TeamWorks

Travel and Expense

Powered By Concur Technologies

Local TTE Administrator:

Handbook Binder 2015

Includes the following sections:

- TTE Shared User Administration Handbook
- TTE Proxy Logon Handbook
- TTE Cash Advance Handbook
- TTE Reporting Handbook
- Reconciliation Overview PPT
- Attendees Handbook

TeamWorks
Travel and Expense

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TTE Local Admin:
Shared User Administration Handbook
2015

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Document History

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03/31/12	Updated for software updates: new **Report Detailing Changes Made to an Employee**, change in Delegate window in screenshots, new note on Expense Cash Administrator role. Also, enhanced Document History section, updated and increased screen shots in Section 4: User Permissions to improve clarity.
11/07/13	Updated branding, changed references from Travel Request to Request, renamed document TTE Local Administration: Shared User Administration Handbook.
12/31/14	Added information about: • UI Preview role/permission • Two user interfaces
07/06/15	Removed two user interface sections
07/27/15	Updated screenshots
09/22/15	Minor formatting adjustments.

Section 1: Permissions

An agency administrator may or may not have the correct permissions to use this feature. The administrator may have limited permissions, for example, he/she can affect only certain groups and/or use only certain options (*view* but not *create* or *edit*).

If an agency administrator needs to use this feature and does not have the proper permissions, he/she should contact the TTE Global Administrator.

Also, the administrator should be aware that some of the tasks described in this guide can be completed only by Concur. In this case, the client must initiate a service request with TTE Global Administrator.

Section 2: Overview

The user administration section of Company Administration is used by Travel, Expense, and Request administrators to modify user profiles. The user administration page contains the fields used on the Employee Profile form in Expense and/or the Travel Preferences fields from Travel. The fields displayed will vary depending on the user role selected for the new user.

NOTE: The User administrator can be restricted from editing his/her own user profile. To enable this setting, contact TTE Global Administrator to have the appropriate module property updated.

The User Permissions functionality allows administrators to assign Travel, Expense, and Request user roles. This feature is available to users with the Role Administrator Expense role or Permissions Administrator role.

User Administration in Travel, Expense, and Request

Administering users can now be controlled by the *type* of user, allowing for administrators that can access only Travel users, and administrators that can access only Expense, or Request users.

NOTE: This feature does ***not*** prevent the client from administrating all types of users at one time under a single role; instead this feature provides an *additional* method of dividing the responsibility of administering users.

User Administration Related Roles and Access

The user assigned the Employee Administrator role has access to the **User Administration** menu and access to the Expense and Request-related users and functions:

- Expense/ Request user search

- Expense/ Request User role check boxes*
- Expense/ Request Approver role check boxes*
- Expense/ Request Settings
- Primary fields on the user details page
- Can view users from their assigned employee groups and employee group configurations when using the Expense Advanced Filters
- Can view and optionally edit and register a car on behalf of a user
- Can be restricted to read-only access for auditing purposes

  * Check boxes can be removed from display to prevent assignment by the role – refer to *Suppressing Assignment of Roles Using Role Check Boxes in User Details* in this document for more information.

The user assigned the User Administration role has access to the **User Administration** menu and access to the Travel-related functions:

- Travel user search
- Travel Wizard User role check box
- Travel Settings
- Primary fields on the user details page
- Can view users from all groups unless the Divisional View setting restricts them to only employees in groups they are a member of
- Can be restricted to read-only access for auditing purposes

TIP: Provide *both* the Employee Administrator and the User Administration roles for administrators that need access to Travel, Expense, and Request users.

Role Assignment: Access and Related Product Assignments

When assigning either the Role Administrator or Permissions Administrator roles, keep in mind the following logic used by the system to assign the role within other modules as well.

- **Role Administrator:** A user with the Role Administrator role has access to the **User Permissions** menu and access to the **Expense**, **Request**, and **Reporting** tabs.
  - **ASSIGN:** Assign from the **Expense**, or **Request** tab. Assigns Role Administrator to the specified user, and additionally assigns the Permissions Administrator role under Travel.
  - **REMOVE:** Remove from the **Expense**, or **Request** tab; removes the role from all excepting the Permissions Administrator role under Travel.
- **Permissions Administrator:** A user with the Permissions Administrator role has access to the **User Permissions** menu and access to the **Travel** tab.
  - **ASSIGN:** Assign from the **Travel** tab. Assigns Permissions Administrator to the specified user, Travel only.

- **REMOVE:** Remove from the **Travel** tab. Removes Permissions Administrator from the specified user, Travel only.

TIP: Provide *both* the Employee Administrator and the User Administration roles for administrators that need access to Travel, Expense, and Request users.

Segregating the User Administration Duties

Best Practice for user security is to segregate the duties for:

- Creating users
- Assigning roles to users
- Maintaining user roles and preferences
- Auditing records under read-only roles

These roles allow segregation of these duties:

- **Employee Administrator/User Admin:** Provides access to the User Administration function. The user can assign only the basic user roles (Expense User, Travel User), using the check boxes in the user details page that appears when you open a user for administration.

  TIP: You can have these check boxes removed from display, preventing assignment of these roles – see *Suppressing Assignment of Roles Using Role Check Boxes in User Details* in this document for more information.
- **Role Administrator/Permission Admin:** Provides access to the User Permissions function.
- **User Maintenance/Employee Maintenance** (Travel and all else, respectively)**:** Provides access to the User Permissions function, but without the ability to create a new user account.

Two Frameworks for User Permissions

How user permissions are named and managed depends on the module:

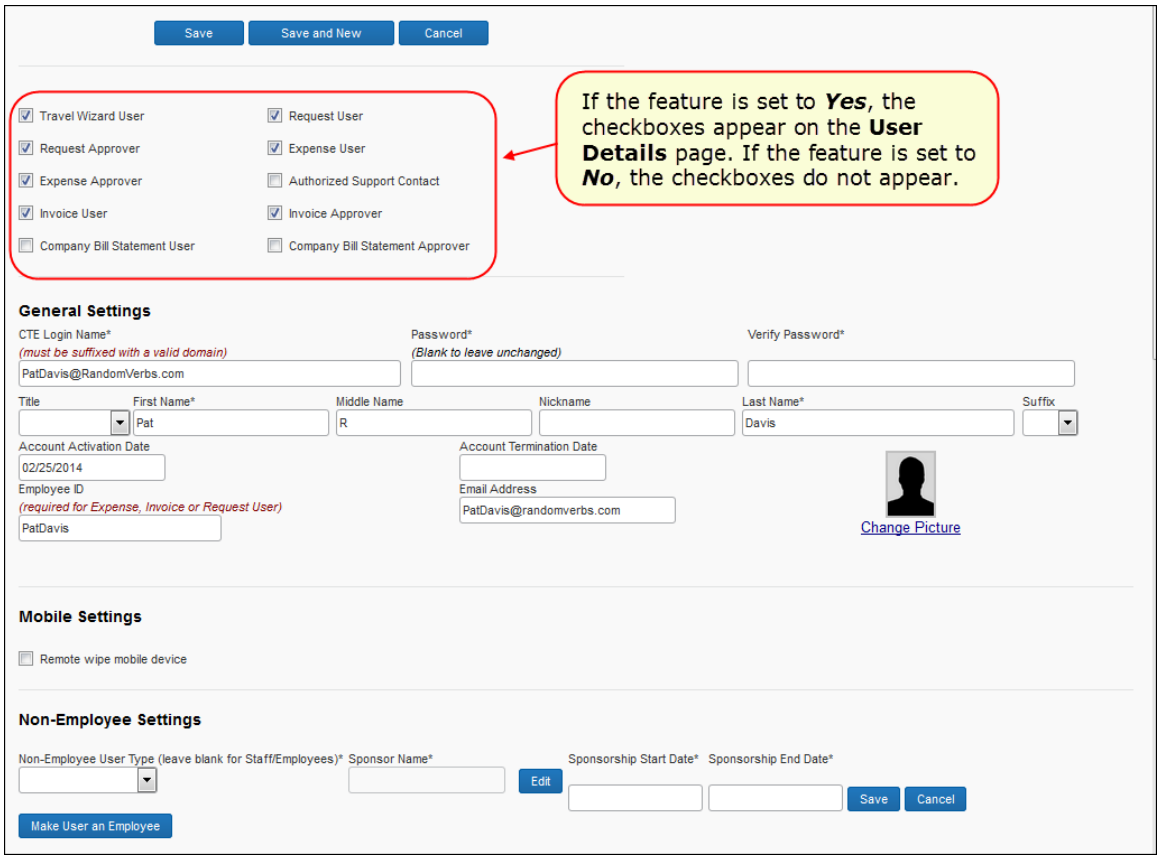
- **Permissions:** Travel and Meeting related roles are called *permissions* and are managed from the **Travel** tab in the user permissions section.

- **Roles:** Expense, Concur Insight (formerly Analysis/Intelligence), and Request-related roles are called *roles* and are managed from the **Expense**, **Request**, **Reporting** tabs in the user permissions section.

Suppressing Assignment of Roles Using Role Check Boxes in User Details

The user assignment check boxes can be removed from display to allow tighter security control of role assignment, preventing a scenario where approval of a substantial amount via a purchase order or expense is granted by way of role assignment with intent to defraud.

The feature works by suppressing the display of the check boxes. To do this, contact the TTE Global Administrator requesting that the **Allow User Admin to Add / Update Expense Roles** Console (HMC) setting be set to *No*.



Two Methods of Managing Roles in User Permissions

Roles can be managed by two different methods:

- **By User Name:** The administrator searches for the desired user, then selects the user and the roles to assign.
- **By Role:** The administrator searches for the desired role, then selects the users to assign the role to.

The interface in the user permissions section changes depending on the method selected. However, it always contains the following elements:

- Method selection box
- Search area
- User/Role selection box
- Dual lists of roles or users
- Group area

The Password Manager Roles

Some clients need a user role that can update user passwords but does not have other user administration access. To answer this need, two standard roles are available, both called Password Manager. One role is available to clients with Travel, and one is available to clients with Expense/ Request.

Clients with Travel and either Expense/Request can choose how to limit access to users by assigning one or both roles:

- The role on the **Travel** tab in the user permissions section will grant access to the users with the Travel feature enabled. If the Travel settings are set to use Divisional Access, the user will only be able to view and update users in their divisions.
- The role on the **Expense** or **Request** tab in the user permissions section will grant access to the users with Expense or Request enabled. The administrator can select the Expense groups (Request uses Expense groups) the user has access to when assigning the role.
- If both roles are assigned, the user will be able to view and update users that match their Travel divisional access (if enabled) and selected Expense group (Request uses Expense groups).

NOTE: The users with Travel and either Expense and Request have one password for all applications. When any of the Password Manager roles changes a password, it changes for all applications.

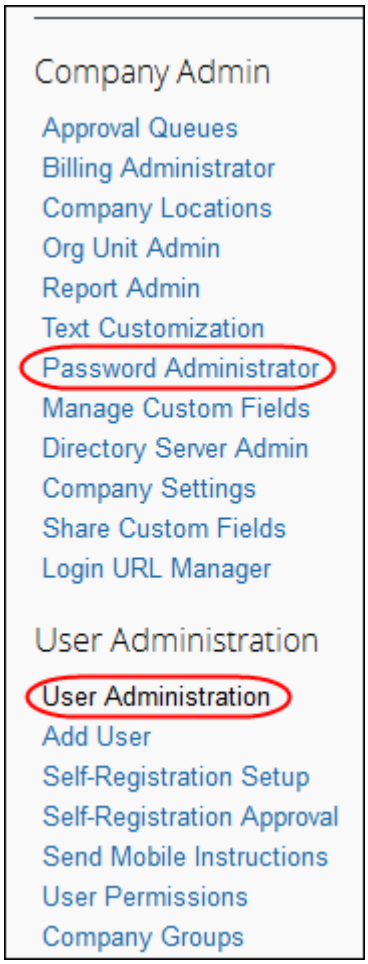
Users with these roles will see the **Password Manager** link on the **Company Administrator** page. These roles have the following access in Password Manager:

- User search functionality found in the user administration section
- Modify access to the Password fields on the user details page
- Read-only access to the Title, First Name, Middle Name, Nickname, Last Name, Suffix, and Email fields on the user details page

All other fields on the user details page are hidden.

Suppressing Access to the Password Function

A module property is available that can prevent any password changes within Concur. If the property setting is ON, all password fields in Company Admin (User Administration or Password Administrator) become non-editable (deactivated):



When a new user is added via the import the system provides a randomly generated 20-character password. **IS this true in our configuration?

Section 3: Available Permissions and Roles

The following lists contain the available permissions and roles for Expense, Travel, and Concur Insight (formerly Analysis/Intelligence). The roles are separated into tables based on the tabs in User Permissions.

Travel Tab

None of the Travel permissions are assigned along with a group.

Travel Tab	
Permission	**Description**
Administer Approval Queue	The user assigned this role can reassign approval requests. You can assign this permission by itself.

Travel Tab	
Permission	**Description**
Amadeus User	The user assigned this role can access AeTM; requires Amadeus configuration.
Billing Administrator	The user assigned this role can view bills from Concur. You must assign this permission with one other administration permission.
Company Administration	The user assigned this role can access: • Administer Approval Queue • Billing Administrator • Company Locations Administration • Group and Shared Resources Administration • Managed Meeting Center Admin (ONLY if the Third Party Meeting Module has been enabled). • Organization Unit Administration • Permission Administrator • Risk Management Admin (Used with Concur Risk Management) • Travel Policy Administrator • User Administration **NOTE:** When you also select the User Administration permission, the **User Permissions** link becomes available in Company Administration.
Company Discount Administrator	The user assigned this role can add Travel site-level discounts. This feature is available to the user when you select this permission and the **Allow Discount Editing** option has been enabled in the Company Travel Configuration for the customer site. 📖 Refer to the *Concur Travel: Travel System Admin User Guide*, Company Travel Configuration, Other Information section for additional assistance. This permission must be combined with the Travel Policy Administrator permission.
Company Link Administrator	The user assigned this role can manage company-specific links. Once the permission in assigned, that user can access **Administration** > **Company** > **Company Admin** > **Company Links Administrator**.
Company Locations and Maps	The user assigned this role can enter locations for travelers to use when searching for hotels or off-airport car locations.
Concur Meeting Accountant	The user assigned this role can add credit cards to a meeting and download payment files; has access to all Meeting pages. **NOTE:** This permission will appear only if you have enabled Meeting via the new site setup work order.

Travel Tab	
Permission	**Description**
Concur Meeting Admin	The user assigned this role can access Meeting administration; allows Meeting administration ***with*** the Concur registration module; has access to all Meeting pages ***except***: • Travel > Form of Payment • Tracking > Payment (the **Edit** link is hidden from within the Payment page) **NOTE:** This permission will appear only if you have enabled Meeting via the new site setup work order.
Concur Meeting Planner	Allows user to access ***all*** Meeting pages ***except***: • Travel > Agency Settings • Travel > Form of Payment • Tracking > Payment (the **Edit** link is hidden from within the Payment page)
Corporate Ghost Card Administrator	The user assigned this role can access to the **Corporate Ghost Cards** link on the **Company Administration** page. **NOTE:** The **Company Groups** link and the links in the **Group Administration** section are always present for anyone with administrative privileges, but users can only edit (not add) groups they own if they do not also have the Group and Shared Resources Administration permission.
Custom Field Administrator	The user assigned this role can access to the **Manage Custom Fields** link on the **Company Administration** page. **NOTE:** The **Company Groups** link and the links in the **Group Administration** section are always present for anyone with administrative privileges, but users can only edit (not add) groups they own if they do not also have the Group and Shared Resources Administration permission.
Employee Maintenance	The user assigned this role can manage employees, including assigning roles, delegates, and preferences. However, they cannot create a new user account. 📖 Refer to the *User Administration in Travel, Expense, and Request* section of this guide for more information about assigning roles.
Group and Shared Resources Administration	The user assigned this role can view and modify groups. You can assign this permission by itself. **NOTE:** If a user owns a group or is in a group that owns a group, the user will not be able to modify that group without this permission. Ownership of a group provides no additional access.
Guest Booking	The user assigned this role can create reservations for non-profiled travelers.
Import Data Administrator	The user assigned this role can import data from a customer site, instead of logging into the agency site and selecting **Administration** > **Travel** > **Travel System Admin** > **Import Data**.

Travel Tab	
Permission	**Description**
Localization Admin / Localization user	Localization Admin is assigned only ***to*** Concur employees. Localization User is assigned only ***by*** a Localization Admin.
Locate & Alert Administrator	The user assigned this role can access the location information and send two-way communications to ***all*** enrolled Locate & Alert users. 📖 For more information about the Locate & Alert service, refer to the *Locate & Alert User Guide* on the Concur Support Portal.
Locate & Alert Operator	The user assigned this role can access the location information and send two-way communications to all enrolled Locate & Alert users ***except*** those marked as "sensitive" (e.g. executives and other travelers whose location need to be more guarded) 📖 Marking a user as "sensitive" is described in *Assign Locate & Alert User-Level Status* in this guide. 📖 For more information about the Locate & Alert service, refer to the *Locate & Alert User Guide* on the Concur Support portal.
Manifest Administrator	The user assigned this role can manage manifests.
Meeting Center Developer Third Party	The user assigned this role can test screens and documentation for a third-party meeting product with XML integration. **NOTE:** This permission appears only if you have enabled Meeting via the new site setup work order.
Online Order Form Access	The user (TMC) assigned this role can allow its agents to access to the online order form. **NOTE:** This permission is visible only when the Concur Travel Reseller module is given to the TMC by Concur.
Concur TripLink User	The user assigned this role can use TripLink, if that service is used by the company.
Organization Unit Administration	The user assigned this role can create and edit organizational units. You can assign this permission by itself.
Password Manager	The user assigned this role can update passwords for Travel users. User will have read only access to the following fields on the user details page in User Administration: Title, First Name, Middle Name, Nickname, Last Name, Suffix, and Email. **Preventing Access:** A module property is available to restrict this role from changing passwords - contact Concur directly to have the *Password Access Restriction* feature activated. **NOTE:** The users with Travel and Expense have one password for all applications. When any of the Password Manager roles changes a password, it changes for all applications.

Travel Tab	
Permission	**Description**
Permission Administrator	The user assigned this role can access the **User Permissions** menu and the **Travel** tab. **NOTE:** This role is automatically assigned when the Role Administrator role is assigned via Expense and Request.
Profile Sync Administrator	The user assigned this role can update and retrieve passwords from the **Profile Sync Configuration** page.
Profile User	The user assigned this role can update his/her profile only and not have access to the Travel booking wizard. **NOTE:** When a site is created, the 'ALL' group is automatically added to the Travel Wizard User permission. You must manually remove the 'ALL' group from this permission if you do not want travelers to have access to update both their profile and make a reservation. Make sure the Project team has access to the booking wizard for testing purposes by creating another Group for that team, and granting the appropriate permissions.
Report Admin	The user assigned this role can define who has access to reports. 📖 Refer to the *Concur Travel: Company Administration User Guide* for more information on reports and report access. You can assign this permission by itself.
Report User	The user assigned this role can view reports. You must assign this permission in order for users to view company reports; however, you must also assign individual reports in the Report Admin. 📖 Refer to the *Concur Travel: Company Administration User Guide* for more information on reports and report access. You can assign this permission by itself.
Risk Management Admin	The user assigned this role can use the Concur Risk Management feature. 📖 Refer to the *Authorization Request: Risk Management Integration User Guide* for more information.
Self-assigning Assistant	The user assigned this role can assign themselves as an assistant. If you assign this permission to a user or group, those users can select a traveler to assist.
Self-Registration Approver	The user assigned this role can approve users who self-register.
Sponsor	The user assigned this role can be assigned as the sponsor for the guest user.

Travel Tab	
Permission	**Description**
Travel Agent	The user assigned this role can access Expert Agent (XA), if you have also assigned the Company Administration permission. With this permission: • The **Travel System Admin** link may be displayed but will only provide data based on the backend setup. • The **Import Data** link will appear within Company Administration.
Travel Meeting Center Admin Third Party	The user assigned this role can use a third-party meeting product with XML integration administrator screens; allows Meeting administration ***without*** the Concur registration module. **NOTE:** This permission will appear only if you have enabled Meeting via the new site setup work order.
Travel Meeting Center User	The user assigned this role can access meetings to which he/she is invited (this is for both third-party and Meeting products). **NOTE:** This permission will appear only if you have enabled Meeting via the new site setup work order.
Travel Policy Administrator	The user assigned this role can administer Travel Policy. You can assign this permission by itself. Assigning this permission provides access to: • Corporate Ghost Cards • E-Receipt Admin • Travel Admin • Travel Rule Builder • Travel Reporting • Travel Templates (administering for all users) • Credit Card BIN Restrictions • Unused Tickets • Meeting Center Admin **NOTE:** This link appears if you have assigned Meetings Admin permission or Travel Meeting Center Admin Third Party permission. • Manage Corporate Discounts **NOTE:** This link appears if you have assigned both this permission and the Company Discount Administrator permission.
Travel Wizard User	The user assigned this role can access to the Travel profile and Booking Wizard to make online reservations. This permission is automatically assigned to ALL (group).
UI Preview	The user assigned this role can preview the *enhanced* user interface.

Travel Tab	
Permission	**Description**
User Administration	The user assigned this role can modify and add Travel users. Assigning this permission provides access to: • Add User • User Import • Self-Registration Setup
User Admin (Read Only)	The user assigned this role can view but not modify and add Travel users.
Web Services Administrator	The user assigned this role can register or enable a partner application to access the Concur web services. 📖 Refer to http://developer.concur.com for more information.
zAuto-Cancel User	The user assigned this role can test general functionality in Concur Travel. Reservations made by users with this permission: • Will not have custom PNR finishing remarks added • Will not be queued to any queues defined in the Agency Configuration • Will not show in reports • Will be auto-canceled in the GDS after 4 hours
z_Demo/Training/ Practice AeTM User	The user assigned this role can test the integration between AeTM and Expense; requires Amadeus configuration. The PNR will never appear in the agency's ticketing queue, finishing will not be completed, and will be auto-cancelled by the system after four hours.
zDemo/Training/ Practice User	The user assigned this role can test the integration between Concur Travel and other Concur products. Reservations made by users with this permission: • Will generate “demo” e-tickets and e-receipts • Will not have custom PNR finishing remarks added • Will not be queued to any queues defined in the Agency Configuration • Will not show in reports • Will be auto-canceled in the GDS after 4 hours When applied to a login ID, Concur's standard invoicing practices will apply unless you utilize the non-invoiced policies. **NOTE:** In emergency situations, you can use the *agent claimed* remark to prevent bookings made with Z Demo permission from being auto-cancelled.

Expense Tab

Expense Tab		
Role	**Description**	**Product Area**
Attendee Administrator	The user assigned this role can view, modify, and activate or inactivate any attendee record in the system. ***Group-aware***: When assigning this role**,** one or more groups must be selected.	Expense
Attendee Administrator (Read only)	The user assigned to this role is considered a read-only auditor. The user can access and view but not modify and activate or inactivate an attendee record in the system. ***Group-aware***: When assigning this role, one or more groups must be selected.	Expense
Authorized Approver	This is special approver role, which is not assigned the same way as other roles. 📖 Refer to the *Expense: Workflow - Authorized Approvers Setup Guide*.	Expense
Budget Administrator	The user assigned this role can set budget amounts and assign budget approvers. 📖 Refer to the *Shared: Budget Insight User Guide*, *Expense: Budget Insight Setup Guide*, and the *Authorization Request: Budget Insight Setup Guide.*	Shared with two or more Concur products
Budget Approver	The user assigned this role can review and approve expense reports using real-time budget figures. 📖 Refer to the *Shared: Budget Insight User Guide*, *Expense: Budget Insight Setup Guide*, and the *Authorization Request: Budget Insight Setup Guide.*	Shared with two or more Concur products
Card Program Administrator	The user assigned this role manages the company's purchase card program and statement periods. ***Group-aware***: When assigning this role, one or more groups must be selected.	Expense
Central Reconciliation Processor	The user assigned this role processes (matches) invoice transactions associated with requests generated within the Request product. ***Group-aware***: When assigning this role, one or more groups must be selected.	Expense

Expense Tab		
Role	**Description**	**Product Area**
Company Bill Statement Approver	The user assigned this role approves statement reports. This user must also be assigned the **Expense Approver** role. 📖 Refer to the *Expense: Company Bill Statement Reports Setup Guide*.	Expense
Company Bill Statement Processor	The user assigned this role views and updates statement reports in Expense Processor. This user must also be assigned the **Expense Processor** role. ***Group-aware***: When assigning this role, one or more groups must be selected. 📖 Refer to the *Expense: Company Bill Statement Reports Setup Guide.*	Expense
Company Bill Statement Processor (Audit)	The user assigned this role views statement reports in Expense Processor in read-only format. This user must also be assigned the **Expense Processor (Audit)** role. ***Group-aware***: When assigning this role, one or more groups must be selected. 📖 Refer to the *Expense: Company Bill Statement Reports Setup Guide*.	Expense
Company Bill Statement Processor Manager	The user assigned this role views, updates, and deletes statement reports in Expense Processor. This user must also be assigned the **Expense Processor Manager** role. ***Group-aware***: When assigning this role, one or more groups must be selected. 📖 Refer to the *Expense: Company Bill Statement Reports Setup Guide*.	Expense
Company Bill Statement User	The user assigned this role reviews and submits the purchasing card transactions in the statement reports. This user must also be assigned the **Expense User** role. 📖 Refer to the *Expense: Company Bill Statement Reports Setup Guide*.	Expense
Company Info Administrator	The user assigned this role can update the **Company Info** section in **Profile** > **Profile Settings**.	Shared with two or more Concur products
Concur Mobile User	***Do not use; is not associated with Concur's mobile app.***	
Cost Object Approver	This is special approver role, which is not assigned the same way as other roles. 📖 Refer to the *Expense: Workflow – Cost Object Approvers Setup Guide*.	Expense

Expense Tab		
Role	**Description**	**Product Area**
Employee Administrator	The user assigned this role can add and manage employees, including assigning roles, delegates, and preferences. The user can only assign the basic user roles (Expense User, Travel User), using the check boxes on the User Details page. They may also view and optionally edit and register cars on behalf of a user. ***Group-aware***: When assigning this role, one or more groups must be selected. 📖 Refer to the *User Administration in Travel, Expense and Request* section of this guide for more information about assigning roles. 📖 Refer to *Expense: Car Configuration Setup Guide* for information about configuration and managing cars for the user.	Shared with two or more Concur products
Employee Administrator (Read Only)	The user assigned to this role is considered a read-only auditor. The user can view but not add or edit employee records. ***Group-aware***: When assigning this role, one or more groups must be selected. 📖 Refer to the *User Administration in Travel, Expense and Request* section of this guide for more information about assigning roles.	Shared with two or more Concur products
Employee Maintenance	The user assigned this role can manage employees, including assigning roles, delegates, and preferences. However, they cannot create a new user account. ***Group-aware***: When assigning this role, one or more groups must be selected. 📖 Refer to the *User Administration in Travel, Expense and Request* section of this guide for more information about assigning roles.	Shared with two or more Concur products
Expense Approver	The user assigned this role can approve expense reports within an assigned group. **NOTE:** This approver is also automatically assigned as the Travel Approver if the employee is a Travel user.	Expense
Expense Cash Advance Administrator	The user assigned this role can view, issue, and manage cash advance requests. ***Group-aware***: When assigning this role, one or more groups must be selected.	Expense

Expense Tab		
Role	**Description**	**Product Area**
Expense Company Card Administrator	The user assigned this role can: • Assign and unassign company cards • Map expense types to merchant category codes ***Group-aware***: When assigning this role, one or more groups must be selected.	Expense
Expense Configuration Administrator	The user assigned this role can ***fully manage*** (add, edit, delete): • Expense group configurations • Policies • Expense-based forms and fields, validations, and vendor lists • Expense report and authorized approver workflows • Audit rules • Expense types and expense categories • Payment types • Account codes and account code hierarchy • Exceptions • Car configuration and reimbursement • Receipt handling, including payment hold, scan configurations, receipt limits, and receipt imaging • Email reminders • Reimbursement currencies • Offline settings • Configuration change log (view only) ***Group-aware***: When assigning this role, one or more groups must be selected.	Expense
Expense Configuration Administrator (Restricted)	The user assigned this role can ***fully manage*** (add, edit, delete): • Vendor list items • Authorized approvers • Audit rules • Account codes • Exceptions • Personal and company car rates • Receipt handling, including receipt limits, payment hold, and scan configurations • Email reminders • Configuration change log (view only) ***Group-aware***: When assigning this role, one or more groups must be selected.	Expense

Expense Tab		
Role	**Description**	**Product Area**
Expense Processor	The user assigned this role: • Can view and update expense reports within Expense Processor • Cannot delete expense reports The **Access for Processor** field limits the reports the processor can view to these options: • Display all reports excluding returned reports • Display all reports including returned reports • Display only reports pending processor step and beyond ***Group-aware***: When assigning this role, one or more groups must be selected. **NOTE**: The user should only be assigned one of the Expense Processor roles. If the user is assigned multiple Expense Processor roles, the role with the greatest level of access will be applied. The levels of access, from highest to lowest, are: 1. Expense Processor Manager 2. Expense Processor 3. Expense Processor (Audit)	Expense
Expense Processor (Audit)	The user assigned this role: • Can view expense reports within Expense Processor • Cannot update or delete expense reports ***Group-aware***: When assigning this role, one or more groups must be selected. **NOTE**: The user should only be assigned one of the Expense Processor roles. If the user is assigned multiple Expense Processor roles, the role with the greatest level of access will be applied. The levels of access, from highest to lowest, are: 1. Expense Processor Manager 2. Expense Processor 3. Expense Processor (Audit)	Expense

Expense Tab		
Role	**Description**	**Product Area**
Expense Processor Manager	The user assigned this role can view, update, and delete expense reports within Expense Processor. The **Access for Processor** field limits the reports the processor can view to these options: • Display all reports excluding returned reports • Display all reports including returned reports • Display only reports pending processor step and beyond ***Group-aware***: When assigning this role, one or more groups must be selected. **NOTE**: The user should only be assigned one of the Expense Processor roles. If the user is assigned multiple Expense Processor roles, the role with the greatest level of access will be applied. The levels of access, from highest to lowest, are: 1. Expense Processor Manager 2. Expense Processor 3. Expense Processor (Audit)	Expense
Expense Proxy Logon	The user assigned this role can log on to Expense and act as a proxy user for other employees within an assigned group. ***Group-aware***: When assigning this role, one or more groups must be selected.	Expense
Expense Receipt Processor	The user assigned this role can update the receipt status for an expense report.	Expense
Expense User	The user assigned this role can create and submit expense reports and cash advances if those features are used by the user's company.	Expense
Extract Administrator	Special role assigned by Concur's Implementation department to clients who are transitioning from the Standard Edition to the Professional Edition. This role provides access to the File Export Configuration tool.	Expense
Fringe Benefits Tax Administrator	Along with the Tax Administration role, the user assigned this role can manage fringe-benefit tax.	Expense

Expense Tab		
Role	**Description**	**Product Area**
Import/Extract Administrator (formerly Integration Administrator)	A user assigned this role can: • Manage (add, edit, delete) import, extract, archive, and reporting consolidation jobs • Schedule jobs • View the system log	Shared with two or more Concur products
Import/Extract Monitor (formerly Integration Administrator - Restricted)	A user assigned this role can ***view***: • Details of import, extract, archive, and reporting consolidation jobs • Job schedule • System logs Depending on configuration, this user may also be able to: • Upload import files • Download extract files	Shared with two or more Concur products
Password Manager	The user assigned this role can update passwords for Expense users. User will have read only access to the following fields on the User Details page in User Administration: Title, First Name, Middle Name, Nickname, Last Name, Suffix, and Email. **Preventing Access:** A module property is available to restrict this role from changing passwords - contact Concur directly to have the *Password Access Restriction* feature activated. **NOTES:** • The users with Expense and Travel have one password for all applications. When any of the Password Manager roles changes a password, it changes for all applications. • ***Group-aware***: When assigning this role, one or more groups must be selected.	Shared with two or more Concur products

Expense Tab		
Role	**Description**	**Product Area**
Reimbursement Auditor	A user assigned this role can ***view*** Expense Pay functionality: • Funding Accounts • Batch Configurations • Card Programs • Expense Pay Settings • Current and Historical Batch List • Daily Funding and Returned Amounts • Payment Demand List • Report Payees List • Employee Banking Status	Shared with two or more Concur products
Reimbursement Manager	A user assigned this role can ***fully manage*** (add, edit, delete) Expense Pay functionality: • Funding Accounts • Batch Configurations • Card Programs • Expense Pay Settings In addition, a user assigned this role can ***view*** the following Expense Pay details: • Current and Historical Batch List • Daily Funding and Returned Amounts • Payment Demand List • Report Payees List • Employee Banking Status ***Group-aware***: When assigning this role, one or more groups must be selected.	Shared with two or more Concur products
Role Administrator	A user assigned this role is granted access to the **Expense** and **Request** tabs through User Permissions. ***Group-aware***: When assigning this role, one or more groups must be selected. 📖 Refer to the *User Administration in Travel, Expense, and Request* section of this guide for more information.	Shared with two or more Concur products
Role Builder	A user assigned this role can access the Role Builder functionality.	Shared with two or more Concur products

Expense Tab		
Role	**Description**	**Product Area**
Shared Configuration Administrator	The user assigned this role can ***fully manage*** (add, edit, delete): • Feature hierarchies for Expense Reports and Vendor Payment Requests • Employee group configurations, including assignment of the employee form • Employee forms and fields, validations, and custom and connected lists • Expense and payment delegate configurations • Reimbursement currencies • Imaging settings • Ledgers • Localization tasks • Configuration change log (view only) ***Group-aware***: When assigning this role, one or more groups must be selected.	Shared with two or more Concur products
Shared Configuration Administrator (Restricted)	The user assigned this role can: • View, add, edit, and delete custom list items • View the configuration change log ***Group-aware***: When assigning this role, one or more groups must be selected.	Shared with two or more Concur products
Tax Administrator	The user assigned this role can ***fully manage*** (add, edit, delete) value added tax (VAT): • Tax configurations • Rates	Expense
Training Administrator	The user assigned this role can access the Training Administration tool to configure client-preferred Training landing page and the contents and contact information that displays.	Shared with two or more Concur products
Travel and Expense Pilot User	***Do not use - this role is retired.***	
Travel and Expense User	The user assigned this role can access Concur. The user requires an additional role (Expense User, Travel User, etc.) to access Concur's products.	Shared with two or more Concur products
UI Preview	The user assigned this role can preview the *enhanced* user interface.	Shared with two or more Concur products

Expense Tab		
Role	**Description**	**Product Area**
Web Services Administrator	The user assigned this role can register or enable a partner application to access the Concur web services. 📖 Refer to http://www.developer.concur.com for more information.	Concur Connect

Request Tab

Request Tab	
There are several other roles available on the **Request** tab that are shared with other Concur products. For a definition of each, refer to the Expense roles.	
Role	**Description**
Request Administrator	*This is one of the Request processor roles.* The user assigned this role can view and fully manage virtually all requests. ***Group-aware***: When assigning this role, one or more groups must be selected. 📖 Refer to the *Authorization Request: Processor User Guide*.
Request Approver	The user assigned this role can approve requests within his/her assigned group.
Request Auditor	*This is one of the Request processor roles.* This is a read-only role. The Concur client can assign this role to TMCs, to its own internal travel agent(s), or to any other user that needs read-only access to requests. ***Group-aware***: When assigning this role, one or more groups must be selected. 📖 Refer to the *Authorization Request: Processor User Guide*.
Request Configuration Administrator	The user assigned this role can ***fully manage*** (add, edit, delete) all ***request-related*** features on the Request Admin menu. ***Group-aware***: When assigning this role, one or more groups must be selected.
Request Configuration Administrator (Restricted)	The user assigned this role can ***fully manage*** (add, edit, delete): • List management • Segment types • Travel agency offices ***Group-aware***: When assigning this role, one or more groups must be selected.

Request Tab	
There are several other roles available on the **Request** tab that are shared with other Concur products. For a definition of each, refer to the Expense roles.	
Role	**Description**
Request Event Manager	The user assigned this role can create a "master" event request for multiple event attendees. This role must be assigned with the Request Proxy Logon role.
Request Proxy Logon	The user assigned this role can log on to Request and act as a proxy user for other employees within an assigned group. ***Group-aware***: When assigning this role, one or more groups must be selected.
Request User	The user assigned this role can create and submit requests.
Risk Manager	This permission appears only if Request is integrated with Concur Risk Management. ***Group-aware***: When assigning this role, one or more groups must be selected. 📖 Refer to the *Authorization Request: Risk Management Integration User Guide* for more information.
TMC Agent	*This is one of the Request processor roles.* The Concur client assigns this role to one or more agents of its Travel Management Company (TMC) or to the client's internal travel agent(s). In some regions, it is appropriate for the TMC Agent to access the request after the user submits it but before the approver receives it. This way, the TMC Agent can add/edit the segment amounts – ensuring accuracy for the request approver. ***Group-aware***: When assigning this role, one or more groups must be selected. 📖 Refer to the *Authorization Request: Processor User Guide*.

Reporting Tab

Reporting Tab	
Role	**Description**
Budget Role for Cognos	The user assigned this role can access the Budget module in the Concur Insight (formerly Analysis/Intelligence) data model. ***Group-aware***: When assigning this role, one or more groups must be selected.
CAS Analyst	***Do not use - this role is retired.***

Reporting Tab	
Role	**Description**
Cognos Business Author	The user assigned this role: • Can use Concur Insight (formerly Analysis/Intelligence) to view data for reports submitted at all hierarchical levels within their assigned groups (as well as any data not group-related) • Are assigned the *Business* license type, which restricts the features to which they have access • Can: ♦ Run existing reports ♦ Create new reports or modify existing basic reports using the basic tool – Query Studio ***Group-aware***: When assigning this role, one or more groups must be selected.
Cognos Consumer	The user assigned this role: • Can use Concur Insight (formerly Analysis/Intelligence) to view data for reports submitted at all hierarchical levels within their assigned groups (as well as any data not group-related) • Are assigned the *Consumer* license type, which further restricts the features to which they have access • Can run existing reports, with read-only access ***Group-aware***: When assigning this role, one or more groups must be selected.
Cognos Professional Author	The user assigned this role: • Can use Concur Insight (formerly Analysis/Intelligence) to view data for reports submitted at all hierarchical levels (no group assignment required) • Are assigned the *Professional* license type, which allows access to all features • Can: ♦ Run existing reports ♦ Create new reports or modify existing basic reports using the basic tool – Query Studio ♦ Create new reports or modify existing basic reports using the advanced tool – Report Studio ♦ Schedule automatic report run ***Group-aware***: When assigning this role, one or more groups must be selected.

Reporting Tab	
Role	**Description**
Consolidation Configuration Administrator	This role is used by companies using the Reporting Database that wish to consolidate the data from the current version and previous versions. The user assigned this role: • Maps expense types and custom fields to a single consolidated definition • Can adjust other consolidation settings **NOTE:** This role does ***not*** include access to Concur Insight (formerly Analysis/Intelligence).
Dashboard User	The user assigned this role can view the Best Practices Dashboard. **NOTE:** This role is not associated with any of the Concur Insight (formerly Analysis/Intelligence) roles.

Section 4: User Administration Page

This feature requires the User Administrator employee role.

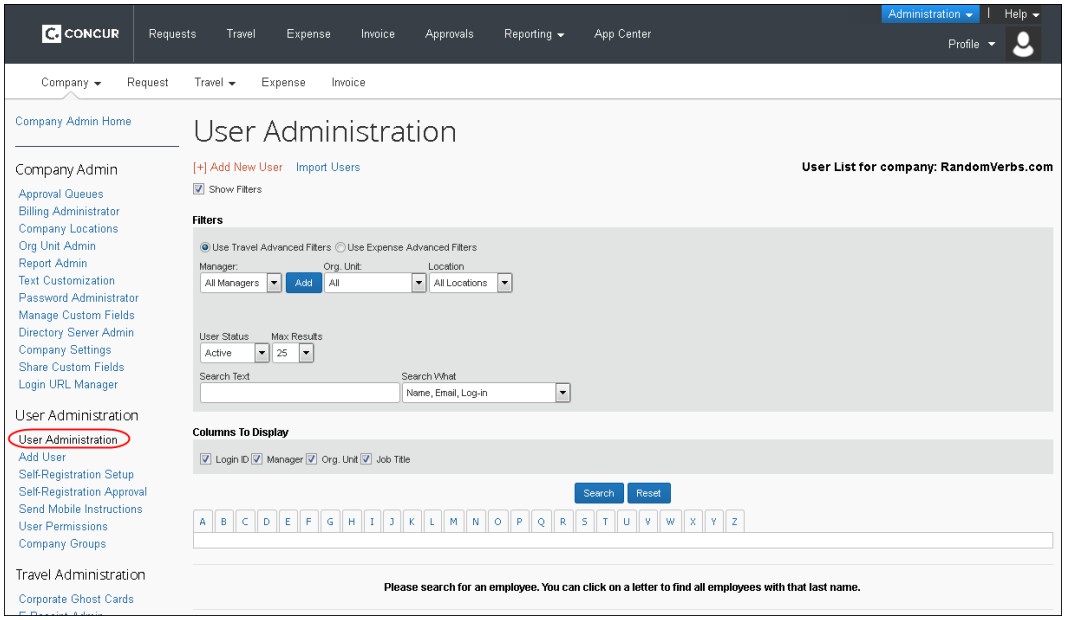
Before You Begin

Before using the user administration section, the Employee Profile form must be configured.

Accessing User Admin

1. Click **Administration** > **Company** > **Company Admin**.

2. Click **User Administration** (left menu).



Searching for Existing Users

The User administrator can search for existing Travel or Expense users. Users with access to both applications will appear in either search.

Searching for Employees Without Managers

The **Managers** field in the search options is used to find employees that do not have a manager/approver assigned.

- When **Expense Advanced Filters** is selected, the **No Manager** option in the **Managers** field will cause users who meet all the other search criteria and do not have an Expense manager/approver to display.
- When **Travel Advanced Filters** is selected, the **No Manager** option in the **Managers** field will cause users who meet all the other search criteria and do not have a Travel manager/approver to display.
- Select the **All Managers** option in the **Managers** field to display users regardless of whether they have a manager assigned.

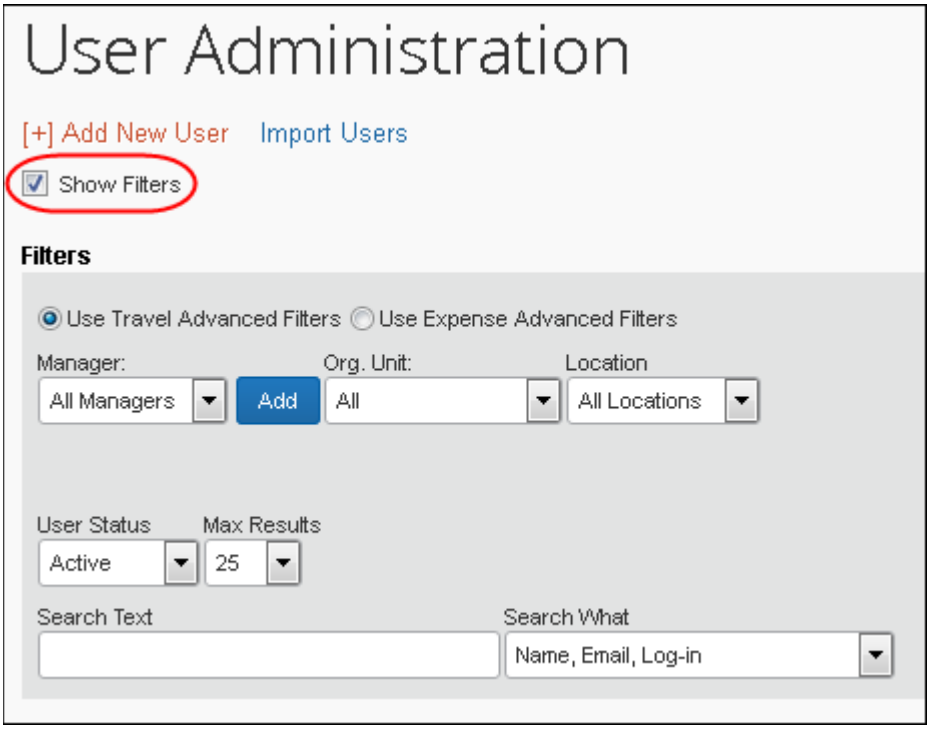
Searching for Test Users

The Expense Test Users field in the search options is used to include or exclude employees of type *Test User* if any users of this type exist in the system (that is, it will not appear is the system does not detect one or more Test Users).

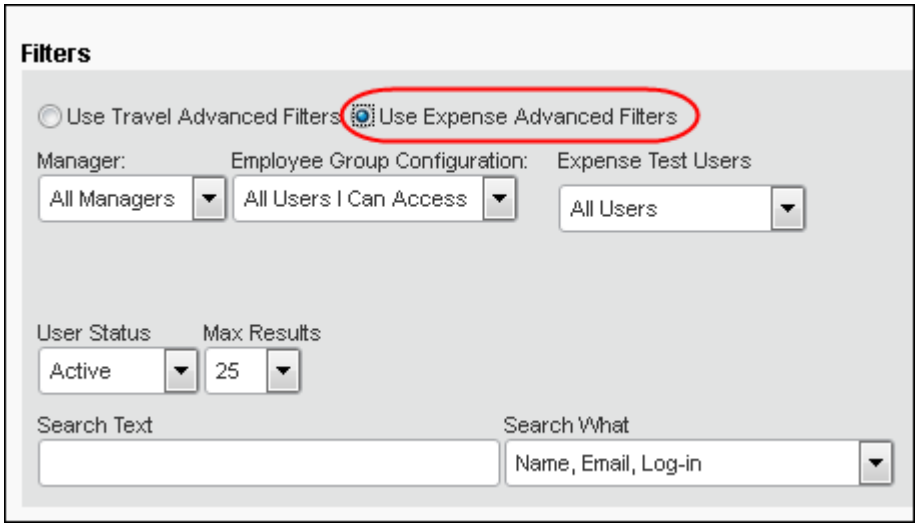
- **All Users:** The filter is ignored, and all test users are returned.
- **Exclude Test Users:** Return the search results without including any Test Users.
- **Only Test Users:** Include only Test Users in the results of the search.

To search for Expense users:

1. On the user administration page, select (enable) the **Show Filters** check box to view the search fields.



2. Select **Use Expense Advanced Filters**.



NOTE: The Expense Employee Administrator role is required in order to see the Expense search filters.

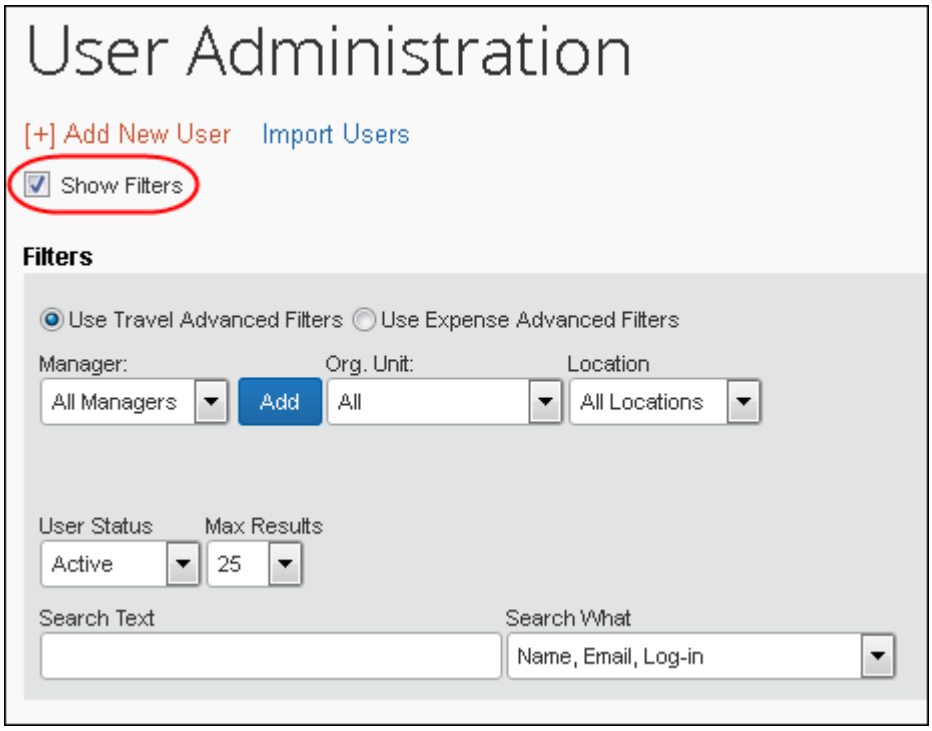
3. Enter the search criteria.

4. Select (enable) the check boxes next to the desired columns to display.

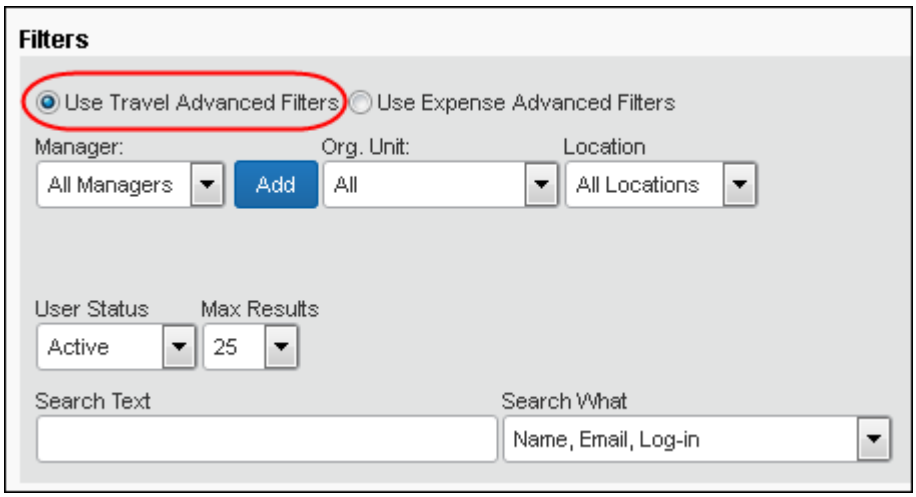
5. Click **Search**.

To search for Travel users:

6. On the user administration page, select (enable) the **Show Filters** check box to view the search fields.

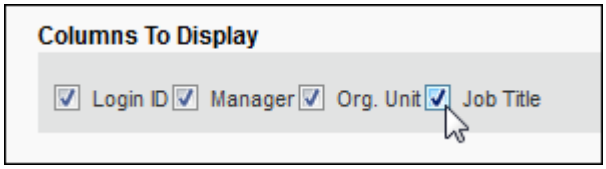


7. Select **Use Travel Advanced Filters**.



8. Enter the search criteria.

9. Select (enable) the check boxes next to the desired columns to display.



10. Click **Search**.

Adding New Users

New users are added via the HCM import process. Administrators cannot add new employees.

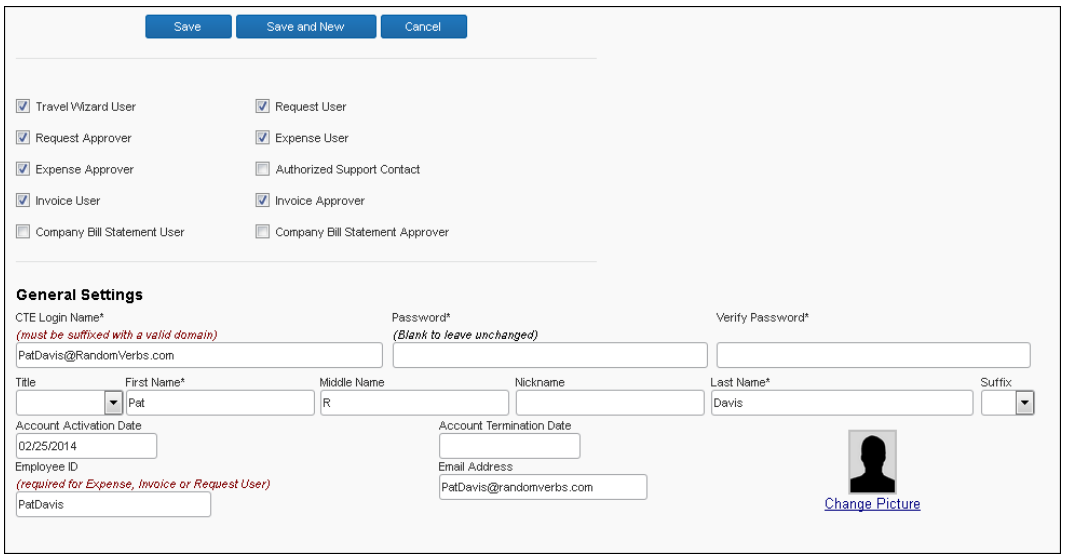
Modifying Existing Users

Update General Information

- ***To update general information:***

11. On the user administration page, locate the desired user.

12. Review the user's information and make any needed updates.



NOTE: The role check boxes (Expense User, Expense Approver, etc.) may be hidden to prevent assignment by the administrator – consult your TTE Global Admininstrator for more information.

Update Mobile Settings

To update mobile settings:

While editing user information, the **Mobile Settings** section may appear.

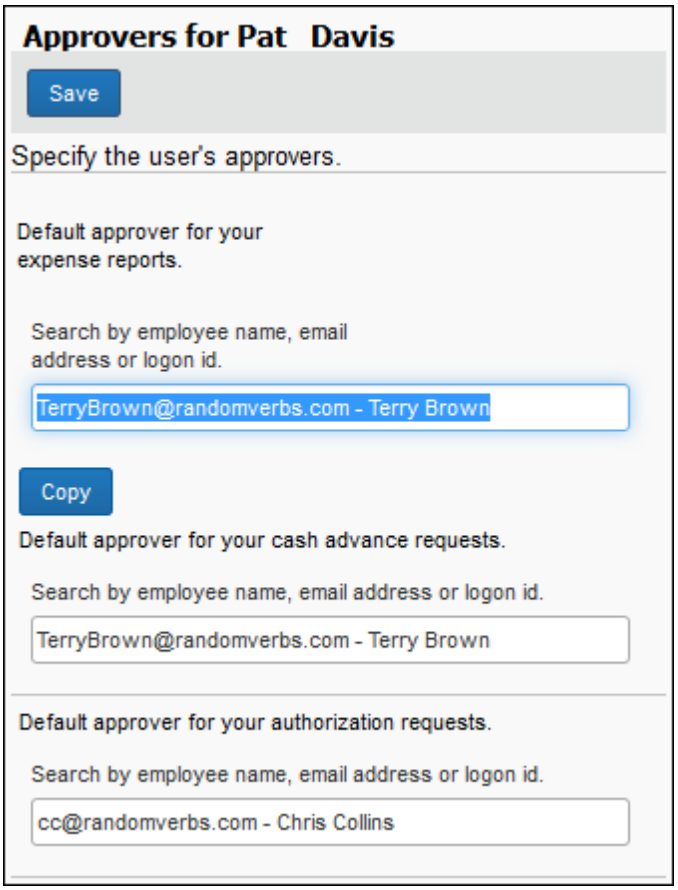
Select the check box as appropriate.

Note the following:

- The **Remote wipe mobile device** check box (in the **Mobile Settings** section) appears only for users who have completed the **Mobile Registration** page (entered a PIN).
- If an administrator selects this check box, the user's PIN is set to null (blank). The next time the user tries to log in, all cached device data is cleared.
- This flag will also be set automatically by the system if the user enters the wrong PIN five times. Consecutive failed attempts are tracked on the device. If the user exceeds five, the PIN is set to null (blank) and all cached device data is cleared.

Add or Change Expense Approvers

To add or change approvers:



1. On the user administration page, to add Expense approvers, click **Approvers** (in the **Expense Settings** section). The **Approvers** window appears.

   NOTE: The cash advance approver field will only appear if that feature has been activated for your company.

2. Under **Default approver for your expense reports**, type in the details of the desired approver. The list displays possible matches.

3. Select the desired approver.

4. Click **Copy**, if desired.
   This will copy the expense report approver into all other approver fields. If the approver does not have the appropriate approver roles, the fields will not be updated.

5. Select the other approvers, if desired.

6. Click **Save**.

Add or Change Request Approvers

To add or change Request approvers:

1. On the user administration page, click **Request Approvers** (in the **Request Settings** section).

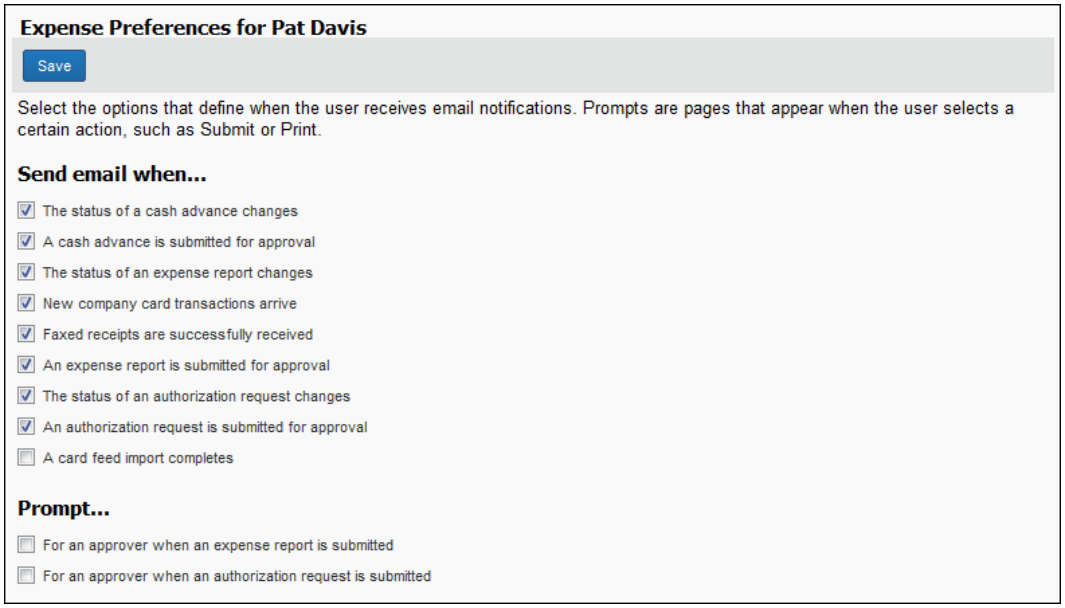
2. Select the desired approver.

3. Click **Save**.

Add or Change Expense Preferences

To add or change Expense preferences:

1. On the user administration page, click **Expense Preferences** (in the **Expense Settings** section). The **Expense Preferences** window appears.



2. Select (enable) or clear (disable) the desired check boxes.

3. Click **Save**.

Add or Change Request Preferences

To add or change Request preferences:

1. On the user administration page, click **Request Preferences** (in the **Request Settings** section).

2. Select (enable) or clear (disable) the desired check boxes.

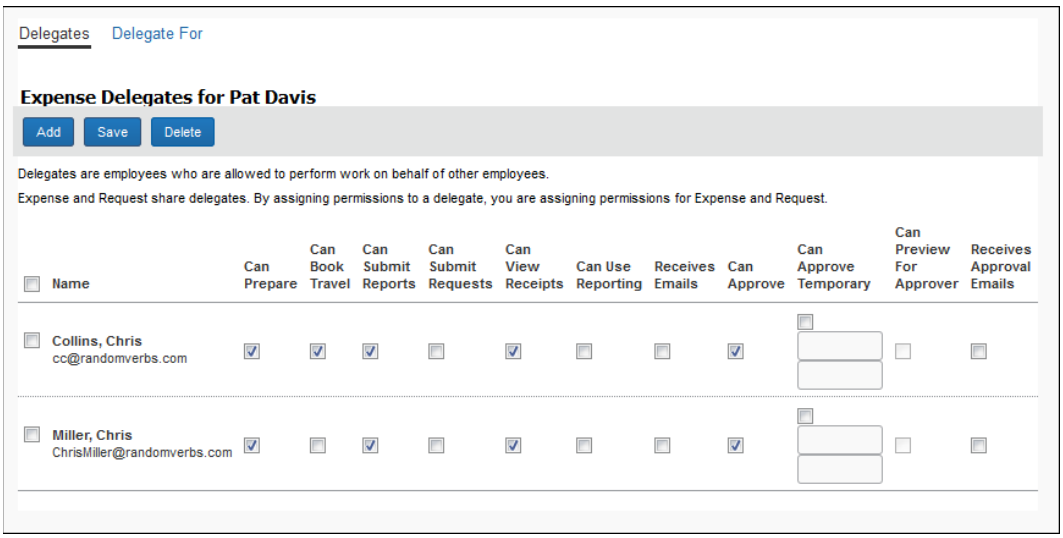
3. Click **Save**.

Add Expense and Request Delegates

Delegates are shared between Expense and Request. Any additions, deletions, or changes you make in Expense will affect Request, and vice versa.

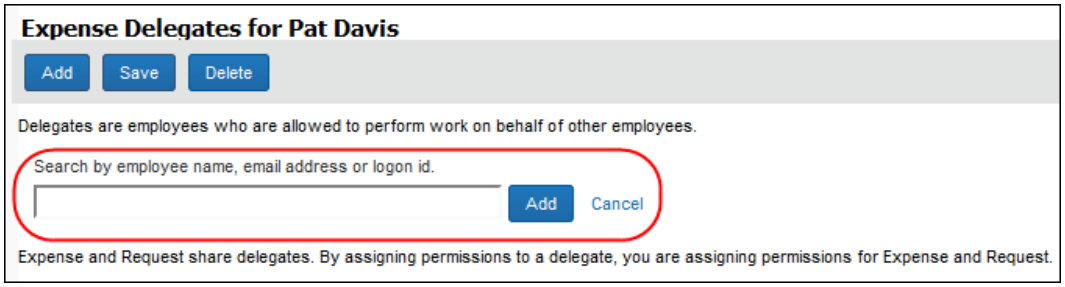
To add Expense and Request delegates:

1. On the user administration page, click **Expense Delegates**. The **Expense Delegates** window appears.



2. Click **Add**.

3. In the **Search by employee name, email address or logon id** field, type in the details of the desired delegate. The list displays possible matches.



4. Select the desired delegate and configure as required.

5. Click **Save**.

6. On the user detail page, click **Save**.

Add or Change Reimbursement Method ***Do we use this??***

The Reimbursement Method field provides a way for administrators to indicate what method the company wants to use to reimburse the employee. The Expense Report web service uses this as a search term to find reports with the specified employee Reimbursement Method. It does not impact the accounting extracts. It will appear only if you have added it to the Employee Form.

To add or change Reimbursement Method:

1. On the user administration page, in the **Expense Settings** section, select the desired value in the **Reimbursement Method** field.

2. Click **Save**.

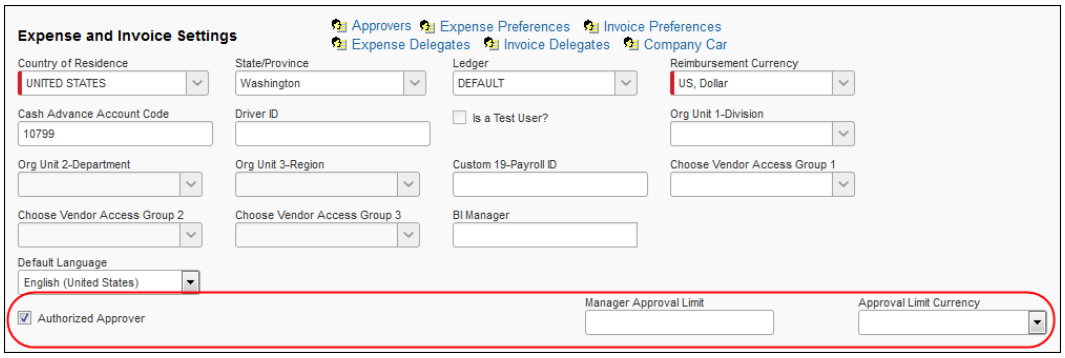
Add Expense Authorized Approvers or Cost Object Approvers

! **IMPORTANT:** In order to see the check box or link described below, the user must have the User Admin rights ***and*** the Expense Admin rights; the employee must have the standard approver role.

EXPENSE AUTHORIZED APPROVER

If a company uses the authorized approver feature in Expense, based on the company's configuration, the company will see one of these methods - never both.

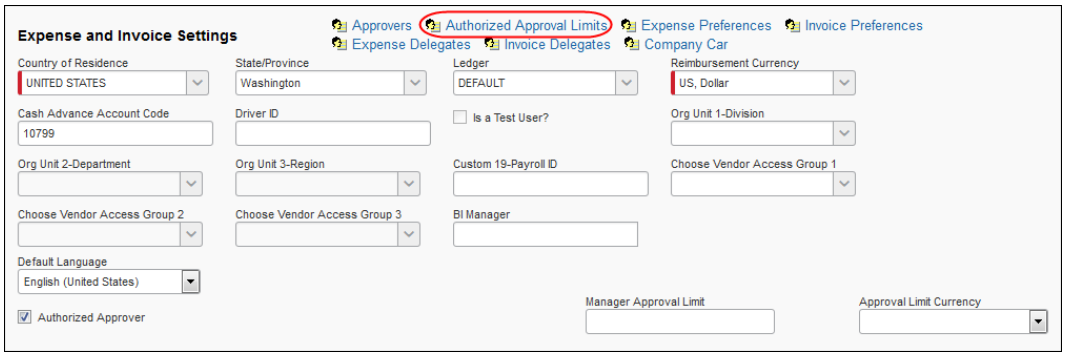
- **Authorized Approver** check box



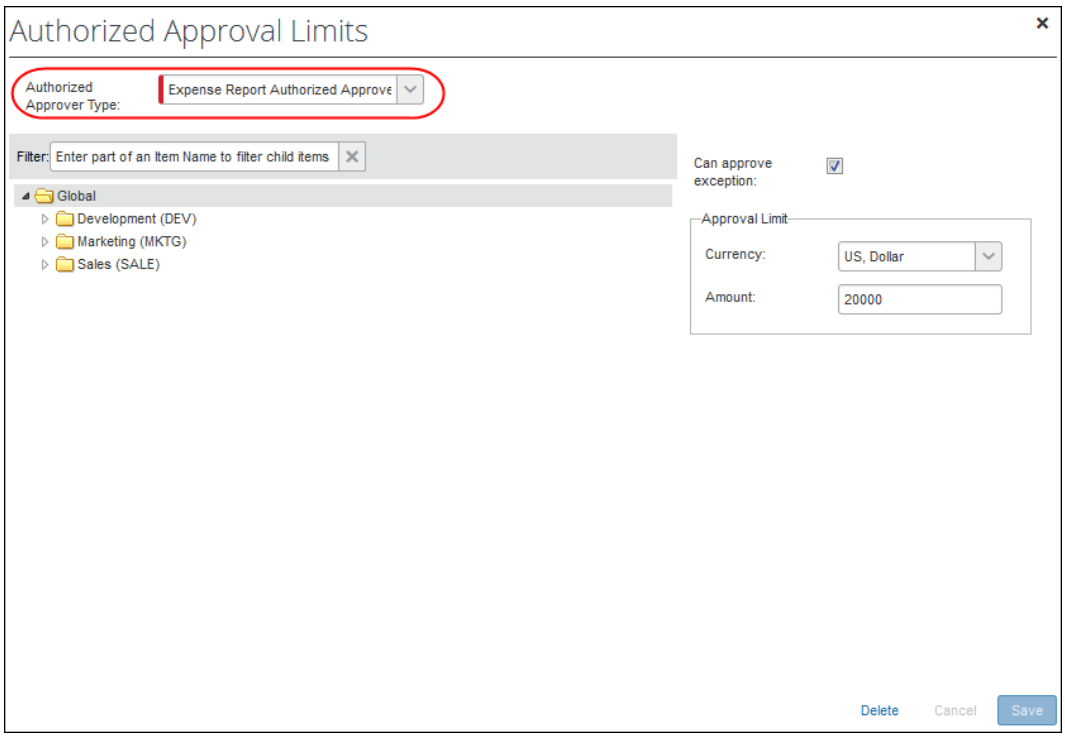
When you select the check box, the **Manager Approval Limit** field and the **Approval Limit Currency** list appear. Make the appropriate choices and click **Save**.

NOTE: This method can be used only for limit-based authorized approvers. It cannot be used for exception-based authorized approvers.

- **Authorized Approval Limits** link



When you click the link, the **Authorized Approval Limits** window appears.



On the left side, select the appropriate level in the hierarchy.

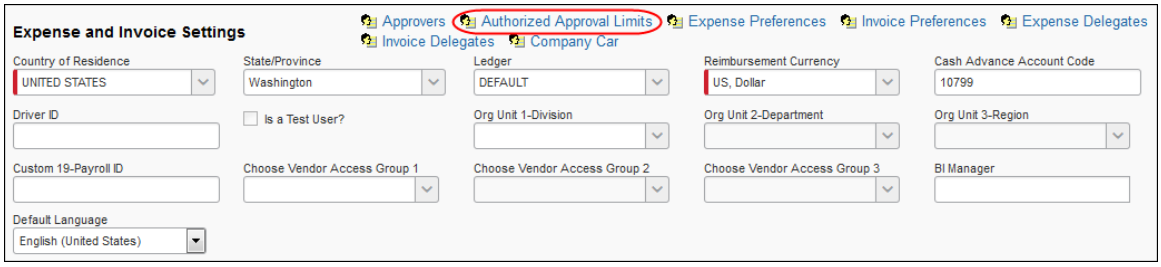
On the right side:

- For exception-based approvers, select (enable) the **Can approve exception** check box. (The actual exception levels are defined on the **Authorized Approvers** tab in Workflows.)
- For limit-based approvers, select the desired currency and enter the amount.
- If an approver has both types of approval authority, define both.

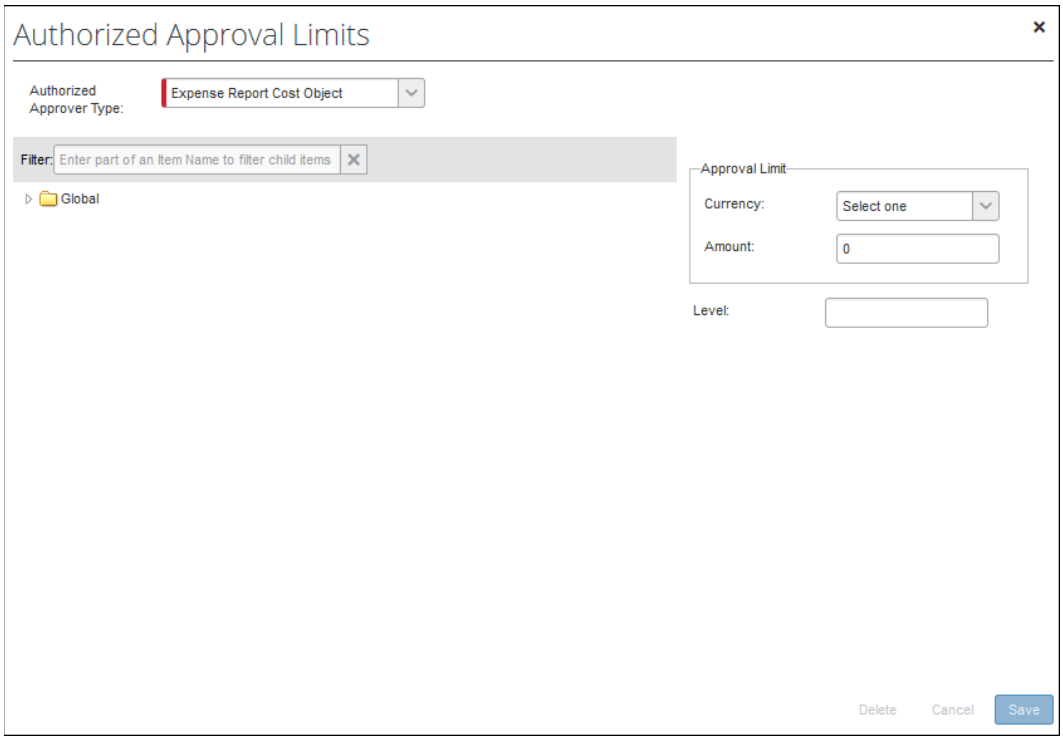
EXPENSE COST OBJECT APPROVER

! **IMPORTANT:** In order to see the link described below, the user must have the User Admin rights ***and*** the Expense Admin rights; the employee must have the standard approver role.

