

Housekeeping

- Mute your microphone
- Turn off your video
- Questions
 - type questions in the comments **for this session**
 - We will be monitoring the chat and responding to questions within the chat.
- If you are having trouble type a message now.



Type a new message



SAP Concur



Travel and Expense Reimbursement 101

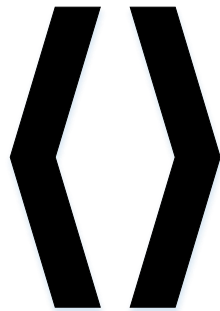
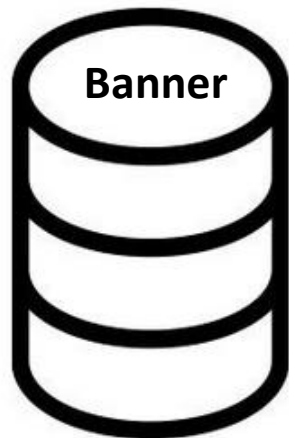
In this session ...

I will show you how to ...

- ... navigate the new system
- ... explore your profile
- ... submit an expense report
- ... use the app

Carleton's Financial System Landscape

Financial Access and Authority Management (FAAM) tool



eProcurement



FAST Applications

SAP Concur



Travel and Expense
Reimbursement System



Carleton's Financial Information Systems: Quick Reference for New Faculty

This quick reference sheet aims to answer the question 'Which financial system do I use to ...?'.

Travel and Expense Reimbursement System

- **What is it used for?** Submitting reimbursement requests for eligible expenses that you have paid out of pocket and requesting travel advances
- **Tools, support & training:** carleton.ca/facts/travel
- **Questions about the system?** Email financial.systems@carleton.ca
- **How do I get access?** carleton.ca/travel/account-requests
- **Where do I log into the system?** carleton.ca/concur

eShop

- **What is it used for?** Purchasing goods and services online using Funds managed by Carleton (e.g. purchasing lab supplies using a research Fund, paying an invoice)
- **Tools, support & training:** carleton.ca/facts/eshop



Carleton's Financial Information Systems: Quick Reference for Administrative Staff

This quick reference sheet aims to help administrative staff answer the following questions:

- Which financial system should I use to ... ?
- Which of financial services' units should I contact regarding ...?

eShop

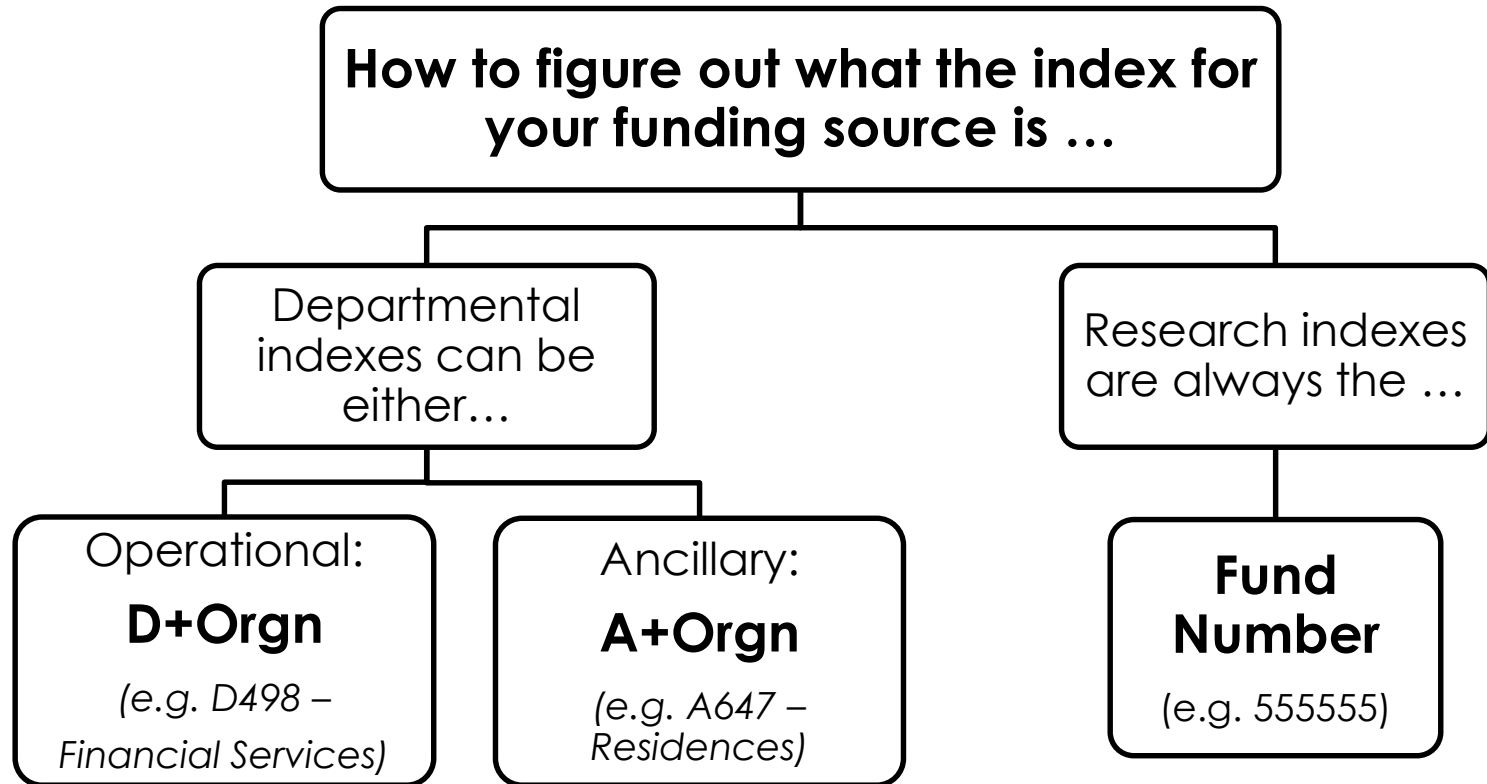
- **What is it used for?** Purchasing goods and services online using Funds managed by Carleton (e.g. purchasing office supplies, catering orders)
- **Tools, support & training:** carleton.ca/facts/eshop
- **Questions about the system?** Email eshop@carleton.ca
- **How do I get access?** central.carleton.ca (Financial Access and Authority Management (FAAM) tool)
- **Where do I log into the system?** eshop.carleton.ca

