Concur

Expense Module and Gift & Hospitality (G&H)

User Guide

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Contents

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Introduction to Concur

What is Concur?

CONCUR	Travel and expense request management platform. Concur is Alstom's solution implemented worldwide for travel and expense requests (flights, trains, hotels, gifts and hospitality, restaurants and so on).
ALSTOM POLICY	Refer to the Global Travel Policy : Group Travel and Expense Policy

Concur Modules

CONCUR

Going live in 3 different waves for 20 countries. ***Click here*** *to see the schedule.*

Travel Module

1. Travel Booking
2. Make travel requests
3. Approve travel requests

- ❑ Booking Airline
- ❑ Booking Train* (selected countries)
- ❑ Booking hotels
- ❑ Booking Car Rentals

Expense Module

1. Claim Creation
2. Cash advance Creation (selected countries)
3. Approve claim & Cash advance

- ❑ Travel Expenses
- ❑ Transportation
- ❑ Meals
- ❑ Entertainment
- ❑ Office Expenses
- ❑ Communications
- ❑ Fees
- ❑ Other
- ❑ Expatriate Expenses

Gift & Hospitality

1. Create Request
2. Approve request (RCO, CCO)
3. Pre-approval for threshold by country

- ❑ Gifts
- ❑ Accommodation
- ❑ Meals
- ❑ Others
- ❑ Transport

Going live on June 5th, 2023 for ***40 Countries.***

RCO = Regional compliance Officer

CCO = Chief Compliance Officer

What's Changing?

Expense Module and Gift & Hospitality (G&H)

- *One Single instance of Concur for Expense G&H claims.*
- *Go Live on 5th June' 23 across all 40 countries in scope of the convergence project.*

What's changing?

For Ex-AT

- Enhancement of the existing Concur instance
- Existing workflow & approval process

For Ex-BT

- Migration to AT Concur with G&H inclusion. AT Concur link to be used.
- Adoption to Ex-AT workflow & approval process

- *For countries submitting expense claims manually*

Migration to Concur as the Expense and G&H management tool for all users

Freeze period / Cut over strategy

Activities	Start Date
Last day to submit in ex-AT CONCUR/exBT	23rd May
AT CONCUR Creation/Submission will be blocked	24th May
AT CONCUR - Last day to approve pending claims	31st May
AT CONCUR - Last day to transfer claims to GSI	2nd June
BT CONCUR -Last day to Approve the pending claims	26th May
BT CONCUR Last day to PROCESS claims in BT ERP	31st May
BT CONCUR Last day to transfer claims in BT ERP	2nd June

List of countries in scope:

France, Germany, Italy, Spain, Poland, Belgium, UK, Netherlands, Switzerland, US, Canada, Brazil, Mexico, Denmark, Sweden, Australia, Singapore, Romania, Thailand and Austria, Argentina, Azerbaijan, Bulgaria, Chile, China, Egypt, Hong Kong, India, Ireland, Israel, Kazakhstan, Morocco, Panama, Philippines, Saudi Arabia, South Africa, Taiwan, Vietnam, Portugal and Columbia.

Expense module interaction with corporate credit card

Upcoming changes

All users will have to apply and use the new corporate credit card from Citi Bank.

Airfare/Train/CWT services only will be charged on Lodge Card. Hotel, Car Rental and other expense will need to be booked via individual corporate credit cards.

Lodge card transaction will not be displayed to employee and so no action required from the employee. Reconciliation on lodge card transactions will be managed outside of Concur for Accounting and settlement.

Only individual card transaction feed will be made active, and transactions will be displayed to users in Concur for exAT employees.

Existing individual card transactions by exBT employees will not be migrated to the expense module and users need to create them manually as cash expense. Users need to create manual cash expenses incurred using their existing corporate credit card until they have applied and received the new Citibank individual credit card.

Workflow on Concur

End User/Assistant

Expense claim request creation and submission

<u>ExAT employees:</u> Expenses incurred using your travel card (corporate credit card) will be created automatically on Concur

<u>ExBT employees:</u> Expense incurred on your travel card (corporate credit card) will have to be manually created on Concur until you have applied and received your Citibank travel card (replacing AMEX cards)

Accounting

Check & Audit

Approve or reject

Hierarchical Manager

Approve or reject

Accounting

Final accounting and payment in the ERP

Rejected claims

Persona & User Roles

TRAVELLER / END USER

End user will be able to:
- Access “Travel and Expense” module from the **Concur** home page
- Submit an expense report
- Add necessary supporting documents for travel
- View the expense report they submitted and add check history

ACCOUNTANT

Accounting will be able to:
- View the expense report via **Expense Module** > Process Reports
- Audit and verify completeness of claims submitted
- View the details and add comments on the report
- Process expense reports for approval
- Return claims if necessary

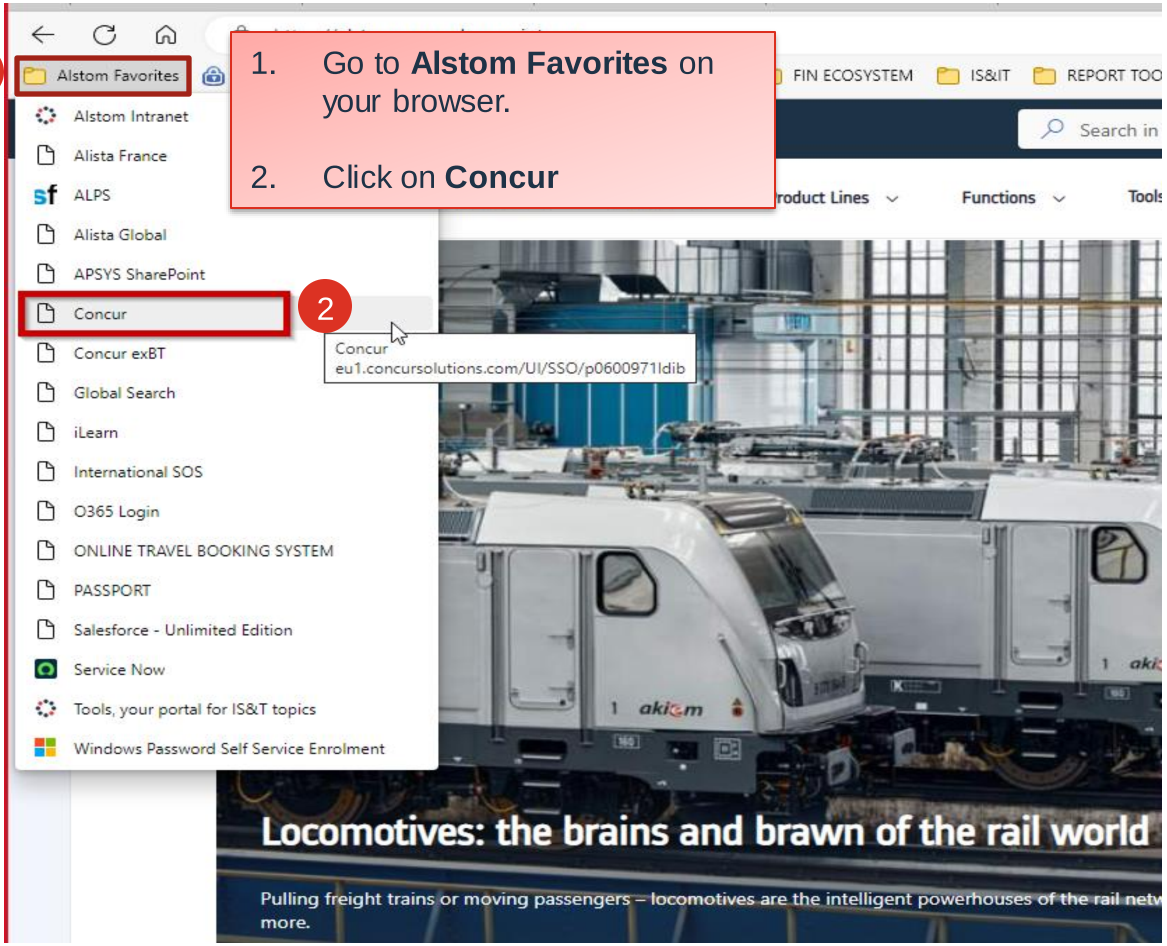
APPROVER

Approver will be able to:
- View the claim request from **Approver View**
- View the details of expense reports submitted
- Approve/reject the claims

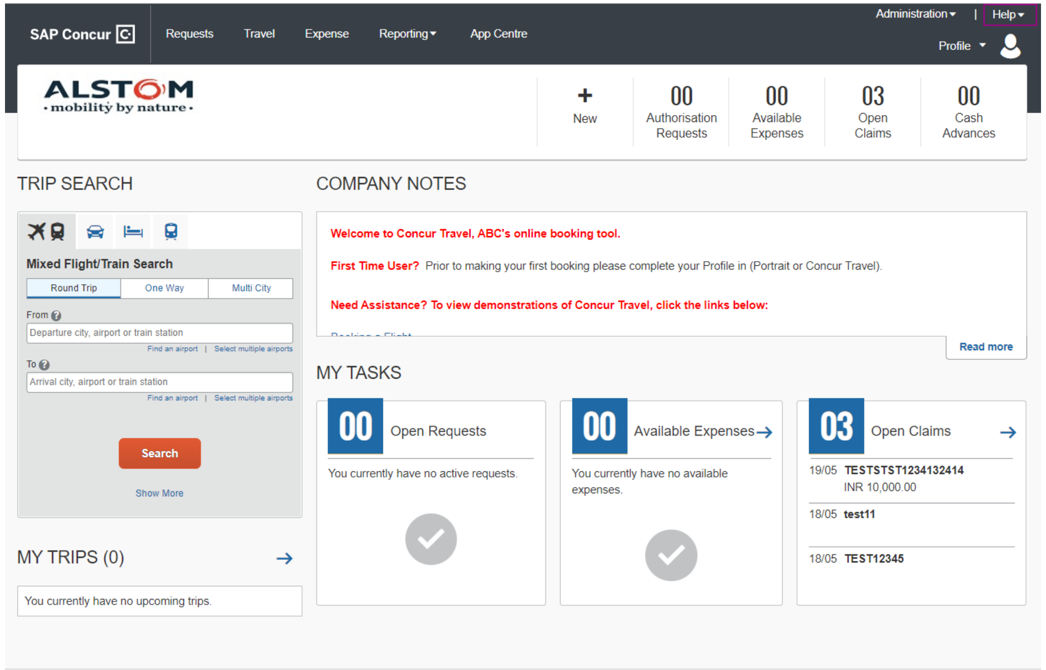
Login

Login

1. Go to **Alstom Favorites** on your browser.
2. Click on **Concur**



Best to use the SSO for all log-ins

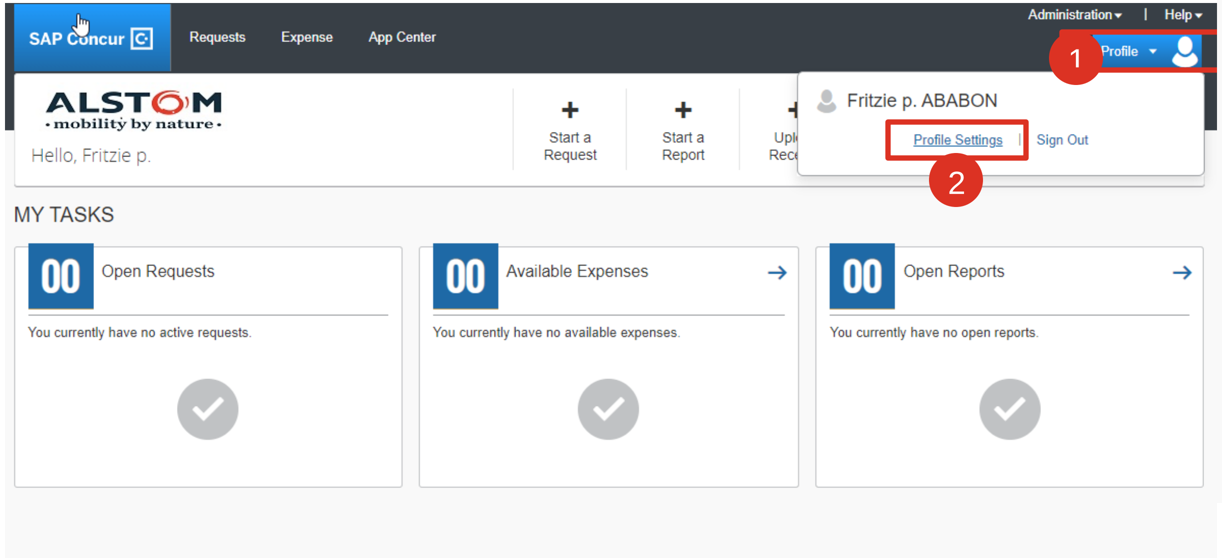


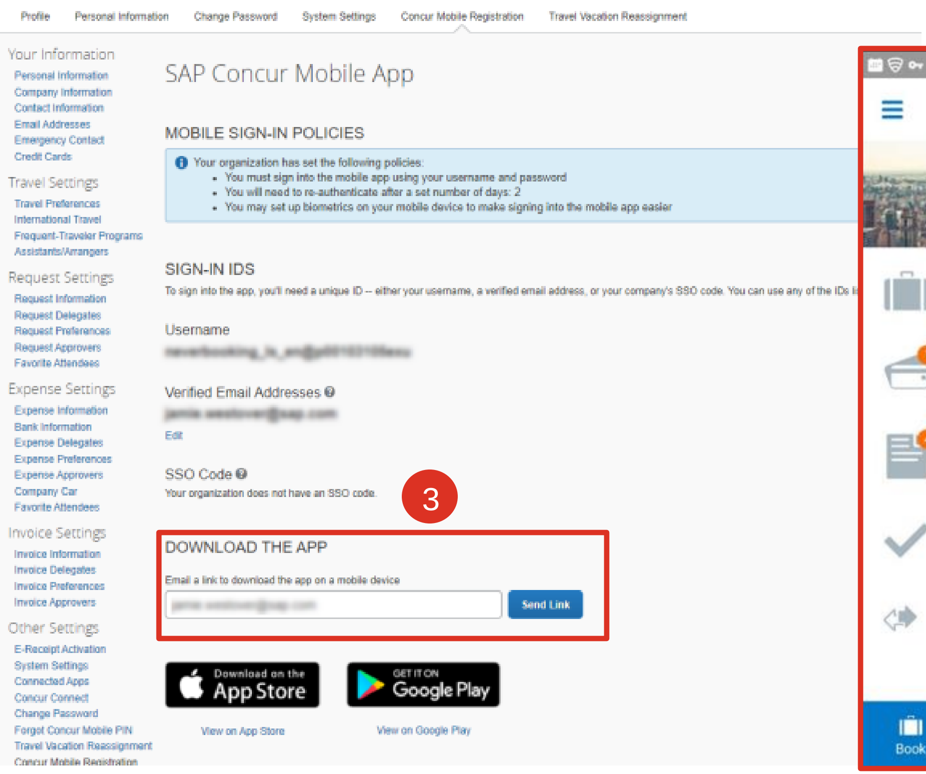
Login – Mobile Application

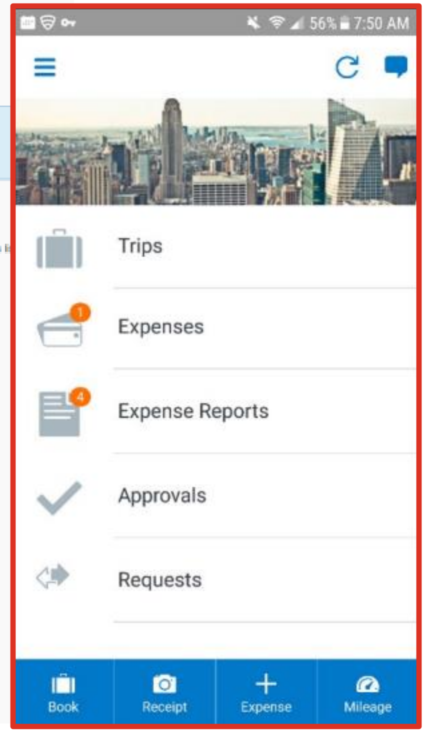
For ex-AT: SSO is not available for Mobile app, User need to click www.Concursolutions.com and select forget password
Username: ALPSID@alstom.com
**SSO will be implemented after Go live as second step*

For ex-BT: SSO is enabled, no additional action required.
Username: email address of employees

1. Go to **Profile** on the web version of the Concur homepage
2. Click **Profile Settings**
3. Download the mobile app by emailing **the link to your email address**



