NextGen UI for Concur Expense – End User

Transition Guide

Last Revised: May 26, 2022

Applies to:

☒ Professional/Premium edition
- ☒ Expense
- ☐ Travel
- ☐ Request
- ☐ Invoice

☒ Standard edition
- ☒ Expense
- ☐ Travel
- ☐ Request
- ☐ Invoice

Contents

Revision History

Date	Revision Notes/Comments
May 26, 2022	Updated *Add Attendees – Typical Process > Import Attendees* section
January 26, 2022	Removed the *Bulk Edit of Multiple Expenses* section in the *Company Bill Statements* section.
January 13, 2022	Updated the copyright year; no other changes; cover date not updated
November 16, 2021	Added a new *NextGen UI* section to the *e-Bunsho Timestamp* section that features a table that explains the differences in the Legacy UI versus the NextGen UI for handling expense entries with a timestamp image (specifically, before *and* after expense report submission). Updates also reflect the latest UI changes that affect e-Bunsho.
October 28, 2021	Updated receipt icons.
June 24, 2021	Added information about being able to redirect funds to a credit card when creating an expense report.
April 15, 2021	Clarified text related to the receipt image area of an expense.
April 13, 2021	Added information about report numbers to the *New Report and New Expenses -The Basics > Expense Reports* section.
March 29, 2021	Minor edit. No cover date change.
March 24, 2021	Updated Add Allocation image in the *Add New Allocation* section.
March 20, 2021	Added the *Company Bill Statements* section. Removed the *Default Search Option per Attendee Type* and *Uploaded Image Messaging* sections. Minor edits throughout.
August 17, 2020	Added the *Import Attendees* section.
June 2, 2020	Replaced term "NextGen Expense" with "NextGen UI" or "the NextGen UI for Concur Expense" for accurate product branding. Also made a number of updates to the *Attendees* section to reflect the current Attendees functionality in the NextGen UI for Concur Expense. Added information about the following: • Default Search Option per Attendee Type • New expense type category • Personal expenses • Uploaded image messaging • Travel allowance menu itinerary management • Accessibility for screen readers in lists

Date	Revision Notes/Comments
May 5, 2020	Added information about the following: • Copying attendees linked to a request • Creating new attendee groups • E-receipts may not be enough to satisfy receipt requirements and that the user may need to manually attach a receipt image to satisfy these requirements • How to quickly access the report header • The tooltip that appears if the title of the report overflows on an expense report tile • The sortable attendee functionality • The requirement - that to perform a search for attendees - users will need to first fill in the First Name and Last Name fields on the advanced attendee search page • A note warning the user - attempting to create multiple itemizations - that it may take several minutes to create these itemizations
March 13, 2020	Updated information about enhancements to the **Add Attendees** window for creating new attendees. Added more information to the *Search for Other Attendees* section.
February 13, 2020	Updated the copyright; no other changes; cover date not updated
January 31, 2020	Removed Receipt Digitalization section.
December 19, 2019	Added a Receipt Digitalization section.
December 6, 2019	Added information about the Delete Report function moved to the trash can icon
August 6, 2019	Added: • New screen sampled for adding new attendees • Note that one receipt image for multiple expense on the same report is available to Professional Edition only
March 14, 2019	Added information about deleting allocation favorites
March 6, 2019	Added information about the enhancements to: • Allocations • Expense report page links (for attendees, allocations, etc.)
December 27, 2018	Formatting change; no other content change; no change to the cover date
December 9, 2018	Added Cash Advance
November 28, 2018	Added: • Trip-based Expense Assistant • **Add Expense** button on the report page
November 26, 2018	Added updates throughout

Date	Revision Notes/Comments
October 5, 2018	Added: • Sponsored Guest • Using one receipt image for multiple expense on the same report • Online end-user Help • One-Click from Travel to Expense • Travel Diary • Receipt image not required • **Save and Add Another** button
September 20, 2018	Added note about language change
June 13, 2018	Added information about eBunsho (timestamped receipts) for Japan
May 29, 2018	Added • Missing Receipt Declaration icon • Note about personal card via web connection
May 4, 2018	Added information about Travel Allowance and Expense Assistant
April 13, 2018	Updated as per the April 4 release for NextGen Expense
March 12, 2018	Updated as per the March 7 and March 9 release for NextGen Expense
February 20, 2018	Updates throughout
September 28, 2017	Initial publication

NextGen UI for Concur Expense – End Users

Section 1: Overview

SAP Concur is pleased to announce the Next Generation Expense User Interface (NextGen UI) for Concur Expense – a new interface for Concur Expense end users. NextGen UI for Concur Expense provides an intuitive, integrated, efficient experience. The following pages describe the enhancements.

In this Guide

In this guide, the current user interface is called the *existing UI*. The Next Generation user interface for Concur Expense is called *NextGen UI.*

Affected Users

The NextGen UI for Concur Expense affects end-user pages and processes. It ***does not*** affect:

- Pages and processes used by approvers or processors, even if the expense report being viewed by the approver or processor was created by a Concur Expense user in the NextGen UI
- Profile
- Tools or configuration pages

One Profile Change

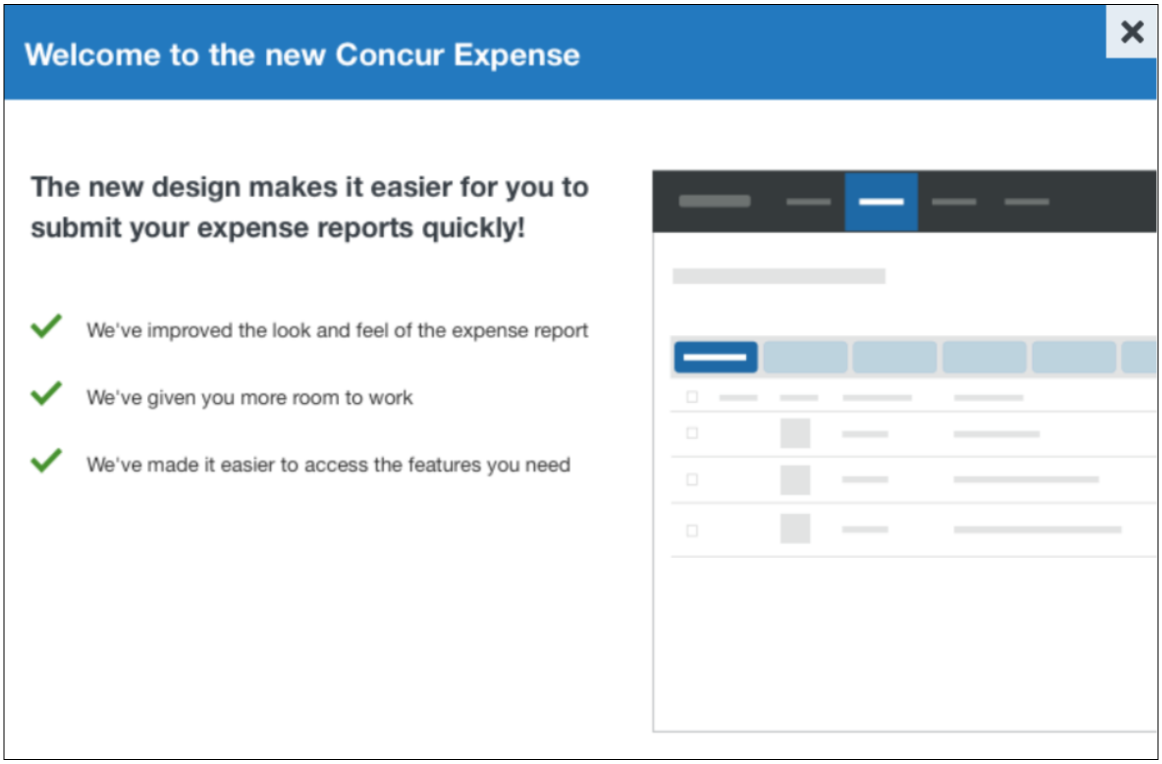
When using the NextGen UI for Concur Expense, if you change your default language in Profile, you must sign out and then sign back in for the change to take place.

Screen Samples and Features

Remember, Concur Expense features are configurable by your company so the fields, layout, options, etc. shown in this guide may differ from those chosen by your company.

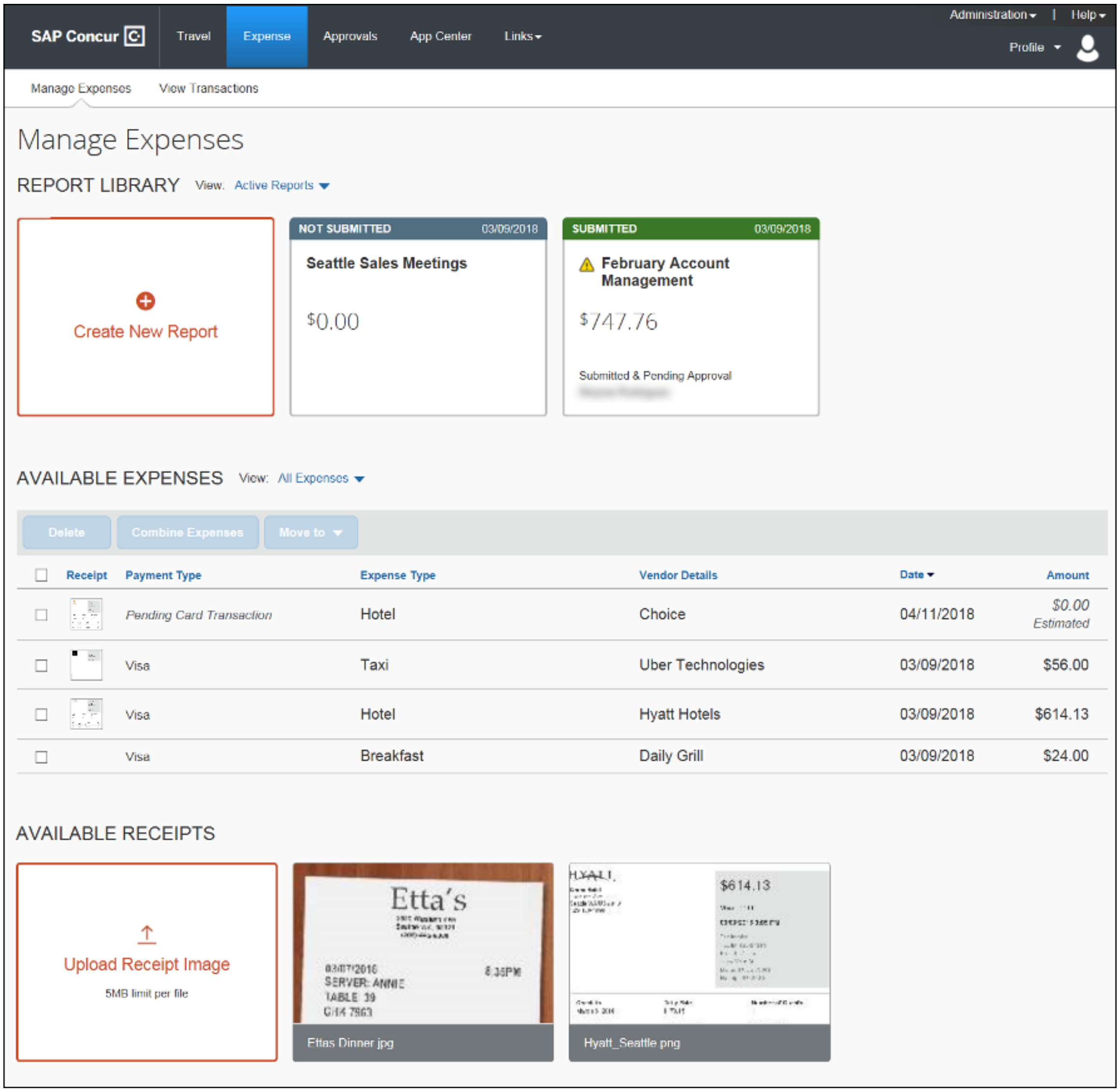
Section 2: Welcome Screen

When users first enter the NextGen UI for Concur Expense, a Welcome screen appears.



Section 3: Manage Expenses Page

When you click the **Expense** tab, the **Manage Expenses** page appears.



It looks very much like the existing user interface. It has three sections – all of which are described on the following pages:

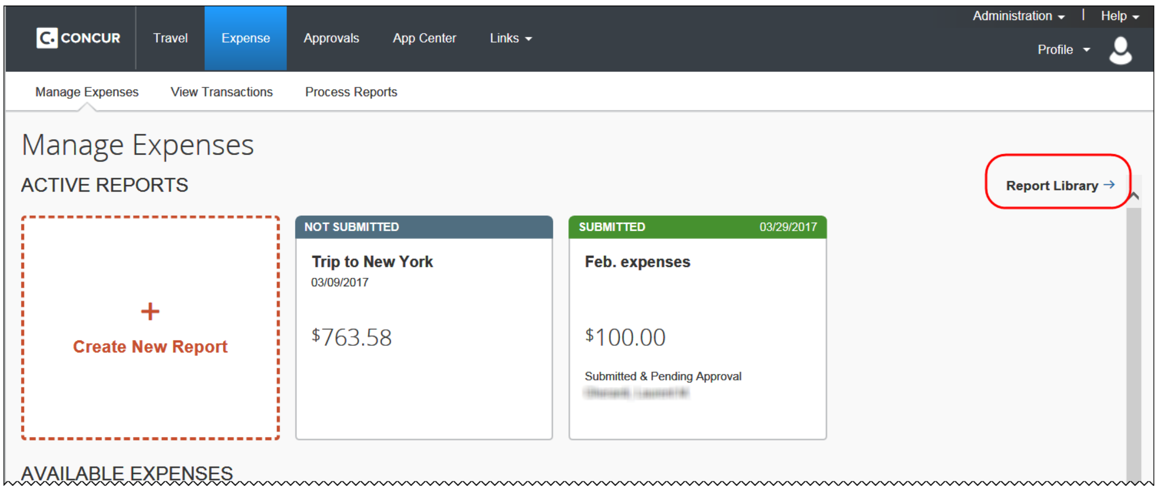
- Report Library
- Available Expenses
- Available Receipts

Report Library Section

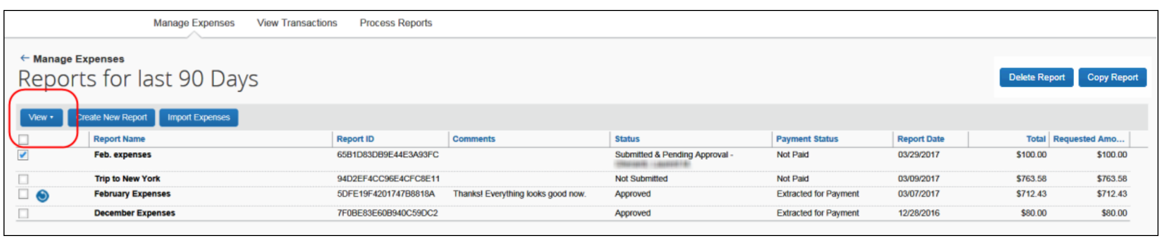
At the top of the **Manage Expenses** page is the **Report Library** section.

Existing UI

In the existing UI, your active reports are automatically visible. To see other reports, click **Report Library**.



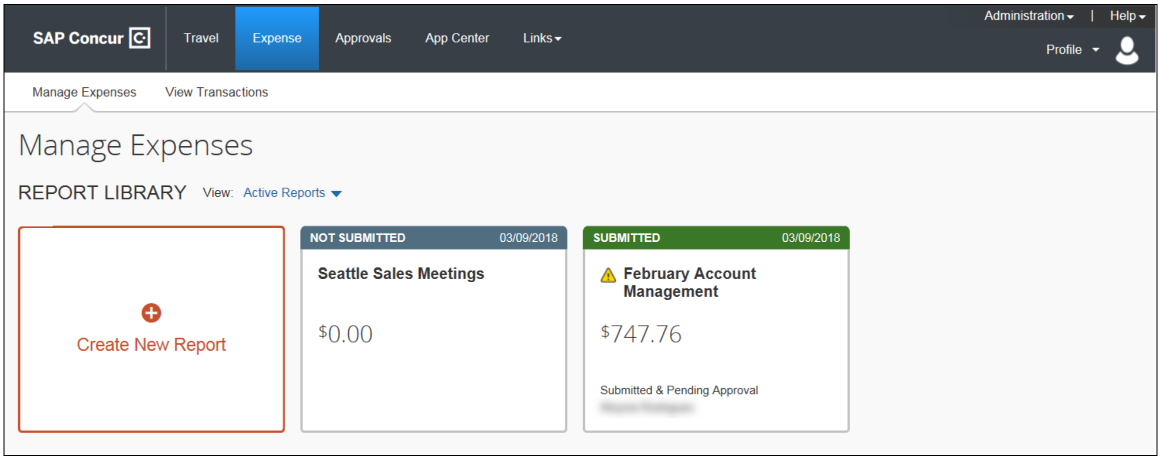
In the library, click **View** to access other reports.



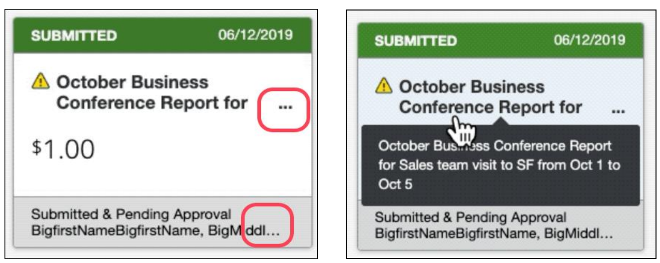
NOTE: In the existing UI, you can copy and delete selected reports from this page. In the NextGen UI for Concur Expense, those tasks are completed from within a report, as detailed later in this guide.

NextGen UI

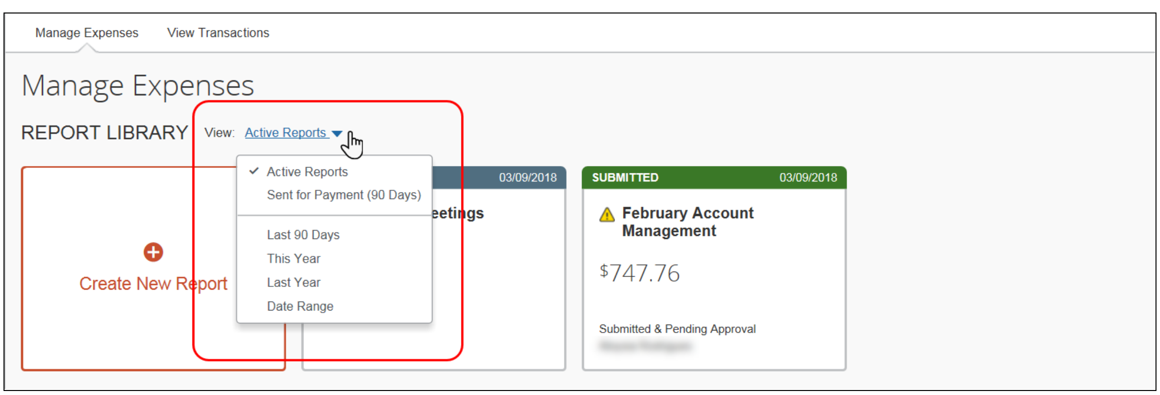
In the NextGen UI for Concur Expense, your active reports and the library are combined so all reports are available on one page. The active reports appear by default, but you can easily view other reports.



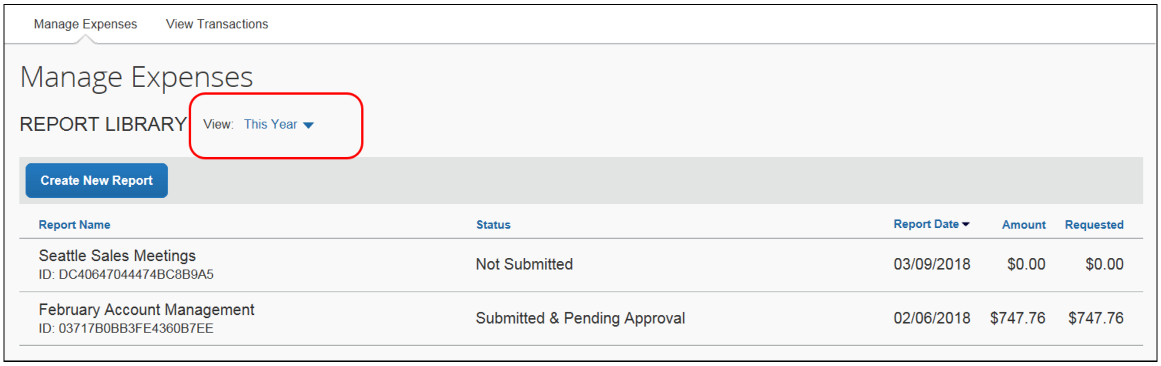
NOTE: If the report name or text is too long for the report tile, an ellipsis appears on the tile. When you click on the ellipsis, a tooltip appears with the full text.



From the **View** list, select one of the predefined options or define a custom date range.

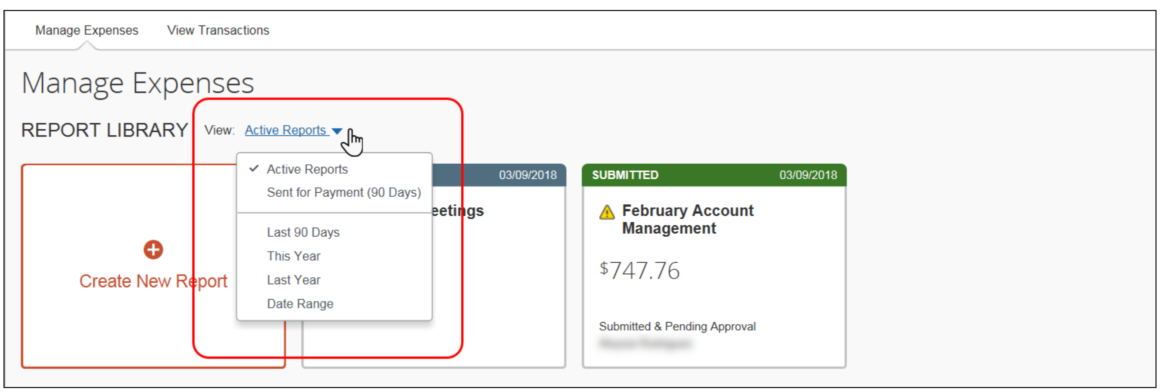


For example, select *This Year*. The reports from this year appear.



To sort, click the column headings.

To return to the active reports, select *Active Reports* in the **View** list.

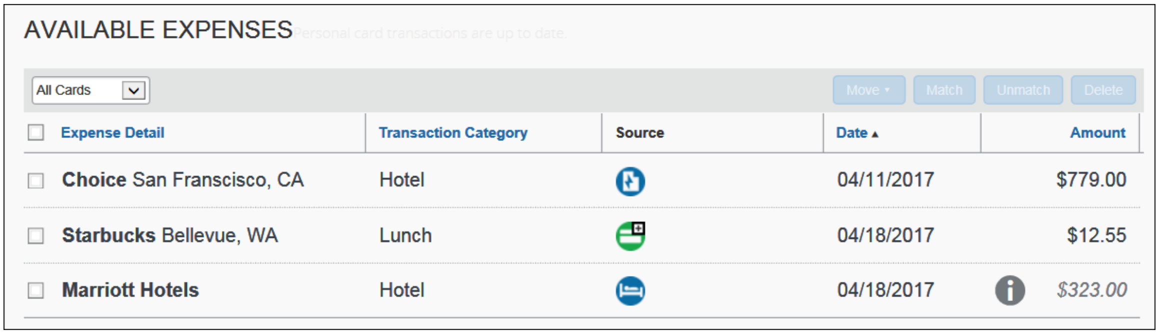


Available Expenses Section

The **Available Expenses** section is located in the middle of the **Manage Expenses** page.

Existing UI

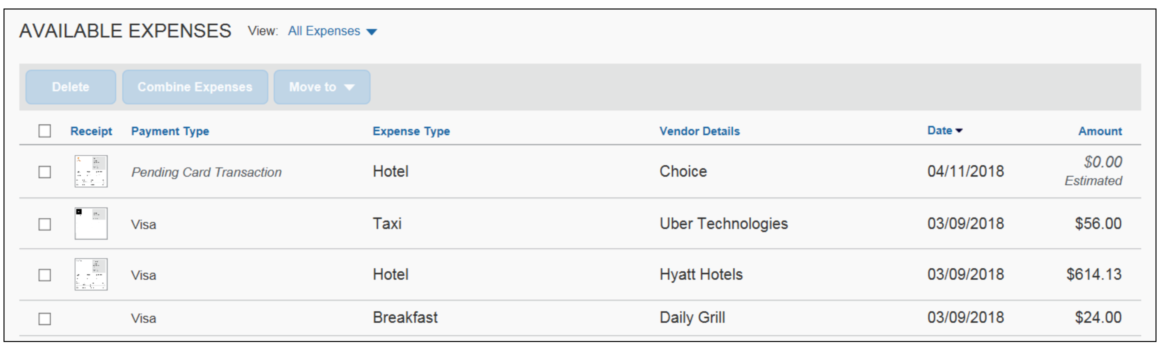
In the existing UI, the **Available Expenses** section looks like this.



NOTE: In the existing UI, you can use the **Available Expenses** section to "unmatch" expenses that were matched in error. In NextGen Expense, you can unmatch (now called "Separate") using the **Expense Source** page, as described on the following pages.

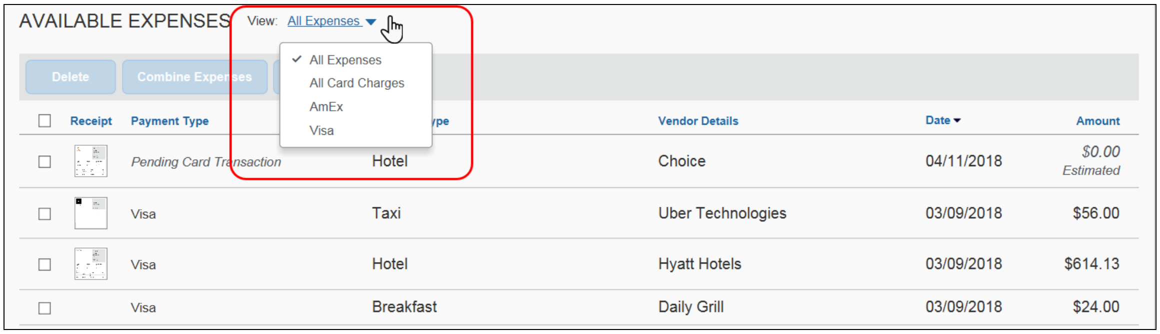
NextGen UI

In the NextGen UI for Concur Expense, there are a few changes to this table:



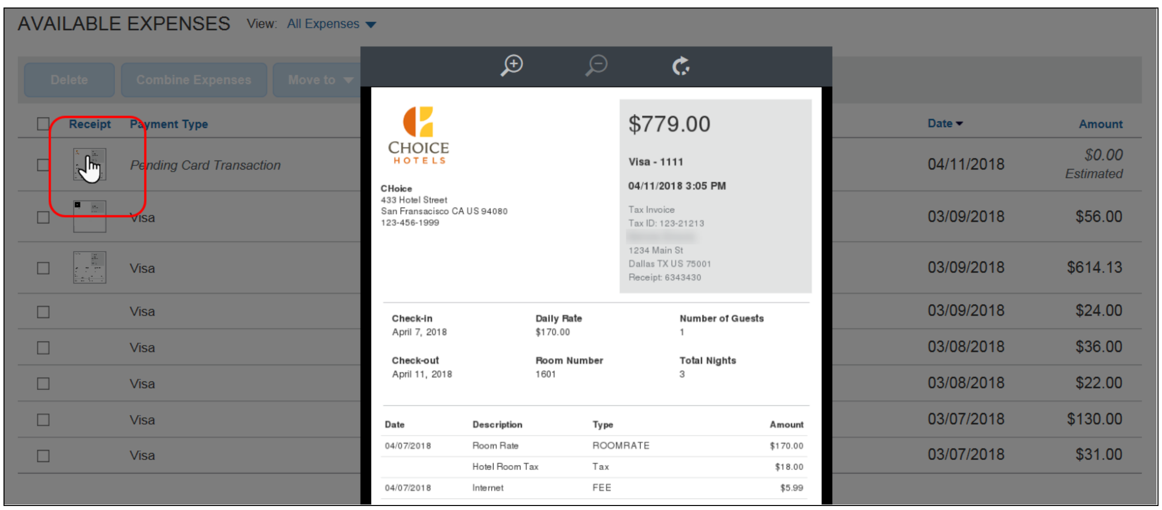
- The **Receipt** column has been added to help you easily scan the list for items needing a receipt. You can sort (by clicking the column heading) to bring these to the top for action. The thumbnail image in the **Receipt** column indicates that the expense has an image attached.
- The **Source** column has been replaced with the **Payment Type** column to help you quickly scan for the expenses that have card information attached (so they are ready to be submitted) and which are still waiting for additional source information to arrive.
- In the **Amount** column, *Estimated* appears for hotel and car itinerary amounts. *Estimated* indicates that the actual amount is unknown, since the itinerary likely does not include other taxes, fees, etc. that will appear in the final card charge.

To filter the results, select an option in the **View** list.



NOTE: The options that appear in the **View** list are configurable by your company, so your list may be different from the one shown above.

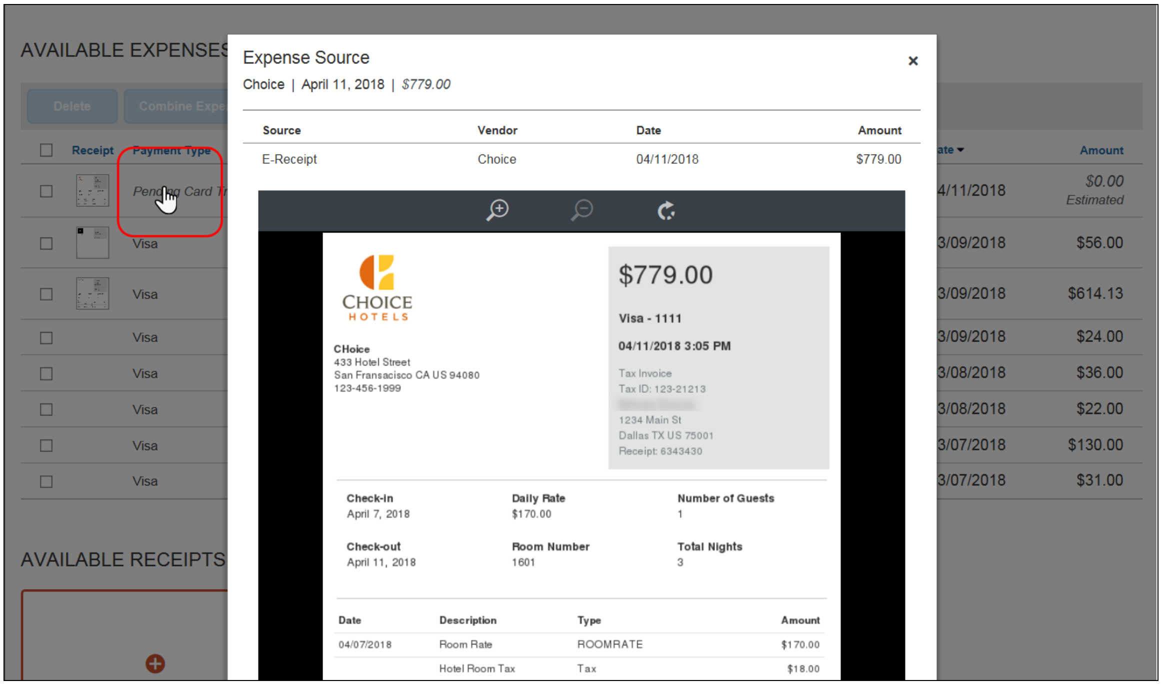
To view a receipt image, click the image in the **Receipt** column.



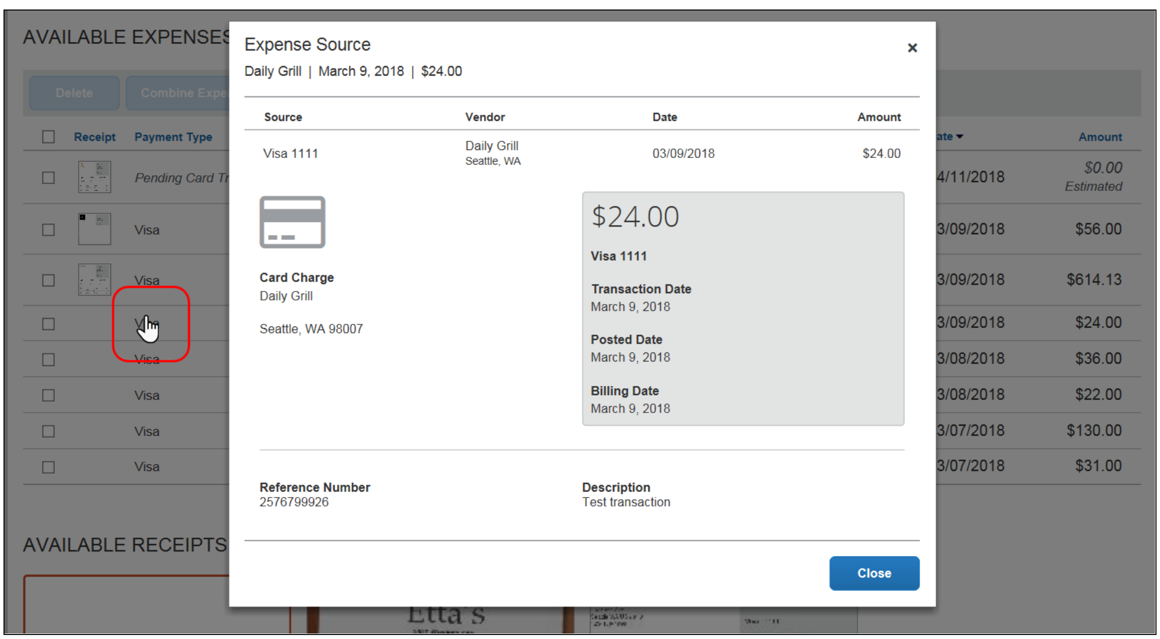
To view the expense source(s), click anywhere in the row – ***other than*** the check box or receipt image.

This sample shows the **Expense Source** page for an expense with an e-receipt.

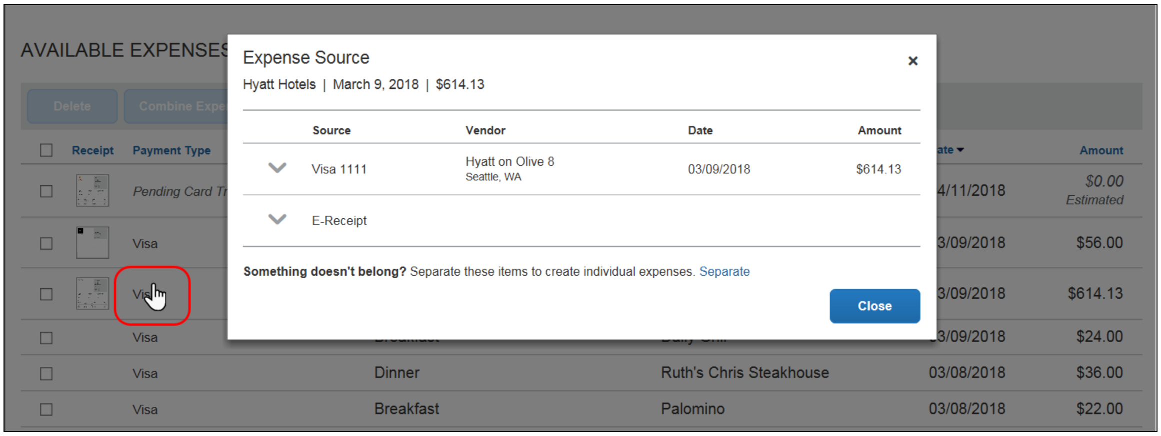
NOTE: E-Receipts may not be enough to satisfy your company's receipt requirements and you may need to manually attach a receipt image to satisfy these requirements.



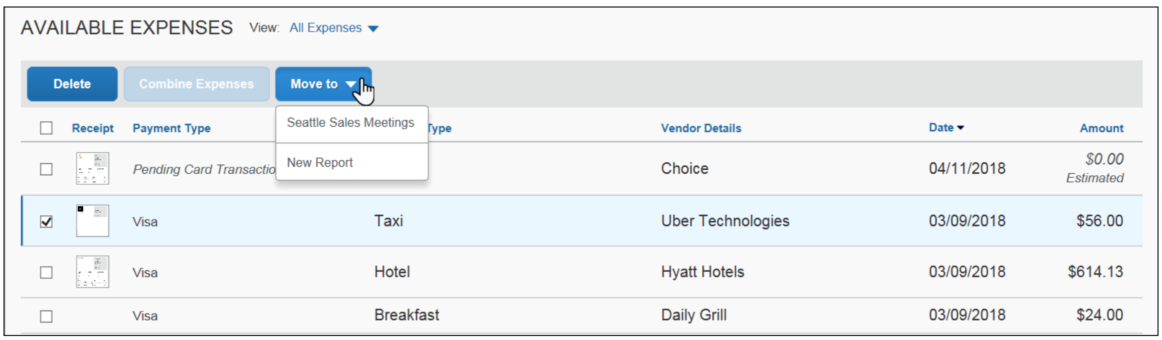
This sample shows a card charge without a receipt image.



This sample shows a card charge and an e-receipt.

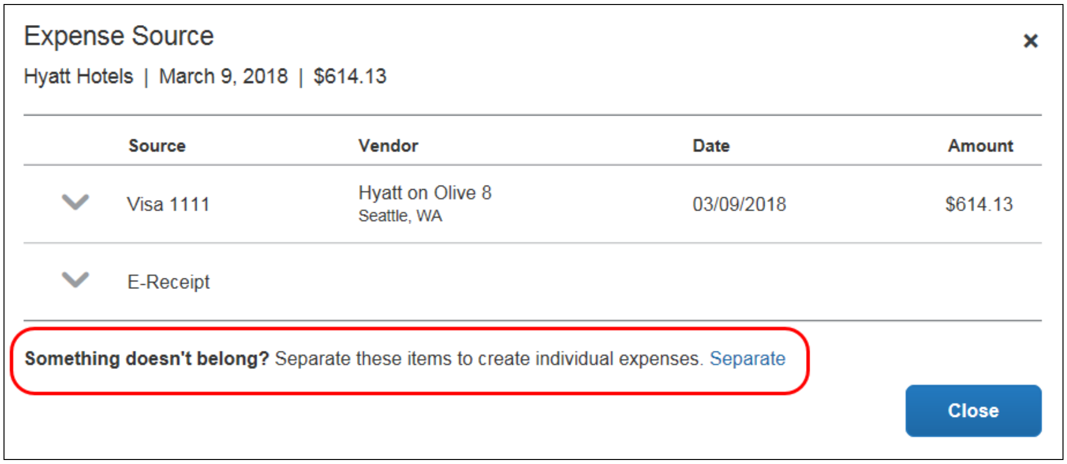


Other options available in the **Available Expenses** section:



- If you select at least one expense check box, then the **Delete** and **Move to** buttons become available. Using **Move to**, you can move the selected expense(s) to an existing report (in this case, named *Seattle Sales Meetings*) or to a new report.
- If you select at least two expense check boxes ***and*** if the selected expenses are from different sources (for example, credit card and e-receipt) ***and*** if the selected expenses can be matched, then the **Combine Expenses** button becomes available.

As mentioned previously, you use the **Expense Source** page to "unmatch" expenses – now called ***Separate*** – that were matched in error.



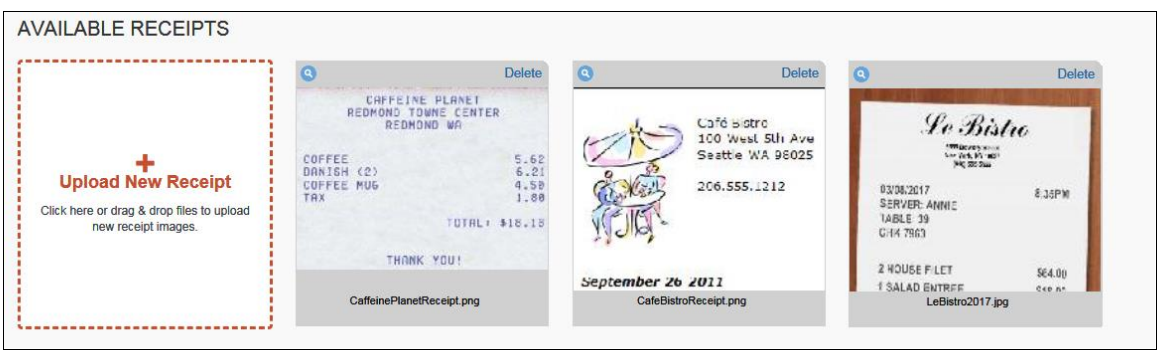
- In the existing UI, the user clicked **Refresh** to collect card data if they connected Concur Expense to their personal credit card via a web connection. That option is not available in the NextGen UI for Concur Expense. Instead, the card transitions are automatically refreshed when the user accesses the **Manage Expenses** page.

Available Receipts Section

The **Available Receipts** section is located at the bottom of the **Manage Expenses** page.

Existing UI

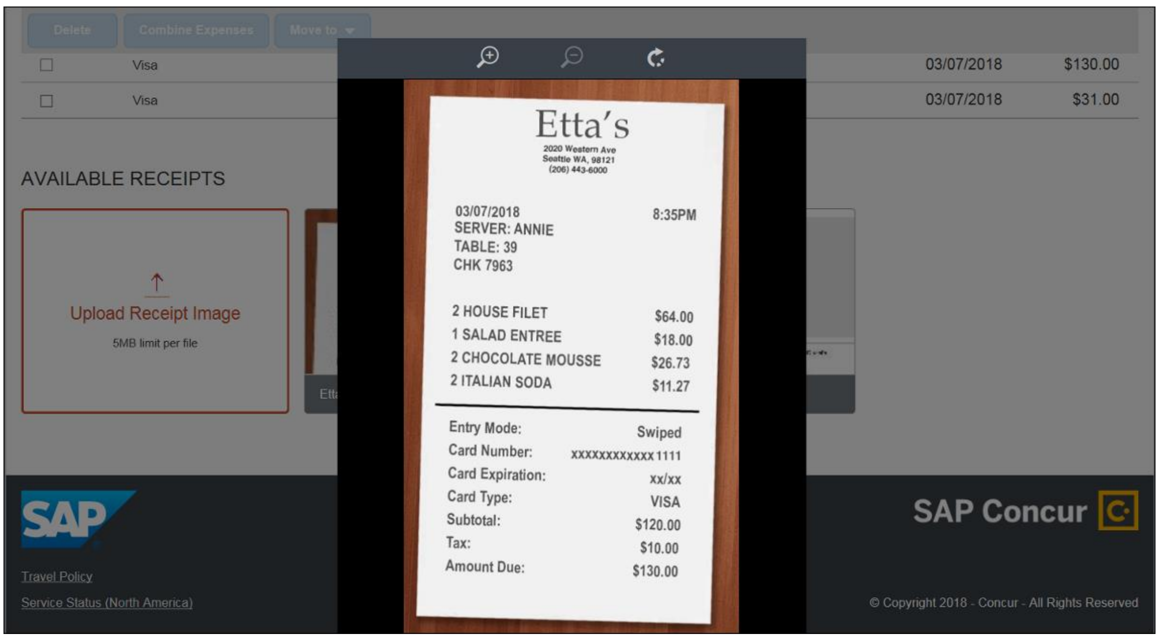
In the existing UI, the **Available Receipts** section looks like this.



NextGen UI

In the NextGen UI for Concur Expense, the look-and-feel is similar.

Click a receipt image to view it. You can zoom, rotate, and delete the image.



