Employee - Frequently Asked Questions

Q. Am I required to use the Concur Electronic Expense Reimbursement Process (Concur) to request reimbursement or can I still use the manual (paper) reimbursement process? ................................................................. 2
Q. How will I access Concur? .................................................................................................................. 2
Q. How can I access Concur from a computer that is not on the American Red Cross network? .................................................................................................................. 2
Q. What should I do if I am not receiving emails from Concur?......................................................... 3
Q. Can I use a personal credit card or do I have to get a corporate travel card? ..... 3
Q. How frequently are travel card transactions loaded into Concur from Citibank? 3
Q. Who should use Concur? .................................................................................................................. 3
Q. Why is my travel card account number not visible in my profile (under “Personal Information”) and why can’t I add it? .......................................................... 3
Q. Do I need to use Concur to book travel or do I continue to use Carlson Wagonlit / RESX?.................................................................................. 4
Q. Does my profile information in Concur link to the profile information in RESX? 4
Q. Do I need to include the cost of airfare on my expense report in Concur as I do on the current Expense Reimbursement and Travel Expense Report (Form 1012)?.................................................................................. 4
Q. How do I itemize hotel expenses? .................................................................................................. 4
Q. How often should I complete an expense report? ......................................................................... 4
Q. Why are some travel card charges flagged for exceptions? ......................................................... 5
Q. How do employees with no Internet access use Concur? ............................................................. 5
Q. How will I be reimbursed for out-of-pocket expenses or personal car mileage? . 5
Q. Will this process be used for collection staff members who receive a meal allowance for day/overnight travel, who do not have to submit receipts?........ 5
Q. How will receipts be recorded? ........................................................................................................ 6
Q. What should I do with original receipts? .................................................................................... 6
Q. Will the system be able to handle foreign currency expenses?.................................................... 6
Q. Will I still need to pay Citibank for my travel card account balance? ........................................... 6
Q. Is it required that I be reimbursed for my out of pocket expenses electronically via electronic funds transfer (EFT / direct deposit)? ................................................................. 6
Q. Why did I receive an email notification from Concur that $0.01 has been deposited to my personal bank account? ............................................................................................................... 7
Q. How long does it take to get reimbursed for my out of pocket expenses and personal car mileage after I’ve done my online submittal?.............................................. 7
Q. What is the difference between transaction date and post date and how does that impact Concur? .......................................................................................................................... 7
Q. Why does my Citibank statement show a balance due? ................................................................. 8
Q. I made travel card charges that I do not see in Concur. What should I do?........... 9
Q. When will my payment be made to Citibank? ................................................................................. 9
Q. How do I reimburse the American Red Cross if I owe money? ........................................ 9
Q. How will my approver know that my expense report is ready to approve?.............. 10
Q. What can a traveler do to get the expense report back to the original approver? ......................................................................................................................................... 10
Q. What should a traveler do when an expense report has been sent back by a processor at the Shared Services Center (SSC)........................................................... 10
Q. Why does Concur stop me from submitting my expense report if my personal banking information is not in my profile? ................................................................. 10
Q. Should I enter airline charges in Concur?................................................................................. 11
Q. What do I do if the G/L Codes that I need are not in the list provided?...................... 11
Q. Why am I not able to attach or view receipts in Concur?......................................................... 11
Q. What must I do before faxing or scanning my receipts?......................................................... 11
Q. How do I handle travel card credits in Concur?............................................................... 11

Q. Am I required to use the Concur Electronic Expense Reimbursement Process (Concur) to request reimbursement or can I still use the manual (paper) reimbursement process?

A. Concur will be rolled out to ARC business units in phases. After your business unit is set up to use Concur, you will be required to use Concur. Failure to use Concur could result in significant delays in getting reimbursed.

Q. How will I access Concur?

A. Prior to “going live” on Concur you will be provided the link (URL). The link will be housed on Crossnet, https://crossnet.redcross.org/, and Concur will be accessed using single sign on technology. This means that you will NOT be required to remember a user name and password to access Concur.

