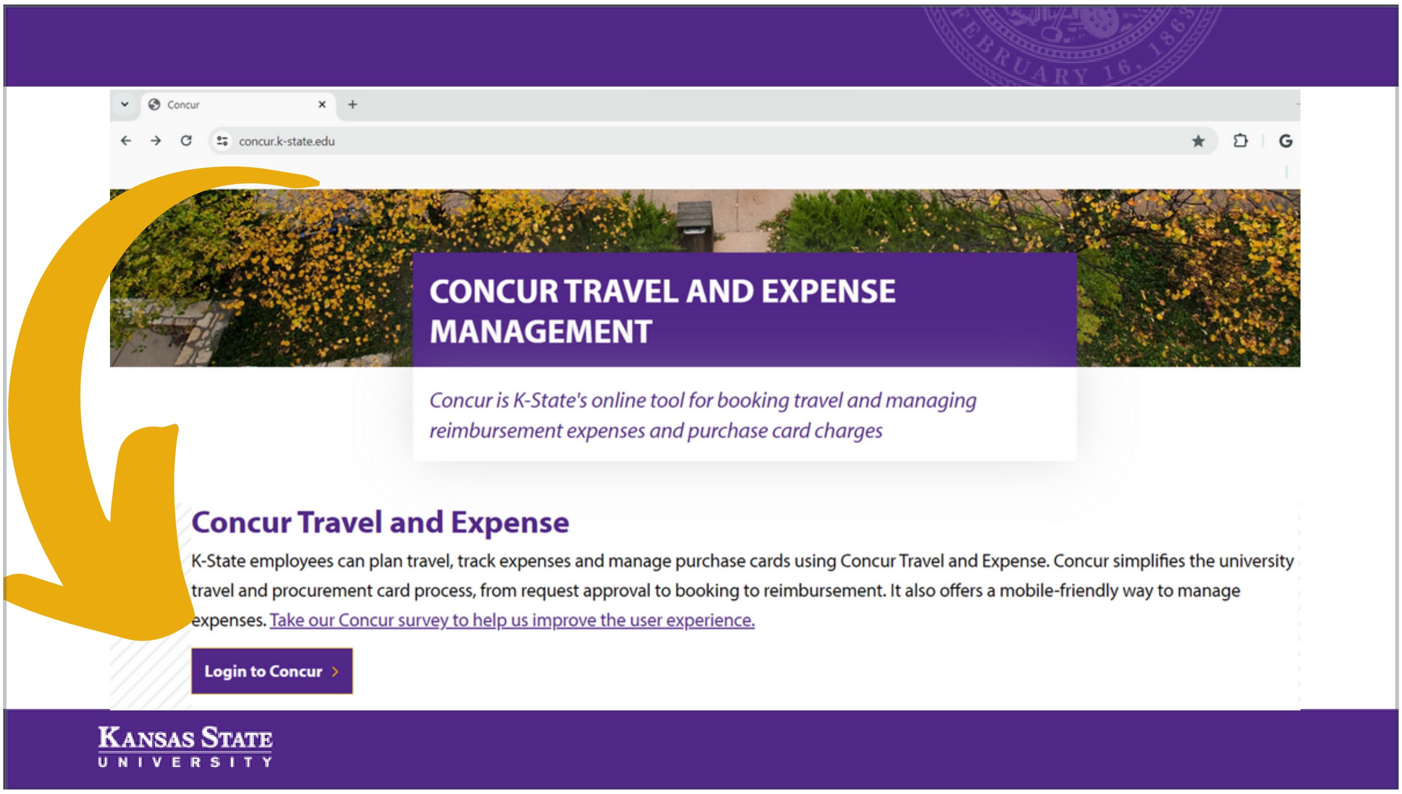
For travel requests, the traveler submits the request; it goes to the traveler’s supervisor, then to the business liaison, then to the department head, and finally—if applicable—to a special approver (such as the international approver for international travel or the cash advance administrator for cash advance requests).



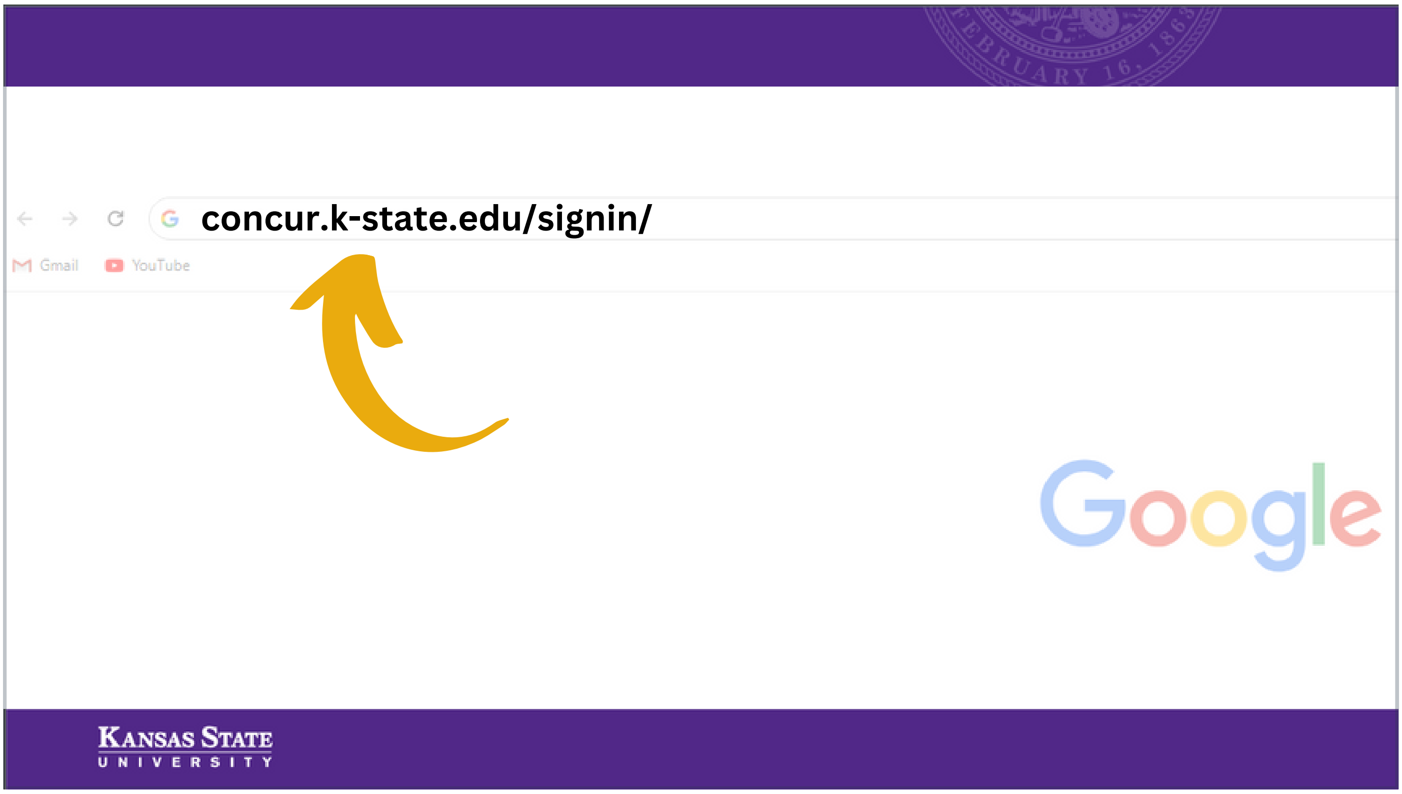
For card requests, for new cards or permanent limit changes, the employee submits the request; it goes to the business liaison, then to the department head, and finally to the card administrator. Card cancellations move from the employee to the business liaison to the card administrator. And all other card requests go from the employee directly to the card administrator.



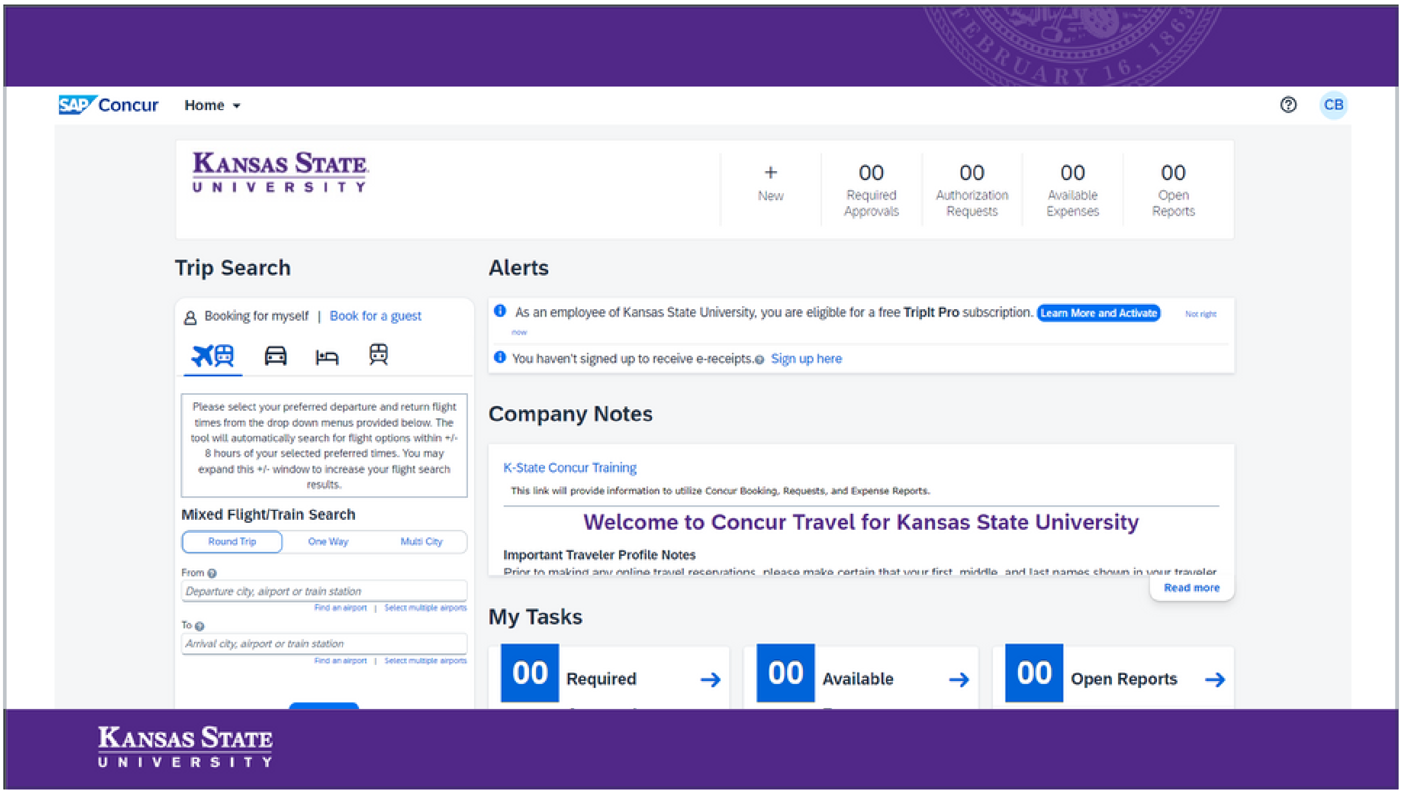
For expense reports—of all types— the employee submits the report; it goes to the business liaison, then to the department head, and finally, if applicable, to the special funding approver for expense reports involving AES or SPA funding.



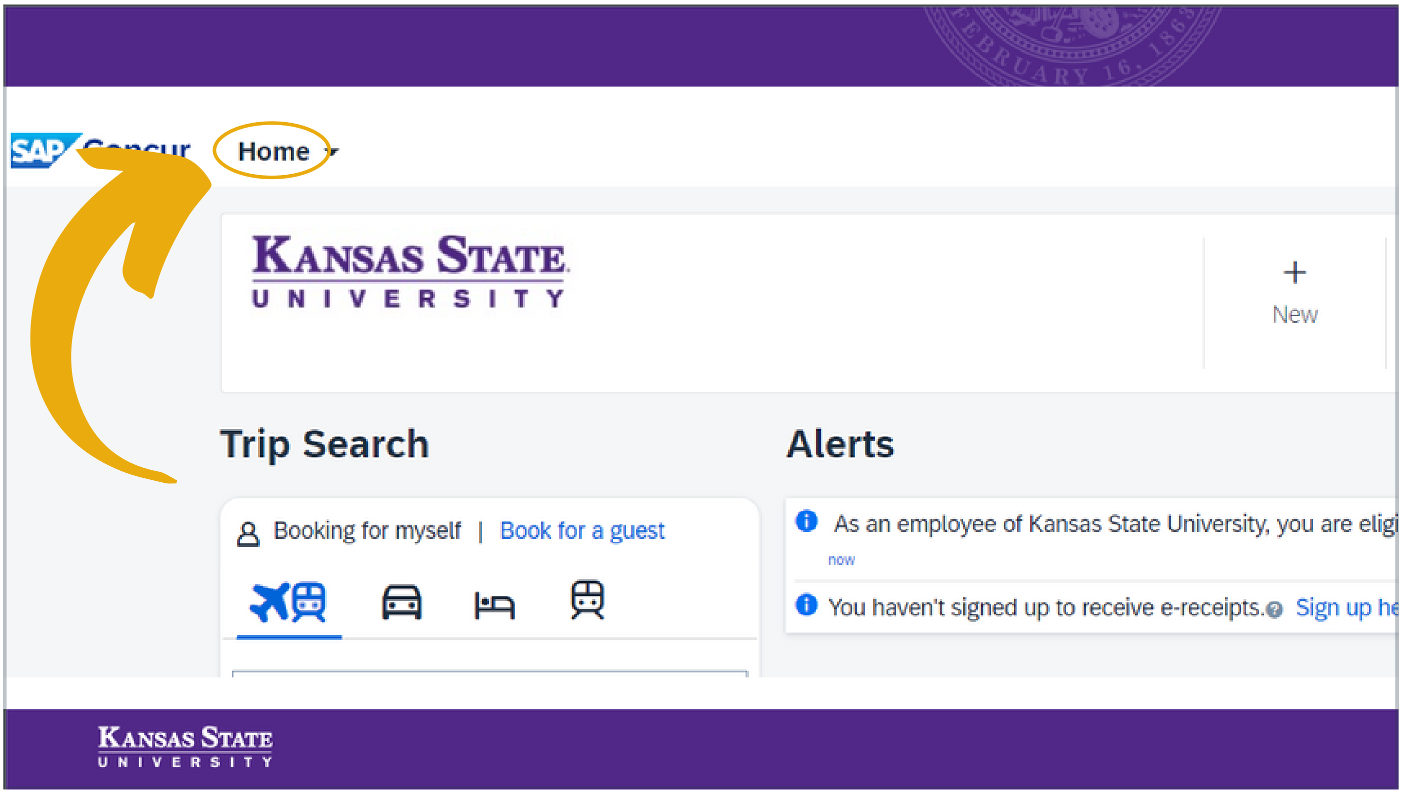
The first step in working in Concur is to log in. There are links to log in via the K-State Concur page,



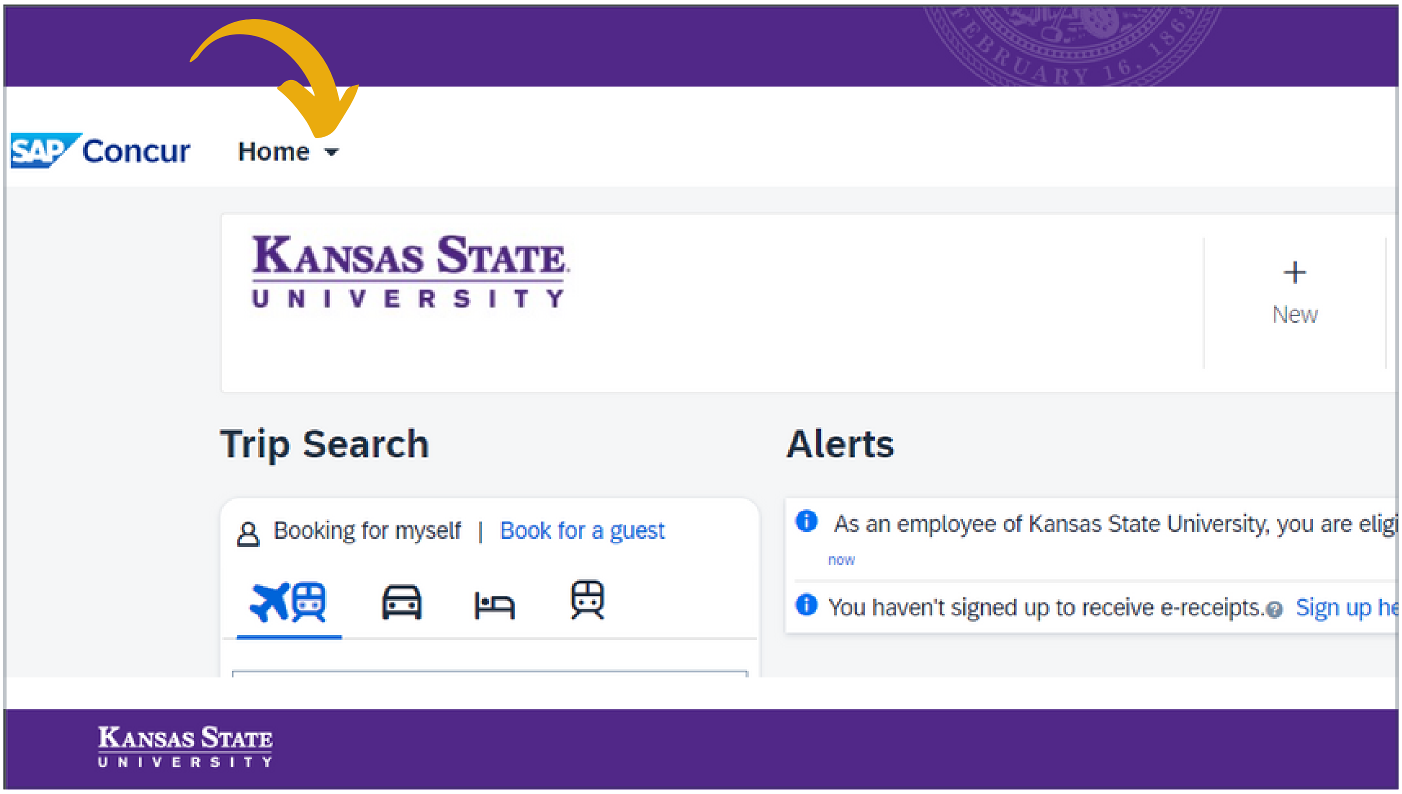
Or you can enter the sign-in address directly into your web browser. That address is concur.k-state.edu/signin/



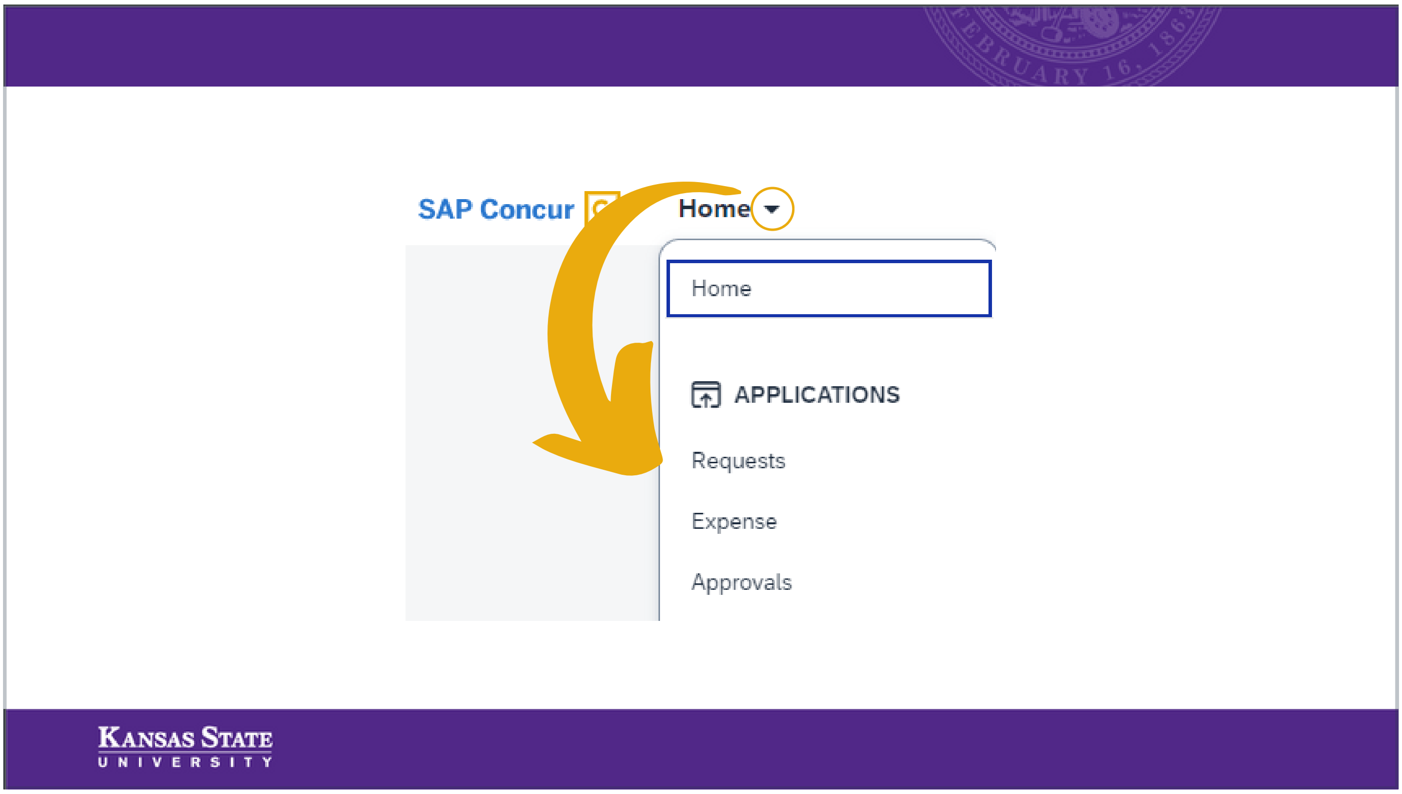
When you log in, you'll first see this screen. This is the Concur dashboard,



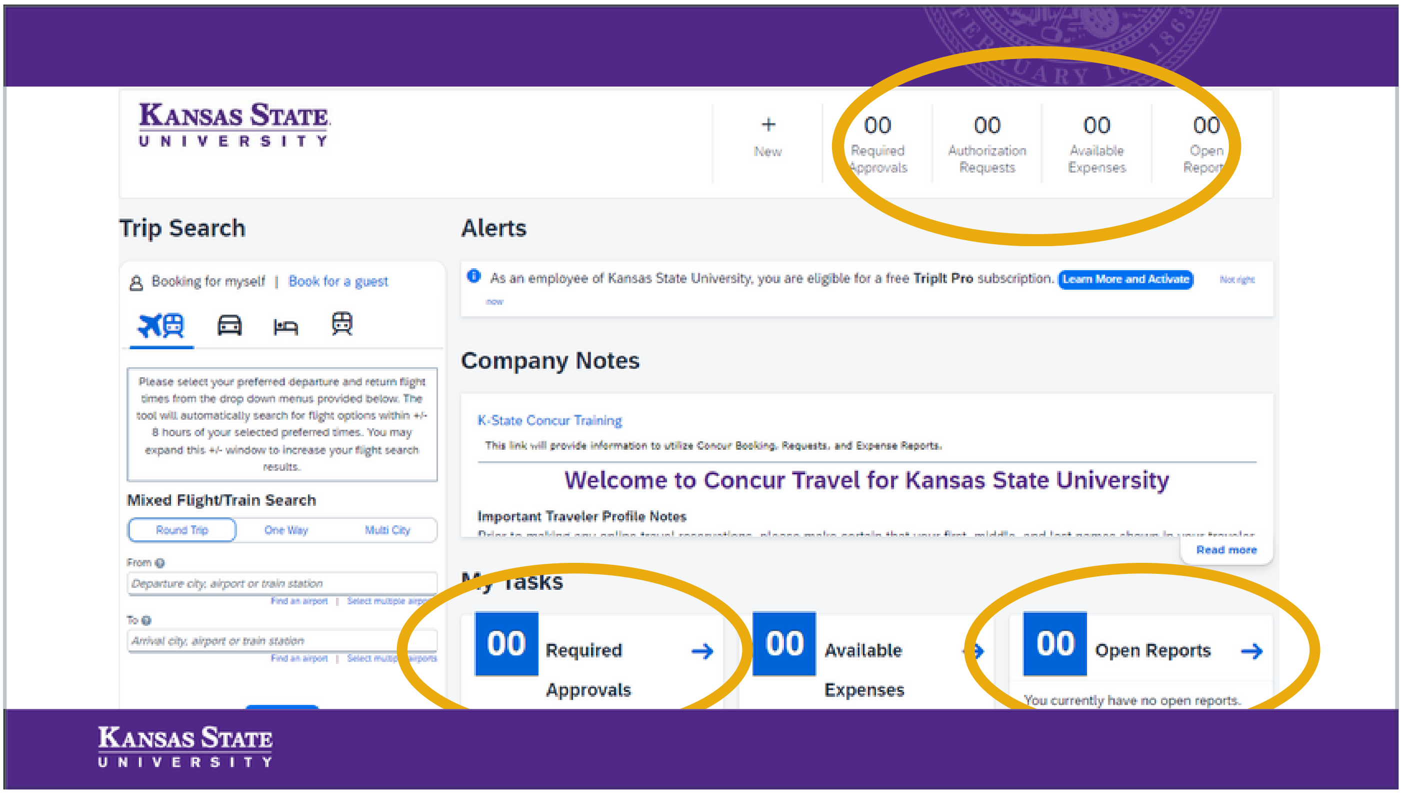
also called the Home page.



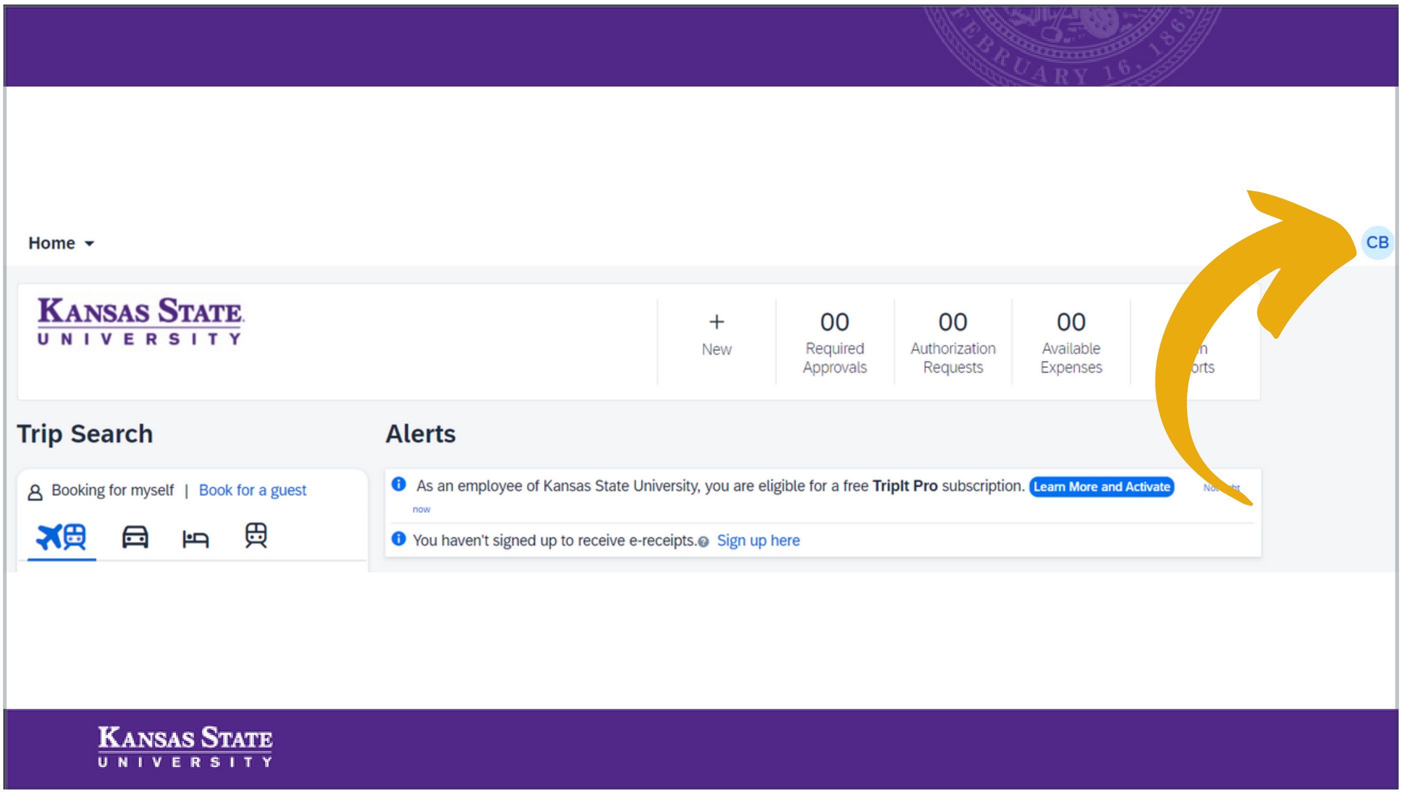
You’ll notice that, next to the word Home, there’s a triangle dropdown menu. You can click here



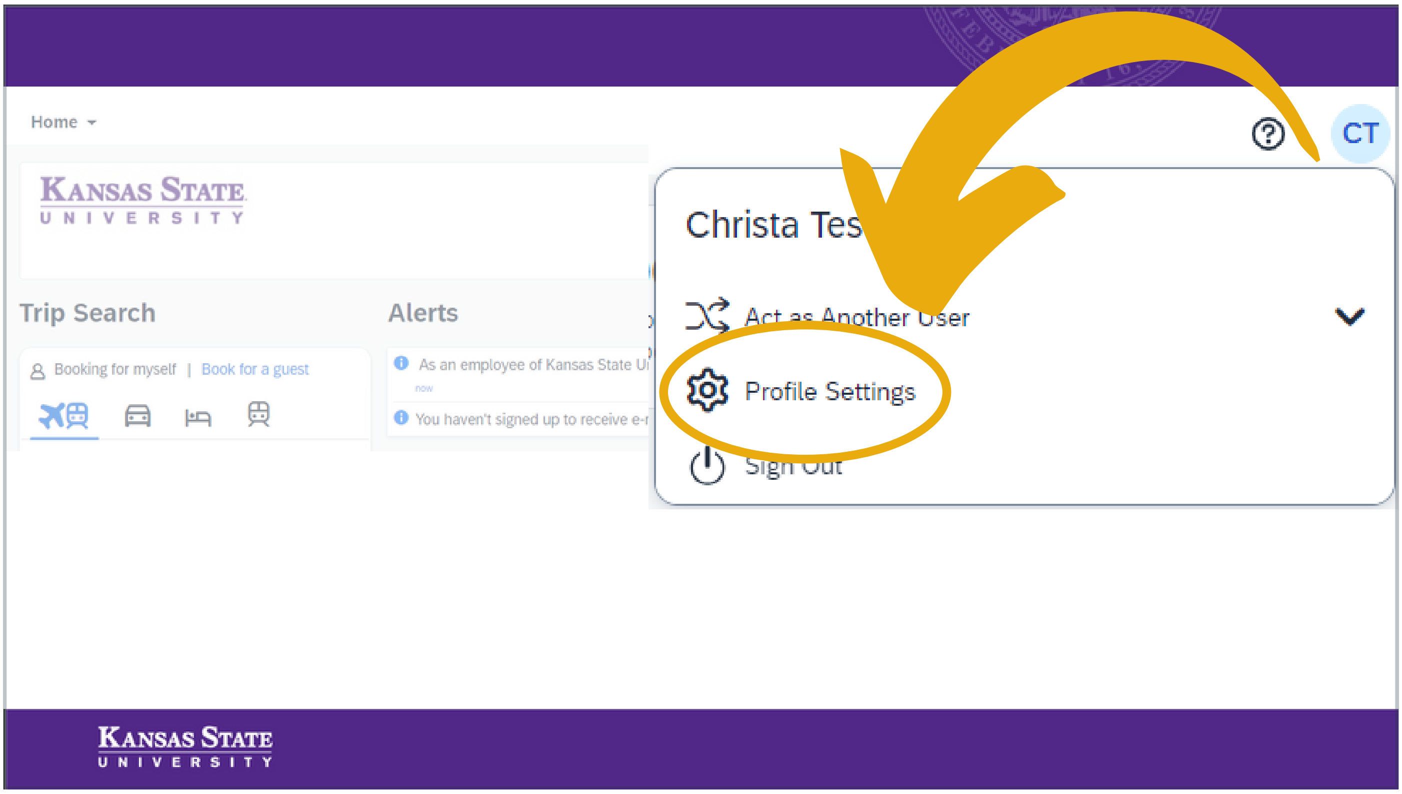
to open the dropdown menu of pages available to you in Concur. These include the Requests page, where you will access and work with requests; the Expense page, where you will access and work with expense reports; and, if you are an approver within your department, the Approvals page, where you will access and work with all items requiring your approval.



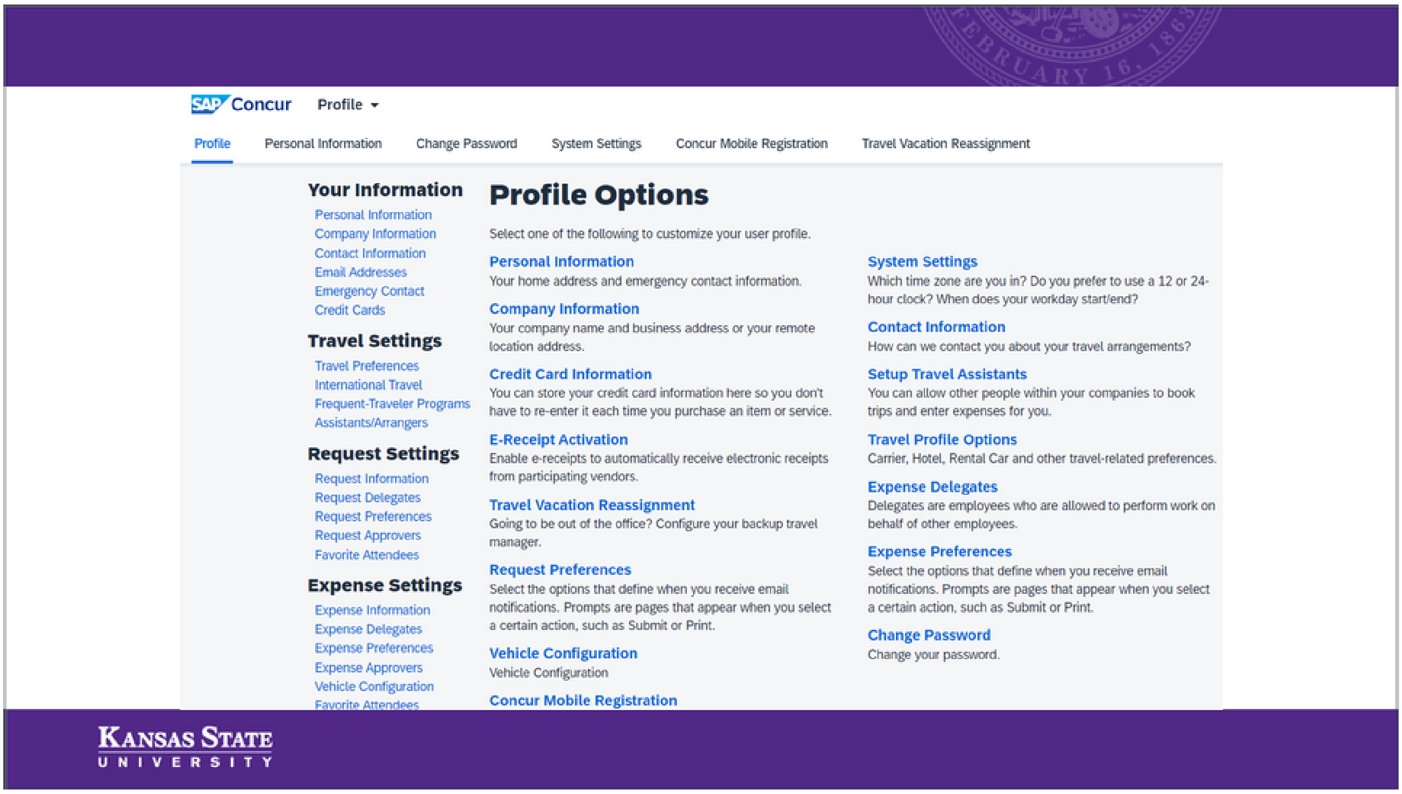
You can also access these items from the top menu bar or center section of the dashboard or in the center My Tasks section. You'll notice that a consistent element of Concur is that it provides numerous options for navigation. You can use the one that works best for you.



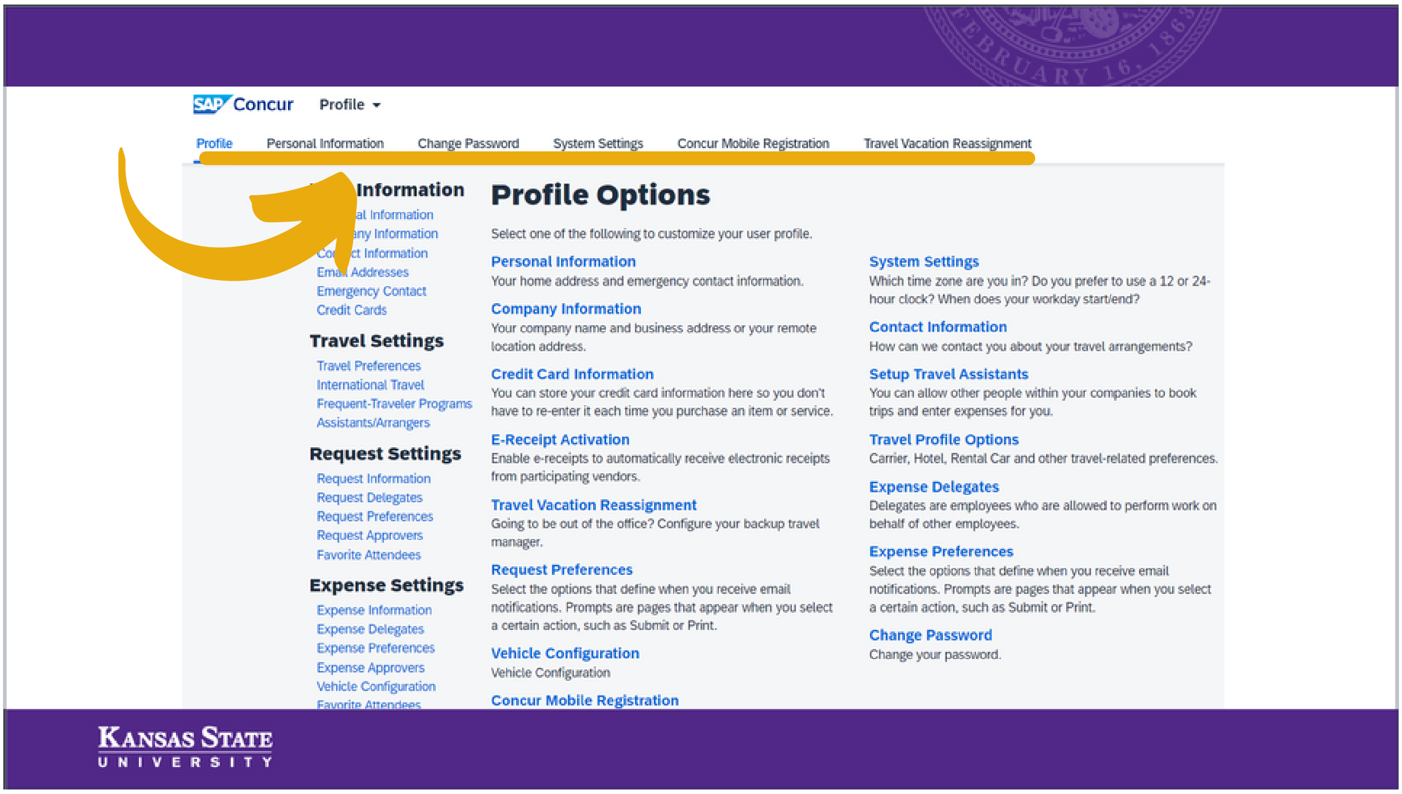
Also on the dashboard, in the top right corner, you'll see the round profile icon.



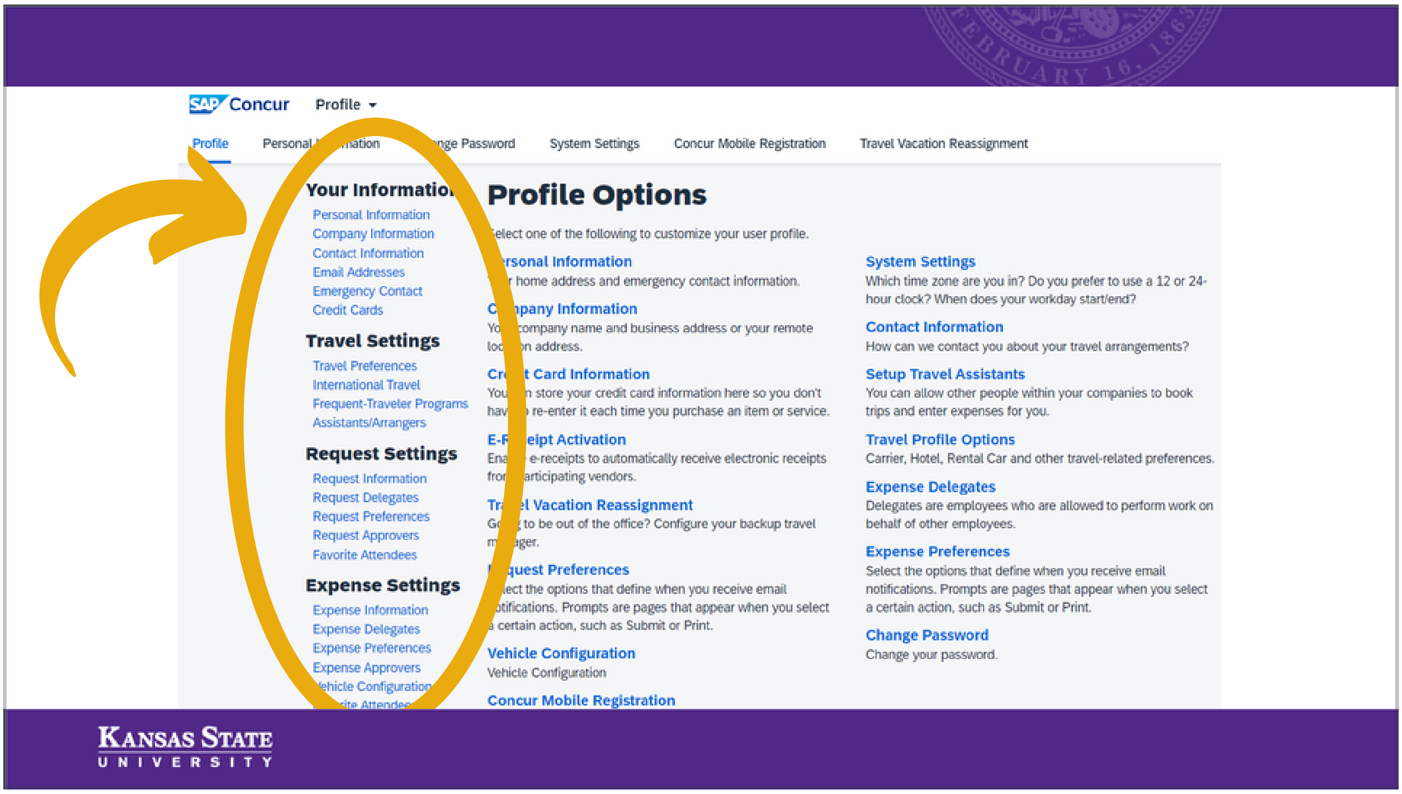
You can click here to access your profile settings. One of the first things you will want to do to get started in Concur is to work through these profile settings to get Concur set up for yourself.



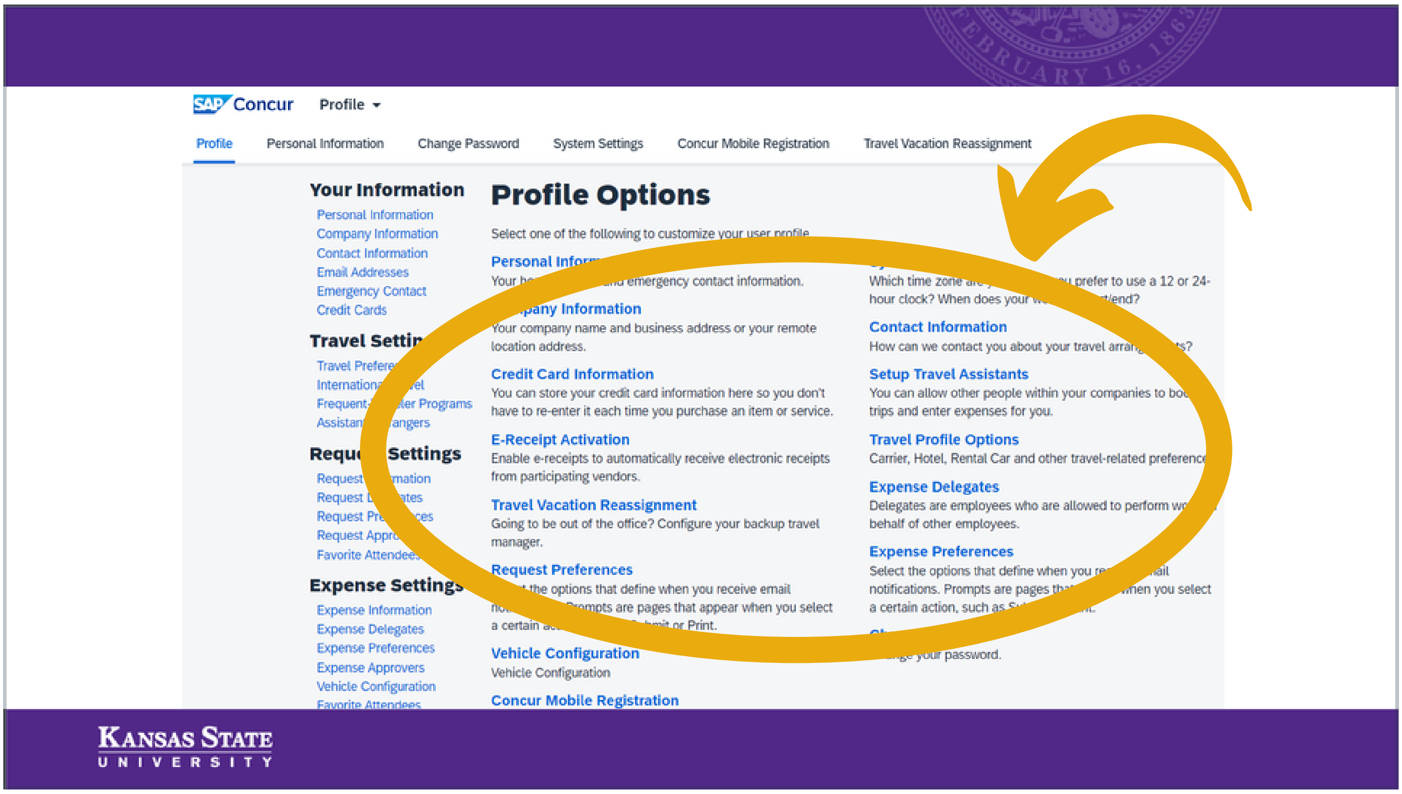
Clicking on the profile settings link takes you to the Profile Options page.



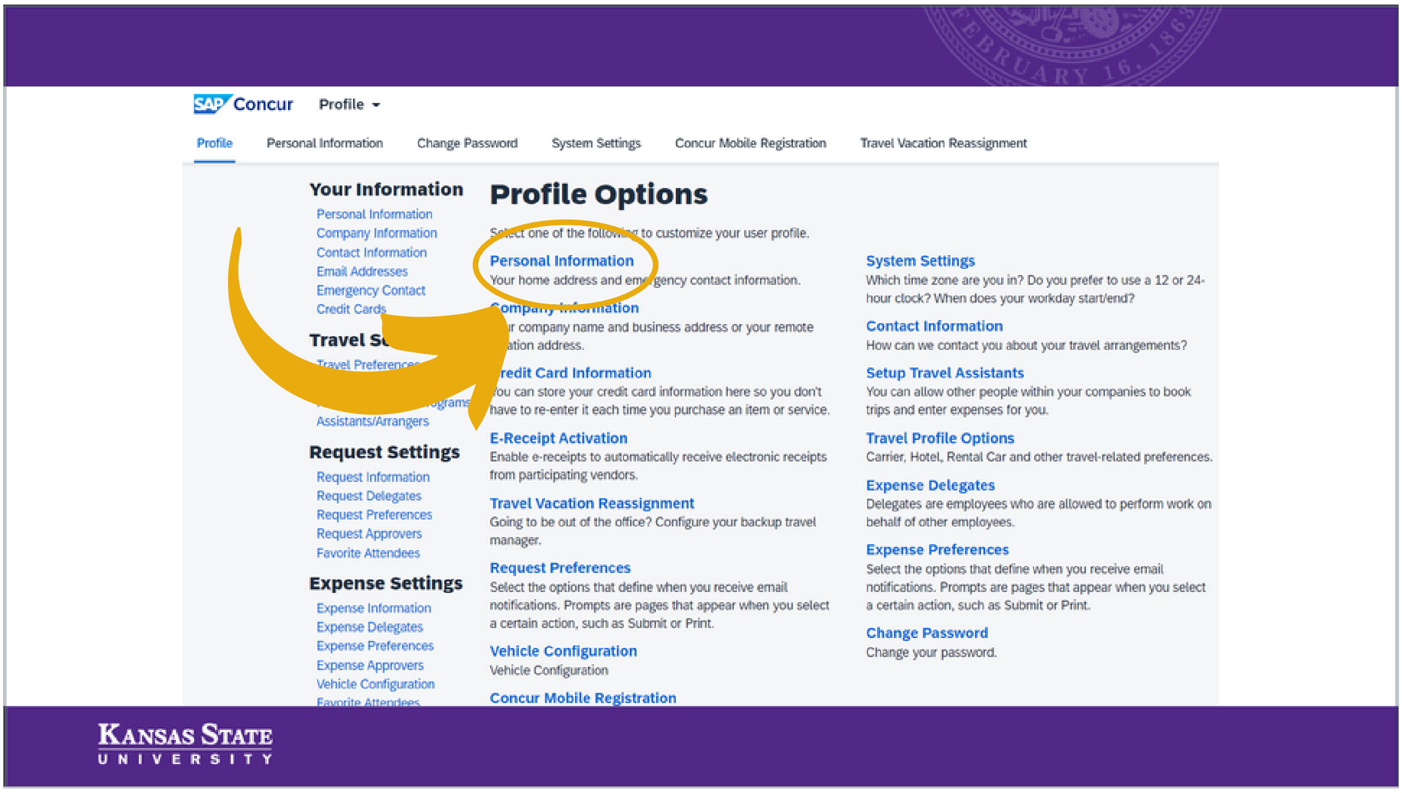
There are quick links at the top of the page to access some of the most commonly-used settings,



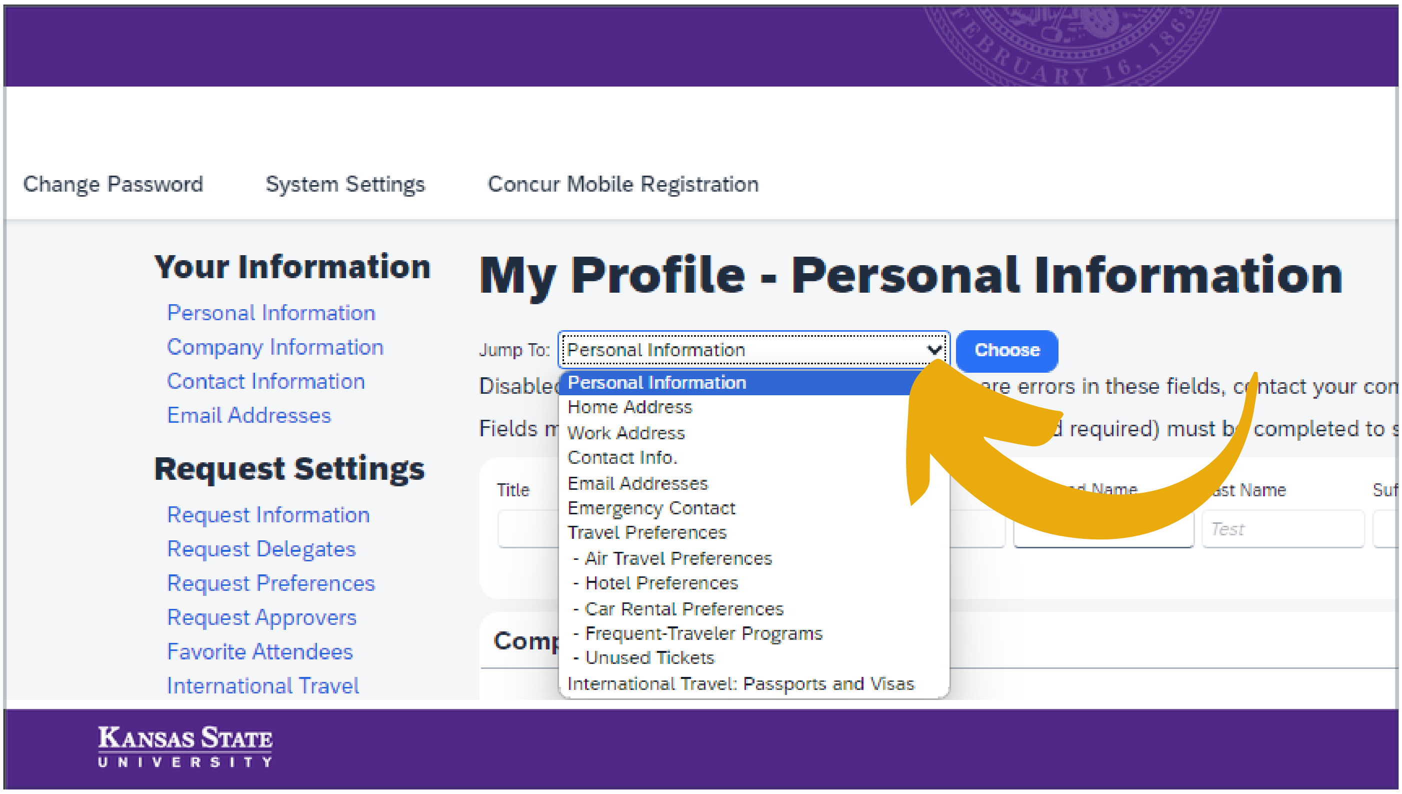
or you can access any of the settings from the left sidebar



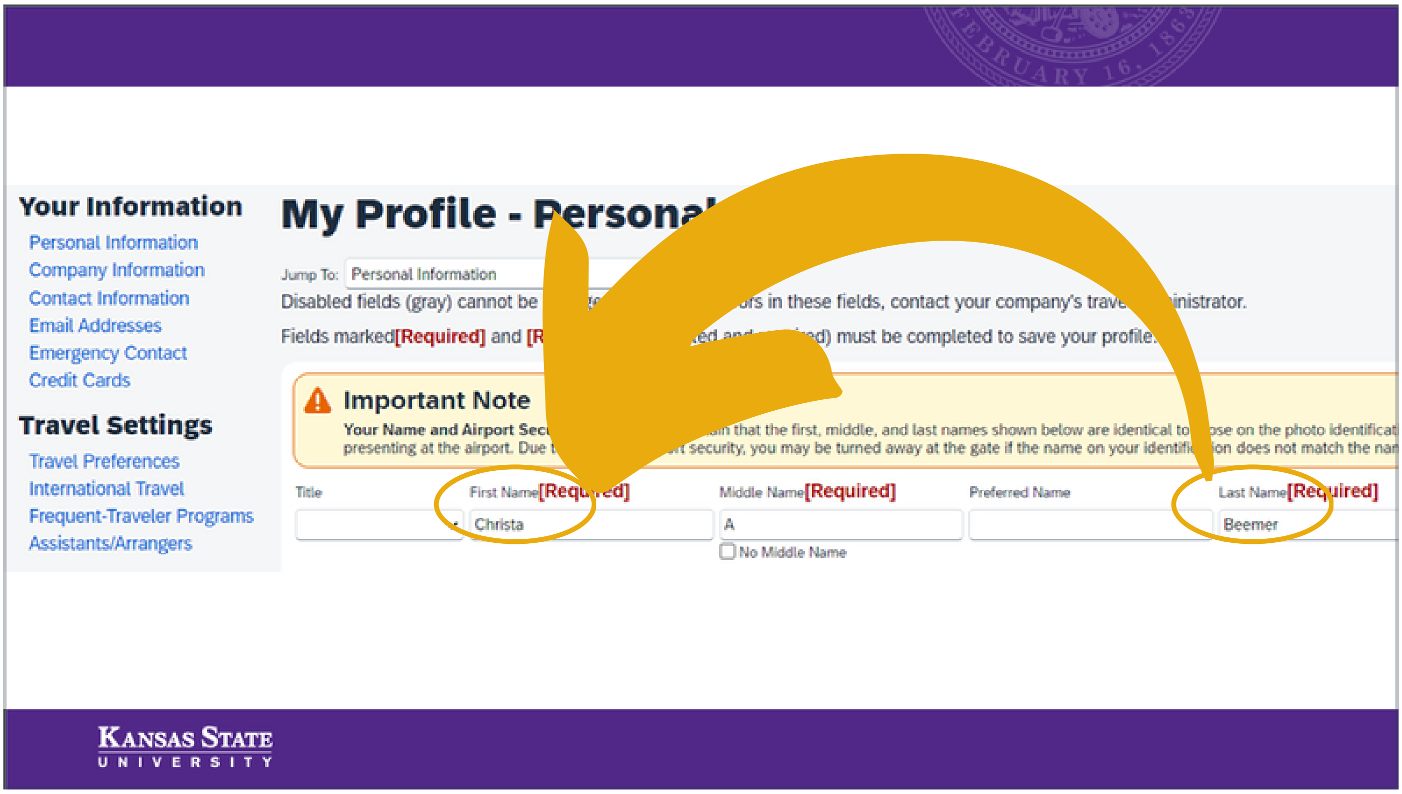
or the main content of the page.



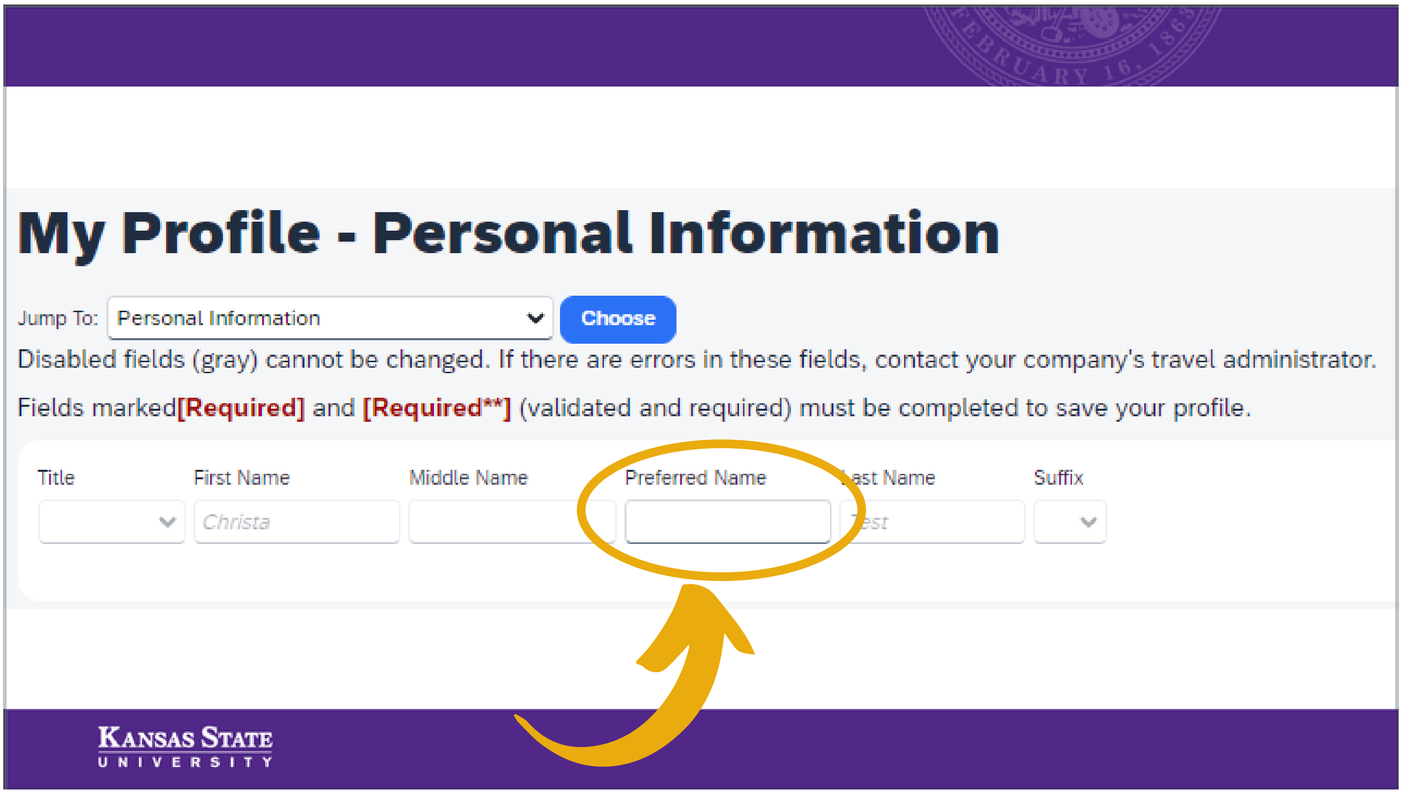
One of the primary settings is Personal Information.



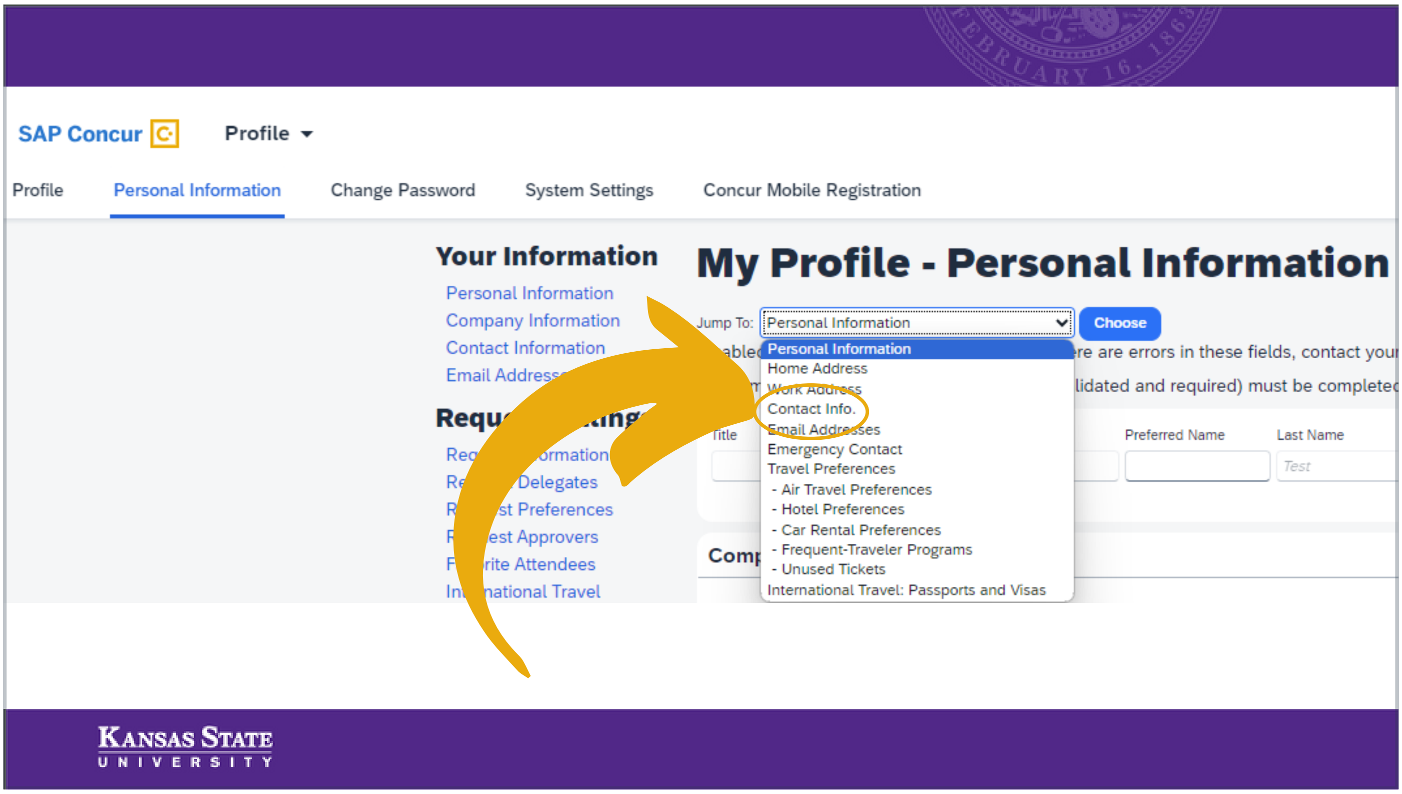
Under Personal Information, the dropdown menu at the top of the page allows you to jump to any of Personal Information sections to quickly access the information you need to update—or you can scroll down the page.



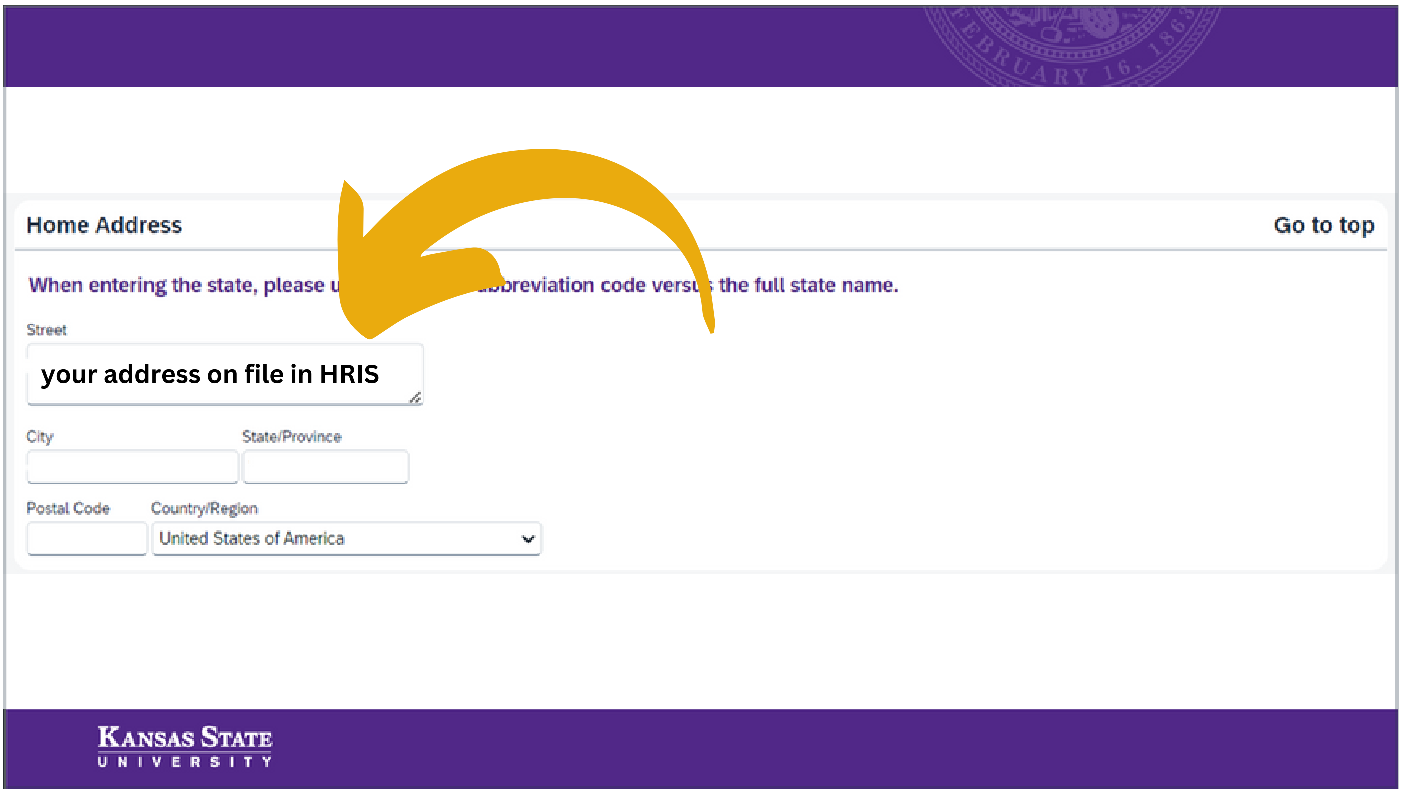
Under the first section of the Personal Information page are your name details. The first and last name fields are sourced from HRIS. It is important to make sure these fields are correct and that you update any changes to your name in HRIS through your HR Liaison. The name listed in Concur must match the name used on your travel documents. This ensures that all travel registration corresponds with the IDs used for boarding.



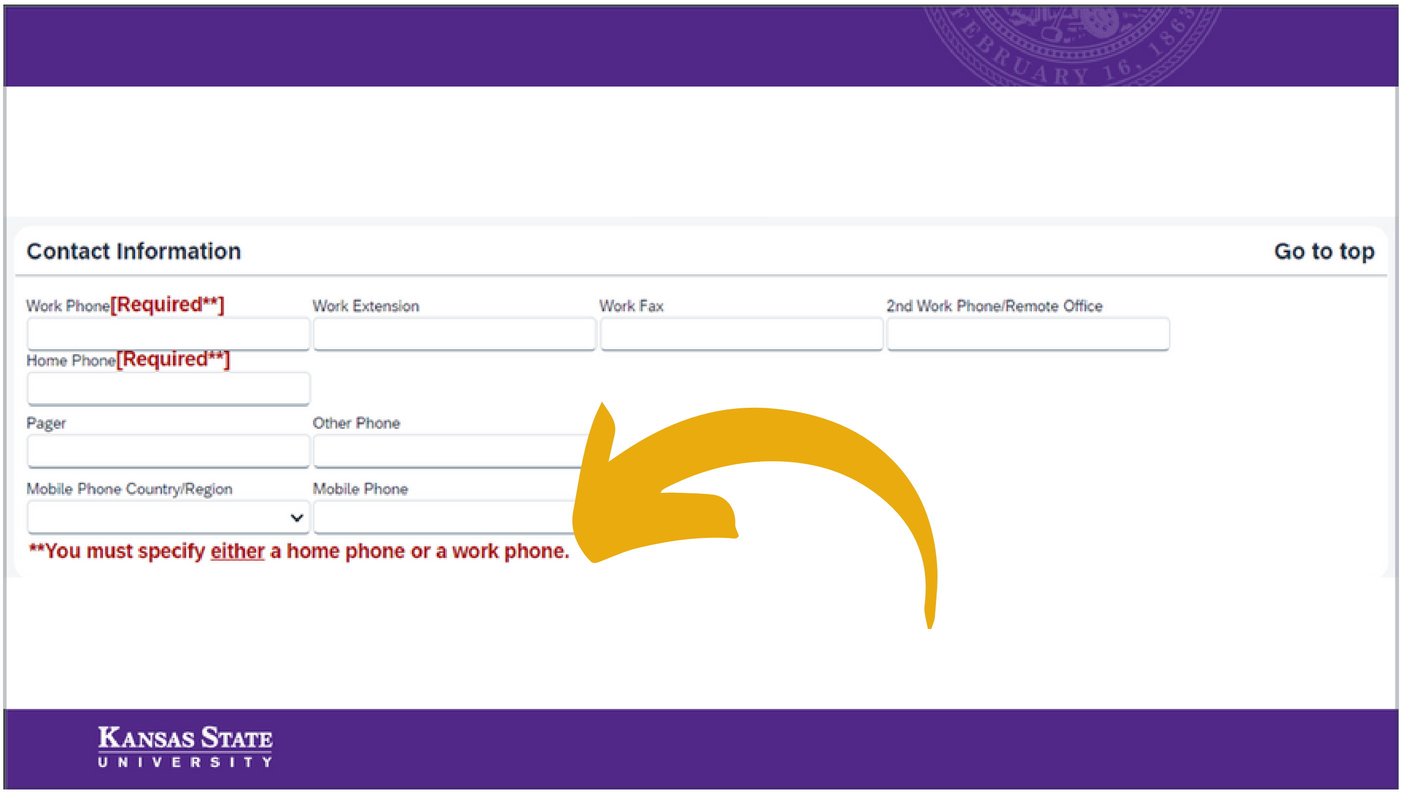
You can also enter your preferred name in Concur.



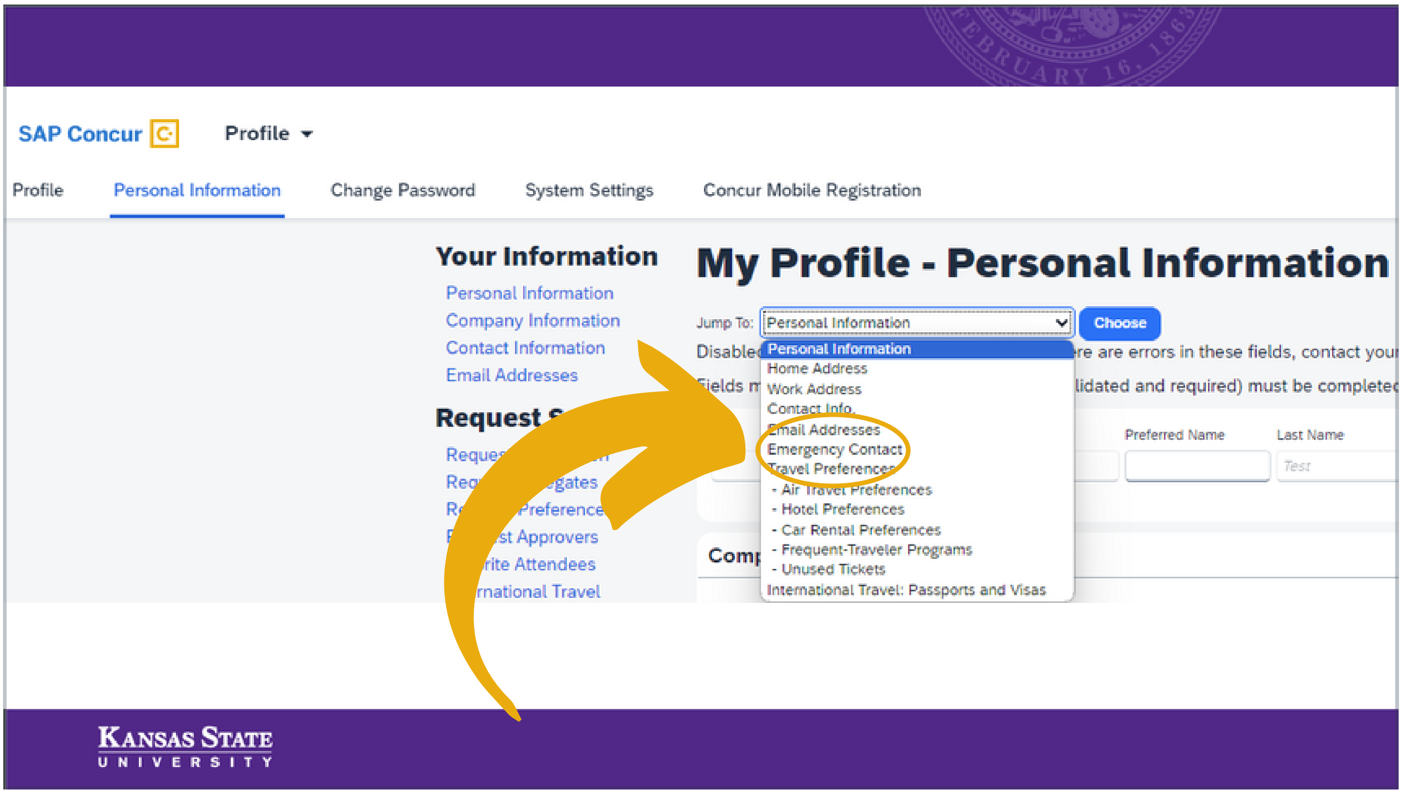
Along with confirming that your name is correct in Concur, you want to confirm that your address is correct and enter a phone number as well. These settings can be found under Contact Information.



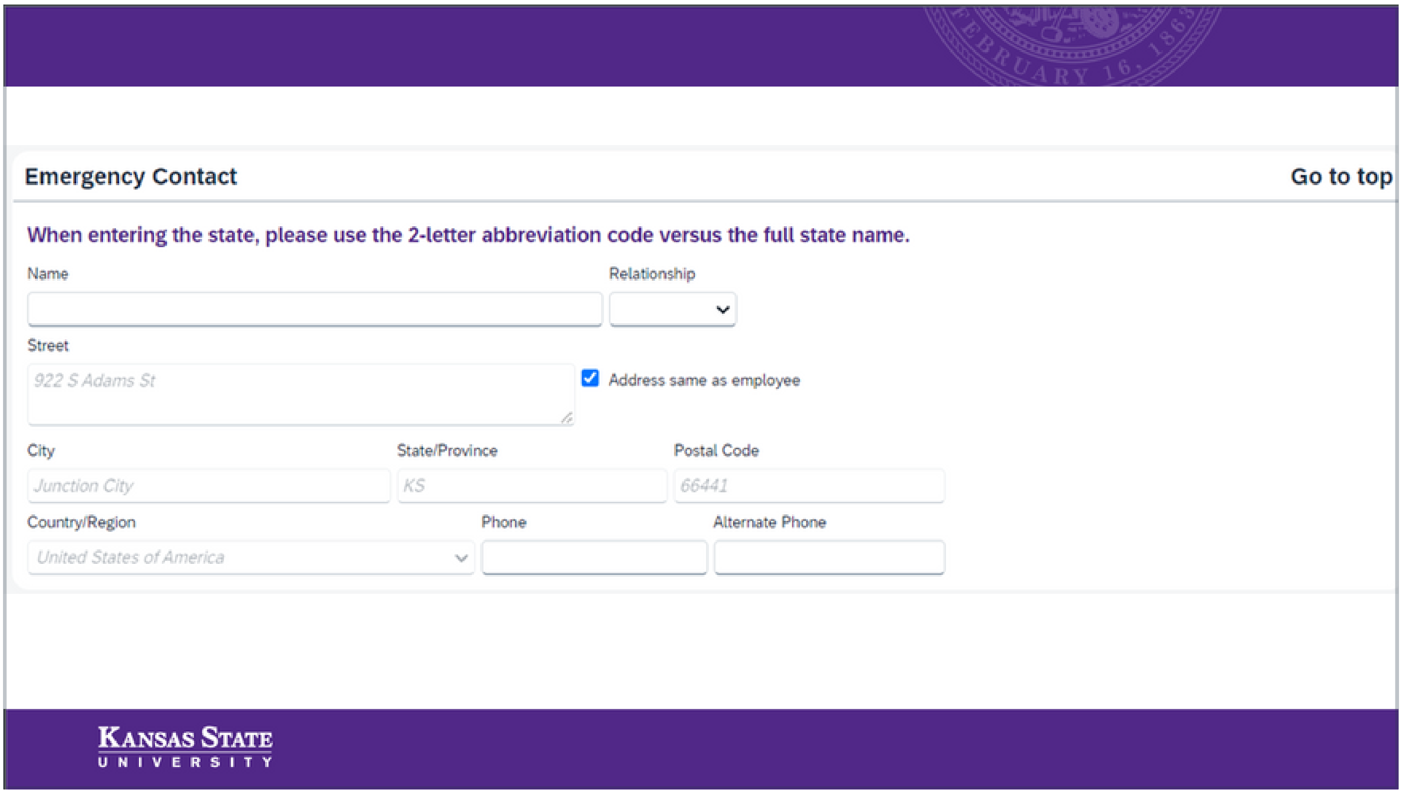
The address information is sourced into Concur from HRIS. If this address is incorrect, you will need to update the address you have on file in HRIS.



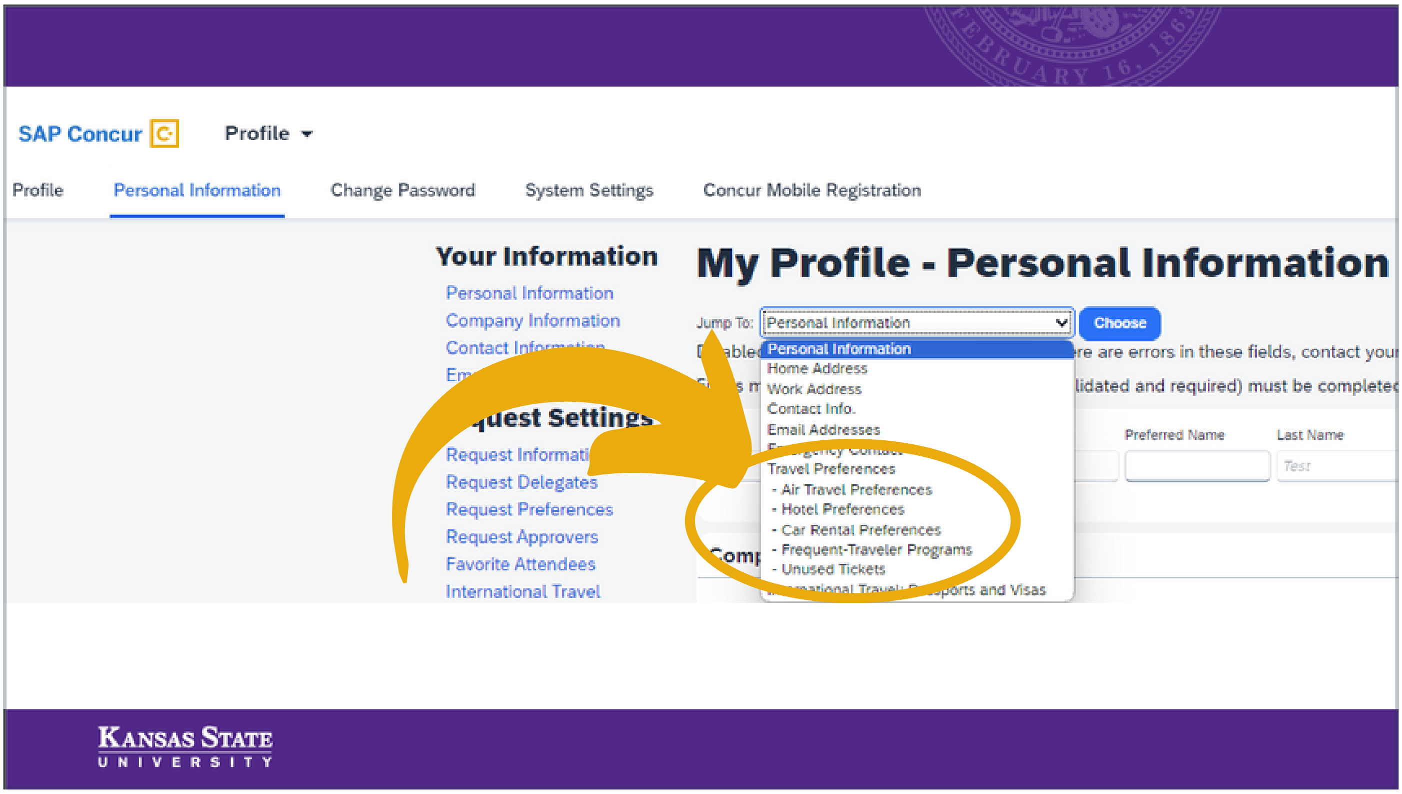
The phone number is not sourced in. You can provide your preferred number but must enter at least one work or home number.



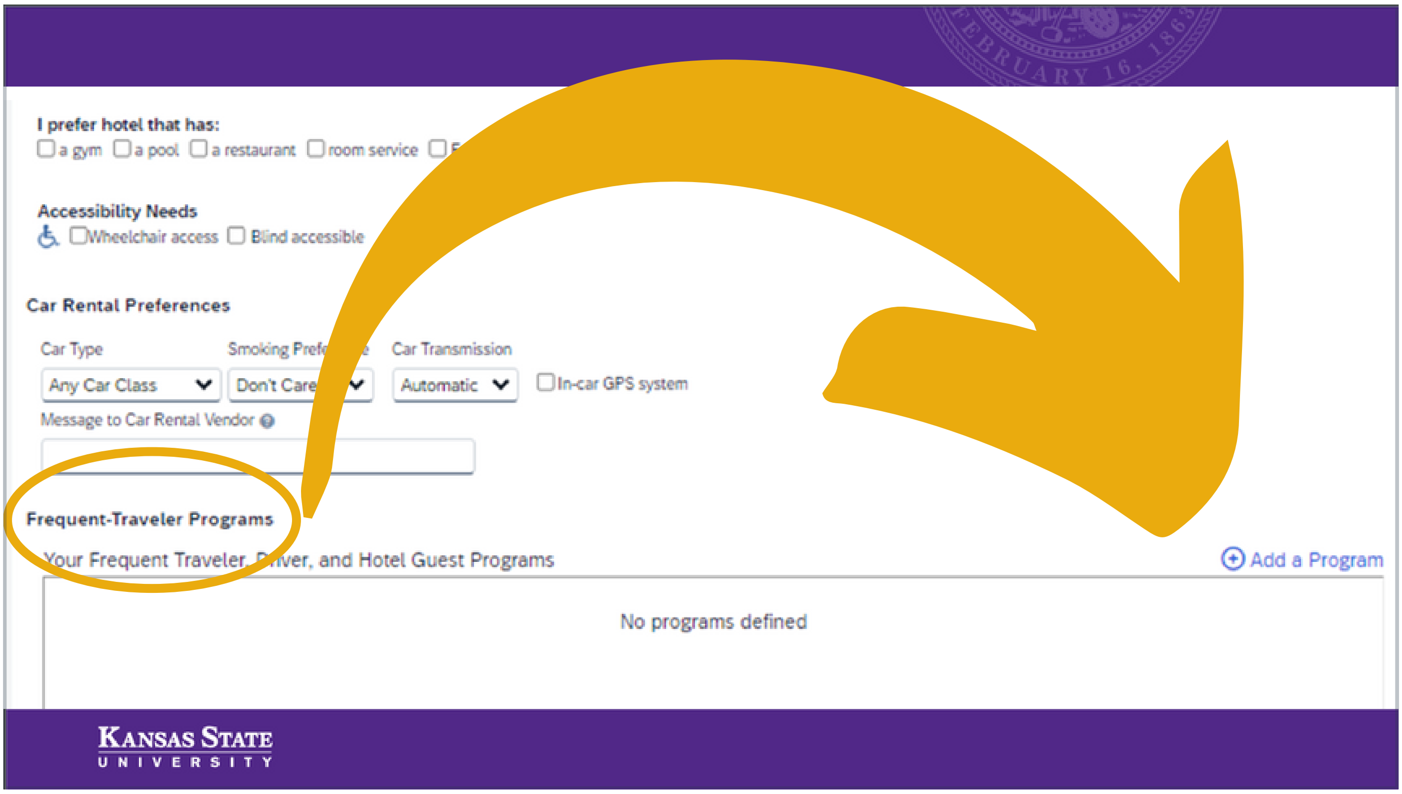
Under the Emergency Contact section,



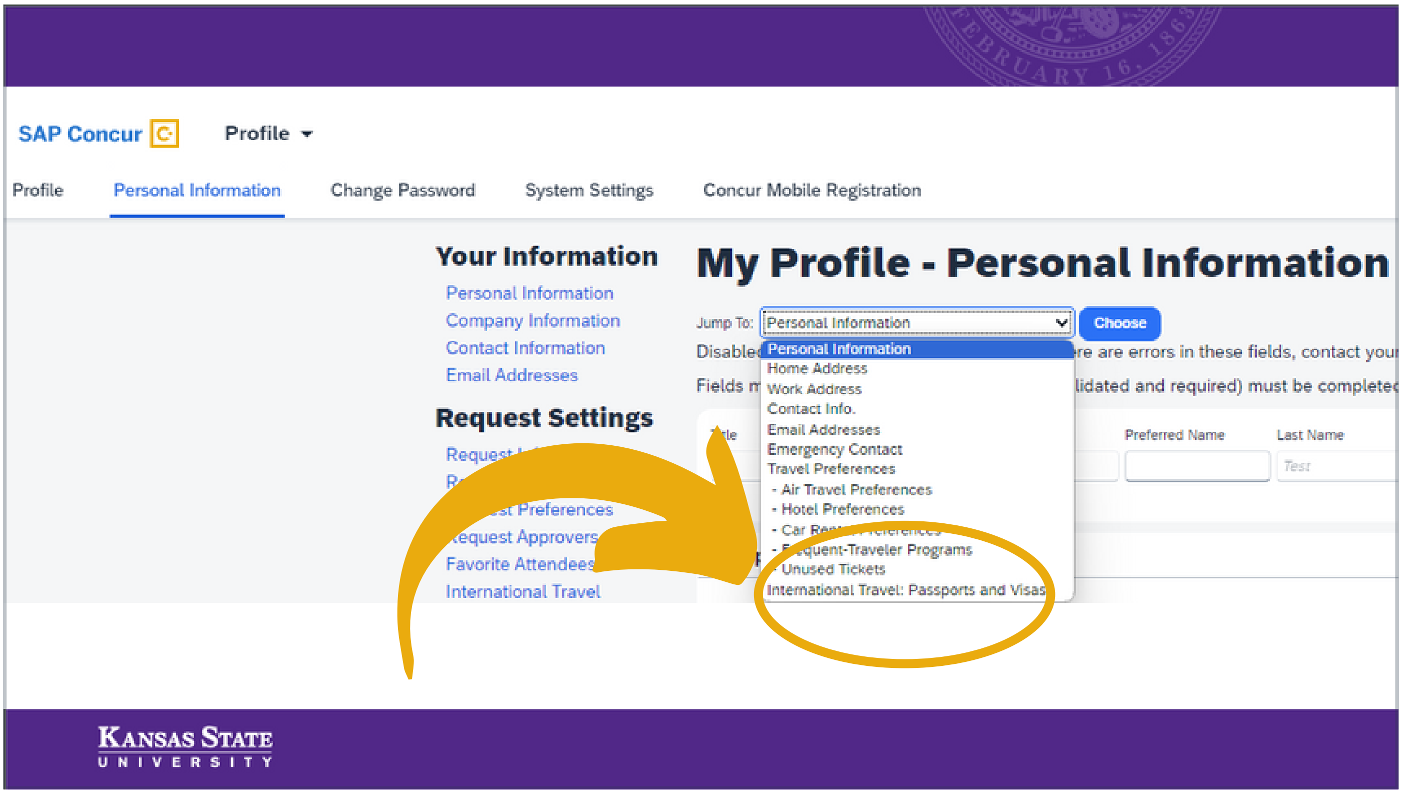
you can fill details in to ensure an emergency contact is on file for you.



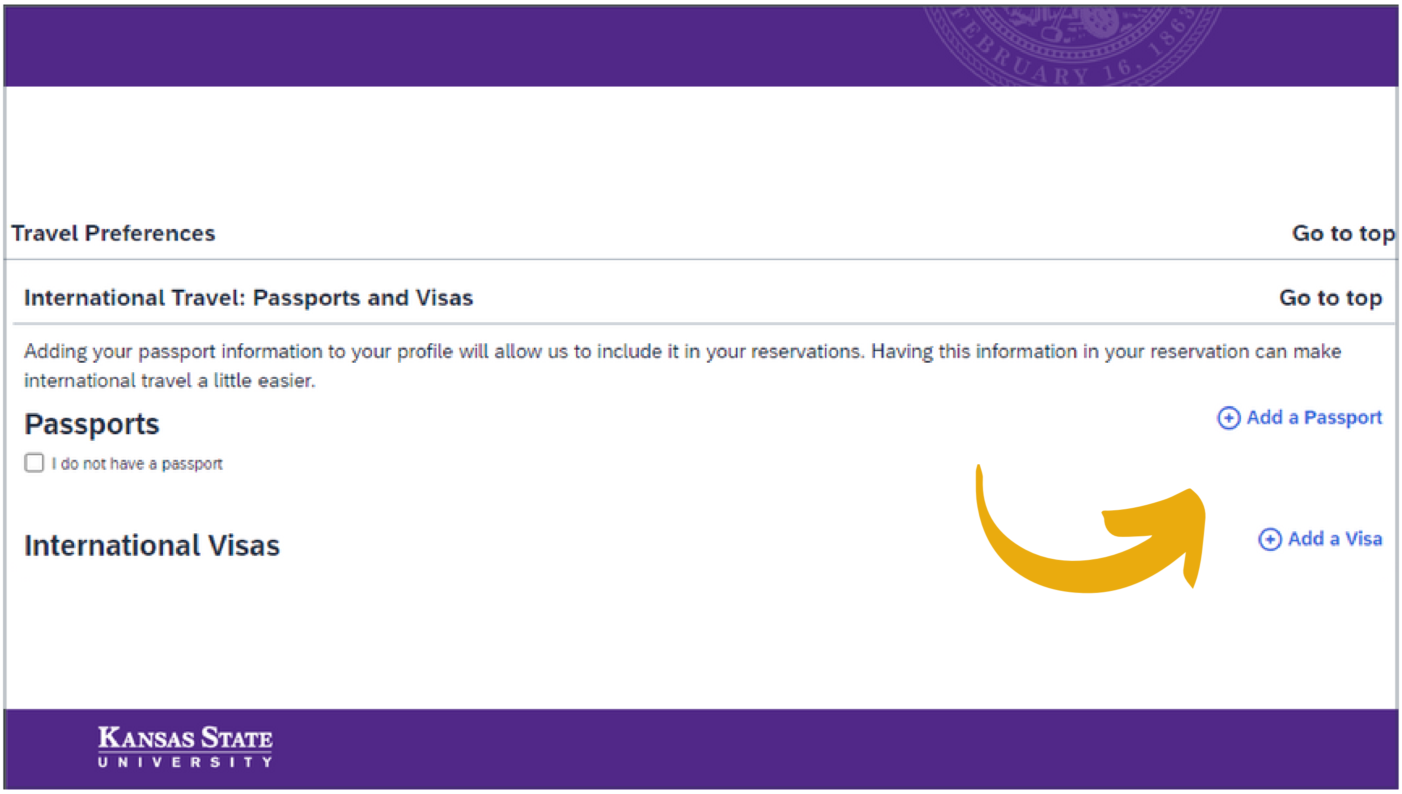
You'll also want to set your travel preferences for air travel, hotel, and car rentals to have Concur apply those for your travel bookings.



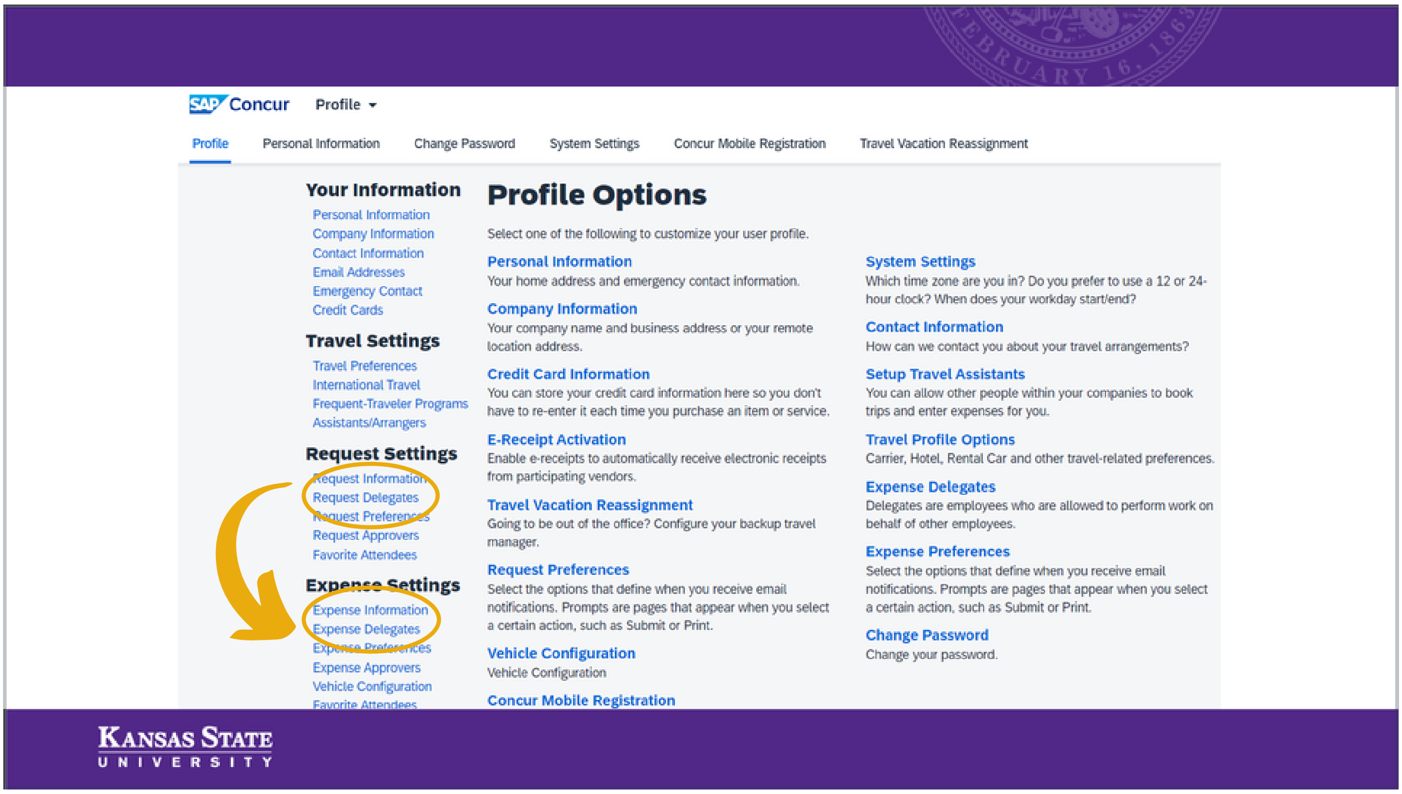
This includes a section to input your frequent traveler programs. Click on Add a Program to begin setting up a frequent traveler program you want points to be awarded to for travel booking purposes.



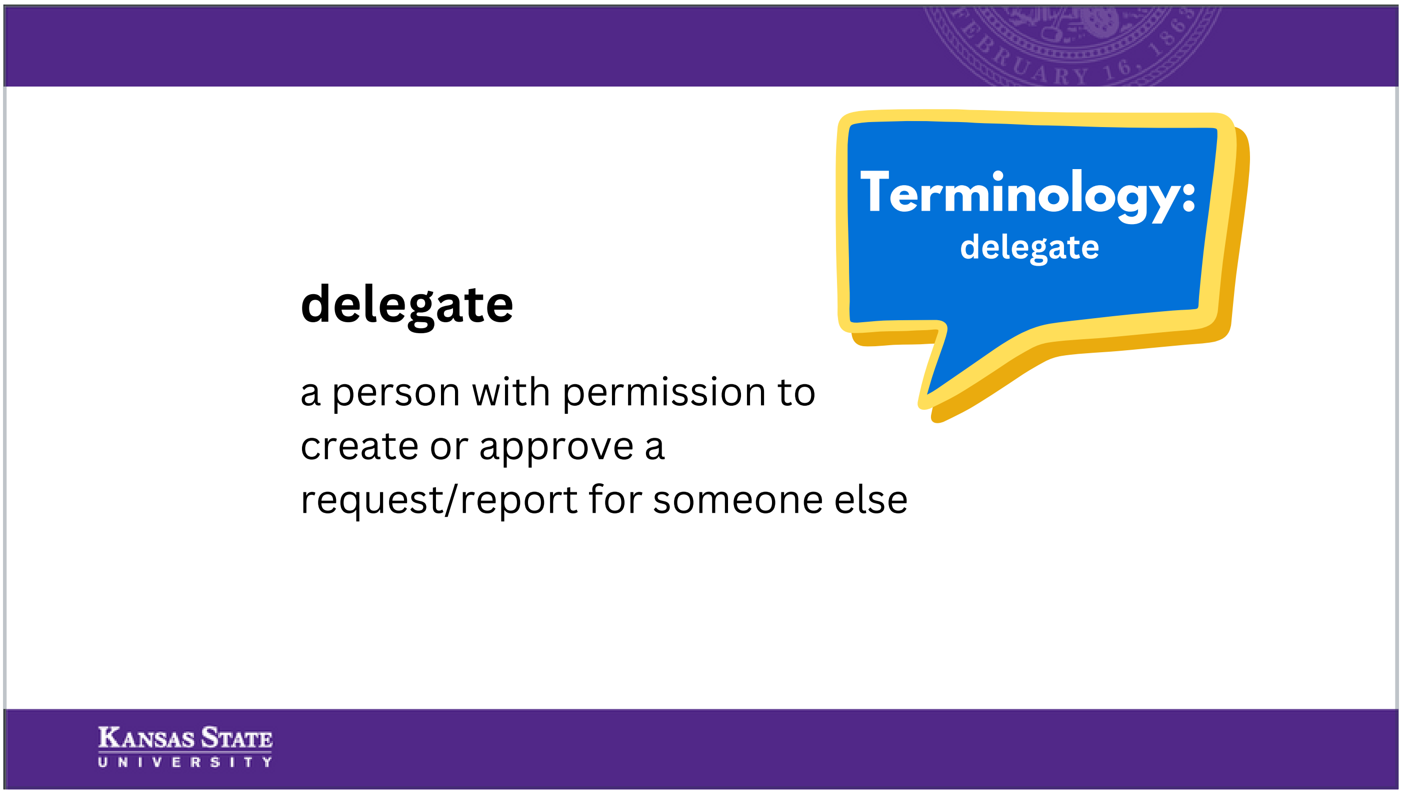
International travelers have the option on the Profile Settings Personal Information page to enter passport and visa info to include in reservations.



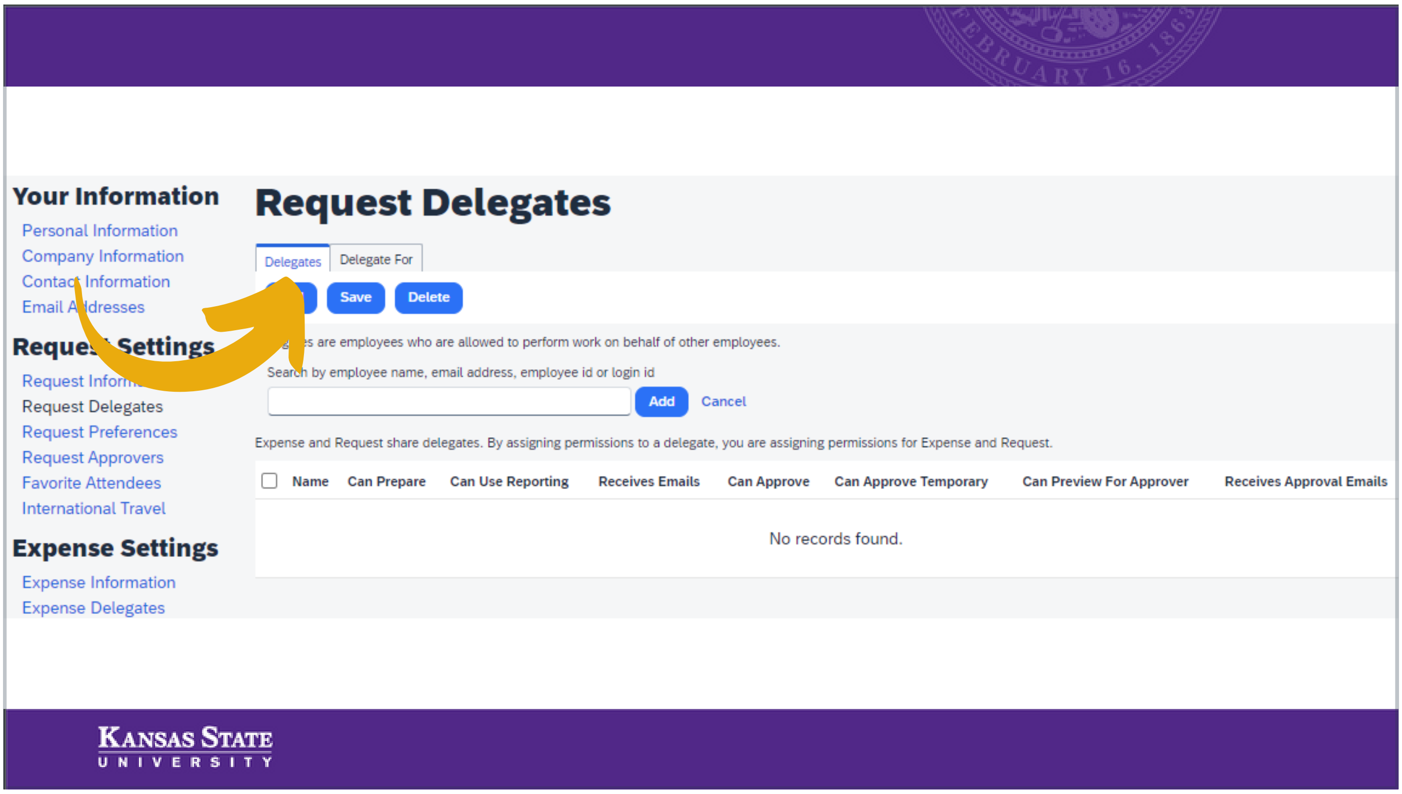
Click on the Add a Passport or Add a Visa option. The Concur system will alert you when the expiration date is approaching (usually providing about 6 months' advance notice).



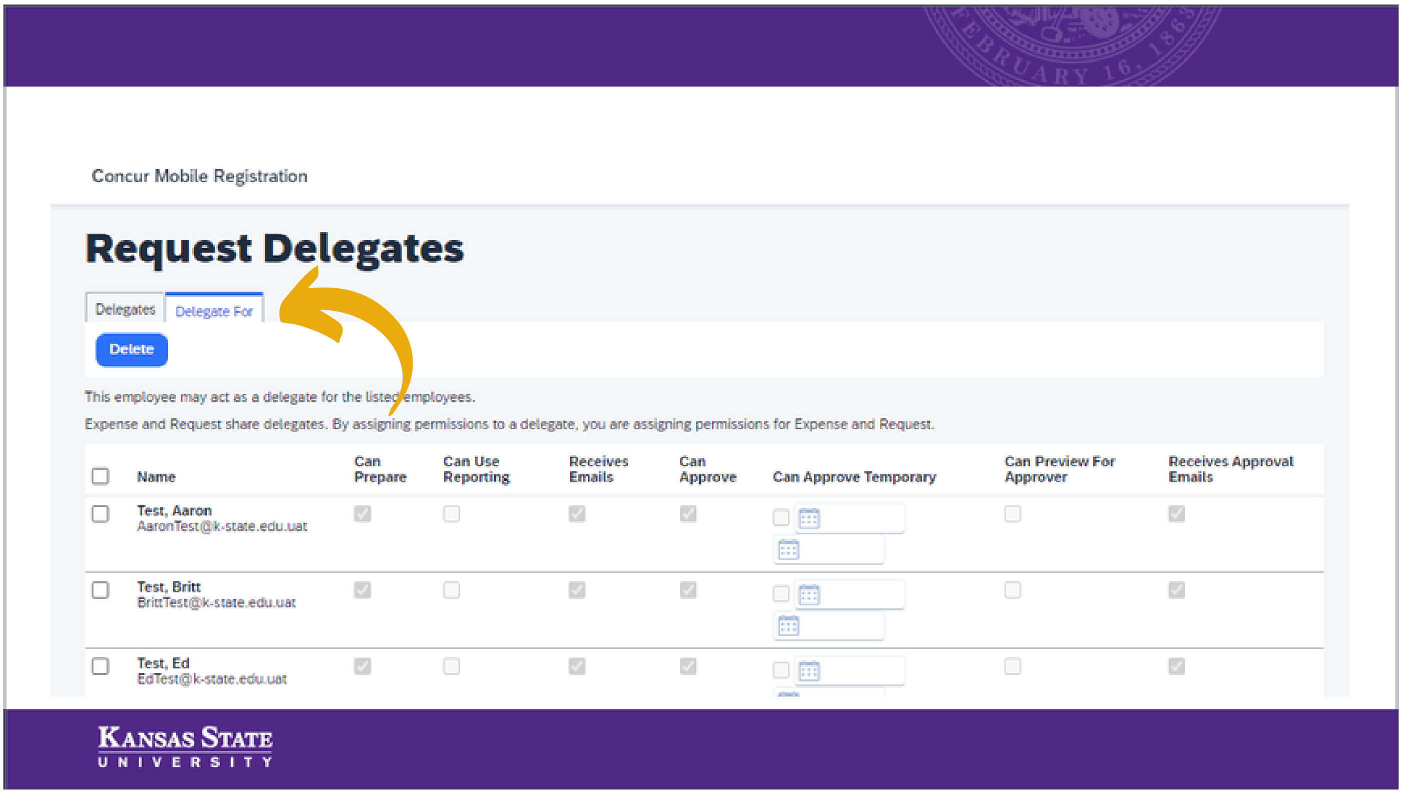
Back on the Profile Options page, either the Request Settings or Expense Settings section allows you to set up delegates.



