SAP Concur

Request & Expense Training

Agenda

- General Information
- NEW – TCU Card Programs
- Understanding Concur and Audit Rules
- Workflow and Approvals
- Mobile App
- Email Notifications
- Resources

General Information

- Concur is *not* used for processing:
  - Invoices, Honorariums or Wires, see Jaggaer
- Employee, Guest and Student reimbursements *will* be processed in Concur
  - Guest/Student has incurred expense on behalf of TCU
  - Employees will be required to input student and guest reimbursements in Concur

Note: Reimbursements are called Expenses in Concur

General Information

- ACH Advances AKA Direct Deposit
  - Will be extremely limited, users are to request a Travel Card
  - Initiate request for ACH Advance at Concur@tcu.edu
  - Requests and approvals take place in Concur
  - Payment will be processed out of PeopleSoft
    - Must allow for overnight integration
    - ACH processed Wednesday morning, funds in bank Friday

General Information

- Cash through Travel Cards
  - If cash is needed, users may request access to request cash via an ATM withdrawal from their TCU issued Travel Card in Concur
  - Request and approvals take place in Concur

General Information

- Requests to travel will be *required* in Concur
  - Must be requested and approved prior to **overnight** employee travel
  - *Required* for travel **booked** beginning 10/1/23
  - Links to respective Expense Report in Concur

General Information

- Delegates can be assigned
  - Receives permission to act on behalf of another; can create Requests and Expenses
  - Delegates are not able to *submit* into workflow
  - Setup in user's profile
  - Guest and Student reimbursements do not require delegates

TIP: The Getting Started with SAP Concur guide illustrates how to set up a delegate. Guide found on TCU's Travel & Expense website.

General Information

- Transition timeline
  - Campus encouraged to use Concur for *all* expenses (aka reimbursements)
  - Concur will be required in fall 2023

FALL 2023

TCU Card Programs

- All TCU, BRITE and School of Medicine employees are eligible for cards
- Cards are not required, but strongly encouraged
- Departments must approve employee's requests for cards

TCU Card Programs

- Three card options

  1 - Purchasing Card

  - Expanded usage across campus
  - Low dollar amount purchases
    - General supplies
    - Conference registration
    - Professional Subscriptions/Dues
    - One time purchase of goods
  - Not to be used for contracted services

Note: PaymentNet is no longer used, pcard transactions are reconciled in Concur

TCU Card Programs

- Three card options – cont'd

  2 – TCU Air Card

  - Virtual Card - *Not* a tangible card held by users; all TCU employees eligible to use
  - Used to pay for air booked by Anthony Travel and/or in Concur Travel

  3 – Travel Cards

  - Tangible cards held by users

    A) Basic Travel Card – Hotel, parking, business meals

    B) Travel & Entertainment Card – Basic + entertainment

TCU Card Programs

SAP Concur | Requests | Travel | Expense | App Center | Support | Help | Profile

Travel | Arrangers | Trip Library | Templates | Tools

Please select your preferred departure and return flight times from the drop down menus provided below. The tool will automatically search for flight options within +/- 3 hours of your selected preferred times. You may expand this +/- window to increase your flight search results.

Mixed Flight/Train Search

Round Trip | One Way | Multi City

From
Departure city, airport or train station
Find an airport | Select multiple airports

To
Arrival city, airport or train station
Find an airport | Select multiple airports

Search

Show More

Travel Alerts

As an employee of Texas Christian University, you are eligible for a free **TripIt Pro** subscription. Learn More and Activate | Not right now

Your credit card **Test Amex**, ending with: 0000 expired on 12/31/2022 12 2022 Update

You haven't signed up to receive e-receipts. Sign up here

Company Notes | Upcoming Trips | Trips Awaiting Approval | Remove Trips

Welcome to Concur Travel for Texas Christian University

Important Traveler Profile Notes
Prior to booking online, please ensure the name in your Traveler Profiles matches your government-issued ID that you will be presenting at the airport. Additionally, please update your profile so Anthony Travel has all pertinent travel information on-hand prior to your trip.

To review your profile, navigate to *Profile > Profile Settings > Personal Information*.

Be sure to complete/update the following information:

- Telephone Number(s)
- University Travel Card or Personal Card
- Select those names you wish to book travel for you (*Assistants and Travel Arrangers* section)

Agent-Assisted Support
For assistance with your reservations, cancellations and/or changes, please contact **Anthony Travel**:

Email: tcucampustravel@anthonytravel.com
Campus Extension: (817) 257-1130
After Hours Emergency: (800) 342-9008

Concur Travel Support
For problems or issues with Concur (errors, issues logging in, etc.) please call (800) 924-6619 or e-mail OnlineTravel@anthonytravel.com 7am – 4pm CT, Monday – Friday.

