



**Concur**

**Expense Module and  
Gift & Hospitality (G&H)**

User Guide

**ALSTOM**

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# Introduction to Concur

# What is Concur?

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## CONCUR

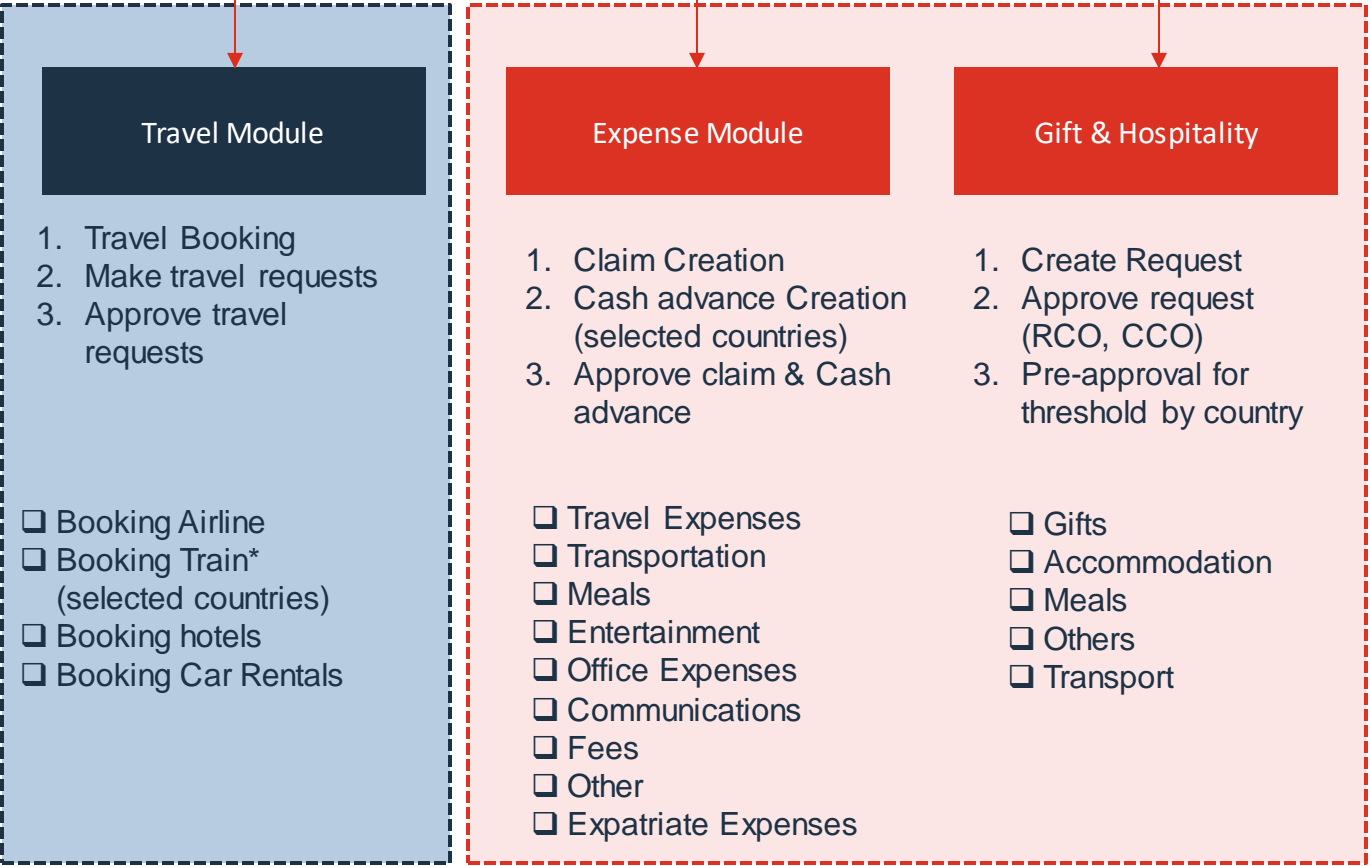
Travel and expense request management platform. Concur is Alstom's solution implemented worldwide for travel and expense requests (flights, trains, hotels, gifts and hospitality, restaurants and so on).

## ALSTOM POLICY

Refer to the Global Travel Policy :

[Group Travel and Expense Policy](#)

# Concur Modules



Going live in 3 different waves for 20 countries. [Click here](#) to see the schedule.



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

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

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

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

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

- Gifts
- Accommodation
- Meals
- Others
- Transport

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 countries submitting expense claims manually

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

#### For Ex-BT

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



### Freeze period/ Cut over strategy

Activities	Start Date
<b>Last day to submit in ex-AT CONCUR/exBT</b>	<b>23rd May</b>
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.

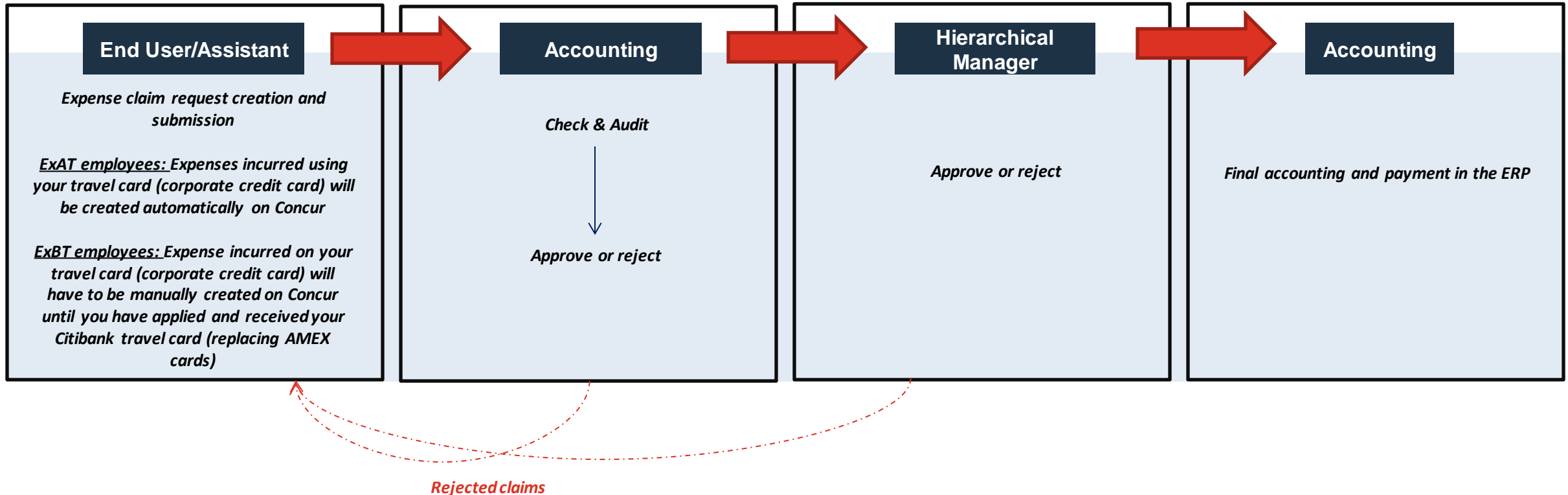
Airfare/Train/CWT services only will be charged on Lodge Card. Hotel, Car Rental and other expense will need to be booked via individual corporate credit cards.

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





# 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:

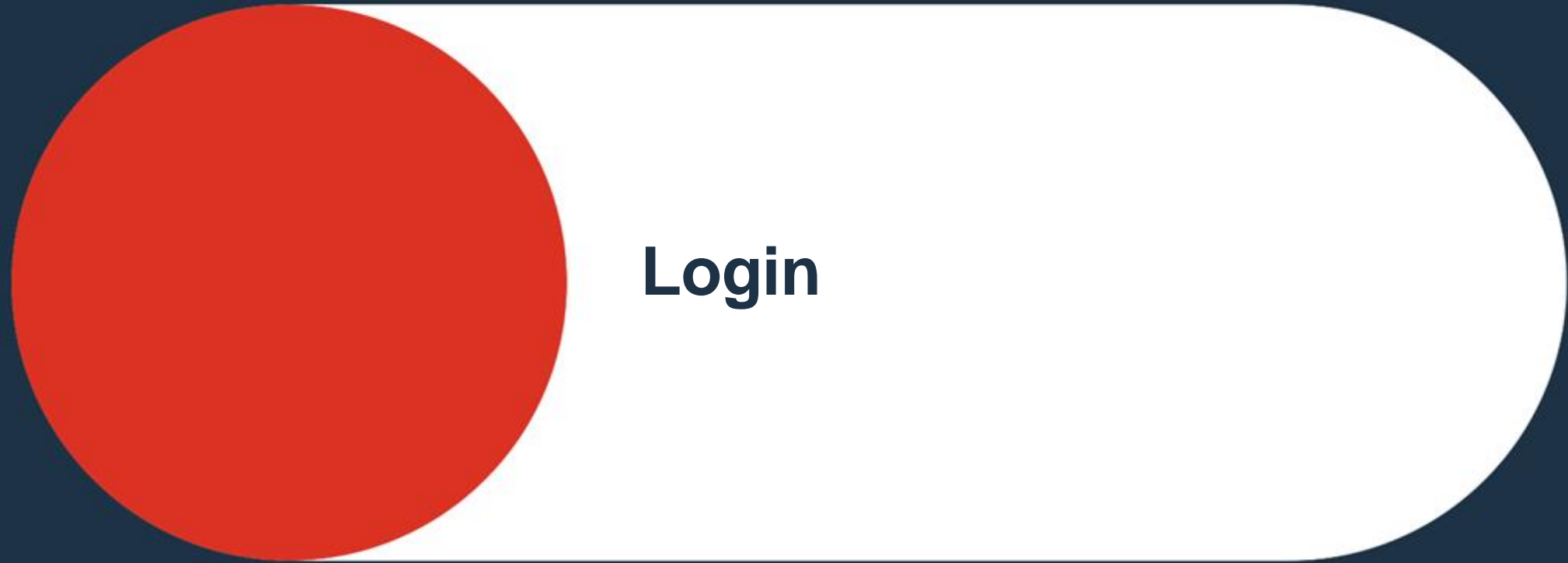
- View the expense report via **Expense Module** > Process Reports
- Audit and verify completeness of claims submitted
- View the details and add comments on the report
- Process expense reports for approval
- Return claims if necessary

## 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

1. Go to **Alstom Favorites** on your browser.

2. Click on **Concur**

Concur  
eu1.concursolutions.com/UI/SSO/p0600971dib

Locomotives: the brains and brawn of the rail world

Pulling freight trains or moving passengers – locomotives are the intelligent powerhouses of the rail network more.