Section 4: New Report and New Expenses – The Basics

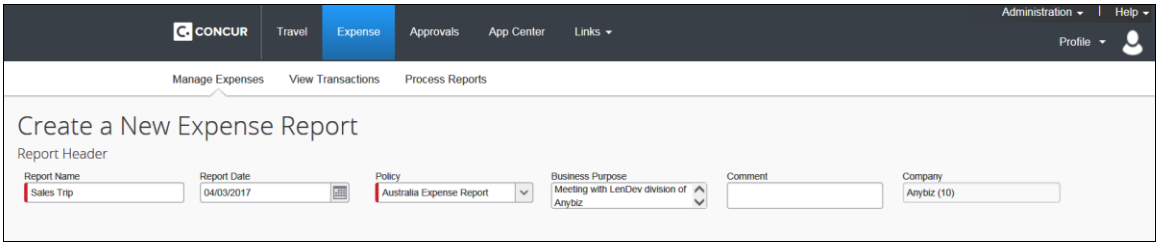
Just as before, typically when you create a new expense report, you start with the general report-specific page (also known as the report *header*) and then move to the expense page to add the expenses and attach any required receipt images. Though this basic process has not changed, the pages are more streamlined and easier to manage. In virtually all cases, when working with expenses:

- The fields are larger and easier to navigate.
- Required fields are now marked with a red asterisk instead of a red band at the left edge of the field.

New Expense Report

Existing UI

In the existing UI, the **Create a New Expense Report** page looks like this.



NextGen UI

In the NextGen UI for Concur Expense, the header page is called **Create New Report**. The fields are larger and easier to navigate.

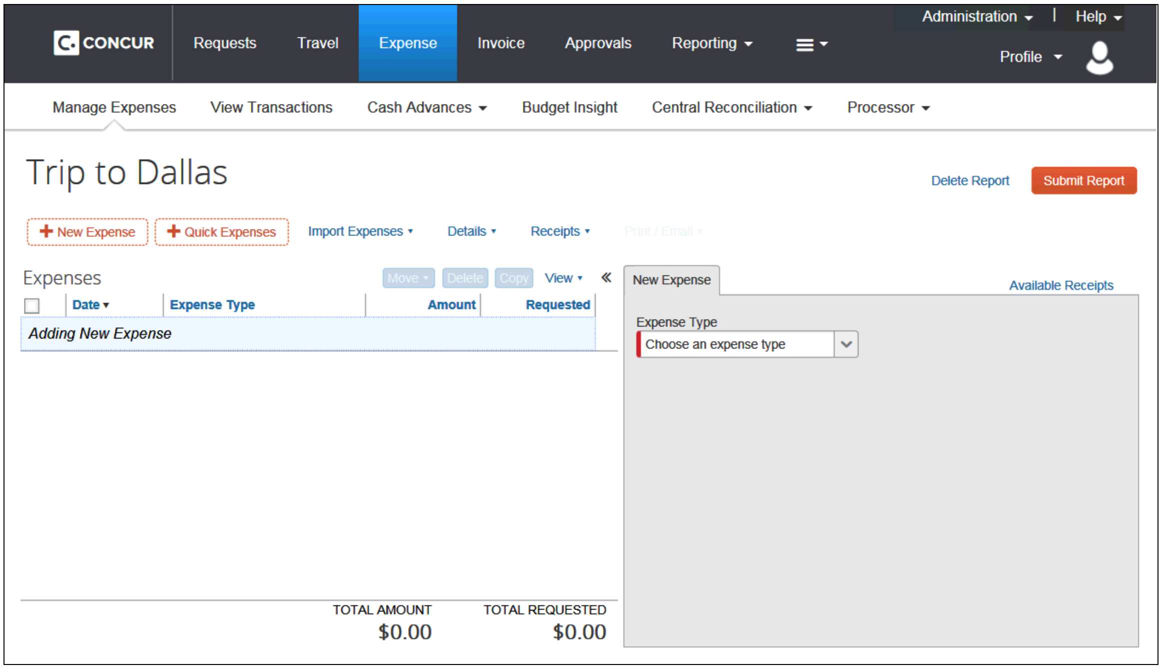
NOTE: The fields that appear on this page are configurable by your company, so your **Create New Report** page may be different from the one shown here.

Complete the fields and move to the next page.

New Expense

Existing UI

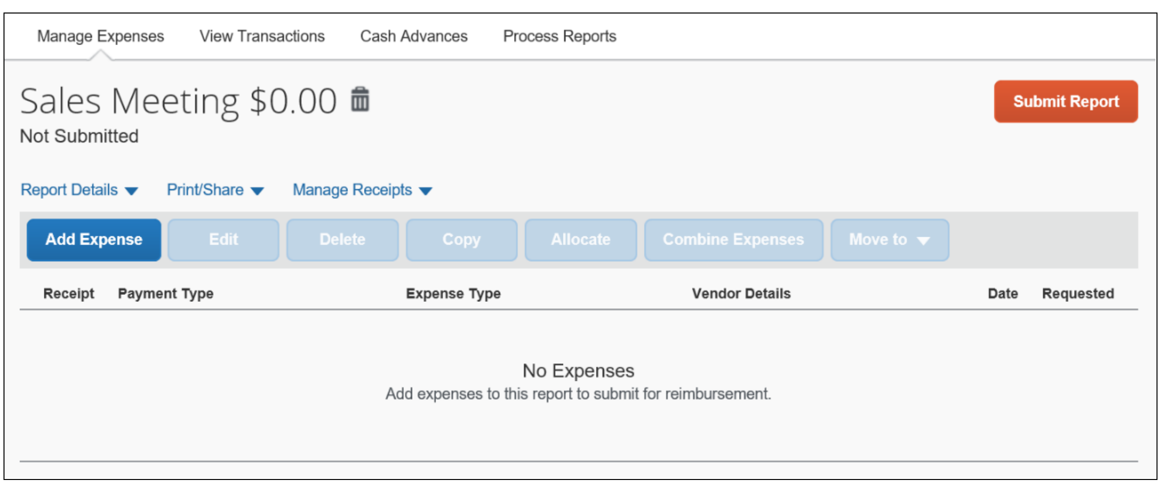
In the existing UI, after completing the general report (header) page, the expense page appears.



NOTE: You can access the report header by clicking on the report name.

NextGen UI

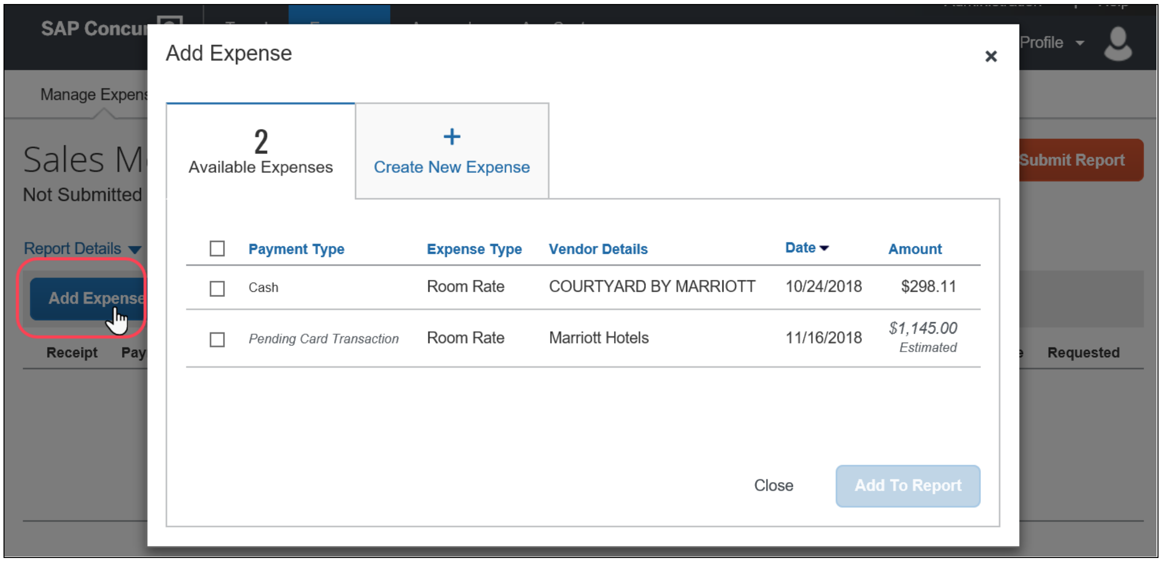
In the NextGen UI for Concur Expense, the report page is cleaner and has fewer "sections" – making the page easier to navigate.



NOTE: You can access the report header by clicking on the report name.

Create an Expense – Typical Process

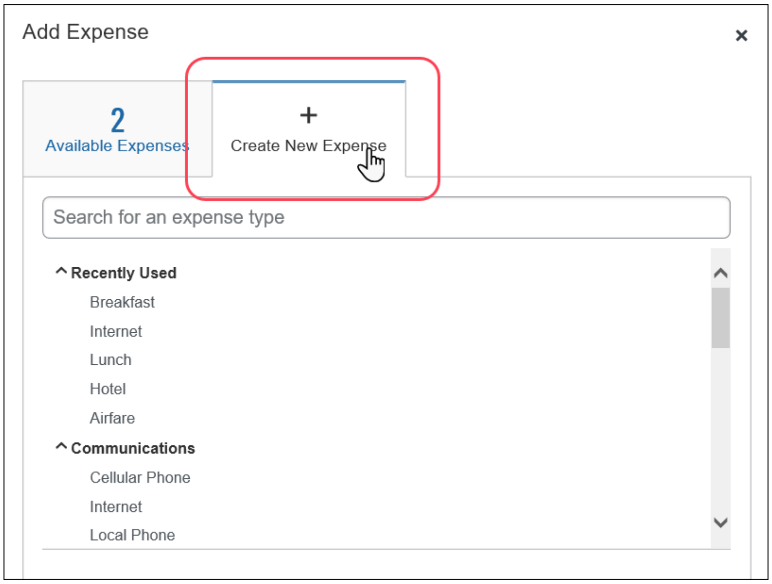
To get started, click **Add Expense**. The **Add Expense** window appears; all of the options for adding expenses to the report are available in this window. The default choice is to add items from your Available Expenses library, to encourage you to use those expenses first before creating a new expense – which helps reduce duplicate entries.



In the **Add Expense** window:

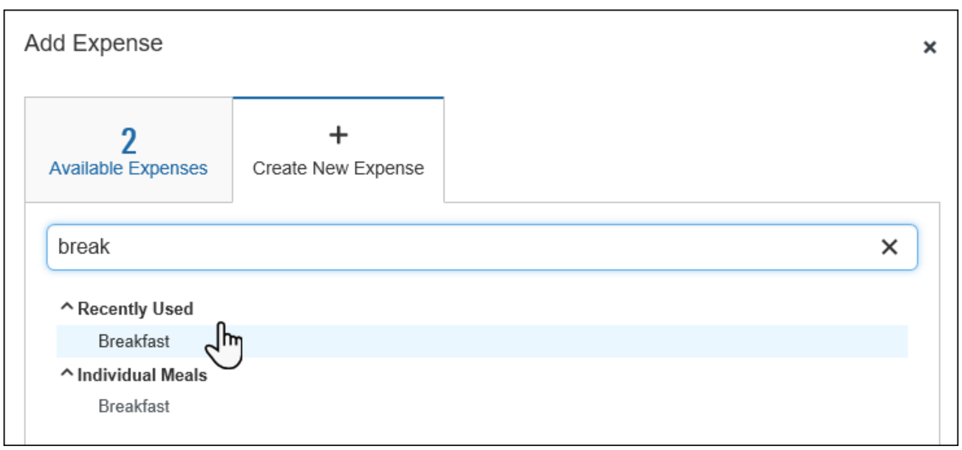
- To add Available Expenses, select the desired expenses and then click **Add To Report**.
- To create a new expense, click **Create New Expense**. This process is shown below.

In the following example, we will assume you clicked **Create New Expense**.

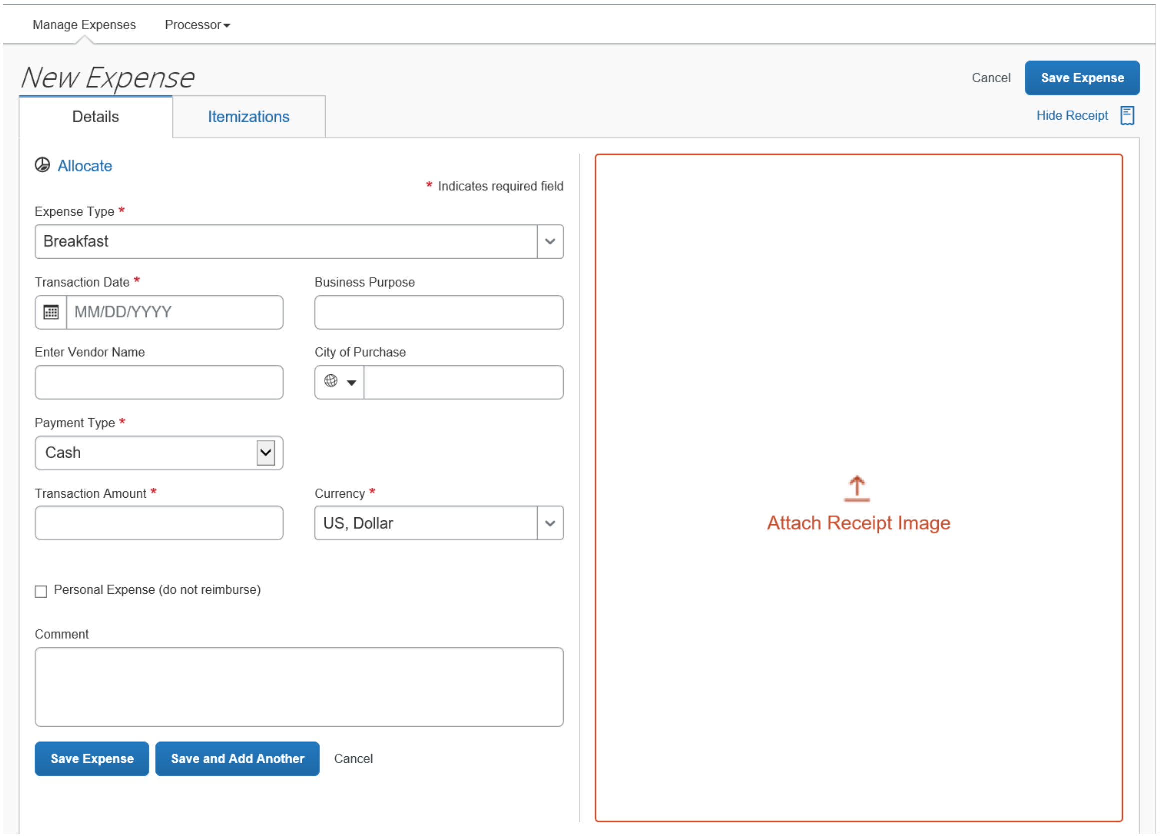


After you click **Create New Expense**, click the desired expense type.

NOTE: In the search box at the top of the list, you can enter all or part of an expense type name. The list of available expense types shown will be filtered to show only those with matching text.



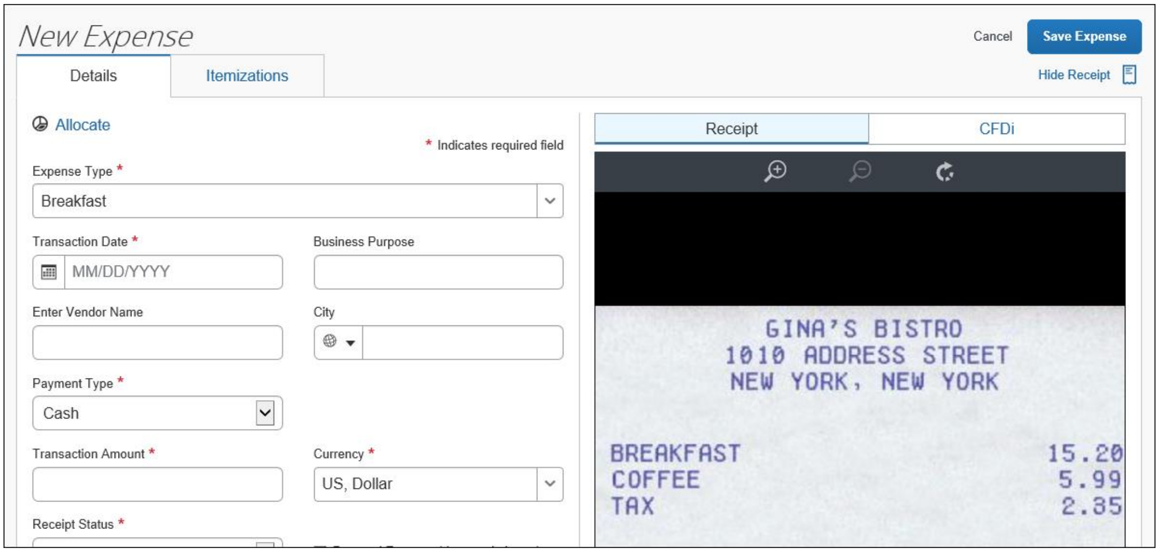
When you click the desired expense type, the **New Expense** page appears.



NOTE: The fields that appear on this page are configurable by your company, so yours may be different from the one shown here.

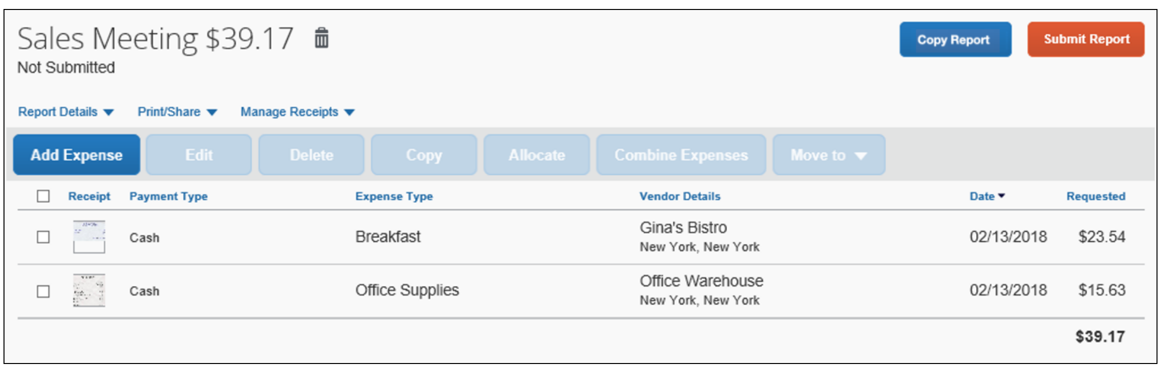
On the **Details** tab, the expense fields are on the left and the receipt image area is on the right. Click **Attach Receipt Image** to attach a receipt to the expense – by selecting from the receipt images in your Available Receipts library or by uploading a new image.

NOTE: If a receipt is not required for the specialized expense types handling mileage and daily allowances, then the receipt area is hidden by default. To display the receipt area so that a receipt may be added, click **Show Receipt**.



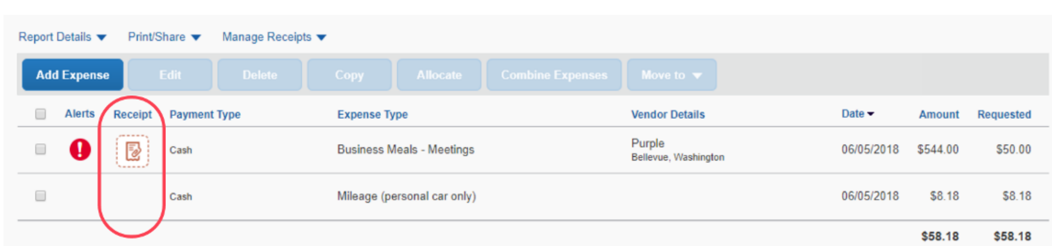
You can attach the image first and then read the receipt image to easily complete the fields on the left. When done, click **Save Expense** (or **Save and Add Another** to quickly add another expense).

Once expenses have been saved, the expense report looks like this:



NOTE: On this sample report, receipt images were added manually while creating the expense entry; the image appears in the **Receipt** column. If the expense does not yet have an image, then the + icon appears in the **Receipt** column. You can click the + to add the receipt image – without having to open the expense entry.

If a receipt is not required, for example, for a mileage expense, then the + icon does not appear.



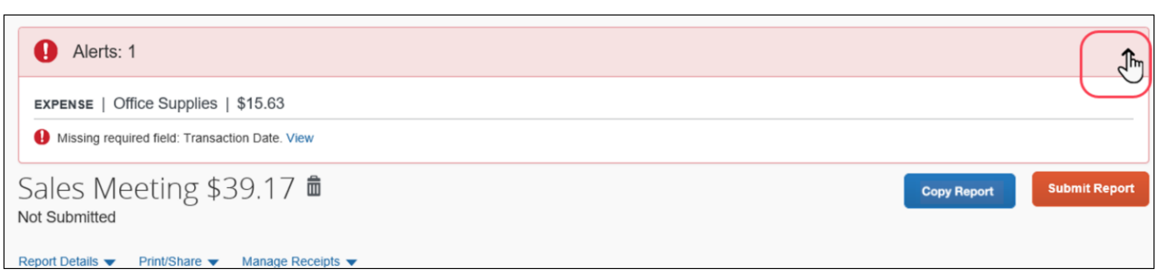
When you click **Submit Report**, the report totals appear. The top section summarizes the overall movement of funds projected for this expense report, providing a quick view of the expected (prior to submission) or actual payments.

In the existing UI, the report totals appear ***after*** you finished submitting the report. In the NextGen UI for Concur Expense, if adjustments are required, you can easily return to the report, make the changes, and then submit the report.

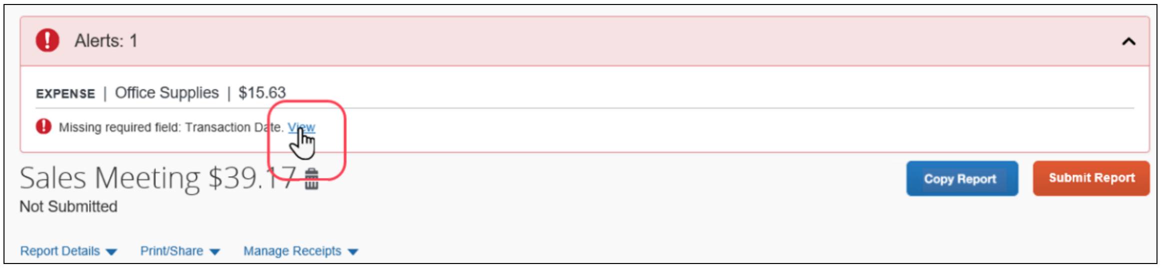
Expense-Level Alerts and Exceptions

If there are any issues when you save the expense (such as a missing required receipt image, a blank required field, or over-limit expense), an alert appears.

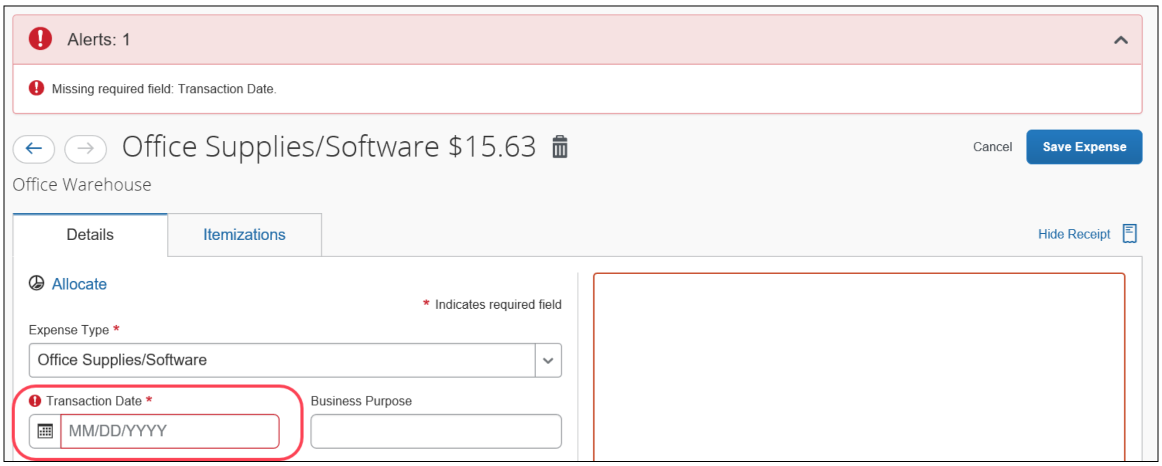
Click the down-pointing arrow (right side of the message); the area expands to show the alert details.



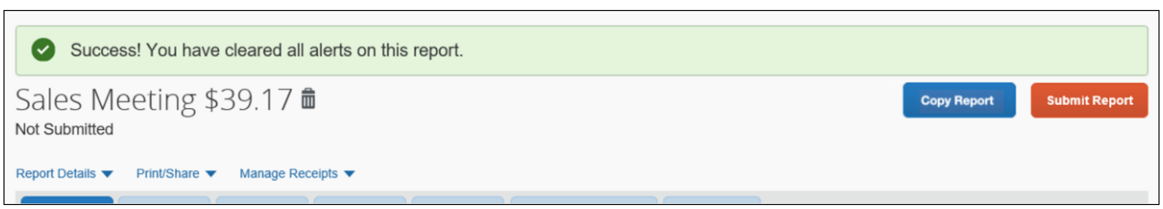
The alert message appears along with a **View** link. Click **View** to access the field with the issue.



The expense appears.



Correct the issue and then click **Save Expense**. When all issues are resolved, the **Success!** message appears.



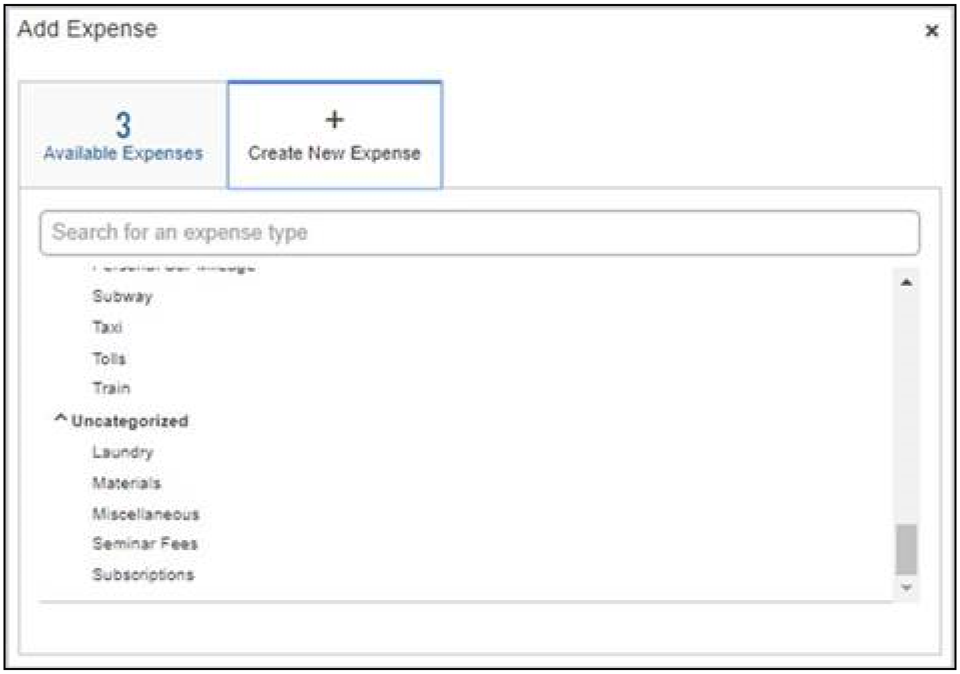
NOTE: When editing expenses, you can click the "next" and "previous" buttons to navigate between expenses.

Expense List

Refer to the *Additional Information in the Expense List* section in this guide to see how alerts appear in the expense list.

New Expense Type Category

In the NextGen UI for Concur Expense, and for Professional Edition only, if an expense type is set without any parent expense type by the admin it will be displayed under a new category called *Uncategorized*. This change is being made to display the visual difference between the parent expense types and children expense types because a user can only choose children expense types to create expenses.

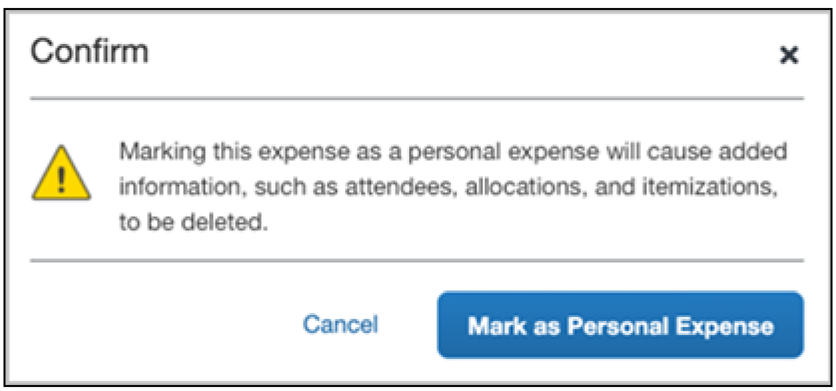


Personal Expenses

In the NextGen UI for Concur Expense, personal expenses cannot be itemized. If an expense is marked as personal and if the user clicks on the **Itemization** tab of the **Expense Details** page, then the user sees the below message.

Personal expenses cannot have attendees. If an expense is marked as personal and if user clicks on the **Attendees** link on the **Expense Details** page, then user sees below message.

If an expense has attendee, allocation, or itemization information added and if the user selects personal on the **Expense Details** page then user sees below message. Selecting **Mark as Personal Expense** will delete all information related to attendees, allocations, and itemizations.



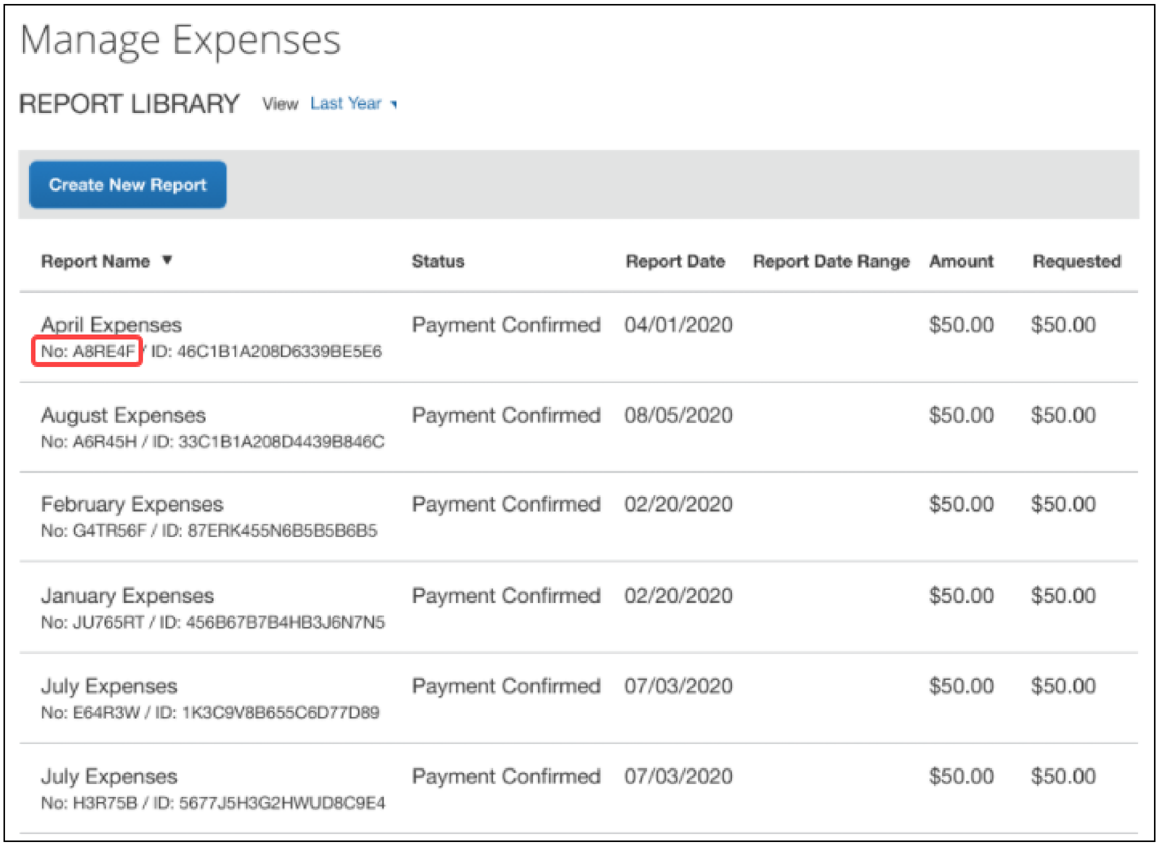
Expense Reports List

REPORT NUMBERS

The report number is a 6-character identifier for an expense report. It has been added to the report list (table view) and may optionally be added to report headers and printed reports.

This unique identifier makes identifying and tracking specific expense reports easier for users, approvers, and processors.

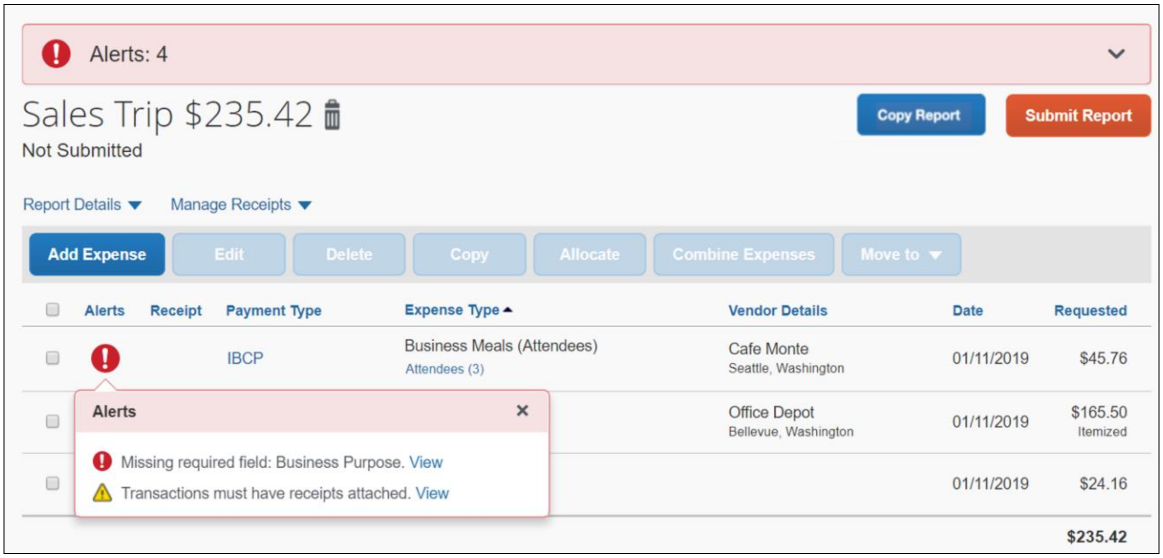
The report number displays in the table view of the report list on the Manage Expenses page.

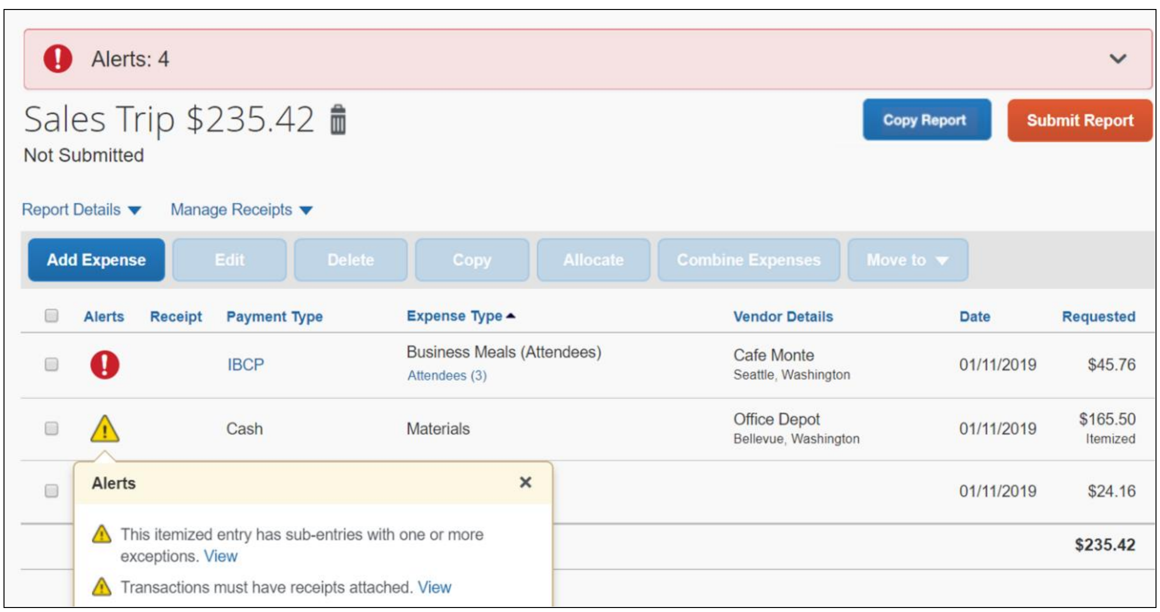


Section 5: Additional Information in the Expense List

Alerts

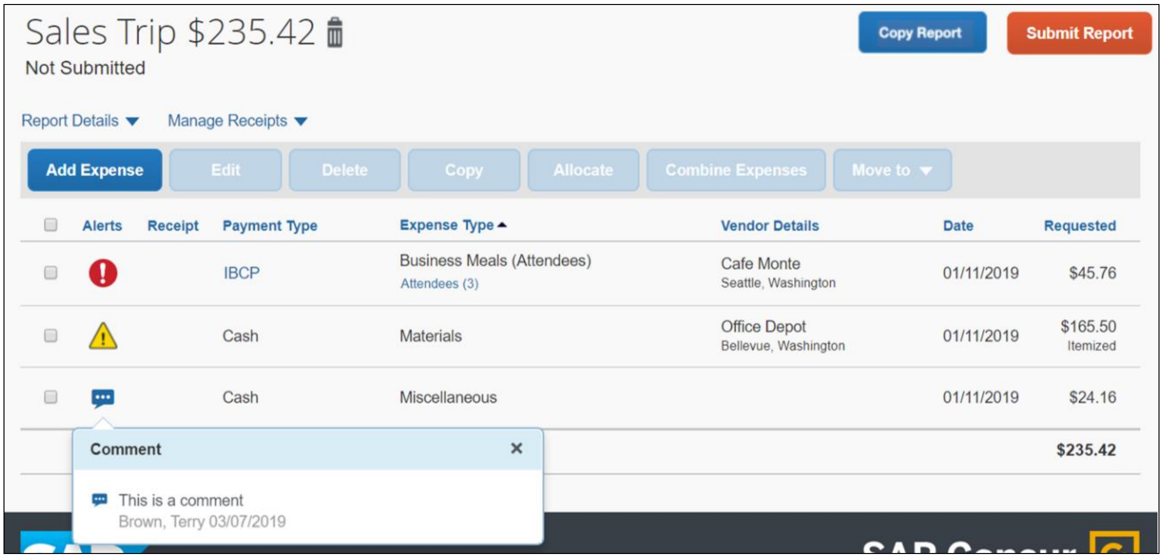
The user clicks the alert icon in the **Alerts** column to see the description. The user can click **View** to jump to the affected field/entry.





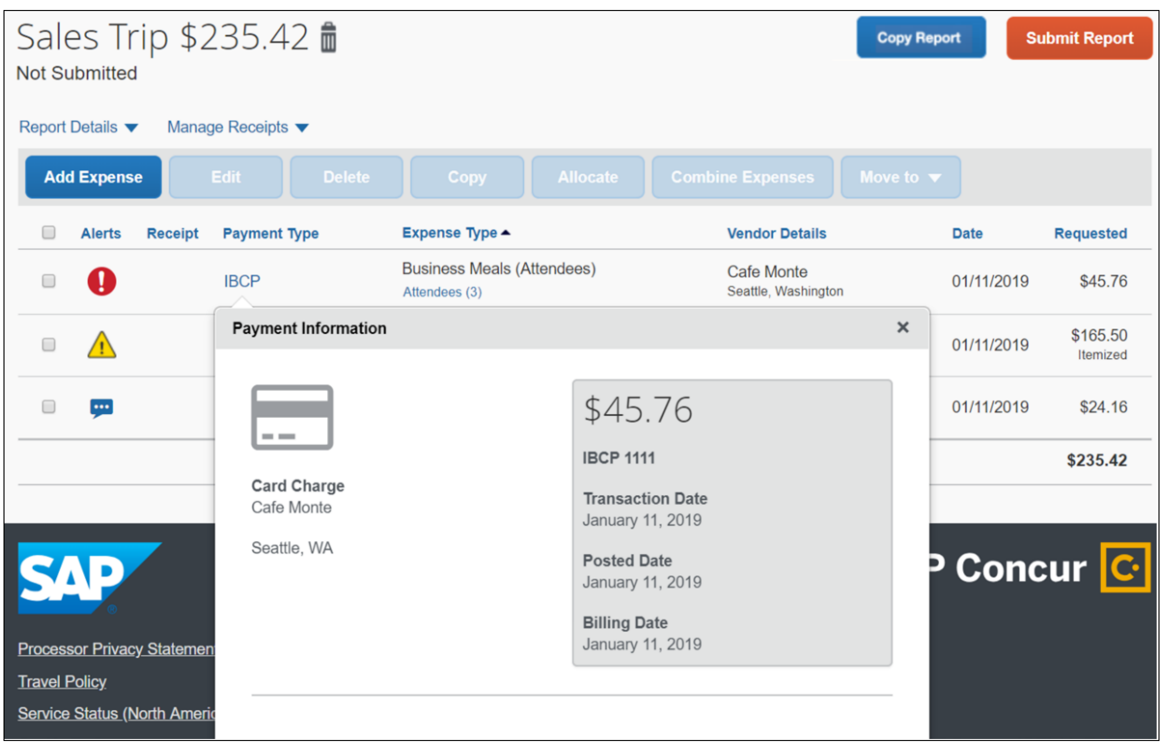
Comments

The user clicks the comments icon in the **Alerts** column to view the expense comments.



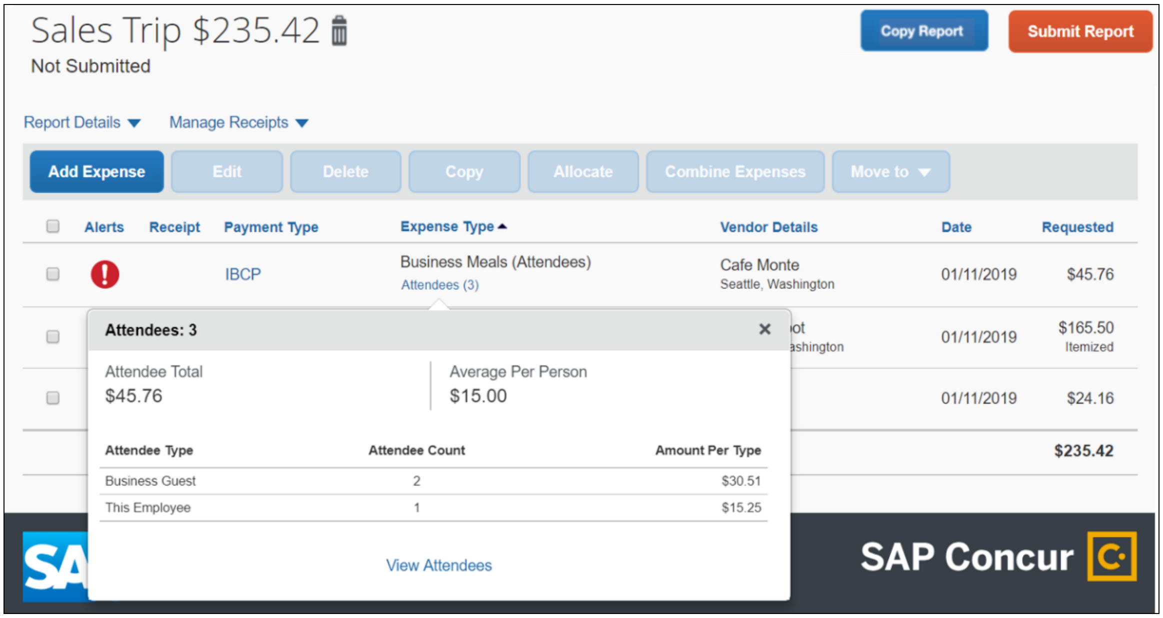
Card Payment Type

The user clicks the text (link) in the **Payment Type** column to view card transaction information.



