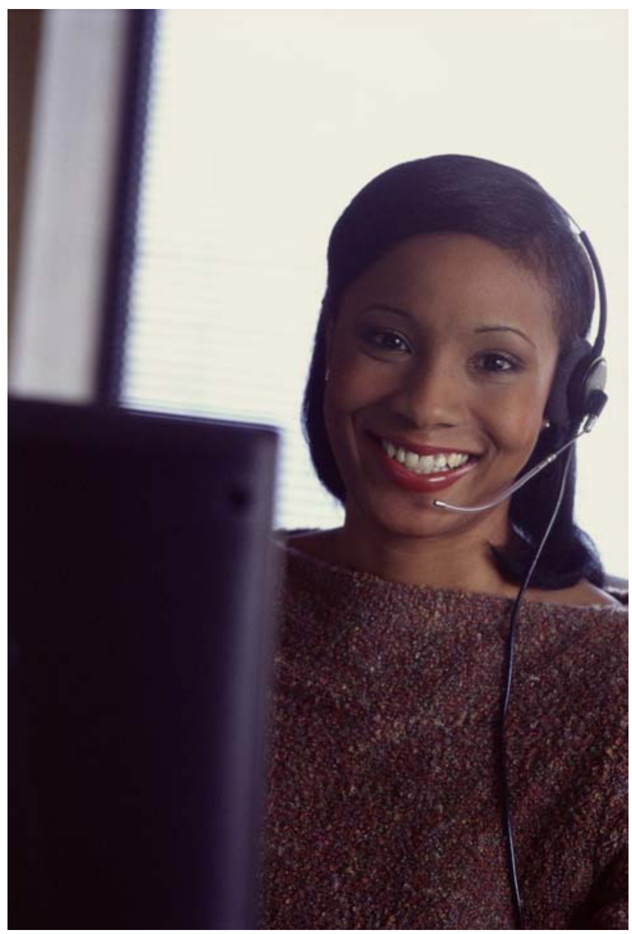
User Guide
Concur Expense Service®



Concur Technologies, Inc.

