

Accounts Payable Processing Part 2

Expense Reimbursements

Course 3 in Standard Curriculum

Learning Objectives

- Understand what are Expense Reimbursements
- Understand the methods used to process Expense Reimbursements
- Process Expense Reimbursements for Employees
- Process Expense Reimbursements for non-Employees



[Link to Course Material](#)

Housekeeping – All FIS Courses and Workshops

Expectations for FIS Courses:

- Must be able to complete all assigned exercises in SAP Concur.
 - If you are having technical issues, and cannot complete the exercises in class, you have 1 week to complete them. If extensions are necessary, please contact me.
 - The instructor will review all exercises.
- Must attend most of the class. If you miss 20 minutes or more of class you will not be eligible for course credit.



All FIS courses are recorded and will receive a copy of the recording for their record.

Reimbursements - Definition and Scope

Reimbursements refer to payments to individuals for out-of-pockets costs they have incurred while doing business on behalf of the University.

The individual could be an:

- Employee
- Student
- Visitor (e.g. guest speaker)
- Anyone else who incurred a legitimate expense



[Learn more in the
GTFM Policy](#)



External service providers, such as consultants are excluded from receiving reimbursement since they have a contract/agreement that is typically inclusive of all expenses related to the advisory services they provide.

Visit the [Procurement Services website to learn more.](#)

Methods of Payment

Claimants pay for expenses using the following options:

- Personal funds/credit cards
- UofT Travel & Hospitality Card
- Cash Advance

Regardless of the method of payment, claimants are expected to submit original receipts and supporting documentation.



Check out the **Expense Reimbursement Checklist** for a summary of required receipts and supporting documentation.

Processing Expense Reimbursements

Processing reimbursements differs based on:

- whether or not the claimant is an ACTIVE employee.
- the currency the claim is to be issued.

Based on these factors, the reimbursements can either be issued via **cheque OR direct deposit.**



Who can receive the reimbursement through direct deposit?

Reimbursing claimants through a direct deposit is only available **for staff (appointed or casual) of the University who would like to be reimbursed in CAD.**

All other reimbursements would be via cheque/draft or in rare situations, wire transfers. [Read this article to learn more about wire transfers.](#)

How can you Process Expense Reimbursements?

There are **two applications** that can be used to process expense reimbursements:

- FIS (Used to process student claims and employees in non-CAD)
- Concur



NOTE: In some circumstances, a wire transfer may be the only option. Please see the table for more information.



Learn more about Expense Reimbursements on the [Documentation & Support page](#)

Where do you process claims?

Claimant Type	Currency	System
Employee	CAD	Concur
Employee	Non-CAD	FIS (FB60)
Non-Employee	CAD & USD	Concur (processed by an employee)
Non-Employee	EUR, HKD, JPY SGD	FIS (FB60)
Non-Employee	All other currencies	Wire Transfer
Students (non-employee)	CAD, USD, EUR, HKD, JPY SGD	FIS (FB60)
Students (non-employee)	All other currencies	Wire Transfer

Processing Reimbursements in Concur



What is Concur?

Concur is our new expense reimbursement tool accessible to **employees** and was launched throughout 2025.

Features include:

- Prepare and submit expense reports on the go with a user-friendly mobile app.
- Optical character recognition (OCR) that translates digital receipts images to text.
- Uses UTORid login.
- Transparent progress tracking.
- Compatible with the new T&H Credit Card.



Who Can Use Concur?

Employees included in Concur

- Appointed Employees
- Non-Appointed Employees (Including Student Employees)

NOTE: They may need a vendor account in FIS.

In short: anyone with an active HRIS record can use Concur.

Non-Employees included for Wave 3 Divisions/Faculty

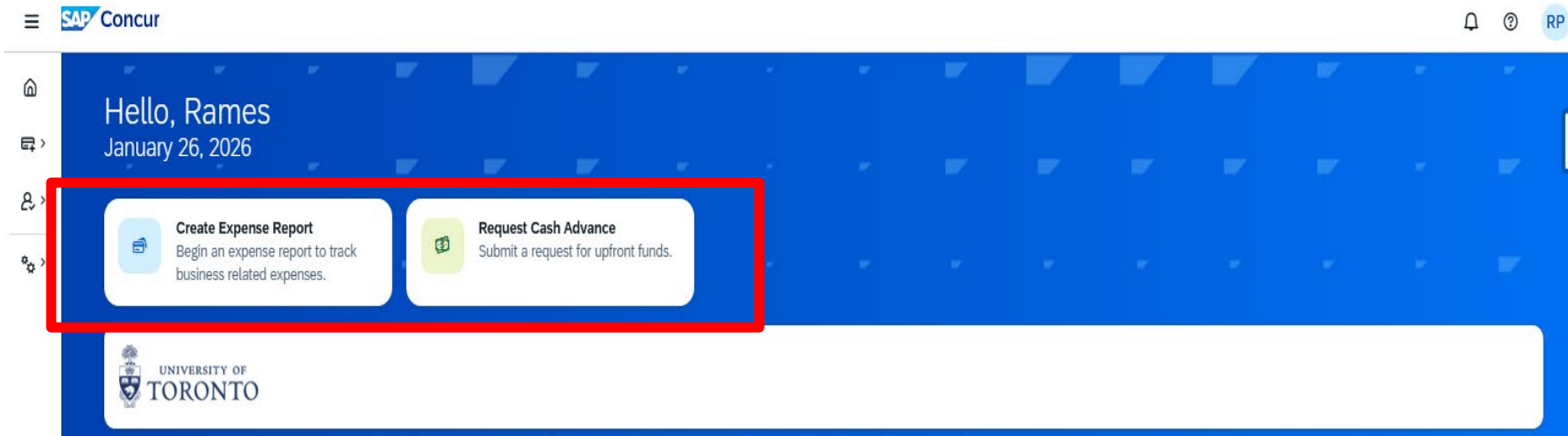
- Visitors
- Retirees

If this applies to you, please contact your business office.

