FAQ’s

Why won’t the alcohol itemization message go away?

* The reminder message to ensure that all alcohol has been itemized is built into Concur and will appear whenever certain expense types exist within an expense report (Lunch, Dinner, Snacks, Business Meal W/ Attendees, Entertainment). This is a “soft warning” and you will still be able to submit the report. This message will not disappear – when you see it just take it as a reminder that if you have alcohol on your receipt, it must either be itemized as non-reimbursable or as alcohol.

How do I enter per diem?

* Within the expense report, click on Details>New Itinerary and enter the itinerary and then from the expenses & adjustments create the fixed meals.
	+ Step 1 – create your itinerary. Within the expense report, click on Details>New Itinerary. Enter both your “To” & “From” information, being careful to hit “Save” after entering each leg of the itinerary. <http://cms.business-services.upenn.edu/penntravel/images/stories/NUI-TEM_Training/cncrtr%20-%20create%20itinerary%20for%20per%20diem%20-%20nui.pdf>
	+ Step 2 –navigate to the “Expenses & Adjustments” tab at the top of the Travel Allowances window you created the itinerary in. From here you can make any necessary changes and then “Create Expenses”. <http://cms.business-services.upenn.edu/penntravel/images/stories/NUI-TEM_Training/cncrtr%20-%20enter%20per%20diem%20for%20meals%20-nui.pdf>
* Meals Per Diem Offset – only to be used in conjunction with Fixed Meals. You would use this expense type if you need to lower the per diem amount per day. For example, the GSA per diem rate is $90/day, but your S/C only allows $50/day.
	+ After entering your per diem as notated above, enter an additional expense type of “Meals Per Diem Offset” (located in the Meals category).
	+ Enter the total amount of the overage as a negative number. In the example above, it would be $40/day overage, so for 4 days, the amount would be $160 overage, so the amount entered for the expense type would be -$160.
	+ The Per Diem Offset amount will be deducted from the amount of reimbursement due the employee.

When should Breakfast/Lunch/Dinner be used, as opposed to Business Meal (Attendees)/Campus Business Meeting/Entertainment?

* **Breakfast, Lunch, Dinner & Snacks** are meal expenditures incurred while traveling on behalf of the University – and are for when you are paying for yourself only.
* **Business Meal w/ Attendees** – Meals with a clearly substantiated business purpose and takes place in a dining establishment. Business is the primary purpose of the meal.
* **Campus Business Meeting** – Refreshments for meetings, lab lunches, groceries, box lunches, etc. To be used when the primary focus is the meeting and the food is brought in.
* **Entertainment** – Encompass those expenses incurred in conjunction with meals or events that are business-related but social or celebratory in nature.

How do I itemize…

* **A Hotel?**
	+ When you choose the hotel expense type, you are forced to itemize the receipt.
	+ First you will enter your check-in/check-out date and *recurring/nightly* charges – the nightly room rate, associated taxes and any other nightly charge (i.e. parking, hotel internet, etc.).
		- If the rate changes during your stay, select the rate and associated taxes that were used most of the time. Once you hit SAVE, the nights will appear on your expense report in the left pane individually. At this point you can adjust any nights that were a different rate by selecting them individually from the left and adjusting the amount on the right.
	+ Once you save those itemizations you then can enter any additional charges on the bill, such as breakfast.
	+ Instructional PDF - <http://cms.business-services.upenn.edu/penntravel/images/stories/NUI-TEM_Training/cncrtr%20-%20itemize%20hotel%20expense%20-%20nui.pdf>
* **Alcohol from a Business Meal with Attendees?**
	+ Itemize the Business Meal with Attendees by breaking out the alcohol separate from the Business Meal with Attendees. For example, for a $175 Business Meal with Attendees there would be 2 itemizations under the Business Meal with Attendees expense type, 1 being alcohol at $65 & the other being the remaining $110 for Business Meal with Attendees. Keep in mind the itemizations must add up to the receipt amount.
	+ Instructional PDF - <http://cms.business-services.upenn.edu/penntravel/images/stories/NUI-TEM_Training/cncrtr%20-%20account%20for%20alcohol%20on%20expense%20report%20-%20nui.pdf>
* **A non-reimbursable amount?**
	+ Indicate an amount is non-reimbursable by itemizing the expense line and choosing the “non-reimbursable” expense type, or you can check the box “Personal – Do not reimburse” in the right pane of the expense line detail.
	+ Instructional PDF - <http://cms.business-services.upenn.edu/penntravel/images/stories/NUI-TEM_Training/cncrtr%20-%20itemize%20an%20expense%20-%20nui.pdf>