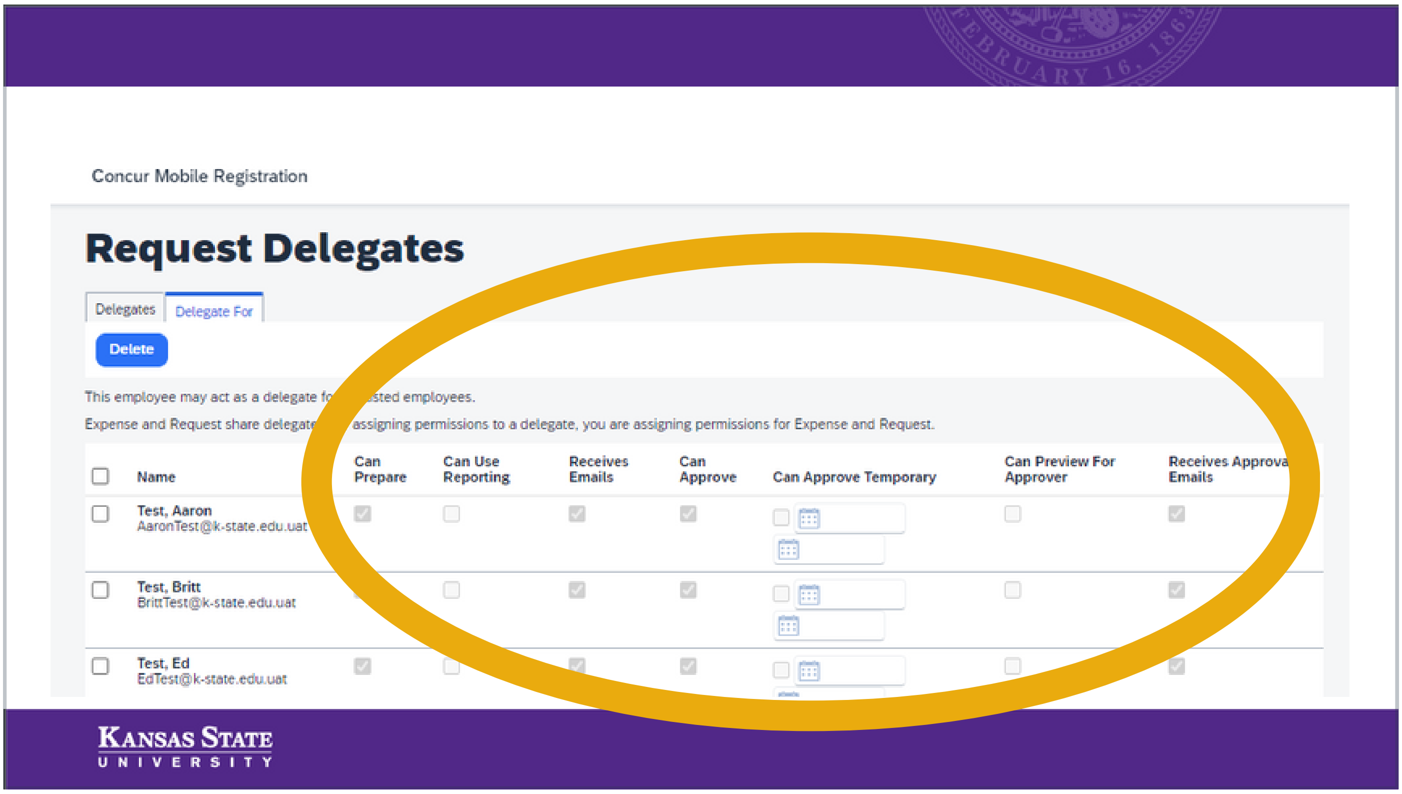
Delegates are individuals who have your permission to create requests or expense reports on your behalf or, if you are an approver in your department, individuals who may approve requests or reports on your behalf.



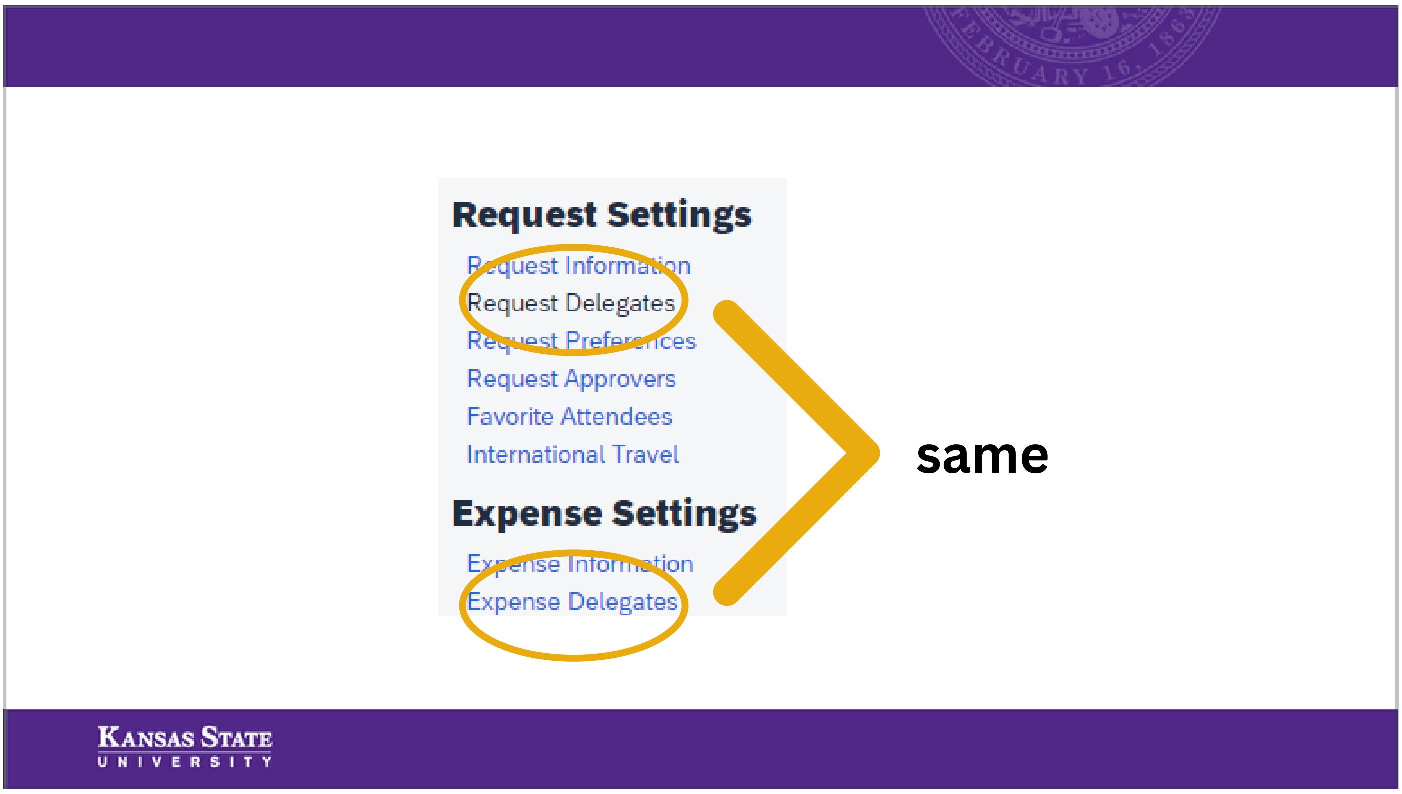
Going to either the Request Delegates or Expense Delegates page allows you to see or set up the delegates you have for yourself,



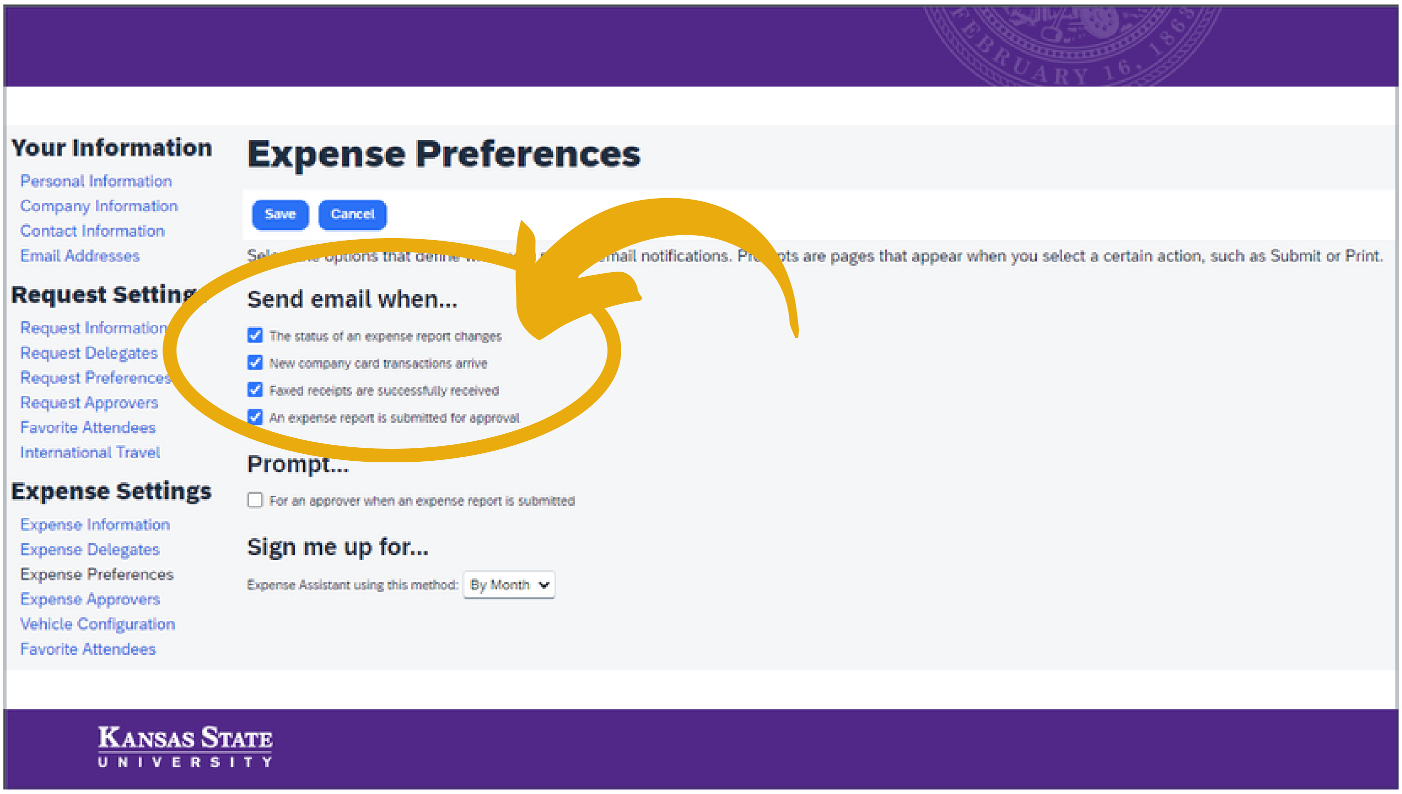
the people you are delegates for,



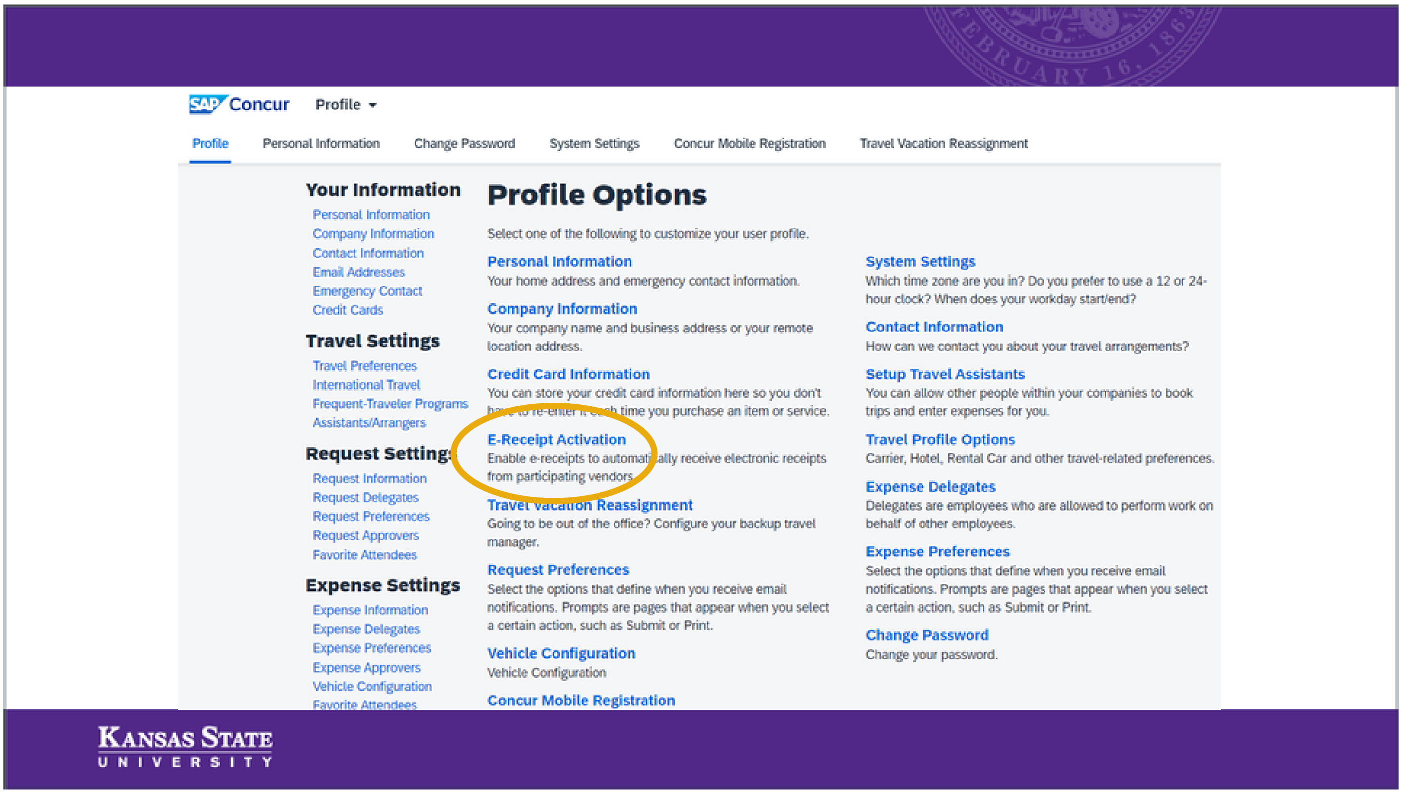
and preferences for delegate settings.



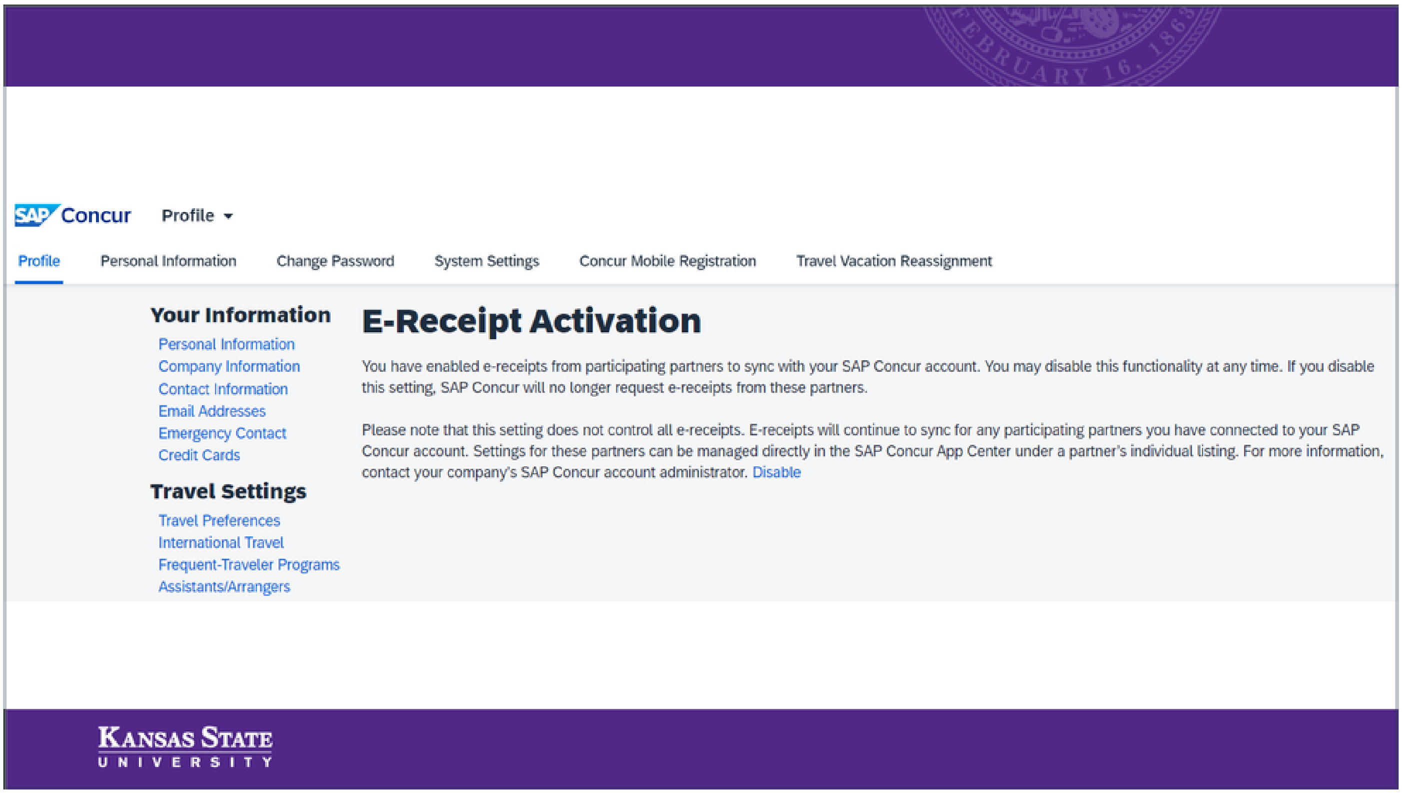
It is important to note that, although there are individual links to delegates for requests and delegates for expenses, the request and expense delegates are not unique; assigning a delegate to requests assigns it to expenses as well and vice versa.



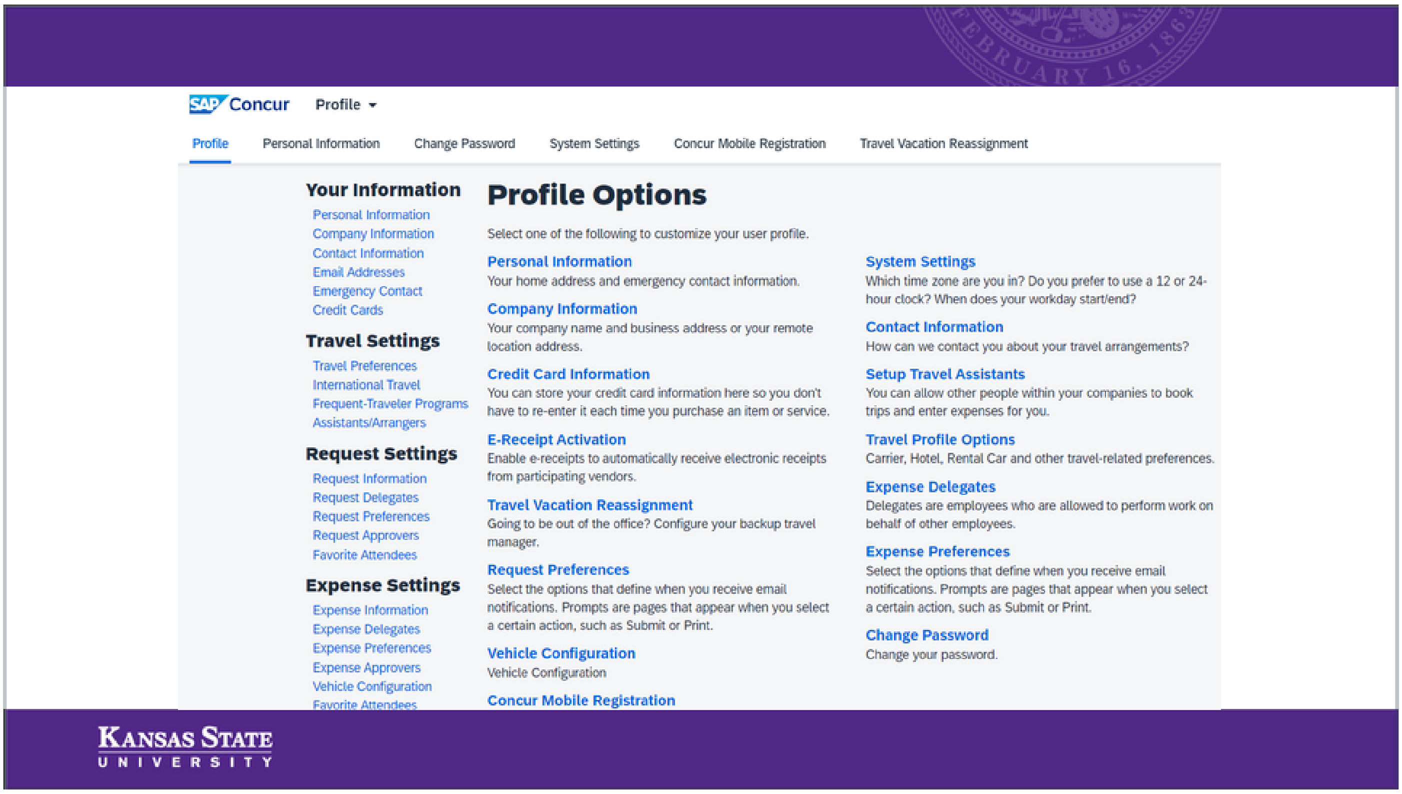
Also, for both Request and Expense settings, you can set preferences for the email notifications you would like to receive, such as when requests or reports change status in the approval process or when your university credit card charges are available for access in Concur. If you're an approver, it also has a preference setting for whether you want to receive email notifications when items come into your approval queue and need approval.



Also on the Profile Options page, you can activate e-receipts.

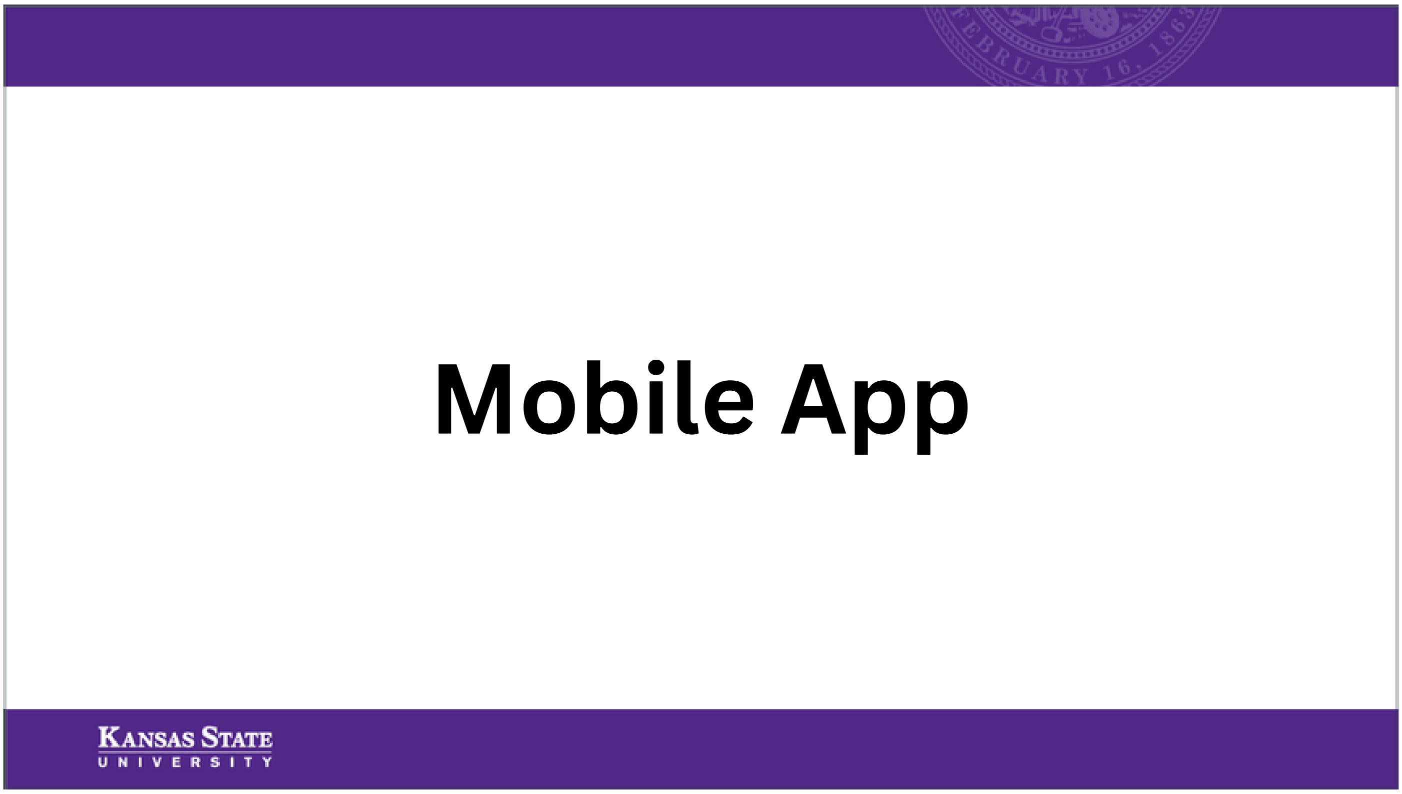


E-receipts are electronic receipt images sent directly to Concur from Concur's partner vendors, which include hundreds of airlines, hotels, and rental car companies. E-receipts eliminate the need for paper receipts and are automatically imported into your Concur profile where it matches to the expense in question.

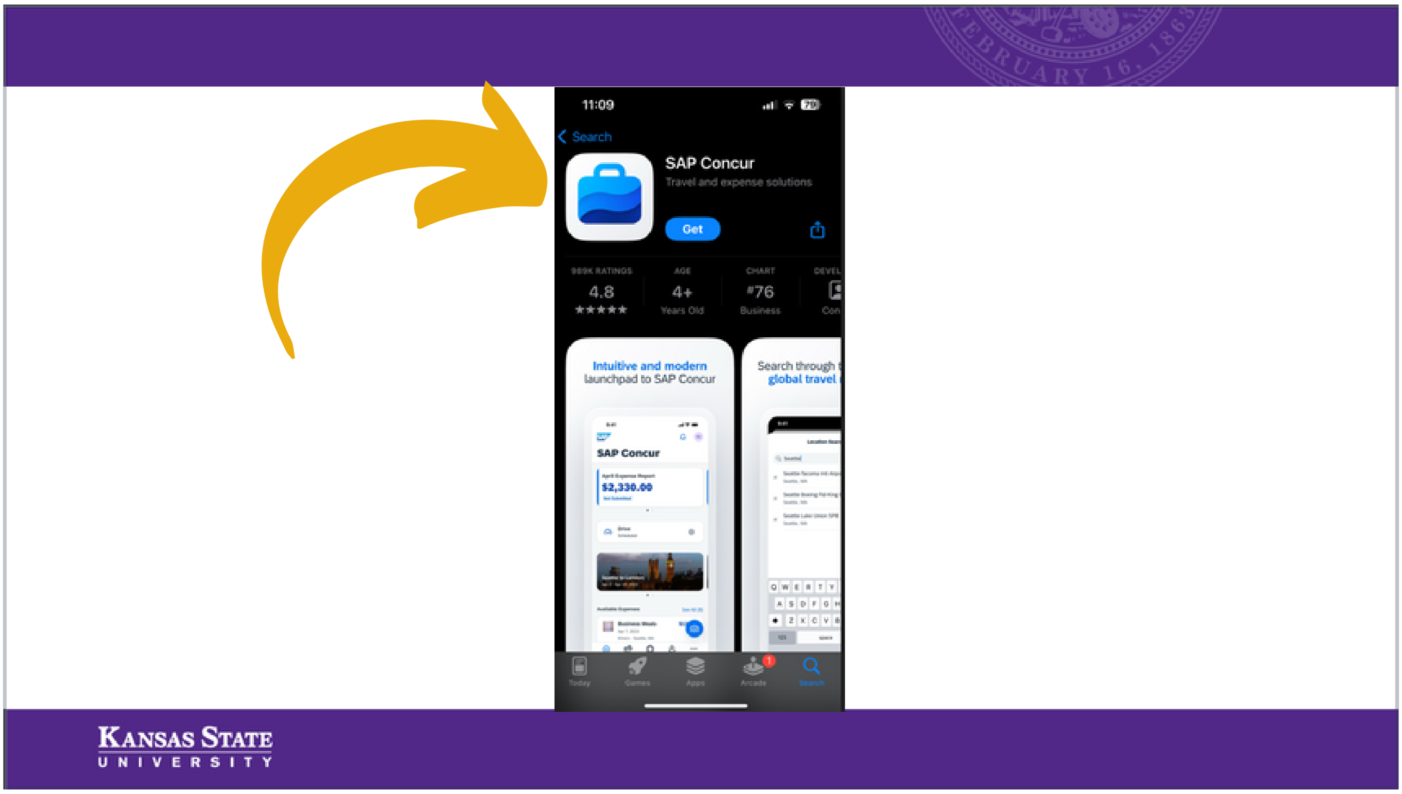


The Profile Options page includes additional settings sections as well. Feel free to explore the full range of settings options.

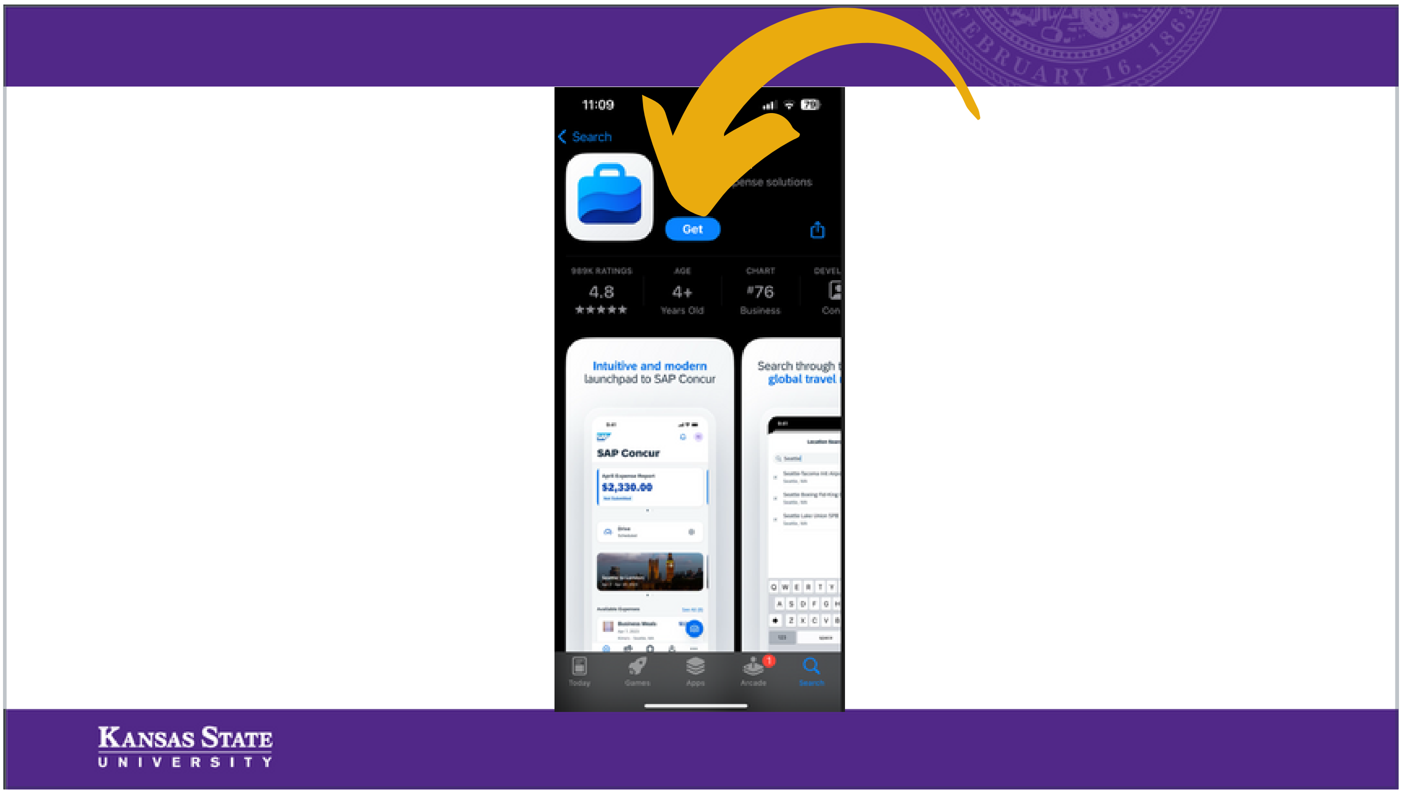
And we will pause here. Does anyone have any questions so far?



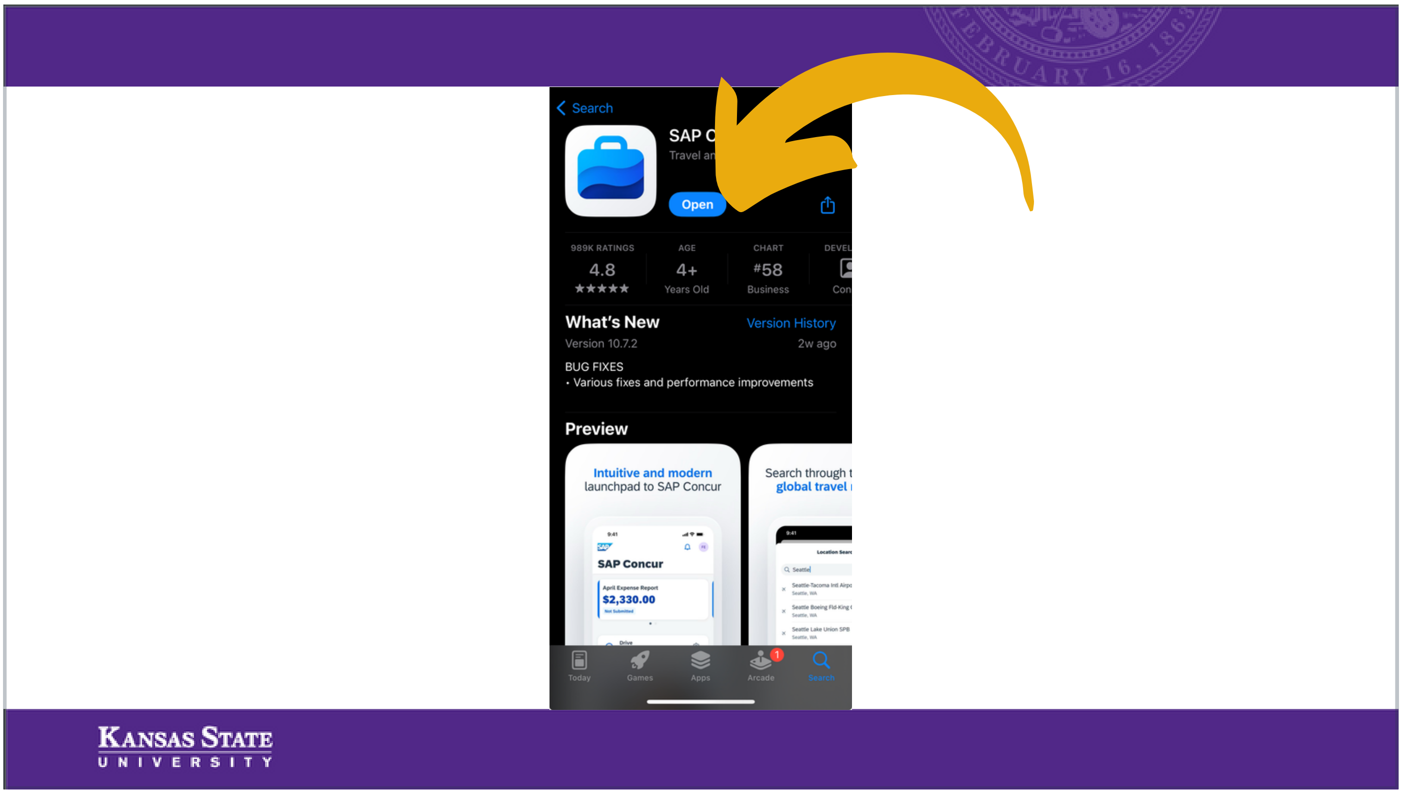
As another means of helping you get started with Concur, we want to look next at Concur's mobile app. For today's training, we are going to demonstrate almost all processes in the web version, but we wanted to highlight the mobile app for you and give you an opportunity to get started with it.



To access the app, in your smart phone's app store search for SAP Concur. You should see Concur's blue suitcase icon.



Download the app to your phone


Search
SAP C
Travel ar
Open
989K RATINGS
4.8
★★★★★
AGE
4+
Years Old
CHART
#58
Business
What's New
Version History
Version 10.7.2
2w ago
BUG FIXES
• Various fixes and performance improvements
Preview
Intuitive and modern
launchpad to SAP Concur
SAP Concur
$2,330.00
Today
Games
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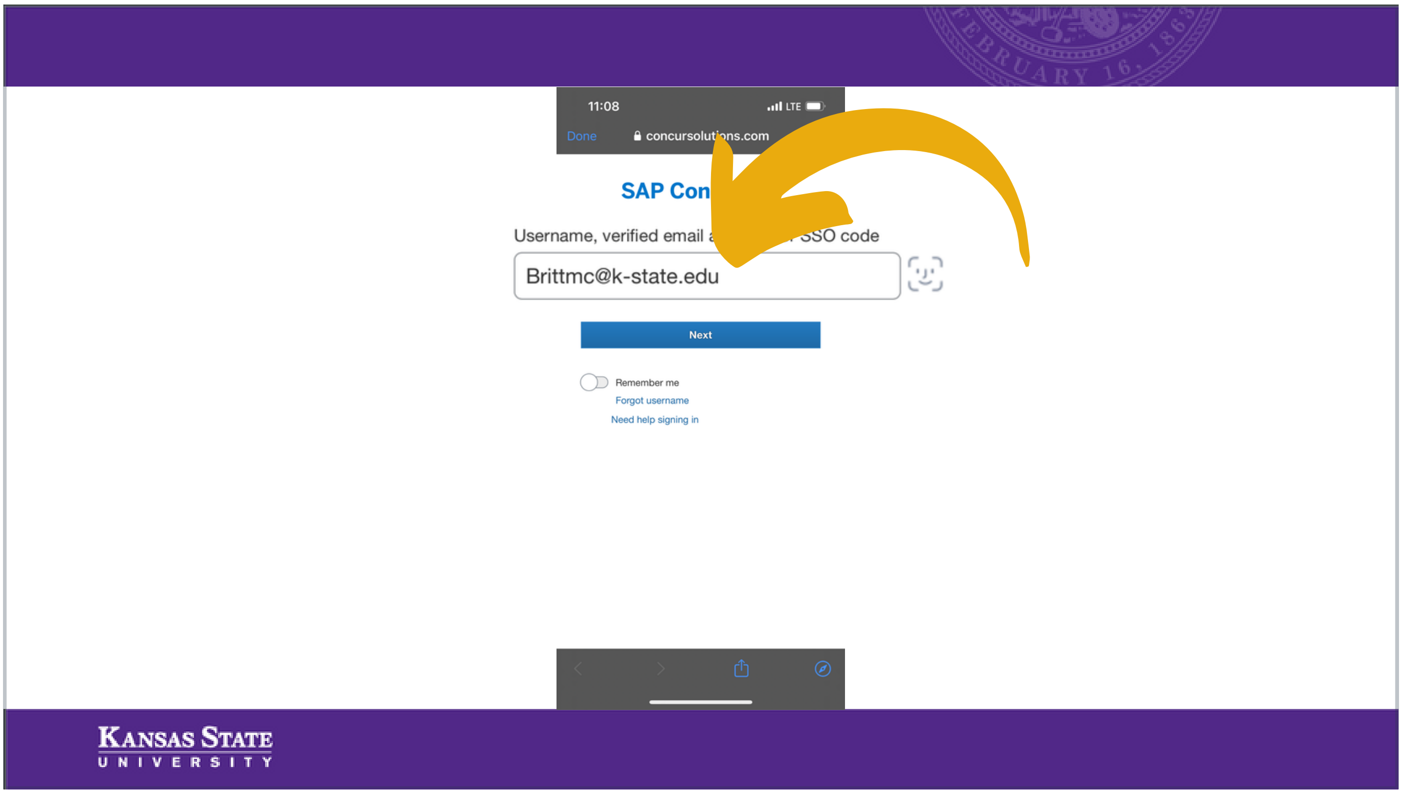
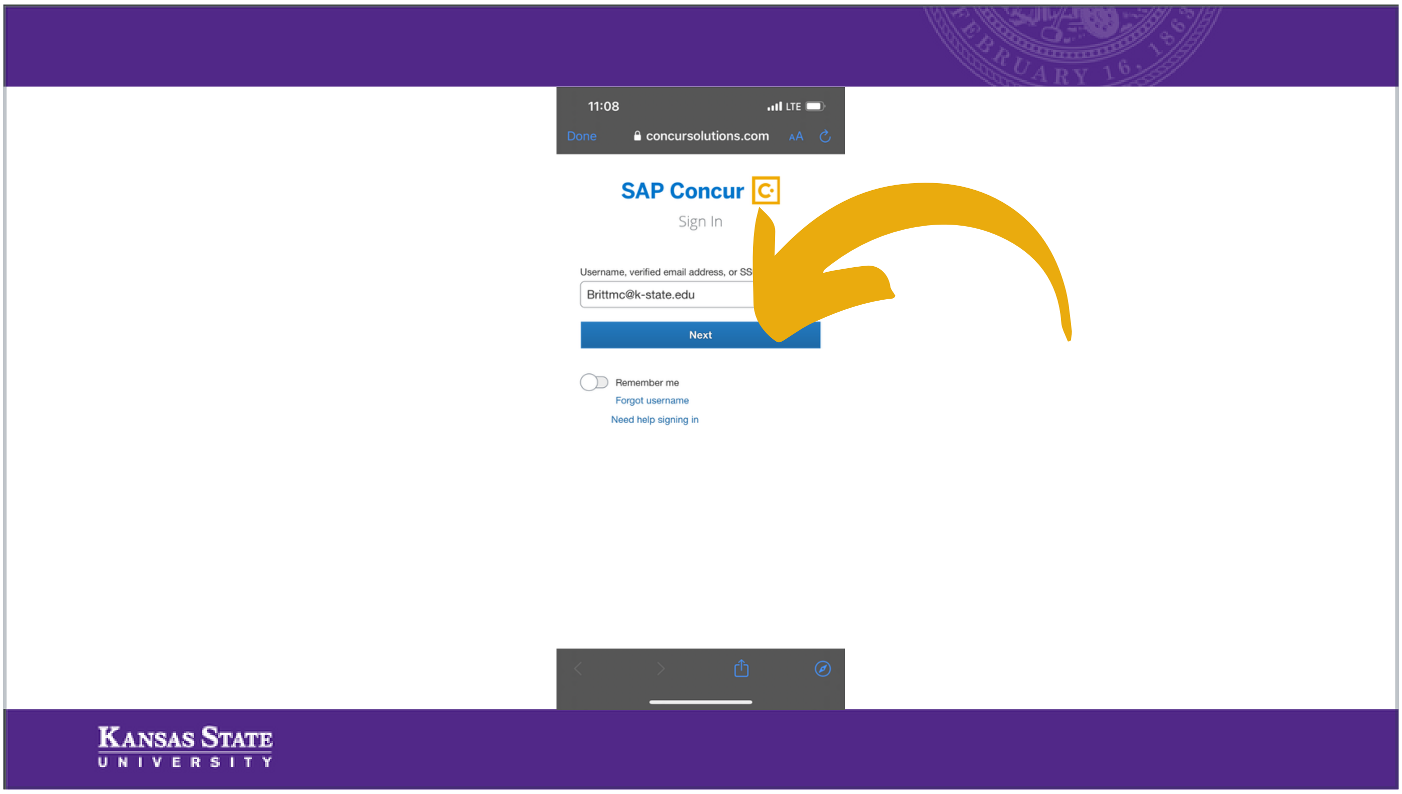
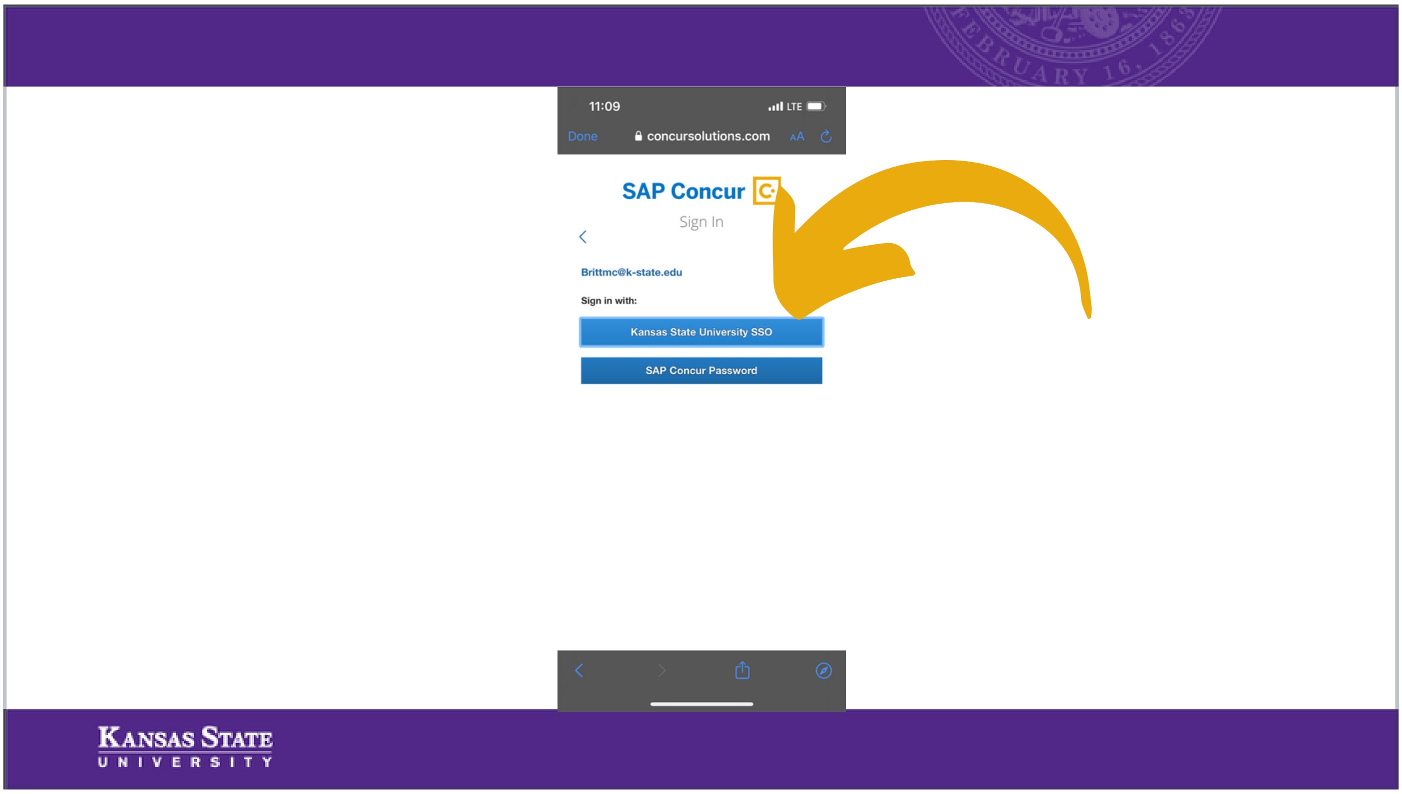
and open it.



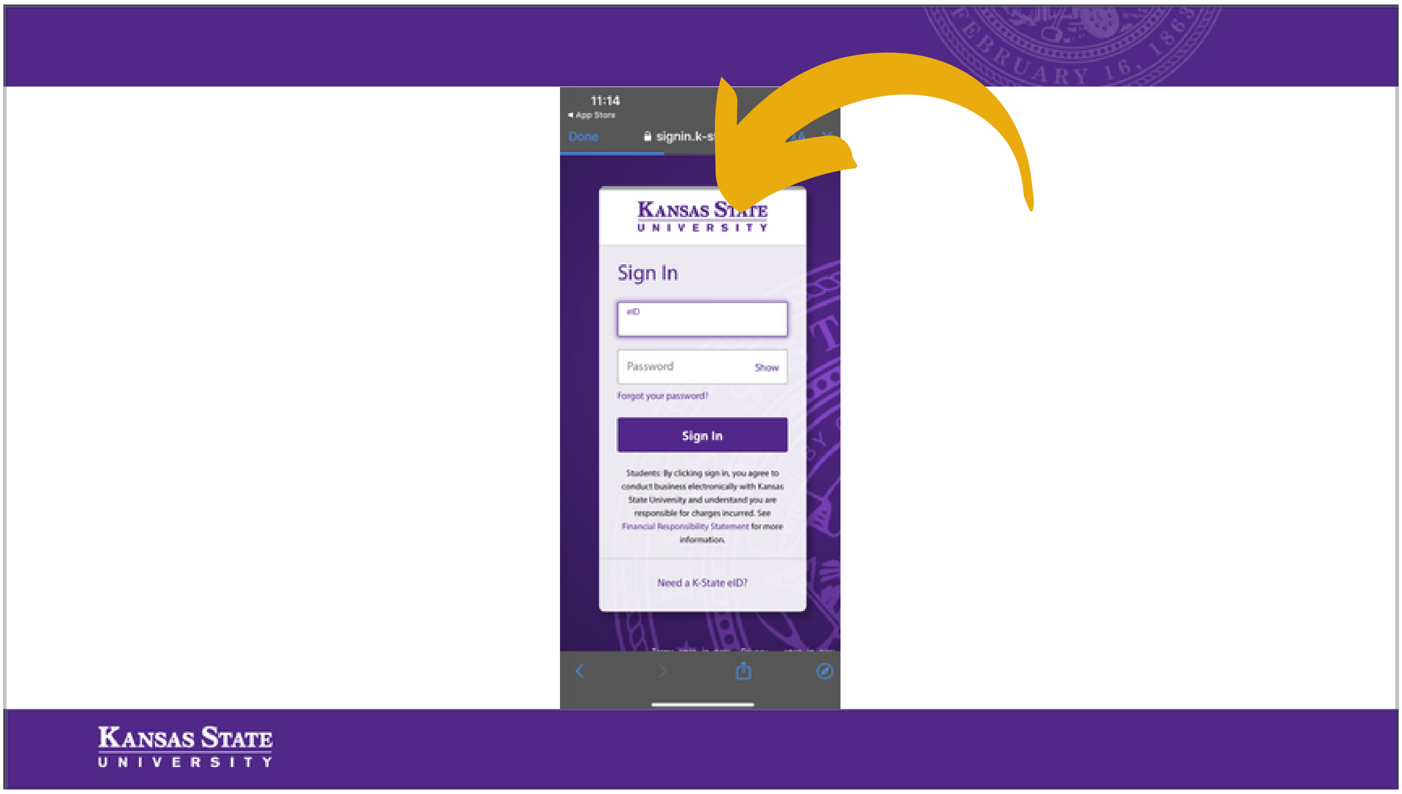
On the sign-in screen that appears, enter your K-state email address as (EID)@k-state.edu



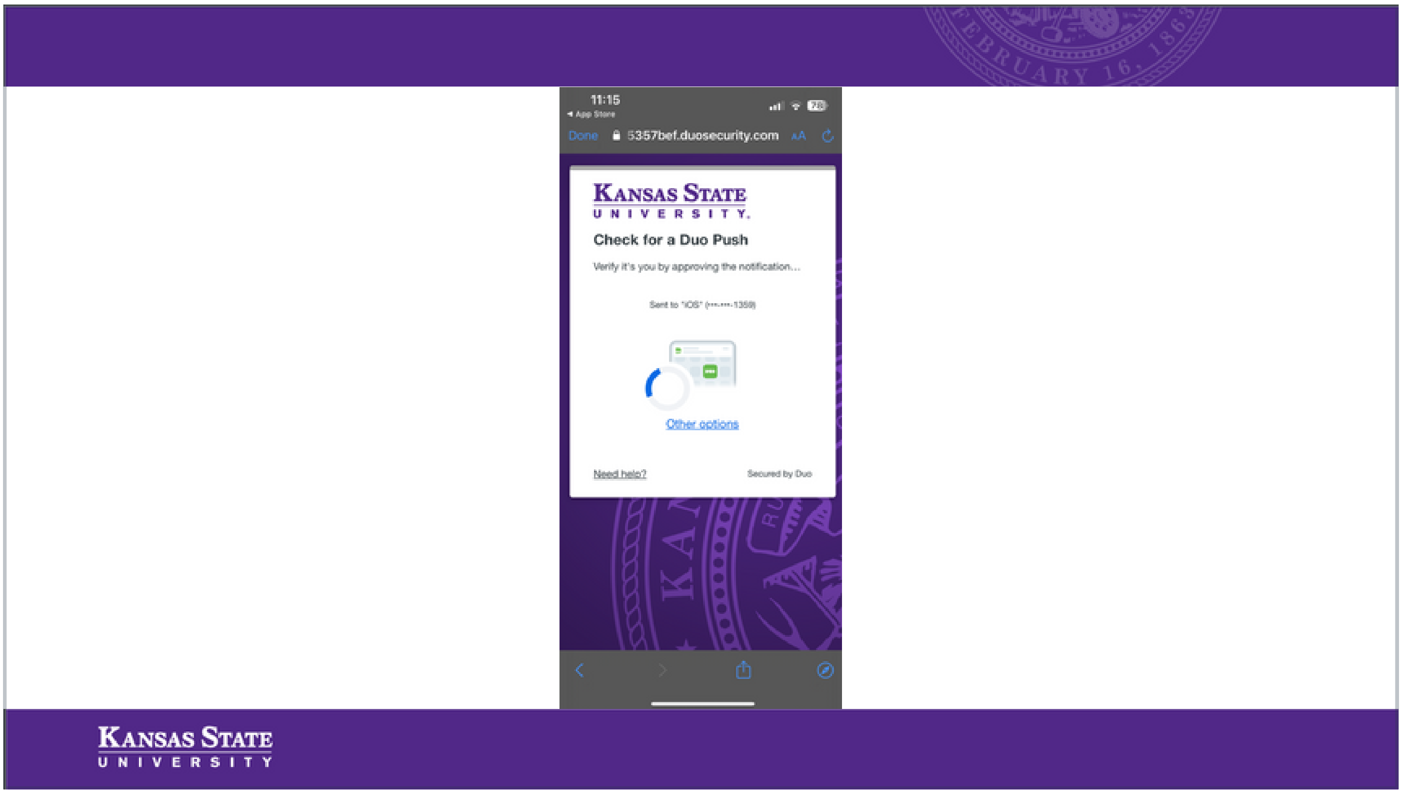
And click next.



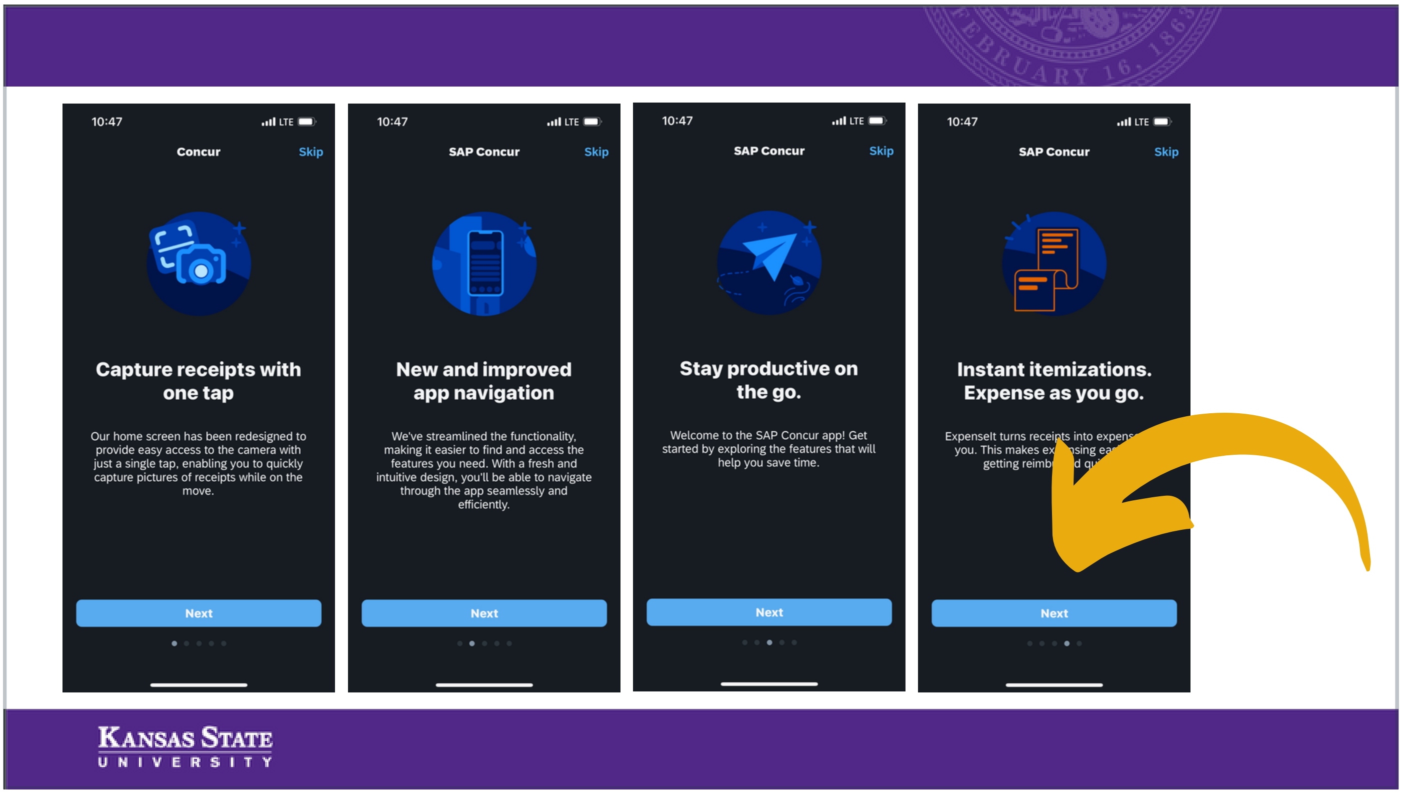
Select the Kansas State University SSO option,



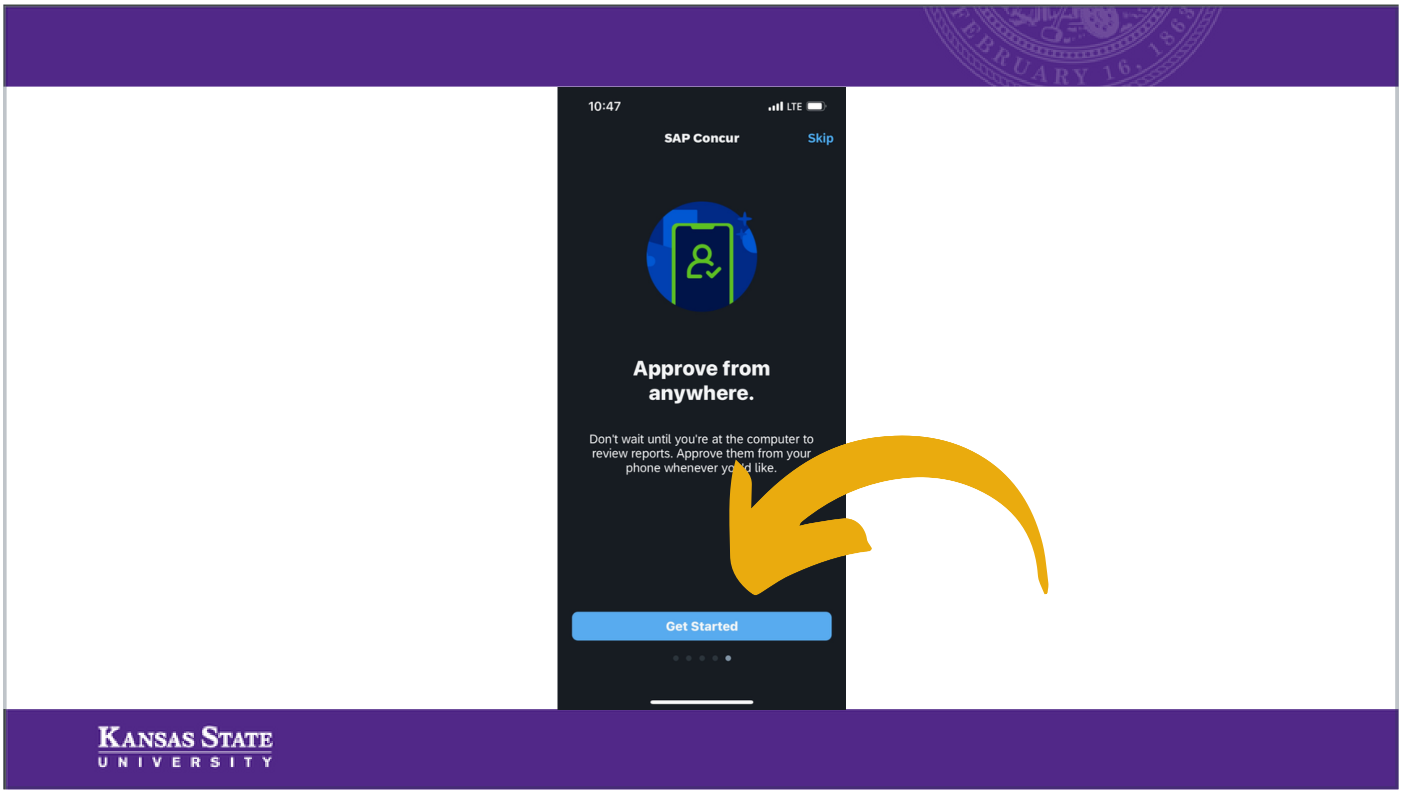
enter your K-State eID and password,



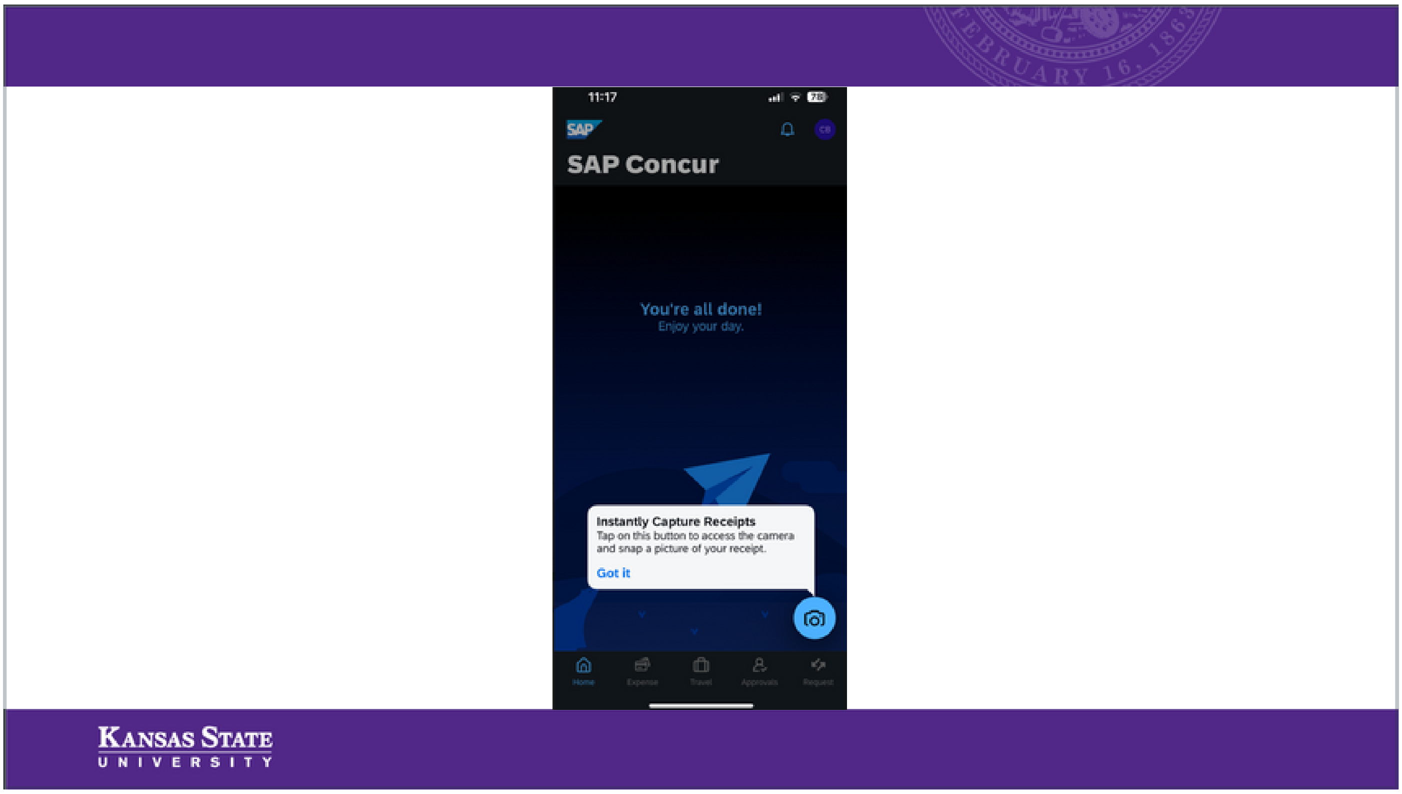
and complete the Duo confirmation.



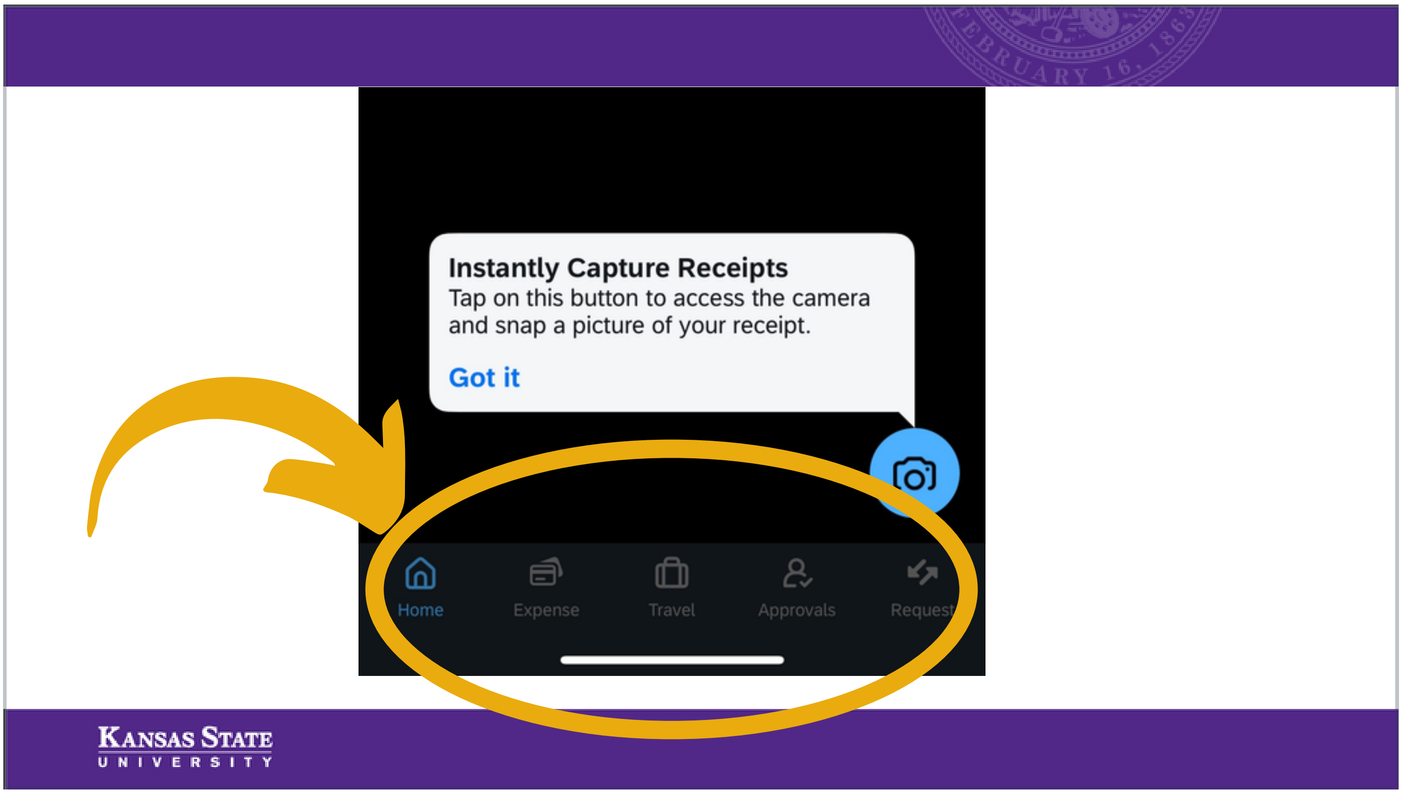
You will see several screens that provide information on Concur’s mobile app features. Click Next on each of these.



On the last feature screen, Approve from Anywhere, click the Get Started button.



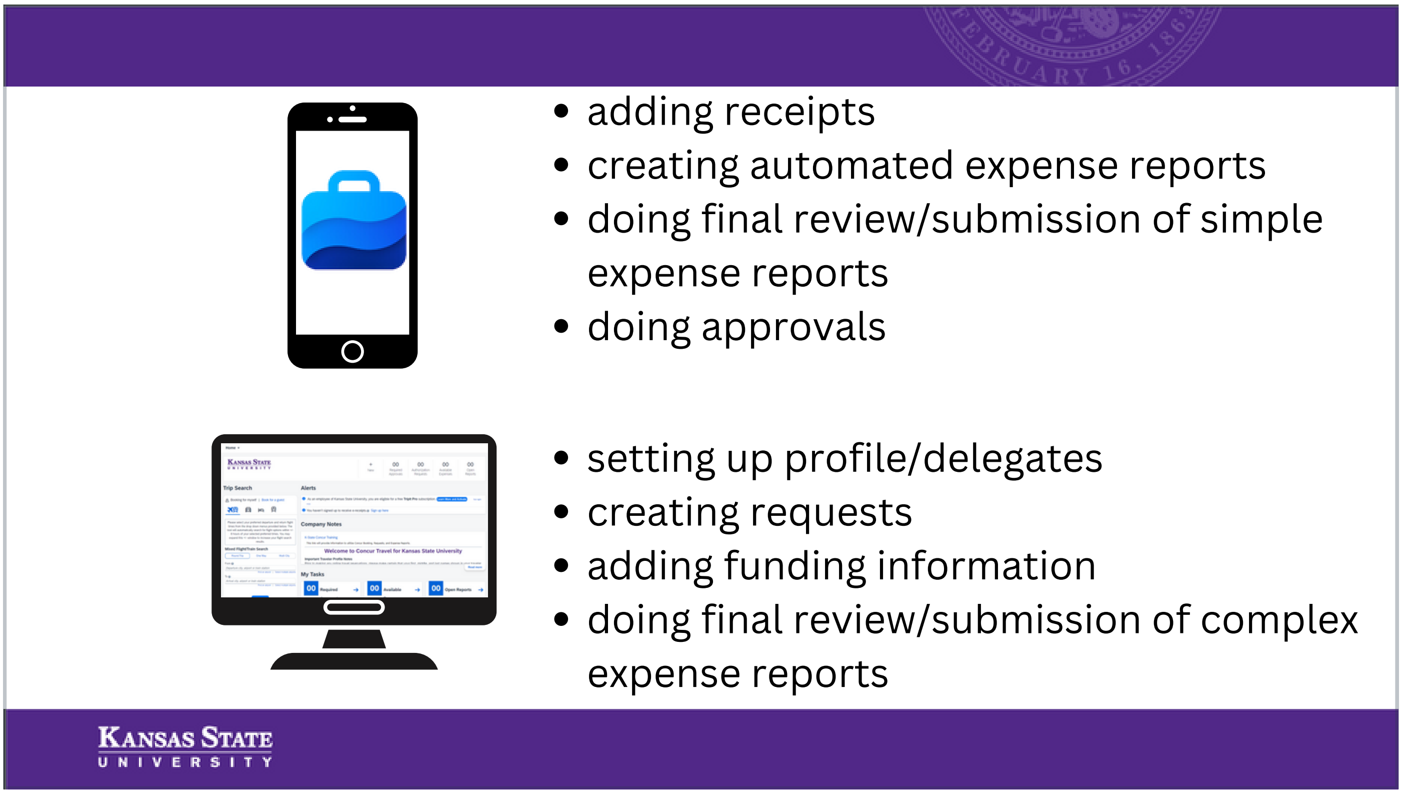
A screen will appear with information about capturing receipts. We will talk more about this later when we cover adding expenses and receipts to expense reports.



Your menu options are at the bottom of the screen. These are the same options available to you on the web version. You can do all things in Concur from either the app or the web version, but we have found that the app is easier for some options and the web version is easier for others.

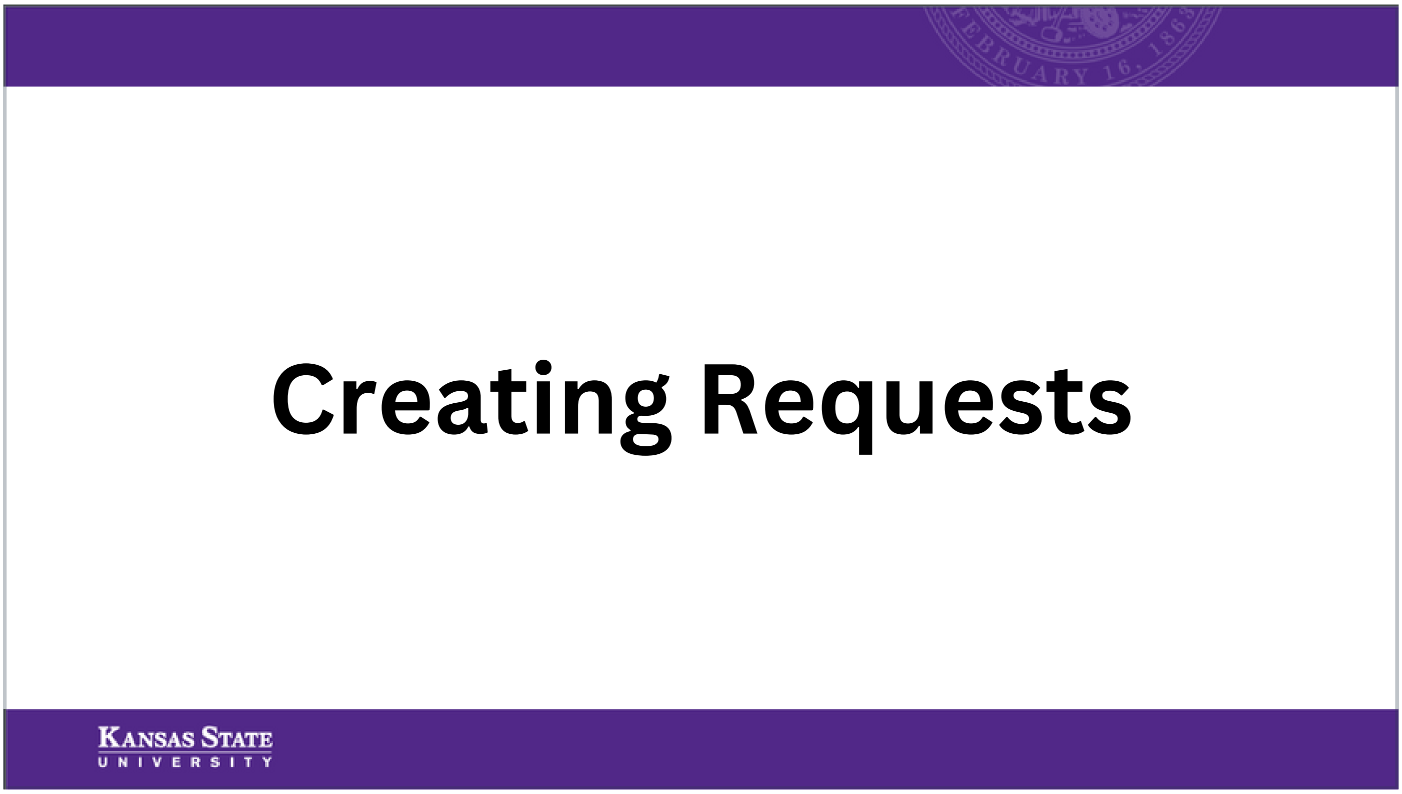
- adding receipts
- creating automated expense reports
- doing final review/submission of simple expense reports
- doing approvals

We recommend the mobile app for adding receipts, creating automated expense reports through ExpenseIt, doing a final review and submission of simple expense reports, and doing approvals.

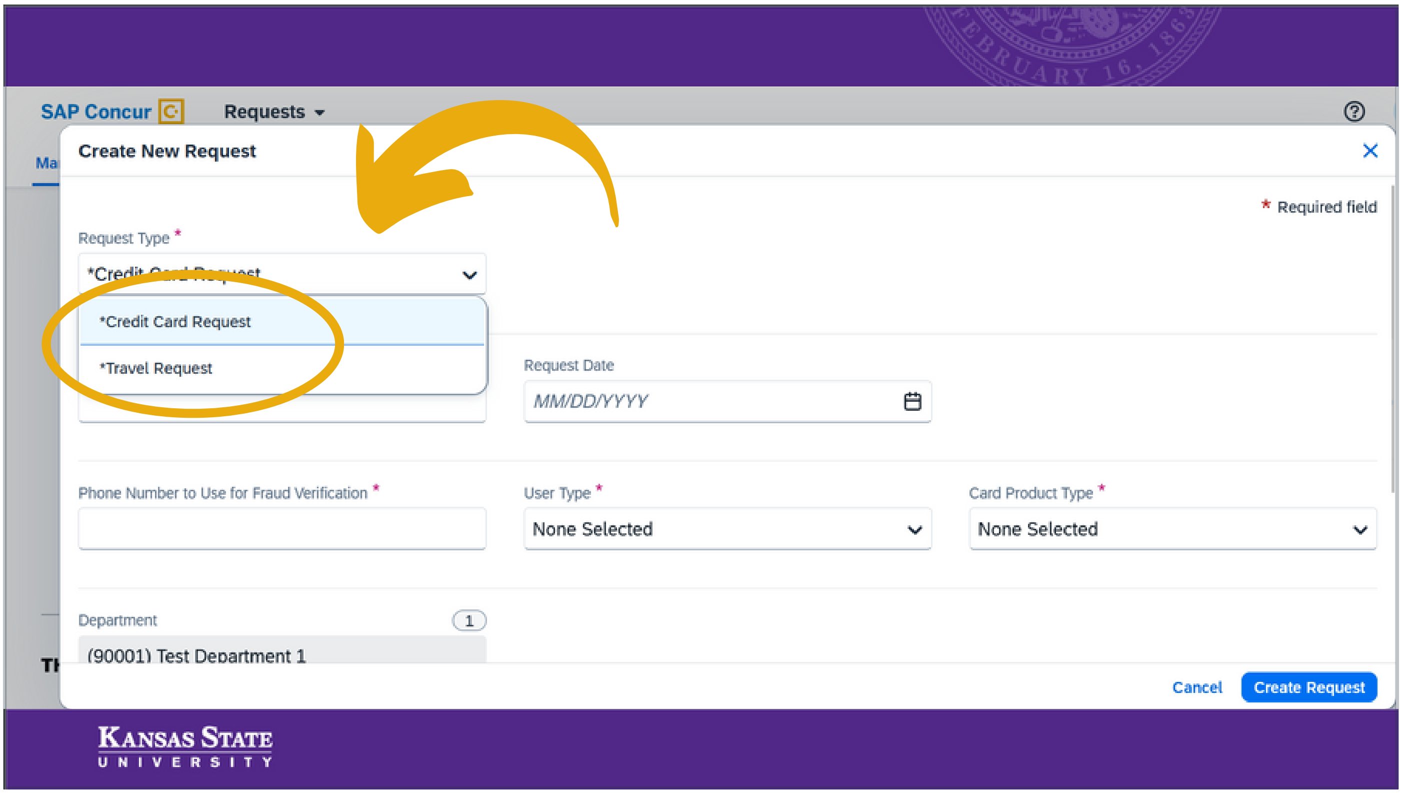


On the other hand, we've found the web version works better for setting up your profile and delegates, creating travel and card requests, adding funding information, and doing a final review and submission of more complex expense reports. Again, though, you can do all these things in either version.

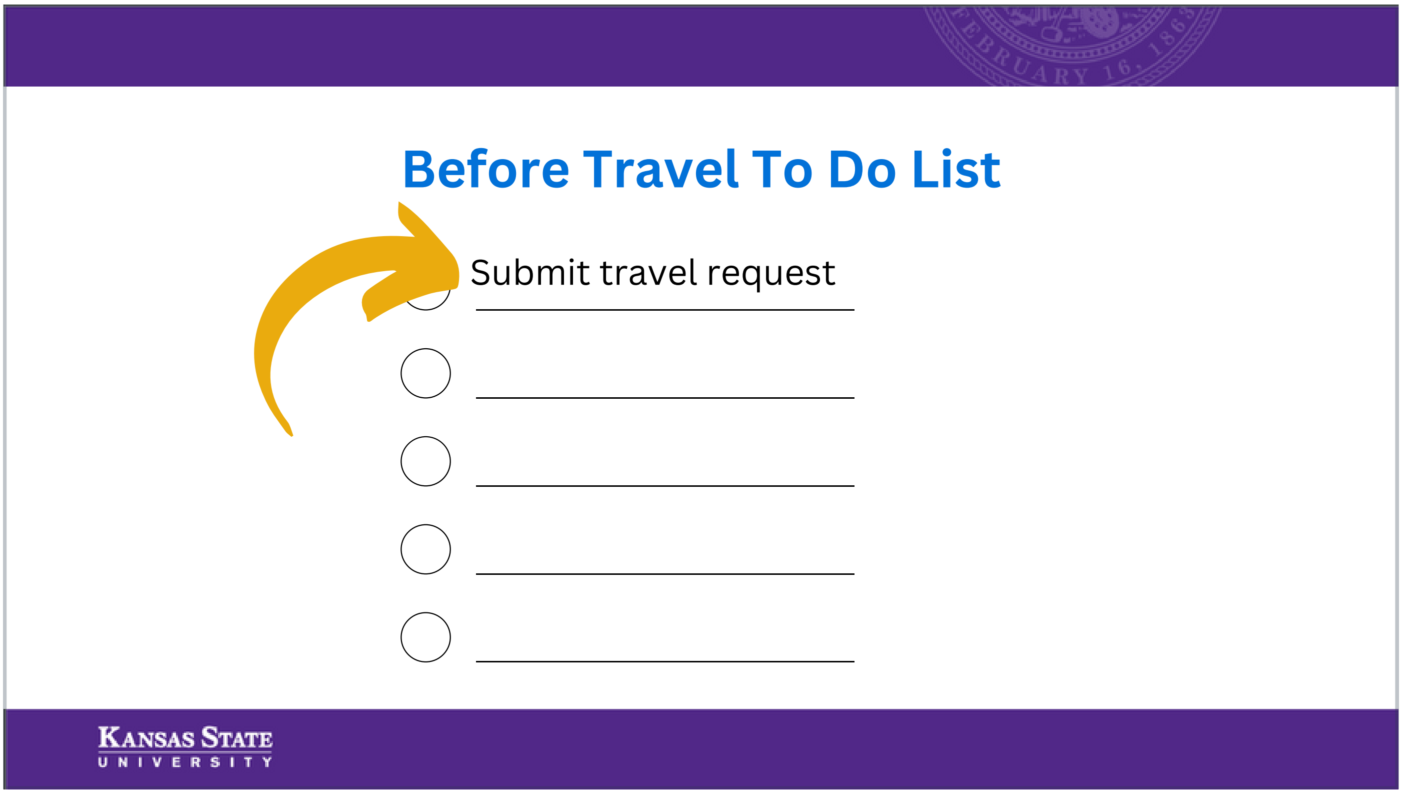
Do we have any questions about the app ?



We’ll look next at starting a request in Concur.

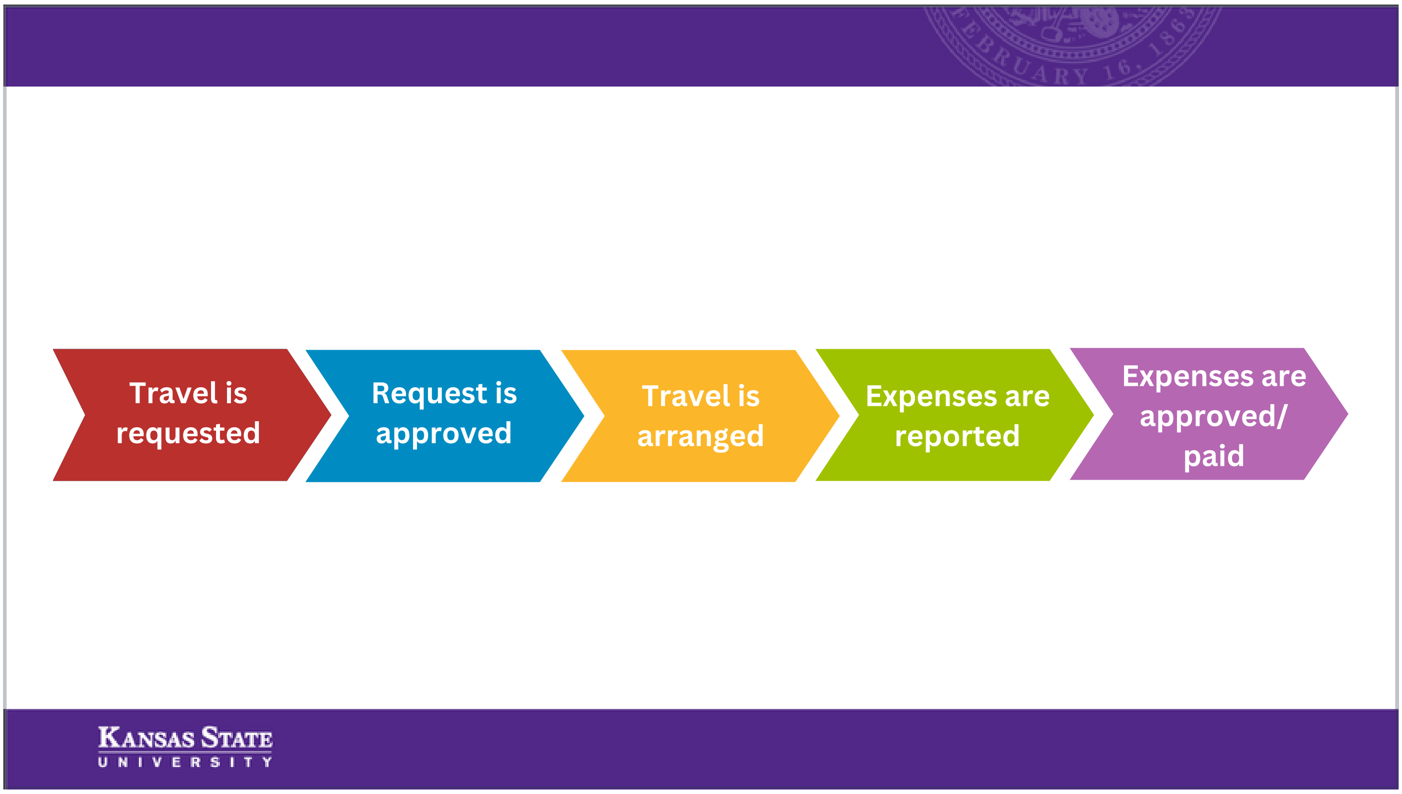


There are two types of requests, credit card requests and travel requests. For our purposes today we are going to focus on travel requests, but we will come back to credit cards later to touch on a few key points.

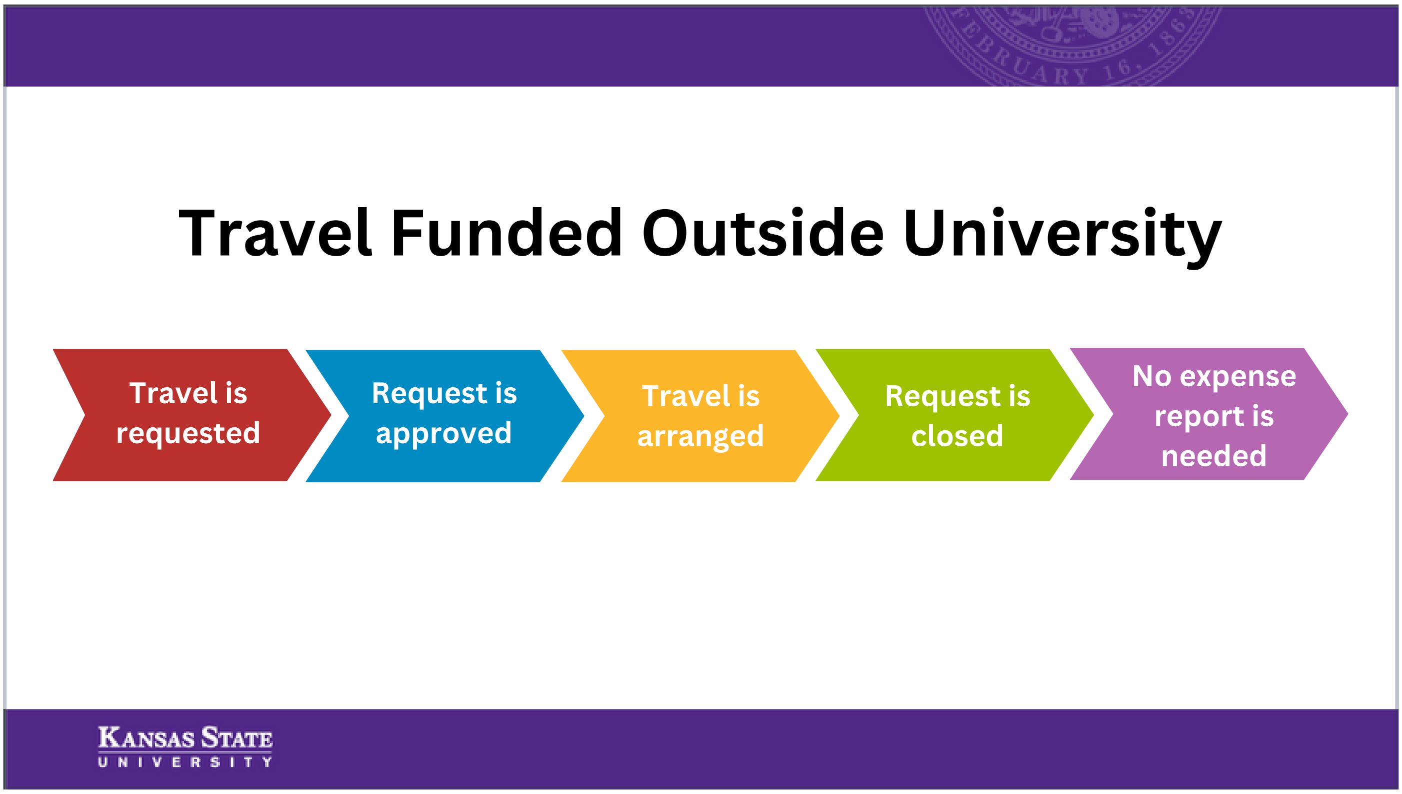


A travel request must be submitted and approved for university travel before the travel takes place,

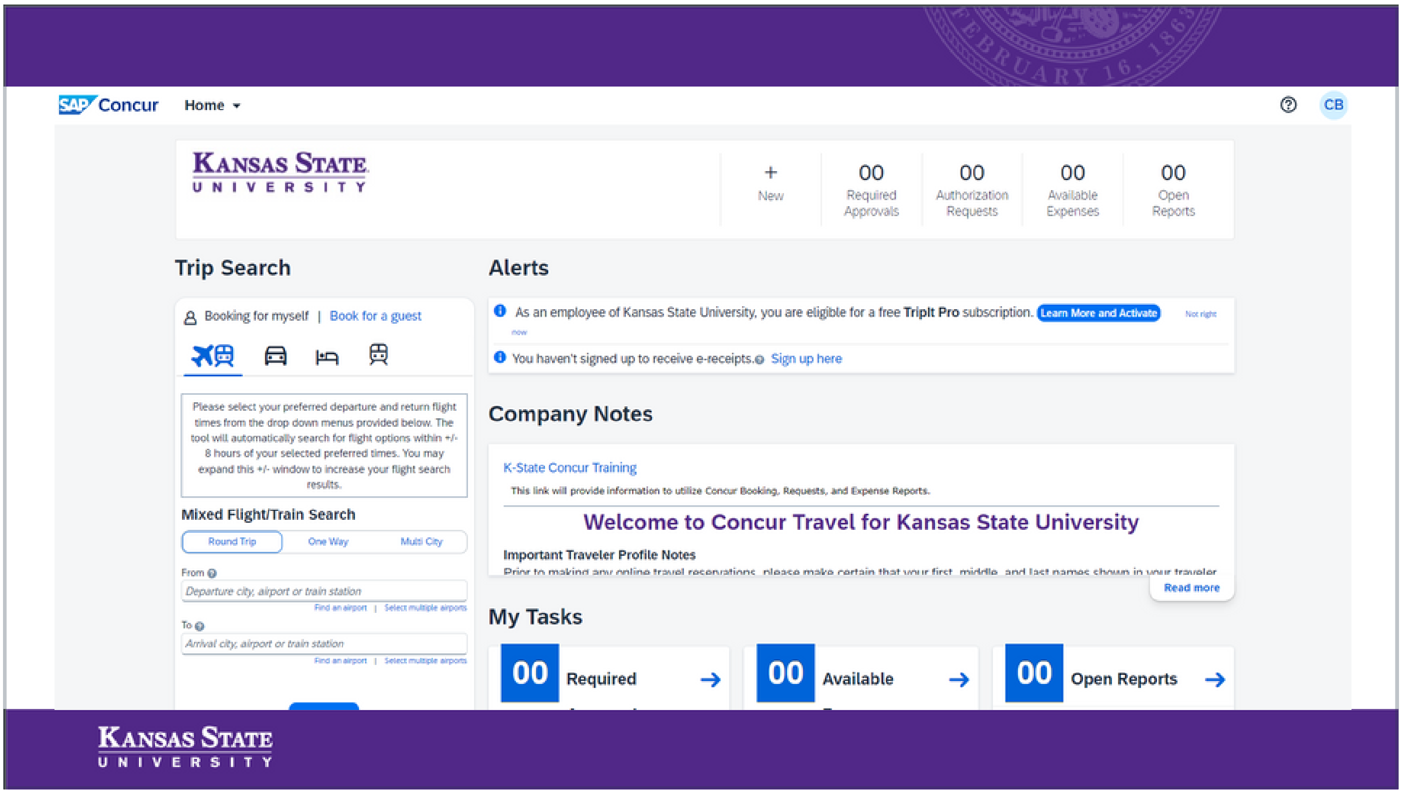
with the exception that no request is required for monthly in-state mileage travel.



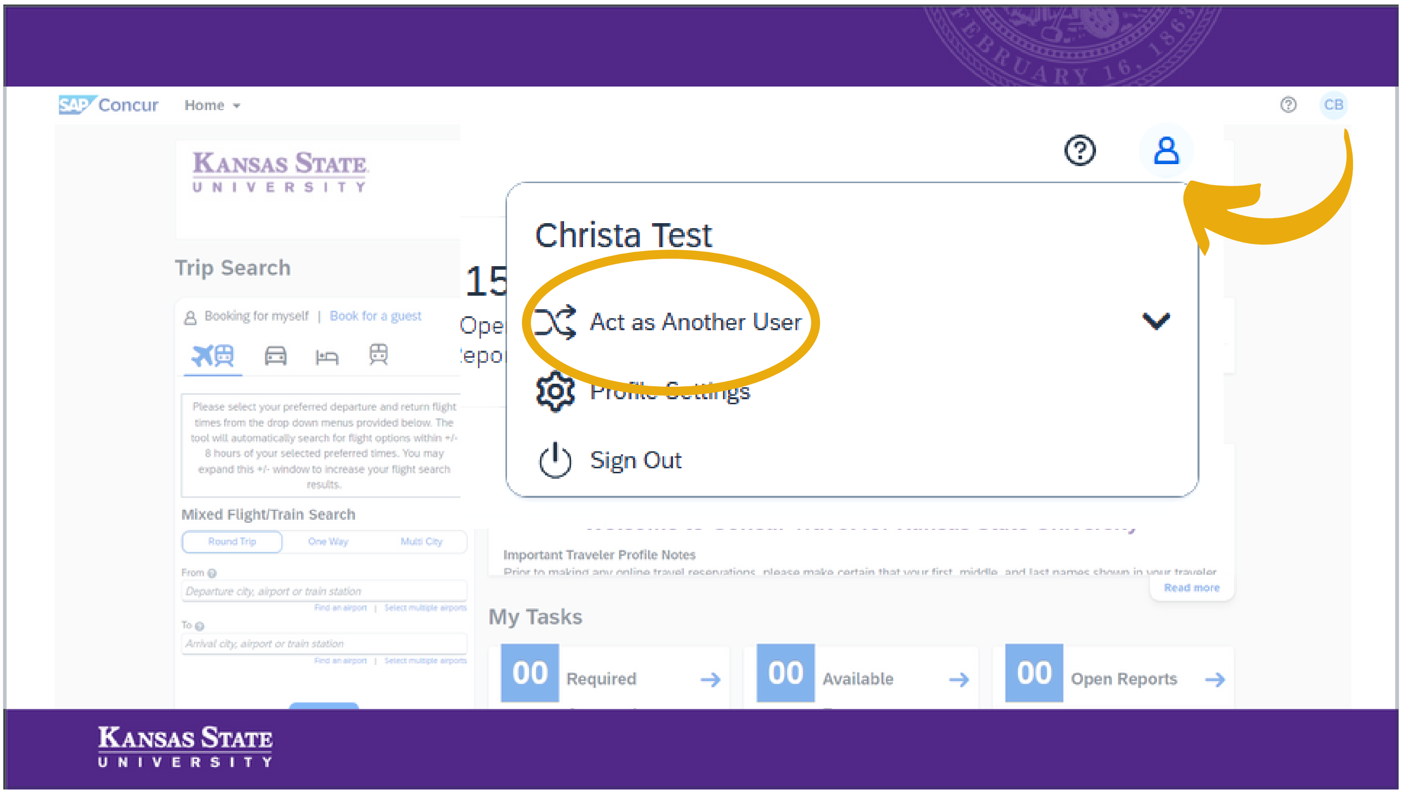
The Concur travel process starts with a request that establishes the dates and locations of the travel, as well as the estimated expenses. Once the request is fully approved, the traveler may make travel arrangements. Exact expenses associated with the travel must then be entered into an expense report generated from the request, approved, and then reviewed and processed for payment.



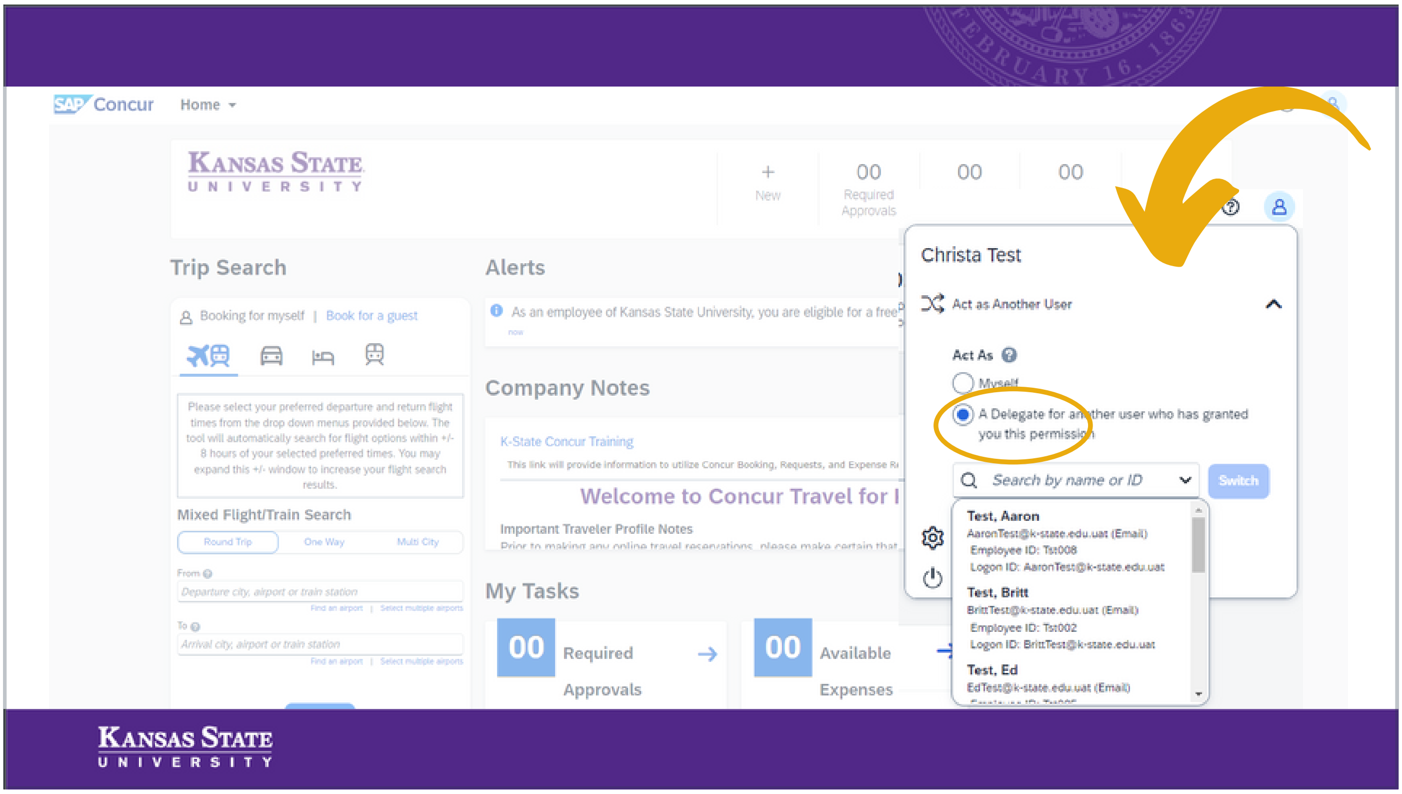
For employee business travel funded by sources outside the university, a travel request may be submitted through Concur for departments to establish a duty of care process for their employees. In such instances, the request should be closed after approval and does not need to be followed by an expense report, as no payment of university funds is required.



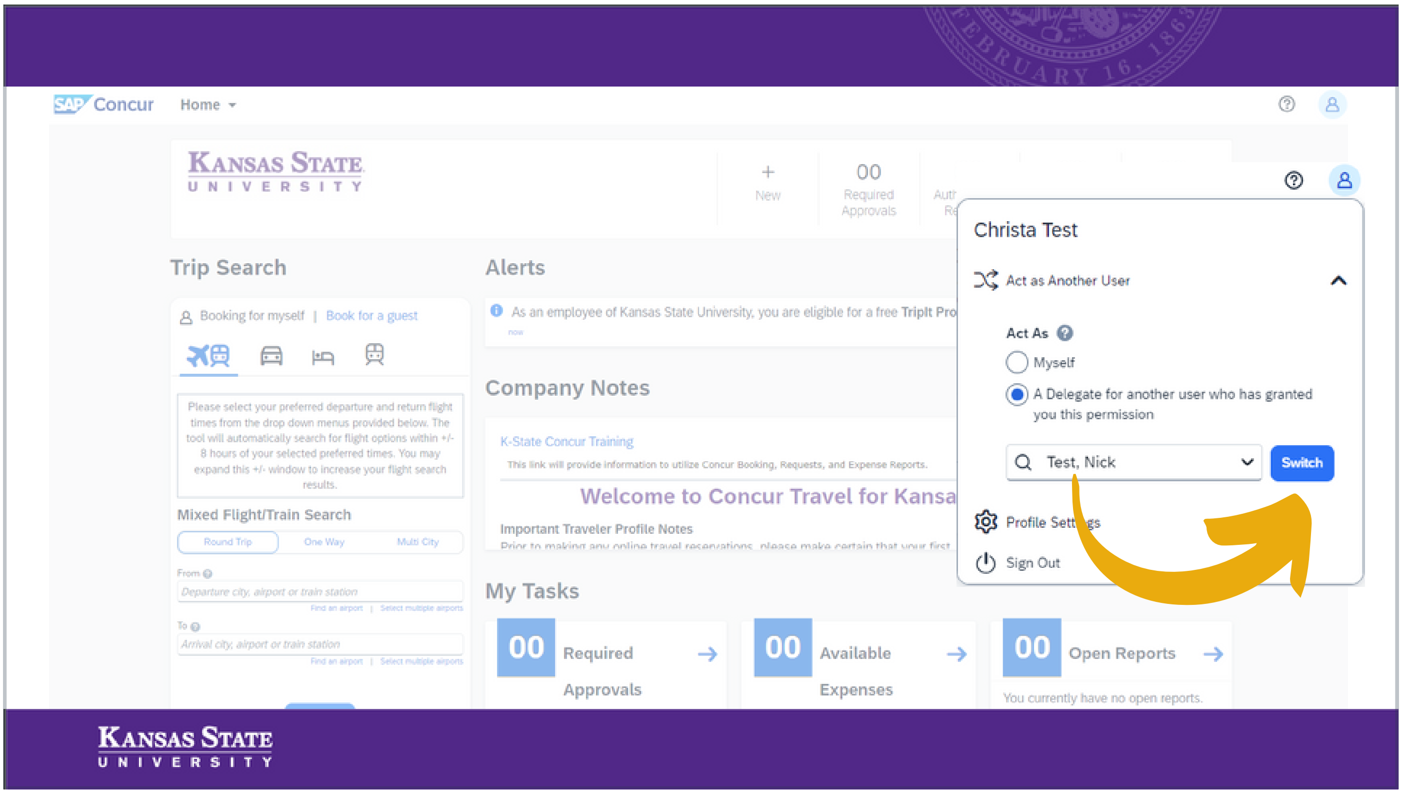
It is possible for either travelers or their delegates to create and prepare requests. Only the traveler, however, can submit the requests because the traveler has to be the person to agree to the User Submit Agreement which acts as an electronic signature on the request. If you are the traveler, you want to start on the home page dashboard.



