Analysis/Intelligence: Overview

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Table of Contents

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Revision History

Date	Revision Notes/Comments
January 13, 2022	Updated the copyright year; no other changes; cover date not updated
March 29, 2021	Updated the copyright year; no other changes; cover date not updated
February 4, 2020	Updated the copyright; no other changes; cover date not updated
February 9, 2019	Updated copyright and removed references to Insight Premium from guide
October 13, 2018	Updated image of the Reporting menu to include new SAP Concur branding
March 26, 2018	Made the following updates: • Added a note about the Budget Role for Cognos role and the Budget Insight (Legacy) feature to the *Budget Role for Cognos and the Budget Hierarchy* section • Added information about how to designate a BI Manager in Standard Edition • Added a note about the fiscal calendar being shared between reporting and the new Budget feature
August 19 2017	Updated the fiscal calendar description for the new enhanced fiscal calendar
July 8 2017	Updated the **Preferences** tab check box names for the **Reporting Configuration** page
June 6 2017	Updated description of the **If true and the BI Manager field is blank, then use the report approver for the BI Manager** check box
December 16 2016	Changed copyright; no other content changes
December 7 2016	Updated the guide content to new corporate style; no content changes
October 25 2016	Updated the guide content to new corporate style; no content changes
October 4 2016	Added new *Configuring Expense for Analysis/Intelligence* section
January 19 2016	Changed from book "chapters" to stand-alone guides; no content changes
August 14 2015	Added information about the **Reporting** > **Intelligence – BI Manager** link
June 18 2015	Added a note about the "secondary" roles
May 18 2015	Combined Intelligence and Premium
April 20 2015	Replaced the User Admin screen shot
April 9 2015	Changed name to Analysis/Intelligence
February 6 2015	Added new license information for Intelligence
October 17 2014	Default number of Cognos Business Author changed from 3 to 5
March 10 2014	Noted the following: • Overall product name change to Concur Insight • Analysis changed to Concur Insight Essentials • New offering of Concur Insight Premium
October 18 2013	Added information about the Budget Role for Cognos

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January 24 2011	Clarified information about the **Reporting Configuration** page in Expense Admin
January 21 2011	Added information about the Fiscal Calendar
October 15 2010	Updated the User Admin page
January 29 2010	Added information about the audit trail data (Expense folder), which is opt in
August 21 2009	Added information about concept fields
May 28 2009	Removed the reference that a BI manager had to be an expense report approver.
March 27 2009	For the March release, added information about the exchange rate import
November 17 2008	Initial publication

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Overview

NOTE: Multiple SAP Concur product versions and UI themes are available, so this content might contain images or procedures that do not precisely match your implementation. For example, when SAP Fiori UI themes are implemented, home page navigation is consolidated under the SAP Concur Home menu.

Section 1: About this Guide

Service Offerings

This guide applies to Concur's current business intelligence service offerings. They are:

- ***Analysis*** is a no-cost reporting solution that provides a comprehensive set of standard reports for clients to use to analyze T&E spend.
- ***Intelligence*** is a for-purchase, upgraded solution that includes an extensive report catalog and advanced report creation capabilities for an integrated view of client data.

For the most part, the descriptions and definitions in this guide apply to all service offerings. In those cases where there are differences, the differences will be clearly noted.

NOTE: If you do not know which service offering your company is using, refer to your Concur administrator.

Information Included in this Guide

This guide includes information specific to Concur's implementation of Cognos and the Concur Data Warehouse data model, including:

- Overview and general information about the model
  - Terminology
  - Roles required for those using Analysis and Intelligence
  - Relationship between the Reporting hierarchy and Cognos users; relationship between the Reporting hierarchy and Expense/Invoice users
- Description of the data model

Information NOT Included in this Guide

This document ***does not*** include general information about using Cognos, for example, how to create reports and queries using Query Studio or Report Studio. To obtain this type of information, refer to the Cognos online help system and User Guides.

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NOTE: The Cognos Help and User Guides may refer to processes, features, or tasks that Concur users do not have permission to access. The Concur implementation of Cognos is customized while the Cognos documentation is generic.

Terminology

This document references the following terms.

Term	Definition
Package	A *package* is a collection of information that defines how report and query authors connect to and access data. The bulk of a package is the data *model*, but a package also contains some security information (for example, some users, based on roles, can access certain data while others cannot), and data source information.
Model	A *model* is a presentation layer between the Concur Reporting Database and client Cognos users. A model is metadata, organized into folders and query subjects that maps to tables and columns in the Concur Reporting Database. The model's metadata also includes definitions of table relationships (joins). The purpose of a model is to make complex data simpler to understand and better organized for report and query authors, who generally have no need to understand the structure, tables, and columns of the Concur Reporting Database. The model can also contain objects useful to authors but not available in the database, such as filters and calculations.
Query subject	In a Cognos model, a *query subject* is a collection of related pieces of data, similar to a table in a database. A query subject, however, can contain data bits pulled from various database tables, as well as calculations and other discreet objects.
Query item	A set of *query items* make up a query subject. A query item may map to a table and column in the Concur Reporting Database or may be a calculation, a filter, or other discreet data object.
OLTP (online transaction processing) database	The live, production database to which transactions (such as expense reports) and configuration data (such as audit rules) are recorded at the time they are saved, submitted, or otherwise processed. The CES OLTP database refers to the database capturing information entered through your live Expense system.
OLAP (online analytical processing) database	A second database that contains much of the same information captured in an OLTP database, but structured and used primarily for reporting and analysis. An OLAP database eliminates the need for the related OLTP database to process reporting requests, thereby improving performance.
Concur Reporting Database	The Concur Reporting Database is the CES OLAP database. Typically updated on a nightly basis.

