UNC | FINANCE AND OPERATIONS
Finance and Budget

Quick Start Mini Guidebook

October 19, 2021

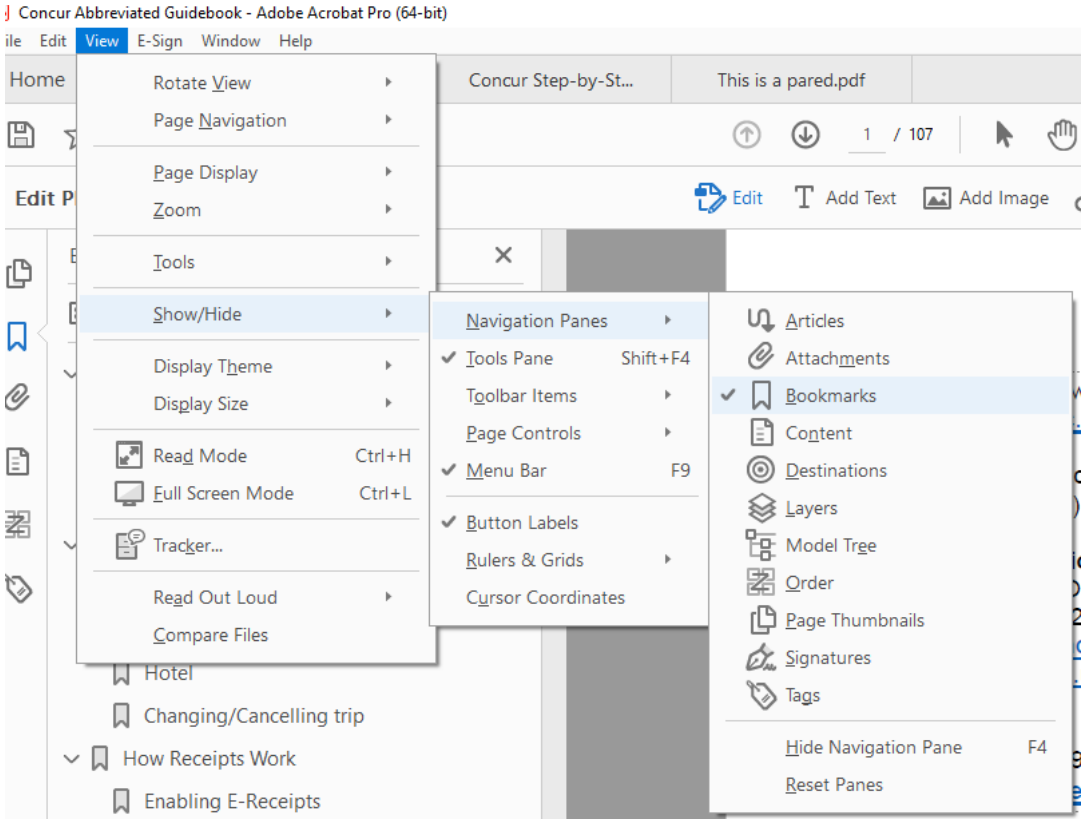
This is a pared-down version of the Concur Quick Start Guide available at: https://finance.unc.edu/services/travel/concur/. Editing was done by Robin Whitley, robin_whitley@unc.edu, for ESE. Chapter 14 was added in from the Step-by-Step Guide.

It's still very long, but most of that is screenshots to help you find things.

You can use the Bookmarks to navigate. (Can't see them? Consult the screenshot below to turn them on.)

Contact Information
University Travel Office
Phone: 919-962-0210
Email: concur@unc.edu
Webpage: finance.unc.edu/services/travel/

World Travel
Phone: 877-602-4950
Email: uncch_travel@worldtravelinc.com



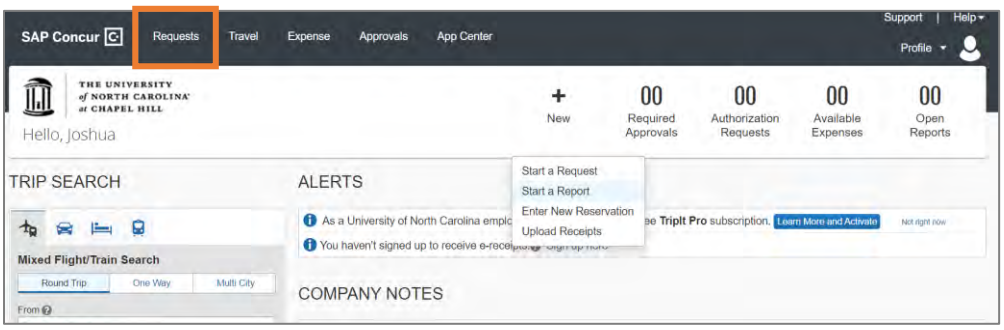
Creating a Travel Request

In advance of any University business travel which includes airfare, lodging, and/or meal per diem, you should create and submit a travel request prior to making any travel arrangements.

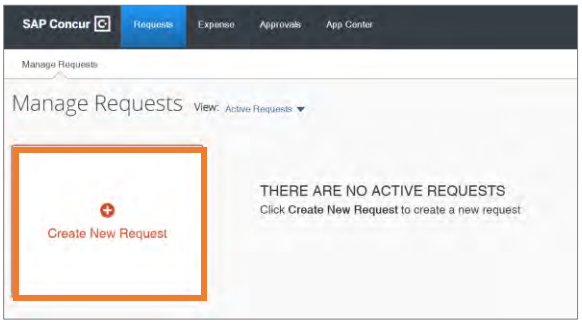
Creating a New Travel Request

Follow these steps to create a travel request:

1. From the Concur home page, click the **Requests** tab.



2. Click the **Create New Request** tile.



3. Enter the required (noted by red asterisks) and necessary optional fields.

   Notes:

   - The Traveler Type, Business Unit, and Department ID fields will automatically populate based on your ONYEN and user profile.
   - It is considered best practice to include the main destination of the trip and the first day of travel for the request name. For example (Nashville, TN – 08/08/2020).

4. Click the **Create** button.

   Result: A Request ID number will be generated, and you can add any anticipated travel expenses. The Request ID number replaces the CABS Number when using the Direct-Billing option with the University's travel agency.

Adding Personal Travel (if applicable)

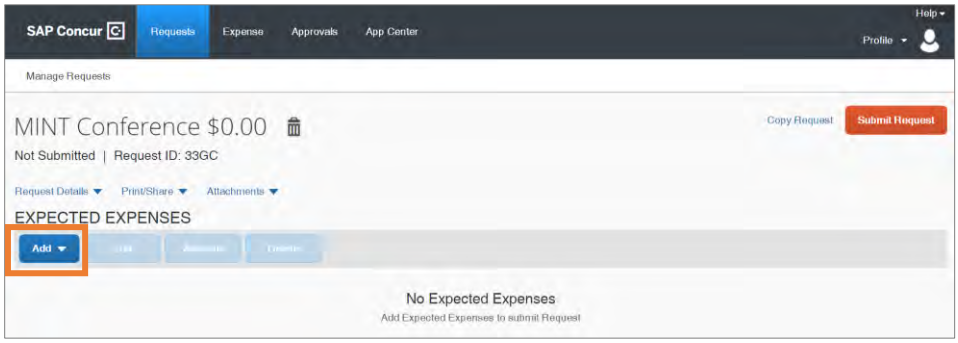
If the travel request will include personal travel it should be documented when creating and submitting the request.

5. Select **Yes**, from the Does this trip include personal travel dropdown.
6. Enter the dates of the personal travel.

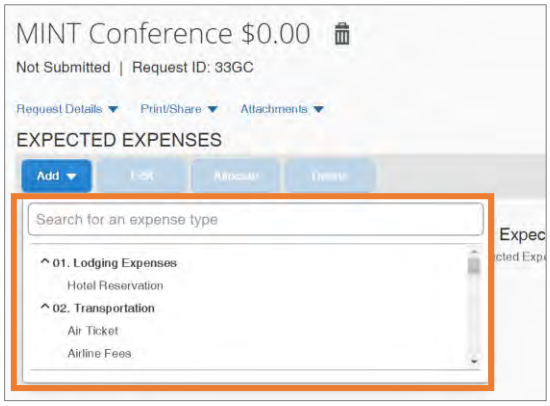
Adding Expenses to a Travel Request

After creating the Travel Request you can add airfare, lodging, or other anticipated expenses. At least one expense must be added to the request before it can be submitted. Follow these steps to add expenses to a travel request:

7. Open the travel request and click the **Add** button.



8. Select the type of expense you need to add.



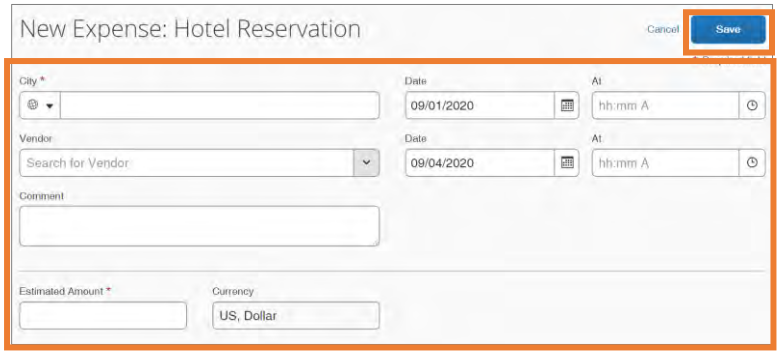
Adding Lodging Expenses to a Travel Request (if applicable)

If you selected Lodging Expenses from step 8, follow these steps to add anticipated lodging expenses:

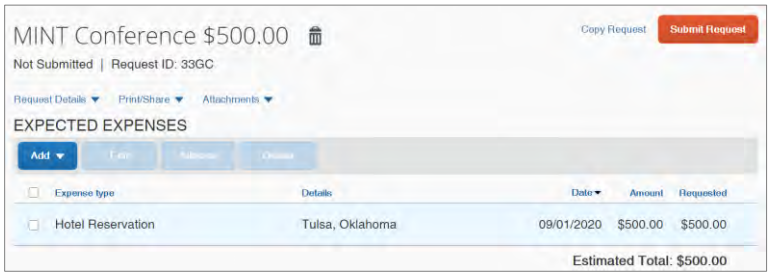
9. Enter the required (noted by red asterisks) and necessary optional fields.

   Note: If Third Party Lodging is selected as the vendor, you must attach the *Non-Hotel Lodging Authorization Request Form* for your department's review and approval.

10. Click the **Save** button.



   Result: The expense is added to the listing of expected expenses.



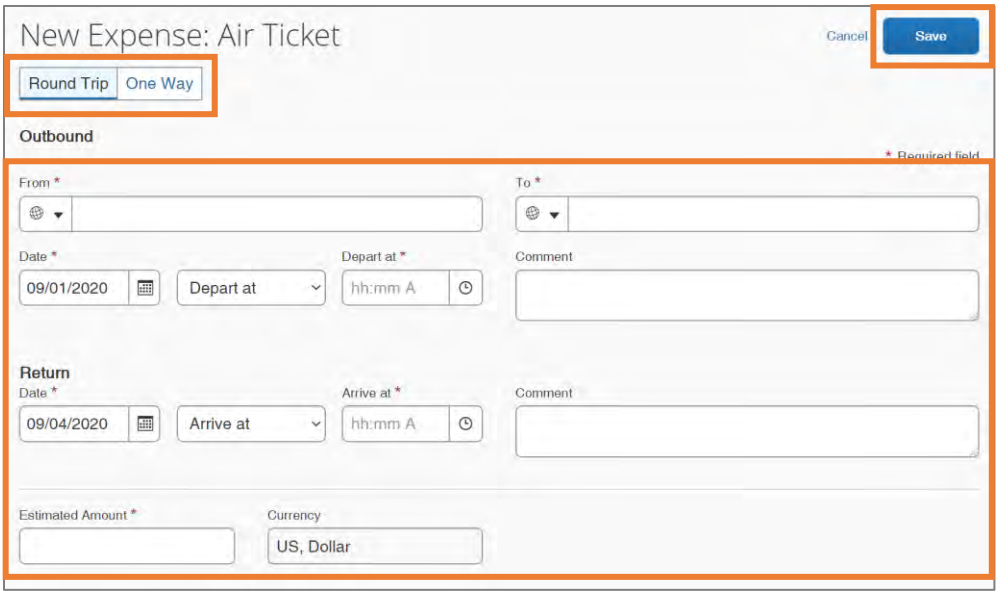
11. If you need to add another anticipated expense, click the **Add** button.

    If you are done adding anticipated expenses, click the **Submit Request** button.

