GEMS Program
Concur Travel & Expense
Quick-Start Guide

Your Guide to Booking Travel, and Creating, Submitting, and Approving Expense Reports

http://gems.uchicago.edu
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Concur® Travel & Expense QuickStart Guide

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Welcome to Concur Travel & Expense

GEMS Concur Travel & Expense integrates expense reporting with a complete travel booking solution. This comprehensive Web-based service provides all of the tools users need to book travel as well as create and submit expense reports. Managers use the service to review and approve expense reports. Back-office employees use the service to produce audit reports, ensure compliance, and deliver business intelligence to help your company reduce its costs.

Section 1: Log on to GEMS

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
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</thead>
<tbody>
<tr>
<td>1. In your Internet browser (preferrably Mozilla Firefox), go to gems.uchicago.edu</td>
<td>Your password is case sensitive.</td>
</tr>
<tr>
<td>2. Click the Expense System Login link at the top.</td>
<td>If you have any problems logging in or with your CnetID and password, please go to cnet.uchicago.edu for assistance.</td>
</tr>
<tr>
<td>3. Log on to GEMS by typing your CnetID and password.</td>
<td></td>
</tr>
</tbody>
</table>

![Image of GEMS login screen]
Section 2: Explore the My Concur Page

The My Concur page includes several sections that make it easy for you to navigate and find the information you need.

How to...

Use the Trip Search section.

Explore the Weather section.

Look at the Company Info section.

Additional Information

This section provides the tools you need to book a trip with any or all of these: flight, car, hotel, limo, and dining.

This section appears on My Concur only if your company uses Concur Cliqbook Travel.

This section shows you the weather conditions at any selected airport.

This section displays information and links provided by your company.
### Section 2: Explore the My Concur Page (Continued)

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
</table>
| Use the **Expense Reports** or **Active Work** section. | This section provides links to create a new expense report, or view your existing reports, authorization requests, or cash advances. It also lists your unsubmitted expense reports.  
  **If your company uses Authorization Requests and/or Cash Advances, this section is titled “Active Work.” Otherwise, the section is titled “Expense Reports.”** |
| Explore the **Approval Queue** section. | This section lists the expense reports awaiting your review and approval as well as any authorization requests or cash advances.  
  **This section appears on My Concur only if you are an Expense approver and if you have received at least one report for approval.** |
| Explore the **Trip List** section. | This section lists your outstanding trips.  
  **This section appears on My Concur only if your company uses Concur Travel.** |
| Explore the **Trips Awaiting Approval** section. | This section lists the trips awaiting your approval.  
  **This section appears on My Concur only if your company uses Concur Travel and if you are a travel approver.** |
| Explore the **Available Company Card Charges** section. | This section lists all imported credit card transactions. |
| Explore the **Travel Info** section. | This section provides contact information for help with booking travel using Cliqbook and general travel information.  
  **This section appears on My Concur only if your company uses Concur Travel.** |
Customize My Concur

You can move the panes around the My Concur page to better meet your needs. Click the top bar of a pane and drag it to a new position on the page.
Section 3: Update Your Travel Profile

Before you use Concur Travel for the first time, update your profile. You must save your profile before you first attempt to book a trip in Concur Travel.

If you are a travel arranger, select the profile that you want to edit from the You are Administering Travel For dropdown menu (at the top of the Profile page).

Step 1: Change your Time Zone, Date Format, or Language

How to...

1. On the My Concur page, click Profile on the menu at the top of the page.
2. On the Profile submenu, click System Settings.
3. On the System Settings page, update the appropriate information, and then click Save.

Additional Information

You can change the system and regional settings (number, currently, date, and time format).

The submenu is listed horizontally under the Profile tab. You can also hover over the Profile tab to view a dropdown version of the submenu.
Section 3: Update Your Travel Profile (Continued)

Step 2: Update Your Personal Information

How to...

1. On the My Concur page, click Profile on the menu at the top of the page.

2. On the Profile submenu, click Personal Information.

3. On the My Profile page, update the appropriate information, and then click Save.

Additional Information

The submenu is listed horizontally under the Profile tab. You can also hover over the Profile tab to view a dropdown version of the submenu.

Complete these sections of your travel profile:
- Name & Airport Security
- Home Address
- Work Address
- Contact Information
- Emergency contact
- Travel Preferences
- Credit Cards

You must complete all fields marked Required (in orange) to save your profile.

Verify that the first and last name fields match the ID used at the airport.

If you cannot edit these fields, contact your travel agency or travel manager to make changes.

The country you select in the work address fields will determine the default map that appears on the Concur Travel Map tab.

There are several Save buttons on the profile page. You only need to save once as every Save button saves the entire profile.
Section 3: Update Your Travel Profile (Continued)

Step 3: Set Up a Travel Arranger or Assistant

<table>
<thead>
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<th>How to...</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1. On the My Concur page, click Profile on the menu at the top of the page.</td>
<td>Use Assistants &amp; Travel Arrangers to give other Concur Travel users the ability to view and modify your profile or book travel and trips for you.</td>
</tr>
<tr>
<td>2. On the Profile dropdown menu, select Personal Information.</td>
<td>Important: Your assistant must have an existing Concur Travel account before you can add him or her to your profile.</td>
</tr>
<tr>
<td>3. Click Assistants at the top of the page.</td>
<td>Hint: When searching, use the following format: <strong>LastName,FirstName</strong> (no spaces). For example: Smith,June</td>
</tr>
<tr>
<td>4. Click Add an Assistant to search for your assistant’s last name.</td>
<td>The Assistant dropdown list shows any individuals that match your search criteria.</td>
</tr>
<tr>
<td>5. In the Search Criteria field, enter the assistant’s name.</td>
<td>Use this option if you want to allow the assistant to view, make changes to, and modify your profile.</td>
</tr>
<tr>
<td>6. Click Search.</td>
<td></td>
</tr>
<tr>
<td>7. Click the Assistant dropdown arrow.</td>
<td></td>
</tr>
<tr>
<td>8. Select the appropriate name from the dropdown list.</td>
<td></td>
</tr>
<tr>
<td>10. Select Is my primary assistant for travel.</td>
<td></td>
</tr>
<tr>
<td>11. Click Save.</td>
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</tbody>
</table>
Section 4: Make a Travel Reservation

