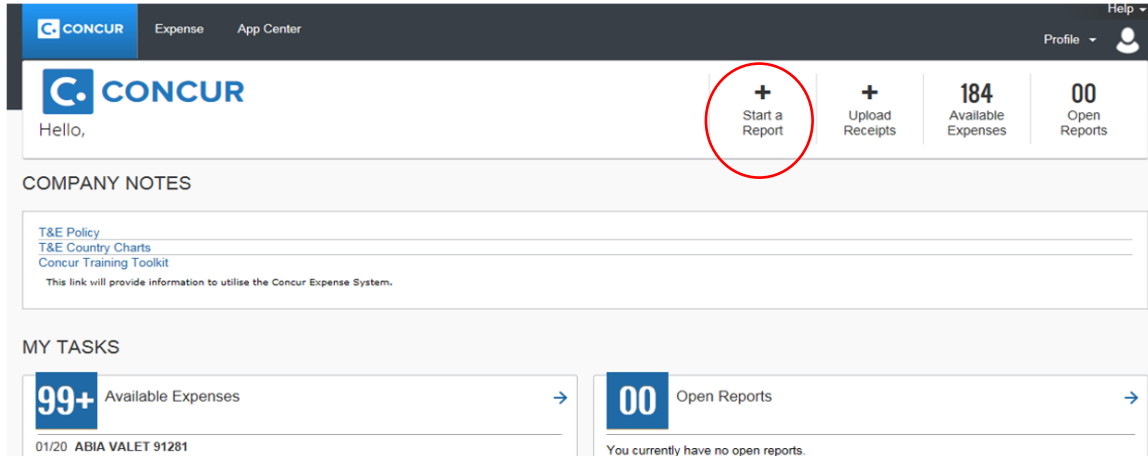
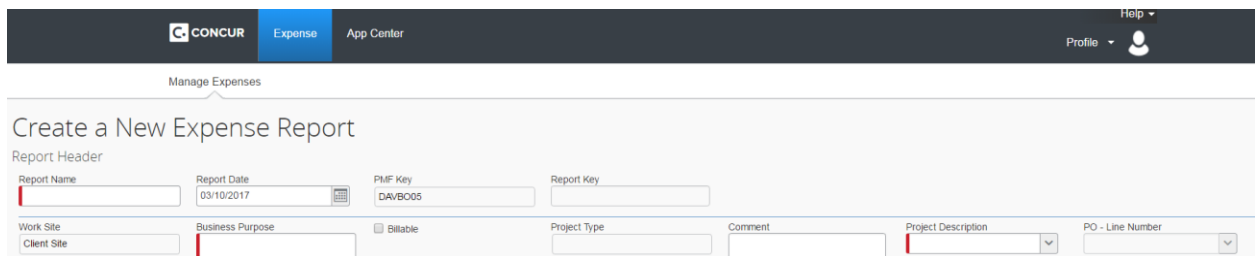


## A. Start a new report

1. On the home page click **Start a Report**:



2. Complete all required fields (marked with red bars) and the optional fields as needed. Required fields:
  - a. **Report name** – Recommended format includes date and client e.g. 02092017 Telus.  
*Note: report name must be unique for each report*
  - b. **Business Purpose** – enter sufficient explanation to satisfy the approver
  - c. **Billable** – Default is unchecked. If you are unsure whether an expense should be as billable or nonbillable, you should ask your project manager.
  - d. **Project Description** – Select the active project id with name
  - e. **PO Line Number** – Select the appropriate PO and task

