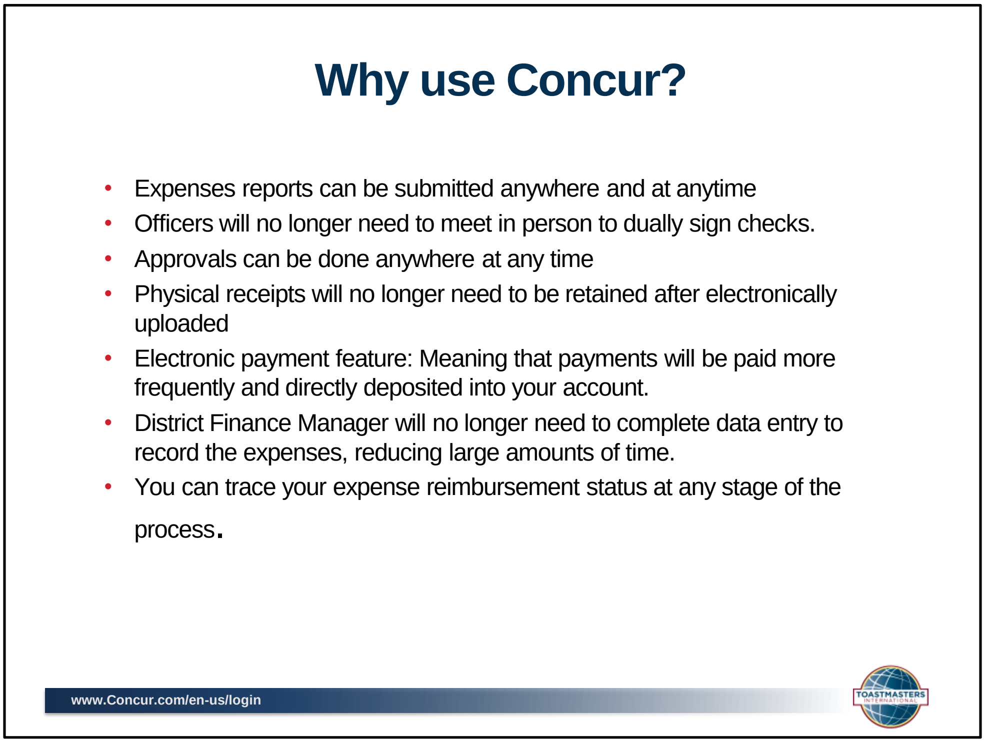
Toastmasters International

Concur Training



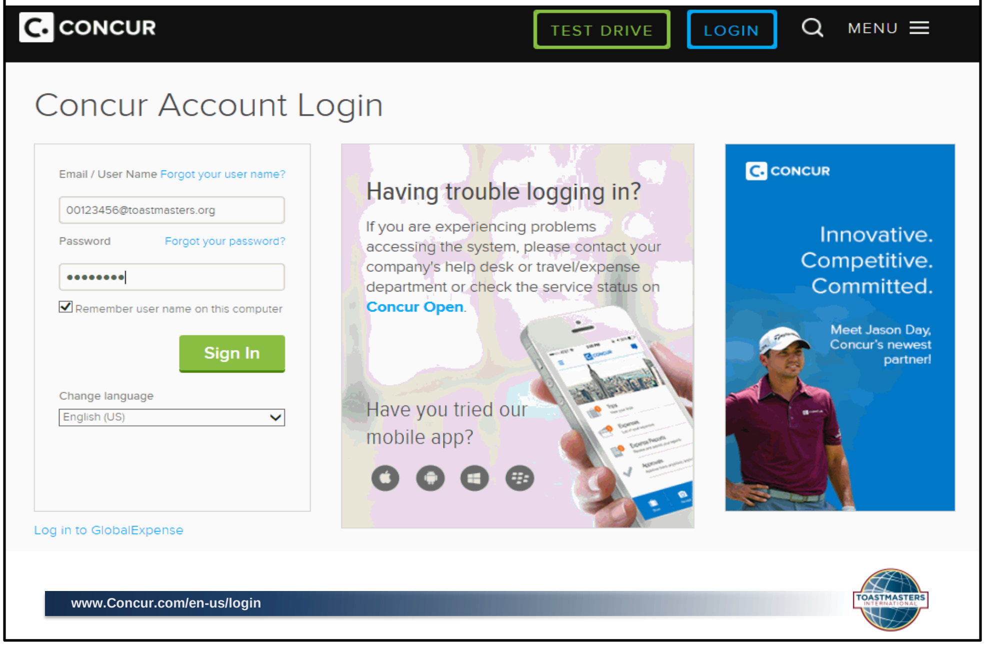
First I'd like to speak about the Concur system and why we are conducting our pilot.

So why use concur?

- First, Expenses reports can be submitted anywhere and at anytime
- Officers will no longer need to meet in person to dually sign checks as approvals can also be done anywhere at any time
- Physical receipts will no longer need to be retained after they are electronically uploaded
- Concurs Electronic payment feature: allows payments to be issued more frequently and directly deposited into your account.
- The District Finance Manager will no longer need to complete data entry to record the expenses, reducing large amounts of time spent in this area.
- You can also trace your expense reimbursement status at any stage of the process.

We will now go into how to use the Concur expense reporting system.

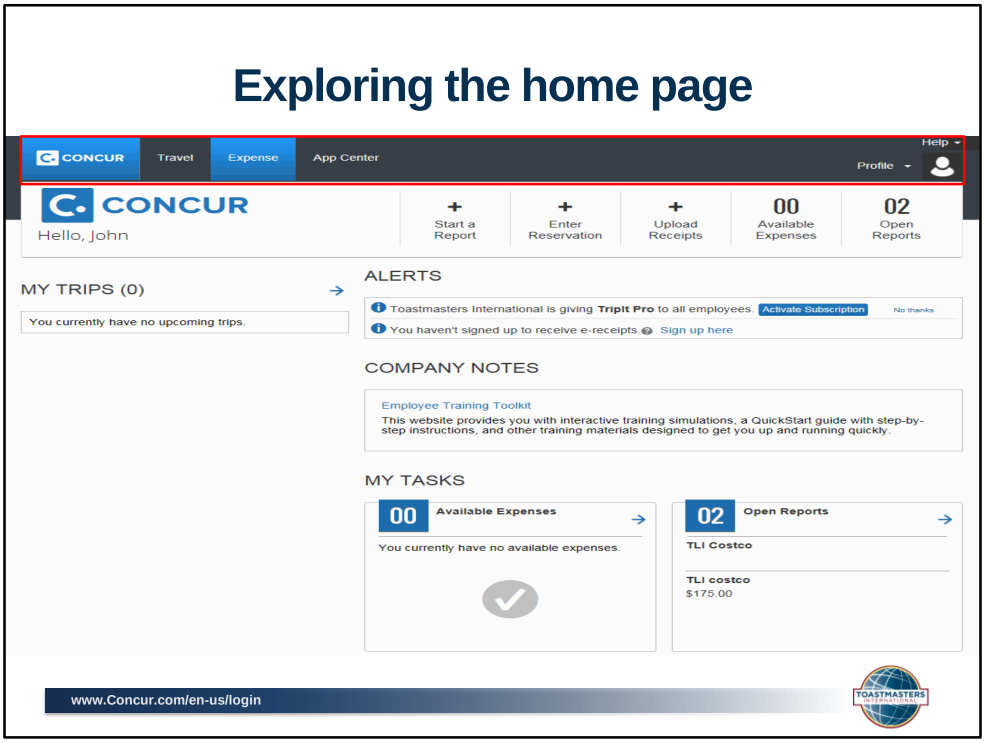
Logging in to Concur



The bottom left of each page has a link to bring you to the home page. Here you can enter your username and password to log in

Your username will be your membership number @ toastmasters.org with a few exceptions. If your member number is less than 8 digits, you will need to add leading zeros to equal to 8 digits. So if your membership number was 1-2-3-4-5-6. You would add two zeros to the front making your number 0-0-1-2-3-4-5-6.

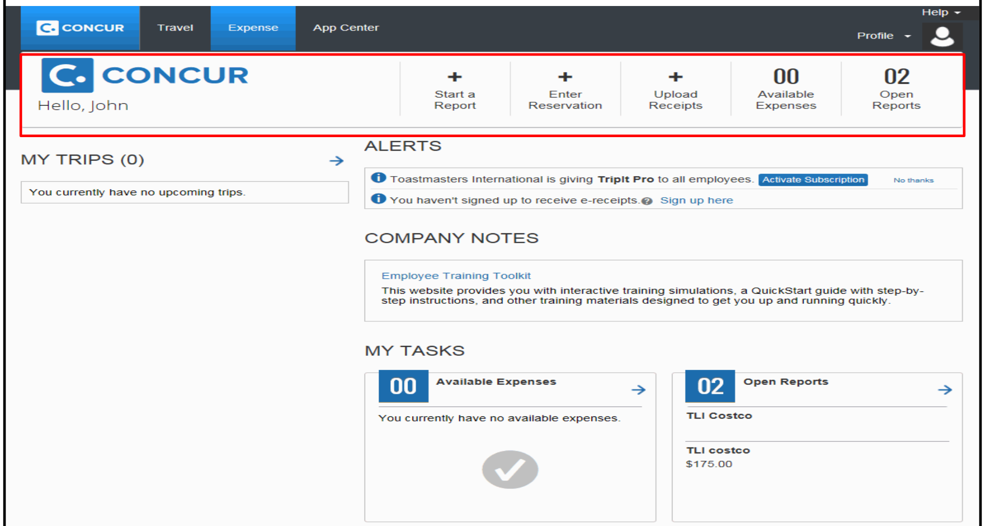
The initial password is the same for everyone, “welcome”



Now we are going to start by exploring the home page. Once you log in, this is the screen you will see.

To return to the home page from any page, click the Concur logo on the top left of the screen. The blue expense button is the only one you should be concerned with for now. The other links related to features we are not using with our pilot. This top row also has the help section and your profile button to edit your profile, which we will discuss later.

