CLIENT-FACING FACT SHEET
Concur Travel & Expense Integration
Last Revised: June 1, 2022

This fact sheet covers the various integration processes that an end user may see when using Concur Travel and Expense.

It is meant to help clients understand the integration and matching process and only applies to clients that have both Concur Travel and Concur Expense products.

Travel Integration Using Normal Expense Report Process

This section covers how the travel integration works for users who are using **Available Expenses** and not using the **Expense this trip**/**Expense** link.

Travel Items Available in Available Expenses

The expense user logs in, creates an expense report and fills out header information. On the expense report page, the **Available Expenses** section appears, including all the Travel itinerary items, e-receipts, and any imported corporate card transactions.

If the user saves and re-enters the expense report, the user can click **Add Expenses** and the select from the **Available Expenses** tab.

If the corporate card charges have been imported, the system will attempt to match the card charges to trip items and e-receipts. If an itinerary item is not matched to a corporate card charge, and the user has an assigned corporate card, the user will see a "Pending Card Transaction" payment type.

NOTE: Best practice is for the user to wait until the card charges appear in Concur Expense, at which point they system will match them against itinerary items and e-receipts. If the user moves unmatched itinerary items or e-receipts into the expense report before the charges are imported into Concur Expense, the charge might become a duplicate expense.

To add the itinerary items, e-receipts, or card charges to the expense report, the user selects the items, then clicks **Move** > **To Current Report**.

Available Expenses Matching

Concur Expense attempts to match unassigned company card transactions, travel reservations (if your company uses Concur Travel or TripLink), and e-receipts (if your company uses e-receipts, the user has opted for e-receipts, and the vendor supplies e-receipts). If Expense determines that two items represent the same transaction, Expense matches (combines) the two items and presents one combined item in the **Available Expenses** section.

Match and Separate

Occasionally, Concur Expense may not match two items that represent the same transaction. This can occur if the data from the credit card is not a close enough match to the travel reservation or e-receipt. To match them manually, the user selects both transactions from **Available Expenses** and clicks **Combine Expenses**.

To separate two transactions that were matched in error, the user selects the combined expense item and clicks **Separate**. Expense splits the combined item into the original two items under **Available Expenses**.

Travel Integration Using the Expense/Expense this trip Links

This section covers how the travel integration works for scenarios where the user is using the **Expense**/**Expense this trip** links to create expense reports from Concur Travel trips.

Expensing a Trip with Pre-Expense Airfare Activated

Pre-Expense Airfare is a best practice setting that allows the user to expense their airfare before the trip has been taken. This allows for the user to submit and be reimbursed (or reimburse the corporate card) for their airfare in a timely manner, once the airfare is ticketed.

NOTE: If you would like to inactivate the Pre-Expense Airfare feature please contact SAP Concur support.

Before taking the trip the user expenses the airfare portion. In the **My Trips** section of the home page, the user can select **More** > **Expense this trip**.

Or the user can use the **Upcoming Trips** tab of the **Travel** page to view the trip. The user clicks **Expense** in the **Action** column.

The user is automatically taken into the expense report, where they will see the airfare expense. If needed, the user may elect to edit the report header where they can enter header information, including selecting the appropriate policy, if they have access to more than one expense policy.

NOTE: If the expense transaction contains data that violates an audit rule, the user will see the relevant exception(s) displayed.

Once the user returns from the trip they either follow the steps below to create a report for the rest of the travel reservation items, or they use **Add Expense** > **Available Expenses** to manually add the remaining charges to an existing report.

Expensing a Trip without Pre-Expense Airfare Activated

After the user has taken the trip, on the **Travel** > **Trip Library** tab the user can view their completed trips.

The user clicks the **Expense** link in the **Action** column to create a new expense report for the trip. They are then taken into the expense report and will see the list of expenses created from the travel reservations.

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