

TEG CORPORATE CARD – CONCUR USER GUIDE



Updated as of April 2024

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TEG Policy Reminders

Important Reminder: The bank and concur are linked so all credit card transactions will autoload to Concur for your completion). Company Card claims should be produced to match your monthly statement unless otherwise agreed with your Finance Manager. If you cannot access to your own statement, please request from

expenses@t-e-g.com.au

Only one claim/report should be submitted per month.

It is your responsibility to ensure that you complete your Corporate Credit Card claim each month and have it approved by your manager no later than 30 days from the statement date. Card claims that are outstanding greater than 6 weeks will be escalated to the Senior Leadership Team. If you have a legitimate reason for late submission such as personal or annual leave, please notify Finance on expenses@t-e-g.com.au ASAP.

Key responsibilities

1. Corporate Credit Cards are only to be used for legitimate and approved expenditure.
2. Corporate credit cards are NOT to be used for personal expenses.
3. Employees are not permitted to use personal credit cards or alternative payment methods when they have been issued with a corporate card.
4. A tax invoice must be obtained and uploaded for each expense – EFTPOS slips are not considered valid receipts for tax purposes.
5. Corporate card claims are to be submitted each month, each claim matching the monthly statement unless otherwise agreed.
6. If you happen to lose a receipt a “Declaration for Missing Receipts Form” please ensure to select missing receipt declaration in concur (see page 8)
7. Cardholders must not use their corporate credit cards for:
 - Asset acquisitions over AUD \$1,000
 - Contractor payments
 - Repetitive procurement
 - The purchase or goods subject to purchase requisition release control
 - Payment of fines
 - Cash advances, over the counter cash withdrawals, ATM transactions. or the purchase or bank or travelers’ cheques or foreign currency
 - Airline club memberships



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New/Replacement Cards

Following the receipt of a new card, whether this is for a new account or if your card has been reissued, please contact expenses@t-e-g.com.au to provide your card details.

We require this information to link your card to your user account in Concur so that your transactional feed can be loaded.

Corporate Card claims should not be raised until your card has been linked to your Concur account. Any claims created without utilising card feed transactions, identifiable by the green or orange card icon, will be recorded as cash transactions, which is effectively a staff expense claim.

Fraud

Should you expect a transaction on your card is fraudulent, please call the bank and notify AP immediately. The corporate credit card will need to be cancelled and a new card issued. We will also ask the bank to raise a dispute and to reimburse the charges.



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Processing Corporate Card Claims in Concur

Items Required:

1. Corporate Card Statement
2. Transaction receipts for the month (we suggest saving receipts in PDF renaming them by date and amount)
3. Concur Desktop site.

The most efficient way of producing a corporate card claim is to upload your receipts prior to starting the claim. You can upload these as you incur the expenses or in one sitting.

Receipts can be uploaded to concur through a variety of methods - using the mobile app, by email or scanner.

Log into the Concur desktop site.

Please go to available expenses on the toolbar as shown below. This takes you to the expense home screen. In the Available Expenses section of the Manage Expenses tab you will see your corporate card transactions.

SAP Concur Expense

TEG

+ Start a Report + Upload Receipts 56 Available Expenses 03 Open Reports

COMPANY NOTES

For All Users With Credit Card
Please Opt In to the Expense Assistant Feature by following these steps:

1. Go to Profile > Profile Settings
2. On the left side under Expense Settings, click on Expense Preferences
3. Under "Sign me up for...", next to "Expense Assistant using this method", click on the drop down, select "Month".

Read more

TASKS

56 Available Expenses

09/10 ZEN*GCS AUD
09/10 ZEN*GCS AUD
09/09 Woolworths Online AUD
09/08 COLES 0710 AUD
09/07 SQ *SIMPLY CUPCAKES AUD