FAST Budget Adjustment and Forecasting (BAR)

- **What is it used for?** Updating base and/or fiscal budgets through adjustments (**You cannot*

What is an Index?

Index: A short code for the following elements of the FOAPAL accounting string: **F**und, **O**rganization, **P**rogram



Related Policies

Hospitality and Working Meal Expenses

- This policy sets out the rules under which expenses incurred for hospitality and working meals for university business by academic and administrative staff can be reimbursed.
- University business includes teaching, research, administration, and ancillaries.
- Research-related working meals may be subject to guidelines established by a funding agency, in which case, the funding agency's rules and regulations take precedence.
- The policy also ensures compliance with the Expense Directive of the Broader Public Sector Accountability Act (BPSAA)

All policies found in alphabetical order at carleton.ca/secretariat/policies

Related Policies

Travel & Related Expenses Policy

- This Policy sets out the conditions under which expenses incurred for authorized travel and related expenses on University business by academic, administrative staff members, students and visitors to the institution will be reimbursed.
- The policy also ensures compliance with the Expense Directive of the Broader Public Sector Accountability Act (BPSAA).

Professional Expense (PER)

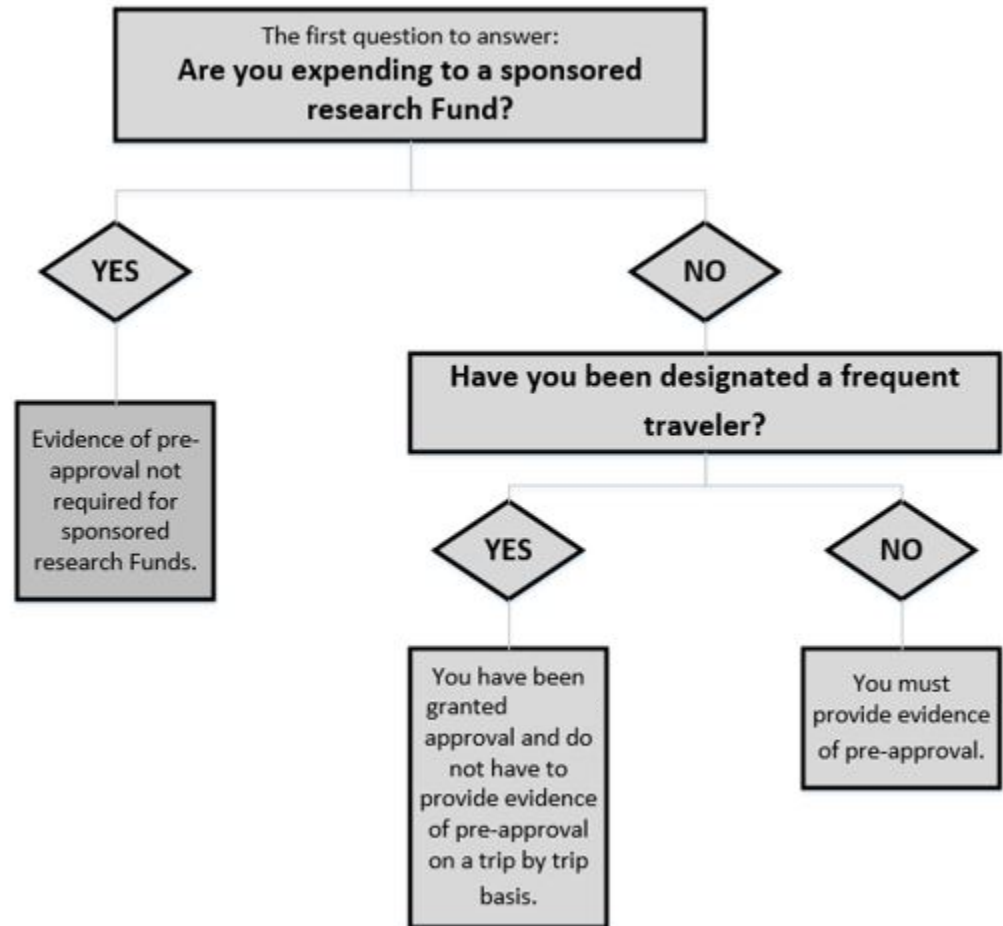
- Contact your research account administer to determine what is eligible.

