Quick Guide to Concur 2.0 – 2015 Upgrade

MIT's newly upgraded travel system, Concur 2.0, features an improved user interface and capabilities requested by MIT travelers and administrators.

This Quick Guide includes easy-to-follow tutorials to help guide you through many of the new enhancements. Please use this guide as a supplement to the in-person training sessions being offered by VPF Travel staff.

Click on the menu item below to view the tutorial.
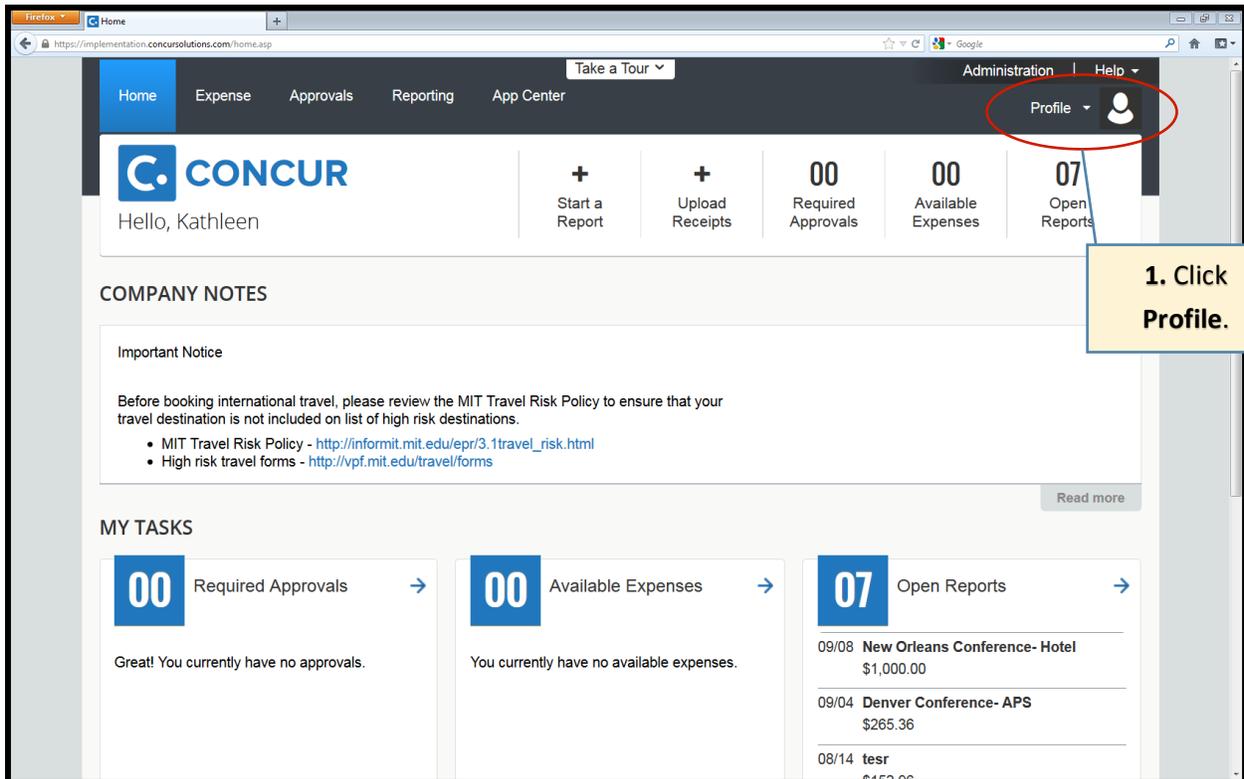
For assistance:

Travel Services, Office of the Vice President for Finance
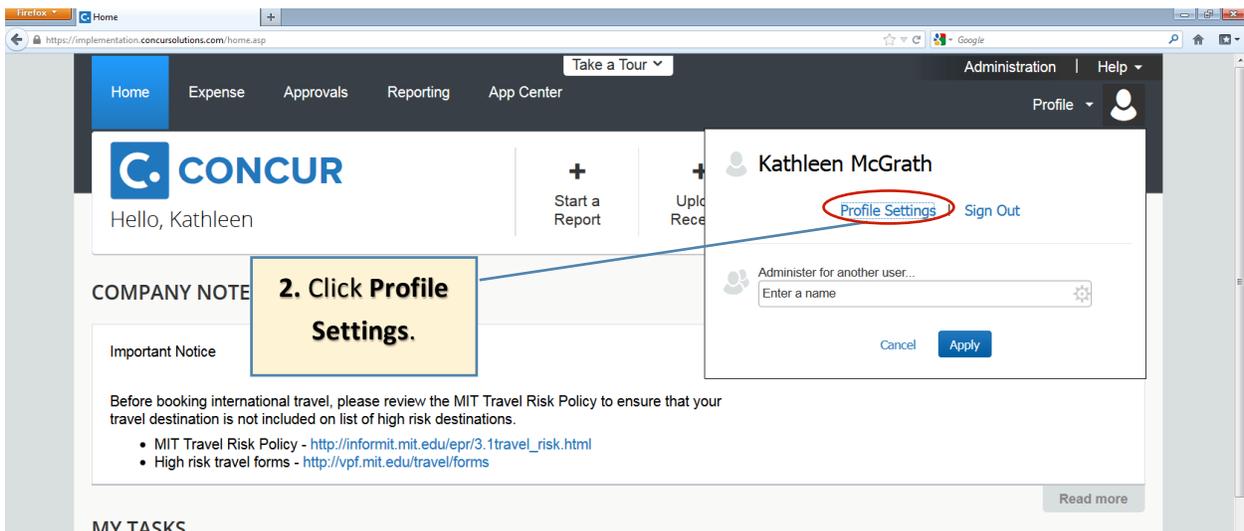
travelsupport@mit.edu