Exploring the home page



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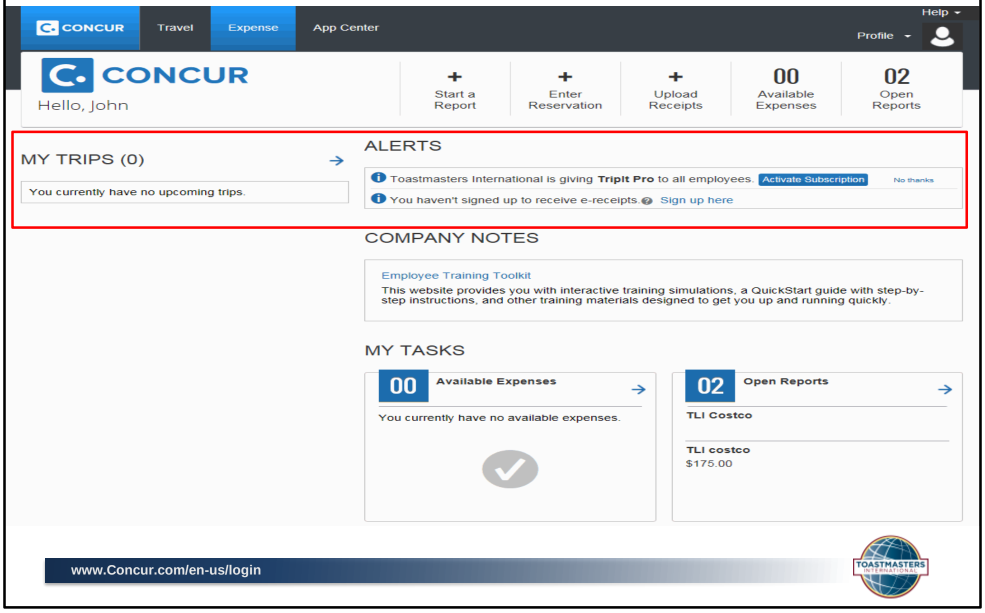
The **quick task bar** can be found towards the top of this page. This section allows you to start a new report, upload receipts, and view available expenses and open reports at a glance.

Exploring the home page

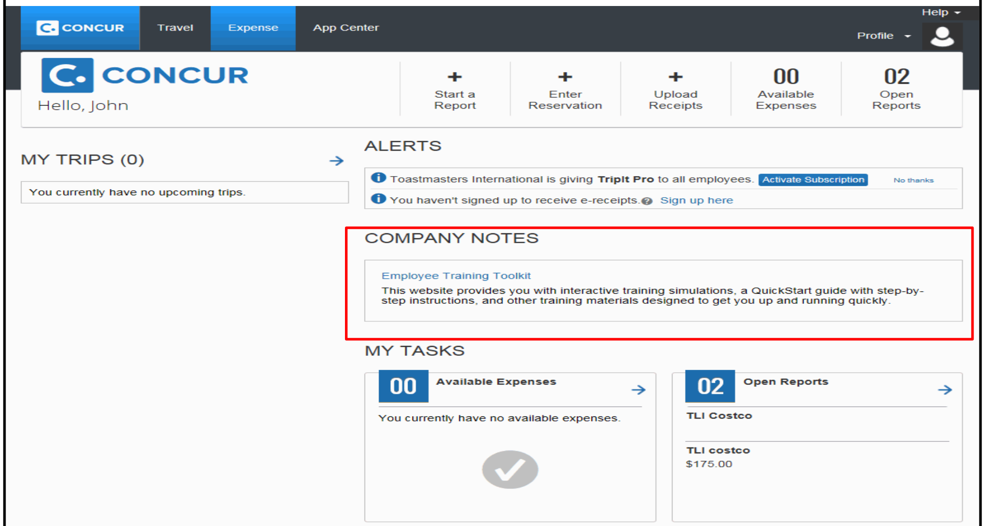


The “my trips” section on the left middle of the home screen does not currently apply to districts. Please disregard this feature and World Headquarters will let you know ahead of time if this feature becomes enabled.

The “alerts” section has two alerts that require your attention. For the pilot, we will not be using the Trip it feature, please chose “No thanks” for this alert.

The second alert is for activating E-receipts. For those of you that have district credit cards, the E-receipts function allows participating vendors to send electronic receipt images to Concur instead of issuing a paper receipt. If you would like to sign up for this option, you can go ahead and do so. For all non credit card users, please decline this option.

Exploring the home page



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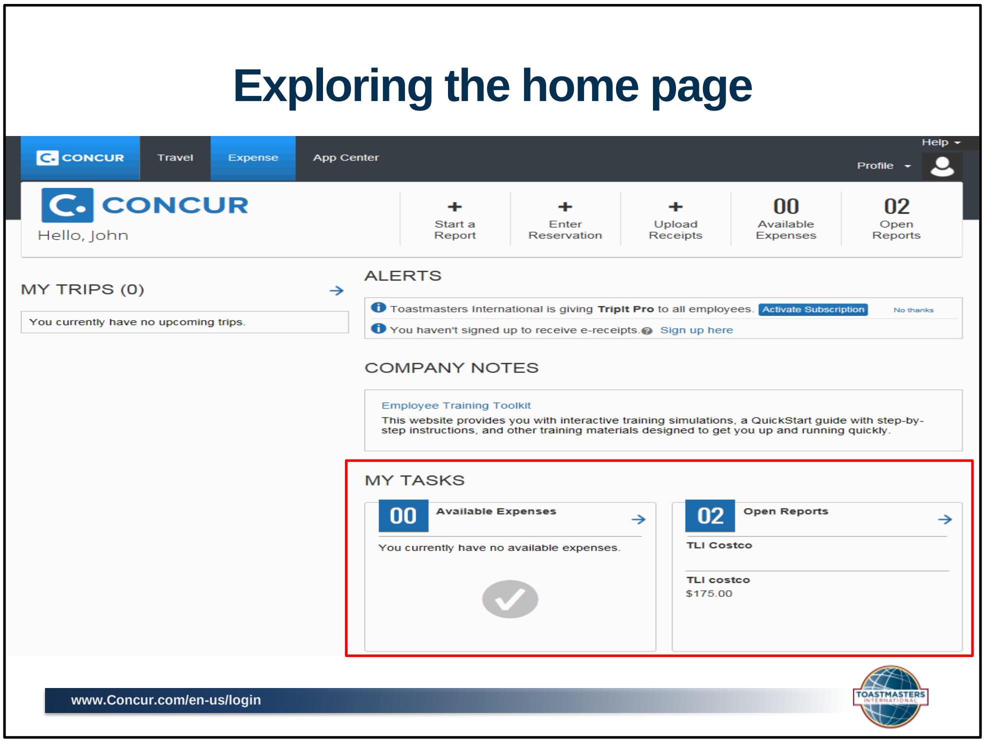
The **Company notes** section will have important notes created by WHQ. This may have helpful tips, policies to keep in mind, and any relevant information WHQ would like you to know about.

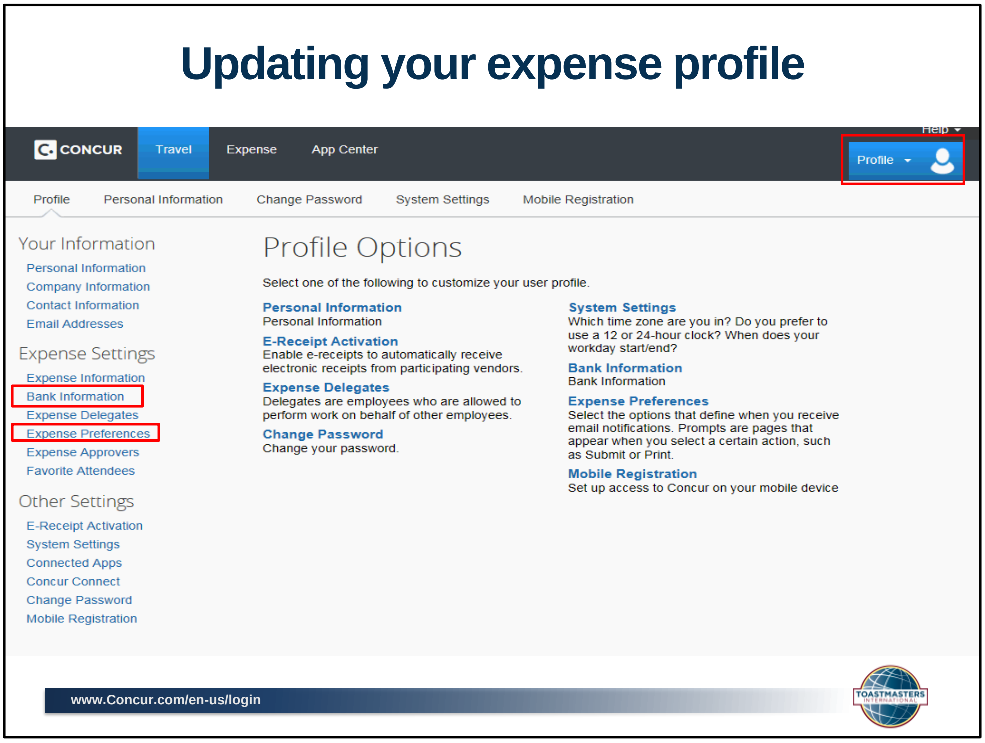


The final section of the home page is the my tasks section

If you're an approver, the left side of the **My Tasks** section will show a list of the expenses that require your approval. For all other users you will see this screen, with the My Tasks section showing available expenses and open reports that require attention.

The district director and program quality director are eligible for district credit cards. For officers that have been assigned district credit cards, your credit card transactions are automatically populated into the Concur system. The Available expenses section will have your credit card related expenses.. This section will be used to add unassigned card transactions to an open report. Anyone with an active card should have any activity that cleared in October in this available expense section.

The open reports section has the reports you have begun working on, but that have not yet been submitted for approval.