Groups that are not included in this implementation

- ← Students without an active HRIS record

Web application



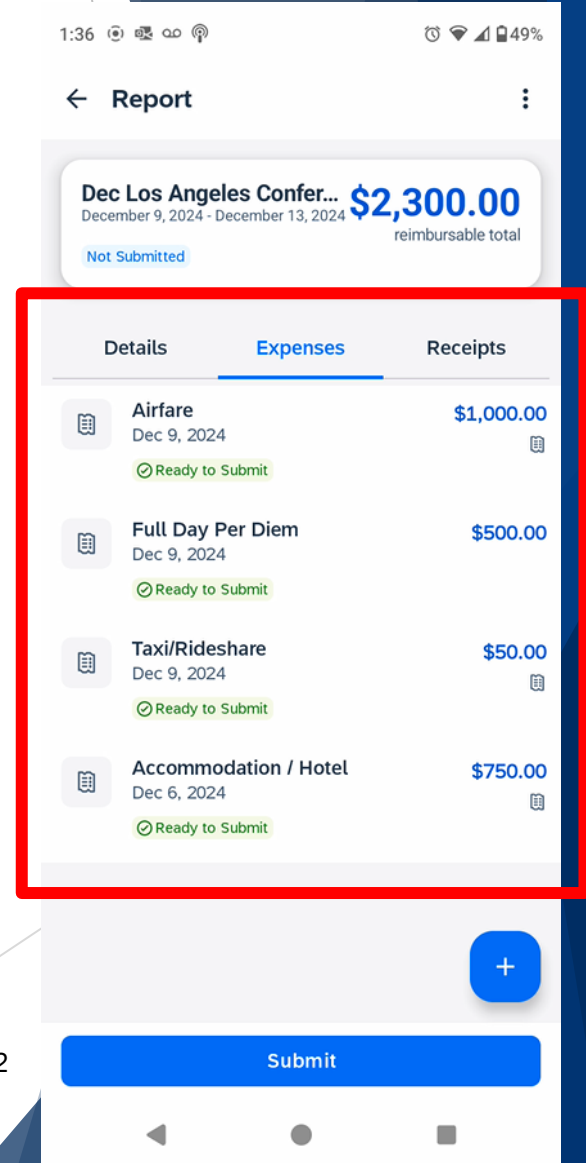
SAP Concur

Hello, Rames
January 26, 2026

- Create Expense Report**
Begin an expense report to track business related expenses.
- Request Cash Advance**
Submit a request for upfront funds.

UNIVERSITY OF TORONTO





Mobile application



1:36 49%

Report

Dec Los Angeles Confer... **\$2,300.00**
December 9, 2024 - December 13, 2024
reimbursable total
Not Submitted

Details	Expenses	Receipts
 Airfare Dec 9, 2024 Ready to Submit		\$1,000.00
 Full Day Per Diem Dec 9, 2024 Ready to Submit		\$500.00
 Taxi/Rideshare Dec 9, 2024 Ready to Submit		\$50.00
 Accommodation / Hotel Dec 6, 2024 Ready to Submit		\$750.00

Submit

How to Submit your Expense Report using Concur

Depending on your current process, either:

1. Log into Concur on your mobile or web application and submit your expense report **OR**
2. Assign **a delegate to prepare** your expense report on your behalf, which you will then **submit**.



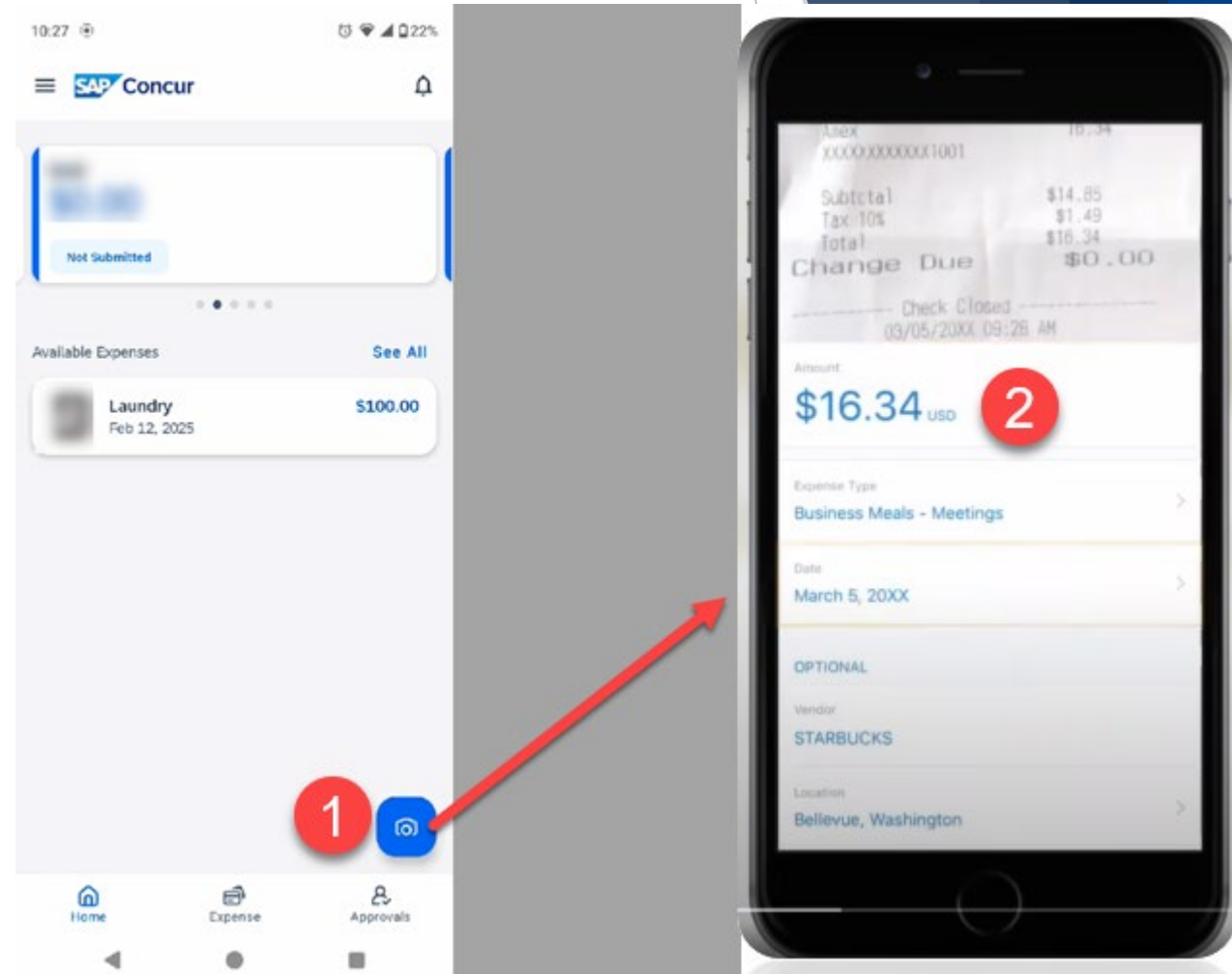
What is a delegate? A delegate is someone who has been **granted permissions to prepare an expense report** in Concur on behalf of someone else. Only the claimant can submit the expense report.

Receipts and Backup Documentation

- ▶ Simple and flexible options for claimants to add receipts.
- ▶ Options include:
 - ▶ **Mobile** – take a picture or upload a receipt
 - ▶ **Web** – email back up directly OR upload files into the Concur site

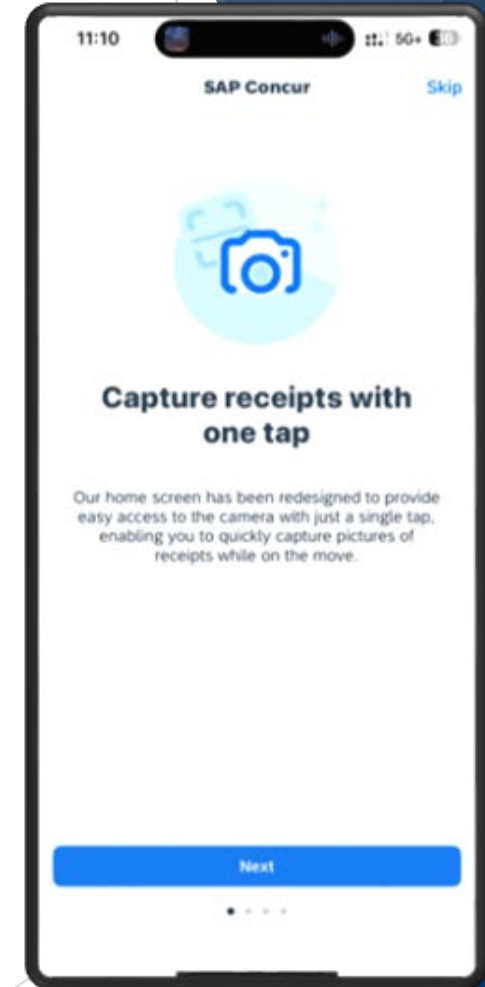


[Click here for articles](#) and simulations related to Concur.



