

# SAP Concur How-To Sheets

## Requesting a Cash Advance Request

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**This how-to sheet outlines the steps required to request a cash advance. There are two reasons to request a cash advance:**

- The most common reason is requesting reimbursement for **pre-paid** elements of a trip (e.g. airfare, in-person conference fees).
- Less common is requesting to be paid upfront for expenses that you are **expecting to incur** (e.g. for travel to an area where credit cards are generally not accepted). To be eligible request a cash advance for this reason, the claimant must be away for more than 14 consecutive days (Travel and Related Expense policy). It must be requested no less than 5 business days before departure (Travel and Related Expense policy).

### **Important Notes:**

- **Retain paper receipts until you have returned from your travel/event, submitted an expense report and received final payment.**
- While a reservation is not a pre-paid expense, a deposit is (e.g. \$100 deposit required to reserve a hotel room).
- A cash advance can only be issued if requested at least 21 days prior to the return date of the trip or end of your event (Travel and Related Expenses policy).

### **What is the SAP Concur Travel and Expense Reimbursement system used for?**

- Requesting reimbursement for expenses (i.e. either travel or non-travel) that you have paid out of pocket (i.e. using your own personal money).

### **Governing policies can be found on the University Secretariat's site:**

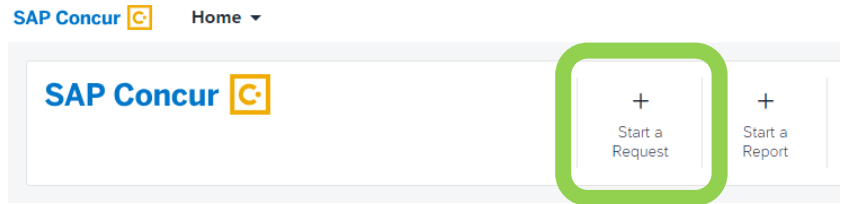
- Travel and Related Expenses

*Last updated December 11, 2023.*

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**THESE INSTRUCTIONS ASSUME YOU ARE WORKING FROM A DESKTOP COMPUTER/ LAPTOP**

1. From the landing page, click on the **'Start a Request'** button. Depending on the language preference you've chosen, 'Claim' may be used instead of 'Report'.



**TIP:** Some users may see a '+ New' button instead of '+ Start a Request' button. In this case, click on the '+ New' button and choose 'Start a Request'.

2. Begin by filling in the required fields in the header. Required fields have a red asterisk.

**TIP:** Click on the question mark icons above fields for more information.

**NOTE:** Choosing the correct option to the 'Is Delegate Submitting also Claimant's Supervisor/Approver?' question:

- **'Not Acting as Delegate'** is the default. Leave the default if you are acting on your own behalf.
- Choose **'No'** if you are acting as a delegate for a claimant, but you ARE NOT the claimant's supervisor.
- Choose **'Yes'** if you are acting as a delegate for a claimant and YOU ARE ALSO their supervisor.

Once you have filled in the required fields, click the blue **'Create Request'** button.

A screenshot of the 'Create New Request' form in SAP Concur. The form is titled 'Create New Request' and has a close button in the top right corner. It contains several required fields, each marked with a red asterisk and a question mark icon for help. The fields are: Request Name (Seattle December 2020), Start Date (11/12/2023), End Date (15/12/2023), Purpose (Conference), Request Type (Travel), Affiliation (Staff), Destination City (Seattle, Washington), Destination Country (UNITED STATES (US)), Index ((D498) Finance Office), Activity Code, and Is Delegate Submitting also Claimant's Supervisor/Approver? (Not Acting as Delegate). There is also a text area for 'Comments To/From Approvers/Processors' containing the text 'attended conference to remain current on SAP Concur system and connect with colleagues at other institutions.'. At the bottom right, there are two buttons: 'Cancel' and 'Create Request'. A large green arrow points down towards the 'Create Request' button.

3. To add expense lines, click on the blue **'Add'** button. Begin typing in the expense type. Click on the right option in the drop-down menu.

