Approving Concur Expense Reports

Presented by: Employee Travel and Reimbursement and the Office of Education for Research Administration & Finance
Session Learning Objectives

• Review Concur Workflow
• Examine approver roles and responsibilities - department, funding, management center, ETR
• Discuss resources for Duke expense related policies
• Demonstrate Concur approval functionality
Concur Workflow
Whose involved in approvals?

• Concur provides the opportunity to forward a report to someone outside standard workflow.
Approval Steps

Roles and Responsibilities – Business Units

**Employee**
- Submit receipts
- Assumes expense delegate responsibilities if creating report
- Confirm Duke business purpose – during creation or submission

**Delegate**
- Timely creation
- Effective bundling
- Organization
  - Receipt for each expense
  - Sales tax itemized
  - Expenses allocated
  - Notes included per Duke/business unit requirements
  - Assign funding/GL

**Department**
- Appropriate funding
- Correct GL accuracy
- Quality Control
  - Receipt for each expense
  - Sales tax itemized
  - Expenses allocated
  - Notes included per Duke/business unit requirements

**Funding**
- Appropriate
- AAR for sponsored projects
- GL accuracy

**Mgmt. Center**
- Appropriate

**TRaC Reps:**
- Monitor Workflow
- Cardholder Follow-up
- Education
- Quality Control
- Timely Posting

Business Manager – monitors process and engages if business processes break down.
Approval Steps

Roles and Responsibilities – ET&R

• Compliance with Duke policies and procedures
  ▪ Appropriate documentation/approval based on the expense type
  ▪ Clearly defined Duke business purpose
  ▪ Monitor for non-allowable/personal/unauthorized charges
  ▪ Policy exceptions have appropriate backup documentation/approval

• Compliance with IRS, state and other regulatory agencies
  ▪ Tax reporting requirements based on the type of expense and dollar amount

• Workflow routed appropriately and departmental/funding source/management center approvals were not skipped
Approval Steps

Roles and Responsibilities – All

What should all approvers be looking for during the review process as employees with fiduciary responsibilities?

Fraudulent activity or repetitive inappropriate use

**Fraud:**
Something said or done in a dishonest way to trick people; wrongful or criminal deception intended to result in financial or personal gain.

**Examples:**
Using the corporate card for personal expenses and changing the receipt to appear as if the expenses were for Duke; requesting a mileage reimbursement for personal mileage but falsifying the mileage log; etc.

**Inappropriate Use:**
Using Duke funds or a Duke purchasing method in a way that violates Duke policy typically for personal gain or perceived ease of use; focus typically on what is best for an individual vs. what is best for the institution.

**Example:**
Repetitively using the corporate card for personal expenses and “repaying” Duke either via a check or requesting an offset in from a subsequent expense report.
Available Policy Guidance

Duke Policy
• Domestic Travel
  • https://finance.duke.edu/travel/domestic
• International Travel
  • https://finance.duke.edu/travel/foreign
• General Travel & Reimbursement Policies
  • https://finance.duke.edu/travel/policies

Other Considerations
• Is it being funded by a sponsored award?
  • Funding source approver – familiar with/review award documentation
• Business unit guidance
  • A business unit’s policy may be more restrictive than Duke guidance
Approving in Concur

Where can reports be approved?

Concur Mobile App

Desktop Client
Approving in Concur
Notifications

• System generated email notifications are sent when:
  ▪ An employee “Submits” a report
  ▪ An upstream approver “Approves” or “Approves and Forwards” a report
  ▪ When approvers do not take action on reports – will move to the next approval step
Approving in Concur

Where should I look?

- Review documentation – attached to the receipt and attached to the report
- Review comments – at the report header and the expense level
- Review level three data if available for corporate card purchases
- Review cost objects funding the expense
  - Entire report
  - Allocations – dollar amount
  - Important to note – funding source approvers can change cost objects
- Be aware of audit rules
Approval Demonstration

• Departmental approver demonstration
  • Launch an approval
  • Display receipts and attachments
  • Review details of an expense
  • Access the report header
  • Review an itemized receipt
  • Review an allocated receipt
  • Return a report and add comments

• Funding approver demonstration:
  • Display amount charged to a particular cost object
  • Change funding cost object
  • Review previous approvers of a report
Let’s investigate report approval...
Resources

• Concur – Concur.duke.edu
  ▪ Report Reference
  ▪ Quick Reference Guides

• ET&R Customer Service
  ▪ Concur-ExpenseSupport@duke.edu
  ▪ 919-668-3877
Thank you!