End User FAQ: ExpenseIt in the SAP Concur App
**What is ExpenseIt in the SAP Concur mobile app?**

ExpenseIt in the SAP Concur mobile app is a value-added service that turns receipts into expense line items and sends them directly to Concur Expense for you. It makes submitting receipts, creating expense reports, and getting reimbursed quicker and easier.

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**What is happening to the ExpenseIt Pro app?**

ExpenseIt Pro will no longer be supported as a standalone app after December 31, 2018. Everything you love about ExpenseIt is now available in the SAP Concur mobile app. This means you’ll be able to manage your expenses, from start to finish, all within a single app.

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**Will I still be able to use ExpenseIt Pro after December 31st?**

No, ExpenseIt will be available exclusively within the SAP Concur mobile app starting January 1, 2019.

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**Will I be able to access my stored receipts in ExpenseIt Pro after December 31st?**

Yes, you will be able to access your receipts and export previously captured items until January 14, 2019.

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**Which mobile device platform is the SAP Concur mobile app available on?**

The SAP Concur mobile app is available for iOS and Android.

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**How do I get access to ExpenseIt in the SAP Concur mobile app?**

If your company has purchased this service, you should now have access to ExpenseIt in the SAP Concur app. ExpenseIt in the SAP Concur app is only available if you are located in the United Kingdom, United States, Australia, New Zealand, Canada, France, Germany, Austria, Switzerland, South Africa, Sweden, Denmark, Finland, Norway, Belgium, Luxembourg, Netherlands, Hong Kong, and Singapore.
My company has purchased ExpenseIt but I’m not seeing it in the SAP Concur mobile app. What do I do?

If you aren’t seeing ExpenseIt, verify that they’re using the latest version of SAP Concur mobile (version 9.52 or above) and update the app if necessary.

If you are still not seeing ExpenseIt, you may need to turn on ExpenseIt within the SAP Concur app. You can do so by tapping on the menu > choosing Settings > turning on the toggle for ExpenseIt.

What are the benefits of ExpenseIt?

When you use ExpenseIt, you can digitize your receipts on the go – meaning, you won’t have to keep track of all your paper receipts. By digitizing these receipts, expense line items will be created, categorized, itemized, and sent to Concur Expense for you. This automation decreases the time you spend on expense reports and increases your productivity.

How do I use ExpenseIt?

Simply take a photo of a receipt using ExpenseIt in the SAP Concur app or forward digital receipts to receipts@expenseit.com (for US users) or receipts@eu.expenseit.com (for EU users) – that’s it!

ExpenseIt will then create a line item – selecting the expense category, matching credit card charges, and even itemizing your complicated hotel bills for you – and send it straight to Concur Expense. ExpenseIt uses a combination of technology and people to create expenses accurately from receipt images. You also have the opportunity to review and make changes to expenses along the way.

Will I be able to access the expenses created by ExpenseIt on the web version of Concur Expense?

Once ExpenseIt has processed your image, the expense line item will be available both on the SAP Concur mobile app and on concursolutions.com.
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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<tr>
<td>How can I save my receipts to my device's photo album?</td>
<td>You can save the receipts you capture to your device by going into settings and turning on Save receipts to Photos. For iOS devices, you will need to hit the Save button in the upper right hand corner of the settings page.</td>
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<td>My hotel itemization is not working. What should I do?</td>
<td>If your hotel itemization is not working, try forwarding receipts to <a href="mailto:receipts@expenseit.com">receipts@expenseit.com</a> (for US users) or <a href="mailto:receipts@eu.expenseit.com">receipts@eu.expenseit.com</a> (for EU users). If that doesn’t work, please contact Concur Support or your Concur administrator.</td>
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<td>How can I edit ExpenseIt entries in the SAP Concur mobile app?</td>
<td>View entries created by ExpenseIt under the Expenses tab of the app. From there, you can open the ExpenseIt entry and edit the information if necessary. Editing entries may be more common in cases where mobile receipts were submitted for languages ExpenseIt is not optimized to support.</td>
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<td>Is ExpenseIt available on airplane mode?</td>
<td>ExpenseIt allows you to capture images while on airplane mode. The images are then added to a queue to be processed once you are no longer on airplane mode.</td>
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<td>Which languages does ExpenseIt support?</td>
<td>ExpenseIt is able to support receipts in English, French, German, Dutch, Swedish, Danish, Finnish, and Norwegian.</td>
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<td>What should I do if the receipts I submit are primarily in unsupported languages?</td>
<td>If you are primarily submitting receipts in languages not optimized with ExpenseIt, you can disable the ExpenseIt functionality. To disable it within the SAP Concur mobile app select the menu &gt; tap Settings &gt; then turn off the toggle for ExpenseIt.</td>
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ExpenseIt is taking a long time to process receipts. What is SAP Concur doing to reduce the processing times?

To ensure optimal processing times, SAP Concur is applying machine learning directly to the receipt image. This will allow ExpenseIt to process receipts on-device rather than sending them to the cloud to be processed. This product enhancement is targeted for delivery in December 2018.

I've noticed some inaccuracies with data entries and credit card matching. What is SAP Concur doing to improve ExpenseIt accuracy?

The implementation of machine learning will help improve the accuracy of ExpenseIt. This technology will be able to determine the receipt amount, even if handwritten. Additional updates will allow you to review and edit the receipt amount in real-time so you can quickly and confidently submit your expense reports. This product enhancement is targeted for delivery in December 2018.

ExpenseIt is opening the camera roll in chronological order. How is SAP Concur addressing this issue?

This issue will be resolved with the release of our multipage receipt capture feature, targeted for December 2018.
Learn more at concur.com