

Important information

- You need to submit **one Expense claim per month** (not for each trip as in the past).
- Credit card feed with all movement are directly going to concur, flight booked through agency will be paid centrally on a BTA card, this flow will be available at the beginning of the following month. So you have to wait with the submission of the expense note until the BTA card feed has been received and please also reconcile the credit card expense lines in Concur with your credit card statement also available at the beginning of following month.
- In the mobile App you can use "Expenselt", while taking picture the system will codify amounts supplier and you will have to fill in limited additional info (business purpose and location). These expenses will be classified as "Cash" transactions, when you will send to the expense claim where a credit card movement is available the system will automatically link the two (in the Web version an information message will pop up).
- If you have to expense meals with attendees you have to do it using Expense type "Business Meal (Attendees) regardless if it is a breakfast a lunch or a dinner

How to expense for Credit Card expenses (Credit card and BTA Amex):

Enter in concur, you will see Available Expenses, it is credit card payments that has been received by Concur for you to use. Basically what is required is to match with a Request and a receipt

The screenshot shows the SAP Concur web interface. At the top, there is a navigation bar with links for Requests, Travel, Expense, Approvals, Reporting, App Centre, Help, Profile, and a user icon. Below the navigation bar, the company logo 'SIBELCO' is displayed, along with a greeting 'Hello, GIUSEPPE'. To the right of the greeting are six status indicators: '+ New' (00), 'Required Approvals' (01), 'Authorisation Requests' (03), 'Available Expenses' (03), 'Open Claims' (01), and 'Cash Advances' (00). A large red circle highlights the 'Available Expenses' section.

TRIP SEARCH

COMPANY NOTES

MY TASKS

Available Expenses (circled in red)

Category	Count	Description
Required Approvals	00	Great! You currently have no approvals.
Available Expenses	03	14/11 Brussels Airlines €280.84 09/11 Fairmont FAIRMONT TOW USD 426.58 06/11 APPSNCBND 007552768 €15.20
Open Claims	01	12/11 November €551.84

Click on “Available expenses”, and you will get to this screen that is showing an expense claim (we want one expense claim per month, you will have to include all payments of one month, so if you booked a flight for next month, the expense need to be inserted in the month of the booking not in the month of the trip)

The screenshot shows the SAP Concur interface for managing expenses. At the top, there's a navigation bar with links for Requests, Travel, Expense (which is highlighted in blue), Approvals, Reporting, App Centre, and Profile. Below the navigation bar, there are links for Manage Expenses, View Transactions, and Cash Advances.

The main area is titled "Manage Expenses" and shows "ACTIVE CLAIMS". There is a red box around the "Create New Claim" button. To its right is a "NOT SUBMITTED" section for November, dated 12/11/2018, with a total amount of €551.84.

A large red curved arrow points from the "Available Expenses" section below to the "NOT SUBMITTED" section. The "AVAILABLE EXPENSES" section contains a table with three rows:

<input type="checkbox"/> Expense Detail	Expense	Source	Date	Amount
<input type="checkbox"/> APPSNBCNDS 007552768 BRUXELLES	Train	=	06/11/2018	€ 15.20
<input type="checkbox"/> Fairmont FAIRMONT TOW FAIRMON...	Hotel	=	09/11/2018	USD 426.58
<input type="checkbox"/> Brussels Airlines	Airfare	✈	14/11/2018	€ 280.04

Below the table, there's a note: "Enable Expense Assistant and these expenses will be placed in a claim for you. [Learn More](#)".

At the bottom, there's a section titled "AVAILABLE RECEIPTS" with a red box around it.

