QuickStart Guide
Concur® Premier: Travel and Expense

Proprietary Statement

Information contained in this document applies to the following products in effect at the time of this document's publication:

Concur® Premier: Travel and Expense QuickStart Guide

Revised – January 18, 2012

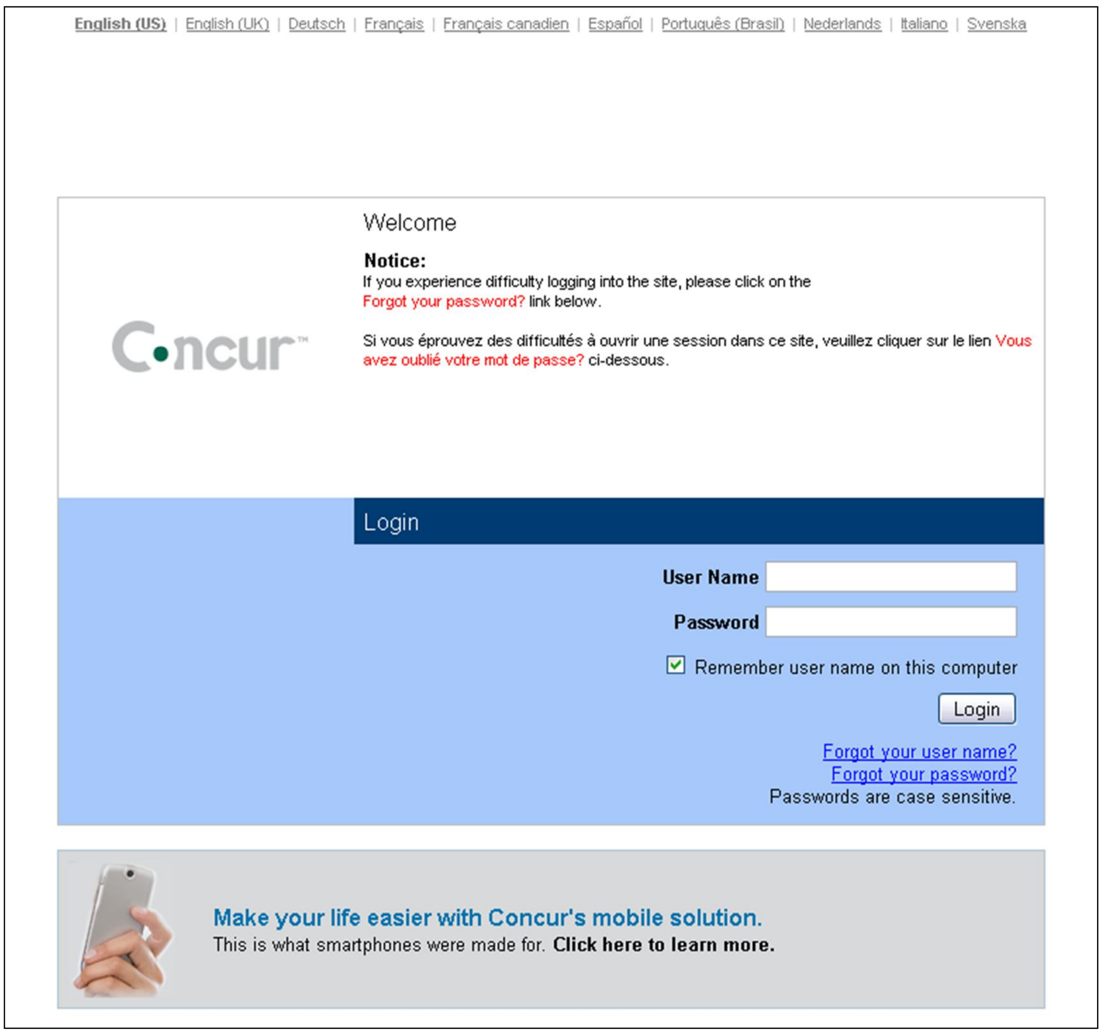
Published by Concur Technologies, Inc.
18400 NE Union Hill Rd
Redmond, Washington 98052

Welcome to Concur Premier

Concur Premier integrates expense reporting with a complete travel booking solution. This comprehensive Web-based service provides all of the tools users need to book travel as well as create and submit expense reports. Managers use the service to review and approve expense reports. Back-office employees use the service to produce audit reports, ensure compliance, and deliver business intelligence to help your company reduce its costs.

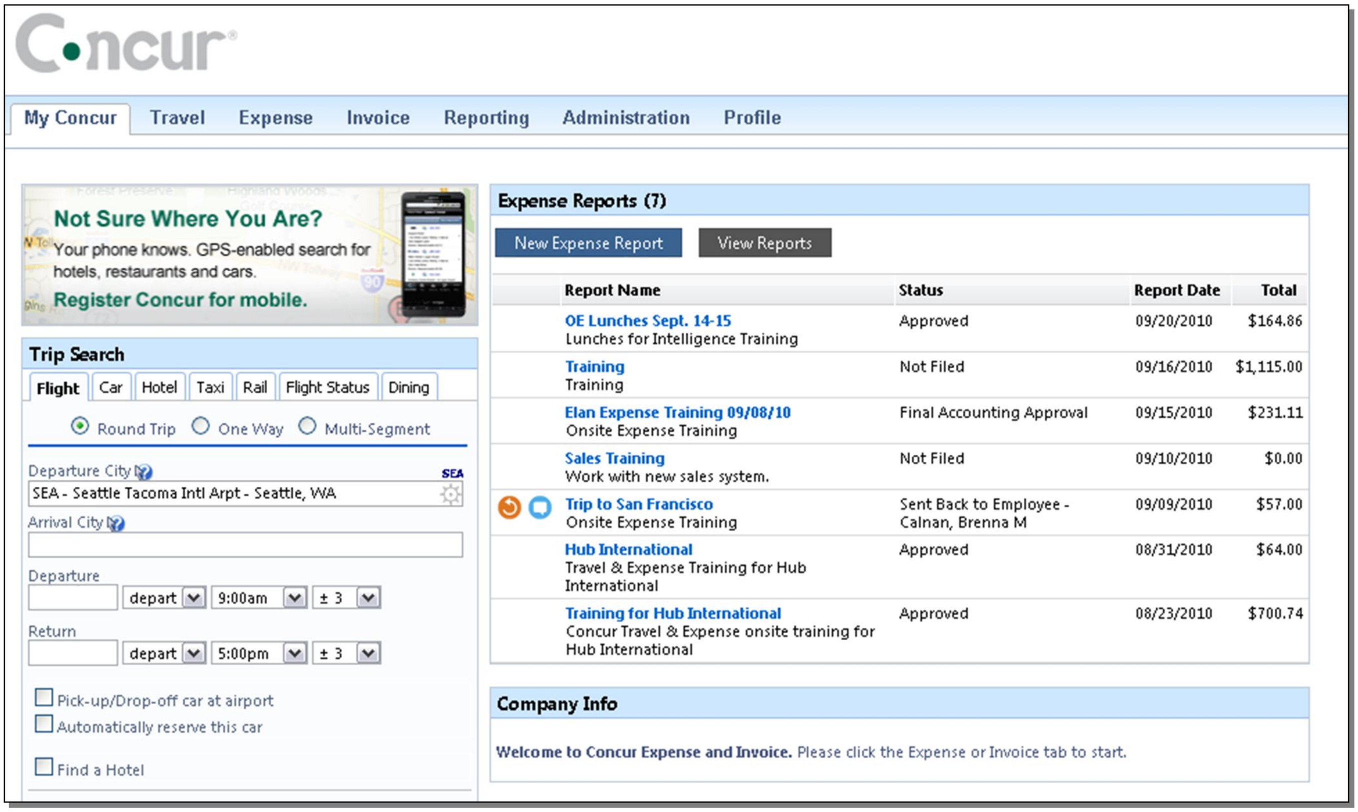
Section 1: Log on to Concur Premier

How to…	Additional Information
1. Log on to Concur Premier following your company's logon instructions.	Your password is case sensitive. If you are not sure how to log on, check with your company's Expense administrator.



Section 2: Explore the My Concur Page

The **My Concur** page includes several sections that make it easy for you to navigate and find the information you need.



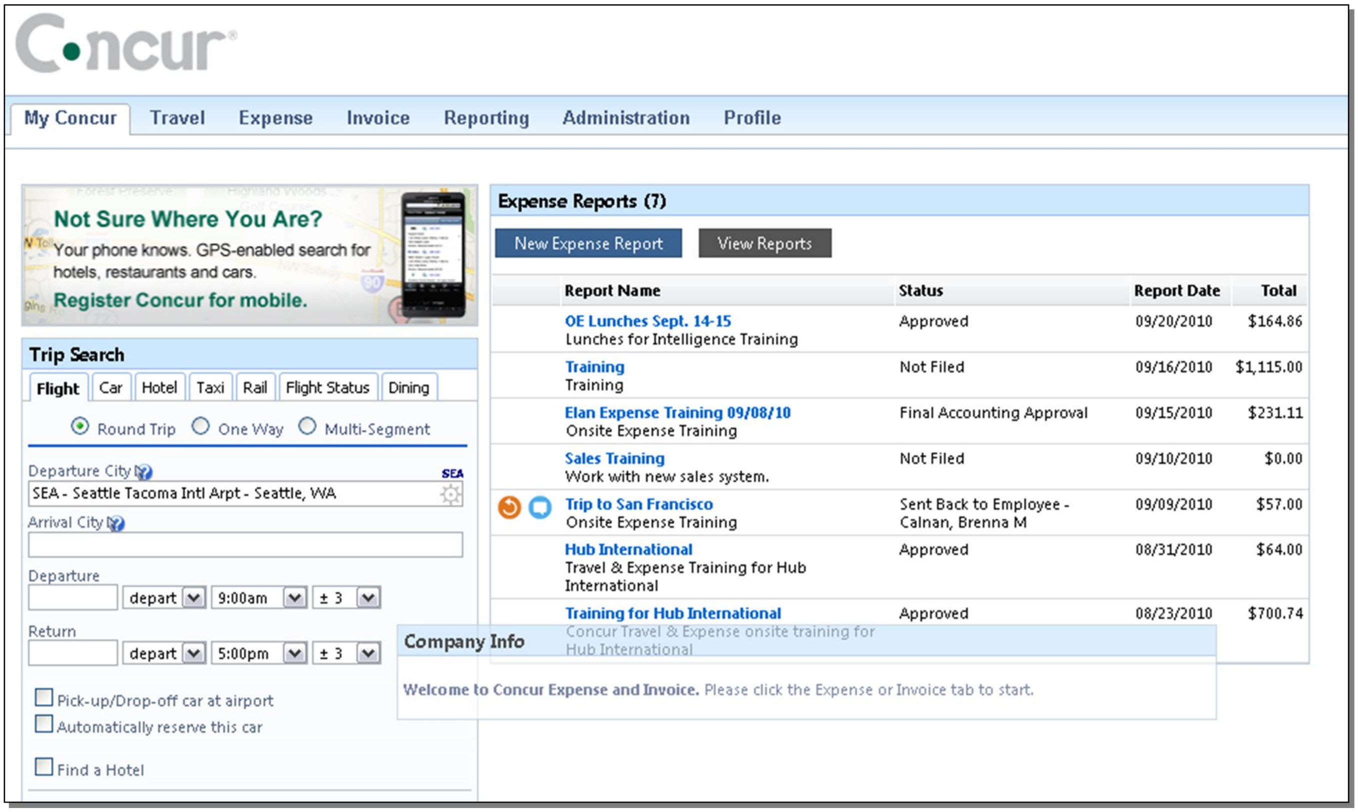
How to...	Additional Information
Use the **Trip Search** section.	This section provides the tools you need to book a trip with any or all of these: flight, car, hotel, limo, and dining. ***This section appears on My Concur only if your company uses Travel.***
Explore the **Weather** section.	This section shows you the weather conditions at any selected airport. ***The Weather section is not available if your company uses Concur Standard.***
Look at the **Company Info** section.	This section displays information and links provided by your company.

Section 2: Explore the My Concur Page (Continued)

How to…	Additional Information
Use the **Expense Reports** or **Active Work** section.	This section provides links to create a new expense report, or view your existing reports, authorization requests, or cash advances. It also lists your unsubmitted expense reports. ***If your company uses Authorization Requests and/or Cash Advances, this section is titled "Active Work." Otherwise, the section is titled "Expense Reports."***
Explore the **Approval Queue** section.	This section lists the expense reports awaiting your review and approval as well as any authorization requests or cash advances. ***This section appears on My Concur only if you are an Expense approver and if you have received at least one report for approval.***
Explore the **Trip List** section.	This section lists your outstanding trips. ***This section appears on My Concur only if your company uses Travel.***
Explore the **Trips Awaiting Approval** section.	This section lists the trips awaiting your approval. ***This section appears on My Concur only if your company uses Travel and if you are a travel approver.***
Explore the **Available Company Card Charges** section.	This section lists all imported credit card transactions.
Explore the **Travel Info** section.	This section provides contact information for help with booking travel and general travel information. ***This section appears on My Concur only if your company uses Travel.***

Customize My Concur

You can move the panes around the **My Concur** page to better meet your needs. Click the top bar of a pane and drag it to a new position on the page.



Section 3: Update Your Travel Profile

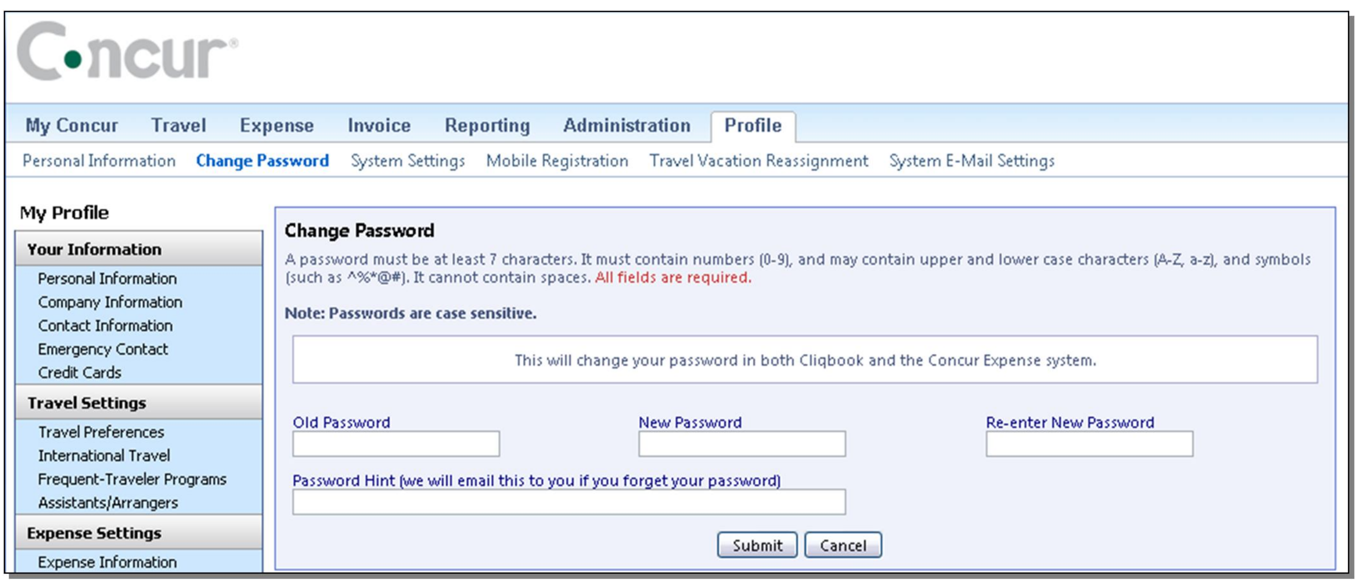
Before you use Travel for the first time, update your profile. You must save your profile before you first attempt to book a trip in Travel.

If you are a travel arranger, select the profile that you want to edit from the **You are Administering Travel For** dropdown menu (at the top of the Profile page).

Step 1: Change Your Password

Your company decides if you can change your password. If allowed, you will change your password on the Profile tab.

How to...	Additional Information
1. On the **My Concur** page, select **Profile** from the menu at the top of the page.	
2. On the **Profile** submenu, click **Change Password**.	If your company uses Single Sign On, you access Travel via your company's intranet. If that is the case, you will not see this option on the Profile menu nor will you be able to change your password.
3. In the **Old Password** field, enter your current (temporary) password.	To change your password, you need to know your old or temporary password.
4. In the **New Password** field, enter your new password.	
5. Verify your new password by re-entering it in the **Re-enter Password** field.	
6. Enter a word or phrase in the **Password Hint** field to act as a reminder if you forget your password, and then click **Save**.	



Section 3: Update Your Travel Profile (Continued)

Step 2: Change your Time Zone, Date Format, or Language

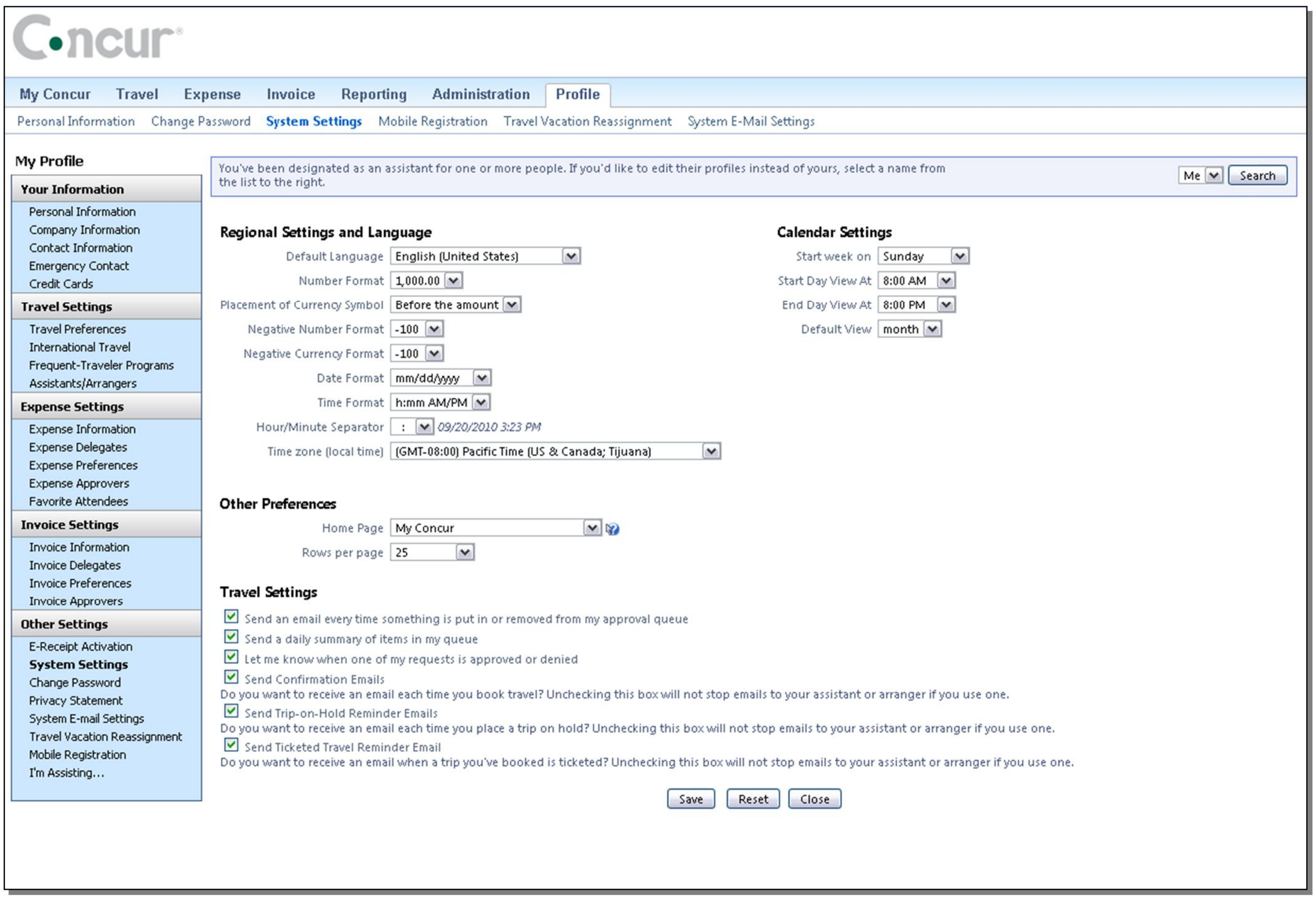
How to...

1. On the **My Concur** page, click **Profile** on the menu at the top of the page.
2. On the **Profile** submenu, click **System Settings**.
3. On the **System Settings** page, update the appropriate information, and then click **Save**.

Additional Information

You can change the system and regional settings (number, currently, date, and time format).

