Concur Quick Reference Guide: Processing expenses

Setting up a new Expense Report

- For each month's expenses, you will need to set up an **Expense Report** for expense reconciliation.

  Tip: The SAPConcur landing page (dashboard) displays various options to start your expense processing. This guide uses the top navigation ribbon to step you through the process.

- To allocate expenses click the ***Expense*** tab.

- Click ***Create New Report***

  Tip: All fields marked with a red asterisk are required fields

- In ***Report Name*** enter report name identifier (use the month/year, e.g., August 2022)

- Complete ***Does Report inc International Travel or Domestic trip > 5 days?*** field

- Complete ***Have you attached Travel Diary for Tax Purposes?*** field

  Tip: If your travel is greater than 5 days, it is mandatory to complete and attach a Travel Diary.

  *Tip: The **Comment** is an option field that can be used to add supporting justification relating to your Claim Report*

- Click ***Create Report***

Populating your Claim Report

- You will now be in your ***Claim Report***.

- Click ***Add Expense*** (first tab)

- A list of **Available Expenses** will appear on a pop-up screen. Select all expenses that are relevant to this report.

- Click to **Add to Report** button

- The list of expenses will now populate on your Claim Report.

Reconciling expenses

- Click on an expense line you wish to reconcile. This will activate other available functions in the Report tab row.

- Select ***Edit*** tab and complete all required fields (Expense Type / Travel Type (if travel related expense selected) / Business Purpose / City of Purchase / Receipt Status.

  *Tip: Select **Tax Receipt** as equivalent to Tax Invoice. EFTPOS receipts do not qualify as a Receipt/Tax Receipt. If you select No Receipt, you are required to complete the online missing receipt/affidavit.*

  *Tip: A Tax Invoice is required to be attached for all domestic expense reconciliations, except for airfares. For airfare expenses please set **Receipt Status** to either **Receipt** (intl)/**Tax Receipt** (domestic) to avoid error notification. For Myki expenses attach email received from Myki showing card number and top-up amount.*

- If the selected expense is for Meals, additional information is required to be completed in ***Attendees*** page (which appears below Details tab and above Expense Type field)

Click on **Attendees** and select **Attendee Name.** Edit **Status** field accordingly and repeat for any other attendees. Click **Save**

- Click on **Upload Receipt Image** to attach a copy / image of your Receipt

- Check all other default details are correct, adding any additional comments and when all fields are complete on the Expense page, click **Save Expense**.

  Tip: Staff undertaking single day return travel (travel not requiring an overnight stay) may claim costs up to $30.00 for meals incurred whilst travelling, which must be substantiated with Tax Invoice(s).

  Tip: The University will not fund the purchase of alcoholic beverages whilst staff and/or students are undertaking university business travel, unless where the following exists: The purchase of alcohol facilitates the development of business relationships, outcomes or where it is culturally appropriate to do so, and where such purchase is authorised by a member of the VCST. Where alcohol consumption is authorised for such situations, it should be restricted to a level that does not impair behaviour or bring the University's reputation into disrepute.

When NABCARD has been used accidently for personal purchases

- Select expense and then click on **Move to** tab to move expense to the month's **Report**

- Change **Expense Type** to **Non-Reimbursable / Personal Expense** (under 05. Other)

- In the **Comment** field, state 'This is a personal expense charged in error and needs to be paid back toFedUni'

- As this is a personal expense you are not required to upload your receipt into your Claim Report

- After your Claim Report is submitted, an invoice will be raised in the cardholder's name and reference the Concur Claim Report information where the expense has been processed. You will then sent an invoice from the Financial Services Hub.

Itemising expenses

- When Accommodation is selected as your expense a pop up will appear to prompt you to transfer to the **Itemisations** page (located next to the Details tab). Itemising is the term used to provide a further breakdown of possible sub expenses pertaining to the accommodation expense.

- On the **Itemisations** page select **Create Itemisation**.