Step 1: Make a Flight Reservation

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
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</thead>
<tbody>
<tr>
<td>1. On the My Concur page, click the Flight tab at the left side of the page under the Trip Search section.</td>
<td></td>
</tr>
<tr>
<td>2. Select one of the following types of flight options:</td>
<td></td>
</tr>
<tr>
<td>- Round Trip</td>
<td></td>
</tr>
<tr>
<td>- One Way</td>
<td></td>
</tr>
<tr>
<td>- Multi-Segment</td>
<td></td>
</tr>
</tbody>
</table>

3. In the Departure City and Arrival City fields, enter the cities for your travel.

4. Click in the Departure and Return date fields, and then select the appropriate dates from the calendar.

5. If you need a car, select the Pick-up/ Drop-off car at Airport checkbox.

If you have a car, hotel, limo, or rail to book without airfare, use the corresponding tabs.

When you type in a city, airport name, or airport code, Concur Travel will automatically search for a match.

You can also select the appropriate Departure and Return times and date range. Concur Travel searches before and after the time you select.

Depending on your company's configuration, you can automatically reserve a car, allowing you to bypass viewing the car results. After you select a vendor and car type, a car is automatically added to your reservation.

If you need an off-airport car or have other special requests, you can skip this step and add a car from the Itinerary page.
Step 1: Make a Flight Reservation (Continued)

How to...

6. If you need a hotel, select the Find a Hotel checkbox.

7. If also booking for a companion, from the Number of Adults dropdown menu, select the number of adults traveling.

8. In the Search flights by section, select either Price or Schedule.

9. Click Search.

Additional Information

You can choose to search for the hotel by:
- Airport
- Address
- Company Location
- Reference Point / Zip Code (a city or neighborhood)

If you are staying at more than one hotel during your trip or do not need a hotel for the entire length of your stay, you can skip this step and add a hotel from the Itinerary page.

Your company decides if this field appears in the Trip Search section. When displayed, if a companion is selected, the payment screen will provide the option to use the credit card from the companion’s profile.

Select Price to find fares in Coach/Economy.

Select Schedule to locate flights in fare classes other than Coach/Economy. When you search by schedule, a list of outbound and return flights will appear.

To search only fully refundable fares, select the Refundable only checkbox.

To filter the results, select a column, row, or cell in the grid directly above the list of flights. The results will then show flights with the number of stops, airline, or both.
Step 1: Make a Flight Reservation (Continued)

How to...

10. Review the search results, and then click the View Seatmap button next to the flight.

11. Select any green (unoccupied) seat and position the mouse pointer over a seat to see the seat number.

Additional Information

A code for seats appears at the bottom of the page, showing which seats are available, occupied, or considered preferential. The bottom right corner shows the number of available seats by class of service for this flight.

Select preferential seats (highlighted in yellow) if you have preferred status on the selected airline. Your frequent flyer number must be in your Concur Travel profile. If you select a preferential seat and this information is not in Concur Travel, your seat request might not be honored.

Some seats are marked handicapped and can only be selected by a travel agent. If you are entitled to a handicapped seat, make sure your travel agent is aware of your situation.
Step 1: Make a Flight Reservation (Continued)

**How to...**

12. Click the appropriate seat to select it, and then click **Select Seat**.

13. Once you have made your seat selection, click **Close**.

14. Click **Reserve** to select your airfare.

**Additional Information**

To change your seat, click the seat you prefer. Point to a seat to view the seat number.

After you select your seat for a flight, you can either click **Change Seat** or select the next flight in your reservation. Concur Travel will prompt you to save your new seat selection.

Policy information appears next to the **Reserve** button. The **Reserve** buttons are color coded as:

- A **green Reserve** button indicates the fare is within policy.
- A **yellow Reserve** indicates the fare is outside of policy. If you select this fare, you must enter additional information.
- A **red Reserve** button indicates the fare is outside of policy. If you select this fare, you must enter additional information and wait for manager approval. The trip will not be ticketed until it is approved by a manager.

When you click **Reserve** to select a fare, Concur Travel & Expense automatically selects the corresponding frequent flier program, if available. You can also select a different program from the list at the bottom of the screen.
Section 4: Make a Travel Reservation (Continued)

Step 2: Select a Car

How to...

1. If you selected **Pick Up/ Drop off Car at airport** on the **Flight** tab, you will see the results for the car search.

2. Select the appropriate rental car, and then click **Reserve**.

Additional Information

If you selected **Automatically reserve this car**, Concur Travel & Expense will add your car and then display your hotel results.

You can sort the car results to help find your selection.
Yellow diamonds indicate preferred vendors and your preferred car type will be selected automatically.
Section 4: Make a Travel Reservation (Continued)

Step 3: Select a Hotel

How to...

1. In the hotel results, click Next to access more hotel information.

2. To filter by hotel chain, click the Hotel Chain radio button, and then select the chains you want to view.

3. To filter by hotel amenities, click the Hotel Amenities radio button, and then select the appropriate amenity options.

4. Click the Map of Hotels link in the upper-right corner of the page to view a map of the location you selected and the nearby hotels.

5. Click the Info link for a specific hotel to find more detailed information for the hotel.

6. When you are ready to reserve your hotel room, click Reserve for the appropriate rate and hotel.

7. Review the information on the Rate details/ Cancellation policy pop-up window, and then click Continue.

Additional Information

If you selected the Find a Hotel option on the Flight tab, the hotel results are displayed after you choose your rental car.

You can sort the list of hotels by Preference, Price, Chain, Rating, Distance and Policy.