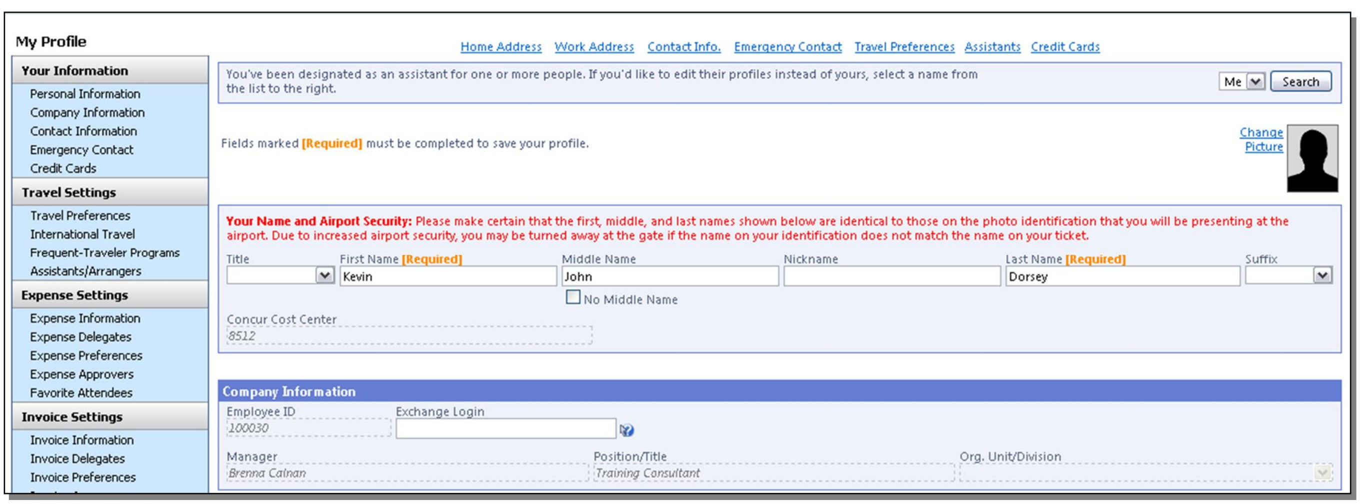
The submenu is listed horizontally under the **Profile** tab. You can also hover over the **Profile** tab to view a dropdown version of the submenu.



Section 3: Update Your Travel Profile (Continued)

Step 3: Update Your Personal Information

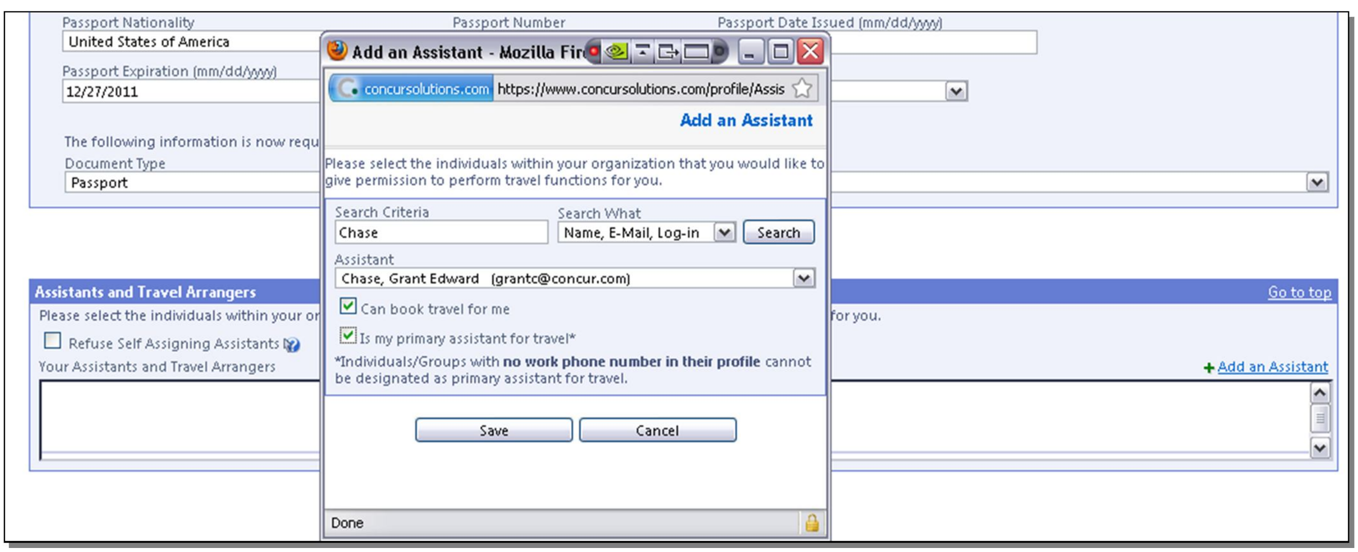
How to...	Additional Information
1. On the **My Concur** page, click **Profile** on the menu at the top of the page.	
2. On the **Profile** submenu, click **Personal Information**.	The submenu is listed horizontally under the **Profile** tab. You can also hover over the **Profile** tab to view a dropdown version of the submenu.
3. On the **My Profile** page, update the appropriate information, and then click **Save**.	Complete these sections of your travel profile: • Name & Airport Security • Home Address • Work Address • Contact Information • Emergency contact • Travel Preferences • Credit Cards You must complete all fields marked **Required** (in orange) to save your profile. Verify that the first and last name fields match the ID used at the airport. If you cannot edit these fields, contact your travel agency or travel manager to make changes. The country you select in the work address fields will determine the default map that appears on the **Concur Travel Map** tab. There are several **Save** buttons on the profile page. You only need to save once as every **Save** button saves the entire profile.



Section 3: Update Your Travel Profile (Continued)

Step 4: Set Up a Travel Arranger or Assistant

How to...	Additional Information
1. On the **My Concur** page, click **Profile** on the menu at the top of the page.	Use **Assistants & Travel Arrangers** to give other Travel users the ability to view and modify your profile or book travel and trips for you.
2. On the **Profile** dropdown menu, select **Personal Information**. 3. Click **Assistants** at the top of the page. 4. Click **Add an Assistant** to search for your assistant's last name.	The primary assistant's name and work phone number become part of the traveler's GDS profile, if configured.
5. In the **Search Criteria** field, enter the assistant's name.	**Important:** Your assistant must have an existing Travel account before you can add him or her to your profile. **Hint:** When searching, use the following format: *LastName*,*FirstName* (no spaces). For example: Smith,June
6. Click **Search**.	
7. Click the **Assistant** dropdown arrow.	The **Assistant** dropdown list shows any individuals that match your search criteria.
8. Select the appropriate name from the dropdown list.	
9. Select **Can book travel for me**.	
10. Select **Is my primary assistant for travel**. 11. Click **Save**.	Use this option if you want to have this assistant included on any agency-generated emails about your trips. This will only occur if your Travel Management Company has configured your site to send information to your GDS profile.

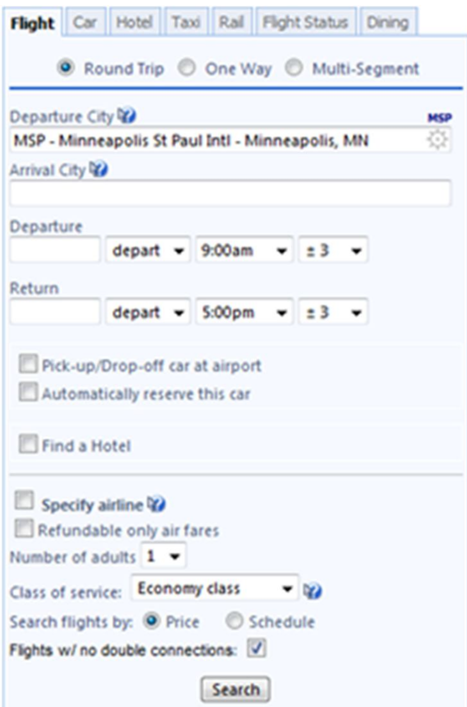


Section 4: Make a Travel Reservation

Step 1: Make a Flight Reservation

How to...

1. On the **My Concur** page, click the **Flight** tab at the left side of the page.
2. Select one of the following types of flight options:
   - Round Trip
   - One Way
   - Multi-Segment



3. In the **Departure City** and **Arrival City** fields, enter the cities for your travel.
4. Click in the **Departure** and **Return** date fields, and then select the appropriate dates from the calendar.
5. If you need a car, select the **Pick-up/Drop-off car at Airport** checkbox.

Additional Information

If you have a car, hotel, limo, or rail to book without airfare, use the corresponding tabs.

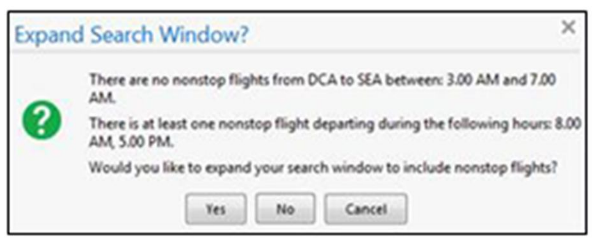
When you type in a city, airport name, or code, Travel will automatically search for a match.

You can also select the appropriate **Departure** and **Return** times and time range. Travel searches before and after the time you select.

Depending on your company's configuration, you can automatically reserve a car, allowing you to bypass viewing the car results. After you select a vendor and car type, a car is automatically added to your reservation.

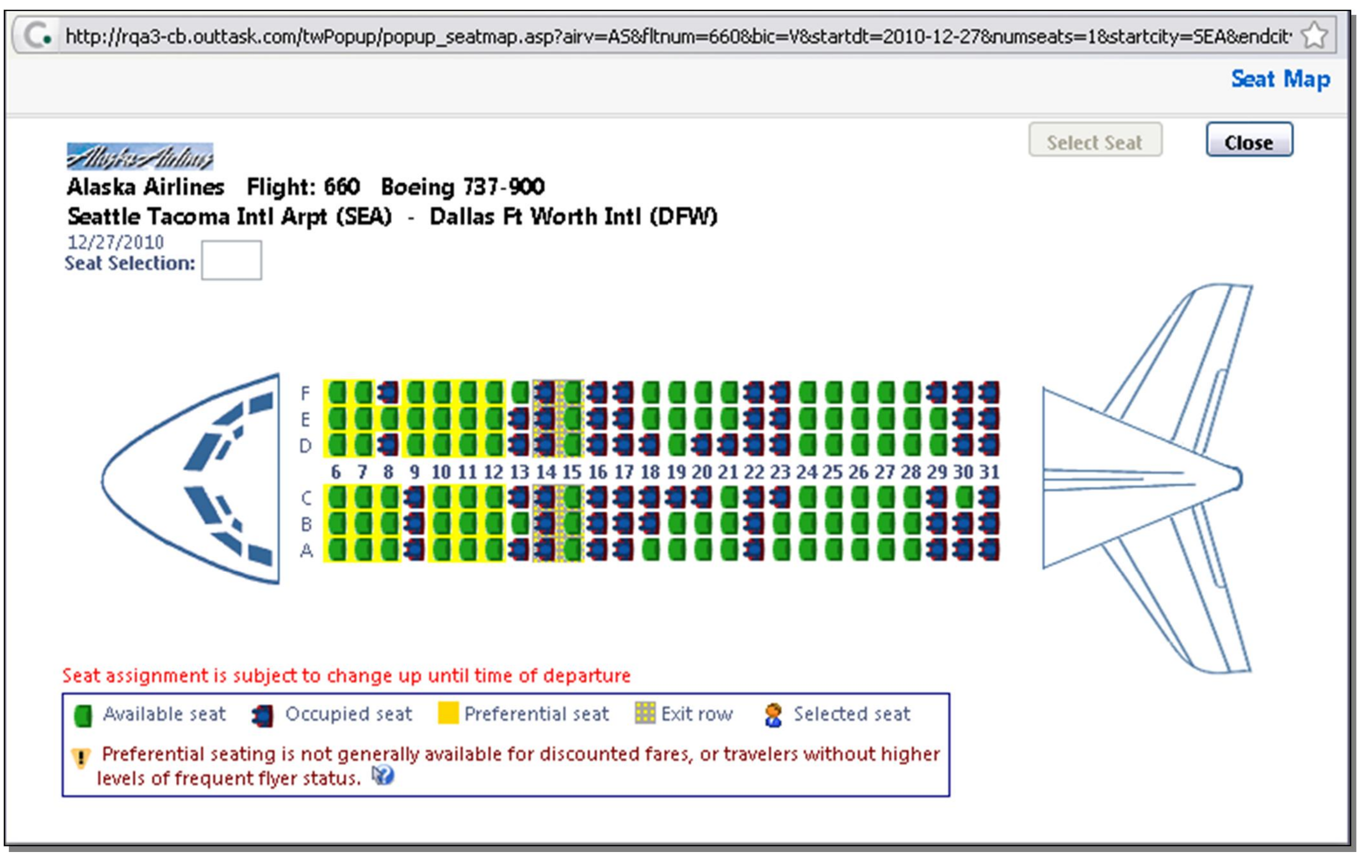
If you need an off-airport car or have other special requests, you can make these requests on the **Car Results** page or you can skip this step and add a car from the **Itinerary** page.

Step 1: Make a Flight Reservation (Continued)

How to...	Additional Information
6. If you need a hotel, select the **Find a Hotel** checkbox.	You can choose to search for the hotel by: • Airport • Address • Company Location • Reference Point / Zip Code (a city or neighborhood) If you are staying at more than one hotel during your trip or do not need a hotel for the entire length of your stay, you can skip this step and add a hotel from the **Itinerary** page.
7. If also booking for a companion, from **the Number of Adults** dropdown menu, select the number of adults traveling.	Your company decides if this field appears in the Trip Search section. When displayed, if a companion is selected, the payment screen will provide the option to use the credit card from the companion's profile.
8. To search only fully refundable fares, select the **REFUNDABLE only** checkbox.	
9. Select **Search flights by Price** or **Schedule.**	The forward tab that you see on the search results screen will depend on which you select.
10. Click **Search**.	Depending on your company's configuration, you might be notified that there are non-stop flights, but they don't exactly fit the times you have entered. If you want, you can change your search criteria to include non-stop flights.  To filter the results, select a column, row, or cell in the airline grid at the top of the results screen or use the sliding scales on the right. You can easily switch between the **Shop by Fares** tab and the **Shop by Schedule** tab by clicking on the tab. You can also click the **more like this** link, and then select either **Outbound flight** or **Return flight** to view more options for the selected flight.

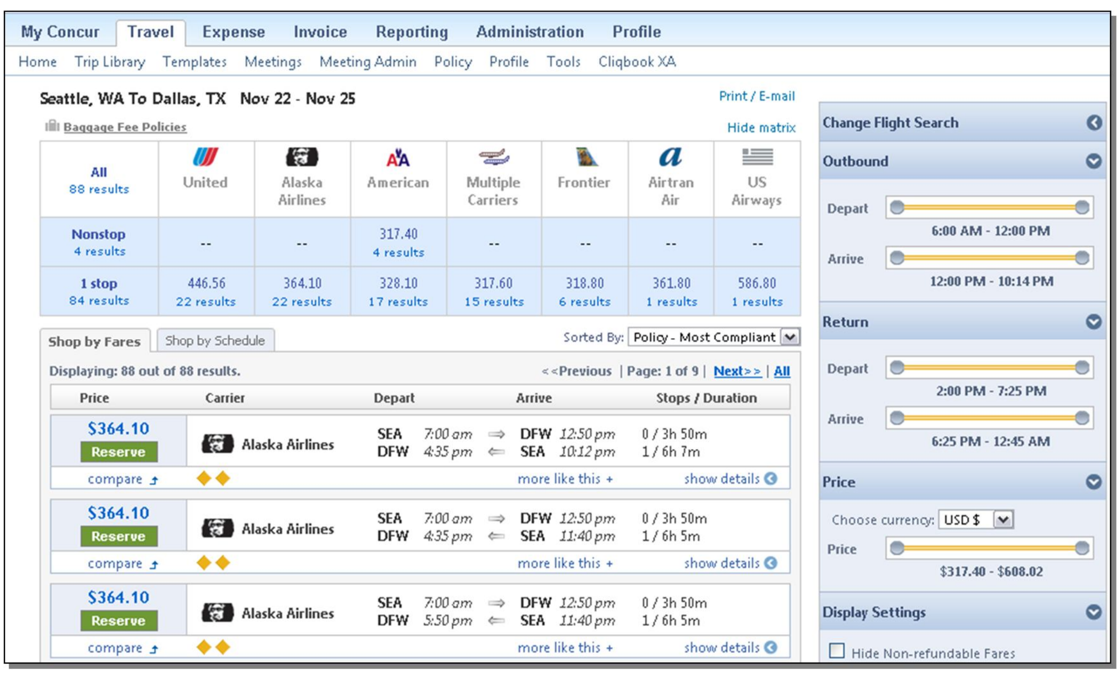
Step 1: Make a Flight Reservation (Continued)

How to…	Additional Information
11. Review the search results on the **Shop By Fares** tab, and then click **Show Details**.	Click **show details** to expand flight information, to view fare rules and, if needed, to add or choose a different frequent flier program. Travel automatically selects the corresponding frequent flier program from the profile, if available. To select a seat, click the **View Seatmap** icon next to the flight. A code for seats appears at the bottom of the page, showing which seats are available, occupied, or considered preferential.
12. Select any green (unoccupied) seat and position the mouse pointer over a seat to see the seat number.	Select preferential seats (highlighted in yellow) if you have preferred status on the selected airline. Your frequent flyer number must be in your Travel profile. If you select a preferential seat and this information is not in Travel, your seat request might not be honored. Some seats are marked handicapped and can only be selected by a travel agent. If you are entitled to a handicapped seat, make sure your travel agent is aware of your situation.



Step 1: Make a Flight Reservation (Continued)

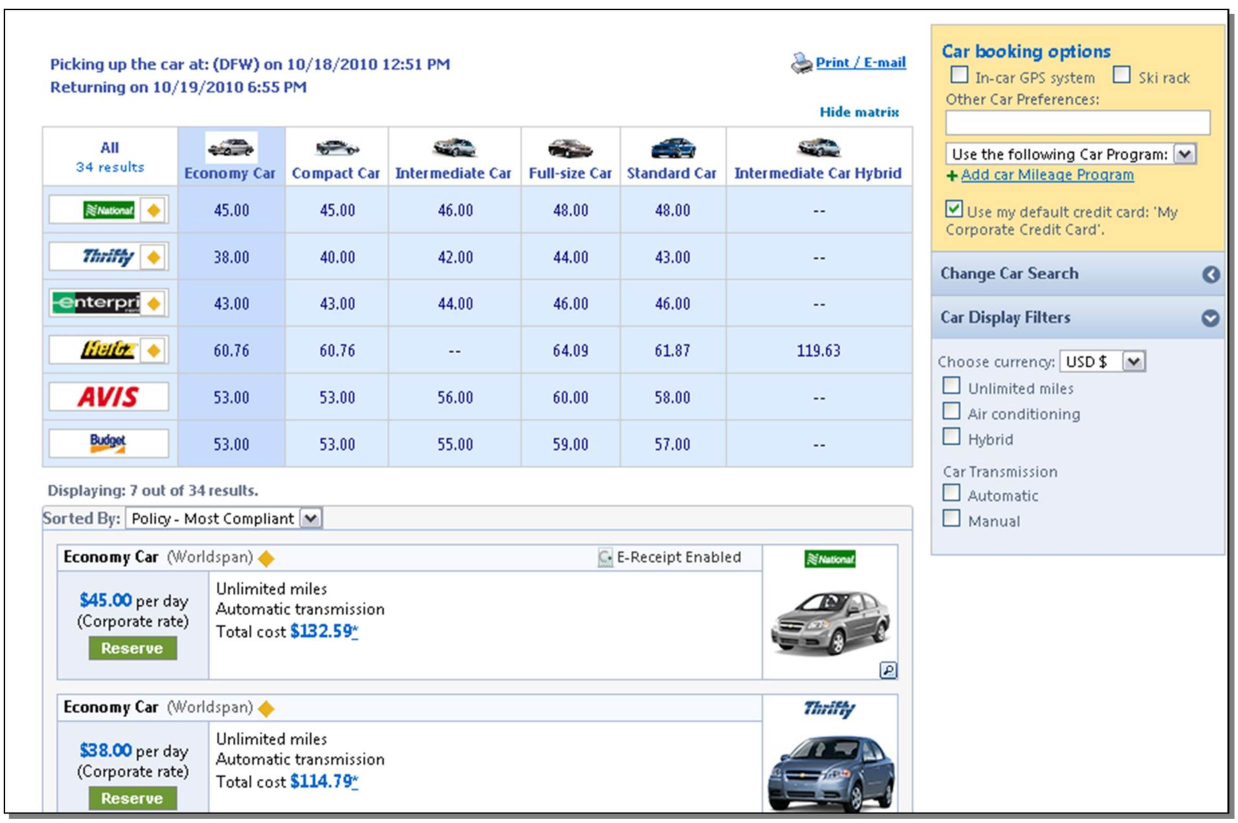
How to...	Additional Information
13. Click the appropriate seat to select it, and then click **Select Seat**.	To change your seat, click the seat you prefer. Point to a seat to view the seat number. After you select your seat for a flight, you can either click **Change Seat** or select the next flight in your reservation. Travel will prompt you to save your new seat selection.
14. Once you have made your seat selection, click **Close**. Repeat for all flights.	
15. From the **Shop By Fares** tab, click **Reserve** to select your airfare.	Policy information appears next to the **Reserve** button. The **Reserve** buttons are color coded as: • A *green* **Reserve** button indicates the fare is within policy. • A *yellow* **Reserve** indicates the fare is outside of policy. If you select this fare, you must enter additional information. Yellow buttons will not appear if your company uses Concur Standard. • A *red* **Reserve** button indicates the fare is outside of policy. If you select this fare, you must enter additional information and wait for manager approval. The trip will not be ticketed until it is approved by a manager.



