Next Generation Expense – End User

Transition Guide

Last Revised: May 4, 2018

Applies to:

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

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

Concur Technologies Inc.

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Revision History

Date	Revision Notes/Comments
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

Next Generation Expense – End Users

Section 1: Overview

SAP Concur is pleased to announce the Next Generation Expense User Interface (NextGen Expense) – a new interface for Concur Expense end users. NextGen 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 Expense user interface is called *NextGen Expense*.

Important

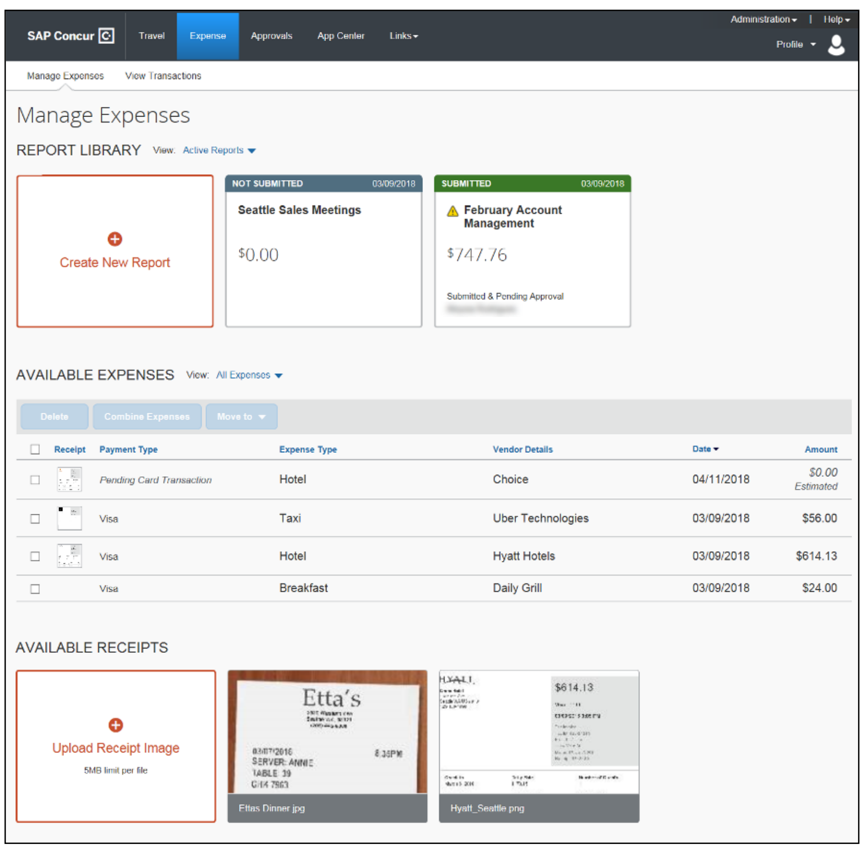
Remember, Concur Expense features are configurable by your company so the fields, layout, options, etc. shown in this guide may differ from those chosen by your company.

Section 2: 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

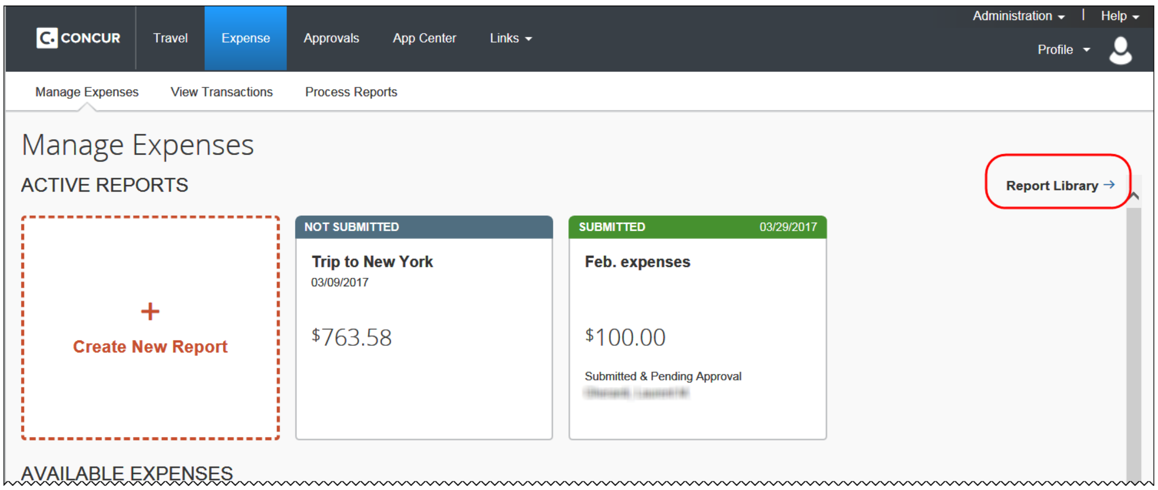


Report Library Section

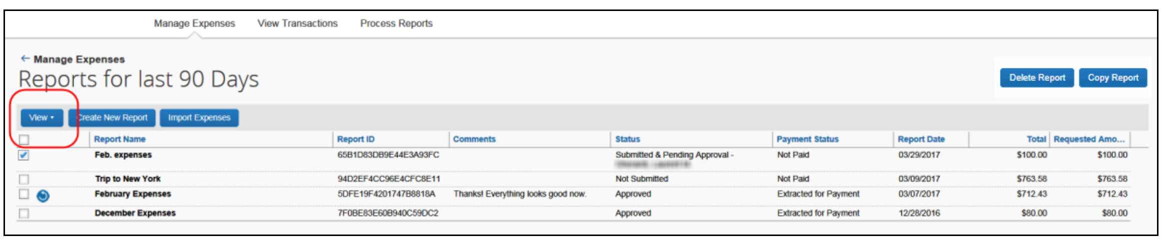
At the top of the **Manage Expenses** page is the **Report Library** section.

Existing UI

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



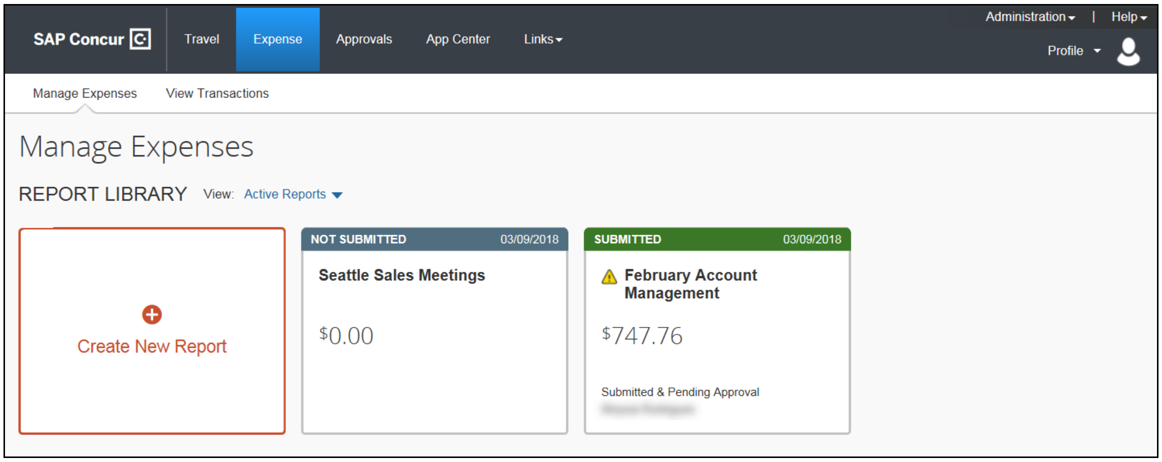
In the library, click **View** to access other reports.



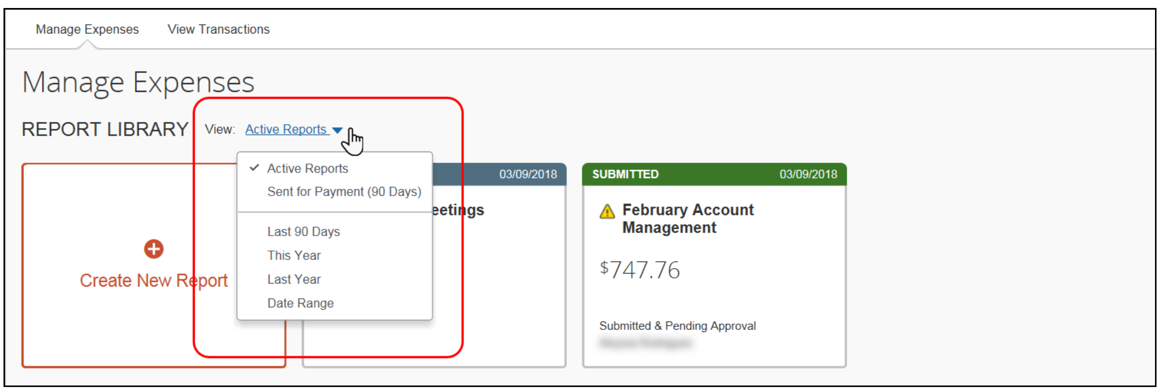
NOTE: In the existing UI, you can copy and delete selected reports from this page. In NextGen Expense, those tasks are completed from within a report, as detailed later in this guide.

NextGen Expense

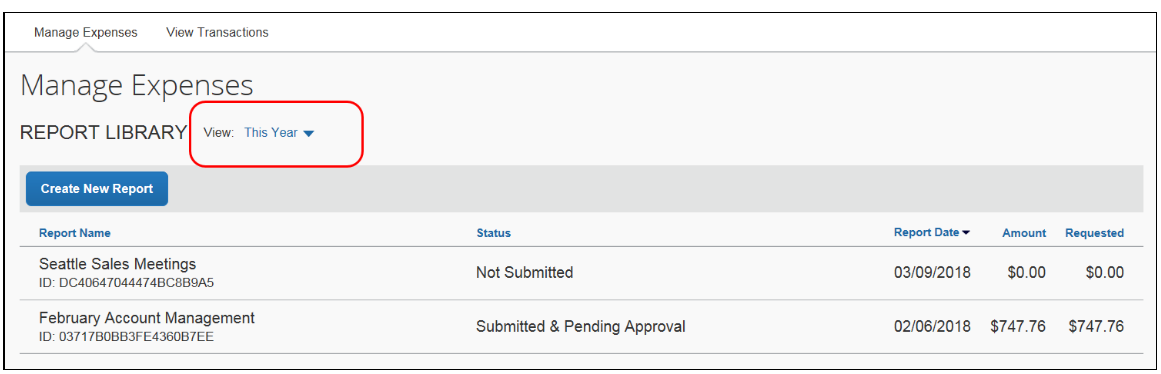
In NextGen Expense, your active reports and the library are combined so all reports are available on one page. The active reports appear by default but you can easily view other reports.



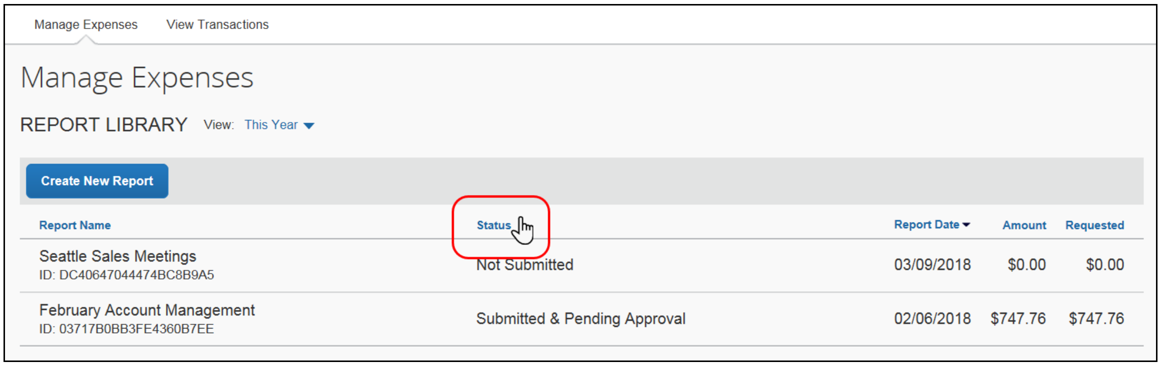
From the **View** list, select one of the predefined options or define a custom date range.



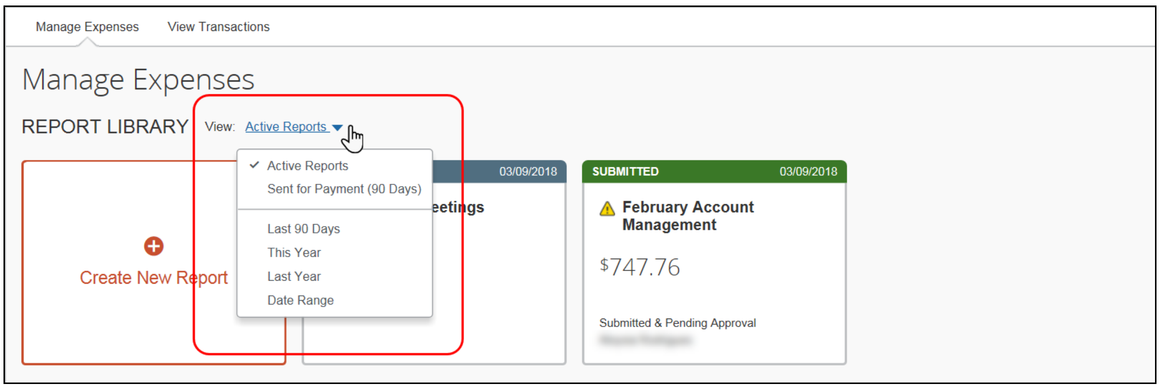
For example, select *This Year*.



To sort, click the column headings.



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

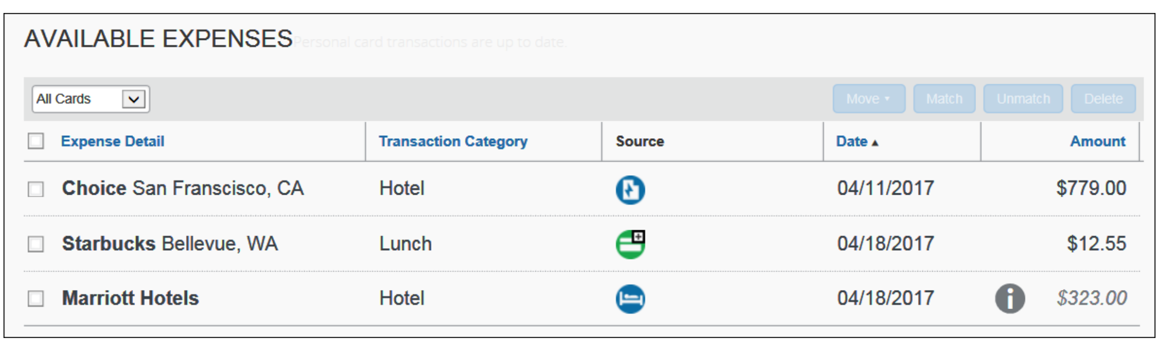


Available Expenses Section

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

Existing UI

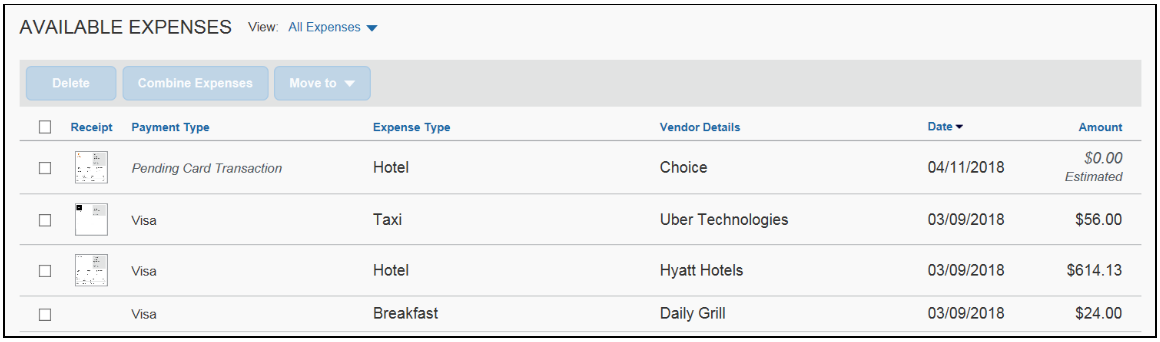
In the existing UI, the **Available Expenses** section looks like this.



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 Expense

In NextGen Expense, there are a few changes to this table:

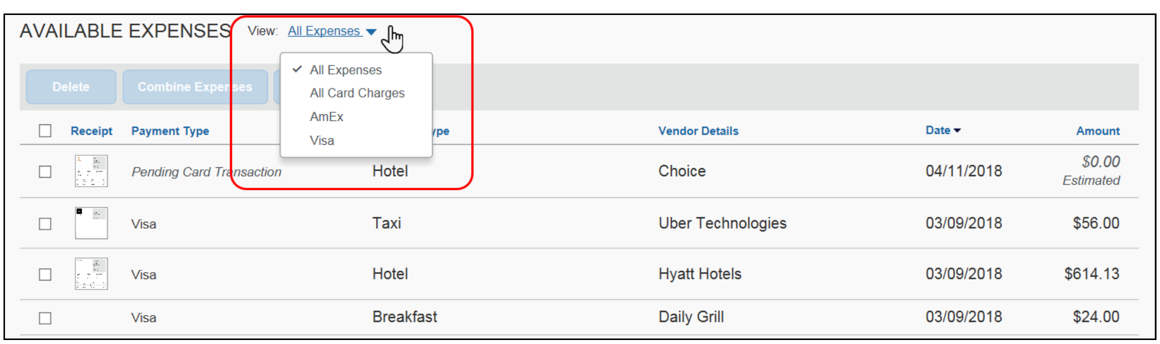


- The **Receipt** column has been added to help you easily scan the list for items needing a receipt. You can sort (by clicking the column heading) to bring these to the top for action. The thumbnail image in the **Receipt** column indicates that the expense has an image attached.

- 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.

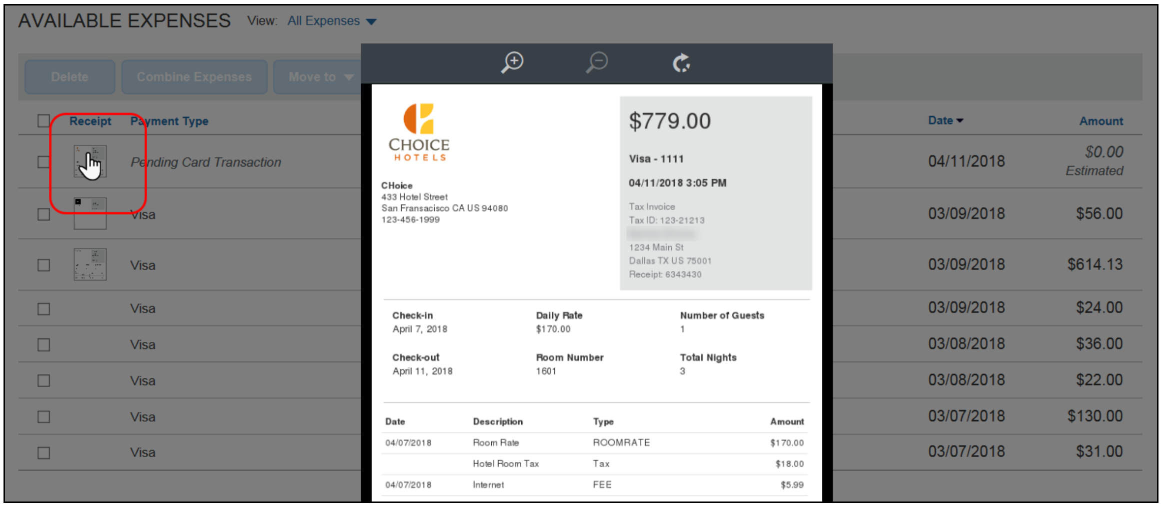
- In the **Amount** column, *Estimated* appears for hotel and car itinerary amounts. *Estimated* indicates that the actual amount is unknown, since the itinerary likely does not include other taxes, fees, etc. that will appear in the final card charge.

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



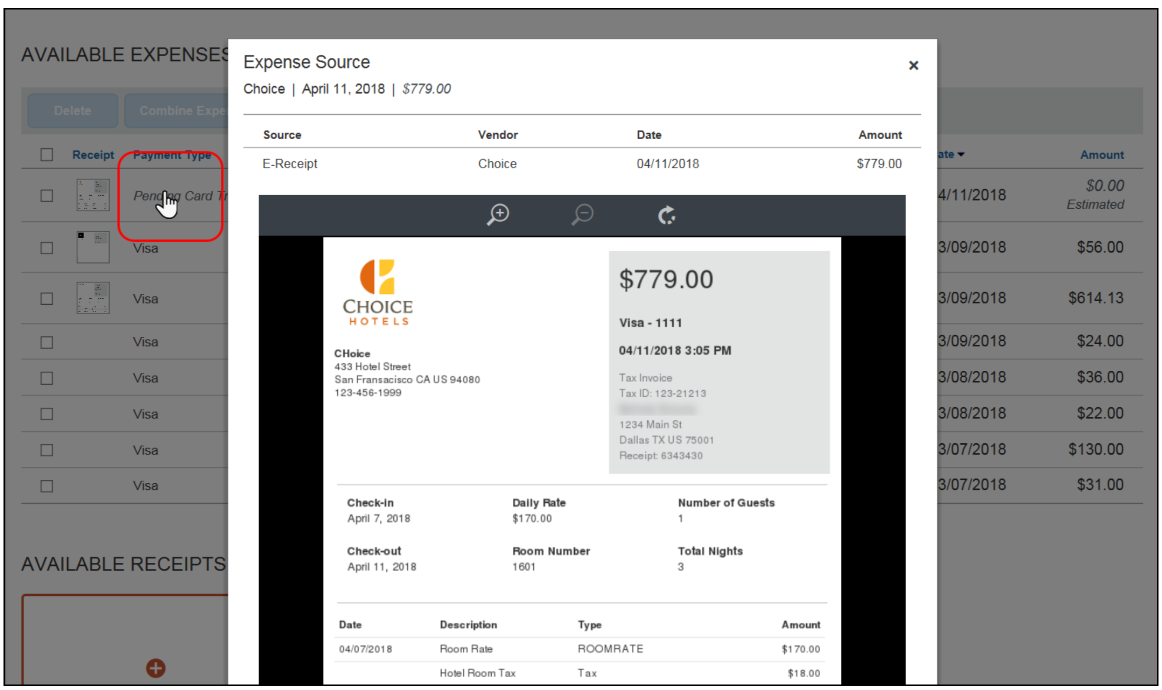
NOTE: The options that appear in the **View** list are configurable by your company so your list may be different from the one shown above.