I select one expense and in the bottom right there is a tab “move”, you can click there and select to which expense claim you want to send it, for me it is Claim expense named “November”

SAP Concur Requests Travel Expense Approvals Reporting App Centre Help Profile

Manage Expenses View Transactions Cash Advances Claim Library →

Manage Expenses

ACTIVE CLAIMS

NOT SUBMITTED

November
12/11/2018

€551.84

Create New Claim

AVAILABLE EXPENSES

Expense Detail	Expense	Source	Date ▲	Move	Match	Unmatch
<input checked="" type="checkbox"/> APPSNCBNDS 007552768 BRUXELLES	Train	≡	06/11/2018	To New Claim November	€ 15.20	
<input type="checkbox"/> Fairmont FAIRMONT TOW FAIRMON...	Hotel	≡	09/11/2018		USD 426.58	
<input type="checkbox"/> Brussels Airlines	Airfare	⊕	14/11/2018		€ 280.84	

Enable Expense Assistant and these expenses will be placed in a claim for you. [Learn More](#)

AVAILABLE RECEIPTS

+ Create New Receipt

S SAP Concur Requests Travel Expense Approvals Reporting App Centre Profile

Manage Expenses View Transactions Cash Advances Delete Claim Submit Claim

November

Expenses		Date	Expense	Amount	Requested	Available Expenses
<input type="checkbox"/>	12/11/2018		Breakfast	€ 10.00	€ 10.00	All Cards
			Autogrill, Milan, RTJ			<input type="checkbox"/> Expense Detail
<input type="checkbox"/>	09/11/2018		Hotel	€ 371.77	€ 371.77	Hotel
			GIUSEPPE, Carlo,	EGP 1,588.95		<input checked="" type="checkbox"/> Fairmont FAIRMONT TOW FAIRMONT HOTE
<input type="checkbox"/>	09/11/2018		Dinner	€ 12.03	€ 12.03	Airfare
			SPOT CARO AIRPC	EGP 243.00		<input type="checkbox"/> Brussels Airlines
<input type="checkbox"/>	09/11/2018		Dinner	€ 24.05	€ 24.05	
			BELUGOMARCO (2)			
<input type="checkbox"/>	09/11/2018		Hotel	€ 117.39	€ 117.39	
			LININGER HOT 98			
<input type="checkbox"/>	09/11/2018		Train	€ 15.20	€ 15.20	
			APPSNCBNDS 00			
<input type="checkbox"/>	09/11/2018		Train	€ 11.00	€ 11.00	
			APPSNCBNDS 00			
<input type="checkbox"/>	09/11/2018		Breakfast	€ 4.00	€ 4.00	
			AUTOGRAILL 0547			

I have saved the receipt on the mobile with the camera, it is possible to send by e-mail to receipts@concur.com to see it in the available receipt/attachments, it's useful for receipt received by .pdf or for e-receipts.

To do that you have to go in Concur and verify your mail, you will go in Concur in your profile

The screenshot shows the SAP Concur profile interface. The top navigation bar includes links for Requests, Travel, Expense, Approvals, Reporting, App Centre, Help, Profile, and a user icon. The main menu on the left lists categories like Your Information, Travel Settings, Request Settings, Expense Settings, Other Settings, and Reporting Settings. The central content area is titled "My Profile - Personal Information". It features a note about name matching for airport security, a link to GBT's privacy statement, and a form for entering personal details (Title, First Name, Middle Name, Nickname, Last Name, Suffix). Below this is a "Company Information" section with fields for Employee ID, Cost Centre, Manager, Employee Position/Title, GBT's Privacy Statement, Cost Center, Legal Entity Code, and Plan Code. At the bottom is a "Work Address" section with fields for Company Name, Search for company locations, and Street. A "Save" button is located at the bottom of the "Company Information" section.

In the tab e-mail address you can verify your email

Mobile Phone Country Mobile Phone
**You must specify either a home phone or a work phone.

Email Addresses

Please add at least one email address.