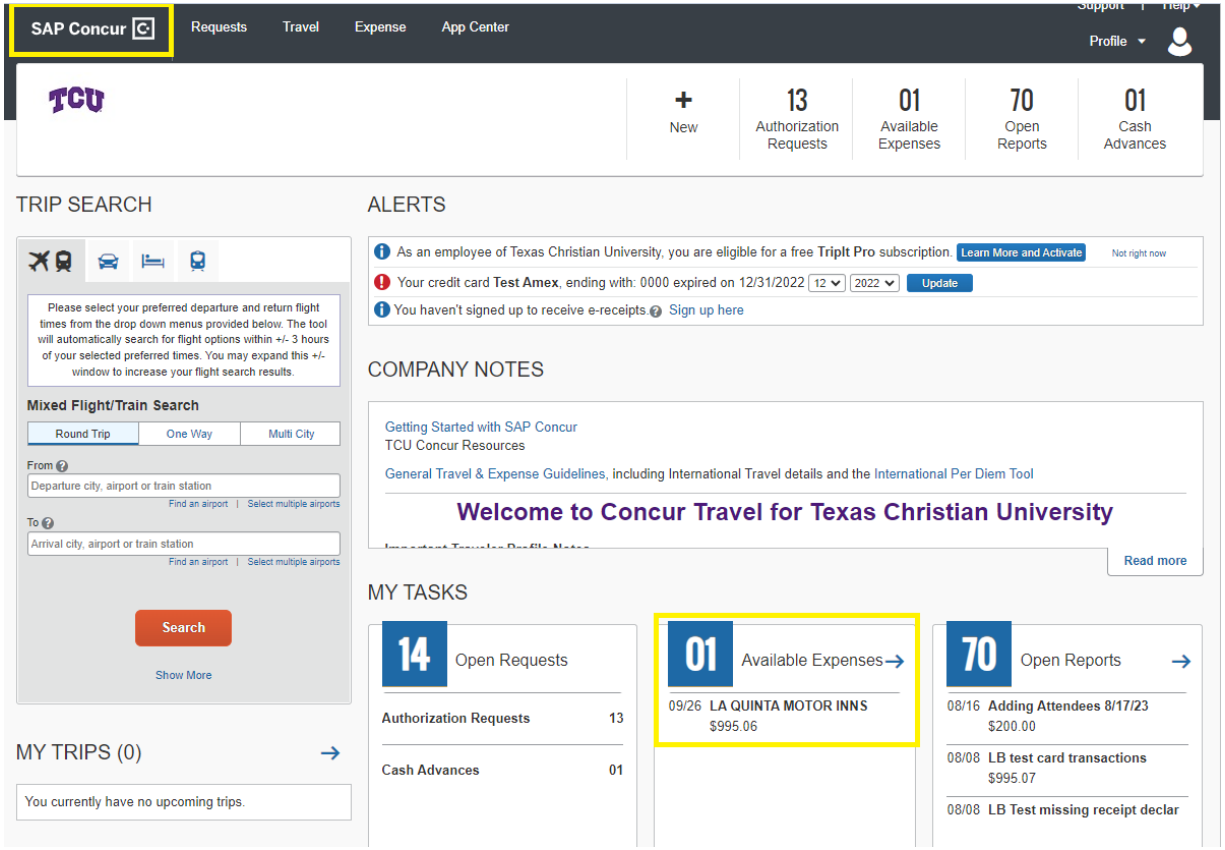
Online Tutorials
The following links provide general information about navigating Concur Travel, updating your travel profile, and making a travel reservation. These tutorials are interactive and provide audio.

Updating Your Travel Profile | Booking a Flight | Booking a Hotel | Booking a Car

TCU Card Programs

- Credit card transactions are imported into Concur as Available Expenses

Note: If using ExpenseIt, other trip related transactions may appear under Available Expenses.



TCU Card Programs

- *Most* Available Expenses must be “reconciled” in Concur
  - All TCU card transactions (Pcard, AirCard and Travel) **must** be reconciled in Concur.
- Reconciled =
  - Added to an expense report
  - Ensure budget codes are correct
  - Ensure receipts are attached
  - Answer required fields in Concur
- Not Reconciled =
  - Personal travel before/after TCU travel
    - TripLink/e-receipts for personal travel before/after business travel
    - If not going to be reimbursed, transactions can be deleted

Concur Dashboard

SAP Concur | Requests | Travel | Expense | Approvals | Reporting | App Center | Administration | Help | Profile

TCU

+ New	00 Required Approvals	00 Authorization Requests	00 Available Expenses	02 Open Reports	00 Cash Advances

TRIP SEARCH

Please select your preferred departure and return flight times from the drop down menus provided below. The tool will automatically search for flight options within +/- 3 hours of your selected preferred times. You may expand this +/- window to increase your flight search results.

Mixed Flight/Train Search

Round Trip | One Way | Multi City

From: DFW - Dallas/Fort Worth Intl Airport - Dallas, TX
Find an airport | Select multiple airports

To: Arrival city, airport or train station
Find an airport | Select multiple airports

Search

Show More

MY TRIPS (0)

You currently have no upcoming trips.

ALERTS

As an employee of Texas Christian University, you are eligible for a free TripIt Pro subscription. Learn More and Activate | Not right now

COMPANY NOTES

Getting Started with SAP Concur
TCU Concur Resources

General Travel & Expense Guidelines, including International Travel details and the International Per Diem Tool

Welcome to Concur Travel for Texas Christian University

Read more

MY TASKS

00 Required Approvals

Great! You currently have no approvals.

00 Available Expenses

You currently have no available expenses.

02 Open Reports

08/10 test

08/10 test

Profile

- To leverage Concur's full functionality, users must update their Profile in Concur
  - Getting Started with SAP Concur reference guide included with training email
    - Can also be found at https://finance.tcu.edu/contracts-procurement-travel/travel-expense/get-started-concur.php

TIP: Setting up your profile should be your first action in Concur

Profile

- Important items
  - Validate that the name populated in the Concur profile matches the name on the government issued ID you use for travel
    - Contact HR for a name change if needed
    - Concur name fields cannot be changed – information is imported directly from Human Resources records
  - Verify your Email
    - One time, sends verification code
    - Required in order to send receipts to Concur and/or to use the mobile app

Requests & Expense

- Requests
  - Travel Request (*required* for overnight trips)
  - TCU Card Request and Updates
- Expense (AKA Reimbursement)
  - PCard – previously managed in PaymentNet
  - Non- Travel
  - Travel
  - Guest/Student

Premise of Concur

- Header
  - Obtains high level information about the trip/event
  - Populates Fund and Department codes in Requests and Expenses
    - Defaulted Fund and Department codes can be changed in Profile
    - Fund and Department codes can be changed in Requests and Expenses at the line level

