

# Concur – Transforming Travel

## Wave 4 – Expense Delegates Training Session 1 Key Features and Tool Overview

September 14, 2020



# Concur Overview

- ▶ Industry leader for travel/expense management
- ▶ Widely used among higher education and Academic Medical Centers
  - Harvard, Princeton, Cornell, Penn, MIT, Johns Hopkins, Notre Dame, USC, UCLA, MD Anderson, Mayo Clinic
- ▶ SAP Partner acquired in 2014
- ▶ Concur implementation is part of the overall Duke SAP S/4 migration plan – first component in the S/4 plan
- ▶ Travel management – World Travel Service (WTS)

# Wave 4 Participants and Partners

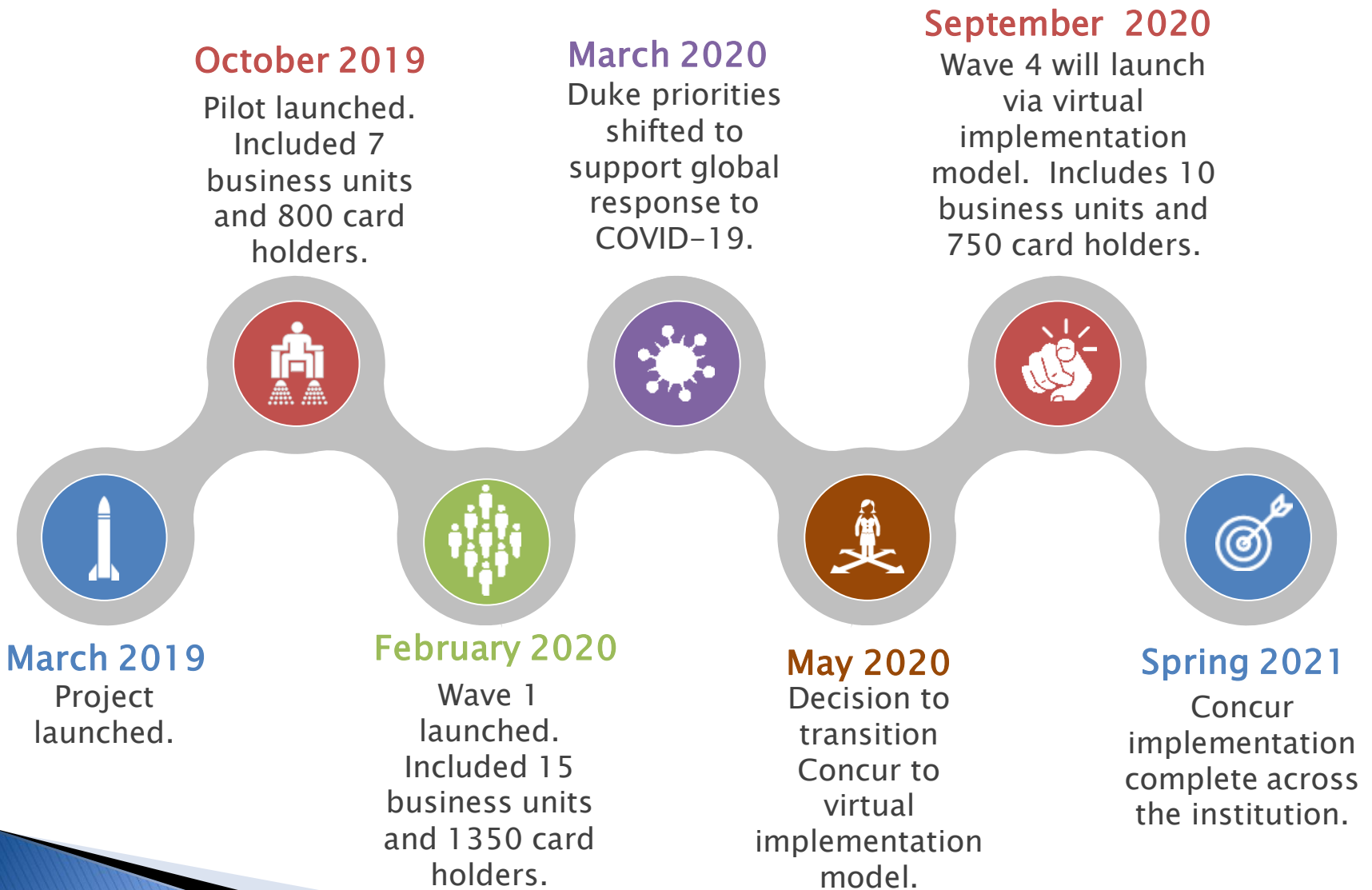
## Participants

- ▶ Duke Finance
- ▶ Duke Press
- ▶ Duke Police
- ▶ TIP
- ▶ Heart Center
- ▶ Psychiatry
- ▶ OIPM
- ▶ Law School
- ▶ Duke Engage
- ▶ Kenan Institute

## Partners

- ▶ ETR
- ▶ Disbursement Services
- ▶ ASM
- ▶ Corporate Card Services
- ▶ Office of Education

# Duke Initiative – A Timeline



# Business Units Using Concur

CAMC	DUHS	Provost Area	School of Medicine
Pilot			
Development Office	Duke Home Care and Hospice	Fuqua	Pediatrics
	DUHS Governmental Relations	Sanford School	
	Duke Regional Hospital		
Wave 1			
Alumni Affairs	Clinical Labs	Arts and Sciences Administration	Anesthesiology
Athletics	PRMO	Computer Science	DCRI
Audit, Risk, and Compliance		Engineering	Medical Center Development
		Libraries	Neurology
		Romance Languages	
		Undergrad Admissions	

# Business Units Using Concur- cont'd...

CAMC	DUHS	Provost Area	School of Medicine
Wave 2			
Duke Gardens		Duke Lemur Center	Immunology
Duke Forest		Provost Admin. & Finance	
Wave 3			
Duke Chapel	Duke Raleigh Hospital	Mathematics	CVD - Licensing & Ventures
Sustainability		Divinity School	

# Business Units Using Concur- cont'd...

- ▶ Concur expense reports processed to date:
  - Number of reports - 11,222
  - \$7,364,111.49

# Concur Features

- ▶ E–receipts for major airlines, hotel chains, rental car, and ride sharing agencies
  - Eliminates the need to collect paper receipts for many types of transactions
  - Automatically matches with corporate card charges
- ▶ Online edits
  - Minimizes errors and the need to return expense reports
- ▶ Automatic currency conversion (even from a photo of a scanned foreign receipt).
  - Conversion rate may be slightly off, but initiators/TRaC Reps will have an opportunity to edit and align with corporate card charge.
- ▶ Enhanced workflow
  - Provides approval steps for each funding source



# Concur Features cont'd....

- ▶ **Increased processing efficiency**
  - Tool is user centric and works best when user creates the expense report
- ▶ **Mobile App**
  - Interfaces a photo of receipt directly to travel tool
  - Uploads images automatically and creates the expense item
- ▶ **Email Option**
  - Photos of receipts or scanned receipts can be emailed to a designated email address and receipts will be linked to the applicable corporate card charge.
- ▶ **Online Tool for booking Travel**
  - Travel management – World Travel Service (WTS)
  - Supports all major airlines (including Southwest), hotels and car rentals
    - Includes matrixed price comparisons

# Concur Features cont'd....

## ▶ New roles

- Expense Delegate (Concur's term of initiators) – creates expense reports on behalf of an employee.
  - Works best when expense delegate supports a small number of employees.
- Travel Arranger – books travel on behalf of an employee using the employee's credit card information.
  - Only necessary if business unit is using Concur to book travel.
  - Employee must assign his/her travel arrangers.