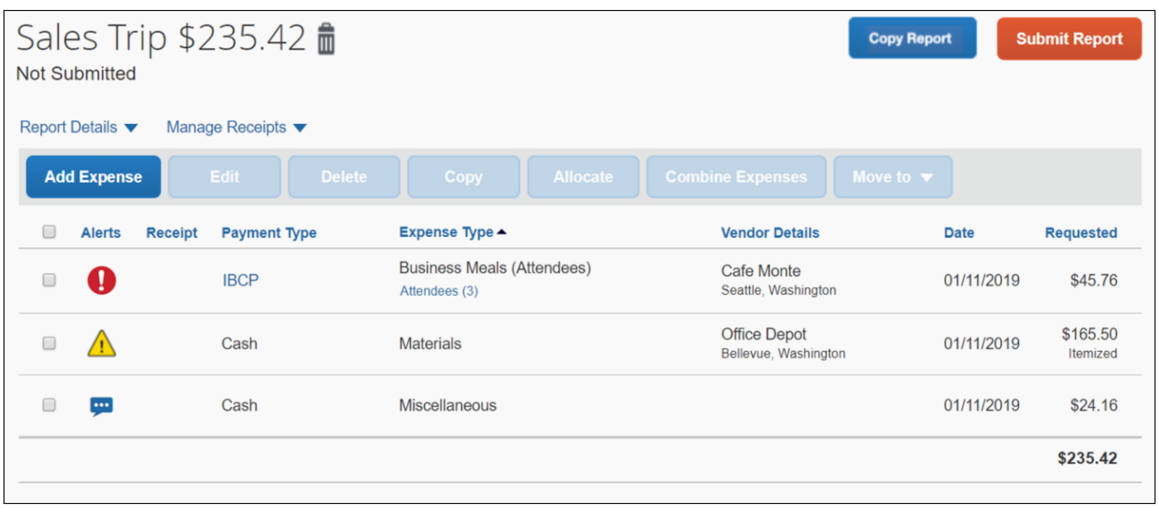
Attendees

The user clicks the **Attendees** link in the **Expense Type** column to view the attendees. The user can click **View Attendees** to jump to the **Attendees** page.



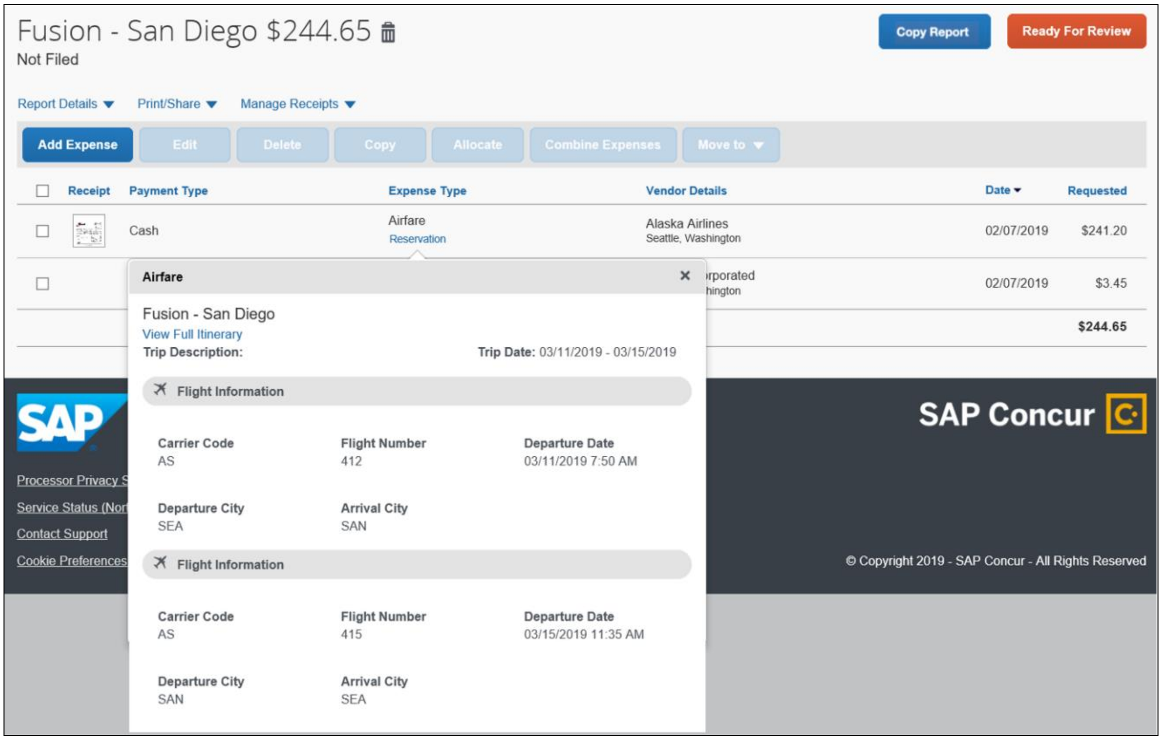
Itemized

The **Itemized** label appears in the **Requested** column for expenses that have been itemized.



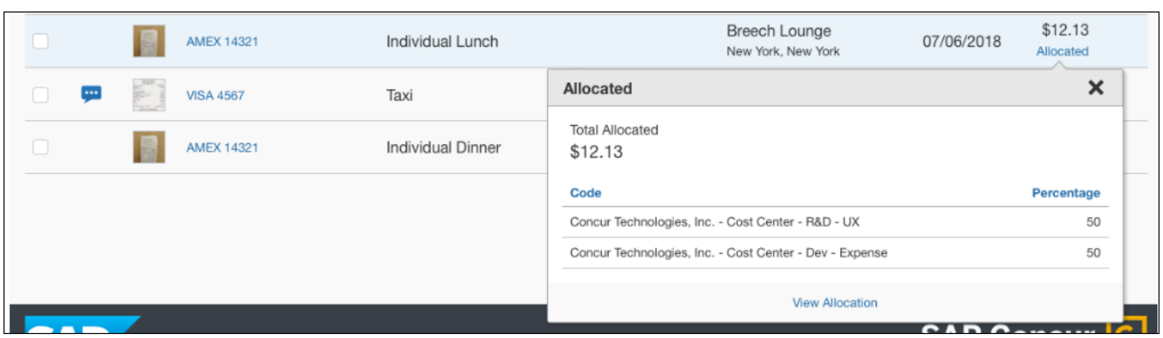
Reservation

The user clicks the **Reservation** link in the **Expense Type** column to view the linked Travel itinerary. The user can click **View Full Itinerary** to jump to the actual itinerary.



Allocated

The user clicks the **Allocated** link in the **Requested** column to view the allocations. The user can click **View Allocation** to jump to the **Allocate** page.



Section 6: Additional Receipt Image Information

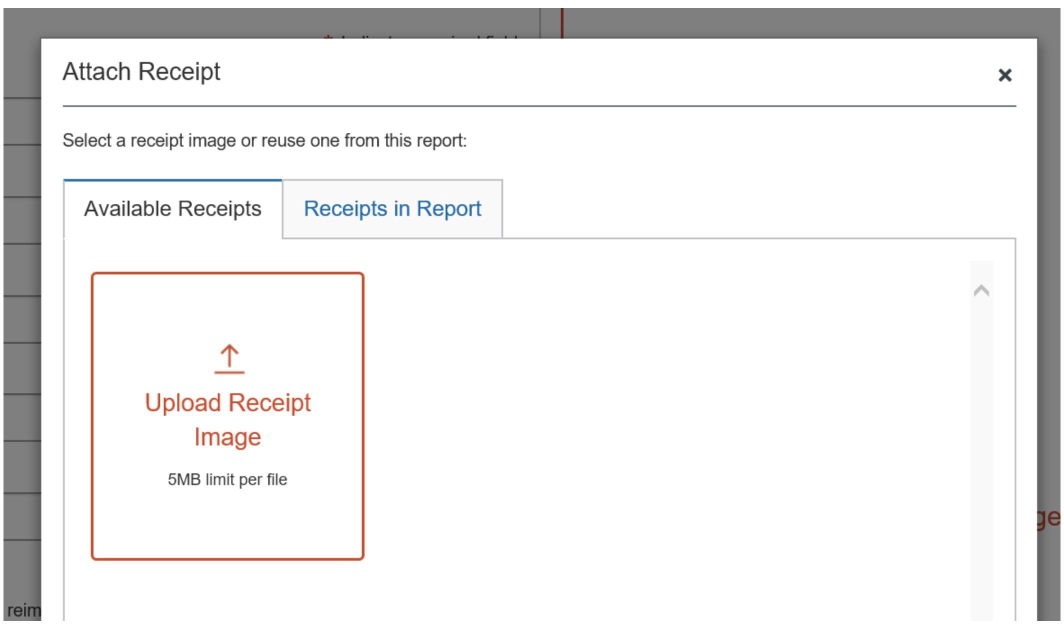
Use One Receipt Image More than Once on the Same Report

In the NextGen UI for Concur Expense, users can attach one receipt image to more than one expense on the same expense report.

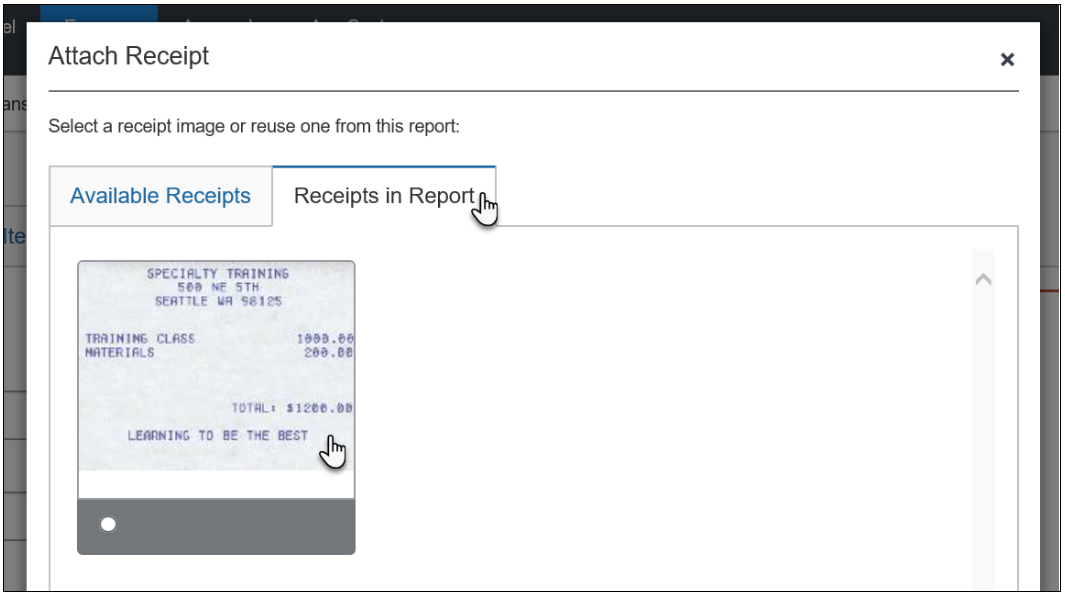
NOTE: This feature is available only in the NextGen UI for Concur Expense; it is not available in the existing UI. In addition, it is available only for the Professional Edition.

To use a receipt image more than once, the user completes the first expense as usual and attaches the receipt image. For any other expense that the user wants to associate with the receipt image, while creating the expense entry, the user:

1. Completes the expense as usual.
2. Clicks **Attach Receipt Image** as usual. The **Attach Receipt** window appears.

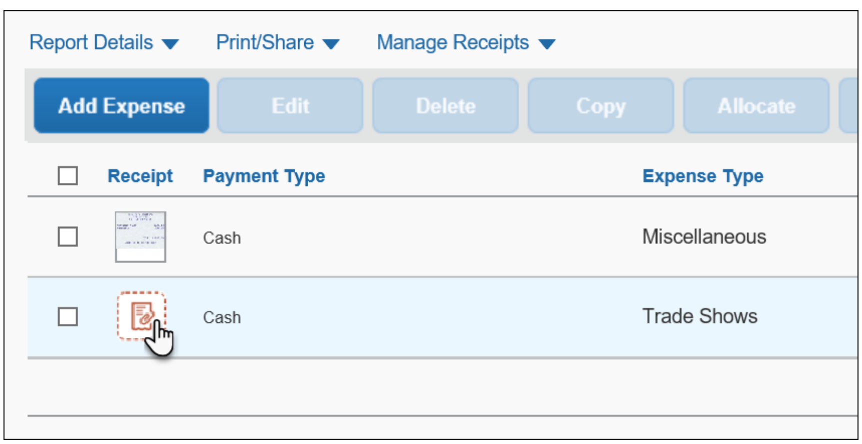


3. Clicks the **Receipts in Report** tab.



4. Clicks the desired image and then clicks **Attach**.

NOTE: The process is the same if the user attaches receipt images on the report page. For the second and subsequent expense entries, the user can select the desired image from the **Receipts in Report** tab.



Configuration

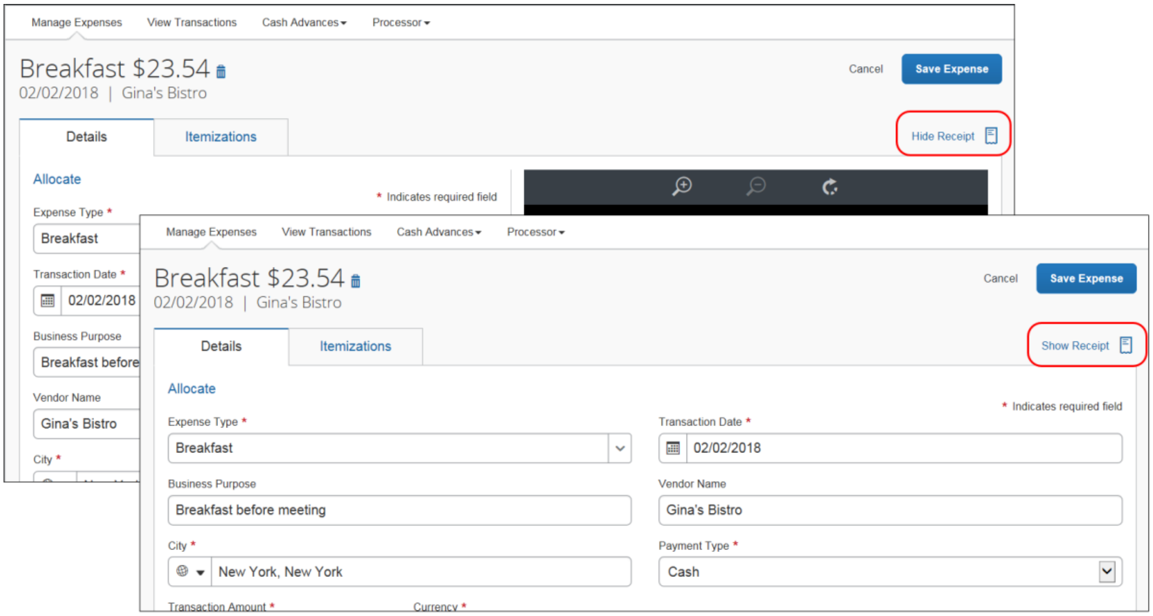
The company's Expense Admin can turn this feature on for the company.

NOTE: This feature is available only in the NextGen UI for Concur Expense; it is not available in the existing UI.

Refer to the *Expense: Site Settings Setup Guide* for more information.

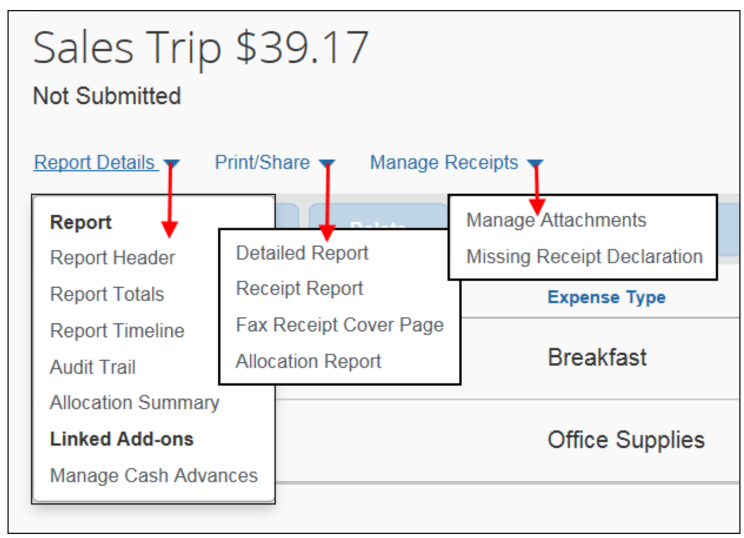
Show/Hide Receipt Image

While completing expenses, you can show or hide the receipt image.



Section 7: Additional Menus on the Expense Report

These menus appear on the expense report.

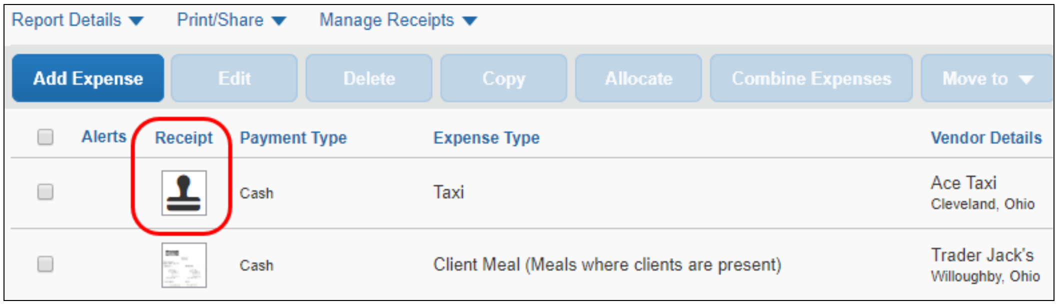


NOTE: The options in these lists are configurable by your company so yours may be different from what is shown here.

Note the following:

- On the **Report Details** menu, most options should be the same as your current menu. The **Report Timeline** option shows approval flow and comments.
- On the **Print/Share** menu, the options should be the same as your current menu.
- On the **Manage Receipts** menu, **Missing Receipt Affidavit** has been changed to **Missing Receipt Declaration**. Use **Manage Attachments** to attach report-level images and view all images.

On the expense report, the icon for the Missing Receipt Declaration appears in the **Receipt** column as shown below.

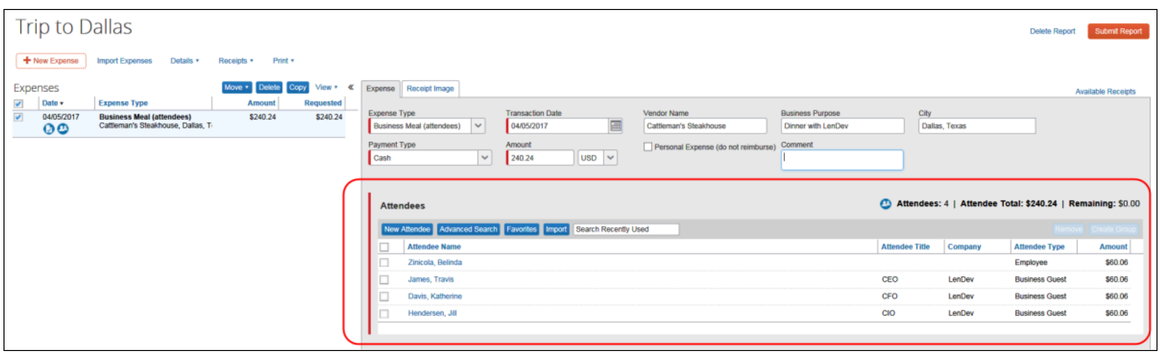


Section 8: Attendees

In the NextGen UI for Concur Expense, attendees are no longer managed on the request's **Expenses** tab. Attendees are managed on a separate page, the **Attendees** page, providing more workspace for attendees and making the experience cleaner and less confusing.

Existing UI

In the existing UI, the **Attendees** section looks like this on the **Expense** tab.



NextGen UI

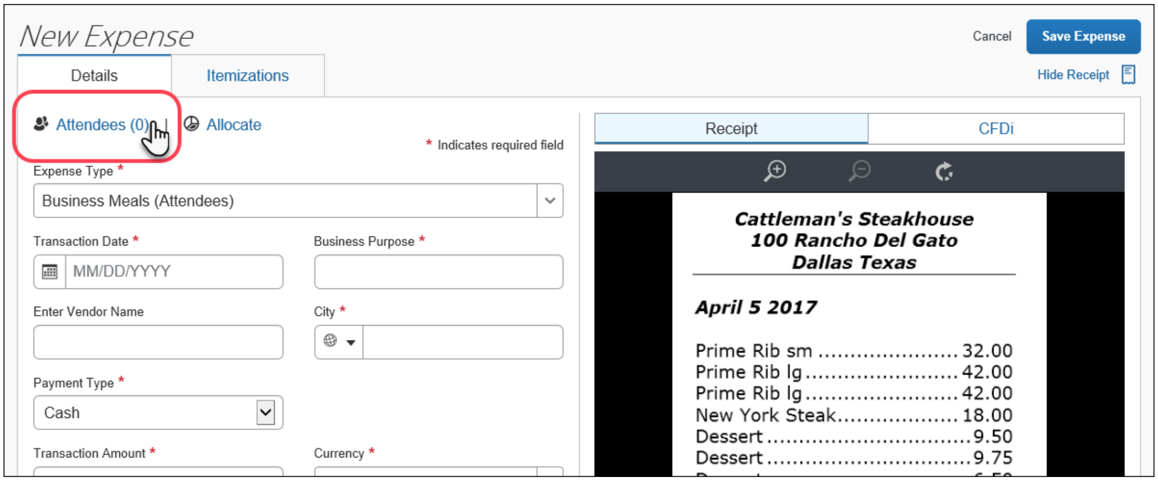
In the NextGen UI for Concur Expense, attendees are added and managed on the **Attendees** page.

You can access the **Attendees** page by clicking the **Attendees** link on the **New Expense**, edit expected expense, and **Expected Expenses** pages. The **Attendees** link only appears for expense types that your company has defined as requiring attendees.

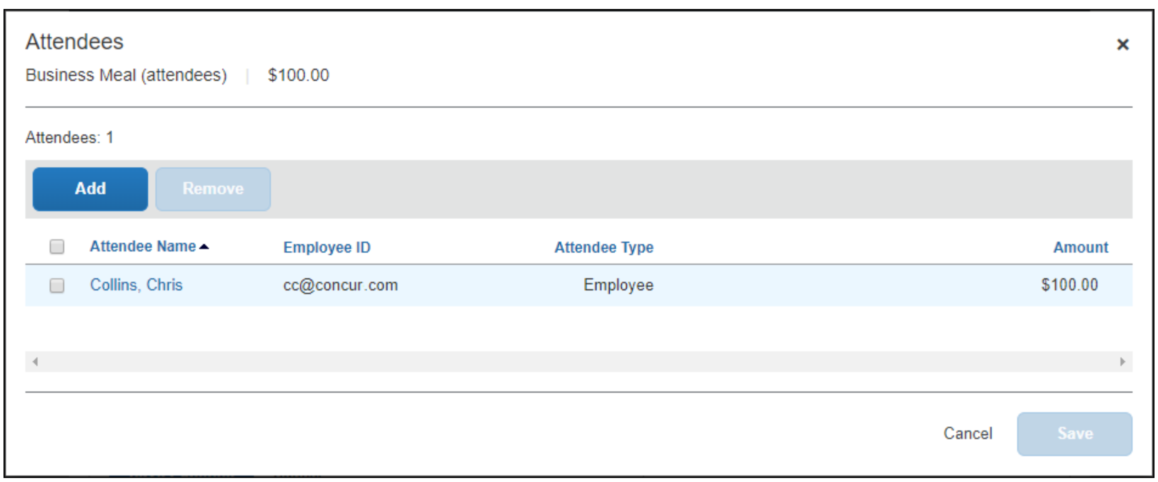
Add Attendees – Typical Process

Complete the expense and then click **Attendees** on the **New Expense** page.

NOTE: Just like the existing UI, the **Attendees** link appears only for the expense types that your company has defined as requiring attendees.

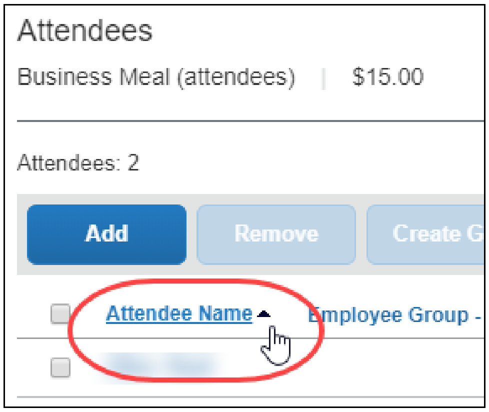


The **Attendees** page appears.



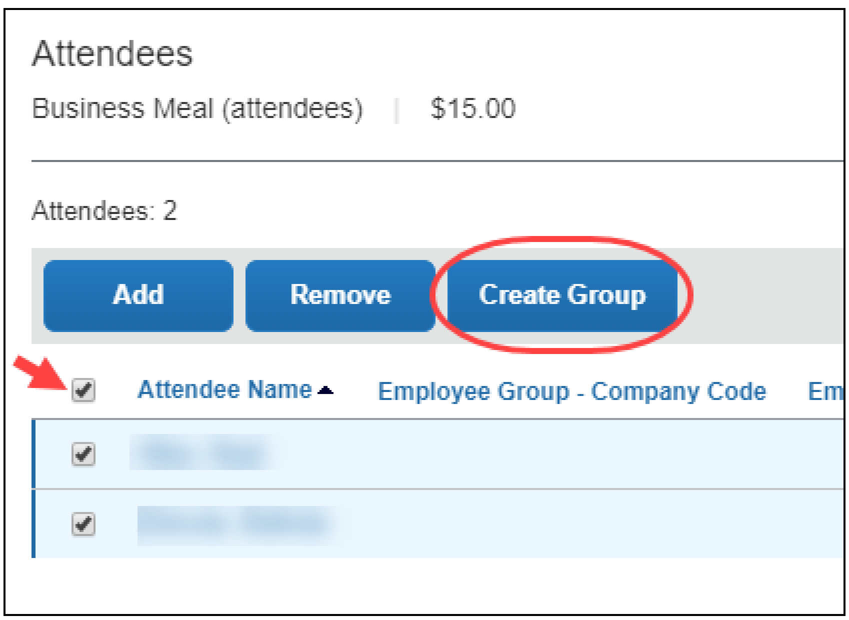
From the **Attendees** page you can add and remove attendees from the expected expense.

You can sort attendees on the **Attendees** page by clicking the sort arrow next to the **Attendee Name** column.



While viewing attendees on the **Attendees** page, you can select some or all of the attendees to create a reusable attendee group.

After selecting attendees, you can click **Create Group** to create an attendee group.

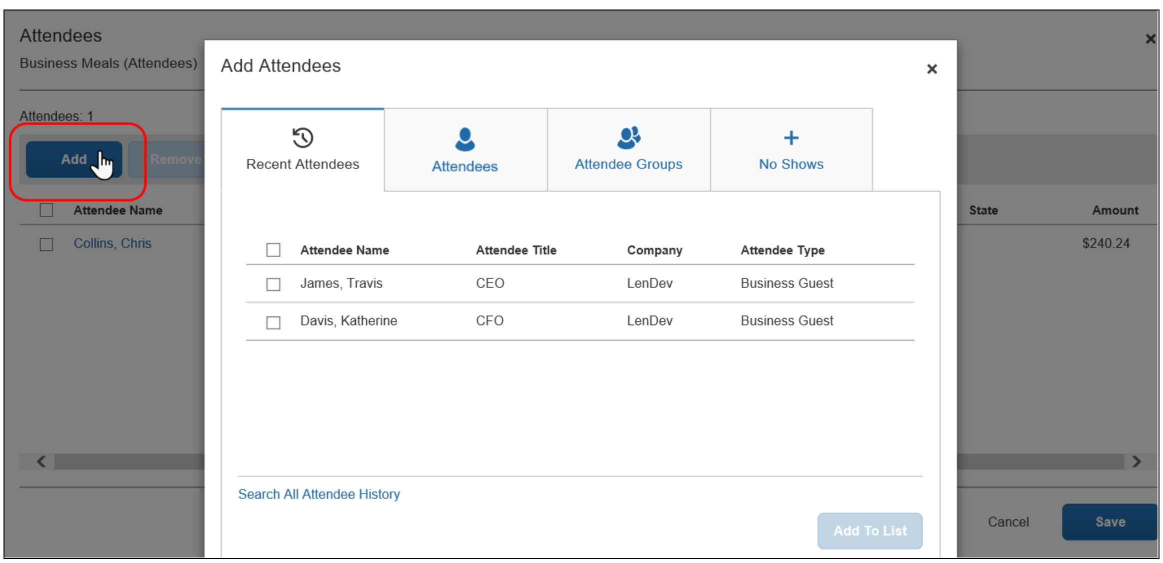


If Concur Request is connected to the report and if attendees are added for a request line item, you can copy these attendees from the linked request entry.

Click **Copy from Request** to copy attendees from the linked request entry.

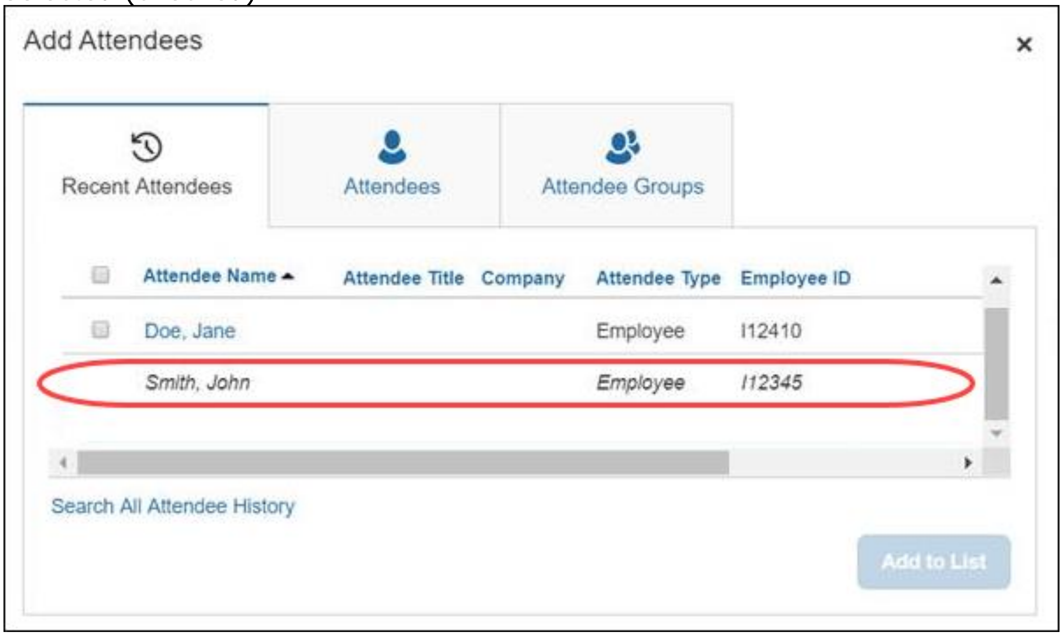
NOTE: The attendee options are configurable by your company so yours may be different from what is shown here.

To add an attendee to an expense, click **Add**. The **Add Attendees** window appears; all of the options for adding attendees to the expense are available in this window.



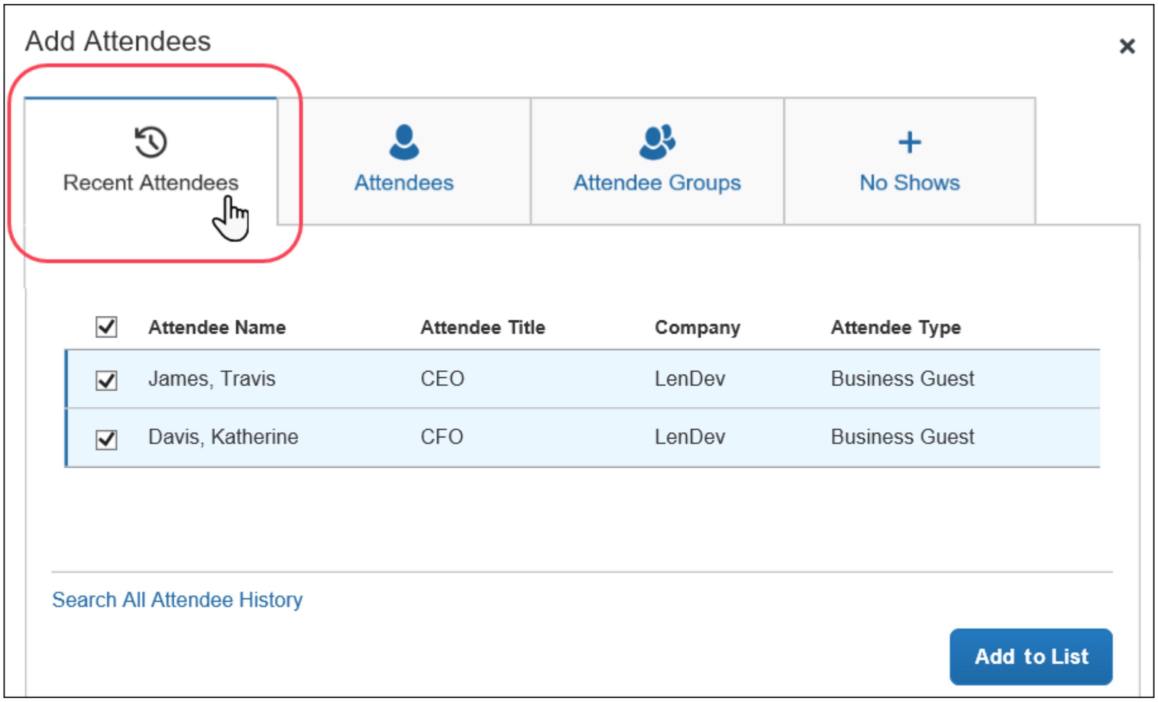
You can choose from recent attendees, add a new attendee, choose from attendee groups (and Favorites), or identify no-shows (if your configuration allows).

NOTE: To prevent duplicate attendees from being added to the expense, attendees who are already on the expense display in read-only, italicized text and cannot be selected (checked).



Choose From Recently Used Attendees

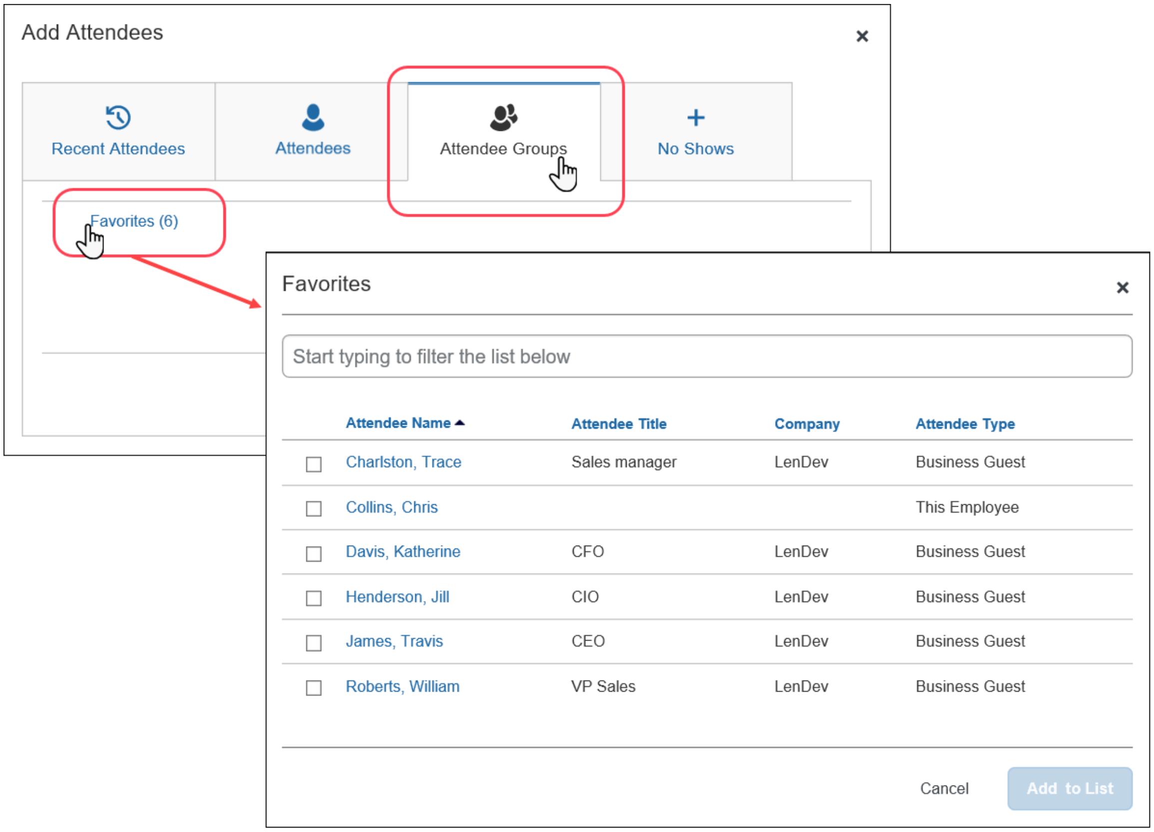
A good place to start is with the **Recent Attendees** tab. Select the check box for the desired attendee(s) and then click **Add to List**. The selected attendees will be added to the expected expense.



At the bottom of the **Recent Attendees** tab is the **Search All Attendee History** link. Click the link to see all attendees you have ever used - regardless of whether they are in your favorites.

Choose From Your Favorites

To search for an attendee that you have designated as a favorite (in Profile) but who is not available on the **Recent Attendees** page, click **Attendee Groups**. The first group is Favorites. Click **Favorites**. The **Favorites** dialog appears.

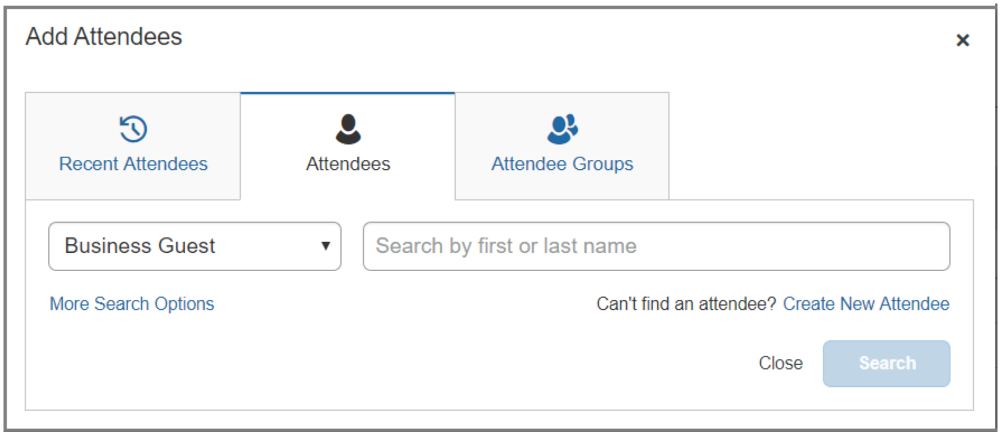


Select the check box for the desired attendee(s) and then click **Add to List**.

Search for Other Attendees

In the following example, assume that you want to add an attendee who is not available on the **Recent Attendees** tab or in Favorites. The first step is to search for the desired attendee.

Click the **Attendees** tab to search an attendee.

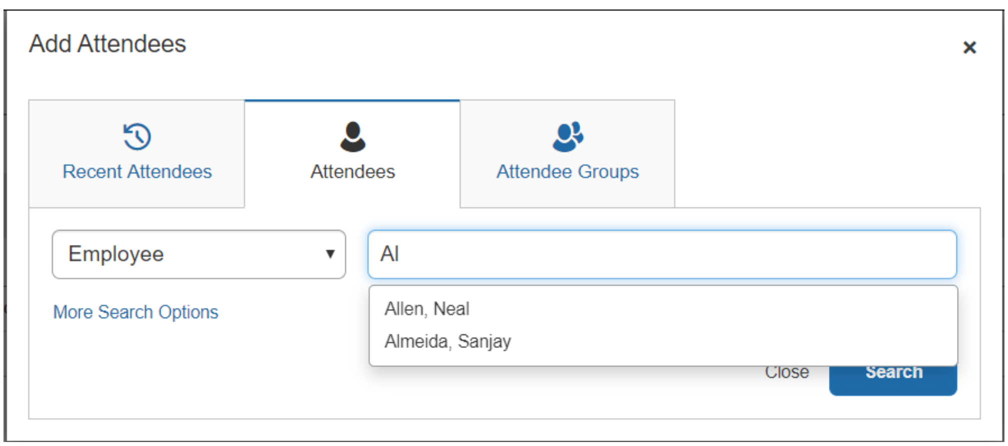


NOTE: The **Attendees** tab can display two types of search, the simple search or the advanced search.

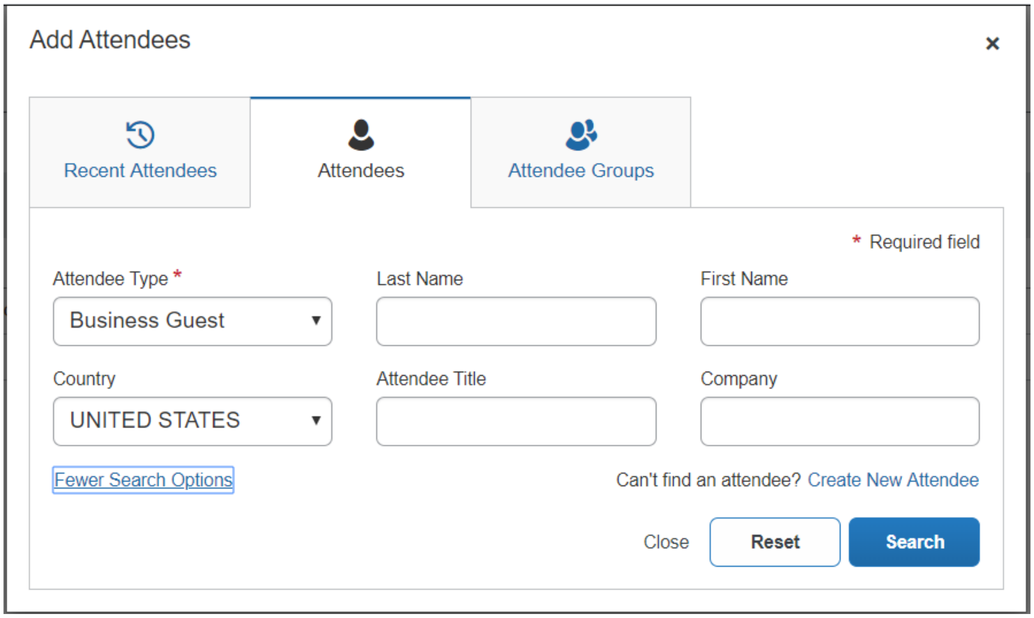
In the Professional edition of Concur Expense, the attendee type configuration determines whether the simple search, advanced search, or both are displayed for the selected attendee type.

In the Standard edition of Concur Expense, the simple search is displayed by default, and you can click the **More Search Options** link to display the advanced search.

You can type characters in the search field to search for an attendee and the results will appear in the list.



You can click on **More Search Options** to enter additional criteria using the advanced search fields.