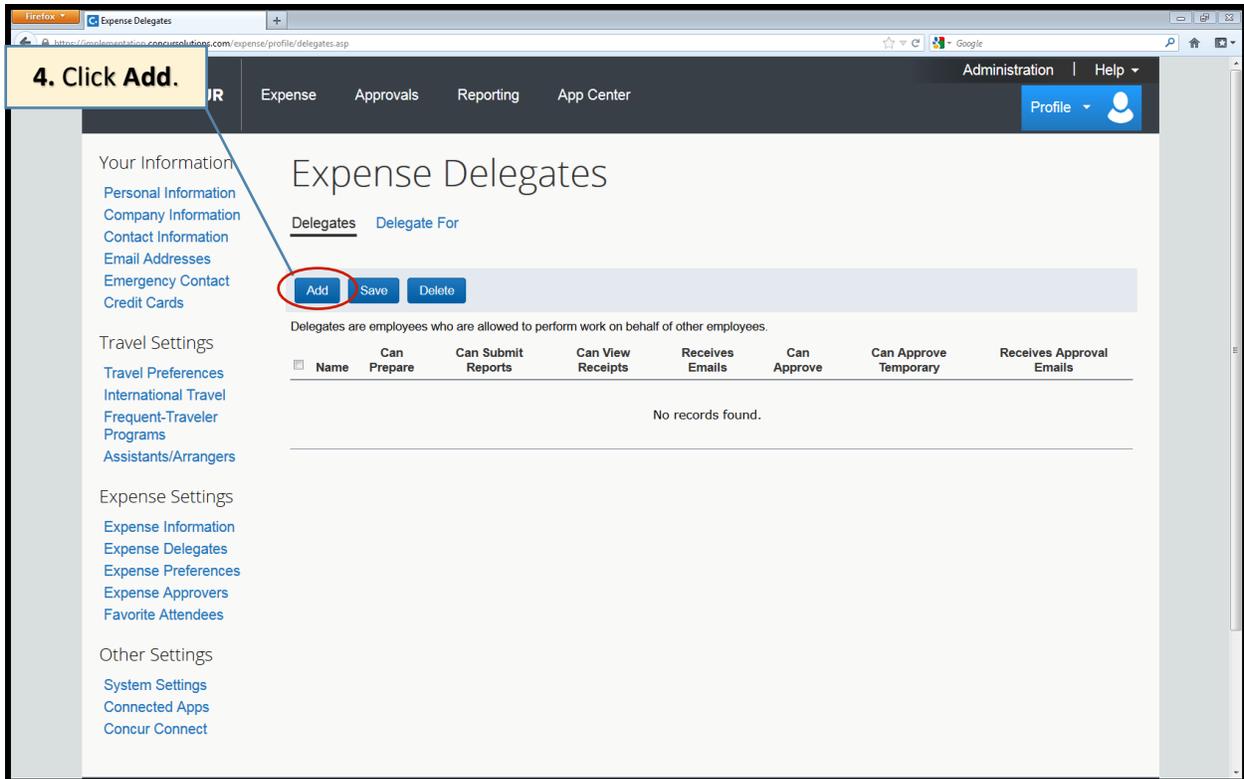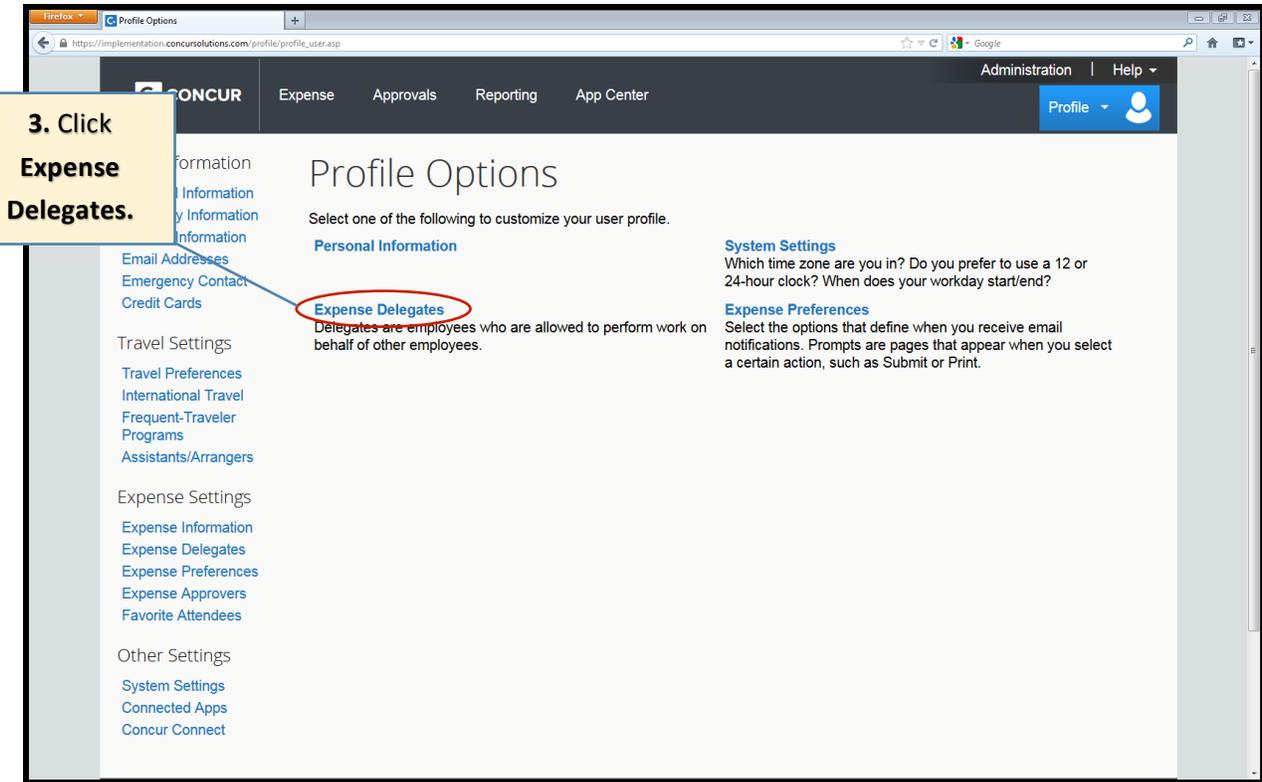*617-253-8366*