Section 4: Make a Travel Reservation (Continued)

Step 2: Select a Car

How to...	Additional Information
1. If you selected **Pick Up/Drop off Car at airport** on the **Flight** tab, you will see the results for the car search.	If you selected **Automatically reserve this car**, Travel will add your car and then display your hotel results.
2. Select the appropriate rental car, and then click **Reserve**.	You can sort the car results to help find your selection. Yellow diamonds indicate preferred vendors and your preferred car type will be selected automatically. Depending on your company's configuration, you might be able to select **In-car GPS system** or **Ski rack** under **Car booking options** on the right. Other preferences or car program ID numbers can also be added.

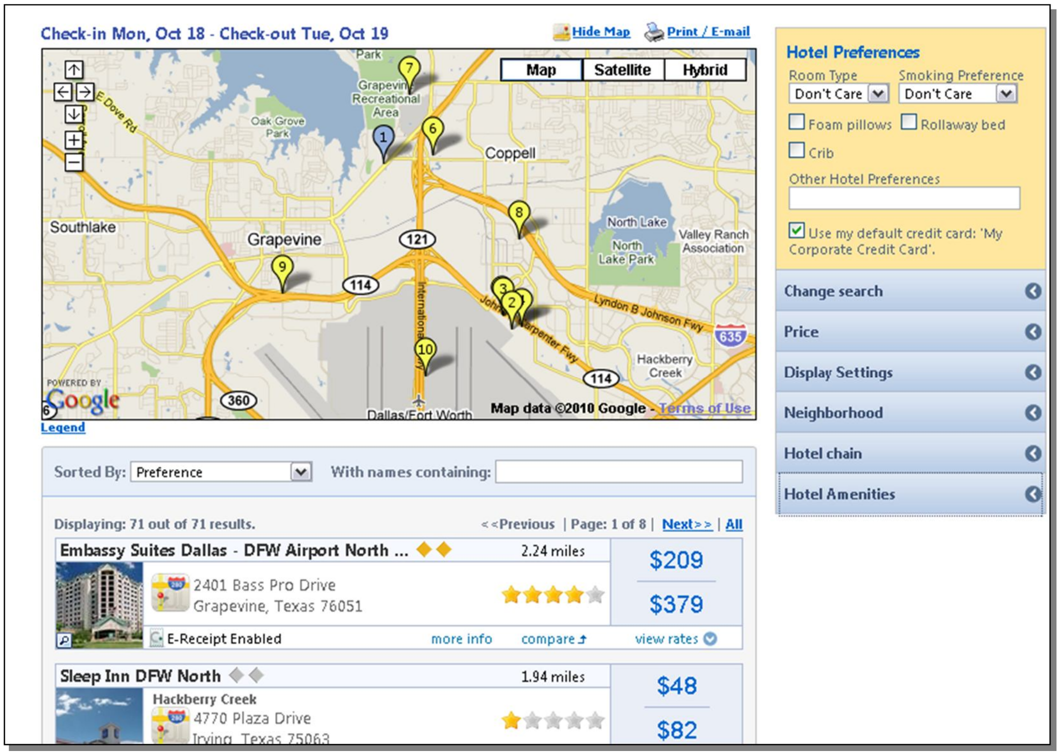


Section 4: Make a Travel Reservation (Continued)

Step 3: Select a Hotel

How to...	Additional Information
1. If you selected the **Find a Hotel** option on the **Flight** tab, the hotel results appear after you choose your rental car.	You can sort the list of hotels by **Preference**, **Price**, **Rating**, **Distance** and **Policy**. Depending on your company's configuration, you might be prompted to provide the hotel information if you are booking a roundtrip overnight stay without a hotel.
2. To filter by hotel chain, , enter the chain name in the **With names containing** box next to the **Sorted by** box	To filter by multiple chains, in the **Hotel chain** box on right, click **hide all** and then select only the chains you want displayed.
3. Use the filter options to narrow your search by **Amenity** or **Chain**.	
4. To filter by neighborhood, select the desired neighborhoods in the **Neighborhood** box on the right.	A map of hotels appears at the top of the page. Your company's preferred hotels are indicated with pink dots.
5. Click the **more info** link for a specific hotel to find more detailed information for the hotel.	
6. Click **choose room** to view room rates.	
7. When you are ready to reserve your hotel room, click the radio button next to the desired room type, and then click **Reserve**.	The **Reserve** buttons are color coded as follows: • A *green* **Reserve** button indicates the hotel rate is within policy. • A *yellow* **Reserve** button indicates the hotel rate is outside of policy. If you select this rate, you must enter additional information. Yellow buttons will not appear if your company uses Concur Standard. • A *red* **Reserve** button indicates the hotel rate is outside of policy. If you select this rate, you must enter additional information and wait for manager approval. The trip will not be ticketed until it is approved. You will see a notification if a hotel is outside of policy. You can view the type of rate and room, as well as other information that is available from the agency system. A *grey* or *yellow* diamond indicates that the hotel property is company preferred. After clicking the **Reserve** button, the hotel confirmation page appears.
8. Review the information on the **Rate details/Cancellation policy** pop-up window, click to agree**,** and then click **Continue.**	

Step 3: Select a Hotel (Continued)



Step 4: Complete the Reservation

How to...	Additional Information
1. Review the details of the reservation, and then click **Next**.	From here, you can add or make changes to the car, hotel as well as change the dates of the flight. . Depending on your company's configuration you may be able to add Parking, Taxi or dining at this time.
2. On the **Trip Booking Information** page, enter your trip information in the **Trip Name** and **Trip Description** fields.	The trip name and description data are for your record keeping. If you have any special requests for the travel agent, please enter them into the agent comments section. Some request may result in higher fees.
3. Click **Next.**	You will see the name and itinerary, along with the quoted airfare amount.
4. Click **Purchase Ticket** to finalize your trip.	

Section 5: Cancel or Change an Airline, Car Rental, or Hotel Reservation

How to...

1. At the top of the **My Concur** page, click **Travel**.

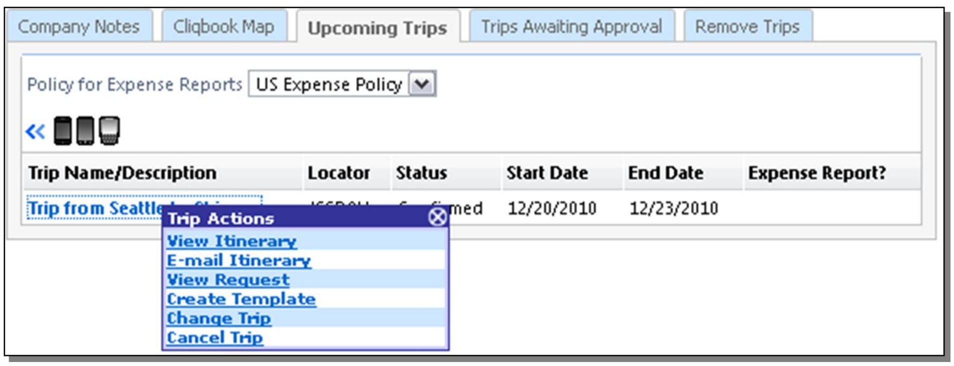
2. On the **Upcoming Trips** tab, click the name of the trip you want to change.

Additional Information

Flight changes are available for e-tickets that include a single carrier.

If the trip is already ticketed but has not occurred, you can change the time and/or date of the flight. Your change options will be with the same airline and routing.

Directly contact your travel agency, the appropriate Website, or vendor if you did not book your trip using Travel.



3. From the **Trip Actions** menu, click **Change Trip**.

4. On the **Itinerary** page, select the portion of the trip you want to change.

From the **Itinerary** page, you can:

- Email your itinerary
- Change seat
- Change the flight day or time for travel (you cannot change the airline)
- Add, change, or cancel parking
- Add, change, or cancel a taxi
- Add, change, or cancel car rental
- Add, change, or cancel hotel
- Add, change, or cancel dining

5. To cancel your entire trip, click the **Upcoming Trips** tab.

When you cancel a trip, if your ticket is refundable, your ticket will be voided or refunded, as applicable. If your ticket is non-refundable, and you cancel it in accordance with the airline rules, an e-ticket will be retained that you can apply to future trips.

6. From the **Trip Actions** menu, click **Cancel Trip**, and then click **OK**.

Section 6: Update Your Expense Profile

Step 1: Review Your Expense Settings

How to...	Additional Information
1. In the left-hand navigation, in the **Expense Settings** section, click **Expense Information**.	The **Expense Information** page is read-only. If the information needs to be changed, contact your site administrator.

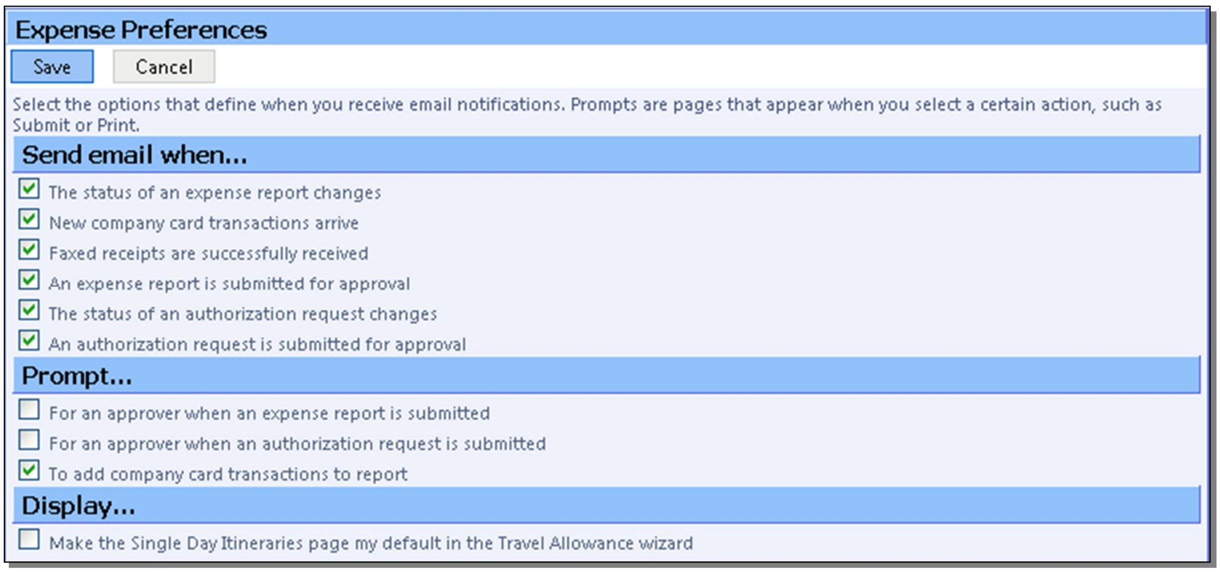
Step 2: Add a Delegate

How to...	Additional Information
1. In the **Expense Settings** section, click **Expense Delegates**.	The **Expense Delegates** page appears. From this page, you will give other Expense users the ability to prepare, submit, approve, view receipts, approve reports, or receive emails on your behalf.
2. Click **Add Delegate**.	
3. In the **Search by employee name, email address or logon id** field, type the last name of the delegate you wish to add.	As you begin to type the name, Expense provides a list of users to select from.
4. Click the name of the delegate from the list.	
5. Click **Add**.	
6. Select the appropriate task checkboxes.	The delegate can only perform the tasks you select. A delegate will need to be an approver in order to approve reports on your behalf.
7. To add additional delegates, repeat steps 2-6.	
8. Click **Save**.	

Section 6: Update Your Expense Profile (Continued)

Step 3: Select Expense Preferences

How to...	Additional Information
1. In the **Expense Settings** section, click **Expense Preferences**.	From this page, you can specify when you will receive email notifications and prompts.
2. In the **Send email when** section, select the applicable checkboxes.	In this section, you determine when you will receive email notifications.
3. In the **Prompt** section, select the applicable checkboxes.	In this section, you determine when Expense will prompt you for further action.
4. In the **Display** section, select the applicable checkboxes.	
5. Click **Save**.	



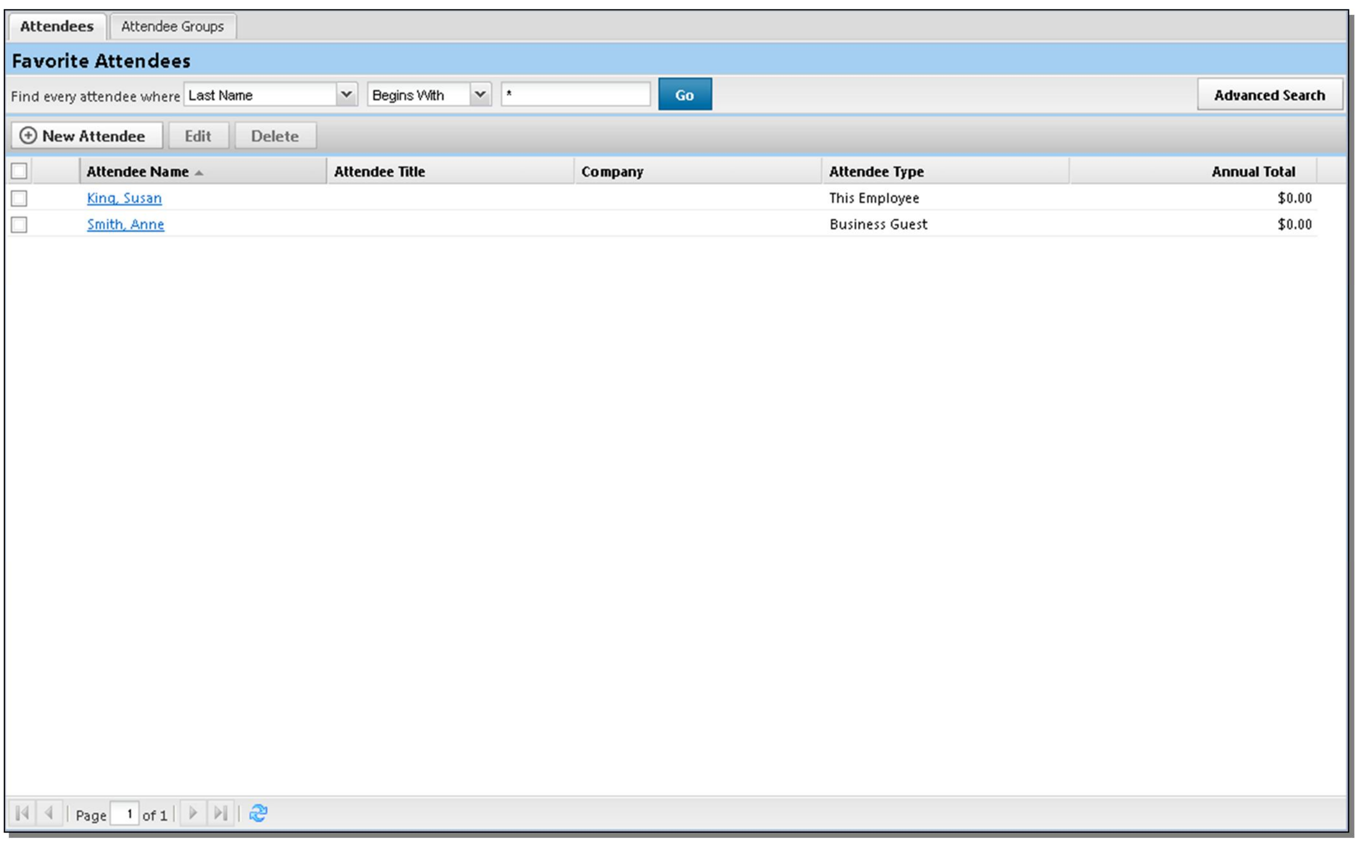
Step 4: Review Expense Approvers

How to...	Additional Information
1. In the **Expense Settings** section, click **Expense Approvers**.	
2. Review your **Expense Approvers**.	If your company allows you to select your Approver, type all or part of the approver's name in the **Search by...** fields by, select the appropriate person, and then click **Save**. If your company does not allow you to select your approver, verify that the listed approver is correct. Notify your system administrator for any needed corrections.

Section 6: Update Your Expense Profile (Continued)

Step 5: Add Favorite Attendees

How to...	Additional Information
1. In the **Expense Settings** section, click **Favorite Attendees**.	The **Favorite Attendees** page appears, which allows you to add, edit, or delete frequently-used attendees.
2. Click **New Attendee**.	
3. Select the **Attendee Type** from the list.	
4. Enter the **Last Name** of the attendee.	
5. Enter the **First Name** of the attendee.	
6. Enter the **Attendee Title**.	
7. Enter the attendee's **Company**.	
8. Click **Save**.	If you need to add more than one attendee, click **Save & Add Another**. Your favorite attendees list is also updated based on attendees you add to your expense reports.



Section 7: Create an Expense Report from a Completed Trip

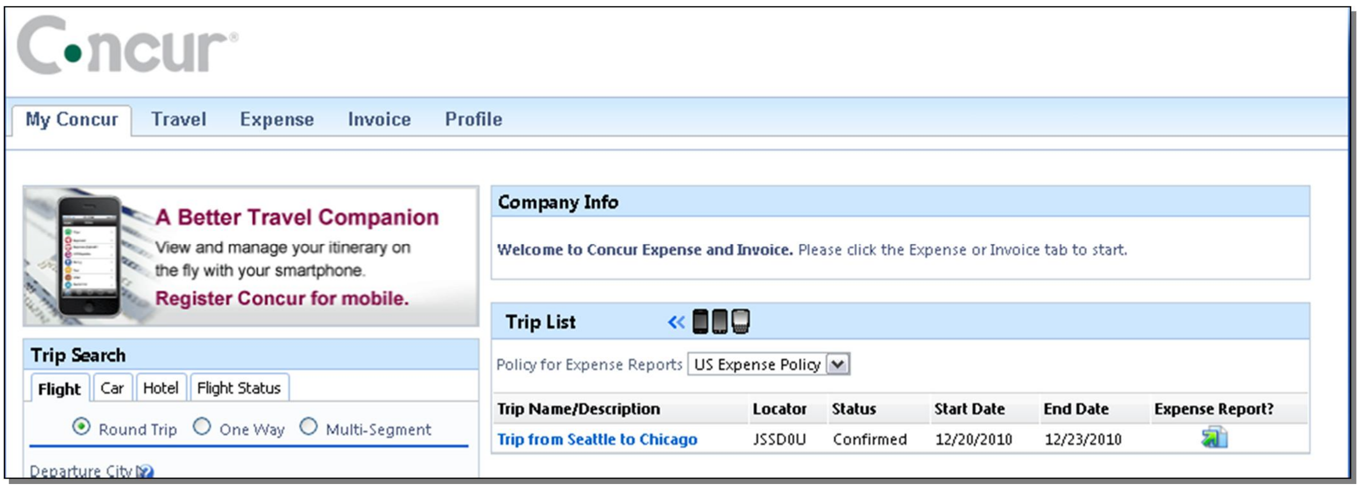
How to…

1. On the **My Concur** page, in the **Expense Report?** column of the **Trip List** section, click the button for the appropriate trip.
2. Complete all required fields (those with the red bar at the left edge of the field) and the optional fields as directed by your company.

Additional Information

The button appears in the **Expense Report?** column after you have completed the trip.