All policies found in alphabetical order at carleton.ca/secretariat/policies

Travel Pre-approval

Unless you have received an email indicating that you are a frequent traveler, you still need evidence of pre-approval. Attach pre-approval email to claim.

Direct questions to
Valerie Evans, Director
of Business Operations.



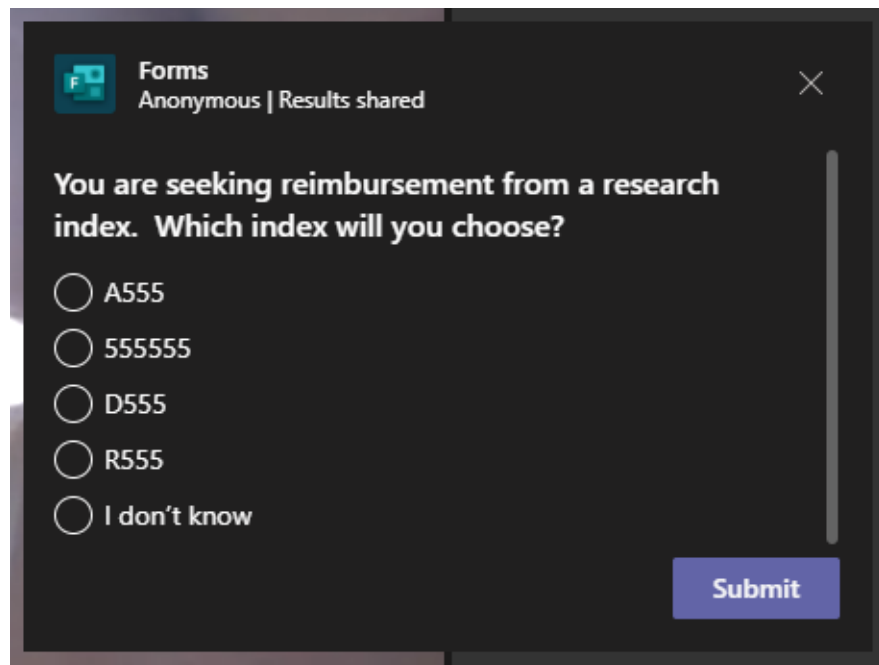
1st SAP Concur Demo:

exploring the landing page

**How-to sheet on
carleton.ca/facts/travel**

Knowledge Check: Poll

Answers are **anonymous**. We'll discuss the aggregated results.



Forms
Anonymous | Results shared

You are seeking reimbursement from a research index. Which index will you choose?