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Section 2: Cognos Roles and Permissions

Cognos users receive access to Cognos in these ways (all are described on the following pages):

- **Cognos user role** and **Reporting hierarchy:** By being assigned a Cognos user role – Cognos Consumer, Cognos Business Author, or Cognos Professional Author – with a level in the Reporting hierarchy
- **Budget role** and **Budget hierarchy:** By being assigned the Budget Role for Cognos with a level in the Budget hierarchy
- **Business Intelligence (BI) Manager:** By being designated a BI Manager (*not a user role*) in Expense

Changes Take Effect After the Nightly Archive is Run

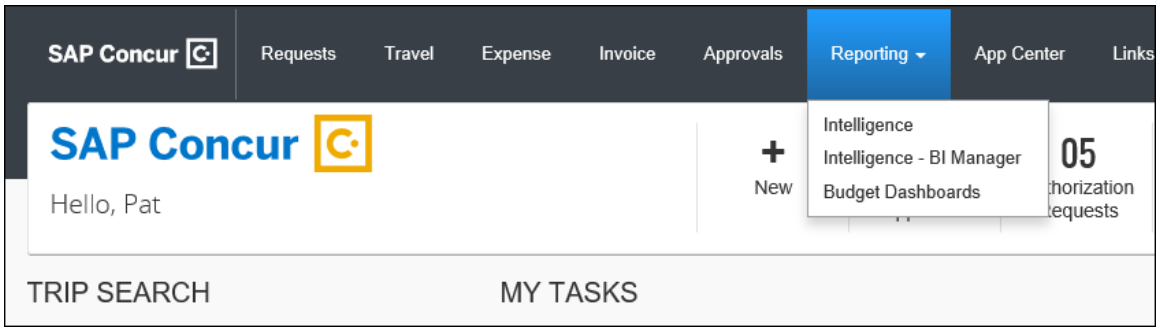
The following pages describe the standard Cognos user roles and the BI Manager permission. Regardless of which you use, any additions or changes you make will not be reflected in Analysis or Intelligence ***until the nightly archive is run***.

Overlapping Permissions

A user can have a Cognos role (Cognos Consumer, Cognos Business Author, or Cognos Professional Author) and can also be a BI Manager. One of the major differences between the two – as described on the following pages):

- Cognos Consumer, Cognos Business Author, or Cognos Professional Author are assigned roles and are associated with the Reporting hierarchy. The data that the Consumer/Business Author/Professional Author sees is determined by the associated section of the hierarchy.
- The BI Manager is not an assigned role and is not associated with the Reporting hierarchy. The BI Manager sees the data of their direct and indirect reports.

If a user has a Cognos role ***and*** is a BI Manager, they will see two options on the **Reporting** menu.



When that user wants to work as a Cognos user (and see the data related to the associated section of the Reporting hierarchy), the user clicks **Intelligence**.

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When that user wants to work as a BI Manager (and see the data of their direct and indirect reports), the user clicks **Intelligence – BI Manager**.

For any user who has ***either*** a Cognos role ***or*** is a BI Manager but not both, that user will see only the **Intelligence** menu option.

Section 3: Cognos User Roles and the Reporting Hierarchy

Cognos User Roles (Cognos Consumer, Cognos Business Author, or Cognos Professional Author)

The Cognos roles are:

User Role	Description	# available for Analysis	# available for Intelligence
Cognos Consumer	The Consumer is granted access to: • Cognos Connection ***Cognos Consumers do not work directly with the model.*** They run – but cannot edit – the reports and queries created by the authors.	10	40
Cognos Business Author	The Business Author is granted access to Cognos: • Query Studio • Cognos Connection	5	20
Cognos Professional Author	The Professional Author is granted access to Cognos: • Report Studio • Query Studio • Cognos Connection	none	10

! **IMPORTANT:** You may see "secondary" roles in the Employee Roles report. Those roles are not yet in use.

These Cognos user roles are assigned in Concur via **Administration** > **Company** > **Company Admin** > **User Permissions** (left menu), on the **Reporting** tab. These roles are assigned in the same manner as all other roles. When the Cognos user roles are assigned, they are also assigned a group in the Reporting hierarchy, which the Cognos user will administer.

