

## INTERNATIONAL GUEST REIMBURSEMENTS

Guest expense reports must be processed by a TCU employee that has a Concur profile. TCU employees must confirm *with the guest* that the guest can accept a US dollar (USD) check. Notation of the confirmation (Yes or No) is **required** in the Addl Info field of the expense report header. If a USD check is not acceptable, users must include a screenshot in the Concur expense report (attached as a receipt) of an email from the guest indicating they cannot accept USD checks.

When a guest indicates payment in USD check is *unacceptable*, departments must submit a wire request in Jaggaer *once the Concur report has completed all approvals in the Concur workflow*.

### SUBMITTING AN INTERNATIONAL GUEST EXPENSE REPORT IN CONCUR

- 1) Select Create New Report from the Expense tab. Users must complete the required report header fields, selecting TCU Guest Reimbursements as the Report Type, Guest in the Payee/Traveler Type and International as the Trip Type. *NOTE: If you do not change the Report Type to TCU Guest Reimbursements, users may reimburse themselves rather than the guest.*

Users must enter the payee's full legal name. It is very important for users to input the guest's full legal name consistent with their bank account information. The name entered is what will print on the check. The Check Delivery Address fields are required and represent where the check will be mailed. Users must select the state and country from the provided dropdowns, provide departments codes, and indicate if the payee can accept a check in USD in the Addl Info field.

#### Common Errors When Completing the Address Fields

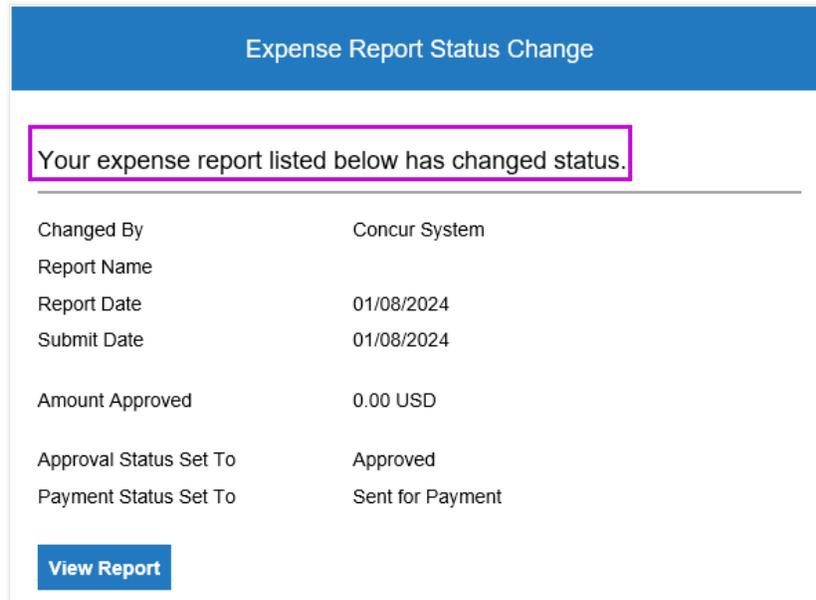
- Incomplete information – Users must include all USPS information such as Road, Street, Avenue, as well as suite or apartment numbers.
  - Inaccurate information – Users should confirm with the payee their permanent address for mailing prior to completing the expense report.
  - Use of additional characters – Users should NOT use special characters (i.e. accent marks) in the address fields. DO NOT copy and paste the address from a document where special characters were used.
  - Selection of State field – For international payees, users must choose “N/A – US Territory/International” (scroll through the listing to locate) in the State field.
  - Selection of Country field – Users should scroll through the entire country listing. *NOTE: US territories are listed separately and should be selected if applicable.* If the country you need is not listed, email [Concur@tcu.edu](mailto:Concur@tcu.edu) so the country can be added. **Warning:** Inaccurate selection of the country code can cause the report to fail ingestion into our system. If you are unsure regarding the country, contact [Concur@tcu.edu](mailto:Concur@tcu.edu).
- 2) Add Expenses to the report as needed using the Add Expense button based on actual expenditures. In each expense, ensure the Traveler Type is “Guest” and the Payment Type is “Guest Reimbursement”. Complete the required fields and attach required receipts. Allocate the expense if it should be charged to a different department than what was on the header.
  - 3) Once all expenses have been added, select Submit Report. The report will then route through the appropriate approvals. If paying in USD check, once approved by Accounts Payable (last step in the

approval workflow), a check will be mailed to the guest. Checks are mailed on Friday of the week approved by Accounts Payable if AP approved by 5pm Wednesday. If non USD is required, users must submit a wire request in Jaggaer.