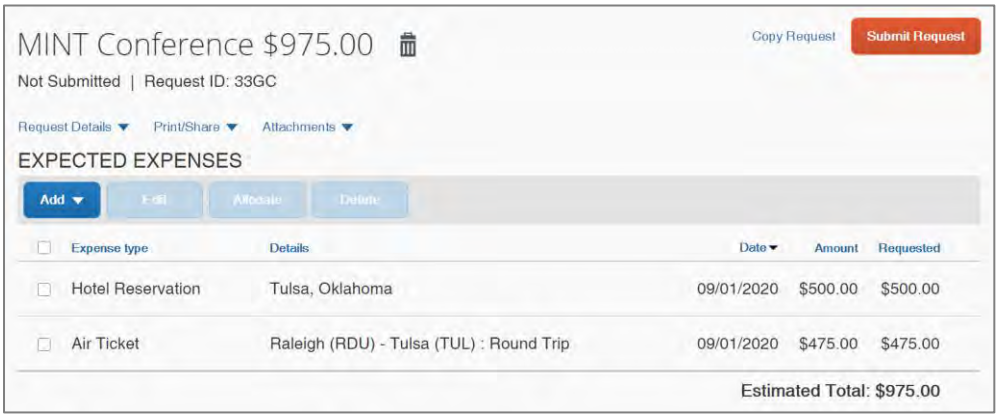
Adding Air Ticket Transportation to a Travel Request (if applicable)

If you selected Air Ticket Transportation from step 8, follow these steps to add anticipated travel expenses:

12. Select the **Round Trip** or **One Way** tab.
13. Enter the required (noted by red asterisks) and necessary optional fields.
14. Click the **Save** button.



Result: The expense is added to the list of expected expenses.



15. If you need to add another anticipated expense, click the **Add** button. If you are done adding anticipated expenses, click the **Submit Request** button.

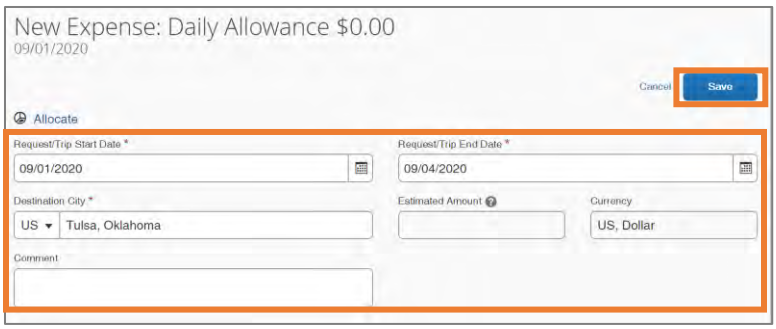
Adding Daily Allowance as an Expense to a Travel Request (optional)

If you selected Daily Allowance Meals from step 8, the Travel Request must include Federal Funding (or an approved exception). The Federal Per Diem rates may be utilized in place of the North Carolina Per Diem Rates. To add the Federal Per Diem rates, follow the steps below to add "Daily Allowance" to your Travel Request:

16. Enter the required (noted by red asterisks) and necessary optional fields.

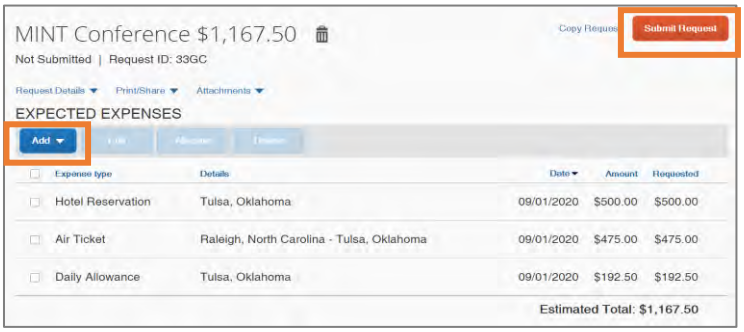
    Note: The Trip Start Date, Trip End date, and Destination City will automatically be added based on the Request Header. Also, the Estimated Amount will automatically calculate once you click the Save button. The Estimated Amount is pulled in from the current GSA, Department of Defense, or Department of State rates. This amount represents the maximum Daily Allowance which you are eligible to request and will be updated when submitting your Expense Report for reimbursement.

17. Click the **Save** button.



    Result: The Daily Allowance is automatically calculated and added as an Expense. The first and last day of travel are calculated at 75% of the day's total allowance (including incidentals) per Federal policy. The expense is added to the listed of expected expenses.

18. If you need to add another anticipated expense, click the **Add** button. If you are done adding anticipated expenses, click the **Submit Request** button.



Adding a Travel Cash Advance Request

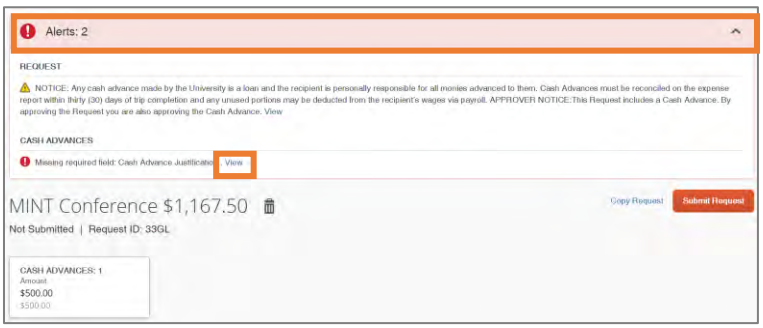
To request a cash advance, you must include the request when you are creating a travel request. This feature will not automatically be enabled and is typically only available for international travel. Contact the UNC Travel Office if you believe you need access to Travel Cash Advances. Follow these steps to add a cash advance to a travel request:

1. Follow steps 1 to 8 from **Creating a New Travel Request**.
2. Click the **Request Details** dropdown link.
3. Click the **Add Cash Advance** from the dropdown.

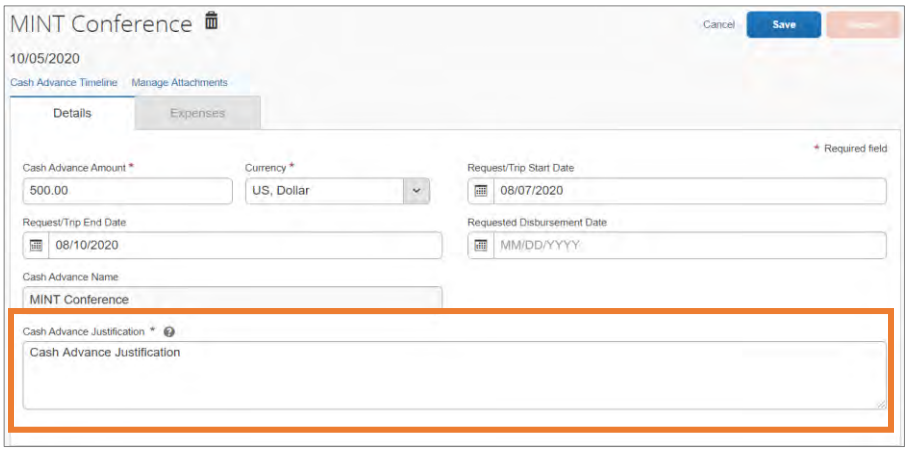
Result: The New Cash Advance popup window will appear.

4. Enter the amount of the cash advance.
5. Click the **Add Cash Advance** button.

6. Click the ^ to expand the Alerts section to review the notice.
7. Click **View** in the Cash Advances section.



8. In the Cash Advance Justification field, enter the justification for the cash advance request. Please provide as much detail as possible in the justification field.



Note: You may click the Quick Help icon next to the Cash Advance Justification field for examples of allowable reasons for a cash advance

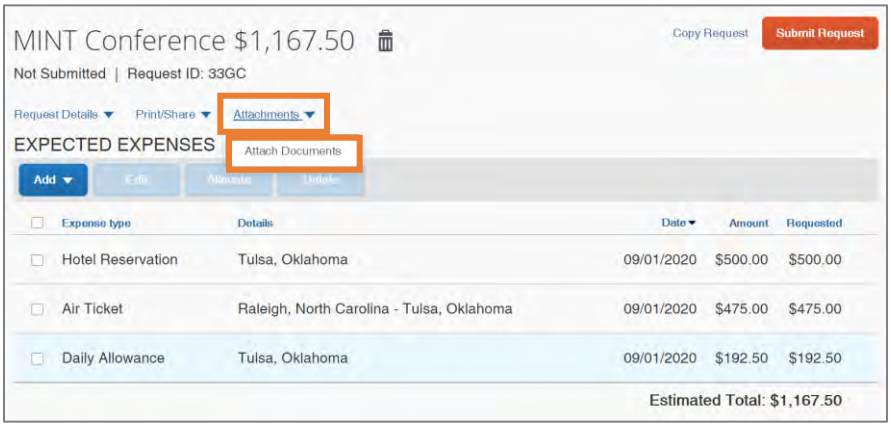
9. Click the **Save** button.

   Result: The cash advance has been added to the Travel Request and the alert has been cleared.

Adding Attachments to a Travel Request

Some travel will require documentation to be submitted along with a travel request. Follow these steps to add an attachment to a travel request:

1. Open the Travel Request if it is not already selected.
2. Click the **Attachments** drop-down link.
3. Click **Attach Documents** from the drop-down options.



Result: A pop-up window will appear for you to add the attachment.

4. Click the **Upload and Attach** link.

5. Select the file you want to attach.

   Result: The attachment will upload and an attachment icon will appear.

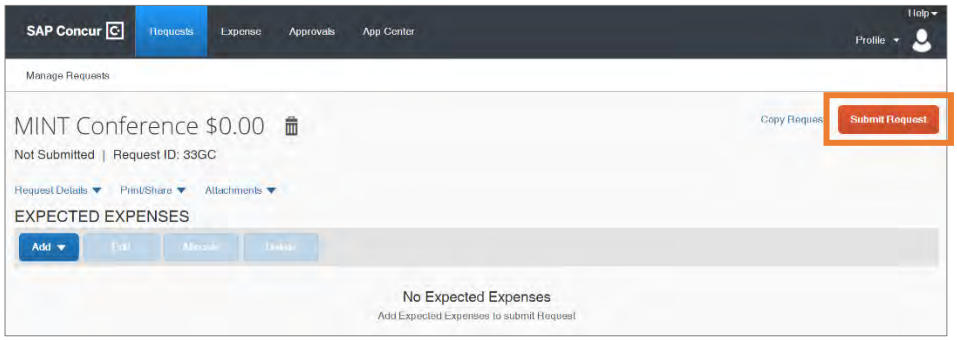
   Note: Once a document is attached, click on the **Attachments** drop-down link to view, delete, or attachment more documents. If attaching multiple documents, the files will be merged into one and cannot be separated.

Submitting a Travel Request

If you are acting as a personal delegate and creating a Travel Request on behalf of another user, you will not have the option to submit the travel request. Delegates may prepare the travel request and then use the Notify feature to alert the traveler when the request is ready to be submitted.

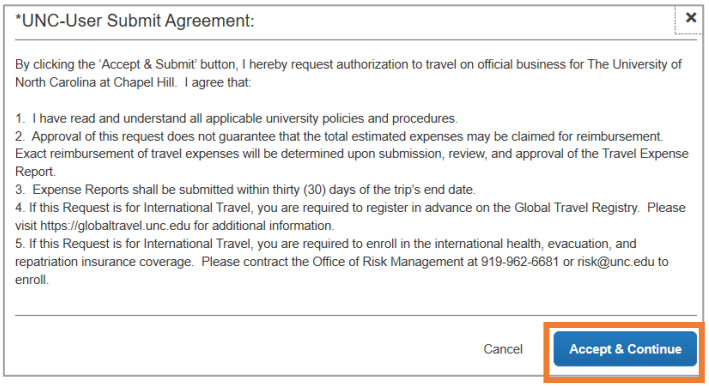
Submitting a Travel Request:

1. Click the Submit Request button in an open request.



Result: The UNC – User Submit Agreement pop-up will appear.

2. Read the agreement carefully and click the **Accept & Continue** button when ready.



Result: The Request status will change to Submitted and the Request will move to the first step of the approval workflow.

Making Reservations and Booking Travel

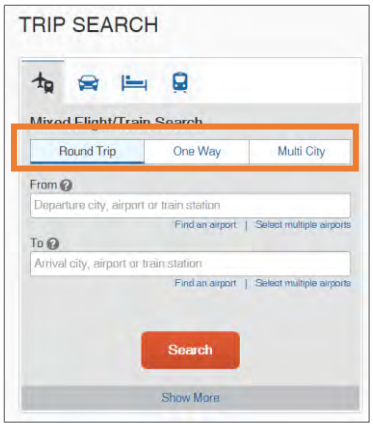
Booking a Trip on Concur Travel is similar to how you would book a personal trip online. Users of the system can book travel themselves as the Traveler or utilize a designated Travel Assistant/Arranger to make the booking and travel reservations.