- ▶ [How do I add an email address?](#)
- ▶ [Travel Arrangers / Delegates](#)
- ▶ [Why should I verify my email address?](#)
- ▶ [How do I verify my email address?](#)

Email Address	Verification Status	Verify	Contact?	Actions
Email 1 giuseppe.guaschi@sibelco.com	Verified	<input checked="" type="checkbox"/> Disable Verification	Yes	

Emergency Contact

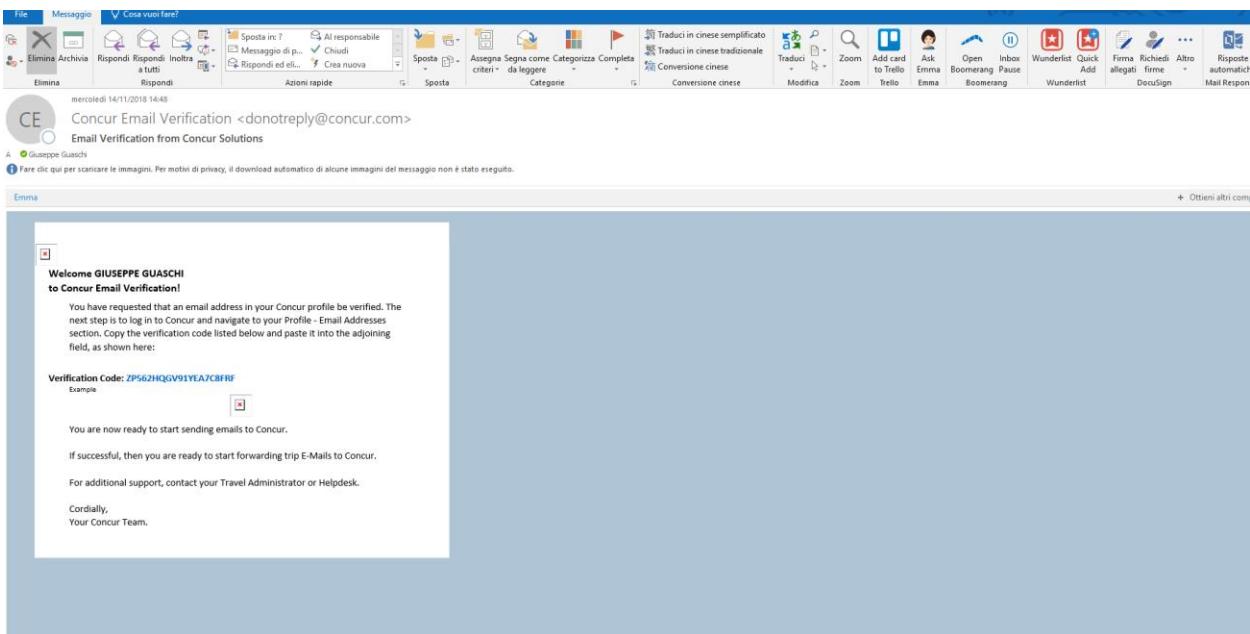
Name Relationship

Street Address same as employee

City State/Province/Region Postal Code

Country Phone Alternate Phone

Available Receipts



Once verified you can send the picture from the mobile to the mentioned address and you will very shortly see the receipts in the tab Available receipt

SAP Concur 

Requests Travel **Expense** Approvals Reporting ▾ App Centre Help ▾ Profile ▾ 

Manage Expenses View Transactions Cash Advances ▾

Manage Expenses

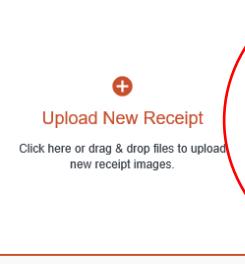
Create New Claim  €567.04

AVAILABLE EXPENSES

All Cards	Expense Detail	Expense	Source	Date ▾	Amount
<input type="checkbox"/>	Fairmont FAIRMONT TOW FAIRMON...	Hotel		09/11/2018	USD 426.58
<input type="checkbox"/>	Brussels Airlines	Airfare		14/11/2018	€ 280.84

 Enable Expense Assistant and these expenses will be placed in a claim for you. [Learn More](#)

AVAILABLE RECEIPTS


+
Upload New Receipt
Click here or drag & drop files to upload new receipt images.



You can now go in the expense that need a receipt and attach it

The screenshot shows the SAP Concur Expense interface. At the top, there's a navigation bar with tabs: Requests, Travel, Expense (which is selected), Approvals, Reporting, and App Centre. On the far right, there are Help, Profile, and a user icon.