# Big Changes

- ▶ Only two types of expense reports
  - Travel
  - Non-travel
  - Corporate card and out-of-pocket reimbursements can be included in each type of report.
- ▶ Employee submits expense report – starting workflow
- ▶ Expense reports are not opened once posted to the ledger
  - Eliminates expense reports routing multiple times.
- ▶ Discontinue option to “reassign” corporate card transactions
- ▶ Duke incurs a charge for each expense report entered
  - Think about “bundling” differently

# Let's take a Look!



## COVID-19 Community Update

For the latest updates & information visit [Duke's Coronavirus Response website](#).

## Duke Concur Travel & Expense Management

CONCUR LOGIN

1

Search

Home Getting Started Training Booking Travel Expense Management Policies & Procedures Customer Support FAQ



Duke is currently in Wave 1 of the implementation strategy, please check the [Implementation Plan](#) page for information about rollout of the institution wide

# Concur Home Page

The screenshot shows the SAP Concur Home Page for user Duke (GWENDOLYN). The page features a top navigation bar with links for Requests, Travel, Expense, Approvals, Reporting, and App Center. A 'Help' dropdown is in the top right. Below the navigation bar, the user's name 'Duke' and 'Hello, GWENDOLYN' are displayed. A summary row shows '01 Required Approvals', '00 Authorization Requests', '08 Available Expenses', and '02 Open Reports'. The main content area is divided into sections: 'TRIP SEARCH' with a search form, 'COMPANY NOTES' with a 'Concur Training Toolkit' link, 'MY TASKS' with three task cards, and 'MY TRIPS (0)'. Red callout circles highlight: 1. App Center, 2. Profile dropdown, 3. '+ New' button, 4. Search button, and 5. Available Expenses task card.

**SAP Concur** | Requests | Travel | Expense | Approvals | Reporting | App Center | Help

**1** | **2** | Profile |

**Duke**  
Hello, GWENDOLYN

**3** + New | **01** Required Approvals | **00** Authorization Requests | **08** Available Expenses | **02** Open Reports

### TRIP SEARCH

**Mixed Flight/Train Search**

Round Trip | One Way | Multi City

From   
Find an airport | Select multiple airports

To   
Find an airport | Select multiple airports

**4** Search | Show More

### COMPANY NOTES

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

**Travel Smart Support** [Read more](#)

### MY TASKS

- 01** Required Approvals →  
KRISTIN L. | Kristin Test OOP  
\$14.55 — Expense
- 08** Available Expenses →  
05/28 AMZN Mktp US\*M785J6740 \$38.42  
05/20 AMZN Mktp US\*M73O24Z02 \$38.60  
05/19 Mebane, North Carolina \$38.42  
04/29 FS \*TechSmith \$192.60  
02/01 LA COCINA \$78.82
- 02** Open Reports →  
04/27 Gwen Hall-DiFabio \$31.73  
02/28 Gwen Test 2.28.2020 \$73.47

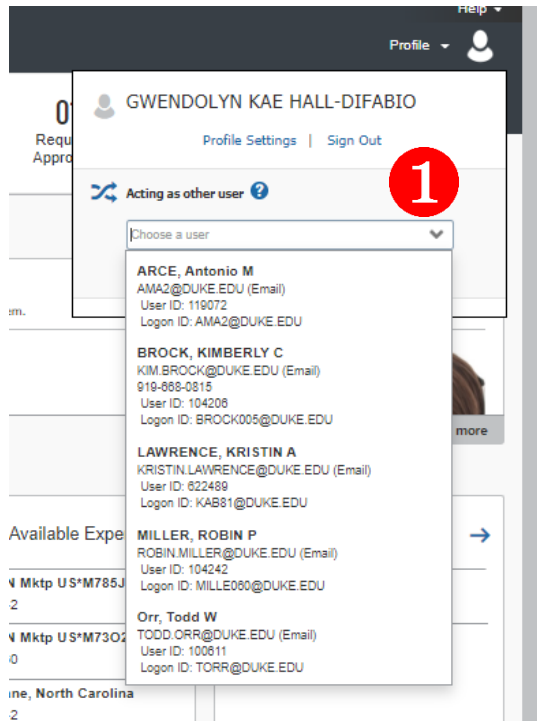
**5**

### MY TRIPS (0)

You currently have no upcoming trips.

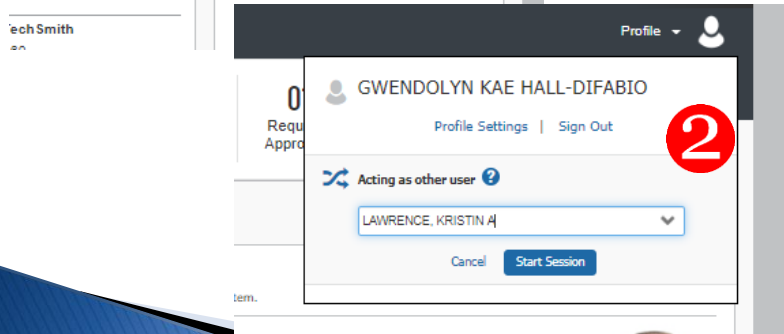
**SAP** | **SAP Concur**

# Acting as a Delegate



This screenshot shows the 'Acting as other user' dropdown menu in the SAP Concur interface. The menu is open, displaying a list of users to choose from. A red circle with the number '1' is placed over the dropdown arrow.

- ARCE, Antonio M  
AMA2@DUKE.EDU (Email)  
User ID: 119072  
Logon ID: AMA2@DUKE.EDU
- BROCK, KIMBERLY C  
KIM.BROCK@DUKE.EDU (Email)  
919-688-0815  
User ID: 104208  
Logon ID: BROCK005@DUKE.EDU
- LAWRENCE, KRISTIN A  
KRISTIN.LAWRENCE@DUKE.EDU (Email)  
User ID: 822489  
Logon ID: KAB81@DUKE.EDU
- MILLER, ROBIN P  
ROBIN.MILLER@DUKE.EDU (Email)  
User ID: 104242  
Logon ID: MILLE080@DUKE.EDU
- Orr, Todd W  
TODD.ORR@DUKE.EDU (Email)  
User ID: 100611  
Logon ID: TORR@DUKE.EDU



