

HR Campus

# SAP Concur

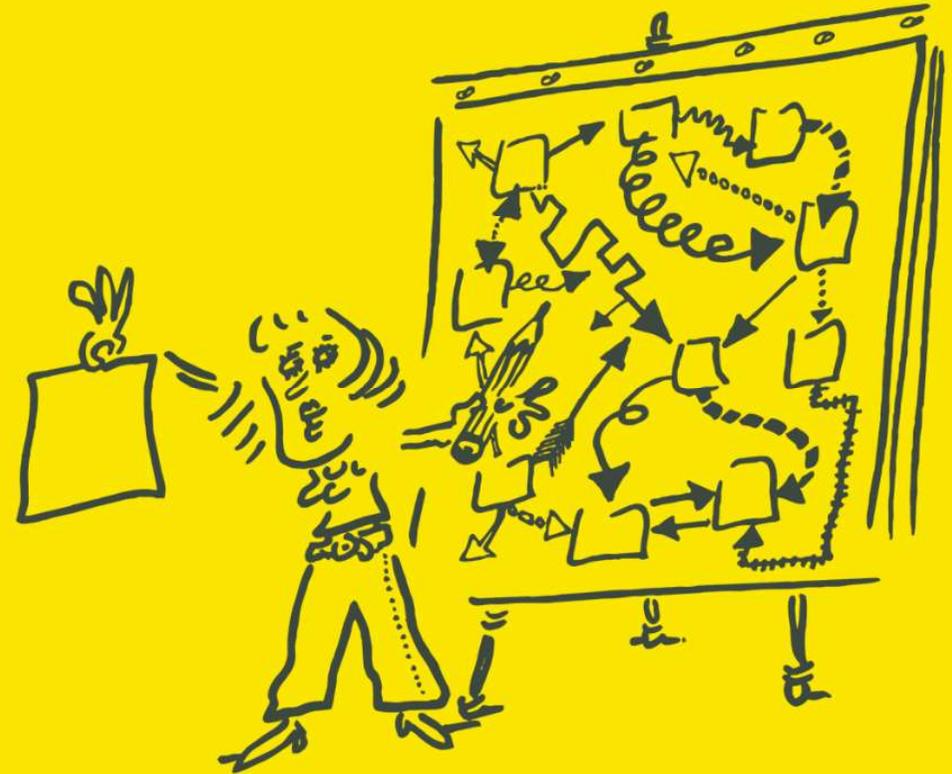
End User Manual



**HAPPY  
EMPLOYEE,  
HAPPY  
COMPANY.**

# Agenda

- General information
- Profile settings
- Expense
- Help
- Impressions of the mobile app



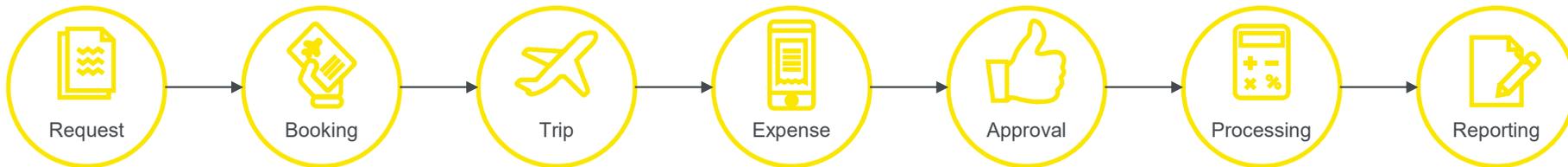
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General  
information



## General information

- SAP Concur can be used via Computer (Browser) and with the SAP Concur mobile app.
- Expense reports should be submitted collectively at intervals of **4 weeks** (independent of monthly limits). Please combine different expenses and trips into one report.
- Please notice the expense policy and make sure that every expense report is comply with regulations.
- SAP Concur combines all steps of a business trip on one platform. Your company may have not activated all modules. Besides this manual is based on a best-practice configuration, why your system may look different.



