

# **FREQUENTLY ASKED QUESTIONS**

## **Expense Assistant for Expense Professional**

**Last Revised: November 17, 2018**

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**NOTE:** This feature is available only for Production entities, not for Implementation (or Test) entities. UI elements of this feature display, but do not function in non-production entities.

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### **1. What is Expense Assistant?**

Expense Assistant automatically creates expense reports as a client's expenses flow into Concur. If you do not disable Expense Assistant for your company, then your users who opt-in to using Expense Assistant can choose to have Expense Assistant automatically create either calendar-based or trip-based expense reports.

### **2. Is there any cost associated with the Expense Assistant feature?**

No. There is no cost associated specifically with the activation or use of the Expense Assistant feature in Concur Expense. This is one of the many features and enhancements that Concur provides to you at no additional cost over time with our innovations.

### **3. How do I enable Expense Assistant for my company?**

Expense Assistant is automatically turned on for your company however you may disable the feature.

There is a company-level setting that allows you to disable Expense Assistant for your company if you do not want anyone to use Expense Assistant. This setting is available by clicking **Administration > Expense > Site Settings**.

The screenshot shows the 'Site Settings' page for 'Expense Admin' in the Concur system. The left sidebar lists various configuration areas, with 'Site Settings' selected. The main content area contains a list of settings, each with a checkbox. The first setting, 'Allow users to opt into Expense Assistant', is checked and highlighted with a red circle. Below this, there are sections for 'Non Domestic Tax Field' (set to 'Custom 01'), 'Select additional employee fields to display in user search results' (with a list of organizational units and an 'Add' button), and 'Allow users to search by Employee ID' (checked).

This setting is enabled by default. When the setting is enabled, Expense Assistant is enabled for your company.

The **Allow users to opt into Expense Assistant** setting only enables Expense Assistant for your company. It does not enable Expense Assistant for your individual users. For more information, refer to the question *How do I enable **calendar-based Expense Assistant** for my users?* or *How do I enable **trip-based Expense Assistant** for my users?*

Note: For clients who have already configured this feature, including turned it off, the existing settings will be maintained even as the feature grows over time, including the addition of trip-based functionality. For example, if your users use calendar-based Expense Assistant today, then Concur will default the group setting to be *Monthly only* and if your users do not use calendar-based Expense Assistant, then your company setting on the **Site Settings** page is turned off and your users will not see this group setting for Expense Assistant.

#### 4. Can I limit my users to using calendar-based or trip-based Expense Assistant?

Yes. For each policy group, you can select the Expense Assistant functionality that will be offered to those users.

Configuration for Group: Global-R&D-Dev-EXP

Group: Global-R&D-Dev-EXP

Group Name: Global-R&D-Dev-EXP

Attendee List Form: Default Attendee Detail View

Timestamp Configuration: None

For Expense Assistant, allow users to opt out or to use: Monthly or By Trip

Monthly or By Trip

Monthly only

By Trip only

None

setting cannot be revoked once granted

Allow user to upload XML tax receipts.

Utilize rich card data for receipts handling

Cancel Save

As an admin, for each of your groups, you can select one of the following choices:

- **Monthly or By Trip** – Users in the group can enable Expense Assistant. If a user in the group enables Expense Assistant, the user can choose whether Expense Assistant automatically creates calendar-based or trip-based expense reports for that user. The user can only use one of these options, the user cannot use both.
- **Monthly only** – Users in the group can enable calendar-based Expense Assistant. If a user in the group enables Expense Assistant, Expense Assistant will automatically create calendar-based expense reports for that user.
- **By Trip only** – Users in the group can enable trip-based Expense Assistant. If a user in the group enables Expense Assistant, Expense Assistant automatically creates trip-based expense reports for that user.
- **None** – Expense Assistant will not be available to users in the group.

## **5. How do I enable calendar-based Expense Assistant for my users?**

### **This requires user action.**

Once Expense Assistant is enabled for your company, and the user group setting is *Monthly or By Trip* or *Monthly Only*, users will need to enable Expense Assistant for themselves.

There are three ways a user can enable Expense Assistant:

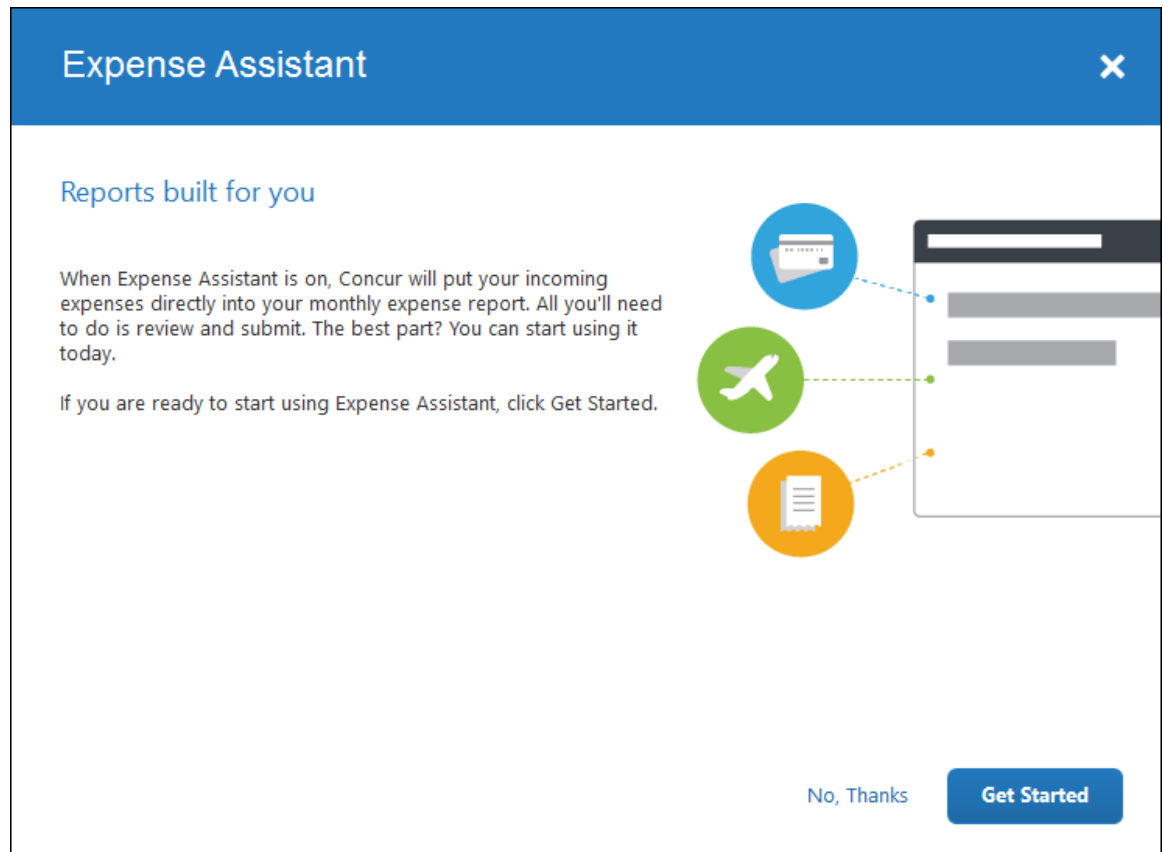
- When your users log on to Concur and go to the Expense page, they will see the following screen on the Expense home page. Since Concur needs some available expenses present to show how it works, this will show at the first time the user logs in and has available expenses to be used.

The users can click **Get Started** to begin using Expense Assistant.

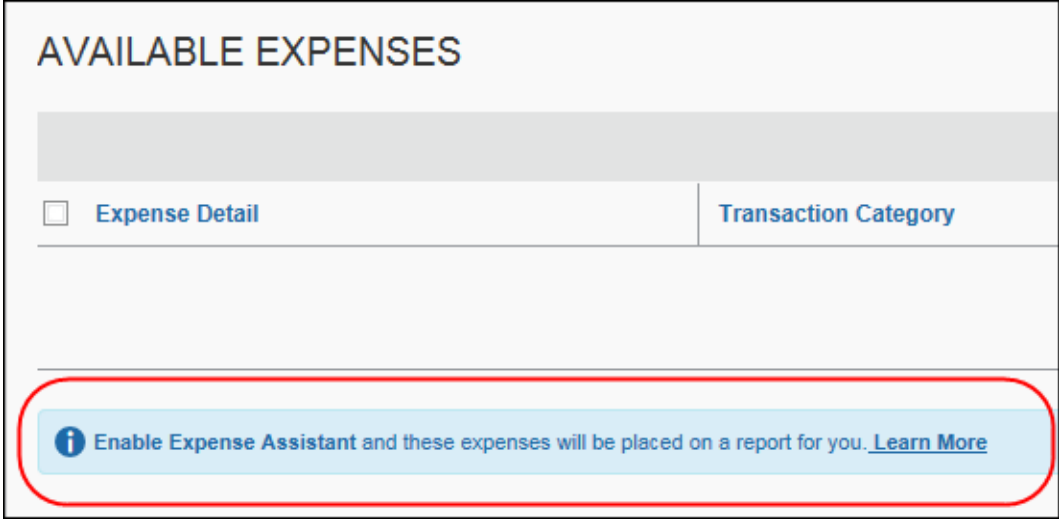
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**NOTE:** It is required that users receive Available Expenses into Concur Expense from sources other than Travel bookings or personal card charges in order to use Expense Assistant. Some examples would be company card transactions, e-receipts from suppliers, ExpenseIt entries, and SAP Concur mobile entries.

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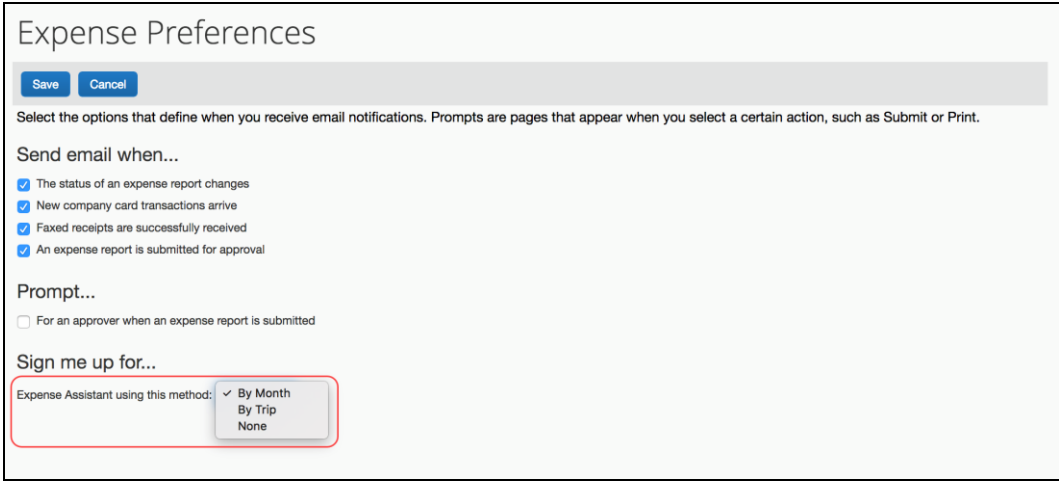
If users do not currently have any available expenses, they will see the following message in the **Available Expenses** section:



The users need to click **Learn More**, and then click **Try it Now** to begin using Expense Assistant.

