

End User FAQ: Expenselt in the SAP Concur App

What is Expenselt in the SAP Concur mobile app?

Expenselt 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.

What happened to the Expenselt Pro app?

Expenselt Pro is no longer supported as a standalone app. Everything you love about Expenselt 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.

Am I still able to use the Expenselt Pro standalone app?

No, Expenselt is now available exclusively within the SAP Concur mobile app.

Am I still able to access my stored receipts in the Expenselt Pro standalone app

Access of stored receipts in the Expenselt Pro standalone app is no longer available. You can now utilize Expenselt within the SAP Concur mobile app to manage your expenses.

Which mobile device platforms support the SAP Concur mobile app?

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

My company has purchased Expenselt, but I don't see it in the SAP Concur mobile app. What do I do?

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

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

What are the benefits of Expenselt?

When you use Expenselt, 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 Expenselt?

Simply take a photo of a receipt using Expenselt 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!

Expenselt 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. Expenselt 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.

How do I get the most out of Expenselt?

Expenselt is most helpful when you capture receipts as you go. If you wait to capture receipts, you can tap the Next Receipt button while capturing them in the app.

Capturing a quality photo of your receipts is very important. Dark or blurry photos can be difficult to read. So, remember to:

- Make sure the camera lens on your 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.

Always remember to double check your receipt for accuracy before submitting.

For additional details you can refer to our tips sheets for [iOS](#) and [Android](#).

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

Once Expenselt has processed your image, the expense line item will be available both on the SAP Concur mobile app and on concursolutions.com.

How can I save my receipts to my device's photo album?

You can save the receipts you capture to your device by going to your settings and turning on *Save receipts to Photos*. For iOS devices, you will need to tap the Save button in the upper right hand corner of the settings page.

My hotel itemization is not working. What should I do?

If your hotel itemization is not working, try forwarding receipts to receipts@expenseit.com (for US users) or receipts@eu.expenseit.com (for EU users). If that doesn't work, please contact Concur Support or your Concur administrator.

How can I edit Expenselt entries in the SAP Concur mobile app?

View entries created by Expenselt under the Expenses tab of the app. From there, you can open the Expenselt entry and edit the information if necessary. Editing entries may be more common in cases where mobile receipts were submitted for languages Expenselt is not optimized to support.

Is Expenselt available on airplane mode?

Expenselt 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.

**Which languages is
Expenselt optimized
to support?**

Expenselt is optimized to support receipts in English, French, German, Dutch, Swedish, Danish, Finnish, and Norwegian.

**What should I do if the
receipts I submit are
primarily in unsupported
languages?**

If you are primarily submitting receipts in languages not optimized with Expenselt, you have the option to disable the Expenselt functionality if you wish to do so. To disable it within the SAP Concur mobile app select the menu > tap *Settings* > then turn off the toggle for *Expenselt*.

Learn more at concur.com

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