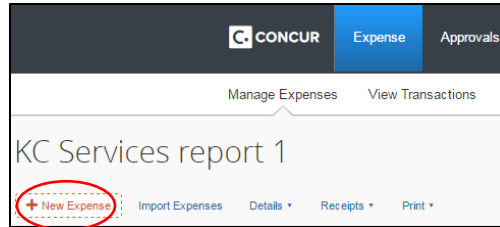


3. At the bottom right of the screen, select **Next** **Next >>**.

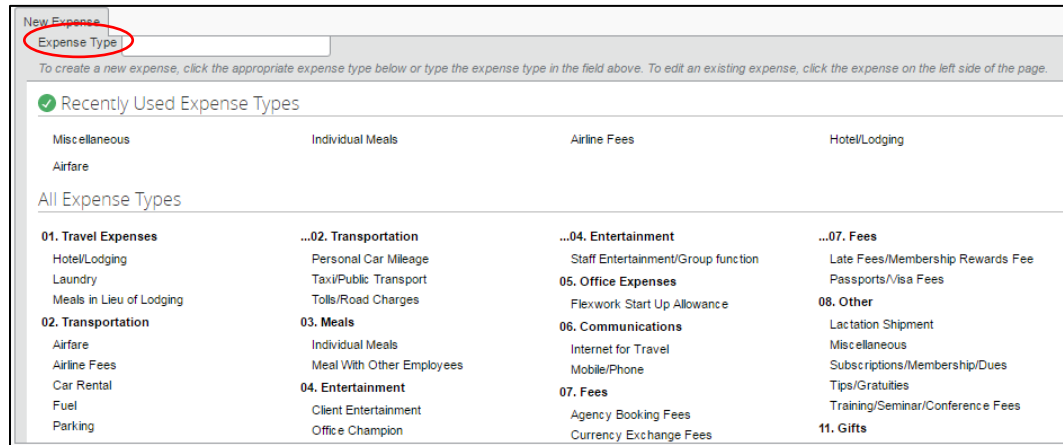
**Note:** All fields are saved once you move to a new field or select **Next**. There is no “save” button on the screens. You could return to this section later if updates are required.

## B. Add a New Expense

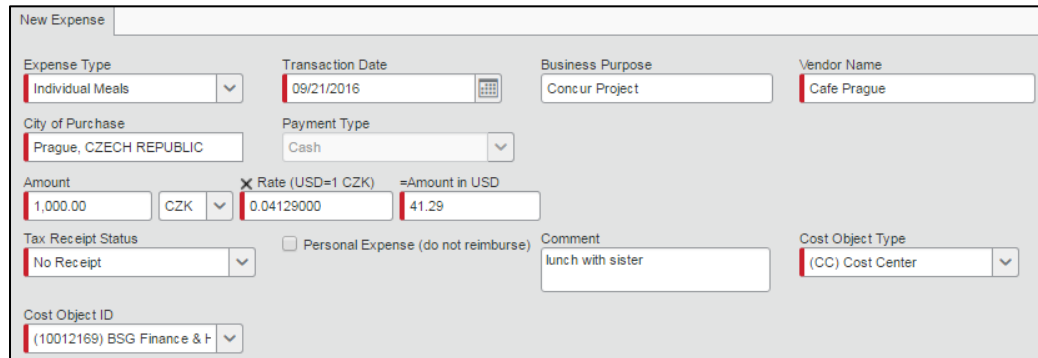
- From the open report, click **New Expense**.



- On the **New Expense** tab, click the appropriate expense type, for example, Individual Meals.



- The page refreshes, displaying the required and optional fields for the selected expense type, e.g., Individual Meals. Complete the required and optional fields as indicated.



**New Expense**

Expense Type: Individual Meals

Transaction Date: 09/21/2016

Business Purpose: Concur Project

Vendor Name: Cafe Prague

City of Purchase: Prague, CZECH REPUBLIC

Payment Type: Cash

Amount: 1,000.00 CZK

Rate (USD=1 CZK): 0.04129000

Amount in USD: 41.29

Tax Receipt Status: No Receipt

Personal Expense (do not reimburse):

Comment: lunch with sister

Cost Object Type: (CC) Cost Center

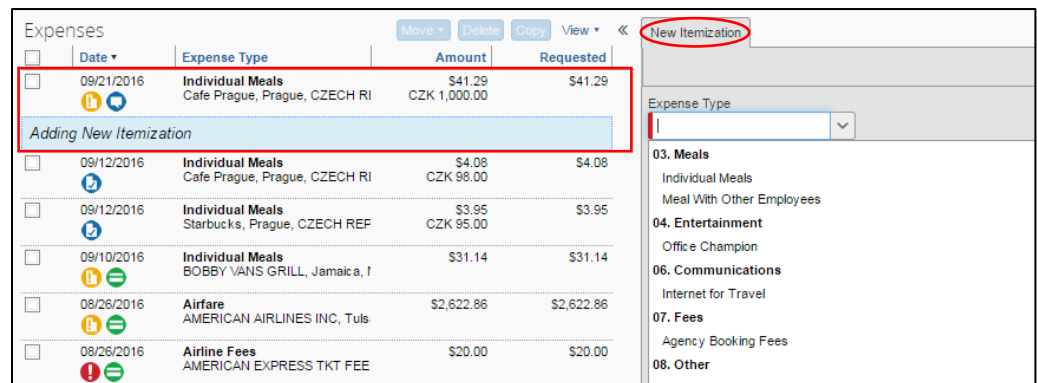
Cost Object ID: (10012169) BSG Finance & I

