



What will I use Concur for?

Concur is used for tracking and reconciling employee travel, P-card (travel and non-travel), and reimbursable out-of-pocket expenses. Concur is used for anything that is processed through Accounts Payable. All other processes and forms such as BCRs, reclassifications, ITS requests remain the same.

Do I have to use Concur?

Yes. It will be necessary to use Concur to track and reconcile all travel, P-card, and reimbursable out-of-pocket expenses.

How will I access Concur?

You can access Concur in two ways:

- Click this link to access Concur Invoice and Expense: concur.lmu.edu. Bookmark the login page in your browser to make it easy to launch the service; or
- Log in to myLMU -> System Logins -> CONCUR

Can I log in to Concur from any computer?

Yes. You can log in to Concur from any computer and also through mobile applications.

What browsers/operating systems are supported?

Internet Explorer 8 and 9, Firefox, Google Chrome and Safari are all supported by Concur. If you are having issues with the browser please ensure that you have updated your browser to the latest version.

Which module do I need to use?

There are three modules within Concur. The module you will use will depend on the type of transaction you would like to process.

- **Invoice** - For those who submit invoices or requisitions to Accounts Payable for payment to non-employees.
- **Expense** - For those who use P-cards and/or request employee reimbursements.
- **Request** - For those that are required to request permission for travel or request a cash advance.

What does the total amount in the meals expense type represent?

Total amount is the total bill paid including taxes and tips. It is essentially what you are requesting to be reimbursed for.

Do I need to update my personal information?

No, you do not need to update any of the personal information. However, you should verify your email address so that you can email your electronic receipts to receipts@concur.com and have those receipts maintained in your *Available receipts* library within Concur.

What is the process to return funds to the University?

If you are returning funds to the University because you are returning a cash advance or inadvertently charged a personal expense on your P-card, you will need to complete a cashier deposit form. The cashier deposit form is located on the Controller's website in myLMU. The account number on the deposit form should be **11-2-00000-81040-1233**. Please be descriptive on what the funds relate to, including the expense report name and date and the transaction date. See sample below.

ACCOUNT NUMBER	AMOUNT	PAYOR NAME	DESCRIPTION
11-2-00000-81040-1233	\$1,000.00	Jane Doe	[Expense report name, report date, transaction date]

What do I do for P-card disputes?

Contact Accounts Payable and they will assist you with disputing your credit card charge. Ideally, if you receive a credit back you should include the charge and credit in a single expense report.

How often should I submit an expense report?

Please consolidate your expense transactions (all P-card and out of pocket) and submit a report once or twice a month. Not only does this reduce steps for the preparer and approver, it saves the University money since there is a cost associated per report submission.

Do I still need to keep and/or submit the original paper receipts?

You no longer need to submit paper receipts. However, it is strongly recommended that you keep your original receipts until your expense report has been processed all the way through. Your department may have additional requirements related to receipts. Please consult with your department.

I have a red exception flag and resolved the exception but the flag won't go away. What am I doing wrong?

The exception flags are based on actions triggers such as clicking Save or Submit. Once you resolve your exception, either re-click save or re-submit in order for the flag to go away.

What is the company code single sign on for mobile?

ELKA2

Do I still need to print the monthly P-card statement and submit to Accounts Payable?

No.

I'm trying to delegate approver authority to an employee but I cannot find his/her name. What should I do?

Please contact your budget manager to have that delegate be assigned an approver role.

How do I handle a hotel deposit that I reserved months in advance and have not stayed there yet?

In the hotel expense type to select one night and the amount will be the total deposit.