TEG CORPORATE CARD – CONCUR USER GUIDE

Updated as of April 2024

Contents

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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

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:

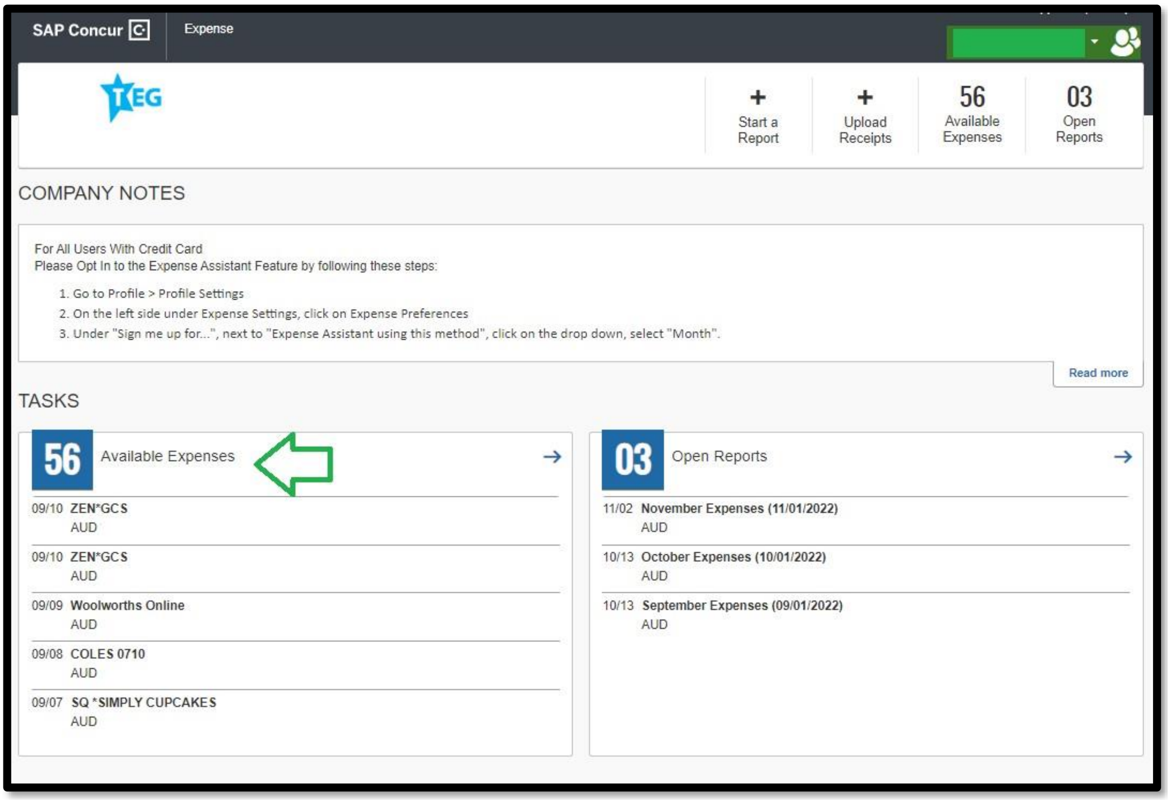
1. Corporate Card Statement
2. Transaction receipts for the month (we suggest saving receipts in PDF renaming them by date and amount)
3. Concur Desktop site.

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.