The main area is titled "Manage Expenses" and shows a list of transactions. One transaction is highlighted:

- Brussels Airlines**
- Airfare
- 14/11/2018
- € 280.84

Below this, there's a message: "Enable Expense Assistant and these expenses will be placed in a claim for you. [Learn More](#)".

The "AVAILABLE RECEIPTS" section displays three screenshots of mobile phone screens showing flight tickets. The first ticket is for "05/11 STANDARD TICKET ANTWERPEN-CENTRAL BRUSSELS AIRPORT-ZAVENTEM 1st class Single 297700186912". The second is for "04/11 STANDARD TICKET BRUSSELS AIRPORT-ZAVENTEM ANTWERPEN-CENTRAL 2nd class Single 207500186115". The third is for "16/10 STANDARD TICKET ANTWERPEN-CENTRAL BRUSSELS AIRPORT-ZAVENTEM 2nd class Single 297300174726". Each ticket has "Buy similar ticket" and "Delete ticket" buttons.

At the bottom, there's another screenshot of the SAP Concur interface. A red circle highlights the "Attach Receipt" button in the "Attach Receipt" dialog box. This dialog box contains fields for "City of Purchase" (Brussels, BELGIUM) and "Payment Type" (BNL Visa CBGP). It also includes a "Comment" field and a "Browse..." button for selecting files. Below these fields is a "Available Receipts" section showing two thumbnail images of receipts, each with a "Select" checkbox. The background of the entire screenshot is dimmed, focusing attention on the dialog box.

Another possibility is to use “Expenselt”, it is a functionality you can find in the mobile App into section “preferences” your receipt will be available directly in Concur without need to send them via mail and you can link to an expense claim also in the App.

For Flight, booked through agency the payment is done by Lodge card (centralized lodge card, called BTA Amex), the feed will arrive beginning of the following month and what we will have to do is to link the receipt

The screenshot shows the SAP Concur interface for managing expenses. At the top, there's a navigation bar with links for Requests, Travel, Expense (which is highlighted in blue), Approvals, Reporting, App Centre, Profile, and Help.

The main area is titled "Manage Expenses" and shows "ACTIVE CLAIMS". There's a red-bordered box labeled "Create New Claim". To its right is a "NOT SUBMITTED" section for November, dated 12/11/2018, with a total amount of €567.04.

Below this is a section titled "AVAILABLE EXPENSES" with a table:

All Cards	Expense Detail	Expense	Source	Date ▲	Amount
<input type="checkbox"/>	Fairmont FAIRMONT TOW FAIRMON...	Hotel		09/11/2018	USD 426.58
<input checked="" type="checkbox"/>	Brussels Airlines	Airfare		14/11/2018	€ 280.84

A red curved arrow points from the "Create New Claim" box to the "Brussels Airlines" row. Below the table is a note: "Enable Expense Assistant and these expenses will be placed in a claim for you. [Learn More](#)".

At the bottom is a section titled "AVAILABLE RECEIPTS" with a red-bordered box labeled "Upload New Receipt". To its right is a thumbnail image of a flight ticket.

To the feed coming from the BTA Card, just moving both to the expense and the system will recognize they are linked, if not you can use button "manage"

This screenshot shows the same interface after linking the expenses. The "NOT SUBMITTED" section now includes the linked flight receipt.

The "AVAILABLE EXPENSES" table shows the linked items:

All Cards	Expense Detail	Expense	Source	Date ▲	Amount
<input type="checkbox"/>	Fairmont FAIRMONT TOW FAIRMON...	Hotel		09/11/2018	USD 426.58
<input checked="" type="checkbox"/>	Brussels Airlines	Airfare		14/11/2018	€ 280.84

A red curved arrow points from the "Create New Claim" box to the "Brussels Airlines" row. Below the table is a note: "Expenses will be placed in a claim for you. [Learn More](#)".

