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1. How do I enable Expense Assistant for my users?

This requires user action. Once Expense Assistant is enabled for your company, users will need to enable Expense Assistant for themselves.

There are two ways a user can enable Expense Assistant:

- When your users log on to Concur and go to the Expense page after the company setting is enabled, they will see the following screen on the Expense home page. Since Concur needs some available expenses present to show how it works, this will show at the first time the user logs in and has available expenses to be used for the Try it Now function.

The users can click Try it Now to enable Expense Assistant.

**NOTE:** It is required that users must receive Available Expenses into Concur from sources other than Travel bookings or personal card charges in order to use Expense Assistant. Some examples would be company card transactions, e-receipts from suppliers, ExpenseIt entries, and Concur mobile entries.

If a user does not currently have any available expenses, they will see the following message in the Available Expenses section:

Enable Expense Assistant and these expenses will be placed on a report for you. Learn More.

Users need to click Learn More, and then click Try it Now to enable Expense Assistant.
2. **How do I enable Expense Assistant on my mobile device?**

   **This requires user action.** Users can turn Expense Assistant on and off using the mobile app **Settings** screen.

   Note the following:
   - Expense Assistant must first be enabled for the entire company. Then, the user can change this setting to turn the feature on or off for the mobile app.
   - If Expense Assistant is **not** enabled for the entire company, then this option does not appear on the **Settings** screen.
To locate the Expense Assistant option on your iPhone:
3. How does Expense Assistant work?

Expense Assistant adds all expenses in your Available Expenses list to any open expense report. An open report can be a user-created expense report or an expense report auto-created by Expense Assistant. Expense Assistant continues to add all new incoming expenses that have a date that matches the calendar month of the expense report to that expense report.

If more than one expense report is open, Expense Assistant uses the following logic to determine which report new expenses are added to:

1. Expense Assistant will add the expenses to an open expense report auto-created by Expense Assistant if the expense transaction date is in the same month as the expense report month.

2. If the expense transaction date does not match the month of the auto-created expense report, Expense Assistant adds the expenses to an open user-created expense report for that month.
3. If there are multiple open user-created reports for the same month, Expense Assistant adds the expenses to the user-created expense report with the most recent date for that month.

4. If there are no open user-created expense reports, then Expense Assistant will automatically create a new expense report and add the expenses to the new report.

Expense Assistant will auto-create a new expense report for each calendar month.

4. **Do I still have to submit my report to my manager?**

Yes. You must submit your report – as usual – to your manager for review and approval. Expense Assistant will not submit your report.

5. **Will Expense Assistant move an expense back into a report after I remove it from an Expense Assistant report?**

No. Once you remove an expense from a report that was created by Expense Assistant, Expense Assistant will not automatically move it back to that – or to any other – expense report.

6. **Will Expense Assistant add expenses to an expense report that was returned to me by my approver?**

No. Expense Assistant will not move expenses to a report that has a *Returned* status.

Be aware that it will *match* existing entries. If Concur finds a matching expense entry (like an ExpenseIt entry) on a returned report, it will move the new expense (like a credit card entry) to the returned report and then automatically match the two items for you.

7. **How will I know which expense report is created for me by Expense Assistant?**

The Expense Assistant names an automatically created expense report like this: *February Expenses (2016-02-17)*. You can easily see it in your expense report list. As usual, you can rename the report if desired.

8. **How will I know where my expenses are being moved to by Expense Assistant?**

When you have an open expense report (user created or created by Expense Assistant) that is accepting incoming expenses, the following message appears in the **Active Reports** section:
All incoming expenses will be placed on an unsubmitted report. Stop this process.

When you do not have any open reports that are accepting incoming expenses, the following message appears:

*When expense items come in, they will be placed on a new report. Stop this process.*
9. How will I know which expenses were moved into an expense report for me?

There are two ways to identify those expenses:

- All expenses that were automatically moved into an expense report by Expense Assistant will appear in bold. The bolding will remain until that expense is viewed by you, to allow you to keep track of which expenses you have reviewed.

- Concur sends you a weekly email that summarizes the activity that occurred in your auto-created expense report over the past week. In addition, Concur notifies you of any exceptions, such as missing receipts, before you can submit your report.

10. What if there is an issue with an Expense Assistant created report that I cannot correct by editing the report?

This should be rare but, if it occurs, you can delete the report. Any expenses that Expense Assistant moved to that report will automatically move back to your Available Expenses list. You can then manually create a new report, move your expenses to that report, and edit as needed.

**NOTE:** You must move any expenses that you manually created to another report before deleting the report, as any manually created expenses will truly be deleted when you delete the report.

11. How can I stop Expense Assistant?

If you are using Expense Assistant, one of these two messages appear under the Create New Report tile in the Active Reports section on the Expense home page:
You can click **Stop this process** to disable Expense Assistant. You will see a confirmation message to confirm your action.

You can also disable Expense Assistant on the **Expense Preferences** page (Profile > Profile Settings) by clearing (disabling) the **Automatic creation of a report when ExpenseIt receipts, mobile quick expenses, trip itineraries, e-receipts and/or corporate card charges arrive** check box, and then clicking **Save**.

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**Expense Preferences**

Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.

- [ ] The status of an expense report changes
- [ ] New company card transactions arrive
- [ ] Faxed receipts are successfully received
- [ ] An expense report is submitted for approval
- [ ] A card feed import completes

Prompt...

- [ ] For an approver when an expense report is submitted

**Sign me up for...**

- [ ] Automatic creation of a report when ExpenseIt receipts, mobile quick expenses, trip itineraries, e-receipts and/or corporate card charges arrive

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12. **Can I re-enable Expense Assistant if I didn't initially enable it or if I disabled it?**

Yes. If you do not enable Expense Assistant on initial login (as described previously) or if you disable Expense Assistant, you will see the following message below your **Available Expenses** list:

*Enable Expense Assistant and these expenses will be placed on a report for you.*

Learn More.
Click **Learn More**, and then click the **Try it Now** button.

When Expense Assistant is enabled at the company level, you can also re-enable Expense Assistant from the Expense Preferences page (Profile > Profile Settings) by selecting (enabling) the **Automatic creation of a report when ExpenseIt receipts, mobile quick expenses, trip itineraries, e-receipts and/or corporate card charges arrive** check box, and then clicking Save.

13. **Does Expense Assistant work for delegates?**

Yes, Expense Assistant will work for delegates. The user whom the delegate is delegating for will need to have enabled Expense Assistant in Expense or their Expense Preferences.