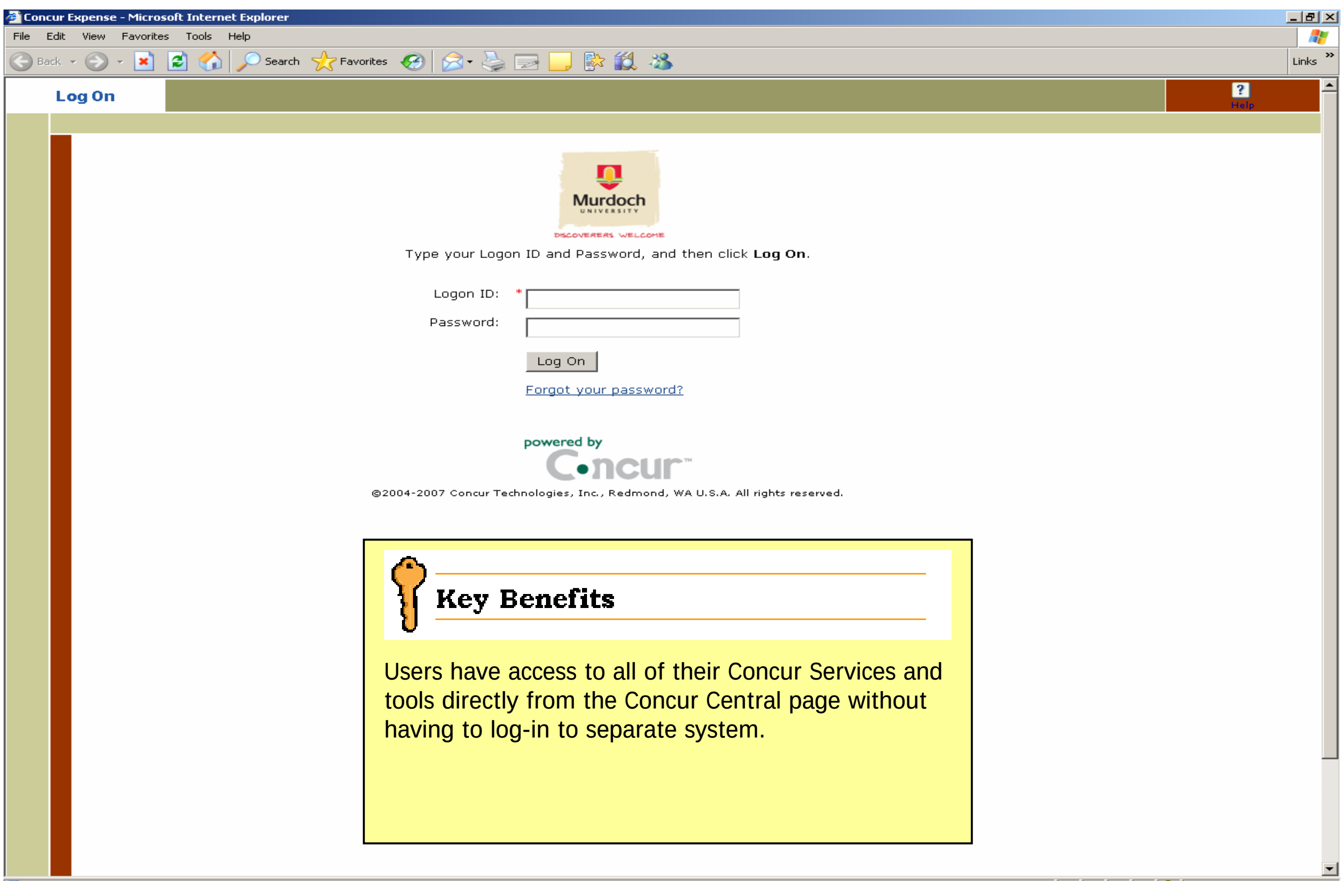
Using Concur Expense Service

Welcome to Concur Expense Service. Concur Expense Service is a powerful expense reporting solution that enables expense reports to be created, submitted, filed, reviewed, approved, and audited; online, using one complete solution. In addition to streamlining your expense reporting process, Concur Expense Service also produces audit reports, ensures compliance, and most importantly delivers valuable Web-based business intelligence. Best of all, Concur Expense Service seamlessly integrates with your existing back-office systems.

Section 1: Getting Started

Log on to Concur Expense Service

How to…	Additional Information
1. Logon to Concur Expense Service following Murdoch's logon instructions. If you are not sure how to start Concur Expense Service, check with the systems administrator on Ext. 6940 or email "Concur Helpdesk". When starting Concur Expense Service, you will first see the **Log On** page.	When logging onto Concur Expense Service, remember that your password is case sensitive. The URL is: https://director.concursolutions.com?entity=p0001701orkg



Key Benefits

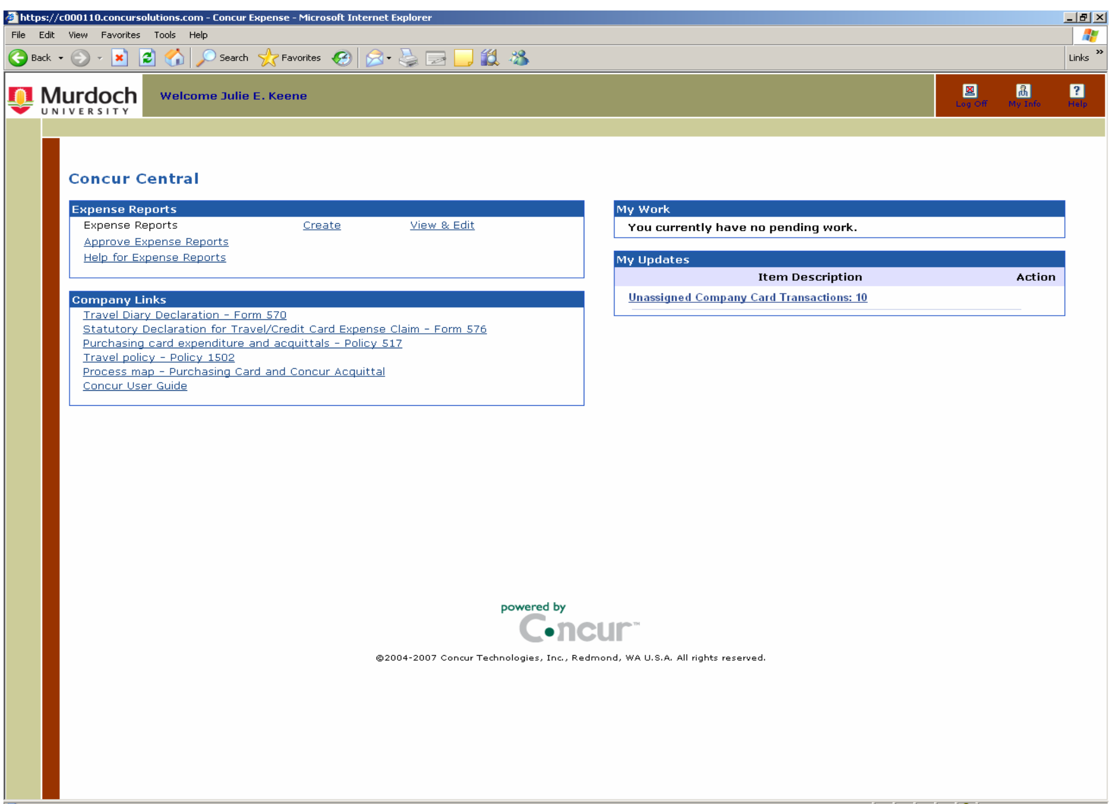
Users have access to all of their Concur Services and tools directly from the Concur Central page without having to log-in to separate system.

Section 2: Concur Central

The **Concur Central** page is comprised of several sections that make it easy to navigate and find the information you are looking for.