If the Cost Object Approver feature is activated, the **Authorized Approval Limits** link appears.



When you click the link, the **Authorized Approval Limits** window appears.



On the left side, select the appropriate level in the hierarchy.

On the right side:

- For limit-based cost object approval, select a currency and enters an amount.
- For level-based cost object approval, enter a level.

NOTE: The cost object configuration defines the type – either limit or level. If you complete both areas in this window – the **Approval Limit** area and the **Level** field – Expense will use the one that applies to your configuration and ignore the other.

Add Request Authorized Approvers

! **IMPORTANT:** In order to see the check box or link described below, the user must have the User Admin rights ***and*** the Expense Admin rights; the employee must have the standard Request approver role.

If a company uses the authorized approver feature in Request, based on the company's configuration, the company will see one of these methods - never both.

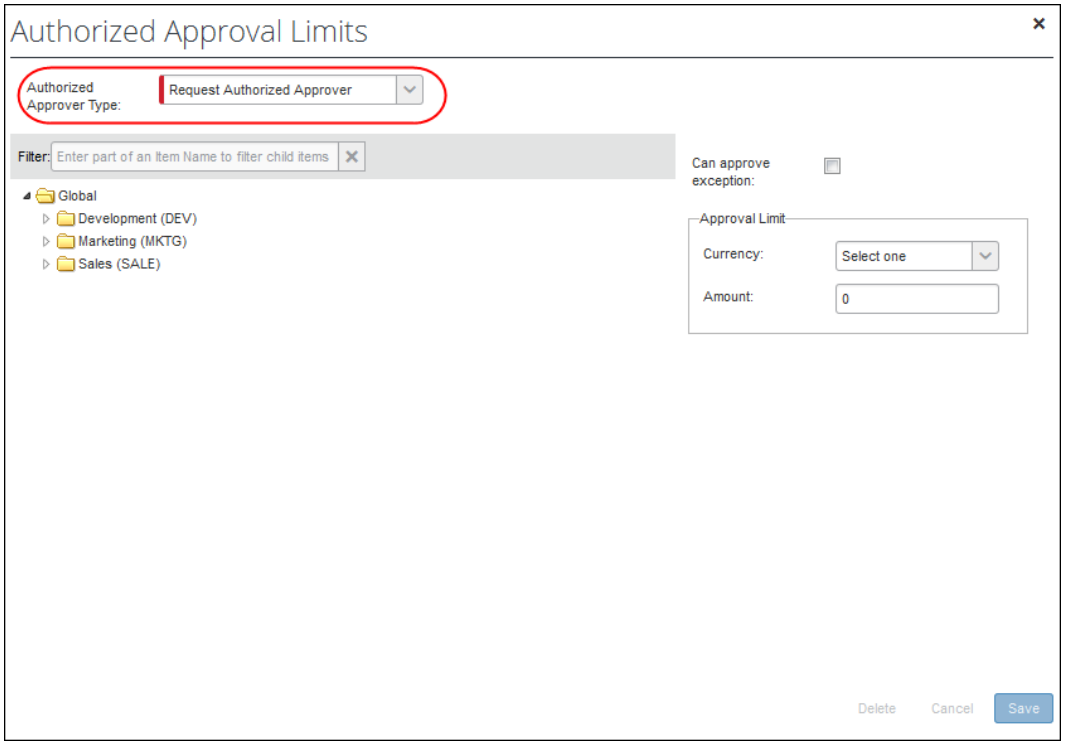
- **Authorized Approver** check box

When you select the check box, the **Manager Approval Limit** field and the **Approval Limit Currency** list appear. Make the appropriate choices and click **Save**.

NOTE: This method can be used only for limit-based authorized approvers. It cannot be used for exception-based authorized approvers.

- **Authorized Approval Limits** link

When you click the link, the **Authorized Approval Limits** window appears.



On the left side, select the appropriate level in the hierarchy.

On the right side:

- For exception-based approvers, select (enable) the **Can approve exception** check box. (The actual exception levels are defined on the **Authorized Approvers** tab in Workflows.)
- For limit-based approvers, select the desired currency and enter the amount.
- If an approver has both types of approval authority, define both.

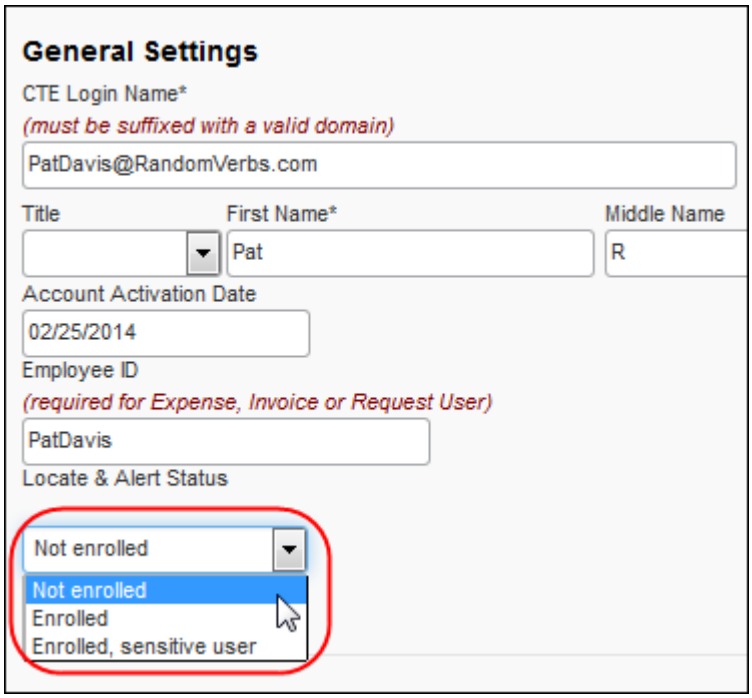
Assign Locate & Alert User-Level Status

User Admins assign a Locate & Alert status to each user – effectively enabling or disabling Locate & Alert on a per-user basis. The statuses are:

Status	Description
Not Enrolled	This user does not use Locate & Alert.
Enrolled	This status is used for most Locate & Alert users. This user may be located by and receive alerts from an L&A Administrator or an L&A Operator.
Enrolled sensitive user	Executives and other travelers whose locations need to be more guarded would most likely be assigned this status. This user may be located by and receive alerts ***only*** from an L&A Administrator.

To assign the user status:

1. On the user administration page, locate the desired user.
2. Select the desired status.



3. Click **Save**.

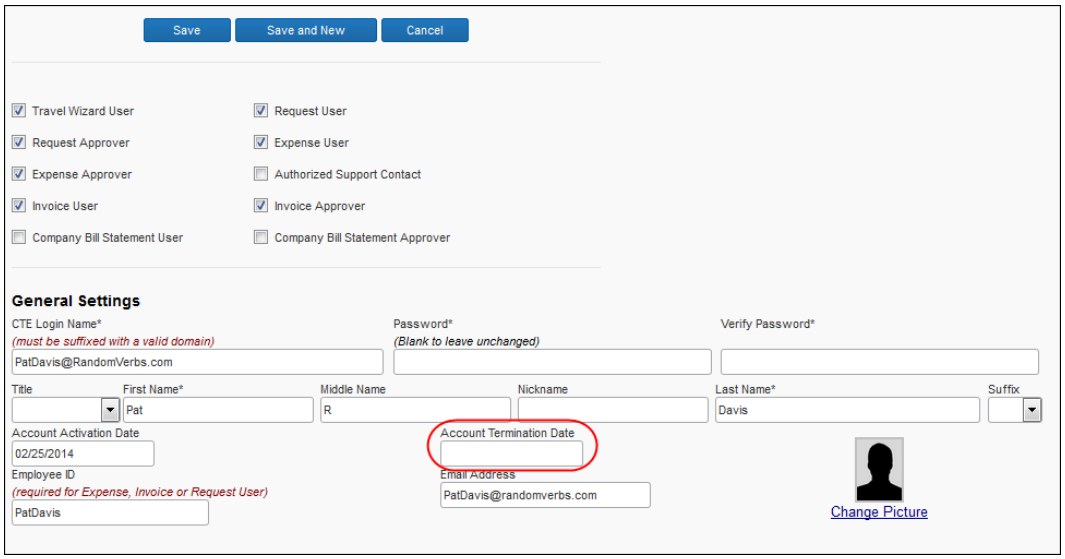
Reactivating a User

The administrator can activate a user that was previously deactivated on the User Details page. There are two common requirements:

- The existing user account needs to be reactivated. This means this employee will have one user account in Travel & Expense.
- A new user account needs to be created, using the original login and email address but keeping the original, now deactivated user. This means this employee will have two user accounts in Travel & Expense.

To reactivate a user account:

1. On the user administration page, locate the desired user.



NOTE: The role check boxes (Expense User, Approver, etc.) may be hidden to prevent assignment by the administrator – consult your Concur administrator for more information.

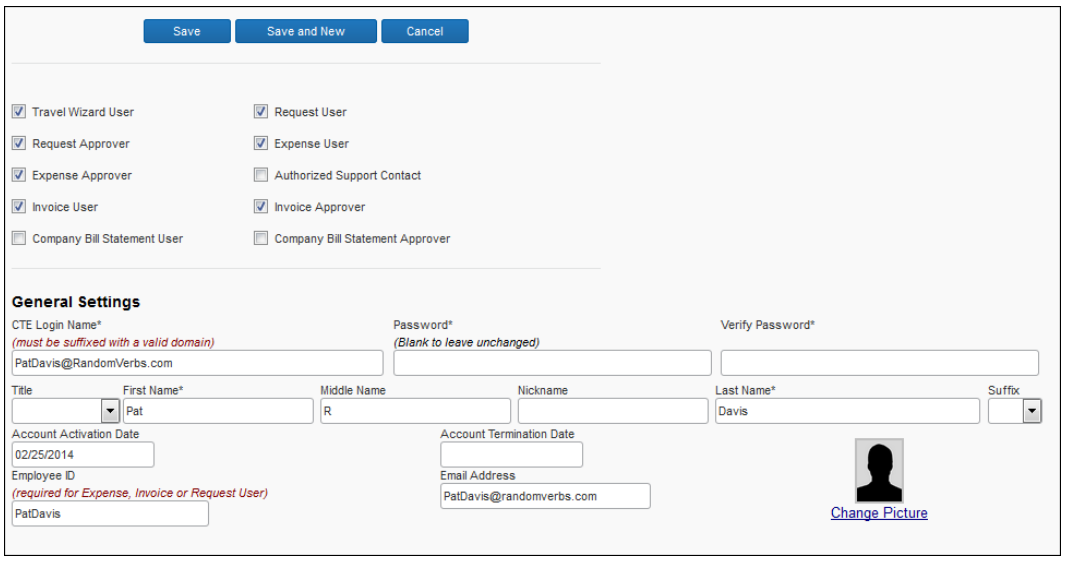
2. Clear the **Account Termination Date** field.

A process runs during the Overnight Processing Period that will activate the user. The user will be able to log in after the process has run.

NOTE: You cannot use the Concur Standard Employee Import to reactivate a terminated user. Reactivation must be done using the User Administration tool. Attempting to reactivate an employee using the Concur Standard Import where the imported employee has the same Login ID or Email address as an existing terminated user will result in a failure in the import process. Once you reactivate the employee using the User Administration tool, you may use the Concur Standard Employee Import to make updates to the user's information.

To create a new user account using the same login and email:

1. On the user administration page, locate the desired user.



NOTE: The role check boxes (Expense User, Approver, etc.) may be hidden to prevent assignment by the administrator – consult your Concur administrator for more information.

2. Change the value in the **CTE Login Name** field.
3. Change the value in the **Email Address** field to match.
4. Click **Save**.
5. Create a new user with the desired Login and Email by following the steps in the *Adding New Users* section of this guide.

NOTE: You may also use the Concur Standard Employee Import to add the user. Refer to *Chapter 4: Employee Import* of *Expense – Import and Extract Specifications* for more information.

Section 5: User Permissions

The User Administrator can assign basic user permissions using the User Role check boxes on the user details page. The administrator can assign the full list of permissions using the user permissions page.

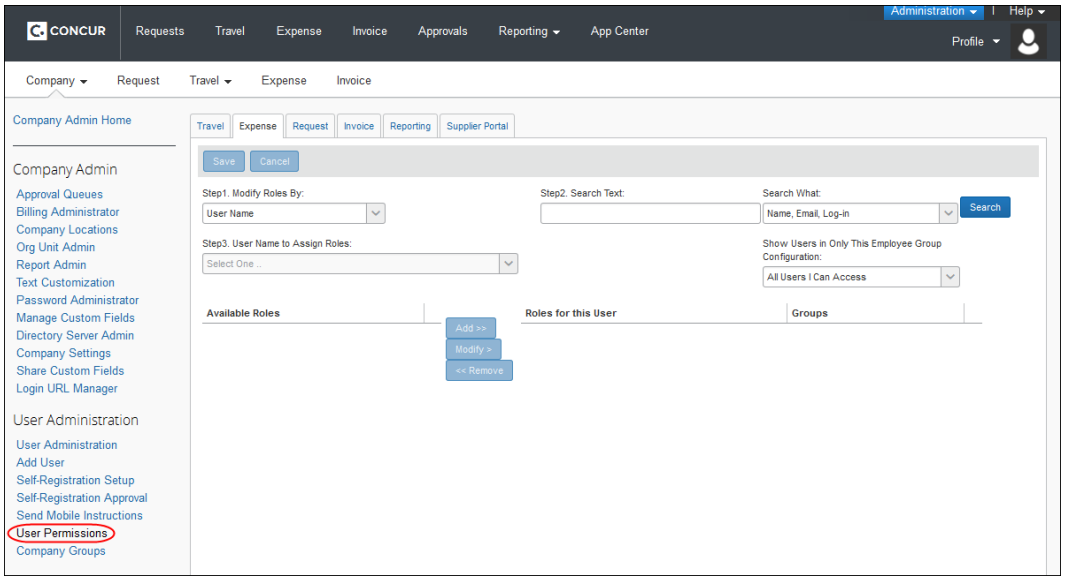
Accessing the User Permissions Page

The user permissions page displays tabs for all configured Concur products, such as Travel, or Expense.

To access the user permissions page:

1. Click **Administration** > **Company** > **Company Admin**.

2. In the left menu, click **User Permissions**.

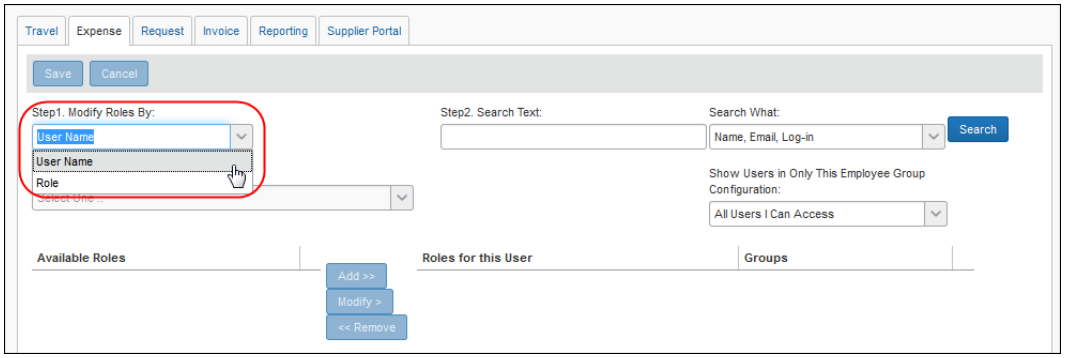


Managing Roles by User Name

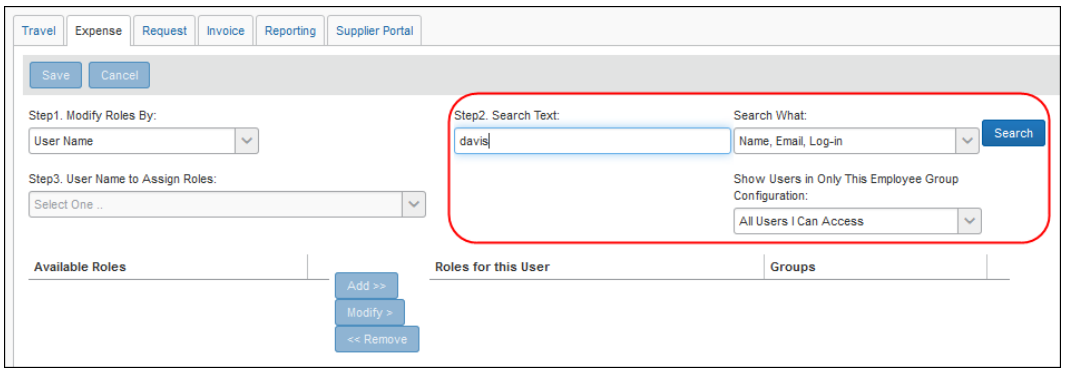
The Permissions administrator can select users by name, then assign or remove the available roles.

To add a role by user name:

1. On the user permissions page, in the **Modify Roles By** list, select *User Name*.



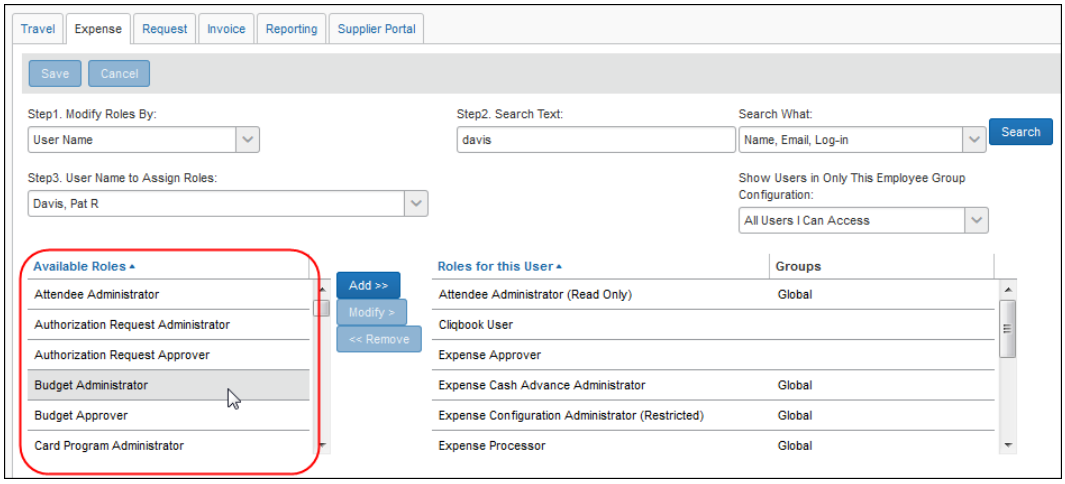
2. In the **Search** area, enter the desired user's information. Entering one letter will cause the system to search for data in the selected fields that start with that letter. Entering a comma separated list will search for any value in the list.



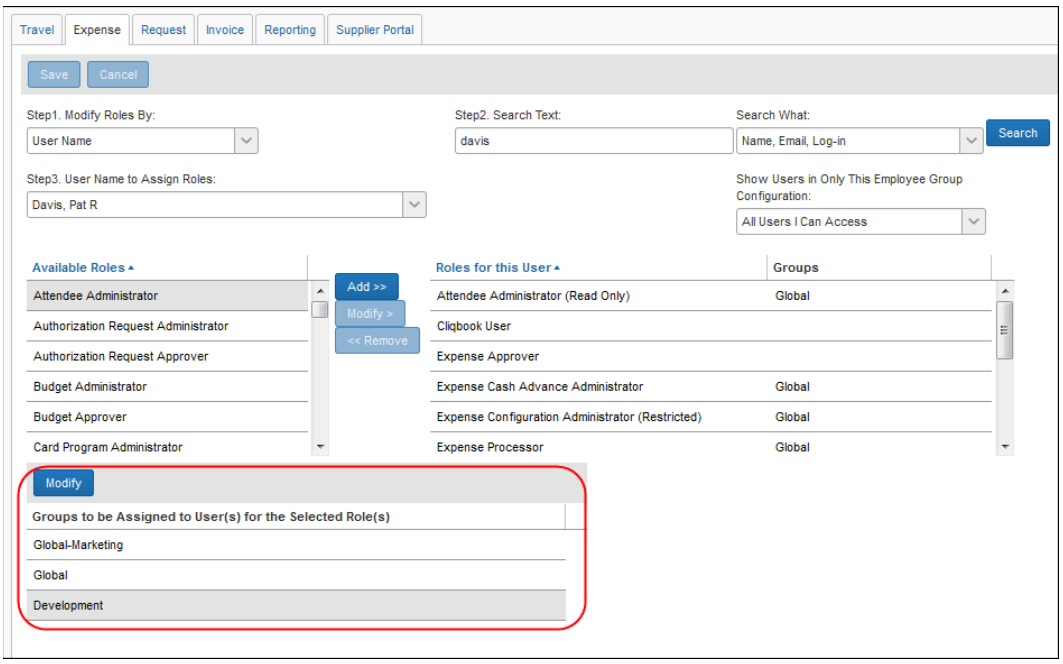
3. Click **Search**.

4. In the **User Name to Assign Roles** field, select the desired user (if there is more than one).

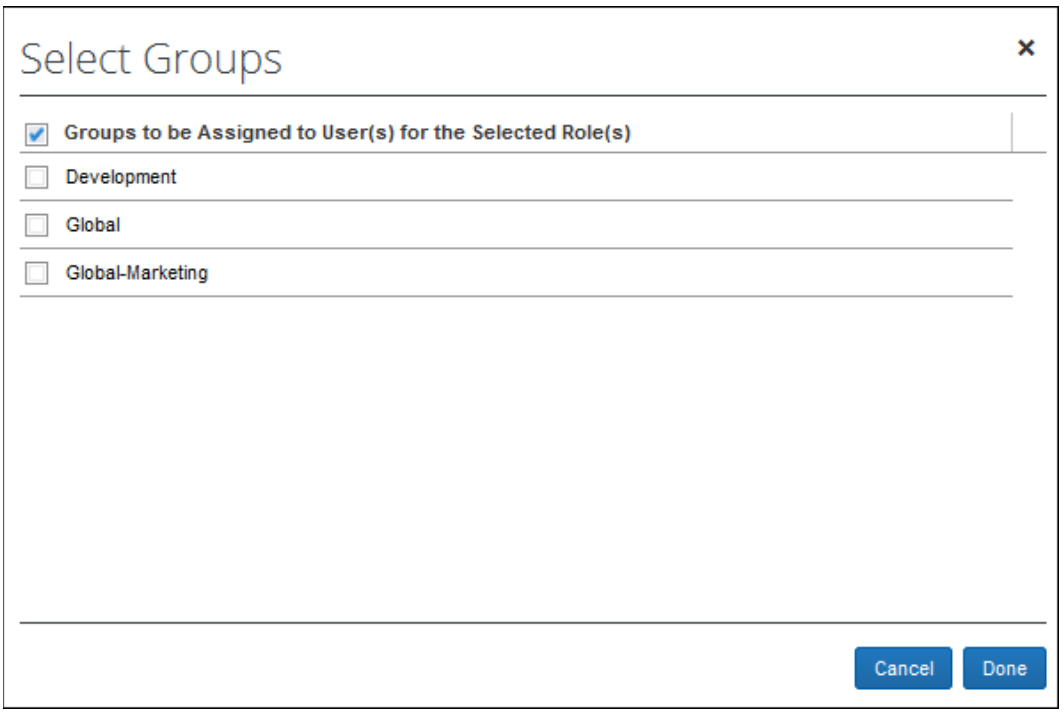
5. Select the desired role(s) in the **Available Roles** field. You can select more than one non-group aware role to assign. Only one group aware role can be assigned at a time.



6. If the role is group-aware then the **Groups to be Assigned to User(s) for the Selected Role(s)** list appears.



The list defaults with the Global group configuration name. If want to modify this, click **Modify** in the Groups area to select the group that the role applies to. The **Select Groups** window appears.



It lists available group configuration names that can be applied to the role. The group configuration can include one or more groups that use the configuration. It is the group configuration that actually controls what groups this role applies to.

7. Select the desired group configuration name.

8. Click **Done**.

9. Click **Add** to assign the role(s) to the user.

To remove a role by user name:

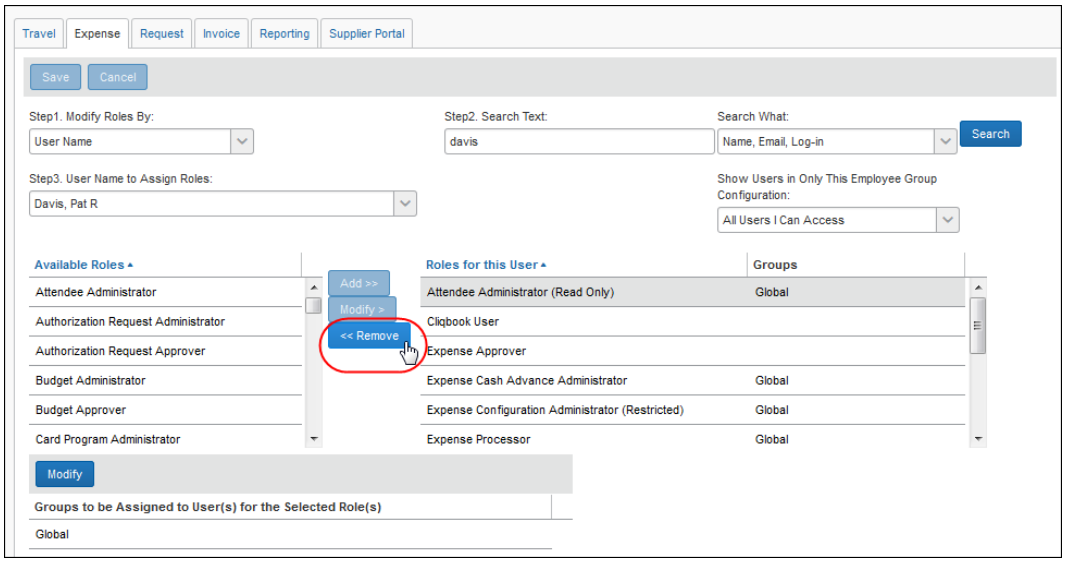
1. On the user permissions page, in the **Modify Roles By** list, select *User Name*.

2. In the **Search** area, enter the desired user's information. Entering one letter will cause the system to search for data in the selected fields that start with that letter. Entering a comma separated list will search for any value in the list.

3. Click **Search**. This populates the **User Name to Assign Roles** field.

4. In the **User Name to Assign Roles** field, select the desired user.

5. Select the desired role in the **Roles for This User** field.

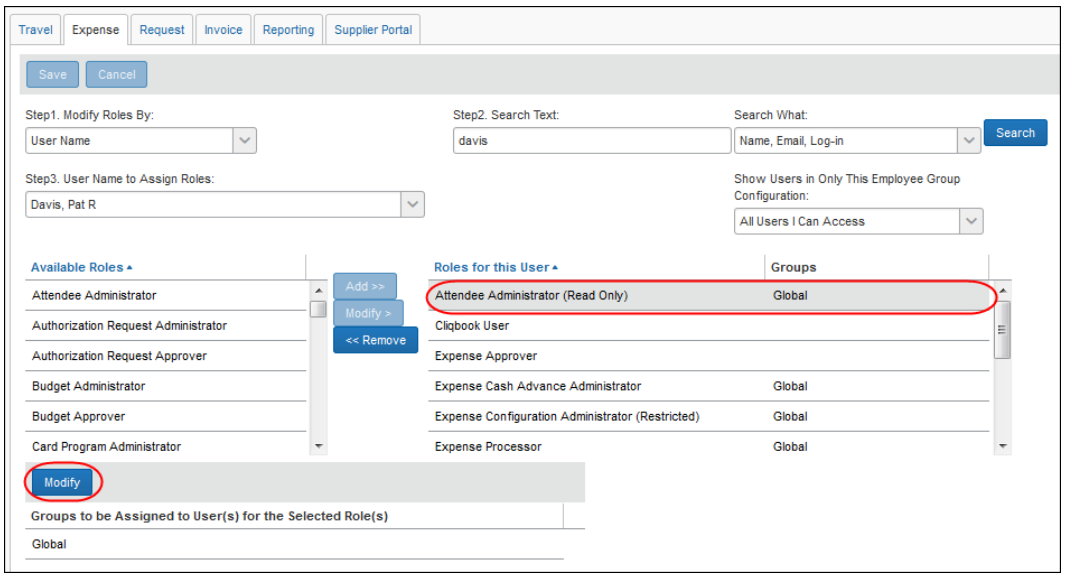


6. Click **Remove** to remove the role from the user.

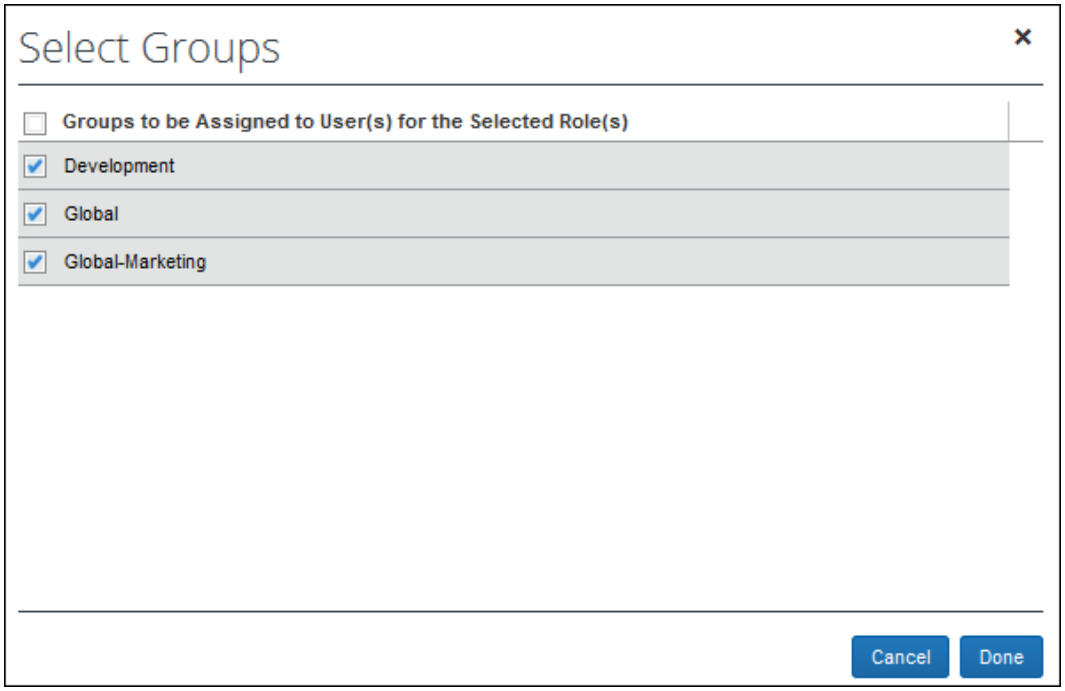
To change the group assignment for a role:

The administrator can change the groups that a role is assigned, without removing the role.

1. In the user permissions section, select the desired role.



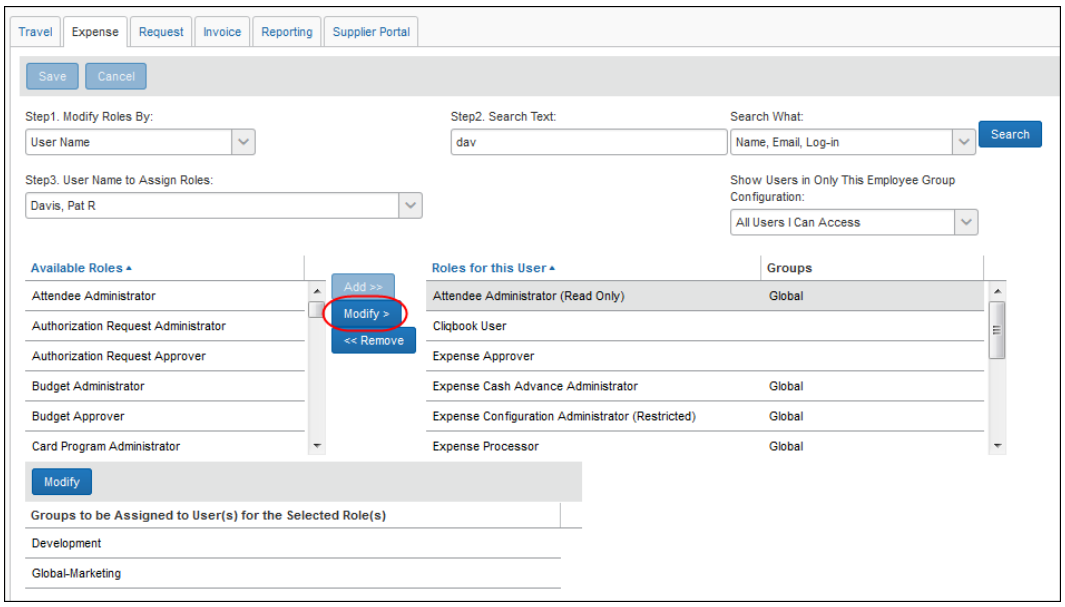
2. Click **Modify** in the groups area. The group selection window appears:



3. Select the appropriate groups.

4. Click **Done**.

5. Click **Modify**.



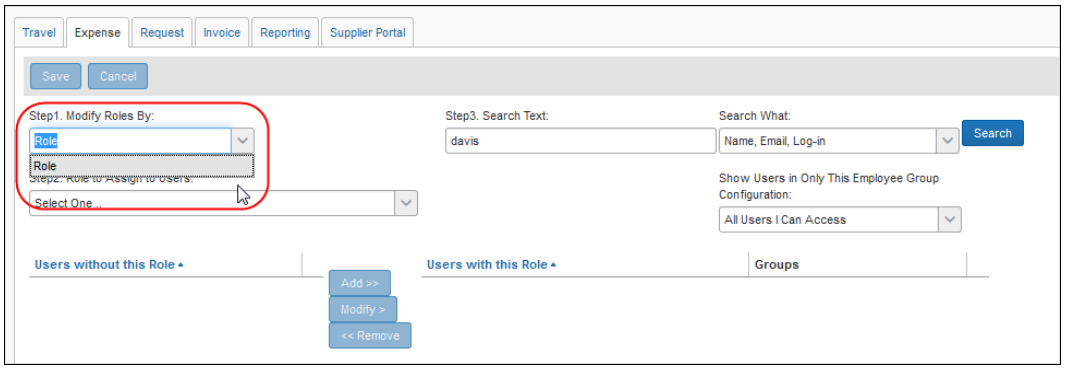
6. Click **Save**.

Managing Roles by Role

The Permissions administrator can select roles by name, view all users with the role, and assign users to the role.

To add a role by role:

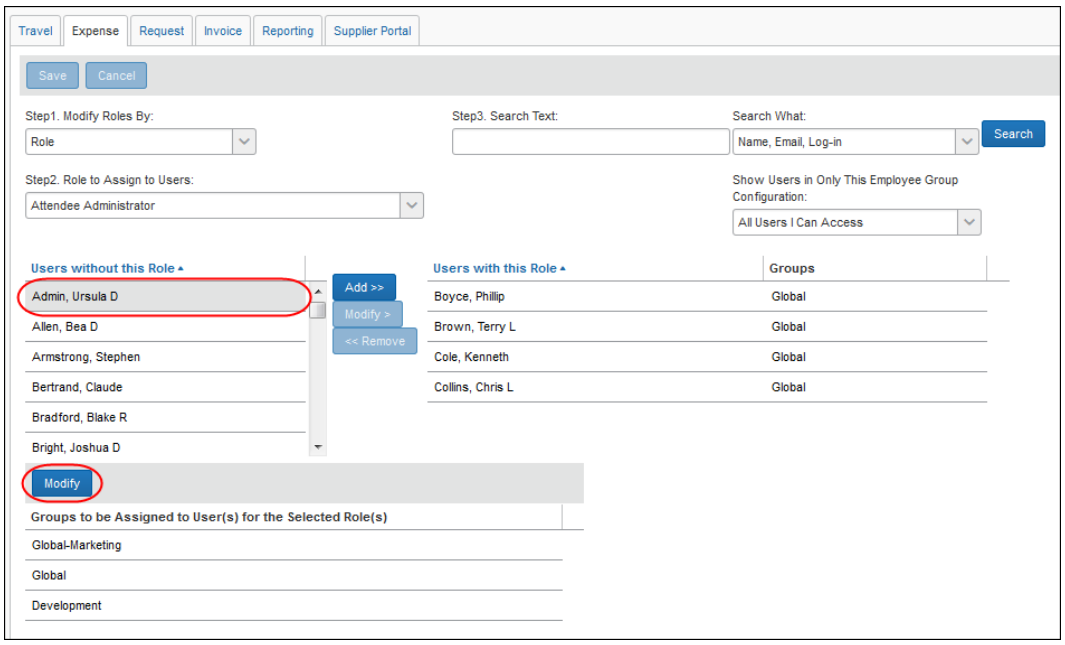
1. In the user permissions section, in the **Modify Roles By** list, select *Role*.



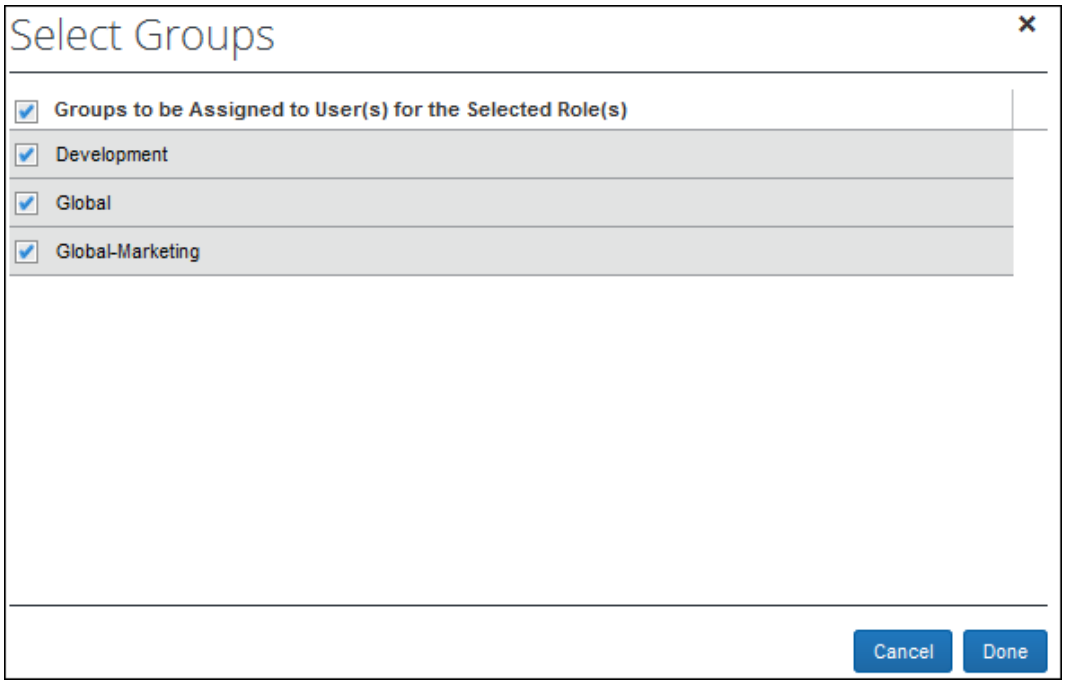
2. In the **Role to Assign to Users** area, select the desired role.

3. Click **Search**. The **Users without this Role** and **Users with this Role** fields are populated.

4. Select the desired user(s) in the **Users without this Role** field. More than one user can be selected when assigning the role.



5. If the role is group-aware then the **Groups to be assigned to User(s) for the Selected Role(s)** list appears. The list defaults with the Global group configuration name. If want to modify this, click **Modify** in the Groups area to select the group that the role applies to. The **Select Groups** window appears. It lists available group configuration names that can be applied to the role. The group configuration name can include one or more groups that use the configuration. It is the group configuration that actually controls what groups this role applies to.



6. Select the desired group configuration name.

7. Click **Done**.

8. Click **Add** to assign the role to the user.

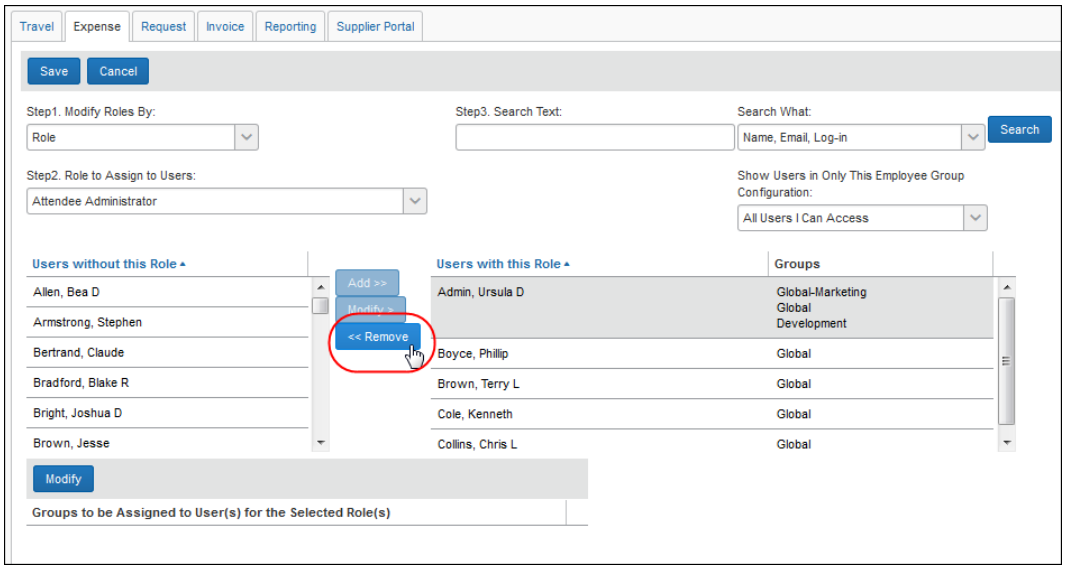
To remove a role by role:

1. In the user permissions section, in the **Modify Roles By** list, select *Role*.

2. In the **Role to Assign to Users** field, select the desired role.

3. Click **Search**. The **Users without this Role** and **Users with this Role** fields are populated.

4. Select the desired user in the **Users with this Role** field.

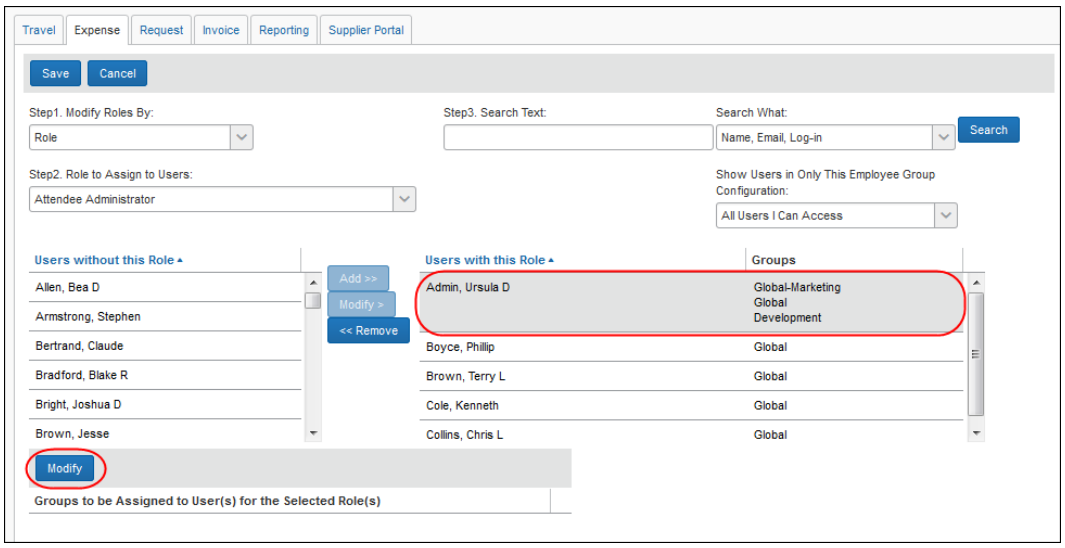


5. Click **Remove** to remove the role from the user.

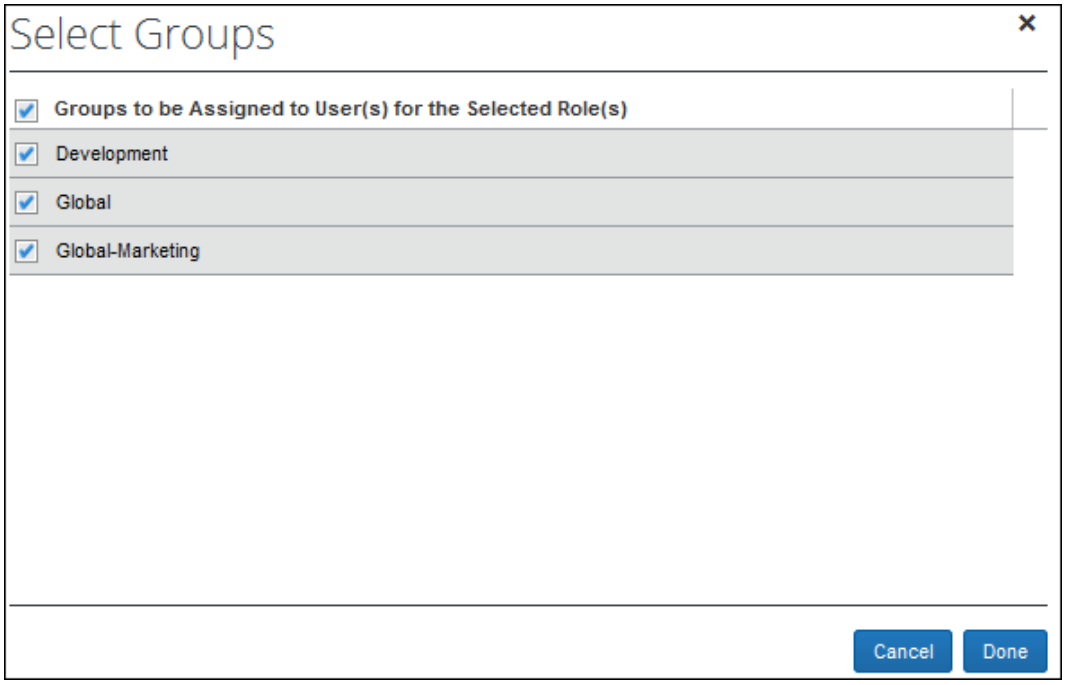
To change the group assignment for a role:

The administrator can change the groups that a role is assigned, without removing the role.

1. In the user permissions section, select the desired user.



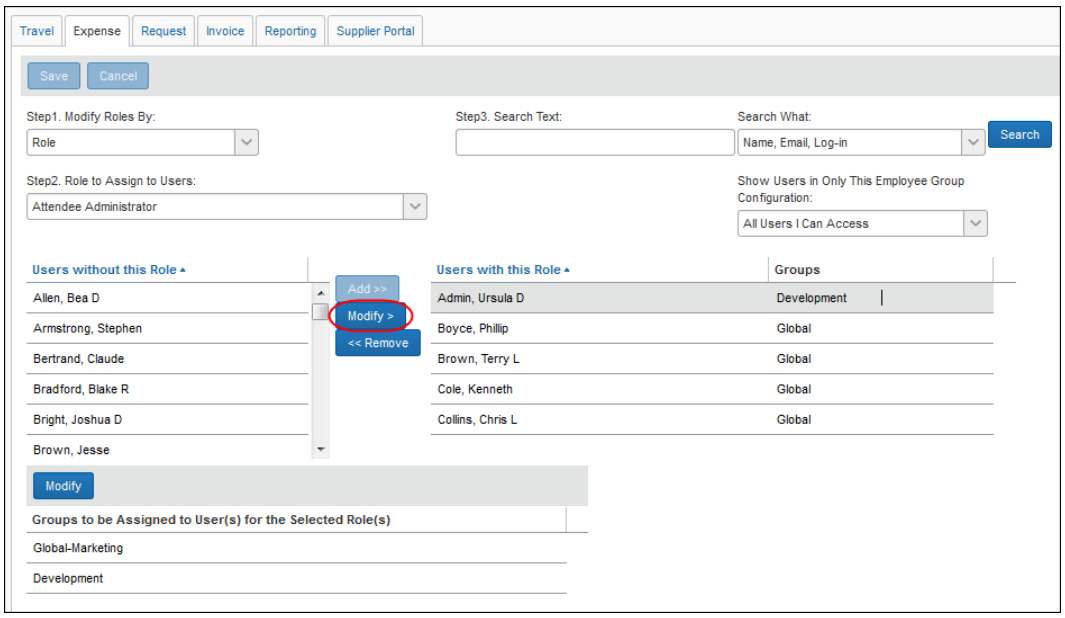
2. Click **Modify** in the groups area. The **Select Groups** window appears:



3. Select the appropriate groups.

4. Click **Done**.

5. Click **Modify**.


Travel
Expense
Request
Invoice
Reporting
Supplier Portal
Save
Cancel
Step1. Modify Roles By:
Role
Step3. Search Text:
Search What:
Name, Email, Log-in
Search
Step2. Role to Assign to Users:
Attendee Administrator
Show Users in Only This Employee Group Configuration:
All Users I Can Access
Users without this Role
Allen, Bea D
Armstrong, Stephen
Bertrand, Claude
Bradford, Blake R
Bright, Joshua D
Brown, Jesse
Add >>
Modify >
<< Remove
Users with this Role
Groups
Admin, Ursula D
Development
Boyce, Phillip
Global
Brown, Terry L
Global
Cole, Kenneth
Global
Collins, Chris L
Global
Modify
Groups to be Assigned to User(s) for the Selected Role(s)
Global-Marketing
Development

6. Click **Save**.

Section 6: Viewing a History of Changes Made to an Employee

Reporting on User Changes

Changes to user details and roles are logged and reportable. You can view the history of changes through reports created in Concur Insight Essentials (formerly Analysis).

- To view user detail changes, create a report using the fields in the **Expense** > **Lists** > Travel Employee History table.
- To view user role changes, create a report using the fields in the **Expense** > **Lists** > Employee Role History table.

Viewing a Report Detailing Changes Made to an Employee

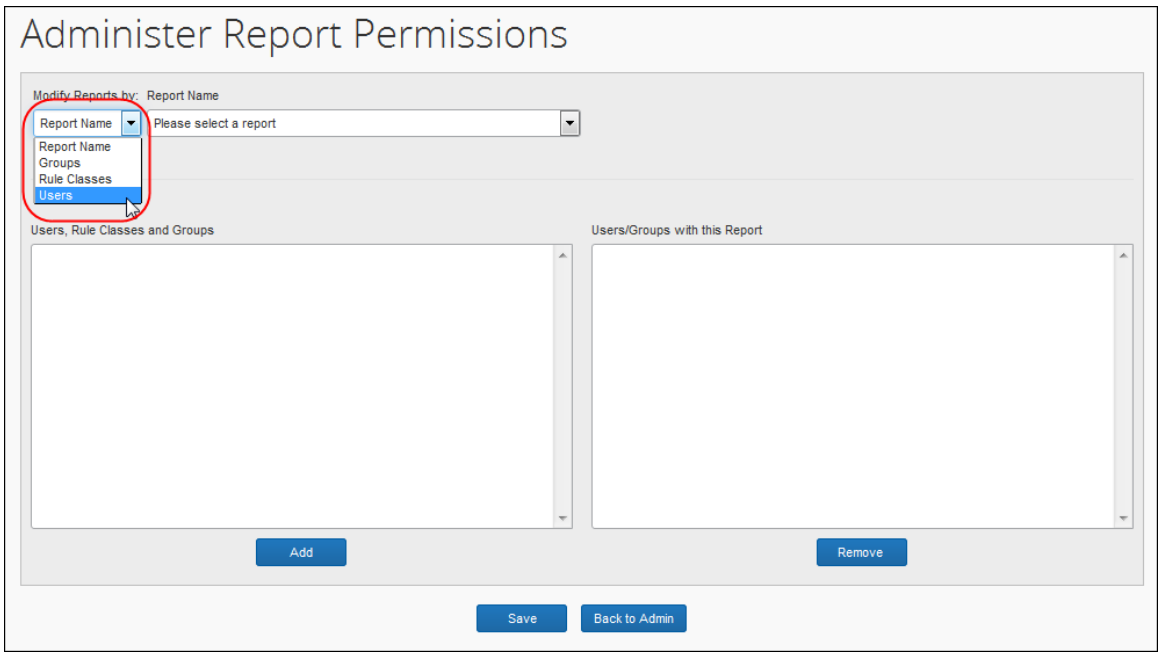
Changes made to a user, such as password changes or similar, are available by running a report in Travel. This option is only available to clients using the integrated Travel and Expense solution because it requires administrative access within Travel to assign, run, and view the reports.

Several reports are available:

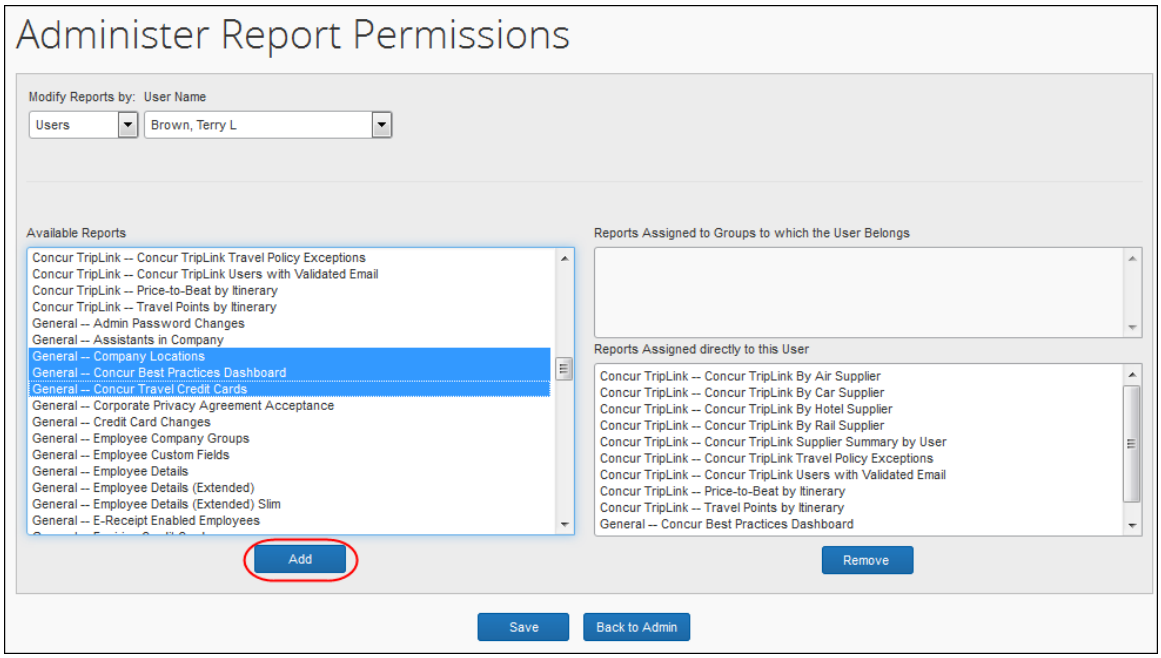
- **User Profile Changes Version 1:** Summary report of changes made at the Profile level
- **User Profile Changes Version 2:** Detailed report of changes made at the Profile level
- **User Preference Changes Version 1:** Summary report of changes made at the Preference level
- **User Preference Changes Version 2:** Detailed report of changes made at the Profile level

Assigning and Running the Reports for Display

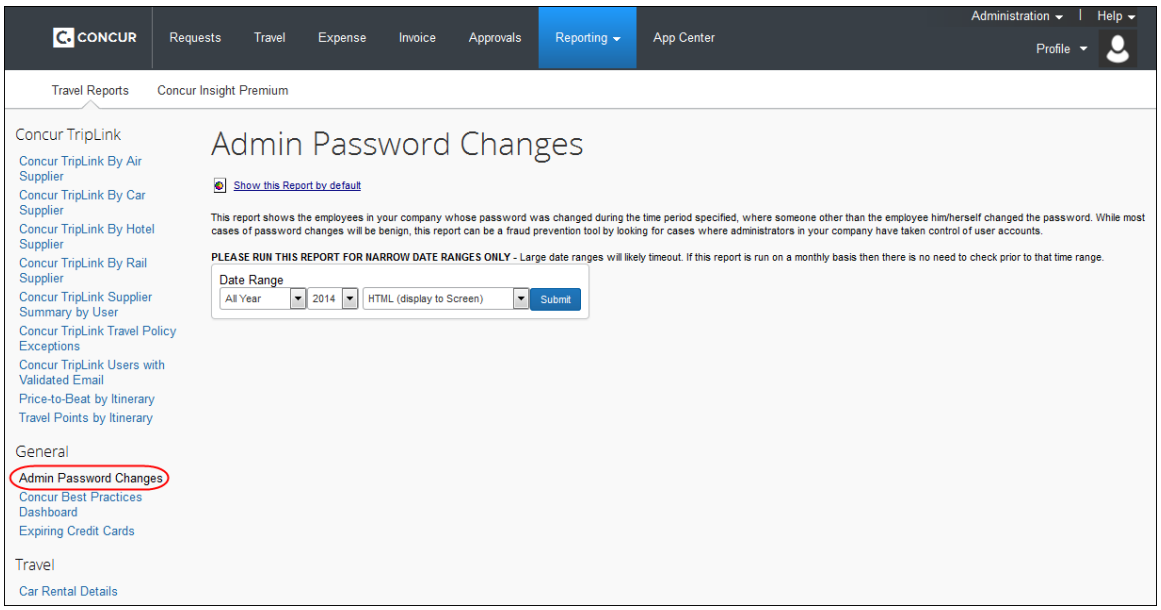
To assign the report, the Travel Report Admin role navigates to **Administration** > **Company** > **Report Admin**. They then select how the reports are assigned - via the report, specific to a single user, or in bulk by Group.



In the figure below, the user is selected and reports assigned to them using the **Add** button:

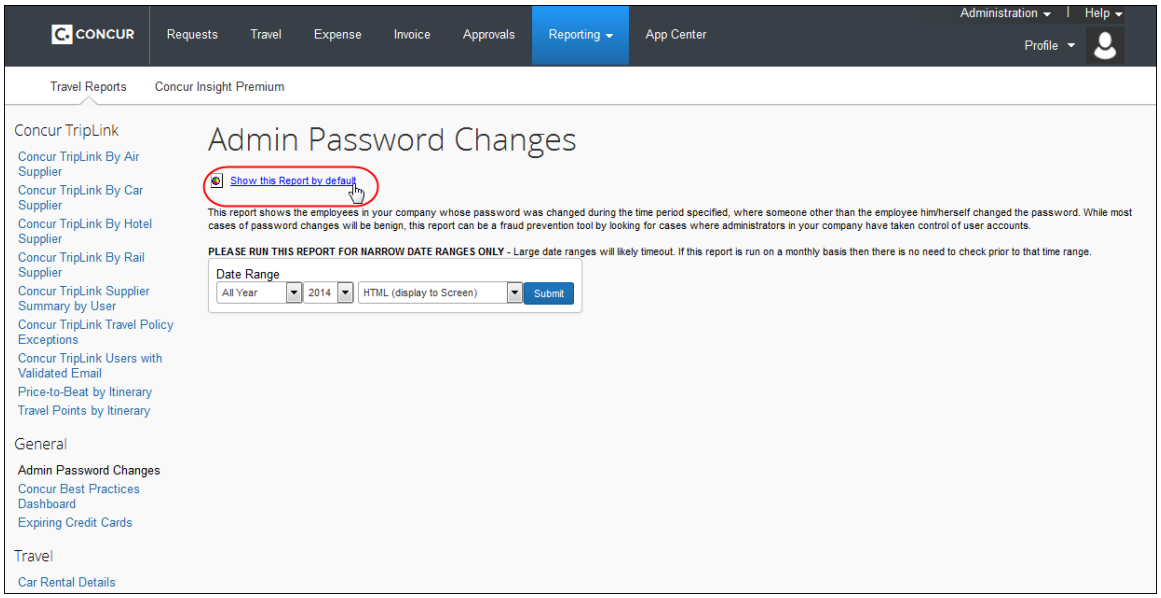


The user assigned the reports may now run them by navigating to **Reporting** > **Travel Reports** and selecting a report to run. In the figure below, the *Admin Password Changes* report is selected:



Setting the Default Report View

Open a report and click **Show this Report by default** to force the next display to automatically open to the selected report. In the figure below, the *Admin Password Changes* report is selected for automatic display:



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TTE Local Admin:

Expense Proxy Logon
Handbook 2015

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Document History

Date	Notes/Comments/Changes
01/23/12	SAO-TTE Training issued document.
11/06/13	SAO-TTE Training updated document for branding only. No other changes
12/31/14	Updated for two user interfaces, no other changes
07/27/15	Removed two user interfaces.
09/22/15	Minor formatting adjustments

Proxy Logon

Permissions

An agency administrator may or may not have the correct permissions to use this feature. The administrator may have limited permissions, for example, he/she can affect only certain groups and/or use only certain options (*view* but not *create* or *edit*).

If an agency administrator needs to use this feature and does not have the proper permissions, he/she should contact the TTE Global Administrator at SAO.

Also, the administrator should be aware that some of the tasks described in this guide can be completed only by Concur. In this case, the agency must contact the TTE Global Administrator at SAO.

Overview

The Expense Proxy Logon tool allows an employee, assigned the role of Expense Proxy Logon, to act as a proxy (stand-in) for another employee, to perform tasks for either centralized data entry or Helpdesk support. Using the Expense Proxy Logon tool, the proxy may sign on to the system as any employee that is assigned the role of Expense User. The proxy and the employee(s) must belong to the same hierarchical group(s) in order for the proxy to perform expense-related tasks on behalf of the employee(s).

What is an Expense Proxy?

An Expense Proxy may perform these tasks:

- Create an expense report and cash advance request
- View, edit, and delete expense reports
- Submit an expense report and cash advance request
- Print an expense report
- Modify an employee's information within Profile

The role is restricted to the features and tasks that the employee for whom the proxy is acting, can perform.

NOTE: An Expense Proxy cannot approve reports and payment requests, change passwords, or view details of personal cards and personal card charges.

Before You Begin

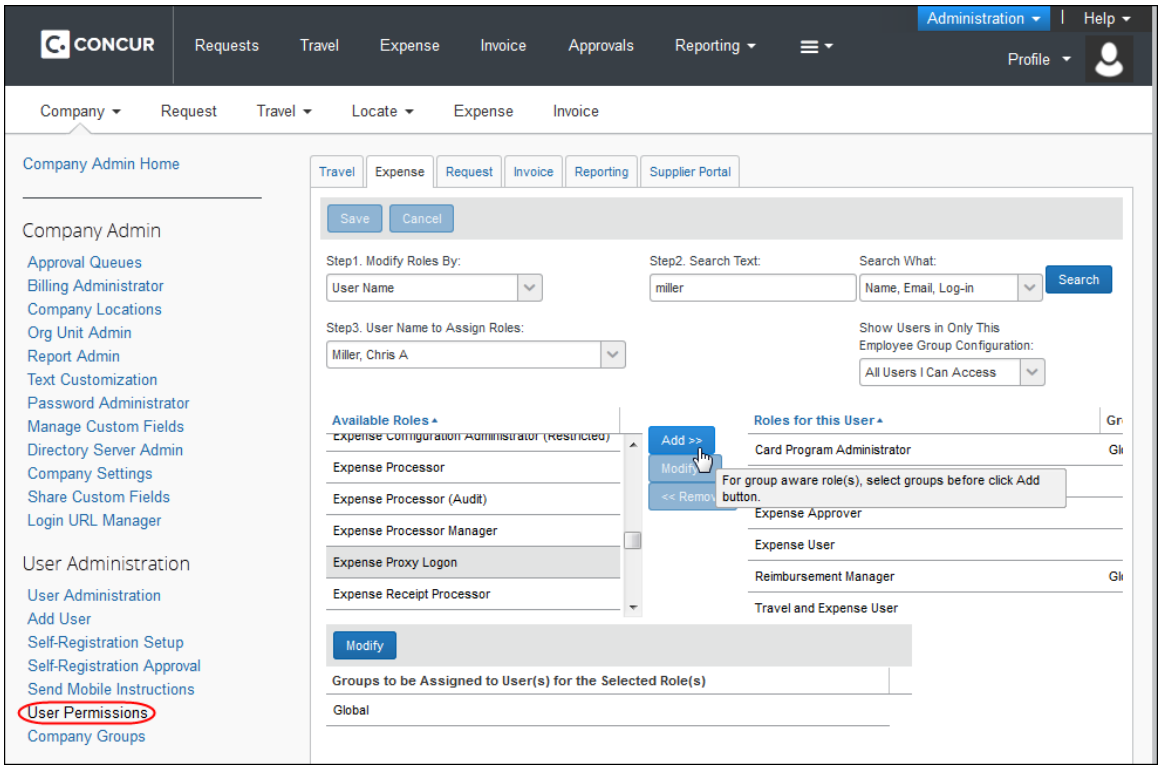
Before the proxy can work on behalf of another employee, the following steps must occur:

- Employees must be entered into the system by the Employee Import process.
- The Global and Group Shared Configuration administrators must configure the employee groups, within the Group Configurations area of the Shared Configuration Administrator.
- The Global and Group Expense Configuration administrators must configure the expense-related and cash advance related groups, within the Group Configurations area of the Expense Configuration Administrator.
- The Employee administrator must assign the Expense Proxy Logon role to the employee, and select the hierarchical group(s) for which the employee can act.

For more information on assigning roles to an employee using User Permissions, refer to the *Shared: User Administration User Guide*.

What the Employee Administrator Sees

The Expense Proxy Logon role must be granted to an employee before the Expense Proxy Logon tool can be accessed. The Employee administrator uses **User Permissions** to grant this assignment.



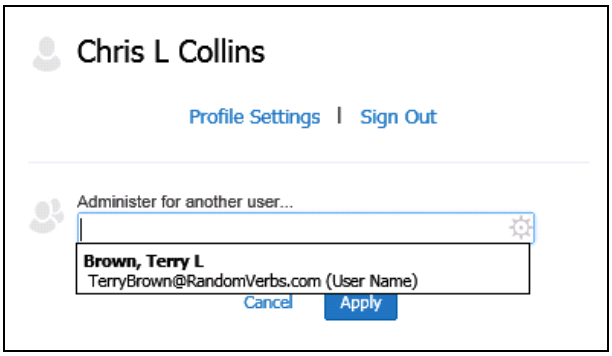
Proxy Logon Tool

Multiple employees may be assigned the Expense Proxy Logon role, with each employee assigned to all employees within a group or several groups. The only limit on who an Expense Proxy can act for is the hierarchical group that the proxy is configured to support.

Accessing the Expense Proxy Logon Tool

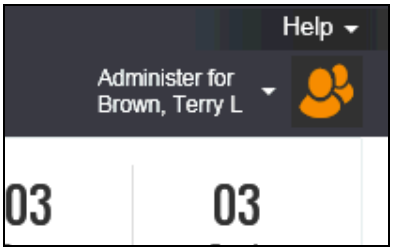
To access the Expense Proxy Logon tool:

1. Click **Profile**.



2. Select the desired user, and click **Apply**.

   The Profile menu option then becomes **Administer for <name>** and the single "user" icon becomes a double "user" icon.



Creating and Submitting Expense Reports or Cash Advance Requests

As an Expense Proxy, you have the ability to create and submit expense reports and cash advance requests for another employee within the company. Once you access the employee's account, you will be able to perform the following actions:

- Create expense reports or cash advance requests
- View, edit, and delete expense reports

- Submit expense reports or cash advance requests
- Print expense reports
- Modify an employee's information from the Profile area

Creating an Expense Report or Cash Advance Request

This process behaves the same as when you create a personal expense report or cash advance request. The information appears in the following areas, for the employee you are acting on behalf of:

- The created expense reports appear for the employee you are acting on behalf of on the **View Reports** page.
- The created cash advance requests appear for the employee you are acting on behalf of, on the **Cash Advance List** page.

Viewing, Editing, and Deleting Expense Reports or Cash Advance Requests

This process is the same as viewing, editing, and deleting personal expense reports or cash advance requests. You will only be able to delete expense reports or cash advance requests that have not yet been submitted.

If you delete an expense report that has been submitted (even if it was recalled) your agency will be charged for that expense report. We encourage repurposing expense reports rather than deleting them.

Submitting or Resubmitting Expense Reports or Cash Advance Requests

This process behaves the same as when you submit or resubmit a personal expense report or cash advance request. The information appears in the following areas, for the employee you are acting on behalf of:

- The submitted or resubmitted expense reports appear for the employee you are acting on behalf of, on the **View Reports** page.
- The submitted or resubmitted cash advance requests appear for the employee you are acting on behalf of, on the **Cash Advance List** page.

Printing an Expense Report

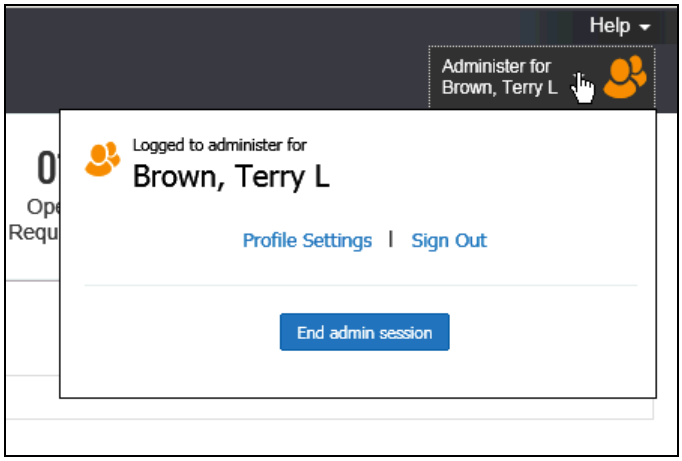
This process behaves the same as when you print a personal expense report. You have the option to print a Detailed Report or Receipt Report for any of the expense reports listed within the employee's **View Reports** page.

Modifying Profile for an Employee

This process behaves the same as when you modify your own Profile. The only differences are that you will be unable to change the password on behalf of the employee, and certain fields may be read-only depending on how the Shared Configuration administrator configured the fields for the Employee form you are viewing.

Exiting Expense Proxy Logon

To return to working for himself/herself, the user clicks **Administer for <name>** and then clicks **End admin session**.



Auditing Proxy Actions

While an Expense Proxy is acting on behalf of another employee, Expense provides a data trail of the actions being performed. The following actions are permanently recorded:

- The name of the person who last modified the expense report, cash advance request, or expense
- The name of the person who submitted the expense report or cash advance request, in addition to the time it was submitted

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Cash Advance
Administration 2015

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Revision History

Date	Notes / Comments / Changes
07/27/2015	Updated for New UI

Cash Advance Admin

Section 1: Permissions

You may or may not have the correct permissions to use this tool. You may have limited permissions, for example, you can affect only certain groups and/or use only certain options (*view* but not *create* or *edit*).

If you need to use this tool, are eligible for the tool and do not have the proper permissions, contact the SAO Customer Care Center (404) 657-3956 (888) 896-7771 or email sao_travel@sao.ga.gov.

Section 2: Overview

Typical Cash Advance Process

Depending on agency policy, employees may be able to request a cash advance before going on a trip or incurring an expense. Requesting a cash advance is typically a three-step process:

1. If an employee is allowed to use cash advances, the employee creates and submits the cash advance request in Expense.

2. Once submitted, the request is routed to the employee's cash advance approver.

   NOTE: The cash advance approver may or may not be the employee's manager and can be different from the employee's expense report approver.