Q. How can I access Concur from a computer that is not on the American Red Cross network?

A. You may access Concur from any computer. If you are not on the American Red Cross network, you can access ARC Mail remotely by using, https://www.redcross.org/arcmail/, to gain access to your emails. Once you have accessed your emails via ARC Mail, you can access Concur by using, https://crossnet.redcross.org/every/trav/Concur.asp. If you experience any problems with Concur, you should refer to the Troubleshooting Guide provided in the Concur Training Portal access using http://www.concurtraining.com/customers/redcross/index.htm. If additional assistance is required, please call Concur User Support at (877) 748-7138 or email UserSupport@Concur.com – you must email using your ARC email address.
Q. What should I do if I am not receiving emails from Concur?

A. You should access Concur and visit the Training Portal. Within the Training Portal is a link for “Troubleshooting” to assist you computer issues. If you are not able to correct the issue, please call Concur User Support at (877) 748-7138 or email UserSupport@Concur.com – you must email using your ARC email address.

Q. Can I use a personal credit card or do I have to get a corporate travel card?

A. American Red Cross policy in the Financial Manual of Policy and Procedures (FMPP), https://crossnet.redcross.org/manuals/fmpp/finance_man.asp, mandates the use of a corporate issued card for business travel. If you travel two or more times a year, you will be required to get a corporate issued travel card. Concur can reimburse for out-of-pocket expenses. However, for the Red Cross to realize the full benefits of Concur and to maximize cost savings, a corporate travel card is required.

Q. How frequently are travel card transactions loaded into Concur from Citibank?

A. Travel card transactions will be loaded on a weekly basis. The interface from Citibank to Concur will occur each Sunday evening for the prior week’s transactions that posted to your travel card account by the close of business on Friday (the last business day of the week). If you do not see a transaction that occurred late in the week, please wait until the transaction has posted and is available to import into your expense report before attempting to submit an expense report for that expense.

Q. Who should use Concur?

A. All employees requiring reimbursements. Once Concur is implemented in your area you are required to use Concur for expenses such as POV mileage, travel reimbursement, Per Diem, etc.

Q. Why is my travel card account number not visible in my profile (under “Personal Information”) and why can’t I add it?

A. This field is used for the travel booking feature of Concur that ARC has NOT yet implemented. Although your travel card information is not visible, it is in
Concur and used to ensure that transactions from Citibank get interfaced to your profile.

Q. Do I need to use Concur to book travel or do I continue to use Carlson Wagonlit / RESX?

A. Continue to use Carlson Wagonlit Travel (CWT). Although there are references to other travel type options in Concur, ARC is only utilizing Concur for expense processing and reimbursement. Travel arrangements should still be booked and arranged through Carlson Wagonlit /RESX, RESX (National Sector).

Q. Does my profile information in Concur link to the profile information in RESX?

A. No, Concur and RESX are two different systems and are not “linked” together. Therefore, they must be maintained separately.

Q. Do I need to include the cost of airfare on my expense report in Concur as I do on the current Expense Reimbursement and Travel Expense Report (Form 1012)?

A. No. Airfare costs booked through Carlson Wagonlit/RESX are centrally billed and should not be included on the expense report in Concur.

Q. How do I itemize hotel expenses?

A. See Itemizing a Nightly Lodging Expense in the Concur Training Portal. To itemize additional expenses, also review Itemizing Expenses.

Q. How often should I complete an expense report?

A. The Red Cross pays Concur for each expense report submitted. Though Concur does not restrict the number of expense reports that can be submitted, travelers are encouraged to consolidate expenses while ensuring that travel card expenses are submitted and approved within 15 days of posting to the travel card account. To maximize cost savings, we request that approvers closely monitor the frequency of expense report submittals.
Q. Why are some travel card charges flagged for exceptions?

