

# How to Submit Your Expenses

USER GUIDE – Concur System Updates



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# Introduction

This guide provides a detailed, step-by-step walkthrough of the new Concur system updates, outlining how employees should complete their expense reports while ensuring compliance with Fringe Benefits Tax (FBT) requirements.

**Please utilise in conjunction with the Learning video – 'How to Submit Your Expenses: An Introduction into the New Concur System Updates'.**

## 1. Logging in & Navigating Concur

- 1.1 Open your web browser and type in <https://www.concursolutions.com/>
- 1.2 Enter your **username** which is your email address, and click **Next**
- 1.3 Select **Internal SSO** (if you are Steadfast internal staff) or **Steadfast ID** (for external staff outside Steadfast IT infrastructure)
  - 1.3.1 If unsure or if you encounter issues, please contact  
apcentralteam@steadfastbusinesssolutions.com.au
- 1.4 From the SAP Concur home page, go to **Home** and select **Expense** in the applications to be routed to Manage Expense homepage.

## 2. Creating an Expense Report (Out-of-Pocket Expenses)

- 2.1 Click **Create New Report/New Claim**.
- 2.2 Enter the following mandatory details:
  - 2.2.1 **Report Name** (e.g., "QIB Group Visit - March 2025").
  - 2.2.2 **Comment** (optional but recommended for clarity)
- 2.3 If your trip is **longer than five nights**, select **Yes** under "Trip Longer than 5 Nights?"
- 2.4 If yes is selected, you must complete a **Travel Diary** (see Section 4).
- 2.5 Click **Create Report/Create Claim** to proceed.

## 3. Adding Expenses to the Report

- 3.1 Click **Add Expense**.
- 3.2 Choose the **Expense Type** from the dropdown list:
  - 3.2.1 Descriptions have been streamlined for ease of use.
- 3.3 Enter the required details, including:
  - 3.3.1 **Vendor Name** (this is pre-filled if expense is from corporate card)
  - 3.3.2 **City of Purchase** (this is pre-filled if expense is from corporate card)
  - 3.3.3 **Transaction Date** (this is pre-filled if expense is from corporate card)
  - 3.3.4 **Amount Paid** This should be GST inclusive if GST applies. (this is pre-filled if expense is from corporate card)
- 3.4 If the expense contains a mix of taxable and non-taxable items, tick the **GST Free checkbox**.
- 3.5 **Payment Type** (Cash if expense is out-of-pocket; this is pre-filled with ANZ CBCP or AMEX IBCP if expense is from a corporate card).
  - 3.5.1 Cash payment type refers to an out-of-pocket expense / staff's personal card was used for business expense and will need to be reimbursed
- 3.6 Attach **receipts** by uploading a scanned copy or image in **Add Receipt**
- 3.7 Click **Save Expense** to add the expense to your report.

## 4. Completing the Travel Diary (if required)

- 4.1 If prompted, click **Claim Details/Report Details** and select **Travel Diary** from the drop-down options.
- 4.2 Click **Add** and enter:
  - 4.2.1 **Activity Location** (e.g. Melbourne)
  - 4.2.2 **Activity Purpose** (e.g., Steadfast Convention).
  - 4.2.3 **Start Date, Start Time and End date, End time.**
- 4.3 Click **Add to List**.
- 4.4 The Travel Diary must be completed before submitting your report.
- 4.5 A travel diary must be completed for a monthly expense report level which contains a business travel for that month with more than 5 nights.
- 4.6 Travel Diary is a required substantiation by Australian Taxation Office (ATO). Record the activity before it ends or as soon as possible afterwards.
- 4.7 Click **Save**.
- 4.8 For Steadfast and ATO guide on Travel Diary, click the link [here](#).

## 5. Entering Entertainment Expenses

- 5.1 Select **Entertainment** as the Expense Type.
- 5.2 Note the difference between Meal Entertainment versus Meals & Subsistence. Meal Entertainment is for meals at cafes, restaurants, pubs etc with or without clients, meals consumed in the office with alcohol and staff functions and parties. Meals & Subsistence is to be used for staff meals during business travel/overtime, onsite meals (without alcohol) – e.g., staff morning and afternoon tea.