Step 1: Familiarise yourself with the available options

How to...		Additional Information
1. Examine the **Expense Reports** section**.**		In this section you will find the heading for **Expense Reports**. Under each of these will be the links, **Create**, **View & Edit**, and **Help. Approvers** may view reports awaiting approval from here.
2. Look at the **Company Links** section.		Murdoch has displayed links in this area to policies and forms such as purchasing card policy, travel policy, travel diary, statutory declaration and others.
3. Find the **My Updates** section.		In this section, you will see expense reports that you have created and their current status. You can click on the title of any of report to view or edit it.
4. Locate the **My Work** section. ***Note**: You will only see this section if you are logged in as an approver.*		If you are an approver, you will have an additional section called **My Work**. It will contain any expense reports awaiting your approval. To view a report, simply click on its title.



Section 3: My Info - Password

The **My Info** section is where you change your password.

1. **General Information**: Change personal information, such as Last Name or Logon ID.
2. **Password**: Change your password.
3. **Expense Preferences**: Specify certain options in Concur Expense, such as if the system notifies you when the status of a report changes or to prompt you to select an approver at the time you submit your expense reports.

Step 1: Change your password

How to...		Additional Information
1. On the **Concur Central** homepage, click the **My Info** icon to access the **General Information** page.		The **My Info** icon is available in the upper right corner of the screen from any page.
2. On the **General Information** page, click the **Password** link		
3. Enter your current password in the **current password** field		The first time you log on you will be asked to change your password. After that you may change it at anytime from this page.
4. Enter a new password in the **Desired New Password** field and again in the **Confirm New Password** field. Click **OK**		Your password must be at least 6 characters long.

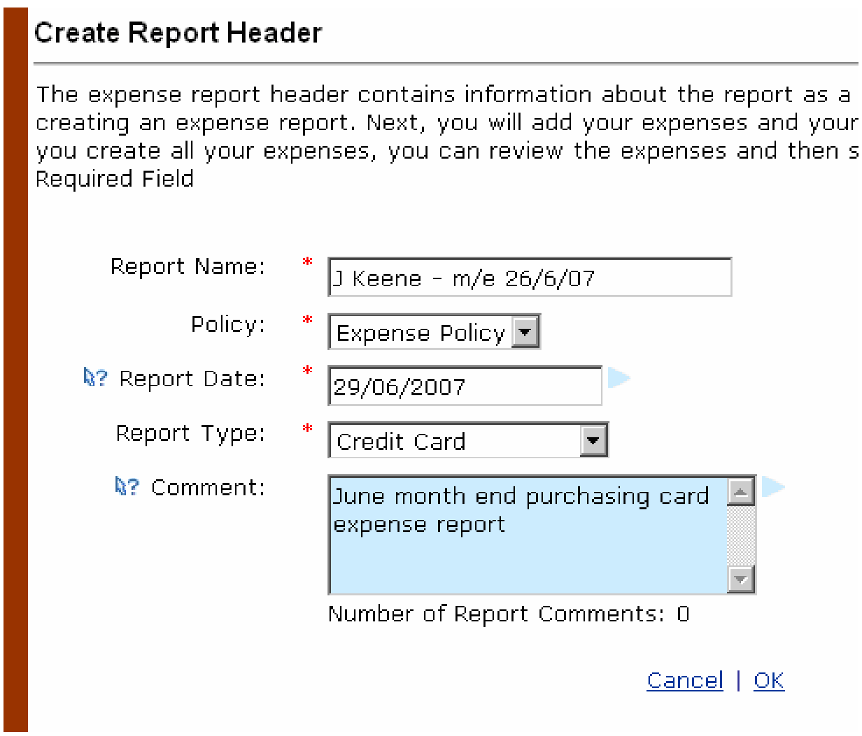
Step 2: Examine Preferences

How to...		Additional Information
5. From the **General Information** page, click the **Expense Preferences** link.		On this page, you can specify certain options in Concur Expense, such as if the system notifies you when the status of a report changes.
6. Click the **Concur Central** link at the top of the page.		The “breadcrumb trail” at the top of the page allows you to return to your previous pages. Do not use the back button in your browser.

Section 4: Creating a New Expense Report

Step 1: Create a New Report

How to…		Additional Information
1. From the **Concur Central** homepage, click the **Create** link under the heading **Expense Reports**		The **Create Report Header** page appears, allowing you to enter information related to the expense report.
2. On the **Create Report Header** page, complete all required fields (those with red asterisks) and the optional fields as directed.		When naming your expense report. The report name is recommended to be in the following format. “Cardholder name – m/e Date” (m/e stands for “month ended”)
3. Click the **OK** link at the bottom of the page.		The fields that appear on this page are defined by Murdoch.