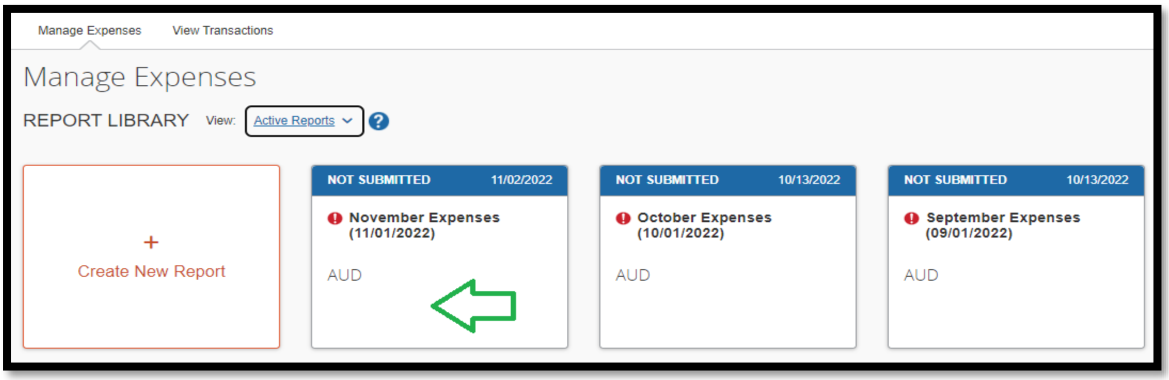
Receipts can be uploaded to concur through a variety of methods - using the mobile app, by email or scanner.

Log into the Concur desktop site.

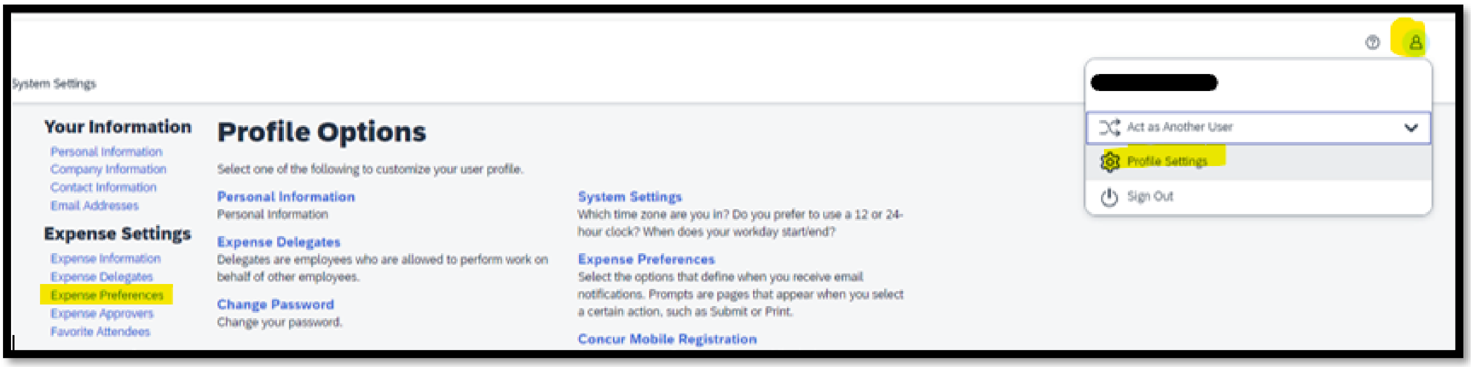
Please go to available expenses on the toolbar as shown below. This takes you to the expense home screen. In the Available Expenses section of the Manage Expenses tab you will see your corporate card transactions.

