Concur User Essentials
With Thanks to Calleen Roper, FCRR
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Accessing Concur

1. Go to my.fsu.edu
2. Enter your OMNI username and password.
3. Click the link for Concur Travel and Expense Management.

Exploring the Home Page

The home page includes the following sections that make it easy for you to navigate and find the information you need.

1. **Quick Task Bars** – Provide direct access to create or approve an expense report, authorize a travel request, apply available electronic expenses to an expense report, or access incomplete expense reports.
2. **Company Notes** – Displays University specific information.
3. **Trip Search/My Trips** – Provides access to travel booking, and upcoming trips.
4. **My Tasks** – Displays a dashboard for your approvals, available expenses, and open reports.
5. **Profile** – Provides access to verify personal information for travel purposes, designate delegates, set preferences for email notifications, and set-up a mobile device.

To return to the Home page from any screen, click the Concur logo in the upper left corner of your screen.
Updating Your Profile

From the Concur homepage click Profile, then Profile Settings

![Concur Profile Settings](image)

**Your Information**

**Name:** The complete name should match your government issued photo ID, such as a driver’s license or passport, which you will present to airport security. If first/last name are different than what is on user’s photo ID, please contact your department HR representative.

First and Last name will be populated from your University OMNI HR record.

- Verify or add Middle Name and, if applicable, Suffix to match your government issued ID.
- Ensure information is correct. User cannot modify again after saving. Contact travel@fsu.edu for corrections to middle name or suffix.
- Click Save.

**Company Information:** Automatically populates

**Work & Home Address:** Optionally, you may enter work and home address.

**Contact Information:** **Required**

- Enter a work and home phone number; these can be cellular or land lines
- Optionally, you may enter a mobile phone.

**Email Addresses:** **Required**
Verify your email address

- Your ‘@fsu.edu’ email account will automatically be uploaded into the Concur Travel & Expense system, but you must verify your email address within Concur by clicking the Verify link.
- To verify the email address, click the Verify link.
  - Check your email for a verification message from Concur.
  - Copy the code from the email message into the Enter Code box next to the email address.
  - Click OK
- Additional work and personal email addresses can be added by clicking Add an Email Address. Enter the email address and select whether you want travel notifications to be sent to that email. Click OK.

Emergency Contact Information:
Optional, but when traveling, if there should be an emergency, World Travel Services will have access to the Emergency Contact information.

![Emergency Contact Information](image)

Travel Preferences:
Optional, but recommended for frequent travelers

- If you participate in Frequent Traveler Rewards programs, click Add a Program
  - Enter air, car rental, and hotel Frequent Traveler program information
  - Click “I Agree” to the terms and conditions TSA Secure Flight
- Enter your gender and date of birth
- If you have a TSA Pre-check number, it can be entered

![TSA Secure Flight](image)
International Travel: Passports and Visas

For international travel, entering Passport or International Visa information ahead of time will allow it to be available when using Concur/World Travel to book travel. **Note:** User’s date of birth will be masked after editing it. If unsure that DOB is correct, users may re-edit the date.

- Click **International Travel**
- Enter Passport or International Visa Information
- Click **Save**

Credit Cards: Recommended

- FSU recommends the FSU travel card. If you are a faculty or staff member and do not have a FSU travel card, please contact travel@fsu.edu.
- Once you obtain a t-card, click **Add a Credit Card**. A window should open (check for popups) to fill in the fields.
• Fill in the required fields:
  o Display Name: A name to distinguish the t-card from any personal cards (i.e. FSU T-Card)
  o Your name as it appears on this card: Must match card exactly
  o Card Type: VISA
  o Credit Card Number: Must match card exactly
  o Expiration Date: Must match card exactly
  o **Use this card as the default for:** Plane Tickets, Rail Tickets, Car Rentals, Hotel Reservations.
  o Billing Address:
    - Street: 5607A Univ. Center
    - City: Tallahassee
    - State: Florida
    - Zip/Postal Code: 32306-2394
    - Country: United States of America
• If desired or required, a personal credit card can be entered into the profile and will be available for purchasing plane tickets, or hotel and car rental reservations.

**Add a Credit Card**  
Enter the appropriate information for the credit card you'd like to use below. Use the "Display Name" field to label the card so you can easily identify and select it when using features that require a credit card transaction.

