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Overview

The expense module is where a user can access their receipt library, travel credit card expenses that feed to their profile (as applicable), and expense reports in progress or previously completed to claim and record costs associated with an approved trip.

NOTE: All CSU-related travel for faculty and staff must have an approved Travel Request before an expense report can be created.

Per CSU Travel Procedures, Section IX; A "*Travel Expense Claim must be submitted to the campus Travel Reimbursement office within 60 days of the end of a trip unless there is recurrent local travel, in which case Claims may be aggregated and submitted monthly.*"

Please be aware Approved Travel Requests will automatically close on day 61 after the travel end date. In order to submit a late expense report, the request will have to be re-opened. Please reach out to One-Stop Financial Services to re-open your travel request.

The following link is used to access the site.

<https://www.concursolutions.com/home.asp>

SAP Concur

Requests Travel Expense Approvals Reporting App Center

Profile Help

CSU The California State University

+ New 00 Required Approvals 01 Authorization Requests 00 Available Expenses 00 Open Reports 01 Cash Advances

TRIP SEARCH

ALERTS

****Don't book travel until your request is approved****

Mixed Flight/Train Search

Round Trip One Way Multi City

From
Departure city, airport or train station
Find an airport | Select multiple airports

To
Arrival city, airport or train station
Find an airport | Select multiple airports

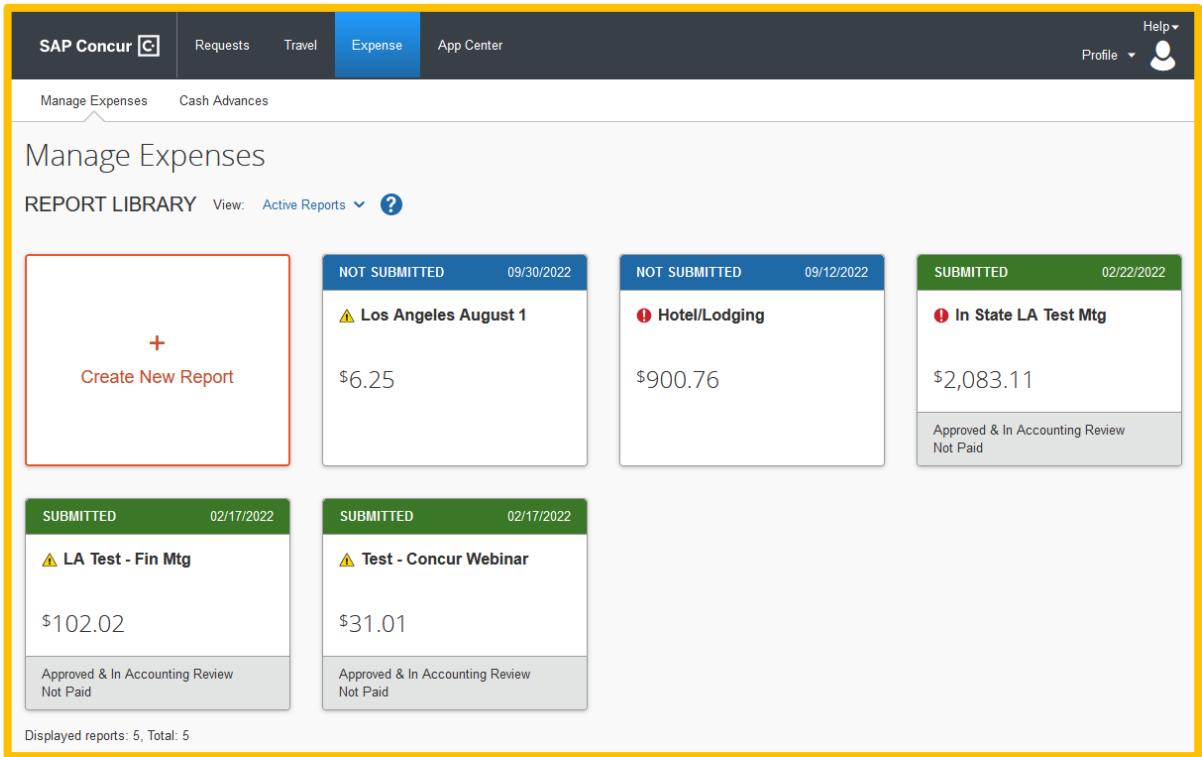
COMPANY NOTES

Meals delivered to you. Receipts delivered to Concur Expense.
Connect catering and meal delivery accounts in the App Center. **Connect**

Creating an Expense Report

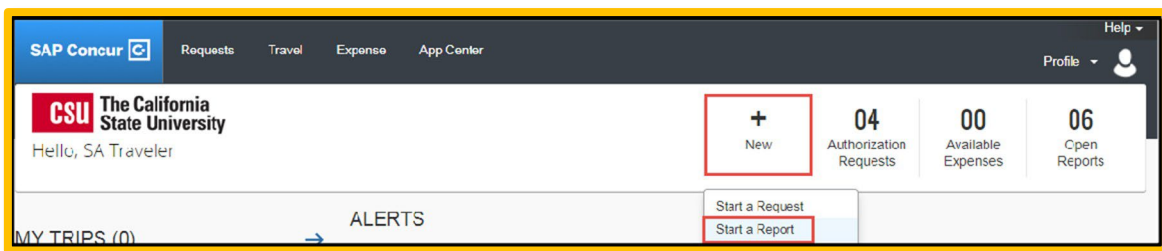
To create a report:

1. Click the **Expense** tab.



OR

On the home page, on the Quick Task Bar, hover over **New**, and click **Start a Report**.



2. If you don't create the expense report from the approved request then you will need to link the approved Request to the **Expense Report** by clicking the **Add** button.

Report Header

Report Key Report/Trip Name Trip Type Travel Start Date Travel End Date Travel < 24 hrs?

Are you travelling to a banned state? Traveler Type Trip Purpose Personal Dates of Travel-If none enter NA Is this trip going to be reimbursed by the Chancellor's Office?

Comments To/From Approvers/Processors

Business Unit Fund Department Program Class Project

Requests

Request Name	Request ID	Cancelled	Request Total	Amount Approved	Amount Remaining
--------------	------------	-----------	---------------	-----------------	------------------

3. A linked request will fill in most of the required fields. Complete the remainder of the required fields (marked with red bars) to proceed.

	Field Name	Description
1	Is this trip going to be reimbursed by the Chancellor's office?	Chancellor's office will reimburse for any part of the trip expenses and the department needs to make sure that reimbursement occurs.

4. When all header information is complete, click **Next**. You can now begin building your Expense Report.

Adding Expenses to the Report

There are various ways to add expenses and compile a complete expense report. Overall, the goal is to reflect all costs associated with a trip, regardless of payment method.