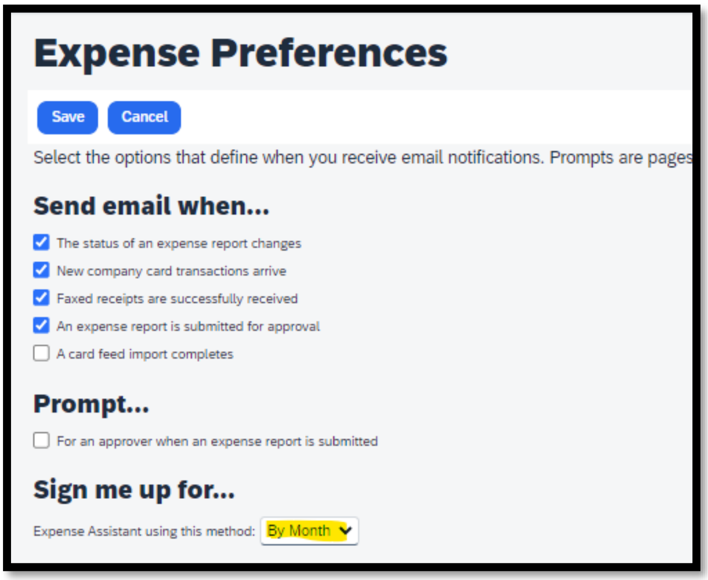


Move all transactions to a Report for the relevant month, the bill dates are usually from 02nd to the 03rd of the month. Please ensure the amount of your report is the same as your monthly statement.

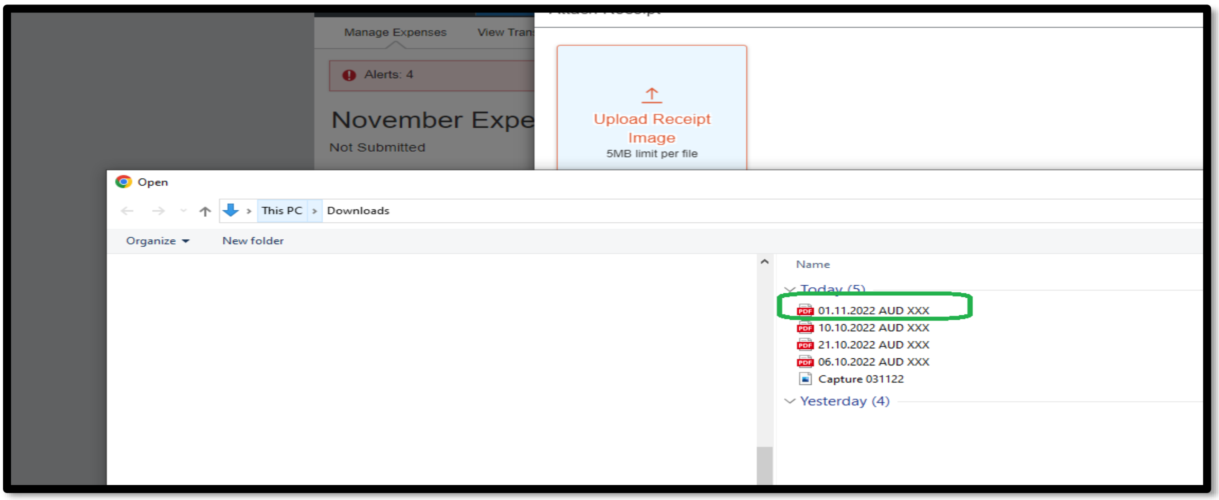


In Profile Settings, Expense Preferences, if you turn on Expense Assistant this will be done automatically going forward.





Upload your receipts.



