



## FAS DISCUSSION

FAS Administrative Operations  
July 18, 2017

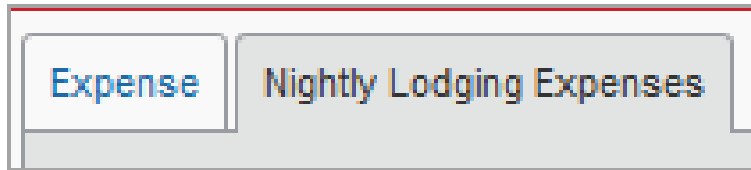
# Agenda

- 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*)





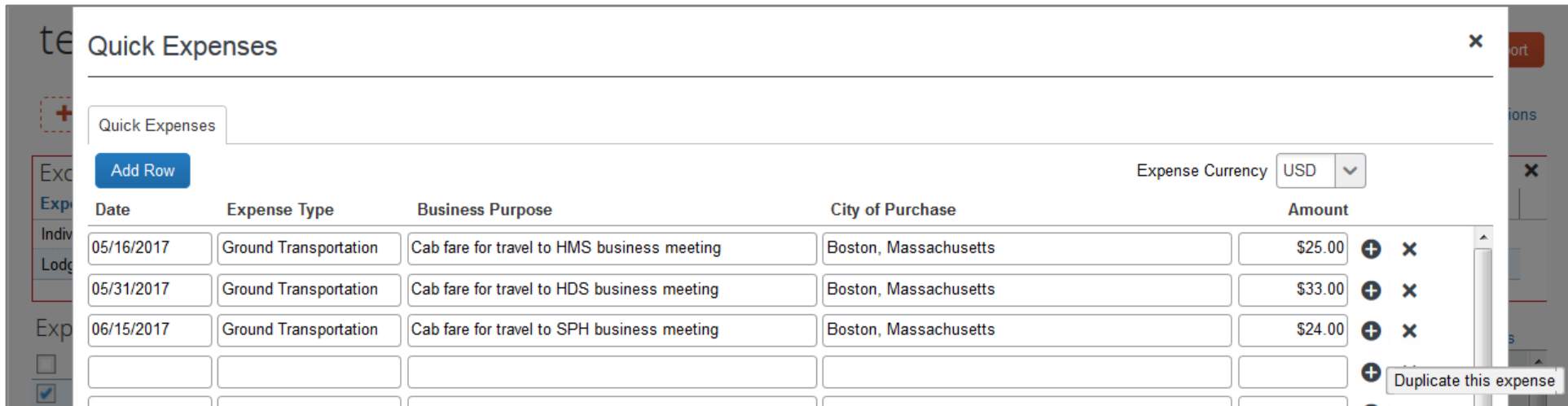
- Take the total room cost and divide it by the number of nights
  - Don't worry if there are different rates for different nights – entering the average rate is fine
  - You must enter the nightly rate in the **local currency**
  - To enter one time charges – enter the room costs and then click “save” - 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](https://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



Date	Expense Type	Business Purpose	City of Purchase	Amount		
05/16/2017	Ground Transportation	Cab fare for travel to HMS business meeting	Boston, Massachusetts	\$25.00	+	X
05/31/2017	Ground Transportation	Cab fare for travel to HDS business meeting	Boston, Massachusetts	\$33.00	+	X
06/15/2017	Ground Transportation	Cab fare for travel to SPH business meeting	Boston, Massachusetts	\$24.00	+	X
					+	Duplicate this expense

Refer to the **Using Quick Expenses** job aid at [travel.harvard.edu/concur-training](http://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](https://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](mailto: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 Reimbursee is missing a receipt, s/he can fill out an electronic MRA (for expenses over \$75)
- To access the online MRA

The screenshot illustrates the process of accessing a Missing Receipt Affidavit (MRA) in an expense reporting system. It shows the 'Receipts' dropdown menu and the 'Missing Receipt Affidavit' form.

**Step 1:** Click 'Receipts' in the top navigation bar.

**Step 2:** Click 'Missing Receipt Affidavit' in the dropdown menu.

**Step 3:** The 'Missing Receipt Affidavit' form is displayed. It includes a table of expenses to select from:

<input type="checkbox"/>	Expense Type	Date	Amount
<input checked="" type="checkbox"/>	Individual Meals & Incidentals Legal Seafoods, Cambridge, Massachusetts	05/02/2017	\$77.00
<input type="checkbox"/>	Car Rental Enterprise, Cambridge, Massachusetts	05/02/2017	\$126.57

The form also includes a text area for the affidavit and 'Accept & Create' and 'Cancel' buttons.