3. Once approved, the cash advance request is sent to a Cash Advance administrator who reviews it and then either issues it or returns the request to the user (for example, for more information).

   NOTE: In this case, the term "issue" means final approval in Expense.

Once the Cash Advance administrator "issues" the cash advance, the company disburses the advance to the employee. The employee must create an expense report to account for the cash advance within the time specified in the policy in effect.

Note the following about the cash advance workflow:

- Like Expense, there may be more than one cash advance approver identified in a cash advance workflow.
- Workflow is determined for the agency during the TTE Implementation Process. Not all agencies offer Cash (Travel) Advances.

Directly Issued Cash Advances

The Cash Advance admin can issue a cash advance directly to a user – without waiting for the user to submit a request – if the user has a cash advance account code assigned. If the Cash Advance feature is not enabled for that user's group, the user can utilize the issued cash advance but cannot request any additional advances.

Receiving Email Notifications of a Cash Advance Pending Issuance

This feature can be configured so the Cash Advance admin receives emails of pending cash advances using **Company Admin** > **User Administration** > **User Permissions**. Assign the Expense Cash Advance Administrator role to one or more users. On the bottom of that same page (below the group assignment area) select (enable) the **Send Cash Advance Pending Issuance Emails** check box.

📖 Refer to the TTE *Local Administrator: Shared User Administration Handbook* for more information.

Section 3: Cash Advance Admin Tool

The Cash Advance Admin tool is used by a client user/administrator with the Cash Advance Administrator role. With the Cash Advance Admin tool, the administrator can:

- Review cash advance history of employees
- Issue cash advances
- Send cash advance requests back to the user (perhaps for more information)
- Record manually-returned cash amounts from an employee
- View employee balances

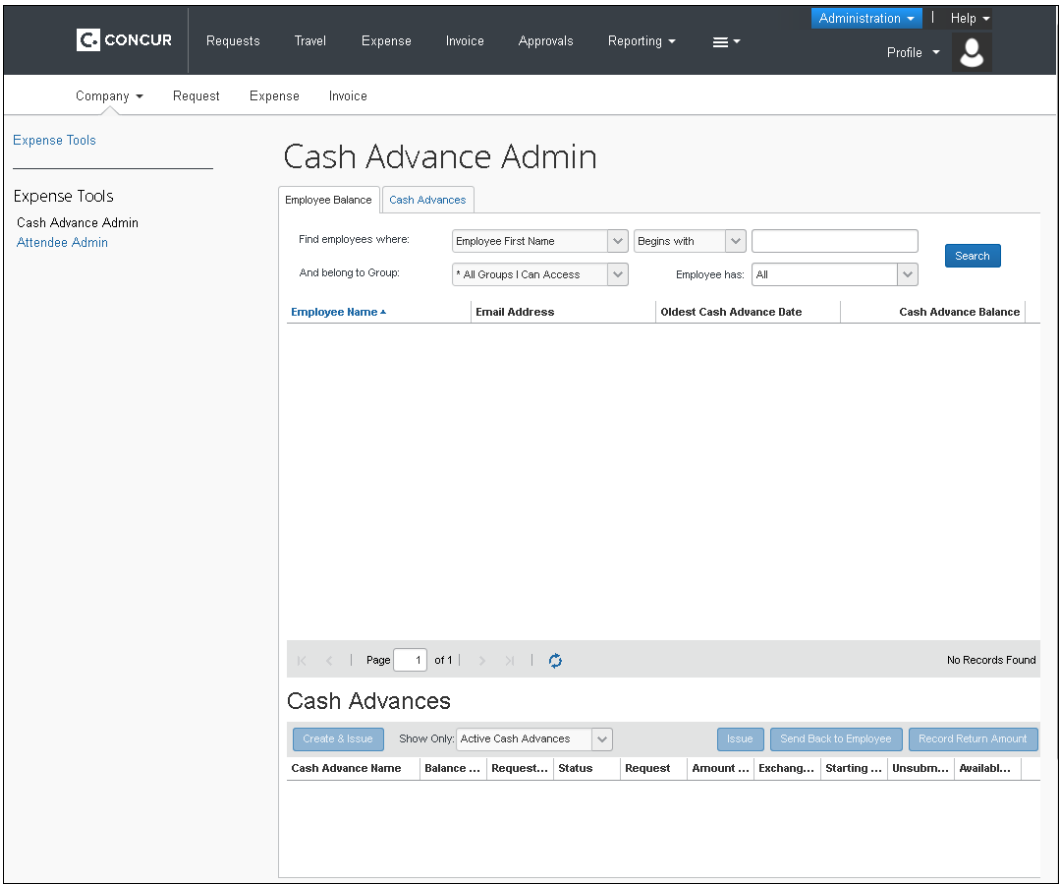
Section 4: Procedures

Accessing Cash Advance Admin

To access Cash Advance Admin:

1. Click **Administration** > **Company** > **Tools**.

4. Click **Cash Advance Admin** (left menu). The **Employee Balance** tab of the **Cash Advance Admin** page appears.



- Use the **Employee Balance** tab to search for employees with cash advances – with or without outstanding balances – and to create and issue a cash advance (if configured for your site).
- Use the **Cash Advances** tab to search for cash advances that have not yet been issued.

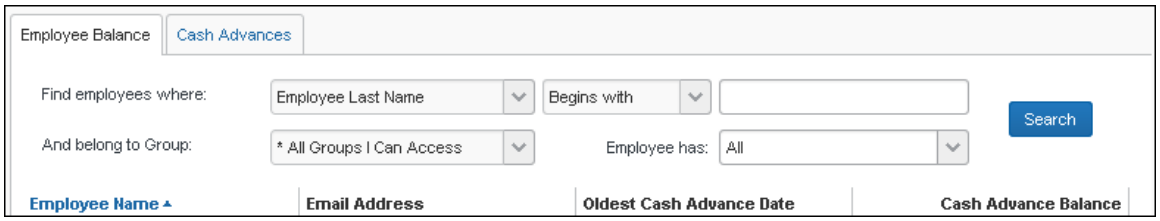
Searching for Employees

You can search for employees using the following parameters:

- Specific employee information (such as employee name)
- Oldest Cash Advance Date

- Cash Advance Balance

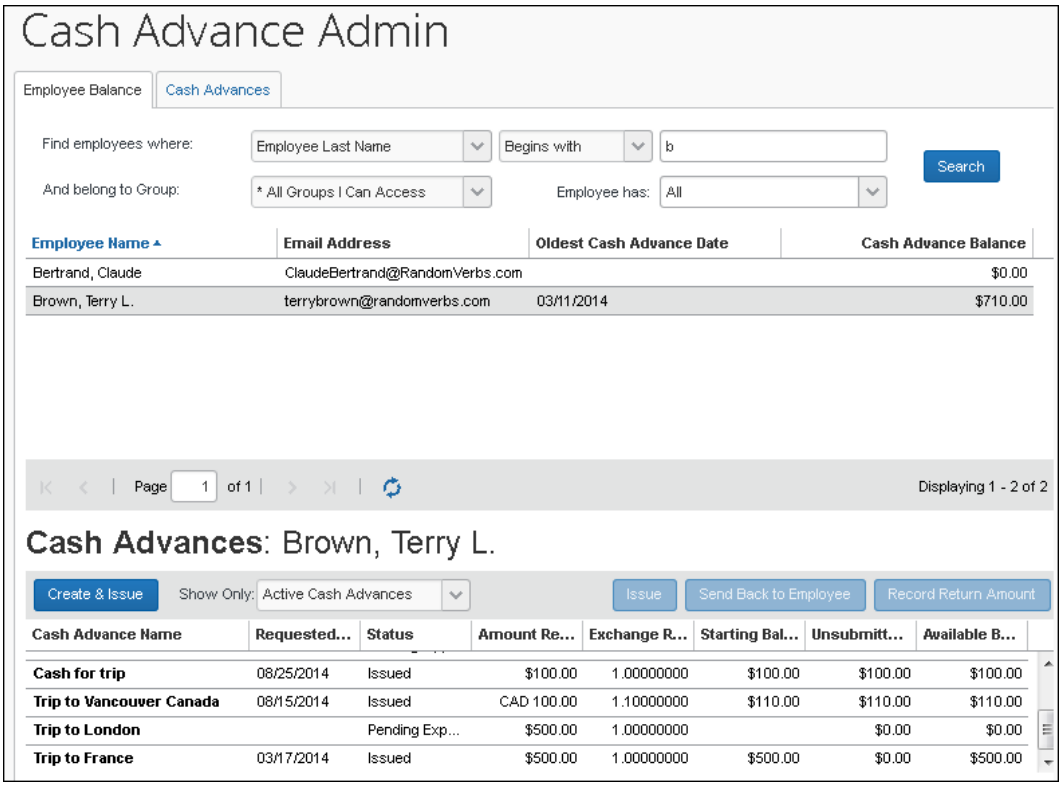
Employees that match these parameters will appear in the search results, regardless of whether they have an outstanding cash advance balance.



Viewing an Employee's Balance and the Cash Advance Details

To view cash advance details:

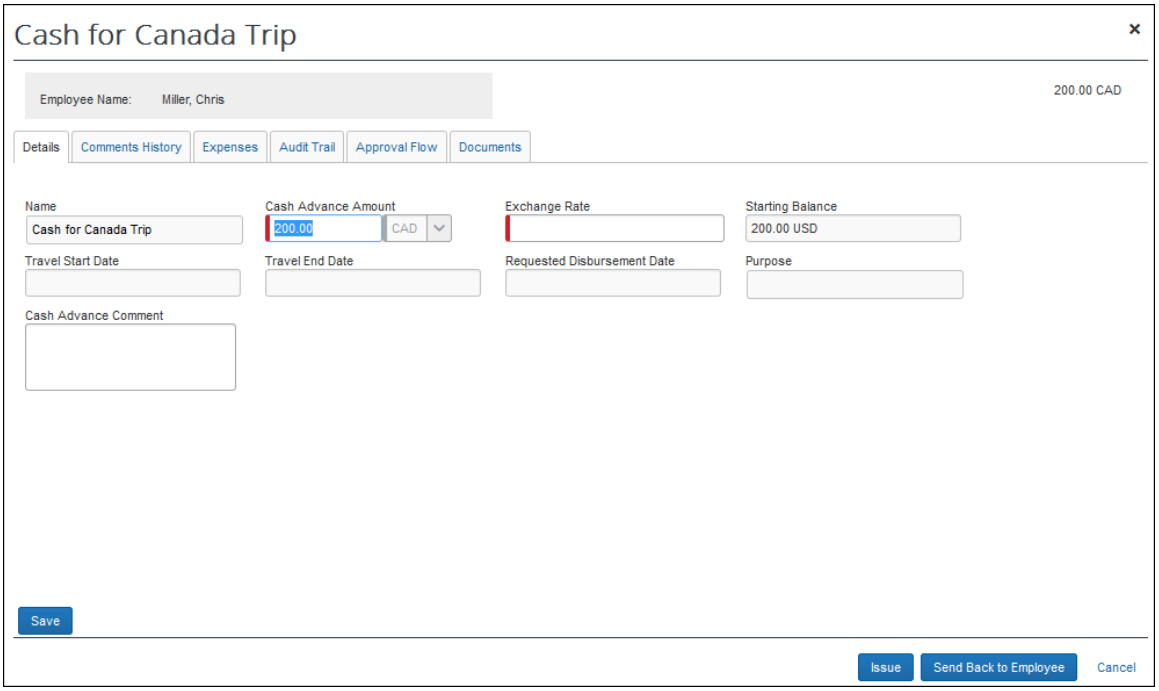
1. Search for an employee.
2. Click the name of the employee. The employee's active cash advances appear at the bottom of the page.



3. Use the **Show Only** area to change the results.

Field	Description
Active Cash Advances	All cash advances that are not Cancelled or Completed
Approved Cash Advances	All cash advances with the status of Approved
Issued Cash Advances	Cash advances that have been marked as Issued
Cancelled Cash Advances	All cash advances which you have chosen not to issue
Completed Cash Advances	All cash advances which have been approved, issued, fully utilized or returned
All Cash Advances	All cash advances

4. To view the details, click the desired cash advance name. The cash advance opens on the **Details** tab.



The **Cash Advance Details** tab displays the following fields, based on the configured form definition:

Field	Description
Name	The name of the cash advance.
Cash Advance Amount	The amount of the cash advance request.
Purpose	The purpose of the cash advance.
Exchange Rate	The exchange rate at which the cash advance was issued if the amount requested was in a currency other than the employee's reimbursement currency. - OR - Provides the default exchange rate to the Cash Advance administrator when issuing cash advances in a foreign currency **NOTE:** The second option above appears only when the *Provide Default Exchange Rate for Cash Advance Issuance* option in Site Settings is enabled.
Starting Balance	The original balance of the cash advance in the employee's reimbursement currency.
Available Balance	The unused amount in the employee's reimbursement currency. This is based on all submitted reports.
Travel Start Date	The date the user's trip is scheduled to begin.
Travel End Date	The date the user's trip is scheduled to end.
Requested Disbursement Date	The date that the user requested the funds be disbursed.

5. View the tabs:
   - **Comments History:** Comments entered by all approvers, the employee, and the admin for this cash advance. You can add additional comments to a cash advance when you issue or cancel it. The admin cannot add comments to a cash advance once it is issued.
   - **Expenses:** Expenses (if any) associated with this cash advance.
   - **Audit Trail:** Activity associated with this cash advance.
   - **Approval Flow:** The cash advance workflow.
   - **Documents:** The images attached to the cash advance.

Issuing or Sending Back a Cash Advance

Cash advances can be created in two ways:

- A cash advance request comes from an employee via the normal approval process. If a cash advance is requested by an employee, it goes through an approval process and then on to the Cash Advance administrator. At that time, the admin can issue or send the cash advance back to the employee.

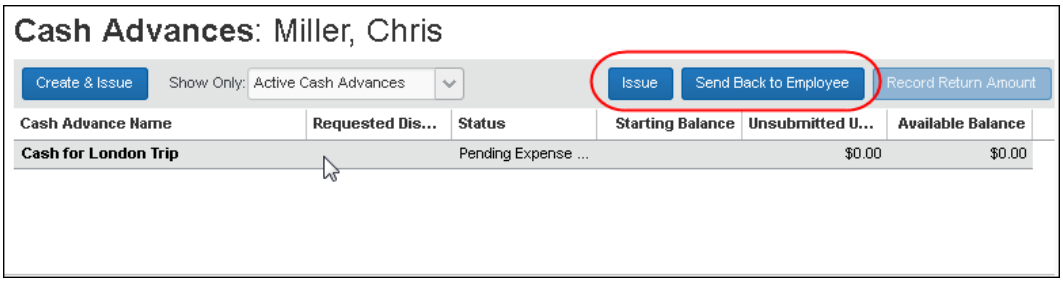
- A Cash Advance administrator may enter and issue the cash advance directly, bypassing the cash advance approval process. The admin can create cash advances for users that are in a group that does not have a cash advance workflow. The user can utilize the created cash advance but is not able to request additional advances.

To issue or send back a cash advance:

NOTE: If there is more than one user with the Expense Cash Advance Administrator role, the admin will not be allowed to issue cash advances to himself/herself.

1. Locate the desired cash advance as described in *Viewing an Employee's Balance and the Cash Advance Details* in this guide.

2. Select the desired cash advance.



3. Click **Issue** or **Send Back to Employee**.

4. If you clicked **Send Back to Employee**, the **Cash Advance Details** page appears. Enter a comment, and click **Send Back to Employee**.

   - If you issue the cash advance, the company can now pay the cash to the employee. Later, the employee must create an expense report to account for the cash.

   - If you send the request back to the employee, you must enter a comment.

Entering and Issuing a Cash Advance in One Step

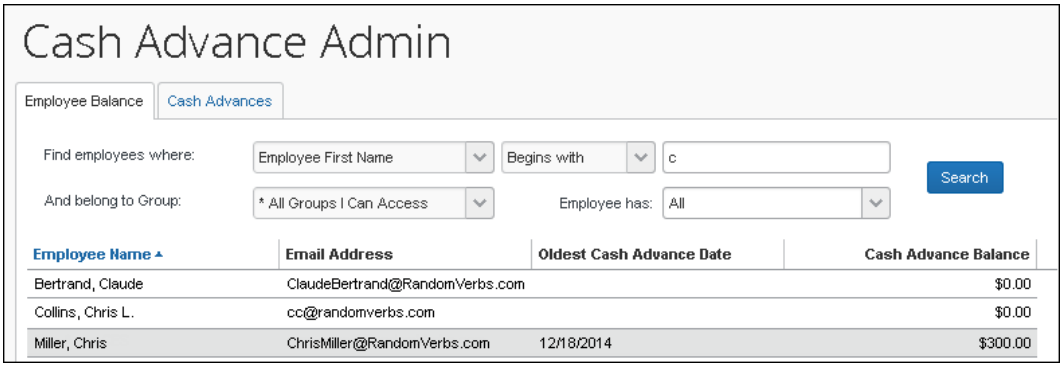
The Cash Advance administrator can use options in **Employee Balance** to search for an employee and then create and issue a cash advance on their behalf. This bypasses the workflow used for approval when the advance is requested by the user, allowing for a simplified process.

Creating and Issuing the Cash Advance

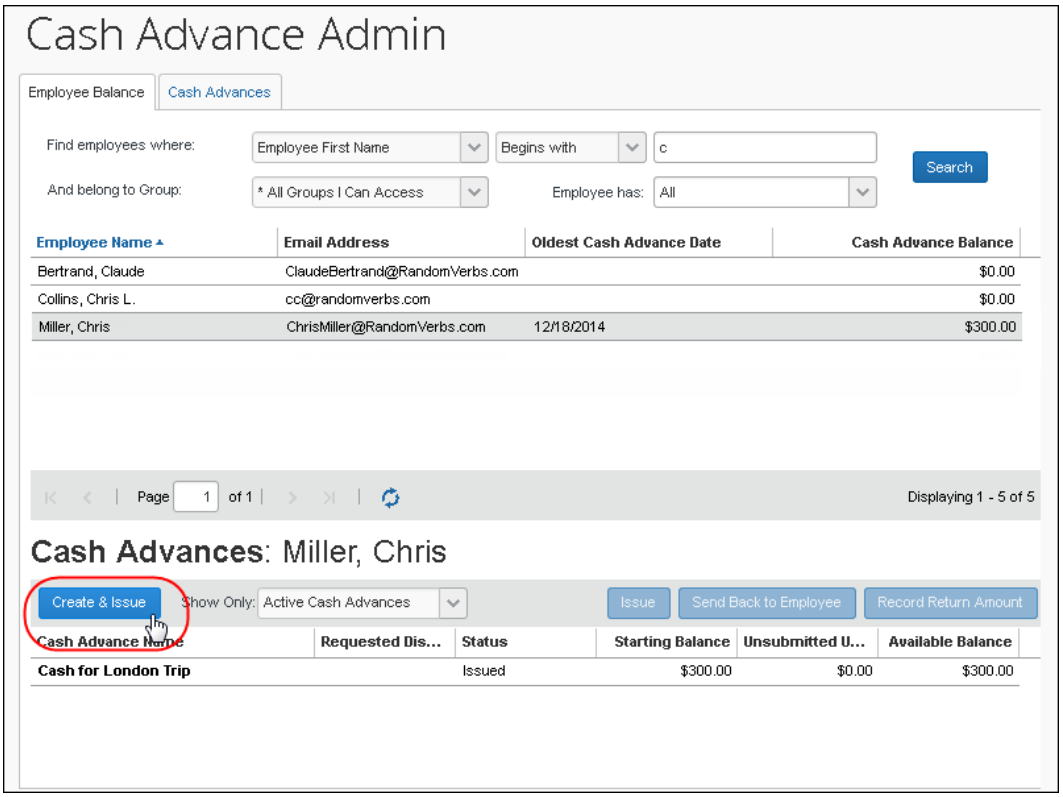
This feature is available only to the Cash Advance admin; the Cash Advance admin cannot issue this type of cash advances to himself/herself.

To create and issue the cash advance:

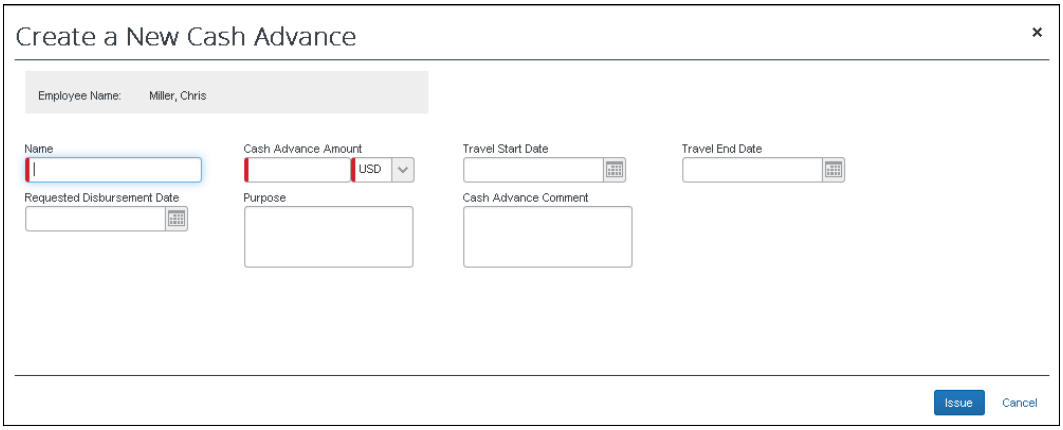
2. The Cash Advance admin uses the **Employee Balance** tab to search for the desired employee.



3. With the employee selected, click **Create & Issue**:



4. The **Create a New Cash Advance** window opens. The administrator then names the advance, specifies the amount and currency, and adds a purpose and comment as needed:



5. Click **Issue** to issue the cash advance.

Searching for Cash Advances

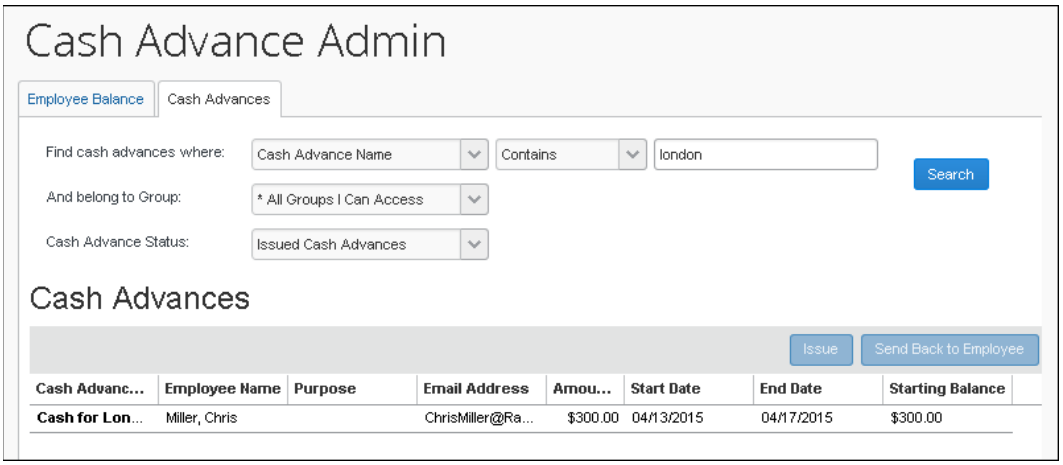
The Cash Advance admin can search for cash advances on the **Cash Advance** tab by:

- Cash advance name
- Employee first or last name
- Request date
- Amount requested
- Requested disbursement date
- Start or end date
- Account code
- Cash advance key
- Group
- Cash advance status

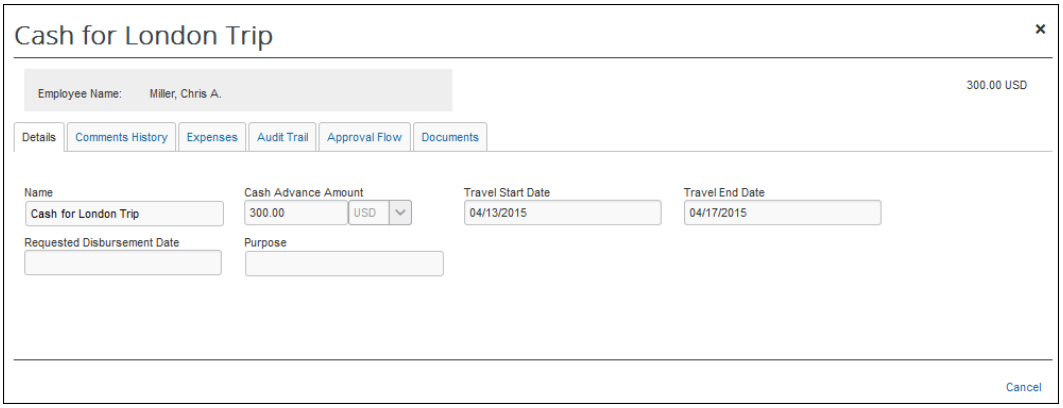
To search for and view a cash advance:

6. On the **Cash Advances** tab, enter search criteria.

7. Click **Search**. The search results appear in the bottom pane.



8. Click the name of the desired cash advance. The cash advance opens to the **Details** tab.



For more information on the details page, refer to *Viewing an Employee's Balance and the Cash Advance Details* in this guide.

TeamWorks
Travel and Expense

Powered By Concur Technologies

TTE Local Admin:

Reporting Handbook

2015

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Date	Notes / Comments / Changes
05/17/12	Document Release
06/18/13	Added How to Edit TTE Vouchers in TeamWorks Financials and updated Custom Report Catalog; updated cover graphics
06/21/13	Added Generic Year End Procedures
11/08/13	Added Travel Payments Reconciliation section
11/15/13	Added Hotel Reconciliation
01/06/14	Updated GLXXX0902 and APXXX0855 and Detail Report Extracted Reconciliation Report in Section 8; Added Section for Departing Employees; moved Year End Financial information to end of manual and renumbered sections 7-9 for better flow.
1/8/14	Added a section for Determining Taxability of Employee Expenses including the IRS report and instructions. Made this as section 9 and renumbered General Year End Procedures to Section 10
1/17/14	Updated Reconciling Transactions Extracted from TTE into TeamWorks for new Detail Report-Extracted; updated formatting
02/04/14	Updated doc for name change of Detail Report-Extracted and minor date changes
02/10/14	Added IRS report to Report Catalog List
12/31/14	Updated for new UI
06/30/15	Added new report: Unassigned CC and Itineraries and other new report variation to Section 4:Report Catalog; updated Section 7 Travel Payments and Reconciliation
09/23/2015	Minor formatting adjustments

Section 1: Who can Access Reporting

This document presents an overview of reports customized by the State of Georgia Accounting Office.

The primary TTE Local Travel Administrator is granted permission to access TTE System Reports. If the TTE Local Travel Administrator does not have the proper permissions, he/she should contact the GA Travel Global Administrator through the Customer Service Center [404-657-3956 Option 9, or 1-888-896-7771 (Option 9) or email sao_travel@sao.ga.gov].

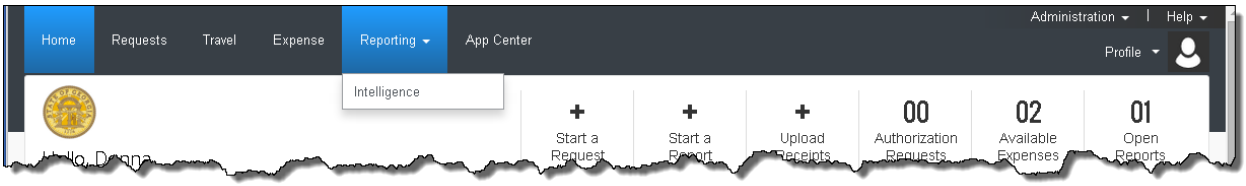
Access is restricted to data for your agency. Agencies cannot create new reports or modify existing reports. Questions, issues or requests for reporting changes should be referred to the Customer Service Center [404-657-3956 Option 9, or 1-888-896-7771 (Option 9) or email sao_travel@sao.ga.gov].

Section 2: Reporting

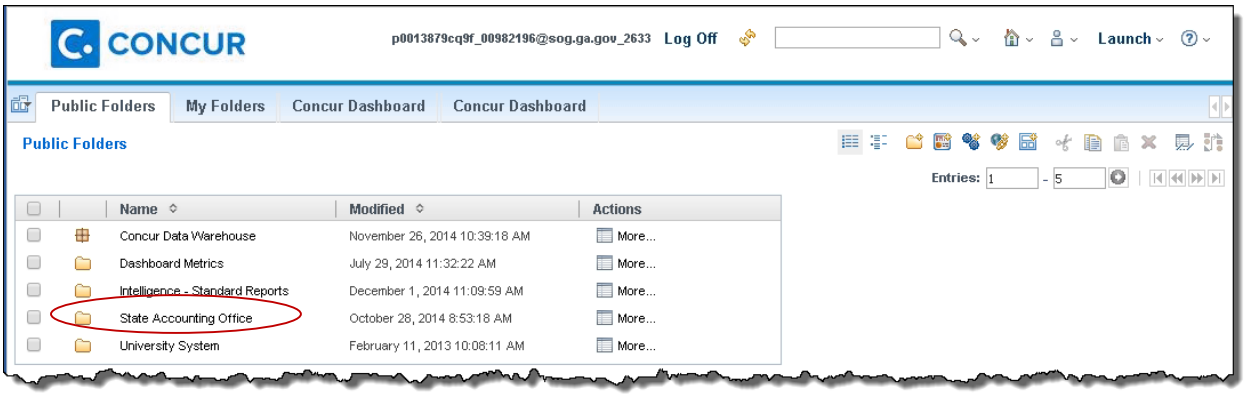
Accessing the Reporting Tool

The Reporting tool is accessed from My Concur.

1. Log in to Concur. Click on the **Reporting** tab.

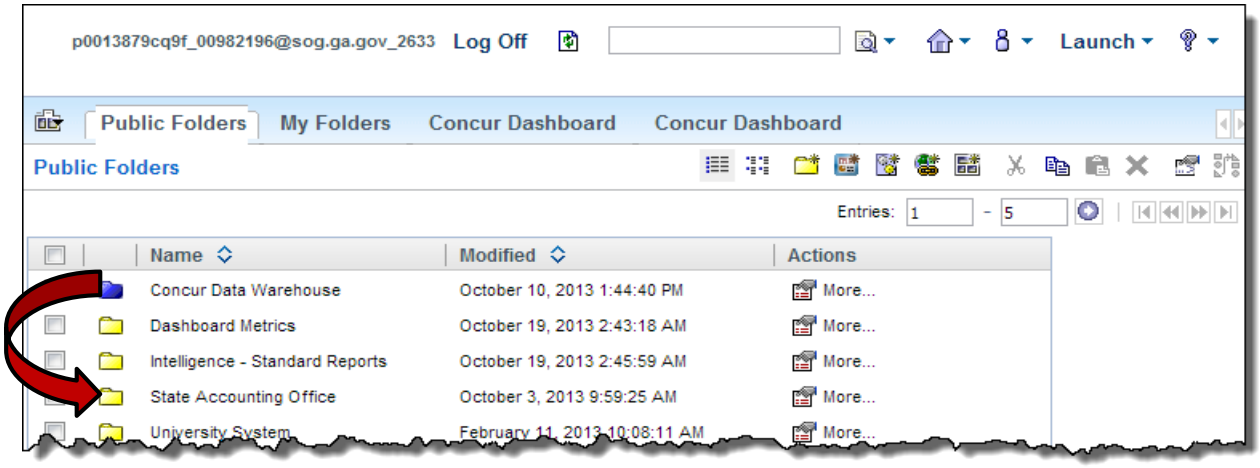


2. The Public Folders tab opens. Click on **State Accounting Office.**

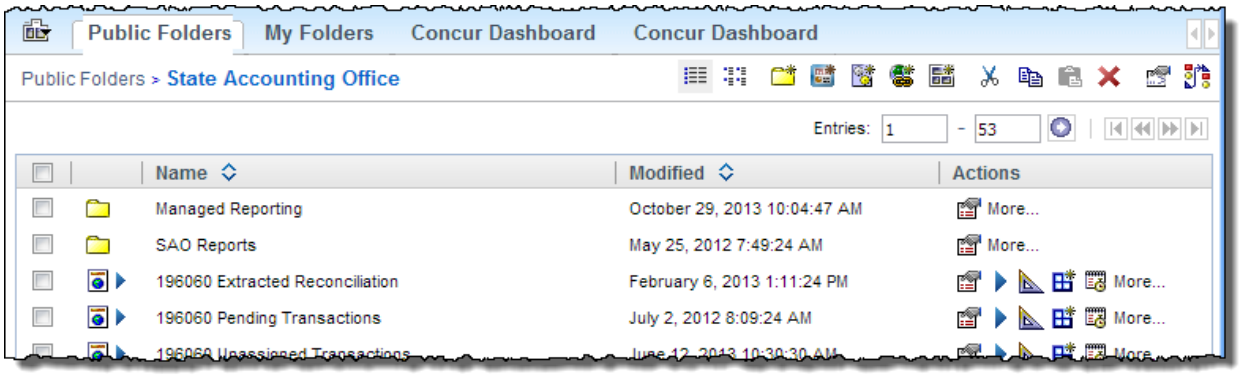


Accessing SAO Custom Reports

1. Select **State Accounting Office** in the **Public Folders tab.**

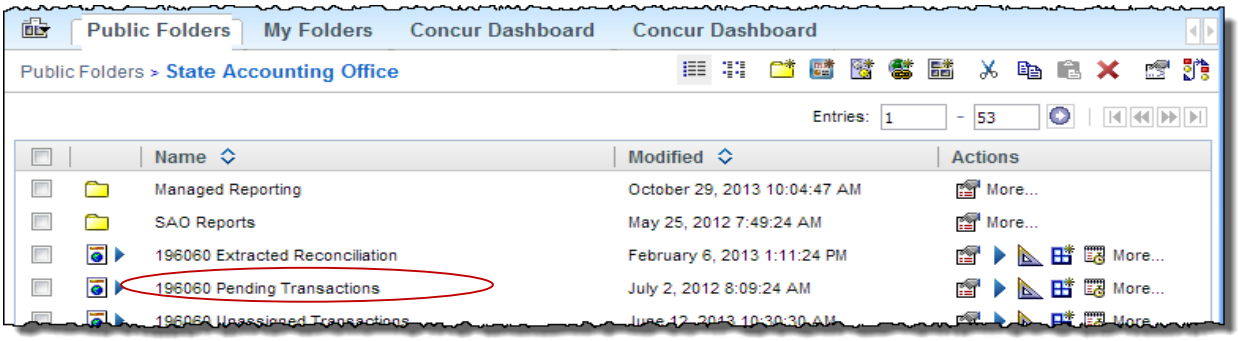


2. A list of reports customized for State of Georgia appears.

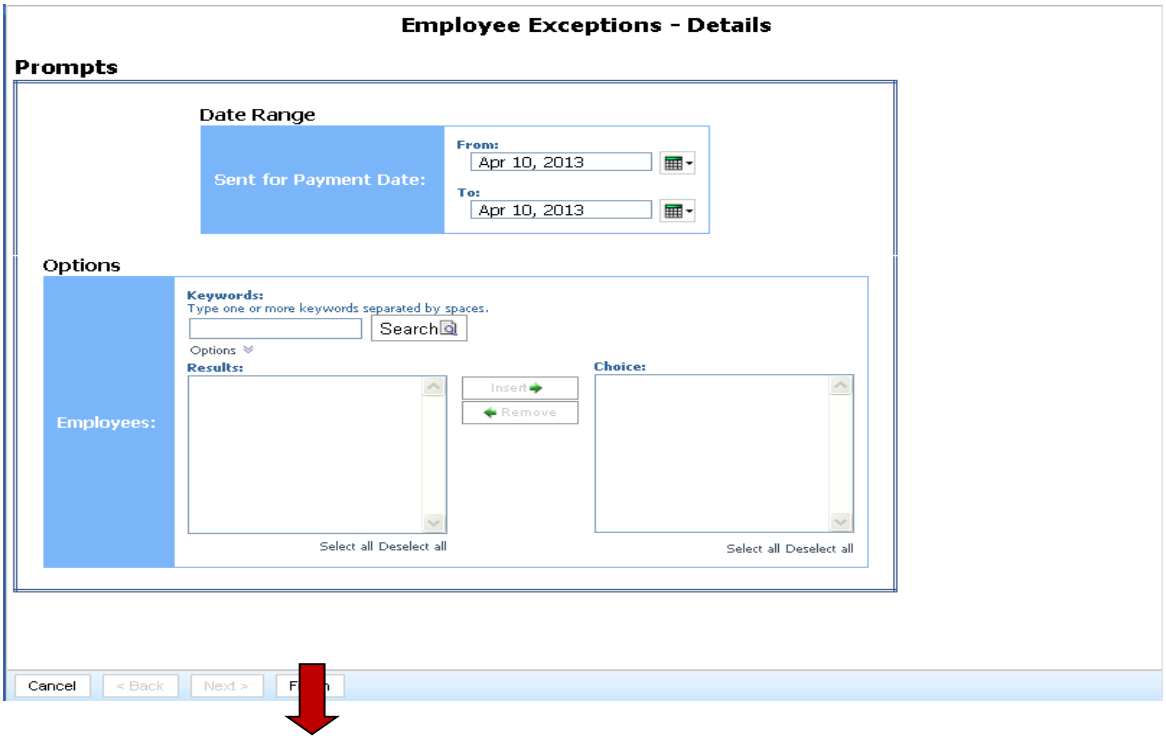


Running SAO Custom Reports

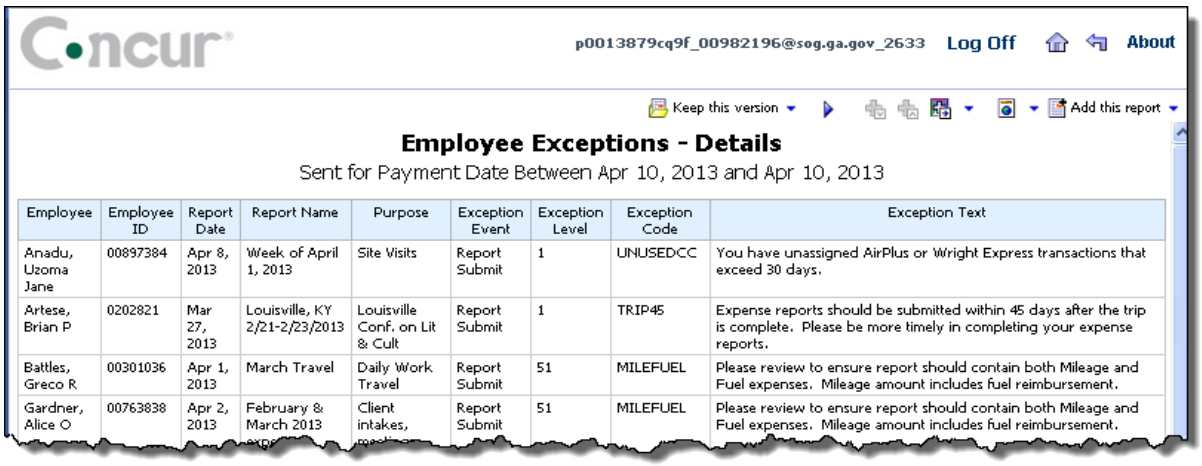
1. Choose a report by clicking on the name listed.



2. Prompts for criteria selection may appear depending on the report selected. Enter the appropriate requested information for the prompts and click **OK** or **Finish**.

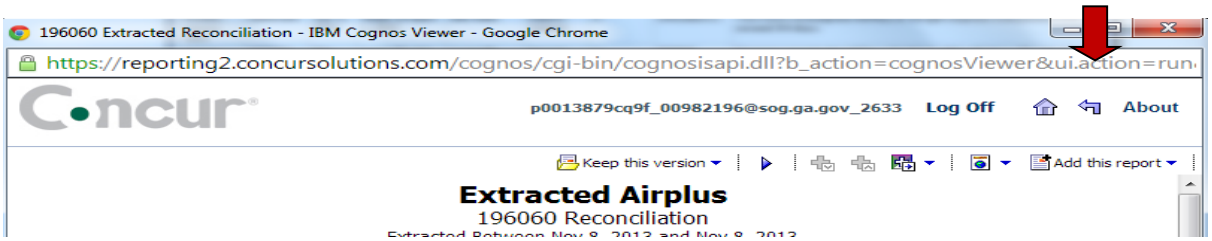


3. The report displays according to the default output selection.



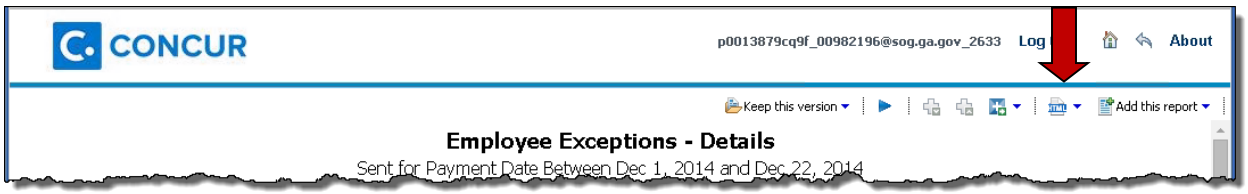
Employee	Employee ID	Report Date	Report Name	Purpose	Exception Event	Exception Level	Exception Code	Exception Text
Anadu, Uzoma Jane	00897384	Apr 8, 2013	Week of April 1, 2013	Site Visits	Report Submit	1	UNUSEDCC	You have unassigned AirPlus or Wright Express transactions that exceed 30 days.
Artese, Brian P	0202821	Mar 27, 2013	Louisville, KY 2/21-2/23/2013	Louisville Conf. on Lit & Cult	Report Submit	1	TRIP45	Expense reports should be submitted within 45 days after the trip is complete. Please be more timely in completing your expense reports.
Battles, Greco R	00301036	Apr 1, 2013	March Travel	Daily Work Travel	Report Submit	51	MILEFUEL	Please review to ensure report should contain both Mileage and Fuel expenses. Mileage amount includes fuel reimbursement.
Gardner, Alice O	00763838	Apr 2, 2013	February & March 2013	Client intakes,	Report Submit	51	MILEFUEL	Please review to ensure report should contain both Mileage and Fuel expenses. Mileage amount includes fuel reimbursement.

4. Click the icon to return to the Report Listing.

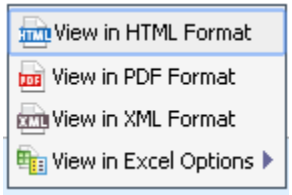


Changing the output format of an open report

1. With the report open click on the current format icon

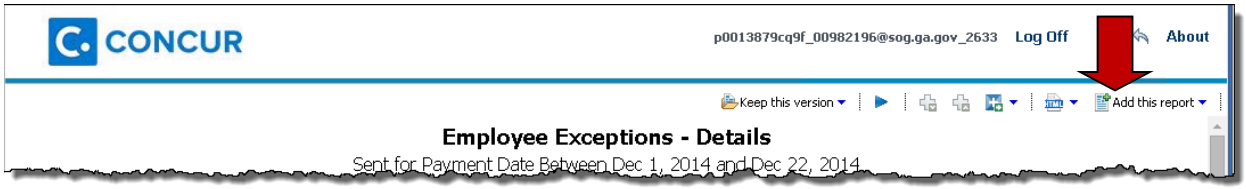


2. Select the new format desired from the drop down list. **Note:** You may have to hold down the **Ctrl** key when opening a report in Excel.

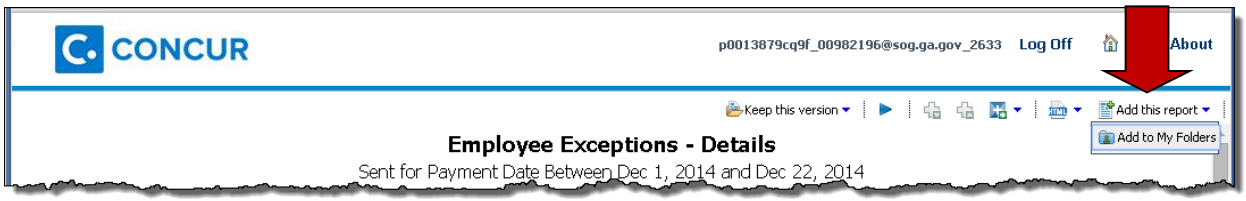


Create a Shortcut to a Report in My Folders

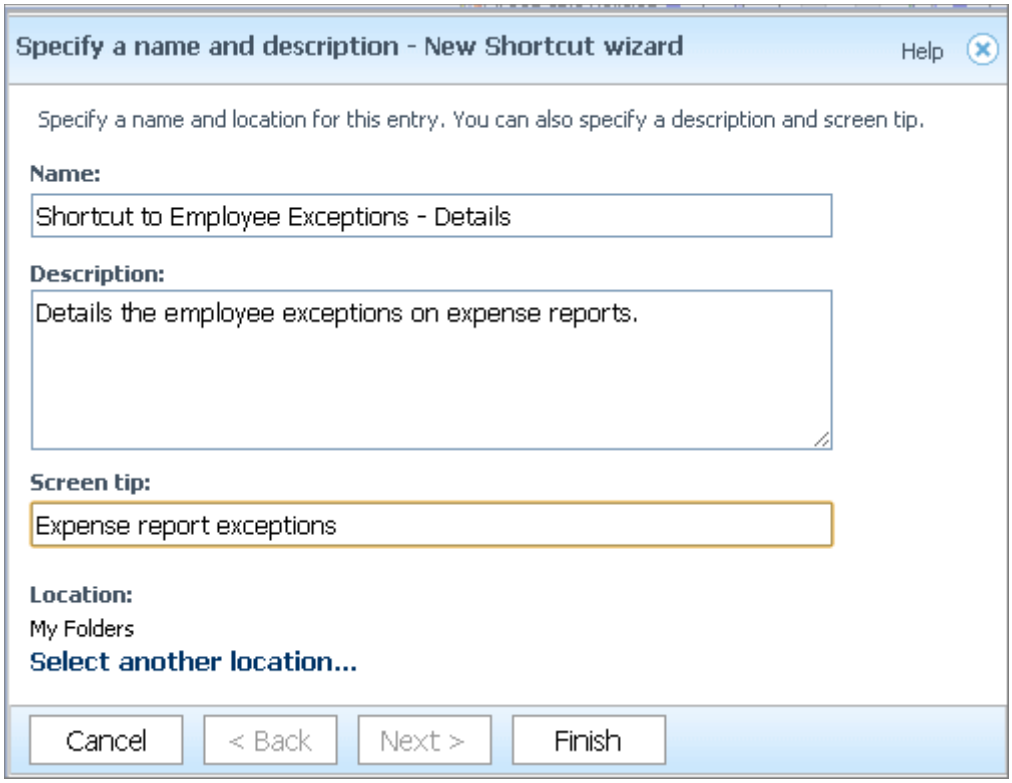
1. With the report open click on the drop down arrow next to the Add this report icon



2. Select the **Add to My Folders** option.

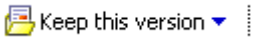


3. Specify a name and description for the shortcut. You can also add information about the report in the **Description** field as well as add a screen tip for this report.



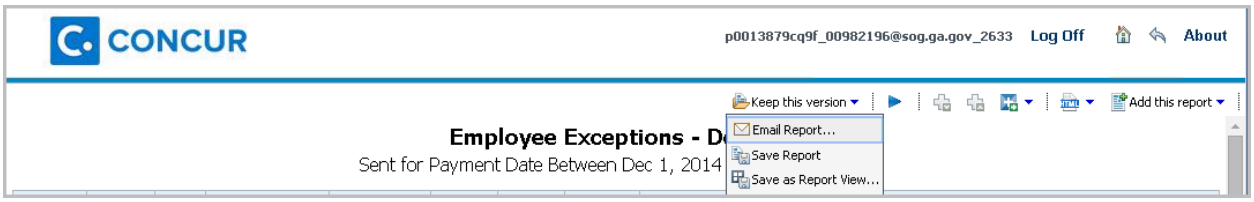
4. Click **Finish**.

Save Report View or Email Copy of A Report

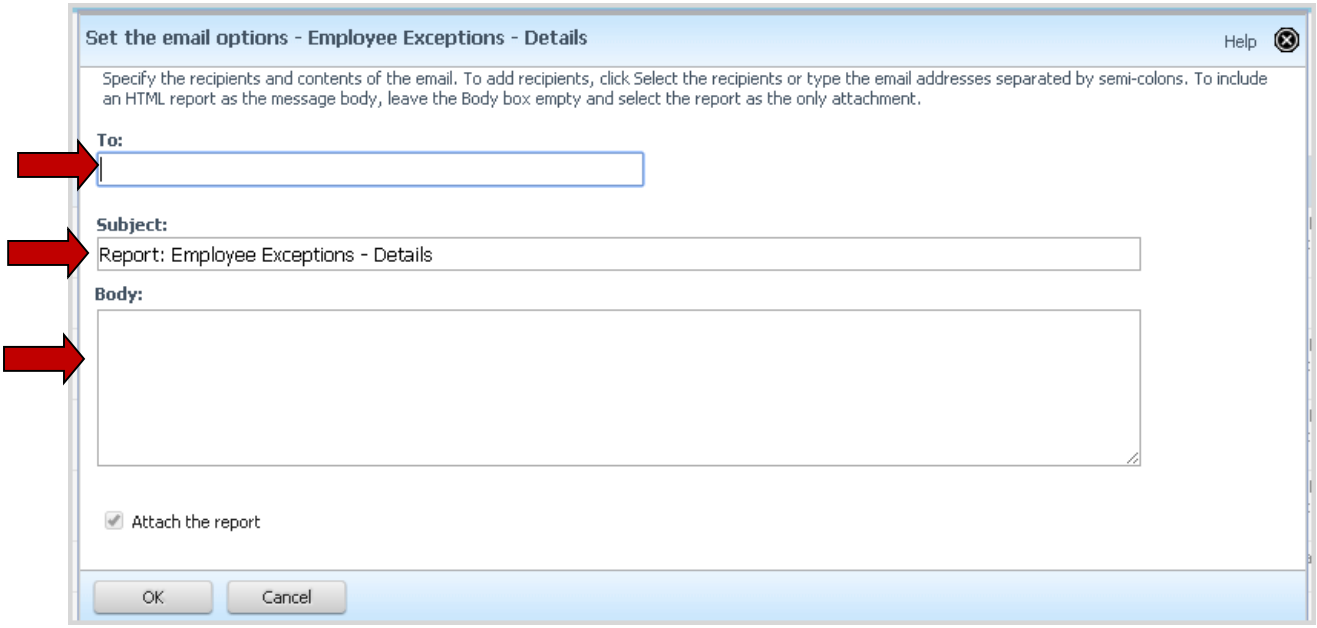
1. With the report open click on the drop down arrow next to the ***Keep this version*** icon 

.

2. Select **Email Report, Save Report** or **Save as Report View**

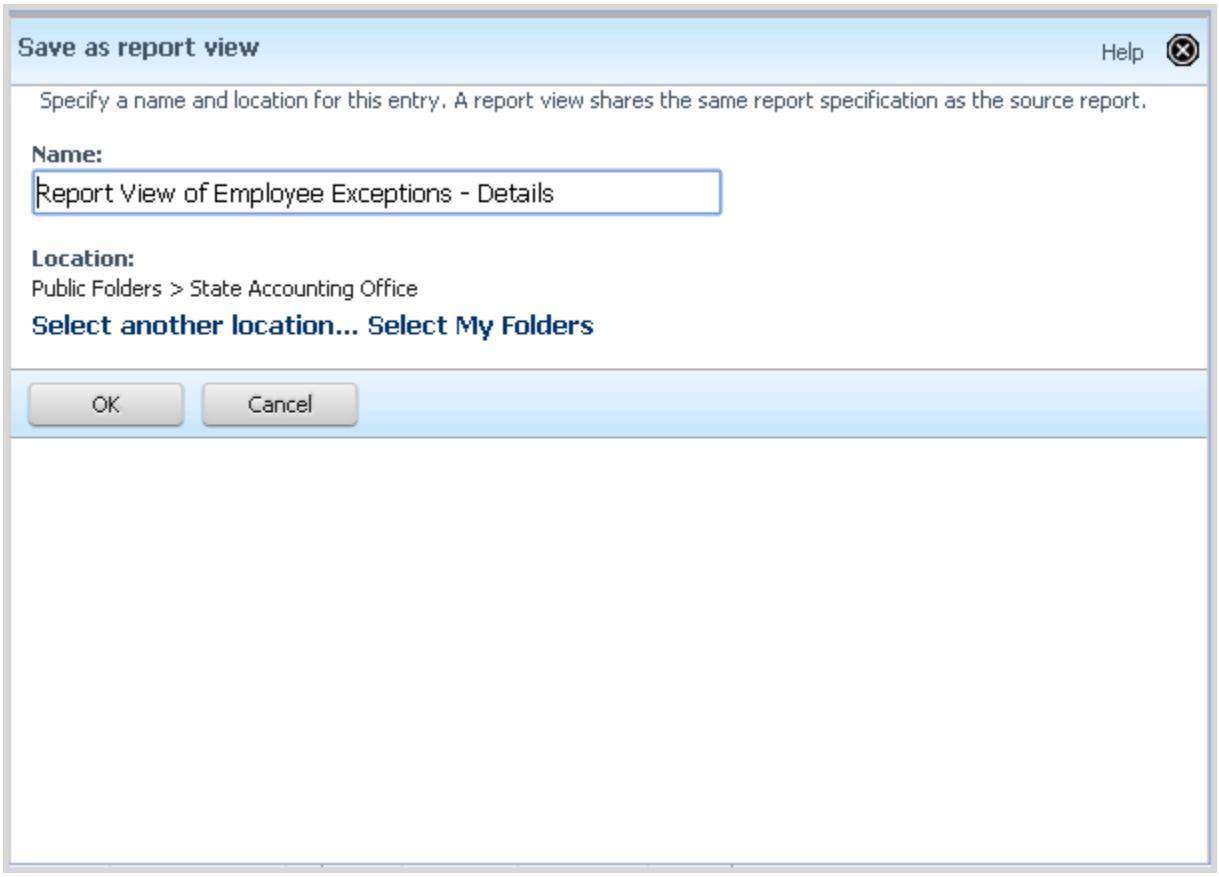


3. If you selected Email Report the **Email Options** dialogue box opens:



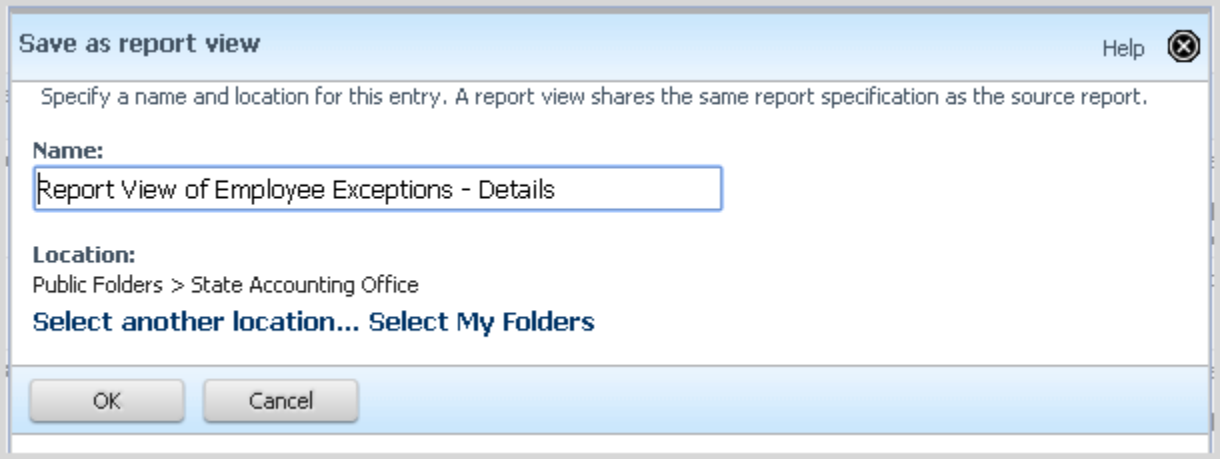
a. Enter the email address of the recipients
b. The subject defaults to the report name.
c. Use the **Body:** section to add a note to the email.
d. Click **OK**.

4. If you selected **Save this report as a view** the **Save as a report view** dialog box opens.



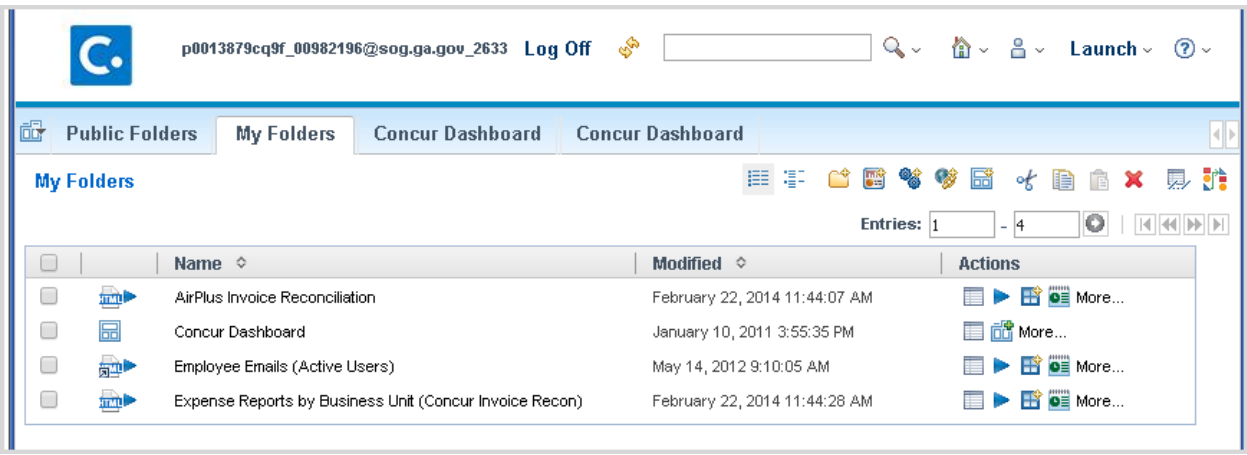
a. Enter a name for the Report View

b. Select a location for the report
   i. Use **Select My Folders** to add the view to your My Folders or **Select another location** to save to a an existing folder or add a new folder in My Folders..



To View Saved Report Views

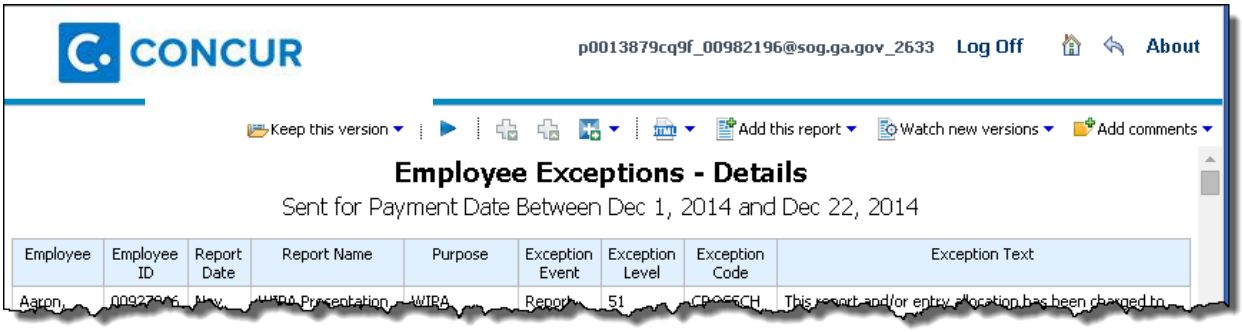
1. Click on the **My Folders** tab.



2. Select the Report View or Sub-Folder that contains the Report View you wish to review.

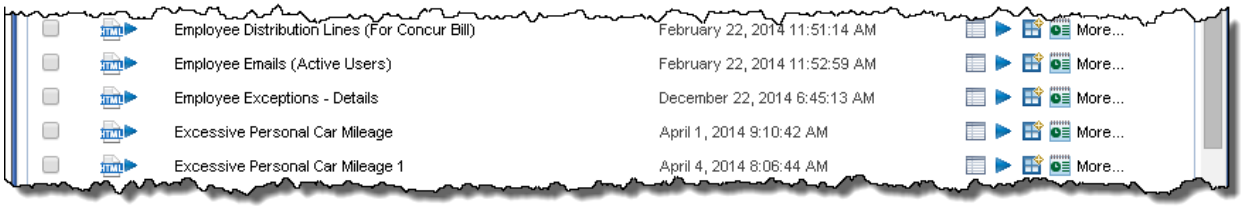
3. Click on the **Report View**

4. The report will display in the format you have defaulted.

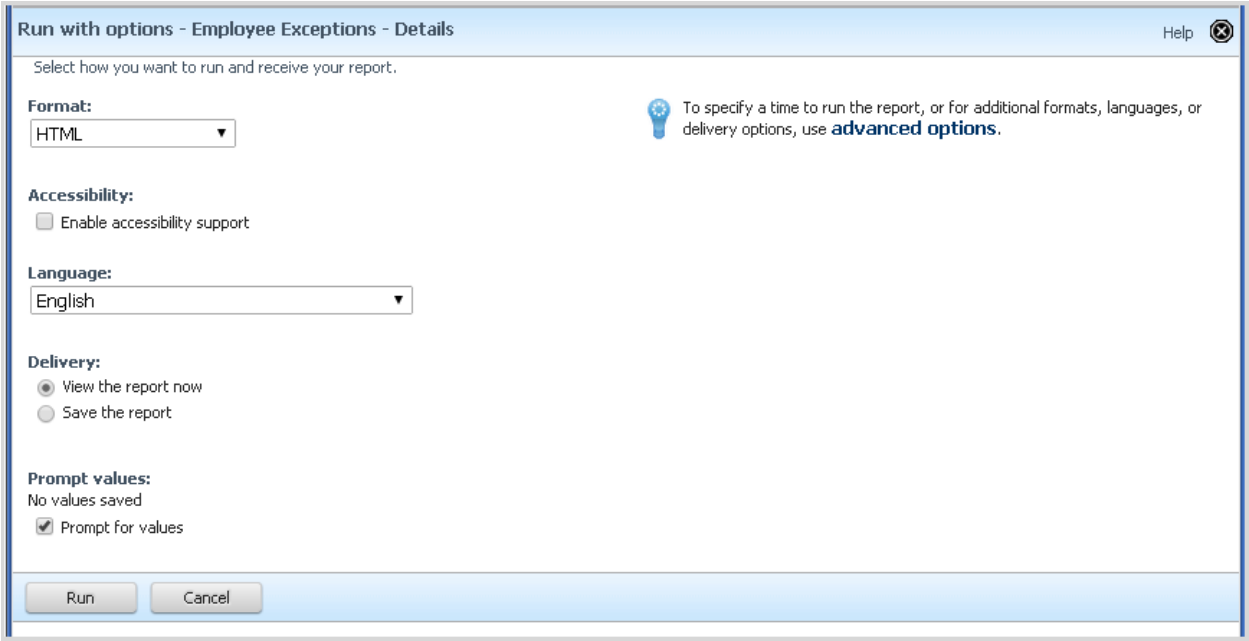


Creating Excel output from a Concur Report

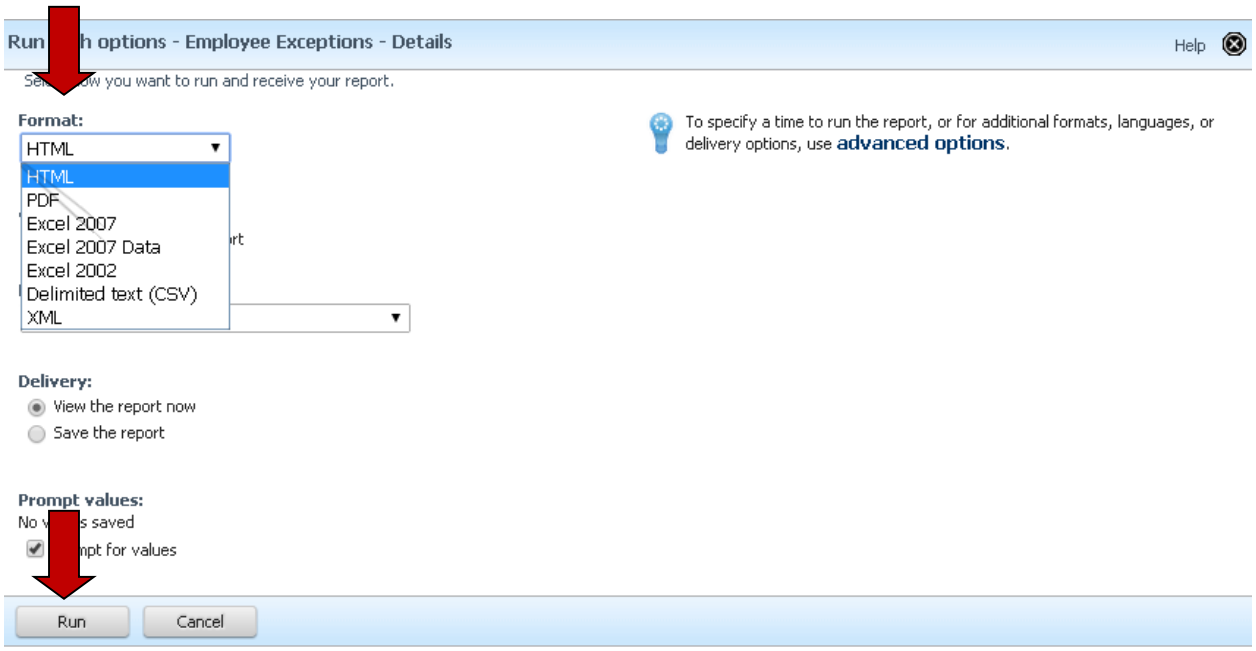
1. Locate the report you wish to export to Excel and click on the **Run with Options** icon ▶ next to the report you want to run.



2. The **Run with options menu** appears.



3. Click on the dropdown arrow in the **Format** field and select the **Delimited text (CSV)** report format type and click **Run**.

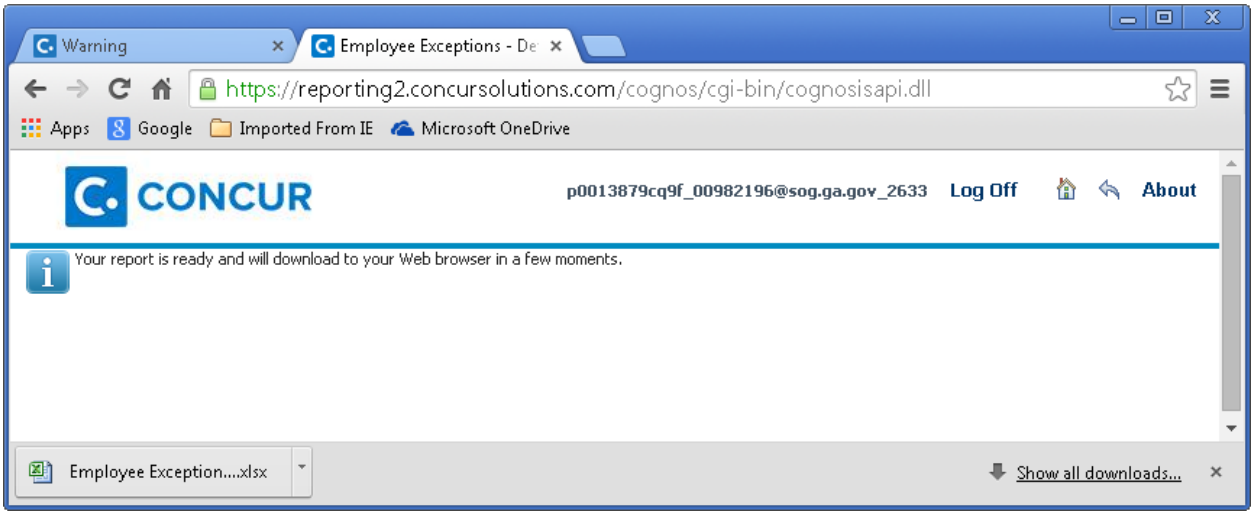


4. Enter any prompts required for the report you have chosen and click on **Finish**.

5. The system will provide information on retrieving your report and your browser will give you access to the report.

   a. Click on the Excel report name that displays to open the report in Excel. We used Google Chrome so the report name appears at the bottom; the location of the report on your screen is browser dependent.

   b. Click on the drop down arrow to access additional options

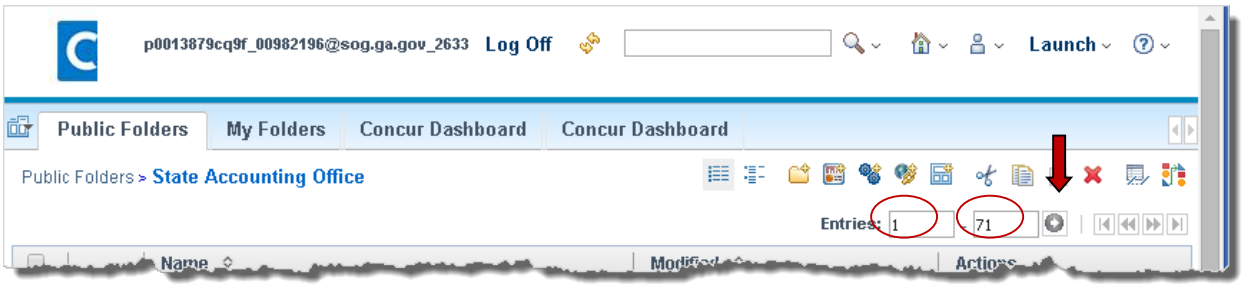


c. Save the report in a location of your choice (outside of TTE-Concur).

Section 3: Setting Preferences

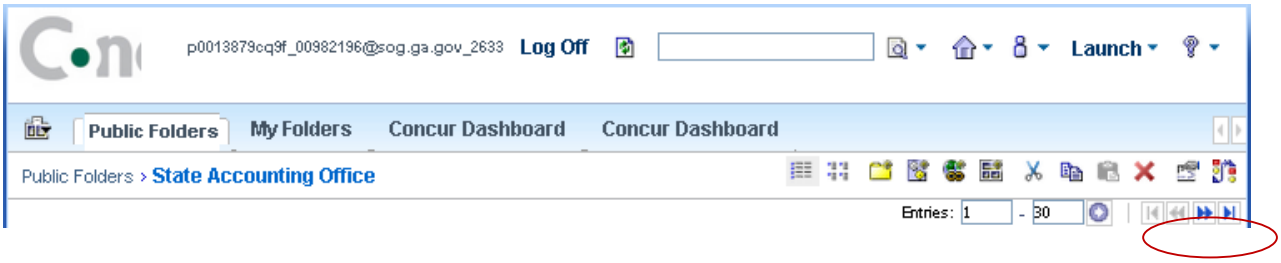
Override Default Number of Reports in a list View:

1. Log into Concur and select the **Reporting** tab.
2. Select **State Accounting Office**.
3. Scroll to the far right of the window.



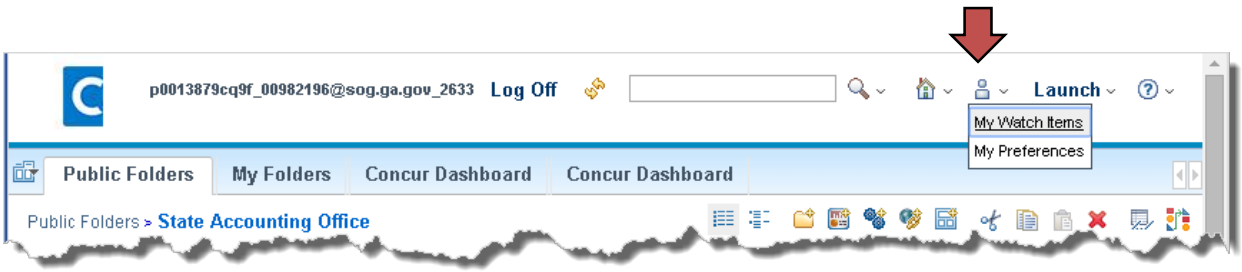
4. In the Entries boxes you can override the default number range of reports you want to display on a single page in list view.
   a. Enter 1 in the first box
   b. Enter a number (i.e., 20) in the second box
   c. Click to make the change.
      i. **NOTE**: If you want to list to always display a specific range of reports such as 3 through 9, enter 3 and then 9 in the second box. Viewing in display mode does not use this field.
   d. To set the default number, see **Set Personal Preferences**.