**Navigation Tip:** To edit the header, click on the blue 'Request Details' text and choose 'Edit Request Header'.

**Alert Explained:** A reminder that a cash advance must be added to receive payment. This will be explained in Step 6.

The screenshot shows the SAP Concur 'Manage Requests' page for a 'Seattle Decem' request. A modal window titled 'Add expected expenses and/or travel plans' is open, featuring a search bar with 'conf' entered and a dropdown menu with '09. Other' selected, showing 'Conference/ Registration Fees'. In the background, the 'Add' button is highlighted with a green arrow.

4. In the window that opens, fill in the required fields.

**TIP:** If the 'City' does not appear when you start typing, it may be too small and/ or remote. Choose a larger city nearby and make a note in the 'Comments' field.

Once you have filled in the required fields, click the blue **'Save'** button.

The screenshot displays the 'New Expense' form for 'Conference/ Registration Fees \$1,000.00' dated 11/12/2023. The form contains the following fields: Account Code (719100 - Conference, Meeting Travel - General), Transaction Amount (1,000.00), Currency (Canada, Dollar), Vendor Name (SAP Concur), and City (Seattle, Washington). A 'Save' button is located at the bottom left, indicated by a green arrow.

5. Once you have added all expenses, attach legible supporting documentation by clicking the blue **'Attachments'** text and choose **'Attach Documents'** from the drop-down menu.

In the window that opens, drag and drop your file.

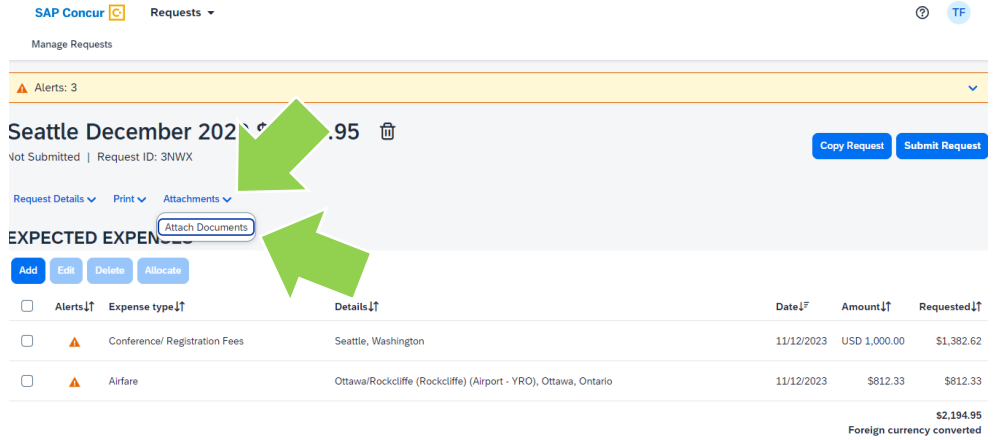
**Reminder for Delegates:**

Attach the 'Claimant Declaration Form'. The form can be found on [carleton.ca/financialservices/forms](http://carleton.ca/financialservices/forms).

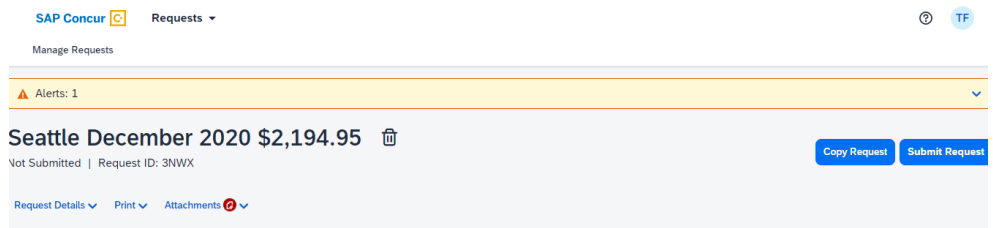
**Accepted file types:** PNG, JPG, JPEG, PDF, TIF, TIFF

**Yellow Alert Explained:**

A yellow alert will be added for every expense line. The alerts are reminders to attach required documentation (e.g. receipts, conference itinerary). Yellow alerts reminding you to attach documentation will disappear when you submit the report.