### SUBMITTING A WIRE REQUEST IN JAGGAER FOR A CONCUR GUEST REPORT

All expense reports must be submitted in Concur. If the payee requires payment other than USD, once the Concur expense report completes all workflow approvals, users must submit a wire request in Jaggaer.

Users who submit a guest expense report in Concur will receive the below email once the Concur report has completed the last approval in the workflow. Receipt of this email is the user's que to submit a wire request in Jaggaer:



On the Jaggaer Shopping Homepage, select the Wire Request tile. Read the instructions and complete the required fields. See [How to Submit a Wire Request](#) on the Jaggaer resources page for assistance.

For wire requests associated with a Concur report, in addition to the requirements discussed in the How to Submit a Wire Request video, please follow the below guidelines when completing the wire request form in Jaggaer:

- 1) Select the Supplier – It is very likely the supplier will not be listed. If not listed, users must request the supplier be created using the Supplier Create tile in Jaggaer. When completing the supplier create request, for Payment Type, select Services Performed. Upload a copy of the Concur report for the W8 and a Word document with the guest's mailing address for the Supplier Qualification Form requirements (see #5 below). Indicate "No" to the conflict-of-interest question, "Yes" or "No" to the international supplier performing services in the US

question as applicable based on where the guest performed services, and “No” to the Individual/Sole Proprietor question.

- 2) Enter the Concur report number as the Invoice Number (see #5 and diagram below).
- 3) Enter the Wire Amount based on the Concur report total. The amount entered must match the Concur report total.
- 4) Enter the Currency Unit to be paid – This is *not* USD. This is the currency the guest indicated payment should be made. *NOTE: The submitted Jaggaer requisition will indicate USD, however the currency noted in this field is what will be wired.*
- 5) Attach a copy of the TCU Report Budget Code Detail report from Concur to the Jaggaer requisition. Users can obtain the TCU Report Budget Code Detail report using the Print/Share caret in the applicable Concur expense report. It is required users attach a copy of this report to the Jaggaer requisition. Below is an example of the report you must attach:

**Expense Report**  
**Report Name : Martin Raum**

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User Name : ██████████  
User ID : ████████

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**Report Header**  
Policy : \*TCU Guest Reimbursements  
Report Id : AF1322F0BB32418FB18E  
Report Number : 38490U   
Report Key : 31523  
Report Date : 11/12/2024  
Approval Status : Not Submitted  
Currency : US, Dollar  
\*TCU Business Unit : Texas Christian University

Report Number listed here should be used as the invoice number in the Jaggaer Wire Request Form.

### Common Errors When Submitting a Wire Request

- If the reimbursement resulted from the international guest performing services in the US, users must answer Yes to the “Is this wire to an international supplier who provided services in the US” field in the Jaggaer Wire Request Form. Additionally, users must enter the email address for an international guest when completing the form. *NOTE: wire requests without the international guest’s email will be delayed.*
- All wire requests require confirmation that users **verbally** confirmed the wire instructions (example: IBAN/SWIFT) with the guest. Users must list the person they spoke with to confirm the wire instructions as well as the date of the conversation in Jaggaer. Users should NOT list a TCU employee in the “Name of individual you spoke with to confirm wire instructions” field in Jaggaer.

- Wire instructions must be attached to the Jaggaer wire request form, and must be provided directly from the guest. Users must attach the email correspondence from the guest where bank information (IBAN/SWIFT) was provided. TCU does not accept a Word document without a letterhead or an email directly linking the document to the guest.

Once the Jaggaer wire requisition completes all approvals, the wire will be processed. Wires are typically processed the Thursday after final approval in Jaggaer. Processed wires may take several days to appear in the payee's bank account.