-Or-

If the user wants to enable Expense Assistant and the pages shown above do not appear automatically, the user can enable the feature in Profile. On the **Expense Preferences** page (**Profile > Profile Settings**), the user selects *By Month* from the **Expense Assistant using this method** list, and the clicks **Save**.





## 6. How do I enable trip-based Expense Assistant for my users?

### This requires user action.

Once Expense Assistant is enabled for your company, and the user group setting is *Monthly or By Trip* or *By Trip Only*, users will need to enable Expense Assistant for themselves.

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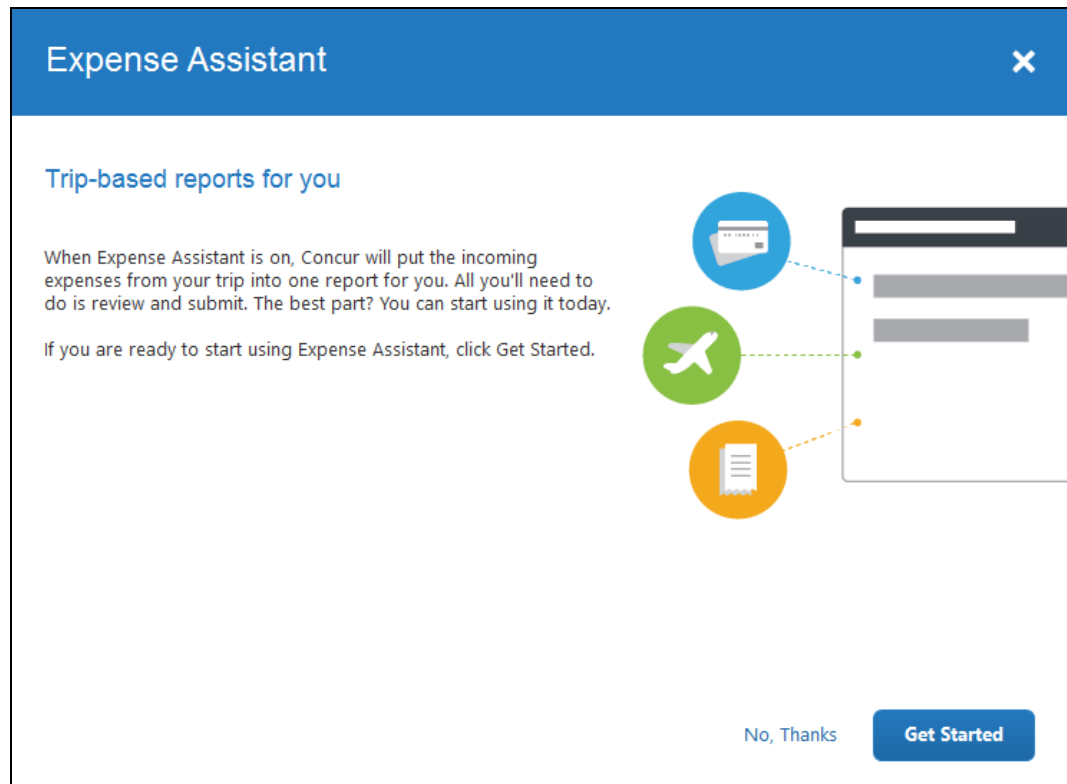
**NOTE:** It is required that users book trips via Concur Travel.

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If the user is using NextGen Expense and if the user has at least one unexpensed travel segment (itinerary) in **Available Expenses**, the **Expense Assistant** page appears.

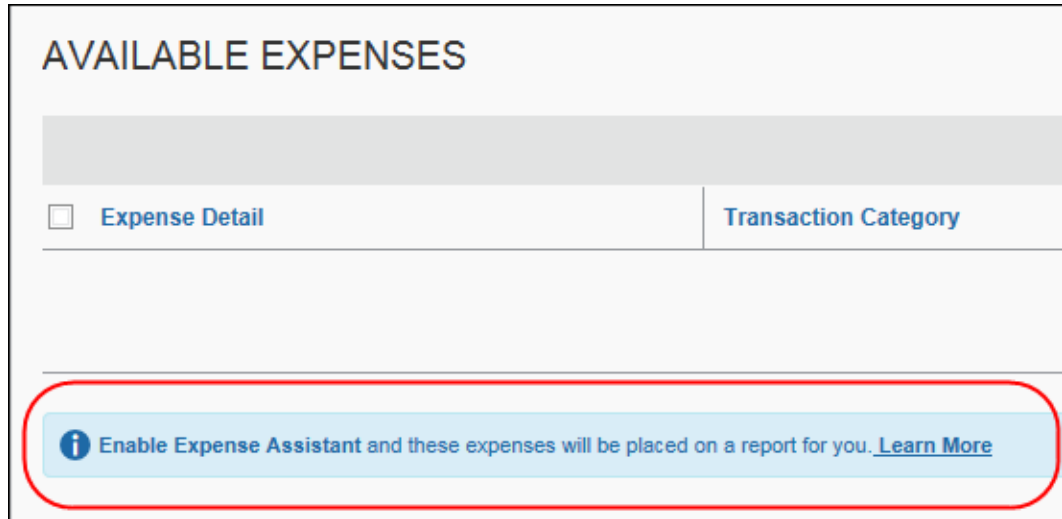
There are three ways a user can enable Expense Assistant: when they have Available Expenses, whether or not they have any Available Expenses, and from Profile.

- When your users log on to Concur Expense and go to the Expense home page, they will see the following screen. Since Concur Expense needs some available expenses and an unexpensed travel segment (itinerary) present to show how it works, this will show at the first time the user logs in and has available expenses to be used.