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

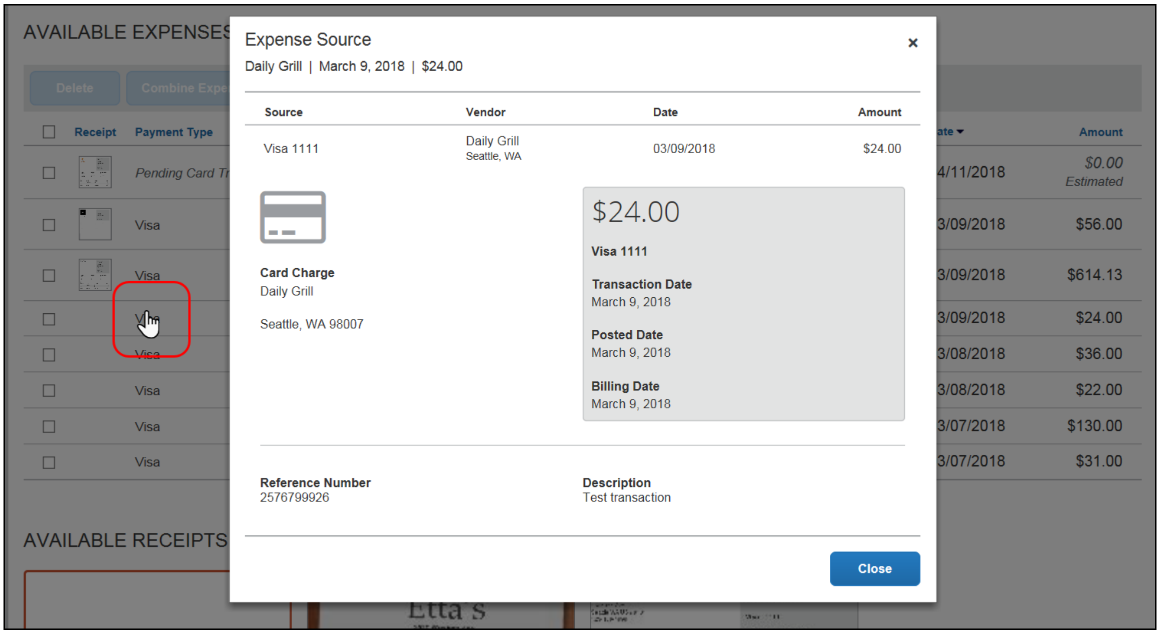


To view the expense source(s), click anywhere in the row – ***other than*** the check box or receipt image.

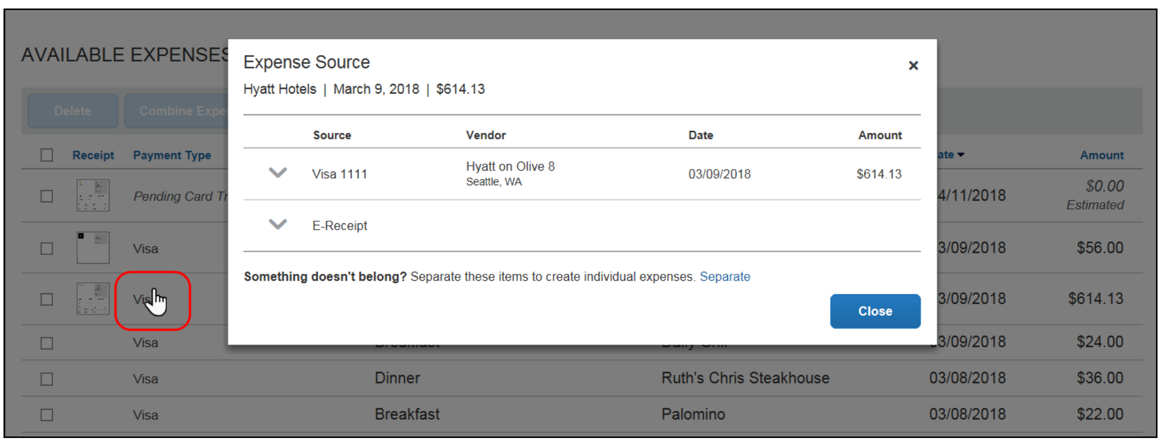
This sample shows the **Expense Source** page for an expense with an e-receipt.



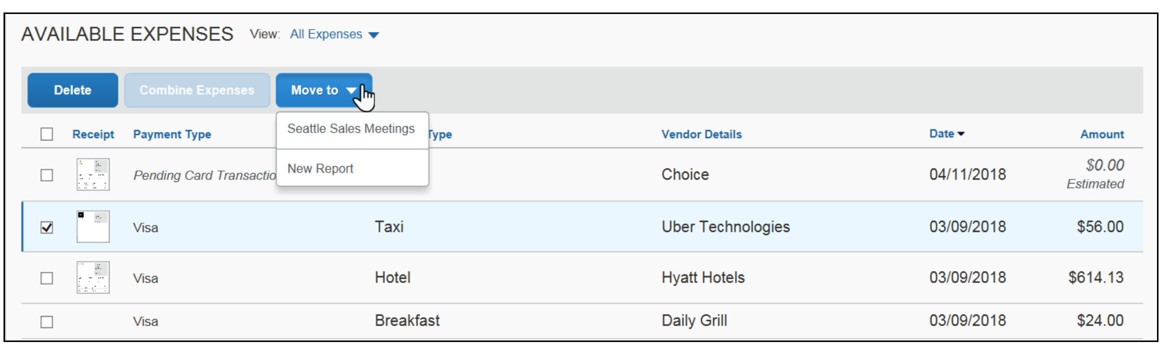
This sample shows a card charge without a receipt image.



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

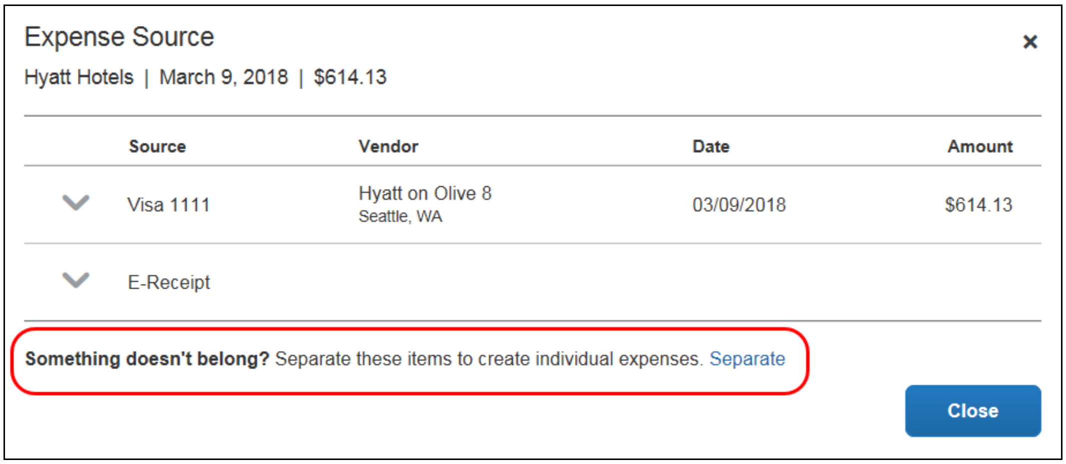


Other options available in the **Available Expenses** section:



- 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.

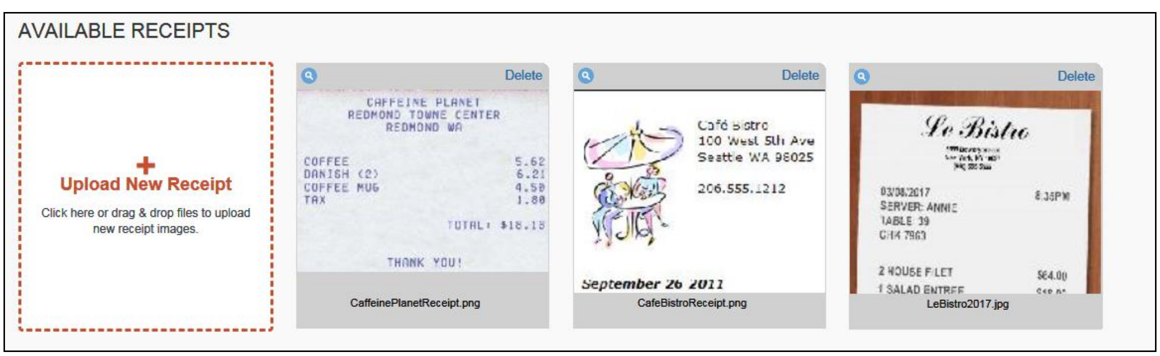


Available Receipts Section

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

Existing UI

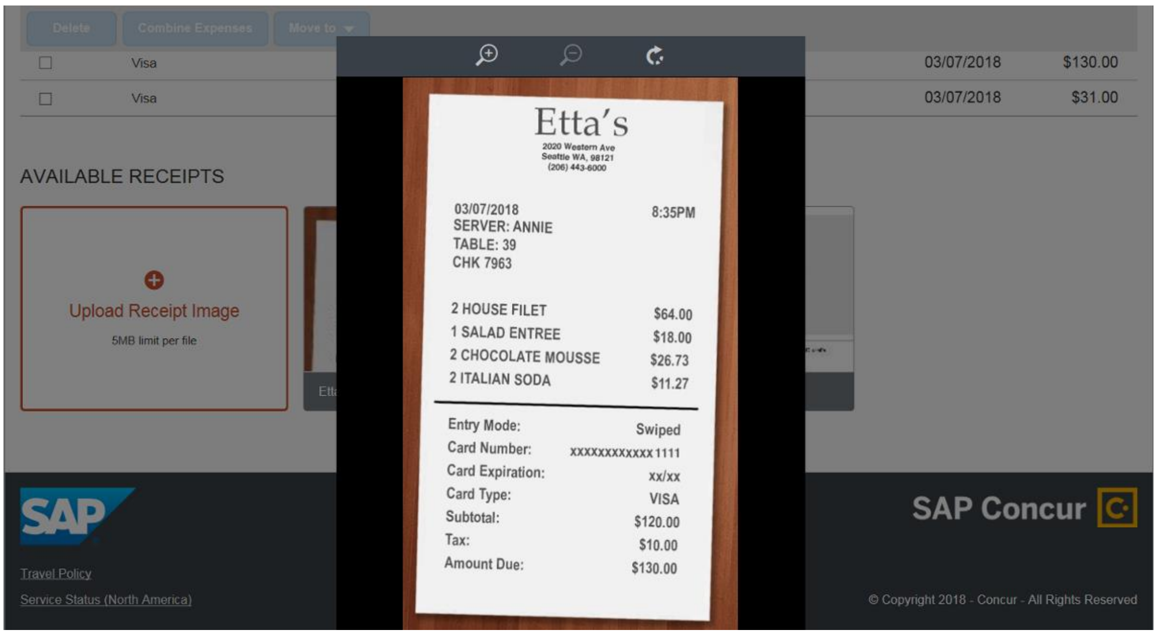
In the existing UI, the **Available Receipts** section looks like this.



NextGen Expense

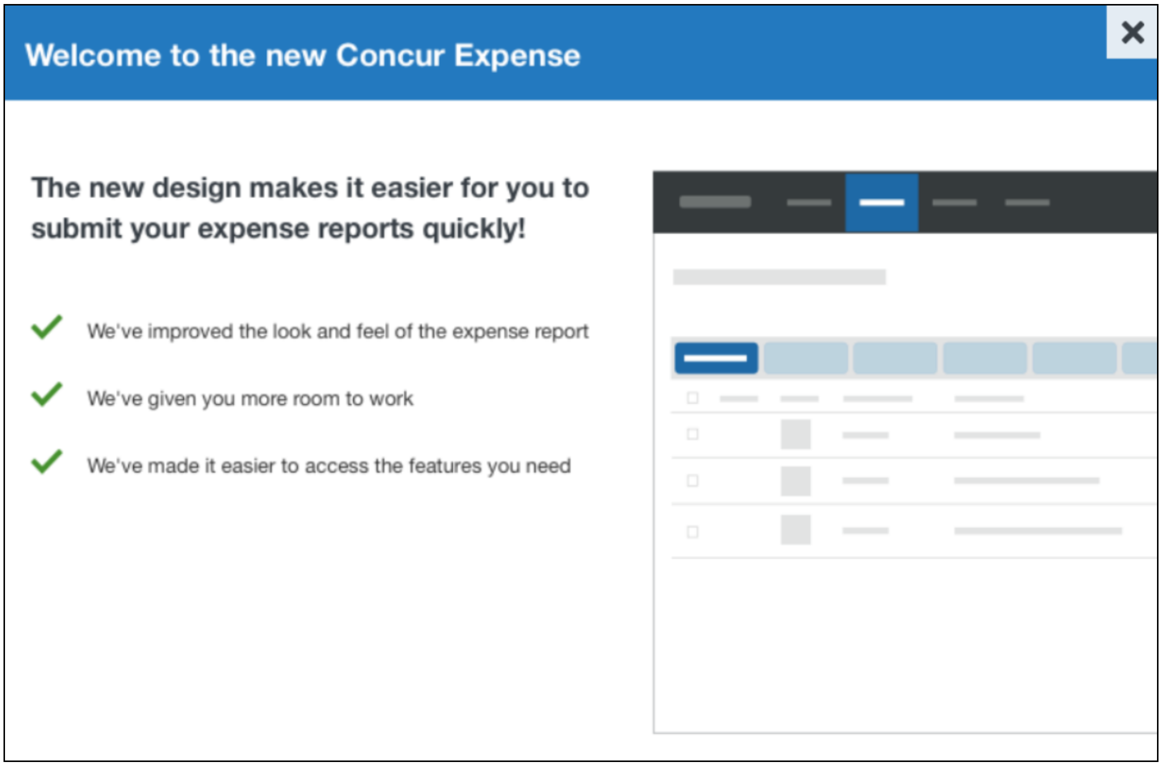
In NextGen Expense, the look and feel is similar.

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



Section 3: Welcome Screen

When users first enter NextGen Expense, they are shows a Welcome screen.



Section 4: New Report and New Expenses – The Basics

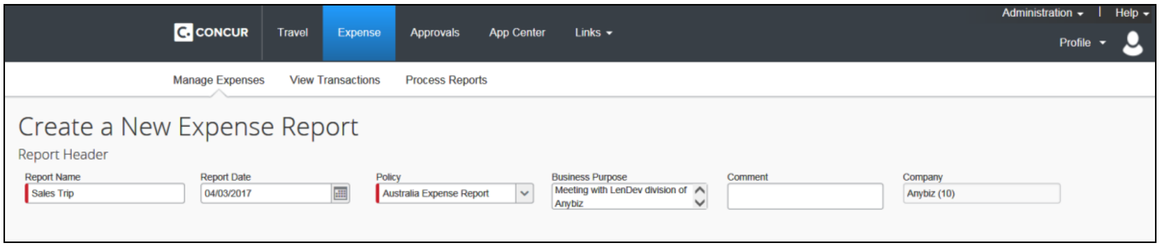
Just as before, generally when you create a new expense report, you start with the general report-specific page (also known as the report *header*) and then move to the expense page to add the expenses and attach any required receipt images. Though this basic process has not changed, the pages are more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

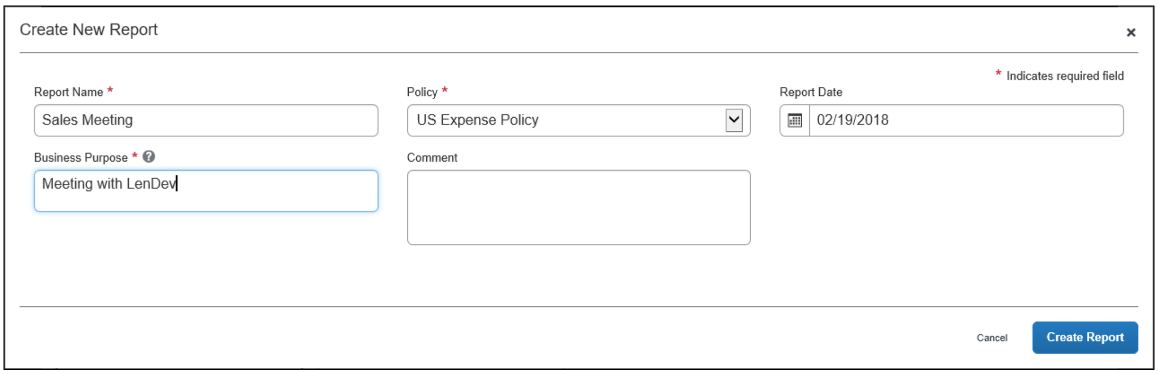
Existing UI

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



NextGen Expense

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



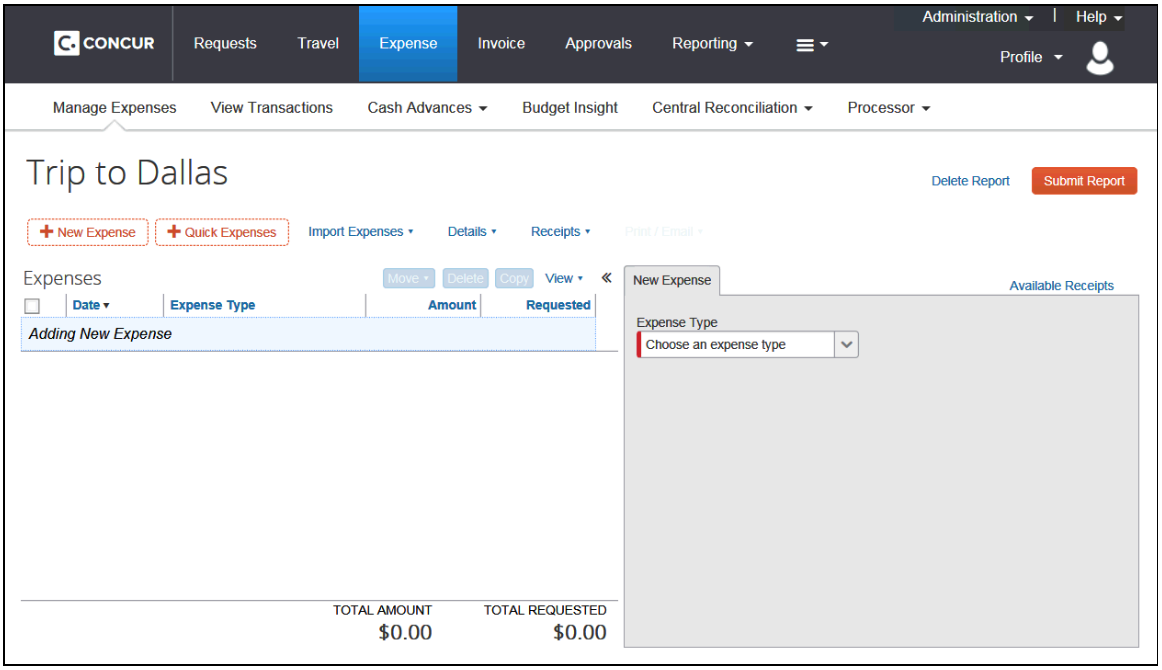
NOTE: The fields that appear on this page are configurable by your company so your **Create New Report** page may be different from the one shown here.

Complete the fields and move to the next page.