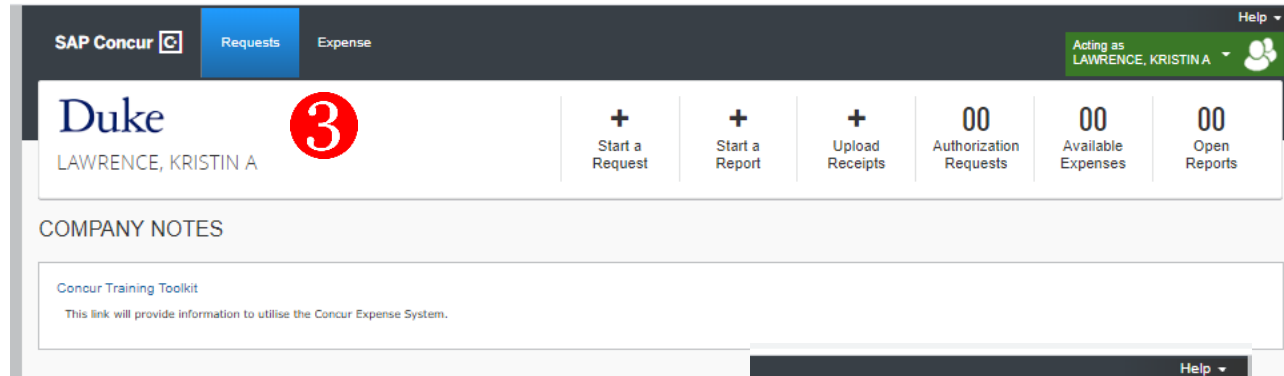
This screenshot shows the 'Acting as other user' selection screen. The user 'LAWRENCE, KRISTIN A' is selected in the dropdown menu. A red circle with the number '2' is placed over the dropdown menu.

Acting as other user ?

Choose a user

LAWRENCE, KRISTIN A

Cancel Start Session



This screenshot shows the SAP Concur main dashboard. The user is logged in as 'LAWRENCE, KRISTIN A'. A red circle with the number '3' is placed over the user name.

SAP Concur Requests Expense

Acting as LAWRENCE, KRISTIN A

Duke

LAWRENCE, KRISTIN A

+ Start a Request

+ Start a Report

+ Upload Receipts

00 Authorization Requests

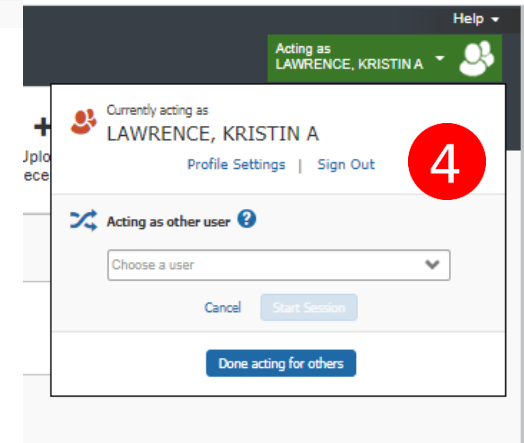
00 Available Expenses

00 Open Reports

COMPANY NOTES

Concur Training Toolkit

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



This screenshot shows the 'Acting as other user' confirmation screen. The user is currently acting as 'LAWRENCE, KRISTIN A'. A red circle with the number '4' is placed over the user name.

Acting as LAWRENCE, KRISTIN A

Currently acting as LAWRENCE, KRISTIN A

Profile Settings | Sign Out

Acting as other user ?

Choose a user

Cancel Start Session

Done acting for others

Actions required *whenever* a delegate is being used.

# Expense Page

SAP Concur Requests Travel **Expense** Approvals Reporting App Center **1** Help Profile

Manage Expenses View Transactions

## Manage Expenses

ACTIVE REPORTS Report Library →

Create New Report

**2**

NOT SUBMITTED	NOT SUBMITTED	SUBMITTED 05/29/2020
<b>Gwen Hall-DiFabio</b> 04/27/2020 \$31.73 Exceptions	<b>Gwen Test 2.28.2020</b> 02/28/2020 \$73.47	<b>February - March Expense Report</b> \$2,323.40 Submitted & Pending Departmental Approval

### AVAILABLE EXPENSES **3**

All Cards Move + Match Unmatch Delete

<input type="checkbox"/> Expense Detail	Expense Type	Source	Date ▲	Amount
<input type="checkbox"/> HILTON San Francisco, California	Lodging		10/24/2019	\$874.73
<input type="checkbox"/> Fabulous Market Washington, District ...	Lunch		11/18/2019	\$11.43
<input type="checkbox"/> WASHINGTON MELROSE F&B Washi...	Lodging		12/27/2019	\$399.56
<input type="checkbox"/> LA COCINA Mebane, North Carolina	Dinner		02/01/2020	\$78.82
<input type="checkbox"/> FS *TechSmith 877-3278914, CA	695600-Personal/Non Allow...		04/29/2020	\$192.60
<input type="checkbox"/> Postage/Shipping-693600 Mebane, No...	Postage/Shipping-693600		05/19/2020	\$38.42
<input type="checkbox"/> AMZN Mktp US*M73O24Z02 Morrisvill...	Books/Journals/Publications...		05/20/2020	\$38.60
<input type="checkbox"/> AMZN Mktp US*M785J6740 Amzn.com...	Books/Journals/Publications...		05/28/2020	\$38.42

**4**

Upload New Receipt  
Click here or drag & drop files to upload new receipt images.

**5**

Missing Receipt Affidavit - Dinner	Missing Receipt Affidavit - 04/29/20 Copy Expense	Missing Receipt Affidavit - 04/29/20 Copy Expense

# Select



# Icon

**FABULOUS MARKET**  
2424 PENNSYLVANIA AVE NW  
WASHINGTON, DC 20037  
2022930049

18-Nov-2019 1:59:14P  
Transaction 145452

1 Deer Park	\$1.49
1 Chicken Caesar Salad	\$7.99
<b>Subtotal</b>	<b>\$9.48</b>
<b>Tax</b>	<b>\$0.95</b>
<b>Total</b>	<b>\$10.43</b>
<b>Tip</b>	<b>\$1.00</b>
<b>CREDIT CARD SALE</b>	<b>\$11.43</b>
VISA 3689	

18-Nov-2019 1:59:50P  
\$11.43 | Method: EMV  
VISA CREDIT XXXXXXXXXXXX3689  
BARBARA HOLBROOK  
Ref #: 932200594910 | Auth #: 073460  
MID: \*\*\*\*\*7994  
AID: A0000000031010  
AthNtwkNm: VISA  
SIGNATURE VERIFIED

NOT SUBMITTED  
Gwen Test 2.28.20  
02/28/2020  
\$73.47

Source

- Facebook
- Facebook
- Facebook (highlighted with red arrow)
- Facebook
- Facebook
- Facebook
- Facebook
- Facebook
- Facebook
- Facebook

Click here or drag & drop files to upload new receipt images.



# Select



# Icon

AMZN Mktp US\*M73O24Z02 (Duke CC - 6364) ×

---

AMZN Mktp US\*M73O24Z02  
**VISA** Amzn.com/bill, WA 981090000  
Tax #: 202936165

---










VISA  
TRANSACTION DATE: Wednesday, May 20, 2020  
TRANSACTION TIME: 3:31 PM  
POSTED DATE: Thursday, May 21, 2020  
BILLING DATE: Monday, June 08, 2020  
CREDIT CARD#: xxxxx6364


Transaction Amount \$38.60  
Ref #: 24892160141100501138443

Purchased: 05/20/2020	Order #: 1OighRCxkiJxUWBXjx1	Discount: \$0.00
Shipping: \$0.00	Duty: \$0.00	

**Additional Details**

Description	Quantity	Amount	Unit Amount	Extended Amount
Mpow HC6 USB Headset with	1.0000	\$38.60	\$38.60	

Mktp US\*M73O24Z02 Morrisvill... Books/Journals/Publications...         