I received a Travel Advance – how do I reconcile and return unused cash to the University?

* Open up the expense report to which the Cash Advance will be applied (it is referred to as a Cash Advance when applying & reconciling the money). Click on Details>Available – this will show you all available cash advances that can be assigned to an expense report. Click on the box in front of the Advance to apply and then click “Assign Cash Advance to Report”.
* If there are funds still available from the advance after accounting for all expenses, you will receive a message when attempting to submit the report “This report could not be submitted. Cash Advances must be entirely utilized or returned. Please enter a Cash Advance Return on this report to return the remaining balance”.
	+ You should work with your Business Administrator to return the excess funds back to the University via BEN Deposits.
	+ Use the “Return of Cash Advance” expense type for the amount shown on the receipt.
	+ Attach the receipt received from BEN Deposits to the expense report as a receipt.

Why did I get an email about my banking information changing in Concur?

* You can view the banking information within your Concur account by navigating to your “Profile” tab and on the left, in the “Expense Settings” section, choose “Bank Information”. Here you can view your current banking information that is loaded, and you can see any history at the bottom.
* All banking information in Concur is imported from either Payroll (Fac/Staff/Post Doc/Students on Payroll) or SRFS. When you make a change to your direct deposit account, that change will be sent to Concur.
* Direct deposit changes are not sent immediately to Concur. There is a several day delay while the new direct deposit account is pre-noted by Payroll or SRFS. In the interim, an Aline card (formerly the TotalPay Card) may be issued before your new direct deposit account is pre-noted – so both the Aline Card and then the direct deposit account will be loaded to your Concur account.
* If you have lost your Aline Card you should call ADP – 1-877-237-4321.

When will my payment show up in “My Reimbursements”?

* Any reimbursements that originate in Concur will not show up in your “My Reimbursements” on the Penn Portal or as an invoice in BEN Financials. You can easily view the status of your expense reports by hovering over your Expense tab and clicking on “View Reports”. From here, it defaults to your active reports; however you can choose to view other reports by clicking on “View” (underneath where it says Active Reports). A helpful option under this “View” drop-down menu is to view “Payment Confirmed Reports” - this will display all reports that are in a payment confirmed status.

What is the difference between a travel assistant and an expense delegate?

* The travel assistant & expense delegate are separate roles that both need to be granted. A Travel Assistant is someone that you are giving the ability to perform travel functions for you (i.e. book a hotel room). An Expense Delegate is someone you are allowing to perform expense work on behalf of you in your own Concur account – they will have the ability to create, edit & view expense reports in your Concur account. They will also be able to follow your expense reports and view when they are in payment confirmed status. You can manage both of these roles from your profile.
	+ **Travel assistant** - from the left menu, in “Travel Settings” section, choose “Assistants/Arrangers”. From this portion of your profile you can add travel assistants.
	+ **Expense delegate** – from the left menu, in “Expense Settings” section, choose “Expense Delegates”. From this pop-up window, you can manage your expense delegates.
		- If you are a delegate for others, this is also where you can check to see who has set you up as a delegate and what responsibilities they have given you. Simply click on the “Delegate For” tab (above the add, save & delete buttons), and it will display that information.
* When acting as either a Travel Assistant or an Expense Delegate, navigate to the respective tab before “Administering as” someone. For example, if you want to create an expense report on behalf of your boss, 1st navigate to your expense tab and then choose your boss’ name from the drop-down to administer as them.