Expense Delegate Setup Instructions

To give someone access to your profile to submit and view expense reports on your behalf, you will need to add them as an expense delegate. To do so, follow these steps from the Concur home page:
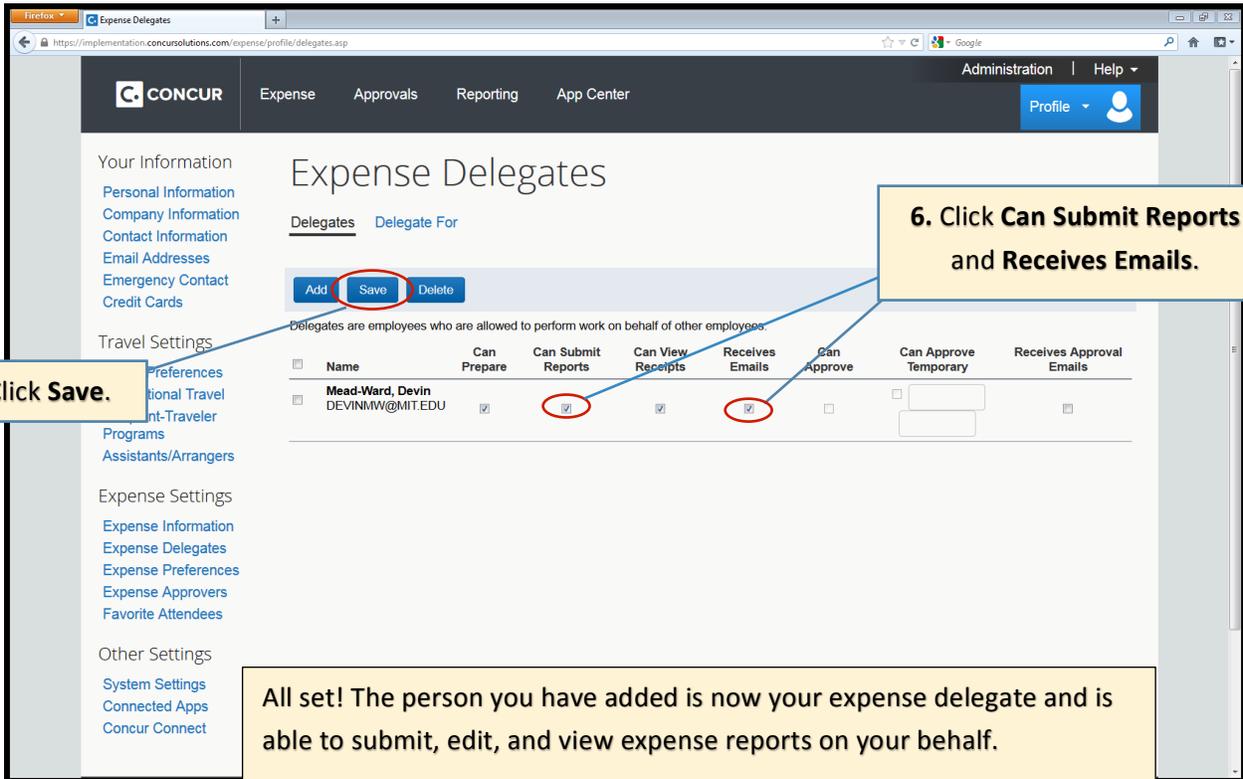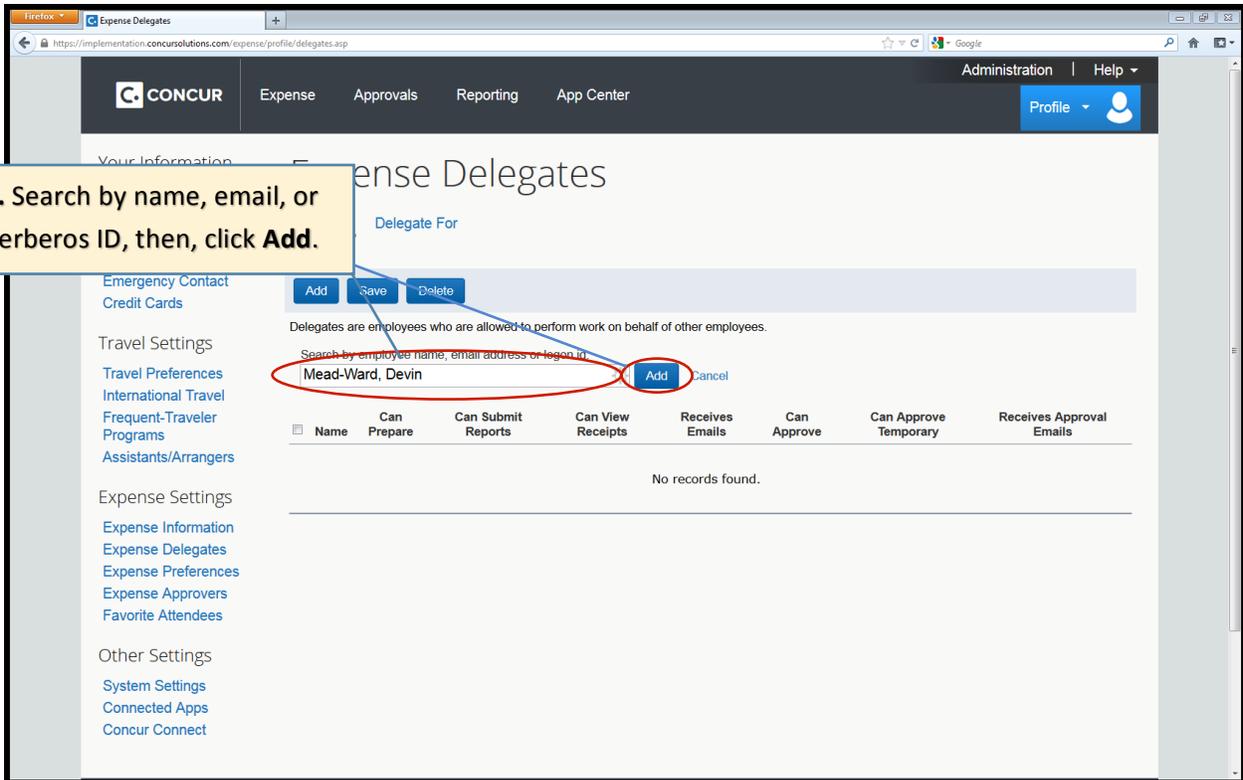
3. Click Expense Delegates.

