Concur Expense Management System

Power User Purchase Card Training

22 – 30 May 2017
## Introduction

Welcome to Concur Expense Power User training

### Today’s trainers

- **The project team is here today to help you train you in how to support your local area as ANU transitions to Concur Expense**
  - **Ellen Riley**
    - Communications and Training Manager
  - **Michelle Dawe**
    - Project Manager

### Training objectives

- Understand new business process and system changes involved
- Profile and device setup for Concur, including ExpenseIt
- Sufficient functional knowledge of Concur and ExpenseIt to help colleagues setup, login and commence June expense management

### Agenda

<p>| | |</p>
<table>
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<tbody>
<tr>
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<td>New system: Concur Expense</td>
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<td>3</td>
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</tr>
<tr>
<td>4</td>
<td>Step 1: Cardholder monthly expense claim</td>
</tr>
<tr>
<td></td>
<td><strong>BREAK</strong></td>
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<tr>
<td>5</td>
<td>Step 2: Supervisor approval</td>
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<tr>
<td>6</td>
<td>Other functionality</td>
</tr>
<tr>
<td>7</td>
<td>What’s next? Help and launch</td>
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### What I ask from you:
- Please be vocal
- Please be confident
What is Concur Expense?

A two application digital platform for acquitting and approving expenses

1. ‘Expenselt from Concur’

2. Concur Mobile / Concur Desktop
New business process

The proposed process aims to remove duplication, process variation and wait times and enhance cardholder accountability.

Card Holder

Supervisor
## DEMONSTRATION

Logging in and setting up Concur

<table>
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<th>Step</th>
<th>Description</th>
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<tbody>
<tr>
<td>1</td>
<td>Log in to Concur desktop via ANU <a href="#">Concur Expense Management</a> landing page</td>
</tr>
<tr>
<td>2</td>
<td>Home page layout &amp; walk around</td>
</tr>
<tr>
<td>3</td>
<td>Alternative email registration</td>
</tr>
<tr>
<td>4</td>
<td>Verification of both emails</td>
</tr>
<tr>
<td>5</td>
<td>Approver</td>
</tr>
<tr>
<td>6</td>
<td>App registration &amp; PIN setup</td>
</tr>
</tbody>
</table>

Don’t touch anything else – overridden centrally
Remember: business process

We are about to cover the first cardholder responsibility: receipt management
Receipt management | Capturing and uploading each transaction receipt for monthly acquittal

Receipt capture and export options

**A** For physical receipts

Expenselt mobile capture and export

**B** For digital receipts

Email to receipts@expenseit.com

*Option: if not able/wishing to use mobile device, scan physical receipt and email to this address*

**C** Scan to PC desktop, drag and drop into Concur desktop

*Option: if not able/wishing to use a mobile device*

### DEMONSTRATION

Uploading a physical receipt using ExpenseIt

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Download ‘Concur from ExpenseIt’ from app store</td>
</tr>
<tr>
<td>2</td>
<td>Login</td>
</tr>
<tr>
<td>3</td>
<td>Recommended setting change: Settings &gt; Automatically export analysed receipts to Concur: Toggle ‘Off’</td>
</tr>
<tr>
<td>4</td>
<td>Take a photo of receipt, adjust image, add comment, press tick</td>
</tr>
<tr>
<td>5</td>
<td>Check/correct OCR</td>
</tr>
<tr>
<td>6</td>
<td>Export to Concur</td>
</tr>
</tbody>
</table>

*Option: individually or many*
Remember: business process

Next: card holder creates monthly expense claim

Purchase → Digitise receipt → Acquit → Approve

Card Holder

Supervisor

PeopleSoft

Matched
Monthly expense claim

What is an expense claim?

Remember: your monthly expense claim replaces your monthly expense spreadsheet

Old purchase card report (spreadsheet)

<table>
<thead>
<tr>
<th>UFSTRN01</th>
<th>Training, User01</th>
<th>Cardholder’s Signature:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>2017-03-17</td>
<td>AVIS AUSTRALIA</td>
<td>AUD 87.53</td>
<td>7</td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

New Concur purchase card expense management system

Expense

Note: Fields with Red Label  are mandatory. Fields containing a green box are populated by credit card transaction data from the bank. Fields containing the red box need to be completed, as per the old process. Field that have a yellow box around them should be reviewed.
**Monthly expense claim**

**What is an expense claim?**

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**Cardholder responsibilities**