03 Open Reports

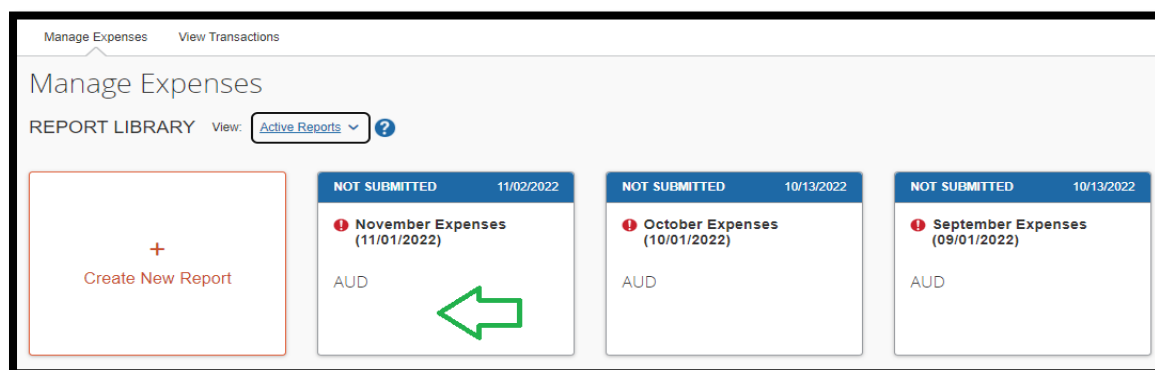
11/02 November Expenses (11/01/2022) AUD
10/13 October Expenses (10/01/2022) AUD
10/13 September Expenses (09/01/2022) AUD



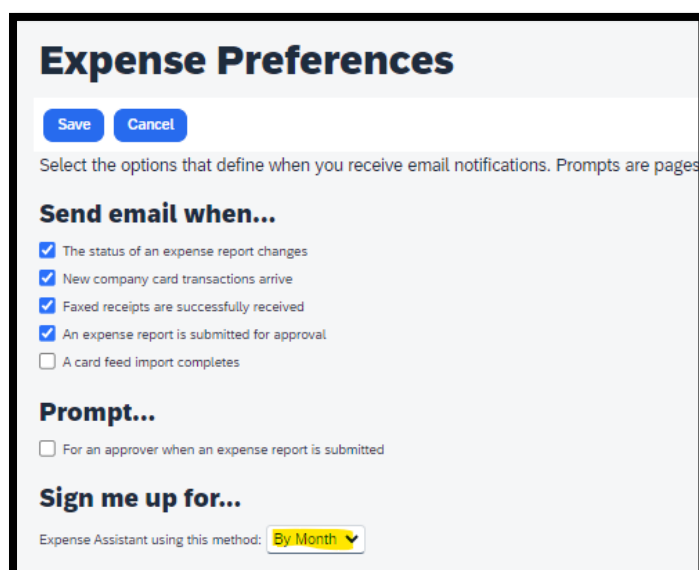
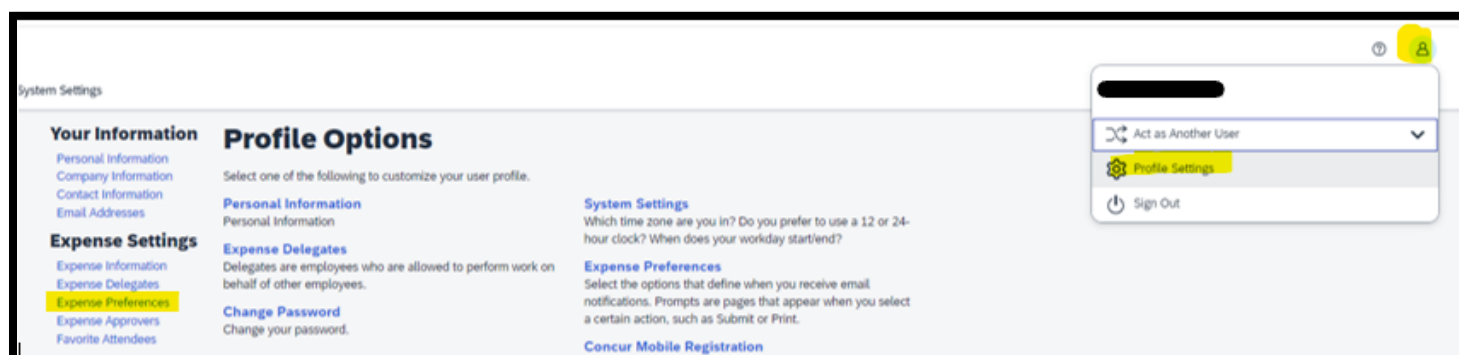
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Move all transactions to a Report for the relevant month, the bill dates are usually from 02nd to the 03rd of the month. Please ensure the amount of your report is the same as your monthly statement.



In Profile Settings, Expense Preferences, if you turn on Expense Assistant this will be done automatically going forward.





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Upload your receipts.

