Expense Report: Detailed Guide

The expense report process has three main steps

STEP ONE: Creation and submittal of an expense report using Concur software
   1. Select Create New Report
   2. Complete the Report Header
   3. Enter expenses incurred
      a. All transactions on the Penn Travel Card
      b. Reimbursable expenses paid for by cash or personal credit card
   4. Itemize and allocate expenses as necessary
   5. Apply Travel Advance, if applicable
   6. Attach receipts
   7. Submit the report

STEP TWO: Electronic Approvals using Concur expense software

STEP THREE: Electronic payment of approved expenses
   1. Paid directly to Penn Travel Card banking institution on behalf of the expense reimbursement requestor
   2. Direct deposit of out of pocket expenses to individual’s bank or pay card

The following pages will provide detailed instructions on each step within the expense report process. There will also be sections on special functions and individual expense types.
Launch Concur

Log into Concur
https://idp.pennkey.upenn.edu/idp/profile/SAML2/Unsolicited/SSO?providerId=https%3a%2f%2fwww.concursolutions.com

Alternate login:
- www.upenn.edu/penntravel
- Select large red button Expense Report

2. Your PennKey authentication page will pop up. Login.
3. Concur Travel and Expense will automatically load
4. To make Travel reservations, select Travel
5. To start a new expense report, select Expense

Note: To continue or fix an existing expense report:

1. Select Expense or Open Reports
2. Select the specific expense report
3. Fix expenses, receipts and itemizations as detailed in the comment from the approver who rejected the report.
Create a New Expense Report

Once you have logged into Concur, you are ready to prepare a new expense report. Two options:

1. Click +New, and select Start New Report

   OR

2. Click Expense and then + Create New Report.

REPORT HEADER

The report header is the “title page” of your expense report.

Fill in each block (those with red left borders are required fields)

1. **Type of Travel** – select one. If you choose International, the Country Code is also required (use the drop down box). **IMPORTANT**: If you will be charging UPHS for any of the expenses on this report, you must select UPHS for this box. (Use the allocation feature to charge some items to UPHS funding sources and others to Penn funding sources.)
2. **Report Name** –
   - Recommended format includes location and date: Austin TX 3-14-12
   - Another option includes conference name and date: SCTEM 5-22-12
   - No need to include your name, since you are doing this under your own account.

3. **Report Date** – NO ENTRY – defaults to date expense report was created.

4. **Policy** – The default is “US Expense Policy” – used for everything, including international travel. One exception: If this expense report is to request a new Travel Advance, use the drop down to select “US Travel Advance Policy”

5. **Business Justification** – text field – enter sufficient explanation to satisfy the approvers

6. **Report Key** – NO ENTRY – fills in automatically upon submittal of expense report

7. The **next 5 fields** fill in automatically based on your PennKey. If this specific expense report should be charged to a different funding code, each of first 4 fields can be changed by using the drop downs starting with School/Center and working across through CREF. Note: If you chose UPHS in the Type of Travel/Reimbursement box, you will also enter the Lawson code in the appropriate box here.

8. **Notes to Approver** – useful for unusual comments such as:
   - I used Penn Travel Card for the hotel rooms for myself and Jim Stewart.
   - Conference fee refund resulted from being asked to present at the conference.

At the bottom of the screen, select **Next >>**

**Navigation for Entering Expenses**
1. The left side of the screen will show the detailed expenses of an expense report as you enter them and complete the required fields.

2. The right side of the screen will show:
   a. A list of **Expense Types** to be used when entering a new expense or classifying one that loaded into the system from the Penn Travel Card.
   b. Penn Travel Card transactions which load into Concur electronically every night will appear in your **Available Expenses** list. If they are not showing, select **Import** (located under the title of the report, next to Quick Expenses).

3. As you enter items, the total of the expense report will show at the bottom of the right side:
   a. Total Amount
   b. Total Requested

   ![Total Amount Table]

<table>
<thead>
<tr>
<th>Total Amount</th>
<th>Total Requested</th>
</tr>
</thead>
<tbody>
<tr>
<td>$48.74</td>
<td>$48.74</td>
</tr>
</tbody>
</table>

   Note: The Total Requested will be smaller than the Total Amount if any personal or non-reimbursable expenses were included on a business receipt. Example: Rental of a movie that appeared on the Hotel invoice.

**ENTER EXPENSES**

Below is the list of Expense Types, with major categories of Transportation, Lodging, Communications, Meals, Entertainment, Other, Cash Advance, International Project/Program Costs and Non-Reimbursable.

