

# SAP® Concur® eExpenses Claimant Quick Reference Guide



## Getting started

1. On the web browser homepage click on **Profile** (top right of screen), then on **Profile settings**.
2. To add your bank details, without which your expenses cannot be reimbursed, click on **Bank Information**.

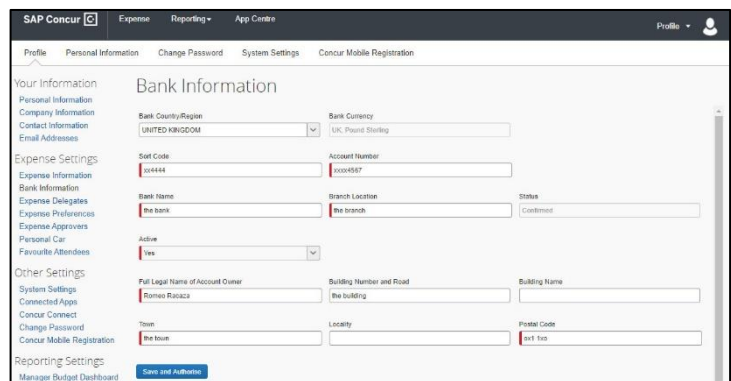
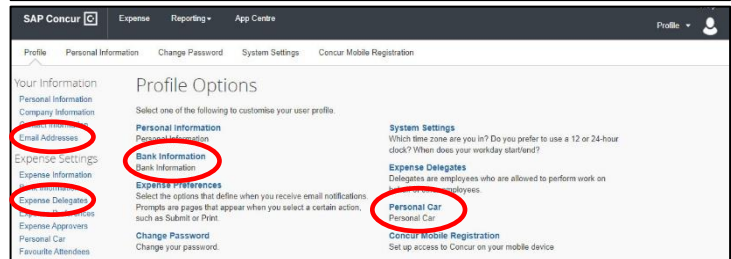
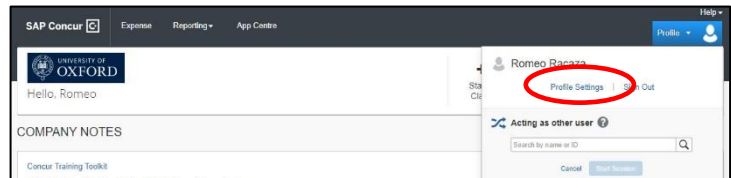
**Personal Car** details are required for mileage claims (you can include bikes or motorbikes).

**Email Addresses** is for verifying your email or adding others if you want to email receipts to eExpenses.

**Expense Delegates** allows you to give someone else permission to act on your behalf.

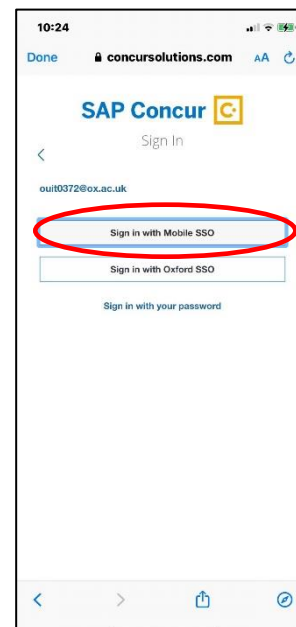
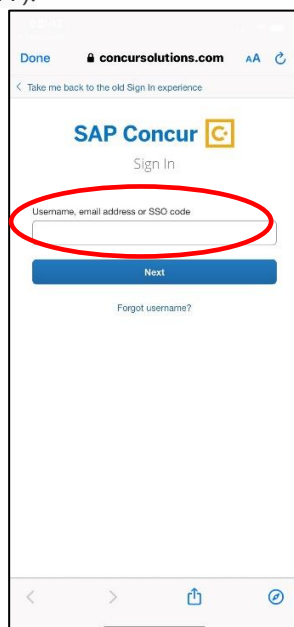
3. Your bank account name should be exactly the same as it appears on your bank card or statement. If your bank does not have a branch location insert 'None'. Enter all numbers as digits with no dashes or spaces.

