Concur
Travel & Expense Guide
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Travelling on University Business

University air travel arrangements are made using the Concur Online booking tool (OBT) for domestic, transborder (Canada – US) and non-complex international flights. Bookings of complex international or northern flights must be made through one of the University’s exclusive travel agents.

It is strongly recommended that hotel accommodations and car rentals be arranged through the OBT to take advantage of the University preferred vendor negotiated rates.

Travel expenses for employees and students can be reimbursed and/or paid directly on the employee’s behalf to the University Travel Credit Card service provider (US Bank) through the Concur Expense Management Tool (EMT). Information provided must be comprehensive and the original receipts or other original documents must be scanned, faxed or downloaded and attached to the claim. In the case of a lost or missing receipt, the claimant must complete the Missing Receipt Affidavit. A claim must include all relevant information on transportation, accommodation and meals. Claimants will print the Receipt Submission report, attach the original receipts and submit them to Travel Services.

For a full understanding and listing of procedures to use when travelling and claiming University business expenses, employees should read the Travel and Business Expense Claims procedures document found in the Finance section of the University Governance website, http://umanitoba.ca/admin/governance/governing_documents/financial/index.html.

Travel and Expense Assistance

If you require assistance when working with the Concur tool, you have various tools and individuals to assist you:

- **Travel Services** – contact the Travel Help Desk at 474-7944 or TravelAssistance@umanitoba.ca with any questions relating to the travel and/or expense process or for assistance working with the Concur system.

- **Aurora Finance Customer Service** – contact 480-1001 or aurora_finance@umanitoba.ca for personal assistance working with the Concur system or with questions regarding your security (access) settings.

- **Concur Online Training & Resources** – the Aurora Finance site has a webpage devoted to help documents and videos for use with the Concur system. www.umanitoba.ca/computing/renewal/aurora/finance/elearning/concur.html

Welcome to the Concur Tool!

The Aurora Finance Concur System 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 and supervisors use the service to review and approve expense reports. Travel Services uses the service to produce audit reports, ensure compliance, and deliver business intelligence.
Log on to Concur

How to...

1. Access Concur via JUMP.
   - Login to JUMP
   - Look for the Concur link under Quick Links

How to...

2. Login to www.concursolutions.com using your:
   - UmNet ID plus @umanitoba
     e.g. traveller@umanitoba
   - The password provided to you by Travel Services (if you have not yet received an email, please contact Travel Services)

Additional Information

To gain access, you need to ensure you have claimed a Concur account in Iridium https://iridium.umanitoba.ca/
Your password is case sensitive.

If you are unsure of how to log on, contact Travel Services at 474-7944 or TravelAssistance@umanitoba.ca
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...**

1. Use the **Trip Search** section.

2. Review the **Alerts** section.

3. Explore the **Company Info** section.

4. Explore the **Travel Info** section.

**Additional Information**

This section provides the tools you need to book a trip with flight, car and hotel.

*This section applies only if you have been given authority to book travel.*

This section provides advertisements from Concur.

**TripIt** is a service that amalgamates all your itinerary information for your trips into one master itinerary. If interested, we recommend only signing up for the free service available.

**E-receipts** will allow you to receive electronic receipts from vendors that provide electronic billing. These will not be able to be expensed on their own, and must be matched up to the actual Travel card charge.

This section has links to documentation you may require while working with the tool.

For example the **Reference Number Link** will be needed to obtain a reference number for each travel booking and expense report.

This section provides contact information for help with booking travel and general travel information.

*This section applies only if you have been given authority to book travel.*
Explore the My Concur Page (cont’d…)

**How to… (cont’d)**

5. Use the **Active Work** section.

6. Explore the **Available Company Card Charges** section.

7. Explore the **Approval Queue** section.

8. Explore the **Trip List** section.

**Additional Information (cont’d)**

This section provides links to create a new expense report or view your active or already submitted reports. It also lists all active cash advances.

This section lists all imported Travel card transactions for your University Travel Credit Card (US Bank VISA).

This section lists any expense reports and cash advances waiting for your review and approval. **This section appears on My Concur only if you are an Expense approver and/or Cash Advance approver and if you have received at least one report for approval.**

This section lists your outstanding trips and trips taken. **This section appears on My Concur only if you have been given authority to book 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.
Update Your Profile

Before you use Concur to book travel or complete an expense report, it is necessary to update the required fields in your profile. There are other optional sections of your profile that can be adjusted to meet your needs. Concur will not allow you to continue until your Personal Information section of your profile has been saved.

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).

Do not continue to click the Save icons as you proceed with your profile. You will save only after you have completed your entire profile.

Step 1: Change your Time Zone, Date Format, Email Notifications 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, 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.
Step 2: Update Your Personal Information

**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 **Personal Information**.

Additional 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.

Complete these sections of your Profile (detailed information on following page):

1. Your Name & Airport Security
2. Company information
3. Work Address
4. Home Address
5. Contact Information
6. Emergency contact
7. Travel Preferences (also under Travel Settings)
8. Assistants & Travel Arrangers (also under Travel Settings)
9. Credit Cards (also under Travel Settings)

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.

The country you select in the work address fields will determine the default map that appears on the **Concur Travel Map** tab.

*Students will not see the following sections:* Credit Card, Travel Preferences and Assistants & Travel Arrangers.

Your Name and Airport Security

It is important that the information inputted mirrors **exactly** what is recorded on your passport or other identification used.

**Example:** Dr. Susan Traveller is known by everyone and goes everywhere by her shortened name Sue. But her full name is listed on her passport as Susan Marie Traveller. Her profile needs to reflect the following:

<table>
<thead>
<tr>
<th>Title (Required)</th>
<th>First Name (Required)</th>
<th>Middle Name (Required)</th>
<th>Nickname</th>
<th>Last Name (Required)</th>
<th>Suffix</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr. Mrs.</td>
<td>Susan</td>
<td></td>
<td>Sue</td>
<td>Traveller</td>
<td></td>
</tr>
<tr>
<td>No Middle Name</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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Step 2: Update Your Personal Information (cont’d…)

Company Information

⚠️ Verify that the Manager listed here is indeed your manager. If not the correct person, contact Travel Assistance at 474-7944 or TravelAssistance@umanitoba.ca with the change.

Click in the Faculty/Unit field to select the faculty/unit you belong to.

Select the Search List icon to search for your Department (searches using words only).

Use the Profile Departments link in the Company Info section of the My Concur page to view your options for this field.

Work Address

Do not select the checkbox “Address same as assigned location”. This information needs to be correct and current so that Travel Services information is sent to your correct address.

Contact Information

If you wish to receive emails regarding your travel arrangements to another email address besides your default for the University, specify here. Do not turn off email notifications.

Step 3: Update Your Travel Settings

The Travel Settings appear on the same page where your personal information is updated.

Travel Preferences

AAA is equivalent to the Canadian program, CAA.

Frequent Traveler Programs – Select Add a Program to enter your various traveller programs, e.g. hotel chain point card. Only 5 programs are allowed to be saved within the system. Other programs can be manually inputted as you book your travel arrangements. Please ensure you save in the pop-up window after completing this section and prior to returning to your Profile screen.

Favorite Hotels

Until you’ve booked hotel within the system, you will not have a listing of hotels to specify as favorites.

International Travel

Complete this section only if you are booking simple trips overseas. All other international travel should be arranged by calling Carlson Wagonlit at 1-866-855-9850 or emailing uofmywg.ca@contactcwt.com.

Assistants and Travel Arrangers

See step 4 for more information.

Credit Cards

Select Add a Credit Card to input your University Travel (US Bank VISA) credit card. This credit card should be your default card for booking hotel and car, as all charges will be automatically uploaded into the tool for reconciliation through expense reports. All air travel payment is automatically taken care of behind the scenes with the University “Ghost” Credit Card.
Step 4: Set Up a Travel Arranger or Assistant

**Travel Assistants** are employees who can book flights and make hotel and car rental arrangements on your behalf. Your **Profile** must be set-up to allow an employee to arrange travel on your behalf.