Booking a Flight

If a Traveler needs to make reservations for a trip that includes a flight/train, the booking process will always begin with booking a flight/train, regardless if lodging, and car rental are needed as well. You will have the opportunity to specify that you need a car and/or hotel on the Flight/Train tab. Follow these steps to book a flight/train:

1. From the Concur Homepage, click the **Travel** tab.

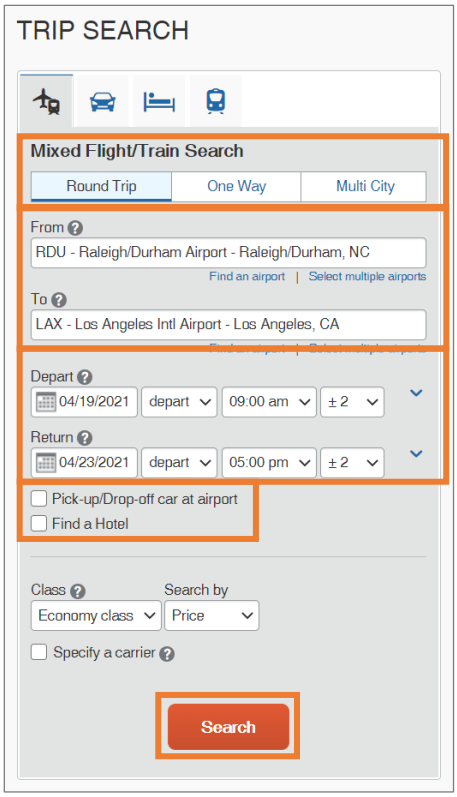
   Result: by default, the Flight/Train tab option will be selected.
2. Select one of the following:
   - **Round Trip**
   - **One Way**
   - **Multi City**



3. In the **From** and **To** fields, enter the cities for travel.

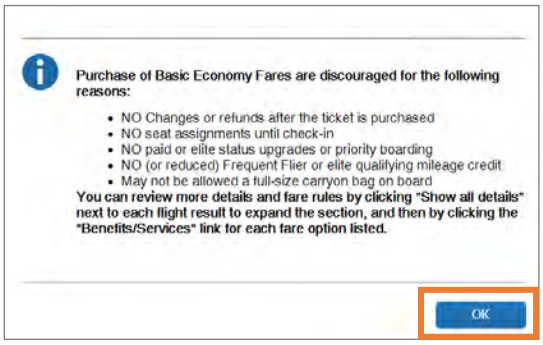
   Note: When you enter a city, airport name, or airport code, the system will automatically search for a match. You can also use the Find an airport link or Select multiple airport links as needed.

4. In the **Depart** and **Return** fields, select the appropriate dates and times.
5. If you need a hotel and/or car rental mark the **Pick-up/Drop-off car at airport** and/or **Find a Hotel**. Otherwise, continue to the next step.
6. Click the **Search** button.

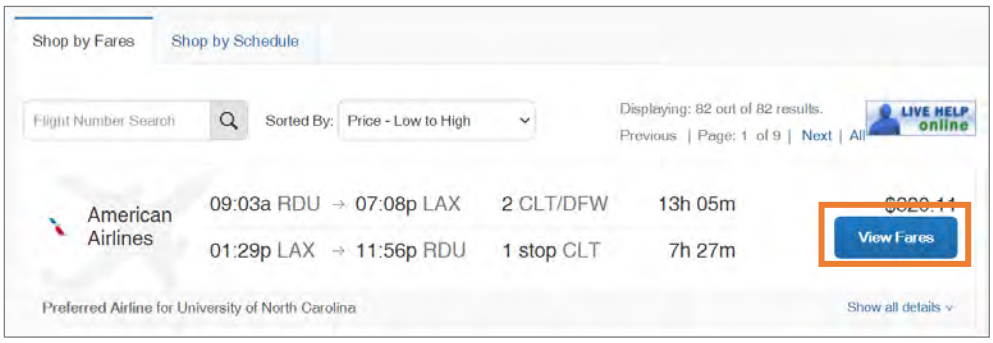


Result: A pop-up window to review Basic Economy Fares information will appear and a listing of reservations options.

7. Review the Basic Economy Fares information.
8. Click the **Ok** button.

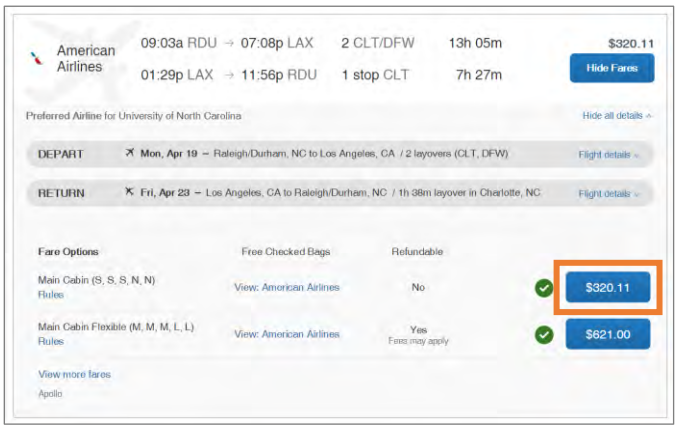


9. Click the **View Fares** button next to the preferred itinerary to view available booking options



10. Click the **blue fare button** that shows the amount of the fare to proceed.

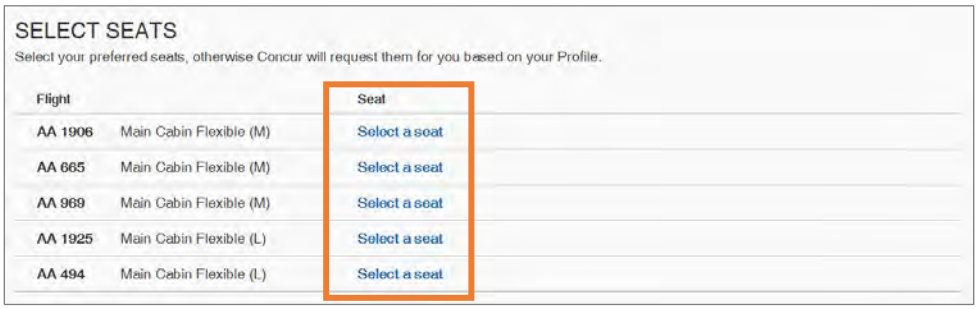
Result: The Review and Reserve Flight page will appear.



Important: Fare that is flagged as "Out-of-Policy" can be booked. When selected the system will present the user with an Out-of-Policy pop-up window. Users must then select the reason this "out-of-policy" fare is being selected. Simultaneously, the system will maintain historical data of "in-policy" bookings that were available at the time as well.

Result: The Review and Reserve Flight page will appear.

11. Click the **Select a Seat** links in the Select Seats section to select your seat for departure and returning flights.



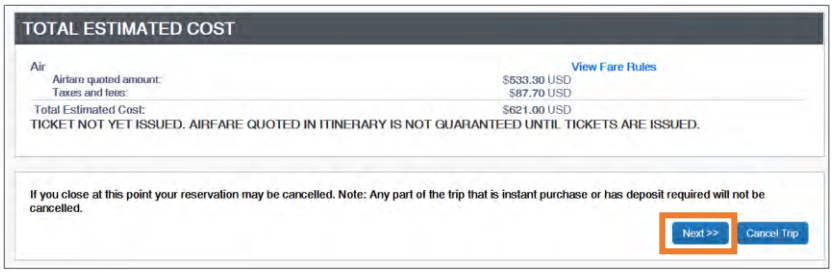
12. Select a **Payment Method**.
13. Click the **Reserve flight and Continue** button.

Result: The system reserves the flight and Travel Details page appears noting that the flight has been secured.

14. **Adding a Car:** If you marked the box Pick-up/Drop-off car at airport from step 5 the rental car search results will appear. Review the section, *Booking a Rental Car*, for instructions on how to secure a car rental.

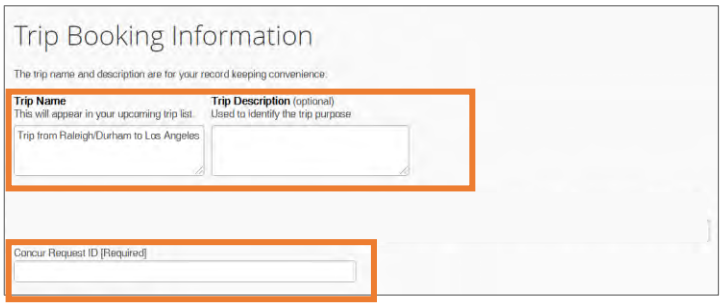
    Adding a Hotel: If you marked the box Find a Hotel from step 5, hotel search results will appear. Review the section, *Booking a Hotel*, for instructions on how to add hotel lodging.

15. Review the Total Estimated Cost and other itinerary information for your travel itinerary on the Travel Details page and make any necessary changes.
16. Click the **Next** button at the bottom of the page.



Note: If your trip does not include a car rental or hotel reservations a pop-up message will appear. Click the OK button.

17. Enter the **Trip Name**, **Trip Description**, and the **Concur Request ID number** associated with the travel.



18. Click the **Next** button.

    Result: The Trip Confirmation page will appear.

19. Click the **Purchase Ticket** button to confirm the itinerary.

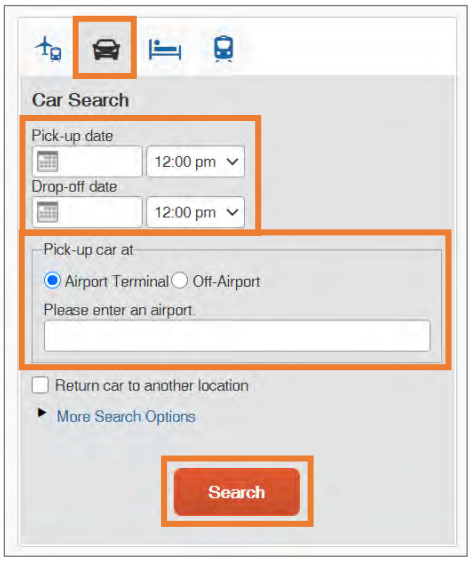
Result: The Finished page will appear stating that you have successfully booked your trip.

Booking a Rental Car

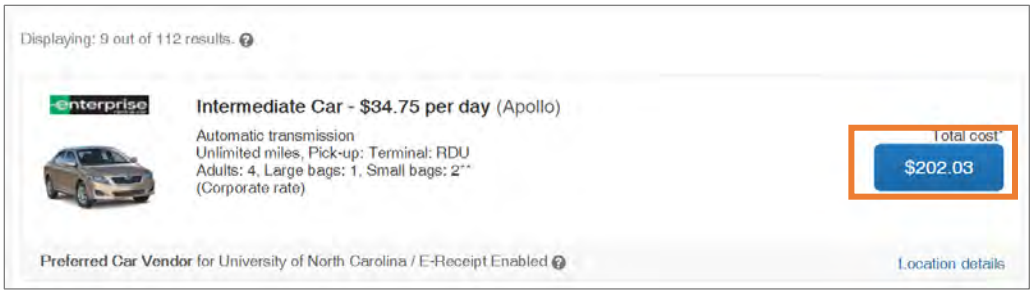
1. Complete one of the following:
   - If your travel does not require airfare and you only need to request a car rental, click the **Car** icon.

     Or
   - If you marked the check box Pick-up/Drop Off Car at airport from step five in Booking a Flight continue to step 6.
2. Enter your **Pick-up and Drop-off dates and times**.
3. In the Pick-up car at section select one of the following:
   - Select **Airport Terminal** and enter the City or the Airport Code.

     Or
   - Select **Off-Airport** and enter, or search for the location.
4. Mark the check box **Return car to another location** if the Drop-off location will be different from the Pick-Up location and select the appropriate location.
5. Click the **Search** button.



   Result: Search results will appear, and you have the option to filter the search results.
6. Select the **blue fare button** for the car you want to rent.

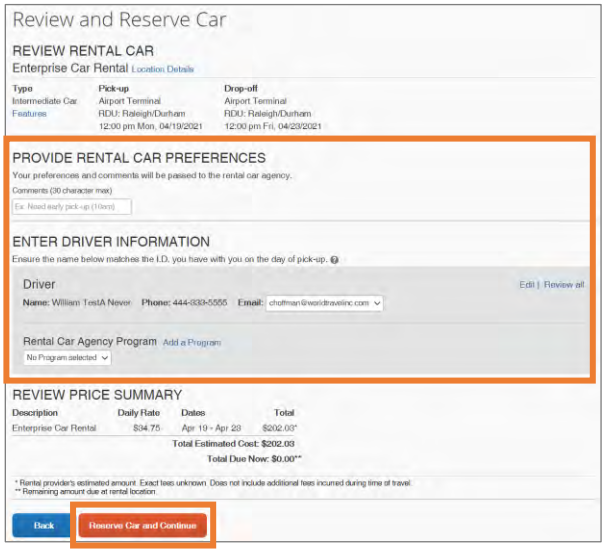


Result: The Review and Reserve Car page will appear.

7. Provide any rental car preferences and driver information, as necessary.

   Note: In the Travel Details section, you can print/email the itinerary, change, or cancel the reservation.