5. To access any reports in excess of the preferred number use the double arrows to move forward or backward a single page or the arrow and line to go to the first or last page of the list.



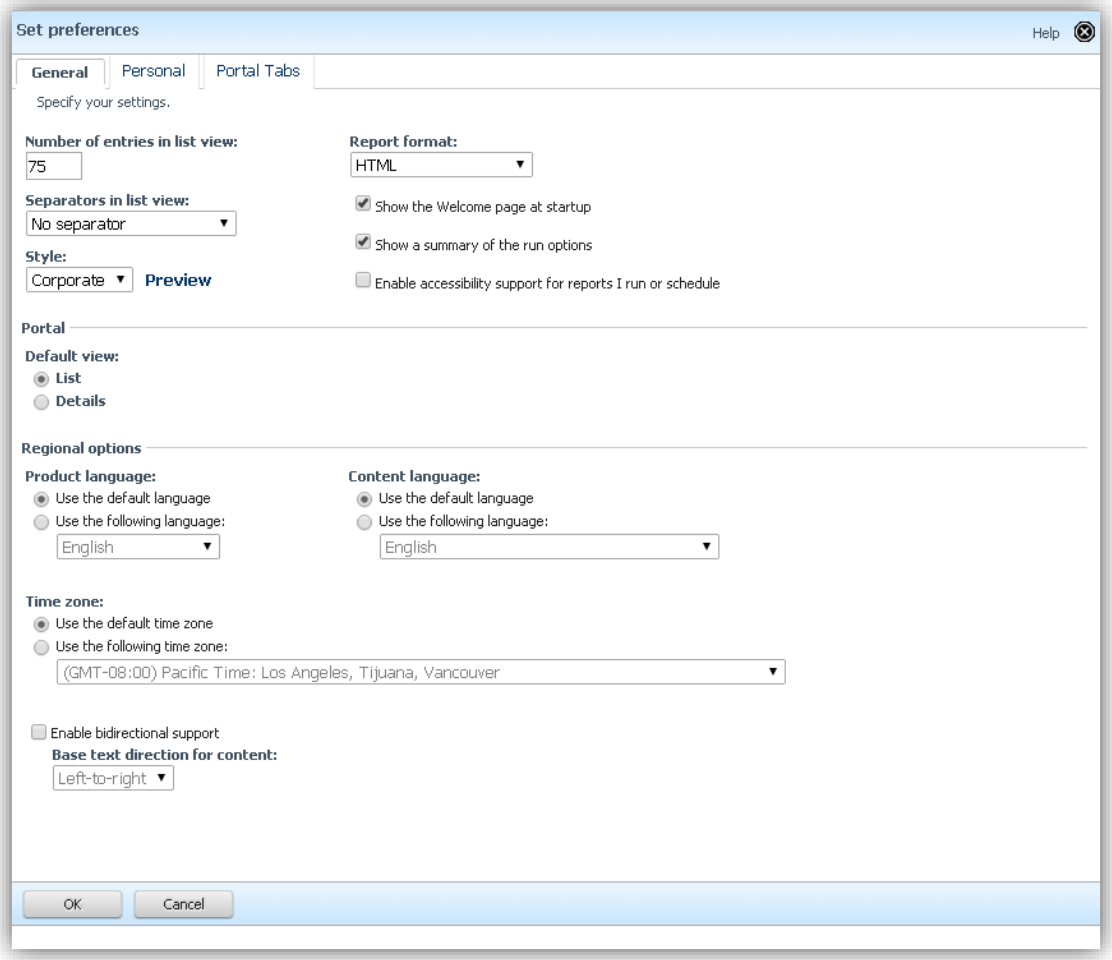
Set Personal Preferences

1. Log into Concur and select the **Reporting** tab.
2. Select **State Accounting Office**.
3. Scroll to the far right of the window and click on the down arrow next to the icon.



4. Click on **My Preferences.**

   The **General** tab opens to display your default options for the State Accounting Office folder.



i. **Number of entries in List View**: Set the <u>default</u> number of reports you want to display on a screen when viewing reports in the list view.

ii. **Report Format**: Click on the down arrow and select your default report output preference
   1. **HTML –** display on screen
   2. **PDF –** PDF formatted output
   3. **Excel 2007 –** Excel 2007 formatted output
   4. **Excel 2007 Data –** Excel 2007 unformatted output
   5. **Excel 2002 –** Excel 2002 formatted output
   6. **Delimited text** – CSV format output
   7. **XML** – XML formatted output

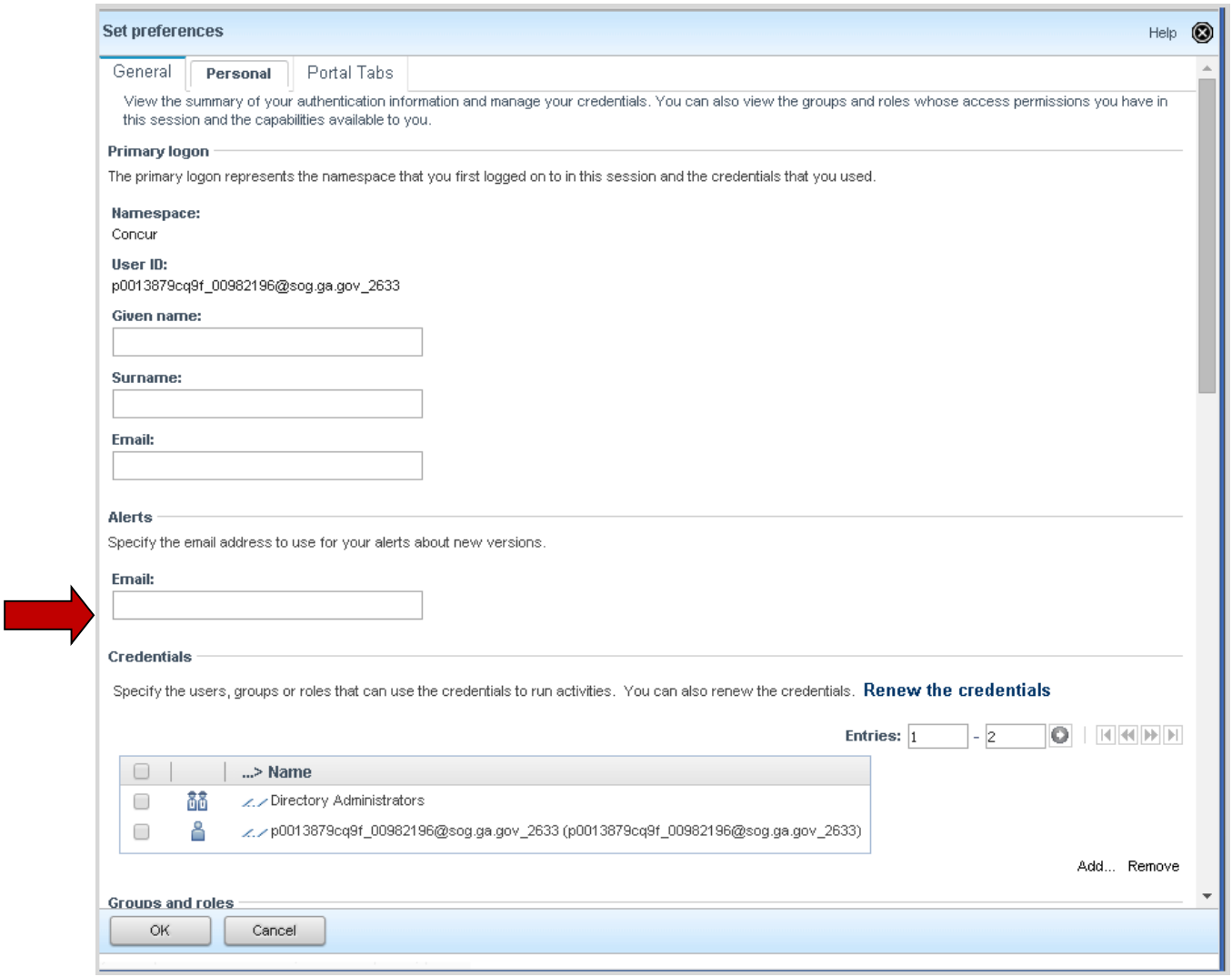
iii. **Separators in list view** – click on the dropdown for options

iv. **Portal:**
   1. **Default view:** Select the view your prefer – list or details

v. **Regional Options, Time Zones** – defaulted options should be fine

vi. Click **OK.**

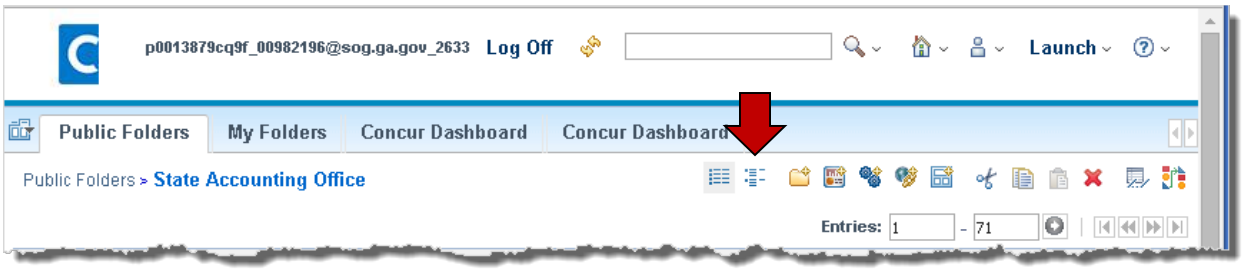
b. Click on the **Personal** tab.



i. **Email**: enter the email address you want the system to use for notification of new versions.
ii. Click **OK**.

Switch from List to Details view

1. Click on the Details view icon .



Section 4: Custom Reports Catalog

Report	Short Description
196060 Extracted Reconciliation	Shows all AirPlus (196060 account) detail extracted to TeamWorks by date range.
196060 Pending Transactions	Shows all AirPlus (196060) detail NOT extracted to TeamWorks.
196060 Unassigned Transactions	Shows transactions with missing data such as a Record Locator Number, Business Unit, or Employee which prevent the transaction from processing.
196061 AirPlus Invoice Reconciliation (Details)	Gives details on Airfare and Travel Agent fees which are included in the AirPlus bill including the program. For invoice reconciliation. Helpful for agencies with attached agencies to identify which attached agency an employee belongs to.
Adoption (Air, Car, Hotel)	Tracks number of Concur booked trips vs. number of trips booked through the agent at a higher fee.
Airfare Booked But Not Yet Expensed	Shows users what airline tickets have not yet been expensed. This will allow finance departments to identify liabilities and plan appropriately.
Airfare Expensed Not Booked in Concur Travel	Shows users airline expenses not booked through Concur Travel.
Airfare Expensed Not Booked in Concur Travel (detail)	Shows users airline expenses not booked through Concur Travel with added detail.
Approval Workflow - Details	Shows details of approval workflow by Manager or Process with employee details
Approved Travel Requests by Employee Details	Report in progress. See Global Travel Administrator.
Attendee Details	Shows the spending by employees and attendee information for expenses that have associated attendees, typically for meal or entertainment expense types. This report can be run to provide the total picture or for a selected set of expense reports that represent money being spent by an employee to cover expenses for fellow employees or non-employee clients or prospective clients.
Authorized Approver List	Shows designated authorized approvers with their agency group.
Billed Transaction Reconciliation – Detail (Calendar Month) with Program	Concur transactions by month included deleted expense reports. See Global Administrator for more detail.

Car Expense Entry Analysis	Run by selected date range by employee or expense type and options for subtotals and all or selected employees. Select specific car related expenses.
Car Rental Details	Shows detail of Car Rentals by car rental date range and includes vendor, record locator, employee detail including email address and other relevant data.
Car Rental Expensed Not Booked in Concur Travel (Details)	Date range option and shows detail of Car Rental Expenses not booked through Travel. Includes City/Location and no subtotals.
Cash Advance Analysis w/Aging	Shows the amount and status of cash advances by employee and issue data, including any returned amount with days outstanding aged from issue date.
Completed Travel Requests Without Expense Reports	Shows Requests not attached to Expense Reports
Detail Report – Extracted (sent for payment date)	For a specified date range, this report includes chart-field details for expense reports extracted to TeamWorks including date release by Back Office and Concur Extract dates. This report runs by Date Submitted for Payment. This report is used for reconciling AP and GL data extracted from TTE into TeamWorks.
Detail Report- Non-Extracted	This report includes ALL chart-field details for expense reports NOT extracted to TeamWorks.
Detail Report- Non-Extracted (Email)	This report includes ALL chart-field details for expense reports NOT extracted to TeamWorks and includes email address..
Detail Report-Submitted (for Concur Bill)	Chart field details by date range for submitted Expense Reports for Concur Invoice Reconciliation. Concur billings cut off is 5 days prior to the last day of the month.
Employee Distribution Lines (for Concur Bill)	Provides Chart field details for employee defaults for deleted Expense Reports. (Relates to the Detail Report-Submitted)
Employee Exceptions - Details	Id all report level exceptions by employee for date range specified.
Excessive Personal Car Mileage (Extracted Date)	Run by selected date range with prompts for distance units, flexible break even distance and options for all or selected employees with the date extracted for payment.
Expense Entry Analysis Details (grouped by employee)	Run by selected date submitted for payment range with options for all or selected expense types, all or selected employees and options for specified approval amount range or for highest to lowest amount.
Expense Reports by Business Unit (Concur Invoice Recon)	Includes a listing of reports submitted by individual by day along with the related transaction fee. Developed to be used in Concur invoice reconciliation. This report does not include deleted reports and may not

	reconcile 100% with Concur bill.
Expense Summary	Expense summary by expense type run by selected date submitted for payment range.
Expense Summary by Employee and Year	This report shows summary of expenses by employee and year.
Extracted Reports (Employee vs. Company Paid) Detail Report 1	Reports extracted to TeamWorks by employee, with total amount and extracted date, grouped and sub-totaled by payment type: AirPlus, Company Paid, and Out of Pocket with added detail of Record Locator Number and Ticket ID
Extracted Reports w/detail	Run by date range displaying expense report data such as employee, payment status, the total amount, sent for payment date and extracted date and time.
Hotel Expense Entry Analysis	Run by selected date range by employee or expense type and options for subtotals and all or selected employees. Select specific hotel expenses.
Hotel Stays Expensed Not Booked in Concur Travel (Details)	Shows hotel expenses with no matching reservation in Concur Travel.
IRS Report w/detail	Identifies if employee has any taxable expense reports
Mileage over 100 Per Day	Shows reports with average mileage expense reimbursements over 100 miles per day.
Report View of 196060 Unassigned Transactions	Shows unassigned credit card transactions.
Reports by Approver	List of approved expense reports sorted by approver.
Reports by Approver – Delegated	List of approved expense reports processed by a delegate sorted by approver.
Top 10 Longest to Approve	Ranks and shows approvers who took the longest to approve transactions by date range
Top Spend By Airline	Ranks by airline costs for airline tickets with subtotals by agency in a date range.
Top Spend By Rental Car Company	Ranks by rental car company costs rentals with subtotals by agency in a date range.
Top Spend by Vendor	Ranks vendors with the highest amount of submitted expenses during a specified timeframe.

Top Spenders by Employee	This report lists of employees with the highest amount of posted entries.
Top Spenders by Expense Type	This report lists employees with the highest amount of submitted expenses within expense types during a specified timeframe.
Travel Policy Exceptions	Details travel policy exceptions including segment type, booked date, travel date, days booked in advance, exception code and description
TTE Cash Advance Analysis	Run by date range, with options for payment type, status and all or selected employees.
Unassigned CC & Itineraries	This report contains two tabs: • Unassigned Credit Cards_1 (credit card transactions not assigned to an expense report), • Unassigned Itineraries_2 (travel itineraries not assigned to an expense report)
Unsubmitted Expense Entry Analysis Details (Grouped by Employee)	This report shows a list of expenses grouped by employee that have been entered on expense reports but not submitted during a specified timeframe.
Unsubmitted Expense Reports	Sorts the list of unsubmitted expense reports from oldest to newest, with amount.
Unsubmitted Expense Reports with Cash Advances	Sorts the list of unsubmitted expense reports from oldest to newest, with amount and any attached Cash Advances
User Concur Travel History	Includes a list of travel reservations booked in Concur travel during specified dates.
Voided Air Tickets	Shows voided tickets; date range and other options available.
Workflow Cycle Times–Details	Options of date range and Manager or Processor with options for all or specific approvers/processors to show workflow process details and performance. Does not include Org Unit or Trip End Date.

Section 5: TeamWorks Financial Reports

GL Reports:

GLXXX0902	GL Offline Travel Interface Report	The Local Travel Administrators will need to review the GLXXX0902 (GL Offline Interface) report daily to ensure all transactions have posted into TeamWorks. This report will provide General Ledger Journal Entries created for Company Paid transactions that were extracted from Concur.

AP Reports

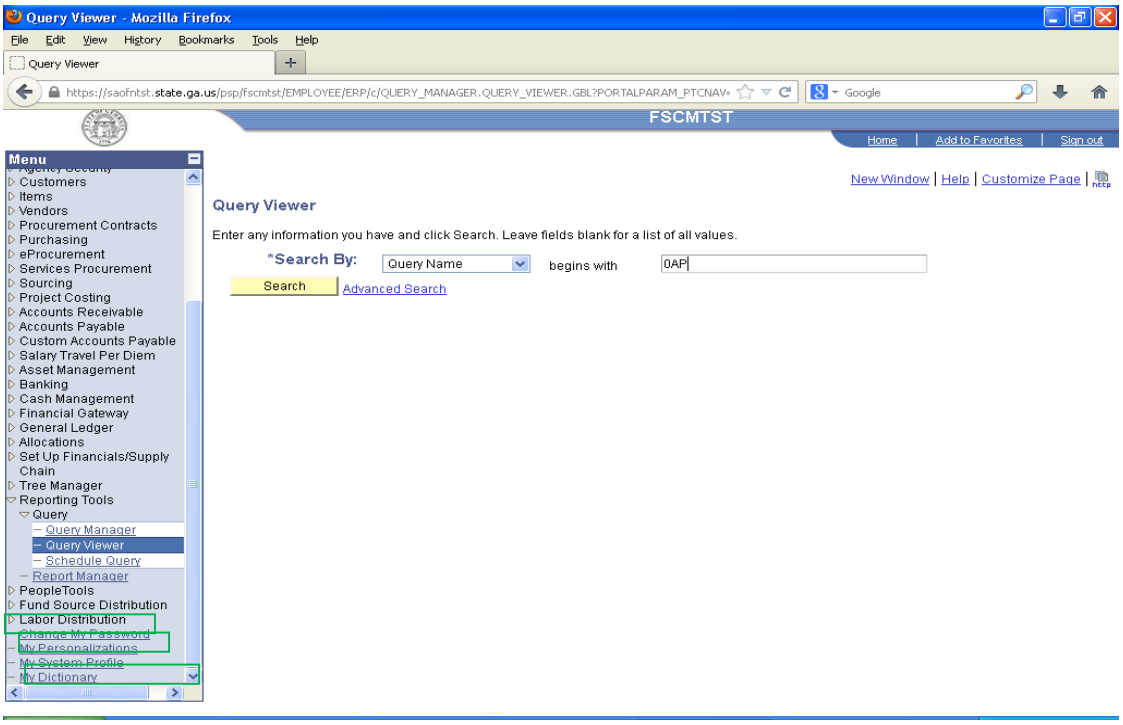
APXXX0401	Budget Exceptions	This report lists vouchers and provides an error description of each voucher line that did not pass budget checking.
APXXX0402	Daily Input Report	This report lists vouchers that were processed through AP including regular vouchers, PO vouchers, Labor, Payroll and regular offline transactions.
APXXX0404	Payables Due Proof Report	This report lists payables selected for payment based on the vouchers scheduled due date.
APXXX0408	Payment Activity Report	This report lists detailed payment information sorted by Voucher ID for system checks, manual checks, express checks, EFT payments, and wire transfers.
APXXX0419	Travel Expense Report	This report lists vouchers for Travel Payments. Monthly report will be produced automatically at each month-end close.
APXXX0855	Offline Travel Voucher Interface Report	This report will provide Accounts Payable vouchers created for employee travel reimbursements that were extracted from Concur.

Section 6: How to Edit TTE Vouchers in TeamWorks Financials

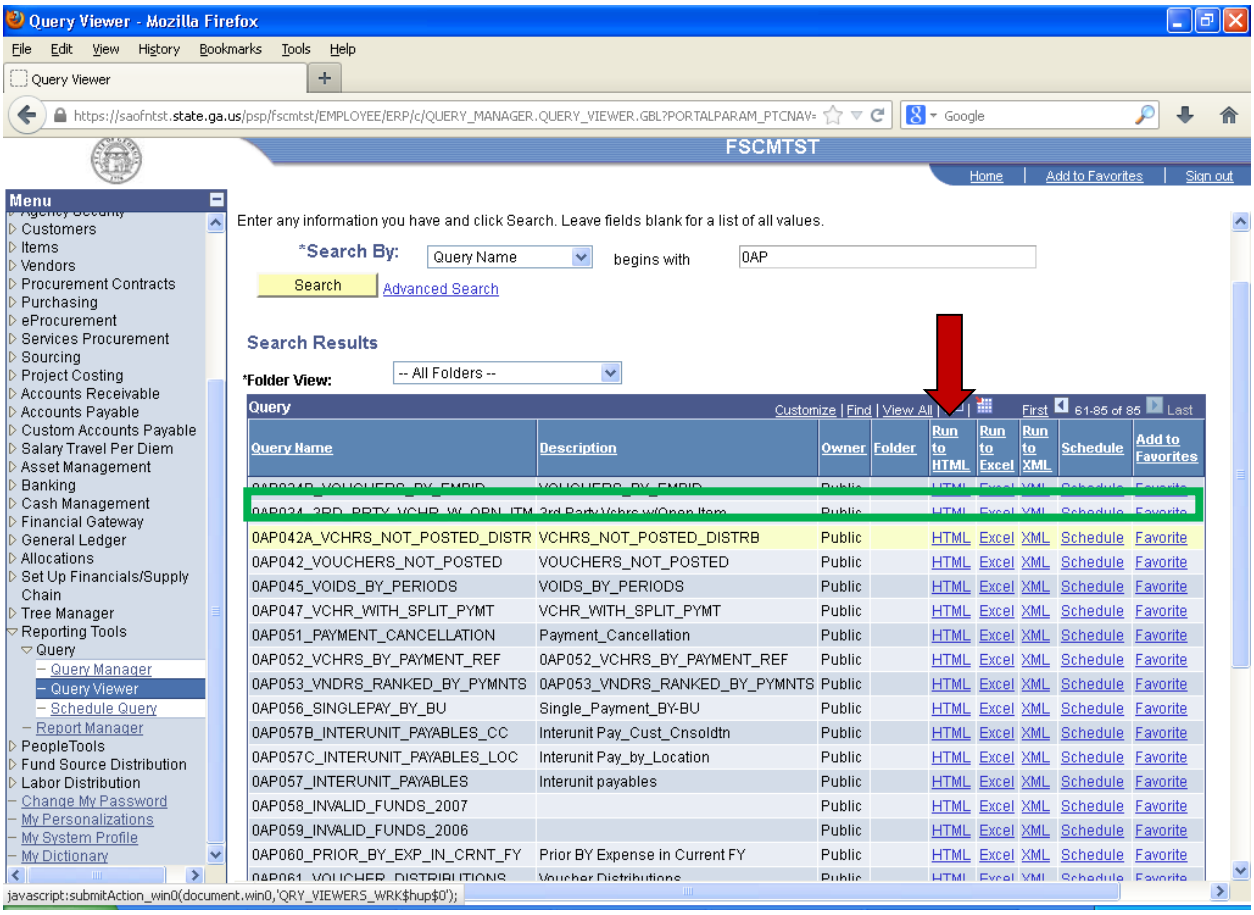
After the nightly data extract from TTE and the file is import into TeamWorks completes, the system runs a Voucher Build. On that day you have the ability to edit the vouchers created from TTE transactions.

Step 1: Access the Query Viewer

TW Navigation: *Reporting Tools> Query>Query Viewer*

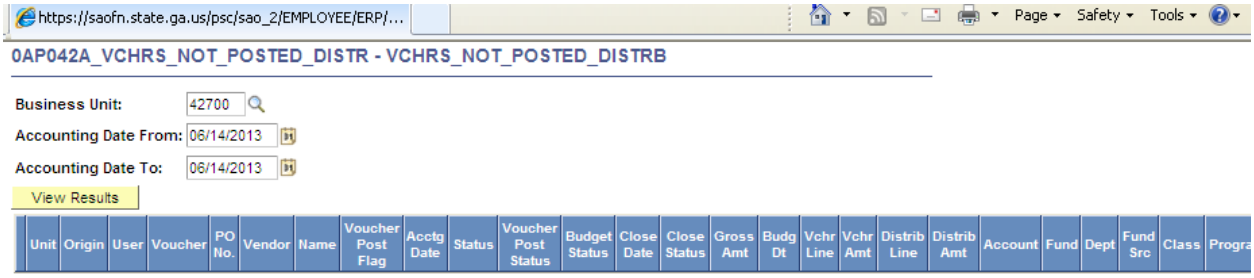


Step 2: Run **Query 0AP042A_VCHRS_NOT_POSTED_DISTR** in TeamWorks Financials (This query will show all transactions extracted from TTE on the prior day)



Step 3:
Enter the **Agency's Business Unit**.
Enter the **Accounting Date From** = day after extraction from TTE
Enter **Accounting Date To** = date after extraction from TTE

For our Example: *TTE transaction extracted for business day 06/13/13; Extract processed in TW 06/14/13*
Agency Business Unit: 42700
Accounting Date From: 06/14/2013
Accounting Date To: 06/14/2013



Step 4:
Once the query runs in Excel, filer: **Origin** "TRV". The query will show all travel payments extracted the prior day.

Agencies may review any of the vouchers listed and edit invoice information, payment information, or place vouchers on hold.

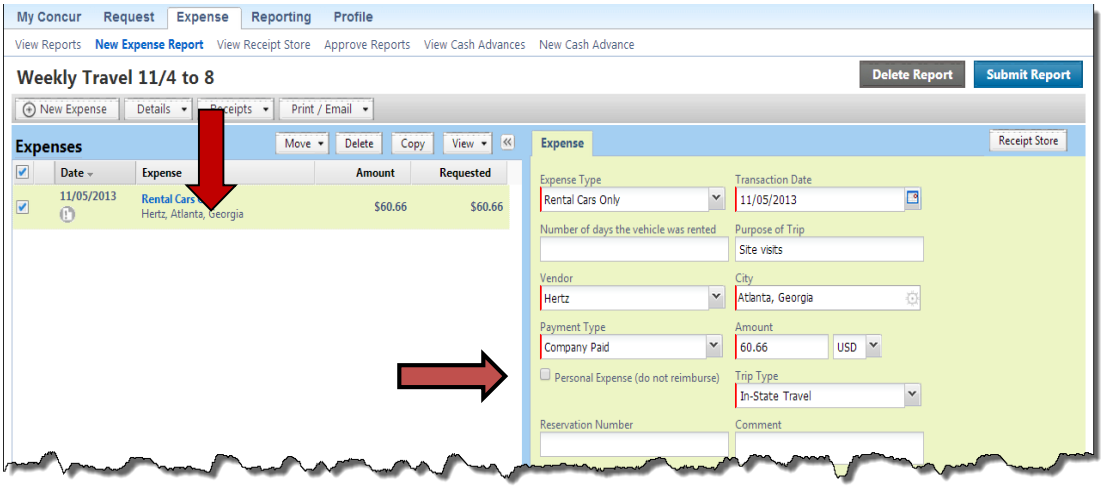
Section 7: Travel Payments and Reconciliation

Rental Cars

Suggested TTE Reports to Run:

- *Car Rental Detail Report 1* (includes Record Locator #)
- *Car Rental Expensed Not Booked in Concur Travel*
- *Car Rental Expenses Not Booked in Concur Travel (Details)* – includes City/Location field and no subtotals
- *Unassigned CC & Itineraries* – includes 2 tabs (Unassigned Credit Cards_1 (credit card transactions not assigned to an expense report) and Unassigned Itineraries_2 (travel itineraries not assigned to an expense report)

When a traveler books a rental car using TTE, the payment type for the car rental defaults to "company paid" and no out of pocket expense is incurred by the employee. However, the employee is required to include this expense on his/her travel expense statement in TTE even though the employee is not being reimbursed for the charge.



When the travel expense statement is approved and extracted to TeamWorks nightly, the following accounting entries occur in the General Ledger module:

Debit 640XXX – Travel – Rental Car

- 640006 Travel – In State Rental Car
- 640025 Travel – Out of State Rental Car
- 640039 Travel – International Rental Car

Credit 200006 – Travel Clearing Account - Direct Bill (Rental Car/Hotel).

Each agency receives an invoice from the rental car company directly. (Hertz and Enterprise are the current State contracted vendors). When the agency pays the invoice in TeamWorks, the agency should use the following as the expense account for payment:

Debit 200006 – Travel Clearing Account - Direct Bill (Rental Car/Hotel)

In the above scenario, the expense is properly recorded and the clearing account balance is zero. Each agency should be monitoring their rental car expenditures and reconciling their clearing account quarterly (at a minimum) to ensure that:

- Employees are filing their expense reports for rental cars timely
- All invoices being paid are coded properly
- Balances in the clearing account are justified

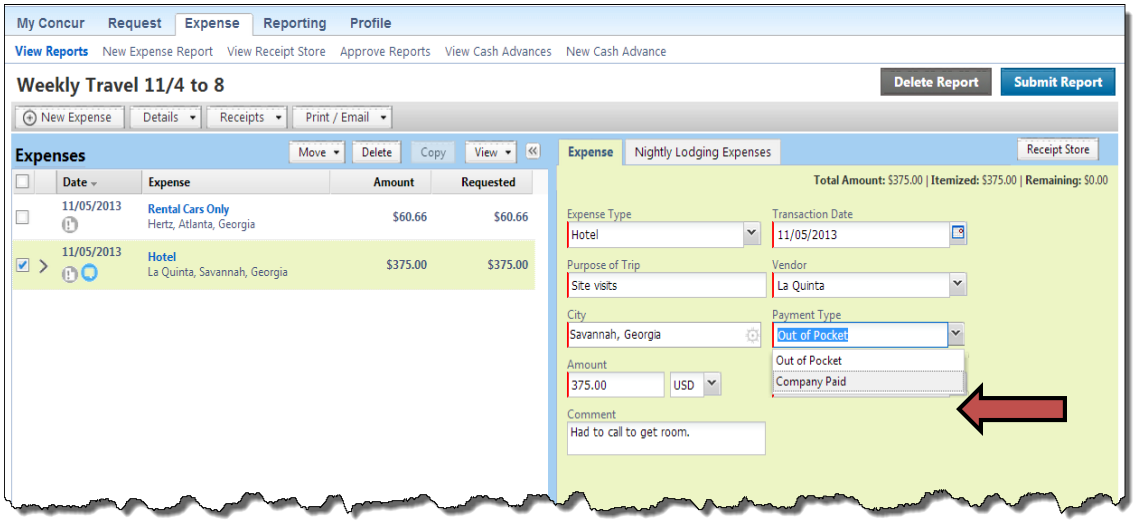
Please note that any reservations made outside the TTE system will not follow the same accounting entries as what is described above. Reservations made outside the TTE system will result in the invoice being coded to the appropriate travel account, directly, and not the 200006 account.

Direct Bill Hotels

Suggested TTE Reports to Run:

- *Hotel Expense Entry Analysis*
- *Hotel Stays Expensed Not Booked in Concur Travel (Details)*
- *Unassigned CC & Itineraries* – includes 2 tabs (Unassigned Credit Cards_1 (credit card transactions not assigned to an expense report) and Unassigned Itineraries_2 (travel itineraries not assigned to an expense report)

When a traveler enters an expense for a direct billed hotel in TTE, the payment type for the hotel needs to be adjusted to "Company Paid" as no out of pocket expense has been incurred by the employee. The employee is required to include this expense on his/her travel expense statement in TTE even though the employee is not being reimbursed for the charge and did not make the reservation through the TTE system.



When the travel expense statement is approved and extracted to TeamWorks nightly, the following accounting entries occur in the General Ledger module:

Debit 640XXX – Travel – Hotel

- 640003 Travel – In State Hotel
- 640022 Travel – Out of State Hotel
- 640036 Travel – International Hotel

Credit 200006 – Travel Clearing Account - Direct Bill (Rental Car/Hotel)

Each agency receives an invoice from the hotel directly. When the agency pays the invoice in TeamWorks, the agency should use the following as the expense account for payment:

Debit 200006 – Travel Clearing Account - Direct Bill (Rental Car/Hotel)

In the above scenario, the expense is properly recorded and the clearing account balance is zero. Each agency should be monitoring their direct bill hotel expenditures and reconciling their clearing account quarterly (at a minimum) to ensure that:

- Employees are filing their expense reports for direct bill hotels timely
- All invoices being paid are coded properly
- Balances in the clearing account are justified

Please note that any reservations made outside the TTE system will not follow the same accounting entries as what is described above. Reservations made outside the TTE system will result in the invoice being coded to the appropriate travel account, directly, and not the 200006 account.

AirPlus (Airfare)

When a traveler books airfare using TTE, the payment type for the airfare is "company paid." The employee is required to include this expense on his/her travel expense statement in TTE even though the employee is not being reimbursed for the charge.

When the travel expense statement is extracted to TeamWorks nightly, the following accounting entries occur in the General Ledger module:

Debit 640XXX – Travel – Commercial Transportation

- 640005 Travel – In State Commercial Transportation
- 640024 Travel – Out of State Commercial Transportation
- 640038 Travel – International Commercial Transportation

Credit 196060 – Travel Clearing Account (Distributed)

The State Accounting Office (SAO) receives a consolidated invoice from AirPlus and is responsible for paying AirPlus on behalf of the TTE agencies. The AirPlus invoice includes charges for airfare, as well as <u>all</u> fees assessed by the travel agency (Travel Incorporated) for any reservation made using the TTE system. When SAO pays the invoice in TeamWorks, A/P vouchers are set up for each impacted agency and A/P vouchers are coded as follows:

Debit 196061 – Travel Clearing Account (Undistributed)

SAO uses default chart field information including Department, Program, Fund, Funding Source, and Project that is supplied by the agency during the TTE onboarding process.

Each impacted agency receives a copy of the AirPlus invoice, along with supporting documentation for their files.

In the above scenario, the expense is properly recorded and the clearing accounts (196060 and 196061) should <u>net to zero</u>. Each agency should be monitoring their airfare expenditures and reconciling their clearing accounts quarterly (at a minimum) to ensure that:

- Employees are filing their expense reports for airfare timely
- Balances in the clearing accounts can be justified

TTE/Concur

SAO receives a consolidated invoice from Concur monthly and is responsible for paying Concur on behalf of the TTE agencies. The Concur invoice includes fees for each expense report submitted at least once in Concur.

Contractually, expense report fees are initiated <u>the first time an expense report is submitted by the employee</u>. We encourage you to suggest that expense reports not be deleted if it has been submitted by an employee at all, but rather that they edit and reused the report as the process fee is assessed on the initial submission and will not be credited by Concur due to deletion. Again, the report process fee is triggered once at the moment the initial Submit is elected by the employee.

Concur also invoices a separate line item for "select access fees" for specific airline access. This is a contractual process fee and is in addition to the expense report process fee. This fee is not assessed by the airlines but by Concur.

When SAO pays the invoice in TeamWorks, A/P vouchers are set up for each impacted agency and A/P vouchers are coded as follows:

Debit 651010 – Per Diem & Fees – Other Fees

SAO uses default chart field information including Department, Program, Fund, Funding Source, and Project that is supplied by the agency during the TTE onboarding process. Agencies are authorized to enter Adjustment Vouchers, as needed, if an agency desires to reallocate expenditures for Concur.

Each impacted agency receives a copy of the Concur invoice, along with supporting documentation for their files.

Queries and Reports

Agencies can run the following queries in TeamWorks to assist with the reconciliation process:

- 0AP005 – VERIFY_EXP
- 0GL076 – 4092X GG REPORT

Agencies can run the following report in Concur to assist with the reconciliation process:

- 196060 Extracted Reconciliation

Agencies can also use the AirPlus and Concur supporting documentation (provided by SAO) to assist with the reconciliation process.

Reconciling Transactions Extracted from TTE into TeamWorks

<u>Document Direct Reports and the TTE Detail Report – Extracted (sent for payment date) to Reconcile Accounts</u>

1. **Run the Detail Report- Extracted (sent for payment date) from Reporting in Concur.**

Enter the business date or date range you want to reconcile. The Date Sent for Payment is the date the Back Office releases the items for payment. The Extracted Date is the date TTE/Concur extracted the data to make it available for processing into TeamWorks.

TTE Entries cut off at 6pm daily. Any transaction after 6pm will not be extracted by TTE until the next business day.

The report date shown in Document Direct represents the date the items were processed by SAO and not the date the transactions were released or extracted from TTE. Most times there is a one <u>business</u> day lag between the Date Extracted in TTE and the Document Direct report date. There can be exceptions.

- Although TTE extracts data daily, SAO does <u>not</u> process any data on holidays or weekends
    - The SAO process for Document Direct documents runs between 7am and 10am Monday through Friday except for Holidays.
- The Sent for Payment Date and the Extracted Date may not be the same in the Detail Report-Extracted (sent for payment date).

- The Document Direct report date will generally be the next business day after the Extracted Date in the TTE Detail Report-Extracted (sent for payment date) if no holiday was involved.

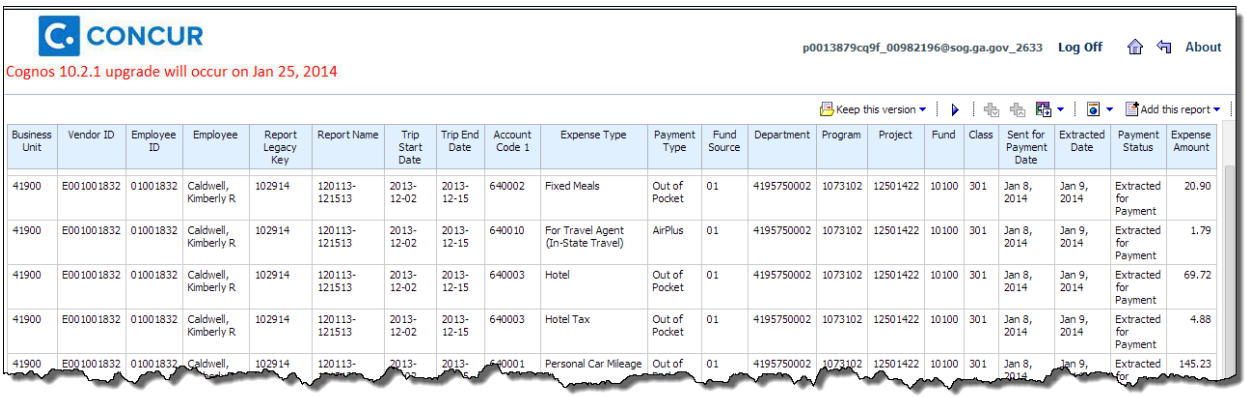
    - TTE data from Friday's activity would usually have a Monday date in Document Direct as long as Monday was not a holiday and would also contain any Saturday through Sunday data extracted by TTE.

    - Data from Friday, when Monday is a holiday, would have a Tuesday report date in Document Direct and would also contain any Saturday through Monday TTE data extracted by TTE.

    - IF SAO is closed for any reason during the normal work week data is processed the next business day and reports would have that business date.

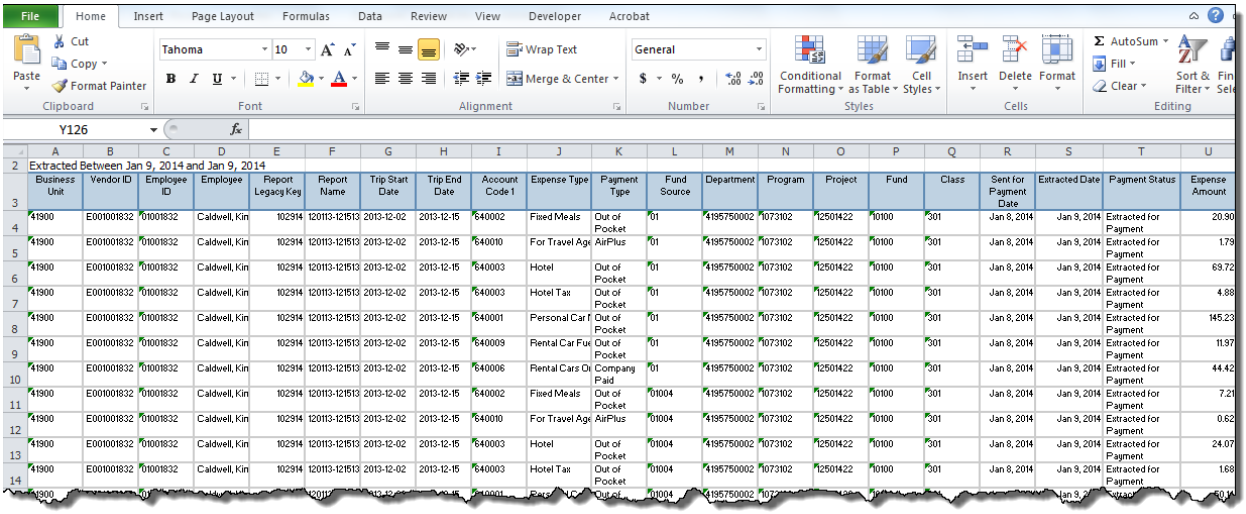
    - On very rare occasions the Document Direct report date can be the same as the Extracted Date in the TTE report.

The Detail Report-Extracted (sent for payment) as displayed in TTE Reporting does not have subtotals or grand totals.



Business Unit	Vendor ID	Employee ID	Employee	Report Legacy Key	Report Name	Trip Start Date	Trip End Date	Account Code 1	Expense Type	Payment Type	Fund Source	Department	Program	Project	Fund	Class	Sent for Payment Date	Extracted Date	Payment Status	Expense Amount
41900	E001001832	01001832	Caldwell, Kimberly R	102914	120113-121513	2013-12-02	2013-12-15	640002	Fixed Meals	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	20.90
41900	E001001832	01001832	Caldwell, Kimberly R	102914	120113-121513	2013-12-02	2013-12-15	640010	For Travel Agent (In-State Travel)	AirPlus	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	1.79
41900	E001001832	01001832	Caldwell, Kimberly R	102914	120113-121513	2013-12-02	2013-12-15	640003	Hotel	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	69.72
41900	E001001832	01001832	Caldwell, Kimberly R	102914	120113-121513	2013-12-02	2013-12-15	640003	Hotel Tax	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	4.88
41900	E001001832	01001832	Caldwell,	102914	120113-	2013-	2013-	640001	Personal Car Mileage	Out of	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9,	Extracted for	145.23

View the report in Excel by clicking on the icon and selecting the appropriate Excel options.



Extracted Between Jan 9, 2014 and Jan 9, 2014

Business Unit	Vendor ID	Employee ID	Employee	Report Legacy Key	Report Name	Trip Start Date	Trip End Date	Account Code 1	Expense Type	Payment Type	Fund Source	Department	Program	Project	Fund	Class	Sent for Payment Date	Extracted Date	Payment Status	Expense Amount
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640002	Fixed Meals	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	20.90
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640010	For Travel Age	AirPlus	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	1.79
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640003	Hotel	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	69.72
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640003	Hotel Tax	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	4.88
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640001	Personal Car F	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	145.23
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640009	Rental Car Fue	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	11.97
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640006	Rental Cars Ou	Company Paid	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	44.42
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640002	Fixed Meals	Out of Pocket	01004	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	7.21
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640010	For Travel Age	AirPlus	01004	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	0.62
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640003	Hotel	Out of Pocket	01004	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	24.07
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640003	Hotel Tax	Out of Pocket	01004	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	1.68

Save the report to your PC or Laptop with the appropriate date.

2. Obtain Document Direct GLXXX0902 and APXXX0855 reports

Open the **GLXXX0902** (GL Offline Travel Interface-General Ledger Report) for a specific date from Document Direct.

Print or export the report. Then do the same with the **APXXX0855** (Offline Travel Voucher Interface – Accounts Payable Report).

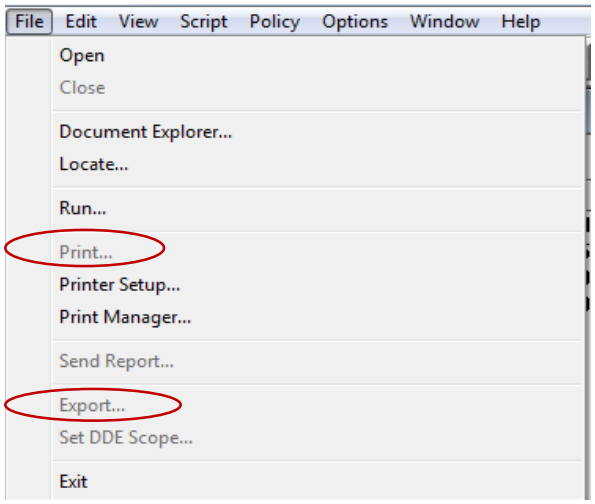
Note: XXX=Agency Business unit number, 404, 419, 427, etc.

You may Print or Export these reports in Document Direct by selecting **File.**

Note: Generally the Print function should be fine.

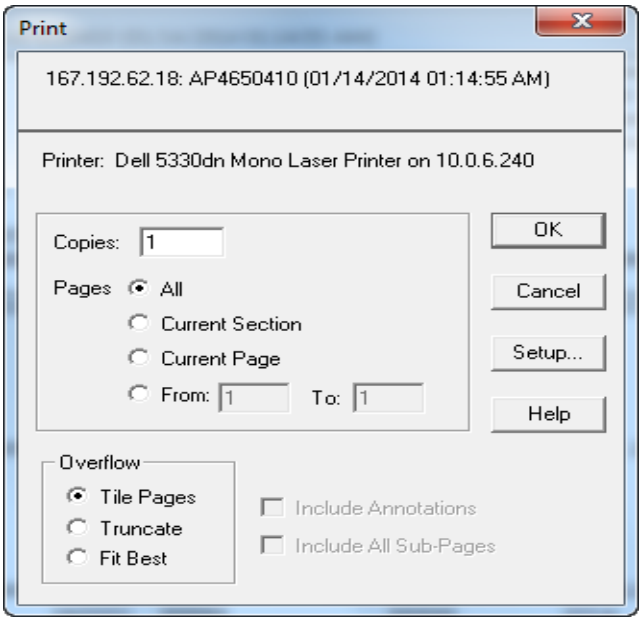
Document Direct - Print or Export option

- Select the Print or Export Option

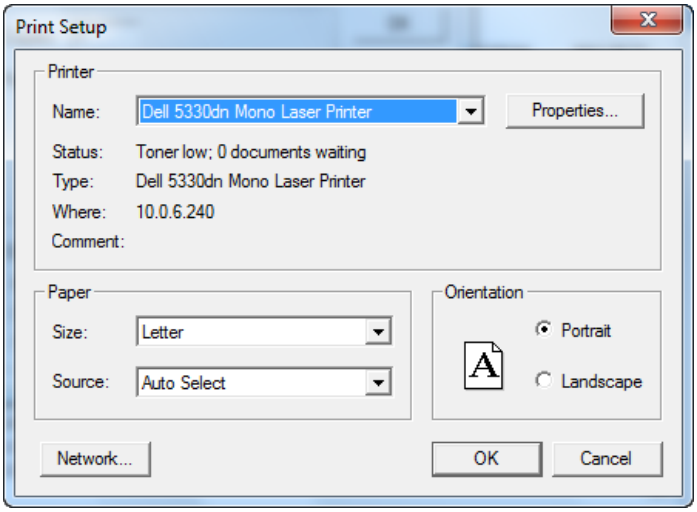


Note: A document must be open or the Print and Export functions are grayed out and not available.

- To Print the report:
  - Select **Print**
  - Verify the **Copies** and **Pages** options



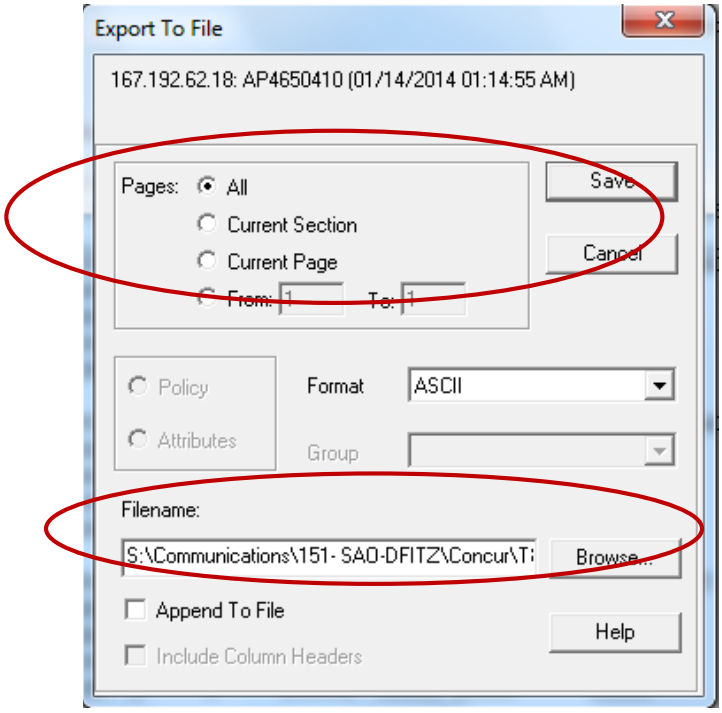
  - Click **OK** or select **Setup** to use a different printer



- Choose the desired printer
- Click **OK**
- Click **OK** again to print

o To Export the report:

- Select **Export**
- Verify the **Pages** option. If in doubt, select **All** to ensure you export the entire report.
- Specify the location to export to in **Filename:** and alter the name of the document if desired.

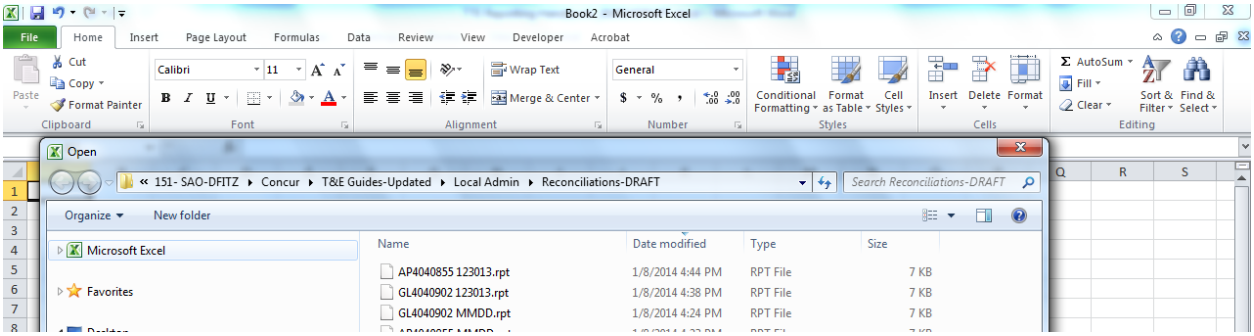


Note: Document Direct exports documents with the file extension .RPT

To manipulate the exported data, import it into Excel.

- Open Excel and then select the GLXXX0902.rpt or APXXX0855.rpt report from the saved location.

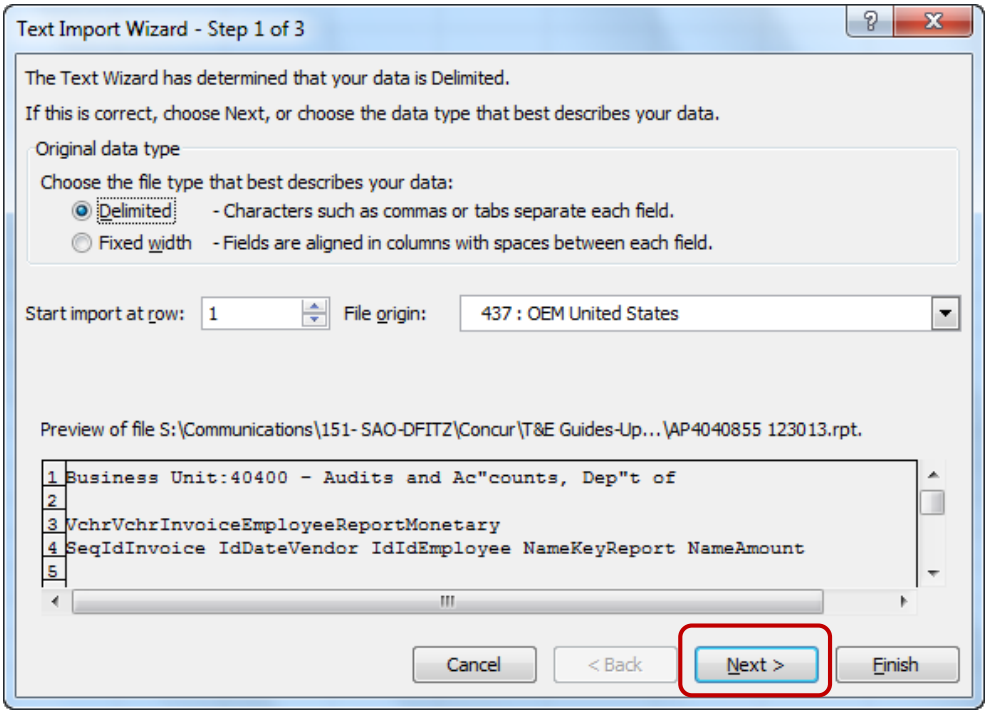
Note: XXX= Agency Business Unit Number 404, 419, 427, etc.



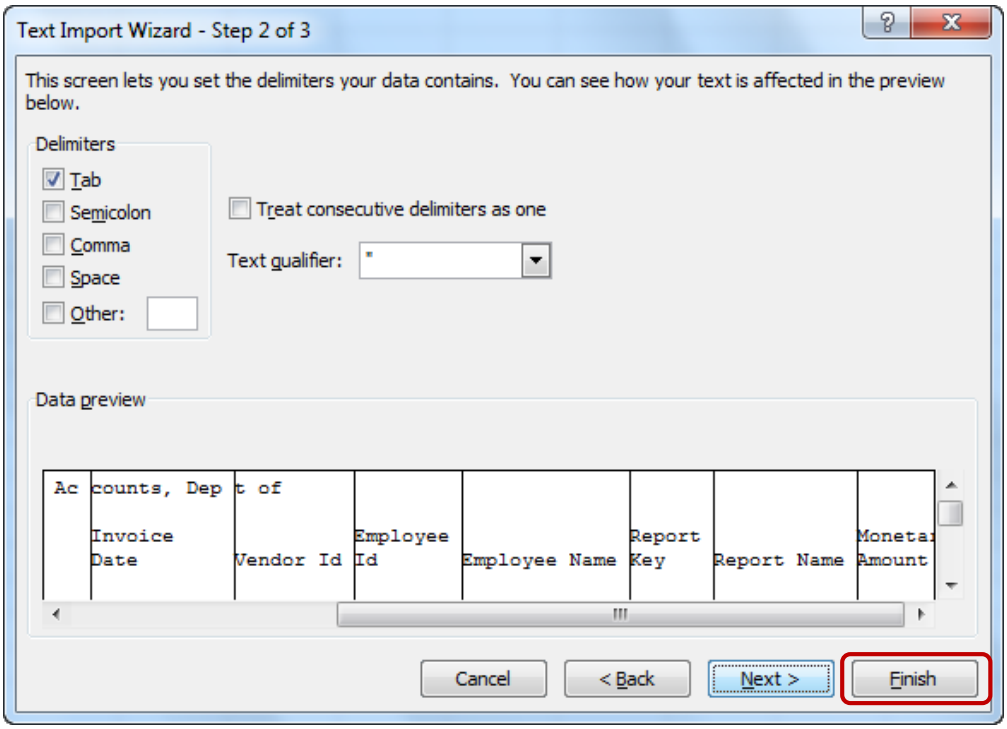
- The documents exported from Document Direct will have an extension of RPT.

Example Excel Import process when APXXX0855.rpt (Offline Travel Voucher Interface – Accounts Payable) is selected

- Click on the report to open the Text Import Wizard



- Click **Next**



- Click **Finish**.

The data imports into Excel and you can manipulate the data as you need. You have the full functionality of Excel once the report is in Excel.

> **Note:** If there is a large amount of data you will see sections for page headers, you can simply delete these lines in Excel to make working with the data easier.

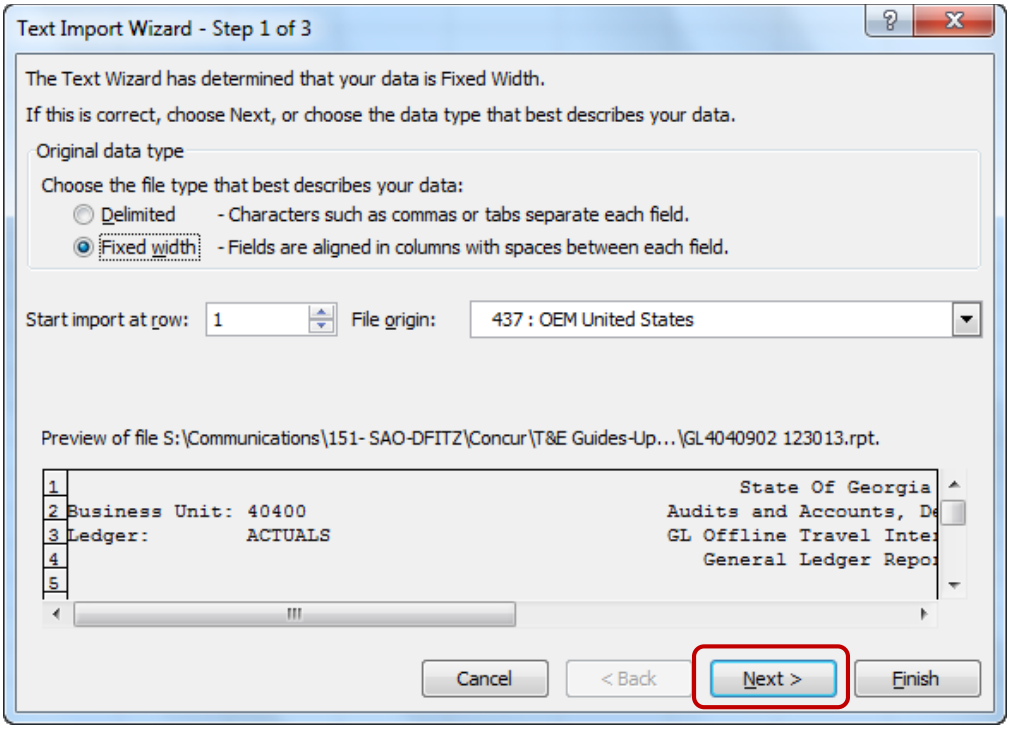
A1 fx Busine

	A	B	C	D	E	F	G	H	I	J
1	Busine	ss Unit:	40400 - Au	counts, Dep	t of					
2										
3	Vchr	Vchr		Invoice		Employee		Report		Monetary
4	Seq	Id	Invoice Id	Date	Vendor Id	Id	Employee	Key	Report Na	Amount
5										
6										
7	105788	NEXT	105788 11	11/7/2013	339835	885578	Bibby,Am	105788	Augusta	409.28
8	105791	NEXT	105791 11	11/15/2013	339835	885578	Bibby,Am	105791	Milledgev	54.24
9	104221	NEXT	104221 12	12/11/2013	482675	970942	Schuenem	104221	Towns Co	100.4
10	104288	NEXT	104288 12	12/12/2013	522437	995448	Morton,Je	104288	Atlanta Pu	10
11	105846	NEXT	105846 12	12/19/2013	E00101128	1011288	Bruder,Eri	105846	KRISHNA	491.5
12	105807	NEXT	105807 12	12/19/2013	E00101128	1011289	Lam,Victo	105807	COAM AU	442.75
13										
14									====	==========
15					Total Mo	netary Am	ount for a	Vouchers	=	1,508.17
16					St	ate Of Ge	orgia			
17					Audits an	d Account	s, Dept of		Report ID:	AP4040855
18					Offline Tr	vel Vouch	er Interface		Print Date	1/6/2014
19					Account	s Payable	s Report		Page:	2
20									PS ID:	APS8055X
21										
22	Busine	ss Unit:	40400 - Au	counts, Dep	t of					
23										
24	Vchr	Vchr		Invoice		Employee		Report		Monetary
25	Seq	Id	Invoice Id	Date	Vendor Id	Id	Employee	Key	Report Na	Amount
26										
27										
28										
29	======	========	==========							
30	4040	0 TRANSA	CTION TOTALS							
31	======	========	==========							
32										
33	Total	Number C	f Voucher	essed:	6					
34	Total	Number C	f Lines Processed:		6					
35	Total	Number C	f Distribut	rocessed:	54					
36										
37	Total	Number C	f Voucher	rted:	6					
38	Total	Number C	f Lines Inserted:		6					

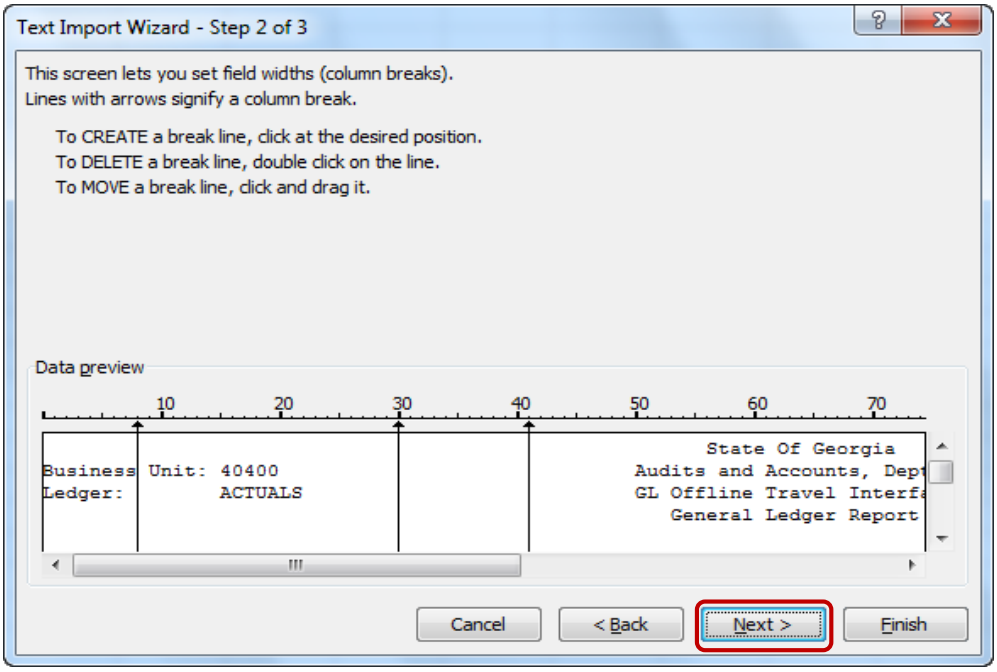
Note the Total of the vouchers created. In this example it is $1,508.17 which represents the total of the AP Vouchers created from the TTE/Concur Extract.

Example Excel Import process when GLXXX0902 - GL Offline Travel Interface / General Ledger Report is selected:

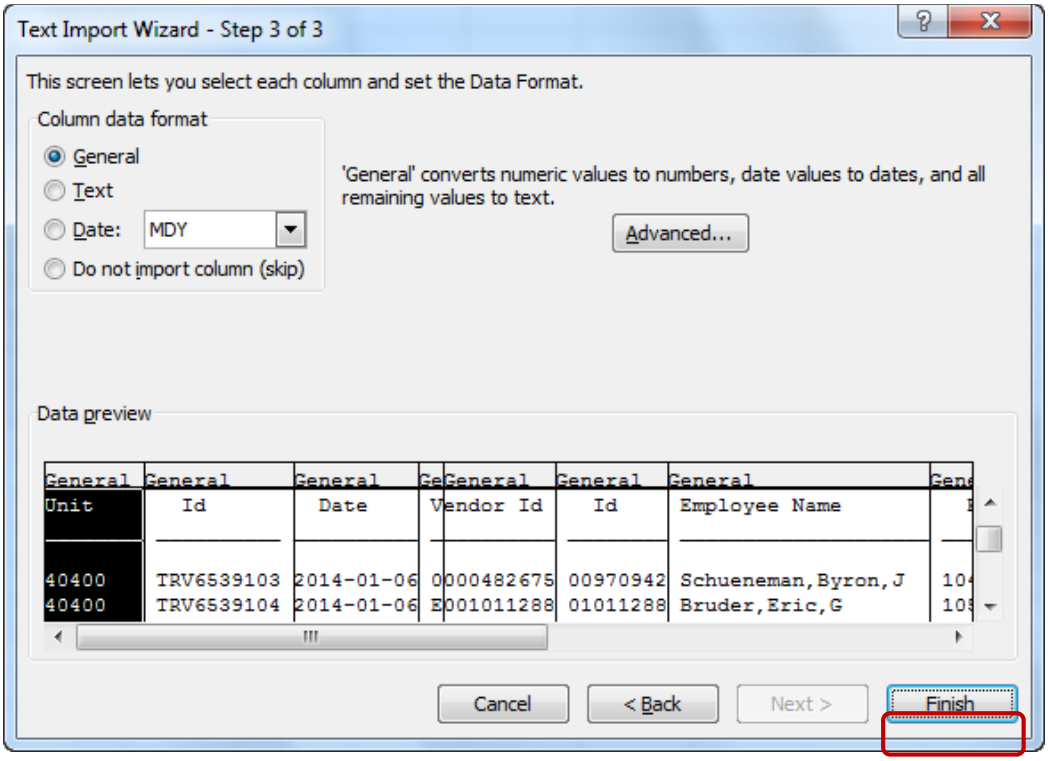
- The Text Import Wizard – Step 1 opens.



- You can start the import at row 1 or a lower row to bypass the report header information if you choose.
- Click **Next**



- Scroll down past the header information and a cross to verify that the columns are correct. You can add, delete or move (change) a column as detailed in the Text Import Wizard – Step 2.
- We suggest adding a column between **ID** and **Date**, between **ID** and **Employee name**, and between **Employee Name** and **Key**.
- Click **Next**
- Step 3 of the Text Import Wizard appears



Click **Finish**

The data is now in Excel and you can manipulate it using any of the Excel functionality as needed.

	A	B	C	D	E	F	G	H	I	J	K
1						State Of Ga					
2	Business	Unit: 40400				Audits and	Dept of		Report ID:	GL4040902	
3	Ledger:	ACTUA	LS			GL Offline	erface		Print Date	1/6/2014	
4						General Le	ort		Page:	1	
5									PS ID:	GLS9002X	
6											
7	Bus	Journal	Journal		Employee		Report				
8	Unit	Id	Date	Vendor Id	Id	Employee	Key	Report Na	Monetary Amount		
9	_____	_____	_____	_____	_____	_____	_____	_____	_____		
10											
11	40400	TRV65391	1/6/2014	482675	970942	Schuenem	104221	Towns Co	4.27		
12	40400	TRV65391	1/6/2014	E00101128	1011288	Bruder,Eri	105846	KRISHNA	4.27		
13	40400	TRV65391	1/6/2014	E00101128	1011288	Bruder,Eri	105846	KRISHNA	4.27		
14	40400	TRV65391	1/6/2014	E00101128	1011289	Lam,Victo	105807	COAM AU	4.27		
15	40400	TRV65391	1/6/2014	E00101128	1011289	Lam,Victo	105807	COAM AU	4.27		
16											
17									==========		
18						Total Mon	t for all	Passed Jo	21.35		
19						State Of Gia					
20	Business	Unit: 40400				Audits and	Dept of		Report ID:	GL4040902	
21	Ledger:	ACTUA	LS			GL Offline	erface		Print Date	1/6/2014	
22						General Le	ort		Page:	2	
23									PS ID:	GLS9002X	
24											
25	Bus	Journal	Journal		Employee		Report				
26	Unit	Id	Date	Vendor Id	Id	Employee	Key	Report Na	Monetary Amount		
27	_____	_____	_____	_____	_____	_____	_____	_____	_____		
28											
29											
30											
31	========	=========	========								
32	40400	TRANSAC	TOTALS								
33	========	=========	========								
34	Journal	Headers =	5								
35	Journal	Lines =	3								
36	Journal	Unknown	0								
37		--	--------								
38	Total Re	cords =	8								

Note the total of the GL Entries made. In this example it is $21.35. This represents Cash Advance Returns, Air Plus and Company Paid Payment Type items on the expense reports extracted from TTE/Concur.

3. Open the Excel report you created in #1

After you export the Detail Report-Extracted (sent for payment) into Excel you can add a couple of totals that will make reconciliation of transactions from TTE into TeamWorks relatively easy.