Clarity for Documentation in Concur

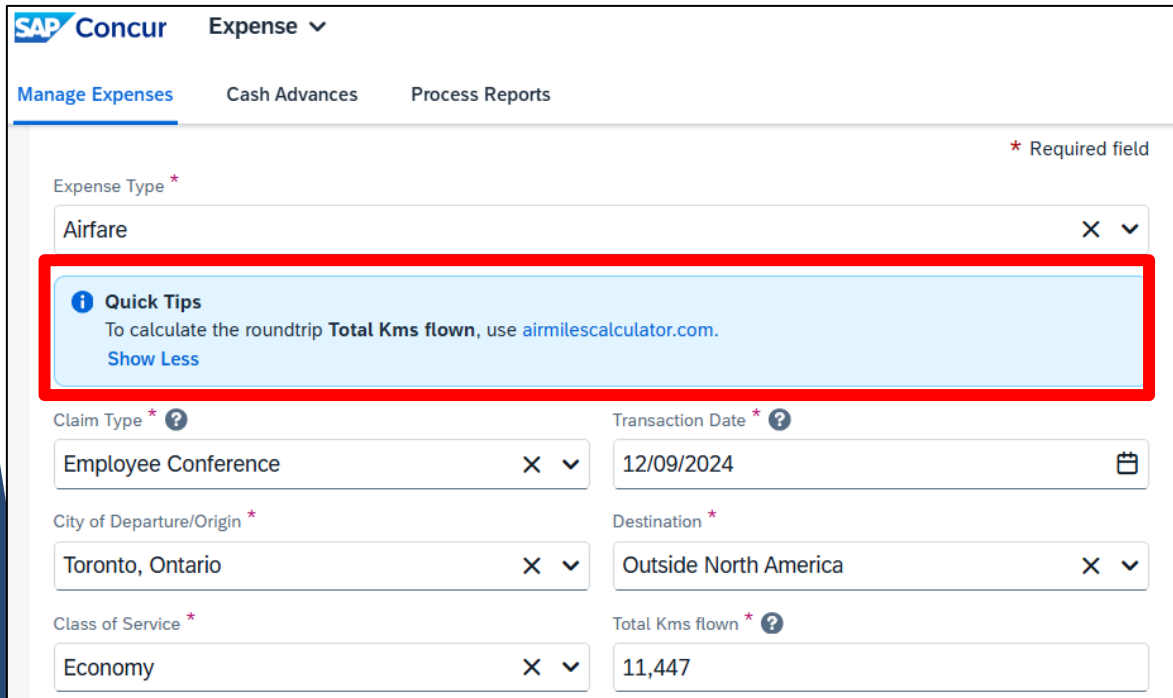
- **Boarding passes are generally not required**
 - Unless there is no other indication that the travel was completed. Normally travel or meal at destination is adequate proof of flying.
- ▶ **Credit card statements are generally not required**
 - Except when the exchange rate charged on the credit card varies materially (and a warning flag in Concur appears).
- ▶ **Claimants are not required to submit documentation with their expense claim to demonstrate that they paid the expenses themselves.** The original invoice with the claimant's name on it and proof of payment is sufficient.



Policy Reminders and Tips

Concur includes various tips and links for claimants, such as:

- ▶ Policy reminders
- ▶ Relevant links (e.g., airmilescalculator.com)
- ▶ Field specific definitions and guidance.



SAP Concur Expense

Manage Expenses Cash Advances Process Reports

Expense Type * * Required field

Airfare

Quick Tips
To calculate the roundtrip **Total Kms flown**, use airmilescalculator.com.
[Show Less](#)