# 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 Reimbursee 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
    - Business Purpose
    - Personal Expense
    - Comment

The screenshot shows the CONCUR Expense management interface. The header includes the CONCUR logo and navigation tabs for 'Expense' and 'App Center'. Below the header, there are tabs for 'Manage Expenses' and 'Process Reports'. The main content area displays a list of expenses for 'JHarvard travel conference'. The list has columns for 'Date', 'Expense Type', 'Amount', and 'Requested'. Three expenses are listed: 'Lodging' for \$150.00, 'Individual Meals & Incidentals' for \$85.00, and 'Car Rental' for \$163.00. A dialog box is open on the right side of the screen, titled 'You have selected multiple expenses. What would you like to do?'. The dialog box contains three options: '1. Delete the selected expenses', '2. Allocate the selected expenses', and '3. Edit one or more fields for the selected expenses'. The 'Edit one or more fields for the selected expenses' option is highlighted. Below the list of expenses, there is a summary row showing 'TOTAL AMOUNT' and 'TOTAL REQUESTED' both as \$398.00.

Date	Expense Type	Amount	Requested
05/09/2017	Lodging Candlewood Suites, Miami, Florida	\$150.00	\$150.00
05/02/2017	Individual Meals & Incidentals test, Cambridge, Massachusetts	\$85.00	\$85.00
05/02/2017	Car Rental Avis, Cambridge, Massachusetts	\$163.00	\$163.00
TOTAL AMOUNT		\$398.00	TOTAL REQUESTED \$398.00



# Editing Report Header: Key Fields

## EDITING KEY FIELDS IN REPORT HEADER

The screenshot displays the Concur Expense report header editing interface. The main window shows a report for "Jane Smith 5/24-5/27 Concur conf". A "Report" dropdown menu is open, highlighting "Report Header" (labeled "2"). A modal window titled "Report header for: Jane Smith 5/24-5/27 Concur conf" (labeled "3") is displayed, containing various fields for editing report details.

Report header for: Jane Smith 5/24-5/27 Concur conf

Report Name	Report Id	Policy	Traveler Type
Jane Smith 5/24-5/27 Concur conf	D3B159BFD97547119BD5	*HU Expense Policy	Staff
Report Date	Report Currency	Approval Status	Report Total
05/24/2017	US, Dollar	Not Submitted	112.45
Personal Expenses	Amount Not Approved	Amount Approved	Amount University Paid
0.00	0.00	112.45	0.00
Amount Due University	Amount Due User	Amount Due University Card	<input type="checkbox"/> Limit Approved
45.00	0.00	0.00	
Total Amount Claimed	Business Purpose	Comment	
112.45	Travel to annual Philosophy conferer		
TUB	ORG	FUND	ACTIVITY
(370) FCOR*FAS Core	(33260) FCOR*Admin Operati	(000001) Unrestricted Undesi	(600100) FCOR XT*Departme
SUB-ACTIVITY	ROOT	<input type="checkbox"/> Includes additional pay	
(0000) 600100*Unspecified	(00000) Unspecified		

Save Cancel

# Editing Report Header: Documentation

## ATTACHING RECEIPTS / OTHER DOCUMENTATION TO REPORT HEADER

- Examples
  - Additional Pay Form
  - **Approved** Exception Form
  - Travel Exception Letter

The screenshot displays the Concur Expense report header editing interface. The top navigation bar includes the Concur logo, 'Expense', and 'App Center'. Below this, there are tabs for 'Manage Expenses' and 'Process Reports'. The main header area shows the report title 'Jane Smith 5/24-5/27 Concur conf'. Below the title, there are buttons for '+ New Expense', '+ Quick Expenses', 'Import Expenses', 'Delete', 'Receipts', and 'Print / Email'. The 'Receipts' dropdown menu is open, showing options: 'Receipts Required', 'Check Receipts', 'Attach Receipt Images', 'View Available Receipts', and 'Missing Receipt Affidavit'. A '1' is circled around the 'Receipts' dropdown, and a '2' is circled around the 'Attach Receipt Images' option. Below the header area, there is a table of expenses with columns for 'Date' and 'Expense Type'. The first row shows '05/02/2017' and 'Individual Meals & Incidentals Cambridge, Massachusetts' for a total of '\$-45.00'. A 'Recently Used' section is visible at the bottom right.

