FAS Discussion

FAS Administrative Operations
July 18, 2017
Agenda

- Welcome
- Tips & Tricks
  - Lodging
  - Quick Expenses
  - Per Diems
  - Emailing Receipts
  - Missing Receipt Affidavits (MRAs)
  - Editing Multiple Expenses
  - Editing Report Header
  - Reports with Cross Charges
  - Approval Delegates
  - Flags: Exceptions and Warnings
  - Checking Report Status
  - Citibank Corporate Charges

- Recent Changes
- Resources
- Miscellaneous Questions
- Department Tips & Tricks
Lodging

- You must complete both tabs (Expense and Nightly Lodging Expenses)

- Take the total room cost and divide it by the number of nights
  - Don’t worry if there are different rates for different nights – entering the average rate is fine
  - You must enter the nightly rate in the local currency
  - To enter one time charges – enter the room costs and then click “save” - system will prompt an additional expense type for the remaining balance

For hotel deposits – refer to the Itemizing Hotel Expenses job aid at travel.harvard.edu/concur-training
Quick Expenses

- Click button in upper left corner
- Enter Date, Expense Type, Business Purpose and Amount
- Click to copy a row
- Useful for repeated charges like cab fare

Refer to the Using Quick Expenses job aid at travel.harvard.edu/concur-training
Per Diems Less Than Federal

- Departments have the option of using a per diem rate less than the federal rate. This optional rate can be up to the federal rate, but cannot exceed it.
  1. Select Expense Type Per Diem
  2. Select Per Diem Type
     a. Lodging
     b. Meals & Incidentals
- Object Code based off of ‘Per Diem’ Type and ‘City of Purchase’
- No Receipt Requirement
- Mandatory Comments

For Per Diems – refer to the Adding Per Diem Requests job aid at travel.harvard.edu/concur-training
Emailing Receipts to Concur

- A Reimbursee and a Delegate can both email receipts to Concur
- Both the Reimbursee and the Delegate must have verified their email addresses in Concur
- A Delegate can create an email and enter the Reimbursee’s email address in the subject
- Send email to receipts@concur.com
  - Emailed receipts will show up in Available Receipts of Reimbursee’s profile
  - If email contains an attachment then only the attachment will show up in available receipts
  - If the receipt is in the main body of the email, be sure to delete the attachment
Missing Receipt Affidavit (MRA)

- If a Reimburssee is missing a receipt, s/he can fill out an electronic MRA (for expenses over $75)
- To access the online MRA
Missing Receipt Affidavit (MRA)

- Online MRA is not available for transactions under $75 – except for lodging and certain transactions on Federal Funds
- A Delegate cannot complete an online MRA
- For transactions under $75 or reports prepared by Delegates, ask the Reimbursesee to complete and sign the paper MRA, then scan and upload it to the receipt library in Concur so it can be attached to the expense

Refer to the MRA (writable PDF version) on the Office of the Controller website at https://able.harvard.edu/links/missing-receipt-affidavit-writable-pdf-version
Editing Multiple Expenses

- Click the check boxes next to the expenses you wish to edit.
- Window appears – select one of the following:
  1. Delete the selected expenses
  2. Allocate the selected expenses
  3. Edit one or more fields for the selected expenses
     - Expense Type
     - Personal Expense
     - Business Purpose
     - Comment
Editing Report Header: Key Fields

Editing Key Fields in Report Header

1. Click on the Details dropdown.
2. Click on Report Header.
3. Complete the report header details such as Report Name, Report ID, Policy, and more.
ATTACHING RECEIPTS / OTHER DOCUMENTATION TO REPORT HEADER

- Examples
  - Additional Pay Form
  - Approved Exception Form
  - Travel Exception Letter
Reports with Cross Charges

- If Reimburseree or Delegate in **home department** initiates report and need to charge to another department:
  1. Allocate expenses to the other department’s org
  2. Change Default Approver (if Reimburseree change Approver when submitting report, if Delegate change Approver in Profile)
  3. Report will route to non-home department COA Approver who can edit account strings

- If Reimburseree or Delegate in **non-home department** initiates the report:
  1. Allocate expenses to the appropriate account string
  2. Change Default Approver (see above)
  3. Report will route to non-home department COA Approver
Approval Delegates

- An Approver Delegate has access to review and approve expense reports for another Approver.
- An Approver Delegate can be permanent or only for a specific date range (e.g., for a planned vacation)
  - Anyone who is the Chart of Account (COA) Approver for their department should have a permanent Approver Delegate in case they are unexpectedly out.
  - Anyone who is the only Default Approver in their department should also have a permanent Approver Delegate.
- How to set-up an Approver Delegate:
  1. Go into Profile settings, select Expense Delegates and check the boxes for Can Preview for Approver, Can Approve or Can Approve Temporary (if applicable), and Receives Approval Emails.