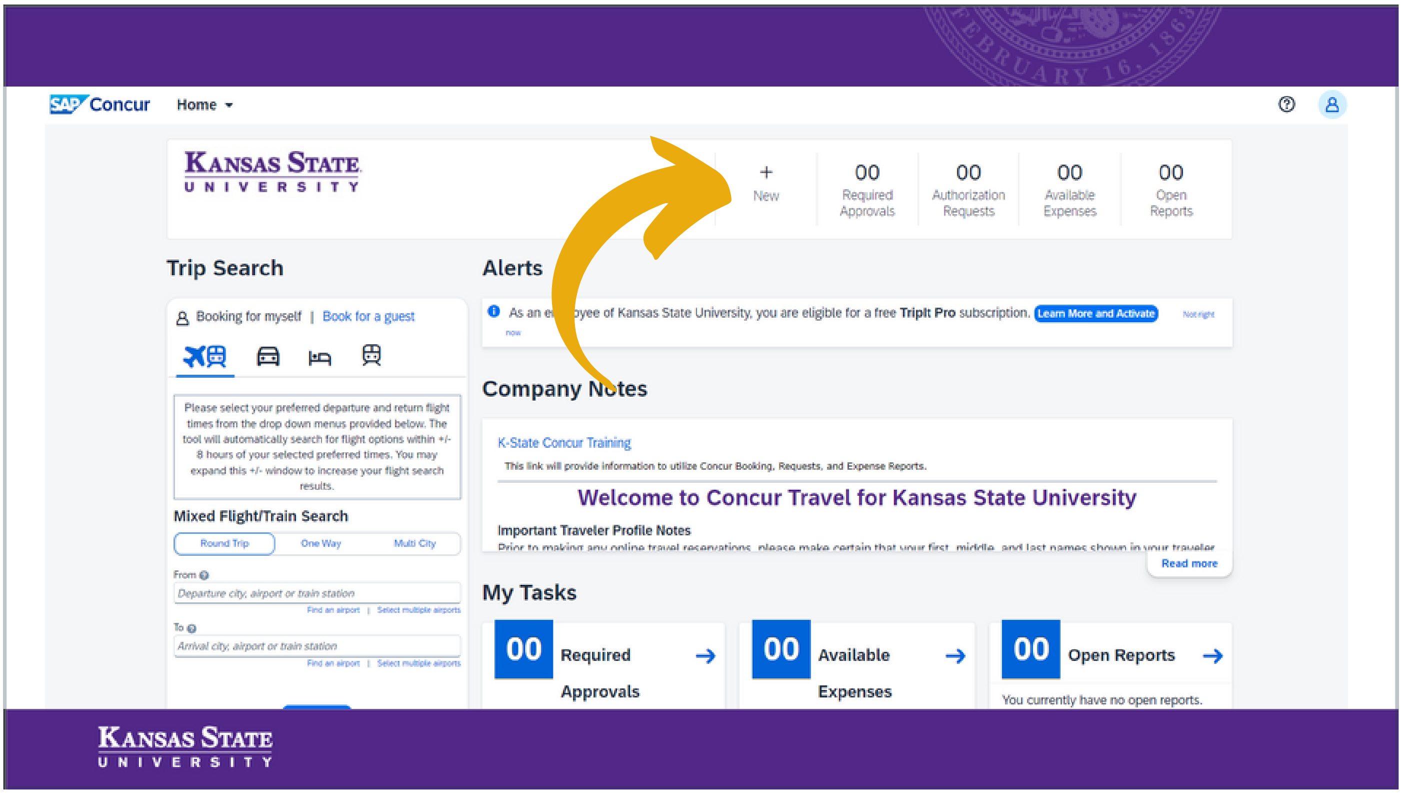
If you are a delegate acting on behalf of a traveler, you want to switch to that traveler's profile by clicking on the profile icon and selecting Act as Another User,



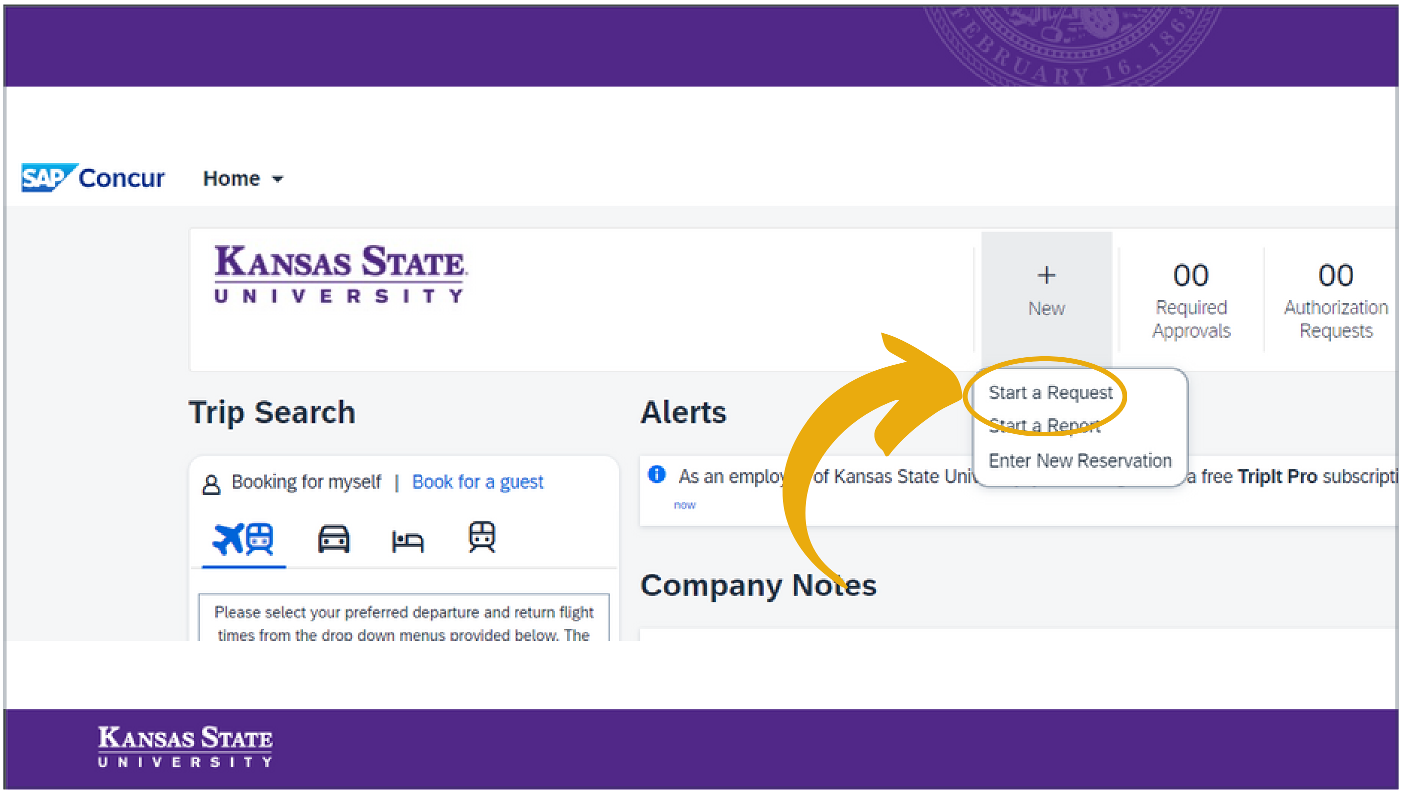
Then checking the delegate box and searching for and selecting the appropriate person,



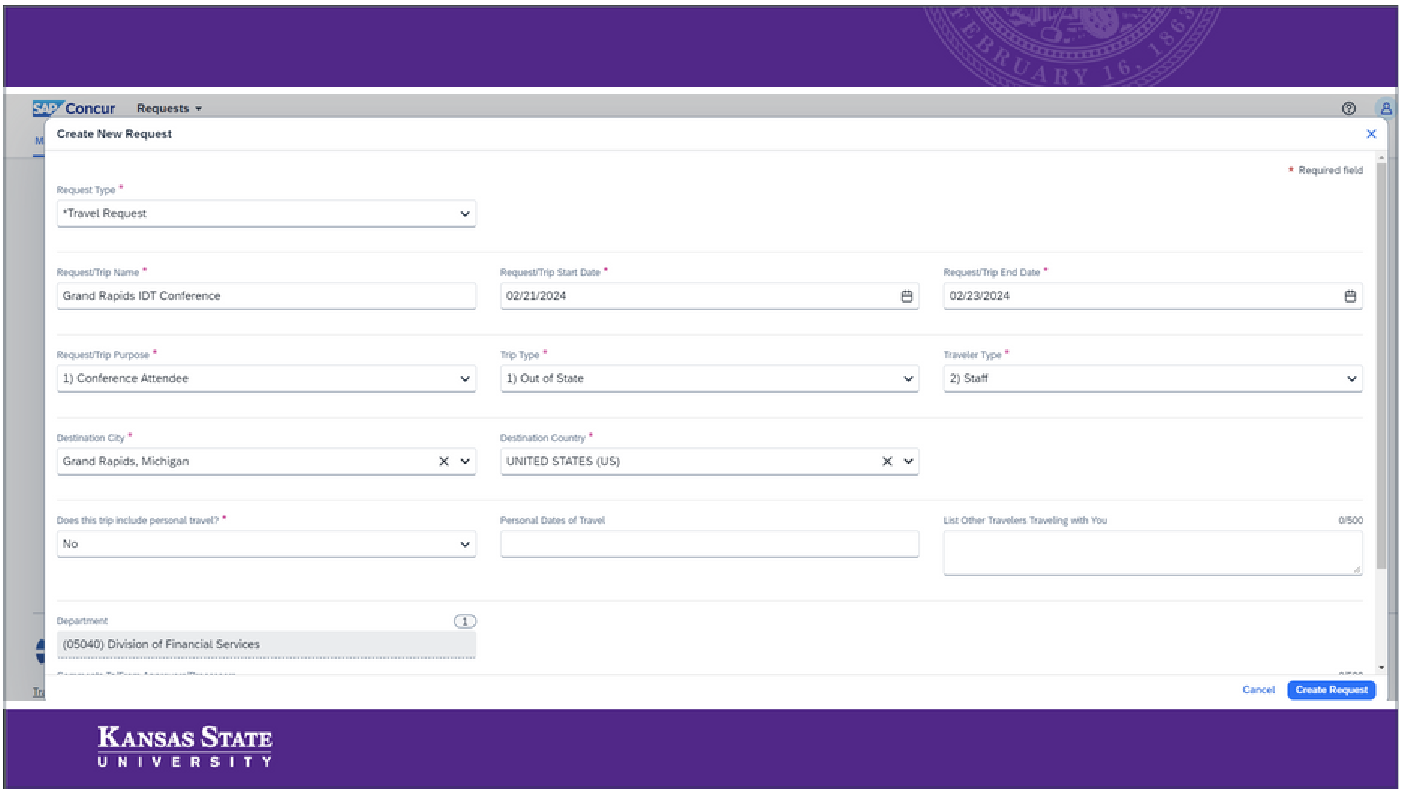
And then clicking Switch.



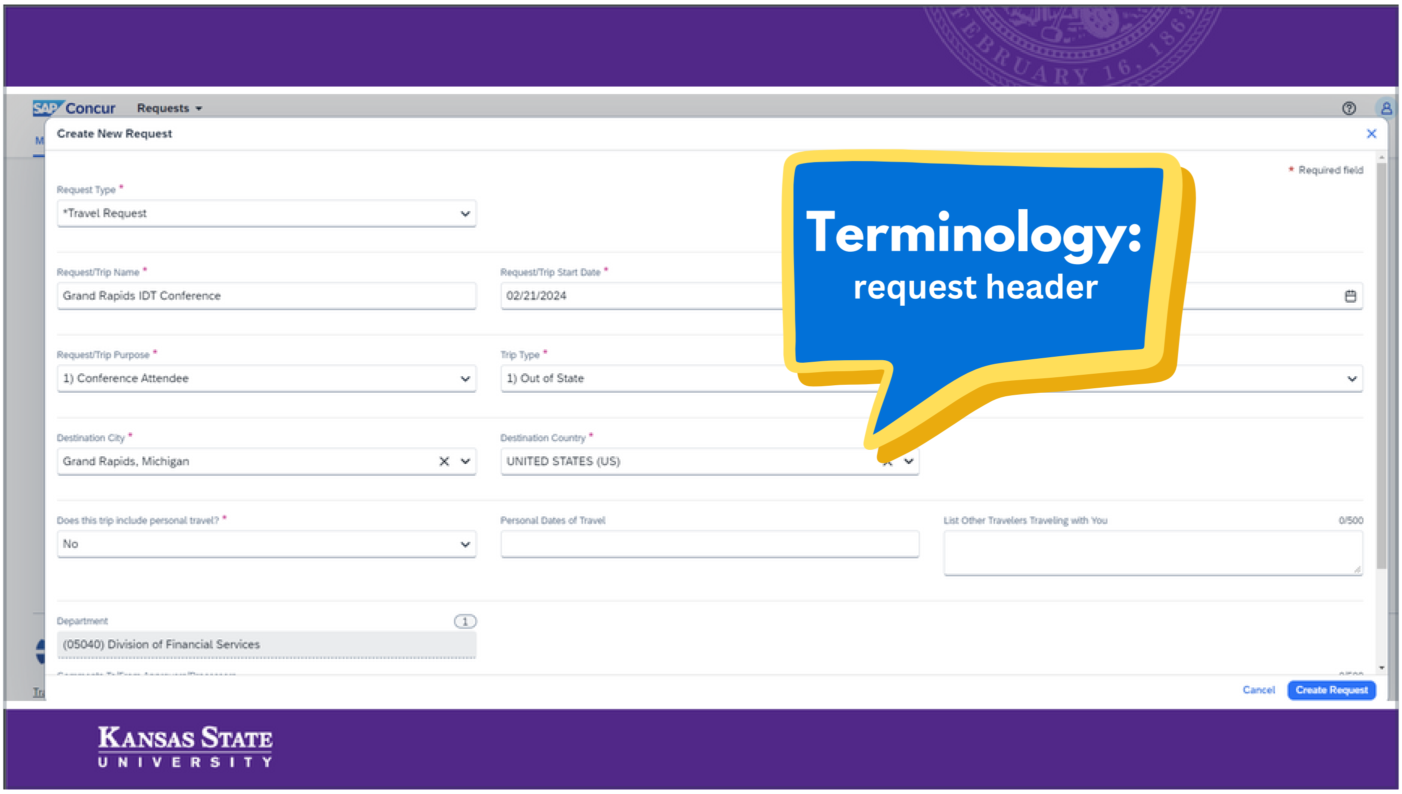
At this point, if you are the traveler, you'll see at the top center of the home page dashboard a plus sign with the word New underneath it.



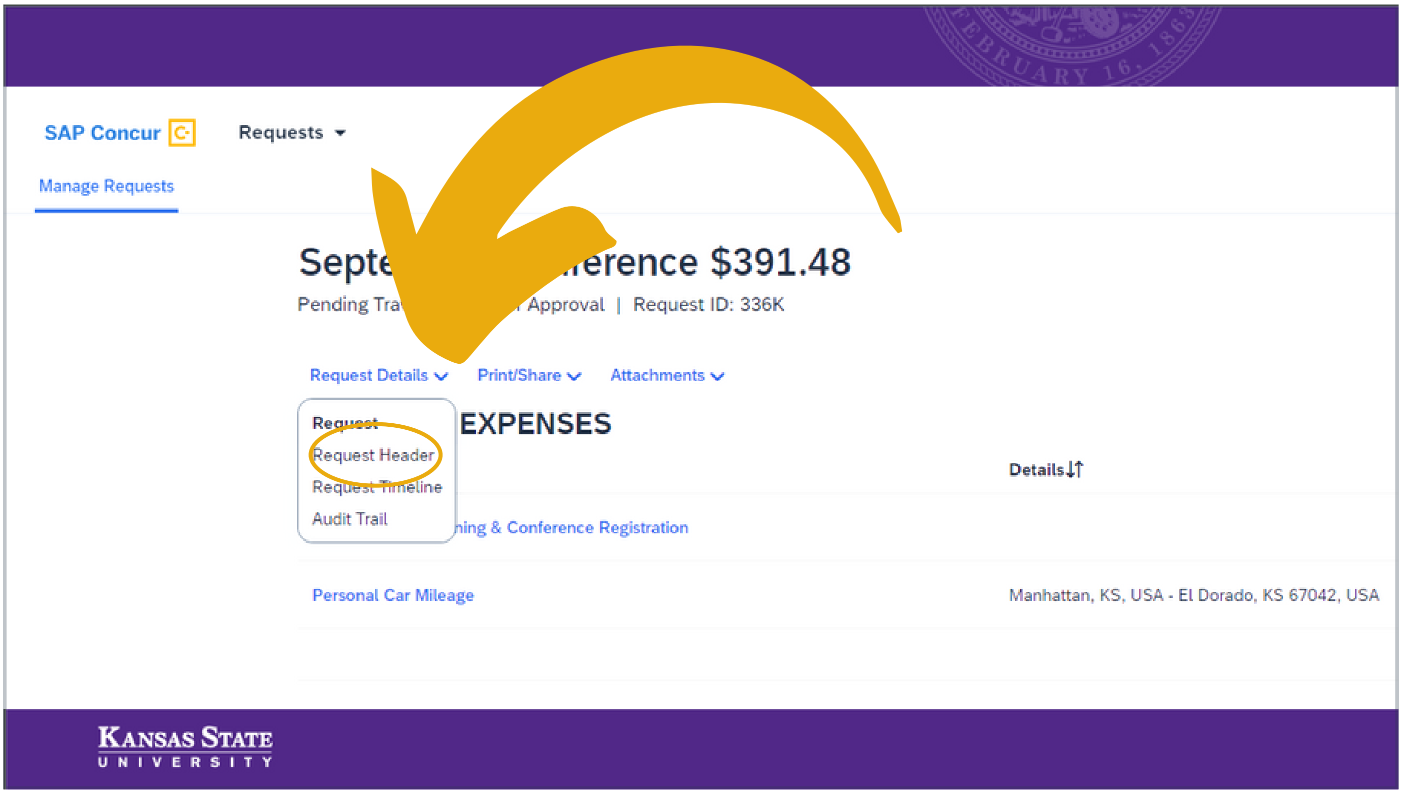
Hover here and select start a request. If you're the delegate, instead of seeing the New tab, you'll just see a tab that says Start a Request.



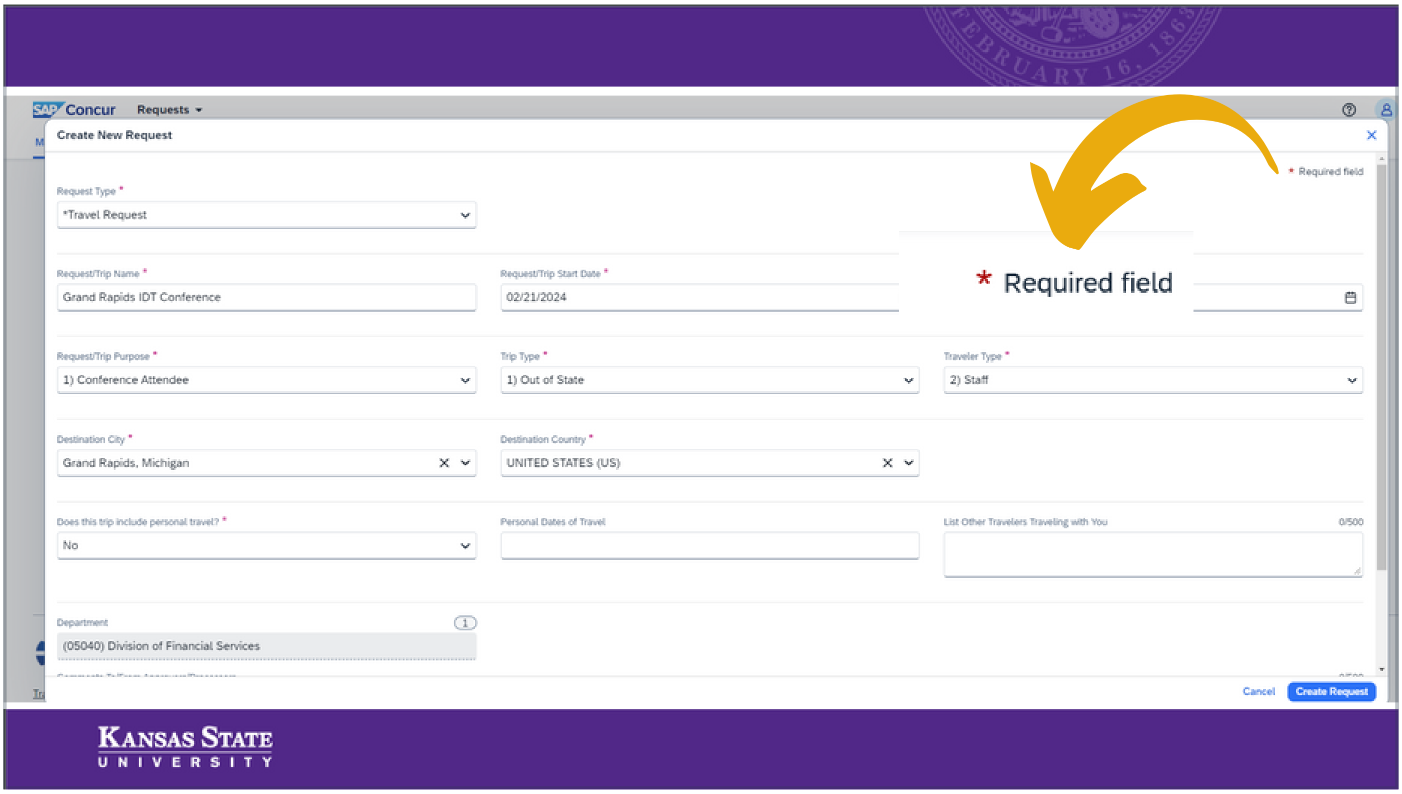
You will see a screen that looks like this.



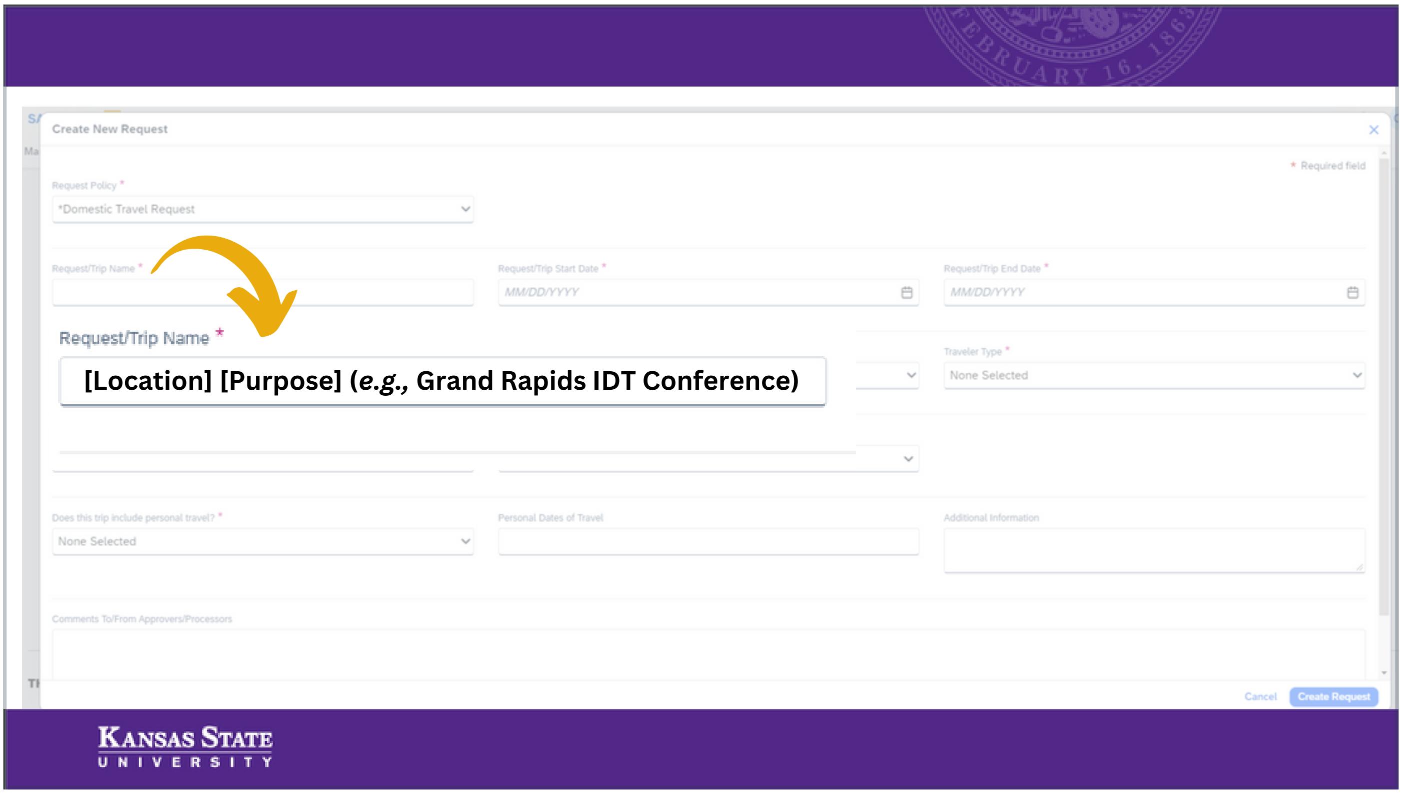
Concur refers to the details on this screen as the request header. The request header screen disappears after you fill in the details and create the request, but you can always get back to the request header screen to view or edit it



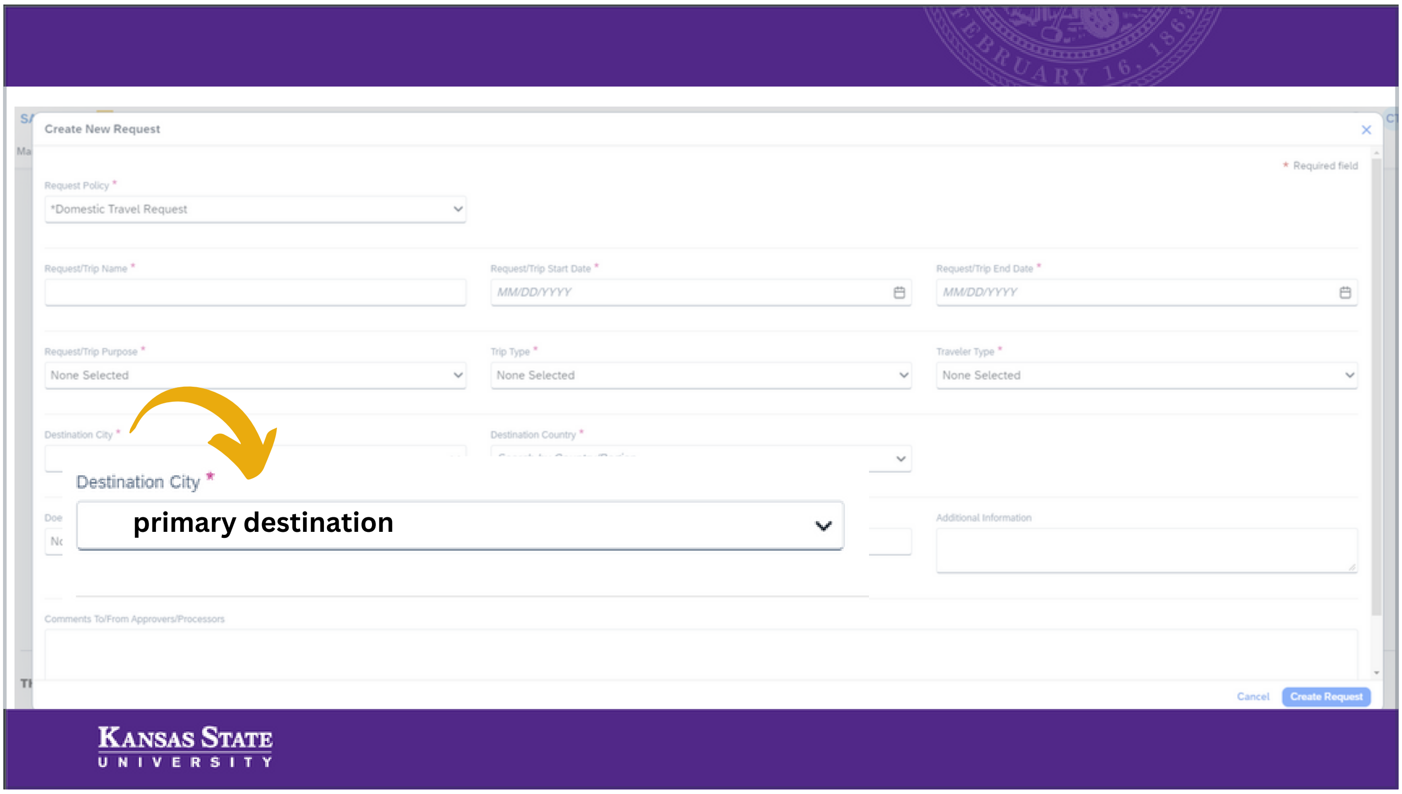
under the Request Details dropdown menu on the main request page—which we will get to in a moment.



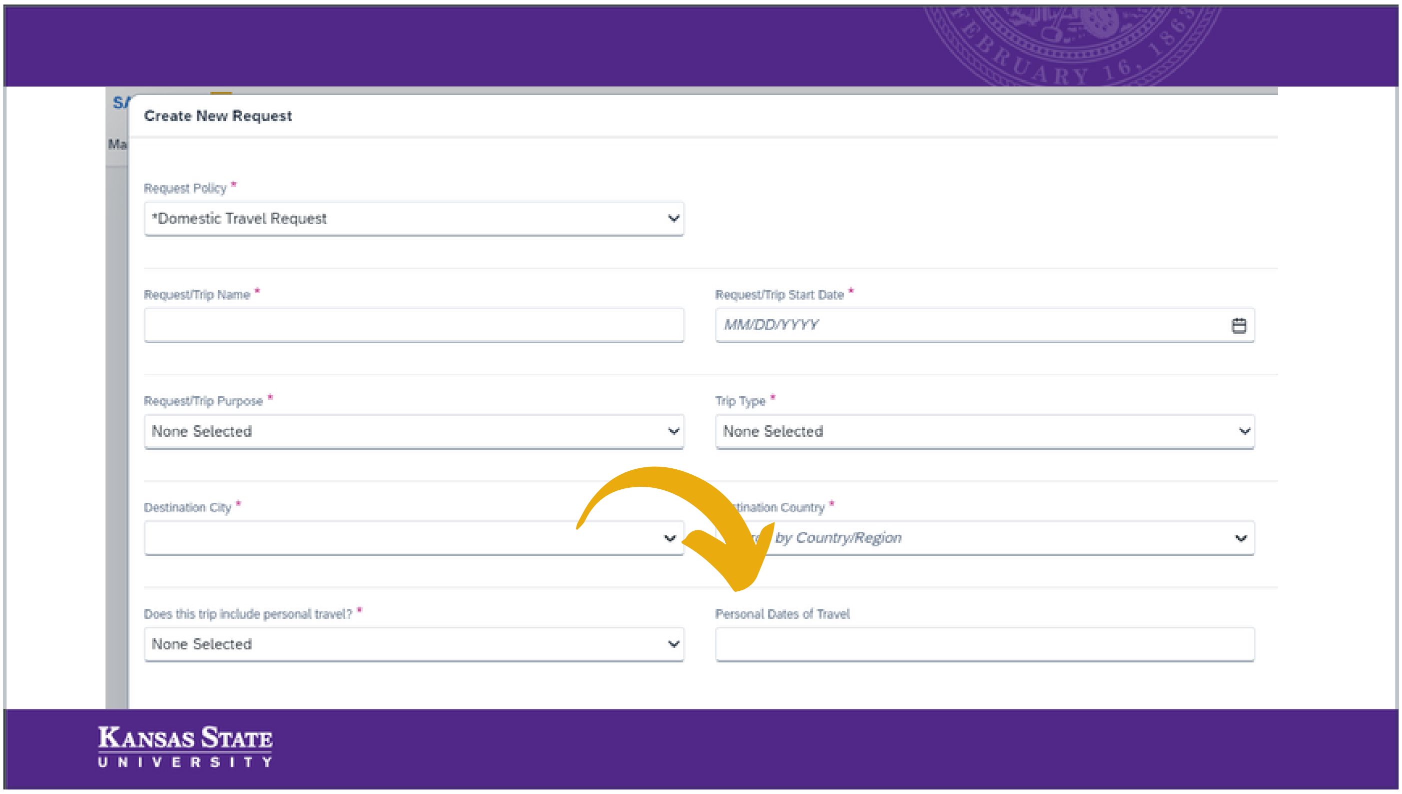
All fields on the header marked with a red asterisk are required fields. Fill them out with the trip details applicable to the travel you are requesting.



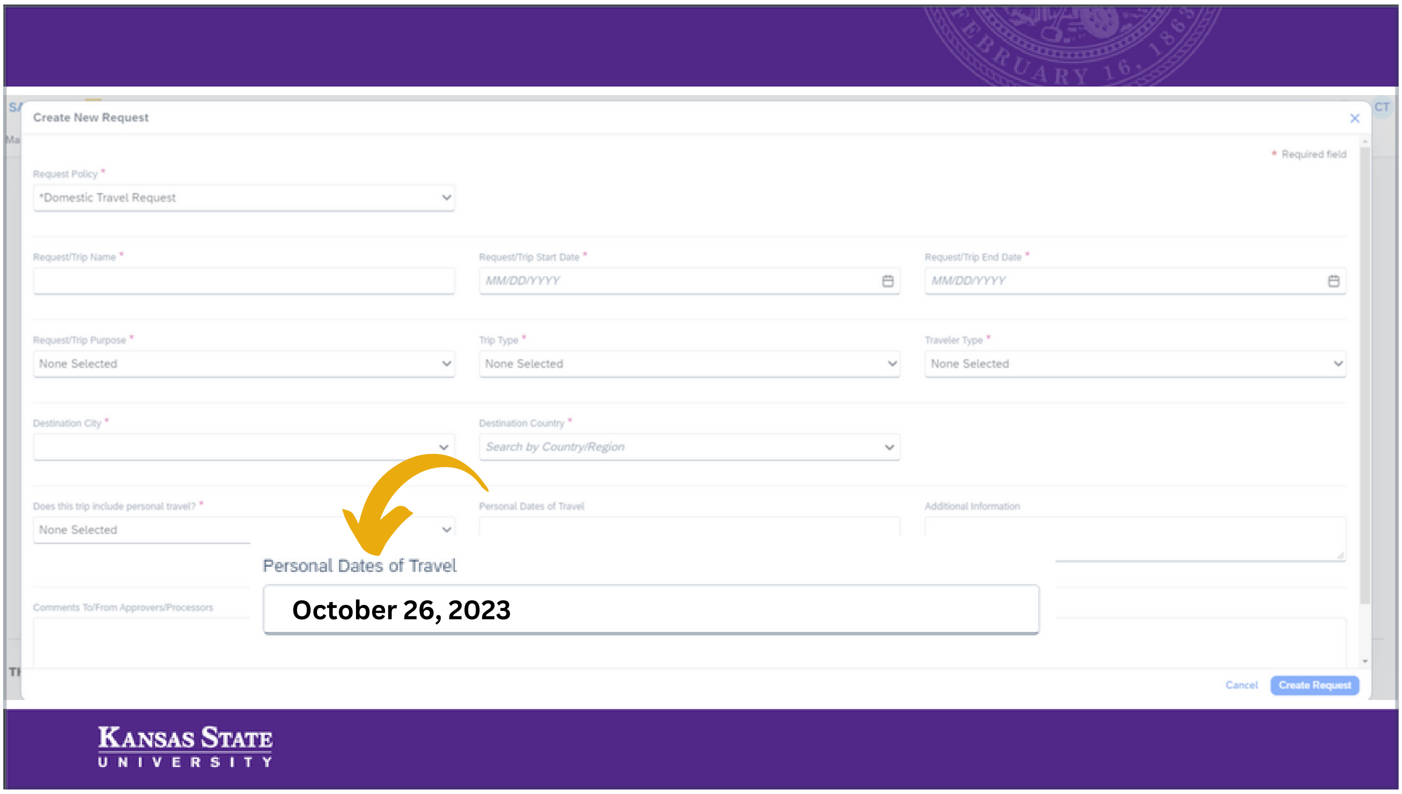
For the Request/Trip Name, the name should clearly identify the location and purpose of the trip you are making—Grand Rapids IDT Conference, for example.



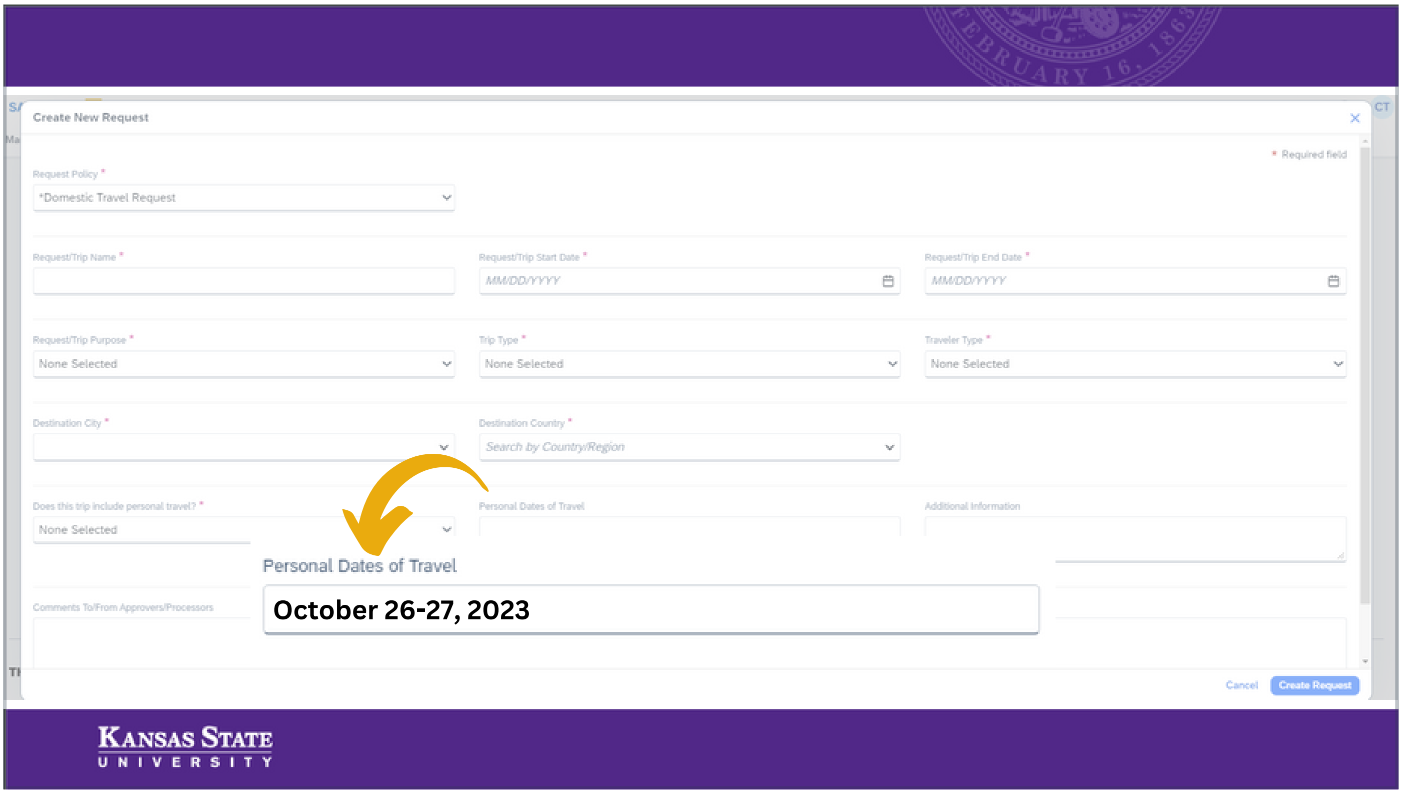
The Destination City field is the primary destination of your travel—the location of the main purpose of your travel.



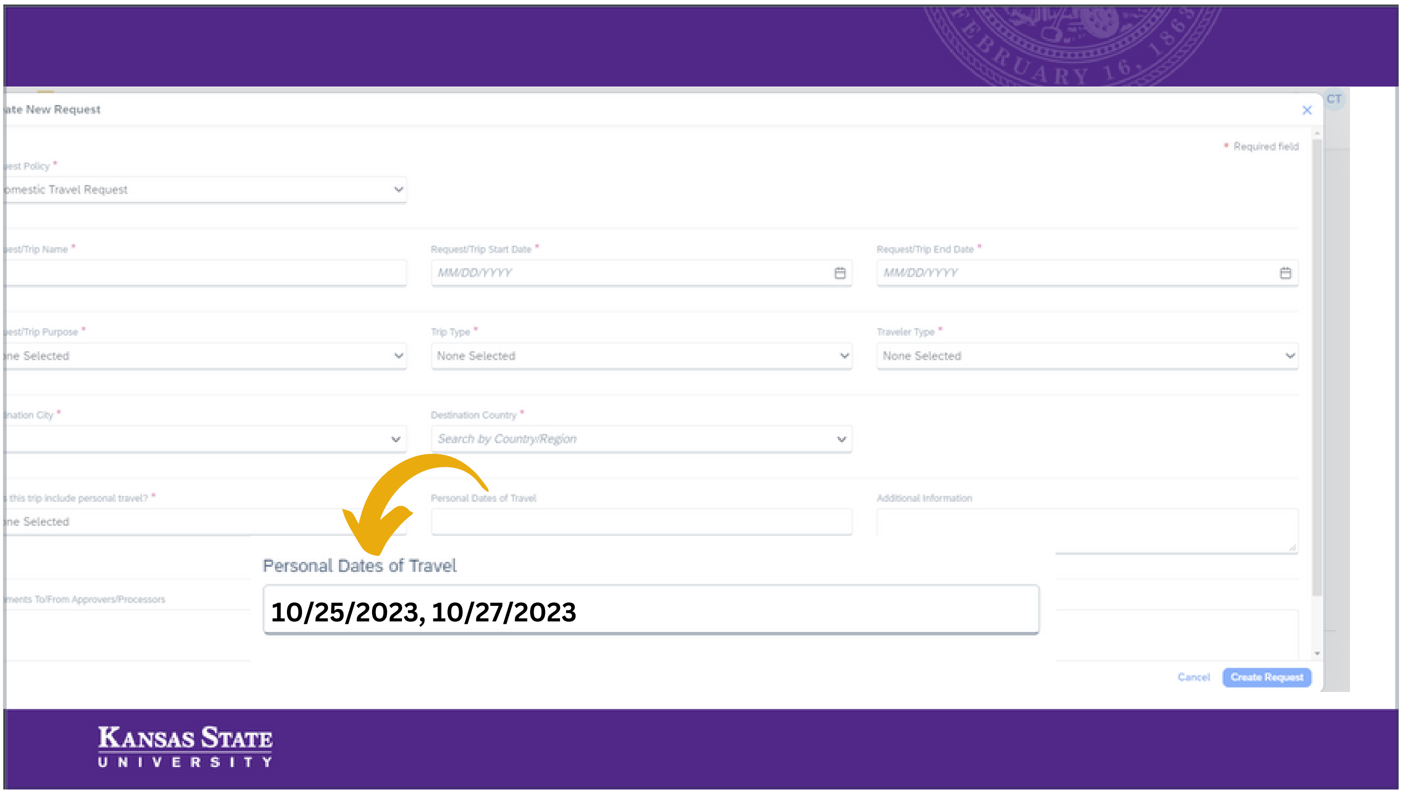
The Personal Dates of Travel field is a free-text field.



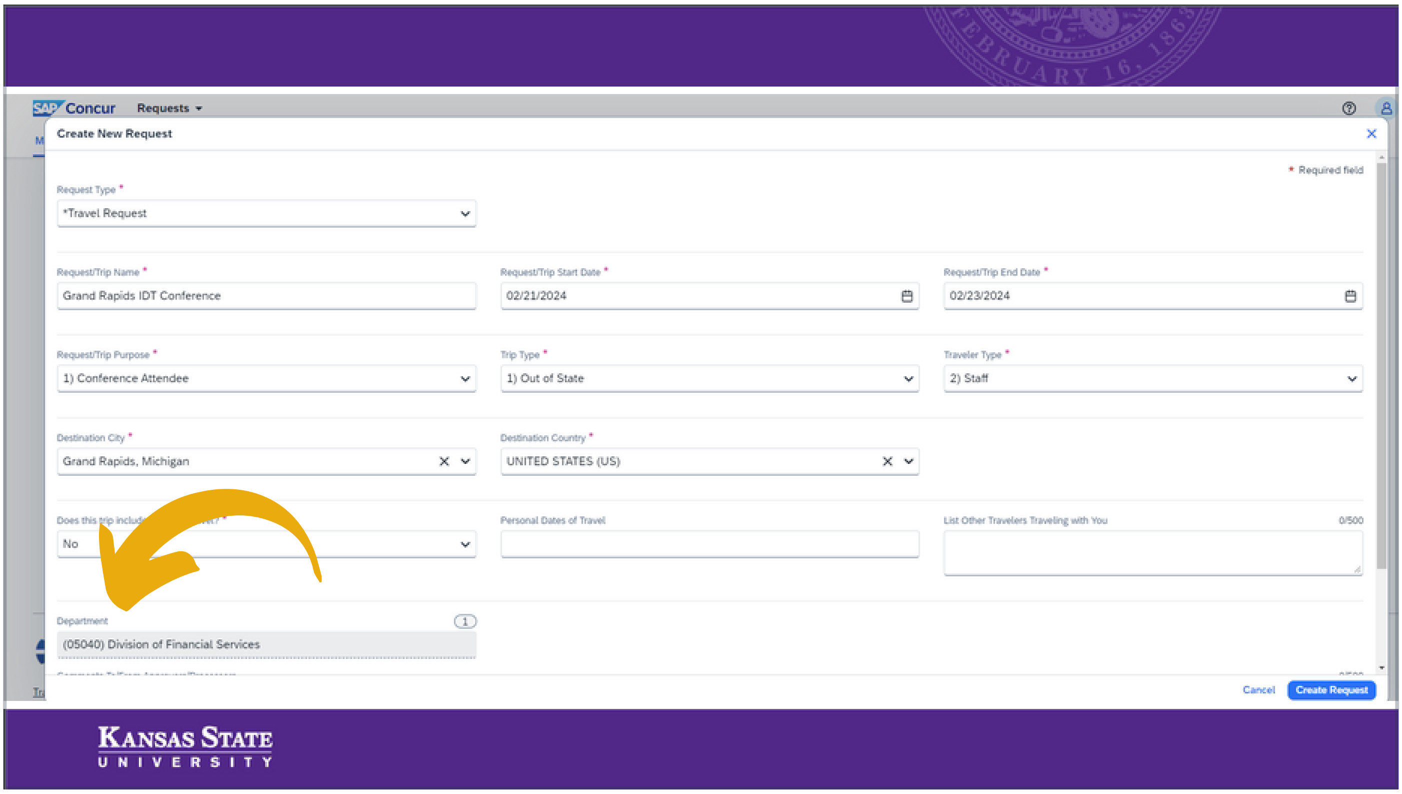
This allows you to enter a single date,



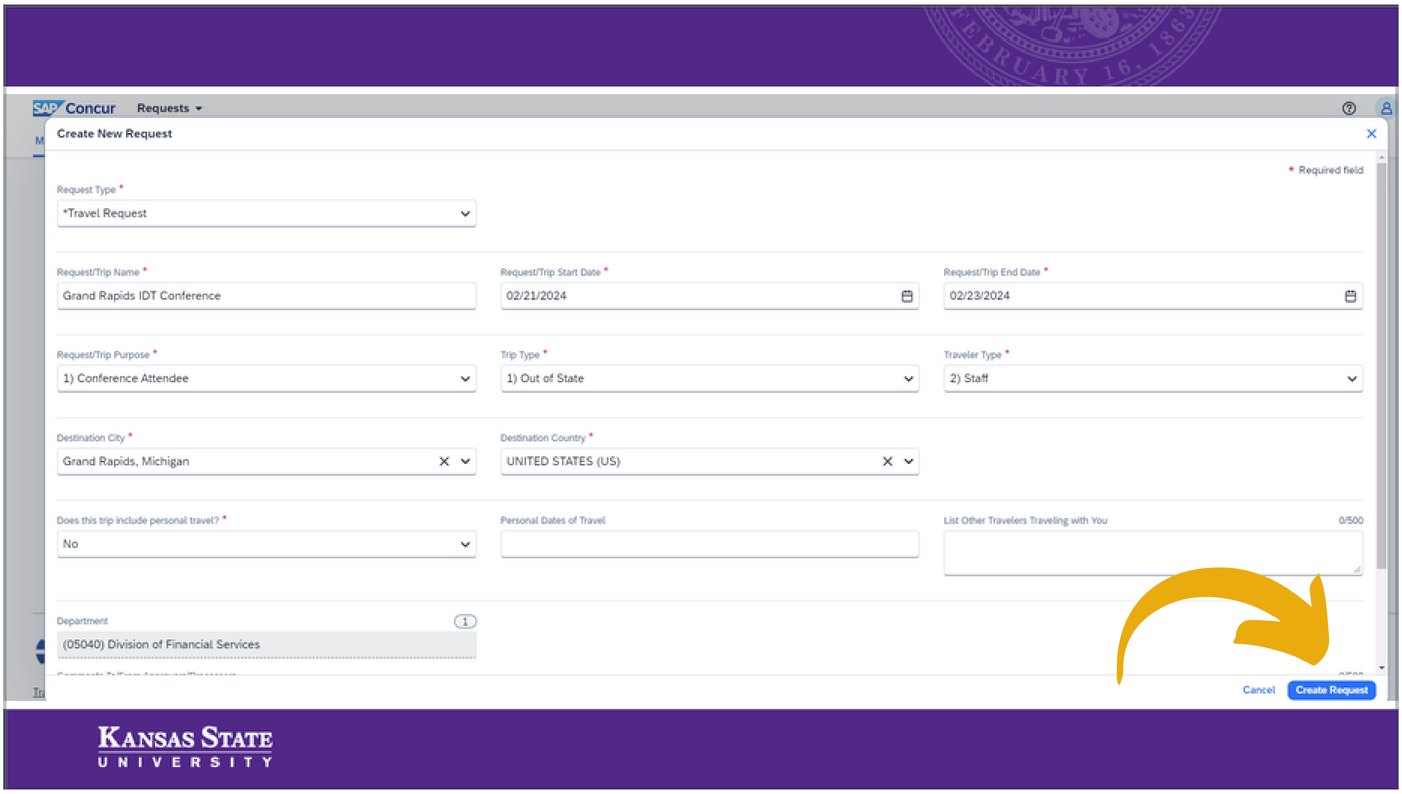
a range of dates



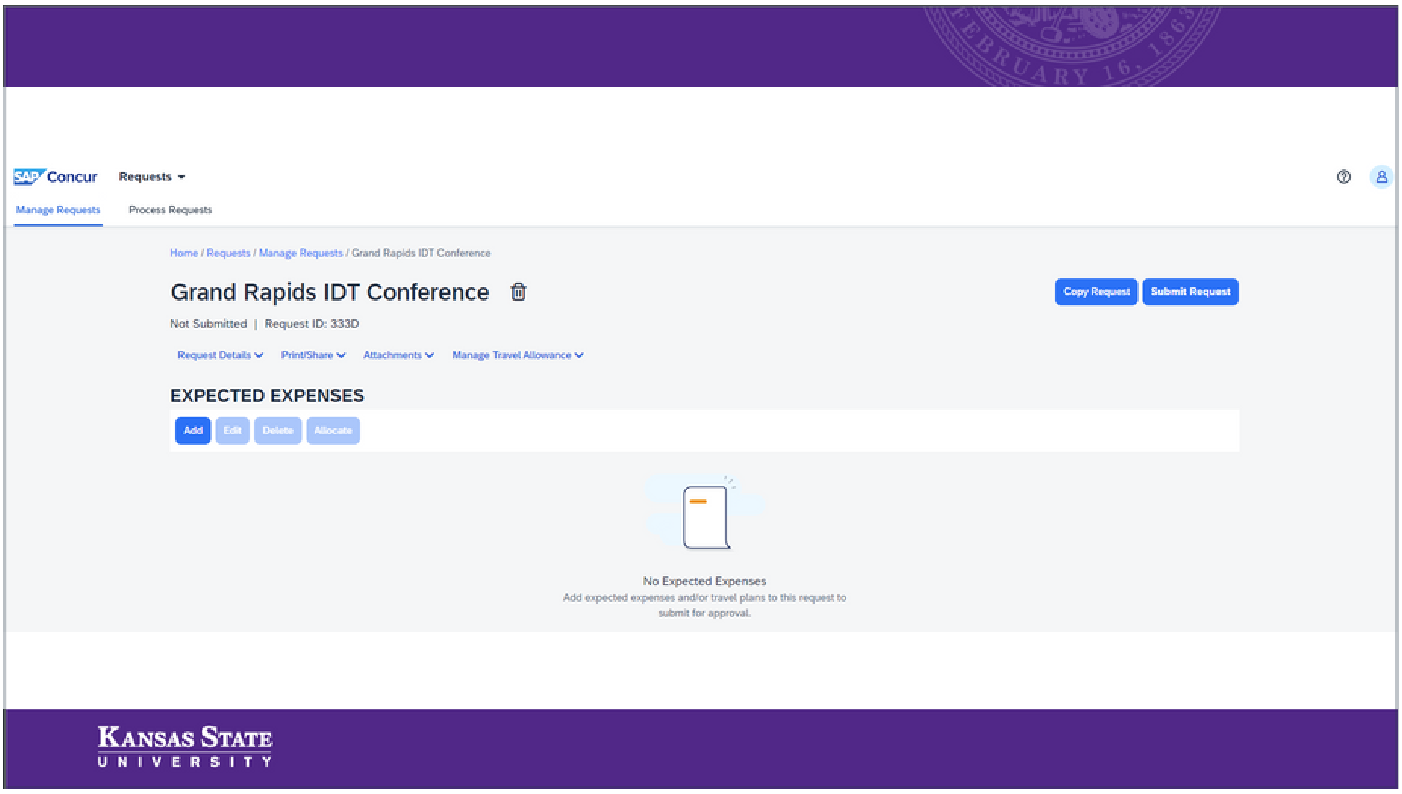
or multiple individual dates as needed.



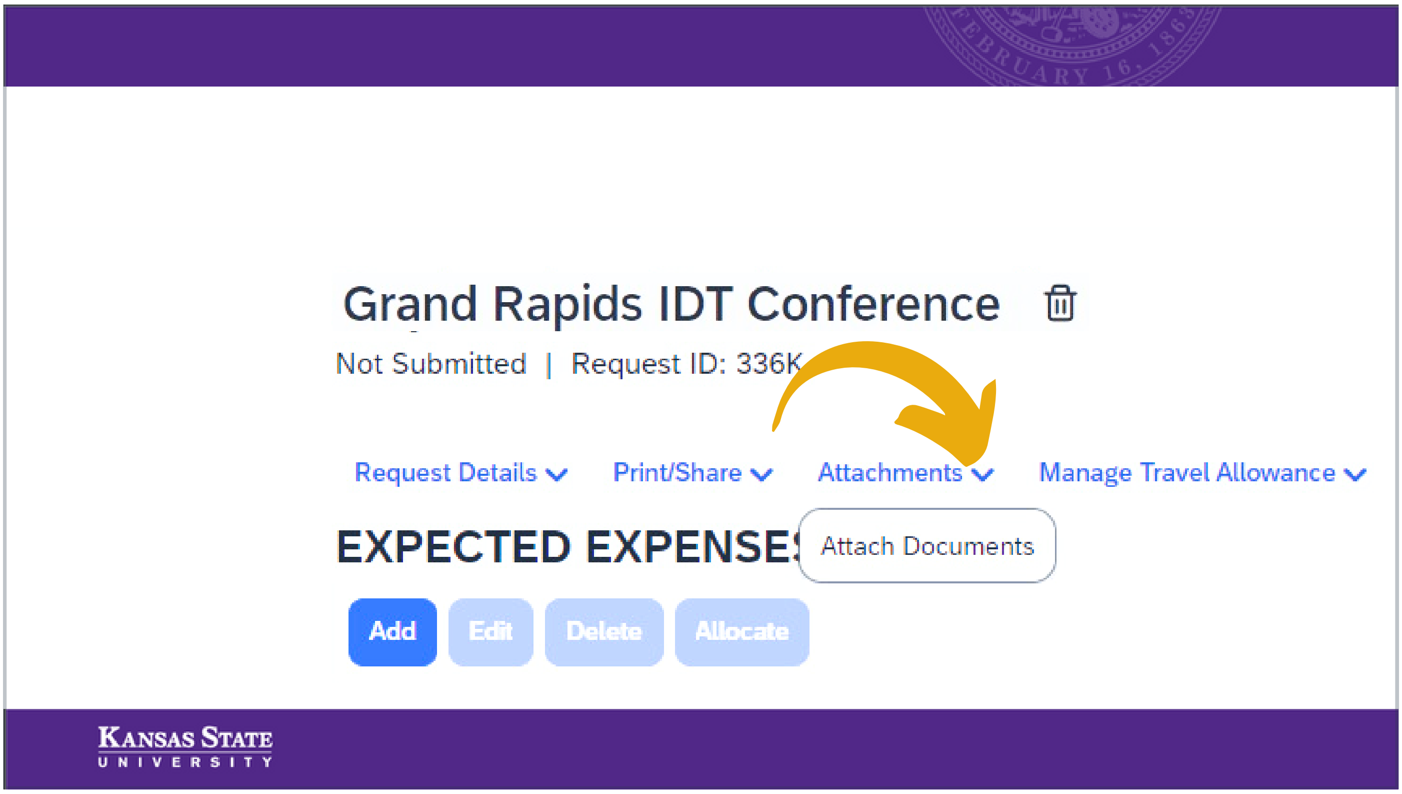
You will notice a department field near the bottom of the header. This field is sourced from the traveler’s primary department on file within HRIS. It is an information field only and cannot be changed.



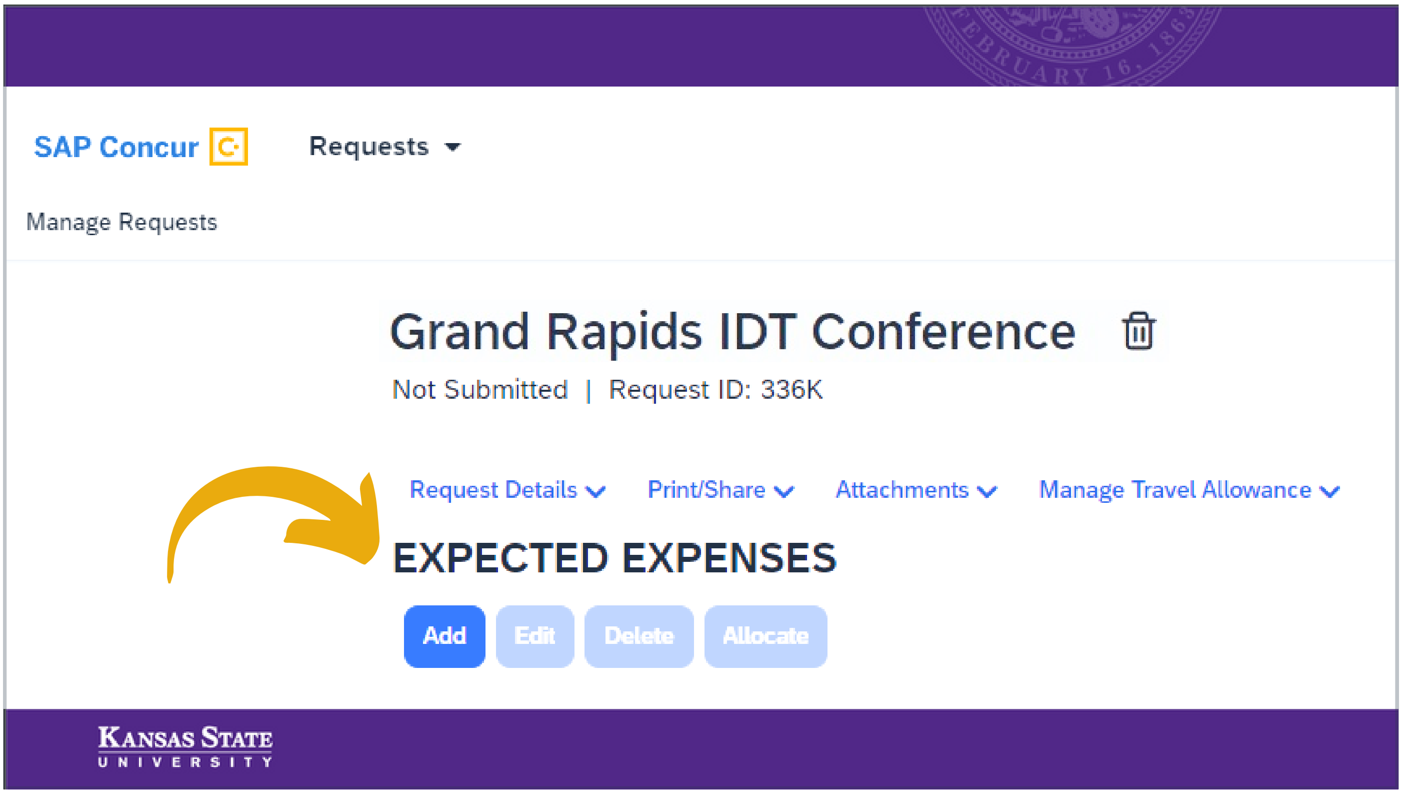
When all required fields—and any additional fields if necessary—are complete, click the Create Request button in the bottom right corner.



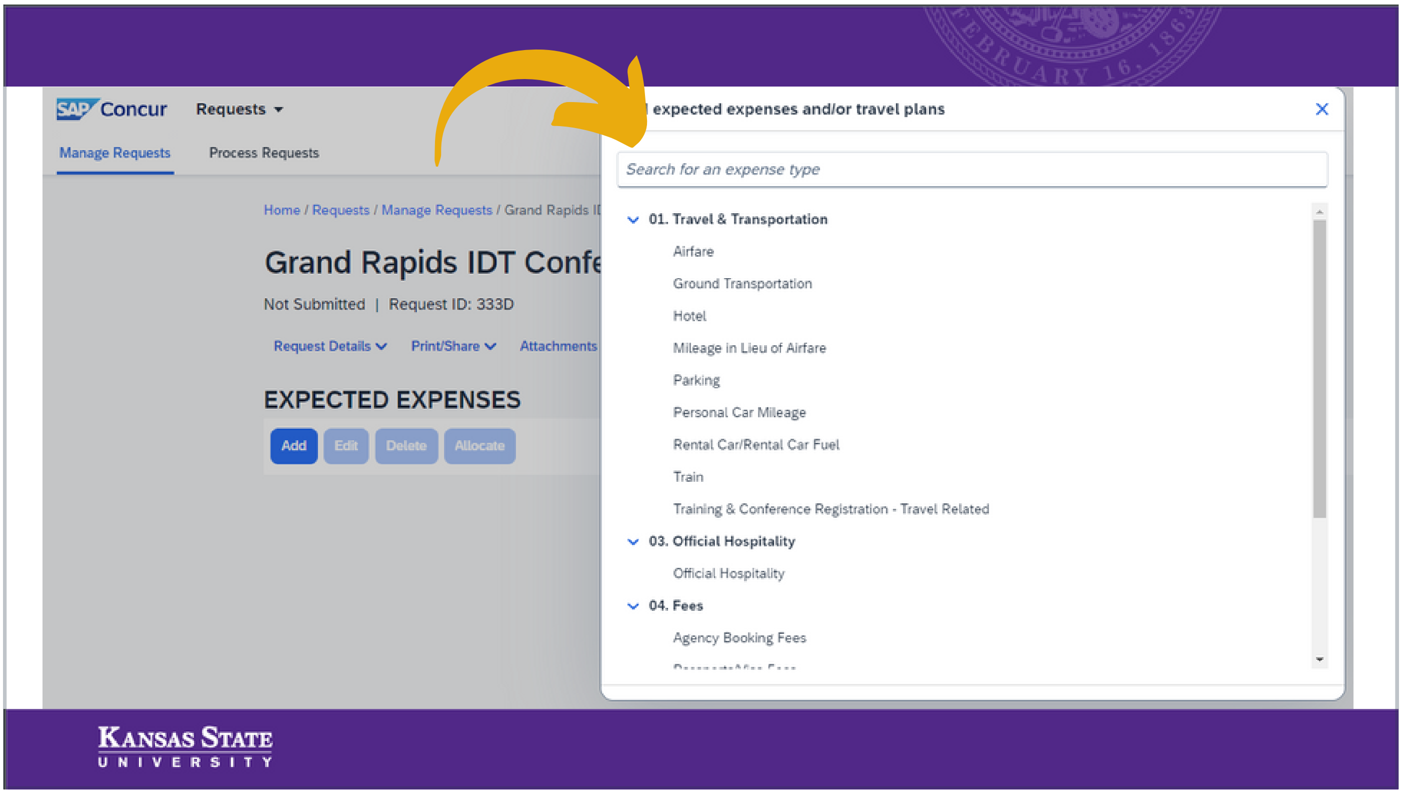
The main request screen I mentioned earlier will appear. This screen allows you to manage the request.



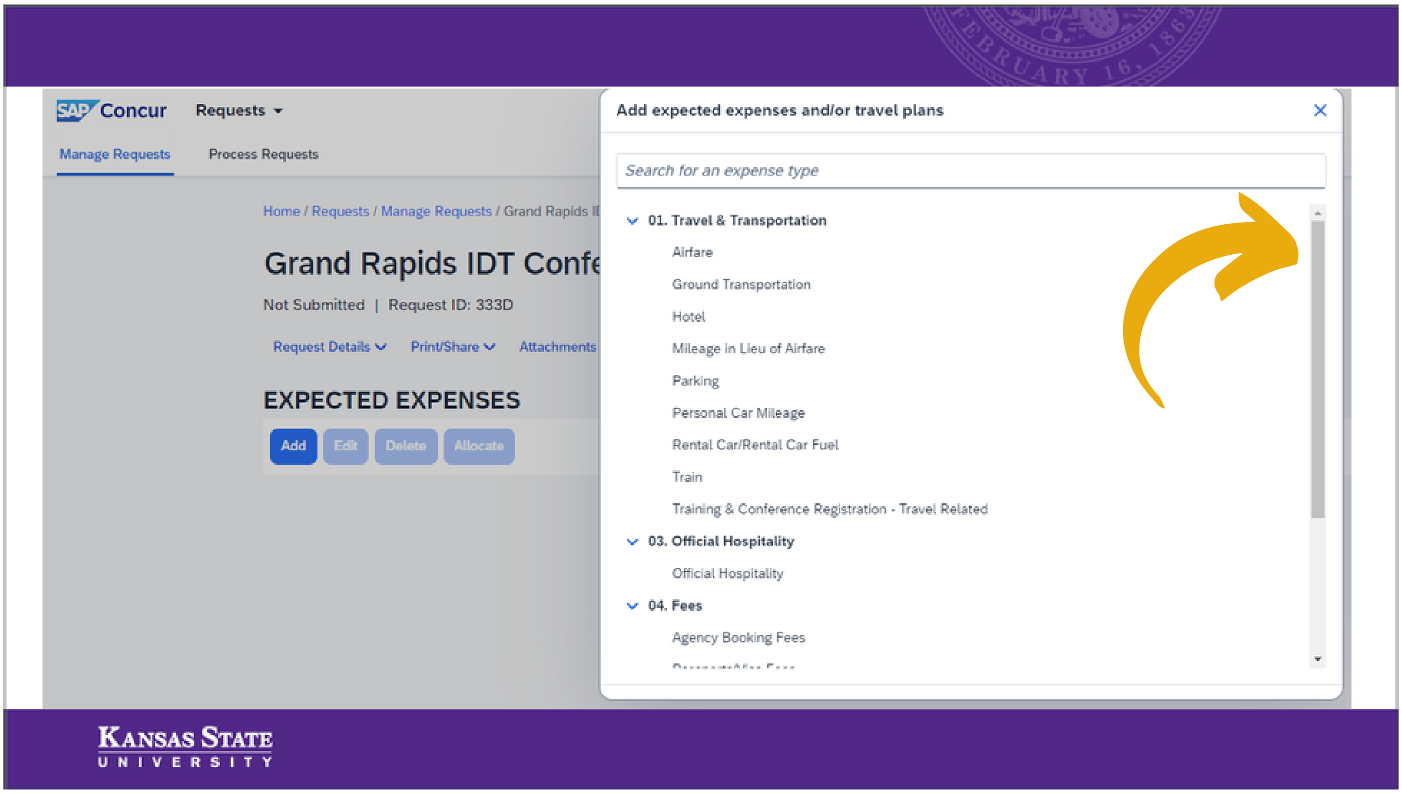
You can attach documents pertaining to the travel request if necessary, such as a conference agenda, the International Travel Registration, or the cost comparison worksheet.



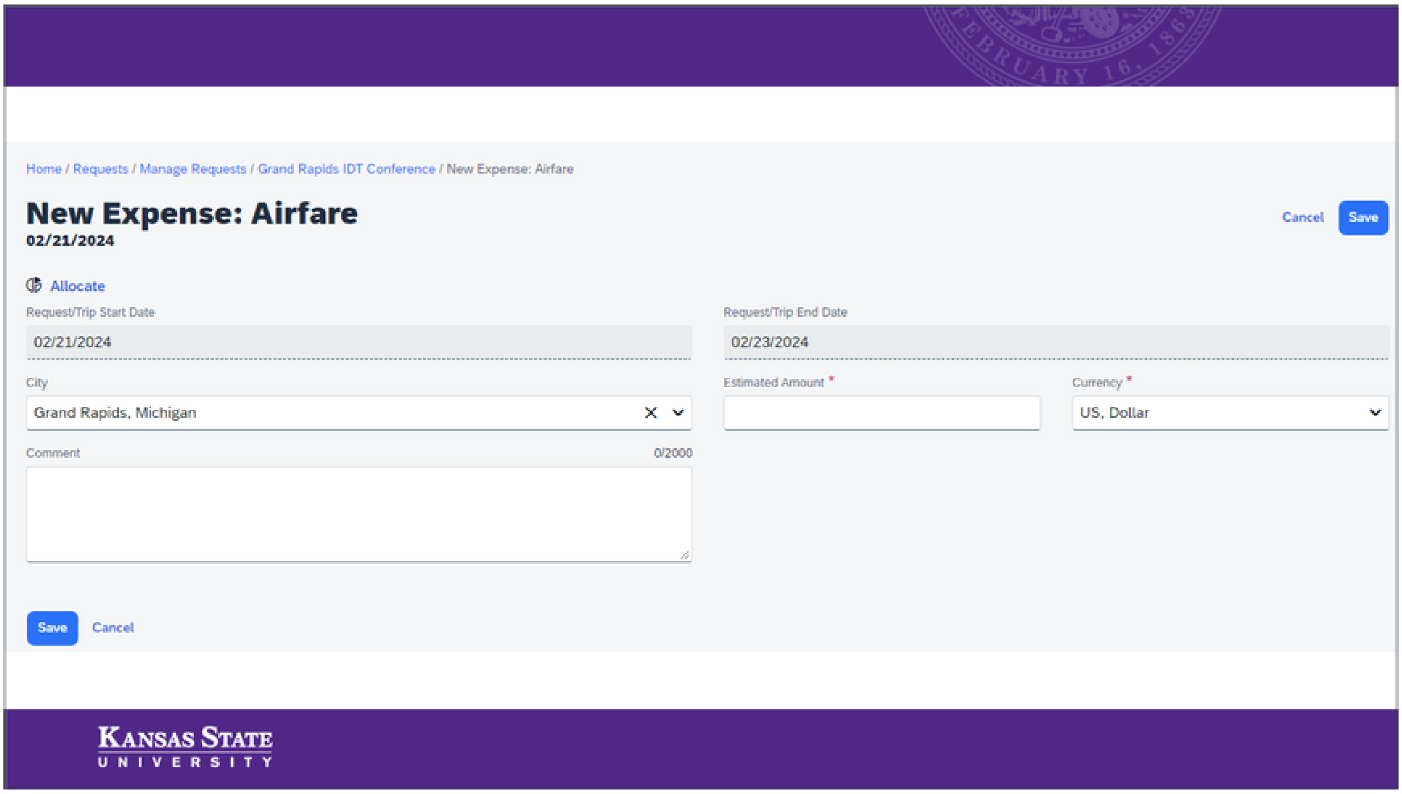
And you can add expected expenses to the travel request by clicking the Add button.



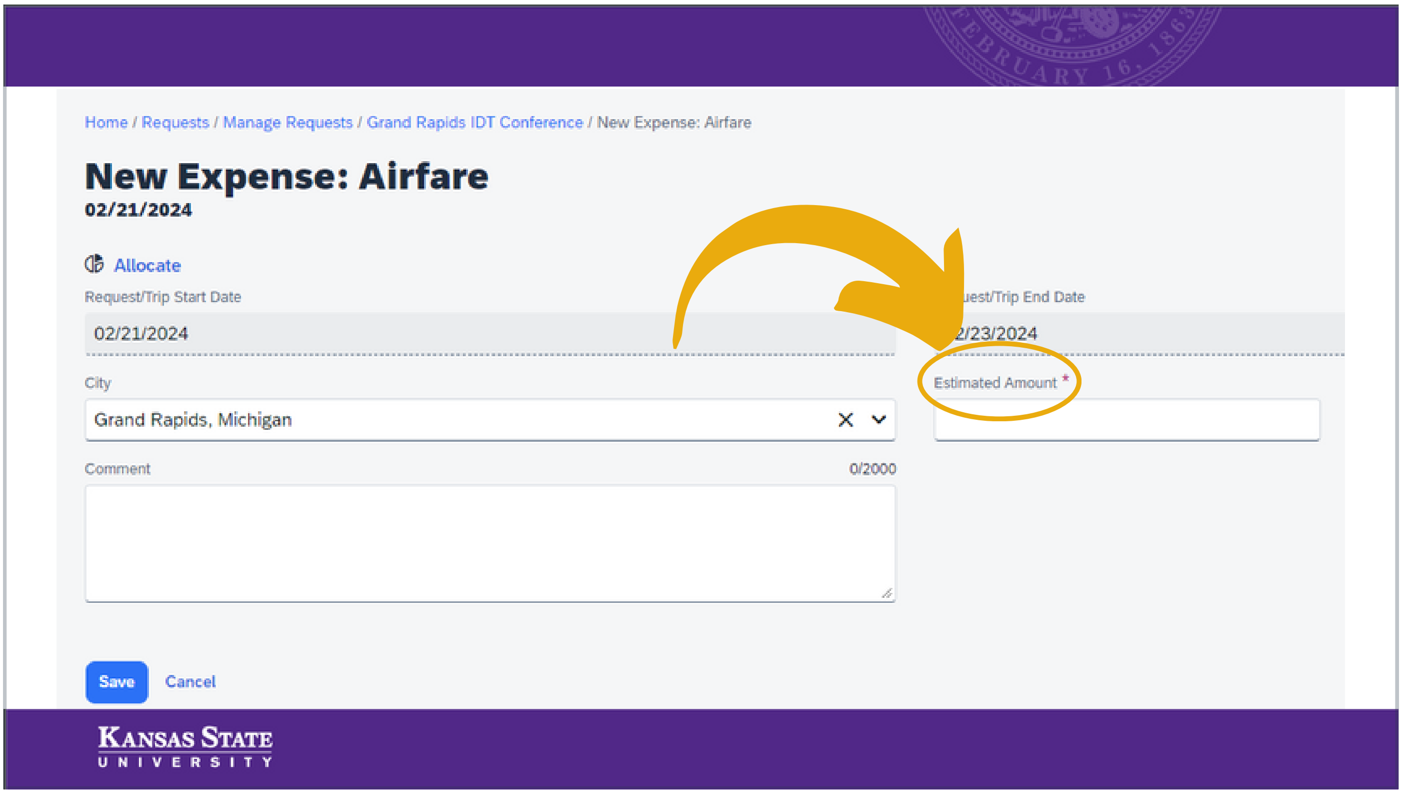
A screen will appear allowing you to search for the type of expense you wish to add. Something to note! Because these are expected expenses only on a travel request, not all expense types are listed—just primary expenses.



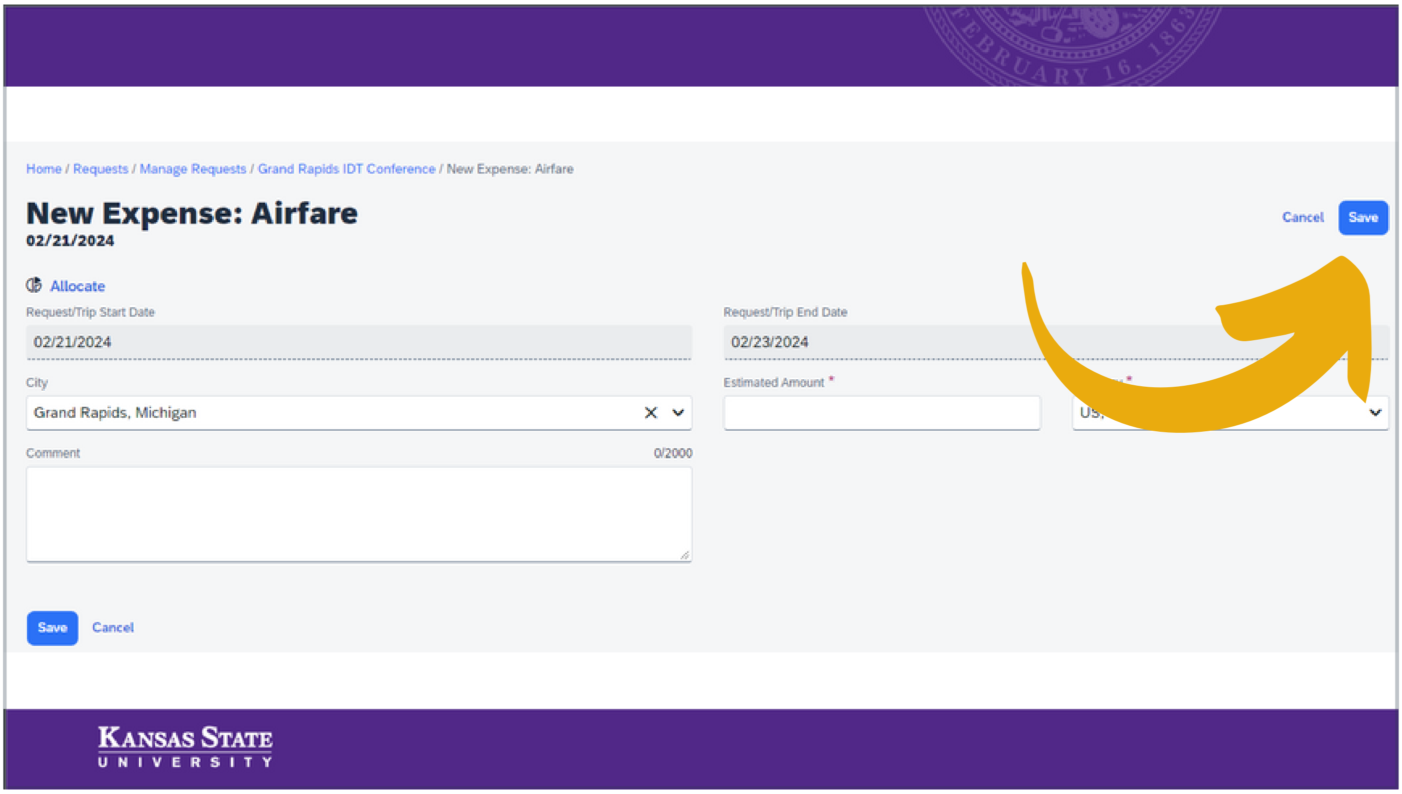
You can also search the list of expenses by scrolling with the scroll bar on the right.



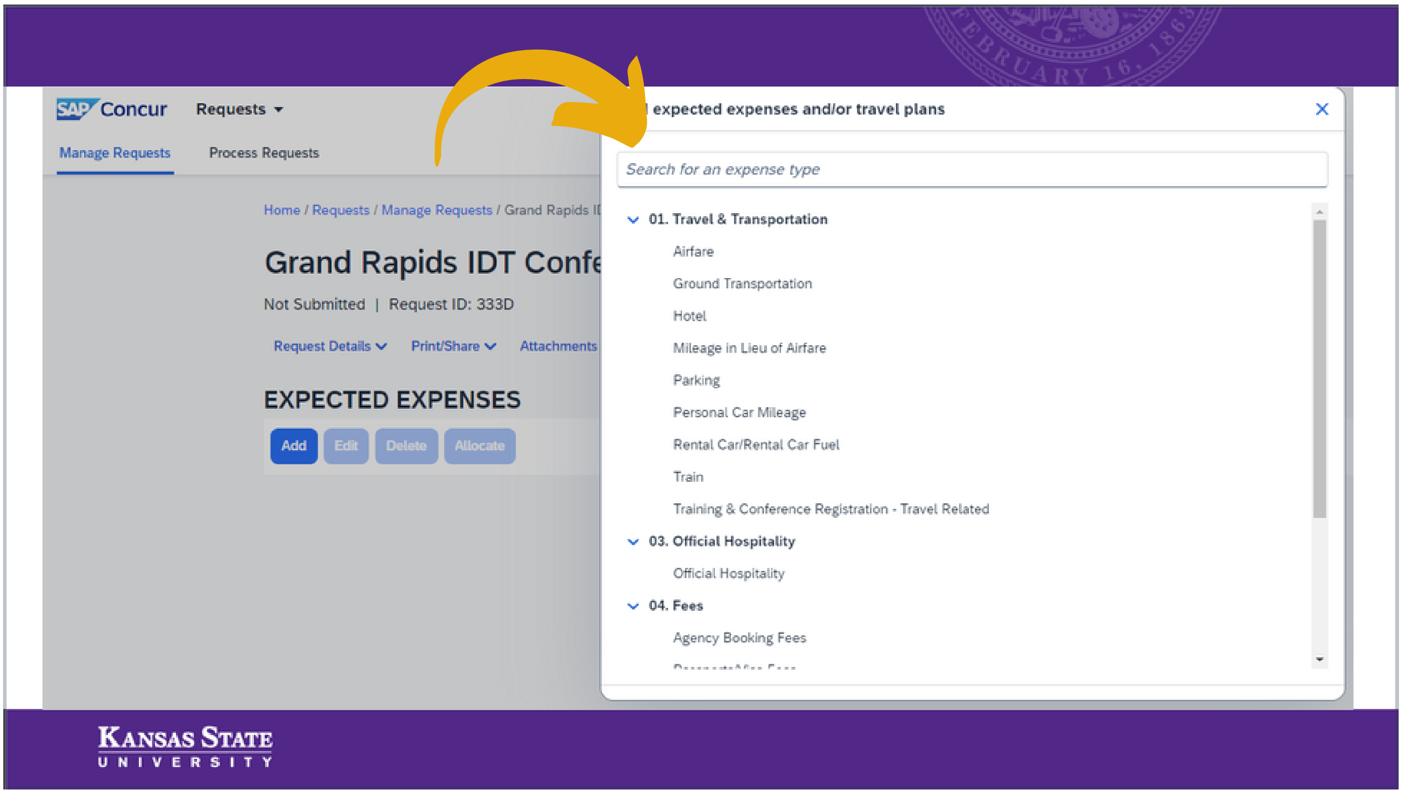
Once you click on an expense type, a screen will appear with fields pertaining to that expense type. Fill in all required fields (marked with the red asterisk) and any additional fields that apply.



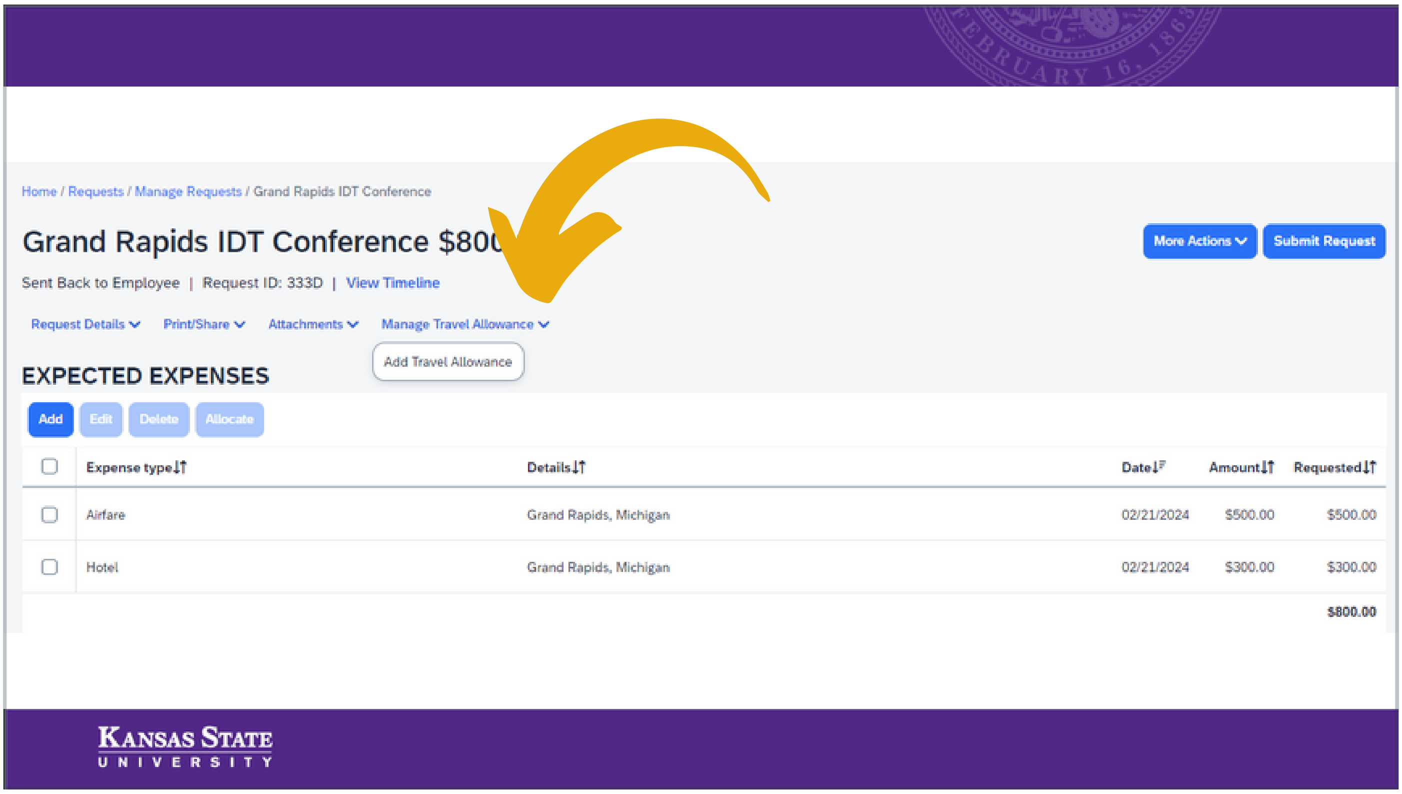
For the amount field, it's an estimated amount. Expenses on travel requests are expected expenses only and do not have to be exact.



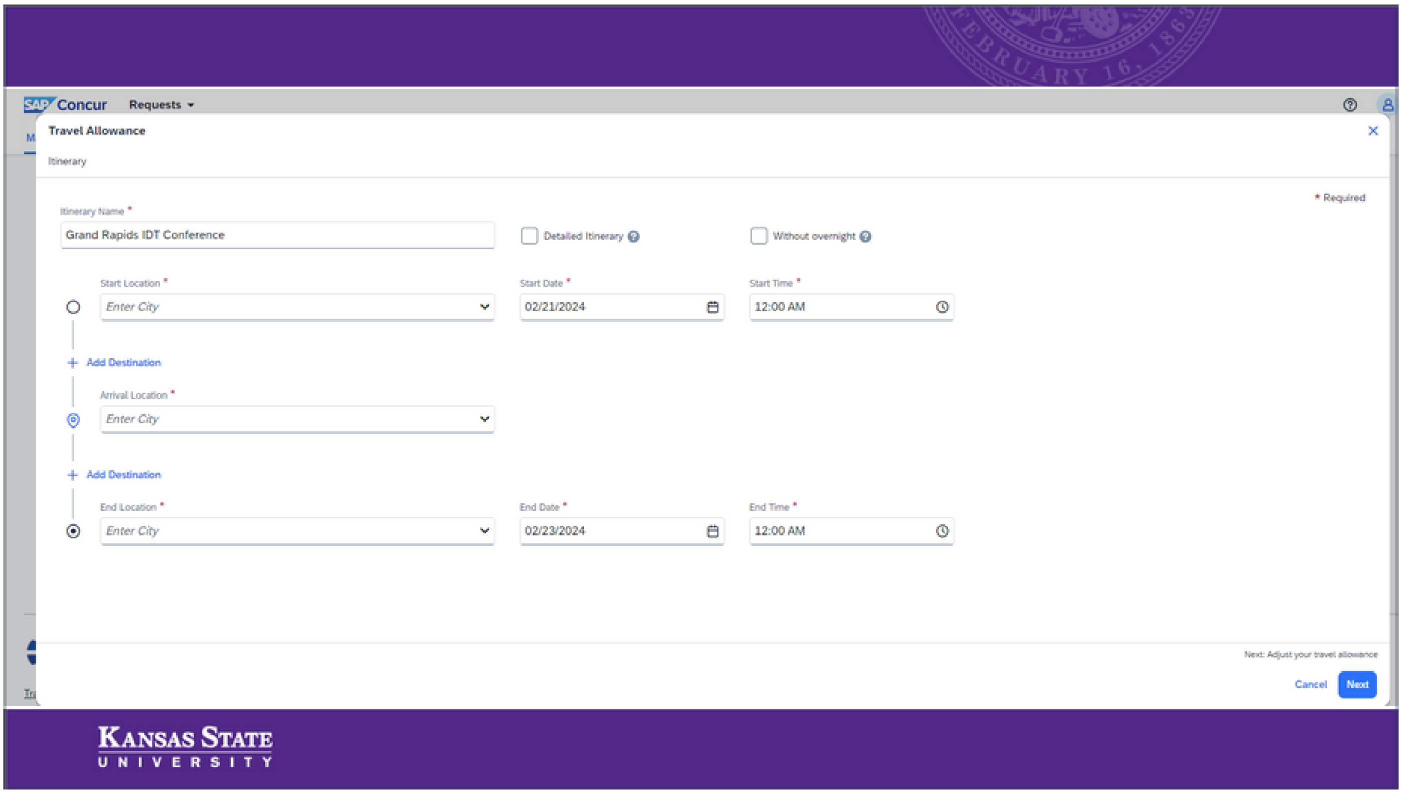
When the expense details are complete, click Save.



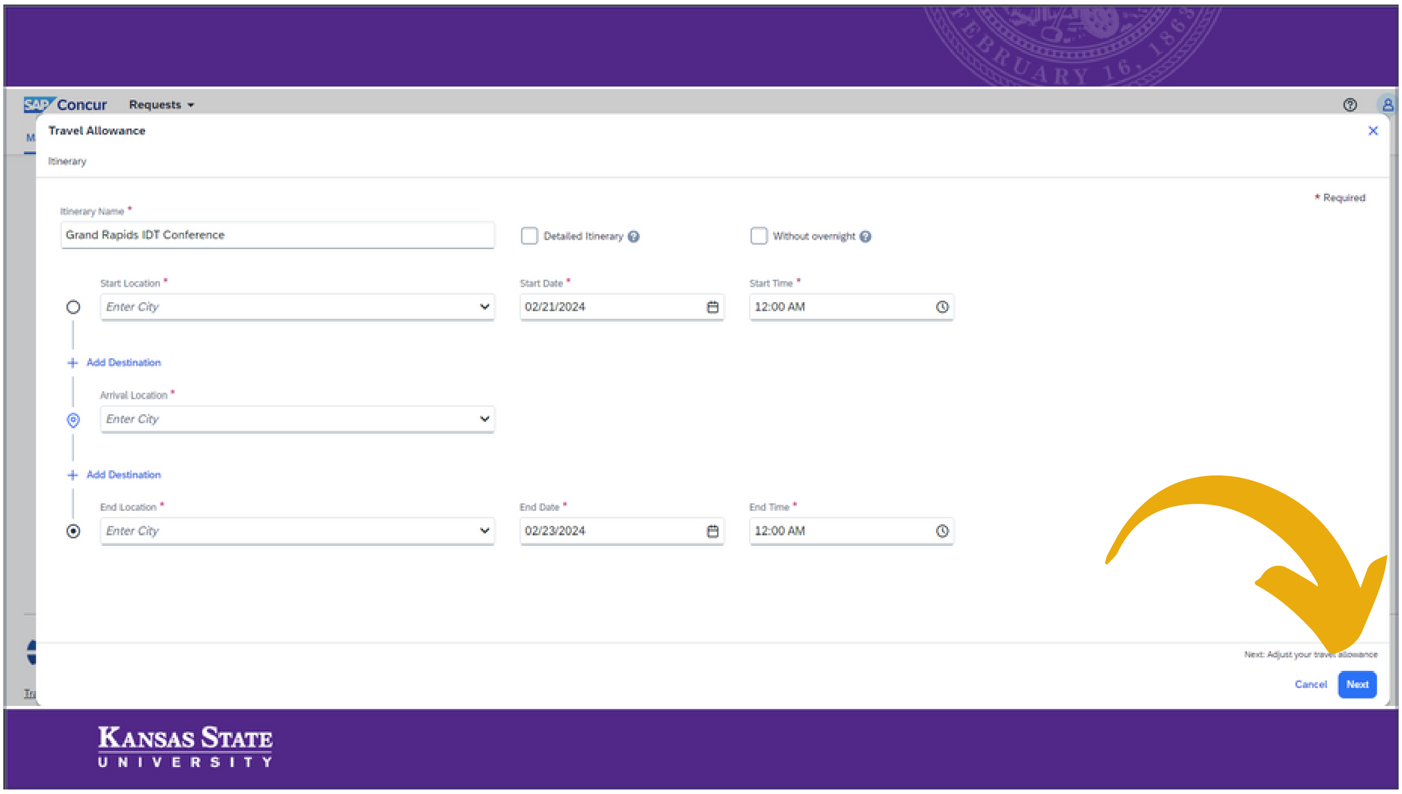
If there are other expenses associated with the travel request, search for those and repeat the steps to provide required data.



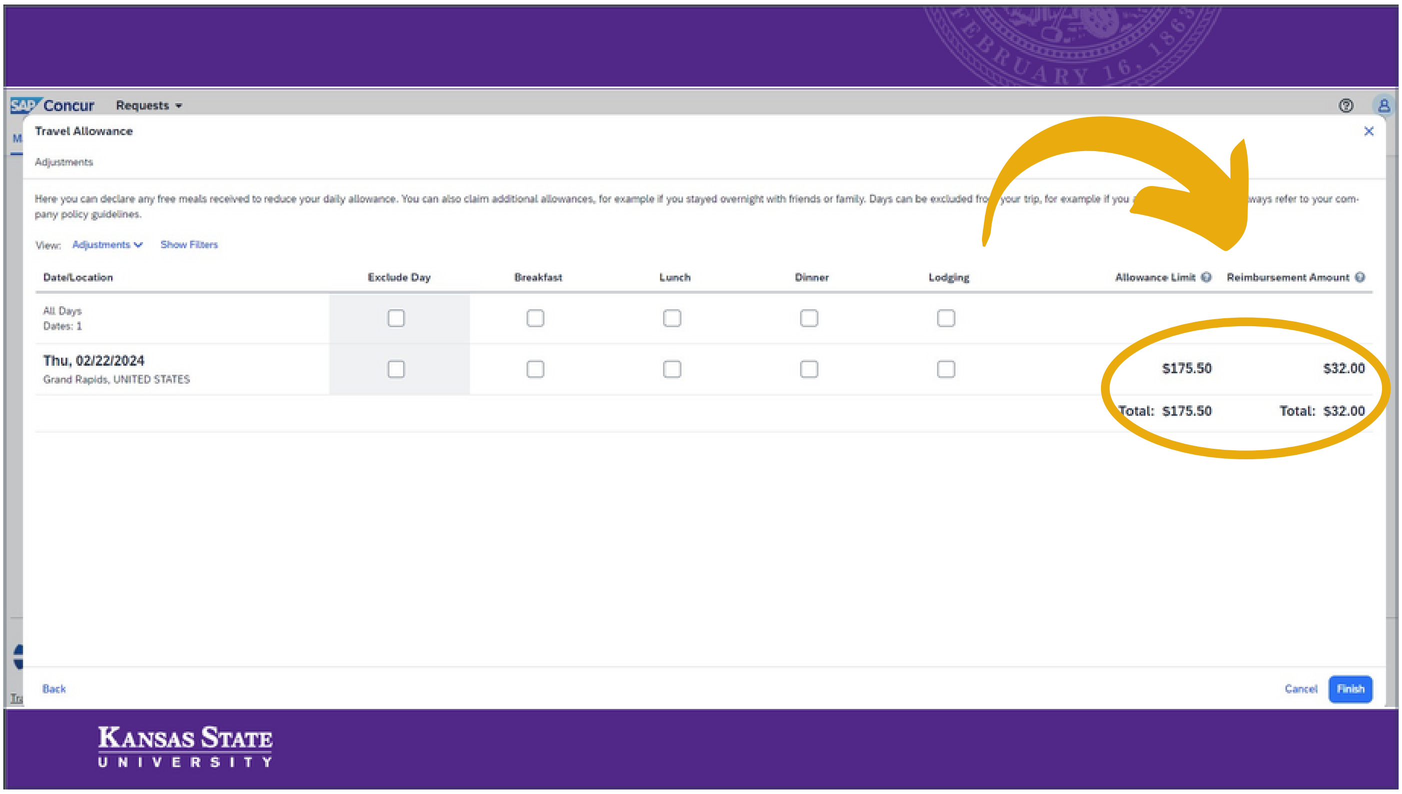
To add meal per diem, click on the Manage Travel Allowance dropdown menu and select Add Travel Allowance.



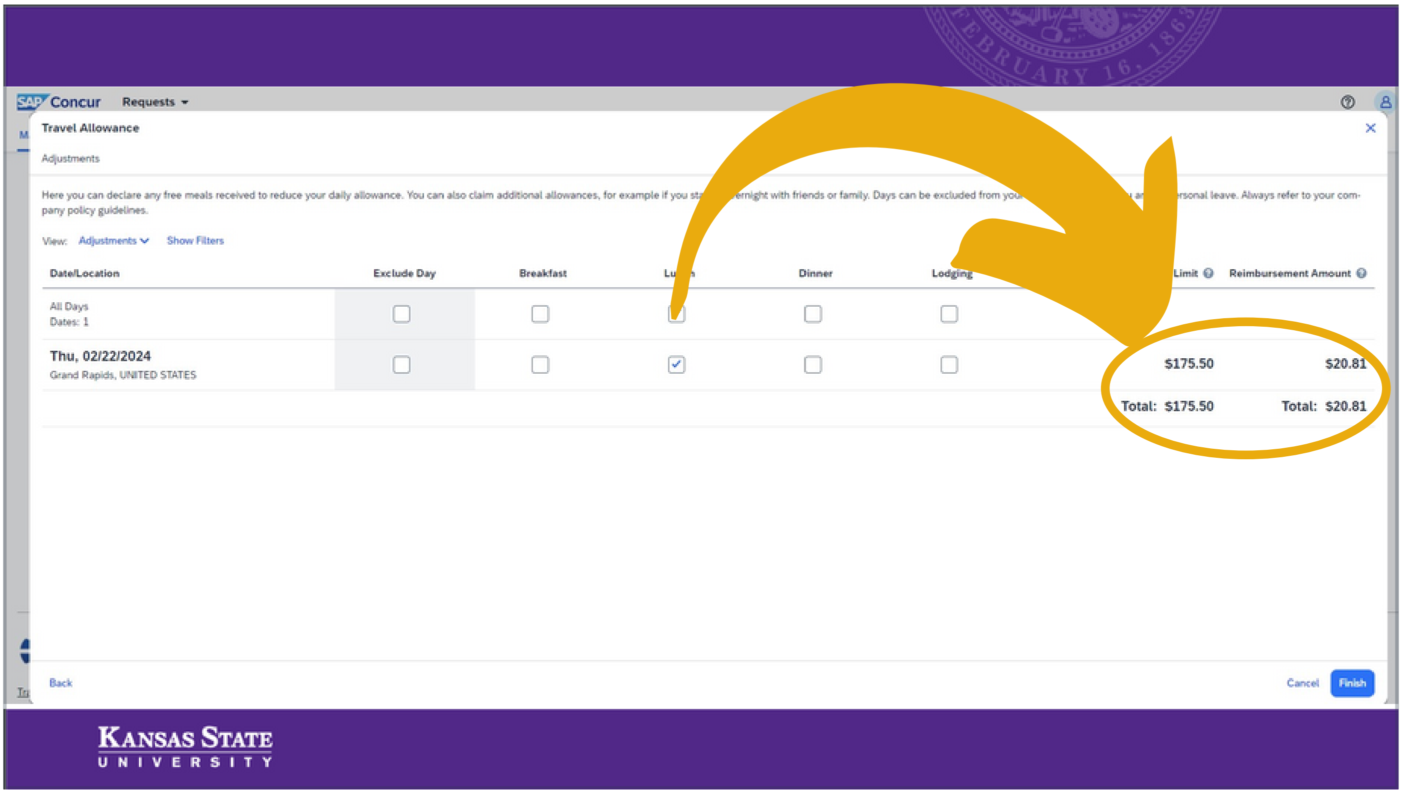
On the Travel Allowance window that opens, enter the locations and estimated start and end times of your travel.



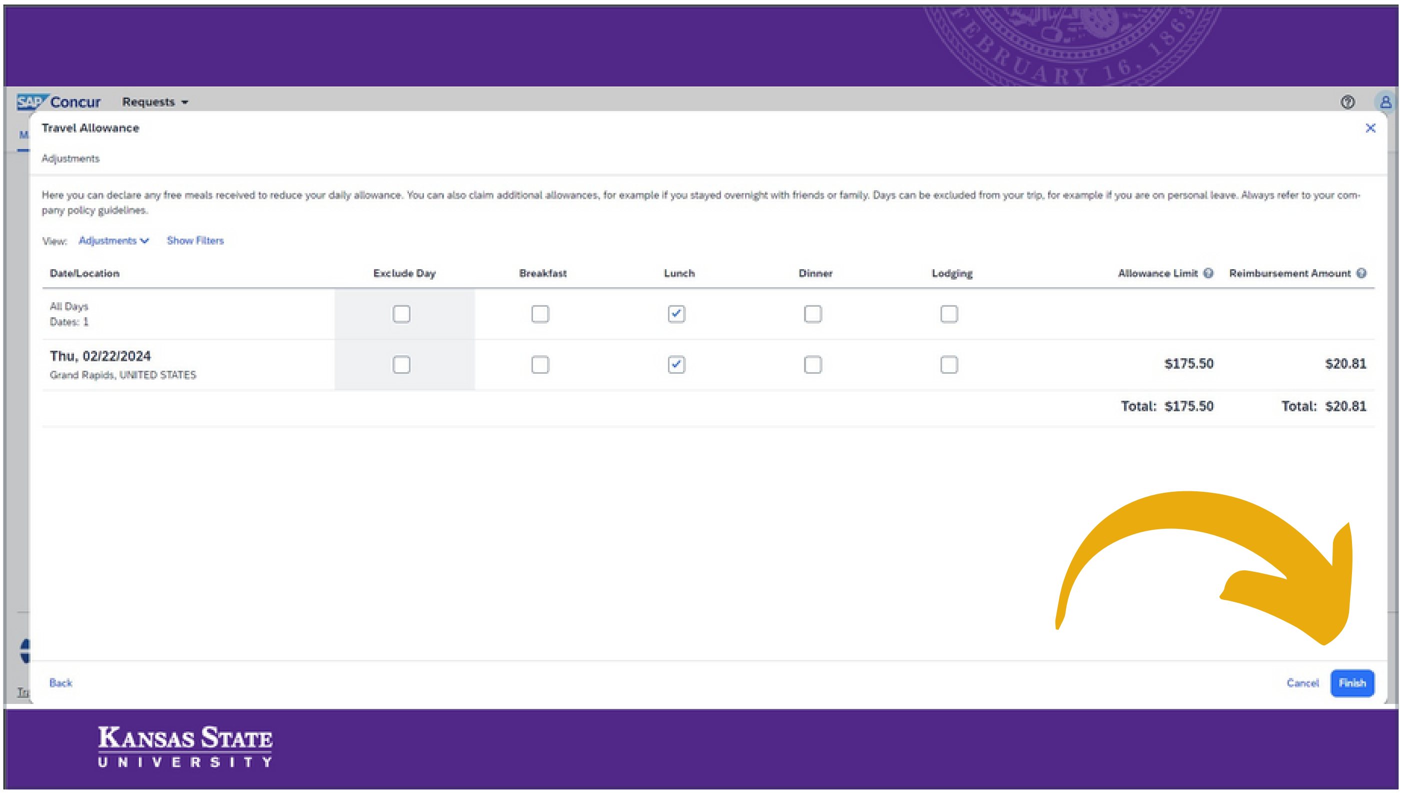
Then click Next.



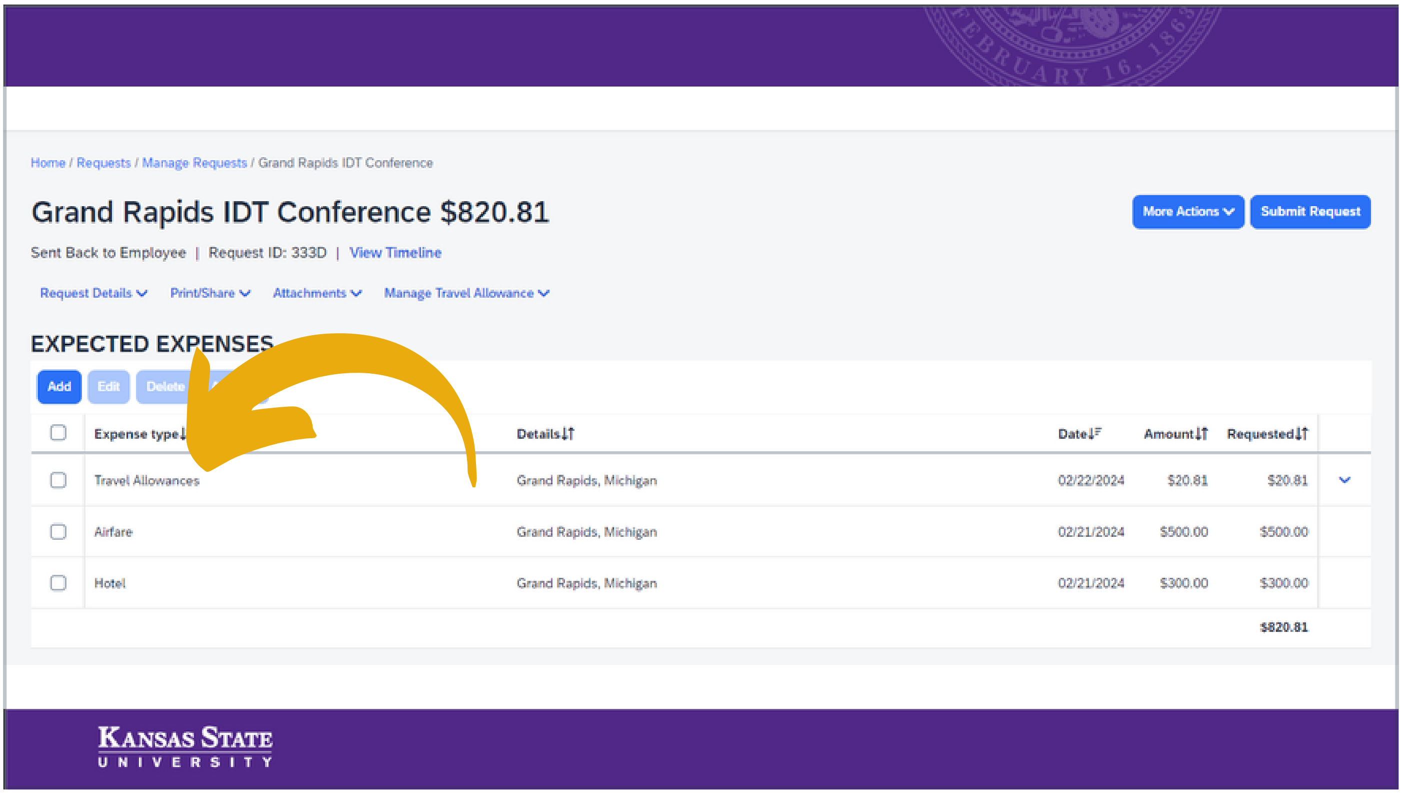
On the next screen you'll see the allowance limit and current reimbursement amount totals. The allowance is determined by federal per diem rates according to university policy. It is calculated as 150% of the hotel rate plus the maximum allowable rate for meals and incidental expenses.