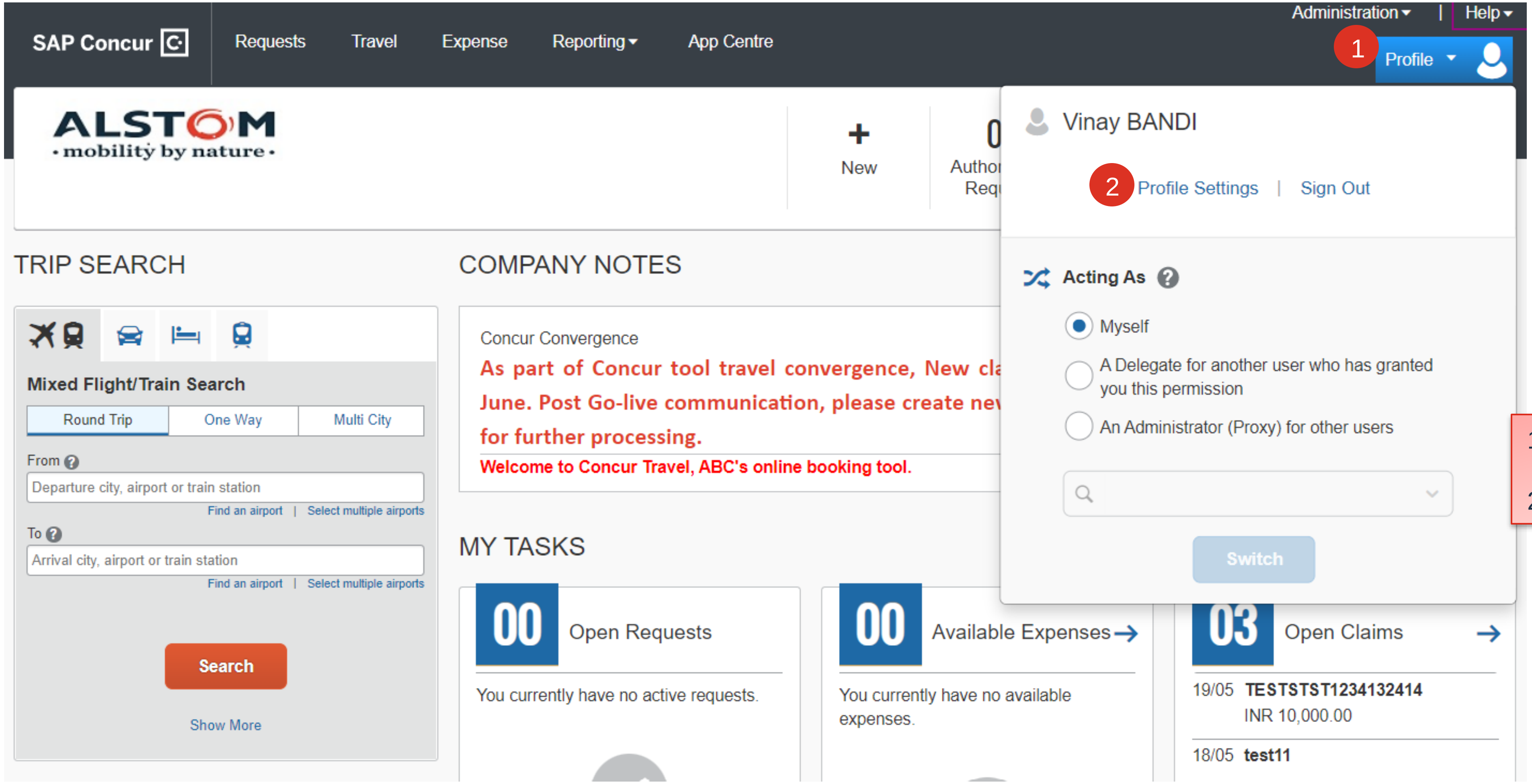




Profile settings

Profile settings

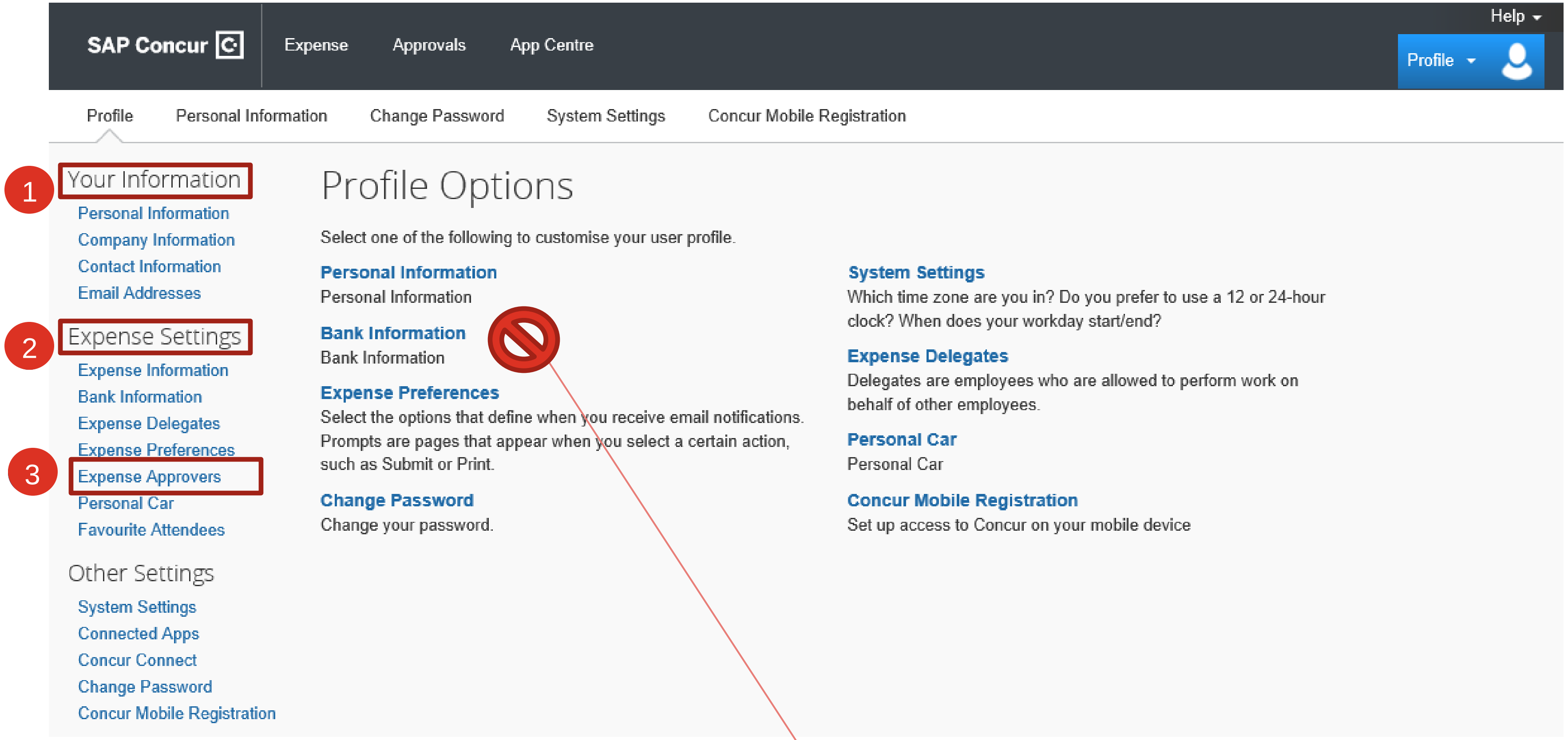
At first connection, it is best to check your profile settings.



1. Go to **Profile**
2. Click **Profile Settings**

Profile settings

You will be redirected to the **Profile Options** Menu. In priority, please verify the following sections:



1. **Your Information** will allow you verify your personal information
2. **Expense Settings** will allow you to verify expense information
3. **Expense Approvers** will allow you to verify your default expense Approver

Do not register your bank information in Concur.

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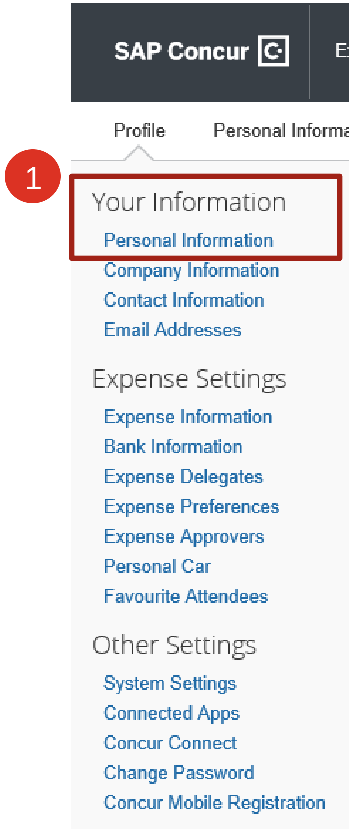
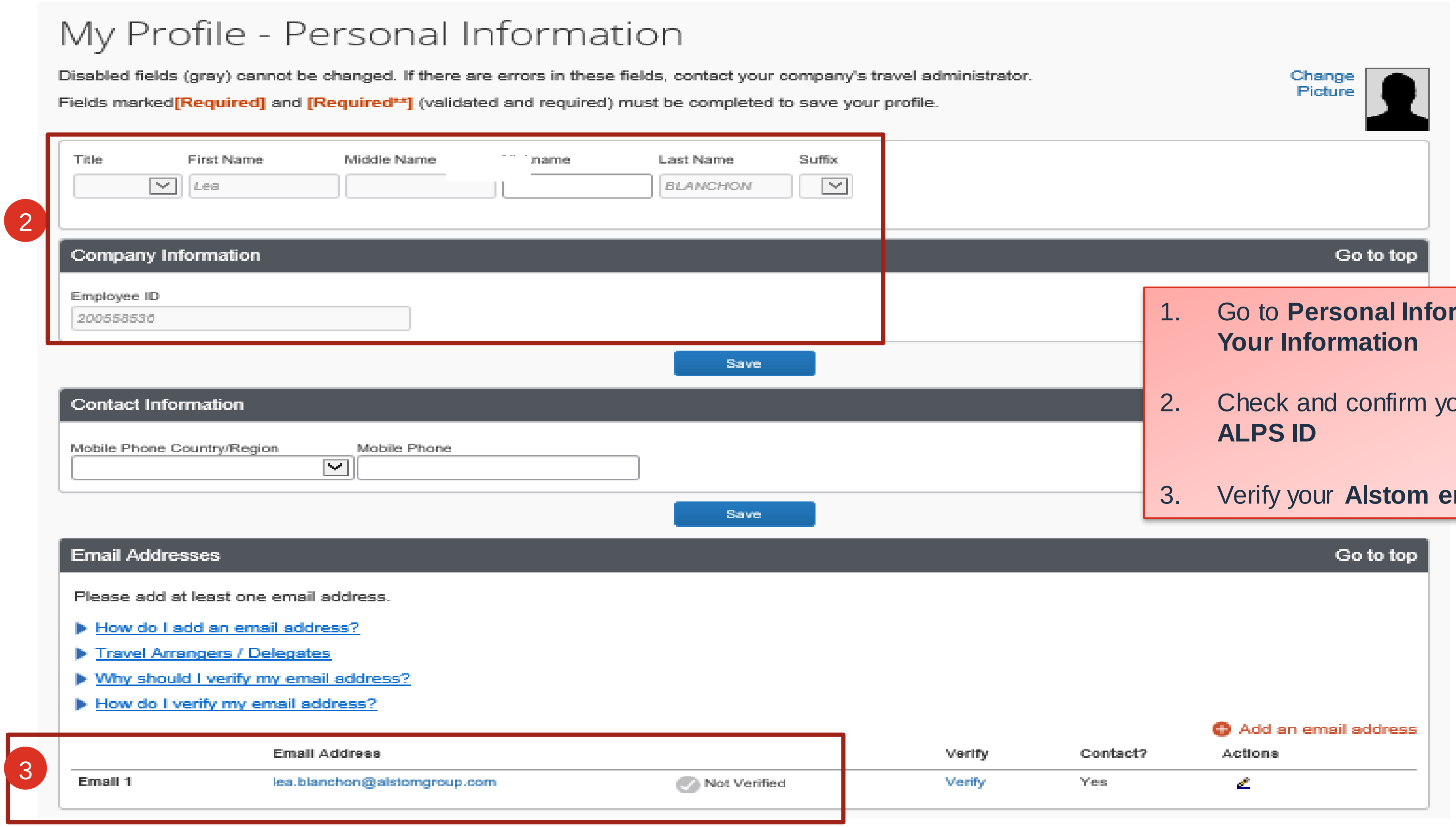
Profile settings

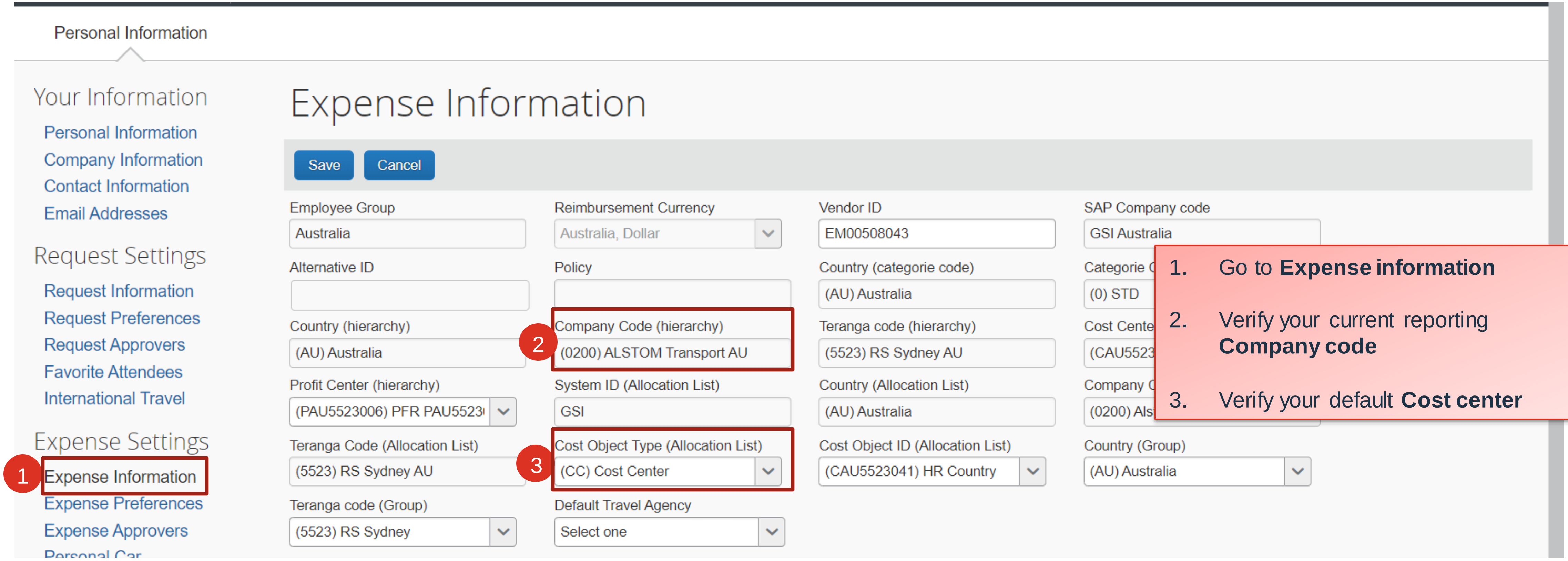




1. Go to **Personal Information** under **Your Information**
2. Check and confirm your **name and ALPS ID**
3. Verify your **Alstom email address**

Profile settings

Check the cost center affiliated to your profile.



1. Go to **Expense information**
2. Verify your current reporting **Company code**
3. Verify your default **Cost center**

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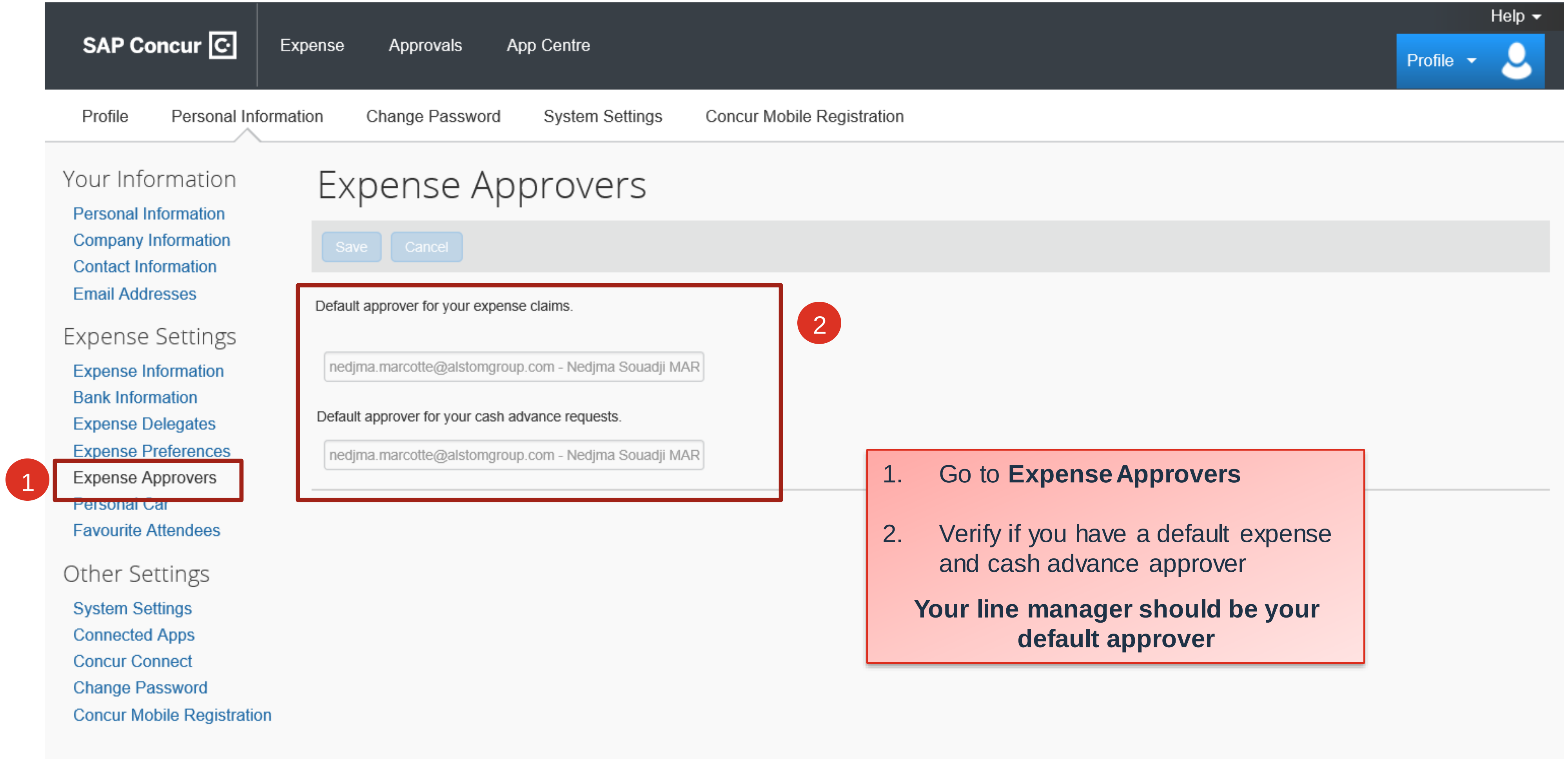
Profile settings

Check your expense approver. It should be your line manager.