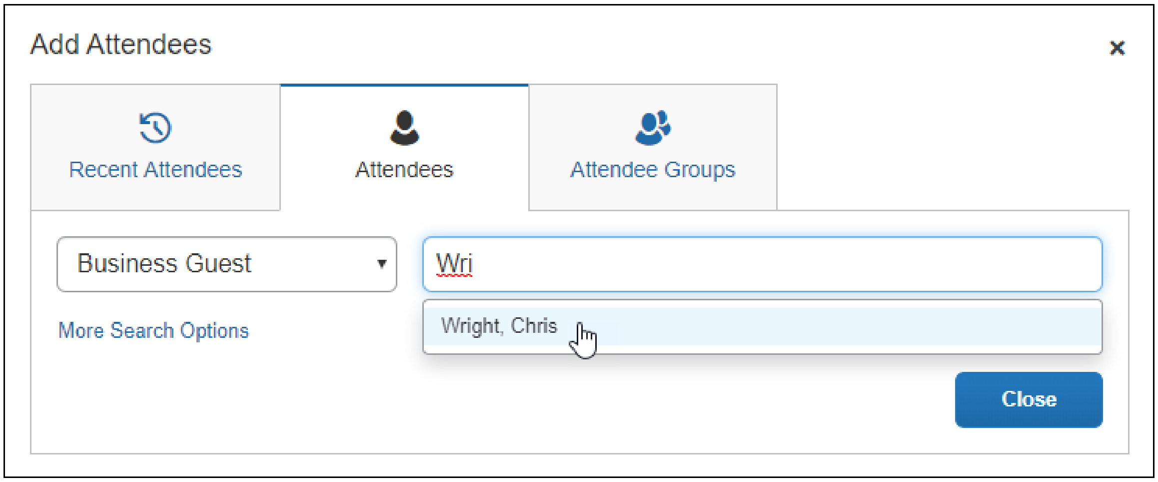


NOTE: When you are performing a search on the advanced attendee search page, and the attendee type is associated with the SYSEMP Attendee Type Code, such as Employee, you need to fill out the **First Name** and/or **Last Name** fields on the search page.

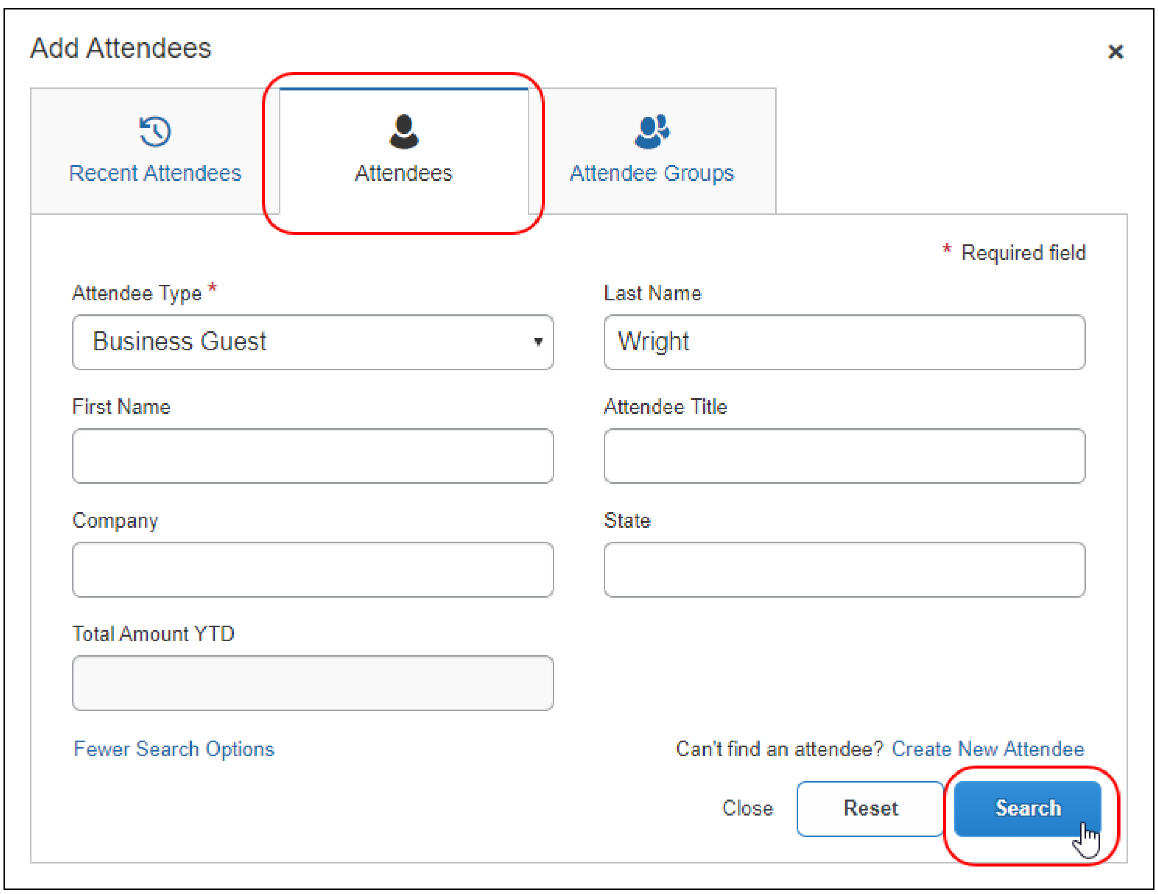
Also, for this attendee type you will see the **Include inactive employees** check box. Select (enable) this check box if you want to include inactive employees in your attendee search results.

The **Fewer Search Options** link takes you back to the simple search fields. You can click **Reset** to clear any previous search criteria.

If you are performing a simple search, select the appropriate attendee type, begin entering the attendee name, and then click the attendee name to add it to the expected expense.

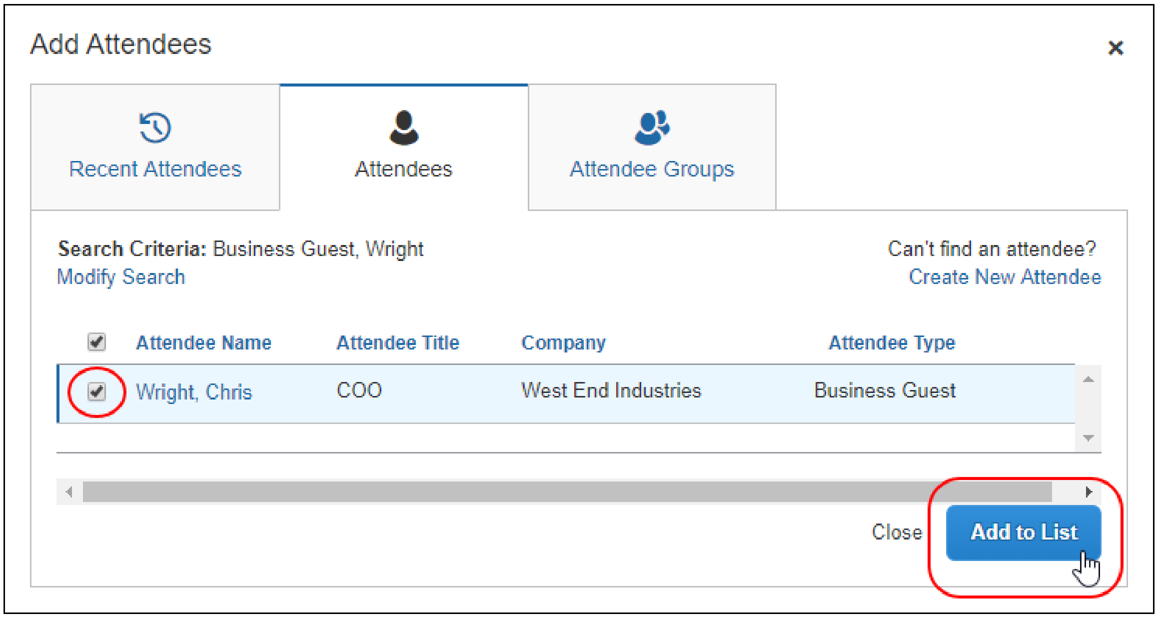


If you are performing an advanced search, select the appropriate attendee type, and enter the search term(s) (for example, the first few letters of the attendee's last name), and then click the **Search** button.



When you are performing an advanced search, after clicking **Search**, the search results appear on the **Attendees** tab with the search criteria displayed at the top of the search results.

Select the check box for the desired attendee and then click the **Add to List** button.

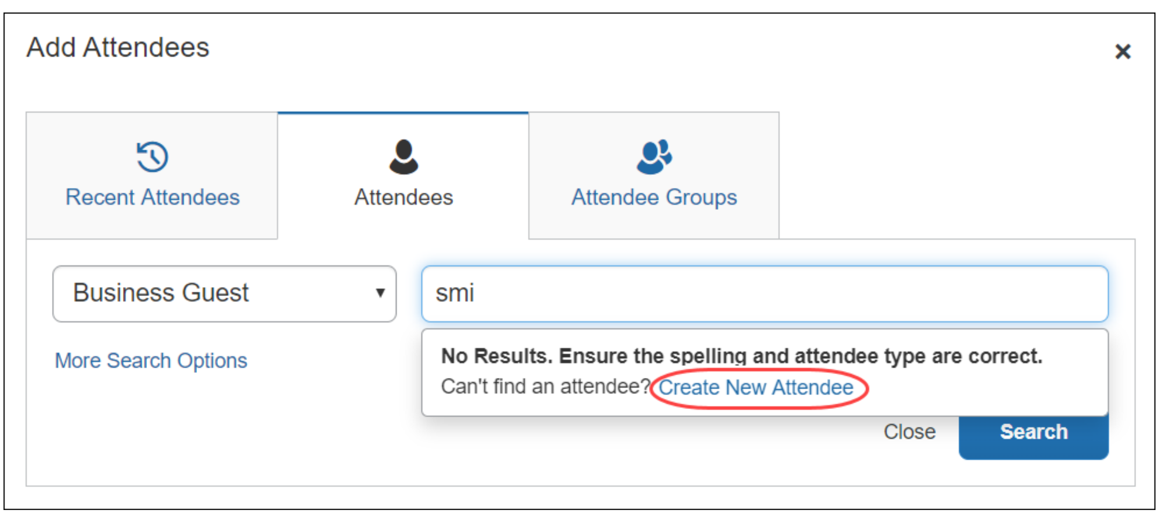


NOTE: If you do not find the desired attendee in the results, click the **Modify Search** link to modify your search criteria and try again.

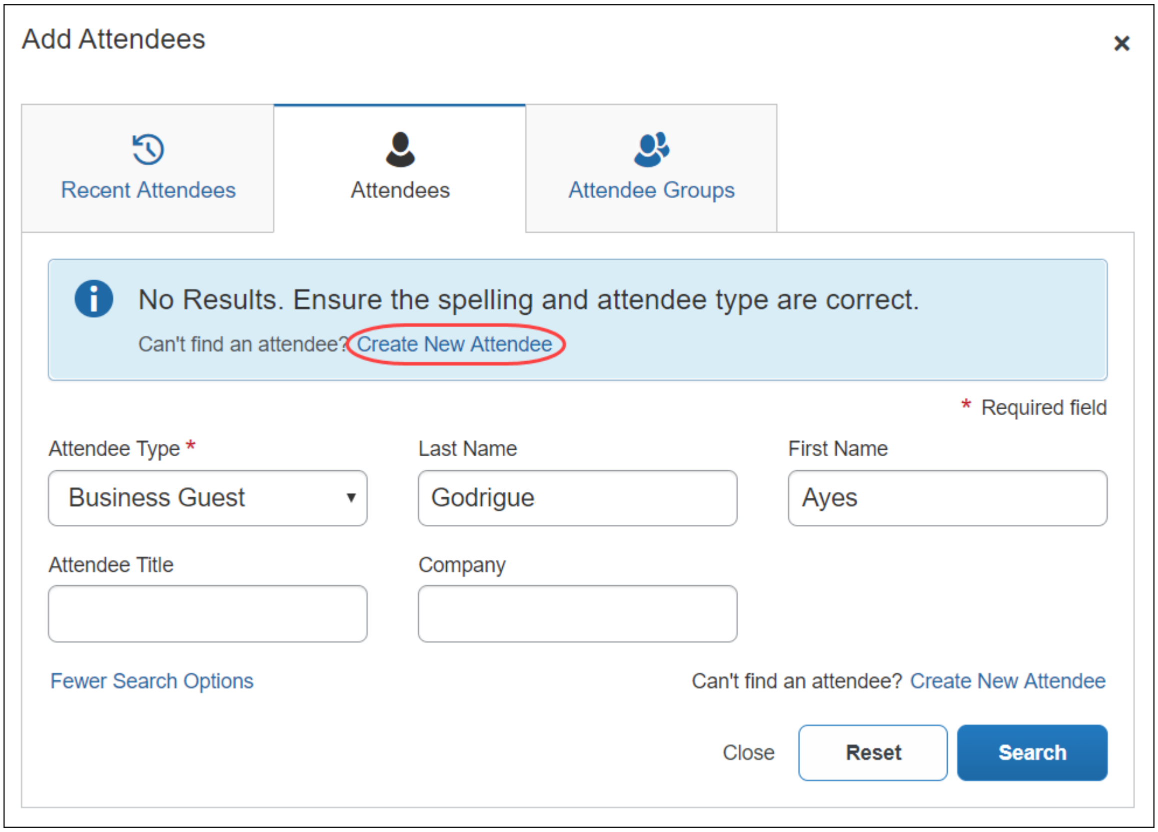
Create New Attendee

If you want to create a new attendee manually (and if you are allowed to do so by your company's configuration), click the **Attendees** tab, and then click the **Create New Attendee** link.

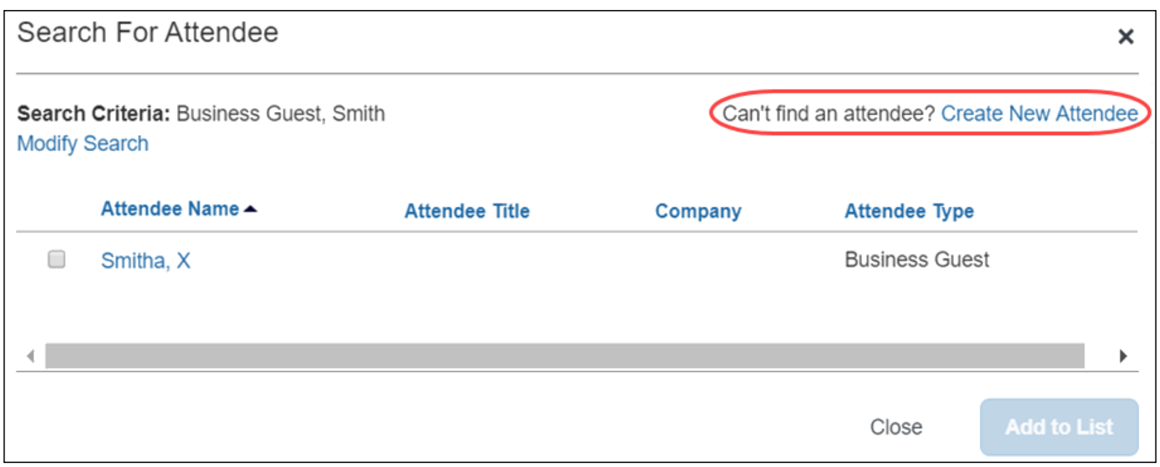
The simple search's "No Results" message includes a **Create New Attendee** link.



The advanced search's "No Results" message also includes the **Create New Attendee** link.



And the advanced search's "Can't find an attendee" message also includes the **Create New Attendee** link.



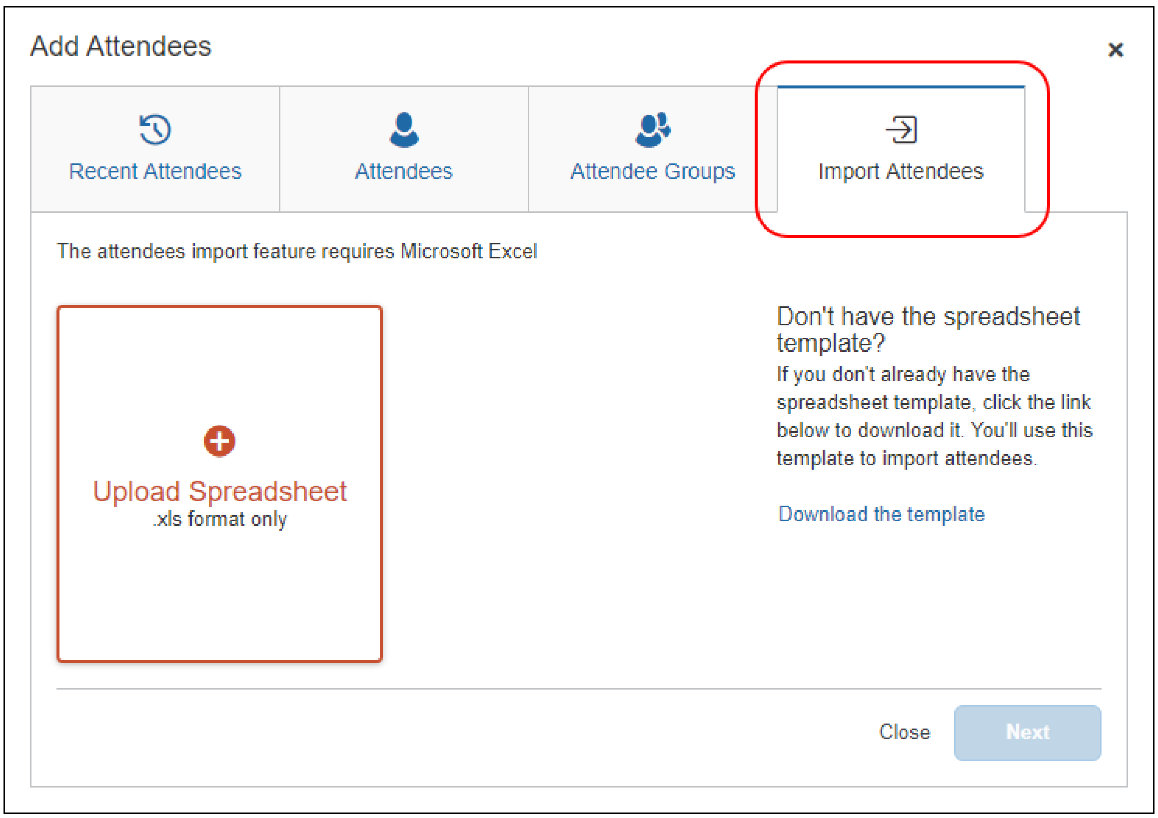
Import Attendees

In the Professional Edition of NextGen UI for Concur Expense, the personal attendee import is now available. To use the personal attendee import, the personal attendee import must be configured for your organization in Concur Expense.

The personal attendee import benefits users who must list a large number of attendees – up to 500 attendees – for example, for seminars or department functions. The attendees import uses a Microsoft Excel spreadsheet template to import attendees into an expense.

NOTE: Concur Expense supports up to 500 attendees per expense. This limit is due to a combination of configuration elements for the expense detail form, the attendee type, and related attendee form. Because of the constraints of these configuration elements, expenses with more than 500 attendees may or may not function correctly. SAP cannot guarantee that any list of attendees greater than 500 will import successfully to Concur Expense. Attempting to import more than 500 attendees could result in issues opening the expense report or an individual expense item.

When the personal attendee import is configured for your organization, the **Import Attendees** tab is displayed in the **Add Attendees** dialog.



To import attendees into an expected expense:

1. Complete the expense and then click the **Attendees** link on the **New Expense** page.

   To add an attendee to an existing expense, on the expense details page, click the **Attendees** link.

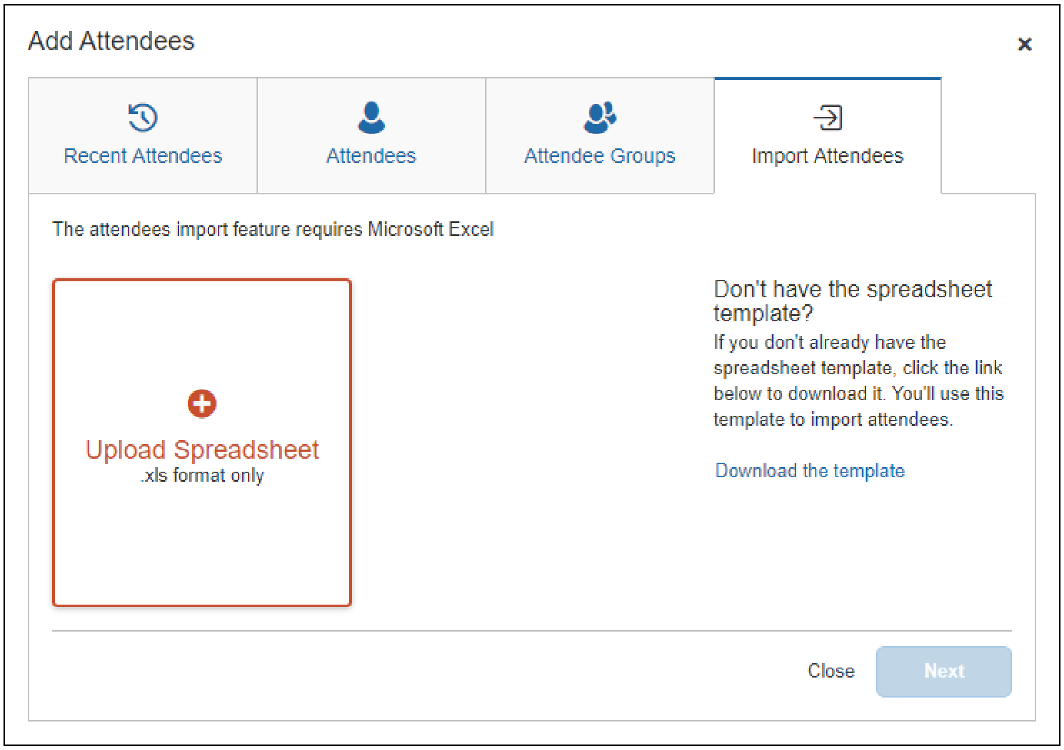
   The **Attendees** page appears.

NOTE: The **Attendees** link appears only for the expense types that your company has defined as requiring attendees.

2. Click **Add**.

   Clicking **Add** opens **Add Attendees** dialog. If your company allows you to import attendees, the **Import Attendees** tab is available.

3. Click the **Import Attendees** tab.

   Attendees are imported using a Microsoft Excel spreadsheet created using the attendee spreadsheet template, which is formatted with the attendee fields.

NOTE: The attendee import only supports the Excel .xls file format.

4. If you have already downloaded and populated the attendee import template Excel spreadsheet, click **Upload Spreadsheet**.

   Select the Excel spreadsheet, and then click **Open**.

5. If you need to create an Excel spreadsheet using the attendee import template, click **Download the template**.

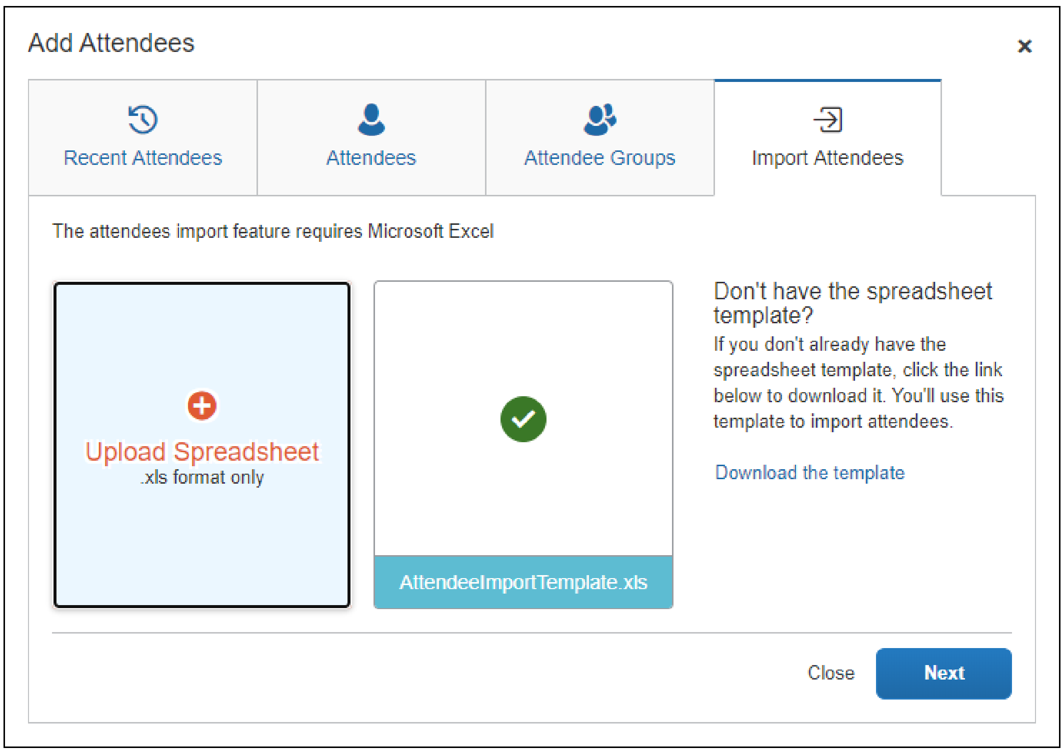
   Clicking **Download the template** downloads the AttendeeImportTemplate.xls attendee import template file.

   - Save the AttendeeImportTemplate.xls file to your computer or network.

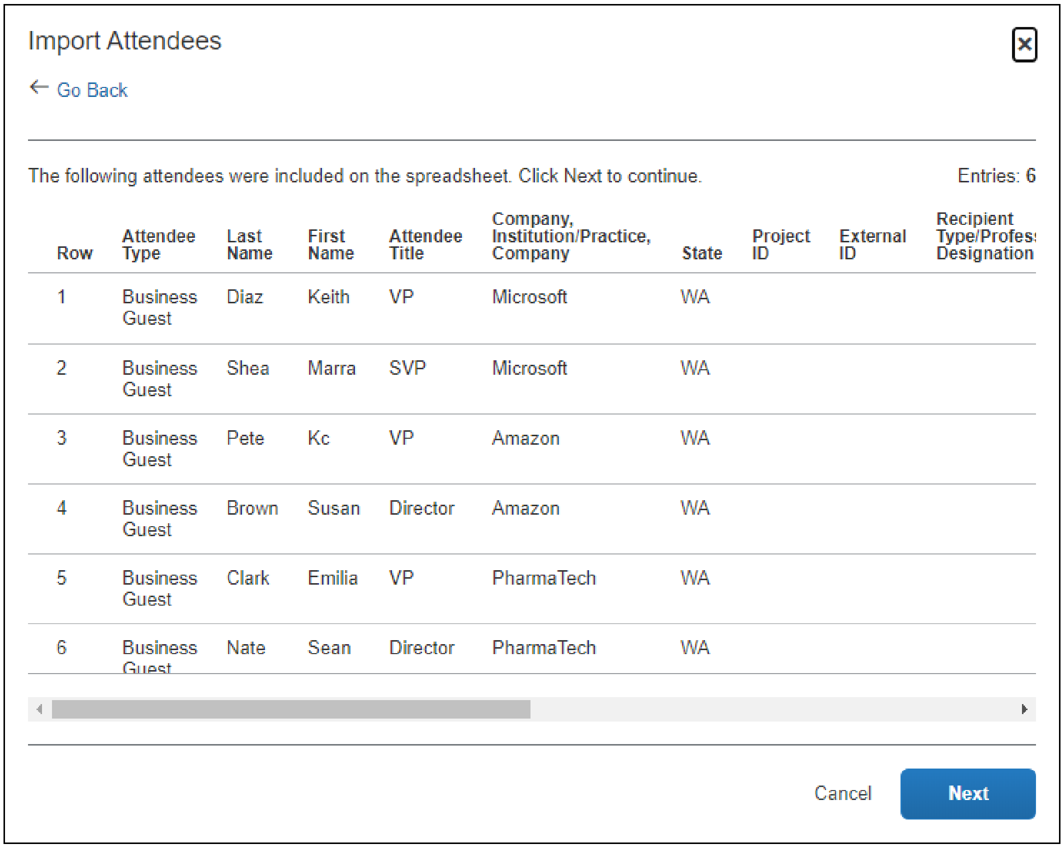
- Open the AttendeeImportTemplate.xls file in Microsoft Excel.
- Enter the attendee records (up to and not over 500 attendees).
- Save your changes to the attendee import spreadsheet.
- Click **Browse**.
- On the **Import Attendees** tab, click **Upload Spreadsheet**.
- Select the attendee import spreadsheet, and then click **Open**.

6. Once the attendee import spreadsheet is successfully uploaded, click **Next**.

   When an Excel spreadsheet is successfully uploaded, a tile containing the spreadsheet file name and a green circle with a check mark appears on the **Import Attendees** tab.



Clicking **Next** opens the **Import Attendees** dialog with the attendee information from the Excel spreadsheet displayed.

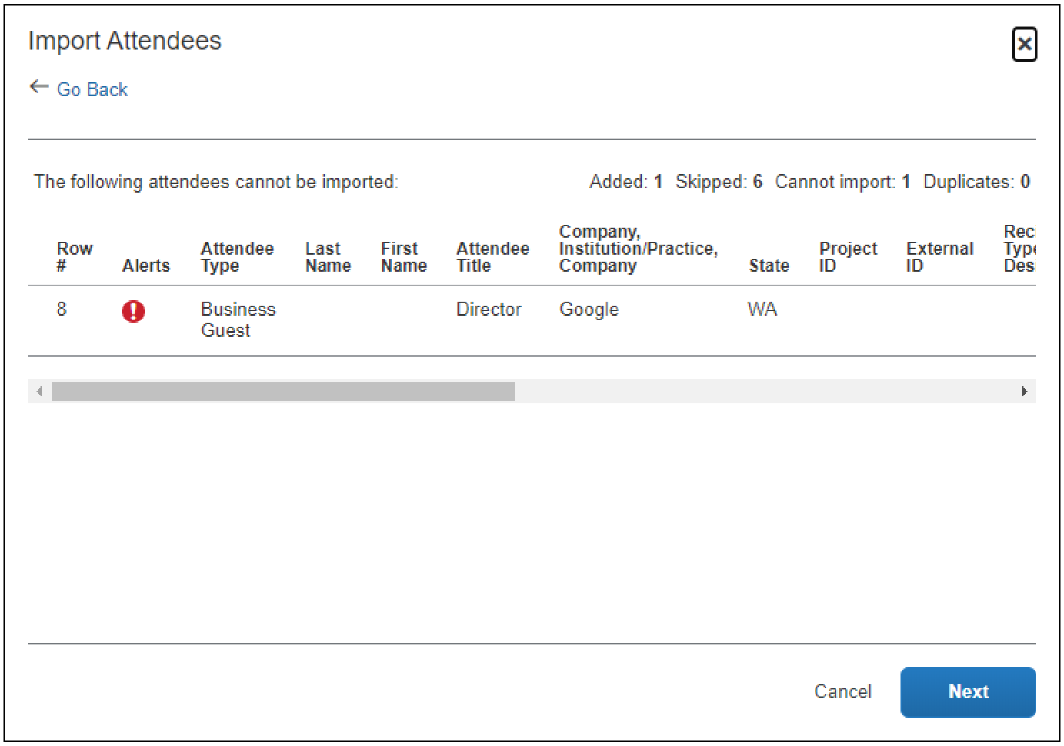


7. Review the information for accuracy.

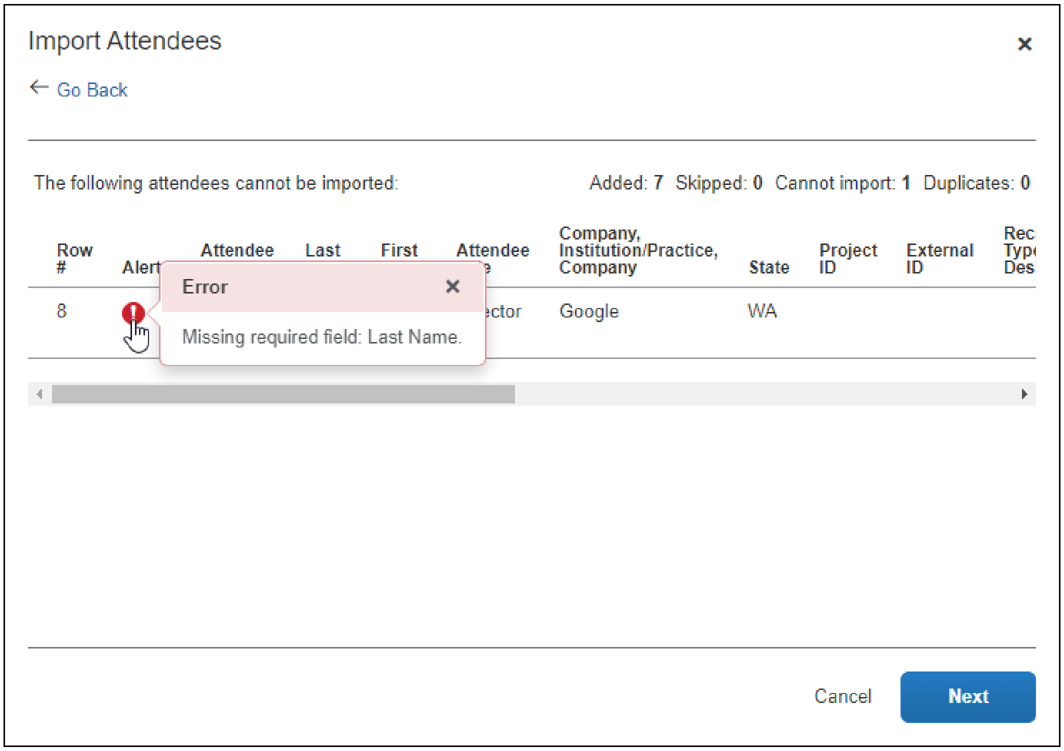
   If the information is correct, click **Next**.

   If the information is not correct, click **Cancel**, correct the attendee information in the Excel spreadsheet, and then import the updated spreadsheet.

When you click **Next**, Concur Expense checks for required fields. If it finds missing required fields, a message appears, indicating that the listed attendee(s) cannot be imported.



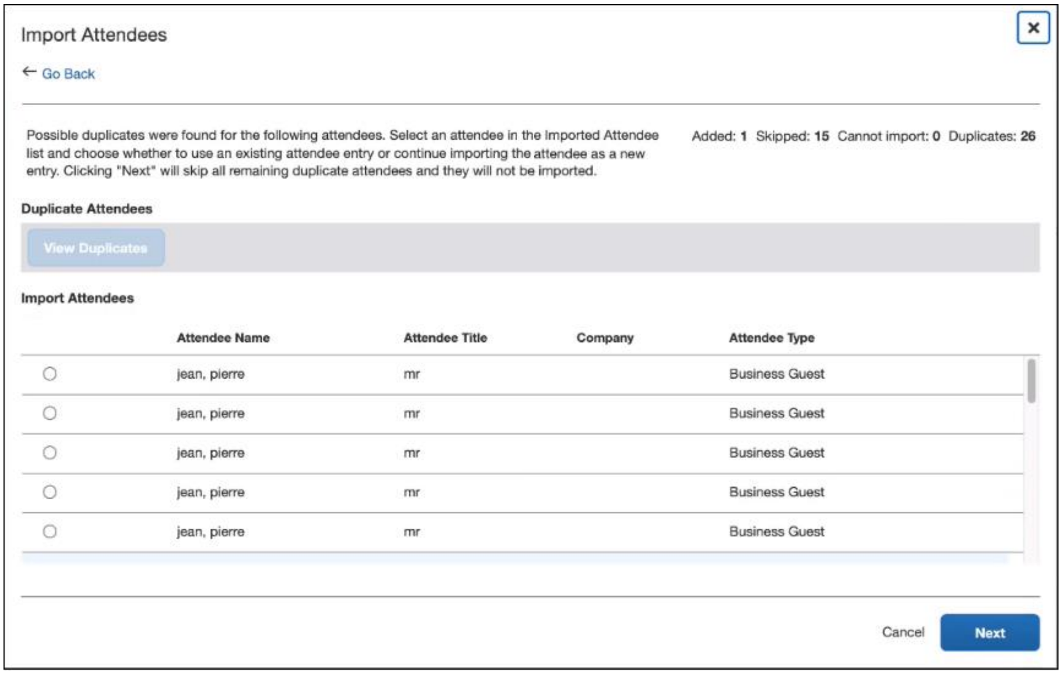
Click the red circle in the **Alerts** column for an attendee to view the reason for the attendee error.



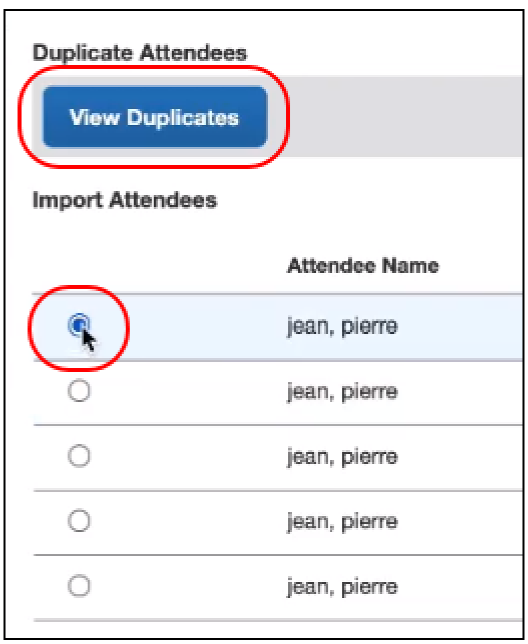
8. If you want to correct the attendees with errors, click **Cancel**, correct the attendee information in the Excel spreadsheet, and then import the updated spreadsheet.

   If you want to continue, click **Next**.

   In the next step, the system checks for possible duplicate attendees by comparing the attendees on the worksheet to attendees already in the system. If the import identifies possible duplicate attendees, a list of possible duplicate attendees is displayed in the **Import Attendees** section of the dialog. Duplicate attendees in the attendee import are resolved one attendee at a time.

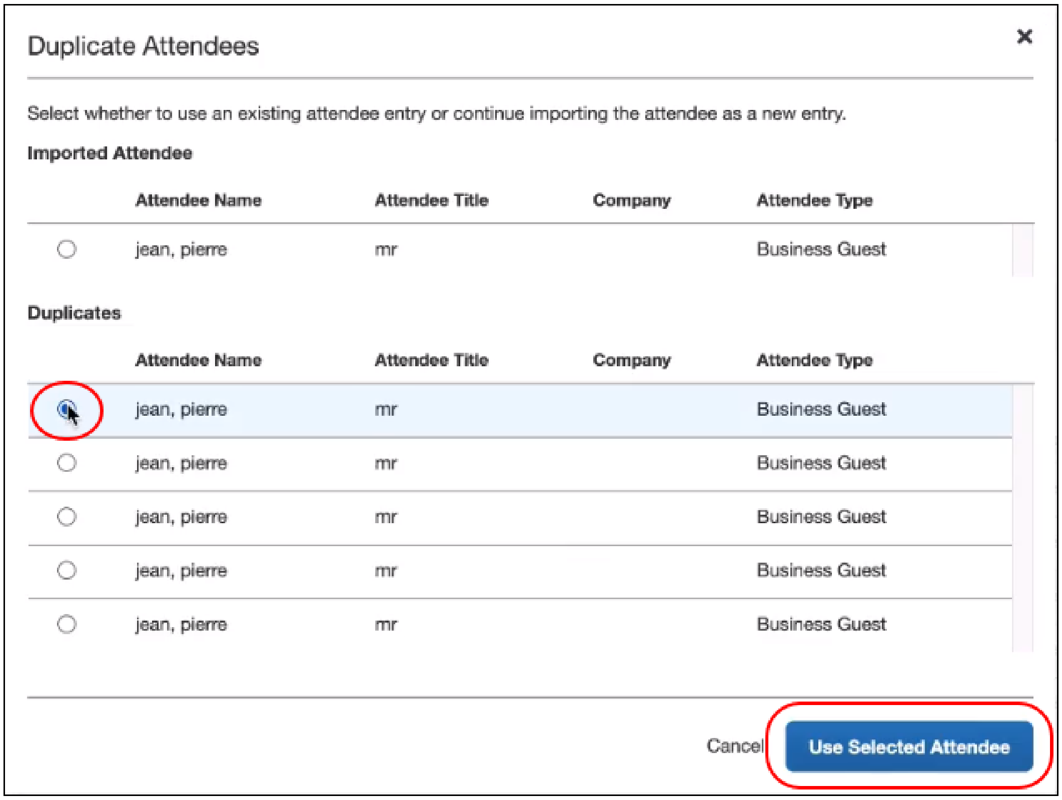


9. Select an attendee in the **Import Attendees** list, and then click the **View Duplicates** button.

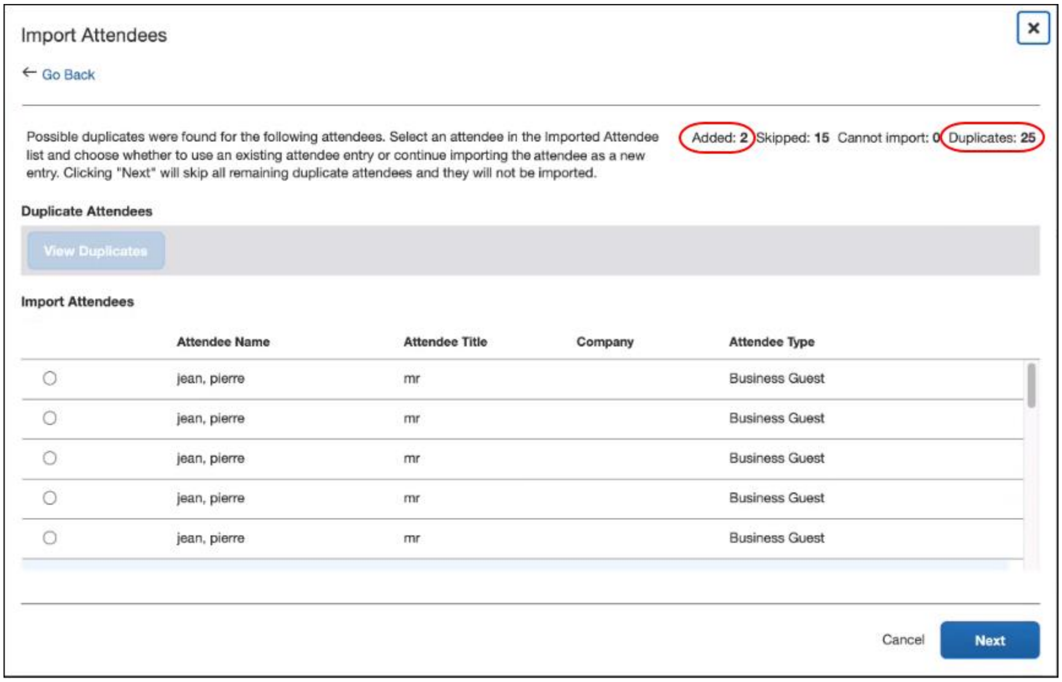


The **Duplicate Attendees** dialog opens. The possible duplicate attendees associated with the selected attendee are displayed.

10. Either select the attendee in the **Imported Attendee** list to continue importing the attendee as a new attendee or select one of the existing attendees in the **Duplicates** list, and then click the **Use Selected Attendee** button.



After selecting the **Use Selected Attendee** button, if there are additional possible duplicate attendees in the attendee import, you are returned to the list of possible duplicate attendees, and the **Added** and **Duplicate** totals are updated.