☐ A555

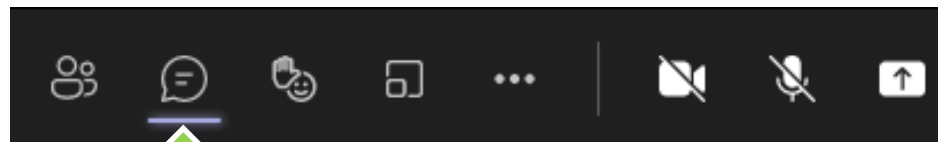
☐ 555555

☐ D555

☐ R555

☐ I don't know

Submit



Knowledge Check: Answer

Laura Landriault created a poll

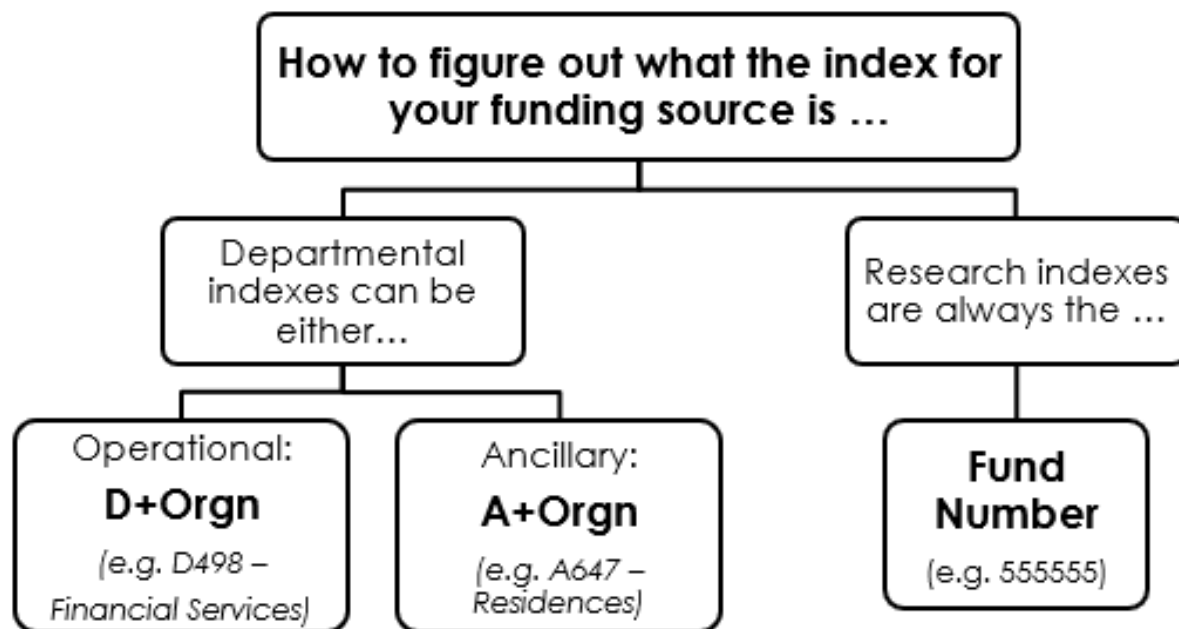
Anonymous; Results shared

You are seeking reimbursement from a research index. Which index will you choose?

- ☐ A555
- ☒ 555555
- ☐ D555
- ☐ R555
- ☐ I don't know

Submit Vote

Index: A short code for the following elements of the FOAPAL accounting string: Fund, Organization, Program



Creating an Expense Report

What is it for?

Requesting reimbursement for out-of-pocket expenses when there is NO cash advance request. It can be travel or non-travel.

Relevant Policy

- Travel & Related Expenses Policy
- Hospitality and Working Meal Expenses
- Alcohol and Cannabis Use Policy

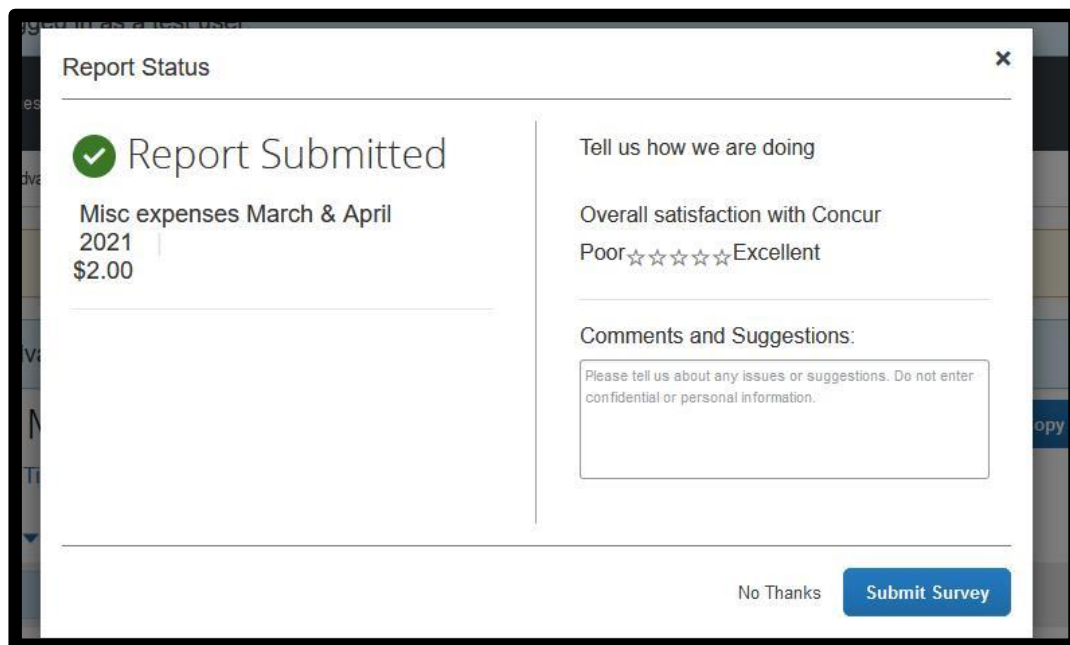
How-to sheet on
carleton.ca/facts/travel

