



SAP Concur is a comprehensive Web-based service provides all of the tools you need to book travel as well as create and submit expense reports. This document outlines what you need to do to get started with the Concur Travel & Expense. **Your training for Concur Travel and Expense involves reviewing this Getting Started guide AND the recommended training videos listed for your role on page 4.**

- [Log In](#) – page 1
- [Set Up Your Concur Profile](#) – page 2
- [Review Recommended Concur Learning Aids](#) – page 4
- [Locate Additional Learning Aids in Concur](#) – page 6
- [Tips for Successful Travel and Expense Transactions](#) – page 7

<p>LOG IN To log in to Concur, start here.</p>	
<ol style="list-style-type: none"> 1. Click the Concur single sign-on link. 2. Enter your network / active directory username and password. 3. Click Sign In. 	 <p>LSC COMMUNICATIONS</p> <p>Sign in with your organization's account</p> <p>prscoad.com\shreb01</p> <p>.....</p> <p>Sign in</p> <p>Important note: To sign-in, you must type your Network ID and Password. If you need help, contact 1-844-MY-LSC-IT (844.695.7248).</p>



SET UP YOUR CONCUR PROFILE

If you had an LSC American Express Travel account, some information, like your Cost Center and Travel Card information will be automatically imported into your Concur profile. You will need to manually enter most other information.

Information you will need to set up your profile:

- Frequent Traveler Account Numbers
- Bank Information (routing and account numbers)

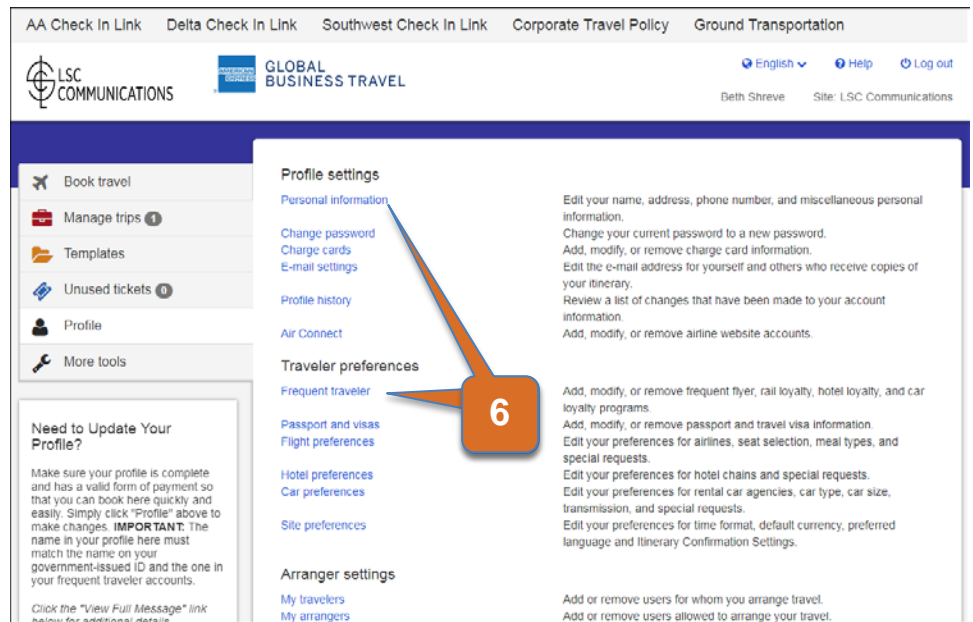
Recommendation for existing travelers: Take screenshots of your American Express Global Business Travel profile to help you gather this information.

Copy Your Data from the American Express Global Business Travel Site

1. Log in to Concur in a browser tab.
2. In another browser tab, go to LSC's American Express Travel website.
3. Enter your LSC email address as the Username and your password for the American Express Global Business Travel.
4. Click **Log In**.
5. In the left menu, click **Profile**.
6. Click the links to display the different profile screens.
7. Copy and paste data from American Express Global Business Travel fields to your Concur profile fields (e.g., Frequent Traveler account numbers).

