

Concur Support Virtual Office Hours

Presented by:

Kathy Angel (Concur Support Desk Associate)

&

Christina DeMoss (Concur Support Desk Associate)



Office Hours Monthly Rotation Schedule

Week 1 – Travel Requests

Week 2 – Expense Reports – Part I

Week 3 – Expense Reports – Part II

Week 4 – Navigation and Follow Up

Week 2: Expense Reports – Part 1




FREQUENTLY ASKED QUESTIONS

1. How are delegates set up?
2. What are the delegate permissions?
3. How and when do I assign a default Approver?
4. How do I access the delegated accounts?
5. How do I create an expense report?
6. How do I claim daily per diem travel allowance?
7. How do I add expenses? Electronic vs. Out of Pocket
8. Why does it say Please Select Payment Type?

TIPS

- Pay out of pocket for your individual meals, then claim travel allowance in expense report.
- For business meals in NC, remind the server that the T&E card is tax exempt.
- Create Expense Report from the Travel Request to automatically link them and transfer trip data and payment information.
- Pre-trip and Post-trip expense reports
- Do the travel allowance first, before adding expenses.

Week 2: Expense Reports – Part 1

Receipt↓↑	Payment Type↓↑	Expense Type↓↑
	Airfare Direct Bill	Airfare Reservation
	University Travel Card	International Transaction Fee (T&E Card Only)
	Out of Pocket	Ground Transportation
	*PLEASE SELECT PAYMENT TYPE	Airfare

News & Alerts: Changes in the past six months

- Accountable Plan Policy: Out-of-pockets expenses must be submitted within 180 Days
- Taxation/Accountability Plan: Effective 4/25/24 any expense report approved by the Travel Team that has submitted out-of-pocket expenses more than 60 days old will be sent to payroll for taxation.
 - These started coming out in the May payroll. To request a review and dispute please email the Controller's office at controller@unc.edu
- Mileage Policy : Over 350 miles – IRS reimbursement rates \$0.67 & \$0.335. For over 750 miles flight cost comparison required or business justification for necessity to drive.
- Conference Agenda: The Travel Team now requires a copy of the conference details (dates, location, etc.) and the topics/agenda be attached to the expense report.

Please submit your service requests to: <https://go.unc.edu/concursupport>

Please send your emails regarding status of Expense Reports, Flight cost comparisons, policy related questions to: travel_team@unc.edu

Please contact WorldTravel at (877) 602-4950 or
uncch_travel@worldtravelinc.com

for assistance with booking air, car rental or hotel

For more information on policies/guidelines, please visit:
finance.unc.edu/services/travel

Concur Support Team Office Hours 2:00-4:00

Q&A

Week 2: Expense Reports – Part 1

FREQUENTLY ASKED QUESTIONS

- 1. How are delegates set up?** There are two separate types, one for Travel Arrangers and the other for Expense Delegates. The user opens their profile settings > selects either one > Add > search for name and click on it > check the permission boxes > Save.
- 2. What are the delegate permissions?** For travel the option is either Can Book or view only. In Expenses the user may give permission to submit Requests (but not Reports, those must be submitted by the Traveler).
- 3. How and when do I assign a delegate Approver?** There are also permission boxes for a delegate to approve on your behalf if you will be out of the office. Note you can grant that for a specific period.
- 4. How do I access the delegated accounts?** If you are the delegate, open your profile settings > act as another user > a delegate for another user > search for name and select > Switch. Notice their name is now in the top right corner.

Week 2: Expense Reports – Part 1

FREQUENTLY ASKED QUESTIONS

- 5. How do I create an expense report?** Open the related travel request. You may need to change the View to All Requests in order to find it. > Once open click Create Expense Report. The reason we do it this way is because it will automatically link the request with the report and bring over all the trip data into the new report header.
- **TIP:** You will typically be creating two reports for each trip, one before you go that has pre-trip expenses such as airfare, conference fees, and sometimes a hotel deposit (paid for w/T&E card or Airfare Direct Bill). The second report would be post-trip when you get back for all expenses incurred while away, including your meals per diem.
 - **TIP:** Remember you should always pay for your *individual meals* with a personal card. Only group meals would be paid for with the T&E card.
- 6. How do I claim daily per diem travel allowance?** The first item you want to add to your post-trip expense report is the travel allowance. This has to do with the way Concur is set up to operate. The travel allowance feature is separate from the other expenses, it's located in the middle of the screen with the yellow dot.
- 7. How do I add expenses?** As you can see from the report, even though we created it from the travel request, those anticipated expenses did not automatically populate. That is because the system won't know which items actually apply to your trip. This is a clean slate to enter your confirmed expenses.
- There are two types of expenses, those on your UNC Travel Card and those you paid for Out of Pocket.

Week 2: Expense Reports – Part 1

Report Details ▾ Print/Share ▾ Manage Receipts ▾ Travel Allowance ▾ ⓘ

Add Expense Edit Delete Copy Allocate Combine Expenses Move to ▾

Alerts ⬇⬆ Comment ⬇⬆ Receipt ⬇⬆ Payment Type ⬇⬆ ⓘ Expense Type ⬇⬆

Add Expense

Available Expenses (1) + Create New Expense

<input checked="" type="checkbox"/>	Payment Type ⬇⬆	Expense Source	Expense Type ⬇⬆	Vendor Details ⬇⬆	Date ⬇⬆	Amount ⬇⬆	...
<input checked="" type="checkbox"/>	University Travel Card	Corporate Card	Ferries/Boats	MILLER BOAT LINE CATAWBA PORT CLINTON, Ohio	07/29/2024	\$136.00	...

Close Add To Report

Tokyo Card Exp June \$2,837.20 Copy Report Recall Report

Submitted & Pending Designated Approver | Report Number: UL1MIR

REQUEST

Approved \$11,000.00	Remaining \$8,261.86
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Report Details ▾ Print/Share ▾ Manage Receipts ▾

View: Standard ▾

?	Comment ⬇⬆	Receipt ⬇⬆	Payment Type ⬇⬆	Expense Type ⬇⬆	Vendor Details ⬇⬆	Date ⬇⬆	Amount ⬇⬆	Requested ⬇⬆	▾
University Travel Card				International Transaction Fee (T&E Card)	INTERNATIONAL TRANSACTION	06/10/2024	\$0.14	\$0.14	>

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Filter into Concur electronically:

- **Airfare Direct Bill** means it was purchased by calling World Travel and they charged it to the general card that is on file for the University.
- **University Travel Card** shows the expenses you charged on your T&E card.

Added manually:

- **Out of Pocket** is what you paid for using personal card or cash. It will be reimbursed to your bank account on file with payroll, or via check to your address on Connect Carolina.

PLEASE SELECT PAYMENT TYPE can be either. This is the default until you select 'Out of Pocket'. But if you know you paid for the expense with your T&E card, then it is the initial stage of an electronic transaction, and you need to wait a couple days for it to fully merge. The text will change automatically to University Card. Wait for this to happen before you add the expense to a report.