If you book a roundtrip overnight stay without a hotel, you will be asked to provide hotel information.

You can also choose Show All or Hide All and sort the list of hotels by Preference, Price, Chain, Rating, Distance and Policy.

Your company’s preferred hotels are displayed as pink dots.

Next to each Reserve button, a description, rate details, and cancellation policy is available. The Reserve buttons are color coded as follows:

- A green Reserve button indicates the hotel rate is within policy.
- A yellow Reserve button indicates the hotel rate is outside of policy. If you select this rate, you must enter additional information.
- A red Reserve button indicates the hotel rate is outside of policy. If you select this rate, you must enter additional information and wait for manager approval. The trip will not be ticketed until it is approved.

You will see a notification if a hotel is outside of policy. You can view the type of rate and room, as well as other information that is available from the agency system.

A grey or yellow diamond indicates that the hotel property is company preferred.

After clicking the Reserve button, the Hotel confirmation page appears.
Step 3: Select a Hotel (Continued)

1. Review the details of the reservation on the Trip Details page, and then click Next.

2. On the Trip Booking Information page, enter your trip information in the Trip Name and Trip Description fields.

3. Click Next.

4. Click Purchase Ticket to finalize your trip.

Step 4: Complete the Reservation

How to...

- Review the details of the reservation on the Trip Details page, and then click Next.

- On the Trip Booking Information page, enter your trip information in the Trip Name and Trip Description fields.

- Click Next.

- Click Purchase Ticket to finalize your trip.

Additional Information

- From the Trip Details page, you can add or make changes to the car, hotel as well as change the dates of the flight.

- The trip name and description data are for your record keeping. If you have any special requests for the travel agent, please enter them into the agent comments section. Some request may result in higher fees.

- The name and itinerary is displayed along with the quoted airfare amount.
Section 5: Cancel or Change an Airline, Car Rental, or Hotel Reservation

**How to...**

1. At the top of the My Concur page, click **Travel**.

2. On the **Upcoming Trips** tab, click the name of the trip you want to change.

**Additional Information**

Flight changes are available for e-tickets that include a single carrier.

If the trip is already ticketed but has not occurred, you can change the time of the flight if an even exchange is available or the ticket is refundable. Your change options will be with the same airline and routing.

Contact the appropriate Website or vendor directly if you did not book your trip using Concur Cliqbook Travel.

3. From the **Trip Actions** menu, click **Change Trip**.

4. On the **Itinerary** page, select the portion of the trip you want to change.

From the **Itinerary** page, you can:
- Email your itinerary
- Change seat
- Change the flight day or time for travel (you cannot change the airline)
- Add, change, or cancel parking
- Add, change, or cancel a taxi
- Add, change, or cancel car rental
- Add, change, or cancel hotel
- Add, change, or cancel dining

5. To cancel your entire trip, click the **Trip Library** link at the top of the Travel home page.

When you cancel a trip, if your ticket is refundable, your ticket will be voided or refunded depending on the procedure applicable. If your ticket is non-refundable, and you cancel it in accordance with the airline rules, an e-ticket will be retained that you can apply to future trips.

6. Click **Actions** to the left of the trip you wish to cancel, select **Cancel Trip**, and then click **OK**.
Section 6: Update Your Expense Profile

Step 1: Review Your Expense Settings

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. In the left-hand navigation, in the Expense Settings section, click Expense Information.</td>
<td>The Expense Information is a read-only page. If the information needs to be changed, contact your site administrator.</td>
</tr>
</tbody>
</table>

Step 2: Add a Delegate

<table>
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<tr>
<th>How to...</th>
<th>Additional Information</th>
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<tbody>
<tr>
<td>1. In the Expense Settings section, click Expense Delegates.</td>
<td>The Expense Delegates page appears. From this page, you will give other Concur Expense users the ability to prepare, submit, approve, view receipts, approve reports, or receive emails on your behalf.</td>
</tr>
<tr>
<td>2. Click Add Delegate.</td>
<td>As you begin to type the name, Concur Expense provides a list of users to select from.</td>
</tr>
<tr>
<td>3. In the Search by employee name, email address or logon id field, type the last name of the delegate you wish to add.</td>
<td>The delegate can only perform the tasks you select. A delegate will need to be an approver in order to approve reports on your behalf.</td>
</tr>
<tr>
<td>4. Click the name of the delegate from the list.</td>
<td></td>
</tr>
<tr>
<td>5. Click Add.</td>
<td></td>
</tr>
<tr>
<td>6. Select the appropriate task checkboxes.</td>
<td></td>
</tr>
<tr>
<td>7. To add additional delegates, repeat steps 2-6.</td>
<td></td>
</tr>
<tr>
<td>8. Click Save.</td>
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</table>
Section 6: Update Your Expense Profile (Continued)

Step 3: Select Expense Preferences

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<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
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</thead>
<tbody>
<tr>
<td>1. In the Expense Settings section, click Expense Preferences.</td>
<td>From this page, you can specify when you will receive email notifications and prompts.</td>
</tr>
<tr>
<td>2. In the Send email when section, select the applicable checkboxes.</td>
<td>In this section, you determine when you will receive email notifications.</td>
</tr>
<tr>
<td>3. In the Prompt section, select the applicable checkboxes.</td>
<td>In this section, you determine when Expense will prompt you for further action.</td>
</tr>
<tr>
<td>4. In the Display section, select the applicable checkboxes.</td>
<td></td>
</tr>
<tr>
<td>5. Click Save.</td>
<td></td>
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</tbody>
</table>

### Expense Preferences

- Save
- Cancel

Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.