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# Profile settings



## Profile settings

# Signing in to SAP Concur



- SAP Concur is available via Browser and Mobile App.
- For some functions you must use the Browser.
- Please change language before signing in.

You can download the application (called Concur) from your app store.

Further information: [www.concurtraining.com](http://www.concurtraining.com) – Learn the Basics, Getting Started, Logging on to SAP Concur

## Profile settings

# Exploring the SAP Concur landing page



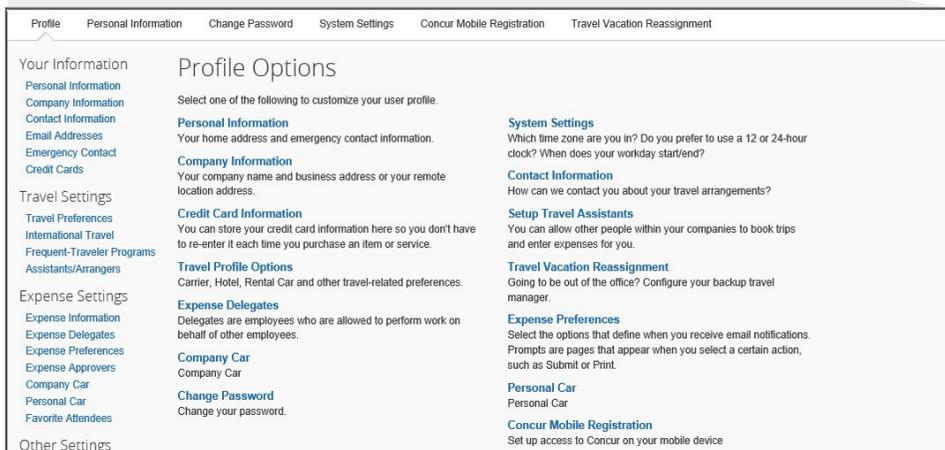
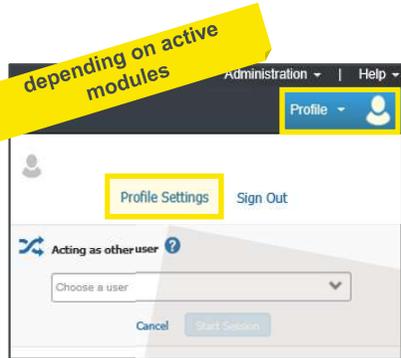
depending on active modules

- **Quick task bar:** This section provides **Quick Tasks** so you can:
  - Start a new report, request, cash advance etc.
  - Manage open reports and requests
  - Manage available expenses
- **Trip search:** This section provides the tools you need to book a trip with any or all of the following:
  - **Flight:** Use to book a flight. You can also book hotel and reserve a car at the same time.
  - **Hotel, Car:** Use to book hotels or rental cars, if not including them while booking a flight.
- **Company Notes:** Content is provided by your company administrator.
- **My Tasks:** This section lists **Required Approvals**, **Available Expenses** and **Open Reports**.
- **My Trips:** This section lists your upcoming trips.

To return to the SAP Concur landing page from any other page, click the SAP Concur logo on the top left of the screen.

## Profile settings

# Updating your profile



Function is not available on the mobile app.

- Use the **Profile Options** to set or change your personal preferences. To avoid reentering personal and permanent information about yourself (phone number, contacts, credit card information etc.), complete your profile after logging onto SAP Concur for the first time and update it whenever your information changes. Your profile options include:
  - Approvers
  - Attendees
  - Bank Information
  - Car (company, personal)
  - Expense Delegates
  - Expense Preferences (email notifications)
  - Register for SAP Concur for Mobile
  - Travel preferences

**If you are booking flights through SAP Concur, please make certain that the first, middle and last names shown in SAP Concur are identical to those on the photo identification that you will be presenting at the airport.**

Further information: [www.concurtraining.com](http://www.concurtraining.com) – Learn the Basics, Using Concur Expense, Updating Your Expense Profile