-Or-

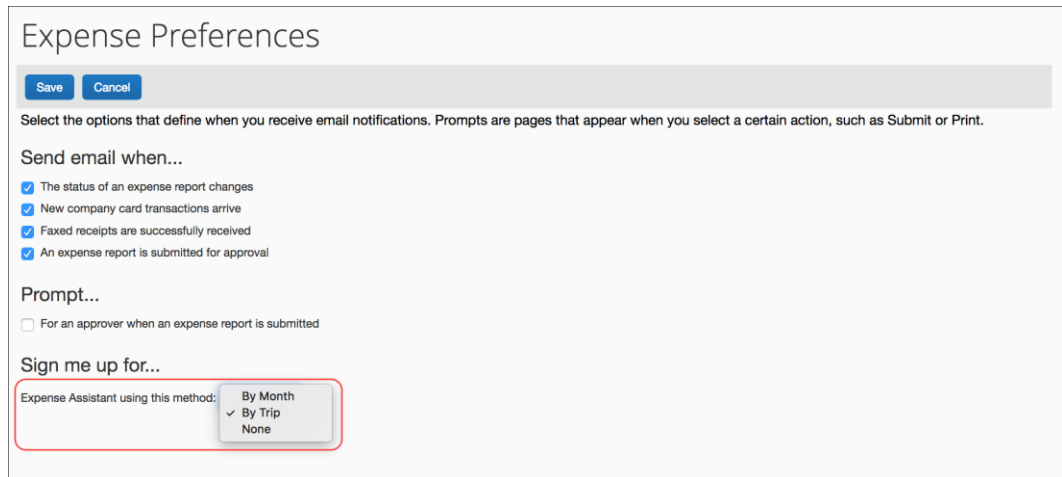
- If users do not currently have any available expenses or an unexpensed travel segment (itinerary), they will see the following message in the **Available Expenses** section:



The users need to click **Learn More**, and then click **Get Started** to begin using Expense Assistant.

-Or-

- If the user wants to enable Expense Assistant and the pages shown above do not appear automatically, the user can enable the feature in Profile. On the **Expense Preferences** page (**Profile > Profile Settings**), the user selects *By Trip* from the **Expense Assistant using this method** list, and then clicks **Save**.



## 7. How do I enable Expense Assistant on my mobile device?

### This requires user action.

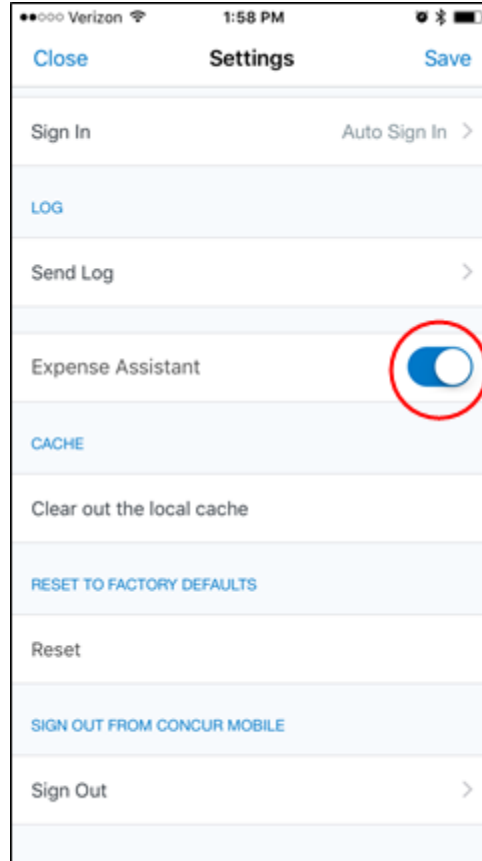
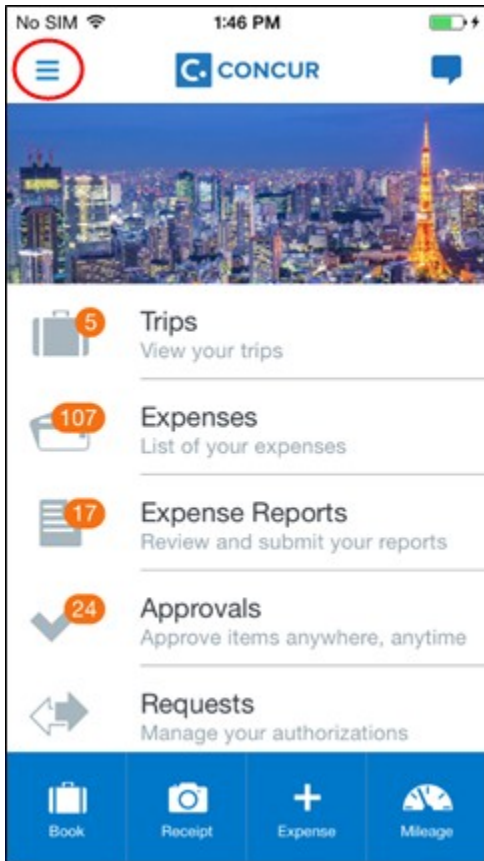
Users can turn Expense Assistant on and off using the mobile app **Settings** screen.

Note the following:

- Expense Assistant must first be enabled for the entire company and the user group. Then, the user can change this setting to turn the feature on or off for the mobile app.
- If Expense Assistant is **not** enabled for the entire company and the user group, then this option does not appear on the **Settings** screen.