Premise of Concur (Expense)

Create New Report

Create From an Approved Request

Expense Header

Users action, impacts options

Defaulted from Human Resources

* Required field

Report Type *
*TCU Travel Expenses

Trip Name *

Business Travel Start Date *
MM/DD/YYYY

Business Travel End Date *
MM/DD/YYYY

Trip Type *
None Selected

Traveler Type *
Employee

Business Purpose *
None Selected

Did this trip include personal travel? *
None Selected

Personal Travel Dates

Business Unit * (1)
(TCU) Texas Christian University

Fund * (2)
(11000) TCU General

Department * (3)
(22200) Financial Services

Project

Report Number

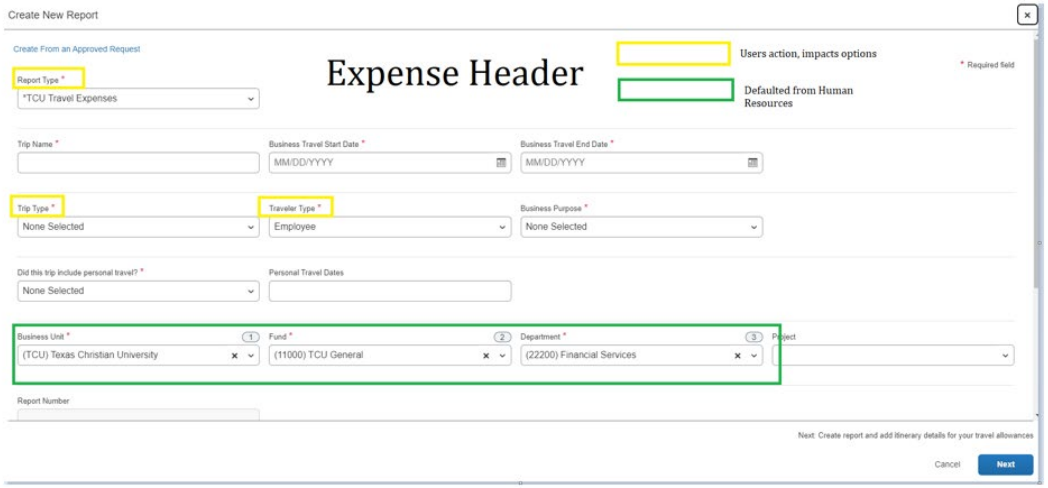
Next: Create report and add itinerary details for your travel allowances

Cancel | Next

Scroll down in Expense Header for per diem information

Premise of Concur
Expense Header

- Report Type
  - PCard, Travel Expenses, Non-Travel Reimbursement, Guest, Student
    - Expenses available vary based on Report Type
- Trip Type - In-State, Out-of-State, International, Non-Travel
  - Drives allowable expenses and requirements
- Traveler Type - Employee, Guest, Student
  - Drives allowable expenses and requirements



Premise of Concur
Expenses

- Expense Type
  - Examples = Airfare, Hotel, Business Meals/Hospitality
  - Drives Accounting Codes
    - Accounting codes cannot be changed
    - Departments have implemented procedures to ensure accurate budget coding
      - Work with departmental budget managers/personnel responsible for budgets in your department

Premise of Concur
Expenses

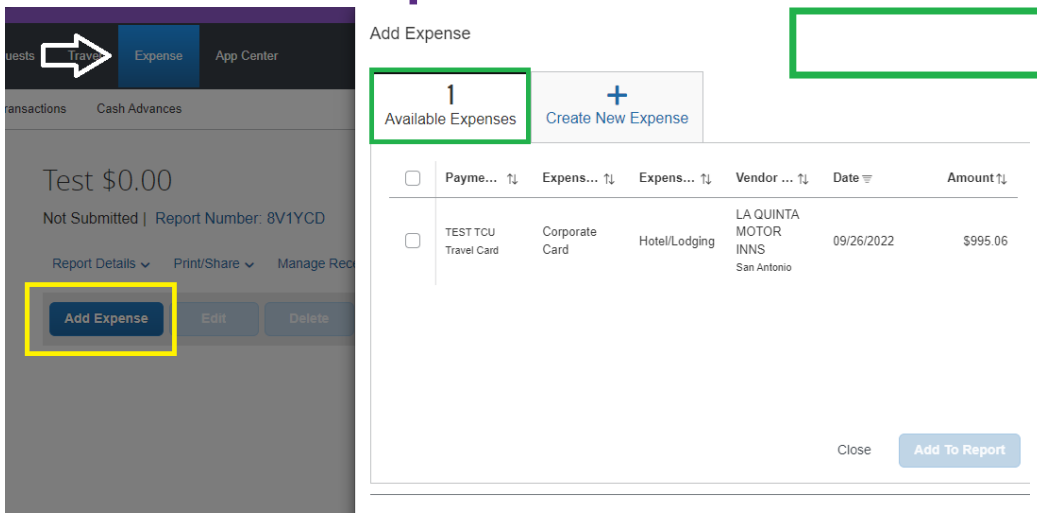
- Available Expenses vs Create New Expense

Available Expenses	Create New Expense
Lists transactions made with TCU credit cards. Transactions must be reconciled.	Used to record personal credit card expenses not uploaded via ExpenseIt
Lists transactions made with personal credit cards and uploaded via ExpenseIt. Transactions must be reconciled.	Used to record Employee, Student or Guest cash payments

Remember: Personal charges imported into Concur due to TripLink/e-receipts *do not get reconciled* if not related to TCU business, the charges can be deleted.

