Frequently Asked Questions
Concur Expense Management System ("Concur")

1 How do I set the Concur URL as a Bookmark or Favorite in my browser?

- In Microsoft Internet Explorer, enter the website address, select the **Favorites** menu, and then click **Add to Favorites**.
- In **Mozilla Firefox**, enter the website address, select the **Bookmark** menu, and then click **Bookmark this page**.

After your website is saved as a Bookmark or Favorite and you are ready to log on, select Concur Expense from your list of Bookmarks or Favorites. You will no longer need to type in the full address.

2 How often does purchasing card transactions information flow into the Concur system?

Available data feed information is provided on a daily basis. The information available depends on the timing of your purchasing card vendor’s data feeds. Businesses vary in the time it takes to send their transaction batches to the purchasing card provider.

3 What should I do if my recent purchasing card transactions do not appear in the Concur system?

Because businesses vary in the time it takes to send their transaction batches to the purchasing card provider, you may not see your transactions in the system immediately. If you do not see transactions within 5 days, contact the OFPR Accounting Officer (Purchasing Cards).

4 Why do I get timed out of Concur?

For security and server efficiency, Concur provides a session time-out feature, currently set at **15 minutes**. If you leave your workstation idle for an extended period of time, Concur automatically logs you out. You can simply log back on to the system and resume where you left off. If you were in the midst of creating a report at the time the service logged you out, you can resume the report where you stopped. Log back into the service and click on the link, **View & Edit** within the Expense Reports section of the Concur Central page.
5 What is the process flow of an expense report from submission to Finance One?

Expense reports are created by a cardholder’s delegate, usually a Finance Officer in a Business Support Team (BST)

The process flow of an expense report is:

- Create an expense report, assign transactions and submit for approval.
- The supervisor is alerted by email message that an expense report requires approval, reviews the expense report for appropriate spend, and then approves or rejects/returns the expense report.
- After the expense report is approved by the supervisor, it moves onto the OFPR processor for review and final authorization. The report can also be modified or sent back to the submitter to correct and resubmit.
- Each report that is authorised by the OFPR processor is placed in a batch for upload into Finance One.

6 How do I complete an expense report?

Expense reports are created by a cardholder’s delegate, usually a Finance Officer in a Business Support Team (BST)

The steps that a delegate takes to create an expense report are;

- Assign purchasing card transactions to the expense report
- Assign expense types to each transaction
- Complete the questions as required per transaction
- If required, scan tax invoices, travel diary, FBT Entertainment forms, statutory declarations etc and attach to expense report
- Submit the expense report to the supervisor for approval
- Print the expense report, attach all supporting documentation and forward to OFPR for filing

7 Can I print or edit an expense report?

If you would like a printed version of your expense report or would like to edit an expense report in progress, please contact your delegate for assistance.

Reports that have passed through your supervisor and the Accounting Officer (Purchasing Cards) and that have an Approved or Exported status cannot be edited. If you wish to change the account that the expense is debited to you will need to liaise with your BST to arrange a correcting journal.

8 How can I find the status of an expense report?

There are three areas that you can view the status of an expense report:

- On the My Concur page, under the Expense Reports heading, you can view any status changes to your reports.
- On the Expense page, click View Reports and then use the View menu to display a list of all of your reports and the current status of each report.
If you have email notification set up, the status of the expense report is displayed in an email message when a status change occurs.

9 What do I do with the original tax invoices, travel diary, statutory declarations etc?

These should be supplied to the delegate for processing. After the expense report is submitted and approved for processing, the original tax invoices, travel diaries, statutory declarations etc are attached to the expense report by the delegate and forwarded to the Accounting Officer (Purchasing Cards) within OFPR for filing.

10 When do I code to "No receipt", "Receipt" or “Tax receipt”

Within the Concur expense report, a selection will need to be made between one of these three options.

