

Concur AMEX Go CC Process

Norco College Concur Team

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Amex Go

Purpose:

The District is providing individuals flexibility with conference related expenses. AMEX Go virtual and/or physical card will provide traveler with the option to pay registration fees at the time of registration and minimizing the use of personal credit cards.

When and why do you need an AMEX Go Credit Card?

When?

- At all times.

Why?

- When registration space is limited
- when vendor requires payment at the time of registration
- To have control on your registration and payment.
- To avoid delays when checks are cut and mailed to the vendor.
- To facilitate the Expense Report submittal. All AMEX Go transactions will be automatically loaded into the user's profile in Concur.

ITEMIZED RECEIPTS ARE REQUIRED. Please continue to upload your meals, registration, hotel receipts etc., using the Concur app.

Different Payment methods

AMEX Go Credit Card

Conference registration

Hotel

Car rental (When booked outside of travel store)

Incidentals (Meals and Parking)

Citi bank card Embedded in Concur

Airline tickets

Car rental (booked with travel store)

Account Payable- via reimbursement check

- Mileage will be paid out of pocket and will be reimbursed District.

Please note: District will use other credit cards available when vendor does not accept AMEX card.

After Travel Request is Fully Approved:

New User

Email purchasingtravel@rccd.edu with the following information:

- Approved Concur Request ID:
- Name:
- Cell Phone No.

Existing User

➤ If you are requesting additional funds to be added to your AmEx Go Card, please e-mail purchasingtravel@rccd.edu with your:

- Approved Concur Request ID#
- Name:
- Cell Phone No.

Please note:

AMEX Go is a virtual card and uses an App on your mobile phone; therefore, no AMEX Go card will be issued without a mobile phone added to AMEX profile.

What if vendor does not accept AMEX or credit card payments in general?

Please email PurchasingTravel@rccd.edu with the following information:

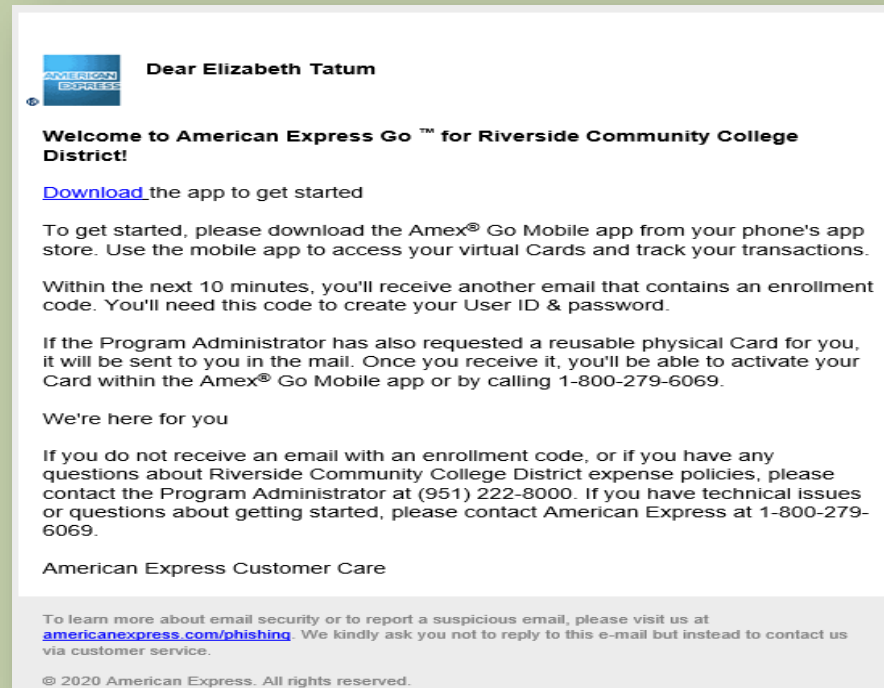
- ▶ Please use First & Last Name of Requestor and Concur Request ID on the Email Subject line.
- ▶ Instructions on how to pay for the registration.
- ▶ URL link for the registration (login/password if necessary) or Vendor Information necessary to make payment.
 - ▶ **Vendor may ask for:**
 - ▶ **Home address to mail out t-shirts, please provide your size.**
 - ▶ **Special Disability Accommodations Needed.**
 - ▶ **Ethnicity.**
- ▶ Any important registration preferences necessary to complete your registration (A screenshot of filled out registration form would be helpful)
- ▶ Please note: if a check is needed, Purchasing will request Accounts payable to cut and mail a check to vendor. **(You will need to submit an Invoice and a Directly Payment Form to pay with a check)**

For Expense report purposes:

- ▶ Use the e-mail confirmation from Purchasing as a receipt when completing Expense Report.
- ▶ Please remember to add claim number on the expense report if check payment form was used.