New Expense

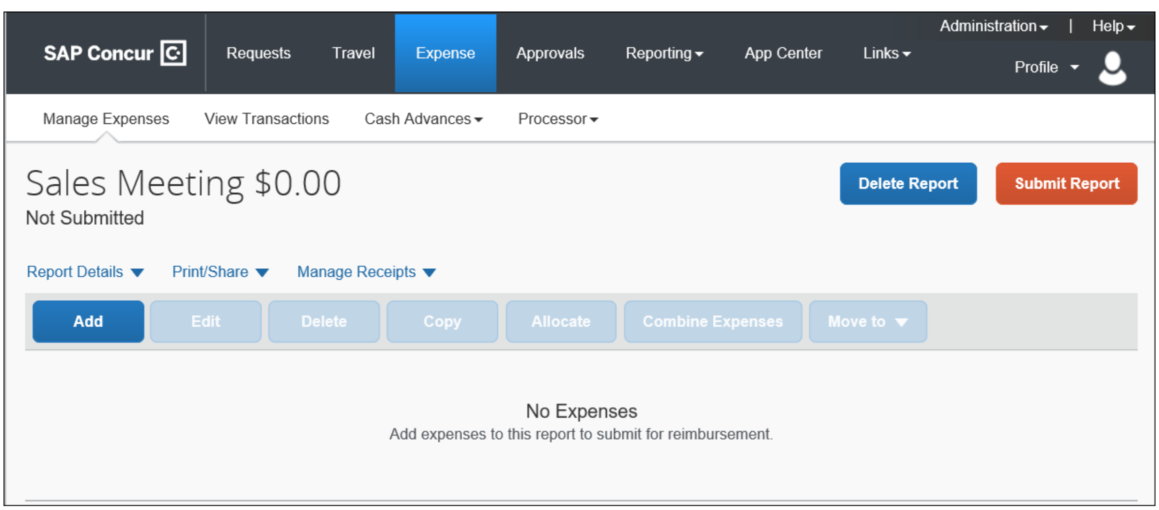
Existing UI

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



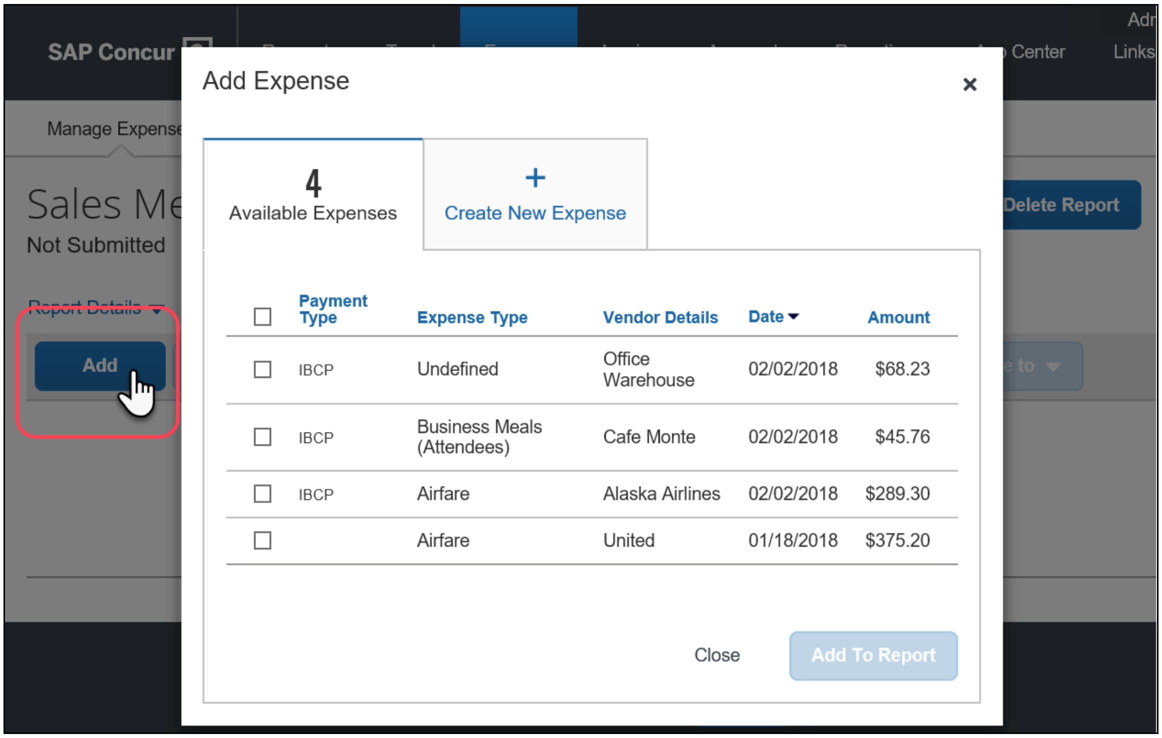
NextGen Expense

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



CREATE AN EXPENSE – TYPICAL PROCESS

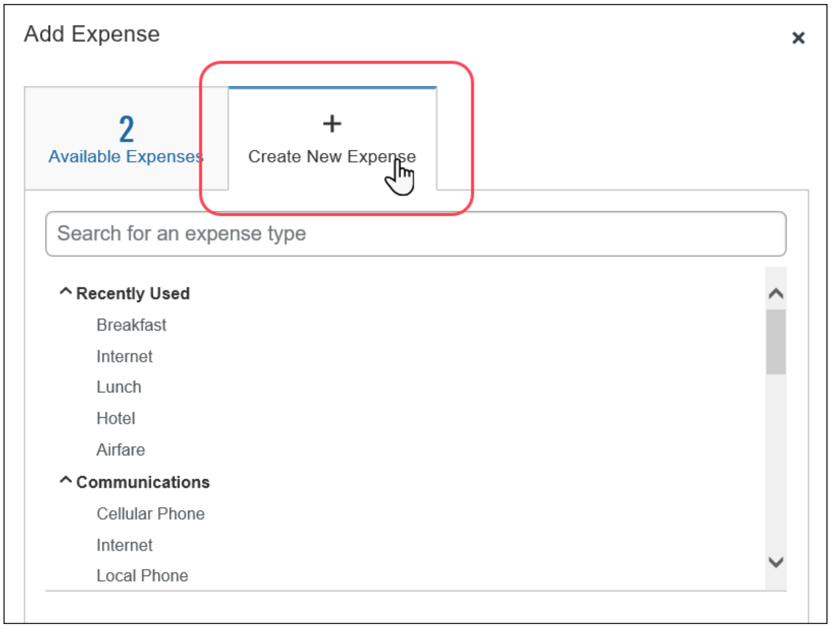
To get started, click **Add**. The **Add Expense** window appears; all of the options for adding expenses to the report are available in this window. The default choice is to add items from your Available Expenses library, to encourage you to use those expenses first before creating a new expense – which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



In the **Add Expense** window:

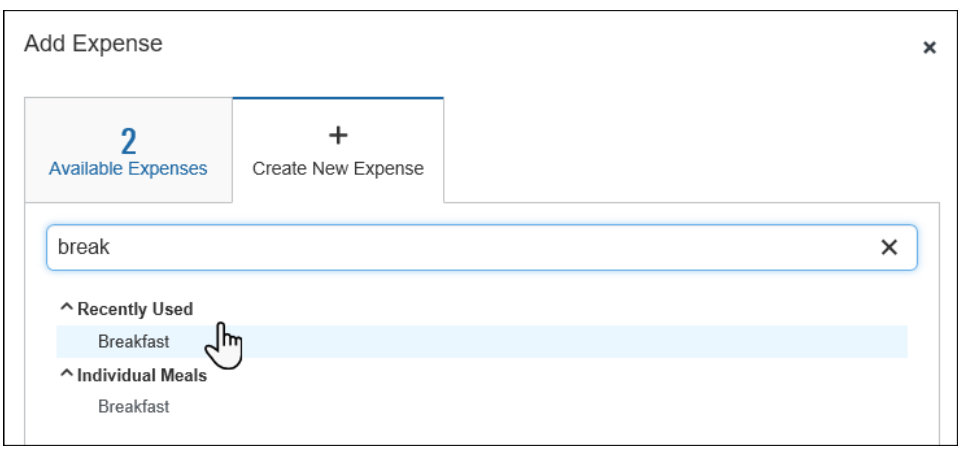
- To add Available Expenses, select the desired expenses and then click **Add To Report**.
- To create a new expense, click **Create New Expense**. This process is shown below.

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

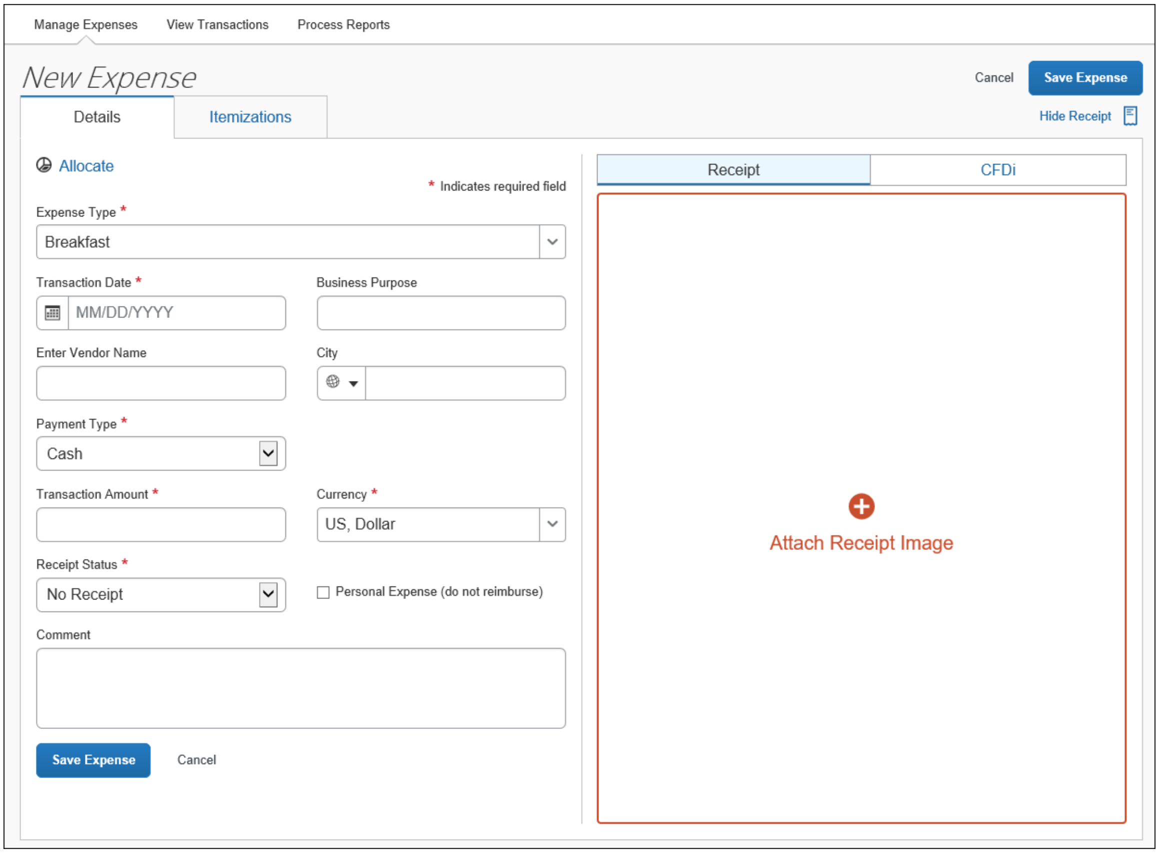


After you click **Create New Expense**, click the desired expense type.

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.

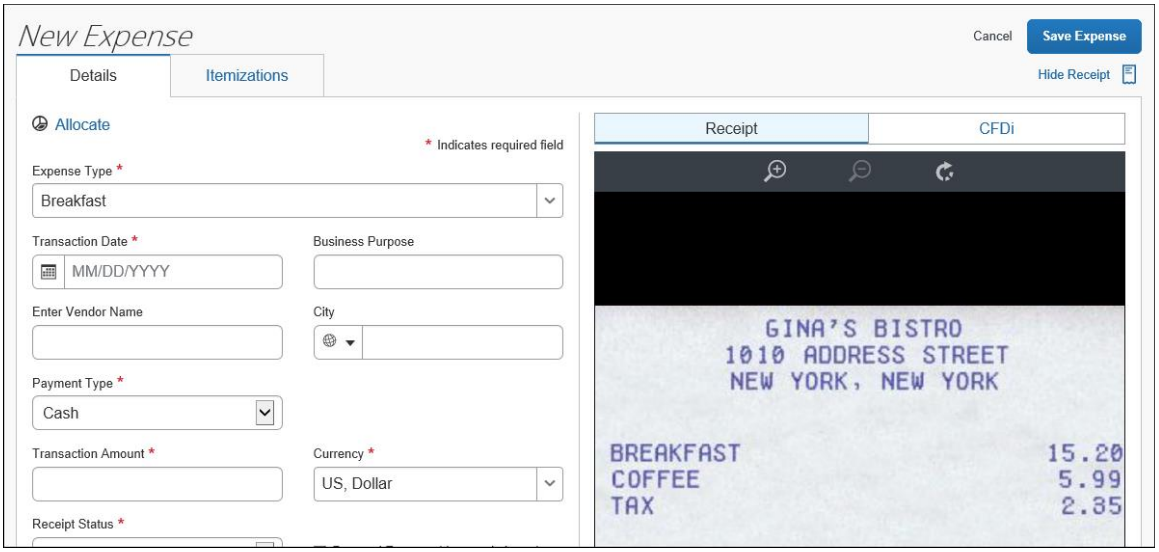


When you click the desired expense type, the **New Expense** page appears.



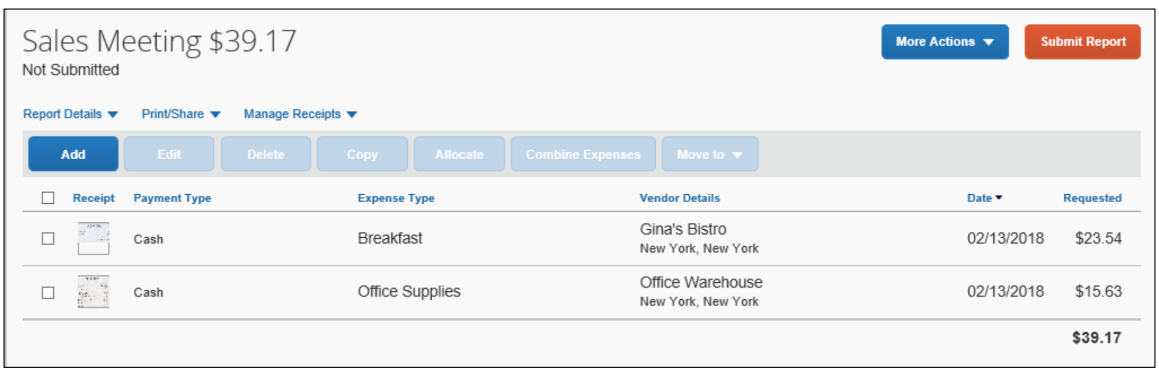
NOTE: The fields that appear on this page are configurable by your company so yours may be different from the one shown here.

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



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**.

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



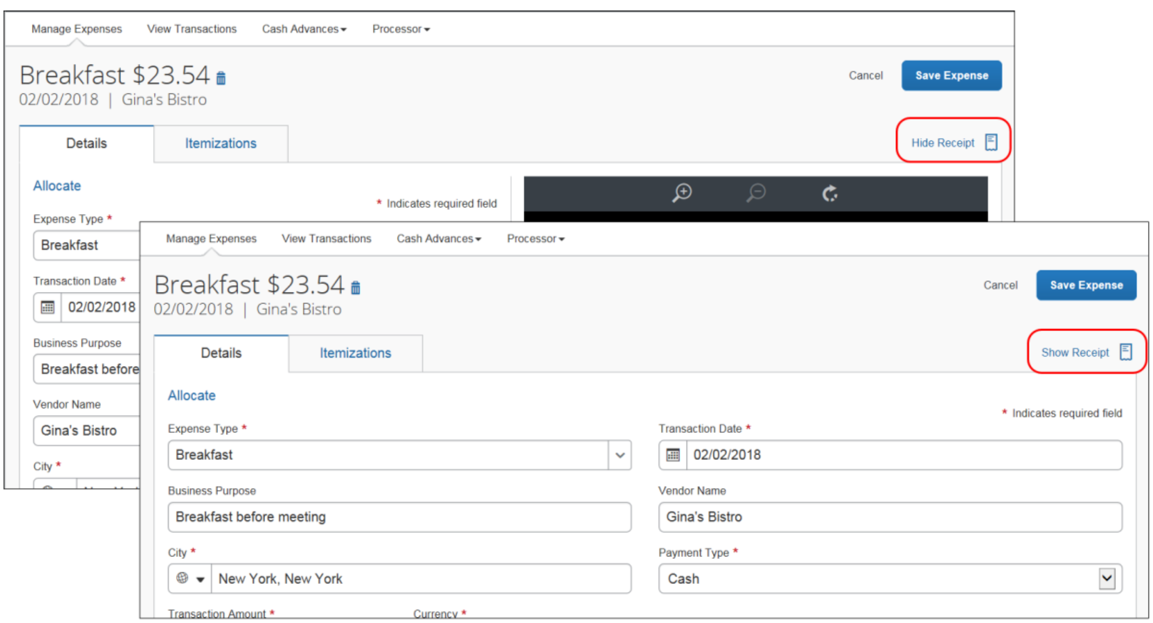
NOTE: On this sample report, receipt images were added manually while creating the expense entry; the image appears in the **Receipt** column. If the expense does not yet have an image, the **+** icon appears in the **Receipt** column. You can click the **+** to add the receipt image – without having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

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 NextGen Expense, if adjustments are required, you can easily return to the report, make the changes, and then submit the report.

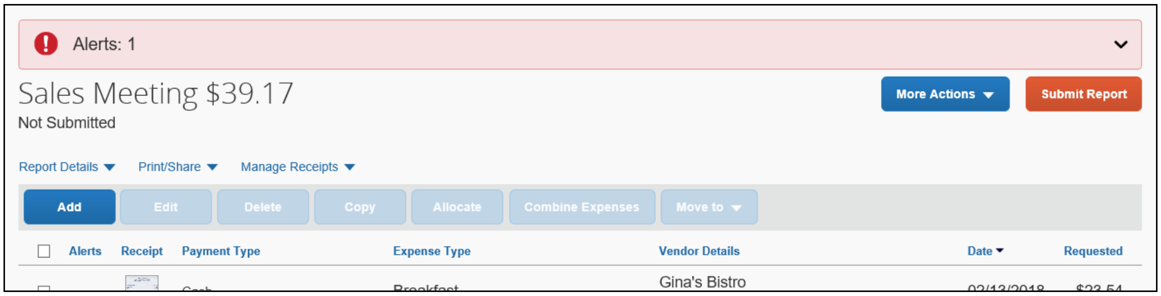
Show/Hide Receipt Image

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

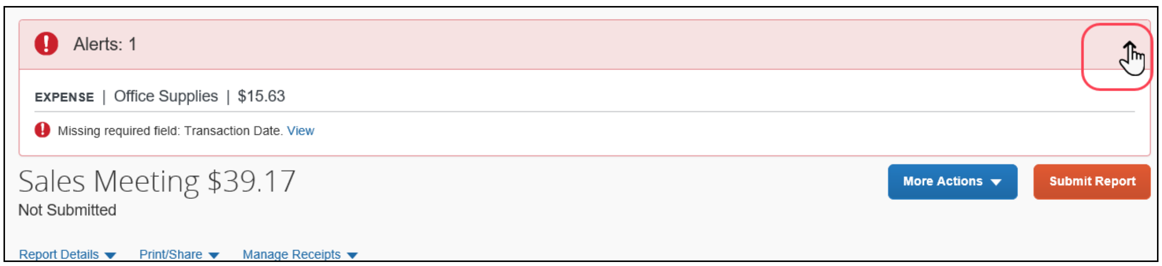


Expense-Level Alerts and Exceptions

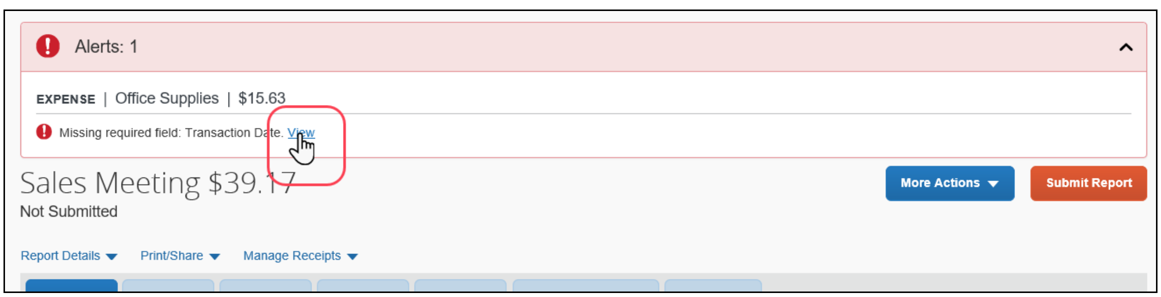
If there are any issues when you save the expense (such as a missing required receipt image, a blank required field, or over-limit expense), an alert appears.



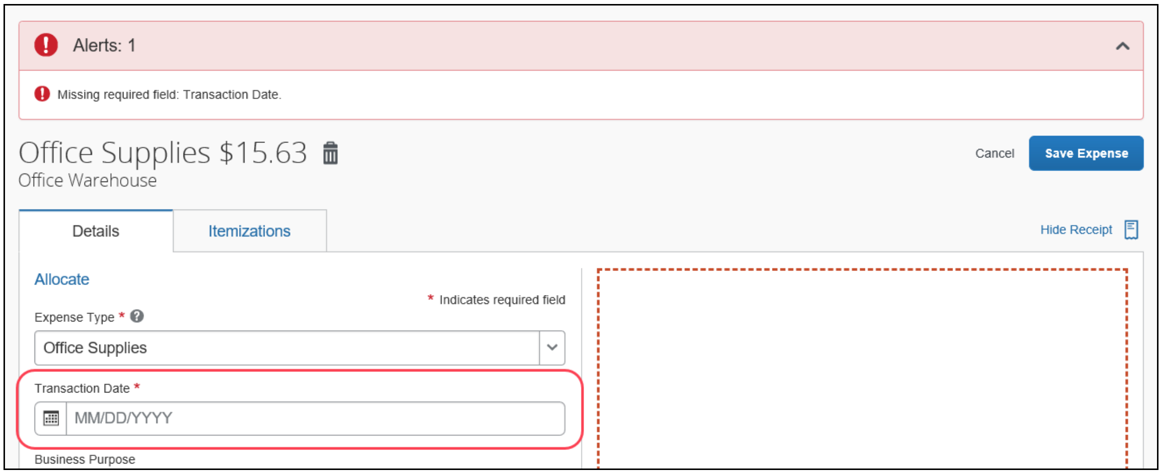
Click the down-pointing arrow (right side of the message); the area expands to show the alert details.



