

2.

A. Start a new report

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

C. CONCUR Expense App Center	Heip + Profile + _
C. CONCUR Hello,	+ + 184 00 Start a Report Receipts Expenses Reports
COMPANY NOTES	\smile
T&E Policy T&E Country Charts Concur Training Toolkit This link vill provide information to utilise the Concur Expense System.	
MY TASKS	
99+ Available Expenses →	Open Reports → You currently have no open reports.

- 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

	C. CONCUR Expense	App Center				Help • Profile •
	Manage Expenses					
Create a Ne Report Header Report Name	W Expense Repor	PMF Key	Report Key			
Work Site Client Site	Business Purpose	Billable	Project Type	Comment	Project Description	PO - Line Number
			Next >>			

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

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



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

To create a new expense, click the a	opropriate expense type below or type the expens	se type in the field above. To edit an existing expens	se, click the expense on the left side of the pa
Recently Used Expension	e Types		
Miscellaneous	Individual Meals	Airline Fees	Hotel/Lodging
Airfare			
All Expense Types			
01. Travel Expenses	02. Transportation	04. Entertainment	07. Fees
Hotel/Lodging	Personal Car Mileage	Staff Entertainment/Group function	Late Fees/Membership Rewards Fee
Laundry	Taxi/Public Transport	05. Office Expenses	Passports/√isa Fees
Meals in Lieu of Lodging	Tolls/Road Charges	Flexwork Start Up Allowance	08. Other
02. Transportation	03. Meals	06. Communications	Lactation Shipment
Airfare	Individual Meals	Internet for Travel	Miscellaneous
Airline Fees	Meal With Other Employees	Mobile/Phone	Subscriptions/Membership/Dues
Car Rental	04. Entertainment	07. Fees	Tips/Gratuities
Fuel	Client Entertainment	Agency Booking Fees	Training/Seminar/Conference Fees
Parking	Office Champion	Currency Exchange Fees	11. Gifts

3. 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	Payment Type		
Prague, CZECH REPUBLIC	Cash 🗸		
	te (USD=1 CZK) =Amount in USD 129000 41.29]	
Tax Receipt Status	Personal Expense (do not reimburse)	Comment lunch with sister	Cost Object Type (CC) Cost Center
Cost Object ID (10012169) BSG Finance & F			

- 4. 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.
- 5. 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.
- 6. **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.*
- 7. 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 (nonreimbursable) 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.
 - Move T Delete Copy View T Expenses « New Itemization Date • Expense Type Amount Requested 09/21/2016 \$41.29 Individual Meals Cafe Prague, Prague, CZECH RI \$41.29 CZK 1,000.00 00 Expense Type \sim Adding New Itemization 03. Meals \$4.08 09/12/2016 Individual Meals Cafe Prague, Prague, CZECH RI \$4.08 CZK 98.00 Individual Meal Ø Meal With Other Employees 09/12/2016 Individual Meals \$3.95 \$3.95 CZK 95.00 Starbucks, Prague, CZECH REP 04. Entertainment Ø Office Champion 09/10/2016 \$31.14 \$31.14 Individual Meals BOBBY VANS GRILL, Jamaica, 1 06. Communications 00 Internet for Travel 08/26/2016 \$2,622.86 \$2,622.86 Airfare AMERICAN AIRLINES INC, Tuls: 07. Fees Agency Booking Fees 08/26/2016 Airline Fees AMERICAN EXPRESS TKT FEE \$20.00 \$20.00 08, Other 00
 - 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.

Expense Type		Transaction Date		Business Purpose
Individual Meals	~]	09/21/2016		Concur Project
City of Purchase		Payment Type		Amount
Prague, CZECH REPUBLIC		Cash	× 1	500.00 CZK

- 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.

New Expense		
Expense Type Hotel/Lodging	Transaction Date	Business Purpose
Vendor	City of Purchase	Payment Type Cash
Amount	Tax Receipt Status No Receipt	Comment
Cost Object Type (CC) Cost Center	Cost Object ID (10012169) BSG Finance & F	

- 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**.