A. There are built in business rules (audit features) that flag items not adhering to the Financial Manual of Policy and Procedures (FMPP) https://crossnet.redcross.org/manuals/fmpp/appc3.pdf. When that occurs, the approver must determine the next steps: approve full amount, approve up to maximum amount, etc.

Q. How do employees with no Internet access use Concur?

A. Using the “Delegate” functionality, another staff person can complete the online expense reimbursement process on behalf of those employees (See Acting as a Delegate training module on the training portal). This means an admin, supervisor, manager, etc. can access Concur as a delegate of the employee who does not have Internet access to complete and submit the reimbursement report on that employee’s behalf.

Q. How will I be reimbursed for out-of-pocket expenses or personal car mileage?

A. Reimbursements due to the employee will be deposited into the bank account in the profile via electronic funds transfer (EFT / direct deposit). Approved charges on the corporate travel card will be paid by the Red Cross directly to Citibank. You will no longer have to get reimbursed for charges on the travel card, deposit the funds in your bank account, then write a check to Citibank. ***Please review the training portal for Creating a New Expense Report (which includes travel card and out of pocket transactions) and Updating Your Expense Profile to review your Banking Information to ensure that the desired bank account is listed.

Q. Will this process be used for collection staff members who receive a meal allowance for day/overnight travel, who do not have to submit receipts?

A. Yes. If your region/division currently uses Per Diem, Concur does support that process. As we roll out to Biomedical Services, employees that receive allowances or “Per Diem” can use Concur to have the funds reimbursed to them.
Q. How will receipts be recorded?

A. Concur allows users to either scan and attach receipts to the online expense report or print a fax cover sheet from the “Print” AMC Fax Cover Sheet, (that generates a bar code) and fax in the receipts. When receipts are faxed, the bar code will “attach” the receipts to the expense report. The user will be able to view receipts that have been attached and will be prompted for receipts that are needed.

Q. What should I do with original receipts?

A. Since copies of receipts are available in Concur for receipts that were attached to your expense reports, original receipts may be maintained as directed by your business unit.

Q. Will the system be able to handle foreign currency expenses?

A. Yes, Concur supports foreign currency expenses and conversion. See Converting Foreign Currency.

Q. Will I still need to pay Citibank for my travel card account balance?

A. Effective with transactions that post to your travel card account on or after the date communicated to you, you will only need to pay Citibank directly if there are unapproved transactions (personal charges) loaded into Concur. Approved transactions will be paid by the Red Cross directly to Citibank on your behalf.

Q. Is it required that I be reimbursed for my out of pocket expenses electronically via electronic funds transfer (EFT / direct deposit)?

A. Yes. Due to the high cost of reimbursing employees via manual check, Red Cross leadership has made the decision that employees must be reimbursed electronically. Thus, to ensure timely reimbursement please ensure your bank account information is listed in the “Banking Information” section of your profile in Concur. See Updating Your Expense Profile.
Q. Why did I receive an email notification from Concur that $0.01 has been deposited to my personal bank account?

A. Even though personal bank information is in your profile, Concur must confirm the validity of the account by sending you an email indicating the $0.01 has been deposited to your personal bank account. The email notification is sent to confirm that your personal bank account information in your profile is valid. This email notification will only occur on two occasions:

1) The first time you are scheduled to receive electronic reimbursement for an expense report processed in Concur, or 2) When you update your bank account information in located in the Banking Information of your profile in Concur. (See Updating Your Expense Profile).

Q. How long does it take to get reimbursed for my out of pocket expenses and personal car mileage after I’ve done my online submittal?

A. Once you have submitted your expense report, the next step is for your approver to perform the online approval. If your report does not contain any expenses requiring receipts once the approver approves the expense report the payment processing begins. Since concur must confirm your bank information, your first reimbursement from Concur will take approximately seven business days. Once your bank account information has been confirmed, subsequent deposits will be made to your personal bank account within four business days of the “Extracted for Payment” date. If your expense report contains an expense requiring a receipt, after the approver approves the report it is routed to SSC to review, this will add approximately 1-2 days to the reimbursement process.