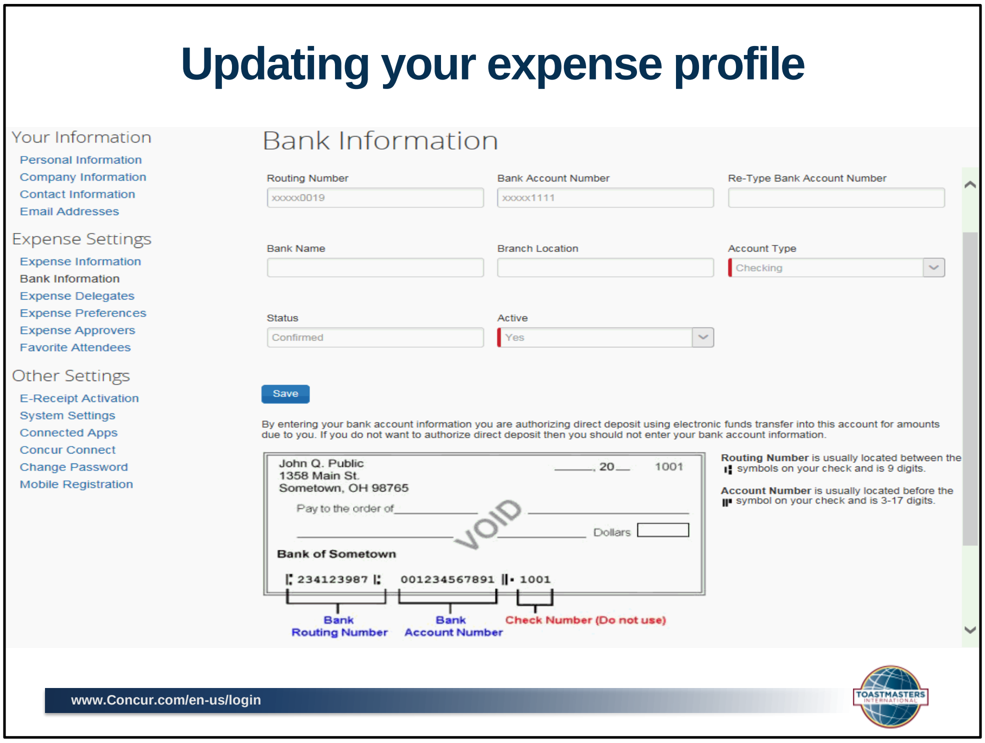


Next we are going to review updating your expense profile

On the top right of your page you will see a blue icon that says "profile." Click here and then "profile settings" to get to the profile page where you can set or change your personal preferences. Please double check your personal information and make any relevant updates.

Under the expense preferences section, you can update your email notifications to dictate what types of notifications you would like to receive. This is an important section to ensure you are being updated on your expense as well as turn off notifications you don't want.

This is also the section where you will add your banking information. Click on "Bank information" on the left of the screen to start this process. The expense pay service through concur is designed for electronic payments. Setting up your banking information allows you to receive ACH payments directly from Concur. This is a secure set up that WHQ and Concur will not be able to access. Only you will be able to edit or enter your banking information.



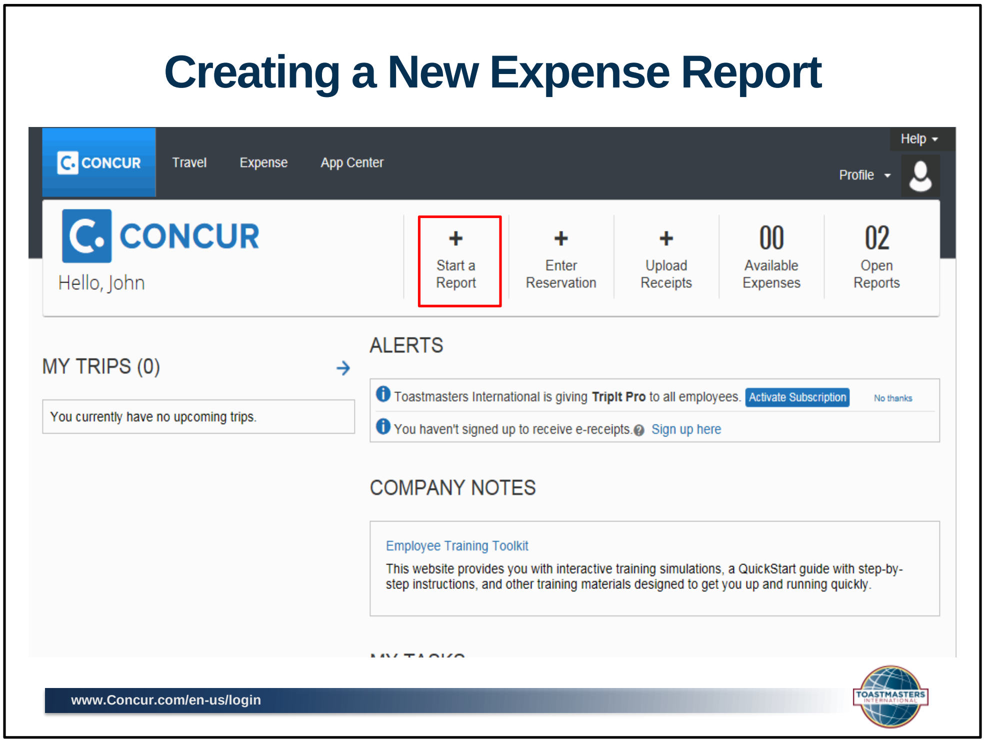
After you click on bank information you will be brought to this screen.

Adding your banking information is a key component of the Concur pilot as we would like everyone to use the expense pay feature. This is because the goal is to go paperless and have all officers enter your banking information so you can receive an ACH directly to your bank account once the expense is approved. Please note: If you elect to not choose the expense pay option, this will add weeks to your reimbursement date as there will be longer processing times. You will also need to contact WHQ to update your profile if you decide you would like to be reimbursed by check. This is because every officer is set up in the system with expense pay and the system will not allow you to enter an expense without entering your banking information. We will provide contact information on the last slide for contacting WHQ.

If you are unsure of your correct banking information, the check example at the bottom of this page should help in this area. You can also contact your bank directly to ask for this information.

Once you complete the required fields and hit save, the status will be “unconfirmed.” Then a test transaction for a penny will be sent to your account and then removed once the account is verified. After your account has been verified, you will be able to start entering your expense reports.

Again, we would like everyone to use the expense pay option and enter your banking information, but if you do decide to be reimbursed by check, please make sure to contact WHQ to update your profile.



Okay now we are going to go over some examples of creating an expense report

To start an expense report, click on “start a report” on the quick task bar

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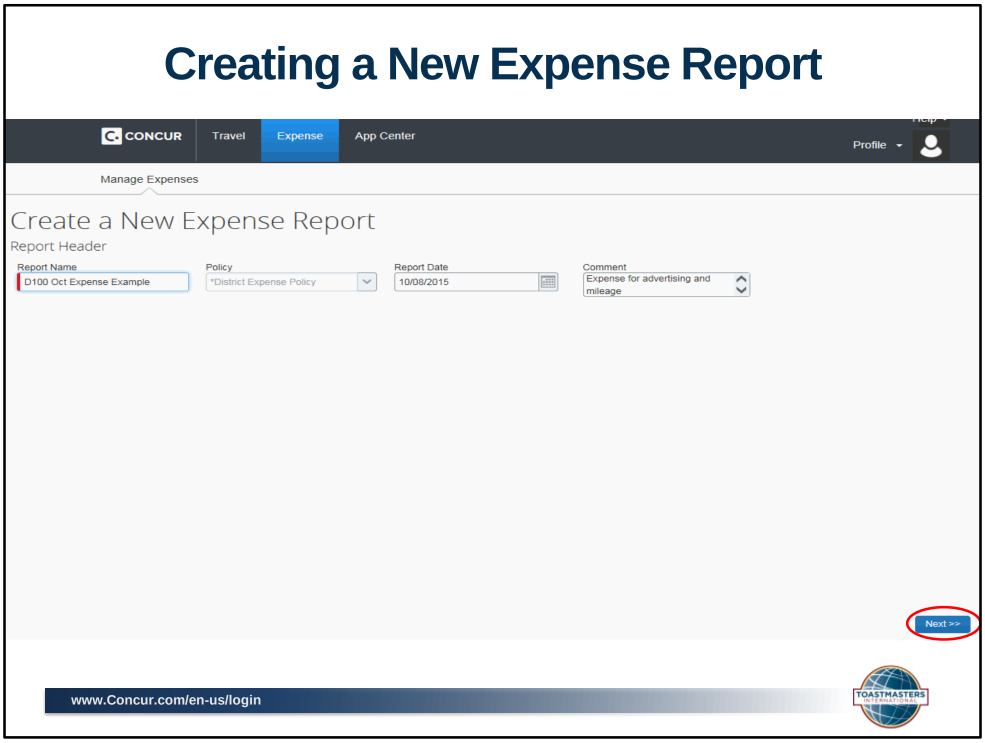
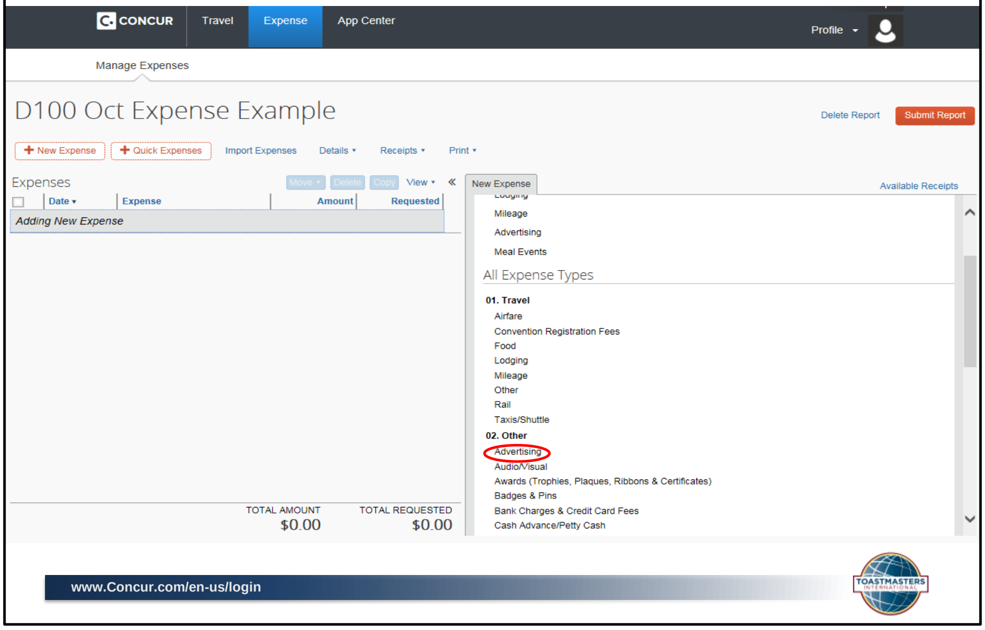
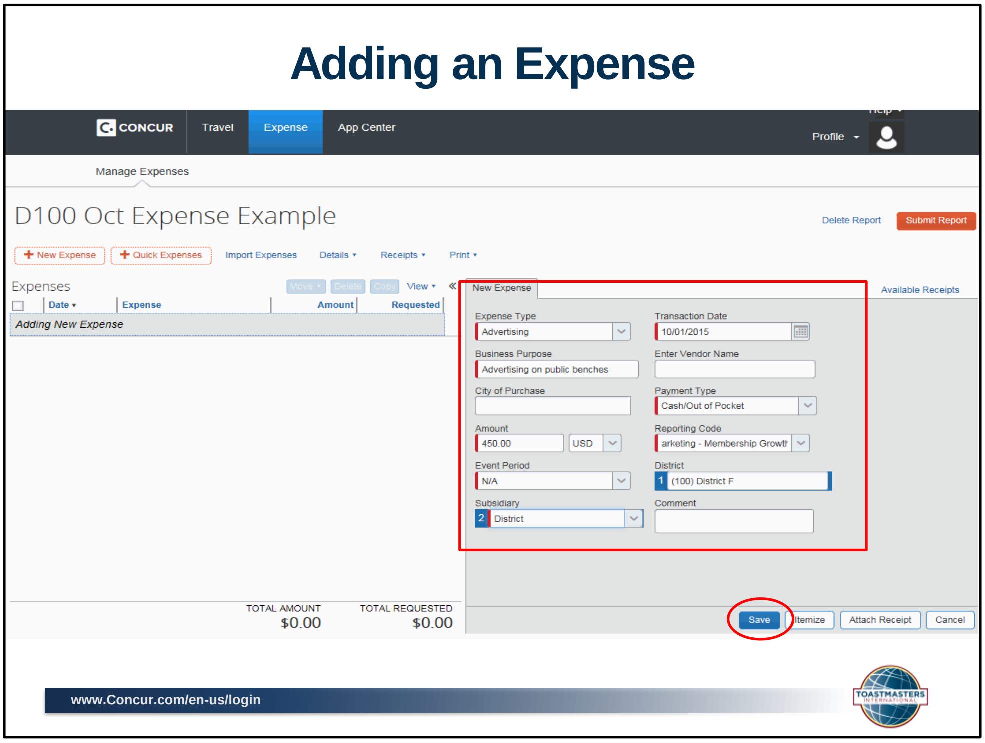