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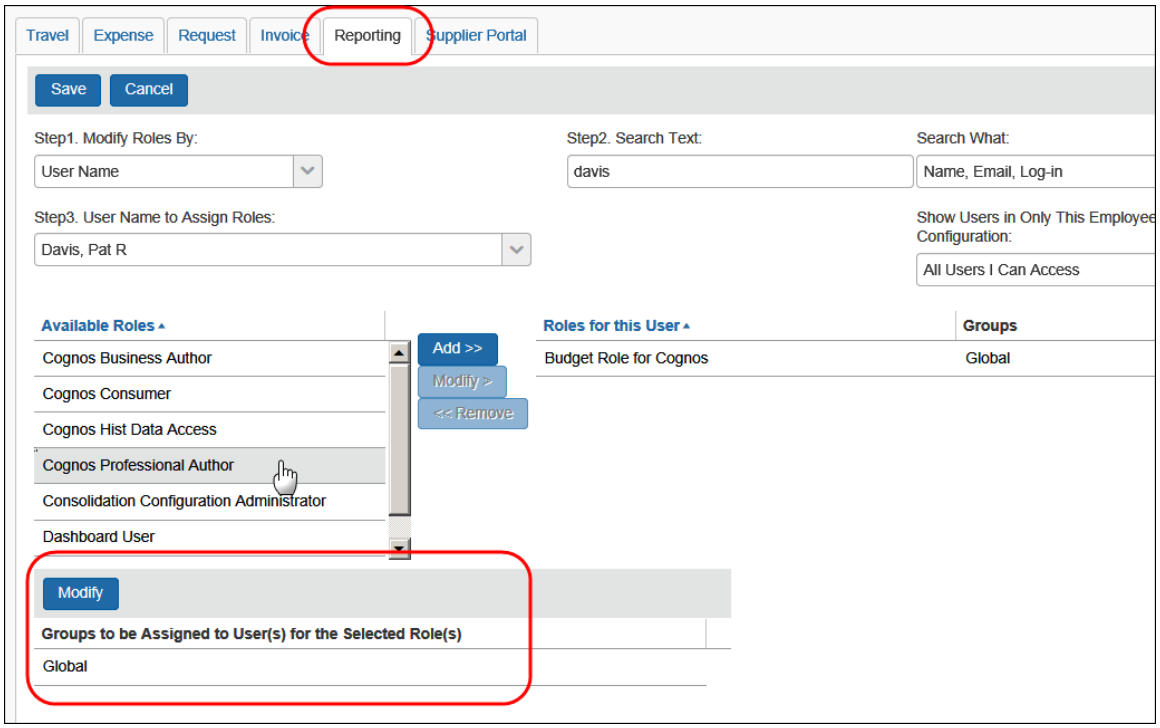


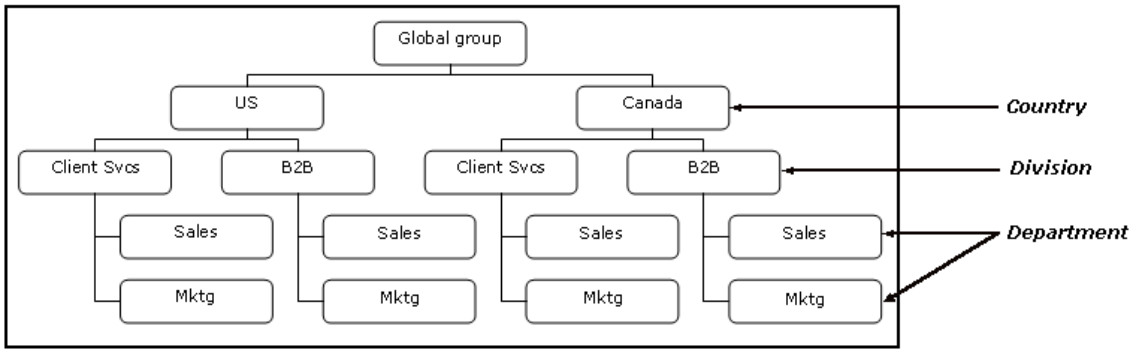
NOTE: As mentioned previously, any additions or changes you make will not be reflected in Analysis or Intelligence ***until the nightly archive is run***.

Reporting Hierarchy

Reporting Hierarchy and Cognos Users

The Cognos *tools* (Query Studio or Cognos Connection) that a user can access are determined by the user's role (Business Author or Consumer). The *data* that the user can access is determined by several factors:

- All Cognos users can view data based on the group (or level) of the Reporting hierarchy to which the Cognos user is assigned. A Cognos user can see the data in their assigned group of the hierarchy and all groups below. For example:



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- If a Cognos user is assigned to administer the U.S., that Cognos user can view the data in these areas:
  - US
  - US-ClientSvcs
  - US-ClientSvcs-Sales
  - US-ClientSvcs-Mktg
  - US-B2B
  - US-B2B-Sales
  - US-B2B-Mktg
- If a Cognos user is assigned to administer Canada-B2B-Mktg, that Cognos user can access only the data Canada-B2B-Mktg.
- If a Cognos user is assigned to administer the *global* group, that Cognos user can see ***all of the data***.

Reporting Hierarchy and Expense/Invoice Users

Part of configuring your Expense System includes setting up a Reporting hierarchy. Like the Employee or Expense hierarchy, the Reporting hierarchy can have one or more levels of related information. For example, the top level of a Reporting hierarchy might be Country, the second level might be Division, and the third level might be Department. The Reporting hierarchy can be identical to Employee or Expense hierarchy or it can be completely different.

Assigning the Hierarchy Level to the Expense/ Invoice User

Note that the Reporting hierarchy is ***always*** based on information contained in each user's employee record. The system determines the employee's Reporting hierarchy level (group) based on the information entered on the employee record.

For example, assume that a Reporting hierarchy is based on Country, Division, and Department. If an employee is assigned to United States, Client Services, and Sales, respectively, then the system determines the Reporting hierarchy level to be US-ClientSvcs-Sales.

Assigning the Hierarchy Level to an Expense Report

Continuing the example, when that employee creates an expense report, the system "copies" the employee's Reporting hierarchy level to the expense report so that the expense report belongs to the Reporting hierarchy level of US-ClientSvcs-Sales.