- Each partner resource has a default currency which is the currency of their company country location. All payments to vendor company is in PO currency.
- There may be instances of currency conversion when the Partner PO is in a different currency. Any changes to the default currency conversion cannot exceed 5% deviation from default.
- Note:** When the services work date is entered, it will be validated to be within 7 days' prior or 7 days after the project start date. It is used for a more accurate date when the receipt date does not represent the travel expense date. See Q18 in the Concur Global Expense FAQ for more info.
- Click one of the following:
  - Save
  - Itemize (to itemize the expense)
  - Attach Receipts (to upload and attach receipt images)
  - Cancel (to exit without saving this expense)

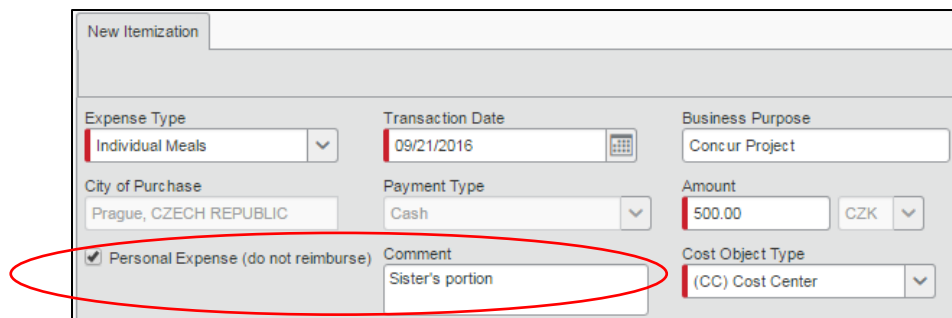
### C. Itemizing Expenses

Use the **Itemize** feature to account for receipts that include both business and personal expenses (non-reimbursable) or to ensure that each of your expenses is accounted for correctly. For example, assume that you have an expense for a meal, that your sister joined you for, and the receipt shows the full cost. Itemizations must also be done for services expenses when a portion of an expense is billable and a portion of the expense is non-billable. **Note:** *The entire receipt must be accounted for when entering an expense item, even if you are not requesting reimbursement for the entire receipt.* To itemize an expense:

1. Create the expense as usual, and then click **Itemize** (instead of **Save**).
  - a. The expense appears on the left side of the page, along with the message **Adding New Itemization**.
  - b. The name of the **New Expense** tab changes to **New Itemization**.



- c. On the **New Itemization** tab, select the expense type that applies to the first itemization. The page refreshes, displaying the required and optional fields for the selected expense type. Complete the required fields.



**New Itemization**

Expense Type: Individual Meals

Transaction Date: 09/21/2016

Business Purpose: Concur Project

City of Purchase: Prague, CZECH REPUBLIC

Payment Type: Cash

Amount: 500.00 CZK

Personal Expense (do not reimburse)

Comment: Sister's portion

Cost Object Type: (CC) Cost Center

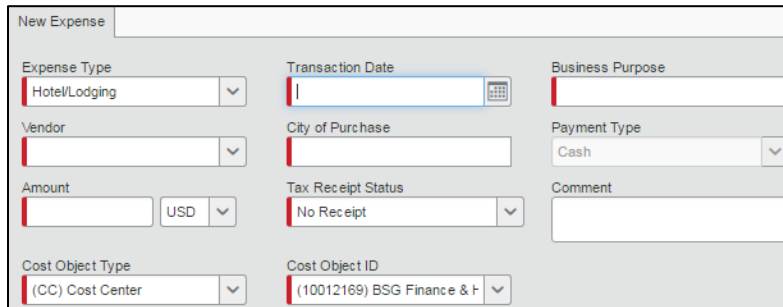
- d. Click **Save**.
  - i. The newly created itemization appears on the left side of the page, below the expense.
  - ii. The total amount, the itemized amount, and the remaining amount appear on the right side of the page.
  - iii. For each additional itemization, on the **Itemization** tab, select the appropriate expense type and complete the appropriate fields. Once you have itemized the **Total Amount** of the charge, the **Itemization** tab is replaced by the **New Expense** tab.