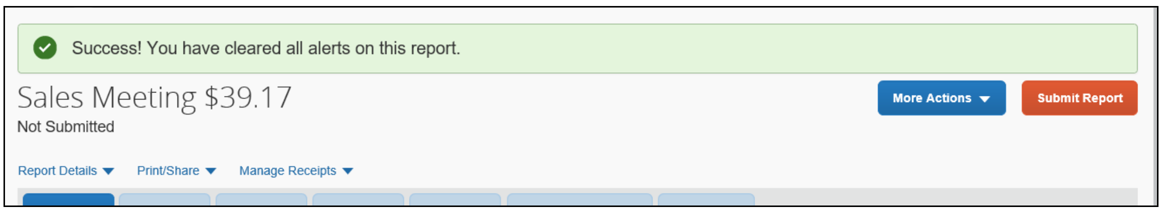
The alert message appears along with a **View** link. Click **View** to access the field with the issue.



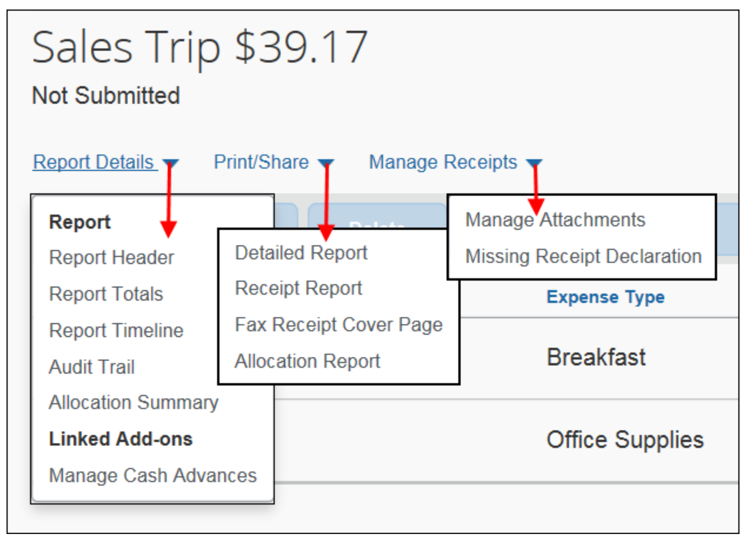
The expense appears.



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



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:

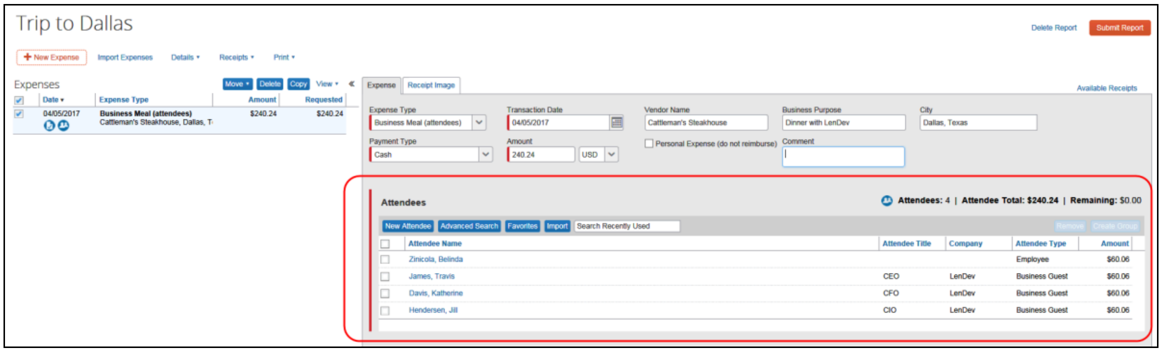
- On the **Report Details** menu, most options should be the same as your current menu. The **Report Timeline** option shows approval flow and comments.
- On the **Print/Share** menu, the options should be the same as your current menu.
- On the **Manage Receipts** menu, **Missing Receipt Affidavit**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

Section 5: Attendees

Attendees are no longer managed on the expense page. They are on a separate page, providing more work space for attendees and making the experience cleaner and less confusing.

Existing UI

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



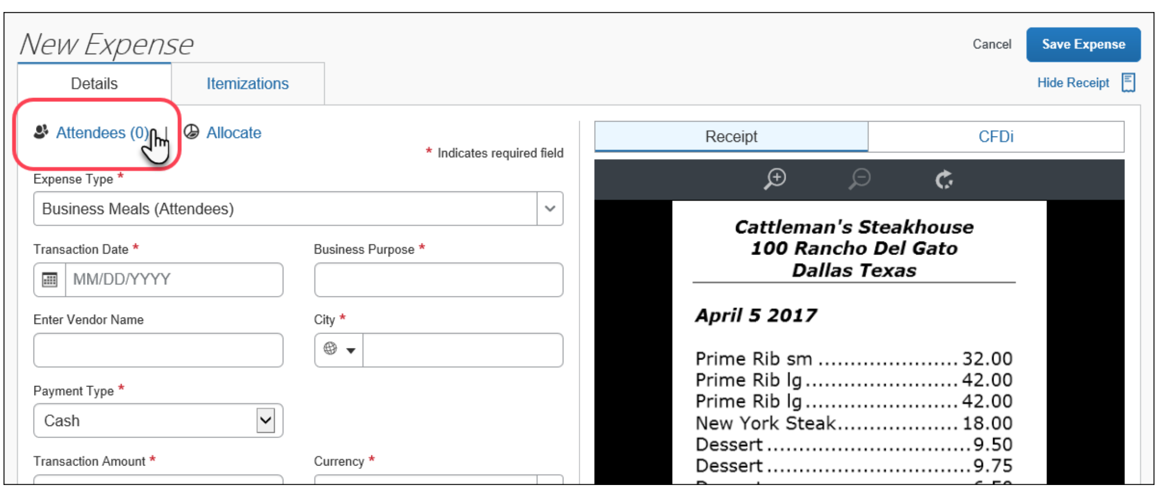
NextGen Expense

In NextGen Expense, attendees are managed on a separate page.

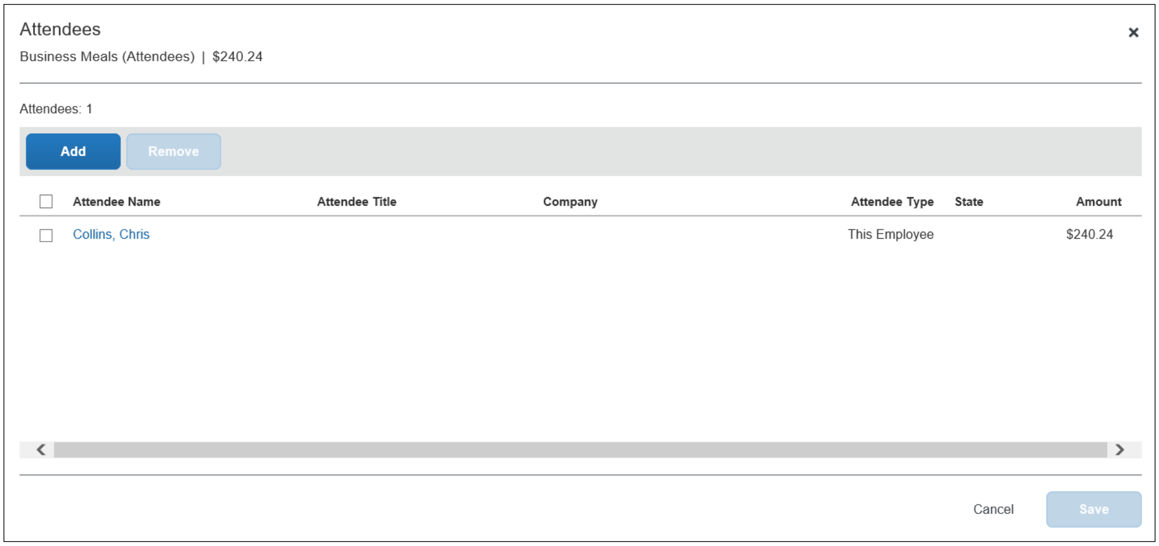
Add Attendees – Typical Process

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.

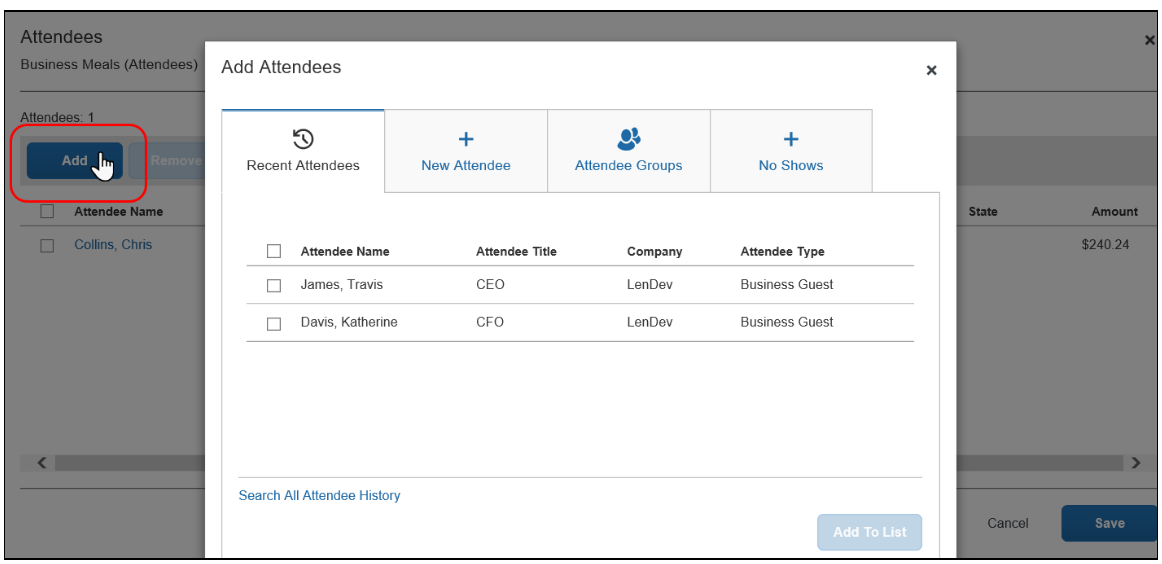


The **Attendees** page appears.



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

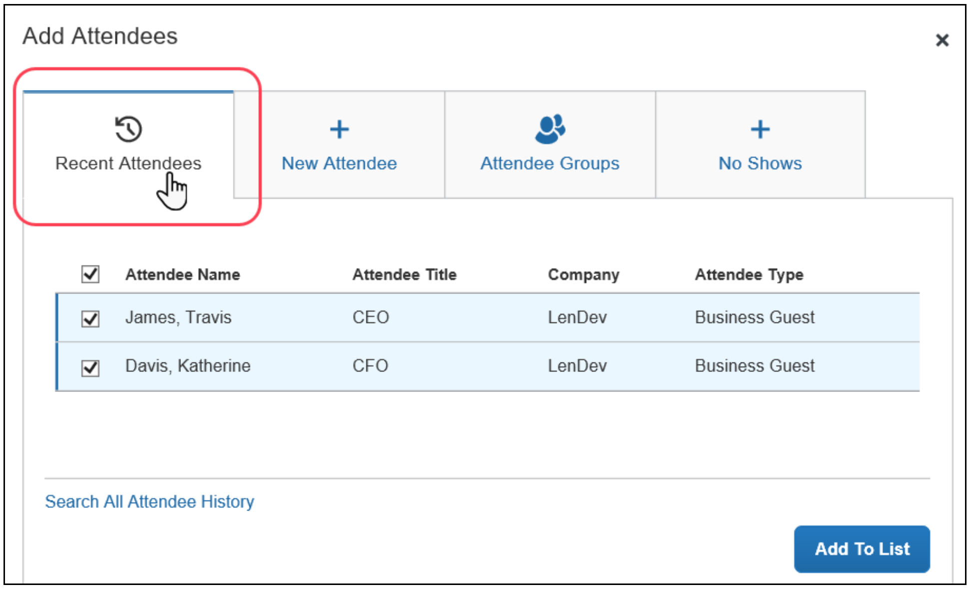
To add an attendee to an expense, click **Add**. The **Add Attendees** window appears; all of the options for adding attendees to the expense are available in this window.



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

Choose From Recently Used Attendees

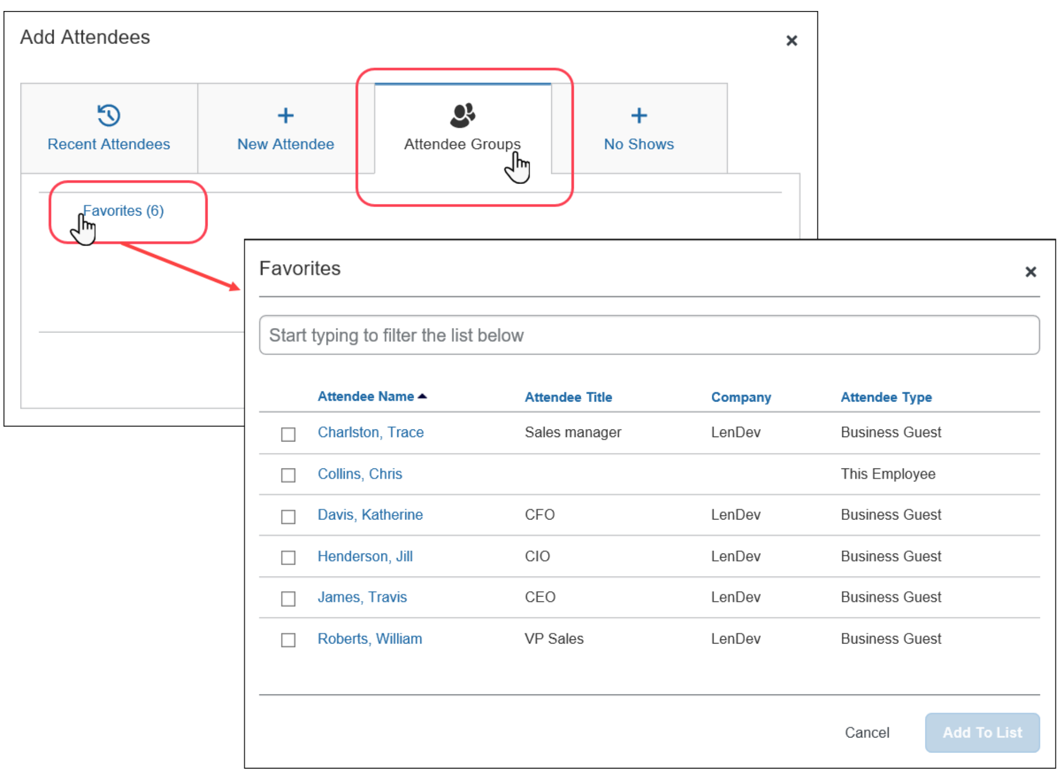
A good place to start is with the **Recent Attendees** tab. Select the check box for the desired attendee(s) and then click **Add To List**. The selected attendees will be added to the expense.



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** window appears.

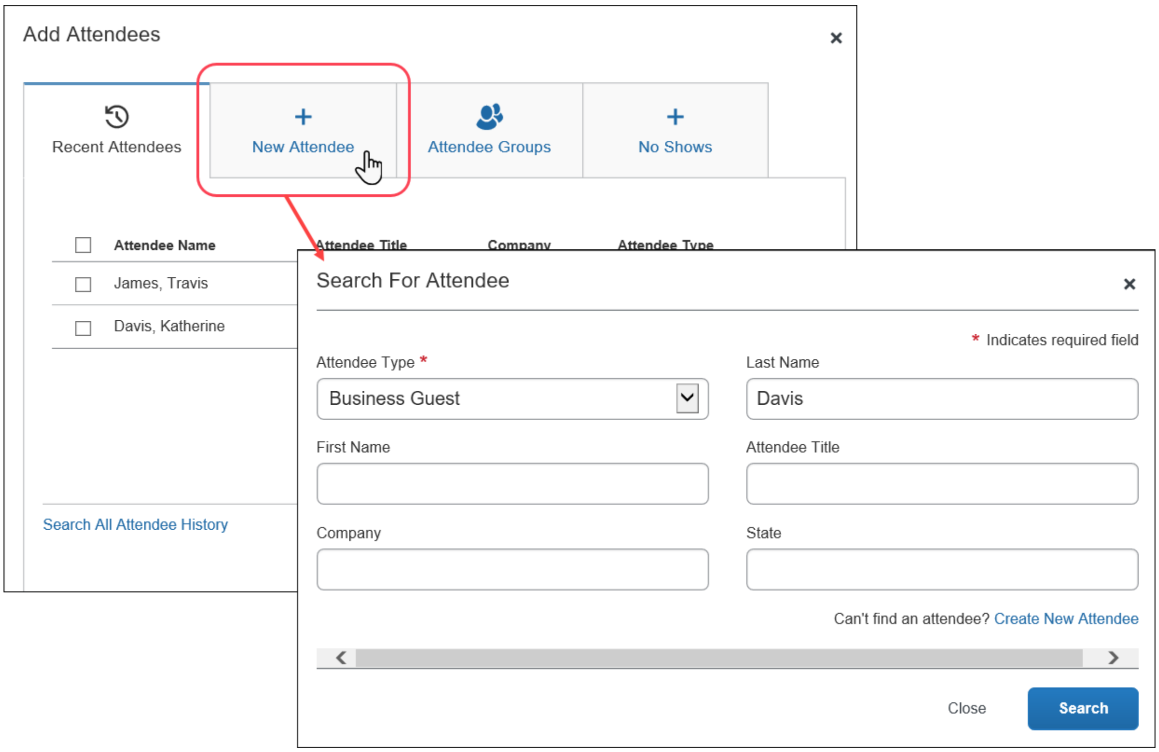


Select the check box for the desired attendee(s) and then click **Add To List**.

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 **New Attendee**. The **Search for Attendee** window appears.



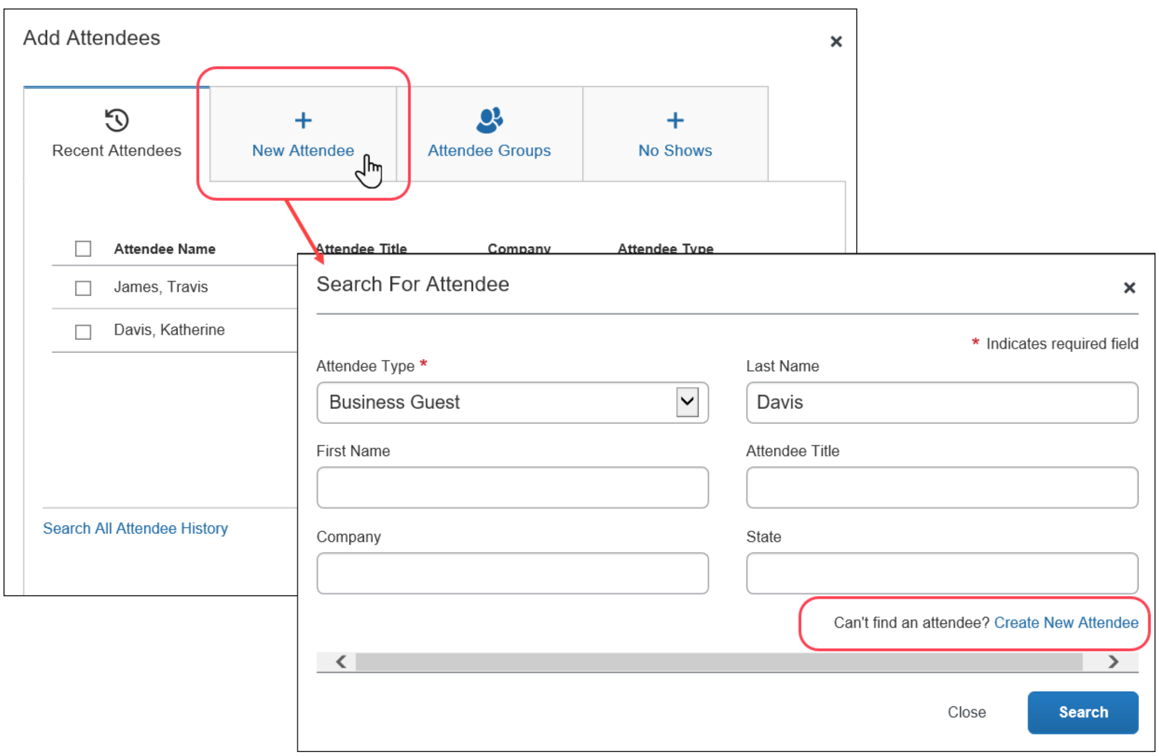
Select the appropriate attendee type, and enter the search term (for example, the first few letters of the attendee's last name). Click **Search**.

In the search results that appear, select the check box for the desired attendee and then click **Add To List**.