- Select the **Expense Type** you want to itemise and complete all relevant fields.

- If the selected expense is for **Meals**, additional information is required to be completed in **Attendees** page (which is a link that appears above Expense Type field)

- Click **Save Itemisation**. You will then automatically be taken back to the front page of your Report

Allocating Expenses

- If an expense requires you to split the amount over different account codes, you can do so via the **Allocate** function.

- Select the relevant expense and then click the **Allocate** tab.

- On the **Allocate** page you will notice there is an option to allocate expense based on either Percent

or Amount. Select your preference by clicking on relevant tab.

- Click **Add** to add your first allocation.

- If you want to override the default codes for your first allocation, adjust **Cost Centre / Location / Department or Project** code by clicking in each field.

- For additional allocations select **Add** and adjust Cost Centre / Location / Department or Project accordingly.

    *Tip: You can search via text or code by clicking on the funnel icon. To help with sourcing codes refer to the **Dept/Project Ready Reckoner**, available under **Company Notes** on your Concur dashboard.*

- When all complete, click **Save**

Uploading a Travel Diary

- If you selected Yes to requiring a Travel Diary when creating your new Report, you will need to attach in your Claim Report

    *Tip: Locate the Travel Diary template from the Concur dashboard under **Company Notes**. Once completed you will need to convert to a PDF file to attach and upload.*

- Click **Add Expense**

- From the expense type list select **Travel Diary** from the list (under 01. Travel)

- In **New Expense** page complete all the required fields. *Transaction Date* select departure date. *Business Purpose* provide trip description (i.e., conference name). *City of Purchase* find and select your campus location. *Receipt Status* select **Receipt**.

- To load your Travel Diary, click **Upload Receipt Image**, locate and attach PDF file.

- Click *Save Expense*

Attaching receipts

Using the SAP Concur app

- Open the **SAP Concur** app on your phone.

- Login using your access details (refer to page 1: *Getting set up* > *Downloading the SAP Concur app*)

- Tap the 'ExpenseIt' icon on the bottom left-hand side of screen.

- Take a photo of your receipt. The App will then scan the image and automatically upload into Concur.

- ExpenseIt will seek to make a match with existing expenses (from the NAB card feed) so you don't have to manually attach the receipt to the relevant expense.

- If a match is NOT made, then follow these steps:

    o With the expense claim open, click **Import Expenses** (above the Move / Delete / Copy).

    o A list of available receipts sitting under your **Available Expenses** will appear.

    o Click on relevant receipt.

    o Click **Match**

    o Click **Yes**

Using saved receipts from your computer

- With the claim open and the expense open, click *Upload Receipt Image*.
- Locate the image file, then click **Open**.
- Click **Attach**.
- Click **Close**.

If you don't have a receipt

- If you don't have a receipt, then you will need to complete a **Missing Receipt Declaration**.
- In your open Report go to *Manage Receipts* (located immediately above the row of tabs starting with Add Expense). From the drop-down box select *Missing Receipt Declaration*
- Select the relevant expense.
- Select **Accept and Create**.

Finalising and submitting your monthly claim report

Important: Only submit your Claim Report when all your expenses have been processed, as onceyour Claim Report is submitted it can no longer be edited.

- Open your Claim Report and click **Submit Report** (top right).
- The **Final Review** window appears. Review the information for accuracy.
- Click **Submit Claim**.
- If the claim cannot be successfully submitted, a message appears describing the claim error. Correct the error, or, if help is required to complete the task, log a job via ServiceNow.
- Your Claim Report will now route through to your approver for approval and the Claim Report headerstatus will change to green (**Submitted**).

Timeline

- The timeline for sending through claim reports are set to ensure that expenses are acquitted within a timely manner and allocated to cost centres in the relevant periods allowing up to date budget figures.

  o NAB monthly cycle 21st of month – 20th following month
  o Cardholder acquittal of all available expenses – 25th of each month
  o Managers approval – 28th of each month to allow transactions to be allocated to budgets