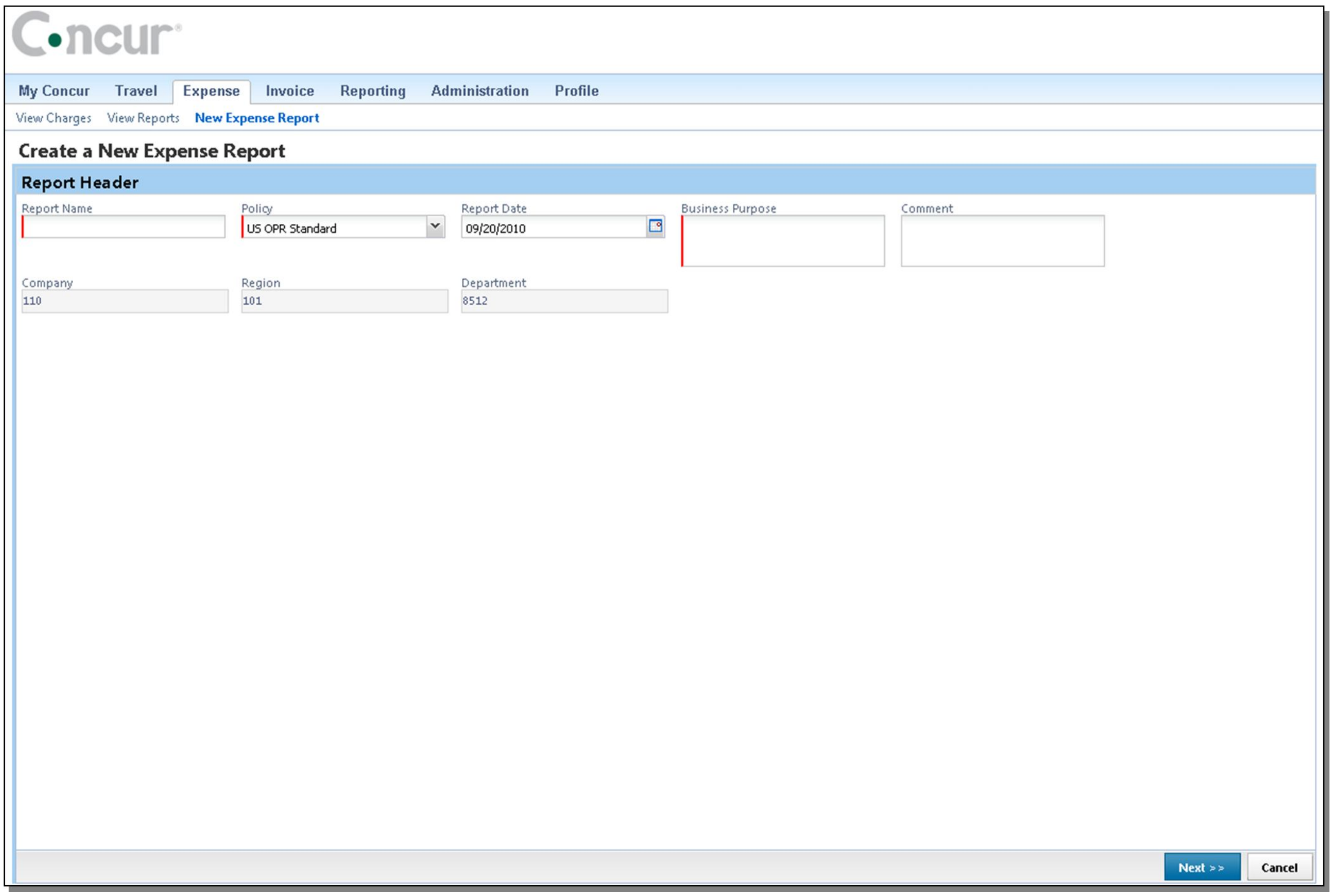
Concur Premier transfers the data from your travel booking itinerary and automatically creates the expense report. The report will have the same name as your trip itinerary and contains all the expense entries for each of the trip reservations, including your airfare, hotel, and car rental.



Section 8: Create a New Expense Report

Step 1: Create a New Report

How to...	Additional Information
1. In the **Active Work** or **Expense Reports** section of the **My Concur** page, click **New Expense Report**.	The **Create a New Expense Report** page appears. The fields that appear on this page are defined by your company.
2. Complete all required fields (those with the red bar at the left edge of the field) and the optional fields as directed by your company.	
3. Click **Next**.	The expense report page appears.

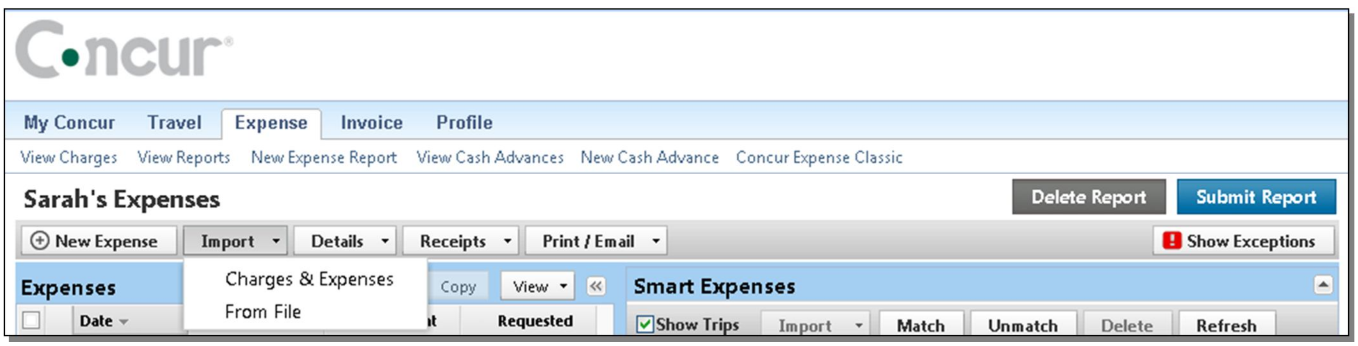


Section 8: Create a New Expense Report (Continued)

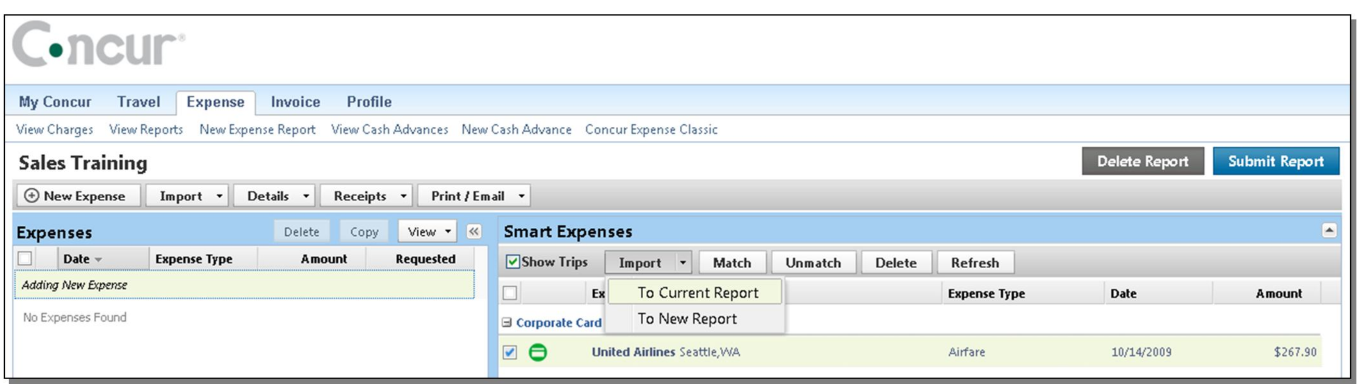
Step 2: Add a Company Card Transaction to the New Expense Report

Company card transactions are automatically imported into Expense for you – ready to be added to an expense report. Your company determines how frequently new card transactions appear.

How to...	Additional Information
1. On the **Expense Report** page, from the **Import** dropdown menu, select **Charges & Expenses**.	If your company uses Travel and/or uses the personal credit card import feature in Expense, this dropdown menu is titled “Import.” If your company does not use Travel or does not allow a personal credit card import, you will see the **Add Card Charges** button. The **Smart Expenses** pane appears. A Smart Expense combines: trip data from Travel, corporate card data, and e-receipt data. If you have activated the option in your **Expense Settings** to be prompted to add company card transactions, you will not need to select **Charges & Expenses** from the **Import** dropdown menu.



2. In the **Unmatched Charges** section, select each transaction that you want to assign to the current expense report.	You can also add **Unmatched Charges** to an expense report by dragging and dropping into the **Expense List** area of the page.
3. In the **Smart Expenses** section, from the **Import** dropdown menu, select **To Current Report**.	The expense appears on the left side of the page, with all applicable icons, such as company card or exceptions.

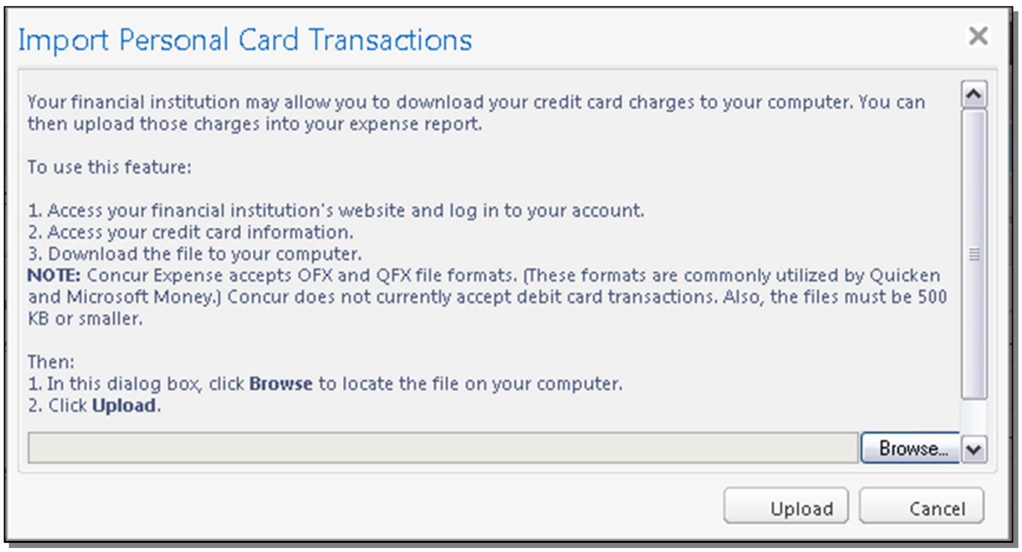


Section 8: Create a New Expense Report (Continued)

Step 3: Add a Personal Credit Card Transaction to the New Expense Report

Using Concur Premier, you can import into an expense report a personal credit card transaction that you download from a financial institution.

How to...	Additional Information
1. On the **Expense Report** page, from the **Import** dropdown menu, select **From File**.	Before you can import the personal credit card transactions, you need to download the transactions from the financial institution, and then save them to your computer. Debit card transactions are not supported.
2. In the **Import Personal Card Transactions** window, click **Browse**.	



3. Locate the file you want to attach.
4. Click **Upload**.

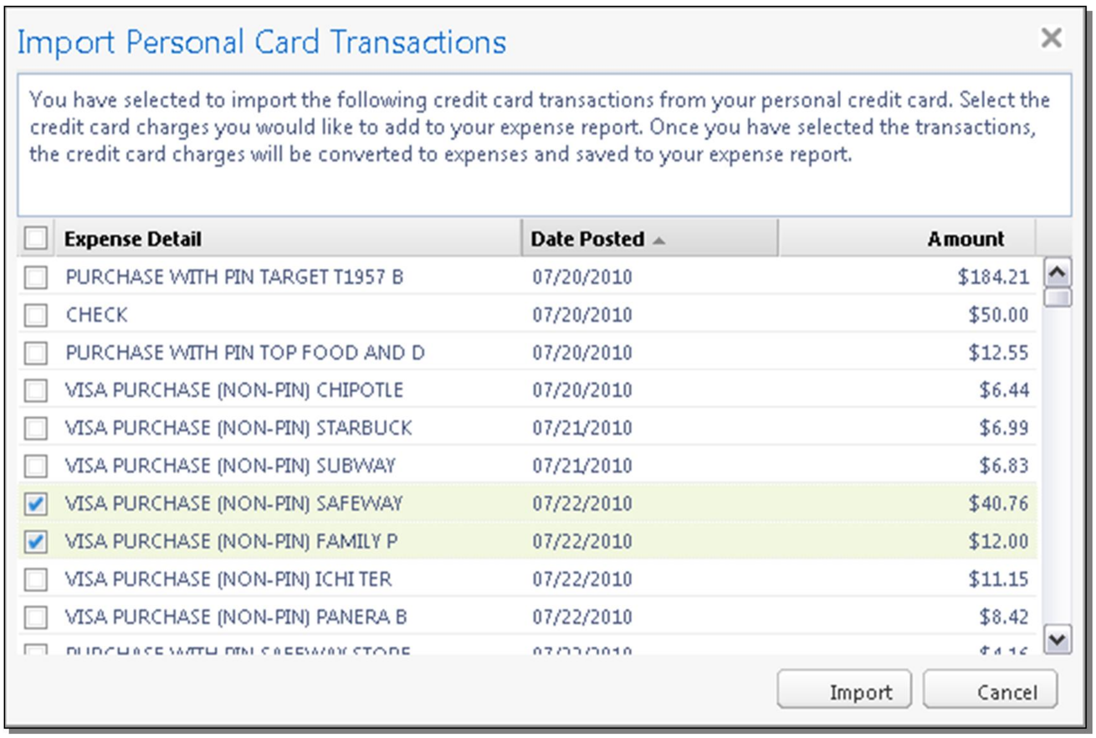
Step 3: Add a Personal Credit Card Transaction to the New Expense Report (Continued)

How to...

5. Select each transaction that you want to assign to the current expense report.
6. Click **Import**.

Additional Information

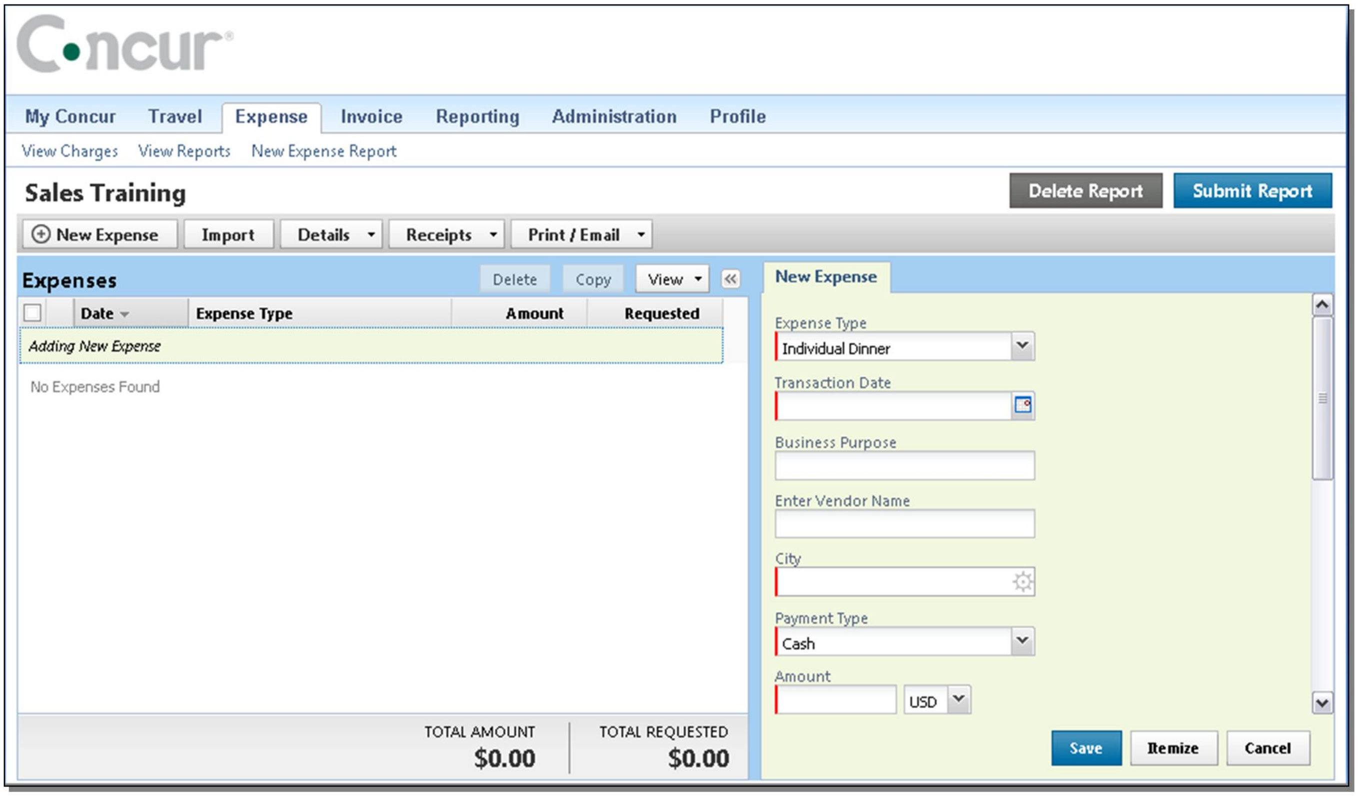
The imported card transaction will appear as an **Undefined** expense type. You will need to update the expense type and add any additional information required by your company.



Section 8: Create a New Expense Report (Continued)

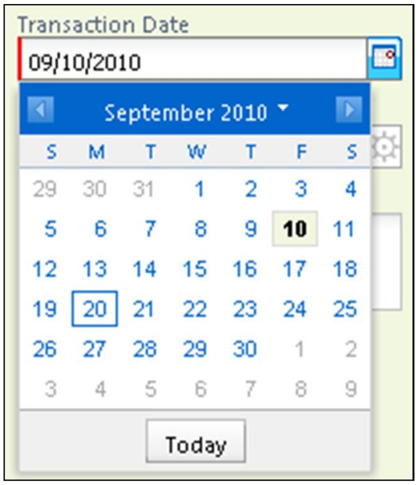
Step 4: Add an Out-of-Pocket Expense to the New Expense Report

How to...	Additional Information
1. Click **New Expense**.	The **New Expense** tab appears.
2. On the **New Expense** tab, select the appropriate expense type.	The page refreshes, displaying the required and optional fields for the selected expense type.

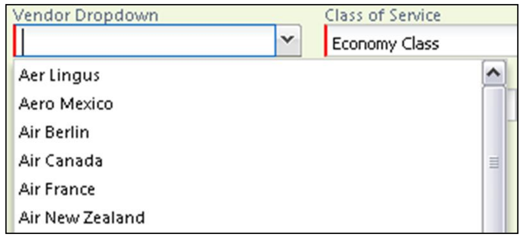


Step 4: Add an Out-of-Pocket Expense to the New Expense Report (Continued)

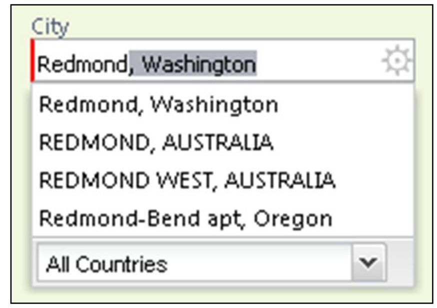
For date fields, use the calendar to select the date of the expense.



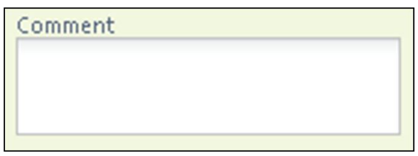
For lists, select from the list.

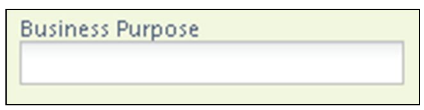


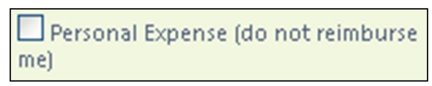
For auto-complete fields, type the first portion of your choice and then select from the list.



Complete other text fields and checkboxes as usual.







How to...

3. Complete all required fields (those with the red bar at the left edge of the field) and the optional fields as directed by your company.

4. Click **Save**.

Additional Information

For different types of expenses, such as hotel or car mileage, or for expenses incurred in a currency other than your reimbursement currency, refer to *Using Special Features* in this guide.

The expense appears on the left side of the page.

Section 9: Review and Edit an Expense Report

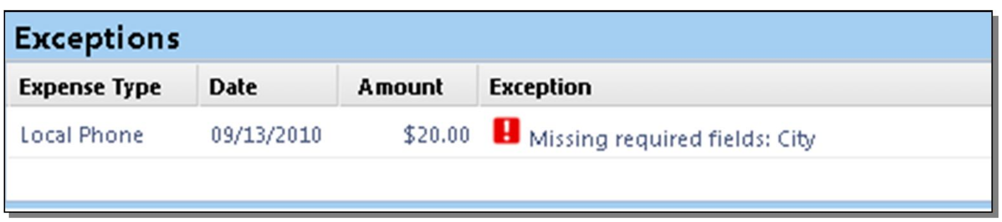
You should review for accuracy and edit (if necessary) your reports and all expenses, including company card transactions, before submitting your expense report.

