

Expenselt Upgrade to Concur Mobile App

Expenselt functionality (i.e., mobile receipt capture) is now available directly within the Concur mobile application. As a current Expenselt user, this upgrade will be rolled out to your organization in the coming months. To best help you prepare and any answer common questions, we have pulled together this resource.

Expenselt Overview:

Q: What is Expenselt in the Concur mobile app?

A: Expenselt in the Concur mobile app is a value-added service to the Concur app that turns receipts into expense line items, and sends them directly into Concur Expense. It makes submitting receipts, creating expense reports and getting reimbursed quicker and easier by doing a lot of the work for you.

Q: What is the difference between Expenselt Pro and Expenselt in the Concur mobile app?


Expenselt Pro is available as a standalone app, but Expenselt has recently been added to the Concur mobile app to provide you a single app experience to manage your expenses from start to finish.

Feature	Expenselt Pro	Expenselt in Concur mobile app
Accessibility	Standalone app – need for user to download separate app from app store.	Within Concur for Mobile – access within the Concur mobile application.
SSO	No SSO capability	SSO capability
Hotel itemization	YES	YES
Human Audit	YES	YES
Multipage Capture	YES	NO; currently being evaluated

Q: What are the benefits of Expenselt?

A: Expenselt can help you to:

1. Reduce lost receipts: lost or misplaced paper receipts are virtually eliminated
2. Categorize and itemize expenses: you can be confident in the accuracy of your expenses with optical character recognition (OCR) technology and intelligence to itemize complex receipts

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3. Increase productivity: receive time back when you spend minutes (not hours) on expense reports, making it easier for faster approvals, shortening the entire expense report process.

Timing of Upgrade:

Q: When exactly is the upgrade happening (the exact time to expect)?

A: After a brief pilot phase ending May 2018, we will upgrade all remaining customers on August 13, 2018. More specifically, in-app changes should be reflected by the end of the day in your local time on August 13, 2018. Pilot customers will have been notified separately that they are participating in the pilot. As part of the transition, all users will still have access to the Expenselt standalone application until later in 2018 when it is formally sunsetted. An exact date will be communicated as we get closer to that deadline.

Q: Does it require any downtime?

A: No, this upgrade does not require any downtime.

Q: Is any data moving because of this change?

A: No, data is not moving because of this change.

Q: What happens if I am not seeing the upgrade within my application?

A: A: In some unique cases, users may have to turn on Expenselt within Concur mobile. To do so in the Concur mobile app: select the menu, choose 'settings', and then turn on or off the toggle for Expenselt. If users are still have issues after taking this step, please submit a support case through the Customer Support Portal with the credentials of one or more users who do not see Expenselt (ideally, their original credentials).

Rollout to Users:

Q: How do I roll this out to my users?

A: Communicate and provide resources as needed and, most importantly, remind your users to only use one single app: Concur mobile app! We recommend that you reference the [Administrator Resource Page](#) that we have created on concurtraining.com to help get you started. This Admin webpage includes email templates, demo videos, and other resources to ensure a smooth transition for your end-users. Adjust any onboarding programs to only highlight the Concur app.

If you have users operating in languages that are not yet supported, or who rely on multipage capture, you may want to provide special instructions based on their expected experiences.

Q: Do my users have to take any action after they are upgraded?

A: Yes. They will need to verify that they are using the latest version of Concur mobile (at least 9.52 or above). If they are not seeing the upgrade, the user should follow the instructions above.

Q: Does provisioning / logging in change for users?

A: Provisioning remains the same for the Concur mobile application. Users will use their Concur mobile log-in to now access Expenselt within the Concur mobile app.

Q: How can users edit Expenselt entries in the Concur app?

A: You can see the Expenselt entries in the mobile app under the 'Expenses' tab. From there, you can open the Expenselt entry and edit the information if required. Editing entries may be more common in cases where mobile receipts were submitted for languages Expenselt is not optimized to support.

Product Specific:

Q: Will the way my organization gets support in Concur mobile be the same?

A: Authorized Support Contacts (ASCs) will continue to receive support from the Concur mobile support team. ASCs can call, chat or email to contact this support team. End users should continue to access support how they always have, either through your company Concur Administrator or User Support Desk (USD) service if you have purchased it.

Q: What Concur mobile app version will have the change?

A: Once an organization has been upgraded, Concur mobile application version 9.52 or above (more recent) will reflect this change.

Q: Does this mean that “Mobile” on Concur Open now reflects Expenselt uptime?

A: Yes, Concur mobile app uptime that is reflected on Concur Open will be inclusive of Expenselt availability.

Q: Will reporting (Analysis, Intelligence (Cognos) include Expenselt metrics?

A: All of the same metrics that you had access to before within reporting will still be available to you.



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