Γ	xper	nses		Move • Delete	Copy View • 《	Expense Nightly Lodging Expenses		Available Receipts
]]		Date • 09/12/2016	Expense Type Individual Meals Cafe Prague, Prague, CZECH RI	Amount \$4.08 CZK 98.00	Requested \$4.08	Check-in Date 09/12/2016	Check-out Date 09/16/2016	Number of Nights
Ĩ		09/12/2016	Individual Meals Starbucks, Prague, CZECH REP	\$3.95 CZK 95.00	\$3.95	Recurring Charges (each nig Room Rate	Room Tax	
Ĩ	✓	09/12/2016	Hotel/Lodging Marriott Hotels, Prague, CZECH	\$832.00 CZK 20,000.00	\$832.00	4,600.00 Other Room Tax 1	40.00 Other Room Tax 2	
		Requires co Itemizations	omment as to why Corporate Card wa are required for this entry.	is not used		Room rate and taxes will be shown a	e s cipila avpance	
[09/10/2016	Individual Meals BOBBY VANS GRILL, Jamaica, †	\$31.14	\$31.14	Additional Charges (each nig Expense Type		
[08/26/2016	Airfare AMERICAN AIRLINES INC, Tuls	\$2,622.86	\$2,622.86	Parking	40.00	
[08/26/2016	Airline Fees AMERICAN EXPRESS TKT FEE	\$20.00	\$20.00	Expense Type Choose an expense type	Amount	
-					TAL REQUESTED			Save liemizations Cosel
				амоинт то 514.03	\$3,514.03			Save Itemizations Cincel

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**.

Expe	enses		Move • Delete	Copy View •
	Date •	Expense Type	Amount	Requested
	09/12/2016	Individual Meals Cafe Prague, Prague, CZECH RI	\$4.08 CZK 98.00	\$4.08
~	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 Exper	ISE Add Mile	leage to Expense	
Mileage Calculator			
Avoid Tolls Avoid Highways Waypoints		Map Comm	
 Islandia, NY, USA John F. Kennedy International Airport (JI) 	41.2 MI	05 MANHATTAN 205 Hicksville	Long Island ty Shore Great South Bay Fire Island

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

New Expense					Available Receipts
Expense Type Meal With Other Employees	Transaction Date		Business Purpos	e	
Vendor Name	City of Purchase		Payment Type Cash		~
Amount	Tax Receipt Statu No Receipt	is 🗸 🗸	Personal Exp	ense (do not reimb	urse)
Comment	Cost Object Type (CC) Cost Cent		Cost Object ID (10012169) BS	G Finance & F 🗸]
Attendees		🕑 Attende	es:1 Attendee	• Total: \$0.00	Remaining: \$0.00
New Attendee Advanced Search	Favorites Sear	ch Recently Used		C	
Attendee Name	Attendee Title	External ID / P	Company	Attendee Type	Amount

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.

Search Attendees	Favorites	Recently Used	Attendee Groups	My Team					
Choose an Attendee	е Туре								
Employee		~							
Last Name		First Nan Heeral	ne	Attendee Title	c	ompany			Search
Search Results	5								
		ee Name			Attendee		External ID / P	Company	Attendee
Email Address		leera				s	shahe03		Employee
Email Address heeral.shah@d	a Shah, H								

- 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.