# Assigning a travel arranger or expense delegate



depending on configuration

<input type="checkbox"/>	Name	Can Prepare	Can Submit Reports	Can View Receipts	Receives Emails	Can Approve	Can Approve Temporary	Receives Approval Emails
<input type="checkbox"/>	[blurred]	<input type="checkbox"/>						

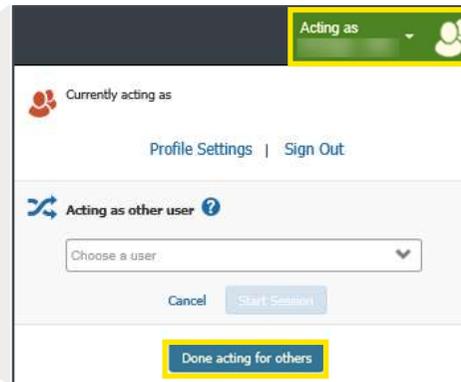
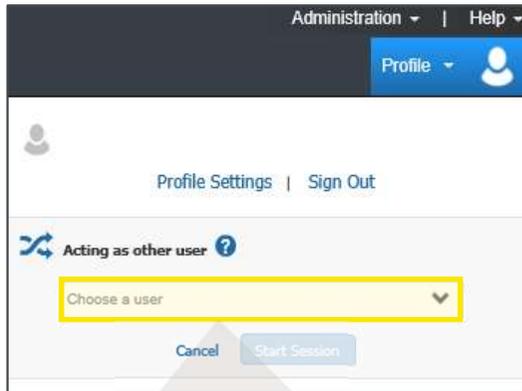
- ### Expense Delegates
- Delegates are employees who are allowed to perform work on behalf of other employees. If you add a delegate you must select his permissions such as preparing reports, submitting reports etc.
  - Your company may have deactivated some permissions.
- ### Assistants and Travel Arrangers
- Assistants and Travel Arrangers are allowed to perform travel functions. Click **Add an Assistant** to give someone this permission.

During your vacation, you can also allow someone temporary to approve on your behalf.

Function is not available on the mobile app.

## Profile settings

# Acting as a delegate



- To act as a delegate select an other user and click **Start Session**. If you are acting for another person, in the upper right corner the profile icon changes to green and it is stated: **Acting as**.
- If you want to go back to your profile, click **Done acting for others**.

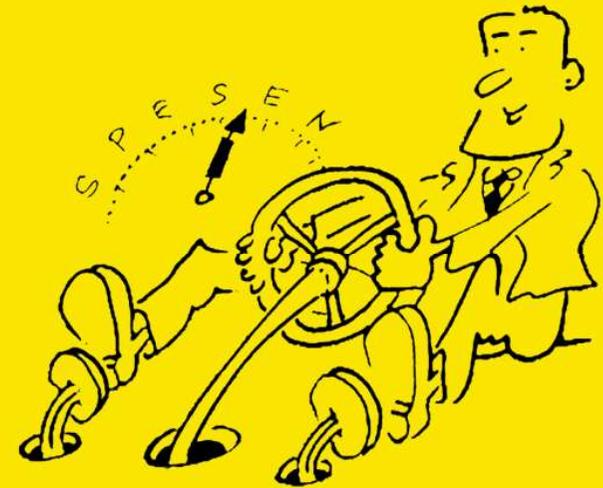
You can set the permissions of your delegate under Profile – Profile Settings – Expense Delegates.

*Function is not available on the mobile app.*

Further information: [www.concurtraining.com](http://www.concurtraining.com) – Learn the Basics, Using Concur Expense, Acting as a Delegate

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Expense



# Starting a new expense report



- To create a new expense report you have the following two options:
  - On the SAP Concur landing page, on the **Quick Task Bar**, place your mouse pointer over **New** and then click **Start a Report**.
  - From the **Expense** menu, click **Manage Expenses**, and then click the **Create New Report** title.
- Complete all required fields (marked red) and the optional fields customized by your company, as needed.
- **Active Reports:** This section provides some of your created reports.
- **Available Expenses:** All credit card transactions are listed in this section.
- **Available Receipts:** All uploaded and unused receipts are listed in this section – also the receipts you took a picture with your Mobile App. You have also the option of uploading a new receipt for later use.