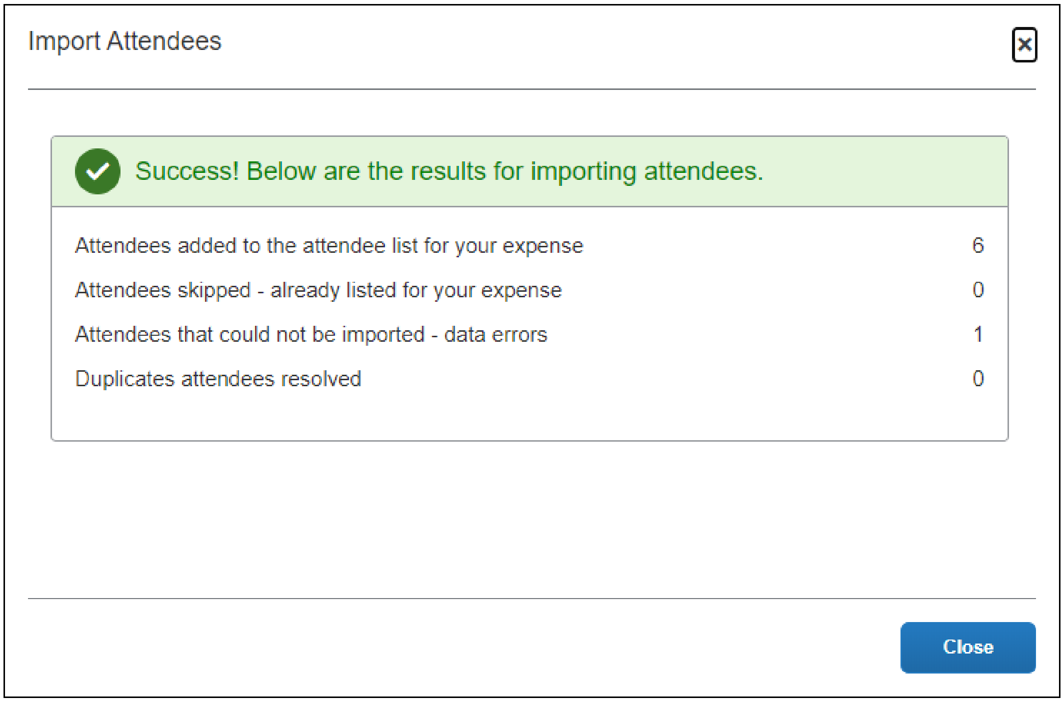
11. Repeat the process for the remaining duplicate attendees that you want to resolve, and then click **Next**.

    If you click **Next** without resolving the remaining duplicate attendees, the remaining attendees in the import that have been identified as possible duplicates will not be imported.

    When you click **Next**, the *Skip Duplicate Attendees?* message appears.

    Click the **Skip Duplicate Attendees** button to continue.

After clicking **Next** or **Skip Duplicate Attendees**, the final dialog appears, showing the number of attendees imported, number of attendees skipped, the number of attendees that could not be imported, and the number of duplicate attendees resolved.

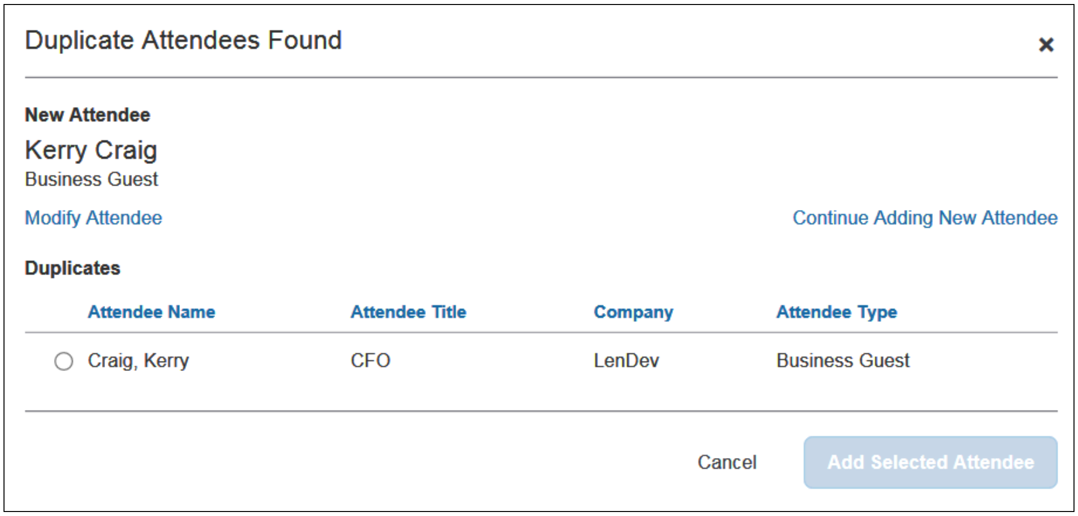


12. Click **Close**.

    The attendees are imported into the expected expense.

Manage Duplicate Attendees

When you attempt to add a new attendee and click **Create Attendee** (as described above), Concur Expense immediately searches for duplicates. If Concur Expense finds a duplicate attendee, you are prompted to use the duplicate or to add the new attendee if, in fact, they are not the same person.



Expense List

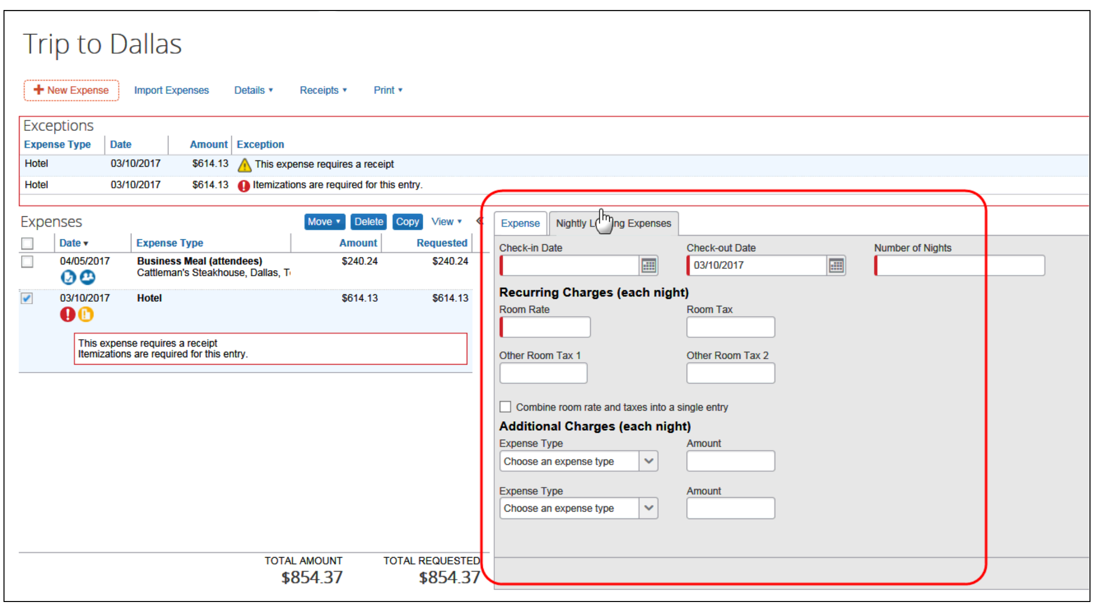
Refer to the *Additional Information in the Expense List* section in this guide to see how attendees appear in the expense list.

Section 9: Hotel/Lodging Itemizations

Like attendees, itemizations are managed on a separate page.

Existing UI

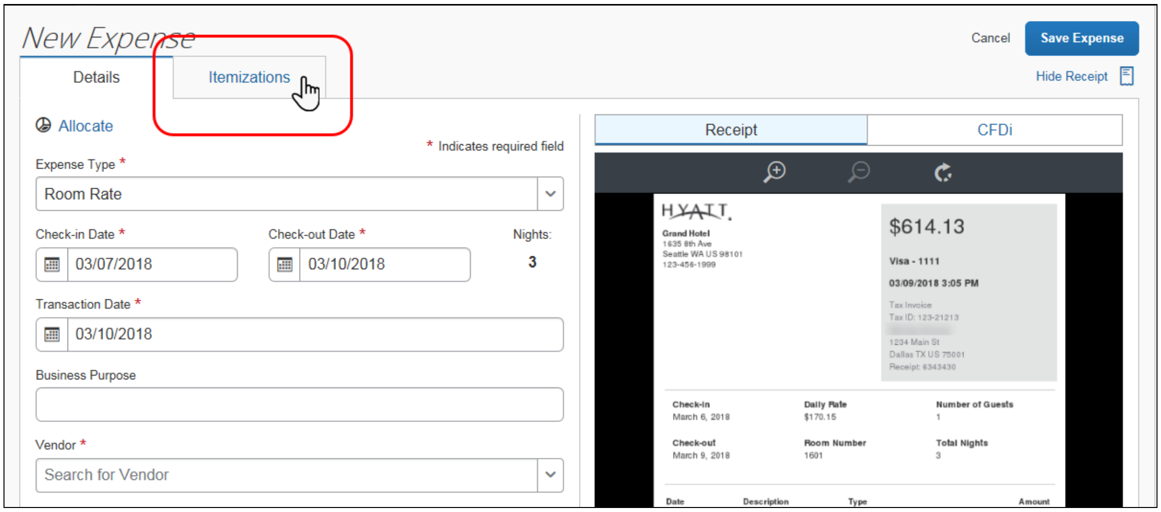
In the existing UI, the **Nightly Lodging Expenses** tab looks like this.



NextGen UI

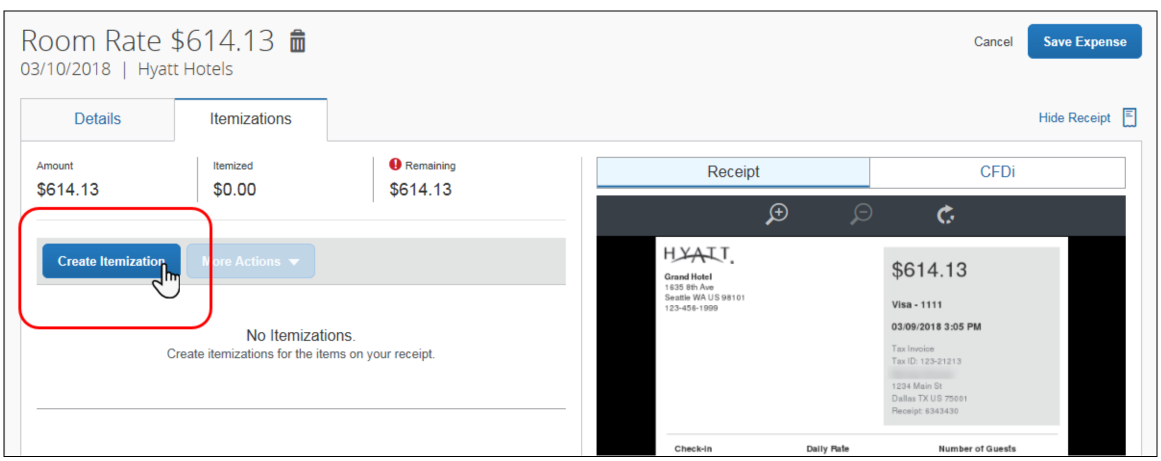
Itemize – Typical Process

Two new fields are added to the main hotel expense entry page: **Check-in Date** and **Check-out Date**. You must fill in these fields, which are used in the itemization process. Complete the expense and then click **Itemizations**.

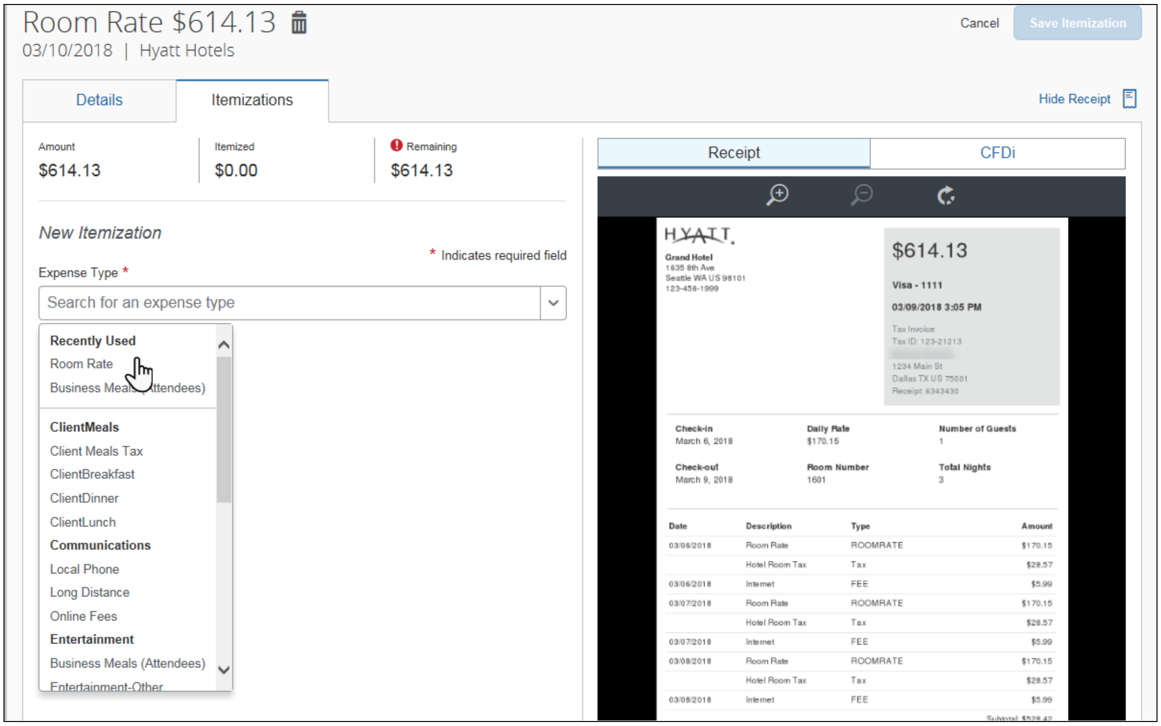


If you started the expense with a card charge or e-receipt (from the **Available Expenses** list), the itemizations may have been created automatically, depending on the hotel charge details provided by the vendor. If not, follow the steps below.

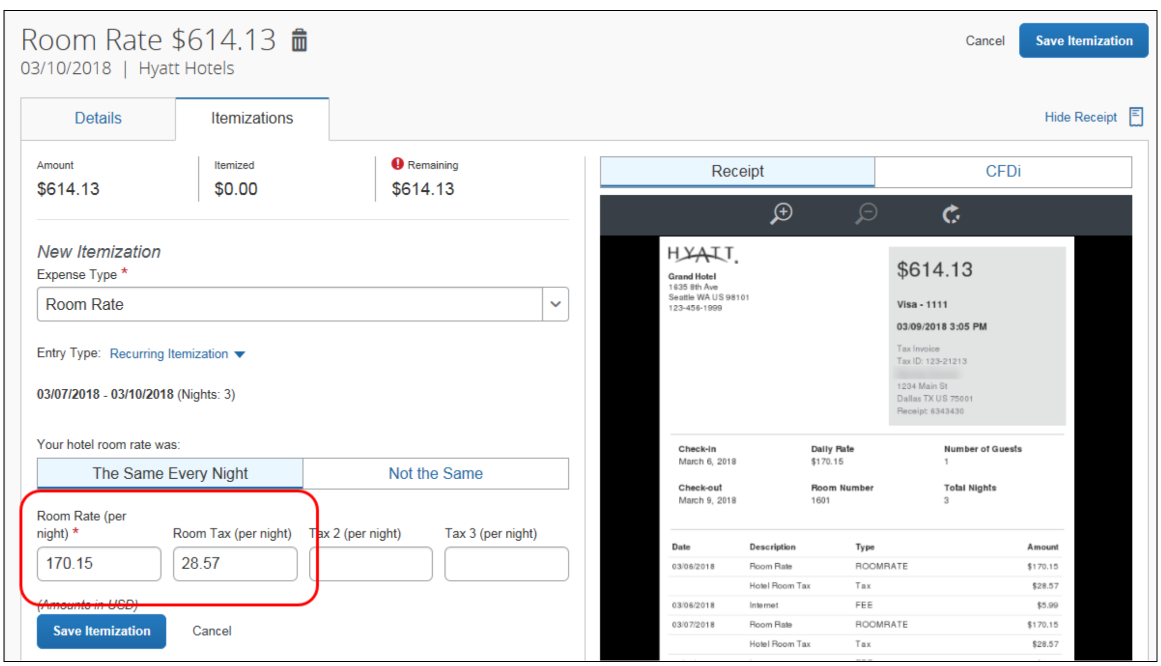
Click **Create Itemization**.



Click the desired expense type, in this case, *Room Rate*.

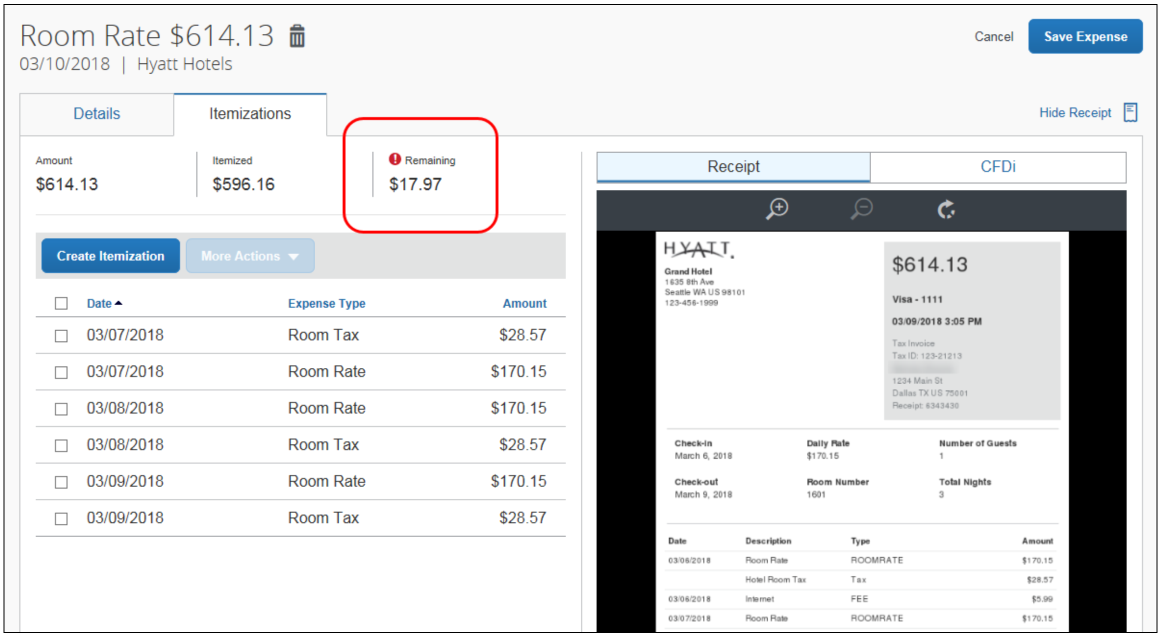


Enter the daily room rate and taxes and click **Save Itemization**. The check-in and check-out dates from the main hotel expense are used here to define the dates that require a recurring itemization.

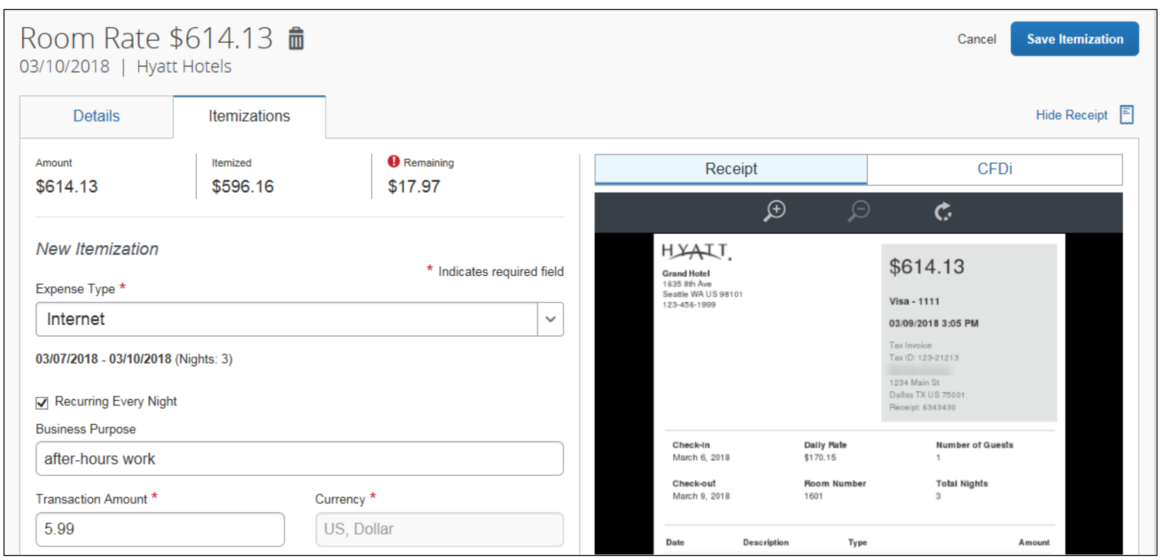


NOTE: This example uses the entry type of *Recurring Itemization* and the **The Same Every Night** tab. The other options are described later in this section.

The itemizations appear along with any remaining balance.



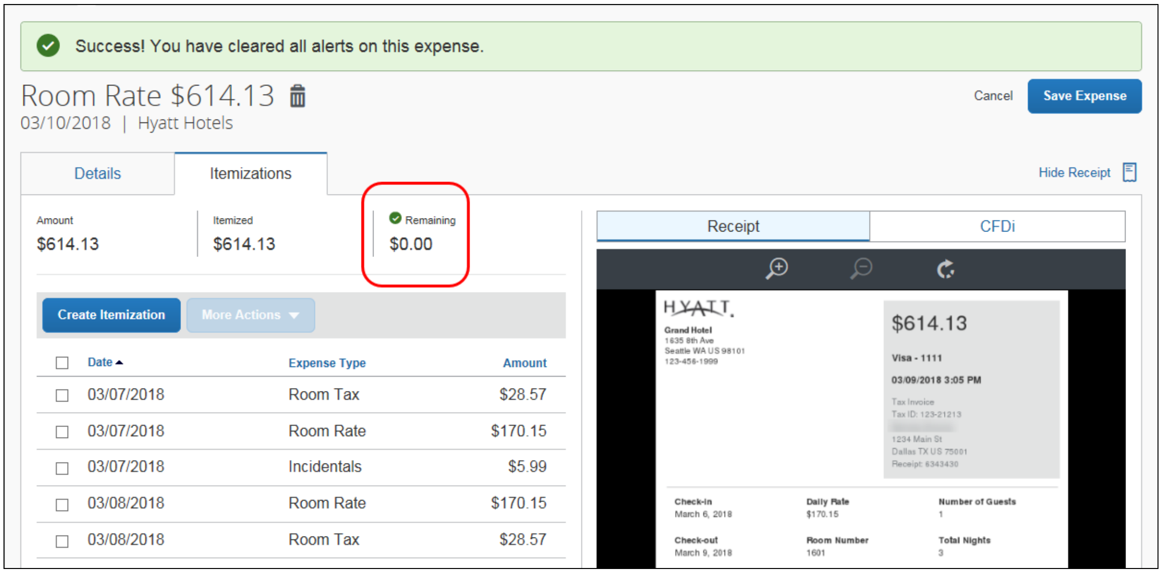
If there is a remaining balance, click **Create Itemization** and select the expense type for the remaining amount, in this case, Internet (5.97 USD for each of the 3 nights).



NOTE: Click the **Recurring Every Night** check box to repeat the itemization, saving you from manually creating the same itemization for each night. In this case, instead of entering $17.97, the expense is a recurring $5.99 charge.

Complete the expense and then click **Save Itemization**.

An alert appears until the entire amount is itemized. A one-time success message appears when you clear all the alerts on the expense and the remaining amount is 0.00).

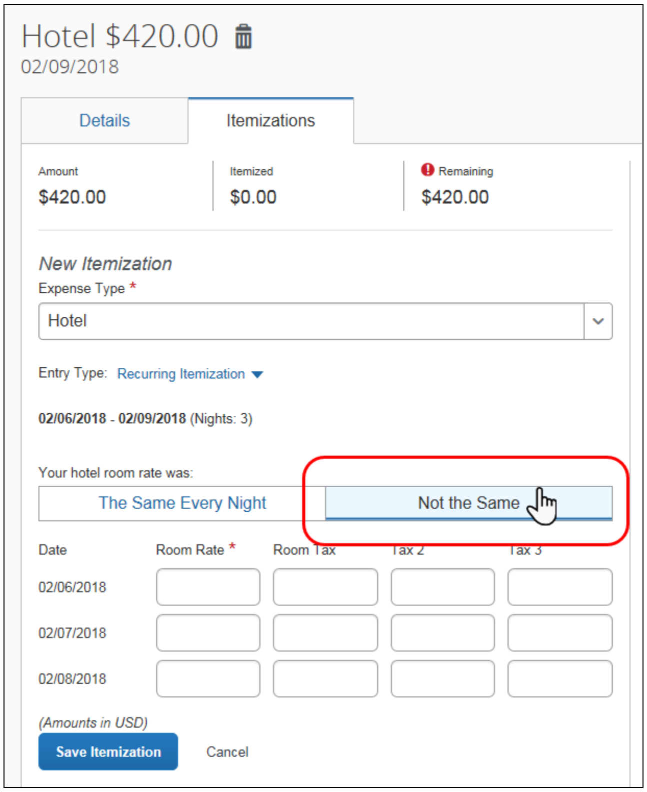


Expense List

Refer to the *Additional Information in the Expense List* section in this guide to see how itemizations appear in the expense list.

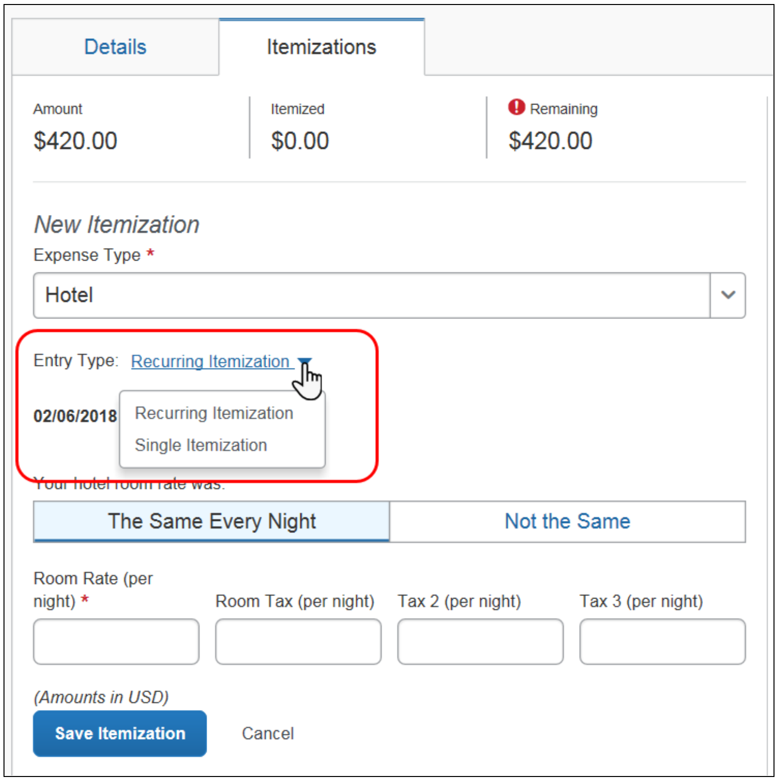
"Not the Same" Tab

If the nightly rates are different, use the **Not the Same** tab to define the rates for each date of the hotel stay.

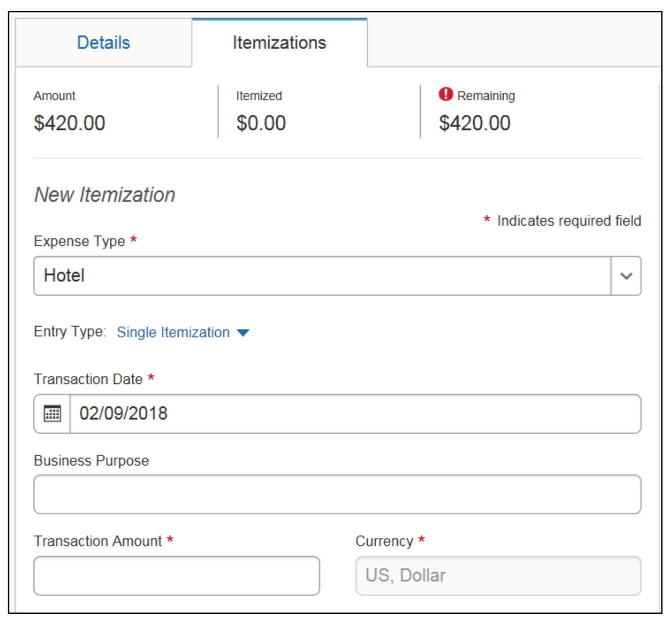


Use Entry Type

Generally, the entry type is *Recurring Itemization*, which you use to define nightly rates, fees, and taxes.



You can use *Single Itemization* to define one-time charges, like deposit amounts, or to enter a missed itemization from a hotel stay that was automatically itemized on your behalf from detailed e-receipt information.



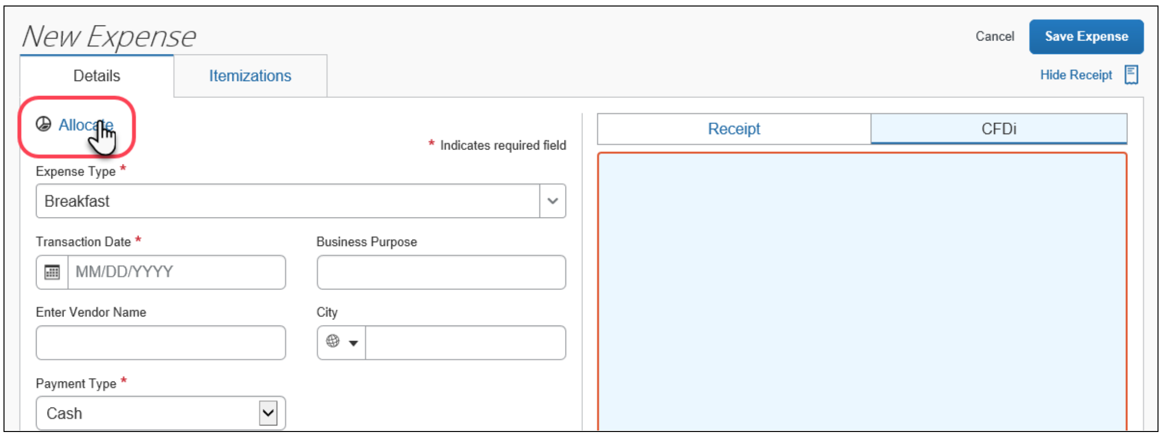
Section 10: Allocations

You can allocate a single expense or several expenses at the same time.

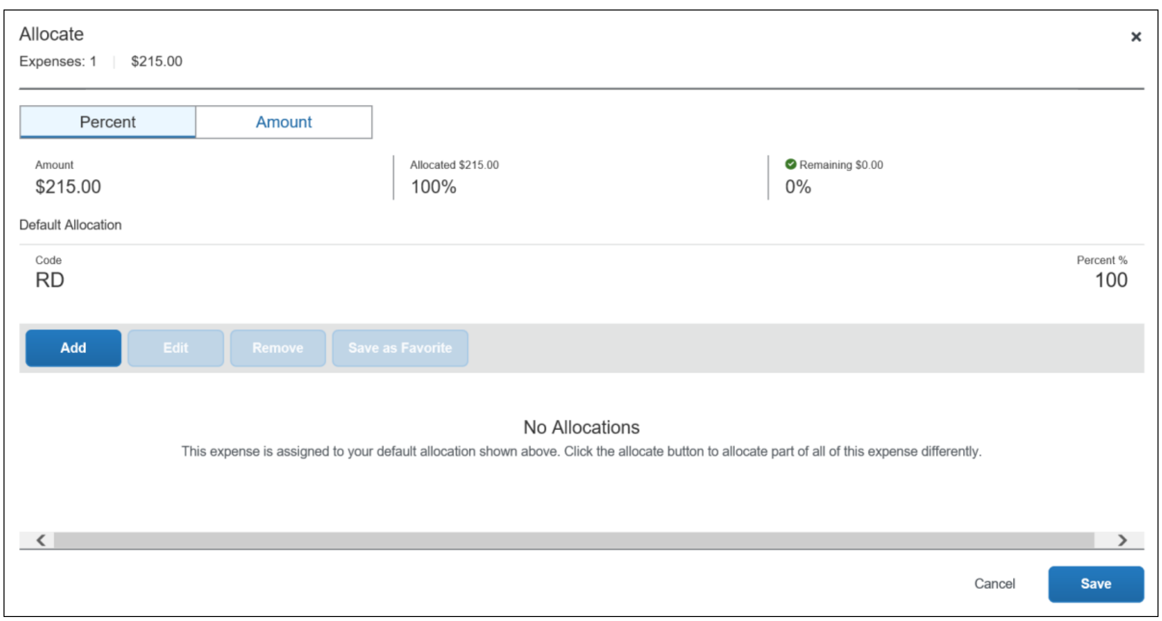
NOTE: The allocation options are configurable by your company so your **Allocate** page may be different from the one below.

Allocate an Individual Expense

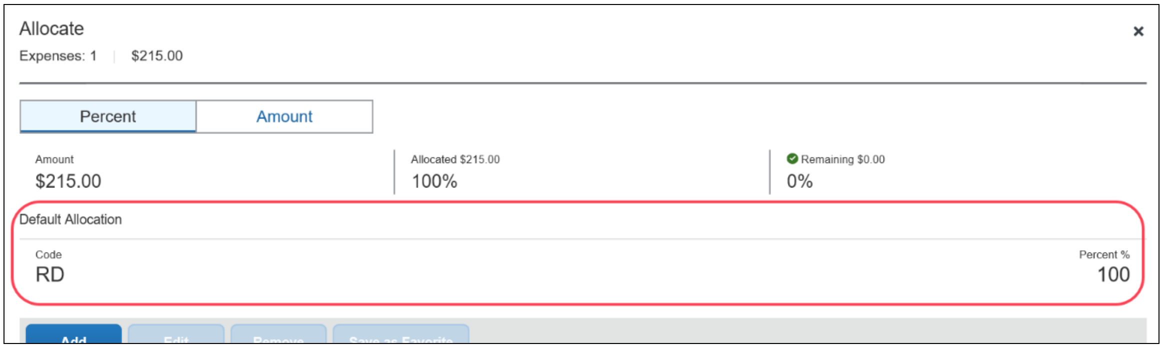
To allocate an individual expense, open the expense and then click **Allocate**.



The **Allocate** page appears.

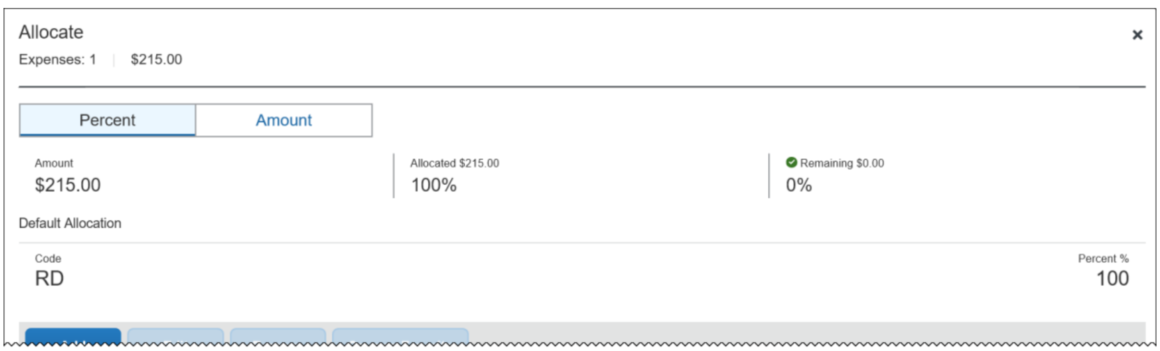


On the "blank" **Allocate** page, a default allocation appears. It is a reminder to you that any amount that you do not allocate is automatically charged to your default allocation, for example, to your own department. In this example, the default allocation code (user's cost center) is *RD*.



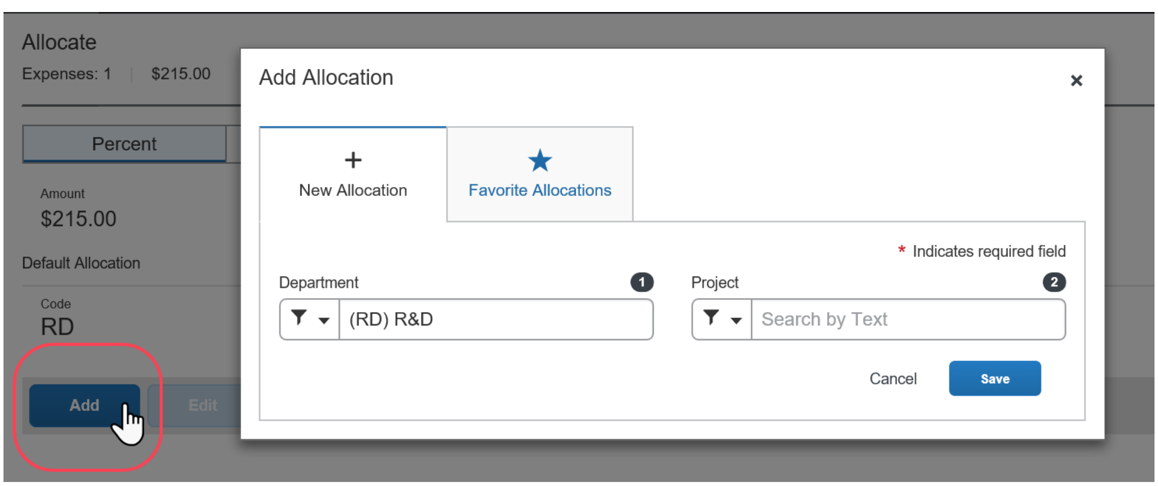
Choose Percent or Amount

On the top of the page, click **Percent** or **Amount**, if your configuration allows.



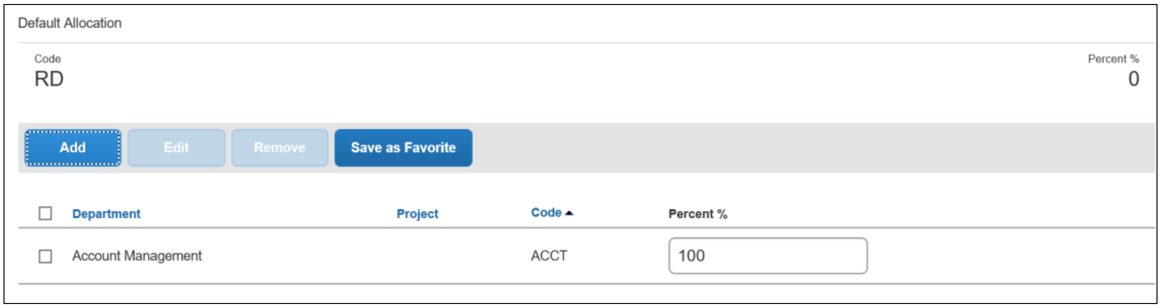
Add a New Allocation

To add a new allocation, click **Add**. The **Add Allocation** window appears.

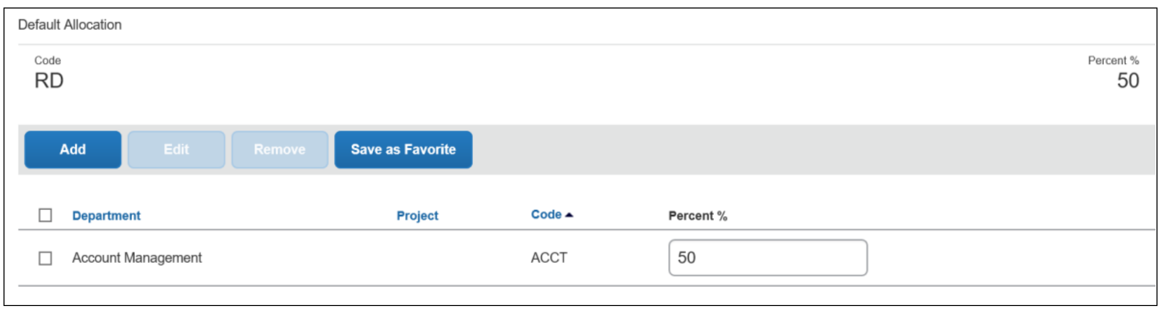


On the **New Allocation** tab, select or enter the appropriate information for each field. Click **Save**. The allocation is added to the list and the ***entire*** allocation amount (100%) is added to the newly added allocation.

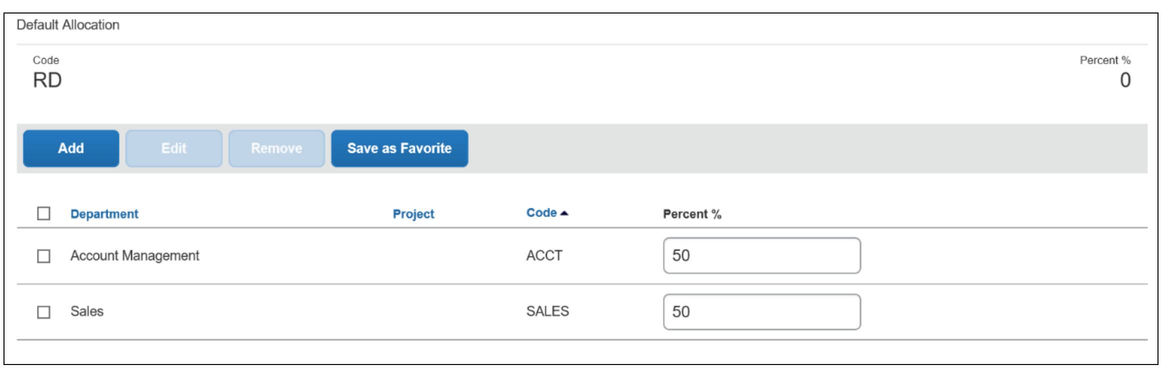
In this example, assume that Account Management is responsible for the entire cost of the expense.



In this example, assume that Account Management is responsible for half and your department is responsible for the remaining half. Adjust the Account Management percentage to 50%; the default row (your cost center) automatically adjusts to assume the remaining 50%.



In this example, assume that Account Management is responsible for half and Sales is responsible for the remaining half. None of the expense is to be charged to your cost center.



Add as many allocations as desired. Depending on your configuration, you may be able to adjust percentages/amounts.

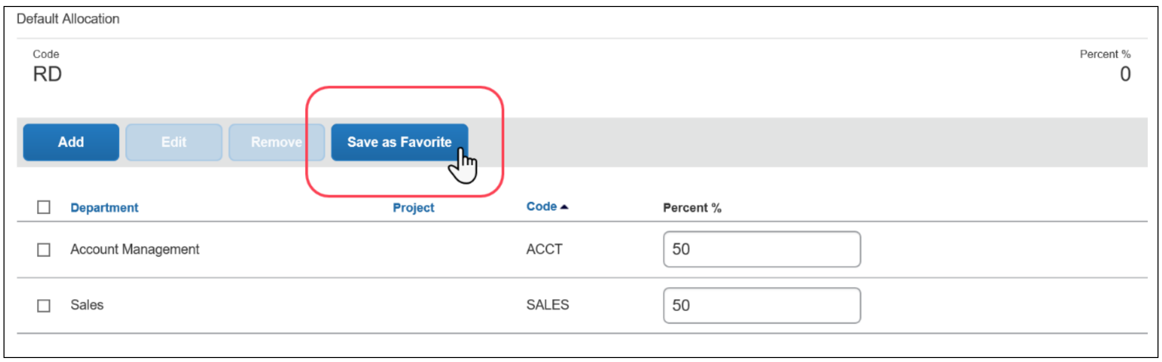
Remove an Allocation

To remove an allocation, select the check box for the desired allocation and click **Remove**.

