

Expense Processor/Receipt Processor/Proxy Quick Guide

Quick Guide Overview

This guide is intended as a quick reference point for Expense functions for:

- Expense Processor
- Receipt Processor
- Proxy

Further instructions and details can be found at:

<http://www.concurtraining.com/customers/concur/trainingtoolkit/expbackoffice.asp>

Expense Processor

This function enables an employee assigned the role of Expense Processor Manager or Expense Processor to process expense reports that are pending manager approval, or that have been approved by a manager, but have not yet been reimbursed. Individuals assigned the Expense Processor (Audit) role may view reports, but may not update or delete them.

Note: The prime responsibility is to process reports, once approved.


The tool also allows for reports to be viewed, receipts to be marked as received, and historical expense reports to be searched and reviewed. Depending on the role assigned, users may be able to view, update, or delete reports.

NOTE: An individual can only be assigned one version of this role.

Roles:

- Expense Processor (Audit): This role grants access to functionality required for viewing reports within Expense Processor. This role cannot update or delete expense reports.
- Expense Processor: This role is the primary role and grants access to functionality required for viewing and updating reports within Expense Processor. This role cannot delete expense reports. The Expense Processor role can be restricted in User Permissions. This is the recommended role
- Expense Processor Manager: This role grants access to all functionality required for viewing, updating, and deleting reports within Expense Processor. **Note:** this is not recommended.

Searching for an Expense Report

1. Hover the mouse cursor over 'Expense' tab on the 'My Concur' home page and click 'Process Reports'.
Note: it is possible to refine the search using the drop down options.
2. Click 'Go'. Reports displayed will have an approval status of 'Approved & In Accounting Review' (or your company equivalent).
Note: hover the mouse cursor over an icon to display its purpose.
3. Click a report to open it. A summary of the Report (including disbursements) will be displayed on the right of the screen and the line items will be displayed on the left.
Note: the receipts associated to a Report may be viewed by:
 - Hovering the mouse cursor over the Receipt  icon by a line item, or
 - Clicking the 'Receipts' tab and selecting either 'View Receipts in new window' or 'View Receipts in current window'.
4. Click a line item to open it. The expense claim, as submitted, will now be displayed on the right. You may be able to edit some of the data.
5. The options available to the Expense Processor (EP) are:
 - a. 'Requires Review' – this will place the report in stasis and require the EP to add a comment. The Report will be annotated as such and be flagged to all EPs that the Report is under review and by whom.
 - b. 'Send Back to Employee' – this will return the report to the user and require the EP to add a comment.
 - c. 'Send to Approver' – this will forward the report to another Approver.

- d. 'Approve' – this will escalate the report to the next step in your approval workflow, (commonly 'Sent for Payment').

Note: depending on your configuration you may be able to:

- Amend the amount of a line item.
- Reject a line item (if allowed).
- *Possibly* amend the 'Expense Type'.
- Review and amend VAT (Vat codes, receipt status etc.)

Optional settings

You may personalise some features of this functionality:

1. To make the 'Search Results' page the first screen on login, go to 'Profile' > 'System Settings' > 'Other Preferences' > 'Home Page', select 'Expense Processor' > 'Save'.
2. To edit the contents of the Reports panel click 'List Settings' and select/deselect as required. Drag and drop fields to the required location.

Preferences

Processors may set some preferences:

- The column headings and ordering on the 'Process Reports Page'.
- Number of rows of reports to be displayed.
- Automatically display a Default Query.
- Open the next report in the list after a workflow change.
- Automatically display receipts when a report is opened.

Creating/Managing Queries

It is possible to create and/or edit your own queries (e.g. show only Reports over £500). To do this, click 'Create/Manage Queries' and 'Create New Query', or click on the Query that requires editing. Complete/edit the required fields and click 'Save'.

Receipt Processor

The Receipt Processor function allows a user with that role to:

- Mark paper receipts as received for an expense report
- Upload additional receipts to be associated with an expense report
- View the receipt images associated with a report

To access the Process Receipts tool click **Expense > Process Receipts**.

Mark paper receipts as received for an expense report

Paper receipts are acknowledged as received for expense report by changing the Receipts Received setting (a flag in the database) from No to Yes for the report. The change occurs when:

- The Report ID from the printed Receipt Report is entered into the system either manually or by using a scanner to populate the Report ID field on the Receipts Received page by scanning the barcode on the Receipt Report.
- When images are viewed using options in the Attach Receipt & View page.

Once the value is entered, the system updates the receipt report indicator appropriately, based on the report's policy and the scan configuration.

Uploading and Attaching Receipts to an Expense Report

The Process Receipts tool may be used to upload receipts in order to associate them with an existing expense report. This procedure does not turn the Receipts Received flag in the system to Yes. In order to change the flag immediately, the user must view the receipts on the Attach Receipts & View tab, or enter the Report ID on the Receipts Received tab. If receipts are not viewed, the flag will be updated when the imaging job next executes. To attach receipts to an expense report:

1. Click the Attach Receipts & View tab.
2. Enter the report identifier found on the Receipt Report into the Report ID field.
Note: if your company uses a hand-held scanner to track images, you can use that scanner to populate the Report ID field.
3. Click Attach Receipts. The Receipt Upload and Attach window appears.
4. Click Browse.
5. Navigate to the image, and click Open.
6. Click Attach.
7. *Optional:* Repeat steps 3 - 5 until all images are uploaded.
8. Click Close in the Receipt Upload and Attach window.

Viewing Receipts for an Expense Report

Images of the receipts associated with an expense report may be viewed using options in the Attach Receipts & View page. The act of viewing a receipt image will update the Receipts Received flag to Yes. To view receipts associated with an expense report:

1. Click Attach Receipts & View to open the Attach Receipts & View page.
2. Enter the report identifier found on the Receipt Report into the Report ID field.
3. Click View Receipts. A viewer opens that allows you to scroll through all the receipts associated with the expense report.

Expense Proxy

The Expense Proxy function allows a user with that role to act as a proxy (stand-in) for another user to:

- Create and/or submit expense reports and cash advance requests
- View, edit and delete expense reports
- Modify an employee's profile information

Notes:

- This role is usually assigned to a member of helpdesk.
- This role should not be confused with the Delegate function.
- Proxies cannot approve.

To act as a proxy for another user:

1. Click Proxy Search in the top right corner and enter the required user's last name.
2. Select the appropriate user. The system will display the user for whom you are acting as proxy.