### How to...

1. On the **My Concur** page, click **Profile** on the menu at the top of the page.

2. On the **Profile** dropdown menu, select **Personal Information**.

3. Click **Assistants/Travel Arrangers** in the **Travel Settings** submenu to the right of the page.

4. Check or leave unchecked the **Refuse Self Assigning Assistants** box.

5. Click **Add an Assistant** to search for your assistant’s last name.

6. In the **Search Criteria** field, enter the assistant’s name. **Hint:** When searching, use the following format: **LastName,FirstName** (no spaces). For example: Smith,June

7. Click **Search**.

8. Click the **Assistant** dropdown arrow.

9. Select the appropriate name from the dropdown list.

10. Select **Can book travel for me**.

11. Select **Is my primary assistant for travel**.

12. Click **Save**

### Additional Information

**Use Assistants & Travel Arrangers** to give other Travel users the ability to view and modify your profile or book travel and trips for you.

The primary assistant’s name and work phone number become part of the traveller’s profile.

Checking this box means that no one can automatically assign themselves as your travel assistant.

**Hint:** When searching, use the following format: **LastName,FirstName** (no spaces).

For example: Smith,June

The **Assistant** dropdown list shows any individuals that match your search criteria.

**Your assistant must have an existing Travel account before you can add him or her to your profile as a primary assistant.**

Use this option if you want to have this assistant included on any agency-generated emails about your trips. Note that the assistant will receive an auto notification that they have been added or deleted as an assistant for you.
Update Your Expense Profile

Step 1: Set up your Default Expense Report Information

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Access your Profile tab. In the left-hand navigation menu, click Expense Information below the Expense Settings heading.</td>
<td>Some information in the Expense profile is read only. If the information needs to be changed, contact Travel Services HelpDesk at 474-7944.</td>
</tr>
<tr>
<td>2. Input your default FOP (Fund, Organization and Program) that will primarily be used to charge your expenses against. This FOP will show up in the header row of each new expense report, as well as the default for each expense. If these fields are left blank, you will be required to manually enter for each report and expense claimed.</td>
<td>Search for the appropriate FOP codes by clicking in the field and using Text (e.g. General Operating), Code (e.g. 110000) or Either (General Operating or 110000) to find your codes.</td>
</tr>
<tr>
<td>3. Select the appropriate Faculty/Unit and Department from the drop down fields.</td>
<td>The FOP can be changed or multiple FOPs can be entered when inputting expenses into the system.</td>
</tr>
<tr>
<td>4. Click Save.</td>
<td></td>
</tr>
</tbody>
</table>

Step 2: Add an Expense Delegate and/or Temporary Approver

Expense Delegates are employees who can prepare and/or expense reports on your behalf.

These employees will not be able to submit your expense report for approval to your one-over-one/manager, but they can create your report and attach receipts for you. You are then required to access Concur to review the report created on your behalf and submit to your one-over-one/manager.

If for some reason you expect to be unable to approve expense reports submitted to you for your approval (e.g. you are on vacation or leave) you can set-up a temporary approver to approve on your behalf for a maximum of 60 days.

<table>
<thead>
<tr>
<th>How to......</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. In the Expense Settings section of your Profile, click Expense Delegates.</td>
<td>The Expense Delegates page appears. From this page, you will give other users the ability to prepare, submit, view receipts or receive emails on your behalf. You can also set them up as a temporary approver.</td>
</tr>
<tr>
<td>2. Click Add Delegate.</td>
<td></td>
</tr>
<tr>
<td>3. In the Search by employee name, email address or logon id field, type the last name of the delegate you wish to add.</td>
<td>As you begin to type the name, the system provides a list of users to select from.</td>
</tr>
<tr>
<td>4. Click the name of the delegate from the list.</td>
<td></td>
</tr>
<tr>
<td>5. Click Add.</td>
<td></td>
</tr>
</tbody>
</table>
Step 2: Add an Expense Delegate and/or Temporary Approver (cont’d)

**How to… (cont’d)**

6. Select the appropriate task checkboxes.

**Additional Information (cont’d)**

The delegate can only perform the tasks you select from the available choices. There is a system security setting in place that does not allow an expense delegate the ability to approve reports on your behalf.

<table>
<thead>
<tr>
<th>Name</th>
<th>Can Prepare</th>
<th>Can View Receipts</th>
<th>Receives Emails</th>
<th>Can Approve Temporary</th>
<th>Receives Approval Emails</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never, William</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

7. To add a temporary approver while you are away, select the Can Approve Temporary checkbox. Click in the following 2 fields to input the start and end dates for the period the employee will approve reports on your behalf. It is recommended that you select the Receives Approval Emails option so that the alternate approver is notified whenever an expense report is awaiting their approval within your approval queue.

<table>
<thead>
<tr>
<th>Name</th>
<th>Can Prepare</th>
<th>Can View Receipts</th>
<th>Receives Emails</th>
<th>Can Approve Temporary</th>
<th>Receives Approval Emails</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never, William</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td>✔ 03/03/2012</td>
<td>✔</td>
</tr>
</tbody>
</table>

8. To add additional delegates, repeat steps 2-6/7.

9. Click **Save**.
Step 3: Adjust Expense Preferences

The Expense Preferences in the Expense Settings section provides information on scenarios when you will receive emails from Concur and when you will receive specific prompts within the system. The default preferences are University security settings.

**How to...**

1. In the Expense Settings section of your Profile, click Expense Preferences.

2. Uncheck any boxes for scenarios where you do not wish for Concur to send emails or prompt you for information.

**Additional Information**

The University security settings will default so that all boxes are checked.

We recommend that you leave the following preferences selected:

- New company card transactions arrive
- For an approver when an expense report is submitted.

Leaving these preferences selected will assist you with ensuring your University Travel Card transactions are reconciled in a timely manner and that you are able to easily send your expense reports to multiple approvers if required.

---

Step 4: Review or Change Expense Approvers

The Expense Approver section reflects the approvers for your expense reports and cash advances. Whoever is entered in this section will be the default for all reports and advances.

Your Expense Report Approver is typically your one-over-one authority (manager/supervisor) as listed in VIP, the University Human Resources system. Travel Services may have overridden your one-over-one with a representative from your area. You are able to change this field to another name. **Note:** you will be able to add additional approvers for your reports at the time of creating your expense report.

Your Cash Advance Approver is your Unit’s Budget Officer/Business Manager and cannot be overridden.
How to...

1. In the **Expense Settings** section, click **Expense Approvers**.
2. Review or change your **Expense Approver**.

**Additional Information**

Type all or part of the approver's name in the **Search by**... field. Select the appropriate person, and then click **Save**.

**Step 5: Add Favorite Attendees**

The Favorite Attendees section is used to list common employees, or contacts who may travel with you and who may be included on the expenses you are claiming.

**Example:** Sue Traveller attends a conference in Halifax with Rob Voyageur. They are co-workers and Sue paid for the dinner they both had while in Halifax for the conference. When she claims the expense, she will list Rob Voyageur as an attendee. If she already had him listed as a **Favorite Attendee** in her **Expense Profile**, it would save her the work of having to search for him when she creates her expense report.

---

How to...

1. In the **Expense Settings** section, click **Favorite 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**.

**Additional Information**

The Favorite Attendees page appears, which allows you to add, edit, or delete frequently-used attendees to your events.

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.

---

**Favorite Attendees**

<table>
<thead>
<tr>
<th>Attendee Name</th>
<th>Attendee Title</th>
<th>Company</th>
<th>Attendee Type</th>
<th>Annual Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>King, Susan</td>
<td></td>
<td></td>
<td>This Employee</td>
<td>$1.00</td>
</tr>
<tr>
<td>Smith, Scotts</td>
<td></td>
<td></td>
<td>Business Guest</td>
<td>$1.00</td>
</tr>
</tbody>
</table>
Essential Requirements for Concur

Reference Number

Prior to making any travel arrangements or claiming expenses, you require a reference number (RN). This number is a 5-digit number preceded by a RN. This number is used to track all comprehensive claims – both travel arrangements and expenses. It is important that the following directions be adhered to.