8. Click the **Reserve Car and Continue** button.



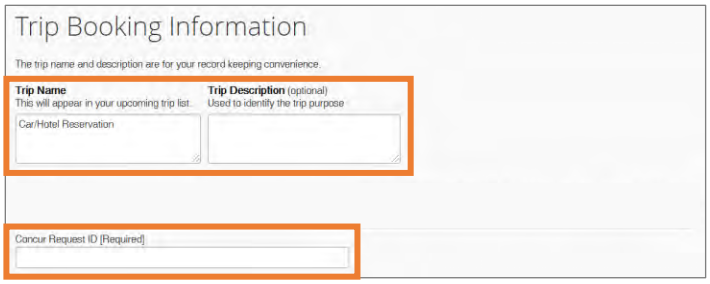
Result: The Travel Details Page will appear.

9. Click the **Next** button.

   Result: The Trip Booking Information page will appear.

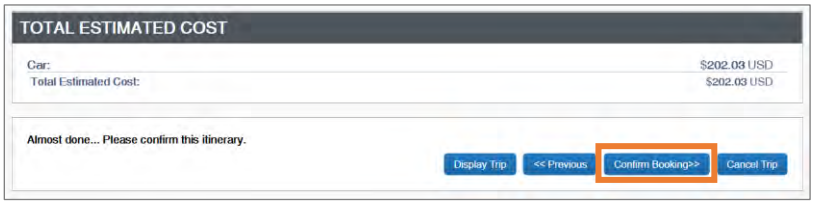
10. Enter a **Trip Name**, **Trip Description**, and the **Concur Request ID** number associated with the travel.

11. Click the **Next** button.



Result: The Trip Confirmation page will appear.

12. Review the trip details.
13. Click the **Confirm Booking** button.



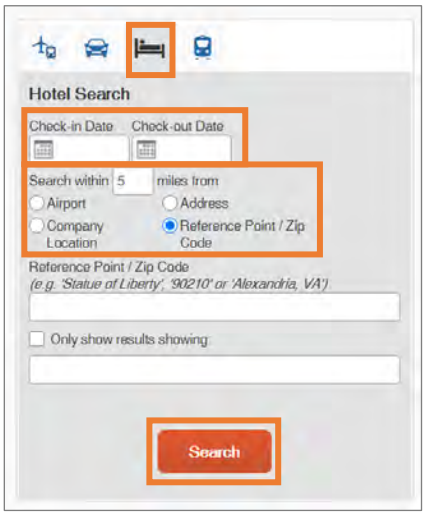
Result: The Finished page will appear stating that you have successfully booked your trip.

Booking a Hotel

1. Complete one of the following:
   - If your travel does not require airfare and you only need to request hotel lodging, click the **Hotel** icon.

     Or
   - If you marked the check box, **Find a Hotel** from step five in Booking a Flight continue to step 4.
2. Enter the **Check-in** and **Check-out Dates**.
3. Enter the search radius.

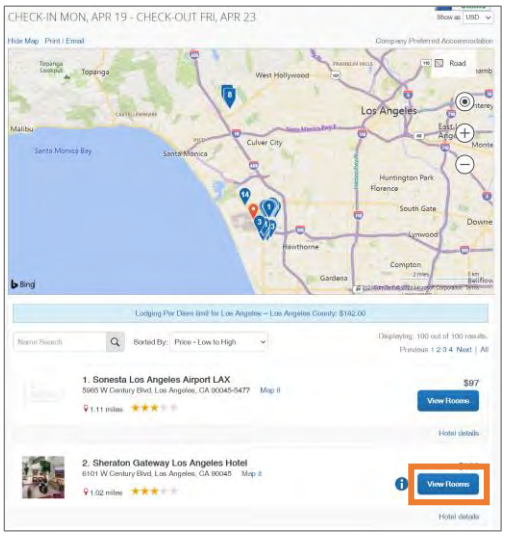
   Note: You can choose to search near an airport, an address, or near another location.
4. Click the **Search** button.



5. If applicable, review the Hotel Per Diem Locations page. Then click the **Next** button.

   Result: The Search results will appear, and you have the option to filter and or sort the search results.
6. Review the search results:
   - Click the **hotel picture** to see more images.
   - Click **Hotel Details** to see contact information, street address, cancellation policy and information about the facility.
   - Click **View Rooms** to see available room options and rates, amenities, and rules for cancellation policy.

7. Click the **View Rooms** button next to the hotel you want to select.

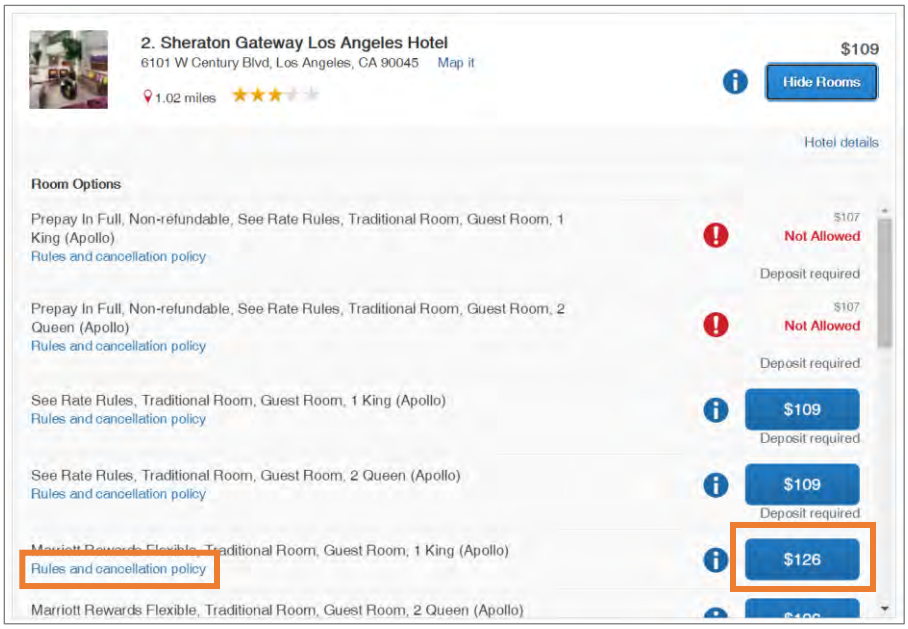


Result: The Review and Reserve Hotel page appears.

8. Review the hotel rate rules and cancelation policies.

   Note: Room Options marked with a red exclamation point icon cannot be booked due to University Travel guidelines and/or policy.

9. Select the **blue hotel rental fee** button for the room you want to rent.

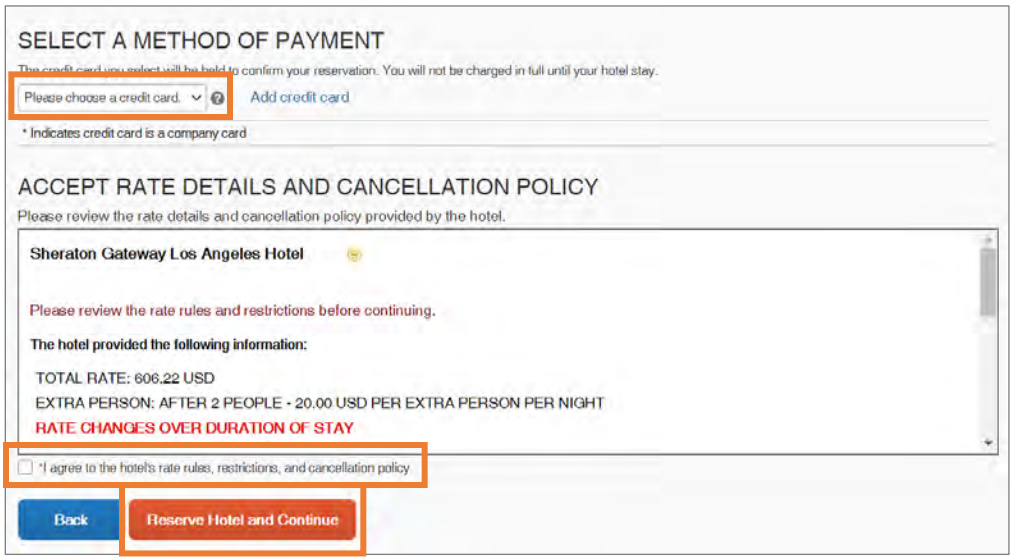


Result: The Review and Reserve Hotel page appears.

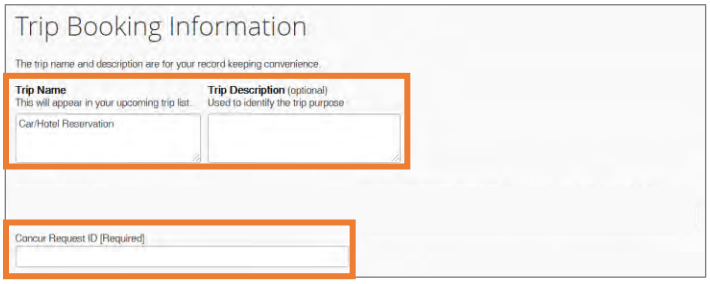
10. Provide any hotel room preferences, if applicable.
11. Select the **Method of Payment.**
12. Mark the check box to accept the rate details and cancellation policy.

13. Click the **Reserve Hotel and Continue** button.

    Result: The Travel Details page appears.



14. Enter a **Trip Name**, **Trip Description**, and the **Concur Request Id** number associated with the travel.



15. Click the **Next** button.
16. Click the **Confirm Booking** button.

    Result: The Trip Confirmation page appears.

17. Review the details of the trip and make any changes if necessary.
18. Click the Confirm Booking button.

    Result: The Finished page will appear stating that you have successfully booked your trip.

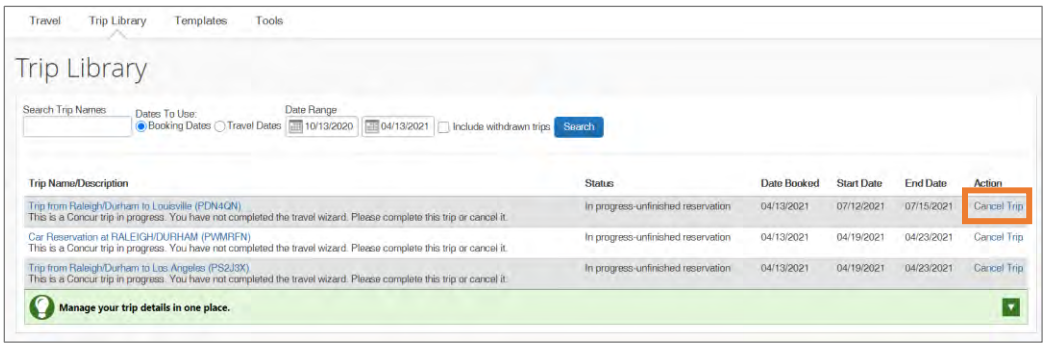
Changing or Canceling a Trip

Flight changes may be available for Travelers that include a single carrier. Also, if the trip has been booked or ticketed, but has not occurred, you can change the time or date of the trip.

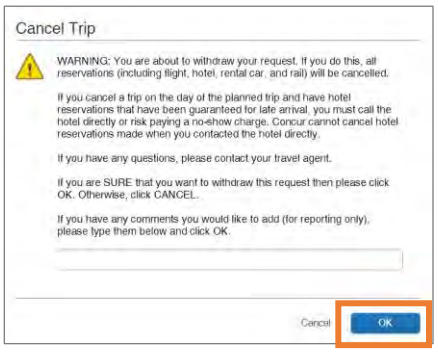
To cancel an entire trip, follow these steps:

1. Click the **Travel** tab on the Concur homepage.
2. Click the **Trip Library** tab.

   Result: A listing of upcoming trips will appear.
3. Click the **Cancel Trip** link next to the trip you want to cancel.



   Result: A Cancel Trip pop-up message will appear.
4. Click the **Ok** button on the pop-up message.



   Result: A confirmation message will appear stating that the trip has been successfully cancelled.

   Note: If you are unable to change or cancel your Concur World Travel reservation, contact your World Travel, Inc agent for assistance.

Creating an Expense Report

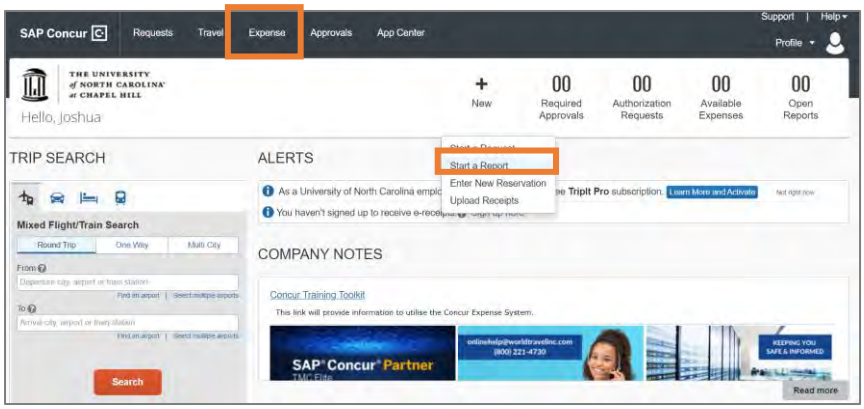
Creating a New Expense Report without a Travel Request

Follow these steps to create a new expense report without a travel request:

1. From the Concur home page complete the following:
   a. On the Concur home page, place your mouse pointer over **New** on the Quick Task Bar.
   b. Click the **Start a Report** link.