How to create new expense report:

In order to have a new expense claim from expense menu choose manage expense sub-menu, by click on create new expenses you will see new page in below:

The screenshot shows the SAP Concur web interface. At the top, there is a navigation bar with links for 'Requests', 'Travel', 'Expense' (which is highlighted in blue), and 'App Center'. Below the navigation bar, there are three main buttons: 'Manage Expenses' (with a green arrow pointing to it), 'View Transactions', and 'Cash Advances'. The main content area is titled 'Create a New Expense Report'. It includes a 'Report Header' section with fields for 'Report Name', 'Report Date' (set to 04.03.2019), 'Meeting ID', 'Comment', and various system codes like Logical System (Local) and Legal Entity (Local). Below this is a 'Requests' section with a table header for 'Request Name', 'Request ID', 'Cancelled', 'Request Total', 'Amount Approved', and 'Amount Remaining'. There are 'Add' and 'Remove' buttons at the top right of this table.

Then fill the required information and press “next” in bottom right.

How to copying an expense report:

In case you have specific type of expenses that belong to the same claim expense, you can duplicate the information easily by selecting the expense you want to duplicate and press the bottom “copy”, just keep in mind that Credit card information, e-receipts, mobile entry information, and travel segments (associated with travel itineraries) from the original expense are not copied to the new expense but you can save your time to reinserting expense type, location, date.

It is important to check the date of copied item, here you can see date of the copied item has changed.

The screenshot shows the SAP Concur 'Expenses' screen. At the top, there are buttons for '+ New Expense', '+ Quick Expenses', 'Import Expenses', 'Details', 'Receipts', and 'Print'. Below this is a table with columns for 'Date', 'Expense', 'Amount', and 'Requested'. A red circle highlights the second expense item, which is dated 09/02/2019 and describes a 'Hotel' stay at 'Barcelo Hotels, Bilbao, SPAIN' with an amount of € 120,00. A green arrow points to the 'Copy' button in the toolbar above the table. Another red circle highlights the copied item, which appears below the original one with the same details but a different date: 10/02/2019.

Date	Expense	Amount	Requested
Adding New Expense			
10/02/2019	Hotel Barcelo Hotels, Bilbao, SPAIN	€ 120,00	€ 120,00
09/02/2019	Hotel Barcelo Hotels, Bilbao, SPAIN	€ 120,00	€ 120,00
24/01/2019	Train	€ 25,00	€ 25,00

Itemization expenses:

Itemization is useful for multiple purposes expenses, it can be used for “hotel” that may have multiple expenses such as room itself, tax on the room, parking, internet or meals.

The procedure is starting by Selection of an expense you want to itemize:

A screenshot of a software interface for managing expenses. On the left, there's a list of expenses with one selected. A green arrow points from the text above to this list. The selected expense is for a 'Hotel' stay at 'Mercure Hotels, Paris, Paris' on '03/07/2019' with an amount of '€ 841.00'. On the right, a detailed view of this expense is shown in a modal window titled 'Nightly Lodging Expenses'. It shows the same information: 'Expense Type' as 'Hotel', 'Transaction Date' as '03/07/2019', 'Amount' as '841.00', and 'Receipt Status' as 'Receipt'.

Press “nightly lodging expense” and fill the required data,

NOTE: additional charges is per night means in case you put number of nights more than one, your additional charges will calculate per each night equal to number of night separately.

In case you have different additional charges per each night you can easily insert 1 as a number of night and add extra charges separately.

NOTE: if you itemize after allocation the allocation will be lost.

A screenshot of a software interface for itemizing a nightly lodging expense. A green arrow points from the text above to the 'Nightly Lodging Expenses' section. The interface includes fields for 'Check-in Date' (03/07/2019), 'Check-out Date' (03/07/2019), and 'Number of Nights' (1). Below these are sections for 'Recurring Charges (each night)' and 'Additional Charges (each night)'. Each section has dropdowns for 'Expense Type' and 'Amount', along with other input fields for room rates, taxes, and other charges. There are also checkboxes for 'Room rate and taxes will be shown as separate expenses' and 'Additional Charges (each night)'.