- Create expense claim
- Match any unmatched transactions to receipts and acquit

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**Rules**

- Monthly submission
- Responsibilities with cardholder

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### DEMONSTRATION

**Creating an expense claim**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Create expense claim</td>
</tr>
</tbody>
</table>
| 2    | Check for missing receipts  
  • Unallocated?  
  • Missing? |
| 3    | Add transactions to expense claim |
| 4    | Mandatory entries  
  • Expense type  
  • Charge code  
  • Ledger Description  
  • City of purchase  
  • Receipt status  
  • GST |
| 5    | Check/correct other fields |
| 6    | Submission of expense claim |
Class exercise

It’s the first day of July and you’ve received an email reminding you that it’s time to create your monthly expense claim. You’ve been uploading your receipts during the month using ExpenseIt for paper receipts but have not exported them to Concur yet. You have a free hour now and want to create your monthly expense claim and acquit a transaction. You’ve downloaded and printed the ‘Creating a New Expense Claim’ Quick Reference Guide from the ANU Concur Expense landing page to help you along.

Instruction: Please use the Quick Reference Guides in front of you to acquit your first transaction

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<table>
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<tbody>
<tr>
<td>1</td>
<td>Log in to Concur using the credentials on the whiteboard</td>
</tr>
<tr>
<td>2</td>
<td>Create expense claim</td>
</tr>
<tr>
<td>3</td>
<td>Select one (pretend) transaction and move to current claim</td>
</tr>
<tr>
<td>4</td>
<td>Fill correct data for mandatory entries</td>
</tr>
<tr>
<td>5</td>
<td>Check/correct other fields</td>
</tr>
<tr>
<td>6</td>
<td>Submit for approval</td>
</tr>
</tbody>
</table>
## Where we’re up to:

<table>
<thead>
<tr>
<th>Agenda</th>
<th>Keeping in mind our training objectives ...</th>
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<td>☐ Sufficient functional knowledge of Concur and ExpenseIt to help colleagues setup, login and commence June expense management</td>
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What I ask from you:
- Please be vocal
- Please be **confident**

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[Logo of Australian National University]
Detail: Taxes

Fringe Benefits Tax (FBT) and Goods and Services Tax (GST)

**FBT**
- Tax payable to employers for benefits such as entertainment, paid to an employee in place of salary or wages.
- Automatically calculated by Concur according to expense type and attendees
- Must enter number of attendees
- Types of attendees:
  - Associate e.g. spouse/relative
  - Client e.g. student or visiting and honorary academic (VaHA)

**GST**
- 10% tax on most goods and services – but not all. Basic food, medicine, childcare, etc. are exempt.
- Click on ‘Calculate’ each time for Concur GST calculation
- Previous system mixed GST required transaction to be split
- Now override with receipt amount if incorrect

> Demonstration
> Questions
Missing receipt declaration

For lost receipts or when a receipt hasn’t been kept but is > $82.50 including GST

- Access ‘Receipts’ or ‘Available receipts’
- Replaces a manual form
- Must select the correct transaction(s)
Detail: splitting transactions

Allocation and itemisation of spending

**Itemisation:** to natural account codes

- Itemisation of separate transactions into different expense types
  - For example, a hotel bill with accommodation and parking

**Allocation:** to charge codes

- Split a transaction between departments, areas or projects by % or $ value
  - For example, you are on a research project with two different charge codes

> Demonstration
> Questions
Accidental personal spend

Allocate under Expense Type select ‘Accidental Personal Use of ANU Card’

- Occasionally, staff accidentally make personal spend on their ANU purchase card
- Existing Finance & Shared Services process continues, including a refund to the University
- Refer to the relevant Quick Reference Guide for more information

Transaction disputes

- If a transaction appears on your card that you did not make
  - For example, two charges for one transaction that you made at a retail store
  - Do not add the transaction to an expense claim. Leave it unacquitted in your outstanding transactions
  - Contact NAB per your current process. Your local finance staff may be able to assist.
  - When reversal processed, acquit both to same GL code
Remember: business process

We are about to cover the supervisor’s step: approval

- Purchase
- Digitise receipt
- Acquit
- Approve

Card Holder

Supervisor
Approving monthly expense claim

We are about to cover the supervisor’s step: approval

Supervisor responsibilities

1. Following email notification, log in to Concur
2. Review key transaction fields for each claim (see table)
3. Send back any incomplete or inappropriate entries
4. Approve claim, sending to ES Financials Ledger