Premise of Concur
Expenses

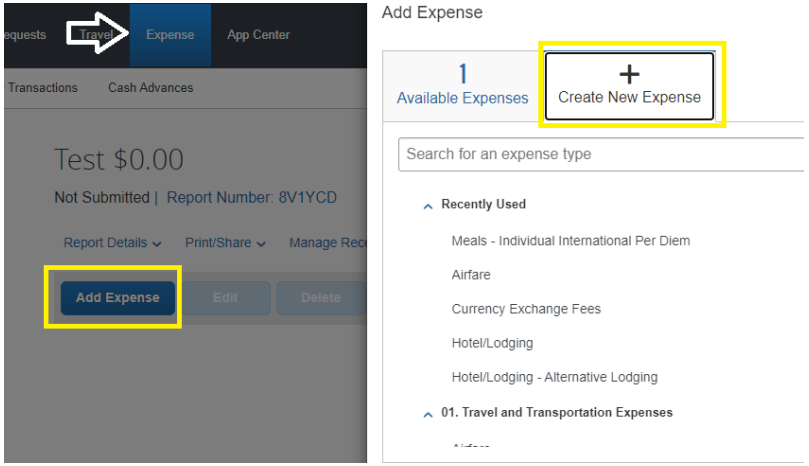
- Available Expenses



Represents imported charges

- Create New Expense

User selects Expense Type



Expense Examples

- Available Expenses

Details | Itemizations

Attendees (1) | Allocate

* Required field

Expense Type *
Hotel/Lodging

Check-in Date *
MM/DD/YYYY

Check-out Date *
09/26/2022

Nights:
0

Transaction Date
09/26/2022

Business Purpose *
Advertising/Public Relations

Trip Type *
2. In-State - Overnight

Traveler Type *
Employee

Supplier *
La Quinta

Lodging Location *
San Antonio, Texas

Payment Type
TEST TCU Travel Card

Amount
995.06

Currency
US, Dollar

Comment

Save Expense | Cancel

Create New Expense

New Expense

Details | Itemizations

Attendees (1) | Allocate

* Required field

Expense Type *
Hotel/Lodging

Check-in Date *
MM/DD/YYYY

Check-out Date *
MM/DD/YYYY

Nights:
0

Transaction Date *
MM/DD/YYYY

Business Purpose *
Advertising/Public Relations

Trip Type *
2. In-State - Overnight

Traveler Type *
Employee

Supplier *
Search for Vendor

Lodging Location *

Payment Type *
Employee Paid

Amount *

Currency *
US, Dollar

Comment

Save Expense | Save and Add Another | Cancel

Note the information pulled in from the credit card transaction via the Available Expenses method

Premise of Concur

- Itemization
  - Allows users to select multiple expense types, which drives Account Codes

Details | Itemizations

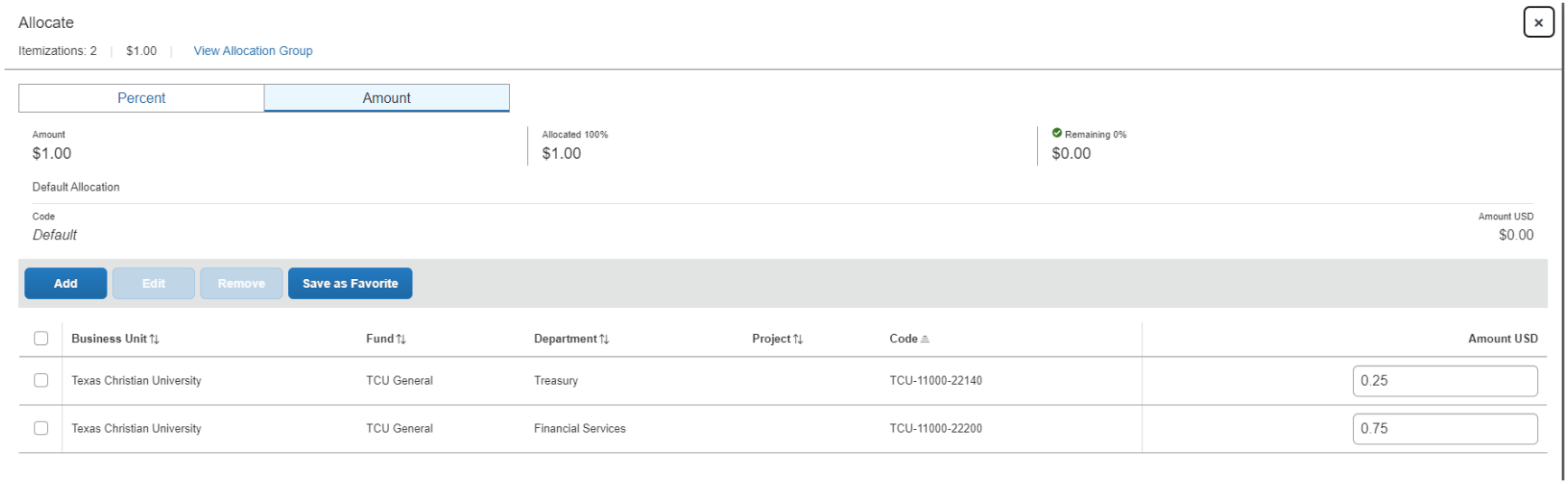
Amount	Itemized	Remaining
$1.00	$1.00	$0.00

Create Itemization | More Actions

Date	Expense Type	Requested
05/06/2023	Other Expense	$0.75
05/06/2023	Seminar/Conference Registration	$0.25

