Concur Implementation

Expense Delegates (Initiators)

Questions & Answers to Review Prior to the Session

I have a PDF of a receipt and I need it to support two different expenses. What do I do?

Scan the receipt and upload it twice. It can then be attached to each expense you need to support.

I'm trying to add a Duke employee as a meeting attendee and I can't find them in the search. Where do I find them?

Duke is implementing Concur as a phased implementation so employees will not display until their business unit begins using Concur. If you cannot find an employee, their business unit has not started using Concur. Use the Guest/Visitor option under Attendee Type to add attendees not in Concur. Reference concur.duke.edu and select Implementation Plan on the main page for a listing of business units using Concur. Concur implementation is scheduled to be complete in the spring of 2021.

Dr. Jones added me as an expense delegate when setting up her profile, but I can't see her in my list of employees. What happened?

While employees can add expense delegates in their profile settings, Duke does not use that relationship to grant access to create expense reports. This information is submitted by individuals designated by your business unit. Contact your TRaC Rep or your business offices for assistance.

Can a traveler book airfare/hotel outside of Concur, if they found a competitive price?

Yes. At an institutional level, Concur is not required for booking travel. E-receipting and use of mobile apps like TripIt work regardless of where travel is booked.

Is the card holder supposed to keep the original receipt after he/she uploads it to system through a mobile app?

Unless the funding source (federal contract for example) has a requirement for original documentation to be maintained, a Duke employee does not have to keep a receipt once it has been fully processed and up-loaded in the Concur mobile app. Receipts will be stored in Concur.

Are the initiators (expense delegates) going to receive the list of credit card expenses through an e-mail for corporate card holders for whom they create expense reports?

No. The assigned and unassigned transaction lists will be sent to Business Managers and TRaC Reps each week and should be forwarded to expense delegates. Expense delegates can see outstanding transactions by accessing each employee.

Since expenses for one trip cannot be included in one expense report (for example – international trip airline tickets booked months in advance), can trip dates overlap? What is a solution?

While trip dates can overlap in Concur, it is important to think about grouping differently. The Report Reference field should be used to group expenses that occur for the same trip but are processed in different expense reports rather than relying on trip dates. For example, several tickets may be booked in July for different trips occurring in November. In July a travel expense report might be created using a July start and end dates that includes all three airline tickets for November trips. The Report Reference field associated with each airline ticket expense can then be used to provide details on the specific trip.

So even though I never travel (as an expense delegate), should I set up the TripIt app and Concur App because the person I support travels?

If you are an expense delegate, you do not have to set-up the TripIt or Concur Apps unless you want to see how they function for the employees you support.

So if there is a charge that has multiple supporting documents, would that be able to be loaded on the same scan?

Yes – multiple documents can be attached if they are one file or you can attach documents to the entire expense report.

Can you recall the expense report when you notice a mistake?

Only the employee can recall an expense report. The expense delegate cannot.

Once the receipt is cleared, will the receipt show in SAP as an attachment when doing Financial Reports?

Yes – receipts will show in SAP. Currently the expense summary only displays in Concur.

Is Amazon an e-receipt vendor?

No. Amazon is not an e-receipt vendor.

For expense reports with multiple funding sources, do the multiple funding source approvals happen in parallel or sequentially?

Funding source approvals happen in parallel.

Is there an org unit or school level report to show who has completed their Concur profile?

Pull the E-Receipt Activation Report as an indicator of who has established profiles.

If an expense report is returned and it is returned to the employee, would the expense delegate receive a notification for them to make the correction?

The expense delegate will only receive the notification if the employee has indicated in his/her Profile that expense delegates will receive email notifications.

What kind of training is planned for card holders who are not expense delegates?

Most card holders have been successful using the Quick Reference Guides and Demo Videos found at concur.duke.edu to learn how to navigate and work in Concur.

Should "infrequent" travelers or others who only occasionally have out-of-pocket expenses to reimburse set-up their Concur profile?

Profile set-up should be focused on Corporate Card holders and those who travel frequently on personal funds. There is no need to immediately set up profiles if the travel does not happen frequently.

Should the billing address in the Profile be our Box number or should we also include our street address as it does on the card statement?