After you begin the new report you will be brought to this screen. Here is the first section on creating your expense report. For this screen, the only required field is the "Report Name" field. We would like each report name to start the same with a capital D and then your district number. In this example we use D100 for district 100. Other examples would be D06 or D78.
The "Report Date" will auto populate to todays date. You can also add a comment in this section. Once you have entered the details, click "Next" at the bottom of the page.

Adding an Expense



Next you will get to select from the list of available expense types. The expense types are in alphabetical order and are categorized by travel and other. If this is your first time entering an expense, please review the entire list so you are aware of all available expense types, Then determine the expense type that best fits your expense claim. If you are unsure of the correct coding, we recommend contacting your Finance Manager. For this example, we will be selecting Advertising.



Once you select a given expense type, please populate the required information. All required fields will have a red bar on the left side.

Please select the date the transaction took place, for example, if your receipt shows the date of October 1st, but you are creating your expense report on October 6th, you would use October 1st as the transaction date.

You also need to enter a business purpose, payment type, amount, and a reporting code that best fits the expense type.

The Payment type will always populate to “cash/out of pocket” for an out of pocket expense claim. If you used your district credit card, this field will show that is was a credit card transaction.

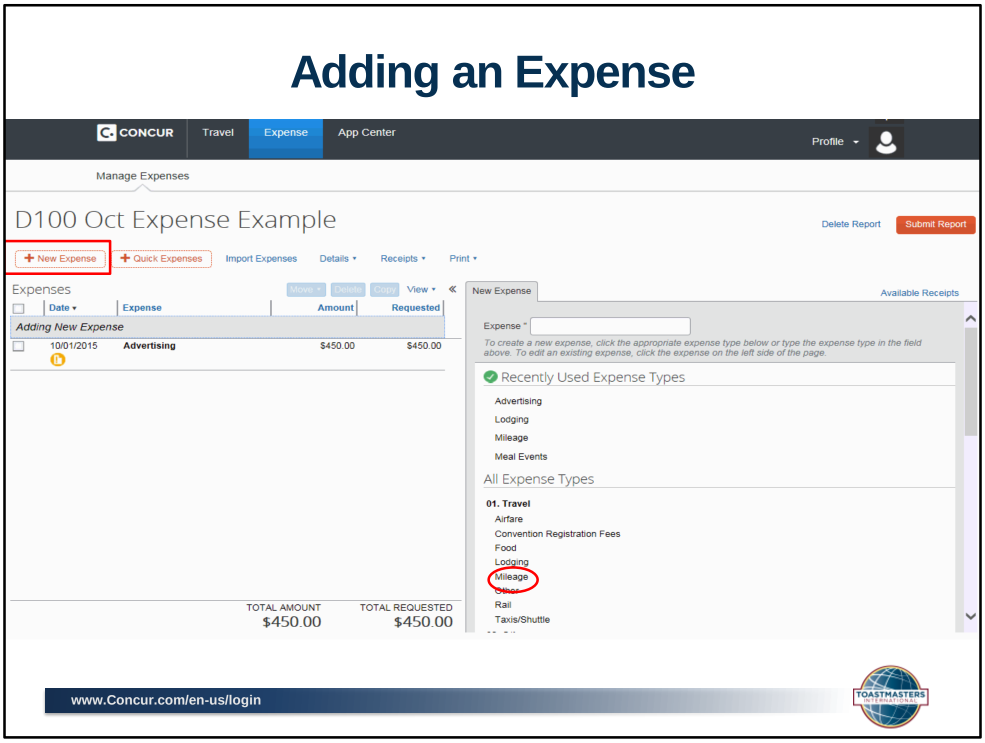
There are several reporting code options including conference, fundraising, district store, TLI, speech contest, several marketing and Education and training options, as well as administration, travel, and other expense.
Reporting codes related to events, such as conference, TLI and speech contest will require an event period to be selected. Please select the event period related to the month of the event. All other reporting codes require you to enter “N/A” in the event period field. If you believe your expense should have an event period, but the option is not available, please add a comment about the correct event period. Do your best

to code your transaction based on how you budgeted for this expense or based on what you believe it relates to. Your finance manager will be able to double check your coding and is your best contact to find the proper reporting code for your expense.

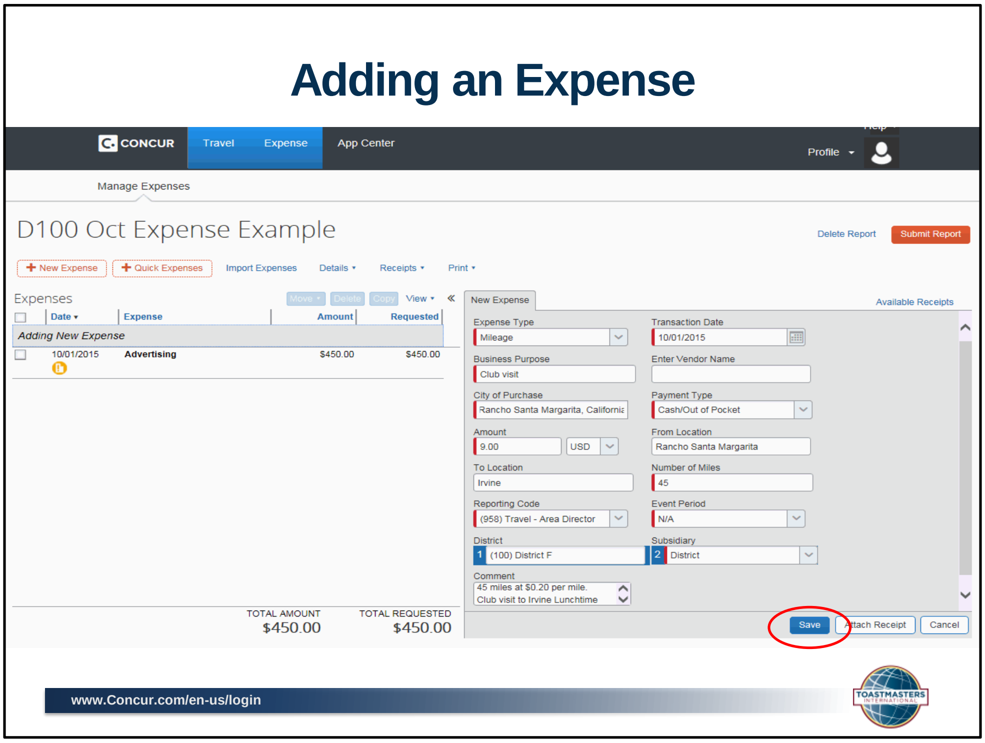
For the amount, please enter the amount you are expecting to be reimbursed, even if your supporting documents are for a different total.

The subsidiary fields allows you to chose between district, area, division and a few other options. If you are unsure which subsidiary to choose, we recommend "district."

When all the information is inputted, click save to save the expense.