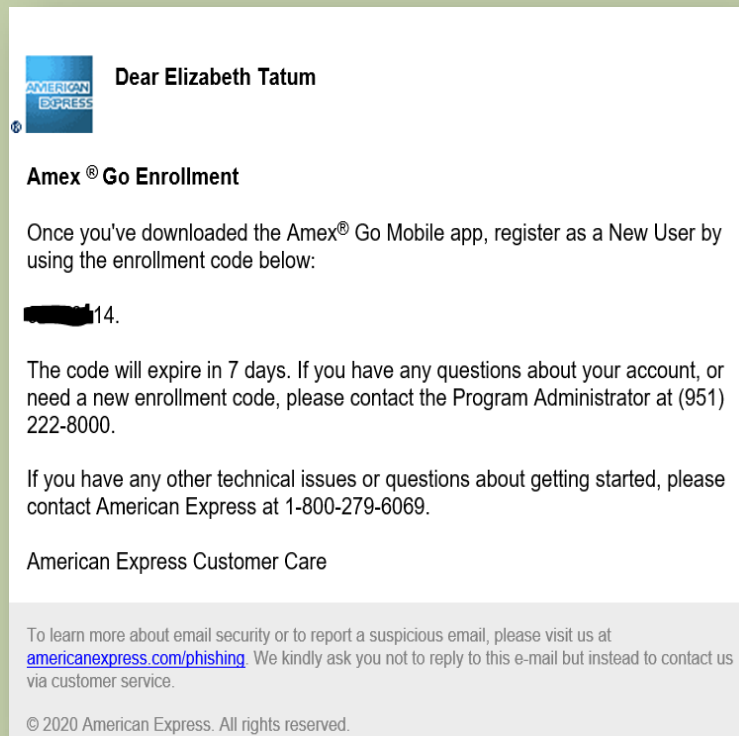
Virtual Card Step by Step procedures

- 1. RCCD Accounting office assigns a AMEX virtual card to the requestor who has submitted a request via Concur.
- 2. An email from AMEX GO is sent to your RCCD email account to download the app.

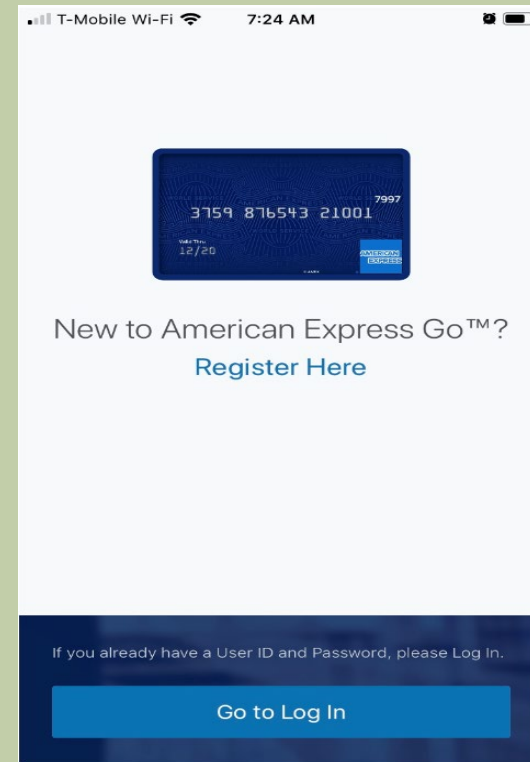


Virtual Card Step by Step procedures cont.

- 3. Once the app is downloaded an email will be sent to your RCCD email account to register as a new user using an enrollment code.