How to...

1. On the My Concur page, under Company Info click the Reference Number Link.

Additional Information

A browser window will appear with the form number on the right-hand side of the screen.

If you are creating an expense report that does not relate to a trip booked in Concur, you can obtain a reference number when filling out the Report Header by clicking on the RN # link.

2. Record the number.

3. When finalizing your travel arrangements in the Trip Booking Information screen, enter RN + the 5 digit number in the RN Number field. E.g. RN00013

   When claiming expenses not related to a trip booked in the system, enter RN + the 5 digit number in the Reference # field in the Report Header screen. E.g. RN00013

4. Your RN # must also be entered in the beginning of your Trip Name and/or Report Name fields.

Research Related Travel and Expense

Granting agencies are quite strict in their requirements for supporting documentation and information provided for expenses relating to research. When describing travel and travel related expenses in the tool, ensure that extensive details are provided.

Use the Purpose and Comments fields to describe how your claim relates to your research. Do not solely attach receipts but attach other supporting documentation as well, e.g. if you attended a conference, you would attach the conference registration receipt, as well as the conference agenda with the sessions related to your research highlighted.
Book Travel for Someone Else

In order to book travel for an employee, you need to have been added as a Travel Arranger by that person in their profile. Any employee can book travel for a University guest or student.

How to...

1. At the top right of the Travel page will be a “You are administering travel for Me” drop down box. Select the person from the drop down box on whose behalf you will arrange travel.

Additional Information

You can also select this option from the top of the My Concur page. Note that if you select from this location, the list will include persons you are able to enter expense reports for as well.

Make a Travel Reservation

Step 1: Obtain a Reference Number

Every travel booking and expense claim requires a unique Reference Number. (See section above for more information.)

Step 2: 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

Additional Information

If you have a car, hotel, limo, or rail to book without airfare, use the corresponding tabs.
How to... (cont’d)

3. In the Departure City and Arrival City fields, enter the cities and/or airport code 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.

6. If you need a hotel, select the Find a Hotel checkbox.

7. Click Search.

8. Review search results in the Airline Matrix at the top of the results screen

9. Review the search results on the Shop By Fares tab, and then click Show Details.

Additional Information (cont’d)

When you type in a city, airport name, or code, Travel will automatically search for a match after 3 letters have been entered.

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

To expand your search so that you don’t miss out on possible savings, click the ± 9 option!

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.

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.

The default search will be by Price, but you can also choose to search by Schedule.

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.

Flight information and fare rules can be viewed by clicking show details (for individual flights) or expand all details for all flight options. The system automatically selects the corresponding frequent flyer program from your profile if available, but can be changed in this screen.

To select a seat, click the View Seat map icon next to the flight. A code for seats appears at the bottom of the page, showing which seats are available, occupied, or considered preferred.
10. Select any green (unoccupied) seat and position the mouse pointer over a seat to see the seat number.

WestJet flights will not allow you to select your seat in the system.

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 your Travel profile, 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.
### How to… (cont’d)

11. Click the appropriate seat to select it, and then click **Select Seat**.

12. Once you have made your seat selection, click **Close**. Repeat for all flights.

13. From the **Shop by Fares tab**, click **Reserve** to select your airfare.

14. The **Trip Payment Information** screen will appear. The **University Corporate Ghost Card** will pay for the flight.

15. Select **Next** to continue with your booking.

### Step 3: Select a Car

**How to…**

1. If you selected **Pick Up/Drop off Car at airport** on the **Flight** tab, you will see the results for the car search after choosing your flight.

2. Select the appropriate rental car, and then click **Reserve**.

### Additional Information (cont’d)

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.

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.

Depending on the flight you select, you may have another screen or two appear prior to the Trip Payment Information screen.

Ensure you read information provided in detail. For example, Air Canada flights are an instant purchase so even if you haven’t completed your booking in the tool, Air Canada will have immediately issued a ticket.

### Additional Information

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.

Under **Car Booking Options**, preferences and car program ID numbers can be added.
Step 3: Select a Car (cont’d)

How to...

1. If booking car without a flight, select the Car tab from the Trip Search box.

2. Enter the appropriate Pick-Up and Drop-off dates, times and the Pick-up car at location.

Additional Information

Car search results will be appear differently if you choose to pick up a car at a location rather than an airport.

Car options will be sorted by distance to your Pick-up car at location. You will not see the price of your car rental until you select a car company.

University preferred vendors are indicated by yellow diamonds.

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Step 4: Select a Hotel

**How to...**

1. If you selected the **Find a Hotel** option on the **Flight** tab, the hotel results appear after you choose your rental car.

2. To filter by hotel chain, enter the chain name in the **With names containing** box next to the **Sorted by** box.

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.

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.

**Additional Information**

You can sort the list of hotels by **Preference**, **Price**, **Rating**, **Distance** and **Policy**. The default is **Policy**.

To filter by multiple chains, in the **Hotel chain** box on right, click **hide all** and then select only the chains you want displayed.

Do not input anything in the **Message to Vendor** box on the right. To do so would result in Carlson Wagonlit calling the hotel on your behalf to advise “no goose feather bedding” (as in the image below) and charging you for that service. Instead, leave the field blank and contact the hotel yourself for special arrangements.

A map of hotels appears at the top of the page.
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.

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 yellow diamond indicates that the hotel property is University 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.

9. In the Trip Payment Information section, select your Travel card to bill the hotel against.

If you have not yet entered any Travel card information in your Profile or have not previously used your University Travel Credit Card, select Add a new credit card to input the Travel card information.
## Step 5: Complete the Reservation

**How to...**

1. Review the details of the reservation, and then click **Next**.

2. On the **Trip Booking Information** page, enter your trip information in the **Trip Name** and **Trip Description** fields.  
   Your **Trip Name** field needs to begin with the **RN #**. E.g. RN00098 ICIAM Conference

3. Input your **FOP** and appropriate account code.

4. Input your Reference Number in the **RN #** field.

5. Click **Next**.

### Additional Information

From here, you can add or make changes to the car, hotel as well as change the dates of the flight.

The trip name and description data are for your record keeping.

⚠️ Do not use this field to make comments to the travel agent.

You need to obtain the RN number prior to making your booking from the **My Concur** page.

The RN # should correspond to the number in your **Trip Name** field.

You will see the name and itinerary, along with the quoted airfare amount.

⚠️ If your booking does not adhere to policy, you will receive a non compliance warning.
   Select the appropriate reason for not adhering to University travel policy, add any additional comments and click **Save**.

This button will appear if the option to hold exists. The screen will advise how long the ticket can be held until the airline releases it back into inventory.

### OPTION

Click **Hold trip** if you wish to finalize your trip at a later time.

6. Click **Purchase Ticket** to finalize your trip.
Cancel or Change an Airline, Car Rental, or Hotel Reservation

Flights
Cancellations and changes to flight arrangements cannot be processed through Concur. To change or cancel a flight, contact Carlson Wagonlit at (866) 855-9850 or uofmywg.ca@contactcwt.com.

Hotel & Car
Cancellations and changes to car or hotel reservations can be done in Concur.

How to...  Additional Information
1. Access the Trip List on the My Concur page. Your hotel and car reservations will appear.
2. Click on the Trip Name/Description
3. The Trip Actions box will appear

4. Select Change/Cancel Trip to remove a portion of the trip, whether car or hotel.
5. Select either Change Date or Cancel this hotel or Cancel this car next to the reservation information.
6. If cancelling the hotel or car, you will receive a pop-up box asking if you are certain you wish to cancel. Click OK
7. Another pop-up window will appear asking you to review the rules and restrictions and cancellation policy prior to continuing. Click I agree if you want to proceed with the cancellation. Click Continue.