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NOTE: As described previously, when an employee is assigned a Cognos user role, the user is also assigned a level (group) in the Reporting hierarchy, which the Cognos user administers. That same Cognos user may also be an Expense and/or Invoice user and may be assigned to a level (for example, US-ClientSvcs-Sales) in the Reporting hierarchy. These two assignments are not necessarily (and do not have to be) related. The first assignment is made by the User Administrator; the second assignment is made by the system based on the employee record.

Hierarchy Assignment Used for Transaction Types

The employee's Reporting hierarchy is assigned to each transaction at the time the transaction is created. Depending on the folder that you select in the Concur model, you may be filtering on one or more saved Reporting hierarchies. The table below lists the saved Reporting hierarchy that each major data set in Cognos uses for the Cognos user data filtering.

Location of Filtering Reporting Hierarchy	Data Sets that use this Reporting hierarchy
Employee	Employee, Employee Roles, and Credit Card Transactions, including employee fields in other transaction folders
Expense Report	Report, Report Entry, Allocations, Report Journal Entries, Report Tax, Report Workflow, Travel Allowance, and Car Log
Cash Advance	All Cash Advance data, including Cash Advance Journal Entries and Cash Advance Workflow
Travel Request (Authorization Request)	All Travel Request (Authorization Request) data
Invoice	Payment Request, Line Items, Allocations, Journal Entries, and Payment Request Workflow

Changing the Hierarchy Level

Assignment of the Reporting hierarchy level from the employee record to the expense report cannot be modified by the employee. Even if the employee is allowed to change the Department on an expense report (for example, to charge expenses to a different department), the Reporting hierarchy level assigned to the expense report is not changed. The expense report maintains that assignment for the life of the expense report.

If an employee later changes departments (for example, moves from Sales to Marketing), then the system resets that employee's Reporting hierarchy level to US-ClientSvcs-Mktg. Any expense report that the employee creates from this point forward is assigned the new Reporting hierarchy level of US-ClientSvcs-Mktg. However, any previously created expense report maintains its original assignment of US-ClientSvcs-Sales.

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Example: Assume that an Expense user (from the example above) creates three expense reports while in US-ClientSvcs-Sales. The Expense user transfers to US-ClientSvcs-Mktg and creates two more reports.

Employee – US-ClientSvcs-Mktg	
Report 1 – US-ClientSvcs-Sales	Report 4 – US-ClientSvcs-Mktg
Report 2 – US-ClientSvcs-Sales	Report 5 – US-ClientSvcs-Mktg
Report 3 – US-ClientSvcs-Sales	

Further assume an employee with the Cognos Business Author role has been assigned to administer US-ClientSvcs. That Business Author can access the data in US-ClientSvcs and the two groups below, which are US-ClientSvcs-Sales and US-ClientSvcs-Mktg.

The Business Author creates a simple query in Query Studio with the following information, and saves it to a public folder in Concur Reporting Powered by Cognos:

- Employee Name
- Report Name
- Date Submitted
- Total Approved Amount

Since the Business Author has access to data at the US-ClientSvcs level and all groups below, the Business Author can see all five of the Expense user's expense reports.

Now assume that two employees have the Cognos Consumer role. Consumer #1 has access to US-ClientSvcs-Sales; Consumer #2 has access to US-ClientSvcs-Mktg.

- Consumer #1 runs the query created by the Business Author but does not see any of the Expense user's expense reports. Consumer #2 runs the same query and sees only the two expense reports created after the Expense user changed to the Marketing department. The reason: The Reporting Hierarchy Level filter applies to both employee data and expense report data. Consumer #1 has access to US-ClientSvcs-Sales. Though the Reporting hierarchy filter allows Consumer #1 access to the Expense user's first three expense reports, it does not allow access to the Expense user's *employee* information. Since the Expense user now belongs to US-ClientSvcs-Mktg, Cognos filters all of the Expense user's information off of the report, including all of the Expense user's expense reports, even though the first three expense reports have been assigned the US-ClientSvcs-Sales level.
- Consumer #2 has access to US-ClientSvcs-Mktg. Since both the Expense user and that user's fourth and fifth expense reports belong to US-ClientSvcs-Mktg, then Consumer #2 can see both the Expense user and these two expense reports. Cognos filters the first three expense reports, belonging to US-ClientSvcs-Sales, out of the query results.