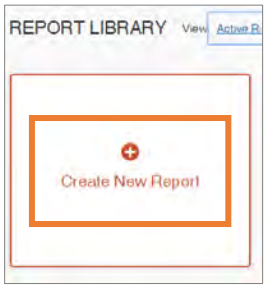
      or

      Click the **Expense** tab.



      Result: The Manage Expenses page will appear.

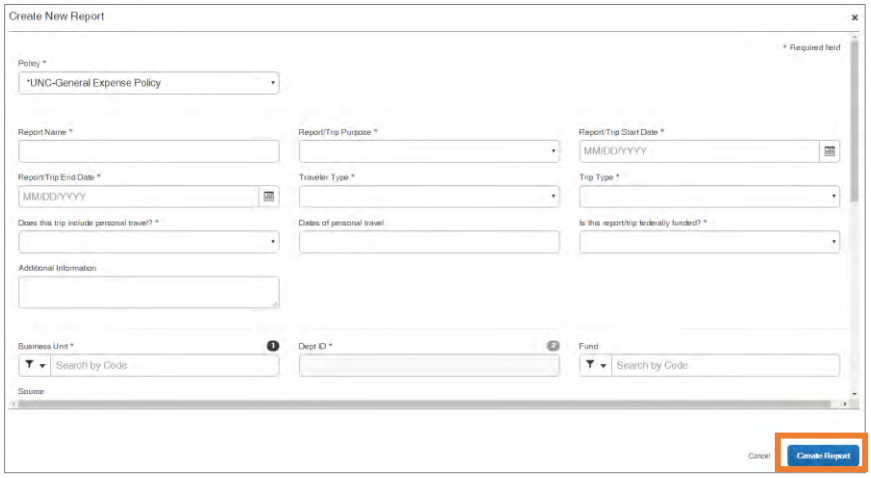
2. Click the **Create New Report** tile in the Report Library section.



3. On the Create a New Report page, complete all required (noted by red asterisks) and optional fields as needed.

   Note: For non-overnight travel, it is considered best practice to include the business purpose of the expense report for the Report Name. For example (July, 2020 Mileage).

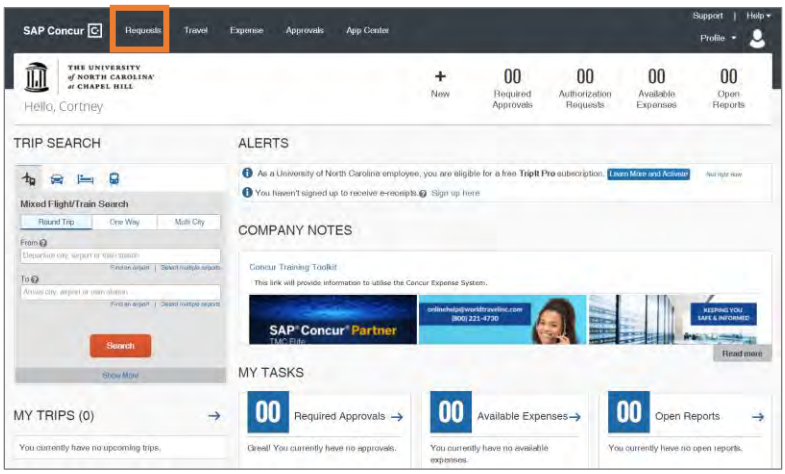
4. Click the **Create Report** button.



Creating a New Expense Report from a Travel Request

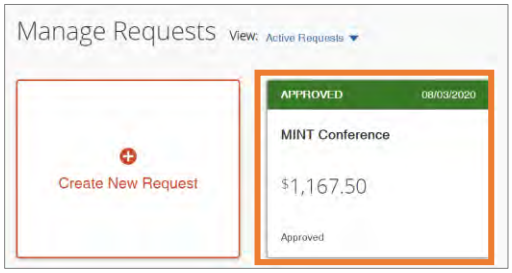
You can create an expense report from an approved travel request. Follow these steps to create a new expense report from a travel request:

1. Open the Active Requests page by clicking on the **Requests** tab.

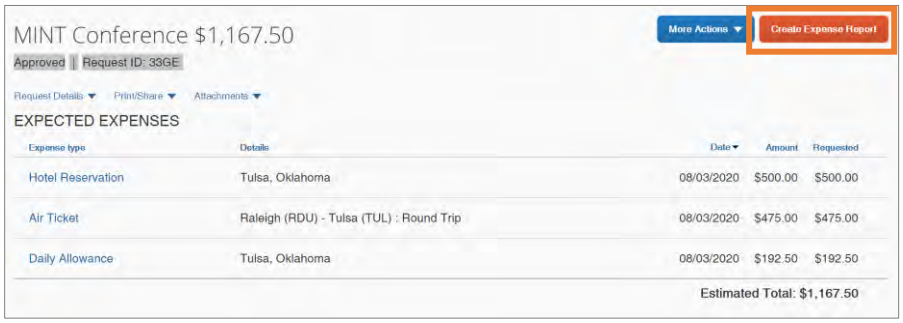


Result: The Active Requests page will appear.

2. Select the Travel Request you want to create an expense report for.



3. Click the **Create Expense Report** button.



Result: All Report Details of the approved Travel Request will populate on the Expense Report.

4. Then continue to follow the steps noted for adding available expenses.

Adding Available Expense Transactions

On the Concur home page, you can view a list of unassigned T&E card transactions, Airfare Direct Bill transactions, and E-Receipts in the Available Expenses section. Also, for Available Expenses, some of the expense types may automatically populate based on the merchant or transaction type. These transactions must be reviewed and edited as necessary to ensure the correct account code is assigned and the correct expense form is completed.

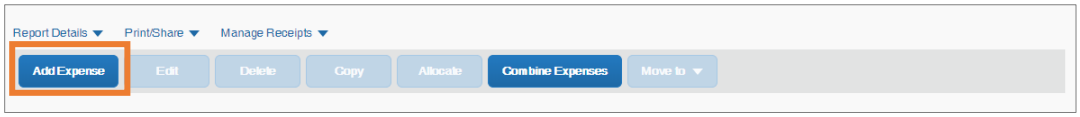
Note: The payment type for T&E Card transactions and Airfare Direct Bill transactions will automatically be assigned and cannot be changed.

When using your T&E Card for purchases in a foreign currency, Bank of America will assess an International Transaction Fee. These fees will appear as separate transactions under Available Expenses and should be included on the same Expense report as the T&E Card expenses which they are related to. No receipt is required when reconciling the expense.

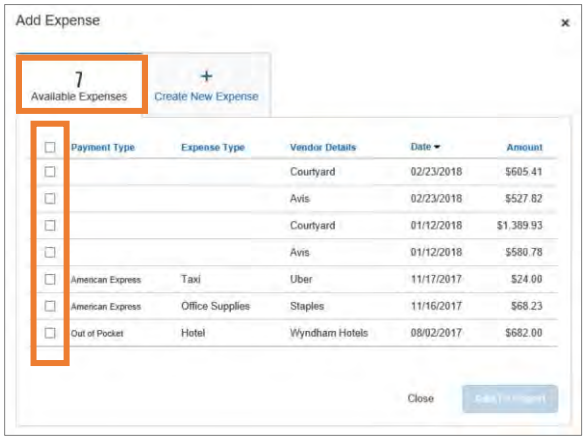
From an open expense report

Follow these steps to add available transactions within an open report:

1. Click the **Add Expense** button.



2. From the Available Expenses tab, select the check box(es) for the appropriate expenses you want to assign to the current expense report.

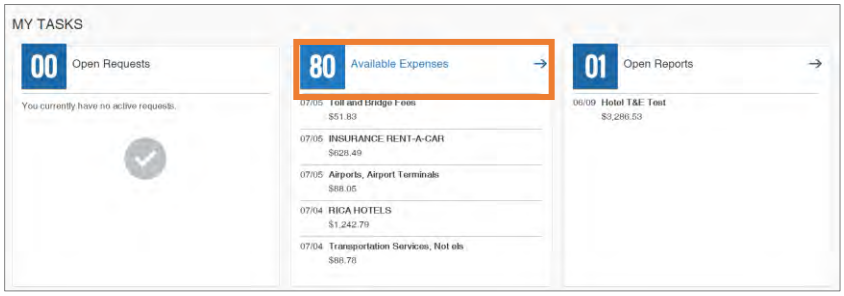


3. Click the **Add to Report** button.

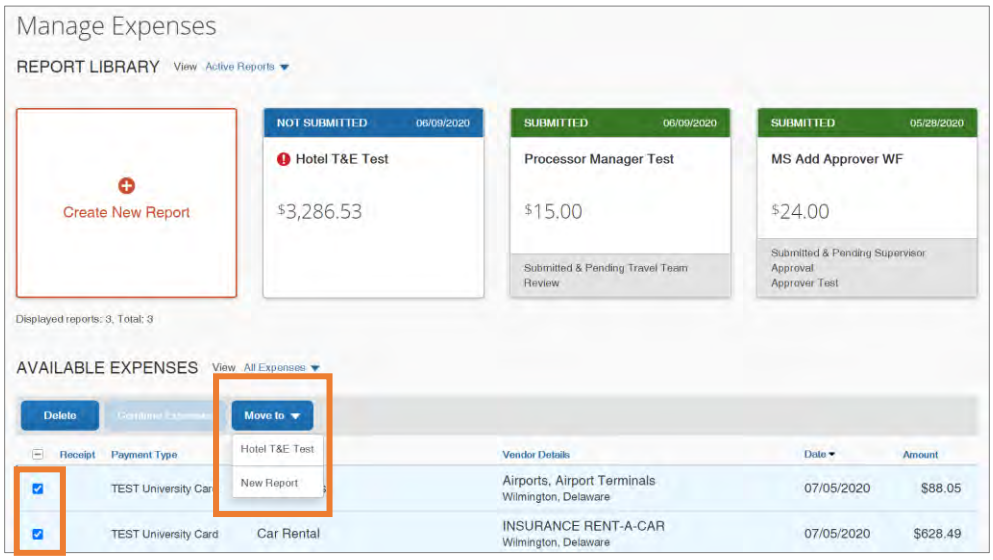
From the Available Expense section

Expenses listed in the Available Expense section can be added to an existing expense report or used to create a new expense report. Follow these steps to assign transactions to a report from the Available Expenses section:

1. Click the **Available Expenses** tile in the My Task section of the Home page.



2. From the Available Expenses section (you might need to scroll down) mark the checkbox next to the Available Expense(s) you want to add to an existing expense report or new report.
3. Click the **Move to** button.
4. Select the Expense Report you want to add the Available Expense(s) to or select New Report to create a new report.



Result: Depending on the action you select; one of two results will occur:

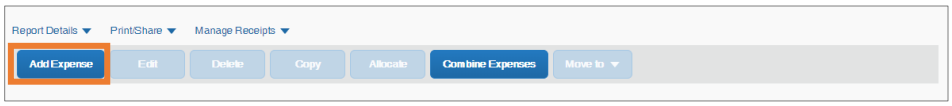
a. If you selected an existing report, the report opens, and the Available Expense transaction is added to the report.

b. If you selected **New Report**, the Create New Report page appears. Enter the report information as usual.

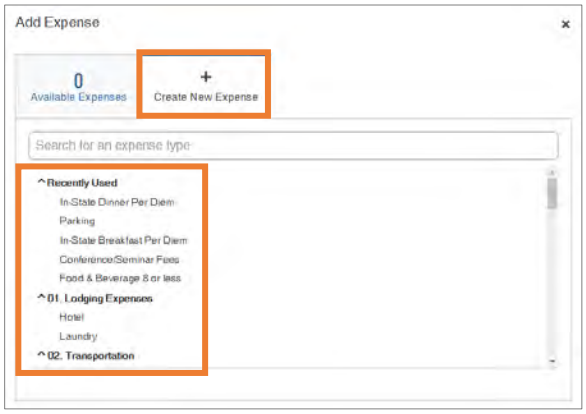
Adding Out-of-Pocket Expenses

Follow these steps to add out-of-pocket expenses to a report:

1. From the open report, click the **Add Expense** button.

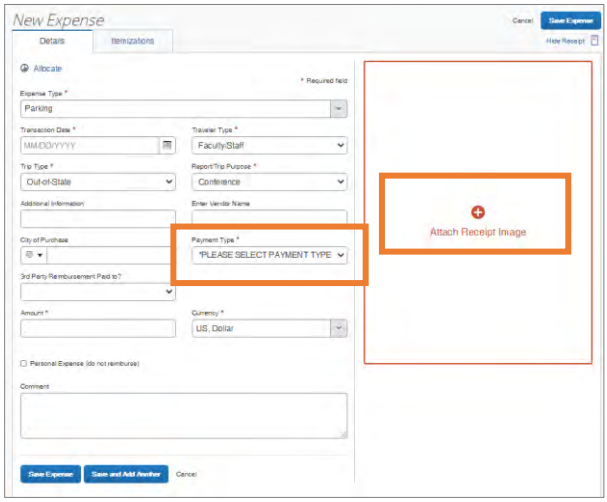


2. Click the **Create New Expense** tab.
3. Search for or select the appropriate expense type from the list.



Result: The New Expense page appears displaying the required and optional fields for the selected expense type. The Expense Type field, Traveler Type, Trip Type, and Report/Trip Purpose are all automatically populated on the New Expense page.