Premise of Concur

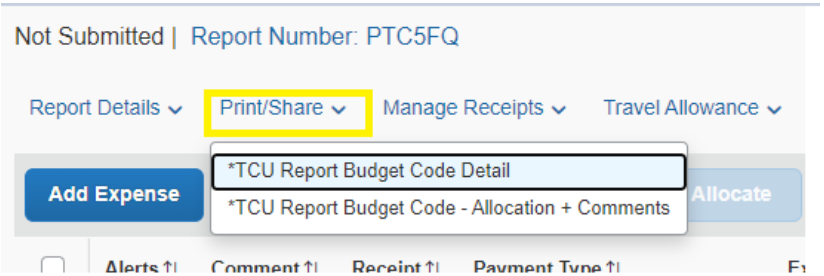
- Allocation Allocate
  - Allows users to select Department codes other than defaulted codes from header
  - Allows users to split transaction(s) between multiple departments



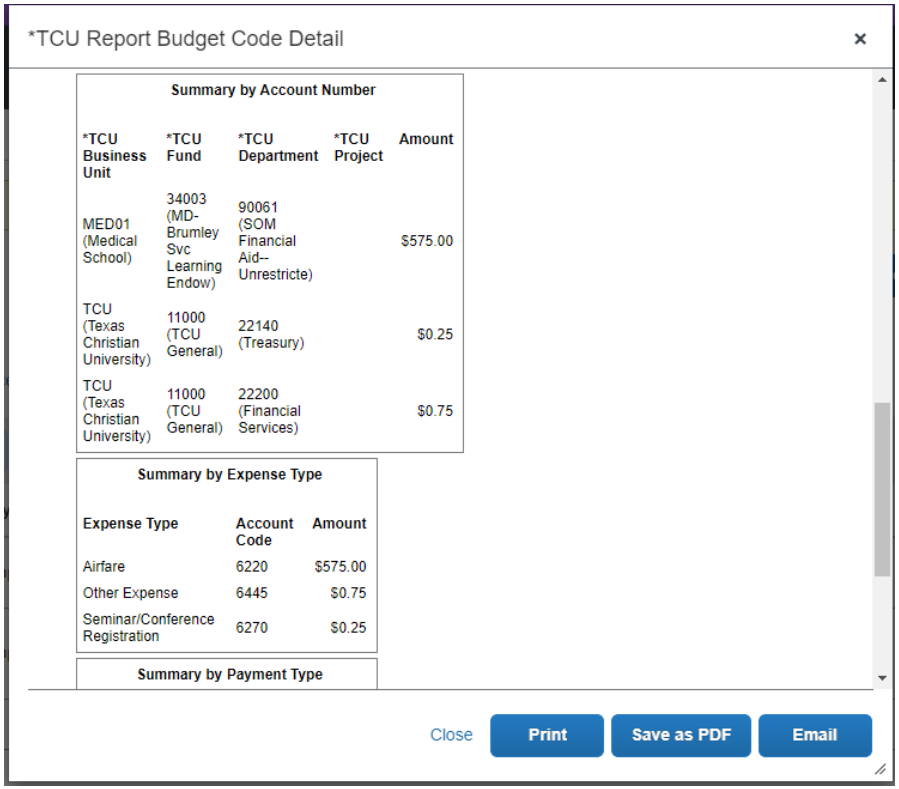
Premise of Concur

- Users can view Account codes associated with Expense Types

To view Budget Code Detail:



Report Example:



*TCU Report Budget Code Detail

Summary by Account Number

*TCU Business Unit	*TCU Fund	*TCU Department	*TCU Project	Amount
MED01 (Medical School)	34003 (MD-Brumley Svc Learning Endow)	90061 (SOM Financial Aid--Unrestricte)		$575.00
TCU (Texas Christian University)	11000 (TCU General)	22140 (Treasury)		$0.25
TCU (Texas Christian University)	11000 (TCU General)	22200 (Financial Services)		$0.75

Summary by Expense Type

Expense Type	Account Code	Amount
Airfare	6220	$575.00
Other Expense	6445	$0.75
Seminar/Conference Registration	6270	$0.25

Summary by Payment Type

Close | Print | Save as PDF | Email

Audit Rules

- Alerts
  - Warnings will allow users to submit, but users should read and action warnings
  - Alerts require users action the alert in order to submit
- Alerts will be visible to:
  - Users
  - Approvers
  - Accounts Payable

Audit Rules

- Requesting Travel in Concur (required if overnight)
  - Indicates requirements
    - If personal travel was selected, requires comparison information for flights
  - Policy Clarification
    - Preferred use of contracted car rental providers
  - Special Approvals –
    - International Travel, Risk Management

Audit Rules

- Submitting Expenses
  - Audit rules are not new, previously enforced by Accounts Payable
    - Gift Cards – ensuring recipient listing provided
- Aggregate Non Travel Expense Submissions
  - Submit monthly if under $50 in total

Audit Rules

- Receipt management
  - Electronic receipts are required for transactions
    - Receipt requirements will be noted in Concur for each expense entry
  - Available file formats are:
    - PNG, JPG, JPEG, PDF, TIF or TIFF
    - Limit 10 files in a single upload

Audit Rules

- Payroll/Tax Consequences
  - Payroll Deductions
    - Personal expenses paid with university credit cards
    - Unused Advances
    - Deduction made in month after report is processed
  - Taxable Items
    - In town meals for self, no overnight stay
    - Aged Submissions –90+ days

Workflow & Approvals

- Special Approvals (applies to Requests and/or Expenses)
  - IT, Research Grants, International Travel, Capital Projects, Risk Management
- PCard Statement
  - Financial Cost Object Approver - Determined by departments in fall 2022
- Requests and Expenses (2 approvals)
  - 1st = HR Supervisor (Default Approver) – escalates after 10 days
  - 2nd = Financial Cost Object Approver

To update HR Supervisor, https://hr.tcu.edu/files/ePAF.pdf#page=14. To update Financial Cost Object Approver, complete form in Concur FAQ section of Travel-Expense website