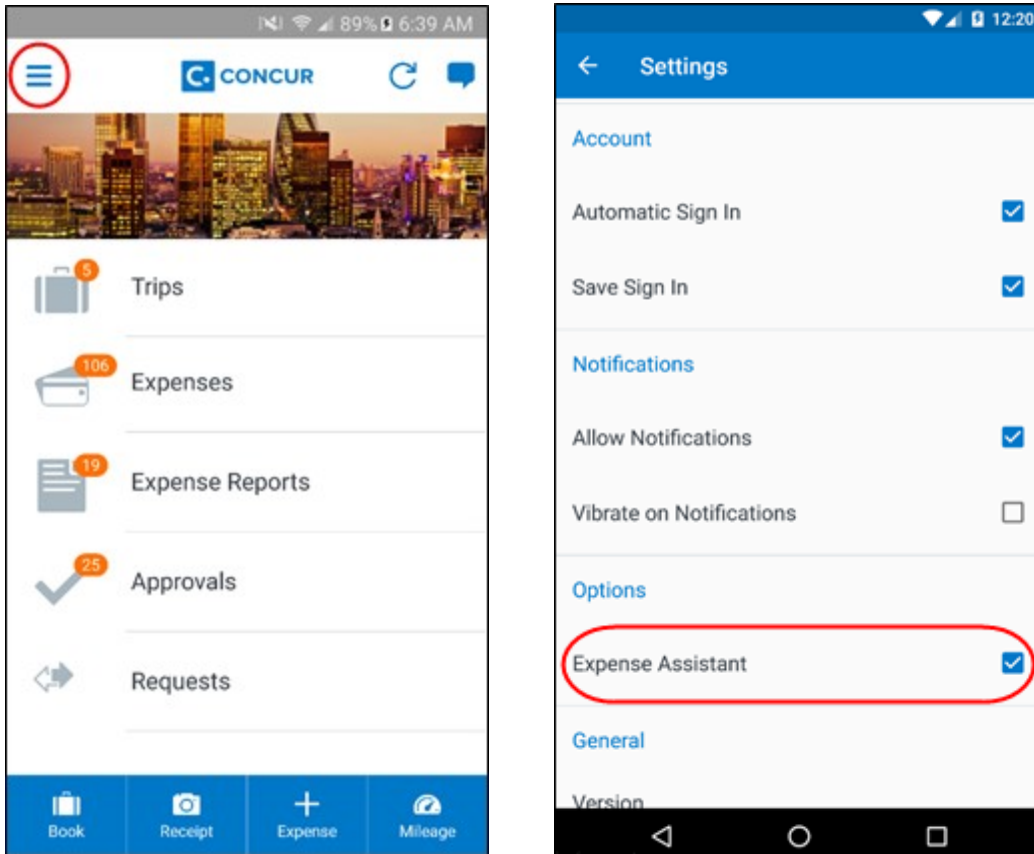
### IPHONE

To locate the **Expense Assistant** option on your iPhone:



## ANDROID

To locate the **Expense Assistant** option on your Android:



### 8. How does calendar-based Expense Assistant work?

Calendar-based Expense Assistant adds all expenses in your **Available Expenses** list to any open expense report. An open report can be a user-created expense report or an expense report auto-created by Expense Assistant. Expense Assistant continues to add all new incoming expenses that have a date that matches the calendar month of the expense report to that expense report.

If more than one expense report is open, Expense Assistant uses the following logic to determine which report new expenses are added to:

1. Expense Assistant will add the expenses to an open expense report auto-created by Expense Assistant if the expense transaction date is in the same month as the expense report month.
2. If the expense transaction date does not match the month of the auto-created expense report, Expense Assistant adds the expenses to an open user-created expense report for that month.

3. If there are multiple open user-created reports for the same month, Expense Assistant adds the expenses to the user-created expense report with the most recent date for that month.
4. If there are no open user-created expense reports, then Expense Assistant will automatically create a new expense report and add the expenses to the new report.

Expense Assistant will auto-create a new expense report for each calendar month.

## **9. How does trip-based Expense Assistant work?**

Trip-based Expense Assistant creates an expense report when you create an itinerary in Concur Travel. It will add the airfare itinerary into that report once the airfare is ticketed. If you close that expense report before you leave on this trip, perhaps to be reimbursed for pre-travel expenses, then Expense Assistant will create a new, second expense report for this trip on the day that your itinerary indicates is the first day of your trip. Expense Assistant continues to add all new incoming expenses which have dates that matches the trip itinerary to that expense report.

There will be only one open/unsubmitted report per trip at any given time.

Expense Assistant will auto-create a new expense report for each trip itinerary.

## **10.If permitted by the group setting, can users switch back and forth between monthly and trip-based Expense Assistant?**

Switching, while possible, is not the intended use of the feature and can have unintended consequences such as expenses not auto-populating the desired report.

## **11.Which expenses are moved into an Expense Assistant expense report when using calendar-based Expense Assistant?**

For users who are using calendar-based Expense Assistant, all expenses with transaction dates within 30 days are moved into the expense report automatically. Older expenses will not be automatically moved.

## **12.Which expenses are moved into an Expense Assistant expense report when using trip-based Expense Assistant?**

For users who are using trip-based Expense Assistant, all expenses with dates that are covered by a trip itinerary are moved into the expense report automatically. There is a buffer of one day at the trip start and end dates to ensure that all the expenses associated with the trip are captured in the report.

- If the **Start Date** and **End Date** fields are on the report header form, the system will automatically populate these fields with the trip start and end dates.

- The system will always honor the start and end date if the user enters a value. If the user does not enter any value, the dates will be the trip start and end dates that the user entered in Concur Travel when booking the trip.

Any expenses that occur between the date that the airfare was ticketed and the trip start date will not be added to the expense report.

**13.I booked my travel segments on two different itineraries for the same trip (e.g., airfare on one itinerary and hotel on a separate itinerary). Will trip-based Expense Assistant move these to one expense report?**

No, trip-based Expense Assistant will create one expense report per trip itinerary that exists in Concur Travel. You will need to manually move expenses from one trip-based report to another report and delete the empty report.

**14.What if I do not want my users to submit the trip report with only airfare expense?**

If you do not wish your users to submit the report with only an airfare expense, you could write an audit rule that does not allow the users to submit the expense report until the trip end date has passed.