Best to use the SSO for all log-ins

SAP Concur | Requests | Travel | Expense | Reporting | App Centre | Administration | Help | Profile

ALSTOM mobility by nature

New: 00 Authorisation Requests, 00 Available Expenses, 03 Open Claims, 00 Cash Advances

TRIP SEARCH: Mixed Flight/Train Search (Round Trip, One Way, Multi City). From: Departure city, airport or train station. To: Arrival city, airport or train station. Search button.

COMPANY NOTES: Welcome to Concur Travel, ABC's online booking tool. First Time User? Need Assistance? To view demonstrations of Concur Travel, click the links below: Read more

MY TASKS: 00 Open Requests (You currently have no active requests), 00 Available Expenses (You currently have no available expenses), 03 Open Claims (19/05 TESTSTST1234132414 INR 10,000.00, 18/05 test11, 18/05 TEST12345)

MY TRIPS (0): You currently have no upcoming trips.

# Login – Mobile Application

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**

**For ex-AT:** SSO is not available for Mobile app, User need to click [www.Concursolutions.com](http://www.Concursolutions.com) and select forget password  
**Username:** [ALPSID@alstom.com](mailto: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

The image shows two screenshots illustrating the login process for the SAP Concur mobile application. The left screenshot is the SAP Concur web interface. In the top right corner, the 'Profile' dropdown menu is open, and the 'Profile Settings' option is highlighted with a red box and a red circle labeled '2'. The user's name 'Fritzie p. ABABON' is visible above the dropdown. The right screenshot is the SAP Concur Mobile App interface. The 'DOWNLOAD THE APP' section is highlighted with a red box and a red circle labeled '3'. This section contains a text input field for an email address and a 'Send Link' button. Below this, there are buttons for 'Download on the App Store' and 'GET IT ON Google Play'. The mobile app interface also shows a navigation menu on the right with options like 'Trips', 'Expenses', 'Expense Reports', 'Approvals', and 'Requests'.



# Profile settings

# Profile settings

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

The screenshot displays the SAP Concur user interface. At the top, there is a navigation bar with 'SAP Concur' logo and menu items: 'Requests', 'Travel', 'Expense', 'Reporting', and 'App Centre'. On the right side of the navigation bar, there are 'Administration' and 'Help' dropdown menus, and a 'Profile' dropdown menu with a red circle '1' next to it. Below the navigation bar, the main content area is divided into several sections: 'TRIP SEARCH' (with a 'Mixed Flight/Train Search' form), 'COMPANY NOTES' (with a red warning message), and 'MY TASKS' (with three task cards: 'Open Requests', 'Available Expenses', and 'Open Claims'). A user profile dropdown menu is open, showing the user's name 'Vinay BANDI' and a red circle '2' next to the 'Profile Settings' link. The dropdown menu also includes a 'Sign Out' link and an 'Acting As' section with radio buttons for 'Myself', 'A Delegate for another user who has granted you this permission', and 'An Administrator (Proxy) for other users'. A 'Switch' button is located at the bottom of the dropdown menu.

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:

The screenshot shows the SAP Concur Profile Options menu. The left sidebar contains the following items: **Your Information** (with sub-items: Personal Information, Company Information, Contact Information, Email Addresses), **Expense Settings** (with sub-items: Expense Information, Bank Information, Expense Delegates, Expense Preferences), **Expense Approvers** (with sub-items: Personal Car, Favourite Attendees), and Other Settings (with sub-items: System Settings, Connected Apps, Concur Connect, Change Password, Concur Mobile Registration). The main content area is titled 'Profile Options' and includes sections for Personal Information, Bank Information, Expense Preferences, System Settings, Expense Delegates, Personal Car, and Concur Mobile Registration. A red circle with a diagonal line through it is placed over the 'Bank Information' section, with a red arrow pointing to a warning box below.

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.**



# Profile settings

SAP Concur

Profile Personal Information

**1** Your Information

- Personal Information
- Company Information
- Contact Information
- Email Addresses

Expense Settings


- Expense Information
- Bank Information
- Expense Delegates
- Expense Preferences
- Expense Approvers
- Personal Car
- Favourite Attendees

Other Settings

- System Settings
- Connected Apps
- Concur Connect
- Change Password
- Concur Mobile Registration

## My Profile - Personal Information

Disabled fields (gray) cannot be changed. If there are errors in these fields, contact your company's travel administrator.  
Fields marked **[Required]** and **[Required\*\*]** (validated and required) must be completed to save your profile.

[Change Picture](#) 

**2**

Title	First Name	Middle Name	Initials	Last Name	Suffix
<input type="text"/>	<input type="text" value="Lea"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="BLANCHON"/>	<input type="text"/>

**Company Information** [Go to top](#)

Employee ID

**Contact Information**

Mobile Phone Country/Region  Mobile Phone

**Email Addresses** [Go to top](#)

Please add at least one email address.

- [How do I add an email address?](#)
- [Travel Arrangers / Delegates](#)
- [Why should I verify my email address?](#)
- [How do I verify my email address?](#)

Email Address	Verify	Contact?	Actions
<b>3</b> Email 1 <a href="mailto:lea.blanchon@alstomgroup.com">lea.blanchon@alstomgroup.com</a>	<input type="checkbox"/> Not Verified	Yes	<input type="button" value="Verify"/>

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.

Personal Information

Your Information

- Personal Information
- Company Information
- Contact Information
- Email Addresses

Request Settings

- Request Information
- Request Preferences
- Request Approvers
- Favorite Attendees
- International Travel

Expense Settings

- Expense Information**
- Expense Preferences
- Expense Approvers
- Personal Car

## Expense Information

Save Cancel

Employee Group	Australia	Reimbursement Currency	Australia, Dollar	Vendor ID	EM00508043	SAP Company code	GSI Australia
Alternative ID		Policy		Country (categorie code)	(AU) Australia	Categorie	(0) STD
Country (hierarchy)	(AU) Australia	<b>Company Code (hierarchy)</b>	<b>(0200) ALSTOM Transport AU</b>	Teranga code (hierarchy)	(5523) RS Sydney AU	Cost Center	(CAU5523)
Profit Center (hierarchy)	(PAU5523006) PFR PAU5523	System ID (Allocation List)	GSI	Country (Allocation List)	(AU) Australia	Company C	(0200) Als
Teranga Code (Allocation List)	(5523) RS Sydney AU	<b>Cost Object Type (Allocation List)</b>	<b>(CC) Cost Center</b>	Cost Object ID (Allocation List)	(CAU5523041) HR Country	Country (Group)	(AU) Australia
Teranga code (Group)	(5523) RS Sydney	Default Travel Agency	Select one				

- Go to **Expense information**
- Verify your current reporting **Company code**
- Verify your default **Cost center**

# Profile settings

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

The screenshot shows the SAP Concur user interface. At the top, there is a navigation bar with 'SAP Concur' logo, 'Expense', 'Approvals', and 'App Centre' tabs. On the right, there is a 'Help' dropdown and a 'Profile' button with a user icon. Below the navigation bar, there are several menu items: 'Profile', 'Personal Information', 'Change Password', 'System Settings', and 'Concur Mobile Registration'. The main content area is titled 'Expense Approvers' and contains two text input fields. The first field is labeled 'Default approver for your expense claims.' and the second is labeled 'Default approver for your cash advance requests.' Both fields contain the email address 'nedjma.marcotte@alstomgroup.com - Nedjma Souadji MAR'. A red box highlights the 'Expense Approvers' menu item in the left sidebar, marked with a red circle containing the number '1'. Another red box highlights the two input fields, marked with a red circle containing the number '2'. A red box on the right contains a list of instructions: '1. Go to Expense Approvers' and '2. Verify if you have a default expense and cash advance approver'. Below the list, it states 'Your line manager should be your default approver'.

