

Getting Started In Concur

Request and Expense Report Workflow

Overview

- Concur Offers separate approval workflows for Goods & Services expenses and Travel Expenses
- This guide will illustrate the basic workflow for Concur Requests and Expense Reports for both Goods and Services and Travel expenses.
- Employees new to Concur may reference the glossary at the end of this guide to gain familiarity with the terms and roles referenced within.



Concur Goods & Services Request Workflow



Employee Submits a G&S Request

Note: Procurement Services does not require employees to submit a Request prior to purchasing Goods & Services less than \$5,000.00 with their UD Credit Card.

However, an employee's department may have their own purchasing policies requiring a Request.

Employees should consult their department business office for their current policies.

When the employee submits their Goods & Services Request, it is routed directly to the Cost Object Approver for review and approval.



Cost Object Approver Reviews and Approves G&S Request

A Request can only be routed to one COA, the owner of the SpeedType listed on the Request Header.

A COA has the following options:

- Return the Request to the employee with comments (e. g. more information is needed, or the Request is not approved).
- Approve the Request.

Upon approval, the employee will receive an email notification that their Request has been approved by the COA.

The employee will see the Request status listed as Approved in their Active Requests queue.



Purchase Completed

The employee may proceed with their requested purchase.

Once the UD Credit Card expense has been imported into Concur from Bank of America, the employee can add it to an Expense Report along with any other G&S purchases they have made.



Concur Goods & Services Expense Report Workflow



Employee Submits a G&S Expense Report

When the employee submits their Goods & Services Expense Report, it is routed to the Cost Object Approver(s) for review and approval.

Exception: If any individual item on a G&S Expense Report is greater than \$5,000.00, that expense will first route to the employee's Supervisor, then to the COA for approval. This scenario should occur rarely, if ever, since all purchases exceeding \$5,000.00 are required to be made through Procurement Services.



Cost Object Approver Reviews and Approves G&S Expense Report

If the expenses listed on the report are allocated to different SpeedTypes, Concur will send the report to the various COAs simultaneously so they can review the expenses.

A COA has the following options:

- Return the Report to the employee with comments (e. g. more information is needed, or the Report is not approved).
- Change the SpeedType to route the Report to a different COA if the proposed expense is not related to their Purpose Code.
- Approve the Report.

Upon approval, the employee will receive an email notification that their Expense Report has been approved by the COA.

The employee will see the Expense Report status listed as Approved in their Report Library.



Processor Review and Approval

In some instances, an Expense Report will require additional review by the Concur Processor.

For example, if the employee who prepared or submitted the Expense Report is also the Cost Object Approver for one or more expenses, Concur will route the Expense Report to the Processor for review.

The Processor has the following options:

- Return the Report to the employee with comments (e. g. a correction needs to be made, or the Report cannot be approved).
- Approve the Report.

Upon approval, the employee will receive an email notification that their Expense Report has been approved by the Processor.



Expenses Booked to GL

Upon final approval, expenses will typically be visible in PeopleSoft the following business day and in UDataGlance within two business days.



Concur Travel Request Workflow



Employee Submits a Travel Request

All employees planning to travel on UD business must submit a Request in Concur. The Request serves as a *notification* of intent to travel and an *estimate* of associated costs.

The Request must be approved by the Supervisor and COA

The approved Travel Request allows Concur to send alerts to UD if employees are traveling in an area where they might need assistance.

If an employee is classified as faculty in Concur, the Travel Request can be auto-approved if the employee selects that approval is not required on the Travel Request form.



Supervisor Reviews and Approves Travel Request

A Supervisor has the following options:

- Return the Request to the employee with comments (e. g. more information is needed, or the Request is not approved).

- Approve the Request.

Upon approval, the employee will receive an email notification that their Request has been approved by the Supervisor.

The employee will see the Request status listed as Pending Cost Object Approval in their Active Requests queue.