Profile Options

Select one of the following to customize your user profile.

Personal Information

Expense Delegates
Delegates are employees who are allowed to perform work on behalf of other employees.

System Settings
Which time zone are you in? Do you prefer to use a 12 or 24-hour clock? When does your workday start/end?

Expense Preferences
Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.

4. Click Add.

Expense Delegates

Delegates | Delegate For

Add | Save | Delete

Delegates are employees who are allowed to perform work on behalf of other employees.

Name	Can Prepare	Can Submit Reports	Can View Receipts	Receives Emails	Can Approve	Can Approve Temporary	Receives Approval Emails
			No records found.				

5. Search by name, email, or Kerberos ID, then, click **Add**.

6. Click **Can Submit Reports** and **Receives Emails**.

7. Click **Save**.

All set! The person you have added is now your expense delegate and is able to submit, edit, and view expense reports on your behalf.

Acting as a Delegate

If you need to submit a Concur report for another individual, you must first go into their profile to act as their delegate. To do so, follow these steps from the Concur home page:

3. Choose the person for whom you are administering and click **Apply**.

4. You are now administering for the other person and can submit and view expense reports on their behalf.

5. To stop administering for that person, click **End admin session**.

Using the Itemization Wizard

Itemizing within Concur refers to breaking an expense up into two or more sub-expense types. In this example below, we will break a meals expense up into meals and alcohol.

Within the body of your Concur report, in the expense list, click into the **Expense** you need to itemize. This will open the **Expense Detail** window.

1. Click into the **Expense** to bring up the **Expense Detail** window.

Expense Detail window

2. Click **Itemize** at the bottom-right of the **Expense Detail** window. The itemization wizard will appear.

Itemization Wizard

3. Add itemizations until **Remaining** equals $0.00.

4. Once you have entered all your itemizations, click **Save Itemizations**.

Enter the amount for each itemization to reach the expense total. In this example, the two itemizations are **Meals**, $40.00, and **Alcohol**, $20.00. The itemization wizard will show the most common itemization expense types at the top (and less frequently used options below).

Note the totals at the top of the itemization window: **Total, Itemized**, and **Remaining**. You will need to add itemizations and amounts until **Remaining** equals zero.

Once you have entered expense types and amounts, click **Save Itemizations**.

A new icon (arrow) will appear on the left-hand side of the **Expense** line item within the **Expenses** list. Click on the icon to show or hide the **Itemization Detail**.

This arrow indicates an itemized expense. Click on it to show or hide the itemizations.

Instructions for documenting and itemizing the lowest coach fare and airfare difference when business class is flown:

Business class airfare (or first class if business isn't available on that flight) is only reimbursable when a flight has an in-air flying time of 6 hours or more or when a round-trip ticket has legs over 6 hours. The difference between the lowest equivalent coach fare and the actual business class ticket must be itemized as expense type "airfare difference" and allocated to a non-sponsored cost object. This is necessary since the difference between coach and business needs to map to the unallowable GL (general ledger) account.

To document and itemize the lowest coach fare and airfare difference, and allocate if needed, follow these steps:

1. If you have booked your business class tickets through our preferred travel agency, Travel Collaborative, the agent should provide the lowest coach fare on the itinerary:

Lowest coach airfare quote

Ticket Information

USD   * 5,601.90

USD   * 34.00

SubTotal   USD 5,635.90
Net Credit Card Billing   * USD 5,635.90

Total Amount Due   USD 0.00

USD1430.10 - LOWEST AVAILABLE ECONOMY CLASS FARE

Your travel arranger provides the information contained in this document. If you have any questions about the content, please contact your travel arranger. For Credit Card Service fees, please see eTicket receipt for total charges.

If the lowest coach quote has been provided, make sure it's attached with the receipts and then skip to step **6** (itemizing a business class airfare expense).

If the lowest coach quote has not been provided, start with Step 1 (next page).