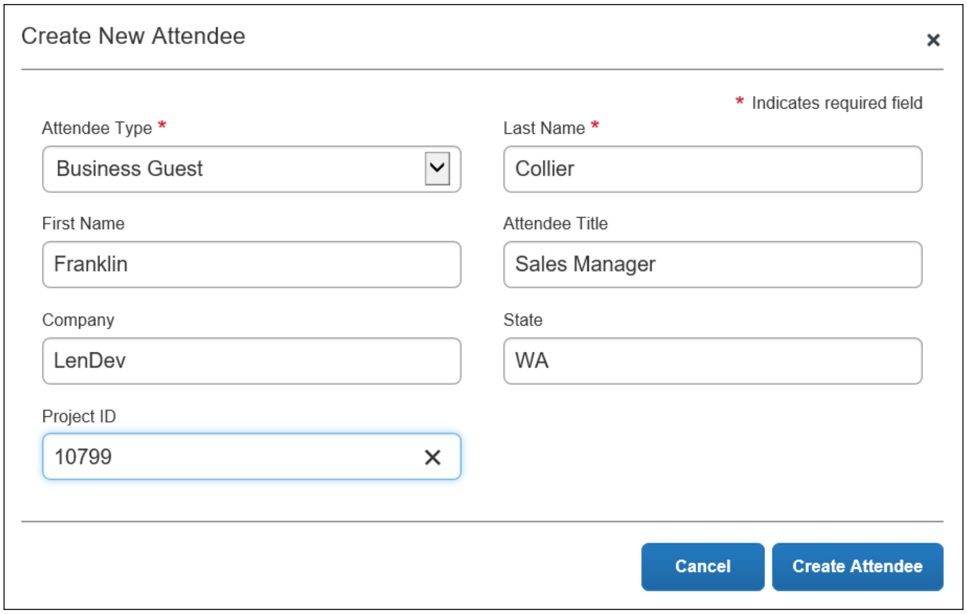
NOTE: If you do not find the desired attendee in the results, you can click **Modify Search** to modify your search criteria and try again.

Create New Attendee

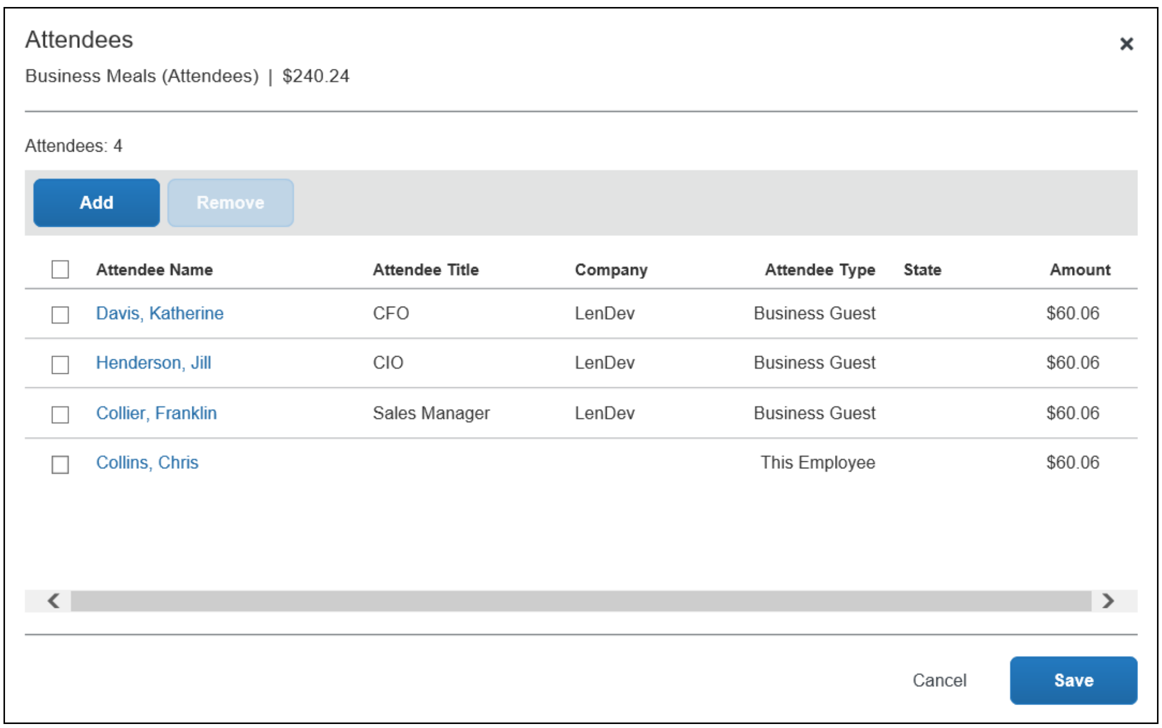
If you want to create a new attendee manually (and if you are allowed to by your company's configuration), click **New Attendee > Create New Attendee**.



Complete the **Create New Attendee** window and then click **Create Attendee**.



When done, all attendees appear.

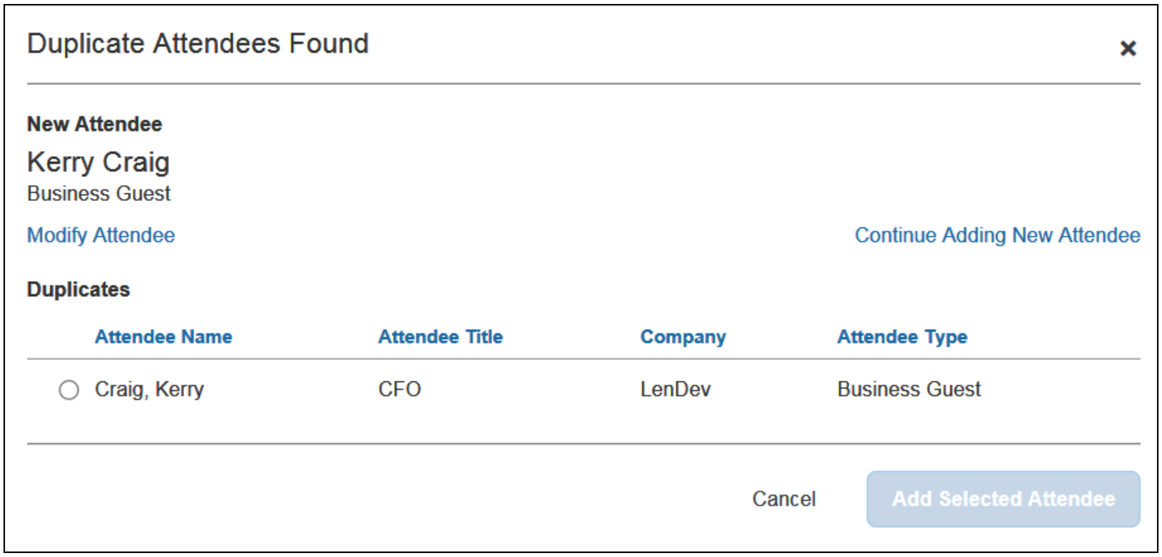


Click **Save** to add the attendees to the expense and return to the expense page.

If you click **Cancel**, a message appears. If you then click **Continue Without Saving**, then the newly added or updated attendees on this page will not be saved to the expense.

Manage Duplicate Attendees

When you attempt to add a new attendee and click **Create Attendee** (as described above), Expense immediately searches for duplicates. If 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.

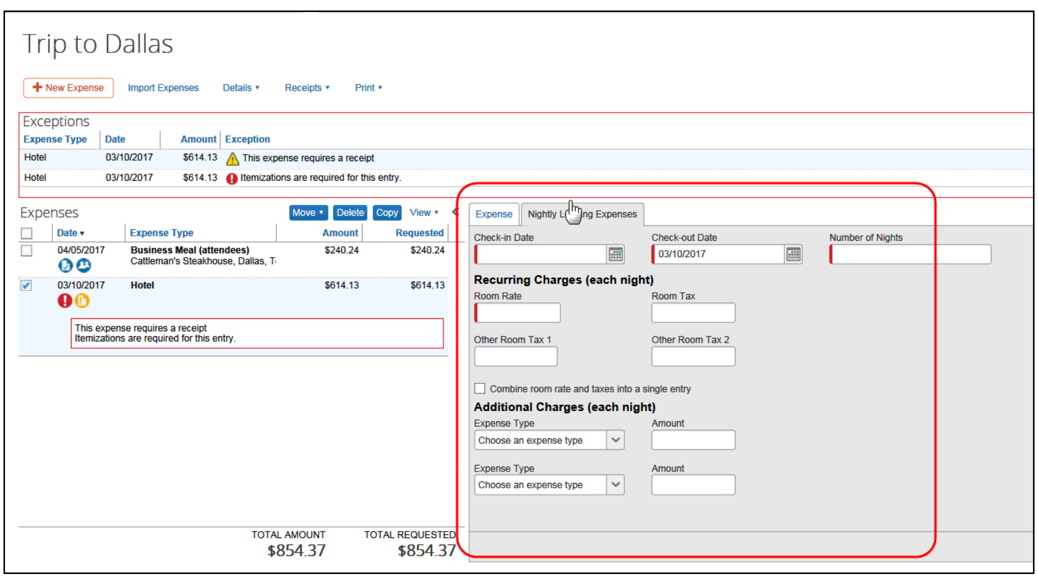


Section 6: Hotel/Lodging Itemizations

Like attendees, itemizations are managed on a separate page.

Existing UI

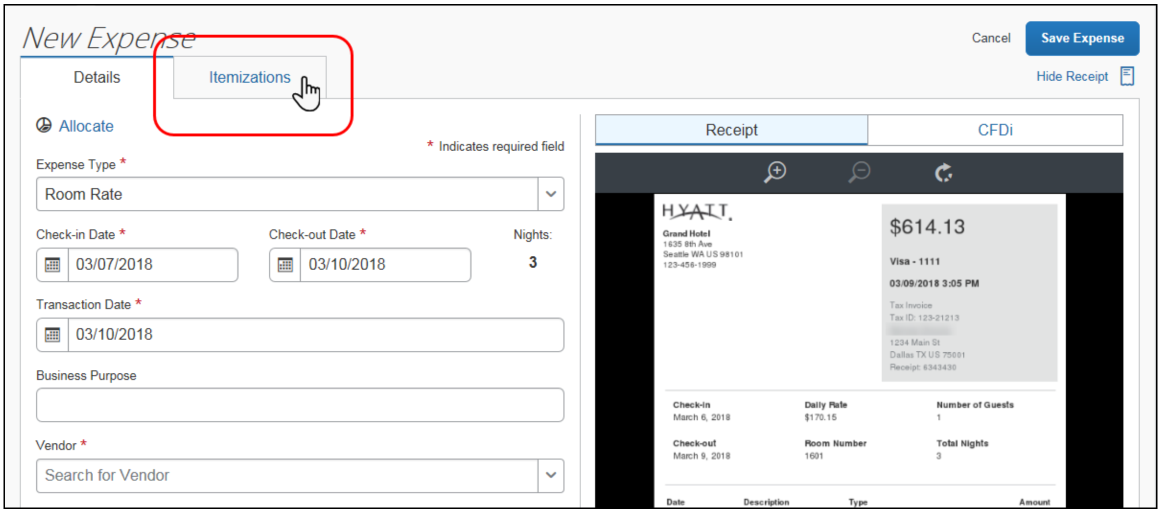
In the existing UI, the **Nightly Lodging Expenses** tab looks like this.



NextGen Expense

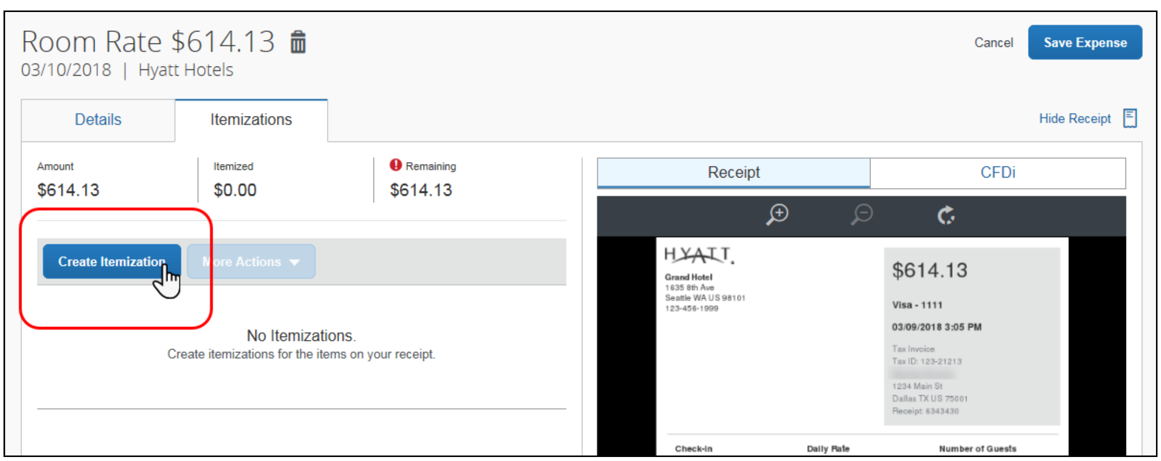
Itemize – Typical Process

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**.

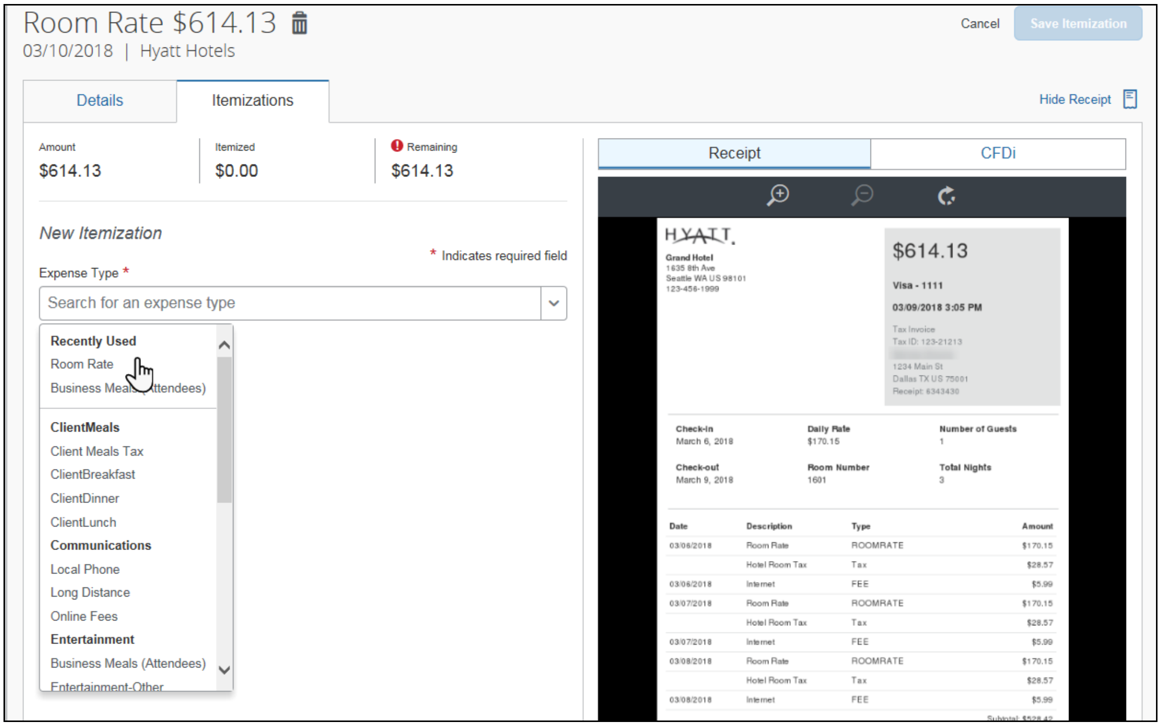


If you started the expense with a card charge or e-receipt (from the **Available Expenses** list), the itemizations may have been created automatically, depending on the hotel charge details provided by the vendor. If not, follow the steps below.

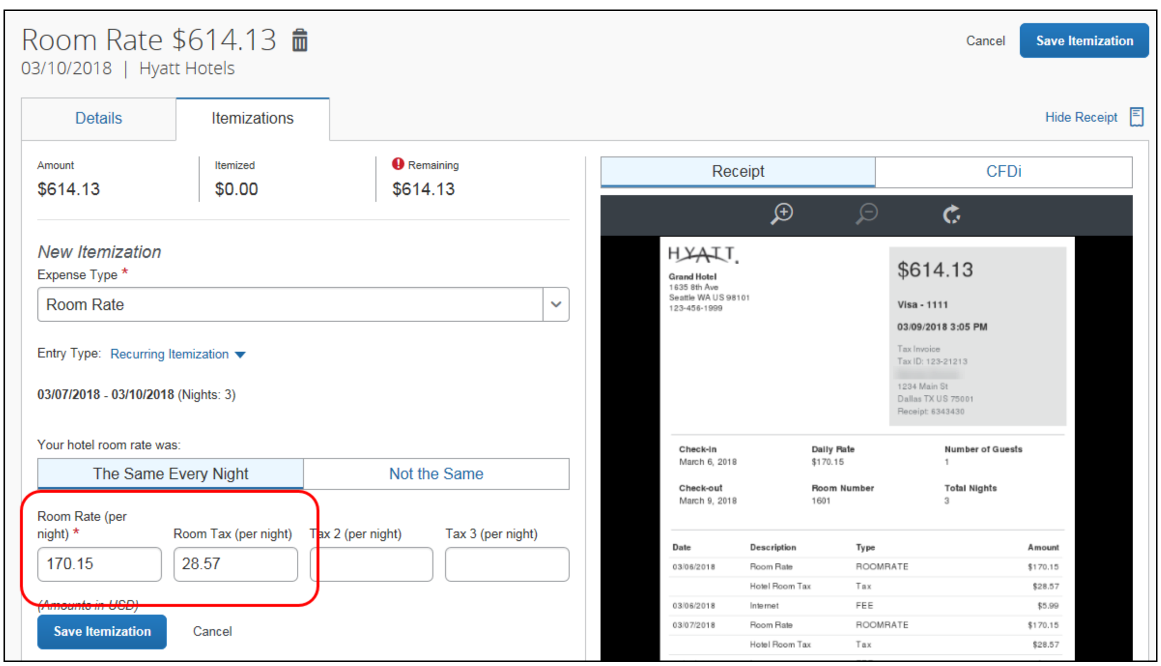
Click **Create Itemization**.



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

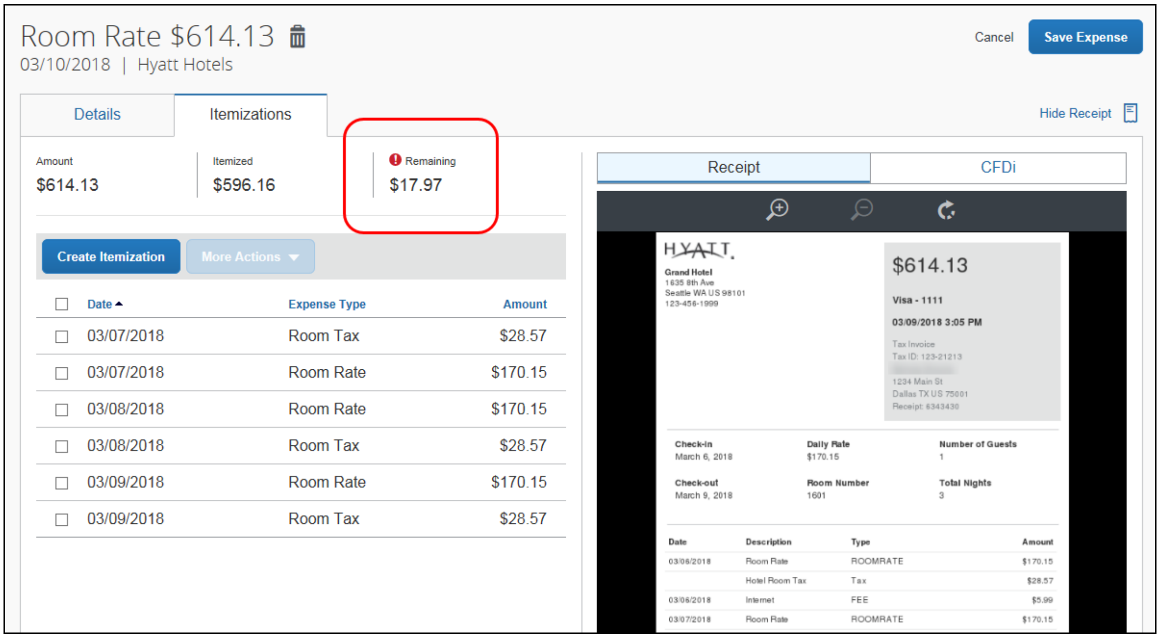


Enter the daily room rate and taxes and click **Save Itemization**. The check-in and check-out dates from the main hotel expense are used here to define the dates that require a recurring itemization.