The itinerary page will appear with your revised itinerary and your hotel or car rental information no longer appearing.
Cash Advances

Cash advances are only available to staff in exceptional circumstances, for example, travel to areas where the University Travel Credit Card and other credit cards are not accepted or for students travelling. For a full understanding of allowable reasons for cash advances, please visit the Financial Services Travel website at [http://umanitoba.ca/admin/financial_services/travel/index.html](http://umanitoba.ca/admin/financial_services/travel/index.html)

The process for a cash advance is:

1. Cash Advance request processed in Concur and sent to the Faculty/Unit Business Manager for approval
2. Assistant Manager Budget Accounting or Assistant Manager Research & Special Fund Accounting to review request if deemed allowable, approve.
3. After the Cash Advance has been used, it needs to be accounted for on an expense report.
4. Any balance from the Cash Advance is to be returned to the Cashier's Office and the receipt provided attached to the expense report.

Complete instructions on how to request and reconcile a Cash Advance can be found on the Concur Online Training & Resources website, [http://www.umanitoba.ca/computing/renewal/aurora/finance/elearning/concur.html](http://www.umanitoba.ca/computing/renewal/aurora/finance/elearning/concur.html)
Create an Expense Report

From a Completed Trip

You can generate an expense report from a trip that you have booked through in Concur.

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. The trip header information will be imported into the Report Header of the new expense report.

Additional Information

The button appears in the Expense Report column with every trip booked.

From University Travel Credit Card (US Bank VISA) Charges

If you have University Travel Credit Card charges appearing in your Available Company Card Charges section in the My Concur page, they can be imported to an expense report.

*Note that University Travel Credit Card charges need to be reconciled within 20 business days of appearing in Concur.*

How to...

1. In the Available Company Card Charges section of the My Concur page, click the Charge heading selection box.

   Charge

2. Select the Import button.

3. The Report Header section for the new expense report will appear for you to complete.

Additional Information

Alternatively, select the box next to the individual credit card charges you wish to load into an expense report.

A New Expense Report

You can create a new expense report and begin to add out of pocket expenses or import University Travel Credit Card charges into the report.

How to...

1. In the Active Work section of the My Concur page, click New Expense Report.

Additional Information

The Create a New Expense Report page appears.
On Behalf Of Someone Else

In order to create an expense report on behalf of another employee, you need to have been added as an **Expense Delegate** by that person. When you create and submit the report, the person you created the expense report for will be notified that their report is waiting for their review and submission for approval.

**How to...**

1. At the top of the **Expense** page, click on **Yourself** in the “You Are Administering for: Yourself” section.

2. In the Select User to Administer box that appears, select the employee for which you will act as an expense delegate in the **You are administering for** drop down box.

**Additional Information**

You can also select the person from the top of the **My Concur** page. Note that if you select from this location, the list will display people you are also able to book travel for as well.

Once your selection is made, the page will refresh and any reports you create from here on in will be for that employee and their profile data will default into the report.

**Step 1: Complete the Report Header**

**How to...**

1. Complete all required fields (those with the red bar at the left edge of the field) and the optional fields.
   
   Ensure your RN number begins the **Report Name** field (see below example)

   If your trip is related to a research FOP, ensure you use the **Report Name**, **Business Purpose** and **Comments** fields to explain how the travel relates to your research funding.

2. Click **Next**.

**Additional Information**

Concur 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.

![Concur interface showing report header completion]

The RN # needs to be displayed in the **Reference #** field and needs to begin the **Report Name** field.
Step 2: Add a University Travel Credit Card Transaction to the Expense Report

University of Manitoba Travel credit card transactions are automatically imported into the system for you – ready to be added to an expense report. Travel credit card transactions are uploaded to the system daily.

<table>
<thead>
<tr>
<th>How to…</th>
<th>Additional Information</th>
</tr>
</thead>
</table>

1. An Expense pane appears to the left of the screen while a Smart Expenses pane appears to the right. Smart Expenses combine Trip data, travel card data, and e-receipt data.

   If you are accessing an in-progress expense report and you wish to add Travel card charges, the Smart Expenses pane may not appear. Simply click the Import button for them to appear.

2. In the Smart Expenses section, select each transaction that you want to assign to the current expense report.

3. In the Smart Expenses section, from the Import dropdown menu, select To Current Report.

   You can also add Charges to an expense report by dragging and dropping into the Expense pane.

   The expense appears on the left side of the page, with all applicable icons, such as company card or exceptions.

4. Once the charges appear in the Expenses pane, you can then click on each individual expense and complete the required fields in the right hand Expense pane.

5. Click Save.
Step 3: Add an Out-of-Pocket Expense to the New Expense Report

How to...

1. Click New Expense.
2. On the New Expense tab on the left, select the appropriate Expense type.
3. Complete all required (those with the red bar at the left edge of the field) and optional fields.
4. Click Save.

Additional Information

The New Expense tab appears.
The page refreshes, displaying the required and optional fields for the selected expense type.
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.

Expense Fields

For every expense, whether out-of-pocket or generated from the University Travel Credit Card, there are different types of fields to consider. Here are some things to know when entering any expense information.

Fields marked with a Red Bar are required fields

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.
Payment Type

The payment type will default to **T&E Card** for all University Travel Credit Card transactions loaded into the tool.

For out-of-pocket expenses, the default will be **Cash**, regardless of whether cash, debit or a non-University credit card was used for payment.

The only other option for out-of-pocket expenses is **Pre-Paid**. **Pre-Paid** will be used in circumstances where the expense was previously paid by the University prior to the trip being claimed. Note that with pre-paid expenses, the amount of the expense will not be removed from the **Total Amount** and **Total Requested portion** of the **Expenses** pane. Only when you submit the report and review the report summary will you see that you will not be reimbursed the pre-paid amount.

Do You Have A Receipt?

The default for this field will always be **Yes**. If a receipt is not available, or has been lost, select **No Receipt**. If you are not attaching a receipt to an expense, you must complete the **Missing Receipt Affidavit** (located on the **My Concur** page under **Company Info**). Print off the affidavit, sign it, scan it and attach it to the expense that is missing a receipt.

Personal Expenses

Personal expenses are not allowed but permitted on the University Travel Credit Card (US Bank VISA). If an imported credit card charge contains a personal amount in the total, the **Personal Expense** check box should be used. Identifying an expense or a partial expense as personal will result in you not being reimbursed for the amount and that portion of the expense, or entire expense, not being reflected in the University’s financial management system (Aurora Finance – FAST Reporting).

If a portion of a University Travel Credit Card (US Bank VISA) charge is personal, you are responsible for paying the entire amount of the charge directly to the credit card within 10 business days.

⚠️ Claimants do not submit payment for personal expenses charged to the University Travel Credit Card to the University of Manitoba, but will be responsible for paying back the Travel card through online banking, telephone banking or by going to the bank to pay within 20 days of the charge.

**Personal expenses are not permitted on the University Travel Credit Card except for incidental expenses that cannot be easily separated from a business charge (e.g. hotel folio).**
3rd Party Billing

Third party billing is an option on every expense. However, the field is for reporting purposes only. If an expense or a portion of an expense is going to be reimbursed to the University by another organization, please mark the expense as such. Simply click the 3rd Party Billing checkbox and enter the name of the organization in the 3rd Party billing to field.

The University will still reimburse you or the University Travel Credit Card the entire amount of the expense. However, this field will flag that reimbursement will be required from another organization and an external invoice should be generated within the University’s financial management system (Aurora Finance – FAST Accounts Receivable). Reports can be run to track all needed invoice requirements.