Delegates: What does “Mark as Not Complete” mean?

* When you are creating an expense report as a delegate, you are doing so in the Delegators Concur account. Once you are finished with the report, you “Notify” the person that their expense report is ready to be submitted. When you hit the “notify” button, Concur does 2 things:
	+ Sends an email to them letting them know it is ready
	+ Adds a green checkmark icon next to the report name. This checkmark icon can be viewed on both the “My Concur” tab and the “Expense” tab, where the active reports are listed – so the Delegator just needs to look for the green check mark icon and submit only those reports with that icon.
* If you need to go back into that expense report to make any edits, you will no longer see the “Notify” button; you will instead see the “Mark as Not Complete” button. By hitting this “Mark as Not Complete” button, it removes the green checkmark icon from next to the report name, so that report is no longer flagged as ready to be submitted. You can make your changes, and then you will again see the “notify” button. Keep in mind that the Notify & Mark as Not Complete buttons work as a toggle.

Receipts – Header vs. Expense Line level, How to attach, How to View, How to delete.

* There are 2 places you can attach receipts – to an individual expense line item, or to the report header.
	+ To attach to an expense line item, there are 2 ways
		- Click on that expense line item in the left pane so that the information will populate in the right pane. In the bottom right, you will see an “Attach Receipt” button. When you click on that you have the option to browse and upload the receipt image from your PC or you can choose an image from your receipt store. Once you choose the desired image, click Attach.
		- Alternatively, if you wish to go directly to your Receipt Store to attach the image to the expense line item, you can do so. Click on the expense line item in the left pane so that the information will populate in the right pane. In the top right of the pane, click on “Receipt Store”. Then browse through your Receipt Store for the desired receipt image. Once you find the receipt, in the top left of the grey box surrounding the image click on the green circle icon – that will attach the image to that expense line item.
	+ You can attach receipt(s) to the Report Header as well. This is useful if you have a bundle of receipts that you have scanned into 1 document, or if you wish to upload an itinerary of a conference, or a travel memo, etc. In the expense report click on the “Receipts” button (underneath the title of the report), and click on
	“Attach Receipt Images”, you can then browse on your PC and upload the image from there.
* Viewing receipts – you can view the receipts in a number of places.
	+ If you want to view everything that has been attached to the expense report, at both the header and line level, click on Receipts>View receipts in new window. The receipts will now be in a pop-up window available for viewing.
	+ If you want to view the receipts attached at the line level hover over the green icon that indicates a receipt has been attached to that expense line item and the image will pop up. Alternatively, you can click on the expense line that the receipt is attached to in the left pane – and on the right pane, where the detail for that expense line item populates you can click on the tab “Receipt Image” (above where it says expense type) and view the receipt there.
* Deleting receipts – can only be done on an unsubmitted report
	+ To delete a receipt attached at the expense line level – hover over the green icon indicating that a receipt is attached – the receipt image will pop-up. In the bottom right of the receipt image there is a blue button that says “Detach from Entry”.
	+ To delete a receipt attached at the report header level – click on details>delete receipt images. That will delete anything that has been attached at the header level only – so anything attached at the line level will remain there.
* A word about the Receipt Store – You can email receipts to receipts@concur.com from your verified email account and those images will appear in your Receipt Store. This includes taking pictures of receipts from your smartphone and emailing the pictures. It is recommended you verify all emails on your smartphone – including personal email accounts – this is so because your smartphone may use your personal email account to send the image.
	+ You can verify your email address in your Concur Profile.
		- Click on “Email Addresses” from the left menu under the 1st section “Your Information”
		- This is where you would add additional email accounts and you can manage your verified email accounts
	+ If the receipt shows in the Receipt Store it has **not** been attached to a report.

<http://cms.business-services.upenn.edu/penntravel/training-manuals/55-training-manuals-pdf.html>

See above link for tutorial & how to video of all subjects