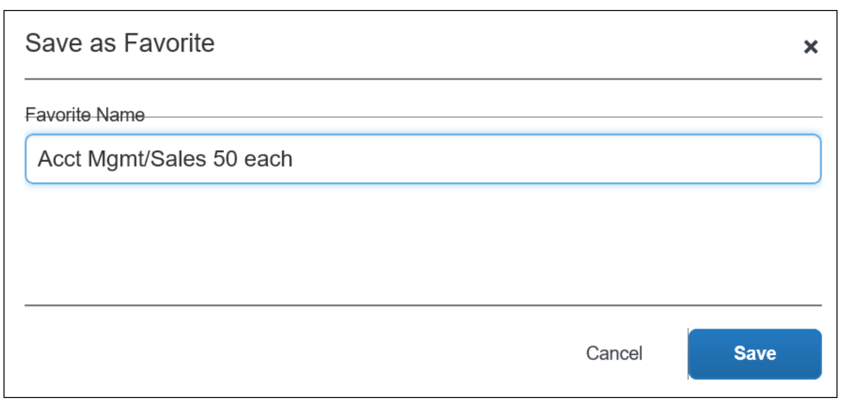
Work With Favorites

Add to Favorites

If you have a particular set of allocations that you use a lot, save them as a favorite.



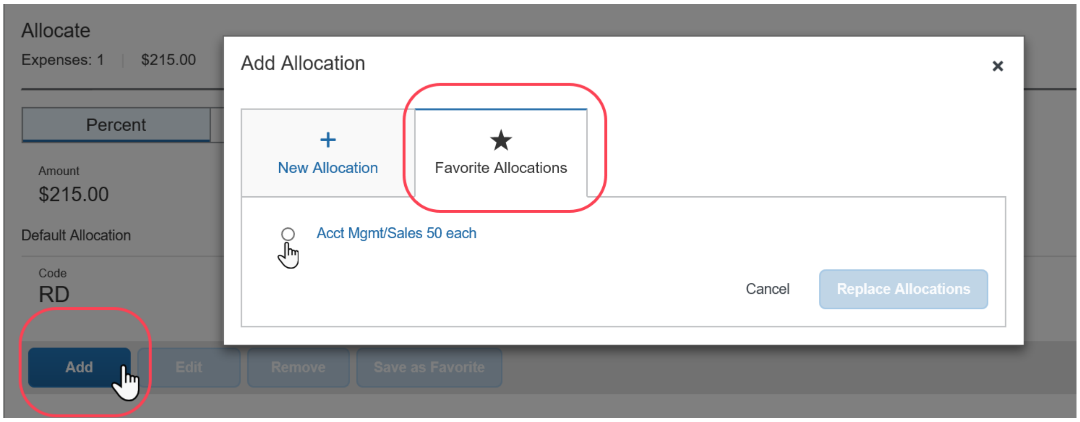
When you click **Save as Favorite**, the **Save as Favorite** window appears.



Enter a name and click **Save**.

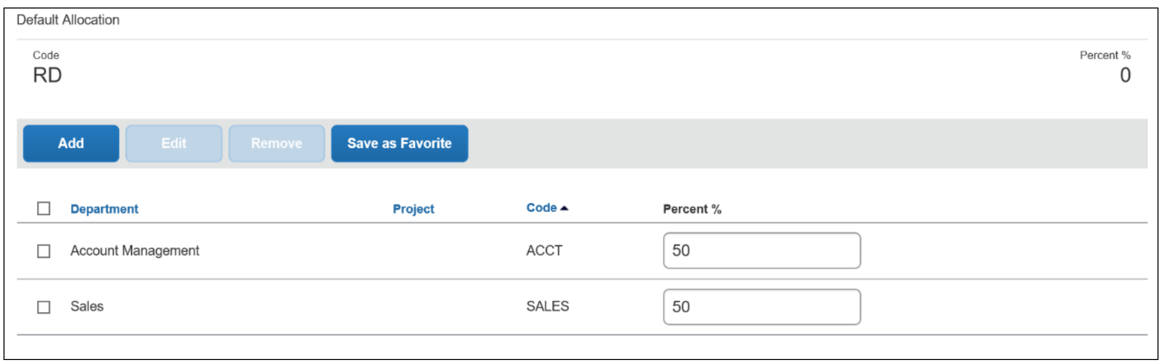
Use a Favorite

To use a favorite allocation, click **Add** and then click **Favorite Allocations**.



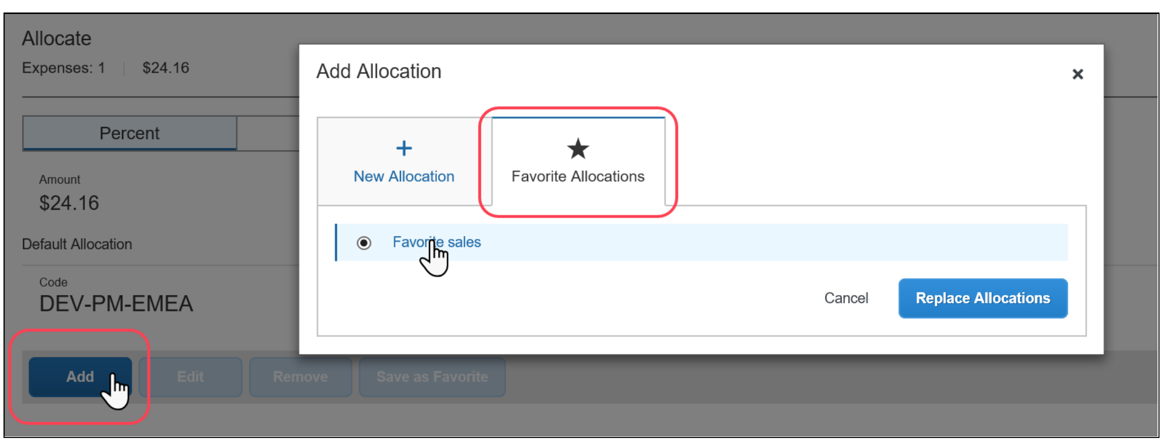
Click the radio button for the favorite and then click **Replace Allocations**.

The allocation is applied.

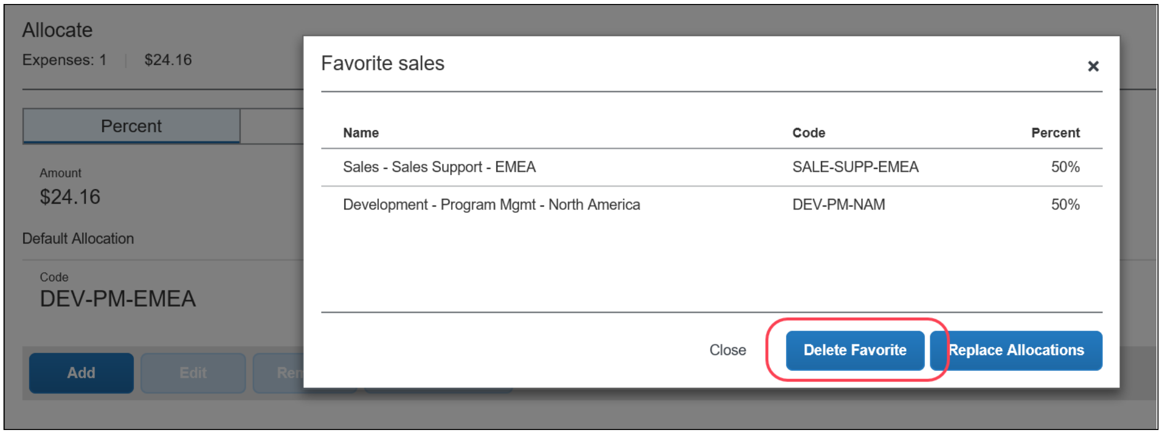


Delete a Favorite

To delete a favorite allocation, click **Add** and then click **Favorite Allocations**.



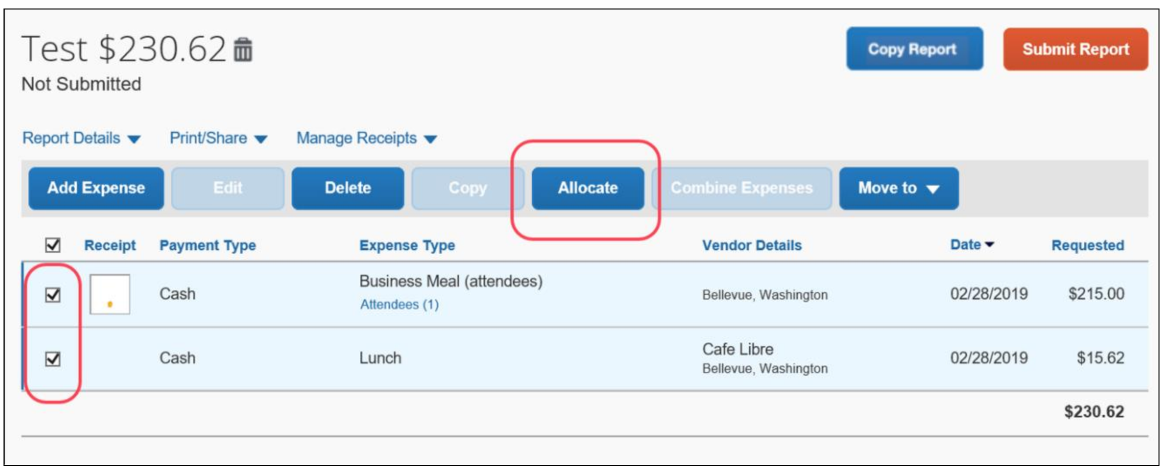
Click the name (link) of the desired favorite. This page appears, showing details of the favorite.



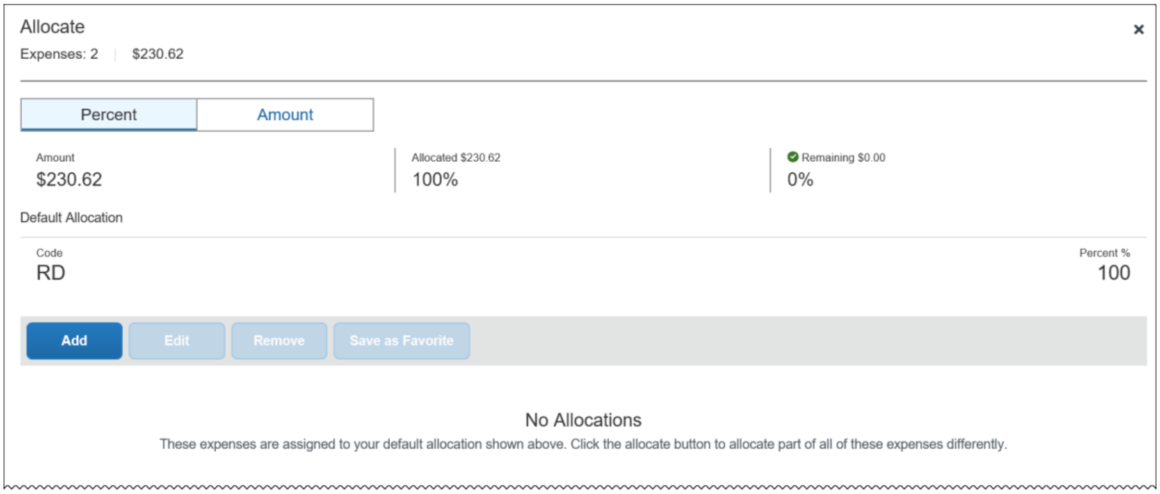
Click **Delete Favorite**.

Allocate Multiple Expenses

When you select one or more expenses on the expense report, the **Allocate** button becomes available. Click **Allocate**.



Note that the amount on the **Allocate** page includes only the selected expenses.



Create the allocations, favorites, etc. as shown in *Allocate an Individual Expense* above.

Expense List

Refer to the *Additional Information in the Expense List* section in this guide to see how allocations appear in the expense list.

Section 11: Travel Allowance

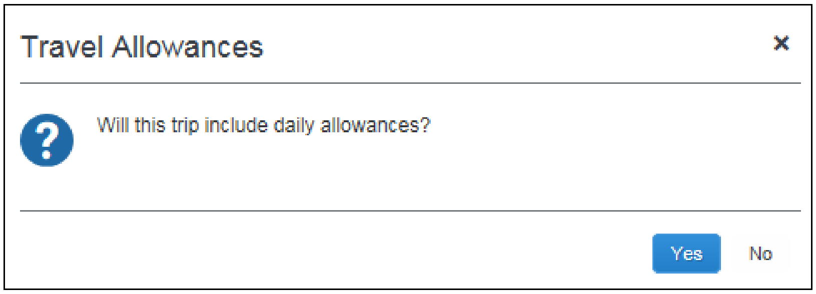
The user experience with Travel Allowance is very similar to the existing UI. The main difference is that the user indicates whether they are requesting Travel Allowance reimbursement on the **Create New Report** (header) page instead of a prompt window.

⚠ **IMPORTANT:** Be aware that Travel Allowance feature is highly configurable. The user may have *fixed* allowances (commonly known as "per diem" or "daily allowance") or many other options. ***NextGen Expense does not change that.*** Users will see the same fields, check boxes, and options in NextGen Expense as they see in the existing UI but perhaps in a slightly different layout.

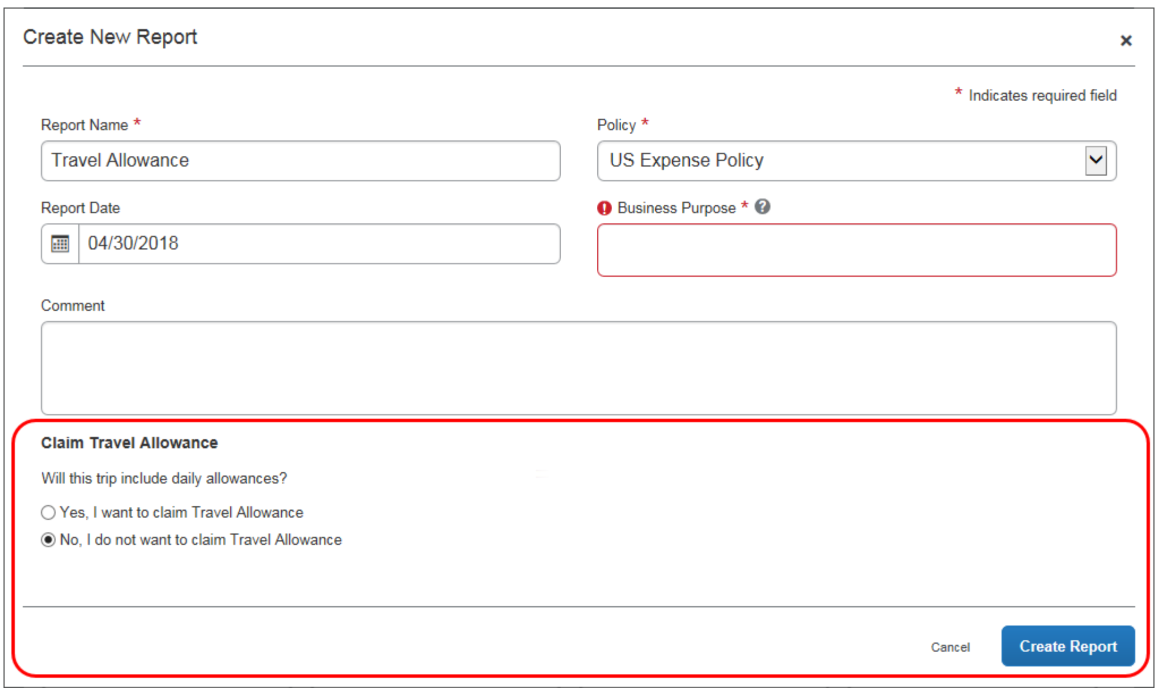
Also, because of the many different configuration options, be aware that the example shown below will likely not match your organization's Travel Allowance configuration.

Create an Itinerary and Expense Report

Just like the existing UI, Concur Expense determines if the user is eligible to be reimbursed using the Travel Allowance feature. In the existing UI, a message similar to this can be configured to appear.

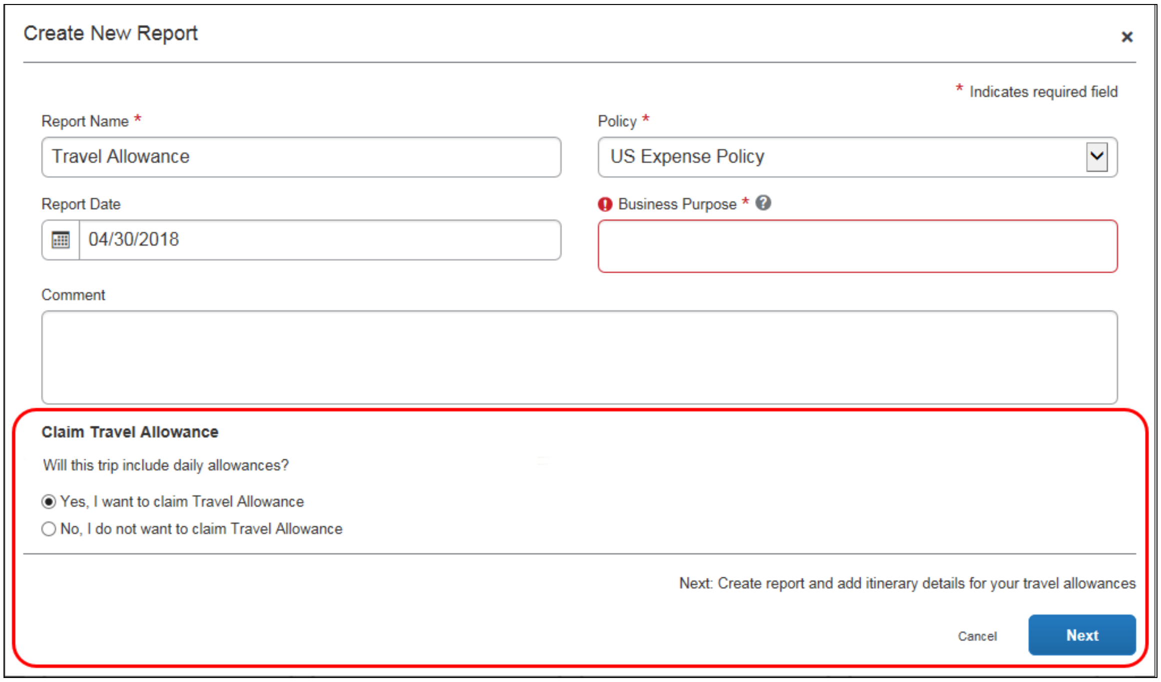


In the NextGen UI for Concur Expense, in this example, the **Claim Travel Allowance** section appears on the **Create New Report** page.



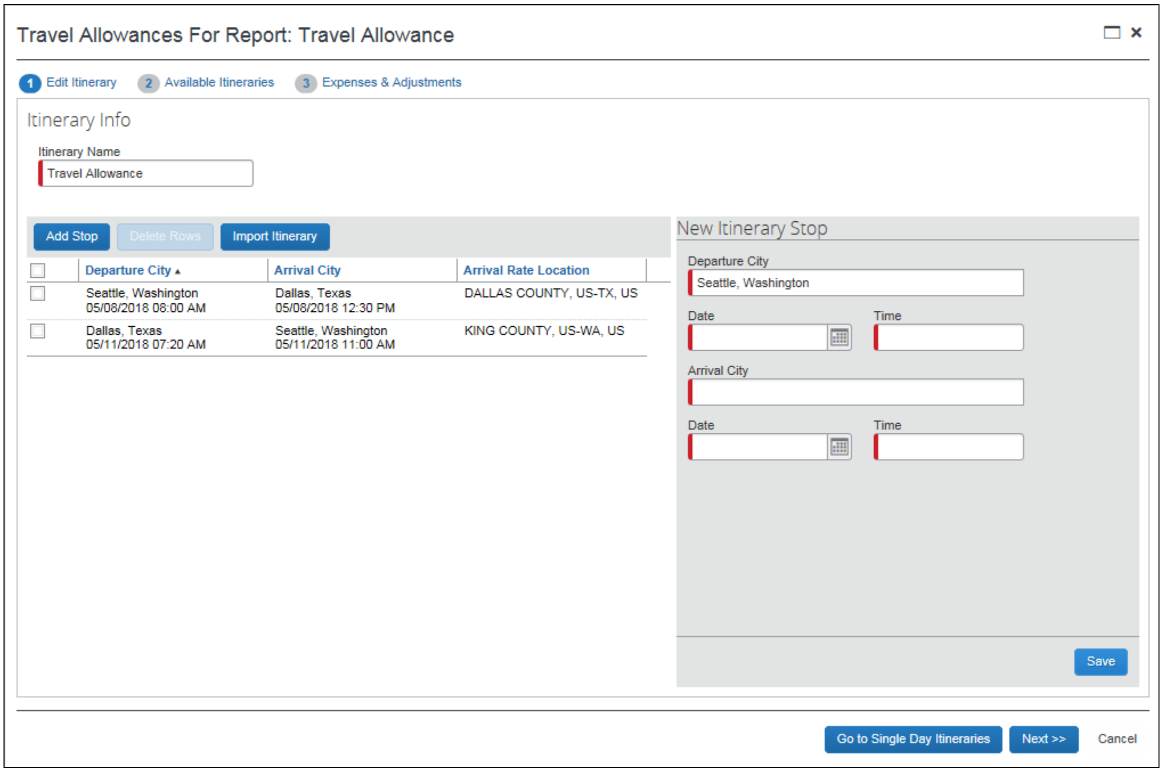
The user completes the fields as appropriate. In this example, the "no" option is selected by default in the **Claim Travel Allowance** section. If the report will not be used for Travel Allowance reimbursement, the user keeps the "no" option and clicks **Create Report**.

However, if the report ***will*** be used for Travel Allowance reimbursement, the user selects **Yes, I want to claim Travel Allowance**. The **Create Report** button changes to **Next**; the user clicks **Next**.

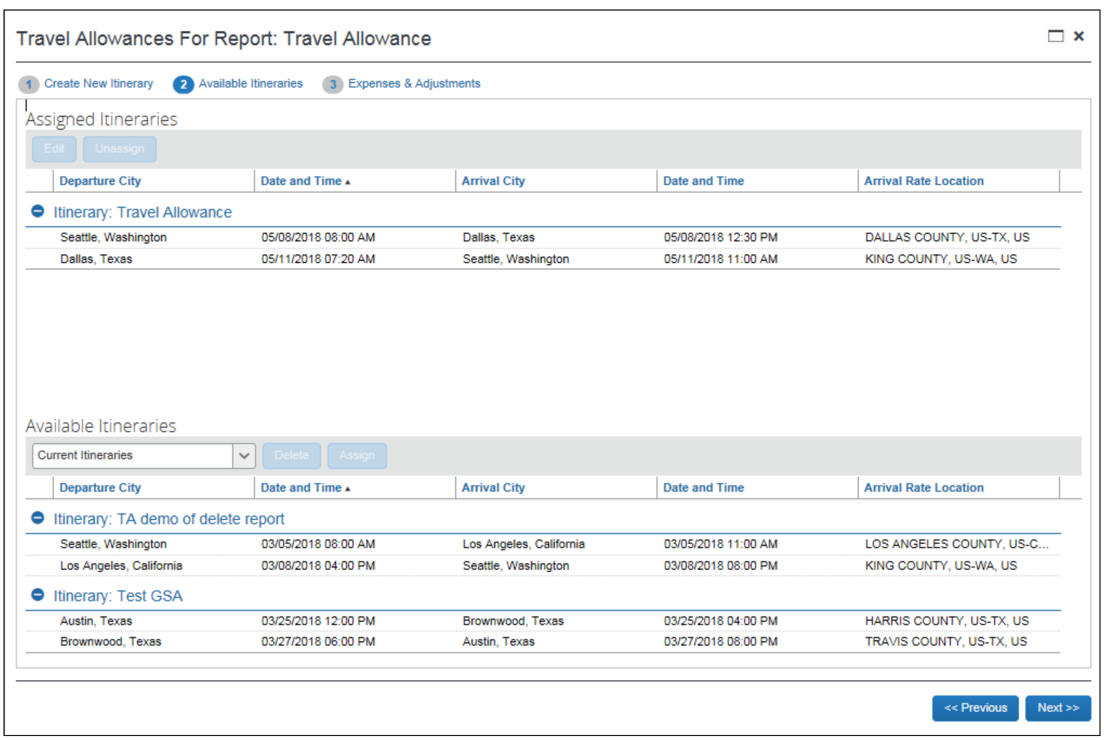


NOTE: Whether the "yes" option is selected by default, the "no" option is selected by default, and whether the **Claim Travel Allowance** section appears at all is configurable.

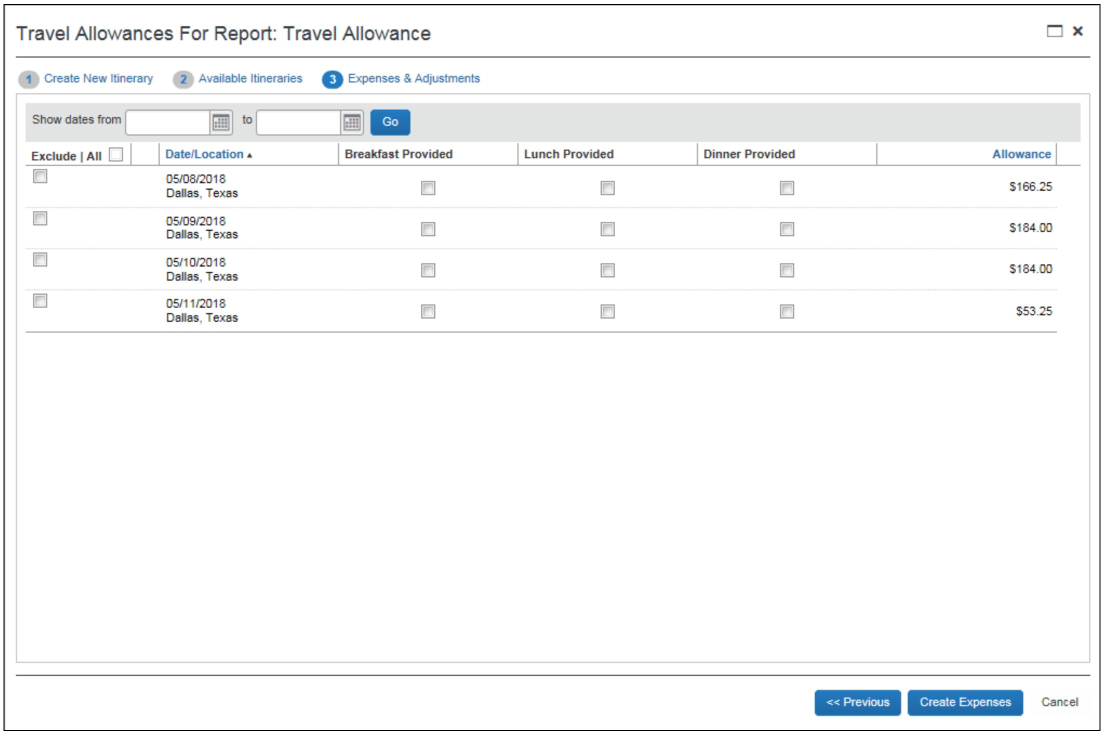
On the next page, the user completes the itinerary and clicks **Next**, just as if using the existing UI.



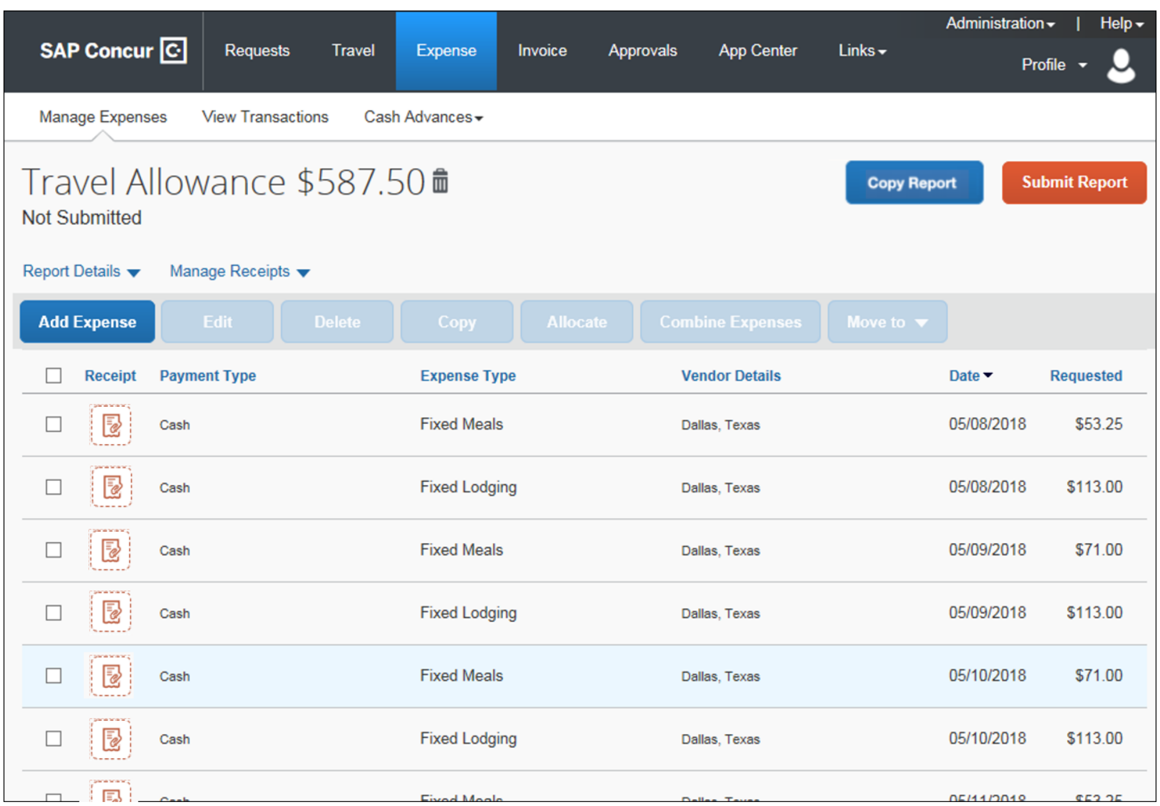
On the next page, the user may select an additional itinerary (if desired) and clicks **Next**, just as if using the existing UI.



On the next page, the user makes adjustments and clicks **Create Expenses**, just as if using the existing UI.



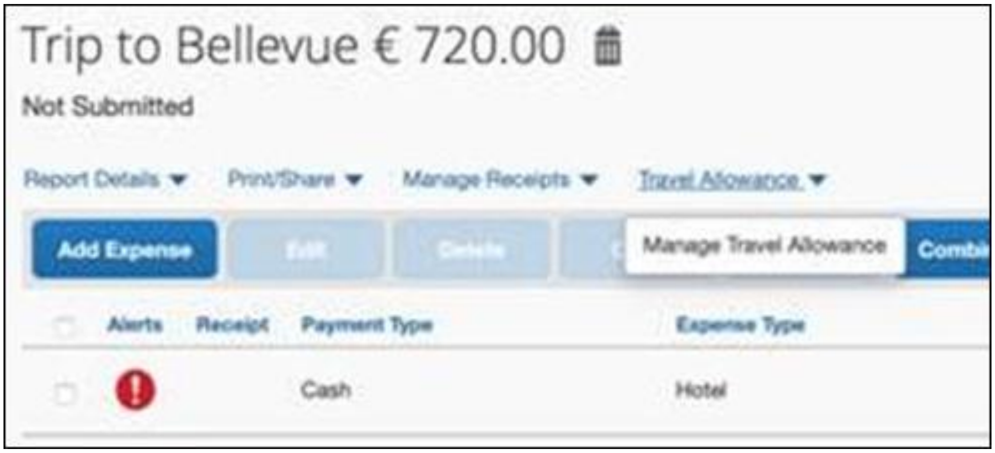
The Travel Allowance entries appear on the expense report.



Depending on the configuration, the user may have to provide receipts, manually create additional expenses, select card charges, etc.

Travel Allowance Menu Itinerary Management

When the user has travel allowance, **Manage Travel Allowance** displays on a new **Travel Allowance** menu.



Section 12: Expense Assistant

Calendar-Based and Trip-Based Expense Reports

First, to use the Expense Assistant feature, the company enables the feature (as defined in the configuration information later in this section) and allows its users to:

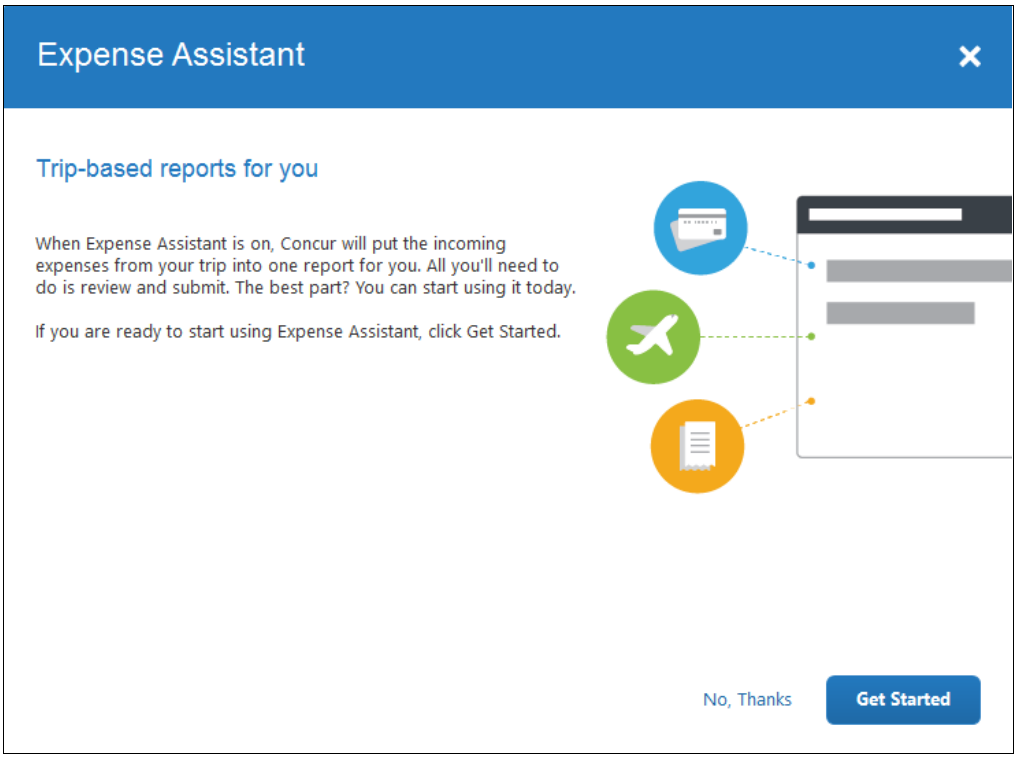
- **Use the calendar-based process:** Expense Assistant automatically creates a calendar-based (monthly) expense report as the user's expenses flow into Concur Expense.
- **Use the trip-based process:** Expense Assistant automatically creates an expense report based on a specific trip booked in Concur Travel and then populates the expense report with the client's expenses incurred between the trip's start and end dates.
- **Both:** Choose between the calendar-based and trip-based process (but not both)
- **Neither:** Not use the feature

Then, each user individually enables it (if desired) as described below.

Enable Expense Assistant

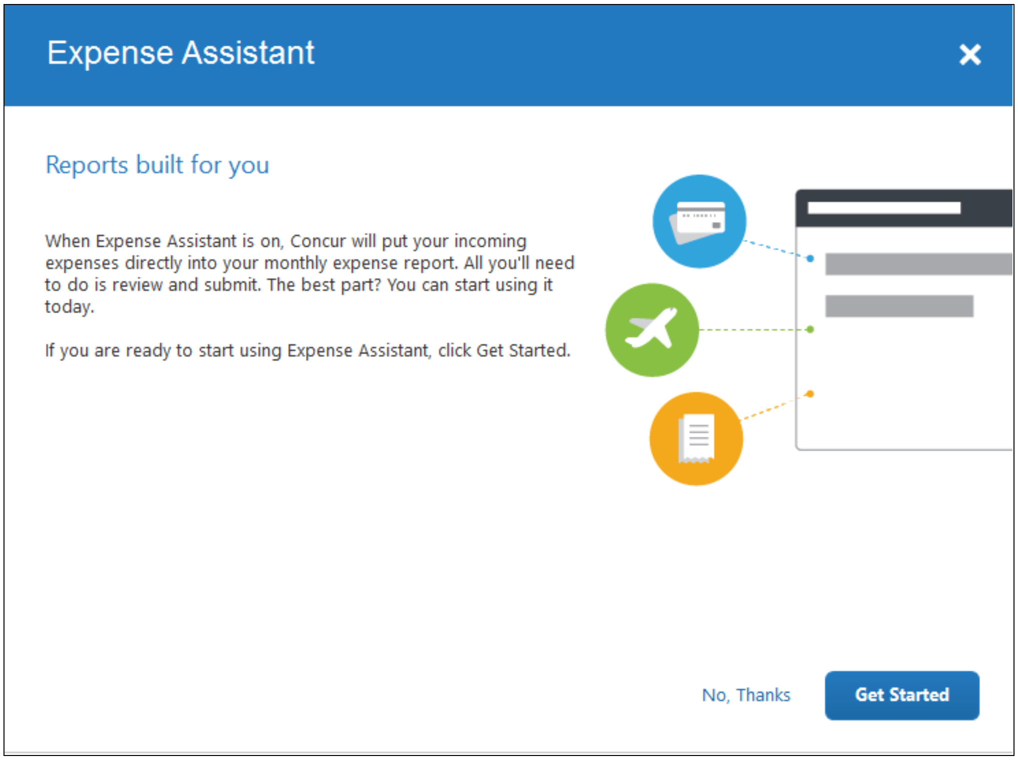
If the company has enabled Expense Assistant, there are several ways for an individual user to enable it:

- **Available travel segment:** If the user has at least one unexpensed travel segment (itinerary) in the **Available Expenses** section of the **Manage Expenses** page, the **Expense Assistant** page appears.
- If the admin configured Expense Assistant for ***only*** trip-based expense reports, the **Expense Assistant** page appears as shown below.



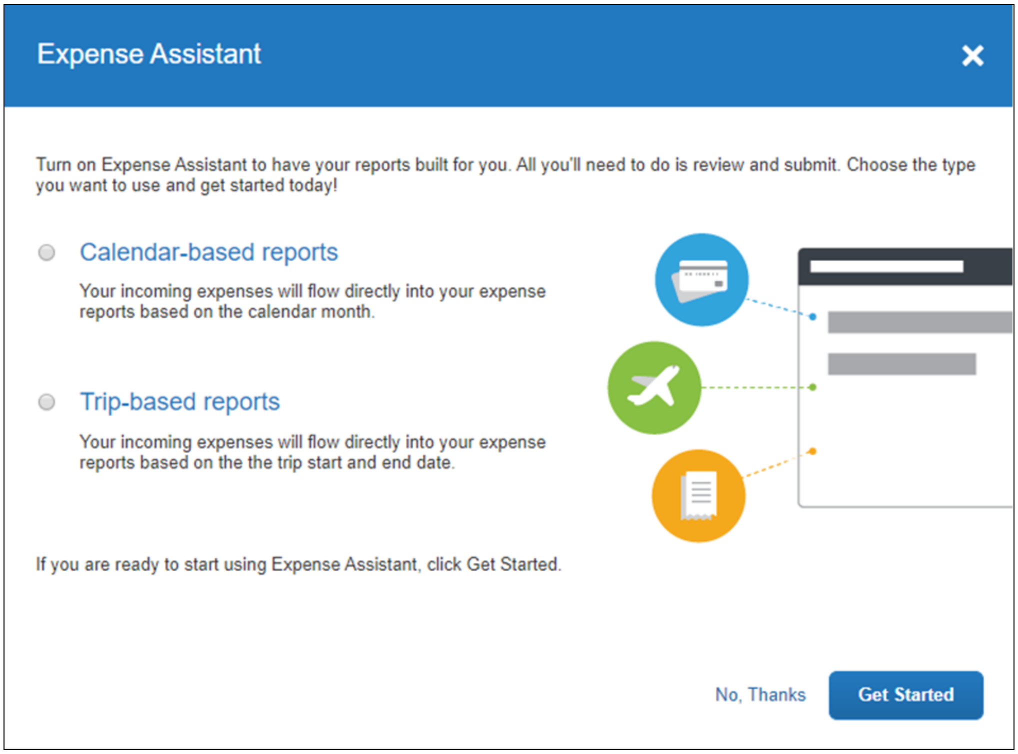
The user clicks **Get Started**.

- If the admin configured Expense Assistant for ***only*** calendar-based expense reports, the **Expense Assistant** page appears as shown below.



The user clicks **Get Started**.

- If the admin configured Expense Assistant for trip-based or calendar-based expense reports, the **Expense Assistant** page appears as shown below.



The user makes the desired choice and clicks **Get Started**.

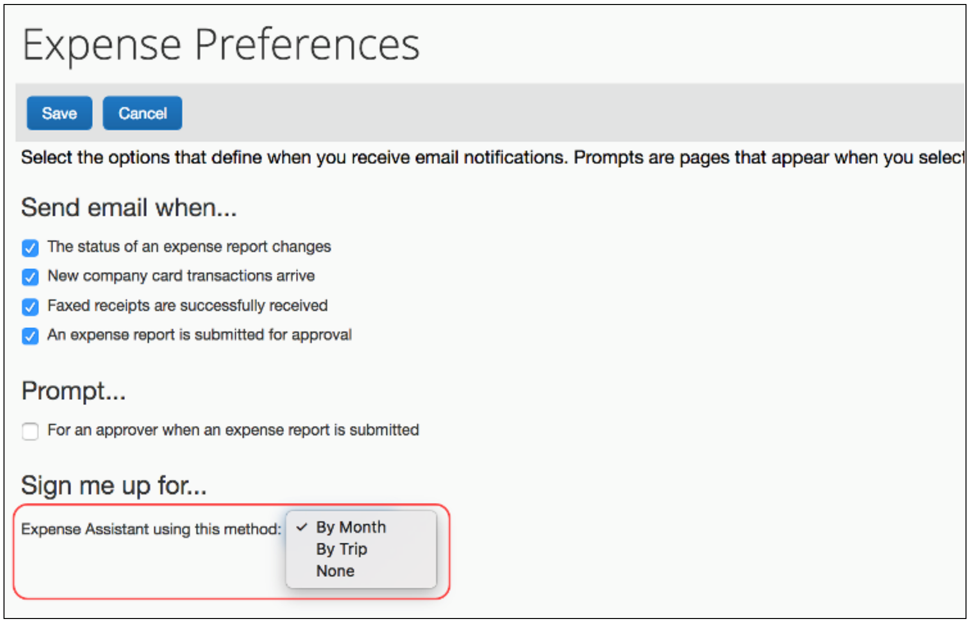
– or –

- **No available travel segment:** If the user does not currently have any available expenses or an unexpensed travel segment (itinerary), they will see the following message in the **Available Expenses** section.

The user clicks **Learn More**.

– or –

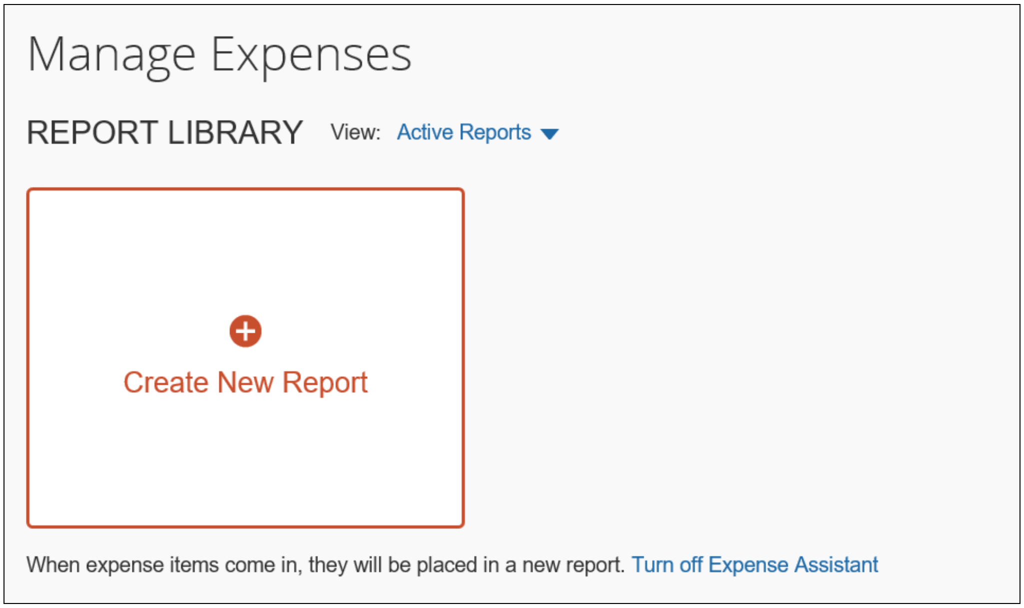
- **Profile:** The user can enable Expense Assistant at any time in Profile. The user clicks **Profile > Profile Settings > Expense Preferences** (left menu) and then selects *By Month* or *By Trip* from the **Expense Assistant using this method** list.