Exception Explanation

This field will need to be populated if your expense report triggers an audit rule. The cause for the exception to the University travel policy should be explained. See step 2 of the Review and Edit an Expense Report section for more information on exceptions.
Review and Edit an Expense Report

Before submitting an expense report, you should review it for accuracy and edit (if necessary) expenses, including company card transactions, and FOAP information.

Step 1: Review the Report Information

<table>
<thead>
<tr>
<th>How to…</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. On the Expense Report page, in the Expense pane located on the left side of the page, click any transaction to view the details.</td>
<td>The expense details appear on the right side of the page.</td>
</tr>
<tr>
<td>2. Click on the Report name in the top left corner of the expense report page.</td>
<td>The Report Header page appears and you can view and update report header information.</td>
</tr>
<tr>
<td>3. Make the appropriate changes, and then click Save.</td>
<td></td>
</tr>
</tbody>
</table>

Step 2: Review the Exceptions

Exceptions appear on the expense report if there is missing information for one or more of your transactions or an audit rule was triggered that identifies a deviation from the University travel policy. Exceptions will appear on a transaction with one of 2 exception icons 🔄 🔄.

<table>
<thead>
<tr>
<th>How to…</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. A listing of exceptions for the expense report will display above the expenses pane. If you do not see any exceptions listed at the top of the report, and exceptions icons are listed beside an expense entry, click Show Exceptions on the right hand portion of the page if it is present. 🔄 Show Exceptions</td>
<td>In this pane, you can select an exception to view the expense details.</td>
</tr>
<tr>
<td>2. Click the exception that you want to review.</td>
<td>The expense details appear on the right side of the page.</td>
</tr>
<tr>
<td>3. Make the appropriate changes, and then click Save.</td>
<td></td>
</tr>
</tbody>
</table>

Exceptions

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Date</th>
<th>Amount</th>
<th>Exception</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Phone</td>
<td>09/13/2010</td>
<td>$20.00</td>
<td>🔄 Missing required fields: City</td>
</tr>
</tbody>
</table>

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Step 3: Edit Multiple Expenses

**How to...**

1. On the **Expense Report** page, in the **Expenses pane**, 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.
Expense Special Features

There are several special features that may need to be utilized when working with your expense reports.

**Itemization** refers to when extra detail is provided for a specific expense – breaking down the amounts of an expense to multiple account codes, detailing how the full amount is distributed (e.g. a hotel folio could include room charges, room tax, parking and internet costs) and accounting for personal charges.

**Allocation** occurs when you distribute your expense to multiple FOPs or FOAPs.

There will be times when you will need to convert foreign currency amounts (a special feature) and there is a special feature that will allow you to claim mileage using maps.

Available Cash Advances can be attached to your Expense report in order to account for the advance amount provided.

**Itemize Nightly Accommodation 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 broken down to accurately reflect the various expense types. Utilizing the Itemize feature allows you to quickly identify each expense type.

**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. The system 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.

Some hotels provide great detail in their e-receipt information that is fed into the tool while others only provide an amount. Either way, you will need to be prepared to itemize every hotel transaction. The auto-itemized expenses can be updated as well as any remaining balance as described in Step 3 below.
Step 2: Create and Itemize an Accommodation Expense

**How to...**

1. For a University Travel card charge, if the charge was not already imported into the report, drag and drop the hotel charge from the Smart Expense pane to the Expenses pane.

   Alternatively, if creating an out-of-pocket charge, click **New Expense**.

2. On the New Expense tab, select the Accommodation expense type.

   This step is for out-of-pocket hotel charges only! This step does not apply to Travel card charges.

3. Complete the required fields on the page.

   The New Expense tab appears.

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 an Accommodation Expense (cont’d.)

How to… (cont’d)

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 charged per night for the room.

7. In the **Room Tax** fields, enter the amount of each room tax that you were charged (per night amount).

8. In the **Additional Charges (each night)** section, select the appropriate expense type from the first **Expense Type** dropdown menu.

9. In the **Amount** field, enter the amount of the expense.

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 (cont’d)

The number of nights appears automatically. You can also enter the number of nights and the dates will automatically be updated.

If different daily rates are charged, enter the lowest rate amount here. The remaining room amount will be made up in step 3.

This is where internet charges or daily hotel parking expenses can be easily identified.

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...

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.

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

3. Click **Save**.

4. Repeat steps 1-3 until the **Remaining Amount** equals $0.00.

Additional Information

The page refreshes, displaying the required and optional fields for the selected expense type.

The expense appears on the left side of the page and the remaining amount equals zero.
Add Attendees to Meals

For business meals you will be required to list the attendees who were present. The person for whom the report is being created will automatically be listed as an attendee. If no other persons were at the meal, there is no need to add attendees.

How to...

1. For a Travel card charge, if the charge was not already imported into the report, drag and drop the meal charge from the Smart Expense pane to the Expenses pane.
   Alternatively, if creating an out-of-pocket charge, click New Expense.

2. On the New Expense tab, select the Meals (with receipts) expense type.

3. Complete all required fields except the attendee information.

4. Click Favorites.

5. To add any of your favorite attendees, 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.

7. To search for an attendee, click Search, enter your search criteria in the Search Attendees window, and then click Add to Expense.

8. Click Save.

Additional Information

The New Expense tab appears.

This step is for out-of pocket meal charges only! This step does not apply to University Travel Credit Card charges.

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.

The Search Attendees window opens. A listing of attendees you have used on this or other expense reports will appear.

The new attendee is added to the list. The expense amount is distributed among the attendees.

The “found” attendee is added to the list. The expense amount is distributed among the attendees.

The expense appears on the left side of the page.
Itemize Expenses

Itemization is done to accurately account for the total charge; to account for expenses that include both business and personal items; and to ensure that all items are billed to the correct expense type or account code.

Examples:

a. During an evening business meal, you paid for your partner’s meal on your University Travel Credit Card. You need to mark a portion of the meal as personal.

b. Your receipt includes 2 types of expenses, e.g. Office Supplies store receipt includes charges for copying and new mouse for laptop (replace one broken during travels).

How to…

1. In the Expenses pane, click the expense you want to itemize.

2. Click the Itemize icon on the bottom right.

3. On the New Itemization tab, click the Expense Type dropdown arrow, and then select the appropriate expense.

Additional Information

The page refreshes, displaying the required and optional fields for the selected expense type to the right.

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.

The page refreshes, displaying the required and optional fields for the selected expense type.

4. Complete all required and optional fields.

5. Click Save.

6. Repeat steps 3-5 until the Remaining Amount equals $0.00 (Found in the top portion of the Expense pane to the right).

The itemized item appears in the expense list and the totals are adjusted accordingly.

As you click Save for each item, the remaining total changes accordingly.
Itemize Attendee Expenses

If a hotel or meal expense is not to be fully paid by the University (e.g. personal amount) or not evenly distributed between attendees, you will need to itemize for each individual attendee.

**How to...**

1. In the **Expenses pane**, click the meal or hotel expense you want to itemize.

2. Click the **Itemize** icon on the bottom right.

3. On the **New Itemization** tab, click the **Expense Type** dropdown arrow, and then select the appropriate expense.

4. Scroll to the bottom of the itemization pane to view the attendees.

5. The claimant’s name will display. To itemize the claimant portion of the meal or hotel, scroll up and input the proper amount above in the **Amount** field.

   - **Additional Information**
     - The page refreshes, displaying the required and optional fields for the selected expense type to the night.
     - 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.
     - If this is a personal charge, select the personal button if the amount is not to be reimbursed or paid by the University.

6. Click **Save**. The new itemization tab will appear.

7. For any attendee other than the claimant, repeat steps 3 & 4. Select and remove the claimant from the **Attendees** section.
Itemize Attendee Expenses (cont’d)

How to… (cont’d)

8. Search and add the attendee for which you want to itemize.

   If the attendee does not exist, simply start entering the name in the “Enter last or first name” field and click Add New Attendee.