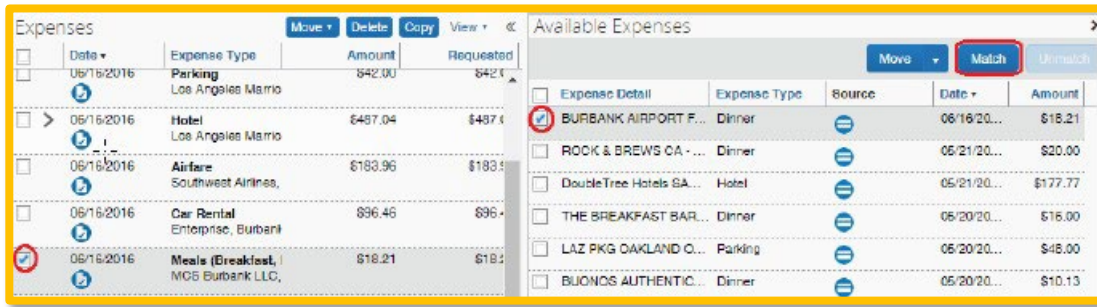
Travel Credit Card/Ghost Card Charges

You can add Concur Travel card transactions to an expense report in the following ways:

- From the open expense report (**Import Expenses**)
- From the **Available Expenses** section (**Expense > Manage Expenses**)

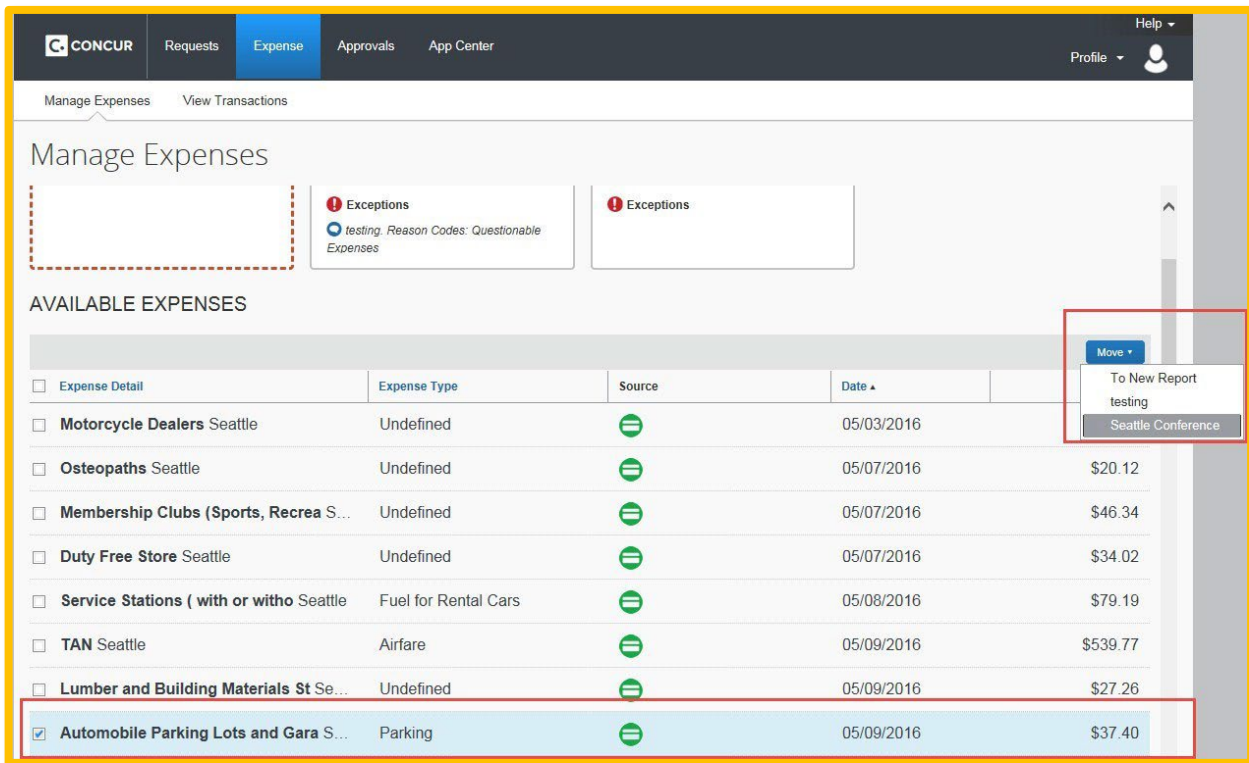
1. From the open expense report, click **Import Expenses**.

- a. Verify or update the **Expense Type** classification of the imported credit card transactions.



2. From the **Available Expenses** section, select each transaction that you want to assign to the current expense report.

- a. Click **Move** and select the related expense report.

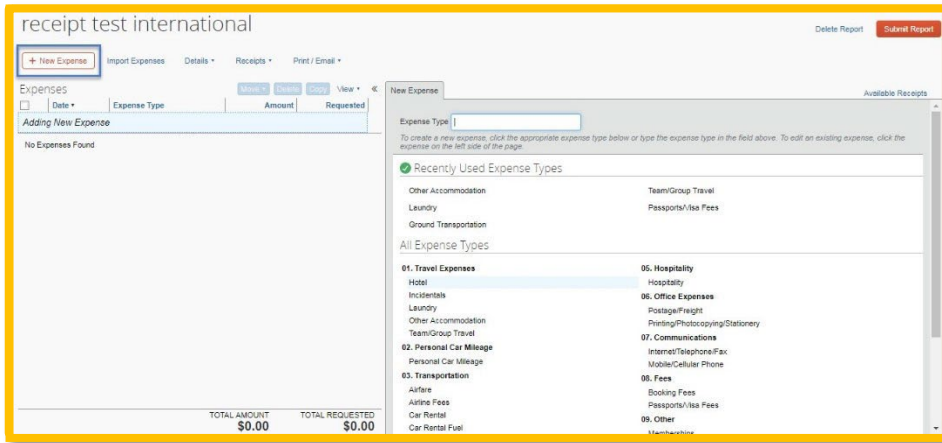


- b. The expense is moved and appears on the left side of the expense report, with any applicable icons.
- c. Verify or update the **Expense Type** classification of the imported credit card transaction.

Out-of-Pocket Expense

How to add an out-of-pocket expense to an Expense Report:

1. From the open report, click **New Expense**.

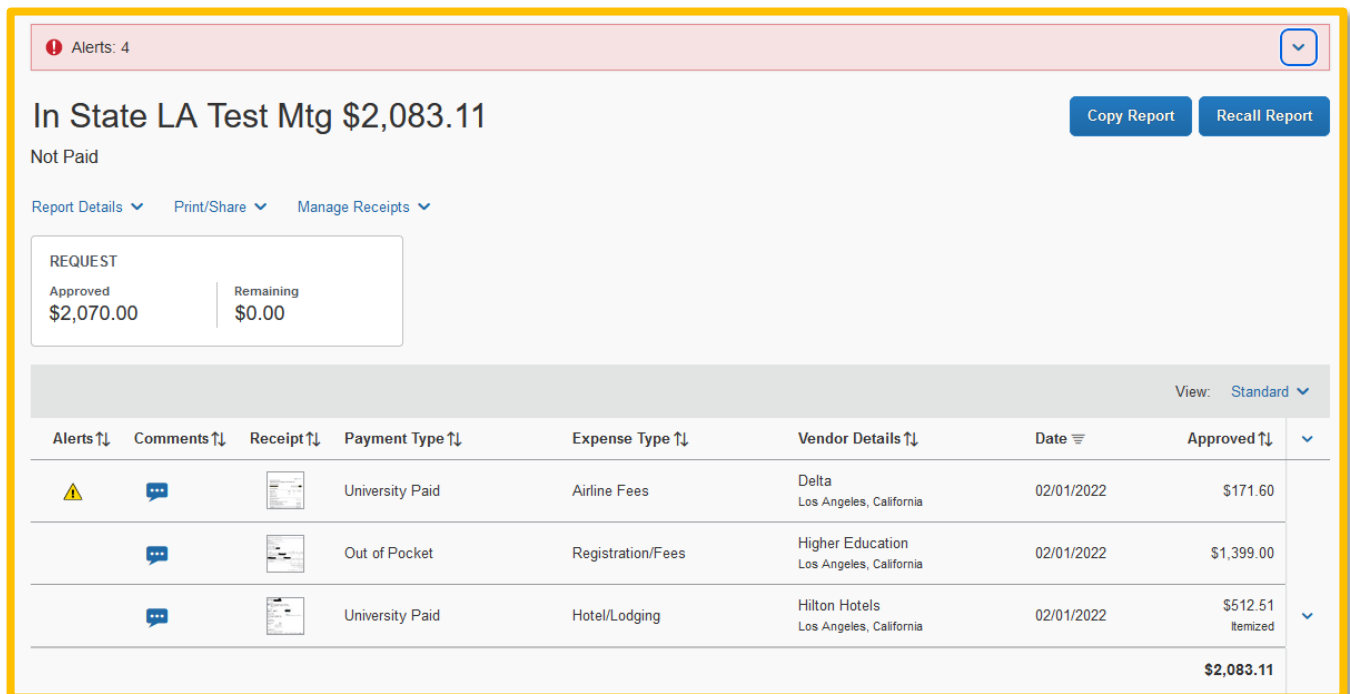


2. On the **New Expense** tab, click the appropriate expense type. Each expense type will have their own set of required fields and configuration.


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


4. Complete the required and optional fields. Click one of the following buttons:

- **Save**
- **Itemize** - to itemize the expense and classify as two different expense types (i.e. dinner and parking)
- **Allocate** - to allocate the expense between various chartfields as applicable
- **Attach Receipts** - to upload and attach receipt images
- **Cancel** - to exit without saving this expense



NOTE: CSU and campus specific audit rules are integrated into the system. When adding an expense that requires a certain action an alert message will appear:

➤ **Warning-**  eligible to continue and submit.

➤ **Hard Stop-**  cannot move forward and must make correction prior to submission.

Adding Expenses to the Report

You must register a car for the applicable mileage type in order to be reimbursed for mileage. See Personal Car section for instructions on setting up your vehicles.

To Create a Car Mileage Expense

1. With the Expense Report open, on the **New Expense** tab, select the Personal Car Mileage Expense Type. The mileage form will open with the required and optional fields displayed including the **Mileage Calculator** link.
2. Complete all required and optional fields as appropriate.
3. Click the **Mileage Calculator** link and review and update the route as appropriate. If round trip mileage should be calculated, click **Make Round Trip**.
4. Click **Add Mileage to Expense**.
5. Click **Save**.

New Expense Available Receipts

[View Reimbursement Rates](#)

Expense Type: Personal Car Mileage
 Transaction Date: 08/19/2018
 From Location:

To Location:
 Payment Type: Out of Pocket
 Distance: Amount: 0 : 0.00 USD

Comments To/From Approvers/Processors:

Mileage Rate Type: Personal
 Number of Passengers: 0
 Distance to Date: 0

Mileage Calculator

Avoid Tolls Avoid Highways

Waypoints:
 Seattle, WA, USA
 Tacoma, WA, USA
 33.5 MI
 Personal

[Calculate Route](#) [Make Round Trip](#)

Directions

Suggested routes:
 I-5 S 33.6 mi - about 38 mins
 WA-167 S and I-5 S 38.0 mi - about 44 mins

448-498 Madison St, Seattle, WA 98164, USA
 33.6 mi - about 38 mins

- Head southwest on Madison St toward 4th Ave 197 ft
- Turn right at the 1st cross street onto 4th Ave 305 ft
- Turn right at the 1st cross street onto Spring St 0.1 mi

Deduct Commute

	TOTAL PERSONAL	TOTAL BUSINESS
	0.0 MI	33.5 MI

[Add Mileage to Expense](#) [Cancel](#)

Itemizing Expenses

Use the Itemize feature to account for transactions that should be charged to multiple expense types (accounts codes). Itemization should be completed prior to Allocation (charging to multiple chartfields).

To Itemize a General Expense

1. Add the expense as usual and then click **Itemize** (instead of **Save**).



- The expense appears on the left side of the page, along with the message *Adding New Itemization*.
 - The name of the **New Expense** tab changes to **New Itemization**.
2. On the **New Itemization** tab, select the expense type that applies to the first itemization. The page refreshes, displaying the required and optional fields for the selected expense type.
 3. Complete the fields as required.
 4. Click **Save**.

- The newly created itemization appears on the left side of the page, below the expense.
 - The total amount, the itemized amount, and the remaining amount appear on the right side of the page.
5. For each additional itemization, on the **Itemization** tab, select the appropriate expense type and complete the appropriate fields. Once you have itemized the **Total Amount** of the charge, the **Itemization** tab is replaced by the **New Expense** tab.

To Itemize a Hotel Expense

A hotel bill typically contains a variety of expenses including room fees, taxes, parking, meals, telephone charges, and personal items. You must itemize these expenses so that they can be reimbursed correctly.

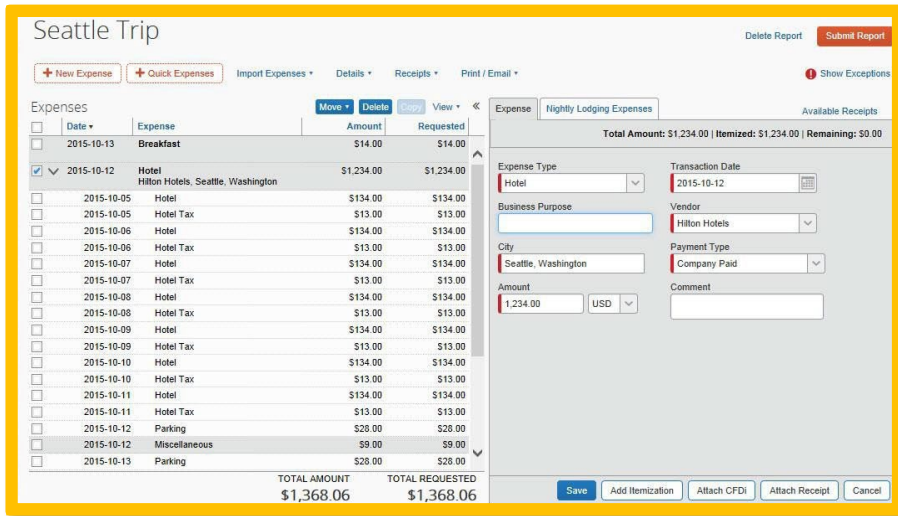
To create a lodging expense:

1. With the Expense Report open, on the Expense tab, select the **Hotel Expense Type**. The lodging form will open with the required and optional fields displayed.
2. Complete all required and optional fields as appropriate.
3. Click **Itemize**. The expense appears on the left side of the page; the **Nightly Lodging Expenses** tab appears on the right side of the page.
4. Use the calendar to select the check-in/out date. The number of nights appears automatically.
5. Enter the **Room Rate**, **Room Tax**, and **Additional Charges**.
6. Click **Save Itemizations**.

If there is a remaining amount to be itemized (other charges, for example, for parking or meals), the remaining amount is displayed in the **Remaining** field on the right side of the New Itemization pane. Continue to itemize the amounts until the balance is \$0.00.