Claim Type * ? Employee Conference

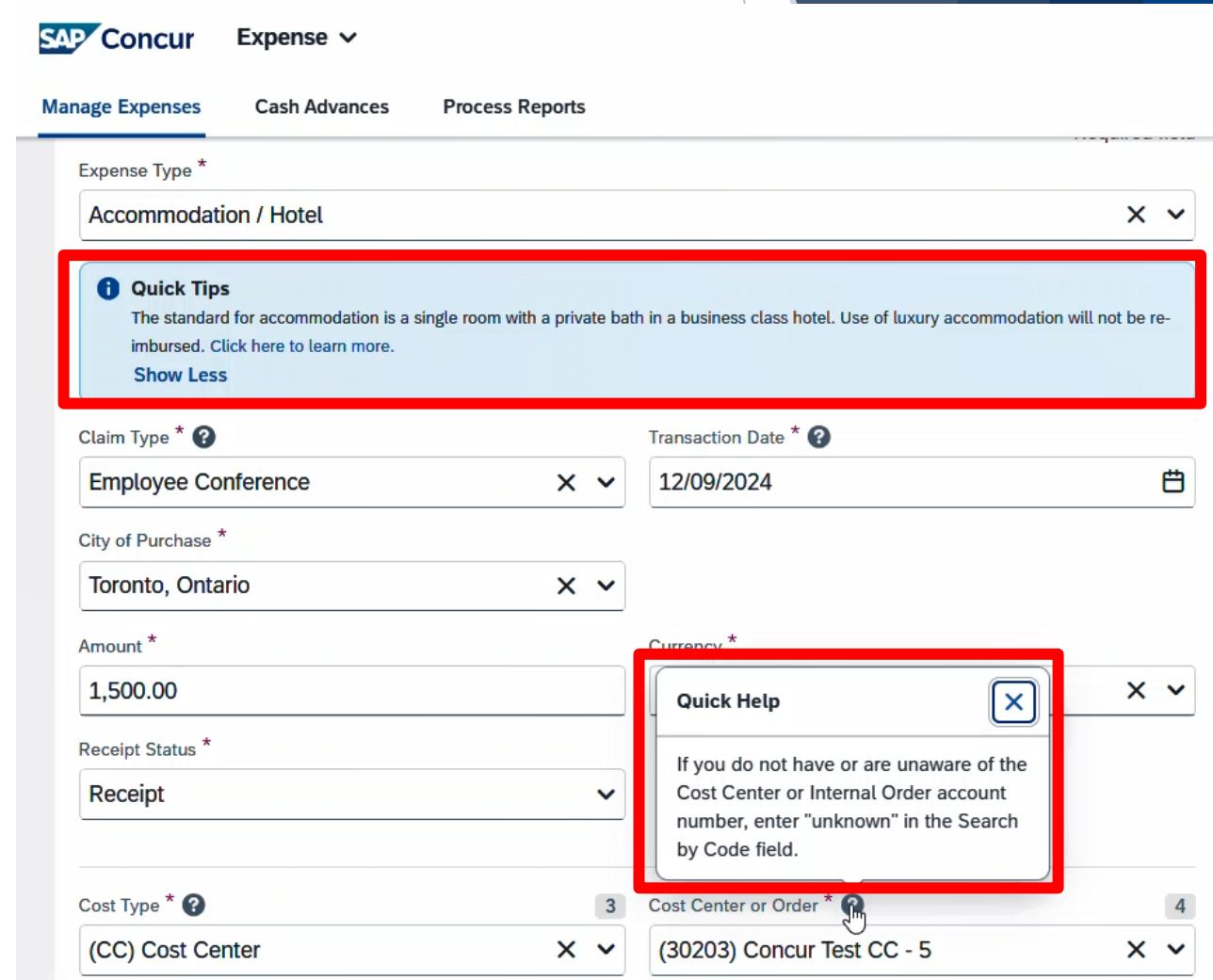
Transaction Date * ? 12/09/2024

City of Departure/Origin * Toronto, Ontario

Destination * Outside North America

Class of Service * Economy

Total Kms flown * ? 11,447



SAP Concur Expense

Manage Expenses Cash Advances Process Reports

Expense Type * Accommodation / Hotel

Quick Tips
The standard for accommodation is a single room with a private bath in a business class hotel. Use of luxury accommodation will not be reimbursed. [Click here to learn more.](#)
[Show Less](#)

Claim Type * ? Employee Conference

Transaction Date * ? 12/09/2024

City of Purchase * Toronto, Ontario

Amount * 1,500.00

Currency * [dropdown]

Receipt Status * Receipt

Quick Help

If you do not have or are unaware of the Cost Center or Internal Order account number, enter "unknown" in the Search by Code field.

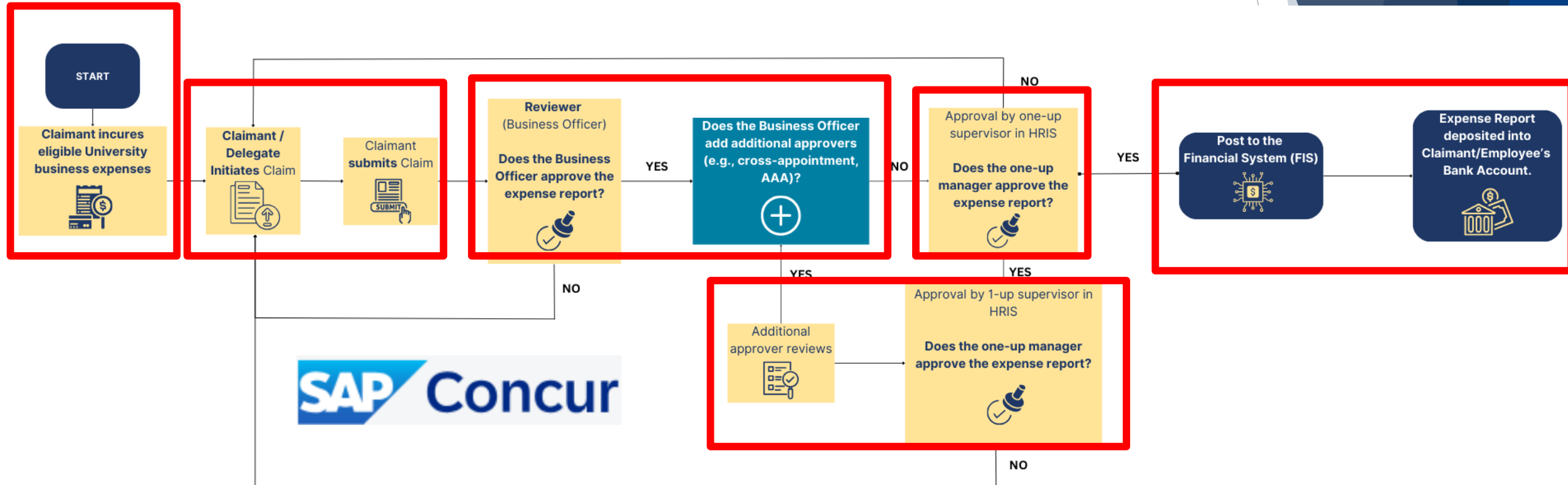
Cost Type * ? (CC) Cost Center

Cost Center or Order * ? (30203) Concur Test CC - 5

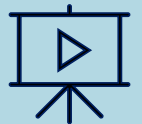
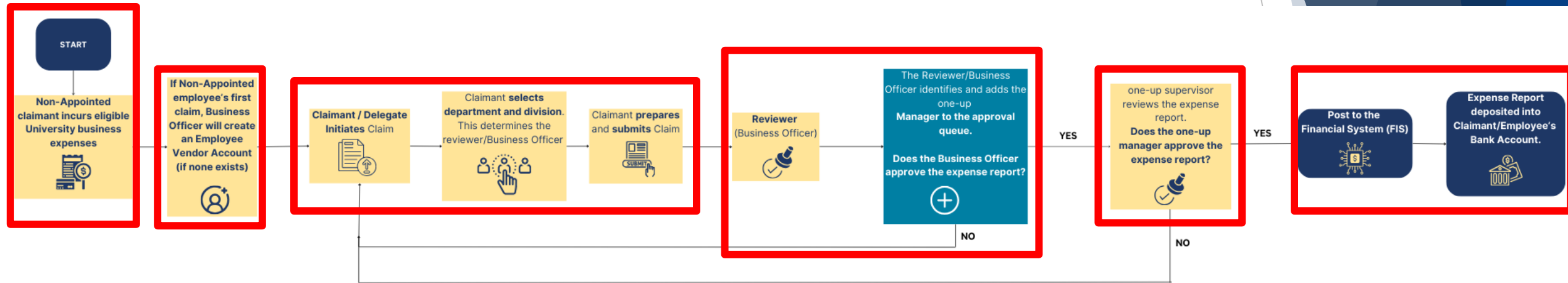
Roles in Concur

Claimant	In Concur, the claimant will be restricted to employees who have personally incurred expenses, or on their corporate T&H card related to University business
Reviewer/Business Officer	<p>Each employee and department will have staff designated as reviewers/Business Officer who will perform the first level review of expense reports.</p> <p>They will verify that all supporting documentation has been attached, all FIS accounts are entered correctly and add any additional approvers to the workflow.</p>
One-up Approver	The claimant's supervisor in the HR organizational structure.
Central Processor Reviewer/Accounts Payable	<p>In some circumstances, the workflow directs expense reports to obtain additional approval from Accounts Payable in Financial Services.</p> <p>These scenarios include when an expense report is over the thresholds (i.e. \$10K for a non-appointed staff, or \$20K for appointed staff).</p>

Appointed Staff – Expense Report Workflow



Non-Appointed Staff – Expense Report Workflow

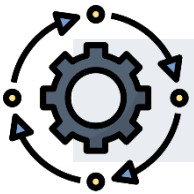


[Click here for simulations](#) related to expense reports for Non-Appointed employees.