9. Scroll up and input the amount for the attendee. Click Save.

   If this is a personal charge, select the personal button if the amount is not to be reimbursed or paid by the University.
**Convert Foreign Currency Transactions**

When adding an out-of-pocket expense not in Canadian funds, the expense tool will assist you in converting the expense to Canadian.

### How to...

1. Click **New Expense**.
2. On the **New Expense** tab, select the appropriate expense type.
3. Complete all required fields as usual except **Amount**.
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.

### Additional Information

The New Expense tab appears.

The page refreshes, displaying the required and optional fields for the selected expense type.

Because the currency conversion rate is based on the Transaction Date that you select, be sure to select the exact Transaction Date. The data providing the conversion rate is from Oanada™.

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**.
Add Mileage

How to...

1. Click **New Expense**.
2. On the **New Expense** tab, select the mileage expense type.
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** icon on the bottom right.
7. Click **Add Mileage to Expense**.
8. Complete the other required fields, and then click **Save**.

Additional Information

The **New Expense** tab appears.

You can omit this step and proceed directly to step 6.

You can omit this step and proceed directly to step 6.

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.

The expense appears on the left side of the page.
Assign a Cash Advance

Once you’ve received and used a cash advance, it must be reconciled on your expense report.

**How to…**

1. From the Details menu in your expense report, select Available under the Cash Advances heading.

   The Cash Advances window will appear displaying all your outstanding advances not reconciled to an expense report.

2. Select the checkbox next to the cash advance that you want to assign to your report and click Assign Cash Advance to Report.

3. Do not include any out of pocket expenses that should not be deducted from the cash advance total. If a cash advance is applied to an expense report, all cash expenses will be put against it.

4. To view the balance of your cash advance used on the expense report, select Cash Advances - Assigned from the Details menu.

   The Cash Advances Assigned to Report window will appear providing the amount of the advance used in the report and the balance.

5. To account for any remaining cash advance funds that have been returned to the cashier’s office, choose the Cash Advance Return expense type and the Cash Advance Return expense account (999999). Scan and attach the receipt from the cashier’s office as documentation.

**Additional Information**

The result of assigning your cash advance will not be obvious on the report – the Total Amount and Total Requested amounts will remain the same.

You can see the reimbursement breakdown and total of cash advance used in the ‘totals’ report at anytime during report creation. It will also automatically appear at the time of report submission.

If not utilizing any remaining balance on another expense report, please return the balance to the University Cashier’s Office.

The cashier will provide you with a receipt to attach to the expense report prior to submission.
Detach a Cash Advance

It may be required for a cash advance to be removed from an expense report.

**How to...**

1. From the **Details** menu in your expense report, select **Assigned** under the **Cash Advances** heading.
2. In the **Cash Advances Assigned to Report** window, select the checkbox next to the cash advance you wish to remove.
3. Click the **Delete from Report** button.

**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...**

1. On the **Expense Report** page, from the **Expense pane**, select the checkbox next to the expense you wish to copy.
2. Click **Copy**.
3. Click on the new expense.
4. Make all necessary changes to the new expense.
5. Click **Save**.

---

**September Training**

![Expense Report screenshot](image)
Allocate Expenses

The **Allocations** feature allows you to allocate expenses to multiple FOAPs. If you do not allocate each expense on your expense report to a specific FOP and only enter the appropriate expense account, the default FOP in the **Expense Information** section of your **Profile** will copy down and be charged.

Note: The system will not allow you to allocate more than one expense on your report at once. You will need to manually allocate each expense if it’s to be split between multiple FOPs.

**How to…**

1. Select the expense you wish to allocate from the **Expenses** pane.
2. Click **Allocate** near the lower right-hand corner of the expense details section.
3. From the **Allocate By** dropdown menu, select either **Percentage** or **Amount**.
4. In the **Allocate By** field, enter the **Percentage** or **Amount** for the FOAP.
5. Select any of the fields under the **FOAP** column headings.
6. Select the FOAP codes that will receive the allocation.
7. Click **Add New Allocation**, or tab past the first FOP to a new allocation line.
8. Repeat steps 6-8 for each new allocation.

**Additional Information**

The expense details appear.

The **Allocate Report** window appears.

A new allocations field appears.

Add as many allocations as necessary. You can adjust the amounts and percentages.
How to… (cont’d)

10. Click **Save**.

11. In the confirmation message box, click **OK**.

12. In the **Allocate Report** window, click **Done**.

Additional Information (cont’d)

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.

---

**Add Receipts to an Expense Report**

There are several methods by which you can load receipts to Concur so they can be added to an expense report. The methods include:

1. Faxing receipts to be scanned
2. Scanning receipts
3. Using **Receipt Store**
4. Using your Smart Phone and uploading a “quick expense”

**Faxing Receipts to be Scanned**

You can fax your receipts to Concur so that Concur will scan the receipts on your behalf and upload them to your expense report. You will then have the receipts attached.

**How to…**

1. From the **Print** dropdown menu, select **University of Manitoba Fax Receipt Cover Page**.

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**.

**Additional Information**

The fax cover page appears.

Concur will notify via email you once your receipts have been added to the tool for you.

After you have checked receipts for the first time, you will see two different options on the **Receipts** menu: **View Receipts in New / Current Window**.
Scanning Receipt Images

If you have a scanner, simply scan the images so they are sent to your computer. You can then attach the receipts to the individual expenses on your expense report. To attach a receipt as you create/complete an expense:

**How to...**

1. As you create or modify an expense, click the Attach Receipt button

**Additional Information**

The Receipt Upload and Attach window appears.

Or to attach receipts after you have completed inputting all or some of your expenses:

**How to...**

1. On the Expense Report page, from the Receipts dropdown menu, select Attach Receipt Images

**Additional Information**

The Receipt Upload and Attach window appears.

2. Select the expense for which you want to attach a receipt.

3. Click Browse, and then locate the file you want to attach.

4. Click the file, and then click Open.

5. To attach another image, click Browse, and then repeat the process.

6. Click Upload, and then click Done.

7. Repeat steps 2 through 5 for any expenses still requiring receipts.

8. Select Close.

If the receipt applies to all items on the report, you do not need to select the individual expense.

*Suggestion:* You may want to add a receipts folder on your computer to house all receipts in.

The selected file appears in the Files Selected for uploading section of the window.

To view the attached receipts, from the Receipts dropdown menu, select Check Receipts or View Receipts in New Window and View Receipts in Current Window.
Using Receipt Store

The Receipt Store feature allows you to send images directly to Concur via email. This can be useful if you use a phone to capture images or if you want to load your receipts to the system prior to creating an expense report. Once the images are located in the Receipt Store, you can easily attach them to each individual expense in your report.

Prior to using the Receipt Store, you need to verify your email address to activate the option to email receipt images to Concur.

Step 1: Verify Email Addresses

**How to...**

1. Click the Receipt Store button on any expense report to begin the email verification process.

**Additional Information**

If you have not yet created an expense report, go to your Expense tab and select View Receipt Store. From there, click on the Instructions link to bring you to the email verification process.

2. On the Get Verified tab, enter each email address and then click **Submit** for each.

3. Copy and paste the verification code from the email to the **Code** box and then click **Verify**.

You can have up to three email addresses linked to the Receipt Store. Each email address must be unique and you cannot use a shared email alias for this.

After you click **Submit**, Concur will send a unique verification code to your email address.

**Designate Considerations:**

An email address can be registered only once with Receipt Store — you must decide if a delegate’s email address should be linked to your own account, or retained for the delegate’s own receipt image account.

Once the email addresses are verified, you can send receipt images to the Receipt Store at myinbox@concursolutions.com.
Step 2: Attach Receipts from Receipt Store

**How to...**

1. With your expense report open, click **Receipt Store** in the top right portion of the screen.

2. In the **Receipt Store** pane, you can view any previously emailed or uploaded receipts.

3. Click on a receipt image to view details of the receipt.

4. To attach the receipt to any of your expense entries, click the receipt in the **Receipt Store** and then drag and drop onto the appropriate expense entry.