### Send email when...

- The status of an expense report changes
- New company card transactions arrive
- Faxed receipts are successfully received
- An expense report is submitted for approval
- The status of an authorization request changes
- An authorization request is submitted for approval

### Prompt...

- For an approver when an expense report is submitted
- For an approver when an authorization request is submitted
- To add company card transactions to report

### Display...

- Make the Single Day Itineraries page my default in the Travel Allowance wizard

Step 4: Review Expense Approvers

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. In the Expense Settings section, click Expense Approvers.</td>
<td>If your company allows you to select your Approver, type all or part of the approver’s name in the Search by... fields by, select the appropriate person, and then click Save.</td>
</tr>
<tr>
<td>2. Review your Expense Approvers.</td>
<td>If your company does not allow you to select your approver, verify that the listed approver is correct. Notify your system administrator for any needed corrections.</td>
</tr>
</tbody>
</table>
Section 6: Update Your Expense Profile (Continued)

Step 5: Add Favorite Attendees

How to...

1. In the Expense Settings section, click Favorite Attendees.

2. Click New Attendee.

3. Select the Attendee Type from the list.

4. Enter the Last Name of the attendee.

5. Enter the First Name of the attendee.

6. Enter the Attendee Title.

7. Enter the attendee’s Company.

8. Click Save.

Additional Information

The Favorite Attendees page appears, which allows you to add, edit, or delete frequently-used attendees.

If you need to add more than one attendee, click Save & Add Another.

Your favorite attendees list is also updated based on attendees you add to your expense reports.
Section 7: Create an Expense Report from a Completed Trip

How to...

1. On the My Concur page, in the Exp. Report? column of the Trip List section, click the button for the appropriate trip.

2. Complete all required fields (those with the red bar at the left edge of the field) and the optional fields as directed by your company.

Additional Information

The button appears in the Exp. Report? column after you have completed the trip.

Concur Travel & Expense transfers the data from your travel booking itinerary and automatically creates the expense report. The report will have the same name as your trip itinerary and contains all the expense entries for each of the trip reservations, including your airfare, hotel, and car rental.
Section 8: Create a New Expense Report

Step 1: Create a New Report

1. In the **Active Work** or **Expense Reports** section of the **My Concur** page, click **New Expense Report**.

2. Complete all required fields (those with the red bar at the left edge of the field) and the optional fields as directed by your company.

3. Click **Next**.

Additional Information

The **Create a New Expense Report** page appears. The fields that appear on this page are defined by your company.

The expense report page appears.
Section 8: Create a New Expense Report (Continued)

Step 2: Add a Company Card Transaction to the New Expense Report

Company card transactions are automatically imported into Expense for you – ready to be added to an expense report. Your company determines how frequently new card transactions appear.

**How to...**


**Additional Information**

If your company uses Cliqbook Travel and/or uses the Personal Credit Card import feature in Expense, this dropdown menu is titled “Import.” If your company does not use Cliqbook Travel or does not allow a personal credit card import, you will see a button titled “Add Card Charges.”

The Smart Expenses pane appears.

If you have turned on the option in your Expense Settings to be prompted to add company card transactions, you will not need to select Charges & Expenses from the Import dropdown menu.

2. In the Unmatched Charges section, select each transaction that you want to assign to the current expense report.

3. In the Smart Expenses section, from the Import dropdown menu, select To Current Report.

You can also add Unmatched Charges to an expense report by dragging and dropping into the Expense List area of the page.

The expense appears on the left side of the page, with all applicable icons, such as company card or exceptions.
Section 8: Create a New Expense Report (Continued)

Step 3: Add a Personal Credit Card Transaction to the New Expense Report

Using Concur Travel & Expense, you can import into an expense report a personal credit card transaction that you download from a financial institution.

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<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. On the Expense Report page, from the Import dropdown menu, select From File.</td>
<td>Before you can import the personal credit card transactions, you need to download the transactions from the financial institution, and then save them to your computer. Debit card transactions are not supported.</td>
</tr>
<tr>
<td>2. In the Import Personal Credit Card Transactions window, click Browse.</td>
<td></td>
</tr>
<tr>
<td>3. Locate the file you want to attach.</td>
<td></td>
</tr>
<tr>
<td>4. Click Upload.</td>
<td></td>
</tr>
</tbody>
</table>
Step 3: Add a Personal Credit Card Transaction to the New Expense Report (Continued)

How to...

5. Select each transaction that you want to assign to the current expense report.

6. Click Import.

Additional Information

The imported card transaction will appear as an Undefined expense type. You will need to update the expense type and add any additional information required by your company.
Section 8: Create a New Expense Report (Continued)

Step 4: Add an Out-of-Pocket Expense to the New Expense Report

How to...

1. Click New Expense.
2. On the New Expense tab, select the appropriate expense type.

Additional Information

The New Expense tab appears.
The page refreshes, displaying the required and optional fields for the selected expense type.

For date fields, use the calendar to select the date of the expense.

For lists, select from the list.

For auto-complete fields, type the first portion of your choice and then select from the list.

Complete other text fields and check boxes as usual.
Step 4: Add an Out-of-Pocket Expense to the New Expense Report (Continued)

How to...

3. Complete all required fields (those with the red bar at the left edge of the field) and the optional fields as directed by your company.

4. Click Save.

Additional Information

For different types of expenses, such as hotel or car mileage, or for expenses incurred in a currency other than your reimbursement currency, refer to Using Special Features in this guide.

The expense appears on the left side of the page.
Section 9: Review and Edit an Expense Report
You should review and edit (if necessary) your reports and all expenses, including company card transactions, for accuracy before submitting your expense report.

Step 1: Review the Report Information

How to...
1. On the Expense Report page, in the Expense List, click any transaction to view the details.
2. From the Details dropdown menu, select Report Header.
3. Make the appropriate changes, and then click Save.

Additional Information
The expense details appear on the right side of the page.
The Report Header page appears and you can view and update report header information.

Step 2: Review the Exceptions

How to...
2. Click the exception that you want to review.

Additional Information
The Exceptions pane opens, which displays all exceptions for the expense report. In this pane, you can select an exception to view the expense details.
The expense details appear on the right side of the page.