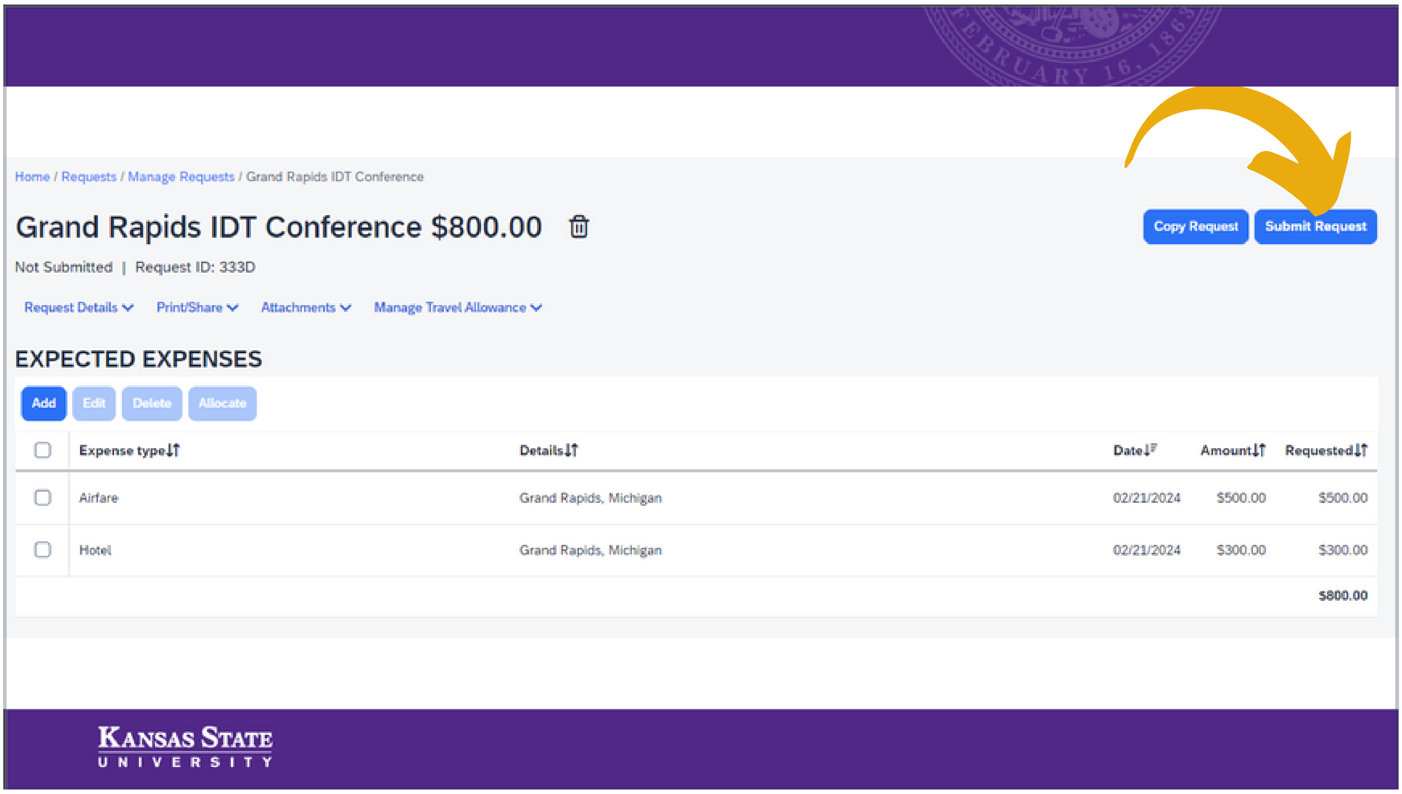
Check the box or boxes for any meals or lodging provided at no cost to you or for any personal days. The totals will automatically recalculate to show the new calculated maximum allowable rate.



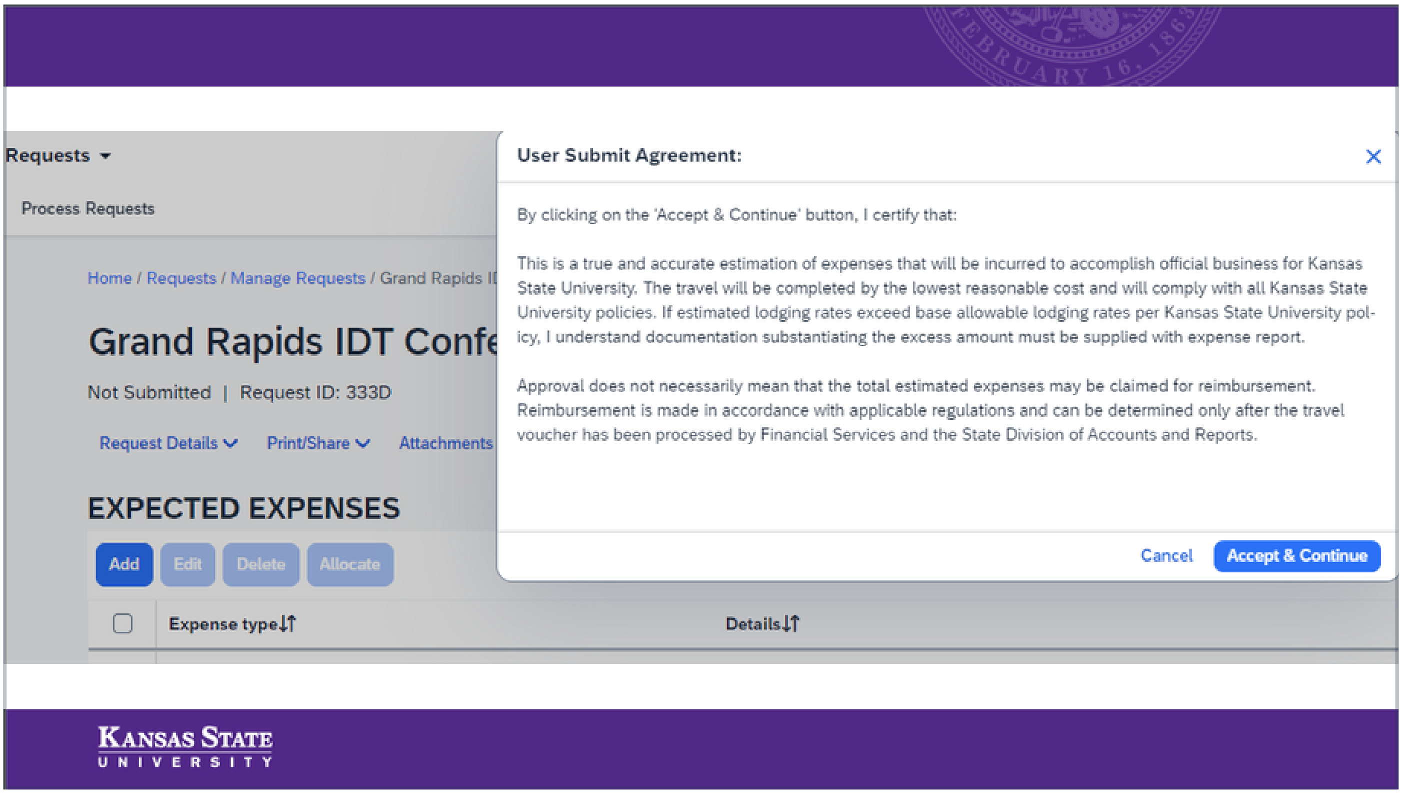
When all travel allowance details are complete, click the Finish button in the bottom right corner.



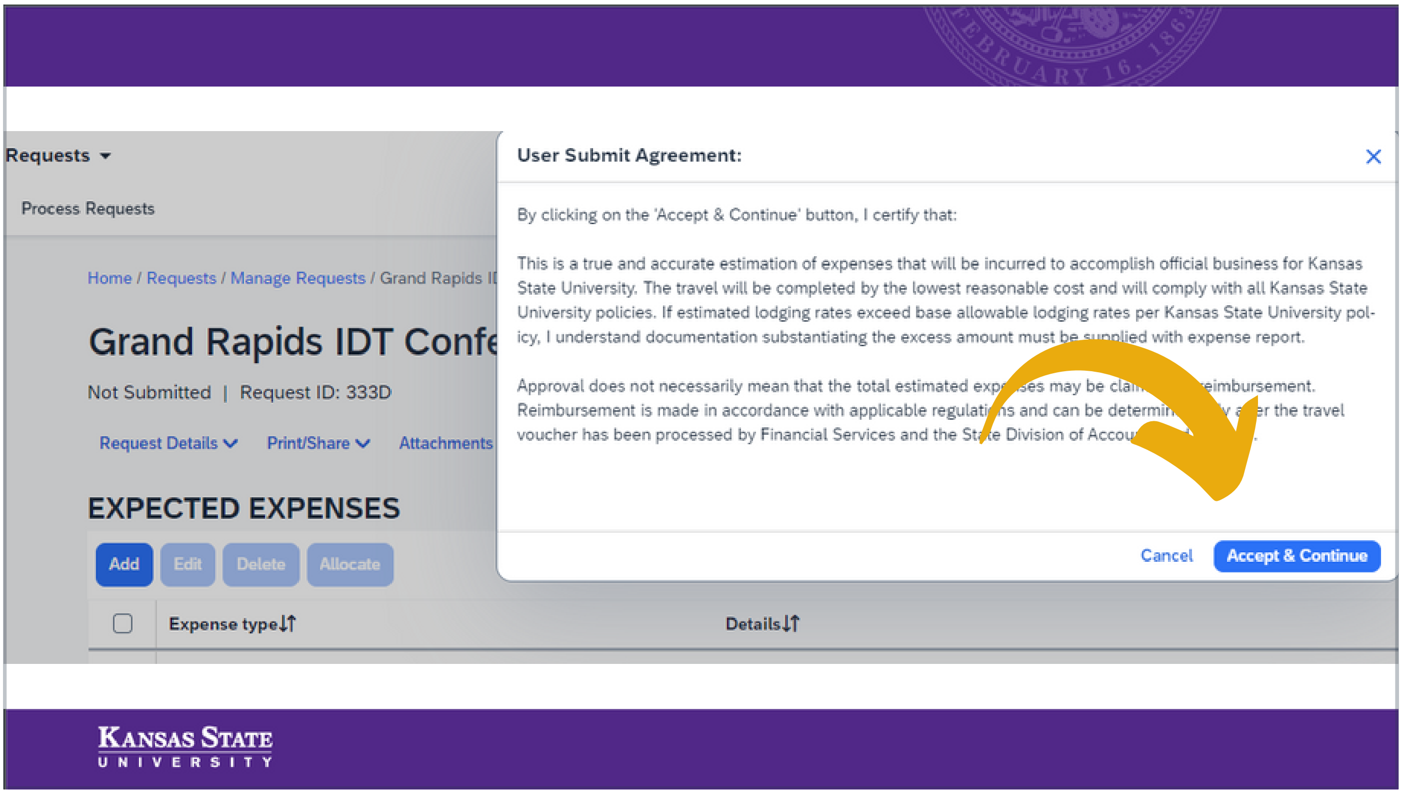
The travel allowance will now show on the list of expected expenses.



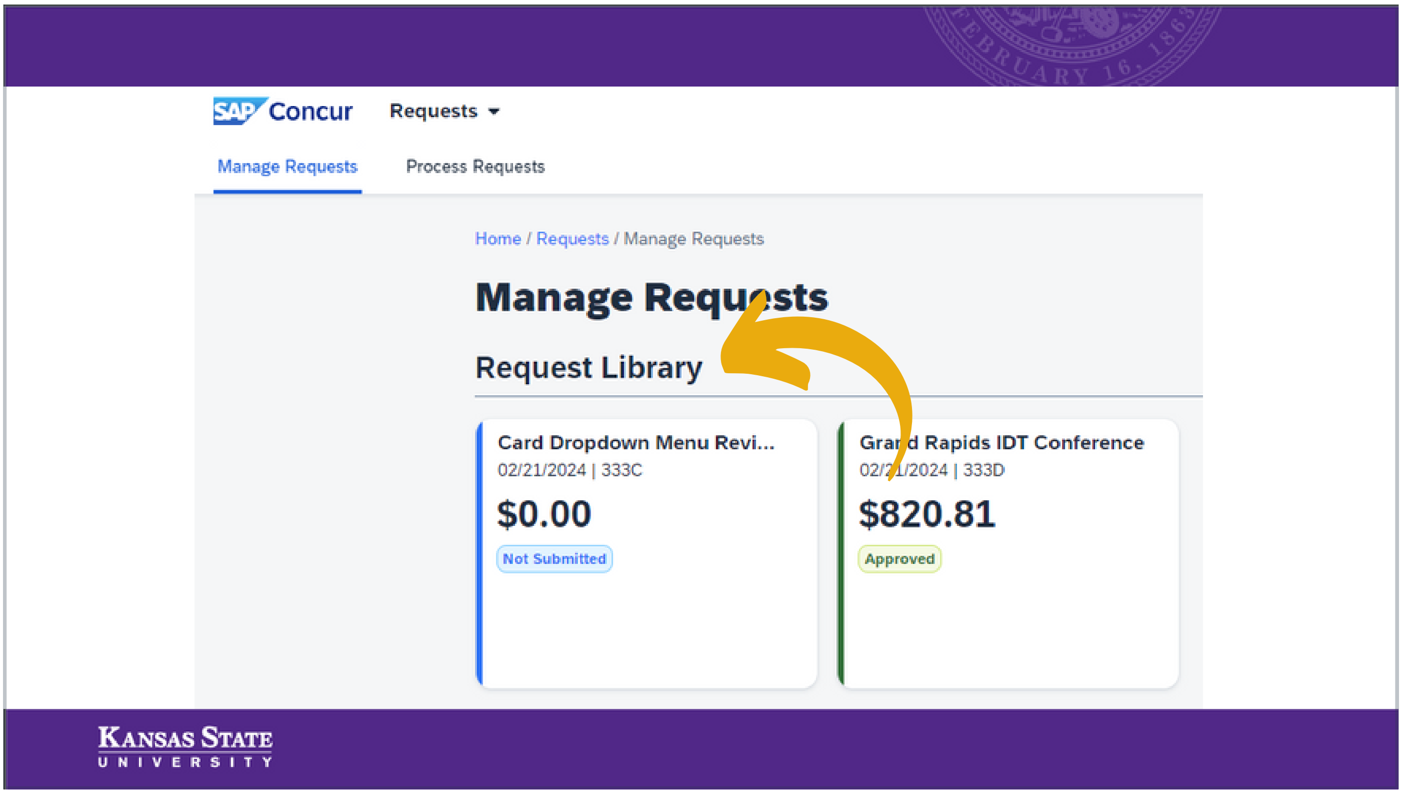
Once all request details are complete, you are ready to submit the request. Remember that only the traveler, not a delegate, can submit.



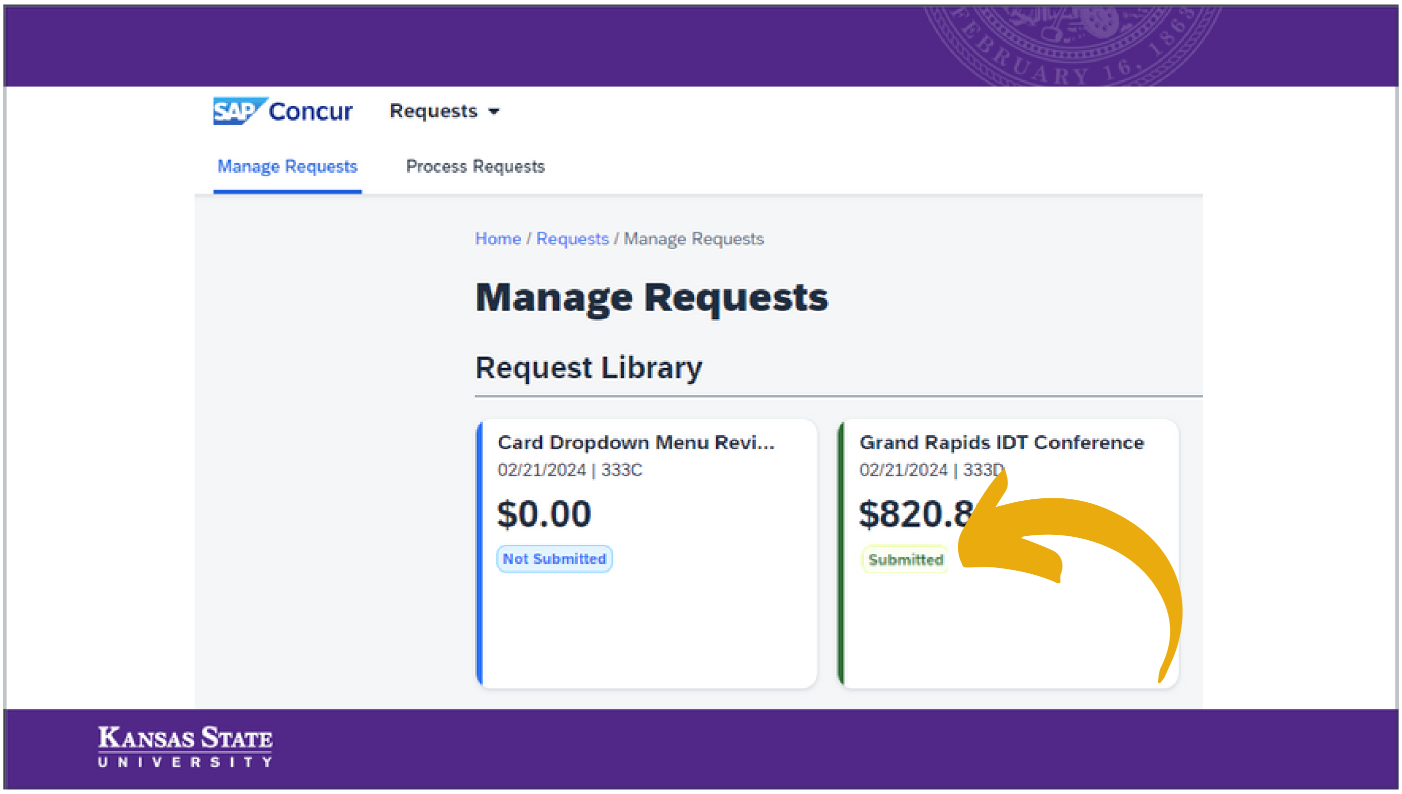
Review and acknowledge the terms of the electronic submission.



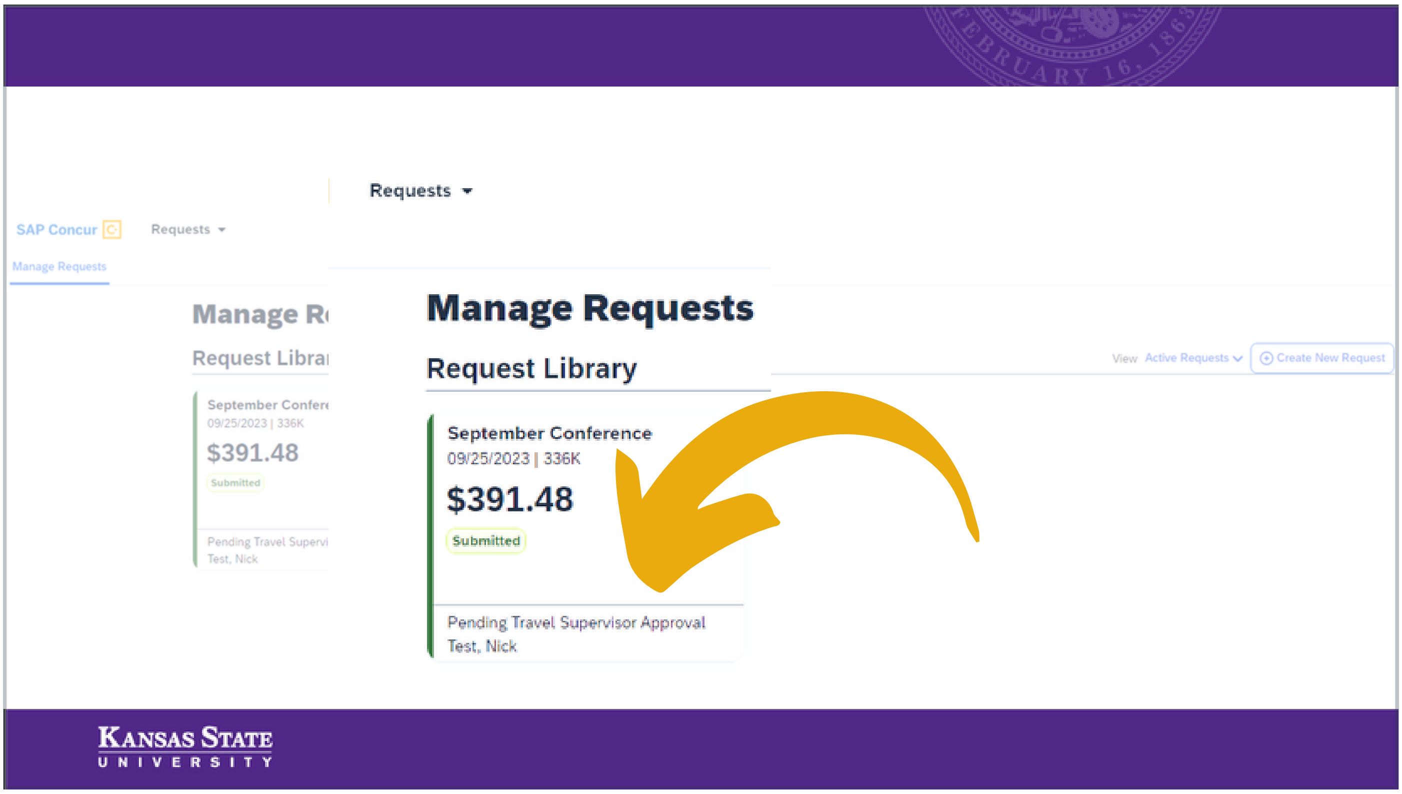
Clicking Accept and Continue serves as your electronic signature.



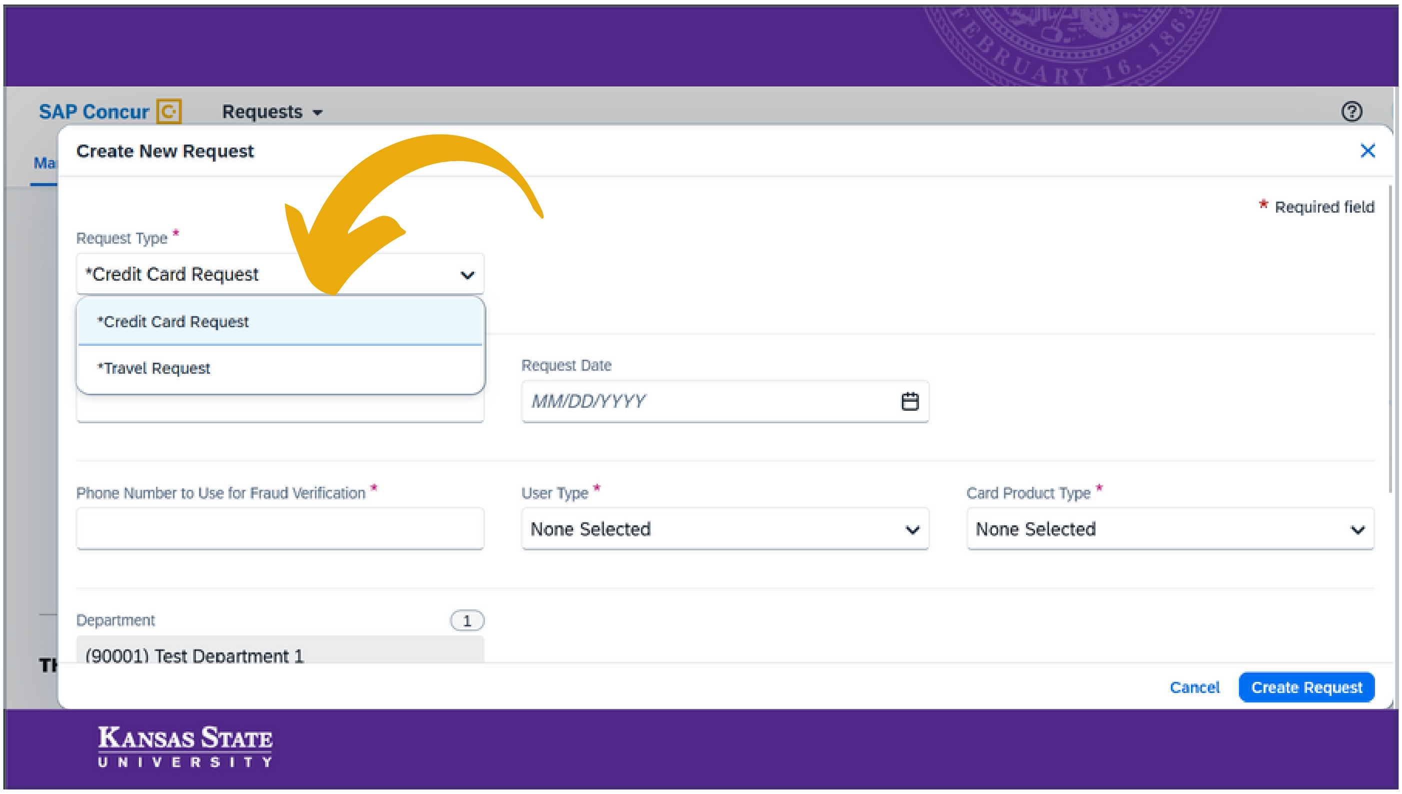
The request is now submitted and will show on your Requests page in the Request Library. This library shows all requests that are currently open, including requests you have not yet submitted, those you have submitted that are pending approval, those that have been returned to you by an approver for correction, and those that are fully approved.



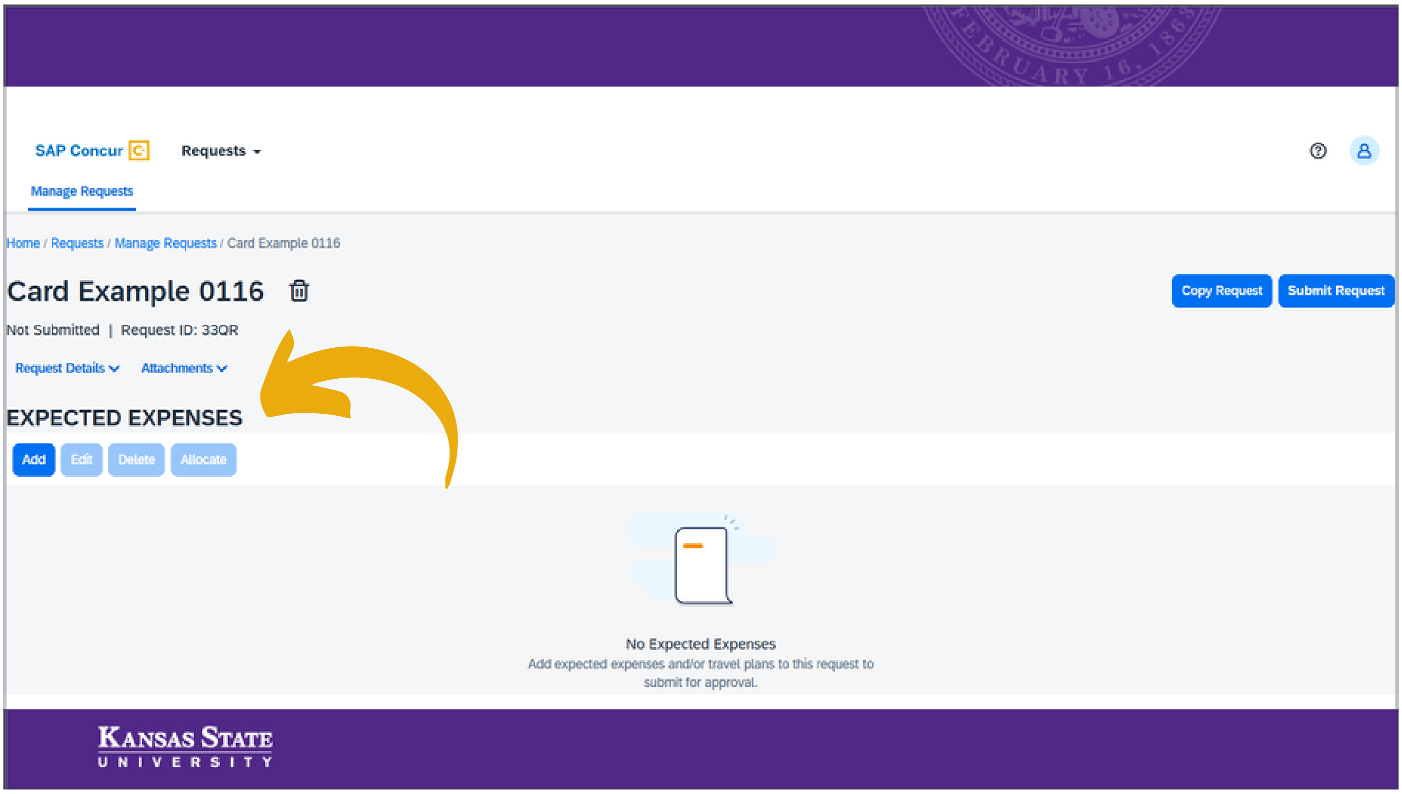
The status of the request will show on the request box,



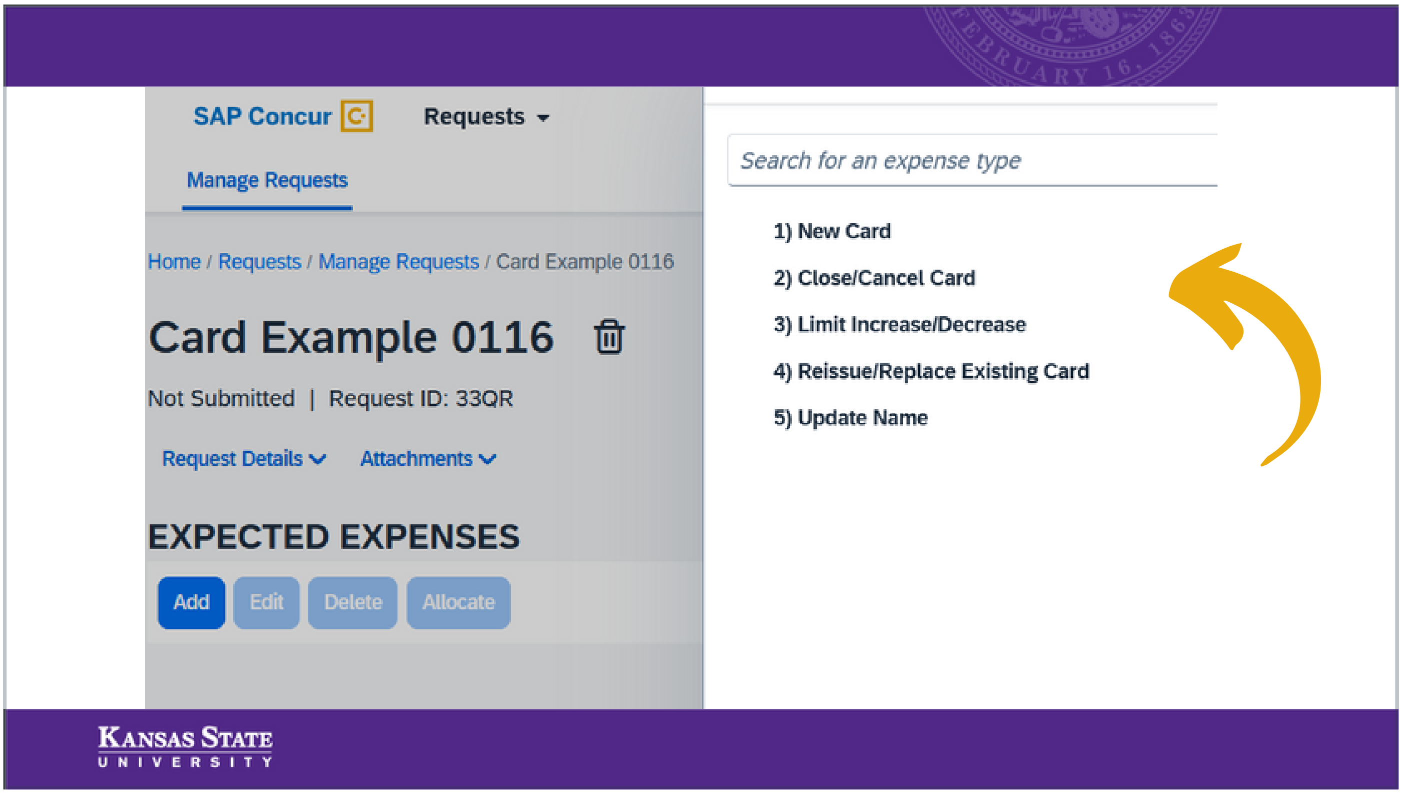
And if the request is in the process of being approved, you can see where it is in the approval process at the bottom of the request box. And that's the process of creating a travel request.



The card request is almost exactly the same.



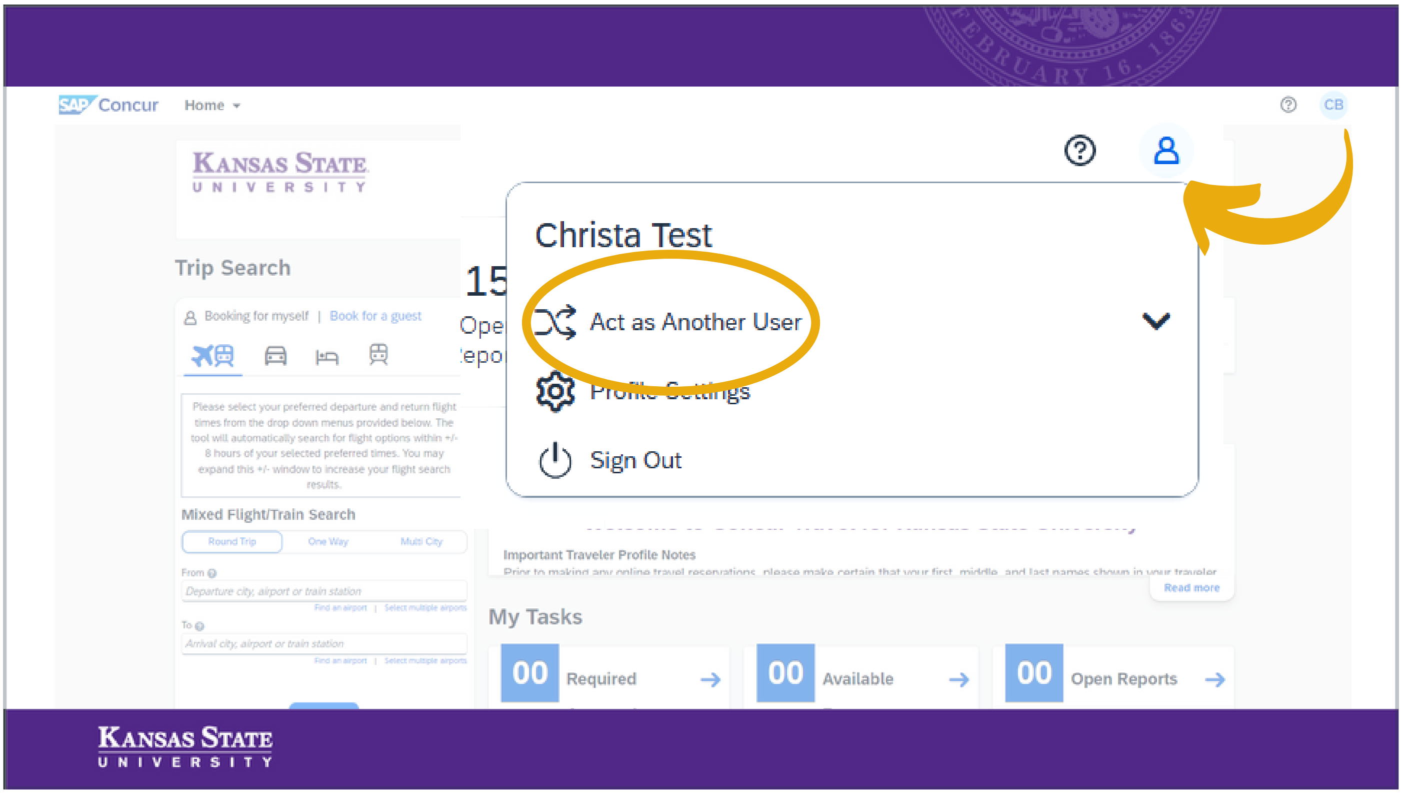
It’s even going to still say Expected Expenses because of Concur’s prototype for the request form—but you’re not adding expenses on the card request. You’re adding details of the card request.



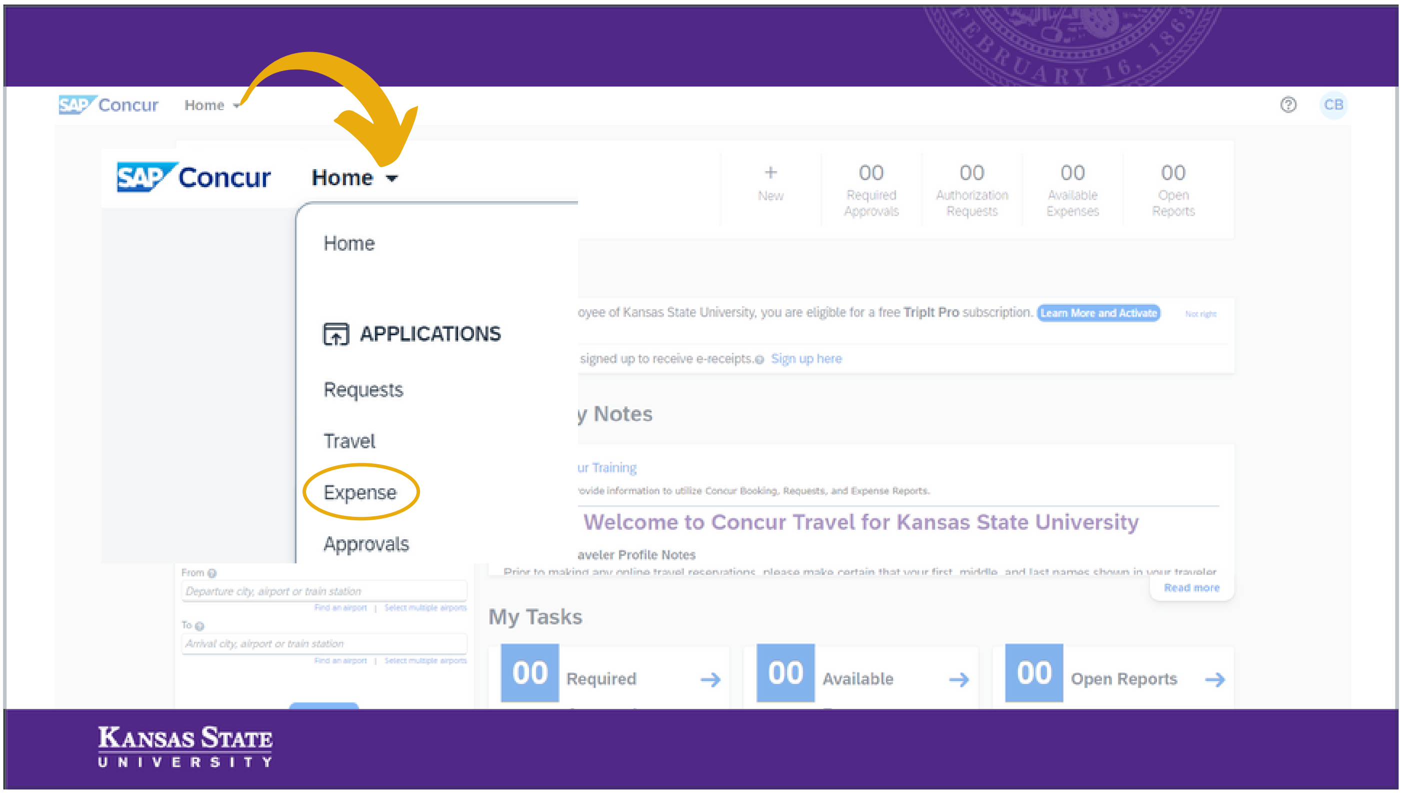
Card requests are submitted for new cards, for closing cards, for changing card limits, for replacing cards, and for updating the name on the card. You can learn the full card request process through our Creating Card Requests training video.

Do we have any questions on creating requests?

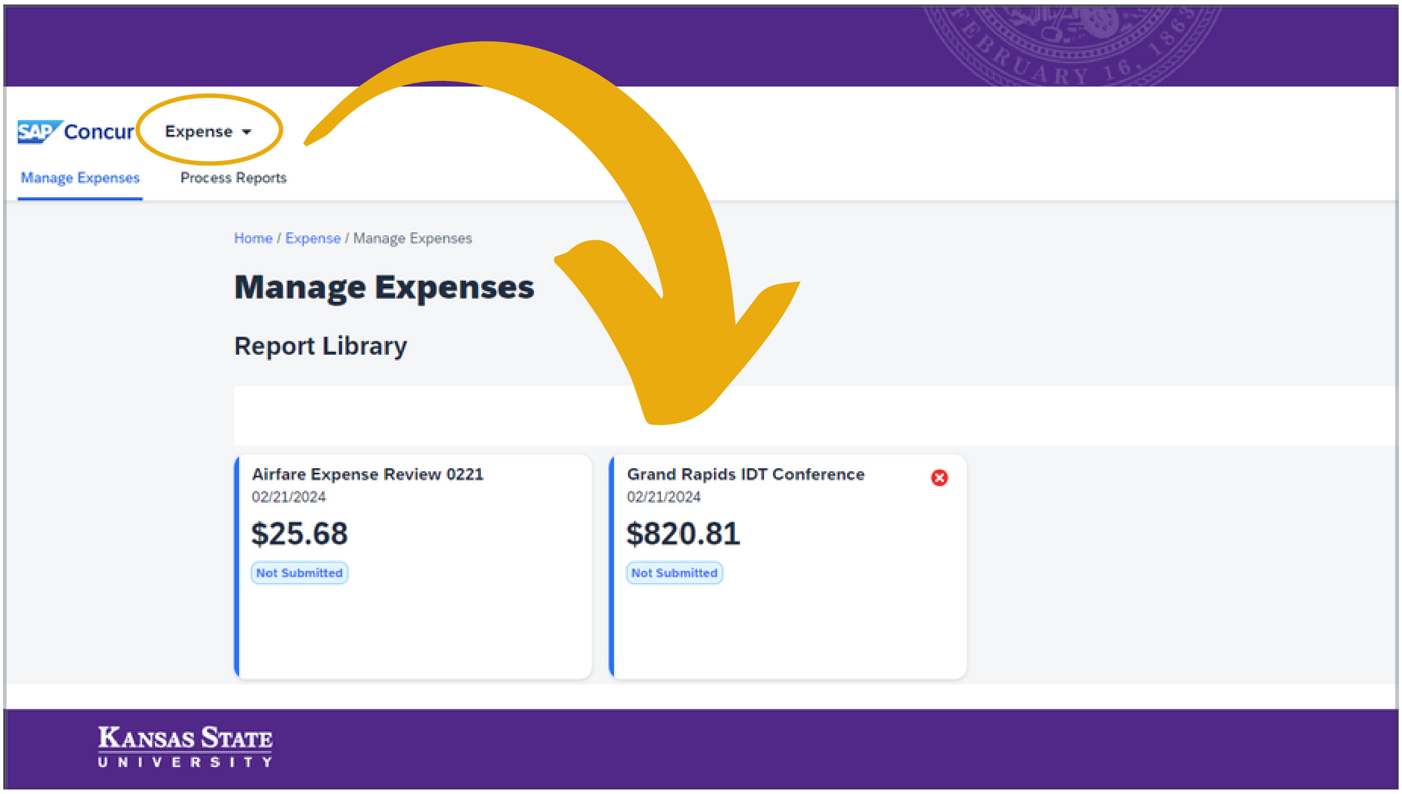
Once your travel request is created, submitted, and approved, the next step is to move on to the travel expense report. This process follows the same basic patterns as the travel request.



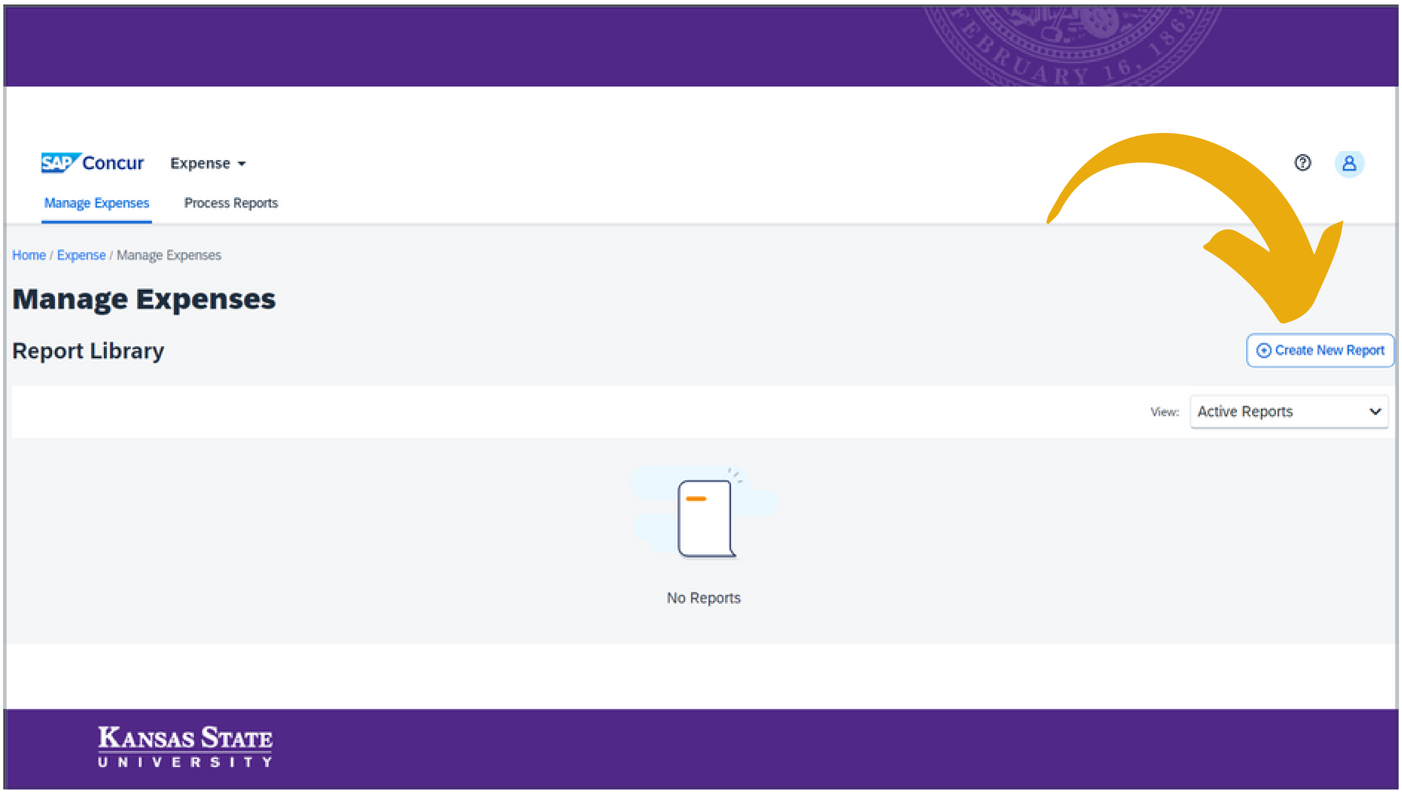
Remember if you are acting as a delegate for the traveler to make sure you switch to that traveler's profile.



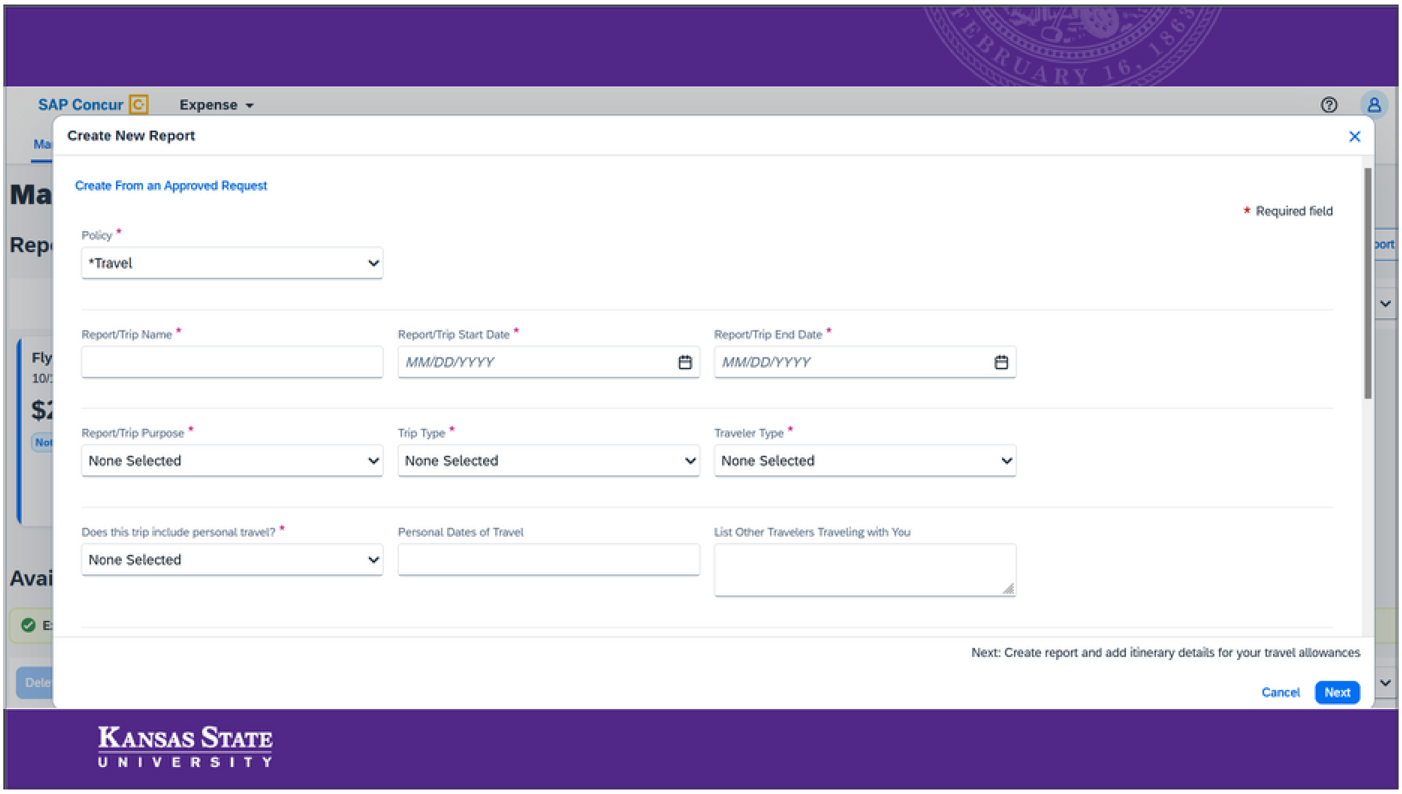
Whether you are the traveler or the delegate, to begin the expense report, on the dashboard screen, click on the page identifier dropdown menu and select Expense.



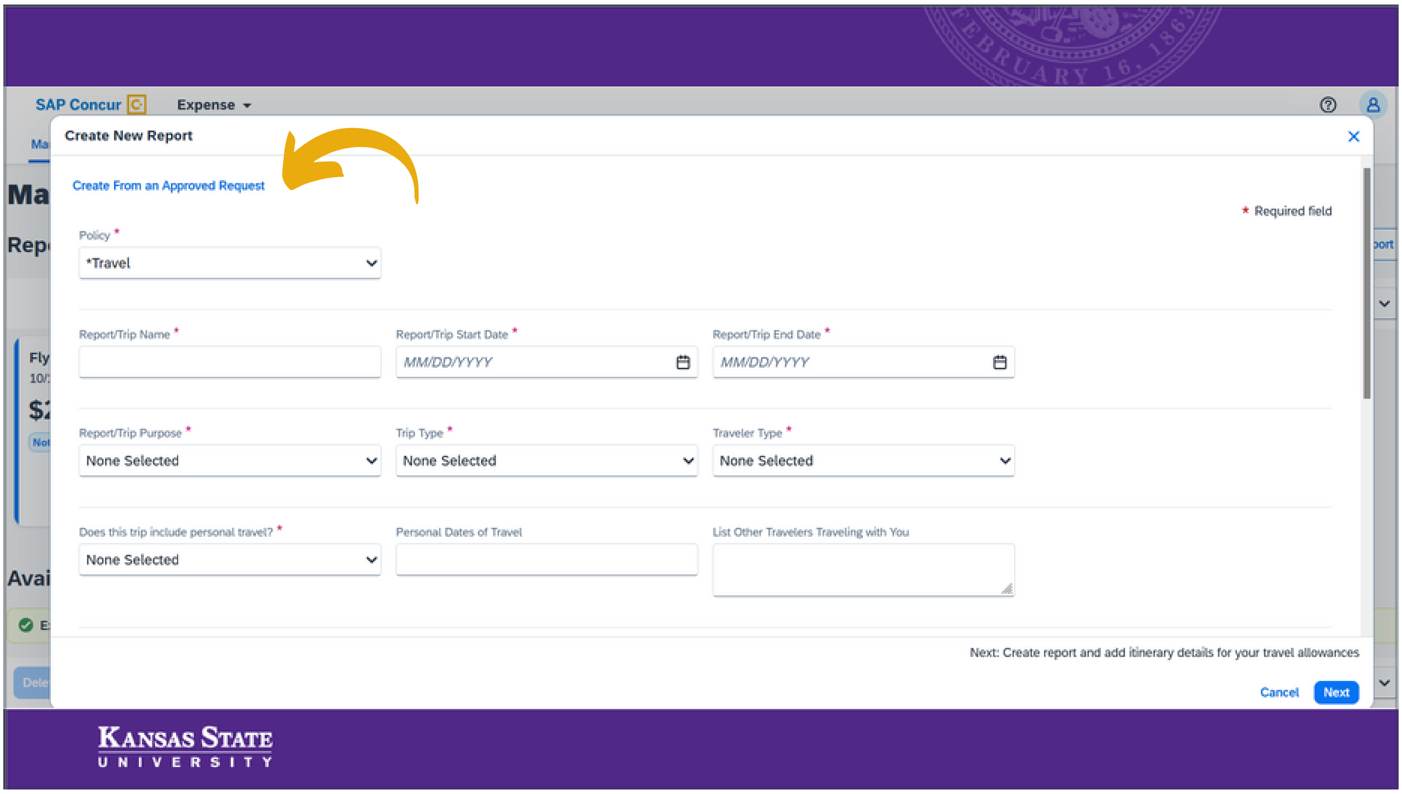
If the travel required a request and the dates of travel fell within an immediate time period, look to see if the expense report auto-generated from the approved request.



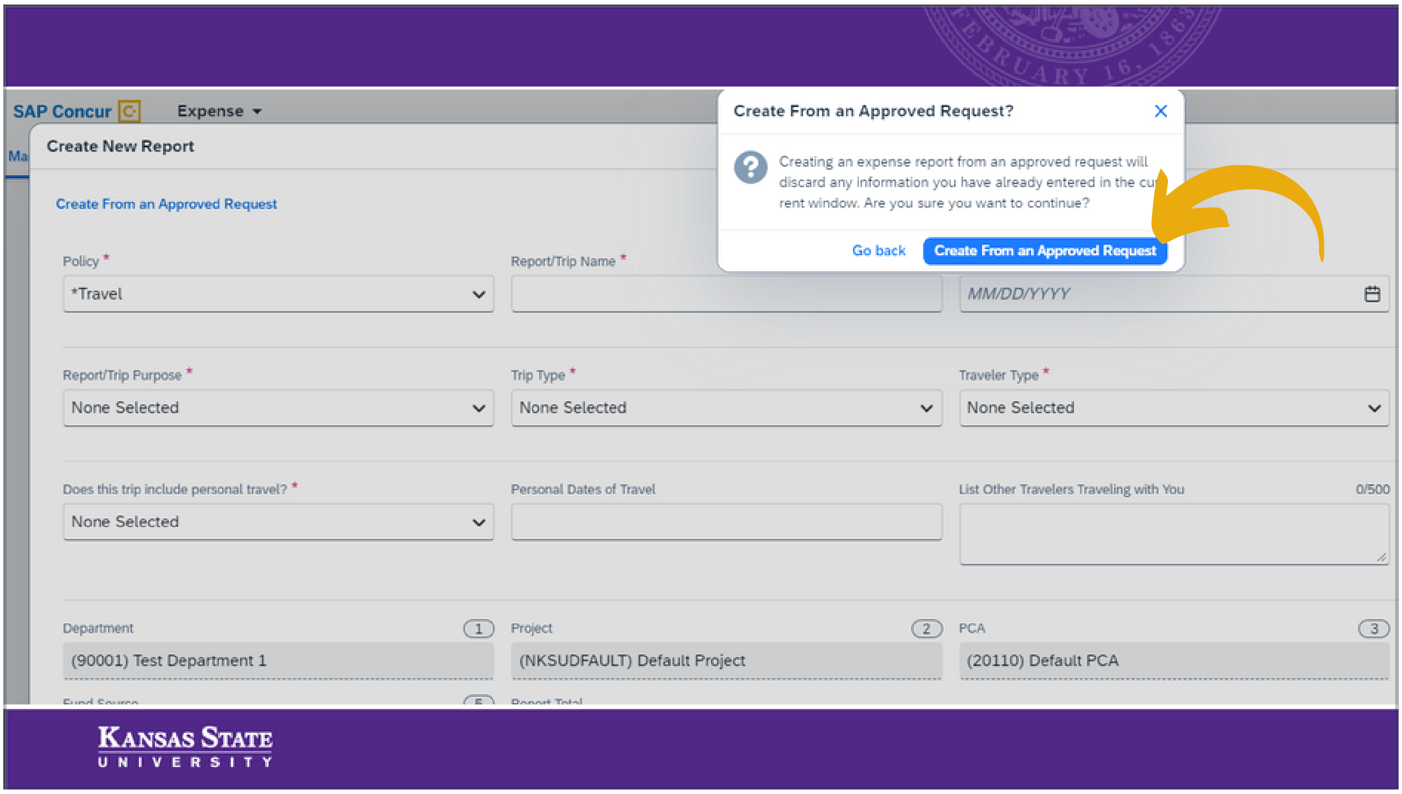
If the travel did not require a request or the report did not auto-generate, click on Create New Report in the top right corner.



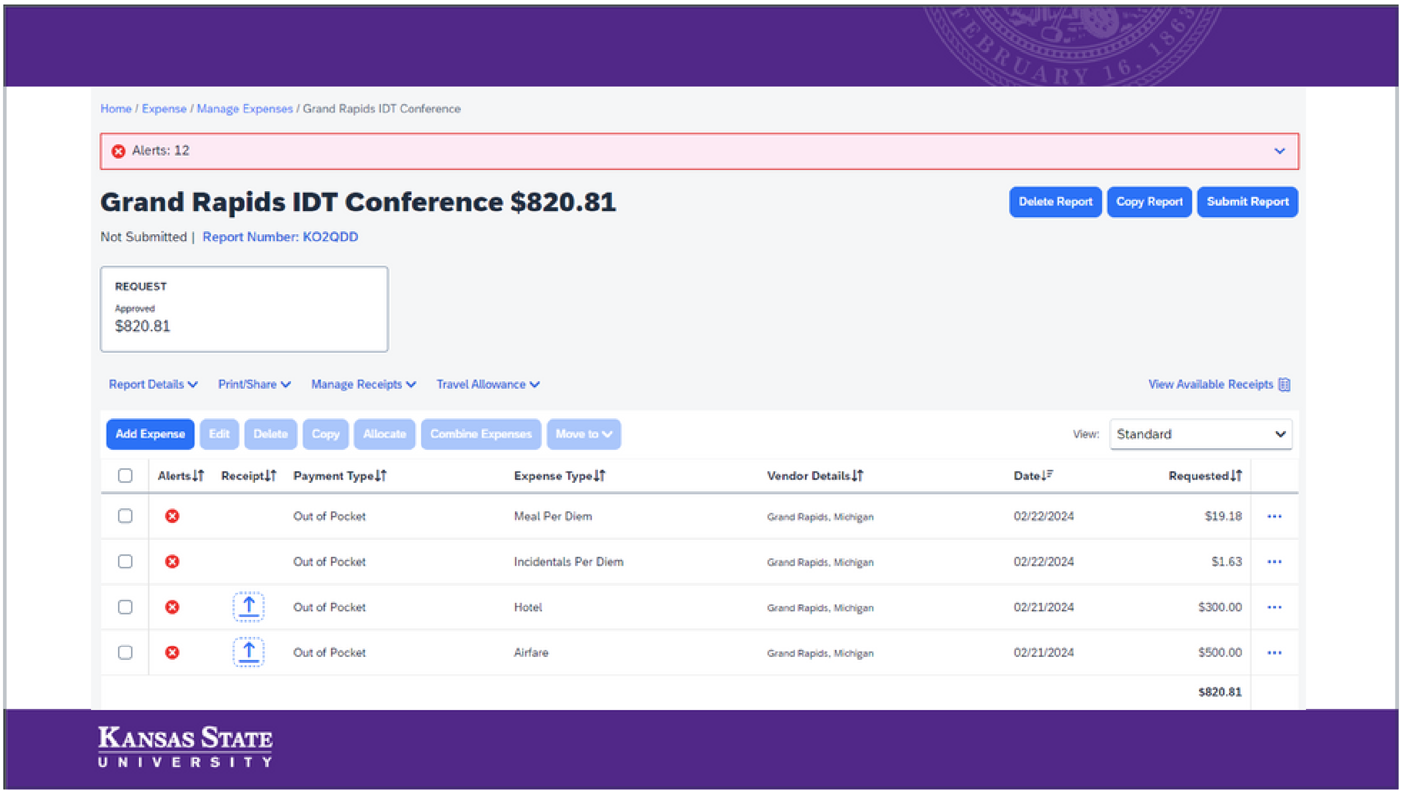
The report header will appear.



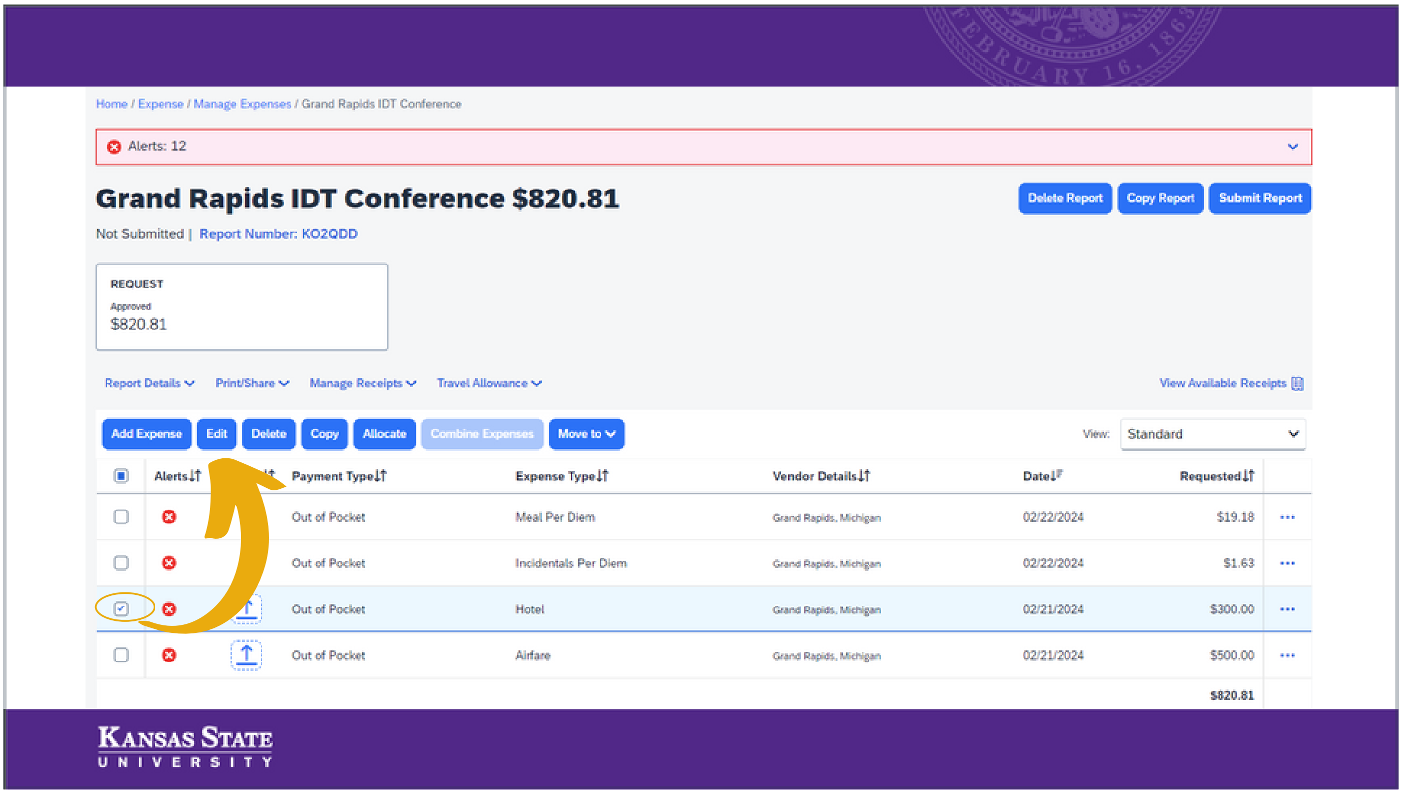
For travel that required an approved request prior to travel, you can create the travel expense report from the approved travel request by clicking on the blue Create from an Approved Request link at the top left of the screen.



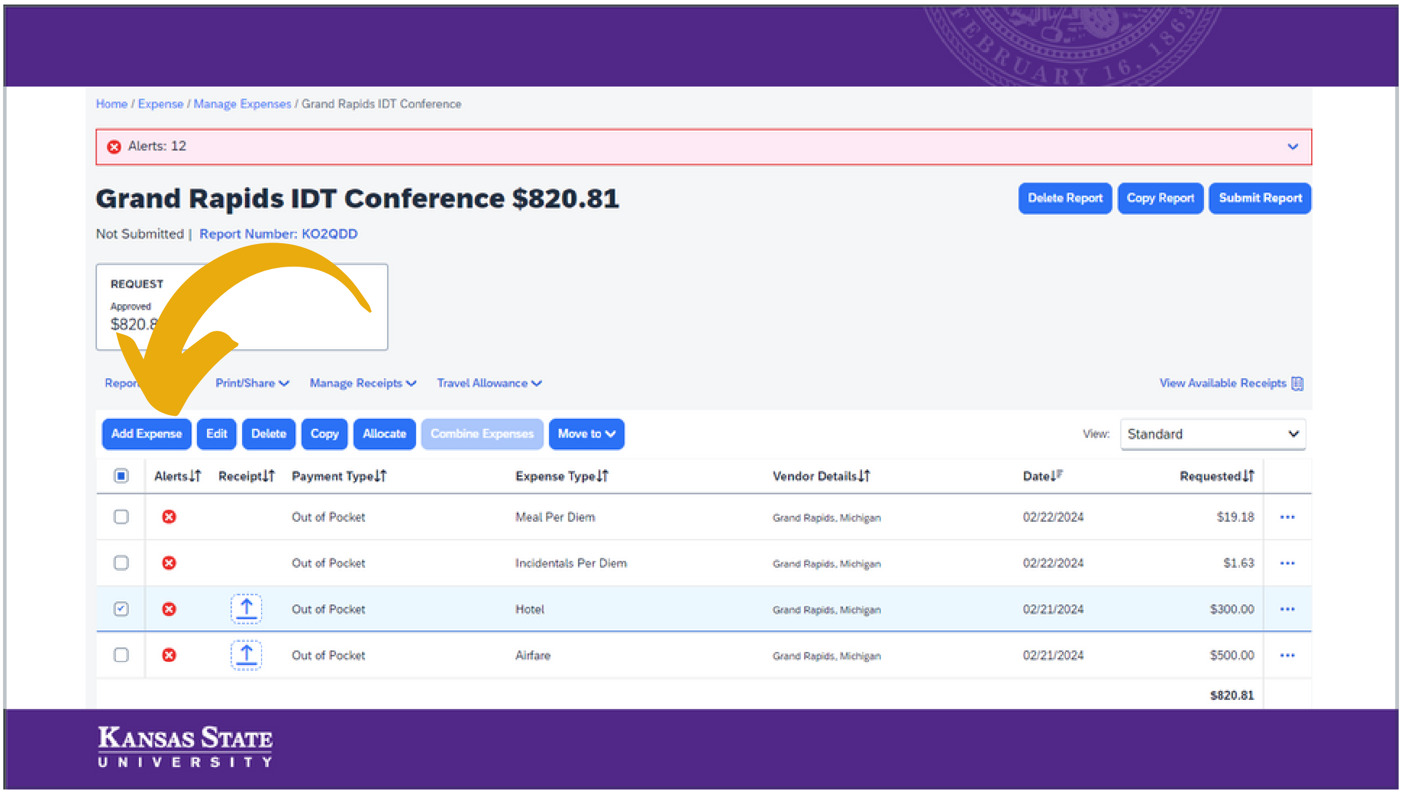
A window will appear to inform you that creating the report from the approved travel request will discard any information entered on the report header screen so far. Confirm that you want to continue by clicking the Create from an Approved Request button.



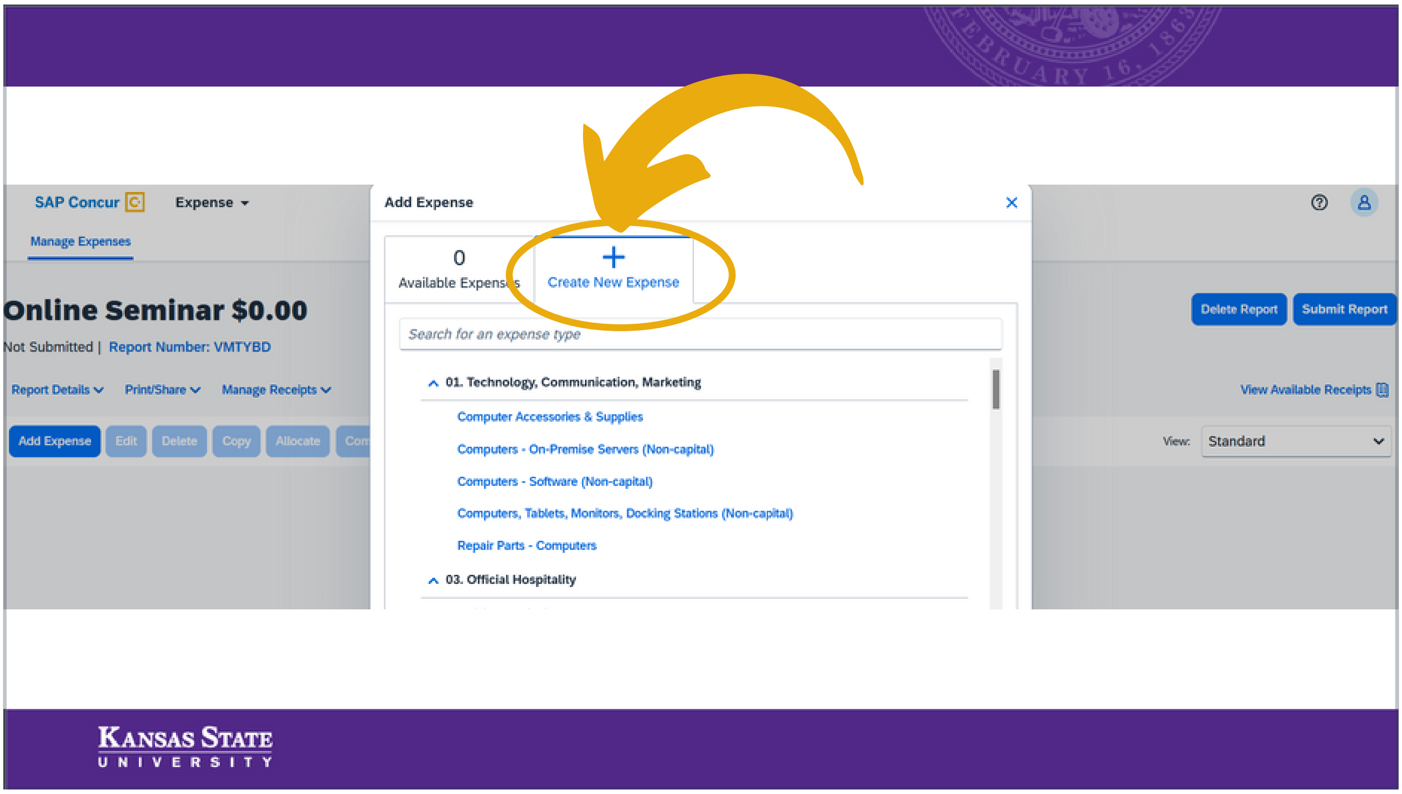
You will see the main expense report screen.



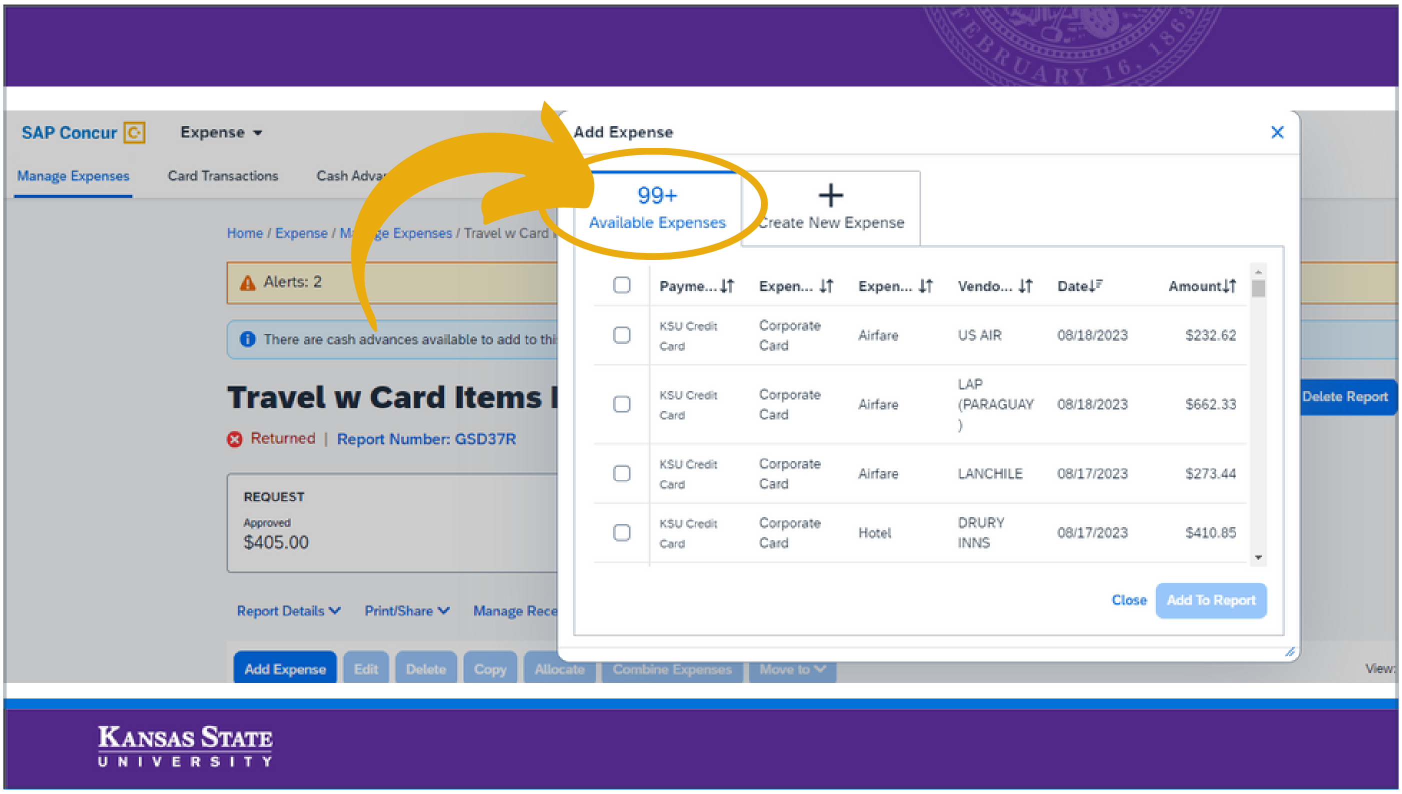
You can select any expenses pulled into the report from the travel request to edit them—because, remember, the request expenses were only estimates and need to be changed to reflect the exact amounts now—



or you can add new expenses to the report. There are two options in Concur for adding expenses in a report—

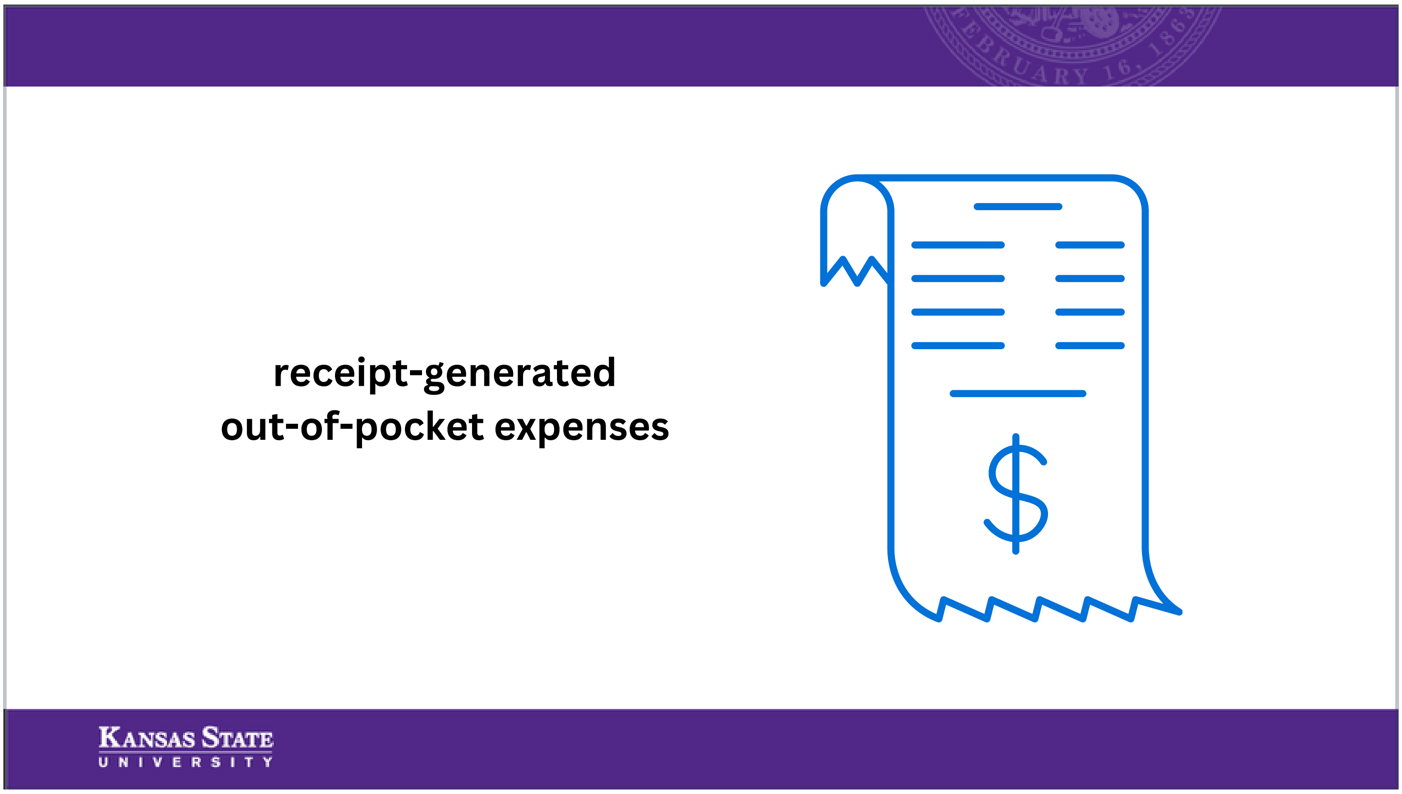


to create new out-of-pocket expenses

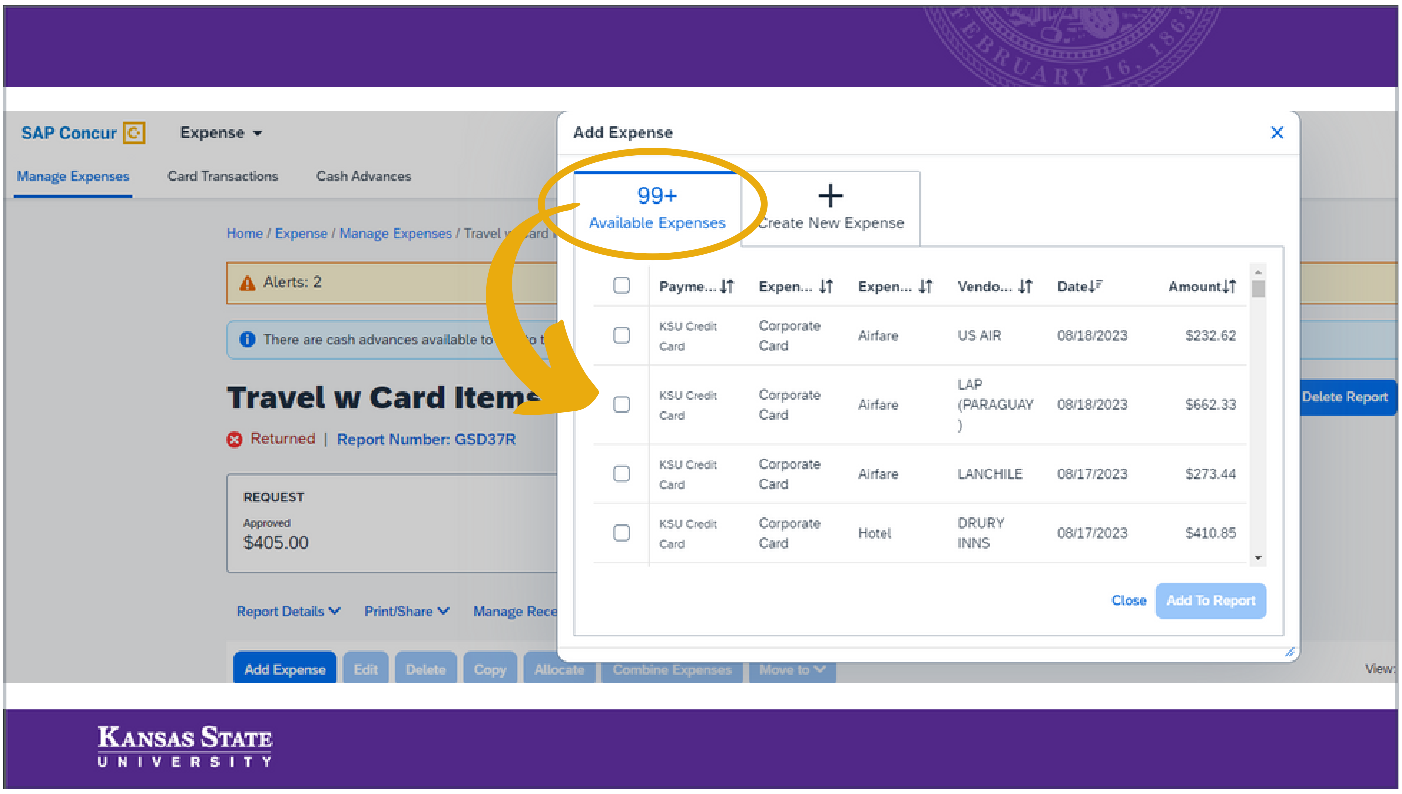


or to add available expenses. Available expenses will be one of two things:

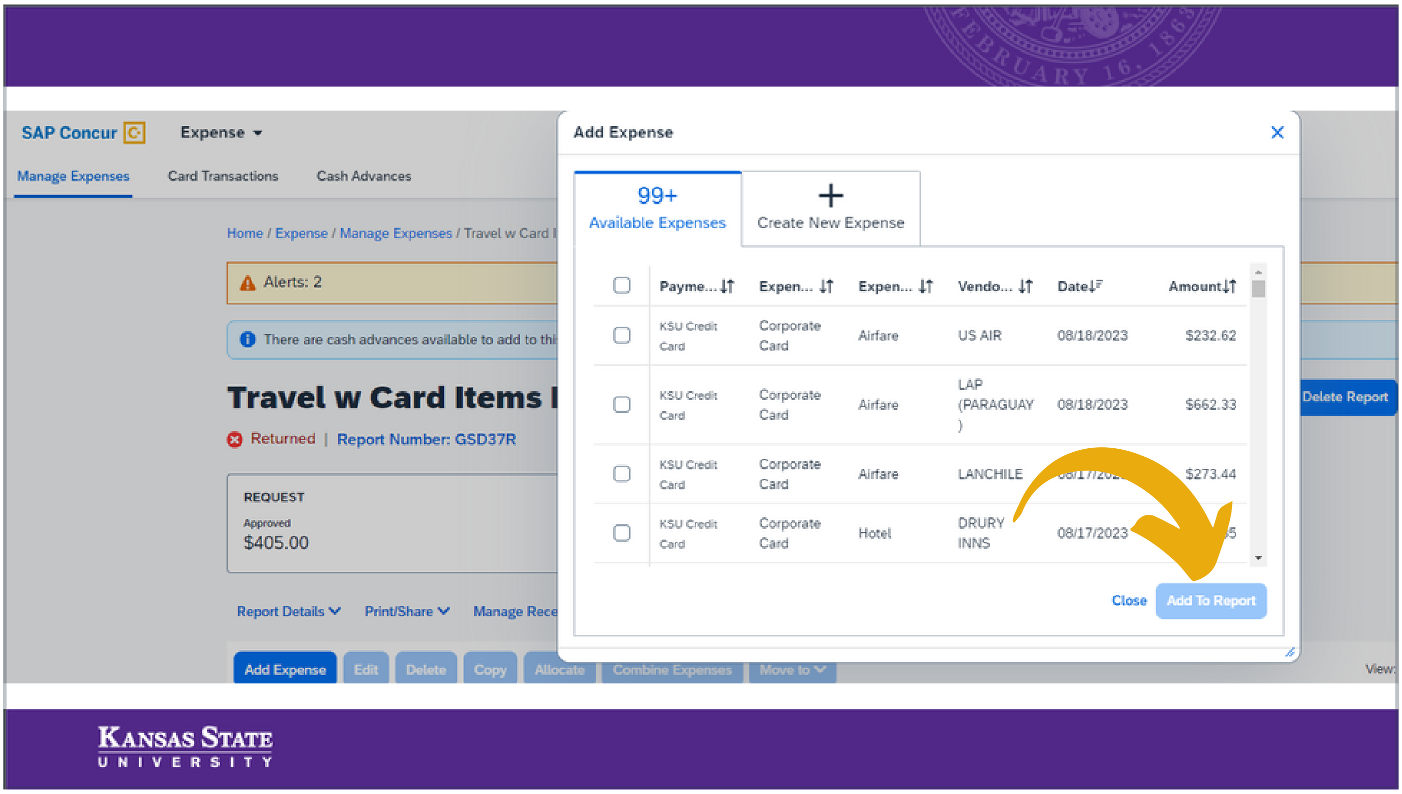
credit card charges placed on your university card which are automatically fed into your Concur profile



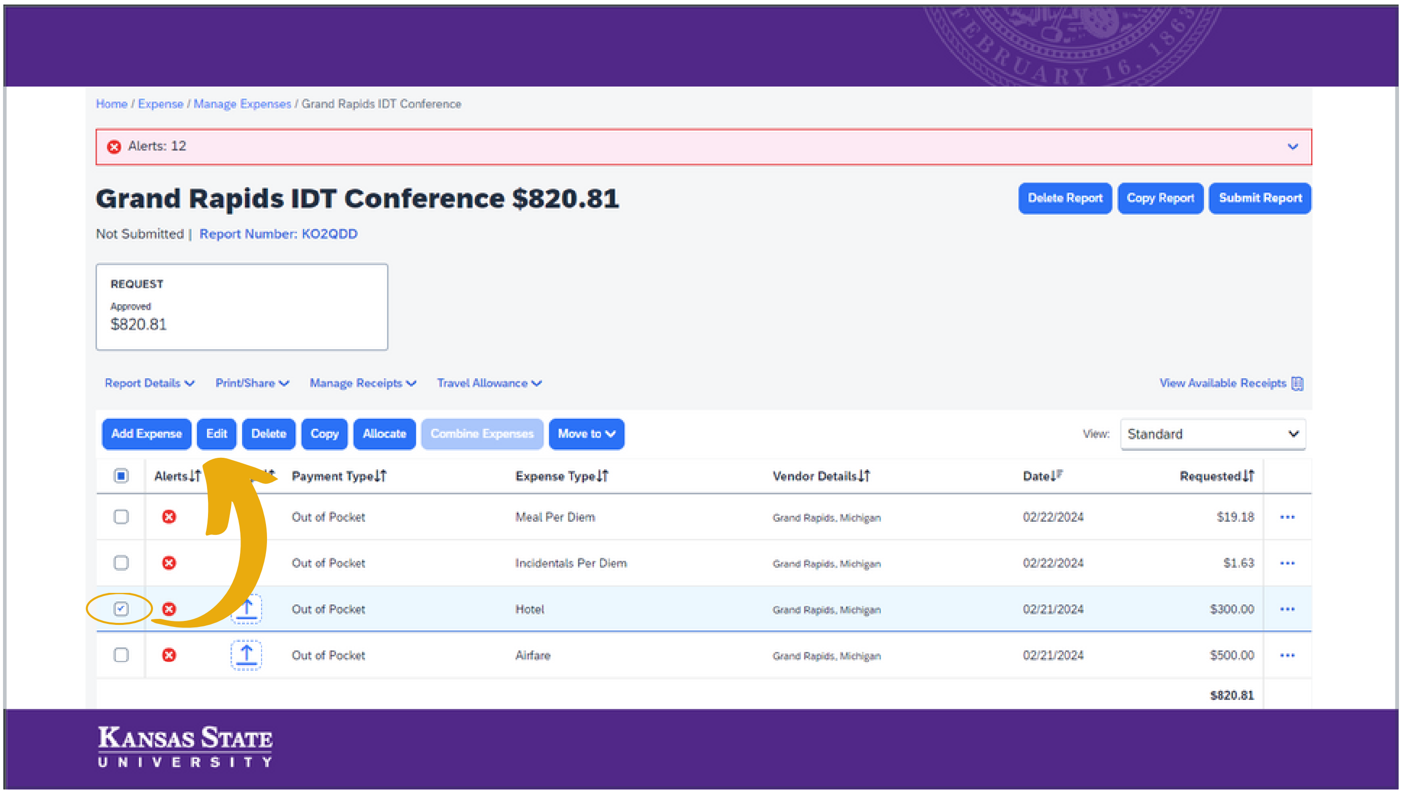
or out-of-pocket expenses generated through receipts you have imported into Concur. We will talk more about this in a few moments when we discuss receipts.



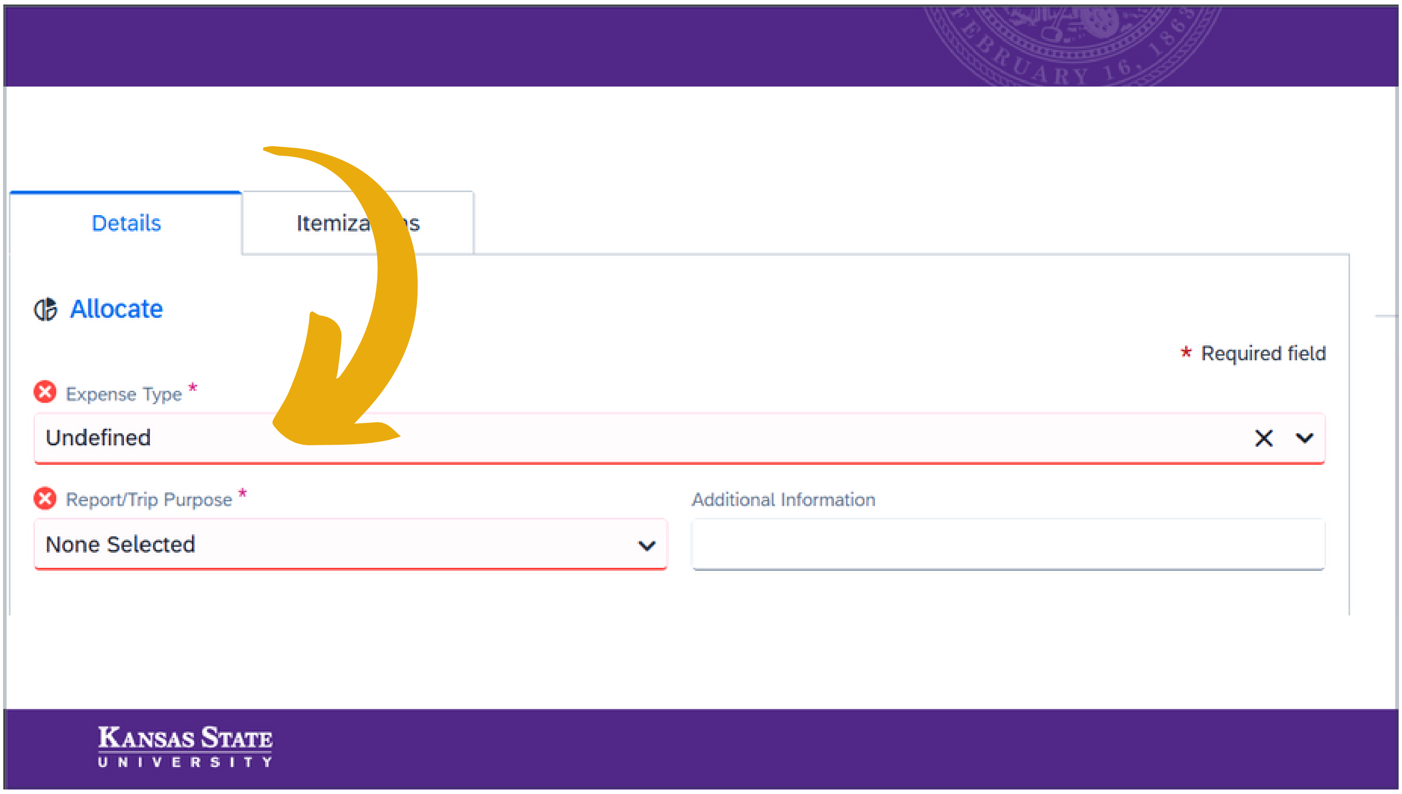
For expenses in the Available Expense list, select the expenses you wish to add by checking on the applicable boxes on the left side of the Available Expenses screen.



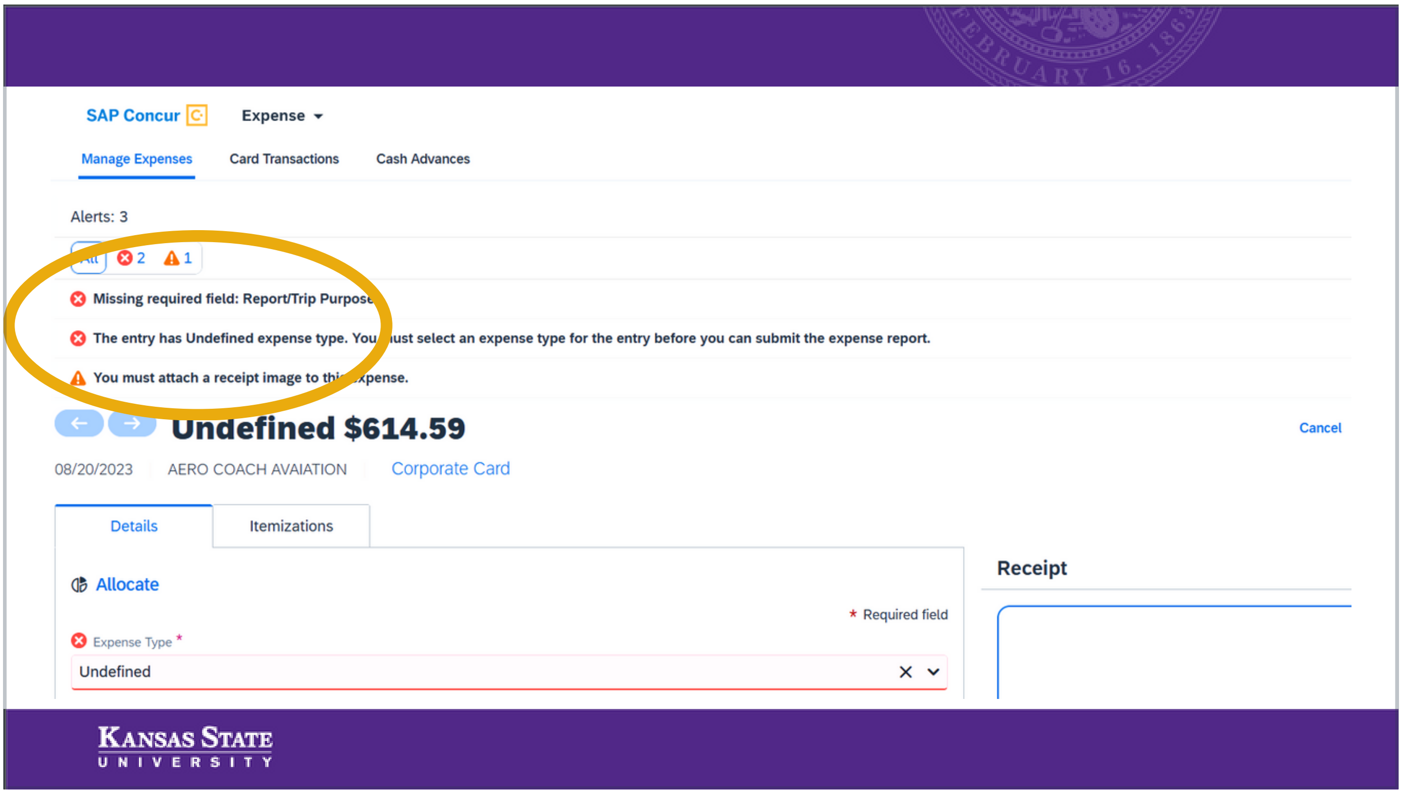
Then click on Add to Report in the bottom right corner of the window.



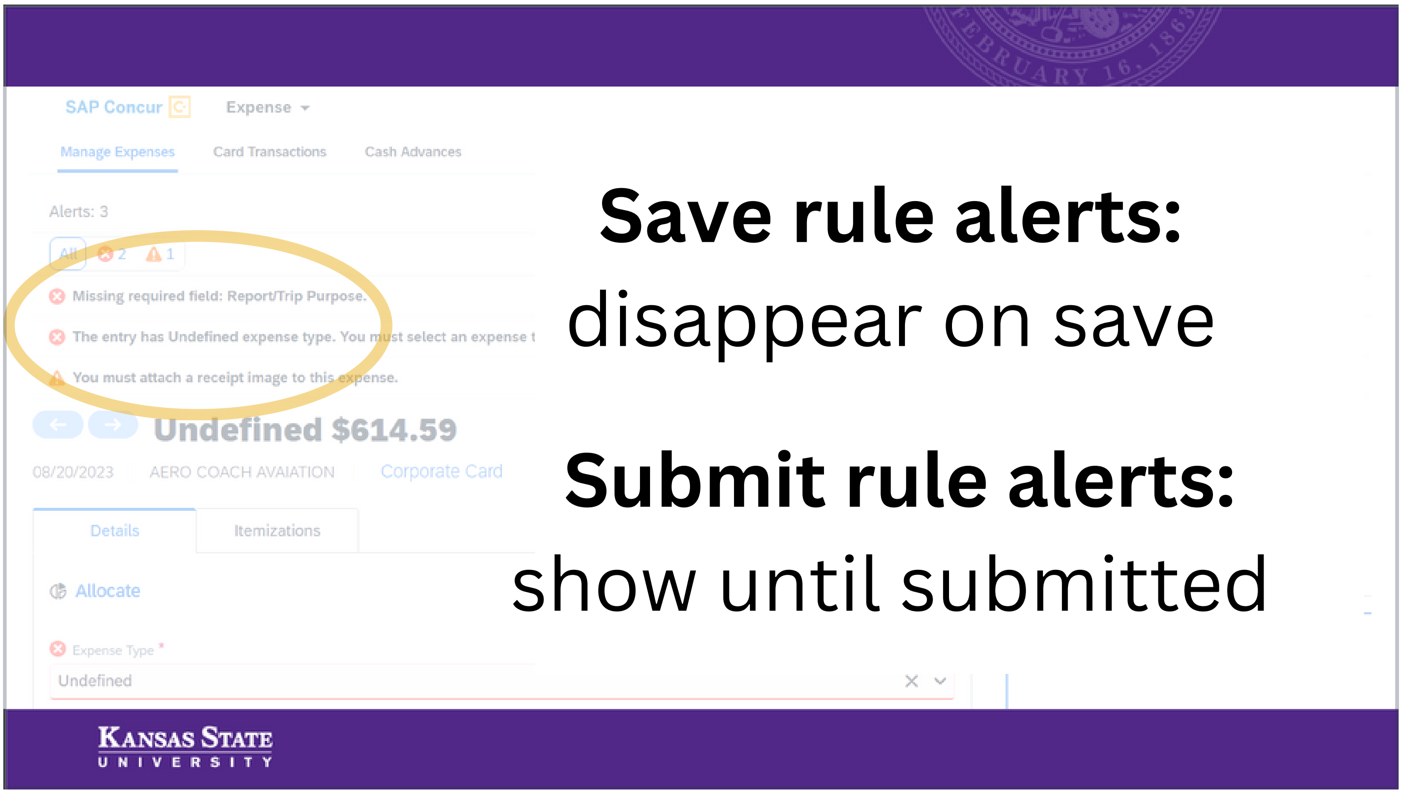
To edit the information for any of the expenses you selected, check the box for the expense and click the Edit button.



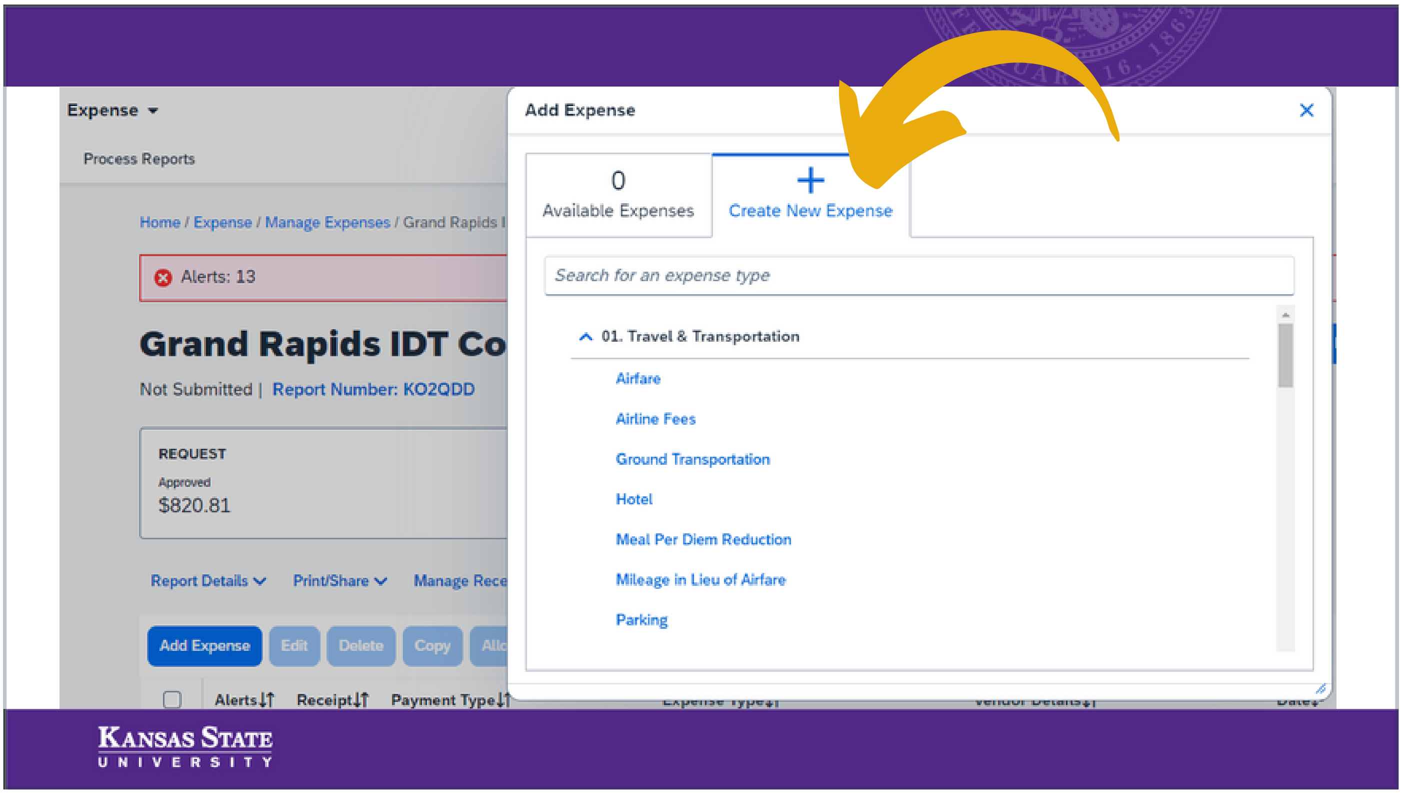
Fields that are missing required information are highlighted in red,



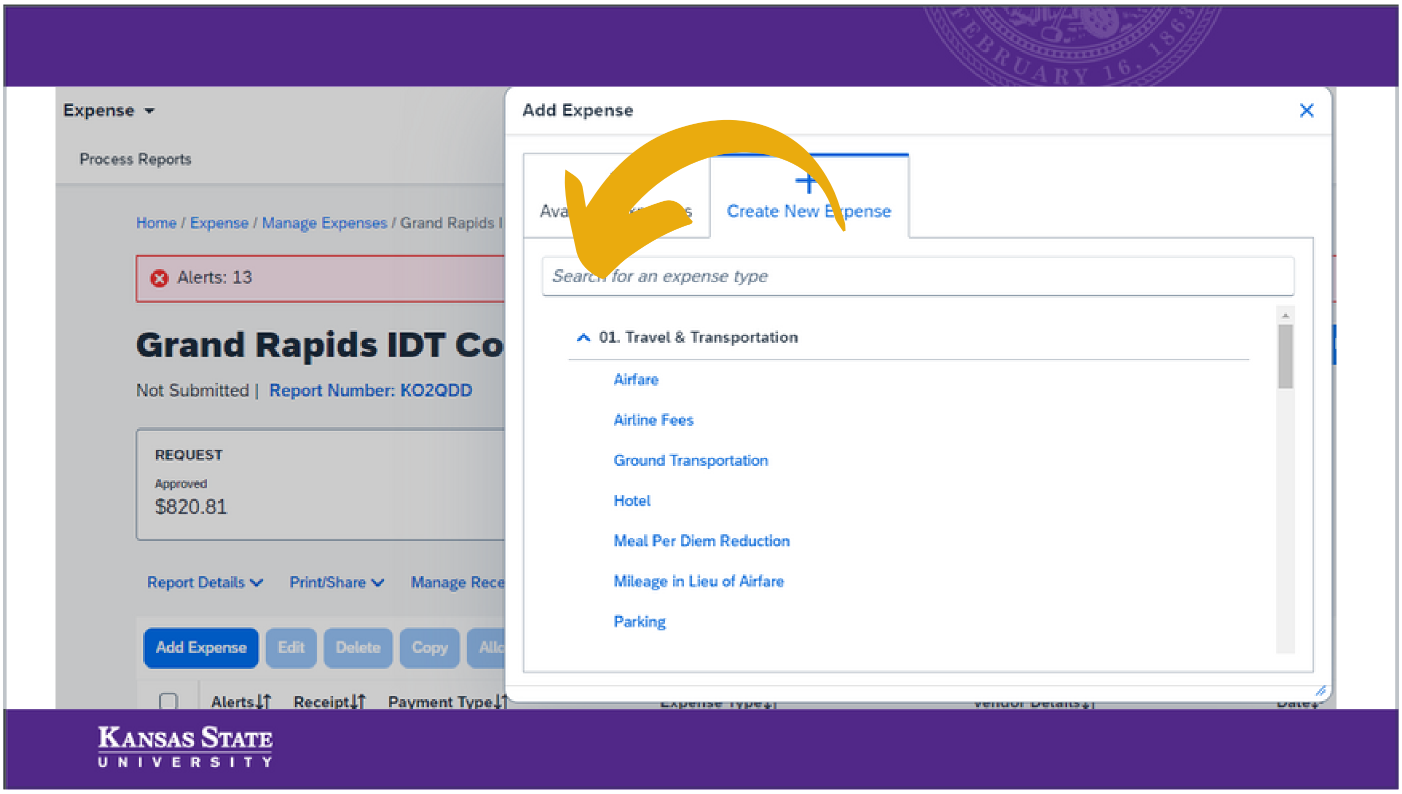
and the top of the screen will identify any alerts or warnings that require attention. Fill out all required and applicable fields, and resolve any alerts or warnings.



