SAP Concur Implementation User Manual

Contents

Overview

The Concur Request product is designed to help businesses control expenses by requiring employees to obtain approval before incurring expenses, for example, for travel, office equipment purchases, business meals and client entertainment, subscriptions, etc.

Document Purpose

This Concur Implementation Design serves as the overview design specification for the implementation of Concur Expense Service.

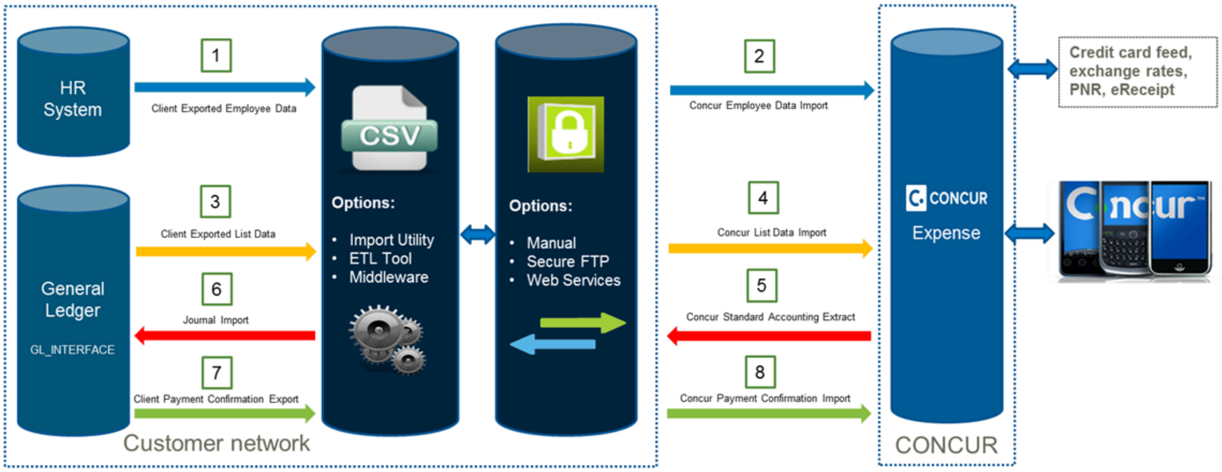
In particular, this document

- Provides an overview and glossary of the functional areas included with the Concur Expense implementation
- Defines additional information relating to the system configuration requirements
- Will note any functionality that will not be utilized

This document represents a summary of the Concur Expense system configuration and may not contain the latest configuration information. For the absolute current configuration state, refer to the Concur Expense application itself.

System Design Technical Overview

Below is an example of a typical system design technical overview – **please note this is intended for information purposes only and may not represent the exact technical overview for this implementation**