No receipt – On the "rare" occasion where receipts are lost and the expense is under $100, a Statutory Declaration form (Form 576) may be used to accompany a claim form. (Note: additional expense is incurred by the division/school/research project when this method is used as the GST that may have been applicable is not claimable.) Where receipts are lost, every effort should be made to obtain a duplicate tax invoice/receipt from the supplier.

No GST will be claimed.

Receipt - To be used where a receipt / invoice is received, however it is not a TAX invoice. This would be used for the majority of foreign purchases, however could be the case for Australian purchases as well.

No GST will be claimed.

Tax receipt - Only to be used where a TAX invoice is received. (Refer to FAQ 11 for more info)

GST will be claimed

11 What constitutes a tax receipt?

A tax receipt is the same as a tax invoice.

A tax invoice displays the following:

- The words "Tax invoice" are displayed on the document;
- Includes a GST amount or the words "GST inclusive";
- Displays an ABN number, name and address of the supplier.

All expenditure exceeding $82.50 (inclusive of GST) within Australia must have a Tax Invoice (a manual card imprint slip or a card receipt from an EFTPOS terminal is not adequate).

All expenditure outside Australia should be accompanied by a receipt or invoice appropriately documenting the service delivered, however does not qualify as a tax invoice. The reason for this is that we are not permitted to claim GST on foreign purchases. All foreign purchases accompanied by a receipt are to be coded as "Receipt".

12 What do I do if I have a mixed supply (tax invoices which contain GST inclusive and GST exempt amounts for the same transaction)?

- When coding the expense, select the "Itemised expense" expense type;
- Select the "Tax receipt" option as you would only have a mixed supply when you have a tax invoice;
- Select "Itemise" at the bottom of the screen;
• When coding the expense type, ensure you use the correct expense type for the portion of the expense that is to include GST and the portion of the expense that is to be GST exempt,

  e.g.

  Entertainment (GST inclusive) - GST will be claimed on this expense
  Entertainment (GST exempt) - GST will not be claimed on this expense

13 How are Supervisors notified of reports awaiting approval?

Supervisors will receive an email when reports are awaiting their approval. They can also review their employees’ reports from the My Concur screen once logged into Concur.

14 How can I find out which Supervisor approved a report?

When the expense report is open in Concur, you can go to the Detail menu and select Audit Trail. This brings up a list of dates, times and Concur users with the action taken.

15 Can I change the default Supervisor?

No. This can only be done by the OFPR Accounting Officer (Purchasing Cards).

16 Will Concur allow me to bypass the Supervisor approval?

No.

17 What happens when a Supervisor goes away on business or on leave?

Supervisors can designate another Supervisor to approve expense reports on their behalf while away. However, please note that the designated Supervisor is required to be an existing purchasing card Supervisor as assigned by OFPR.

18 What happens if a Supervisor goes away on business or on leave and has not designated an alternate Supervisor?

Please contact the BST or the OFPR Accounting Officer (Purchasing Cards) for instructions.

19 Can a Supervisor view an expense report after it has been approved?

Yes. Supervisors can view the expense reports they have approved. From the Approval Queue section in My Concur, click View Reports, then select the search options you wish to use from the resulting screen.

20 Can I alter the dollar amount of pre-populated transactions?

No. For security and accuracy purposes, you cannot edit the Dollar Amount field for pre-populated transactions.

21 Why does my VISA / ANZ transaction within Concur display a different city and vendor than my receipt?

Some vendors transmit charges through a parent company or corporate location to centralize their billing process. Consequently, the city or vendor name displayed in Purchasing Card
charges in the system may reference the city of the parent company rather than the city or vendor referenced on your actual receipt.

22 Can I submit expense reports on behalf of another employee?
Yes. If you are designated as a “Delegate” in another employee’s workflow, you can create and submit reports on behalf of that employee.

23 What information is included in an audit trail?
An audit trail lists the report date, time it was created, who created it, approval and payment statuses, amount approved, amount due employee, amount paid, and any associated comments attached to the report.

24 How long does Concur retain records of expense reports?
Concur retains expense report records for seven years.