Sample of TTE data viewed in Excel with helpful totals added:

Extracted Between Jan 9, 2014 and Jan 9, 2014

Business Unit	Vendor ID	Employee ID	Employee	Report Legacy Key	Report Name	Trip Start Date	Trip End Date	Account Code 1	Expense Type	Payment Type	Fund Source	Department	Program	Project	Fund	Class	Sent for Payment Date	Extracted Date	Payment Status	Expense Amount
													A	B	C	D	E	F	G	H
													Expense Amount Column TOTAL	Air Plus Payment Type TOTAL	Company Paid Payment Type TOTAL	Cash Advance Return Payment Type TOTAL	Total GL on TTE Rpt (B+C+D)	TL 0902 RPT from Document Direct	Net TTE RPT - AP (A-E)	TL 0855 RPT from Document Direct
													5769.94	25.62	463.42	0.00	489.04	489.04	5280.90	5280.90

State Of Georgia
Community Health, Dept. of
GL Offline Travel Interface
General Ledger Report

Business Unit: 41900
Ledger: ACTUALS

Report ID: GL4190902
Print Date: 01/09/2014
Page: 1
PS ID: GLS9002X

Bus Unit	Journal Id	Journal Date	Vendor Id	Employee Id	Employee Name	Report Key	Report Name	Monetary Amount
41900	TRV6539144	2014-01-09	0000421059	00256965	Delk,Deborah,M	102687	Gwinette & Summitrid	99.22
41900	TRV6539145	2014-01-09	0000024411	00312387	Mathews,Jodie,R	97612	Duluth, Augusta, Mar	15.08
41900	TRV6539146	2014-01-09	0000024411	00312387	Mathews,Jodie,R	97612	Duluth, Augusta, Mar	247.64
41900	TRV6539147	2014-01-09	E000844158	00844158	Love,Angela,P	105917	Soperton / Dublin	0.62
41900	TRV6539148	2014-01-09	E000844158	00844158	Love,Angela,P	105917	Soperton / Dublin	7.92
41900	TRV6539149	2014-01-09	E000894919	00894919	Steele,Dana,A	103423	Ft. Valley	0.62
41900	TRV6539150	2014-01-09	E000894919	00894919	Steele,Dana,A	103423	Ft. Valley	7.92
41900	TRV6539151	2014-01-09	E001001832	01001832	Caldwell,Kimberly,R	102914	120113-121513	0.62
41900	TRV6539152	2014-01-09	E001001832	01001832	Caldwell,Kimberly,R	102914	120113-121513	109.40

Total Monetary Amount for all Passed Journals = 489.04

F

State Of Georgia
Community Health, Dept. of
Offline Travel Voucher Interface
Accounts Payables Report

Report ID: AP4190855
Print Date: 01/09/2014
Page: 1
PS ID: APS8055X

Business Unit: 41900 - Community Health, Dept. of

Vchr Seq	Vchr Id	Invoice Id	Invoice Date	Vendor Id	Employee Id	Employee Name	Report Key	Report Name	Monetary Amount
102687	NEXT	102687 120313-121813	12/18/2013	0000421059	00256965	Delk,Deborah,M	102687	Gwinette & Summ	223.76
97612	NEXT	97612 110413-121813	12/18/2013	0000024411	00312387	Mathews,Jodie,R	97612	Duluth, Augusta	498.16
100005	NEXT	100005 110413-111413	11/14/2013	0000252559	00835346	Smith,Debra,E	100005	Travel Expense	328.85
105585	NEXT	105585 111813-121013	12/10/2013	0000252559	00835346	Smith,Debra,E	105585	EXPENSE REPORT	638.48
106093	NEXT	106093 122613-122613	12/26/2013	0000252559	00835346	Smith,Debra,E	106093	EXPENSE REPORT	114.70
105917	NEXT	105917 111813-120513	12/05/2013	E000844158	00844158	Love,Angela,P	105917	Soperton / Dubl	1,194.22
103423	NEXT	103423 120913-121913	12/19/2013	E000894919	00894919	Steele,Dana,A	103423	Ft. Valley	1,213.88
105925	NEXT	105925 123013-123113	12/31/2013	E000894919	00894919	Steele,Dana,A	105925	Montezuma	293.14
106120	NEXT	106120 121613-123113	12/31/2013	0000494828	00977558	Floyd,LaShika,O	106120	Metro ATL	174.03
102914	NEXT	102914 120213-121513	12/15/2013	E001001832	01001832	Caldwell,Kimberly,R	102914	120113-121513	601.66

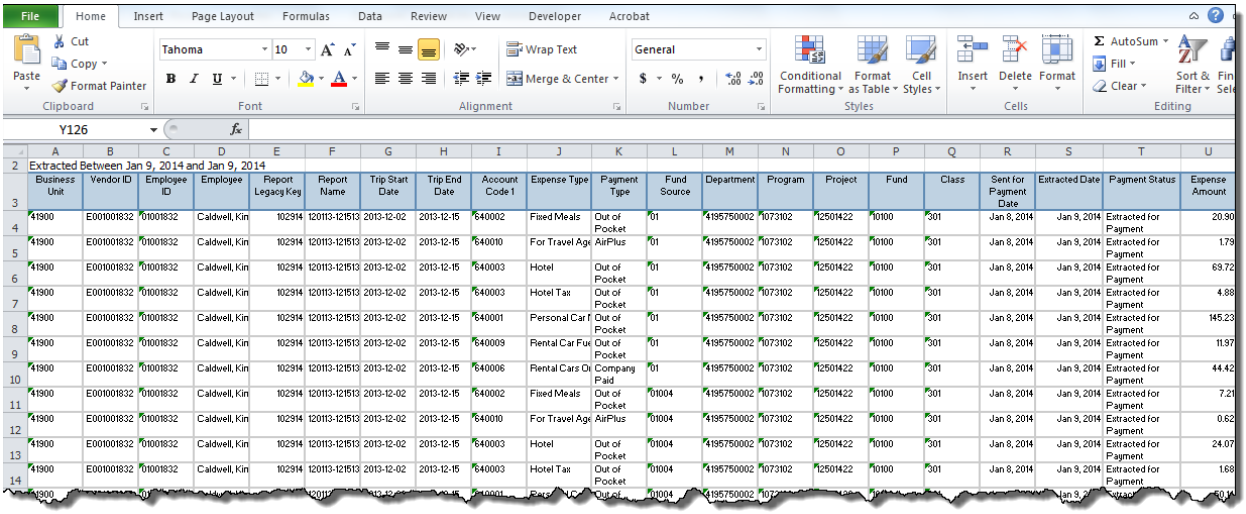
Total Monetary Amount for all Passed Vouchers = 5,280.90

H

- Add a total for the **Expense Amount** column (See A above)
- Use the Excel **SUMIF** function to create totals for AirPlus (See **B** above), Company Paid (See **C** above) and Cash Advance Return (See **D** above) transactions in the Payment Type column (column **K**) in the report.
  - Sumif (Kx:Kxxx,"AirPlus", Ux:Uxx
  - Sumif (Kx:Kxxx,"Company Paid", Ux:Uxx
  - Sumif (Kx:Kxxx,"Cash Advance Return", Ux:Uxx

  Note: xx= line numbers in Excel Report

- Create a total for **B,C,D** only (See **E** above)
  - This should be the same total that appears on the GLXXX0902 report from Document Direct (See **F** above)
  - I created a place to enter the Document Direct total (See **E** above)
  - Total E (See E above)and F (See **F** above) should be the same
- Create a total to net the GL totals (See **E** above) from the Expense Amount Column Total (See A above)
  - Subtract **E** (See **E** above) from **A** (See **A** above) to create the total (See **G** above)
  - This total should equal the APXXX0855 total (See **H** above)
  - I created a place to enter the Document Direct total (See **H** above)
- The GL Total (See **F** above) in the Detail Report – Extracted (sent for payment) and the total on the GLXXX and the AP totals



Extracted Between Jan 9, 2014 and Jan 9, 2014

Business Unit	Vendor ID	Employee ID	Employee	Report Legacy Key	Report Name	Trip Start Date	Trip End Date	Account Code 1	Expense Type	Payment Type	Fund Source	Department	Program	Project	Fund	Class	Sent for Payment Date	Extracted Date	Payment Status	Expense Amount
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640002	Fixed Meals	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	20.90
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640010	For Travel Age	AirPlus	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	1.79
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640003	Hotel	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	69.72
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640003	Hotel Tax	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	4.88
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640001	Personal Car F	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	145.23
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640009	Rental Car Fue	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	11.97
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640006	Rental Cars Ou	Company Paid	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	44.42
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640002	Fixed Meals	Out of Pocket	01004	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	7.21
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640010	For Travel Age	AirPlus	01004	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	0.62
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640003	Hotel	Out of Pocket	01004	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	24.07
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640003	Hotel Tax	Out of Pocket	01004	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	1.68

What Do I Do If My Balances Do Not Tie?

Reporting imbalances between AP/GL report totals and the TTE Detail Report-Extracted (sent for payment) report is simple:

- Identify the issue using the TTE Detail Report – Extracted (sent for payment) from TTE and the GLXXX0902 and APXXX0855 Reports from Document Direct. You must document the transactions that did not appear in the GLXXX0902 or APXXX0855 report but were on the TTE Detailed Report-Extracted.
- Contact SAO Customer Care via phone at 404-657-3956 (Option 9) or 888-896-7771 (Option 9) or email to sao_travel@sao.ga.gov.
- Have the TTE and Document Direct Reports and the detailed documentation of the issue ready to transmit to SAO immediately when requested or include with the email if issue emailed to SAO Travel.

Once SAO TTE Support receives this detailed information, they will investigate and advise you of any corrective action necessary.

Section 8: Important Information to Consider for Departing Employees

Per the Statewide Travel Policy, travel expenses and advances must be reconciled within the TTE system as soon as possible, but no later than 45 calendar days after the completion of the trip or event. If your agency allows travel advances, any portion of an advance that was not used must be returned to the State, via check, within this same timeframe.

For agencies using the TTE System, travelers must submit all expenses in the TTE system, "matching" the expenses to the approved advance. Refer to the State's TTE System User Reference Guide for detailed procedures. To remain compliant with the Statewide Travel Policy regarding both expenses and travel advances TeamWorks Travel and Expense agencies have some important considerations to make before any full or part time employee leaves their agency.

In order to ensure accurate expense reconciliations, reimbursements of possible travel advances and to avoid unexpected budget impact, the TTE team recommends the following:

- Encourage Managers and/or HR to notify the TTE administrator before the employee leaves, when possible.
- Notify Managers and HR that TTE expense submissions **must** be made before the employee leaves or transfers out of your agency.
- Consider adding this reminder to your agency exit checklist.
- Run the following reports to identify outstanding expenses and unreconciled travel fees as well as cash advance balances (if applicable) which may be due.

  - ✓ **196060 Unassigned Transactions** - Detail of all AirPlus transactions not extracted into TeamWorks.
  - ✓ **Unsubmitted Expense Reports -** Detail of expense reports started but not submitted (no cash advances included).
  - ✓ **Cash Advance Analysis** - Identifies outstanding cash advance balances.
  - ✓ **Unsubmitted Expense Reports with Cash Advances -** Detail of expense reports with cash advances attached but not submitted.
  - ✓ **IRS Report –** Identifies if employee has any taxable expense reports.
  - ✓ **Unassigned CC & Itineraries -** identifies This report contains two tabs: Unassigned Credit Cards_1 (credit card transactions not assigned to an expense report), and Unassigned Itineraries_2 (travel itineraries not assigned to an expense report)

Section 9: Determining Potential Taxability of Employee Expenses

Statewide Travel Policy Reference

Pursuant to Section 7: Reimbursement for Travel Expenses of the policy currently in effect:

7.1 General

Employees are expected to exercise good stewardship of funds when traveling on official business. Any expenditure disallowed by the State is the responsibility of the employee.

7.2 Expense Reimbursement Timing

Travelers should submit all expenses for reimbursement and reconciliation within 10 days of the completion of the event or trip but **no later than 45 calendar days**. However, a reimbursement request will preferably be held (not entered into the TTE system) until an amount of at least $10 is due.

IRS regulations state the traveler must adequately account to the employer and submit travel expense reimbursement requests within 60 days of the end of the trip. Such expenses, if reimbursed after 60 days, become taxable income to the traveler.

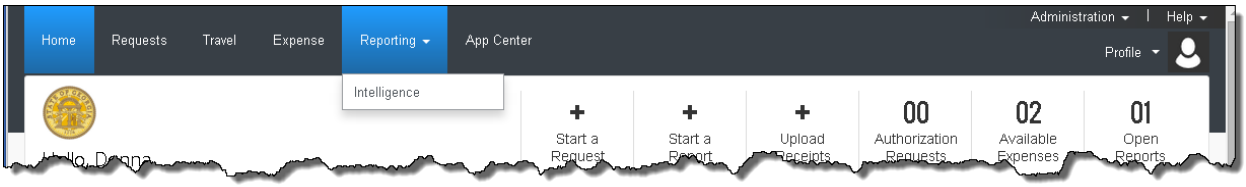
All expense reimbursement requests must be submitted as soon as possible, in conjunction with an employee's last day of employment, when applicable, but no later than 45 calendar days after the last day of employment. Outstanding requests not submitted after this time period will not subsequently be reimbursed. The Office of Planning and Budget *OPB Policy Memorandum No. 1 (Revision 5, May 2013)* provides further guidance for recovering unrecovered Travel Advances, post-employment.

TTE IRS Report

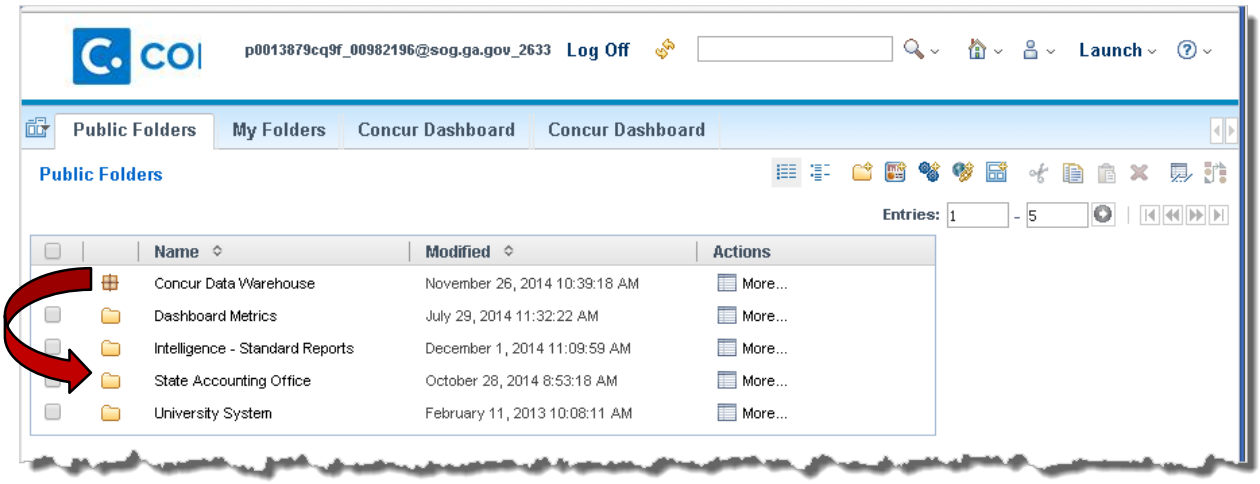
The Local Travel Administrator can determine expenses submitted in excess of 60 days from the completion of the trip by running and evaluating the TTE **IRS Report**. This report should be run weekly. Also, consider running this report if someone is leaving the agency as well.

Local Travel Administrators with reporting access to the TTE System should run the IRS Report weekly as follows:

Log in to Concur and click on the Reporting tab



Select the State Accounting Office Folder

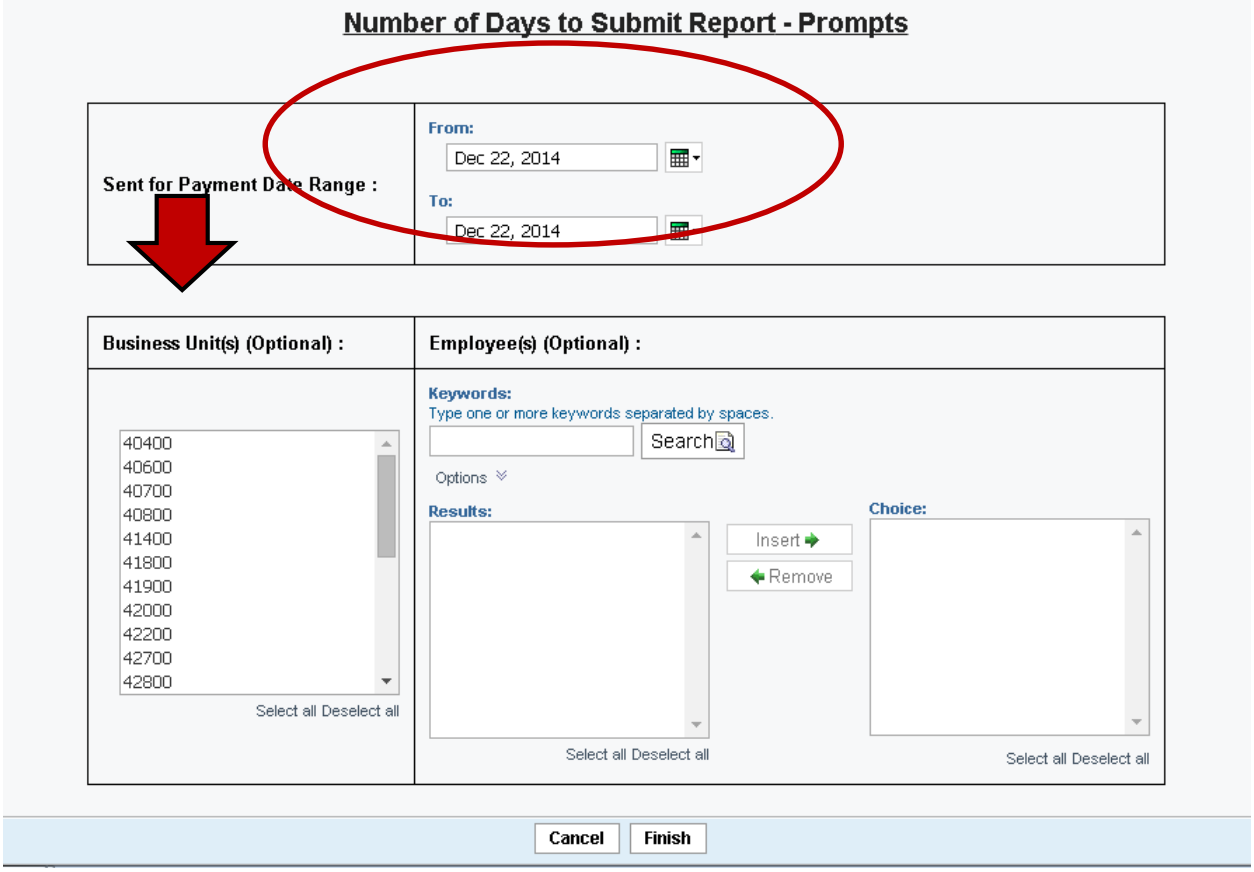


Scroll down to the IRS Report:

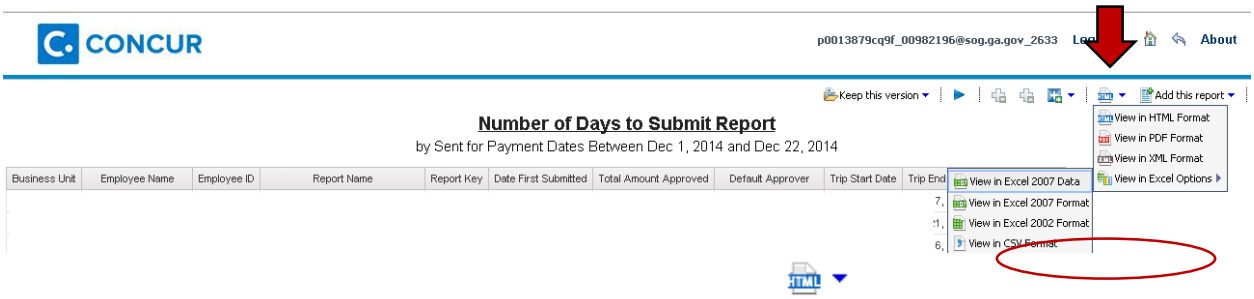
From the IRS (Number of Days to Submit Report) Prompt window:

- Enter the date range to be reviewed

- Select the Business unit
- Click **Finish**



The report will display:



To view this report in Excel, click the alternate view icon , select **View in Excel Options** and then select the Excel format desired and then open the report. Where the report appears to open depends on the browser you are using.

The report will export to Excel and you will have the full functionality of Excel to sort or manipulate the report data as needed. Sorting the data to include the # days to submit will bring potentially taxable instances to attention.

	A	B	C	D	E	F	G	H	I	J	K
1	Number of Days to Submit Report										
2	by Sent for Payment Dates Between Oct 1, 2013 and Dec 31, 2013										
3	Business Unit	Employee Name	Employee ID	Report Name	Report Key	Date First Submitted	Total Amount Approved	Default Approver	Trip Start Date	Trip End Date	# Days to Submit
4	40700	Doe, Jane	00999999	FMC Conference	88239	Sep 26, 2013	543.61	Approver, The	Sep 22, 2013	Sep 25, 2013	1

It is recommended that you evaluate the trip dates and submit dates. The employee may have made an error which resulted in a negative number or a HUGE number in the # days to submit field. Examples would be entering an incorrect year in the start or end dates or submitting the report before the end date of the expense report which would create a negative number.

Once you determine that there are one or more taxable expense reports (60 days or greater listed in the days to submit field), provide a copy of the report to your HR/Payroll office as soon as possible. The HR/Payroll office will handle the process from this point.

HR/Payroll enters the total amount of the expense report on the employee's payline in TeamWorks HCM, using earnings code TAI. The information will be added to the employee's payline during the normal "on-cycle" process. The "on-cycle" process depends on the pay cycle the agency is using – semi-monthly, weekly, or monthly.

Section 10: General Year End Procedures

Reports Agencies can run in TTE

Agencies on TTE are encouraged to run and monitor any of the following reports below in Cognos Reporting to determine outstanding travel expense reports. These reports should be reviewed prior to year-end close out to ensure all current year travel reports are processed in the current fiscal year.

- ***Unsubmitted Expense Reports:*** Detail of unsubmitted expense reports with amounts.
- ***Unsubmitted Expense Reports with Cash Advances:*** Detail of unsubmitted expense reports with amounts and cash advances.
- ***196060 Pending Transactions*****:** Detail of AirPlus transactions (196060) NOT extracted to TeamWorks.
- ***Cash Advance Analysis*****:** Shows the status of cash advance by employee.
- ***IRS Report:*** Identifies any employees with taxable expense reports.

Processing Travel Reports When Two Accounting Periods are open

In order to facilitate year-end processing, the 'trip end date' in TeamWorks Travel & Expense (TTE) will be used to determine the accounting period in TeamWorks for travel expenses.

All expense reports that are submitted between June 1st and July 10th , 2014 (Dates will vary depending on the fiscal year)	Should have a June or July 'trip end date' to determine the appropriate accounting period in TeamWorks.

Employees submitting reports with expenses prior to June	Need to change the 'trip end date' to a June date on the report header, before the report can be submitted.
From July 1-11 (Dates may vary for each fiscal year)	Agencies will need to determine the appropriate accounting period and revise the 'trip end date' accordingly.

NOTE: To ensure that expense reports are approved and extracted before TeamWorks year-end processing, no travel expense reports should be submitted by employees after July 10, 2014**.** The date depends on the fiscal year. The dates shown are for Fiscal 2014.

What Do Agencies Need to Do if Users Receive the Audit Rule Below?

SAO has created an audit rule specifically for year-end processing. The audit rule does not trigger until the traveler has "submitted" their expense report. If an approver or back office processor receives an expense report with the following audit rule:

"Expense reports submitted or extracted in July must have trip end date in June or July to determine the correct fiscal year. Please modify the trip end date in report header and resubmit."

Please return the report to the employee so that the 'trip end date' can be changed to an open period (either June or July).

Company Paid Reconciliation for Car Rental and Direct Bill Hotel

Please review account 200006 (Company Paid Car Rental/Hotel) to ensure that the account has a zero balance at year-end. If a balance exists, the agency should prepare a reconciliation between TeamWorks and Concur using existing queries in TeamWorks and reports in Cognos reporting.

Note: The Detail Report – Extracted (sent for payment date) and the Detail Report-Not Extracted would be helpful here.

General Procedures for Control/Clearing Accounts

1. As stated in the Accounting Policy for Control/Clearing Accounts on the SAO website, "*Travel clearing accounts may have balances in each individual account if, at the fund type level, the activity will offset over time by agency… At year-end, the balances are not required to net to zero by agency or fund type level."*

2. For BCR/CAFR reporting, the SWAR group will reclassify the net balance for air travel and the net balance for hotel activity to the appropriate prepaid asset, expenditure/expense, or accrued liability, at the consolidated fund type level. NOTE - If your agency prepares separate financial reports (e.g. CPA audited organizations), you will need to make these reclassifications in your financial statements.

Tips for Reconciling Clearing Accounts

To reconcile your clearing accounts, agencies can use the following:

Existing queries in TeamWorks	Queries can be used to review general ledger journals created from the extract from Concur to TeamWorks (196060 account) and used to review payment activity to AirPlus (196061 account)
TTE Reporting	Used to run the report for unsubmitted expense reports (196060 Extracted Reconciliation, 196060 Pending Transactions, 196060 Unassigned Transactions) and Detail Reports – Extracted (sent for payment date) and Detail Report -Not Extracted
TTE AirPlus payment detail reports	Used to identify payment detail for payments made to AirPlus (196061 Air Plus Reconciliation)

TeamWorks Travel & Expense System

Reconciliation Webinar

SAO
State Accounting Office

AGENDA

- ✓ Concur Reconciliation
- ✓ Airplus Reconciliation
- ✓ Rental Cars/Hotels (Direct Bill)
- ✓ TTE vs. PS Reconciliation
- ✓ Departing Employees
- ✓ Questions

Concur Reconciliation

- ✓ Concur sends SAO 1 invoice for all TTE agencies
- ✓ Charges are based on submitted expense reports
- ✓ Agencies get charged for "Deleted Expense Reports"
- ✓ SAO runs the "Billed Transaction Recon Detail" report in Concur to determine each agency's portion
- ✓ SAO will code the invoice to the appropriate agency's books, account 651010 class 312
- ✓ SAO will release payment to Concur

Airplus Reconciliation

- Airplus sends SAO 1 invoice for all TTE agencies
- Airplus invoice includes air and travel agency fees only
- SAO will reconcile the two clearing accounts (196060/196061)
- Billing report details will be sent to agencies
- Most reconciling items will be AirPlus billed, but no traveler expense report submitted
- SAO will code the invoice to the appropriate agency's books
- SAO will release payment to AirPlus

Airplus Reconciliation

Entry that is created when an employee submits an expense report

(Airfare and air tax – Out of State - $400)

DR – 40700.407011.6180101.10100.01000.01.**640024** $400

CR – 40700.407011.6180101.10100.01000.01.**196060** $400

(Travel Inc. Agency Fees - $4.27)

DR – 40700.407011.6180101.10100.01000.01.**640004** $4.27

CR – 40700.407011.6180101.10100.01000.01.**196060** $4.27

Entry that is created when SAO pays the Airplus bill

(Includes airfare and travel agency fee)

*DR – 40700.407011.6180101.10100.01000.01.**196061** $404.27*

CR – 40700.CASH $404.27

State Accounting Office

Car/Hotel Reconciliation

Entry that is created when an employee submits an expense report

(Hotel– Out of State - $250)

DR – 40700.407011.6180101.10100.01000.01.**640003** $250

CR – 40700.407011.6180101.10100.01000.01.**200006** $250

Entry that is created when the Agency pays the Hotel bill

DR – 40700.407011.6180101.10100.01000.01. ***200006*** *$250*

CR – 40700.CASH $250

SAO State Accounting Office

Departing Employees

- ✓ **Encourage managers and/or HR department to notify the TTE administrator <u>before</u> an employee leaves**
- ✓ **Notify managers and/or HR that TTE expense submissions must be made before the employee leaves or transfers**
- ✓ **Establish internal process regarding departing employees and add this reminder to your agency exit checklist**
- ✓ **Agencies should be running the following reports <u>every week</u> to identify outstanding expenses, unreconciled travel fees, and travel advance balances which may be due:**

  - 196060 Unassigned Transactions
  - Unsubmitted Expense Reports
  - Cash Advance Analysis
  - Unsubmitted Expense Reports with Cash Advances
  - IRS Report

Q & A

SAO
State Accounting Office

TeamWorks
Travel and Expense

Powered By Concur Technologies

TTE Local Admin:

Attendee Administration

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Revision History

Date	Notes / Comments / Changes
07/27/2015	Updated some of the screen shots (attendee import) to the enhanced UI; no other content changes
09/22/2015	Minor formatting issues; document as approved by TTE Travel Team

Attendees

Section 1: Permissions

An agency administrator may or may not have the correct permissions to use this feature. The administrator may have limited permissions, for example, he/she can affect only certain groups and/or use only certain options (*view* but not *create* or *edit*).

If an agency administrator needs to use this feature and does not have the proper permissions, he/she should contact the TTE Global Administrator at SAO..

Also, the administrator should be aware that some of the tasks described in this guide can be completed only by Concur. In this case, the client must initiate a service request with the TTE Help Desk at SAO..

Section 2: Overview

For some expense types, such as business meals or entertainment, Expense users may be required – sometimes for corporate reasons; sometimes for legal reasons – to identify all attendees associated with that expense. In some cases, each individual attendee must be listed. In other cases, it may be acceptable for the user to simply enter a count (number of unnamed attendees).

This guide describes how Expense users, approvers, delegates, and proxies use the Attendees feature. It also describes how the administrator configures the feature.

- **Attendee Features Available to All Expense Users**

In the *basic* attendee feature, an Expense user can add, edit, view, and remove attendees.

- **Optional (Configurable) Attendee Features**

There are many optional features that the Global Administrator can configure to enhance the user experience and to ensure that the agency is able to gather the desired (and required) attendee information. The configurable options are:

- Some custom fields may be available specifically for attendees
- Ability to track year-to-date attendee totals
- Settings specific to each ***attendee type*** to:
  - Make *all* employees in an agency available within the attendee search function for selection and inclusion as an attendee
  - Have separate attendee forms for each attendee type
  - Allow attendee lists to be shared or private

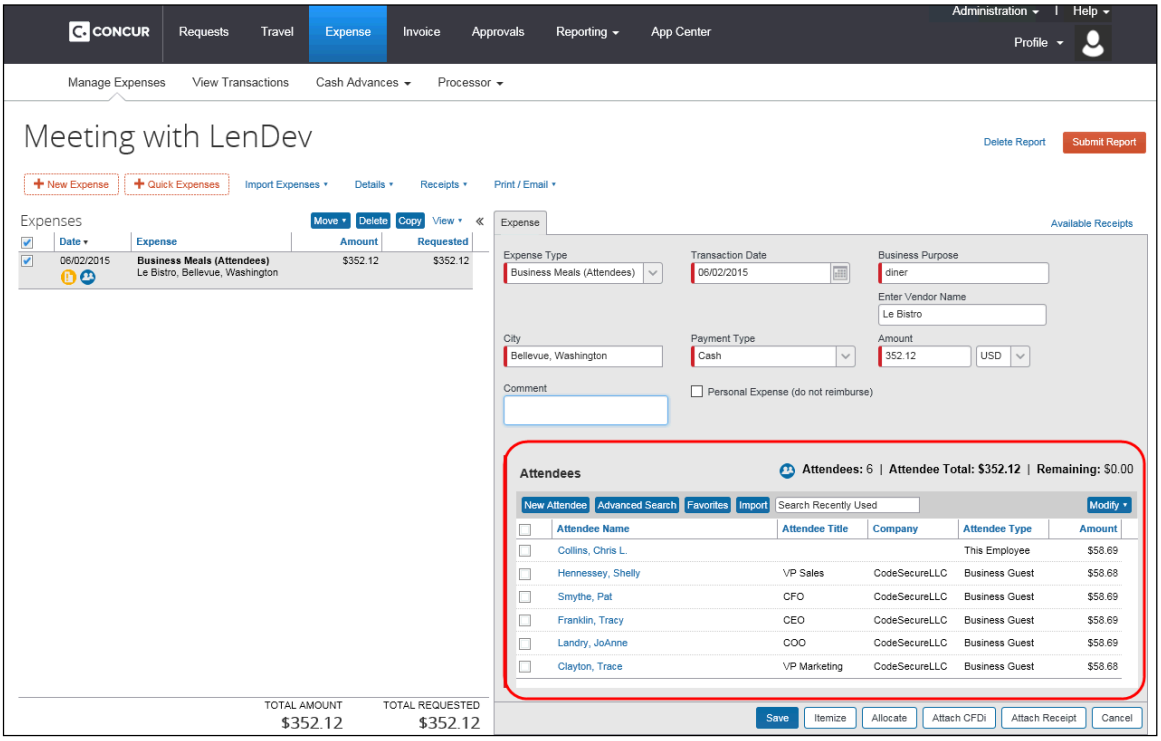
- Allow users to enter new attendees into Expense
- Set the available attendee types for an expense type by excluding attendee types and only displaying the remaining attendee types
- Set a default attendee type for an expense type
- Allow users to enter the count (number of unnamed attendees) instead of having to identify and enter each individually – for a defined attendee type (used in conjunction with the similarly named *expense type/policy* setting)
- Have Expense check for duplicate records when users add new attendees to Expense
- Define the search criteria available in the attendee section
- Allow users to search and import attendees from an external source

- Settings specific to each ***policy and expense type*** to:
  - Allow users to *view* the amount of the expense allotted to each attendee
  - Allow users to *edit* the amount of the expense allotted to each attendee
  - Allow users to account for attendees who were invited but did not attend ("no shows")
  - Allow users to enter the count (number of attendees) instead of having to identify and enter each individually – for a defined expense type and policy (used in conjunction with the similarly named *attendee type* setting)
  - Include the Expense user as an attendee *by default*
  - Suppress the **Add New Attendee** button for an expense type
- Features specific to ***Expense groups***:
  - Attendee types available for this group to use
  - Configurable view of information in attendee lists (columns available for view)
  - Audit rules relating to attendee totals and frequency of attendance
- Allow the administrator to import attendee lists from other applications
- Allow users to import attendees (using an Excel worksheet) into a specific expense
- Show users My Team tab (direct reports or users with the same approver) while searching for attendees.
- Allow users to forward a calendar email (as .ics attachment) to Concur, which creates an entry with the meeting attendees that the user can use on their expense report.

Section 3: What the User Sees - on the Expense Report Page

NOTE: This section describes the tasks the user can complete using the expense report page. Many of the same tasks can be completed on the user's Profile page. The information about the Profile page is discussed in *What the User Sees - in Profile* in this guide.

The **Attendees** section of the **New Expense** (or **Expense**) tab appears whenever an expense type requires attendees which is currently Group Meals.



Using the **Attendees** section, a user can:

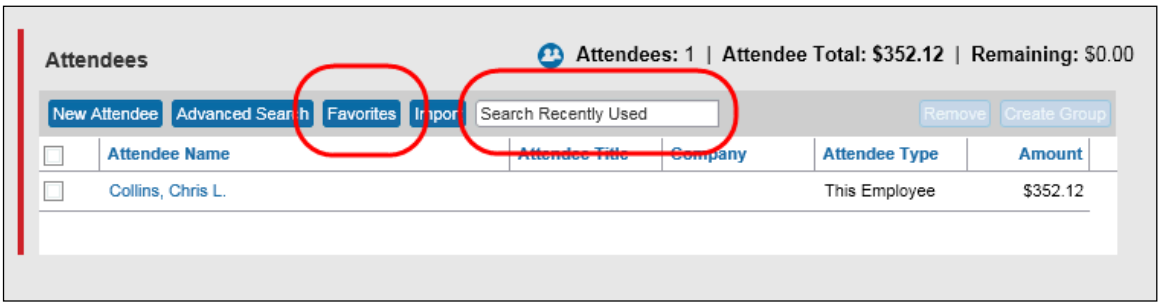
- Add an existing attendee or attendee group to the expense
- Search for an existing attendee or attendee group
- Add any employee at their company, not just those in Favorites or previously-used (configurable)
- Edit or view attendee information
- Create a new attendee (configurable)
- Create an attendee group
- Remove an attendee from an expense
- Account for "no shows" (configurable)
- Enter a count (number of unnamed attendees; configurable)
- Import attendees (using an Excel worksheet) into an expense (configurable)
- Search for and import attendees from an external source (configurable)

NOTE: The administrator can also restrict – by attendee type – the attendees that a user can create, edit, view, or search for, as described in the configuration portion in this guide.

- **Adding a Favorite Attendee or Attendee Group to an Expense**

There are two ways for a user to add an attendee or attendee group to an expense if the attendee or group is already in his/her favorites (as listed in **Profile** > **Profile Settings** > **Favorite Attendees**):

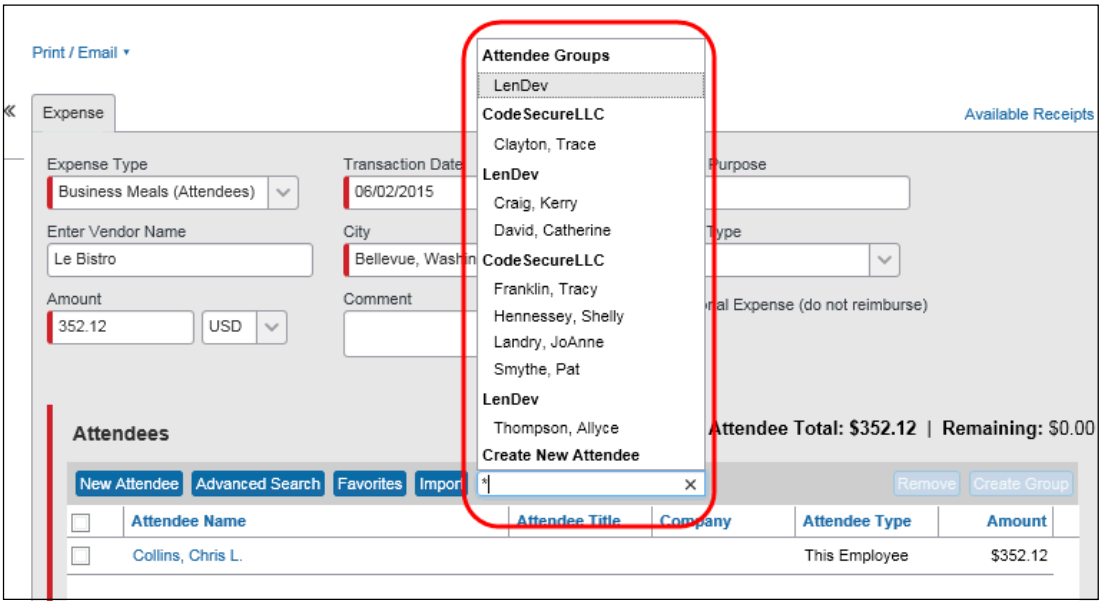
- Use the **Search Recently Used** field
- Use the **Favorites** button



- ***Use the Search Recently Used Field***

Using the **Search Recently Used** field, a user can:

- Add one or more individual attendees – one at a time – to the expense
- Add one or more attendee groups – one at a time – to the expense



To do so, in the **Search Recently Used** field, the user can type any of these:

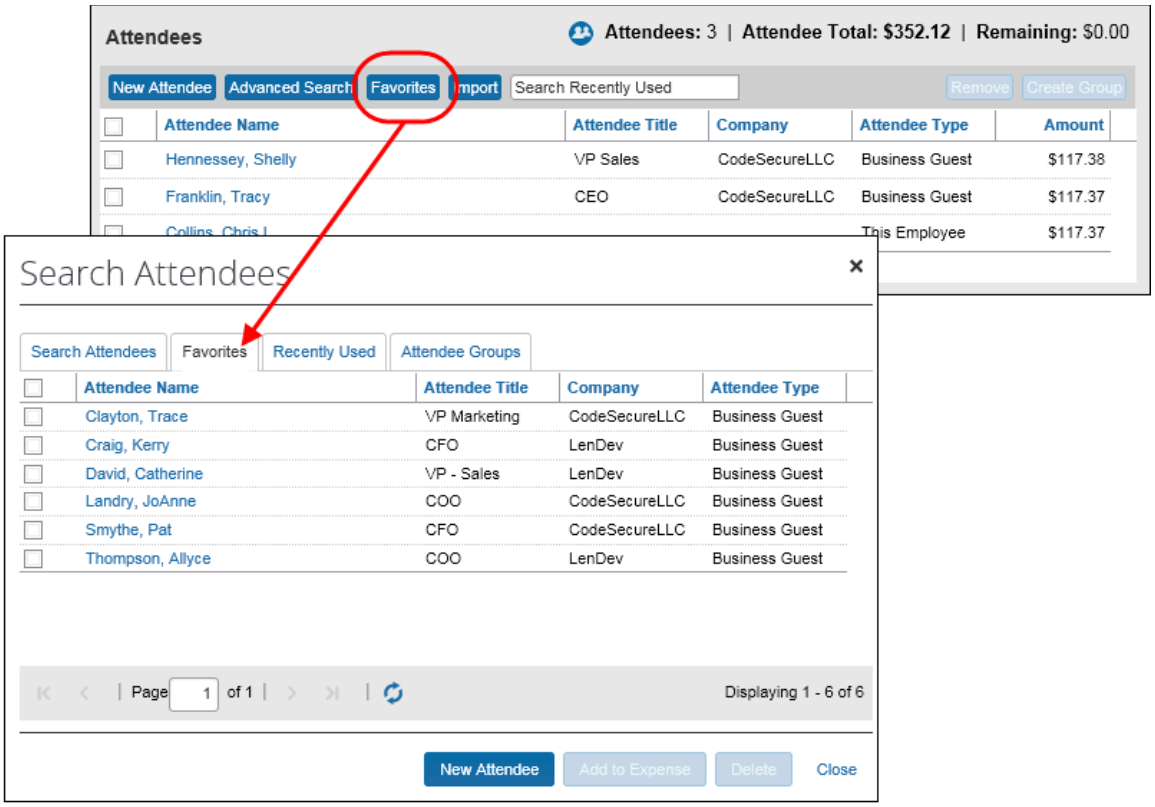
- One or more letters of an attendee's name

- One or more letters of an attendee's company name
- One or more letters of a group name
- An asterisk (to see the entire list)

A list appears, with the attendee groups at the top of the list. The user selects the desired attendee or group. The selected attendee or attendee group is added to the expense.

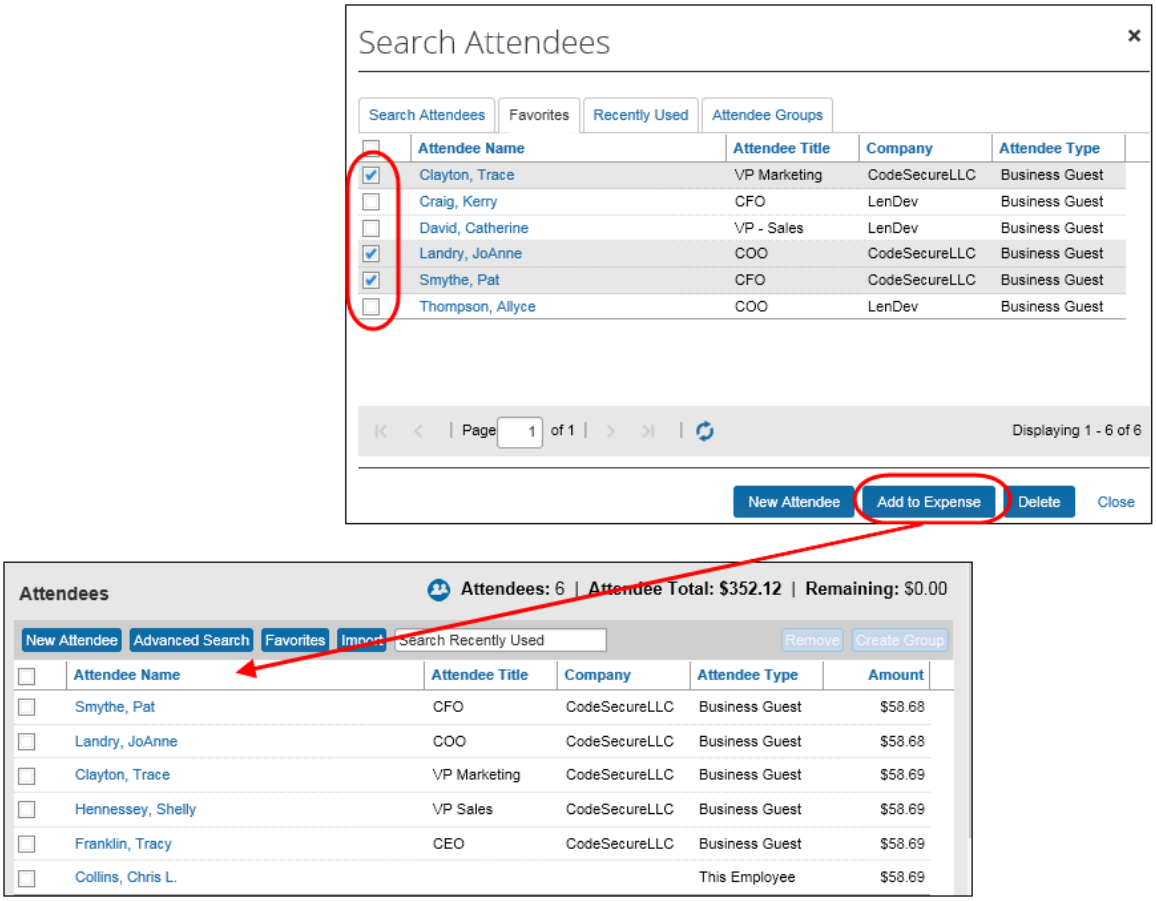
- ***Use the Favorites Button***
- **Add One or More Individual Attendees**

In the **Attendees** section of the **New Expense** (or **Expense**) tab, the user clicks **Favorites**. The **Favorites** tab of the **Search Attendees** window appears.



When accessed this way, the **Favorites** tab lists the user's favorite attendees (as listed in **Profile** > **Profile Settings** > **Favorite Attendees**) ***minus*** those already assigned to the expense.

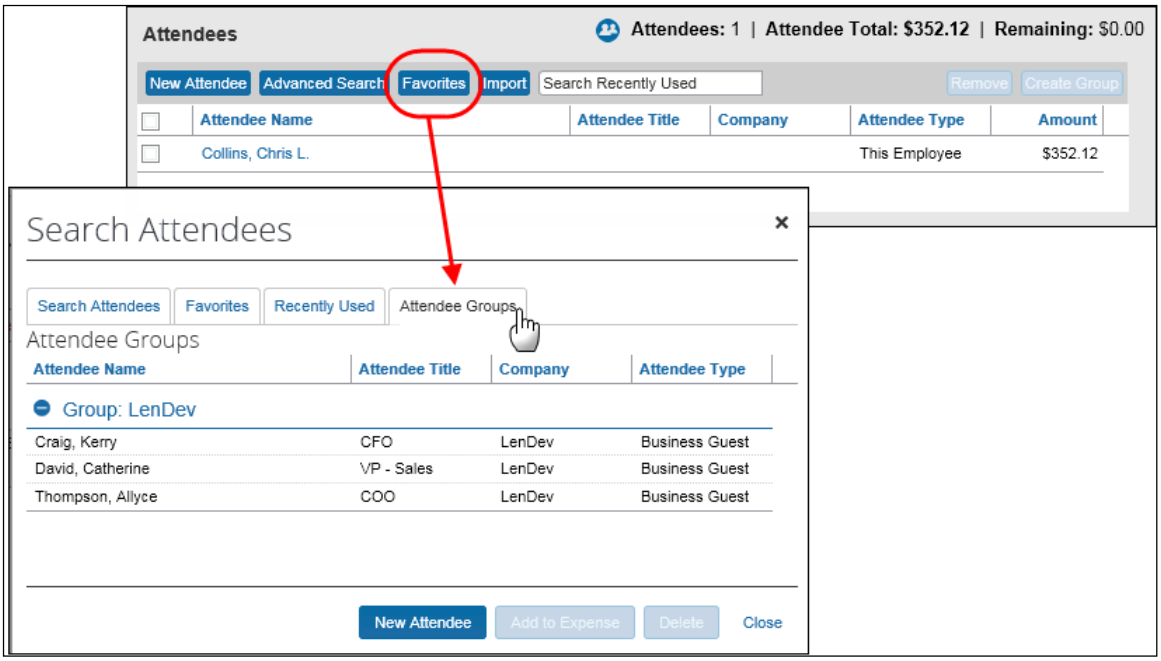
The user selects one or more attendees and then clicks **Add to Expense**. The selected attendees are added to the expense.



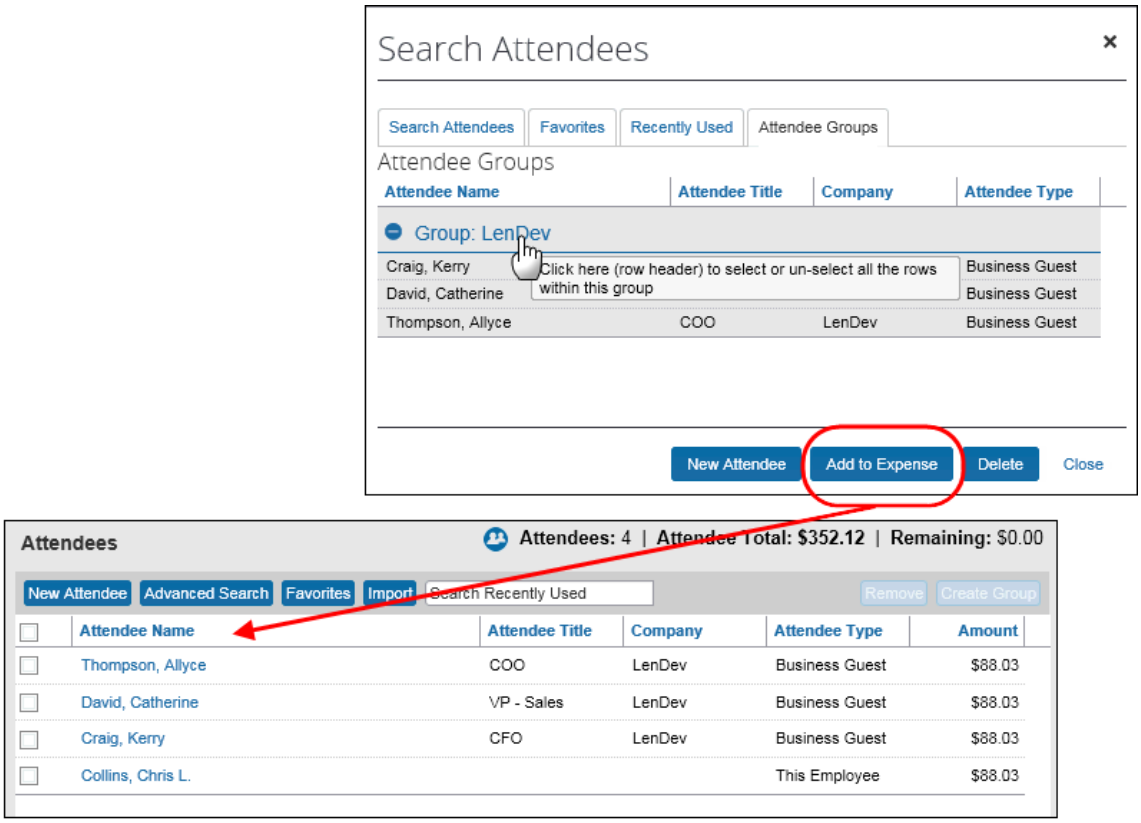
- ## Add One or More Attendee Groups

In the **Attendees** section of the **New Expense** (or **Expense**) tab, the user clicks **Favorites**. The **Favorites** tab of the **Search Attendees** window appears.

The user clicks the **Attendee Groups** tab.



The user selects one or more groups and then clicks **Add to Expense**. All members of the selected group(s) are added to the expense.

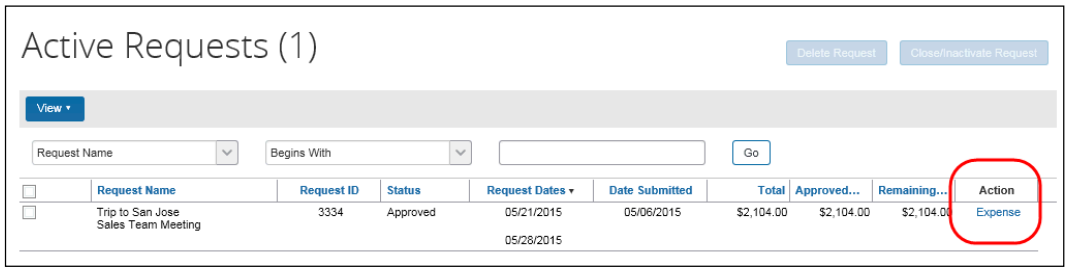


- **Copying Attendees from a Request (from Concur Request)**

The user can copy attendees from a request associated with an expense report directly to that report's expense entry, provided the entry allows attendees.

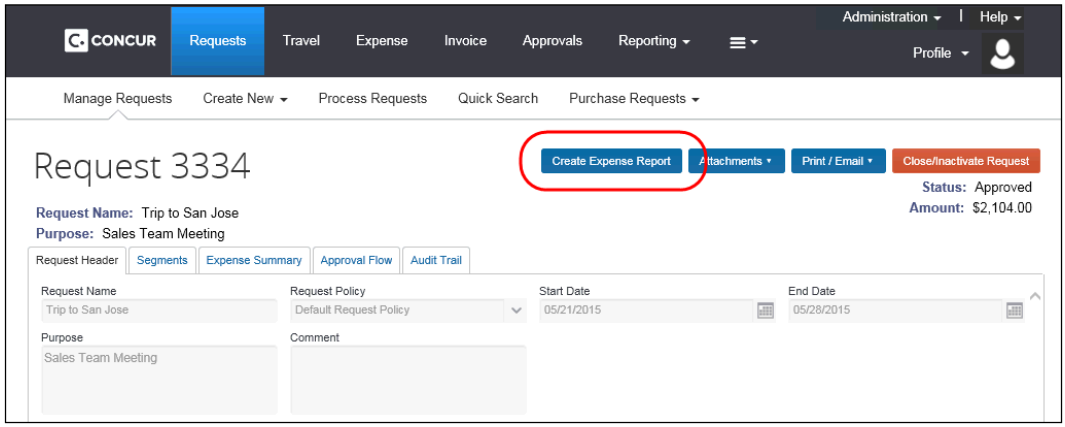
A user adds a request to an expense report:

- On the **Active Requests** page, by clicking **Expense** in the **Action** column



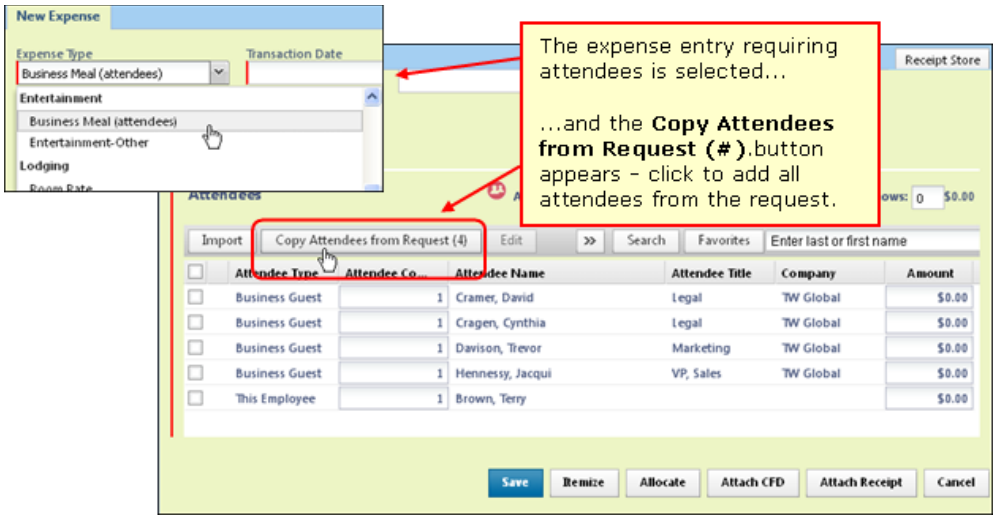
– or –

- With the request open, by clicking the **Create Expense Report** button



When Expense detects that the request entry has attendees, it makes them available to copy from that request directly to an expense entry. This behavior saves the user entry time, and allows the user to work with the attendees just as if they were available in Expense.

To add the attendees from the request, the user creates an expense entry that includes attendees, such as *Business Meals*. When the **Attendees** window appears within the **New Expense** screen, Expense displays the **Copy Attendees from Request (#)** button.



By clicking this button, all attendees from the request are copied to the new expense entry. There, they can be removed, added to Favorites, or worked with just as if they had been added through Expense.

- **Adding Attendees from a Calendar Email**

The system can be configured to allow users and their delegates to import attendees from a calendar invitation email sent to Concur. A user can include the receipts@concur.com email as a meeting participant, or a user or delegate with a verified email address can forward an Outlook meeting invitation email (with .ics file) to receipts@concur.com. Concur will then create an expense with an attendee list based on the meeting participants, which appears in **Available Expenses**. The user can associate the expense to an expense report and enter additional information about the meeting, including adding more attendees if necessary.

NOTE: If the list of participants visible in the meeting is showing a distribution list rather than named individuals, then Concur will only receive the distribution list as an attendee. The individuals in the list will not be created as attendees.

This feature is enabled on the **Settings** tab of the **Attendees** page.

For more information, refer to the *Step 5: Adding Additional Attendee Types and Working with Other Attendee Settings > Overview: Settings* section of this guide.

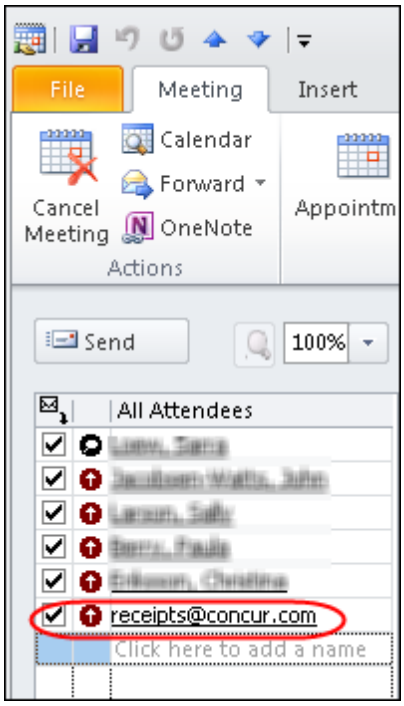
There are two methods the employee can use to bring the calendar invite attendees into Concur:

- Including Concur as an attendee (Recommended)
- Forwarding the calendar invite to Concur

- ***Including Concur as an Attendee (recommended)***

The user creates the meeting in Outlook, including receipts@concur.com as an attendee. The original meeting invitation and any updates will be sent to Concur. If

the information is not yet added to an expense (is still available), then Concur will update the information each time a new email update is received. If the user adds receipts@concur.com as a participant at a later date, the user needs to send the update to ***all participants*** rather than just to those that have been added.

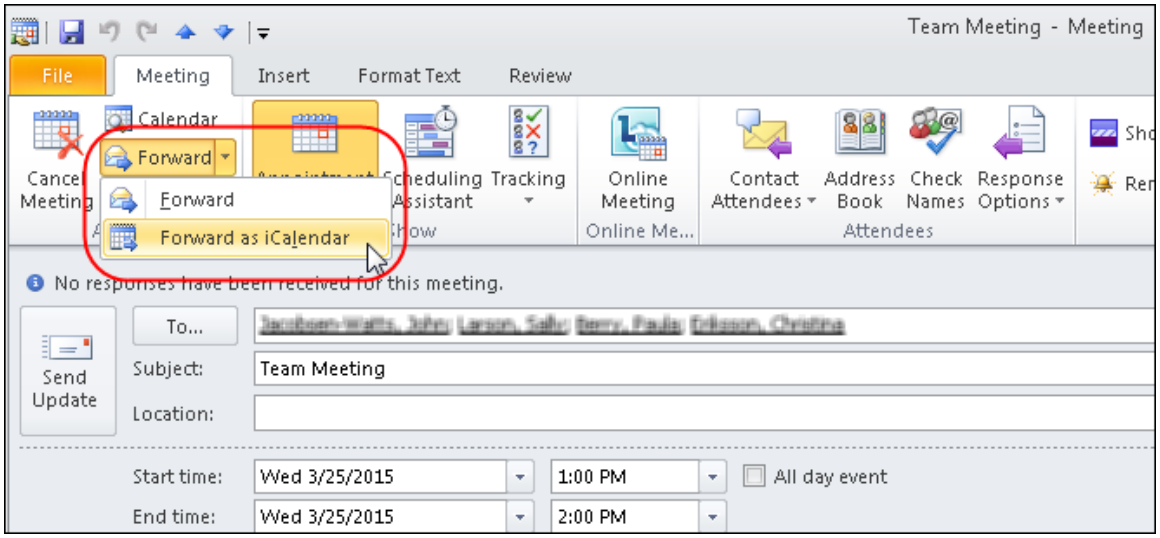


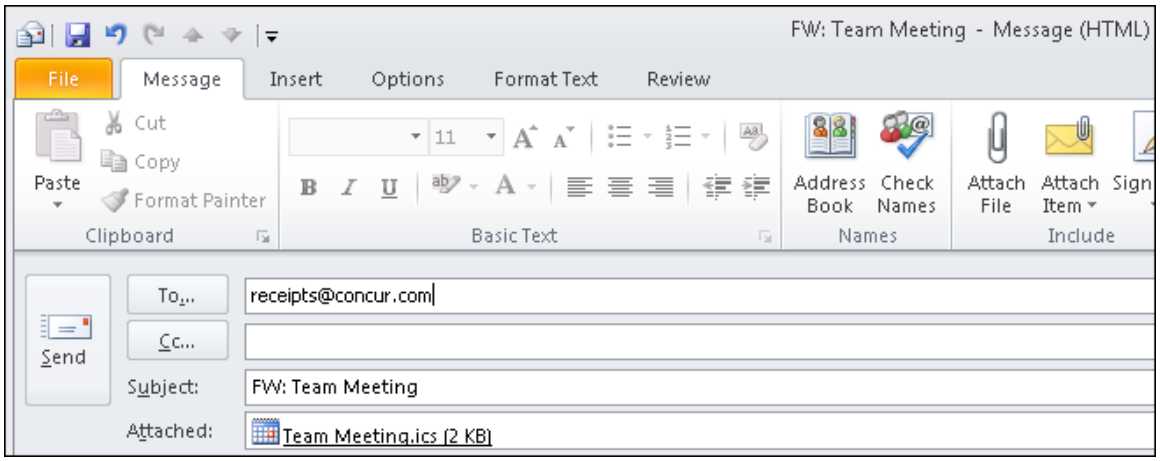
- ***Forwarding the Calendar Invite to Concur***

The event organizer or a participant can also send the meeting (as an .ics file) to receipts@concur.com, from a verified email address.

- **Outlook on PC**

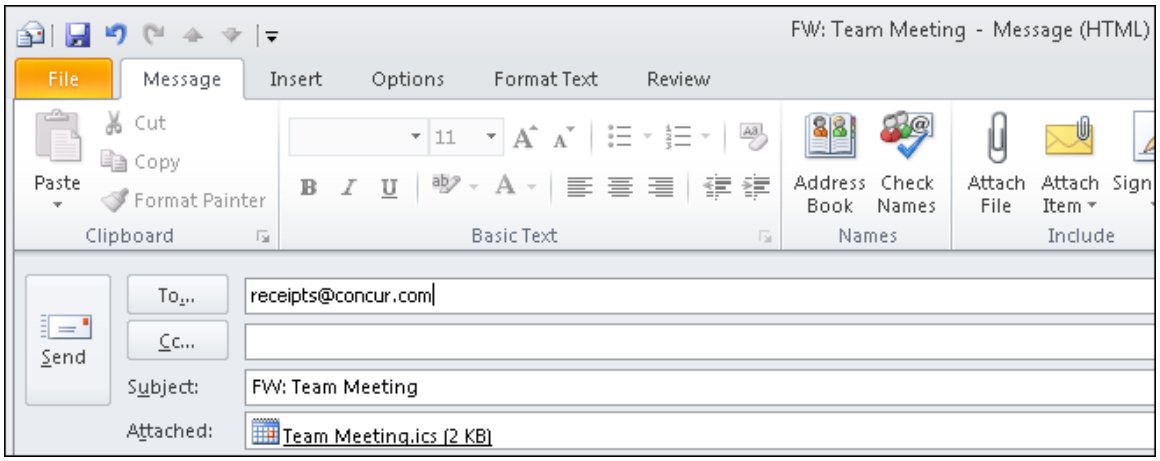
The user can open the meeting in Outlook, then click **Forward** > **Forward as iCalendar**.





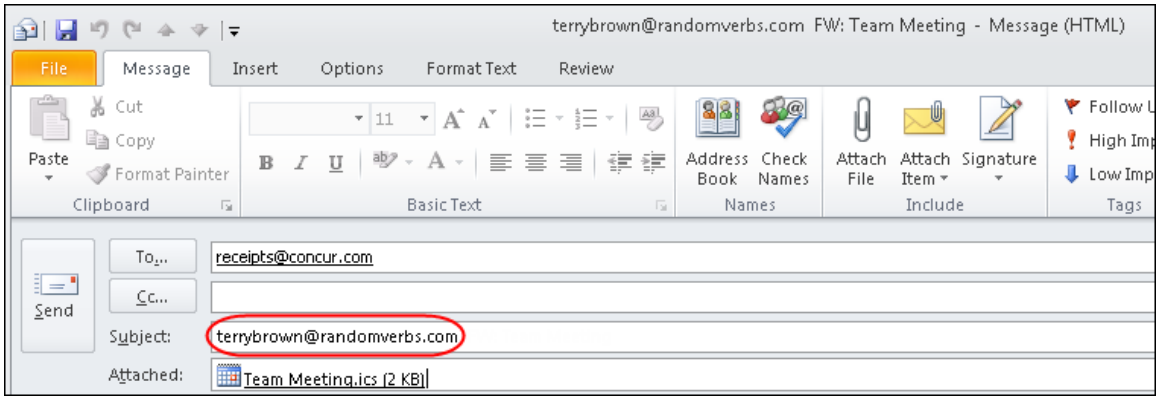
- **Outlook on Mac**

The user can drag-and-drop the meeting from the Outlook calendar to the attachment field in a new email. Outlook will attach the .ics file to the email. The user can then send the email to receipts@concur.com.



- **Delegate Functionality**

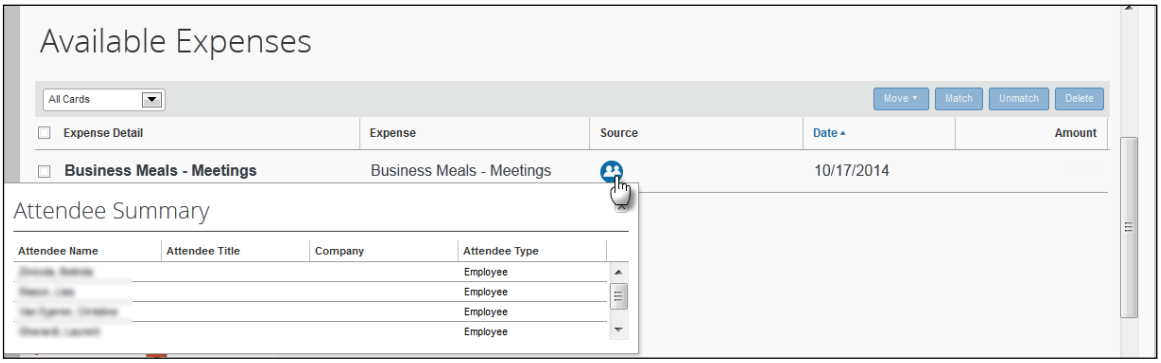
A user's delegate can send the calendar email to Concur on behalf of the user. The delegate and the user they are delegating for must both have verified email addresses in Concur. The delegate attaches the .ics file to the email using the methods described above, and includes the delegator's email address in the email's Subject: line.



The delegate cannot enter multiple email addresses on the subject line. The delegate must send a single email for each calendar invitation they will add to the system for each employee they are assisting.

- ***Adding the Calendar Expense to a Report***

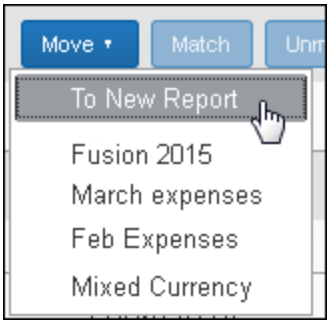
Concur creates the meeting as an expense with the attendees listed, which appears in the **Available Expenses** section of the **Expense** page. The Subject: line of the email will appear in the **Expense Detail** column. If the email subject is blank, Concur will set the Expense Detail to Business Meals – Meetings.



NOTE: While the calendar expense is in the **Available Expenses** list, Concur will update it if any updated emails about the meeting are received. Once the calendar expense is added to the report, Concur will no longer update it.

The user can add the expense to a report several ways:

- The user can select the check box for the expense and click **Move > To New Report** to create a new report or **Move > reportname** to add the expense to an existing report.



- The user can drag-and-drop the expense onto an existing report tile.
- The user can drag-and-drop the expense onto the **Create new report** tile.

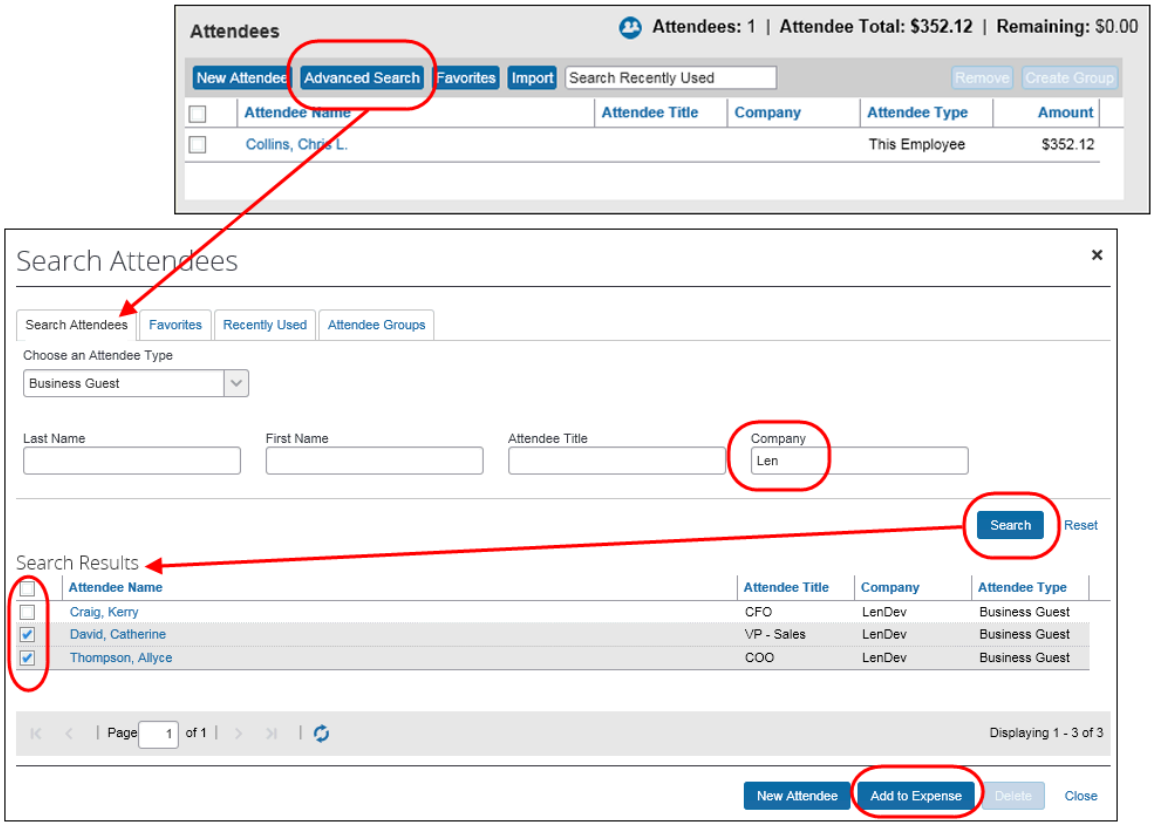
Once the expense with attendees is added to a report, the user can add, remove, and edit the attendees as usual.

- ***Important!***

This feature is not recommended for use by employees who must report attendee information based on managed lists of attendees, such as sales staff who fall under the US Healthcare Reform (Sunshine Act) for reporting prescriber recipient benefits to the government. The feature can be enabled for the company as a whole, with procedural training for this specialized group to advise against using this option for reportable spend. In the event this type of user forwards an email to Concur with regulated attendees, the attendees will not be matched to the company's internal list, and will typically be created as regular business guests. This then requires proactive action by the user to delete the attendee and replace with a selection from the managed list.

- **Searching for an Attendee**

When the user clicks **Advanced Search**, the **Search Attendees** tab of the **Search Attendees** window appears.



The user clicks the appropriate attendee type, enters part of the name, etc., and clicks **Search**. The search results appear.

The user selects the desired attendee(s) and clicks **Add to Expense**.

- ***Searching by all Available Employees at a Company***

The system can be configured to search *all* employees at a company for selection and inclusion as an attendee (and simultaneous auto-creation of an attendee record for that employee). To configure this feature (if not already available at your site), refer to *Making All Employees Available in an Attendee Search* in the Configuration section of this document.

