Concur
Travel and Expense Management Training
Financial Services

Financial Services consists of the Comptroller’s Office and nine different departments. The departments within Financial Services you will most often interact with include:

1. Aurora Finance
   • Administers access and system upkeep for all systems; Banner, FAST, Concur, and EPIC. Give customer support and training for Banner, FAST, and EPIC.

2. Purchasing Services
   • Determines how to best purchase an item, eligibility of desired expenses/purchases, how to purchase electronic hardware or software, which EPIC process to use and how to navigate EPIC contracts.

3. Research and Special Fund Accounting Services
   • Helps you understand your research grant and compliance, approves your Tri-Council Statement of Account, Concur and paper claim expense reports on research funds.

4. Supplier Payment Services
   • Answers inquiries on the payment of Concur or paper claims, or regarding cheques. Refer to SPS’s website to find your unit contact.

5. Travel Services
   • Provides Concur system navigation and training, Travel and Business Expense Claim Policy and Procedure interpretation, inquiries on paper claims on operating funds, Travel and Expense credit cards, gift cards, cash advances, and purchasing card reconciliations.
What is Concur?

Concur is the University's Travel and Expense tool. University air travel arrangements, hotel accommodations and car rentals are reserved using the Concur online booking tool (OBT). Travel expenses for employees are claimed and reimbursed via the Concur expense management tool (EMT). The benefits of using Concur include:

• Increases approval and reimbursement time in relation to paper claims

• Improves institutional transparency and accountability

• Allows users to track their claims throughout the approval process and retains an online record of prior claims

• Transparent auditing practices

• Provides for online travel bookings centered around the U of M policy
U of M Policies and Procedures

When you’re booking travel, acquiring equipment, or incurring expenses on behalf of the University, the policies and procedures that may affect you include:

• Travel and Business Expense Claims Policy and Procedure

• Purchasing Policy and Procedure

• Human Resources Policy

• Research Grant and Tri-Council Compliance

• Departmental procedure and requirements
Concur Homepage

Click on Read More to access:

- **Company Notes** relay new information and updated processes from Travel Services.

- **Quick Links** give you access to:
  - Reference Number (RN)
  - Rates and Allowances
  - Paper Forms
  - Chart of Accounts
  - Contact information for CWT the University’s designated Travel Agency
The following tasks are accessible through the Quick Task bar:

- Start a claim, new cash advance, or upload receipts from the Quick Task options
- Access the expense claims and cash advances submitted for your approval under Required Approvals
- Review the Available Expenses that have been imported for you to include in expense claims, such as flights booked in the system or with CWT, or University Travel Credit Card transactions, if applicable
- Expense claims that have not been submitted, or that have been recalled or returned to you, will be displayed in Open Claims
- Cash advances that are not submitted or have been returned will be displayed in the Cash Advance Quick Task bar
Click on the white profile icon and choose 'Profile Settings' from the drop-down menu.

TIPS:

- You name should appear exactly as it does on your passport.
- Update all province field boxes to MB.
- Do not include punctuation, such as St. John’s College, in the address field.
Profile Settings: Adding Assistants/Arrangers

If someone will be arranging travel on your behalf, you will need to designate that person as a **Travel Assistant/Arranger** in your Concur profile settings. Click **Add an Assistant** and search the person’s name in the generated list. Check mark the box 'Can Book Travel for Me' to allow that person to book your travel.
If someone will be preparing expense claims on your behalf, you will need to designate that person as an Expense Delegate. Click Add, and search for and select the person’s name from drop-down list. Check mark the boxes to assign roles.

TIP: This is also where you will be able to add someone as a Temporary Approver when you check mark the box and select a date range. A temporary approver has equal or greater signing authority, whom will delegate for you to approve claims that are pending your approval.
When you are ready to book travel or create expense claims, you will need a Reference Number (RN) and a FOAP.

A **Reference Number (RN)** is a six-digit number used to differentiate between trips and travelers in the Concur system and FAST. Every flight/trip for each individual should have its own unique RN. In Concur, you can locate a RN from the homepage, under 'Company Notes', or through a link in the claim header when you start a new expense claim. You can also obtain a RN on the U of M website.

A **FOAP** is:

- **Fund** – Identifies source of funding
- **Organization** – Identifies who is responsible for funding
- **Account** – Identifies what funding is spent on or type of revenue
- **Program** – Classifies revenue or expense according to purpose of Unit or grant

Speak to your Business Manager or Research Grantee to obtain a FOAP.
**Travel Tab**

*TIP:* Booking for a guest displays a red double user icon. Booking for yourself displays as a black, single user icon.