# Reports with Cross Charges

- If Reimbursee 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 Reimbursee 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 Reimbursee 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**


The screenshot shows the 'Expense Delegates' interface for user K. Gates. It includes a 'Delete' button and a table of delegates. The table has columns for Name, Can Prepare, Can View Receipts, Can Use Reporting, Receives Emails, Can Approve, Can Approve Temporary, Can Preview For Approver, and Receives Approval Emails. The delegate listed is McFall, Andry, with a date range from 07/10/17 to 07/14/17. The 'Can View Receipts' and 'Receives Approval Emails' columns are checked for this delegate.

<input type="checkbox"/>	Name	Can Prepare	Can View Receipts	Can Use Reporting	Receives Emails	Can Approve	Can Approve Temporary	Can Preview For Approver	Receives Approval Emails
<input type="checkbox"/>	McFall, Andry andry_mcfall@harvard.edu	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 07/10/17 <input type="checkbox"/> 07/14/17	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Refer to the **Assigning Approval Delegates** job aid at [travel.harvard.edu/concur-training](http://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 Reimbursee

CONCUR Expense App Center

Support | Help

Profile

Manage Expenses Process Reports

Manage Expenses

ACTIVE REPORTS

Report Library →

NOT SUBMITTED

Jane Smith 5/24-5/27 Concur conf

05/24/2017

← Manage Expenses

Reports for last 90 Days

View Create & Edit Import Expenses

- Unsubmitted Reports
- Active Reports
- Recent Reports
- Pending Reports
- Approved Reports
- Processed Reports
- Paid Reports
- Payment Confirmed Reports
- All Reports
- Reports for this Month
- Reports for last Month
- Reports for this Quarter
- Reports for last Quarter
- Reports for this Year
- Reports for last Year
- Reports for last 90 Days

- 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

The screenshot shows the CONCUR interface with the following elements highlighted by red boxes and numbers:

- 1**: The 'Approvals' button in the top navigation bar.
- 2**: The 'Reports' button in the sub-navigation bar.
- 3**: The 'View' dropdown menu, which is open to show a list of report categories.

The main content area displays 'Expense Report List' and 'Reports Pending your Approval(0)'. The dropdown menu options are:

- Reports Pending your Approval
- Reports you Approved this Month
- Reports you Approved last Month
- Reports you Approved this Quarter
- Reports you Approved last Quarter
- Reports you Approved this Year
- Reports you Approved last Year
- All Reports you Approved

Expense Report List

## All Reports you Approved

View ▾

Report Name ▾ Begins With ▾  Go

<input type="checkbox"/>	Employee Name	Report Name	Comments	Status	Payment Status	Report Date	Date Submitted	Total	Requeste...
<input type="checkbox"/>	fas_traveler, fas_tr...	Science Conference May 2017 Science Conference May 2017		Approved & In Back-Office ...	Not Paid	05/19/2017	05/19/2017	\$893.23	\$893.23

# 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

[Delegates](#) [Delegate For](#)

[Delete](#)

