



THE UNIVERSITY OF  
**TOLEDO**

# Concur Approver Seminar

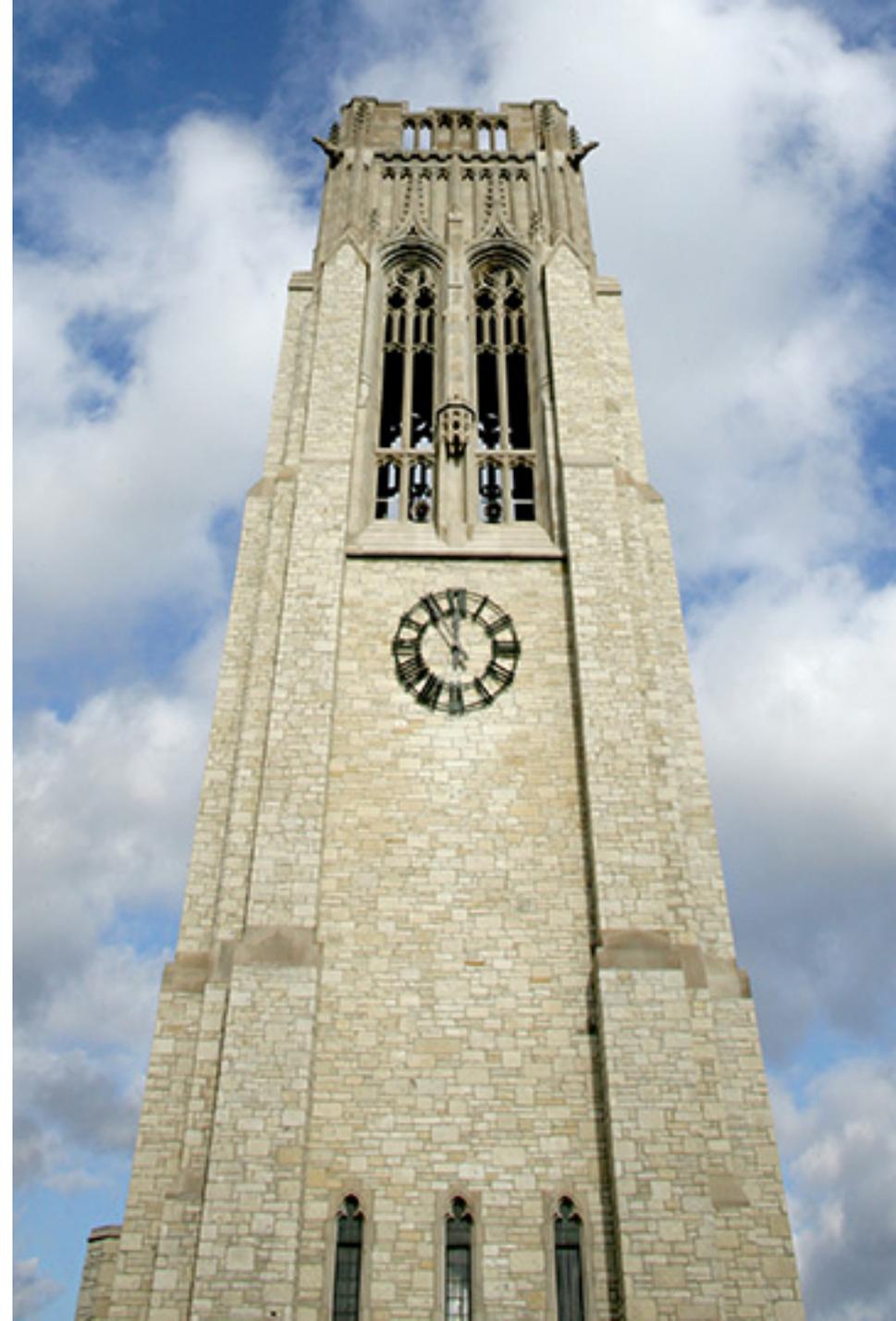
## Accounts Payable

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

Manage Expenses View Transactions

## December Expenses (12/01/2019)

Copy Report

Summary Details Receipts Print / Email

Hide Exceptions

Exceptions

Expense Type
N/A

- Report
  - Report Header
  - Totals
  - Audit Trail
  - Approval Flow
  - Comments
- Allocations
- Allocations

Exception X

**!** One or more Cost objects could not be approved by the right authority (Controller (A10625)). The expense report has been moved to the next workflow step.