3. Make the appropriate changes, and then click Save.
Section 9: Review and Edit an Expense Report (Continued)

Step 3: Edit Multiple Expenses

**How to...**

1. On the **Expense Report** page, in the **Expense List**, select the checkbox for the expenses that you want to update.

2. Select the action you would like to perform for the expenses.

**Additional Information**

The multiple expense options box appears. When you select more than one expense, you will have the ability to delete, allocate, or edit the expenses at the same time.

If you choose to Edit the selected expenses, you will be prompted for all of the field(s) that you can update.
Section 10: Use Special Features

**Itemize Nightly Lodging Expenses**

A hotel bill typically contains a variety of expenses including room fees, taxes, parking, meals, valet, telephone charges, and personal items. These expenses must be itemized so that they can be accounted for correctly. Concur Travel & Expense gives you the tools to quickly itemize your lodging-related expenses.

**Step 1: Verify Auto-Itemized Hotel Expenses**

The Hotel Auto-Itemization feature automatically itemizes any card transactions that have hotel folio data or an e-receipt from a hotel vendor. Your company determines if your hotel expenses are automatically itemized. If not, you can manually itemize your hotel expenses as described in Step 2 below.

The result of hotel auto-itemization is similar to what you see if you manually itemize the hotel expense. Concur Travel & Expense itemizes the hotel expense based on predetermined mapping. Examples of the itemizations you will see on your expense report are: parking, meals, and internet access. You can update the auto-itemized expenses and itemize any remaining balance as described in Step 3 below.
Itemize Nightly Lodging Expenses (Continued)

Step 2: Create and Itemize a Lodging Expense

How to...

1. Click **New Expense**.

2. On the **New Expense** tab, select the lodging expense type.

3. Complete the required fields on the page as usual.

Additional Information

The **New Expense** tab appears.

Your company determines the name of the expense type. It may be called Lodging, Hotel, or something similar.

9. Click **Itemize**.

The expense appears on the left side of the page and the **Nightly Lodging Expenses** tab appears.
Step 2: Create and Itemize a Lodging Expense (Continued)

4. On the **Nightly Lodging Expenses** tab, in the **Check-in Date** field, type the date or use the calendar. The number of nights appears automatically.

5. In the **Room Rate** field, enter the amount that you were charged per night for the room.

6. In the **Room Tax** fields, enter the amount of each room tax that you were charged.

7. In the **Additional Charges (each night)** section, from the first **Expense Type** dropdown menu, select the appropriate expense type.

8. In the **Amount** field, enter the amount of the expense.
Step 2: Create and Itemize a Lodging Expense (Continued)

How to...

9. Repeat steps 8-9 using the second **Expense Type** field if you have more than one recurring additional charge.

10. Click **Save Itemizations**.

Additional Information

If there is a remaining amount to be itemized, the remaining amount is displayed and the **New Itemization** tab appears.

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Date</th>
<th>Amount</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room Rate</td>
<td>05/29/2008</td>
<td>$85.00</td>
<td>Marriott Hotel, NY</td>
</tr>
<tr>
<td>Room Rate</td>
<td>05/27/2008</td>
<td>$85.00</td>
<td>Marriott Hotel, NY</td>
</tr>
<tr>
<td>Room Rate</td>
<td>05/26/2008</td>
<td>$85.00</td>
<td>Marriott Hotel, NY</td>
</tr>
<tr>
<td>Room Rate</td>
<td>05/25/2008</td>
<td>$85.00</td>
<td>Marriott Hotel, NY</td>
</tr>
<tr>
<td>Room Rate</td>
<td>05/23/2008</td>
<td>$85.00</td>
<td>Marriott Hotel, NY</td>
</tr>
<tr>
<td>Room Rate</td>
<td>05/22/2008</td>
<td>$85.00</td>
<td>Marriott Hotel, NY</td>
</tr>
<tr>
<td>Room Tax</td>
<td>05/29/2008</td>
<td>$20.00</td>
<td>Marriott Hotel, NY</td>
</tr>
<tr>
<td>Room Tax</td>
<td>05/27/2008</td>
<td>$20.00</td>
<td>Marriott Hotel, NY</td>
</tr>
<tr>
<td>Room Tax</td>
<td>05/26/2008</td>
<td>$20.00</td>
<td>Marriott Hotel, NY</td>
</tr>
<tr>
<td>Room Tax</td>
<td>05/25/2008</td>
<td>$20.00</td>
<td>Marriott Hotel, NY</td>
</tr>
<tr>
<td>Room Tax</td>
<td>05/23/2008</td>
<td>$20.00</td>
<td>Marriott Hotel, NY</td>
</tr>
</tbody>
</table>

**Adding New Itemization**

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Date</th>
<th>Amount</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lunch</td>
<td>05/30/2008</td>
<td>$40.00</td>
<td>Jinky’s Lunch House</td>
</tr>
<tr>
<td>Dinner</td>
<td>05/31/2008</td>
<td>$35.00</td>
<td>Olive Garden</td>
</tr>
<tr>
<td>Taxi</td>
<td>06/01/2008</td>
<td>$30.00</td>
<td>Yellow Cab</td>
</tr>
</tbody>
</table>
Step 3: Itemize the Remaining Balance

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. If the amount remaining is more than zero, on the <strong>New Itemization</strong> tab, click the <strong>Expense Type</strong> dropdown arrow, and then select the appropriate expense from the dropdown list.</td>
<td>The page refreshes, displaying the required and optional fields for the selected expense type.</td>
</tr>
<tr>
<td>2. Complete all required and optional fields as directed by your company.</td>
<td>The expense appears on the left side of the page and the remaining amount equals zero.</td>
</tr>
<tr>
<td>3. Click <strong>Save</strong>.</td>
<td></td>
</tr>
<tr>
<td>4. Repeat steps 1-3 until the <strong>Remaining Amount</strong> equals $0.00.</td>
<td></td>
</tr>
</tbody>
</table>
Section 10: Use Special Features (Continued)

Add Attendees

For some expense types, such as business meals or entertainment, your company might require that you list the attendees who were present at these events.