COA Reviews and Approves Travel Request

A Request can only be routed to one COA, the owner of the SpeedType listed on the Request Header.

A COA has the following options:

- Return the Request to the employee with comments (e. g. more information is needed, or the Request is not approved).

- Approve the Request.

Upon approval, the employee will receive an email notification that their Request has been approved by the COA.

The employee will see the Request status listed as Approved in their Active Requests queue.



Employee Books Travel

Concur will allow an employee to begin the travel booking process as soon as they submit their Request.

However, an employee's department may have policies requiring a Travel Request to complete the full approval process prior to the employee booking travel.

Employees should consult their department business office for their current policies.



Employee may begin their expense

When the employee has completed their travel, they can add their trip related expenses to an Expense Report in Concur.



Concur Travel Expense Report Workflow

Employee Submits Travel Expense Report

When the employee submits their Travel Expense Report, it is routed for approval in the following order: Concur Receipt Audit, Supervisor, Cost Object Approver, Concur Processor

Concur Receipt Audit

Concur Receipt Audit reviews receipts for accuracy

Concur Receipt Audit either returns the Report to the employee for corrections, or forwards it to the Supervisor for Review

Supervisor Reviews and Approves Travel Expense Report

A Supervisor has the following options:

- Return the Report to the employee with comments (e. g. more information is needed, or the Request is not approved).

- Approve the Report.

Upon approval, the employee will receive an email notification that their Report has been approved by the Supervisor.

The employee will see the Report status listed as Pending Cost Object Approval in their Open Reports queue.

COA Reviews and Approves Travel Expense Report

If the expenses listed on the report are allocated to different SpeedTypes, Concur will send the report to the various COAs simultaneously so they can review the expenses.

A COA has the following options:

- Return the Report to the employee with comments (e. g. more information is needed, or the Report is not approved).

- Change the SpeedType to route the Report to a different COA if the proposed expense is not related to their Purpose Code.

- Approve the Report.

Upon approval, the employee will receive an email notification that their Expense Report has been approved by the COA.

The employee will see the Expense Report status listed as Approved in their Report Library.

Processor Review and Approval

An Expense Report may require additional review by the Concur Processor.

For example, if the employee who prepared or submitted the Expense Report is also the Cost Object Approver for one or more expenses, Concur will route the Expense Report to the Processor for review.

The Processor has the following options:

- Return the Report to the employee with comments (e. g. a correction needs to be made, or the Report cannot be approved).

- Approve the Report.

Upon approval, the employee will receive an email notification that their Expense Report has been approved by the Processor.

Expenses Booked to GL

Upon final approval, expenses will typically be visible in PeopleSoft the following business day and in UDataGlance within two business days.

If the employee is due a reimbursement for out of pocket travel expenses on their Expense Report, they will receive notification of their payment being sent to their bank within a few business days of final approval.



Concur Credit Card Services Request Workflow



Employee Submits a Card Request

All employees seeking to request, replenish, close, or modify a UD Credit Card must submit a Request for Credit Card Services in Concur.

When the employee submits their Credit Card Services Request, it is routed to their Supervisor for review and approval.

Note: Some employees may perform work for multiple departments or areas.

- Regardless of which area the UD Credit Card is needed for, Concur will route the Request to the employee's Supervisor.

- The best practice is for the employee to add comments to explain the intended use of the card and to provide the name of an Approver from the area that will be using the card.

- Their Supervisor can select Forward and Approve to send the Request to the additional Approver in that area.



Supervisor Reviews and Approves Card Request

The expectation is that the Supervisor reviews the Request for the following variables in relation to the employee's job duties:

- Is there a bona fide business need for the employee to be issued a UD Credit Card?

- Does it make sense for this employee to have a UD Credit Card with a credit limit that refreshes each month, or should they have a Declining balance card loaded with a set amount of funds that expire on a certain date?

- Is the requested credit line or funding amount in line with the employee's projected spend for their job responsibilities?

- Do the requested updates to the card make sense?