Expenses

Date	Amount	Approved
12/19/2019	\$9.99	\$9.99
12/16/2019	\$375.00	\$375.00

Expense Receipt Image Available Receipts

Expense Type: 72102-Supplies Transaction Date: 12/19/2019 Business Purpose: Cartridge ribbons for date stamper

Enter Vendor Name: AMZN Mktp US\*F612Z4BC3 City of Purchase: Payment Type: BOA Visa

Amount: 9.99 USD Approved Amount: 9.99

Attach Receipt

TOTAL AMOUNT **\$384.99** TOTAL APPROVED **\$384.99**



# Detailed Report

SAP Conc

Manage Expense

## December Expenses (12/01/2019)

Summary Details Receipts Print / Email

Exceptions

Expense Type	Date	Amount	Exception
N/A			One or more Cost objects could not be

Expenses

Date	Expense Type	Amount
12/19/2019	72102-Supplies AMZN Mktp US*F612Z4BC3	\$9.99
12/16/2019	72104-Computer Supplies SPOKANECOMP	\$375.00

TOTAL AMOUNT **\$384.99**

THIS REPORT HAS BEEN PROCESSED

Expense Report

Report Name : December Expenses (12/01/2019)

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Employee Name : Peterson, Patricia M.  
Employee ID : R00933270

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Report Header

Policy : Non-Travel  
Report Id : AF7F631EF7274556A993  
Report Date : 12/19/2019  
Approval Status : Approved  
Currency : US, Dollar  
\*Index : Controller  
\*Report Month : 12-December

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Transaction Date	Expense Type	Business Purpose	Vendor	Payment Type	Amount	Average Cost Per Attendee
12/19/2019	72102-Supplies	Cartridge ribbons for date stamper	AMZN Mktp US*F612Z4BC3	BOA Visa	\$9.99	\$0.00
	Allocations :	100.00% (\$9.99) A10625				
12/16/2019	72104-Computer Supplies	Magfiler for 1099's	SPOKANECOMP	BOA Visa	\$375.00	\$0.00
	Allocations :	100.00% (\$375.00) A10625				

Note: The sum of allocation amounts may not exactly match the expense amount due to rounding.

TOTAL AMOUNT **\$384.99**

PDF Email Print Close

Copy Report

Hide Exceptions

Available Receipts

Payment Type  
Visa

Attach Receipt



# Searching Transactions

Manage Expenses [View Transactions](#)

## Company Card Charges

Add Charges To SAP Concur Fusion 2020 [Add Selected](#)