If you booked the airfare on your own, please use Expedia or an equivalent travel booking website to look up a trip between the same departure and destination airports, for the same days of the week, 4-5 weeks in the future, avoiding major holidays. In this example, we will look up a coach fare for a business class trip to Edinburgh:

DATE: Sun, Jun 07

Flight: DELTA AIR LINES INC

From	BOSTON, MA	Departs	7:39pm
To	PARIS DE GAULLE, FRANCE	Arrives	8:35am
Departure Terminal	A	Arrival Terminal	2E
Duration	06hr(s) :56min(s)	Class	Business
Type	76W	Meal	Dinner
Stop(s)	Non Stop		
Seat(s) Details		Seat(s) - 06A	

> **1.** This business class ticket is from Boston to Edinburgh, UK, round trip, leaving Sunday, June 7, and returning Sunday, June 14.

DATE: Mon, Jun 08

Flight: DELTA AIR LINES INC

From	PARIS DE GAULLE, FRANCE	Departs	10:05am
To	EDINBURGH, UNITED KINGDOM	Arrives	11:05am
Departure Terminal	2E		
Duration	02hr(s) :00min(s)	Class	Business
Type	RJ85-REGIONAL JET 85	Meal	
Stop(s)	Non Stop		
Seat(s) Details		Seat(s) - 02A	

DATE: Sun, Jun 14

Flight: DELTA AIR LINES INC

From	EDINBURGH, UNITED KINGDOM	Departs	11:45am
To	PARIS DE GAULLE, FRANCE	Arrives	2:50pm
		Arrival Terminal	2E
Duration	02hr(s) :05min(s)	Class	Business
Type	RJ85-REGIONAL JET 85	Meal	
Stop(s)	Non Stop		
Seat(s) Details		Seat(s) - 03F	

DATE: Sun, Jun 14

Flight: DELTA AIR LINES INC _____ Operated by: AIR FRANCE

From	PARIS DE GAULLE, FRANCE	Departs	4:45pm
To	BOSTON, MA	Arrives	6:25pm
Departure Terminal	2E	Arrival Terminal	E
Duration	07hr(s) :40min(s)	Class	Business
Type	BOEING 744 JET	Meal	Dinner
Stop(s)	Non Stop		
Seat(s) Details		Seat(s) - 06L	

Ticket Information

Ticket Number

USD   * 7,249.10

> **2.** So, to find an equivalent lowest coach fare we will look up a round trip from Boston to Edinburgh, 4-5 weeks in the future, from a Sunday to the next Sunday.

3. Expedia search, Boston-Edinburgh, same days of the week, 4-5 weeks in the future

4. Lowest equivalent coach fare

5. Once you have a lowest coach quote, attach an image of the quote with the receipts in your Concur report (**Receipts>Attach receipt images**). Then, you will need to itemize the airfare expense.

How to itemize a business class airfare expense:

6. Once you have created or imported your airfare expense, change the class of service to business and click **Itemize**.

7. Within the Itemization Wizard, Enter the lowest coach amount as **Airfare** and the remaining amount as **Airfare Difference**.

Lowest coach

Remaining amount.

8. Click **Save Itemizations**.

9. If you entered a non-sponsored cost object in the report header, you are all set.

If you entered a sponsored cost object in the report header, please allocate the **Airfare Difference** itemization to a non-sponsored cost object (see following steps).

How to allocate an airfare difference itemization to a non-sponsored cost object:

1. Click on the itemization arrow so it's pointing down and shows the detail below.

2. Click the check box on the Airfare Difference itemization line item.

3. Then click Allocate.

This will bring up the Allocation Window.

4. Type the non-sponsored cost object you want to use into the cost object field and select it from the drop-down menu.

5. Click **Save**.

Allocations for Report: Edinburgh trip

Expense List

Allocate Selected Expenses | Clear Selections | View ▾

Select Group ▾

Allocations   Total:$6,339.70   All

Allocate By: ▾ | Add New Allocation | Delete Selected Allocations

	Date ▾	Expense	Group	Amount

Airfare

| | 06/03/2014 | Airfare | | $909.40 |
| ✓ | 06/03/2014 | Airfare Diffe... | | $6,339.70 |

✓	Percentage	* Cost Object	Code
✓	100	TRAVEL/HQ	1633540

Type to search by:

○ Text   ● Code
(Code) Text

(1633500) VPF-M&S
(1633540) TRAVEL/HQ
(1000000) TTEST
(1030400) MIDDLE INCOME LOAN FUND

(1000000) TTEST
(1000001) TEST COST CENTER AUTHORIZATIONS

Save | Cancel

Done

TOTAL AMOUNT $7,249.10   TOTAL REQUESTED $7,249.10

Save | Allocate | Cancel

6. Success! Your airfare difference itemization has been allocated . Click **OK** and then **Done**.

Expense List

Allocate Selected Expenses | Clear Selections | View ▾

Select Group ▾

Allocations

Allocate By: ▾ | Add New Allocation | Delete Selected Allocations | Favorites ▾ | Add to Favorites

	Date ▾	Expense	Group	Amount

Airfare

| | 06/03/2014 | Airfare | | $909.40 |
| | 06/03/2014 | Airfare Diffe... | 1 | $6,339.70 |

	Percentage	* Cost Object	Code

Success

Allocations have been saved.

OK

Save | Cancel

Done

TOTAL AMOUNT $7,249.10   TOTAL REQUESTED $7,249.10

Save | Allocate | Cancel

7. Hover over the allocation pie chart icon to confirm the cost object(s) you've allocated to.

Remember, when business class airfare is being claimed from MIT, make sure to document the lowest coach fare, itemize the airfare and airfare difference and then allocate the difference to a non-sponsored account if needed.