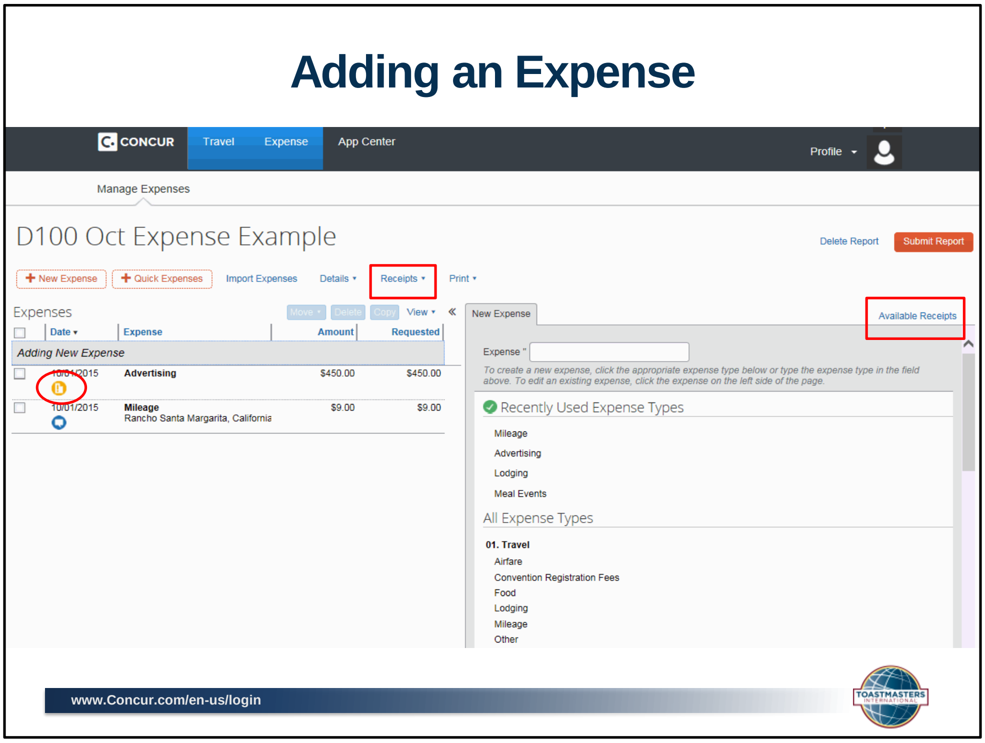
Expense Reports can have multiple expenses within the same report, so you do not need to submit one report per expense. Please add as many expenses to each report as needed. The "new expense" button towards to top left allows you to utilize this feature. For the next example, we will be selecting "Mileage".



Each new expense has similar required information, and will always be highlighted by the red bar on the left side. For mileage please put the total amount that you are requesting to be reimbursed, and then within the comment section, please enter a description, the rate and how you made your calculation. In this example, we are requesting for a $9.00 reimbursement. This is based on the calculation of 45 miles were traveled at 20 cents per mile – thus $9.00. Without the details required above, your expense claim may be sent back for revisions, so please make sure to include as much detail as you know.

For mileage, Please either add the “From location” and “To Location” or upload a Google map (or like service) as your receipt.

When everything is in order, please click save to save the new expense to your report.



After you have completed the details of your expense report, the next step is to attach a receipt. All expense reports require proper supporting documentation. This would be an invoice or receipt related to the expense. You will see a yellow icon or warning sign towards the left of your expense that shows your report still needs a receipt, once a receipt is attached, the icon will turn blue.

Please notice that the Advertising expense has a yellow warning sign and says "Receipt Image Required" when you hover over it.

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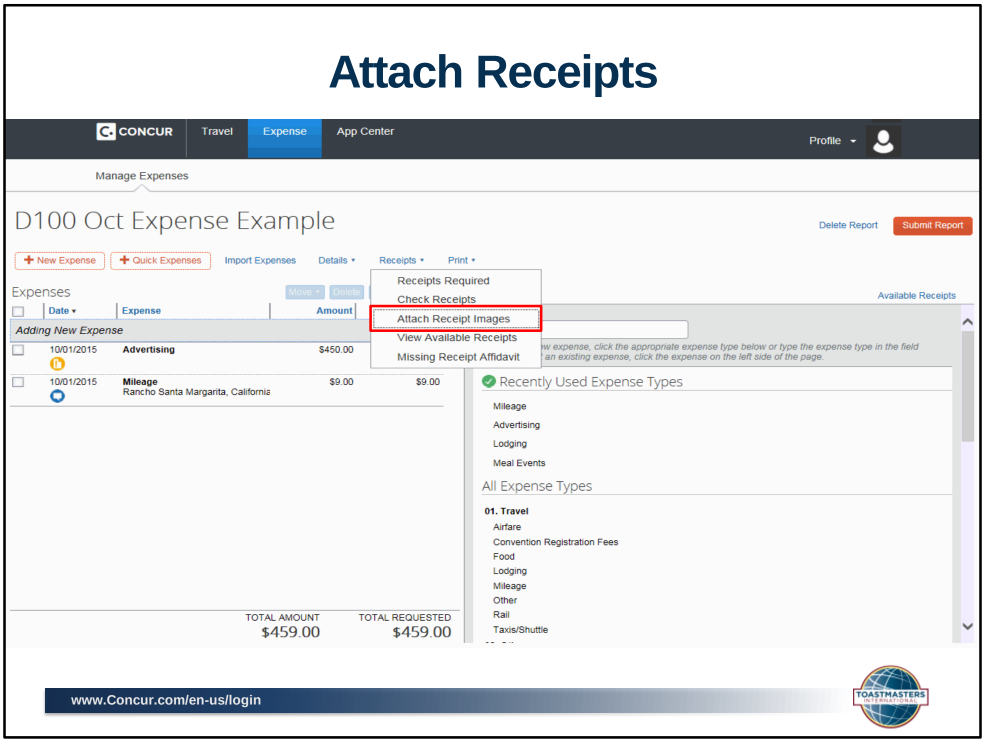
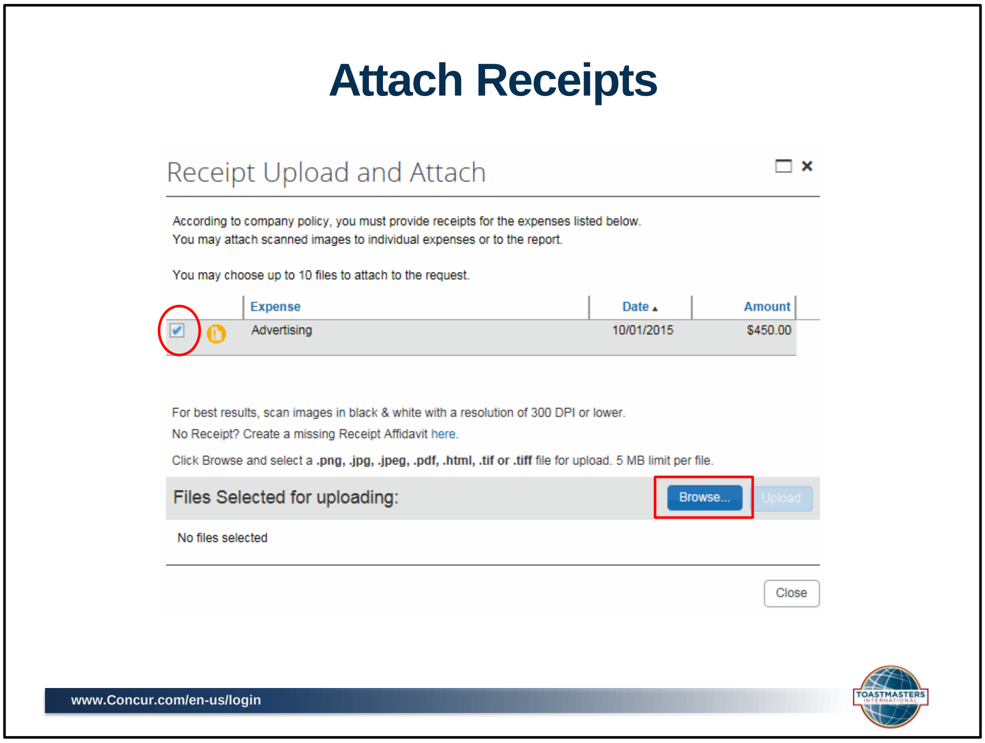
We will now add the receipt before submitting our report. The receipt can be added a few different ways. There is an "available receipts" section on the right of the screen where you can view receipts that are already uploaded. The middle receipts section allows you to add, attach, view and check your receipts.

In this example, we clicked "Receipts" to get the drop down menu.



From the drop down receipt menu, please select the one that best fits where you are locating the receipt. For this example we are going to click "Attach Receipt Images". This is because we have scanned a copy of the receipt and attached the picture as a file on our desktop labeled "Advertising".

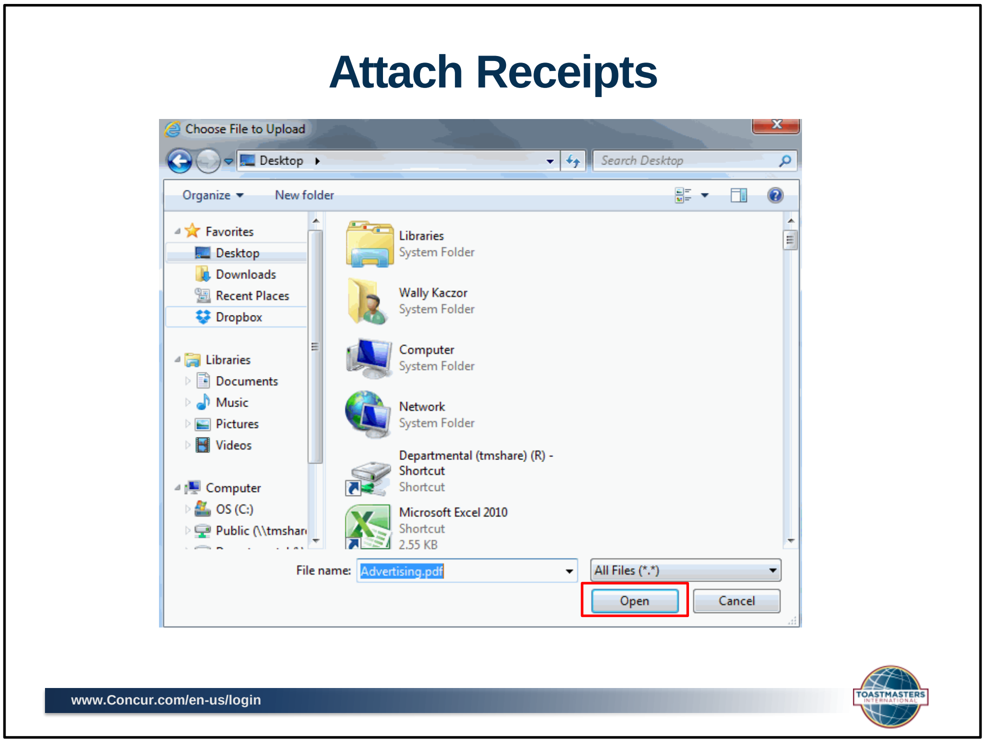
Please note: We do understand that life happens and you may not be able to obtain a receipt or your receipt is lost. The "missing receipt affidavit" can be used when this occurs. Please understand that IRS guidelines require us to obtain receipts for all expense claims. Consistent use of this affidavit feature may result in deactivation of your account. Finance Managers should look out for overuse of this feature.