**Note:** *All dollar amounts must be itemized until the total amount remaining is 0. You cannot submit an expense if the dollar amount remaining is more than \$0. If it is, more itemization would be needed.*

### D. Itemizing Nightly Hotel/Lodging Expenses

A hotel bill typically contains a variety of expenses including room fees, taxes, parking, meals, valet, telephone charges, and personal items. You must itemize these expenses so that they can be reimbursed correctly. **Hotel/Lodging Itemization** allows you to quickly itemize recurring room rates and taxes. You can then itemize the remaining charges on your hotel bill, and adjust for any rate changes during your stay. To create a **Hotel/Lodging** expense:

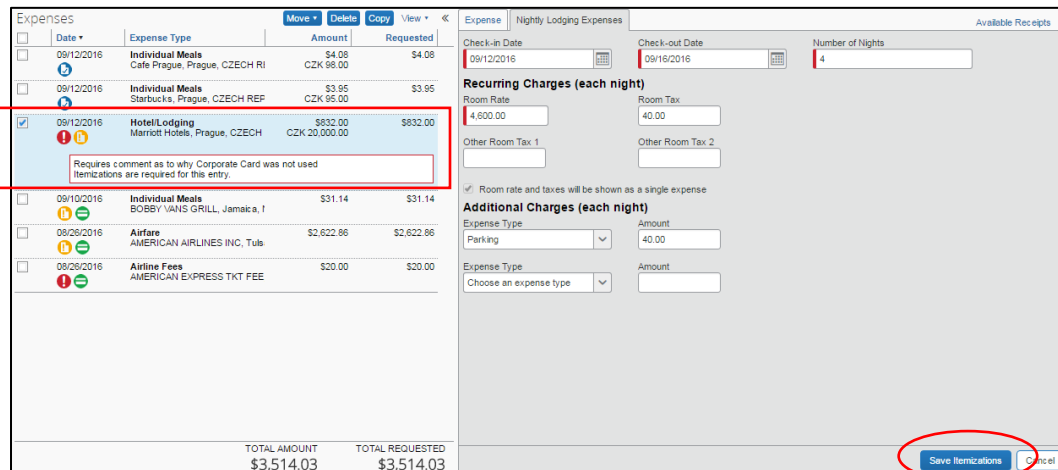
1. With the expense report open, on the **Expense** tab, select the **Hotel/Lodging** expense type. The page refreshes, displaying the required and optional fields. Complete the required fields.



The screenshot shows the 'New Expense' form with the following fields and values:

- Expense Type: Hotel/Lodging
- Transaction Date: [Calendar icon]
- Business Purpose: [Empty]
- Vendor: [Empty]
- City of Purchase: [Empty]
- Payment Type: Cash
- Amount: [Empty] USD
- Tax Receipt Status: No Receipt
- Comment: [Empty]
- Cost Object Type: (CC) Cost Center
- Cost Object ID: (10012169) BSG Finance & I

2. Click **Itemize**. The expense appears on the left side of the page; the **Nightly Lodging Expenses** tab appears on the right side of the page.
3. Use the calendar to select the **Check-In Date** and **Check-Out-Date**. The number of nights calculates automatically.
4. Enter the **Room Rate**, **Room Tax**, and **Additional Charges**.
5. Click **Save Itemizations**.



The screenshot shows the Concur interface with an expense list on the left and a 'Nightly Lodging Expenses' pane on the right. The expense list includes:

Expenses	Date	Expense Type	Amount	Requested
<input type="checkbox"/>	09/12/2016	Individual Meals Cafe Prague, Prague, CZECH RI	\$4.08 CZK 98.00	\$4.08
<input type="checkbox"/>	09/12/2016	Individual Meals Starbucks, Prague, CZECH REP	\$3.95 CZK 95.00	\$3.95
<input checked="" type="checkbox"/>	09/12/2016	Hotel/Lodging Marriott Hotels, Prague, CZECH	\$832.00 CZK 20,000.00	\$832.00
<input type="checkbox"/>	09/10/2016	Individual Meals BOBBY VANS GRILL, Jamaica, I	\$31.14	\$31.14
<input type="checkbox"/>	08/28/2016	Airfare AMERICAN AIRLINES INC, Tulu	\$2,622.86	\$2,622.86
<input type="checkbox"/>	08/28/2016	Airline Fees AMERICAN EXPRESS TKT FEE	\$20.00	\$20.00
			TOTAL AMOUNT	TOTAL REQUESTED
			\$3,514.03	\$3,514.03

The 'Nightly Lodging Expenses' pane shows:

- Check-in Date: 09/12/2016
- Check-out Date: 09/16/2016
- Number of Nights: 4
- Recurring Charges (each night):
  - Room Rate: 4,600.00
  - Room Tax: 40.00
  - Other Room Tax 1: [Empty]
  - Other Room Tax 2: [Empty]
- Additional Charges (each night):
  - Expense Type: [Empty]
  - Amount: 40.00
  - Expense Type: Choose an expense type
  - Amount: [Empty]

A red box highlights the 'Hotel/Lodging' entry in the expense list, and another red box highlights the 'Save Itemizations' button in the bottom right corner.

6. If there is a remaining amount to be itemized (other charges, for example, for incidentals or room service), the remaining amount is displayed in the **Remaining** field on the right side of the **New Itemization** pane. Continue to itemize the amounts until the balance is \$0.00.

