ExpenseIt FAQ

1. **What is ExpenseIt?**
   ExpenseIt is a value-added service that creates itemized expense entries from receipt photos. This Concur mobile app feature makes expense reports easier and faster to create.

2. **How does ExpenseIt turn receipts into expenses?**
   ExpenseIt utilizes a variety of techniques, including machine learning, individual user history, optical character recognition (OCR), computer vision, and human assistance to read and predict several critical values from a receipt. Using these techniques, ExpenseIt works to identify the amount, currency, date, location, expense type, payment type, vendor, and hotel itemizations before pulling the information into an expense

3. **How do users get the most out of ExpenseIt?**
   ExpenseIt is most effective when receipts are captured as soon as they're incurred.

   Capturing a quality photo of a receipt is very important. Dark or blurry photos can be difficult to read. You should remember to:
   ••Make sure the camera lens on the mobile device is clean.
   ••Make sure the camera is focused on the receipt.
   ••Take photos in a portrait (vertical) orientation.
   ••Take photos in a well-lit area. Otherwise, use the flash.
   ••Avoid shadows across the receipt.

   You should always double-check the expense for accuracy before submitting. If you wait to capture receipts, you can tap *Next Receipt* while capturing them in the app.

4. **Can I email a receipt to ExpenseIt?**
   In addition to capturing receipts with ExpenseIt in the Concur mobile app, you can take advantage of the feature by emailing your receipts to receipts@expenseit.com.

   The logic in ExpenseIt creates a corresponding expense in Concur Expense. The expense, complete with the attached receipt image, will then be available in your *Available Expenses* to review and submit.

   Note: If you send a receipt to receipts@concur.com, the receipt

image will be sent straight to Concur Expense without being processed with ExpenseIt. The receipt image will appear in your *Available Receipts*, but a corresponding expense will not have been created.

5. **Does ExpenseIt support delegate functionality through email?**
   Yes. The email delegate functionality is supported. For this to work, the delegate must be a verified user in the system and configured as a delegate in Concur Travel and Expense.

6. **How do I expense multi-page receipts?**
   You can capture a multi-page receipt, such as a hotel folio, with ExpenseIt by following these steps:
   • Remove any extra pages stapled to the receipt, such as credit card slips.
   • Tap ExpenseIt on the home page of the Concur mobile app.
   • Tap the multi-page icon on the top of the screen. The icon will turn yellow to indicate that multi-page is on.
   • Take a photo of the first page. If you need to retake the photo, tap the trash can icon and try again.
   • Once you have a quality photo, tap Add page.
   • Continue until you have captured all pages of the receipt, then tap Done.
   Note: While you can capture up to nine pages, ExpenseIt will only analyze up to three –- the first two pages and the last page.

7. **Can I take a single picture of multiple receipts?**
   ExpenseIt is only able to process receipt images that correspond to a single expense. ExpenseIt will not be able to separate individual expenses if multiple receipts are captured in one shot, such as a sheet of paper with multiple receipts taped to it.

   If you have a multi-page receipt that corresponds to a single expense, please see question #6 (*How do I expense multi-page receipts?)* above.

8. **How does ExpenseIt recognize and predict fields such as currency, date, location, and vendor?**
   To predict most fields, ExpenseIt uses OCR to extract text from a receipt. It then uses a suite of machine learning models to analyze the text and make a prediction.

   The machine learning models utilized vary from field to field. These models are able to consider things like where the text is located on a receipt, user

and company history, and information in a user's SAP Concur profile, among other things, to make an informed prediction. The more ExpenseIt is used by your organization, the more accurate the predictions become.

Each field has its own unique set of challenges when it comes to forming a prediction. If you submit a low-quality image or if the information is hidden or doesn't appear on the receipt, the field might be unpredictable and left blank.

9. **How does ExpenseIt recognize and itemize hotel receipts?**
ExpenseIt is able to read and itemize many common types of hotel receipts. While hotel receipts vary greatly, machine learning models attempt to determine fields such as room rate, taxes, and other billed back items.

Once the receipt is analyzed, you can view the itemizations via the web or mobile app by moving the hotel receipt to an expense report, selecting the hotel expense from inside the report, and selecting Itemizations. If the expense wasn't itemized, it is possible that the image quality was poor or the itemizations were not recognized by the algorithms.