Mktp US\*M785J6740 Amzn.com... Books/Journals/Publications... 

# Report Header - Travel

Create a New Expense Report  
Report Header

Type of Report  Report Key

**1**

\*DU-Travel Report  
\*DU-Non-Travel Report

Start Date

Create a New Expense Report  
Report Header

Type of Report  Report Key  **2**

Trip Name  Trip Start Date  First Day Departure Time  Trip End Date  Return Day Arrival Time  Trip Purpose

Traveler Type  Trip Type  Additional Information  Comment To/From Approvers/Processors

Company Code  Cost Object Type  Cost Center/WBSE/IO  **5**

Requests

**3**

- Athletics Travel
- Conference
- Development
- Duke Engage
- General Business Trip/Offsite Meetings
- Global Education Office
- Home Care Visits
- Other
- Recruitment - Faculty/Staff
- Recruitment - Students
- Research
- Talent Identification Program
- Trainee Travel
- Training/Continuing Education

**4**

- Athletic Team Travel-698400
- Domestic Development-699000
- Domestic-698600
- International Development-699100
- International-698700
- Non-Travel
- Recruitment-692800
- Write Off-Assigned-695685
- Write Off-Unassigned-695695

# Report Header – Non-Travel

## Create a New Expense Report

### Report Header

Type of Report *DU-Non-Travel Report	Report Key		
Report Name	Report Start Date	Report End Date	Report Purpose
User Type	Report Type Non-Travel	Additional Information	Athletics Travel
Company Code (0010) Duke University	Cost Object Type (CC) Cost Center	Cost Center/WBSE/IO (1573205) OFC OF EDUC F(	Conference
			Development
			Duke Engage
			General Business Trip/Offsite Meetings
			Global Education Office
			Home Care Visits
			Other
			Recruitment - Faculty/Staff
			Recruitment - Students
			Research
			Talent Identification Program
			Trainee Travel
			Training/Continuing Education

1

3

2

4

# Manage Expenses – Available Expenses

Manage Expenses View Transactions

Gwen Test Trip Delete Report Submit Report

+ New Expense Import Expenses Details Receipts Print / Email

Expenses Move Delete Copy View

Date Expense Type Amount Requested

Available Expenses Move Match Unmatch Delete

All Cards

Expense Detail	Expense Type	Source	Date	Amount
<input checked="" type="checkbox"/> HILTON San Francisco, California	Lodging		10/24/2019	\$874.73
<input type="checkbox"/> Fabulous Market Washington, District of Columbia	Lunch		11/18/2019	\$11.43
<input type="checkbox"/> WASHINGTON MELROSE F&B Washington, District of Columbia	Lodging		12/27/2019	\$399.56
<input type="checkbox"/> LA COCINA Mebane, North Carolina	Dinner		02/01/2020	\$78.82
<input type="checkbox"/> FS *TechSmith 877-3278914, CA	695600-Personal/Non Allowable		04/29/2020	\$192.60
<input type="checkbox"/> Postage/Shipping-693600 Mebane, North Carolina	Postage/Shipping-693600		05/19/2020	\$38.42
<input type="checkbox"/> AMZN Mktp US*M73024202 Morrisville, North Carolina	Books/Journals/Publications-646100		05/20/2020	\$38.60
<input type="checkbox"/> AMZN Mktp US*M785J6740 Amzn.com/bill, WA	Books/Journals/Publications-646100		05/28/2020	\$38.42

**1**

Available Expenses Move Match Unmatch Delete

All Cards

Expense Detail	Expense Type	Source	Date	Amount
<input checked="" type="checkbox"/> HILTON San Francisco, California	Lodging		10/24/2019	\$874.73
<input type="checkbox"/> Fabulous Market Washington, District of Columbia	Lunch		11/18/2019	\$11.43
<input type="checkbox"/> WASHINGTON MELROSE F&B Washington, District of Columbia	Lodging		12/27/2019	\$399.56
<input type="checkbox"/> LA COCINA Mebane, North Carolina	Dinner		02/01/2020	\$78.82
<input type="checkbox"/> FS *TechSmith 877-3278914, CA	695600-Personal/Non Allowable		04/29/2020	\$192.60
<input type="checkbox"/> Postage/Shipping-693600 Mebane, North Carolina	Postage/Shipping-693600		05/19/2020	\$38.42
<input type="checkbox"/> AMZN Mktp US*M73024202 Morrisville, North Carolina	Books/Journals/Publications-646100		05/20/2020	\$38.60
<input type="checkbox"/> AMZN Mktp US*M785J6740 Amzn.com/bill, WA	Books/Journals/Publications-646100		05/28/2020	\$38.42

**2**

# Manage Expenses Expense Detail

Gwen Test Trip

[+ New Expense](#) [Import Expenses](#) [Details](#) [Receipts](#) [Print / Email](#)

Expenses Move Delete Copy View

<input type="checkbox"/>	Date	Expense Type	Amount	Requested
<input type="checkbox"/>	05/20/2020	Books/Journals/Publications- AMZN Mktp US*M73O24Z02, M	\$38.60	\$38.60
<input checked="" type="checkbox"/>	11/18/2019	Lunch Fabulous Market, Washington, D	\$11.43	\$11.43

Expense Receipt Image Available Receipts

Expense Type: Lunch  
Transaction Date: 11/18/2019  
Report/Trip Purpose: General Business Trip/Offsite  
Trip Type: Domestic-698600  
Enter Vendor Name: Fabulous Market  
City of Purchase: Washington, District of Columbia

Payment Type: Out of Pocket  
Amount: 11.43 USD

Confirm Department approval of Receipt Life policy.

Additional Information  
Comment

Report Reference



# Manage Expenses Details - 693200 and 696000

New Expense Available Receipts

Expense Type: 693200-Entertainment/Devel...  
 Transaction Date: 06/18/2020  
 Business Purpose: Needed for Video work  
 Enter Vendor Name: Office Depot  
 Location:   
 Payment Type: Out of Pocket

Amount: 50.00 USD

Comment:   
 Report Reference:   
 Has attendee information been provided?

