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General Questions

**What is an Expense Reimbursement System (ERS)?**
An ERS is an easy, point and click, automated, end-to-end online tool that allows you to create, submit, review and approve expense reports (through internal workflows). The use of an ERS substantially reduces the time needed for tedious and resource-consuming manual tasks.

**What is Concur?**
Concur is the company that provides the Electronic Reimbursement System to Queen’s University.

**Do I have to use the ERS?**
The use of the ERS will be required to receive cash advances for travel for staff and faculty. If you are not able to or you are uncomfortable with using the ERS, please contact Financial Services to make other arrangements to submit your expenses.

**Why should I use the ERS?**
The system replaces the current paper intensive process with an automated, electronic process. It provides a faster and more convenient processing of claims – including; electronic routing and approval of claims, the ability to track claims throughout the process, automated calculation of currency conversions, HST rebates, mileage reporting and the system is accessible via the web 24-7.

**How do I log in to the ERS?**
Through the Queen’s Single Sign On portal (My Queen’s U/SOLUS). Once logged in using your employee net id and password, click on the "My Applications" tab and select "Log in to the ERS" (in the box titled, “Expense Reimbursement System”).

**What is "workflow"?**
Workflow refers to the routing of information (e.g. your expense report), usually with email notification, to a signing authority. This process provides an end-to-end paperless solution.

**What browsers can be used for the ERS?**
Firefox 6.0, 7.0, 8.0, 9.0 and 10.0, Google Chrome 14.0, 15.0, 16.0 and 17.0, Internet Explorer 8.0, 9.0 (support for these ending January 12, 2016) 10.0 and 11.0, Safari 4.1.3, 5.0.5 and 5.1

**What sorts of expenses should the system be used for?**
The ERS should be used for pre-approval for travel, travel advances, subject payment advances, travel claim reimbursements, employee reimbursements, and other out-of-pocket expenses, including those associated with research projects.

**Will I have to provide my credit card or banking information?**
No, you will not be required to provide your credit card or banking information in the ERS. You will be reimbursed the same way that you are currently reimbursed (using direct deposit/cheque). Your direct deposit information, which is currently stored securely in Queen’s PeopleSoft system will remain there.

**What if my credit card number appears on a receipt?**
If your credit card number appears on a receipt that you need to submit to the ERS, you may black out that information before you submit that receipt electronically.
Pre-Travel Questions

**What should I do the first time I log into the ERS?**
The first time you log in, you should go to your Profile Settings, Personal Information and verify your email address.

**When do I need trip pre-approval?**
Pre-Approval for a trip is only required if it meets the following criteria:

- Departmental mandate
- When a flight upgrade or business class travel is requested, as per the Travel Policy

Pre-trip approval is obtained through the completion of a “Request” in the ERS.

**Will someone else be able to create a request or expense report on my behalf?**
Yes. You can set up another individual to be your Delegate. A Delegate can create requests and expense reports, and submit them on your behalf. If you are an Approver, you can set up another Approver to be your temporary Delegate to approve requests and expense reports in your absence. Also, if you require someone to thoroughly review expense reports before you approve them, you can set up an individual as a Previewer (a type of delegate).

Cash Advances

**How do I apply for a cash advance request for travel?**
To apply for a cash advance request for travel go to Requests > New Request and fill in the required fields (including the Cash Advance Amount field) on the Request Header page. Click on Submit Request.

**How do I request a cash advance for subject payments?**
To apply for a cash advance for research-related subject payments go to Expense > Cash Advances > New Cash Advance and fill out the information in the Cash Advance window. Click on Submit.

**What do I do with my cash advance for travel if my trip is cancelled?**
If the trip that a cash advance was issued for, is cancelled or rescheduled for a date more than 3 months in the future, the total amount of the cash advance must be returned to Financial Services.

Expense Questions

**What should I do with my original receipts?**
For ERS claims submitted after February 15th, 2017, the original receipts and other electronic copies should be disposed of after payment of the claim.

For ERS claims submitted before February 15th, 2017, Departments and Principal Investigators will be responsible for retaining the original receipts. These must be retained for a period of 7 years (or longer if required by the funding agency).
**Are hardcopies of my expense report required?**
No. An electronic copy of the expense report will be available to the Claimant whenever the Claimant wants to view it.

**How do I attach a travel request to my expense report?**
You can attach your travel request by clicking the Add button under Requests in the Report Header section of the expense report.