LSC's American Express Global Business Travel URL:

<https://wx1.getthere.net/DispatcherServlet?requestType=logining&site=lscus16>



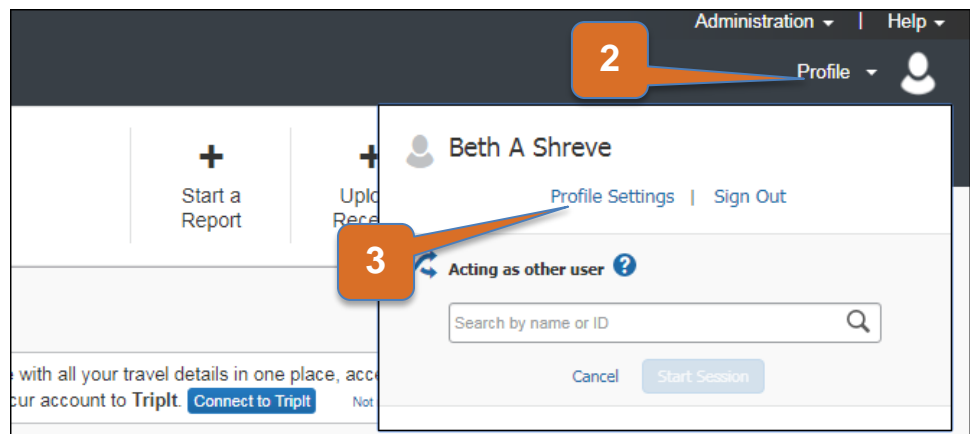
NOTE: You could also take screenshots of your American Express Global Business Travel profile screens and manually type the information into your Concur profile.



BEFORE STARTING, MAKE SURE YOU HAVE ENOUGH TIME TO FILL IN ALL REQUIRED FIELDS. You cannot save unless all required fields are complete.

Complete Your Concur Profile

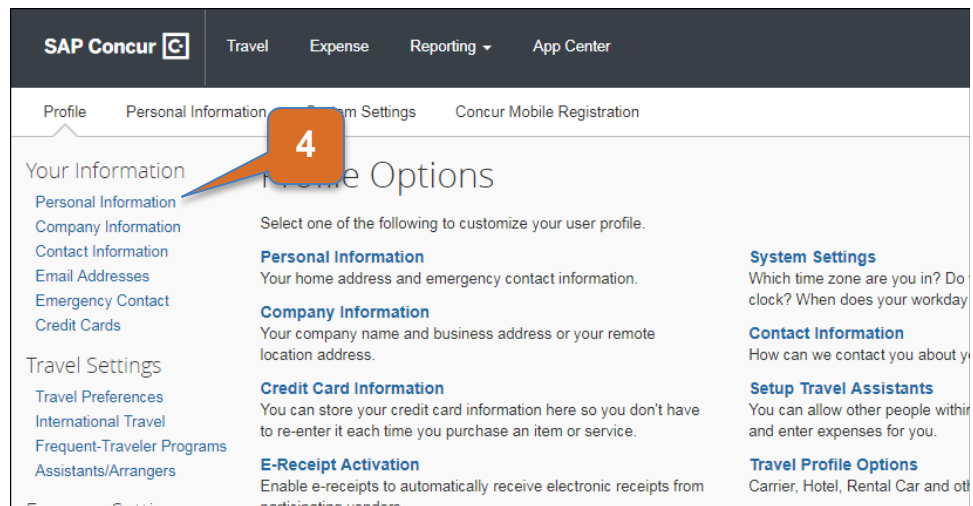
1. Log in to Concur.
2. Click **Profile**.
3. Click **Profile Settings**.



4. Click the menu items.
5. Verify / update your profile information. Required fields are noted in red. See Important Profile Tasks below.

EXISTING TRAVELERS: Copy and paste from the American Express Global Business Travel website (or use screenshots).

6. Click **Save**. You cannot save your changes unless ALL required fields have been completed.



IMPORTANT PROFILE TASKS

- Your Information > Email Addresses* – Verify all email addresses
- Your Information > Personal Information > Assistants and Travel Arrangers – Add employees who may complete travel arrangements for you.
- Credit Card Information > – Enter the exact billing address for your Travel Card. Verify on the Travel Card Payment Center website or call the number on the back of your card
- Travel Settings > Travel Preferences – Enter gender and date of birth
- Expense Settings > Bank Information – Verify / enter your bank information is correct, so LSC can reimburse non-travel card expenses via direct deposit, check the “I authorize” box then click Save
- Expense Settings > Expense Delegates – Add employees who may complete expense tasks on your behalf.
- Other Settings > E-receipt activation* – Activate e-receipts to allow Concur to obtain e-receipts with participating suppliers
- Other Settings > Concur Mobile Registration – Complete mobile registration to receive an email allowing you to install the app on your iPhone or Android

* Delegates / admins cannot verify email addresses, activate e-receipts, or submit missing receipt affidavits.



