



Q1. How do I access the Concur Global Expense Management System?

A. Access the Concur Global Expense Management System at www.Concursolutions.com. Enter your **User Name** (pmfkey@ca.com (not pmfkey@contractor.ca.com) and then select **Send me an email with link to reset my password**. You will then use this password going forward.

Q2. Who should I contact for questions or issues regarding the Concur system?

- A. If your project, purchase order/ line item is not available for selection in the system, please contact your CA PM. If your expense was submitted, approved, but not paid, contact your Partner Administrator so they can escalate as necessary within CA. Purchase order/lines that are in the approval process will not be available until approved.
- B. For any technical issues or assistance with the Concur system, contact the GIS Service desk via any of the channels as mentioned below:

PHONE SUPPORT

The GIS Service Desk can be reached on the below listed contact numbers. We operate 24x7.

Region	Telephone Numbers
North America / Latin America	Toll: +1 631-342-3955
	Toll Free: +1 877-742-2435
EMEA	Toll: +44 1753 242223
APJ	Toll: +61 2 8898 2510
India	Toll Free: 0008004402472

Q3. Where can I find more training around the new system in regards with Services partner expenses?

A. [Click here](#) for the Services Partner Management portal where you can find Quick Reference Guides.

Q4. Can someone else enter expenses on my behalf?

A. Yes. Partners may authorize another resource to enter expenses on their behalf. Requires one-time setup on resource profile. Additional steps required for Partner Admin access. Please refer to the **Assigning an Admin or Delegate QRG** for more info.

Q5. Who needs to approve my expense report?

Services Expense reports go to the Project Manager. Project Manager gets a reminder email once every 7 calendar days to act on the expense report. Partner is copied on the reminder email and should follow up with approver if necessary.

Q6. How will I know if my report is approved?

A. You will receive an email when there is any change in status to your expense report. The approved expense item will also show up on the weekly SES History report sent to your company administrator. In the **Manage Expenses** view it will show it was approved as well.

Q7. Can I review the approval status of my submitted expense reports?

A. Yes. Information on the current status of your expense report will be available on Manage Expenses section of your home page.

Q8. Can I review my past expense reports that I have submitted?

A. Yes. To see all **Reports for last 90 days**, click **Report Library** on the right side of the **Manage Expenses** page. Your reports and the status of each will be displayed.

Q9. Am I able to recall a submitted expense report?

A. Yes, but only before it has been approved. To recall, go to **Manage Expenses**, select the **Submitted Report**, and then click **Recall**.

Q10. Where can I see the reimbursement amount of my expense report?

A. You can see the reimbursement amount on the **Report** (from an **Open Report**, click on the **Print** drop-down). Values listed on the cover sheet will include the currency of the Vendor Company home office. However, payment to Vendor Company will be made in Vendor PO currency and may require a conversion from what was shown on the cover sheet. Actual final payment to the resource will be at the discretion of the Vendor's policy on how they reimburse their resources.

Q11. When should an expense be entered as Non-Billable versus Billable and what is "Re-billable"?

A. Your Project Manager should instruct you on the proper coding of expenses as Billable or Non-billable to CA's customer. At the expense header level, a default can be set which will be defaulted at initial entry on the Expense Report Line item.

In the Expense Report Entry line item, a field is available with a default value of "Y/N" for Billable, which can be changed by the project resource. Project Managers will review the Billable/Non-Billable expenses and project designation at the expense line level during the approval process. The approver may not change the designation, if it is incorrectly coded, they must reject the report or the resource may pull the report back for changes.

Q12. What expenses need to be itemized?

A. Any dollar amount that you claim as a personal deduction must be itemized as well as any expense which exceeds the amount of your reimbursement. This provides an audit trail to the receipt image. Hotel bills require itemization by day including incidental hotel charges such as meals.

Q13. Can I delete my report in Concur?

A. Yes. It can be deleted prior to CA PM approval. Go to the **Open** or **Submitted Report**, open, and delete.

Q14. Can I add a receipt to previously submitted report?

A. Yes. You can add missing receipts to a previously submitted report. Go to **Open Reports** -> **Manage Expenses** -> open the report that you need -> select the expense entry requiring a receipt and attach. Expense Policy requires all receipts be submitted before CA PM approval.

Q15. How can I have my receipts available in Concur to attach to an expense report?

A. Concur offers a mobile feature that allows you to take a picture of a receipt from your mobile and email it to receipts@concur.com. **Partners must register their email one time prior to using this feature.** Refer to the **Logging on Quick Reference Guide** for details on associating your email address with your Concur account.

Q16. What if I inadvertently duplicate an expense in the Concur system?

A. You would be notified during the expense entry that it is a duplicate and the entry would not be allowed. Concur has a feature by which it checks for duplicate transactions of same amount, on same day, on same expense type.

Q17. What are Concur supported Web Browsers?

[Click here](#) for information on supported browsers.

Q18. How are the Services Work Date and Transaction Date validated?