**Note:** It may be necessary to manually adjust an entry to get to a \$0.00 balance. For example, dividing a hotel bill by four nights could result in a \$0.01 variation. You can add or subtract \$0.01 from one day's entry to get to the required \$0.00 balance. In addition, if items are added which are not on the bill, for example, tips or parking expenses as part of the hotel cost, that should be

*listed as new expense items and not as an additional charge as that will increase the total for the hotel bill above what is on the receipt.*

### E. Copying an Expense

To copy an expense:

1. With the expense report open, select the expense you want to copy. Click **Copy**.


Expenses				
<input type="checkbox"/>	Date ▾	Expense Type	Amount	Requested
<input type="checkbox"/>	09/12/2016	Individual Meals Cafe Prague, Prague, CZECH RI	\$4.08 CZK 98.00	\$4.08
<input checked="" type="checkbox"/>	09/12/2016	Individual Meals Starbucks, Prague, CZECH REP	\$3.95 CZK 95.00	\$3.95

2. The new expense is added to the Expenses list:
  - a. The original expense date is advanced by a day.
  - b. All attendees, expense-level comments, and value added tax (VAT) details from the original expense are copied to the new expense.
  - c. Credit card information, e-receipts, and mobile entry information from the original expense are not copied to the new expense.

**NOTE:** This type of information is generally associated with only one expense so it is not copied to the new expense.

### F. Entering Personal Car Mileage

To create a personal car mileage expense:

1. With the expense report open, on the **New Expense** tab, select the **Personal Car Mileage** expense type.
2. The page refreshes with the required and optional fields displayed, including the Google **Mileage Calculator** window automatically displays (**not available for China**). Enter your point-to-point routes. Click **Add Mileage to Expense** 

**Mileage Calculator**

Avoid Tolls  Avoid Highways

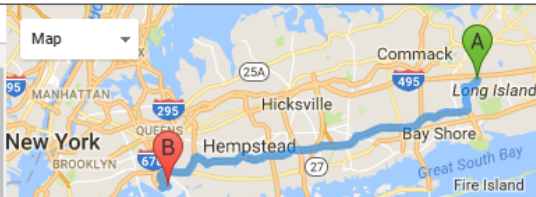
Waypoints


x

x

41.2 MI

Personal

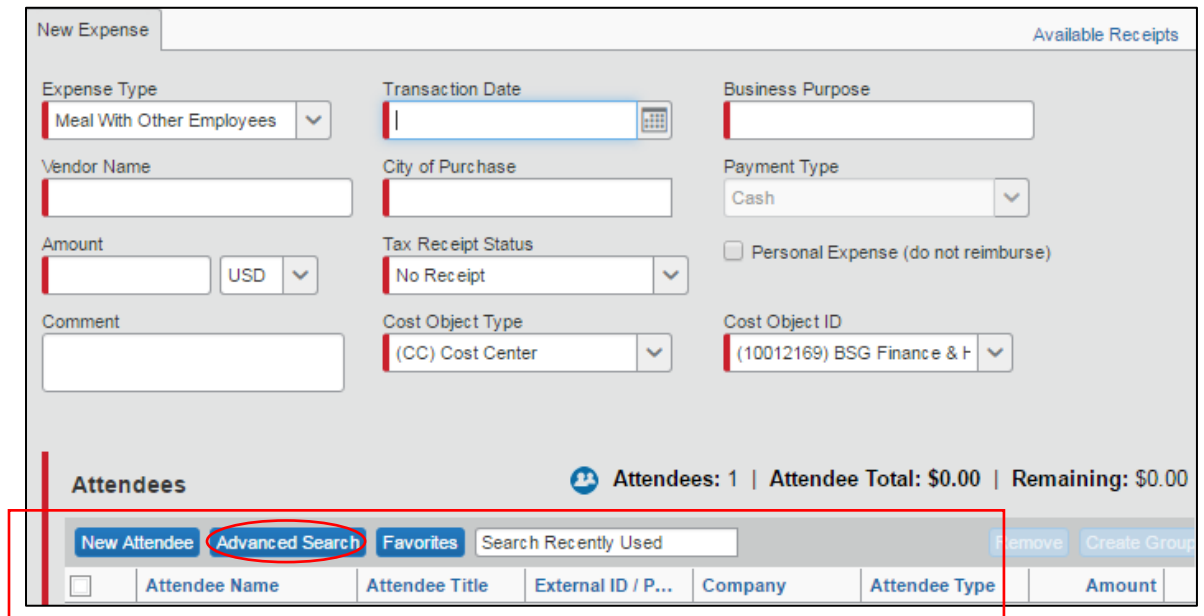


3. When done, **Expense** calculates the reimbursement amount based on the miles and the reimbursement rate set by CA.
4. Click **Save**. 