IMPORTANT!

SAP Concur generates this **anonymous** feedback form.

While we always welcome feedback, **do not** enter specific questions.

Email questions to **financial.systems@carleton.ca**.



The screenshot shows a 'Report Status' window with a close button (X) in the top right corner. The main heading is 'Report Submitted' with a green checkmark icon. Below this, it lists 'Misc expenses March & April 2021' and '\$2.00'. To the right, there is a section titled 'Tell us how we are doing' with the text 'Overall satisfaction with Concur' and a rating scale from 'Poor' to 'Excellent' using five stars. Below this is a 'Comments and Suggestions' section with a text area and a note: 'Please tell us about any issues or suggestions. Do not enter confidential or personal information.' At the bottom right, there are two buttons: 'No Thanks' and 'Submit Survey'.

2nd SAP Concur Demo:

Creating an Expense Report

Knowledge Check: Poll

Laura Landriault created a poll

Anonymous; Results shared

You can change the default index at the report level. True or false?

- ☐ true
- ☐ false
- ☐ I don't know

Submit Vote

Knowledge Check: Answer

Laura Landriault created a poll
Anonymous; Results shared

**You can change the default index at the report level.
True or false?**

- ☐ true
- ☐ false
- ☐ I don't know

Submit Vote

Create New Report

Report Name * ?

Report Date * ?

* Required field

Purpose * ?

Report Type *

Affiliation * ?

Pay By * ?

Report Total

Index * ?

Activity Code ?

Knowledge Check: Poll

Laura Landriault created a
poll
Anonymous; Results shared

**I purchased office
supplies using my
own money. In SAP
Concur, which do I
begin?**

- ☐ a new report
- ☐ a new request
- ☐ I don't know

Submit Vote

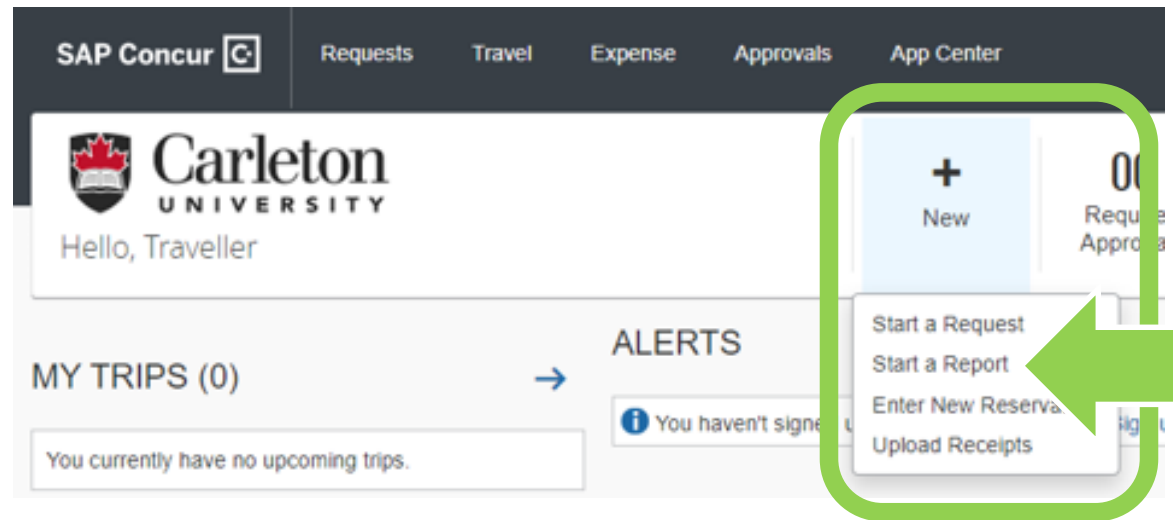
Knowledge Check: Answer

Laura Landriault created a poll
Anonymous; Results shared

I purchased office supplies using my own money. In SAP Concur, which do I begin?