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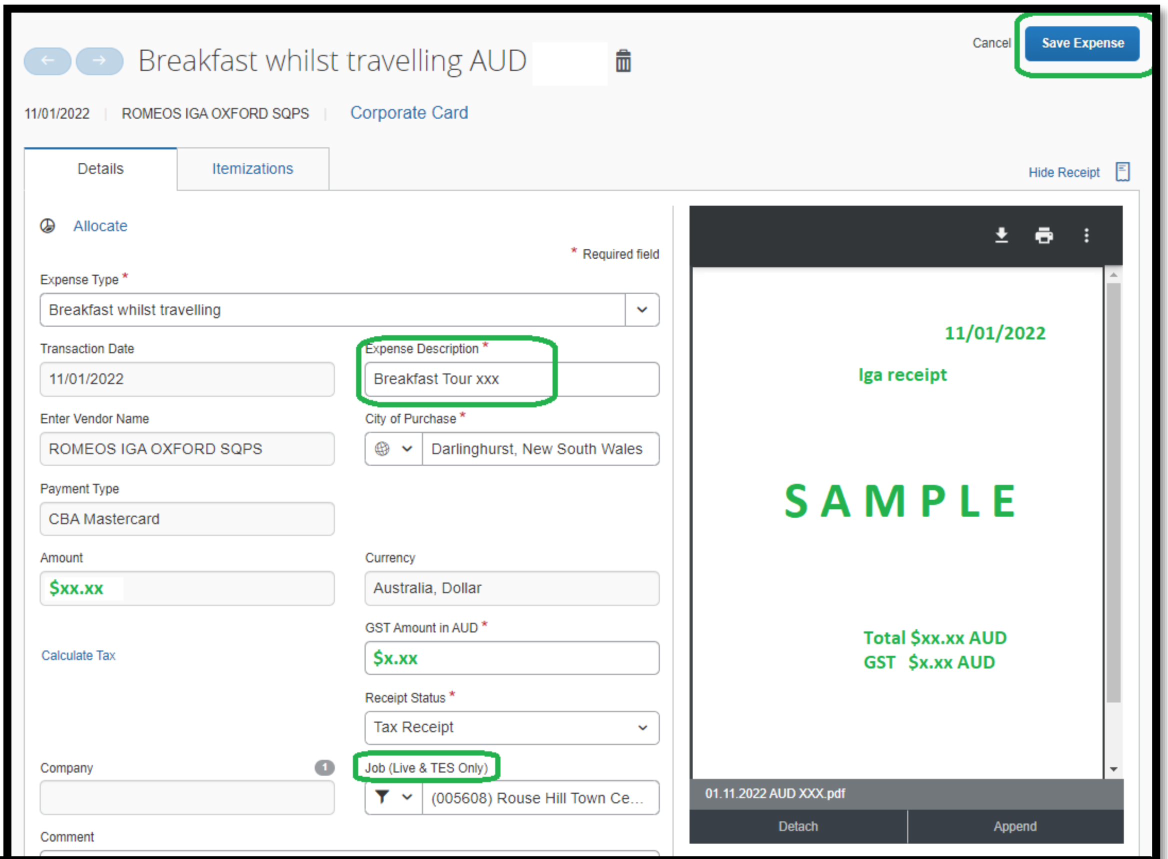
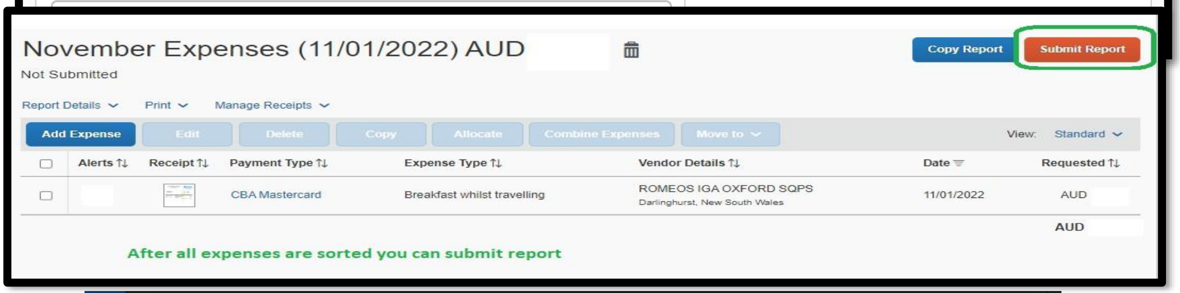
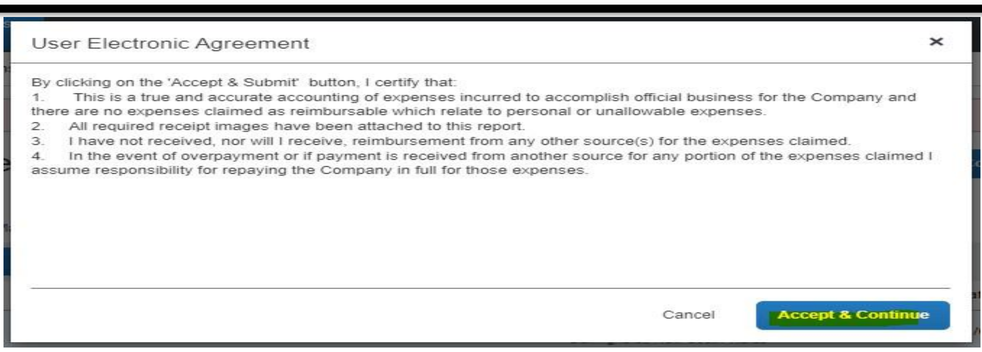