1 693200

**Attendees** Attendees: 1 | Attendee Total: \$50.00 | Remaining: \$0.00

[New Attendee](#) [Advanced Search](#) [Favorites](#)  [Remove](#) [Create Group](#)

<input type="checkbox"/>	Attendee Name	Attendee Title	Institution/Com...	Attendee Type	Attendee Count	Amount
<input type="checkbox"/>	LAWRENCE, KRISTIN A.			Faculty/Staff/Stu...	1	\$50.00

New Expense Available Receipts

Expense Type: 696000-Business Meeting  
 Transaction Date: 06/18/2020  
 Business Purpose:   
 Enter Vendor Name: Office Depot  
 Location:   
 Payment Type: Out of Pocket

Amount: 50.00 USD

Is the Agenda attached?  
 Has attendee information been provided?  
 Comment:

2 696000

Report Reference:

**Attendees** Attendees: 1 | Attendee Total: \$50.00 | Remaining: \$0.00

[New Attendee](#) [Advanced Search](#) [Favorites](#)  [Remove](#) [Create Group](#)

<input type="checkbox"/>	Attendee Name	Attendee Title	Institution/Com...	Attendee Type	Attendee Count	Amount
<input type="checkbox"/>	LAWRENCE, KRISTIN A.			Faculty/Staff/Stu...	1	\$50.00

# Manage Expenses – Itemization

Expense Receipt Image Available Receipts

Expense Type: Lunch Transaction Date: 11/18/2019 Report/Trip Purpose: General Business Trip/Offsite Trip Type: Domestic-698600 Enter Vendor Name: Fabulous Market City of Purchase: Washington, District of Columbia

Payment Type: Out of Pocket Amount: 11.43 USD

Confirm Department approval of Receipt Life policy. [?](#)

Additional Information: Comment:

Report Reference:

Save Itemize Allocate Attach Receipt Cancel

1

New Itemization Available Receipts

Total Amount: \$11.43 | Itemized: \$0.00 | Remaining: \$11.43

Expense Type:

- 01. Transportation / Lodging
  - Group Airfare - Team Travel
- 03. Meals / Entertainment
  - Lunch
- 04. Miscellaneous
  - Losses&Damages/Unauthorized use-695600
  - NC-Sales Tax-Corporate Card Charge-146100
  - NC-Sales Tax-Out of Pocket-146000

2

# Manage Expenses – Allocation

Expense Receipt Image Available Receipts

Expense Type: Lunch Transaction Date: 11/18/2019 Report/Trip Purpose: General Business Trip/Offsite Trip Type: Domestic-698600 Enter Vendor Name: Fabulous Market City of Purchase: Washington, District of Columbia

Payment Type: Out of Pocket Amount: 11.43 USD

Confirm Department approval of Receipt Life policy. [?](#)

Additional Information: Comment:

Report Reference:

Save Itemize **1** Allocate Attach Receipt Cancel

Allocations for Report: Gwen Test Trip ☐ ×

Expense List Allocations Total: \$11.43 Allocated: \$11.43 (100%) Remaining: \$0.00 (0%)


Allocate Selected Expenses Clear Selections Summary Allocate By: Add New Allocation Delete Selected Allocations Favorites Add to Favorites

Date	Expense T...	Group	Amount	Percentage	* Company Code	* Cost Object T...	* Cost Center/...	Code
<input type="checkbox"/>	05/20/2020	Books/Jour...	\$38.60					
<input checked="" type="checkbox"/>	11/18/2019	Lunch	\$11.43	100	(0010) Duke U...	(CC) Cost Center	(1573205) OF...	-0010-CC-1573...










# Manage Expenses – Messages

Hard Errors   
Warnings 

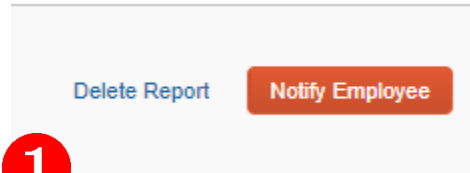
Exceptions				
Expense Type	Date	Amount	Exception	
Lodging	10/24/2019	\$874.73	 The itemization amounts do not add up to the e	

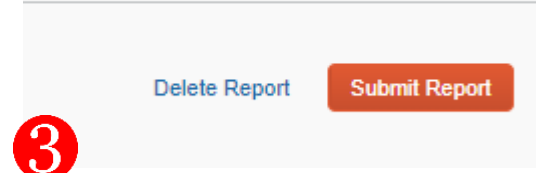
Expenses					Move ▾	Delete	Copy	View ▾	«	Available
<input type="checkbox"/>	Date ▾	Expense Type	Amount	Requested						All Card
<input checked="" type="checkbox"/>	06/18/2020 	Lodging Ashley House, Was	\$500.00	\$500.00						<input type="checkbox"/> Expe
<input type="checkbox"/>	05/20/2020  	Books/Journals/Pi AMZN Mktp US*M7	\$38.60	\$38.60						<input type="checkbox"/> HILT
<input type="checkbox"/>	11/18/2019 	Lunch Fabulous Market, W	\$11.43	\$11.43						<input type="checkbox"/> WAS
<input type="checkbox"/>	> 10/24/2019  	Lodging HILTON, Washingtc	\$874.73	\$1,222.92						<input type="checkbox"/> LA C

# Manage Expenses – Submitting Report

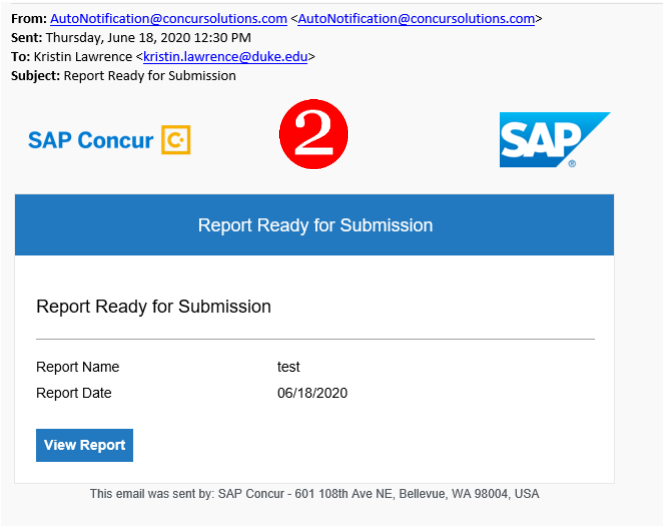
## Delegate View



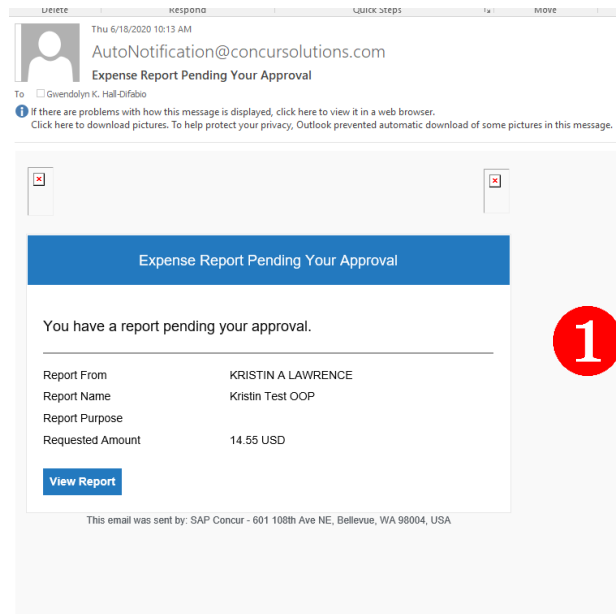
## Employee View



## Employee Notification



# Approval



## Approvals

00 Trips      00 Requests      01 Expense Reports

2

### Expense Reports

	Report Name	Employee	Report Date	Amount Due Employee	Requested Amount
	Kristin Test OOP	LAWRENCE, KRISTIN	06/18/2020	\$14.55	\$14.55