1. Go to **Expense Approvers**
2. Verify if you have a default expense and cash advance approver

Your line manager should be your default approver

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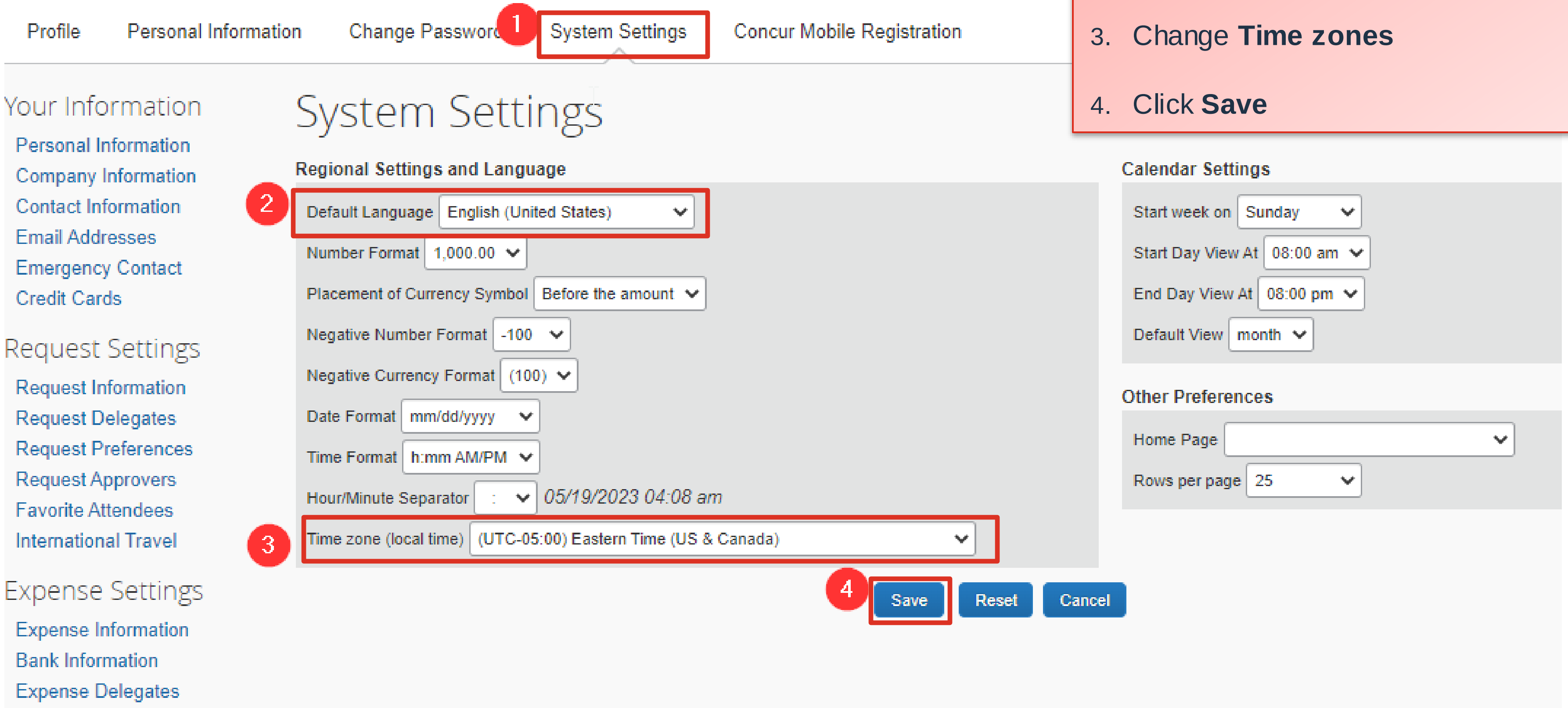
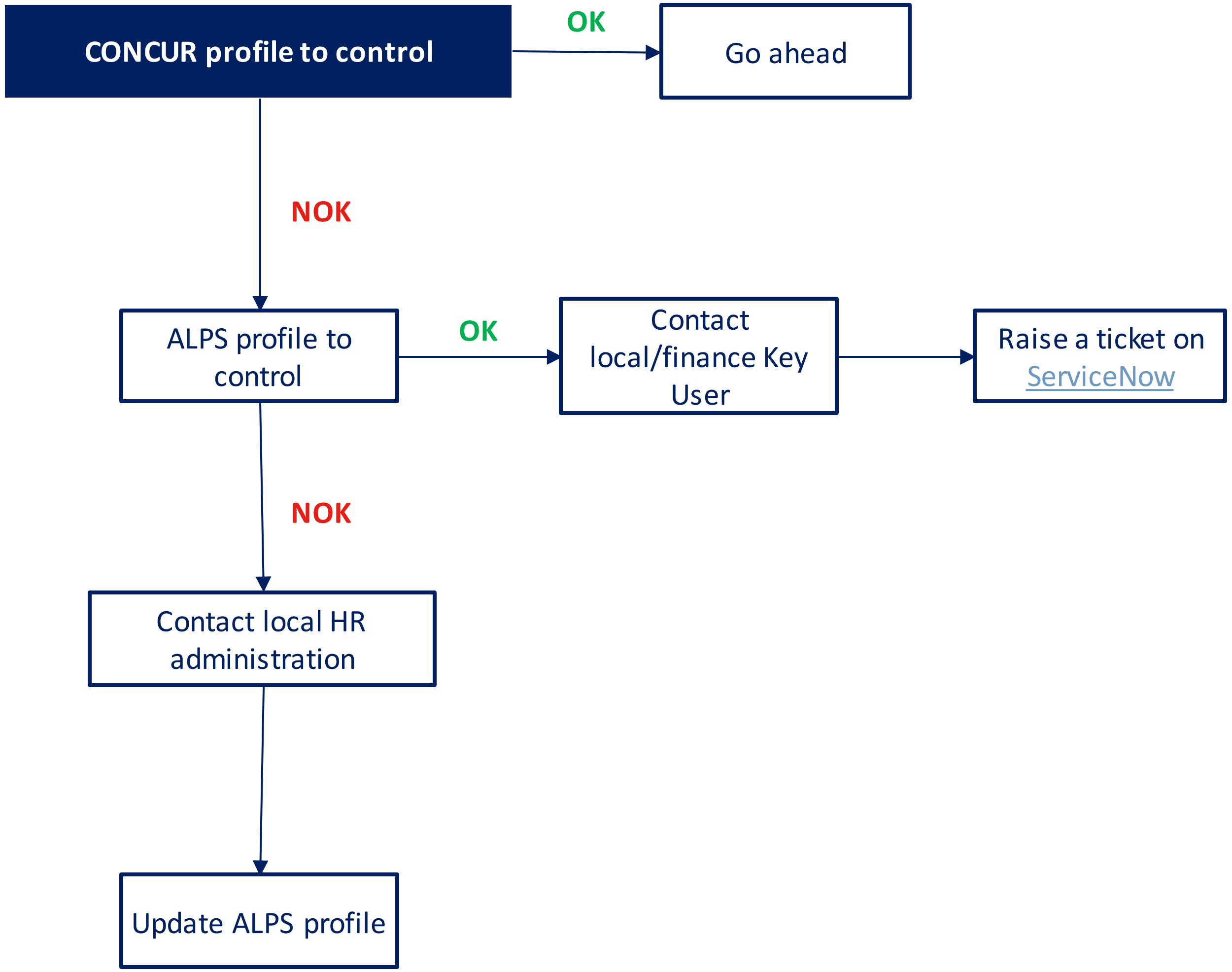
Changing language

From the Profile settings, go to System settings:

1. Click **System settings**
2. Change **Default language**
3. Change **Time zones**
4. Click **Save**



Profile settings



Submitting expense claims

Expense claims

GOLDEN RULES

- Each travel request should be supported by 1 claim/expense report
- Only 1 claim to be created in a month for travelers with individual corporate cards. If you travel more than once in a month, then this will not be applicable and you can create multiple claims/expense reports
- Claim to be created within 6 months of travel or incurring the expense
- Receipt to be attached to the claim
- Expenses to be allocated to one single imputation type (CC**, internal order*** or WBS****)

*only for those issued with a corporate individual credit card under Alstom

**CC = Cost Center

***Internal Order = Project codes from ERP

****WBS = Work Breakdown Structure (Project Codes from ERP)

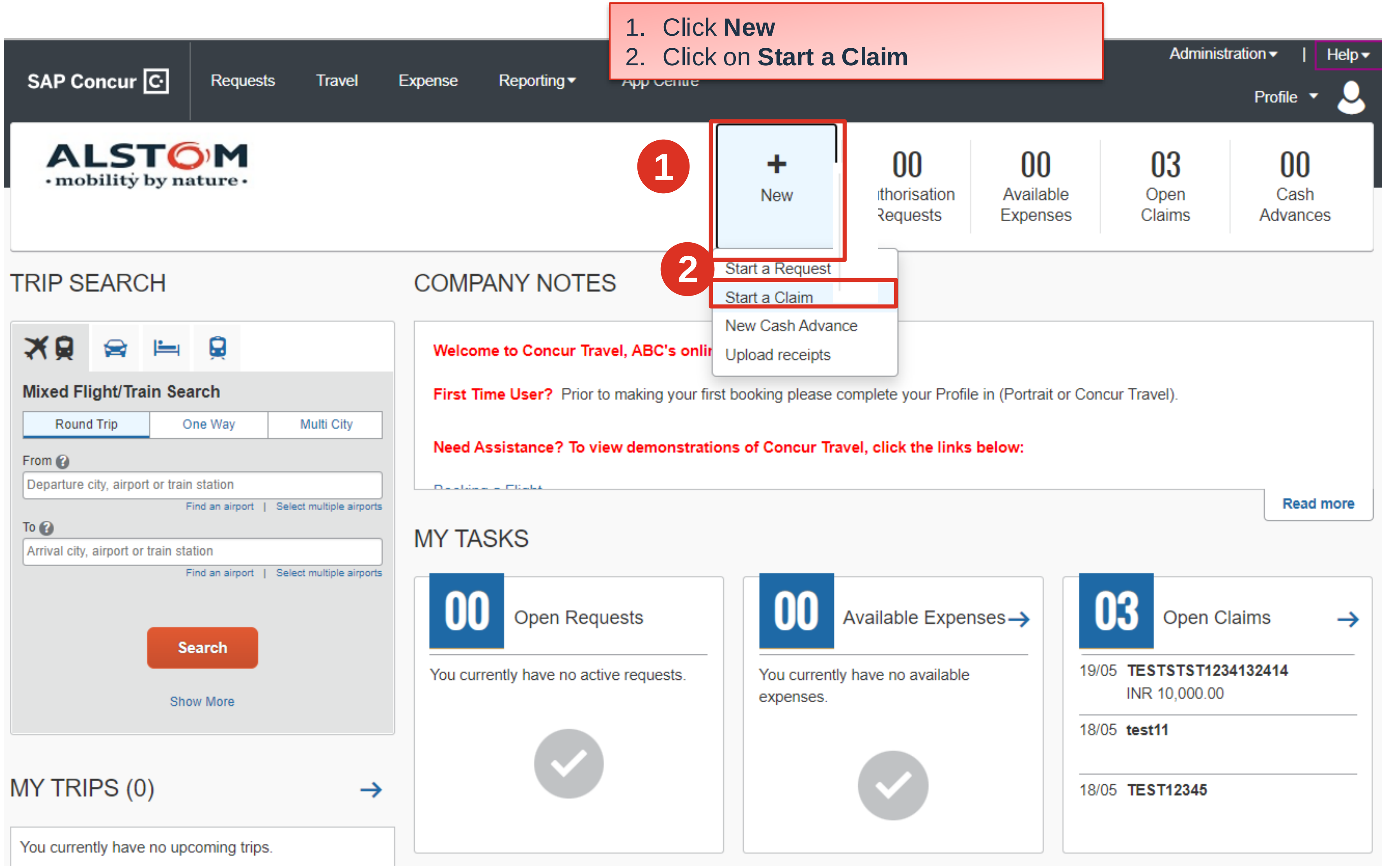
Expense Claim

Only for exBT employees

- Company lodge cards are **no longer interfaced** with Concur.
- Individual Cards / AMEX / Citi have **no direct link** to Concur. Expense incurred will be manually in the expense report same as Cash paid travel expenses until you have applied and recived your new Citibank individual credit card.
- Company paid expenses should not form part of the total expense claim submitted. **Only personal expense will be raised on Concur.** Company paid expenses (e.g. airfare, train) will be posted via AP through invoicing.
- Cost objects mapped in Travel request and Travel booking (exBT) will be default employee cost reporting. Correct cost coding will be reflected in the expense Claim report submitted via Alstom Concur.
- Approved Travel request in exBT Concur to be **printed and attached as PDF** in the expense report created and submitted in while raising an expense claim until AT Concur is live with the Travel module.

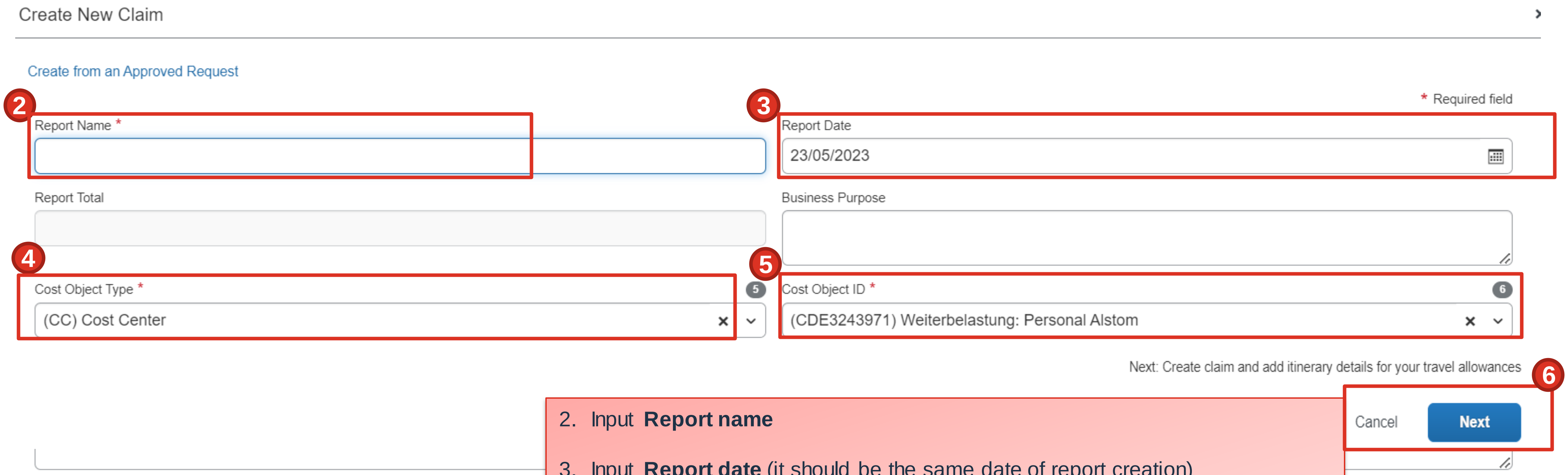
Expense Claim

Create a new claim



Expense Claim

Please fill the claim in. Several expenses can be attached to it.



2. Input **Report name**
3. Input **Report date** (it should be the same date of report creation)
4. Select **Cost object** to use
5. Select **Cost object ID**
6. Click on **Next**

By default, your profile center is selected (cf profile settings
amended, the linked profit center will be suggested in the li

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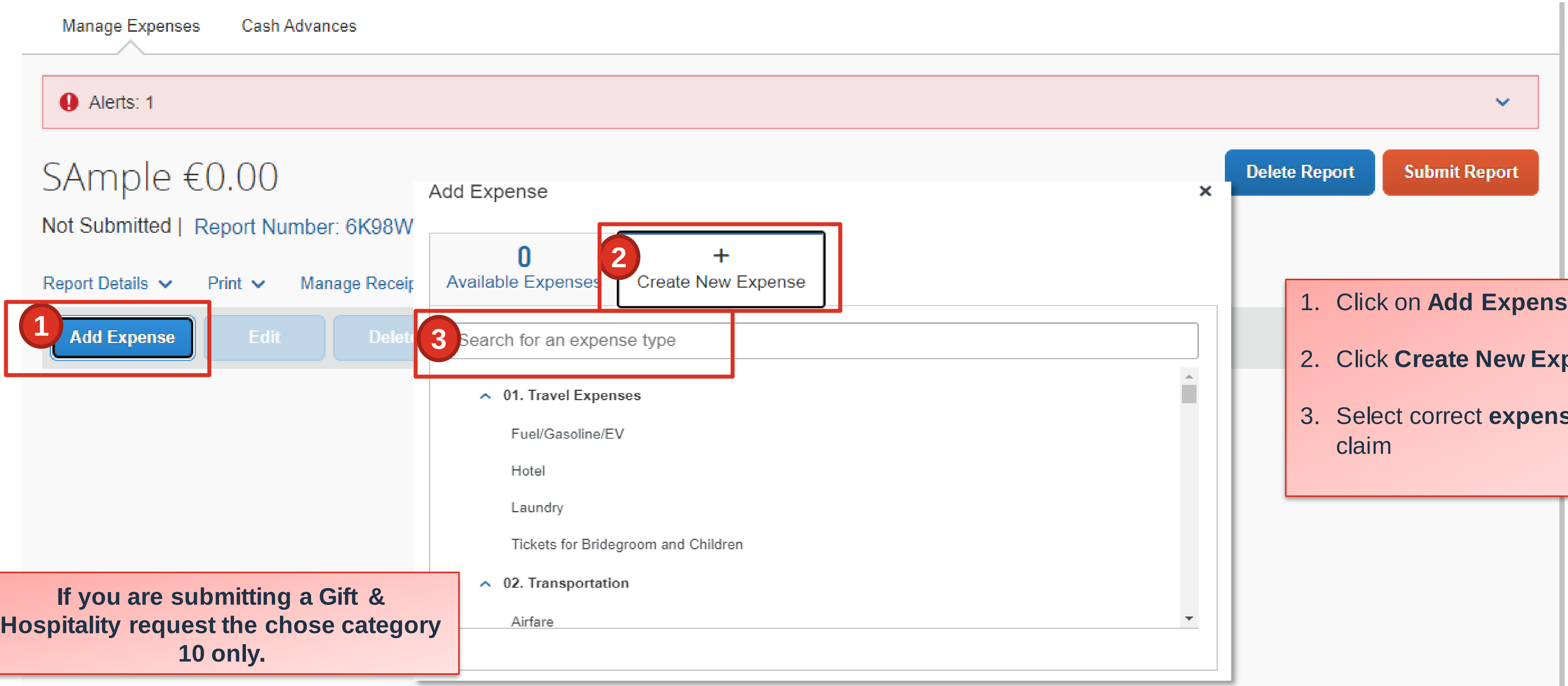
Expense Claim

Your claim has been created. Now, you can add all expenses related to.

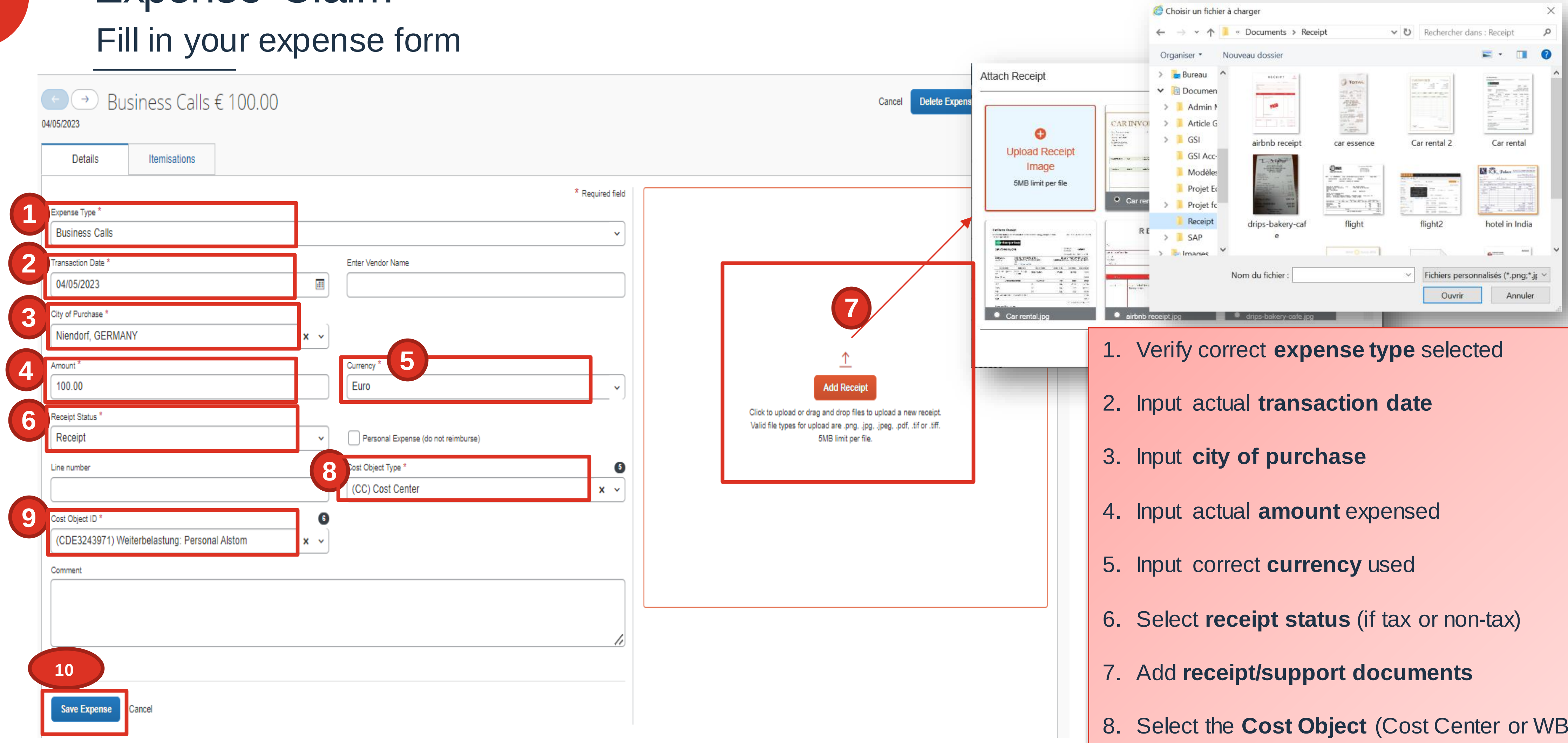


1. Click on **Add Expense**
2. Click **Create New Expense**
3. Select correct **expense type** for the claim

If you are submitting a Gift & Hospitality request the chose category 10 only.