- 5.3 Choose from the new subcategories:
  - 5.3.1 **On-site Event (No FBT applies)**. These are for food/catering within office premises for events such as townhalls, EOFY events.
  - 5.3.2 **Off-site Event (FBT applies)**. These are for food/catering outside office premises for events such as townhalls, EOFY events.
  - 5.3.3 **On-site Meals**. These are for meals or drinks within office premises e.g. morning teas/team lunch.
  - 5.3.4 **Off-site Meals**. These are for meals or drinks outside office premises e.g. coffee/team lunch in a restaurant.
- 5.4 Select whether **alcohol was served, for onsite event/meals**. Any event/meals, if served with alcohol, FBT applies.
- 5.5 Choose whether **Admin or Sales** related. e.g., Expense is Sales related if it was incurred from a selling activity.
- 5.6 Click **Add Attendees** (see Section 13) and enter count of attendees (no need to enter names):
  - 5.6.1 **Business Guests** (No FBT applies).
  - 5.6.2 **Employees** (FBT applies).
  - 5.6.3 **Spouses/Partners** (FBT applies).
- 5.7 If the expense is split between attendees, Concur will automatically calculate per-person costs.
- 5.8 Click **Save Expense**.

## 6. Submitting Gift, Recognition and Award Expenses

- 6.1 Select **Gifts, Recognition & Awards** as the Expense Type.
- 6.2 Enter the **Amount** spent. This should be GST inclusive if GST applies.

- 6.3 Indicate whether the **gift is less than \$300 per person** (Yes/No). For a gift amounting to \$300 and more, FBT applies.
- 6.4 Add the gift and award recipients by indicating all names. For gift, recognition and awards given more than 12 times to the same person, regardless of less than \$300 each time, FBT applies.
- 6.5 If there are both GST and GST free transactions on the receipt, click GST Free tick box for those GST free transactions during itemisation.
- 6.6 Click **Save Expense**.

## 7. Training, Seminar & Courses

- 7.1 Select the **Training/Seminar/Course** expense category.
- 7.2 Upload required documents:
  - 7.2.1 **Expense Declaration Form** (required). Link to access the form [here](#).
  - 7.2.2 **Certificate of Completion** (if applicable).
- 7.3 Add the attendees of training/seminar/course in the Attendee Listing (required).
- 7.4 Click **Save Expense**.

## 8. Professional Subscription and Memberships

- 8.1 Select the **Professional Subscription and Memberships** expense category.
- 8.2 Upload required documents:
  - 8.2.1 **Expense Declaration Form** (required). Link to access the form [here](#).
- 8.3 Add the attendees in the Attendee Listing (required).
- 8.4 Click **Save Expense**.

## 9. Conference

- 9.1 Select the **Conference** expense category.
- 9.2 Identify if the conference is an **event longer than 4 hours**.
  - 9.2.1 If yes, identify if the event is an **eligible seminar**. An eligible seminar includes a convention, lecture, meeting (including a meeting for the presentation of awards), speech, "question & answer session", training session or educational course that goes for at least 4 hours duration excluding breaks.
- 9.3 Add the attendees in the Attendee Listing (required).
- 9.4 Click **Save Expense**.

*Note:* For a conference, as an eligible seminar, the Attendees required are at least with one business guest or employee. There is no need to list down all attendees, only update the number of attendees in 'Attendee Count' field.



## 10. Public Transport

10.1 Select **Public Transport** as the Expense Type.

10.2 Choose from the new subcategories:

10.2.1 **Transport - Business (Non-FBT)**. This is for public transport during business travel.

10.2.2 **Transport - Off-site (FBT applies)**. This is for public transport going to/from an offsite event.

10.2.3 **Transport - Overtime (Non-FBT)**. This is for public transport during overtime work.

10.2.4 Click **Save Expense**.

## 11. Fixed Asset Related

11.1 Select **Fixed Assets Related** as Expense Type.

11.2 Choose from the categories:

11.2.1 **Furniture and Fittings** – Office furniture, cabinets, lamps, installing aall fixtures, security room system, desk, chairs.

11.2.2 **Computer Equipment** – Computer hardware > \$90.91 e.g. USB, monitor, keyboard, mouse, laptops, docks, headsets.

11.2.3 **Office Equipment** – Mobile phones, iPad, printer, vacuum, monitor stands, TV, speakers, fridge, air conditioner.

11.2.4 **Leasehold Improvements** – Office fit-out, installing partitions, lightning, flooring or other structural changes.

11.2.5 **Capitalised Software** – Software license e.g. MS Office, Adobe, Website development.

11.3 Click **Save Expense**.

## 12. Itemising Expenses (if required)

- 12.1 Open an existing expense entry.
- 12.2 Click **Itemisations** tab (beside Details tab)
- 12.3 Select **Create Itemisation**.
- 12.4 Select appropriate expense type in the drop down.
- 12.5 Enter the breakdown for **different cost components**:
  - 12.5.1 Example: Accommodation and Meals must be split into separate items.
- 12.6 This can be used when an expense claim has both GST and GST free transactions in one receipt. For GST Free transactions, tick the GST Free tick box.
- 12.7 Click **Save Itemisations** or **Save and Add Another**.