You can copy an expense and then update the expense details to quickly enter a new expense. Credit card information, e-receipts, mobile entry information and travel segments from the original expense are not copied to the new expense.

## Expense

# Adding additional expenses to the report



Alerts	Receipt	Payment Type	Expense Type	Vendor Details	Date	Requested
<input checked="" type="checkbox"/>		Cash	Daily Allowance	Bern, SWITZERLAND	07/25/2019	€ 41.00
<input type="checkbox"/>		Cash	Daily Allowance	Bern, SWITZERLAND	07/24/2019	€ 62.00
<input type="checkbox"/>		Cash	Daily Allowance	Bern, SWITZERLAND	07/23/2019	€ 62.00
<input type="checkbox"/>				BLAND	07/22/2019	€ 41.00
<input type="checkbox"/>				ern	07/01/2019	€ 20.00
						€ 226.00

**Add Expense**

0 Available Expenses | + Create New Expense

Search for an expense type

- ^ 01. Travel Expenses
  - Hotel
- ^ 02. Transportation
  - Airfare
  - Car Rental
  - Parking
  - Personal Car Mileage
  - Taxi
  - Train
- ^ 03. Meals

- To add additional expenses to the report, click on **Add Expense** and then on the appropriate expense type and complete all required fields (marked red).
- The warnings are marked with different colors / signs and described under **Alerts** when something appears. The icon appears also next to the expense entry.
- **Report Details:** Under this tab, you can go back to your **Report Header**, see the **Report Timeline**, the **Allocation Summary** or you can change something in your **Travel Allowances**.

The required fields may be different depending on the selected expense type. All required fields are always marked red.

## Expense

# Itemizing expenses



**New Expense**

Details **Itemizations**

Allocate \* Indicates required field

Expense Type \*  
Hotel

Check-in Date \* 07/01/2019 Check-out Date \* 07/02/2019 Nights: 1

Transaction Date \* 07/02/2019 Vendor Search for Vendor

City of Purchase \* München, Bayern

Payment Type \*  
Cash

Amount \* 200.00 Currency \* Euro

Receipt Status \*  
Receipt  Invoice in Company Name

Comment

Save Expense Save and Add Another Cancel

Amount	Itemized	Remaining
€ 200.00	€ 0.00	€ 200.00

**New Itemization**

Expense Type \*  
Hotel

Entry Type: Recurring Itemization 07/01/2019 - 07/02/2019 (Nights: 1)

Your hotel room rate was:  
The Same Every Night Not the Same

Room Rate (per night) *	Room Tax (per night)	Tax 2 (per night)	Tax 3 (per night)
175.00	25		

(Amounts in EUR)

Save Itemization Cancel

Amount	Itemized	Remaining
€ 200.00	€ 200.00	€ 0.00

Create Itemization More Actions

Date	Expense Type	Amount
07/01/2019	Hotel Tax	€ 25.00
07/01/2019	Hotel	€ 175.00

- Use the **Itemizations** tab to account for receipts that include both business and personal expenses or to ensure that each of your expenses is accounted correctly.
- To itemize an expense create the expense as usual and then click the **Itemizations** tab.
  - Select the expense type **Hotel** and add the room rate per night and room tax per night. If the hotel room rate was not the same every night click **Not the Same**.
  - After saving the itemization, the **Total Amount**, the amount **Itemized**, and the **Remaining** amount displays.
  - If there is a remaining amount that needs to be itemized (other charges, for example), the remaining amount is displayed in the **Remaining** field. Continue to itemize the amounts until the balance is 0.00.

Please make sure that the invoice is on your company's name. That is necessary that your company is allowed to reclaim tax for your hotel expense.