Exercise 1 – Create an Expense Report in Concur

Instructions (approx. 15 minutes)

Login into the Concur application and verify your email address.

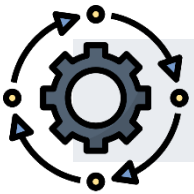


[Reference Guide for the exercise](#)

Exercise 2 – Create an Expense Report in Concur

Instructions (approx. 15 minutes)

Login into the Concur application and verify your email address.



[Reference Guide for the exercise](#)

Reviewing and Approving Expense Reports

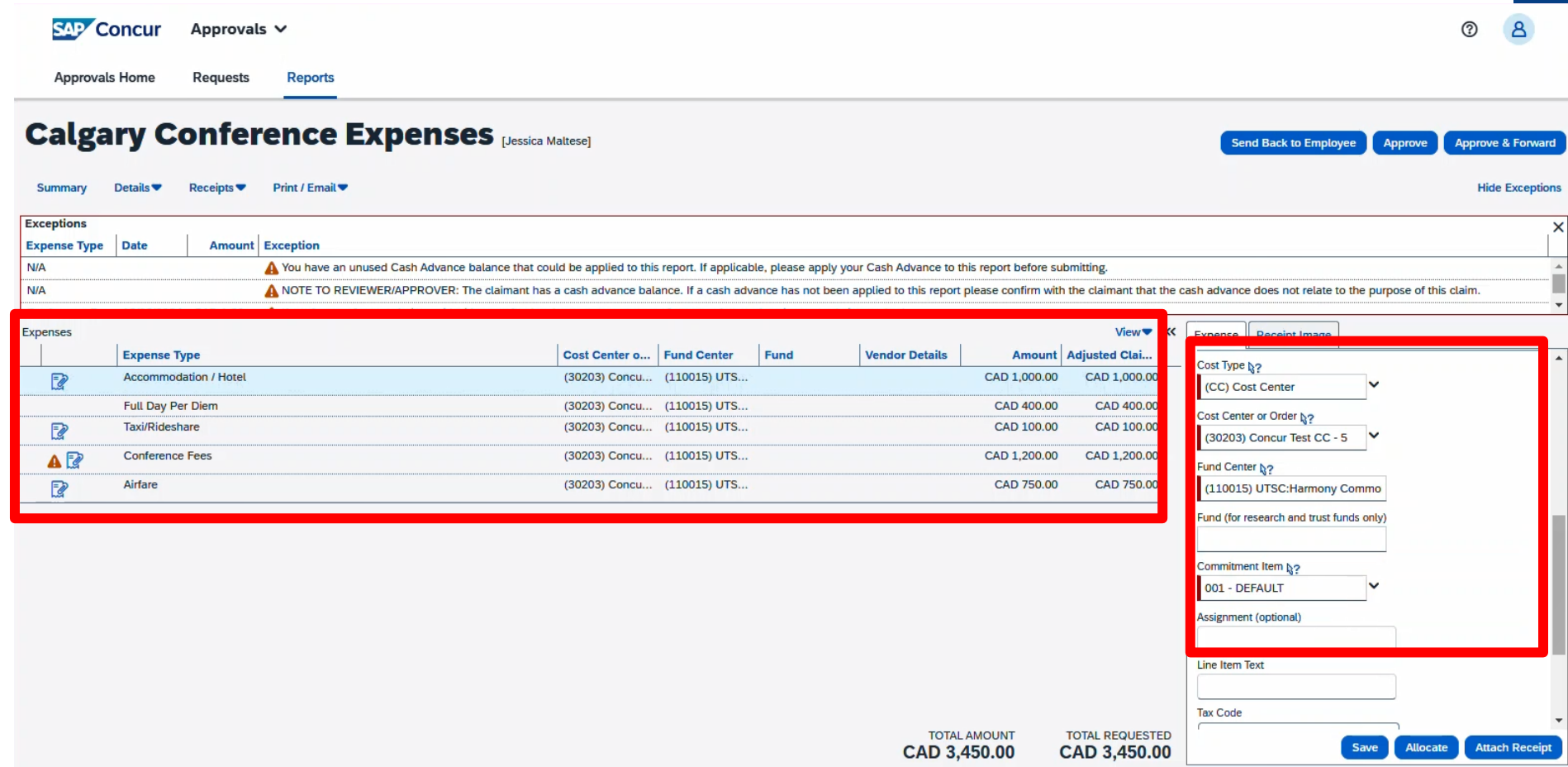


Reviewer/Approver Role

If you are a reviewer (e.g., Business Officer) or one-up manager for a claimant, you can review an expense report in both the website (both Non-Appointed & Appointed claimants), or mobile app (Appointed staff only).

During the review, you can edit:

- **Expense lines**
(can add or remove)
- **Amounts**
- **Financial account codes**
- **Text**
- **Add attachments**



The screenshot shows the SAP Concur 'Approvals' interface for a report titled 'Calgary Conference Expenses' by Jessica Maltese. The interface includes navigation tabs for 'Summary', 'Details', 'Receipts', and 'Print / Email'. A table of 'Exceptions' is visible, with a note for the reviewer: 'NOTE TO REVIEWER/APPROVER: The claimant has a cash advance balance. If a cash advance has not been applied to this report please confirm with the claimant that the cash advance does not relate to the purpose of this claim.'

The main 'Expenses' table is highlighted with a red box and contains the following data:

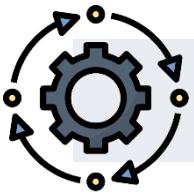
Expense Type	Cost Center o...	Fund Center	Fund	Vendor Details	Amount	Adjusted Clai...
Accommodation / Hotel	(30203) Concu...	(110015) UTS...			CAD 1,000.00	CAD 1,000.00
Full Day Per Diem	(30203) Concu...	(110015) UTS...			CAD 400.00	CAD 400.00
Taxi/Rideshare	(30203) Concu...	(110015) UTS...			CAD 100.00	CAD 100.00
Conference Fees	(30203) Concu...	(110015) UTS...			CAD 1,200.00	CAD 1,200.00
Airfare	(30203) Concu...	(110015) UTS...			CAD 750.00	CAD 750.00

At the bottom right, a summary shows: TOTAL AMOUNT CAD 3,450.00 and TOTAL REQUESTED CAD 3,450.00. A sidebar on the right contains a form for editing the expense line, with fields for Cost Type, (CC) Cost Center, Cost Center or Order, Fund Center, Fund, Commitment Item, and Assignment, along with buttons for 'Save', 'Allocate', and 'Attach Receipt'.

Exercise 3 – Approve an Expense Report in Concur

Instructions (approx. 15 minutes)

Login into the Concur application and verify your email address.



[Reference Guide for the exercise](#)

Processing Reimbursements for Visitors and Non-Employees



What do you need to do as the Delegate/Business Officer?