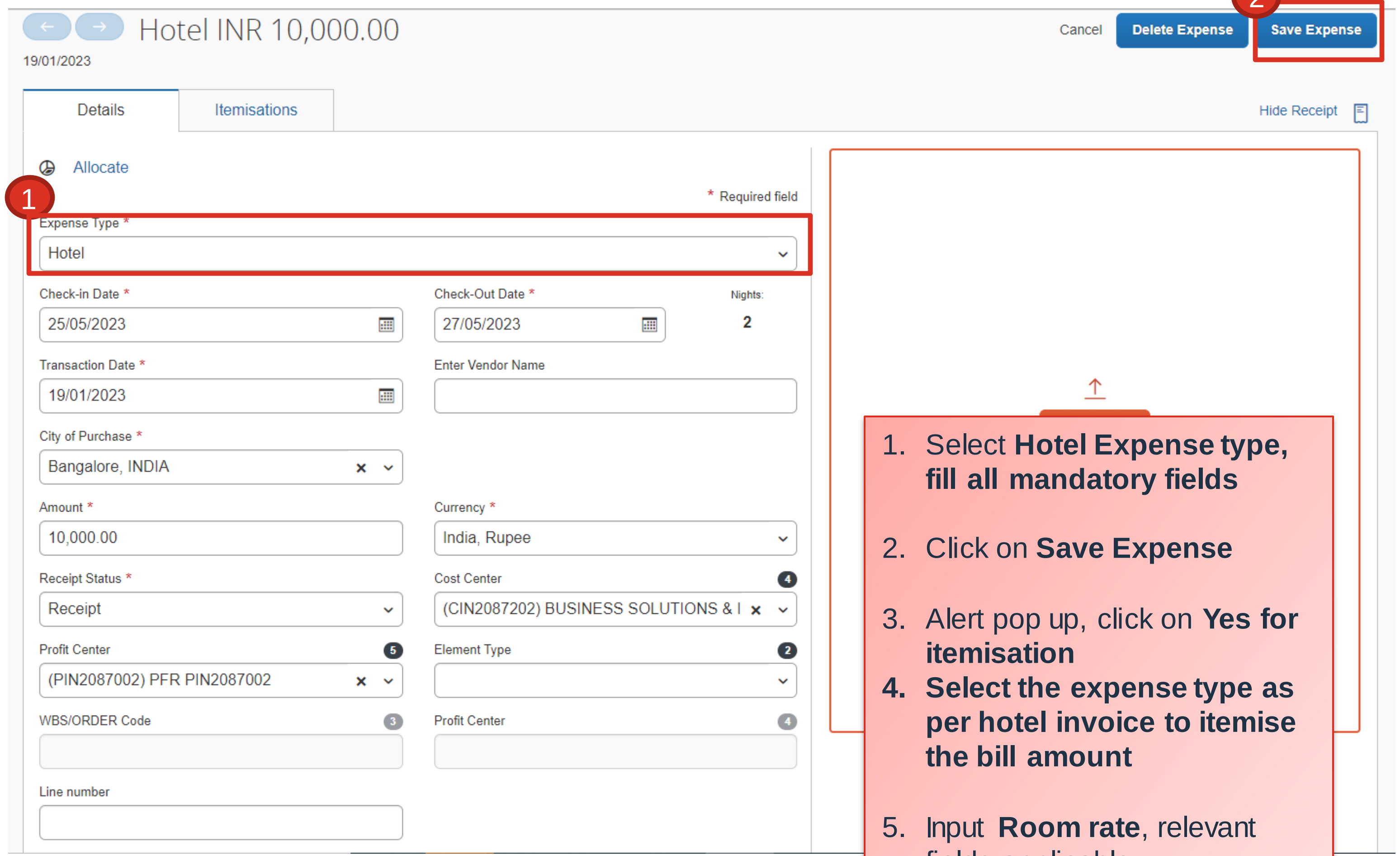
Expense Claim

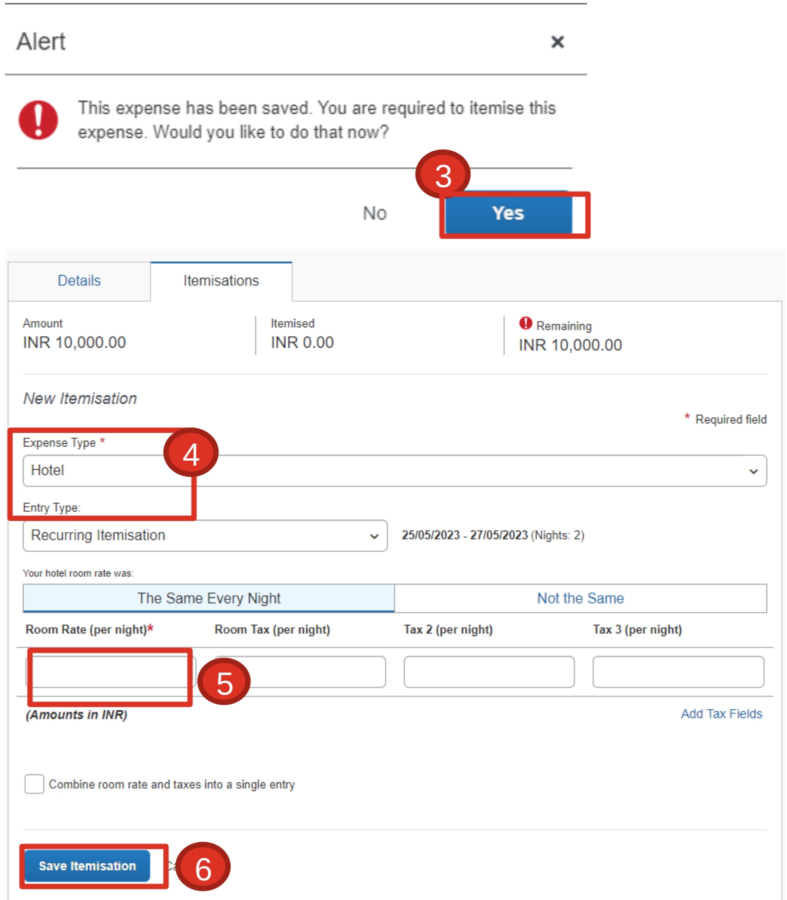
Fill in your expense form



1. Verify correct **expense type** selected
2. Input actual **transaction date**
3. Input **city of purchase**
4. Input actual **amount** expensed
5. Input correct **currency** used
6. Select **receipt status** (if tax or non-tax)
7. Add **receipt/support documents**
8. Select the **Cost Object** (Cost Center or WBS)
9. Select **Cost Center or WBS value**
10. Click **Save Expense**

Itemisation

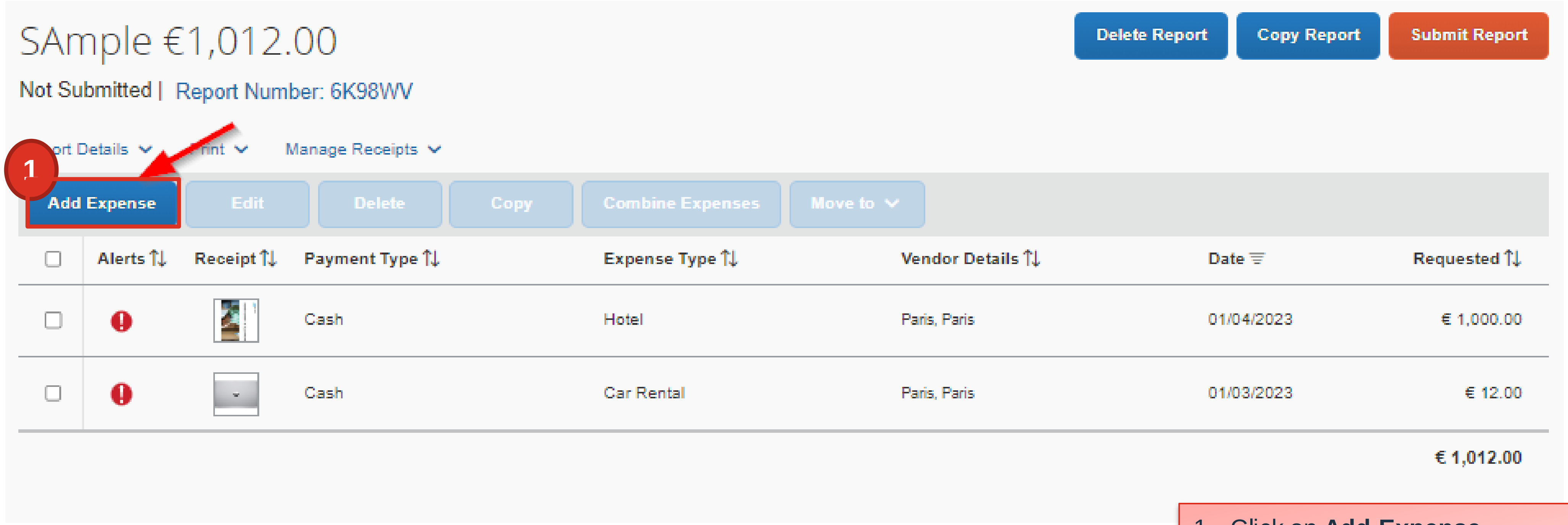




1. Select **Hotel Expense type, fill all mandatory fields**
2. Click on **Save Expense**
3. Alert pop up, click on **Yes for itemisation**
4. **Select the expense type as per hotel invoice to itemise the bill amount**
5. Input **Room rate**, relevant fields applicable
6. **Save** Itemisation

Expense Claim

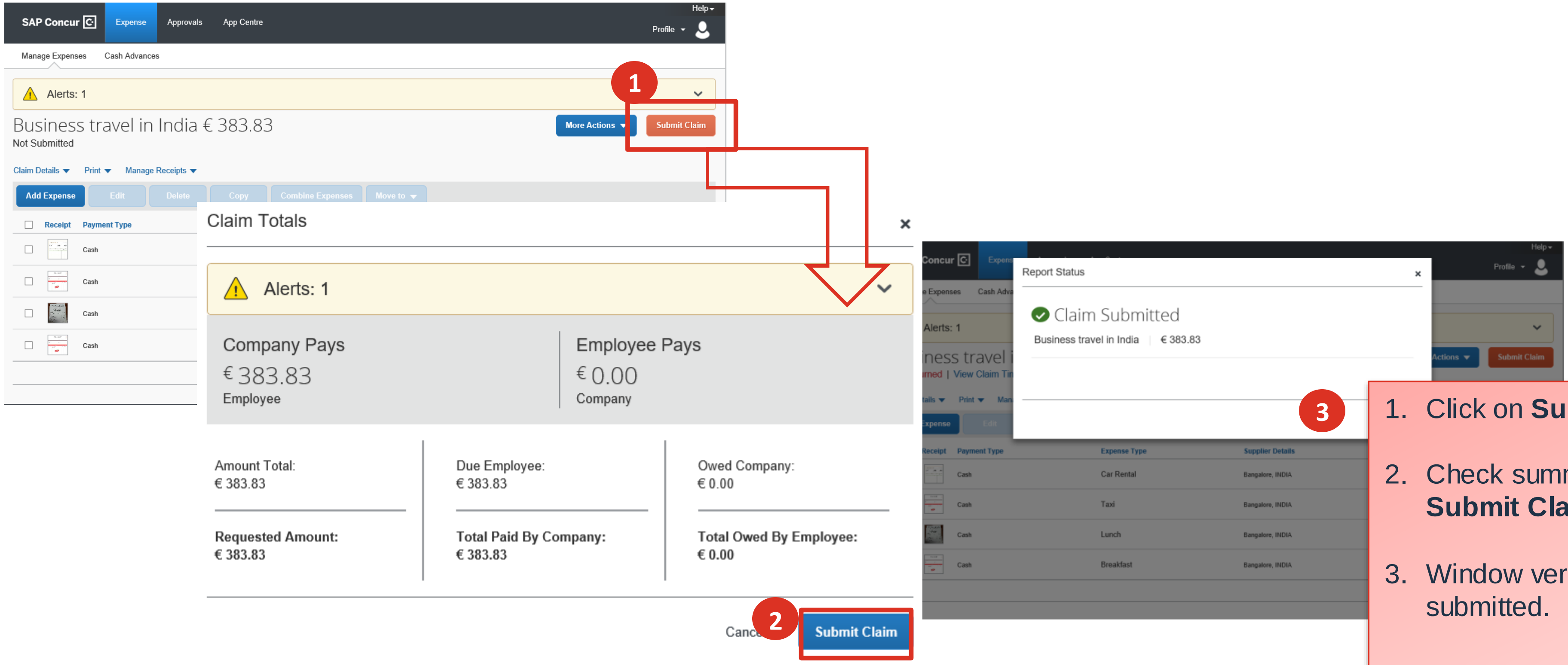
Add other expenses to your claim



1. Click on **Add Expense**
2. You can add more expense lines through the same steps shown on the previous page

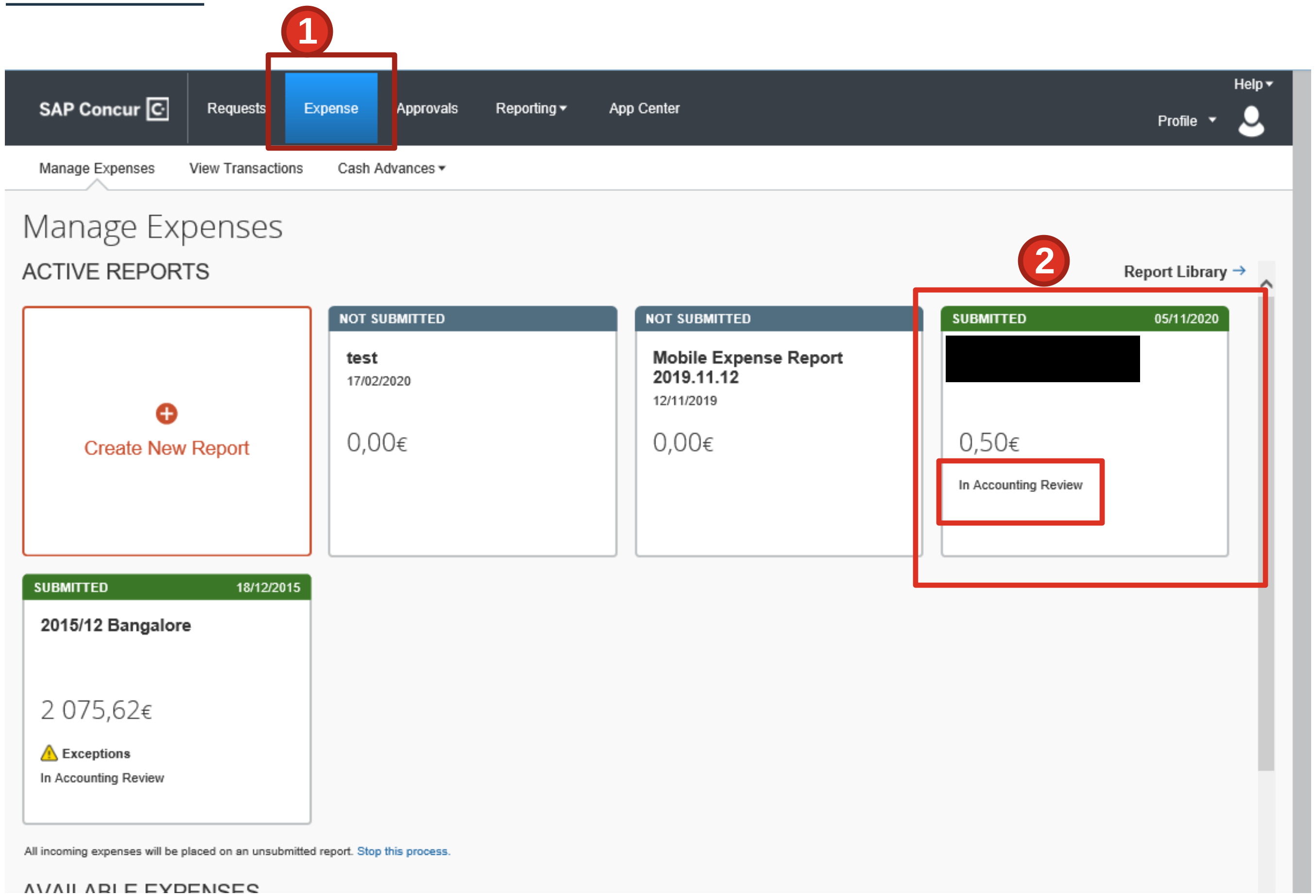
Expense Claim

All your expenses are attached to your claim. Now, this is time to submit your claim.



1. Click on **Submit Claim**
2. Check summary of the claim total. Click on **Submit Claim**
3. Window verification claim has been submitted.