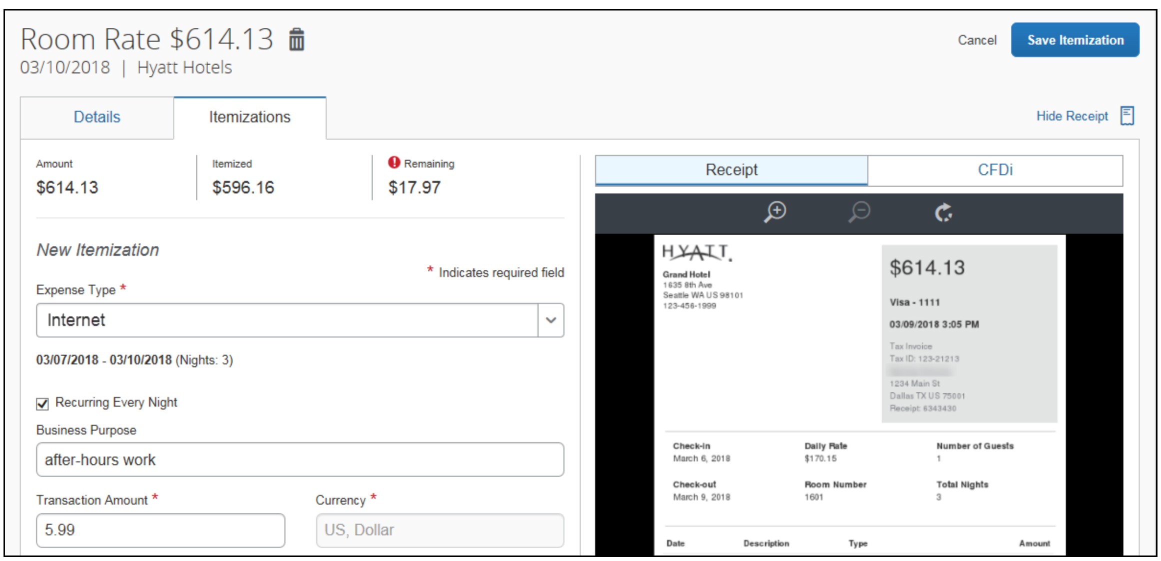


NOTE: This example uses the entry type of *Recurring Itemization* and the **The Same Every Night** tab. The other options are described later in this section.

The itemizations appear along with any remaining balance.



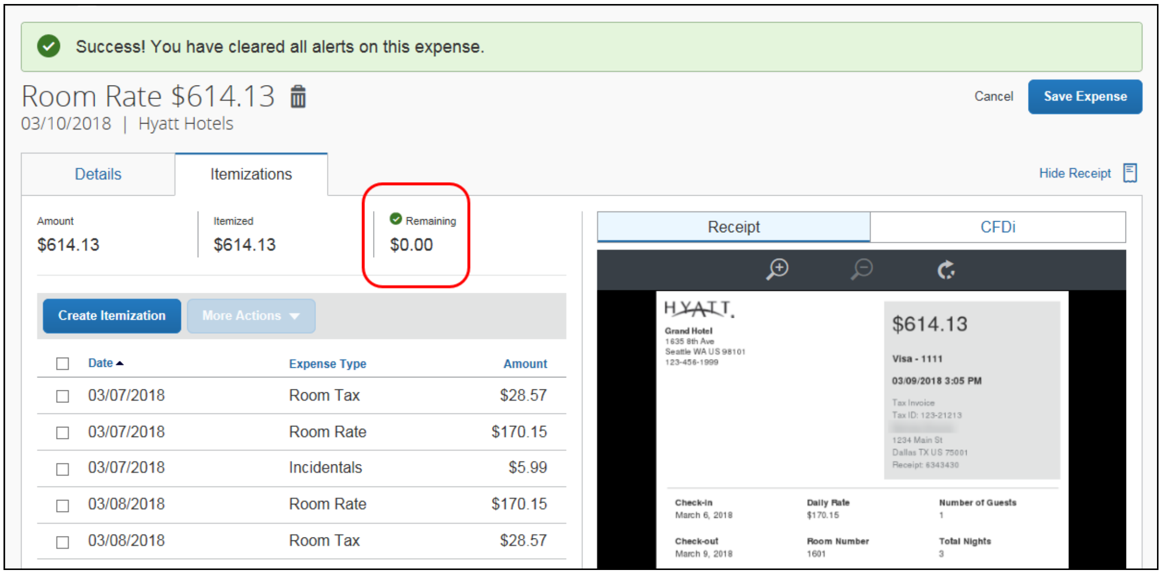
If there is a remaining balance, click **Create Itemization** and select the expense type for the remaining amount, in this case, Internet (5.97 USD for each of the 3 nights).



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.

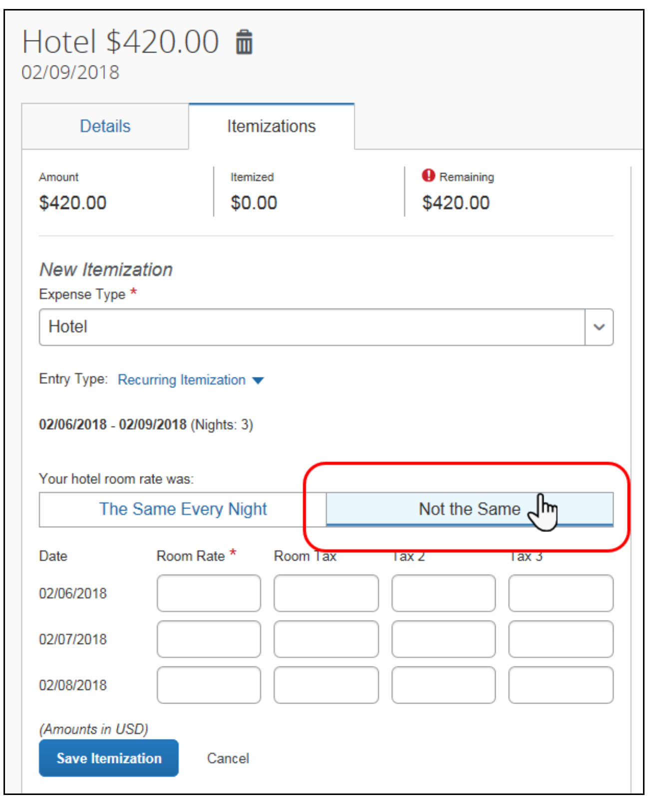
Complete the expense and then click **Save Itemization**.

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).



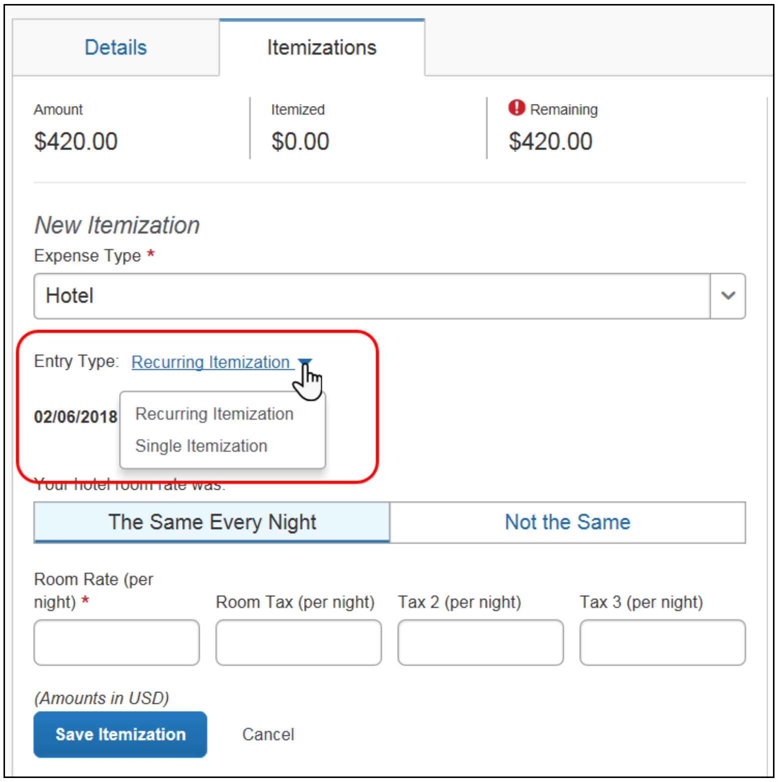
"Not the Same" Tab

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

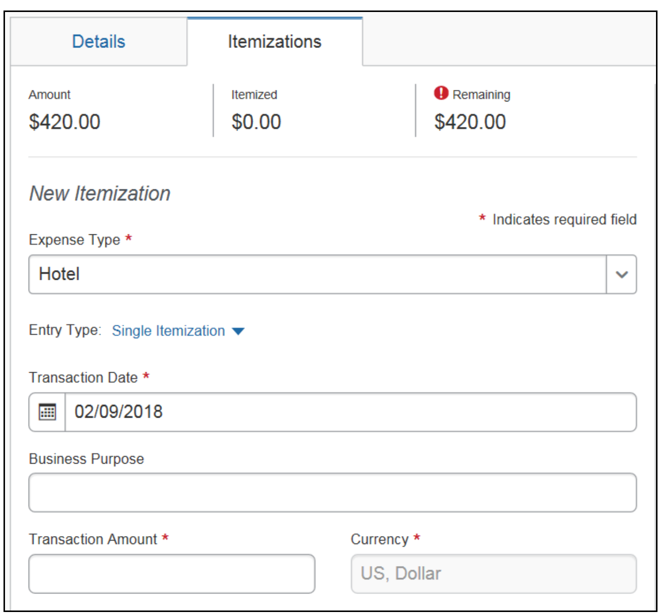


Use Entry Type

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.



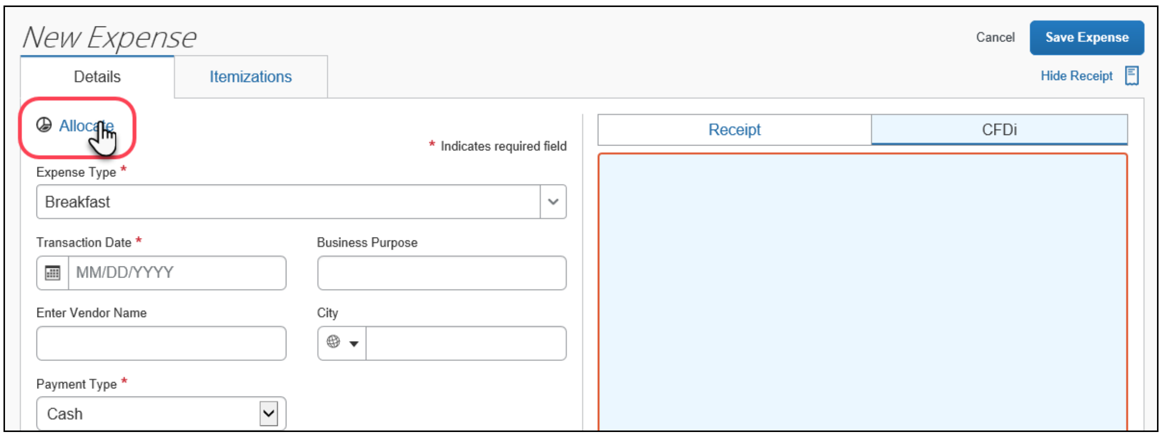
Section 7: Allocations

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

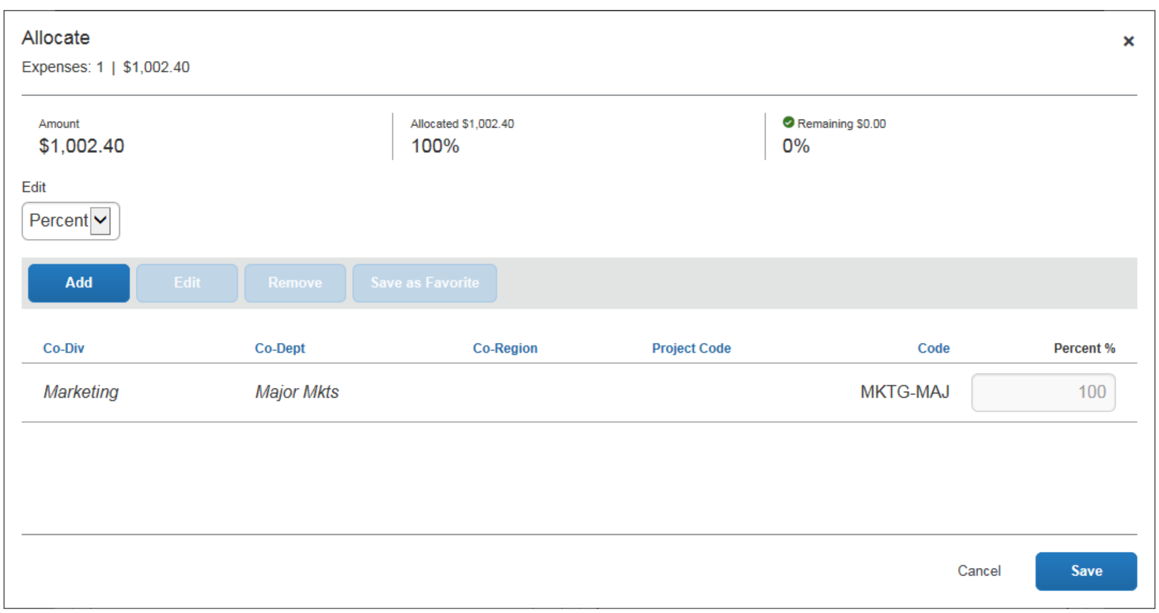
NOTE: The allocation options are configurable by your company so your **Allocate** page may be different from the one below.

Allocate an Individual Expense

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



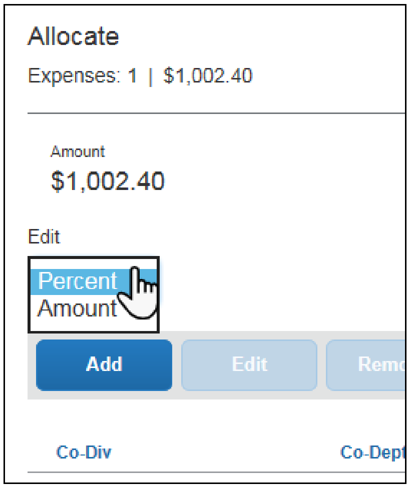
The **Allocate** page appears.



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.

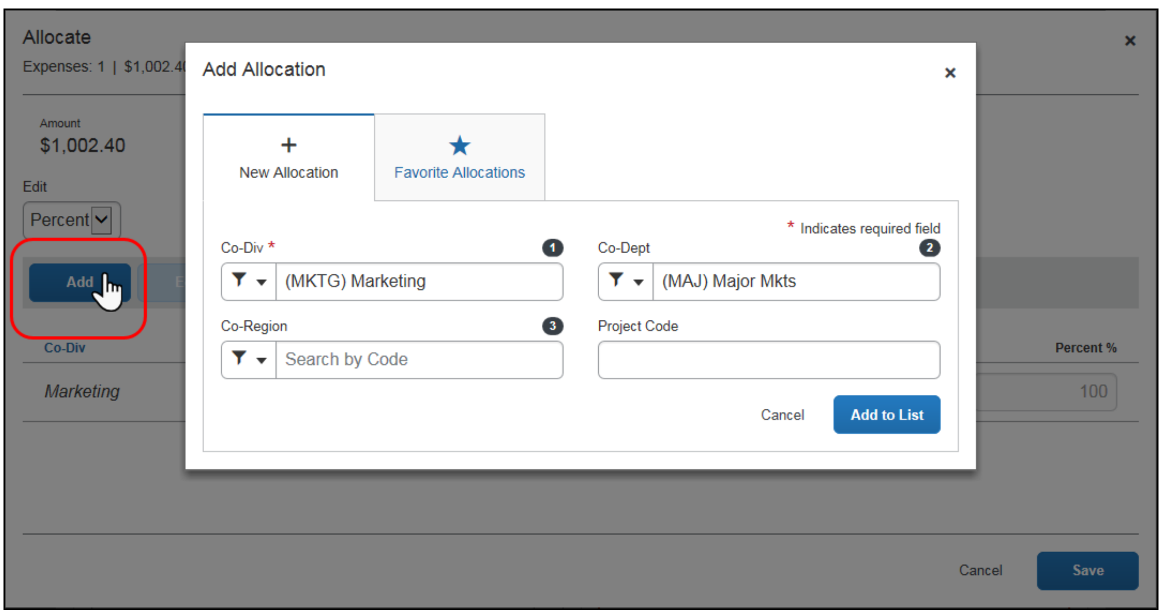
Choose Percent or Amount

On the left side of the page, select *Percent* or *Amount*, if your configuration allows.



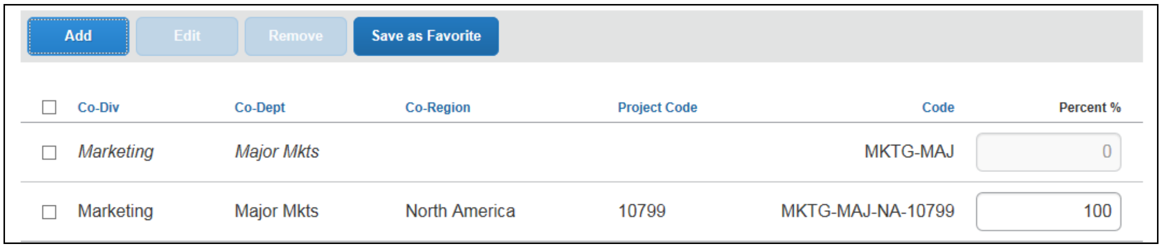
Add a New Allocation

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

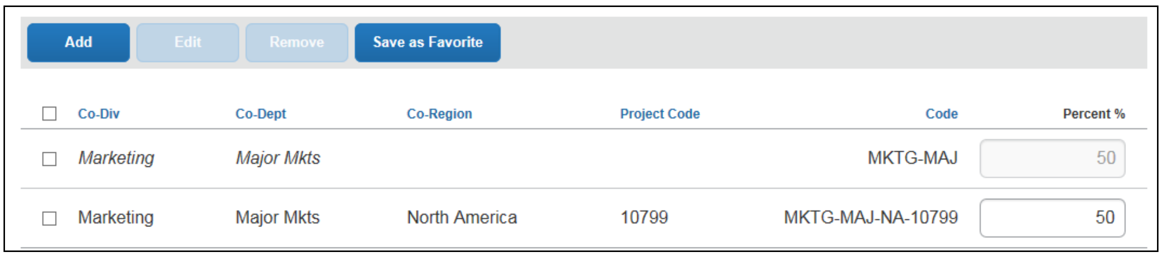


On the **New Allocation** tab, select or enter the appropriate information for each field. Click **Add to List**. The allocation is added to the list and the ***entire*** allocation amount (100%) is added to the newly added allocation.

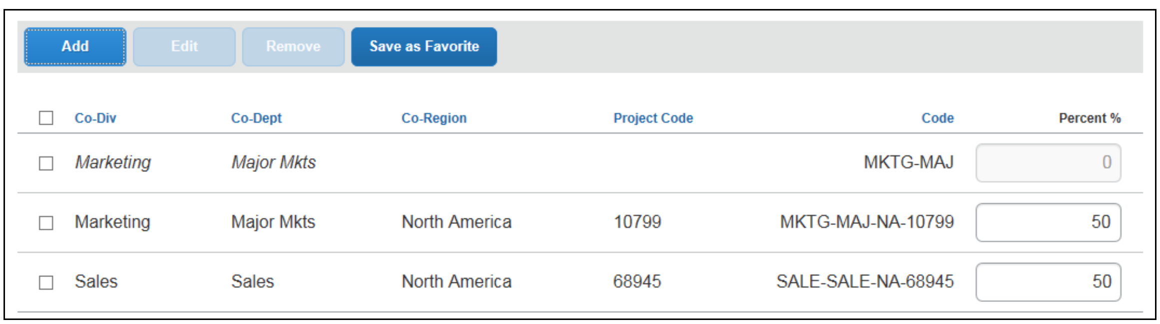
In this example, assume that Marketing is responsible for the entire cost of the expense.



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



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



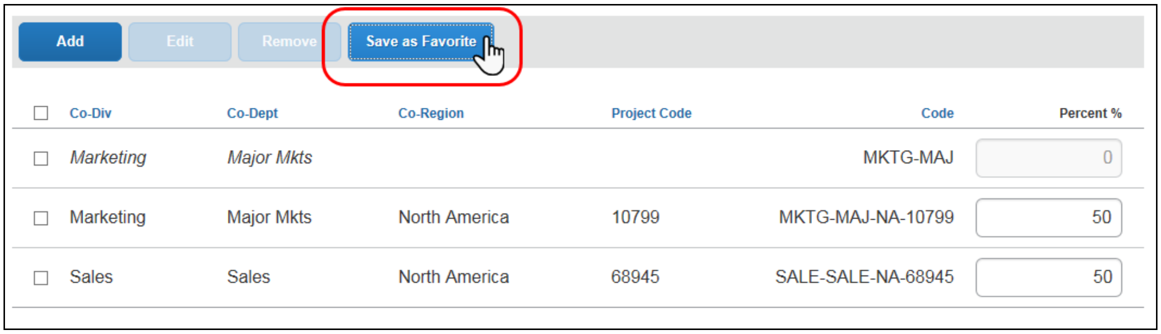
Add as many allocations as desired. Depending on your configuration, you may be able to adjust percentages/amounts.

Remove an Allocation

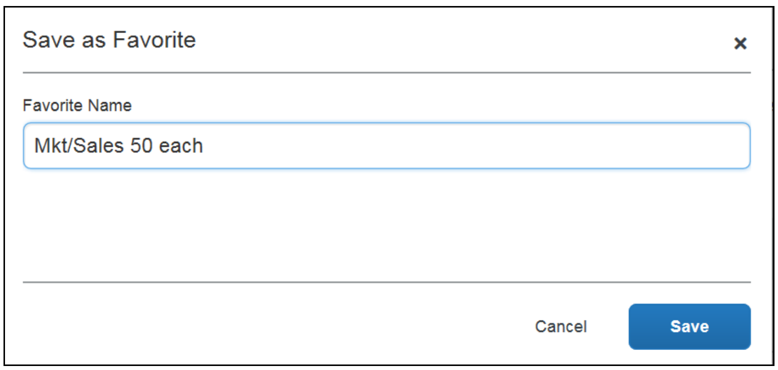
To remove an allocation, select the check box for the desired allocation and click **Remove**.