Card Activity	Transaction Date				TOTAL AMOUNT
BOA Visa - 0311	All Year	2019	<input type="checkbox"/> Unused Only		<b>\$3,904.91</b>
<input type="checkbox"/>	Date	Description	Expense Type		Amount
	12/19/2019	AMZN Mktp US*F612Z4BC3 Amzn.com/bill, WA	72102-Supplies		\$9.99
		Submitted 01/01/2020 in report: <a href="#">December Expenses (12/01/2019)</a>		Approved: \$9.99	
	12/16/2019	SPOKANECOMP 800-565-6576, WA	72104-Computer Supplies		\$375.00
		Submitted 01/01/2020 in report: <a href="#">December Expenses (12/01/2019)</a>		Approved: \$375.00	
	12/04/2019	ENTERPRISE RENT-A-CAR TOLEDO, OH	Car Rental		\$-4.81
		Submitted 12/07/2019 in report: <a href="#">EMU Concur invoice demo</a>		Approved: \$-4.81	
	12/02/2019	SPEEDWAY 03602 5160 DORR TOLEDO, OH	Fuel		\$21.45
		Submitted 12/07/2019 in report: <a href="#">EMU Concur invoice demo</a>		Approved: \$21.45	
	12/02/2019	ENTERPRISE RENT-A-CAR TOLEDO, OH	Car Rental		\$71.15
		Submitted 12/07/2019 in report: <a href="#">EMU Concur invoice demo</a>		Approved: \$71.15	
	11/13/2019	GBEX 855-372-4239, OH	72102-Supplies		\$11.49
		Submitted 12/01/2019 in report: <a href="#">November Expenses (11/01/2019)</a>		Approved: \$11.49	
	11/12/2019	PRECISION BUSINESS SOLUT 419-661-8700, OH	74106-Photocopies/Printing		\$197.40
		Submitted 12/01/2019 in report: <a href="#">November Expenses (11/01/2019)</a>		Approved: \$197.40	
	11/04/2019	TOLEDO REGIONAL CHAMBER 419-243-8191, OH	73104-Seminar Registration - Employee		\$100.00
		Submitted 12/01/2019 in report: <a href="#">November Expenses (11/01/2019)</a>		Approved: \$100.00	
	10/10/2019	CDW GOVT #VHL0097 800-808-4239, IL	72104-Computer Supplies		\$16.05
		Submitted 11/04/2019 in report: <a href="#">October Expenses (10/01/2019)</a>		Approved: \$16.05	
	09/26/2019	KENT STATE UNIVERSITY 330-672-2757, OH	Registration/Course fees		\$55.00
		Submitted 10/22/2019 in report: <a href="#">OBUG 2019</a>		Approved: \$55.00	
	09/06/2019	ROBERT HALF INTL 925-913-1000, CA	71106-Employment Contractors		\$864.00
		Submitted 10/03/2019 in report: <a href="#">September Expenses (09/01/2019)</a>		Approved: \$864.00	
	09/03/2019	GBEX 855-372-4239, OH	72102-Supplies		\$40.70
		Submitted 10/03/2019 in report: <a href="#">September Expenses (09/01/2019)</a>		Approved: \$40.70	
	08/30/2019	ROBERT HALF INTL 925-913-1000, CA	71106-Employment Contractors		\$1,053.00
		Submitted 09/04/2019 in report: <a href="#">August Expenses (08/01/2019)</a>		Approved: \$1,053.00	
	08/14/2019	IMAGING OFFICE SYSTEMS IN 260-248-9696, IN	71127-Computer Maintenance		\$975.00
		Submitted 09/04/2019 in report: <a href="#">August Expenses (08/01/2019)</a>		Approved: \$975.00	
	07/16/2019	PAYPAL *OACUBO 402-935-7733, CA	74103-Dues		\$100.00
		Submitted 08/01/2019 in report: <a href="#">July Pcard</a>		Approved: \$100.00	
	07/02/2019	BARRY BAGELS WESTGATE TOLEDO, OH	Personal/Non Reimbursable		\$19.49