<table>
<thead>
<tr>
<th>Display Name (e.g., My Corporate Card)</th>
<th>* Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>My Travel Card</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Your name as it appears on this card</th>
<th>* Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Smith</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Card Type</th>
<th>Credit Card Number</th>
<th>Expiration Date</th>
<th>* Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>VISA</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Use this card as the default for:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plane Tickets ✔️</td>
</tr>
<tr>
<td>Rail Tickets ✔️</td>
</tr>
<tr>
<td>Car Rentals ✔️</td>
</tr>
<tr>
<td>Hotel Reservations ✔️</td>
</tr>
</tbody>
</table>

**Billing Address**  
Enter the billing address for this credit card below. If this is a personal credit card, the billing address will typically be your home address. If it’s a company card, the billing address might be your company address. The billing address must be the address where the bills for this card are currently delivered, not where you would prefer they be delivered. This information is used to verify your identity during credit card transactions. Your credit card may be declined if your billing address is inaccurate.
Billing Addresses longer than 30 characters may cause certain Airlines (Direct Connects and Web Bookings) to decline your credit card. Please abbreviate long addresses if possible.

<table>
<thead>
<tr>
<th>Street</th>
<th>* Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>5607A Univ. Center</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>Zip/Postal Code</th>
<th>* Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tallahassee</td>
<td>Florida</td>
<td>32306-2394</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Country</th>
<th>* Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States of America</td>
<td></td>
</tr>
</tbody>
</table>
Concur Connected Apps

To take full advantage of the functionality in the Concur application, we recommend that you download the following applications onto your smartphone or mobile device. These are optional, but provide convenience to users.

1. **Concur Mobile** allows a user to manage trips and expenses. Users can collect data for an Expense Report and submit it, or approve an employee’s Expense Report. Concur Mobile now contains Expensify’s receipt recognition technology, which allows users to create an expense line item and match the receipt to a card transaction.

2. **Tripit Pro** organizes travel plans putting all trip information in one place. The app will provide the user with updates during travel on things like gate changes, cancellations, etc., and provides the ability to select alternate flights when plans have changed or a flight has been cancelled. Family members can be provided visibility to travel plans by including them as part of the user’s “inner circle”. Consider it a personal travel assistant while on the road.

Concur Mobile & Registration:

Use this guide to set up your own mobile phone to capture receipts, submit expense reports, and address approvals.

1. Proceed to 1) Profile, 2) Profile Settings, 3) Concur Mobile Registration
2. **Note your Concur Username (FSUID@fsu.edu) and Create a Concur Mobile PIN**

3. Download the Concur application to your phone (Note: If you've already downloaded the app, open it from your mobile device)

4. **Concur Mobile will require a password or lock is used to unlock your mobile device if one is not created.**

5. Login to Concur via mobile device, using your **Concur Username** as seen in the initial mobile registration page and use the PIN you have set as your password

6. Click **OK**, to allow Concur to send Notifications concerning approvals, expenses, etc. can be customized later.

You are now registered for access to Concur Mobile.
Tripit Pro:

On the Concur home page, under Alerts, you will see a message regarding eligibility for a free Tripit Pro subscription from time to time. Click Connect to Tripit.

Note: Tripit can also be initialized by proceeding to 1) Profile, 2) Profile Settings 3) Connected Apps

1. Enter your “@fsu.edu” email address, and a password. This password should be different from your University account password. (TripIt passwords are not managed by the University, and caution should be taken to protect your account)

2. Tripit will send a verification email to your @fsu.edu email address. Click the link in the email to verify the account
3. Click Verify Email.

4. Install Tripit from your device application store.

5. Open Tripit

6. Login with your previously created and verified username and password

**Note:** Users of Tripit can forward confirmation emails to [plans@concur.com](mailto:plans@concur.com) from any verified email address and can view itinerary information from Tripit while traveling for status updates, gate changes, and more. You can add additional email addresses by going to Profile > Profile Settings > Personal Information > Email Addresses.

Additional information on Tripit can be found at the following site: [http://www.concurtraining.com/triplink/end_user](http://www.concurtraining.com/triplink/end_user)

**Forgot Your Mobile Pin?**

If you forget your mobile PIN there is a link under Other Settings in your Profile Settings

**For Device Specific Information**

Please see [http://www.concurtraining.com/pr/mobile](http://www.concurtraining.com/pr/mobile)

For all other questions, send your emails to [Travel@fsu.edu](mailto:Travel@fsu.edu) for further assistance and troubleshooting.
Travel Request & Expense Settings

Request/Expense Delegates - Important!

- Delegates are employees who are allowed to perform work on behalf of other employees.
- Delegates can prepare and submit travel requests, book travel, and prepare, but not submit an expense report on behalf of the traveler.
- It is the responsibility of the traveler to add or delete Delegates.
- Request Delegates & Expense Delegates are linked, changes to one will impact the other.