# Changing language

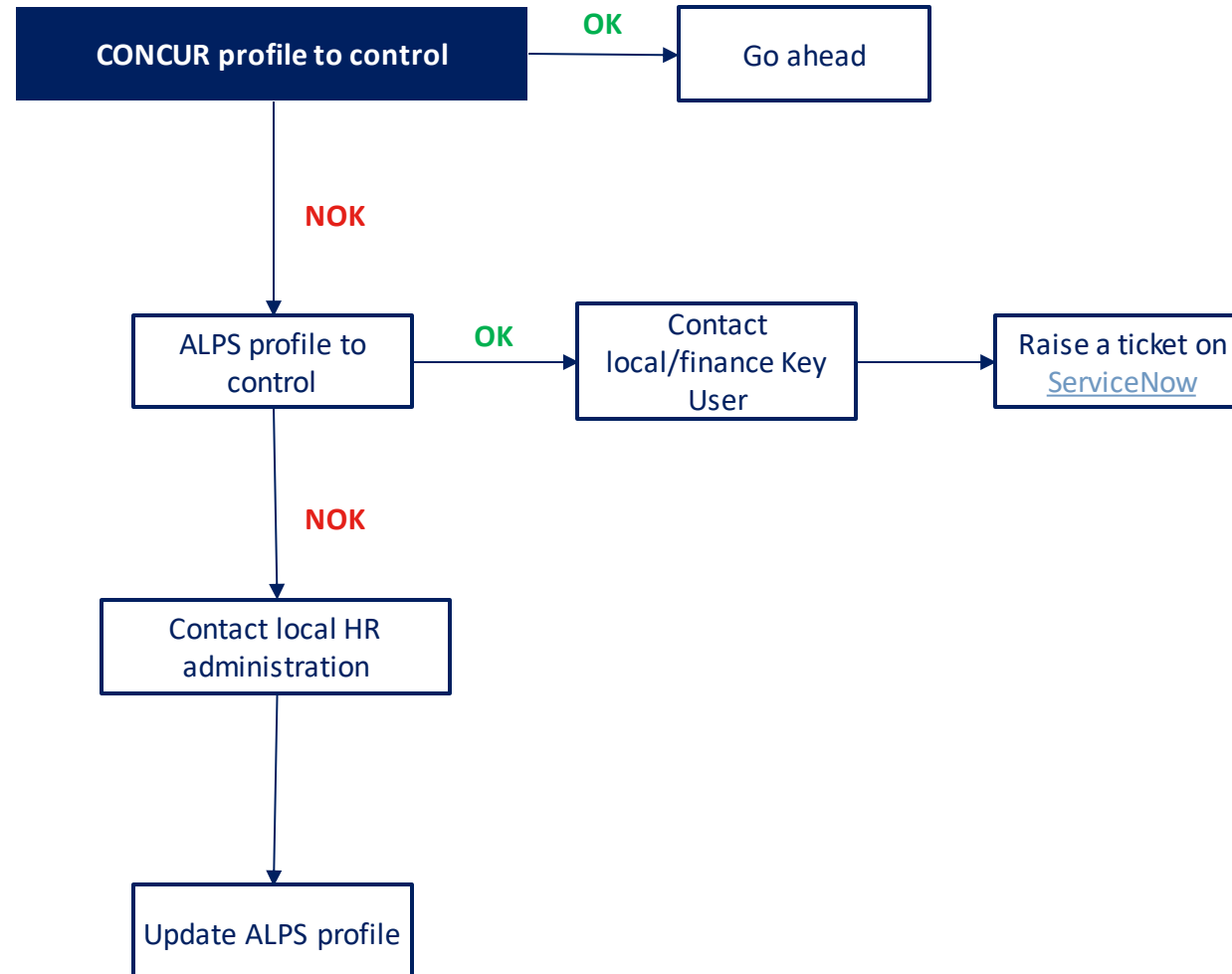
From the Profile settings, go to System settings:

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

The screenshot shows the 'System Settings' page with the following elements:

- Navigation:** Profile, Personal Information, Change Password, **System Settings** (highlighted with a red box and callout 1), Concur Mobile Registration.
- Left Sidebar:** Your Information (Personal Information, Company Information, Contact Information, Email Addresses, Emergency Contact, Credit Cards), Request Settings (Request Information, Request Delegates, Request Preferences, Request Approvers, Favorite Attendees, International Travel), Expense Settings (Expense Information, Bank Information, Expense Delegates).
- Main Content:**
  - Regional Settings and Language:**
    - Default Language:** English (United States) (highlighted with a red box and callout 2)
    - Number Format: 1,000.00
    - Placement of Currency Symbol: Before the amount
    - Negative Number Format: -100
    - Negative Currency Format: (100)
    - Date Format: mm/dd/yyyy
    - Time Format: h:mm AM/PM
    - Hour/Minute Separator: : 05/19/2023 04:08 am
    - Time zone (local time):** (UTC-05:00) Eastern Time (US & Canada) (highlighted with a red box and callout 3)
  - Calendar Settings:** Start week on: Sunday, Start Day View At: 08:00 am, End Day View At: 08:00 pm, Default View: month.
  - Other Preferences:** Home Page, Rows per page: 25.
- Buttons:** Save (highlighted with a red box and callout 4), Reset, Cancel.

# Profile settings





# Submitting expense claims

# Expense claims

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## 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*

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- ❑ 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 received 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

The screenshot displays the SAP Concur user interface. At the top, there is a navigation bar with 'SAP Concur' and menu items: 'Requests', 'Travel', 'Expense', 'Reporting', and 'App Centre'. On the right, there are links for 'Administration', 'Help', 'Profile', and a user icon. Below the navigation bar is the ALSTOM logo and a dashboard with four summary cards: 'Authorisation Requests' (00), 'Available Expenses' (00), 'Open Claims' (03), and 'Cash Advances' (00). A red box highlights the 'New' button (marked with a red '1') and its dropdown menu (marked with a red '2'). The dropdown menu contains the following options: 'Start a Request', 'Start a Claim', 'New Cash Advance', and 'Upload receipts'. Below the dashboard, there are sections for 'TRIP SEARCH' (with a 'Mixed Flight/Train Search' form), 'COMPANY NOTES' (with a welcome message and links for 'First Time User?' and 'Need Assistance?'), and 'MY TASKS' (with three cards: 'Open Requests' (00), 'Available Expenses' (00), and 'Open Claims' (03)).



# Expense Claim

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

Create New Claim

Create from an Approved Request

\* Required field

2 Report Name \*

3 Report Date

23/05/2023

Report Total

Business Purpose

4 Cost Object Type \*

(CC) Cost Center

5 Cost Object ID \*

(CDE3243971) Weiterbelastung: Personal Alstom

6

Next: Create claim and add itinerary details for your travel allowances

Cancel Next

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

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**

# Expense Claim

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

The screenshot shows a web interface for managing expense claims. At the top, there are tabs for 'Manage Expenses' and 'Cash Advances'. Below this is a red alert bar that says 'Alerts: 1'. The main content area shows a claim for 'Sample €0.00' with the status 'Not Submitted' and 'Report Number: 6K98W'. There are buttons for 'Delete Report' and 'Submit Report'. A modal window titled 'Add Expense' is open, showing 'Available Expenses' as '0' and a '+ Create New Expense' button. A search bar with the placeholder 'Search for an expense type' is also present. Below the search bar is a list of expense categories: '01. Travel Expenses' (with sub-items: Fuel/Gasoline/EV, Hotel, Laundry, Tickets for Bridegroom and Children) and '02. Transportation' (with sub-item: Airfare). Three red callout boxes with numbers 1, 2, and 3 point to the 'Add Expense' button, the '+ Create New Expense' button, and the search bar respectively. A red text box on the right contains a three-step instruction list. A red text box at the bottom left provides a note about gift and hospitality requests.

Manage Expenses Cash Advances

Alerts: 1

Sample €0.00  
Not Submitted | Report Number: 6K98W

Report Details Print Manage Receipts

1 Add Expense Edit Delete

2 + Create New Expense

3 Search for an expense type

- 01. Travel Expenses
  - Fuel/Gasoline/EV
  - Hotel
  - Laundry
  - Tickets for Bridegroom and Children
- 02. Transportation
  - Airfare

Delete Report Submit Report

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

Business Calls € 100.00  
04/05/2023

Details Itemisations

\* Required field

1 Expense Type \*  
Business Calls

2 Transaction Date \*  
04/05/2023

3 City of Purchase \*  
Niendorf, GERMANY

4 Amount \*  
100.00

6 Receipt Status \*  
Receipt

5 Currency \*  
Euro

8 Cost Object Type \*  
(CC) Cost Center

9 Cost Object ID \*  
(CDE3243971) Weiterbelastung: Personal Alstom

10 Save Expense

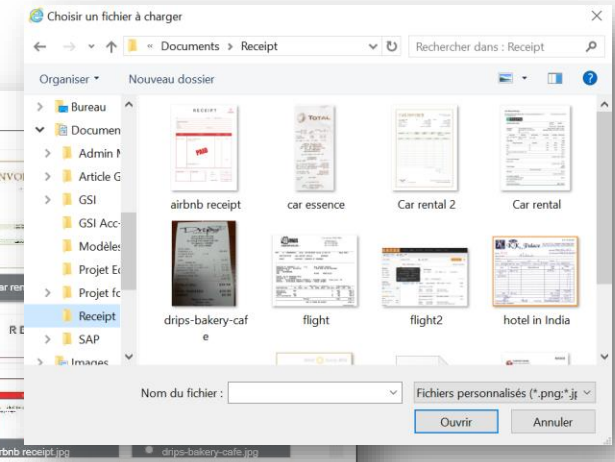
Attach Receipt

Upload Receipt Image  
5MB limit per file

7

Add Receipt

Click to upload or drag and drop files to upload a new receipt.  
Valid file types for upload are .png, .jpg, .jpeg, .pdf, .tif or .tiff.  
5MB limit per file.



