Getting Set up

HRP will email you a link to establish your personalized login and password. Download the SAP Concur application to your phone from www.concursolutions.com or through the App Store.

To ease the process in capturing receipts, you will need to “verify” your email of record in Profile Settings (upper right corner) via a desktop computer ONLY. Click on Email Addresses on the left, then Verify your email. You will be sent a verification code that needs to be entered. This feature will allow you to “email” your receipts directly to the Concur application.
All requests for reimbursements must be submitted via SAP Concur. Employees must reference the Reimbursement Policy, which may be found at www.hawaiiresidency.org under “Current Residents/Reimbursements”.

The policy may also be obtained by contacting your Program Administrator or the HRP Finance Office. finance@hawaiiresidency.org

If you have any questions, please do not hesitate to contact the Finance office at (808) 586-2892.

**Creating Monthly Expense Reports (to be submitted)**

Each employee is allowed to submit **one (1) report per month**. The report may be submitted at any time during the month and does not need to wait until month-end. Travel Reports may be created separately from these reports and submitted upon completion of travel.

To create a new Expense report, click on “Expense Reports”, and the + at the top right. Change the report name to one of the formats below, making it easier to see what month the report is for.

- **Month Year** (e.g. *May 2020*)
- **Month Year--Travel** (e.g. *May 2020—Travel*)

Receipts will be uploaded to the applicable report later.
**Uploading Receipts/Expenses**

A receipt may be uploaded to the Expense category in one of two ways.

1) Send the .pdf document or emailed receipt to receipts@concur.com via your profile’s email of record ONLY. The document will appear in your expense category within the app.

2) Click on Expense category and the + at the top right. Click on “Add Receipt” to capture the image via your phone camera or your photo library. Be sure to turn on the multipage function icon at the top right if multiple pages of the receipt needed to be added. You may also screen shot both receipts of one transaction onto one photo (e.g., restaurant receipt combined with credit card slip).

Remember that all receipts must show itemized purchases, date, vendor and method of payment (cash or credit card). Receipts only showing “balance due” or missing any of these requirements will be rejected. **For additional details on reimbursements, always refer to reimbursement policy at [www.hawaiiresidency.org](http://www.hawaiiresidency.org) under “Current Residents/Reimbursements”**.

**TO CREATE AN EXPENSE:**
Click on the receipt and select “create expense” in the upper right corner. Enter the necessary fields (amount, expense type, vendor, location, comments if any).
Common expense types for residents will be—
   Travel—Airfare, Meals, Transportation, Accommodations, Registration, Etc.
   Meeting Expenses
   Recruitment (Program meetings/activities)
   Journals and Books

Although the “Expense It” feature is available to read and transfer receipt details automatically, it is not always accurate. Therefore, it is easier to create your own expense manually as described above. **We recommend that you NOT use the “Expense It” function.**

**ADDITIONAL INFORMATION:**

**Boarding passes:** Screenshots of your boarding passes, should be added to your airfare receipt.

**Signed Travel Authorization (required for all travel):** Upload your signed travel authorization for reference as an expense receipt under the category “Travel-Registration”. Indicate $0 as the amount and enter a comment “travel authorization only”.

**Airfare Comparable:** When combining personal travel with business travel, upload a comparable airfare cost for business purpose only as an expense receipt under the category “Travel-Airfare”. Indicate $0 as the amount and enter a comment “airfare comparable for business only”. Business travel comparable should be printed at the SAME time as the personal airfare was purchased.

**Tip Payments:** All tips must be reflected on the receipt and are limited to 15%. If your tip is more than 15%, you must adjust the requested amount for 15% only. Enter a comment of explanation for the difference in receipt amount shown and reported amount of request.

**Multiple parties on a receipt:** Expenses that include other individuals (e.g. restaurant) must be adjusted accordingly. Report the amount of the expense for just the HRP employee and enter a comment of explanation for the difference in the amount shown and reported amount of request.

**Non-eligible expenses on receipt:** Exclude ineligible receipt items in the reported amount. Such items may include alcohol, personal items, and other incidentals unrelated to the business. (refer to travel policy for additional details). Enter a comment of explanation for the difference in the amount shown and reported amount of request.

**Meeting Expenses:** Upload copies of the attendance and agenda as appended images to the receipt. If attaching separately from the receipt, indicate $0 as the amount and enter a comment “attendance and agenda only”.
Moving Expenses to your Report for Submission

After entering the details of the receipt and saving the information, move each receipt to the report you previously created by clicking on the bottom tab of each receipt “Move To Report”. Select the report you wish to add it to. You will be prompted to add additional data fields as noted by the red triangle (e.g., business purpose, boarding pass confirmation). All fields must be complete.