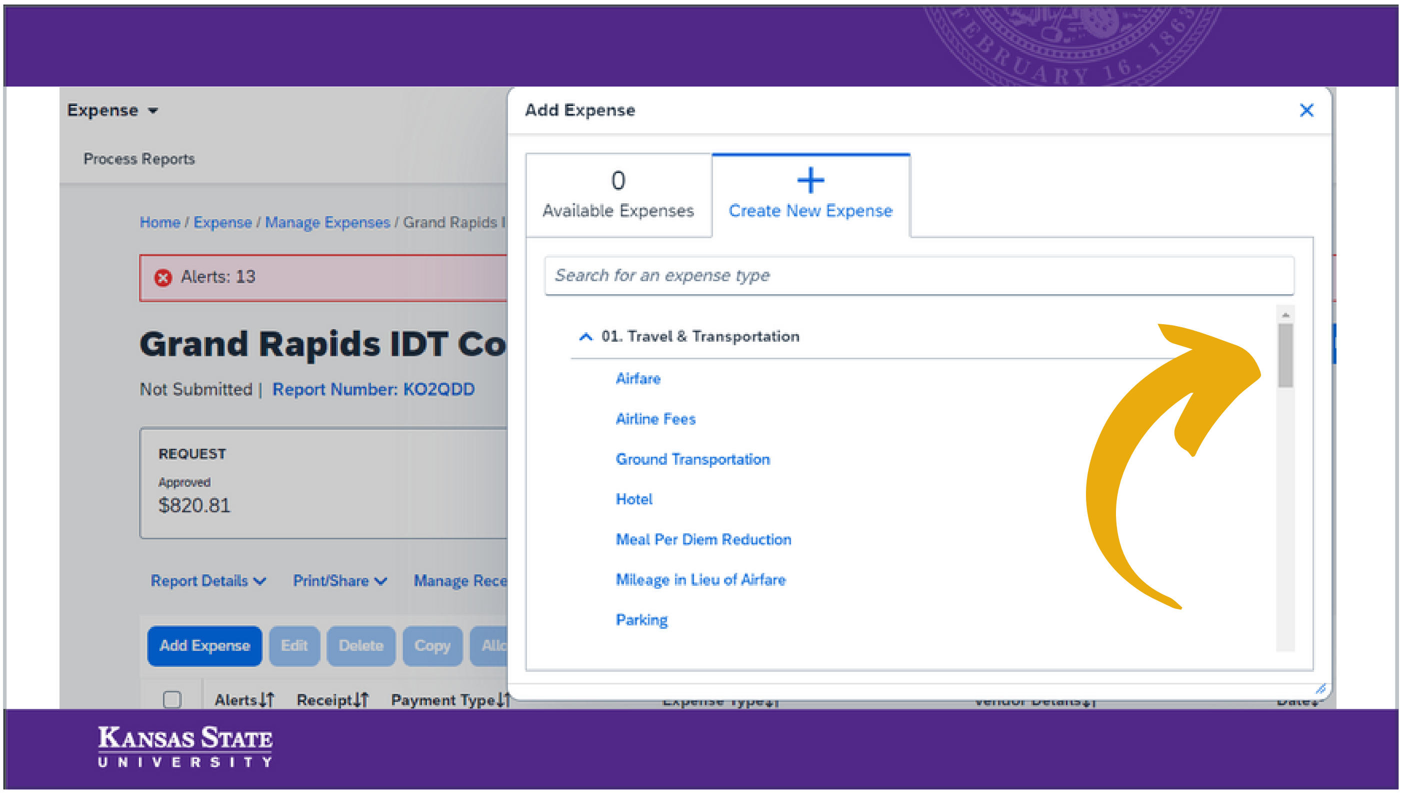
It's important to note regarding resolving alerts and warnings that not all alerts and warnings resolve alike. Some resolve through a Save rule, so that once you click Save the alert or warning disappears. Other alerts and warnings resolve through a Submit rule, which means they don't disappear until after you submit the report.



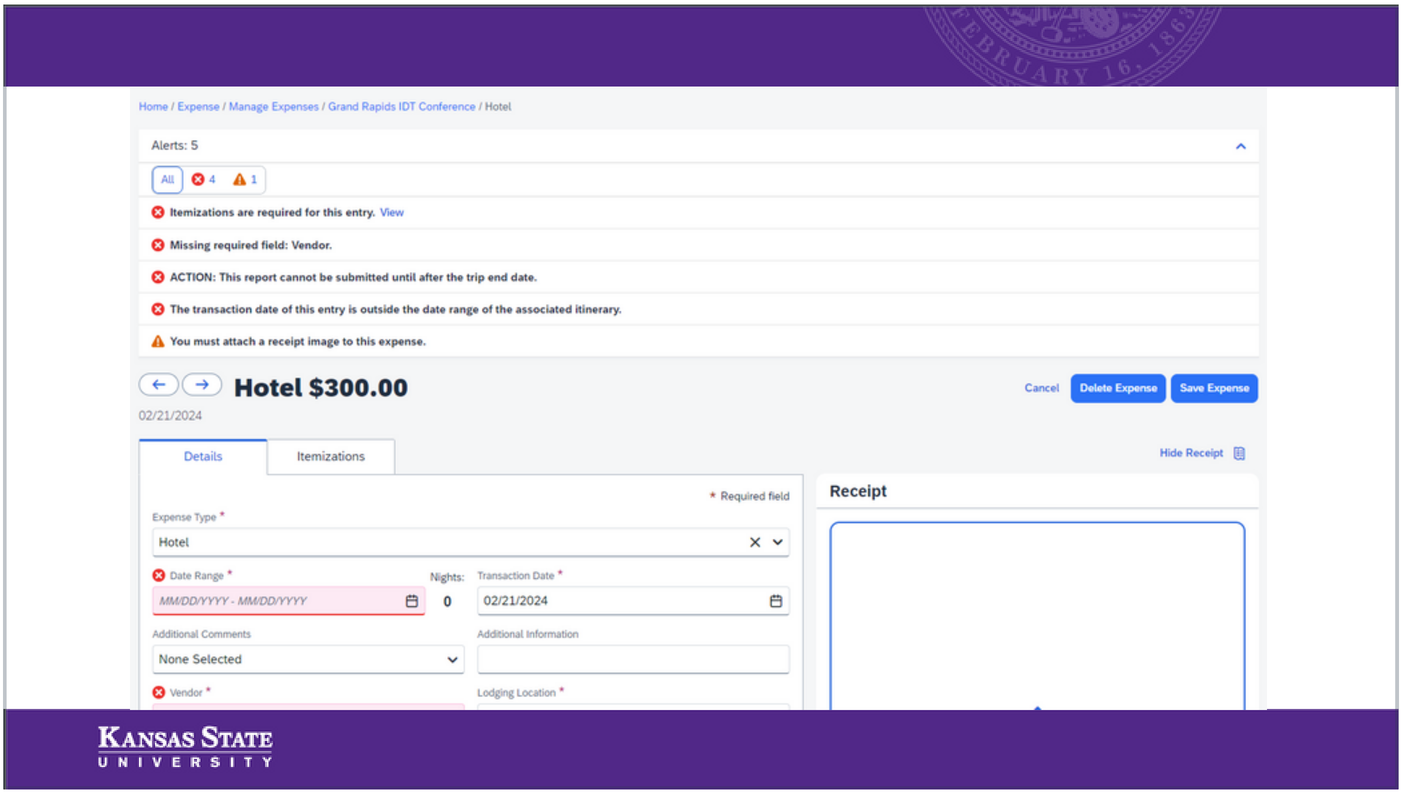
Now that we've added an available expense to the report, let's look at our other option: To add new out-of-pocket expenses. On the Add Expense screen, click the Create New Expense option.



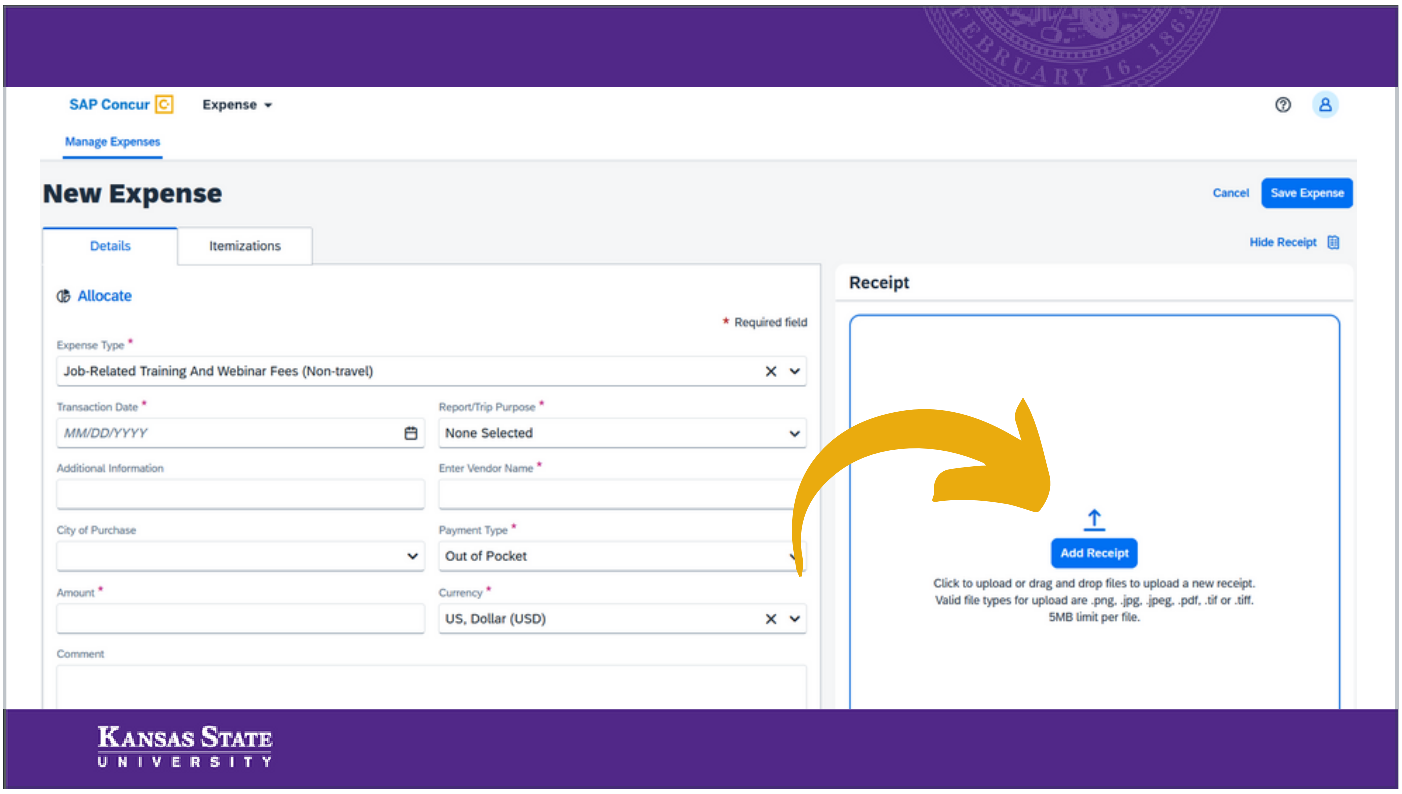
We suggest searching for the expense type you wish to add in the search box,



You can also scroll through the list of expenses using the scroll bar on the right.



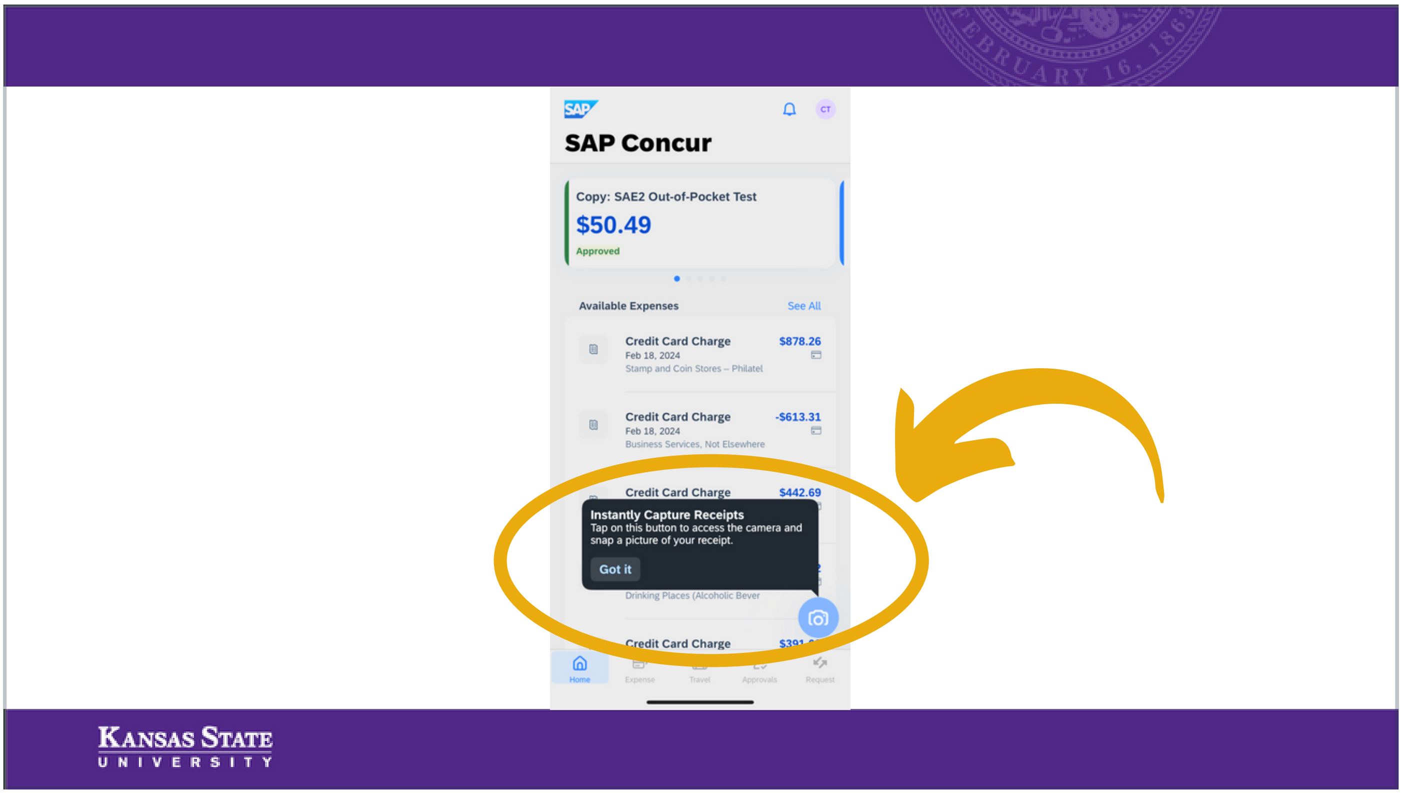
Once you click on an expense type, a screen will appear with fields pertaining to that expense type. Fill in all required fields (marked with the red asterisk) and any additional fields that apply.



You will need to add a receipt for the expense.

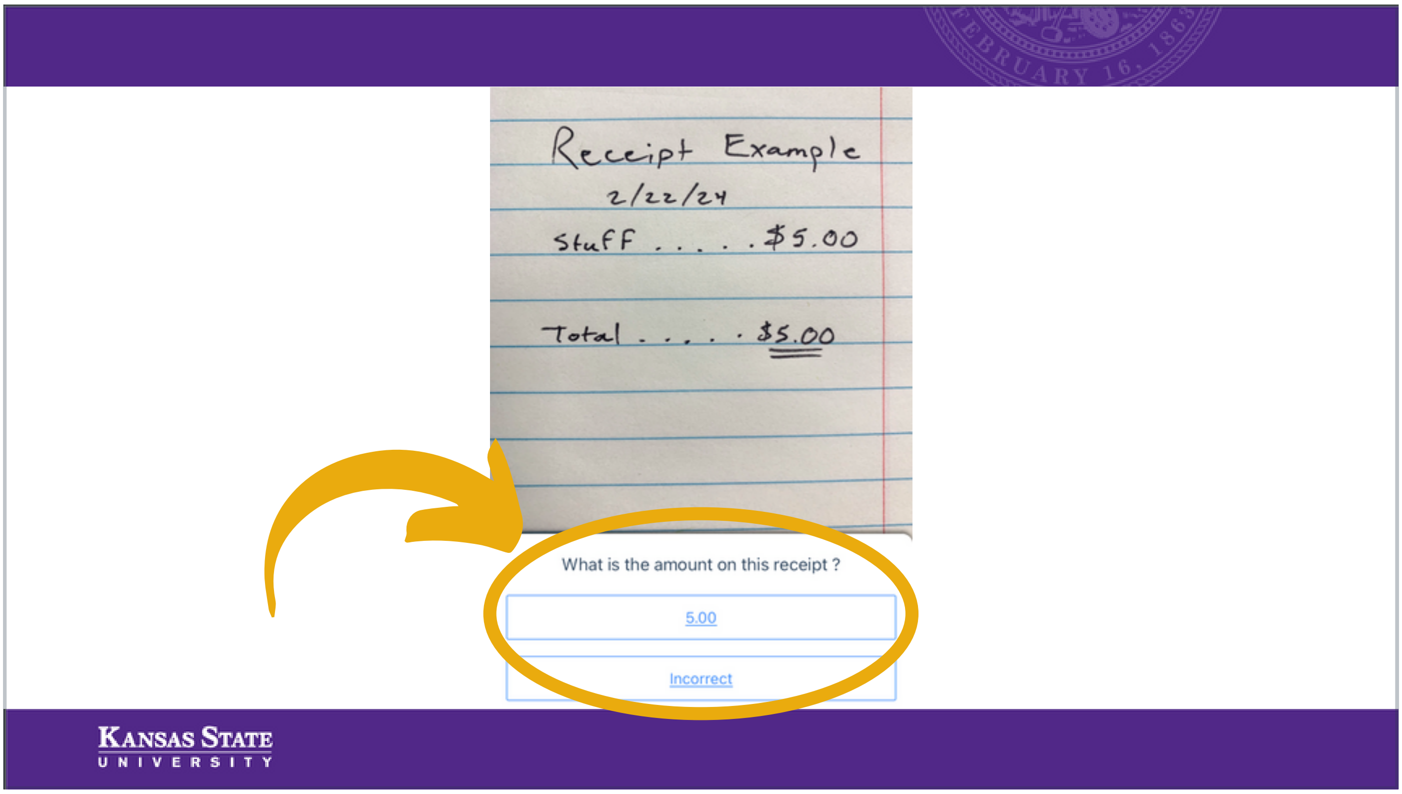
Receipts can be imported into Concur several ways.

You can capture them through the Concur mobile app.

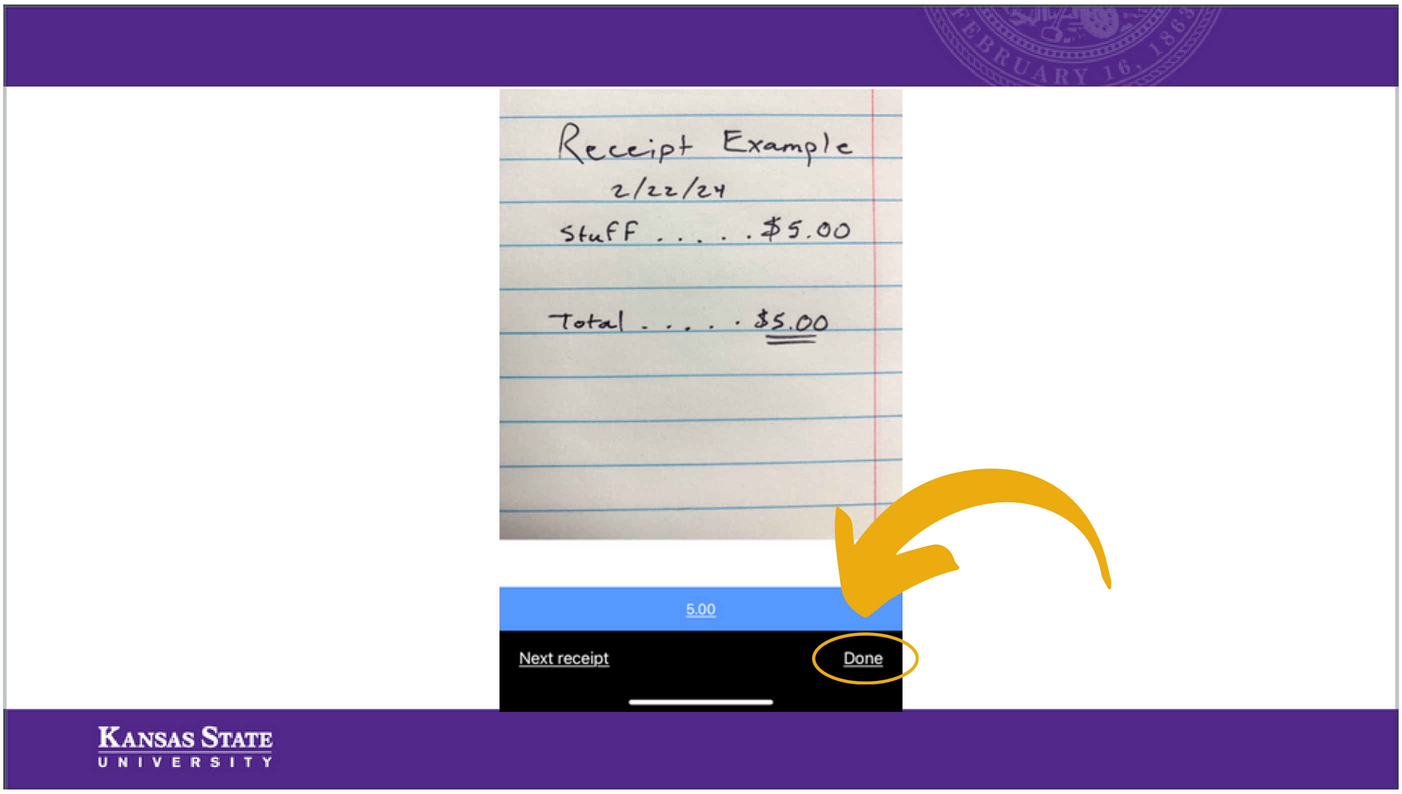


You will see on the app the option to instantly capture receipts through your smart phone camera. It walks you through the steps to do this.

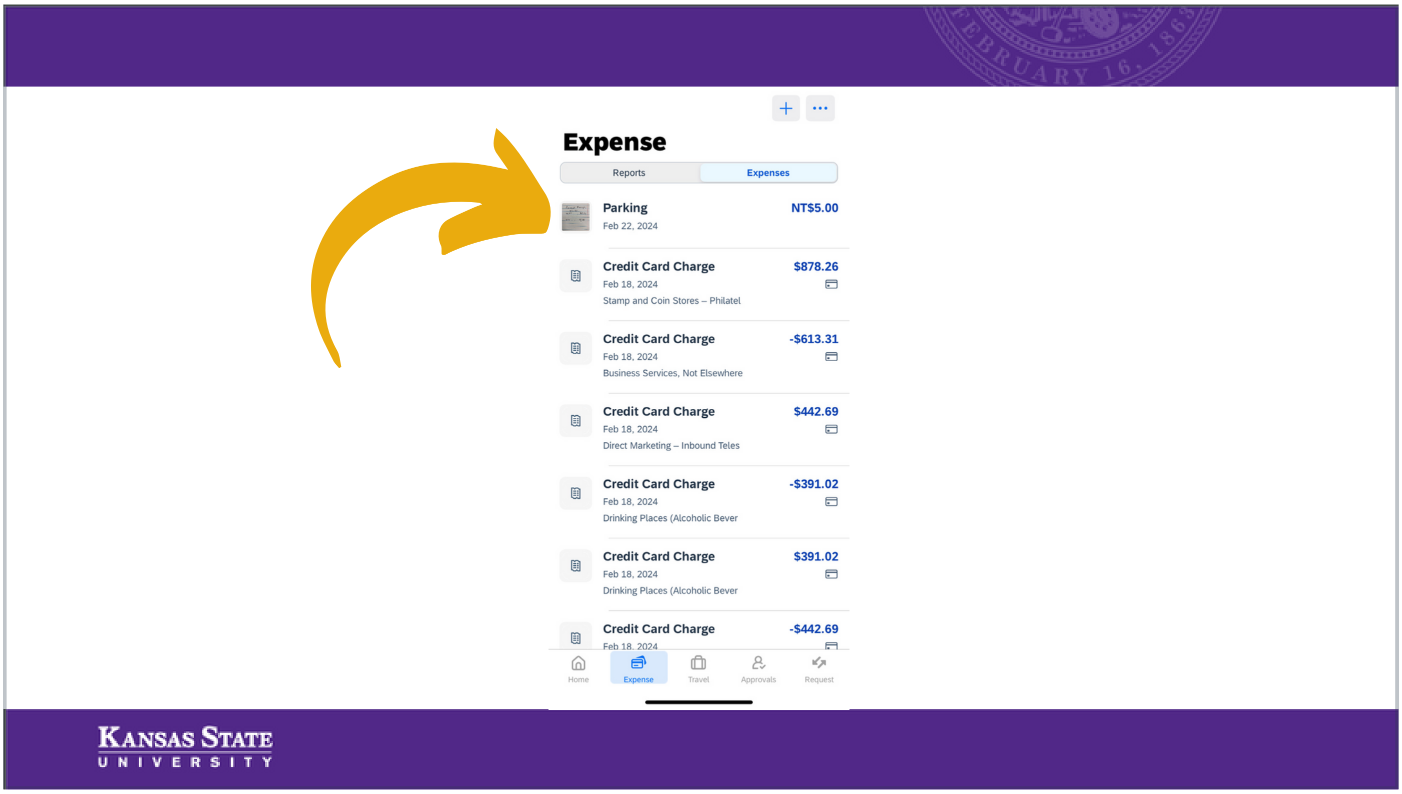
When finished imaging the receipt, click Done at the bottom right corner.



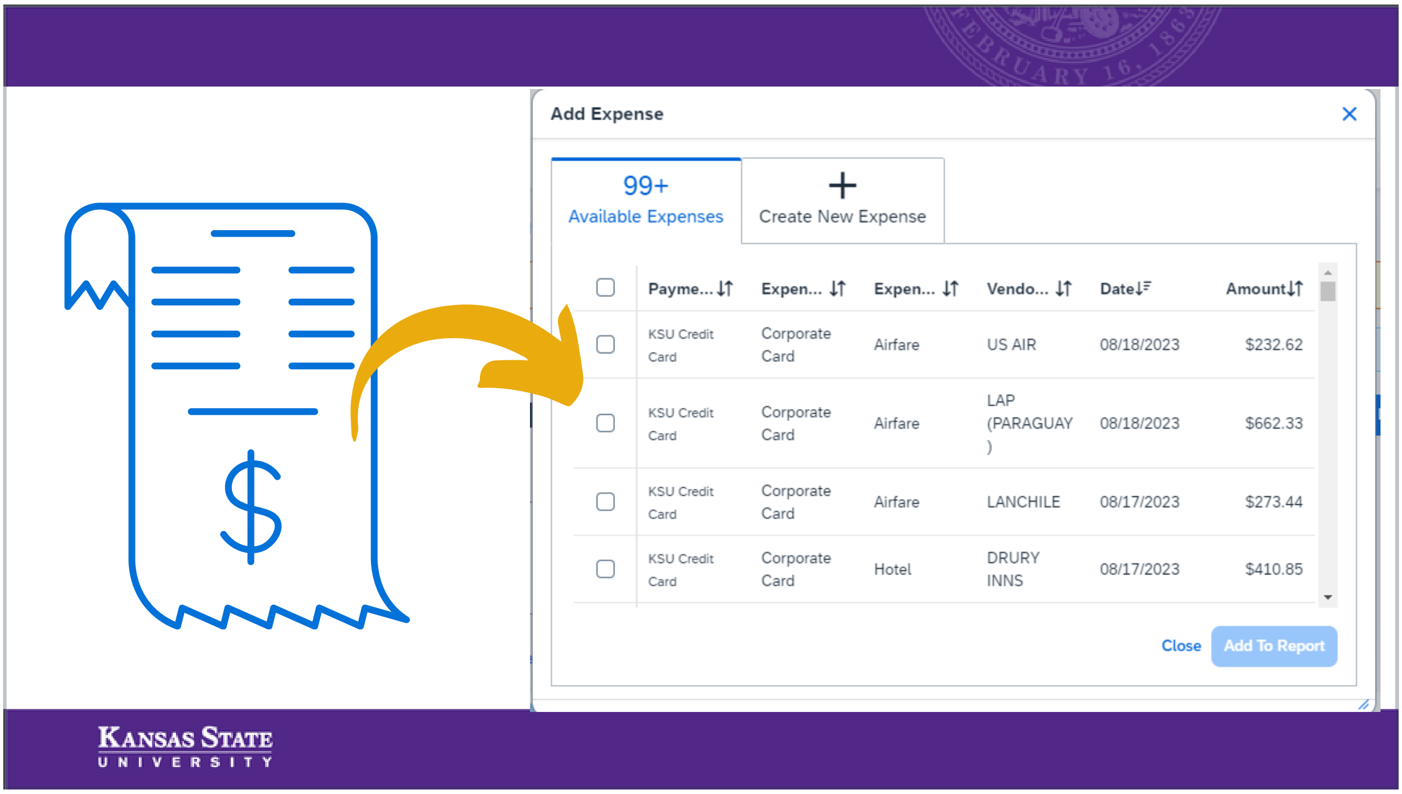
The app will read the receipt to suggest the amount. You can confirm or correct this amount.



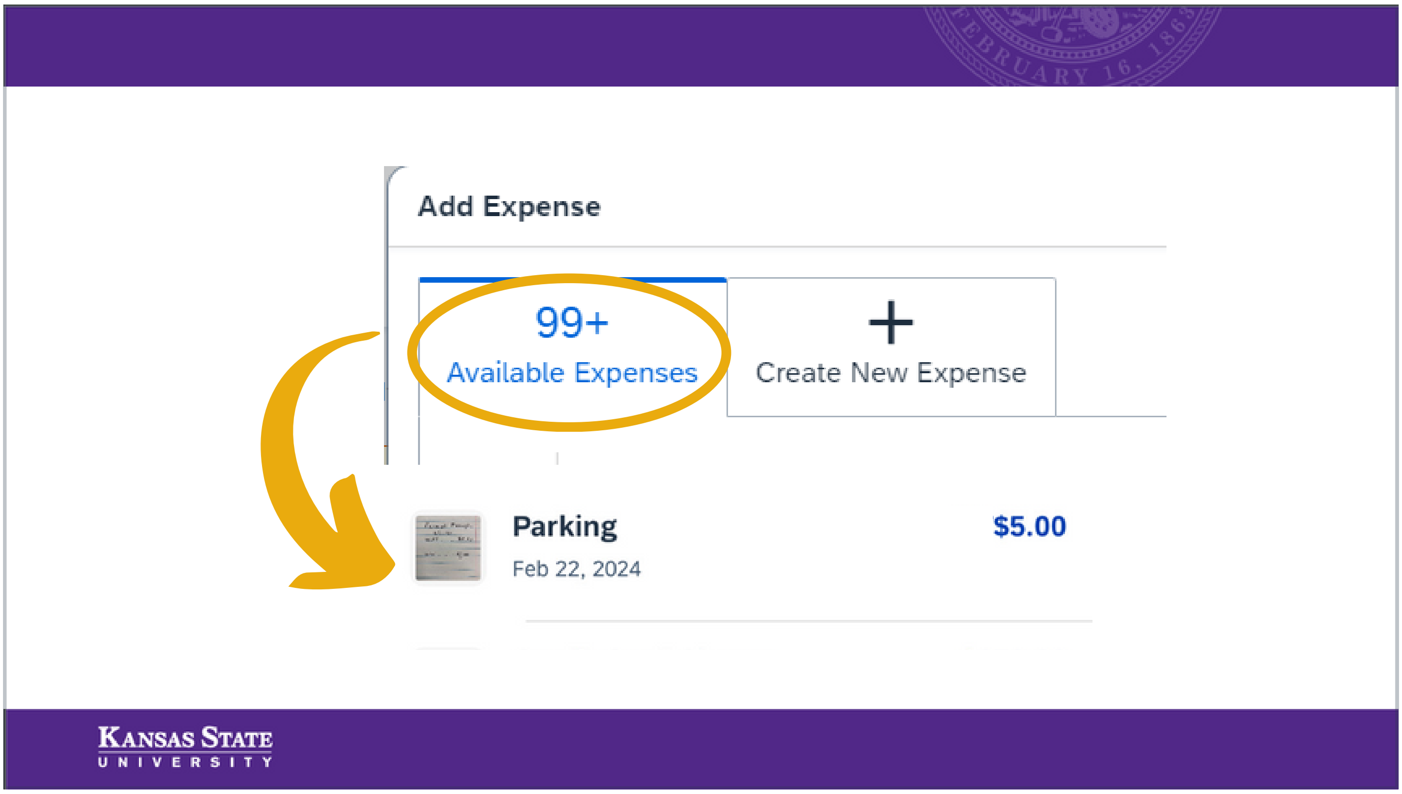
It will provide the final data. Click Done to complete the process.



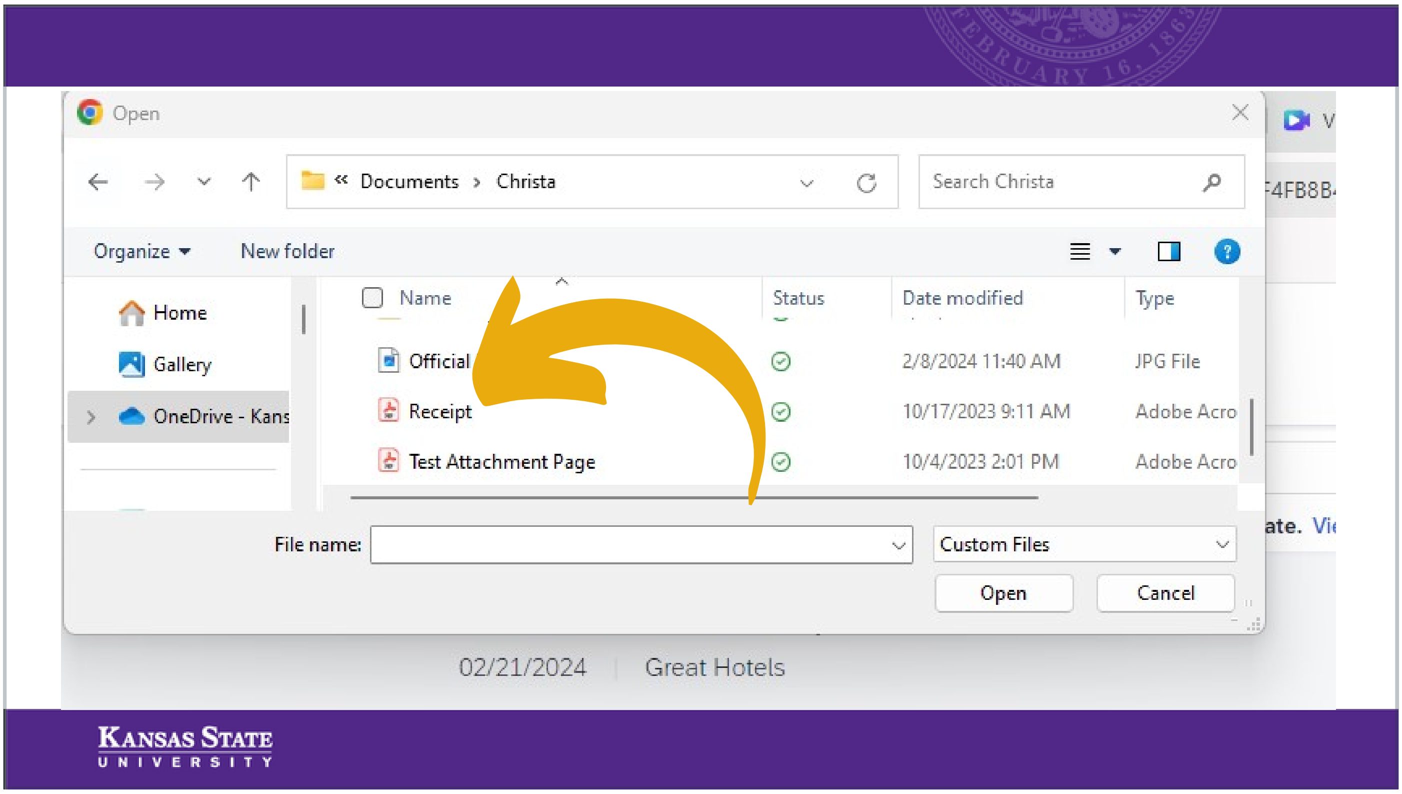
The Expense screen will appear showing the receipt/expense that was added.



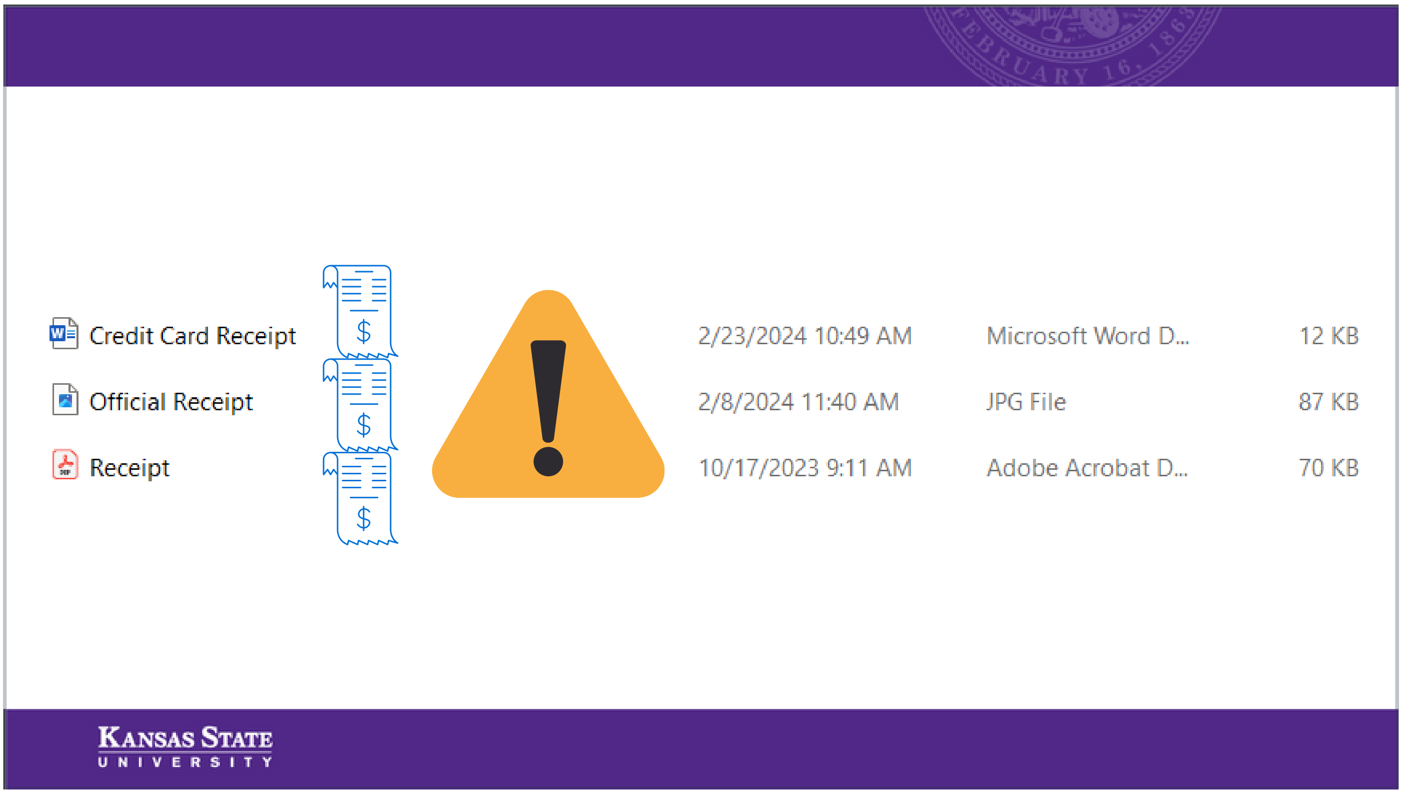
If the receipt is for a credit card charge and the imaged receipt data pairs closely enough with the information from the card charge, Concur will automatically pair the receipt with the card expense.



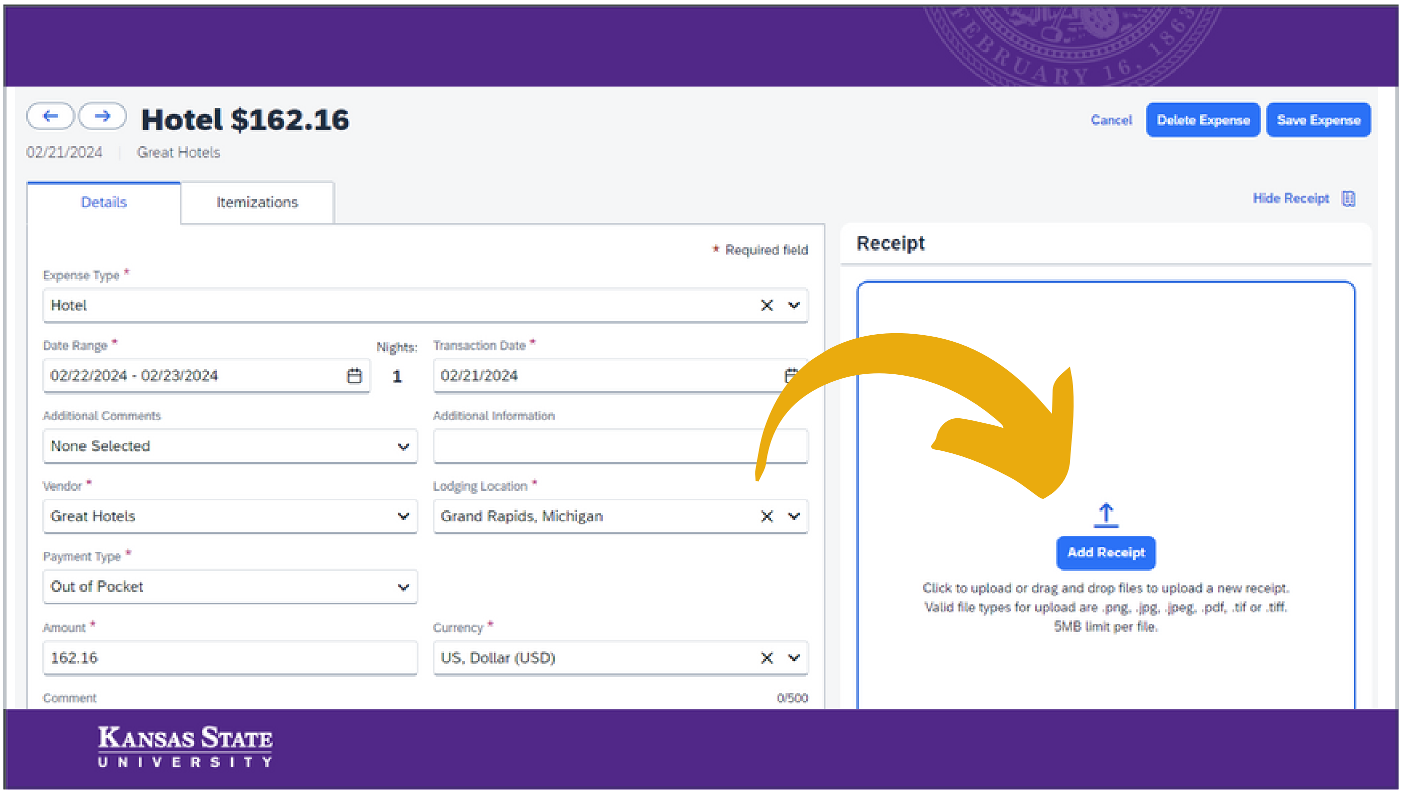
Otherwise, it will add it as a new expense that will show under the Available Expenses tab.



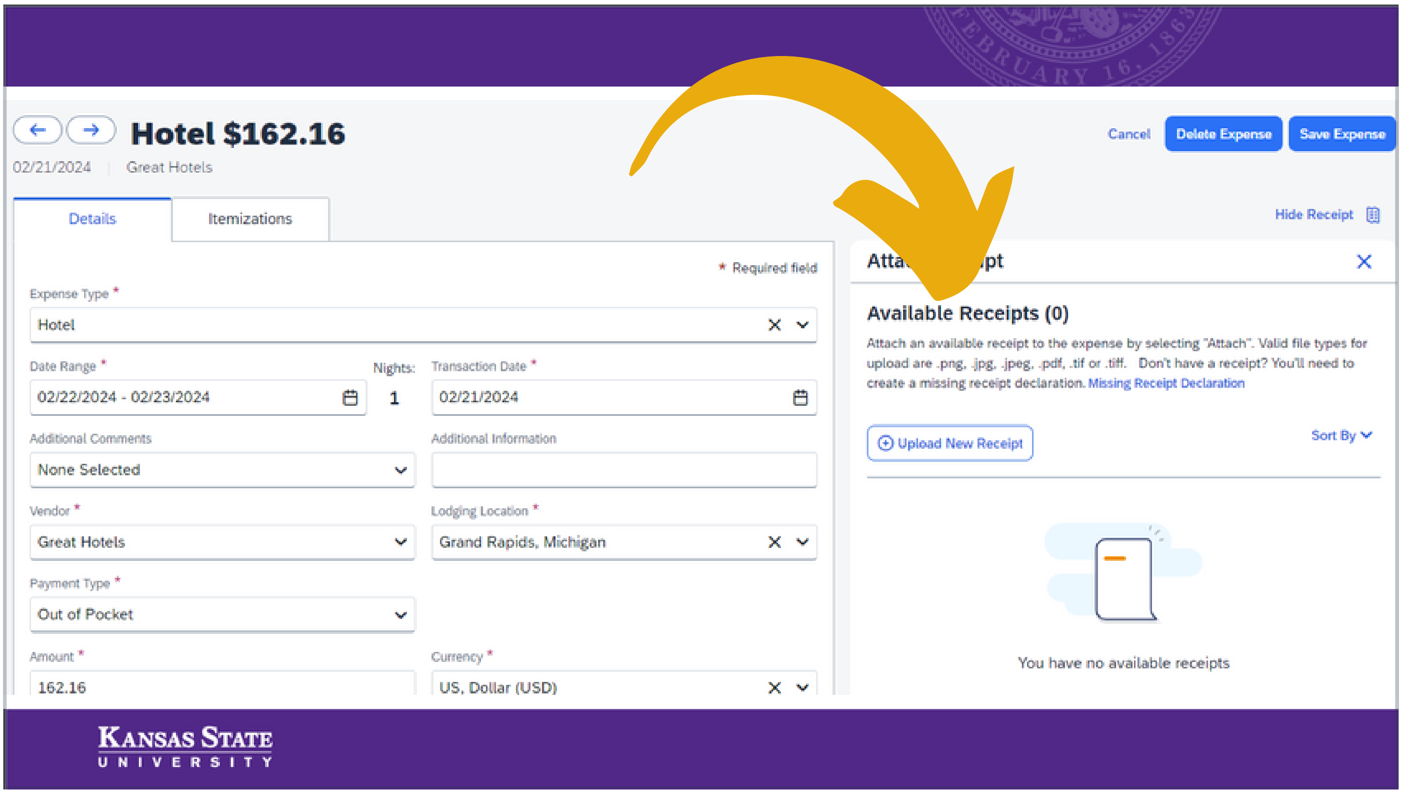
Another way to import receipts is to upload them from your computer files into Concur.



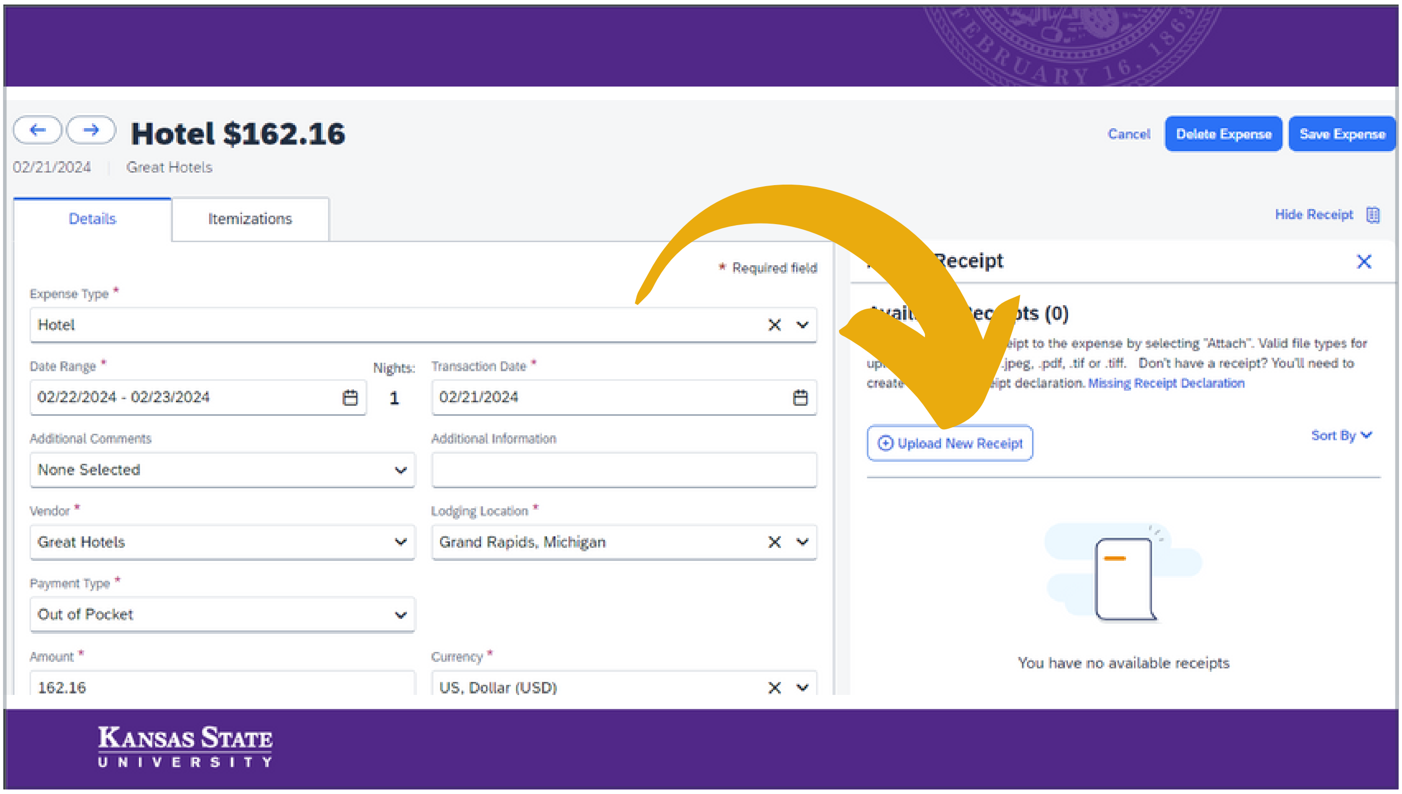
An important note here is that you want your receipts to be separate files. You do not want to take multiple receipts and scan them into the computer as one pdf file, for example, because you need each receipt to be unique in Concur.



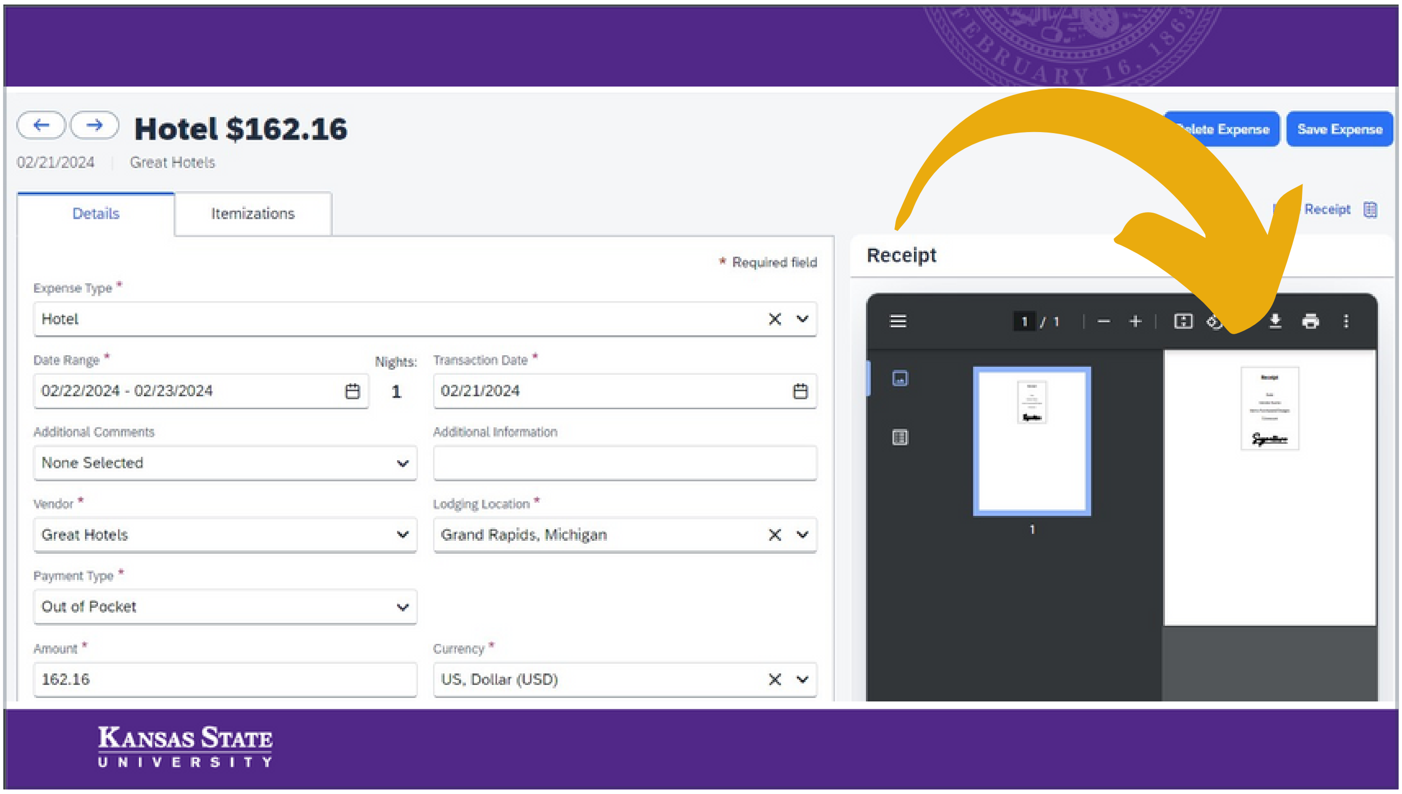
To add a receipt to an expense, click the Add Receipt button.



The Available Receipts screen will generate. If you have available receipts already uploaded, select the correct receipt.

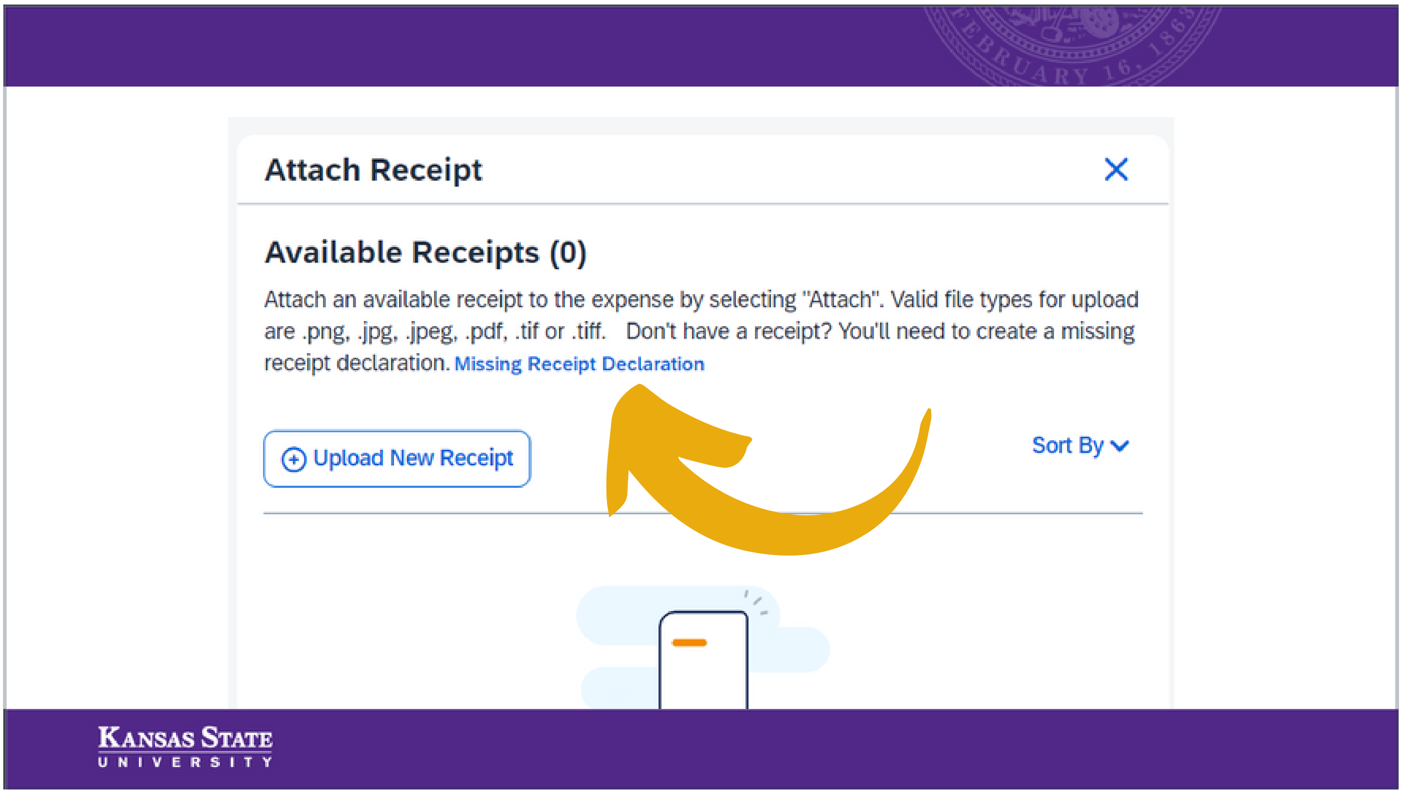


Otherwise, upload the receipt.

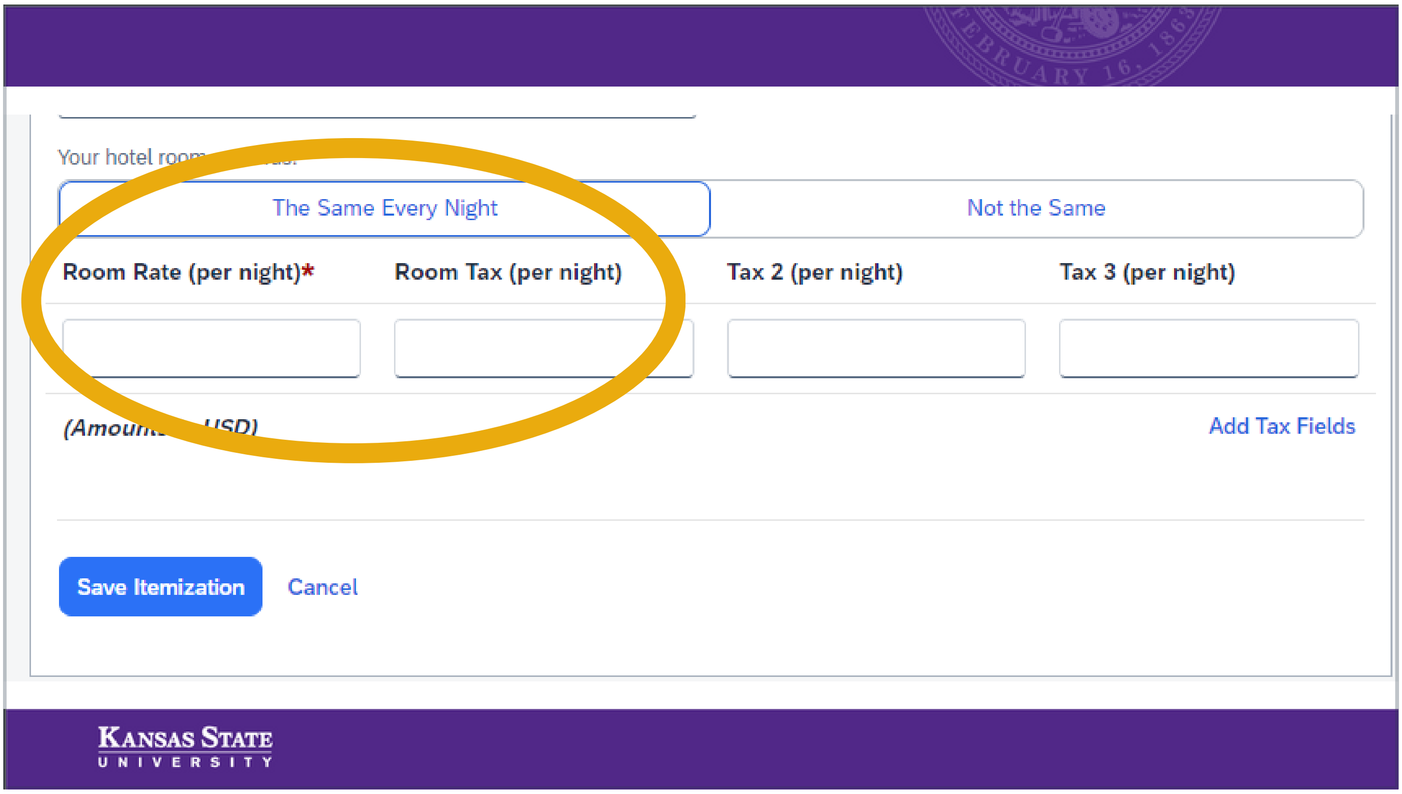


The receipt now shows in the receipt box at the right of the screen.

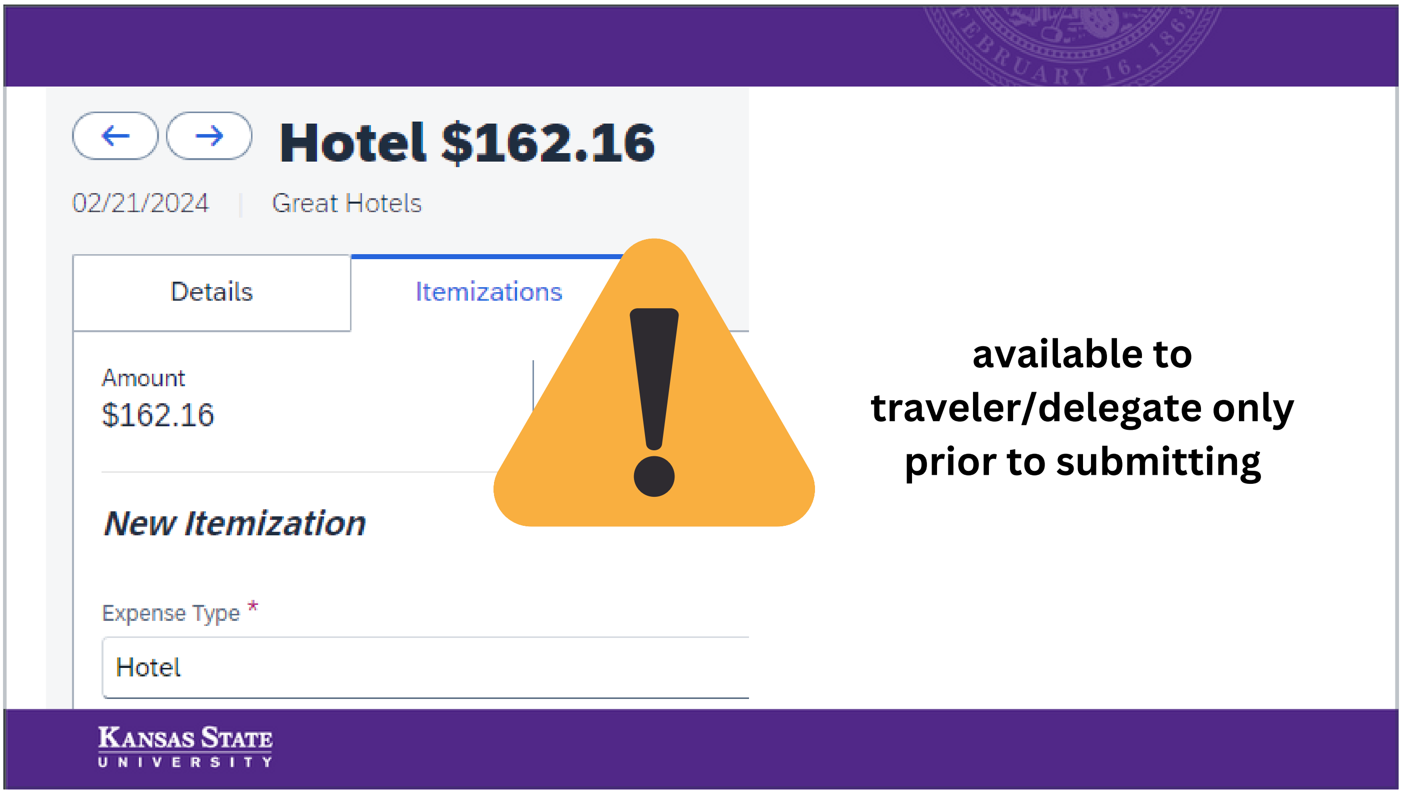
If a receipt was not originally obtained or is lost and the cardholder has contacted the vendor to request a copy of the receipt but the receipt cannot be provided,



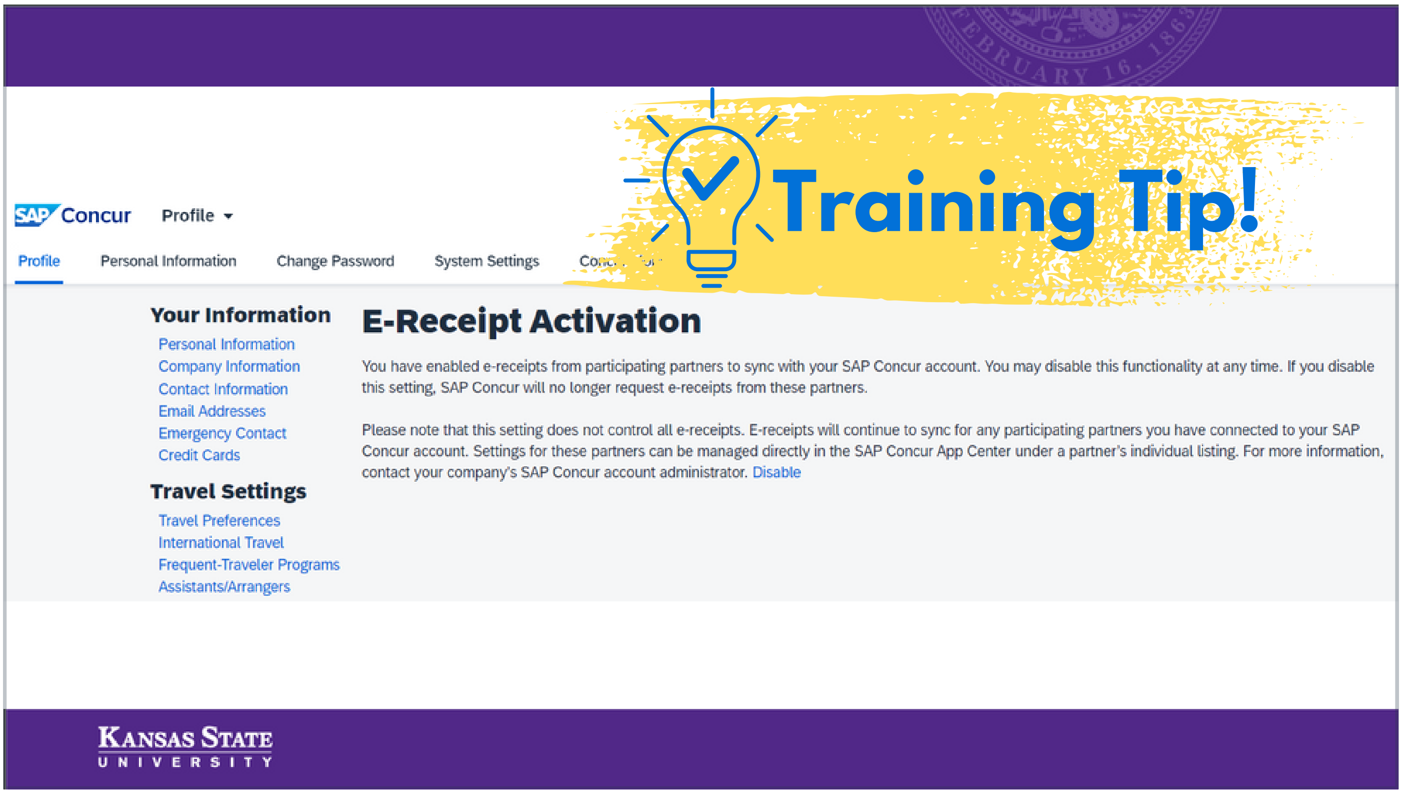
the Missing Receipt Letter in Concur must be used in place of the receipt; its use is subject to department approval, and it can only be completed by the employee; delegates are not able to access this letter because, like the User Submit Agreement, it has the electronic signature component.



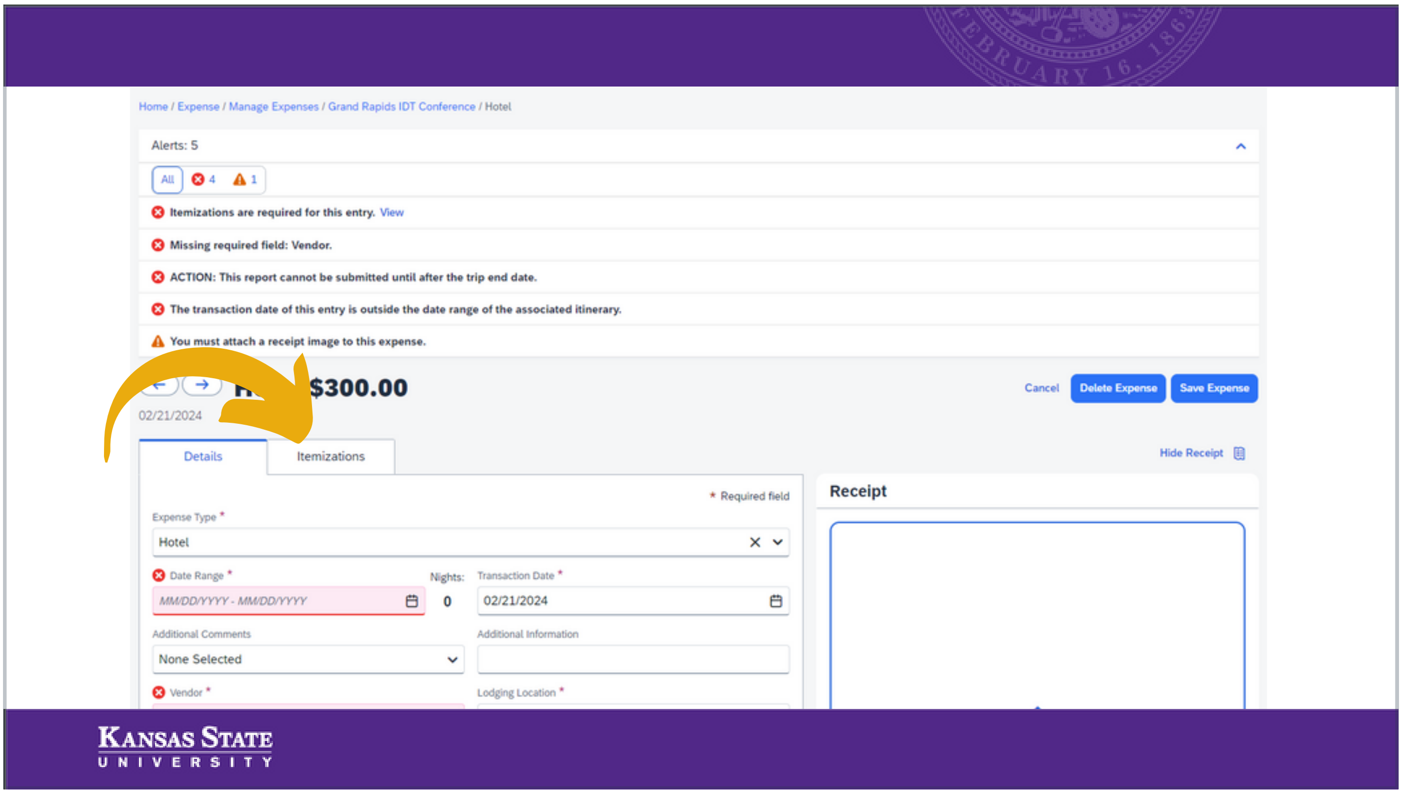
If one portion of the expense falls under one expense type and another part of the expense falls under a different expense type, you will need to itemize that expense. The hotel expense type, for example, will always need to be itemized to distinguish the room charge from the taxes.



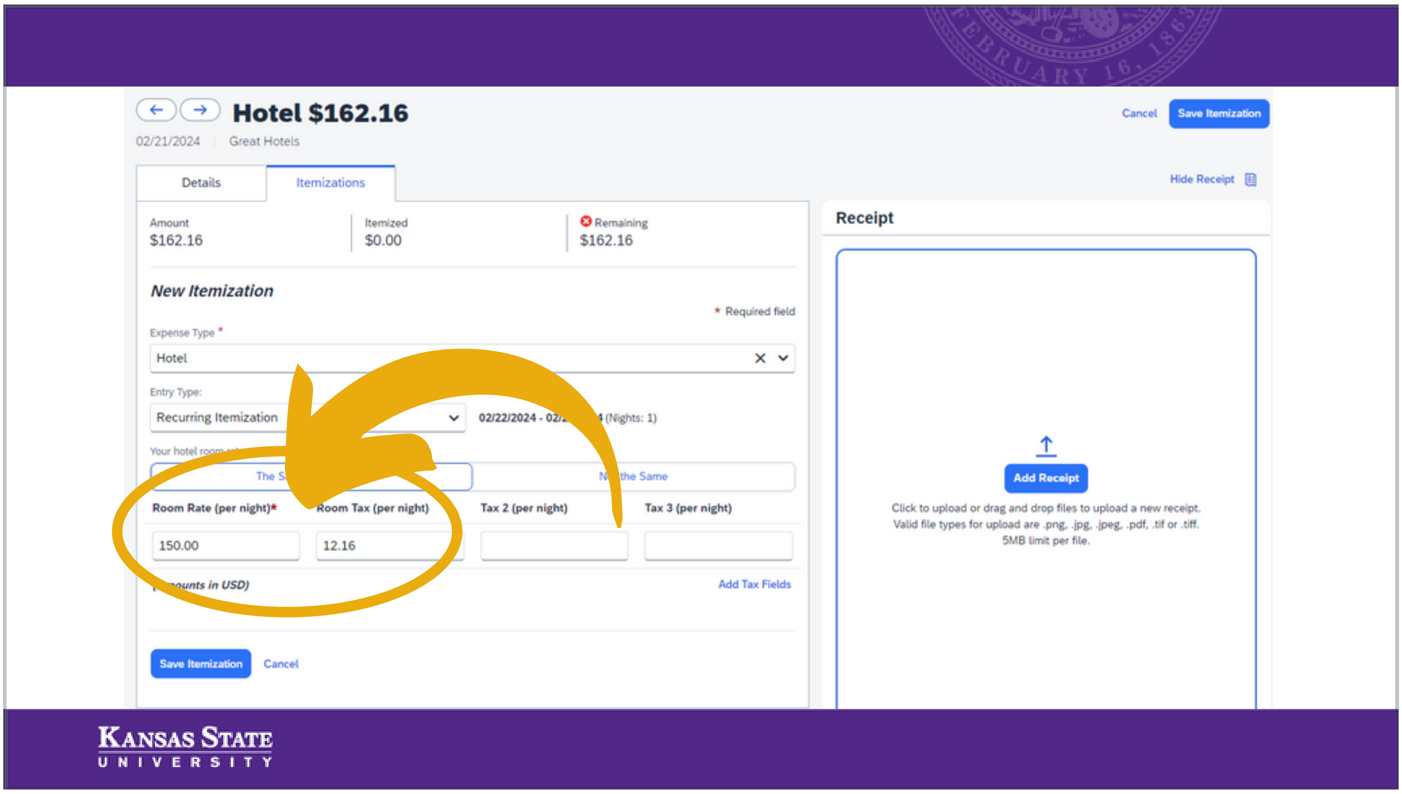
As an important note, itemizations can only be added before a report is submitted. Either the traveler or the delegate may itemize the expenses, but once the traveler submits the report, the expense details cannot be changed unless the report is sent back to the employee for correction.



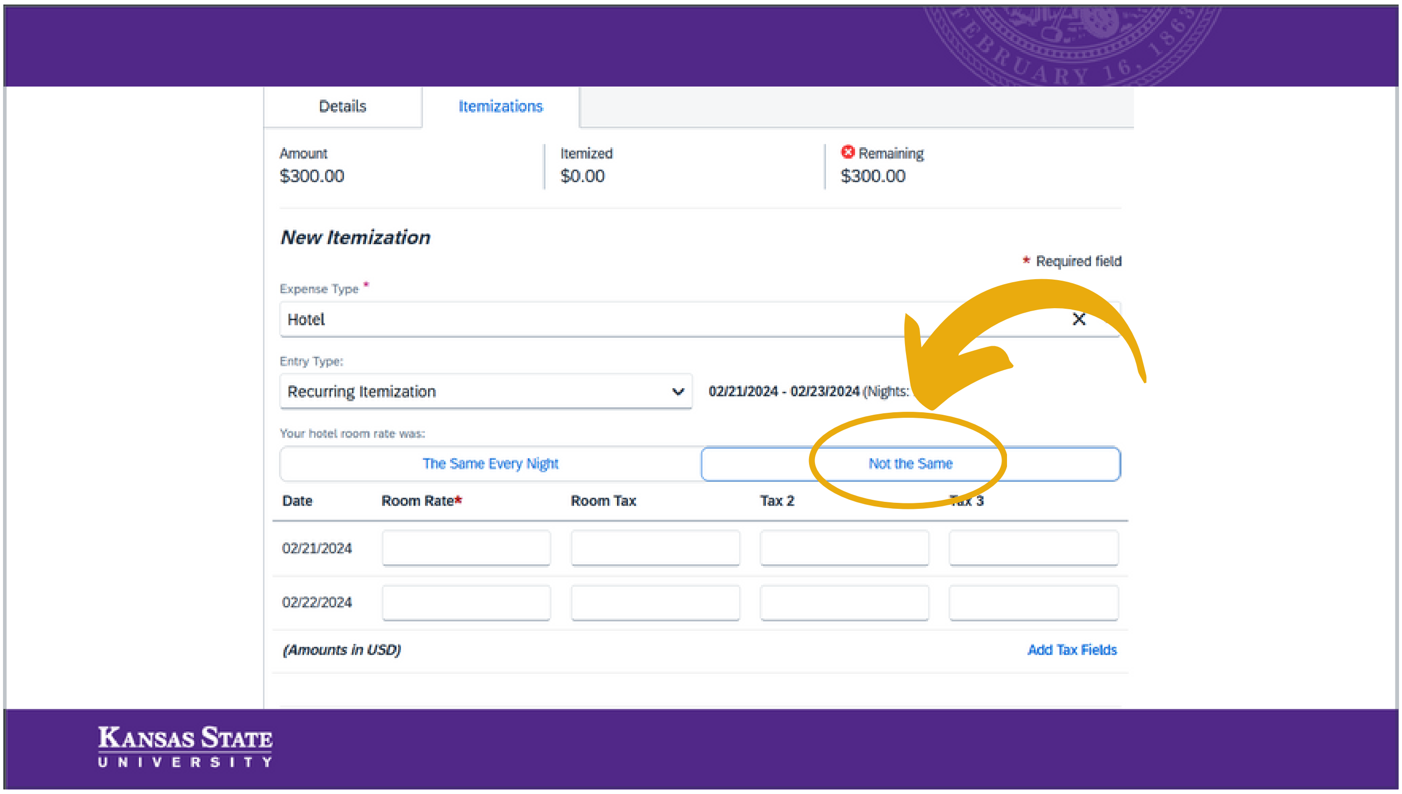
Also, as a training tip, if you have e-receipts activated in your profile settings, itemizations associated with e-receipt expenses are automatically generated, reducing manual data entry.



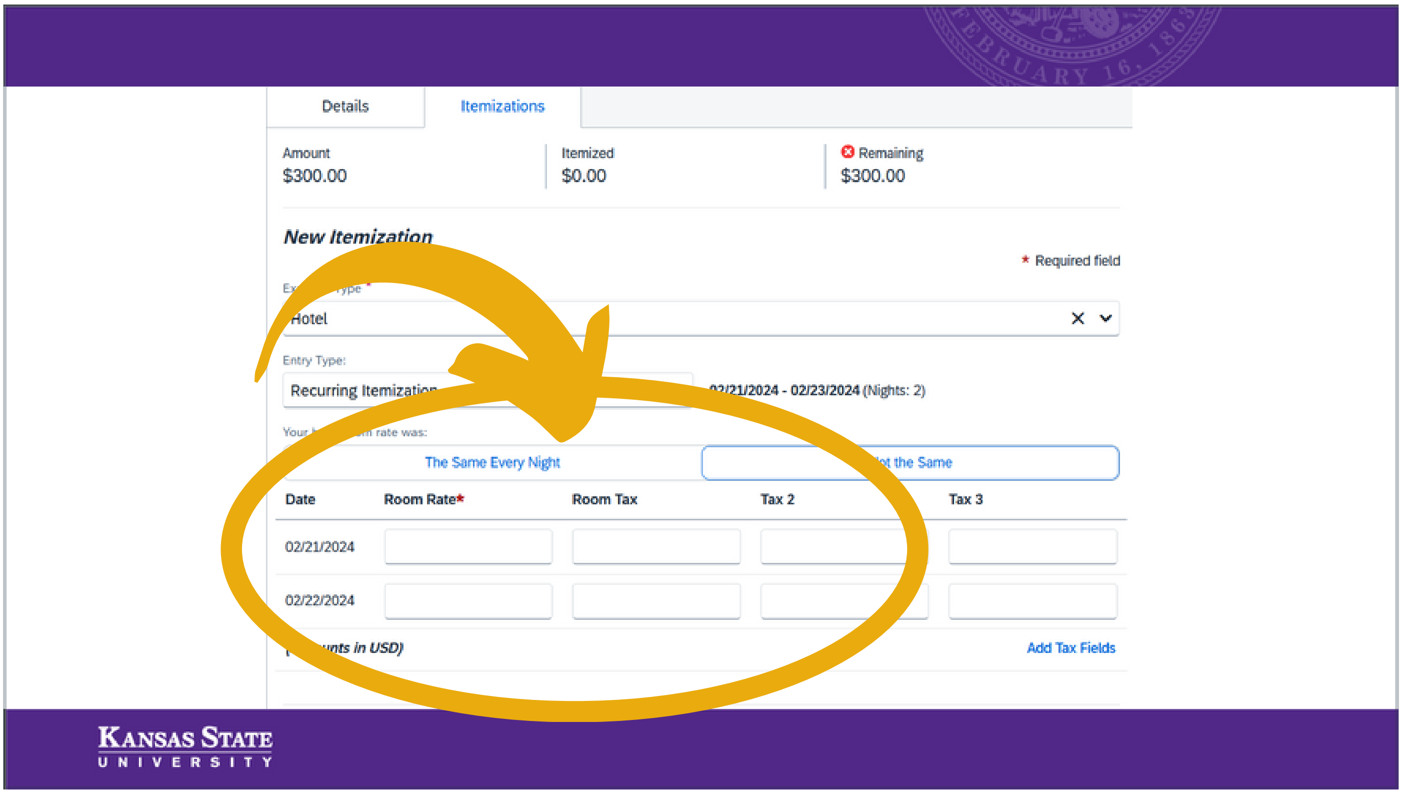
To add an itemization, click on the Itemizations tab.



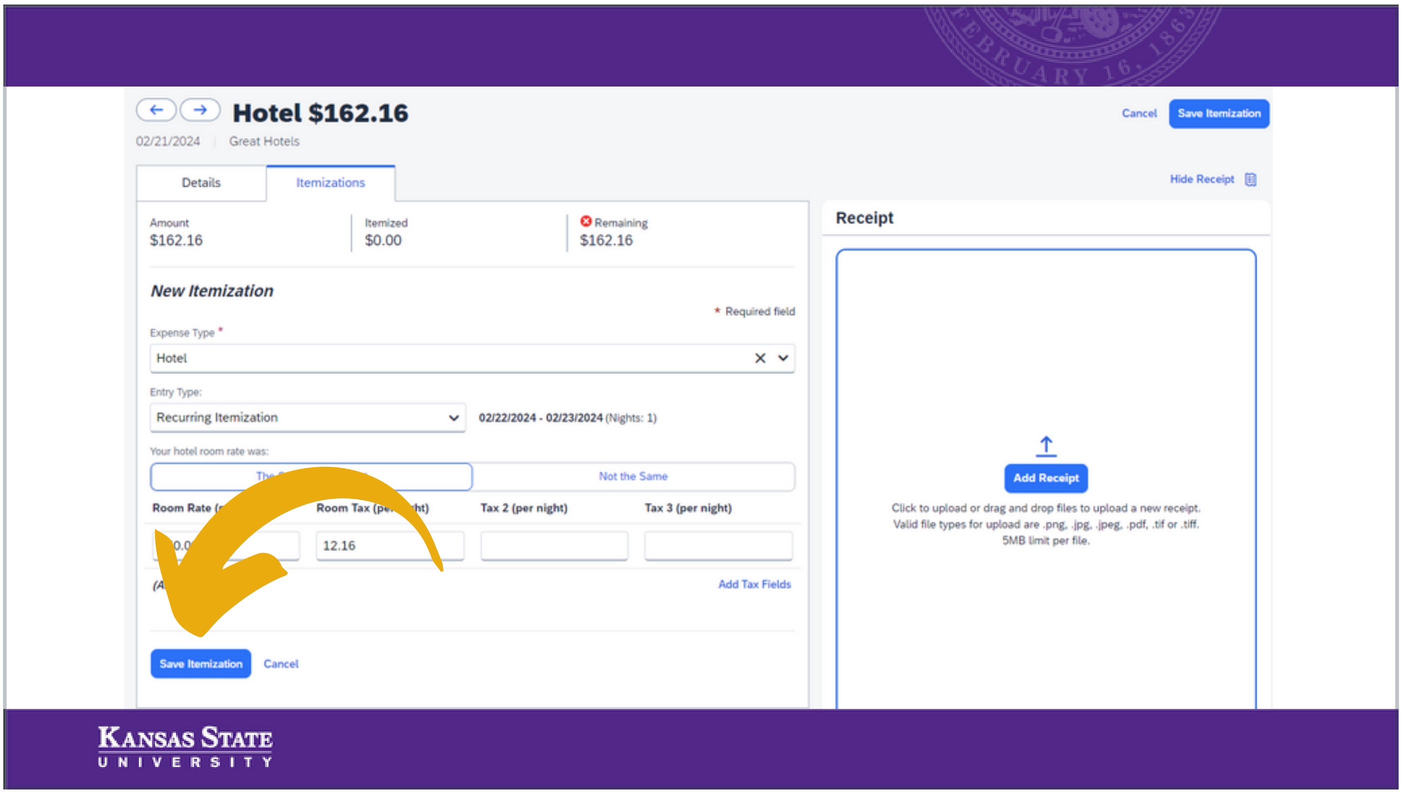
Then, on the next screen, for the hotel expense, add the nightly room rate and the tax.



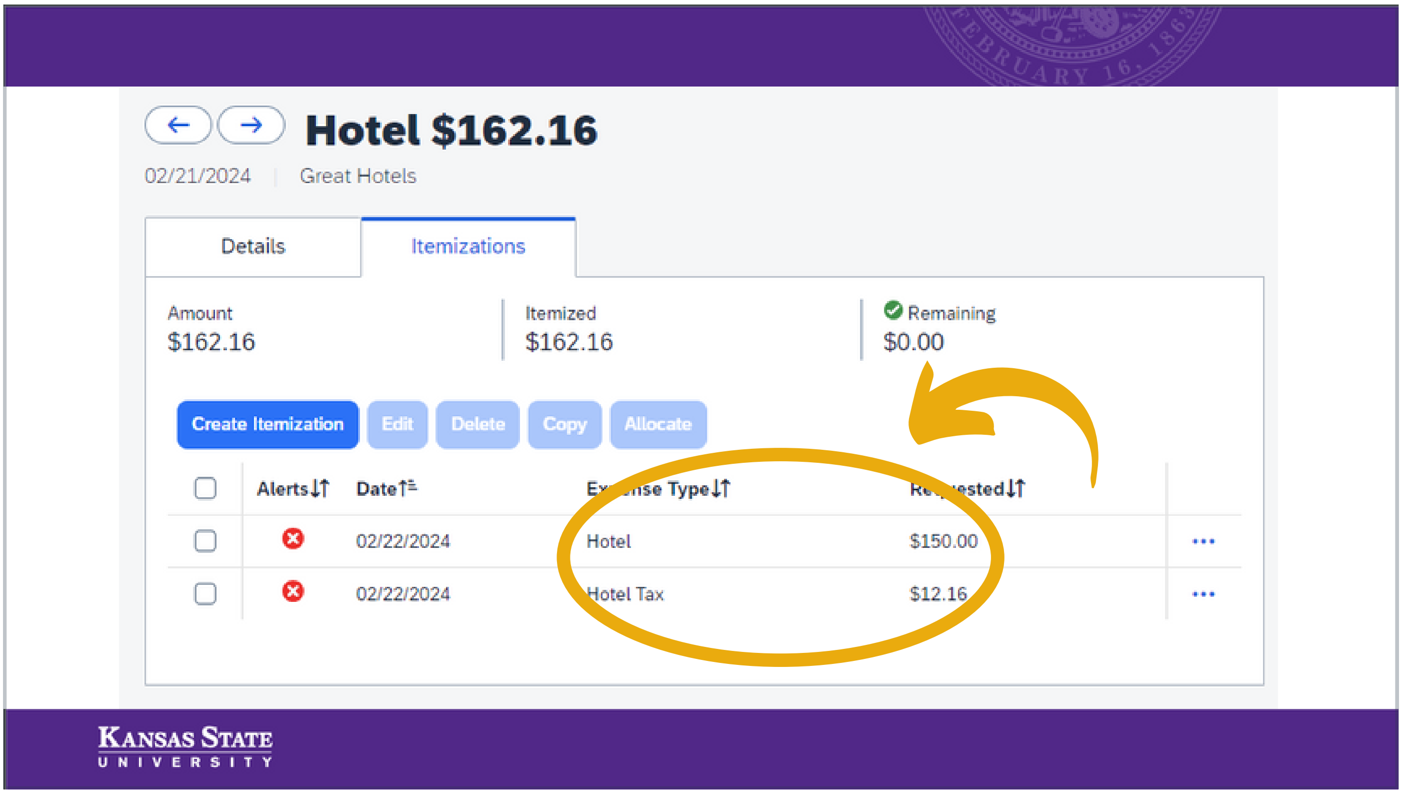
If you stayed multiple nights and the room rate and tax varied per night, click the Not the Same option



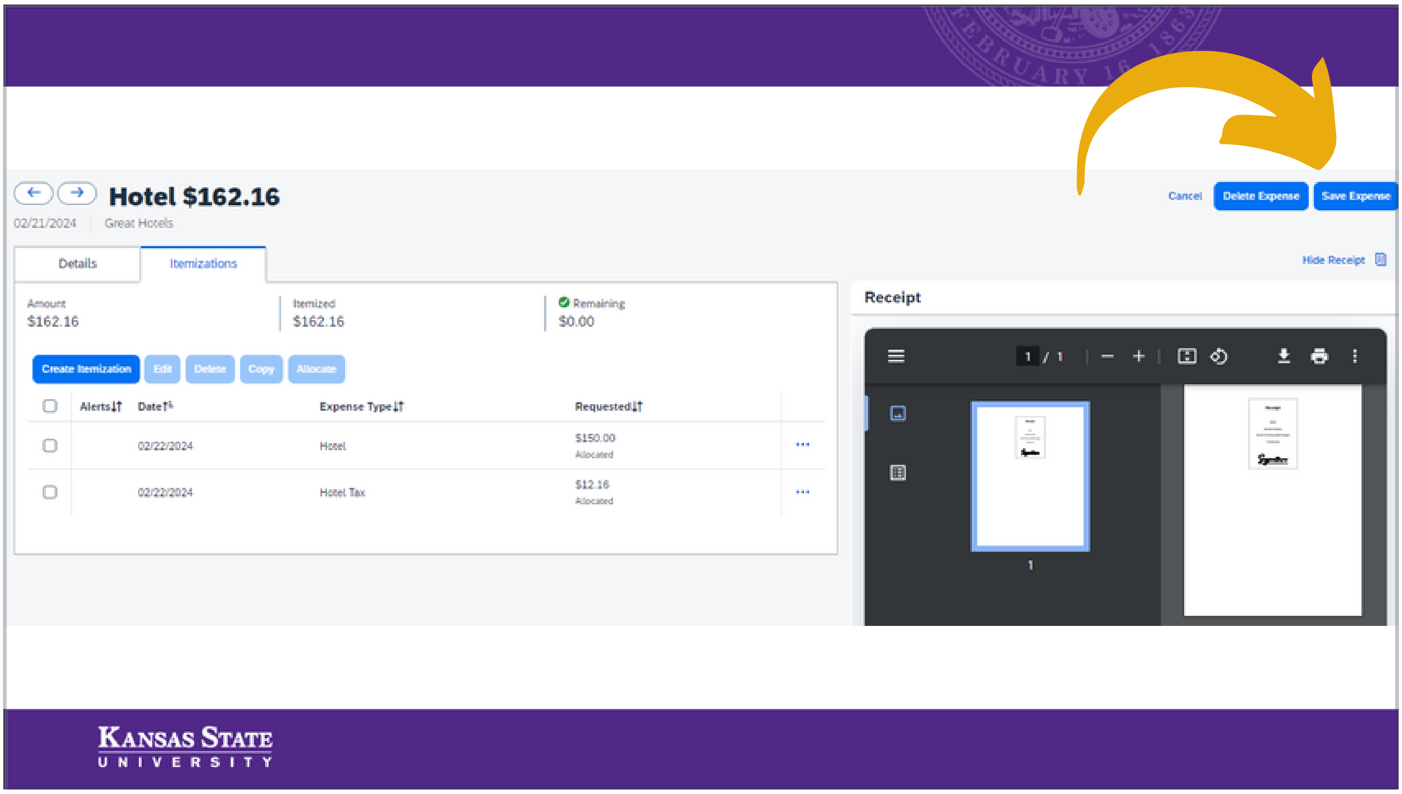
and enter each night's rate and tax as applicable.



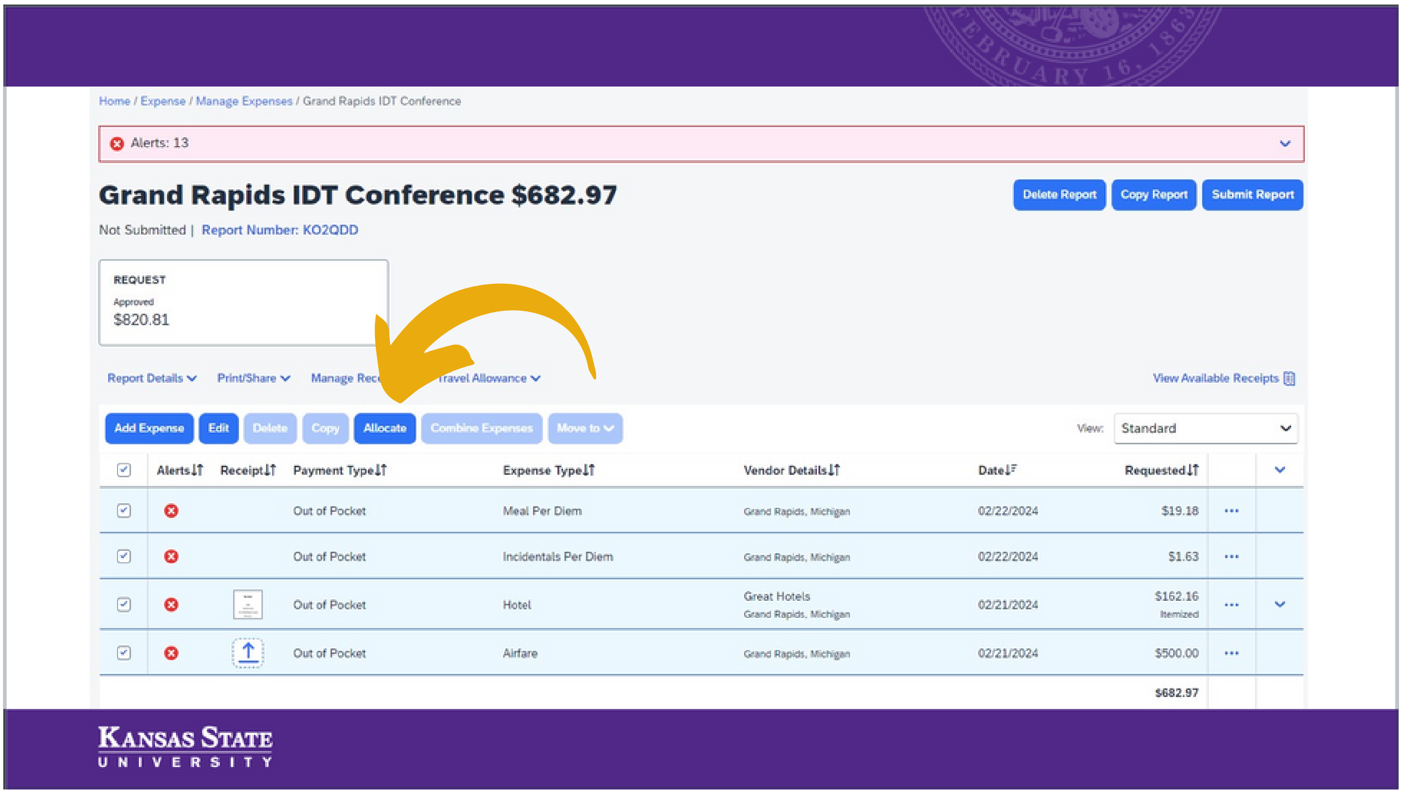
When finished, click Save Itemization.



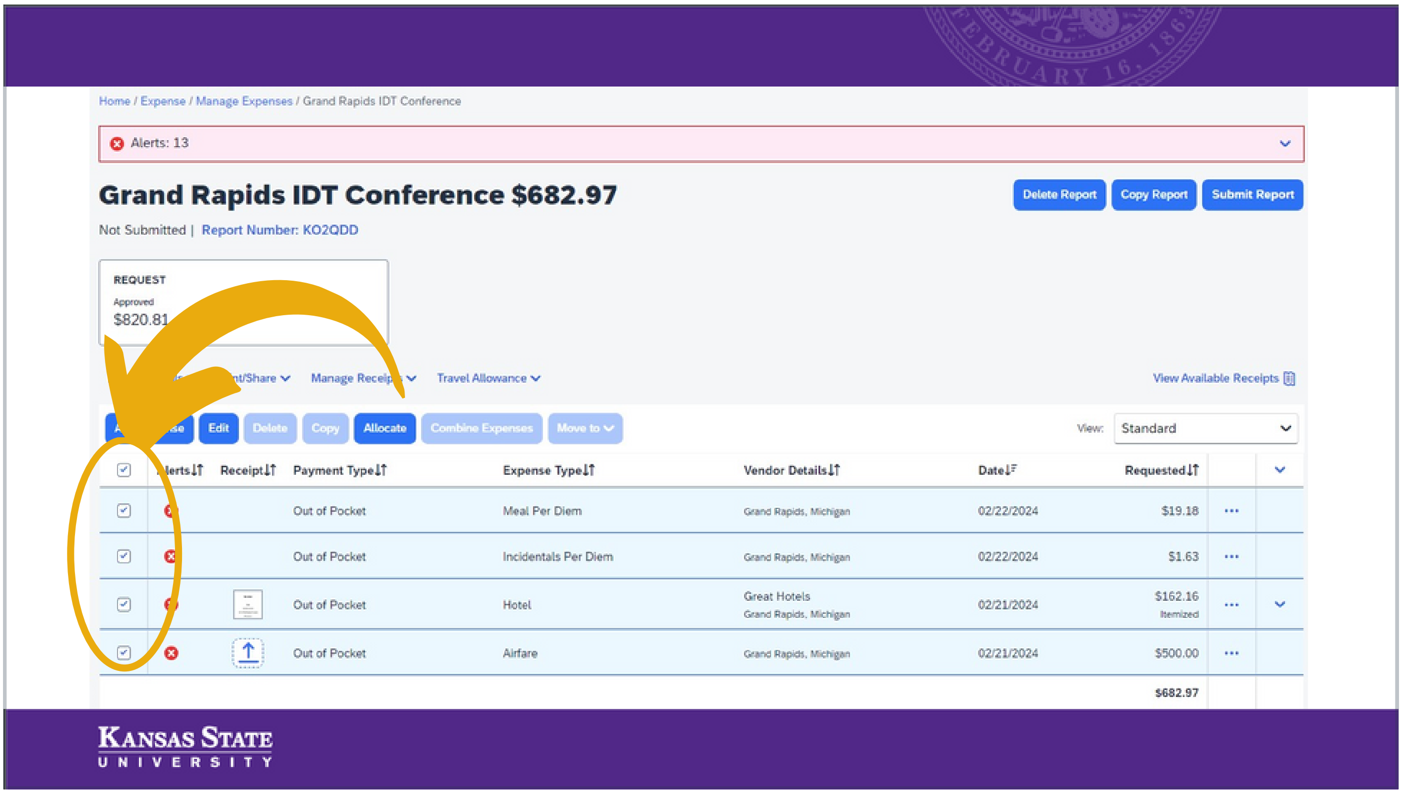
The itemizations screen will now show that the expense has been divided between the two expense types.



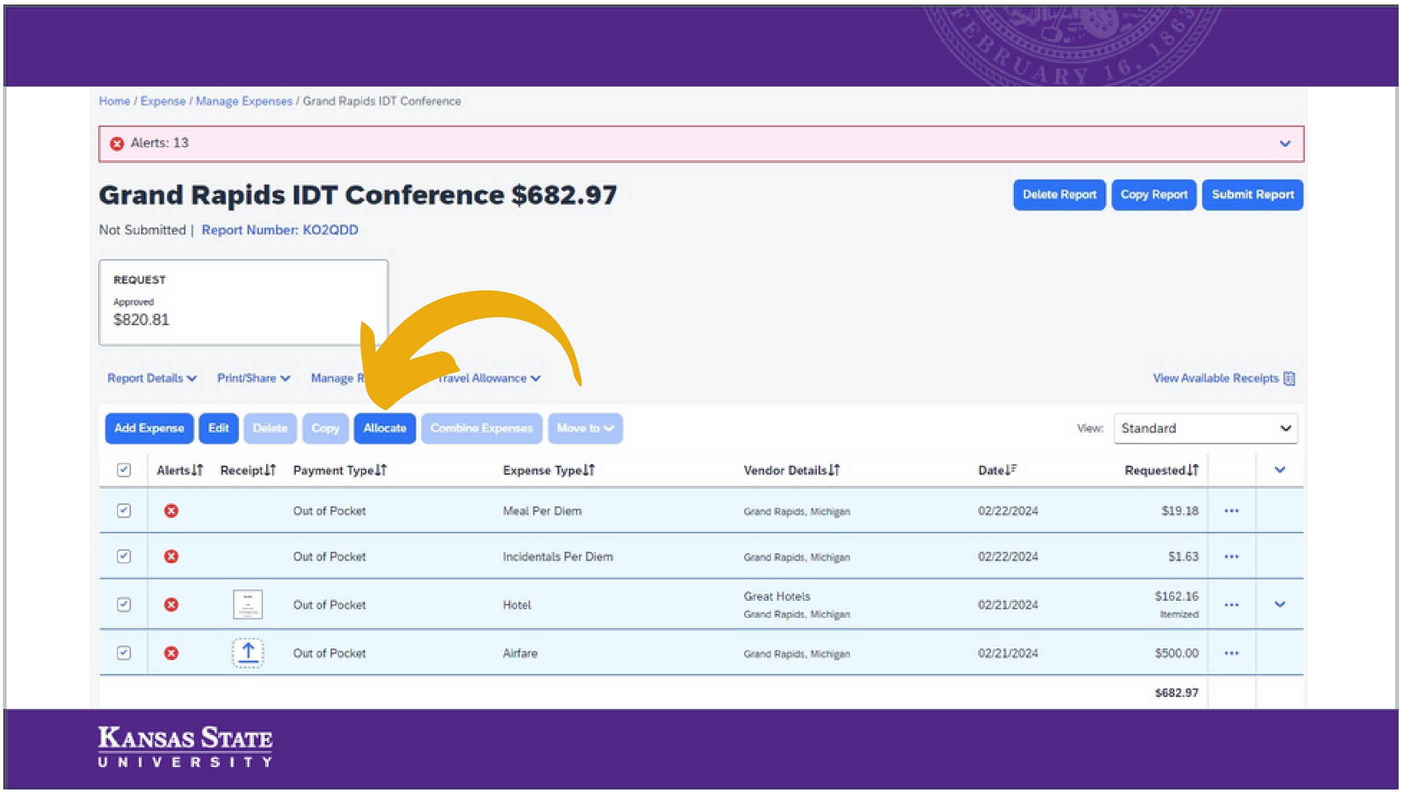
If your expense details are finalized, click on Save Expense in the top right corner.



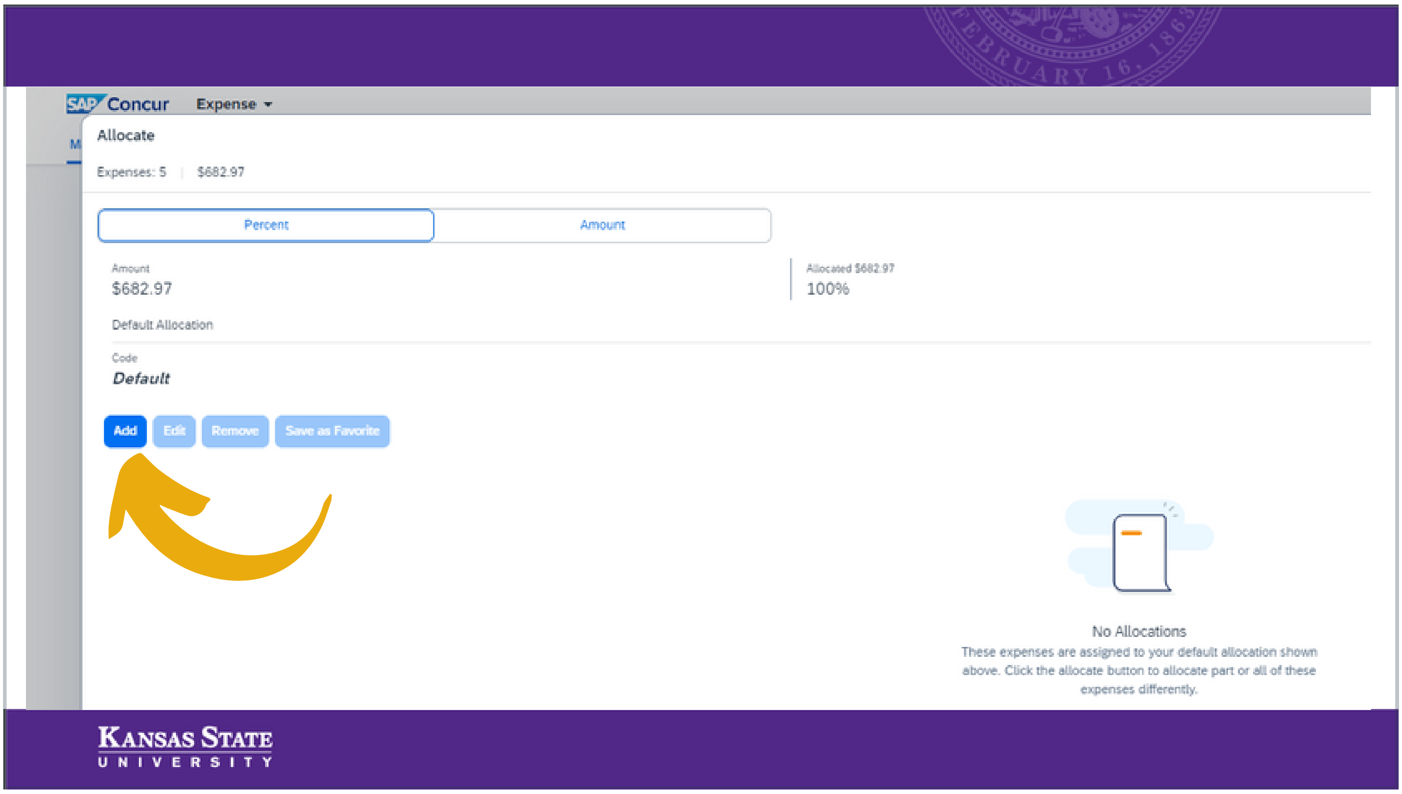
On the expense screen that appears, you'll see an option to allocate the expenses—to assign a funding string to them.