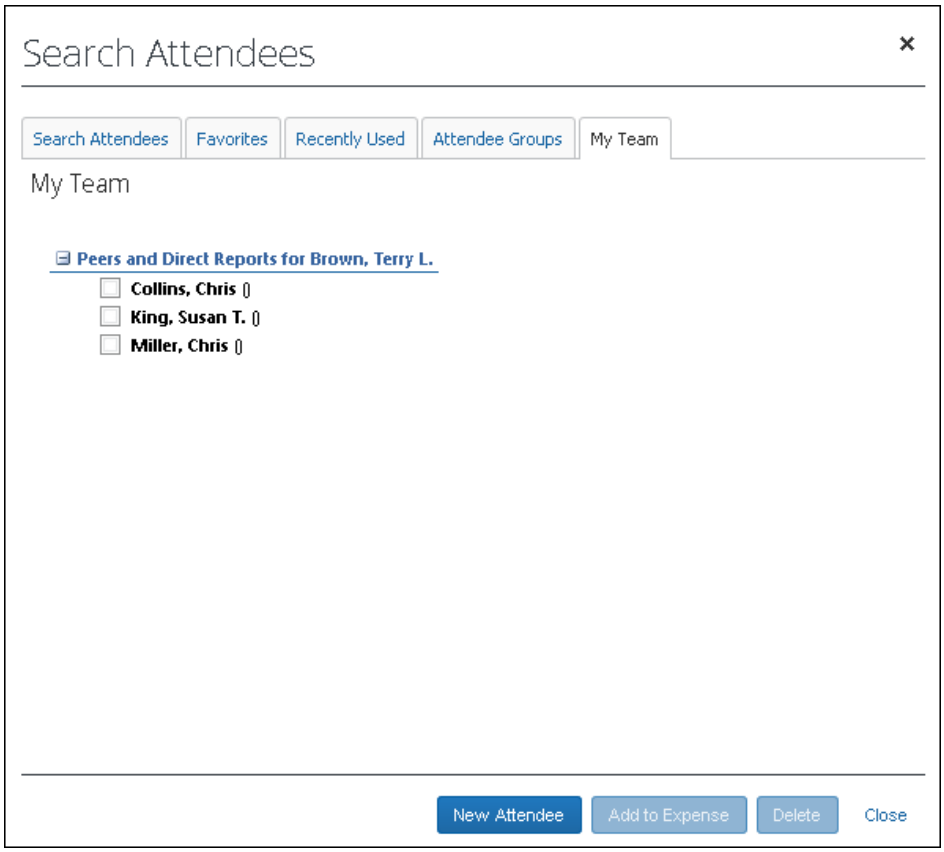
NOTE: Users can search an external source for attendees and import them into Expense. Refer to the *Fetch Attendee Web Service* information on http://developer.concur.com.

- ***Searching Employees on My Team***

The system can be configured to display the **My Team** tab on the **Search Attendees** window. This tab displays the group of employees that are related to the current user in the following ways:

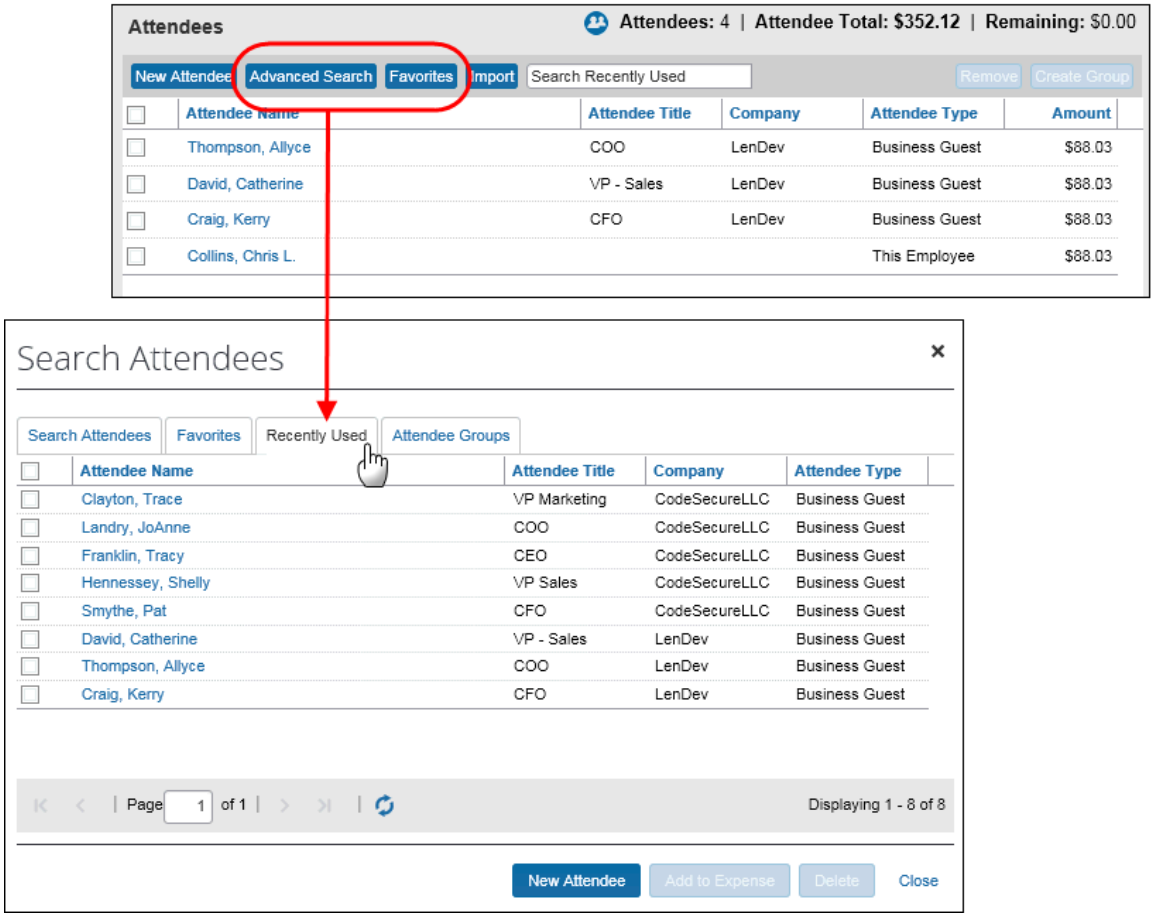
- The employees share the direct approver with the user.
- The employees report directly to the user.

Concur uses the configured approval hierarchy to determine the team structure. Delegates will see the My Team employees for the users that they are delegating for, not their own team.



- **Using Recently Used Attendees**

The user accesses the **Recently Used** tab by clicking **Favorites** or **Advanced Search**. The **Search Attendees** window appears. The user clicks the **Recently Used** tab.



The **Recently Used** tab lists the last 25 attendees that the user has used ***minus*** those already assigned to the expense.

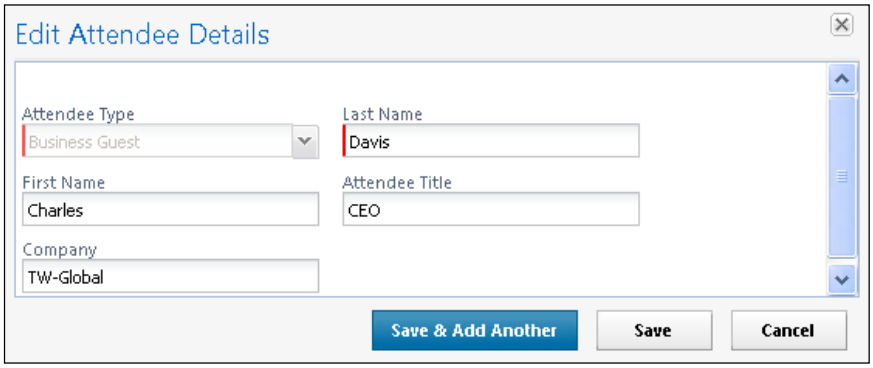
The user selects one or more attendees and then clicks **Add to Expense**.

- **Editing or Viewing Attendee Details**

A user can edit attendee information ***only*** if the user originally added the attendee to Expense. Otherwise, the user can view – but not edit – attendee information.

In the **Attendees** section, the user selects the desired attendee, then clicks **Edit**. The **Edit Attendee Details** window appears.

When done, the user clicks **Save**.



The following information may display (read-only) on this page (not shown in the sample above):

- **Audit rule exception message:** If an audit rule exception has been generated for this attendee
- **Totals (including, but not limited to):**
  - Total amount YTD (total spend on this attendee by the entire company year-to-date)
  - Total Amount Previous Year (total spend on this attendee by the entire company last year)
  - Employee Amount YTD (total spend on this attendee by the current user year-to-date)
  - Employee Amount Previous Year (total spend on this attendee by the current user last year)

  Note the following:

  - This total per attendee will begin to aggregate at the point the option is configured; it will not retroactively include expenses submitted prior to its activation. However, for those importing managed lists of attendees, a starting year-to-date total may be imported when creating a new attendee record.

    For more information about importing attendees, refer to *Import a List of Attendees* in the configuration section in this guide.

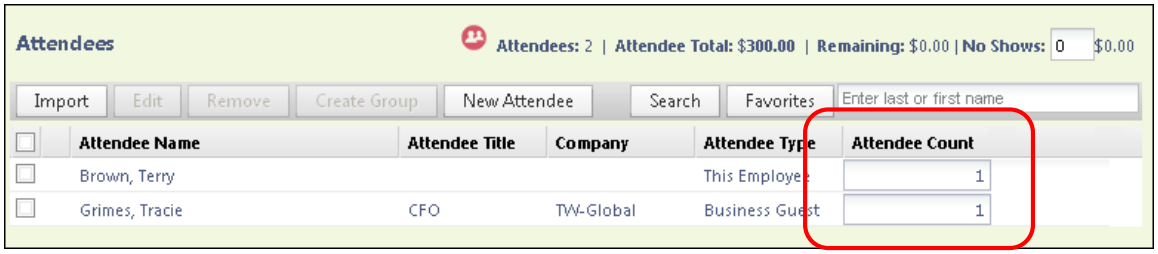
  - Whether any or all these totals are visible to users is configurable, as described in configuration portion of this guide.
  - The attendee types that are visible to users (by groups) is configurable, as described in configuration portion of this guide.

Viewing and editing attendee information can also be completed by the user in Profile. Refer to *What the User Sees - in Profile* in this guide.

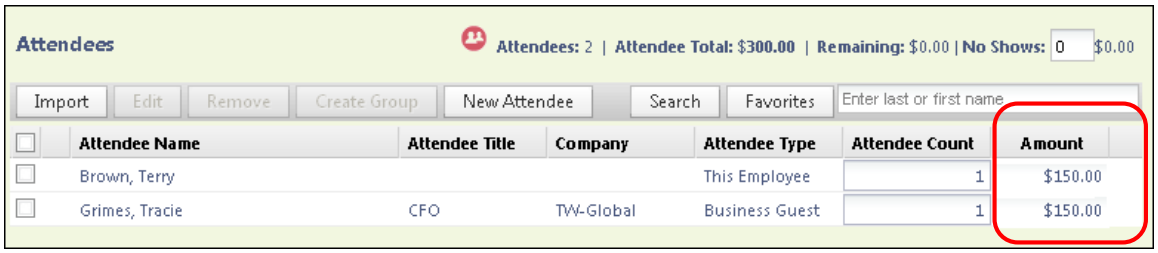
- **Editing or Viewing Amounts**
- ***Viewing Amounts***

Whether users can edit – or even view – the amounts allotted to attendees is configurable, as described in the configuration portion of this guide.

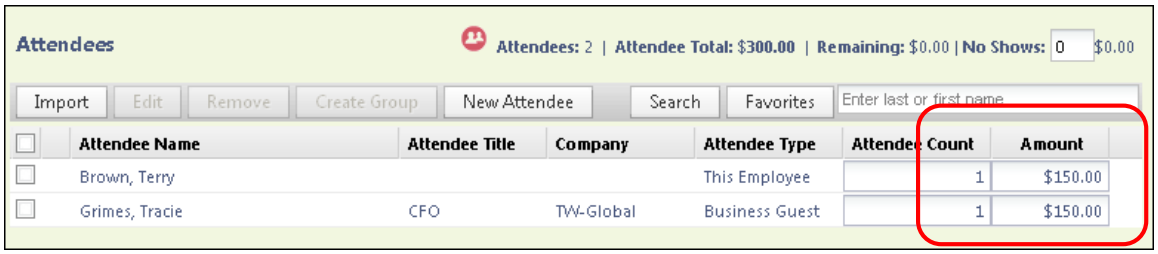
Attendees section without individual totals visible:



Attendees section with read-only totals:



Attendees section with editable totals:

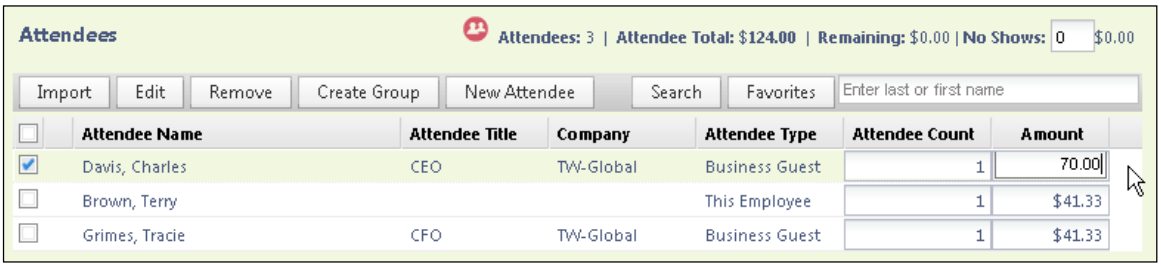


TIP: If you add a number of additional fields to this display, move the **Attendee Count** column to the left for easier viewing on laptop or netbook devices - use the **Form Fields** tab (in Forms and Fields) to do this.

- ***Changing Amounts***

When attendees are added to an expense, the system automatically distributes the amount of the expense evenly across attendees.

If the configuration allows the user to edit amounts, the user can click in the **Amount** column and change the value, if necessary.



When the user clicks out of the **Amount** column, Expense redistributes the remaining portion of the expense evenly between the remaining attendees.

- ***Understanding How Expense Distributes and Redistributes Amounts***

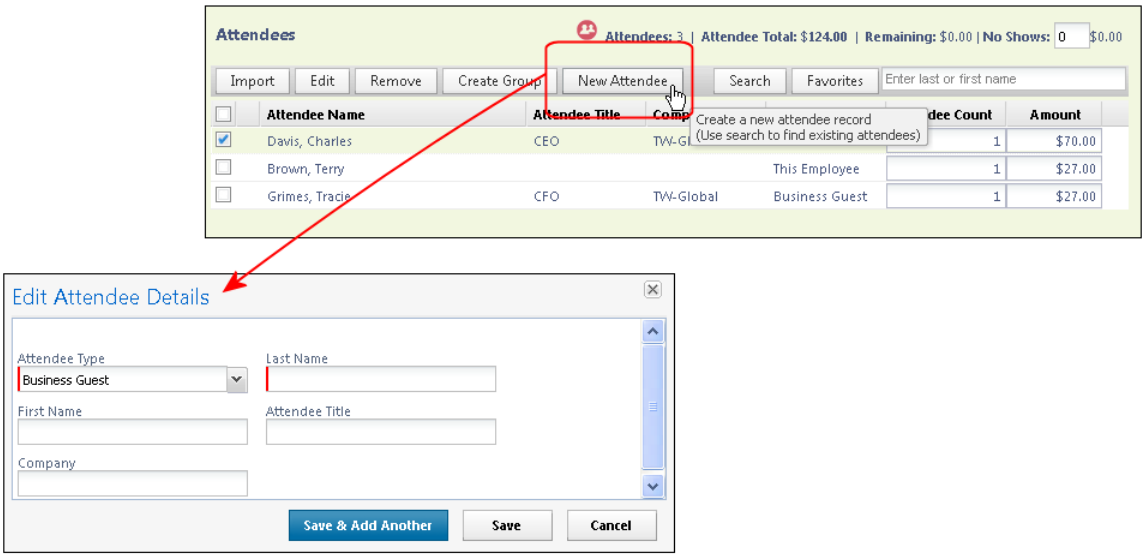
Keep the following in mind about changing amounts:

- Expense initially distributes the amount of the expense equally across attendees. That is, if the expense amount is 100 USD and there are two attendees, Expense allots 50 to each attendee.
- If a user adds or removes an attendee, Expense redistributes the amounts. In the above example, if the user removes one attendee, then the remaining attendee is allotted the full 100. If the user adds another attendee (so now there are two again), Expense redistributes again, allotting 50 to each.

- *If the user manually changes an amount*, Expense will not later change that amount while redistributing.
  - Assume that the user edited the amount of attendee A to be 30 and the user let Expense automatically adjust attendee B's amount to be 70. If the user now adds attendee C, Expense will redistribute 70 across attendee B and C; Expense will not change attendee A, which remains at 30.
  - Assume that the user edited the amount of attendee A to be 30 and *manually changed* attendee B's amount to be 70. If the user now adds attendee C, Expense allots zero to attendee C. The user must manually adjust amounts to account for attendee C; Expense will not automatically change the amount for attendee A or B.
- Amounts cannot be edited for expenses marked as personal or the "parent" portion of an itemized expense.

For information about how Expense handles amounts and copydown, refer to *Copy Down Itemization Information to Attendees* in this guide.

- **Creating a New Attendee**



The user can create an attendee using the **New Attendee** button. The **Edit Attendee Details** window appears.

The user selects the desired type from the **Attendee Type** list. The page refreshes with the appropriate fields for the selected attendee type.

The user completes the remaining fields and clicks either **Save** or **Save & Add Another**.

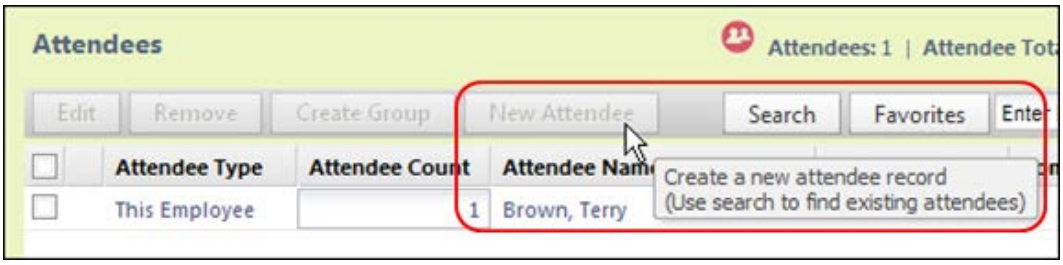
Expense then checks for duplicate attendees. If it finds one or more potential duplicates, the user is prompted to use the existing attendee information (if the attendee that the user is adding and the duplicate are, in fact, the same person) or

to continue adding the attendee (if the attendee that the user is adding and the duplicate are ***not*** the same person).

The new attendee is added to the expense ***and*** is added to the user's favorites list.

Note the following:

- The user can change the Attendee Type value for an attendee added to a report or request up to the point at which the report or request is submitted, after which this value is locked down by the system.
- Whether users can add new attendees is configurable, as described in the configuration portion of this guide.
- The attendee duplicate type check by default is limited to attendees of the same type, however it can be expanded to all attendee types on the **Settings** tab of the **Attendees** page in **Expense Admin**.
- The company can also decide whether to implement "carry-forward." It is similar to copydown but it copies data from one attendee to another (for example, company name) when the user is adding attendees, as described in the configuration portion of this guide.
- By default, the **New Attendee** button appears to the user. The administrator can suppress this button in the **Attendees** section to prevent a user from adding an attendee – forcing the user to search for the attendee first, ensuring the attendee is not already in the system.



NOTE: This change affects only the **Attendees** section of the **New Expense** (or **Expense**) tab – not the other attendee "grids" (like Profile favorites) that contain a **New Attendee** button.

- **Removing an Attendee from an Expense**

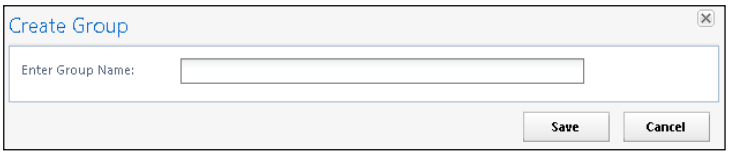
The user selects the check box of the desired attendee, then clicks **Remove**. The attendee is removed from the expense.

Removing the attendee from the expense does not remove the attendee from the user's favorites list. Amounts are redistributed, as described in *Understanding How Expense Distributes and Redistributes Amounts* in this guide.

- **Creating an Attendee Group**

A user can create an attendee group using an existing expense from an expense report, either unsubmitted or submitted. To do so, the user selects the desired attendees and clicks **Create Group**.

In the **Create Group** window, the user enters a group name and clicks **Save**.



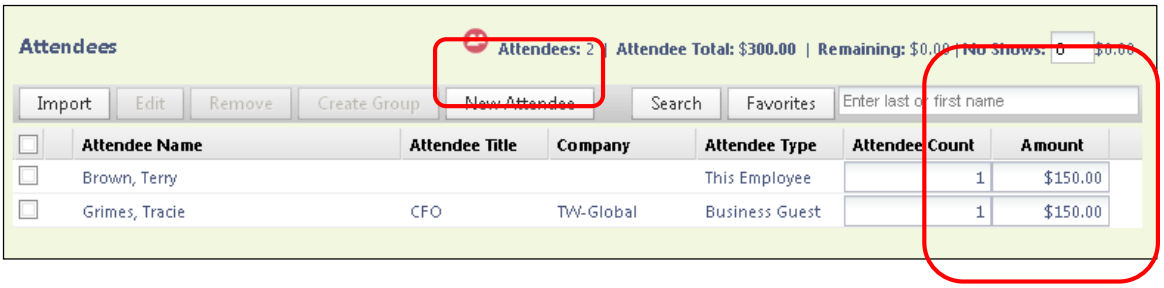
NOTE: The group names do not have to be unique.

Creating an attendee group can also be completed by the user in Profile. Refer to *What the User Sees - in Profile* in this guide.

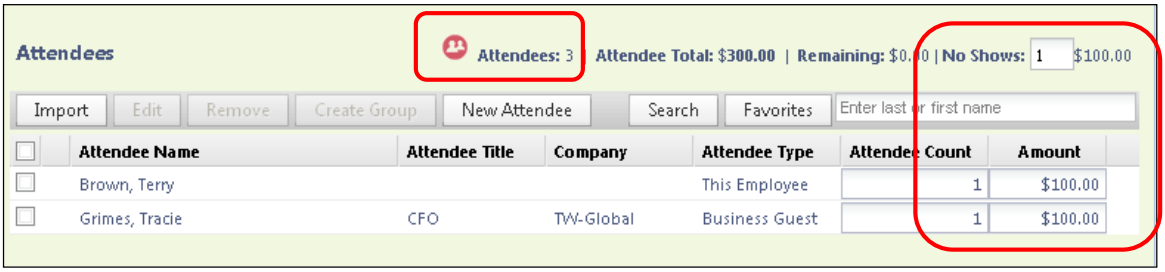
- **Accounting for "No Shows"**

A user can account for *No Show* attendees. For example, assume that an event was planned for three attendees, prepaid in the amount of 300 USD, which means each of the attendees would be allotted an amount of 100. Now assume that one of the attendees cancelled at the last minute so only two attendees were present. By default, each attendee would be allotted an amount of 150. By using the No Show feature, the user can indicate that one attendee was a no show so that other attendees reflect the correct amount of 100 each.

Totals when ***not*** accounting for "no shows":



Totals when accounting for "no shows":



The remaining 100 is ***not*** allotted to the absent attendee and does not affect the absent attendee's annual totals.

The No Show feature is not available for expenses marked as personal or the "parent" portion of an itemized expense.

NOTE: Whether users can use the No Show feature is configurable, as described in configuration portion of this guide.

- **Entering a Count for Unnamed Attendees**

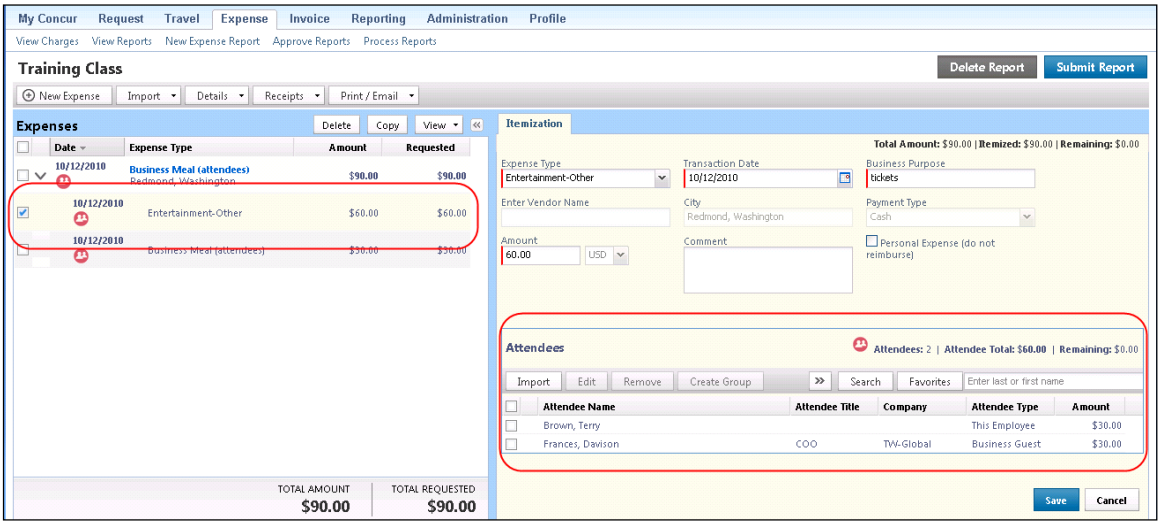
In some cases, it is acceptable for the user to enter a count – number of unnamed attendees – instead of listing each attendee individually. For example, assume that the user purchased a gift for a doctor and the "group" gift for the employees in the doctor's office.

NOTE: Whether users can enter "counts" instead of entering all attendees individually is defined by expense type/policy and attendee type, as described in the configuration portion of this guide.

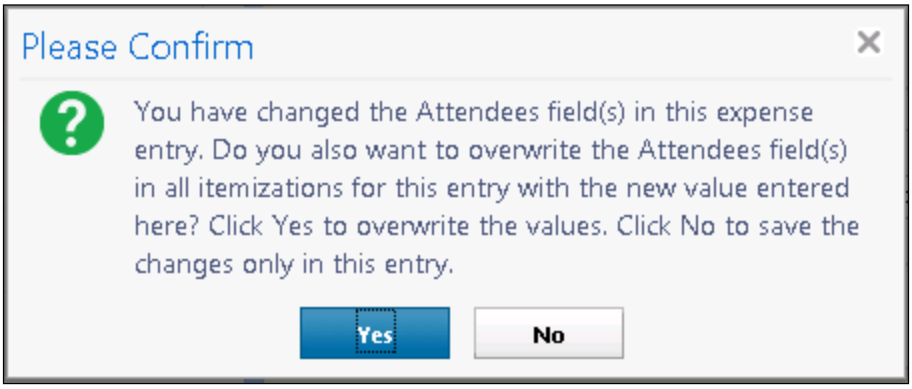
- **Copy Down Itemization Information to Attendees**

Assume that a user itemizes an expense that has attendees and your system is configured to copy down the attendees to the itemizations. If so, attendees entered at the parent expense can copy down to any itemization with attendees. On the initial creation of the itemizations, the attendees present on the parent expense will copy to the itemization. If the user then makes changes to the attendees on the parent expense (for example, add an additional attendee), the user will be asked if he/she wants to copy the change to the itemizations.

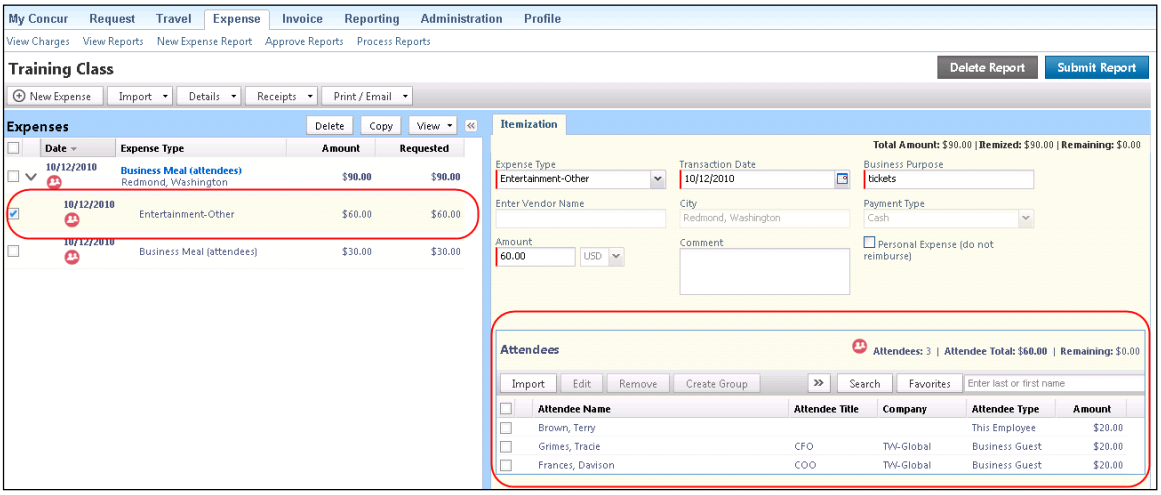
In this example, there are two attendees, each allotted half ($30) of the itemization ($60).



When the user adds a third attendee to the parent expense, the user is prompted about carrying the change to the itemizations.



Upon clicking **Yes**, the third attendee is added to the itemization and the amounts are adjusted.



- ***Important!***

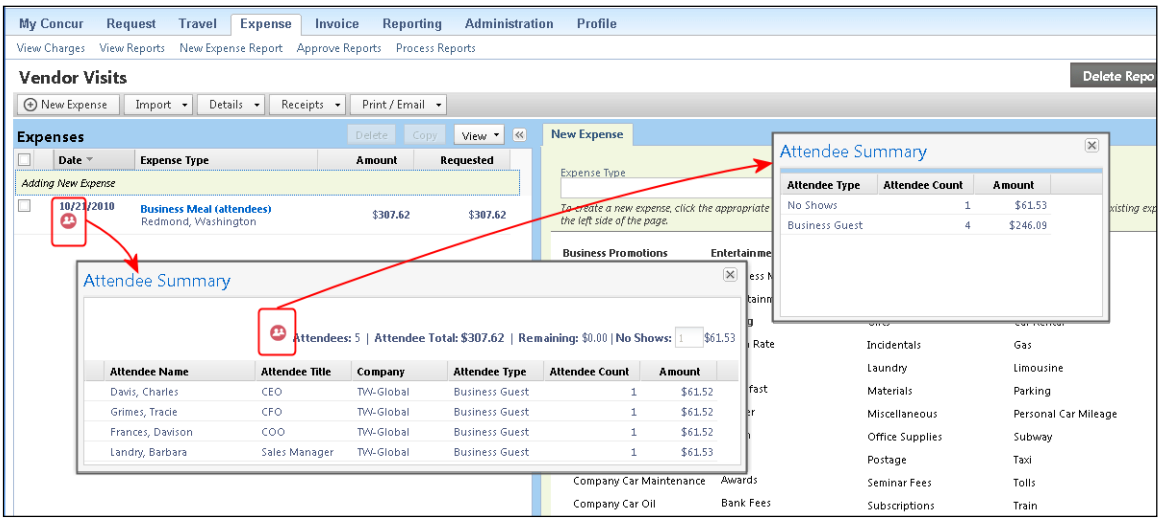
Be aware that - when Expense added the third attendee to the itemization, it added up the individual attendee amounts (from the two attendees) and then divided by 3. If the user had made manual adjustments to the amounts, the user must adjust them again. Because of the way Expense handles amounts, its only option is to divide the amounts equally.

NOTE: Whether amounts are copied down is configurable, as described in configuration portion of this guide.

- **Additional Attendee Information - Attendee Summary**

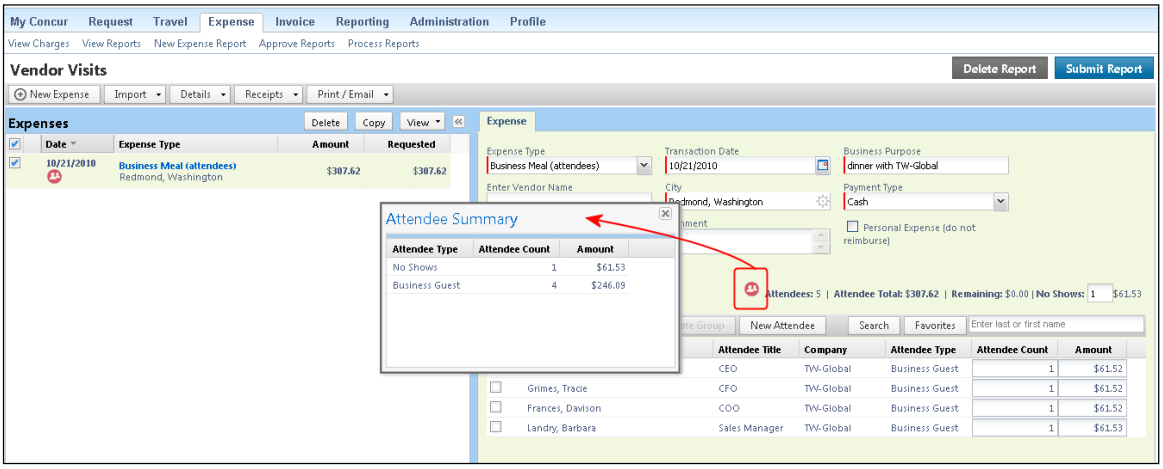
- ***Expense List***

The user can view attendee information on the expense report page – without using the **New Expense** (or **Expense**) tab. The user hovers the mouse pointer over the attendee icon in the expense list to see the attendees associated with the expense. The user can see the attendee counts and totals by attendee type by hovering the mouse pointer over the attendee icon in the **Attendee Summary** window.



- ***New Expense (or Expense) Tab***

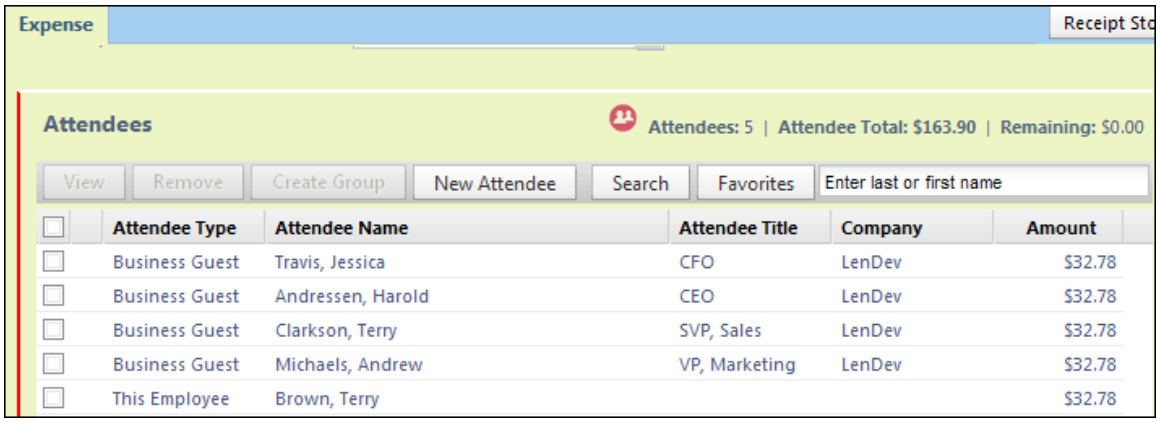
The user can view the attendee count and totals by attendee type using the **New Expense** (or **Expense**) tab. To do so, the user hovers the mouse pointer over the attendee icon in the **Attendees** section.



- **Additional Attendee Information - Attendee Detail View**

- ***Change Columns***

There are several places in Expense where attendee information is presented in tables, such as the **Attendees** section of the **New Expense** or **Expense** tab (as shown in the figure below).



By default, the information that the user sees in these tables includes the attendee name, type, company, and title. The administrator can customize this information. The administrator can add any of the following:

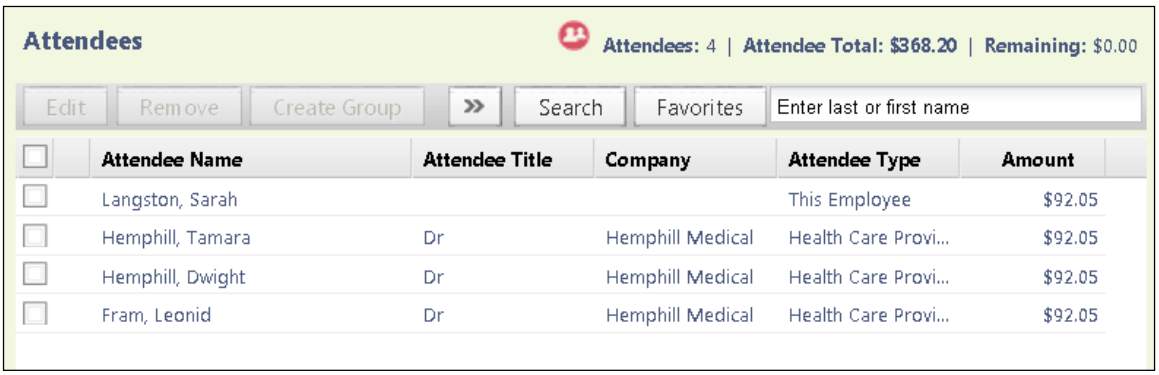
- First Name
- Last Name
- Middle Initial
- Suffix
- Custom 1-20
- Attendee Entry Custom 1-5
- Total Amount Previous Year
- Total Amount YTD
- Attendee Count
- Status (used primarily with the Fringe Benefit Tax feature in Australia and New Zealand)

Refer to the *Expense: Fringe Benefits Tax (FBT) Setup Guide* for more information.

Once the new "view" configuration is created, it is implemented by assigning it to one or more Expense groups.

- ***Example - Add a Field***

For example, by default, the **Attendees** section of the **New Expense** (or **Expense**) tab contains the **Attendee Name**, **Attendee Title**, **Company**, and **Attendee Type** columns. (Visibility of the **Amount** column is configurable.)

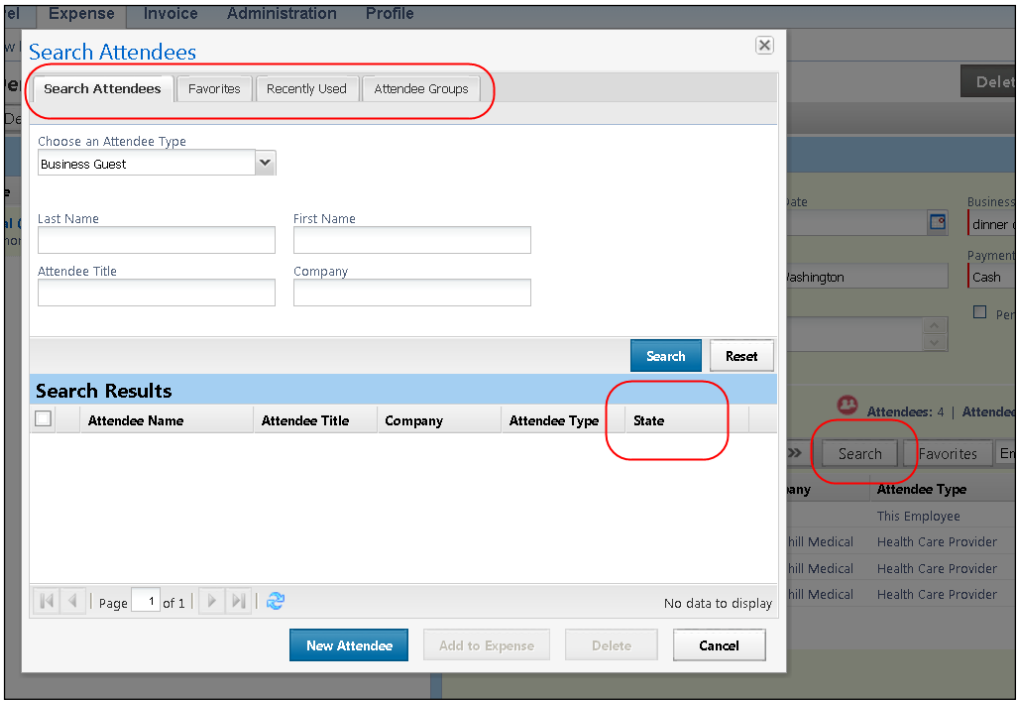


Assume that a company is in the pharmaceutical industry where it is important for the user to know the state in which the attendee (doctor) practices. Further assume that the administrator added a custom field (renamed **State**) to the attendee form. Using the Attendee Detail View feature, the administrator can also easily add that same field to this display.

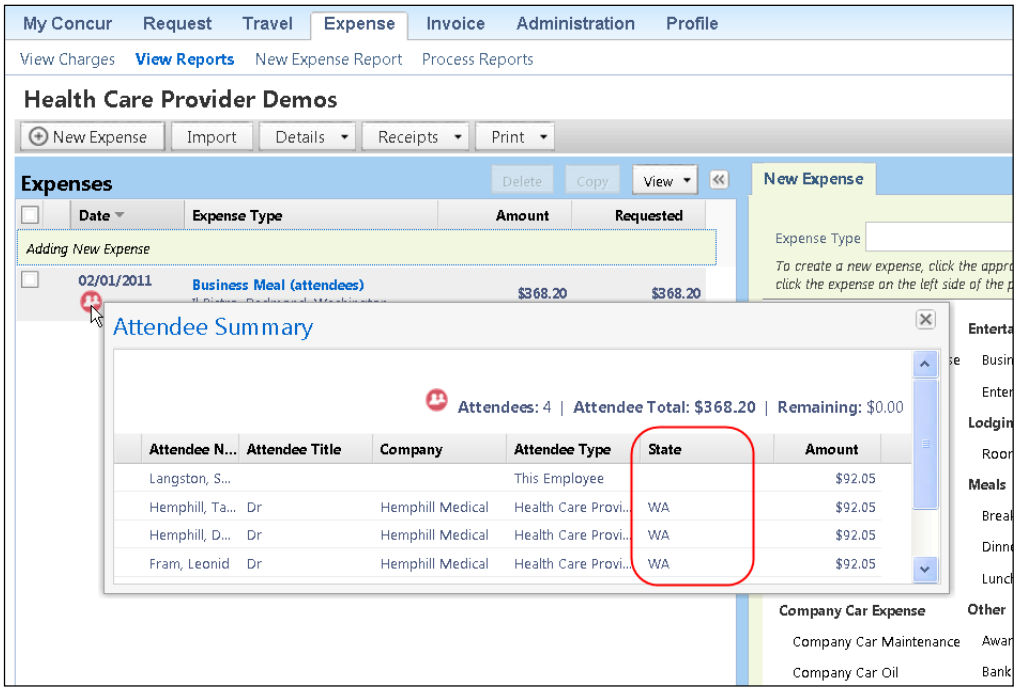
- ***Affected Pages***

This change affects the most common attendee grids, so when the administrator adds or removes a column, the change appears in these places:

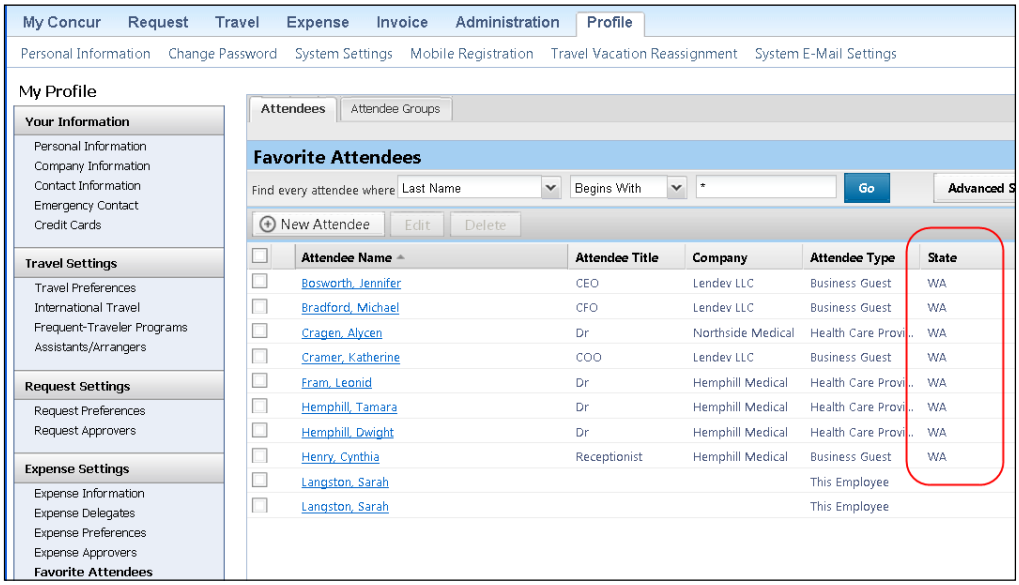
- **Attendees** section of the **New Expense** (or **Expense**) tab (shown above)
- **Search Attendees** window:
  - Accessed by clicking **Search** in the **Attendees** section of the **New Expense** (or **Expense**) tab
  - Includes all four tabs: **Search Attendees**, **Favorites**, **Recently Used**, and **Attendee Groups**



- Expense list attendee summary tool tip:
  - Accessed by hovering the attendee icon in the expense list



- Favorite attendees in profile:
  - Accessed by clicking (*current* UI) **Profile** > **Favorite Attendees** or (*enhanced* UI) **Profile** > **Profile Settings** > **Favorite Attendees**.
  - Includes both tabs: **Attendees** and **Attendee Groups**

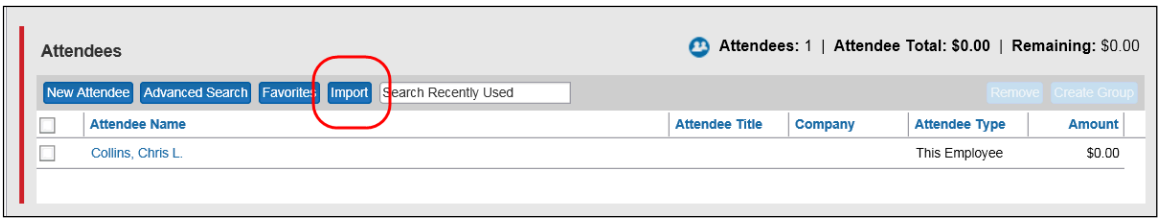


Refer to *Configuring the Attendee Detail View* in this guide.

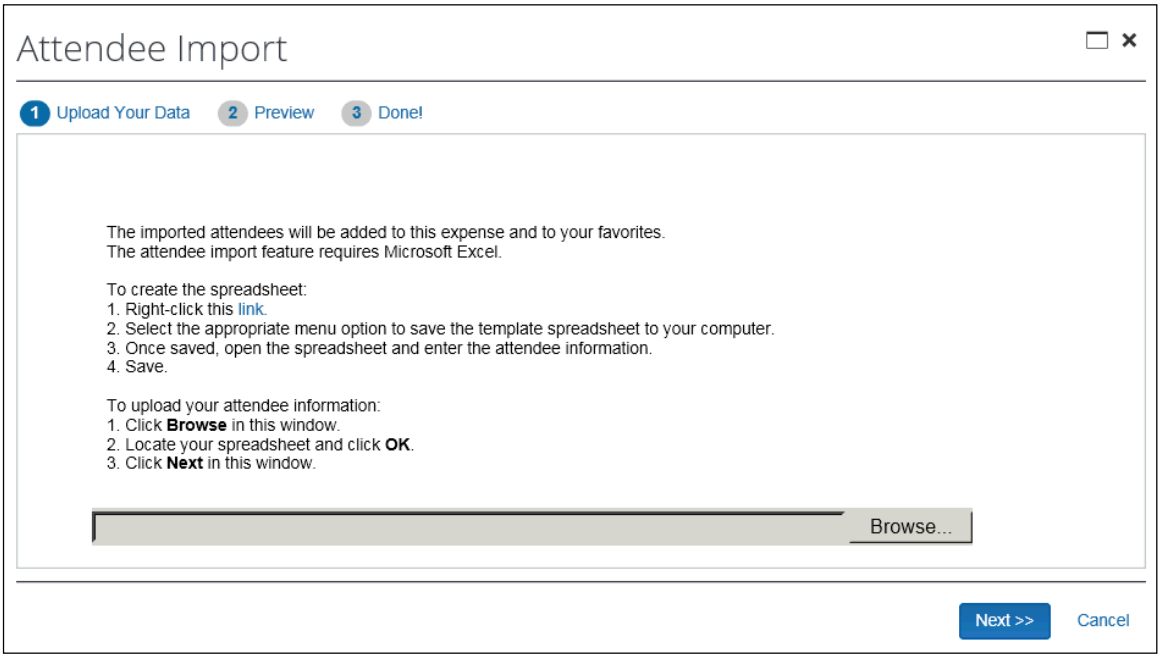
- **Using the Personal Attendee Import Feature**

Expense users can import attendees into an expense. This feature benefits users who must list a large number of attendees, for example, for seminars or department functions. A limit of 5,000 records in a single import is enforced, after which additional records are ignored (i.e., record 5,001 and on).

When Expense is configured to use the attendee import feature, the **Import** button appears in the **Attendees** section.



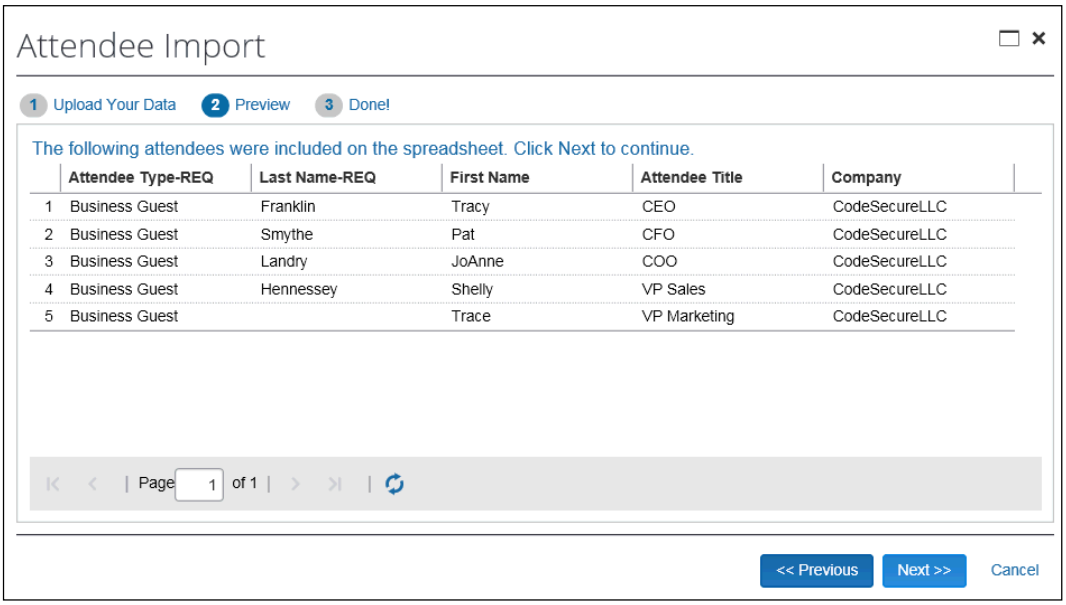
The user clicks the **Import** button. The **Attendee Import** window appears.



Using this window, the user accesses an Excel worksheet (formatted with the attendee fields) and saves it to his/her computer or network.

The user opens the worksheet in Excel, enters the attendee records (up to and not over 5,000 per import), and saves.

The user then imports the competed worksheet into Expense. Once imported, Expense displays the attendee information. The user reviews the information for accuracy.

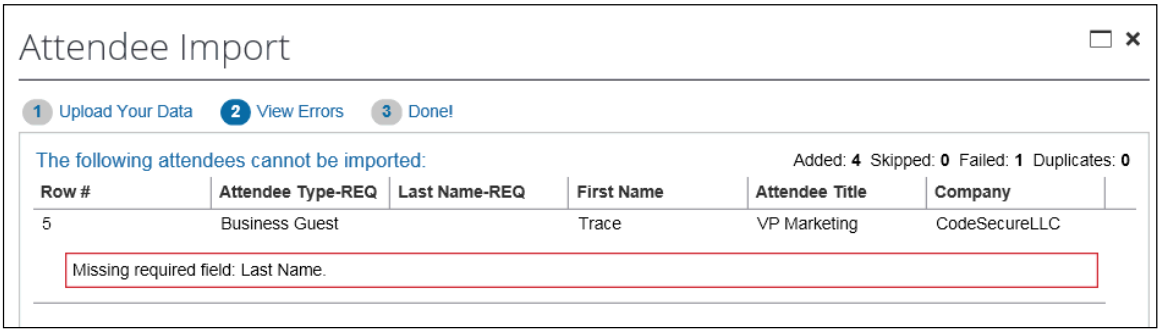


	Attendee Type-REQ	Last Name-REQ	First Name	Attendee Title	Company
1	Business Guest	Franklin	Tracy	CEO	CodeSecureLLC
2	Business Guest	Smythe	Pat	CFO	CodeSecureLLC
3	Business Guest	Landry	JoAnne	COO	CodeSecureLLC
4	Business Guest	Hennessey	Shelly	VP Sales	CodeSecureLLC
5	Business Guest		Trace	VP Marketing	CodeSecureLLC

Then:

- If the information is correct, the user clicks **Next**.
- If the information is ***not*** correct (and the user notices the error), the user clicks **Cancel**, corrects the worksheet, and imports again.

In the next step, Expense checks for errors, for example, missing "required" information. Any attendees that appear on this page will ***not*** be imported.



Then:

- If the user wants the attendee to be imported, the user clicks **Done** (which cancels the process), corrects the worksheet, and imports again.
- If the user does ***not*** want the attendee to be imported (perhaps the user has decided to add the attendee later - manually, without using the import), the user clicks **Next**.

In the next step, Expense checks for possible duplicates by comparing the attendees on the worksheet to attendees already in the system and displays the possible duplicates in a split window. The possible duplicate from the worksheet appear in the *top* portion of the window. When the user selects a row in the top window, that person's possible duplicate (an existing attendee) appears in the *bottom* part of the window.

Then:

- If a possible duplicate (from the worksheet) truly is an existing attendee, the user selects the attendee in the bottom part of the window and clicks **Use Selected Attendees**.
- If the possible duplicate (from the worksheet) is ***not*** an existing attendee, the user clicks **Continue Adding New Attendee**.

Note the following:

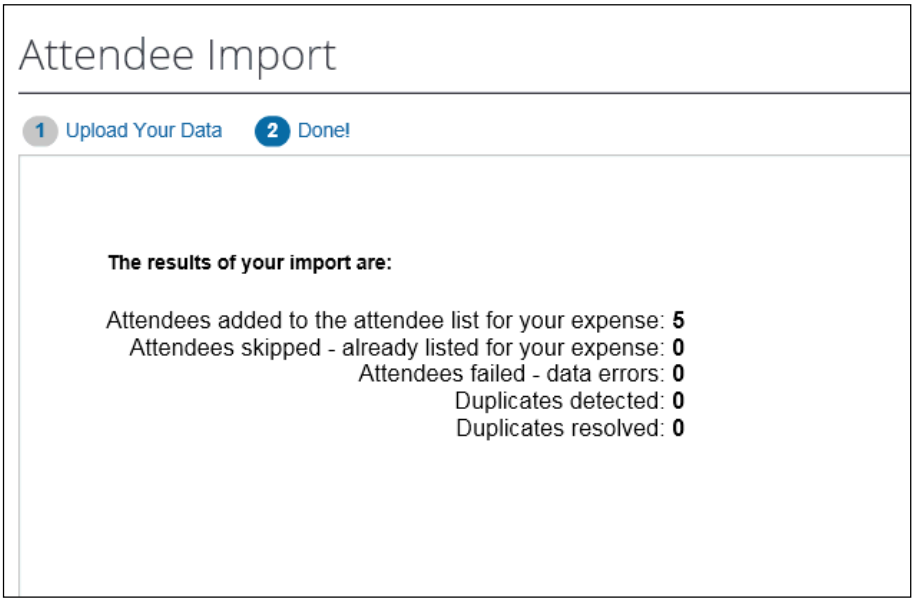
- Duplicate records still count against the overall import limit of 5,000 attendee records for a single import
- Attendees that are missing required fields can be imported. The attendees must have at least the Last Name and Attendee Type field completed. The user can add all other required fields to the attendee record after import.

- Attendees that are in your Favorites are not treated as duplicates, providing that the attendee record appears once, and only once, in your favorite attendees.
- When the system checks for possible duplicates, it is first looking for an exact match on the External ID. The External ID is unique to each attendee. It is generally the attendee ID obtained from the client's HR or CRM system and is ***not*** likely to be included in the worksheet. It then looks for duplicates based on the fields configured for duplicate check for that attendee type.

  For more information about the External ID, refer to *External ID - Required for Imported Changes and Deletions* in the configuration section in this guide.

- If Expense finds more than one possible duplicate (so that several names are listed at the top and bottom of the page), the user deals with each one individually.
- Attendees of type SYSEMP (Employee), where the user is not allowed to create a new attendee record, can now be imported and will be matched to one existing employee record.
- Attendee types where the user may not create a new attendee record but may search for attendees from a company-managed list may be included in the import file. The system will attempt to find a match with existing attendees in the system, and will fail the record if no match is found.
- The attendee duplicate type check by default is limited to attendees of the same type, however it can be expanded to all attendee types on the **Settings** tab of the **Attendees** page in **Expense Admin**.

When done, the user clicks **Next**. The final page appears.



On this page, note the following definitions:

- **Skip:** A skip occurs if an attendee is added to an expense and then the user imports the same worksheet with the same attendee to the same expense.
- **Failed:** The system detected that at least one required field was missing and the user elected to ***not*** import that attendee.
- **Duplicate:** As described previously, the system compares information from the attendees on the worksheet to the attendees already in the system. If the External IDs are not an exact match, the user is asked to indicate if the imported attendee truly is a duplicate.

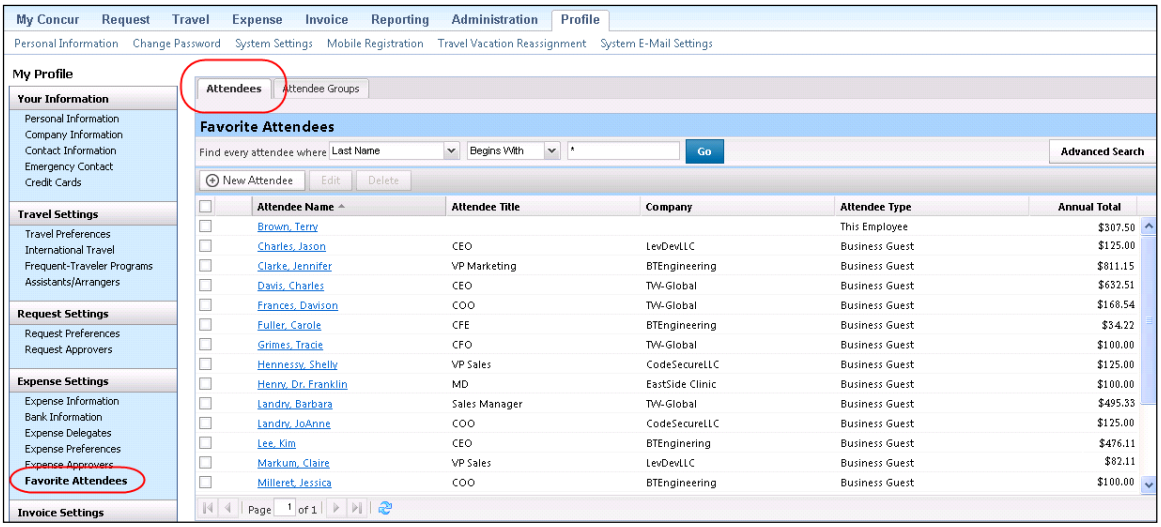
For more information about the External ID, refer to *External ID - Required for Imported Changes and Deletions* in the configuration section in this guide.

When the user clicks **Done**, the attendees are imported into the expense.

Section 4: What the User Sees - in Profile

- **Attendees Tab**

The **Attendees** tab in the user's profile lists the attendees that appear in the user's favorites list in the **Attendees** section of the **New Expense** (or **Expense**) tab. Using this page, the user can manage his/her favorites list.



Note the following:

- This list is not necessarily all of the user's available attendees; it includes only the user's favorites.
- The attendee types that are visible to users (by groups) are configurable, as described in configuration portion of this guide.

The user can use this tab to:

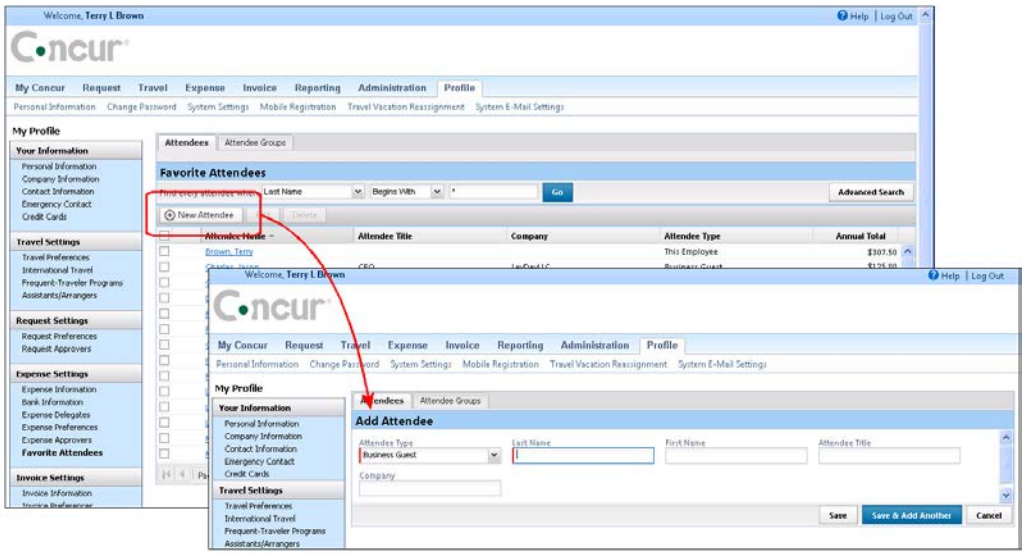
- Create a new attendee
- Edit or view attendee information
- Delete / Hide an attendee
- Find an attendee

Note the following about the information that appears on this page:

Information	Description
User Name (attendee type of This Employee)	The user's name appears automatically in this list (depending on the configuration).
Annual Total	On this page, the attendee's name, title, company, and attendee type always appears. The **Annual Total** column ***may*** appear, based on the company's configuration. If so: • The amount shown is the total amount spent company-wide in the current calendar year for that attendee (not only from the current user) – and – • The currency used is: ♦ The currency that is set in the import record, if the attendee was imported – or – ♦ The same as the user's reimbursement currency, if the attendee was added by a user **NOTE:** There are two ways to add the total column to the **Attendees** tab (both described in the configuration section of this guide). • One involves the attendee **Settings** page; that setting adds the **Annual Total** column to the **Attendees** tab. • The other option involves using the Attendee Detail View form. Adding the **Attendee Total YTD** field to the view will provide the same result but will also add this information to several other places, like the **Attendees** section of the **New Expense** (or **Expense** tab), the **Search Attendees** page, etc. 📖 Refer to *Additional Attendee Information - Attendee Detail View* in this guide.
Audit Icon	A red audit icon appears if an audit rule exception has been generated for that attendee.

- ***Creating a New Attendee***

To add a new attendee to the user's attendee favorites list, the user clicks **New Attendee**, completes the **Add Attendee** page, and then clicks **Save** or **Save & Add Another**.



NOTE: The company can also decide whether to implement "carry-forward." It is similar to copydown but it copies data from one attendee to another (for example, company name) when the user is adding attendees, as described in the configuration portion of this guide.

- ***Editing Attendee Information***

A user can edit attendee information ***only*** if the user originally added the attendee to Expense. To do so, on the **Attendees** tab, the user clicks either:

- The attendee's name (link)
  – or –
- The check box to the left of the attendee's name and clicks **Edit**

The user edits the desired information and clicks **Save**.

- ***Deleting / Hiding Attendees***

When using this feature, the attendee is actually ***deleted*** from Expense ***only***:

- If the user originally added the attendee to Expense
  - and -
- If the attendee has not been associated with an expense

In all other cases, the attendee information is simply removed (hidden) from the user's attendee favorites list and can be located using the using the **Advanced Search** link.

To delete, the user selects the check box associated with the attendee and clicks **Delete**.

NOTE: The attendee can also be deleted from the **Favorites** tab of the **Attendees** section of the **New Expense** (or **Expense** tab).

- ***Finding Attendees***

The user can search his/her favorites list using the **Find every attendee where** area. The user completes the fields and clicks **Go**. The search results appear.

NOTE: Be aware that this "find" option is searching the attendees in the favorites list. To locate attendees that the user has deleted (removed), the user clicks **Advanced Search**.

- **Attendee Groups Tab**

Using Profile, users can manage their groups of favorite attendees. Users can:

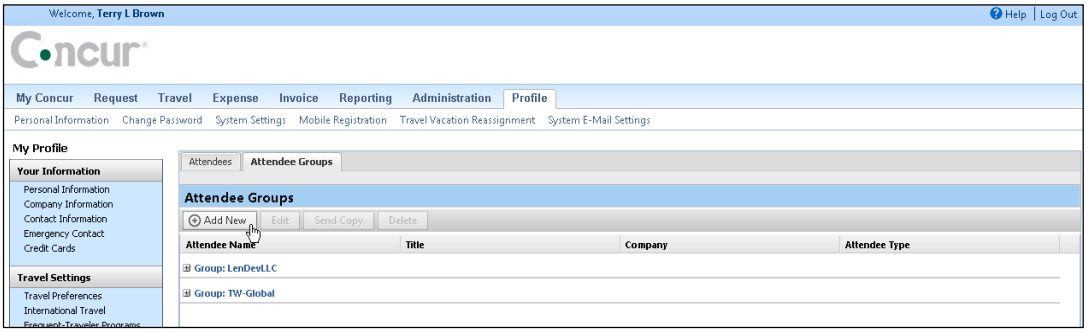
- Create, edit, and delete groups
- Send a copy of one or more groups to another Expense user

- ***Create a Group of Favorite Attendees***

Note the following:

- Attendees that a user adds to a group must first be in the user's favorites list.
- Each group can have as many as 500 individual members.
- A user can create an unlimited number of groups.
- An attendee can belong to more than one group.

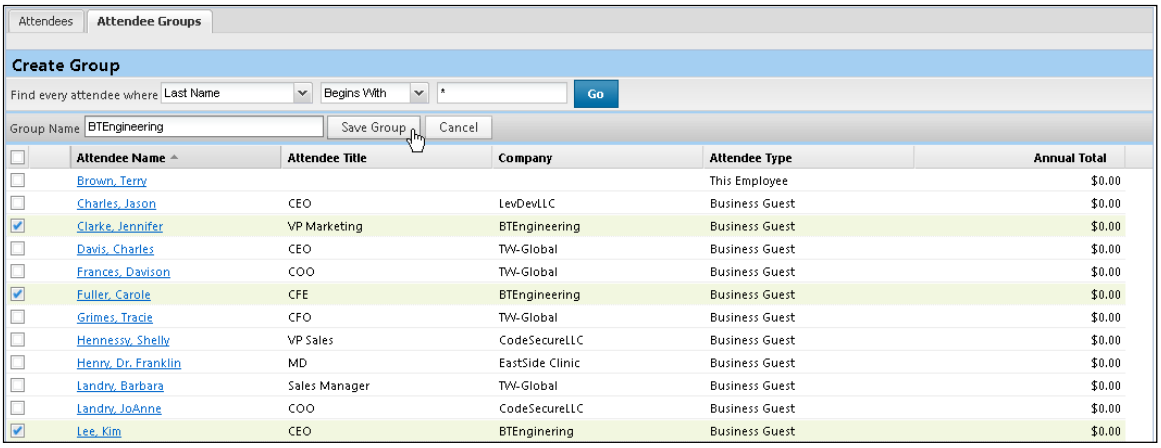
To create a group, the user clicks **Profile** > **Favorite Attendees** (left menu) and then selects the **Attendee Groups** tab. The user clicks **Add New**.



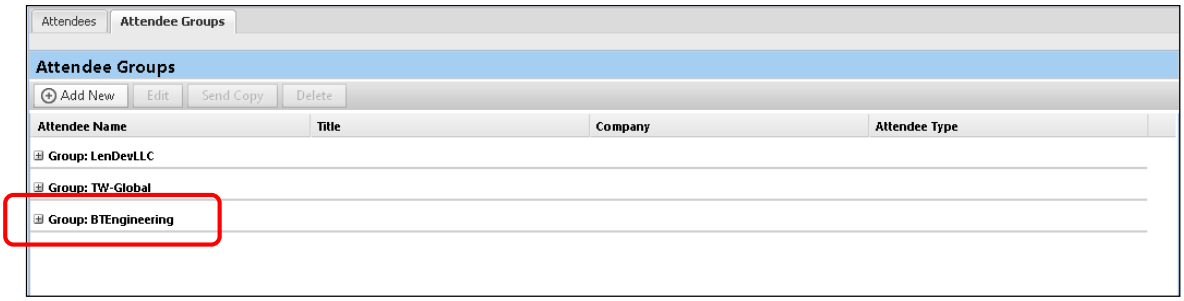
The user's list of favorite attendees appears.

The user selects each attendee to be included in the group and types a name for the group in the **Group Name** field.

NOTE: The name does not have to be unique but it is a best practice to have unique group names.



The user clicks **Save Group**. The selected attendees now appear in a group.

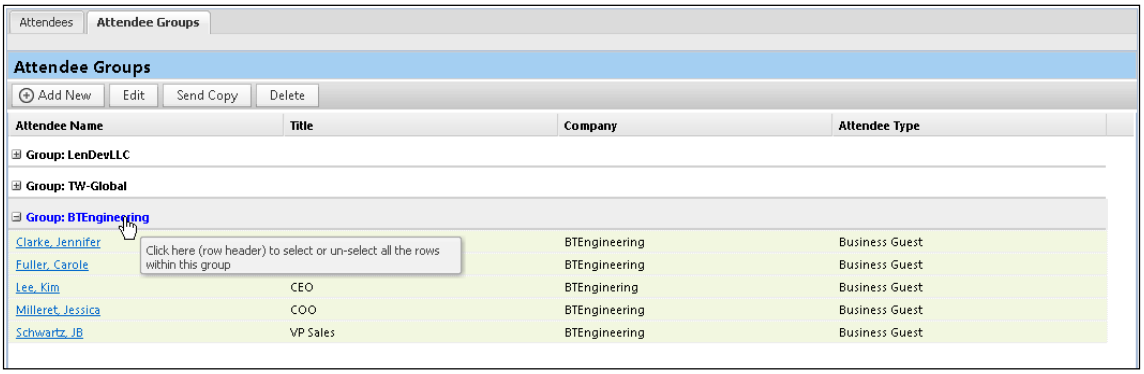


- ***Edit a Group***

The user uses the edit feature to:

- Add more attendees to an existing group
  - or -
- Remove attendees from an existing group

On the **Attendee Groups** tab, the user selects the group and clicks **Edit**.



The user makes the desired changes and clicks **Save Group**.

- ***Delete a Group***

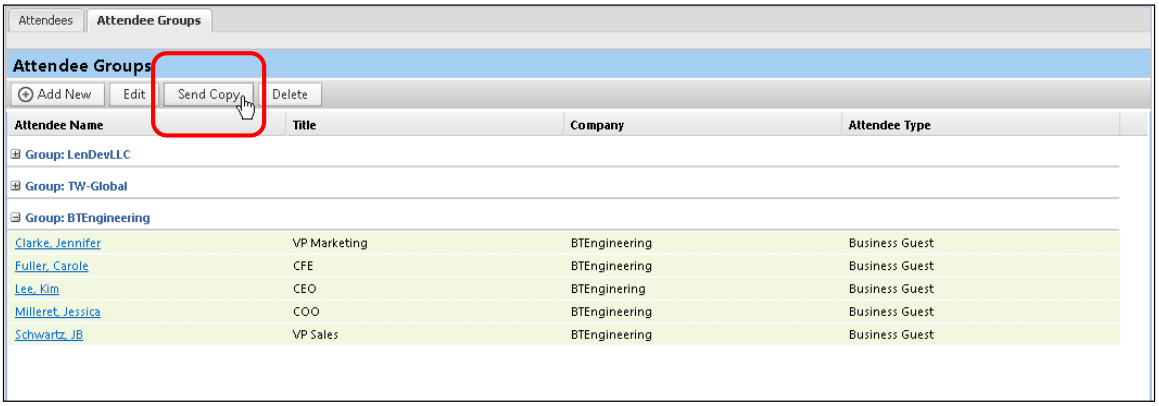
When a user deletes a group, the group is dissolved; the individual attendees are still available in the user's favorites list. If a user deletes an attendee from the favorites list and that attendee is in one or more groups, a confirmation message appears.