### G. Adding Attendees to a Business Meal

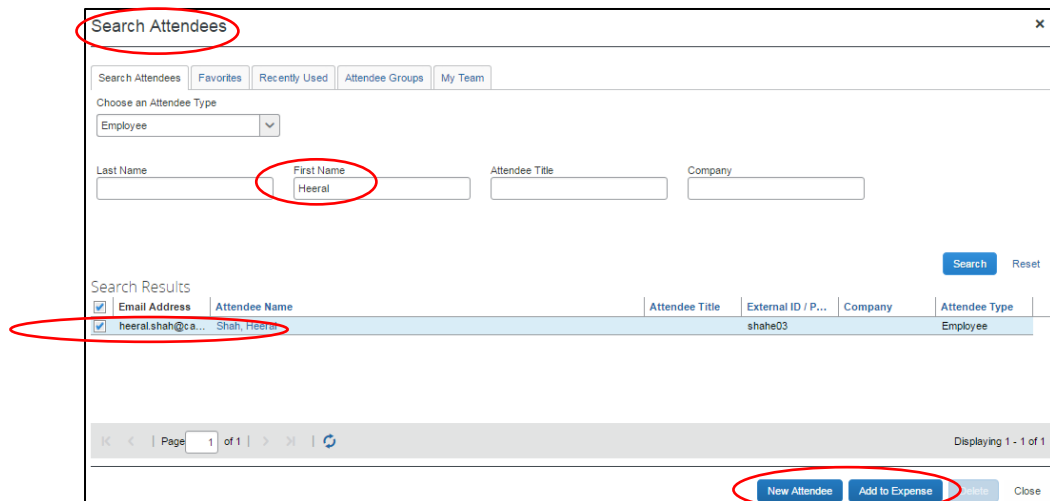
1. With the expense report open, on the **New Expense** tab, select the **Meal With Other Employees** expense type. The page refreshes with the required and optional fields displayed. Complete the required fields.
2. To add an attendee to a business meal:

a. Click **Advanced Search** in the **Attendees** section.



The screenshot shows the 'New Expense' form with various fields for expense details. The 'Attendees' section at the bottom is highlighted with a red box, and the 'Advanced Search' button is circled in red.

b. The **Search Attendees** window will open. Enter **First Name** and/or **Last Name**. Click **Search**, and select attendee from available **Search Results**. Click **New Attendee** to select another, or, **Add to Expense** to add attendees to the expense tab.



The screenshot shows the 'Search Attendees' window. The 'Search Attendees' title bar is circled in red. The 'First Name' field is circled in red. The 'Search Results' table is circled in red, showing a search result for 'heeral.shah@ca...'.

<input checked="" type="checkbox"/>	Email Address	Attendee Name	Attendee Title	External ID / P...	Company	Attendee Type
<input checked="" type="checkbox"/>	heeral.shah@ca...	Shah, Heeral		shahe03		Employee

c. Enter **First Name** and/or **Last Name**. Click **Search**, and select attendee from available **Search Results**. Click **New Attendee** to select another, or, **Add to Expense** to add attendees to the expense tab.

d. From the Expense Tab, Click one of the following:

- **Save**
- **Itemize (to itemize the expense)**
- **Attach Receipts (to upload and attach receipt images)**
- **Cancel (to exit without saving this expense)**

**Note:** For meals with CA employees, the expense should be submitted by the CA employee instead of the Partner except if it is required for customer payment submission purposes.

## H. How to Enter Per Diems – Only for countries in EMEA that utilize Per Diem

1. Per diems (travel allowance) are available only for some European countries.
2. Expense Category named EMEA Partner Per Diem – when authorized in the WA and with PM guidance, the amount for this field should be entered.
3. Enter the same details about the return journey and click on Save and Next.
4. Click on Create Expenses.

## I. Preview, print, or submit your expense report

1. Exceptions are identified with an exclamation mark . Red exceptions are hard stops that require action on your part to continue. For example, receipt may be required, or, if you exceeded an allowable limit for a certain expense.

Exceptions			
Expense Type	Date	Amount	Exception
Airline Fees	08/26/2016	\$20.00	Please provide a comment with the nature of the Airline Fee expense (baggage, etc.).

2. For each exception or warning, double click the transaction. The expense detail box will open on the right side of the page showing where you are missing information. For example, for the above exception, a comment with the nature of the expense was missing.