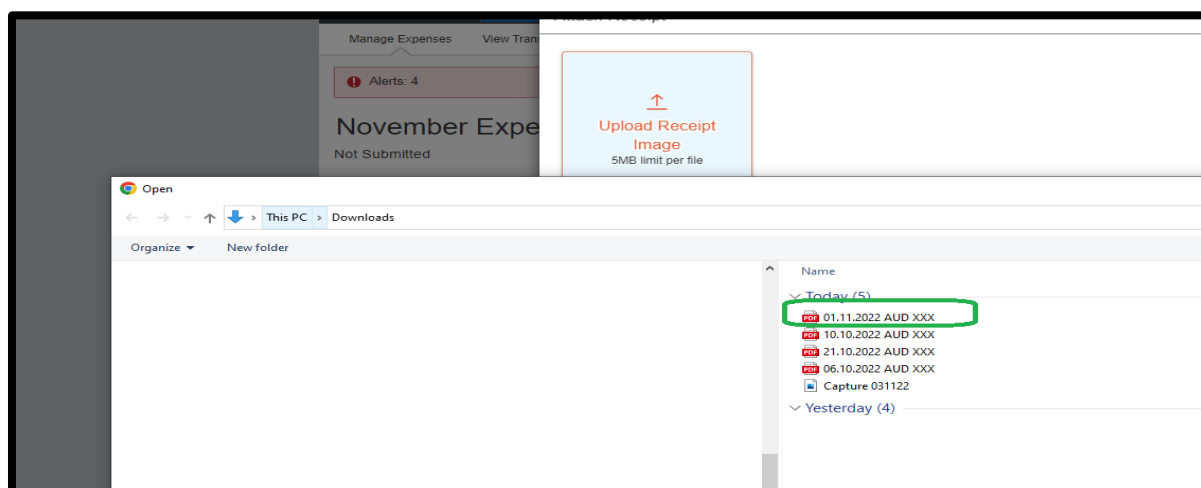
November Expenses (11/01/2022) AUD 

Not Submitted Copy Report Submit Report

Report Details  Print  Manage Receipts 

Add Expense Edit Delete Copy Allocate Combine Expenses Move to  View: Standard 

☐	Alerts 	Receipt 	Payment Type 	Expense Type 	Vendor Details 	Date 	Requested 
☐				CBA Mastercard	Breakfast whilst travelling	ROMEOS IGA OXFORD SQPS Darlinghurst, New South Wales	11/01/2022 AUD



November Expenses (11/01/2022) AUD 

Not Submitted Copy Report Submit Report

Report Details  Print  Manage Receipts 

Add Expense Edit Delete Copy Allocate Combine Expenses Move to  View: Standard 

☐	Alerts 	Receipt 	Payment Type 	Expense Type 	Vendor Details 	Date 	Requested 
☐			CBA Mastercard	Breakfast whilst travelling	ROMEOS IGA OXFORD SQPS Darlinghurst, New South Wales	11/01/2022 AUD	AUD

 Receipt is uploaded
Check alerts and
fillout what is missing

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← → Breakfast whilst travelling AUD

Cancel **Save Expense**

11/01/2022 | ROMEOS IGA OXFORD SQPS | Corporate Card

Details Itemizations Hide Receipt

Allocate

* Required field

Expense Type *
Breakfast whilst travelling

Transaction Date
11/01/2022

Expense Description *
Breakfast Tour xxx

Enter Vendor Name
ROMEOS IGA OXFORD SQPS

City of Purchase *
 Darlinghurst, New South Wales

Payment Type
CBA Mastercard

Amount
\$xx.xx

Currency
Australia, Dollar

Calculate Tax

GST Amount in AUD *
\$x.xx

Receipt Status *
Tax Receipt

Company
 Job (Live & TES Only)

(005608) Rouse Hill Town Ce...

Comment

11/01/2022
Iga receipt

SAMPLE

Total \$xx.xx AUD
GST \$x.xx AUD

01.11.2022 AUD XXXX.pdf
Detach Append

November Expenses (11/01/2022) AUD

Copy Report **Submit Report**

Not Submitted

Report Details Print Manage Receipts

Add Expense Edit Delete Copy Allocate Combine Expenses Move to

View: Standard

☐	Alerts	Receipt	Payment Type	Expense Type	Vendor Details	Date	Requested
☐			CBA Mastercard	Breakfast whilst travelling	ROMEOS IGA OXFORD SQPS Darlinghurst, New South Wales	11/01/2022	AUD
							AUD

After all expenses are sorted you can submit report

User Electronic Agreement

By clicking on the 'Accept & Submit' button, I certify that:
1. This is a true and accurate accounting of expenses incurred to accomplish official business for the Company and there are no expenses claimed as reimbursable which relate to personal or unallowable expenses.
2. All required receipt images have been attached to this report.
3. I have not received, nor will I receive, reimbursement from any other source(s) for the expenses claimed.
4. In the event of overpayment or if payment is received from another source for any portion of the expenses claimed I assume responsibility for repaying the Company in full for those expenses.