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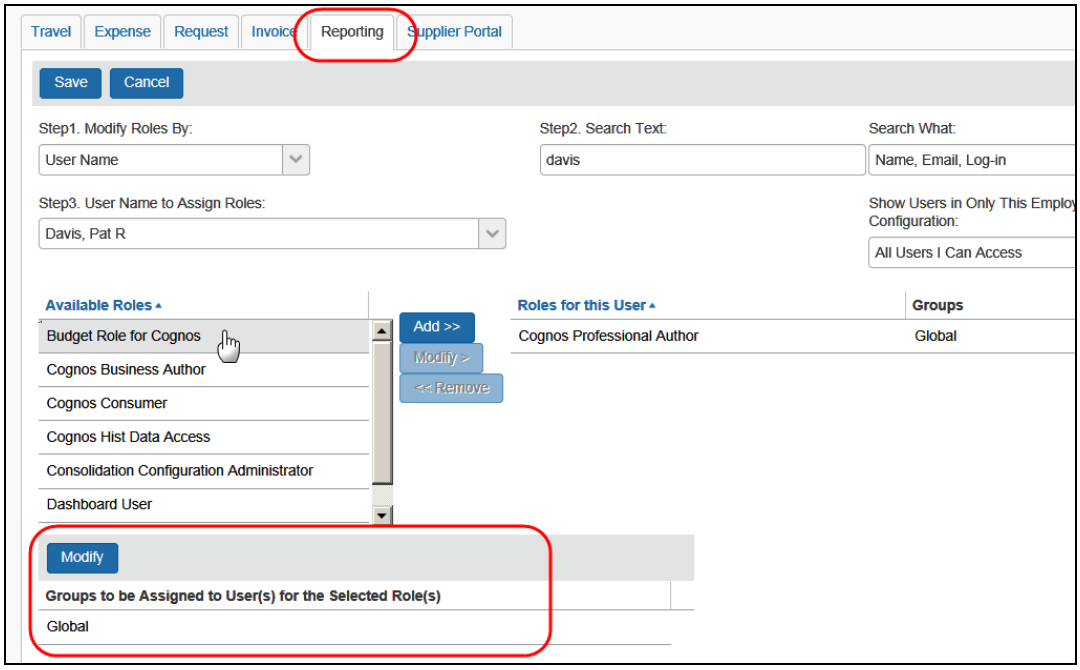
Now, assume that the Business Author modifies the query by removing Employee Name. The query now has just three pieces of information: Report Name, Date Submitted, and Total Approved Amount.

- When Consumer #1 runs the modified query, the Consumer now sees the first three expense reports assigned to US-ClientSvcs-Sales. Since the employee information was removed, Cognos no longer filters out information associated with users belonging to groups other than US-ClientSvcs-Sales.
- When Consumer #2 runs the modified query, the Consumer sees the same results as displayed previously – the two reports assigned to US-ClientSvcs-Mktg.

Section 4: Budget Role for Cognos and the Budget Hierarchy

The Budget Role for Cognos can be assigned to Budget Insight (Legacy) users who are also Analysis or Intelligence users so they can access the Budget module in the data model.

NOTE: The Budget Role for Cognos role works with the Budget Insight (Legacy) feature. The role does not apply to the new Budget feature.



! **IMPORTANT:** Be aware that all other roles associated with Analysis or Intelligence use the Reporting hierarchy to determine the data that is available to the report user. The Budget Role for Cognos ***does not*** – it uses the Budget hierarchy to determine the data that is available to the report user.

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Section 5: Business Intelligence (BI) Manager

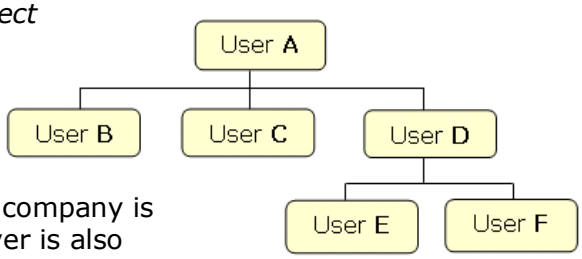
The Line Manager Filtering feature allows a broader base of users to access the Cognos reports. Its purpose is to allow Expense approvers to access Analysis or Intelligence and view the data that applies to the users for whom they review and approve expense reports. That is, it allows "line managers" to monitor and evaluate the T&E spend for which they are directly responsible.

The permission in Expense is BI Manager. It is likely that most companies will configure this feature so that a user's expense report approver is also that user's BI Manager. However, be aware that companies are not restricted – ***any Expense user can be a BI Manager for any other Expense user***.

Every BI Manager will:

- Have Cognos Consumer access to Analysis or Intelligence, which means that user can run and view Cognos reports but cannot create or edit Cognos reports.
- See all reporting data for their *direct* and *indirect* reports.

  For example, assume that user A is the approver for users B, C, and D; User D is the approver for users E and F. If the company is configured so that a user's approver is also that user's BI Manager, then user A will see the Cognos reporting data for:

  - Users B, C, and D (*direct* reports)
  - E and F (*indirect* reports)

  As mentioned previously, any Expense user can be a BI Manager for any other Expense user. For example, if user C is designated as the BI Manager for user D and user D is the BI Manager for users E and F, then user C would see the reporting data for users D, E, and F.

Designating a BI Manager

"Business Intelligence Manager" is not a role; you ***do not*** assign the role to a person. Instead, you select a BI Manager for a user. The BI Manager designation is part of the user's employee record, not the BI Manager's employee record.

Professional Edition

In the Professional Edition, there are several ways to designate BI Managers for users. One method uses the User Administrator; two methods use the employee import. You can use a combination of any of these in the Professional Edition.

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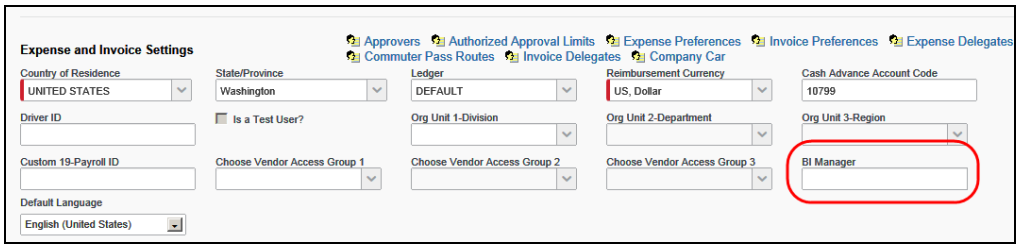
- **User Administrator:** You can select a user's BI Manager in the User Administrator. To do so:
  - Contact Concur Client Support to add the BI Manager field to the employee form.
  - With the BI Manager field on the employee form, the User administrator can choose a BI Manager for a user.