*Note:* U of M employees cannot be booked as a guest. Employees need Concur access and can add a Travel Assistant/Arranger to have their travel arranged by another person.
Travel Tab: Booking Travel for Another Employee

If someone will be arranging your travel on your behalf, you will need to designate that person as a Travel Assistants/Arrangers in your Concur profile settings (see Profile Settings: Adding Travel Assistants/Arrangers). As a Travel Arranger, click on the white profile icon and choose 'Act on behalf of another user'. You will know you’re in the Travel Arranger role when your profile hub is green with a double user icon.
Incurring Expenses - Airfare

To book a flight for yourself as a University of Manitoba employee:
- Book through Concur
- Book through Carlson Wagonlit Travel (CWT), our designated travel agent
- Book through your desired travel agency or booking website. You must use your Travel Credit Card for this method; you cannot use a personal credit card. If you are a delegate, the traveler’s Travel Credit Card must still be used, not your own.

To book a flight for a companion:
- Book through CWT
- Book through your desired travel agency or booking website (and pay for your companion’s flight on a personal credit card)

To book a flight for a student or guest:
- Book through Concur for a guest
- Book through CWT (no credit card required)
- Allow the person to book their own flight out of pocket. They will be reimbursed through the ‘Guest/Student Travel and Business Expense Claim’ form

Allowable Flight Classes:
- Economy flights within Canada and the US
- Flex flights outside Canada and the US: only your one-over-one must approve.
- Premium economy flights to countries outside Canada and the US not listed in Section 2.10 c) in the Procedure
Incurring Expenses - Meals

When travelling on University-related business, there are several ways to claim meal expenses.

**Meals with Receipts:**
The 'Meals with Receipts' expense type is used for meals you ate during University-related business travel. In order to claim under 'Meals with Receipts', an itemized restaurant receipts should be attached (not just the credit card slips) with your claim.

**Meals Per Diems:**
Claiming a 'Per Diem' does not require receipts. You are entitled to $60 maximum per day during University-related business travel in Canada, and up to a maximum of $110 per day during travel outside of Canada. Please refer to the per diem foreign allowance in the procedure to see the applicable rate (see section 2.20 b).

**Hospitality:**
The 'hospitality' expense type is used for meal expenses where more than one person is being paid for. If you pay for another person's meal, the whole charge for the meal must be charged as hospitality. In order to claim hospitality charges, you are required to submit itemized restaurant receipts (not just credit card slips) with your claim, and listed names of attendees.

**Note:** Dean or Director’s approval is required for hospitality expenses that are $40.00 or more per person.

**Note:** Hospitality is generally not an eligible expense that can be charged to a research grant. Please confirm with your Research Accountant whether or not a hospitality expense is allowable before it is incurred.
Incurring Expenses

When travelling on University-related business, other expenses that may be processed through Concur include:

• Accommodations: may be reserved through Concur or directly with the vendor. If you are travelling to attend a conference, the conference may offer a group booking rate that is less expensive than hotel rates in Concur. To book a room at a conference rate, follow booking instructions provided in your conference material.

• Car Rentals: reservations can be made in Concur or directly with the vendor.

• Conference Registration: may be claimed in a Concur expense report or processed in EPIC.

• Mileage: incremental to your regular commute may be claimed.

• Parking

• Taxis, shuttles, or buses

• Other travel related expenses as approved by your department.
Expense Tab: Create a New Claim
Create a New Expense Claim: Claim Header

**TIPS:**

- If you need to obtain a RN, open the RN link in a new window to have a unique, auto-generated number. If your airfare has been booked, use the RN from your airfare itinerary.

- The Report Name field should have the RN and create a name to identify the claim.

- The Business Purpose field should state how it relates to your expenses.

- The Comp field is whether your expense claim is comprehensive, which is a claim that includes all the elements of a trip taken, such as travel, accommodations, meals, conference registration fees, and any other expense incurred relating to the trip. It will not be comprehensive if you will have further expenses to follow the trip.
Create a New Claim: Header Example

<table>
<thead>
<tr>
<th>Report header for: RN248003 ECTC Conference Calgary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous Comment</td>
</tr>
<tr>
<td>Entered By Crystal Prettie: For Concur Training</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>RN#</strong></td>
</tr>
<tr>
<td>Click link for unique reference #</td>
</tr>
<tr>
<td>RN248003</td>
</tr>
<tr>
<td>Report Name</td>
</tr>
<tr>
<td>RN248003 ECTC Conference Cal</td>
</tr>
<tr>
<td>Report Date</td>
</tr>
<tr>
<td>05/29/2017</td>
</tr>
<tr>
<td>Report Id</td>
</tr>
<tr>
<td>6E7B6C9B02C74FD6B4FF</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Faculty/Unit</td>
</tr>
<tr>
<td>Financial Services</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Payment Status</td>
</tr>
<tr>
<td>Not Paid</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Business Purpose</td>
</tr>
<tr>
<td>Presenting at ECTC conference</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Approval Status</td>
</tr>
<tr>
<td>Not Submitted</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Comment</td>
</tr>
<tr>
<td>additional expenses to follow trip, reconciling conference registration</td>
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<tr>
<td></td>
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<tr>
<td>Fund</td>
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<tr>
<td>(120045) 120045 Baffin Re</td>
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<td>Organization</td>
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<td>(326301) 326301 Centre Fc</td>
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<td>Program</td>
</tr>
<tr>
<td>(1100) 1100 Academic - Ge</td>
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<td></td>
</tr>
</tbody>
</table>