Date	Expense	Amount	Requested
2015-10-13	Breakfast	\$14.00	\$14.00
2015-10-12	Hotel Hilton Hotels, Seattle, Washington	\$1,234.00	\$1,234.00
2015-10-09	Dinner Dinner Place	\$51.83 €46.00	\$51.83
2014-10-29	Office Supplies Office Warehouse, Seattle, Washington	\$68.23	\$68.23
		TOTAL AMOUNT	TOTAL REQUESTED
		\$1,368.06	\$1,368.06

Expense: Nightly Lodging Expenses		Available Receipts	
Check-in Date	2015-10-05	Check-out Date	2015-10-12
Number of Nights	7		
Recurring Charges (each night)			
Room Rate	134.00	Room Tax	
Other Room Tax 1		Other Room Tax 2	
Additional Charges (each night)			
Expense	Choose an expense type	Amount	
		Save Itemizations	Cancel



Changing Rates During Stay

Nightly rates can fluctuate during your stay, however the system can only build recurring lines with one amount. Choose the rate that is reflected most often in your hotel stay and use that as the room rate and tax amount for your itemization. Once itemizations are saved you will get a message that the itemizations need additional work.

Exception

! The itemization amounts do not add up to the expense amount.

Choose the night where the rate is higher/lower and adjust to the correct amount. Choose **Save** when the change has been made and continue adjusting other nights if necessary. The exception will go away once the expense amount total is fully itemized.

	Date	Expense Type	Amount	Requested
<input type="checkbox"/>	02/01/2019	Hotel	\$600.00	\$615.00
<input checked="" type="checkbox"/>	02/03/2019	Hotel	\$205.00	\$205.00
<input type="checkbox"/>	02/02/2019	Hotel	\$205.00	\$205.00
<input type="checkbox"/>	02/01/2019	Hotel	\$205.00	\$205.00

Another option to enter Hotel is to enter expense Type each night separately, this is done by using day-to-day in the "**Check-in Date**" and "**Check-out Date**". Entering each night stayed separately. Once the expense for that night is created, you can **Copy** the charge. Adjust the date and **Save** to add another line with the same amount. No recurring charges will be entered this way.

Date	Expense Type	Amount	Requested
<input type="checkbox"/>			

Allocating Expenses

The Allocations feature allows you to allocate selected expenses to multiple chartfields. This should be performed after the Itemization if allocating to multiple expense types.

To allocate:

1. With the report open, to create or edit a single expense, click **Allocate** at the bottom of the Expense tab.



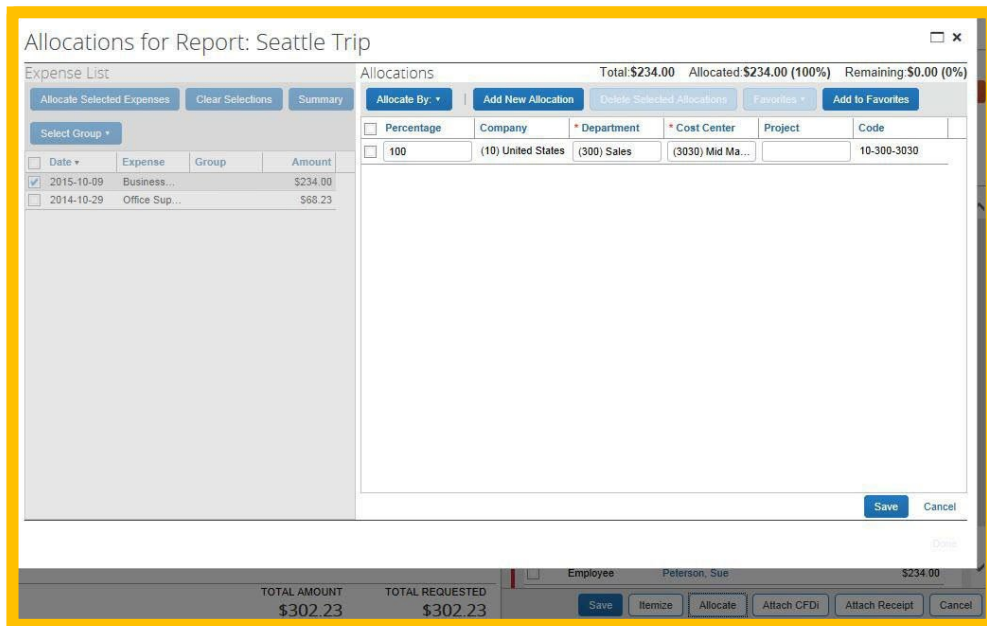
To allocate multiple expenses, select the appropriate expenses on the left side of the page, and then:

- Click **Allocate** the selected expenses on the right side of the page.

OR



- Click **Details > Allocations**.

The **Allocations for Report** window appears. The total expense amount, the amount allocated, and the amount remaining appear in the Allocations section.

The screenshot shows a window titled 'Allocations for Report: Seattle Trip'. It is divided into two main sections: 'Expense List' on the left and 'Allocations' on the right. The 'Expense List' has a table with columns for Date, Expense, Group, and Amount. Two rows are visible: one for '2015-10-09 Business...' with an amount of \$234.00, and another for '2014-10-29 Office Sup...' with an amount of \$68.23. The 'Allocations' section has a header with 'Total:\$234.00 Allocated:\$234.00 (100%) Remaining:\$0.00 (0%)'. Below this is a table with columns for Percentage, Company, Department, Cost Center, Project, and Code. One row is shown with 100% allocation to '(10) United States (300) Sales (3030) Mid Ma...' with code '10-300-3030'. At the bottom of the window, there is a summary bar with 'TOTAL AMOUNT \$302.23' and 'TOTAL REQUESTED \$302.23', and a footer with 'Employee Peterson, Sue \$234.00' and a row of buttons: Save, Itemize, Allocate, Attach CFDI, Attach Receipt, and Cancel.

2. From the **Allocate By** dropdown list, select **Percentage** or **Amount**.
3. Add as many allocations as necessary. You can adjust the amounts and percentages. The total amount must be allocated 100%, otherwise an audit rule is flagged and you will not be able to submit the report.
4. Click **Save**.

5. For the confirmation message, click **OK**.

- Click **Done**. The allocation icon appears with the expense.
- If the expense is 100% allocated, the  icon appears with the expense. If the expense is not 100% allocated the  icon appears next to the expense.

