THE UNIVERSITY OF
TOLEDO

Concur Approver Seminar

Accounts Payable

Wednesday, January 15, 2020

Agenda

- Under-Utilized Tools

- Troubleshooting & Frequently Asked Questions

- Reminders

- Updates

- Questions & Feedback

- Live Demonstrations
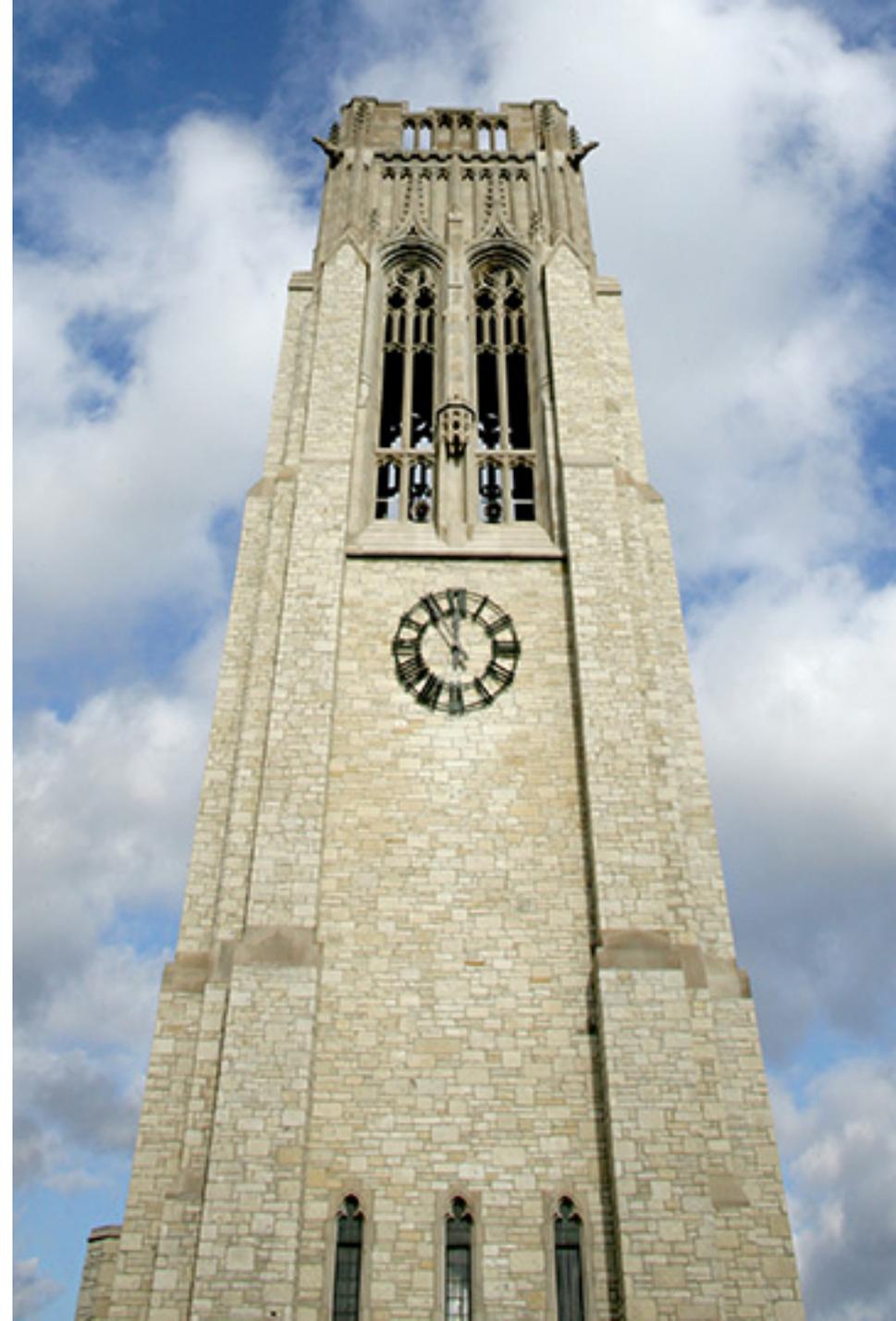
Under-Utilized Tools

- Details tab
- UT Detailed Report
- Searching Transactions
- Global Card Access
- Expense Assistant
- Receipt Tools

Details Tab

Detailed Report

Searching Transactions

Bank of America Global Card Access

http://www.bofaml.com/globalcardaccess

Preferences & Expense Assistant

Expense Preferences

Save   Cancel

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.