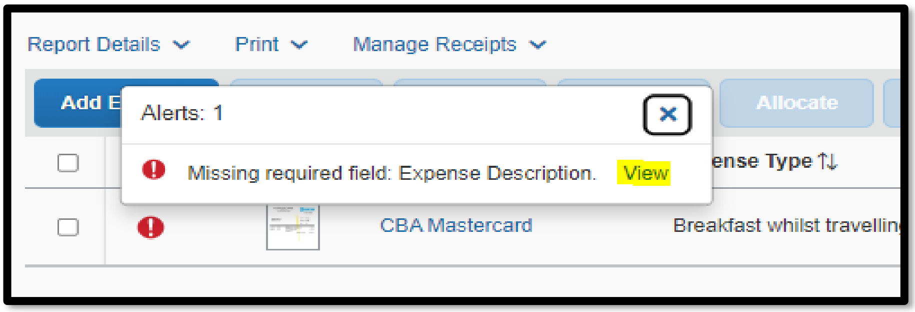


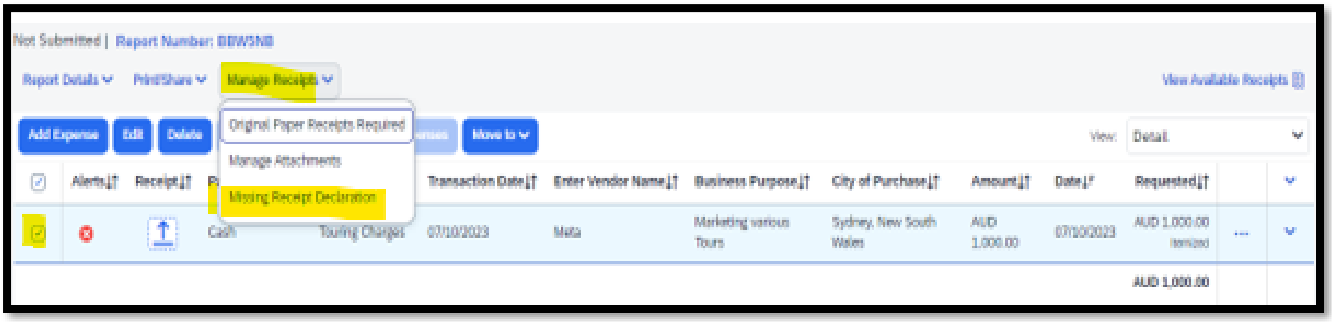
How To Attach a Missing Declaration to an Expense

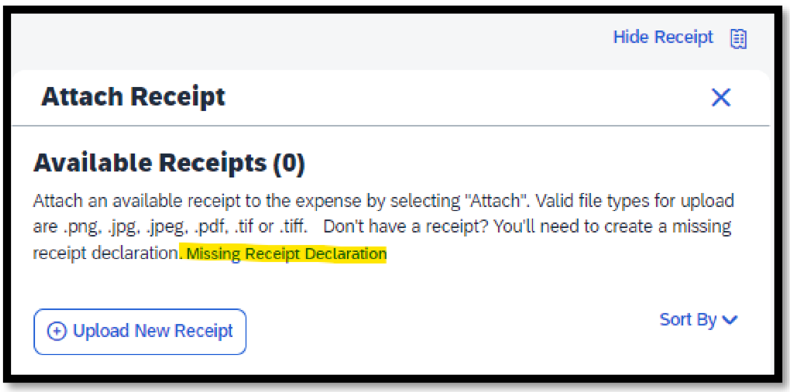
If you do not have a receipt a ‘Missing Receipt Declaration’ must be completed and attached, ‘No Receipt’ should be selected with no GST/VAT recorded.