<table>
<thead>
<tr>
<th>All Expense Types</th>
</tr>
</thead>
<tbody>
<tr>
<td>01. Transportation</td>
</tr>
<tr>
<td>Hotel Stay &amp; Accr.</td>
</tr>
<tr>
<td>Airfare</td>
</tr>
<tr>
<td>Hotel Internet</td>
</tr>
<tr>
<td>03. Communications</td>
</tr>
<tr>
<td>Data Access Fee</td>
</tr>
<tr>
<td>Phone - Local</td>
</tr>
<tr>
<td>04. Meals</td>
</tr>
<tr>
<td>Breakfast</td>
</tr>
<tr>
<td>Lunch</td>
</tr>
<tr>
<td>05. Entertainment</td>
</tr>
<tr>
<td>Business Meal (Business, Banquet)</td>
</tr>
<tr>
<td>Business Meal (Attendee)</td>
</tr>
<tr>
<td>Entertainment - Other</td>
</tr>
<tr>
<td>06. Other</td>
</tr>
<tr>
<td>Books</td>
</tr>
<tr>
<td>Computer Software &amp; Accessories</td>
</tr>
<tr>
<td>07. Cash Advance</td>
</tr>
<tr>
<td>ATM Withdrawals</td>
</tr>
<tr>
<td>08. International Project/Program Costs</td>
</tr>
<tr>
<td>09. Non-Reimbursable</td>
</tr>
</tbody>
</table>

For each expense transaction incurred, you will select an expense type and then fill in the required fields.
Enter Penn Travel Credit Card Transactions
Credit card transactions load into Concur electronically every night and will appear in your Available Expenses list.

If they do not appear automatically on the right side of the screen within an expense report, click on the Import button in the tool bar next to Quick Expenses, and any Penn Travel Card transactions that have not been put on an expense report will appear. (Note: International transactions may take up to two weeks to appear.)

1. Select the item (or multiple items) that you would like to place on this specific expense report by clicking the box in front of the line. Click “Import”.
2. The items will now appear on the left side of the screen.

The Red X indicates that there is missing information for that transaction – such as city, expense type, or vendor.

3. For each red exclamation point, double click the transaction, and fix missing information. Example: This transaction came over with an “undefined” expense type.

4. Click drop down, select the proper expense type. Other fields may change, based on the expense type.
5. Complete all required fields (indicated by left red border)
6. Click SAVE at the bottom
7. Proceed through the remaining items on the left side of the screen until all red exclamation points have disappeared.

8. Verify that expense types pre-populated are correct for the specific transaction. Based on a vendor name, the system might assign a meal at a restaurant located in a hotel, as a hotel stay. However, the correct expense type might be “business meal with attendees”.

**Important:**
- All transactions made using the Penn Travel Credit Card must be put on an expense report. This includes personal or non-reimbursable items such as a movie rental or personal purchases made in a gift shop and charged to your hotel room.
- If a business related credit card transaction was paid by you directly to the credit card company, and it also appears as a transaction in Concur waiting to be put on an expense report, you must still put it on an expense report. The University will pay that business expense on your behalf, and you will have a personal credit on the credit card equal to the amount you paid directly to the credit card.

**Enter Cash or Personal Credit Card Transactions**
- Click New Expense button.
- Select the appropriate Expense Type
- Enter the information from your receipt, completing all required fields
- Enter the dollar amount (If the transaction is in a different currency, see instructional section for Foreign Currency.)
- Click SAVE button
- For each red exclamation point, double click the transaction, and fix missing information.

**IMPORTANT:** The dollar amount for the entire receipt must be entered. If only part of it is to be reimbursed – (I will use Airfare in this example)

a. Select the expense type “Airfare” and fill in the required fields
b. Enter the **entire amount** ($550) of the receipt in the Amount box
c. Click the Itemize button on the bottom right of the detailed information
d. In the new box that appears, enter “Airfare” as the expense and enter the amount ($300) you are requesting for reimbursement. Click Save
e. In the next new box that appears, enter “Non-Reimbursable” as the expense type and enter the remaining portion of the amount ($250) that you are not requesting to be reimbursed. Click Save

See table at end of this document for specific expense types and functionalities including (but not limited to) allocation of expenses, per diem meal expense, itemization, personal car mileage calculations, and business meal with attendees.
Attach Receipts

**Step One: Identify expense items that require a receipt**

Expense entries that require a receipt will display the **Receipt Image Required** icon.

When you attach the receipt to the expense the icon changes to the **Receipt Received** icon.