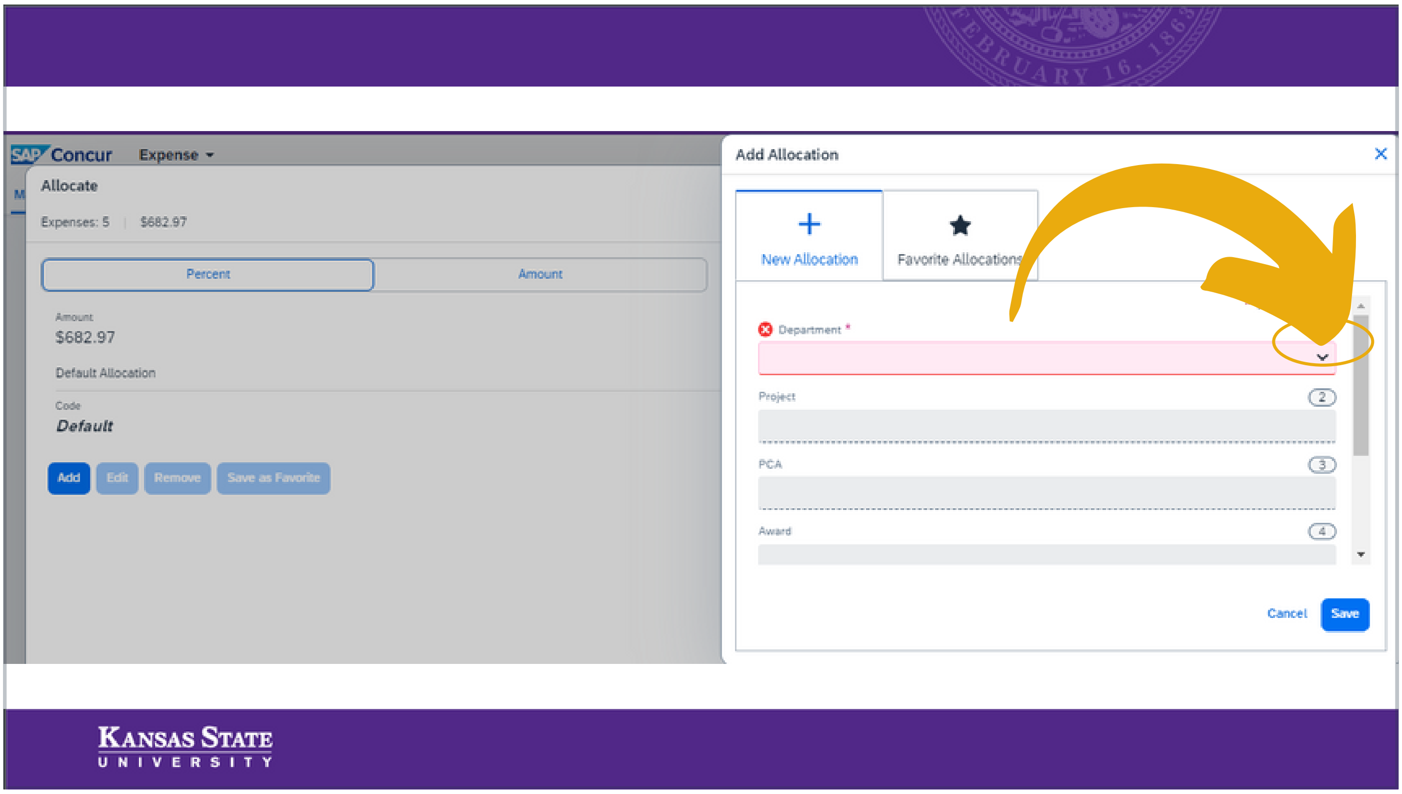
If there are multiple expenses and they all need to be assigned the same funding string, you can click on the top checkbox to select all of them at once.



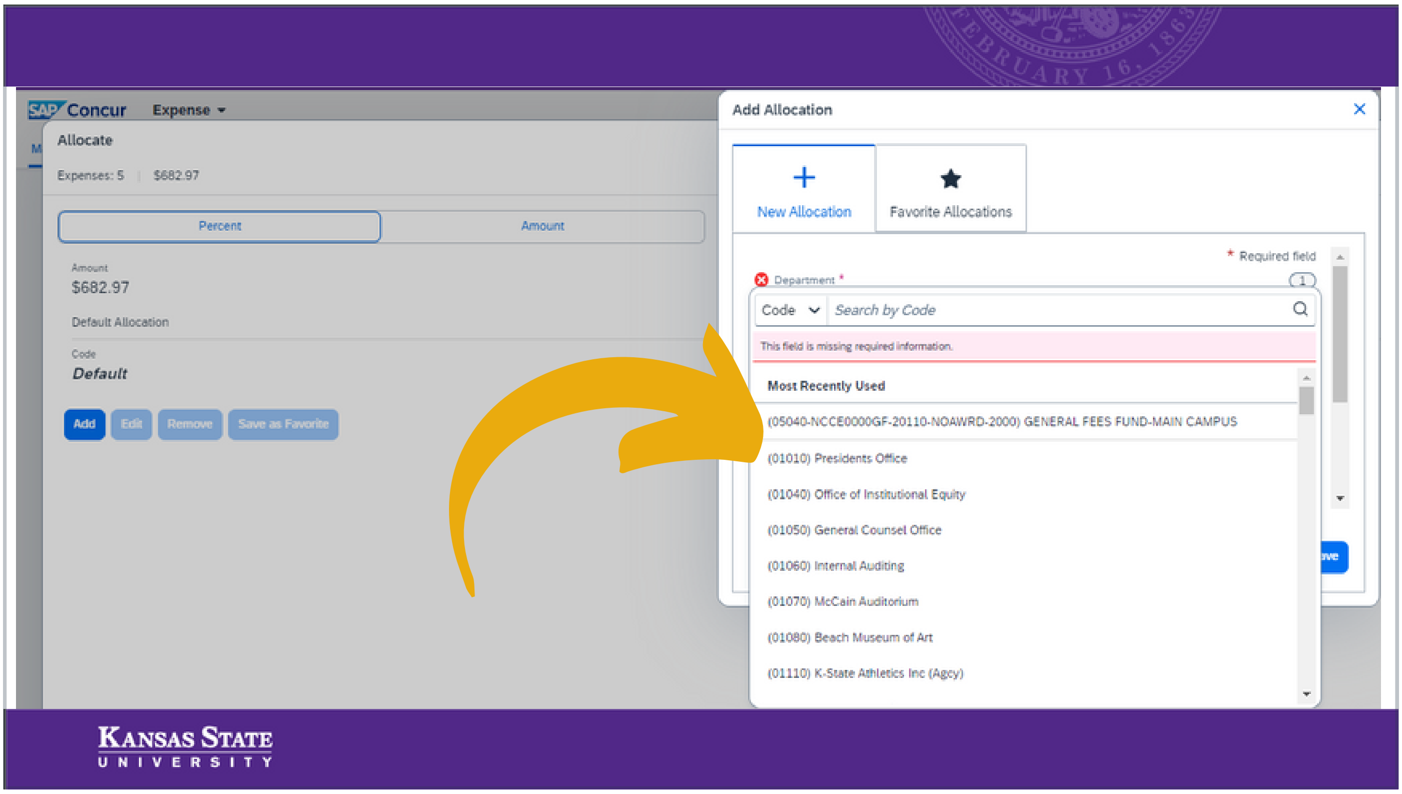
Then click Allocate.



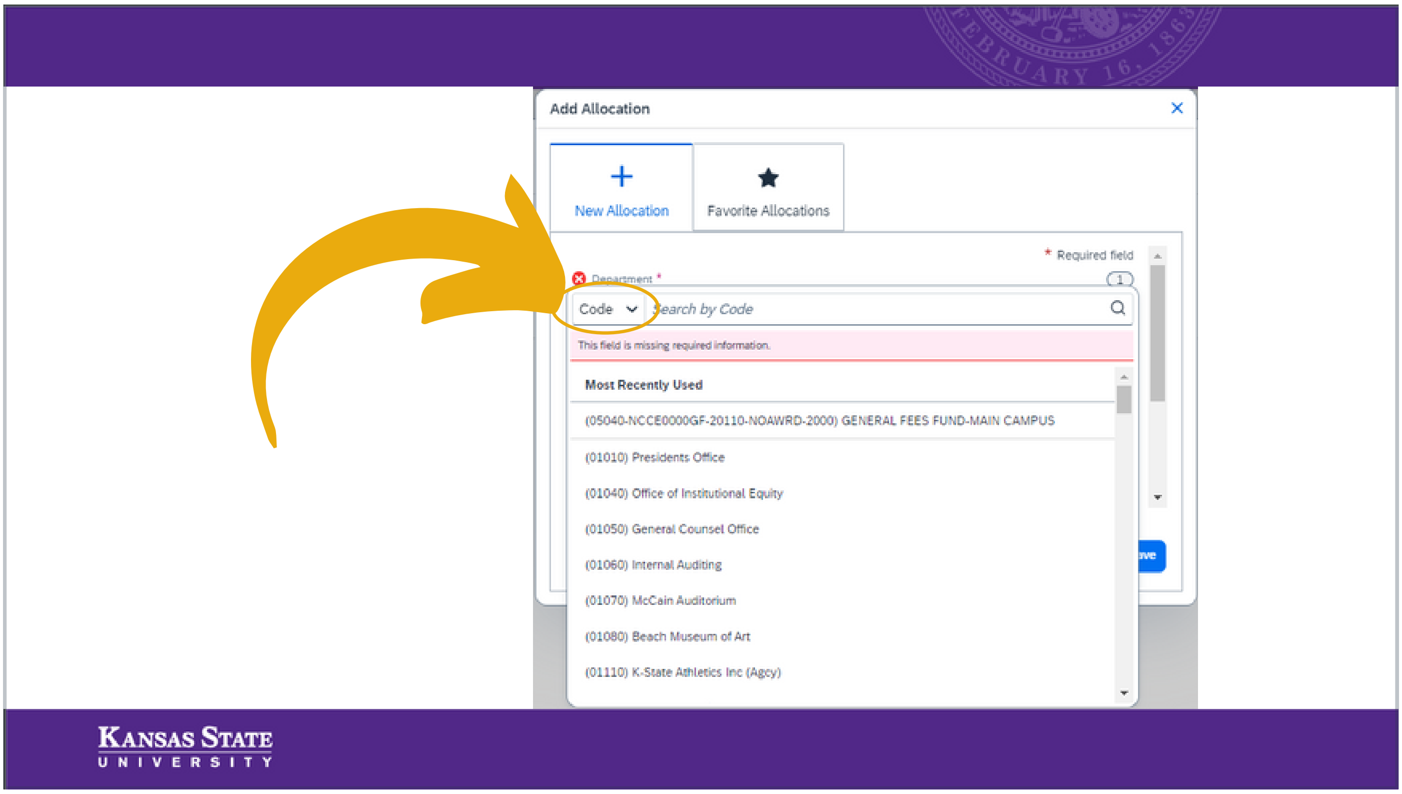
On the Allocation screen, click Add.



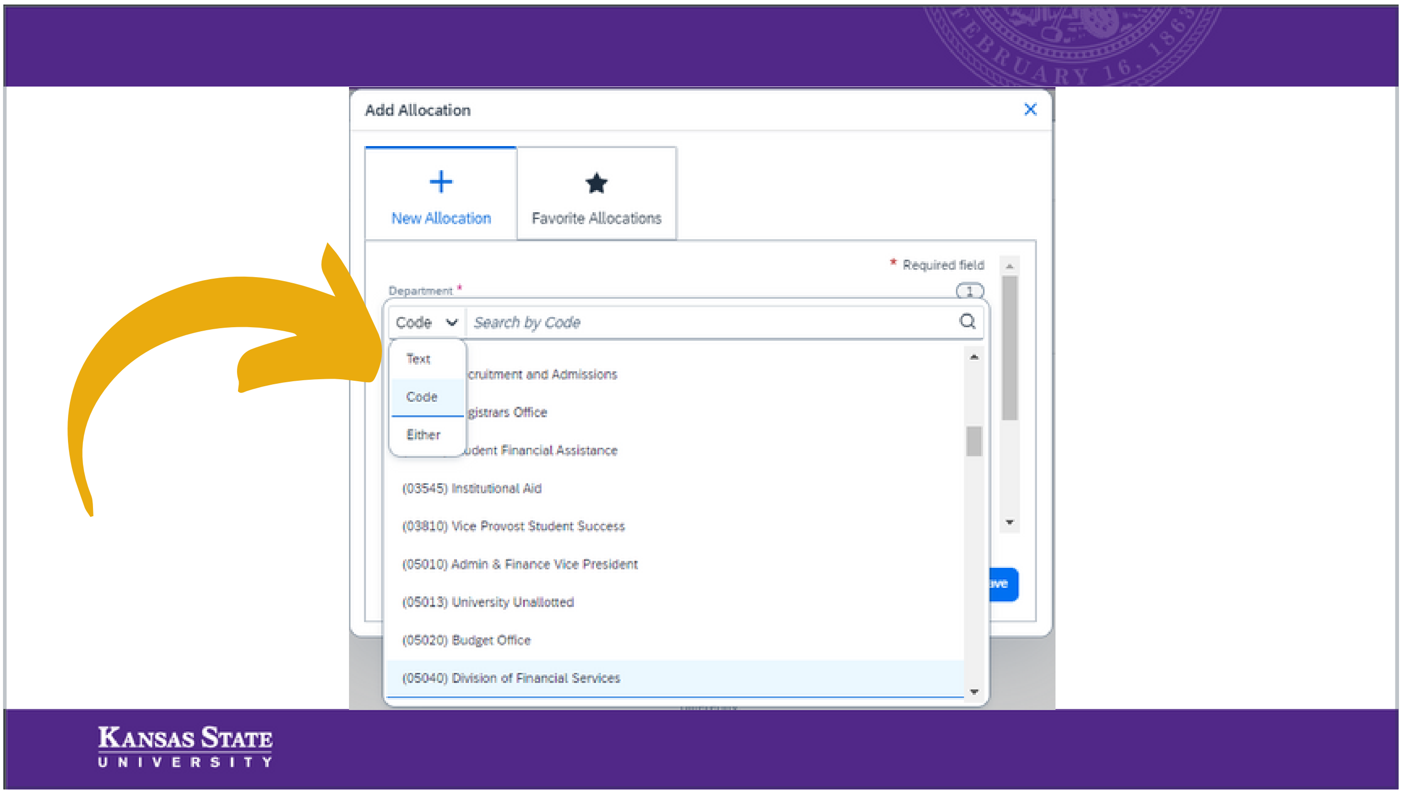
Starting with the top Department field, click on the dropdown menu



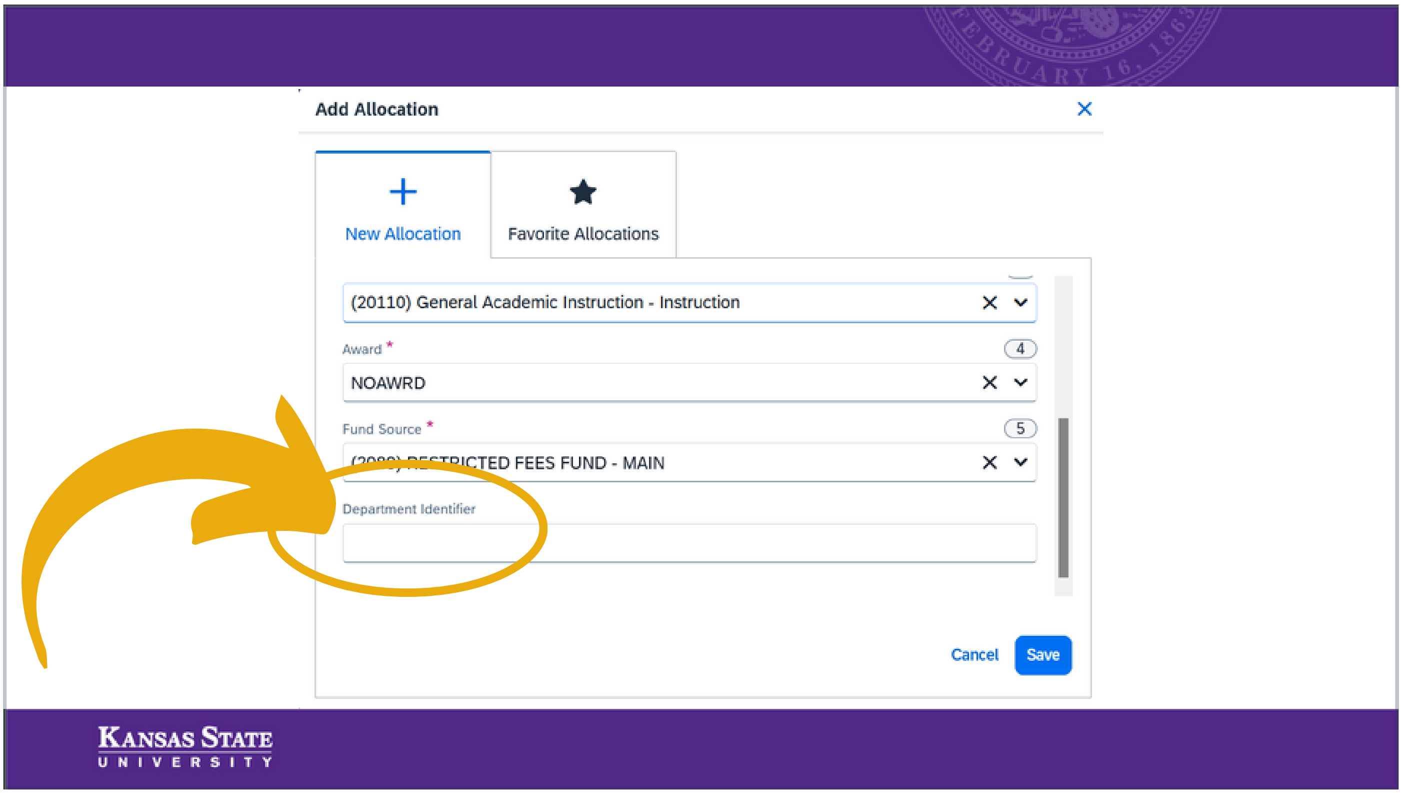
And search for and select the appropriate option.



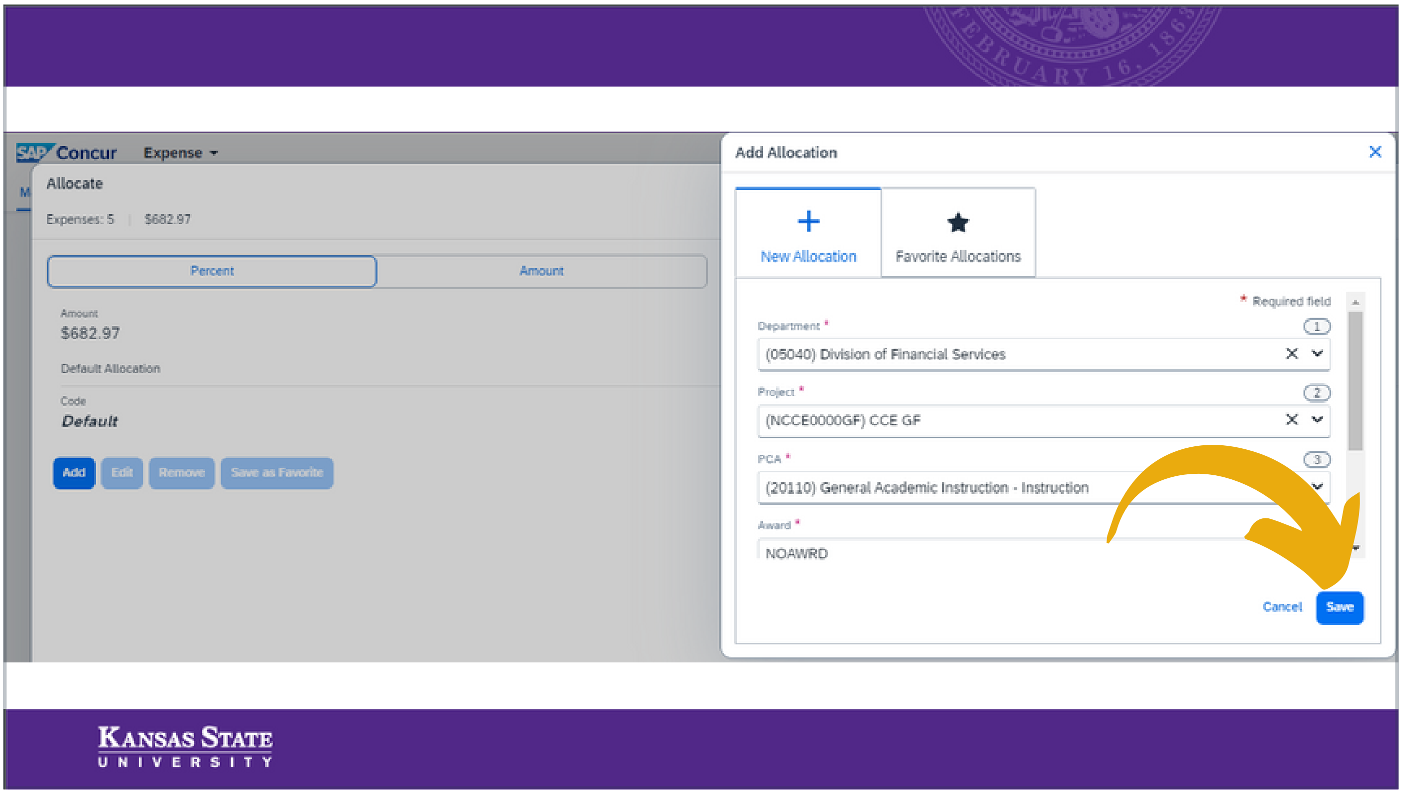
The default search is set to search by code,



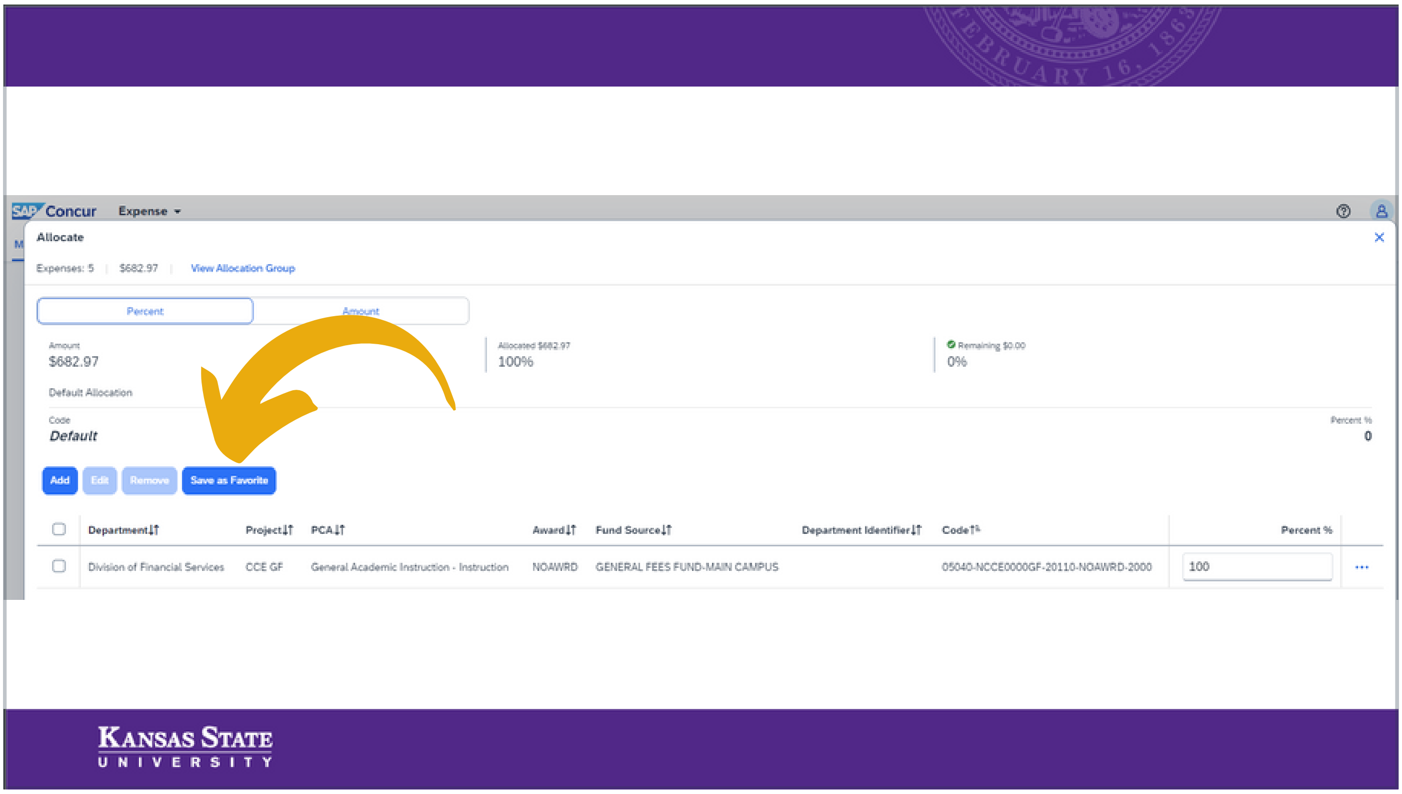
but you can change this to search by text or by either text or code.



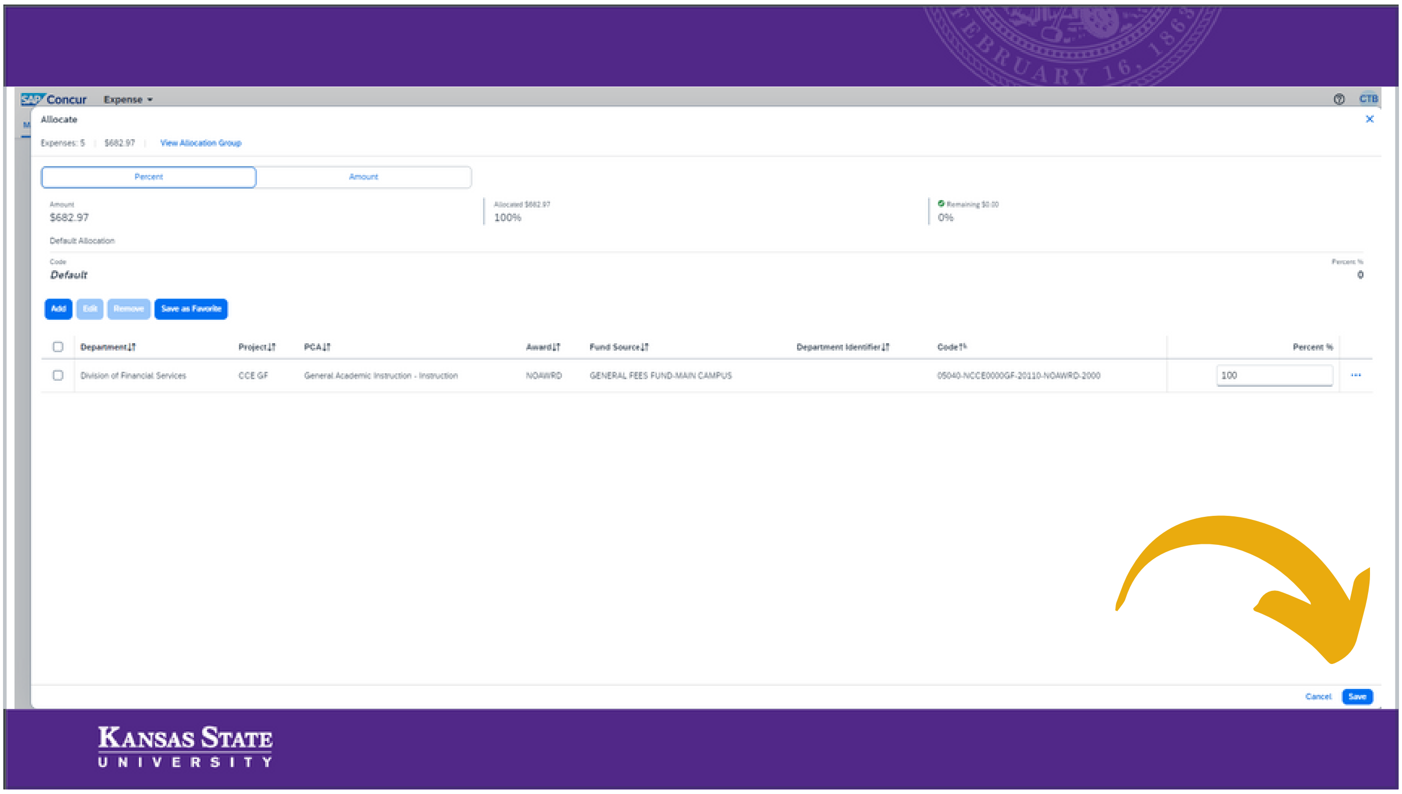
The last allocation field in the Department Identifier field. This is an optional field that may be used by departments to add other identifying information associated with the funding string for departmental use.



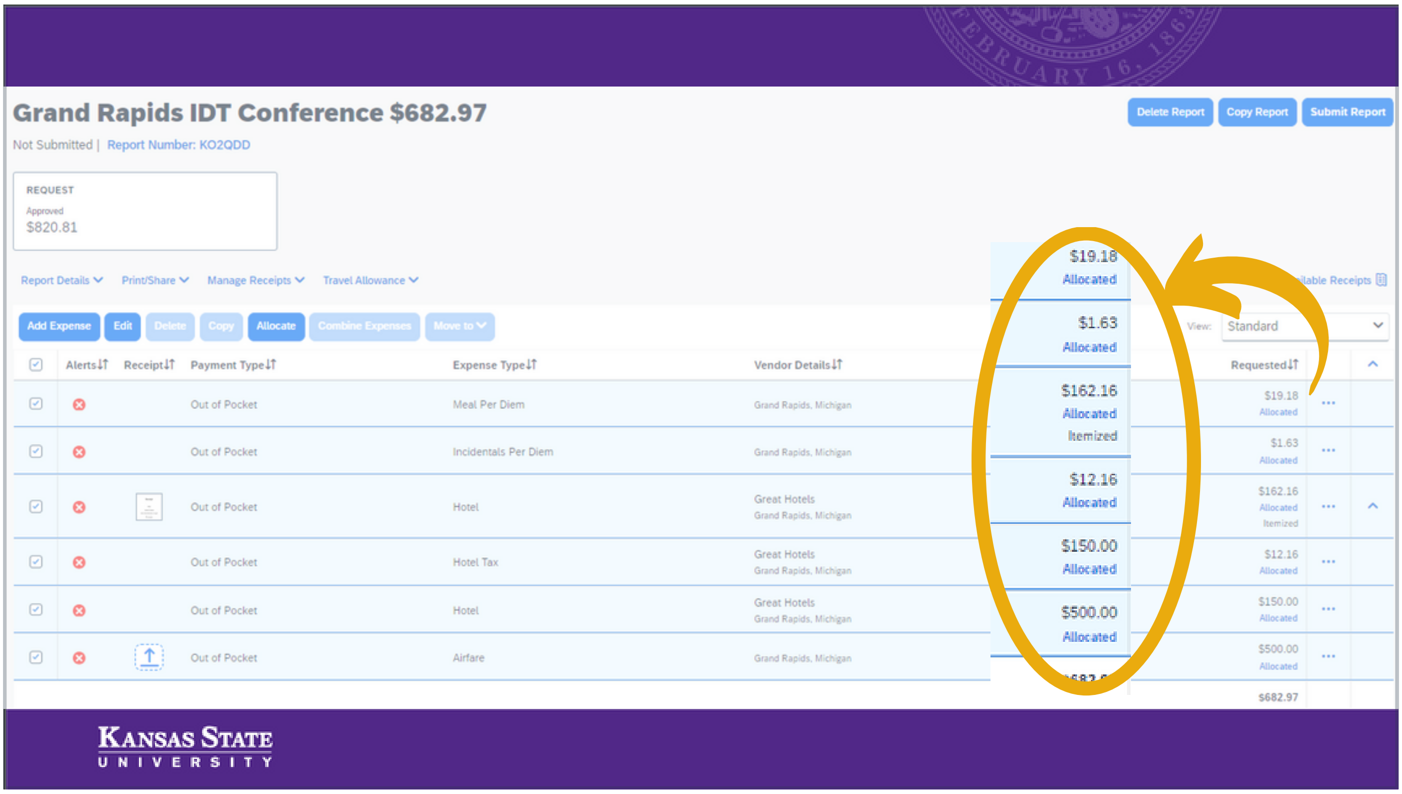
Once all fields are filled in, click save.



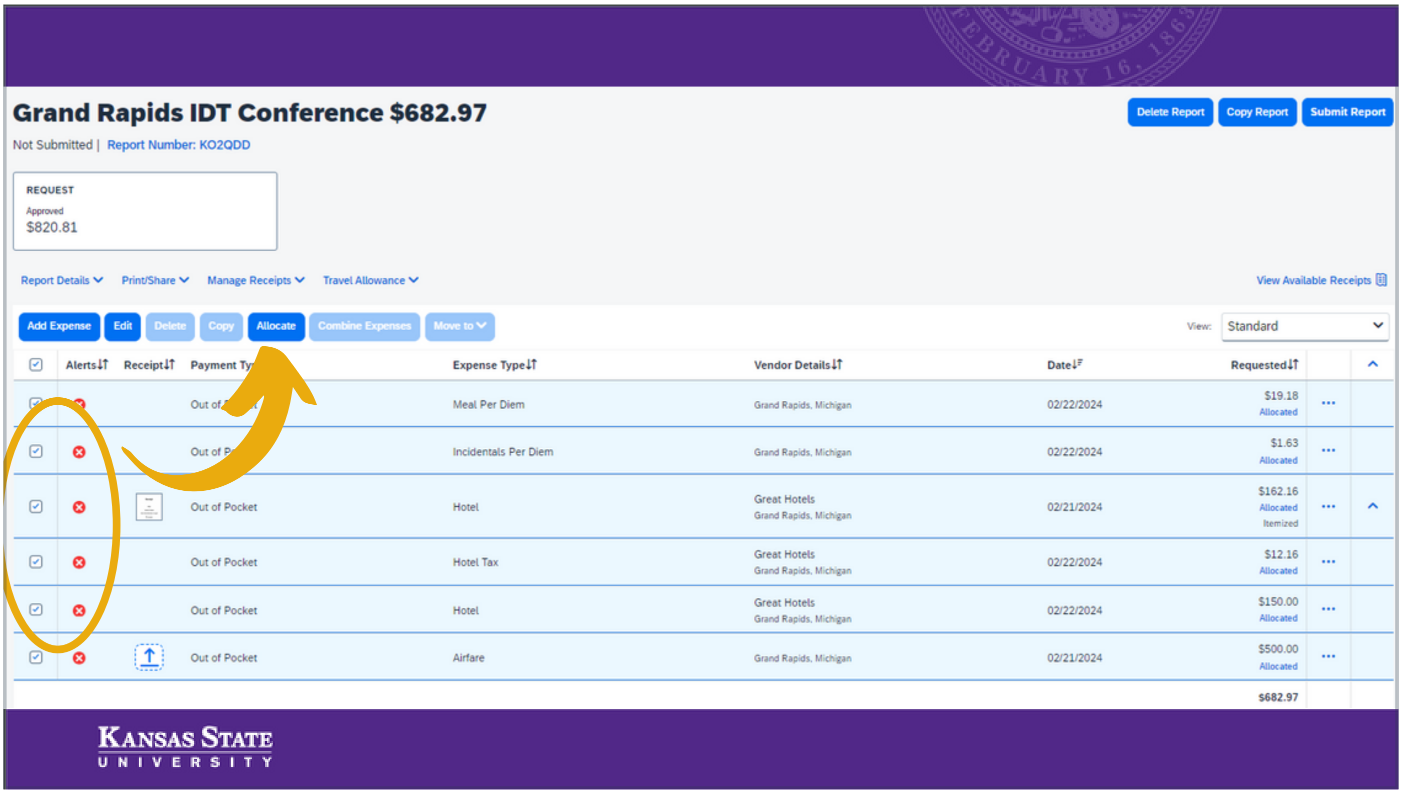
If this is a funding string you will use often, click Save as Favorite to store it in your favorite allocations cache. Favorite allocations are specific to a person's profile. They cannot be shared or accessed by delegates.



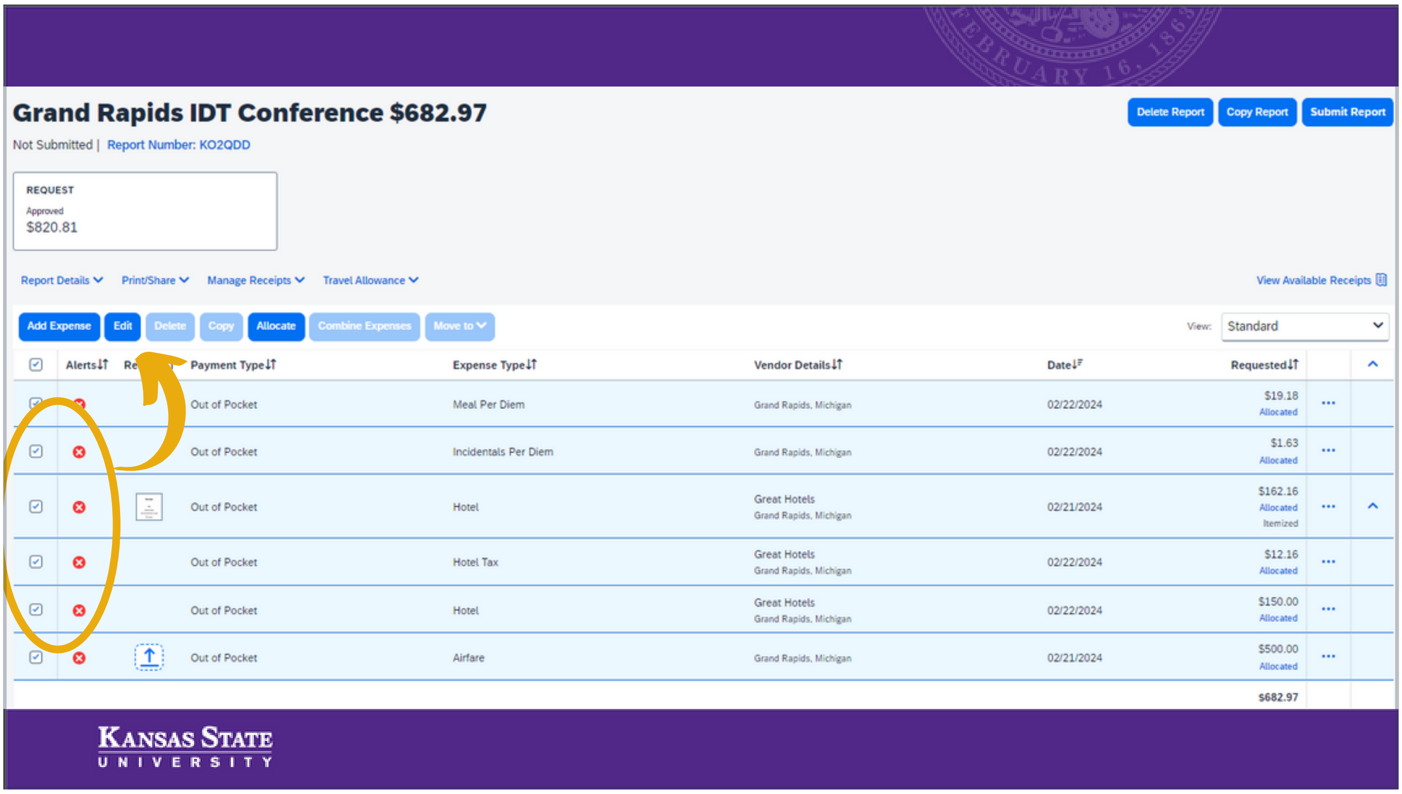
Then, to save the allocation you assigned to the expenses, click on the Save button at the bottom right of the screen.



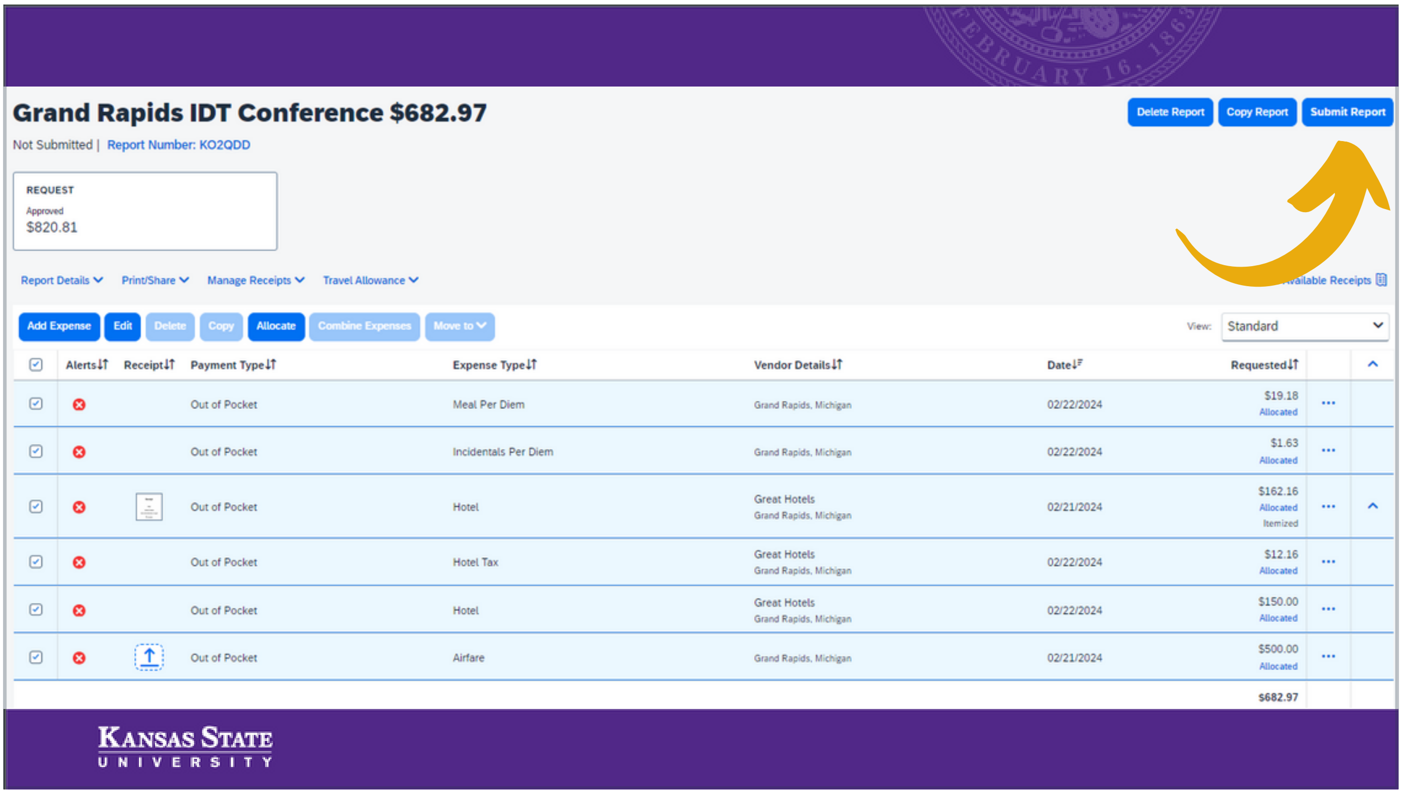
The expenses now show on the expense list as allocated.



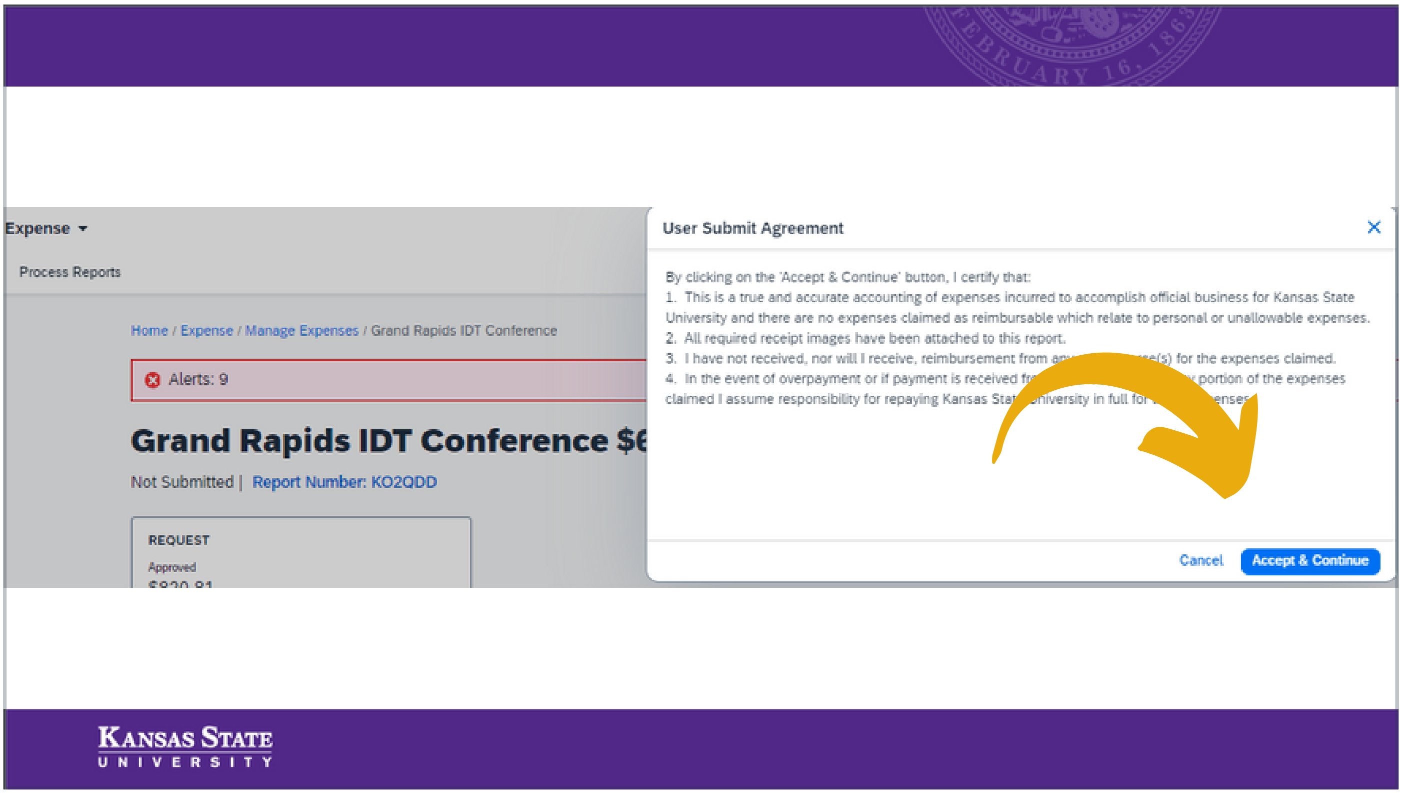
To edit the allocation, check the box or boxes of the entries you wish to change and click Allocate.



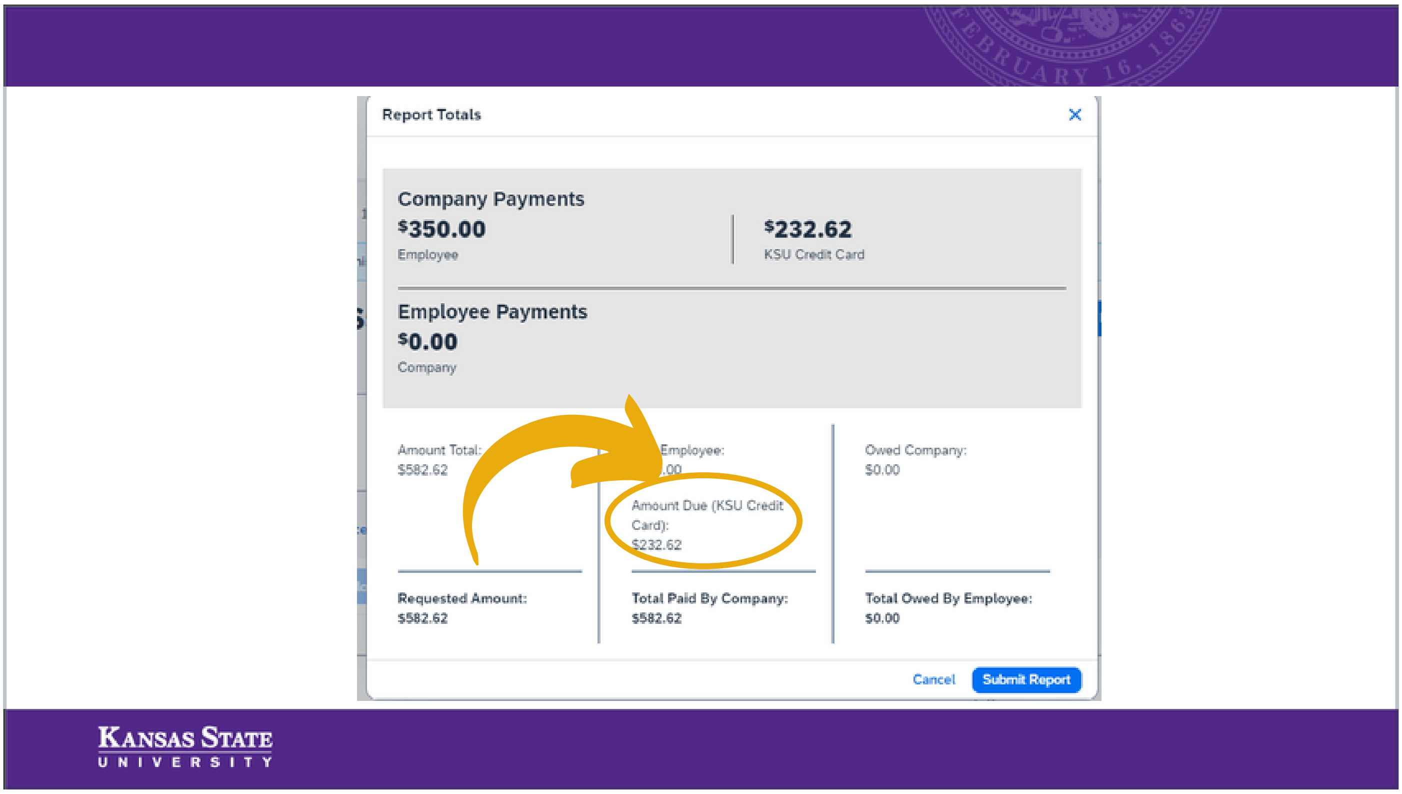
To edit other expense details, check the box or boxes of the applicable expenses, and click Edit.



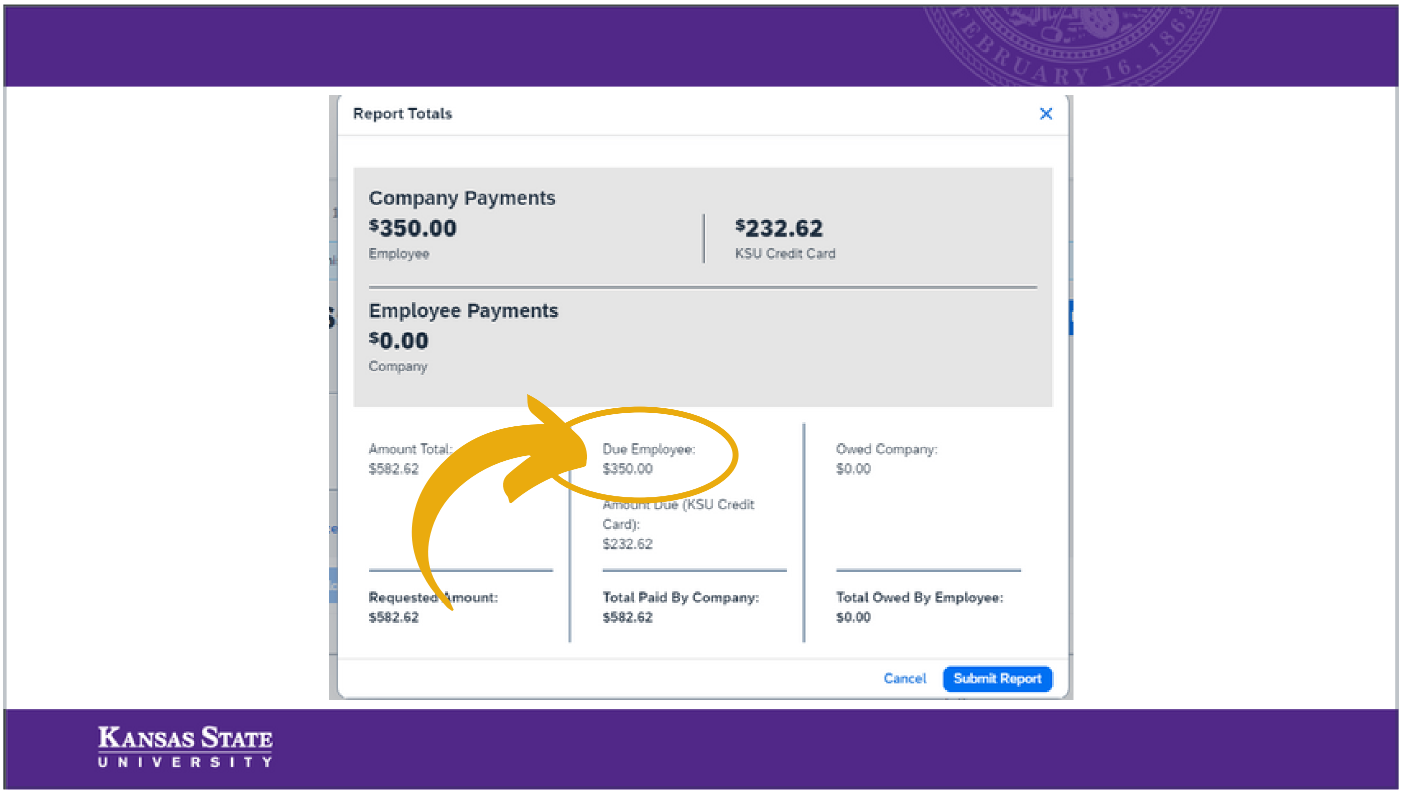
When all expense details are complete, click Submit Report in the top right corner.



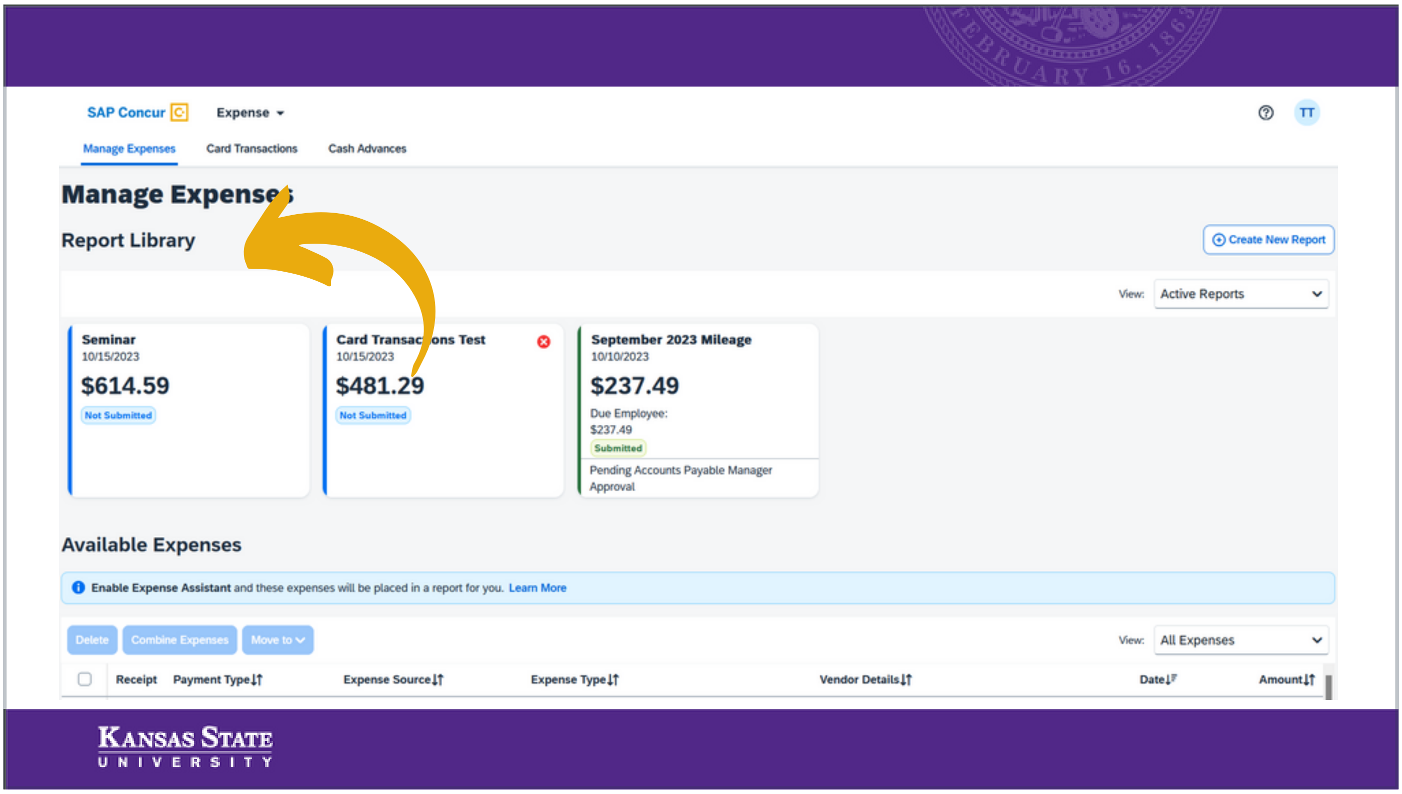
The User Submit Agreement will appear. Review and acknowledge the terms of the electronic submission. Clicking Accept and Continue serves as your electronic signature.



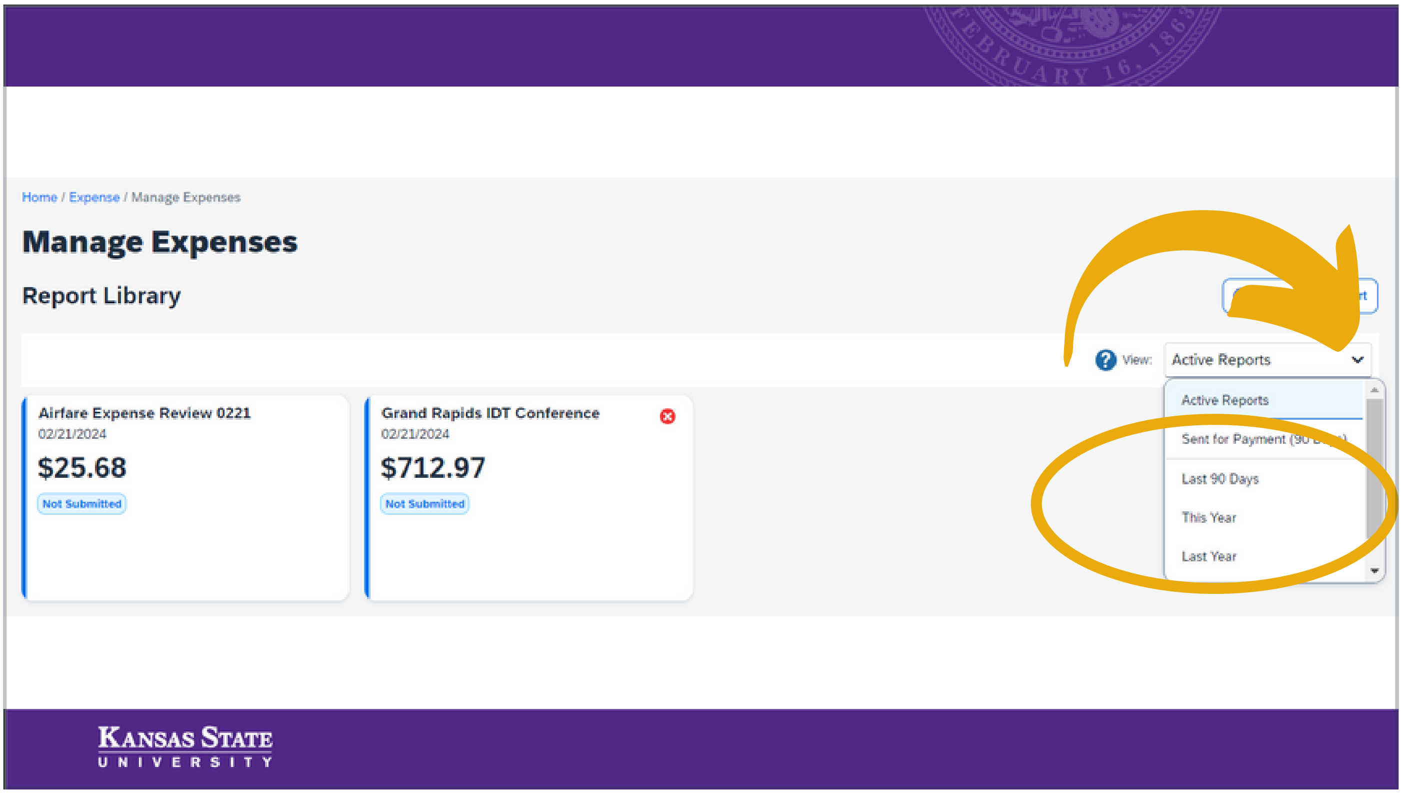
You will see the report totals screen that provides details of the total expenses paid by university credit card



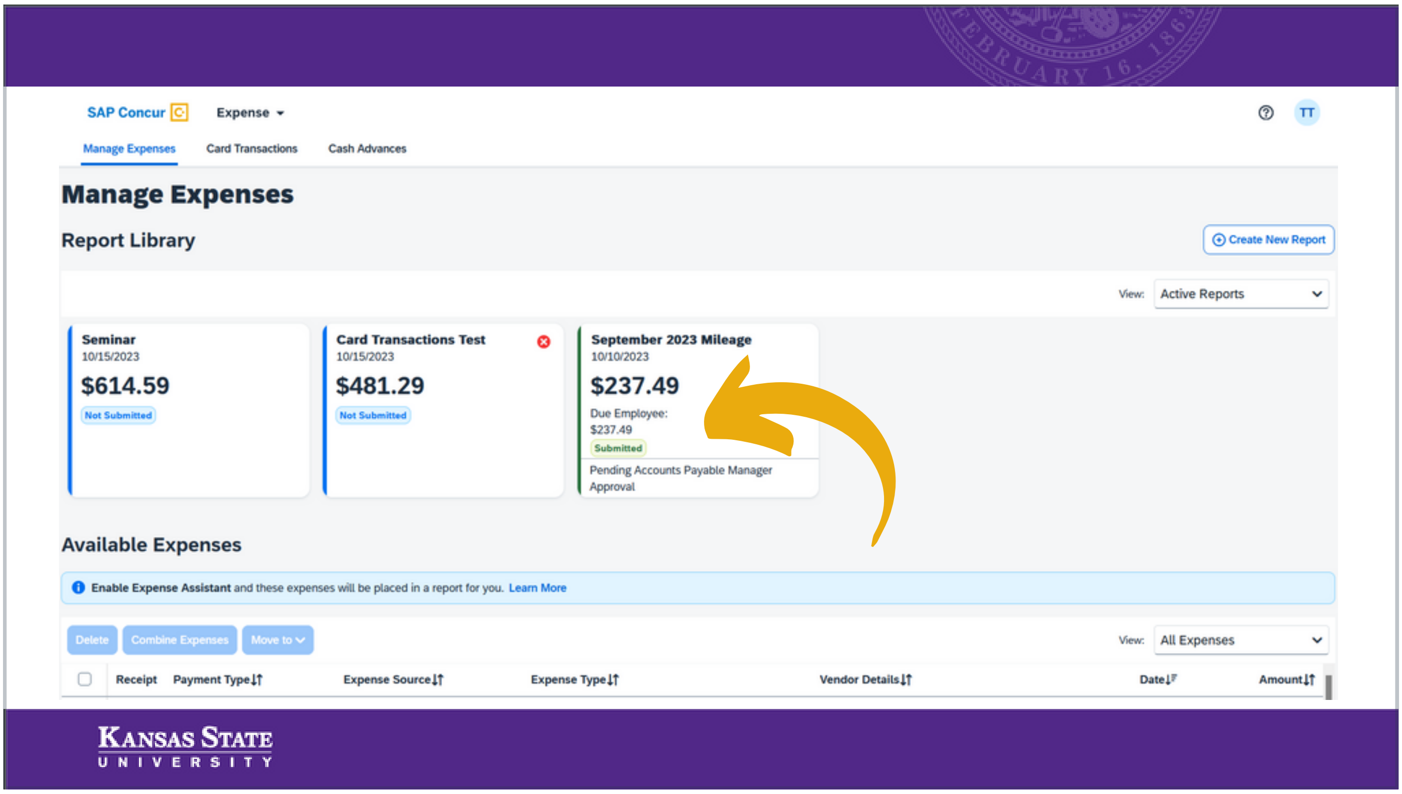
and/or due to the traveler for the out-of-pocket expenses being reimbursed.



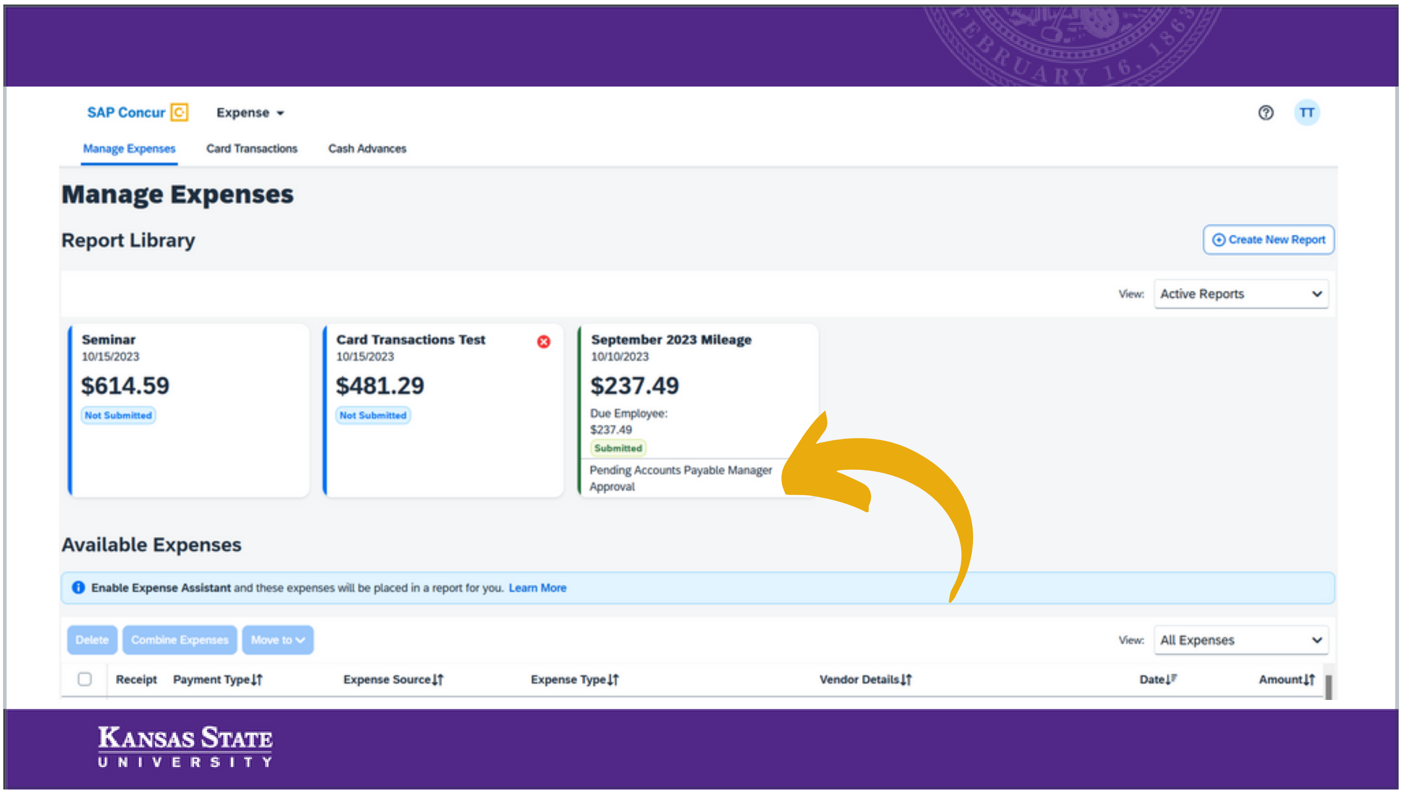
Like requests, the submitted report will show in your Report Library, where you will find all reports that have not yet been paid by Processing. This includes reports you have not yet submitted, those you have submitted that are pending approval, and those that have been returned to you by an approver for correction. Reports that are fully approved will not show here



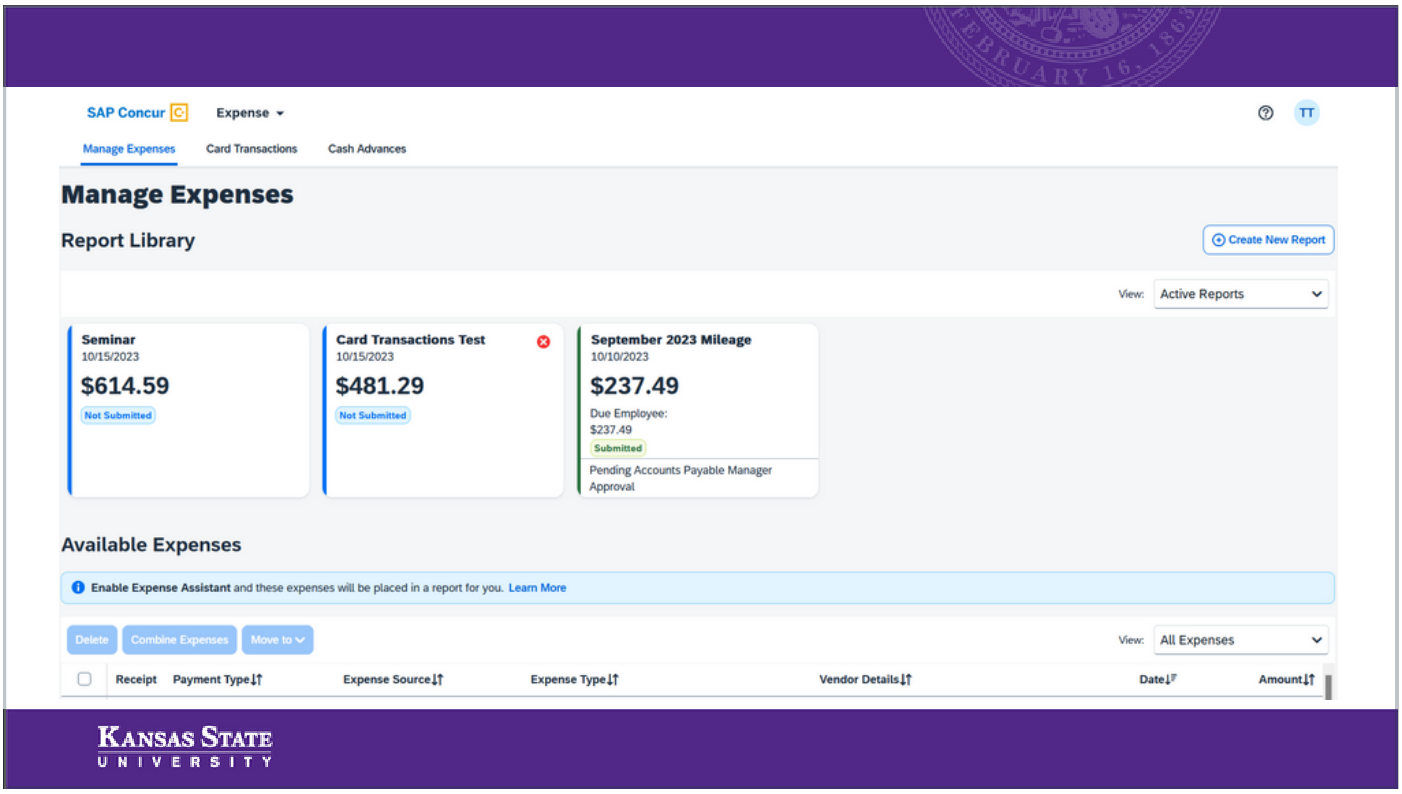
but can be found under the dropdown menu that allows you to access archived reports.



The report box will indicate the status of the report



And, if it's in the approval process, where it is in that process.



And that's the process of creating and submitting an expense report—again, very similar to the process for requests.

- **concur.k-state.edu**
  - Training
    - videos
    - printable pdfs
  - FAQs
  - Survey link
- **Concur Collaboration Zoom sessions:**
  - February 27-March 31: 8am-noon; 1-5pm (hours may be reduced based on need)
  - https://ksu.zoom.us/j/94653408664   Meeting ID: 946 5340 8664
- **Anthony Travel**
  - Training March 26-28
  - On-site agent April 1

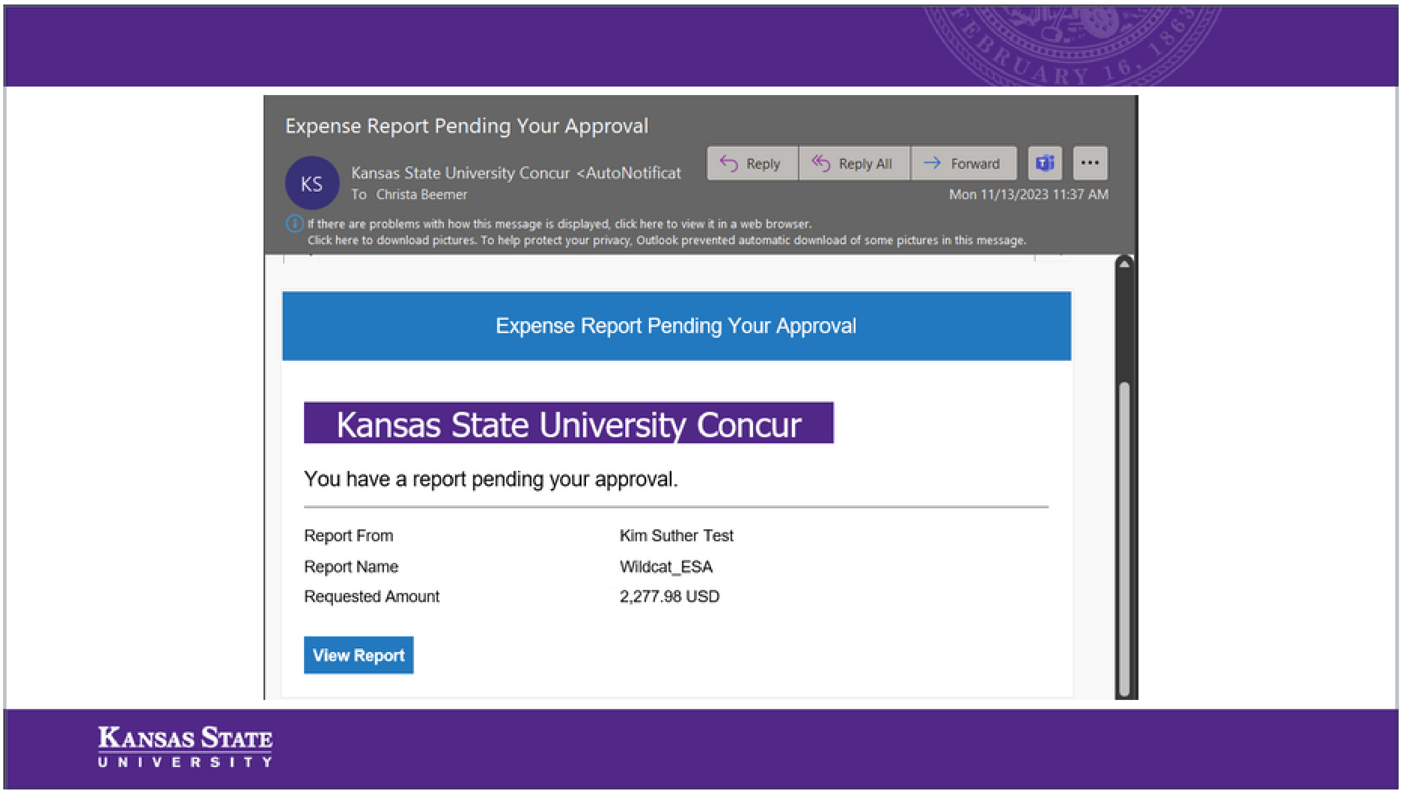
Kansas State University

A reminder—as you are working with Concur, numerous resources are available to you, including our survey link for questions which can be accessed through the QR code.

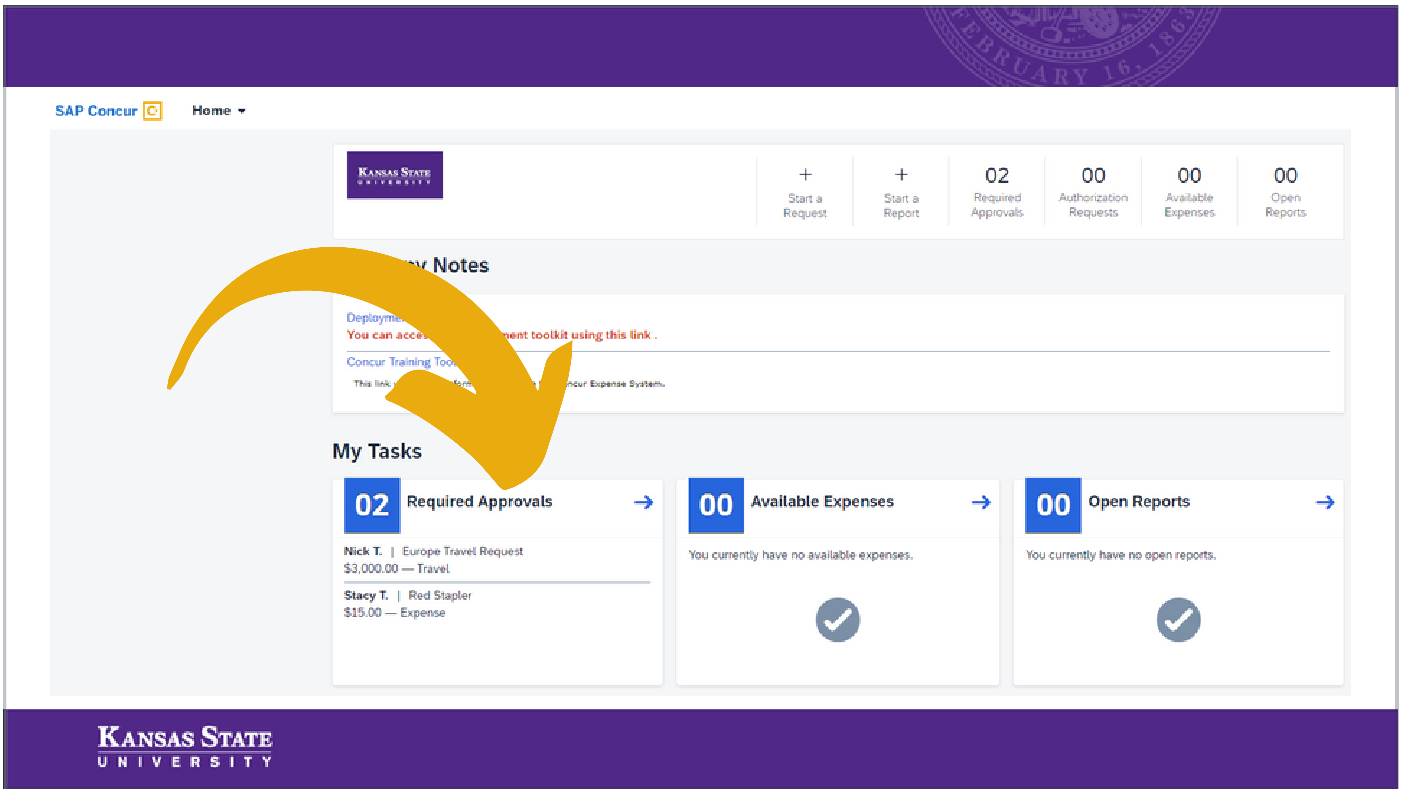
On that note, we'll take questions at this time.

Approver/Delegate Responsibilities

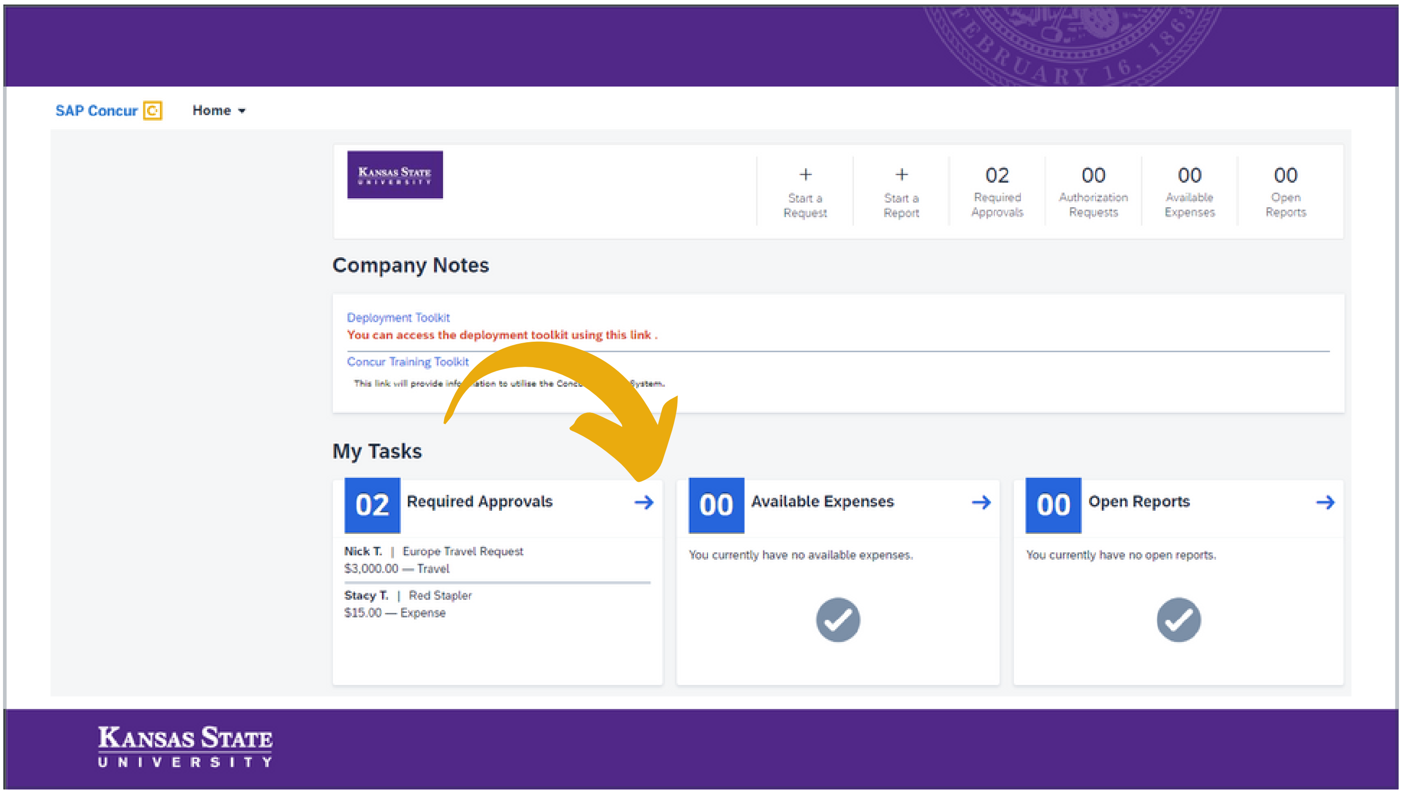
We’ll transition next to the approval responsibilities of supervisors and department heads or their approval delegates. To start with, let’s look at how to access requests and reports for approval.



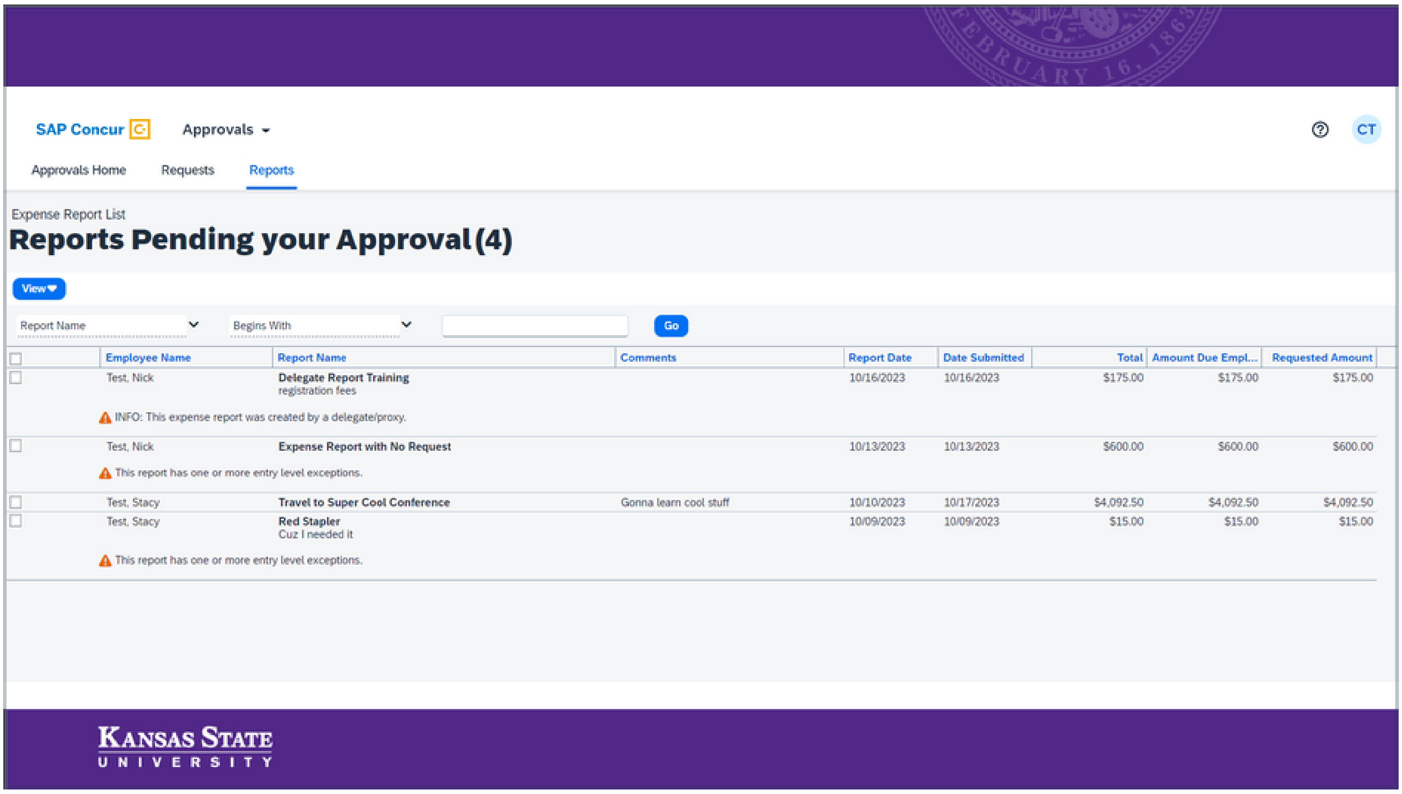
If you have email notifications turned on in your profile settings email preferences, you can access each request or report through the email you will receive once that request or expense report enters your approval queue.



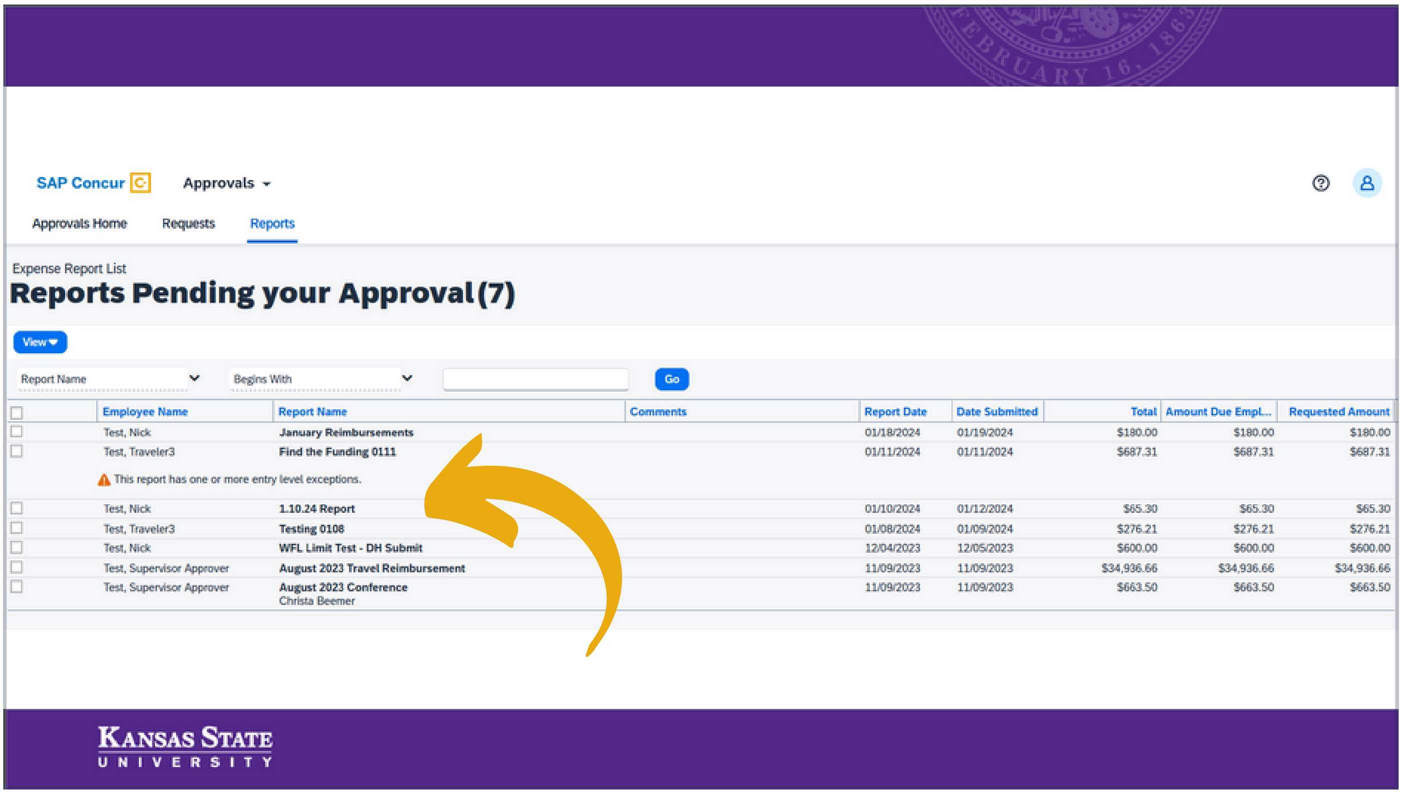
You can also access all requests or expense reports in your approval queue.



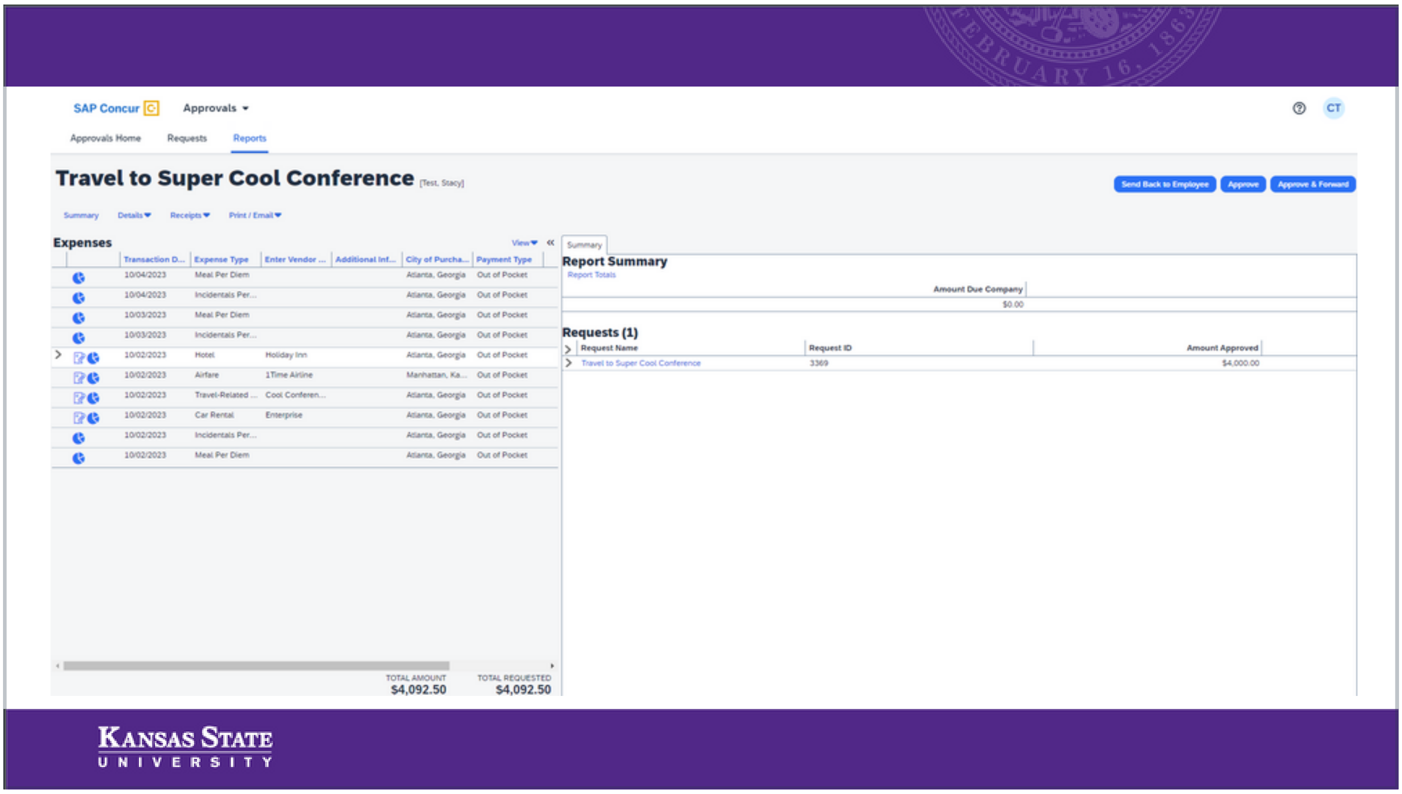
On your Concur dashboard under the Required Approvals task section, click on the arrow to go to the Approvals screen.



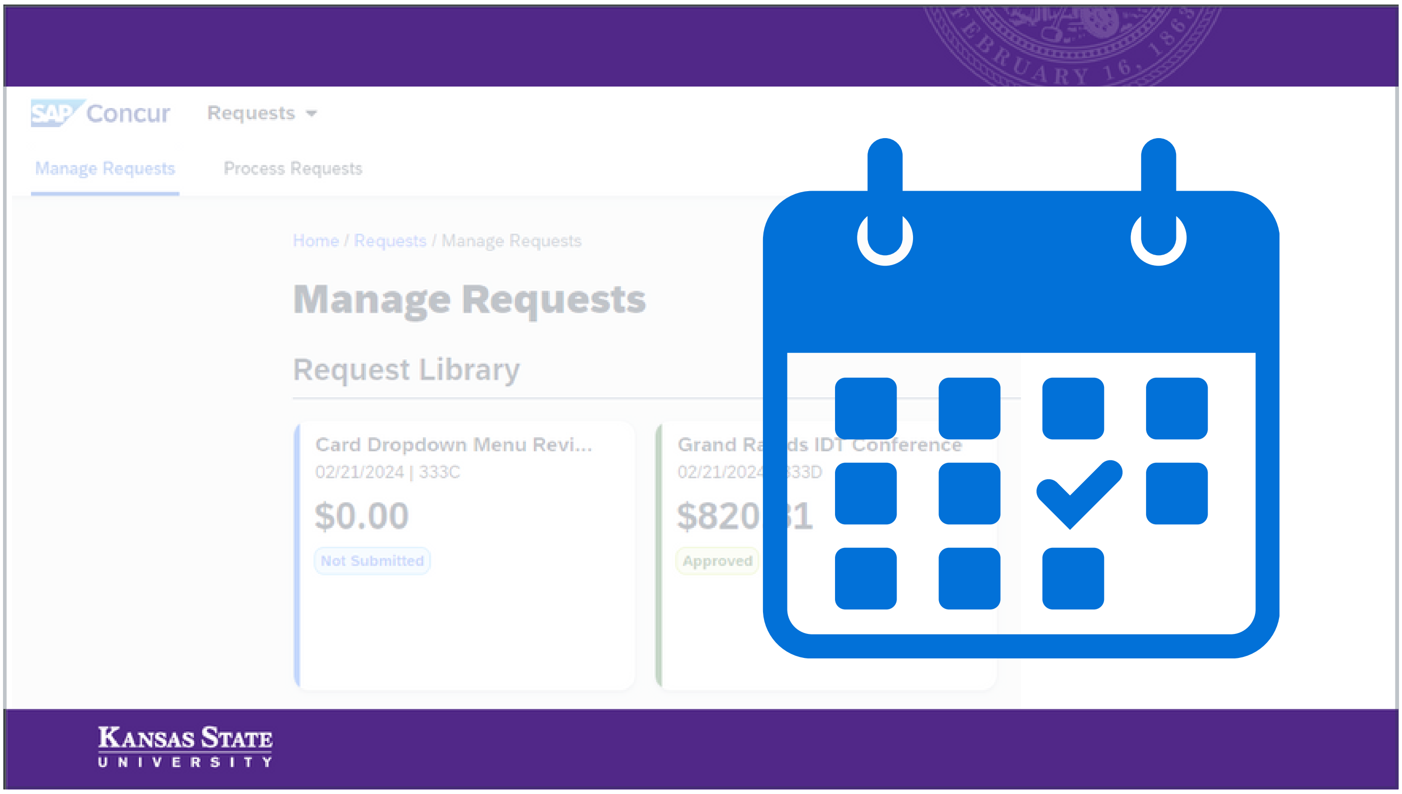
The Requests/Reports Pending Approval page will appear showing all the requests or expense reports in your approval queue.



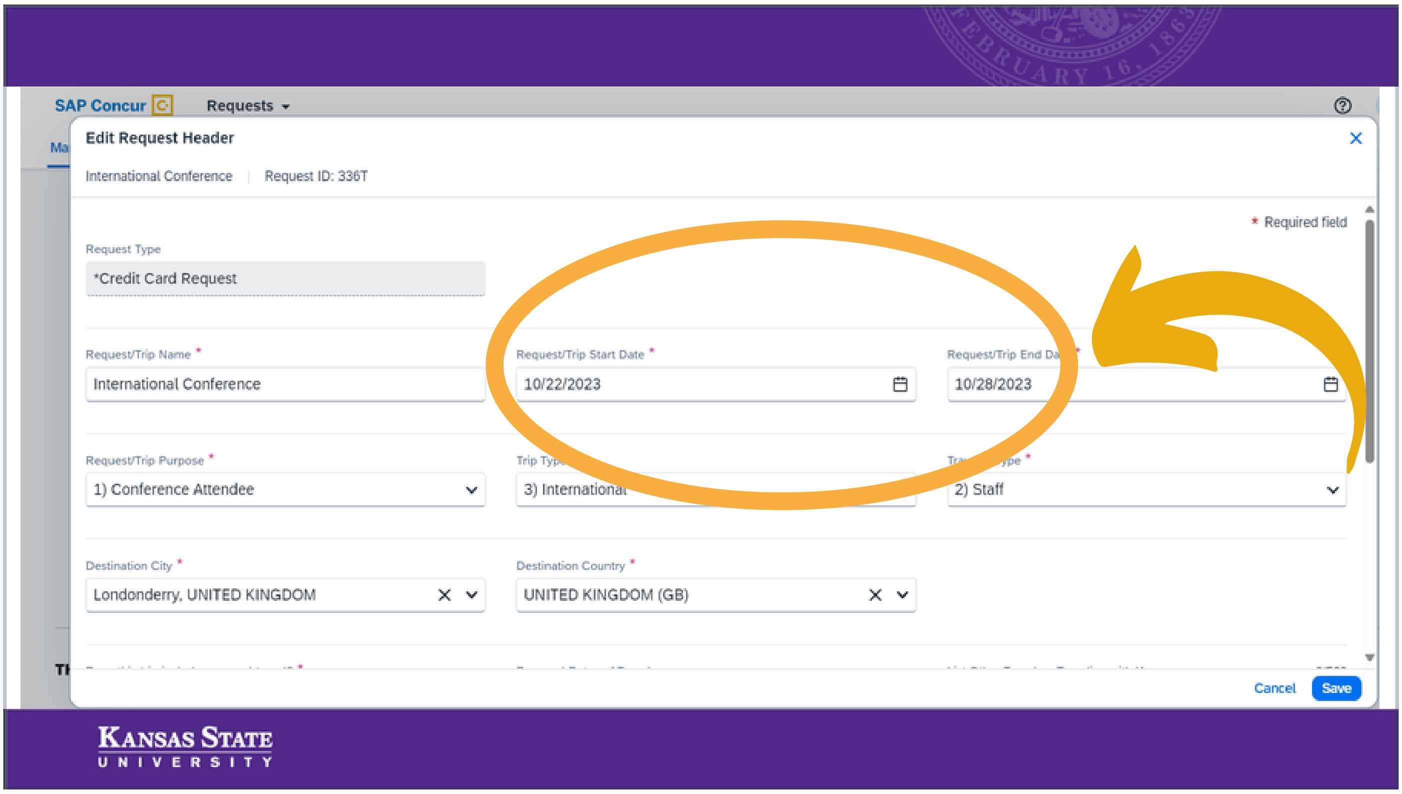
To open a request or report from these screens, click on the line for the request or report in question.



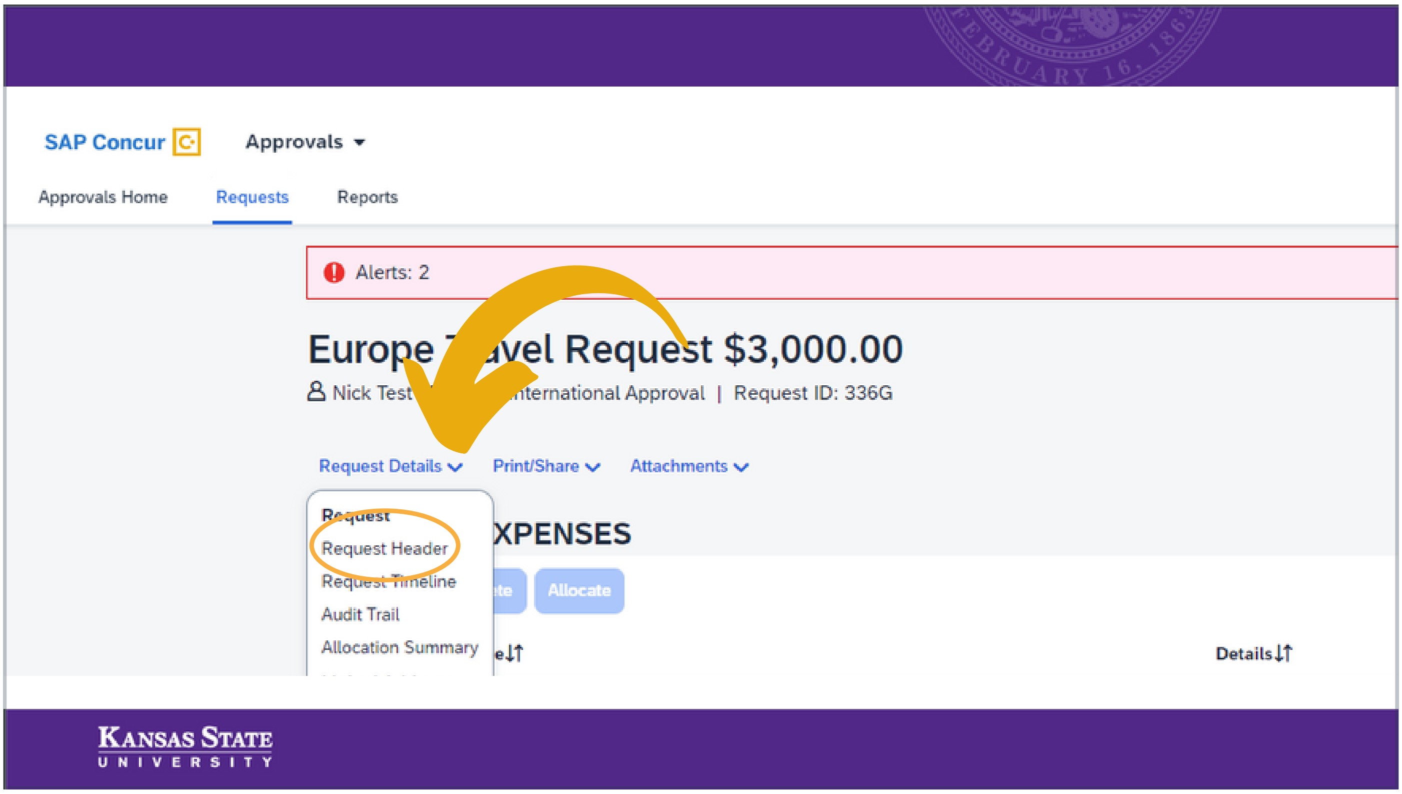
The applicable request or report will then open to a screen that allows you to view details of the request or report. From here, you can begin the approval process, which varies between supervisors and department heads because each has a unique function.



As mentioned earlier, supervisors are part of the travel request approval process and are concerned with the dates of travel in relation to how the traveler's absence during those dates affects the department.

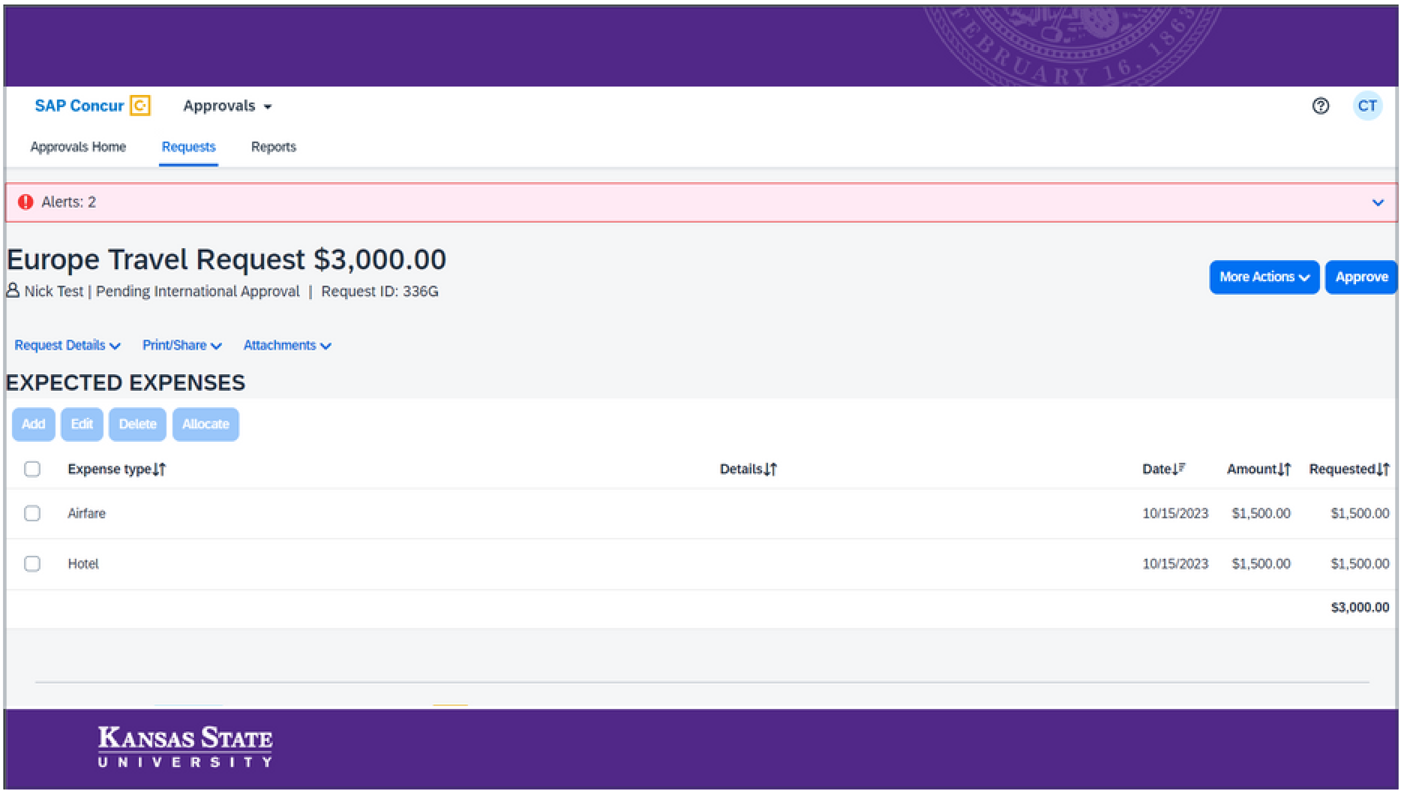


These dates are located on the request header,

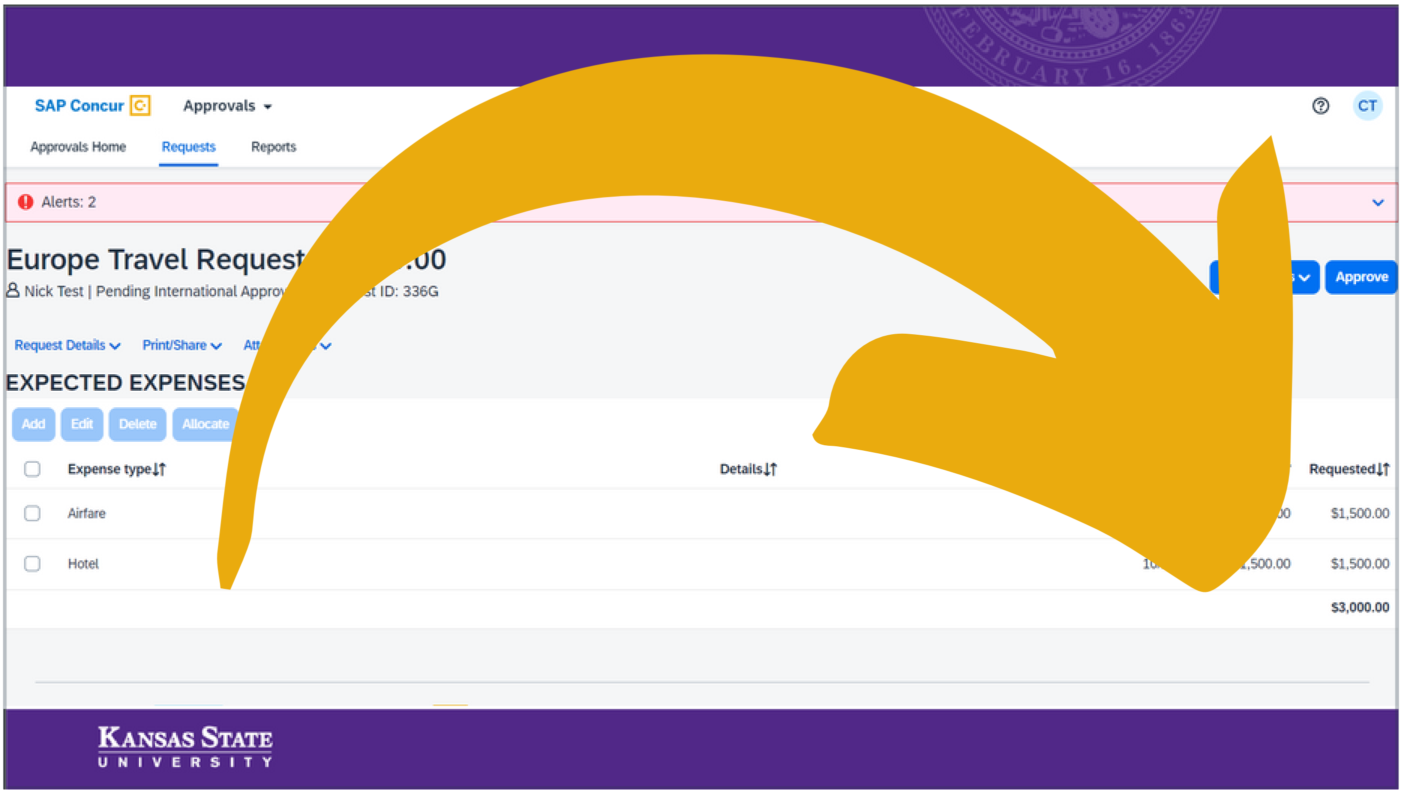


which can be found by clicking on the Request Details dropdown menu and selecting Request Header.