It is best if it matches what is on the card statement.

Can conference registration fees still be paid via an AP Check Request?

Yes. Conference registration fees can be paid via a corporate card or an AP Check Request in advance of the conference.

When we create a new report in Concur, can we put travel and non-travel corporate card charges all together in an expense report?

While the non-travel expense report does allow travel and non-travel expense types, work with your business office to determine how your business unit wants to group expenses.

Can we set up our employees' profiles or do they need to do that? If they need to do it, what needs to be consistent across all employees (e.g., credit card address)?

There are elements that need to be completed by the employee. Please direct them to Quick Reference Guides that show them how to complete their action items.

What training is being provided for employees? For example, faculty?

Based upon feedback, we are not doing formal training with them. The Pilot and roll-outs have been successful using only the online tutorial information in the quick reference guide found at concur.duke.edu.

I use the approvals tab to follow-up with folks if something's been in their queue for a while. Will delegates be able to see approvals for our folks in some other place?

You will be able to see where things are in workflow approval for the employees you support. Status can also be checked by all expense delegates using the workflow status report.

As an expense delegate, how can I get a copy of the submitted report?

Copies are available in the report library accessed on the Expense page in Concur.

When I look in profile, I do not see a list of employees. I only see my Profile Setting link. Will this change at roll-out or am I having issues already?

You will not get access to the employees you support until the week your business unit goes live.

Is this session recorded so we can have a link to watch it again?

All Concur sessions have been recorded and are posted under "Training" at concur.duke.edu. If you cannot attend an implementation session or want to review a session, please use these videos. They do not have to be specific to your implementation wave.

Should we already be able to log into Concur at the website?

No. You will not have access until the week of your phase 1 go-live date.

Are there any issues with this system and browsers?

Versions of Firefox, Chrome, Edge, IE and Safari are supported by Concur. The details for what versions are supported are available at https://concur.duke.edu/faq under "What browsers are supported?"

Will we receive a sample email to send to card holders/frequent travelers or should we draft our own?

A sample email will be distributed to business unit implementation leaders for business unit distribution.

Will vehicle corporate cards expenses that were being cleared on WORKS be cleared in Concur?

No. Fleet cards will still be cleared in WORKS.

At what point will all expenses need to move to Concur?

Dates for transitioning to Concur verify for each Wave. If you are uncertain of the deadline for your wave, contact your business office.

If we have changes to approvers or approver delegates after Go Live, do we change it in the SAP Security Tool or do we need to do this another way?

Primary approvers are handled via the ETR spreadsheet and delegate are handled via the SAP Security tool.

Will we need to wait to update profile information or can this be done now?

Profiles can start being set-up as of the go-live date set for your implementation wave.

Can we ask that our users use their netID@duke.edu for email to prevent any errors?

No. You need to use their actual Duke E-mail address.

Will an employee be able to have more than one delegate or is it a 1-1, just like the back-up?
An employee can have multiple expense delegates.

I noticed there is an approver role for adhoc approver. How does that role work?

An adhoc approvers in as approver that is added outside of typical workflow routing. It can be added to address specific situations based on business unit guidance with an individual expense report.

On the example where there is a missing receipt, when the delegate saves, will they get a warning that a receipt is missing?

Yes. The receipt icon will display as yellow.

What if an employee leaves before the expense is processed? How can that be processed if not reassigned?

Contact ETR for assistance.

In the past if a receipt is turned in after a trip has been submitted and we receive a receipt later for that trip, are you saying we don't reopen that trip to add? In the current schema, we have to open same report if during same trip date.

In this instance, you would process the receipt in a new expense report and add the details related to the expense in the Reference Field.

Will the department level approval be able to add to the report reference free text box, or is that only for delegate and/or employee?

Approvers cannot add to the Reference Field.

Is there a way to track how much a trip cost in a total for an employee if part of the charges were processed on a corporate card owned by someone else?

There would not be a good way to track that in Concur. You would need to track a different way.

All travel reservations (flight and hotel reservations) can be submitted for reimbursement before the actual trip?
No. Duke policy does not allow for reimbursement of out-of-pocket expenses prior to a trip. Corporate card expenses can be processed prior to the trip.