**NOTE:** personal profile details only need adding once at initial login, unless they change. You have to edit your own profile **using the web browser** (not the mobile app) and you cannot delegate this activity.



## Downloading mobile app

1. Download SAP Concur app. Sign in using **verified email address** or **SSO credentials** (with username in format abcd1234@ox.ac.uk) or **University SSO code** (95D6V7).
2. Then click on **Sign in with Mobile SSO** which will take you to the Single Sign On screen.



# Uploading receipts

- Make sure that your uploaded **receipt** images are legible.
- You can forward a receipt from your **verified** eExpenses email address to [receipts@concur.com](mailto:receipts@concur.com).

**NOTE:** Each image can only be associated with one expense transaction (line item). If a single receipt supports more than one transaction, you will need to use a separate image of it for each transaction.

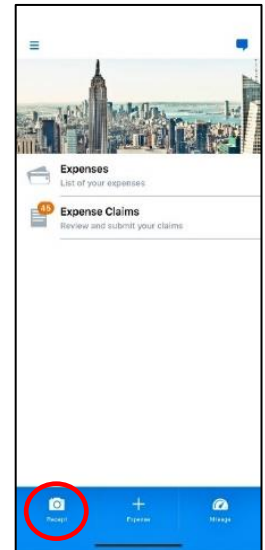
## Upload via mobile app

Open the app and tap **Receipt**.

To add a receipt image in support of an expense line, you can select from:

- receipts already uploaded to eExpenses
- receipts in your device's image library or gallery
- or you can take a photo of the receipt as you create the expense transaction or claim.

**NOTE:** There might be some differences in how you input information, how details are displayed on screen and the terminology used depending on what sort of mobile device you are using.



## Upload via web browser

1. Click **Upload Receipts** on the homepage.
2. Then scroll down to **Available Receipts** at the bottom of the screen.

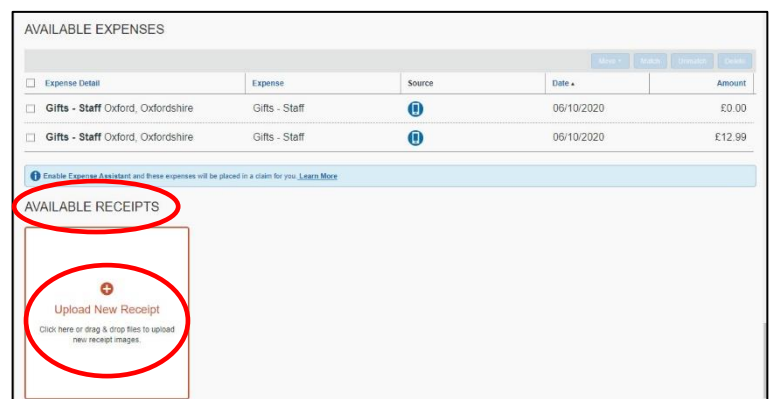


There are two options for uploading your receipt(s) to the Available Receipts library:

1. Click **Upload New Receipt**.
2. Click **Browse** to find the receipt image on your computer.
3. Click **Upload**, then click **Close**.

or

1. **Open your computer directory** and select the relevant receipt or receipts.
2. Drag the receipt(s) to the **Upload New Receipt** box.



**NOTE:** to locate receipts on your computer they will need to be saved to an accessible directory.

## Top tips

- Give each expense claim a **unique name** for ease of finding it and viewing its progress.
- Your claim will be **returned** to you electronically if an approver has queries or finds inaccuracies in it.
- Claims must be assigned to a **cost code**. When you have used a cost code once, it will appear at the top of the dropdown list of available codes for subsequent claims. If you insert the **incorrect code**, it is likely that your claim will be returned to you to be changed.
- You can **delegate** creation of an expense claim, but you need to check and submit it yourself, to declare that it has been incurred on University business and adheres to the [University's expenses principles](#) (PDF).
- Once submitted, you can **view** your claim's progress within SAP Concur eExpenses.

## Getting help

[Access eExpenses](#)



[Expenses policy](#)



[Training and support](#)



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SAP Concur support:

☎ 0800 389 8758