Add to Favorites

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



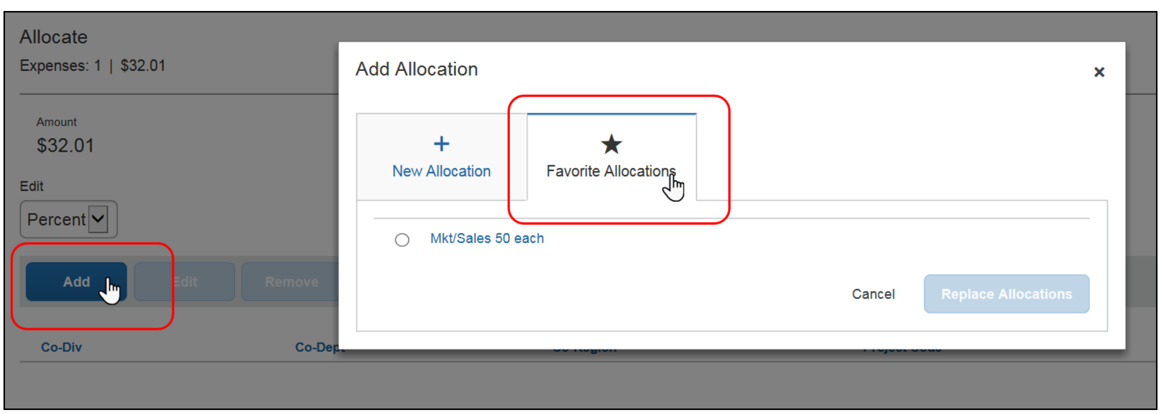
When you click **Save as Favorite**, the **Save as Favorite** window appears.



Enter a name and click **Save**.

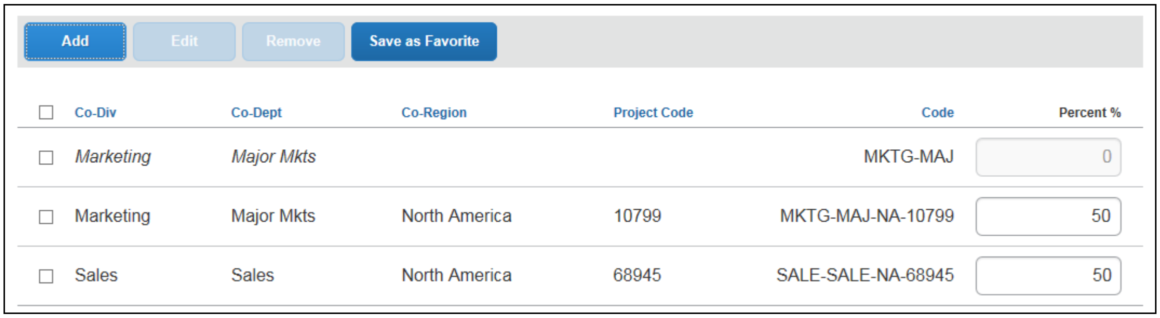
Use a Favorite

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



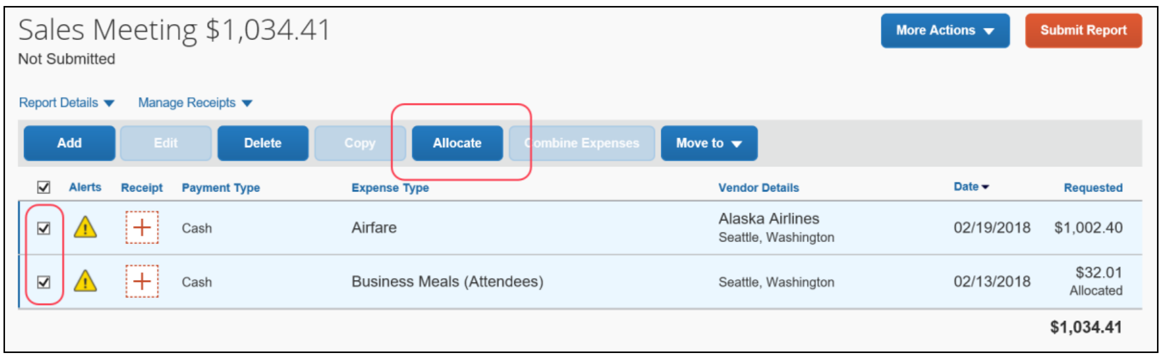
Click the desired favorite and then click **Replace Allocations**.

The allocation is applied.

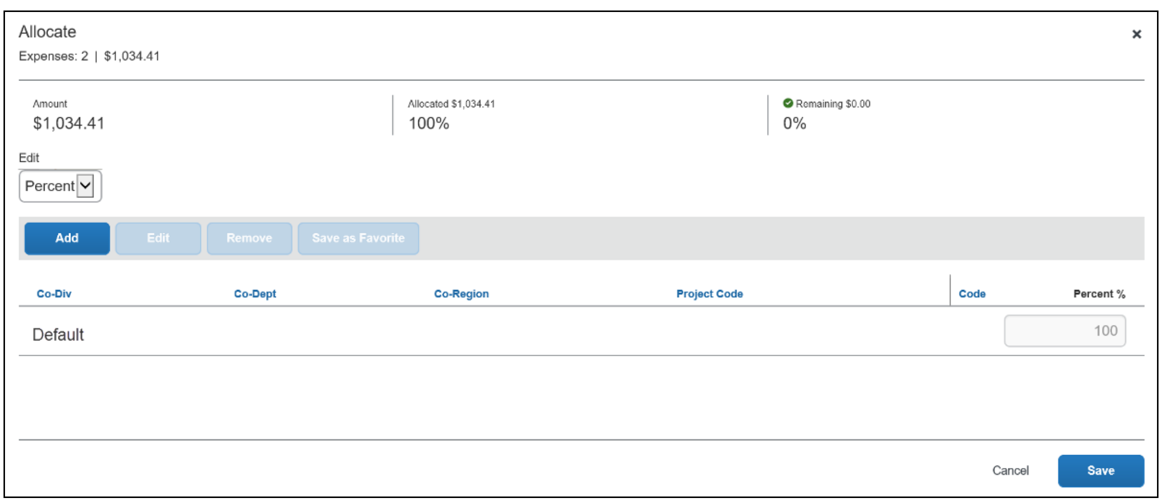


Allocate Multiple Expenses

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.

Section 8: Cash Advance and Requests

Cash Advance

Cash Advance works the same way in NextGen Expense as in the existing UI. For part of the process, the existing UI pages may appear – but everything works. In a future release, the entire Cash Advance process will be available in NextGen Expense pages.

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.

Section 9: Travel Allowance

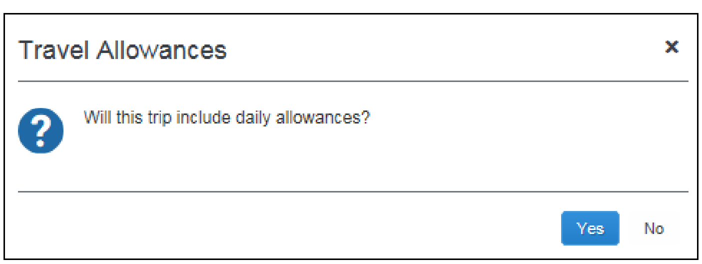
The user experience with Travel Allowance is very similar to the existing UI. The main difference is that the user indicates whether or not they are requesting Travel Allowance reimbursement on the **Create New Report** (header) page instead of a prompt window.

⚠ **IMPORTANT:** Be aware that Travel Allowance feature is highly configurable. The user may have *fixed* allowances (commonly known as "per diem") or 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.

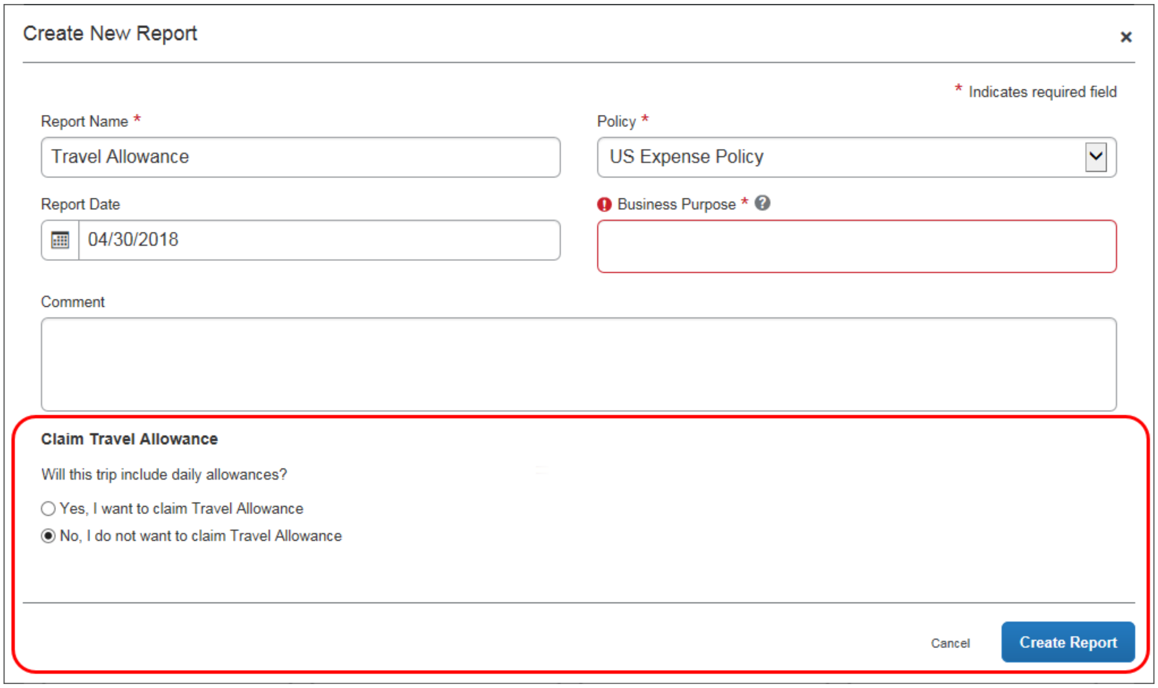
Also, because of the many different configuration options, be aware that the example shown below will likely not match your organization's Travel Allowance configuration.

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.

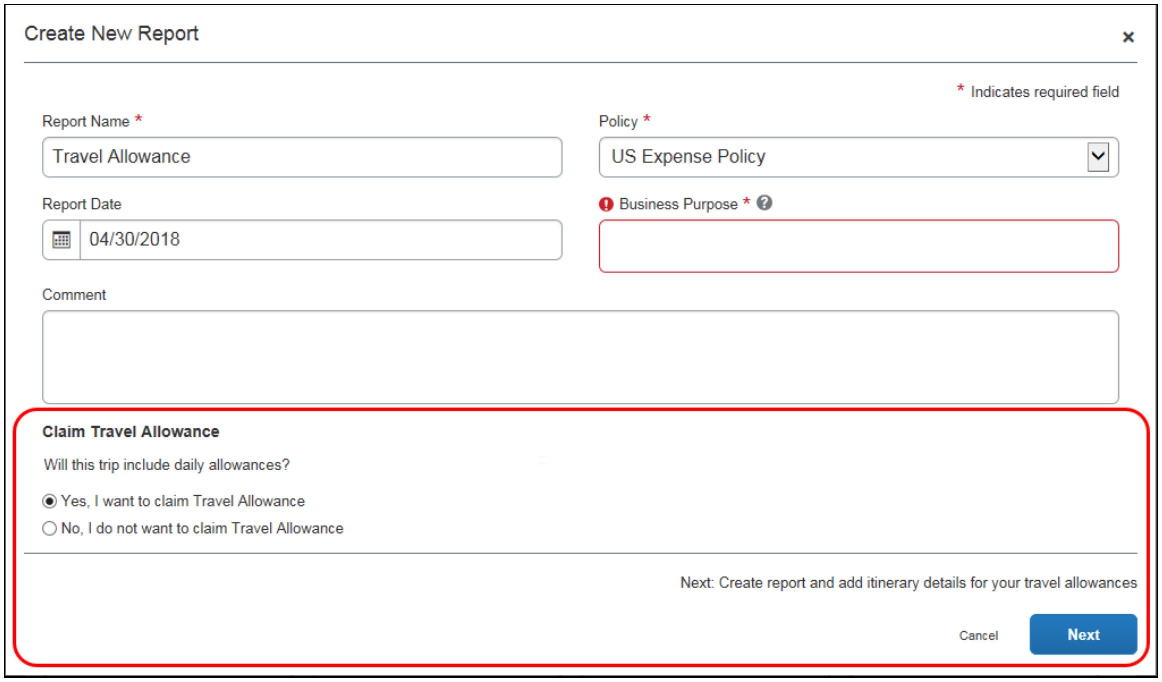


In NextGen Expense, in this example, the **Claim Travel Allowance** section appears on the **Create New Report** page.



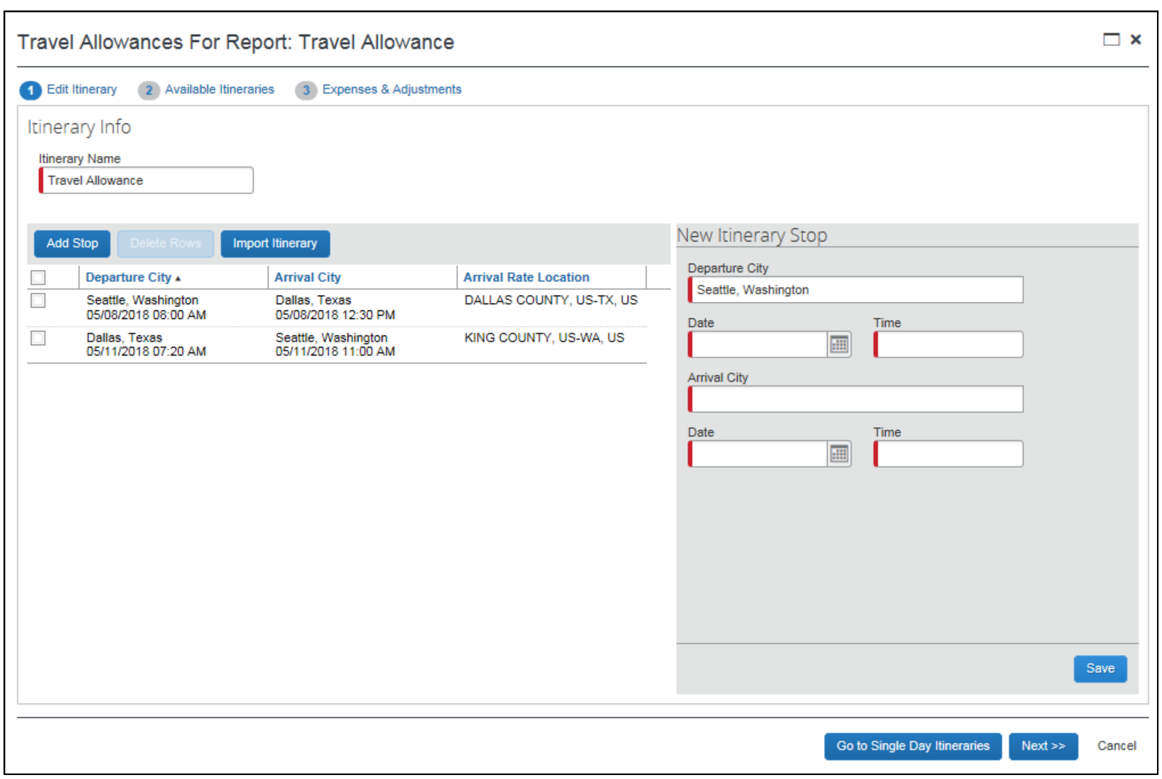
The user completes the fields as appropriate. In this example, the "no" option is selected by default in the **Claim Travel Allowance** section. If the report will not be used for Travel Allowance reimbursement, the user keeps the "no" option and clicks **Create Report**.

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**.

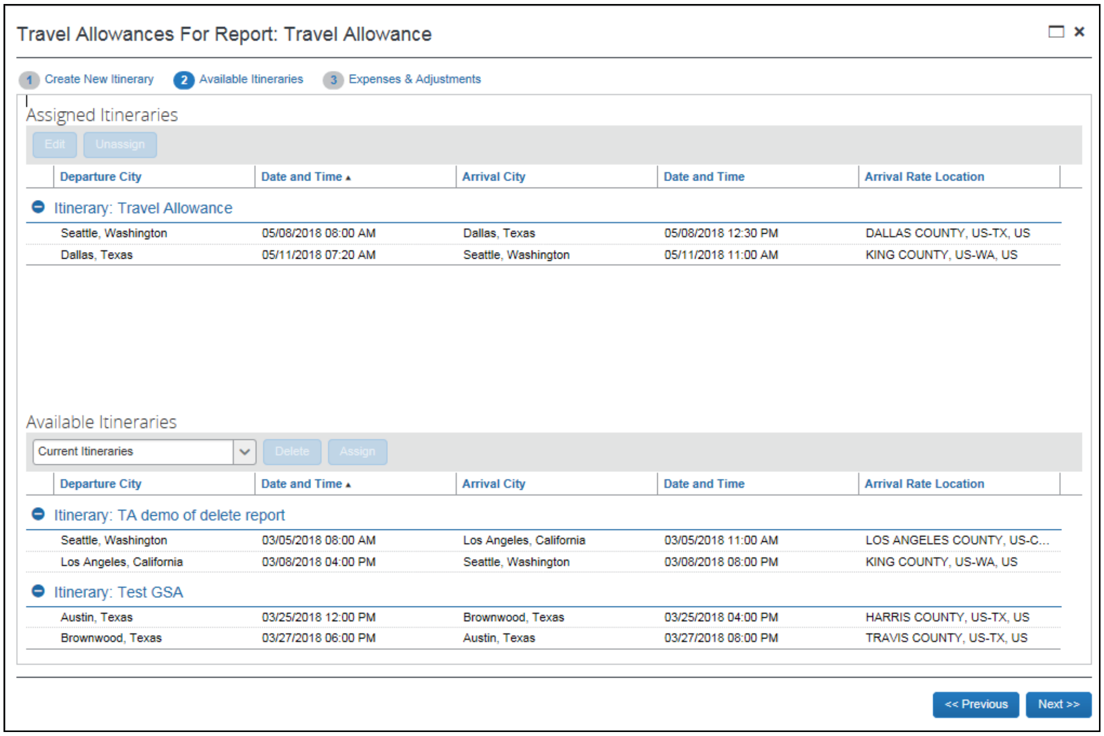


NOTE: Whether the "yes" option is selected by default, the "no" option is selected by default, and whether the **Claim Travel Allowance** section appears at all is configurable.

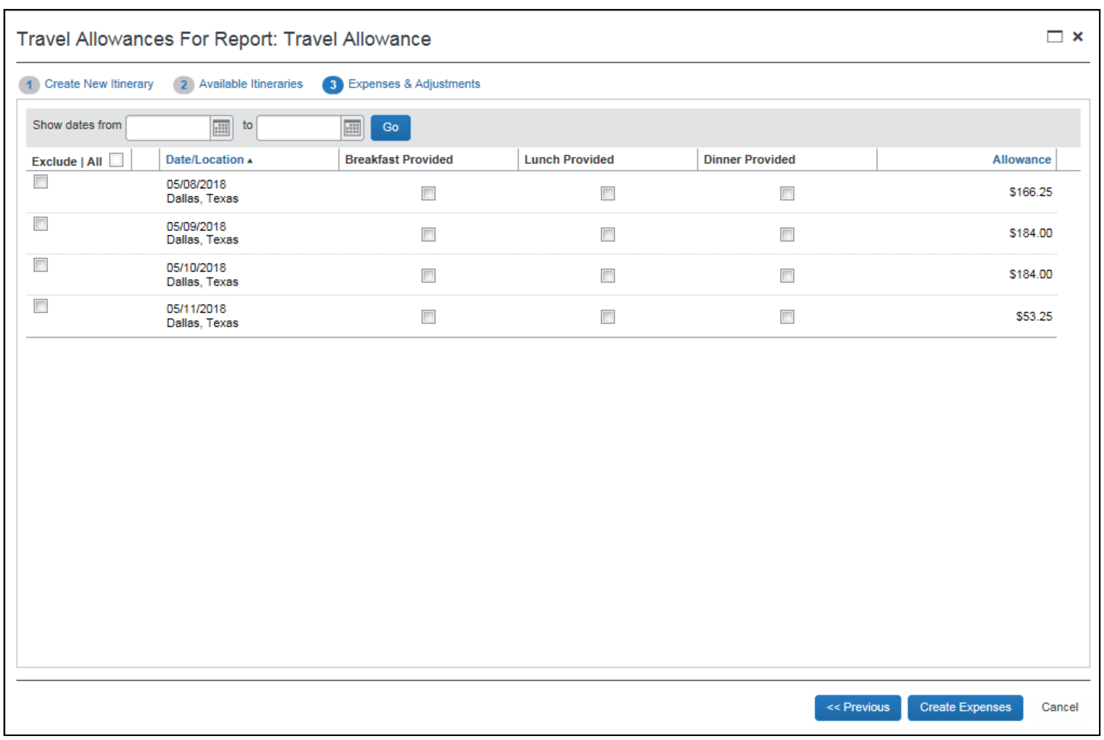
On the next page, the user completes the itinerary and clicks **Next**, just as if using the existing UI.