1. Verify correct **expense type** selected
2. Input actual **transaction date**
3. Input **city of purchase**
4. Input actual **amount** expended
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

Hotel INR 10,000.00

19/01/2023

Cancel Delete Expense Save Expense

Details Itemisations Hide Receipt

Allocate

Expense Type \* **1**

Hotel

Check-in Date \* 25/05/2023

Check-Out Date \* 27/05/2023

Nights: 2

Transaction Date \* 19/01/2023

Enter Vendor Name

City of Purchase \* Bangalore, INDIA

Amount \* 10,000.00

Currency \* India, Rupee

Receipt Status \* Receipt

Cost Center (CIN2087202) BUSINESS SOLUTIONS & I

Profit Center (PIN2087002) PFR PIN2087002

Element Type

WBS/ORDER Code

Profit Center

Line number

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

Alert

This expense has been saved. You are required to itemise this expense. Would you like to do that now?

No Yes

Details Itemisations

Amount INR 10,000.00

Itemised INR 0.00

Remaining INR 10,000.00

New Itemisation

Expense Type \* **4**

Hotel

Entry Type: Recurring Itemisation 25/05/2023 - 27/05/2023 (Nights: 2)

Your hotel room rate was:

The Same Every Night Not the Same

Room Rate (per night)*	Room Tax (per night)	Tax 2 (per night)	Tax 3 (per night)
<b>5</b>			

(Amounts in INR)

Combine room rate and taxes into a single entry

Save Itemisation **6**

# Expense Claim

Add other expenses to your claim

Sample €1,012.00 Delete Report Copy Report Submit Report

Not Submitted | Report Number: 6K98WV

Report Details  Print  Manage Receipts

**1** Add Expense Edit Delete Copy Combine Expenses Move to

<input type="checkbox"/>	Alerts <input type="checkbox"/>	Receipt <input type="checkbox"/>	Payment Type <input type="checkbox"/>	Expense Type <input type="checkbox"/>	Vendor Details <input type="checkbox"/>	Date <input type="checkbox"/>	Requested <input type="checkbox"/>
<input type="checkbox"/>			Cash	Hotel	Paris, Paris	01/04/2023	€ 1,000.00
<input type="checkbox"/>			Cash	Car Rental	Paris, Paris	01/03/2023	€ 12.00
							€ 1,012.00

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.

The screenshot displays the SAP Concur Expense Claim interface. The main view shows a claim for "Business travel in India" totaling € 383.83, which is "Not Submitted". A red box labeled "1" highlights the "Submit Claim" button. Below this, the "Claim Totals" section is visible, containing a table with the following data:

Claim Totals	
Alerts: 1	
Company Pays € 383.83 Employee	Employee Pays € 0.00 Company
Amount Total: € 383.83	Due Employee: € 383.83
Requested Amount: € 383.83	Total Paid By Company: € 383.83
	Owed Company: € 0.00
	Total Owed By Employee: € 0.00

A red box labeled "2" highlights the "Submit Claim" button at the bottom of the claim details. A "Report Status" window is overlaid on the right, showing a green checkmark and the text "Claim Submitted" for "Business travel in India | € 383.83". A red box labeled "3" highlights this window. A red arrow points from the "Submit Claim" button in the main view to the "Report Status" window.

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

The screenshot shows the SAP Concur Expense portal interface. The top navigation bar includes 'SAP Concur', 'Requests', 'Expense' (highlighted with a red box and a '1' in a red circle), 'Approvals', 'Reporting', and 'App Center'. Below the navigation bar, there are tabs for 'Manage Expenses', 'View Transactions', and 'Cash Advances'. The main content area is titled 'Manage Expenses' and 'ACTIVE REPORTS'. It features a 'Create New Report' button (highlighted with a red box) and a list of reports. The reports are categorized by status: 'NOT SUBMITTED' and 'SUBMITTED'. One 'SUBMITTED' report is highlighted with a red box and a '2' in a red circle. This report is titled 'Mobile Expense Report 2019.11.12' and has a value of '0,50€'. Below the value, it says 'In Accounting Review' (also highlighted with a red box). The report is dated '05/11/2020'. Another 'SUBMITTED' report is visible below, titled '2015/12 Bangalore' with a value of '2 075,62€' and a warning icon for 'Exceptions In Accounting Review'. At the bottom, there is a note: 'All incoming expenses will be placed on an unsubmitted report. Stop this process.'

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**

The screenshot displays the SAP Concur user interface. At the top, the navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Reporting', and 'App Centre'. The user's profile and 'Help' options are visible on the right. Below the navigation bar, the ALSTOM logo is present. A central dashboard area shows a '+ New' button, which is highlighted with a red box and a red circle labeled '1'. A dropdown menu is open below the 'New' button, with 'Start a Request' highlighted by a red box and a red circle labeled '2'. Other dashboard items include '00 Authorisation Requests', '00 Available Expenses', '03 Open Claims', and '00 Cash Advances'. The main content area is divided into three sections: 'TRIP SEARCH' with a 'Mixed Flight/Train Search' form, 'COMPANY NOTES' with a welcome message and a 'Read more' link, and 'MY TASKS' with three cards: '00 Open Requests', '00 Available Expenses', and '03 Open Claims'. The 'Open Claims' card lists three items: '19/05 TESTSTST1234132414 INR 10,000.00', '18/05 test11', and '18/05 TEST12345'. At the bottom left, a 'MY TRIPS (0)' section shows 'You currently have no upcoming trips.'

# Creating a Request

Create New Request ✕

**4** Request Name \*

**6** End Date \*  
MM/DD/YYYY

**3** Request Policy \*  
\*Alstom G&H Request Policy

**7** Purpose \*

**5** Start Date \* \* Required field  
MM/DD/YYYY

**8** Gift & Hospitality only \*  
None Selected

Custom 6 - Employee ID  
ACN2022

Cost Object Type  
▼ (CC) Cost Center

**9** Comment \*

Cancel **10** Create 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

The screenshot shows a web interface for creating a G&H Request. At the top left, the text 'SAMPLE' is followed by a trash icon. Below it, the status 'Not Submitted' and 'Request ID: 493M' are displayed. On the top right, there are two buttons: 'Copy Request' (blue) and 'Submit Request' (orange). A navigation bar contains 'Request Details', 'Print/Share', and 'Attachments' (highlighted with a red box and a red circle with the number '1'). Below this, a section titled 'EXPECTED EXPENSES' (highlighted with a red box and a red circle with a question mark) contains four buttons: 'Add', 'Edit', 'Delete', and 'Allocate'. A tooltip 'Attach Documents' is visible over the 'Add' button. A modal window titled 'Add Expected Expense' is open, featuring a search bar 'Search for an expense type' and a list of expense types: Accomodation, Gifts, Meal, Others, and Transport.

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

## New Expense: Accommodation

12/15/2022

Attendees (0)

Transaction Date \*

1

12/15/2022



Vendor Name

Comment

Save

4

Cancel

Cancel

Save

Transaction Amount \*

2

Currency \*

3

Philippines, Peso



City



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.

**SAMPLE PHP 1,111.00**

Not Submitted | Request ID: 493M

Request Details Print/Share Attachments

### EXPECTED EXPENSES

**Add** **Edit** **Delete** **Allocate**

Expense type

**1** **Attendees (1)**

12/15/2022

**Attendees**  
Accommodation | INR 133.00

Attendees: 1 **2** **Add** **Remove**

Attendee Name

BANDI, Vinay

**3** **Attendee Type \***

- Employee Alstom (Concur User)
- Business Guest
- Employee Alstom (Concur User)
- Employee Alstom (Not using Concur)
- Spouse/Partner

Include inactive employees

**4** Last Name

Company

First Name

Email Address

**5** **Search** **Reset** **Close**

**6** **Add Attendees**

Attendees Recent Attendees Attendee Groups

Search Criteria: Employee Alstom (Concur User), bandi, N **6**  
[Modify Search](#)

Attendee Name	Email Address	Country/Region	Attendee Title	Company	Attendee Type
<input checked="" type="checkbox"/> BANDI, Nataraj	nataraj.band@alstomgroup.com	INDIA			Employee Alstom (Concur User)
<input type="checkbox"/> BANDI, Vinay	vinay.band@alstomgroup.com	INDIA			Employee Alstom (Concur User)
<input type="checkbox"/> BANDIRALI, Cesare	cesare.bandirali@alstomgroup.com	ITALY			Employee Alstom (Concur User)

**7** **Add to List** **Close**

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.

The screenshot shows the SAP Concur interface for managing requests. The top navigation bar includes 'SAP Concur', 'Requests', and 'Expense'. A yellow alert banner at the top indicates 'Alerts: 2'. The main content area displays a 'Test G&H SEK 1,000.00' request, which is 'Approved' with 'Request ID: 36QQ'. A red callout box with the number '1' points to the 'Create Expense Report' button. Below the request details, there are options for 'Request Details', 'Print', and 'Attachments'. A table titled 'EXPECTED EXPENSES' lists the expense details.

