Getting Set Up

You will receive a Concur welcome email with 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.

Go to Profile → 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 can 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) via app

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:

1. Click “expense report”

2. Click “+”
3. Change the report name to one of the below formats, making it easier to see what month the report is for
   a. **Month Year** (e.g. *May 2020*)

4. Then click “Create”

5. You have successfully created your report! You are ready to start uploading your expenses.
Uploading Receipts/Expenses via app

1. To add an expense, click on “+” and “add new expense”.

2. Select the type of expense from the list below.

   - Capital Expense (Over $750.00)
   - Non-Capital Equipment (Under $750.00)
   - Communications
   - Cellular Phones

3. Attach your receipts. You can either use the camera feature or select from your photos.

   ! Note: 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).

4. Fill out all the necessary fields (amount, expense type, vendor, location, comments if any)
   - All red fields must be filled out before proceeding

5. Then click “save” on the top right.
Expense-It
For best practice, we suggest you use the “Expense-It” feature to take a picture of your receipts immediately after making a purchase. This way you have all your receipts uploaded and won’t have to worry about losing/forgetting about it.

1. All your receipts that you took a picture of will be stored under “Expenses”
2. Click “ExpenseIt”
3. Take a picture of your receipts.

6. Once all expenses are entered, you can hit “submit”.
To move your expenses to the perspective report:

1. Go to “Expenses”.
2. Click on the expense that you want to move

3. Make sure all the information filled out matches your receipt (Amount, Vendor, Date, Expense Type)

4. Once everything is correct, click “Move to Report” and choose which report you want to move the expense to.
Creating Monthly Expense Reports (to be submitted) via desktop PC

1. Click the expense tab.

2. Click “+”

3. Change the report name to one of the below formats, making it easier to see what month the report is for
   a. Month Year (e.g. May 2020)

4. Then click “Next” on the bottom right.
Uploading Receipts/Expenses via desktop PC

1. Open your expense report and Click “+”

2. Select the type of expense from the list below

3. After selecting an expense, you will be brought to this page.

4. Fill out all the necessary fields (amount, expense type, vendor, location, comments if any)
   - All red fields must be filled out before proceeding

5. Click here to attach your receipts.

6. Then hit “save”
Remember that all receipts must show--
Itemized purchases
Date of purchase
Vendor
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 “Residents & Fellows” → Current Residents/Fellows → Reimbursements.

Common expense types for residents will be--
Travel—Airfare, Meals, Transportation, Accommodations, Registration, Etc.
Meeting Expenses
Recruitment (Program meetings/activities)
Journals and Books

**Tracking your Submission**
Report will be sent to your Program Administrator before it is sent to Finance review and for processing.

You will receive email notices of the status of your reimbursement request, which will also be available on app or website.

7. Once everything is entered, hit “submit report” on the top right corner.
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.

Payment will be made via direct deposit with the payroll cycle and included with the next available payroll.

Please reach out to your Program Administrator or Finance if you do not receive your reimbursement, but the status of the expense is “Submitted for Payment”.

Checking on your Reimbursement

After your Concur submission is complete and approved, your reimbursement will be process with your payroll via ADP (7th and 22nd of each month).

Open your ADP app, then go to current pay statement.

Reimbursement will show under the “Other” category.
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 and receipts together under one expense line (e.g., Travel—Airfare; or Travel—Registration). 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.