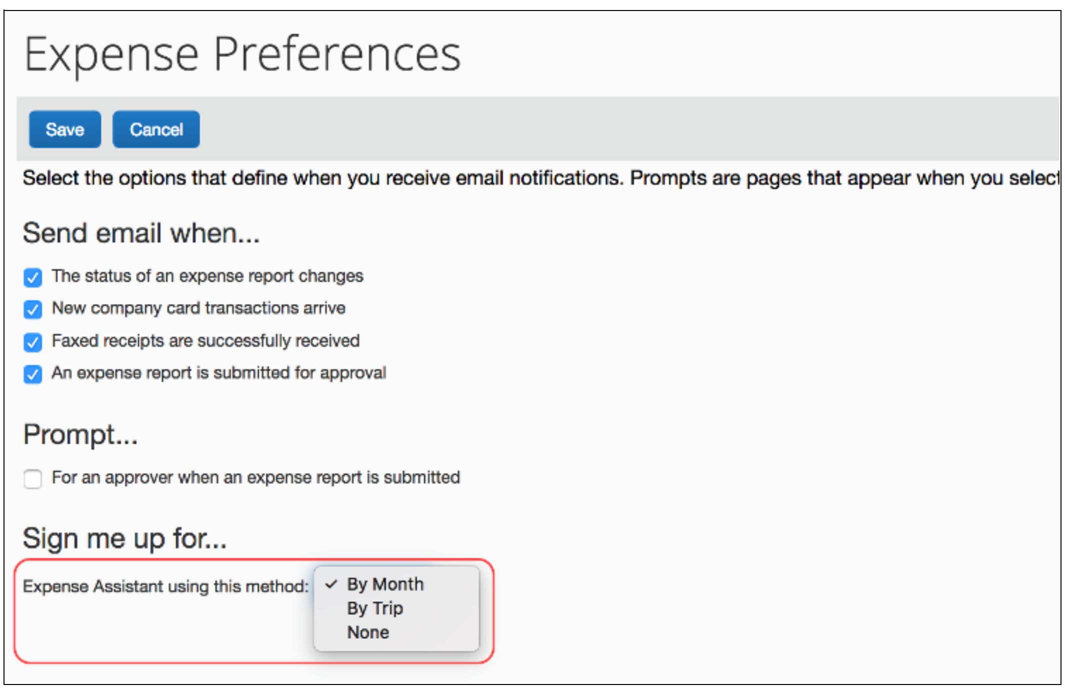
Disable Expense Assistant

The user can disable Expense Assistant two ways:

- **Manage Expenses:** On the **Manage Expenses** page, the user clicks **Turn Off Expense Assistant** below the report library.



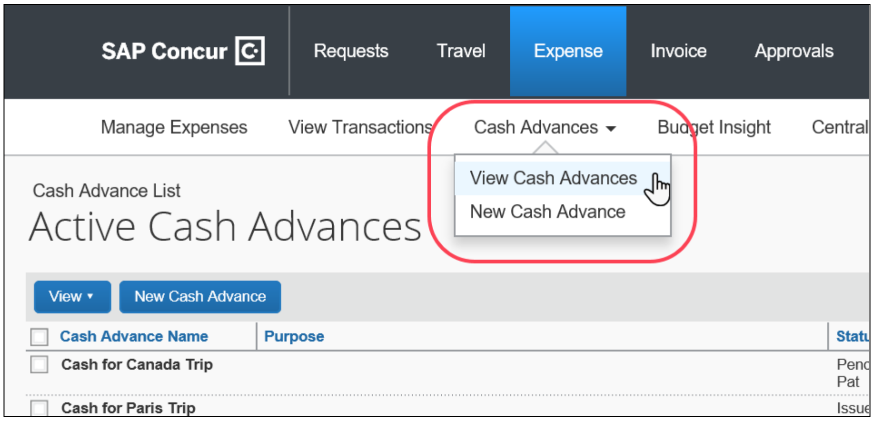
- **Profile:** The user clicks **Profile > Profile Settings > Expense Preferences** (left menu) and then selects *None* from the **Expense Assistant using this method** list.



Section 13: Cash Advance

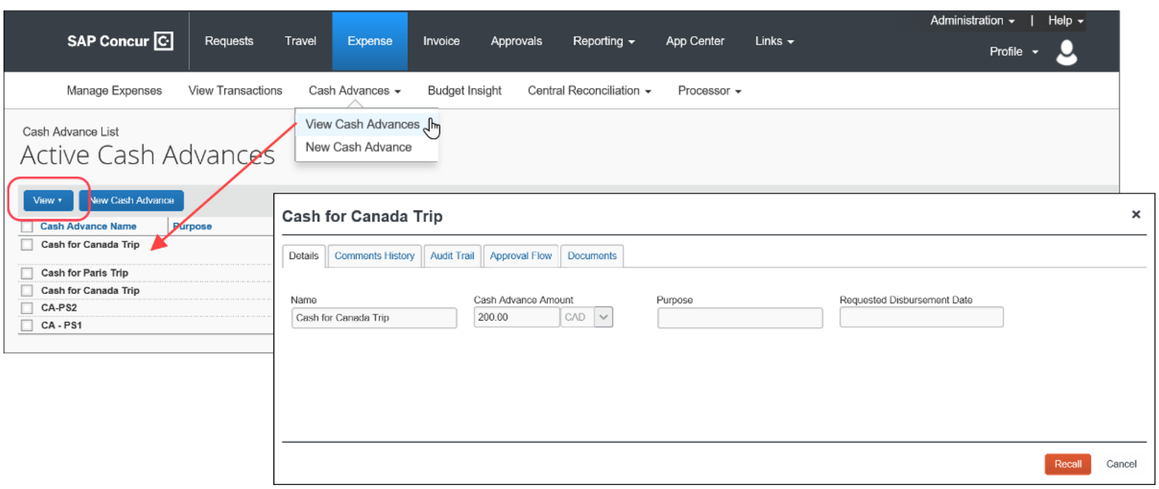
Existing UI

In the existing UI, the **Expense > Cash Advance** menu is used to create and view cash advances.

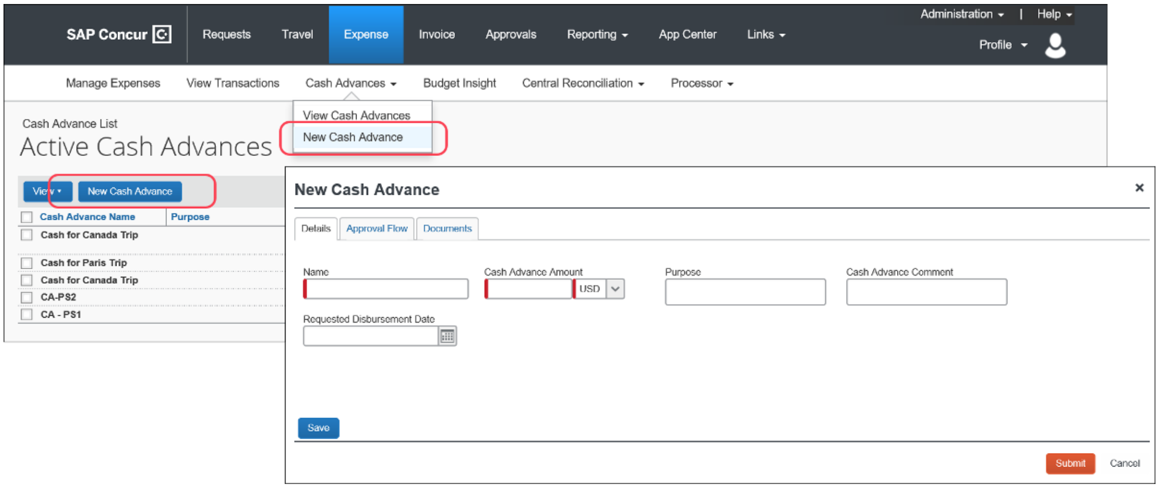


To view, click **Expense > Cash Advances > View Cash Advances**. Select the desired cash advance. The information appears.

Use the **View** menu to view active cash advances, issued cash advances, etc.

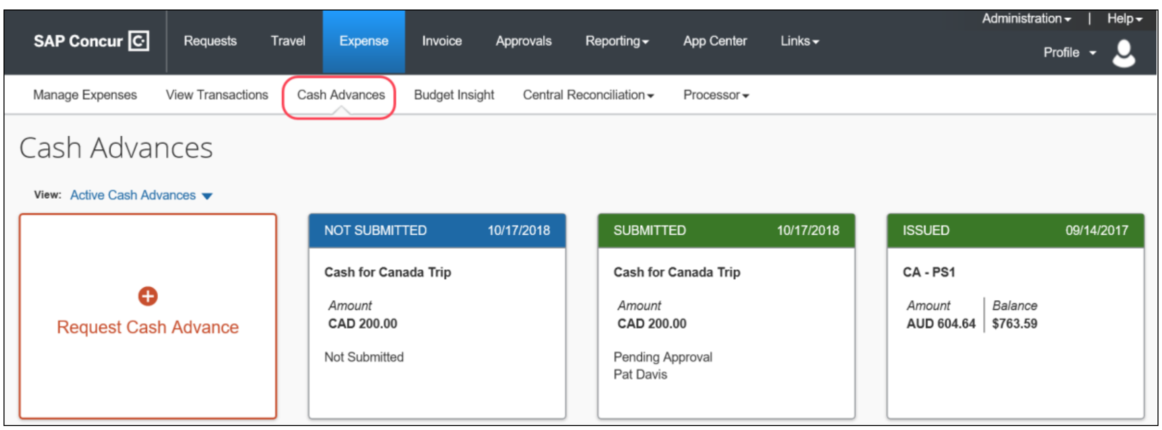


To create a new cash advance, click **Expense > Cash Advances > New Cash Advance** or click **New Cash Advance** on the **Cash Advance List** page.

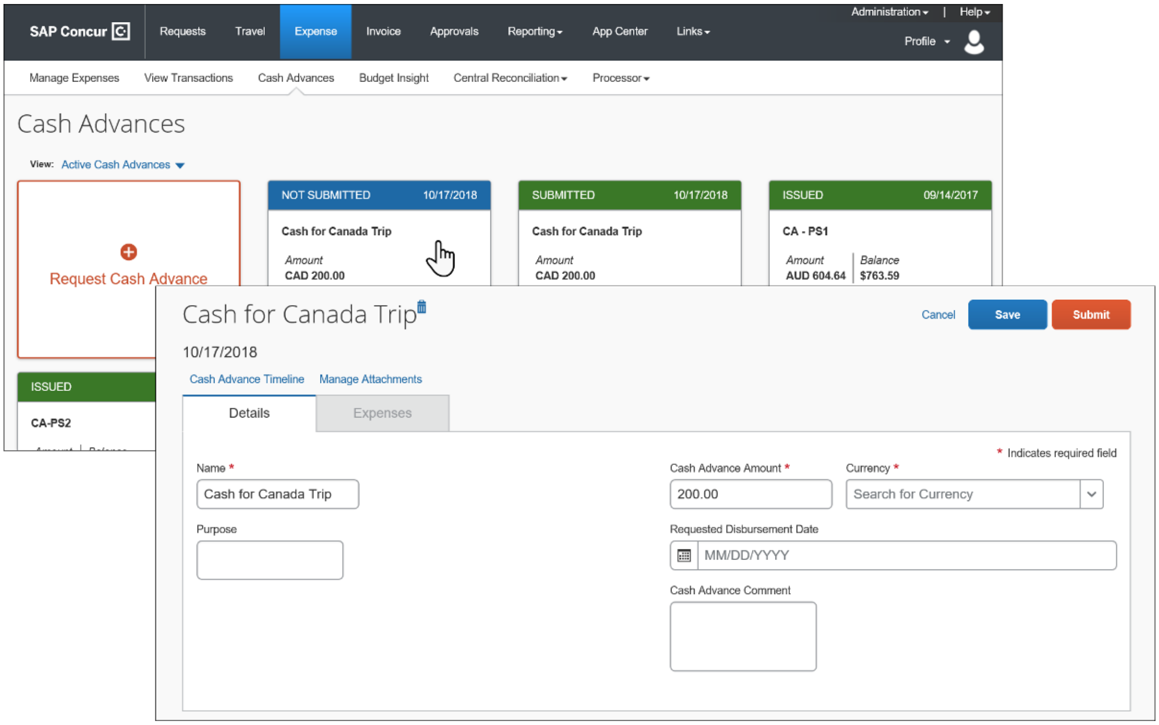


NextGen UI

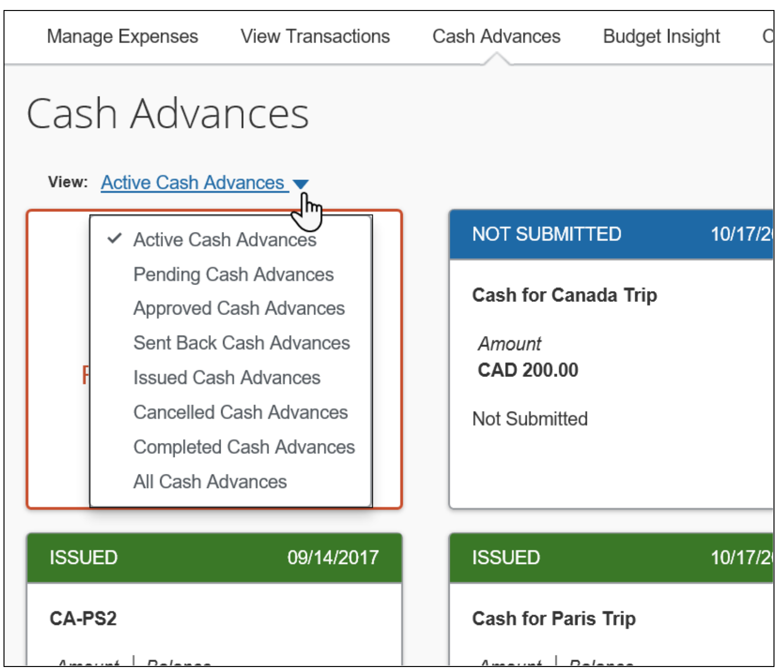
In the NextGen UI for Concur Expense, click **Expense > Cash Advances**. The **Cash Advances** page appears.



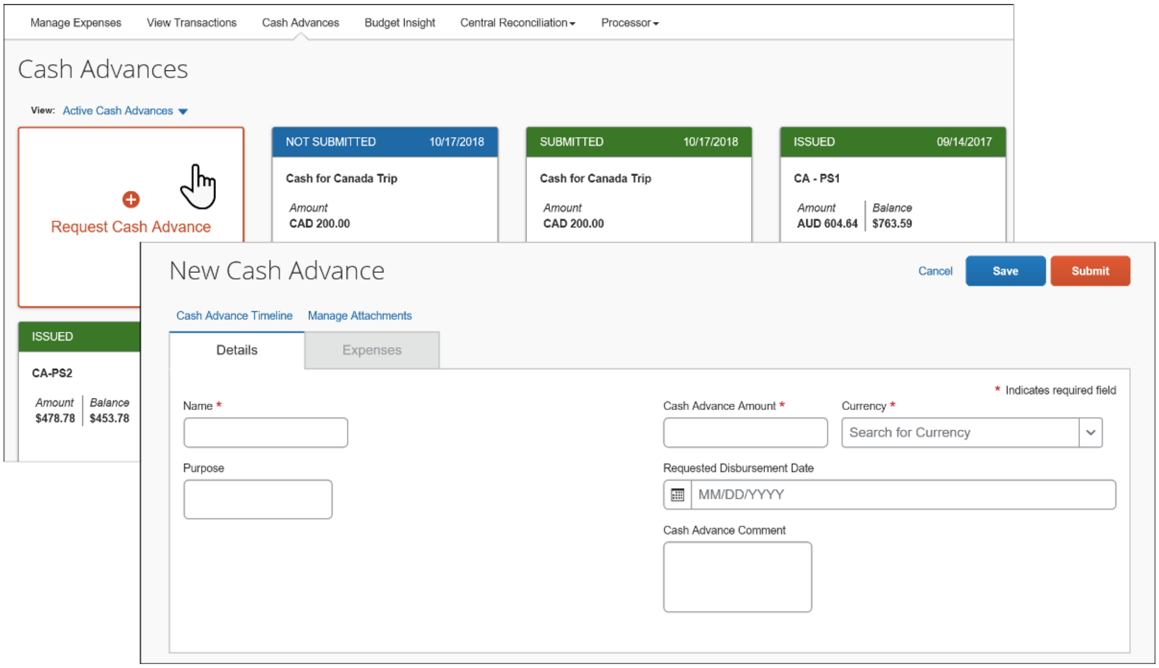
To view a cash advance, click the desired cash advance.



Use the **View** list to view active cash advances, issued cash advances, etc.



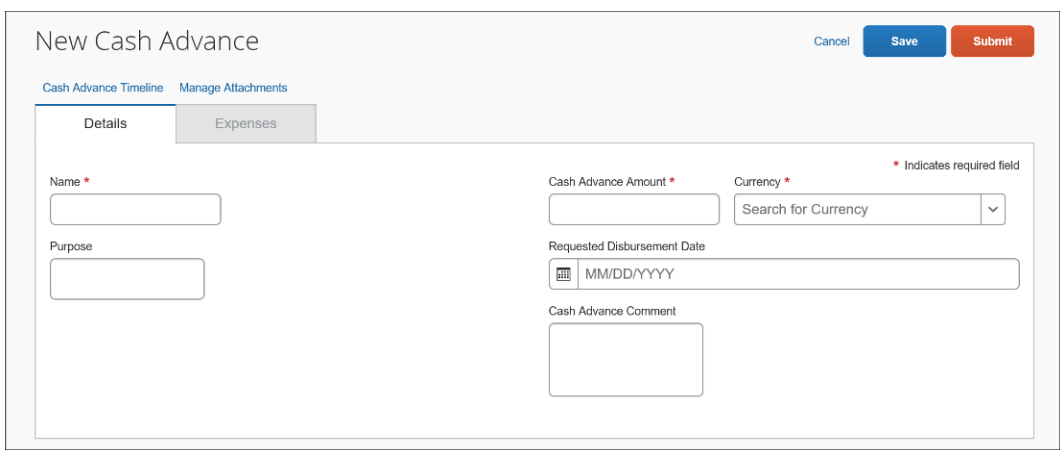
To create a new cash advance, on the **Cash Advance List** page, click **Request Cash Advance**.



Request a Cash Advance – Typical Process

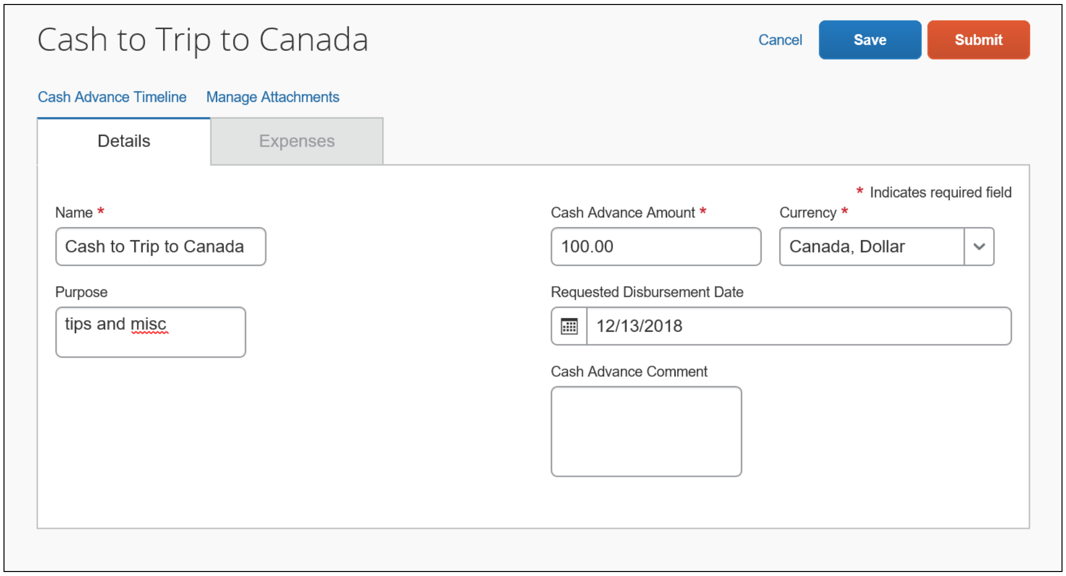
To request a cash advance:

1. On the **Cash Advances** page, click **Request Cash Advance**. The **New Cash Advance** page appears.

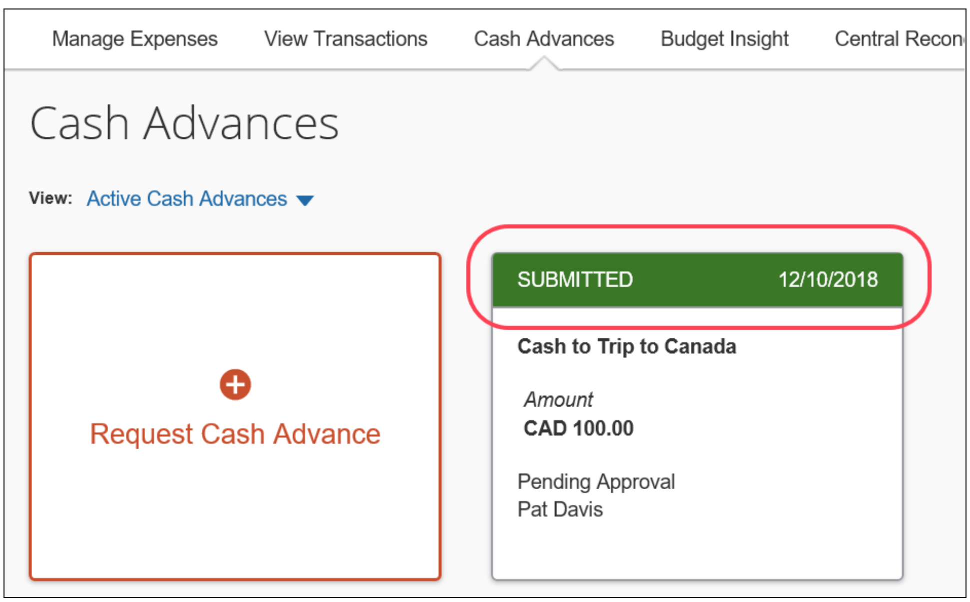


NOTE: The fields that appear on this page are configurable by your company, so your **New Cash Advance** page may be different from the one shown here.

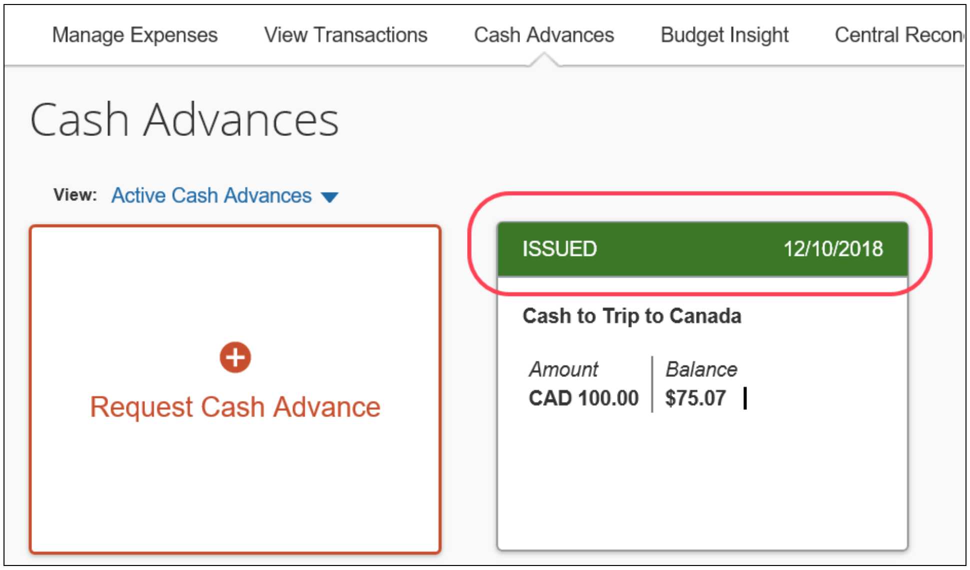
2. Complete the fields on the page as directed by your company. Use the **Manage Attachments** link to add attachments, if applicable.



3. Click **Submit**.



Once submitted, the request goes through an approval process and then on to the Cash Advance administrator for issuing. The company then distributes the cash according to its internal process.



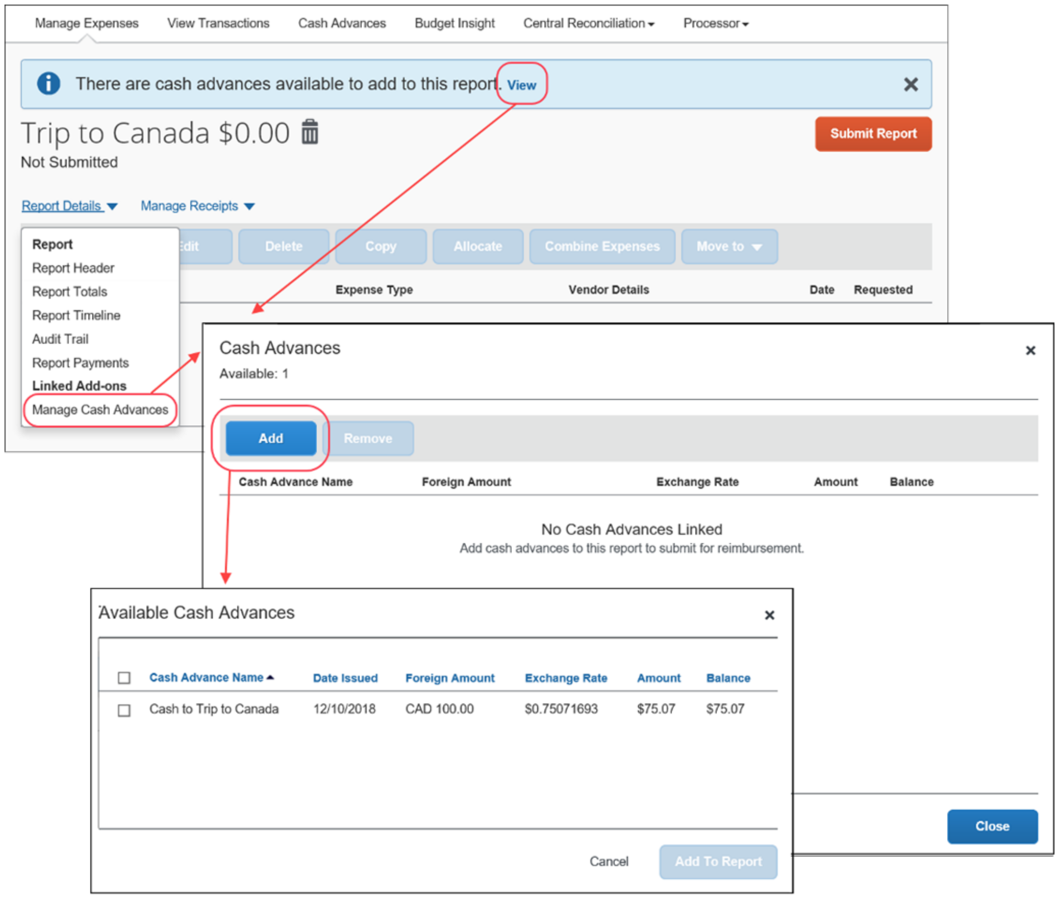
Account for a Cash Advance

- ***To account for a cash advance on an expense report:***

1. On the expense report, click either:
   - The **View** link in the top banner.

     – or –
   - **Report Details > Manage Cash Advances**

Either way, the **Cash Advances** page appears.



2. In the **Cash Advances** page, either:
   - Use a cash advance that appears on the page

     – or –
   - Click **Add**. The **Available Cash Advances** page appears.
     - Select the desired cash advance.
     - Click **Add to Report**.

Section 14: Company Bill Statements

Company Bill Statements has been updated with a new look and the purchasing card owner now has gained visibility and clarity on tasks that need to be performed. While the user interface (UI) has been improved with new elements and messaging, the basic functionality of creating and submitting Company Bill Statement reports remains the same.

Company Bill Statements includes the following enhancements:

- Manual creation of a statement report from **Available Expenses**
- Reduced number of unassigned purchase card transactions displaying in **Available Expenses** (including when an expense type is undefined)
- Improved visibility of unassigned purchase card transactions using a new **All Expenses** filter in **Available Expenses**, which includes the display of all purchase cards
- Clarified messaging to inform users when selections cannot be moved to a single report
- The ability for delegates and proxy roles to view the statement report

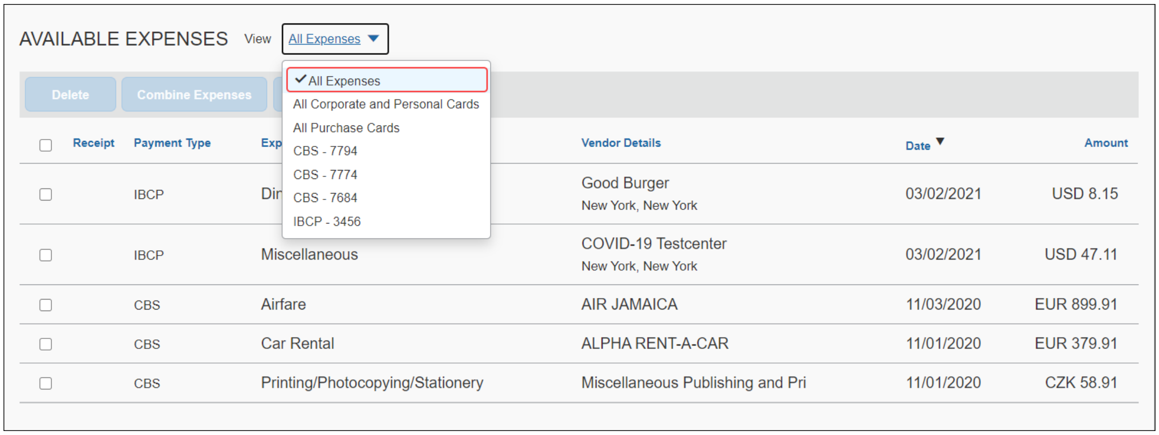
Available Expenses

Existing UI

In the existing UI for **Available Expenses**, users cannot view expenses related to purchase card transactions when the *All Corporate and Personal Cards* filter is selected by default. Users must select the *All Purchasing Cards* filter to view purchase card expenses.

NextGen UI

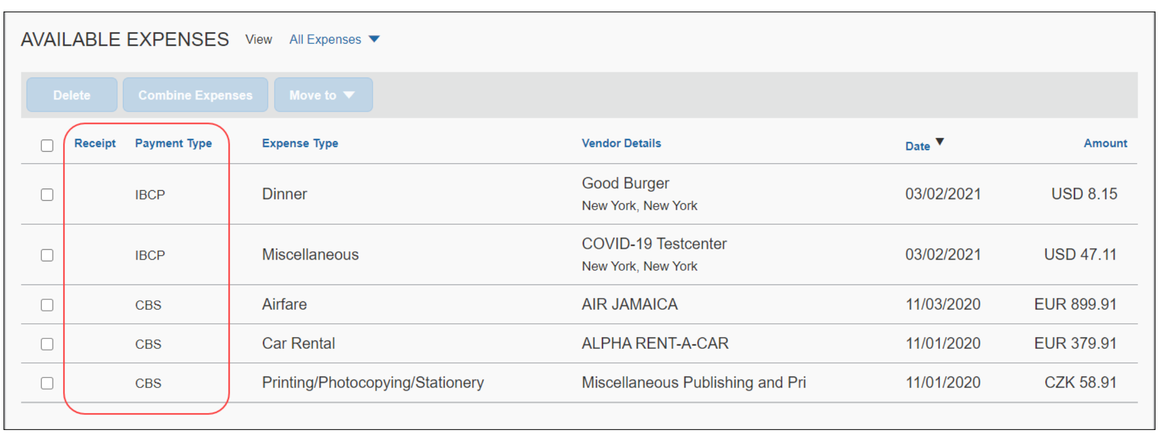
In **Available Expenses** section, a new *All Expenses* filter is selected by default and displays all expenses, including purchase card transactions. Users can also view all purchasing cards by selecting the *All Purchase Cards* filter. If there are multiple CBS cards, we recommend that users filter per card to process the transaction.



NOTE: Any expenses that are *Undefined* or not listed as an expense type on the purchasing card policy will still be automatically added to a statement report based on the posted date or billing date of the transaction. These expenses will no longer remain as orphaned transactions.

NOTE: While these purchase card transactions should automatically be assigned to a statement report, if a user moves an expense off a statement report, it will then display in Available Expenses as an Undefined in the Expense Type column.

Users can identify CBS transactions in the **Payment Type** column.

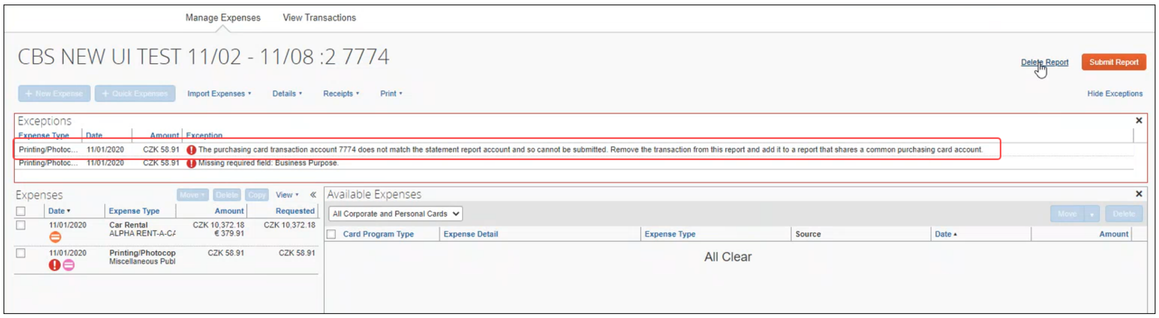


Clarified Messaging When Creating Reports or Moving Transactions

Move Update Message

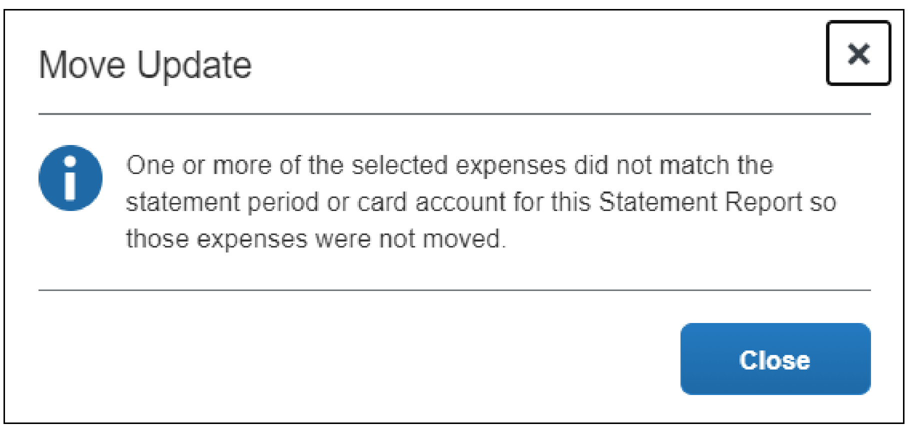
EXISTING UI

In the existing UI, users attempting to move multiple expenses to a report that do not belong together see an exception display on the report. The exception note asks the user to delete the transaction identified as an exception from the report and to add the expense to another report.



NEXTGEN UI

In the NextGen UI, a new **Move Update** message displays when a user attempts to move multiple expenses that should not be included together on a single report. This message helps save users time when creating reports by blocking the addition of expenses that should not be included on the same report.



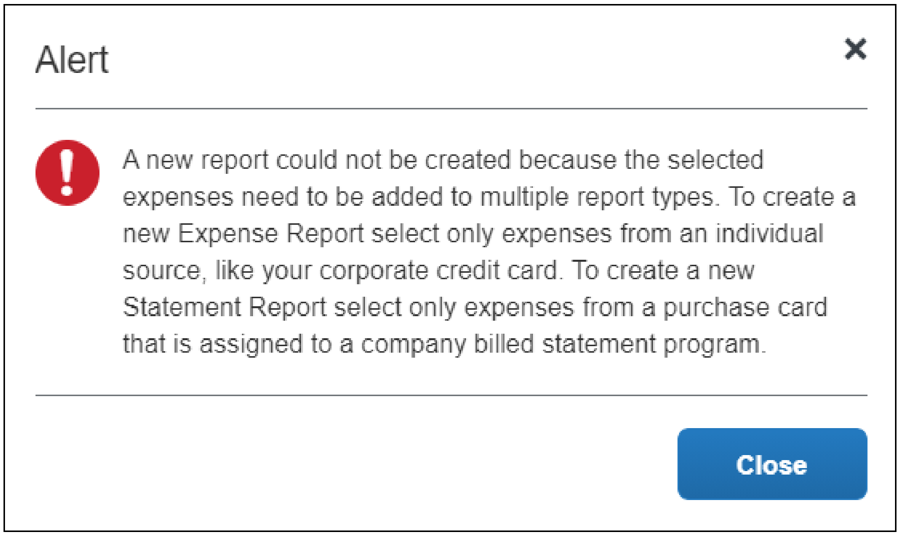
The following are examples of when the **Move Update** message displays:

- If a user attempts to add expenses from two different purchasing cards to a statement report, the message displays. In this instance, a report is still created for one of the expenses. The user will then need to select the expense from the other purchase card and create a new report for it.
- If a user attempts to add expenses that do not belong in the same statement period, the message displays. A statement report is still created and the expenses for that statement period are added to the report. The user will then

need to select the expenses for the other statement period and create another statement report.

Alert Message on Move to New Report

A new **Alert** message displays when a user attempts to create a report with expenses from a purchase card and a corporate card.

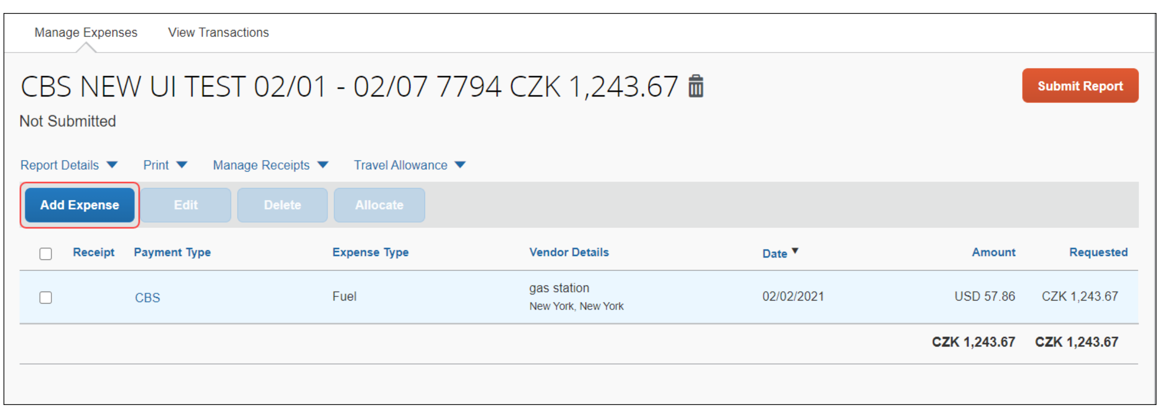


In this instance, a report will not be created because the system does not know whether the user is intending to create a regular expense report or a statement report. The user will need to return to **Available Expenses** and refine expense selections in order to create a report.

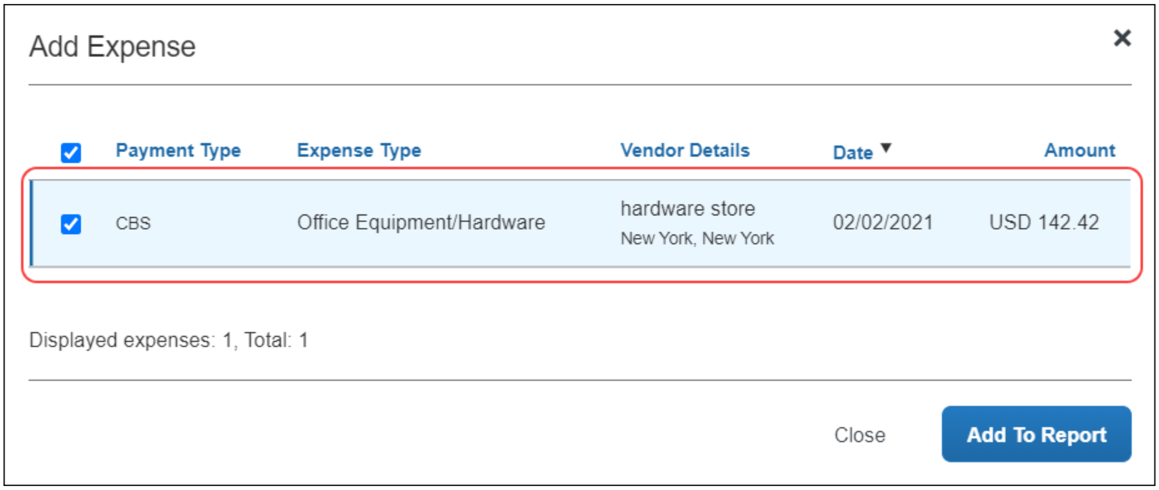
Add Expenses to a Statement Report

In the NextGen UI for Concur Expense, users can add purchasing expenses to a report once the statement report is open.

NOTE: It is not possible to add an expense to the statement report by manual entry. The user must select from a list of available purchasing card transactions.

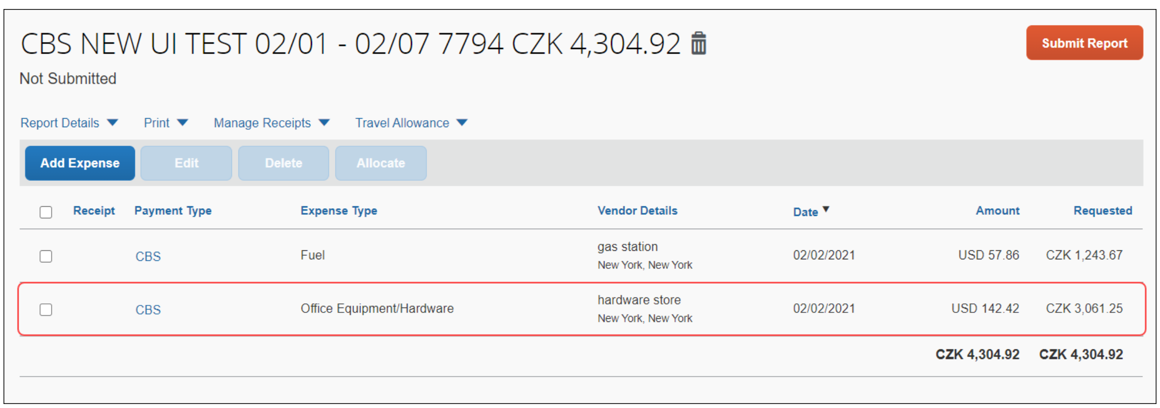


When the user clicks **Add Expense**, an **Add Expense** page appears listing all available puchasing card transactions. Other expenses will not display here.