After you click attach receipt images, the following menu will appear. Please check off the expense you are wanting to attach a receipt to, which in this case is the advertising expense we just created.

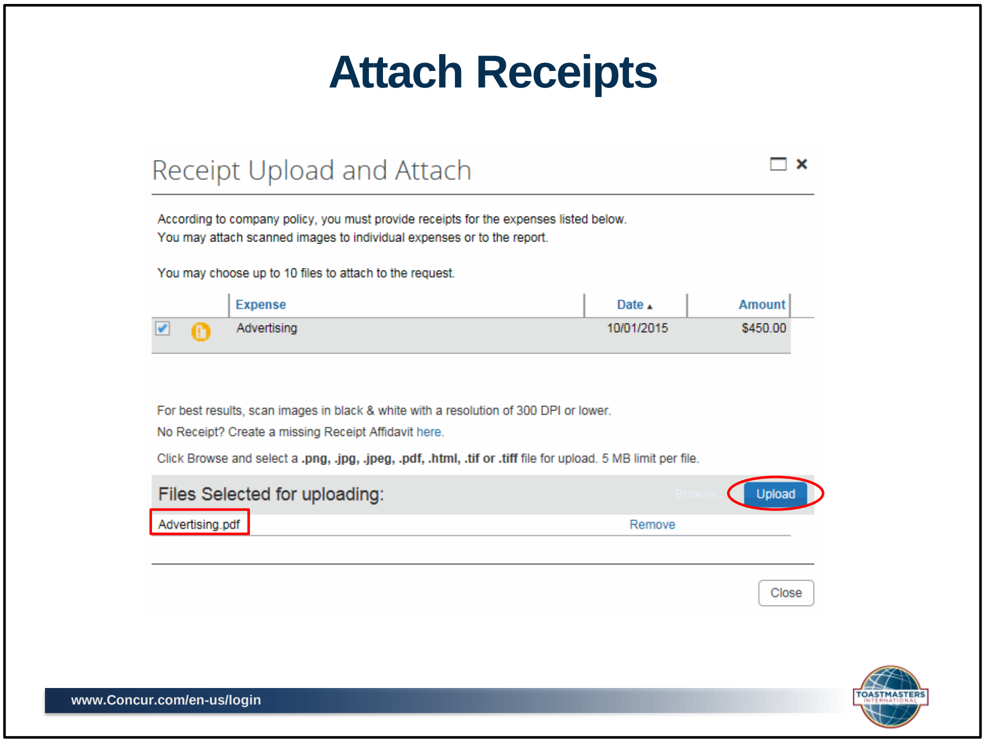
Please click ”Browse” to locate the receipt on your computer.

We recommend saving your receipt image to your desktop or a folder that is easily accessible. This makes it easy to use this upload feature.



From this window, simply type the images name into the file name section .....

in this case the file we created was a PDF that was saved to our desktop titled "Advertising," and then click "Open"....



Once you have located the receipt, please click “Upload”.

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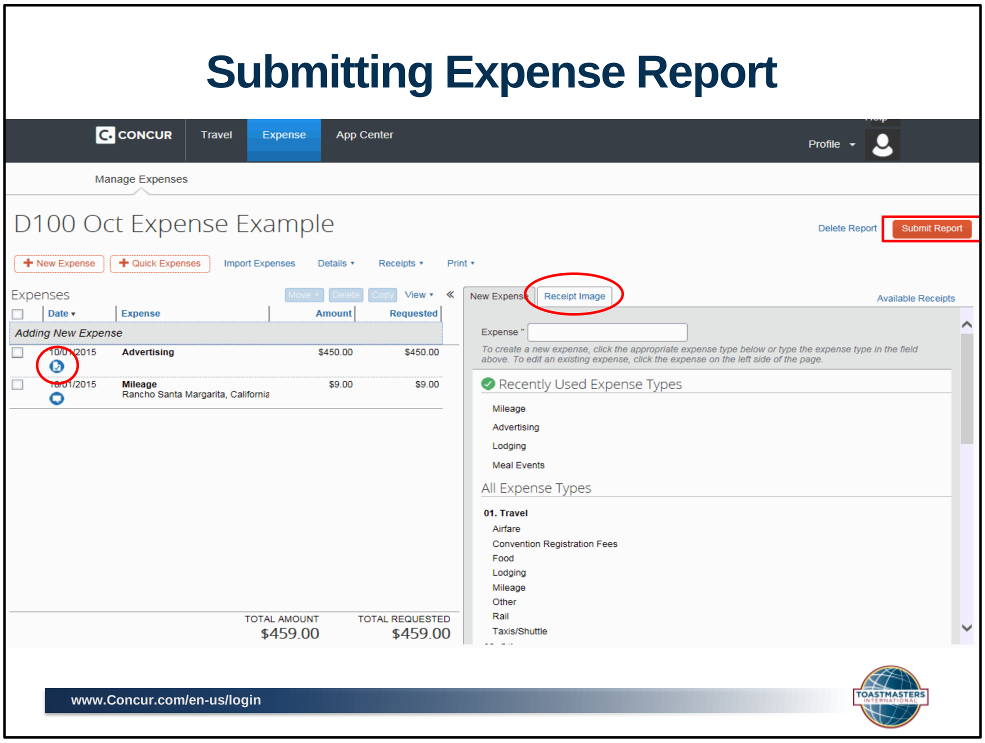

As you can now see the yellow warning has been removed and a blue image now appears that verifies that the Advertising expense has a receipt uploaded. You can also view your receipt under the “receipt image” section. Now that we have entered all required information and uploaded a receipt, you can now click “submit report”.

We do recommend double checking the details of your report before hitting submit report. You can do this by clicking on your report on the left, this will have all the details of your report populate on the right side of the screen

After you submit your expense claim, A final Review screen with a user agreement will populate asking you to verify what you are submitting to the approver. Please click “Accept & Submit” once you are comfortable that your report is complete

Submitting Expense Report

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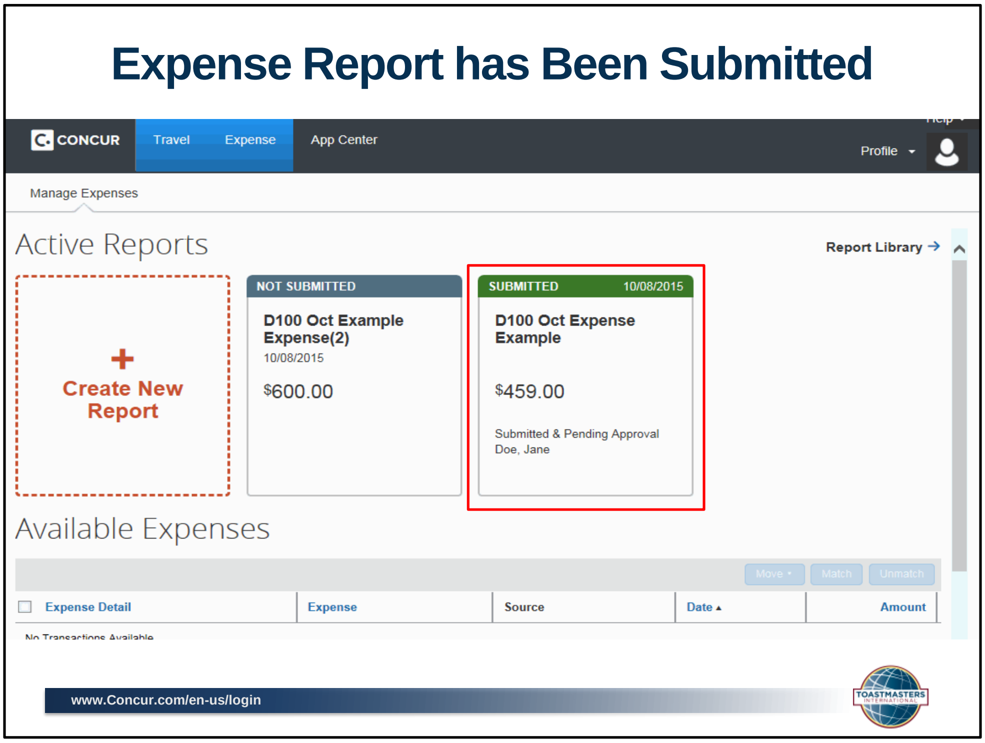
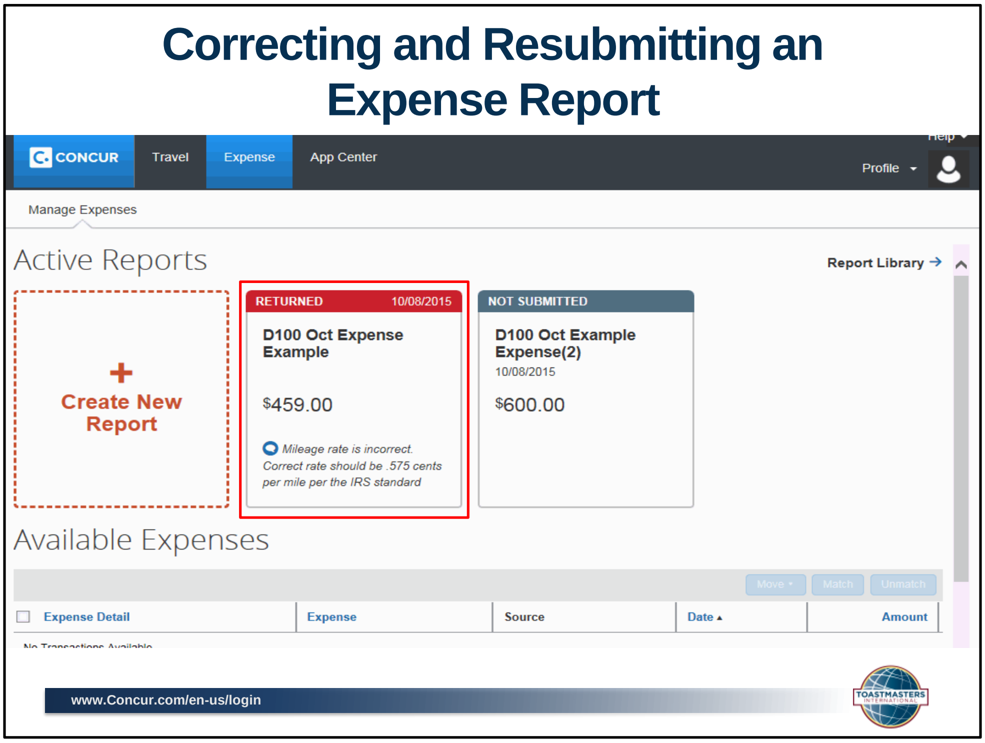
Once you click “accept and submit” you will see this high level overview of the expense…