# 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:

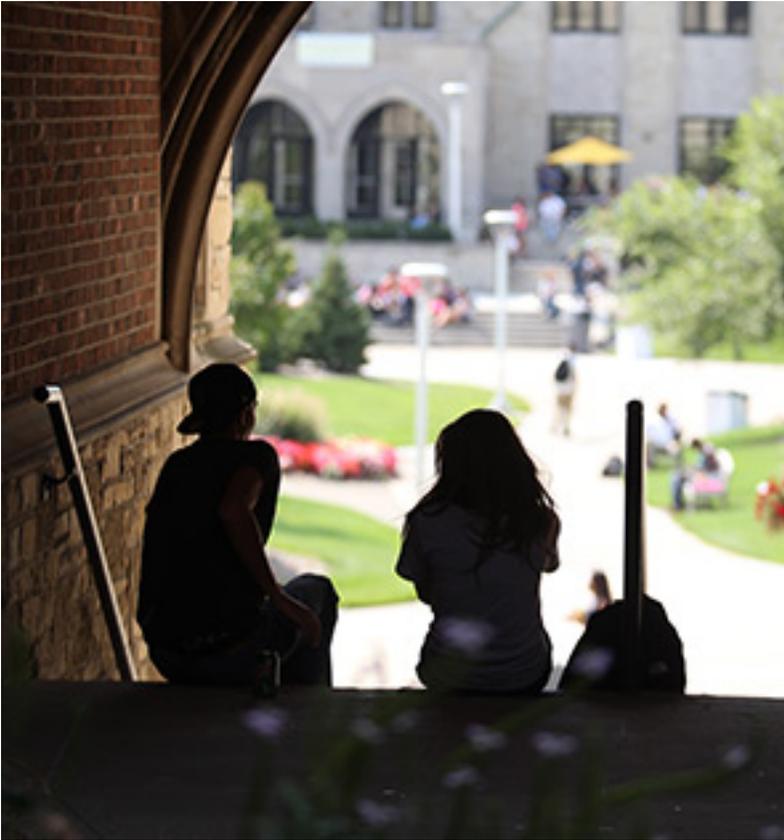


# Receipt Tools

- 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](mailto:receipts@Concur.com) will load the image to the user's profile
  - [receipts@Expenselt.com](mailto:receipts@Expenselt.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



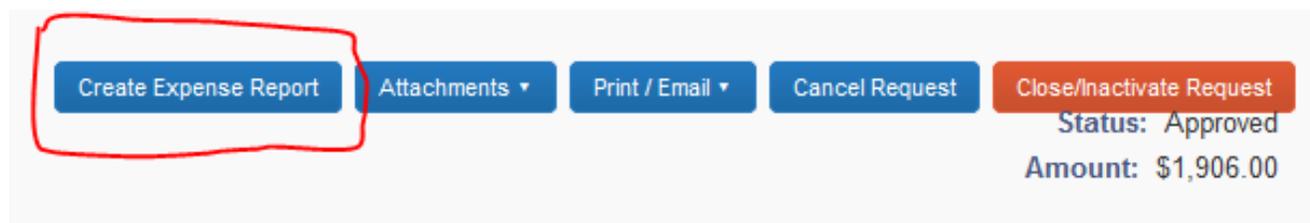
- Travel
  - Link Approved Request to Expense Report
  - Report Header Information
  - Complex Hotel Itemizations
  - Itinerary Details
  - Mileage
  - Business/Group Meal Attendees
- Non-Travel/Other
  - Personal/Non-Reimbursable expenses
  - Vendor Error
  - Fraud
  - Reimbursement to a department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



The screenshot shows a horizontal menu of buttons for an approved request. The buttons are: 'Create Expense Report' (highlighted with a red box), 'Attachments ▾', 'Print / Email ▾', 'Cancel Request', and 'Close/Inactivate Request'. Below the buttons, the status is 'Status: Approved' and the amount is 'Amount: \$1,906.00'.

# Link Approved Request to Expense Report

- If an Expense Report has already been created

Report header for: 2020 Concur Fusion □ ×

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Policy

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Report/Trip Name: 
 Report/Trip Start Date: 
 Report/Trip End Date: 
 Report/Trip Purpose:

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Business Purpose [?](#): 
 Trip Type: 
 Report Id: 
 Report Currency:

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Approval Status: 
 Comment: 
 Index:

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**Requests**

<input type="checkbox"/> Request Name	Request ID	Cancelled	Request Total	Amount Approved	Amount Remaining
<input type="checkbox"/> 2020 Concur Fusion	3AM7	No	\$2,824.00	\$2,824.00	\$2,824.00



# 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.

Attendees Attendees: 2 | Attendee Total: \$51.00 | Remaining: \$0.00

[New Attendee](#) [Advanced Search](#) [Favorites](#)  [Remove](#) [Create Group](#)

<input type="checkbox"/>	Attendee Name	Attendee Title	Company	Attendee Type	Amount
<input type="checkbox"/>	Amegee, Jean		recruitment	Business Guest	\$25.50
<input type="checkbox"/>	Grider, Stephen R.			Employee	\$25.50

- 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.

