Concur Expense: Compliance Controls

Setup Guide for Standard Edition

Last Revised: December 20, 2021

Applies to these SAP Concur solutions:

☒ Expense
    ☐Professional/Premium edition
    ☒ Standard edition

☐ Travel
    ☐ Professional/Premium edition
    ☐ Standard edition

☐ Invoice
    ☐ Professional/Premium edition
    ☐ Standard edition

☐ Request
    ☐ Professional/Premium edition
    ☐ Standard edition

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Revision History

Date	Notes/Comments/Changes
December 20, 2021	Updated instructions for **Product Settings** page
October 28, 2021	Updated the Receipt Status Default Option field to note that only Tier 1 countries with VAT will see this option by design.
January 21, 2021	Updated the copyright; added Concur to the cover page title; cover date not updated
May 1, 2020	Updated text regarding the activation of the automated personal card import feature (powered by Yodlee).
April 16, 2020	Renamed the Authorization Request check box to Request on the guide’s title page; cover date not updated
January 3, 2020	Updated the copyright; no other changes; cover date not updated
November 15, 2019	Minor edits.
November 9, 2019	Updated text and images to reflect the new **Rename the Out-of-pocket name to** field name, and the new default of "Out-of-pocket" rather than "Cash" expenses.
August 10, 2019	Minor edits.
June 8, 2019	Updated text and images throughout to reflect UI name change from "Cost Tracking" to "Custom Fields".
January 10, 2019	Updated the copyright; no other changes; cover date not updated
November 17, 2018	Added information about trip-based Expense Assistant.
April 6, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
March 13, 2018	Updated the copyright; no other changes; cover date not updated
November 4, 2017	Updated guide to include new **Product Settings** page, which replaces the Setup Wizard.
March 18, 2017	Updated with menu option name change to access Setup Wizard.
December 15, 2016	Changed copyright and cover; no other content changes.
October 24, 2016	Updated the guide content to new corporate style; no content changes.
November 22, 2015	Updated graphics to reflect updated step names and instructional text where applicable.
January 22, 2015	Removed information about two user interfaces; no other content changes
January 16, 2015	Updated the screen shots to the enhanced UI; no other content changes
September 16, 2014	Added information about two user interfaces; no other content changes

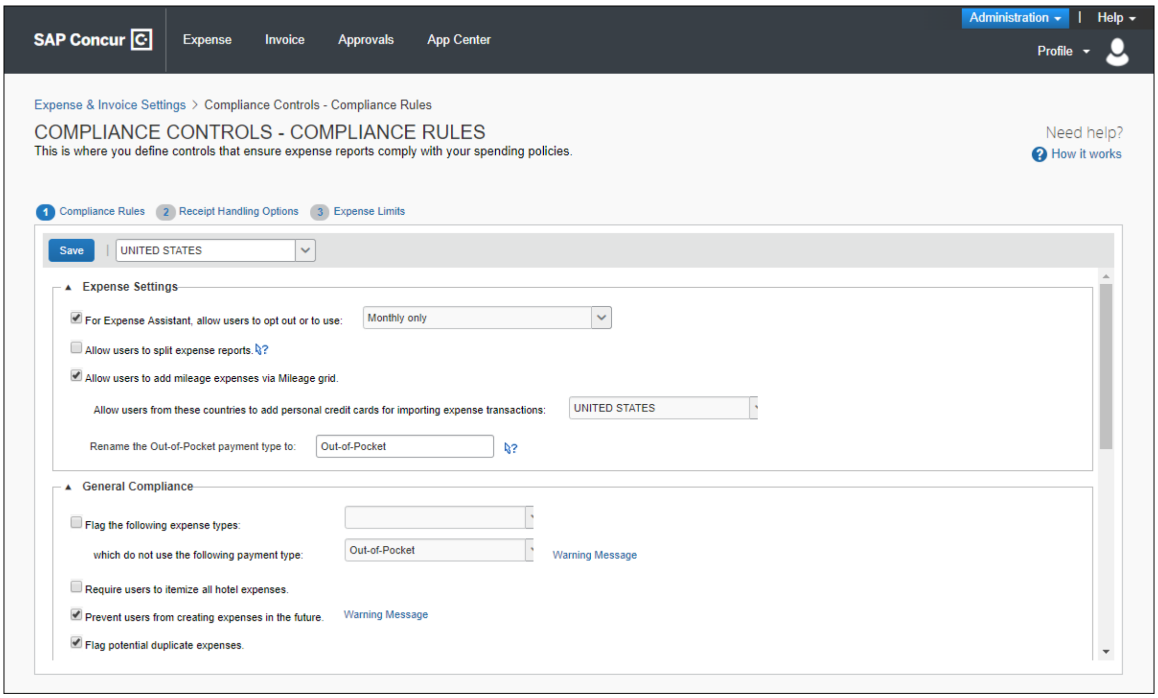
Date	Notes/Comments/Changes
August 2014	Added new section: *Rich Data*. This section includes a brief description, an example, and a reference to the rich data client fact sheet document. Also, added two new general compliance settings for allowing users to remove e-receipts and/or trip segments without creating expenses.
July 11 2014	Added new setting: **Rename the cash payment type to**. Also, minor edits related to sectioning the Compliance Rules page into three sections: **Expense Settings**, **General Compliance**, and **Company Card Compliance**.

