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 Netscape, enter the website address, select the **Bookmark** menu, and then click **Add Bookmark**.
- 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 OFS Accounting Officer.

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?

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 OFS 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 authorized by the OFS processor is placed in a batch for upload into Finance One.

6 How do I complete an expense report?

- Create an expense report;
- 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, statutory declarations etc and attach to expense report OR fax tax invoices, travel diary, statutory declarations etc to Concur to the toll free number on the fax header document;
- Submit the expense report to the supervisor for approval.
- Print the expense report, attach all supporting documentation and forward to OFS for filing.

7 How do I print my expense report?

You can print your expense report from the Expense List or the Expense Report List page. Click **Print Report** or **Print** (as applicable), and then select **Murdoch Receipt Report**. Receipt Reports list all entries that require receipts and includes a barcode.

8 Can I edit an expense report?

You can edit a pre-submitted report or a submitted report that has been returned by the supervisor or the OFS processor for editing.

This is done by opening the report, selecting the individual entry you want to change, and then modifying the entry.

The report date, expense type and all other information pertaining to the report can be edited.

When you are finished editing the report, click the **Save & Go to Expense List** link.

Reports that have already been electronically submitted or have a **Filed**, **Approved**, or **Rejected** status cannot be edited.

9 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 Concur Central page, under the **My Updates** heading, you can view any status changes to your reports.
- On the Concur Central page, click **Edit & View Expense Reports** to view 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.

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

After the expense report is submitted and approved for processing, the original tax invoices, travel diaries, statutory declarations etc are to be attached to the **Murdoch Receipt Report (refer to FAQ 7 above)** and forwarded to the Accounting Officer within OFS for filing.

11 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, 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 12 for more info)

GST will be claimed

12 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 $55 (inclusive of GST) within Australia must have a Tax Invoice (purchasing card receipt 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".

13 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

14 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 Work section of the Concur Central page.

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

Your Supervisor is listed next to the status of a report on the Concur Central page under My Updates.

16 Can I change my Supervisor?

No. This can only be done by the Accounting Officer (OFS).

17 Will Concur allow me to bypass the Supervisor approval?

No.

18 What happens when my Supervisor goes away on business or on leave?

Your Supervisor 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 OFS.

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

Please contact the Accounting Officer (OFS) for instructions.

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

Yes. Supervisors can view the expense reports they have approved on the Approval Report List page. From the Concur Central page, click **Approve Expense Reports**, then select the report you want to view from the dropdown menu.

21 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.

22 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.

23 Do I need to keep re-entering the names of the attendees at my Entertainment expenses?

No. The attendees you create are saved in a list in the lower section of the Attendees Helper pane. To add an employee or business associate to a report, select the checkbox next to the appropriate name and then click **OK**.

24 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.

25 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.

26 How long does Concur retain records of expense reports?

Concur retains expense report records for seven years.