To Add or Remove a Delegate (Someone who may enter/approve travel on your behalf):

1. Navigate to Profile
2. Profile Settings
3. Click on Request Delegates
4. Click Add.
5. Search for the person you wish to add as a Delegate, and click Add.
6. Check the boxes that correspond with the permissions you are granting to the delegate. **Travelers should ask their department who they should add as a travel rep.**

7. Click **Save.**

<table>
<thead>
<tr>
<th>Delegates</th>
<th>Delegate For</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add</td>
<td>Save</td>
</tr>
</tbody>
</table>

Delegates are employees who are allowed to perform work on behalf of other employees.

Expense and Request share delegates. By assigning permissions to a delegate, you are assigning permissions for Expense and Request.

- **Brady, Wallen** wbrady@admin.fsu.edu
  - Can Prepare
  - Can Book Travel
  - Can Submit Requests
  - Can Submit Requests
  - Can View Receipts
  - Receives Emails
  - Can Approve
  - Can Approve Temporarily
  - Can Preview For Approver
  - Receives Approval Emails

- **Barnes, Sally** sbarnes@fsu.edu
  - Can Prepare
  - Can Book Travel
  - Can Submit Requests
  - Can Submit Requests
  - Can View Receipts
  - Receives Emails
  - Can Approve
  - Can Approve Temporarily
  - Can Preview For Approver
  - Receives Approval Emails

- **Moor, Francesca** fmoore@fsu.edu
  - Can Prepare
  - Can Book Travel
  - Can Submit Requests
  - Can Submit Requests
  - Can View Receipts
  - Receives Emails
  - Can Approve
  - Can Approve Temporarily
  - Can Preview For Approver
  - Receives Approval Emails

**Recommended permissions for Delegates acting as Travel Delegates (*) or Approver Delegates (~)**

- (*) **Can Prepare** – delegate has authority to prepare travel requests and expense reports
- (*) **Can Book Travel** – delegate has authority to book travel (select with Can Submit Requests)
- (*) **Can Submit Requests** – delegate has authority to submit travel requests
- (*) (~) **Can View Receipts** – this will check automatically, when you select “Can Prepare” or “Can Approve”
- (*) **Can Submit Reports** – delegate can click “submit” in order to check for audit rules, but traveler still must submit the report.
- (*) **Receives Emails** – delegate receives email notifications
- (~) **Can Approve** (for approvers only) – this allows an approver to delegate approval authority to someone else. Approval authority can be permanent or temporary.

⚠️ Approval authority should not be delegated to a subordinate employee. Approval authority should be given to the immediate supervisor above the approver or to another approver of equal rank (i.e. another supervisor of staff, or a budget manager).

To delete a delegate, click the checkbox to select the person, click Delete and confirm deletion.

<table>
<thead>
<tr>
<th>Name</th>
<th>Can Prepare</th>
<th>Can Book Travel</th>
<th>Can Submit Requests</th>
<th>Can Submit Requests</th>
<th>Can View Receipts</th>
<th>Receives Emails</th>
<th>Can Approve</th>
<th>Can Approve Temporarily</th>
<th>Can Preview For Approver</th>
<th>Receives Approval Emails</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistants, Lynn</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

September 2018 Questions? Contact [travel@fsu.edu](mailto:travel@fsu.edu)
To See Who You are a Delegate For

Click **Delegate For**

To remove the ability to act as a delegate on behalf of another user

- Select the check box to the left of the individual(s) and click **Delete**

- **Important!** Once you remove yourself as a delegate you will need to communicate with that user to be added back as a Delegate in the future.
Travel: Making Travel Reservations

Log into OMNI and click the Concur icon

Airfare

1. Select Round Trip, One Way, or Multi City, enter the From and To destination, and departure and return dates/times and click Search. If flying to/from Tallahassee or other smaller airports, we recommend un-checking the Flights w/no double connections box in order to display more options.
2. Review the flight availability and select a flight. Flights can be viewed by Fares, or by Schedules, and can be filtered using the Sort-By options. **Sort by Duration** will give the flights with shortest layovers.

3. Slide bars on the left of the screen enable you to filter search results by departure/arrival times, and price. **Click on the price to select your flight.**

4. Review the flight details and traveler information. If this is the flight you wish to book, you may select your seat assignment at this time by clicking Select Seats. **Please note that FSU will not reimburse any fees associated with seat selection. Fees, if any, vary by airline.**
   - If seat selection is available, click the Select Seat button and make your selection.
   - Click Close.
5. Review the method of payment and make any necessary changes. Method of payment should be your University Travel Card, which will be displayed as the name given when the card was added to your Concur profile.