## Expense

# Adding attendees to a business meal



Details | Itemizations

Attendees (1) | Allocate

\* Indicates required field

Expense Type \*  
Business Meals (Attendees)

Transaction Date \* | Business Purpose  
07/01/2019

City of Purchase \*  
München, Bayern

Payment Type \*  
Cash

Amount \* | Currency \*  
20.00 | Euro

Receipt Status \*  
Receipt  Personal Expense (do not reimburse)

Attendees

Business Meals (Attendees) € 20.00

Attendees: 1

Add | Remove

Attendee Name

Monroe, Marylin

Attendee Count | Amount

1 | € 20.00

Add Attendees

Recent Attendees | Attendees | Attendee Groups

Business Guest | Search by first or last name

More Search Options | Can't find an attendee? Create New Attendee

Close | Search

- Some expenses, such as business meal expenses, require to add attendees to the expense.
- You can add attendees in several ways:
  - **Recent Attendees** – Select the check box next to the appropriate attendee.
  - **Attendees** – Search for the **Business Guest** or **Employee**. If you need to create a new attendee, click **Create New Attendee**, complete the required fields, and then click **Create Attendee**.
  - **Attendee Groups** – Select from your **Favorites** or **My Team** (these are configured in your profile settings).

Your company determines the types of attendee you can choose from.

## Expense

# Allocating expenses



Allocate  
Expenses: 1 | € 20.00

Percent	Amount
Allocated € 20.00 100%	Remaining € 0.00 0%

Default Allocation

Code: CH01-CC-202 Percent %: 0

**Add** Edit Remove **Save as Favorite**

Company Code	Cost Object Type	Cost Object ID	Code	Percent %
<input type="checkbox"/> Blue Carpet Films Holding	Cost Center	Administration	CH01-CC-201	50
<input type="checkbox"/> Blue Carpet Films Holding	Cost Center	Einkauf	CH01-CC-202	50

- You can allocate expenses to projects or departments, which will be charged for those expenses. Your company determines if the allocation fields are text fields or lists. Select from the lists or type the appropriate information in the fields.
- To allocate expenses you have the following options:
  - With the expense open, to create or edit a **single** expense, click **Allocate**.
  - You can also allocate multiple expenses at the same time. In your expense report, select the appropriate expenses and click **Allocate**.
- You can adjust the amounts or percentages.
- The total amount must be allocated 100%, otherwise an audit rule is flagged and you will not be able to submit the report.

**You can save your allocation by clicking Save as Favorite.**

Add Allocation

**New Allocation** **Favorite Allocations**

\* Indicates required field

Company Code <sup>2</sup>  
(CH01) Blue Carpet Films Holding

Cost Object Type <sup>3</sup> \*  
Cost Center (CC) Cost Center

Cost Object ID <sup>4</sup> \*  
(202) Einkauf

Cancel **Add to List**

## Expense

# Entering personal car mileage



**depending on configuration**

**308.7 KM**  
Personal

Calculate Route Make Round Trip

Deducted Commute Distance

Home  
Office

Directions

Vorgeschlagene Routen  
A1 und A96 309 km. ca. 3 Stunden, 24 Minuten  
A3 und A96 344 km. ca. 3 Stunden, 38 Minuten

Deduct Commute

Expense Type \*  
Personal Car Mileage

Transaction Date \*  
07/01/2019

Purpose of the Trip

From Location \*  
Zurich, Switzerland

To Location \*  
Munich, Germany

Comment

Vehicle ID  
12345

Distance to Date  
0

Distance  
309

Number of Passengers  
0

Amount  
92.70

Currency  
Euro

Reimbursement Rates:  
0 and above – EUR 0.3 per kilometer  
Per Passenger – EUR per kilometer

Save Expense Save and Add Another Cancel

- Depending on your company policy, you might have to track your car mileage in order to be reimbursed. You might be using your personal car for business purposes or you might be using a company car.
- With the **Mileage Calculator** you can calculate your route. Please check waypoints, make roundtrip, add intermediate waypoints or deduct commute distance, check amount of km before clicking **Add Mileage to Expense**.
- The distance will appear under **Distance**. You will find the reimbursement rate under this field.