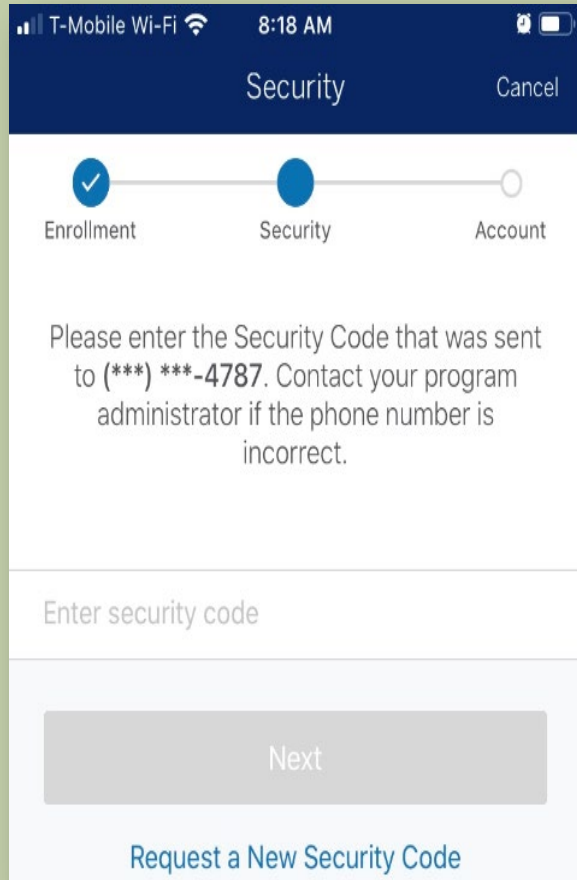


- 4. Click Register Here



Virtual Card Step by Step procedures cont.

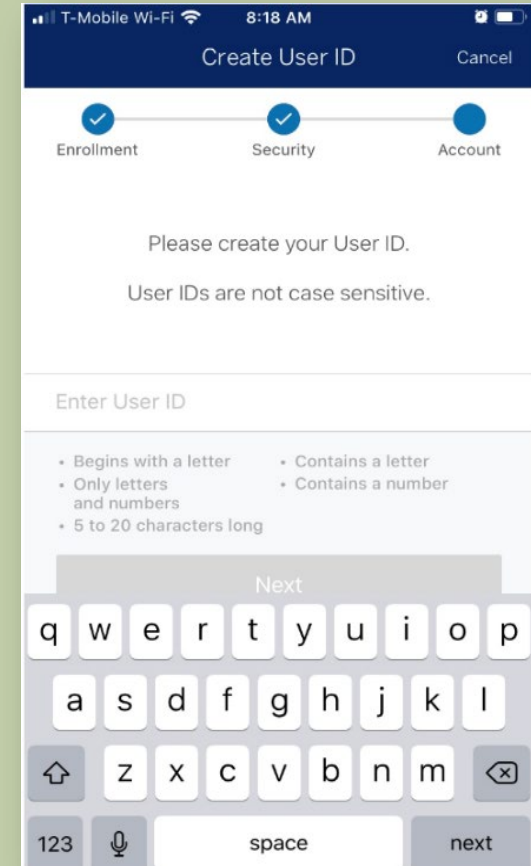
- ▶ 5. Once enrolled a Security Code will be sent to you via text. You will then be prompt to create a User Id



The screenshot shows the 'Security' screen of an app. At the top, the status bar indicates 'T-Mobile Wi-Fi' and '8:18 AM'. The app header is 'Security' with a 'Cancel' button. Below the header is a progress indicator with three steps: 'Enrollment' (checked), 'Security' (current step), and 'Account'. The main text reads: 'Please enter the Security Code that was sent to (***) ***-4787. Contact your program administrator if the phone number is incorrect.' Below this is a text input field labeled 'Enter security code' and a 'Next' button. At the bottom, there is a link: 'Request a New Security Code'.

Note-

- *Personal AMEX card DOES NOT interfere with RCCD AMEX GO – they are completely different apps/system.
- *Contact: John Geraghty @ john.geraghty@rccd.edu for AMEX GO questions
- *Msg & data rates may apply



The screenshot shows the 'Create User ID' screen of an app. At the top, the status bar indicates 'T-Mobile Wi-Fi' and '8:18 AM'. The app header is 'Create User ID' with a 'Cancel' button. Below the header is a progress indicator with three steps: 'Enrollment' (checked), 'Security' (checked), and 'Account' (current step). The main text reads: 'Please create your User ID. User IDs are not case sensitive.' Below this is a text input field labeled 'Enter User ID'. Below the input field are four validation rules: 'Begins with a letter', 'Only letters and numbers', '5 to 20 characters long', 'Contains a letter', and 'Contains a number'. Below the rules is a keyboard with a 'Next' button above it.