If you later need to add documentation to an existing expense receipt that you may have forgotten or obtained later (e.g., meeting agenda, boarding passes, airfare comparison for personal travel), open the receipt image by clicking on “View Receipt” and “Add Another” at the bottom. This allows you to upload another image from your camera or photo library. Be sure to click save when done. After you’ve reviewed and confirmed that all expenses are correct, and receipt images are uploaded with complete information, click “Submit” at the bottom of the report. As a reminder, only ONE report per month is allowed, unless it is a Travel Report.

Tracking your Submission

Report will be sent to your Program Administrator/Manager for review/approval before it is sent to Finance review and for processing. If an amount needs to be reduced, the Manager or Finance may reduce the amount with an explanation. If further corrections are needed by you to address, the report may be sent back with a note of what you need to correct. After you address the correction, you must resubmit the report back to the Manager.

You will receive email notices of the status of your reimbursement request, which will also be available under the Reports section of the app. These include “pending review”, “returned”, “submitted for payment”. Payment will be made via direct deposit with the payroll cycle and included with the next available payroll.
Checking on your Reimbursement

After your Concur submission is complete and approved, your reimbursement will be processed with your payroll via ADP (7th and 22nd of each month). Through your ADP application, open your pay statement. Reimbursement will show under the “Other” category.
FREQUENTLY ASKED QUESTIONS (FAQS)

1. Must I wait until the end of the month to submit my reimbursement request?
   You may submit a reimbursement request at any time during the month, provided there is only 1 report submitted per month. If you incur an expense during the first week of the month and want to be reimbursed sooner, you may submit the report. However, any expenses incurred for the rest of the month will need to be submitted in the NEXT month. This does NOT apply to travel reimbursements.

2. When may I submit my travel expense reimbursement request?
   Travel expenses may be submitted immediately upon completion of trip, including conference registration. This is separate from any other reimbursement request submitted (e.g., books, parking).

3. Is there a deadline to submit receipts?
   Yes. All receipts must be submitted for reimbursement not later than 60 days of transaction. All travel expenses must be submitted upon completion of travel, but not later than 60 days past travel return date. Any purchase during the months of May/June must be submitted by June 25th at the latest due to the end of the fiscal year.

4. I’m doing a poster presentation as part of my travel and have poster printing costs. How do I submit reimbursement for both through Concur?
   A travel report is only for travel-related expenses (e.g., airfare, registration, hotel, meals, ground transportation, etc.). Any costs associated with printing posters or abstracts fees are submitted in a separate monthly report in Concur, not to be combined with Travel expenses, within 60 days of purchase, but not later than June 25th. Check with your Program Administrator for the proper expense type.

5. When I view the application with Internet Explorer, some functions do not appear.
   This is a browser issue, and sometimes logging with Firefox or Google Chrome will display the full features.

6. My receipt is in 2 parts---one for the details of the expense and another for the credit card swipe. How do I upload both receipts?
   When taking a picture of receipts via the phone app, you may capture it in one of two ways. 1) choose the “multi-page” feature at the top of the camera screen via the Concur app, and it will prompt you to capture each page, or 2) place both receipts next to each other and capture the image as one photo.

7. How do I upload the required documents for travel reimbursements (e.g., boarding passes, travel authorization, airfare comparison for personal travel)?
   Such documents must still be provided along with the complete travel reimbursement. Upload the document as a separate “receipt” within the Report (e.g., Travel—Airfare; or Travel—Registration), but enter $0 as the amount and enter a comment in the appropriate box to identify what the document is. Boarding passes may also be added as additional pages to the existing airfare receipt as an option by adding to the existing receipt (see below).

8. I combined my business travel with a vacation trip. How do I account for the cost of the airfare which is much more due to the vacation travel?
   Travel will only be reimbursed for the costs related to the business purpose. When making a reservation that includes vacation travel, a separate airfare comparable must be printed at the same time to show what the cost would have been if the trip was only for the business purpose. Reimbursement will be the cost of the actual amount paid or the cost of business purpose comparable, whichever is less. Comparable document should be uploaded as an Airfare receipt, with a cost of $0, and a comment entered as “Airfare comparable only.”
9. I forgot to upload the 2nd part of my receipt or other requested document. Can I add to the existing receipt?
   When you open the expense within the Report and view the receipt, you may add pages to the existing receipt by clicking on Add Another. If you happen to upload a wrong page and wish to delete it, you’ll need to delete the entire receipt and start over.

10. I realized I uploaded the wrong receipt. May I email the new receipt to my manager to correct?
    No. Once the report is submitted, a manager will not be able to increase an amount nor delete any page. If a page must be deleted, or an amount needs to be increased, the manager must return the report to the employee to make the revisions and resubmit. Remember that the reimbursement request is a document you submit, and only the employee should be making changes to the report.