Receipts will come into Concur via one of four paths. The paths described are listed in order from most efficient for both Duke employees and expenses, to least efficient.

**Submitting Receipts – E-receipts**

Concur works with many major airlines, hotels, car rental and ride sharing companies to provide e-receipts. E-receipts display in Concur with the Icon. If the purchase is made with a corporate card, the e-receipt and the corporate card charge will link automatically once the corporate card is imported from Bank of America. E-receipts cannot be deleted.

**Submitting Receipts – Concur Mobile App**

**Step 1:** Open the Concur App. Select Expenses. Select the Camera on the subsequent screen.

**Step 2:** Take a picture of the receipt. You will receive the option to confirm or correct the amount.

**Step 3:** Use Next Receipt to capture another receipt. Select Done when complete.

**Step 4:** Concur will process the receipt using optical character recognition (OCR) capturing receipt data. Once complete, the receipt is added to your Available Expenses and the paper receipt is not needed.

Questions? Visit Contact Information at concur.duke.edu or email Concur-ExpenseSupport@duke.edu.
SUBMITTING RECEIPTS

Submitting Receipts – Via Email

If the Concur Mobile App is not available, a PDF or JPG of the receipt can be emailed to receipts@expenseit.com. Put an email address linked to your Concur profile – likely your Duke email address – in the subject line and submit the receipt. Additionally, your expense delegates can submit a receipt using receipts@expenseit.com as long as their email addresses has been verified in their Concur profile.

Please note: If you have more than one Duke email address (i.e.; due to a name change); the email address that has to be verified in Concur is the email address showing in the 'From' header of your email.

Please note: You may verify multiple email addresses. If you routinely use addresses other than your Duke address, enter and verify those addresses as well as receipts can only be sent from a verified email address.

Please note: If submitting receipts via the Concur Mobile App or Via Email (confirm receipt by Concur), a paper receipt is not necessary. Receipts go through Optical Character Recognition (OCR) which captures receipt details. The expense will display in Available Expenses and the source column displays the 📄 icon. If the receipt is associated with a corporate card expense, Concur will use the receipt details to match the expense to the corporate card charge. Corporate card charges may take several days to be loaded from Bank of America so this match may not be immediate. If the expense matches it will be highlighted with the 📄 and ✅ icons.
Submitting Receipts – Via Upload

From the Concur home page, select Upload New Receipt found at the bottom of the home page OR select Attach Receipt on an individual expense and Browse and Attach to pull the receipt from your computer and attach it to an expense.

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