Check status of an expense claim

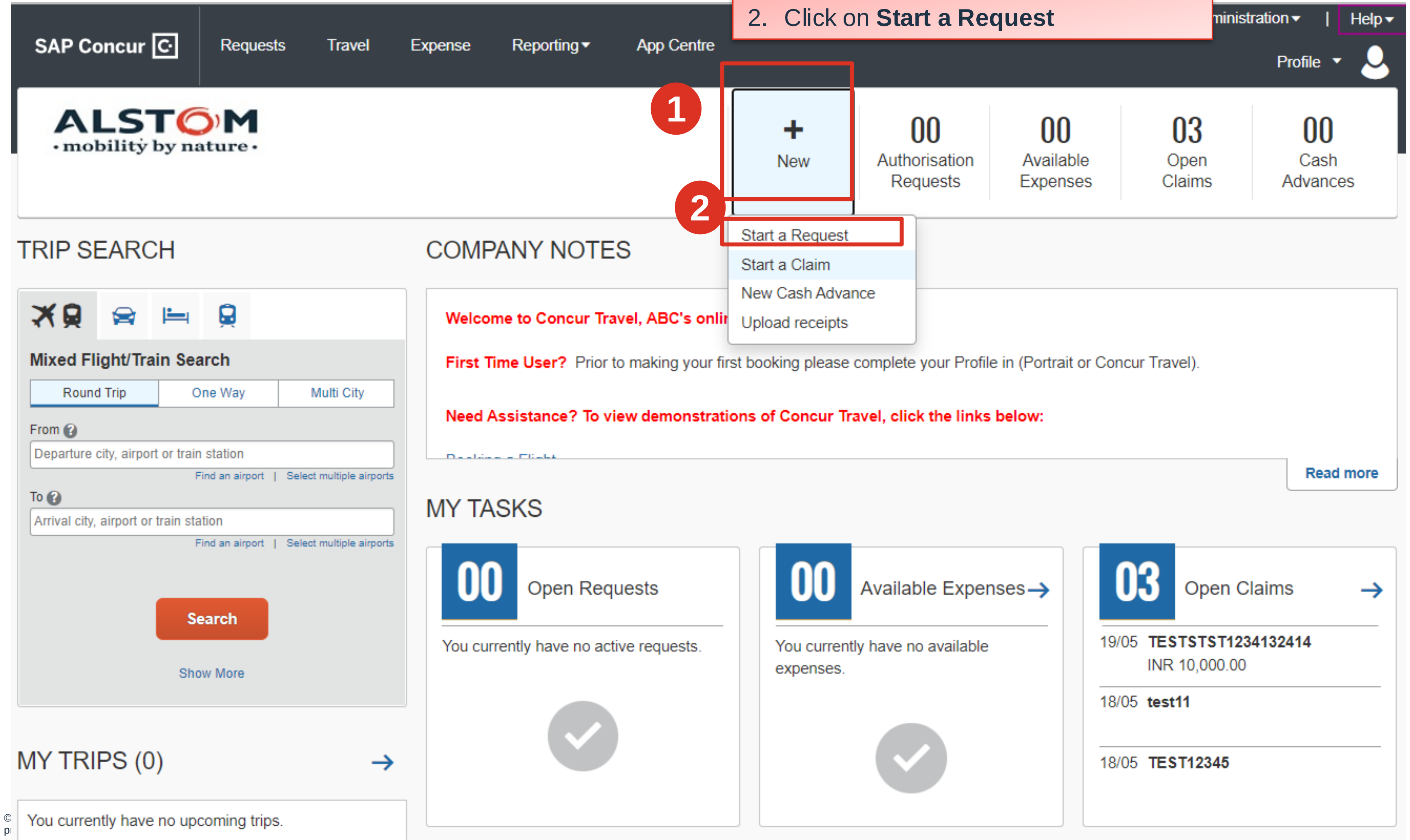


1. Click on **Expense** tab on the portal ribbon
2. View the status of submitted expenses

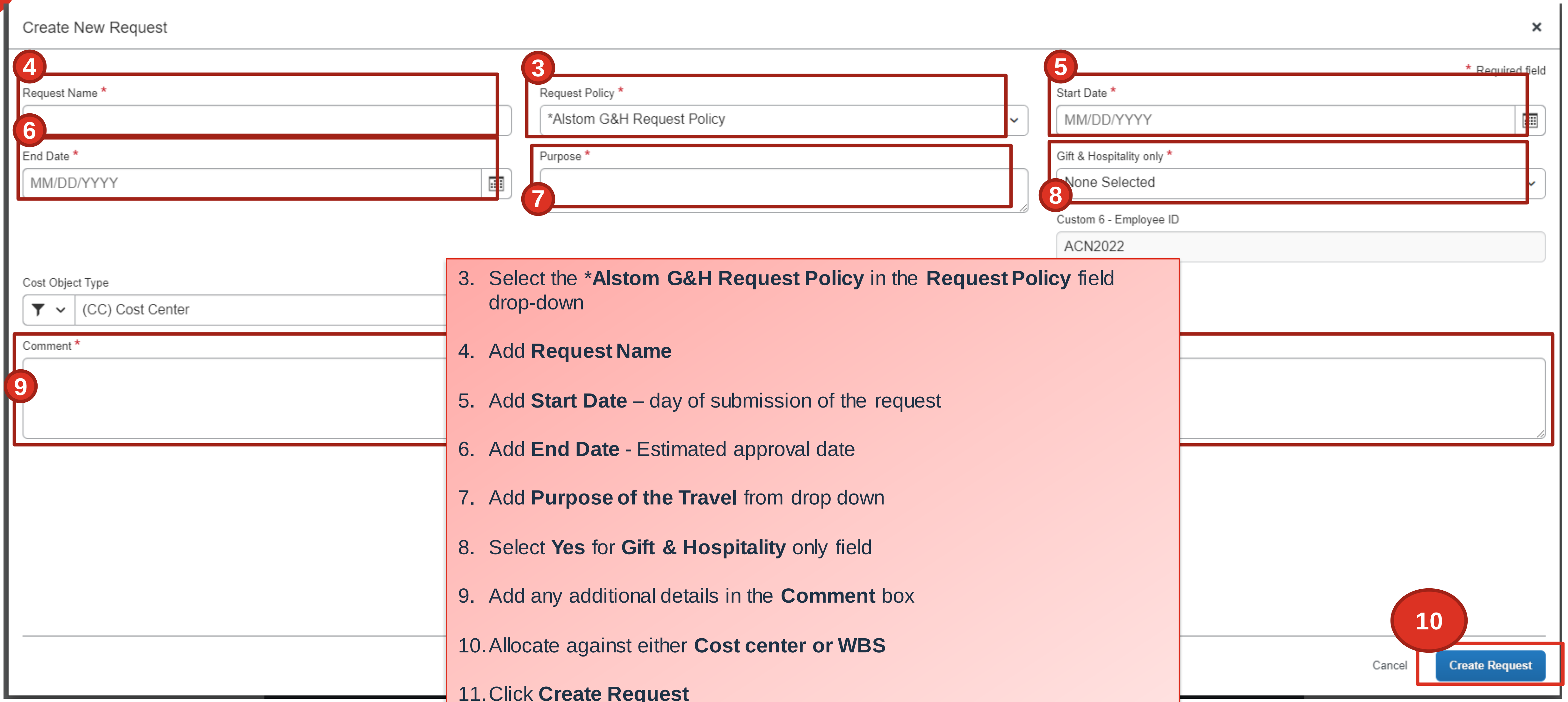
Submitting Gift & Hospitality (G&H) requests

Creating a G&H Request

1. Click **New**
2. Click on **Start a Request**

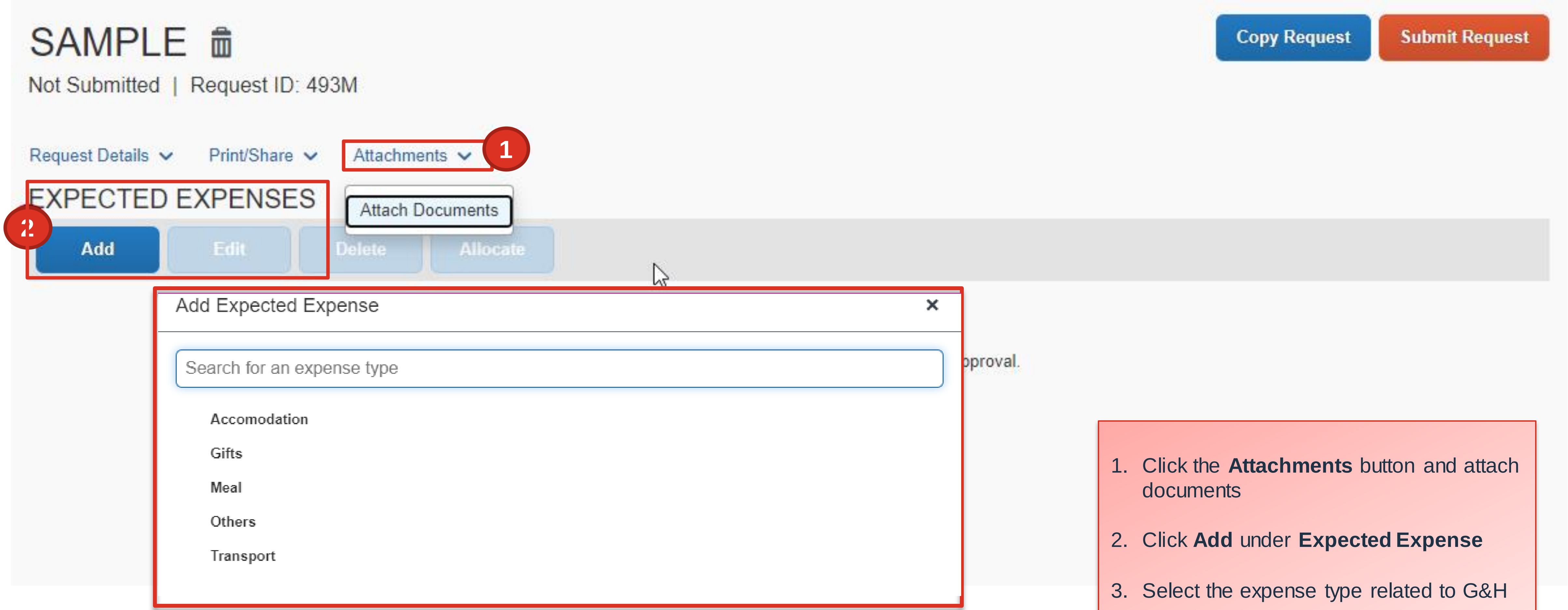


Creating a Request



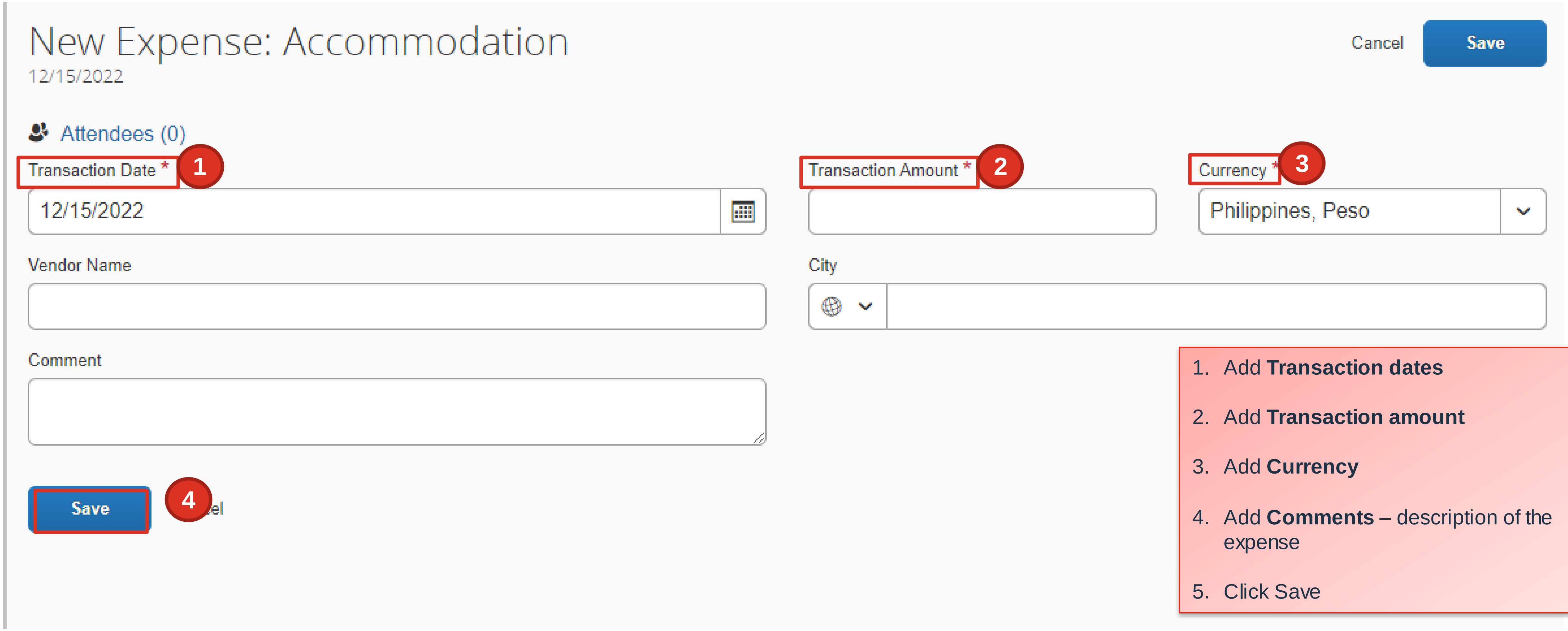
3. Select the ***Alstom G&H Request Policy** in the **Request Policy** field drop-down
4. Add **Request Name**
5. Add **Start Date** – day of submission of the request
6. Add **End Date -** Estimated approval date
7. Add **Purpose of the Travel** from drop down
8. Select **Yes** for **Gift & Hospitality** only field
9. Add any additional details in the **Comment** box
10. Allocate against either **Cost center or WBS**
11. Click **Create Request**

Creating a G&H Request



1. Click the **Attachments** button and attach documents
2. Click **Add** under **Expected Expense**
3. Select the expense type related to G&H

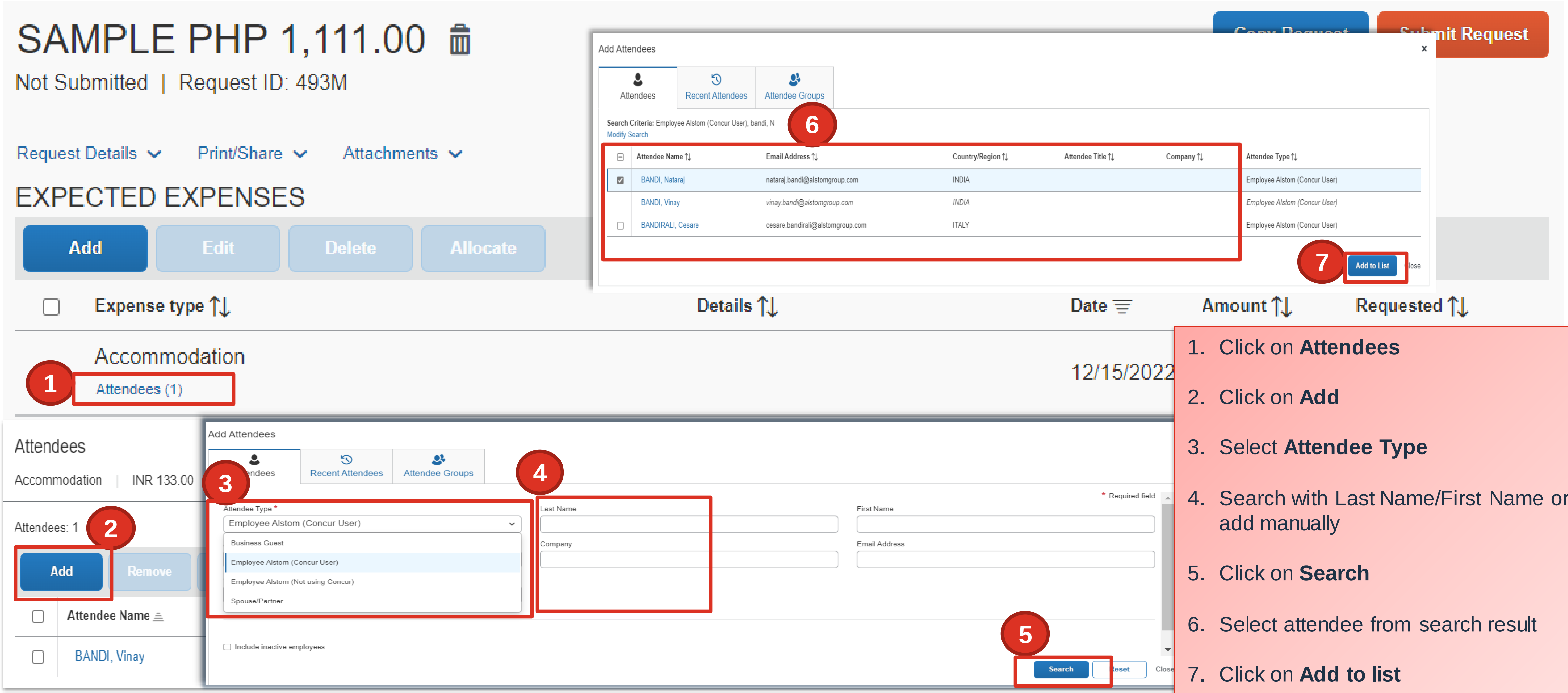
Creating a G&H Request



1. Add **Transaction dates**
2. Add **Transaction amount**
3. Add **Currency**
4. Add **Comments** – description of the expense
5. Click Save

Creating a G&H Request

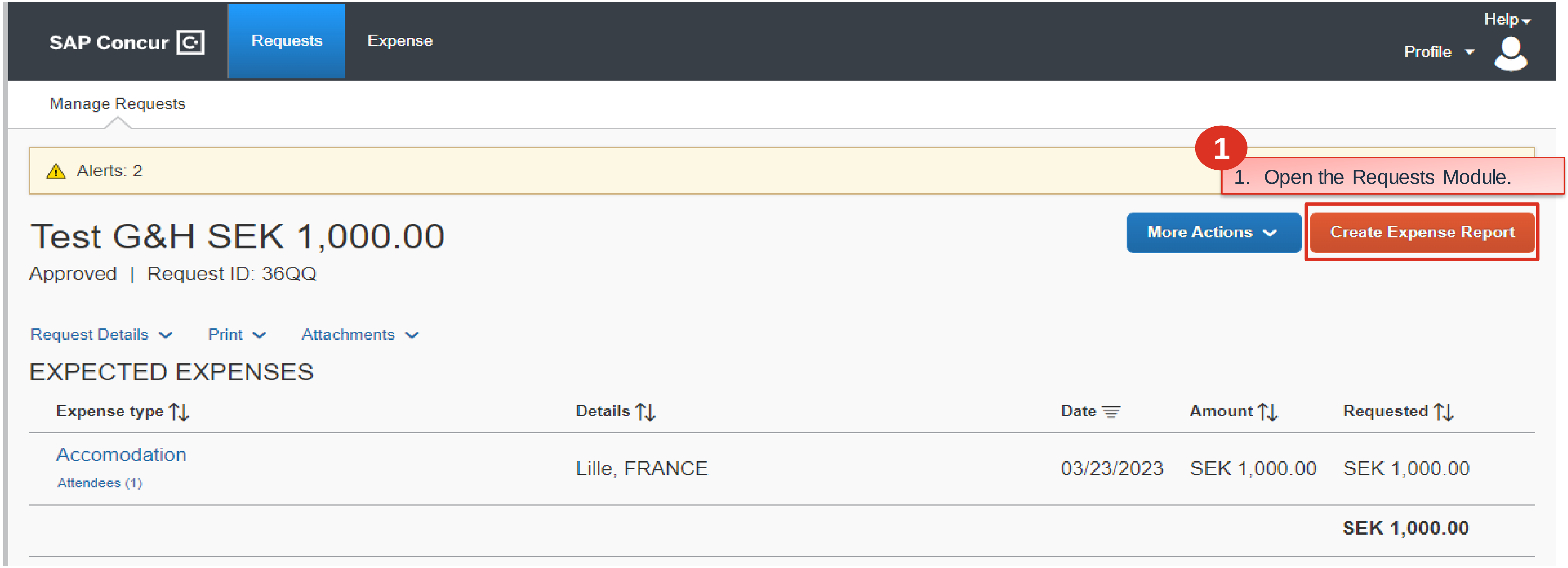
For meals you need to add the details of the attendees present for the meal.



1. Click on **Attendees**
2. Click on **Add**
3. Select **Attendee Type**
4. Search with Last Name/First Name or add manually
5. Click on **Search**
6. Select attendee from search result
7. Click on **Add to list**

Creating a G&H Request

Once the G&H Request has been approved. To be refunded, an expense report should be submitted.