To delete, on the **Attendee Groups** tab, the user selects one or more groups and clicks **Delete**.

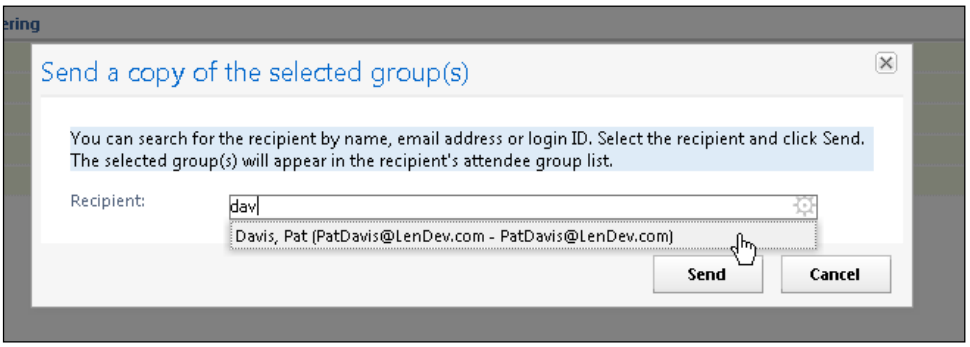
- ***Send a Copy of a Group to Another User***

A user can send a copy of one or more groups to another user. The group then appears immediately on the recipient's **Attendee Groups** tab; all individual attendees in the group also appear on the recipient's **Attendees** and **Favorites** tabs.

To send a copy to another user, on the **Attendee Groups** tab, the user selects one or more groups and clicks **Send Copy**.



In the **Send a copy of the selected group(s)** window, the user finds the desired recipient and clicks **Send**.



NOTE: The selected group(s) can be sent to only one recipient at a time.

Note the following:

- Remember - this is a copy. Any modifications that the original owner makes to the group will not affect the recipient; any modifications that the recipient makes to his/her copy will not affect the original owner's group.

- Since the group names do not have to be unique, the copy cannot overwrite or otherwise destroy data in the recipient's group list.
- If the recipient does not have access to an attendee type, any attendees of that type will not be included in their copy of the group.

- **Attendee Detail View**

You can add additional information to the attendee grids (tables) in Profile as described in *Additional Attendee Information - Attendee Detail View* in this guide.

Section 5: Delegates, Proxies, Approvers, and Processors

- **Delegates and Proxies**

All of the features described here for Expense users are also available to delegates and proxies.

- ***Attendee Types Restricted by Groups***

If the administrator has defined attendee types by groups, when a delegate or proxy accesses attendee information on behalf of a report owner, the attendee types available are based on the types defined for the report owner's group.

- **Approvers and Processors**

! **IMPORTANT!** Before reading this section, review *Understanding How Expense Distributes and Redistributes Amounts* in this guide to understand the relationship between manual changes to amounts and Expense's automatic redistribution of amounts among attendees.

Like most forms and fields, the attendee forms and fields can be configured so that it is either read-only or editable (modify) for the approver and/or processor. If so, *modify* means:

- The approver and/or processor can add attendees to and remove attendees from an expense.
- Neither the approver nor the processor can ***manually*** adjust the amount of the expense allotted to each attendee. However, if the approver or the processor lower the total amount of the expense, then the individual attendee-allotted amounts are adjusted proportionally.
- If the approver and/or processor add or remove an attendee ***and***:
  - *If the user has not manually changed any amounts*, then Expense will automatically redistribute the amounts equally among all attendees.
  - *If the user manually changed some but not all amounts*, then Expense will redistribute the amounts over the attendees whose amounts the user ***did not*** change as well as any new attendees added by the approver or processor.

- *If the user manually changed all amounts*, then Expense cannot redistribute the amounts. On save, an exception is created because the amounts no longer balance. Though the approver/processor is encouraged to return the report to the employee for editing, the report can be approved/processed.

- ***Attendee Types Restricted by Groups***

If the administrator has defined attendee types by groups, when an approver or processor accesses attendee information on behalf of a report owner, the attendee types available are based on the types defined for the report owner's group.

Section 6: Configuration – Overview and Procedures

This portion of the process requires the role of Expense Configuration Administrator.

- **Different Processes for Different Options**

Clients wanting to take advantage of the extended attendee functionality may opt-in to the following features. The optional features are applied in these ways:

- **Global:** Applies to all expenses that require attendees
- **By attendee type:** Set based on the attendee type
- **By expense type within the policy:** Set based on the expense type and policy, using the **Expense Types** page
- **By Expense Group:** Configured and then applied to one or more Expense groups

The attendee features are listed in the table below and are described **in detail** on the following pages.

Configured by Feature	Global	Attendee Type	Expense Types	Group
20 custom fields available specifically for attendees	X			
Ability to track year-to-date attendee totals	X			
Separate attendee forms for each attendee type		X		
Allow attendee lists to be shared or private		X		
Allow or prevent users to enter new attendees into Expense		X		
Have Expense check for duplicates when users add new attendees to Expense		X		
Duplicate checks are performed across all attendee types	X			

Configured by Feature	Global	Attendee Type	Expense Types	Group
Define the search criteria that appear on the attendee helper		X		
View the amount of an expense allotted to each attendee			X	
Edit the amount of an expense allotted to each attendee			X	
Account for attendees who were invited but did not attend ("no shows")			X	
Include the Expense user as an attendee *by default*			X	
Suppress the **Add New Attendee** button by expense type			X	
Set a default attendee type for an expense type			X	
Allow only some attendee types to be chosen for an expense type by excluding all others			X	
Allow users to enter the count (number of unnamed attendees)		X	X	
Import of attendee lists by administrator from other applications	X			
Import of attendee lists by users	X			
Allow the automatic creation of an attendee record for the current employee (SYSEMP attendee type)	X			
Create audit rules relating to attendee totals and frequency of attendance				X
Auto-generate the External ID, used if importing lists of attendees	X			
Restrict attendee types by user group				X
Configure the Attendee Detail View (form)				X
Search for and import attendees from external source **NOTE**: This option requires the Fetch Attendee web service. Refer to the *Fetch Attendee Web Service* information on http://developer.concur.com.		X		

- **The Basic Configuration Process**

These steps are described ***briefly*** here and described ***in detail*** on the following pages:

Step 1: Define the attendee forms and fields.

Step 2: Edit the **Attendees** field on the Expense Entry form (optional).

Step 3: Configure the Attendee Detail View (optional).

Step 4: Edit the attendee-related expense types.

Step 5: Add additional attendee types and select attendee settings.

Step 6: Include all employees in a company in the attendee search.

Step 7: Create the desired attendee audit rules (optional).

Step 8: Configure the Excel worksheet to be used for personal attendee imports (optional).

Step 9: Import a list of attendees (optional).

- **Step 1: Defining the Attendee Forms and Fields**
- ***Overview: Attendee Forms and Fields***

In this step, you configure one or more forms used for attendees. You can create as many attendee forms as necessary, for example, one for each attendee type if desired, or for example by company type, by using the Health Care Professional (HCP) attendee form.

- **General Notes about Attendee Forms**

- Expense provides a default attendee form. To create new forms, make a copy of the default form and then edit the copy.
- Expense also provides company-specific forms, such as the Health Care Professional (HCP) attendee form.
- An administrator can create as many attendee forms are needed.
- Attendee forms are administered at (*current* UI) **Administration** > **Expense Admin** > **Forms and Fields** or (*enhanced* UI) **Administration** > **Expense** > **Forms and Fields**.
  - Once the *Expense Attendee* form type is selected, the list of forms is displayed. The forms can be expanded to display the currently configured fields.
  - Use the *Attendee Detail View* form type to provide additional information in the most common attendee grids (tables) as described in *Additional Attendee Information - Attendee Detail View* in this guide.

📖 Refer to the *Expense: Forms and Fields Setup Guide* for general information about forms and fields.

General Notes about Attendee Fields

- For the most part, attendee fields are like all other fields ***except*** attendee fields cannot be configured as connected lists.
- Refer to the *Approvers and Processors* section in this guide for information about using the "modify" field attribute for approvers and processors.
- The attendee fields are listed below.

The attendee fields are:

Field Name	Description
Attendee Count	Total count of attendees by this attendee type
Attendee Name	Attendee's name
Attendee Title	Attendee's work title
Attendee Type	Business Guest, Spouse, and so on
Company	Attendee's company
Company Category 1 Authorized Amount Previous YTD	Total pre-authorized spend on this attendee on selected expense categories by the entire company last year
Company Category 1 Authorized Amount YTD	Total pre-authorized spend on this attendee on selected expense categories by the entire company year-to-date
Company Category 1 Submitted Amount Previous YTD	Total spend on this attendee on selected expense categories by the entire company last year
Company Category 1 Submitted Amount YTD	Total spend on this attendee on selected expense categories by the entire company year-to-date
Company Category 2 Authorized Amount Previous YTD	Total pre-authorized spend on this attendee on selected expense categories by the entire company last year
Company Category 2 Authorized Amount YTD	Total pre-authorized spend on this attendee on selected expense categories by the entire company year-to-date
Company Category 2 Submitted Amount Previous YTD	Total spend on this attendee on selected expense categories by the entire company last year
Company Category 2 Submitted Amount YTD	Total spend on this attendee on selected expense categories by the entire company year-to-date
Created By (Private List)	Defines the "owner" of the attendee information 📖 For more information, refer to *Private vs Shared Attendee Lists* on the following pages.
Currency Key	As defined in the import, if imported; or same as the user's reimbursement currency, if the attendee was added by a user
Custom 1-20	Custom fields as defined by the company

Field Name	Description
Attendee Entry Custom 1-5	Custom fields used to collect information specific to the attendee on the current expense; this data can be extracted using the Attendee Detail extract
Employee Amount Previous Year	Total spend on this attendee by the current user last year 📖 For more information, refer to *Amount Fields (Edit Attendee and Details)* on the following pages.
Employee Amount YTD	Total spend on this attendee by the current user year-to-date 📖 For more information, refer to *Amount Fields (Edit Attendee Details)* on the following pages.
Employee Category 1 Authorized Amount Previous YTD	Total pre-authorized spend on this attendee on selected expense categories by the current user last year
Employee Category 1 Authorized Amount YTD	Total pre-authorized spend on this attendee on selected expense categories by the current user year-to-date
Employee Category 1 Submitted Amount Previous YTD	Total spend on this attendee on selected expense categories by the current user last year
Employee Category 1 Submitted Amount YTD	Total spend on this attendee on selected expense categories by the current user year-to-date
Employee Category 2 Authorized Amount Previous YTD	Total pre-authorized spend on this attendee on selected expense categories by the current user last year
Employee Category 2 Authorized Amount YTD	Total pre-authorized spend on this attendee on selected expense categories by the current user last year
Employee Category 2 Submitted Amount Previous YTD	Total spend on this attendee on selected expense categories by the current user last year
Employee Category 2 Submitted Amount YTD	Total spend on this attendee on selected expense categories by the current user year-to-date
External ID	Required for imported attendee records 📖 For more information about the External ID, refer to *External ID - Required for Imported Changes and Deletions* in the configuration section in this guide.
First Name	Attendee's first name
Last Name	Attendee's last name
Total Amount Previous Year	Total spend on this attendee by all users company-wide last year 📖 For more information, refer to *Amount Fields (Edit Attendee Details)* on the following pages.

Field Name	Description
Total Amount YTD	Total spend on this attendee by all users company-wide year-to-date 📖 For more information, refer to *Amount Fields (Edit Attendee Details)* on the following pages.
Status	Used primarily with the Fringe Benefit Tax feature in Australia and New Zealand 📖 Refer to the *Expense: Fringe Benefits Tax (FBT) Setup Guide* for more information.

- **Private vs. Shared Attendee Lists**

If an attendee list is *private*, then:

- Only the *current* user can use attendees from this list
- Only the *current* user can search this list
- If the user is allowed to add attendees to the list, then Expense will search only this user's attendees for duplicates

If an attendee list is *shared*, then:

- Any user can use attendees from this list
- Any user can search this list
- If users are allowed to add attendees to the list, then Expense will search all users' attendees for duplicates

The **Created By (Private List)** field, which is not visible to the user, has two functions. It is used by Expense:

- To identify the "owner" of the attendee for editing or deleting; for example, in order for a user to edit attendee information or delete an attendee, the user must be the owner
- To identify if an attendee list is private or shared

Whether or not you include this field as one of the *search fields* and the *duplicate search fields* ultimately defines whether attendees list are private or shared.

Further explanation: Remember, the **Created By (Private List)** field is ***always*** hidden and is ***always*** populated with the user's user ID (cannot be changed; cannot be deleted). So, if you add the **Created By (Private List)** field to the *search fields* or the *duplicate search fields*, the field is ***always*** part of the search or duplicate search.

- In the case of the *search* fields, the system will find only those attendees who have that same user ID in the **Created By (Private List)** field. In other words, the system will not search outside of the user's attendees. So, to keep a list private, add the **Created By (Private List)** field – users will not find each other's attendees.
- In the case of *duplicate search* fields, the system will match only attendees who have that same user ID in the **Created By (Private List)** field. In other

words, the system will not search outside of the user's attendees for duplicates.

Summary: What do you want to accomplish?

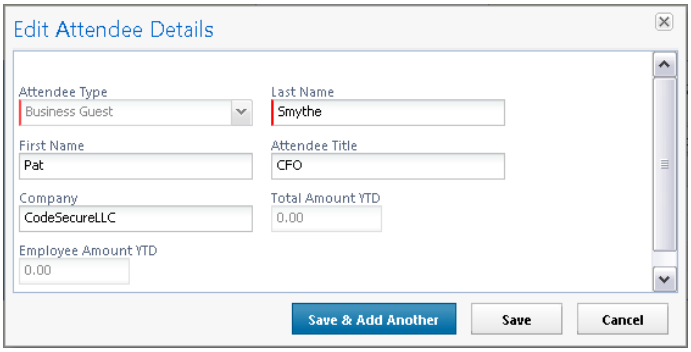
Searching for Attendees		
Type of List	**Description**	**Configuration**
Shared	I want each user's attendee list to be shared for this attendee type. That is, I want users to be able to search for attendees with this type created by anyone in the company or imported from a master list by the company.	When defining forms, on the **Forms** tab: 1. Select the form type of *Expense Attendee*. 2. Select the desired form. 3. Click **Modify Form**. 4. In the **Modify Form** window, ensure that **Created By (Private List)** field ***is not*** checked. 📖 Refer to *Configuring Attendee Forms and Fields* in this guide.
Private	I want each user's attendee list to be private. That is, I want users to be able to search for attendees with this attendee type ***only*** in their own attendee list.	When defining forms, on the **Forms** tab: 1. Select the form type of *Expense Attendee*. 2. Select the desired form. 3. Click **Modify Form**. 4. In the **Modify Form** window, ensure that **Created By (Private List)** field ***is*** checked. 📖 Refer to *Configuring Attendee Forms and Fields* in this guide.

Searching for Duplicates		
Type of List	**Description**	**Configuration**
Shared	When a user adds an attendee with this attendee type, I want Concur to search for duplicates among all attendees with this type created by anyone in the company or imported from a master list by the company.	Click **Administration** > **Expense** > **Attendees**, on the **Attendee Types** tab: 5. Select the attendee type. 6. Click **Modify**. 7. In the **Attendee Type** window, in the **Fields for duplicate search** list, ***do not*** select *Created By (Private List)*. 📖 Refer to *Adding Additional Attendee Types* and *Working with Other Attendee Settings* in this guide.

Private	When a user adds an attendee, I want Concur to check for duplicates ***only*** among attendees with this type in the user's attendee list.	Click **Administration** > **Expense** > **Attendees**, on the **Attendee Types** tab: 8. Select the attendee type. 9. Click **Modify**. 10. In the **Attendee Type** window, in the **Fields for duplicate search** list, select *Created By (Private List)*. 📖 Refer to *Adding Additional Attendee Types* and *Working with Other Attendee Settings* in this guide.
Additional optional setting for duplicate attendee searches		
Shared or Private	The two options above restrict the search to the same attendee type. I want to search ***all*** attendee types for duplicates.	11. Configure Shared or Private as described above. 12. Click **Administration** > **Expense** > **Attendees**. 13. On the **Settings** tab, select (enable) the **Check for attendee duplicates across attendee types** check box. 📖 Refer to *Adding Additional Attendee Types* and *Working with Other Attendee Settings* in this guide.

- **Amount Fields (Edit Attendee Details)**

The amount fields that appear on the **Fields** tab provide the accumulated totals (in profile and in the **Edit Attendee Details** window in Expense) if you add these fields to the desired attendee form.



This example shows the **Employee Amount YTD** and **Total Amount YTD** fields added to the attendee form for the Business Guest attendee type.

- ***Procedure: Configuring Attendee Forms and Fields***
- **Access Forms and Fields**

To access the attendee forms and fields:

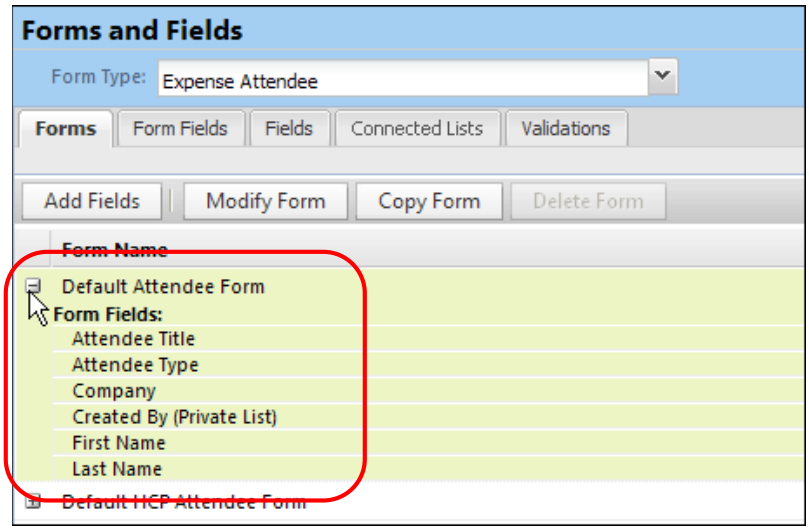
1. In the *current* UI, click **Administration** > **Expense Admin** > **Forms and Fields** (left menu)
   - or -
   In the *enhanced* UI, click **Administration** > **Expense** > **Forms and Fields**.

2. In the **Form Type** list, click *Expense Attendee*.

- **Use the Forms Tab - General**

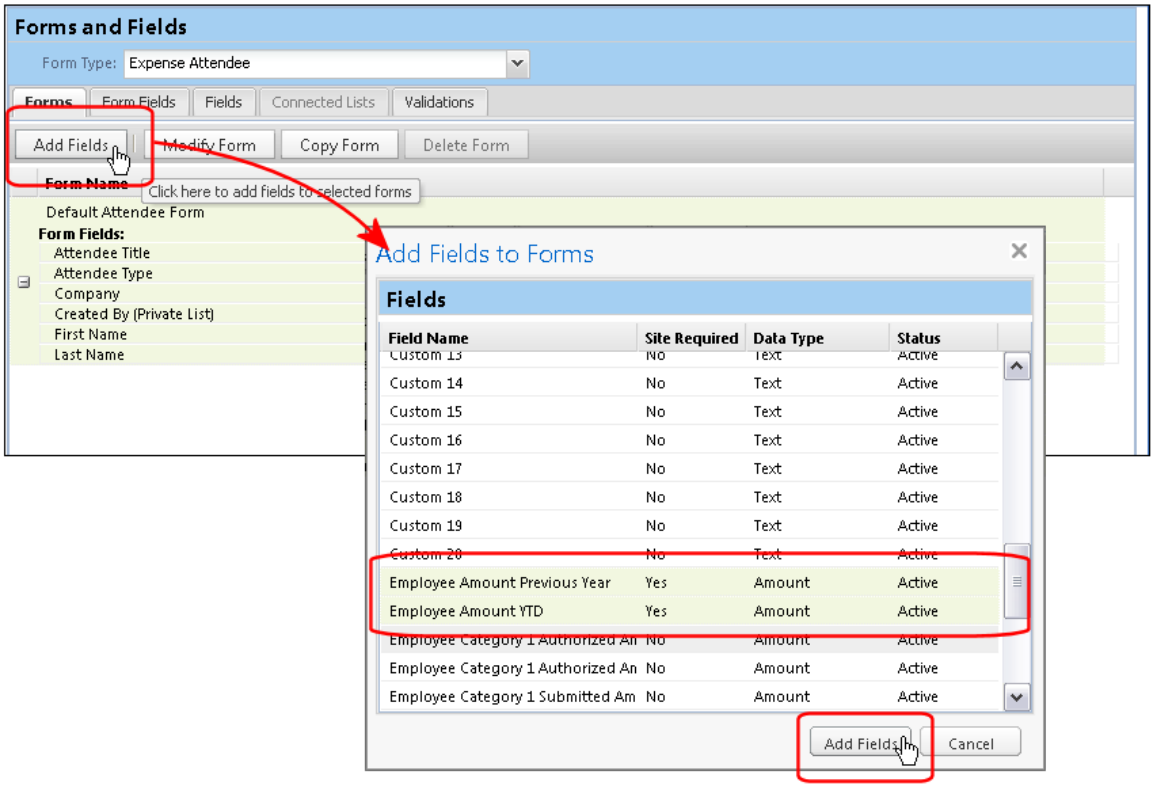
To make general changes on the Forms tab:

1. To view the fields on the form, click the ⊞ to the left of the form name.



2. To create another form, click an existing form and click **Copy Form**.

3. To add additional fields to the form:
   - Click the form.
   - Click **Add Fields**.
   - Select the desired fields.
   - Click **Add Fields**.



- **Use the Forms Tab - Search Fields**

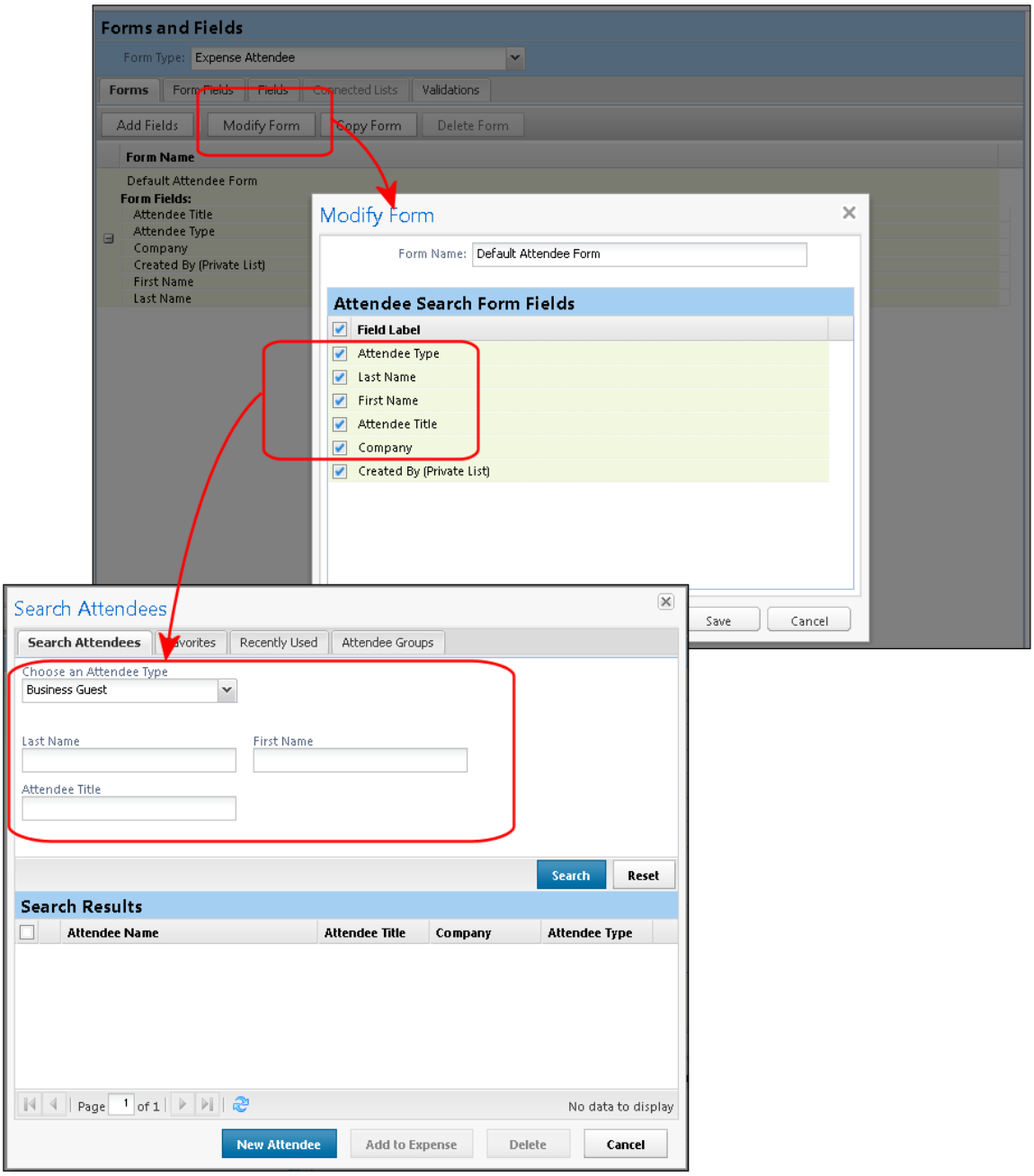
To Define the Search Fields:

4. To define the *search* fields (the fields that appear on the **Search Attendees** window), on the **Forms** tab, click the form.

5. Click **Modify Form**.

6. Select the desired fields.

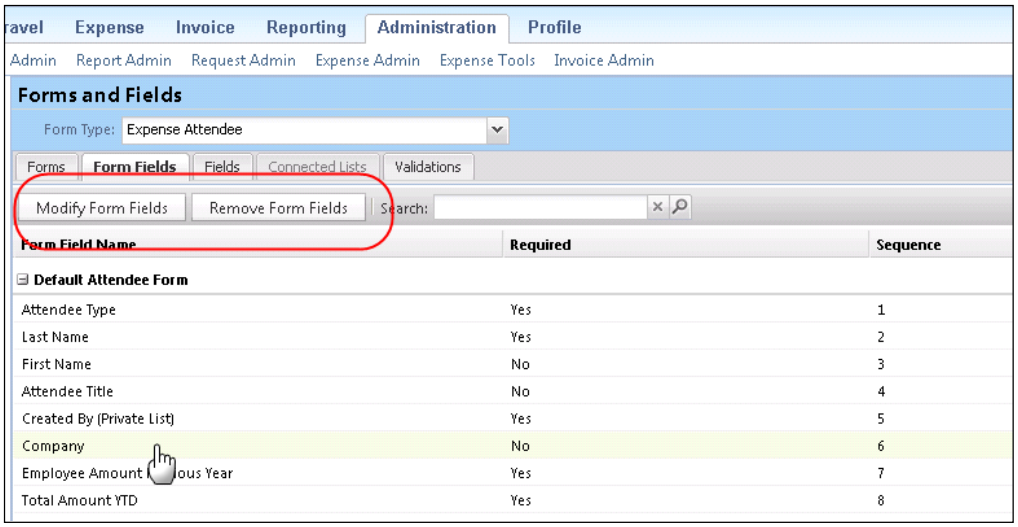
7. Click **Save**.



- **Use the Form Fields Tab - General**

To make general changes on the Form Fields tab:

8. To change the characteristics of a field:
   - Either:
     - Double-click the desired field.
       – or
     - Click the desired field and click **Modify Form Fields**.



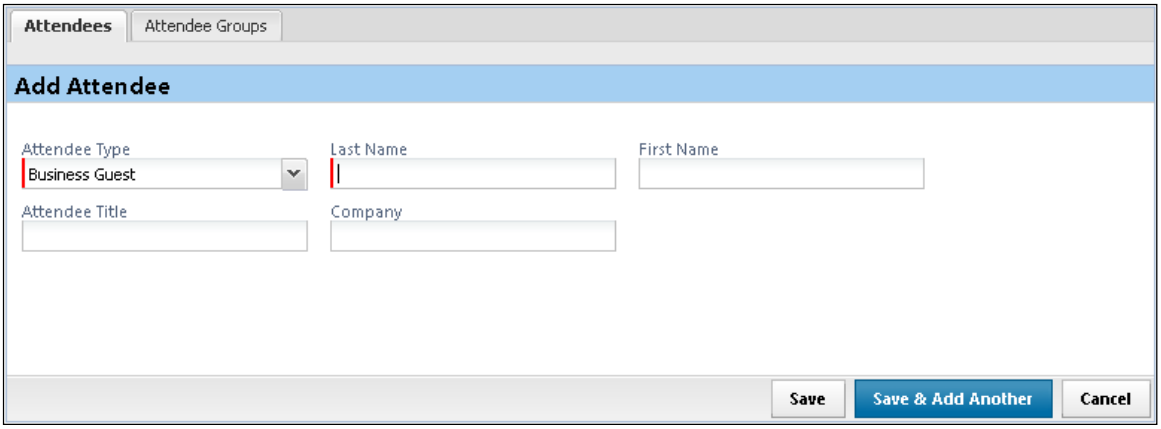
- Make the desired changes.
- Click **Save**.

9. To remove a field:
   - Select the field.
   - Click **Remove Form Fields**.
10. To change the sequence of the fields, drag-and-drop a field to the new location.

Use the Form Fields Tab - Configure Carry-Forward

When a user manually enters attendee information (name, company, job title, etc.) and the attendees are (for example) from the same company, the user must repeat the company name for each attendee. However, you can configure the system so the attendee information is automatically copied (carried forward) from one manual entry to the next.

First, the company decides which attendee fields, if any, use the carry-forward feature.



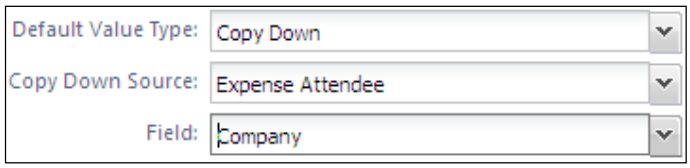
Typically, a company would have attendee type, company, and any custom fields carry forward.

This feature works when the user adds attendees in **Profile** > **Favorite Attendees** or from the expense. However, the information is carried forward ***only*** when the user clicks **Save & Add Another**; it does not carry-forward on **Save**.

To configure carry-forward:

The feature is implemented like copy-down.

11. Either:
    - Double-click the desired field.
      – or
    - Click the desired field and click **Modify Form Fields**.
12. In the **Default Value Type** field, click *Copy Down*.



13. In the **Copy Down Source** field, click *Expense Attendee*.
14. In the **Field** field, click the name of the source field (which would be the same name as the field you are currently editing).
15. Click **Save**.

- **Step 2: Editing Expense Entry Forms for Copydown**
- ***Overview: Copydown***

Attendees (and amounts) entered at the parent expense can copy down to any itemization with attendees.

📖 For information about how the feature works, refer to *Copy Down Itemization Information to Attendees* in this guide.

The configuration process is:

- Edit the **Attendees** form field on the affected Expense Entry form(s)
- Ensure the itemization form is correct for the affected expense type(s)

- ***Procedure: Modify the Attendees Field***

NOTE: If your configuration has several Expense Entry forms that contain the **Attendees** field, then all must be modified. In this case, we have only one - Entertainment.

To modify the Attendees field:

16. In the *current* UI, click **Administration** > **Expense Admin** > **Forms and Fields**.
    - or -
    In the *enhanced* UI, click **Administration** > **Expense** > **Forms and Fields**.

17. In the **Form Type** list, click *Expense Entry*.

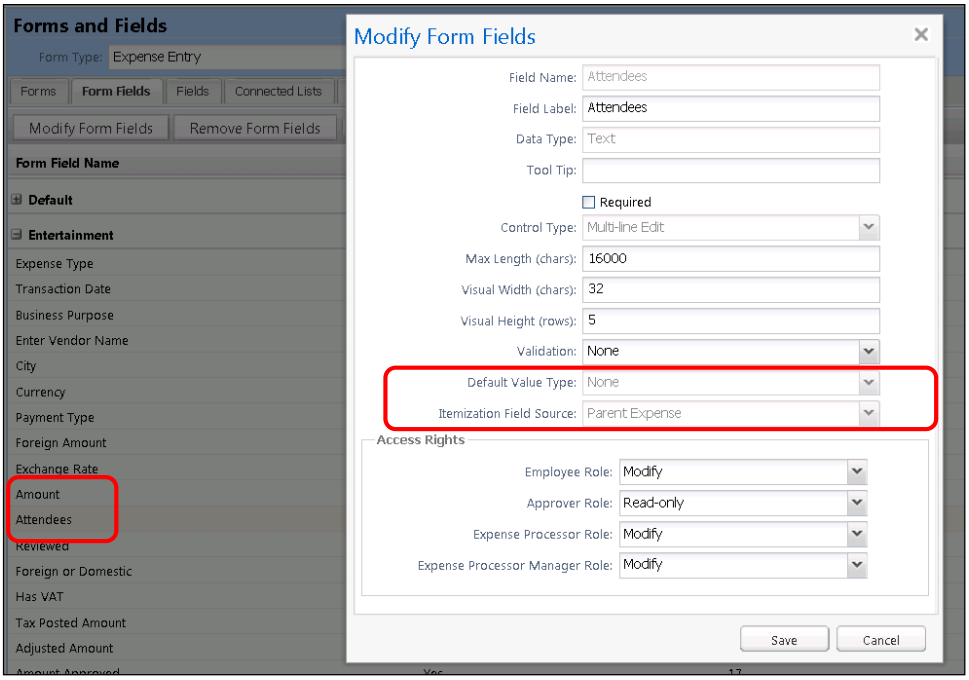
18. Click the **Form Fields** tab.

19. Click the Entertainment form to expand it.

20. Either:

    - Double-click the **Attendees** field.
      – or –
    - Click the **Attendees** field and click **Modify Form Fields**.

    The **Modify Form Fields** window appears.



21. In the **Itemization Field Source**, click *Parent Expense*.

22. Click **Save**.

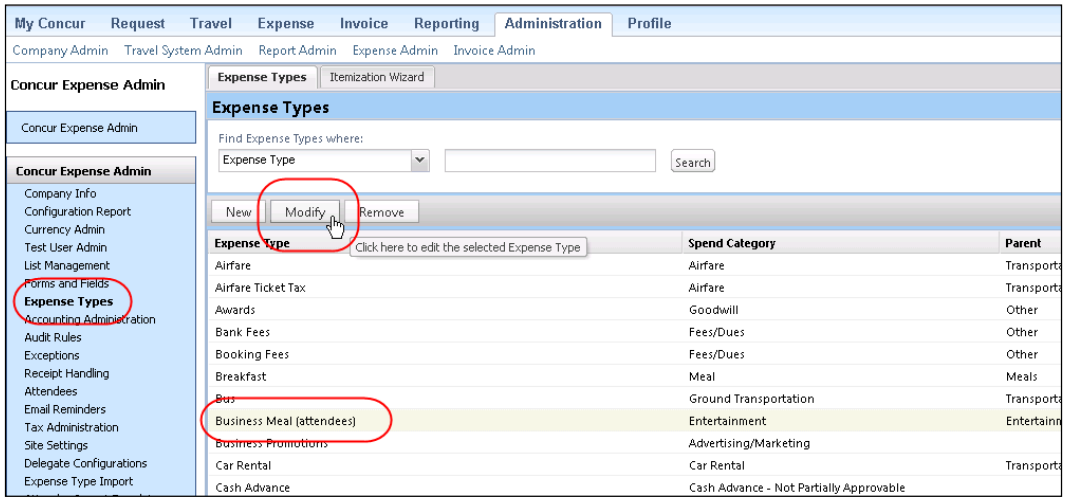
- ***Procedure: Verify the Itemization Form for the Expense Type***

Ensure that the expense types use the proper form for itemizations. For example, in this case, the Business Meal expense type use the Entertainment form (which includes attendees) for the *parent* expense but uses the Default form (no attendees)

for the *itemizations*. In order for the attendees to copy down, the Entertainment form must be used for the itemizations.

To verify or change:

23. In the *current* UI, click **Administration** > **Expense Admin** > **Expense Types**.
    - or -
    In the *enhanced* UI, click **Administration** > **Expense** > **Expense Types**.

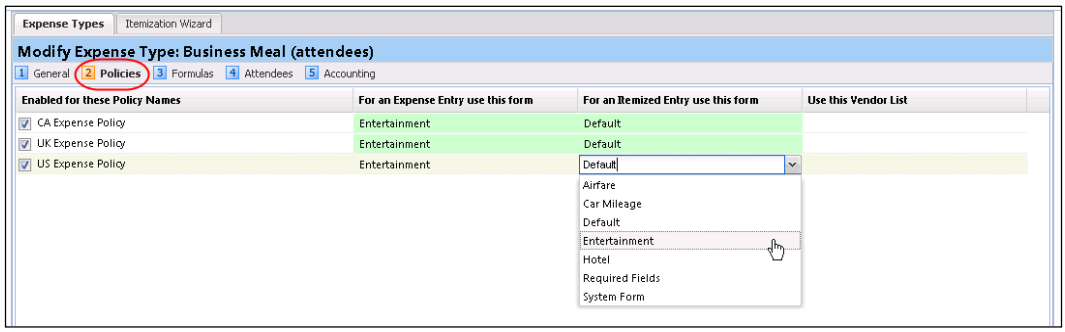


24. Click the expense type (in this case, Business Meals).

25. Click **Modify**.

26. Make no changes on the **General** tab; click **Next**.

27. On the **Policies** tab, select the appropriate form in the **For an Itemized Entry use this form** column (in this case, Entertainment).



28. Click **Next** to navigate through the remaining pages.

29. Click **Done**.

- **Step 3: Configuring the Attendee Detail View**
- ***Overview: Attendee Detail View***

Use these steps to provide additional information or suppress display of elements in the most common attendee grids (tables) as described in *Additional Attendee Information - Attendee Detail View* in this guide.

The configuration steps are:

- Configure the view (form)
- Assign the form to one or more Expense groups

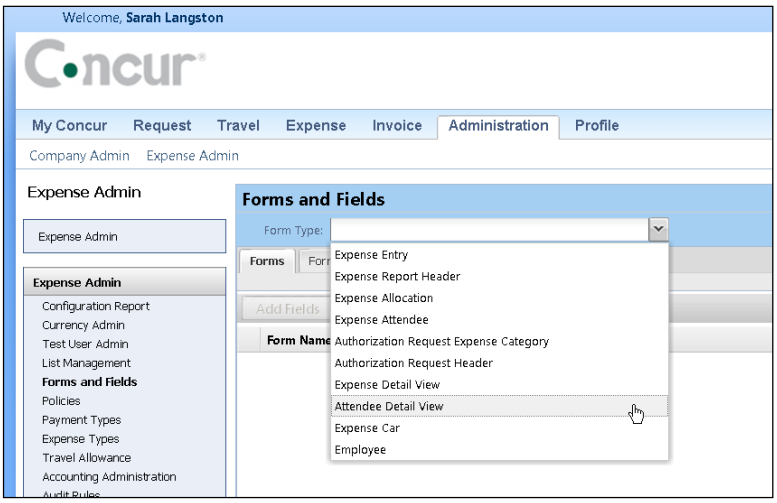
- ***Procedure: Configure the View***

In the examples below we will add as custom field (Custom 01 renamed **State**) to the view.

To configure the view to add a new field:

30. In the *current* UI, click **Administration** > **Expense Admin** > **Forms and Fields**.
    - or -
    In the *enhanced* UI, click **Administration** > **Expense** > **Forms and Fields**.

31. From the **Form Type** list, click *Attendee Detail View*.



! **IMPORTANT:** This view will be assigned to one or more groups. Unless the changes will be assigned to ***all*** groups, consider making a copy of the form so you still have the original with the original configuration.

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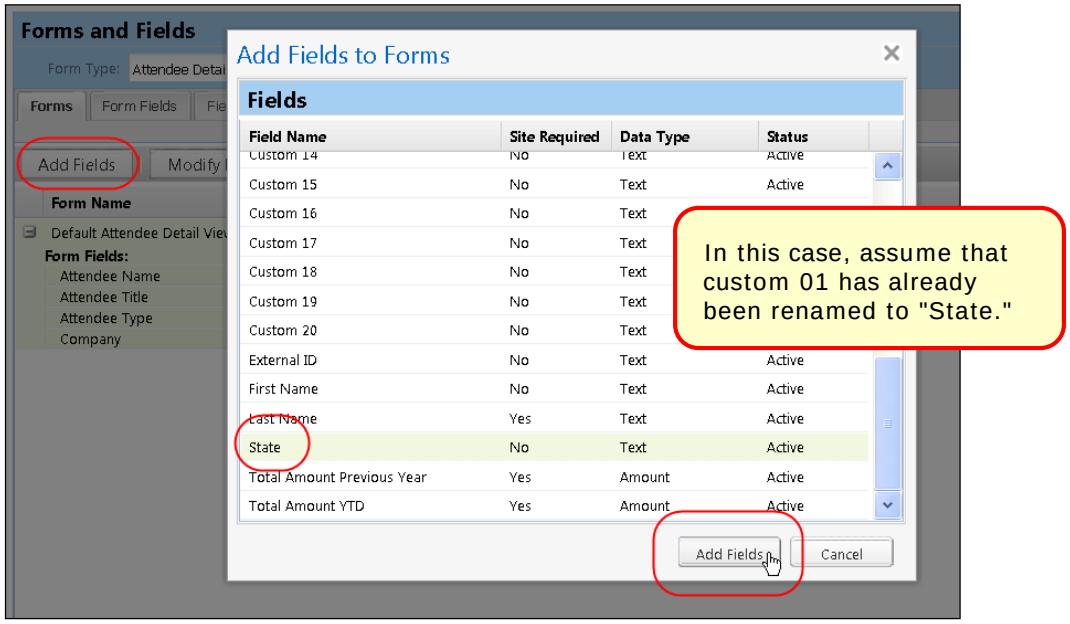
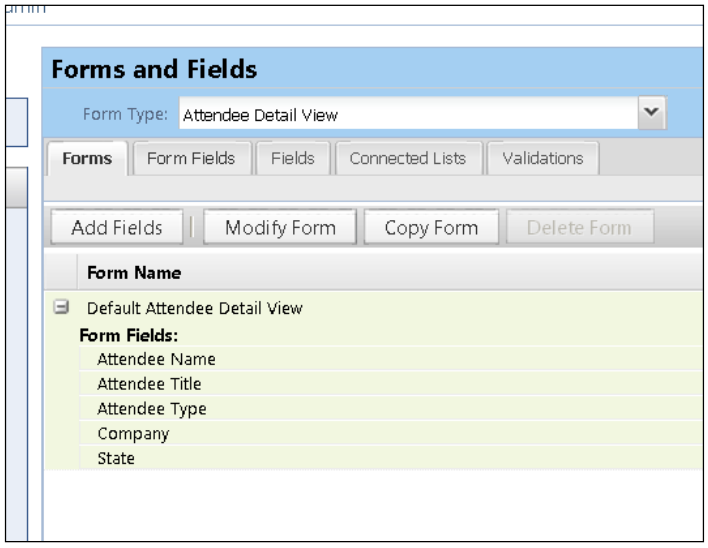
32. Then, on the **Forms** tab (for the desired form or copy), click **Add Fields**.



33. Select the desired field and click **Add Fields**. The new field is added.



Note the following:

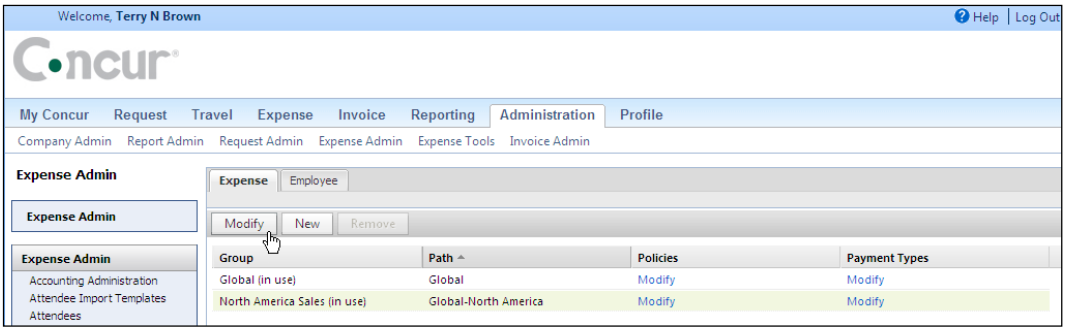
- Like any other form, you can use the **Forms Fields** tab to modify field properties, change the sequence, and remove fields.
- The **Fields**, **Connected Lists**, and **Validations** tabs are not available since they do not apply to "view" forms.

To assign to an Expense group:

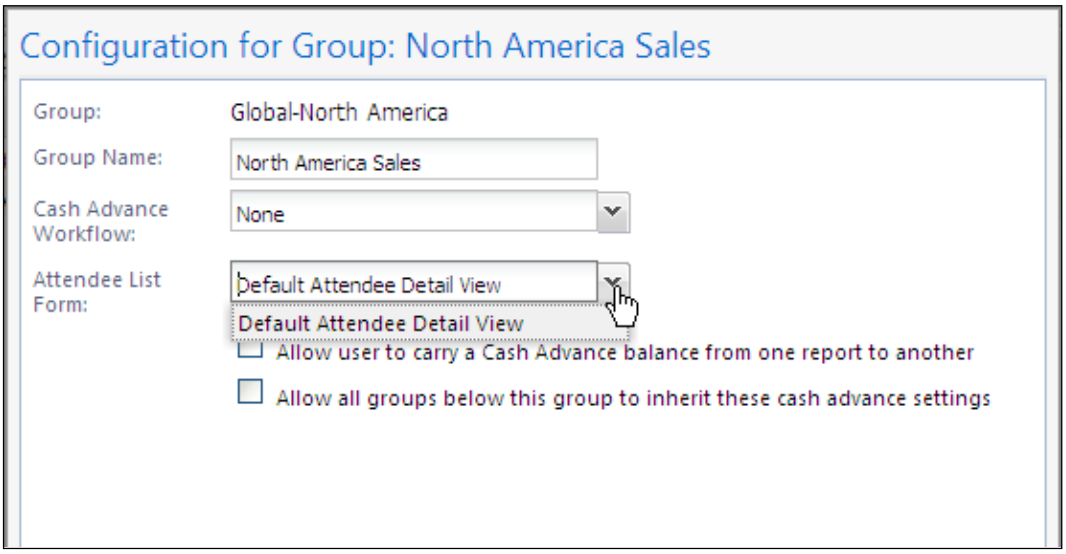
34. In the *current* UI, click **Administration** > **Expense Admin** > **Group Configurations** (left menu).

- or -
In the *enhanced* UI, click **Administration** > **Expense** > **Group Configurations**.
The **Group Configurations** page appears.

35. Click the desired group and click **Modify**.



36. In the **Attendee List Form** field, select the desired view form.

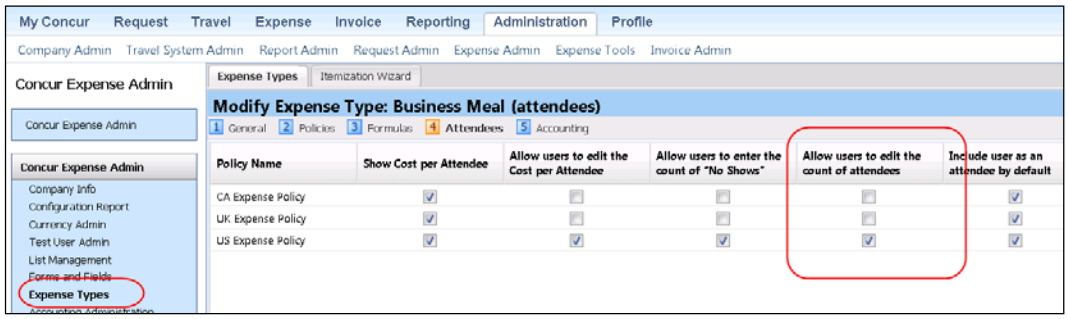


37. Click **Save**.

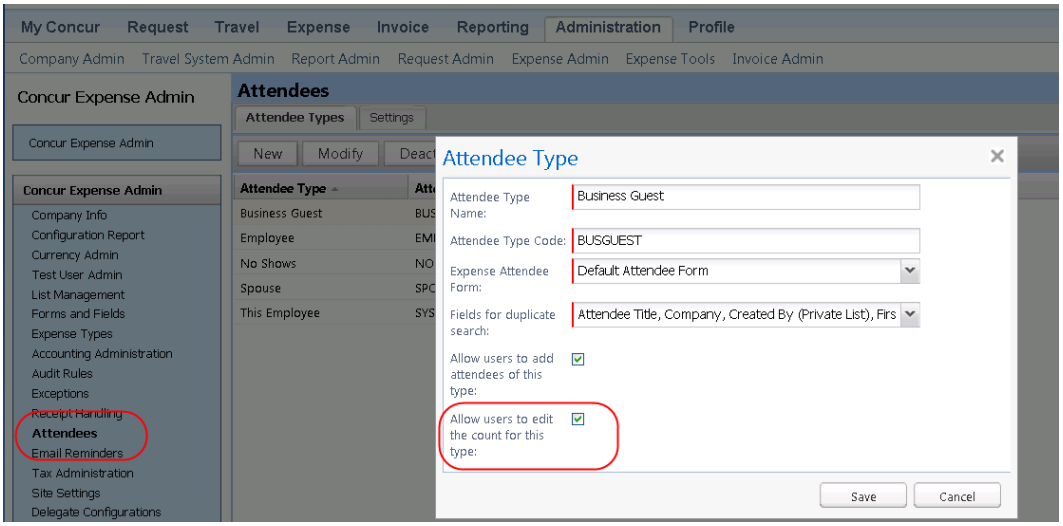
- **Step 4: Editing the Attendee-Related Expense Types**
- ***Overview: Understanding Attendee Count Configuration***

When allowing user-entered attendee count, two settings (expense type/policy and attendee type) are used together.

- The *expense type/policy* setting indicates whether the user can enter a count for this particular expense type, for example, Business Meals.



- The *attendee type* setting indicates whether the user can enter a count for this particular attendee type, for example, Business Guest.



If at least one *attendee type* is configured to be editable, then at least one *expense type* must be configured to be editable (and vice versa). If not, the column never displays (and, hence, the count is never editable).

Assume in this example:

- The Business Meals expense type is configured to be editable.
- The Business Guest attendee type is configured to be editable.

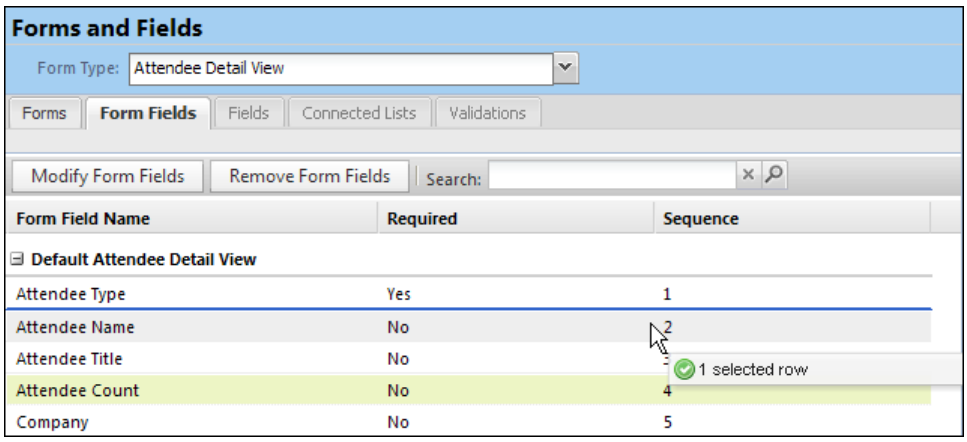
For each Business Meal expense type, the **Attendee Count** column appears and:

- The field is editable for each Business Guest attendee.
- For any other attendee type, the field is not editable.

For each expense type that is configured for attendees and is ***other than*** Business Meal, the **Attendee Count** column does not appear, regardless of attendee type.

- ***Moving the Attendee Count Column for Visibility***

The **Attendee Count** column that displays in the Attendee Detail Form view can be moved to a different location within the grid, for example, leftwards for greater visibility to laptop and netbook users. To move the field, the Expense admin first opens the *Attendee Detail View* form in Forms and Fields, then, using standard drag and drop technique, moves the field to its new location (in the figure below, to the second position from the leftmost):



- ***Procedure: Editing Expense Types***

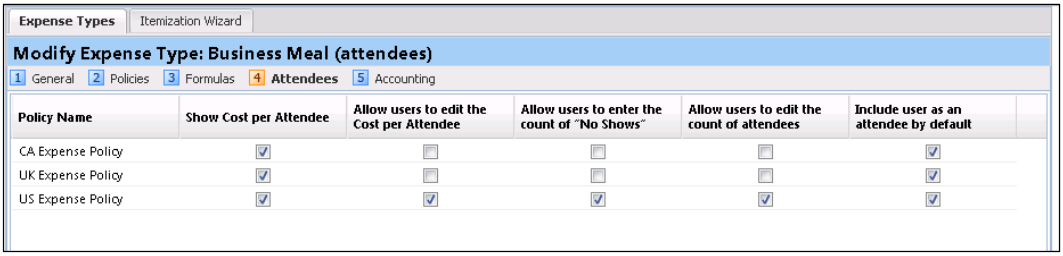
To edit an attendee-related expense type:

38. In the *current* UI, click **Administration** > **Expense Admin** > **Expense Types** (left menu).
    - or -
    In the *enhanced* UI, click **Administration** > **Expense** > **Expense Types**.

39. Either:

- Double-click the desired expense type.
  – or –
- Click the desired expense type and click **Modify**.

40. Click **Next** enough times to access the **Attendees** tab.



41. Select or clear the desired check boxes, as described below.

Field	Description
Show Cost per Attendee	Select this check box to allow users to *view* the amount of the expense allotted to each attendee. If selected, the **Amount** column appears in the **Attendees** section of the **New Expense** (or **Expense**) tab.
Allow users to edit the Cost per Attendee	Select this check box to allow users to *edit* the amounts in the **Amount** column.
Allow users to enter the count of "No Shows"	Select this check box to allow users to account for *no shows* – attendees who were invited but did not attend. If selected, the **No Shows** field appears in the **Attendees** section of the **New Expense** (or **Expense**) tab.
Allow users to edit the count of attendees	Select this check box to allow users to enter a count (number of unnamed attendees) for this expense type. If selected, the **Attendee Count** column appears in the **Attendee** section of the **New Expense** (or **Expense**) tab. **NOTE:** Remember, this feature is used in conjunction with attendee type settings. Refer to *Procedure: Configuring Attendee Types* in this guide.

Field	Description
Include user as an attendee by default	If this check box is selected, Expense automatically adds the user as an attendee when the user accesses the attendees section the first time (when no attendees are assigned to the entry). Once attendees are assigned or if the user removes himself/herself as an attendee, Expense does not attempt to add the user again.

42. Click **Next** and then **Done**.

43. Use these same steps to edit all desired expense types.

- ***Overview: Restricting Attendee Types by Expense Type***

To reduce the possibility of selecting the wrong attendee when working with expense types the administrator can filter the available attendee types. This is done by suppressing the display of selected attendee types under the **Exclude Attendee Types** column when modifying expense types within a policy.

NOTE: If the form assigned to an expense type does *not* include the **Attendees** field, the feature cannot be used because the **Exclude Attendee Types** column (explained below) will not appear.

The attendees available for selection are filtered at the following points in Expense:

- New Attendee
- Attendee Search
- Attendee Groups
- Favorite Attendees
- Attendee Import for Expense Type
- Does *NOT* impact Attendee functionality in the My Profile page

- **Exclusion of Attendees - Special Cases**

- **Attendee Groups:** At the Attendee Group level, if all attendees are of a type excluded for the combined Policy and Expense Type, then none will be available for selection.

- **User Attendee Import:** In the Excel-based User Import, these excluded attendees will import successfully, but each will be flagged and manual removal is required to ensure successful report submission.

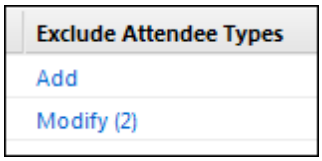
- ***Procedure: Filtering Attendee Types for Expense Types by Exclusion***

To exclude attendee types for selected expense types:

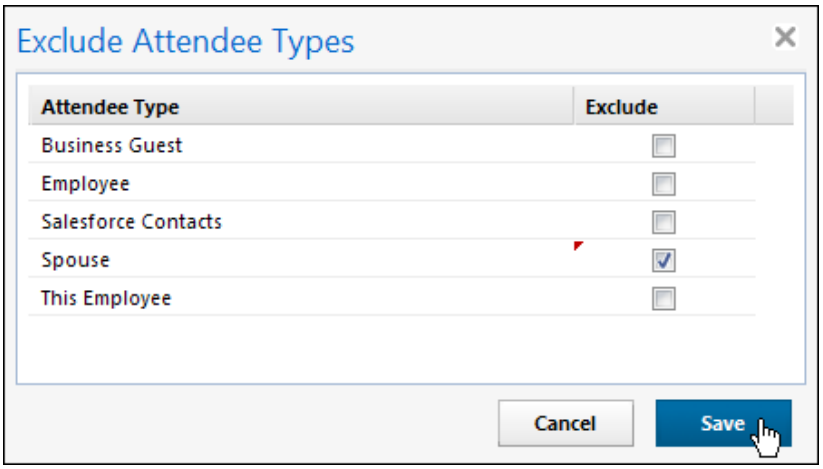
44. In the *current* UI, click **Administration** > **Expense Admin** > **Policies**.
    - or -
    In the *enhanced* UI, click **Administration** > **Expense** > **Policies**.

45. Click a policy, then click **Expense Types**.

46. Configure the expense type to exclude attendees by navigating to the **Exclude Attendee Types** and noting the status:
    - **Add:** Appears when no attendees have been excluded.
    - **Modify (#):** Appears when <#> number of attendees are excluded.



47. Click either **Add** or **Modify <#>**, the **Exclude Attendee Types** window appears (figure below shows 1 attendee type (Spouse) excluded from *Entertainment-Other*).



48. Under the **Exclude** column, either:
    - **Exclude the attendee type:** Select (enable) the associated check box.
      – or –
    - **Include the attendee type:** Clear (disable) the associated check box.

49. *Optional:* Repeat for each expense type you will exclude attendee types for.

50. Click **Save**.

NOTE: If the option is not available, the Attendee field will need to be added to the form for the given expense type.

- ***Overview: Setting a Default Attendee Type for an Expense Type***

A single attendee type can be specified as the default attendee type for an expense type when selecting and working with an expense in a report.

- ***Procedure: Setting the Default Attendee Type for an Expense Type***

To set the default attendee type for an expense type:

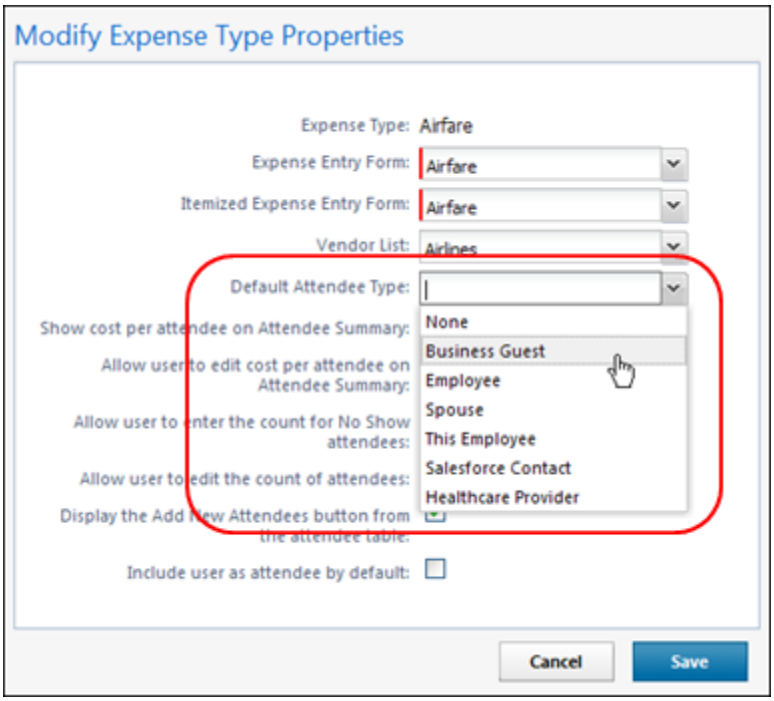
51. In the *current* UI, click **Administration** > **Expense Admin** > **Policies**.
    - or -
    In the *enhanced* UI, click **Administration** > **Expense** > **Policies**.

52. Click a policy, then click **Expense Types.**

53. Either:

    - Double-click the desired expense type.
      – or –
    - Select the desired expense type and click **Modify Properties**.

    The **Modify Expense Type Properties** window appears.



54. Select a single attendee type from the drop down list.

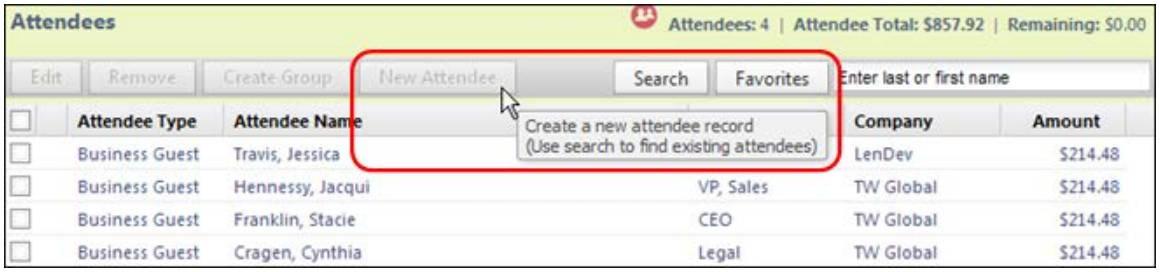
NOTE: The list of available attendees may be limited if some attendee types have been excluded for the expense type.

---

55. Click **Save**.

- ***Overview: Suppressing the New Attendee Button by Expense Type***

By default, the **New Attendee** button appears to the user. The administrator can suppress this button in the **Attendees** section to prevent a user from adding an attendee – forcing the user to search for the attendee first, ensuring the attendee is not already in the system.



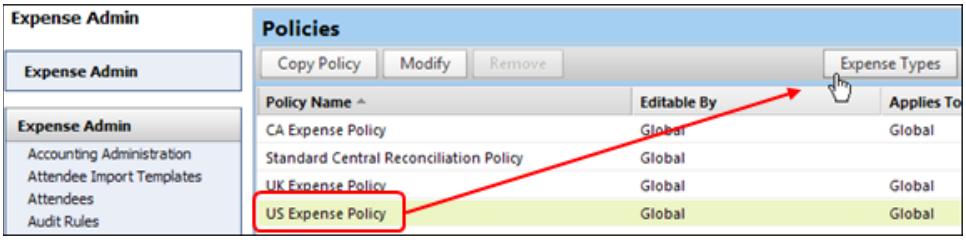
- ***Procedure: Suppressing the New Attendee Button by Expense Type***

In this example we will use Policies to suppress the **Add Attendee** button by the Airfare expense type.

To configure the view to suppress the Add Attendee button:

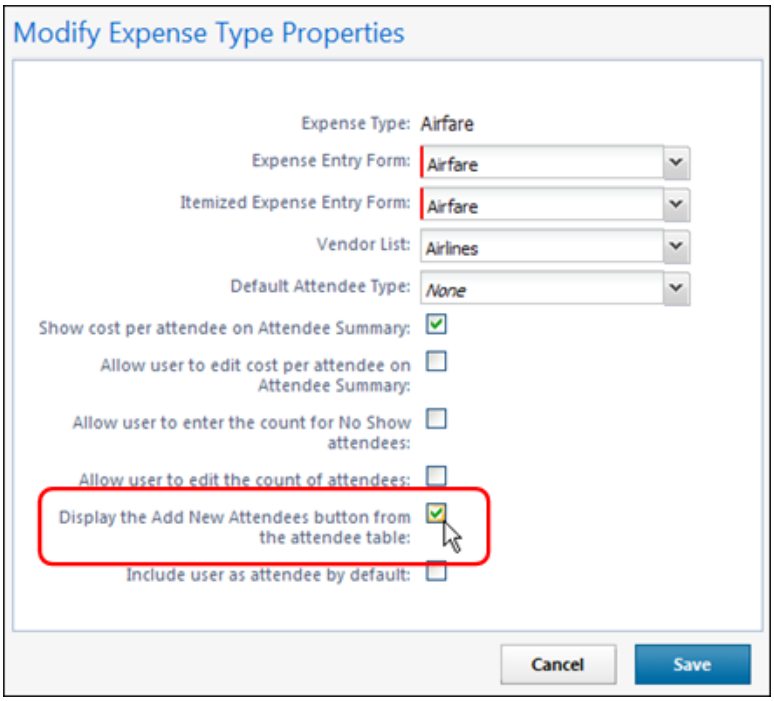
56. In the *current* UI, click **Administration** > **Expense Admin** > **Policies**.
    - or -
    In the *enhanced* UI, click **Administration** > **Expense** > **Policies**.

57. Select the policy, then click **Expense Types**.



58. Click the expense type (Airfare, in this example) and click **Modify Properties** to open the **Modify Expense Type Properties** dialog box.

59. Clear the **Display the New Attendee button from the attendee table** (shown in its selected, default state in the figure below).



60. Click **Save**.

- **Step 5: Adding Additional Attendee Types and Working with Other Attendee Settings**

There are two pages: **Attendee Types** and **Settings**

- ***Overview: Attendee Types***

On the **Attendee Types** page, you can:

- While adding or editing attendee types:
  - Define the fields that are used in "duplicate" searches
  - Define whether to allow users to add attendees of this type
  - Define whether to allow users to enter an attendee count of this type
  - Define the data source to search for that attendee type
- Inactivate attendee types

- **"This Employee" Attendee Type**

Expense uses this attendee type when it automatically adds Expense users as attendees. This is a system attendee type, so it cannot be inactivated.

NOTE: The automatic creation feature can be turned off, however, it is recommended that it remains on. Refer to the information about the attendee **Settings** tab.

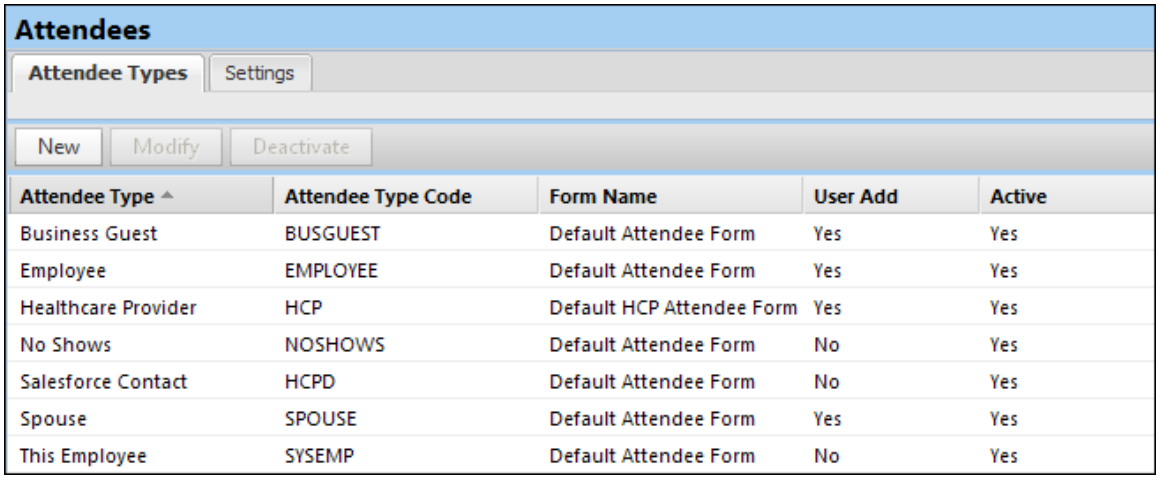
On the **Edit Attendee Type** page:

Field	Description
Attendee Type	This Employee
Attendee Type Code	SYSEMP; cannot be edited
Expense Attendee Form	Default Attendee Form
Fields for duplicate search	External ID and Created By (Private List)
Allow users to add attendees of this type	No; cannot be edited
Allow users to edit the count for this type	No; cannot be edited

- ***Procedure: Configuring Attendee Types***

To access the attendee types:

In the *current* UI, click **Administration** > **Expense Admin** > **Attendees** (left menu).
- or -
In the *enhanced* UI, click **Administration** > **Expense** > **Attendees**.
The **Attendees** page appears.

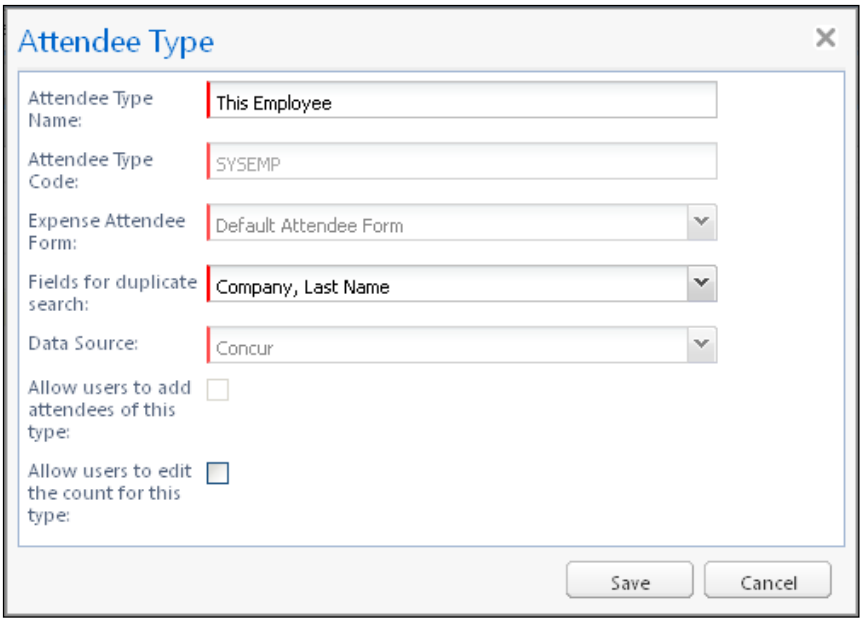


Attendee Type	Attendee Type Code	Form Name	User Add	Active
Business Guest	BUSGUEST	Default Attendee Form	Yes	Yes
Employee	EMPLOYEE	Default Attendee Form	Yes	Yes
Healthcare Provider	HCP	Default HCP Attendee Form	Yes	Yes
No Shows	NOSHOWS	Default Attendee Form	No	Yes
Salesforce Contact	HCPD	Default Attendee Form	No	Yes
Spouse	SPOUSE	Default Attendee Form	Yes	Yes
This Employee	SYSEMP	Default Attendee Form	No	Yes

To modify an attendee type:

61. On the **Attendee Types** tab, either:
    - Double-click the desired attendee type.
      – or –
    - Select the desired attendee type and click **Modify**.

    The **Attendee Type** window appears.