Workflow & Approvals

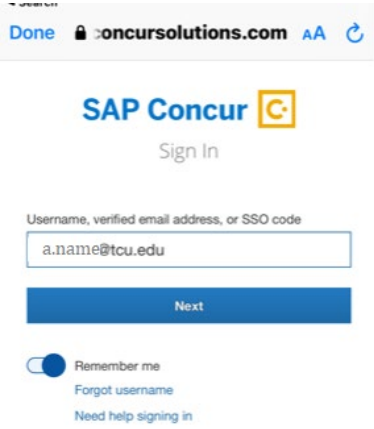
- AP will review Expenses as final step in Concur workflow
  - Once approved by AP, Expenses ingest into PeopleSoft nightly
    - Same day processing (approval and payment) will not be possible due to nightly integration with PeopleSoft

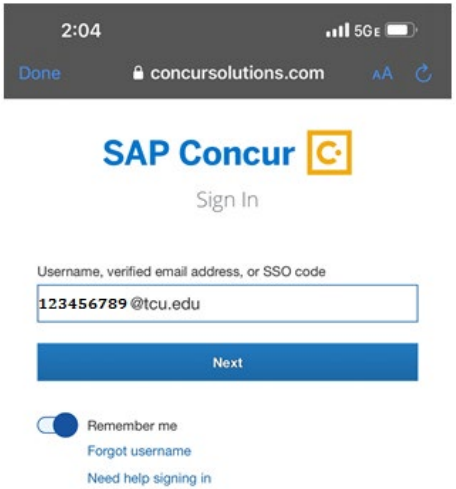
Mobile App

- User Name is Verified Email
  - User must verify email in Profile

OR

- TCUID#@tcu.edu
  - Example: 107376122@tcu.edu

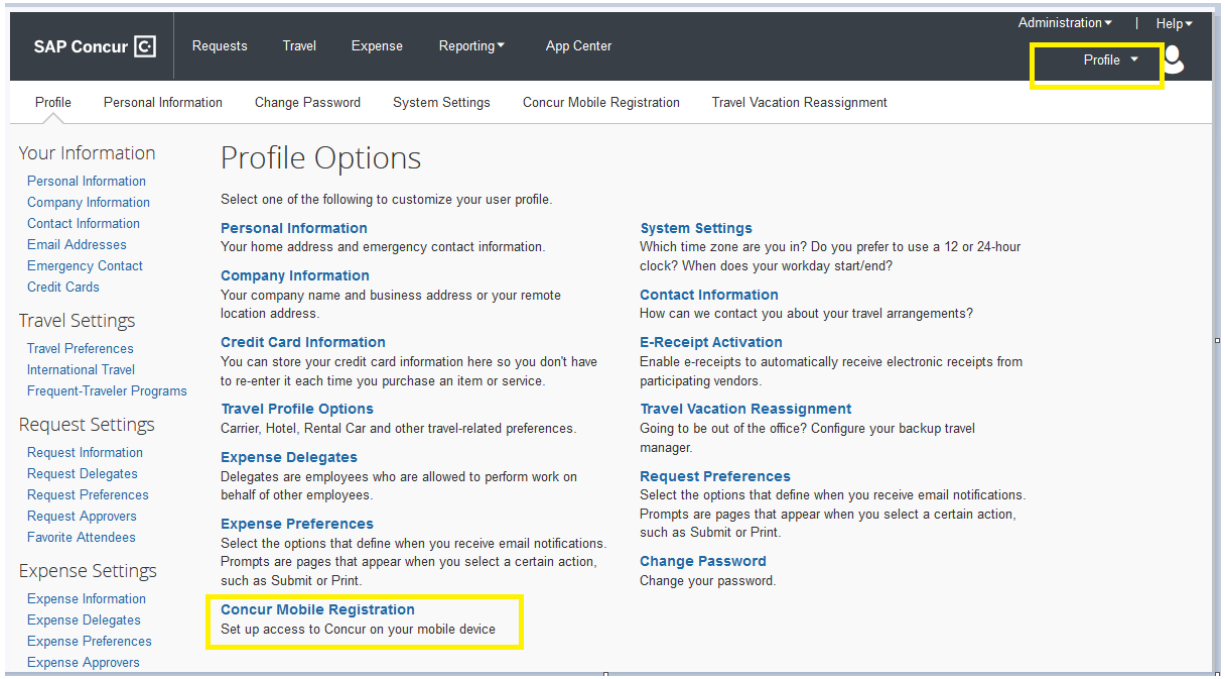




- Mobile App recently updated
  - Added features/functionality
  - SSO and OKTA required

Mobile App

- Helpful information in Profile



Mobile App

SAP Concur Mobile App

MOBILE SIGN-IN POLICIES

Your organization has set the following policies:

- You may sign into the mobile app using SSO or your username and password
- You may set up biometrics on your mobile device to make signing into the mobile app easier

SIGN-IN IDS

To sign into the app, you'll need a unique ID -- either your username, a verified email address, or your company's SSO code. You can use any of the IDs listed below.

Username

123456789@tcu.edu

Verified Email Addresses

a.rattan@tcu.edu

Edit

SSO Code

Your organization does not have an SSO code.

DOWNLOAD THE APP

Email a link to download the app on a mobile device

a.rattan@tcu.edu | Send Link

Download on the App Store | GET IT ON Google Play

Clickable links

Mobile App

- Login requirements may vary based on platform (iphone, Android, tablet)
  - Helpful information on Concur website

Client documentation – **the SAP Concur mobile app**

SAP Concur

- These documents are provided in English only.
- SAP Concur reserves the right to postpone implementation of – or completely remove – any enhancement/change without prior notice.
- Always clear your cache before clicking a link below. This will ensure that your computer has not cached an older version.
- SAP Concur Marketing Privacy Policy
- Permission to Duplicate / Permission to Copy / Proprietary Statement
- For information about mobile security or SSO, contact your SAP Concur account manager or SAP Concur support.

