



# Approving Concur Expense Reports

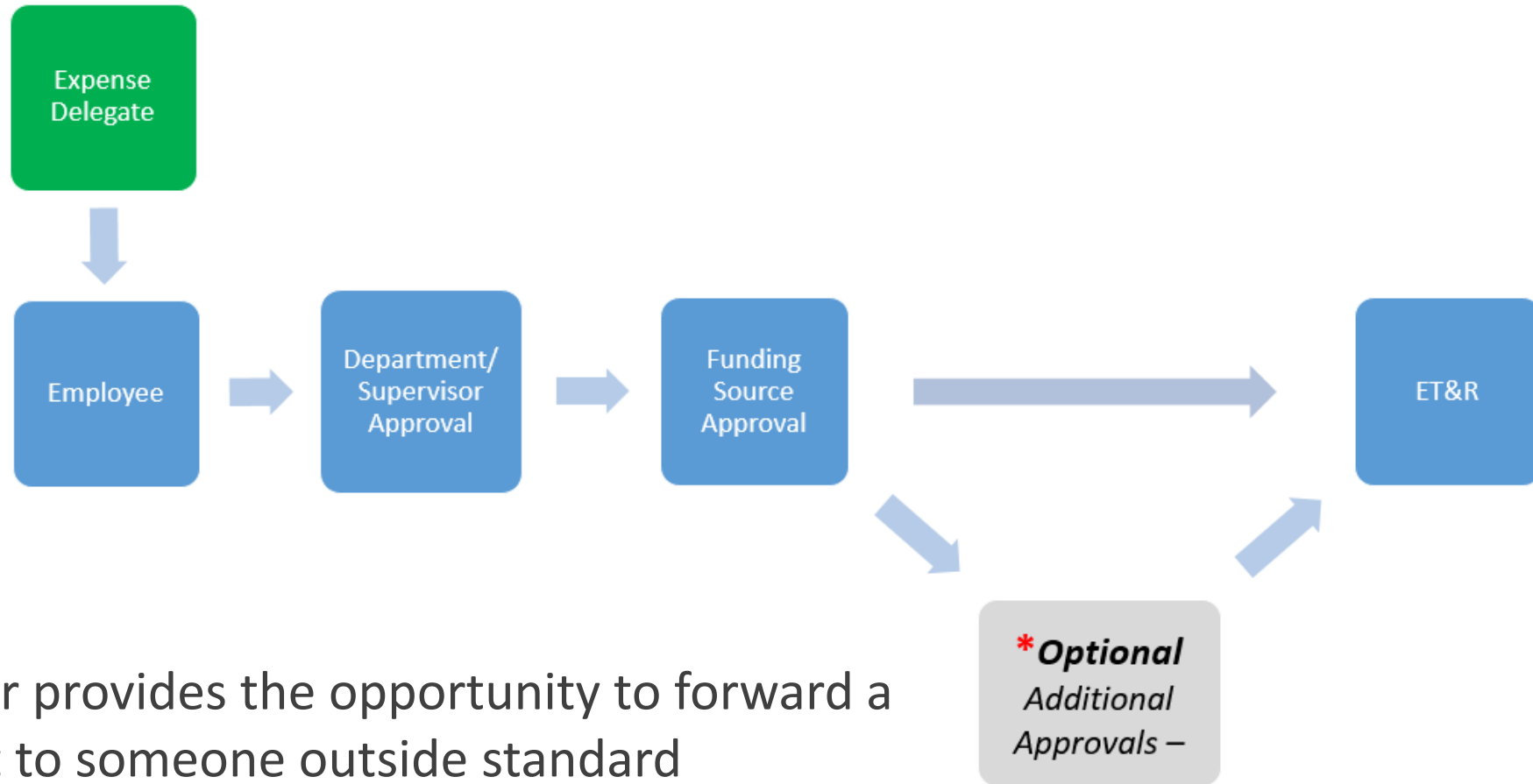
*Presented by: Employee Travel and Reimbursement and the Office of Education for Research Administration & Finance*