Step 1: Review the Report Information

How to...	Additional Information
1. On the **Expense Report** page, in the **Expense List**, click any transaction to view the details.	The expense details appear on the right side of the page.
2. From the **Details** dropdown menu, select **Report Header**.	The **Report Header** page appears and you can view and update report header information.
3. Make the appropriate changes, and then click **Save**.	

Step 2: Review the Exceptions

How to...	Additional Information
1. On the **Expense Report** page, click **Show Exceptions**.	The **Exceptions** pane opens, which displays all exceptions for the expense report. In this pane, you can select an exception to view the expense details.
2. Click the exception that you want to review.	The expense details appear on the right side of the page.



Exceptions

Expense Type	Date	Amount	Exception
Local Phone	09/13/2010	$20.00	Missing required fields: City

3. Make the appropriate changes, and then click **Save**.

Section 9: Review and Edit an Expense Report (Continued)

Step 3: Edit Multiple Expenses

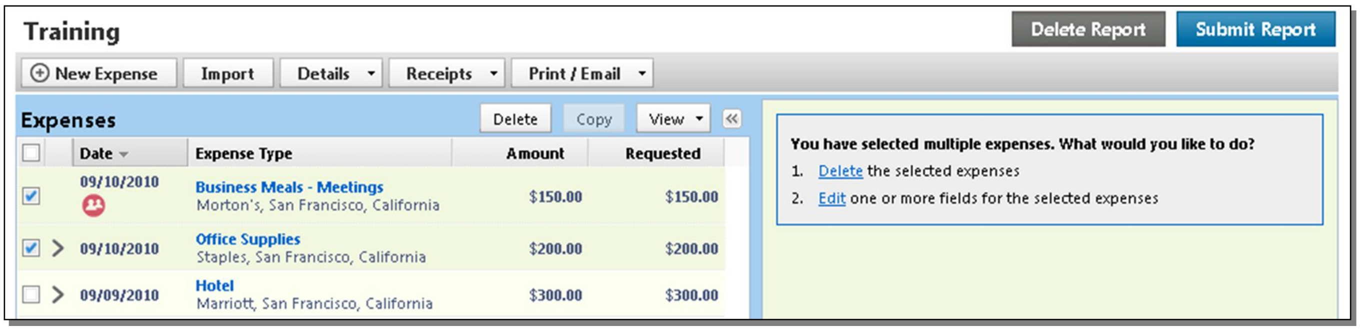
How to...

1. On the **Expense Report** page, in the **Expense List**, select the checkbox for the expenses that you want to update.
2. Select the action you would like to perform for the expenses.

Additional Information

The multiple expense options box appears. When you select more than one expense, you will have the ability to delete, allocate, or edit the expenses at the same time.

If you choose to **Edit** the selected expenses, you will be prompted for all of the field(s) that you can update.



Section 10: Use Special Features

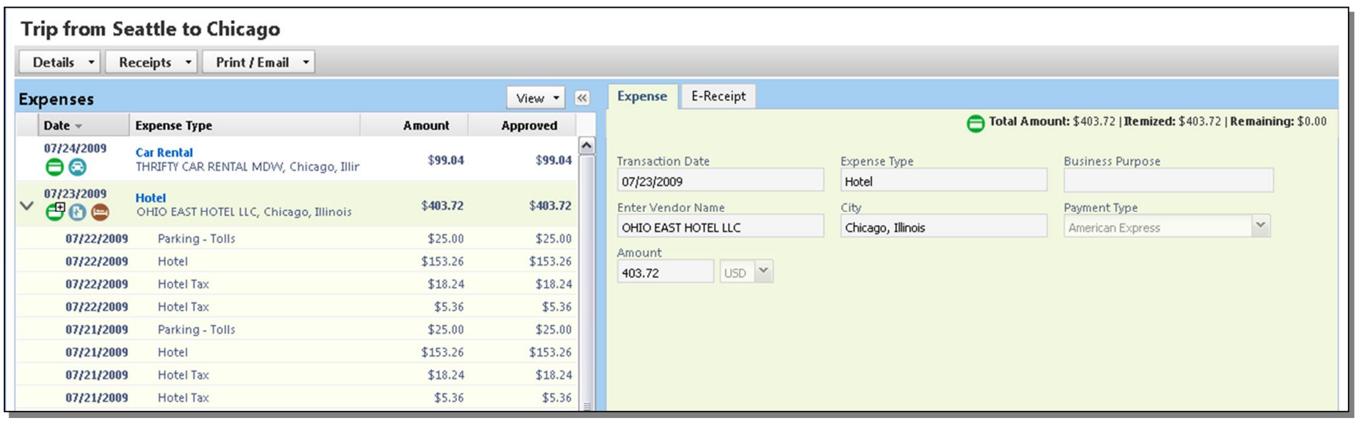
Itemize Nightly Lodging Expenses

A hotel bill typically contains a variety of expenses including room fees, taxes, parking, meals, valet, telephone charges, and personal items. These expenses must be itemized so that they can be accounted for correctly. Concur Premier gives you the tools to quickly itemize your lodging-related expenses.

Step 1: Verify Auto-Itemized Hotel Expenses

The hotel auto-itemization feature automatically itemizes any card transactions that have hotel folio data or an e-receipt from a hotel vendor. Your company determines if your hotel expenses are automatically itemized. If not, you can manually itemize your hotel expenses as described in Step 2 below.

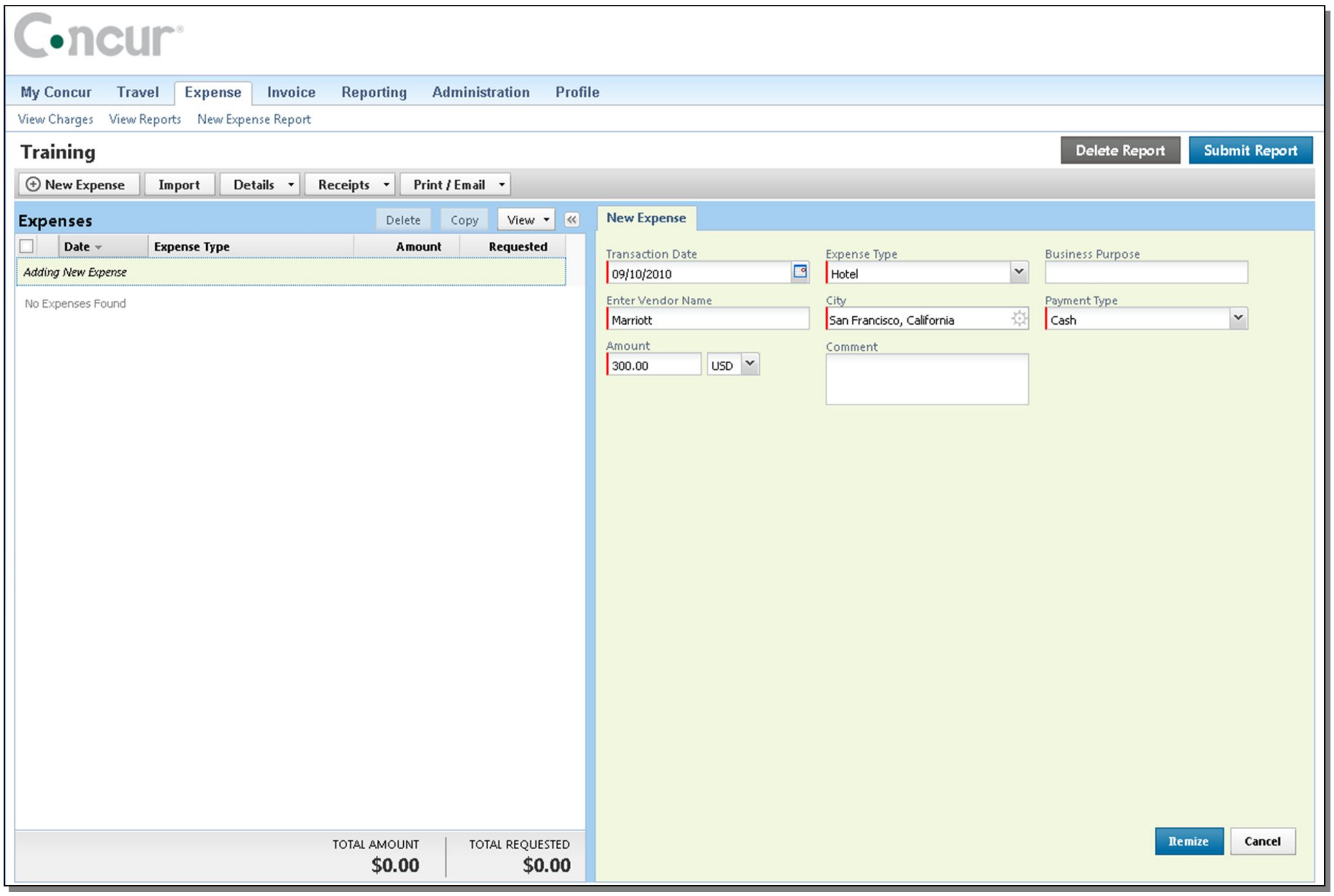
The result of hotel auto-itemization is similar to what you see if you manually itemize the hotel expense. Expense itemizes the hotel expense based on predetermined mapping. Examples of the itemizations you will see on your expense report are: parking, meals, and internet access. You can update the auto-itemized expenses and itemize any remaining balance as described in Step 3 below.



Itemize Nightly Lodging Expenses (Continued)

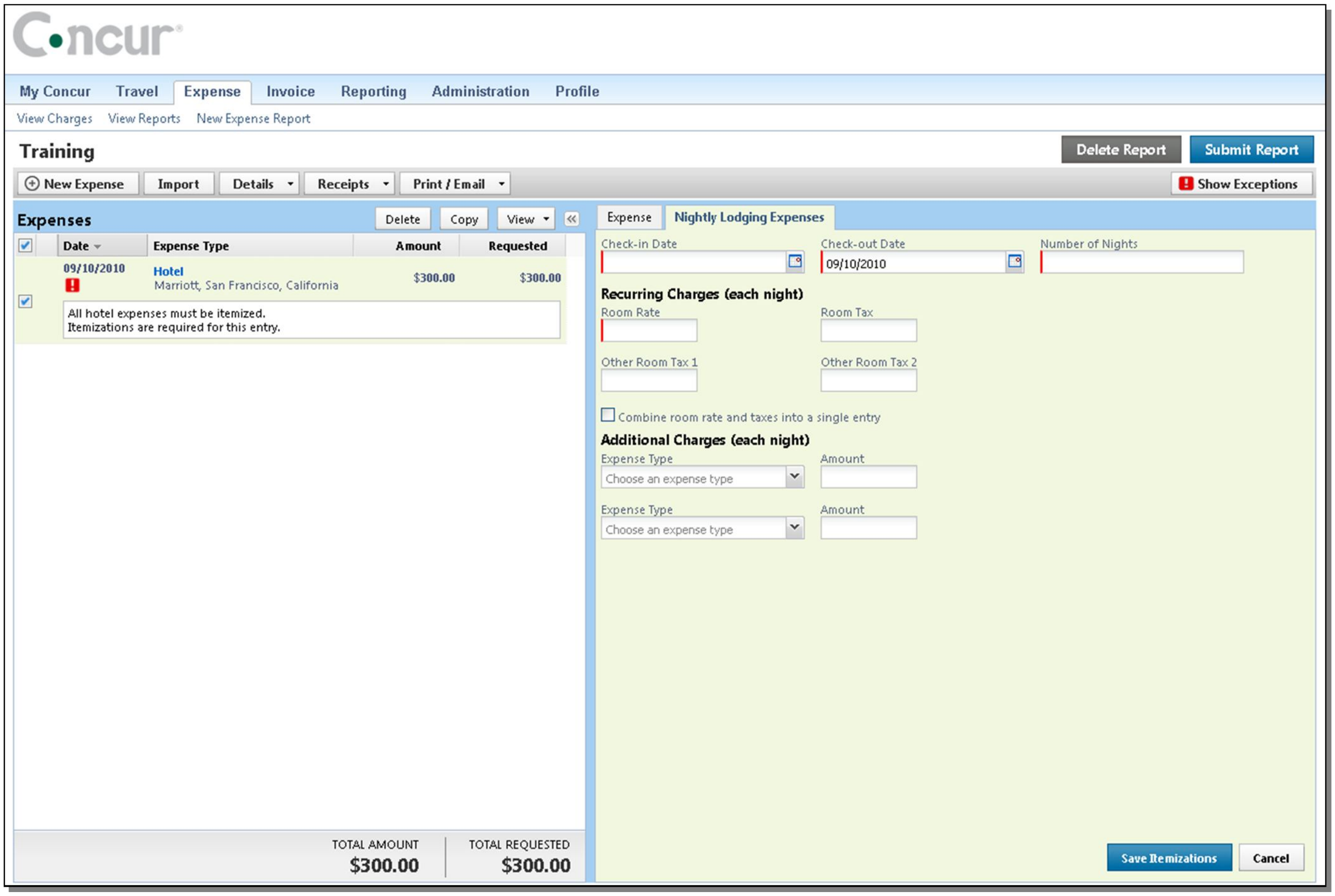
Step 2: Create and Itemize a Lodging Expense

How to...	Additional Information
1. Click **New Expense**.	The **New Expense** tab appears.
2. On the **New Expense** tab, select the lodging expense type.	Your company determines the name of the expense type. It may be called Lodging, Hotel, or something similar.
3. Complete the required fields on the page as usual.	



4. Click **Itemize**.	The expense appears on the left side of the page and the **Nightly Lodging Expenses** tab appears.

Step 2: Create and Itemize a Lodging Expense (Continued)



5. On the **Nightly Lodging Expenses** tab, in the **Check-in Date** field, type the date or use the calendar.
6. In the **Room Rate** field, enter the amount that you were charged per night for the room.
7. In the **Room Tax** fields, enter the amount of each room tax that you were charged.
8. In the **Additional Charges (each night)** section, from the first **Expense Type** dropdown menu, select the appropriate expense type.
9. In the **Amount** field, enter the amount of the expense.

The number of nights appears automatically.

Step 2: Create and Itemize a Lodging Expense (Continued)

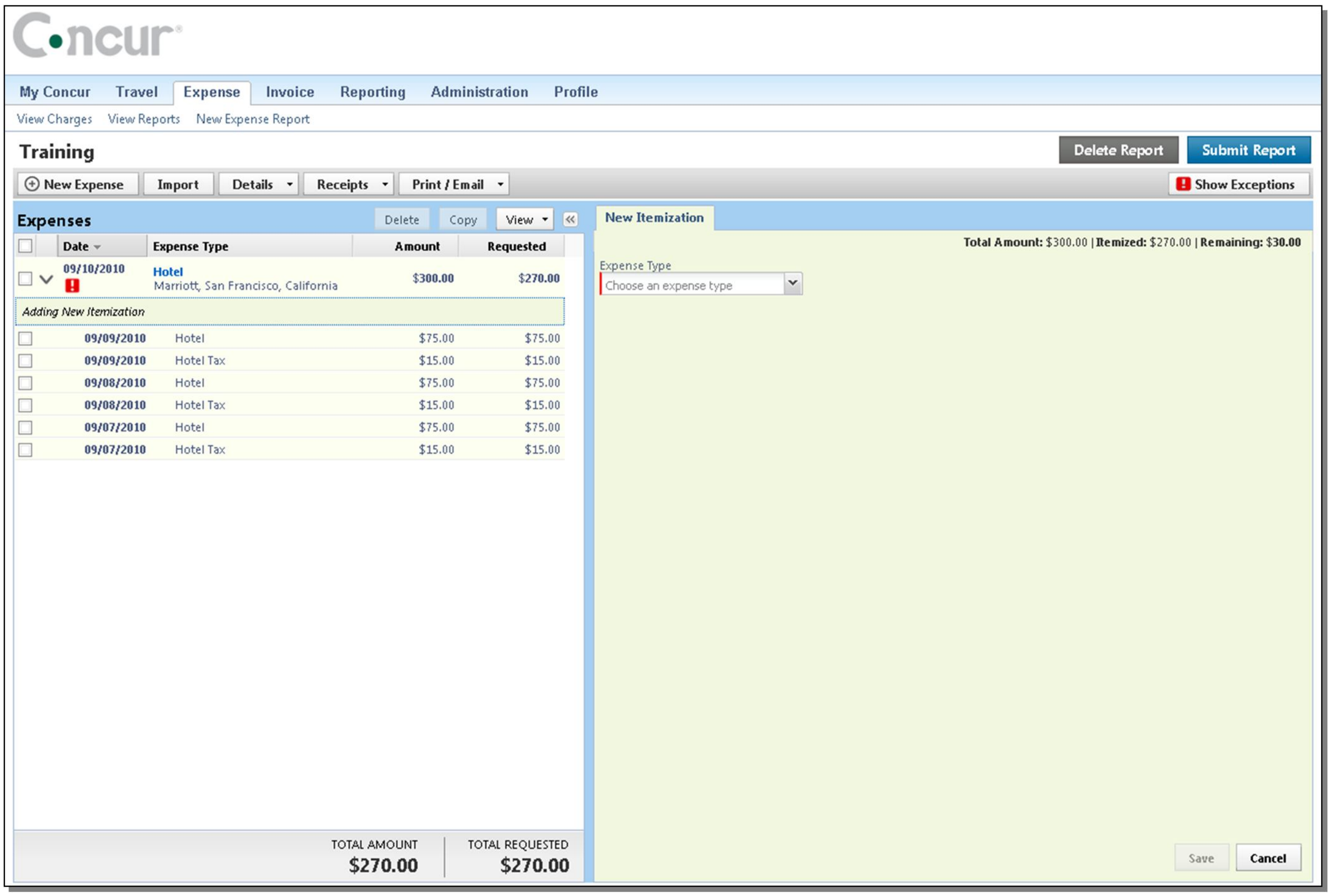
How to...

10. Repeat steps 8-9 using the second **Expense Type** field if you have more than one recurring additional charge.

11. Click **Save Itemizations**.

Additional Information

If there is a remaining amount to be itemized, the remaining amount is displayed and the **New Itemization** tab appears.



Step 3: Itemize the Remaining Balance

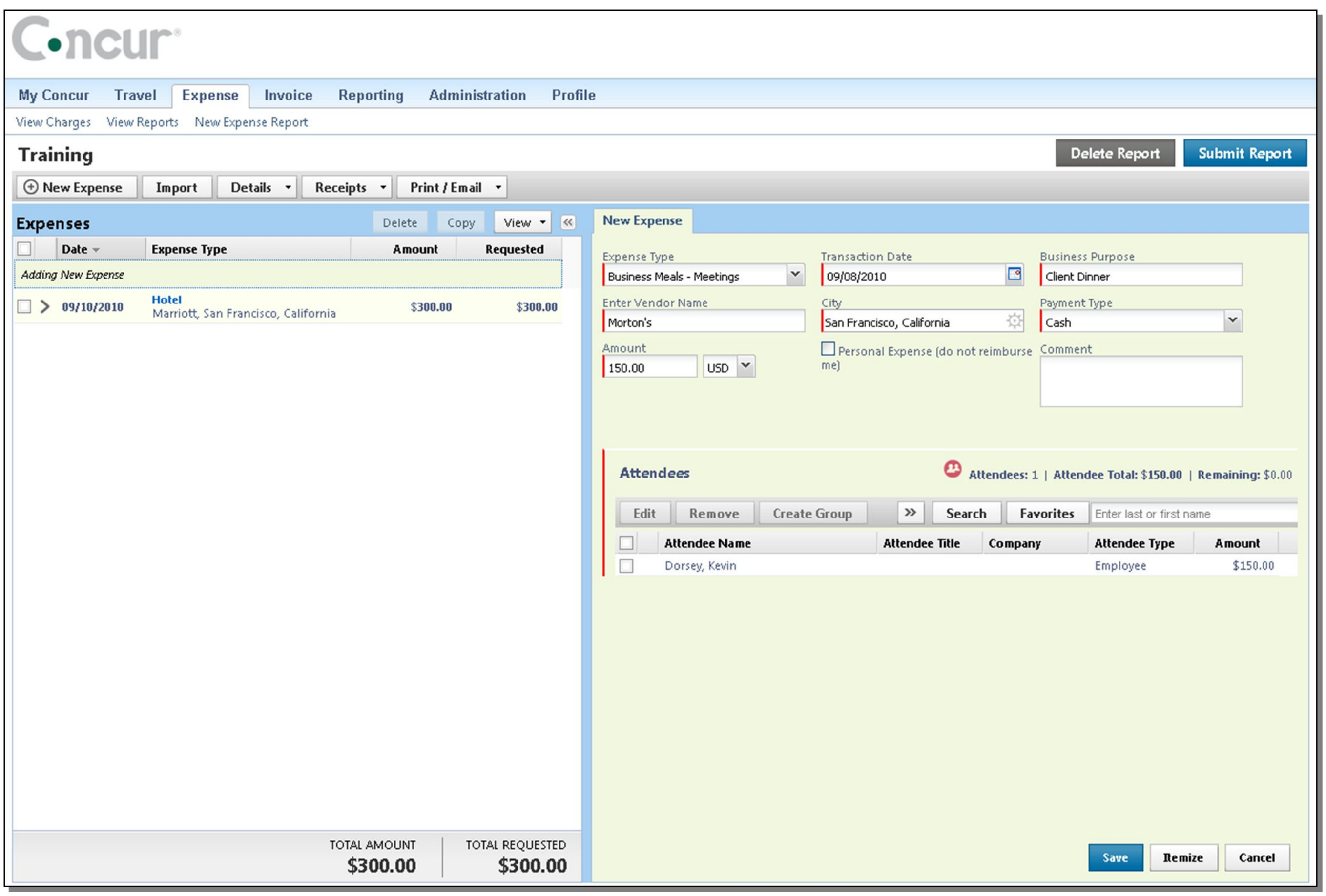
How to...	Additional Information
1. If the amount remaining is more than zero, on the **New Itemization** tab, click the **Expense Type** dropdown arrow, and then select the appropriate expense from the dropdown list.	The page refreshes, displaying the required and optional fields for the selected expense type.
2. Complete all required and optional fields as directed by your company.	
3. Click **Save**.	The expense appears on the left side of the page and the remaining amount equals zero.
4. Repeat steps 1-3 until the **Remaining Amount** equals $0.00.	