- ☐ a new report
- ☐ a new request
- ☐ I don't know

Submit Vote



Knowledge Check: Poll

Forms 11:17 a.m. Updated

Laura Landriault created a poll
Poll: Anonymous | Results shared

I purchased books from indigo.ca. Indigo has sent me 5 emails. Which email has the receipt that I must attach to my SAP Concur expense line?

- ☐ order confirmation
- ☐ itemized receipt
- ☐ shipping update
- ☐ order complete
- ☐ feedback survey
- ☐ I don't know





[Submit Vote](#)

Knowledge Check: Answer

I purchased books from indigo.ca. Indigo has sent me 5 emails. Which email has the receipt that I must attach to my SAP Concur expense line?

- ☐ order confirmation
- ☐ itemized receipt
- ☐ shipping update
- ☐ order complete
- ☐ feedback survey
- ☐ I don't know



	\$5.00 white Article no: 403.208.15	1	\$5.00
	SKADIS elastic cord \$3.00 gray Article no: 403.216.31	1	\$3.00
	SKADIS hook \$3.50 white Article no: 503.356.18	1	\$3.50
	SKADIS pegboard combination \$65.49 Article no: 894.063.65	1	\$65.49
Subtotal before delivery			\$116.98
Delivery charge			\$5.00
Total excluding Tax			\$121.98
HST - 13.000%			\$15.87
Total including Tax			\$137.85

Knowledge Check: Poll

Laura Landriault created a poll
Poll: Anonymous | Results shared

**The total number of expenses I
can include in an SAP Concur
report is ...**

- ☐ 1
- ☐ 10
- ☐ 30
- ☐ unlimited
- ☐ I don't know

Submit Vote

Knowledge Check: Answer

The total number of expenses I can include in an SAP Concur report is ...

- ☐ 1
- ☐ 10
- ☐ 30
- ☒ unlimited
- ☐ I don't know



Creating a Cash Advance Request

What is it for?

- You **ONLY** create a request to request reimbursement of pre-paid expenses for travel that has not yet taken place.

Relevant Policy

Section 6, Prepaid Travel Advances, of the Travel & Related Expenses Policy outlines what is eligible as an advance and when advances can be requested.

How-to sheet on
carleton.ca/facts/travel

Creating an Expense Report with a Cash Advance Request

What is it for?

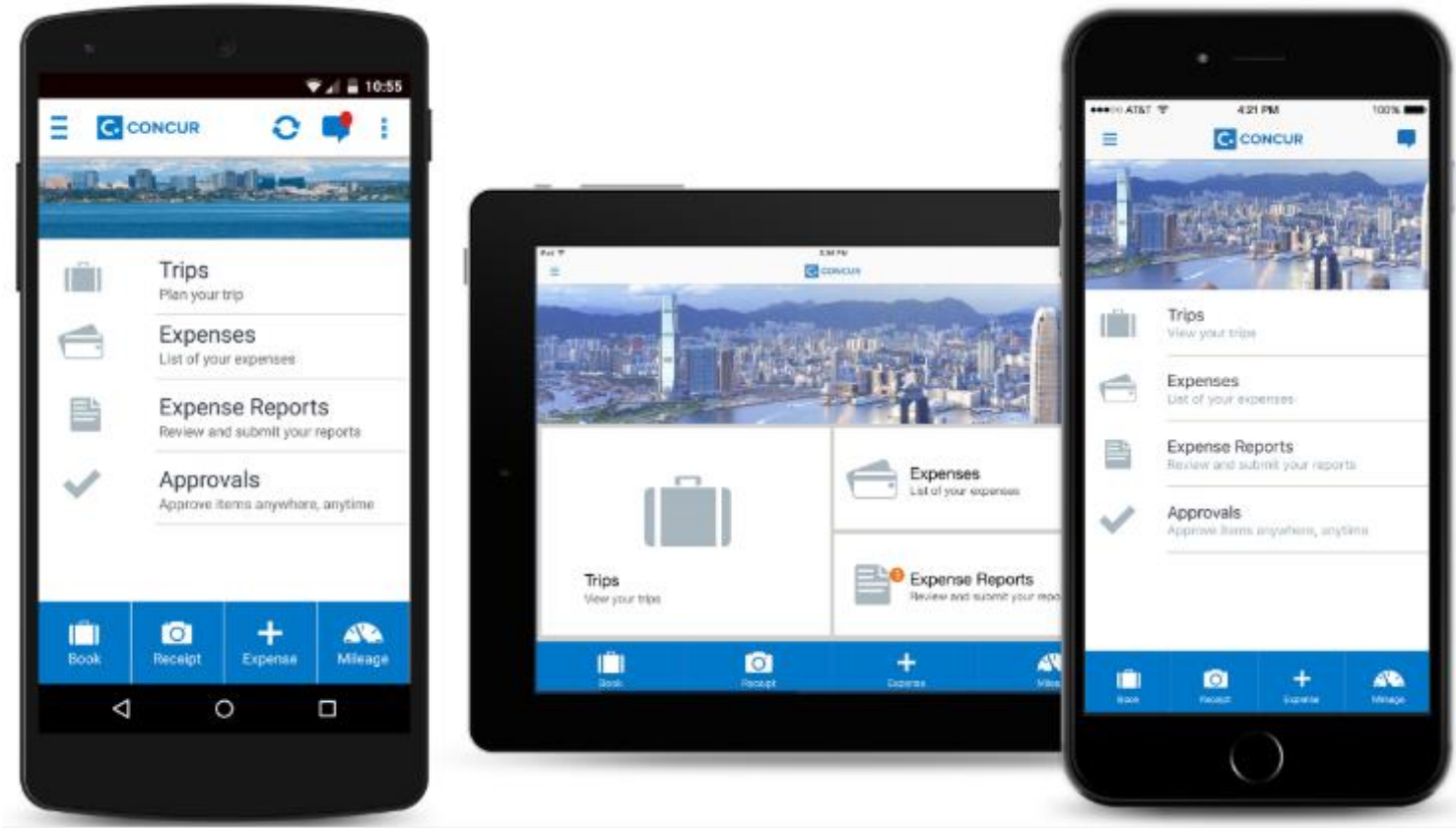
Requesting reimbursement for out-of-pocket expenses when there **IS** an existing cash advance request.