How to...

1. Click New Expense.

2. On the New Expense tab, select an Entertainment, Business Meals, or Group Meals expense type.

3. Complete all required fields except the attendee information.

Additional Information

The New Expense tab appears.

Your company defines the expense type names that apply to entertaining clients, customers, or group meals that include employees.

The page refreshes, displaying the required and optional fields for the selected expense type.

In the attendee area, your name automatically appears as an attendee with the full amount of the expense. As you add attendees to the expense, the expense amount is distributed over all attendees.

Your company decides whether your name appears automatically and whether you can manually adjust the amounts allotted to attendees.

4. Click Favorites.

The Search Attendees window opens.

You can also locate an attendee that is already in your Favorites list by typing the first letter of the attendee name in the Favorites field, and then selecting the attendee name from the dropdown list.
Add Attendees (Continued)

5. On the Favorites tab in the Search Attendees window, select the attendees for this expense, and then click Add to Expense.

6. To add a new attendee to the expense, click New Attendee, complete the required information, and then click Save.

7. To search for an attendee, click Search, enter your search criteria in the Search Attendees window, and then click Add to Expense.

8. Click Save.

Additional Information

The new attendee is added to the list. The expense amount is distributed among the attendees.

The “found” attendee is added to the list. The expense amount is distributed among the attendees.

The expense appears on the left side of the page.
Section 10: Use Special Features (Continued)

**Itemize Expenses**

Use the Itemize feature to account for expenses that include both business and personal items or to make sure that each of your expenses is billed to the correct department in your organization.

**How to...**

1. On the Expense Report page, click the expense you want to itemize.

2. Click Itemize.

3. On the New Itemization tab, click the Expense Type dropdown arrow, and then select the appropriate expense.

4. Complete all required and optional fields as directed by your company.

**Additional Information**

The page refreshes, displaying the required and optional fields for the selected expense type.

The expense appears on the left side of the page. The New Itemization tab appears which displays the total amount, itemized amount, and remaining amount.

The page refreshes, displaying the required and optional fields for the selected expense type.
5. Click **Save**.

6. Repeat steps 3-5 until the **Remaining Amount** equals $0.00.

**Additional Information**

The itemized item appears in the expense list and the totals are adjusted accordingly.

As you click **Save** for each item, the remaining total changes accordingly.
Section 10: Use Special Features (Continued)

Convert Foreign Currency Transactions

When adding an out-of-pocket expense that was incurred in a currency other than your reimbursement currency, Expense will assist you in converting the expense to your standard reimbursement currency.

How to...

1. Click **New Expense**.

2. On the **New Expense** tab, select the appropriate expense type.

3. Complete all required fields as usual except **Amount**.

4. In the **Amount** field, enter the foreign currency amount.

5. Select the “spend” currency from the dropdown list to the right of the **Amount** field.

6. Click the multiplication sign to switch, if needed, and then click **Save** (or click **Itemize** to itemize the expense).

Additional Information

The **New Expense** tab appears.

The page refreshes, displaying the required and optional fields for the selected expense type.

Because the currency conversion rate is based on the Transaction Date that you select, be sure to select the exact Transaction Date.

If you select a **City** that has a different currency than your reimbursement currency, Expense automatically selects the spend currency for you. Expense supplies the Rate and calculates the reimbursement Amount.

Currency can be converted by multiplying by a particular rate or dividing by a different rate. You may need to switch from multiplication to division of the rate, depending on the type of rate you received, by clicking the symbol above the rate field.
Section 10: Use Special Features (Continued)

Work with Mileage

How to...

1. Click **New Expense**.
2. On the **New Expense** tab, select the appropriate expense type.
3. In the **Transaction Date** field, type the date or use the calendar.
4. In the **From Location** field, enter the starting location of your trip.
5. In the **To Location** field, enter the ending location of your trip.
6. Complete any additional required fields as directed by your company.
7. In the **Distance** field, enter the total distance traveled (round-trip).
8. Click **Save**.

Additional Information

The **New Expense** tab appears.

Your company determines the name of the expense type. It may be called Car, Mileage, or something similar.

Expense calculates the Amount based on the Distance and the reimbursement rate set by your company.

The expense appears on the left side of the page.
Section 10: Use Special Features (Continued)

Allocate Expenses
The Allocations feature allows you to allocate expenses to projects or departments. The departments you choose will be charged for those expenses.

How to...

1. Complete all expenses as usual.
2. Select the expense you wish to allocate from the Expense List.
3. Click **Allocate** near the lower right-hand corner of the expense details section.

Additional Information

The expense details display.

The Allocate Report window displays.

4. From the **Allocate By** dropdown menu, select either **Percentage** or **Amount**.
5. In the **Allocate By** field, enter the **Percentage** or **Amount**.
6. Click in the field under the **Department** column heading. Depending on your company's configuration, you might see different fields, other than Department, to complete on the Allocate Report page.
7. Select the department that will receive the allocation.
Allocate Expenses (Continued)

8. Click **Add New Allocation**. A new allocations field appears.

9. Repeat steps 5-7 for each new allocation.

10. Click **Save**. Add as many allocations as necessary. You can adjust the amounts and percentages. You do not have to allocate 100% of the total. The amount that you do not allocate is charged as usual, probably to your own cost center.

11. In the confirmation message box, click **OK**.

12. In the **Allocate Report** window, click **Done**. The allocation icon appears on the left side of the page with the expense. If the expense is 100% allocated, the icon is yellow, red, and green. If the expense is not 100% allocated, the icon is blue and gray.
Section 10: Use Special Features (Continued)

Allocate Multiple Expenses
If you have multiple expenses in a report to allocate, you can select and allocate all applicable expenses at the same time.

How to...

1. Complete all expenses as usual.
2. Select all the expenses you wish to allocate from the Expense List.

Additional Information

A message appears in the right pane, which states that you have selected multiple expenses and provides three options.