Quick Links:

- Release Notes

User Guides – ***The "Introduction" guide for each device includes links to all of the other user guides for that device.***

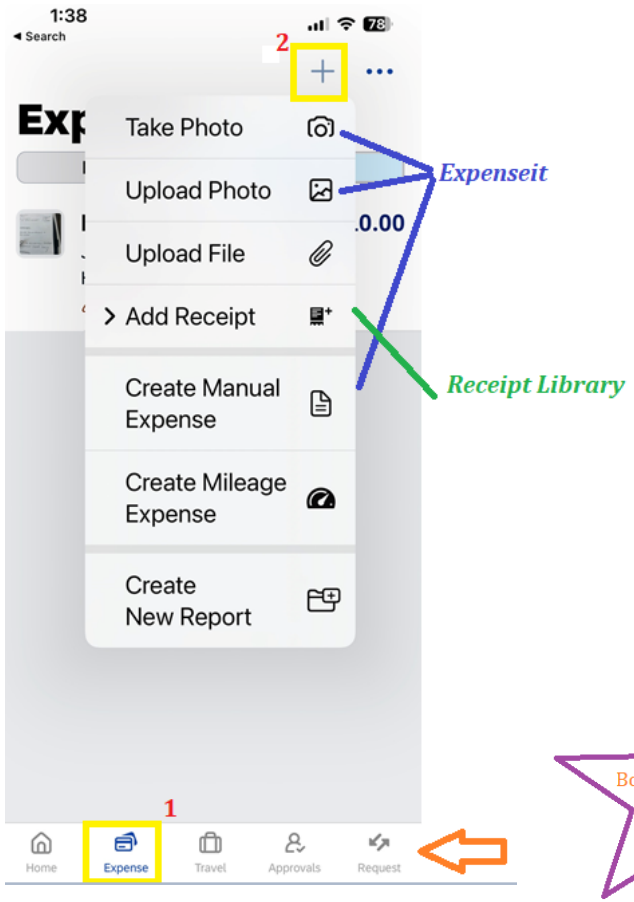
Guide/Feature	Android	iPhone	iPad
Introduction	Version 10.0 DOC -- PDF	Version 10.0 DOC -- PDF	Version 10.0 DOC -- PDF
Travel	DOCX -- PDF	DOCX -- PDF	DOCX -- PDF
Expense	DOCX -- PDF	DOCX -- PDF	DOCX -- PDF
Invoice	DOCX -- PDF	DOCX -- PDF	DOCX -- PDF
Request	DOCX -- PDF	DOCX -- PDF	DOCX -- PDF
Budget	DOCX -- PDF	DOCX -- PDF	
Drive	DOCX -- PDF	DOCX -- PDF	DOCX -- PDF
Drive - More Information	HTML	HTML	HTML
ExpenseIt	DOCX -- PDF	DOCX -- PDF	DOCX -- PDF
ExpenseIt FAQ -- End User -- client	PDF	PDF	PDF
Receipts (Receipt Digitization)	DOCX -- PDF	DOCX -- PDF	
Fapiao Capture		DOCX -- PDF	
Fapiao Capture (Chinese)		DOCX -- PDF	

Other Documentation

Document Name	Date Revised	Format
ExpenseIt FAQ -- Admin User -- client	Current	PDF
Feature List by Device	April 5, 2023	DOC -- PDF
FAQ for Mobile Users (all phones)	October 5, 2022	DOC -- PDF
Managing the SAP Concur mobile app	July 5, 2023	DOC -- PDF
Mobile Reports	March 22, 2019	DOC -- PDF

Mobile App

- Receipt/Expense options

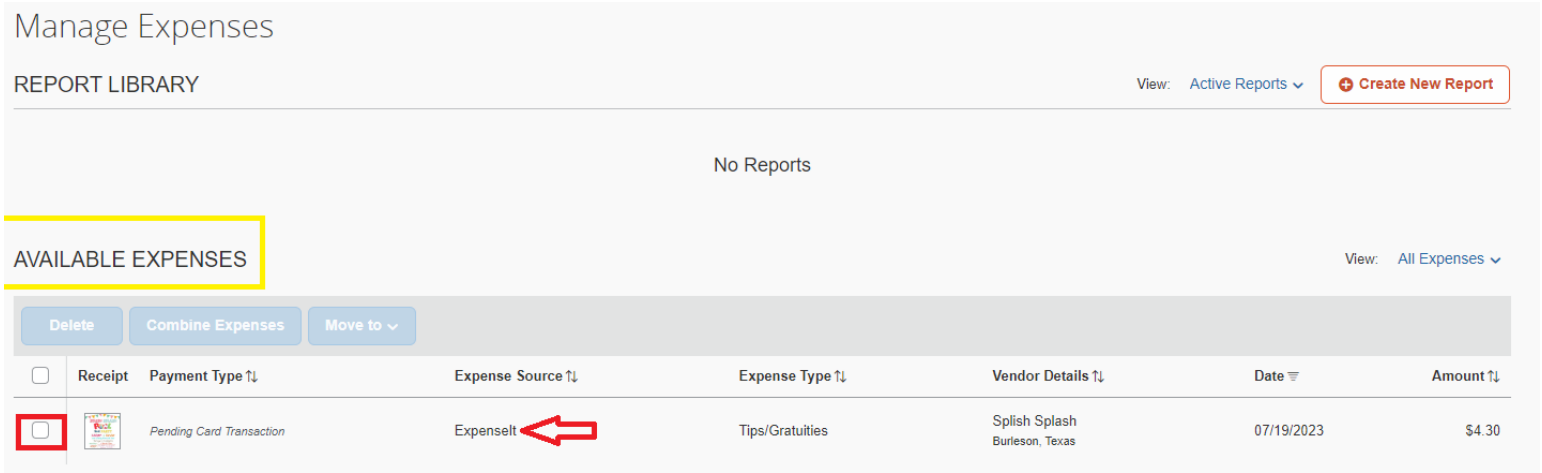


Note: Screen views differ on iphone vs Android

Bonus - create a Request !