Refer to the Assigning Approval Delegates job aid at travel.harvard.edu/concur-training.
Exception Flags

- In Concur there are flags that identify missing information or possible policy violations
- Exception flags are ‘hard stops’ meaning you can’t go further; must be resolved before submission
- Examples:
  - Bank account not set up for out of pocket expenses
  - Report total is less than zero and can’t be completed
  - Business meals must include attendees other than yourself
  - Itemize alcohol for business meals
  - Transaction > 180 days (requires comment to be included- without comment can’t move forward, with comment moves forward)
  - Receipt required (for expenses greater than $75)
Warning Flags

- Some flags are just warnings ⚠️ and don’t prevent you from moving further; expense entry that may require additional action

- Examples:
  - This entry may be a duplicate entry (concur checks for expenses with duplicate expense type, date and amount)
  - Make sure additional pay is attached to report (situations when you check off the additional pay attached checkbox on header)
  - Late fee paid by Cardholder/Corporate Card fee not marked as personal expense
  - Contains first and business class travel, review per policy
Check Report Status: As Reimbursesee

- Default view is ‘Reports for last 90 Days’
- Select from drop-down: active, recent, pending, approved, paid etc.
Check Report Status: COA or COA Approver
Report Status: Sharing COA View

- COA Approver can share access to see status of all department reports without giving someone COA Delegate
- How to give out reporting access as COA:
  1. Go into Profile settings, select Expense Delegates and check the boxes for Can Preview for Approver and Can View Receipts

![Expense Delegates Table]

Note: This person can’t approve reports for the COA Approver, however s/he can view past reports that were approved by the COA Approver.
Citibank Corporate Cards

• Questions about Citibank charges, payments and the specific timing of these activities?

Refer to the section titled Concur: Corporate Credit Card on the Concur FAQs at travel.harvard.edu/concur-new-faq
Citibank Corporate Cards

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Recent Changes

Catering Expenses
- Consistent with University Travel Policy – removed requirement to add attendees

Personal Expenses
- Some users have complained that they have to enter all the itemization details for personal charges
  - Project team is considering adding a new expense type
    - “Other” – “Personal/Nonreimbursable”
    - [Personal Expense (do not reimburse)] – will still be available
    - Does not appear if “personal” entered in search box
Resources

FAS (https://finance.fas.harvard.edu/pages/reference-guides)
- Concur Reimbursesee with a Delegate
- Concur Setup Guide
- Concur Guide for Receipts

University (travel.harvard.edu/concur)
- Quick Start Guide for Self Preparers
- Quick Start Guide for Employees with a Delegate
- Quick Start Guide for Delegates
- Quick Start Guide for Approvers
- Quick Start Guide for Federal Funds
- Concur Email Notification Guidelines
- Concur Expense Types and Object Codes
Miscellaneous Questions

- Is there any way I can see who prepared the report – the user or the delegate?
- I can’t find the town or city for the expense – how do I process this?
- I can’t find a specific object code which is important to my department – can I get this added to Concur?
- How do I enter out-of-pocket tips?
Department Tips and Tricks

- What do you like about Concur?
- What do you find hard about Concur?
- Do you have any tips for a Department new to Concur?
- Are there any topics that should be added to the FAQs?
Thank You!
Business Meals

- There must be additional attendees other than the Reimbursee
- Click **Advanced Search**
  - Allows user to search for Harvard Faculty and Staff

- Additional tabs
  - **Favorites**
  - **Recently Used**
  - **Attendee Groups**
# Email Notifications

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<th>Concur Email</th>
<th>Description</th>
<th>Able to Turn Off?</th>
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<tr>
<td>Status</td>
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<tr>
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<td>Email sent to an approver when an employee submits an expense report to their queue.</td>
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</tr>
<tr>
<td>Returned Report Email</td>
<td>Email when an approver sends an expense report back to an employee for resubmission.</td>
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</tr>
<tr>
<td>Submission Email</td>
<td>Email to traveler when an expense report is ready for submission (after delegate preparation).</td>
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<td>New Corporate Card Transactions</td>
<td>Email that is sent to an employee when new company card transactions are imported into Concur</td>
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<tr>
<td>Corporate Card Transactions Aging</td>
<td>Email from Concur based on transaction date, reminder user to submit corporate credit card expenses. <em>Note: emails are sent 45, 60 and 80 days post transaction date.</em></td>
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<tr>
<td>Cash Advance Status</td>
<td>Email sent when the status of a Cash Advance changes, such as from <em>Issued</em> to <em>Approved</em>.</td>
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<tr>
<td>Cash Advance Approval</td>
<td>Email sent to an approver when an employee submits a Cash Advance request to their queue.</td>
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</table>

1. In the upper right hand corner of the screen, click Profile, then Profile Settings
2. Click Expense Preferences
3. Deselect the notifications you do not want to receive, then click Save
End-to-End Citibank Payment Process
### Detail Listing Report

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<th>Dec. 3</th>
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**Note:** Name will only show up if user is mapped to a valid HUID (blank lines reflective of test data)