Hotel

**Important**: If the conference hotel has a special conference rate, do not book your hotel through Concur. Book directly through the hotel or conference website to obtain the conference block room rate.

1. Click the Hotel icon

2. Enter Check-in/Check-out Dates and other search criteria, and click Search.

3. When you are ready to reserve your hotel room, click the button next to the desired room type, and then click Select.
4. Note that international hotel reservations have the foreign maximum lodging limits for that location listed as a guide to use when reserving a room.

5. On the Review and Reserve Hotel page, verify all information and check the box I agree to the hotel’s rate rules, restrictions, and cancellation policy.

6. Click Reserve Hotel and Continue
Rental Car

To reserve a rental car, click the Car icon. Do not use Concur to book a rental car if using an Enterprise/National billing number or if user is picking up from Call St or Southwood locations, use the Enterprise portal.

1. Pick-up date, Drop-off date, and Pick-up car at field will be populated from other trip segments. If there are no other segments, you will need to enter your dates and times here.

2. Enter additional Search options, if needed. Click Search.

3. Select the appropriate rental car, then click Select.

4. On the Review and Reserve Car page, verify all information and select Reserve Car and Continue.

5. Note the following icons:

   - Car rates are outside the University policy. These cars can be selected but require valid justification.

   - Car rates are within the University travel policy.

Completing the Travel Reservation

1. On the Travel Details page, review the details of your reservation and the Total Estimated Cost, then click Next.

2. Trip Name and Description must be completed.

3. Click Next if you are ready to purchase the trip or select Hold Trip, if you are not ready to purchase the trip.

4. Click Confirm Booking.
Receipt Submission Methods

E-receipt Activation in Concur
Must have Verified Email Address

Many vendors provide electronic versions of traditional paper receipts. If E-Receipts are activated in a user’s Concur profile, when electronic receipts are available, they will flow directly into the user’s Available Receipts.

Click Profile and select Other Settings.

Enabling E-receipts allows the automatic collection of electronic receipts and folio data (e.g., lodging), or "e-receipts", from participating suppliers.

1. Click the link E-Receipt Activation
2. Accept the E-Receipt Activation and Use Agreement
3. You will receive a confirmation that E-Receipts has been activated
4. When booking travel (airfare, hotel, car rental) in Concur, vendors participating in E-Receipts will display the following Icon

Mobile App

- Note: See Concur Mobile Registration for directions to install the Concur application on a mobile device. This must be done before receipt images can be uploaded from a cell phone or other mobile device.
- There are three options in Concur Mobile when you go to “Expenses” and click on the blue plus sign. (See screenshot)
- ExpenseIt – Uses Optical Character Recognition (OCR) to turn images paper receipts into an expense that can be modified on the expense report (ER). Works well for out-of-pocket expenses. Information captured using this can be modified either from the “Expenses” area on the mobile app, or once you add the expense to an ER.
- Create Manual Expense – Useful for creating an expense manually while traveling but not ideal since...
requires a lot of manual entry on the phone. *(Does not count as a receipt)*

- **Upload Receipt** – This is the best option for including pictures of things like conference agendas, copies of online transactions, digital or handwritten notes, etc.

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### Scanned Images & Email

**Your email address must be verified in your Concur Profile.**

- Scan your receipts and save the file(s) to your computer
  - Save files as .png, .jpg, .jpeg, .pdf, .html, .tif or .tiff
  - 5MB limit per file

- Email your e-receipt or receipt images as attachments to [receipts@concur.com](mailto:receipts@concur.com). The receipts will be added to your Receipts Store.

- From your expense report, click **Receipt Store** (or click **Receipts, View Available Receipts**). Drag a receipt to the corresponding expense line item on your report.

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Tallahassee, FL 32306-2391
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Email: lmasimore@fsu.edu
Submitting an Expense Report

Delegates (travel reps) may create and complete expense reports on behalf of a traveler; however, the traveler must ensure that the expense report is correct and submit it. **Delegates cannot submit expense reports on behalf of other people.**

When your expense report is ready to submit, you will receive notification from your travel delegate to let you know the ER is ready for your review and submission. If you have any questions regarding the ER, please contact travel@fsu.edu before submitting.

If a travel rep is processing your expense report, **DO NOT** submit the expense report until you receive notification stating it is ready for submission!

To submit an expense report:

1. In Concur, there are two ways to access Open Reports:

   ![Concur UI](image1)

   ![Concur UI](image2)
2. On the Manage Expenses screen, select the report indicated in the email received from your Travel Delegate – be sure match the trip name and amount to the email to ensure you are accessing and reviewing the correct report.