1. Create/modify a profile for the visitor in FIORI, identifying their address, payment currency and delegate.

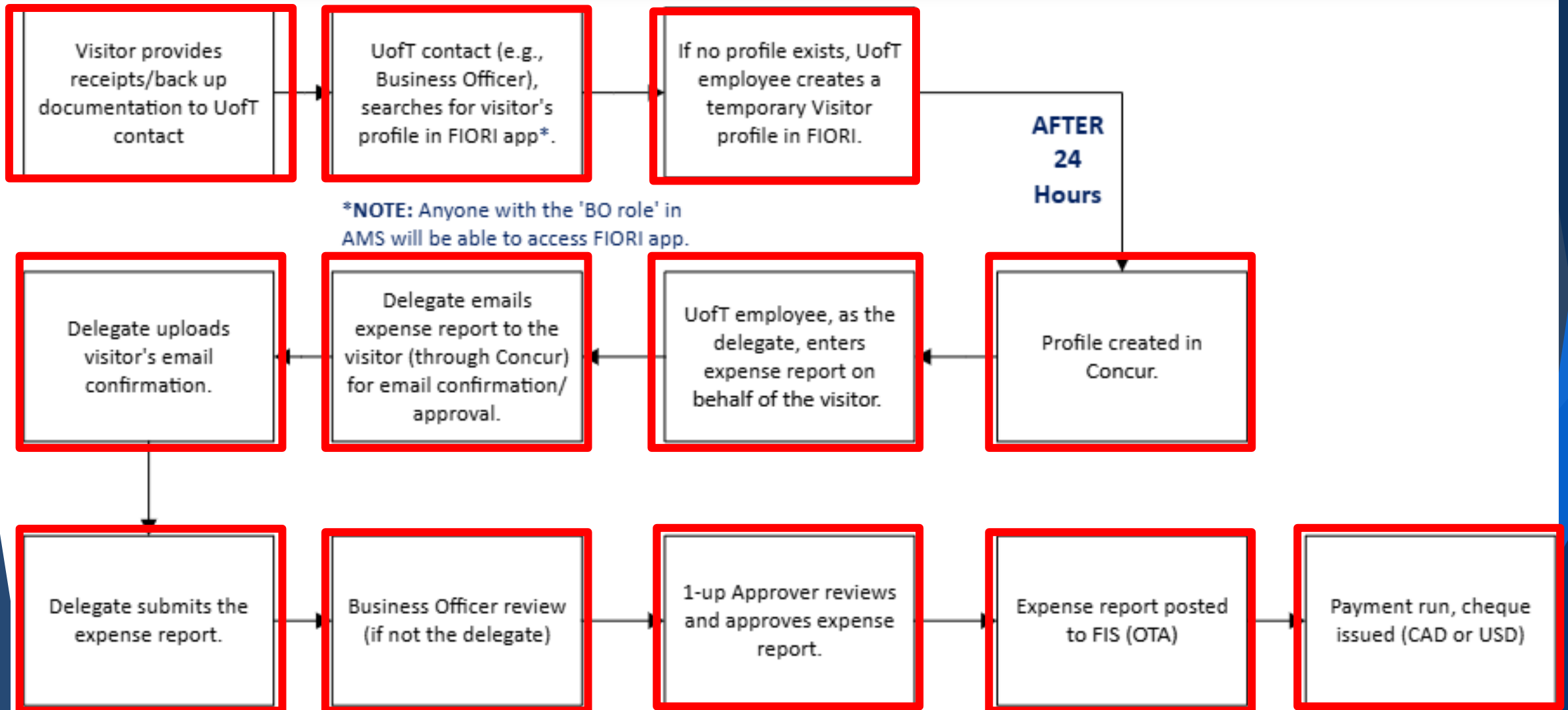
Please allow for up to 24 hours before attempting to create the expense report.

2. Act as a delegate and create the expense report in Concur on their behalf.



Visit the [visitor documentation page](#) for resources.

Visitor Expense Report Workflow

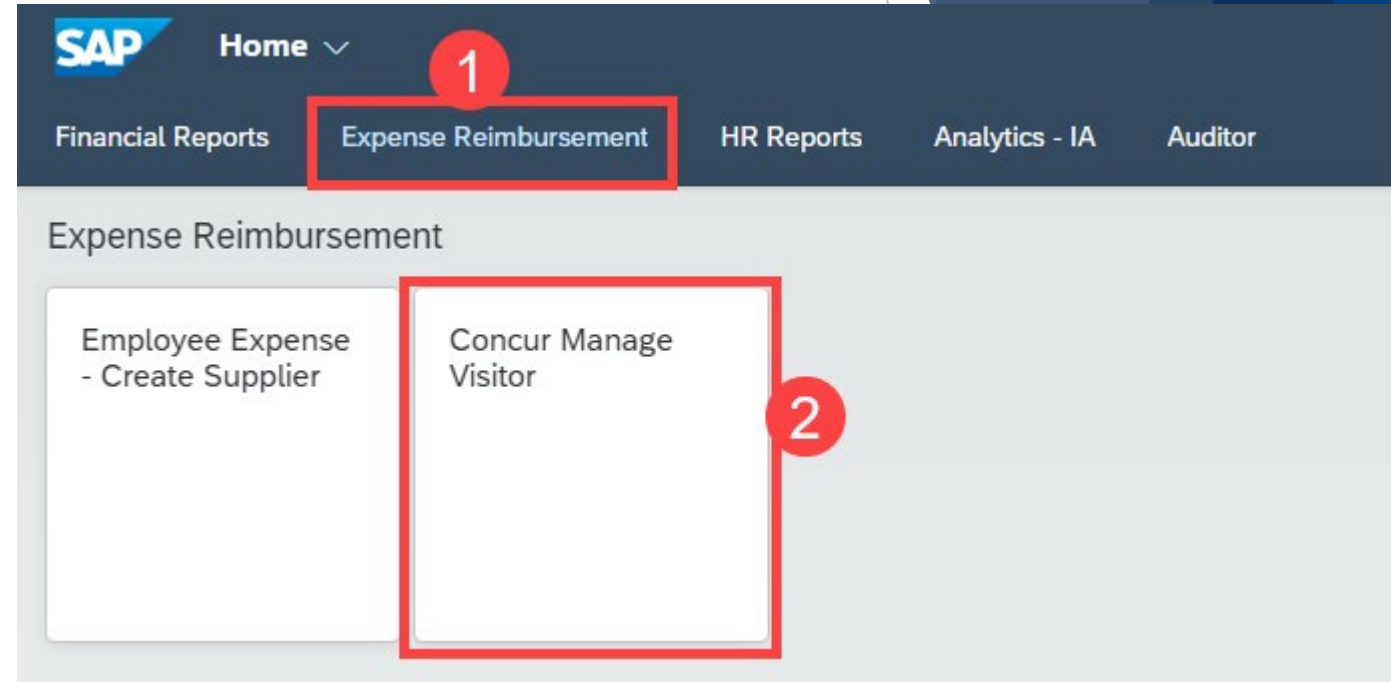


IMPORTANT! Visitor expense reports will be issued via **cheque** in **CAD OR USD**.

Concur Manage Visitor App in Fiori

Similar to the current process, non-employees will be paid via cheque.

However, since visitors, students and other visitor don't have any address information or a Concur profile, a delegate (e.g., Business Officer) will need to [create a profile for them in FIORI](#).



NOTE: ONLY the Business Officer, and their delegates (who have AMS access) can access the Concur Manage Visitor app.



[Click here for a video](#) on how to create a profile for a visitor in FIORI.

