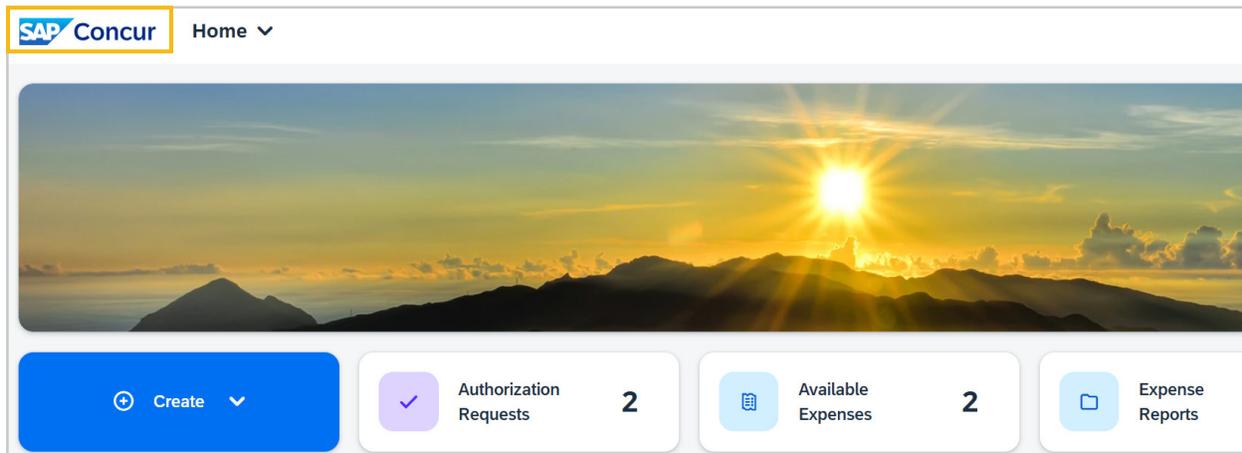




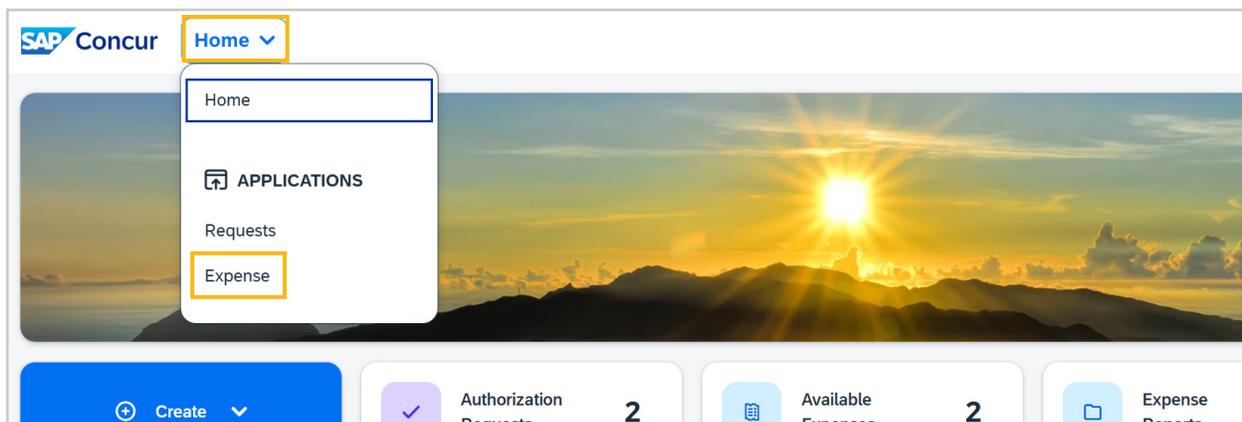
NEW Solutions SAP Concur Travel Management System