5. To view the attached receipt, click the **Receipt Received** icon.

**Additional Information**

The Receipt Store is hidden by default.

You can add additional receipts to the Receipt Store by clicking **Upload**, or emailing myinbox@concursolutions.com.

If you want to delete a specific receipt from the Receipt Store, you can click **Delete** for the receipt.

You can rotate an opened image for easier viewing. Click **Save** to save the changes.

If you already have an expense on the report selected, click the **Attach Receipt** icon above the receipt image to attach.

Click **Detach from Entry** to remove this receipt from the expense.
E-Receipts Option

E-receipts are an electronic version of receipt data that can be sent directly to Concur from vendors to replace imaged paper receipts. You must opt in from the Alerts section of the My Concur page or in the E-Receipt Activation settings in your Profile before e-receipts will show in Expense.

Not many vendors utilize e-receipts; however enabling the option will allow the few who do electronic receipting to load them direct to your account.

Enable E-Receipts

How to...

1. On the My Concur page, in the Alerts section, click **Sign up here**.

   ![Alerts](image)

   You haven’t signed up to receive e-receipts. **Sign up here**

2. Click **E-Receipt Activation**.

   ![Concur](image)

   The E-Receipt Activation page appears.

3. Click **I Accept**.

   The e-receipts confirmation appears.

   Once you have confirmed the e-receipt activation, your University US Bank Travel card is activated.

   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.

4. You will not be able to use the e-receipt as a credit card charge by itself – you will have to wait for the credit card charge to show up in Concur and then Concur will match them up for you.
**Add Additional Documentation/Receipts to a Report**

There will be times when you will need to attach additional information to your expense report beyond just the receipts required for each expense, e.g. conference agenda, boarding pass. If each expense already has a receipt or scanned image attached, you will need to attach the documentation at the report level rather than at the individual expense level. Follow these directions to do so:

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. On the Expense Report page, from the Receipts dropdown menu, select Attach Receipt Images</td>
<td>A confirmation window appears.</td>
</tr>
<tr>
<td>2. The Receipt Upload and Attach window will appear.</td>
<td>The system advises that there are no expenses requiring receipts and that you can choose up to 10 additional files to upload to your report.</td>
</tr>
<tr>
<td>3. Click Browse, and then locate the file you want to attach.</td>
<td>The selected file appears in the Files Selected for uploading section of the window.</td>
</tr>
<tr>
<td>4. Click the file, and then click Open.</td>
<td>All your receipts/documentation added at both the report and individual expense levels will be visible.</td>
</tr>
<tr>
<td>5. Click Upload, and then click Close.</td>
<td></td>
</tr>
<tr>
<td>6. To view the additional documentation you have added, select Check Receipts or View Receipts in new/current window options from the Receipt dropdown menu.</td>
<td></td>
</tr>
</tbody>
</table>

**Delete Receipt Images**

You have the option to remove all receipts from your expense report.

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. In the confirmation window, click Yes.</td>
<td>When you select the Delete Receipt Images option, all attached images are deleted.</td>
</tr>
</tbody>
</table>
Detach Receipt Images

To remove only a single receipt, you can detach it from the expense.

How to...

1. In the Expenses pane, select the expense you no longer want the image associated with.

   ![Image of Expenses pane]

2. Hover over the receipt image icon.

3. Click Detach from Entry

   ![Image of Detach from Entry button]

Additional Information

Original Receipt Submission

All original receipts you scanned onto your expense report need to be sent to Travel Services for storage and auditing purposes. When sending them to Travel Services, you need to attach the UofM Receipt Submission report using the following instructions:

How to...


   ![Image of Print dropdown menu]

2. The Receipt Submission page will appear listing the expenses on your report and providing the address to mail your original receipts to.

   ![Image of Receipt Submission page]

3. Select the Print button.

4. Attach original receipts to the printed report and mail to Travel Services.
## Print and Submit/Resubmit Expense Reports

### Preview and Print Your Expense Report

<table>
<thead>
<tr>
<th>How to…</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. From the Print menu, select <strong>University of MB Detailed Report</strong>.</td>
<td>It is not a requirement that you print your report as you will always have the ability to view your previous reports in the system.</td>
</tr>
<tr>
<td>2. At the top of the window the <strong>Show Expenses</strong> view defaults to selected. You can also select the <strong>Show Itemizations</strong> option.</td>
<td></td>
</tr>
<tr>
<td>3. To print the report, click <strong>Print</strong>.</td>
<td></td>
</tr>
</tbody>
</table>

![Concur Screen Capture](image.png)

### Submit Your Completed Expense Report

The built in approval workflow will automatically route your expense report to your one-over-one signing authority. If an approver sends your expense report back for changes, you will be notified and the report will need to go through the approval process again.

<table>
<thead>
<tr>
<th>How to…</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. On the <strong>Expense Report</strong> page, click <strong>Submit Report</strong>.</td>
<td>The Final Review window appears listing all expenses that require receipts.</td>
</tr>
<tr>
<td>2. Click <strong>Accept and Submit Report</strong> if you have no other receipts to attach.</td>
<td>If you are missing receipts, click <strong>Attach Receipt</strong> images to attach. If the receipt required is missing or lost, you will need to attach the <strong>Missing Receipt Affidavit</strong> (located on the <strong>My Concur</strong> page)</td>
</tr>
<tr>
<td>3. The <strong>Approval Flow</strong> window will display, showing the default expense approver.</td>
<td>Once done click <strong>Accept and Submit Report</strong>. If you need to add an additional level of review/approval, refer to the <strong>Add an Additional Approvers</strong> section.</td>
</tr>
<tr>
<td>4. Click on <strong>Submit Report</strong>.</td>
<td></td>
</tr>
</tbody>
</table>
Submit Your Completed Expense Report cont’d.

How to... (cont’d)

5. The Report Submit Status window confirms that the report was successfully submitted.

6. Click Close.

Add an Additional Approver to Your Report

You may need to add another approver to your expense report prior to submission. Examples of why you might need to do this may include:

- Your one-over-one does not have signing authority on the FOP(s) listed on the report
- Your report contains FOPs from a different faculty/unit
- Your Unit has a Business Manager who must review all reports
- There is an employee who verifies report correctness prior to it being reviewed by your one-over-one approver.

Additional Information

Review this window in great detail as it will break down the expense report to:

- the amount the University will pay US Bank Visa for approved expenses from your University Travel Credit Card
- the amount the University will be reimbursing you
- the personal expense amount that will not be reimbursed or paid on your behalf.

REMINDER: You are responsible for paying US Bank this amount!
- the amount that was pre-paid and not to be reimbursed

The Expense Report List page appears.

Additional Information (cont’d)

The Expense Report List page appears.

You do not have the ability to remove your one-over-one as an approver, despite the fact that there is the Delete icon visible.

You can remove the default approver by replacing their name with someone else’s name. Note that this change will be visible in the audit trail for the report.
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 Active Work - Expense Reports section of the My Concur page with a returned icon next to it along with a comment from your approver.

How to...

1. Hover over the Comments icon next to the Report name.
2. Click on the report name to open the report.
3. Make the requested changes.

Additional Information

The Expense Report page appears.

You can also view the comments made by your approver by selecting Comments from the Details drop down menu.

Resubmit an Expense Report to Travel Services

There are a couple things to make note of when a report has been returned to you from Travel Services for more corrections or more information:

1. If the report was already approved by your one-over-one and any other possible approvers, you do not require the report to be reviewed again by those people. Simply resubmit the expense report to the person in Travel Services who requested corrections/more information for processing.
2. If you did not include information on where you stayed during your travels as your stay does not need to be reimbursed (e.g. stayed with family while away), provide the explanation/information where you stayed in the Report Header Comments field.
3. If more documentation (e.g. boarding passes, conference agendas) is required for your expense report, follow the directions found in the Adding Additional Documentation/Receipts to a Report section.
Recall an Expense Report

If you need to make changes to an expense report that has already been submitted to your approver(s) for approval, you have the opportunity to "recall" the report to make changes and resubmit again.