Virtual Card Step by Step procedures cont.

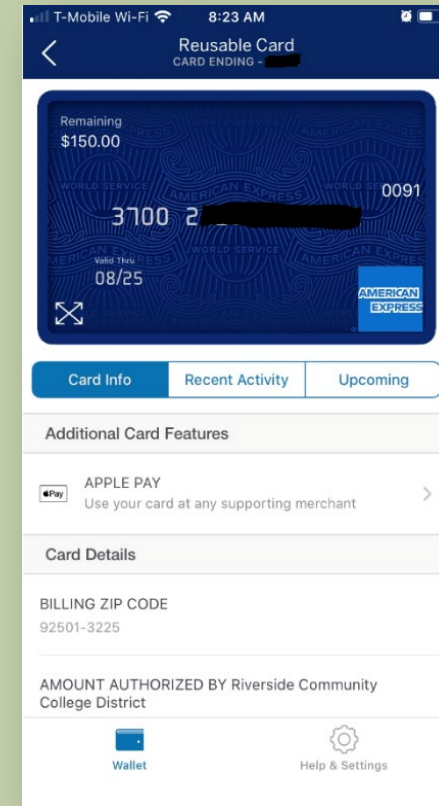
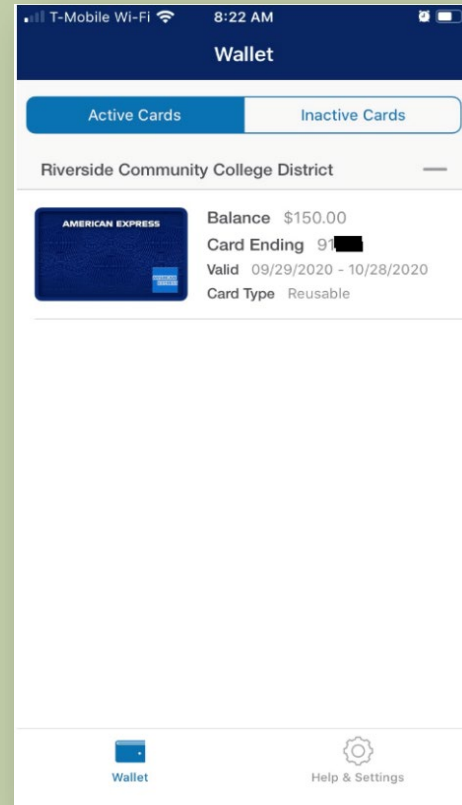
- 6. Enter your date of birth and this completes the enrollment process

The screenshot shows a mobile app interface for the 'Date of Birth' step. At the top, the status bar shows 'T-Mobile Wi-Fi' and '8:21 AM'. Below the title bar, a progress indicator shows three steps: 'Enrollment' (checked), 'Security' (checked), and 'Account' (unchecked). A text block states: 'American Express is required by law to collect your date of birth in order for you to use Amex Go. This will not be shared or used to conduct a credit check. Your privacy is important to us.' Below this, there is a 'Date of Birth' label and a 'Select Date' button. At the bottom, there is a greyed-out 'Next' button.

The screenshot shows a mobile app interface for the 'Account Created' step. At the top, the status bar shows 'T-Mobile Wi-Fi' and '8:22 AM'. Below the title bar, a progress indicator shows three steps: 'Enrollment' (checked), 'Security' (checked), and 'Account' (checked). The text reads: 'Success! Your User ID and Password have been created.' At the bottom, there is a blue 'Log In' button.

Virtual Card Step by Step procedures cont.

- To view your AMEX GO virtual card:
- Click on the app and log in. Note - the amount displayed on the virtual card is the amount requested from Concur.



Conference registration payment

- Retrieve your registration
- Fill out the registration form and use the virtual card to pay for your fees.
- In some cases, you may have to call them directly and provide them with the card number or a payment link will be provided to you.