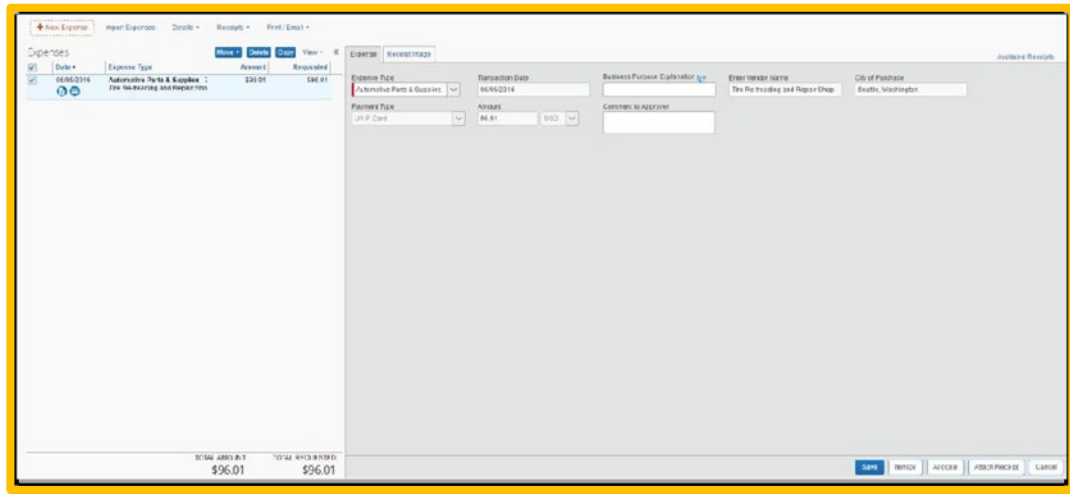
Attaching Receipts

Uploading Scanned Documents

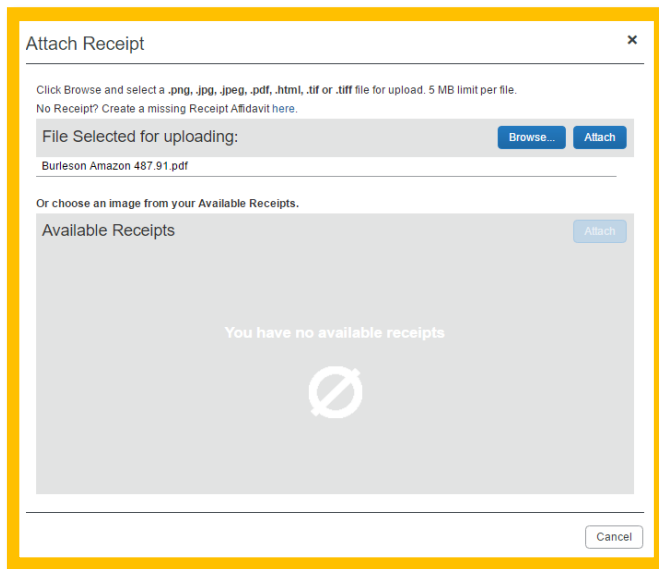
Files scanned and saved to a folder on your computer may be uploaded directly into an Expense Report using the following steps:

Scan the documentation into a .png, .jpg., .jpeg, .pdf, .html, .tif or .tiff file; 5 MB limit per file.

1. With your transaction open, select **Attach Receipt**.



2. Browse your computer to find the scanned document.



3. Click **Attach**.

Using Available Receipts Library

Users can upload images to the **Available Receipts** library which stores the receipt until the user is ready to attach it to an Expense Report. Receipts can be uploaded to Available Receipts using various methods.

Email Receipts to your Concur Profile

1. Before emailing receipts to the **Available Receipts** library, you must submit your email address for verification in the **Personal Information** section of your Profile.
2. Click **Profile > Profile Settings**. The **Profile Options** page appears.
3. On the left-hand side of the screen, click **Personal Information**.
4. On the **Personal Information** screen, scroll down to the **Email Addresses** section and click **Add an Email Address**.
5. Follow the below steps to verify your email address:
 - a. Once you have saved an email address, click **Verify**.
 - b. Check your email for a verification message from Concur.
 - c. Copy the code from the email message into the **Enter Code** box next to the email address.
 - d. Click **OK** to submit the code and complete verification.
6. Prepare an email to receipts@concur.com, attach the images, and send the email. The available file formats are: PNG, JPG, JPEG, PDF, HTML, TIF, OR TIFF.

Receipts Captured with Concur App

Any receipts captured using the Concur app will automatically place the images in your Available Receipts library and can be attached as described below.

To Attach a Receipt Image to an Expense Entry Using Available Receipts

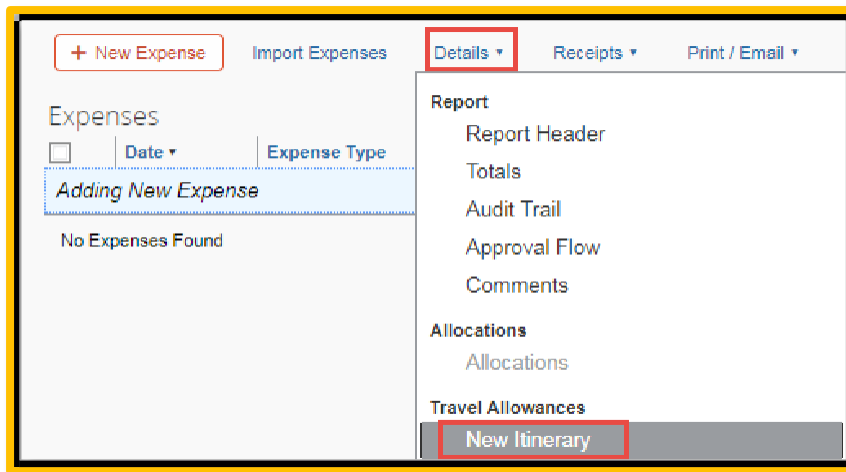
1. In the Expense Report, select an expense entry to open it in Detail view.
2. Click **Receipts > View Available Receipts**.
3. Select the appropriate image to attach in support of the expense. The receipt icon will turn from yellow to blue once attached.

Special Travel Situations

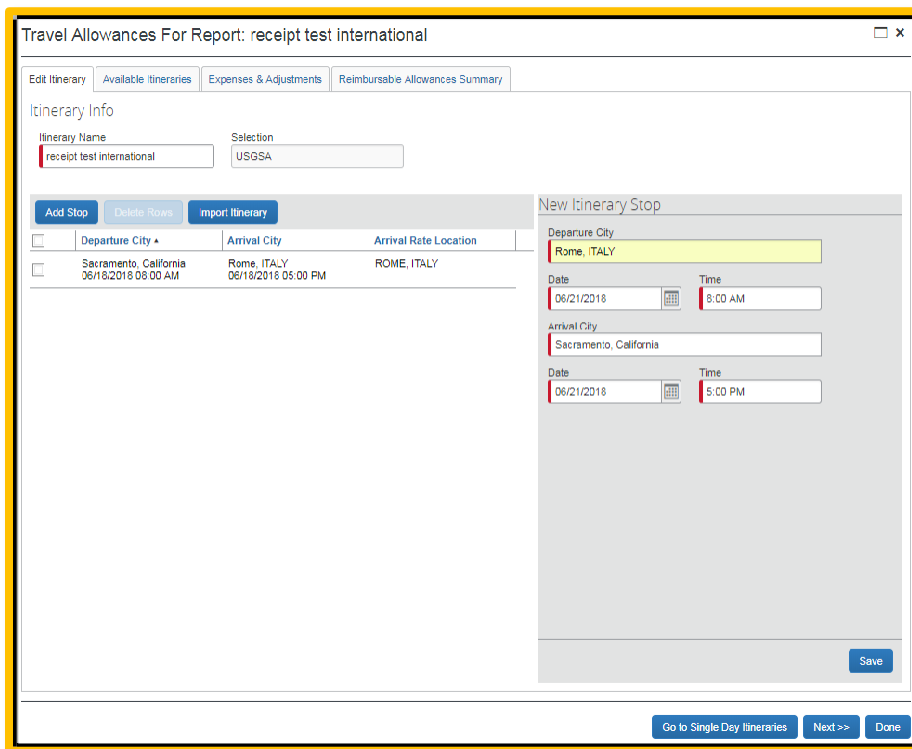
International Travel

International, Alaska & Hawaii trips will require Travel Allowance itineraries to be created to utilize GSA per diem amounts, which are used as ceiling amounts for related expenses.