Example: Claim shows the RN included in the Report Name, the Business Purpose indicates the employee is presenting at the ECTC Conference. The claim is not comprehensive, it was marked 'No' and a comment was provided indicating that there will be additional expenses to follow the trip.
Create a New Claim: Header Example

Example: Claim shows the RN included in the Report Name, the Business Purpose indicates the employee is part of the MOOT Competition. The claim is comprehensive as it has all the elements in one expense claim, where there was no prior claim for this trip, and there will not be additional expenses to follow. If an employee stayed with friends, ensure that information is in the comments for clarity, otherwise an approver or processor may return it enquiring about the expense.
Expense Claim: Importing Available Expenses
## Expense Claim: Creating A Manual Expense

### Expenses

<table>
<thead>
<tr>
<th>Date</th>
<th>Expense Type</th>
<th>Amount</th>
<th>Requested</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/01/2017</td>
<td>Airfare</td>
<td>CAD 657.82</td>
<td>CAD 657.82</td>
</tr>
<tr>
<td>04/24/2017</td>
<td>Accommodation</td>
<td>CAD 640.60</td>
<td>CAD 640.60</td>
</tr>
<tr>
<td>04/18/2017</td>
<td>Parking</td>
<td>CAD 12.00</td>
<td>CAD 12.00</td>
</tr>
<tr>
<td>03/13/2017</td>
<td>Meals (with receipts)</td>
<td>CAD 30.00</td>
<td>CAD 30.00</td>
</tr>
</tbody>
</table>

### Total Amount

- TOTAL AMOUNT: CAD 1,249.82
- TOTAL REQUESTED: CAD 1,249.82
Expense Claims: Itemizing an Expense

TIP: Itemizations need to equal the total on the main expense line.
Expense Claims: Marking an Expense Personal

**TIP:**
Check mark the box for 'personal Expense (do not reimburse)' and use the Personal Expense Account Code (999991).
Expense Claim: Totals

Note: Totals include the amount due to the employee and the amounts for the expenses that have been pre-paid (E.g. Airfare and Travel Credit Card transactions).
Expense Claims: Receipts

**TIPS:**

- Under the **Receipts** heading, the **Attach Receipt Images** option is where you can add additional receipts and documentation (such as a conference agenda).

- Attach a receipt to an expense by choosing the **Attach Receipts** button from within an expense.
Expense Claims: Approval Flow

**TIP:** Click on the blue circle icon to add approvers to the claim.

I. The first blue circle adds users to review the claim prior to the Manager Approval (this would be where you may add a pre-approver).

II. The second blue button adds approvers after your Manager Approver (such as different signing authorities on a FOP).
Cash Advances: Requesting a Cash Advance

- Name field - enter a RN and any related information, such as the guest’s name and or study name.
- Cash Advance Amount field - input the amount in Canadian funds.
- Purpose field - include the reason the cash advance is being requested, such as to pay for travel and accommodation for student assisting with a research study.
- Cash Advance Comment field – add the FOAP, name of the person receiving the advance (include student number, if applicable), purpose of the advance, such as why the student is being paid to assist with a study.
- Reconcile End Date field - should be 2 weeks after you expect to have used the funds.
Cash Advances: Returning a Cash Advance

Once all expenses have been incurred, complete a Department Deposit Report form and return all remaining money to the Cashiers’ Office. On the form, you will input the required fields, including the RN, and amount of money being returned. The money must me returned to the FOP that issued the funds, and the Account code where the money is returned to is 760005. Ensure you obtain a receipt to include on your Concur reconciliation report.

In Concur, you can reconcile the cash advance return along with additional expenses incurred with the same trip/RN. To account for any remaining cash advance funds that have been returned to the Cashiers’ Office, choose the ‘Cash Advance Return’ expense type and the Cash Advance Return expense account number, 999999.

Scan and attach the receipt from the Cashiers’ Office as documentation.

**TIP:** review the total of the cash advance when you click on the ‘Details' heading, then choose ‘Totals’.
Cash Advances: Reconciling a Cash Advance

Start with creating a new expense claim in Concur. Your RN will be the one used on the Cash Advance request. Once you have completed the Claim Header and click ‘Next’, the Cash Advance window will open and prompt you to assign a cash advance. From the Cash Advances window, check-mark the box on the left-hand side of the cash advance you want to assign to your report, then click the blue ‘Assign Cash Advance to your report’ button at the bottom right.

If you skip the previous step, you can assign the cash advance from within your expense claim by clicking on the ‘Details’ heading and choosing ‘Available’ from the drop-down list. This will open the Cash Advance window, where you will follow the previous steps to assign it to the claim.

NOTES:

- Add only the expenses related to the cash advance, as any and all expenses will be deducted from the available balance.

- You can only assign one cash advance per report.

- Expenses must be marked as Cash in the ‘Payment Type’ field. If a cash advance is applied to an expense claim, all cash expenses will be put against it.