Mobile App

- *Expenseit* from Concur
  - Allows users to create transaction expense so it is ready to add to an Expense Report
  - Will appear in the Available Expenses



Email Notifications

- Users will receive system generated emails as Concur submissions process through workflow
  - Email when AP has approved the Expense
  - Email when Expense becomes eligible for payment (i.e. Approved and in Peoplesoft)
    - Payment will be processed Wednesdays following ingestion into PeopleSoft, funds will be in banks by end of day Friday

Resources

- Travel & Expense webpage
  - Found under Contracts, Procurement & Travel Services on https://finance.tcu.edu/ webpage
  - Training documents
    - Videos and Quick Reference guides
  - Before, During and After travel
  - FAQ

Resources

finance.tcu.edu/contracts-procurement-travel/travel-expense/index.php

Finance & Administration

Accounting & Financial Services | Budget & Financial Planning | Contracts, Procurement & Travel | Facilities | Risk

Travel & Expense

Home › Contracts, Procurement & Travel Services › Travel & Expense

When work calls for travel, a little upfront planning will make your trip go off without a hitch–before, during and after.

Concur Login

Concur Open Office Q&A Sessions

- Concur Open Office Q&A – Aug. 25 and Sept. 8 at 10am (click to add to calendar)
- Concur Open Office Q&A – Aug. 29 and Sept. 12 at 3pm (click to add to calendar)

General Travel & Expense Guidelines

TCU uses SAP Concur Travel to make managing your travel as simple as possible. It offers a suite of tools and services including online booking and expense management. We also have a dedicated travel agent through

Concur Questions?

For more information about Concur, send an em

Concur Support

Resources

finance.tcu.edu/contracts-procurement-travel/travel-expense/index.php

SCROLL DOWN

Getting Started with SAP Concur

Concur FAQ

Make Your Trip Smooth Sailing

- Before Travel
- During Travel
- After Travel
- International Travel

Resources

finance.tcu.edu/contracts-procurement-travel/travel-expense/index.php#accd23e341-before-travel

Before Travel

Are you a first time traveler or infrequent traveler? Please review the Getting Started with SAP Concur page for items you will need to do before booking travel with SAP Concur.

Don't forget to complete a Travel Request for all overnight travel before booking your travel, whether in Concur Travel or with our contracted travel agency, Anthony Travel.

Concur Travel Requests

To create a more efficient process, the University is transitioning away from using various department forms in favor of Travel Requests created directly in SAP Concur. Travelers must identify funding and gather estimated travel costs before creating a request. **Beginning October 1, 2023, an approved Travel Request will be required for all employee travel in order to submit a "TCU Travel Expenses" Report Type with a Trip Type of In-State-Overnight, Out of State, and International Travel.** The following links provide additional guidance.

- Creating and Submitting SAP Concur Travel Requests
- Updating Default Budget String in SAP Concur Profile
- How to Book Travel
- Updating Your Travel Profile
- Activating E-Receipts
- Adding Expenses to a Travel Request
- Mobile Guides

Resources

finance.tcu.edu/contracts-procurement-travel/travel-expense/get-started-concur.php

Accounting & Financial Services | Budget & Financial Planning | Contracts, Procurement & Travel | Facilities

Getting Started With SAP Concur

Home › Contracts, Procurement & Travel Services › Travel & Expense › Getting Started With SAP Concur

The first time you log into SAP Concur, you must update and save your SAP Concur Profile. While updating your profile, please be sure to verify your email address and add your mobile device for safety messaging.

1. Watch the SAP Concur Travel and Expense video
2. Look over the SAP Concur Open Office Q&A Session Resources
3. Read Getting Started with SAP Concur
4. Review the Profile Guide
5. Log into SAP Concur

You will also need to activate your E-Receipts. If you have University-related travel planned, check out Before You Travel for additional information.

University Credit Card Programs

Credit card program information

SAP Concur Mobile App

Mobile guides

Concur Questi

For more information about Co

Concur Support

For Anthony Travel, call the cam
817-257-1130 or email:

Anthony Travel Suppo

For **after-hours emergencies**, c

Resources

- Concur Open Office Q&A Sessions
  - Come and Go format
  - Live Concur Demonstrations
    - Pre-planned and
    - Impromptu based on user questions

finance.tcu.edu/contracts-procurement-travel/travel-expense/index.php

Concur Open Office Q&A Sessions

- Concur Open Office Q&A – Aug. 25 and Sept. 8 at 10am (click to add to calendar)
- Concur Open Office Q&A – Aug. 29 and Sept. 12 at 3pm (click to add to calendar)

Resources

- Concur Travel and Expense Faculty Training Session #2
  - August 28, 2023 2pm-3pm
  - Register via link in email sent 8/15/23
  - Feel free to re-attend after navigating in Concur after today's session
  - Encourage colleagues to attend

Resources

- Please send all Concur questions to Concur@tcu.edu
  - Managed by:
    - Leslie Bast – Travel Requests and Expenses
    - Sarah Davis – University Credit Card Programs
  - Indicate in email subject line:
    - Travel Requests and Expenses OR
    - University Credit Card Programs