Creating a G&H Request

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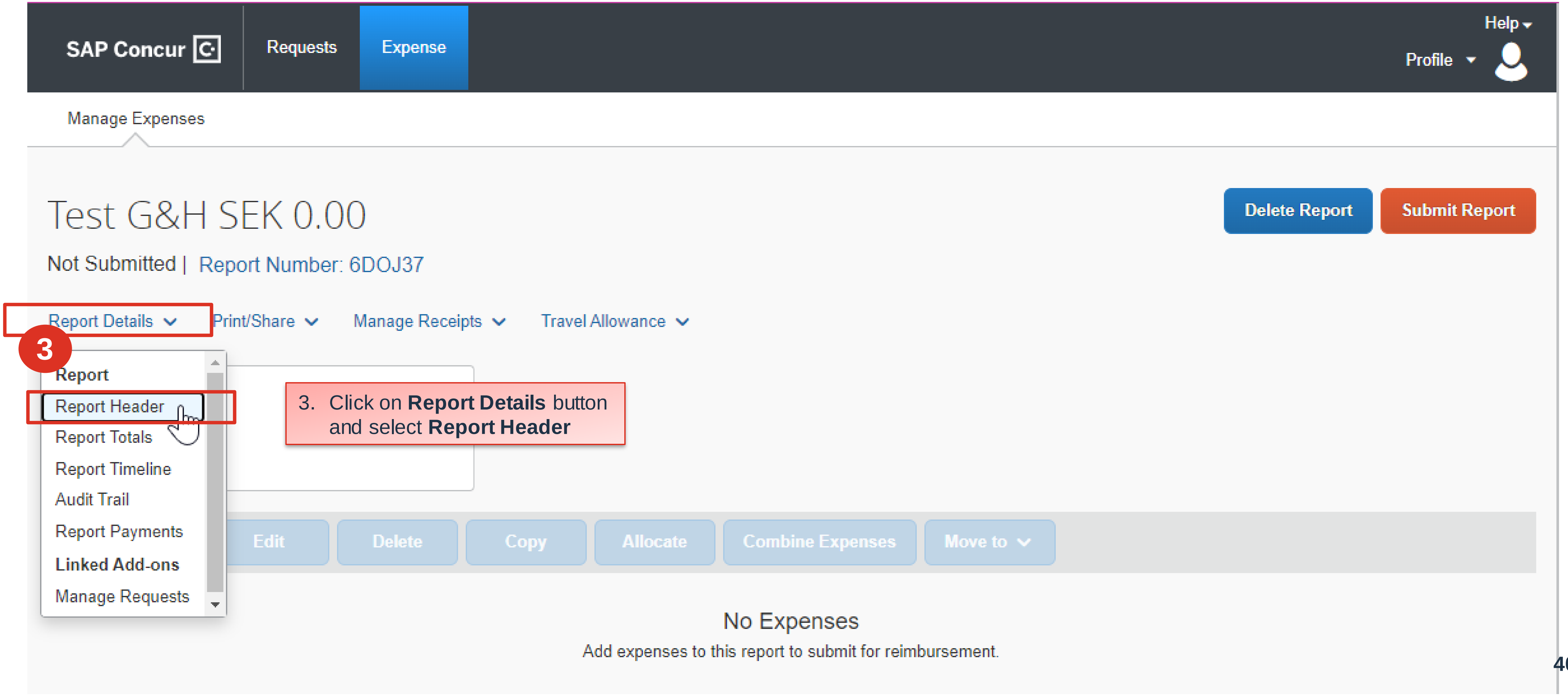

Creating a G&H Request

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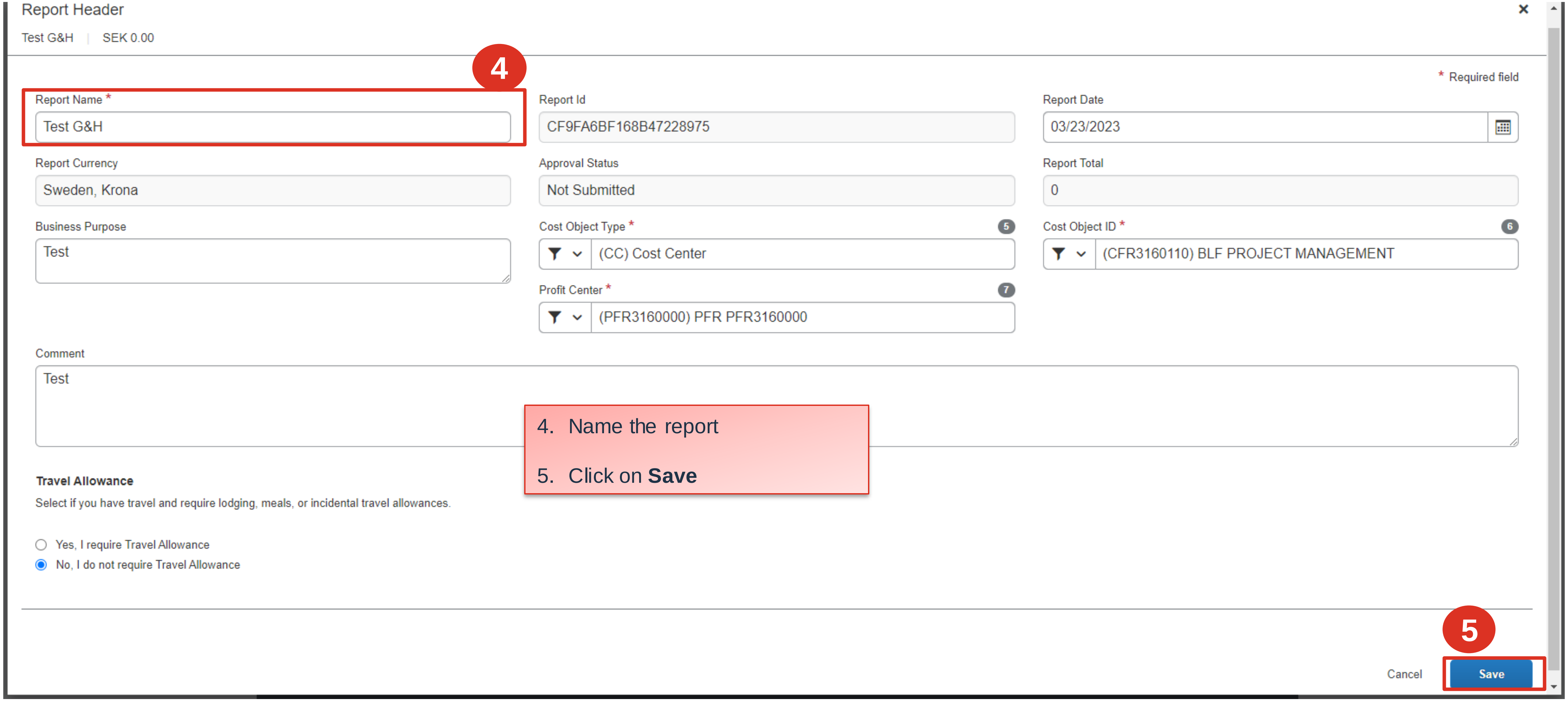


4. Name the report
5. Click on **Save**

Creating a G&H Request

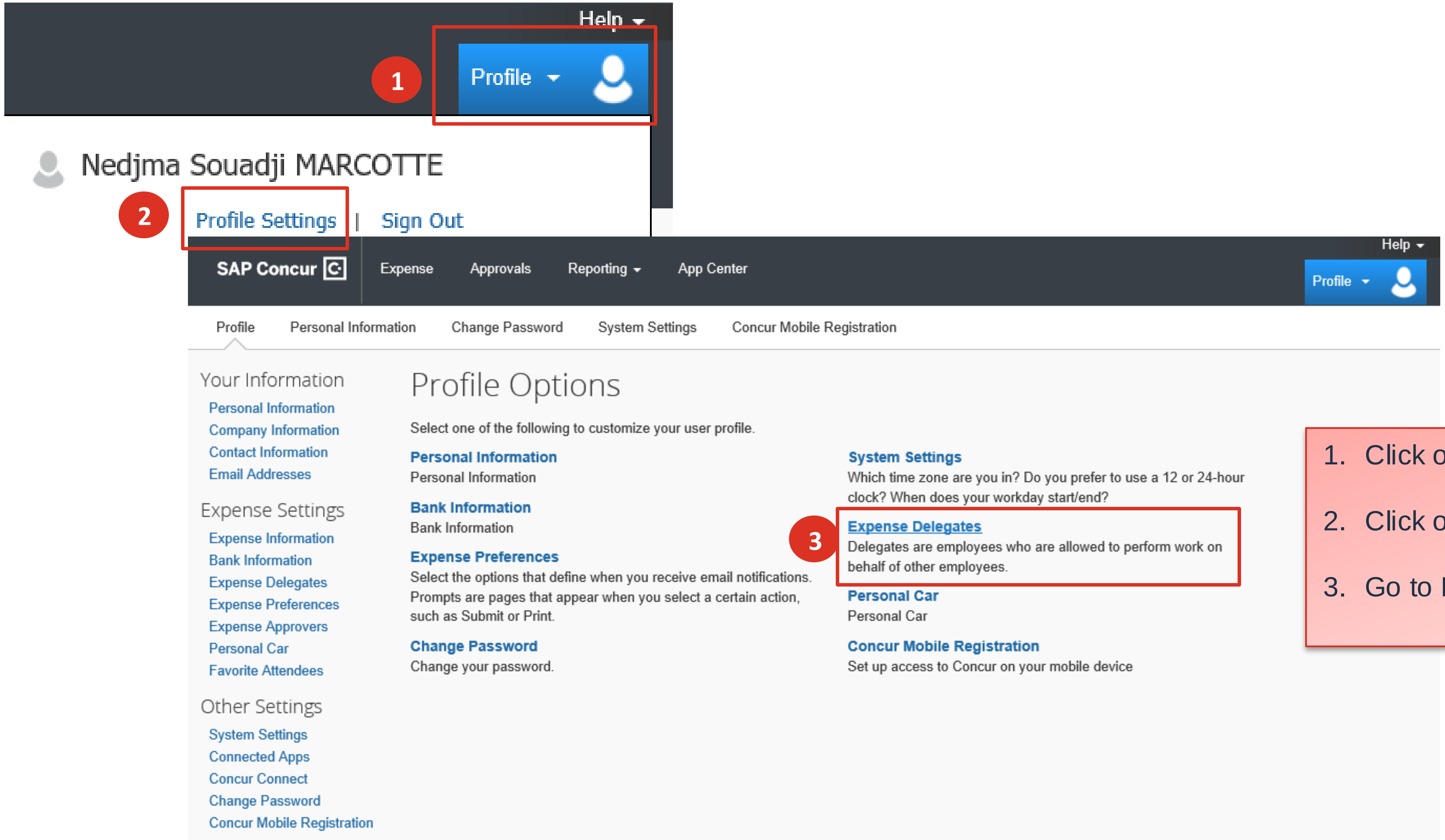
Once the G&H Request has been approved. To be refunded, an expense report should be submitted.

Refer to **page 26** on the next steps to submit your expense report.

Delegation

Delegate & Act as a delegate

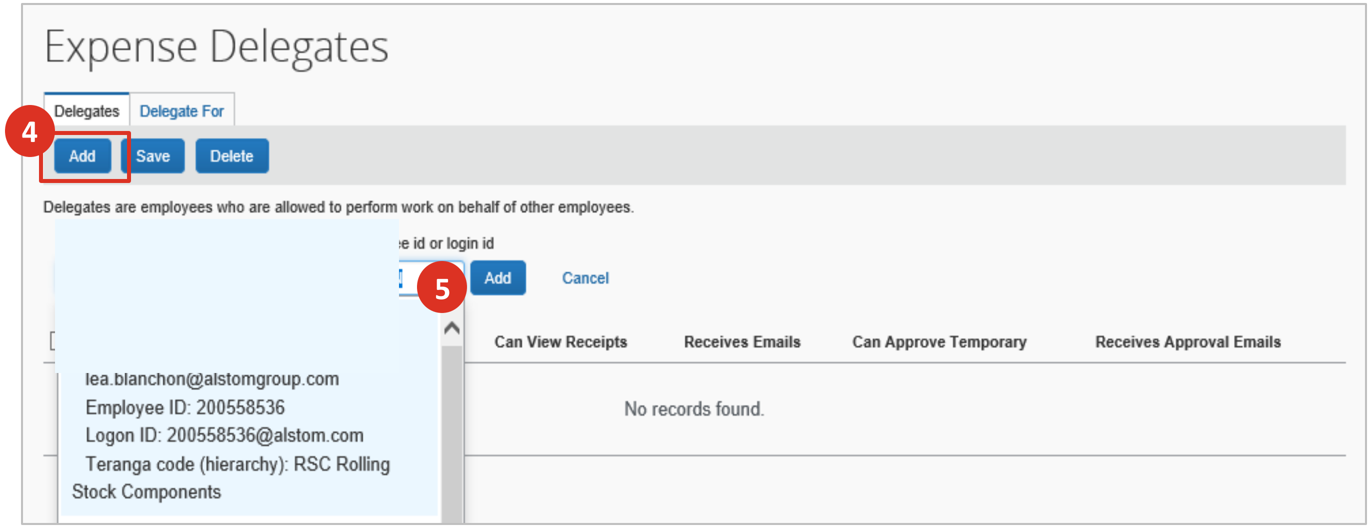
Promote someone to register claims on your behalf.

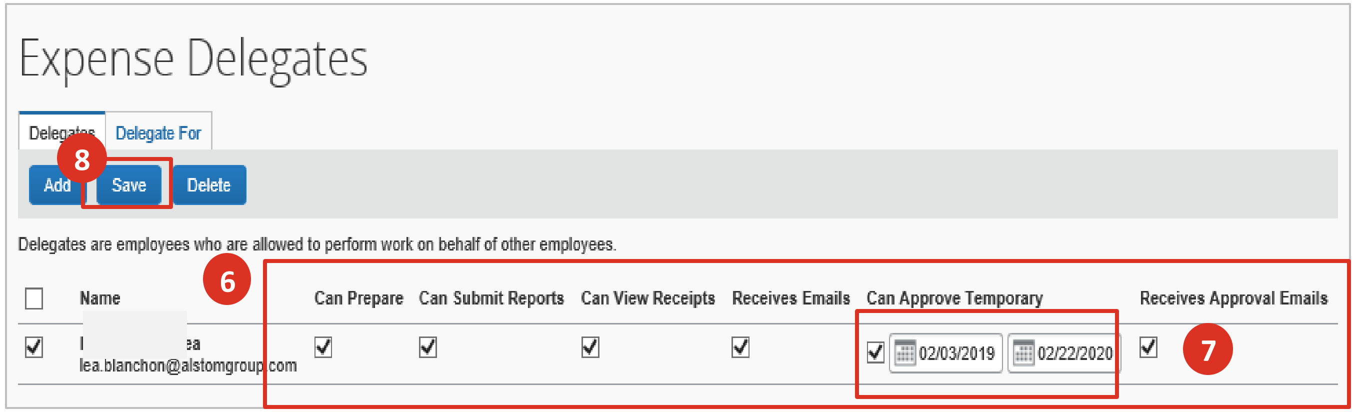


1. Click on **Profile**
2. Click on **Profile setting**
3. Go to **Expense Delegates**

Delegate & Act as a delegate

Promote someone to register claims on your behalf.

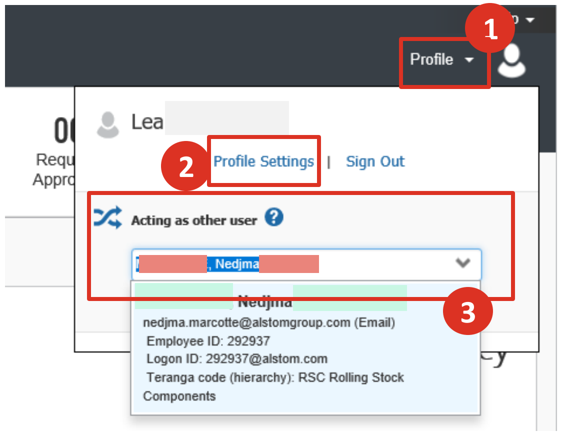


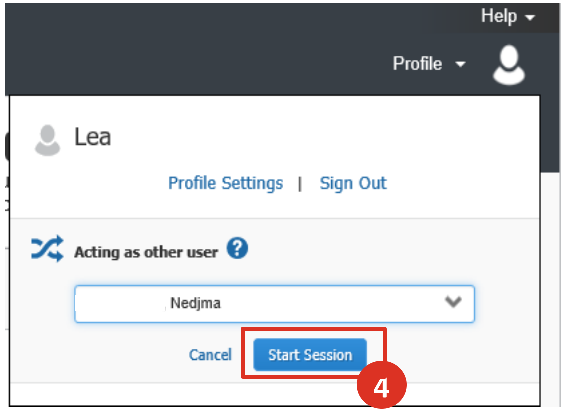


4. Click on **Add**
5. Search for the email/name of the identified Delegate
6. Select the **actions** that can be performed by the Delegate
7. Select the **period** the Delegate can act on your behalf
8. Click on **Save**

Delegate & act as a delegate

Act on someone’s behalf

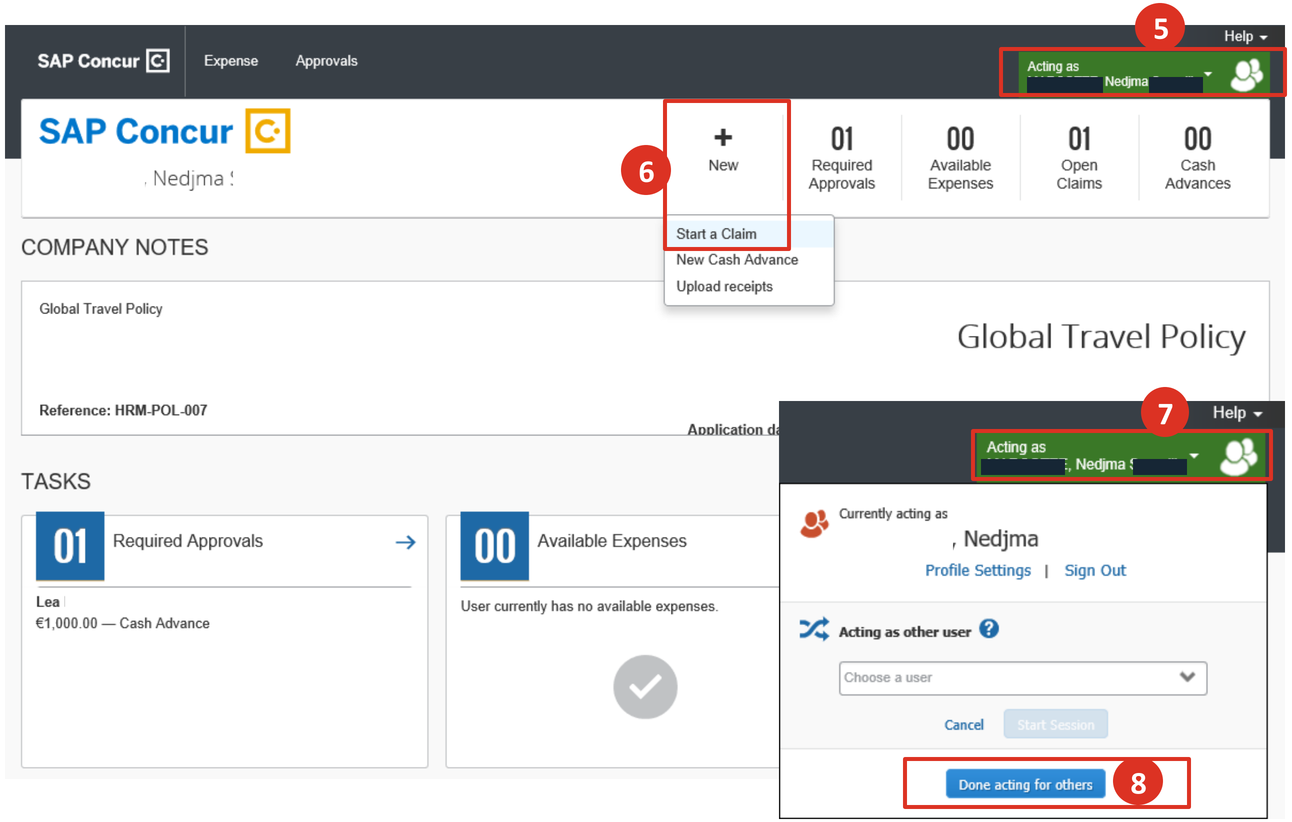




1. Go to **Profile**
2. Click on **Profile Settings**
3. Go to **Acting as other user** and select the person to impersonate
4. Click on **Start session**

Delegate & act as a delegate

Act on someone's behalf



5. Green tab indicates you are now acting on behalf of someone

6. Start a claim (no changes in expense procedure)

7. To return to your own profile, click on **<<Acting as>>**

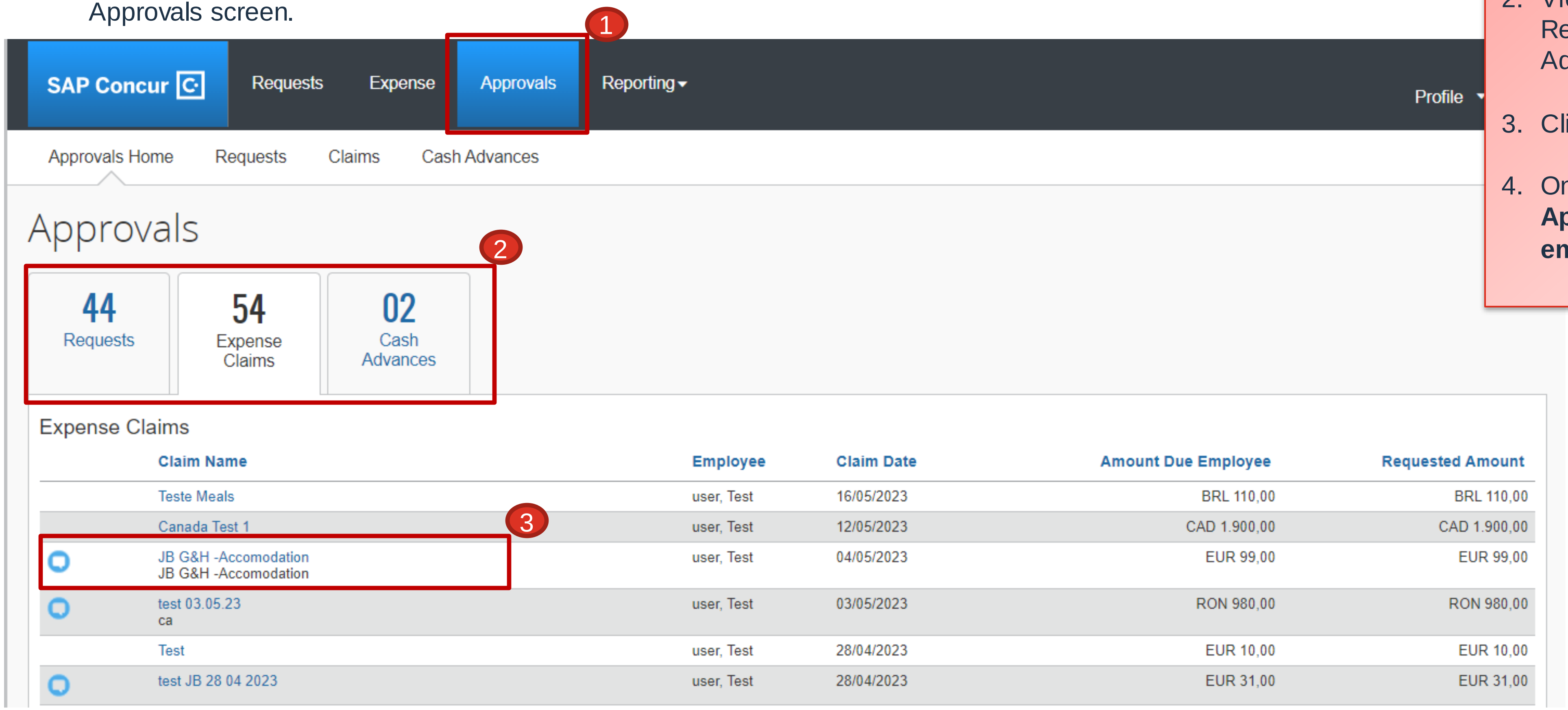
8. Click on **<<Done acting for others>>**

Approving expense claims

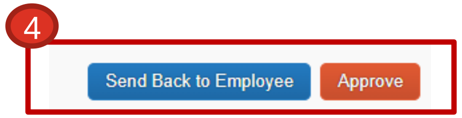
Approver Quick guides

How to approve of an Expense claims?