Send email when...
☑ The status of an expense report changes
☑ New company card transactions arrive
☑ Faxed receipts are successfully received
☑ An expense report is submitted for approval
☑ A card feed import completes

Prompt...
☐ For an approver when an expense report is submitted

Display...
☐ Make the Single Day Itineraries page my default in the Travel Allowance wizard

Sign me up for...
Expense Assistant using this method: By Trip ⌄

Receipt Tools

- Once an email address has been verified, users can forward receipts from any device to Concur. This works well for online purchases, hotels, and transportation expenses.

  - receipts@Concur.com will load the image to the user's profile

  - receipts@ExpenseIt.com will scan receipts into profile AND attempt to populate fields for the user

- Concur App users can capture receipt images, which will load into their profile. The app software will also attempt to populate fields on their behalf

- CAUTION: For PCard transactions, users must be careful to match these transactions properly.

Troubleshooting
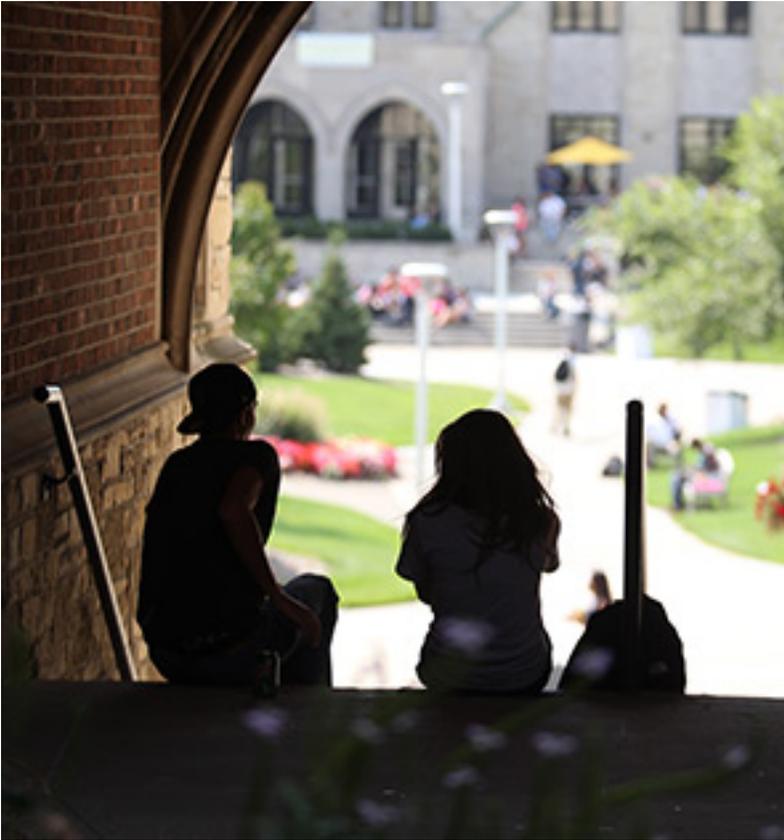
- Travel
  - Link Approved Request to Expense Report
  - Report Header Information
  - Complex Hotel Itemizations
  - Itinerary Details
  - Mileage
  - Business/Group Meal Attendees
- Non-Travel/Other
  - Personal/Non-Reimbursable expenses
  - Vendor Error
  - Fraud
  - Reimbursement to a department index
  - Employee Termination

Link Approved Request to Expense Report

- NOTE: A request cannot be submitted after an event has started.

- From Active Requests Page

Request Dates ▼	Date Submitted	Total	Approved ...	Remaining...	Action
04/05/2020	12/20/2019	$1,906.00	$1,906.00	$1,906.00	Expense
04/08/2020					

- From an Approved Request

Create Expense Report   Attachments ▾   Print / Email ▾   Cancel Request   Close/Inactivate Request

Status: Approved
Amount: $1,906.00

Link Approved Request to Expense Report

- If an Expense Report has already been created

Report Header Information

- Travel report names should be specific to the event (2020 Concur Fusion).

- Start/End Dates must match actual dates
  - Travel report – first and last day of the trip
  - Non-travel report – first and last day of the month

- Report/Trip Purpose and Trip Type determine the workflow and accounting.

- Report Month (Non-Travel) should match the transaction dates.