62. Complete the appropriate fields.

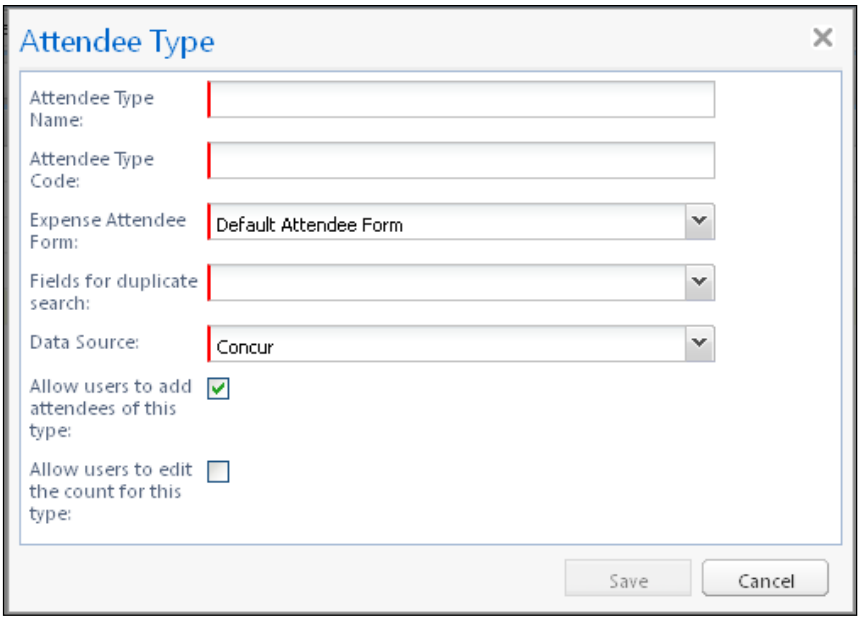
Field	Description
Attendee Type Name	Change the name as desired.
Attendee Type Code	Change the code as desired. The code can be 1 to 8 alphanumeric characters, all uppercase, no spaces.
Expense Attendee Form	Select the desired attendee form.
Fields for duplicate search	Select the field(s) that will be used to check for duplicates. **NOTES:** • If the intent is for your users to have *private* attendee lists, then include the **Created By (Private List)** field as a duplicate search field for this attendee type. • If you plan to have the system check for duplicates across attendee types, note that the system will successfully check for duplicates across attendee types only if the duplicate check fields are the same on all attendee types.
Data Source for Attendee Search	Select the data source used when searching for attendees of this type. **NOTE:** This field is used by the Fetch Attendee Callout. If you are using this callout, select the system that you configured in the **Register Application Connectors** page of Web Services Admin. 📖 Refer to the *Fetch Attendee Callout* information on http://developer.concur.com.

Field	Description
Allow users to add attendees of this type	Select this check box to allow users to add attendees with this attendee type. **NOTE:** If you are using the Fetch Attendee Callout, this check box will be cleared and not editable.
Allow users to edit the count for this type	Select to allow users to enter a count (number of unnamed attendees) for this attendee type. **IMPORTANT:** This option is used in conjunction with the *expense type* setting. Refer to *Overview: Understanding Attendee Count Configuration* in this guide.

63. Click **Save**.

To add a new attendee type:

64. On the **Attendee Types** tab, click **New**. The **Attendee Type** window appears.



65. Complete the fields as described in the previous section about editing existing attendee types.

66. Click **Save**.

To deactivate an attendee type:

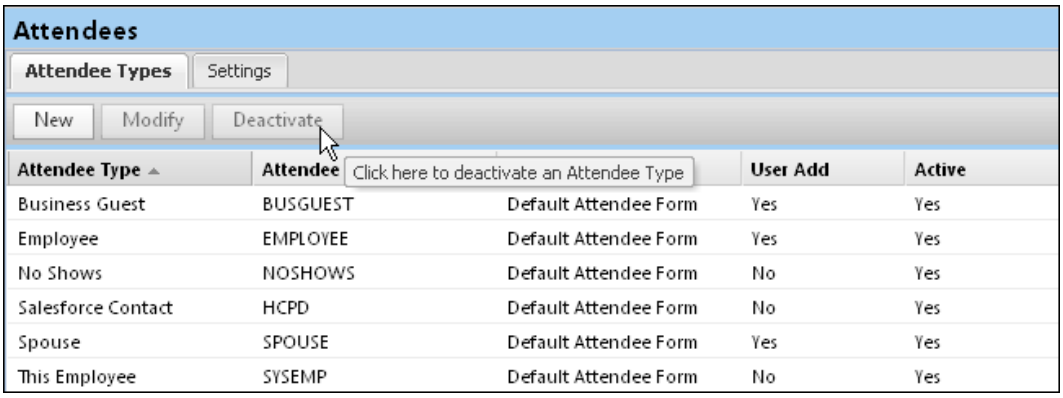
Note the following about deactivating an attendee type:

- When you deactivate an attendee type, all attendees with that attendee type are also marked as inactive and are no longer available for users to include on an expense.

- An attendee type that has been deactivated cannot later be made active.
- If you deactivate an attendee type and then later want to use it again, create a new attendee type. You cannot use the same name as the original. You can, however, modify the original and rename it. Then, you can create the new attendee type using the original name of the deactivated attendee type.

67. On the **Attendee Types** tab, select the desired attendee type(s).

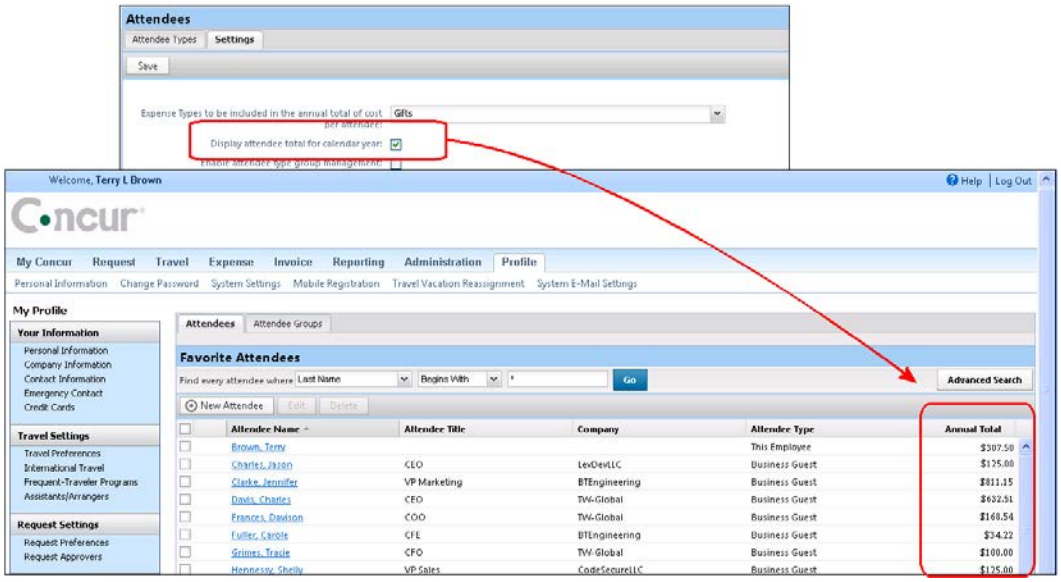
68. Click **Deactivate**.



- ***Overview: Settings***

On the **Settings** tab, you can:

- Define the expense types that will be included when calculating attendee totals
- Define whether the **Annual Total** column displays in Profile



- Define whether attendee types are restricted by user groups
- Define whether duplicate attendee searches happen across attendee types

- Define whether to allow Expense to automatically create an attendee record (SYSEMP attendee type) for the current user
- Define whether to have the system generate an External ID for attendees manually added by users

  For more information about the External ID, refer to *External ID - Required for Imported Changes and Deletions* in this guide.

- Define whether the user sees the My Team tab on the Attendee Search window.
- Define whether the user can forward calendar emails to Concur to create an expense entry with the calendar meeting attendees.

- **Annual Total Column**

If you choose to display the **Annual Total** column in Profile, be aware that:

- The amount shown is the total amount spent company-wide for that attendee (not only from the current user) for the selected expense type(s)
  – and –
- The currency used is:
  - The currency that is set in the import record, if the attendee was imported
    – or –
  - The same as the user's reimbursement currency, if the attendee was added by a user

There is another way to add this column to this page. Refer to *Additional Attendee Information - Attendee Detail View* in this guide.

- **Exchange Rates Required**

In order for the system to maintain totals for attendees, currency conversion may be required. The amount allotted to each attendee is calculated in the user's reimbursement currency. If the attendee currency is different from the user's reimbursement currency, then the system must convert the amount (in the user's reimbursement currency) to the amount in the attendee currency. In order for that conversion to be successful, the appropriate exchange rates must be imported.

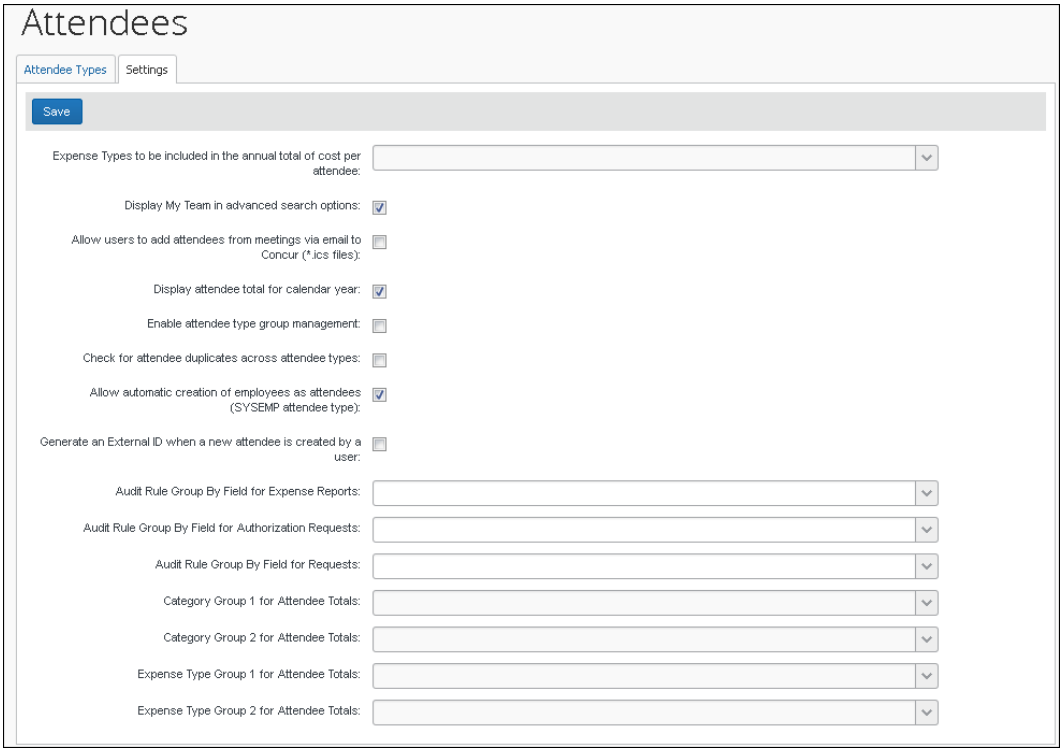
- If the Exchange Rates feature is activated ***and*** the user's reimbursement currency is included in the Exchange Rates import – converted to the attendee currency – then conversion takes place and the attendee totals are adjusted accordingly.
- If the Exchange Rates feature is ***not*** activated or if the appropriate currency has not been imported, then the user sees a message that briefly explains the issue and refers the user to your company's Expense administrator.

For more information, refer to the *Expense: Currency Admin Setup Guide*.

- ***Procedure: Configuring Settings***

To change settings:

69. On the **Attendees** page, click the **Settings** tab.



70. Complete the appropriate fields.

Field	Description
Expense Types to be included in the annual total of cost per attendee	Select the expense types that will be included when calculating annual totals for attendees. **NOTE:** If you do not select any expense types, the annual total will ***not*** be calculated.

Field	Description

Display **My Team** in advanced search options	Select to display the **My Team** tab to the users when searching for attendees. The **My Team** tab contains the following employees:
	• Employees with the same direct approver.
	• Employees that are direct reports of the user.
	📖 Refer to *Searching Employees on My Team* in this guide.
	NOTES:
	• This feature may be confusing to users if your default Expense approver assignments are not aligned with your team structure.
	• This feature requires two additional attendee settings:
	  ♦ Allow automatic creation of employees as attendees (SYSEMP attendee type) must be enabled. Refer to below in this table for more details.
	  ♦ Employee attendees are a shared list under the SYSEMP attendee type. For more information, refer to the *Procedure: Part 4 – Configure SYSEMP Attendee Type* section of this guide.

Allow users to add attendees from meetings via email to Concur (*.ics files)	When enabled, the users will see a new section called Calendar Events in the Smart Expenses area. Any calendar emails the user sends to Concur will create a new item in the Calendar Events area that includes the calendar email attendees. The user can import into this item into their expense report. 📖 Refer to *Adding Attendees from a Calendar Email* in this guide. **NOTE**: This feature is not recommended for use by employees who must report attendee information based on managed lists of attendees, such as sales staff who fall under the US Healthcare Reform (Sunshine Act) for reporting prescriber recipient benefits to the government. The feature can be enabled for the company as a whole, with procedural training for this specialized group to advise against using this option for reportable spend. In the event this type of user forwards an email to Concur with regulated attendees, the attendees will not be matched to the company's internal list, and will typically be created as regular business guests. This then requires proactive action by the user to delete the attendee and replace with a selection from the managed list.
Display attendee total for calendar year	Select if desired.

Field	Description
Enable attendee type group management	Select to define the attendee types available to different user groups. 📖 Refer to *Attendee Types by User Groups* in this guide.
Check for attendee duplicates across attendee types	Select to expand the attendee duplicate check to all attendee types. Clear to keep the duplicate check limited to attendees of the same type. **NOTE:** The system will successfully check for duplicates across attendee types only if the duplicate check fields are the same on all attendee types.
Allow automatic creation of employees as attendees (SYSEMP attendee type)	ON by default; change if desired. **NOTE:** The system will automatically generate a record for each Expense user but ***only*** once the user takes one of these actions: • The user opens a new expense form where the user is required to be added by default. • The user completes a 'This employee' attendee type search from the **Attendee** section of the **New Expense** (or **Expense**) tab or from profile. • The user completes a quick search or a favorite search from the **Attendee** section of the **New Expense** (or **Expense**) tab. At the same time the user is added to the attendee list, the **External ID** field is populated with the user's Employee ID. 📖 Refer to *Including All Employees in a Company in the Attendee Search* in this guide.
Generate an External ID when a new attendee is created by a user	Select to have the system create an external ID. 📖 For more information about the External ID, refer to *External ID - Required for Imported Changes and Deletions* in the configuration section in this guide.
Audit Rule Group By Field for Expense Reports	Select the custom field that will be used when totaling the attendee information for audit rules. If no field is selected, all expenses will be used.

Field	Description
Category Group 1 for Attendee Totals Category Group 2 for Attendee Totals	Select the expense categories that will be included when calculating annual totals for attendees. You may create two different expense category groupings. Once these are created, you can add the total fields to the **Attendee Details** window. 📖 Refer to the *Configuring Attendee Forms and Fields* section of this guide for more information on defining the attendee fields. **NOTE:** Once the categories are configured, you will be unable to change them on this page. Contact Concur Client Support to make any changes. If you make changes to this page after attendee information has been saved, the attendee totals will not update with the new categories. Any new attendees created after the change will use the new categories for annual totals.

71. Click **Save**.

- ***Overview: Attendee Types by User Groups***

The administrator can define (or restrict) attendee types to specific groups. So, when a user adds, edits, views, or searches for an attendee, only the specified attendee types for that user's group will be available. For example, perhaps users in a Sales group can select and manage client attendees where non-Sales users cannot.

This way, different groups of employees can see a restricted - and more appropriate - set of attendee types.

NOTE: One case may occur rarely - If an attendee is added to an entry ***and*** if that specific attendee type is later made inactive for the user's group ***and*** if the user later opens the entry, that attendee's information will no longer be editable by the user.

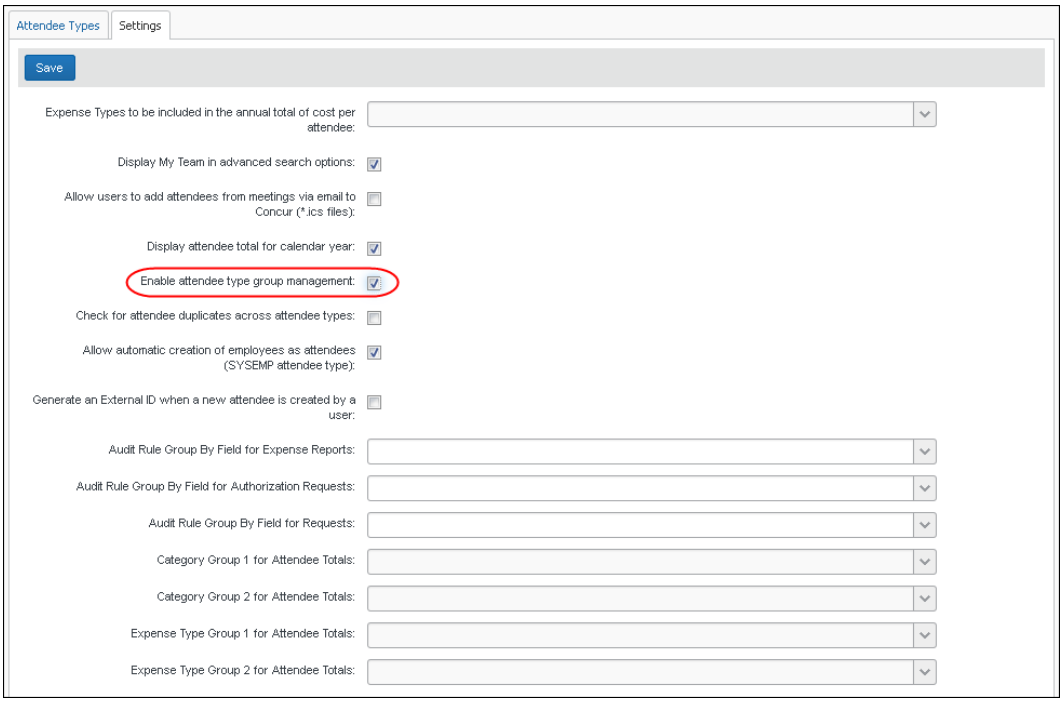
- ***Procedure: Configuring Attendee Types by User Groups***

The configuration includes two parts:

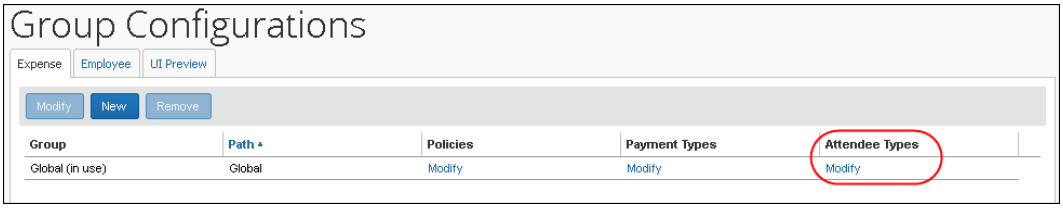
- **Attendee setting:** One-time process to turn on the feature
- **Group configuration:** Completed for each group

To set the Attendee Setting option:

72. On the **Settings** tab, select (enable) the **Enable attendee type group management** check box.

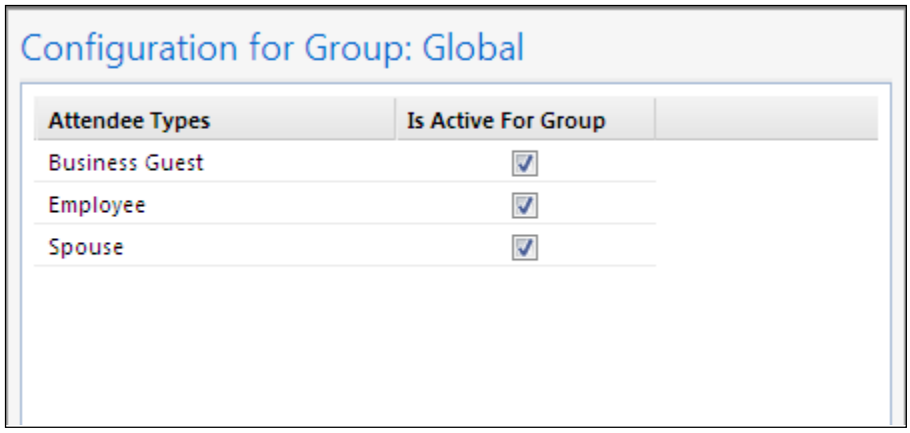


73. Click **Save**. Now a new column - **Attendee Types** - appears on the **Group Configurations** page.



To assign attendee types to groups:

74. On the **Group Configurations** page, click the **Modify** link in the **Attendee Types** column for the group you want to affect. The **Configuration for group** window appears.



All attendee types appear except No Shows and This Employee, since they are system attendee types and cannot be inactive.

75. Select the check box for all attendee types that should be active for the group.

    Note the following - not all types can be activated/inactivated:

    - If an attendee type is set to Active at the parent group level, it will remain active at the child group level and cannot be changed to Inactive.
    - If the attendee type is set to Inactive at the parent group level, it can be overridden at the child group level and set to Active.

76. Click **Save**.

- **Step 6: Including All Employees in a Company in the Attendee Search**

You can make every employee at your company available within an attendee search for ease of selection and addition to the report. When the employee is added, an attendee record is automatically created if no record already exists.

- ***Procedure: Part 1 – Confirm Auto-Create Attendee Record is Enabled***

In this step you will verify that the setting to auto-create Attendee records is enabled.

! Before proceeding with changes after initial implementation, ensure that, if the settings is ***not*** selected, why this is the case at your site. *It is critical to understand why the setting is **not** enabled before altering the setting* (it is selected by default) - there may be a strategic or system reason for inactivating it and that must be understood before proceeding.

To verify and enable the Attendee Settings "Allow automatic..." setting:

77. Click the **Settings** tab in Attendees.

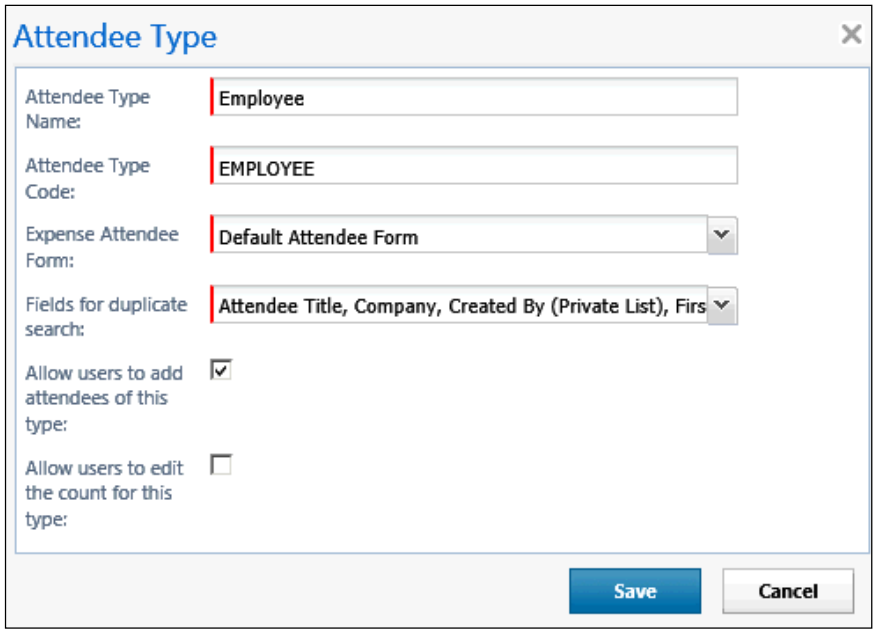
78. Select the **Allow automatic creation of employees as attendees (SYSEMP attendee type)** check box.

- ***Procedure: Part 2 – Attendee Types and Employee Attendee Records***

In this step, the existing attendee type *Employee* is renamed and saved to a more descriptive naming convention for your users.

To rename and save the Employee attendee type:

79. On the **Attendee Types** tab, click *Employee* and click **Modify**. The **Attendee Type** window appears.



80. Rename this attendee type, as each attendee type name must be unique - suggested changes based on Concur users:
    - **All Employees are Concur Users**
      Rename as "*Employees (inactive attendee type)*" to clearly show the user that, on selection of this attendee type, they are now searching across all employees using an inactive attendee type (see Step 3, next).
    - **Some Users are Concur Users, But You Want to Search Everyone**
      Rename as "*Employees (not using Concur)*" - this name instructs the user they are selecting employees "outside" of Concur users who are not yet associated with Concur (by way of attendee records in Expense).

81. In the **Fields for duplicate search** list, ensure that *Created By (Private List)* is ***not*** selected.

82. Click **Save**.

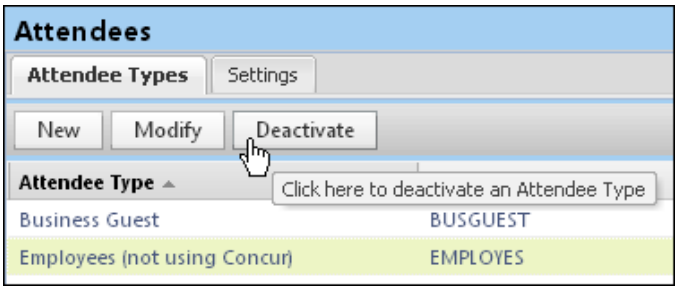
- ***Procedure: Part 3a – Inactivate the Employee Attendee Type if All Concur Users***

If you know that all employees you want in an attendee search are also Concur users, then best practice is to inactivate the *"Employees (not using Concur)"* attendee type renamed in Step 2 so that it is no longer available for selection by the user.

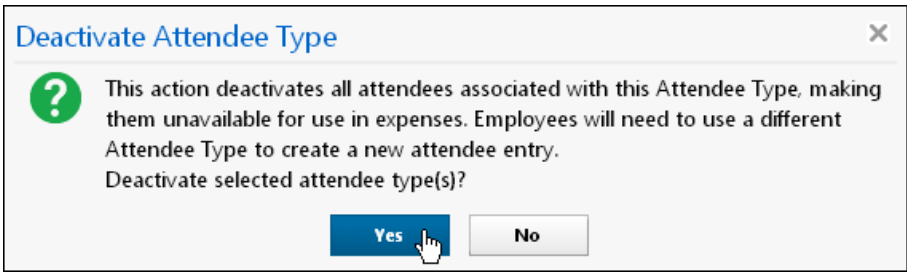
If you are making this change after you have been collecting production data for a period, consider inactivating this attendee type and creating a new one. Doing this performs a user-wide "fresh start" for their employee attendee records by inactivating all existing *Employee* attendee type records.

To deactivate the Employee attendee type:

83. On the **Attendee Types** tab, click *Employees (not using Concur)* and click **Deactivate**.



84. Click **Yes** in the confirmation dialog box that appears.



NOTE: It is important to note that inactivating *any* attendee type will inactivate *all* attendees of that type. This will remove these records from every user's Favorites and Favorite Groups, so prior notice of this change is suggested to explain the new behavior to your users.

- **Benefits of Inactivating - Standardizing Employee Records**

The benefit of inactivating all of the existing and many-times duplicated Employee-Attendee records is to standardize your employees each to a single record. This allows you "cleaner" Reporting data, and precision of use for employees in any attendee role. The disadvantage is that your users will need to rebuild their favorite

employees list over time as mentioned above, and re-add employee records into their existing attendee groups.

- ***Procedure: Part 3b – Add a New Attendee Type***

In this step, you will add a new attendee type using the identical name of the attendee type you deactivated in Step 3a.

NOTE: Since the attendee type name and code must both be unique in the list, you are prevented from creating another with the same values. For the purposes of this exercise, you will simply edit an existing record to change its name (only) and thus make the old name once again available for use.

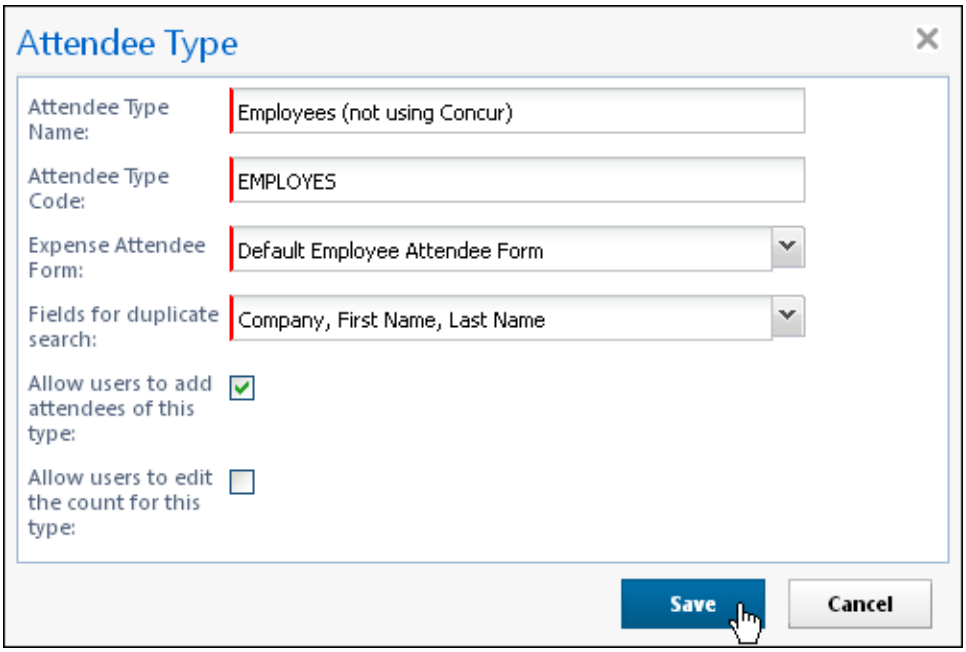
For example, if you changed the Employee attendee type to "*Employees (not using Concur)*" and then deactivated it in Step 3a, you may now rename this deactivated attendee type to "*Employees (no longer used)*", save that change, and create a new attendee type using the name "*Employees (not using Concur)*" which is active and may be immediately put into use.

To add a new attendee type:

85. On the **Attendee Types** tab, click **New**.

86. Enter "*Employees (not using Concur)*" as the new attendee type name, and a different attendee type code, such as EMPLOYES, not to exceed the limit of 7 characters.

87. Select the additional fields to meet your company's needs (as described earlier in this guide) - they make look similar to the figure below:



88. Click **Save**.

- ***Procedure: Part 4 – Configure SYSEMP Attendee Type***

In this step, the SYSEMP attendee type is configured for attendee search.

To configure the SYSEMP attendee type for attendee search:

89. Under **Attendees > Attendee Types** tab, select *SYSEMP* under **Attendee Type Code**.

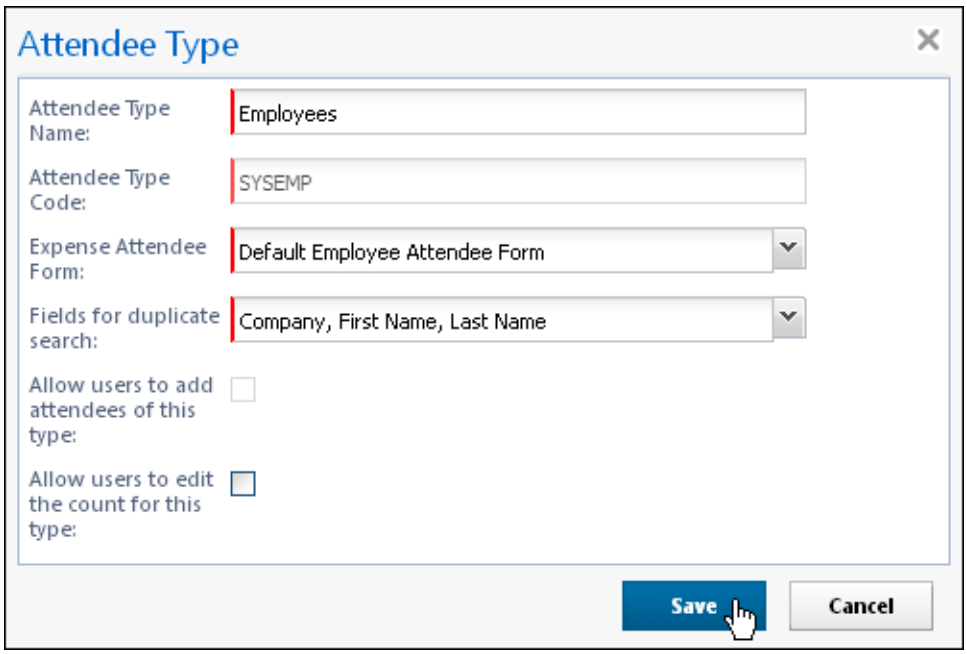
90. Click **Modify**, and rename the attendee type to *Employees* or similar name that best represents those employees who are users of Concur.

91. Under **Expense Attendee Form**, select *Default Employee Attendee Form* to make this a shared list.

    Discussion: This can utilize any attendee form that you have created for this purpose that is configured as a shared list (that is, *Created By* is *not* selected in the form search attributes under Modify Form). If you have not created a special Attendee form for Employees, the Default Employee Attendee Form will correctly set the configuration to allow this to be a shared list for attendee searches.

92. Under **Fields for duplicate search**, adjust *Fields for duplicate search* for use with a shared list by selecting and clearing duplicate search field selections**:**
    - **Remove (clear the check box):** Created By (Private List)
    - **Add (select the check box):** First Name, Last Name, Company (Note that an additional field is required in addition to Name fields; the Company field option meets this requirement)

    The dialog box should appear similar to the figure below:

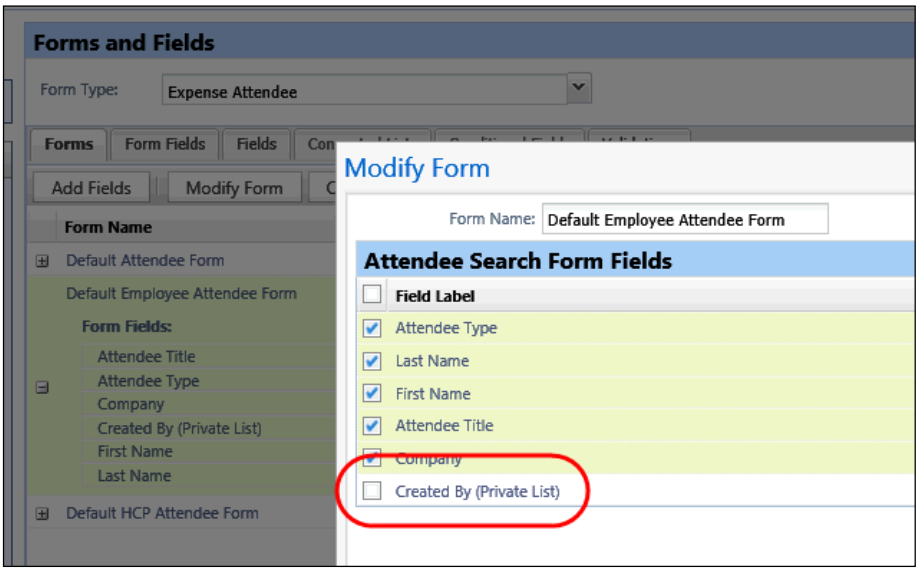


93. Click **Save**.

To finish with Forms and Fields:

94. In the *current* UI, click **Administration** > **Expense Admin** > **Forms and Fields** (left menu)
    - or -
    In the *enhanced* UI, click **Administration** > **Expense** > **Forms and Fields**.

95. In the **Form Type** list, click *Expense Attendee*.



96. Select the attendee form you assigned to the SYSEMP attendee type and click **Modify Form**.

97. Ensure that the **Created By (Private List)** check box is ***not*** selected.

- ***IMPORTANT: SYSEMP with Non Employees***

The Employee (SYSEMP) attendee type is used to automatically add employees to a client's attendee list – so users can quickly find other employee attendees. In some cases, company requirements drive the creation of user accounts for people who are ***not*** employees of the company, such as contractors.

Due to regulatory and client requirements, there must be a way to clearly define the precise and correct attendee type for the user who is ***not*** an employee. The solution is to use a profile (employee) field to indicate which users are not employees. Users who are ***not*** employees will:

- Not be automatically added to the Employee Attendee type
- Not be searchable via the Employee attendee type
- Not be automatically added as an attendee for an expense type configured to do so for employees

- **Configuration – Client**

Clients interested in using this feature must contact Concur Client Support for assistance. Concur will add the **Is Non Employee** field to the profile (employee form) as described below.

Then, the client can:

- Use its own internal resources to determine which Expense users are non-employees
- Access User Administration to select (enable) the **Is Non Employee** field for each non-employee

---

NOTE: The **Is Non Employee** field is not available in the user import.

- **Configuration – Concur**

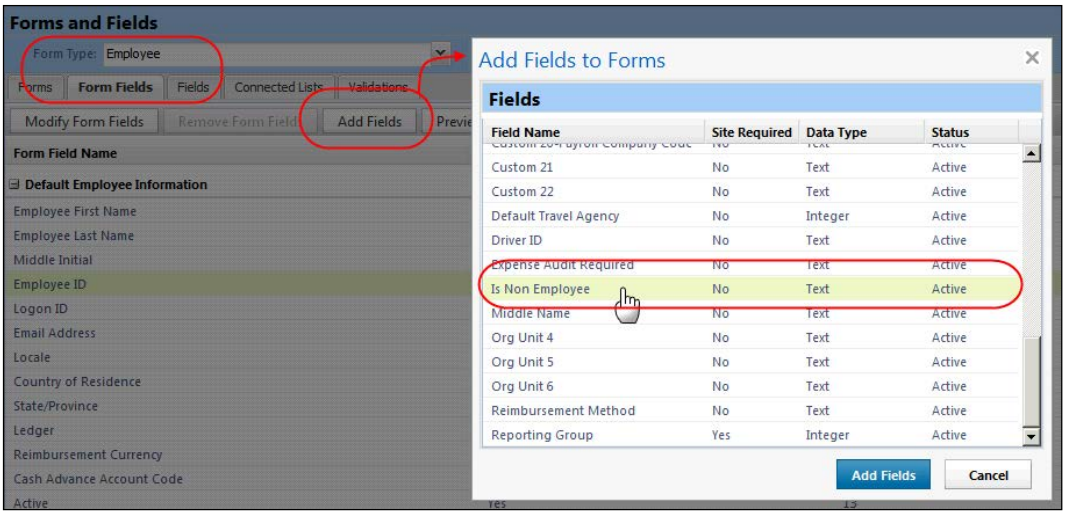
Concur will follow the configuration/activation steps noted below. The process is to add the new **Is Non Employee** field to the employee form and then make the field modifiable by the Employee Administrator.

98. In the *current* UI, click **Administration** > **Expense Admin** > **Forms and Fields** (left menu).
    - or -
    In the *enhanced* UI, click **Administration** > **Expense** > **Forms and Fields**.

99. In the **Form Type** list, click *Employee*.

100. Click the **Form Fields** tab.

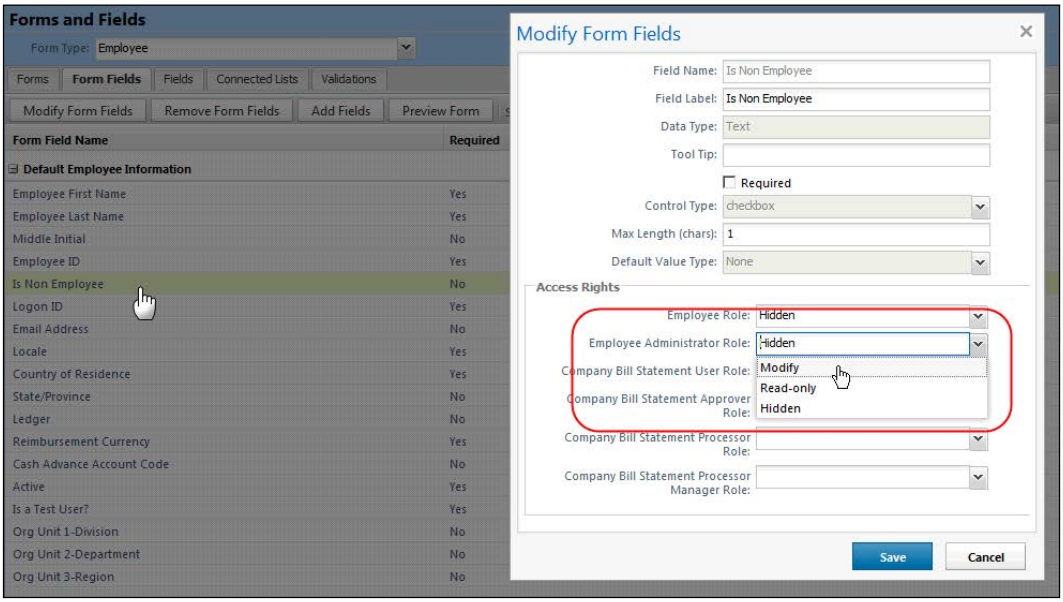
101. Click **Add Fields**.



102. Select the **Is Non Employee** field.

103. Click **Add Fields**. The **Is Non Employee** field now appears on the employee form.

104. To ensure that the field is modifiable by the Employee Admin, double-click the **Is Non Employee** field. The **Modify Form Fields** window appears.



105. In the **Employee Administrator Role** list, click *Modify*.

106. Click **Save**.

- **Step 7: Create Attendee Audit Rules**

You can create audit rules that allow you to flag attendees, for example, for:

- The total amount spent, per expense type, on any attendee, totaled either company-wide or by the current employee
- The frequency (per month, quarter, or year) at which any individual has been named an attendee, either company-wide or by the current employee

Amount and frequency totals that apply to the current employee are stored with the expense entry. Amount and frequency totals that apply to the entire company are stored with the expense entry and the attendee record.

📖 Refer to the *Expense: Audit Rules Setup Guide*.

- **Step 8: Configure for Personal Attendee Import**

In order to activate this feature (and configure the required template), the administrator must have the Expense Configuration Administrator (Restricted) ***or*** the unrestricted Expense Configuration Administrator role assigned in Expense.

- ***Overview: Personal Import***

These are the steps in the configuration process:

Part 1: Initiate the process to generate a basic *template* worksheet.

Part 2: Edit the template, for example, to account for list data.

Part 3: Upload the completed worksheet.

Once the completed worksheet is uploaded, the **Import** button appears in the **Attendees** section of the **New Expense** (or **Expense**) tab, ready to be used.

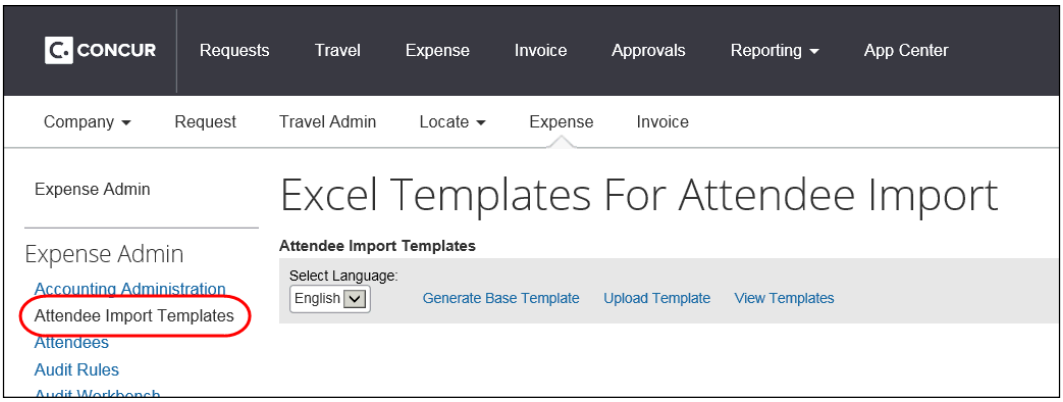
- ***Procedure: Part 1 – Generate the Basic Template***

To generate the base template:

107. Click **Administration** > **Expense** (on the sub-menu).

NOTE: Depending on your permissions, the page may appear immediately after you click **Administration**.

108. Click **Attendee Import Templates**. The **Excel Templates For Attendee Import** page appears.



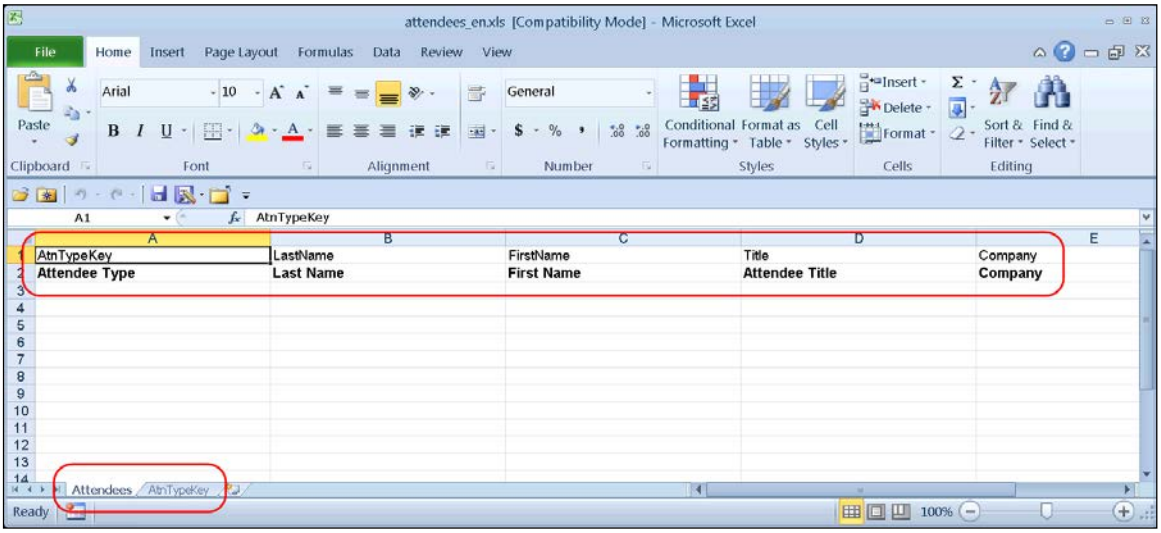
109. Select the desired language (the language in which the template will be generated), and click **Generate Base Template**.

110. Take the necessary steps (depending on browser) to save the template to your local computer or network.

111. Repeat this process for each required language.

- **Review the Template Worksheet**

Open the worksheet file.



Each Excel file has ***at least*** one worksheet (tab). The first sheet is named *Attendees*. Any other sheets that may appear contain drop-list data.

On the *Attendees* sheet:

- Row 1 shows the field *codes*
- Row 2 shows the client-defined field *names*
- Row 3 - 65,536 are the rows in which the user will type

- ***Procedure: Part 2 – Edit the Worksheet***
- **Row 1 (Field Codes)**

Do not edit any of these cells. If any of these cells are changed, the import will fail. During the configuration process, you will use these field codes and any additional worksheets to create the *drop-list* fields.

- **Row 2 (Field Names)**

These are the field names (column headers) that will display to the user. The main editing task involves ***required*** fields.

To work with row 2 (field names):

You must:

112. Access Expense and view the **Attendees** section of the **New Expense** (or **Expense**) tab to see which of the attendee fields are required.

113. Mark the required fields. You can solve the problem as simply or as intricately as you want. Two suggestions are:

   - If you are not concerned about users using the *optional* fields, then hide the *optional* columns so only the *required* columns appear. Instruct users

to complete all fields.
- or -

- Edit the labels of the *required* fields to include "REQUIRED"
  Example: REQUIRED Last Name

    - **Row 3 through 65536 (Data)**

These are the cells in which the user will type or select (drop-list) attendee data. The editing tasks involve list data and other field formatting.

NOTE: ***Any change/edit you make in any column must apply to each row from Row 3 to Row 65536.*** This ensures that – no matter how many rows the user wants to use – he/she is always using a formatted row.

To manage the list data:

114. Review the list data shown on the other worksheets (tabs), if any. The name on the worksheet tab matches the field code (Row 1).

    This template worksheet provides only the ***first 100*** items for each list. So:

    - If less than 100 items appear for a list, then assume that all available list items are provided for that list.
    - If exactly 100 items appear, then assume that there are more list items. You can:
        - Add the remaining list items by typing them into the Excel sheet manually, or
        - Submit a service request to Concur Client Support to obtain a full copy of the list. The information you receive can then be copied and pasted into Excel.

    NOTE: If you change attendee-related list data frequently in Expense, you must also update this worksheet for each change. Another option is to set this field as a text field, with a comment instructing users how to correctly enter the appropriate option.

115. Configure these rows with drop-lists. Instructions are provided in *Create Drop Lists in Excel*.

To deal with other formatting:

It is not likely that the template will require other formatting (such as numeric only or field length restrictions) in the attendee fields. However, to be sure:

116. Access Expense to identify any other applicable field formatting.

117. Format the worksheet to match those formatting requirements.

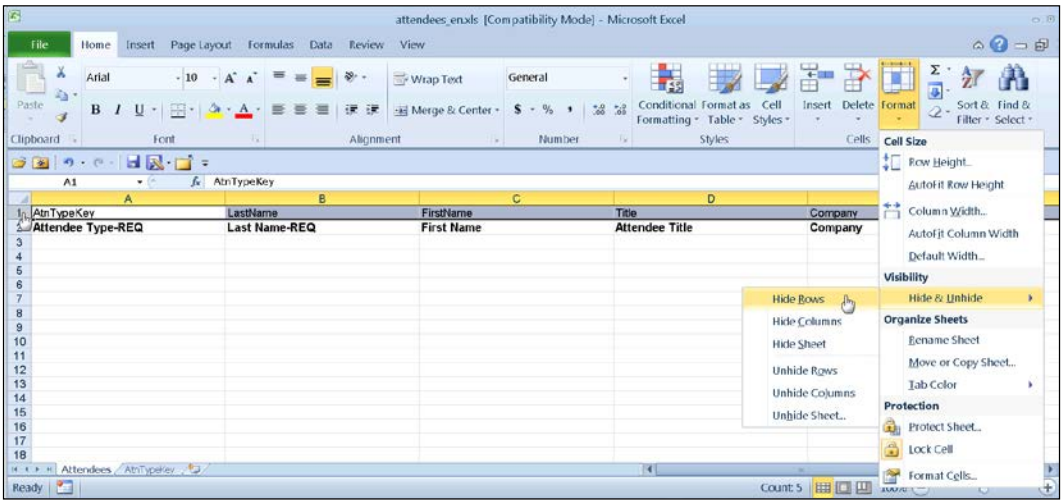
! **IMPORTANT:** For these fields, you can solve the problem as simply or as intricately as you want ***but do not enter text in these cells***.

- **Final Editing Step**

To hide the field codes and "list" sheets:

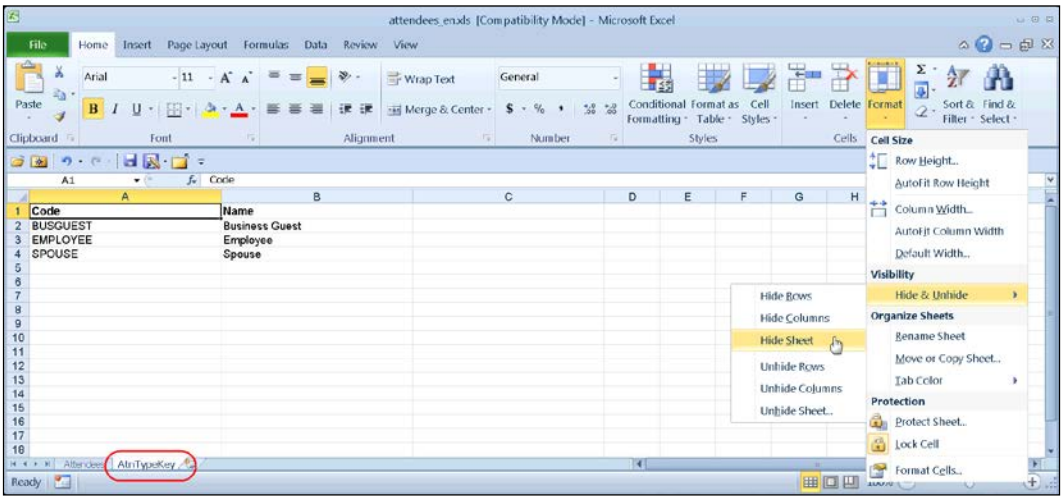
When all formatting is complete, hide – do not remove – the field codes (Row 1) and the sheets (tabs) that contain the list data.

118. To hide the field codes (Row 1):



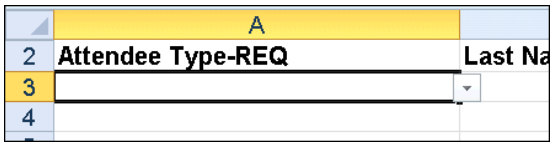
- Select the first row.
- On the **Home** tab, click **Format** > **Hide & Unhide** > **Hide Rows**.

119. To hide the worksheet(s) with the list data:



- Select all sheets except the first one (Attendees).
- On the **Home** tab, click **Format** > **Hide & Unhide** > **Hide Sheet**.

Tip: Just before saving for the ***last*** time, click in cell A3 and then save. The next time the worksheet is opened, A3 will be selected. Since A3 is likely a list, the down pointing arrow appears, making it easy for the user to identify this field as a drop-list.

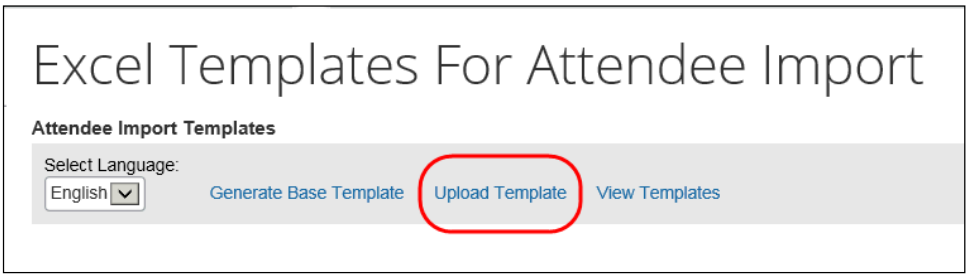


- ***Procedure: Part 3 – Upload the Customized Worksheet***

To upload the sheet:

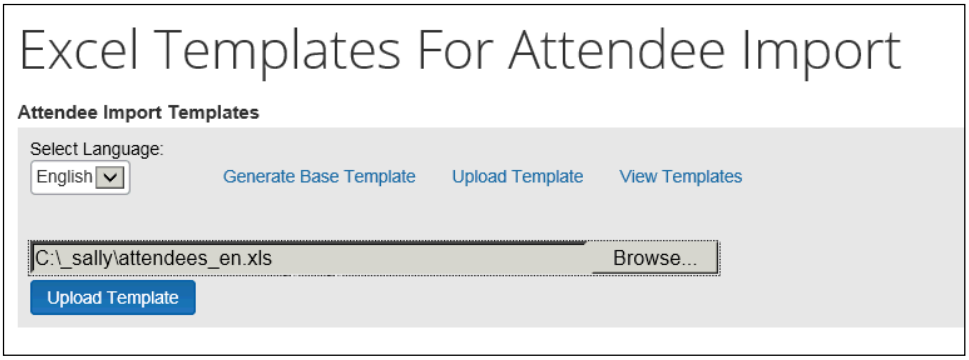
120. Return to the **Excel Templates For Attendee Import** page as described previously.

121. Click **Upload Template**.

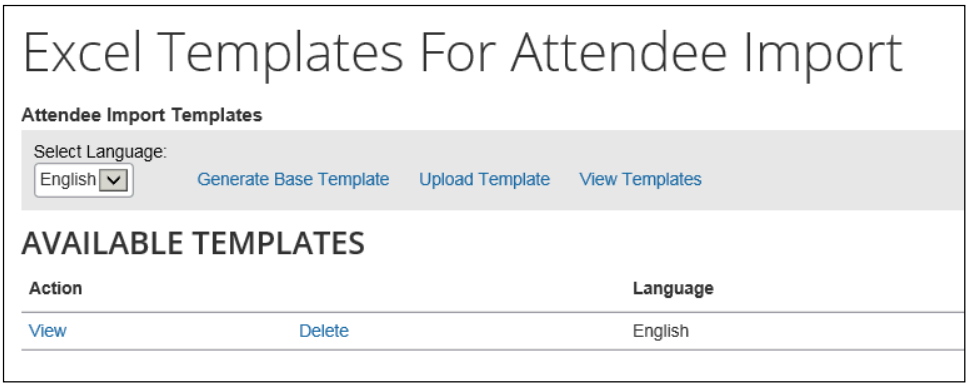


122. Click **Browse** (or **Choose File** depending on browser) and locate the customized worksheet.

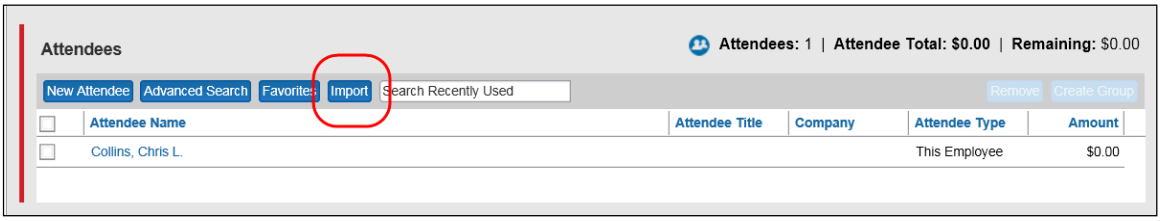
NOTE: If you have multiple languages, you must first select the language in the drop list and then upload the template for that language.



123. Click **Upload Template**. The new template appears.



At this point, the **Import** button will be available for users in the **Attendees** section of the **New Expense** (or **Expense**) tab for that language.



Follow these same steps for all templates for all desired languages.

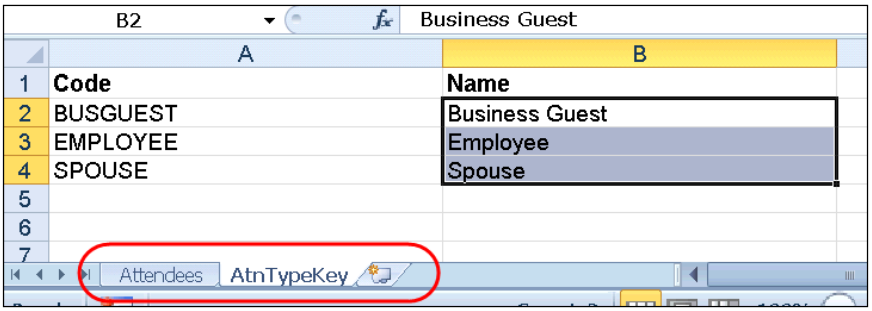
- ***Procedure: Create Drop Lists in Excel***

This information applies to Microsoft Excel 2010. If you have a different version of Excel, search for "drop-down list" in Excel's online help.

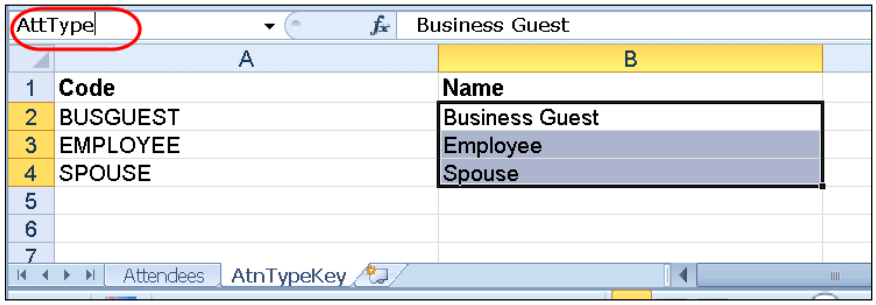
To add the drop-list for the list data:

124. Click the sheet (tab) that contains the list data, in this case, AtnTypeKey.

125. Select the list data.

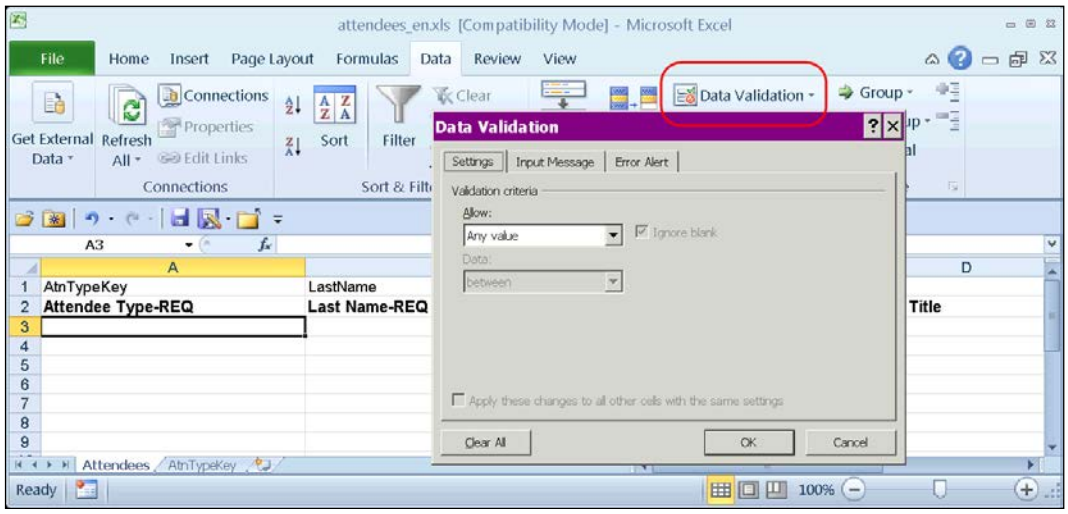


126. In the name box, type a range name, such as AttType, and press Enter.



127. On the **Attendees** tab, click cell A3.

128. On the menu, select **Data** > **Data Validation**. The **Data Validation** dialog box appears.



- In **Allow**, select List.
- In **Source**, type =<range name>. In this case, =AttType.
  Hint: Don't forget. The range name starts with =
- Click **OK**.

129. Copy A3 to cell A4 through A65536.

Tip: To copy from A3 to the end of the column:

- Click in A3
- Copy
- Click in A4
- Press CTRL + SHIFT + down arrow
- Paste

130. Complete these same steps for all lists.

- **Step 9: Import a List of Attendees**

You can import a list of attendees for your company, for example, your company's client list or list of employees. This way, they appear in the Attendees list so users do not have to enter them manually (and perhaps inconsistently). You can also use the import feature to change attendee information or delete attendees.

To import a list of attendees, refer to the *Attendee Import* chapter in the Expense – Import and Extract File Specifications.

- ***IMPORTANT! Using the Attendee Import on an Existing System***

If you are planning to use the attendee import on an existing system (already has attendees), refer to *Implementing the Attendee Import on an Existing System - Tips and Hints*.

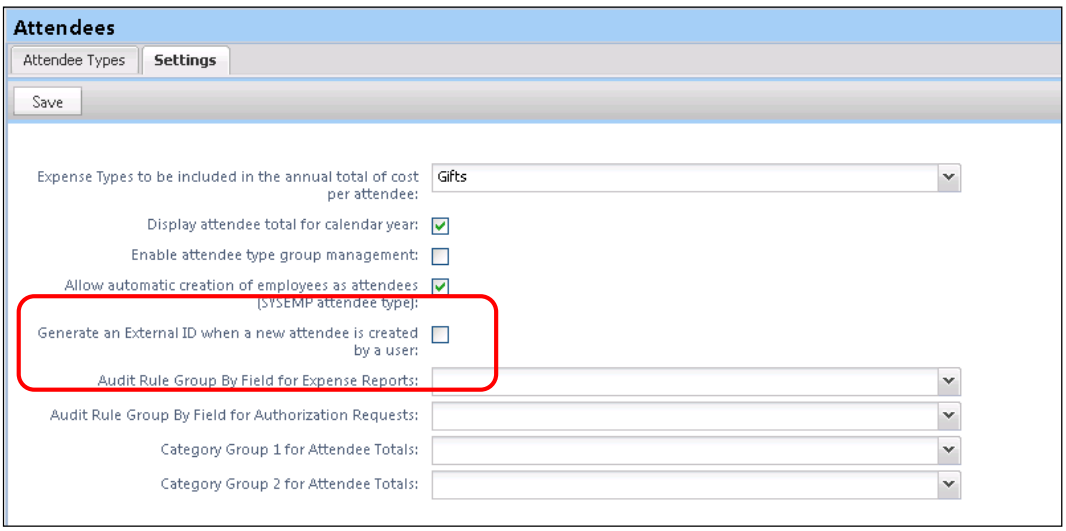
- ***External ID - Required for Imported Changes and Deletions***

The External ID is required in order to make changes to attendees (edit or delete) via the import. In most cases, the External ID is a company-generated unique identifier, which is imported with the initial import of attendees. However, for attendees who are manually entered by Expense users, there likely is no External ID. Without that information, you cannot change or remove those attendees via the import.

To solve this problem, you can have the system auto-generate an External ID for each attendee so that the External ID will never be blank.

- **Configuration**

To activate this feature, select **Generate an External ID when a new attendee is created by a user** on the **Settings** tab of the **Attendees** page.



- **Extract the External IDs**

Then, to obtain the External IDs for all attendees (so you can use them in an import), collect them from the Standard Attendee Detail Extract:

- If the Standard Attendee Detail Extract is already turned on for your company, the file will be available with your other extract files.
- If not, contact Concur Client Support to have it turned on.

📖 Refer to the *Standard Attendee Detail Extract* chapter in the Expense – Import and Extract File Specifications.

Section 7: Retain Attendee History with the Associated Expense Entry

- **Overview**

By default, historical attendee information is not captured; only the current attendee information (master record) is available. Using the configuration steps described here, the point-in-time attendee information can be saved with the associated expense entry.

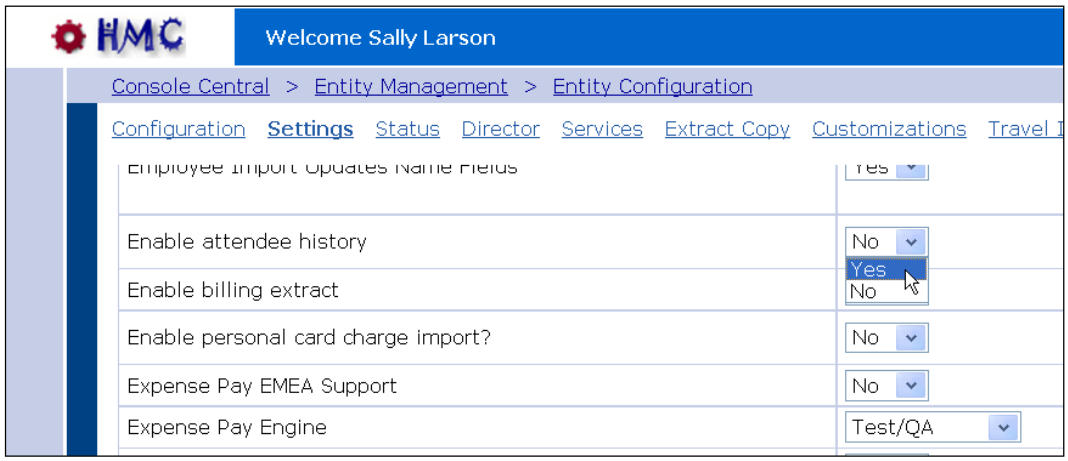
Attendee information (such as name or title) can change over time. With this feature, once the attendee is attached to an expense entry, that attendee information is stored and not allowed to be changed when the master record changes.

- **Procedure**

To enable this feature (This process is completed by Concur):

131. Access the entity in HMC.

132. On the **Settings** page, set **Enable attendee history** to *Yes*.



Section 8: Implementing the Attendee Import on an Existing System - Tips and Hints

- **Changing from a User-Entered List to a Managed List of Attendees**

In existing systems (not yet using the import), it is likely that each Expense user entered a record for every attendee the user wanted to use, including himself/herself. This means that it is highly likely that many of the attendees you want to import from another application already exist within the system – and many will exist multiple times.

To start fresh with a new list of attendees from the imported list, follow these steps:

Step #	Description	Where to find more information
1	Define the name of the attendee type for this list. Attendee type names must be unique. **Tip:** If you want the same name as the existing attendee type, we recommend that you rename the existing attendee type and then create a new attendee type with the desired name.	Procedure: Configuring Attendee Types in this guide
2	Determine if users will be allowed to add new attendees to the attendee type list. If you want to control this list, you may wish to turn off the users' ability to add new attendees.	
3	Create the import file and import the list of attendees.	*Attendee Import* chapter of Expense – Import and Extract File Specifications
4	Inactivate the old attendee type. This will remove all attendees of this type from all users' lists of attendees, though the information will still be viewable on expenses using those attendees.	Procedure: Configuring Attendee Types in this guide

- **Changing Employees as Attendees to a Managed List of Attendees**

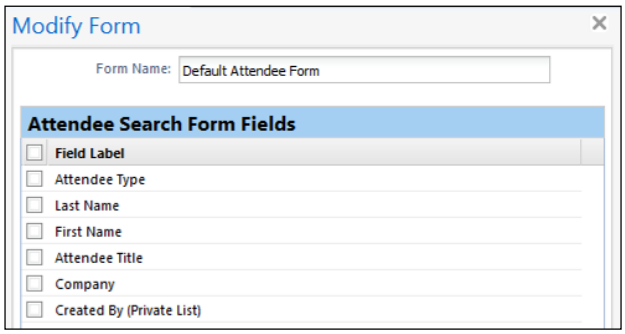
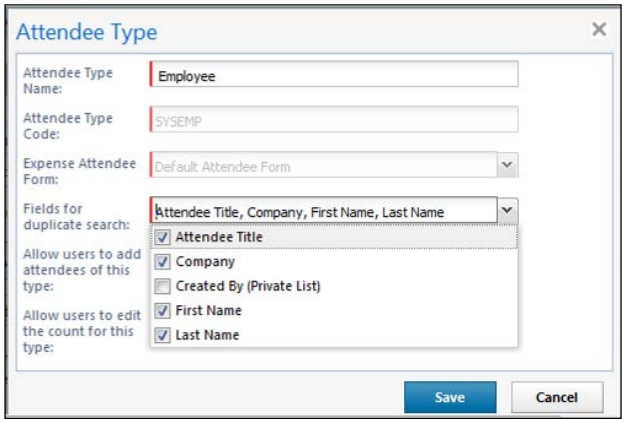
There are two employee-related attendee types:

- **Employee:** In older versions, each Expense user had to enter a record for every *employee* attendee the user wanted to use, including himself/herself. This means that it is highly likely that many of the employee attendees already exist multiple times within the system.
- **This Employee:** The system will automatically generate a record for each Expense user but ***only*** once the employee takes one of these actions:
  - The employee opens a new expense form where the employee is required to be added by default.

- The employee completes a 'This employee' attendee type search from the **Attendee** section of the **New Expense** (or **Expense**) tab or from profile.
- The employee completes a quick search or a favorite search from the **Attendee** section of the **New Expense** (or **Expense**) tab or from profile.

To make this list a comprehensive and usable list of employees that can be shared by all for use on expenses, follow these steps:

Step #	Description	Where to find more information
1	Create an import file containing data for the employee attendee records and import the list. This will provide records for those employees who have not yet accessed the **Attendee** section as well as provide additional details in each employee attendee record. When creating the import file: • The External ID for these records ***must*** be the Employee ID that appears in Expense. • The Attendee Type Code ***must*** be SYSEMP. **NOTE:** Consider importing ***all*** employees who will be used as attendees – not only those who use Expense. This will provide a comprehensive list of employee attendees for your Expense users to search and select from. Then, if the imported employees who are not yet Expense users become users in the future, the Employee ID will be used to link the attendee-related information to the correct user.	*Attendee Import* chapter of Expense – Import and Extract File Specifications
2	Configure the *This Employee* attendee type:	
	• Change the name if desired. Attendee type names must be unique. If you want the same name as the existing *Employee* attendee type, then you must rename the existing *Employee* attendee type first and then change *This Employee* to *Employee*.	*Procedure: Configuring Attendee Types* in this guide
	• Configure the *This Employee* attendee type as a shared list by removing the **Created By** field in the duplicate check field.	*Private vs. Shared Attendee Lists* **and** *Procedure: Configuring Attendee Forms and Fields* in this guide
3	Inactivate the old *Employee* attendee type. This will remove all attendees of this type from all users' lists of attendees, though the information will still be viewable on expenses using those attendees. Users creating new expenses will search for and use employee attendee records under the new *This Employee* attendee type.	*Procedure: Configuring Attendee Types* in this guide

Step #	Description	Where to find more information
4	Change the new Employee attendee type to a shared list. • Change the form fields for search - clear the **Created By (Private List)** check box  • Edit the duplicate check - clear the **Created By (Private List)** check box  	*Private vs. Shared Attendee Lists* in this guide