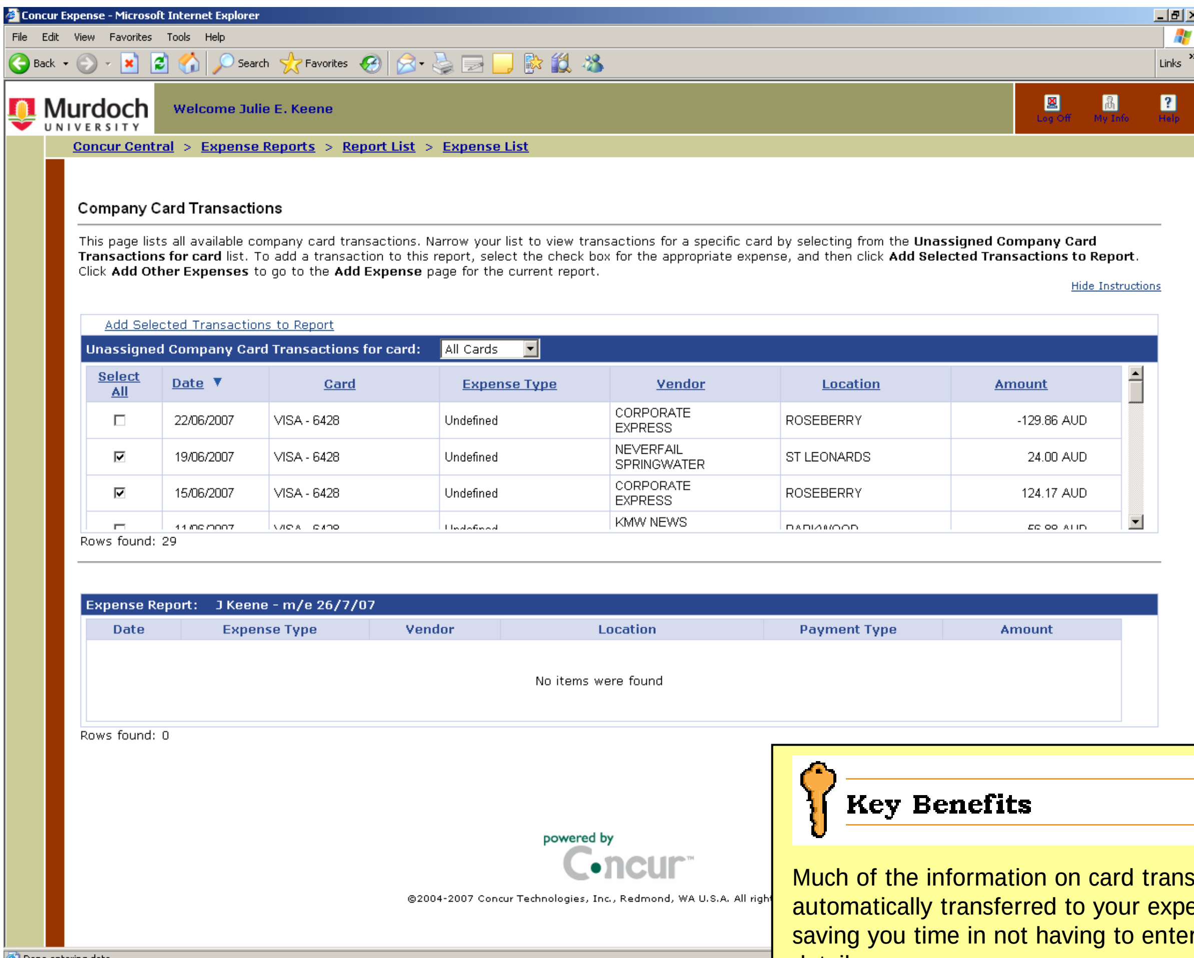


Key Benefits

The required fields indicators ensure that you never submit an expense report with out required information.

Step 2: Add Purchasing Card Transactions to the New Expense Report

How to…	Additional Information
1. On the **Add Expense for Report** page, click the **Add Company Card Transactions** link.	Company card transactions are automatically transferred (imported) to your Concur Expense user account ready to be added to your current expense report. This occurs on a daily basis.
2. In the **Unassigned Company Card Transactions** section of the page, select the check box for each transaction that you want to assign to the current expense report.	You can also click the **select all** link to add all of the transactions to your report in one step.
3. Click the **Add Selected Transactions to Report** link.	The selected transactions move to the Expense Report section at the bottom of the page.