3. Click Allocate.
4. From the Allocate By dropdown menu, select either Percentage or Amount.
5. In the Allocate By field, enter the Percentage or Amount.
6. Click in the field under the Department column heading.
7. Select the department that will receive the allocation.
8. Click Add New Allocation.

The Allocate Report window displays.

A dropdown list of departments displays. Depending on your company’s configuration, you might see different fields, other than Department (i.e., Cost Center or Project), to complete on the Allocate Report page.

A new allocations field appears.
### Allocate Multiple Expenses (Continued)

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>9. Repeat steps 5-7 for each new allocation.</td>
<td>Add as many allocations as necessary. You can adjust the amounts and percentages. You do not have to allocate 100% of the total. The amount that you do not allocate is charged as usual, probably to your own cost center.</td>
</tr>
<tr>
<td>10. Click <strong>Save</strong>.</td>
<td></td>
</tr>
<tr>
<td>11. In the confirmation message box, click <strong>OK</strong>.</td>
<td></td>
</tr>
<tr>
<td>12. In the <strong>Allocate Report</strong> window, click <strong>Done</strong>.</td>
<td>The allocation icon appears on the left side of the page with the expense. If the expense is 100% allocated, the icon is yellow, red, and green. If the expense is not 100% allocated, the icon is blue and gray.</td>
</tr>
</tbody>
</table>
Section 11: Print and Submit/Resubmit Expense Reports

Preview and Print Your Expense Report

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
</table>
| 1. From the Print menu, select the appropriate print option. | The three print options:  
• For a fax cover page to use with Concur Imaging, select Fax Receipt Cover Page.  
• For a listing of expenses that require receipts, select Receipt Report.  
• For a detailed report, select Detail Report.  
The report appears in a separate window. |

2. To print the report, click Print.

Fax or Attach Scanned Receipt Images

If your company uses Concur Imaging, you can fax your receipts or you can attach scanned images of your receipts.

Fax Images

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. From the Print dropdown menu, select Fax Receipt Cover Page.</td>
<td>The fax cover page appears.</td>
</tr>
<tr>
<td>2. Click Print.</td>
<td>After you have checked receipts for the first time, you will see two different options on the Receipts menu: View Receipts in New Window and View Receipts in Current Window.</td>
</tr>
<tr>
<td>3. Fax the cover page and the receipts to the number on the cover page.</td>
<td></td>
</tr>
<tr>
<td>4. To view the faxed receipts, from the Receipts dropdown menu, select Check Receipts.</td>
<td></td>
</tr>
</tbody>
</table>
Fax or Attach Scanned Receipt Images (Continued)

Attach Scanned Images

**How to...**


   The Attach Files window appears.

2. Click Browse, and then locate the file you want to attach.

3. Click the file, and then click Open. The selected file appears in the Files Selected for uploading section of the window.

4. To attach another image, click Browse, and then repeat the process.

5. Click Attach, and then click Done.

6. To view the attached receipts, from the Receipts dropdown menu, select Check Receipts.

   After you have checked receipts for the first time, you will see two different options on the Receipts menu: View Receipts in New Window and View Receipts in Current Window.
Section 11: Print and Submit/ Resubmit Expense Reports (Continued)

Delete Receipt Images

**How to...**

1. On the **Expense Report** page, from the **Receipts** dropdown menu, select **Delete Receipt Images**.

2. In the confirmation window, click **Yes**.

**Additional Information**

A confirmation window appears.

When you select the Delete Receipt Images option, all attached images are deleted. You cannot delete individual receipt images.
Section 11: Print and Submit/ Resubmit Expense Reports (Continued)

Use E-Receipts

E-receipts are an electronic version of receipt data that can be sent directly to Concur to replace imaged paper receipts. If your company allows e-receipts, you must opt in from your Profile before e-receipts will show in Expense. If your company has enabled e-receipts, you will be notified in the Alerts section on the My Concur page.

Enable E-Receipts

How to...

1. On the My Concur page, in the Alerts section, click Sign up here.

   Additional Information

   The E-Receipt Activation page appears.

   2. Click E-Receipt Activation.

   Additional Information

   The E-Receipt Activation and Use Agreement appears.

   3. Click I Accept.

   The e-receipts confirmation appears.

   Once you have confirmed the e-receipt activation, all of your corporate cards are included. From your Profile, you can choose to exclude a particular card.

   As you create your expense reports, you will see the e-receipt icon next to any transactions that have an e-receipt. You can click the icon to view the e-receipt.
Use E-Receipts (Continued)

Exclude a Credit Card from E-Receipts

If you have a credit card listed in your Profile for which you do not want to receive e-receipts, you can exclude that credit card.

How to...

1. From the Profile page, click Personal Information.

2. In the Credit Cards section, click the edit icon for the credit card you wish to exclude.

3. Clear the Receive e-receipts for this card checkbox.

4. Click Save Changes.

Additional Information
Section 11: Print and Submit/ Resubmit Expense Reports (Continued)

Submit Your Completed Expense Report

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Click Submit Report.</td>
<td>The Report Submit Status window confirms that the report was successfully submitted.</td>
</tr>
</tbody>
</table>

Correct and Resubmit a Report Sent Back by Your Approver

If your approver requires changes or additional information, he/she will return your expense report to you. The returned report appears in the Expense Report or Active Work section of the My Concur page, along with a comment from your approver.

<table>
<thead>
<tr>
<th>How to...</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Click the report name (link) to open the report.</td>
<td>The Expense Report page appears.</td>
</tr>
<tr>
<td>2. Make the requested changes.</td>
<td></td>
</tr>
<tr>
<td>3. Click Submit Report.</td>
<td></td>
</tr>
</tbody>
</table>

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Revised: March 3, 2010
Section 12: Review and Approve Expense Reports

As an approver, you can approve an expense report “as is”; send an expense report back to the employee to modify and resubmit; or adjust the authorized amount of one or more expenses to comply with company policy and then approve the expense report for the lowered amount. (Your company may or may not allow you to adjust authorized amounts.)