*Note: The University policy states that any expense over $25 requires a receipt. These icons will not appear if the expense is less than $25. Specific schools, centers, or departments may have stricter requirements for receipts. Please check with your BA or Finance staff.*

**Step Two: Attach receipt to a line item expense transaction (two options)**

Option 1: Drag and Drop from Available Receipts

- To attach a receipt to an expense entry, click the box in front of the specific expense line item.
- Open the **Available Receipts** on the right side of the screen.
- Click on the green arrow at the top of the receipt picture.
- The receipt will move out of available receipts and become attached to the line item expense.

*If there are two receipts that need to be attached to a line item expense,* such as the detailed dinner receipt and the actual credit card receipt that includes the tip, attach one first. Repeat the same action again with the second receipt. This message will appear. Click Yes.
Option 2: Upload and Attach from your computer

- Click an expense item to open it.
- Click Attach Receipt at the bottom of the screen.
- The Attach Receipt dialog box will open.
  - Click Browse.
  - Navigate to the location on your computer where you saved the receipt image file.
  - Select the file to upload, and then click Open. Images can be up to 5 MB in size and must be a PNG, JPG, TIFF or PDF file.
  - Click Attach.

Step Three: Un-attach a receipt from an expense transaction (if necessary)

- To view the attached receipt, mouse over the Receipt Received icon.
- To remove a receipt from a specific expense, hover over the receipt icon and click Detach From Entry.
- The receipt will be returned to Available Receipts for future use.

Step Four: Attach a Group of Receipts or Additional Documentation to an Expense Report

At times additional documentation needs to be attached to an expense report such as a conference agenda, pre-trip approval or business justification. The top Receipts button will be used in these cases.
Scan the receipts or additional documentation and save as pdfs or picture files to your computer. This can be done as one large document, or multiple documents.

- Click on the Receipt button at the top of your active expense report.
- Select Attach Receipt Images from the drop down
- In Files Selected for uploading, click Browse.
- Find the document on your computer and click Upload.
- If you have additional documents, repeat the process.
- Note: The Receipt Needed icon next to the expense line item will not change from yellow to blue, since you attached it at the top rather than to the line. This is fine.

Additional Option for attaching receipts (not used often): Fax Receipt Images

- Select Print button
- From drop down menu, select UPenn Fax Receipt Cover Page
- When it opens, click Print
- Follow the instructions on the fax cover page.
Apply Travel Advance (if applicable)

**Step One: Assign Travel Advance at the beginning of an Expense Report**

When you finish the report header and click to the next screen, it will give you an option to assign your existing Travel Advance to this report. The Cash Advances pop up box will appear.

- In the pop up box, click the box in front of the Travel Advance you want to apply to this specific report. Then click **Assign Cash Advance to Report** at the bottom of the box.
- Proceed with the expense report, listing all the expenses, allocating to funds if necessary and attaching receipts.
- If you have money left over from the Travel Advance, proceed to Step Three.
- When done, click Submit Report.
- You do not need to proceed to Step Two below. You are done.

**Step Two: Select a Travel Advance to apply to an existing Expense Report**

- Click **Cash Advances** button, and then **View Cash Advances**, to see a list of cash advances that need to be applied to an expense report.
- If the Cash Advance button is not visible, there are no outstanding cash advances.
Return to the Expense Report to which the cash advance will be applied, select the Details tab.

- Under Cash Advance heading, select **Available**
- Click the box in front of the Advance to apply, and then click the **Assign Cash Advance to Report** button on the bottom of the screen.
**Step Three: Excess Funds needing to be returned to the University**

If there are funds still available from the advance after accounting for all expenses, you will see two messages.

1. **At the bottom left of the screen:**

   ![Outstanding Advance Screen](image)

   - **OUTSTANDING ADVANCE:** $20.04
   - **TOTAL AMOUNT:** $79.96
   - **TOTAL REQUESTED:** $79.96

2. **The following message will appear when you attempt to submit the expense report:**

   ![Expense Report Warning](image)

   - This report could not be submitted. Cash Advances must be entirely utilized or returned. Please enter a Cash Advance Return on this report to return the remaining balance.

- Work with your BA to return your excess funds back to the University using Ben deposits.
- Attach a scan of the receipt received from BEN deposits to the expense report as a receipt.
- Add an expense line item using the **Return of Cash Advance** expense type. This represents the amount you returned to the University. Enter the amount shown on the receipt.

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**Submit Expense Report**

Review any Exceptions that appear in the tool bar directly below the Submit Report button. If they are not showing, click Show Exceptions.