Cancel **Accept & Continue**



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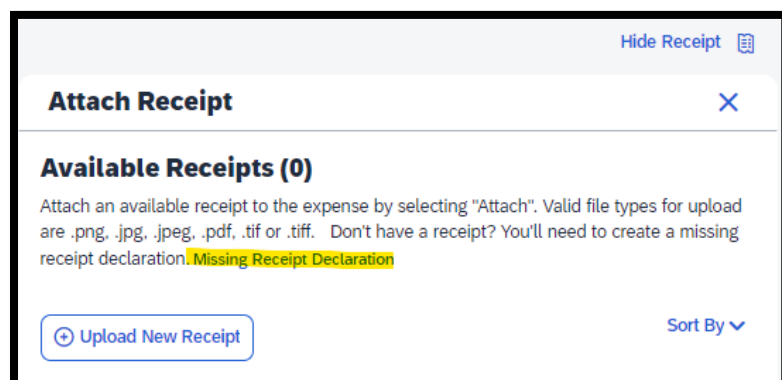
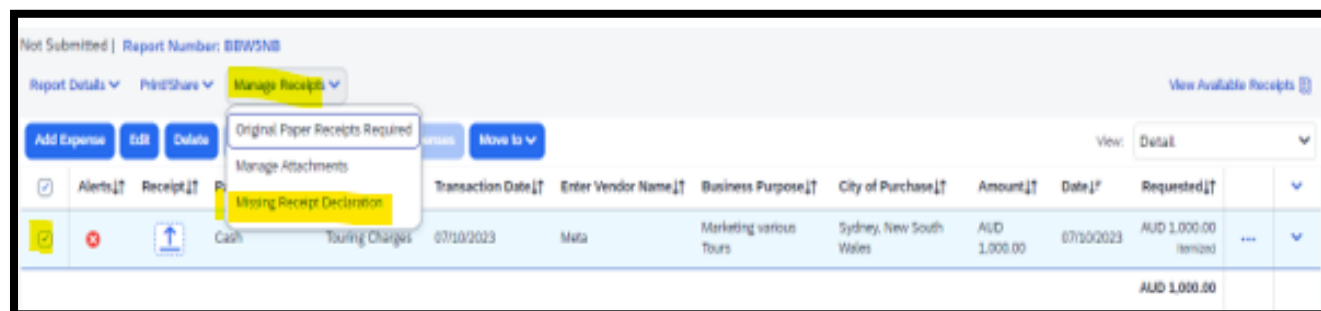
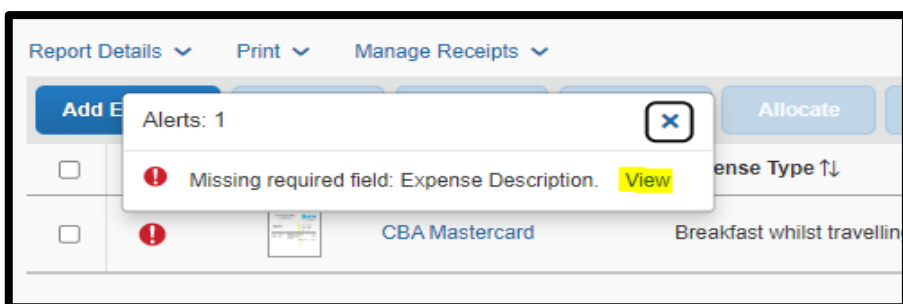
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How To Attach a Missing Declaration to an Expense

If you do not have a receipt a 'Missing Receipt Declaration' must be completed and attached, 'No Receipt' should be selected with no GST/VAT recorded.

To attach a Missing Receipt Declaration, please follow the steps below:

- Open the Expense Report.
- Click Manage Receipts > Missing Receipt Declaration
- A Create Receipt Declaration pop up window will appear.



Please note: You will only be able to attach a Missing Receipt Declaration if a receipt is required for that expense and if the expense policy of the report allows a Missing Receipt Declaration to be used.



