

Receipt Guidelines for Concur Expense Reports

The following guideline provides information regarding the form, imaging and retention requirements, for acceptable receipts when filing expense reports using Concur Expense.

Receipt Imaging Requirements

1. Expense receipt images should be sharp, clear, and legible. Dark or blurry images are not acceptable.
2. Expense receipt images must be true, authentic representations of the original receipts or documents.
3. Expense receipts and supporting documentation must be individually imaged and attached to the corresponding expense entry in the expense report. Multiple receipts should not be grouped and scanned to a single image and then attached to multiple expense entries.
4. Expense receipt images must meet the University standard for acceptable documentation (see “Acceptable Documentation” below).

Tips for capturing an acceptable receipt image

General

- Download the [Concur Mobile App](#) for [iPhone](#), [Android](#), [Windows](#), and certain [Blackberry](#) devices. Receipt images captured in the mobile app are uploaded directly to your Concur account.

Capturing a receipt image with a mobile device

- Make sure your receipt is as flat and wrinkle free as possible
- Place the receipt on a flat surface when capturing the image. Do not hold the receipt in your hand.
- Take the picture directly above the receipt in a well-lit area or turn on your flash
- Keep still so your picture isn't blurry
- For larger documents, consider using a document image scanner. Most on-campus copiers have scan capabilities.

Capturing a receipt image with a scanner/copier

- Ensure that the scanner/copier's glass surface is clean
- Make sure your receipt is as flat and wrinkle free as possible
- Place the receipt on the glass surface and close the copier lid
- Ensure the scanner is set to a minimum of 300 dpi
- For larger documents, ensure scanner is set to a proper scan size to avoid partial/cropped images

Acceptable Documentation

Claims for reimbursement must be supported by original receipts which contain the following information:

- the vendor's name and address

- the claimant's name
- sufficient details to identify what was purchased
- amount and currency

For greater clarity, the following are not acceptable receipts:

- photocopies or duplicates
- credit card statements
- restaurant credit card slips (i.e. slip where only the total charge and tip is shown)
- email correspondence
- booking confirmations

The receipt should demonstrate that payment of the receipt has been made by the claimant. This will typically be apparent on most receipts by some notation such as “paid” or a line showing the amount paid. Where it is not evident that payment has occurred, then the claimant should provide further documentation such as a credit card slip, credit card statement, or cancelled cheque. However, note that this proof of payment would be in addition to the original receipt.

Additional Documentation Requirements

In certain circumstances, expense claims may be subject to additional documentary requirements to satisfy University, granting agency or other government agency requirements. These requirements are supplementary to the expense receipt image.

Personal information

Documents/information of a personal nature should not be imaged and attached to the expense report. These may include copies of:

1. Physician's letters/notes or other medical information
2. Passports/visas
3. Other identity documents
4. Credit card statements/invoices displaying the full card number. Where a credit card statement is requested for evidence of payment, the card number should be redacted.

Receipt Retention

Expense receipts that have been imaged and submitted on Concur expense report must be retained by the local unit (or claimant) for 90 days after the date of the approval. Original receipts should be destroyed 90 days after your claim is approved. [Note: For users opting to submit paper claims, the original receipts must be sent with your claim to the Finance Department after the report is approved.]