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.



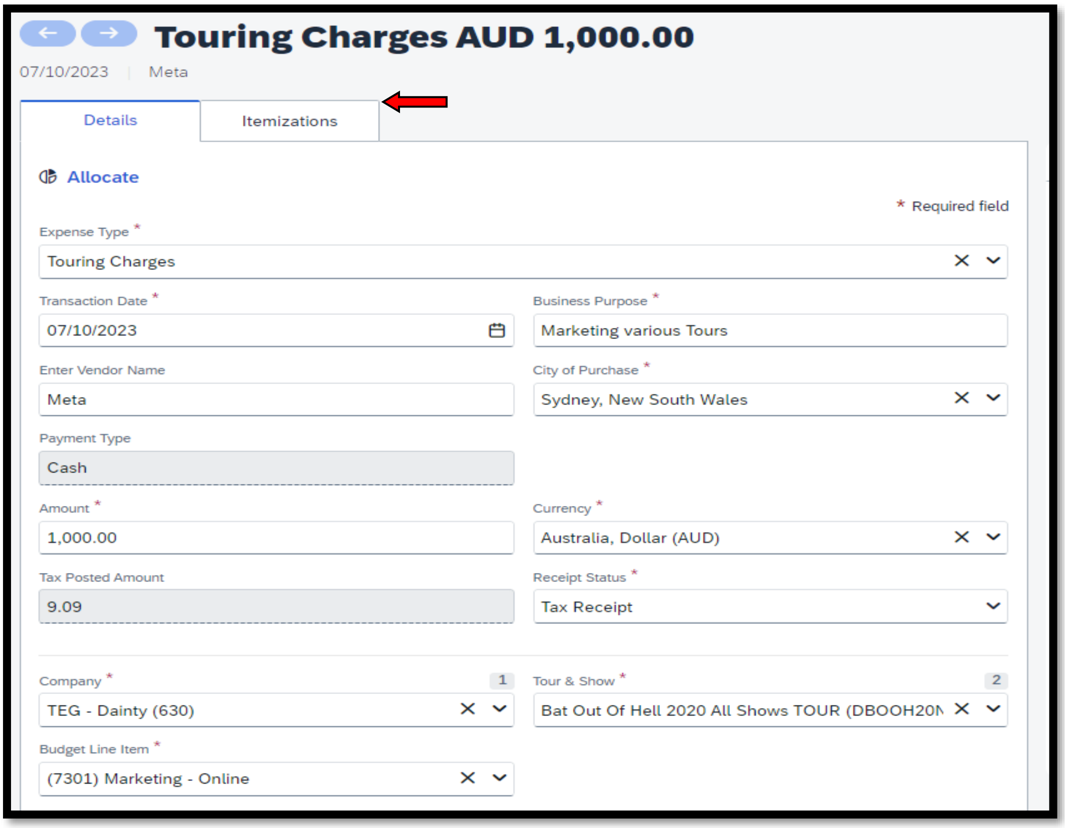




Please note: You will only be able to attach a Missing Receipt Declaration if a receipt is required for that expense and if the expense policy of the report allows a Missing Receipt Declaration to be used.