4. Complete the required (noted by red asterisks) and optional fields.
5. Select **Out of Pocket**, from the Payment Type dropdown menu.
6. Click the **Attach Receipt Image** icon to upload and/or attach the receipt.



Note: If the expense requires itemization, click the Itemization tab.

7. Click the **Save Expense** button.

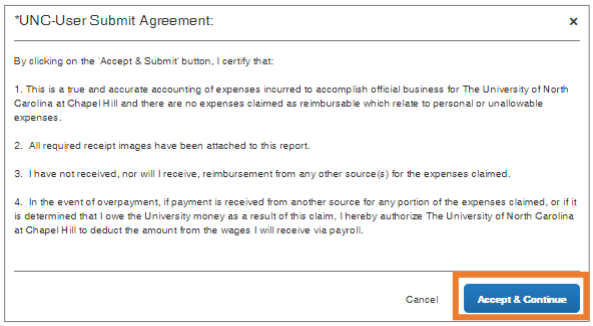
Submitting an Expense Report

After reviewing your expenses and attaching your receipts, you will need to submit your expense report. If you are acting as a personal delegate and creating an Expense Report on behalf of another user, you will not have the option to submit the expense report. Delegates can prepare the expense report, then use the Notify feature to alert the traveler when the expense report is ready to be submitted. Follow these steps to submit an expense report:

1. From the manage expenses page, open the expense report you want to submit.
2. Click the **Submit Report** button.

Result: A UNC-User Submit Agreement pop-up window will appear.

3. Click the **Accept & Continue** button.

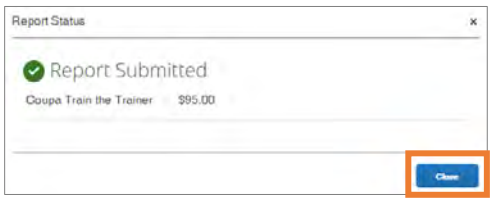


Result: A Report Totals pop-up window will appear. This displays the total amounts, the amount the University (company) will pay, and/or how much the employee owes the University.

4. Click the **Submit Report** button.

Result: A Report Status pop-up window will appear.

5. Click the **Close** button.

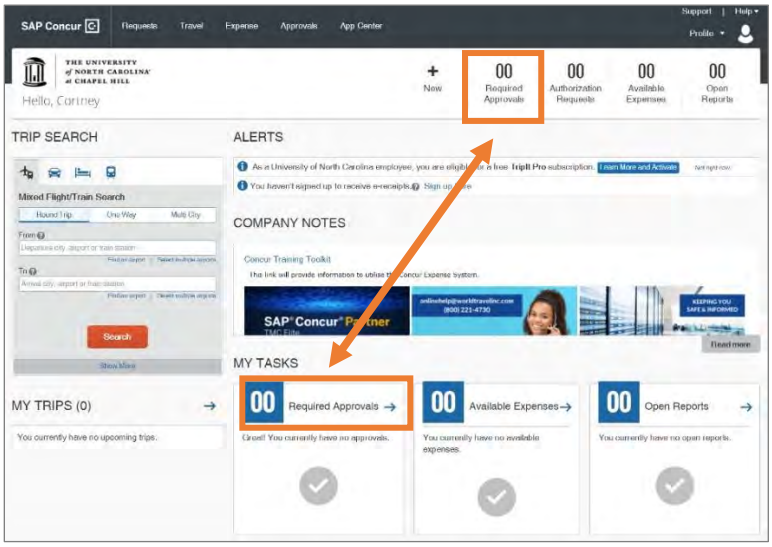


Result: The report is submitted, and the status is listed in the Active Reports list.

Approving Expense Reports

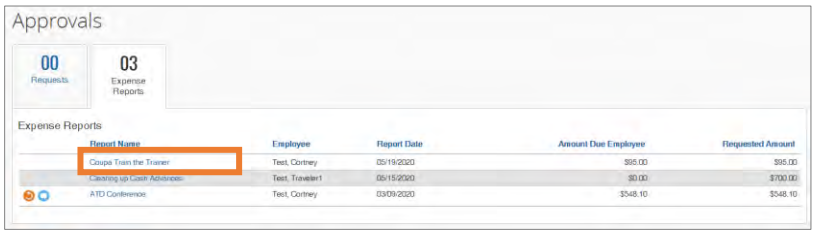
Follow these steps to approve an expense report:

1. Click the **Required Approvals** tile or tab.



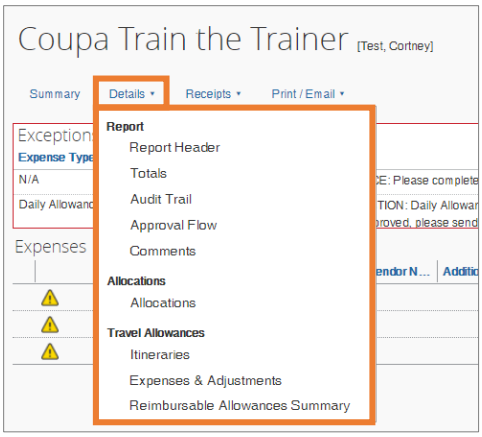
Result: The Approvals page will appear.

2. Click on the Report Name that you want to review for approval.

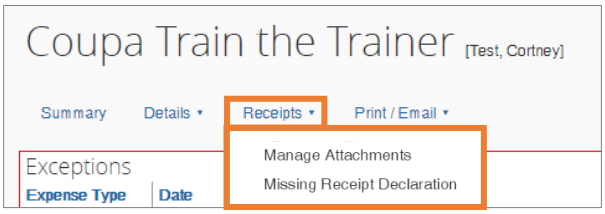


Result: The Summary expense report will appear.

3. Click on the following to review the expense:
   a. **Details** – This link dropdown option will display various elements of the expenses included in the report.



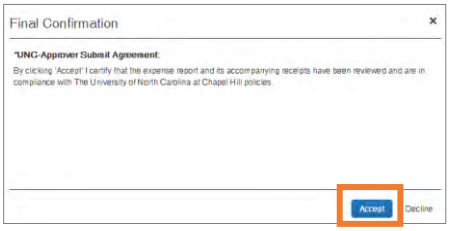
b. **Receipts** – This link dropdown option will allow you to review attached receipts and add receipts if necessary.



4. Click the **Approve** button, to certify that you have reviewed the report and it is in compliance with University policies.

Result: A Final Confirmation pop-up window will appear.

5. Click the **Accept** button.



Result: The Expense Report is approved and will no longer be shown on your list of Pending Reports.

14. Itemizing Expenses and Attendees

You should itemize expenses to account for receipts that include both business and personal expenses or to ensure that each of your expenses is accounted for correctly. In addition, some transactions (business meals and lodging expenses) require receipts to be itemized. Review *Procedure 1501.7 on Travel Expenses and Reimbursements* to learn what expenses require receipt itemization.

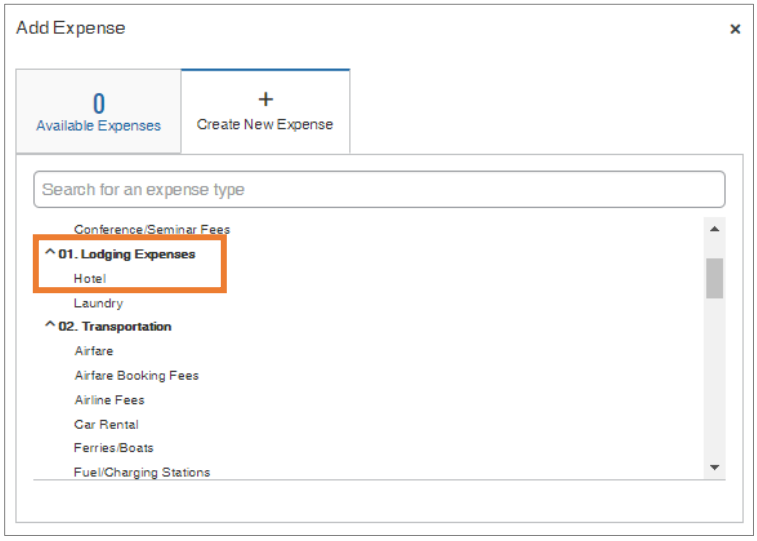
Itemizing Nightly Lodging Expenses

A hotel bill typically contains a variety of expenses including room fees, taxes, parking, meals, valet, telephone charges, and/or personal items. You must itemize these expenses to correctly account for all expenditures. In the lodging expense form, Concur Expense calculates the number of nights based on the Check-in and Check-out Dates. Follow these steps to itemize nightly lodging expenses:

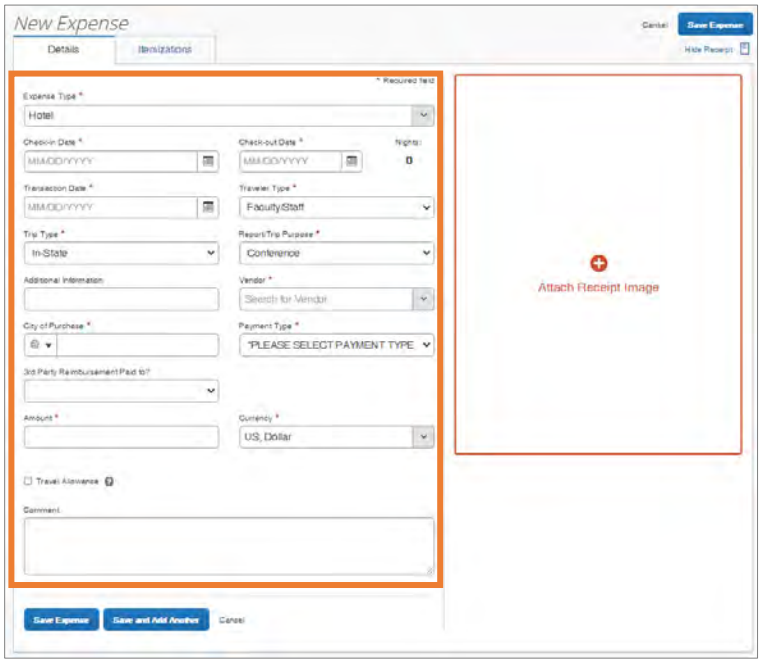
1. Open a current Expense Report or Create a New Report.
2. Click the **Add Expense** button.

3. Click the **Create New Expense** tab or **Available Expense** tab to access T&E Card Transactions and E-Receipts.

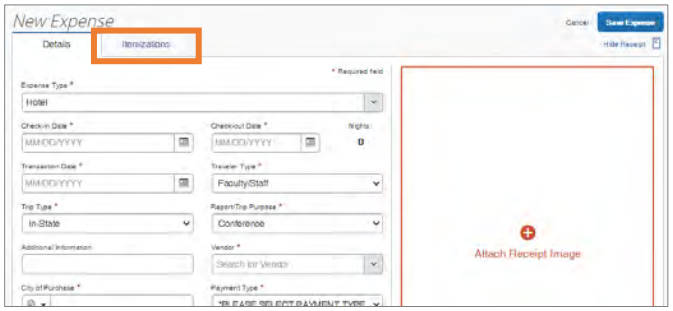
4. Select the **Hotel** expense type from Lodging Expenses listings.



5. Complete all the required (noted by red asterisks) and necessary optional fields.

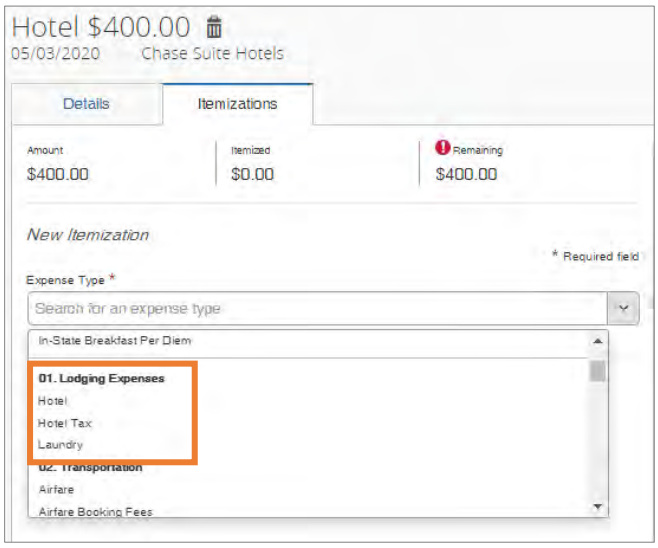


6. Click the **Itemization** tab.



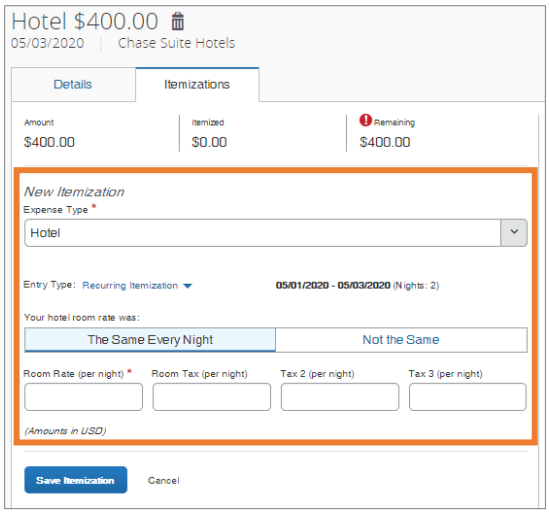
7. Click the **Create Itemization** button.