# Approval cont'd...

Kristin Test OOP [LAWRENCE, KRISTIN]

Summary Details Receipts Print / Email

**1** Left side

Expenses

	Transaction Da...	Expense Type	Enter Vendor N...	Additional Info...	City of Purchase	Payment Type	Amount	Adjusted Claim...
	03/11/2020	Lunch	Tobacco Road ...		Durham, North ...	Out of Pocket	\$14.55	\$14.55

**4**

Send Back to User Approve Approve & Forward

**3**

Expense Receipt Image

Expense Type: Lunch Transaction Date: 03/11/2020

Report/Trip Purpose: Training/Continuing Education Trip Type: Domestic-698600

Enter Vendor Name: Tobacco Road Cafe City of Purchase: Durham, North Carolina

Payment Type: Out of Pocket Amount: 14.55 USD

Reviewed: No Approved Amount: 14.55

Confirm Department approval of Receipt Lite policy.

Additional Information:

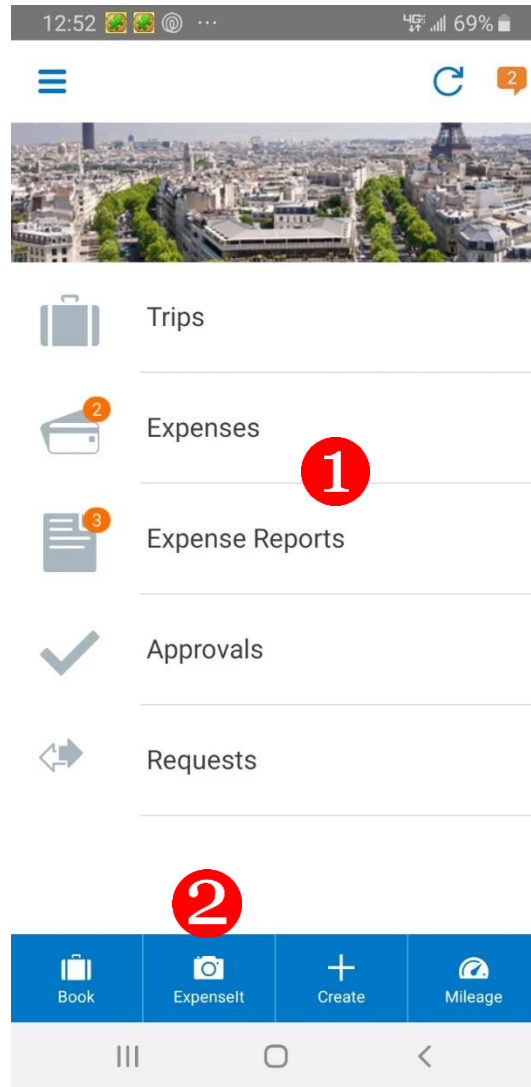
Comment:

Report Reference:

Save Allocate Attach Receipt

**2** Right side

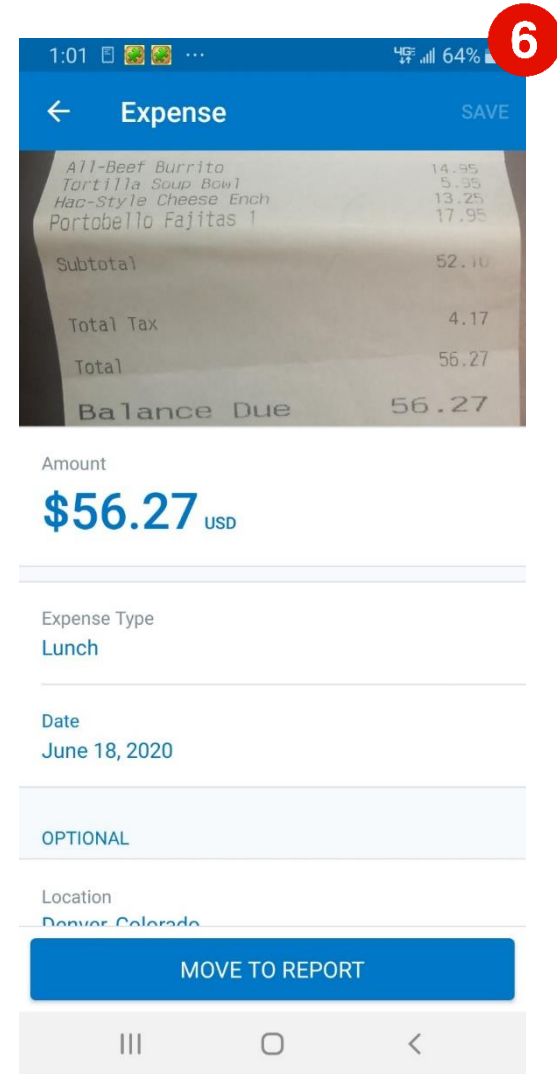
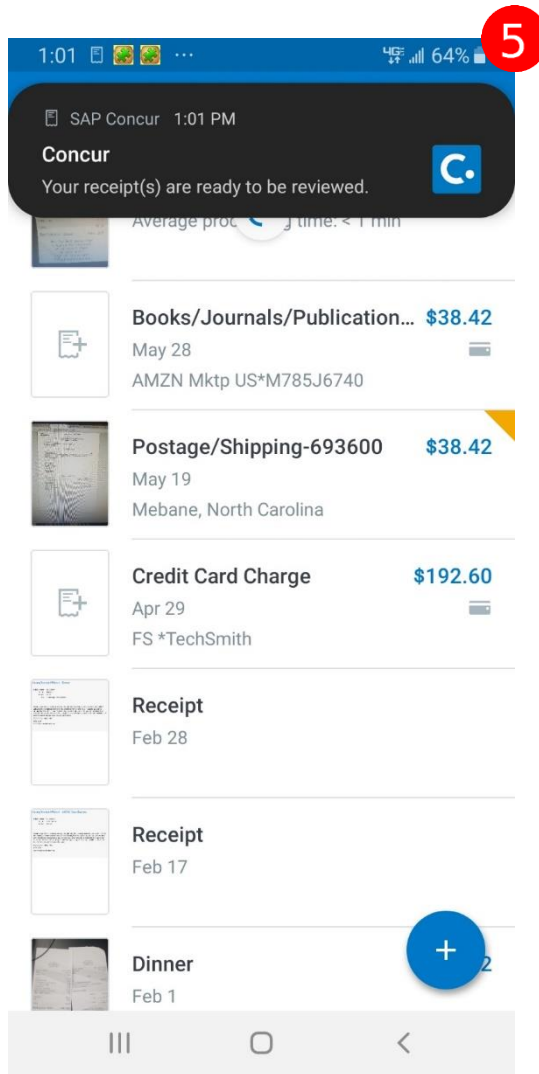
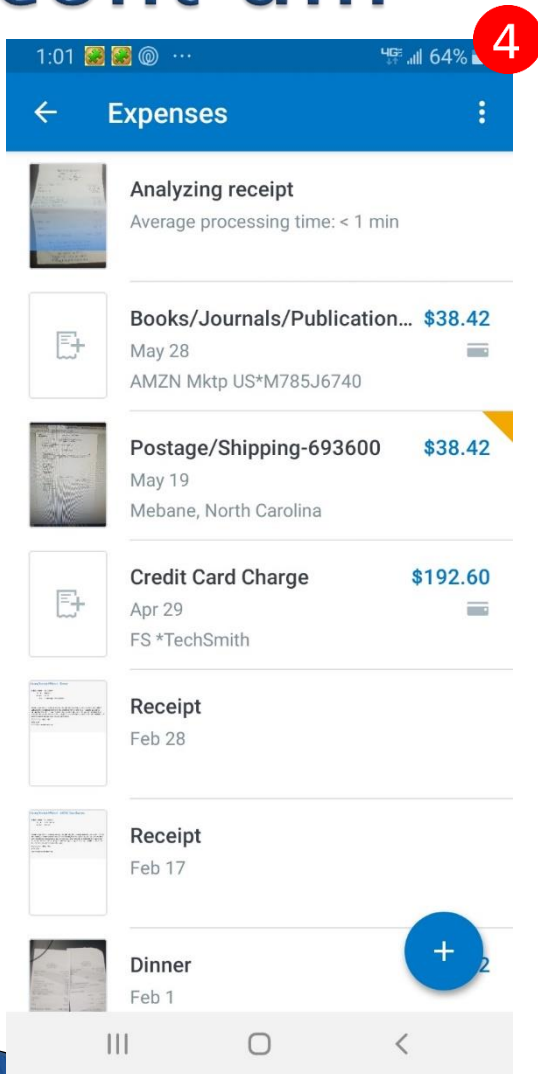
# Mobile Application