From: Courtney Clark [<mailto:events@acbo.org>]
Sent: Monday, September 21, 2020 11:07 AM
To: Bielman, Jennifer <Jennifer.Bielman@rcc.edu>
Subject: [EXTERNAL SENDER] ACBO Conference Payment Link

Jennifer,
Here is the link to make a payment for ACBO Conference registration.

<https://www.acbo.org/i4a/forms/index.cfm?id=155&pageid=3563&showTitle=1>

Thank you.

Courtney Clark

ACBO/ACCCA – Manager, Professional Development & External Relations

ACCCA - Your essential career partner.

1531 I Street, Suite 200 | Sacramento, CA 95814

916.443.2226 (ACBO) | Fax: 916.443.1817

events@acbo.org | www.acbo.org

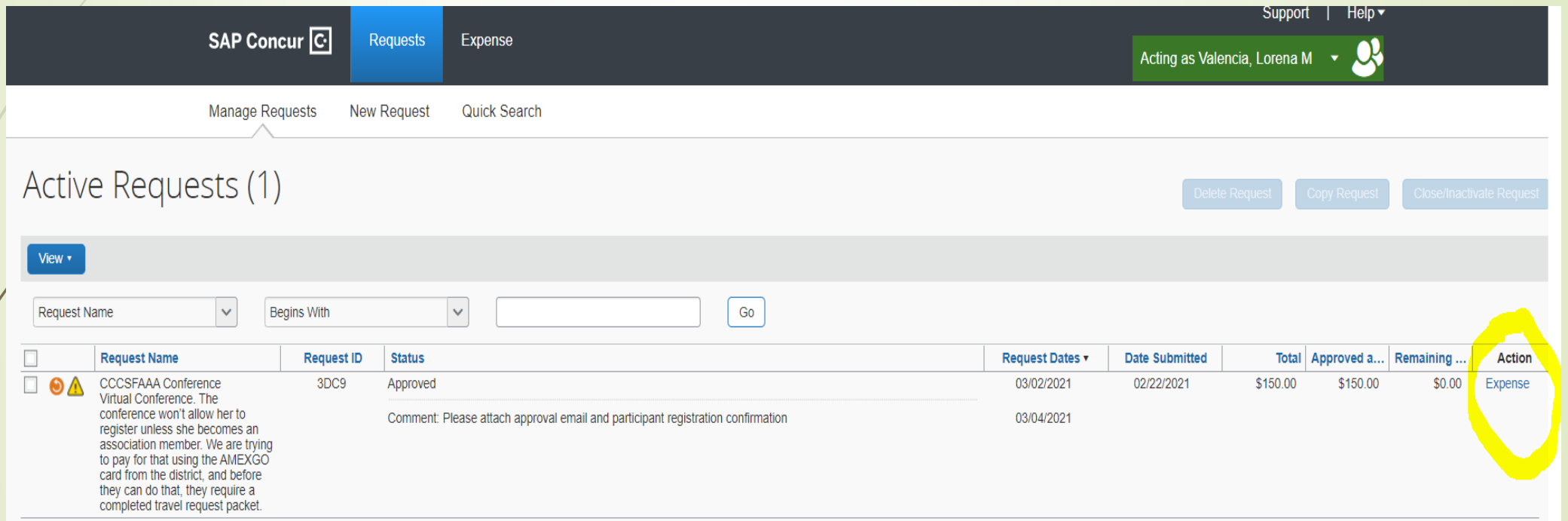
IMPORTANT: Do NOT type the AMEX card number more than twice as it will block the card from being used.



Final Steps for Expense Report submittal

How to add AMEX Go card expenses to Expense Report?

1. Click the expense link on the request.





The screenshot shows the SAP Concur interface. At the top, there are navigation tabs for 'Requests' and 'Expense'. The user is logged in as 'Valencia, Lorena M'. Below the navigation, there are links for 'Manage Requests', 'New Request', and 'Quick Search'. The main content area is titled 'Active Requests (1)' and contains a table of requests. The first request is highlighted, and the 'Expense' link in the 'Action' column is circled in yellow.