The Transaction Date is the actual date shown on the receipt, however, if the date is + or – 7 days from the actual project start/end, it will not allow you to submit it. There is a second date field, the services work date which is entered when this occurs which should be set to the actual date the services were performed and should validate the entry to project start/end date + or – 7 days.

Typically, this occurs with items like airfare which can be booked in + 7 days in advance and then the transaction date would be the actual date the flight occurred. Normally, the services work date is not required for most transactions and if the services work date is blank, then the transaction date is validated to the project start/end date + or – 7 days.

Q19. If I book my flight prior to my actual travel date, should I wait for my trip to be completed before submitting the airfare expense?

No. You should submit the claim to avoid any late fees provided the project is set-up in the system. The services work date field should be entered with the actual date of travel, and will differ from the transaction date.

Q20. What are the limits for meals?

Please refer to your Expense Policy on the Partner website. If you exceed the daily limit for meals, you should enter the full receipt amount and itemize the amount to utilize the maximum per day and take the amount over the maximum as personal.

Q21. What is the “Mileage for Billing” Expense Type Categories?

A. This field is Non-Reimbursable and is used for special billing purposes only. **If you need to enter mileage, you should always use the “Personal Car Mileage” category instead** as that will allow you to be reimbursed for mileage properly. Your Project Manager will instruct you if usage of the Mileage for Billing category is required. Otherwise, the Mileage for Billing field should not be used.

Q22. What is the “Per Diem for Billing” Expense Type Categories and other “Per Diem for EMEA countries”?

- A. This field is Non-Reimbursable and is used for special billing purposes only. If the PM has confirmed that you could use “Per Diem” for meals, you should use the Individual meals category instead and not exceed the Per Diem amount as that will allow you to be reimbursed for Per Diem Meals properly. Your Project Manager will instruct you if usage of the Per Diem for Billing category is required. Otherwise, the Per Diem for Billing field should not be used.
- B. For Countries in EMEA that utilize per diem per day - Per diems (travel allowance) are available only for some European countries. Information on how to enter per diem of this type can be found in the **Concur New Report QRG** document found on the EU page of the following [Click here](#).

Note: This is a reimbursable per diem per day.

Q23. I tried to enter expenses from a while back and received an error stating “The transaction is greater than 60 days”?

A. Expense policy and the CA contract with our Partners states that all expenses must be submitted in a timely manner and should *not* exceed 60 days provided such delays are not caused solely by CA. As such, if you enter expenses exceeding 60 days, the CA PM reserves the right to reject and not pay for the expenses entered.

Q24. How long can I be working in the system before it times out?

A. For security reasons, the system is set to time out after 2 hours.

Q25. Are all expenses billable to a customer? How do I know when they are not?

A. By default, when a new expense report is created the billable expenses box is not checked. Partners should always assume expense reports are billable and this field should be checked unless a PM instructs the Partner to submit the report as non-billable. Individual expense items can also be set as billable or personal expense as appropriate to ensure receipt is correctly itemized for customer billing.

Q26. Can I enter laundry expenses?

A. As per expense policy, laundry can only be entered as an expense when the timeframe exceeds 5 days or more and is pre-approved by your PM.

Q27. In which countries/languages is Concur for Mobile supported?

- A. Android, iPhone/iPad/iPod touch, BlackBerry: Concur for Mobile is available worldwide and supports U.S. English, U.K. English, Canadian French, French, German, Italian, Spanish, Japanese, Simplified Chinese, Brazilian Portuguese, Dutch, Latin American Spanish, Russian, and Swedish.
- B. The language is determined by the language specified on the mobile device. If the device's language is not supported, Concur for Mobile displays in US English
- C. Windows Phone: English only

Q28. Which mobile devices can be used with the mobile app?

- A. Currently, the app can be used with Android, iPhone/iPad/iPod touch, Windows Phone, and BlackBerry 10 – though features differ by device.
- B. Note the following: For the Windows Phone, the features are currently limited to viewing trip information (car, air, hotel, rail, etc.), approving trips, creating mobile expenses, and capturing receipt images.

- C. For the BlackBerry 10, a customized Android app is available via the Amazon Appstore. Its feature set is not quite as robust as the Android app on an Android device.

Q29. If service is lost, will the device save the activity/expenses that have already been created?

- A. Yes.

Q30. What should a Concur for Mobile user do if his/her mobile device is lost or stolen?

- A. If the user logs in to the mobile app using his/her web login, then the user should immediately change that password. If the user logs in to the mobile app using a mobile-only password, the user should access Profile > Mobile Registration (in the web version of Concur) and change his/her mobile-only password.
- B. Minimal information is stored locally on the mobile device, for example, information entered off-line is stored until the app reconnects to the Internet and syncs with Concur. Credit card information is never stored on the mobile device. As an added precaution after losing a device, the company's mobile administrator may remotely wipe data from device through the User Administration tool.
- C. If the administrator selects the Remote wipe mobile device check box for the user, the next time a user logs into the mobile app (either through manual login or auto-login), all mobile data will be cleared from the device.
- D. Note: The "wipe" process does not remove the mobile app from the device.

