Overview: Expense report approvers will work directly in Concur—desktop or mobile app—to approve expense reports at both the departmental and funding source level. Email notifications are sent when expense reports are submitted for approval.

Workflow Overview

The basic workflow model begins when an employee submits his/her expense report into workflow. An expense delegate creates the report, but is not part of workflow.

Please note: Optional approvals include funding thresholds and management center approvals.

Step 1

Once you receive an email indicating a report is ready to approve, log into Concur by going to the Concur tab in work.duke.edu or through the link available at concur.duke.edu. From the home page, select Required Approvals or find Required Approvals found in My Tasks.
APPROVING AN EXPENSE REPORT

Step 2
From Approvals, select the hyperlink associated with the expense report you want to approve. Notice information about the report displays. Report Name is pulled directly from the Report Header. Information below the report name may be populated if additional information is entered in the headers. Report Date is the date the report entered workflow. Amount Due Employee is reimbursement amount and the Requested Amount is the total amount of the report which includes corporate card charges and reimbursements due to the employee. Icons may display based upon expense report activity.

<table>
<thead>
<tr>
<th>Approvals</th>
</tr>
</thead>
<tbody>
<tr>
<td>00 Requests</td>
</tr>
<tr>
<td>Expense Reports</td>
</tr>
<tr>
<td>Report Name</td>
</tr>
<tr>
<td>Gwen’s Monthly Report</td>
</tr>
<tr>
<td>Gwen Test 10.5</td>
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</table>

Step 3
Under Report Name, select the hyperlink of the report to review it. From the report, you will see any exception messages which apply to the report, a list of expenses included in the report, and a report summary. Select Details to see a variety of information.

- Report Header – details providing context about the report.
- Totals – dollar totals.
- Audit Trail – complete history of activity and audit messages.
- Approval Flow - workflow approvers.
- Comments – comments added by delegate, employee, or approvers.
- Allocations – displays funding source allocation. On the Allocations for Report screen, select Summary to see details.

Questions? Visit Contact Information at concur.duke.edu or email Concur-ExpenseSupport@duke.edu.
Select **Receipts** for options on viewing receipts.

- **View Receipts in new window** – opens receipts in a new window. Great when approving using two screens. Shows all receipts entered at the expense level in one document.
- **View Receipts in current window** – shows the receipt in one screen aligned with the expense and expense details. Shows all receipts entered at the expense level in one document.

**Please note:** To view the expense directly associated with an expense, select the expense and **Receipt Image** tab associated with that expense. If it is noted that additional back-up documentation has been added to the header level of the expense report, select **View Receipts in new window** or **View Receipts in current window**. This will ensure you have reviewed all back-up documentation associated with the expense report.

Select **Print/Email** to view the travel summary document.

**Questions?** Visit Contact Information at concur.duke.edu or email [Concur-ExpenseSupport@duke.edu](mailto:Concur-ExpenseSupport@duke.edu).
Step 4

Perform a detailed review of the expense report including ensuring receipt details align with expenses. Keep in mind the following when reviewing reports:

- Icons provide information about the expense report. Hover over a icon to display information or see an image of a receipt.
- An arrow associated with an expense indicates the expense has been itemized. Select the arrow to view details.
- Indicates it’s been allocated at the receipt level. If you do not see a pie chart, that means it’s been allocated at the expense report level. Go to the Details-Report Header of the expense report to view the cost object.
- Tools are available throughout the view which change the display. Select the View link, explore the tool bar associated with receipts,

Step 5

Once the review is complete, Approve the report. Review the Final Confirmation and select Accept. Once you receive a confirmation, you will be returned to the Reports view on the Approvals page.

Additional options available include Sending Back to User which requires comments or Approve & Forward which records your approval to the report and allows you to add a user into the approval workflow.
### Important Note for Back-up Approvers

In order to approve expense reports as a back-up, you will need to log into Concur and “act on behalf of” the primary approver. Email notifications will provide the name of the primary approver. Follow departmental process for approving as a back-up approver.

Once in Concur, go to **Profile** and use the **Acting as other user** drop down menu to find the approver. Select **Start Session** to begin. You will then be logged in as that approver and can follow the approval steps outlined in this document.
Helpful Hints

▪ If an expense report is allocated to multiple cost objects, **ALL** cost object approvers are required to approve the expense report.

▪ Funding source approvers can change the cost object associated with an expense report. If a cost object is changed, the report re-routes to all funding source approvers.

▪ Employees cannot approve their own expense report nor should departmental approvers approve expense reports for their supervisor or others at higher levels in their business unit.

Icon Information

▪ **Icons are critical** to navigating in Concur. Common icons are displayed below. A complete listing of icons (hyperlink) can be found at concur.duke.edu. More information can be found in the Concur Icon QRG hyperlink.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Receipts Icon" /></td>
<td>Receipts are attached.</td>
</tr>
<tr>
<td><img src="image" alt="Corporate Card Icon" /></td>
<td>Corporate card expense. If it has a black “plus”, level three data is available.</td>
</tr>
<tr>
<td><img src="image" alt="Expenses Icon" /></td>
<td>Expenses are allocated by dollar or percentage to different cost objects.</td>
</tr>
<tr>
<td><img src="image" alt="Attendees Icon" /></td>
<td>Attendees included for expense types that require attendee information.</td>
</tr>
<tr>
<td><img src="image" alt="Warning Icon" /></td>
<td>Warning exception message. Approvers should review.</td>
</tr>
<tr>
<td><img src="image" alt="Indicates Expense Itemized" /></td>
<td>Indicates an expense has been itemized.</td>
</tr>
<tr>
<td><img src="image" alt="Expense Return Icon" /></td>
<td>Expense report has been returned and resubmitted. Color of icon may vary.</td>
</tr>
<tr>
<td><img src="image" alt="Comments Icon" /></td>
<td>Comments is a returns report.</td>
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