Q: I accidentally charged a personal expense on my corporate card and used my personal credit card for a business expense. How do I make corrections?

A: Guidance for handing personal charges is outlined in the Personal/Non-allowable Quick Reference Guide.

Receipts

Q: How do I email a receipt into Concur?

A: The receipt can be emailed to receipts@expenseit.com. The employee's Duke email address should be included in the subject line of the email. Detailed instructions can be found in the Submitting Receipts Quick Reference Guide.

Q: Can receipts be uploaded to a desktop?

A: Yes. Detailed instructions for working with receipts can be found in the Submitting Receipts Quick Reference Guide.

Q: Can you view or pull receipts by date range?

A: The list of outstanding corporate card receipts can be sorted by date.

Q: Do I have to select "confirm department approval-receipt life policy"?

A: If your department approves the use of the receipt lite policy and the specific receipt applies, you should check the box to confirm the reason there is no receipt attached.

Q: Can we send gift card recipient information through email?

A: Please reference the Quick Reference Guide regarding gift cards. This guide provides specific guidance for handling gift cards.

Q: If expenses are still in the Available Receipt List does that mean they haven't been cleared?

A: Yes, if the corporate card charge is still available then it has not been included in an expense report yet. Please be sure to check the icon to determine if it is a receipt or the actual corporate card charge.

Q: If a receipt has been added by the employee for a corporate card transaction and the amounts of the transaction and the receipt do not match due to exchange rate (or something else) how do you pair the charge and the receipt?

A: The receipt can still be matched with the corporate card charge if the two amounts do not match exactly. There is a Match button that can be selected to match the receipt with the charge. Once the difference is understood, an explanation should be provided in the report to document the difference in amounts. This process can be used when working foreign transactions where a foreign transaction fee may be charged.

Q: Can receipts outside of the dates used to create a report be included?

A: Yes, a receipt with a date outside of the actual expense report dates can be included.

Concur Profile and System

Q: Is Concur only for processing corporate card charges?

A: Concur replaces the current system in Duke@Work and should be used for corporate card charges and out-of-pocket receipts.

Q: Can Concur be used for student expenses if they are on a Duke-related trip or project?

A: Concur is only for student employees on the compensatory payroll.

Q: Is there a way to correct an expense that has already been approved?

A: The employee can recall an expense report at any time before it is approved by ET&R. You're not able to start the recall process once approved by ET&R. If the employee recalls a report, the employee can make any needed correction even if the report was originally created by an expense delegate.

Q: If I am an expense delegate, and the employee I'm submitting the report for recalls the report, will I still have access to it to correct it?

A: Yes. An expense delegate can make changes to a report recalled by an employee.

Q: What email address sends the Concur approval and submission reminder messages?

A: The automated notification comes from the Concur system email.

Q: Can you change the email settings for an entire department or do you have to make changes individually?

A: Currently there is no way to update the email selection settings in masse.

Q: Are employees able to select their expense delegates?

A: Employees cannot assign their expense delegates. Business Managers can contact Concur-ExpenseSupport@duke.edu to assign you as the employee's delegate.

Q: I'm unable to see someone's information as their delegate. How do I correct the delegate setting?

A: Business Managers can contact Concur-ExpenseSupport@duke.edu to assign you as the employee's delegate.

Q: How do we remove employees no longer at Duke from our list?

A: Send an email to Concur-ExpenseSupport@Duke.edu and request that the user be removed.

Expense Reports

Q: Are corporate cardholders allowed to create their own expenses charges?

A: Yes, cardholders can create their own expense reports if appropriate for your department.

Q: Does a receipt go back into your Available Receipts once you delete it from the expense report?

A: Yes, it will revert to the Available Receipts section.

Q: How do I explain if the amount charged is a few dollars off from the amount reflected in Concur?

A: Add a note in the Comments or Additional Information explaining the difference.

Q: How do foreign currency conversions work in Concur?

A: There is currency conversion functionality in Concur. You no longer have to convert receipts manually in Concur.

Q: Can you view previously approved expense reports in Concur?

A: Yes, approved expense reports can be found in the Report Library. The Report Library is visible on the main page when logged into Concur.

Q: Do travel expenses for non-employees paid by Duke require a travel report?

A: You can clear the charges in travel or non-travel reports created in your name since it is your charge. There will be a prompt where you can include the traveler's name and relationship to Duke.

Q: What report type do I use if I am paying for non-Duke people traveling using my Corporate Card?

A: Use the Non-Travel Report since the user is booking travel for a guest and not a Duke employee. There are travel expense types available in the non-travel report used for non-employee expenses.