Expense type ↑↓	Details ↑↓	Date ≡	Amount ↑↓	Requested ↑↓
Accommodation Attendees (1)	Lille, FRANCE	03/23/2023	SEK 1,000.00	SEK 1,000.00
				<b>SEK 1,000.00</b>

# Creating a G&H Request

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

The screenshot shows the SAP Concur interface for managing expenses. The top navigation bar includes 'SAP Concur', 'Requests', and 'Expense' (highlighted in blue). On the right, there are links for 'Help', 'Profile', and a user icon. Below the navigation, the page title is 'Manage Expenses'. The main content area displays 'Test G&H SEK 0.00' with a status of 'Not Submitted' and 'Report Number: 6DOJ37'. There are two buttons: 'Delete Report' (blue) and 'Submit Report' (orange). Below this, there are four menu items: 'Report Details', 'Print/Share', 'Manage Receipts', and 'Travel Allowance'. A table entry is shown with 'REQUEST' and 'Approved SEK 1,000.00'. A red circle with the number '2' is placed next to the 'Approved' text. A red callout box points to this entry with the text '2. The approved Request can be seen here'. At the bottom, there is a toolbar with buttons for 'Add Expense', 'Edit', 'Delete', 'Copy', 'Allocate', 'Combine Expenses', and 'Move to'.

# Creating a G&H Request

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

The screenshot shows the SAP Concur interface for managing expenses. At the top, there is a navigation bar with 'SAP Concur' logo, 'Requests', and 'Expense' tabs. The 'Expense' tab is active. On the right, there are 'Help', 'Profile', and a user icon. Below the navigation bar, the page title is 'Manage Expenses'. The main content area displays 'Test G&H SEK 0.00' and 'Not Submitted | Report Number: 6DOJ37'. There are 'Delete Report' and 'Submit Report' buttons. A dropdown menu 'Report Details' is open, showing options: 'Report', 'Report Header', 'Report Totals', 'Report Timeline', 'Audit Trail', 'Report Payments', 'Linked Add-ons', and 'Manage Requests'. The 'Report Header' option is highlighted. A red box with the number '3' is next to the 'Report Details' dropdown. A callout box points to the 'Report Header' option with the text: '3. Click on Report Details button and select Report Header'. Below the dropdown, there are buttons for 'Edit', 'Delete', 'Copy', 'Allocate', 'Combine Expenses', and 'Move to'. At the bottom, it says 'No Expenses' and 'Add expenses to this report to submit for reimbursement.'



# Creating a G&H Request

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

Report Header

Test G&H | SEK 0.00

**4**

Report Name \*  
Test G&H

Report Id  
CF9FA6BF168B47228975

Report Date  
03/23/2023

Report Currency  
Sweden, Krona

Approval Status  
Not Submitted

Report Total  
0

Business Purpose  
Test

Cost Object Type \*  
⌵ (CC) Cost Center

Cost Object ID \*  
⌵ (CFR3160110) BLF PROJECT MANAGEMENT

Profit Center \*  
⌵ (PFR3160000) PFR PFR3160000

Comment  
Test

**5**

**4. Name the report**

**5. Click on Save**

Travel Allowance  
Select if you have travel and require lodging, meals, or incidental travel allowances.

Yes, I require Travel Allowance

No, I do not require Travel Allowance

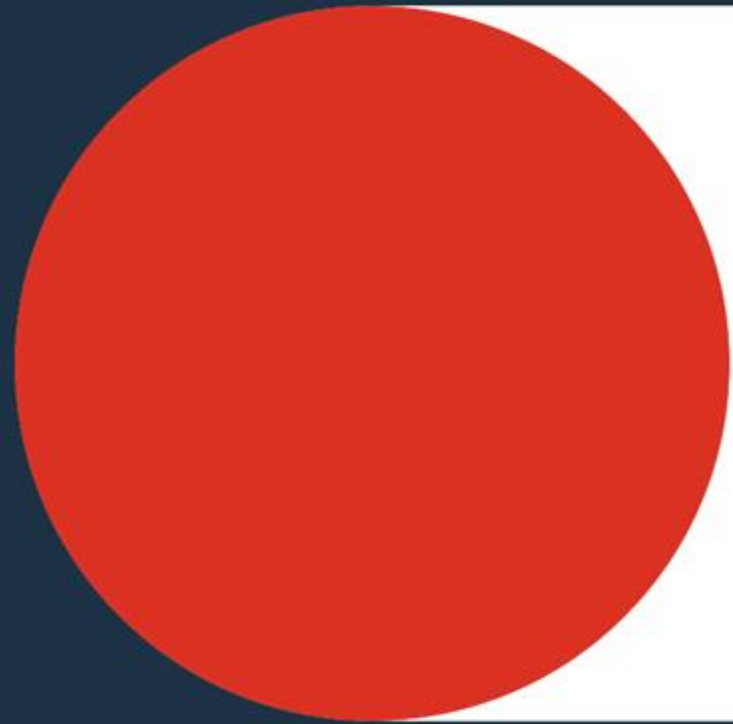
Cancel **5** Save

## 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.

The screenshot shows the SAP Concur user interface. At the top, a dark navigation bar contains a 'Profile' dropdown menu, which is highlighted with a red box and a red circle containing the number '1'. Below this, the user's name 'Nedjma Souadji MARCOTTE' is displayed, with a 'Profile Settings' link highlighted by a red box and a red circle containing the number '2'. The main navigation bar includes 'SAP Concur', 'Expense', 'Approvals', 'Reporting', and 'App Center'. Below the navigation bar, a breadcrumb trail shows 'Profile' > 'Personal Information' > 'Change Password' > 'System Settings' > 'Concur Mobile Registration'. The main content area is titled 'Profile Options' and contains several sections: 'Your Information', 'Expense Settings', and 'Other Settings'. The 'Expense Delegates' link under 'Expense Settings' is highlighted with a red box and a red circle containing the number '3'. The 'Expense Delegates' section includes a description: 'Delegates are employees who are allowed to perform work on behalf of other employees.'

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.

Expense Delegates

Delegates Delegate For

**4** Add Save Delete

Delegates are employees who are allowed to perform work on behalf of other employees.

Search for the id or login id

**5** Add Cancel

lea.blanchon@alstomgroup.com  
Employee ID: 200558536  
Logon ID: 200558536@alstom.com  
Teranga code (hierarchy): RSC Rolling  
Stock Components

	Can View Receipts	Receives Emails	Can Approve Temporary	Receives Approval Emails
No records found.				

Expense Delegates

Delegates Delegate For

**8** Add Save Delete

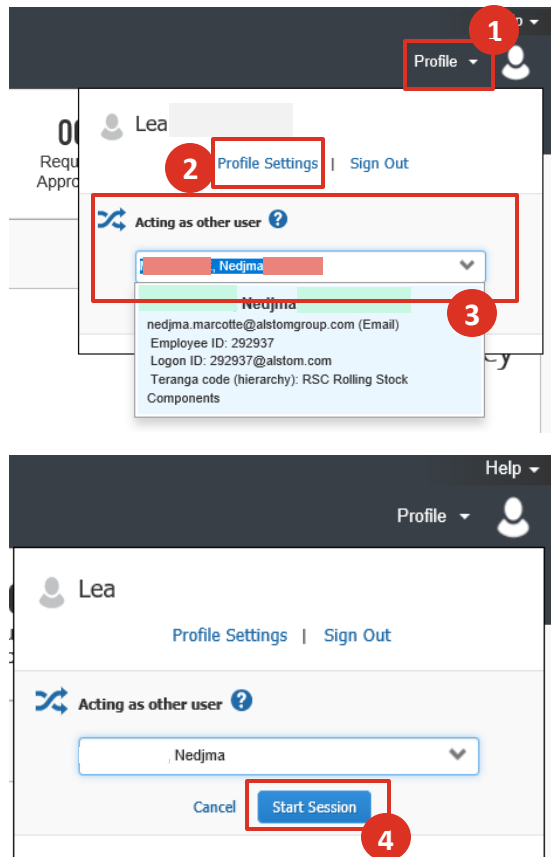
Delegates are employees who are allowed to perform work on behalf of other employees.

<input type="checkbox"/>	Name	Can Prepare	Can Submit Reports	Can View Receipts	Receives Emails	Can Approve Temporary	Receives Approval Emails
<input checked="" type="checkbox"/>	lea.blanchon@alstomgroup.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> 02/03/2019 - 02/22/2020	<input checked="" type="checkbox"/> <b>7</b>

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

The screenshot displays the SAP Concur interface. At the top right, a green tab labeled 'Acting as' with a user profile icon is highlighted with a red box and the number 5. Below this, a '+ New' button is highlighted with a red box and the number 6. A dropdown menu is open from the '+ New' button, showing options: 'Start a Claim', 'New Cash Advance', and 'Upload receipts'. In the background, a modal window is open, showing the 'Acting as' dropdown with 'Nedjma' selected, highlighted with a red box and the number 7. At the bottom of this modal, a 'Done acting for others' button is highlighted with a red box and the number 8. The main interface shows 'SAP Concur Expense Approvals', 'Global Travel Policy', and 'TASKS' with '01 Required Approvals' and '00 Available Expenses'.

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?