Q. What is the difference between transaction date and post date and how does that impact Concur?

A. Very much like your personal charge cards, transaction dates are either the actual date the purchase was made, or the date the merchant processed the expense with Citibank. The post date is the date Citibank posted the transaction to your credit card statement, and is typically 1-3 business days later than the transaction date. The date shown in the Concur expense report screen is the transaction date.
Q. Why does my Citibank statement show a balance due?

A. There may be several reasons for a balance due on your account.

1. There may be a timing issue between when your expense reimbursement was processed and when your Citibank statement was generated. The Concur system allows you to view the detail for each expense report that you have submitted in order to track the status of your expense report. The normal process flow is provided below:

   - You must complete your expense report and submit it to your approver after Citibank charges are loaded. (Concur loads Citibank travel card charges on Sunday evening for expenses that posted to your Citibank account during the prior week)
   - Your approver must approve and submit the expense report for processing. (Allow up to 9 days for approval)
   - The expense processor at the Shared Services Center (SSC) must review your expense report and have it “Extracted for payment”. (Allow 1-2 business days)
   - Once the expense report is “Extracted for Payment”, Concur must validate the banking information and make the payment to Citibank. (Allow 2-4 business days)
   - Citibank must take the “Extracted for Payment” amount and post it to your travel card account. (Allow 1-2 business days)

2. You may have expense report transactions that have not been processed. Please check the approval flow in Concur to determine the status of your expense report.

3. You may have unapproved travel card charges that are your responsibility. You must send a check to Citibank for travel card charges that are your responsibility. If there are travel card charges on your account that you did not authorize, you must dispute the transactions with Citibank within 60 days of the statement date. You may reach Citibank Customer Service at 800-248-4553, which is the number on the back of your travel card.

*Please note that you may access your travel card account at any time:

   - For CitiDirect: the website address is www.cards.citidirect.com, and the CitiDirect Client Code is arc-travel. For assistance with your User ID and Password, please contact Citibank at 800-790-7206.

   - For the Online Statement: https://www.onlinestatements.cards.citidirect.com/
Q. I made travel card charges that I do not see in Concur. What should I do?

A. You should wait for Concur to load the travel card charges. Your travel card charges are loaded each Sunday evening for charges that posted to your account in the prior week. If you made travel card charges that you do not see in Concur, the merchant that you used did not process the travel card charge in order for Citibank to post the transaction to your account. Once Citibank has posted the transaction, Concur will load it and you will be able to complete and submit your expense report. If the travel card charge has not posted to your Citibank account within approximately 30 days of your transaction, you should contact the merchant to determine the status of that transaction.

Q. When will my payment be made to Citibank?

A. Your payment to Citibank depends upon the timeliness of the processes provided below.

1. You must complete your expense report and submit it to your approver (Concur loads Citibank travel card charges on Sunday evening for expenses that posted to your Citibank account during the prior week).

2. Your approver must approve and submit the expense report for processing.

3. The processor must review your expense report and have it extracted for payment. (Allow 1-2 business days)

4. Once the payment is extracted for payment, Concur must validate the banking information and make the payment to Citibank. (Allow 2-4 business days)

5. Citibank must take the extracted payment and post it to your account. (Allow 1-2 business days)

Q. How do I reimburse the American Red Cross if I owe money?

A. You should send a check or money order payable to the American Red Cross for the amount that you owe. Please send it to: American Red Cross, Shared Services Center, ATTN: Accounts Payable-Expense Processor, 600-A Forest Point Circle, Charlotte, NC 28273. Please attach the check to a copy of the expense report that reflects the amount you owe before mailing the check. For your records, please also keep a copy of the information that you mail to the Shared Services Center (SSC).
Q. How will my approver know that my expense report is ready to approve?

A. Concur will send automatic email notifications to your approver according to the schedule below:

1. First Notice = Day 1 - Immediately upon submittal by employee
2. Second Notice = Day 6 - If the approver has still not approved
3. Third Notice = Day 9 – If the approver still has not approved

If your approver has not completed the approval process within nine (9) days, Concur will send an email notification to your approver’s approver on Day 10 for approval of your expense report. The email notification process will be restarted with your approver’s approver.