![Submit Expense Report Tool](image)

- **Yellow icons:** A warning message regarding a specific expense. The system will permit you to proceed with submittal. Review yellow icon items to see if a change should be made based on policy. You might choose to add a comment on any expense line item with a yellow icon.
- **Red icons:** Item must be fixed before report can be submitted. All red icons must be cleared before the system will allow you to submit successfully.
Submit Expense Report

- Click **Submit Report** located on the top right of the screen.
- Read the User Submit paragraph and verify that all required receipts are attached.
- Click **Accept & Submit**.

A **Report Totals** pop up screen will appear. It will detail the Amount of the Expense Report and any disbursements that will be made to the individual and to the Penn Travel Credit Card.
- Click **Close** at the bottom of the pop up.
- The expense report is now submitted.

**Supplemental Material**

**Reimbursement**
Approved Expense Items will be reimbursed in the following manner:

- Penn Travel Credit Card transactions will be paid directly to the credit card company on your behalf. **NOTE:** Any personal items put on the Penn Travel credit card, such as a portion of a meal receipt or a hotel receipt, are to be paid by you directly to the credit card company.
- Out of pocket business expenses paid by cash or personal credit card will be sent directly to your payroll bank account or paycard once the expense report has been approved and processed.


**Expense Report Workflow**

- Completed report is submitted by person requesting reimbursement
- Report goes through a defined list of approvers
- If an approver rejects it, report is electronically returned to individual’s account in Concur and a notification is sent to their email. Log into Concur. Click Expense or Select the report from the front screen. Open the report, and read the comment. Fix the report and resubmit.
- Once approved by all approvers in the workflow, the report is prepared for payment.
- Payment is released (norm – 4 to 7 workdays from last approval)

*Proceed to next page for table of special expense types, functions and instructional guides.*
## SPECIAL EXPENSE TYPES & FUNCTIONALITIES

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Instructional Guide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airline Fees (not airfare)</td>
<td>Baggage, internet, food, upgrades</td>
<td>Expense Extra Fees charged by Airlines</td>
</tr>
<tr>
<td>Allocate</td>
<td>Allocating an expense to a different or multiple funds</td>
<td>Allocate Expenses</td>
</tr>
<tr>
<td>Meal and Food Definitions</td>
<td>Breakfast, Lunch, Dinner: A business meal with only one person’s food on the receipt or being requested for reimbursement.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Business Meal with Attendees: A reimbursable meal with more than one person on the receipt. Considered Entertainment.</td>
<td>Add Attendees to a Business Meal</td>
</tr>
<tr>
<td></td>
<td>Campus Business Meetings: Food is brought onto campus for a meeting. The food can never be consumed in a restaurant.</td>
<td></td>
</tr>
<tr>
<td>Currency Gain/Loss</td>
<td>Expense type used when “Currency Exchange Fees” appear as a credit card transaction.</td>
<td></td>
</tr>
<tr>
<td>Foreign Currency Transaction</td>
<td>Receipt is in foreign currency. Expense entry needs to be in US dollars.</td>
<td>Convert Foreign Currency Transactions</td>
</tr>
<tr>
<td>Per Diem</td>
<td>An trip itinerary is required for the system to calculate per diem</td>
<td>Create an Itinerary for Per Diem</td>
</tr>
<tr>
<td></td>
<td>Automatic calculation of Per Diem</td>
<td>Enter Per Diem for Meals</td>
</tr>
<tr>
<td></td>
<td>Per diem allowed is lower than GSA rate</td>
<td>Enter Per Diem for Meals – see Meal Per Diem Offset</td>
</tr>
<tr>
<td>Personal Car Mileage</td>
<td>Approved mileage rate for use of a personal car for business (in accordance with GSA guidelines)</td>
<td>Claim Personal Car Mileage</td>
</tr>
<tr>
<td>Hotel Itemization</td>
<td>Hotel expense must be separated (itemized) into room rate, taxes, parking, internet fees, food and any other items that could appear on a hotel bill.</td>
<td>Itemize Hotel Expense</td>
</tr>
<tr>
<td>Expense Itemization</td>
<td>Any receipt might need to be separated on an expense report. Reasons:</td>
<td>Itemize an Expense</td>
</tr>
<tr>
<td></td>
<td>• Different items on the receipt need to be charged to different funding sources</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• A receipt includes your meal (reimbursable) and your spouse’s meal (non-reimbursable).</td>
<td></td>
</tr>
</tbody>
</table>

Central support is available at 6-HELP, 215-746-4357. Select Option 3, then Option 2. To submit a help request via e-mail, contact doftemsupp@pobox.upenn.edu.