**15.Do I still have to submit my report to my manager?**

Yes. You must submit your report – as usual – to your manager for review and approval. Expense Assistant will not submit your report.

**16.Will Expense Assistant move an expense back into a report after I remove it from an Expense Assistant report?**

No. Once you remove an expense from a report that was created by Expense Assistant, Expense Assistant will not automatically move it back to that – or to any other – expense report.

**17.Will Expense Assistant add expenses to an expense report that was returned to me by my approver?**

No. Expense Assistant will not move expenses to a report that has a *Returned* status.

Be aware that it will *match* existing entries. If Concur finds a matching expense entry (like an ExpenseIt entry) on a returned report, it will move the new expense (like a credit card entry) to the returned report and then automatically match the two items for you.

**18.How will I know which expense report is created for me by Expense Assistant?**

The Expense Assistant names an automatically created expense report so that you can easily see it in your expense report list. As usual, you can rename the report if desired.

Calendar-based expense report names are formatted like this: *May Expenses (2018-05-18)*.

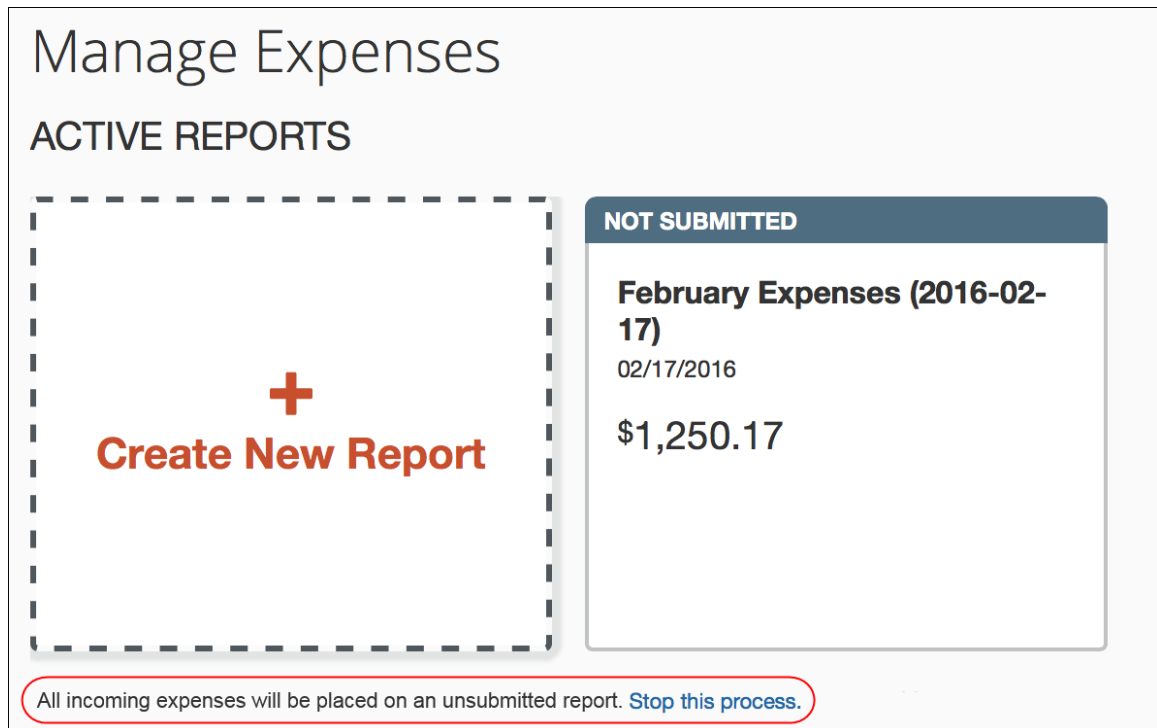
Trip-based expense report names match the trip name (entered by the user when booking the trip in Concur Travel).

**19.How will I know where my expenses are being moved to by Expense Assistant?**

For calendar-based Expense Assistant:

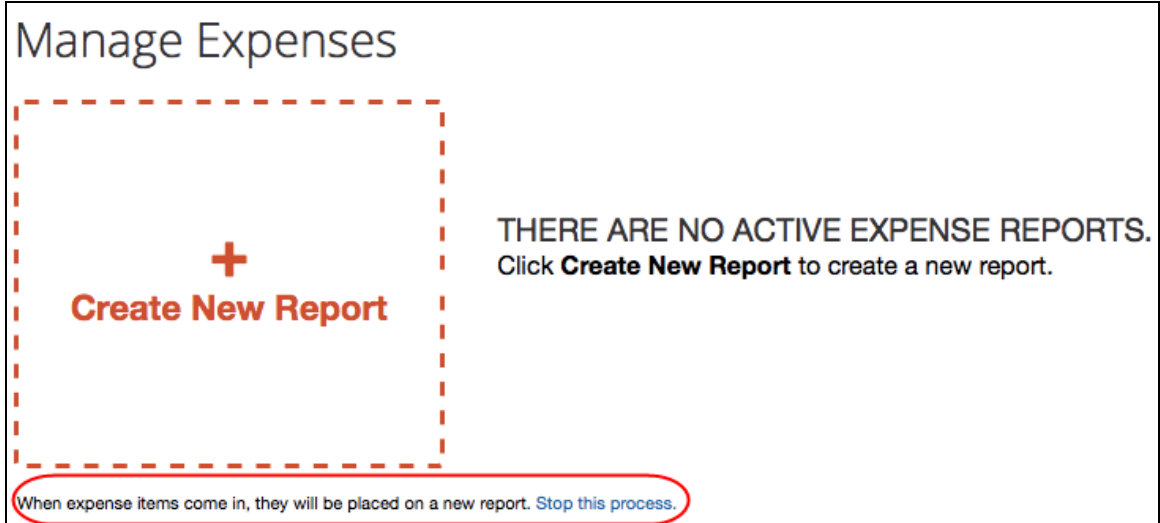
When you have an open expense report (user created or created by calendar-based Expense Assistant) that is accepting incoming expenses, the following message appears in the **Active Reports** section:

**All incoming expenses will be placed on an unsubmitted report. Stop this process.**



When you do not have any open reports that are accepting incoming expenses, the following message appears:

**When expense items come in, they will be placed on a new report. Stop this process.**



Manage Expenses

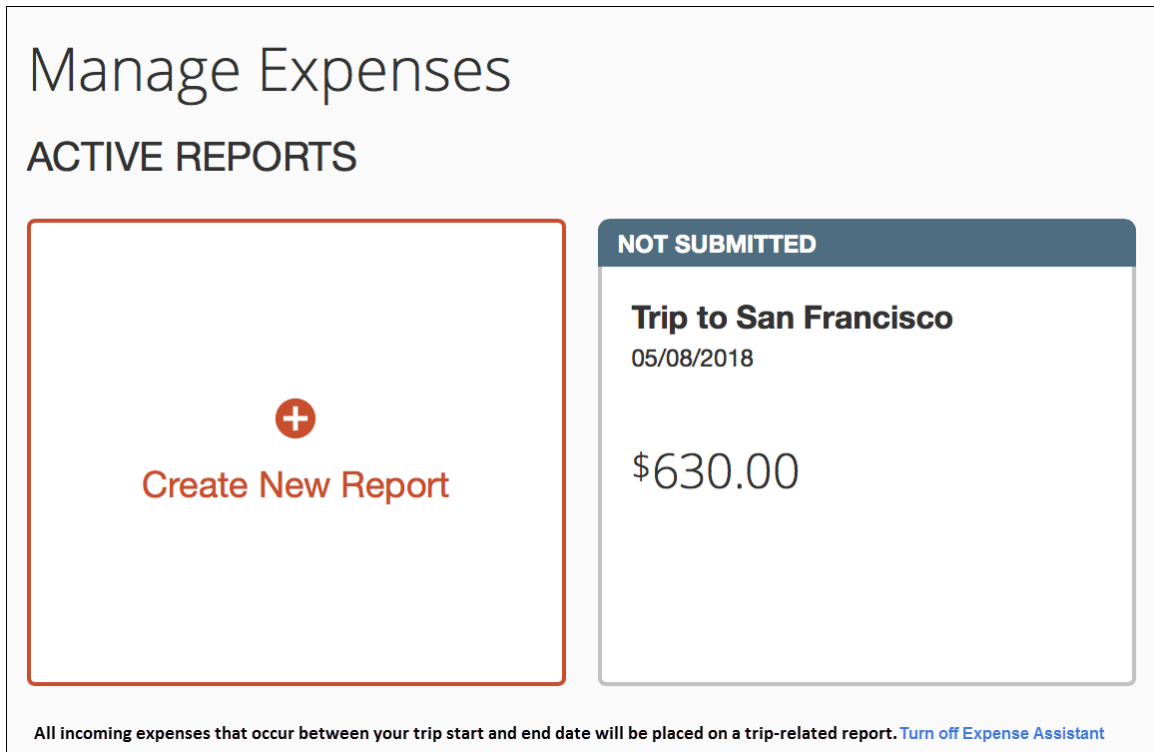
**+**  
**Create New Report**

THERE ARE NO ACTIVE EXPENSE REPORTS.  
Click **Create New Report** to create a new report.

When expense items come in, they will be placed on a new report. [Stop this process.](#)

For trip-based Expense Assistant, the following message appears:

**All incoming expenses that occur between your trip start and end date will be placed on a trip-related report. Turn off Expense Assistant.**



Manage Expenses

ACTIVE REPORTS

**+**  
**Create New Report**

**NOT SUBMITTED**

**Trip to San Francisco**  
05/08/2018

\$630.00

All incoming expenses that occur between your trip start and end date will be placed on a trip-related report. [Turn off Expense Assistant](#)



**20. How will I know which expenses were moved into an expense report for me?**

There are two ways to identify those expenses:


- Concur sends you a weekly email that summarizes the activity that occurred in your auto-created expense report over the past week. In addition, Concur notifies you of exceptions, such as missing receipts, before you can submit your report.
- For trip-based expense assistant, Concur sends you a summary email when the trip-based expense report is created (if prior to trip start date). After that, Concur sends a weekly email that summarizes the activity that occurred in your auto-created expense report after the trip begins.

Expense Assistant Summary - Deleted Items



Message

Delete Archive Reply Reply All Forward Attachment Meeting Move Rules Read/Unread Categorize Follow Up

**Expense Assistant Summary**

 EmailReminderService@concur solutions.com <EmailReminderService@concur solutions...>  
 Wednesday, January 25, 2017 at 10:29 PM  
 To: [Redacted]

Concur Expense Manage Add-ins...

**SAP Concur**  

Below is a summary of your expense activity for last week:

**Items Imported into Report: January Expenses (01/01/2017)**

Date	Expense Type	Amount	Source
1/9/2017	<b>Airfare</b> Delta, Seattle, Washington	\$261.64	E-Receipt Reservation Card Charge
1/9/2017	<b>Booking Fees</b> GTP 1275181670 RFND, Duluth, Georgia	\$3.45	Card Charge
1/18/2017	<b>Business Meals - Meetings</b> TAP HOUSE GRILL SEATTLE, Seattle, Washington	\$59.87	Expenselt Card Charge
1/18/2017	<b>Parking - Tolls</b> WSCC PFD PARKING, Seattle, Washington	\$12.00	Expenselt Card Charge

**Link To View Expenses**  
<http://www.concursolutions.com>

**21. What if there is an issue with an Expense Assistant created report that I cannot correct by editing the report?**

This should be rare but, if it occurs, you can delete the report. Any expenses that Expense Assistant moved to that report will automatically move back to your **Available Expenses** list. You can then manually create a new report, move your expenses to that report, and edit as needed.