Q31. Which functions can a user perform with regards to managing their expenses and reports?

- A. iPhone/iPad/iPod touch, Android, and BlackBerry 10 (custom Android app) users can add, view, and edit expenses and expense reports (including report status and expense details); create mobile "quick" expenses (for items such as meals) as well as edit or delete them; take a picture of the associated receipt; create new expense reports; attach downloaded credit card transactions and mobile "quick" expenses to an expense report; and submit reports.

Q32. How much information can be edited by the user?

- A. iPhone/iPad/iPod touch, Android, and BlackBerry 10 (custom Android app) users can edit report header fields and most expense fields after the expense is attached to a report. When using lists, the same list data is available on the mobile device as is available in the web version of Expense.

Q33. Can a user itemize an expense using the mobile app?

- A. iPhone/iPad/iPod touch, Android, and BlackBerry 10 (custom Android app) users can itemize an expense (after the expense is added to a report).

Q34. Can a user remove itemization from an expense?

- A. Yes. Itemizations can be removed via the mobile device.

Q35. Can a user add attendees using the mobile app?

- A. iPhone/iPad/iPod touch, Android, and BlackBerry 10 (custom Android app) users can add attendees to an expense after the expense is added to a report. The user can:
- Search the user's contact list on the mobile device
 - Search for attendees in the user's favorites attendee list

- c. Search for attendees in all company attendee lists
- d. Add the attendee manually

Q36. Can users enter personal car mileage?

- A. iPhone/iPad/iPod touch, Android, and BlackBerry 10 (custom Android app) users can add fixed-rate. Google maps feature is unavailable in mobile.

Q37. Can a user delete expenses using a mobile device?

That depends.

- A. Deleting an expense from the expense list: The expense list contains mobile expenses (expense created on the mobile device) and card transactions.
 - a. A user can delete a mobile expense.
- B. Deleting an expense from an expense report: A report may contain all kinds of expenses.
 - a. If the user deletes a mobile expense or a card transaction from an expense report, it is not really deleted; it is moved back to the pool of expenses on the Expenses screen (the expense list).
 - b. If the user deletes any other type of expense from an expense report, it is truly deleted. (This is consistent with the web version of Expense.)

Q38. How does a user delete a mobile expense?

- A. A mobile expense (an expense created on the mobile device) can be deleted only on the mobile device itself from the Expenses screen (the expense list). Once deleted from the mobile device, it will no longer appear online or be available for import into an expense report.
- B. If a user deletes an expense in the web version of Concur and that expense was originally a mobile expense – that expense is not deleted from the system – instead, it moves back to the "pool" of mobile expense on the user's device. The user must then delete it using the mobile device.

Q39. Can my delegate manage my expenses and reports via the mobile app?

- A. The mobile app does not support delegates or proxies.

Q40. Can a user capture an image of the receipt and attach the image to the expense?

- A. Yes. All receipt images, captured by the mobile device's camera, will upload into Travel & Expense immediately or the next time the mobile app connects to the Internet. Once the digital image is imported into an expense report, the receipt image is treated like other receipt images and can be viewed (in a PDF viewer) by the user, approver, and processor.

Q41. On iPhone/iPad, do you need to allow access to your device camera?

- A. The permission to allow Concur to access the device camera should automatically be set on install. If you see a black/blank screen when attempting to capture a receipt image, the permission might not have been set. To resolve, go into the device settings, select Concur, and manually grant the permission to camera.

Q42. Does a digital photo of a receipt meet IRS guidelines for expense documentation?

- A. Yes.

Q43. iPhone/iPad/iPod Touch – Does it take a long time to upload the receipt images?

- A. When the user takes a receipt image and attaches it to either an expense or report header, Concur will compress the image. This increases the performance of loading receipt images and reduces the file size by automatically resizing the image. The image quality is retained while performance is enhanced.

Q44. What devices supported by concur mobile app?

- A. Concur's mobile app supports the following devices under the listed versions:

Device	Operating System
RIM BlackBerry NOTE: Please see open letter in Appendix	BlackBerry 10 can run the Android version of Concur's mobile app, which is available via the Amazon store
Apple iPhone	Version 7.0 or greater – users will be able to upgrade to Concur version 9.26 Version 8.0 or greater – users will be able to upgrade to the current version
Apple iPad	Version 7.0 or greater – users will be able to upgrade to Concur version 9.26 Version 8.0 or greater – users will be able to upgrade to the current version
Google Android	Version 2.2 or greater – users can continue to use Concur version 9.16 Version 4.1 or greater – users will be able to upgrade to the current version
Amazon Fire	Version 4.2 or greater
Windows Mobile	Version 7.1 or greater- users can continue to use Concur version 1.2 Version 8.0 or greater – users will be able to upgrade to the current version