Can it be set up such that cardholders get weekly emails providing them with their outstanding transactions?

No; however, the employee can select to receive a notification each time a corporate card expense is loaded into Concur.

What's the process to add an additional TRaC Rep?

Contact ETR for assistance.

How do you become a delegate for someone?

You should work with your business manager or appropriate person who will submit a request to ET&R to provide this access.

With the mobile application with receipts, will the employee have the capability of listing the dinner work companions?

Attendees can be added in the tool once the expense is added to the expense report.

Will the communication be sent to faculty/staff about no longer being reimbursed for international per diems?

We are relying on business managers/units to communicate the business process and policy changes to the appropriate people within their units. The Concur website has also been updated.

Can BI backups get weekly reports along with the Business Manager and TRaC reps?

At go live we are using the current Business manager and TRaC Rep assignments to determine who gets push reports (up to 2 people for each – the current designations are listed on the special designation tab in the spreadsheet Nikki sent). We can include additional people if needed. Updates should be sent to the Concur email box by business managers.

Can we wait to add personal cards until we have an expense needing out of pocket expenses?

It is not a requirement to add a personal credit card to a user's profile in order to reimburse out of pocket expenses. Adding a personal credit card to a user's profile in Concur is optional.

Is a cardholder notified when an e-receipt is automatically sent to Concur? How do they know when they don't have to keep paper or scan a receipt with their phone?

There is not an automatic notification sent to a user when an e-receipt is available in Concur. User's should log in to their profile to check for available e-receipts. Concur provides a list of their e-receipt partners which typically includes major airlines, hotels and car rental agencies.

Does the Concur mobile app work for out-of-pocket expenses?

Yes, users can upload receipts for out-of-pocket expenses using the Concur mobile app.

What will it do with sales tax?

NC sales tax should be broken out of the receipt by the user, when applicable.

Will the same restrictions that a department has in place today under old system carry forward to Concur? For example: restricting faculty corporate cards to travel only?

Departmental restrictions with regards to corporate cards remain unchanged with the transition to Concur.

How may we verify that a vendor does participate in E-receipts? For example: Verizon?

Users can search for Concur partners under the partner directory search. E-receipt partners typically include travel vendors such as airlines, hotels and car rental agencies.
https://www.concur.com/en-us/partners/search

How will we be notified if MD scans in receipt?

There is not a notification for the expense delegate regarding incoming receipts for the users they support.

How would you register a tip that was left?

Tips associated with meals should be included in the total. Tips not associated with a meal, are generally included in a travel report – concierge, baggage/bellhop, etc. Users can record these as Incidentals or Other Expenses found under the Miscellaneous Category in a Travel Report. These will post to the GL/account based on the trip type chosen.

```
...04. Miscellaneous
   Incidentals
   Losses&Damages/Unauthorized use-695600
   Misc. Expenses (Request Only)
   Other
```

Does this apply for virtual conferences as well?

Users cannot get reimbursed until after completion of the conference whether virtual or in person.

Do I need to register as an employee in Concur to submit charges for postal fees I paid although I do not travel?

Yes, you should log in to Concur and complete your profile set up, including adding and verifying your email address to enable complete functionality of the tool.

Did you say we need to keep plane tickets for travel in April until April before we process them with the other receipts?

If the ticket was purchased on a corporate card, you should clear the expense in an expense report as soon as the charge appears in Concur. If the ticket was purchased with personal funds – the user should wait until the trip takes place to submit for reimbursement.

If we're not set up as delegates and just rely on the reports to be disseminated, will we be able to go in to review expenses by employee as we expedite write-offs?

No, if you are not assigned as an expense delegate in Concur – you will not be able to view the user's outstanding transactions or expense reports. If needed, users can reach out to their department Business Manager/Administrator to request access to the Outstanding and Untimely corporate card reports distributed by ET&R on a weekly basis.

Why can't everyone have access to generating reports?

Not every user's role required the need for report access. Users should work with their department Business Managers/Administrators to determine how report access should be managed within their unit.

Isn't 20 days too lenient for approval request? Can that be adjusted individually?