10. **How does ExpenseIt recognize and predict the amount?**
To determine the amount on the receipt, ExpenseIt follows a special process due to the importance of getting the value correct. A machine learning model performs the analysis of the amount right on your device to predict the amount in real time. With this technology, ExpenseIt is capable of reading a handwritten amount, such as the total after tip. It does not capture tip amount, subtotals, or tax amounts.

After this analysis, you're presented with the amount to accept or edit. Once you confirm the amount, the receipt is sent for further processing to determine values for the other fields.

11. **How does ExpenseIt recognize and predict the expense type?**
The primary, and most accurate, method used to predict the expense type considers your history with the identified vendor. ExpenseIt also utilizes the university's specific history with a vendor as well as the amount of the charge to help inform a prediction.

ExpenseIt will attempt to predict the correct type based on the available information, such as a time stamp—if it is on the receipt.

12. How does ExpenseIt recognize and predict the payment type?

Classifying the receipt as cash (i.e., a charge you will be reimbursed for) or a PCard charge can be challenging, since this information isn't always clearly presented on a receipt.

An expense will be marked as a PCard charge if your PCard is linked to your Concur account and the last four digits identified on the receipt matches that card. If no digits are found on the receipt, the expense will default to a PCard charge. If you don't have a linked PCard or if the four digits on the receipt don't match those of your PCard, an expense will be marked as cash.

13. What happens to ExpenseIt's predictions over time?

ExpenseIt is able to learn and improve over time as you continue to submit expenses. Predictions for some fields, such as expense type and vendor, will improve as a result of your purchases and U-M history. Other predictions, such as those for handwritten amounts, utilize millions of data points in order to train new machine learning algorithms.

14. What happens if I don't see ExpenseIt within the Concur mobile app?

If you aren't seeing ExpenseIt, you'll need to verify that you're using the latest version of the Concur mobile app (version 9.52 or above) and update if necessary. If you're still not seeing ExpenseIt, you may need to turn on ExpenseIt within the Concur app. You can do so by tapping on the menu > choosing Settings > turning on the toggle for ExpenseIt. If you are still having issues after taking these steps, please email expenseit@umich.edu.

15. Is there a user guide for using ExpenseIt on my Android device? Yes**,** user guides are posted on the Procurement Services website.

16. Is there a user guide for using ExpenseIt on my iPhone? Yes**,** user guides are posted on the Procurement Services website.

17. How does ExpenseIt differ from the Mobile App?

ExpenseIt is a feature on Concur mobile app that's accessed with a special icon.
- Currently, you can use Concur Mobile to take pictures of your receipts and:
  - Store them on your camera roll *or*
  - You create an expense line and attach the picture as the receipt and add the new expense line to an existing or new report *or*
  - Leave them under the Available **Receipts** section on the web version of Concur to be moved to a new or existing report

- With ExpenseIt, when you take a picture of your receipt and:
  - ExpenseIt will create an expense line that can be attached to an existing or new report (picture can still be saved in the camera roll) *or*
  - Leave them under the Available **Expenses** section on the web version of Concur to be moved to a new or existing report. A new icon will let you know the expense line came from ExpenseIt

18. **How is emailing receipts different with ExpenseIt than the Concur mobile app?**
Currently you can email receipts to receipts@concur.com to put them in your Available Receipts. With ExpenseIt, you can email receipts to receipts@expenseit.com and ExpenseIt will create the expense line and put it under Available Expenses where either the submitter or the delegate can move to a new or existing report.

Delegates can currently forward receipts on behalf of a submitter as long as they have a verified email and are set up as a delegate for the user. These emails include in the subject line the email of the submitter and is forwarded to receipts@concur.com. With ExpenseIt, delegates can still forward receipts with the same setup, but the email is forwarded to receipts@expenseit.com.

Remember, it's important to review all of the information that ExpenseIt has entered on the expense line. If something is incorrect, please fix the expense line. ExpenseIt will continue to "learn" from your behavior and will get better over time. It is still the submitter's responsibility to ensure the data is correct.

19. **Who can I contact with questions about ExpenseIt?** Please email expenseit@umich.edu for any questions.