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Splitting Expenses across Tours or Jobs

The Itemization tab allows you to allocate expenses to various projects or job codes, tours, or departments. This will override the coding on the front expense entry form.

← →

Touring Charges AUD 1,000.00

07/10/2023 | Meta

Details

Itemizations

Allocate

Expense Type *

Touring Charges

✕ ▼

Transaction Date *

07/10/2023

📅

Business Purpose *

Marketing various Tours

Enter Vendor Name

Meta

City of Purchase *

Sydney, New South Wales

✕ ▼

Payment Type

Cash

Amount *

1,000.00

Currency *

Australia, Dollar (AUD)

✕ ▼

Tax Posted Amount

9.09

Receipt Status *

Tax Receipt

▼

Company *

TEG - Dainty (630)

✕ ▼

Tour & Show *

Bat Out Of Hell 2020 All Shows TOUR (DBOOH20N

✕ ▼

Budget Line Item *

(7301) Marketing - Online

✕ ▼

← →

Touring Charges AUD 1,000.00

07/10/2023 | Meta

Details

Itemizations

Amount

AUD 1,000.00

Itemized

AUD 1,000.00

✓ Remaining

AUD 0.00

Create Itemization

Edit

Delete

Copy

Allocate

☐	Alerts⬆⬆	Date↑↕	Expense Type⬆⬆	Requested⬆⬆	
☐	⚠	07/10/2023	Touring Charges	AUD 100.00	...
☐	⚠	07/10/2023	Touring Charges	AUD 900.00	...



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Adding Attendees

You need to list the attendees in Concur for any expense that may incur Fringe Benefit Tax (FBT). This information is currently required for the following Expense Types: Business Meals (Attendees), Entertainment – Staff & Entertainment – Clients. If a meal or beverage (Breakfast, Lunch or Dinner) is purchased for yourself only Attendee information is not required.

All Expense types where the attendee information is required will include the Attendee field on the expense entry form.

The screenshot shows the 'Entertainment - Staff (Directors only) AUD 300.00' expense entry form. At the top, there are tabs for 'Details' and 'Itemizations'. Below the tabs, a red box highlights the 'Attendees (0)' link, which is accompanied by a person icon and an information icon. To the right of this link is an 'Allocate' button. The form contains various fields for expense details, including 'Expense Type' (set to 'Entertainment - Staff (Directors only)'), 'Transaction Date' (12/01/2022), 'Business Purpose' (Board meeting), 'Enter Vendor Name' (Duck), 'City of Purchase' (Sydney, New South Wales), 'Payment Type' (Cash), 'Amount' (300.00), 'Currency' (Australia, Dollar), 'GST Amount in AUD' (27.27), and 'Receipt Status' (Tax Receipt). There are also buttons for 'Cancel', 'Delete Expense', and 'Save Expense' at the top right.

The screenshot shows the 'Add Attendees' modal window. It has three tabs: 'Attendees', 'Recent Attendees', and 'Attendee Groups'. The 'Attendees' tab is selected. Below the tabs, there is a search bar labeled 'Attendee Name' with the placeholder text 'Search by first or last name'. To the left of the search bar, there is a dropdown menu for 'Attendee Type' with the following options: 'Employee' (selected), 'Business Guest', 'Employees (not in Concur)', and 'Spouse/Partner'. A 'Close' button is located at the bottom right of the modal.



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Submitting an Expense Report for Approval

All expenses are routed through the TEG Delegation of Authority workflow with each approver receiving an email advising that they have a report to approve.

All expenses are forwarded to your Line Manager for first approval, then to the Leadership Team Member and the final authorisation is obtained from the Finance Lead after which your claim will be routed to the AP team to process payment.

Each approver has 30 days to authorize claims, if this expires the reports are then routed to that Manager's approver.

For assistance with Concur please email.

AU team - Expenses@t-e-g.com.au

Correcting & Resubmitting an Expense Report

Your Expense approver might send a report back to you if an error is found. The approver will include a comment explaining why the report was returned to you.

To identify and correct expense reports requiring resubmission:

1. To open the report, on the home page, in the Quick Task Bar, click the **Open Reports** task.
2. In the **Active Reports** section of the page, the report appears with **Returned** on the report tile. The approver's comment appears below the amount.
3. Click the report tile to open the report.
4. Make the requested changes.
5. Click **Submit Report**.