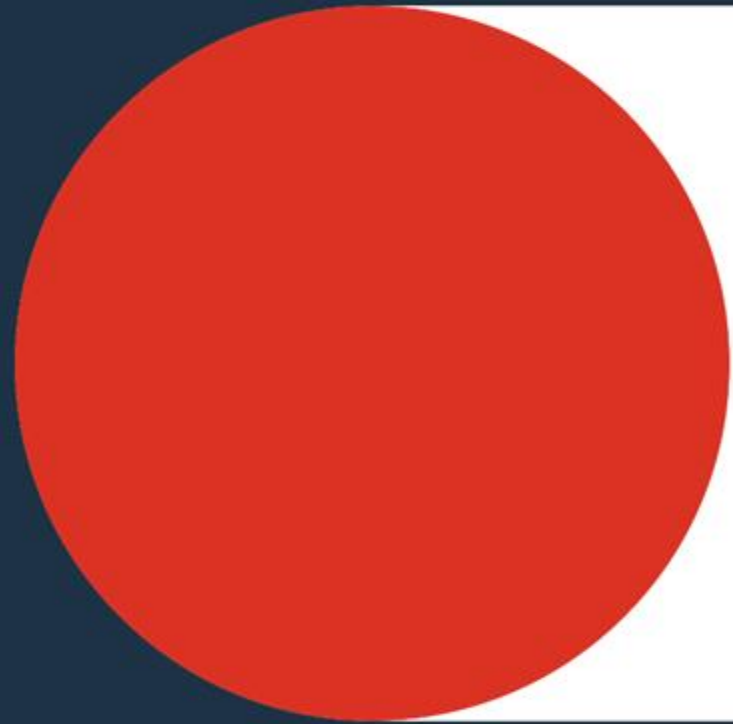
- When connecting to Concur, Approver will see that documents are pending approval in the homepage and in the Approvals screen.

The screenshot shows the SAP Concur interface. At the top, the 'Approvals' menu item is highlighted with a red box and a red circle containing the number '1'. Below the navigation bar, three summary cards are shown: '44 Requests', '54 Expense Claims', and '02 Cash Advances'. The 'Expense Claims' card is highlighted with a red box and a red circle containing the number '2'. Below these cards is a table titled 'Expense Claims'. The table has columns for 'Claim Name', 'Employee', 'Claim Date', 'Amount Due Employee', and 'Requested Amount'. The row for 'Canada Test 1' is highlighted with a red box and a red circle containing the number '3'. At the bottom right of the interface, there are two buttons: 'Send Back to Employee' and 'Approve'. The 'Approve' button is highlighted with a red box and a red circle containing the number '4'.

Claim Name	Employee	Claim Date	Amount Due Employee	Requested Amount
Teste Meals	user, Test	16/05/2023	BRL 110,00	BRL 110,00
Canada Test 1	user, Test	12/05/2023	CAD 1.900,00	CAD 1.900,00
JB G&H -Accomodation JB G&H -Accomodation	user, Test	04/05/2023	EUR 99,00	EUR 99,00
test 03.05.23 ca	user, Test	03/05/2023	RON 980,00	RON 980,00
Test	user, Test	28/04/2023	EUR 10,00	EUR 10,00
test JB 28 04 2023	user, Test	28/04/2023	EUR 31,00	EUR 31,00

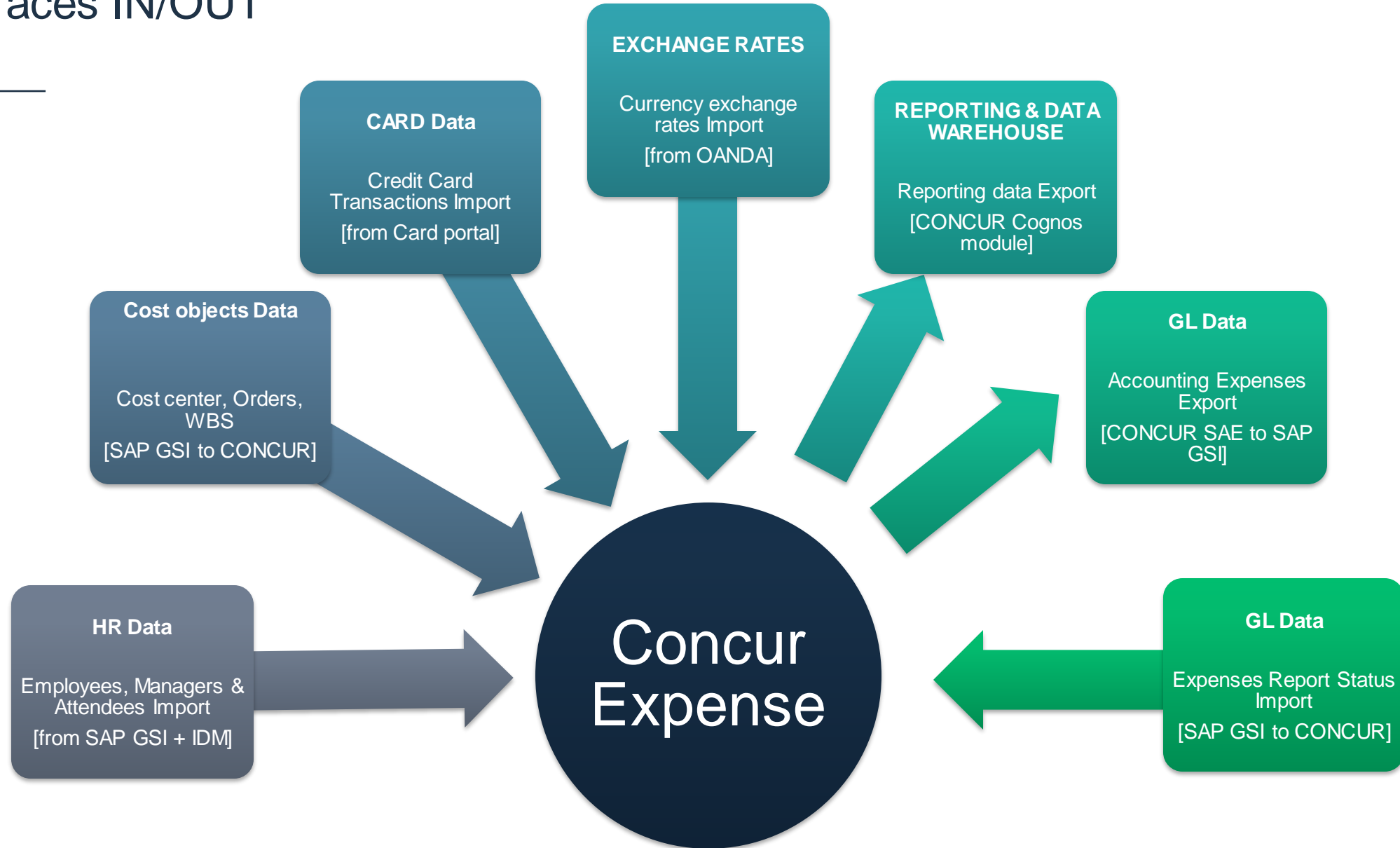
- Click on **Approvals**
- View the Approvals **counts** for Request/Expense Claims/Cash Advance
- Click on the **Claim Name**
- On Right hand side, option to **Approve or Send back to employee**

A close-up of the bottom right corner of the interface, showing two buttons: 'Send Back to Employee' and 'Approve'. The 'Approve' button is highlighted with a red box and a red circle containing the number '4'.



**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

User Administration

[+] Add New User Import Users

User List for company: ALSTOM TRANSPORT

Show Filters

**Filters**

Use Travel Advanced Filters  Use Expense Advanced Filters

1 Manager: 2 Employee Group Configuration: Expense Test Users 3

All Managers All Users I Can Access All Users

4 User Status Max Results 5

Active 25

6 Search Text Search What

Name, Email, Log-in

**Columns To Display**

Login ID  Manager  Employee Group Configuration  Email  Employee ID

Search Reset

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Please search for an employee. You can click on a letter to find all employees with that last name.



**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

Request User   
  Request Approver   
  Expense User   
  Expense Approver   
  Authorized Support Contact

Employee Group Configuration:  
 Argentina

### General Settings

CTE Login Name\* (must be suffixed with a valid domain)    Password\*    Verify Password\*

Title    First Name\*    Middle Name    Preferred Name    Last Name\*

Suffix

Account Activation Date: 03/23/2023    Account Termination Date

Employee ID \*(required for Expense, Invoice or Request User)    Email Address

### Expense and Invoice Settings

Employee Group    Country of Residence: Select one    Ledger    Reimbursement Currency: Select one    Cash Advance Account Code

Cash Advance Balance     Is a Test User?    BI Manager    Vendor ID    SAP Company code

Alternative ID    Policy    Country (categorie code)    Categorie Code    Country (hierarchy)

Company Code (hierarchy)    Teranga code (hierarchy)    Cost Center (hierarchy)    Profit Center (hierarchy)    System ID (Allocation List)

Country (Allocation List)    Company Code (Allocation List)    Teranga Code (Allocation List)    Cost Object Type (Allocation List)    Cost Object ID (Allocation List)