For each exception, double click the transaction either in the **Exceptions** section, or, the **Expenses** section. Then, provide the missing information.

3. For services reports, and business policy items requiring a receipt, click which is located on the bottom right of the expense type details, and select appropriate receipt image from Available Receipts, or browse and select a file for upload. There is a 5 MB limit per file image.
4. When the expense report is complete, click Submit Report (upper right side of page) .
5. To preview and print the expense report:
  - a. On the expense report page, click the **Print** dropdown arrow and select **CA - Detailed with Bar Code**.

- b. Review the details, and then click **Print**.

**Note:** The **CA - Detailed with Bar Code** report must be sent when submitting hard copy receipts only if in a country which requires hard copies. For all other countries and regions, receipts must be submitted electronically and the expense report page is for personal records use only. When submitting receipts electronically, the vendor should **NOT** print and submit the expense report page or attach it to the expense report.

### J. To submit your expense report:

- a. On the expense report page, click **Submit Report** 
- b. The **Final Review** window appears. Review the information for accuracy. You can **Print**, **Attach Receipt Images**, or **View Receipts**. Click **Accept & Submit**.

### Final Review

**User Electronic Agreement**

By clicking on the 'Accept & Submit' button, I certify that:

1. This is a true and accurate accounting of expenses incurred to accomplish official business for the Company and there are no expenses claimed as reimbursable which relate to personal, non-Company expenses or unallowable expenses.
2. All required receipt images have been attached to this report.  
Additionally as a CA employee,
3. I have not received, nor will I receive, reimbursement from any other source(s) for the expenses claimed.
4. In the event of overpayment or if payment is received from another source for any portion of the expenses claimed I assume responsibility for repaying the Company in full for those expenses.

**Accept & Submit** Cancel

**Note:** If you cannot successfully submit the report, a message appears describing the report error or exception. Correct the error, or if you require help to complete the task, contact Help desk. Once all errors are corrected, the final review as shown above will be

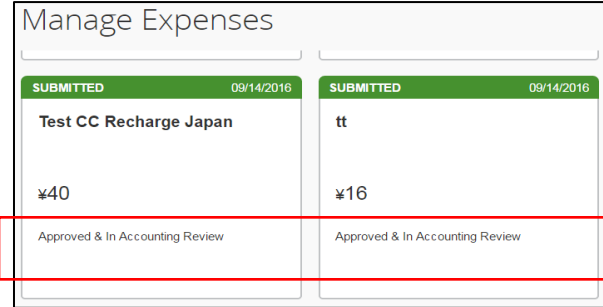


displayed. Policy states that receipts should be included for each line item except tolls where applicable. shown above will be displayed.

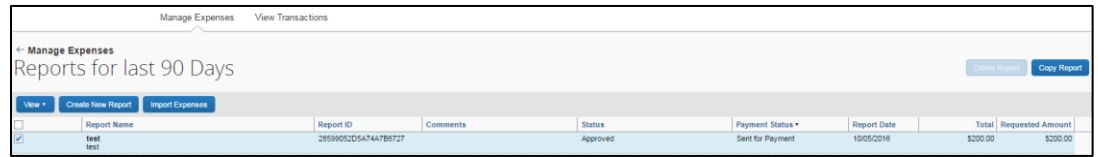
Policy states that receipts should be included for each line item except tolls where applicable.

**c. Where can I see the status of my expense reimbursement?**

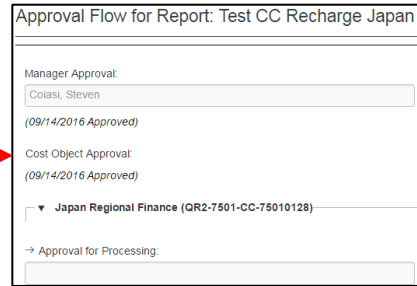
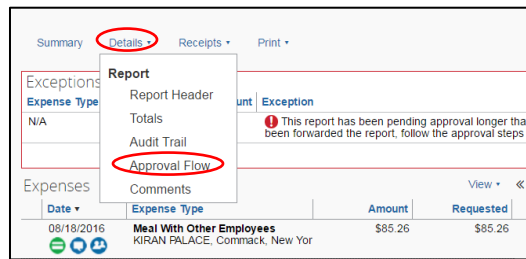
- i. Click the **Expense** tab to see **All Active Reports**. Approvals received and still required will be displayed at the bottom of each report tab.



- ii. To see all **Reports for last 90 days**, click **Report Library** on the far right side of the Expense tab. Your reports and the status of each will be displayed.