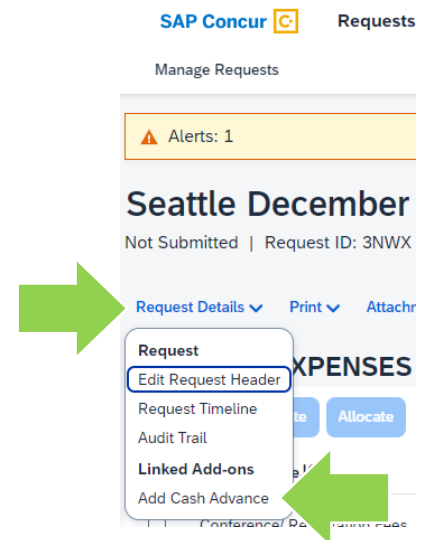
**After I've added required documentation and refreshed my screen ...**



6. **To receive reimbursement for your pre-paid expenses you must add a cash advance.**

**IMPORTANT!** If you forget to add a cash advance you will not receive payment.

To add a cash advance, click on the blue **'Request Details'** text and choose **'Add Cash Advance'** from the drop-down menu.



7. In the window that opens, enter the total required amount into the 'Cash Advance Amount' field.

**TIP:** The estimated total of your expense lines appears in the bottom right hand corner of the screen.

Click on the blue 'Save' button.

SAP Concur Home

### Seattle December 2020

Cancel Save Submit

Cash Advance Timeline Manage Attachments

Details Expenses

Cash Advance Amount \* 2,194.95 Currency Canada, Dollar

\* Required field

Cash Advance Comment

8. To submit the request for approval, click on the blue 'Submit Request' button.

SAP Concur Requests

### Seattle December 2020 \$2,194.95

Not Submitted | Request ID: 3NWX

Copy Request Submit Request

Request Details Print Attachments

CASH ADVANCES: 1  
Amount \$2,194.95

#### EXPECTED EXPENSES

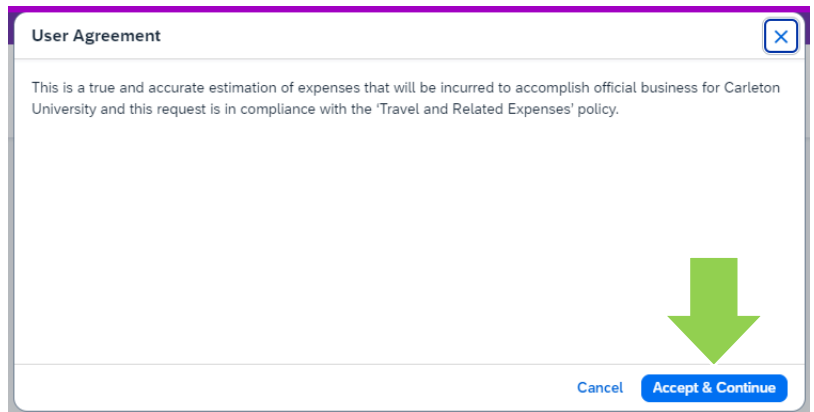
Add Edit Delete Allocate

<input type="checkbox"/>	Expense type	Details	Date	Amount	Requested
<input type="checkbox"/>	Conference/Registration Fees	Seattle, Washington	11/12/2023	USD 1,000.00	\$1,382.62
<input type="checkbox"/>	Airfare	Ottawa/Rockcliffe (Rockcliffe) (Airport - YRO), Ottawa, Ontario	11/12/2023	\$812.33	\$812.33
				\$2,194.95	Foreign currency converted

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9. Read the 'User Agreement'.

Click the blue '**Accept & Continue**' button to certify that the text in the 'User Electronic Agreement' window is true.



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10. **Once travel has been completed, you must clear this advance.** To learn more, read the 'Submitting an expense report when you already have an outstanding cash advance request' how-to sheet from [carleton.ca/facts/travel](http://carleton.ca/facts/travel).

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**What next?**

- Visit [carleton.ca/facts/travel](http://carleton.ca/facts/travel) to find more how-to sheets.
  - Questions about the system? Email [financial.systems@carleton.ca](mailto:financial.systems@carleton.ca).
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