- When connecting to Concur, Approver will see that documents are pending approval in the homepage and in the Approvals screen.

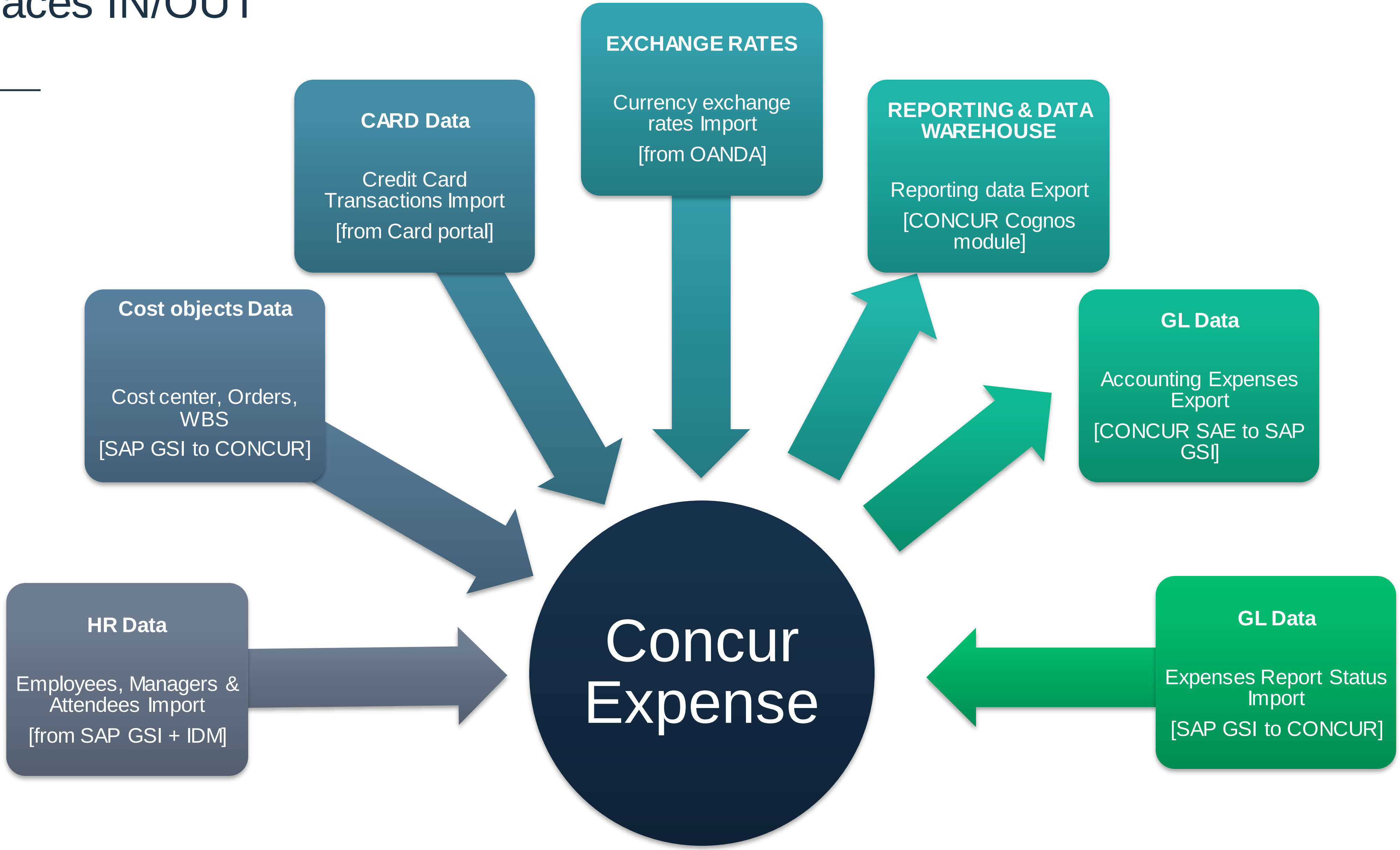


1. Click on **Approvals**
2. View the Approvals **counts** for Request/Expense Claims/Cash Advance
3. Click on the **Claim Name**
4. On Right hand side, option to **Approve or Send back to employee**



Key User

Interfaces IN/OUT



KU: Roles & Rights in Concur

- **PROFILES**

  - Users Administration (read only)
  - Proxy

- **REPORTS**

  Expense processor (audit)

KU : User Administration

Goal **Display User profiles in Concur**

Role User Administration (Read only)

Menu *Company Admin > User Administration (Read Only)*

Filters

- Managers (with or without hierarchical approver)
- User groups
- Test Users
- User Status : active / not active
- Nom, e-mail, login or ALPS ID

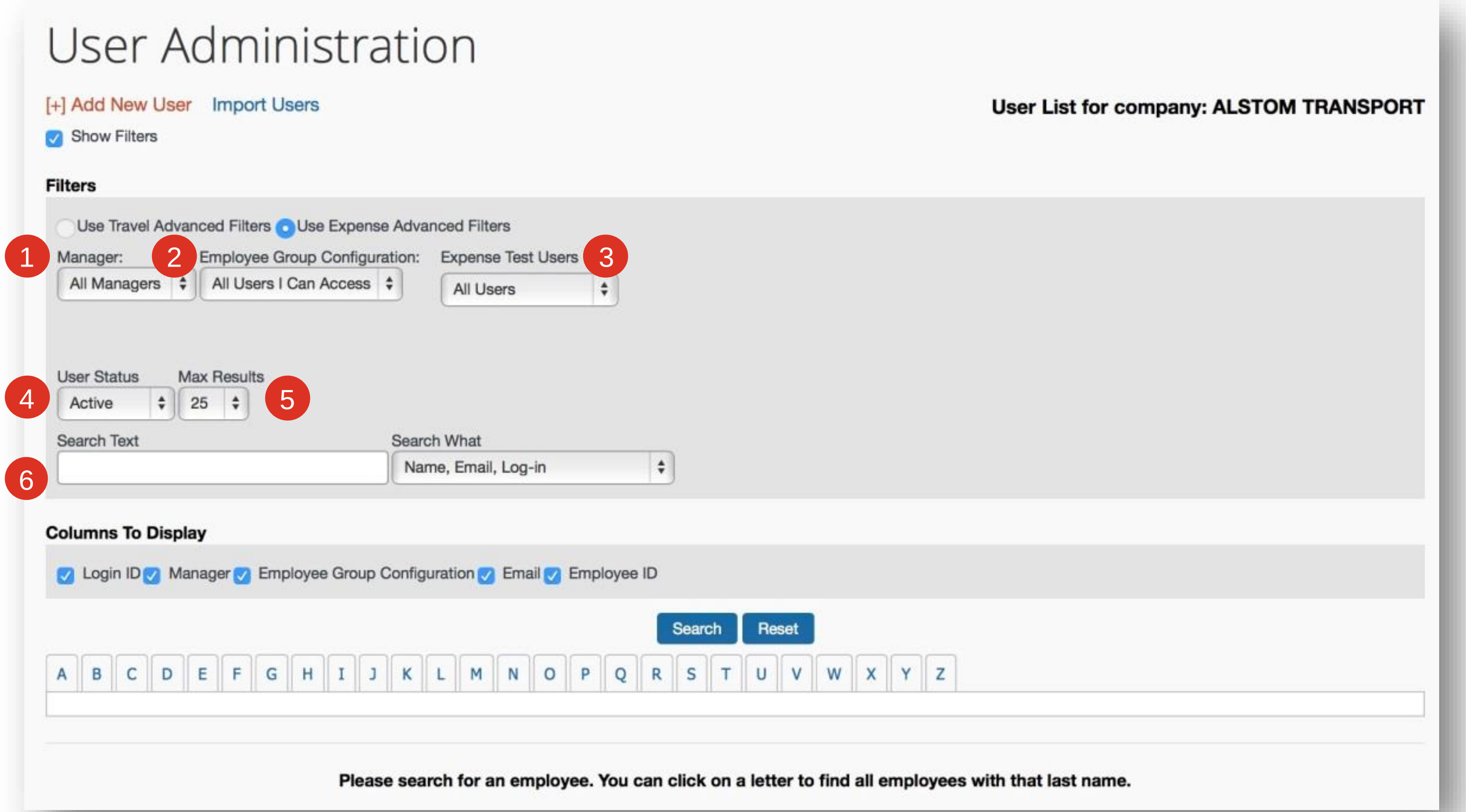
Actions Display

- Profiles based on filters
- Login history
- User profile details
- Hierarchical manager
- Expense preferences for email notifications
- Expense delegates
- Personal Cars

Details in the next slides

User Administration – Filter the user list

1. **The « Employee Maintenance » screen** includes several filters to allow a quick selection in the employee lists and to display profiles based on your administration rights.
2. **Manager:** this filter will allow to display the profile with or without an appropriate manager
3. **Employee Group:** if you have access to several user groups / countries, this filter will allow to restrict the list displayed
4. **Expense Test User:** include or exclude Test users in the profile list displayed
5. **User Status:** filter on active / inactive profiles
6. **Max Results:** restrict the number of lines to display
7. **Search Text:** text based search based in the value selected in the following drop list



Login History : click on the user login to display the latest login to Concur

User Administration – User details

User (Basic) Rights

Expense User, default right to create expense reports
Expense Approver, hierarchical manager right
Authorized Support Contact (only for admin level 2 purpose)

General Settings

See at glance the employee basic information:
- First & Last Name
- ALSP ID
- Email Address

- Data should not be updated in Concur because updated daily with the IDM + SAP feed

Detail Settings

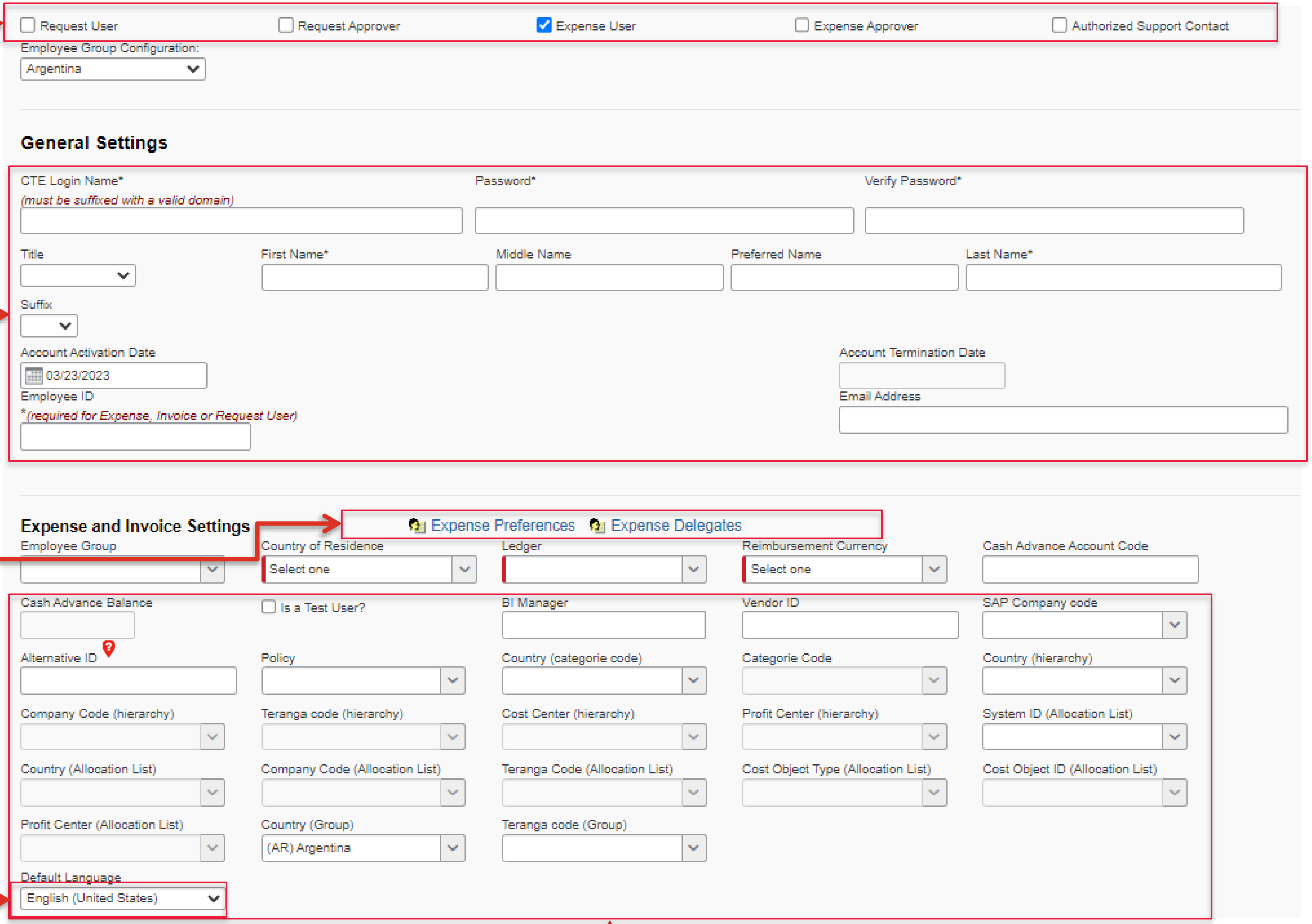
Popups to display
- Hierarchical manager
- Expense Preferences
- Expense Delegates
- Company Car

Default Language

Data imported IDM + SAP

Default Cost Allocation & Configuration settings

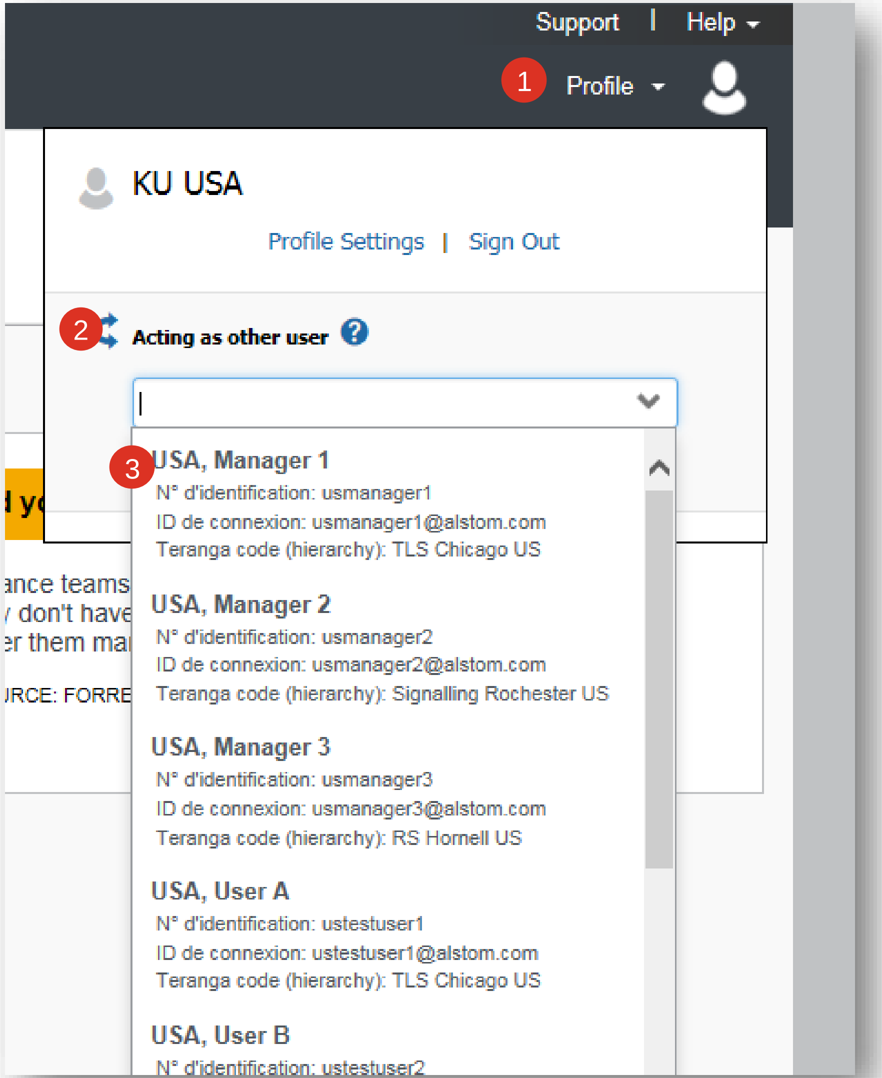
Data imported IDM + SAP



Proxy/Delegate

A KU can view the account of someone of his/her scope.

1. Click on **Profile** then type the name of the user.
2. Select it in the list and confirm.
3. The screen refresh automatically. The KU is now connected as the user.