Rules

😊  Approved by cardholder’s HR supervisor

✅  Responsibility

‘Check and balance’ for reasonableness, validity and appropriateness of spend

| DEMONSTRATION |
| Key transaction fields for review and approval |

| Expense Type |
| Description |
| Charge code |
| Cost |

| Comment field |
Delegation rules and responsibilities

ANU allows two delegation functions in Concur:
1. Cardholder delegates acquittal and creation of expense claim rules
2. Supervisor delegates expense claim approval rules

Cardholder acquittal delegation rules

- What is delegated?
- Who can delegate and who to?
- How? Only with Finance & Shared Services permission

Approval delegation rules

- What is delegated?
- Who can delegate and who to?
- How? Only with Finance & Shared Services permission

* While ANU uses ‘delegation’ to describe the mechanism of assigning authorities which originate from legislation, policy and procedures, Concur ‘delegation’ is adding another user to your profile so they may login and manage expenses on your behalf.
Delegate responsibilities

Remember: the delegate has the same responsibilities for acquittal/creation or approval as if they were the user.

Purchase
- Credit card
- Digitise receipt
- Matched
  - nab

Digitise receipt
- Credit card
- Digitise receipt
- Matched
  - nab

Acquit
- PeopleSoft
- Cardholder delegation

Approve
- PeopleSoft
- Supervisor delegation
Platforms and apps

A two application digital platform for acquitting and approving expenses

Concur desktop v mobile

- Flexibility of desktop or mobile is available to accommodate a range of work styles and needs

- Concur Mobile & ExpenseIt are both available on most commercial mobile devices.

- See user guide for further detail.

<table>
<thead>
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<th>Option 1: Desktop</th>
<th>Option 2: Mobile App</th>
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<tr>
<td>• More extensive functionality</td>
<td>• On-the-go: manage expenses anywhere</td>
</tr>
<tr>
<td>• Available for tablets</td>
<td>• Limited functions</td>
</tr>
<tr>
<td>• Not WIFI reliant</td>
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DEMONSTRATION
Concur mobile

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<td>Registration</td>
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<td>3</td>
<td>Login</td>
</tr>
<tr>
<td>4</td>
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<td>Approve expense claim</td>
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A two application digital platform for acquitting and approving expenses.
Concur Expense Launch

Timelines for Concur launch and system transition

Managing receipts over the transition period

Your role as Power Users

Be a first point of call for local queries with downloading, setup, receipt management, creating claims and approving claims

Access support from Quick User Guides and Financial Systems if users have questions you can’t answer [https://services.anu.edu.au/information-technology/software-systems/concur-expense-management](https://services.anu.edu.au/information-technology/software-systems/concur-expense-management)

Your willingness to explain the new business process and project background to end users will encourages confidence in them and the process

Your point of contact for using Concur from 31 May is the Financial Systems Helpdesk.

> 6125 4321 – Option 1 (Central Services), Option 3 (Enquiry about Finance/Concur/HR/StudentAdmin), Option 1 (Finance and Concur)
> fbs-bso@anu.edu.au

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**Managing receipts**

- **SUNDAY 28 MAY**
  - Last card transactions loaded to PeopleSoft (old system)

- **MONDAY 29 MAY**
  - First card transactions loaded into Concur

- **WEDNESDAY 31 MAY**
  - Public notification to users of Concur launch

- **THURSDAY 1 JUNE**
  - Users commence uploading receipts to ExpenseIt

- **FROM 1 JULY**
  - June claims due from cardholders
  - First notification sent to supervisors to approve expense claims
How to get help

Ongoing support for Powerusers, cardholders and supervisors

Online and Face-to-face Training

- Power Users
- Pulse Online Module
- Town Hall Sessions
- Drop-in Sessions (ad hoc)
- Power User Forums

Resources/materials

- ANU Concur Expense Management landing page
- Desktop ‘help’ button
  - Online guides and videos

REMINDER: Your point of contact for using Concur from 31 May is the Financial Systems Helpdesk.

- 6125 4321 – Option 1 (Central Services), Option 3 (Enquiry about Finance/Concur/HR/StudentAdmin), Option 1 (Finance and Concur)
- fbs-bso@anu.edu.au
Summary

What we’ve covered today in Concur Expense Power User training

Power Users should be familiar with

- New business process and changes involved
- How to set up profile and devices with Concur and ExpenseIt
- Sufficient functional knowledge of Concur and ExpenseIt to help colleagues setup, login and commence June expense management

Agenda

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Questions?
Thank you for your time

We welcome your questions

fbs-bs@anu.edu.au
6125 4321