REVIEW THE RECOMMENDED CONCUR LEARNING AIDS

To review the videos, click the links below or find them in Concur by clicking **Help > Training**. Most videos are 1 to 3 minutes long.

WEBSITE TRAINING: RECOMMENDED LEARNING AIDS BY ROLE		
TRAVELER ONLY	TRAVEL CARD HOLDER	APPROVER
<p>Guides and FAQs Section</p> <ul style="list-style-type: none"> • RBE Training Highlights - US • RBE and P-Card Payment Schedule - 2019 <p>Travel Left Menu</p> <ul style="list-style-type: none"> • Exploring the Concur Home Page • Concur Travel & Expense Demo • Changing a Trip After Purchase 	<p>Guides and FAQs Section</p> <ul style="list-style-type: none"> • RBE Training Highlights - US • RBE and P-Card Payment Schedule - 2019 <p>Travel Left Menu</p> <ul style="list-style-type: none"> • Exploring the Concur Home Page • Concur Travel & Expense Demo • Changing a Trip After Purchase • Acting as a Delegate • Creating a Report Based on a Completed Trip <p>Expense Left Menu</p> <ul style="list-style-type: none"> • Adding Card Transactions to an Expense Report • Itemizing Nightly Lodging Expenses • Itemizing Nightly Lodging With Different Room Rates • Adding Attendees to a Business Meal • Itemizing Expenses • Entering Personal Car Mileage • Allocating Expenses • Adding an Out-of-Pocket Expense to an Expense Report • Working with Missing Receipt Affidavits • Converting Foreign Currency Transactions • Printing and Submitting an Expense Report • Correcting and Resubmitting an Expense Report 	<p>Guides and FAQs Section</p> <ul style="list-style-type: none"> • RBE Training Highlights - US • RBE and P-Card Payment Schedule - 2019 <p>Expense Left Menu</p> <ul style="list-style-type: none"> • Exploring the Concur Home Page • Reviewing and Approving an Expense Report • Sending Back an Expense Report
<p>MORE LEARNING AIDS CAN BE FOUND HERE: https://www.concurtraining.com/en-us/pr/get-started</p>		



To view the learning aids for the mobile app, click the appropriate device link: [iPhone](#), [Android](#) then find the recommended videos.

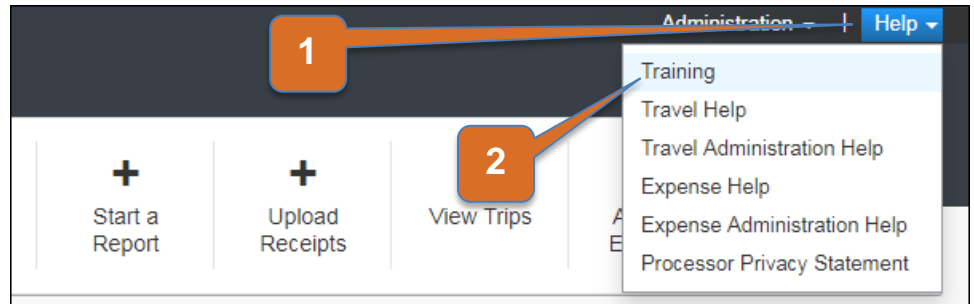
MOBILE APP TRAINING: RECOMMENDED VIDEOS BY ROLE		
TRAVELER ONLY	TRAVEL CARD HOLDER	APPROVER
<p>Get Started</p> <ul style="list-style-type: none"> • Getting Started with Concur Mobile – Pin set up (for personal cell) • Getting Started with Concur Mobile – for SSO (for LSC cell) <p>Travel Functions on the Concur App</p> <ul style="list-style-type: none"> • Booking a Flight • Booking a Hotel • Booking a Rental Car 	<p>Get Started</p> <ul style="list-style-type: none"> • Getting Started with Concur Mobile – Pin set up (for personal cell) • Getting Started with Concur Mobile – for SSO (for LSC cell) <p>Travel Functions on the Concur App</p> <ul style="list-style-type: none"> • Booking a Flight • Booking a Hotel • Booking a Rental Car <p>Expense Functions on the Concur App</p> <ul style="list-style-type: none"> • Creating an Expense Report • Working with Company Card Charges • Working with Car Mileage • Adding Attendees to an Expense • Adding Out-of-Pocket Expenses • Itemizing Nightly Lodging Expenses • Working with Foreign Currency • Working with Exceptions • Attaching Receipts and Submitting a Report 	<p>Expense Functions on the Concur App</p> <ul style="list-style-type: none"> • Approving an Expense Report (also shows how to send back an expense report)



LOCATE ADDITIONAL LEARNING AIDS IN CONCUR

Concur has training videos and guides to help you learn to use the app.