# Mobile Application – Expense It



# Mobile Application – Expense It cont'd...



# Mobile Application – Display in Application

7

## AVAILABLE EXPENSES

All Cards <span>Move</span> <span>Match</span> <span>Unmatch</span> <span>Delete</span>				
<input type="checkbox"/> Expense Detail	Expense Type	Source	Date	Amount
<input type="checkbox"/> WASHINGTON MELROSE F&B Washi...	Lodging		12/27/2019	\$399.56
<input type="checkbox"/> LA COCINA Mebane, North Carolina	Dinner		02/01/2020	\$78.82
<input type="checkbox"/> FS *TechSmith 877-3278914, CA	695600-Personal/Non Allow...		04/29/2020	\$192.60
<input type="checkbox"/> Postage/Shipping-693600 Mebane, N...	Postage/Shipping-693600		05/19/2020	\$38.42
<input type="checkbox"/> AMZN Mktp US*M785J6740 Amzn.com...	Books/Journals/Publications...		05/28/2020	\$38.42
<input type="checkbox"/> Hacienda Colorado Denver, Colorado	Lunch		06/18/2020	\$56.27

## AVAILABLE RECEIPTS



# Mobile Application – Foreign Currency



## AVAILABLE EXPENSES

2

All Cards ▾ Move ▾ Match Unmatch Delete

<input type="checkbox"/> Expense Detail	Expense Type	Source	Date ▾	Amount
<input type="checkbox"/> Hacienda Colorado Denver, Colorado	Lunch		06/18/2020	\$56.27
<input type="checkbox"/> Carte Bancaire Paris, FRANCE	Dinner		06/17/2020	€ 54.60

## Expenses

3

Move ▾ Delete Copy View ▾ <<

<input checked="" type="checkbox"/>	Date ▾	Expense Type	Amount	Requested
<input checked="" type="checkbox"/>	06/17/2020	693200-Entertainment/Develop Carte Bancaire, Paris, FRANCE	\$61.70 € 54.60	\$61.70

## Expense

## Receipt Image

### Expense Type

693200-Entertainment/Devel ▾

### Transaction Date

06/17/2020

### Business Purpose

Donor

### Amount

54.60

EUR ▾

### Rate (USD=1 EUR)

1.12999502

### =Amount in USD

61.70

### Comment

### Report Reference

Has attendee information been



# Wave 4 Implementation Plan

## Expense Delegates

### TRaC Reps / Delegates

- ▶ Initiator/Delegate Training Session 1 –  
September 14 – 10:00 – 11:00
  - Homework
    - Watch videos that demonstrate tool functionality
  
- ▶ Initiator/Delegate Training Session 2 –  
September 29 10:00 – 11:30
  - Tool will be live!
  - Opportunity to ask questions once you've experienced the tool

# Wave 4 Implementation Plan

## Tool Access – Go Live Phase 1

- ▶ Go Live – Phase 1 – September 24
  - Employee profile set-up
    - Must be completed by the employee
    - Quick Reference Guides available
      - Getting Started for Employees
      - Getting Started for Expense Delegates and Travel Arrangers
    - Video demonstrating use is available.
  - Please note: The process of creating Concur accounts and loading expense delegates begins 9/21.

# Wave 4 Implementation Plan

## Tool Access – Go Live Phase 2

- ▶ Go Live – Phase 2 – September 28
  - Corporate card interface begins
  - Begin creating/approving expense reports
  
- ▶ Wave 5 – Kick-off late September

# Your Role

- ▶ Participate in training
  - Review videos – Setting Up Concur Profile
  - Session 2 – Focus – Business Processes and FAQs
- ▶ Re-evaluate strategy for managing expense reports
  - [Avoid submitting expense reports with one transaction](#)
- ▶ Review Dedicated Concur Website
  - [concur.duke.edu](http://concur.duke.edu)
    - Quick Reference Guides
    - Reference Materials
    - FAQs
- ▶ Dedicated Concur website and email
  - [concur.duke.edu](http://concur.duke.edu) and [Concur-ExpenseSupport@Duke.edu](mailto:Concur-ExpenseSupport@Duke.edu)

# References

# Concur E–receipt Partners

## ▶ Airlines

- United
- Delta
- American
- British Air

## ▶ Car Rental

- Hertz
- Avis
- Budget
- Enterprise
- National

## ▶ Hotels

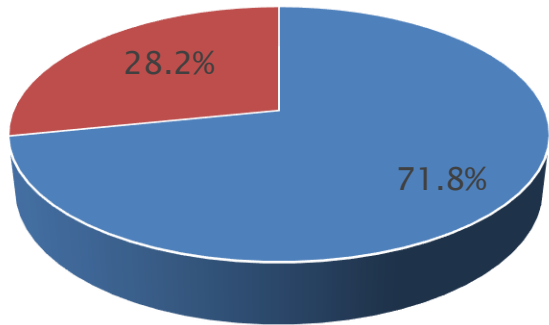
- IHG Group (Holiday Inn, InterContinental)
- Hilton (DoubleTree, Hampton Inn)
- Hyatt
- Marriott/Starwood