	ptions ise Type Date Fees 08/2		rovide a comment with	the nature of the Airlin	ne Fee expense (baggage, etc.).		, double click the transaction either in cion, or, the Expenses section. Then, g information.
Expe	nses		Move • Delete	Copy View • 《	Expense		
	Date • 09/12/2016	Expense Type Individual Meals Cafe Prague, Prague, CZECH RI	Amount \$4.08 CZK 98.00	Requested \$4.08	Expense Type Airline Fees	Transaction Date 08/26/2016	Business Purpose Vendor Concur project V
	09/12/2016	Individual Meals Starbucks, Prague, CZECH REP	\$3.95 CZK 95.00	\$3.95	Vendor Name AMERICAN EXPRESS TKT FEE	City of Purchase Phoenix, Arizona	Payment Type Amount Corp AMEX USA V 20.00 USD V
	09/10/2016	Individual Meals BOBBY VANS GRILL, Jamaica, I	\$31.14	\$31.14	Cost Object Type (CC) Cost Center	Cost Object ID (10012169) BSG Finance & F	Personal Expense (do not reimburse)
	08/26/2016	Airfare AMERICAN AIRLINES INC, Tuls	\$2,622.86	\$2,622.86	(CC) Cost Center	(10012109) BSG Pinance & P	
	08/26/2016	Airline Fees AMERICAN EXPRESS TKT FEE	\$20.00	\$20.00			
	Please prov	vide a comment with the nature of the A	Airline Fee expense (b	aggage, etc.).			

- 3. For services reports, and business policy items requiring a receipt, click Attach Receipt 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**.

+ New Expense	Import Expenses	Details • Receipts • Print •
Expenses		Move Delete Copy CA - Detailed with Bar Code
Date 🔻	Expense Type	Amount Requested

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 Cor	mpany
and there are no expenses claimed as reimbursable which relate to personal, non-Company expenses or unallowable expenses.	r
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 claime	ed.
4. In the event of overpayment or if payment is received from another source for any portion of the exper	ises
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.

Manage Exper	nses				
SUBMITTED	09/14/2016	SUBMITTED	09/14/2016		
Test CC Recharge Japa	in	tt			
¥40		¥16			
Approved & In Accounting Review	v	Approved & In Account	ing Review		

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.

	Manage Expenses View Transact	ions						
	← Manage Expenses Reports for last 90 Days					port Copy Report		
View • Crea	Vew * Cratel New Report Expenses							
	Report Name	Report ID	Comments	Status	Payment Status •	Report Date	Total Re	equested Amount
	test test	28599052D5A74A7B8727		Approved	Sent for Payment	10/05/2016	\$200.00	\$200.00

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

			Approval Flow for Report: Test CC Recharge Japan
Summary Details Receipts	Print •		Manager Approvat: Colasi, Steven
Exceptions Expense Type Report Header	nt Exception		(09/14/2016 Approved)
N/A Totals	This report has been pending approval been forwarded the report, follow the approval	nger than	Cost Object Approval:
Audit Trail	been forwarded the report, follow the appr	anatopa t	(09/14/2016 Approved)
Approval Flow			
Expenses Comments	v	w • «	▼ Japan Regional Finance (QR2-7501-CC-75010128)
Date • Expense Type	Amount Requ	sted	
08/18/2016 Meal With Other Emplo		35.26	→ Approval for Processing:



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.

Manage Expenses View Transactions		
Manage Expenses		
ACTIVE REPORTS		
:;	RETURNED 10/12/2016	NOT SUBMITTED
	Concur Sydney Trip 0925	Test 1 10/07/2016
Create New Report	\$10.68	\$10.00
	Charge it to the Concur Project and not the default Cost Center	

3. Make the requested changes. Click Submit Report.

+	New Expense	Import Expenses Details •	Receipts • Print •	coy View • K					
zype ₹]	Date •	Expense Type	Amount	Requested	Expense				Available Receipts
2	09/25/2016	Individual Meals Kroger Foods, Sydney, AUSTRA	\$10.68 AUD 14.00	\$10.68	Expense Type Individual Meels	Transaction Date 09/25/2016	Business Purpose Concur Sydney Visit September	Vendor Name Kroger Foods	
					City of Purchase Sydney, AUSTRALIA	Payment Type Cash ~			
						Rate (USD=1 AUD) =Amount in USD 176266000 10.68			
					Tax Receipt Status Receipt	Personal Expense (do not reimburse) Comment	Cost Object Type (CC) Cost Center	
					Cost center / IO #				



J. Additional information:

- 1. Enabling E-Receipts and Uploading receipts using <u>receipts@concur.com</u>. 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 <u>receipts@concur.com</u> 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:

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
АРЈ	Toll: +61 2 8898 2510
India	Toll Free: 0008004402472