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 under the Receipt Column with a picture of the receipt. 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.

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.

Please note: If you are unable to log in, update your Concur App to ensure you have a current, supported version.

Questions? Visit Contact Information at concur.duke.edu or email EmployeeTravel@duke.edu.
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 a validated email address is used in the Subject line.

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 the Available Expenses. To view the source information, select the Payment Type. In the Expense Source window, the source details will appear. In the Source field, you can view how the receipt came into Concur. 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, you will see a picture of the receipt display under the Receipt column of the expense.
Submitting Receipts – Via Upload

From the Concur home page, select Upload New Receipt found at the bottom of the home page OR select Add Receipt on an individual expense. In the Add Receipt window, select from the available receipts. Select Add to add the receipt to the expense.

Questions? Visit Contact Information at concur.duke.edu or email EmployeeTravel@duke.edu.
Submitting Receipts – Via Drag and Drop

From the Concur home page, select Upload New Receipt found at the bottom of the home page to drag and drop your receipt in the Available Expenses OR select Add Receipt on an individual expense. In the Add Receipt window, “drag and drop” your receipt into the Upload New Receipt window. The Drop Receipt window will appear. Once completed, the receipt will appear next to the expense.

Questions? Visit Contact Information at concur.duke.edu or email EmployeeTravel@duke.edu.