Q: Can you add to an approved expense report if unexpected charges or receipts are received later?

A: Expense reports cannot be opened once the expense report has been approved by ET&R. Users will need to create a new expense report for the additional receipt received after the initial expense report has been approved.

Q: How do you enter date information for expenses in advance of booking travel, such as conference registration?

A: When clearing such types of expenses use the dates and times of the event if the airfare has not yet been booked.

Q: What is the Report Key field mean?

A: The Report Key is a Concur-generated number that identifies the expense report. It is equivalent to the Trip Number used in the previous system.

Q: How do I change the Expense Type if I've made an error?

A: You can click on the line item and go to the Expense Type dropdown menu and select the correct expense type. Then click on the Save button.

Q: Can you copy expense reports for recurring charges?

A: Yes, an expense report can be copied from the Report Library available on the Expense page.

Q: I get a yellow triangle icon on my expenses because they're recurring charges for the same amount. Do I need to include a statement of how these expenses are different?

A: The yellow triangle is only a reminder to confirm that this charge is not a duplicate. It serves as an alert, but not a hard stop. You can elect to add a note in the comments field in the expense report to clarify.

Q: Why do some warnings like the exception to obtain management approval not go away once you include the information required?

A: These messages stay visible to alert approvers so that they review for the additional information requested.

Q: If another employee needed to put a travel expense on my corporate card, which one of us should create the expense report?

A: The expense will be visible on your profile if the charge is on your corporate card. You or your expense delegate will need to create the expense report to clear the charge.

Q: Would I use the DU-Travel or Non-Travel report when booking lodging for someone else on my corporate card?

A: You would use the Non-Travel report. The DU-Travel report assumes you are the traveler and doesn't provide a place to enter the traveler's name. If you already included the expense in a Travel Report, you need to include notes to document who the traveler is.

Q: I'm unable to find a particular GL account selection in Concur. Is it unavailable?

A: Some GL accounts are not available in Concur. Please email ET&R at Concur-ExpenseSupport@duke.edu for additional information on particular GL account selection.

Q: Does the trip start date mean the actual start date of the trip or the date on which the plane tickets were purchased?

A: Typically, when creating a travel report the dates will reflect the actual trip dates. A non-travel report would reflect the receipt dates to be cleared.

Q: Can one submit an expense report that has both travel and non-travel items, or will these expenses have to be submitted as separate expense reports? For example, I travel for a conference during the month of July. And then I have non-travel expenses (office supplies, for example) for July.

A: Travel and non-travel expenses can be included in a Non-Travel expense report. However, non-travel expense types are limited in a Travel report

Q: Sometimes expenses have one expense type at the top level - but then when the expense is itemized, the users doesn't choose the same expense type for the itemization. Does this matter as long as the itemization GL/expense type is the appropriate one for the charge?

A: The expense will post based on the GL account/expense type used in the itemization, so the itemization should be accurate.

NC Sales Tax

Q: Do you always need to break out NC sales tax?

A: Yes, NC Sales Tax should be broken out into the tax expense type.

Q: What is the purpose of tax breakout?

A: Duke breaks out the NC Sales Tax so that we can easily track this particular expense independently.

Q: Are any other types of NC taxes included in the Sales tax category?

A: No, only standard sales tax should be broken out and charged to the sales tax GL Account.

Q: Should we itemize all types of taxes on online orders?

A: You only have to break out NC Sales Tax from a receipt. Other sales tax charges don't need to be itemized.

Q: Can I remove the NC Sales Tax before I allocate the expense?

A: No, you need to allocate the expense first, then you're able to separate the NC Sales Tax charges.

Q: Does the amount charged to a cost object include the itemized NC Sales Taxes?

A: Itemized tax charges in the sales tax GL account don't post to your cost object.

Q: Do I have to itemize the NC Sales Tax each time when I allocate to multiple sources?

A: Concur doesn't itemize the NC Sales Tax automatically. You will need to itemize for each of the allocated expenses.

Reports

Q: How do you check to see if another employee has processed their corporate card charges?

A: You can see outstanding charges for someone else if you are their expense delegate.

Q: Is there a way to receive the Assigned and Unassigned reports generated by Concur as a delegate for other people?

A: The Assigned and Unassigned reports are sent to Business Managers and your department's TRaC representatives. Please contact your unit's representatives for copies of those reports.

Q: What is the best way to see receipts waiting to be cleared for those we are expense delegates for without having to log in as each person?

A: Department users with reporting access can run the Assigned & Unassigned reports. Employee Travel & Reimbursement also sends Outstanding Transaction reports to TRaC Reps and Business Managers every Monday.