Relevant Policy

- Travel & Related Expenses Policy
- Hospitality and Working Meal Expenses
- Alcohol and Cannabis Use Policy

How-to sheet on
carleton.ca/facts/travel

There's an App!



Supported only for Android and iOS

How-to sheet on
carleton.ca/facts/travel

Importing Receipts into Concur: Option 1

Photo capture of receipts
with mobile or tablet.

Supported languages:

- English
- French (EU, CA)
- German
- Danish
- Dutch
- Swedish
- Finnish
- Norwegian



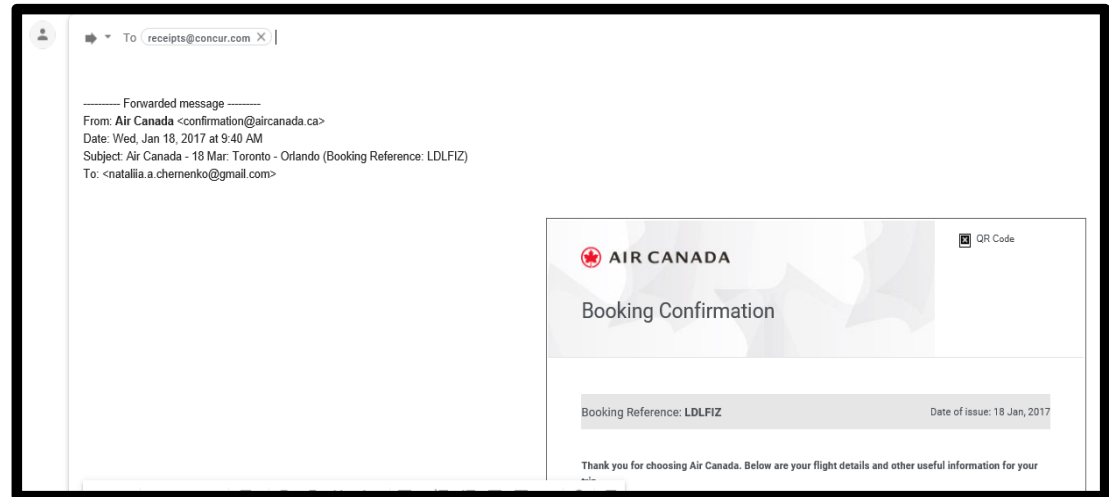
How-to sheet on
carleton.ca/facts/travel

Importing Receipts into Concur: Option 2

Email e-receipts to receipts@expenseit.com

Supported languages:

- English
- French (EU, CA)
- German
- Danish
- Dutch
- Swedish
- Finnish
- Norwegian