How to Check the Status of Your Reimbursement

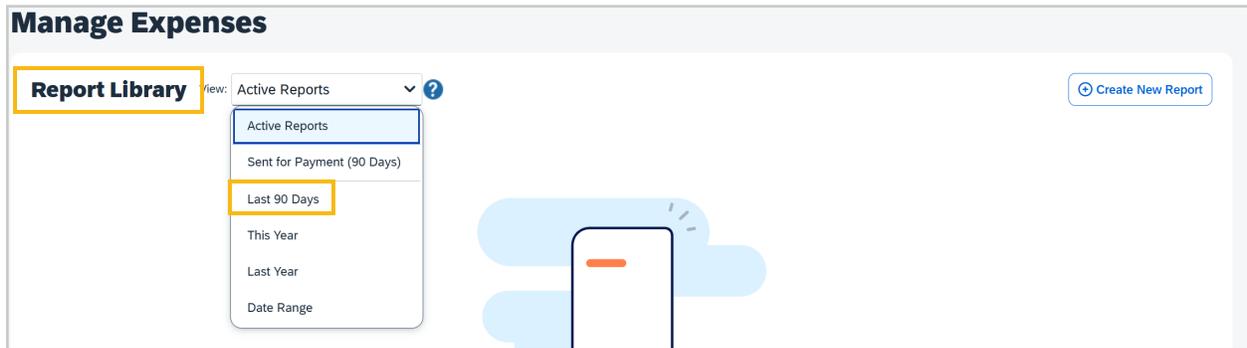
1. From anywhere in Concur, click on the **SAP Concur** button on the top, left corner of the screen to navigate to the Home Page.



2. Click on the drop-down arrow next to “**Home**” (in blue font) and select **Expense**.



- From the Manage Expenses screen, click on the drop-down arrow next to **Report Library** view and select **Last 90 Days**.



- You will see the Report Name, Status, Report Date, Amount, and other details.

The screenshot displays the 'Manage Expenses' screen with the 'Report Library' dropdown set to 'Last 90 Days'. Below the dropdown is a table of expense reports. The table has six columns: Report Name, Status, Report Date, Amount, Requested, and Due Employee. Three reports are listed, all with a status of 'Paid'.

Report Name	Status	Report Date	Amount	Requested	Due Employee
Raleigh, NC 3/9/25 to 3/13/25 No: E6NSNO / ID: 9AEAAAB4848F49E4953B	Paid	03/09/2025	\$886.31	\$886.31	\$886.31
Nashville, TN 2/9/25-2/14/25 No: 73C1JC / ID: C78B4B38E19246519788	Paid	02/09/2025	\$1,467.23	\$1,467.23	\$1,467.23
Frankfort, KY 1/12/25-1/17/25 No: W3N3QF / ID: A7B0DA30A7774CA6A4ED	Paid	01/12/2025	\$1,140.73	\$1,140.73	\$1,140.73

- A status of **Paid** indicates that the approval process has been completed in Concur, but the payment has not necessarily been released to your bank. To see when the payment is estimated to be deposited into your bank account, continue with the next steps.

- Select an expense Report from the Manage Expenses screen by clicking on its **report name**.

This screenshot is identical to the previous one, showing the 'Manage Expenses' screen with the 'Report Library' dropdown set to 'Last 90 Days'. The table of expense reports is the same, but the row for 'Nashville, TN 2/9/25-2/14/25' is highlighted with a yellow box, indicating it has been selected.

Report Name	Status	Report Date	Amount	Requested	Due Employee
Raleigh, NC 3/9/25 to 3/13/25 No: E6NSNO / ID: 9AEAAAB4848F49E4953B	Paid	03/09/2025	\$886.31	\$886.31	\$886.31
Nashville, TN 2/9/25-2/14/25 No: 73C1JC / ID: C78B4B38E19246519788	Paid	02/09/2025	\$1,467.23	\$1,467.23	\$1,467.23
Frankfort, KY 1/12/25-1/17/25 No: W3N3QF / ID: A7B0DA30A7774CA6A4ED	Paid	01/12/2025	\$1,140.73	\$1,140.73	\$1,140.73