Section 10: Use Special Features (Continued)

Add Attendees

For some expense types, such as business meals or entertainment, your company might require that you list the attendees who were present at these events.

How to...	Additional Information
1. Click **New Expense**.	The **New Expense** tab appears.
2. On the **New Expense** tab, select an Entertainment, Business Meals, or Group Meals expense type.	Your company defines the expense type names that apply to entertaining clients, customers, or group meals that include employees. The page refreshes, displaying the required and optional fields for the selected expense type.
3. Complete all required fields *except* the attendee information.	In the attendee area, your name automatically appears as an attendee with the full amount of the expense. As you add attendees to the expense, the expense amount is distributed over all attendees. Your company decides whether your name appears automatically and whether you can manually adjust the amounts allotted to attendees.



Add Attendees (Continued)

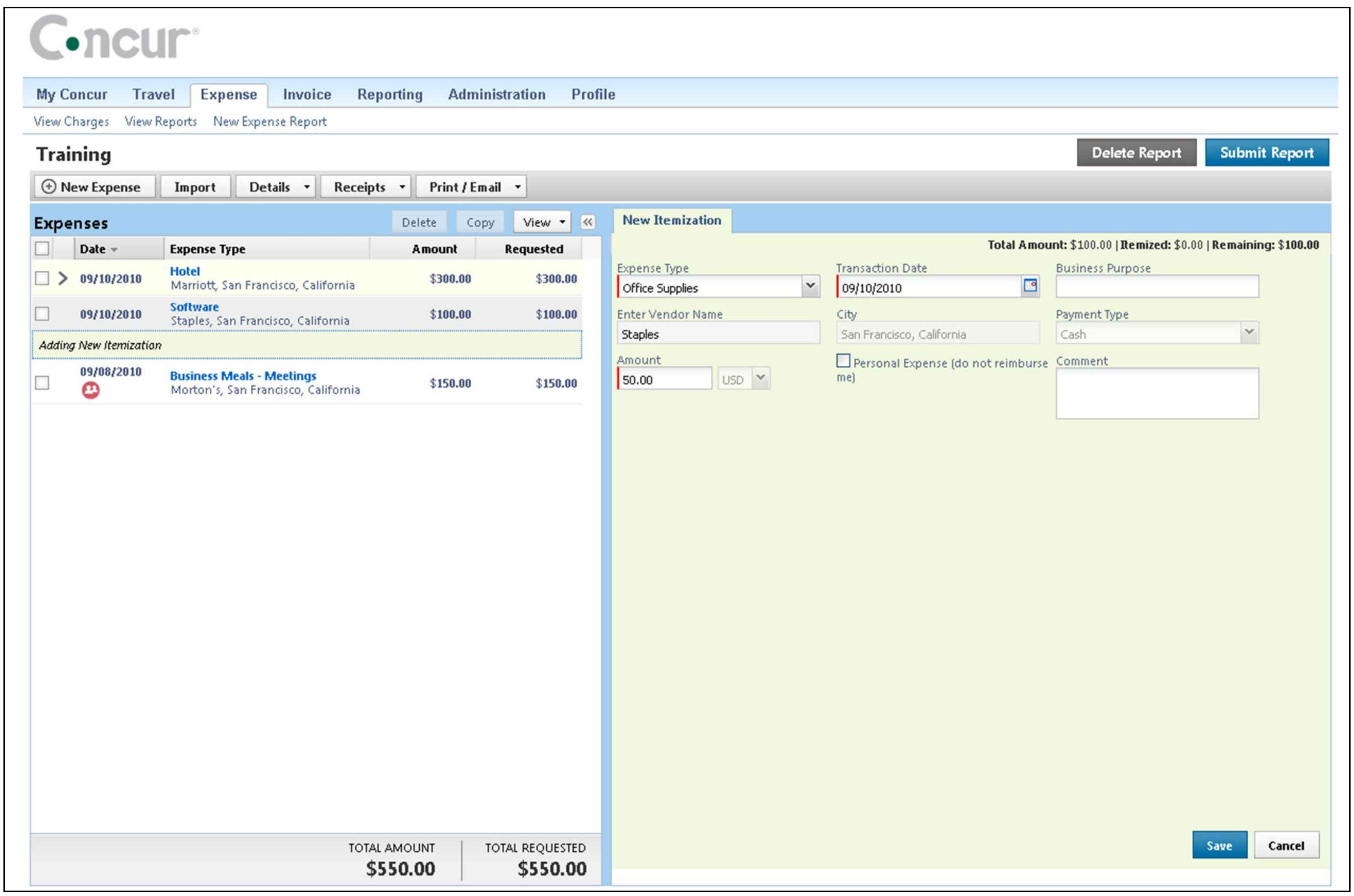
How to...	Additional Information
4. Click **Favorites**.	The **Search Attendees** window opens. You can also locate an attendee that is already in your **Favorites** list by typing the first letter of the attendee name in the **Favorites** field, and then selecting the attendee name from the dropdown list.
5. On the **Favorites** tab in the **Search Attendees** window, select the attendees for this expense, and then click **Add to Expense**.	
6. To add a new attendee to the expense, click **New Attendee**, complete the required information, and then click **Save**.	The new attendee is added to the list. The expense amount is distributed among the attendees.
7. To search for an attendee, click **Search**, enter your search criteria in the **Search Attendees** window, and then click **Add to Expense**.	The “found” attendee is added to the list. The expense amount is distributed among the attendees.
8. Click **Save**.	The expense appears on the left side of the page.

Section 10: Use Special Features (Continued)

Itemize Expenses

You itemize expenses to account for expenses that include both business and personal items or to make sure that each of your expenses is billed to the correct department in your organization.

How to...	Additional Information
1. On the **Expense Report** page, click the expense you want to itemize.	The page refreshes, displaying the required and optional fields for the selected expense type.
2. Click **Itemize**.	The expense appears on the left side of the page. The **New Itemization** tab appears which displays the total amount, itemized amount, and remaining amount.
3. On the **New Itemization** tab, click the **Expense Type** dropdown arrow, and then select the appropriate expense.	The page refreshes, displaying the required and optional fields for the selected expense type.



4. Complete all required and optional fields as directed by your company.

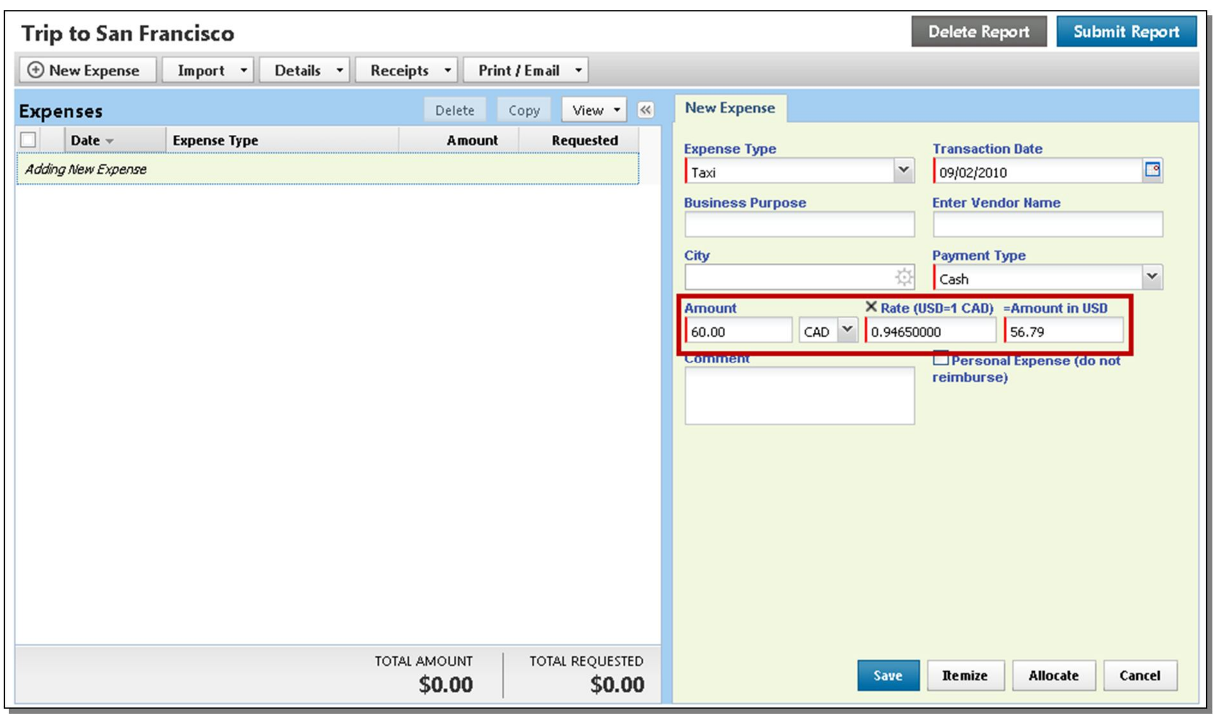
Itemize Expenses (Continued)

How to...	Additional Information
5. Click **Save**.	The itemized item appears in the expense list and the totals are adjusted accordingly.
6. Repeat steps 3-5 until the **Remaining Amount** equals $0.00.	As you click **Save** for each item, the remaining total changes accordingly.

Convert Foreign Currency Transactions

When adding an out-of-pocket expense that was incurred in a currency other than your reimbursement currency, Expense will assist you in converting the expense to your standard reimbursement currency.

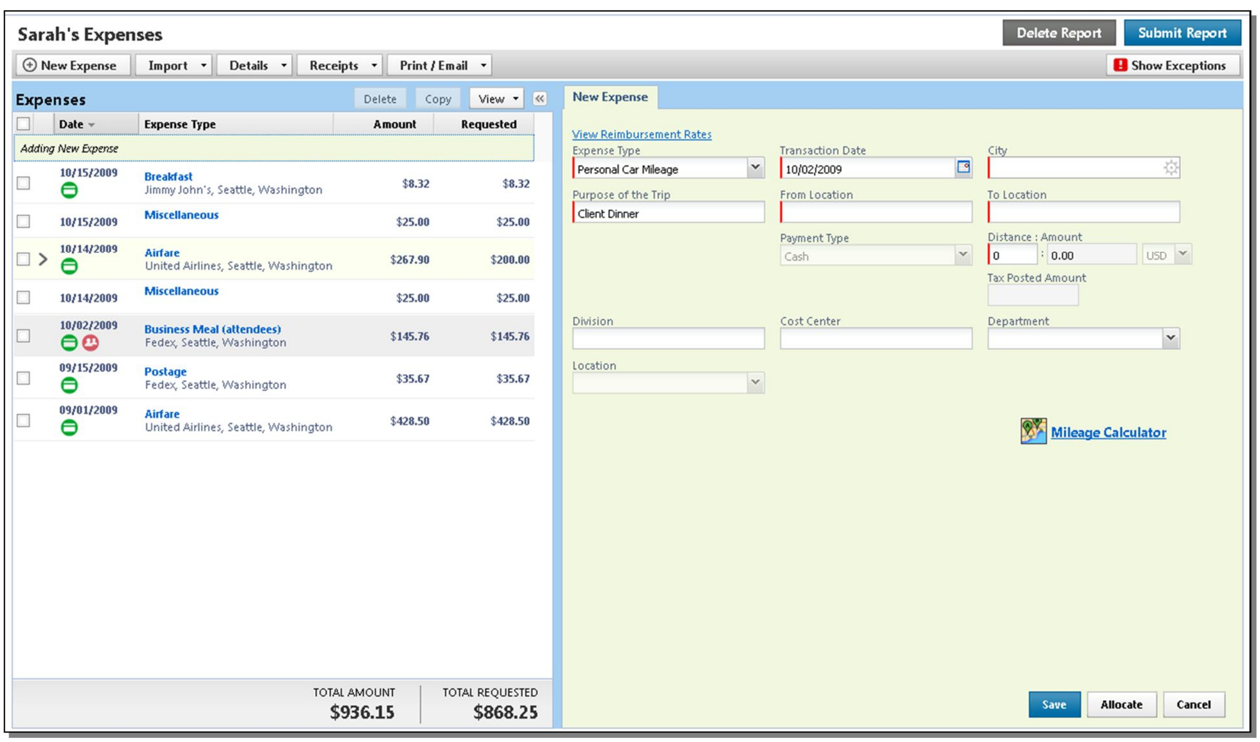
How to...	Additional Information
1. Click **New Expense**.	The **New Expense** tab appears.
2. On the **New Expense** tab, select the appropriate expense type.	The page refreshes, displaying the required and optional fields for the selected expense type.
3. Complete all required fields as usual *except* **Amount**.	Because the currency conversion rate is based on the Transaction Date that you select, be sure to select the exact Transaction Date.
4. In the **Amount** field, enter the foreign currency amount.	
5. Select the "spend" currency from the dropdown list to the right of the **Amount** field.	If you select a **City** that has a different currency than your reimbursement currency, Expense automatically selects the spend currency for you. Expense supplies the **Rate** and calculates the reimbursement **Amount**.
6. Click the multiplication sign to switch, if needed, and then click **Save** (or click **Itemize** to itemize the expense).	Currency can be converted by multiplying by a particular rate or dividing by a different rate. You may need to switch from multiplication to division of the rate, depending on the type of rate you received, by clicking the symbol above the rate field.



Section 10: Use Special Features (Continued)

Work with Mileage

How to...	Additional Information
1. Click **New Expense**.	The **New Expense** tab appears.
2. On the **New Expense** tab, select the appropriate expense type.	Your company determines the name of the expense type. It may be called Car, Mileage, or something similar.
3. In the **Transaction Date** field, type the date or use the calendar.	
4. In the **From Location** field, enter the starting location of your trip.	
5. In the **To Location** field, enter the ending location of your trip.	
6. Click the **Mileage Calculator**.	The **Mileage Calculator** helps you to determine mileage between locations. Notice that the To and From locations that you entered for the expense automatically appear. Using the **Mileage Calculator**, you can change the locations or add additional locations. The distance between locations will appear for you to add to your expense report.
7. Click **Add Mileage to Expense**.	
8. Complete any additional required fields as directed by your company, and then click **Save**.	The expense appears on the left side of the page.

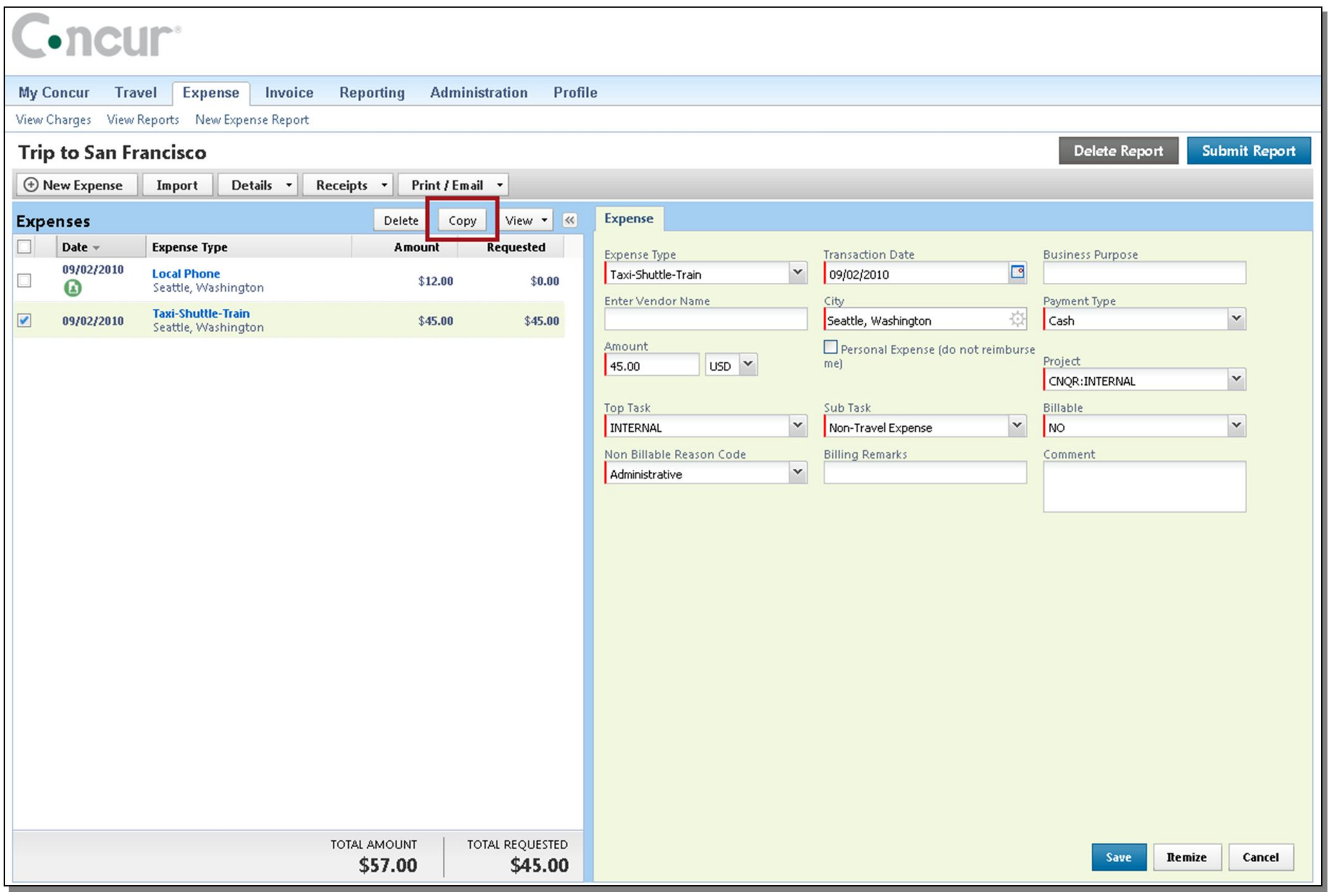


Section 10: Use Special Features (Continued)

Copy an Expense

Use the copy feature to copy an expense within an expense report. You can then edit the copied expense, as needed.

How to...	Additional Information
1. On the **Expense Report** page, from the **Expense List**, select the checkbox next to the expense you wish to copy.	The expense is highlighted.
2. Click **Copy**.	The new expense appears below the original.
3. Click on the new expense.	The expense details appear.
4. Make all necessary changes to the new expense.	
5. Click **Save**.	