I insert data below and going to explain them:

Expenses				Move ▾	Delete	Copy	View ▾	Expense	Nightly Lodging Expenses
<input checked="" type="checkbox"/>	Date ▾	Expense Type		Amount		Requested	«		
<input checked="" type="checkbox"/>	03/07/2019	Hotel Mercure Hotels, Paris, Paris		€ 841.00		€ 841.00			

Check-in Date	Check-out Date	Number of Nights
03/04/2019	03/07/2019	3
Recurring Charges (each night)		
Room Rate	Room Tax	
200.00		
Other Room Tax 1	Other Room Tax 2	
<input type="checkbox"/> Room rate and taxes will be shown as separate expenses		
Additional Charges (each night)		
Expense Type	Amount	
Parking	20	
Expense Type	Amount	
Choose an expense type		

Interpretation: number of night 3, 200 Euro per night for room, additional expenses for parking 20 Euro per night.

Press "save itemization" you can find it in bottom and right side of the page.

1 Itemized item: as I put 3 for number of nights, I have 3 repetition of parking and hotel

2 -Total amount of expense is 841 euro
-Itemized amount is 660 euro.
-remaining amount is 181 euro.

3 Here is the solution to cover the remaining amount (181 euro).
Add other expense type that is not repeated all days of the stay

In the picture below you can see I add two dinner in night 5th and 7th which has been done through “expense type” and I reached to total amount of my expense:

Date	Expense Type	Amount	Requested
03/07/2019	Hotel Mercure Hotels, Paris, Paris	€ 841.00	€ 841.00
03/04/2019	Hotel	€ 200.00	€ 200.00
03/04/2019	Parking	€ 20.00	€ 20.00
03/05/2019	Hotel	€ 200.00	€ 200.00
03/05/2019	Parking	€ 20.00	€ 20.00
03/05/2019	Dinner	€ 81.00	€ 81.00
03/06/2019	Hotel	€ 200.00	€ 200.00
03/06/2019	Parking	€ 20.00	€ 20.00
03/07/2019	Dinner	€ 100.00	€ 100.00

Here you are done with this expense.

Question: What if I insert number of night equal to one :

Check-in Date 03/05/2019	Check-out Date 03/07/2019	Number of Nights 1
Recurring Charges (each night)		
Room Rate 200.00	Room Tax	
Other Room Tax 1	Other Room Tax 2	
<input type="checkbox"/> Room rate and taxes will be shown as separate expenses		
Additional Charges (each night)		
Expense Type Parking	Amount 20.00	
Expense Type Choose an expense type	Amount	

Here you see

Expenses			Move ▾	Delete	Copy	View ▾	«	»
	Date ▾	Expense Type		Amount		Requested		
<input type="checkbox"/>	03/07/2019	Hotel Mercure Hotels, Paris, Paris		€ 841.00		€ 220.00		
<i>Adding New Itemization</i>								
<input type="checkbox"/>	03/05/2019	Hotel		€ 200.00		€ 200.00		
<input type="checkbox"/>	03/05/2019	Parking		€ 20.00		€ 20.00		

For the second day I have only room expense, so easily I select hotel from itemized list and copy it:

Expenses			Move ▾	Delete	Copy	View ▾	«	»
	Date ▾	Expense Type		Amount		Requested		
<input type="checkbox"/>	03/07/2019	Hotel Mercure Hotels, Paris, Paris		€ 841.00		€ 220.00		
<input checked="" type="checkbox"/>	03/05/2019	Hotel		€ 200.00		€ 200.00		
<input type="checkbox"/>	03/05/2019	Parking		€ 20.00		€ 20.00		

Press "copy" and you have for the next day expenses related to hotel room:

Expenses			Move ▾	Delete	Copy	View ▾	«	»
	Date ▾	Expense Type		Amount		Requested		
<input type="checkbox"/>	03/07/2019	Hotel Mercure Hotels, Paris, Paris		€ 841.00		€ 420.00		
<i>Adding New Itemization</i>								
<input type="checkbox"/>	03/05/2019	Hotel		€ 200.00		€ 200.00		
<input type="checkbox"/>	03/05/2019	Parking		€ 20.00		€ 20.00		
<input type="checkbox"/>	03/06/2019	Hotel		€ 200.00		€ 200.00		