Splitting Expenses across Tours or Jobs

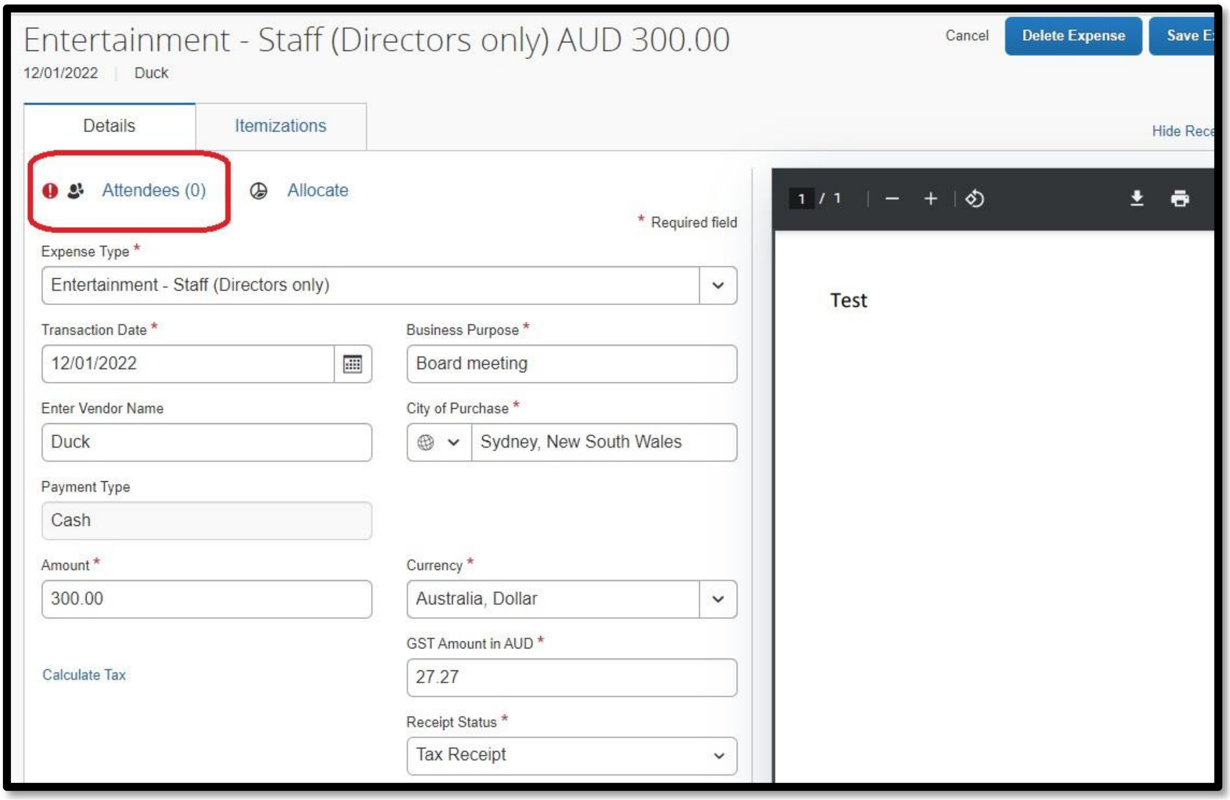
The Itemization tab allows you to allocate expenses to various projects or job codes, tours, or departments. This will override the coding on the front expense entry form.

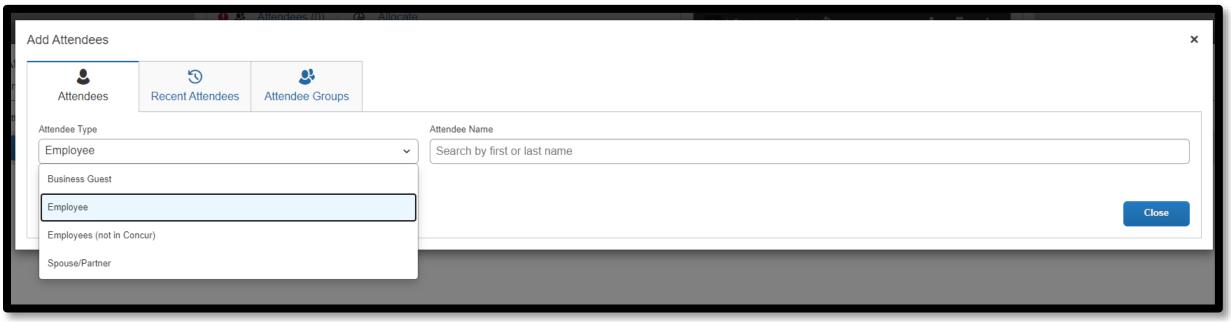


Adding Attendees

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.