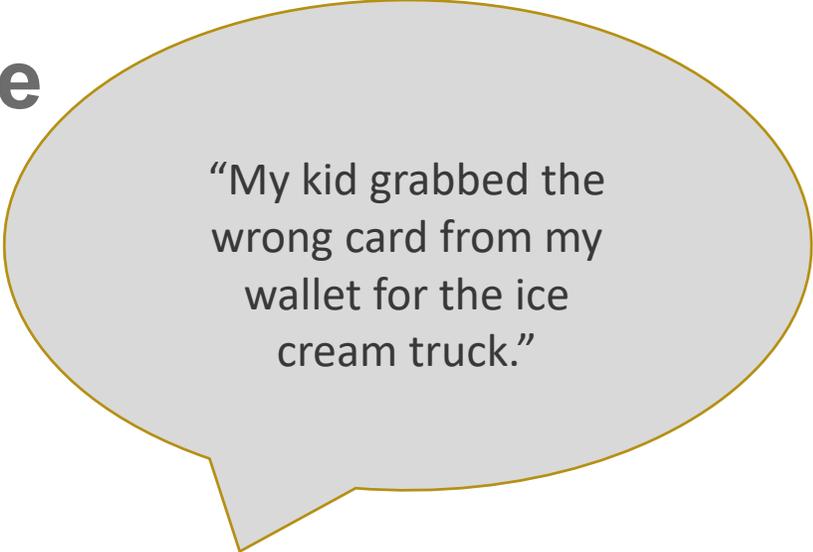


# Nonstandard Expenses

## 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.”



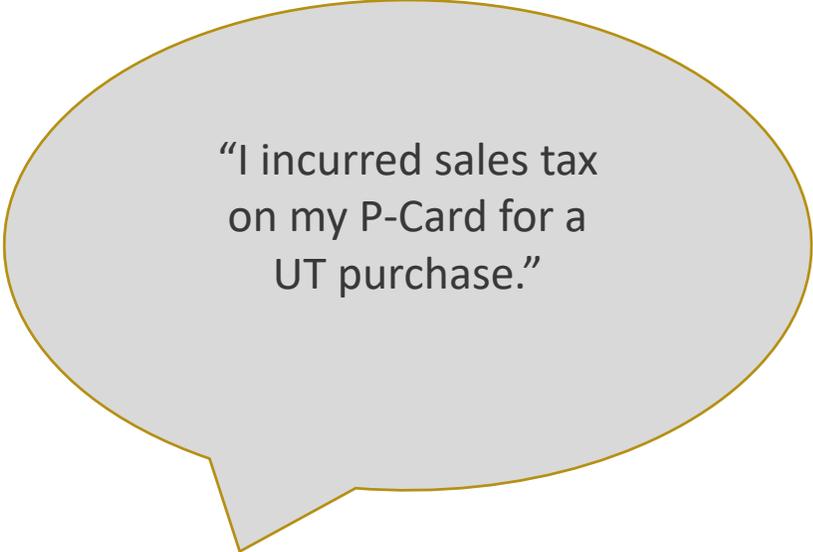
# Nonstandard Expenses

## 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](mailto: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/](http://www.utoledo.edu/offices/controller/accounts_payable/) or email  
the project team directly at  
[PCardTravelSupport@utoledo.edu](mailto:PCardTravelSupport@utoledo.edu)