- **Employee Import:** You have several options when using the employee import. To do so:
  - Change the required site setting on the **Preferences** tab on the **Reporting Configuration** page in Expense Admin.

Field	Description
If the BI Manager field on the employee form is blank, use the default report approver for the BI Manager	If you select (enable) this check box and: • If the **BI Manager** field on the employee form is populated with an employee ID of an Expense user, then that Expense user is designated as the BI Manager for the original user. • If the **BI Manager** field on the employee form is blank, then the employee ID of that user's expense report approver is automatically copied to the **BI Manager** field. (So the user's expense report approver becomes the user's BI Manager.) If you do not select (enable) this check box and the **BI Manager** field in the employee import is blank, then there is no BI Manager designated for this user; the import does not affect the BI Manager that may be designated in User Administrator. This check box is selected (enabled) (option ON) by default. **NOTE:** This option lets you work with the employee import. Remember, a BI Manager will not be able to access Cognos data until the **Display the Reporting menu option for BI Managers** check box is selected (enabled).

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Field	Description
Display the Reporting menu option for BI Managers	Select (enable) this check box to activate the BI Manager feature. If you select (enable) this check box, then: • Any user whose employee ID appears in a **BI Manager** field (either in the employee import or in User Administrator) can access Cognos via the appropriate link on Concur Central. • The user whose employee ID appears in a user's **BI Manager** field will receive data in Cognos as if they are that user's manager. If a user who is designated as a BI Manager also has a defined role and position within the Reporting Hierarchy, the role in the Reporting Hierarchy will supersede their role as a BI Manager. This check box is cleared (disabled) (option OFF) by default.

- Work with Concur Client Support to coordinate running your employee import.

Refer to the *Shared: Reporting Configuration Setup Guide* for more information.

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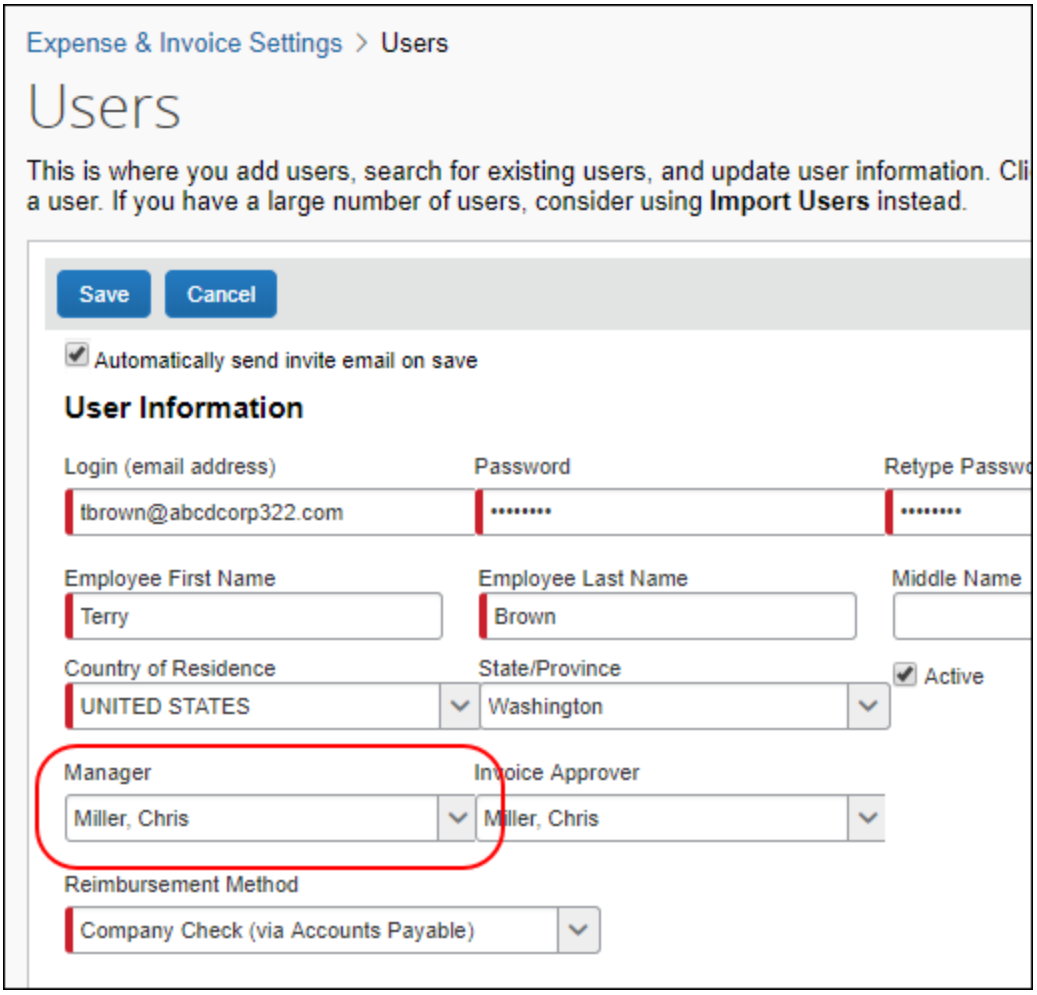
Standard Edition

In the Standard Edition, there are two ways to designate BI Managers for users. One method uses the **Users** page of Product Settings. The other method uses the user import. You can use a combination of both methods to designate BI Managers in the Standard Edition.