1. To build your trip itinerary, click the **Details** dropdown and click on **New Itinerary** under the Travel Allowances section.

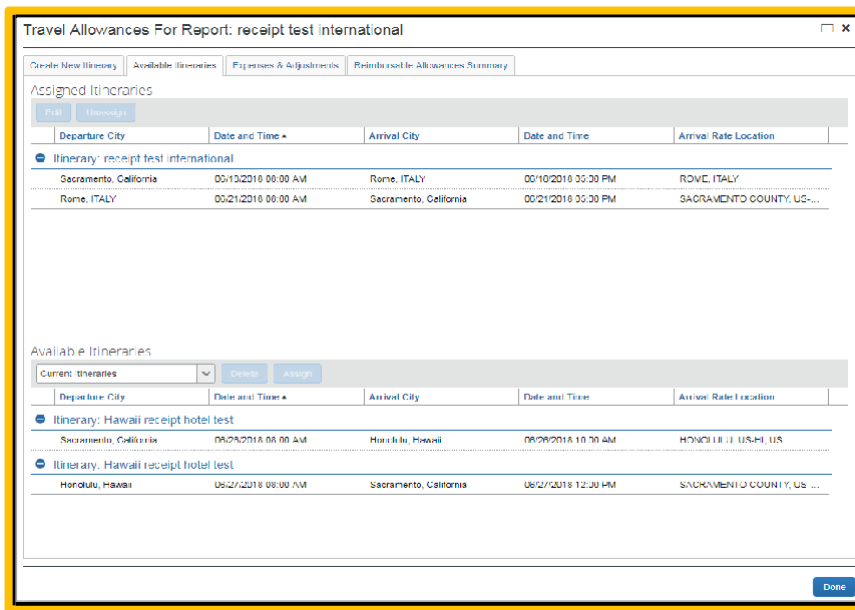


2. The **Travel Allowances** window will appear allowing you to build your trip itinerary. On the **Create New Itinerary** tab, enter the first leg of your trip and click **Save**.
3. Continue entering all legs of the trip and click **Save**. An itinerary should consist of at least 2 legs; one leg for departure details and a second leg for your return details.

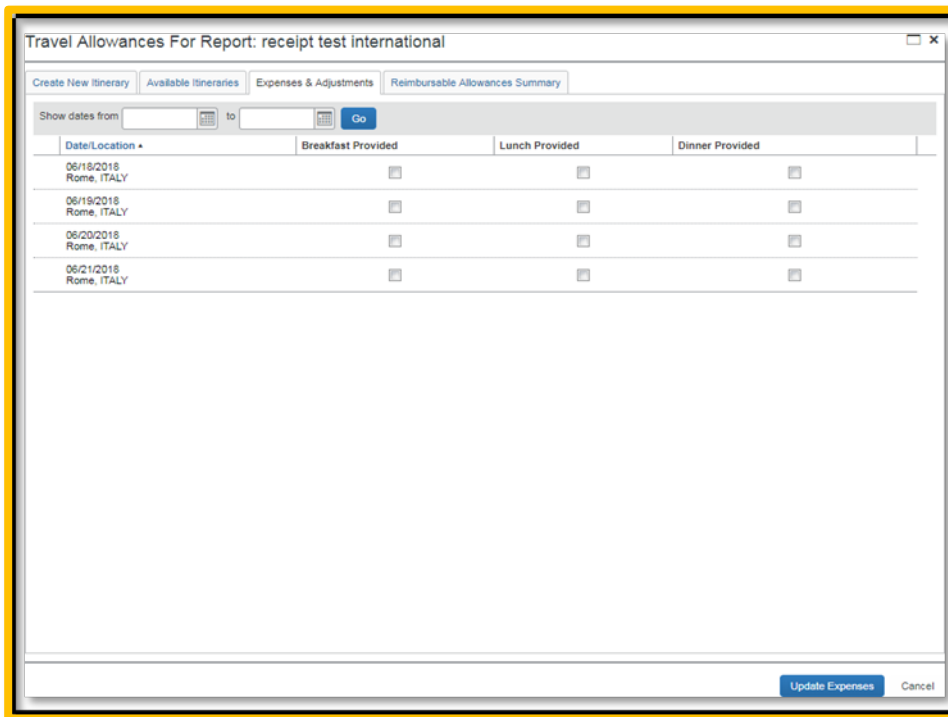


4. When all portions of the trip are entered, click **Next**.

- On the **Available Itineraries** tab, you can view the itinerary that you have assigned to this trip.



- Click the **Expense & Adjustments** tab to mark any meals which were provided during your trip, and then click **Update Expenses**.



- You can begin adding either out-of-pocket expenses and/or Corporate Credit Card transactions to your Expense Report.

Converting Foreign Currency Transactions

1. With the Expense Report open, click **New Expense**, and then enter the appropriate information in the required and optional fields (required fields are indicated with a red bar).
2. For the **Amount** field enter the amount spent in foreign currency. The correct currency should populate based on the City of Purchase information you entered. If needed, you can change the "spend" currency from the list to the right of the **Amount** field.
3. Expense calculates the amount in USD.
4. *If expense amount is already in USD*, enter amount in **Amount in USD** field and it will calculate the foreign amount for you.
5. Complete the remaining fields as appropriate.

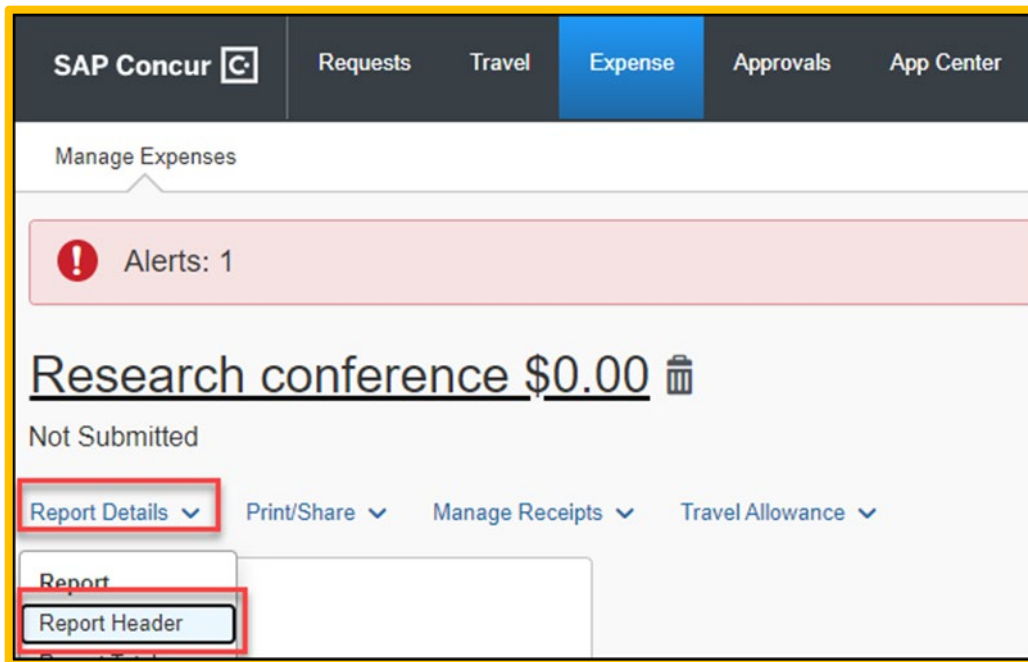
The screenshot shows the 'New Expense' form in SAP. The form is titled 'receipt test international'. It has a navigation bar with '+ New Expense', 'Import Expenses', 'Details', 'Receipts', and 'Print / Email'. The main form area is divided into several sections: 'Expenses' (with a table for 'Adding New Expense'), 'New Expense' (with fields for Expense Type, Transaction Date, City of Purchase, Payment Type, Amount, Rate, and Amount in USD), and 'Comments To/From Approver/Processors'. At the bottom, there is a summary section with 'TOTAL AMOUNT \$0.00' and 'TOTAL REQUESTED \$0.00'. There are also buttons for 'Save', 'Remove', 'Allocate', 'Attach Receipt', and 'Cancel'.