**Why can’t I enter a “City of Purchase” for the Per Diem (US/Int’l) and Guest Housing expense items?**
The City of Purchase field has been defaulted to Kingston, ON so that no currency exchange is applied to the per diem amount.

**I’ve made a mistake on the Report Header – Can I change it?**
Yes, you can update this information. To change information contained in the report header of a report not submitted, click Details > Report Header. The Report Header page will appear and you can now view and update the report header information. If you have submitted the report, you must recall the report first (see below). The Recall button can be found in the top right corner (where Submit usually is). Please remember to save your changes.

**How can I edit a submitted report?**
Requests and reports that have been submitted will need to be recalled, returned or “sent back” in order for changes to be made. If you have noticed an error in your request/report and wish to make a correction, you will need to recall your request/report. Follow the steps below to recall your request or report:

- Log into the ERS
- From the Home page, click on either the Request tab or the Expense tab, click the name of the request or report you wish to recall
- Click the Recall button in the top right corner of the screen
- Once it has been recalled, the request/report may be edited and resubmitted as desired

**How can I tell who my default Approver is?**
To see who your default Approver is, go to Profile > Profile Settings, Expense (or Request) Approvers - in many situations it is best to leave the default Approver field blank and just select an Approver when you are submitting your Request or Expense Report

**How can I split (allocate) my expenses to multiple Chartfields?**
While creating your expense report you can open the expense line item you want to allocate (to only allocate that particular line item) and click the allocate button on the bottom left of the screen. You will have a choice of allocating by amount or percentage. You can also allocate multiple lines at once by clicking on the Details drop-down menu and select Allocations. You will then be able to click the boxes beside the expense you would like to allocate, and allocate by amount or percentage to different Chartfields.

**Mobile App**

**Is there a mobile app?**
Yes. Concur Mobile and ExpenseIt are two of the mobile applications available for iPhone, and Android. Blackberry devices are not supported.
How is the mobile app useful?
The solution enables business travelers to access important travel and expense information from a phone or tablet. The mobile app is a natural extension of the ERS’ full-featured, web-based service. With the mobile app, travelers can manage expenses and receipts all from a mobile device.

Does the mobile app offer the same functionality as the full-featured, web-based service?
This app is a mobile companion to the ERS – offering the flexibility to perform tasks from a mobile device. While it complements the ERS’ end-to-end solution functionality, it does not contain full functionality.

Which mobile devices can be used with the mobile app?
Currently, the app can be used with the Android, iPad, iPod touch and iPhone.

Is there a fee for the mobile app?
No. There is no additional charge to install or use the mobile app. Please be aware of your data plan, best practice would be to sign onto WIFI.

How does a user install the mobile app?
The mobile app can be downloaded from the app store for your type of device – search for “Concur”. You can also download from Profile > Mobile Registration > Download the App, this will send the application links directly to your email.

What if my user name and password does not work for the Mobile Apps?
The mobile applications require you to set a PIN as your password for the applications. Users can set/reset the mobile PIN on the Mobile Registration page (Profile > Mobile Registration > Review Your Login Details, after Password there is a link in for Create a Mobile PIN. You can then log in on your device with your NetID and PIN.

How can a user set/re-set his/her PIN?
Users can set/reset the mobile PIN on the Mobile Registration page (Profile > Mobile Registration > Review Your Login Details, after Password there is a link in for Create a Mobile PIN.

Can my delegate manage my expenses and reports via the mobile app?
The mobile app does not support delegates or proxies at this time.

Can a user capture an image of the receipt and attach the image to the expense?
Yes. All receipt images, captured by the mobile device’s camera, will upload into the ERS immediately or the next time the mobile app connects to the Internet.

Receipts

What if my expense receipt includes a personal item?
Personal expenses can be excluded from your expense report by itemizing the expense for the personal amount and clicking in the checkbox beside, “Personal expense (do not reimburse)”. To itemize, add an expense line (parent) with the total amount on the receipt, click itemize in the bottom left corner. Choose the expense type (child) you would like to be marked as personal, click in the checkbox beside, “Personal expense (do not reimburse)” save. Choose another expense type (child) for the remaining amount you would like to be reimbursed for.
Example, Meal with alcohol= Dinner, $75.00, click itemize, Alcohol= $10 plus tax= $11.30, click box “Personal expense (do not reimburse)” save. Remaining amount, Dinner=$63.70, save.