Payment Academy: Reimbursements in Concur

Tips for Submitting Expense Reports

For all reimbursements:

- ❑ Know travel and reimbursement policies before you travel and make purchases
- ❑ Report accurately
- ❑ Attach any required documentation
- ❑ Make sure receipts are itemized and legible
- ❑ For official functions - in *any* dollar amount - include itemized receipt and proof of payment
- ❑ Add comments whenever appropriate to explain charges and receipts

For Employees:

- ❑ Identify the direct deposit distribution account in your Employee Portal

For Non-Employees:

- ❑ Use Concur when the payee is a U.S. person at a U.S. address.
  (For reimbursements to non-U.S. persons or to non-U.S. addresses, use the NRI paper form.)
- ❑ Ensure that the name and address on the header are correct, including the full first and last name, correct address, and apartment number.
- ❑ If you want the check sent to your department, use your department's physical address and campus mailbox on the report header.

Looking Up Reimbursements

Payment Status in Concur:

If you are the report owner or their delegate.

1. Click on the **Expense** tab and open the **Report Library.**
2. If the report was submitted more than 90 days ago, modify the **View** drop-down to include all reports.
3. Review the *Payment Status* value in for the report. When a report is marked as *Paid*, the reimbursement will be made via direct deposit*.
4. To verify where a non-employee's check was sent: Click on the report to open it. Then, click on the report name to view the report header.
5. To see a breakdown of the disbursement, click **Details** > **Totals**. The amount to be paid to the employee shows in the Company Disbursements section, next to Amount Due Employee.

*For POIs, the reimbursement is made via paper check. POIs with Concur access should verify their address in the finance system is accurate.

Employee _Reimbursements in the Finance System:

1. Navigate to **Main Menu > Accounts Payable > Vouchers > Add/Update > Regular Entry** to get to the Voucher search page.
2. In the **Supplier Name** field, enter the last name of the individual (Lastname,firstname).
3. Click **Search**
4. Select the expense report from the list of search results.
5. Select the Payments tab to find details about the payment.
6. To see the SpeedType and Account for the reimbursement, select the Invoice Information tab and scroll down to the Distribution Lines.

Non-Employee Reimbursements in the Finance System:

You'll need to know the non-employee's name, as it was entered on the Concur report header.

1. Navigate to **Main Menu > Accounts Payable > Review Accounts Payable Info > Vouchers > Voucher**
2. Scroll down to the **Voucher Style** field and select **Single Payment Voucher**
3. Locate the **From Supplier Name 1** field and enter the payee's name as it was entered in Concur. Select the person from the dropdown list.
4. Click **Search** and scroll down to see the *Voucher Inquiry Results*
5. Click on the **Actions** dropdown and select Payment Information to review the check number, payment date, and payment amount.
6. Click on the **Payment Reference ID** to go to the *Payment Inquiry* page. Scroll down to see the Reconciliation Status. A status of " reconciled" means the check was cashed.
7. To verify where the check was sent, click the *Supplier Details* tab.

Troubleshooting Tips

Can't find the information you're looking for in Concur?
Are you the individual who processed the request (or their delegate or approver)?

- If you are, use the dropdown menu to view more reports. Concur defaults to only show the past 90 days.
- If you didn't process the request, you'll need to use the Finance System.

What account did the employee reimbursement pay to?
Employee reimbursements are generally made via direct deposit. You can view your direct deposit information in the employee portal.

A duplicate reimbursement report was submitted, how should it be fixed?
If it has not yet been approved, recall the report then delete it.
If Payment Status is "Approved" or "Paid", contact the FinPro Help for assistance.

Was the check sent to the wrong address or concerned the check is lost?
Make sure the check has not been cashed. Then, use the Warrant Adjustment form to cancel &

reissue the check.

Was the payee name or amount incorrect?
Complete the Warrant Adjustment Form to cancel the check. In Concur, submit a new non-employee reimbursement report using the correct details and submit for processing.

Completing the Warrant Adjustment Form

Use the WA form to cancel and reissue payment if:

- The payee never received the check
- The check was mailed to the wrong address

Use the WA form to only to cancel payment if:

- The payee's name was incorrect on the check
- The check was for the incorrect amount

… Then, submit a new request for payment (a *new invoice in CU Marketplace, expense report in Concur, or paper form.*)

Tips for completing the WA form:

- ❑ Ensure you're using the most current version of the form.
- ❑ Complete all sections of the form.
- ❑ Provide a detailed explanation for the warrant adjustment.
- ❑ Email completed WA forms to apinvoice@cu.edu.

Looking up the required check information:

1. Start by looking up the payment status for your particular payment.
   If it has paid, note the check number. In CU Marketplace this is labeled "Check No." In the Finance System, this is called "Reference" or "Ref ID".

2. Now, you'll want to see if the check has been cashed.

   In the Finance System, navigate to **Main Menu > Accounts Payable > Review Accounts Payable Info > Payments > Payment**. Enter the check number in the **From Ref ID** field. Click **Search**.

   Scroll down to the *Payment Inquiry Result* section to see the amount and reconciliation status.
   - If the check has not been cashed, the *Reconciliation Status* will show as "Unreconciled".
   - If the check has been cashed, the *Reconciliation Status* will show as "Reconciled" and include the date it was cashed (Reconciliation Date).

3. To complete the warrant information section, you'll need to know certain details about the check.

   Click on the **Payment Reference ID** value. You'll see the Issue Date (Accounting Date), Invoice #, and Voucher #.
   Click on the **Voucher ID** value to see the Supplier ID #.

Resources
To watch the how-to videos for reimbursements processed in Concur, as well as how-to videos for other payment types, visit the Payment Resource Center - https://www.cu.edu/psc/training/payment-resource-center
To watch the recording of this webinar and download course resources, visit the course page - https://www.cu.edu/controller/course-catalog
Finance & Procurement Help Desk 303-837-2161 / FinProHelp@cu.edu