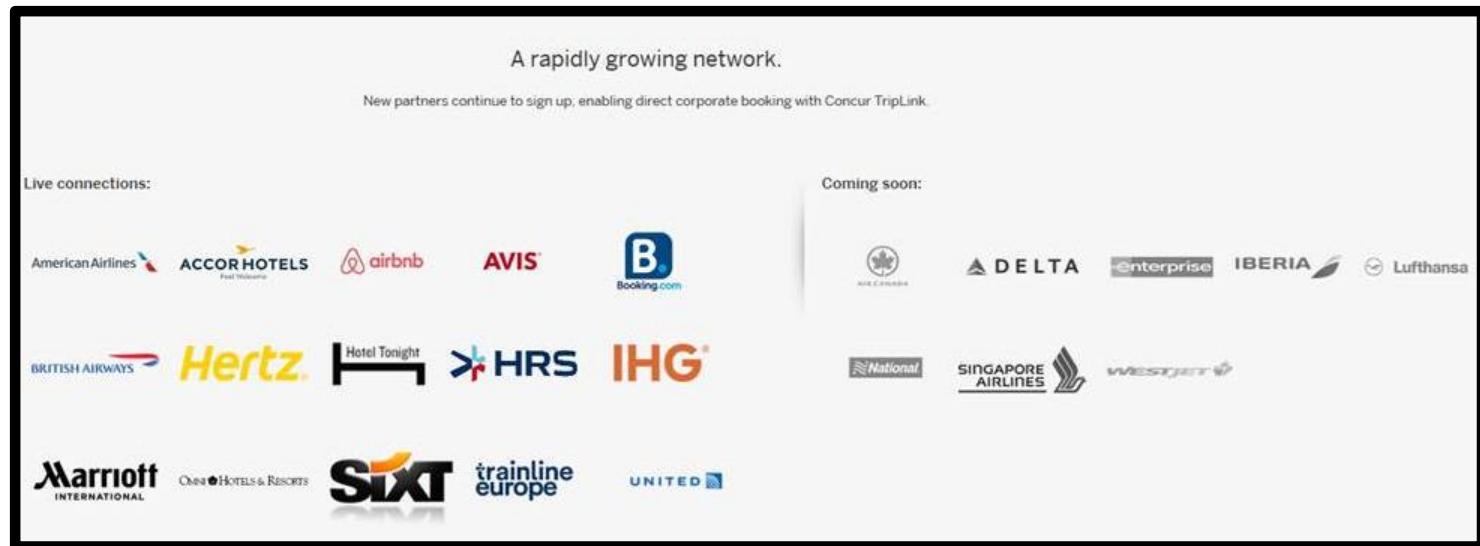


SAP Concur accepts common image formats.

**How-to sheet on
carleton.ca/facts/travel**

Importing Receipts into Concur: Option 3

Connect your Concur profile with various vendors. Every time you make a purchase it'll appear in your profile (e.g. airlines, hotels, Uber, Starbucks).





FINANCIAL ADMINISTRATION
COMMUNITY TRAINING & SOLUTIONS

Importing Receipts into Concur: Option 4

Displayed reports: 1, Total: 1

AVAILABLE EXPENSE

Delete Combine Exp

☐ Receipt Payment Type

☐ American Exp

Displayed expenses: 1, Total: 1

AVAILABLE RECEIPTS

Upload Receipt Im

5MB limit per file

Expense Source

AMAZON.CA | September 3, 2020 | \$46.93

Source	Vendor	Date	Amount
American Express 1008	AMAZON.CA TORONTO, ON	09/03/2020	\$46.93

Card Charge

AMAZON.CA

181 BAY STREET TORONTO ON
TORONTO, ON M5J2T3

\$46.93

American Express 1008

Transaction Date
September 3, 2020

Posted Date
September 7, 2020

Billing Date
September 19, 2020

Reference Number
2025000175012337906710076005010006756

Description
AMAZON.CA*MU95O7VJ2 AMAZON.CA

Merchant Tax Number
911646860

Close

Tips and Tricks

- Use a Procurement Card (Pcard) whenever possible for non-travel expenses.
 - For travel, ONLY registration fees can be booked on a Pcard.
 - Not mandatory.
 - Email Procurement Services for more information (procurementservices@carleton.ca)
- The approvers need as much information as possible (e.g. comments, documents).

Tips and Tricks

- The 'back button' on your internet browser will not always return you to the previous screen. The best way to navigate is to use the application's internal navigation. For example, 'x', 'close', 'save', or menu options.
- SAP Concur has the following warnings
 - Yellow: you may have forgotten something. MAY prevent you from completing the task
 - Red: a hard stop

What Next

To log into Concur:

<http://carleton.ca/concur>

To request an account:

carleton.ca/travel/account-requests/

Need Help?

carleton.ca/facts/travel

- How-to sheets
- Other tools

Virtual office hours

- carleton.ca/facts/travel-virtual-office-hours/

Email

- financial.systems@carleton.ca
- **Include your Banner ID in the email. It will be the first question we ask you.**