1. In the upper right corner, click **Help**.
2. Click **Training**.

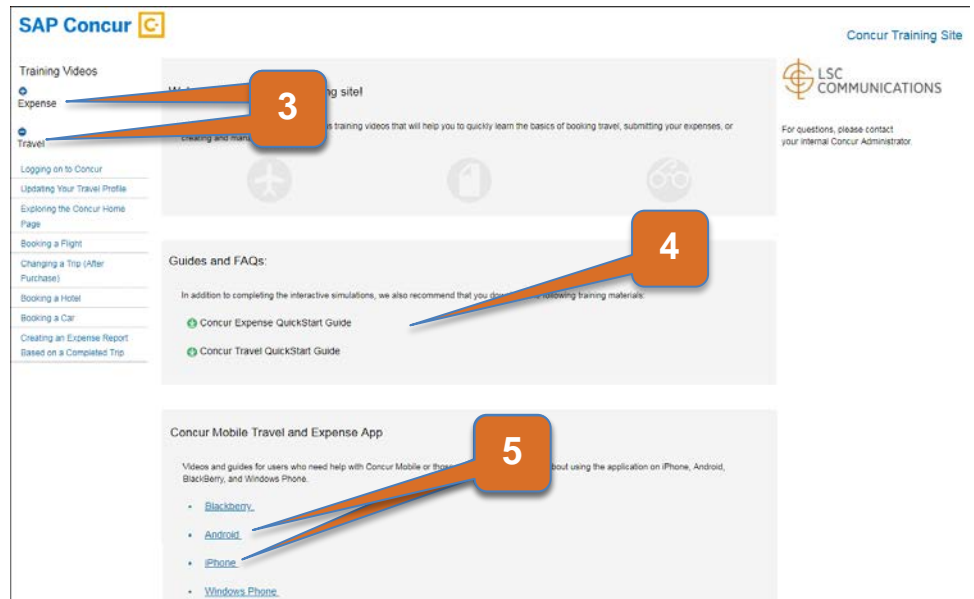


3. Click **Expense** in the left menu to view a list of training videos for the Expense app or click **Travel** in the left menu to view a list of training videos for the Travel app.

NOTE: Most training videos are between one and three minutes long.

4. To download training guides for the Expense and Travel apps, click the download icons under Guides and FAQs.
5. To view videos, guides and tip sheets for the mobile app, click the **Android** or **iPhone** links under Concur Mobile Travel and Expense App.

NOTE: Blackberry and Windows Phones are not supported.





TIPS FOR SUCCESSFUL TRAVEL AND EXPENSE TRANSACTIONS

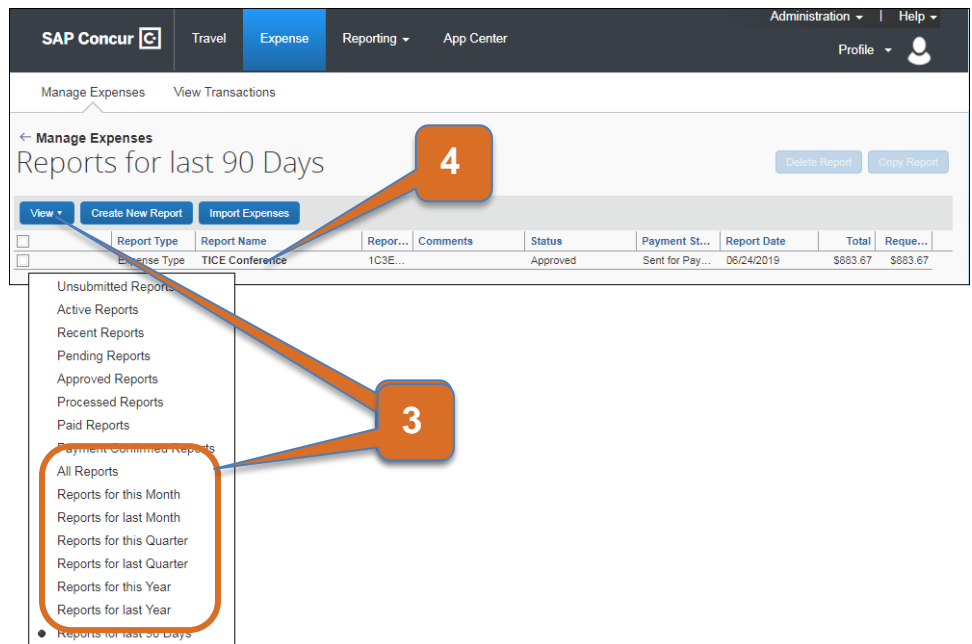
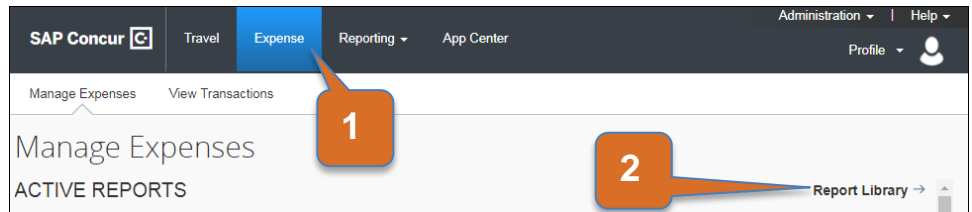
How to handle common situations you may encounter as you reconcile P-Card reports in Concur.