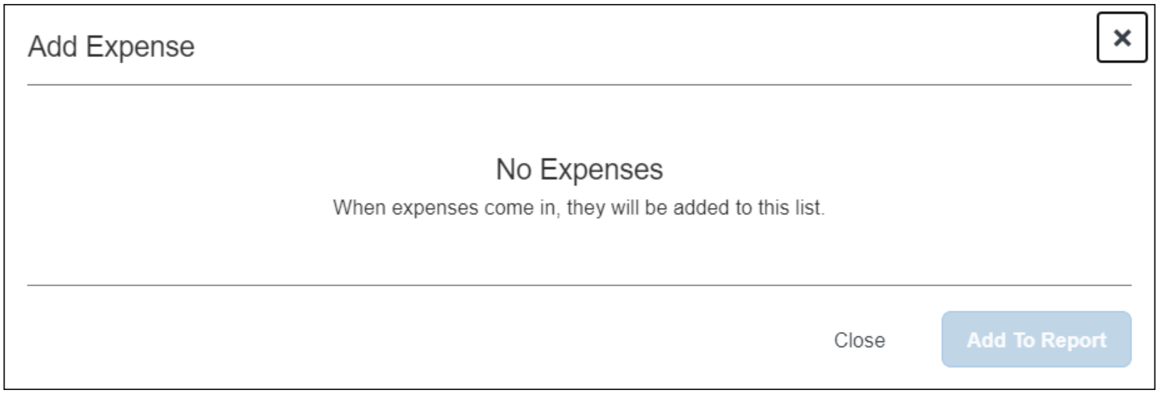


Select the check box for the purchasing expense you want to add to the report, then click **Add To Report**.

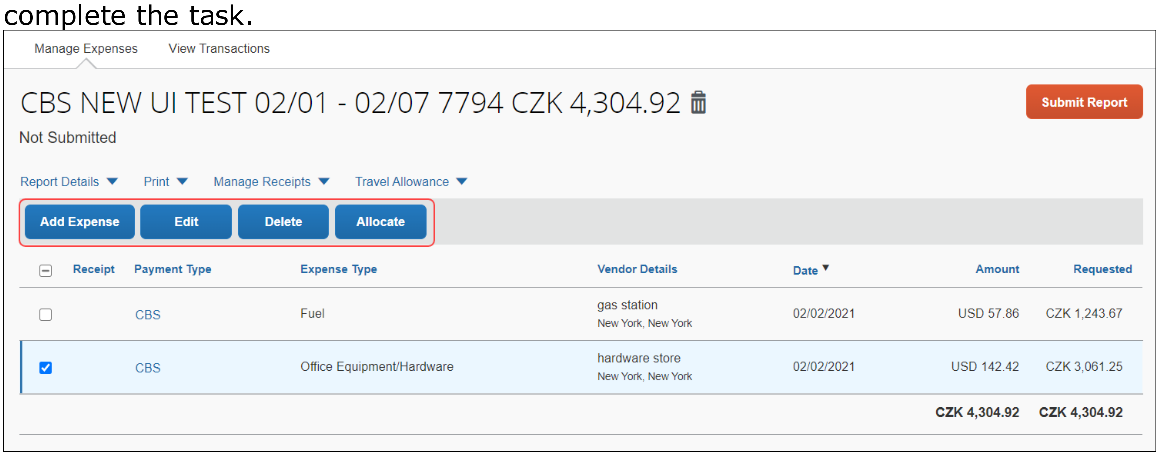
The purchasing expense now displays on the statement report.



If user clicks **Add Expense** and there are no purchasing card transactions fitting to the Statement Report (same account and period), the **Add Expense** page appears with a message stating: *No Expenses. When expenses come in, they will be added to this list*.



NOTE: In the existing UI, buttons were simply greyed out (unavailable) for actions a user could not perform. The user did not receive an on-screen message with the reason why the action could not be performed. In the NextGen UI for Concur Expense, all buttons display as active (available) for users. If the user clicks a button and the action is not possible, a message displays indicating why the user cannot complete the task.



Section 15: Other Features

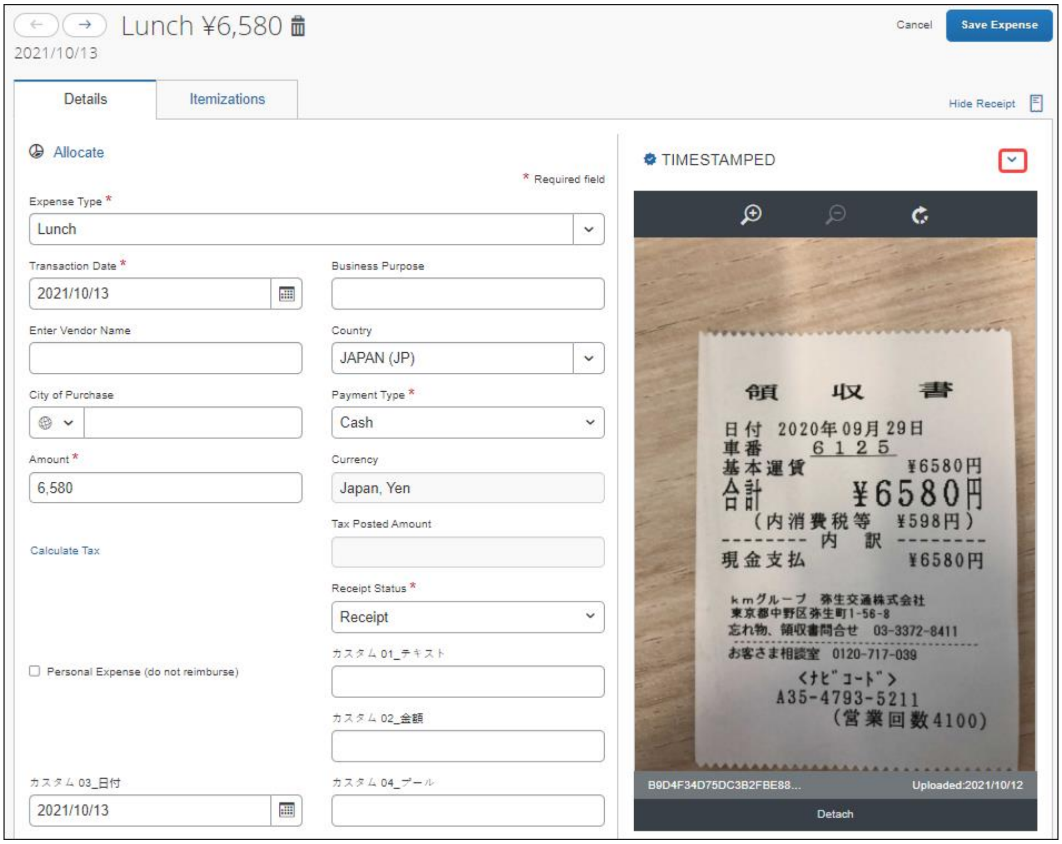
Requests

Approved requests cannot be added to the report header (when a user is creating the report). Once the report has been created, a request can be added from the expense report page.

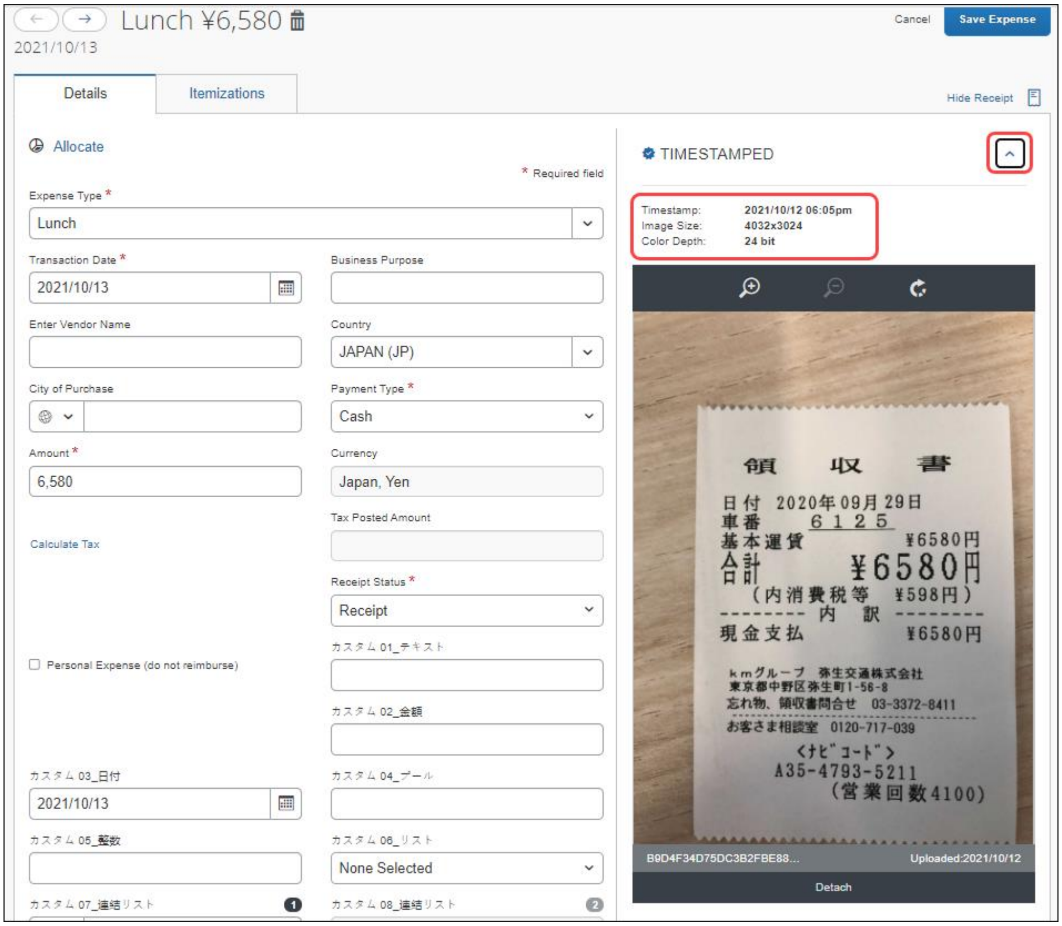
e-Bunsho Timestamp

The e-Bunsho Timestamp feature allows clients in Japan to maintain legal compliance to use images in lieu of paper receipts, per the e-Bunsho regulations.

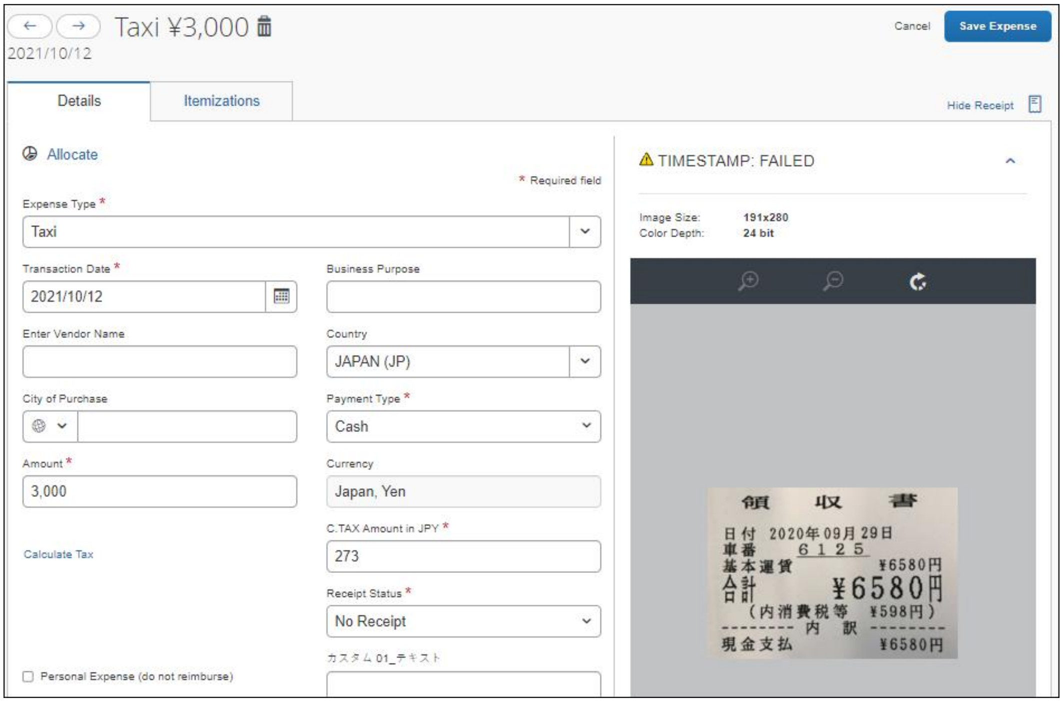
On an expense, timestamp successful:



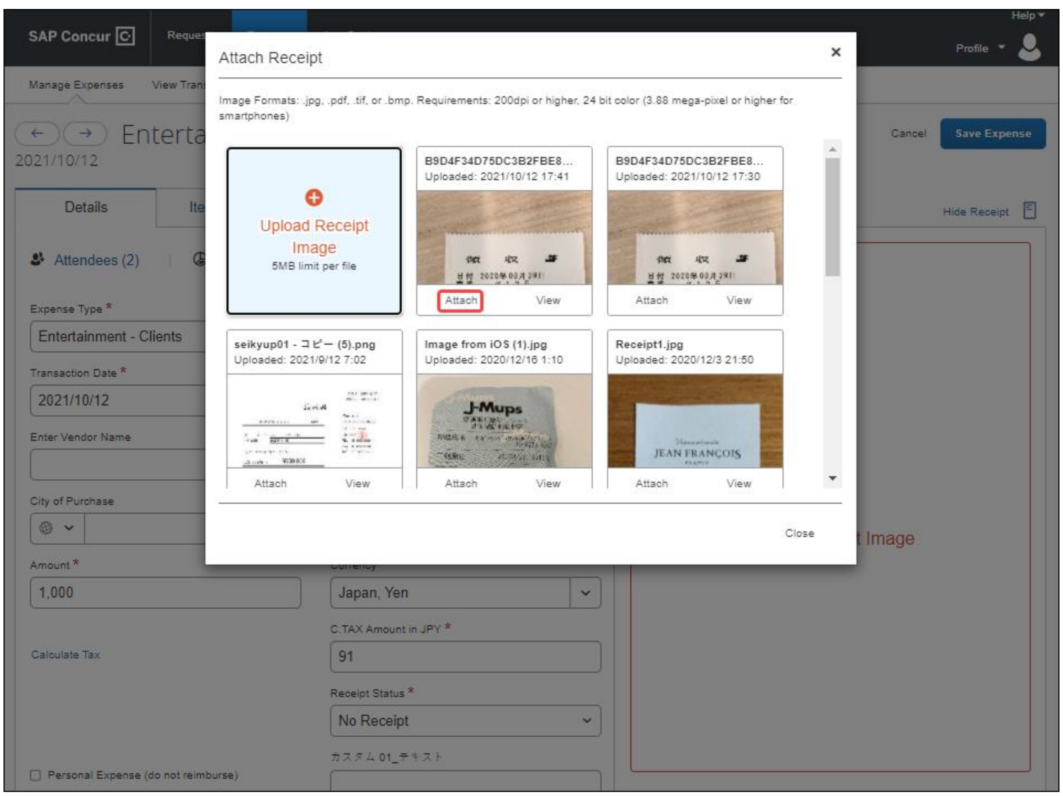
On an expense, timestamp successful, additional information:



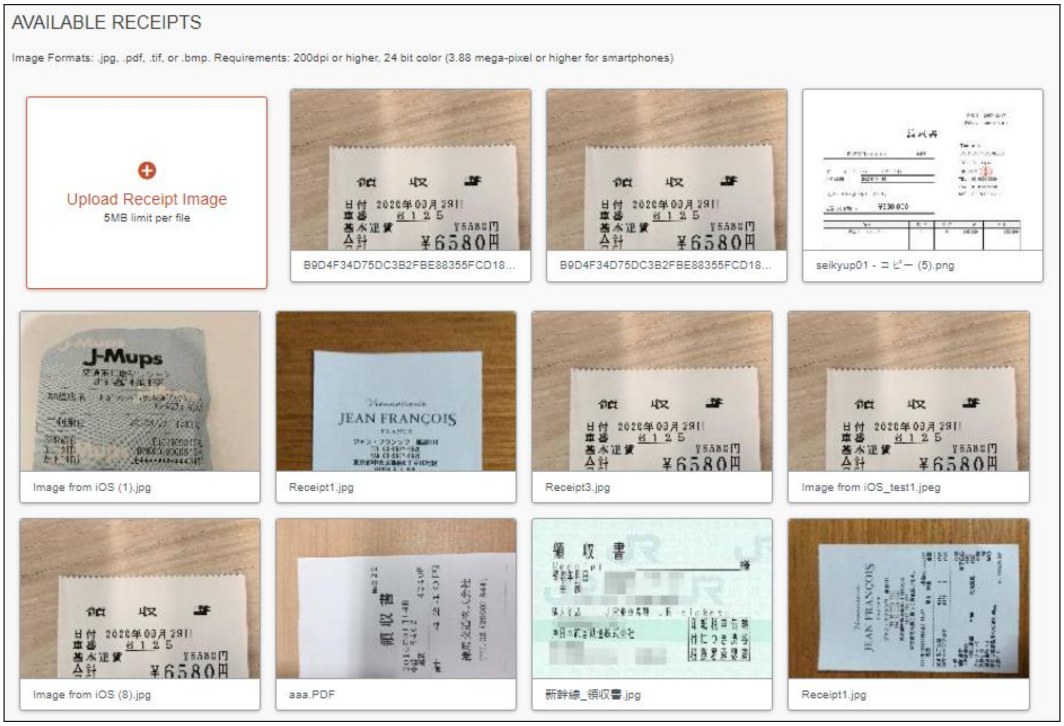
On an expense, timestamp failed:



On an expense report, add to an expense:



On the **Manage Expenses** page, section:



Differences in behavior

There are differences in behavior between the Legacy UI and NextGen UI in terms of handling expense entries with a timestamp image. Once the expense report is submitted, users will no longer be able to detach the image, delete or move the expense entry from a report in NextGen UI.

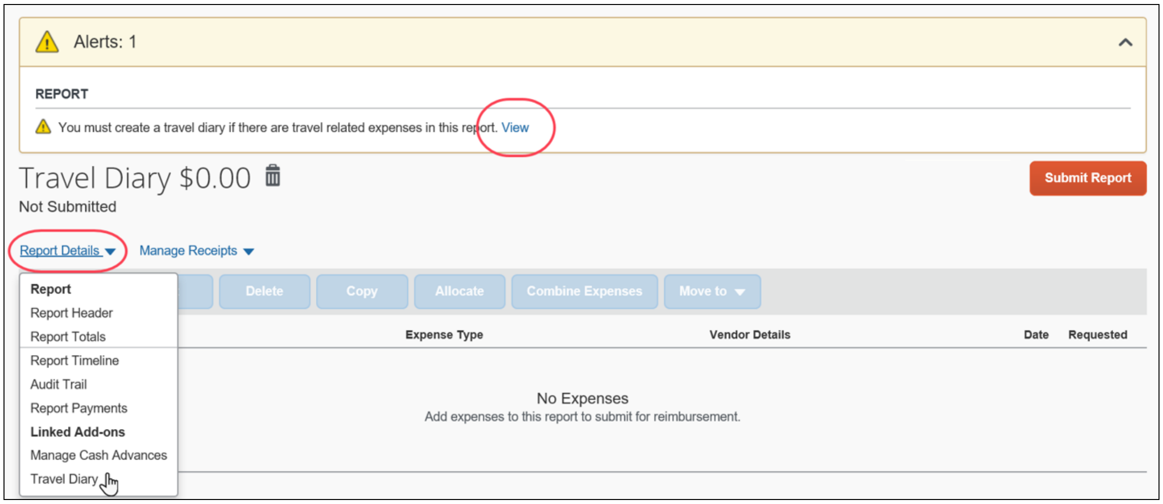
	Legacy UI		**NextGen UI**	
	Before Submit	After Submit	Before Submit	After Submit
Delete entry	X	X	✔	X
Move entry	✔	✔	✔	X
Detach Image	X	X	✔	X

Travel Diary

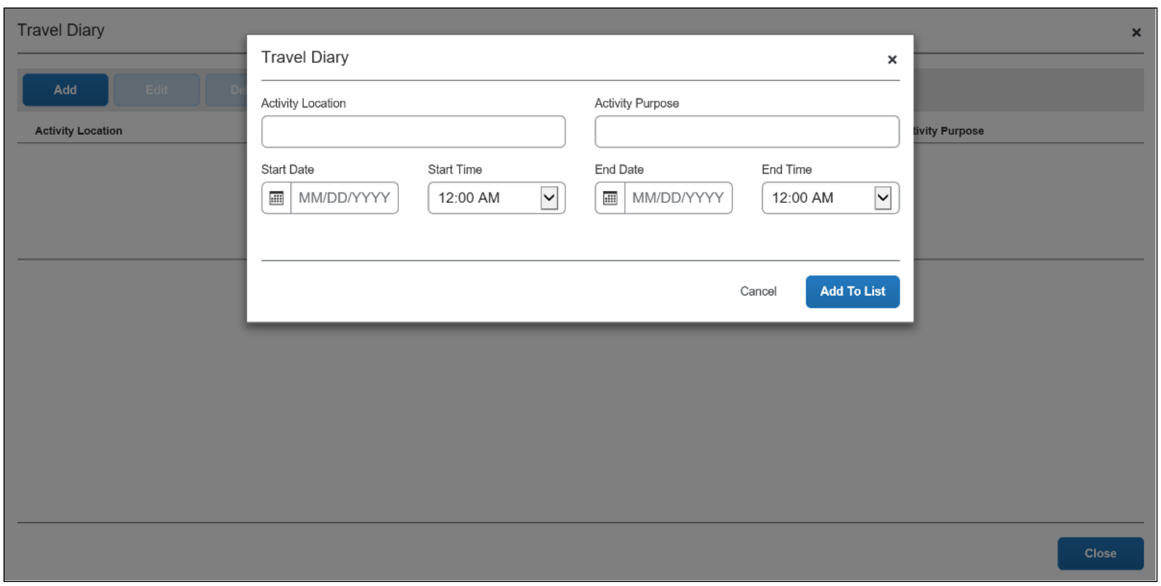
Australia and New Zealand require that companies pay a fringe benefits tax (FBT) on certain kinds of expenses that employees claim. In some cases, the user is required to complete a Travel Diary.

The Travel Diary is no longer on the report header. Instead, if a Travel Diary is required, an alert appears on the expense report. The user can access the Travel

Diary by clicking **View** in the alert (depending on configuration) or **Report Details > Travel Diary**.

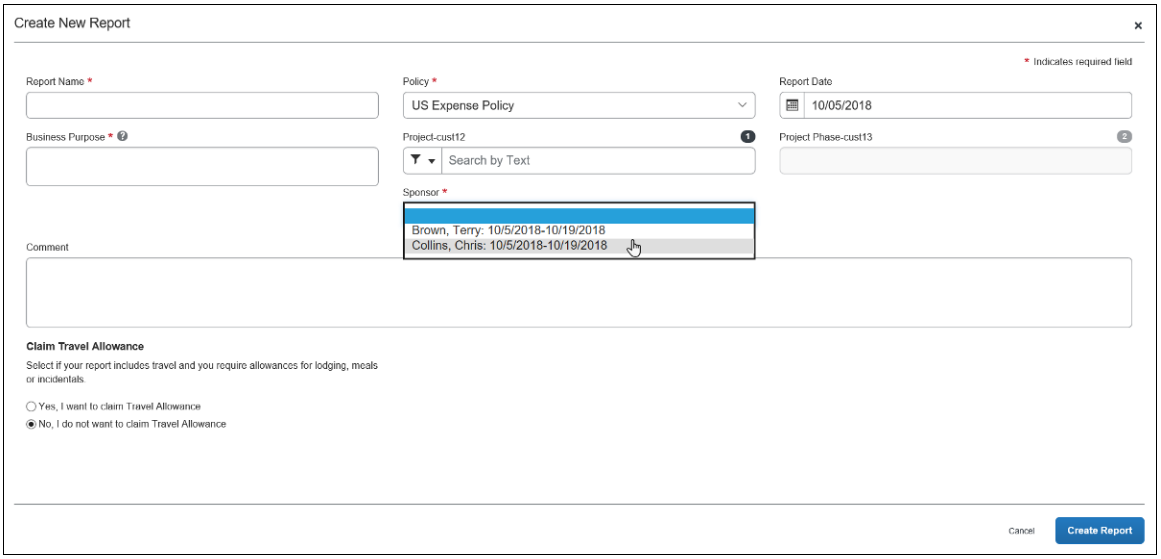


The **Travel Diary** page appears.



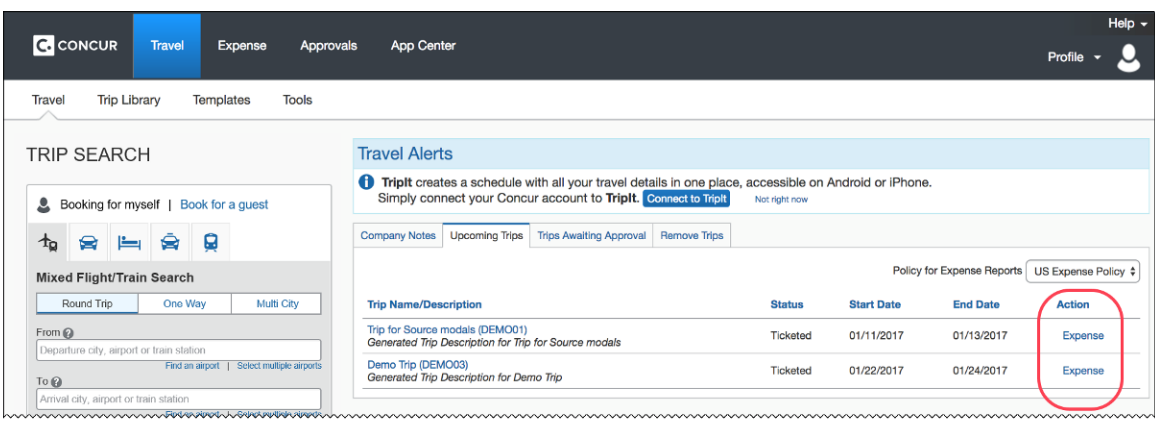
Sponsored Guest

Sponsored Guest user is now available in the NextGen UI for Concur Expense. When the guest creates an expense report, the **Sponsor** field is available on the report header.



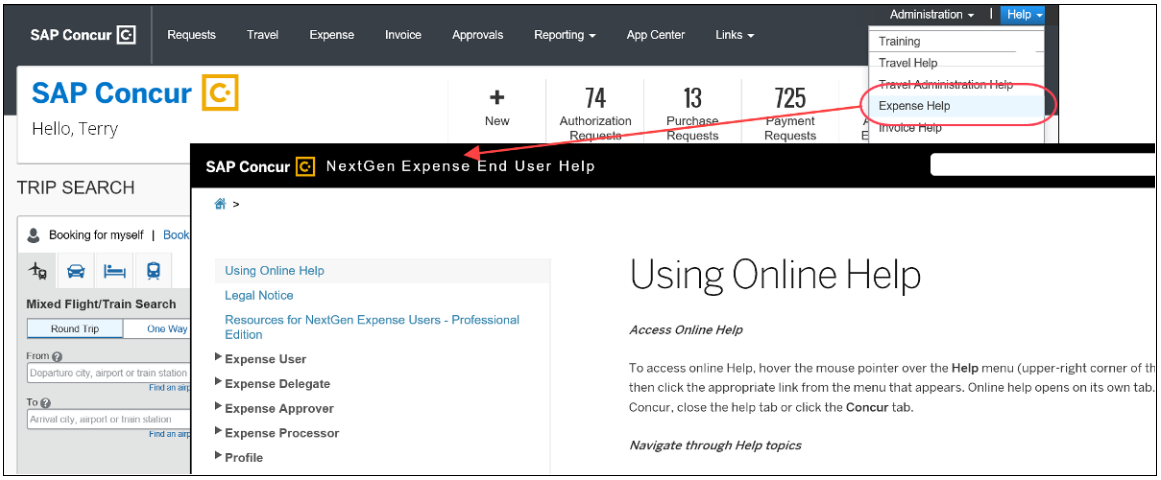
One-Click Expense from Concur Travel

For customers with Concur Travel and Concur Expense, the user can click the **Expense** link in the **Action** column of the **Upcoming Trips** tab on the **Travel** page to create an expense report from that trip in Concur Expense.



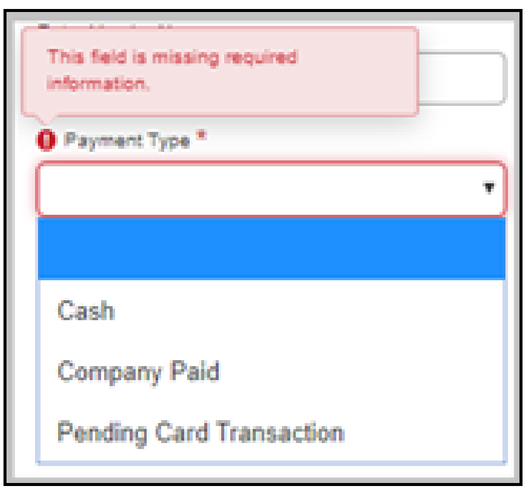
End-User Online Help

When a user clicks **Help > Expense Help**, the NextGen UI for Concur Expense End User Help appears.



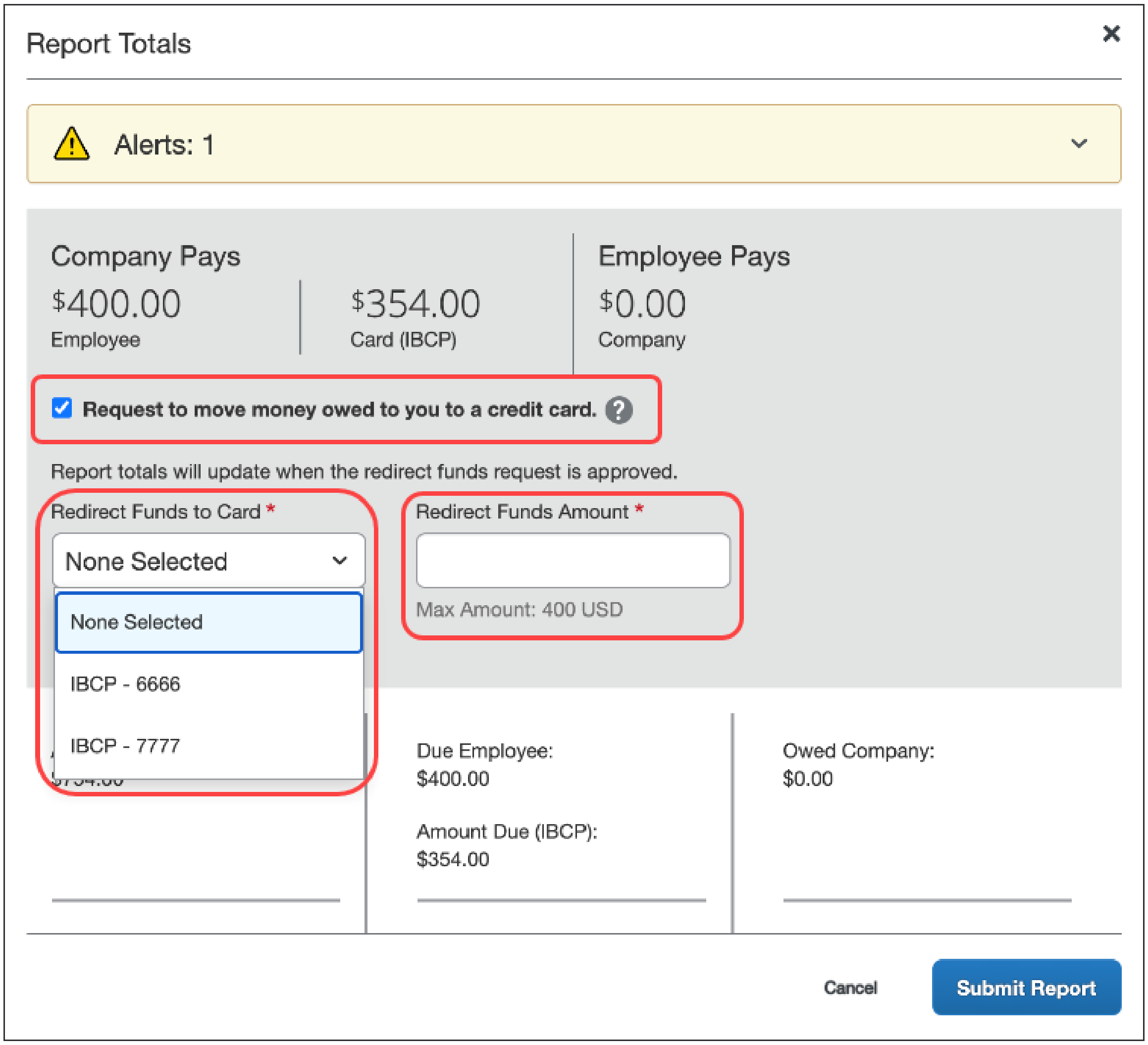
Accessibility for Screen Readers in Lists

A blank (empty) option in a list component has been updated for screen readers to announce the correct content. This is applicable for all the list menus.



Redirect Funds to a Credit Card

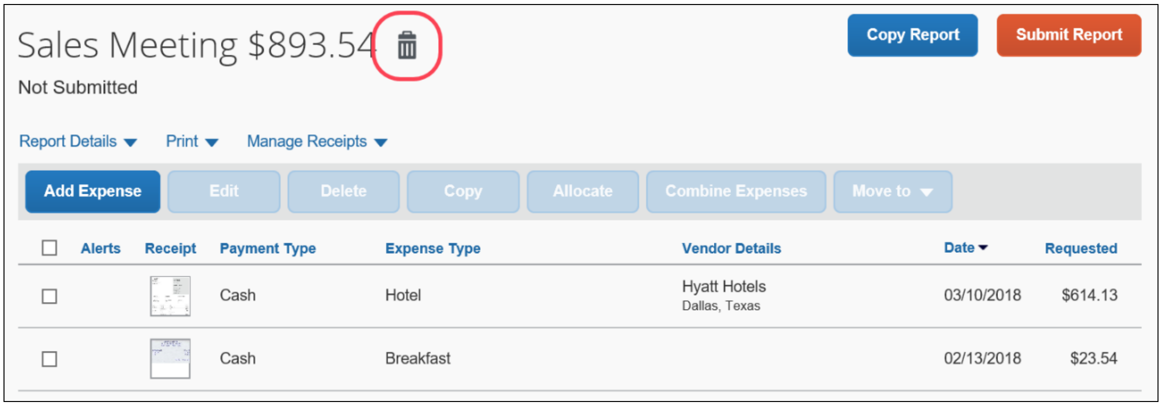
If configured for your company, this feature allows Individually Billed/Company Paid (IBCP) cards to be paid directly when the employee is expected to pay the card provider for personal charges. This is done from **Report Details > Report Totals**.



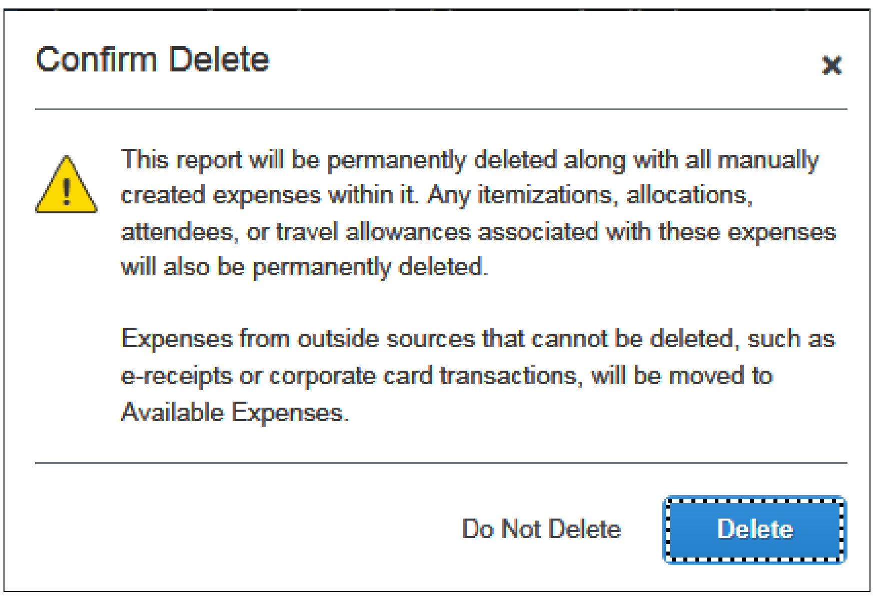
Section 16: Delete Reports and Expenses

Delete a Report

With the report open, click the icon.



This message appears.

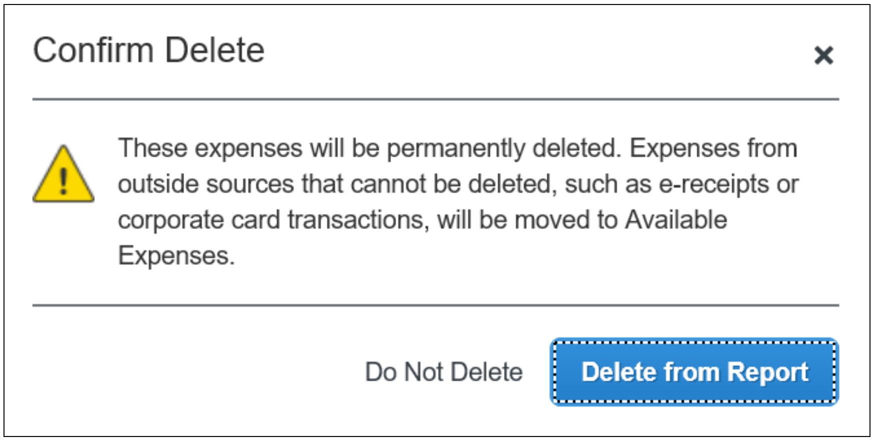


Click **Delete**. Items that came from your Available Expenses (card charges, e-receipts) are moved back to your Available Expenses. Manually created expenses are deleted and cannot be recovered.

Delete an Expense that Originated from Available Expenses

For an expense that came from **Available Expenses** (card charges, e-receipts), when you "delete" - the expense is not really deleted; it is moved back to **Available Expenses**.

With the report open, select the desired expense(s) and click **Delete**. This message appears.



The expense is moved back to the **Available Expenses** section of the **Manage Expenses** page.

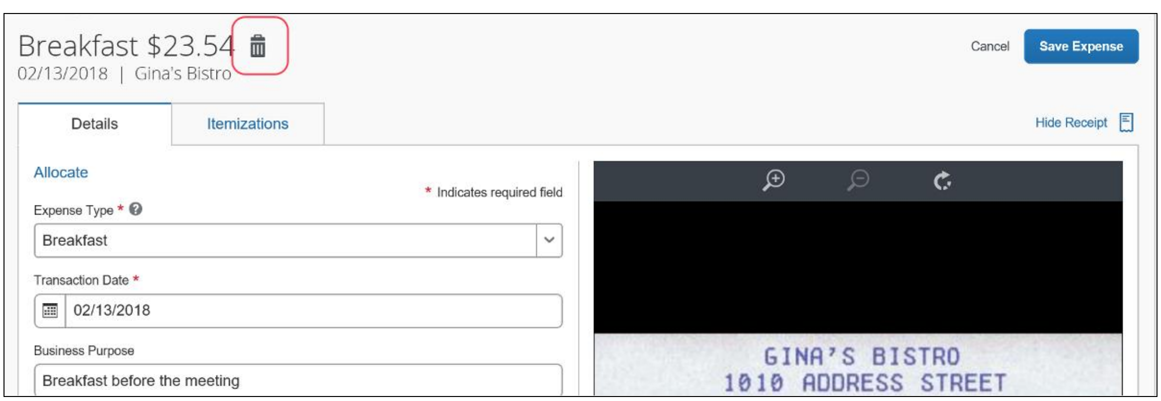
Delete a Manually Created Expense

For a manually created expense, you can:

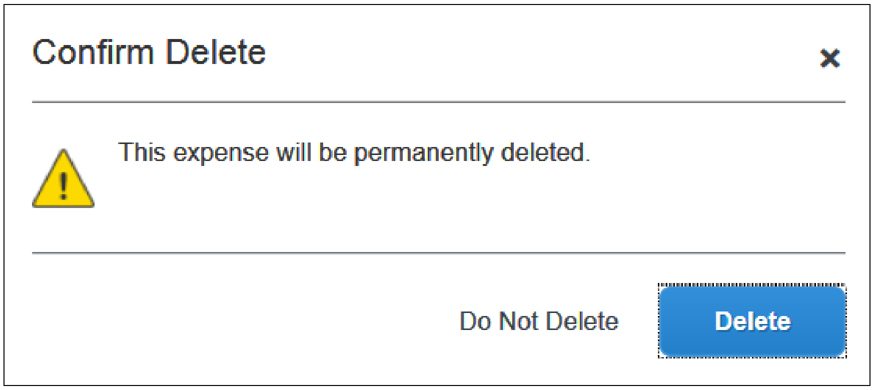
- Delete with the expense open
  – or –
- Delete with the report open

From the Expense

Open the report and the expense. Click the icon.



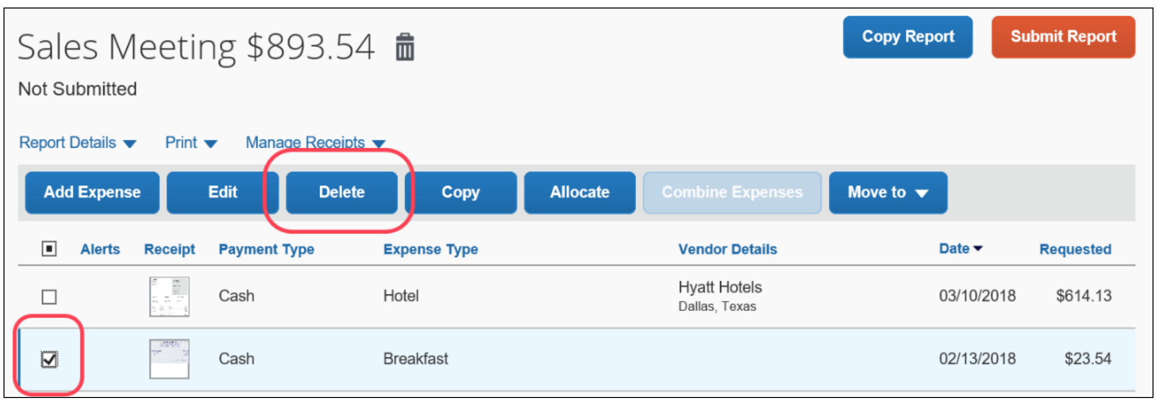
This message appears.



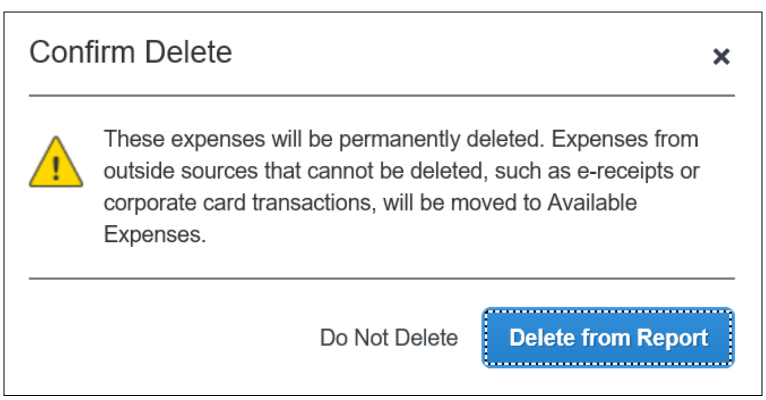
The expense is permanently deleted; there is no "undo."

From the Report

With the report open, select the desired expense(s) and click **Delete**.



This message appears.



The expense is permanently deleted; there is no "undo."