**You must register a vehicle in your profile before you can create a mileage expense.**

Further information: [www.concurtraining.com](http://www.concurtraining.com) – Learn the Basics, Using Concur Expense, Entering a Car Mileage Expense

## Expense

# Uploading receipts



depending on configuration

A receipt is required for this expense. If you are missing your receipt please use this missing receipt affidavit.  
To create a Missing Receipt Declaration, select the expense(s) below that require a receipt.

<input checked="" type="checkbox"/>	Expense Type	Vendor	Date	Amount
<input checked="" type="checkbox"/>	Business Meals (Attendees)		07/01/2019	€ 20.00

Acceptance: I certify that I lost my receipt and this is a valid business expense.

Details

Attendees (1) Allocate

Expense Type \*  
Business Meals (Attendees)

Transaction Date \*  
07/01/2019

Business Purpose

City of Purchase \*  
München, Bayern

Payment Type \*  
Cash

Amount \*  
20.00

Currency \*  
Euro

Receipt Status \*  
No Receipt

Personal Expense (do not reimburse)

Comment

VAT Rate \*  
Reduced (7%)

Save Expense Cancel

Missing Receipt Affidavit - Business Meals (Attendees)

Date of Expense: 07/01/2019  
Amount: €20.00  
City: München, Bayern

Acceptance: I certify that I lost my receipt and this is a valid business expense.  
Marilyn Monroe  
07/30/2019  
6:46 AM Greenwich Mean Time

Uploaded: 07/30/2019

Detach

- To upload a receipt image you have the following four options:
  - Taking a picture via mobile app
  - Emailing to [receipts@concur.com](mailto:receipts@concur.com)
  - Emailing to [receipts@eu.expenseit.com](mailto:receipts@eu.expenseit.com) (with OCR)
  - Uploading files from the computer
- If you lost your receipt and your company allows **Missing Receipt Affidavit**, click **Manage Receipts** and **Missing Receipt Declaration**, choose the expense type and click **Accept & Create**. By creating a missing receipt affidavit the receipt status must be **No Receipt**.

You must verify your email address in your profile before your individual receipts (PDF) can be forwarded to [receipts@concur.com](mailto:receipts@concur.com) or [receipts@eu.expenseit.com](mailto:receipts@eu.expenseit.com).

Further information: [www.concurtraining.com](http://www.concurtraining.com) – Learn the Basics, Using Concur Expense, Working with Available Receipts

# Reviewing and approving an expense report



SAP Concur | Approvals | App Center

Approvals Home | Requests | Reports

## Approvals

00 Requests | 01 Expense Reports

Expense Reports

Report Name	Employee	Report Date	Amount Due Employee	Requested Amount
Test	HR Campus, User DE Demo	03/01/2019	€44.04	€44.04

Approvals Home | Requests | Reports

## Test

[HR Campus, User DE Demo]

Summary | Details | Receipts | Print

Expenses

Date	Expense Type	Amount	Requested
02/20/2019	Laundry Zürich, SWITZERLAND	€ 44.04 CHF 50.00	€ 44.04

TOTAL AMOUNT: € 44.04 | TOTAL REQUESTED: € 44.04

Report Summary

Report Totals

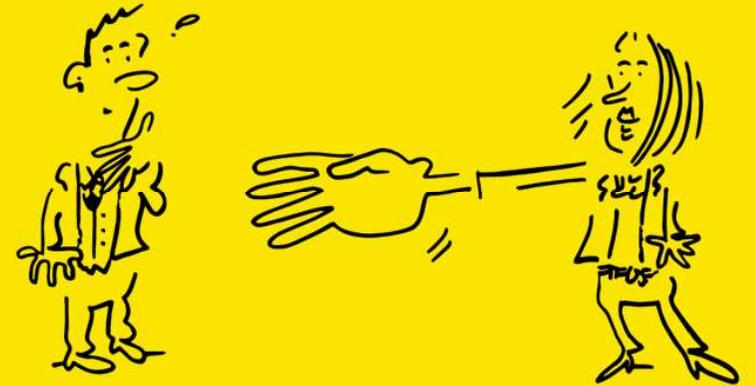
Amc

- As an approver, you will need to review submitted expense reports and approve them for reimbursement.
- On the SAP Concur landing page, in the **My Tasks** section, you can view a list of any report waiting your approval.
- Besides the approve button, you have also the following two options:
  - Adding an additional review step:** You might need to forward the report to additional approvers if the expense report amount exceeds your approval limit, or if the report contains allocations to a cost center that is not within your approval authorization.
  - Send it back to the employee:** If something is incomplete or false, you can send the report with a comment back to the employee.