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**NOTE:** You must move any expenses that you manually created to another report before deleting the report, as any manually created expenses will truly be deleted when you delete the report.

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## 22. How can I stop Expense Assistant?

If you are using Expense Assistant, one of these two messages appear under the **Create New Report** tile in the **Active Reports** section on the Expense home page:

All incoming expenses will be placed on an unsubmitted report. [Stop this process.](#)

When expense items come in, they will be placed on a new report. [Stop this process.](#)

You can click **Stop this process** to disable Expense Assistant. You will see a confirmation message to confirm your action.

If you are using trip-based Expense Assistant, the following message will appear ~~will~~ under the **Create New Report** tile in the **Active Reports** section on the Expense home page:

All incoming trip related expenses will be placed on a trip related report. [Turn off Expense Assistant.](#)

You can click **Turn off Expense Assistant** to disable Expense Assistant. You will see a confirmation message to confirm your action.

On the **Expense Preferences** page (**Profile > Profile Settings**), the user selects None from the **Expense Assistant using this method** list, and then clicks **Save**.

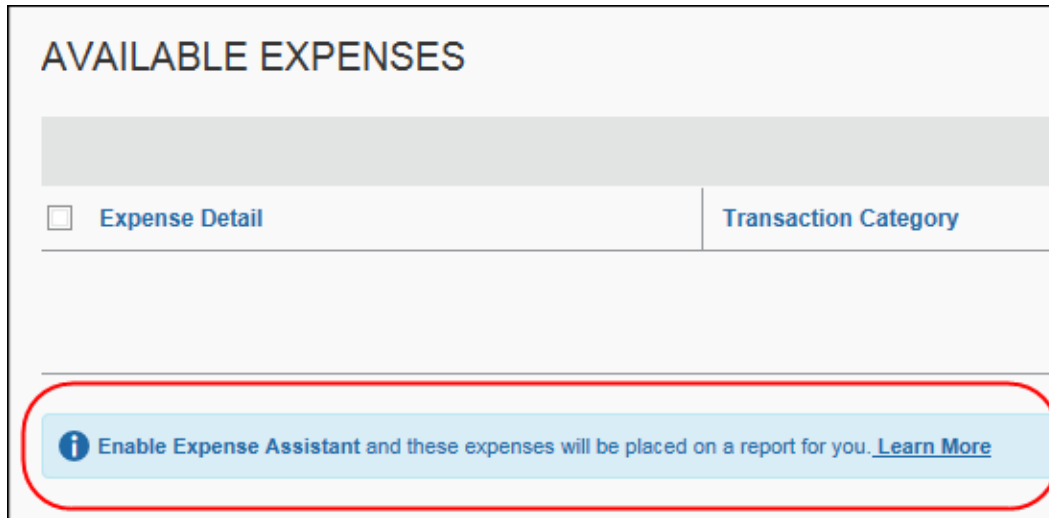
The screenshot shows the 'Expense Preferences' page. At the top, there are 'Save' and 'Cancel' buttons. Below them is a heading 'Expense Preferences' and a sub-heading 'Send email when...'. Under 'Send email when...', there are four checked checkboxes: 'The status of an expense report changes', 'New company card transactions arrive', 'Faxed receipts are successfully received', and 'An expense report is submitted for approval'. Below that is a section 'Prompt...' with one unchecked checkbox: 'For an approver when an expense report is submitted'. At the bottom, there is a section 'Sign me up for...' with a dropdown menu for 'Expense Assistant using this method:'. The dropdown menu is open, showing three options: 'By Month', 'By Trip', and 'None', with 'None' selected. The entire screenshot is enclosed in a black border.

### 23. Can I re-enable Expense Assistant if I didn't initially enable it or if I disabled it?

Yes. If you do not enable calendar-based Expense Assistant on initial login (as described previously) or if you disable Expense Assistant, you will see the following message below your **Available Expenses** list:

**Enable Expense Assistant and these expenses will be placed on a report for you. [Learn More.](#)**

Click **Learn More**, and then click the **Try it Now** button.



When Expense Assistant is enabled at the company level, you can also re-enable Expense Assistant from the **Expense Preferences** page (**Profile > Profile Settings**) by selecting (enabling) the **Expense Assistant using this method: [list of available options]** check box, and then clicking **Save**.

### 24. Does Expense Assistant work for delegates?

Yes, Expense Assistant will work for delegates. The user whom the delegate is delegating for will need to have enabled Expense Assistant in Expense or their Expense Preferences.

### 25. Can delegates disable Expense Assistant on my behalf?

Yes.

### 26. Will trip-based Expense Assistant create a report for the user if the trip is booked by Travel Arranger?

Yes

**27. Is Expense Assistant available in supported languages?**

Yes, Expense assistant will be available in all our supported languages.

**28. How will Expense Assistant work for clients who have Request integrated with Expense?**

Expense Assistant does not create an expense report from Request nor associate an Approved Request to an expense report.

**29. Is there any way to disable the weekly summary email that is sent?**

No.

**30. When is the weekly summary sent?**

The email is sent on Thursdays at 2 AM GMT. For example, a user in the PST time zone will receive the email Wednesday evening.

**31. Is there any reporting available for Expense Assistant?**

Currently there are no reports available in Reporting Services for Expense Assistant.

**32. How can users enable Expense Assistant on the NextGen Expense UI?**

Please refer to the following:

[NextGen Expense – Transition Guides for and Resources for End Users](#)

[NextGen Expense – Transition Guides and Resources Professional Edition for admins](#)