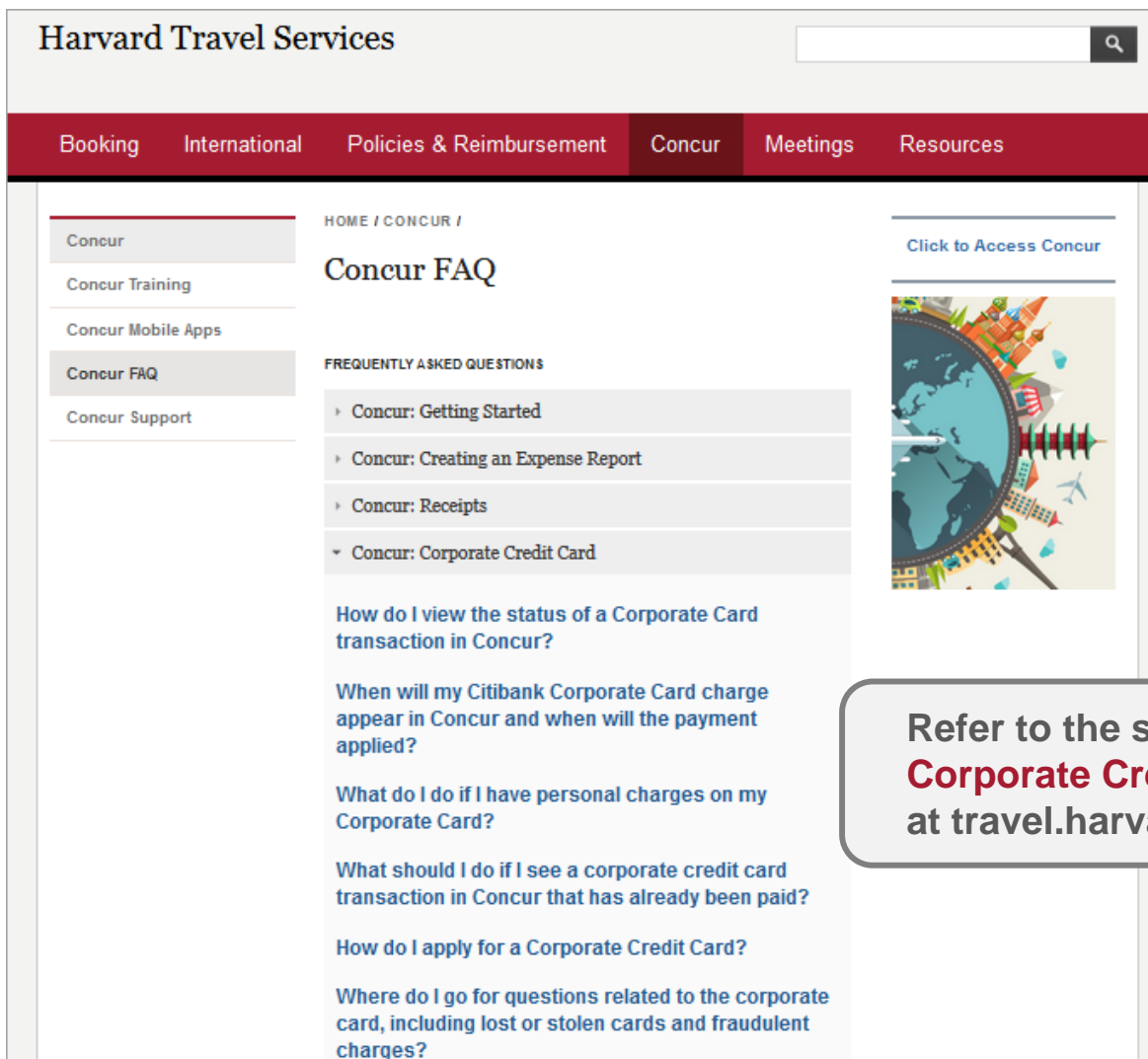
This employee may act as a delegate for the listed employees.

<input type="checkbox"/>	Name	Can Prepare	Can View Receipts	Can Use Reporting	Receives Emails	Can Approve	Can Approve Temporary	Can Preview For Approver	Receives Approval Emails
<input type="checkbox"/>	McFall, Andry andry_mcfall@harvard.edu	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

*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?



The screenshot shows the Harvard Travel Services website. The header includes the site name and a search bar. A navigation menu contains links for Booking, International, Policies & Reimbursement, Concur, Meetings, and Resources. The main content area is titled 'Concur FAQ' and features a sidebar with links to Concur, Concur Training, Concur Mobile Apps, Concur FAQ (highlighted), and Concur Support. The main content includes a 'Frequently Asked Questions' section with several questions related to corporate credit cards, such as 'How do I view the status of a Corporate Card transaction in Concur?' and 'When will my Citibank Corporate Card charge appear in Concur...'. An illustration of a globe with travel icons is also visible.

Refer to the section titled **Concur: Corporate Credit Card** on the Concur FAQs at [travel.harvard.edu/concur-new-faq](http://travel.harvard.edu/concur-new-faq)

# Citibank Corporate Cards

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

Harvard Travel Services

Booking International Policies & Reimbursement **Concur** Meetings Resources

HOME / CONCUR /

**Concur FAQ**

Click to Access Concur

FREQUENTLY ASKED QUESTIONS

- › Concur: Getting Started
- › Concur: Creating an Expense Report
- › Concur: Receipts
- ▼ Concur: Corporate Credit Card

How do I view the status of a Corporate Card transaction in Concur?

When will my Citibank Corporate Card charge appear in Concur and when will the payment applied?

What do I do if I have personal charges on my Corporate Card?

What should I do if I see a corporate credit card transaction in Concur that has already been paid?

How do I apply for a Corporate Credit Card?

Where do I go for questions related to the corporate card, including lost or stolen cards and fraudulent charges?

See Appendix for end-to-end Citibank charge payment workflow

Refer to the section titled **Concur: Corporate Credit Card** on the Concur FAQs at [travel.harvard.edu/concur-new-faq](https://travel.harvard.edu/concur-new-faq)

# 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 Reimbursee 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!