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

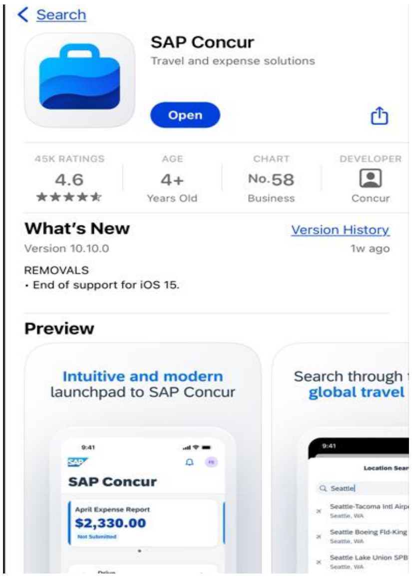
Your Expense approver might send a report back to you if an error is found. The approver will include a comment explaining why the report was returned to you.

To identify and correct expense reports requiring resubmission:

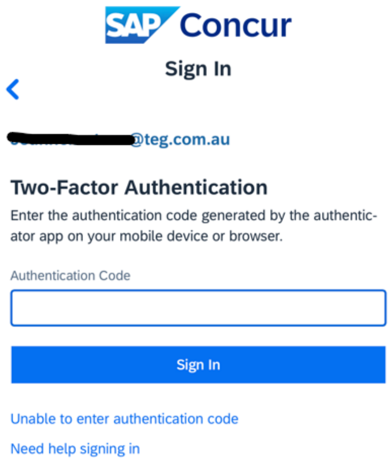
1. To open the report, on the home page, in the Quick Task Bar, click the **Open Reports** task.
2. In the **Active Reports** section of the page, the report appears with **Returned** on the report tile. The approver's comment appears below the amount.
3. Click the report tile to open the report.
4.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

Using Mobile App

1. Download the mobile app from the App Store



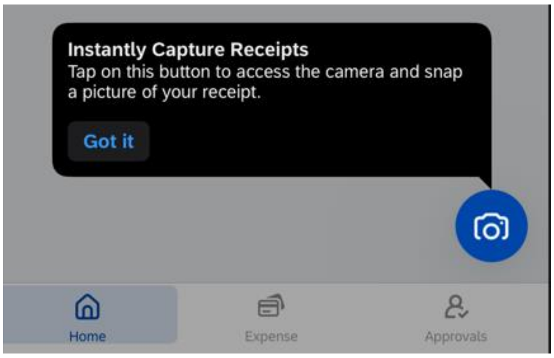
2. Log in to the SAP Concur mobile app using your Username (company email address) & password.
3. You will then need to enter the code from your Authenticator app.



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.



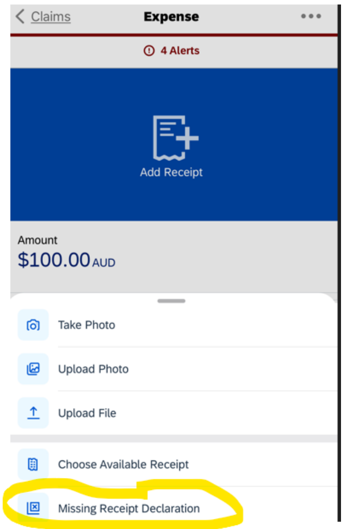
2. Once the rest of the receipt has been analyzed, you will receive a notification in the SAP Concur mobile app that your receipt is ready to be reviewed. From there, you will be able to edit other expense details. If you have Expense Assistant turned on, Expenses captured with Expense It will flow straight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

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.