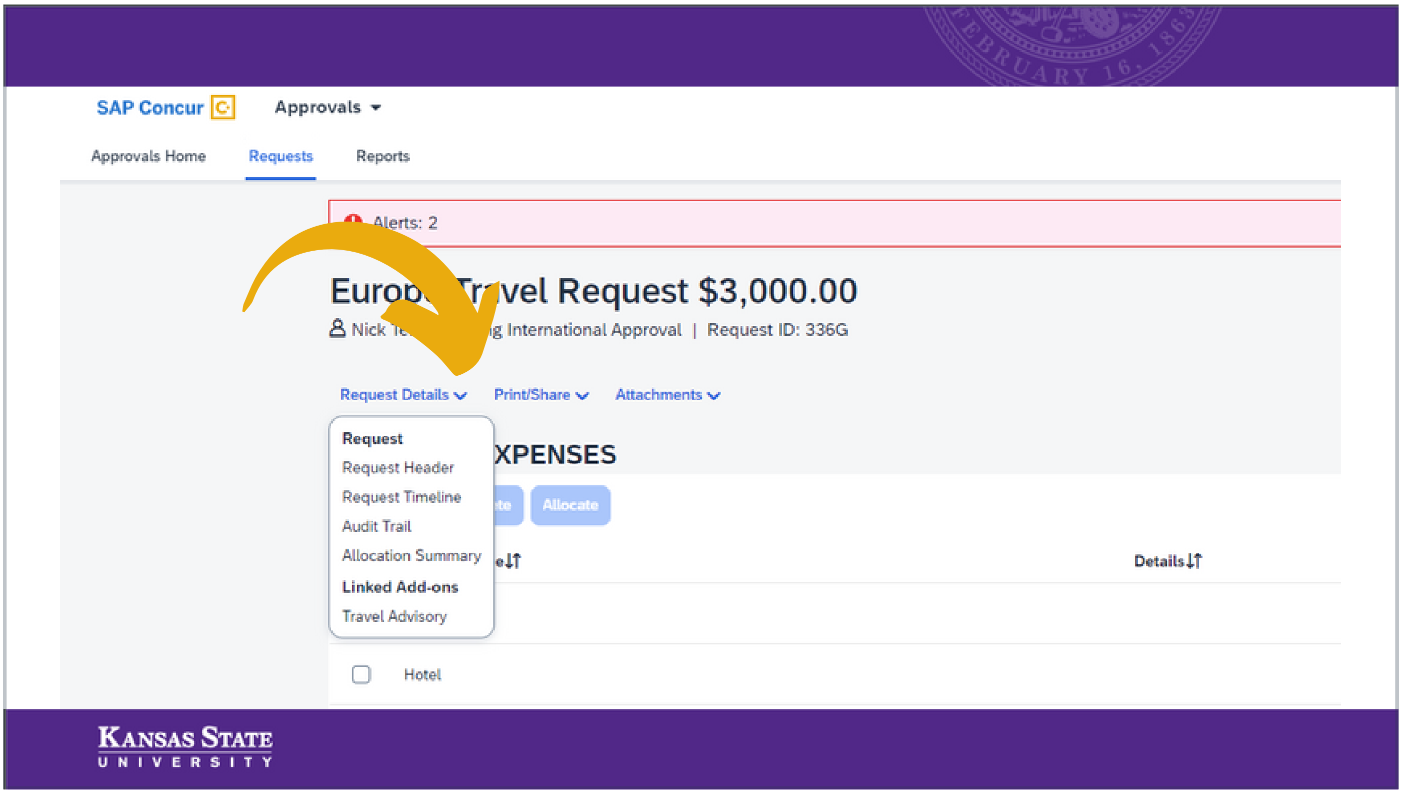
Department heads are responsible for approving both requests and expense reports as delegated to them by the President of the University in accordance with university policy. Approvers may delegate their approval in Concur through the delegate functionality within their profile settings. Also, expense report approvals are defined by use of department funding. This means expense reports including funding from multiple departments will require approval from each of those departments.



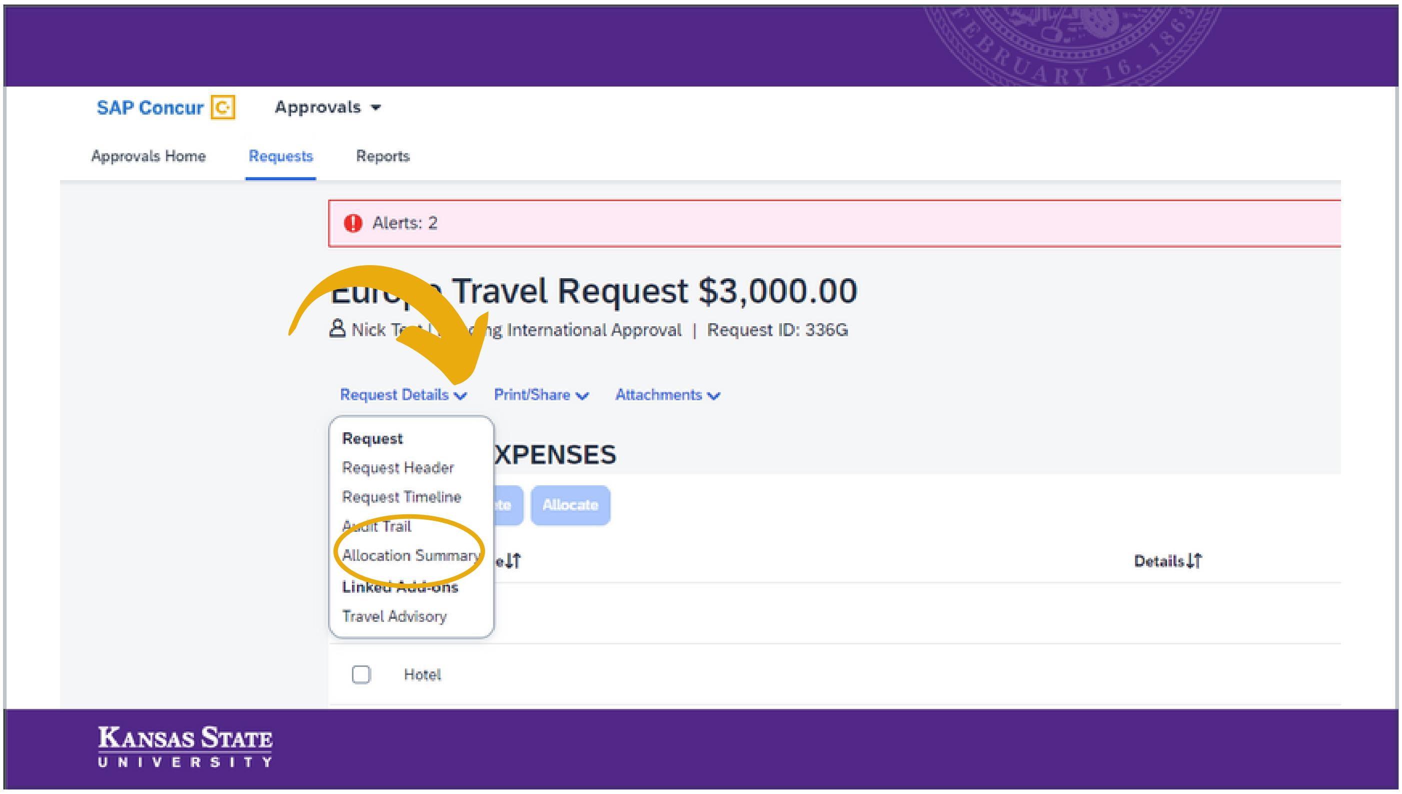
To begin approving a report or equest, on the screen that shows the expenses, you can see the individual expenses



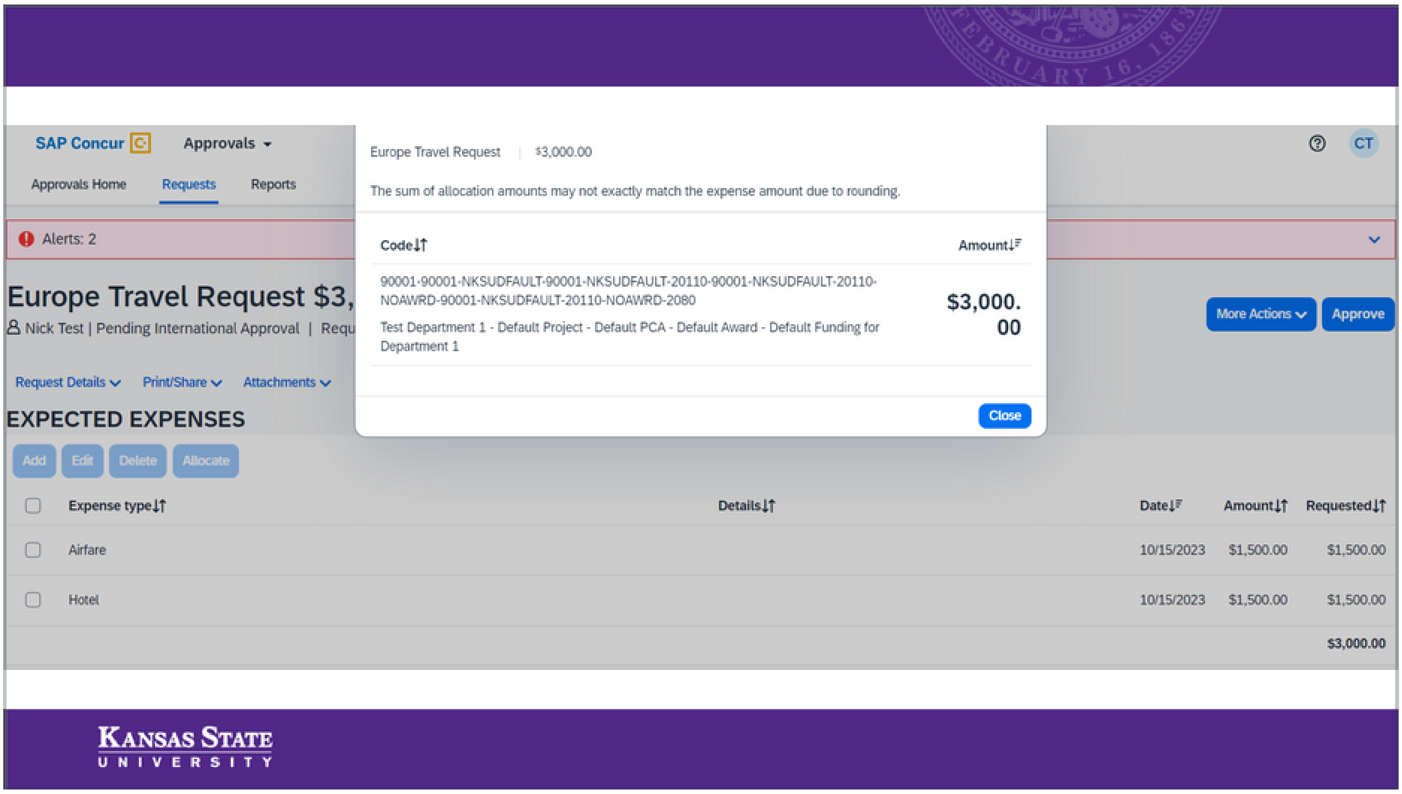
and the total.



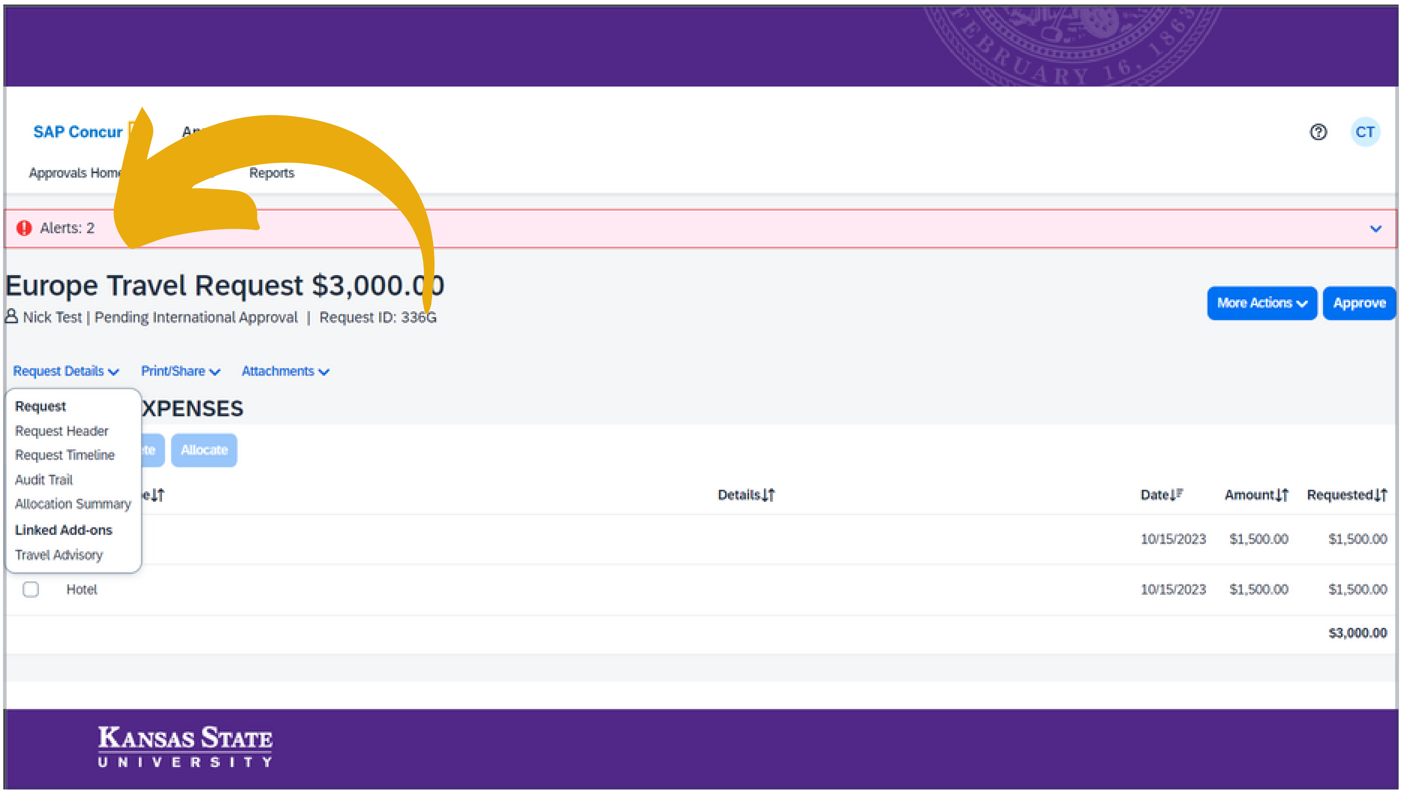
Additional details are available under the Request/Report Details dropdown menu.



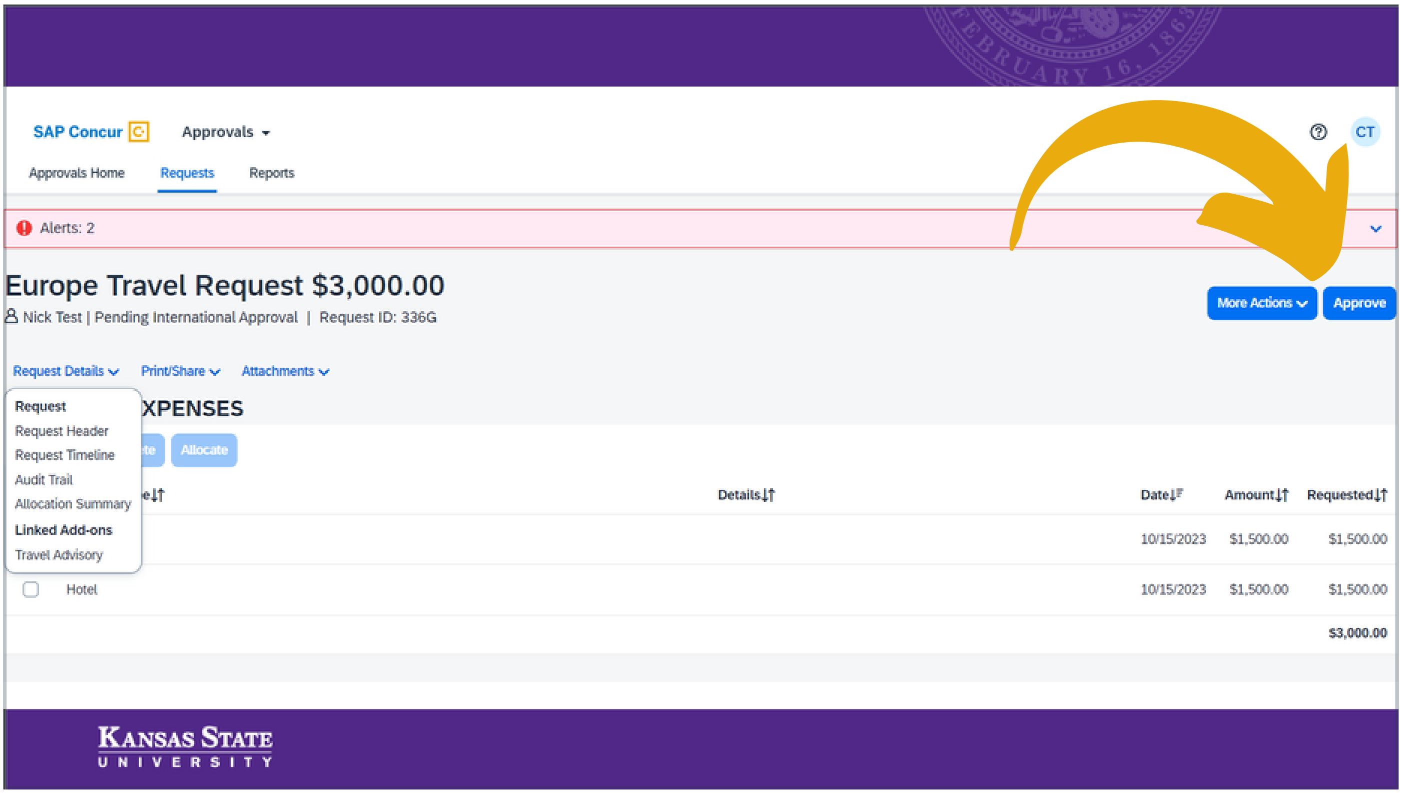
This includes the Allocation Summary



which allows you to see the fund sourcing for the request.

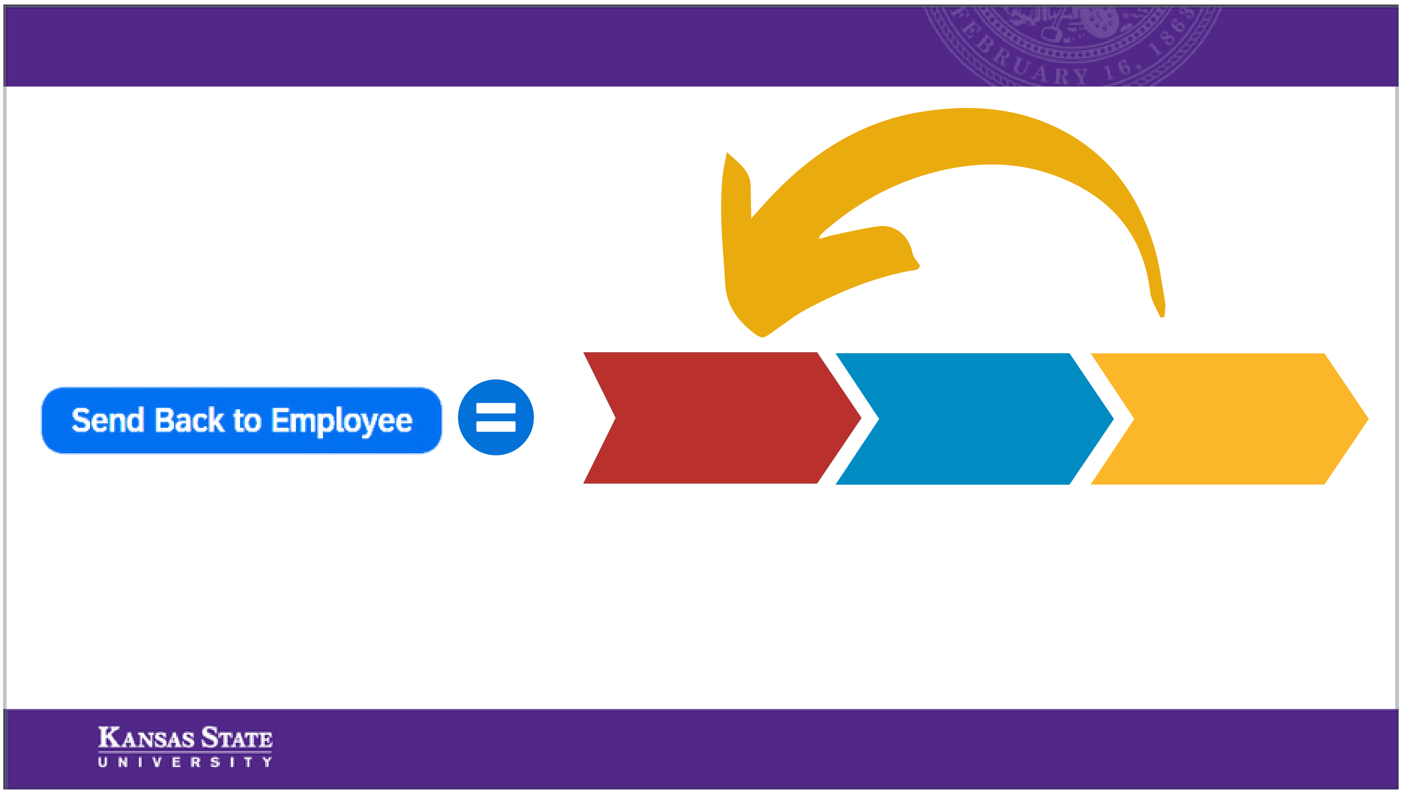


Alerts regarding the request/report are noted near the top of the screen.

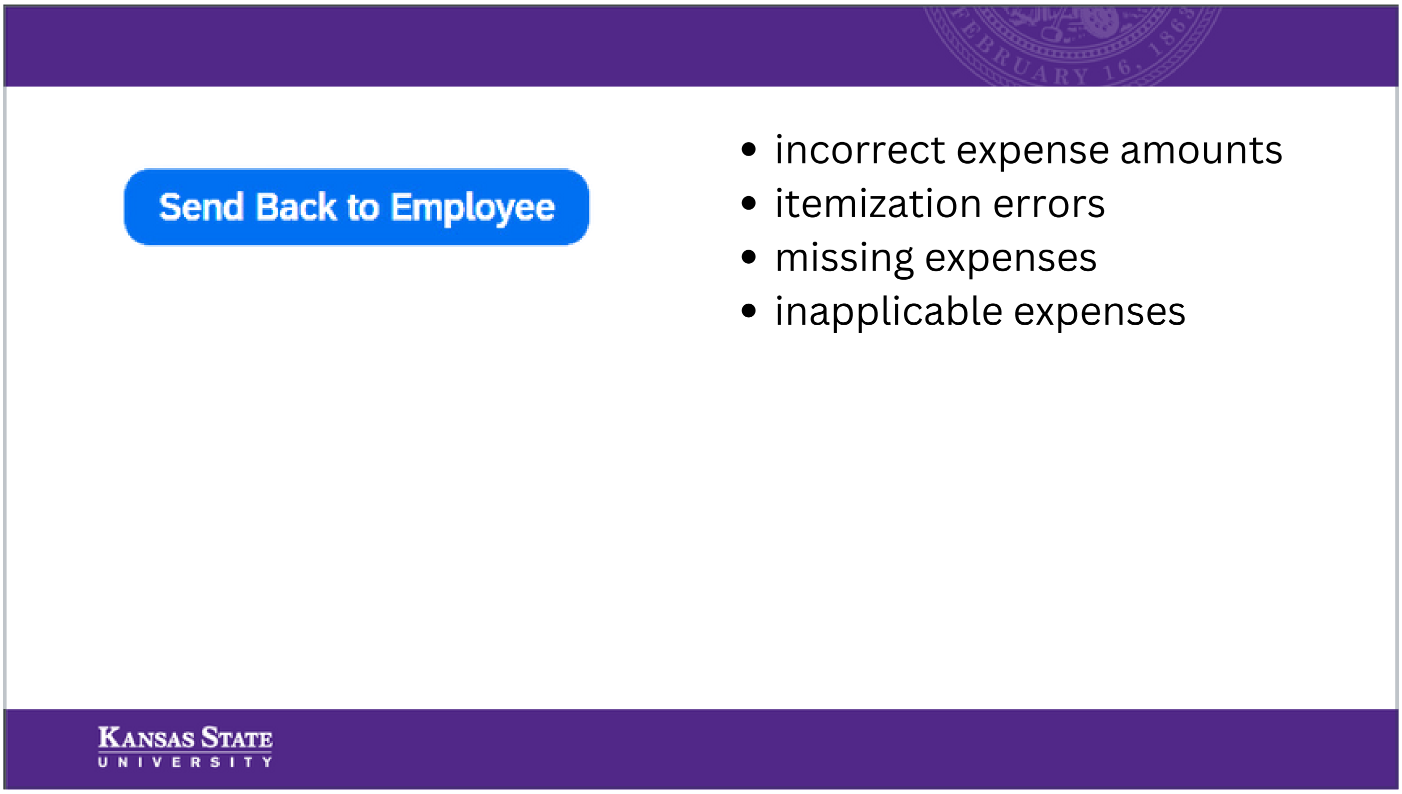


For both supervisors and department heads, once you have reviewed all aspects of a request/report, you have the options to approve it or send it back to the employee.

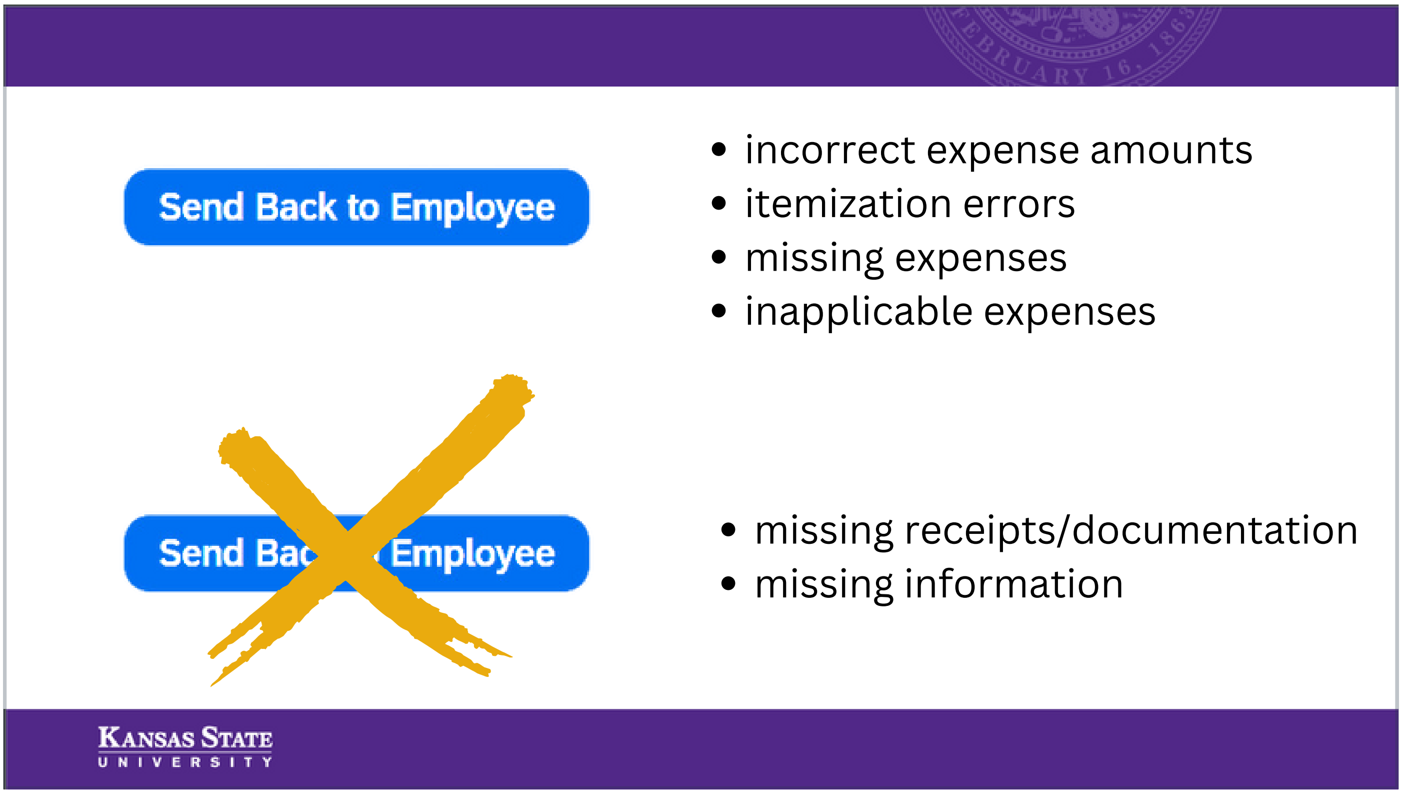
A word of caution on sending things back to the employee, though:



Sending the request/report back to the employee causes the entire workflow process to start over—and there are times some changes may be made without the report having to be sent back.

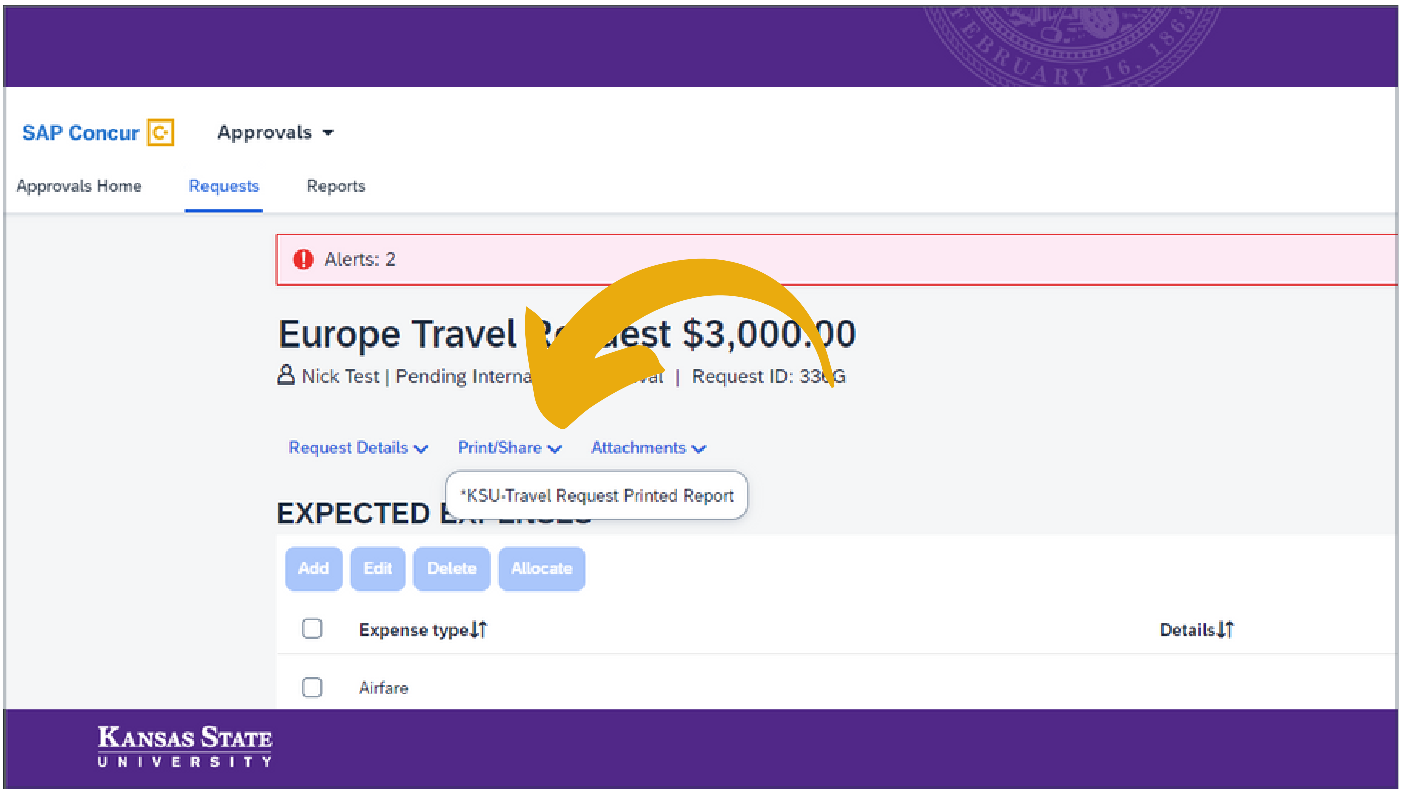


A request/report does need to be sent back to the employee when an expense amount is incorrect, expenses need to be itemized, expenses are missing, and/or expenses are listed that should not be included on the report.

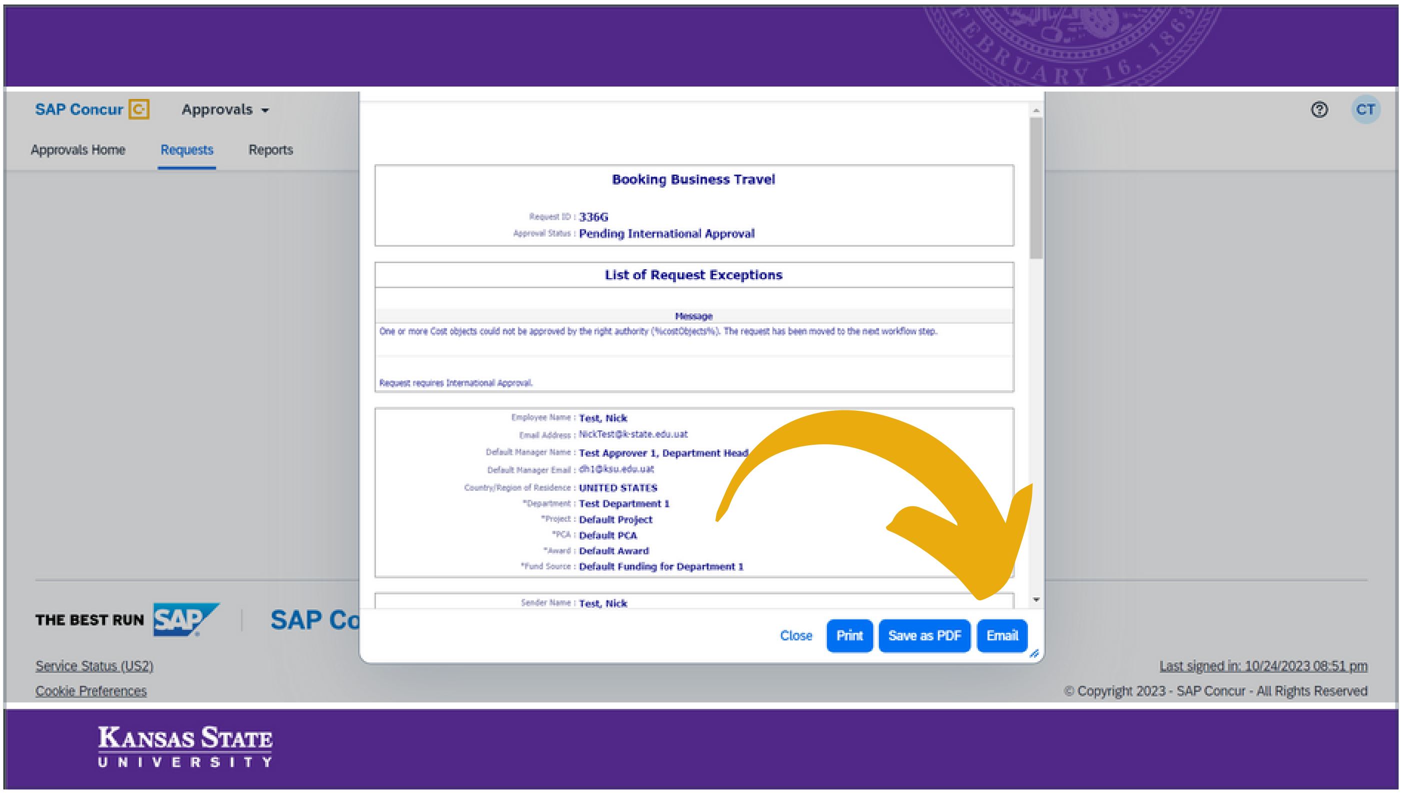


A report does not need to be sent back when documentation or information is missing. The traveler is able to attach items such as receipts and documents even after the report is submitted.

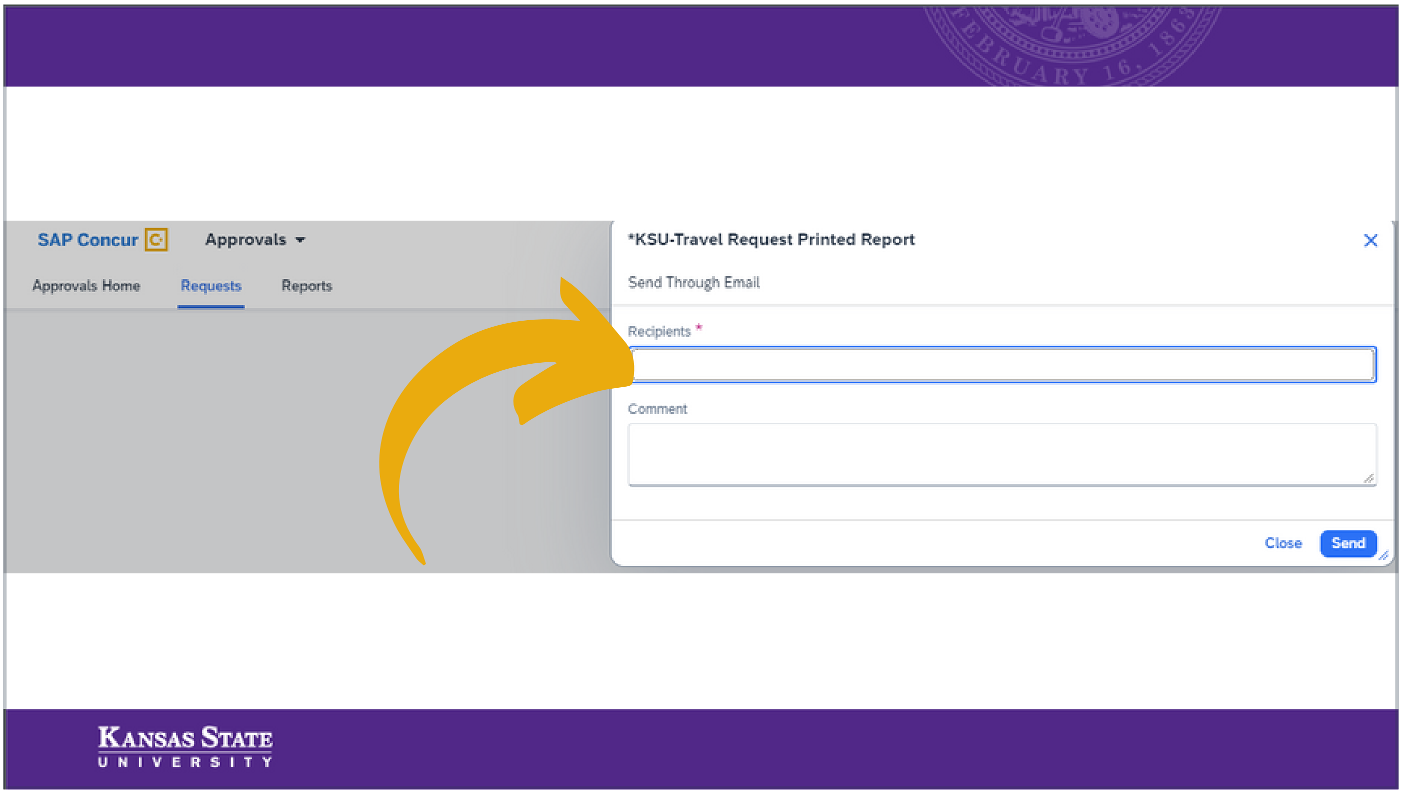
If the reason you cannot approve the request is something that can be corrected without sending the report back, email the employee to request the necessary change.



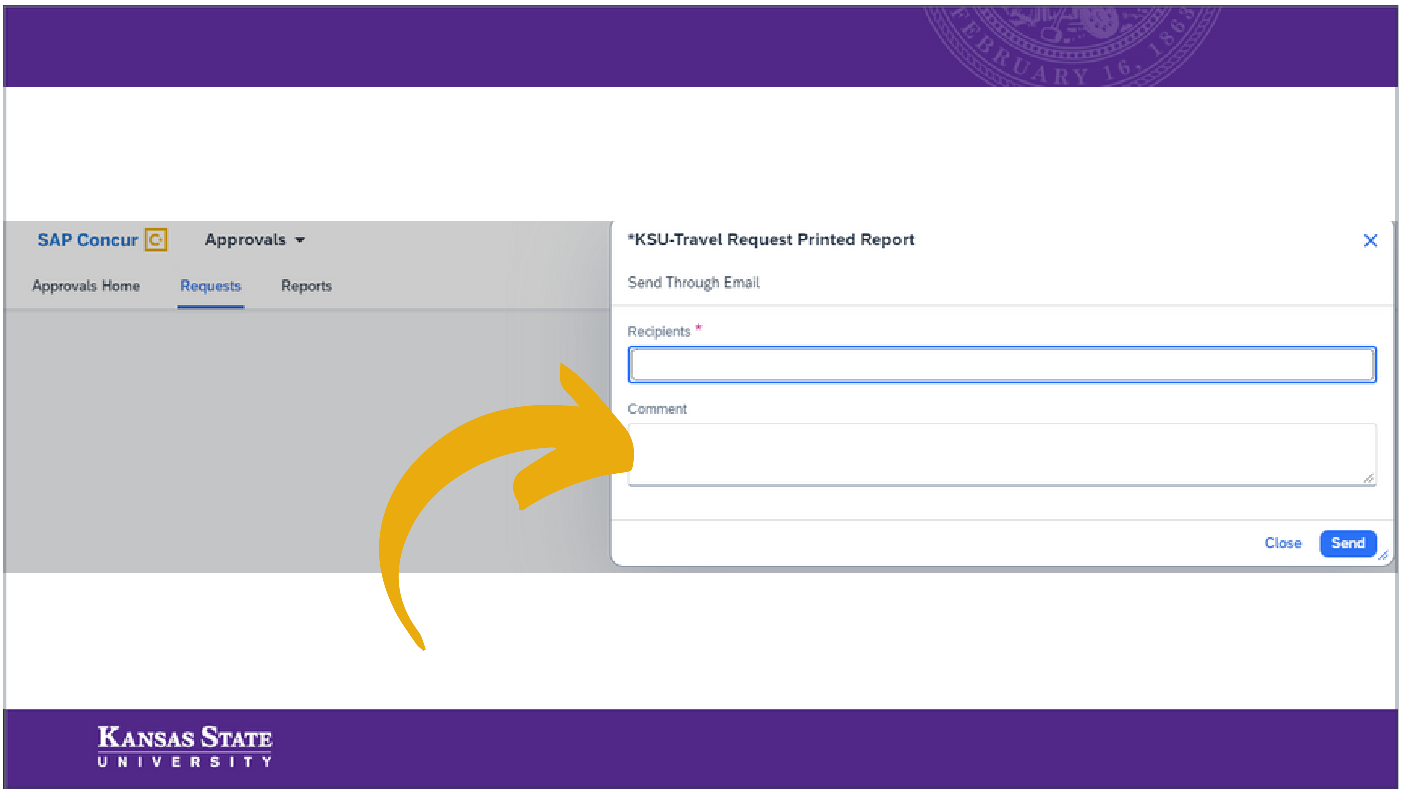
You can email the employee in Concur by clicking on the Print/Share dropdown menu and selecting KSU Travel Request/Report Printed Report.



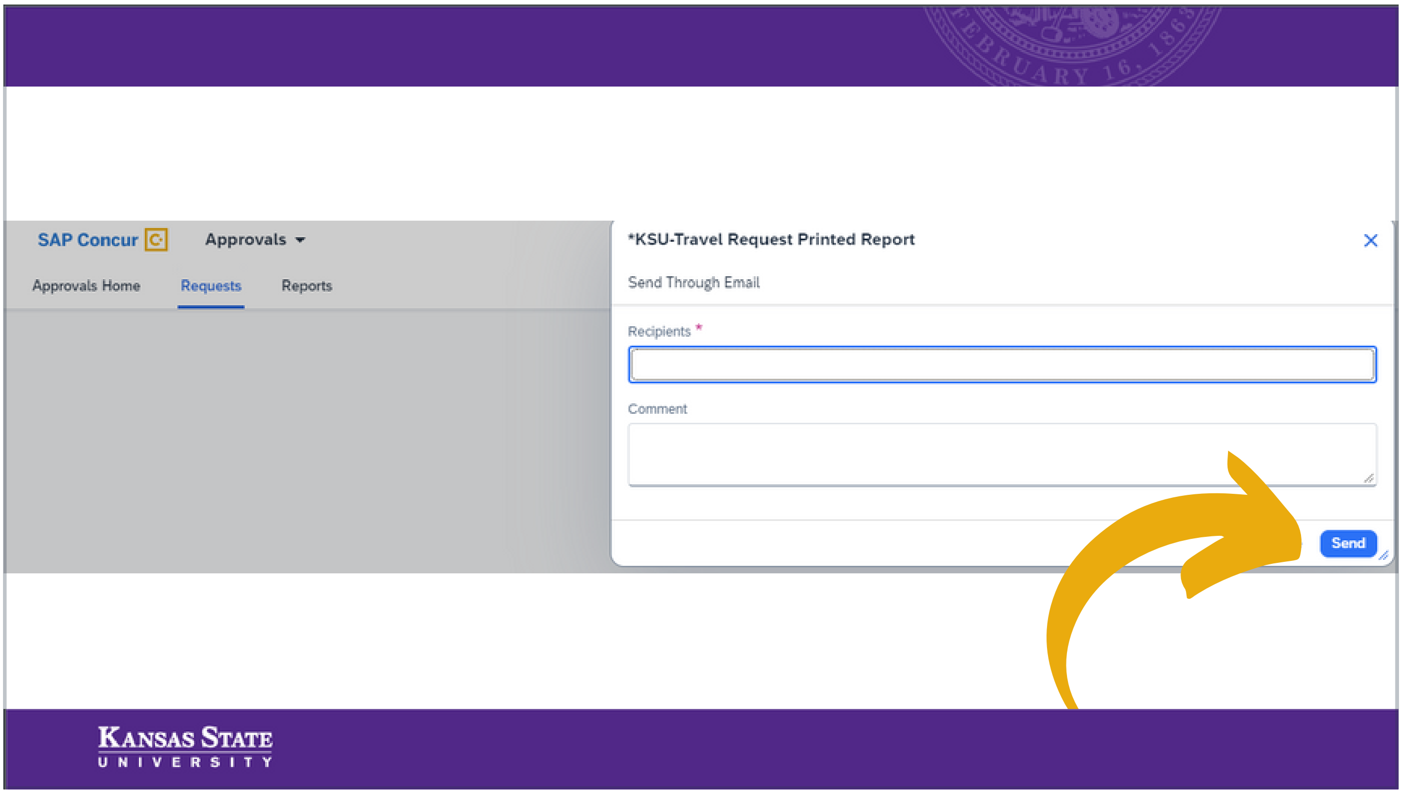
When the report window opens, click the Email button in the bottom right corner of that window.



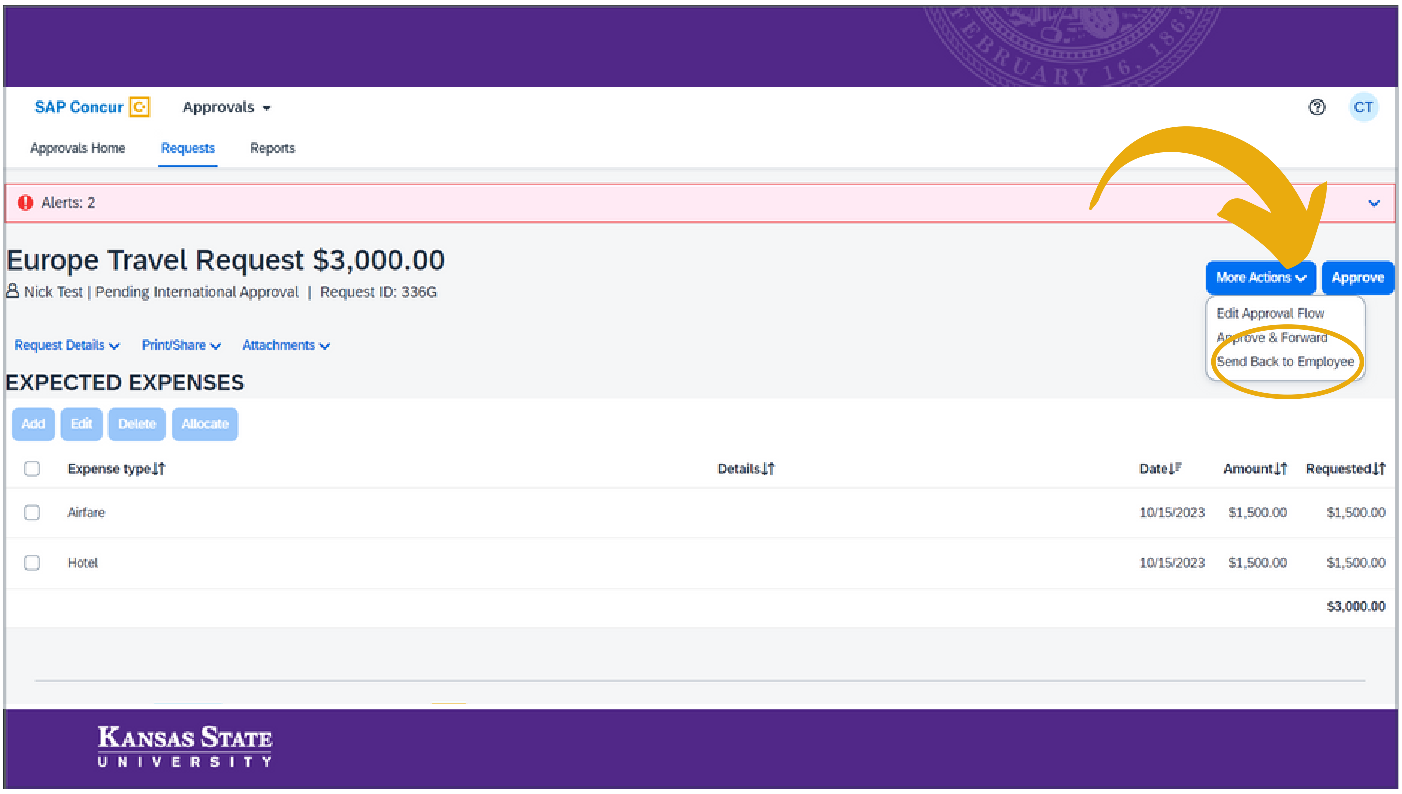
Enter the email address of the employee,



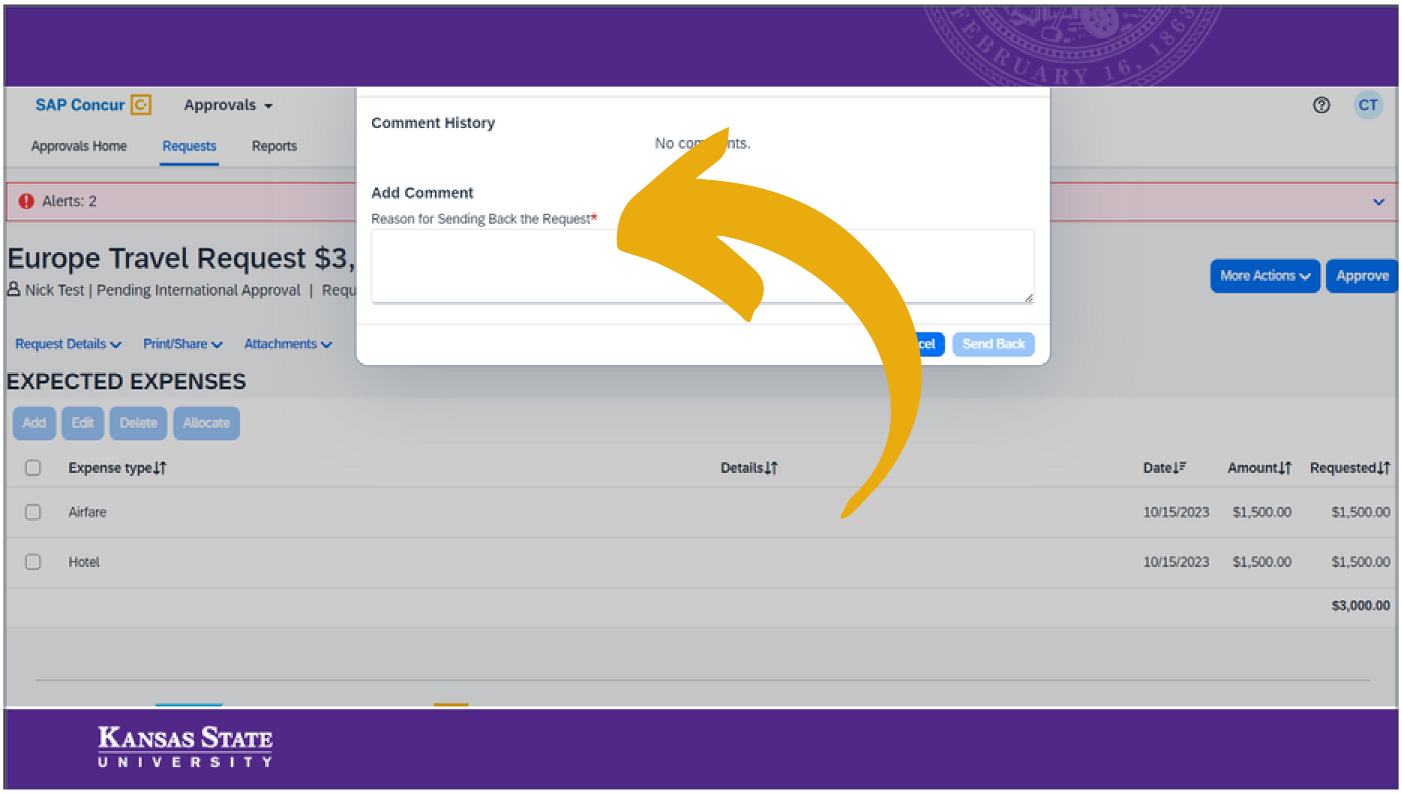
and add a comment explaining what needs to be added or clarified.



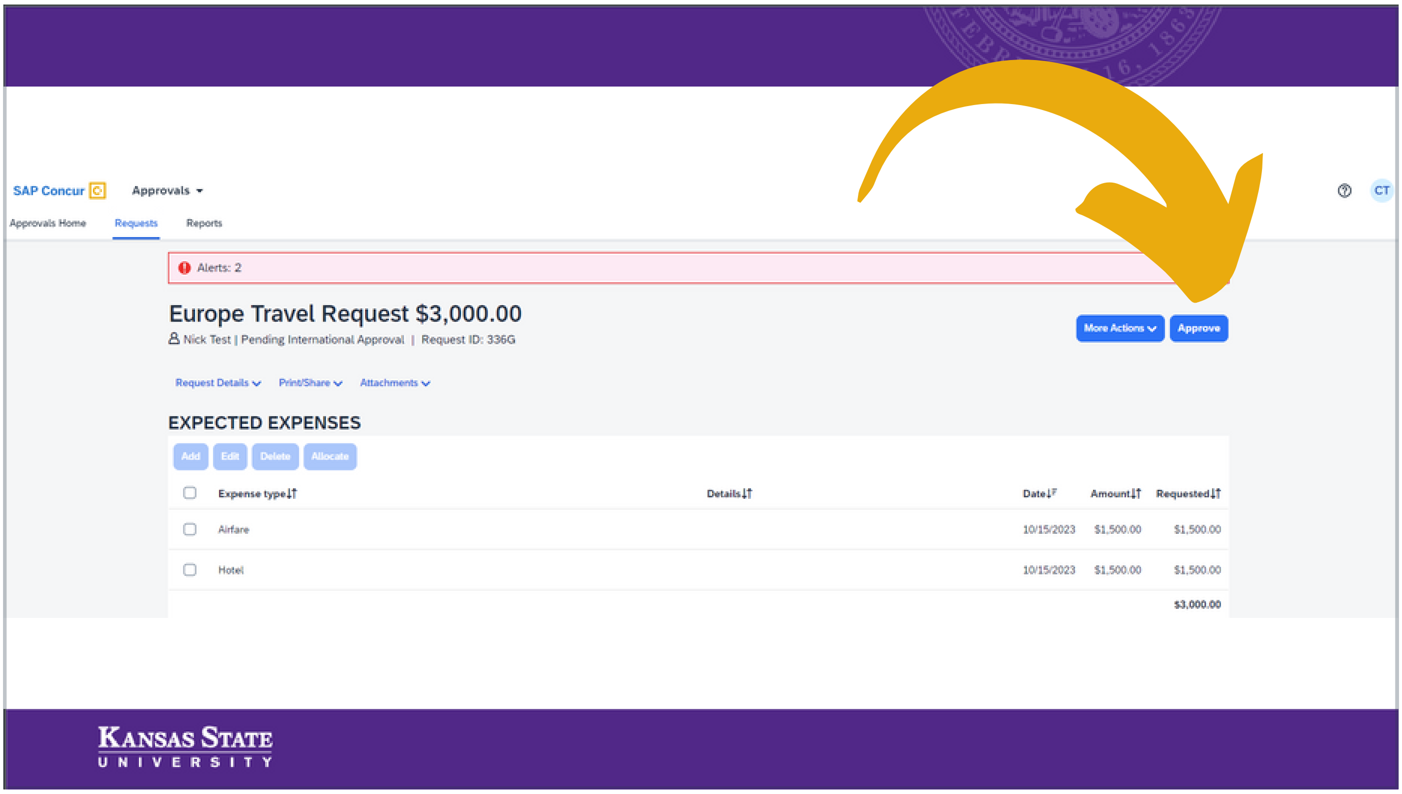
Then click Send.



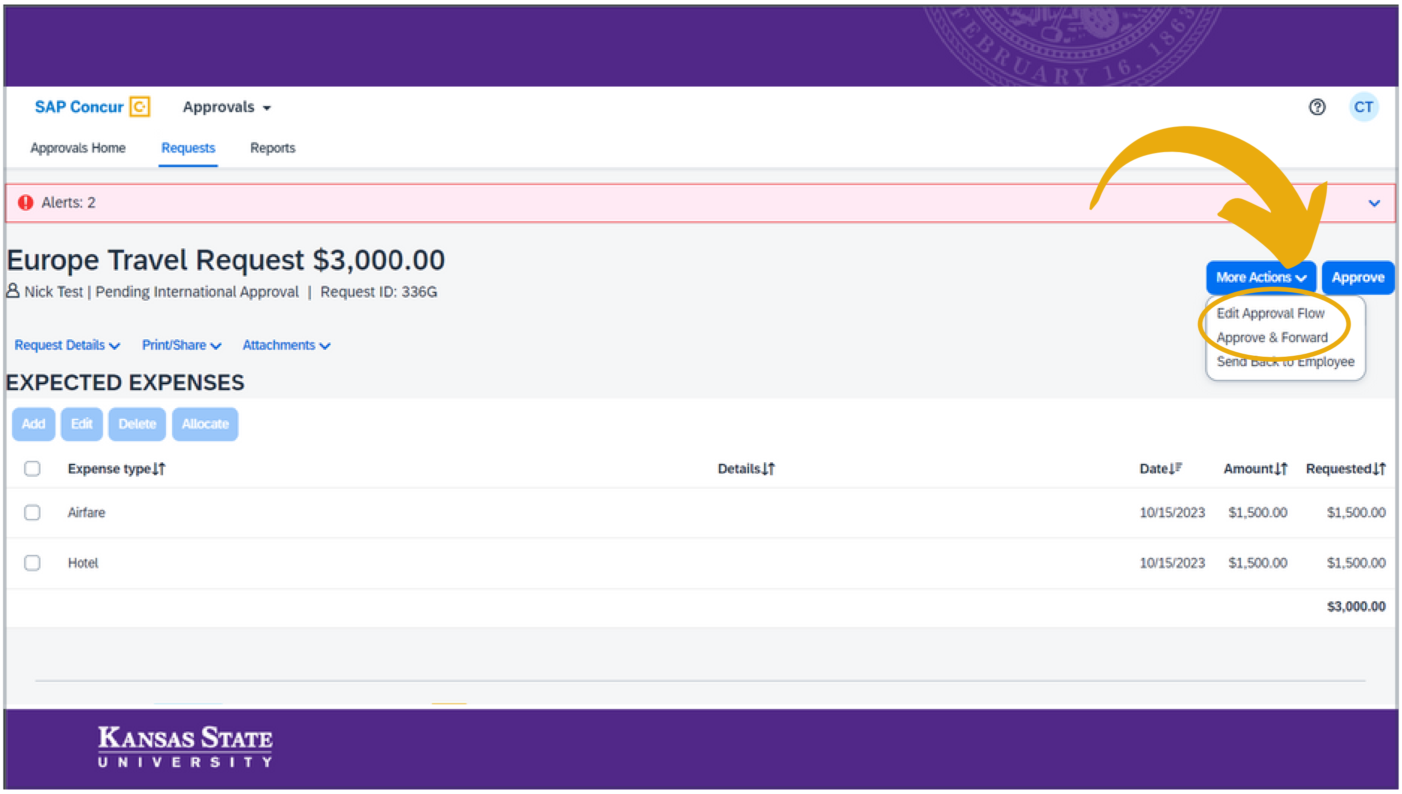
If the reason the report cannot be approved is something that does require the report to be sent back to the employee, click the More Actions dropdown menu and the Send Back to Employee option.



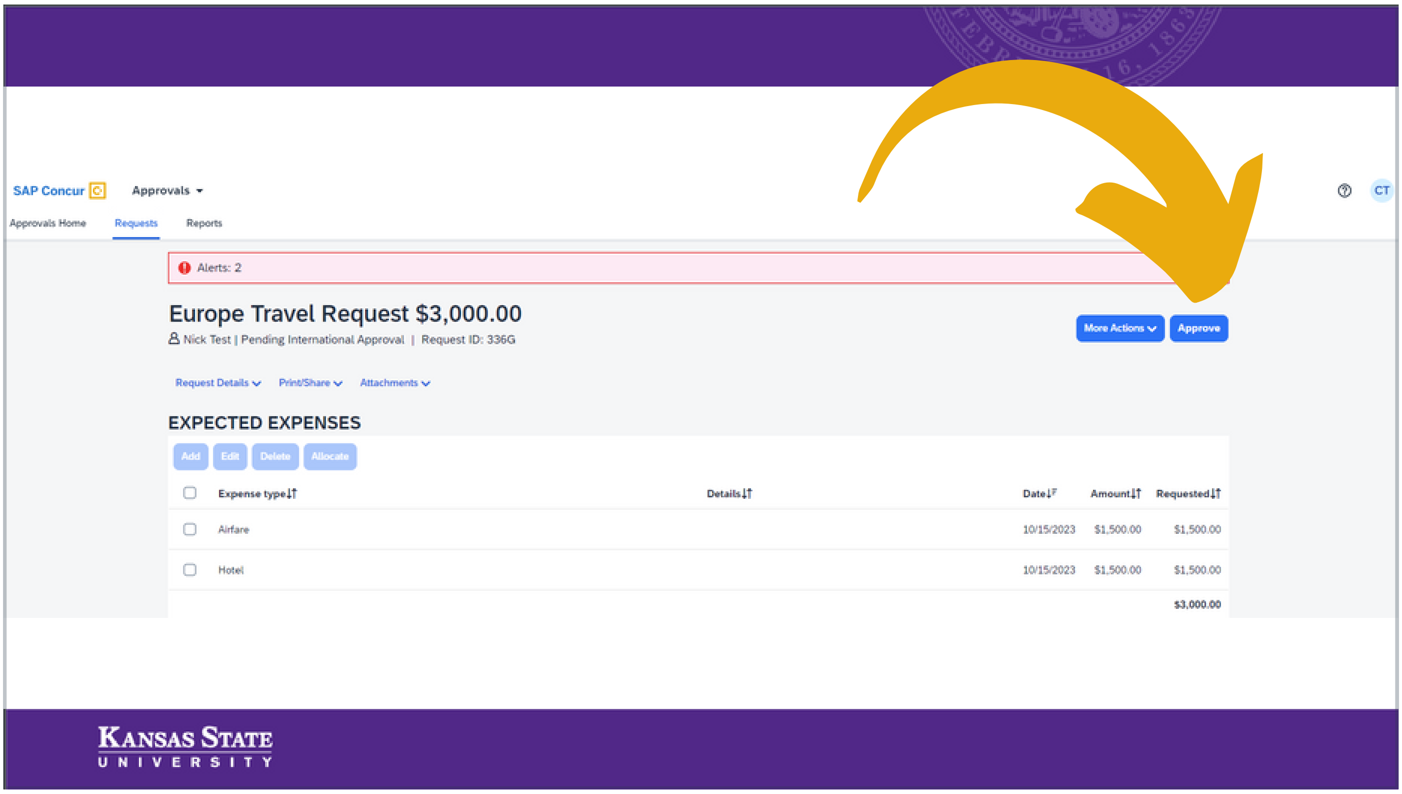
In the comments box, which is a required field, explain why the request is being sent back so the employee understands what needs to be changed or happen next.



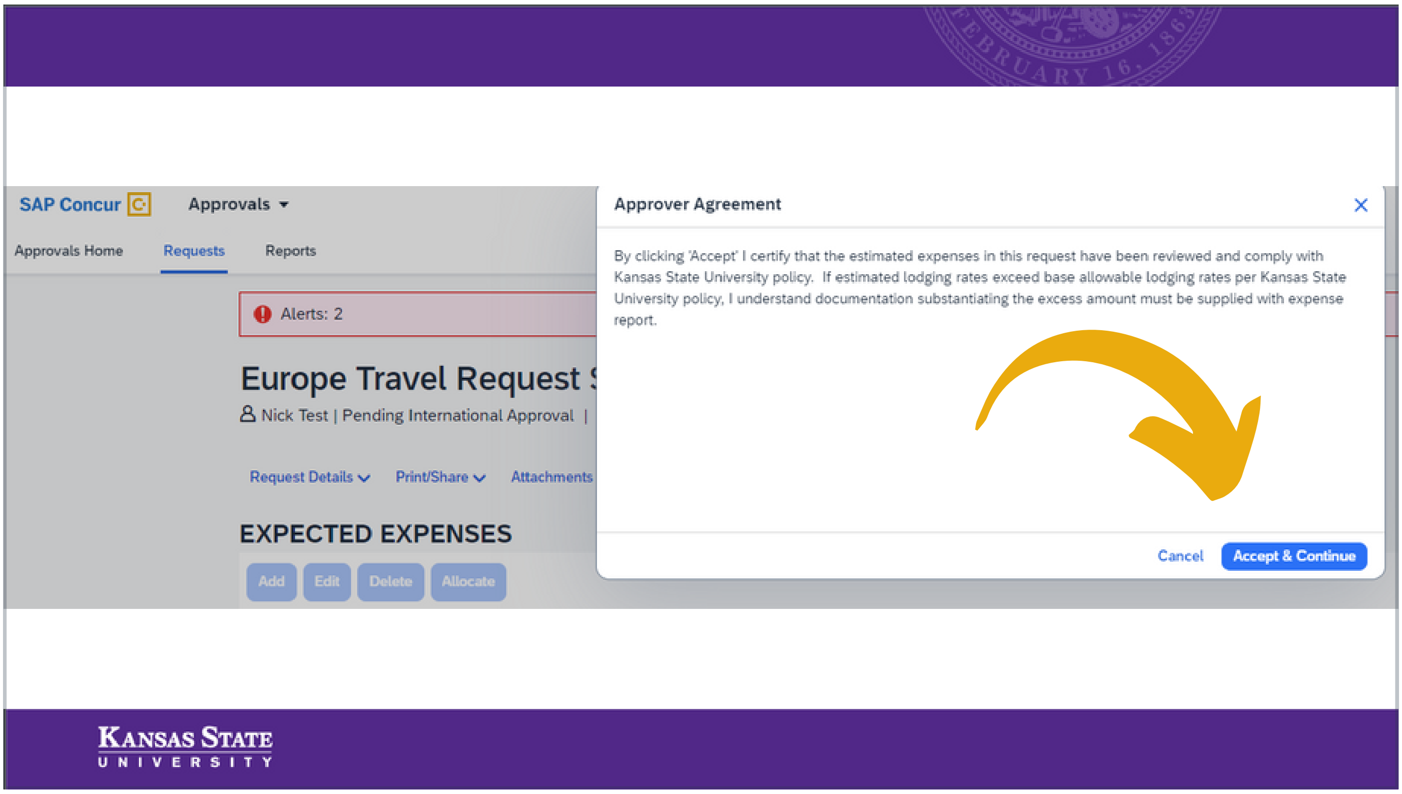
If the report is good to be approved, you can either click the Approve button



or, if you need to insert an additional approver into the approval workflow, you can do that at this point by clicking the More Actions dropdown menu and selecting Approve and Forward. For more details on this process, please refer to our Adding an Approver to the Workflow training videos.



Once you click Approve,



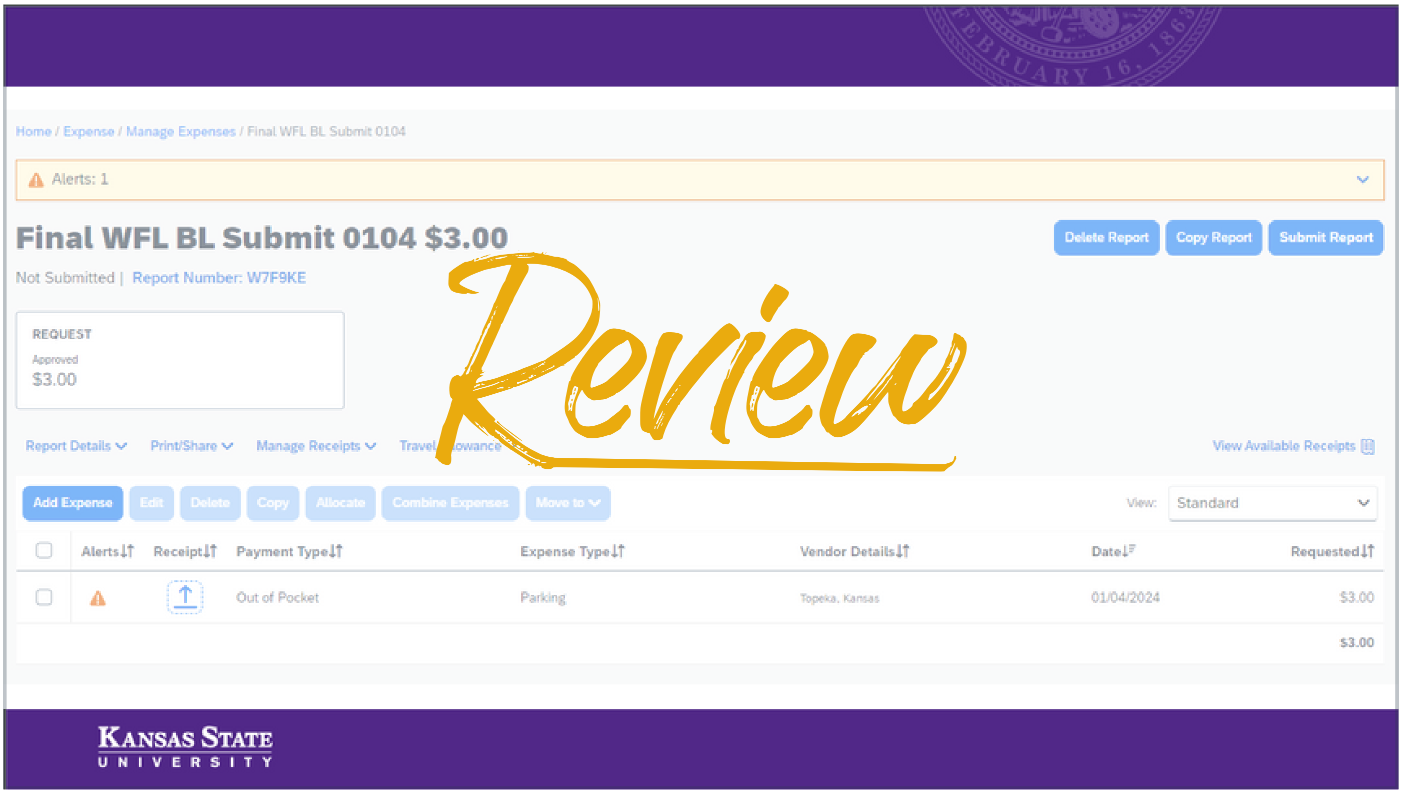
The Approver Agreement will appear. Review and acknowledge the terms of the electronic submission. Clicking Approve serves as your electronic signature. And the approval is complete.

Do we have any questions regarding that approval process?

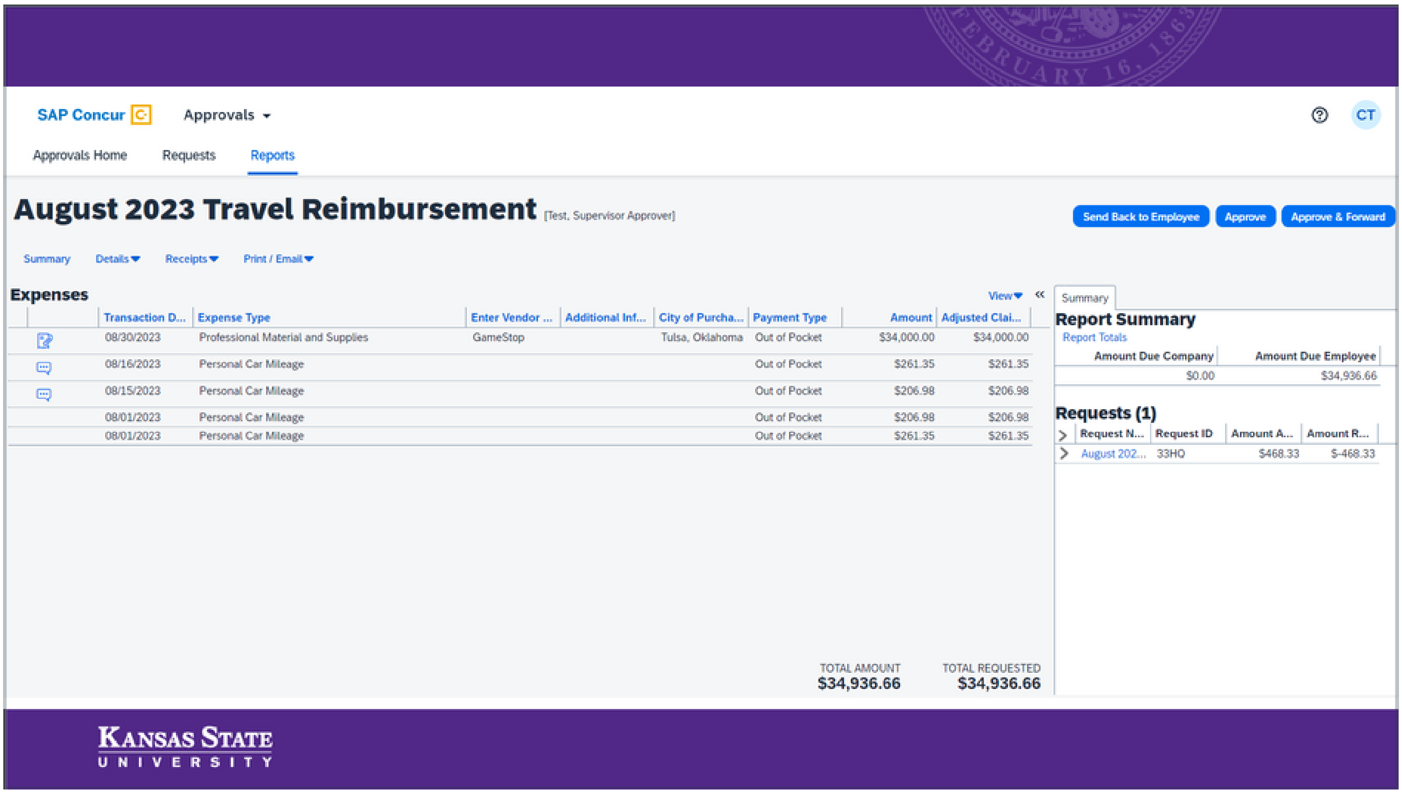
Business Liaison Responsibilities

KANSAS STATE UNIVERSITY

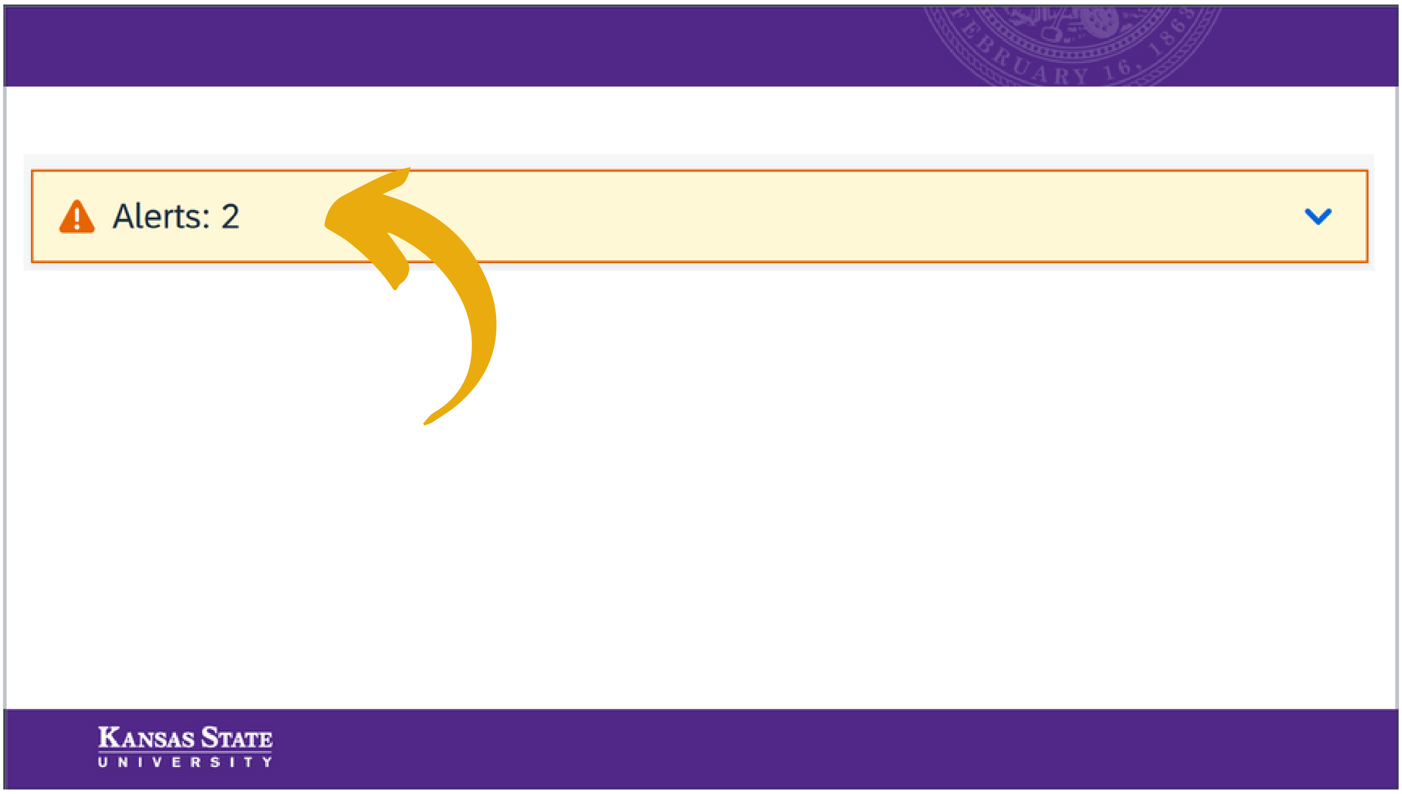
Moving next to the responsibilities of business liaisons,



The primary function of business liaisons is to review the requests and reports to ensure data is accurate and complete. The process for reviewing requests is very similar to reviewing reports, other than the fact that the appearance of some of the screens is different. Because the report review is more in-depth, we're going to go through that process now, but for specific details on reviewing card and travel requests, we do have training videos available on those topics.

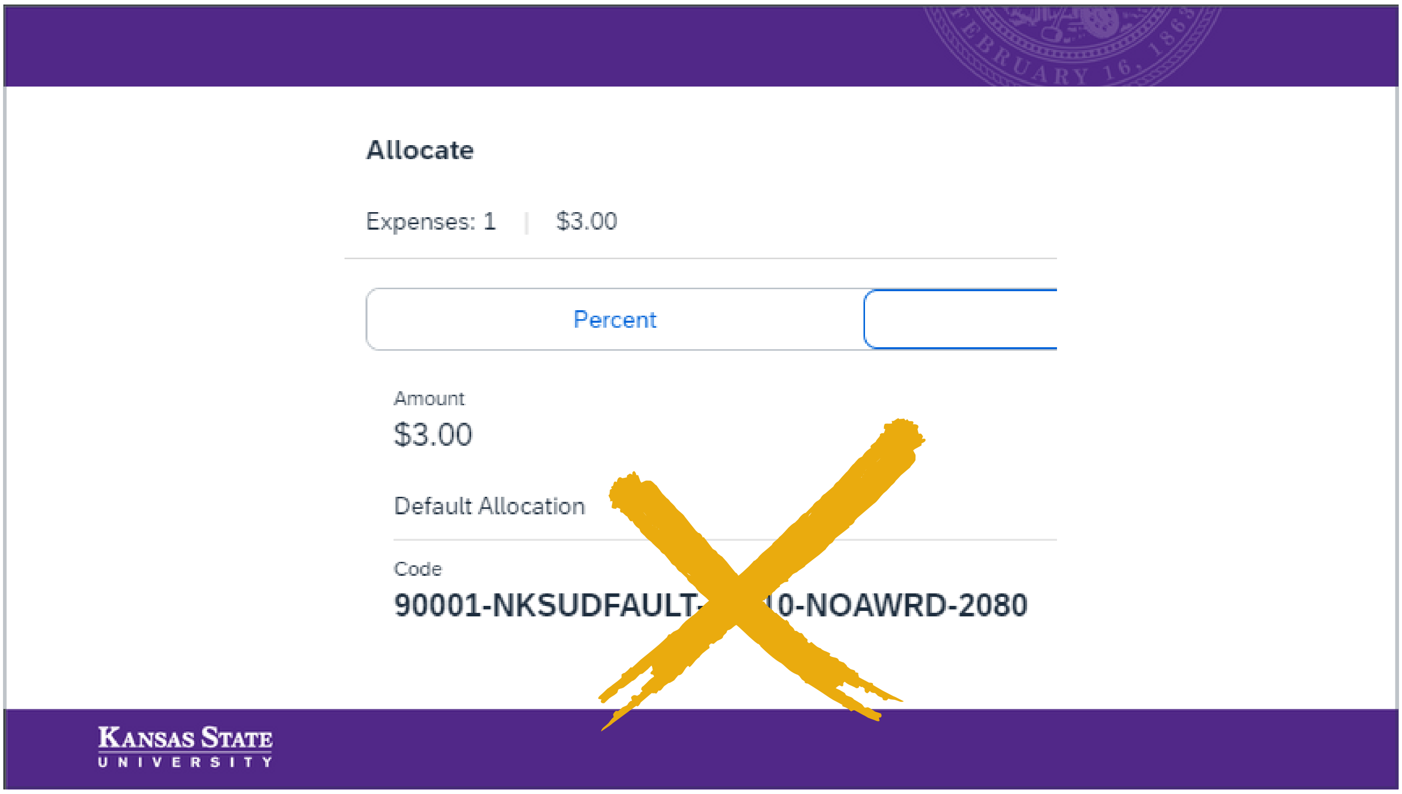


To start the review process, at the top of the screen that allows you to view details of the report,

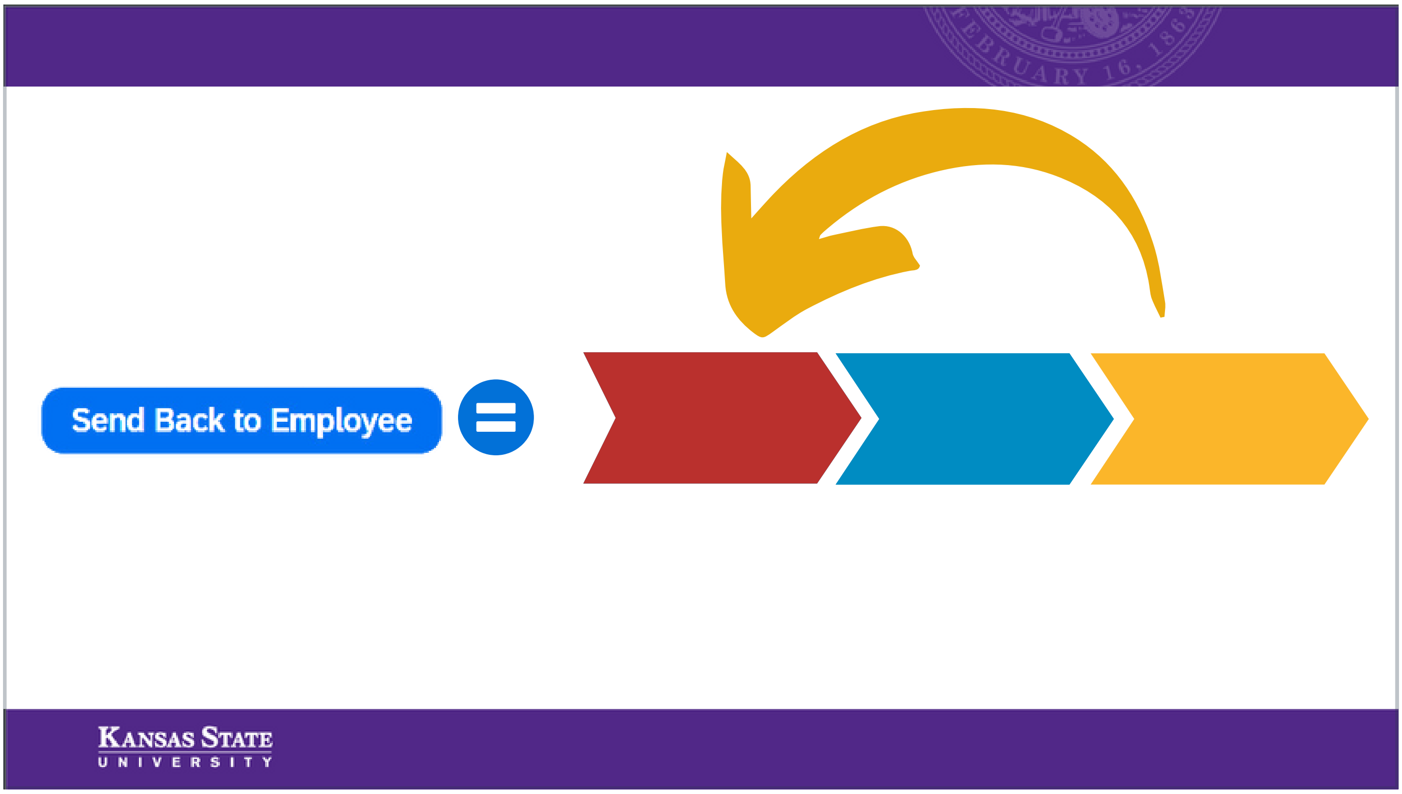


look for any alerts or warnings. These need to be addressed as part of your review.

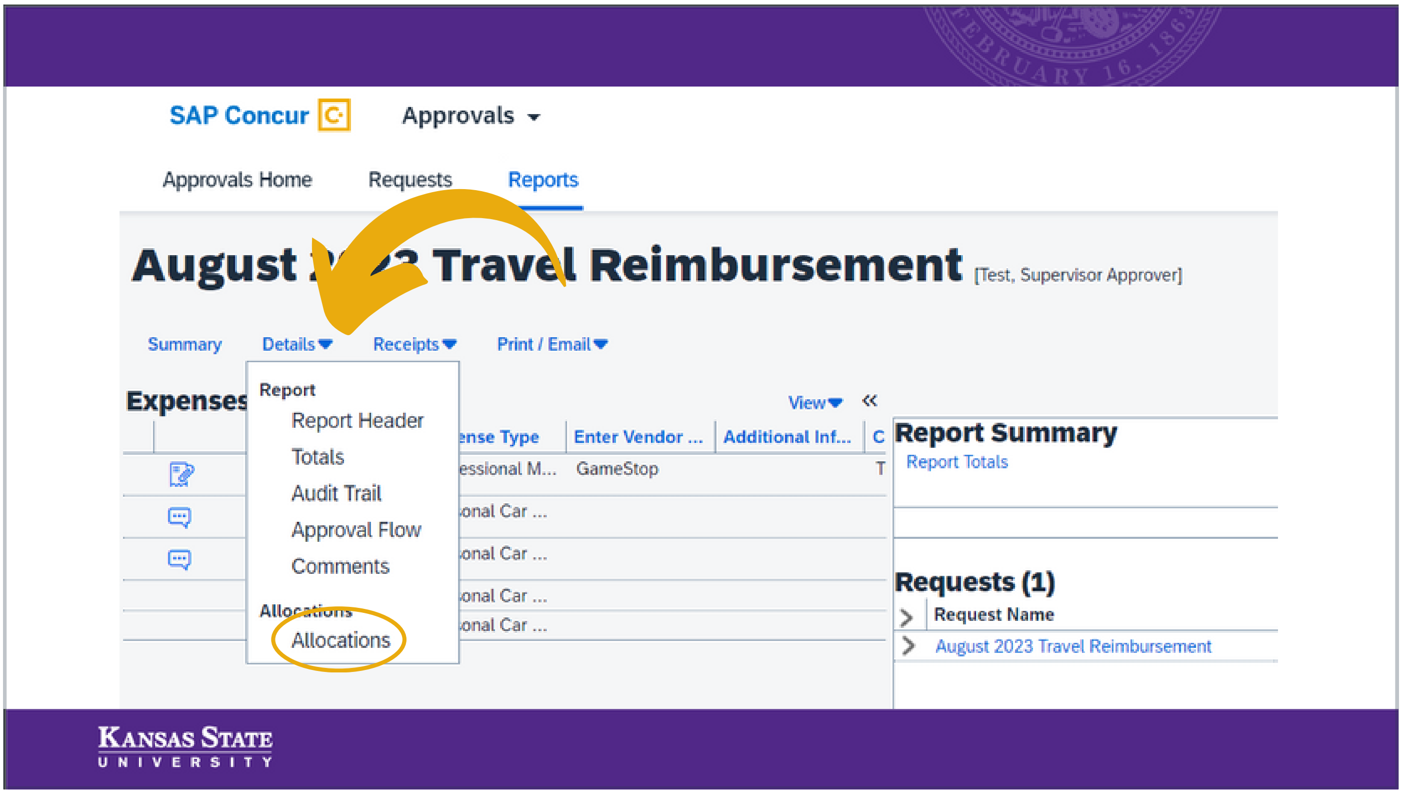
One of the most important aspects of your review as business liaisons



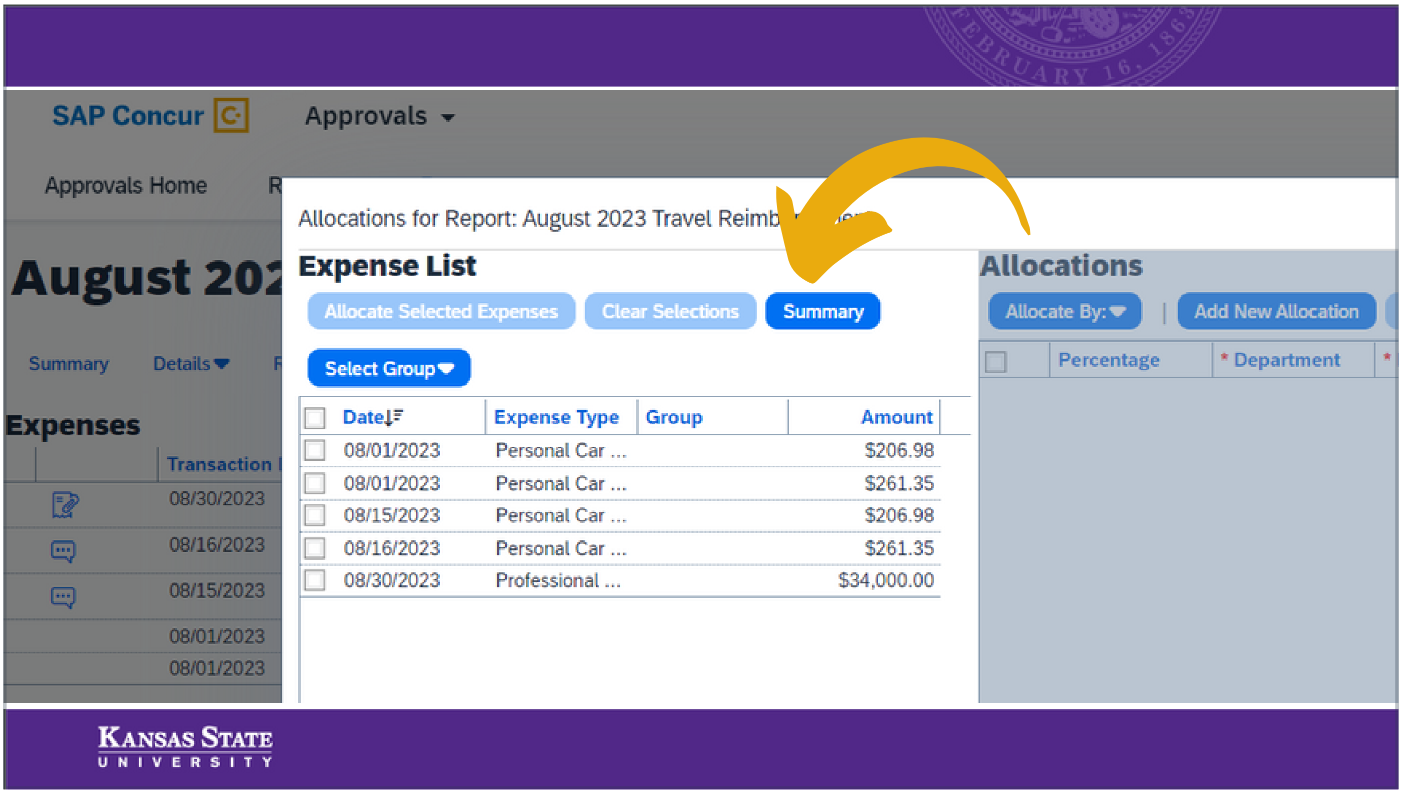
is to make sure the allocations for all expenses are correct and that they are not set to default funding. All expenses start out with a default funding string. If this default funding string is still set or if the allocation is incorrect at the point of your review, change the allocation to the funding string appropriate to the department and expense.



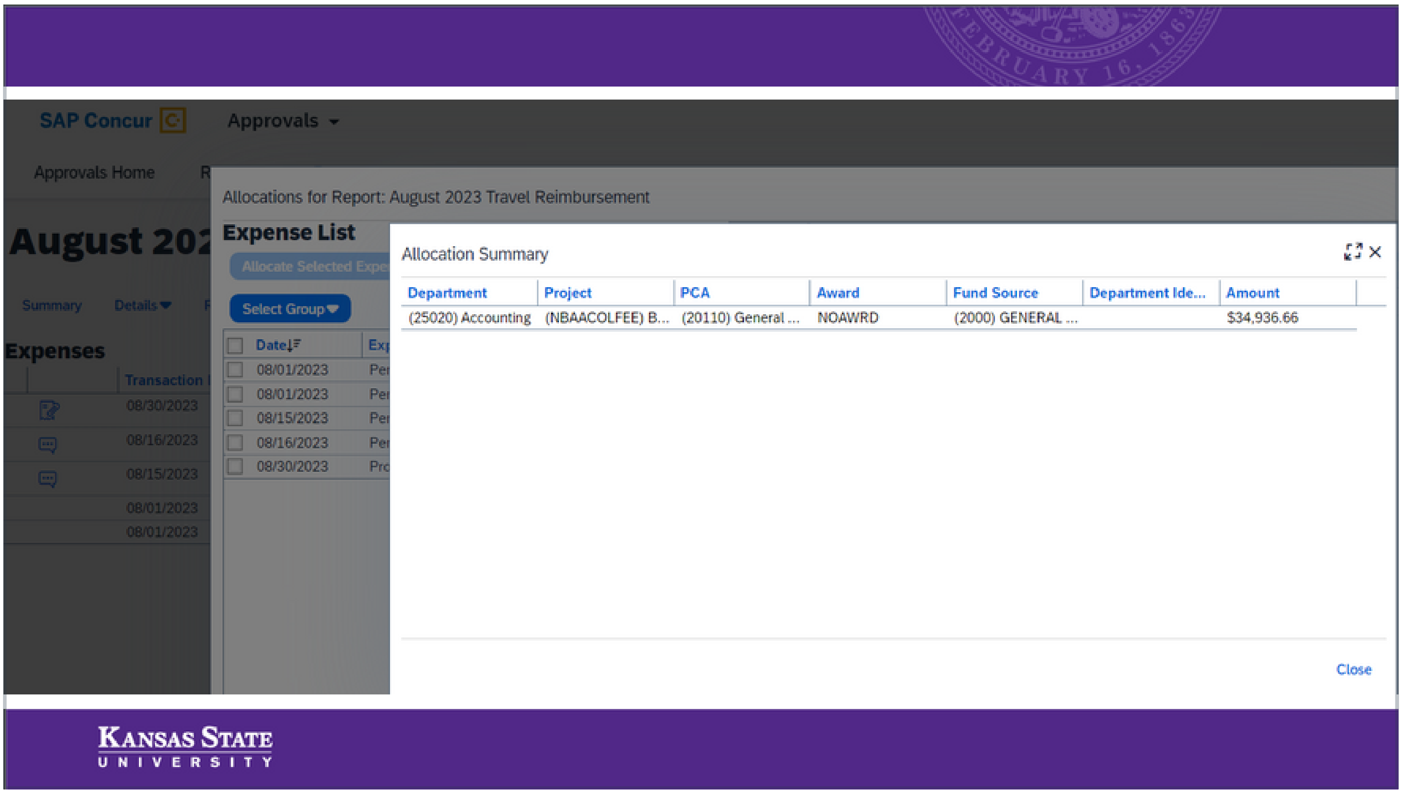
This is important because, if this funding string is not set appropriately and the report gets sent back to the employee later in the workflow as a result, the return of the report to the employee requires the entire workflow process to start over.



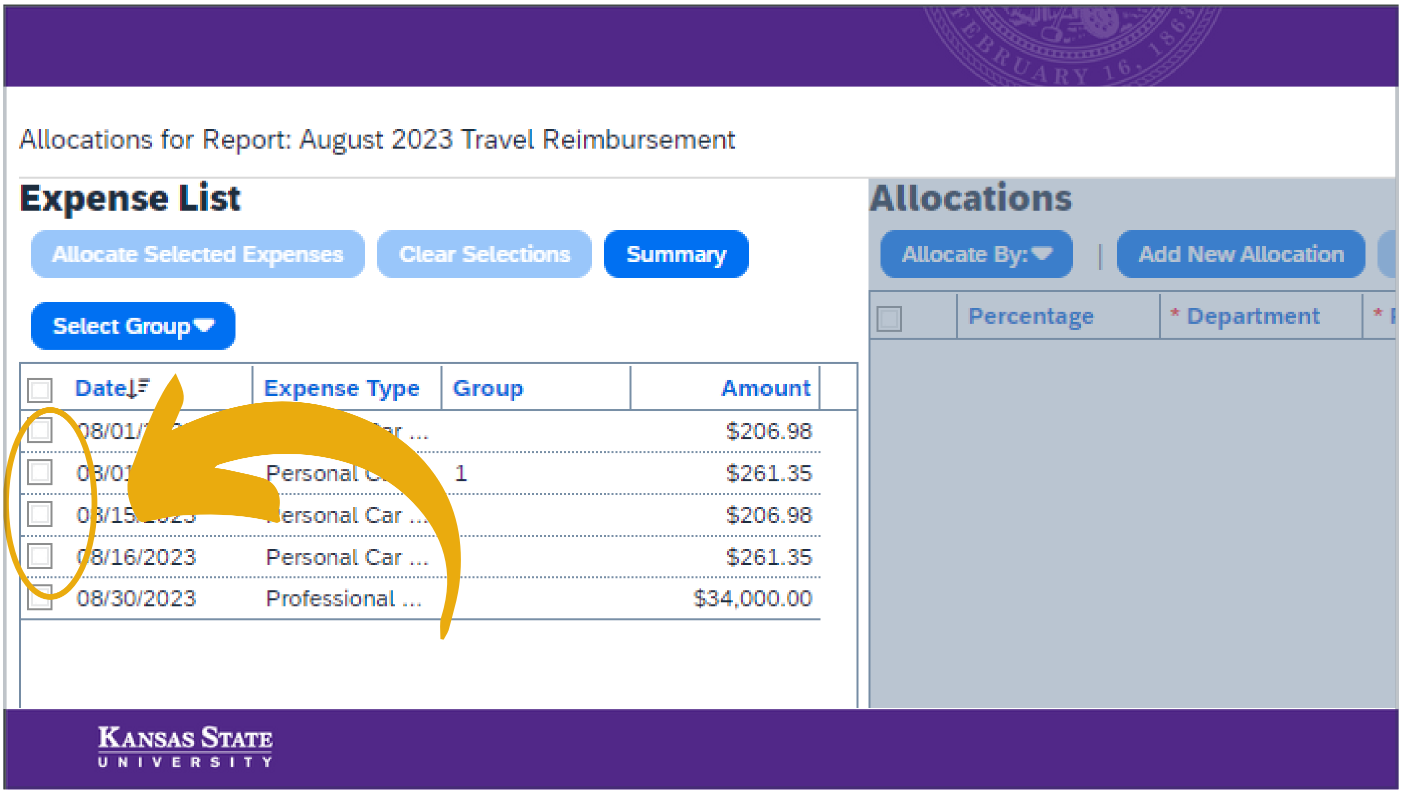
To view the allocations, click on the Details dropdown menu and select Allocations.



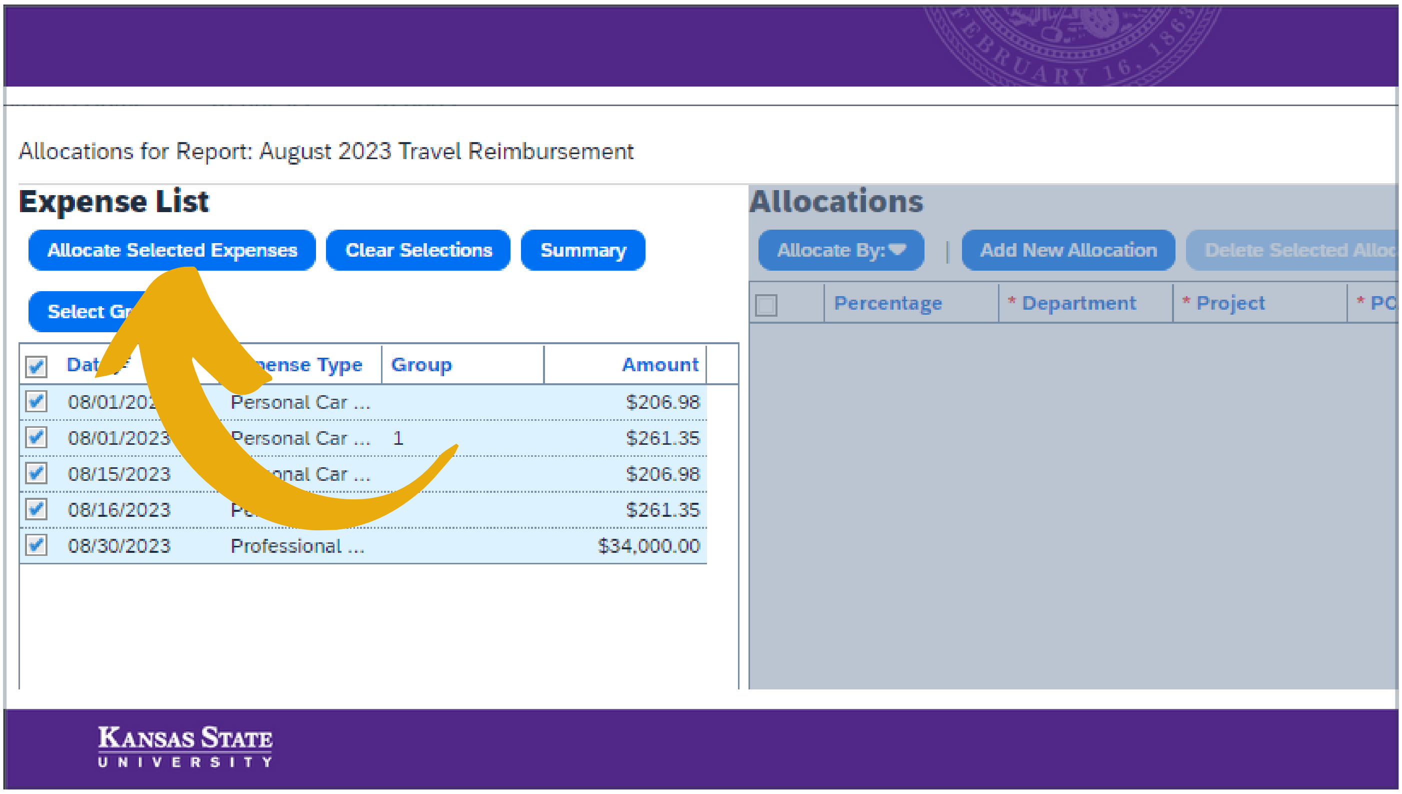
On the Allocations Expense List window that opens, click the Summary button.