Processor Review and Approval

The Processor has the following options:

- Return the Request to the employee with comments (e. g. a correction needs to be made, or the Request cannot be approved).
- Approve the Report.

Upon approval, the employee will receive an email notification that their Request has been approved by the Processor.

General timeframes:

- New card Requests: The employee should allow about two weeks for processing and receipt of the card once the Request has been approved by the Processor.

- Card maintenance Requests: If the employee already has a UD Credit Card or Declining Balance Card and has submitted a Request to update the card or replenish funds, they should allow about two business days for processing after their Supervisor has approved the Request.



Employee Activates Card and selects PIN

If the Credit Card Services Request was for a new or replacement card, the employee should immediately activate the card upon receipt.

The activation phone number is listed on a sticker on the front of the card.

The automated system will prompt the employee to select a PIN for their card on the same phone call.

The information that the employee will need to activate their card and select a PIN will be included in the card envelope.

If the information is missing or incorrect, the employee can send an email to creditcard@udel.edu and a member of the credit card team will assist them.



Glossary of Terms

- **Approver**
 - Concur has various levels of Approvers, including: Supervisor, Cost Object Approver, Processor
- **Concur Liaison**
 - A UD employee who serves as a subject matter expert on Concur. The Concur Liaison interprets general UD Concur training materials to provide customized assistance to their peers based on their department's own business policies and procedures. A list of [Concur Liaisons](#) by department is kept on the Procurement Services website.
- **Cost Object Approver (COA)**
 - The Purpose Code Owner of a SpeedType according to the UD Controller's Office
 - Cost Object Approver reviews the Expense Report to verify that the related expenses are in line with their budget.
- **Declining Balance Card (DBC)**
 - A card issued by UD to an employee to pay for bona fide business expenses.
 - The DBC is loaded with a fixed dollar amount that the cardholder can spend down over a specific period of time (e. g. for the length of a grant period, the length of a conference, the duration of an academic or fiscal year, or even the expiration date of the card itself).
 - The funds loaded to a DBC do not refresh automatically.
 - If additional funds need to be added to the card because the original amount has been spent or the timeframe has expired, a UD Credit Card Services Request will need to be submitted in Concur to replenish the card.



Glossary of Terms cont'd...

- Expense Report
 - A form in Concur that allows employees to group related expenses together prior to submitting them for review and approval.
 - Goods and Services Expenses
 - The employee may group their expenses as they choose.
 - » Some methods of organizing expenses on an Expense Report: by month, by project, by vendor.
 - » A department's business office may have a standard expense grouping protocol that they ask their employees to follow.
 - Travel Expenses:
 - Travel expenses should be grouped together by trip.
 - Employees that accrue extensive local mileage for their jobs can submit a single Travel Expense Report for multiple mileage journeys.
 - Local business hosting expenses including certain meals and local travel expenses including some parking, tolls, and mileage should be submitted on Travel Expense Reports, not Goods and Services Expense Reports since they are governed by UD's Travel and Expense Policy.
 - Both UD Credit Card travel expenses and Out of Pocket travel expenses can be combined on the same expense report for the same trip .
- Expense Type
 - The description of the expense that helps determine which account the expense hits in the general ledger.



Glossary of Terms cont'd...

- Request
 - A form in Concur that an employee uses to notify Approvers of proposed business expenses or travel.
- SpeedType
 - Also referred to as a Purpose Code.
 - Directs an Employee's Request or Expense Report to the owner of a specific budget funding source.
- Supervisor
 - An employee's supervisor according to UD Human Resources records.
 - The employee's Supervisor reviews the Request to verify that the completed travel is in line with the employee's job responsibilities.
- UD Credit Card (UDCC)
 - A traditional credit card issued by UD to an employee to pay for bona fide business expenses.
 - The UDCC has a cycle limit that refreshes each month.



Resources

[List of Concur Liaisons](#)

[Concur Training Materials](#)

[Procurement Services](#)