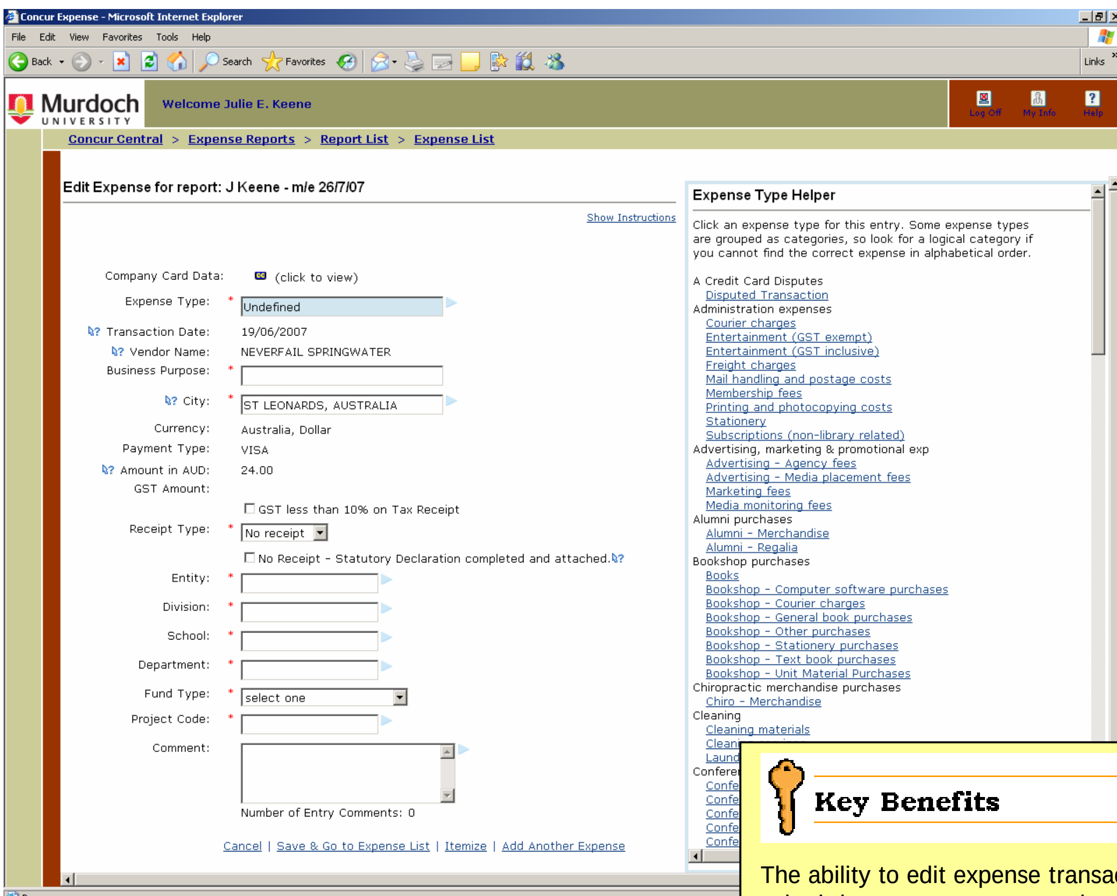
Key Benefits

Much of the information on card transactions is automatically transferred to your expense report – saving you time in not having to enter as many details.

Section 5: Reviewing and Editing an Expense Report

You should review and edit all expenses, including purchasing card transactions, for accuracy before submitting the expense report.

How to…	Additional Information
1. On the **Expense List** page, click the expense type (link) of the expense you want to review (currently set as “Undefined”). Select the expense type.	The Edit Expense page appears.
2. Move through the fields and make the required changes.	If a required field is blank or incomplete, type the information or select from the list or helper pane, whichever applies.
3. When done, click **Save & Go to Expense List**.	If you fail to enter any of the required information, a red flag will appear next to the entry in the Expense Report list. You will not be able to submit this report until you fix the error.



Key Benefits

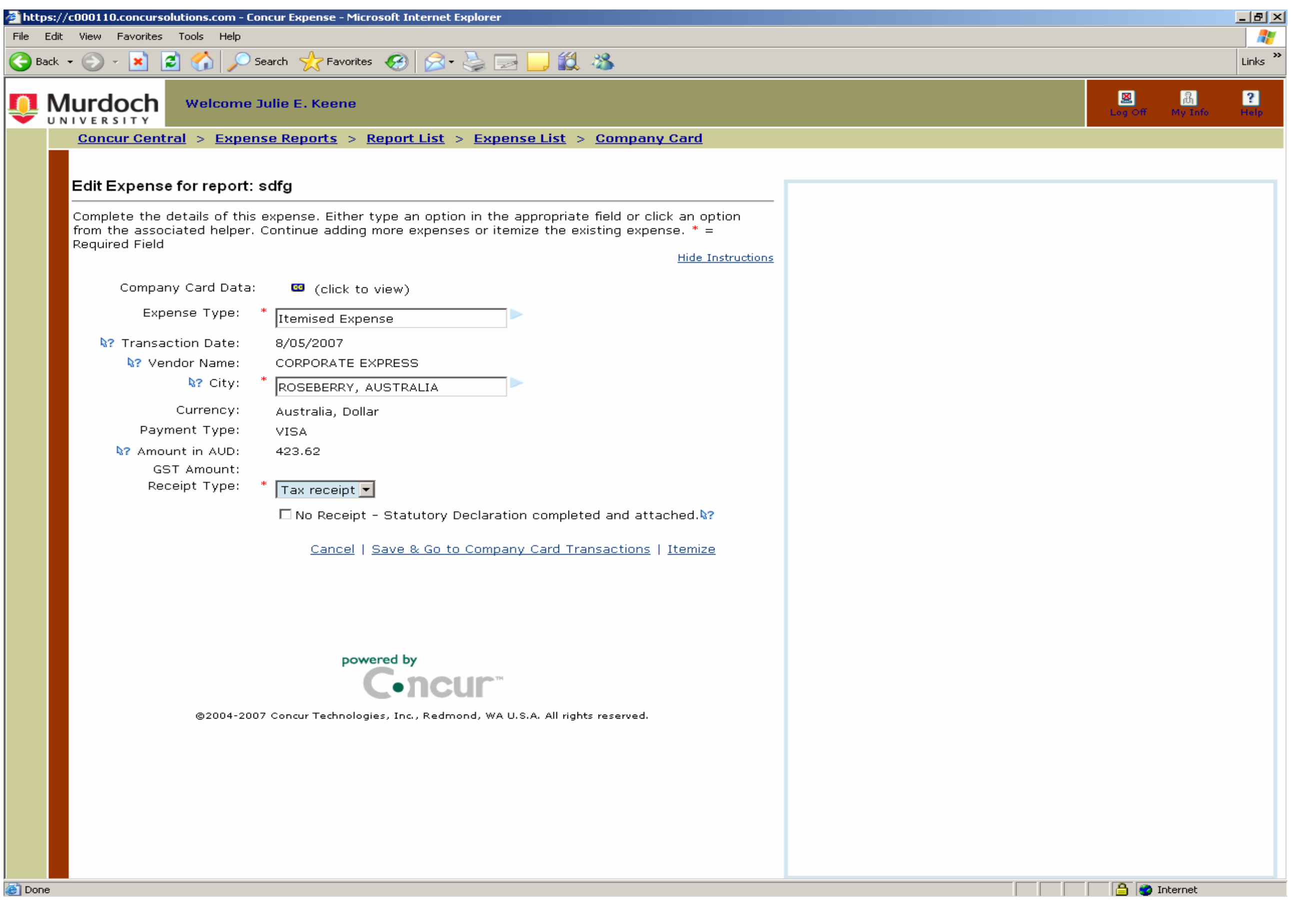
The ability to edit expense transactions before submitting your report saves time for you and your approver.

