Professional expense reimbursement (PER) FAQs

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Concur is the University of Ottawa's bilingual online travel reimbursement system, developed by Concur Technologies and used by faculty, staff and authorized travellers to submit their travel expenses for reimbursement. APUO members can also user Concur to claim their professional expense reimbursements (PER).

For help using Concur, please refer to the Resources section in the General User's guide to Submitting a PER Claim in Concur.

Requests

How do I log in to Concur to create an expense report?

Go to the login page, click on LOGIN TO CONCUR and enter your University of Ottawa Outlook email address and password. See "How to log in to Concur" in the General User's guide to Submitting a PER Claim in Concur.

Where do I verify my email address?

You can verify your email address in the personal information section of your profile settings. See the section Email Address in the General User's guide to Submitting a PER Claim in Concur.

How do I create a request for someone else (i.e. act as a delegate)?

If you are acting on behalf of someone else, log in to Concur as yourself, click on Profile and enter a name where it says Administer for another user. See the section "How to act as a delegate" in the *User Guide for Delegates Submitting a PER Claim in Concur*.

Expenses

How do I create a new expense report?

See the "How to create an expense report" section in the User's Guide for APUO Members Submitting a PER Claim in Concur.

How do I itemize a hotel expense?

When entering a hotel expense, you are asked to itemize your nightly lodging expenses. See the "How to "itemize your hotel receipt" in the *User's Guide for APUO Members Submitting a PER Claim in Concur*.

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[1] If these documents do not meet your accessibility needs, please send an email to Human Resources or call 613-562-5832.

How do I calculate personal car mileage?

If driving your personal vehicle is the most economical way of travelling, you can be reimbursed for your expenses. Concur has an easy-to-use mileage calculator that is very similar to Google Maps or MapQuest. See the "How to calculate your personal car mileage" section in the *User's Guide for APUO Members Submitting a PER Claim in Concur*.

Do I include the tip in the total amount for a meal?

Yes, include the tip in the total amount for any meal.

Can I allocate expenses to more than one FOAP?

No, it is not possible to allocate an expense to multiple FOAPs.

I can't submit my report. What do I do?

If you can't submit your report, check to make sure you do not have any red exceptions. Concur will allow you to submit your report if you have yellow exceptions but not if you have red ones. Correct any red exceptions and try to submit your report again. If you continue to have problems, contact the Human Resources Benefits sector at hrbenefits@uOttawa.ca.

Are there user guides for expenses?

Yes. See the "How to create an expense report" section in the User's Guide for APUO Members Submitting a PER Claim in Concur.

Receipts

What receipts are required?

You must provide detailed itemized receipts for all expenses. According to the PER policy, per diem rates are not reimbursed without itemized receipts. Sometimes other supporting documents, such as a credit card statement, may be required. Include them if you think they will help support your claim.

How do I attach receipts to an expense type?

There are several ways you can attach a receipt to your expense type. See the "How to attach your receipts" in the User's Guide for APUO Members Submitting a PER Claim in Concur.

How do I submit a receipt image?

You can upload a receipt image from your Android smart phone, tablet, laptop or desktop computer. See "How to submit your receipts" in the *User's Guide for APUO Members Submitting a PER Claim in Concur.*

How do I see my uploaded receipts?

Your uploaded receipts can be seen in your Available Receipts in Concur. You can do this more than one way. See the "How to submit your receipts" section in the *User's Guide for APUO Members Submitting a PER Claim in Concur.*

Can I take pictures of receipts with my cell phone and add them to my expense report?

Yes, you can take pictures with your phone and add them to your expense report. See the "How to attach your receipts" section in the *User's Guide for APUO Members Submitting a PER Claim in Concur.*

I lost my receipt. Can I still be reimbursed?

Yes, you can still get a reimbursement if you have lost your receipt. You must attach a missing receipt affidavit to the expense type. See the "Attaching a missing receipt affidavit" in the User's Guide for APUO Members Submitting a PER Claim in Concur.

Expense reimbursement

Where can I see the status of my expense report?

You can see the status of your expense report by clicking on the Expense header in Concur. In this window, you will see your active reports and the status of each report.