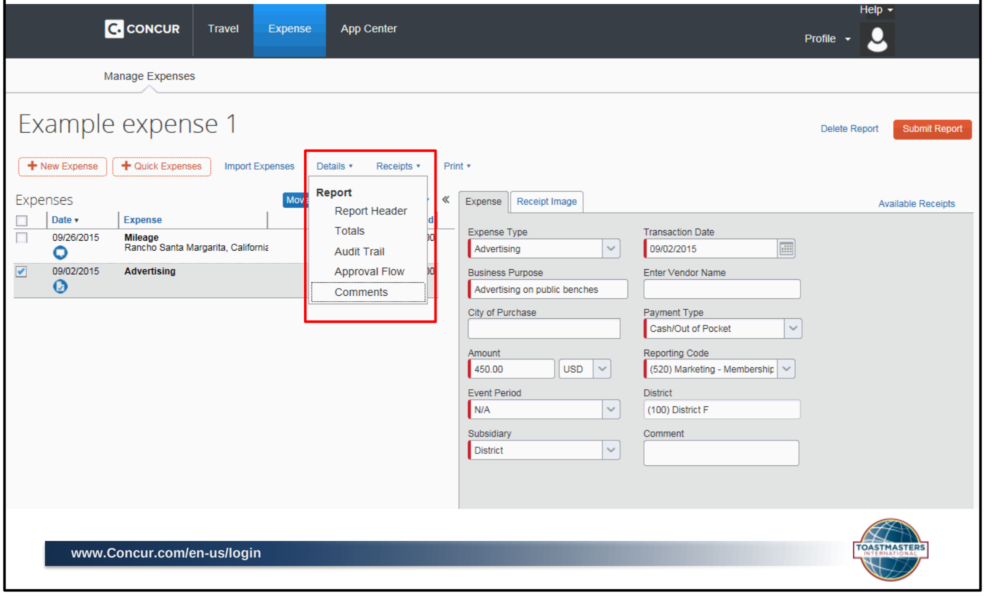
Once you close the overview screen you will be taken to your active reports screen. Here you can now see that the Expense has been submitted and pending approval from your given approver. This area will also allow you to create a new expense report or continue working on an expense report that has not been submitted.

A blue bar at the top means an expense claim has been created, but not submitted.
A green bar at the top means an expense claim has been submitted and pending approval
A red bar at the top means an expense claim has been returned for updates



There is always a chance that Your Expense approver may send a report back to you if an update needs to be made. The approver will include a comment explaining why the report was returned to you. Make sure you look for the comment if your transaction is not approved, this will give you details on what needs to be done before resubmitting. To make the necessary updates to the report, please click on the report.

Correcting and Resubmitting an Expense Report



Once you click on the report you will be brought to the original expense claim screen to make the necessary updates.

Click on details, then comments, to review the entire comment that was sent to you. This is also an area where you can add in your own comment.

Once you make the updates, click submit report towards the top right of the screen for approval.

Approval Section

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Okay so we are now complete with the regular user part of the training. The next section will go over some slides related to approving expenses. I do want to mention at this point that WHQ will be processing approved expense pay reports every Tuesday. This means ACH payments will be issued by Concur on Friday of the same week. We are only able to process expenses that have dual approvals. Non-expense pay users will have a longer processing time of at least two weeks with the reimbursements possibly being monthly.
Each district will have 3 potential approvers, the District Director, Finance Manager and Program Quality Director. There are some slides on approvals and then a final few slides on training videos and contact information I spoke about earlier. The slides will be sent out after the final training session so this information will be available then if you would like to leave the training. If you are not an approver, you are not required to stay on the call for this part of the training and are free to leave.

For those of you leaving the call, we appreciate you taking the time to attend our training.
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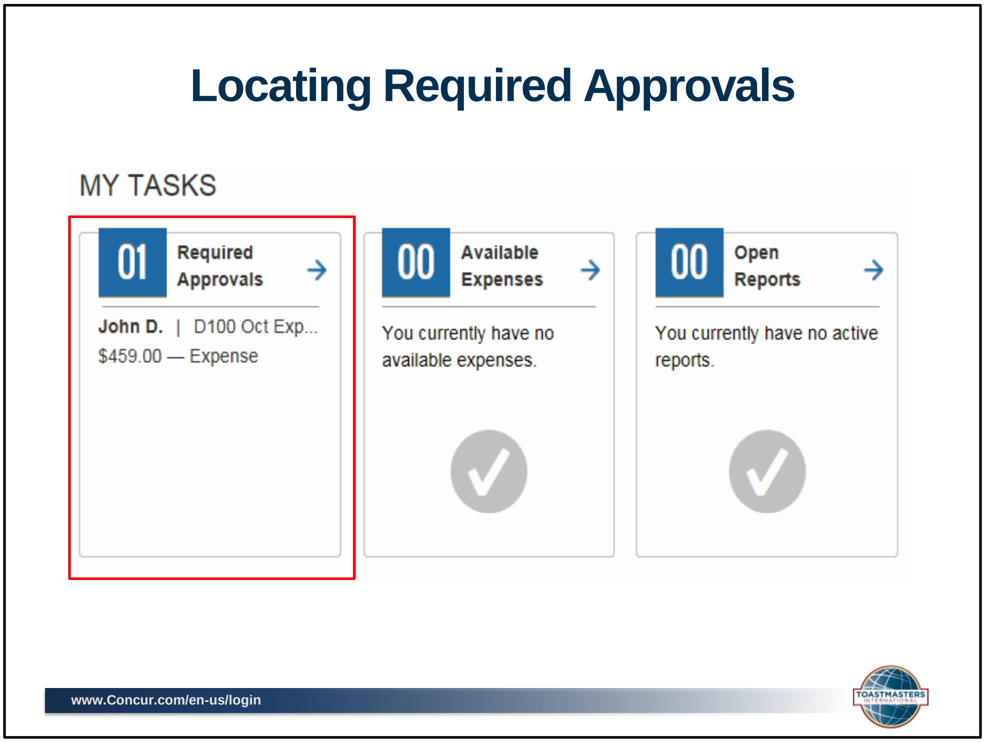
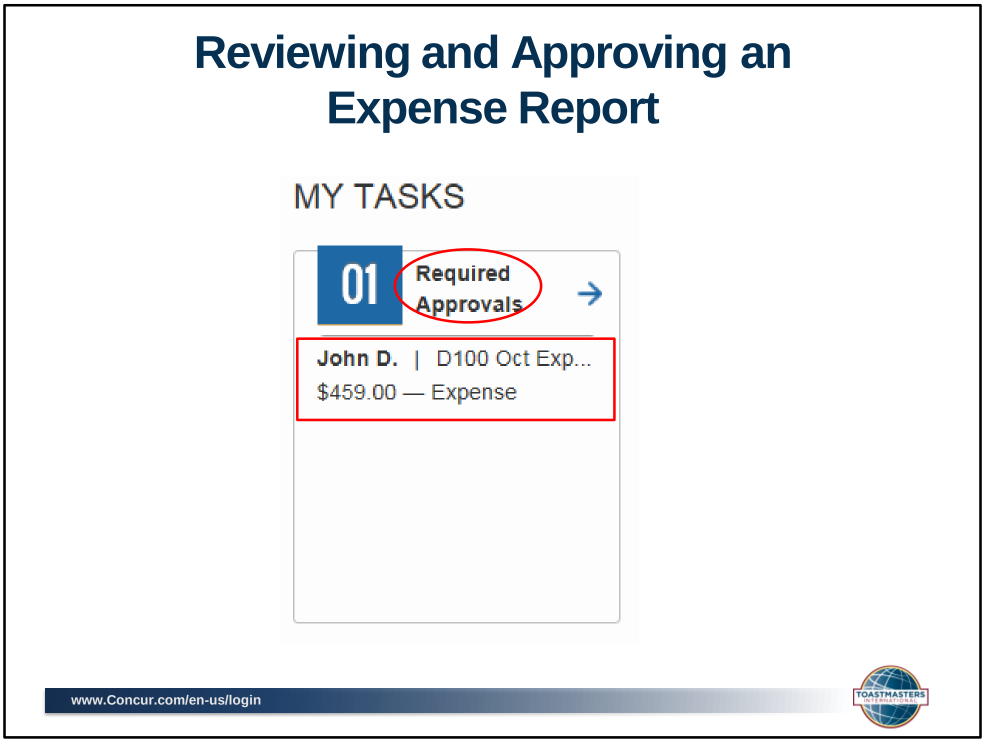


Now we are going to begin the approval section of the training.