Document → **Itemize** → **Allocate**

Using the Mileage Calculator Tool

1. Click **New Expense**.

2. Enter the expense type **Personal Car Mileage**.

3. Enter the date of travel in the **Transaction Date** field.

4. Click on the **Mileage Calculator**.

5. This will open a link to Google Maps. Enter your start and end points.

Note: For greater accuracy enter exact street addresses.

6. Once you have entered your waypoints, click **Calculate Route**.

7. If the system calculates the correct route, click **Add Mileage to Expense**.

8. Concur will calculate the dollar amount based on distance and the mileage rate on the transaction date.

9. Click **Save**.

Attaching a Missing Receipt Affidavit to an Expense

In the event that a receipt is required but is not available and a reprint cannot be obtained from the vendor, a Missing Receipt Affidavit can be created in place of a receipt to confirm that the expense is a valid business expense.

Please note that the Missing Receipt Affidavit is a last resort when no receipt can be obtained and should only be used after attempts are made to recover a receipt. The expense needs to be classified as "non recoverable expenses" and allocated to a non-sponsored account.

To create a Missing Receipt Affidavit, click into the expense line item that is missing a receipt to bring up the expense detail window and follow the steps below.

3. Click Attach Receipt.

4. Click Create a missing Receipt Affidavit here.

5. Click the check box next to the expense that is missing a receipt.

Missing Receipt Affidavit

Use the Missing Receipt Affidavit feature to indicate that do not have a receipt for a valid business related transaction.

To create an affidavit, choose from the Expense(s) below that require a Receipt

Expense	Date	Amount
Non Recoverable Expenses	08/27/2014	$90.00

By using the Missing Receipt Affidavit feature I certify that I do not have a receipt, but this transaction is a valid business transaction that conforms to MIT's travel and expense policy. Expenses must be classified as a Nonrecoverable expense type and cannot be charged to a sponsored account.

Accept & Create   Cancel

6. Click **Accept & Create**.

Administration | Help

CONCUR   Expense   Approvals   Reporting   App Center

Profile

ge Expenses   Process Reports

7. A receipt image icon will appear on the expense line item.

Conference- APS

Delete Report   Submit Report

Quick Expenses   Details ▾   Receipts ▾   Print ▾

Move ▾   Delete   Copy   View ▾

Expenses

	Date	Expense	Amount ▾	Requested
	08/27/2014	Personal Car Mileage	$115.36	$115.36
☑	08/27/2014	Non Recoverable Expenses	$90.00	$90.00
	08/27/2014	Meals (Breakfast/Lunch/Dinner) Denver, Colorado	$60.00	$60.00

Expense | Receipt Image

Receipt Store

Expense Type
Non Recoverable Expense

Transaction Date
08/27/2014

Business Purpose

Vendor Name

City

Payment Type
Out of Pocket

Amount
90.00   USD

☐ Personal Expense (do not reimburse)

Comment

TOTAL AMOUNT   TOTAL REQUESTED
$265.36 $265.36

Save   Itemize   Allocate   Attach Receipt   Cancel

8. Hover over the receipt image icon or click **Receipts>View receipts in new window** to view the Missing Receipt Affidavit you've created.
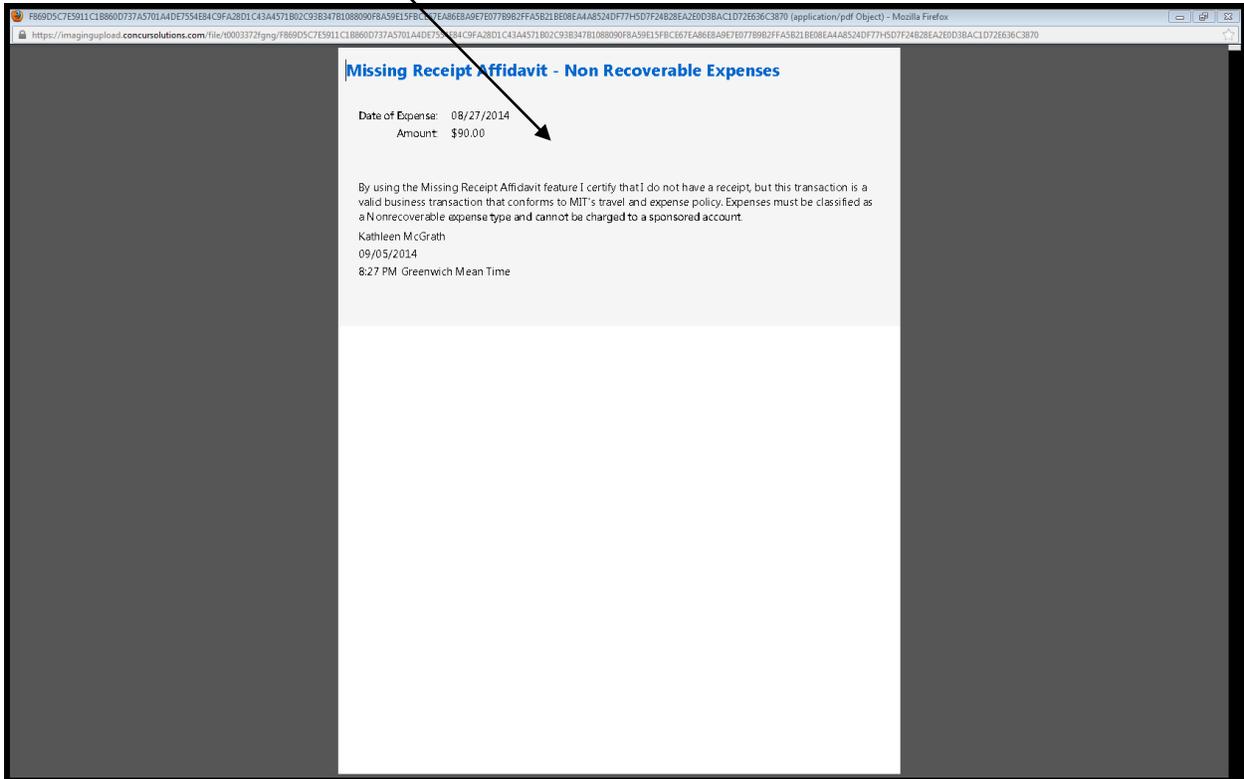
Please make sure that the expense is being charged to a non-sponsored cost object. If you entered a sponsored cost object into the report header then you will need to allocate the expense that is missing a receipt to a non-sponsored cost object (see allocation quick card for allocation instructions).