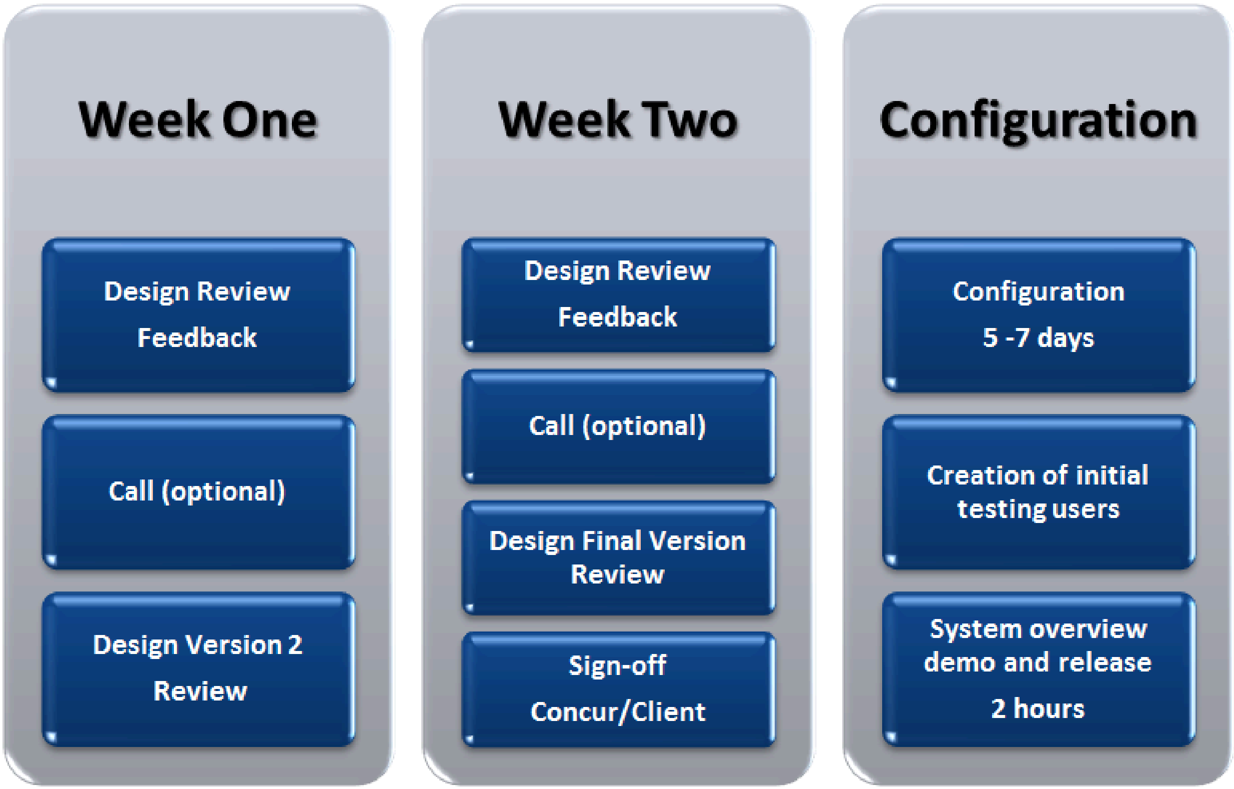


Note: Concur Shared Technical Services (STS) will discuss the technical overview separately

Design Review Timeline

Following the design session Concur will provide the Customer with version 1 of the Expense Design Document. This first version will contain a number of Action items for the Customer to confirm/clarify. The design review timeline is expected to take **approximately 2 weeks**.

Below is a typical design review timeline



Overview of Deployment

Configuration of a single environment of the Concur Expense Service for the deployment to **3** countries

Countries to be Deployed	**Estimated Number of Users**
Poland	200/250
South Africa	50
China	200/400

Example: Two-Level list:

Your company may have different departments in each company region. In order to make sure the correct departments show for the regions, you can configure a multiple level list using the Region and Department fields.

The Region field would be the first or top-level list field. When you select Department as the second level field, you're specifying that each list item in the Region field will contain a list of valid departments.

Updating Your Travel Profile

Before you use Concur's travel application for the first time, update your Travel profile. Even if you make no changes, you must save your profile before you can book a trip in Travel.

Note: Some companies have custom fields on this page. Check with your agency or Travel administrator if you need information on custom profile fields.

Use the Travel profile options to set or change your personal Travel preferences and settings. They include:

- Credit card
- Email options
- E-Receipts
- Language
- Password
- Personal preferences
- Register for Concur
- Travel preferences (air, hotel, car rental, rail preferences)

Travel Arranger

If you are a travel arranger and you want to change the profile of one of your users:

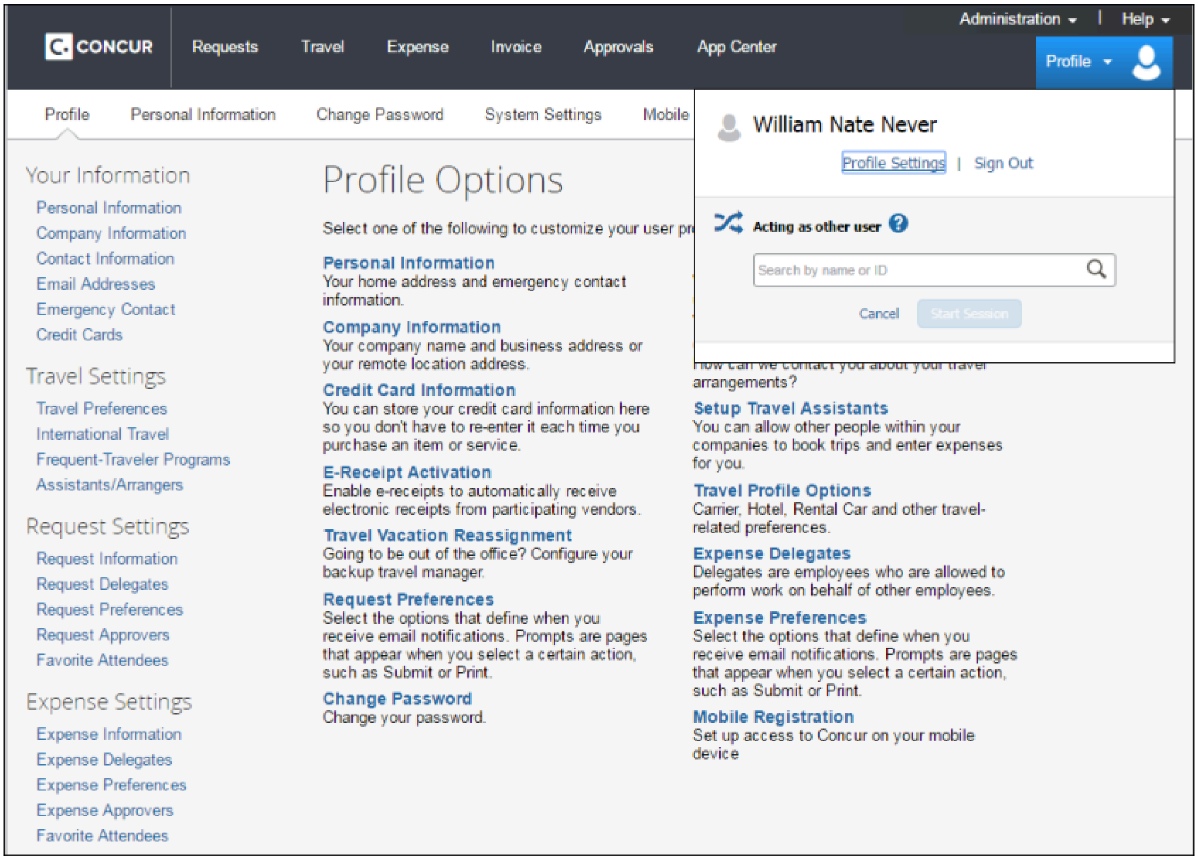
1. Click Profile.
2. In the Administer for another user field, type the first few letters of the user's name.
3. Select the desired user from the search results.
4. Click Apply.

Access

To access the profile information:

1. Click Profile > Profile Settings. The Profile Options page appears.

2. Select the desired option on the left side of the page.



Updating Travel Preferences

1. Scroll down to the Travel Preferences section. Select your discount travel rates/fare classes, and specify your Air, Hotel, and Car Rental Preferences. Under Frequent-Traveler Program, click Add a Program to add your frequent flyer programs
2. In the TSA Secure Flight section, verify the required Gender and Date of Birth fields.
3. In the Assistants and Travel Arrangers section, click Add an Assistant to assign someone to book travel for you, or to assign them as your primary assistant for travel. You can search for and select the individual(s) within your organization that you would like to give permission to perform travel functions for you.
4. After you have completed your Travel Profile updates, click Save