The time frame allowed for workflow approvals is not configured for adjustments based on user preference.

What if we are missing users from our drop-down?

If you are missing users, you will need to work with your business office to have those added into your list.

Do we use Concur for CME reimbursements?

Concur should be used for travel, out-of-pocket reimbursements, as well as submitting corporate card transactions.

When using a corporate card for an expense for another employee, do I clear it under the card holder as prior?

If the corporate card charge is under your name, you will need to clear it under your name. There is a report reference field that can be used to provide detail.

Will Concur recognize a non-Duke email address? (Ex., Gmail, Yahoo?) Must a cardholder use a Duke email address to establish the profile and submit receipts?

You can include a different email, as long as you use an email address that has been verified in the profile set up section of the tool.

The OCR function can't be set up to read the sales tax automatically, right?

E-receipts and receipts uploaded through the ExpenseIt app will use the OCR functionality and will identify sales tax where applicable.

At what point do we assign a GL to our expenses?

You will assign an expense type when you are creating\adding a line item entry to clear the expense.

What if there is an item on the receipt that you are not reimbursing? Such as alcohol on a meal receipt?

You will just omit that amount from the reimbursement amount you enter in the line item.

Is there a way to keep the receipt open while you are trying to itemize so you don't have to keep going back and forth?

You will be able to toggle between the receipt and the itemization fields, but you will not be able to keep the receipt open unless you have it open as a PDF while using a dual monitor.

Can you please show us how to process a reimbursement for a doctor who hands us a receipt for reimbursement of their medical license renewal? (they use their own personal credit card for this).

In this example, you can scan and email the receipt to Concur and then create a non-travel expense report to create the reimbursement. Please reference the video How to create a Non-Travel Expense report available on our website.

So providers with out-of-pocket reimbursements, will they need to set up their profiles and assign us as a delegate? Currently in SAP, we are able to access and process reimbursements for different employees, will that be the case in Concur?

Yes, expense delegates can be assigned by the Business Manager to enable users to create expense reports on behalf of another user. Additionally, the provider should set up their profile to enable e-receipts and verify their email.

When a lodging receipt is from another state, does the system know not to recognize the sales tax as NC sales tax? Duke can only be reimbursed NC sales tax, correct?

If state tax is broken out other than NC sales tax- that can be corrected when the expense is brought into Concur. You are correct that only NC sales tax should be broken out of an expense.

If the employee has to click "submit" for the employee, I assume that replaces how they "approve" their own charges in Duke@Work now if a delegate submits a charge?

Yes, that is correct. The submit functionality in Concur is the employee approval/attestation.

Do we wait until transactions post on "view transactions" before you create your expense report?

Yes - you will need to wait until the transaction appears in Concur before it can be processed.

How can one find who the business manager is for his/her unit/dept?

Can you please email your question to Concur-Expense Support@duke.edu and include your org unit and I will be happy to research and let you know who your Business Manager is.

If my doctor doesn't travel, can I just submit for reimbursement a non-travel expense for them under my log-in?

You will need to be an expense delegate for the faculty/provider. As a delegate, you can act on behalf of the provider and submit their reimbursement for them. The expense report would still route to the provider for submission.

Can multiple people be assigned as someone's delegate? We have at least 400 people that we process reimbursements for and have multiple people who process these reimbursements. Who can we contact so that we can see all of these individuals?

Yes, an employee can have multiple expense delegates. Please work with your business manager to request this additional access from ET&R.

What if you are missing receipts or they are too light or smeared to read and take a picture?

There is an electronic missing receipt form in Concur that can be used where appropriate. If a missing receipt form is not appropriate for the specific expense you can request a duplicate receipt.

Will an expense delegate be notified if a charge is returned for an employee?

Specific email notifications can be set by the employee so that an expense delegate is notified when an expense report is returned for correction.

Outside of the corporate card holders that I am set up as a delegate for, I have back up responsibilities within my team to clear expenses on their behalf when they are out of the office. Should all of those back up card holders also list me as a delegate?

Yes, you should be set up as their expense delegate also so that you can clear expenses for them if/when you need to clear expenses.

I am missing people in the "delegate for", how can I add them?