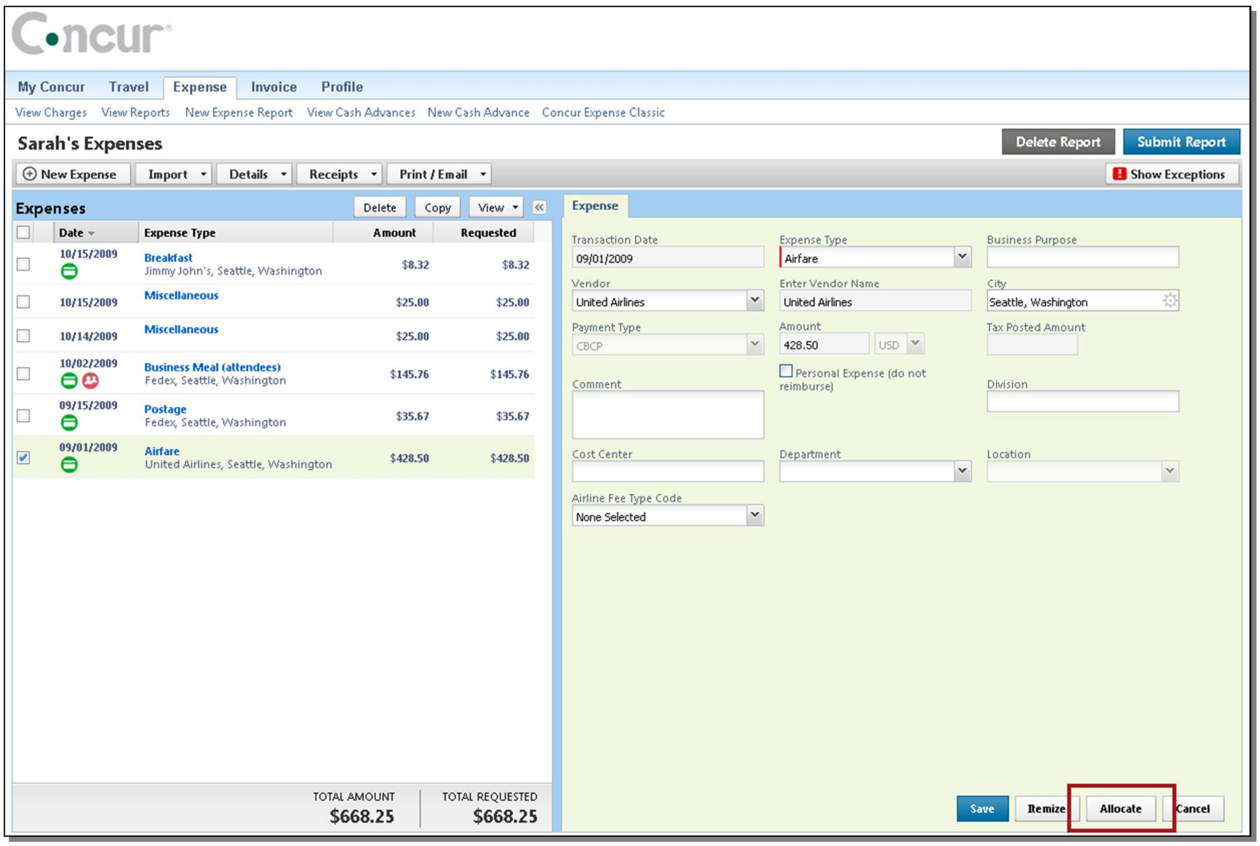


Section 10: Use Special Features (Continued)

Allocate Expenses

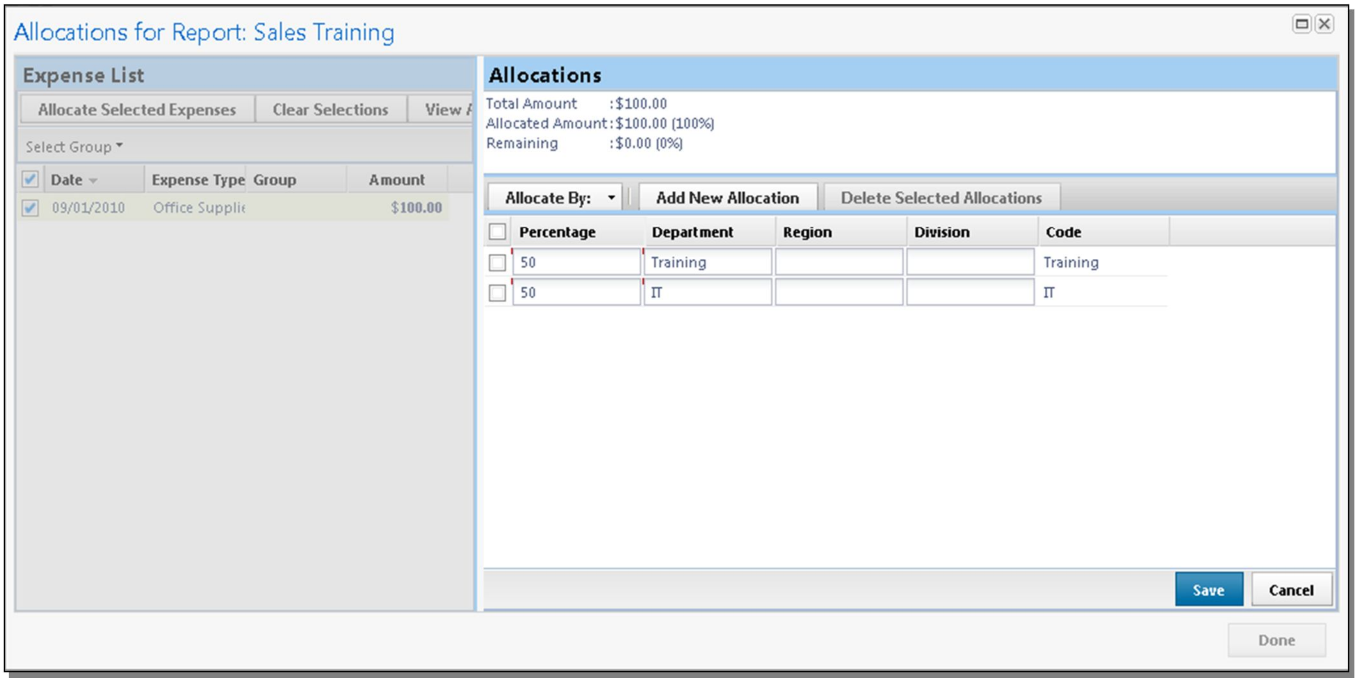
The Allocations feature allows you to allocate expenses to projects or departments. The departments you choose will be charged for those expenses.

How to...	Additional Information
1. Complete all expenses as usual.	
2. Select the expense you wish to allocate from the expense list.	The expense details appear.
3. Click **Allocate** near the lower right-hand corner of the expense details section.	The **Allocate Report** window appears.



How to...	Additional Information
4. From the **Allocate By** dropdown menu, select either **Percentage** or **Amount**.	
5. In the **Allocate By** field, enter the ***Percentage*** or ***Amount***.	
6. Click in the field under the **Department** column heading.	Depending on your company's configuration, you might see different fields, other than Department, to complete on the **Allocate Report** page.
7. Select the department that will receive the allocation.	

Allocate Expenses (Continued)



8. Click **Add New Allocation**.

   A new allocations field appears.

9. Repeat steps 5-7 for each new allocation.

   Add as many allocations as necessary. You can adjust the amounts and percentages. You do not have to allocate 100% of the total. The amount that you do not allocate is charged as usual, probably to your own cost center.

10. Click **Save**.
11. In the confirmation message box, click **OK**.
12. In the **Allocate Report** window, click **Done**.

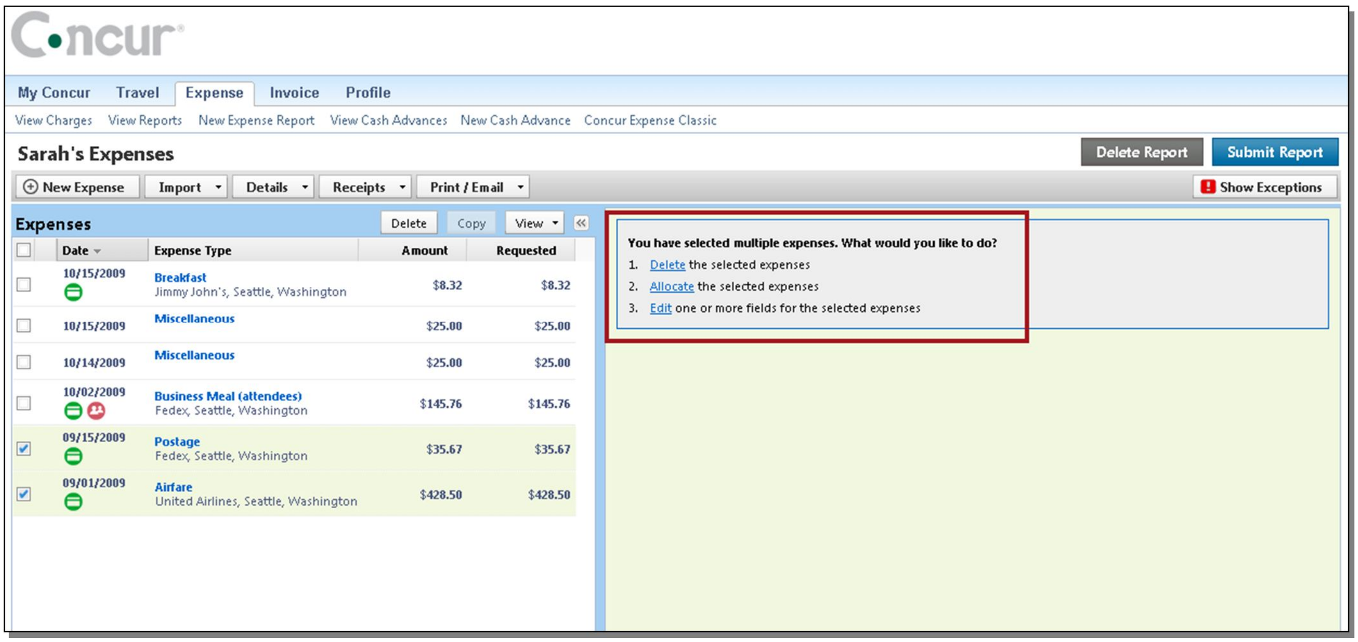
    The allocation icon appears on the left side of the page with the expense.

Section 10: Use Special Features (Continued)

Allocate Multiple Expenses

If you have multiple expenses in a report to allocate, you can select and allocate all applicable expenses at the same time.

How to...	Additional Information
1. Complete all expenses as usual.	
2. Select all the expenses you wish to allocate from the expense list.	A message appears in the right pane, which states that you have selected multiple expenses and provides three options.



3. Click **Allocate**.	The **Allocate Report** window appears.
4. From the **Allocate By** dropdown menu, select either **Percentage** or **Amount**.	
5. In the **Allocate By** field, enter the ***Percentage*** or ***Amount***.	
6. Click in the field under the **Department** column heading.	A dropdown list of departments appears. Depending on your company's configuration, you might see different fields, other than Department (i.e., Cost Center or Project), to complete on the **Allocate Report** page.
7. Select the department that will receive the allocation.	
8. Click **Add New Allocation**.	A new allocations field appears.

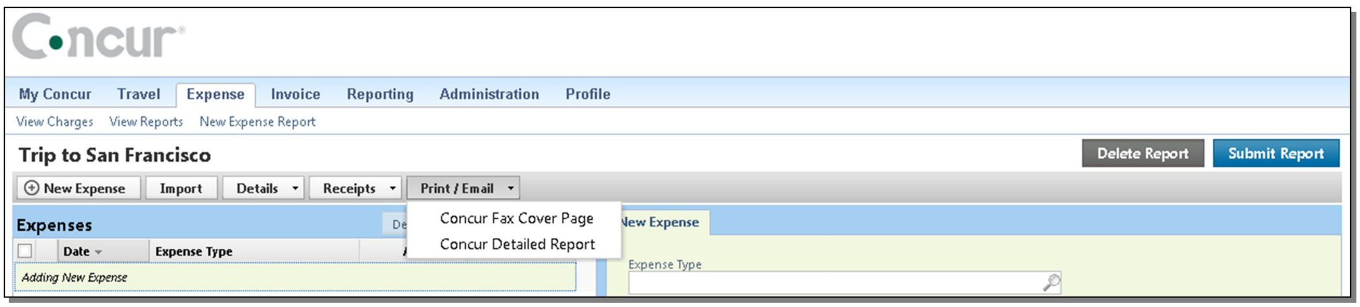
Allocate Multiple Expenses (Continued)

How to...	Additional Information
9. Repeat steps 5-7 for each new allocation.	Add as many allocations as necessary. You can adjust the amounts and percentages. You do not have to allocate 100% of the total. The amount that you do not allocate is charged as usual, probably to your own cost center.
10. Click **Save**.	
11. In the confirmation message box, click **OK**.	
12. In the **Allocate Report** window, click **Done**.	The allocation icon appears on the left side of the page with the expense. If the expense is 100% allocated, the icon is yellow, red, and green. If the expense is not 100% allocated, the icon is blue and gray.

Section 11: Print and Submit/Resubmit Expense Reports

Preview and Print Your Expense Report

How to...	Additional Information
1. From the **Print** menu, select the appropriate print option.	The three print options: • For a fax cover page to use with Concur Imaging, select **Fax Receipt Cover Page**. • For a listing of expenses that require receipts, select **Receipt Report**. • For a detailed report, select **Detailed Report**. The report appears in a separate window.
2. To print the report, click **Print**.	



Fax or Attach Scanned Receipt Images

If your company uses Concur Imaging, you can fax your receipts or you can attach scanned images of your receipts.

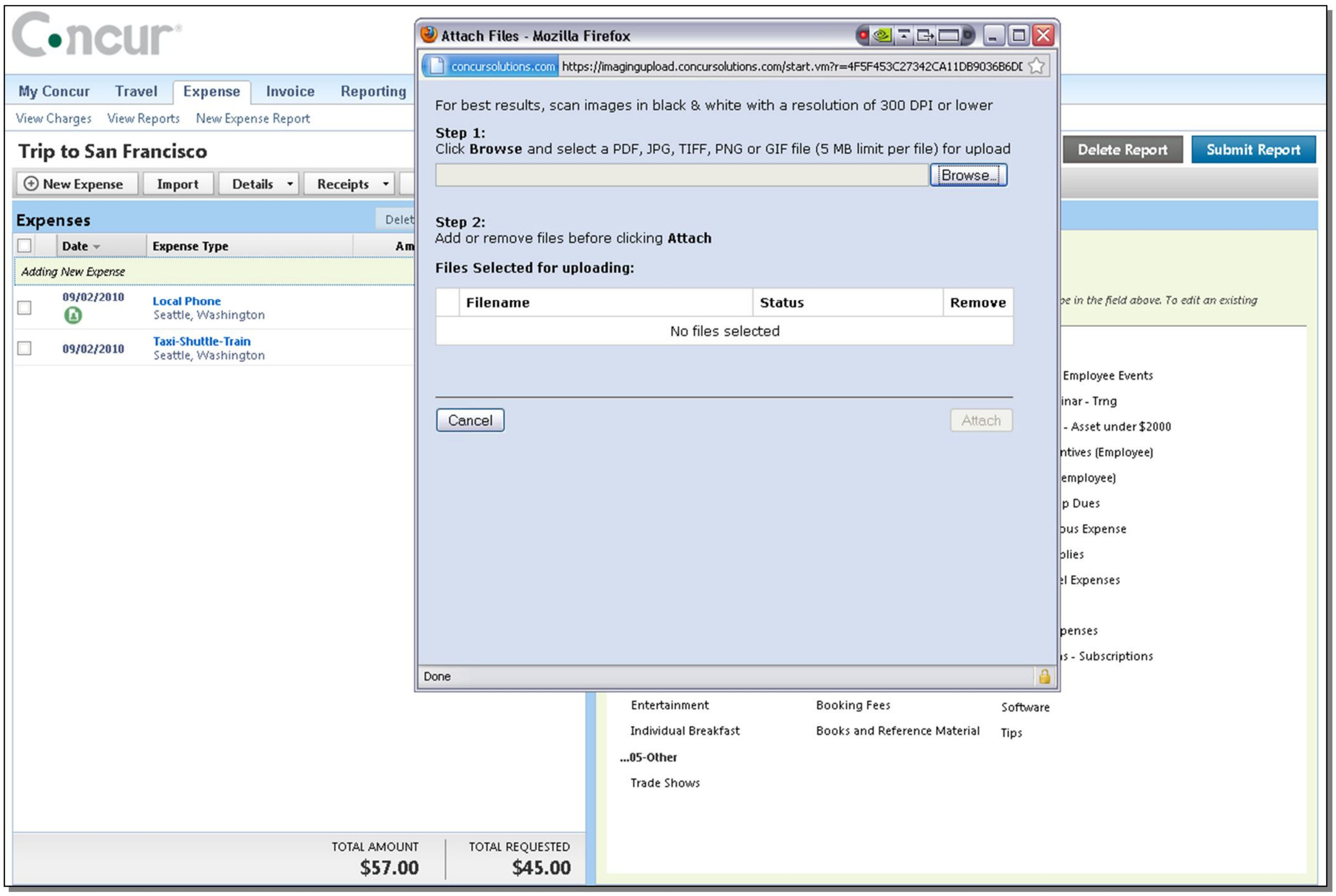
Fax Images

How to...	Additional Information
1. From the **Print** dropdown menu, select **Fax Receipt Cover Page**.	The fax cover page appears.
2. Click **Print**.	
3. Fax the cover page and the receipts to the number on the cover page.	
4. To view the faxed receipts, from the **Receipts** dropdown menu, select **Check Receipts**.	After you have checked receipts for the first time, you will see two different options on the **Receipts** menu: **View Receipts in New Window** and **View Receipts in Current Window**.

Fax or Attach Scanned Receipt Images (Continued)

Attach Scanned Images

How to...	Additional Information
1. On the **Expense Report** page, from the **Receipts** dropdown menu, select **Attach Receipt Images**.	The **Attach Files** window appears.

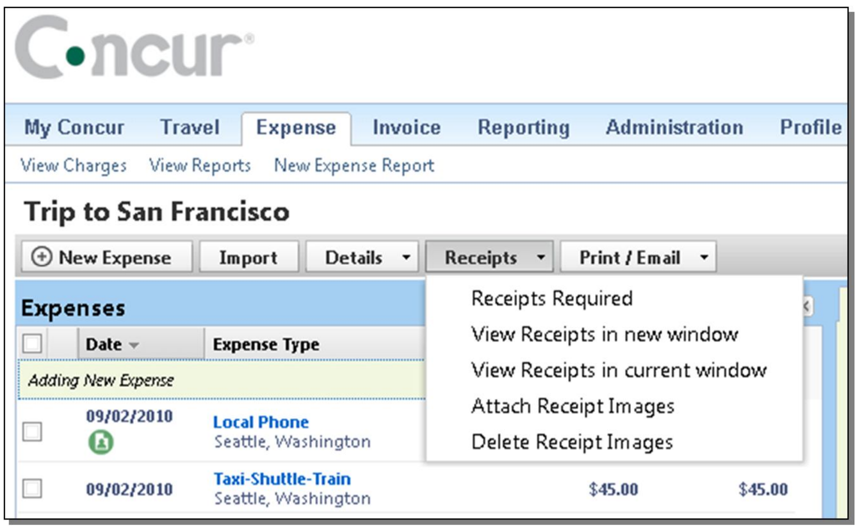


How to...	Additional Information
2. Click **Browse**, and then locate the file you want to attach.	
3. Click the file, and then click **Open**.	The selected file appears in the **Files Selected for uploading** section of the window.
4. To attach another image, click **Browse**, and then repeat the process.	
5. Click **Attach,** and then click **Done**.	
6. To view the attached receipts, from the **Receipts** dropdown menu, select **Check Receipts**.	After you have checked receipts for the first time, you will see two different options on the Receipts menu: **View Receipts in New Window** and **View Receipts in Current Window**.

Section 11: Print and Submit/Resubmit Expense Reports (Continued)

Delete Receipt Images

How to...	Additional Information
1. On the **Expense Report** page, from the **Receipts** dropdown menu, select **Delete Receipt Images**.	A confirmation window appears.
2. In the confirmation window, click **Yes**.	When you select the **Delete Receipt Images** option, all attached images are deleted. You cannot delete individual receipt images.

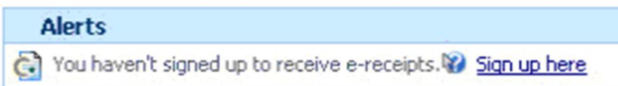


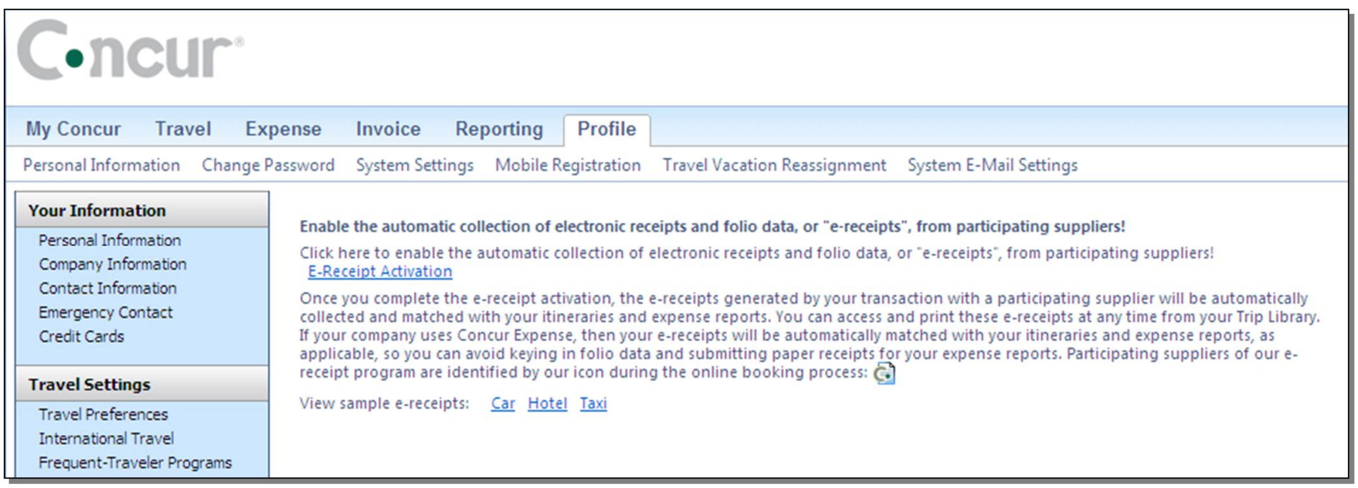
Section 11: Print and Submit/Resubmit Expense Reports (Continued)

Use E-Receipts

E-receipts are an electronic version of receipt data that can be sent directly to Concur to replace imaged paper receipts. If your company allows e-receipts, you must opt in from your Profile before e-receipts will show in Expense. If your company has enabled e-receipts, you will be notified in the **Alerts** section on the **My Concur** page.