Section 6: Using Special Features

Itemize Expenses

Use the Itemise feature to account for receipts that include mixed supplies (GST inclusive and GST exempt purchases), various expense items making up one transaction or when cross charging between various cost centres.

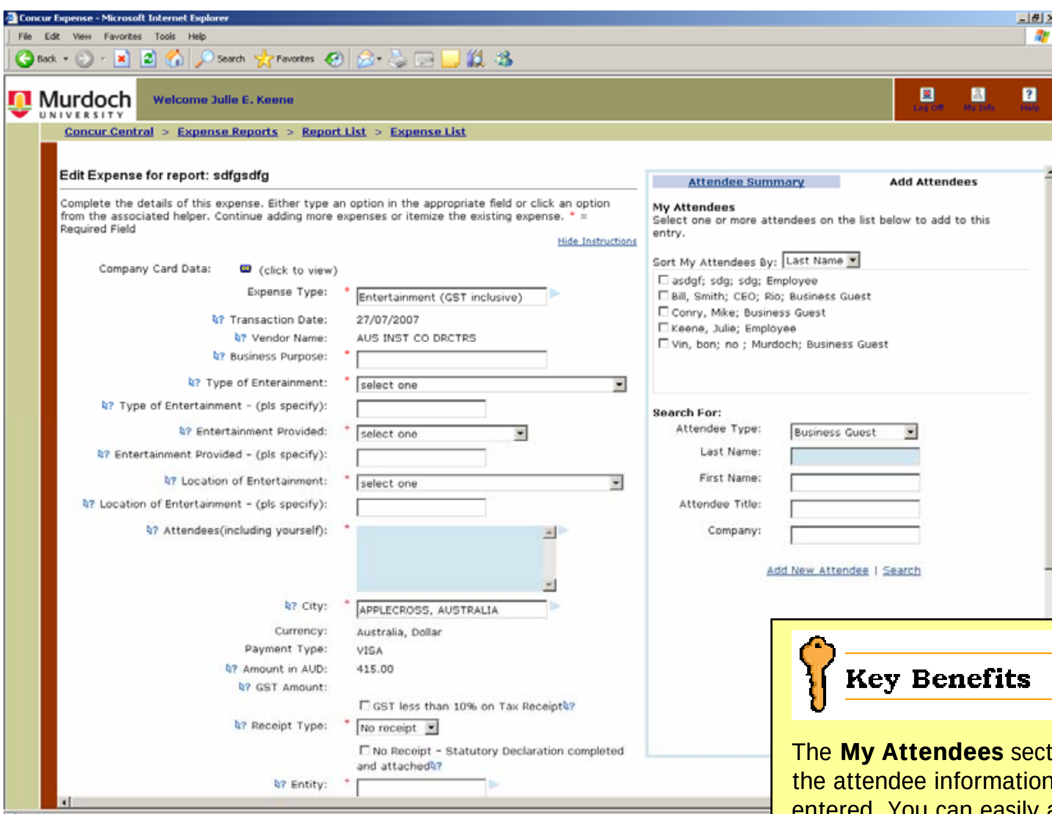
How to...		Additional Information
1. On the **Edit Expense** page, click the "**Itemised Expense"** expense type from the Expense Type Helper pane.		
2. Select the **Receipt Type** and select **Itemise** at the bottom of the page.		
3. Select the **Expense Type** and complete the balance of the information requirements on the page. When done, click **Add Another Itemisation**.		Follow these steps until the expense is fully itemised. The amount in the **Amount Remaining** field will be zero when all expenses are itemised.
4. When done, click **Save & Go to Itemisation list.**		The **Itemisation List** is a quick view of how the transaction was split into parts for itemization.
5. On the **Itemisation List** page, review the information for accuracy and click **Done.**		When finished, you will return to the **Expense List** page and be able to review all the transactions for this report.