Non-Employee Travel

1. Start by opening up the approved travel request for the Non-Employee to record reimbursable expenses. Select **Create Expense Report**.

The screenshot shows the 'Manage Requests' page in SAP Concur. The page has a navigation bar with 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Approvals', and 'App Center'. The main content area shows a request for 'Research conference \$1,370.00' with 'Approved | Request ID: 4NXV'. There is a 'More Actions' dropdown menu, and the 'Create Expense Report' option is highlighted with a red box. There are also buttons for 'Request Details', 'Print/Share', and 'Attachments'.

2. Select the **Report Details** hyperlink and select Report Header.



3. Ensure that the **Policy** field reflects "***CSU-Non-Employee Expense Policy.**" Complete the new fields below and double check all report header elements. The chartfield can be updated if needed, comments added at the bottom, etc.

4. After header is updated, click **Save** and add all related expenses to be claimed by the non-employee traveler.

Submitting an Expense Report

To Submit Your Expense Report

1. On the Expense Report page, click **Submit Report**.

The screenshot shows the 'Hawaii incidental' expense report page. At the top right, there is a 'Submit Report' button. Below the header, there are navigation options: '+ New Expense', 'Import Expenses', 'Details', 'Receipts', and 'Print / Email'. A 'Hide Exceptions' link is also present. An 'Exceptions' window is open, displaying a table with columns for 'Expense Type', 'Date', 'Amount', and 'Exception'. The table contains one row with 'N/A' in the first column and a red error message: 'Incidentals are included within the meal travel allowance. Please remove the incidental expense to proceed.' Below the exceptions, there is an 'Expenses' table with columns for 'Date', 'Expense Type', 'Amount', and 'Requested'. The table shows two rows: one for 'International, Alaska & Hawaii Honolulu, Hawaii' with a requested amount of \$60.00, and another for 'Registration/Fees ADCP, Sacramento, California' with a requested amount of \$200.00. The total amount is \$260.00 and the total requested is \$260.00. To the right of the expenses table, there is a form for 'Expense' and 'Receipt Image' with fields for 'Expense Type', 'Transaction Date', 'Vendor Name', 'City of Purchase', and 'Payment Type'. The 'Expense Type' is set to 'Registration/Fees', 'Transaction Date' is '05/01/2018', 'Vendor Name' is 'ADCP', and 'City of Purchase' is 'Sacramento, California'. There are buttons for 'Save', 'Itemize', 'Allocate', 'Attach Receipt', and 'Cancel'.

2. The **Final Review** window appears with the User Submit Agreement. By clicking **Accept & Submit**, the user is accepting the terms and conditions of the agreement.

The screenshot shows the 'Final Review' window. It contains a section titled 'User Electronic Agreement' with the following text: 'By clicking on the 'Accept & Submit' button, I certify that: 1. This is a true and accurate accounting of expenses incurred to accomplish official business for CSU and there are no expenses claimed as reimbursable which relate to personal or unallowable expenses. 2. All required receipt images have been attached to this report. 3. I have not received, nor will I receive, reimbursement from any other source(s) for the expenses claimed. 4. In the event of over payment or if payment is received from another source for any portion of the expenses claimed I assume responsibility for repaying CSU in full for those expenses. 5. If I am driving a personal vehicle, I have taken the University Defensive Driving training (if applicable) and/or a current STD 261 (Authorization to use Privately Owned Vehicles on State Business) form is on file.' At the bottom right of the window, there are two buttons: 'Accept & Submit' and 'Cancel'.

NOTE: If you cannot successfully submit the report, a message appears describing the report error or exception. Correct the error, or if you require help to complete the task, contact One-Stop Financial Services.

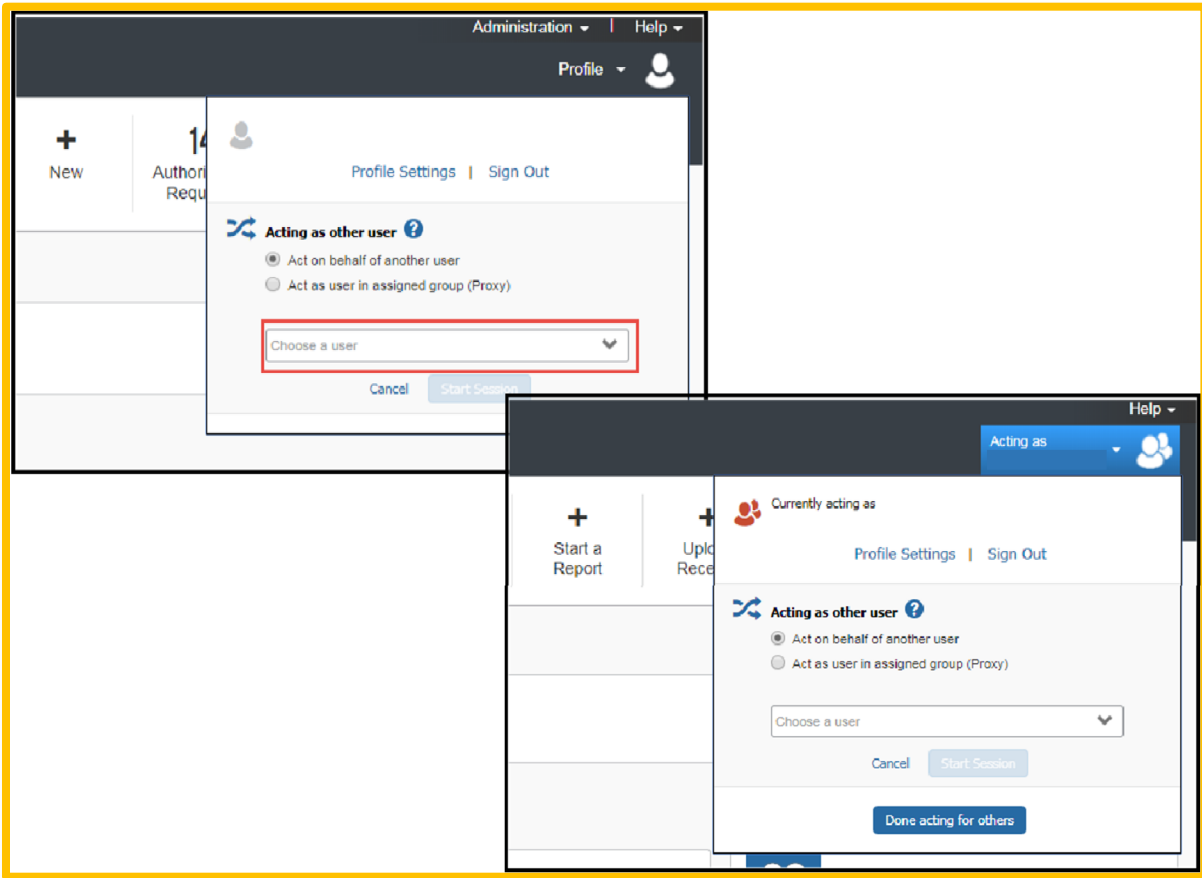
Acting as a Delegate

If you have been assigned to work as a delegate, your delegator will define which tasks you can complete, such as preparing reports, submitting reports, etc.