## 13. How to add Attendees (for FBT substantiation)

- 13.1 Attendees function is available for FBT sensitive expense types such as:
  - 13.1.1 Meals & Subsistence
  - 13.1.2 Meals Entertainment
  - 13.1.3 Gifts, Recognition and Awards (previous expense name was Gifts & Flowers)
  - 13.1.4 Other Employment Expenses
  - 13.1.5 Professional Subscription & Membership Fees
  - 13.1.6 Training/Seminar/Course
  - 13.1.7 Conference
  - 13.1.8 Sponsorships
  - 13.1.9 Sponsorships & Events (for Steadfast Group use only)

### 13.2 Click on **Attendees**.

13.2.1 User's name is defaulted automatically as the first attendee name. This can be removed if employee's name is not applicable as attendee by ticking the tick box and click **Remove**.

### 13.3 Click **Add** to add more attendees.

### 13.4 Fill out details in Attendee tabs

#### 13.4.1 **Attendee Type** (required)

13.4.1.1 **Business Guest** – This refers to clients, brokers, non-employees (not spouse or partner)

13.4.1.2 **Employee** – submitter of the expense, co-employee of submitter, attendee belonging in the same company

13.4.1.3 **Employees (not in Concur)** – employees not setup in SAP Concur

13.4.1.4 **Spouse/Partner** – Non-employee spouse/partner of a business guest or employee.

#### 13.4.2 Last Name (required), First Name, Attendee Title and Company (required)

13.4.2.1 If there are several business guests or employee attendees, you may select the appropriate attendee type, and key-in **various guests** or **various employees** in Last Name or First name field. This will reduce the time in detailing information of each of the attendees.

### 13.5 Click **Create New Attendee**

13.5.1 You may select the **Recent Attendees** tab or **Attendee Groups** tab to easily access attendees that has been created/used in your past expenses.

13.5.2 You may use **Reset** function to remove all details in the fields or **Search** function to search for an employee attendee type that is maintained in SAP Concur system.

- 13.5.3 If employee is already a SAP Concur user, employee name will populate at the bottom search results. Tick the tick box of the employee and click **add**.
- 13.6 **Update** the **Status** column with drop down options either **Travelling** or **Non-Travelling**. This status columns are only applicable to **Employee** Attendee Type.
- 13.6.1 Travelling employee (no FBT applies)
- 13.6.2 Non-travelling employee (FBT applies)
- 13.6.3 This **Status** column will also be visible to other non-Entertainment expense types. This will still need to be updated even if the expense is not travel-related. It is a system limitation where the status drop down cannot be hidden for FBT sensitive expense types.
- 13.7 **Update** the **Attendee Count number** as necessary and this **only applicable to Meals Entertainment and Conference expense type**.
- 13.8 Other non-entertainment expense type where attendees is required, details such as company name, gift recipient name, recognition or awards recipient name, the employee who completed the training/seminar/course, or the employee who benefitted on the professional subscription & membership fees, will be required for FBT substantiation.
- 13.9 Click **Save**.

## 14. Handling Missing Receipts

- 14.1 If an expense is **below \$82.50** and no receipt is available, you may submit a **Missing Receipt Declaration**.
- 14.2 Select the expense entry.
- 14.3 Click **Manage Receipts > Missing Receipt Declaration**.
- 14.4 Confirm the declaration and submit.

*Note:* If the expense exceeds **\$82.50**, an official **Tax Invoice** is required.

## 15. Submitting the Expense Report

- 15.1 Review all expenses added to your report.
- 15.2 Ensure that all required **documents and receipts are attached**.
- 15.3 Check for any **Errors or Warnings**:
  - 15.3.1 **Errors (Red Icon)**: Must be fixed before submission.
  - 15.3.2 **Warnings (Yellow Icon)**: Review before submitting but will not block submission.
- 15.4 Click **Submit Report/Submit Claim**.
- 15.5 The report is now sent for Audit Review then for **Manager Approval**.

## 16. Training & Implementation Plan

- A mandatory e-learning module will be rolled for the **April 1st go-live date**.
- Employees must complete training to ensure they understand the new features.
- Additional resources, including this step-by-step guide, supplementary video, and FAQs, will be available on the company intranet.

## 17. Next Steps & Support

- Employees should review this guide prior to submitting their next expense.
- If issues arise, contact [apcentralteam@steadfastbusinesssolutions.com.au](mailto:apcentralteam@steadfastbusinesssolutions.com.au).
- A support team will be available for post-implementation queries.