- **Users Page:** The employee selected in the **Manager** list on the **Users** page of Product Settings is automatically designated as the BI Manager for the user.



- **User Import:** The employee ID entered in the **Expense Approver Employee ID** field for a user on the user import spreadsheet (ConcurEmployeeImportTemplate.xls) populates the **Manager** field on the **Users** page for the user. After the user import, this employee will automatically be designated as the BI Manager for the user.

📖 Refer to the *Shared: Users Setup Guide for Concur Standard Edition* for more information.

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Section 6: Concept Fields

Overview

Use the Concept Fields feature to map your Org Unit and Custom fields to one of five core "concepts" that are common across most businesses. The five concepts that have been identified are:

- Division
- Department
- Business Unit
- Cost Center
- Project

Once the concept has been mapped to specific Org Unit and Custom fields, the Data Warehouse Expense Archive populates the information in the Reporting Database. The same concepts are then available in the Concur Data Warehouse Model to be added to custom reports. This allows report writers to create reports (in Query Studio or Report Studio) with these concepts without having to know the actual Org Unit or Custom field names.

Availability

This feature is available ***only*** for clients who use:

- Analysis or Intelligence
  – ***and*** –
- Expense and/or Invoice

NOTE: This feature does not apply to Travel at this time.

Note the following:

- The mapping process and results are identical for Expense and Invoice.
- Once a Reporting Archive has run, the data is available in the model.

Configuration

Refer to the *Shared: Concept Fields for Analysis/ Intelligence Setup Guide* for instructions about mapping the fields.

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Section 7: Fiscal Calendar

The Fiscal Calendar provides a user interface for administrators to define their accounting periods independent of the standard calendar year. Many organizations define their own calendars to model their financial reporting to reflect seasons in their business, to compare results with direct competitors, and to avoid the busy year-end season in January.

A fiscal calendar has one or more fiscal years, and fiscal years have one or more fiscal periods.

Once the fiscal calendar is defined for a company, the archive populates the information in the reporting database. All entries will have a Fiscal Calendar date, in addition to the actual calendar date. Using pre-built Fiscal Calendar Filter, a report writer can easily add a Fiscal Filter to find all transactions for a give fiscal month, quarter, or year.

NOTE: An Expense Administrator must define a fiscal calendar before BI Managers can add and maintain their budgets on the **Reporting Budget** page (**Profile > Profile Settings > Reporting Settings > Reporting Budget**).

NOTE: The fiscal calendar used for reporting is shared with the fiscal calendar used for the new Budget feature. Fiscal calendars are created and maintained on the **Fiscal Calendar** tab on the **Reporting Configuration** page and on the **Fiscal Calendar** tab on the **Budget Configuration** page.

If your organization is using Analysis / Intelligence and the new Budget feature, any fiscal calendar changes made on one **Fiscal Calendar** tab are automatically updated on the other **Fiscal Calendar** tab.

Configuration

Refer to the *Shared: Reporting Configuration Setup Guide* for instructions.

Section 8: General Model Information

Currencies

There are three types of currencies:

- **Transaction:** Currency in which the expense was incurred
- **Reimbursement:** Currency in which the employee is reimbursed
- **Reporting:** Currency defined by the client as the corporate, common currency; various reimbursement currencies are converted to this currency in order to obtain totals in one currency.

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Imported Exchange Rates

Exchange rates are copied from the Expense database to the Reporting database during the archive.

- If your company does **not** use the Reporting Exchange Rate import, then the rates copied during the archive are used to convert other currencies to the reporting currency.
- If your company uses the Reporting Exchange Rate import, then the rates in the Reporting Exchange Rate import are used to convert other currencies to the reporting currency.

Notes About Currencies

Note the following when creating reports using currencies:

- The system converts individual transaction amounts from the reimbursement currency to the reporting currency using the imported exchange rate that was in effect on the ***transaction date***. For example:

Transaction Date	Reimbursement currency	Exchange Rate	Converted to reporting currency
May 5	100.00 CAD	.9876	98.76 USD
May 14	100.00 CAD	.9982	99.82 USD
May 29	100.00 CAD	1.0130	101.30 USD
TOTAL	**300.00 CAD**		**299.88 USD**

  However, if requesting *report* totals, the system converts the report total from the reimbursement currency to the reporting currency using the imported exchange rate for the ***report creation date***. In the example above:

  - The total of the *individual* transactions converted to the reporting currency is 299.88 USD (different exchange rates for different dates).
  - The *report* total – if the report was created on May 29 – would be 303.90 USD, which is 300 CAD x 1.0130.

- Understand that there may be several reimbursement currencies in your company. If you create a report using the reimbursement currency, then be careful when summarizing totals. You may be totaling several currencies, providing irrelevant results. If you want to total "unlike" currencies, group by each currency and generate subtotals.
- If you create a report using reporting currency amount fields and if some of these fields have no values, it is likely because there was no exchange rate available between the reimbursement currency and the reporting currency. Ensure that the appropriate rates are imported.