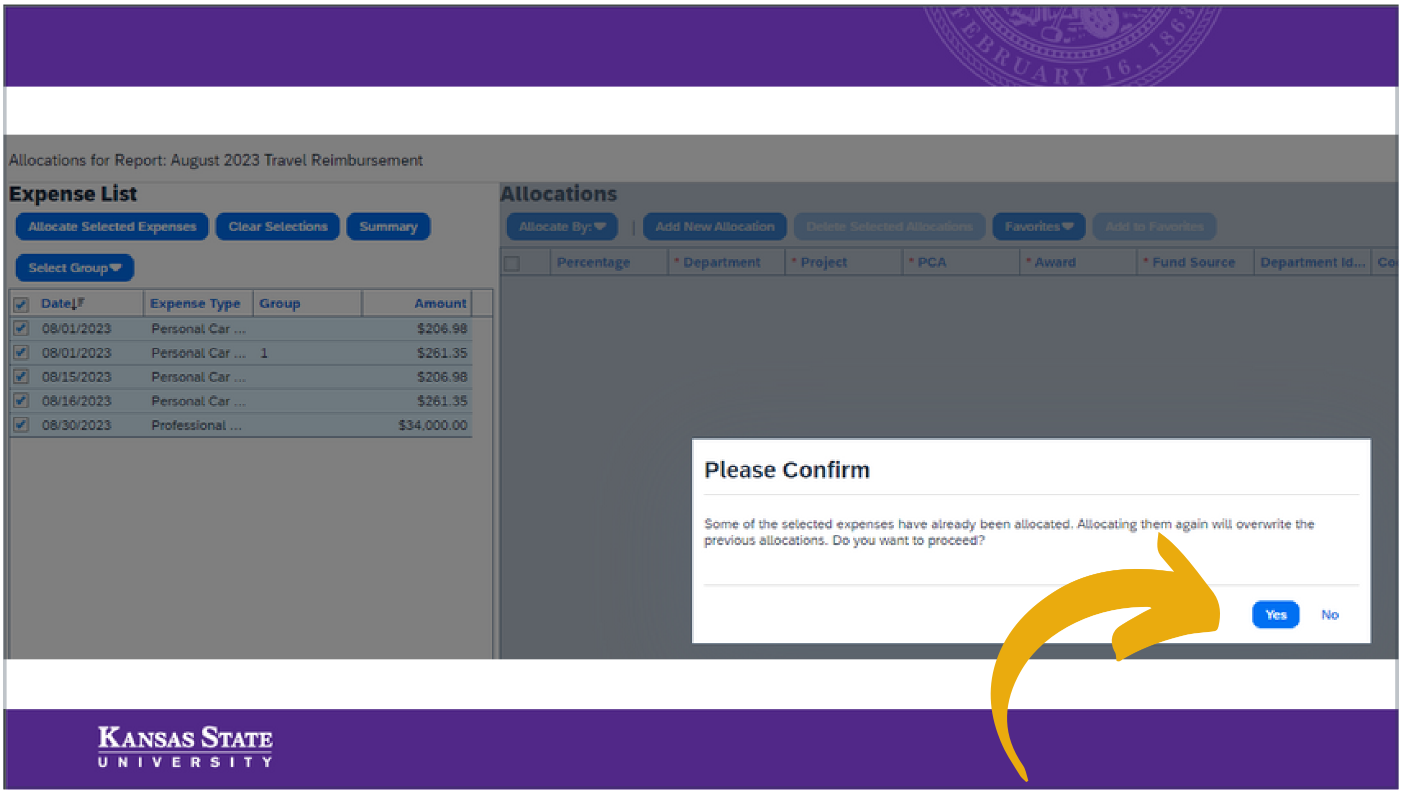
The Summary page will allow you to quickly view all allocations currently assigned to the report.



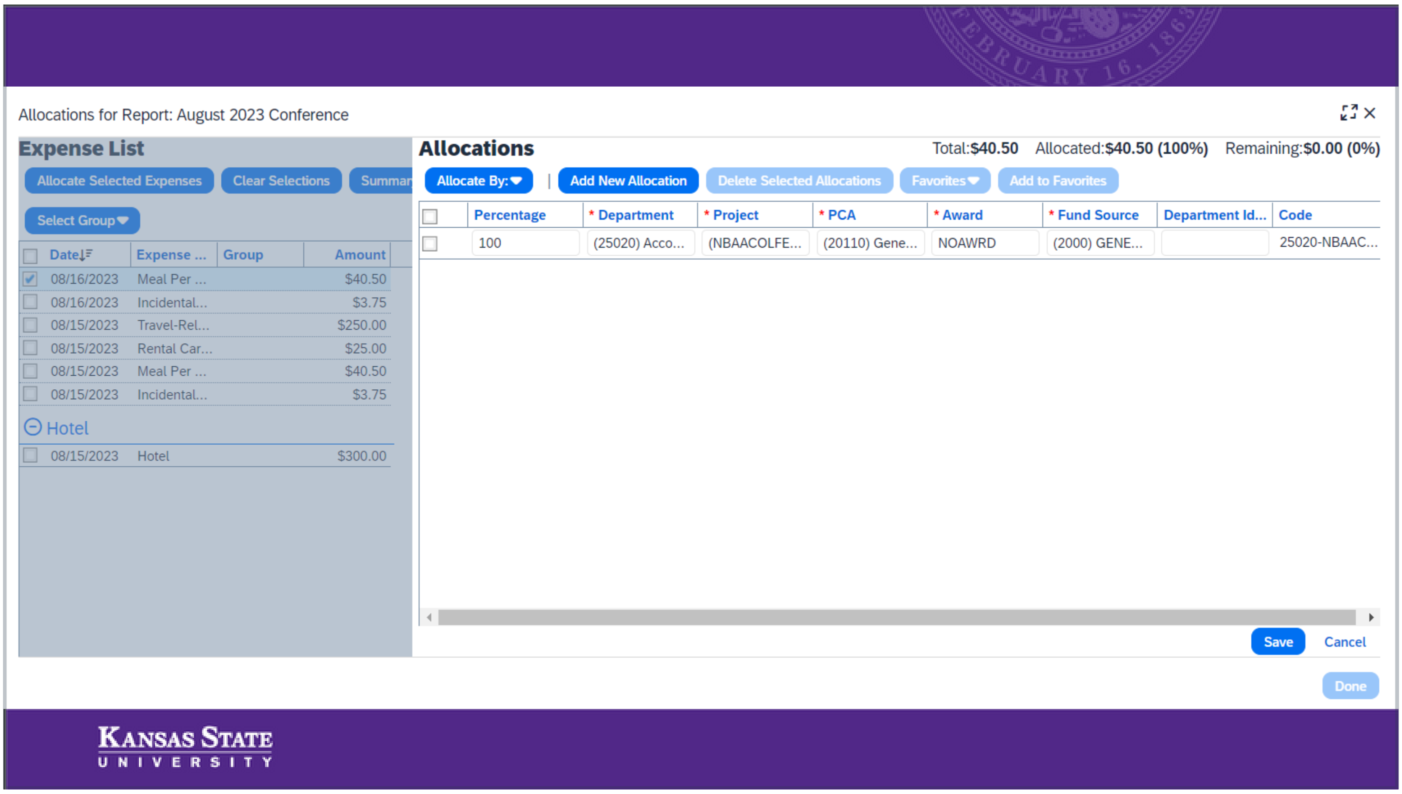
To change an allocation, on the Allocations Expense List screen, click on the expense or expenses you wish to allocate.



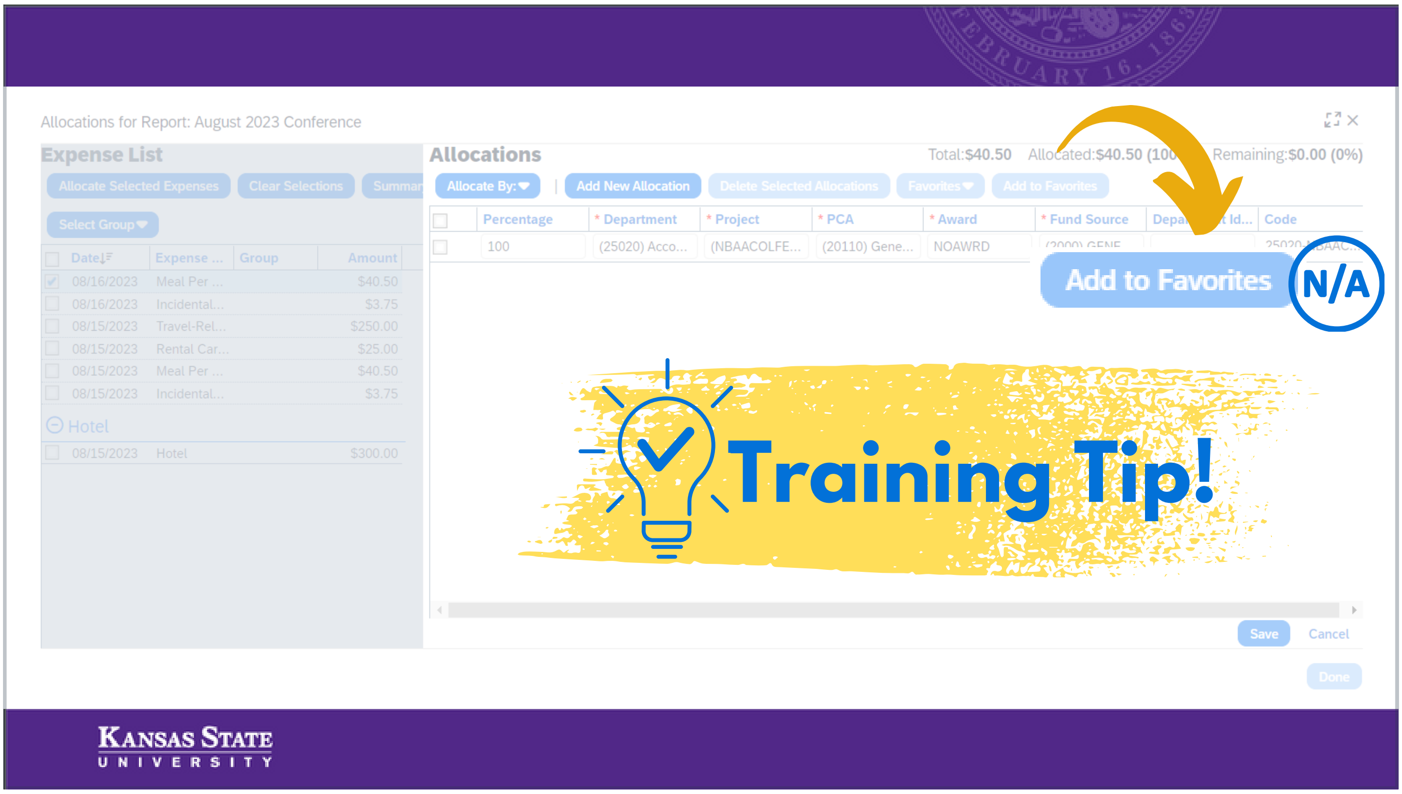
Then click on the Allocate Selected Expenses button near the top left of the screen.



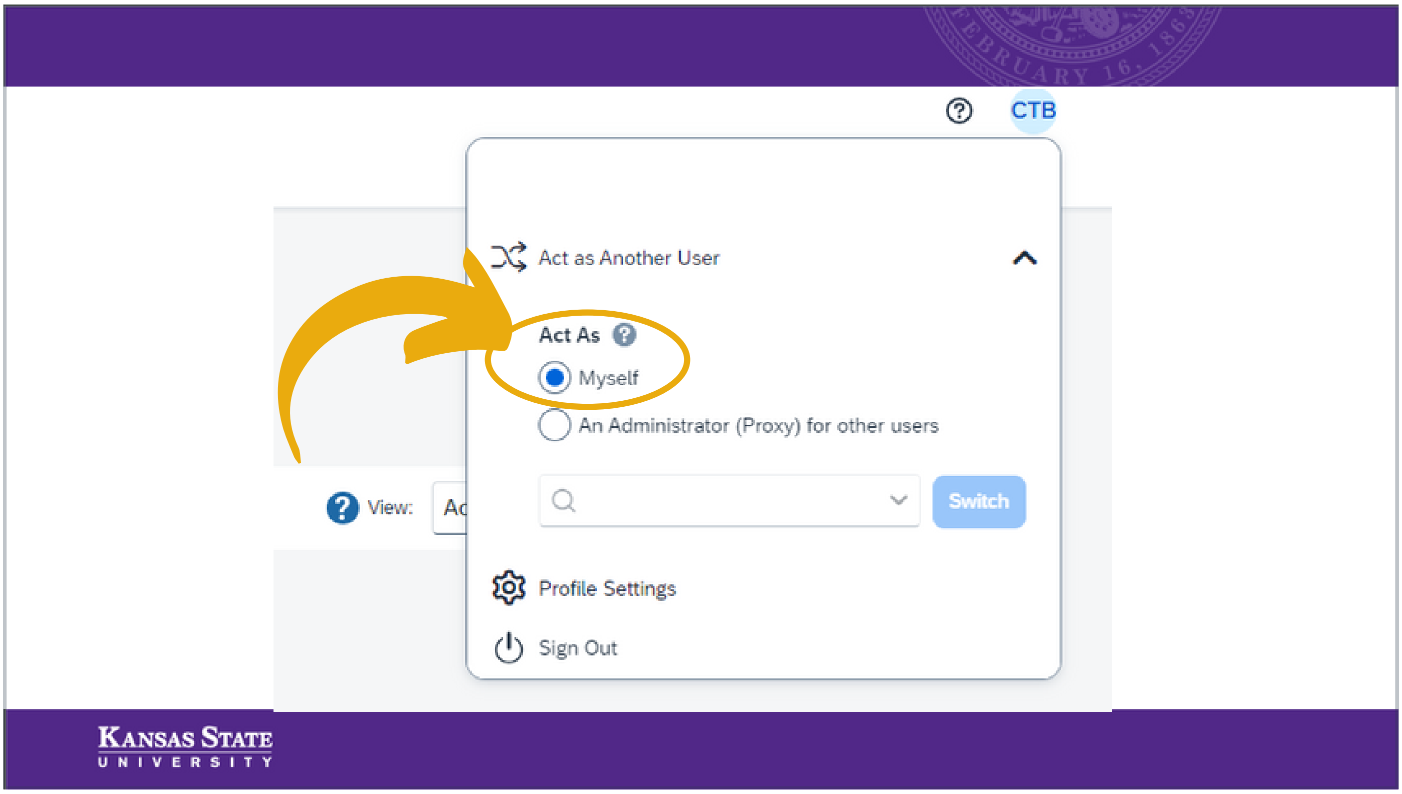
If you see a message informing you that allocating these expenses will overwrite existing allocations, make sure you have reviewed the allocations already assigned. To proceed, click Yes.



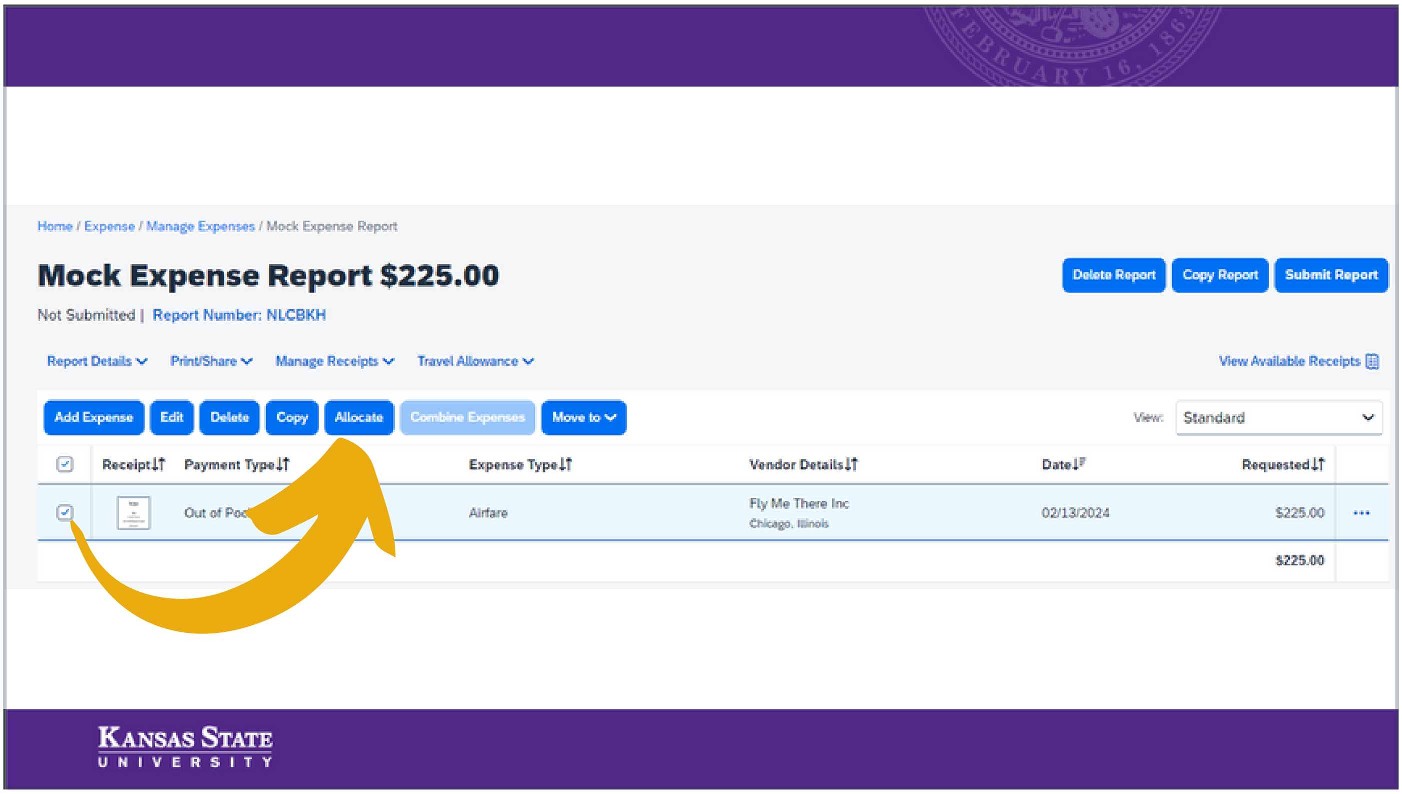
The Allocations window will populate.



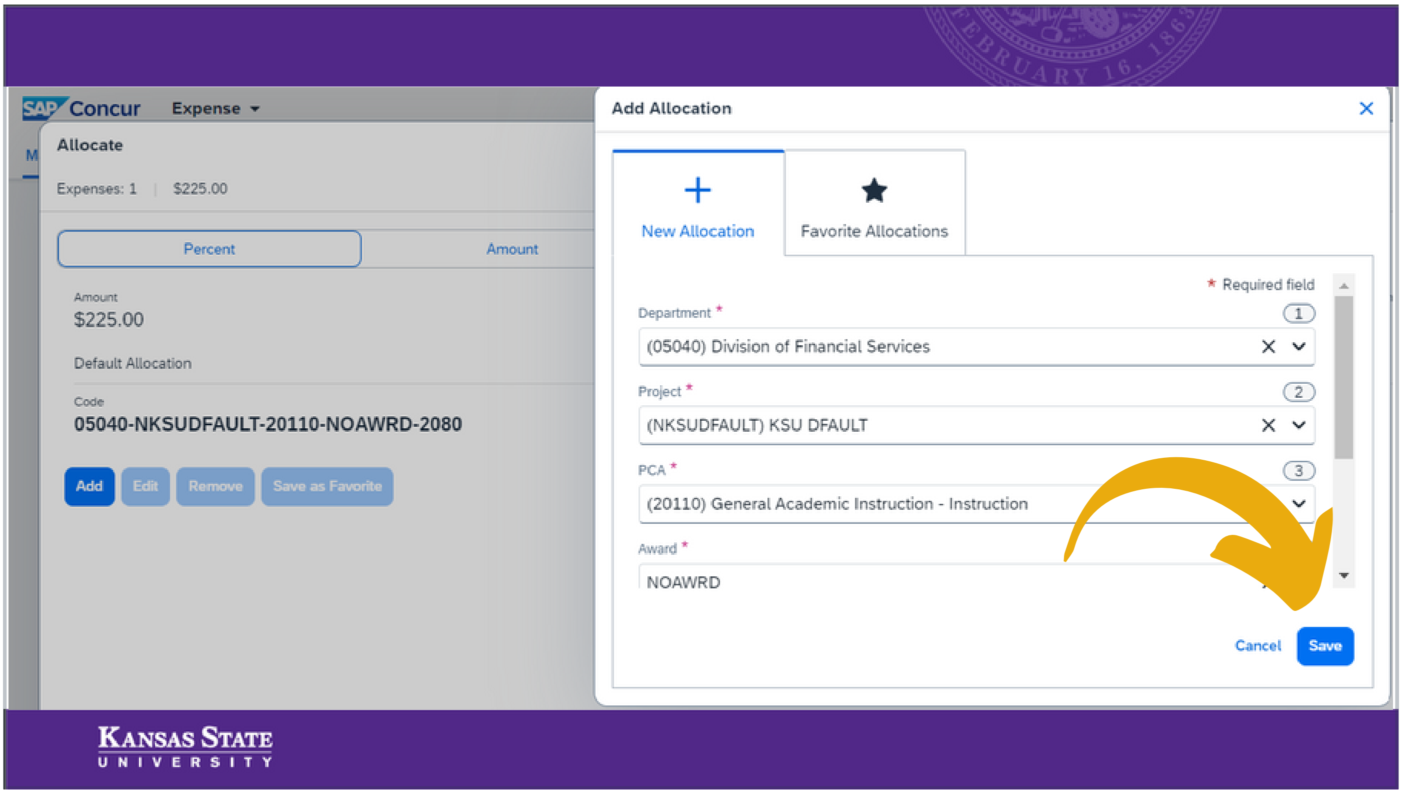
Here's an important tip that will help you with this process. Once a request or report is in the approval workflow, you do not have the ability to set favorite allocations from there—but you can access pre-existing favorites you have already established in your own profile.



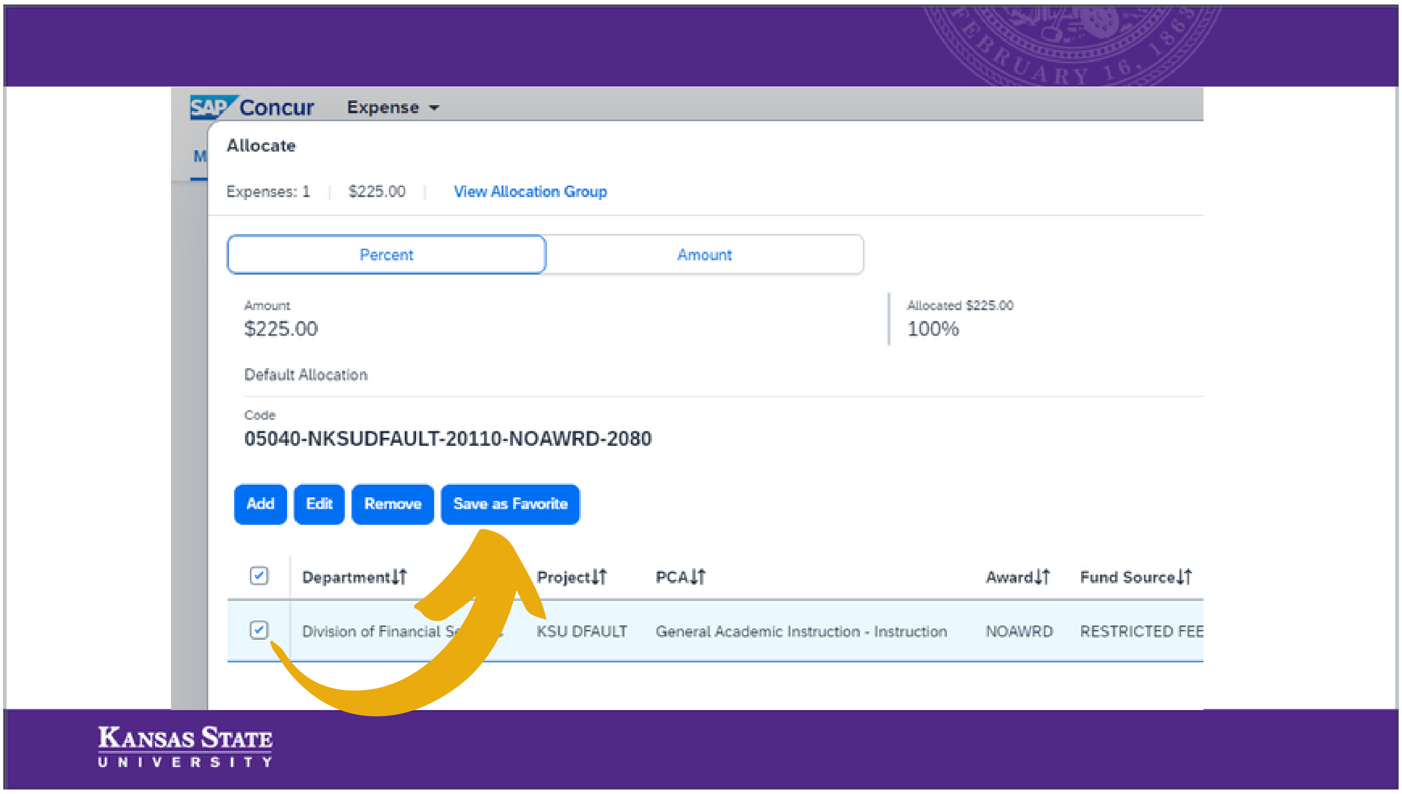
To set these up, make sure you are under your profile—acting as yourself—and create a mock expense report.



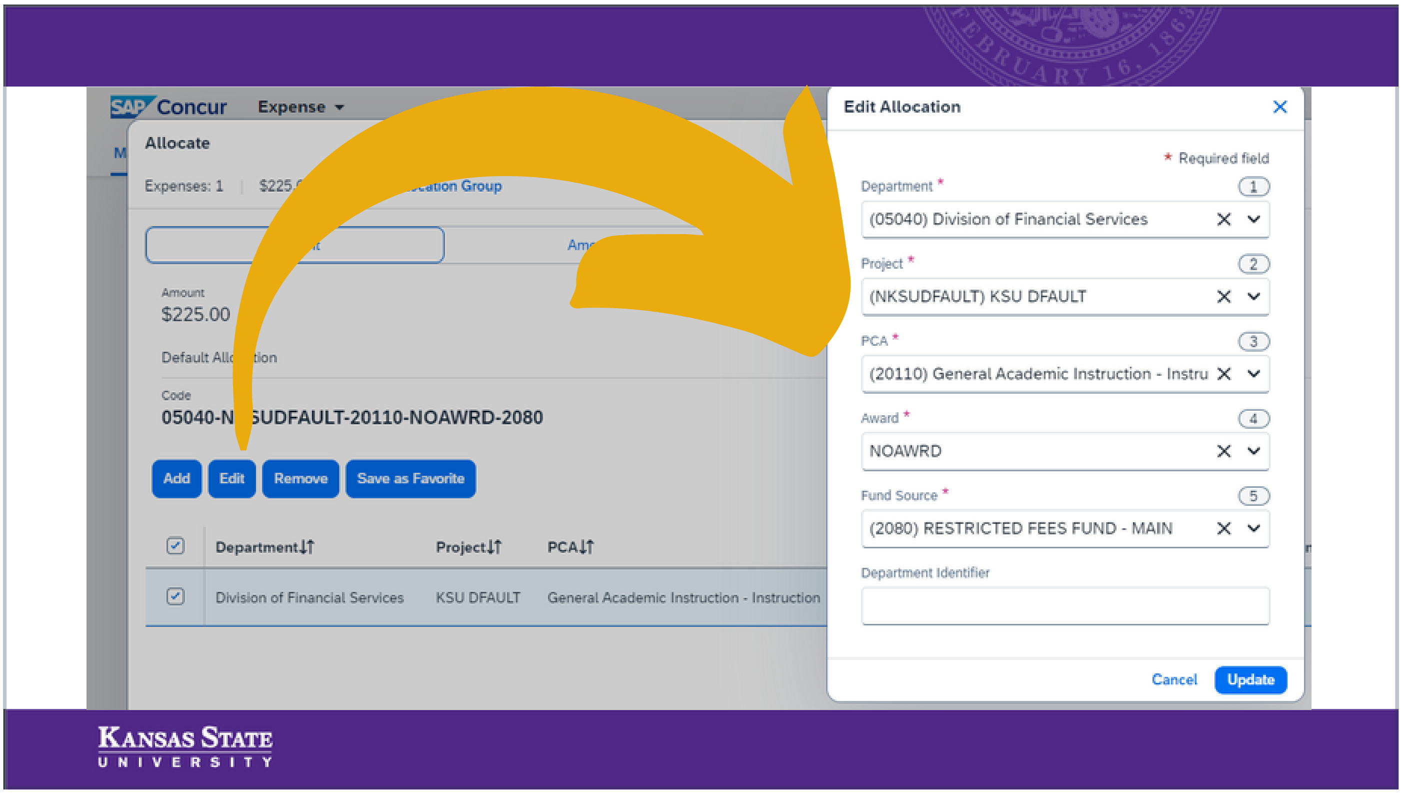
Add an expense to this report, and click to allocate it.



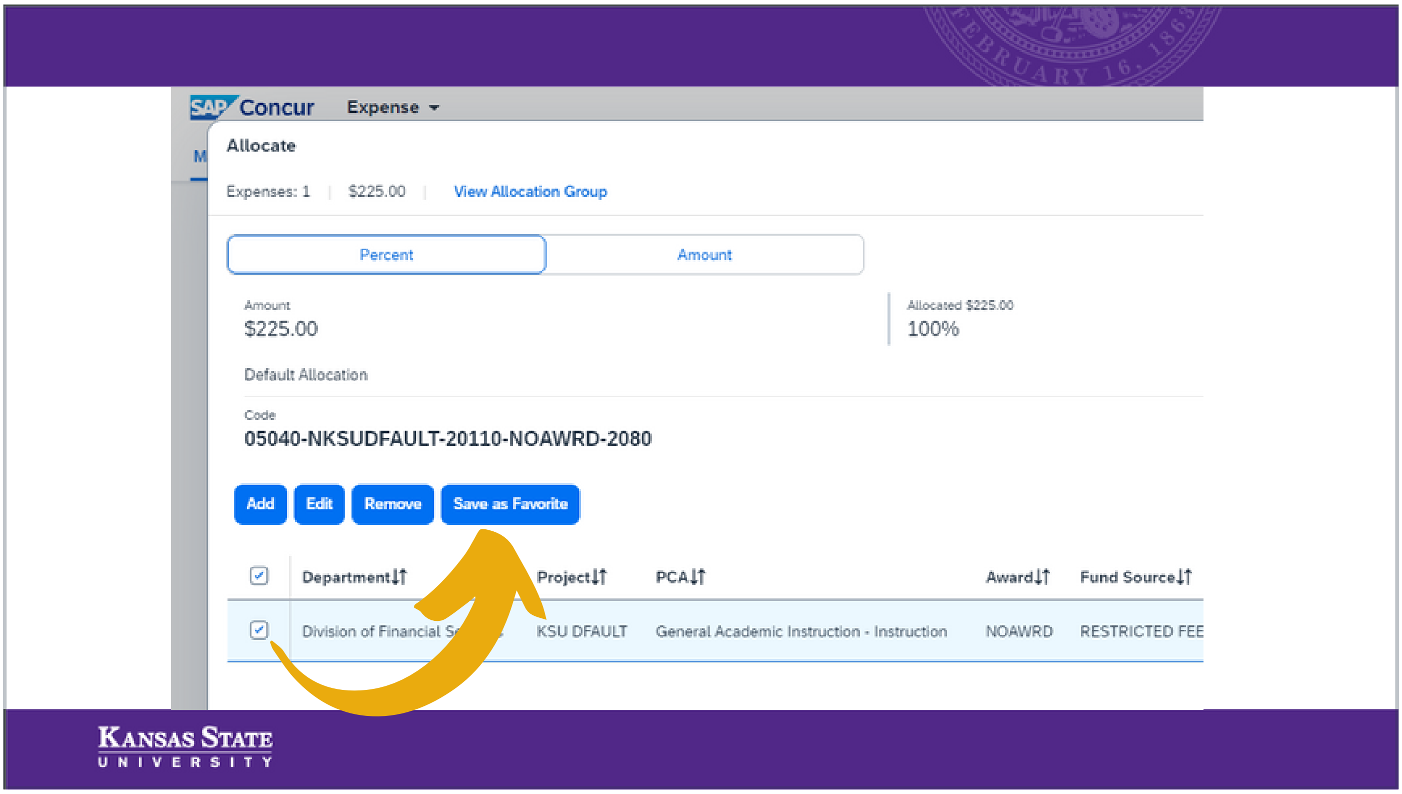
Set the allocation and save it to the expense;



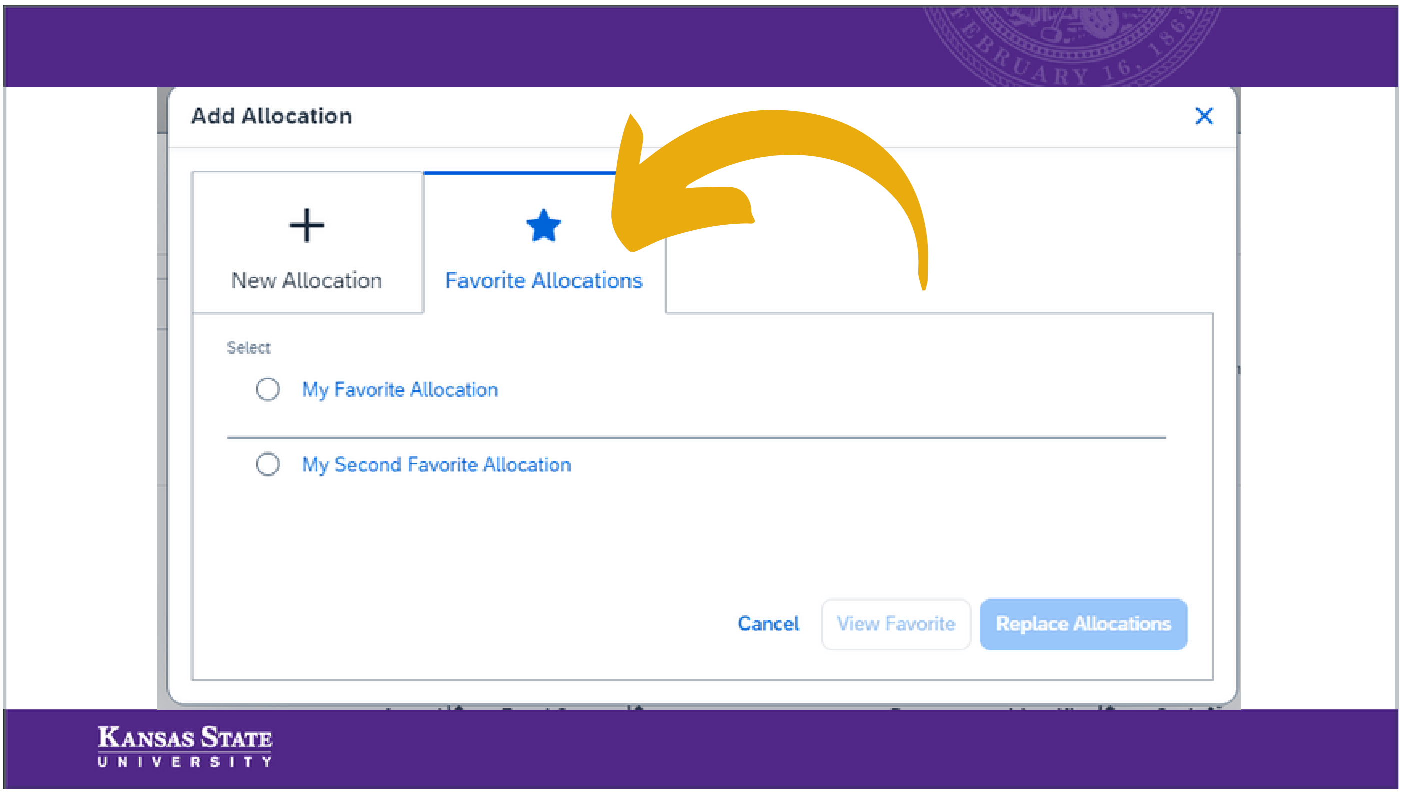
Then save it as a favorite.



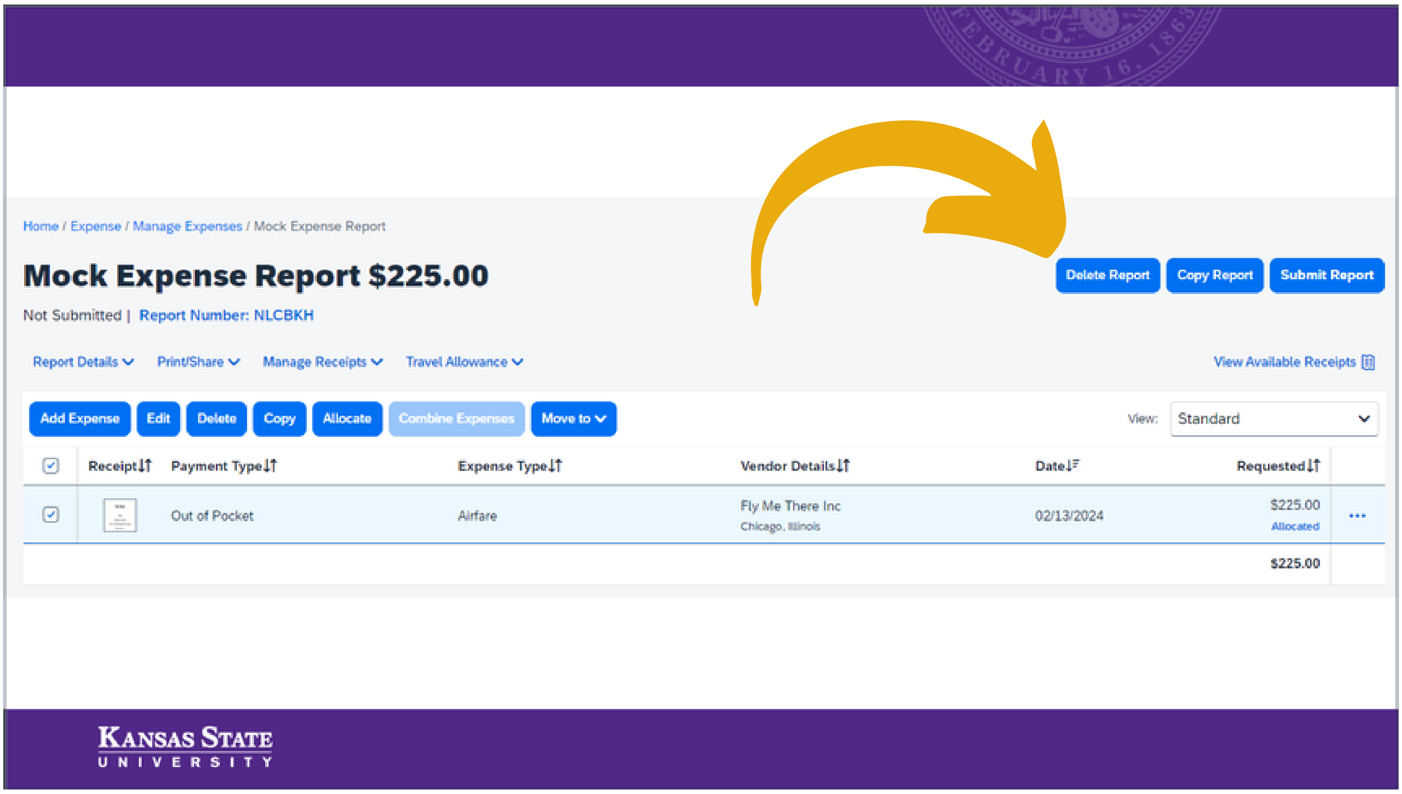
To add another, click Edit and edit that expense allocation



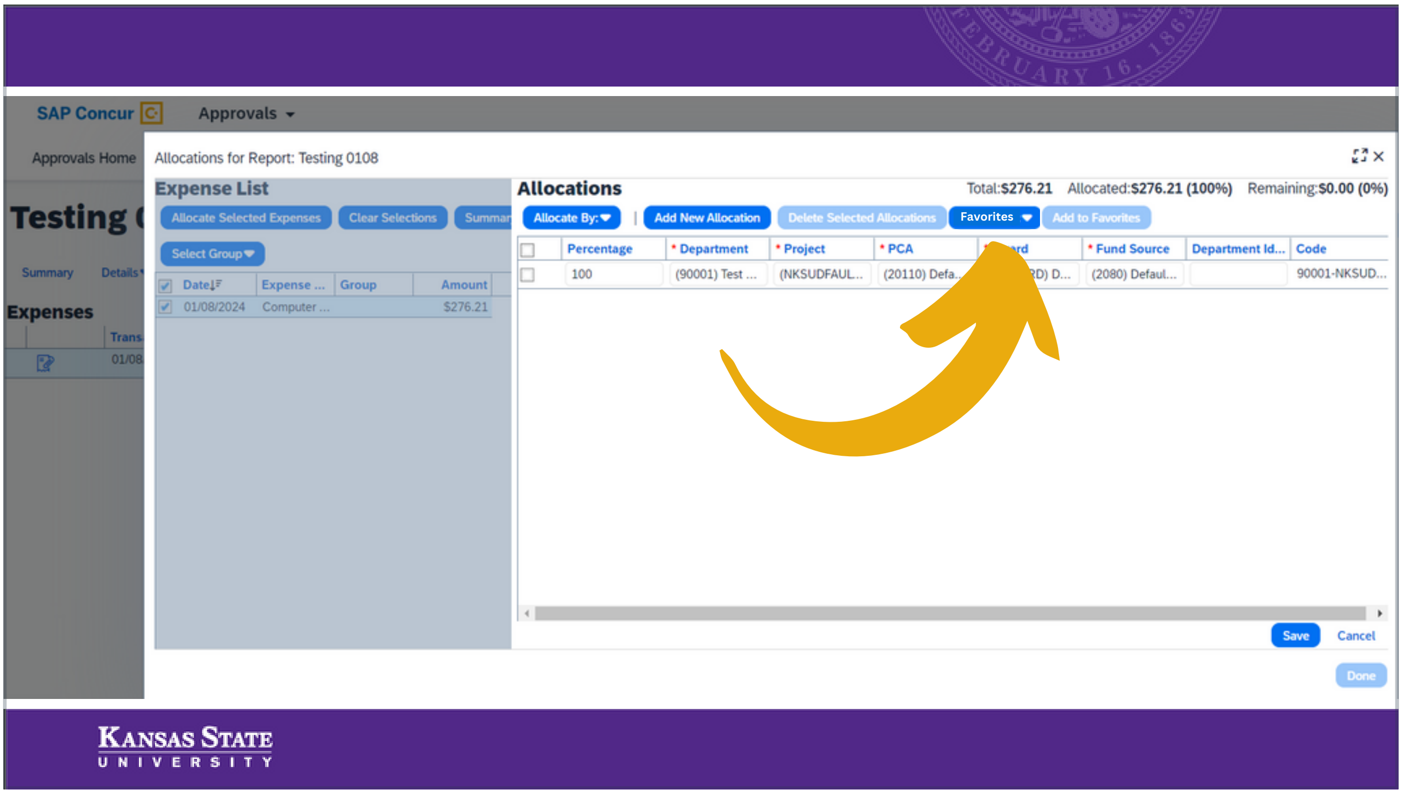
and save it as a favorite.



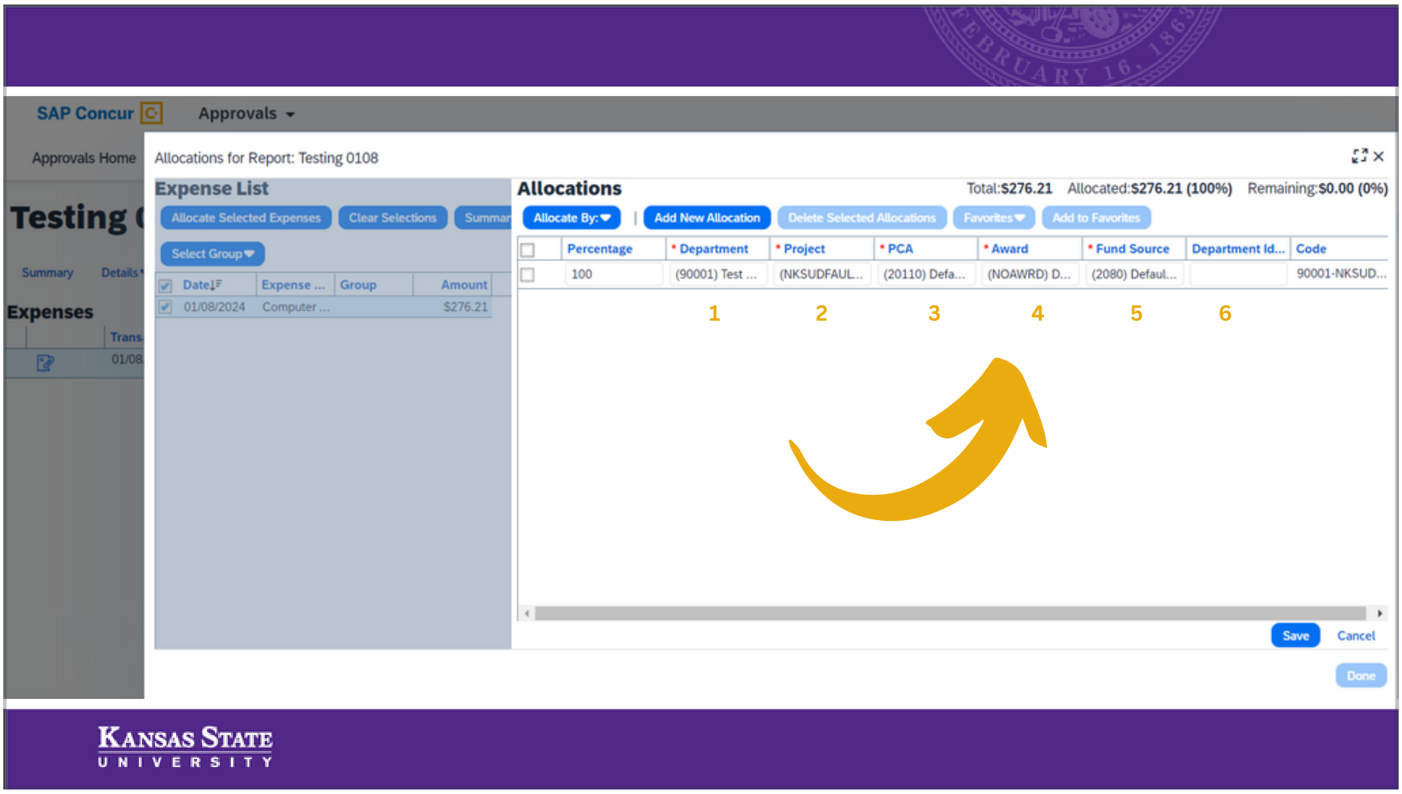
Continue this process until you have added all your common allocations to the Favorite Allocations cache.



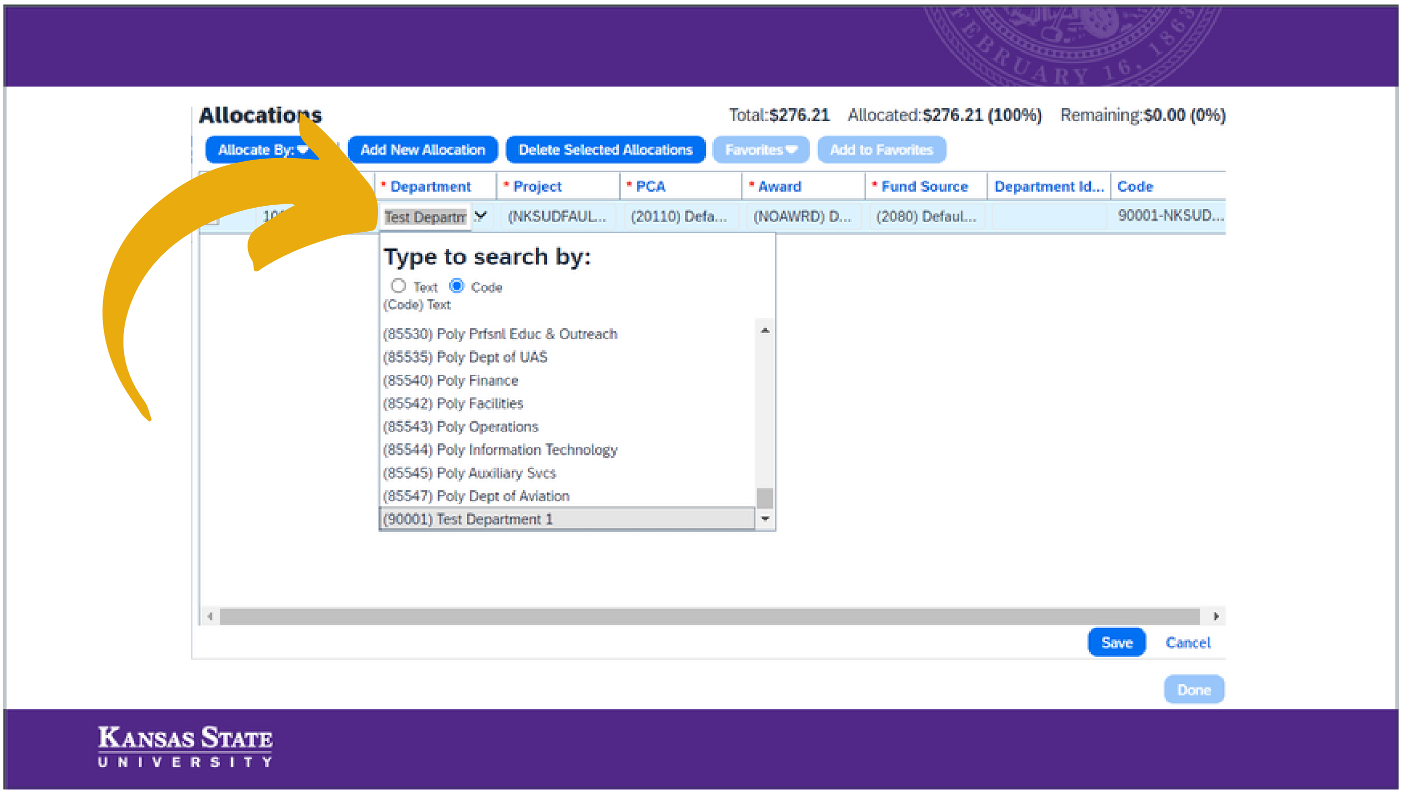
Then delete this mock report.



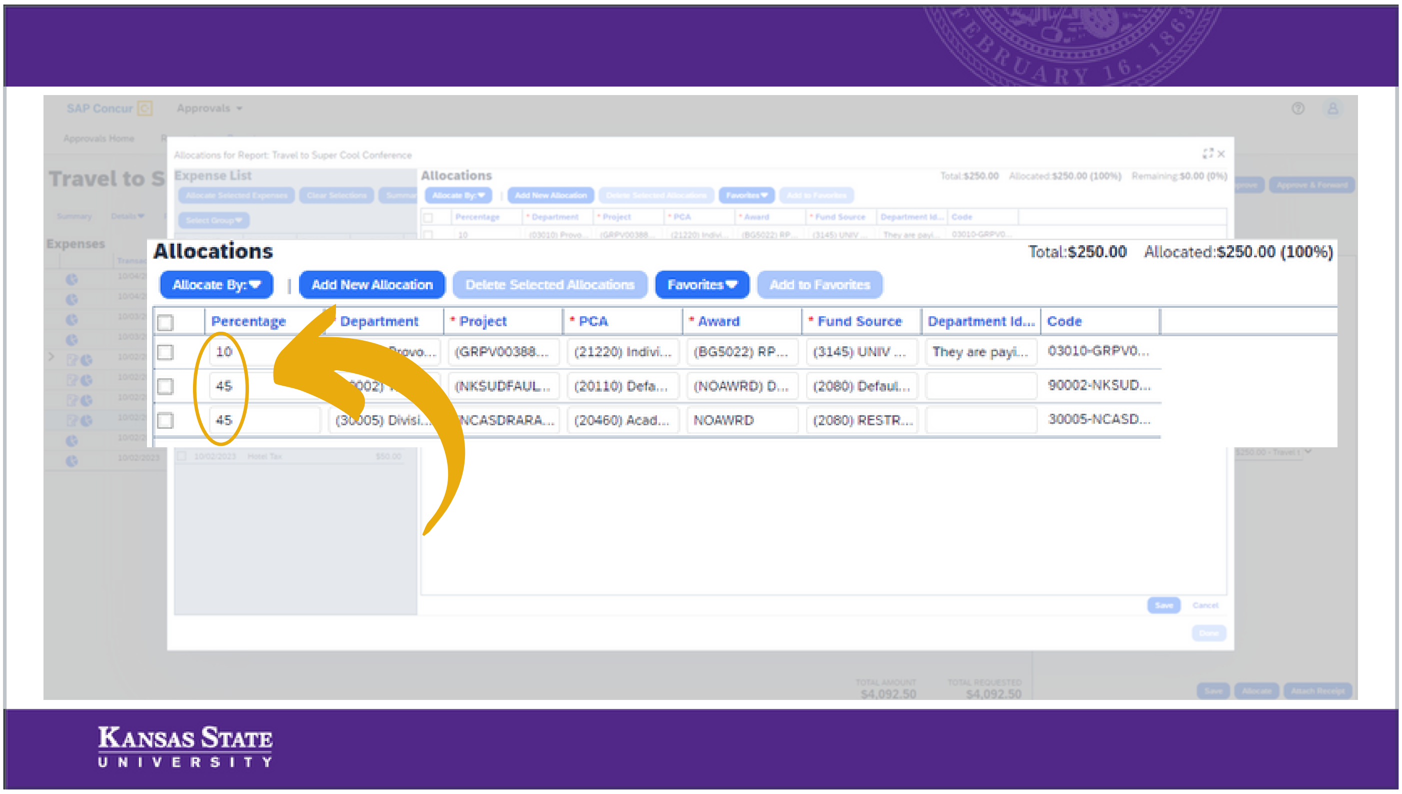
Your favorite allocations will now be available for you to work with in your review process.



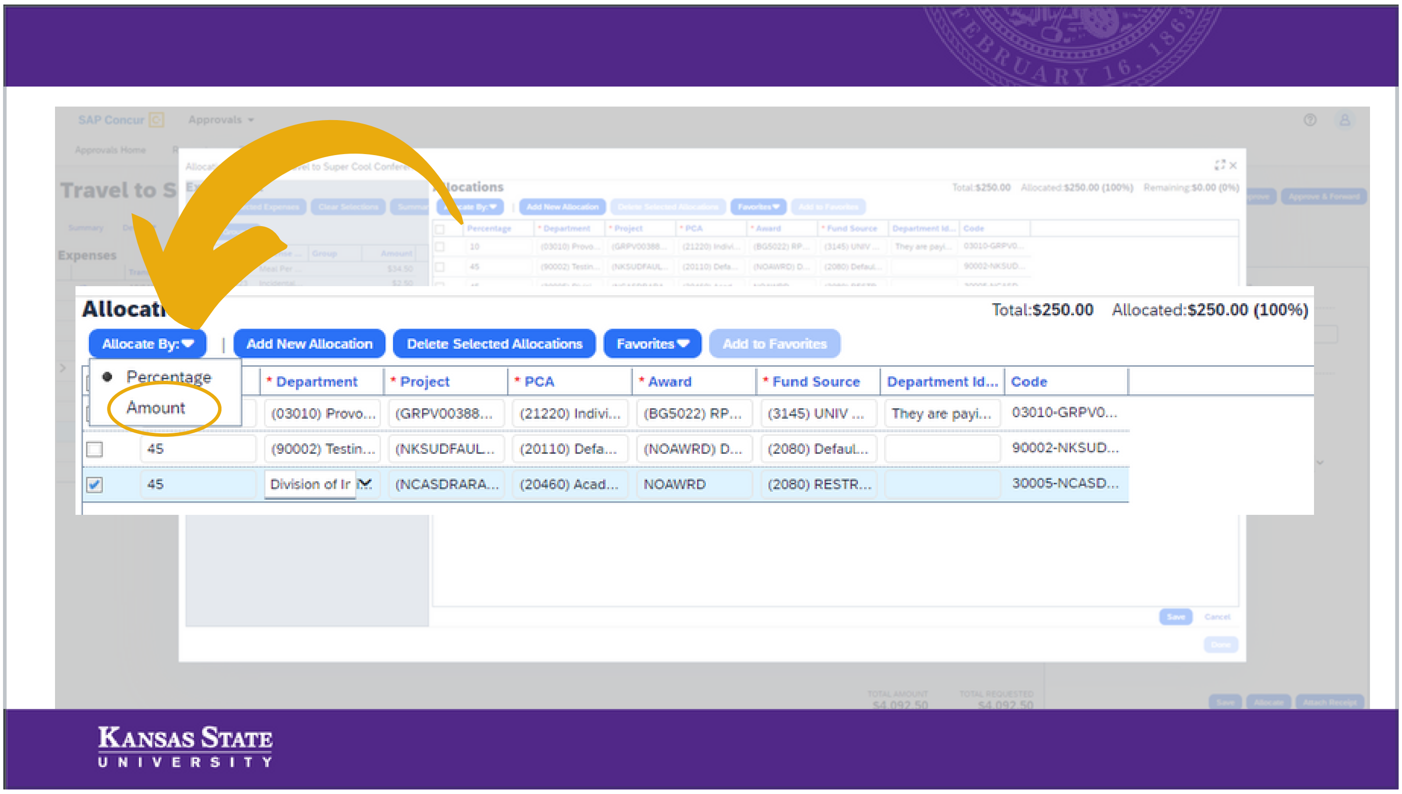
If you need to add a new allocation, fill in each of the 6 funding string fields with the applicable funding information



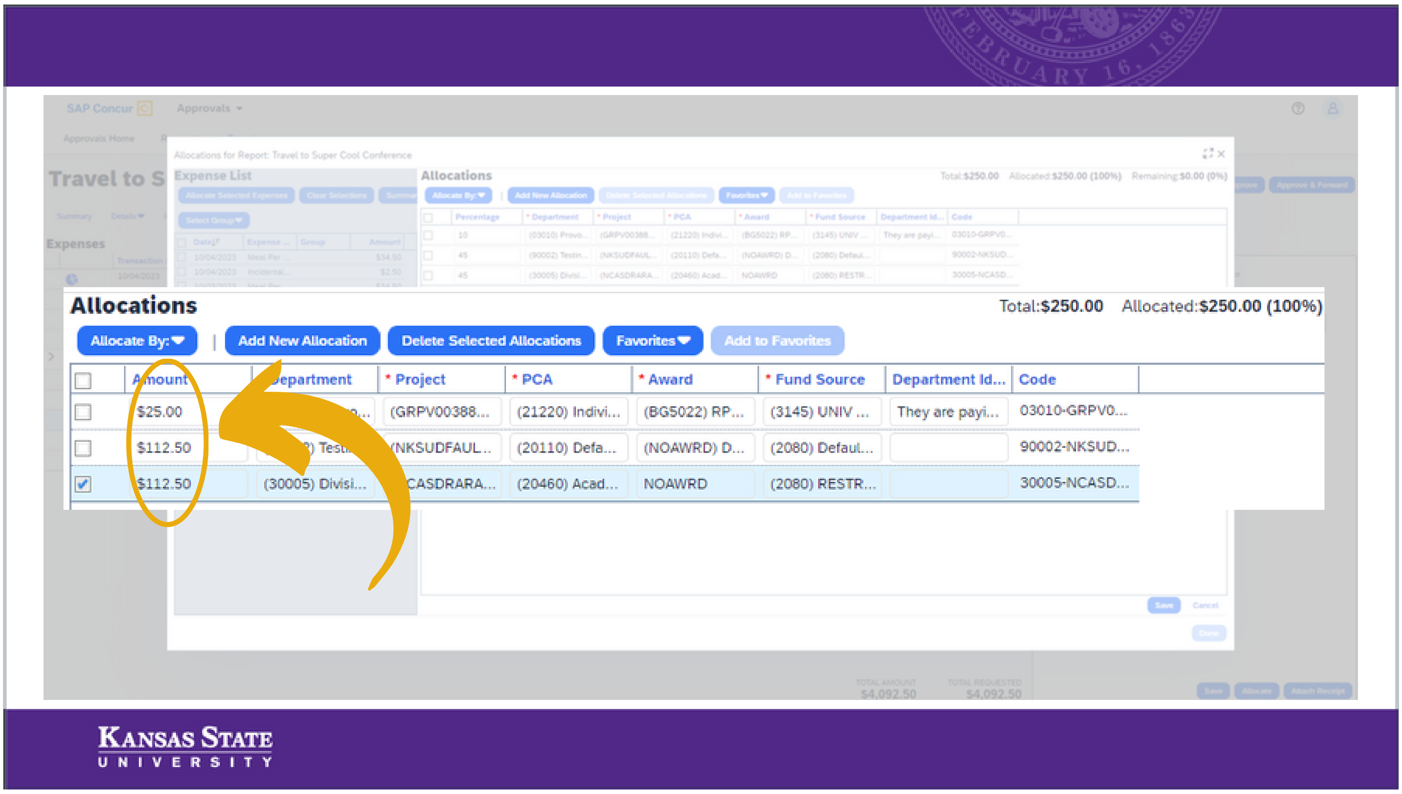
by clicking on the name of the funding string field and then searching for and selecting the appropriate option. Again, the default search setting is by code, but you can change this to text.



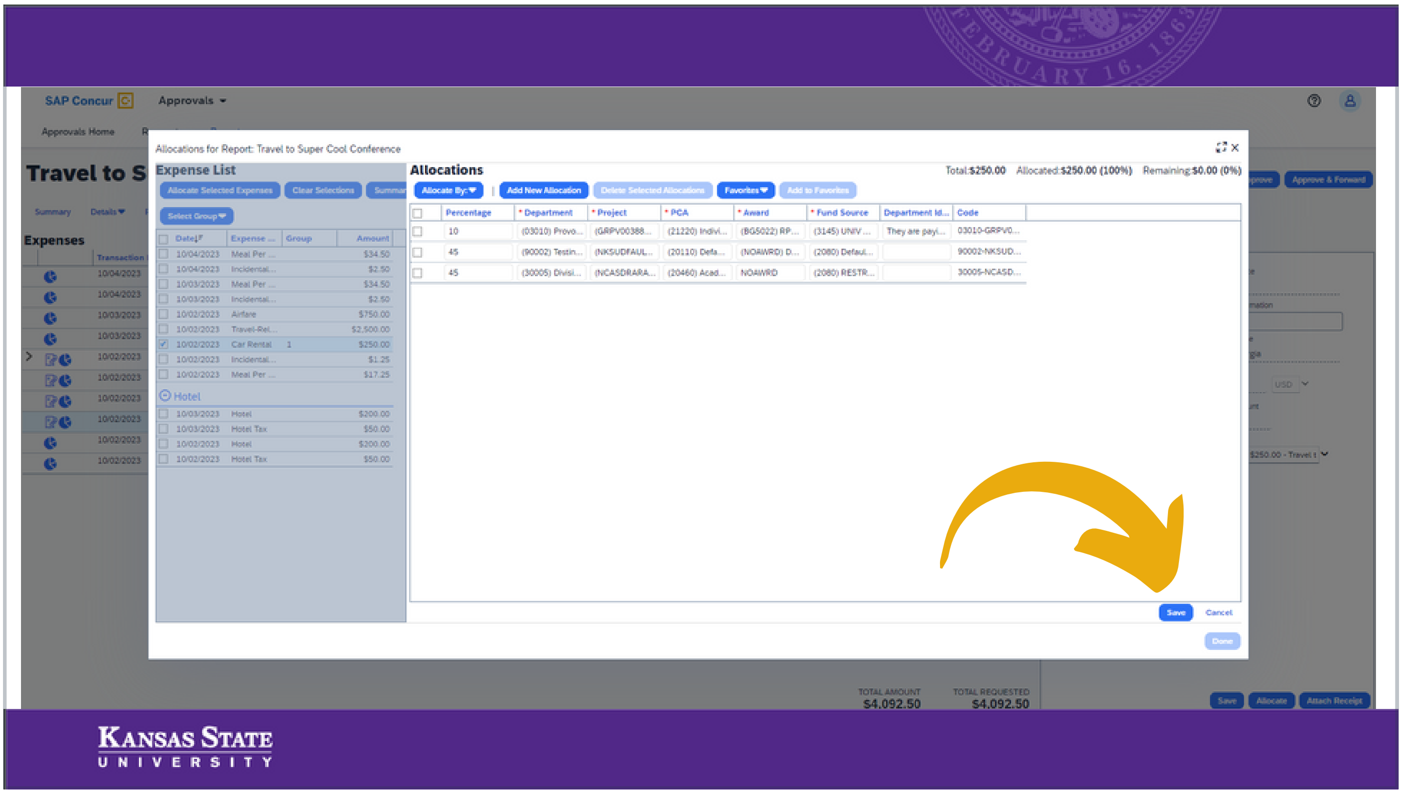
If there are multiple allocations and you need to change the percentage of funds divided between or among them, you can adjust the percentage



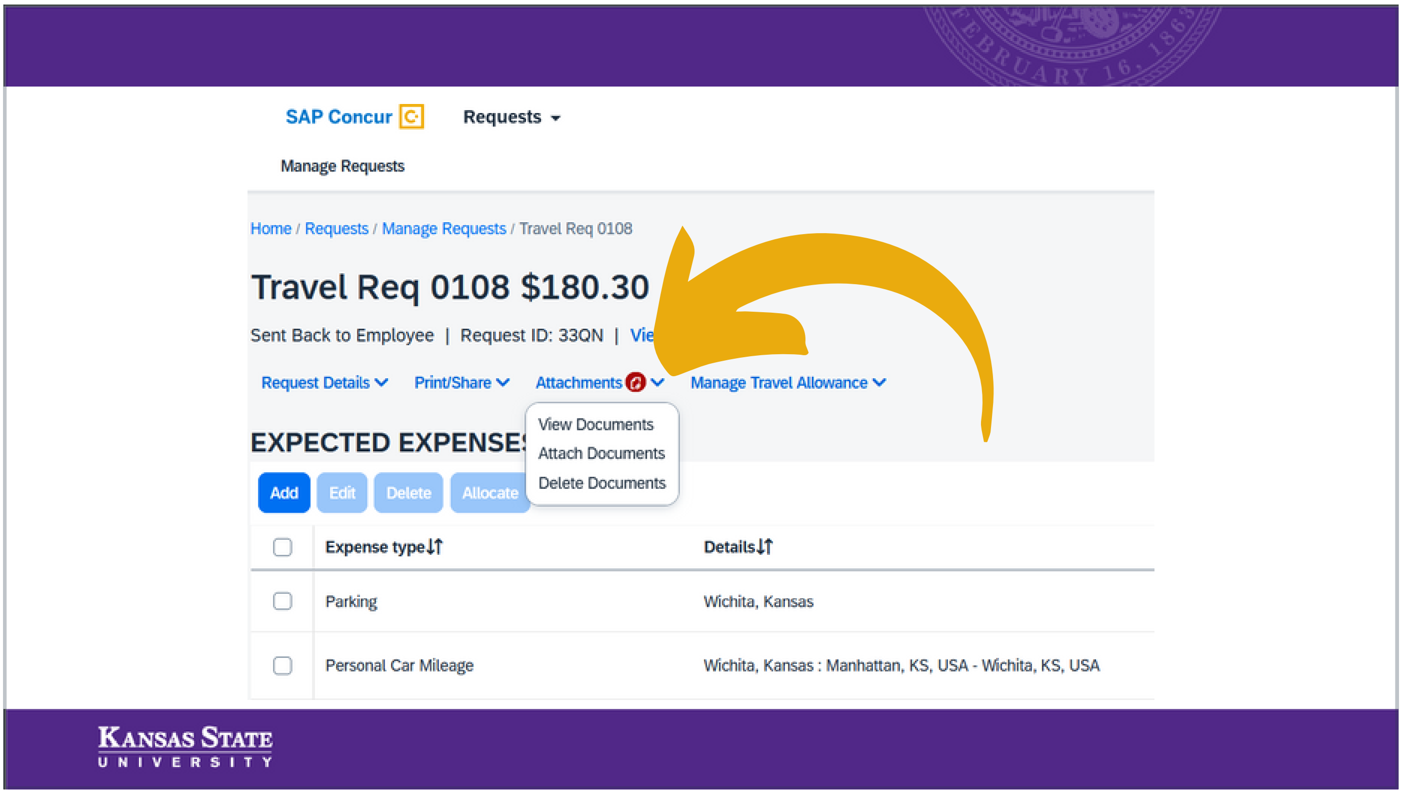
Or—to allocate by amount, click the Allocate By button and select amount.



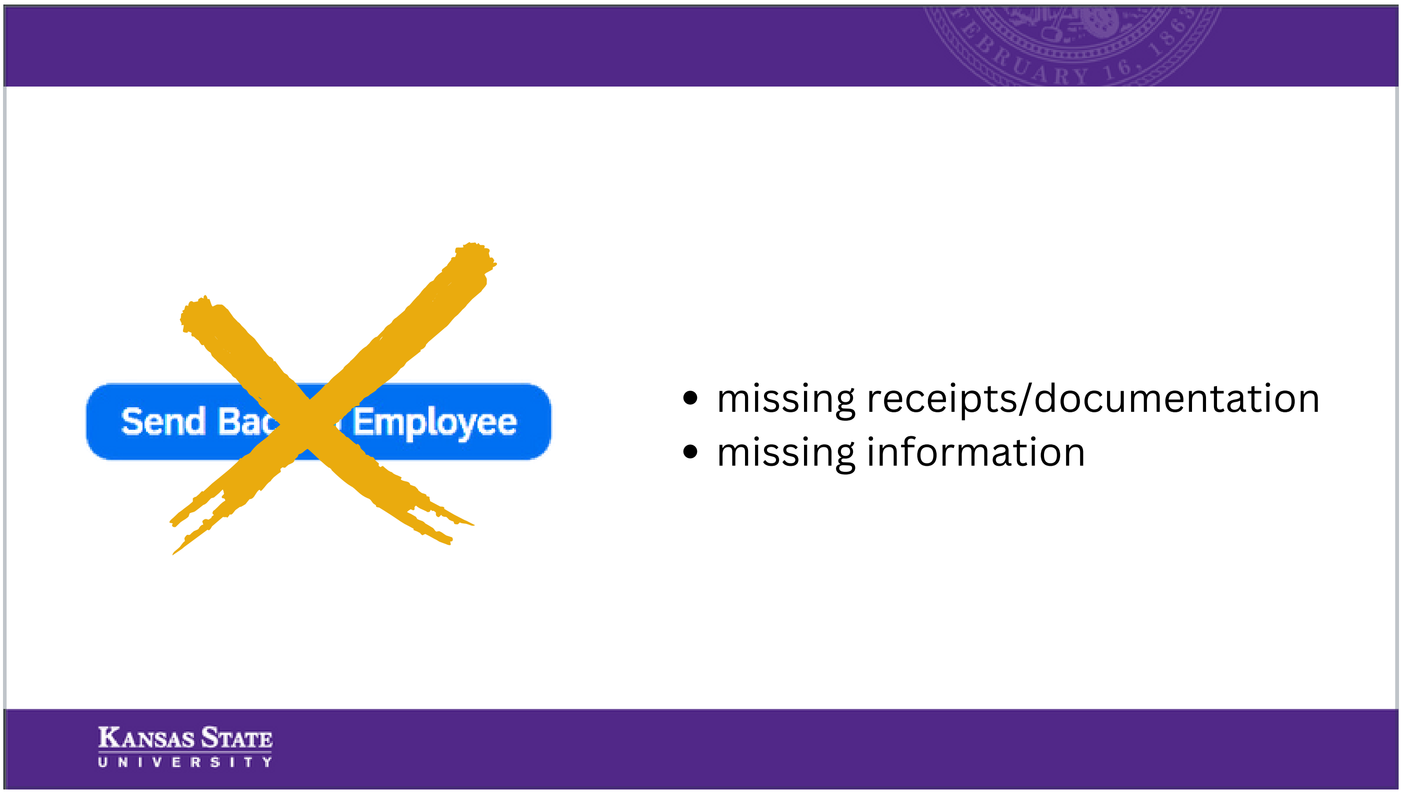
Then adjust the amount values as needed.



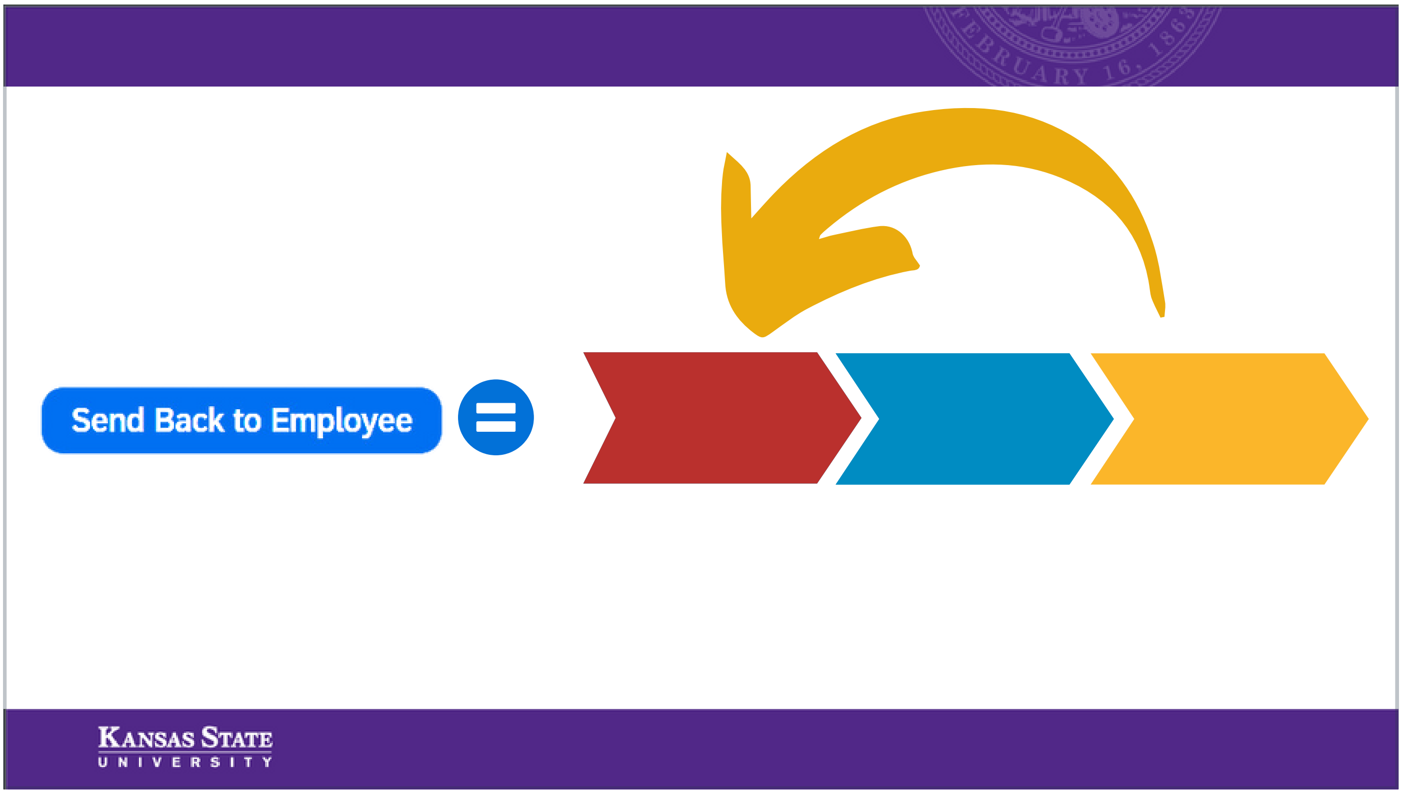
When finished, click save.



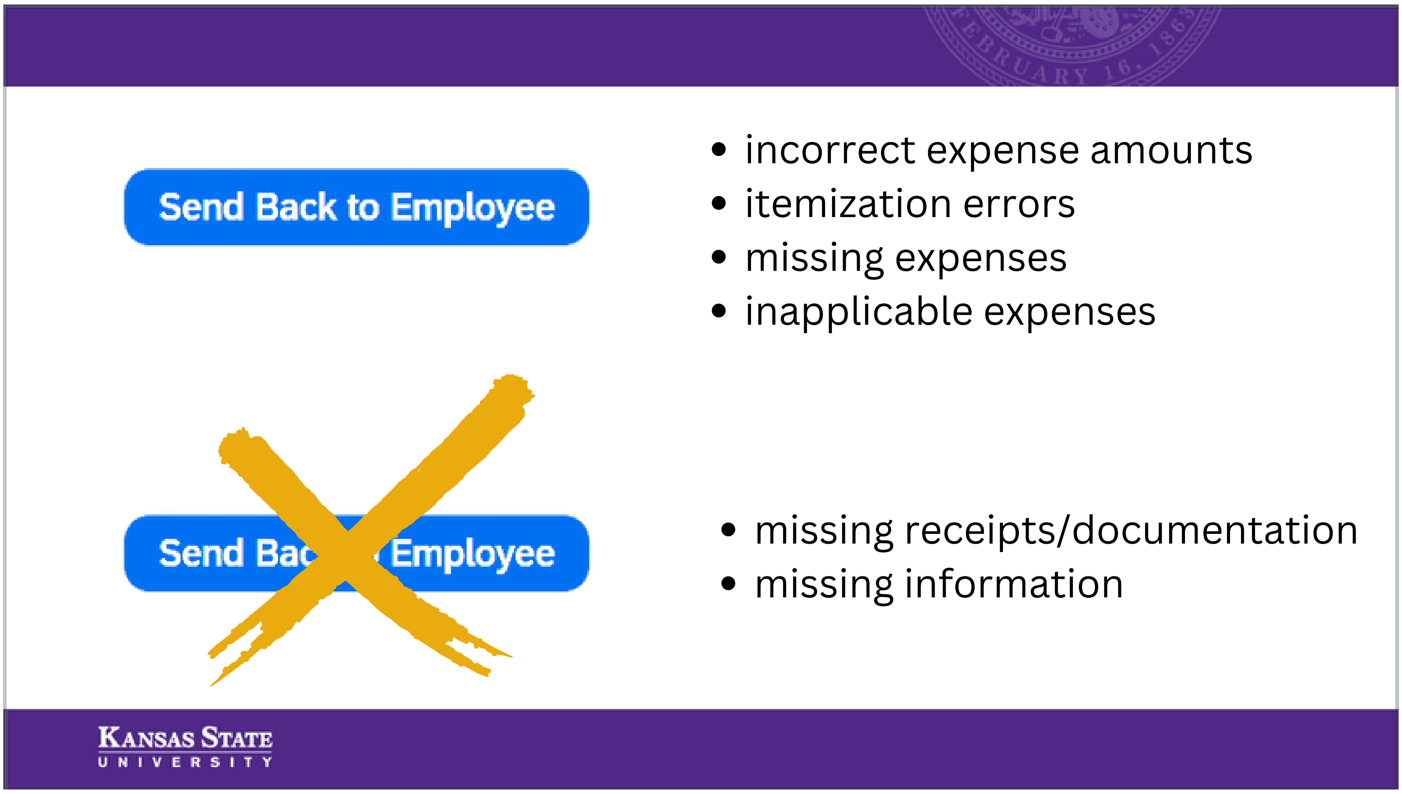
Another part of your business liaison review is to ensure that any documentation associated with the report/expenses is attached. This includes receipts and such documents as the International Travel Registration, conference agendas or itineraries, the cost comparison spreadsheet, or any other documents the department may find helpful in showing the business purpose of the travel or expense. If documentation is missing,



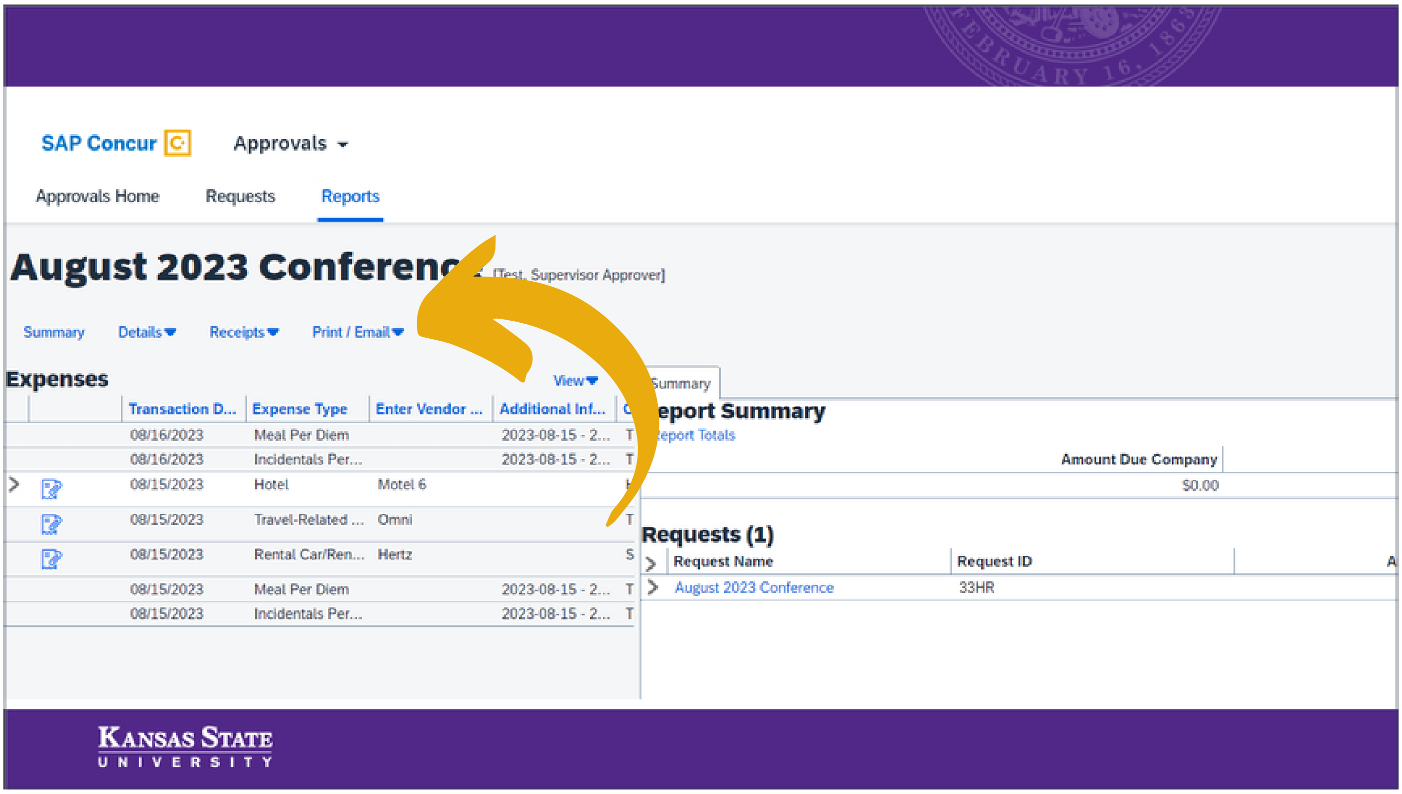
remember it is not necessary to send back the expense report to the employee for the attachment to be added. Documentation can be attached to a report at any time.



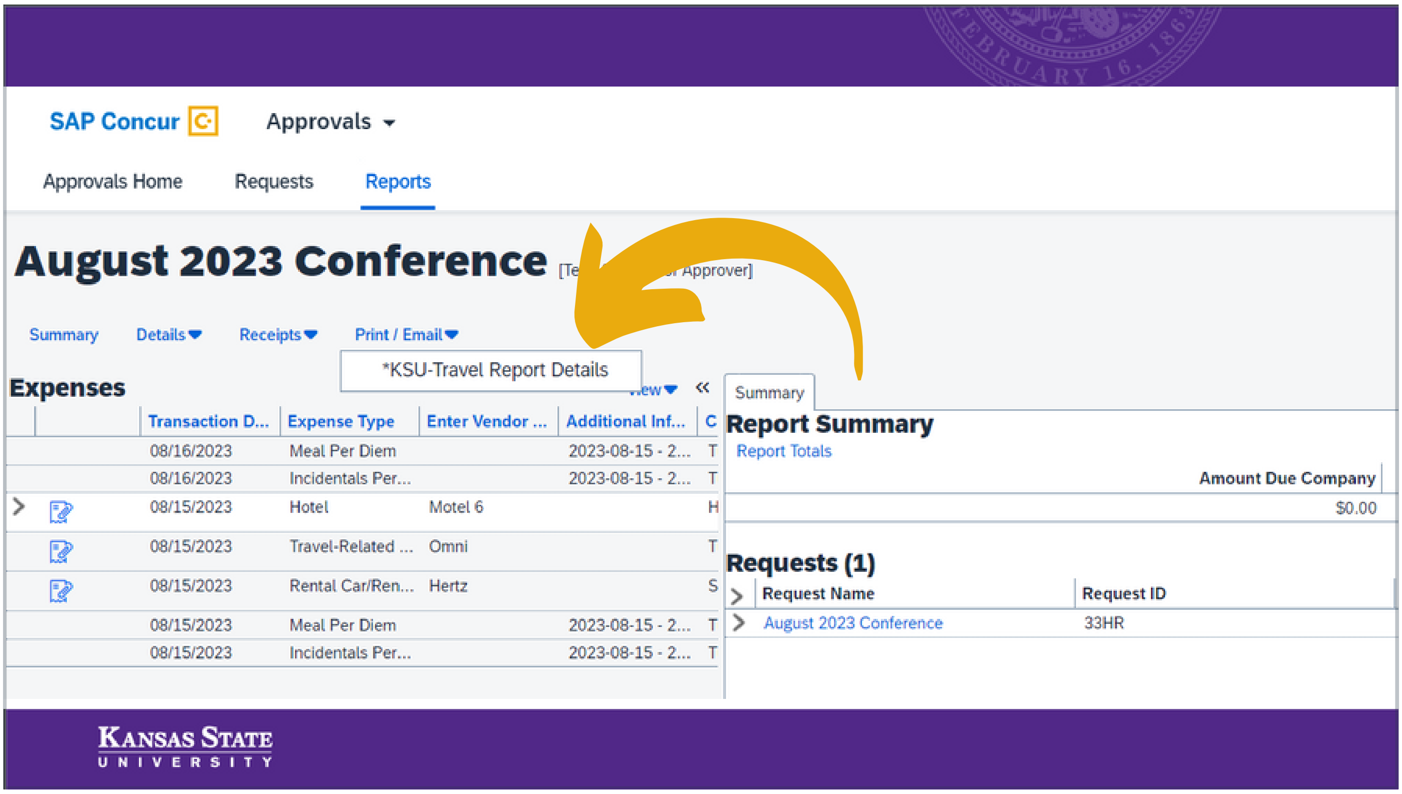
Sending the report back causes the causes the entire workflow to start over.



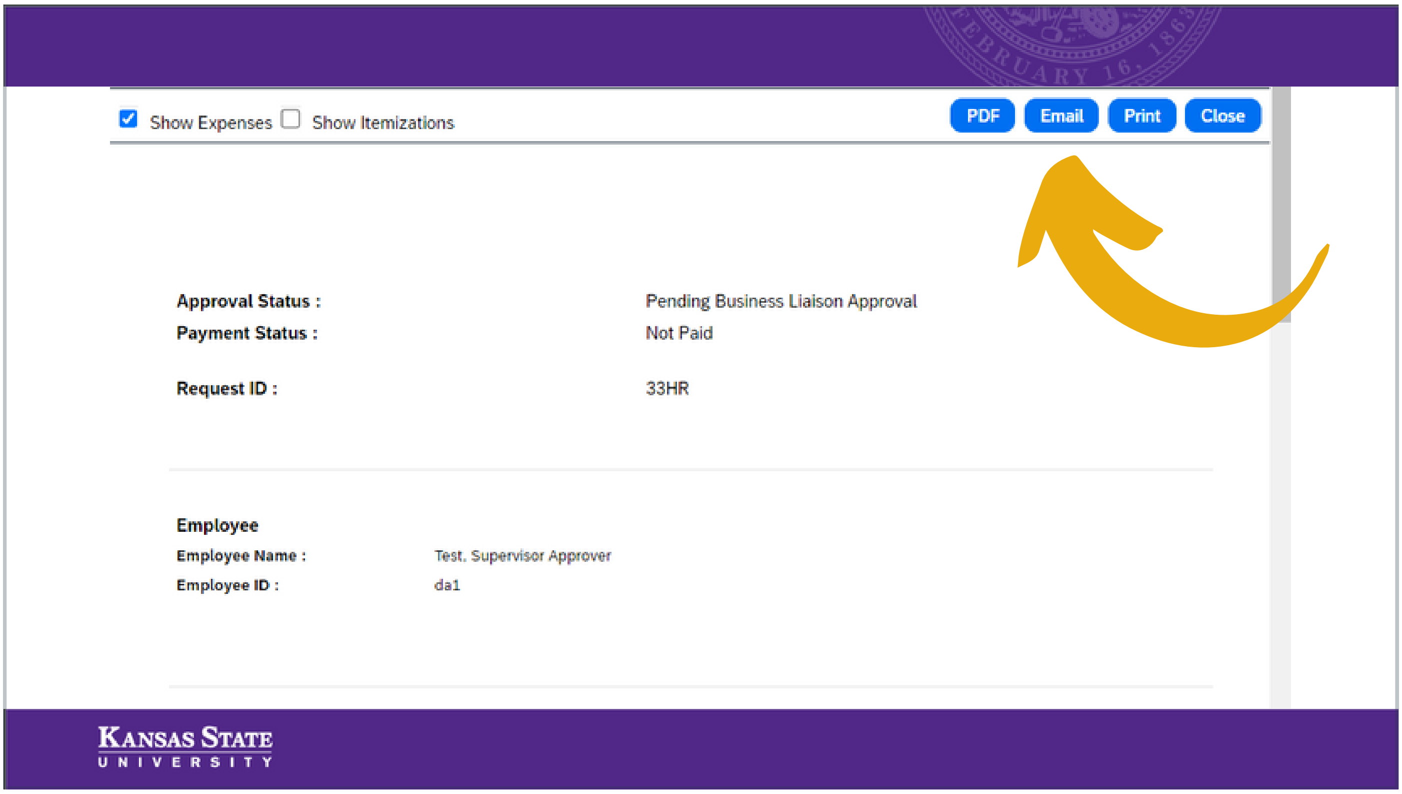
As a review, refer to this table to determine when a report does and does not have to be sent back for correction.



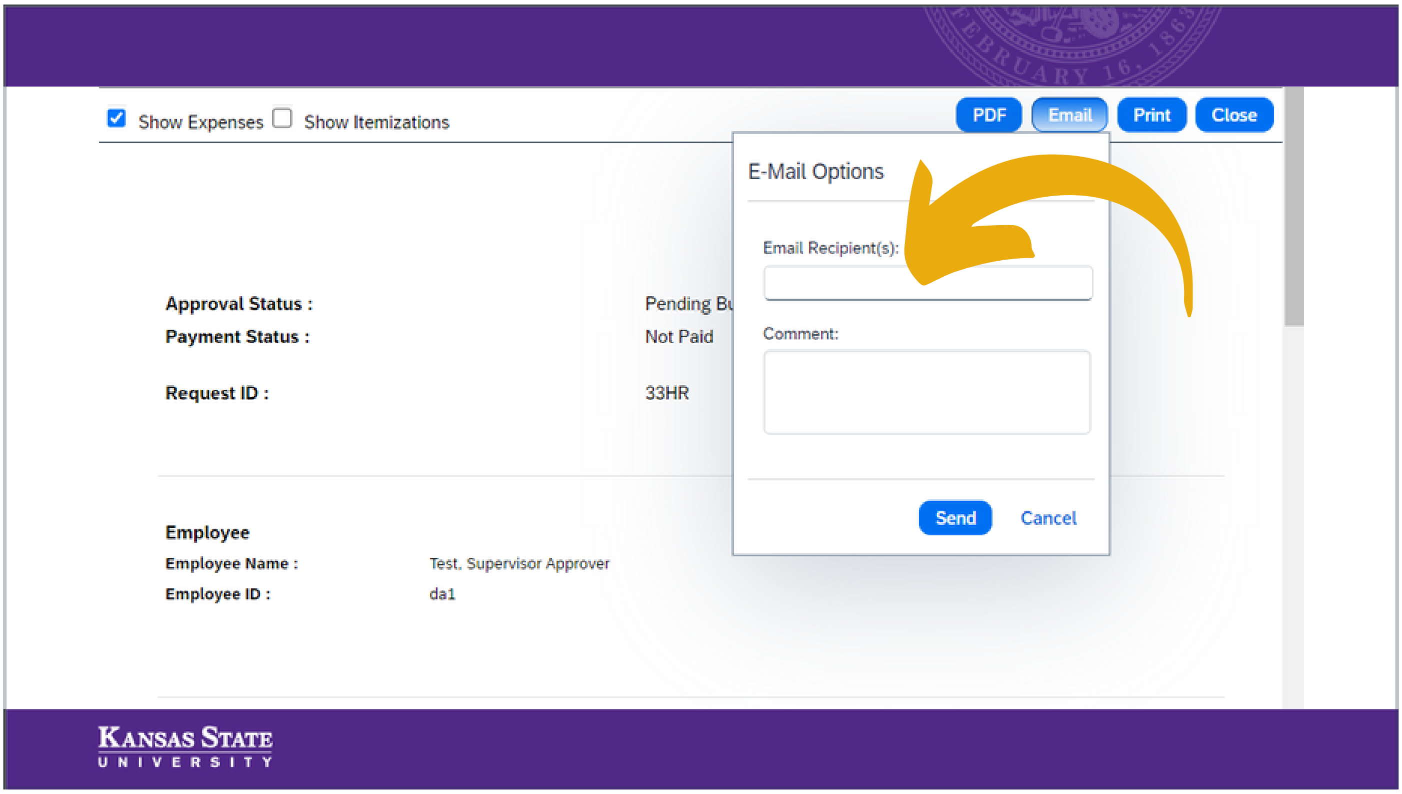
To request documentation from the employee, click on the Print/Email dropdown menu



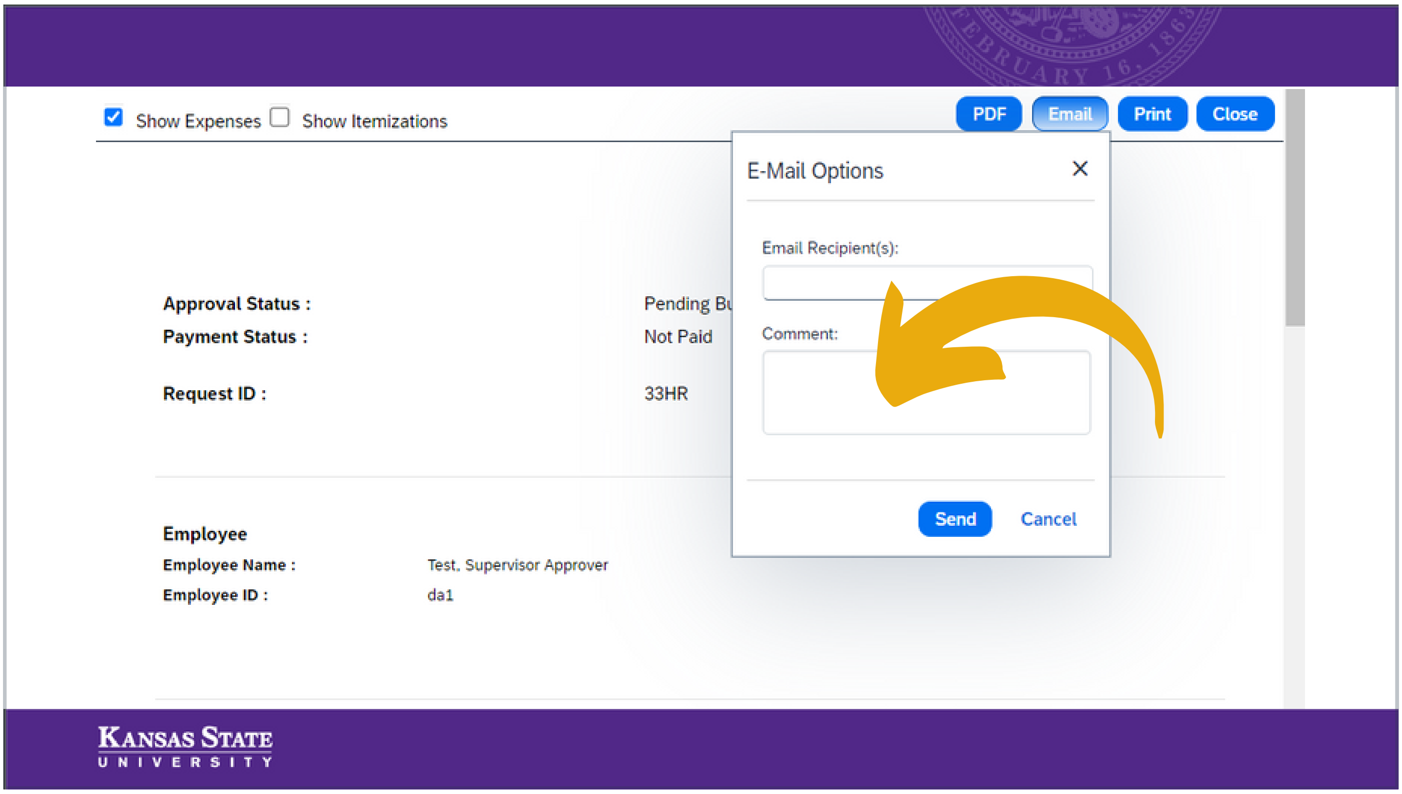
And select KSU Travel Report Details.



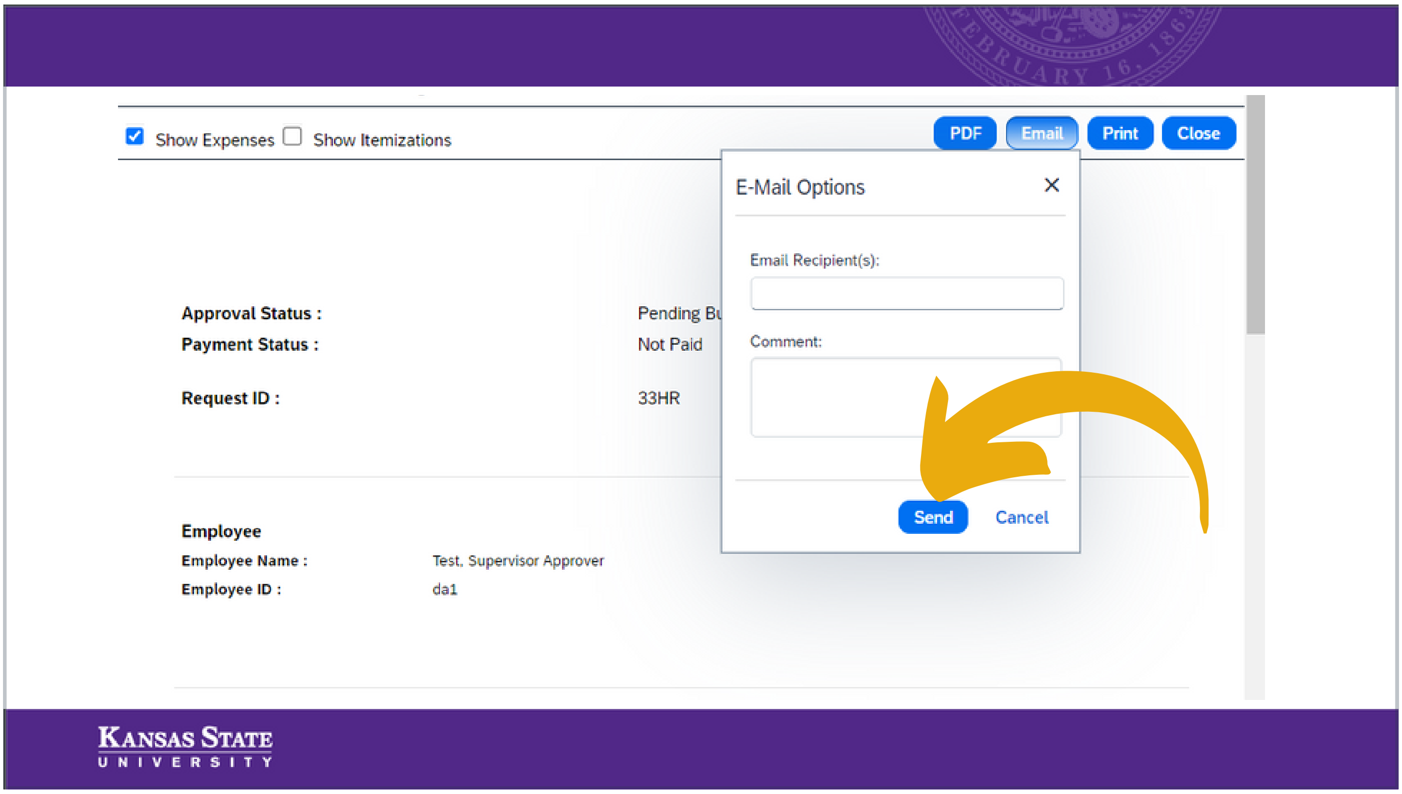
The report window will open. Click on the Email button.



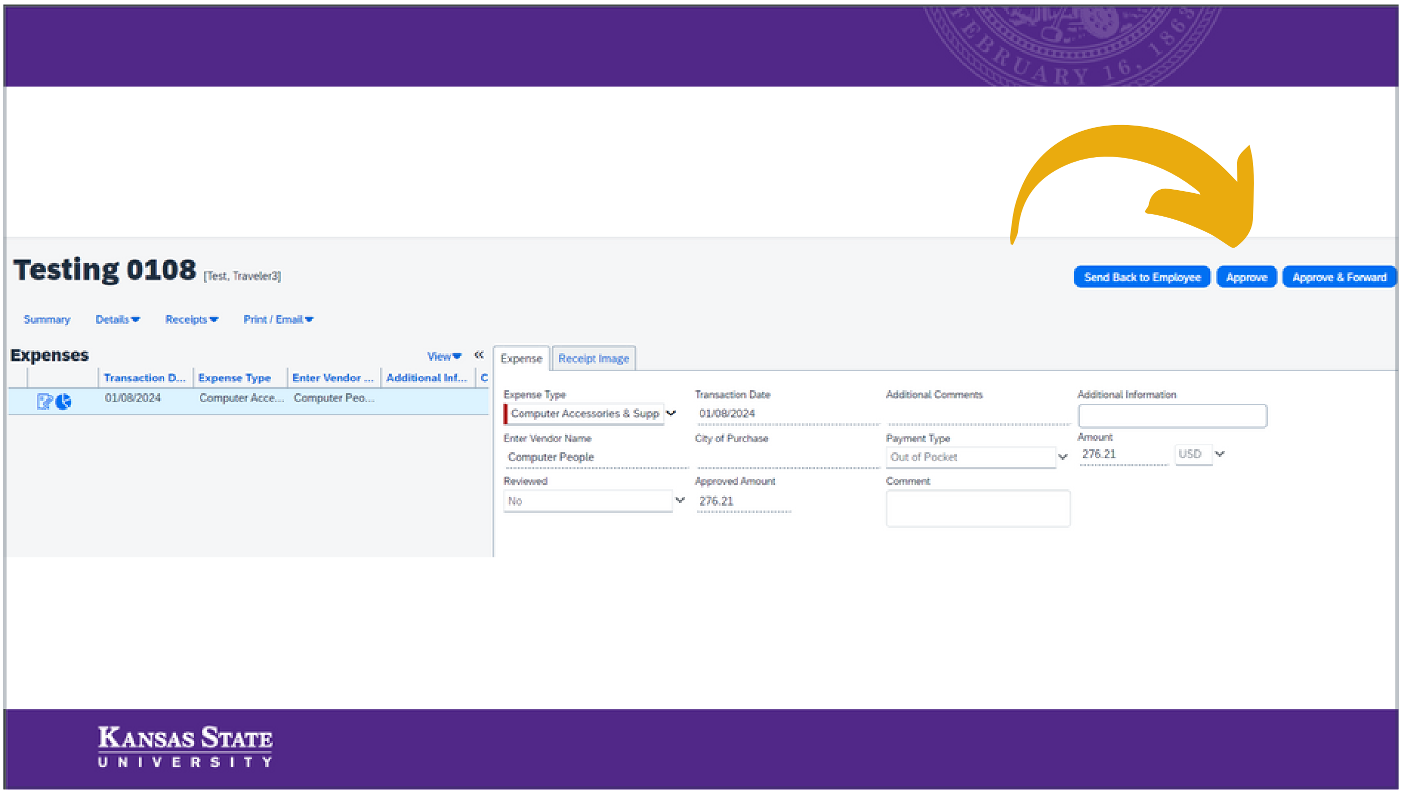
On the Email Options window, enter the employee's email address,



And add a comment that explains what documentation the employee needs to add to the report.

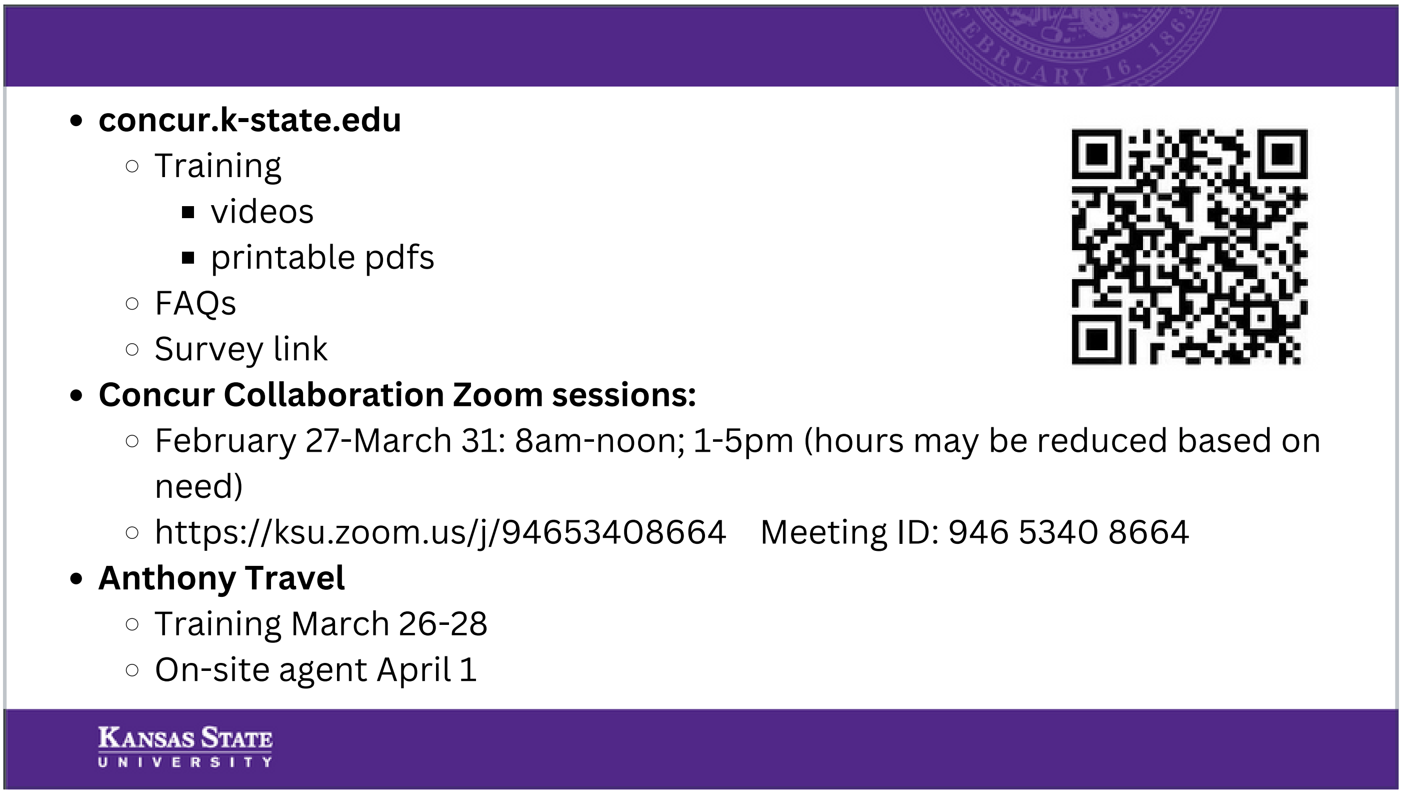


Then click send.



Once you have confirmed that all expenses are allocated appropriately and all financial data and documentation are accurate and complete, click Approve at the top right of the screen to move the report forward to the next step in the workflow.

And that brings us to the end. Do we have any questions?



Thank you so much for joining us today. Again, I want to remind you of the resources available to you as you're learning to navigate the new Concur processes. We sincerely appreciate your time today.