- **NOTE:** Each ER button indicates the status of the report: Not Submitted, Submitted, or Returned. For submitted reports, the lower part of the expense button will indicate the status of approval.

3. Review expense report details including totals, receipts, and any comments

4. If the information listed on the ER is correct, click the **Submit Report** button in the upper right corner.

- **NOTE:** If you feel the information listed is incorrect, please contact your travel rep to discuss the changes needed. DO NOT submit until all issues are addressed.

5. The **Final Review** window will appear.

6. Read the statement and if you agree, click **Accept & Submit**.

If you cannot successfully submit the report or a message appears describing a report error or exception, please contact your travel rep or travel@fsu.edu.
Reviewing and Approving a Transaction

This section is for individuals who are responsible for approving requests or reports submitted by users.

Expense reports pending approval can be accessed from multiple links on the Concur Home page.

- **Approvals** link on the Quick Task Bar
- **Required Approvals** link next to the FSU-Concur welcome message
- **Required Approvals** link found under My Tasks
Approve submitted transactions

1. Click the name of the request or report you want to open.

2. Review the expense items listed to ensure they are appropriate for the trip taken.
   a. To review budgetary information, click the Details link and select Report Header. This will allow you to review travel dates, comments, and budget info.
   b. To review receipts, click the Receipts link and select View Receipts in a New Window.
3. If all items are approved, click Approve. The expense report will then route to the department budget manager and project managers for further review/approval.

### Send a Transaction Back to the Preparer

**To return the entire expense report to the preparer for correction:**

1. Click Send Back to User
2. Use the Comment field in the Send Back Report window to explain the reason the report is being returned, then click OK.
Concur Buttons and Icons

Concur users will encounter many icons while using the system. Knowing their meanings can increase user efficiency. Hovering over icons encountered in travel requests and expense reports can reveal more information without the need to click to a different window.

**Various displays and operating systems may render icons in different colors.**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🌟</td>
<td><strong>Attendees</strong>: Indicates that an expense entry has associated attendees.</td>
</tr>
<tr>
<td>🌟</td>
<td><strong>Trip Data</strong>: Indicates trip information from an itinerary.</td>
</tr>
<tr>
<td>🌟</td>
<td><strong>Taxi</strong>: Indicates a Taxi expense.</td>
</tr>
<tr>
<td>🌟</td>
<td><strong>Credit Card Transaction</strong>: Indicates that an expense entry was a credit card transaction.</td>
</tr>
<tr>
<td>🌟</td>
<td><strong>Electronic Receipt</strong>: Indicates Electronic receipt has been sent by a vendor to a users account.</td>
</tr>
<tr>
<td>🌟</td>
<td><strong>Exception</strong>: Indicates that an expense entry exception must be resolved before submission.</td>
</tr>
<tr>
<td>🌟</td>
<td><strong>Full Allocation</strong>: Indicates that the expense entry has been fully allocated.</td>
</tr>
<tr>
<td>🌟</td>
<td><strong>Partial Allocation</strong>: Indicates that the expense entry has only been partially allocated.</td>
</tr>
<tr>
<td>🌟</td>
<td><strong>OCR Receipt</strong>: Indicates that an expense entry has an Optical Character Recognition (OCR) receipt.</td>
</tr>
<tr>
<td>🌟</td>
<td><strong>Paper Receipt Required</strong>: Indicates that an expense requires a paper receipt.</td>
</tr>
<tr>
<td>🌟</td>
<td><strong>Receipt Required</strong>: Indicates that an expense requires a receipt.</td>
</tr>
<tr>
<td>🌟</td>
<td><strong>Receipt Attached</strong>: Indicates that the required receipts have been attached.</td>
</tr>
<tr>
<td>🌟</td>
<td><strong>Receipt Affidavit</strong>: Indicates a missing receipt affidavit has been attached to the expense.</td>
</tr>
<tr>
<td>🌟</td>
<td><strong>XML Receipt Attached</strong>: Indicates that an XML receipt is attached to the expense.</td>
</tr>
<tr>
<td>🌟</td>
<td><strong>Pending Processor Review</strong>: Indicates that the submitted expense report is pending review.</td>
</tr>
<tr>
<td>🌟</td>
<td><strong>Personal Expense</strong>: Indicates that an expense entry was marked as personal.</td>
</tr>
<tr>
<td>🌟</td>
<td><strong>Report Ready for Submission</strong>: Indicates that the expense report is ready for submission.</td>
</tr>
</tbody>
</table>