# Appendix

# Business Meals

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

Search Attendees

Search Attendees Favorites Recently Used Attendee Groups

Choose an Attendee Type

Alumni

Alumni

Contractor

Donor

**Faculty/Staff**

Group Event 5+ Attendees

Other

Research Participant

School Guest

Student

Visiting Professor

First Name

- Additional tabs

Favorites Recently Used Attendee Groups

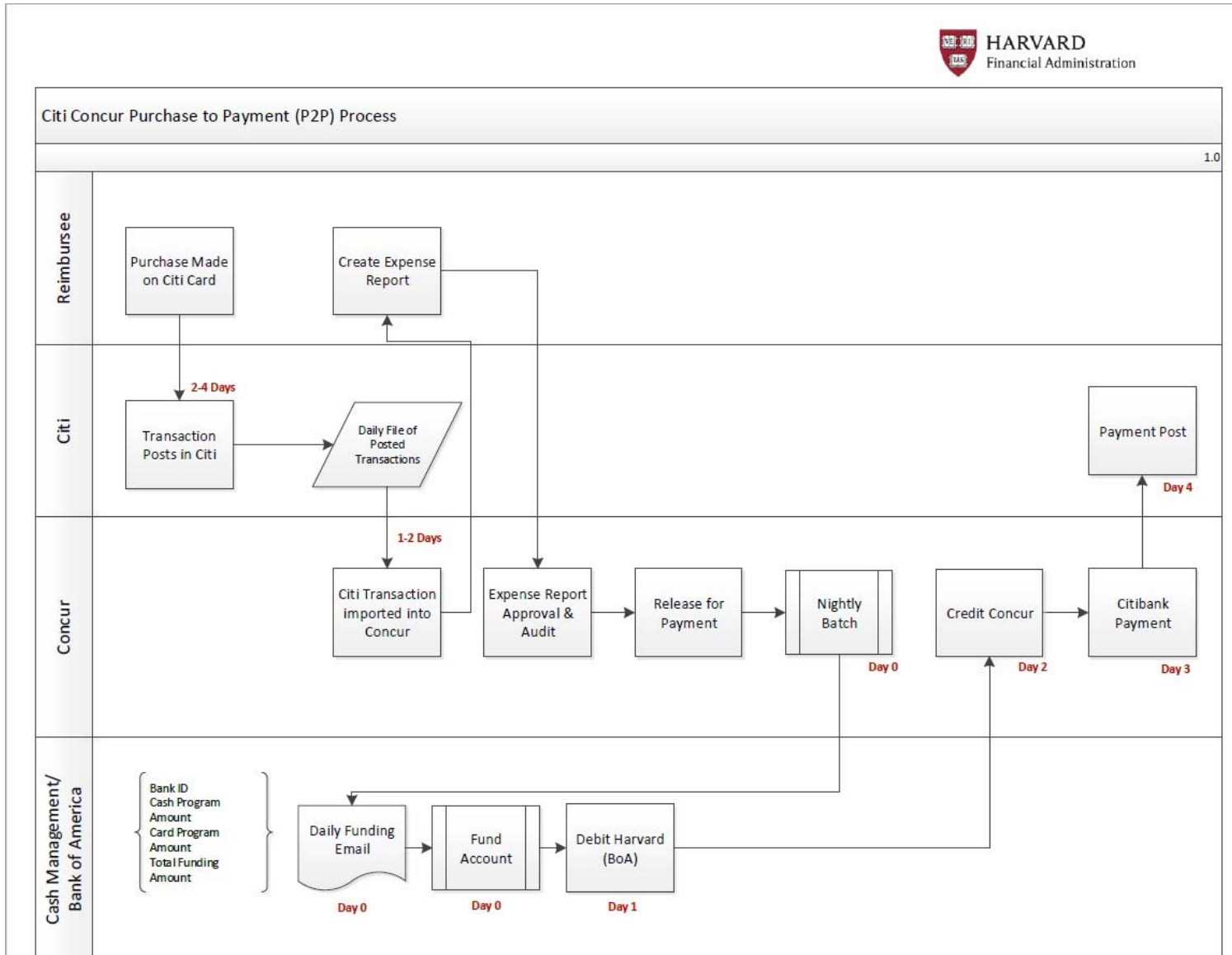


# Email Notifications

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

Concur Email	Description	Able to Turn Off?
Status	Email sent to an employee when the status of a submitted expense report has changed, such as from Approved to Paid.	Yes
Approval Email	Email sent to an approver when an employee submits an expense report to their queue.	Yes
Returned Report Email	Email when an approver sends an expense report back to an employee for resubmission.	No
Submission Email	Email to traveler when an expense report is ready for submission (after delegate preparation).	No
New Corporate Card Transactions	Email that is sent to an employee when new company card transactions are imported into Concur	Yes
Corporate Card Transactions Aging	Email from Concur based on transaction date, reminder user to submit corporate credit card expenses. <i>Note: emails are sent 45, 60 and 80 days post transaction date.</i>	No
Cash Advance Status	Email sent when the status of a Cash Advance changes, such as from <i>Issued</i> to <i>Approved</i> .	Yes
Cash Advance Approval	Email sent to an approver when an employee submits a Cash Advance request to their queue.	Yes

# End-to-End Citibank Payment Process



# Detail Listing Report

Line Item Business Purpose

HUID converted to Employee Name of Reimbursee

Concur Report Key

Concur Expense Report ID

CoA Coding

Expense Amount

HARVARD UNIVERSITY  
 Tab: Detail Listing Report  
 Report Period: 08-MAR-2016 to 08-MAR-2016  
 Date: MAR-16-16 15:50:48  
 Page: 1 of 1  
 Data Source: WCENTST

Journal Source	Journal Category	Batch Name	Journal Header	Transaction Line Desc.	Desc. 1	Desc. 2	Desc. 3	Tran Date	Accounting Flex Field	Transaction Amount DR or (CR)	Units