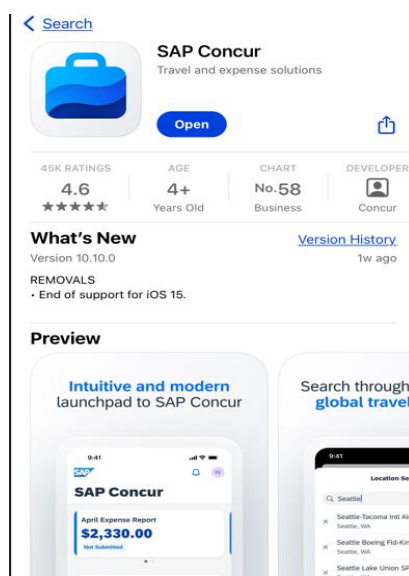


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Using Mobile App

1. Download the mobile app from the App Store



2. Log in to the SAP Concur mobile app using your Username (company email address) & password.
3. You will then need to enter the code from your Authenticator app.

SAP Concur

Sign In

<

[redacted]@teg.com.au

Two-Factor Authentication

Enter the authentication code generated by the authenticator app on your mobile device or browser.

Authentication Code

Sign In

[Unable to enter authentication code](#)

[Need help signing in](#)



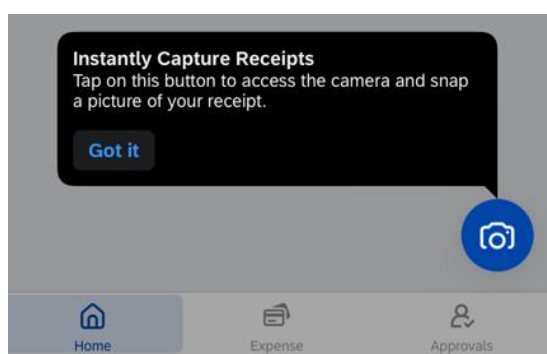
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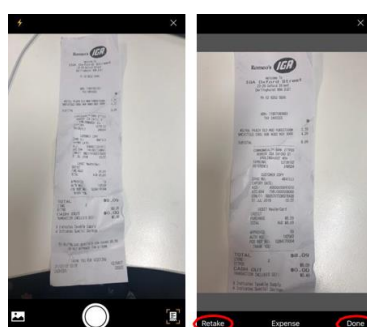
Uploading Receipts to Concur Mobile App

Receipts can be uploaded to Concur by a variety of methods. The simplest way to do so is via the **Concur Mobile App**

1. To use Expense It in the SAP Concur mobile app, simply tap the camera icon on the home page to open the camera. Using the camera, you can capture a photo of a receipt or upload an existing photo from your phone. Then you will verify that the total receipt amount, GST, date and transactional information is correct or edit it if needed. After capturing the receipt image, an expense complete with the attached receipt image can be found in your available expenses to review and submit.



2. Once the rest of the receipt has been analyzed, you will receive a notification in the SAP Concur mobile app that your receipt is ready to be reviewed. From there, you will be able to edit other expense details. If you have Expense Assistant turned on, Expenses captured with Expense It will flow straight into an expense report and can be reviewed and edited there.



3. The receipt is now available to be added to an expense report. You can add as many images as required using this method.



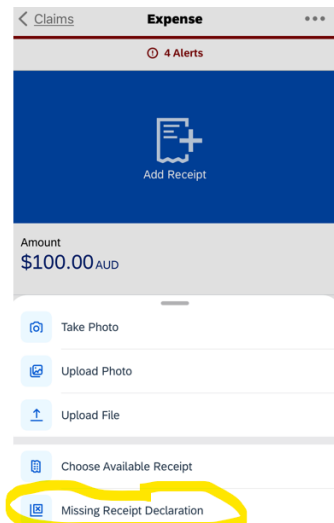
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How To Submit a Missing Receipt Declaration in the SAP Concur Mobile App

To add a Missing Receipt Declaration on the SAP, Concur mobile app, you can follow the steps below:

- Open the SAP Concur mobile app
- Tap **Expense Reports**
- Tap on the **Expense Report** to open it
- Tap on the Expense entry that you need to add the Missing Receipt Declaration to open it
- Tap **Add Receipt**
- Select **Missing Receipt Declaration**
- Tap **Accept**



Please note: You will only be able to attach a Missing Receipt Declaration if a receipt is required for that expense and if the expense policy of the report allows a Missing Receipt Declaration to be use.