Approvers have been assigned to each user. All users will have the same approvers, with a few exceptions. The first approver will be the Finance Manager and the second approver will be the District Director. If the Finance Managers is submitting the expense, the first approver will be the District Director and the second approver will be the Program Quality Director. If the District Director submits an expense, the first approver will be the Finance Manager and the second approver will be the Program Quality Director.

Preapprovals are not built into the system and should be completed when policy requires you to do so. An attached email or support showing the preapproval will be required.

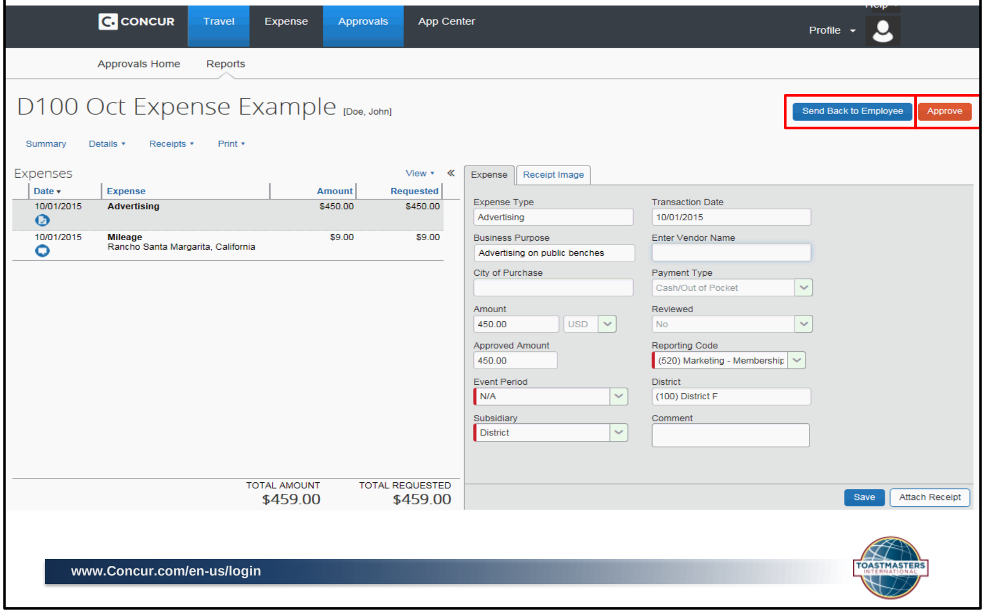
As stated before, the approval home screen looks slightly different than a non approvers home screen. This screen shot shows you the main difference. The approvals section is added to the my tasks bar. Here you can see the expense report we just created is now waiting to be approved.



When logging in, approvers should review the my tasks section to determine if there are any required approvals. If you click on “required approvals” this will bring you to a screen that lists out all the reports that require your approval. If you click on a specific approval, such as the John D. expense claim, this will bring you directly to the report details

Choose the report you want to open and click it.

Reviewing and Approving an expense report



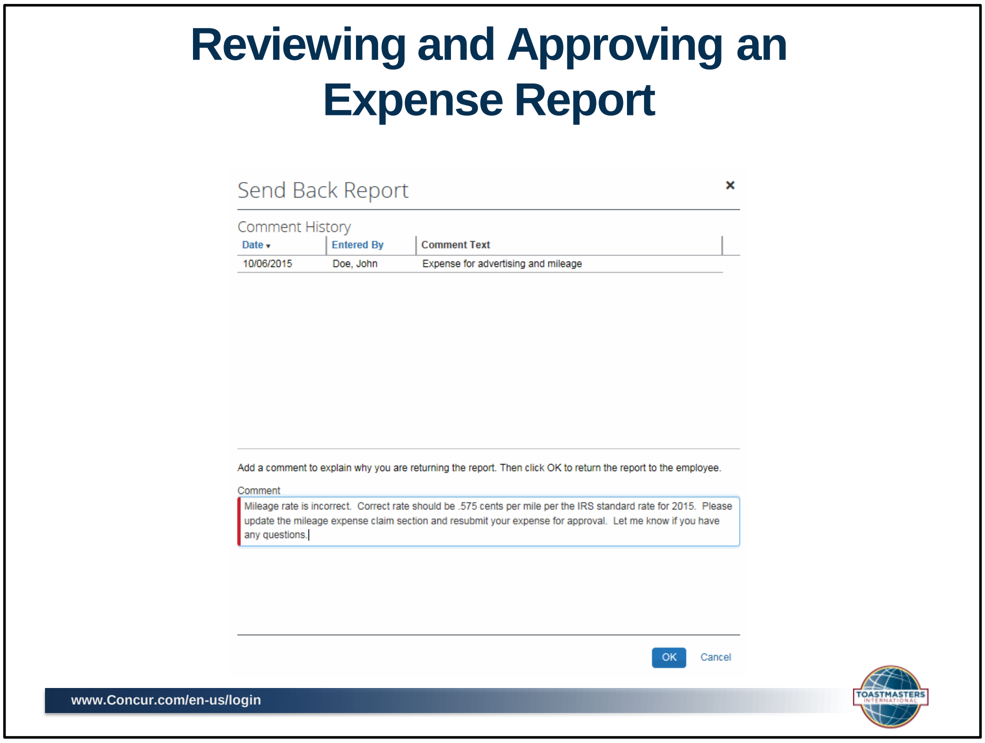
In this example, we selected the John D expense

Once you chose the expense you would like to review, you will be brought to this screen. On the left side of the screen, click on the expense to populate the details. In this example I clicked on the advertising expense and all details populated on the right.

As an approver, this is your chance to double check the expense has been coded correctly and within policy guidelines. You can also verify proper receipts are attached to the expense. You will have the ability to edit the coding, attach a different receipt and update any necessary fields.

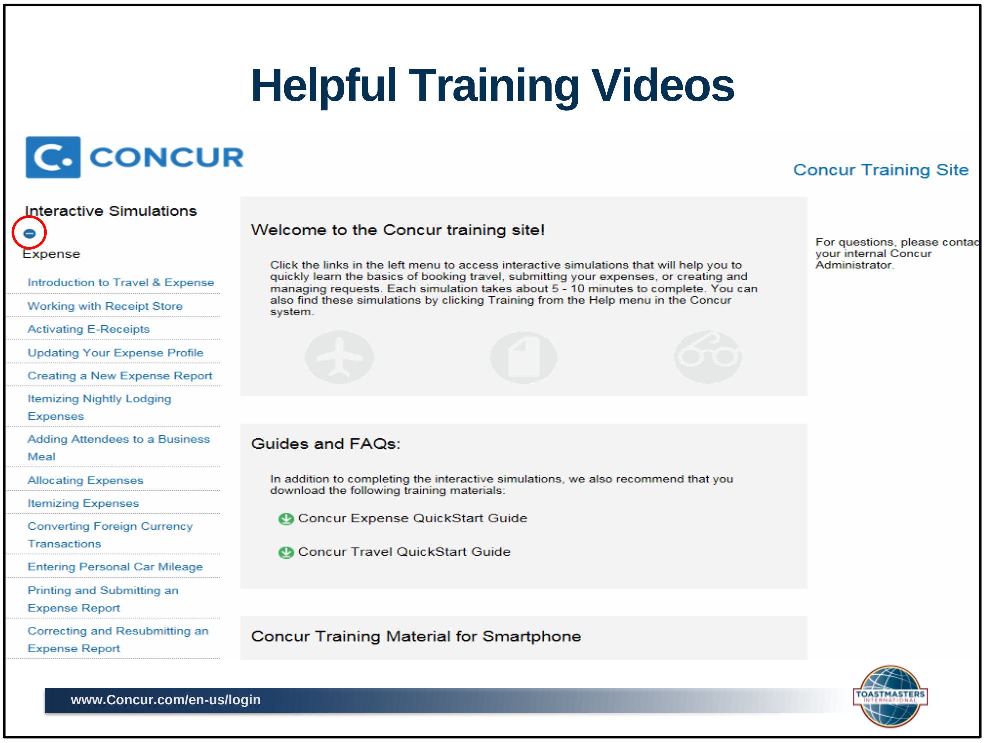
If everything is in order, you can click “approve” at the top right of the screen. If you are the first approver, this will send the expense claim to the second approver. If you are the second approver, your expense claim will be sent to the WHQ processor for a final review and to initiate payment.

There is a chance that you will not accept the expense claim as is. If that is the case, you will need to send the expense back to the original user with any required edits. To do so, please click “send back to employee” next to the approve button.



Once you click the “send back to employee” option, this screen will appear and you will be asked to add a comment about why the expense claim is being returned. Please add as much detail as necessary to allow the officer to make the proper corrections. Then click OK.

This concludes the approvers section. We will now go over accessing the helpful videos and contacts.



At the top of the home screen there is a help dropdown menu. If you click on Help and then “training” you will be brought to this screen.

If you click on the + sign on the left side where it says “Expense” you will see a list of Concur built training videos. We have gone through several of the videos and we do see benefit to viewing them, but it is important to note that these videos are generic and the look is slightly different than the Toastmasters International Concur site. Also, many of these videos do not relate to options available with our customized Concur system.

The videos we recommend viewing are:
Updating your expense profile
Creating a new expense report
Printing and submitting your expense report
and Correct and resubmit a report

Approvers can watch “Reviewing and approving an expense report.”

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Contact Information

<u>Training</u> – When you need assistance on how to do something in the system, contact District Finance at:

Phone #: 949-858-8255
Christian Nuguit: cnuguit@toastmasters.org ext. 353
Greg Wingrove: gwingrove@toastmasters.org ext. 264

<u>Administration</u> – When something needs to be changed, added or fixed in the system, contact us at Toastmasters International (i.e. to add a new user, delete a user, request a credit card, change from expense pay to non-expense pay)

Our email address is: expensereport@toastmasters.org

<u>Technical Support</u> – When card charges are not syncing, various error message, challenges with the mobile app. (Non-training related questions/issues)

Contact the user support desk: (858) 895-4815

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We do recommend logging in this weekend if possible to update your personal information and add your banking information. Moving forward, please complete all expense claims through the Concur system.

We will process the first group of approved expenses on October 20th.

Q & A

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