Add Attendees

For some expense types, such as entertainment, you are required to list the attendees who were present at these events.

How to...	Additional Information
1. From the **Expense List** page, find the transaction that you want to add attendees to or **Add Expense** if it is not already listed.	This is only required when entertainment is the expense type.
2. Select the **Expense Type** from the helper.	
3. Click in the **Attendees** field.	You will not have this field for expense types that do not require it.
4. In the helper pane, select **Add New Attendee**, type the **name, title (optional), company (optional),** and select from the **Attendee Type.** After adding all attendees click **OK.**	The newly added attendee appears in the **Attendee** field in the work pane. Attendees you have added to past expenses are listed in the **My Attendees** section of the helper pane. To add people from this list to your current transaction, simply click the check box by their name.
5. An alternative is to select an attendee from the **My Attendees** section by ticking the appropriate box.	
6. Complete the remaining fields on the expense page as usual.	



Key Benefits

The **My Attendees** section is pre-populated with the attendee information that you previously entered. You can easily add these attendees to an expense with a click of the mouse.

Section 7: Printing and Submitting/Resubmitting Expense Reports

Preview and Print Your Expense Report

Two types of reports are available for printing. The **Fax Receipt Cover Page** includes a barcode and lists the expenses that require receipts. It is utilised if you submit your receipts to Concur Imaging Service via fax. After printing out the Fax Receipt Cover Page, fax it along with your receipts to the number listed on the cover sheet; your receipts will be electronically attached to your expense report. The **Murdoch Receipt Report** includes a barcode and list of expenses that require receipts. It is used to physically submit or mail in your receipts to OFS.

How to...		Additional Information
1. On the **Expense List** page, click **Print Report** OR... On the **Expense Report List** page, click **Print**.		The first time you print, a dialog box will appear with instructions on how to print a cover page and send your receipts by fax. You have the option to not see this screen every time by clicking in the check-box.
2. Select the type of report you want to print and any options if available. Click **Print Preview**.		From the **Print Preview** page, you can **close** the print option, **print** the report, or go back to **select report format.**
3. After reviewing the document, click **Print**, and then click **Done**.		

Submit Your Completed Expense Report

How to...		Additional Information
1. From the **Expense List** page, click **Submit Report** *or* from the **Expense Report List** page, click **Submit**.		Your default approver assigned will be displayed. Click Submit.

Correct and Resubmit a Report Sent Back by Your Supervisor

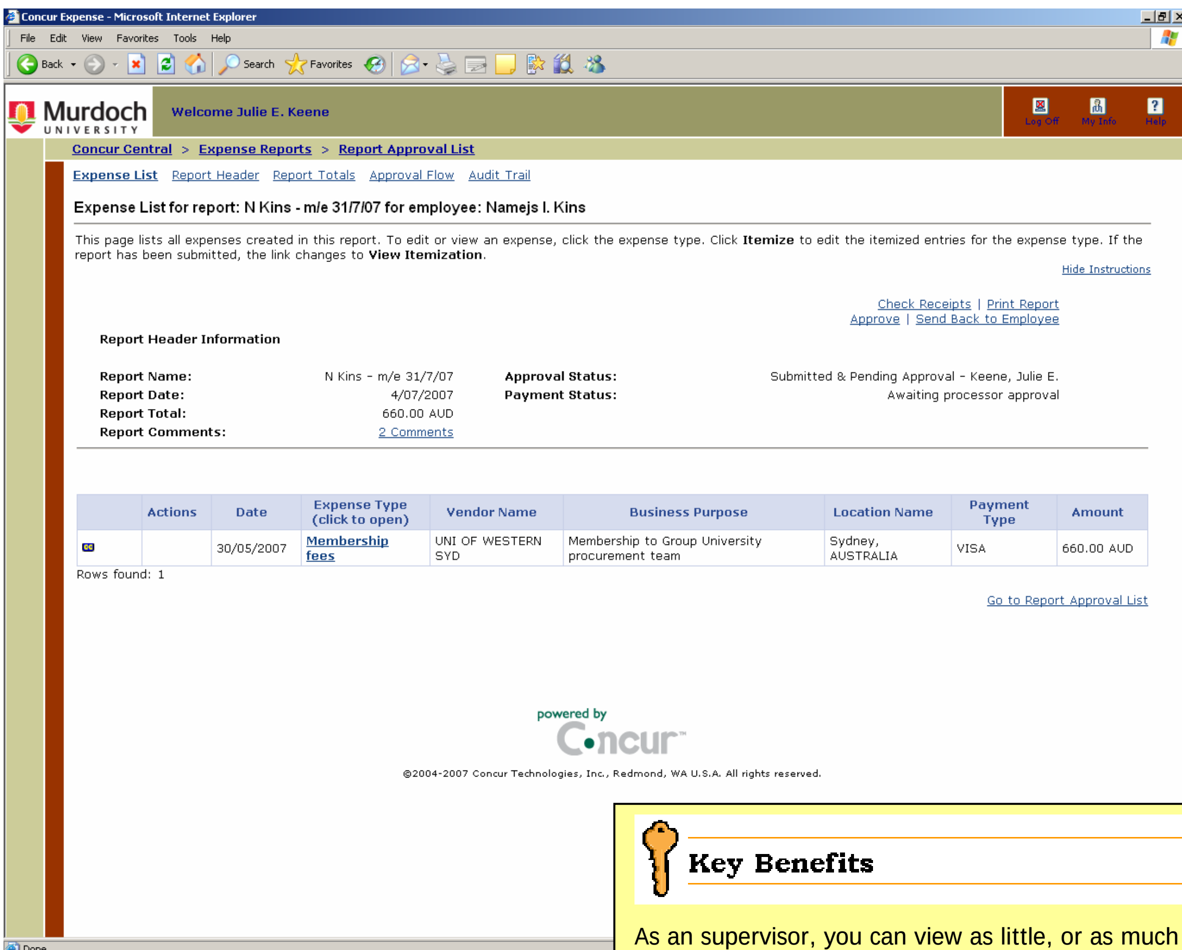
How to...	Additional Information
1. In the **Expense Reports** area of the **Concur Central** page, click **View & Edit**.	Occasionally, a report may need to be returned to an employee for correction. This option is much easier than having to reject the report and make the employee start over again.
2. Click the **Comment** icon associated with the returned report.	Returned reports include a comment from the approver explaining why the report was returned.
3. Read the supervisor's or OFS comment in the **Comment History** helper pane and then click **Done** in the work pane.	Supervisors / OFS are required to comment about why the report was returned and what needs to be done to correct it.
4. Assuming that you are requested to edit your report or expenses, on the **Expense Report List** page, click the name (link) of the returned report.	
5. To view or edit an expense, first click the **Expense type** link of the transaction you want to review.	
6. On the **Edit Expense** page, make the required changes and then click **OK**.	
7. On the **Expense List** page, click **Submit Report**.	