Complex Hotel Itemizations

10/02/2019	Hotel	GSA HOTEL DEPOSIT	Toledo, Ohio	Yes	$246.10	$246.10	Conference for PT faculty covere
11/12/2019	Hotel	GSA HOTEL DEPOSIT	Toledo, Ohio	No	$214.00	$214.00	Conference for PT faculty covere
11/12/2019	Hotel Tax	GSA HOTEL DEPOSIT	Toledo, Ohio	No	$32.10	$32.10	Conference for PT faculty covere
11/12/2019	Hotel	Hampton Inns	Austin, Texas	No	$755.42	$755.42	Professional meeting for MCACHE
11/13/2019	Hotel	Hampton Inns	Austin, Texas	No	$214.00	$214.00	Conference for PT faculty covere
11/14/2019	Hotel	Hampton Inns	Austin, Texas	No	$214.00	$214.00	Conference for PT faculty covere
11/15/2019	Hotel	Hampton Inns	Austin, Texas	No	$214.00	$214.00	Conference for PT faculty covere
11/12/2019	Hotel Tax	Hampton Inns	Austin, Texas	No	$4.28	$4.28	Conference for PT faculty covere
11/13/2019	Hotel Tax	Hampton Inns	Austin, Texas	No	$36.38	$36.38	Conference for PT faculty covere
11/14/2019	Hotel Tax	Hampton Inns	Austin, Texas	No	$36.38	$36.38	Conference for PT faculty covere
11/15/2019	Hotel Tax	Hampton Inns	Austin, Texas	No	$36.38	$36.38	Conference for PT faculty covere

Itinerary Details

- Itineraries are only needed on the traveler's report when meals or per diem are being reported. If an assistant's card is used to book travel, the assistant does not need to complete an itinerary for the report.

- All itineraries on a Concur report must have at least 2 segments.

- When traveling to multiple destinations, only the locations where the traveler stays for the night are required.

Mileage

- Mileage for your daily commute or between UT campuses is not reimbursable.

- User's should only have one mileage entry in a report for each day of travel. This will avoid exceptions for duplicate transactions.

	Transactio...	Expense Type	Enter Vendor Name	City of Purchase	Revi...	Amount	Approved Am...	
⚠️💬	12/02/2019	Personal Car Mil...			No	$2.32	$2.32	
⚠️💬	12/02/2019	Personal Car Mil...			No	$2.32	$2.32	

Business/Group Meal Attendees

- All attendees, including the cardholder/user, must be listed.

- UT faculty, staff, and students that have a Concur profile must be added properly.

- Use Business Meal when event includes at least one non-UT attendee.

- Use Group Meal when providing a meal for students. Add the Group as an attendee, enter correct number of people, and attach list as receipt.

- Sponsored Event expense type can be used for a non-travel report when the meal does not occur while traveling.

Nonstandard Expenses

Personal/Non-Reimbursable Expense

The card is used for a non-business expense, either by accident or something falls out of policy.

Select "personal/non-reimbursable" as the expense type, and send a check to Accounts Payable.
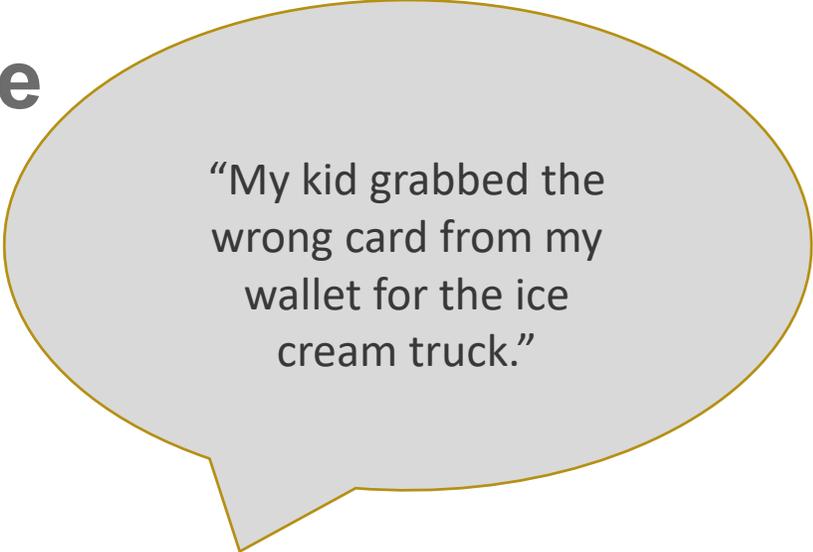
"My kid grabbed the wrong card from my wallet for the ice cream truck."