<input type="checkbox"/>	Request Name	Request ID	Status	Request Dates	Date Submitted	Total	Approved a...	Remaining ...	Action
<input type="checkbox"/>	CCCSFAAA Conference Virtual Conference. The conference won't allow her to register unless she becomes an association member. We are trying to pay for that using the AMEXGO card from the district, and before they can do that, they require a completed travel request packet.	3DC9	Approved Comment: Please attach approval email and participant registration confirmation	03/02/2021 03/04/2021	02/22/2021	\$150.00	\$150.00	\$0.00	Expense

Please note: itemized receipts are required. Please upload receipts to your concur profile or take pictures with your SAP Concur app

2. Add travel request to Expense by clicking the box on request name, then click next.

SAP Concur  Requests Expense Support | Help

Acting as Valencia, Lorena M 

Manage Expenses View Transactions

Create a New Expense Report

Report Header

Report/Trip Name: CCCSFAAA Conference
Report/Trip Business Start Date: 03/02/2021
Report/Trip Business End Date: 03/04/2021
Report/Trip Purpose: Conference Attendee

Traveler Type: Staff
Paid for by an outside entity?: No
Does this trip contain personal travel?: No
Personal Travel Dates:
Additional Information: Virtual Conference. The conference won't allow her
Comment:

Fund: (12) 12 - RESTRICTED GEN
School: (EZE) STUDENT FINANCIAL
Resource: (1190) 1190 - GRANTS AND
Project Year: 0
Goal: 6460
Function: (0067) FINANCIAL AID ADM

Requests

<input checked="" type="checkbox"/> Request Name	Request ID	Cancelled	Request Total	Amount Approved	Amount Remaining
<input checked="" type="checkbox"/> CCCSFAAA Conference	3DC9	No	\$150.00	\$150.00	\$0.00

Add Remove

Next >> Cancel

3. Click on import expenses, select the proper expense, click on **move** , select current report from drop down

The screenshot shows the SAP Concur Expense interface. The top navigation bar includes 'SAP Concur', 'Requests', and 'Expense'. The user is logged in as 'Valencia, Lorena M'. The main content area is titled 'CCCSFAAA Conference' and includes buttons for '+ New Expense', '+ Quick Expenses', and 'Import Expenses' (highlighted in yellow). Below these are 'Details', 'Receipts', and 'Print / Email' options. The 'Expenses' section shows 'No Expenses Found'. An 'Available Expenses' modal window is open, displaying a table with columns: Expense Detail, Expense Type, Source, Date, and Amount. The first row is highlighted in yellow and has a yellow checkmark in the 'Expense Detail' column. The 'Move' dropdown menu is open, showing 'To Current Report' (highlighted in yellow) and 'To New Report'.

Expense Detail	Expense Type	Source	Date	Amount
CCCSFAAA LOS ANGELES, CA	Undefined		03/01/2021	\$0.00

4. Define the expense type, add receipts for this expense (pictures of receipts taken by traveler will show on available receipts).

5. add conference agenda.

The screenshot shows the 'Manage Expenses' interface for a 'CCCSFAAA Conference'. On the left, an 'Expenses' table lists one entry: 03/01/2021, Conference Regis: CCCSF AAA, Los Ai, \$150.00. A note below the table says 'Please select College Amex Card as Payment Type IF Conference Registration Fees were paid by RCCD Purc'. The main form is titled 'Expense' and 'Receipt Image'. The 'Expense Type' dropdown is set to 'Conference Registration Fee:'. The 'Payment Type' dropdown is set to 'AmEx Go Card', which is circled in yellow and has a blue arrow pointing to it with the word 'default' written next to it. Other fields include 'Transaction Date' (03/01/2021), 'Report/Trip Purpose' (Conference Attendee), 'City of Purchase' (Los Angeles, California), and 'Amount' (150.00 USD). A 'Receipts' section on the right is titled 'Available Receipts' (circled in blue) and shows 'You have no available receipts' with a refresh and upload button. At the bottom, there are buttons for 'Save', 'Itemize', 'Allocate', 'Attach Receipt', and 'Cancel'. A summary bar at the bottom left shows 'TOTAL AMOUNT \$150.00' and 'TOTAL REQUESTED \$150.00'.

Note: Payment type defaults to Amex Go Card

• Additional Information

- Amex Go Cards can be issued in 48 hours or less by purchasing. Please include all the required information.
- Main point of contact is Purchasingtravel@rccd.edu
- All Expense Reports need to be submitted in a timely manner at all time but mainly:
 - When grant funds are utilized.
 - Even when zero dollars are due to the traveler.
 - To disencumber funds in Galaxy.