Your Business Manager should update the expense delegate spreadsheet with any delegate changes and submit to Concur-ExpenseSupport@duke.edu and we will assign the requested access.

Is there a benefit to adding yourself as a delegate through Concur? Or is it just as easy to book and submit receipts as usual?

It is just as easy to book and submit receipts as usual. The mobile app and the email option provide great efficiencies. Thank you for your partnership!

So Acting as a Delegate is only for creating a report? Does it also apply to when one is having to review & approve a report on behalf of another employee?

Yes, an Expense Delegate is only for creating an expense report. Approvers in Concur can assign back up approvers referred to as Approver Delegates who will act on behalf of the primary approver to review and approve expense reports.

If the corporate card owner creates their own trips, scans receipts, etc. but then relies on the delegate to do the report, will the delegate have access to everything they have in their system (receipts, trip info, etc.) ?

Yes, an Expense Delegate will be able to see receipts that an employee has submitted.

I'm currently GM2 for many cost objects and occasionally review and approve reports. I have a feeling I'd have to set myself up in Concur in order to continue to do this?

You can be assigned as a backup approver/Approver Delegate for the GM1. This is done via new functionality in the SAP Security tool.

Will I automatically be notified by Concur that there's a report for me to review and approve?

If you are approving as a delegate, the primary approvers will need to ensure email notifications are sent to you. That is done under the Profile settings. Once you receive this, you will act on their behalf in Concur to approve reports.

How have most depts chosen to share this info with their staff?

We have provided a sample communication and rollout strategy to your business manager. In addition, there are online demonstration vides, quick reference guides and getting started guides available on the Concur website.

Is "allocate" for splitting fund codes?

Yes - allocate can be used to split fund expenses.

Will you also be able to access the report via myResearch homepage?

Users will access expense reports by logging into Concur from the Concur website or Duke@Work.

If we are doing the report on behalf of ourselves (not a delegate), would we just have a "submit report" button (i.e. no "notify employee")?

Yes - if you are creating your own expense report, you will have "Submit".

I am not an "initiator" nor an approver. I provide backup for the entire department. Will each cardholder need to add me add me as a delegate to provide the same back-up?

If you are a back-up to create expense reports, you will need to be set-up as an expense delegate. Speak with your business office for more information on how this will be handled.

Is there a cheat sheet available for all of the different icons?

Yes, you can find a list of the icons and their meanings on the concur.duke.edu website.

How we can download Concur's app?

Instructions can be found on the concur.duke.edu website for downloading the mobile app.

Can we create and submit an entire report from our smart phones, or does taking a picture of a receipt link it into the online concur site where we would then officially complete the report?

You can use the app to create the expense report or use it to only manage receipts.

To make sure I understand, as a delegate, I am not able to use the app to upload pictures of receipts?

You can upload receipts for yourself. You cannot update through the app for other employees.

If the receipt has been uploaded directly into the application, is there a way to export a copy of the receipt so that I can have it for my internal records?

If it is uploaded via the app, it will be available in the web application too. You can then manage from there. You do not need to maintain copies once they are captured in Concur unless it is a federal contract.

Will the expense delegate be informed if the employee has not submitted their expense report?

There are reports in Concur that can be used to monitor the status of expense reports. Also, Concur expense reports will be displayed on the current workflow status report in SAP.

Will the employee be able to make corrections before they submit his/her report?

Yes, the employee can make corrections before submitting.

When we go Live, will the old expense system completely go away?

Not right away. Not until all users across Duke have been transitioned to Concur.

For international receipts charged to the corporate card, will the conversion match Bank of America's conversion?

If there are charges from Bank of America included, it might not match, but it can be modified if necessary.

For those of us who are already approving these reports, what resources are available to help us get started?

There are resources on the concur.duke.edu website that provide valuable guidance for users when getting started.

I would need copies of the receipts for our internal documentation required by my department and link the expense to an excel spreadsheet that we maintain by event or expense. So that means I can download the receipt from the link that's created?

We will have to double check to see if you can download some that has been uploaded. At a minimum, you can get a screen print.

Where do employees find their real email addresses if they don't remember?

Employees would access the enterprise directory from the OIT website to make changes.