Nonstandard Expenses

Vendor Error

There is a charge from a known vendor that may or may not be legitimate

Call the vendor and investigate the charge. Then determine if the vendor can issue a credit.

Use the same index and account for the charge and the credit. Submit to monthly non-travel report, even if the charge and credit post in different months.

"I use this vendor sometimes but I don't think this is my charge."

Nonstandard Expenses

Fraud

The card is compromised and the purchase is illegitimate.

Call the bank customer service number on the back of the card. The card holder must call the bank.

Select an index and account number for the fraud charges. Do not use "personal/non-reimbursable."

The same accounting will be used for the credit. Business purpose and receipt can indicate fraud.

"I have a charge from GRC Meaningful Beauty.
And no, it wasn't' a Christmas gift."

Nonstandard Expenses

Reimbursement to Index

An employee needs to repay UT for a legitimate business expense, or sales tax on a legitimate business expense.

Deposit the check internally through your department procedures, or send to AP if needed.

Match the index and account to the original charge.
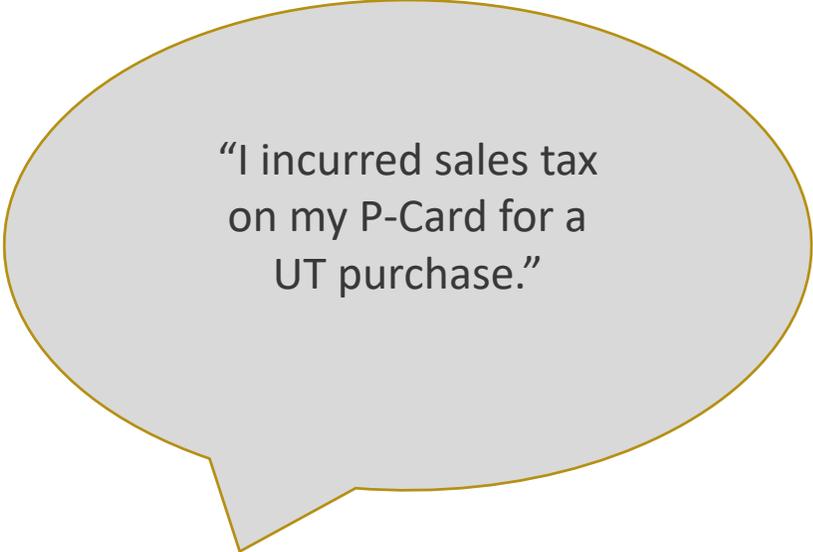
"I incurred sales tax on my P-Card for a UT purchase."

Troubleshooting

Termination of Employment

1. Email Pcard Travel Support to close card

2. Inform Pcard Travel Support of who should be provided access to submit reports on the departed employee's behalf.

As much as possible, be proactive to end charges and Concur responsibilities before the employee leaves.

P-Card

Steps to Obtaining a University of Toledo Purchasing Card
1. Apply for a card: [Bank of America P-Card Application](#)
2. The applicant's manager will receive an email from the Bank of America Works application. This should be forwarded to pcardtravelsupport@utoledo.edu to indicate approval.
3. Register for and attend a training session: [P-Card New User Training Sign Up](#)
4. The applicant will receive an email with card pick up instructions.

The verification ID is selected by the cardholder during the application.

This will be needed to activate the card.

Reminders

- All travelers on University business need to obtain a P-Card

- Concur functionality to report on viewing receipts

- Direct Pays

  - Student reimbursements need to be processed in Concur

  - Paying by P-Card is preferred over Direct Pays for appropriate vendors and expenses

- Journal entries require the approval of Concur index manager on transaction

- Approvers should be looking for sales tax and monitoring the recovery of sales tax from the cardholder

- The maximum allowable tip amount is 20%

- Comments when returning reports

Updates

- Report processing – AP reviewing within a week of receipt; average 1200 reports/month

- New mileage rate – $0.575/mile for 2020

- Workflow for students – skip manager approval

- Chart of Accounts – some accounts have been remapped or will be retired in Concur, new accounts coming soon

- New user interface – expected by the end of 2020

- PCard training is now being offered online

Questions?

Please visit our website http://www.utoledo.edu/offices/controller/accounts_payable/ or email the project team directly at PCardTravelSupport@utoledo.edu