Enable E-Receipts

How to...	Additional Information
1. On the **My Concur** page, in the **Alerts** section, click **Sign up here**. 	The E-Receipt Activation page appears.
2. Click **E-Receipt Activation**.	The **E-Receipt Activation and Use Agreement** appears.



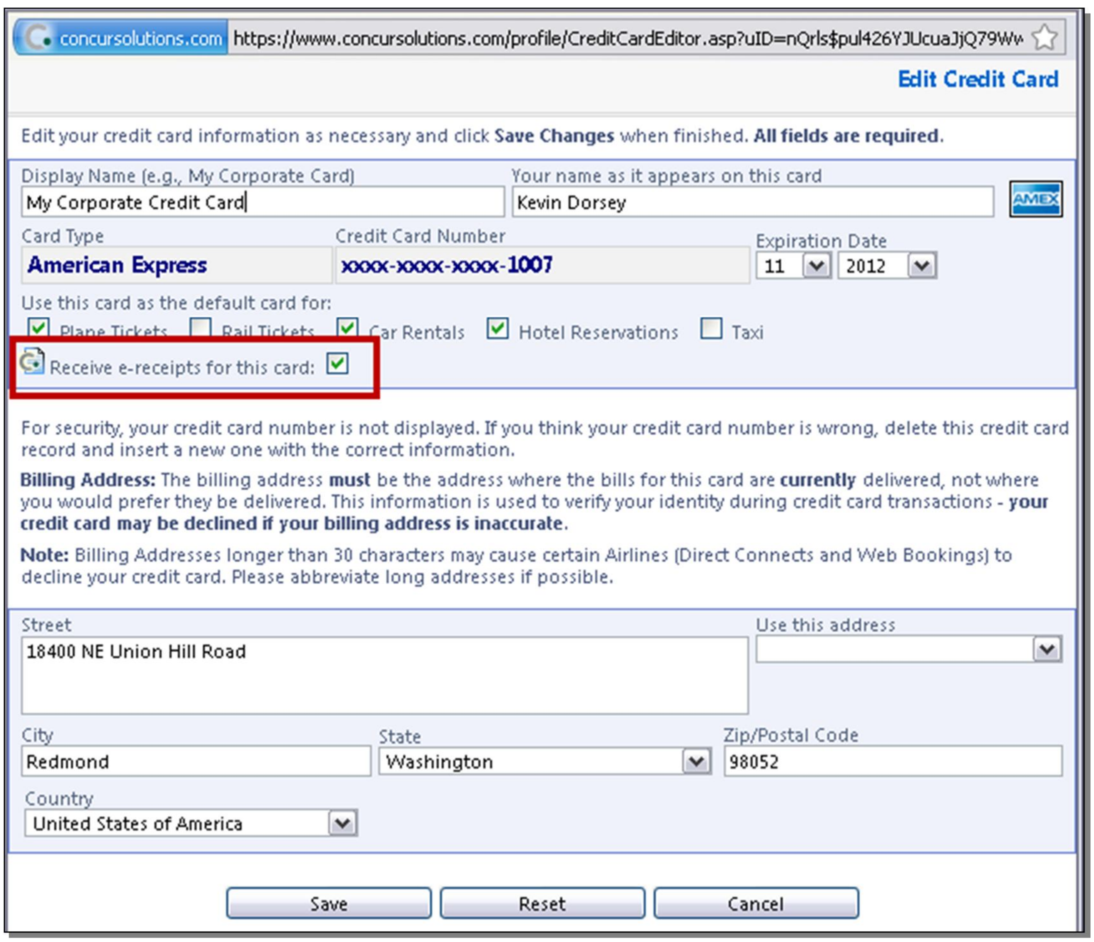
How to...	Additional Information
3. Click **I Accept**.	The e-receipts confirmation appears. Once you have confirmed the e-receipt activation, all of your corporate cards are included. From your Profile, you can choose to exclude a particular card. As you create your expense reports, you will see the e-receipt icon next to any transactions that have an e-receipt. You can click the icon to view the e-receipt. 

Use E-Receipts (Continued)

Exclude a Credit Card from E-Receipts

If you have a credit card listed in your Profile for which you do not want to receive e-receipts, you can exclude that credit card.

How to...	Additional Information
1. From the **Profile** page, click **Personal Information**. 2. In the **Credit Cards** section, click the edit icon for the credit card you wish to exclude. 3. Clear the **Receive e-receipts for this card** checkbox. 4. Click **Save Changes**.	



Section 11: Print and Submit/Resubmit Expense Reports (Continued)

Submit Your Completed Expense Report

If your company uses cost object approval, your expense report might be sent to multiple approvers at the same time. If one of the approvers makes changes to your expense report, you will be notified and the report might need to go through the approval process again. Cost object approval allows multiple approvers to review a report at once and helps to ensure control, compliance, and visibility of expenses.

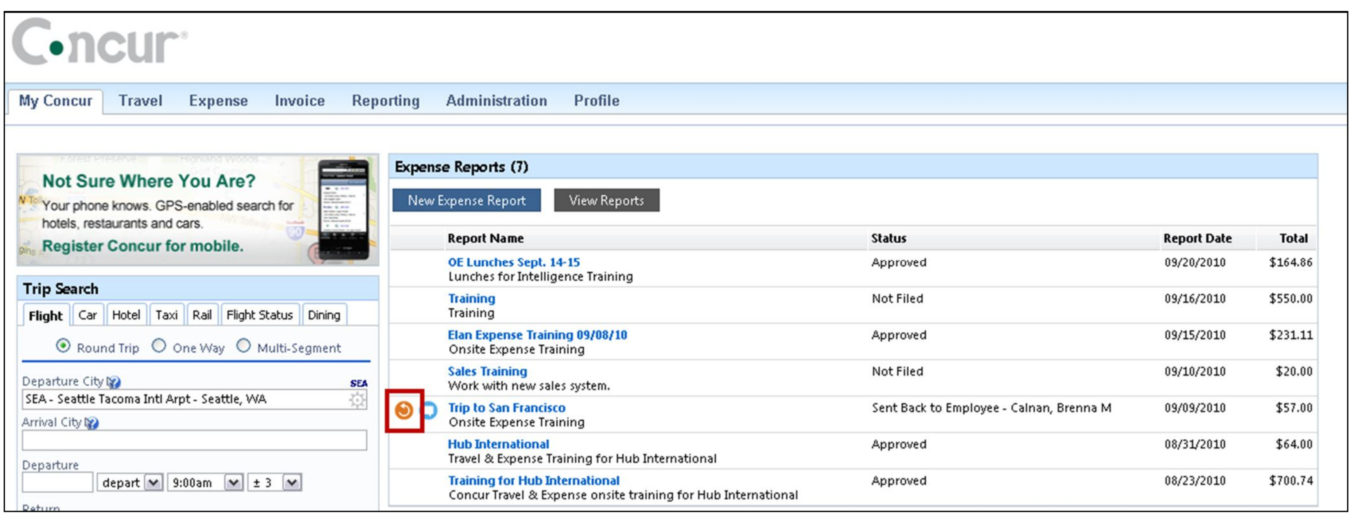
How to...	Additional Information
1. On the **Expense Report** page, click **Submit Report**.	The **Final Review** window appears, which lists all expenses that require receipts.
2. Click **Submit Report**.	The **Report Submit Status** window confirms that the report was successfully submitted.
3. Click **Close**.	The **Expense Report List** page appears.

Correct and Resubmit a Report Sent Back by Your Approver

If your approver requires changes or additional information, he/she will return your expense report.

The returned report appears in the **Expense Report** or **Active Work** section of the **My Concur** page, along with a comment from your approver.

How to...	Additional Information
1. Click the report name (link) to open the report.	The **Expense Report** page appears.
2. Make the requested changes.	
3. Click **Submit Report**.	



Section 12: Review and Approve Expense Reports

As an approver, you can approve an expense report “as is”; send an expense report back to the employee to modify and resubmit; or adjust the authorized amount of one or more expenses to comply with company policy and then approve the expense report for the lowered amount. (Your company may or may not allow you to adjust authorized amounts.)

If your company uses cost object approval, an employee’s expense report might be sent to multiple approvers at the same time. If one of the approvers makes changes to your expense report, the report might need to go through the approval process again. Cost object approval allows multiple approvers to review a report at once and helps to ensure control, compliance, and visibility of expenses.

Review and Approve an Expense Report

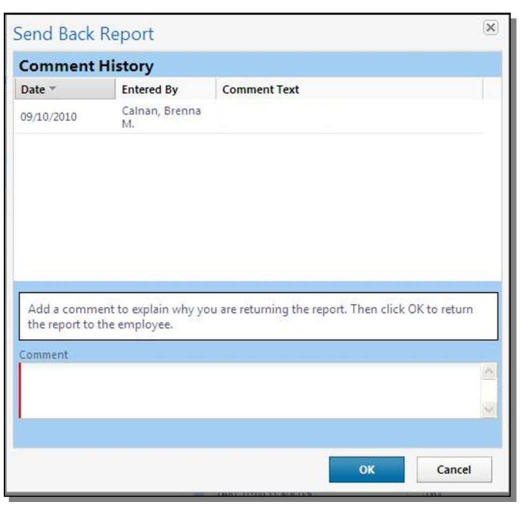
All reports awaiting your review and approval appear in the **Approval Queue** section of **My Concur**.

How to...	Additional Information
1. Click the report name (link) to open the report.	The **Expense Report** page appears.
2. To review the report information, from the **Details** dropdown menu, select **Report Header** (under **Report**).	The **Report Header** page appears. Click **Cancel** on the **Report Header** page.
3. To review expense entry information, click an expense entry.	The expense entry details appear on the right side of the page.
4. When ready to approve, click **Approve**.	The report moves to the next step in the workflow.

Send an Expense Report Back to the Employee

All reports awaiting your review and approval appear in the **Approval Queue** section of the **My Concur** page.

How to...	Additional Information
1. Click the report name (link) to open the report.	The **Expense Report** page appears.
2. Click **Send Back to Employee**.	The **Send Back Report** box appears.
3. Enter a comment for the employee, and then click **OK**.	The report is returned to the employee.

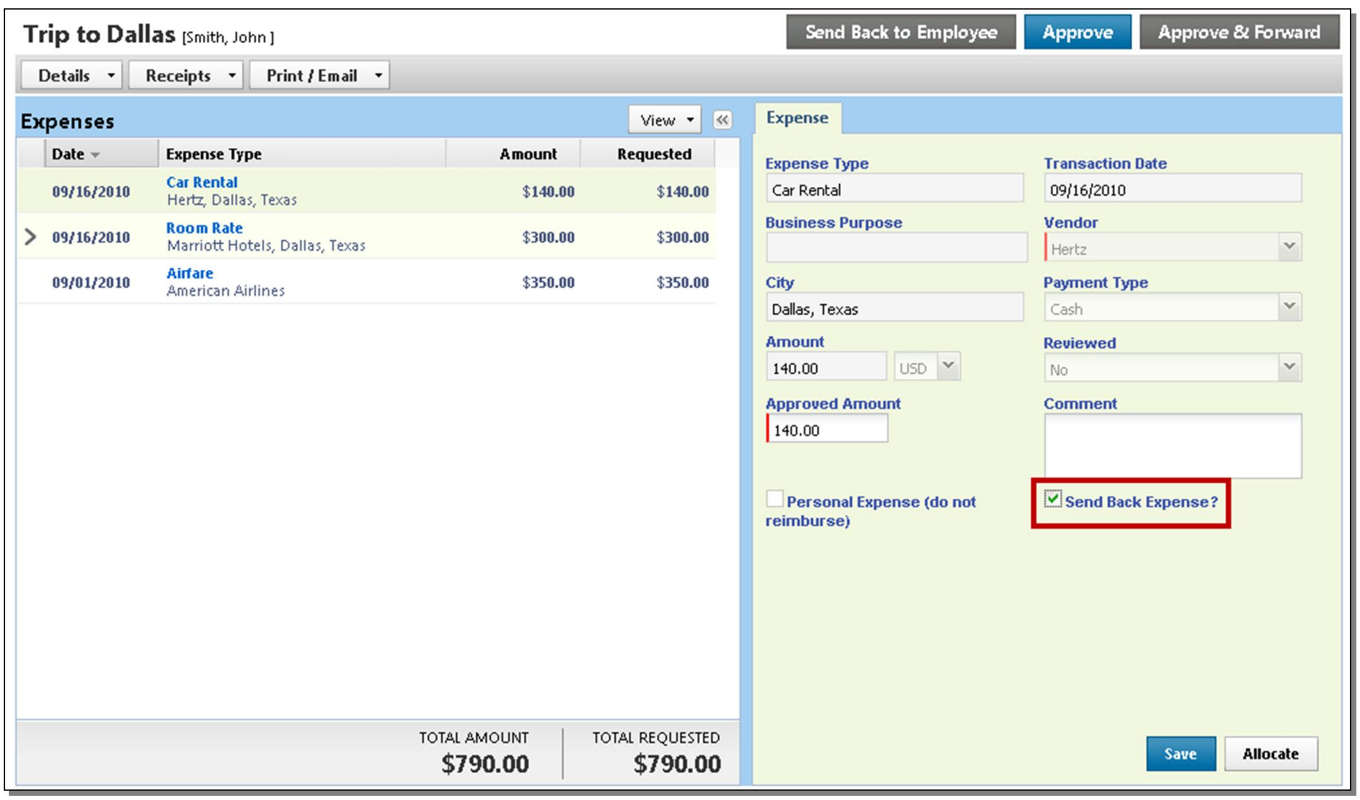


Section 12: Review and Approve Expense Reports (Continued)

Send Single Expenses Back to an Employee

Expense allows you to send back an individual expense item to an employee for correction instead of sending back the entire expense report.

How to...	Additional Information
1. In the **Approval Queue** section of **My Concur**, click the name of the report that you want to view.	The expense report opens.
2. Review the expense report.	
3. Click the expense you wish to send back for correction.	The expense details appear.
4. In the expense details sections, select the **Send Back Expense?** checkbox.	
5. Click **Approve**.	You can send back multiple expenses on an expense report without sending back the entire report. You will repeat the steps for each expense that needs to be sent back.

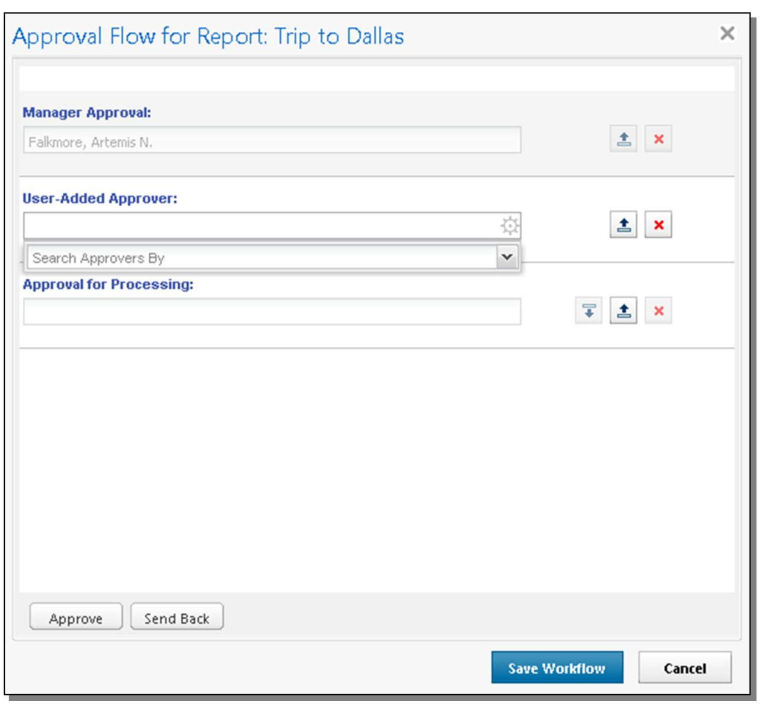


Section 12: Review and Approve Expense Reports (Continued)

Add an Additional Review Step for an Expense Report

Depending on your company's configuration, you can add additional approval steps for an expense report, as needed. For example, if an expense report has an amount that is greater than your authorized approval limit or if the expense report has an allocation to a cost center that is not within your approval authorization, you can manually select the appropriate approver for the report.

How to...	Additional Information
1. On the **My Concur** page in the **Approval Queue** section, click the report name (link) to open the report.	The **Expense Report** page appears.
2. Click **Approve & Forward**.	The **Approval Flow** window appears.
3. In the **Approval Flow** window, click the **Search Approvers By** dropdown arrow.	A list of search options appears.
4. Select the desired search option from the dropdown list.	
5. In the **User-Added Approver** field, type the search criteria.	The system displays all matches for the search criteria that you entered.
6. From the list of options displayed by the search, select the appropriate approver.	
7. Click **Approve**.	The expense report is forwarded to the selected approver.



Section 12: Review and Approve Expense Reports (Continued)

Adjust Authorized Amounts on an Expense Report

All reports awaiting your review and approval appear in the **Approval Queue** section of the **My Concur** page. Depending on your company's configuration, you might not have the ability to adjust authorized amounts on expense reports.

How to...	Additional Information
1. Click the report name (link) to open the report.	The expense report page appears. If you have the authority to adjust amounts, then the **Amount** field is editable.
2. Make the appropriate adjustments, and then click **Save**.	
3. Click **Approve**.	The report moves to the next step in the workflow.

Section 13: Action Buttons and Icons

Button/Icon Description	
Add New Allocation	**Add New Allocation:** Add a new allocation row.
	Airfare: Click to view your airfare booking information.
Allocate By:	**Allocate By:** Choose between allocating by percentage or amount.
	Allocations: Indicates that an expense entry has been allocated.
	Attendees: Indicates that an expense entry has associated attendees.
Approve	**Approve:** Approve the expense report for processing.
Approve & Forward	**Approve & Forward:** Add additional review steps for an expense report.
	Car Rental: Click to view booking information for your car rental.
	Credit Card Transaction: Indicates that an expense entry was from a credit card transaction.
	Comments: Indicates that an expense entry has comments associated with it.
	Create Expense Report From Trip: Creates an expense report from a completed trip.
Delete Report	**Delete Report:** Deletes the current expense report.
Details	**Details:** Provides options to view details of the expense report such as the report header, allocations, and audit trail.
	E-Receipt: Indicates that an e-receipt was imported for this entry.
	Exceptions: Indicates that an expense entry has an exception associated with it.
Import	**Import:** Provides access to import trip details or credit card charges to the current expense report.
Itemize	**Itemize:** Save the current expense entry and being the itemization process.
	Lodging: Click to view your lodging booking information.
	Mobile Expense: Indicates that the expense was entered in Concur Mobile.
×	**Multiply:** Reverses the exchange rate when working with foreign out of pocket transactions.
New Attendee	**New Attendee:** Add a never before used attendee to an expense report.
New Expense	**New Expense:** Create an out of pocket expense entry.
New Expense Report	**New Expense Report:** Create a new expense report.
Next >>	**Next:** After creating the expense report header go to the next step in the process.
	Personal: Indicates that an expense entry was marked as personal.
Print / Email	**Print:** Print the fax cover page or detail report for the current expense report.
	Rail: Click to view your rail booking information.
Receipts	**Receipts:** Access to attach receipt images or view previously attached receipts.
Reserve	**Reserve:** Reserves the selected trip details.
	Seat map: Click to view the flight seat map.
Send Back to Employee	**Send Back to Employee:** Allows the approver to send the expense report back for corrections.
Submit Report	**Submit Report:** Submit the expense report for approval.
	Tooltip: Click the tooltip icon to view the associated field-related help.
	Show / Hide Itemization: Click this icon to view or hide itemization specifics.
	Yellow Diamond: Indicates a company preferred vendor.