## ▶ Ride Sharing

- Uber
- Lyft

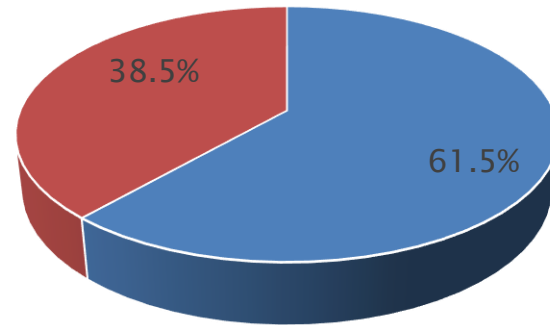
# E-receipt Partners – Duke Corporate Card Transactions for FY19

## Airlines



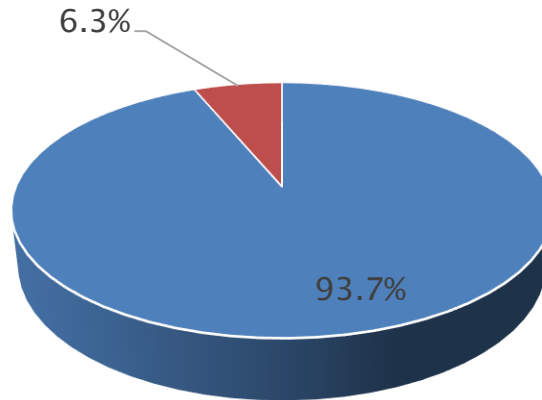
■ E-Receipt Partner ■ Non-Partner

## Hotels



■ E-Receipt Partner ■ Non-Partner

## Rental Cars



■ E-Receipt Partner ■ Non-Partner



# E-Receipt in Expense Report

SAP Concur | Requests | **Travel** | Expense | Invoice | App Center | Links | Help | Profile

Manage Expenses | View Transactions | Cash Advances

## Trip to Pittsburgh - Research

Delete Report | Submit Report

+ New Expense | + Quick Expenses | Import Expenses | Details | Receipts | Print / Email

Expenses


<input type="checkbox"/>	Date	Expense	Amount	Requested
<input type="checkbox"/>	08/07/2015	Car Rental Hertz, Pittsburgh, Pennsylvania	\$343.39	\$343.39
<input type="checkbox"/>	08/07/2015	Dinner Cafe Monte, Pittsburgh, Pennsyh	\$45.76	\$45.76
<input checked="" type="checkbox"/>	08/07/2015	Hotel Hampton Inns, Pittsburgh, Penns	\$323.23	\$304.83
<input type="checkbox"/>	08/06/2015	Hotel	\$136.00	\$136.00
<input type="checkbox"/>	08/06/2015	Hotel Tax	\$17.00	\$17.00
<input type="checkbox"/>	08/06/2015	Parking	\$10.00	\$10.00
<input type="checkbox"/>	08/06/2015	Minibar/Movie	\$8.45	\$0.00
<input type="checkbox"/>	08/06/2015	Minibar/Movie	\$9.95	\$0.00
<input type="checkbox"/>	08/06/2015	Dinner	\$116.74	\$116.74
<input type="checkbox"/>	08/06/2015	Internet	\$10.35	\$10.35
<input type="checkbox"/>	08/06/2015	Incidentals	\$2.00	\$2.00
<input type="checkbox"/>	08/06/2015	Gifts	\$4.05	\$4.05
<input type="checkbox"/>	08/06/2015	Laundry	\$8.69	\$8.69
<input type="checkbox"/>	08/07/2015	Office Supplies Office Warehouse, Pittsburgh, Pt	\$68.23	\$68.23
<input type="checkbox"/>	05/20/2015	Airfare Delta Air Lines, Atlanta, Georgia	\$346.20	\$346.20
			<b>TOTAL AMOUNT</b>	<b>TOTAL REQUESTED</b>
			\$1,126.81	\$1,108.41

Expense | Nightly Lodging Expenses | **E-Receipt** | Receipt Image

Total Amount: \$323.23 | Itemized: \$323.23 | Remaining: \$0.00

**KELLY POPPLER**

DATE 08/07/2015 11:59 PM  
 PAYMENT AMERICAN EXPRESS  
 ACCOUNT ENDING 1000  
 CONFIRMATION 83725175  
 SHXS



**HAMPTON INNS HOTEL AT 4575 MCKNIGHT RD  
 PITTSBURGH, PENNSYLVANIA, 15237  
 4575 MCKNIGHT RD  
 PITTSBURGH PENNSYLVANIA US**

Arrival Date 08/06/2015  
 Departure Date 08/07/2015  
 Room Rate 136.00

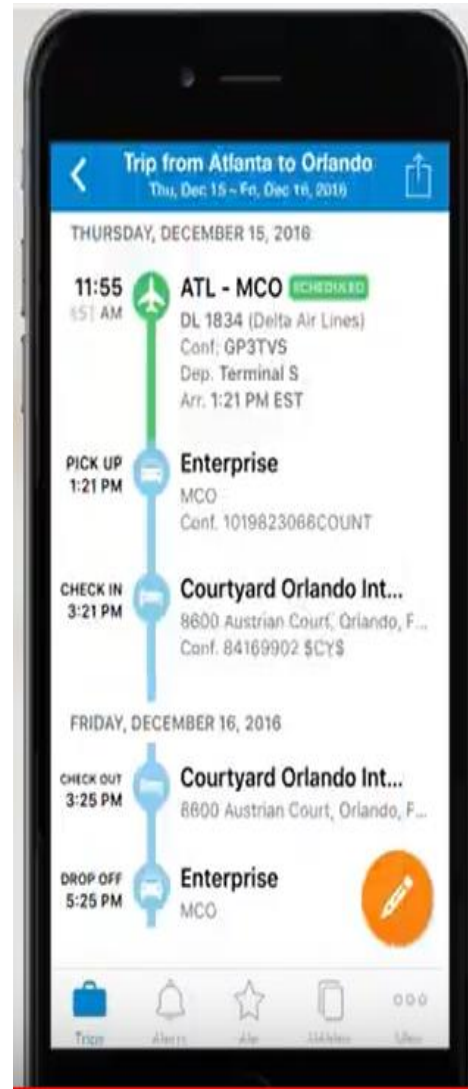
Date	Reference	Description	Amount
08/07/2015	H2061676775491155272007	RESTAURANT	\$116.74
08/07/2015	H2061676775491155272007	MINIBAR	\$8.45
08/07/2015	H2061676775491155272007	MOVIE RENTAL	\$9.95
08/07/2015	H2061676775491155272007	LAUNDRY	\$8.69
08/07/2015	H2061676775491155272007	VALET PARKING	\$10.00
08/07/2015	H2061676775491155272007	GIFT	\$4.05
08/07/2015	H2061676775491155272007	TIP	\$2.00
08/07/2015	H2061676775491155272007	PHONE	\$10.35
08/07/2015	H2061676775491155272007	GUEST ROOM	\$136.00

# Concur Mobility



## Concur Mobile App

- Review Expenses
- Approve Expense Reports
- Calculate Mileage
- Pictures of receipts load data to Concur



## Tripit Pro

- Free version
- Itinerary Manager
- Neighborhood safety scores
- Share itineraries
- Terminal and gate reminders
- Security wait times
- Airport navigation