How to Mark an Itemization as Personal

When the MIT Travel Card is used for a non-reimbursable expense, that amount needs to be itemized as personal. If the personal expense amount is greater than the out-of-pocket amount, the traveler will need to reimburse MIT.

Marking an itemization as personal will subtract that amount from the total claimed. Concur will net any personal amount against the out-of-pocket total for the report. If the itemization marked personal is within a Travel Card charge, and the personal expense total is greater than the traveler's out-of-pocket expenses, then the traveler will owe MIT. If the personal expense total is less than the out-of-pocket expense amount, the traveler will not owe anything (but the personal amount will be subtracted from their reimbursement).

Instructions for itemizing a portion of an expense as personal:

Enter expense types and amounts.

Click the **Personal Expense** check box to mark an itemization as personal.

To verify the amount due to MIT or to the traveler, click **Details → Totals**.

If the traveler will receive a reimbursement, that amount will show up under **Amount Due Employee**.

If the traveler owes MIT for personal expenses on the Travel Card, that amount will show up under **Amount Owed Company**.

If an amount shows up under **Amount Owed Company,** the traveler will need to write a check to MIT for that amount. Please obtain a check payable to MIT for the amount due, print out the MIT Detailed Report (under print/email), clip the check to the printout and mail to VPF Travel Services, NE49-4037.

Also add a comment (**Details → Comments**) confirming that the check is being mailed to VPF Travel Services before submitting the report.

*Note: If an entire Travel Card charge should be marked as personal, simply click into the expense to bring up the expense detail, then click the **Personal** check box within the expense detail and click **Save**.*