**As an approver, you will review submitted expense reports and approve them. If the report contains any exceptions, they will display in the exceptions section of the report.**

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Help



## Help

# Help and support



depending on active modules

Administration Help

Start a Report Upload Receipts Required Approvals View Trips Available Expenses Open Reports

TRIP SEARCH

COMPANY NOTES

Training  
Travel Help  
Travel Administration Help  
Expense Help  
Expense Administration Help  
Tools Help  
Request Administration Help  
Processor Privacy Statement  
Contact Support

MY TASKS

Required Approvals → Available Expenses → Open Reports →

Great! You currently have no approvals. You currently have no available expenses. You currently have no open reports.

MY TRIPS (0)

You currently have no upcoming trips.

SAP Concur

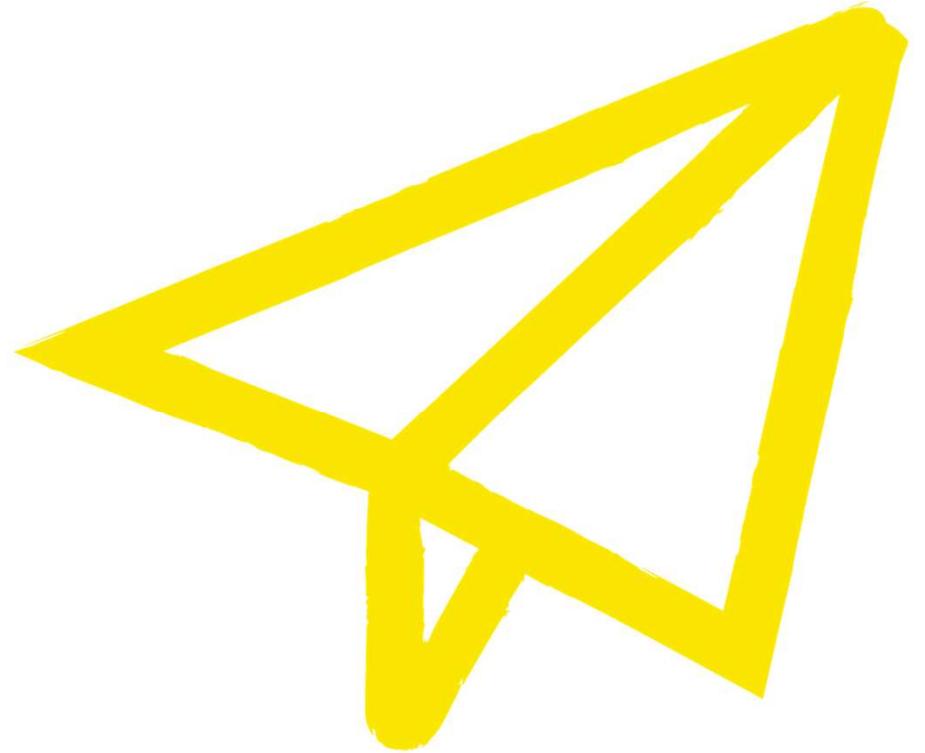
Processor Privacy Statement  
Travel Policy  
Contact Support

- Support contact if you need assistance with some functionalities:
  - Ticket-System
  - Chat
  - Phone
- Help portal with training videos and guides such as detailed documentations.

Under Training you will find short training videos, guides and FAQ's for each chapter. Some of these training videos are indicated in this manual.

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Impressions of the  
mobile app



## Impressions of the mobile app

# Starting a new expense report – example «Company Car Mileage»