Viewing / Printing Report History

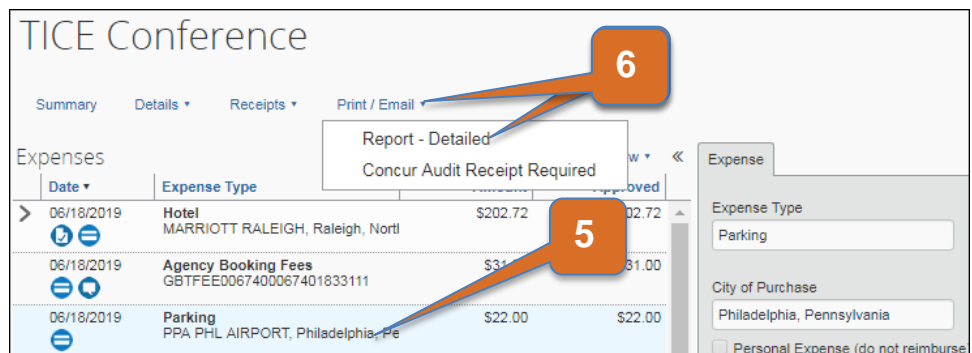
You can review or print reports that you submitted in the past from the Report Library.

To Resolve:

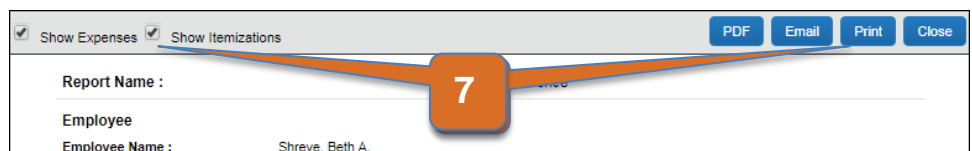
1. Click **Expense**.
2. Click **Report Library**. This will display your reports for the last 90 days.
3. To view reports older than 90 days, click **View** then select the timeframe option you need.
4. To view the report, click the report row.



5. To view expense details, click the expense line. The details appear in the Expense tab.
6. To print the report, click **Print / Email** then select **Report – Detailed**. The Print window appears.



7. To display expense itemizations, check the **Show Itemizations** box the click **Print** at the top of the Print window.





Reallocating Transactions

All users have the ability to reallocate transactions across the company if there is a business need.

To Resolve:

1. Select the transaction.
2. In the Company field, type the correct Company code (e.g., USA2) and select it.
You must do this first.
3. In the Profit Center field, type and select the correct profit center number.
4. Click in the Cost Object Type field. If it goes blank, select Cost Center CC from the drop down list.
5. Select the correct cost center from the Cost Center drop down or type and select it.

The screenshot shows a horizontal bar with four dropdown menus. From left to right, they are: 'Company' with 'LSC.Comm US.LLC (2) (USA2)' selected, 'Profit Center' with 'Profit Center (P7000)' selected, 'Cost Object Type' with 'Cost Center (CC)' selected, and 'Cost Center' which is currently blank. Below each dropdown menu is a blue square with a white number: 2, 3, 4, and 5. Orange callout lines connect these numbers to the respective dropdown menus.