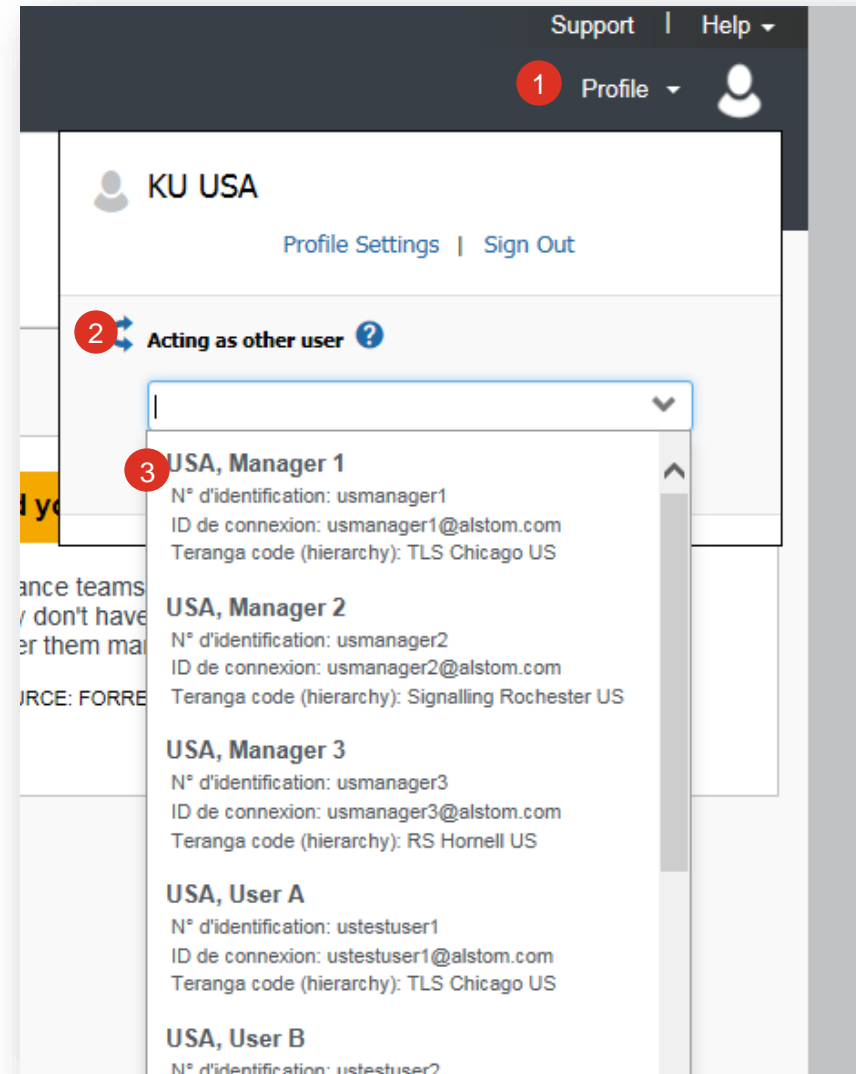
Profit Center (Allocation List)    Country (Group) (AR) Argentina    Teranga code (Group)

Default Language: English (United States)

# 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.





# 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

- Columns
- Report Name
- Submit Date
- Report Type
- Employee Name
- Cash Advance Return Received
- Approval Status
- Report Total
- Receipt Status
- Payment Status
- Amount Due Company
- Amount Approved
- Amount Company Paid

OK Cancel

**Starting Group**  
If applicable, select the user group to display

**List Settings**  
Pick the column to display / extract

Preferences

Default Query: Reports Ready for Processing

Limit queries to reports dated within: 1 year

Rows in List: 25

Time Zone: (GMT) Greenwich Mean Time: Dublin, Edinburgh, Lisbon, London

Open next report in list after workflow change

Automatically show receipts when report is opened

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

Search Results

Group: All Groups I Can Access

Run Query Starting Group Group List Settings Create/Manage Queries Preferences

Find every report where the report is dated within: 2 years AND

Payment Status Equals Payment Confirmed AND

Go

<input type="checkbox"/>	Report Name	Submit Date	Employee Name	Receipts Recei...	Payment Status	Approval Status
<input type="checkbox"/>	TEST IMPORT CONF PA...	05/11/2015	ADAM, Marcel	No	Payment Confirmed	Approved

Page 1 of 1 Send to Excel Displaying 1 - 1 of 1

**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

The screenshot displays the SAP Concur interface for processing expense reports. At the top, the navigation bar includes 'SAP Concur', 'Requests', 'Expense', and 'App Center'. Below this, the 'Process Reports' section is active, with a red '1' indicating the 'Process Reports' step.

The main area shows 'Search Results' for the 'Global' group. A search filter 'Employee Last Name' is applied, with a red '2' indicating the filter selection. The search results table lists reports with columns for Report Name, Submit Date, Employee Name, Approval Status, Report Total, Receipt Status, Cash Advance Return Receiv..., and Payment Status. A red '3' highlights a report with 'In Accounting R...' in the Receipt Status column.

The detailed view of the selected report shows a 'Requires Review' button highlighted with a red '4' and an arrow. Below this, the 'Exceptions' section lists items like 'Train and boat ...' with dates and amounts. The 'Expenses' section at the bottom shows a list of expense items with columns for Reviewed, Amount, and Currency.

# 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

The screenshot shows three expense claim cards. The first card is labeled 'NOT SUBMITTED' with a date of 16/12/2015 and contains the text 'KNOLEDGE CENTER' with a red exclamation mark icon and the amount 'EUR760.82'. The second card is labeled 'SUBMITTED' with a date of 28/08/2018 and contains the text 'TEST1' and the amount 'EUR40.00', with a red box around the text 'In Accounting Review'. The third card is also labeled 'SUBMITTED' with a date of 28/08/2018 and contains a yellow warning icon, the text 'test', and the amount 'EUR300.00', with a red box around the text 'Submitted & Pending Approval Raju Nadimpalli'.

## 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

The screenshot shows the 'Approval Flow for Report: transportation' interface. On the left, there is a menu with options: Report, Report Header, Report Totals, Report Timeline, Audit Trail, Report Payments, Linked Add-ons, and Manage Cash Advances. The 'Report' option is selected. On the right, the approval flow is shown with two steps: 'Approval for Processing: USA, User E (04/14/2016 Approved)' and '→ Manager Approval: USA, User F'. A red box highlights the '→ Manager Approval' step, indicating it is the current step.

# FAQs

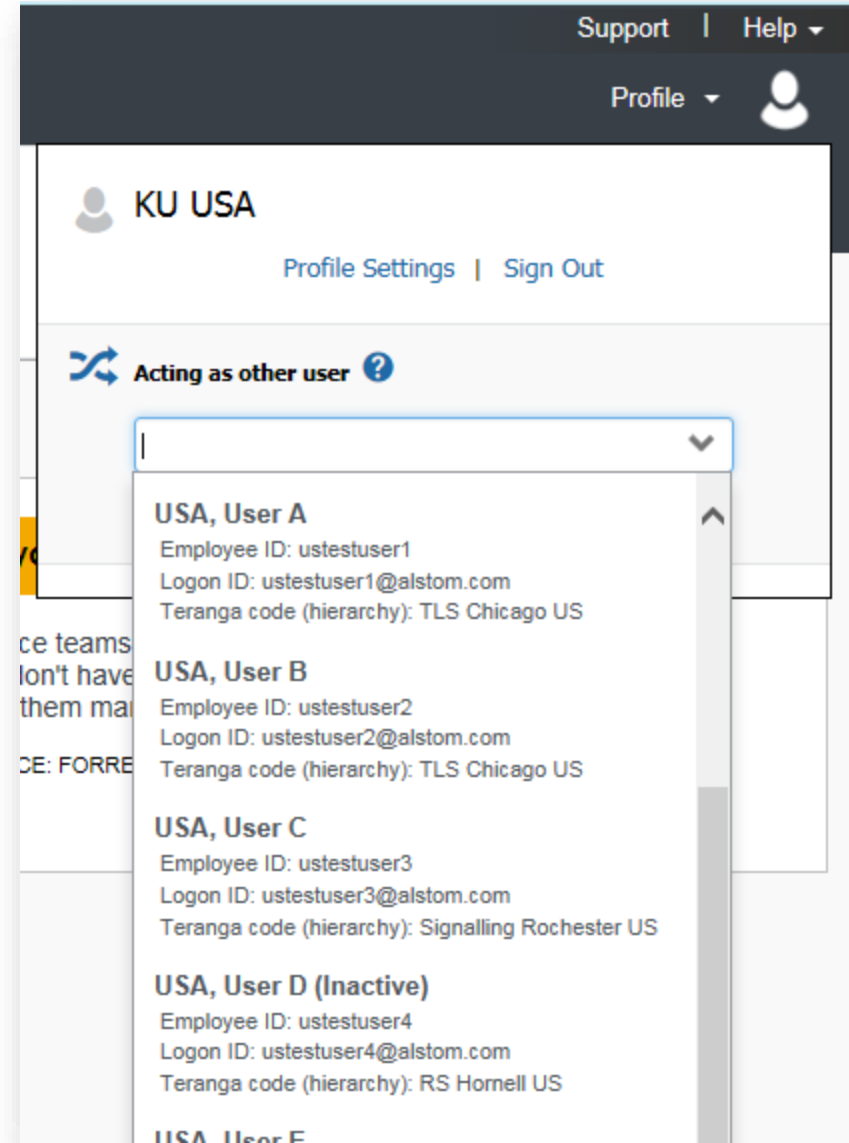
## How is it possible to know if a user have an account in Concur?