8. Select the Hotel expense type from the Lodging Expenses listing.



9. Complete all the required (noted by red asterisks) and necessary optional fields.

   Note: If more than one rate was charged, click the **Not the Same** tab. You can also use Tax 2 or Tax 3 fields to enter additional daily taxes and fees like Resort Fees.



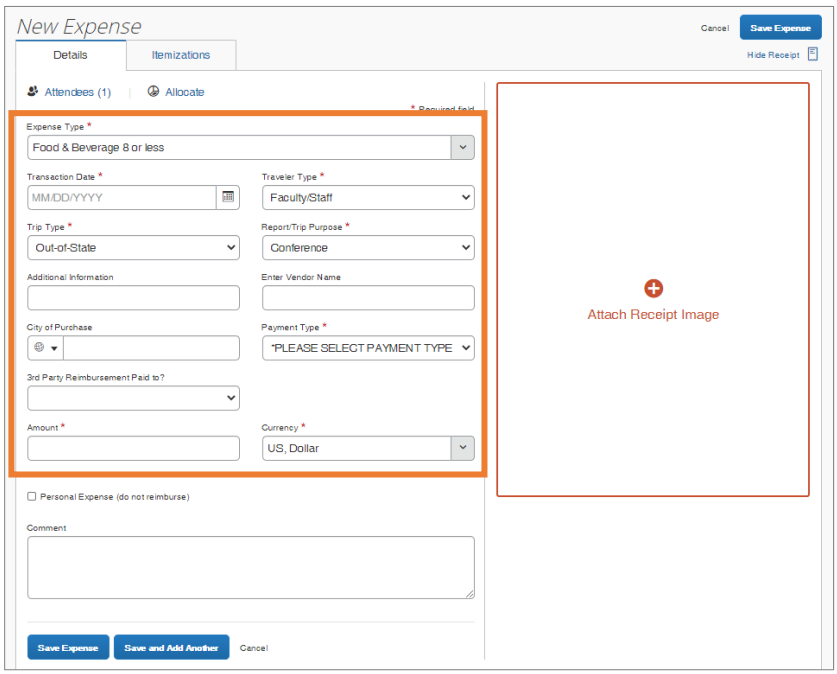
10. Click the **Save Itemization** button.

Note: You will need to continue itemizing all the line item charges that appear on the folio/receipt using other expense types (i.e. laundry, personal expense, etc.) until the remaining balance is $0.00.

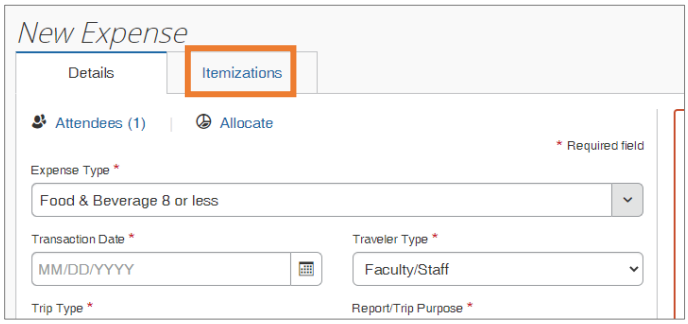
Itemizing Business Meal Expenses

Business meals expenses must have an itemized receipt. Follow these steps to itemize business meal expenses:

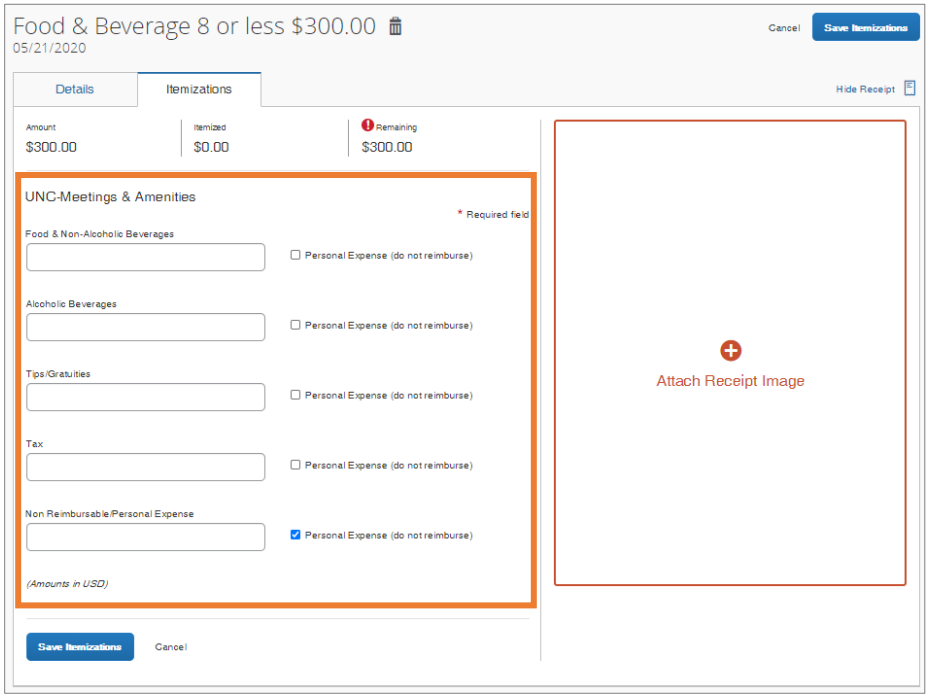
1. Open a current Expense Report or Create a New Report.
2. Click the **Add Expense** button to create a new expense or select an expense listed.
3. Complete all the required (noted by red asterisks) and necessary optional fields.



4. Click the **Itemizations** tab.



5. Complete all of the necessary fields for this expense.



Note: You must itemize all items on the receipt so that the remaining balance is $0.00.

6. Click the **Attach Receipt Image** icon to attach an electronic copy of the receipt if the receipt has not been attached to the expense.
7. Click the **Save Itemization** button.

Adding Attendees to a Business Meal Expense

Some expenses, such as business meals and entertainment expenses require you to add attendees to the expense. You will see the Attendees link for these types of expenses. Depending on the number of meal attendees you will need to provide the following information.

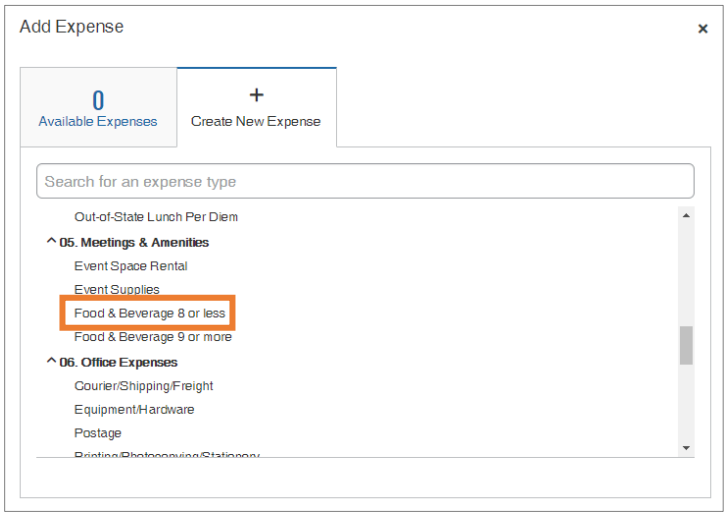
- **Small Groups (eight or fewer individuals) -** If a small group is in attendance, the names of all persons attending is required.
- **Large Groups (nine or more individuals) -** If the expense includes more than eight attendees, only the total number of attendees is required.

Adding Attendees to a Business Meal with 8 or less

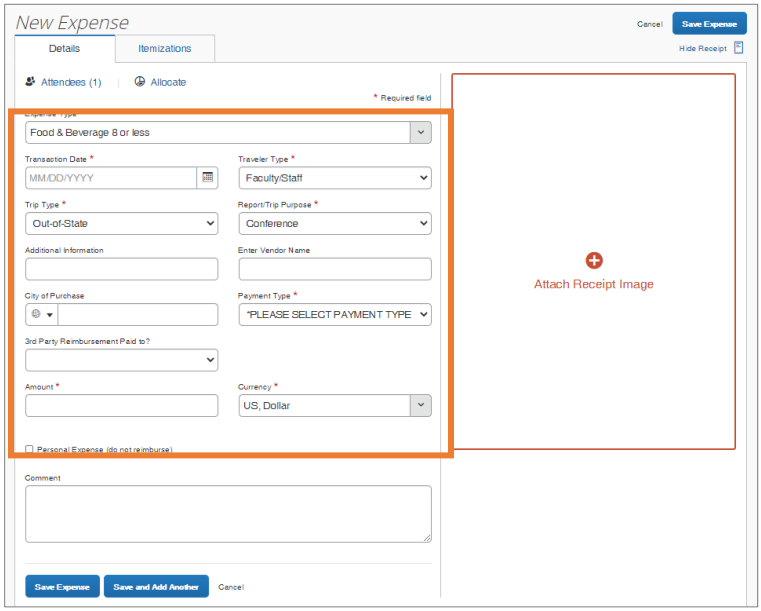
Follow these steps to add attendees to a business meal of 8 or less people:

1. Open a current Expense Report or Create a New Report.
2. Click the **Add Expense** button.

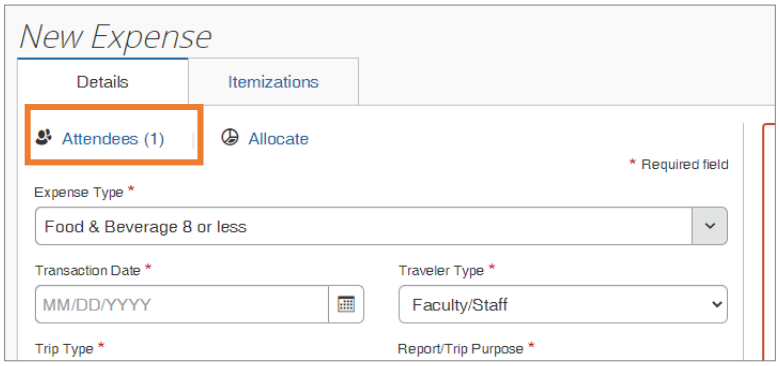
3. Click the **Create New Expense** tab or **Available Expense** tab to access T&E card transactions.
4. Select **Food & Beverage 8 or less** from the Meetings & Amenities listings.



5. Complete all the required (noted by red asterisks) and necessary optional fields.



6. Click the **Attendees** link.



Result: The Attendees page will appear. You will automatically be added as an attendee. If you did not attend the business meal, delete yourself from the listing.

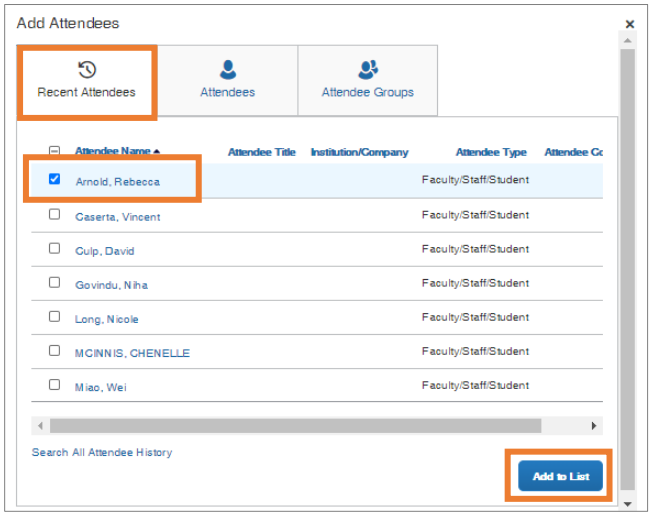
7. Click the **Add** button.

Result: The Add Attendees pop-up window will appear.

8. Search for and/or select the attendees from the optional tabs. Then follow the designated steps:

   Recent Attendees Tab - This tab displays recently used attendees.