To Work as a Delegate

1. Click **Profile > Acting as other user**.
2. Select the appropriate delegator's name.
3. Click **Apply**.

4. Notice that the **Profile** menu now displays **Acting as** and shows the name you just selected. You are now officially working on behalf of that person. Complete the normal processes of creating reports, attaching receipts, etc.
 - To select a different user, follow the same steps but click a different name.
 - To return to your own tasks, click **Acting as** and then **Done acting for others**.



Send Receipt Images to Travelers Available Receipts Library

The Delegate cannot set up an email account when they are delegating, nor can they use the verified email account they have set up for their own expense reports to populate another user's Available Receipts Gallery. However, the delegate can upload receipt images to Concur for attachment to the line item of the Traveler/Card holder's report they are acting on.

The following steps should be completed during profile setup:

1. The Traveler/Card holder must verify his/her own email address in his/her profile.
2. The Delegate must verify his/her own email address is in his/her profile.
3. The delegate must have the correct delegation permission (can view receipts, can attach receipt, etc.). To update delegate permissions, go to **Profile > Profile Settings > Expense Delegates > Add a Delegate > select Can Prepare and Can View Receipts**.
4. Then, the Delegate can email receipts to receipts@concur.com with the correct image extensions and size (must be a .png, .jpg, .jpeg, .pdf, .html, .tif or .tiff file; 5 MB limit per file).

5. *The Delegate must put the Traveler/Cardholder's email address in the subject line.*
6. The receipt will show in the Traveler/Cardholder's **Available Receipts** gallery within three minutes.

Printing an Expense Report

To Preview and Print the Expense Report

1. On the Expense Report page, click **Print/ Email**, and then select ***CSU-Detailed Report with Summary Data**.
2. Review the details, and then click **Print** or **PDF** to get complete packet for expense report (includes copies of receipts attached).

•CSU - Detailed Report with Summary Data
Expense Report
ReportTrip Name : SF Test1
User Name : Test, LA Traveler User ID : latraveler
Logon ID : latraveler@calstatela.edu
Email Address: latraveler@calstatela.edu
Report Header
Policy: 'CSU-Test Expense Policy
Report Id: 348C087C521046F3A571
Report Date: 07/05/2018
Approval Status : Cent Dack to U3.er
Currency : US, Dollar
Business Unit: LA C M P - Cal State Los Angeles
*Fund: SF001 - General Operating Fund
Department: 500110 – Student Financial Services
""Traveler Type : 2-Staff

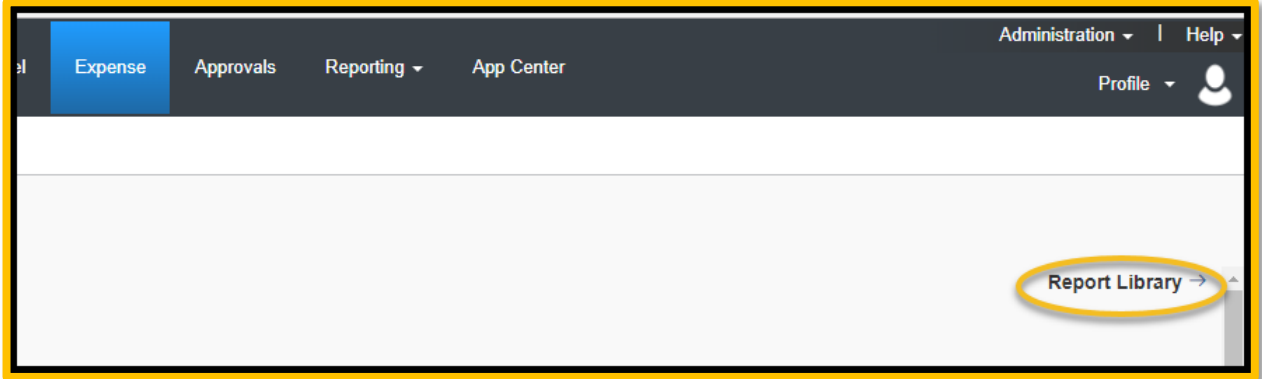
Support Documents for Chancellors Office/CPO Submission

CPOs are inter-CSU transactions between a campus and the CO or another campus. The CO facilitates moving funds between campuses by way of a CPO Journal entry. The CO generally requires copies of the expense report and related receipts, depending on the allocation involved. The awarding department at the CO/campus will generally give recipients/participants instruction on what will be reimbursed and the department will have to decide if they will cover any variance that may occur between reimbursement allowed by CSU procedures and allocation received by the CO/campus.

In consultation with the CO Accounting team, in Fall 2018, a copy of the expense report from Concur and the supporting receipts can be utilized for CPO support in lieu of copies provided under paper environment. ***Sometimes the CO asks for receipts that are not required by the policy*** - it will be

important for travelers/departments to retain those additional copies IF a CPO is in play or until these additional requirements are no longer exercised.

1. In Concur, go to the expense menu and choose **Report Library** to pull up submitted expense reports.



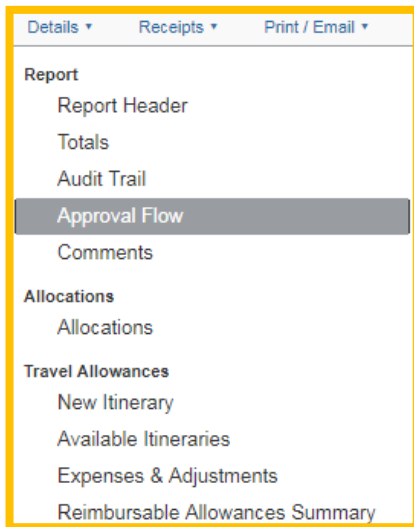
2. Select the correct expense report and then choose **Print/Email** link and select "**CSU-Detailed Report with Summary Data.**" Print this report to PDF. The PDF version will also contain the related receipts that were attached. This file can then be sent to the appropriate CO contact or campus accounting team for CPO support.

Review and Approval Workflow

The Approval Flow window displays the route that your Expense Report will follow once it is submitted. User can view the Approval Flow at any time for an Expense Report.

To View the Approval Flow

1. With the Expense Report open, click **Details > Approval Flow**.



2. The **Approval Flow** window will open displaying the approval flow and the status for the Expense Report.

Correcting and Resubmitting an Expense Report

Your Expense Report Approver or processor will send a report back to you if an error is found. The Approver or Processor will include a comment explaining why the report was returned to you. To identify and correct expense reports requiring resubmission:

1. On the home page, in the Quick Task Bar, click the **Open Reports** tile. In the **Active Reports** section of the page, the report appears with **Returned** on the report tile. The approver's comment appears below the amount.

2. Click the report tile to open the report.
3. Make the requested changes.
4. Click **Submit Report**.