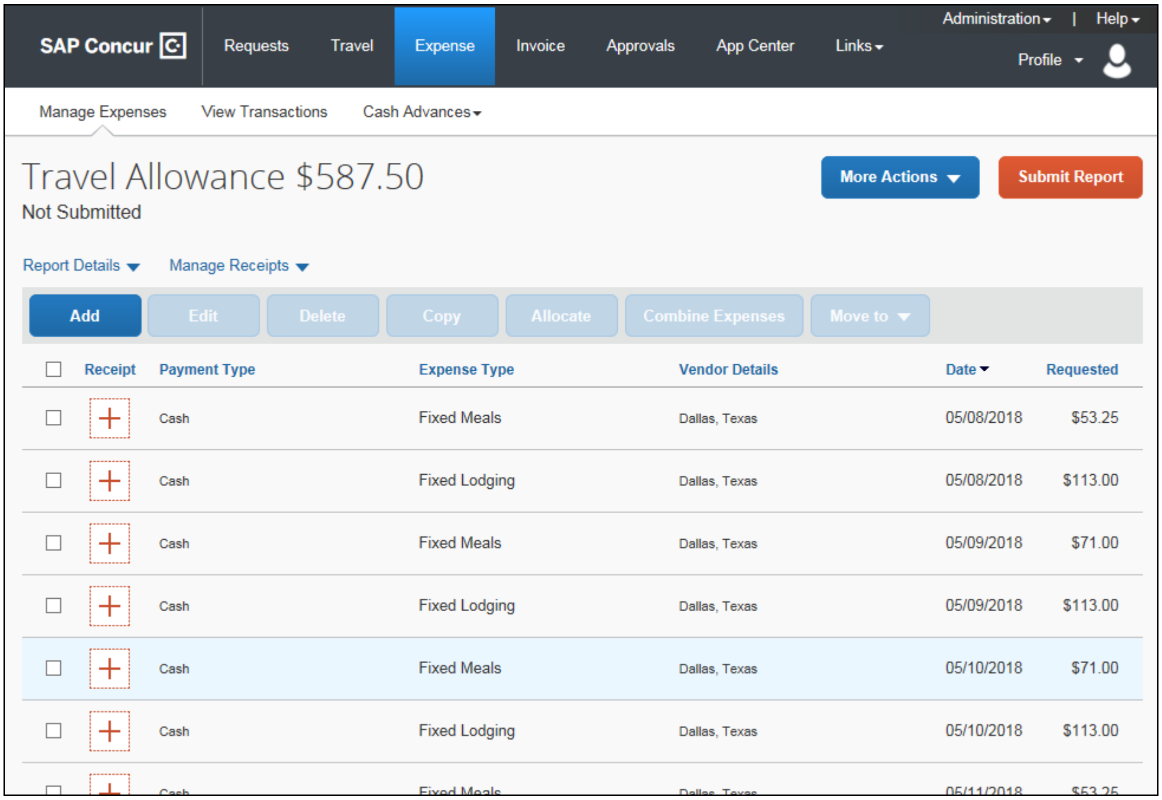
On the next page, the user may select an additional itinerary (if desired) and clicks **Next**, just as if using the existing UI.



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



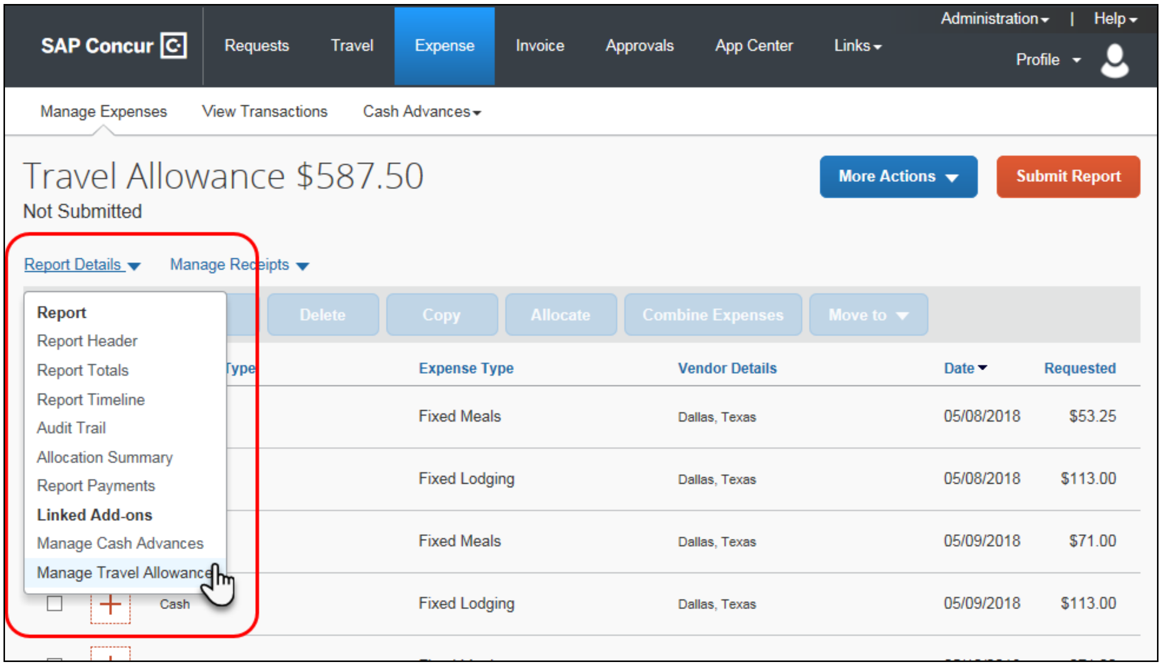
The Travel Allowance entries appear on the expense report.



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

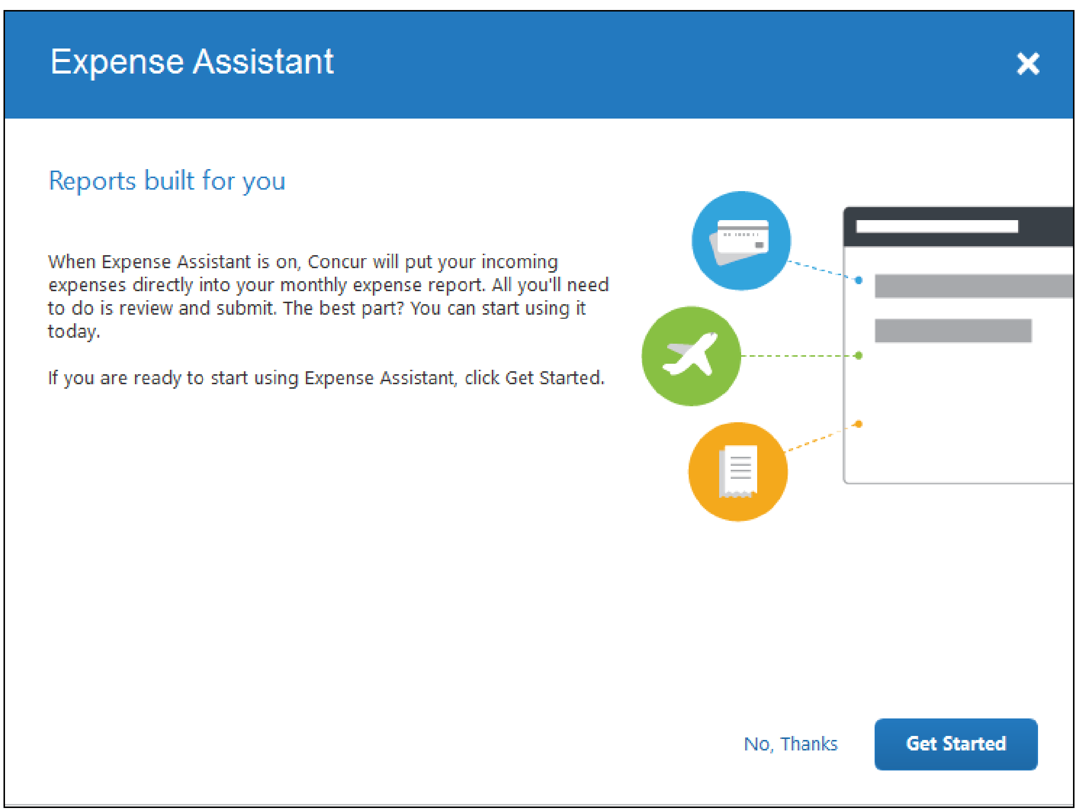
Modify an Itinerary and Make Other Adjustments

To make adjustments to an itinerary that is already attached to an expense report, click **Report Details > Manage Travel Allowances**.

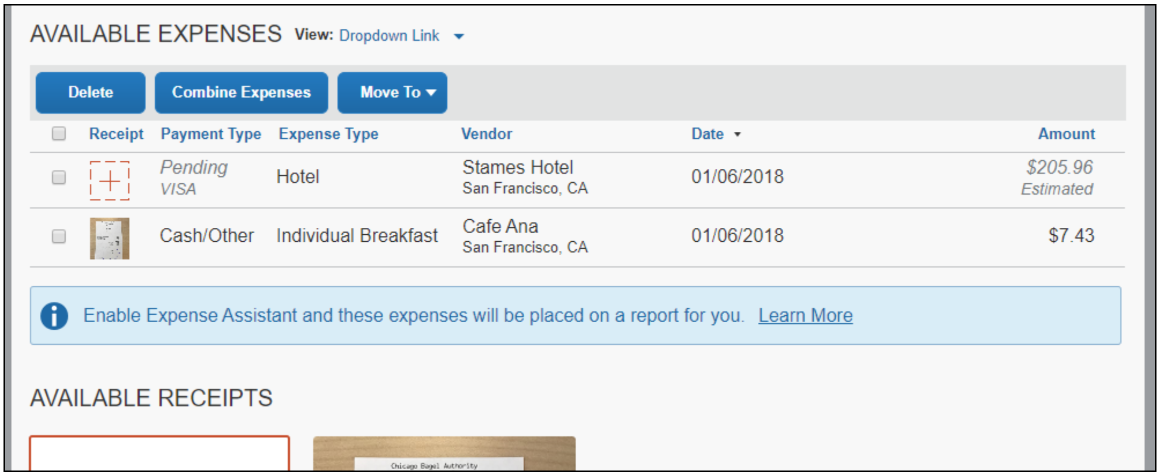


Section 10: Expense Assistant

If the Expense Assistant feature is enabled for the company, the user sees the screen that allows them to start using the Expense Assistant.



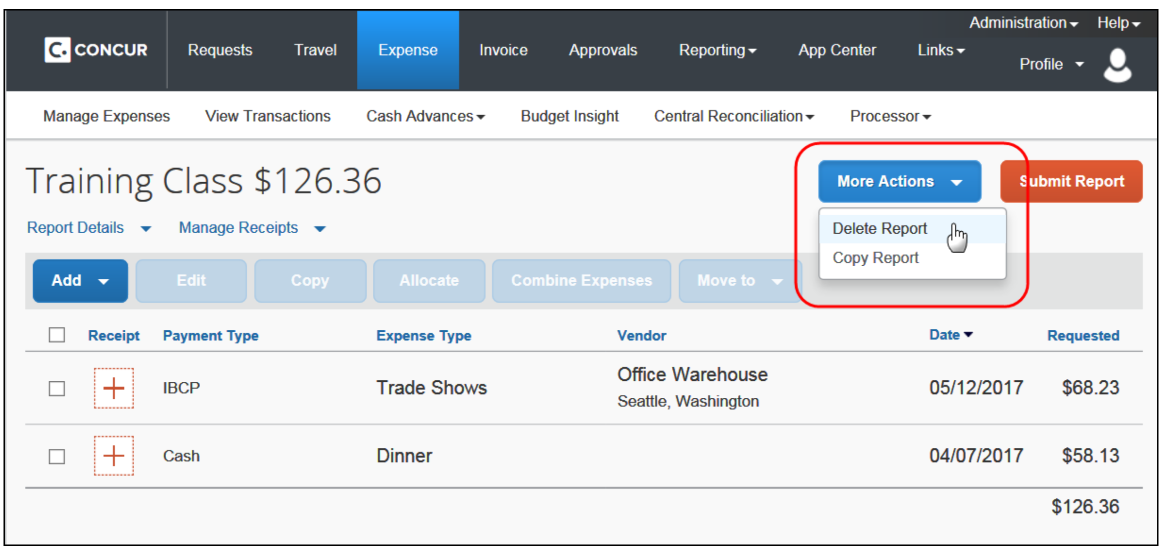
Optionally, the user can elect to turn on Expense Assistant using the message below the **Available Expenses** section of the **Manage Expense** page.



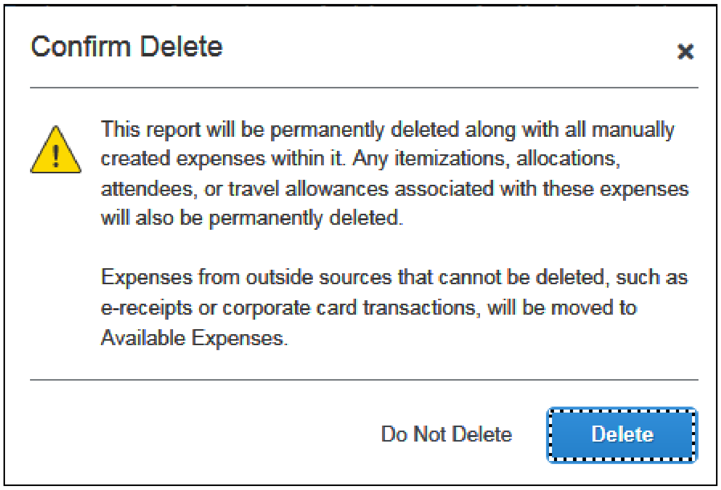
Section 11: Delete Reports and Expenses

Delete a Report

With the report open, click **More Actions** and then click **Delete Report**.



This message appears.

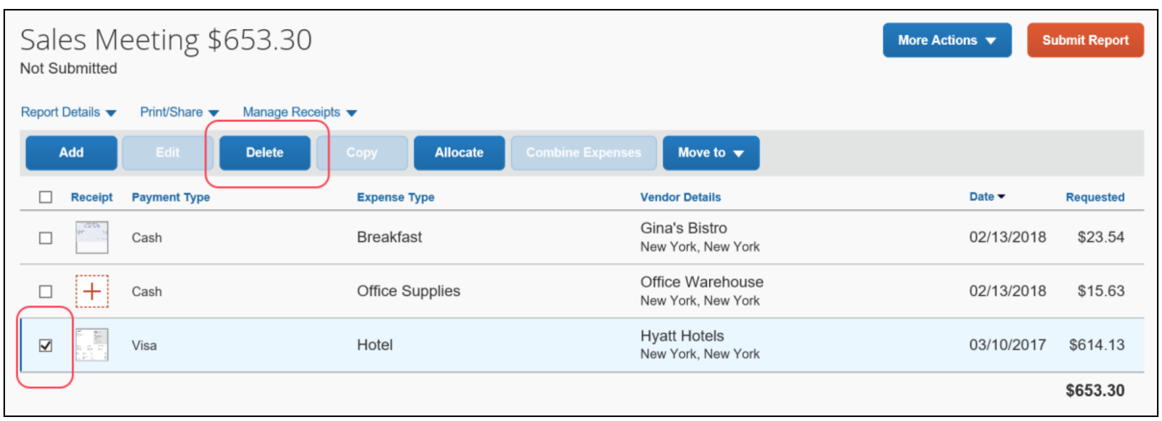


Click **Delete**. Items that came from your Available Expenses (card charges, e-receipts) are moved back to your Available Expenses. Manually created expenses are deleted and cannot be recovered.

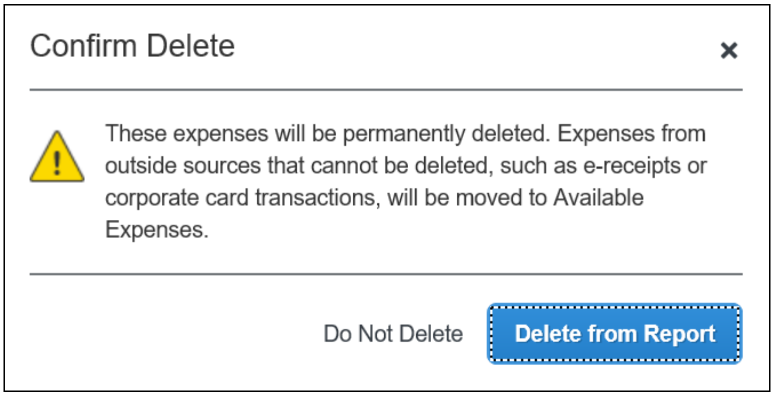
Delete an Expense that Originated from Available Expenses

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**.

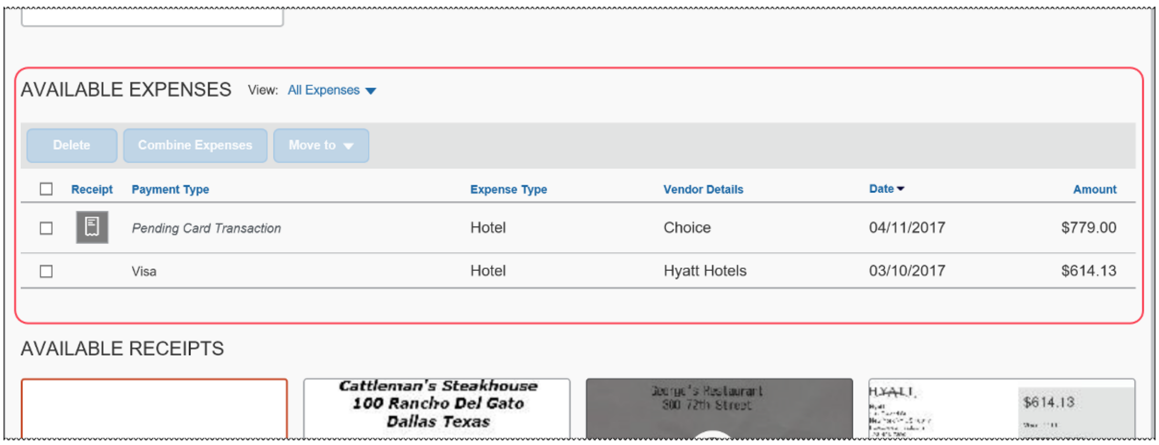
With the report open, select the desired expense(s).



This message appears.



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



Delete a Manually Created Expense

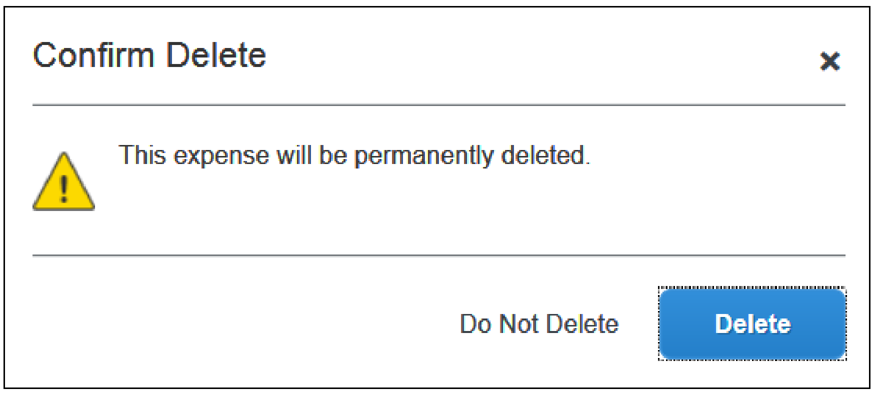
For a manually created expense, you can:

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

From the Expense

Open the report and the expense. Click the icon.

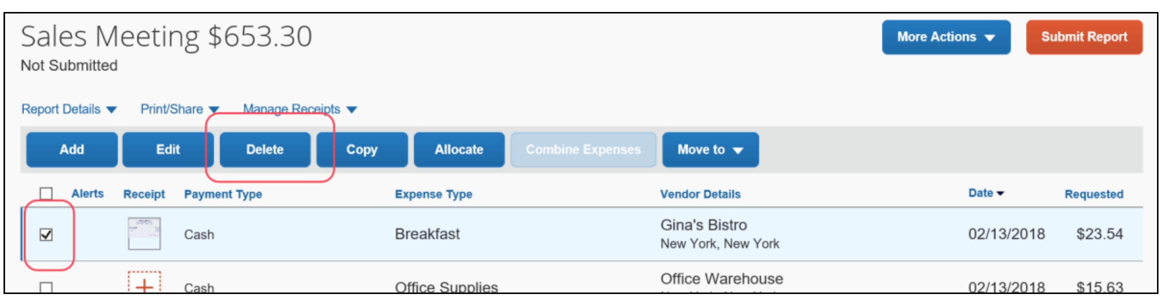
This message appears.



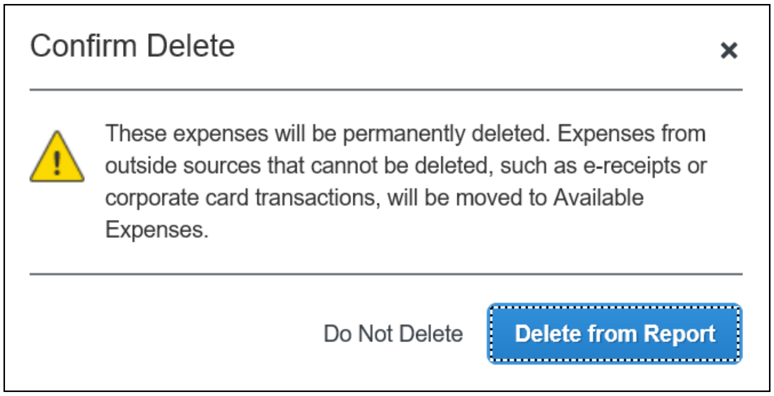
The expense is permanently deleted; there is no "undo."

From the Report

With the report open, select the desired expense(s).



This message appears.



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