6. Your selected report will display.

Nashville, TN 2/9/25-2/14/25 \$1,467.23
 Paid | [Report Number: 73C1JC](#)

REQUEST

Approved \$2,303.10	Remaining \$0.00
------------------------	---------------------

[Report Details](#) | [Print/Share](#) | [Manage Receipts](#) | [Travel Allowance](#)

Expenses View: Standard

Comment	Receipt	Payment Type	Expense Type	Vendor Details	Date
		Out-of-Pocket	Baggage Fees	United Airlines Nashville, Tennessee	02/14/25
		Out-of-Pocket	Ground Transportation (Tip included) (Taxi, Lyft, Uber, Subway)	Ride Guy Transport Nashville, Tennessee	02/14/25

7. Click on **Report Details**, then select **Report Payments** to see further information about your reimbursement such as the status and estimated date that your payment will be deposited into your bank account.

Nashville, TN 2/9/25-2/14/25 \$1,467.23
 Paid | [Report Number: 73C1JC](#)

REQUEST

Approved \$2,303.10	Remaining \$0.00
------------------------	---------------------

[Report Details](#) | [Print/Share](#) | [Manage Receipts](#) | [Travel Allowance](#)

Report

- [Report Header](#)
- [Report Totals](#)
- [Report Timeline](#)
- [Audit Trail](#)
- [Allocation Summary](#)
- [Report Payments](#)
- [Linked Add-ons](#)
- [Manage Requests](#)

Standard

Comment	Receipt	Payment Type	Expense Type	Vendor Details	Date
		Out-of-Pocket	Baggage Fees	United Airlines Nashville, Tennessee	02/14/2025
		Out-of-Pocket	Ground Transportation (Tip included) (Taxi, Lyft, Uber, Subway)	Ride Guy Transport Nashville, Tennessee	02/14/2025
		Out-of-Pocket	Daily Allowance	Nashville, Tennessee	02/14/2025
		Out-of-Pocket	Daily Allowance (Incidentals)	Nashville, Tennessee	02/14/2025

8. The Report Payments screen will appear showing the status of the reimbursement. **Note: If the Report Payments screen is blank, the payment is still being reviewed by Accounts Payable and hasn't moved into the payment/reimbursement process.*

9. There are several different statuses for a "paid" reimbursement:

- **Initiated** status means the payment process has started but the payment has not yet been released by NEW Solutions to your bank.

Report Payments		
Estimated Date↓↑	Status↓↑	Description↓↑
	Initiated	The payment was initiated but has yet to be released by your organization for processing. The Estimated Payment Date is based on the date your organization is scheduled to release the payment for processing, combined with the standard payment processing timeframe.

- **Processing** status means NEW Solutions has released the payment for processing, but the payment has yet to be sent to your bank. The corresponding **Estimated Date** is the expected date the payment will be deposited into your bank account.

Report Payments		
Estimated Date↓↑	Status↓↑	Description↓↑
03/27/2025	Processing	Your organization has released the payment for processing, but it has yet to be sent to the banking system for payment. The Estimated Payment Date indicates the approximate date the payment will be posted to the payee's bank account.

- **Processed** status means the payment has been released by New Solutions and sent to your bank. The corresponding **Estimated Date** is the expected date the payment will be deposited into your bank account.

Report Payments		
Estimated Date↓↑	Status↓↑	Description↓↑
02/26/2025	Processed	The payment has been sent to the banking system for payment. The Estimated Payment Date indicates the expected date the payment will be posted to the payee's bank account. Provided the payment isn't returned by the banking system, the payment should be in the payee's account no later than this date.

10. You will receive an email from Concur (AutoNotification@concursolutions.com) with the estimated date of the deposit of your reimbursement payment.



Expense Pay has arranged payment for your expense claim

Report Name:	Durham, NC 3/10/25-3/12/2025
Report ID:	6A9F6447B2324CF5B94B
Amount Due to Employee:	\$556.84
Projected Payment Date:	March 27, 2025

Link To Concur Expense:
<http://www.concursolutions.com>