**Review and Approve an Expense Report**

All reports awaiting your review and approval appear in the Approval Queue section of the My Concur page.

<table>
<thead>
<tr>
<th>How to…</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Click the report name (link) to open the report.</td>
<td>The Expense Report page appears.</td>
</tr>
<tr>
<td>3. To review expense entry information, click an expense entry.</td>
<td>The expense entry details appear on the right side of the page.</td>
</tr>
<tr>
<td>4. When ready to approve, click Approve.</td>
<td>The report moves to the next step in the workflow.</td>
</tr>
</tbody>
</table>

**Send an Expense Report Back to the Employee**

All reports awaiting your review and approval appear in the Approval Queue section of the My Concur page.

<table>
<thead>
<tr>
<th>How to…</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Click the report name (link) to open the report.</td>
<td>The Expense Report page appears.</td>
</tr>
<tr>
<td>2. Click Send Back to Employee.</td>
<td>The Send Back Report box appears.</td>
</tr>
<tr>
<td>3. Enter a comment for the employee, and then click OK.</td>
<td>The report is returned to the employee.</td>
</tr>
</tbody>
</table>
Section 12: Review and Approve Expense Reports (Continued)

Adjust Authorized Amounts on an Expense Report

All reports awaiting your review and approval appear in the Approval Queue section of the My Concur page. Depending on your company’s configuration, you might not have the ability to adjust authorized amounts on expense reports.

**How to...**

1. Click the report name (link) to open the report.

2. Make the appropriate adjustments, and then click Save.

3. Click Approve.

**Additional Information**

- The expense report page appears.
- If you have the authority to adjust amounts, then the Amount field is editable.
- The report moves to the next step in the workflow.
## Section 13: Action Buttons and Icons

<table>
<thead>
<tr>
<th>Button/Icon Description</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Add New Allocation</strong></td>
<td>Add a new allocation row.</td>
</tr>
<tr>
<td><strong>Allocate By</strong></td>
<td>Choose between allocating by percentage or amount.</td>
</tr>
<tr>
<td><strong>Allocate By</strong></td>
<td>Allocate By: Choose between allocating by percentage or amount.</td>
</tr>
<tr>
<td><strong>Allocations</strong></td>
<td>Indicates that an expense entry has been allocated.</td>
</tr>
<tr>
<td><strong>Attendees</strong></td>
<td>Indicates that an expense entry has associated attendees.</td>
</tr>
<tr>
<td><strong>Approve</strong></td>
<td>Approve: Approve the expense report for processing.</td>
</tr>
<tr>
<td><strong>Car Rental</strong></td>
<td>Click to view booking information for your car rental.</td>
</tr>
<tr>
<td><strong>Credit Card Transaction</strong></td>
<td>Indicates that an expense entry was from a credit card transaction.</td>
</tr>
<tr>
<td><strong>Comments</strong></td>
<td>Indicates that an expense entry has comments associated with it.</td>
</tr>
<tr>
<td><strong>Create Expense Report From Trip</strong></td>
<td>Creates an expense report from a completed trip.</td>
</tr>
<tr>
<td><strong>Delete Report</strong></td>
<td>Deletes the current expense report.</td>
</tr>
<tr>
<td><strong>Details</strong></td>
<td>Provides options to view details of the expense report such as the report header, allocations, and audit trail.</td>
</tr>
<tr>
<td><strong>Exceptions</strong></td>
<td>Indicates that an expense entry has an exception associated with it.</td>
</tr>
<tr>
<td><strong>Import</strong></td>
<td>Provides access to import trip details or credit card charges to the current expense report.</td>
</tr>
<tr>
<td><strong>Lodging</strong></td>
<td>Click to view your lodging booking information.</td>
</tr>
<tr>
<td><strong>Multiply</strong></td>
<td>Reverses the exchange rate when working with foreign out of pocket transactions.</td>
</tr>
<tr>
<td><strong>New Attendee</strong></td>
<td>Add a never before used attendee to an expense report.</td>
</tr>
<tr>
<td><strong>New Expense</strong></td>
<td>Create an out of pocket expense entry.</td>
</tr>
<tr>
<td><strong>New Expense Report</strong></td>
<td>Create a new expense report.</td>
</tr>
<tr>
<td><strong>Next</strong></td>
<td>After creating the expense report header go to the next step in the process.</td>
</tr>
<tr>
<td><strong>Personal</strong></td>
<td>Indicates that an expense entry was marked as personal.</td>
</tr>
<tr>
<td><strong>Print</strong></td>
<td>Print: Print the fax cover page or detail report for the current expense report.</td>
</tr>
<tr>
<td><strong>Rail</strong></td>
<td>Click to view your rail booking information.</td>
</tr>
<tr>
<td><strong>Receipts</strong></td>
<td>Access to attach receipt images or view previously attached receipts.</td>
</tr>
<tr>
<td><strong>Reserve</strong></td>
<td>Reserves the selected trip details.</td>
</tr>
<tr>
<td><strong>Itemize</strong></td>
<td>Save the current expense entry and being the itemization process.</td>
</tr>
<tr>
<td><strong>Seat map</strong></td>
<td>Click to view the flight seat map.</td>
</tr>
<tr>
<td><strong>Send Back to Employee</strong></td>
<td>Allows the approver to send the expense report back for corrections.</td>
</tr>
<tr>
<td><strong>Submit Report</strong></td>
<td>Submit the expense report for approval.</td>
</tr>
<tr>
<td><strong>Tooltip</strong></td>
<td>Click the tooltip icon to view the associated field-related help.</td>
</tr>
<tr>
<td><strong>Show / Hide Itemization</strong></td>
<td>Click this icon to view or hide itemization specifics.</td>
</tr>
<tr>
<td><strong>Yellow Diamond</strong></td>
<td>Indicates a company preferred vendor.</td>
</tr>
</tbody>
</table>