ALSTOM

KU : Report Administration

Goal **Display Expense Reports in Concur**

Role Expense processor (audit)

Menu *Expense > Process Reports*

Filters

Simple Standard Filters

- User group / Country
- Expense report name / title
- ID or Key of the expense report
- Last & First Name
- ALPS ID
- Submit Date / Processor Start Date
- Approval / Payment Status
- Receipts Received
- Report Total
- Amount Approved

Advance filters – Custom Queries

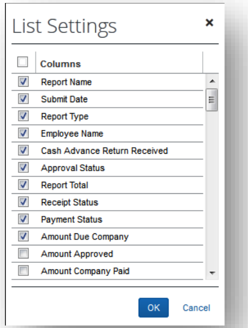
Actions

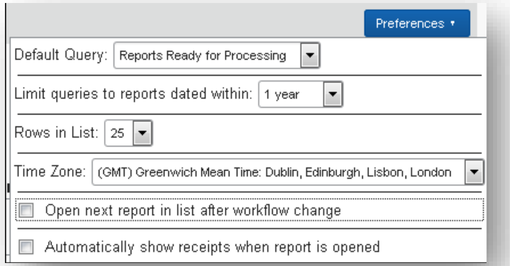
Display

- Reports based on filters
- Report details
- Approval process
- Audit trail for this report

Details in the next slides

Processor Screen – General Layout





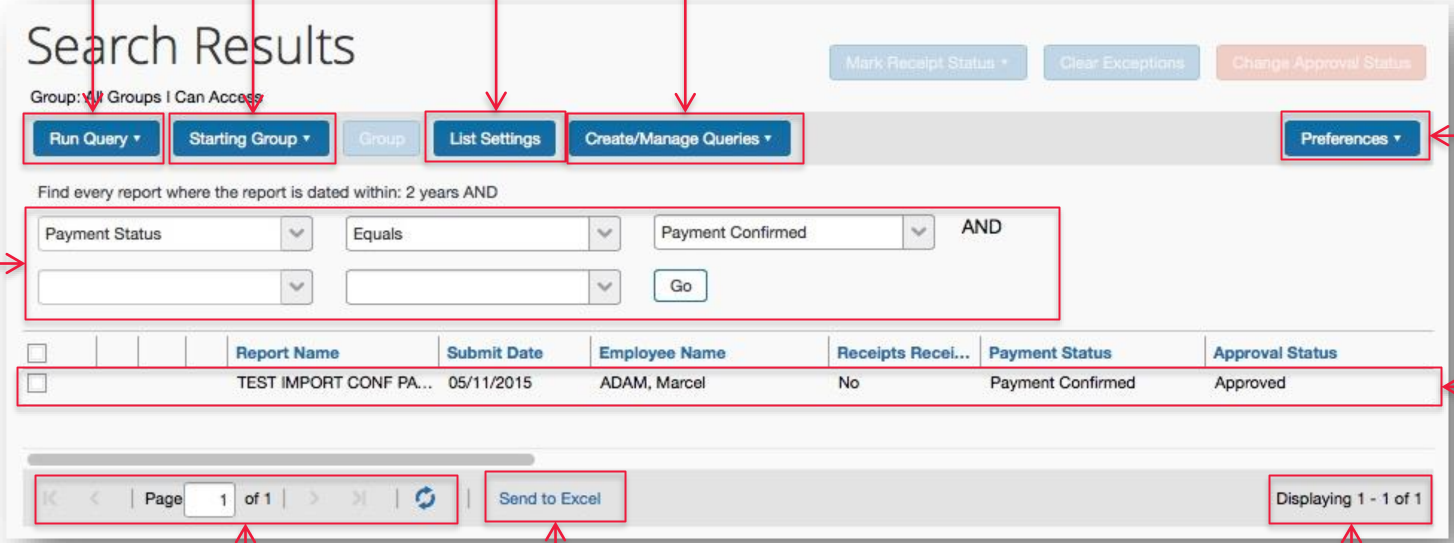
Starting Group
If applicable, select
the user group to display

Run Query
Execute your queries
to restrict the report list

List Settings
Pick the column to
display / extract

Starting Group
If applicable, select
the user group to display

Screen Preferences
Define your default query, limitations,
Time Zone, Actions upon approval



Basic Filters
Build a filter on the fly
with one or two
conditions

Reports list
List of reports filtered

Browse
Navigate through pages of results

Send to Excel
Export the list of reports in XLS format

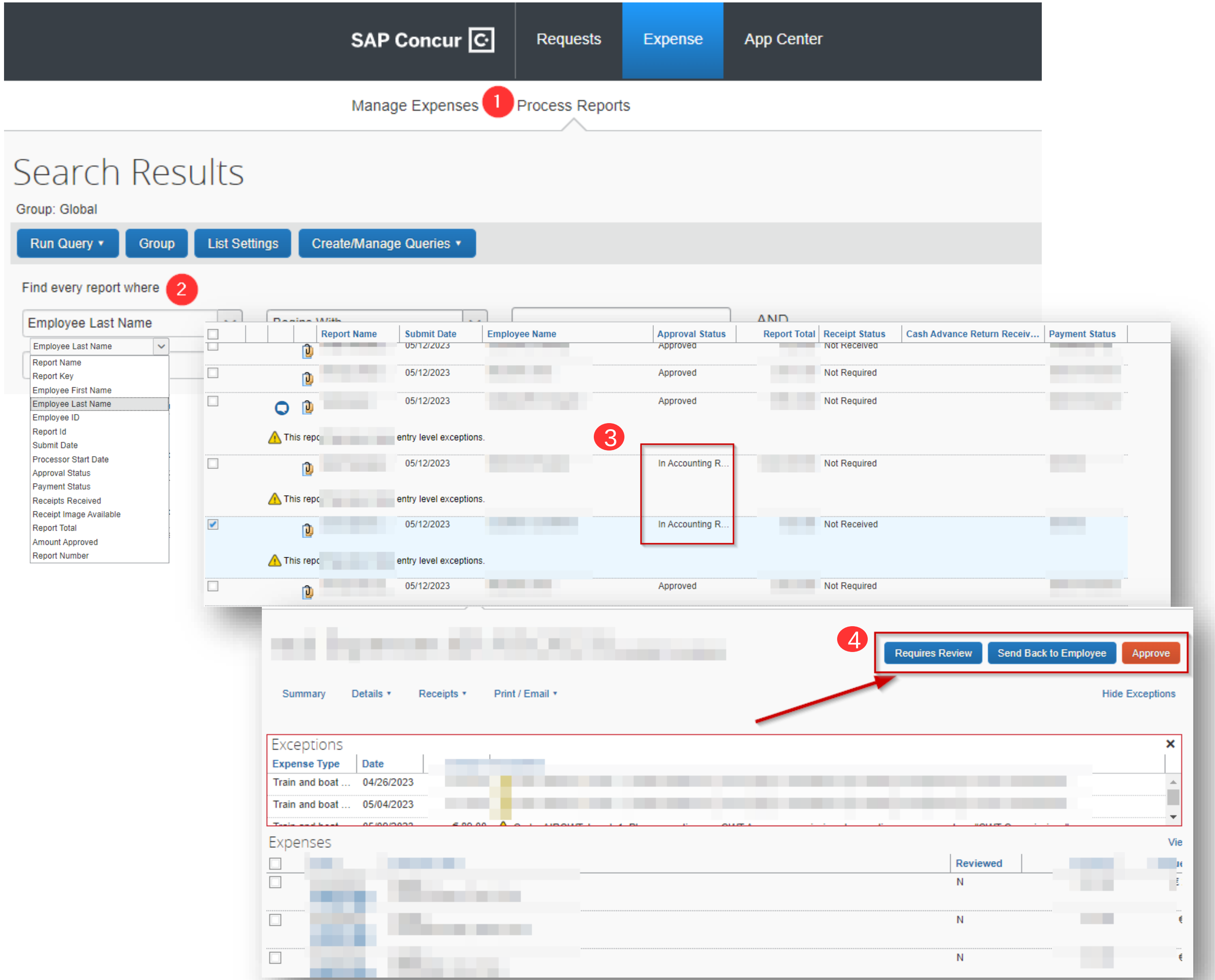
Page displayed

Processor quick guide

How to process an Expense claims?

1. On the expense claims page, go to **Process Reports**
2. Select criteria for report selection/filter
3. Identify open report for Accounting Review
4. Review report

- ❑ Require review – if report to be reviewed further
- ❑ Send back to Employee – if report has missing supports or litigations
- ❑ Approve – will send the report to the line manager for approval



FAQs

How to link a personal car to a user profile?

Cars creation in the profile is possible by the user in the Personal Car section.
If mileage allowance rates are distance dependent, user will need to mention the number of km already reimbursed in the field Initial Distance.

How to change the default approver for a given user?

Changes in current approver will be automatic upon ALPS update. In cases of urgent support, the request should be submitted through a support case / Remedy ticket

In Company Administration, in the Employee Maintenance screen, in the Expense & Invoice settings section, the link Approver will trigger a popup with the default approver.

How to update user profile default cost allocation?

The request should be submitted through a support case / Remedy ticket

How to create a new user or a new user right?

The request should be submitted through a support case / Remedy ticket

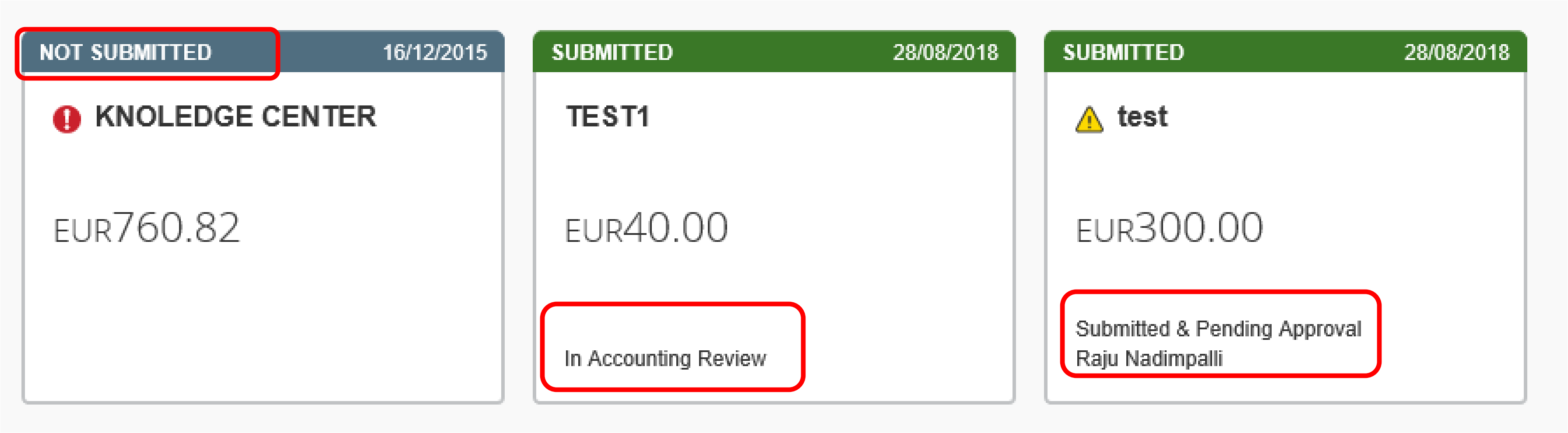
How to link a Company card to a user profile?

The request should be submitted through a support case / Remedy ticket

FAQs

How is it possible to know the status of an Expense claims?

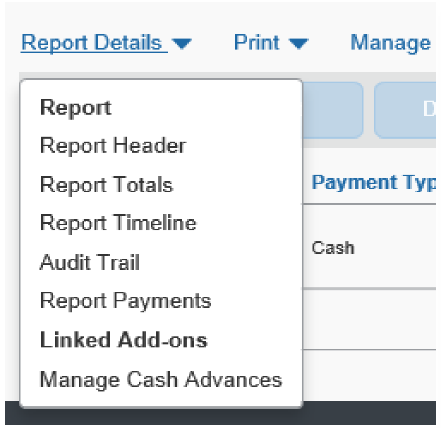
On the expense claims page, user can see a summary of all his expense claims and their current status

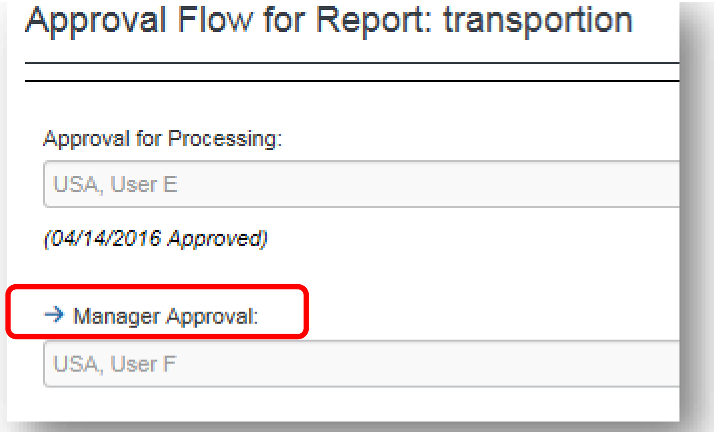


How is it possible to have an overview of the workflow status

From the expense claim: Details > Approval flow

The blue arrow show the current step



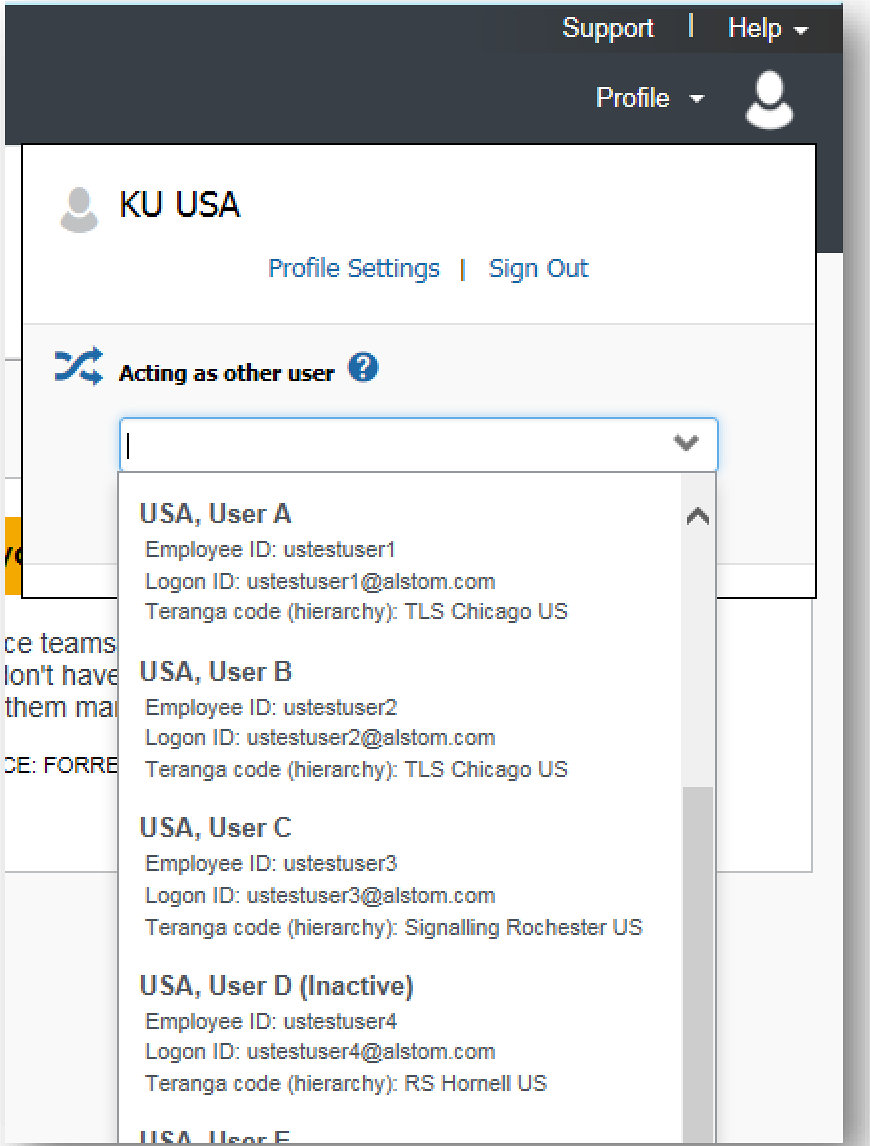


FAQs

How is it possible to know if a user have an account in Concur?

From the proxy functionality, type the name of the employee or his ALPS ID.

- If the profile appear : The employee have an account
- If the profile appear with an “inactive” mention: the employee have an account but this one is closed
- If the profile don’t appear: the employee don’t have an account or is not in the same KU scope (country or site, depending on the country configuration)



Sample here:

- User A have an account
- User D have a closed account

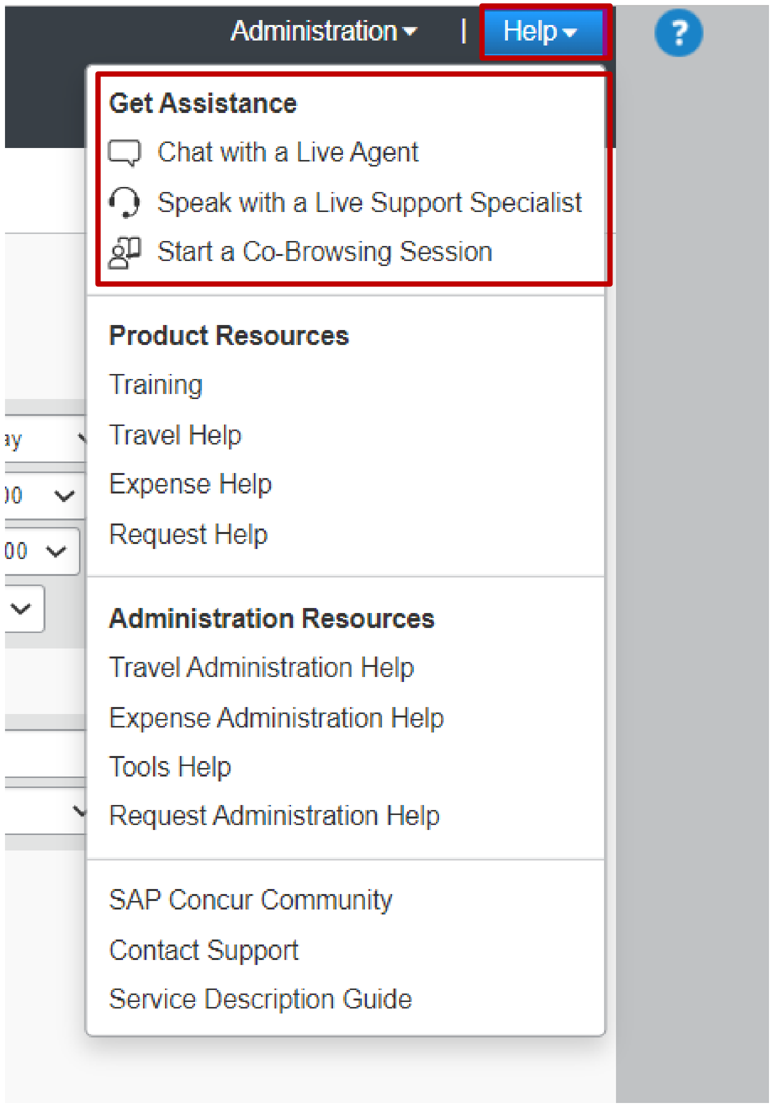
Help

Help

How to check training materials and get direct Concur support?

Go to Help in the upper right side of the window and select Get Assistance option

- ❑ Chat with a Live Agent
- ❑ Speak with a Live Support Specialist
- ❑ Start a Co-Browsing Session



Outside of Concur

- ❑ To stay updated on all things Concur, bookmark this **Tool ID Card** on the Alstom intranet.
- ❑ For any technical issues (access, login etc.) please submit a ticket on **ServiceNow**.
- ❑ For questions and queries, please consult your regional **T&E Coordinator/Key User**.

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