AP 016-Concur Entries	Purchase Invoices	13 AP 016-Concur Entries A 39433060	13 Purchase Invoices USD	CC Airfare - Test		866	2B81C320B9E D4B7B84AD	08-MAR-16	180.12593.7671.000001.523006.0000.00000	\$ 17.34	0
AP 016-Concur Entries	Purchase Invoices	13 AP 016-Concur Entries A 39433060	13 Purchase Invoices USD	CC Airfare - Test		875	88F79D807B2 E4C19815B	08-MAR-16	205.15651.7671.434712.532551.0000.00000	\$ 8.89	0
AP 016-Concur Entries	Purchase Invoices	13 AP 016-Concur Entries A 39433060	13 Purchase Invoices USD	CC Airfare - Test Donatio	Celia	867	A46704C2976 345159DCD	08-MAR-16	285.25240.7671.000001.580501.0000.00000	\$ 47.39	0
AP 016-Concur Entries	Purchase Invoices	13 AP 016-Concur Entries A 39433060	13 Purchase Invoices USD	CC Airfare - Test		905	26134EAEFDA 14874B5A7	08-MAR-16	325.28790.7671.483467.585101.0000.45410	\$ 7.57	0
AP 016-Concur Entries	Purchase Invoices	13 AP 016-Concur Entries A 39433060	13 Purchase Invoices USD	CC Airfare - Test		866	2B81C320B9E D4B7B84AD	08-MAR-16	370.32270.7671.000750.624904.0000.00000	\$ 17.35	0
AP 016-Concur Entries	Purchase Invoices	13 AP 016-Concur Entries A 39433060	13 Purchase Invoices USD	Add Credit Card Undefined Expense Test		851	C472FR1E893 A49D9B4D7	08-MAR-16	430.38660.7671.000001.657009.0000.00000	\$ 66.06	0
AP 016-Concur Entries	Purchase Invoices	13 AP 016-Concur Entries A 39433060	13 Purchase Invoices USD	CC Airfare - Test		905	26134EAEFDA 14874B5A7	08-MAR-16	430.38660.7671.000001.657009.0000.00000	\$ 7.57	0
AP 016-Concur Entries	Purchase Invoices	13 AP 016-Concur Entries A 39433060	13 Purchase Invoices USD	CC Airfare - Test		875	88F79D807B2 E4C19815B	08-MAR-16	430.38903.7671.000001.663125.1501.00000	\$ 8.90	0
AP 016-Concur Entries	Purchase Invoices	13 AP 016-Concur Entries A 39433060	13 Purchase Invoices USD	CC Airfare - Test		867	A46704C2976 345159DCD	08-MAR-16	635.67161.7671.377514.815025.0000.00000	\$ 47.38	0
Subtotal G760 Other Expenses										\$ 228.45	0
Grand Total										\$ 228.45	0

Note: Name will only show up if user is mapped to a valid HUID (blank lines reflective of test data)

Security View: HDW^UNV^BIE^CTV

- Harvard Detail Listing Report\*\*\*