  Refer to the *Exchange Rates Import* chapter in the Expense – Import and Extract Specifications.

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Security

Report Output

Security filters apply to running a report but do ***not*** apply to report output. For example, assume that you have global rights, you run a report on all expenses, and you save the report ***and the report output*** to a Public folder. If a Consumer (without global rights) runs the report, the Consumer's report output is filtered to show only the data that the Consumer is allowed to see, based on the group in the Reporting hierarchy that the Consumer administers. However, if the Consumer opens the ***report output*** that you saved, then the Consumer sees the data across all Reporting hierarchy levels (current to the point in time when you ran the report).

Emailed Output

Data in reports you email as an attachment (for example, as a PDF or an Excel file) to others is not encrypted or otherwise secured.

Keys

Many query subjects have a subfolder named Keys (and/or some query subjects may contain query items named Policy Key, Ledger Key, or something similar).

Keys are system-generated values used to uniquely identify records in the database. You may find them useful for troubleshooting or for defining master/detail relationships in reports. However, since these keys never appear in the CES application's user interface, you may never need to include them on your reports.

Data Pulled Out Of Context

If you pull a single piece of data for a query/report that leaves it out-of-context of the folder you pulled it from, you may see unexpected results.

Example #1: The Employee folder contains many pieces of information about employees, including their default expense report approver. The Concur model tells Cognos to find the default approver's first and last names in the Employee database table. If you create a query that contains just one column—Default Approver—then Cognos retrieves ***all*** names found in the Employee database table. The reason: You included just a single piece of information in your query so Cognos does not consider how that one piece of data relates to the other information in the query subject from which you pulled it. Cognos actually sees this simple request as: "I need to get default approvers, and I find default approver names in the Employee table; therefore, I will get all names from the Employee table." Now, assume that you add Employee Name to your query. The two pieces of information in your query have a relationship, which puts Default Approver into context. When you run the query, Cognos now sees the request as: "I need to get all Employees, and for each Employee, I will get that employee's default approver."

Example #2: Assume that you want to create a report that groups expense reports by the policy used to govern the expense report. You start building your query by

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adding Policy from the Expense Report Header Information folder. At this point, Policy is the only piece of information in your query. If you were to run it, Cognos would return a list of all policies. It is not until you add data specific to expense reports, such as the Report Name, that Cognos understands the context in which you want to see policies. At this point, Cognos knows to retrieve all Report Name and the Policy associated with each expense report.

Itemized Transactions and Parent Entries

There are three different transaction types:

- REG = Regular (non-itemized) expense entries, such as a 5 USD taxi fare
- PAR = "Parent" total of itemized entries; for example, the *parent* expense of an itemized hotel bill is the total (such as 500 USD) while the *child* entries are the entries for five nights at 100 USD each
- CHD = "Child" portion of itemized expenses; for example, the five room charges in the example above

Generally, you do not want a report to include *both* parent and child expenses because it results in duplicate information. For example, if your report includes both parent and child entries, and you totaled the above hotel expense, the total shows as 1,000 USD – the 500 USD total hotel bill (parent) plus the five 100 USD daily entries (child).

In most cases, you want to filter out either the parent or child entries, depending on the report's purpose. For example, if you create a report that totals expenses by expense type, you should *exclude* the parent expenses because the actual expense type details and amounts are associated with the child entries. However, if you create a report that totals the amount spent by vendor, then you might exclude the child entries because the vendor is the same for both parent and child entries.

The model provides Exclude Parent Entries and Exclude Itemizations filters for convenience in both the Consolidated folder and the CES Archive: Transaction folder. Drag and drop one of the filters onto any report that uses items from the Report Entry Information folders.

Org Unit and Custom fields

The Org Unit and Custom fields are typically available in subfolders named Additional Details. The model cannot display the client-defined name of the Org Unit or Custom fields. These fields are listed in the model as Org Unit 1, Custom 1, and so on. However, after adding an Org Unit or Custom field to a query or report, you can change the column name (to match the client-defined name) on the report.

Running the Archive and Using Cognos

If you run a report (whether scheduled or ad hoc) while the archive process is running, the report runs very slowly. Depending on the size of the report and the database tables it accesses, Cognos might time out and the data may be incomplete and/or inconsistent.

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Audit Trail Information - Opt In

The audit trail information (in the Expense folder of the data model) is ***not*** archived into the Reporting Database automatically. If your company wants this data for reporting, call Concur Client Support and ask them to enable this feature.

Once enabled, the DW Expense Archive will move the audit trail data into the Reporting Database. The first archive will gather ***all*** audit trail data since your company was implemented. Subsequent archives will be incremental.

Section 9: Configuring Expense for Analysis/Intelligence

IMPORTANT – Best Practices for Configuring Expense (Professional and Standard Edition)

To get the greatest value from Concur Analysis/Intelligence, several configuration options (generally mapping and matching processes) must be properly set up in Expense. These options – among other things – ensure that the data from Travel and/or TripLink is properly collected for reporting.

Most of these options are set during implementation. However, it might be beneficial for the client to verify that these options are properly configured.

For information about correctly configuring Expense, refer to the *Best Practices – Expense Configuration for Analysis/Intelligence Setup Guide*.

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