Q. What can a traveler do to get the expense report back to the original approver?

A. A traveler may recall an expense report by accessing Concur, selecting the expense report by name, and using the “Recall” button. If the expense report is recalled, you must “Submit” it again for approval to restart the process.

Q. What should a traveler do when an expense report has been sent back by a processor at the Shared Services Center (SSC).

A. A traveler should select the expense report by name and review the comments made by the processor, to determine what corrections must be made to have the expense report successfully processed. If there are missing receipts or other issues, they must be resolved immediately. Once the issues have been resolved, the traveler needs to “Submit” the expense report again and the approval process starts over. Please note that processors are not able to view expense reports once they have been sent back to the traveler. Therefore, any communication with the processor should include as much detail as possible.

Q. Why does Concur stop me from submitting my expense report if my personal banking information is not in my profile?

A. Funds owed to you will be direct deposited to your personal bank account. Therefore, Concur must have your personal bank account information to get the funds to you. To ensure that you are not expecting an expense reimbursement when the banking information is not available to complete the process, Concur stops you from submitting the expense report until you have provided your personal banking information. Once you update your profile with your personal bank account information, please allow two to four business days for Concur to
update the system. After the bank account information has been confirmed, you will be allowed to proceed with submitting your expense report.

Q. Should I enter airline charges in Concur?

A. No. All airline reservations should be processed through Carlson Wagonlit Travel Carlson Wagonlit Travel (CWT) and are centrally billed to a separate account. There is no communication between Concur and Carlson Wagonlit Travel to allow your information to be updated in Concur. If you must charge excess baggage to your travel card account, the transaction will load to Concur in the same manner as other travel card transactions, and you will be allowed to allocate those expenses to the appropriate Financial Account (G/L Code).

Q. What do I do if the G/L Codes that I need are not in the list provided?

A. A drop down menu in Concur will display the first 50 codes in numerical order. To display codes that are further down in the list, you must manually key the intended code and additional codes will appear. If you have manually keyed the code that you need and still do not see your code, please call Concur User Support at (877) 748-7138 or email UserSupport@Concur.com – you must email using your ARC email address.

Q. Why am I not able to attach or view receipts in Concur?

A. Concur has indicated that optimum viewing is achieved when travelers have Adobe 8 or higher installed on their computers. If you are unable to see the receipt(s), please call Concur User Support at (877) 748-7138 or email UserSupport@Concur.com – you must email using your ARC email address.

Q. What must I do before faxing or scanning my receipts?

A. To protect your account information, please ensure that only the last four digits of account numbers are visible prior to faxing or scanning receipts. Also, please ensure that all required receipts are included.
Q. How do I handle travel card credits in Concur?

A. When the information is loaded from Concur, travel card charges that are credits with Citibank will load as a negative amount. You must process the expense as it loads in Concur.

- The credit, or negative amount reflected, will be submitted to Citibank in the format that is loaded. A credit on your account will net to reduce your balance due to Citibank.
- If you sent a payment to Citibank that has caused a credit balance to remain on your Citibank account balance, please call Concur User Support at (877) 748-7138 or email UserSupport@Concur.com – you must email using your ARC email address.
- If your are due out-of-pocket expenses or personal car mileage, and there is also a travel card credit loaded from Concur, please prepare a separate expense report for the out-of-pocket expense(s) and personal car mileage so the negative amount listed with your travel card charges will not deduct from any funds due to you. Please mark the credit balance amount as “Do not reimburse” and provide a comment in the comment box.
- If you have a merchant credit on your account, please process the credit as “Do no reimburse” and provide a comment in the comment box to ensure that Concur calculates the amount due to Citibank properly. If assistance is required with your calculation, please call Concur User Support at (877) 748-7138 or email UserSupport@Concur.com – you must email using your ARC email address.