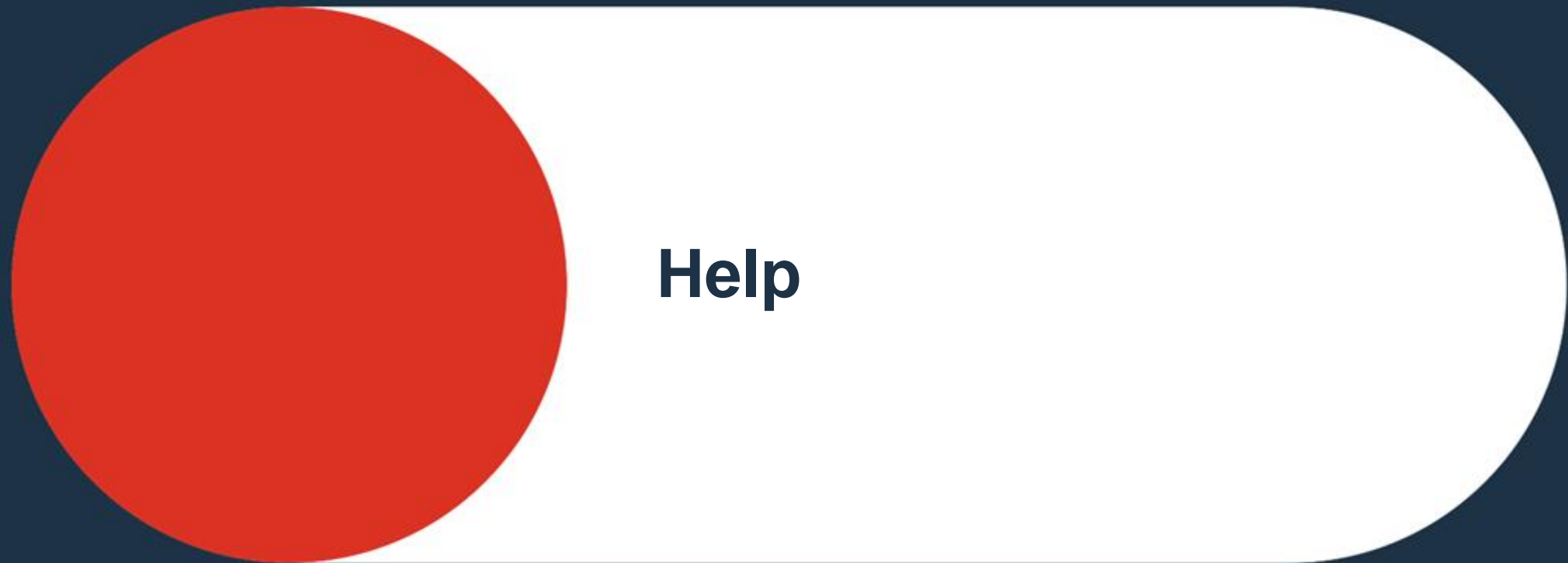
From the proxy functionality, type the name of the employee or his ALPS ID.

- 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

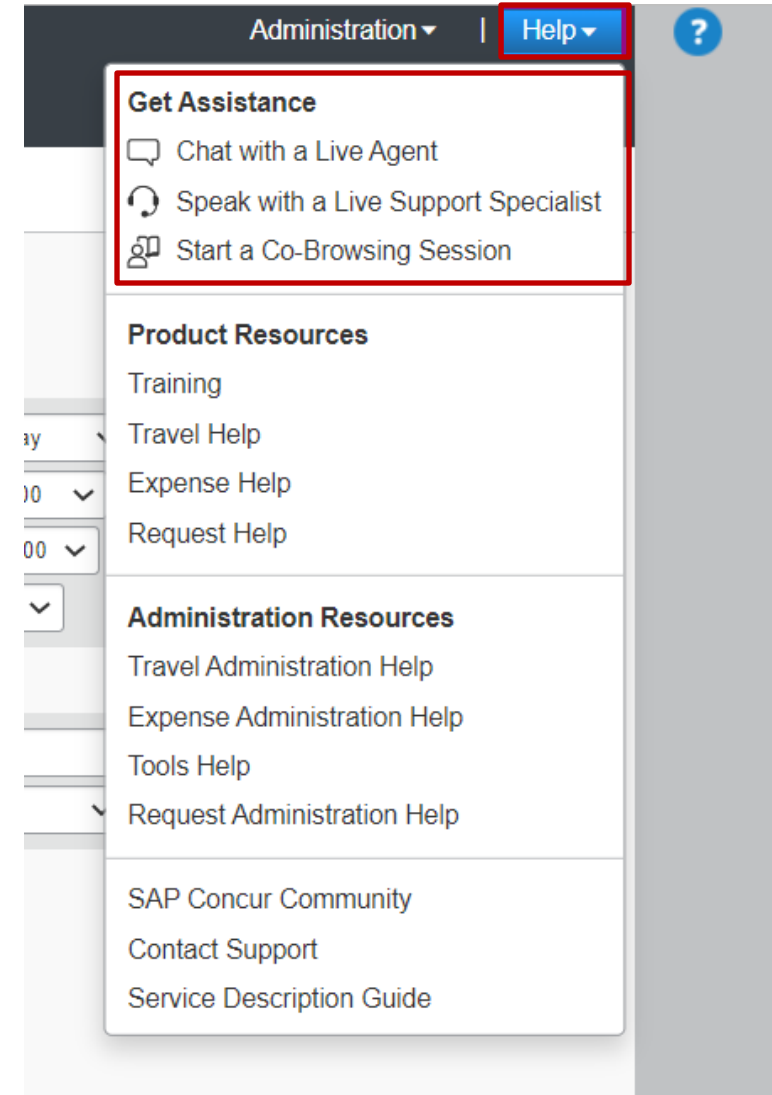
## How to check training materials and get direct Concur support?

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

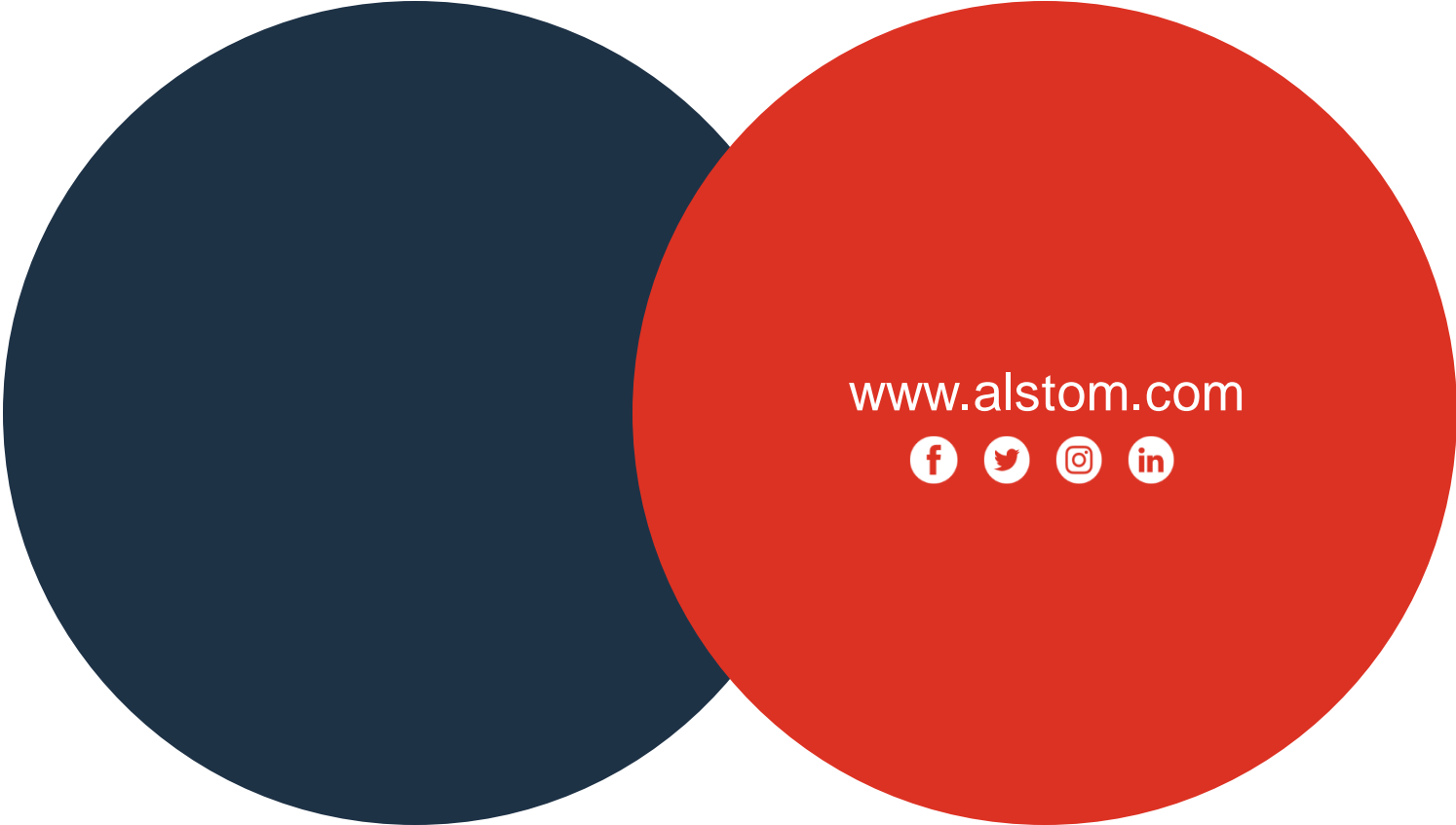
- Chat with a Live Agent
- Speak with a Live Support Specialist
- Start a Co-Browsing Session

## 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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