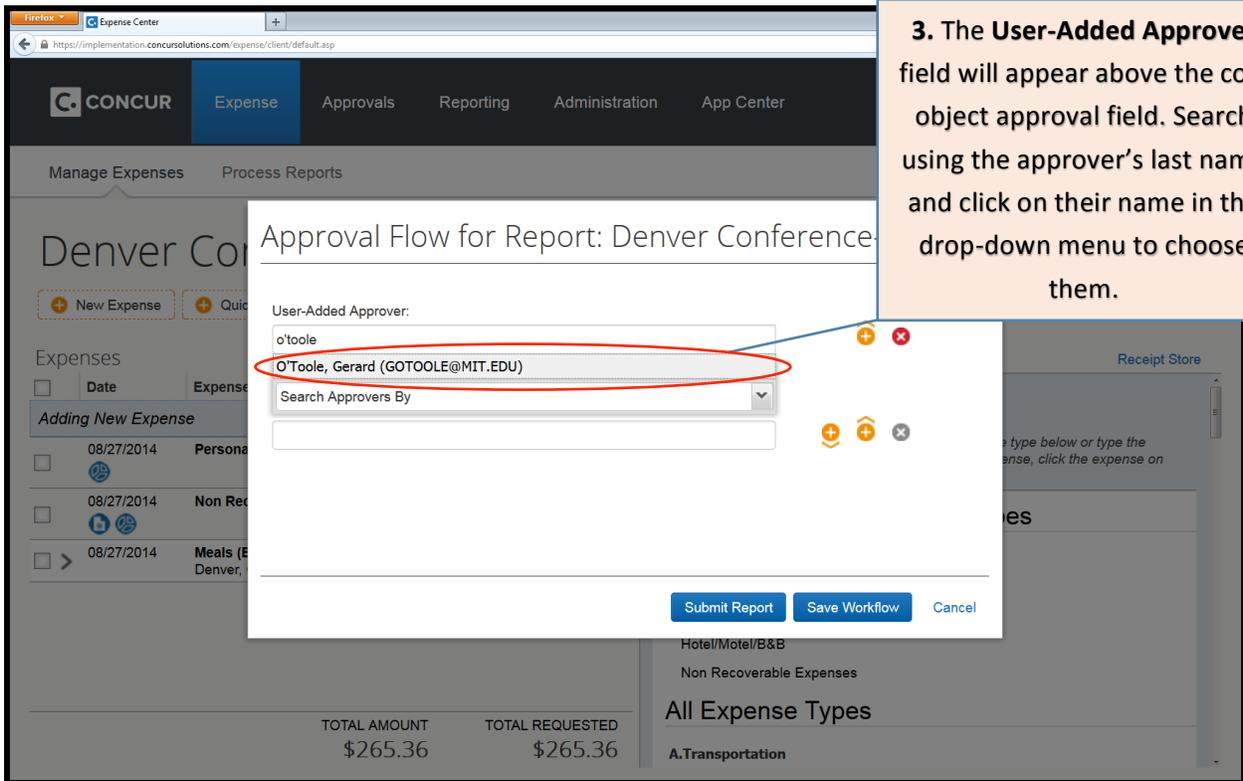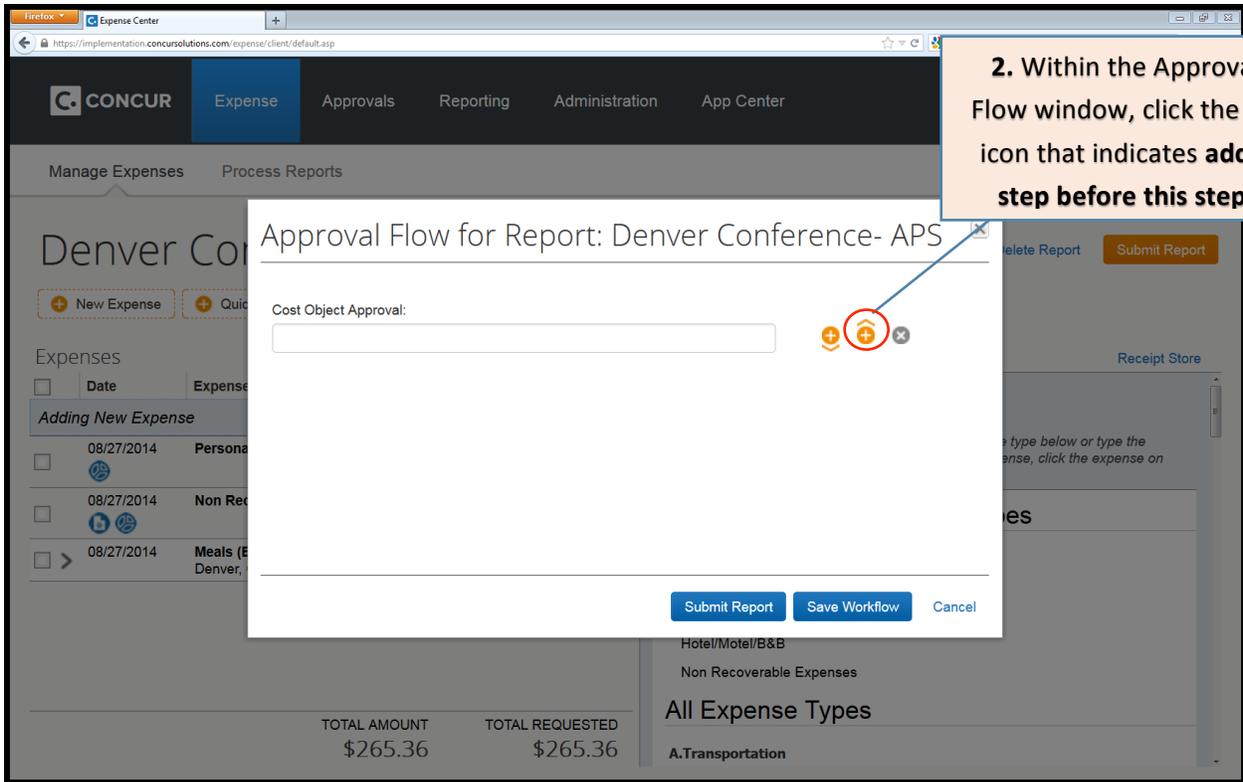## How to Manually Add an Additional Approver to Workflow

When a Concur report is submitted it will automatically route to the approver(s) for the cost object(s) used. However, there are a few scenarios where you will need to manually add an additional approver.

Scenarios for Additional Approver:

- If you happen to be the cost object approver as well as the traveler on a given report. You will need a second person in your area to review your expenses.
- If you are in a department that requires an additional approver as part of their workflow process.
- If your department or the VPF Travel office has requested that you add a second approver for any audit/ workflow reason.

If you need to manually add an approver for any of these reasons, follow these four steps:

1. Within the body of your expense report, click **Details → Approval Flow**.

2. Within the Approval Flow window, click the **UP** icon that indicates **add a step before this step**.

3. The **User-Added Approver** field will appear above the cost object approval field. Search using the approver's last name and click on their name in the drop-down menu to choose them.

4. You can then either click **Submit Report** to submit the report now or click **Save Workflow** to continue working on your report and submit later. If you click **Save Workflow** then the added approver will see the report once you finish and click **Submit**.

How to Create a Report Using a Guest Profile

Within Concur, you can use a guest profile to reimburse non-MIT visitors, anyone who is not set up in the HR/Payroll system, or anyone you need to, with a paper check. The guest profile is also where you will go to expense your department card charges if you have a department travel card.

> On the Concur home page, in the **Trip Search** window, make sure that you never use the **Book for a Guest** option. If you do this, you won't be able to reimburse that guest for any out-of-pocket expenses because expenses submitted under your own profile will reimburse you.

> If you apply for a Department Travel Card, a guest profile will be set up for you as part of that process. If you don't have a Department Travel Card but need to reimburse non-MIT visitors, you can request a guest profile by emailing travelsupport@mit.edu.

To use your guest profile, click the **Administer for another user** icon, type in the name or email linked to that guest profile, then select it from the drop-down menu and click **Apply**.

Once you are in your guest profile, click **Expense → New Expense Report**. This will bring you to the report header.

When creating a new report under a guest profile, extra fields will appear in the report header. Everything from **Guest Name** onward is exactly what will print on a paper check.

Make sure that **Guest Name** is the payee's legal name and that the address fields list the address you want the check mailed to.

Once you have filled out all the fields in the Report Header, click **Next** to import any Department Travel Card charges from this trip and then enter the guest's out-of-pocket expenses. For details on this process, see the **Submitter Training Outline** quick card.