Key Information Required

- **Email Address**
- **First Name and Last Name:** Please use their legal name as this will appear on cheques.
- **Reimbursement Currency:** This defaults to CAD – you can change the currency to the non-employee's home currency.
- **Contact Number**
- **Cheque Mailing Address:** Refer to the mailing address [article](#) for help with entering PO Box, international or campus addresses.
- **Delegate(s):** Must add at least one to access Concur.
- **Faculty/Division and Department:** Must include at least one U of T Department, Faculty/Division to generate a Concur profile.

FIS vs. FIORI

FIS – FB60 (Enter Vendor Invoice)

Enter Vendor Invoice: Company Code UOFT

Tree On

Transactn

Basic data

Supplier

Invoice date

Posting Date

Document Type

Cross-CC Number

Amount

Text

Paymt terms

Baseline Date

Company Code

0 Items (Screen

Status G/L ac

Address and Bank Data

Vendor 990004 OTA Expense Reimbursement G/L 514000

Company Code UOFT University of Toronto

Item 1 / Business partner data

Title Language Key EN

Name Kawhi James

ATTN: Dept. of ECE

Street 111 Huron St

PO Box PO w/o no. PO Box PCode

City Toronto Postal Code M9K 0C7

Ctry/Reg. CA Region ON

Bank Key Bank Ctry/Reg. CA

Bank Account Control Key

Reference Instruction Key

DME Rec. Code

FIORI – Visitor Profile

tm?sap-client=010&sap-language=EN#ZCONCUR_FI-manageNonEmployee&/CteNonEmployee(0)?layout=TwoColumnsMidExpanded&sap-iapp-state=TAS4QMU82WWSI...

Kawhi James

Validity Non-Employee Details Delegates Departments Audit Data

Non-Employee Details

Personal and Payee Details

Name to be printed on the cheque	Reimbursement	Contact Details
First Name: * <input type="text" value="Kawhi"/>	Reimbursement Currency: <input type="text" value="CAD"/>	Contact Number: * <input type="text" value="416-999-8888"/>
Last Name: * <input type="text" value="James"/>		E-Mail Address: <input type="text" value="kawhi.james@gmail.com"/>

Cheque Mailing Address

Additional Address Line (Name2): <input type="text" value="c/o Depart. of ECE"/>	Postal Code: <input type="text" value="M9K 0C7"/>	P.O. Box Postal Code: <input type="text"/>
Street: <input type="text" value="111 Huron St"/>	Region: <input type="text" value="ON"/>	Country: * <input type="text" value="CA"/>
City: * <input type="text" value="Toronto"/>	PO Box: <input type="text"/>	

Delegates

Delegates For Submitting The Claim

Delegate	Department	Created By	Created On	Valid To Date*	Valid To Days
No items available.					

Draft updated Create Discard Draft

Delegates for Visitor

FIORI – Visitor Profile

The delegate for the visitor is a staff member in the department (e.g. Business Officer), who will have the permissions to prepare and submit the expense report on behalf of the visitor.

SAP Concur Manage Visitor

Standard*

Search

Editing Status: All

Concur Visitor ID:

Email Address:

First Name:

Last Name: *james x

Go Adapt Filters (2)

Concur Visitors (2)

Kawhi James Draft 10000049

Validity Visitor Details Delegates Departments Audit Data

Delegates For Submitting The Claim (2)

Delegate	Department	Created By	Created On	Valid To Date*
Carmen [REDACTED]	APSC: Ofc of the Dean - Faculty General (218)	PARAMRAM	11.06.2025	09.09.2025
Rames Paramsothy (1127627)	Financial Advisory Services & Training (330)	PARAMRAM	18.06.2025	16.09.2025

Departments Responsible For Claim (1)

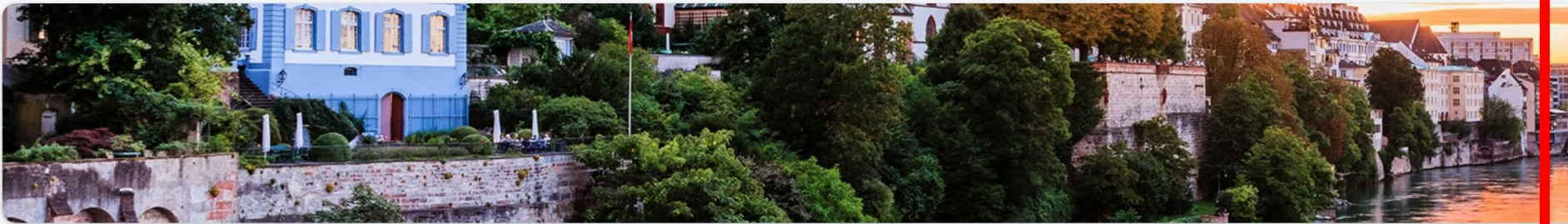
Faculty/Division	Department	Created By	Created On	Valid To Date*
Faculty of Applied Science & Engineering (10)	Dept of Electrical & Computer Eng (225)	PARAMRAM	11.06.2025	09.09.2025

Creating the Expense Report for the Visitor

Please allow for up to 24 hours before attempting to create the expense report.

Once the profile is loaded into Concur, the delegate can log into their own profile, and delegate into the visitor.

SAP Concur Home ▾

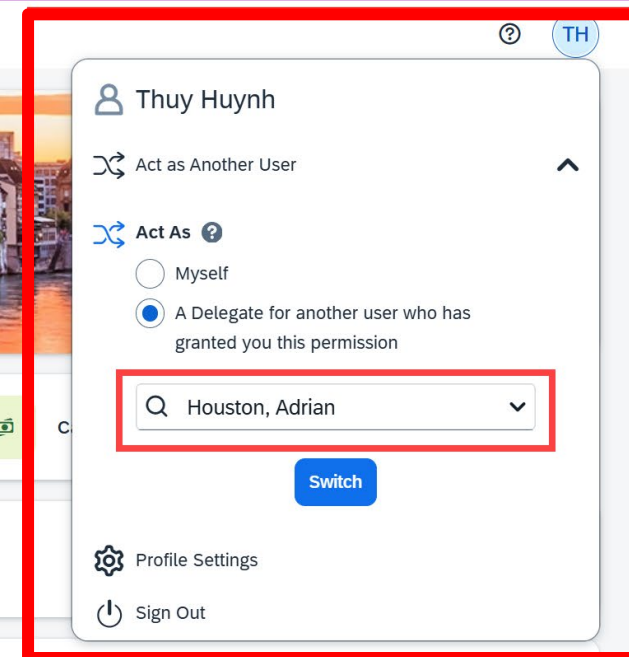


Create ▾

Required Approvals 1

Available Expenses 0

Expense Reports 15



TH

Thuy Huynh

Act as Another User

Act As ?