At the end my last expense is related to the last date and lunch only which is inserted through “expense type”:

Date	Expense Type	Amount	Requested
03/07/2019	Hotel Mercure Hotels, Paris, Paris	€ 841.00	€ 841.00
03/05/2019	Hotel	€ 200.00	€ 200.00
03/05/2019	Parking	€ 20.00	€ 20.00
03/06/2019	Hotel	€ 200.00	€ 200.00
03/07/2019	Lunch	€ 421.00	€ 421.00

How to add attendees to business meal:

In case you have shared meal expenses with your colleague, you can select “business meal attendees” from expense type:

Date	Expense	Amount	Requested
12/03/2019	Business Meals (Attendees) HIPPOPOTAMUS, Briançon, FRA	€ 116.00	€ 116.00
10/03/2019	Taxi Courbevoie, FRANCE	€ 51.00	€ 51.00
10/03/2019	Breakfast Courbevoie, FRANCE	€ 8.70	€ 8.70

Scroll down you will get to attendees add button, press Advanced Search

Date	Expense	Amount	Requested
12/03/2019	Business Meals (Attendees) HIPPOPOTAMUS, Briançon, FRA	€ 116.00	€ 116.00
10/03/2019	Taxi Courbevoie, FRANCE	€ 51.00	€ 51.00
10/03/2019	Breakfast Courbevoie, FRANCE	€ 8.70	€ 8.70

You will be able to identify different type of attendees, if they are colleague and they are also using Concur select “Employee” all necessary information like cost center are available in the tool

https://eu1.concursolutions.com/Expense/Clien | Expense Centre

Administration Prof

Search Attendees

Choose an Attendee Type: Employee

Last Name: MAGNI

First Name:

Attendee Title:

Company:

Search Results:

<input checked="" type="checkbox"/> Email Address	Attendee Name	Attendee Title	Company	Attendee Type
<input checked="" type="checkbox"/>	Elisabetta Magni		MAGNI, ELISABETTA	Employee

Action: This expense must include two or more attendees. Please update the entry attendees and click save.

Missing required field: Business Purpose

Displaying 1 - 1 of 1

New Attendee Add to Expense Delete Close

€ 1,150.78 € 1,150.78

And then click in “Add to Expense”.

You can add as many attendees you need and the cost will be divided by the number of attendees.
Push button “save” once you’re done with it

Expenses

Date: 12/03/2019

Expense

Move • Delete Copy View

Action: This expense must include two or more attendees. Please update the entry attendees and click save.

Missing required field: Business Purpose

Date	Description	Amount	Requested
12/03/2019	Business Meals (Attendees) HIPPOPOTAMUS, Briançon, FRA	€ 116.00	€ 116.00
10/03/2019	Taxi Courbevoie, FRANCE	€ 51.00	€ 51.00
10/03/2019	Breakfast Courbevoie, FRANCE	€ 8.70	€ 8.70

TOTAL AMOUNT: € 1,150.78 TOTAL REQUESTED: € 1,150.78

Attendees: 2 | Attendee Total: € 116.00 | Remaining: € 0.00

New Attendee Advanced Search Favourites Search Recently Used Modify

Attendee Name	Attendee Title	Company	Attendee Type	Amount
MAGNI, ELISABETTA			Employee	€ 58.00
GUASCHI, GIUSEPPE			Employee	€ 58.00

Save Allocate Attach Receipt Cancel

Glossary images in expense list:

	you have included attendees in the Business meal
	you need to attach your receipt
	you have allocation.
	you put comments when you inserted your data.
	payment was through credit card, if you see it in green means payment is through Amex
	Blocking error message, you need to complete or modify something in the expense, top of the page there is explanation of the error for each expense
	credit card payment
	receipt attached