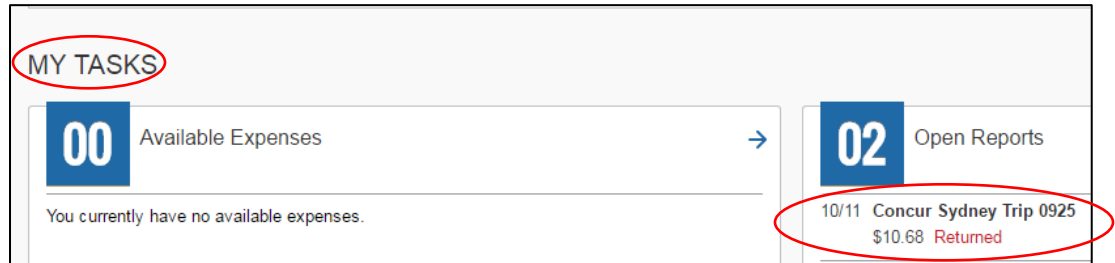
- iii. To see all required approvals, check **Details** -> **Approval Flow** from an opened report.



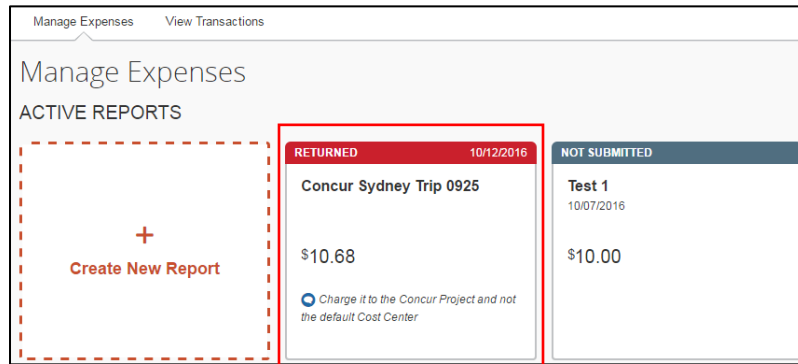
## K. Correcting and Resubmitting an Expense Report

Your Expense approver might send a report back to you if an error is found. The approver will include a comment explaining why the report was returned to you. To identify and correct expense reports requiring resubmission:

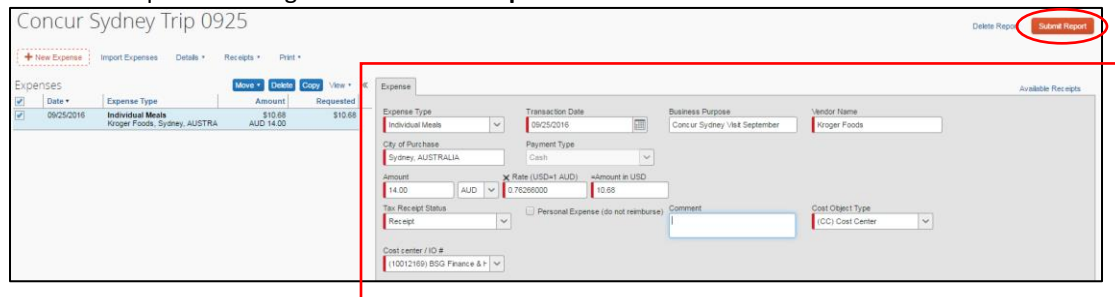
1. On the home page, in the **My Tasks Bar**, click the **Open Reports** task.



2. In the **Active Reports** section of the page, the report appears with **Returned** on the report tile. The approver's comment appears below the amount. Click the report tile to open the report. Click the report tile to open the report.



3. Make the requested changes. Click **Submit Report**.



### J. Additional information:

1. **Enabling E-Receipts and Uploading receipts using [receipts@concur.com](mailto:receipts@concur.com).** Refer to the **Logging on QRG**.
2. **Delegates:** Concur allows a Partner to assign an administrator to submit expense reports on their behalf, however, it is easier and more efficient for Partner resources to create expense items and attach receipts real time as they are incurred. If a Partner prefers to utilize this feature, it is strongly recommended that at a minimum, the Partner captures all receipts from a mobile device and uploads them to the buffer or emails them to [receipts@concur.com](mailto:receipts@concur.com) after they complete the one-time setup necessary to enable this feature. This will ensure the delegate will have access to the receipts when creating a report.

**Note on Delegates:** To select a delegate, it assumes the delegate has concur access already, they are active, and may have been billable or setup on a project in the past prior to selection. If the above is not the case, then the delegate must be setup in the system before they can be used as a delegate. Contact the help desk for assistance if setup is needed.

For any technical issues or assistance with the Concur system, contact the GIS Service desk via any of the channels as mentioned below:

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### 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

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