Myself

A Delegate for another user who has granted you this permission

Q Houston, Adrian ▾

Switch

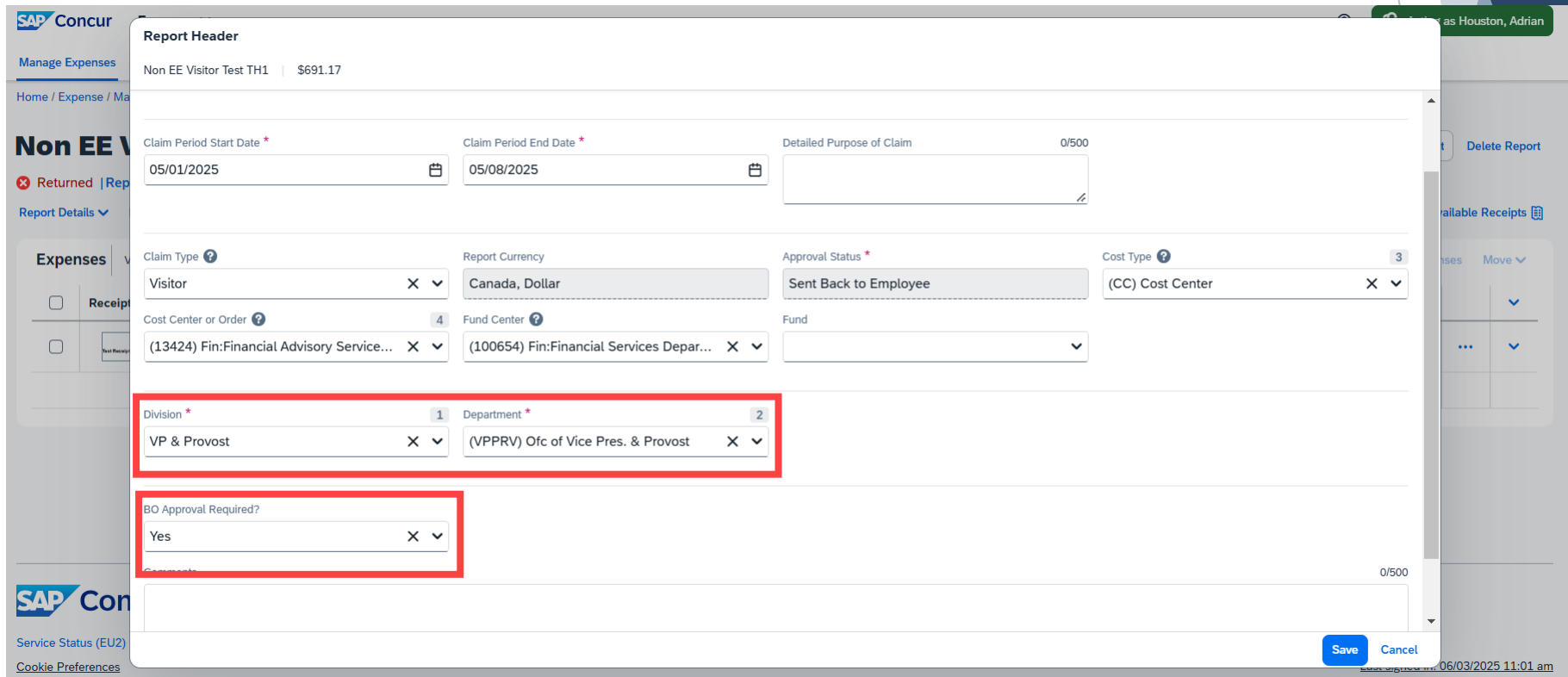
Profile Settings

Sign Out

Completing an Expense Report in Concur – Report Header

In the Report Header:

1. Select the **Division** and **Department** that expense report is related to.
2. In the **BO Approval Required?** field:
 - ▶ Select **Yes** if a Business Officer needs to review. Concur will prompt you to add a **one-up approver**. Can't find the approver in the system? Contact concur.travel@utoronto.ca.
 - ▶ Select **No** if you are a BO preparing the expense reimbursement for the visitor.



The screenshot shows the SAP Concur 'Report Header' form for a 'Non EE Visitor Test TH1' report with a total amount of \$691.17. The form is partially filled out, with several fields highlighted by red boxes. The highlighted fields are: 'Division' (VP & Provost), 'Department' ((VPPRV) Ofc of Vice Pres. & Provost), and 'BO Approval Required?' (Yes). Other visible fields include 'Claim Period Start Date' (05/01/2025), 'Claim Period End Date' (05/08/2025), 'Detailed Purpose of Claim' (empty), 'Claim Type' (Visitor), 'Report Currency' (Canada, Dollar), 'Approval Status' (Sent Back to Employee), 'Cost Type' ((CC) Cost Center), 'Cost Center or Order' ((13424) Fin:Financial Advisory Service...), 'Fund Center' ((100654) Fin:Financial Services Depart...), and 'Fund' (empty). The form also includes a 'Comments' field at the bottom and 'Save' and 'Cancel' buttons.

Report Header
Non EE Visitor Test TH1 | \$691.17

Claim Period Start Date * 05/01/2025
Claim Period End Date * 05/08/2025
Detailed Purpose of Claim 0/500

Claim Type ? Visitor
Report Currency Canada, Dollar
Approval Status * Sent Back to Employee
Cost Type ? (CC) Cost Center

Cost Center or Order ? (13424) Fin:Financial Advisory Service...
Fund Center ? (100654) Fin:Financial Services Depart...
Fund

Division * 1 VP & Provost
Department * 2 ((VPPRV) Ofc of Vice Pres. & Provost)

BO Approval Required?
Yes

Comments 0/500

Save Cancel

Email Confirmation from Visitor Claimant

To obtain the visitor claimant's signature/certification, the delegate must email the expense report and request that the visitor respond back to the email agreeing to the certification.

Steps:

1. Email the expense report to the visitor claimant with the certification text below. They should respond back to the delegate's University email. [Click here for instructions on how to email the expense report and receipts from Concur.](#)

Please respond back to this email to rames.paramsothy@utoronto.ca agreeing with/certifying the following below:

I certify that:

1. I have incurred the expense claimed and they are in compliance with University policies and procedures, all sponsor terms and conditions (if applicable).
2. Expenses have not been claimed through other sources.
3. All required receipt images and/or missing receipt declarations have been attached to this report.



2. Once the delegate receives the reply from the visitor claimant, PDF the email response.
3. Attach the PDF email response to the expense report at the Header level in Concur. [Click here for instructions.](#)

DEMO Visitor Process



Learning Objectives

- Understand what are Expense Reimbursements
- Apply the Accounts Payable Business Process to Expense Reimbursements
- Understand the methods used to process Expense Reimbursements
- Process Expense Reimbursements for non-Employees

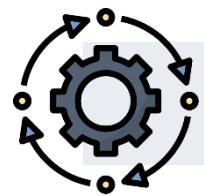


[Link to Course Material](#)

Exercise 4 – Create an Expense Report in FIS (Optional)

Instructions (approx. 15 minutes)

Login into FIS (QT1-Hana). Watch the [video lesson and demo here](#), then complete the exercise.



[Reference Guide for the exercise](#)



Contact Information & Additional Resources



- **FAST General Mailbox** – fast.help@utoronto.ca
- **Concur Mailbox** – concur.travel@utoronto.ca
- [Faculty FAST Team Representatives List](#)

- [Knowledge Centre](#)
- [Documentation & Support](#)
- [Interpretive Guidance Bulletin](#)



We are always looking for ways to improve.

[Click here](#) and take a moment to complete our course evaluation.