Section 8: Reviewing and Approving Expense Reports

As a supervisor, you can approve an expense report “as is” or send an expense report back to the employee to modify and resubmit.

Review and Approve an Expense Report

How to...		Additional Information
1. In the **My Work** section of the **Concur Central** page, click on the title of the report you want to view.		All of the reports waiting for your approval are displayed in the **My Work** section of the **Concur Central** page.
2. From the **Expense List** page, click **Report Header** to view the header information. Click **OK** to return.		Review the transactions listed in the report on the **Expense List** page before moving on. You can also view all comments associated with this request by clicking the **Audit Trail** link at the top of the page.
3. Click the **Approve** link above the expense list table.		The status of the report is changed to *approved*.



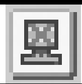
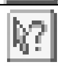
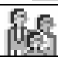
Key Benefits

As an supervisor, you can view as little, or as much detail as you need before approving the report.

Send an Expense Report Back to the Employee

How to...		Additional Information
1. In the **My Work** section of the **Concur Central** page, click on the title of the report you want to view.		All of the reports waiting for your approval are displayed in the **My Work** section of the **Concur Central** page.
2. From the **Expense List** page, click **Report Header** to view the header information. Click **OK** to return.		Review the transactions listed in the report on the **Expense List** page before moving on. You can also view all comments associated with this request by clicking the **Audit Trail** link at the top of the page.
3. Click the **Send Back to Employee** link above the expense list table.		A new screen appears.
4. In the **Send Back Report** page, add comments in the **Comment** box.		Comments should tell the employee exactly why the report was returned and how to modify it before resubmitting.
5. Click **OK**.		The report is sent back to the employee.

Section 9: Concur Expense Action Buttons and Icons

Button/Icon Description	
	**Log Off**: Click to log off the Concur Expense Service.
	**My Info**: Click to navigate to My Info.
	**Help**: Click to access the associated Online Help page.
	**Tooltip**: Hover the mouse pointer over a tooltip icon to view the associated field-related help.
	**Itemized expense**: Click to access the **Itemization List** page.
	**Attendees**: Click to access the **Attendees** field on **Edit Expense** page.
	**Comments**: Click to navigate to the **Comments** field on the **Edit Expense** page. When clicked for report-level comments, the **Comments** field on **Edit Report Header** page is displayed.
	**Exception Flags:** ***Red***: The expense report cannot be submitted until the exception is corrected. *Yellow*: The expense report can be submitted, but an exception exists. ***Gray***: The exception has been cleared by OFS.
	**Purchasing Card transaction:** Indicates that a transaction was incurred using a purchasing card. Click the **Company Card** icon on the **Expense List** page, **Edit/View Expense** page, or **Company Card Transactions** page to view the details of the purchasing card transaction.
	**Allocated Expense**: Indicates that this expense has allocations associated. Click the icon to review the allocated codes and percentages for this expense on the **Expense Allocations** page.