**How to...**

1. In the **Active Work** section on your **My Concur** page, click on the Report Name you wish to make changes to.

2. The expense report will open up. In the far right hand side of the screen, click on the **Recall** button.

3. A prompt asking “Are you sure you want to recall this report?” will appear. Click **Yes**.

4. You will receive confirmation that the report has been recalled and you will be able to make the necessary changes.

**Additional Information**

Recalling an expense report will remove it from the approver(s)’ approval queue.

Review and Approve Expense Reports

As an approver, you can approve an expense report "as is"; or send an expense report back to the employee to modify and resubmit.

Review and Approve an Expense Report

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

**How to...**

1. Click the report name (link) to open the report.

2. Click on the **Report Header** name in the top left to view the report information.

3. To review expense entry information, click an expense entry.

4. Review receipts attached to expenses by hovering over the **Receipt Attached** icon.

5. Review how the report will be paid out by selecting **Totals** from the **Details** menu.

**Additional Information**

The **Expense Report** page appears.

The **Report Header** page appears. Click **Cancel** on the Report Header page.

The expense entry details appear on the right side of the page

Select **View Receipts in Current Window** or **View Receipts in New Window** from the **Details** dropdown menu to see all receipts for the report at once.
6. When ready to approve, click **Approve** in the top right.

7. Once you select **Approve**, a **One-Over-One Attestation** appears that you must accept or decline.

---

### How to… (cont’d)

**Final Confirmation**

**One-over-one Attestation**

As a pre-approver or FOP signing authority, I attest that the expenses included in this claim are in accordance with University of Manitoba and/or appropriate granting agency policies, are appropriately allocated to the FOPs and that all of the supporting documentation is attached. I acknowledge that the claim is being forwarded to the one-over-one who has ultimate responsibility.

AND/OR

In approving this claim I acknowledge that I am the Direct Supervisor of the claimant, that the expenses included in this claim were incurred on behalf of the University of Manitoba and are allowable in accordance with University of Manitoba and/or the appropriate Granting Agency Policies and that all of the required supporting documentation is attached.

[Accept] [Decline]

---

### 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…**

1. Click the report name (link) to open the report.

2. Click **Send Back to Employee**.

3. Enter a comment for the employee, and then click **OK**.

**Additional Information**

The **Expense Report** page appears.

The **Send Back Report** box appears.

The report is returned to the employee.
Approve and Forward an Expense Report

You can add additional approval steps for an expense report, as needed (e.g. the expense report has an allocation to a FOP not within your approval authorization). You can manually select the appropriate approver for the report.

**How to...**

1. On the My Concur page in the Approval Queue section, click the report name (link) to open the report.
2. Click Approve & Forward.
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.

### Additional Information

The Expense Report page appears.

The Approval Flow window appears.

---

Approving Reports for Someone Else

In order for you to be a temporary approver for expense reports during another employee’s absence, that employee who is away needs to add you as an Expense Delegate. The maximum amount of time you can be set up as a temporary approver is 60 days. Expense Delegates do not see the reports needing their approval in their own approval queue. Follow these directions in order to review the reports requiring your approval:

**How to...**

1. At the top right of your My Concur page will be a “You are administering Travel/Expense for Me” drop down box. Select the person from the drop down box on whose behalf you will review expense reports.
2. Scroll to the Approval Queue section to review any expense reports needing your approval.

### Additional Information

The Expense Report page appears.

The Approval Flow window appears.
## Action Buttons and Icons

<table>
<thead>
<tr>
<th>Button/Icon Description</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Add New Allocation</strong></td>
<td>Add a new allocation row.</td>
</tr>
<tr>
<td><strong>Airfare</strong></td>
<td>Click to view your airfare booking information.</td>
</tr>
<tr>
<td><strong>Allocate By</strong></td>
<td>Choose between allocating by percentage or amount.</td>
</tr>
<tr>
<td><strong>Allocations</strong></td>
<td>Indicates that an expense entry has been allocated.</td>
</tr>
<tr>
<td><strong>Attendees</strong></td>
<td>Indicates that an expense entry has associated attendees.</td>
</tr>
<tr>
<td><strong>Approve</strong></td>
<td>Approve the expense report for processing.</td>
</tr>
<tr>
<td><strong>Approve &amp; Forward</strong></td>
<td>Add additional review steps for an expense report.</td>
</tr>
<tr>
<td><strong>Car Rental</strong></td>
<td>Click to view booking information for your car rental.</td>
</tr>
<tr>
<td><strong>Travel card Transaction</strong></td>
<td>Indicates that an expense entry was from a Travel card transaction.</td>
</tr>
<tr>
<td><strong>Comments</strong></td>
<td>Indicates that an expense entry has comments associated with it.</td>
</tr>
<tr>
<td><strong>Create Expense Report From Trip</strong></td>
<td>Creates an expense report from a completed trip.</td>
</tr>
<tr>
<td><strong>Delete Report</strong></td>
<td>Deletes the current expense report.</td>
</tr>
<tr>
<td><strong>Details</strong></td>
<td>Provides options to view details of the expense report such as the report header, allocations, and audit trail.</td>
</tr>
<tr>
<td><strong>E-Receipt</strong></td>
<td>Indicates that an e-receipt was imported for this entry.</td>
</tr>
<tr>
<td><strong>Exceptions</strong></td>
<td>Indicates that an expense entry has an exception associated with it. A red exception must be corrected in order to submit the report, a yellow exception requires review and perhaps some additional explanation or work.</td>
</tr>
<tr>
<td><strong>Import</strong></td>
<td>Provides access to import trip details or Travel card charges to the current expense report.</td>
</tr>
<tr>
<td><strong>Itemize</strong></td>
<td>Save the current expense entry and being the itemization process.</td>
</tr>
<tr>
<td><strong>Lodging</strong></td>
<td>Click to view your lodging booking information.</td>
</tr>
<tr>
<td><strong>Mobile Expense</strong></td>
<td>Indicates that the expense was entered in Concur Mobile.</td>
</tr>
<tr>
<td><strong>Multiply</strong></td>
<td>Reverses the exchange rate when working with foreign out of pocket transactions.</td>
</tr>
<tr>
<td><strong>New Attendee</strong></td>
<td>Add a never before used attendee to an expense report.</td>
</tr>
<tr>
<td><strong>New Expense</strong></td>
<td>Create an out of pocket expense entry.</td>
</tr>
<tr>
<td><strong>New Expense Report</strong></td>
<td>Create a new expense report.</td>
</tr>
<tr>
<td><strong>Next</strong></td>
<td>After creating the expense report header go to the next step in the process.</td>
</tr>
<tr>
<td>Button/Icon Description</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Personal</td>
<td>Indicates that an expense entry was marked as personal.</td>
</tr>
<tr>
<td>Print</td>
<td>Print the fax cover page or detail report for the current expense report.</td>
</tr>
<tr>
<td>Rail</td>
<td>Click to view your rail booking information.</td>
</tr>
<tr>
<td>Receipts</td>
<td>Access to attach receipt images or view previously attached receipts.</td>
</tr>
<tr>
<td>Receipt Image Required</td>
<td>Advises that no receipt is attached to an expense.</td>
</tr>
<tr>
<td>Reserve</td>
<td>Reserves the selected trip details.</td>
</tr>
<tr>
<td>Seat map</td>
<td>Click to view the flight seat map.</td>
</tr>
<tr>
<td>Send Back to Employee</td>
<td>Allows the approver to send the expense report back for corrections.</td>
</tr>
<tr>
<td>Submit Report</td>
<td>Submit the expense report for approval.</td>
</tr>
<tr>
<td>Tooltip</td>
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