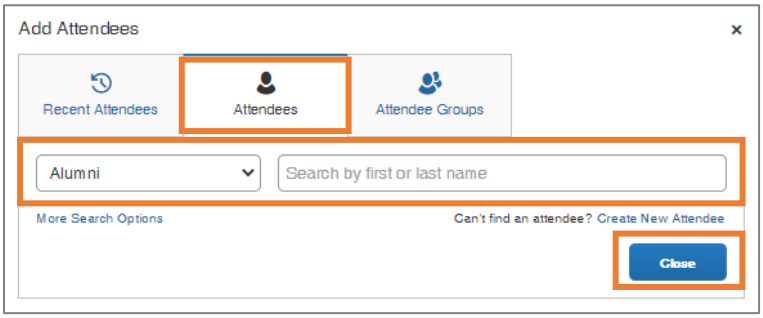
   a. Mark the Checkbox beside the attendees of the business meal.
   b. Click the **Add to List** button.



   Result: The names selected will appear on the Attendees list page.

Attendees Tab – This tab allows you to search for attendees by first or last name with filters (Alumni, Faculty/Staff/Student, Guest, Research Participant, Student Athlete, Student(s), Visiting Professor). All Faculty/Staff/Students who have a Concur profile are available to search for and select under this tab. If you cannot find your attendee from the listing, you can create a new attendee on this tab.

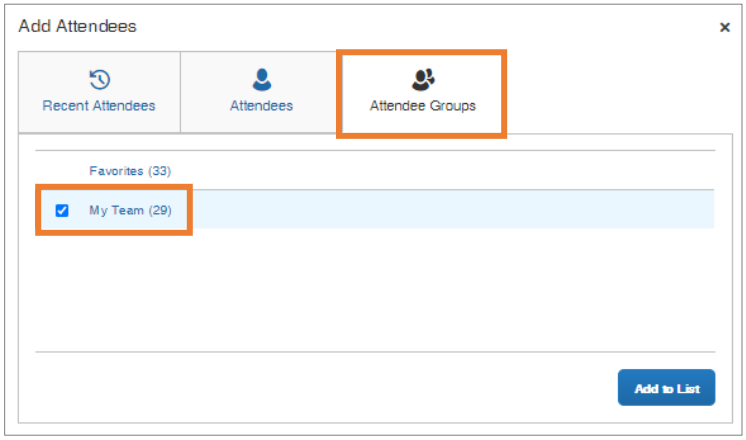
a. Search for, then click on the attendee.
b. Click the **Close** button.



Result: The names selected will appear on the Attendees list page.

Attendees Group Tab – If you have created a group of attendees in advance, you can add them all at once with one click.

a. Mark the Checkbox beside the Group that attended the business meal.
b. Click the **Add to List** button.



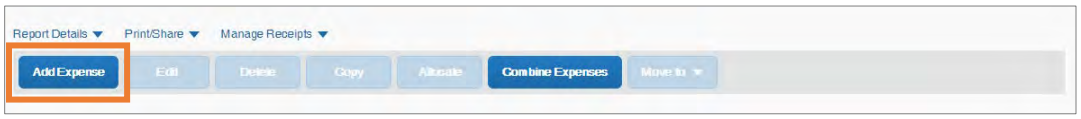
Result: The names selected will appear on the Attendees list page. If any attendees need to be removed from the list, mark the check box next to their name(s), and click the Remove button.

9. Click the **Save** button.

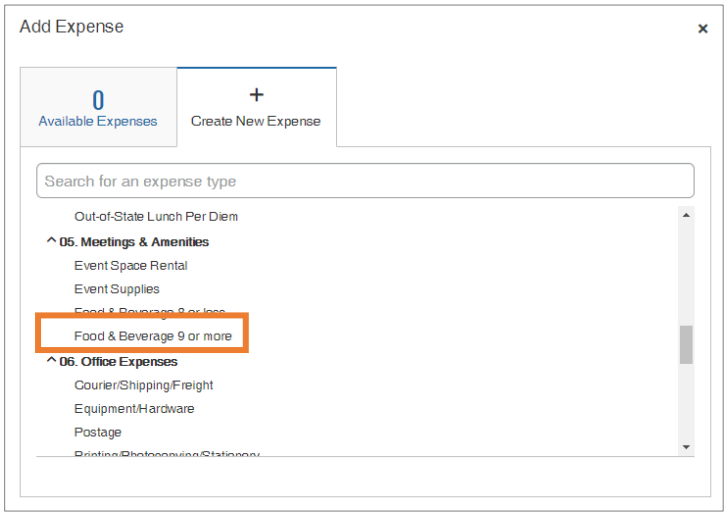
Adding Attendees to a Business Meal with 9 or More

Follow these steps to add attendees to a business meal of 9 or more people:

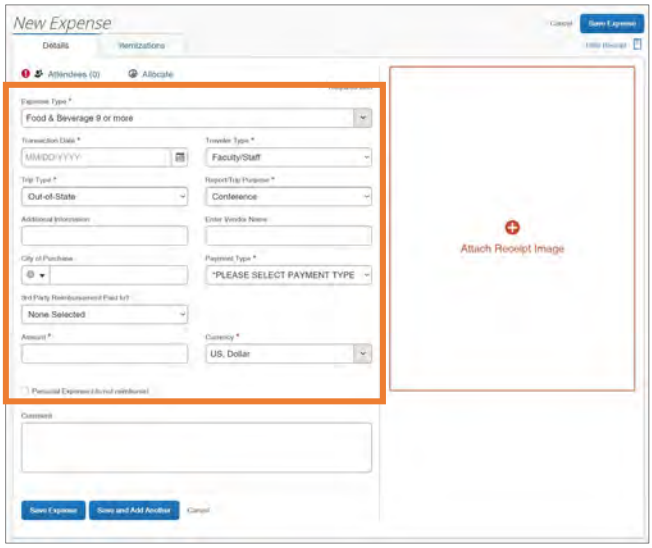
1. Open a current Expense Report or Create a New Report.
2. Click the **Add Expense** button.



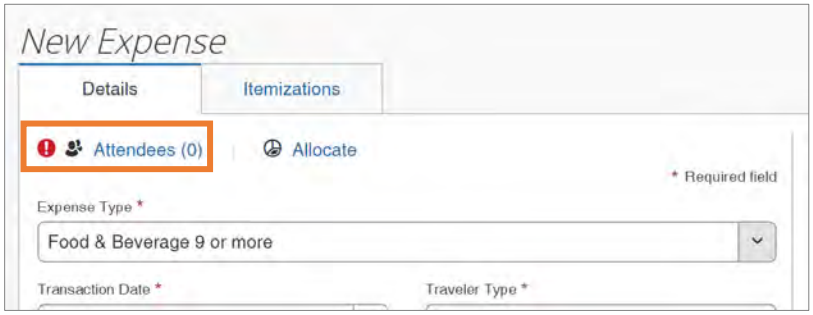
3. Click the **Create New Expense** tab or **Available Expense** tab to access T&E card transactions.
4. Select **Food & Beverage 9 or more** from the Meetings & Amenities listings.



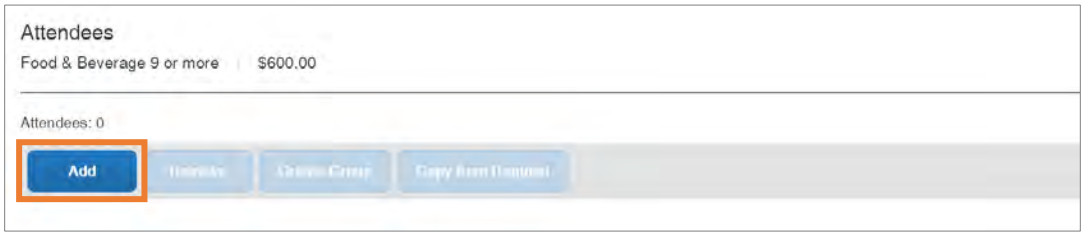
5. Complete all the required (noted by red asterisks) and necessary optional fields.



6. Click the **Attendees** link.

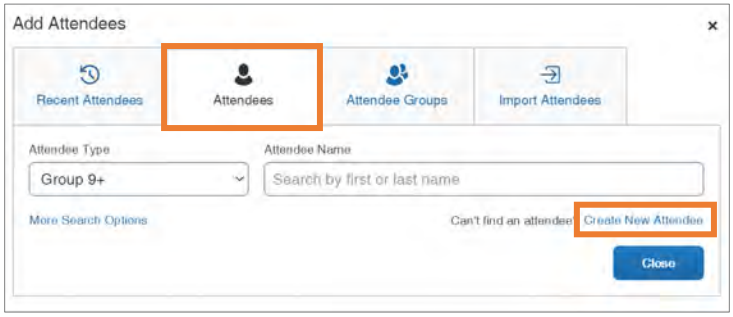


7. Click the **Add** button.



Result: The Add Attendees pop-up window will appear.

8. Click the **Attendees** tab and ensure the Attendee Type Group 9+ is selected.
9. Click the **Create New Attendee** link.

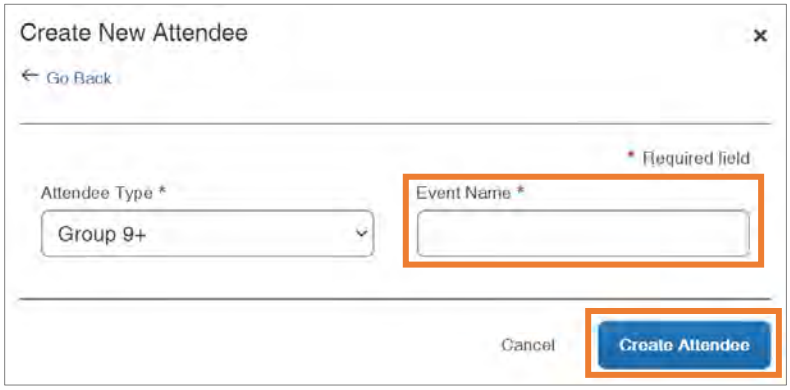


Result: The Create New Attendee pop-up window will appear.

10. Enter the event name in the Event Name field.

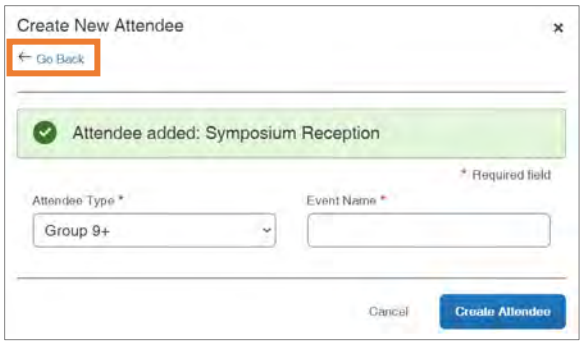
    Note: This can be the business purpose of the event if it does not have an actual name.

11. Click the **Create Attendee** button.



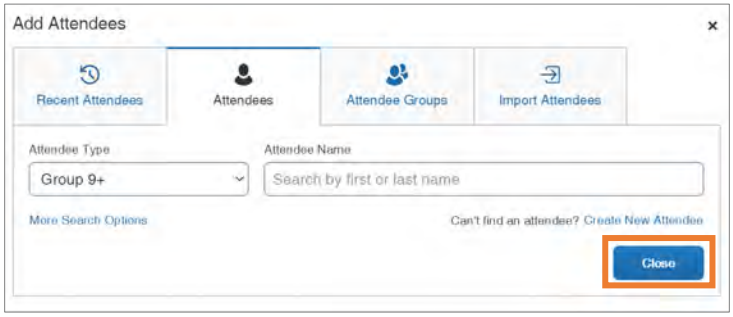
Result: The attendee group has been created.

12. Click the **Go Back** link.



Result: You will return to the Add Attendees pop-up window.

13. Click the **Close** button.



Result: You will return to the Attendees page with the attendee group/event name you created displayed.

14. Enter the number of attendees in the Attendee Count field.

15. Click the **Save** button at the bottom of the page.

    Result: Your attendees have been added to the expense.

Creating Attendee Groups

When adding attendees to any meal you can also create groups that you can use in the future to quickly add several individuals to a meal in just a few clicks.

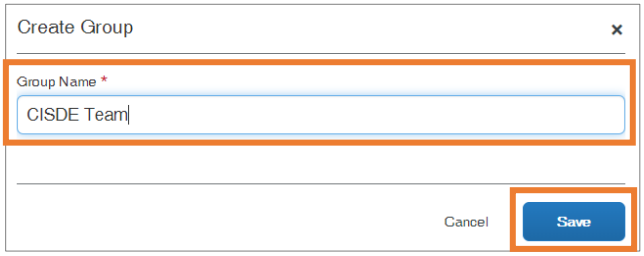
Follow these steps to create a group:

1. Complete steps 1 to 8 from *Adding Attendees to a Business Meal* section.
2. Ensure that the individuals you want to include are identified by marking the check box beside their name.
3. Click the **Create Group** button.

    Result: A Create Group popup window will appear.

4. Enter a name for the Group Name.

5. Click the **Save** button.



Result: The group is created and can be used in the future to quickly add members of that group as meal attendees.