# 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



# 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>

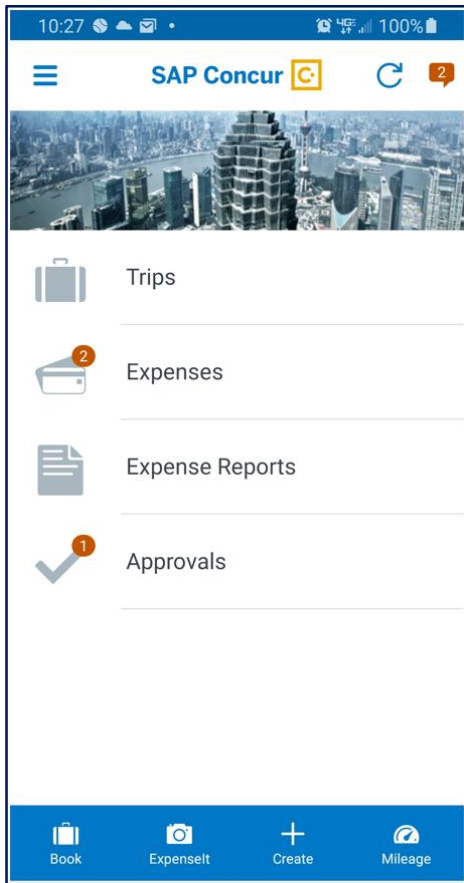
## Other Considerations

- 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

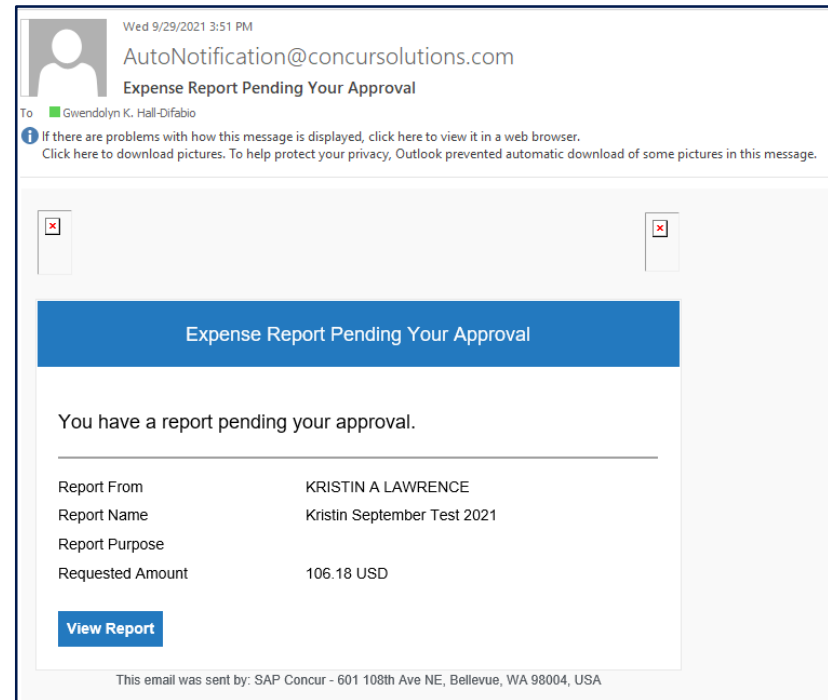
The screenshot shows the SAP Concur desktop client interface. The top navigation bar includes SAP Concur, Travel, Expense, Approvals, Reporting, and App Center. The user's name, Duke, and greeting, Hello, GWENDOLYN, are displayed. A summary row shows: Start a Report (+), Enter Reservation (+), Upload Receipts (+), 01 Required Approvals, 10 Available Expenses, and 00 Open Reports. A red arrow points from the '01 Required Approvals' tile to the 'Approvals' section in the main content area. The 'Approvals' section has sub-tabs for Approvals Home and Reports. It displays two summary tiles: 00 Trips and 01 Expense Reports. Below these is a table titled 'Expense Reports' with the following data:

Report Name	Employee	Report Date	Amount Due Employee	Requested Amount
Kristin September Test 2021	LAWRENCE, KRISTIN	09/29/2021	\$106.18	\$106.18



# 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](mailto:Concur-ExpenseSupport@duke.edu)
  - 919-668-3877

App Center

+ Start a Report
+ Enter Reservation
+ Upload Receipts
Appro

**COMPANY NOTES**


Concur Training Toolkit  
 This link will provide information to utilise the Concur Expense System.

[KNOW BEFORE YOU GO](#)

**MY TASKS**

**00** Required Approvals →

Great! You currently have no approvals.



**04** Available Expenses →

06/17	Cartf Banc Aire	EUR 54.60
11/18	Fabulous Market	\$11.43
10/24	HILTON	\$874.73
07/23	Fuel	\$101.48

**09/0**

# Thank you!