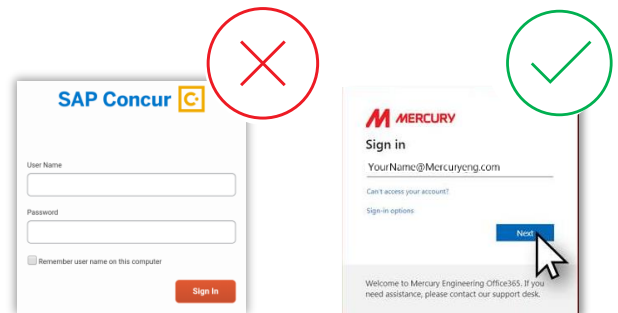


Though most issues with the Concur Expense process should be directed to [concur@mercuryeng.com](mailto:concur@mercuryeng.com) there are some common issues that may need to be addressed by other support resources. Please see below how you can maybe resolve the issue yourself or know who to contact for assistance.

## 1. Getting set-up with a Concur Account

Before you can begin claiming expenses you must contact [HR@mercuryeng.com](mailto:HR@mercuryeng.com) to have your Mercury Concur account set-up. **Please note that account requests are batch processed and it may take up to 7 days** from the point of request before your account is ready for use. HR will notify you when the process is complete. If you attempt to use Concur before this notice you will not be logging into the required Mercury SSO experience.

1

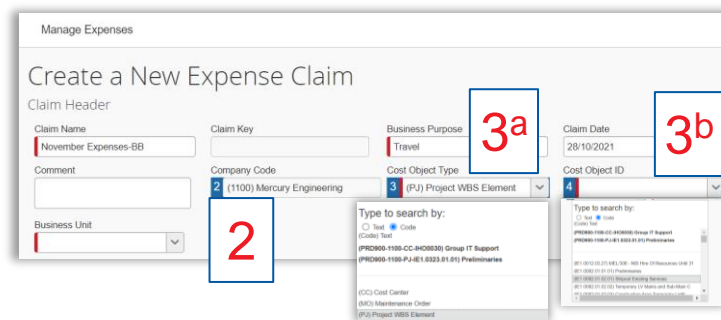


## 2. Changing Country/Company Code

If you have recently moved to another country but your account has not been updated **DO NOT PROCEED WITH CREATING A CLAIM**. Any claim you create while your account is linked to an incorrect country will need to be deleted. You will need to contact [concur@mercuryeng.com](mailto:concur@mercuryeng.com) to inform them of this fact so that they can change your default "Company Code".

## 3. Cost Object ID

When creating a claim, you'll be required to set some "header" values, such as "Cost Object Type" & "Cost Object ID". If posting to a project you will first need to select the "(PJ) Project WBS Element" from the "Cost Object Type" drop-down menu. If your Project is not listed in the "Cost Object ID" drop-down please contact [support@mercuryeng.com](mailto:support@mercuryeng.com) to have the issue corrected.



## 4. Change of Approver

If you have changed Department or Project you may need to have your Expense Approver updated. Please contact [Concur@mercuryeng.com](mailto:Concur@mercuryeng.com) with this information to allow them to update your account

4



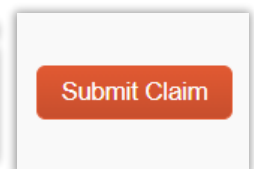
## 5. Multiple/Low Value Claims being Submitted

A common issue is when multiple claims (of low value) are submitted throughout a month by a user. Each claim takes time (and money) to process.

**Expense claims should NOT exceed more than one submitted claim per month.**

Please do not submit multiple claims, instead, even if your expenses relate to different months **please combine your expenses and submit them as one claim**

5



## 6. Claiming for Mileage

Before you can claim for mileage expenses using your personal car an *Indemnity Letter from your Insurer* must be submitted to [Concur@mercuryeng.com](mailto:Concur@mercuryeng.com). If a copy of your insurance is provided instead of the Indemnity Letter, then the insurance details must state that your vehicle is covered for Business use.

6



Any other issues or assistance required? [concur@mercuryeng.com](mailto:concur@mercuryeng.com)