Submitting a Travel Request

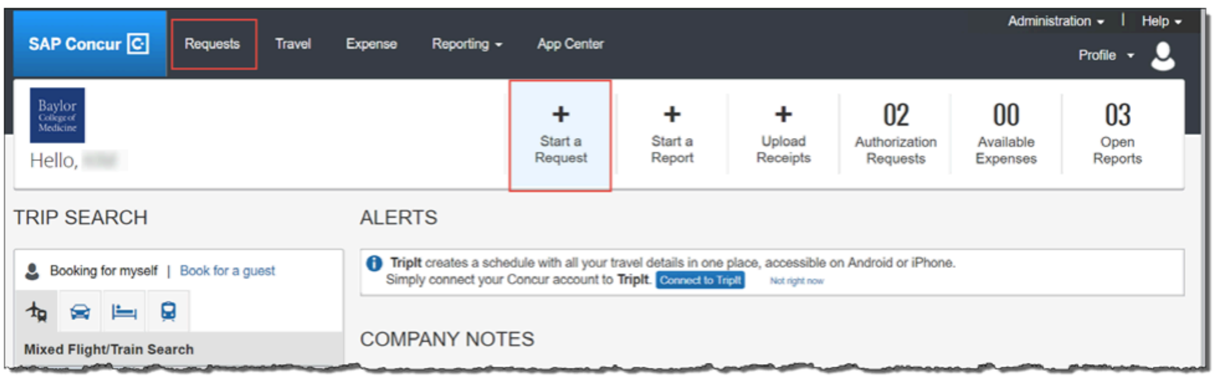
Prior to your business trip, submit a travel request for approval. An approved travel request is required for an expense report.

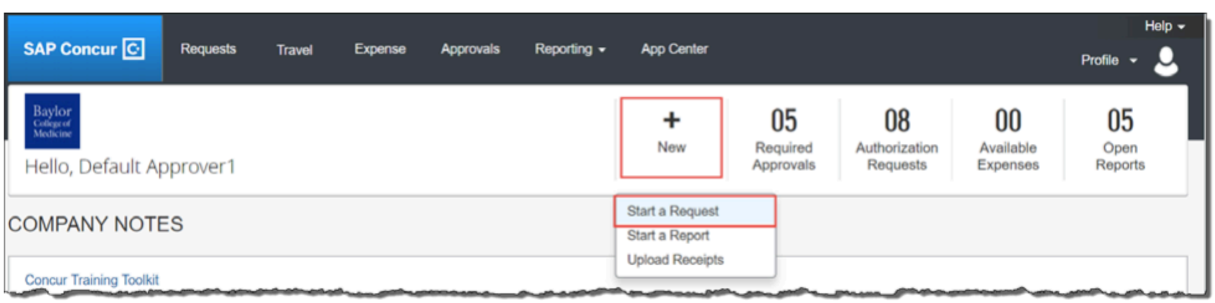
Note: Your profile settings should be completely set up prior to submitting a request and booking travel.

Submitting a Travel Request

To create a new request, click one of the following options:

1. Click Requests > New Request
2. Start a Request
3. New > Start a Request (if approver)
4. In the Request Header, complete all required fields (red





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Recall a Request

You can recall a request to make changes if it has not been approved.

1. Click **Requests > Manage Requests >** select the **Request Name** .
2. Click **Recall.**
3. Click **Yes** to confirm
4. Make the necessary changes, and then **Submit Request**.

Cancel a Request

1. Required: To cancel a request, click Cancel Request
2. Enter a Comment and then click OK.

Email Reminders and Email Notifications

Email Reminders is a tool used to set up email messages to be sent on an interval basis to remind employees to perform certain actions, such as:

- **Handing in Overdue Receipts**: A company may want to enforce that an employee not be reimbursed until receipts have been received for an expense report, either the physical receipts or imaged receipts. Receipts not received may also hold up future expense report reimbursements.
- **Overdue Approvals**: A company may want to enforce managers to approve expense reports within a certain amount of time as defined by the company.
- **Using Company Card Transactions in an expense report**: A company may want to enforce that company card transactions must be added to an expense report within a certain timeframe.

Email reminders send the emails to the individual based on the time intervals set within the configuration. For example reminders are typically triggered after a given number of days based on when a condition has been met. Reminders can also be triggered/repeat at regular intervals (daily or every x number of days). Where irregular intervals are needed separate rules need to be configured.