Compliance Controls

This page of Product Settings is visible only when enabled by SAP Concur support or an account admin.

Section 1: Overview

The **Compliance Controls** page of Product Settings allows you to set rules for your expense reporting and receipt handling process.



Section 2: Configuration

Configure Compliance Rules

The **Compliance Controls – Compliance Rules** page includes best practice controls that flag expenses that are out of compliance with policy. The administrator can view and edit the message that the employee sees by clicking the **Warning Message** link. The rules check the expense reports when they are submitted and add an exception to any report that fails the test. The exception appears for the employee, approver, and processor.

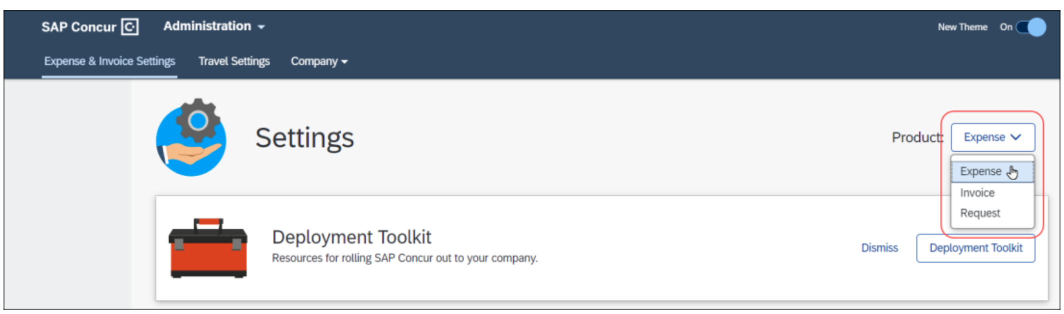
Administrators for multi-country companies can select countries in order to set two country specific settings:

- Flag expenses with a per attendee amount exceeding a certain value.
- Require users to include attendees other than themselves when submitting an expense with attendees.

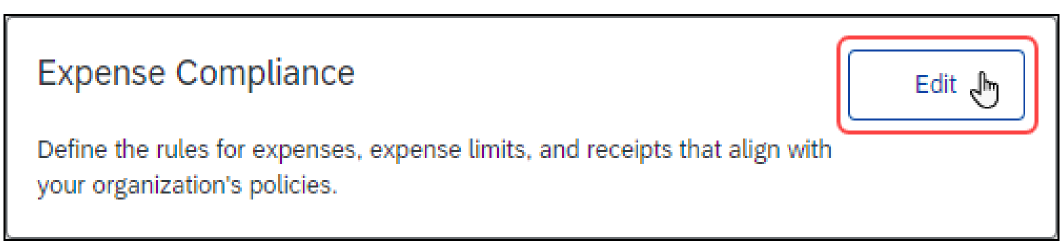
Access the Compliance Controls – Compliance Rules Page

To access the Compliance Controls – Compliance Rules page:

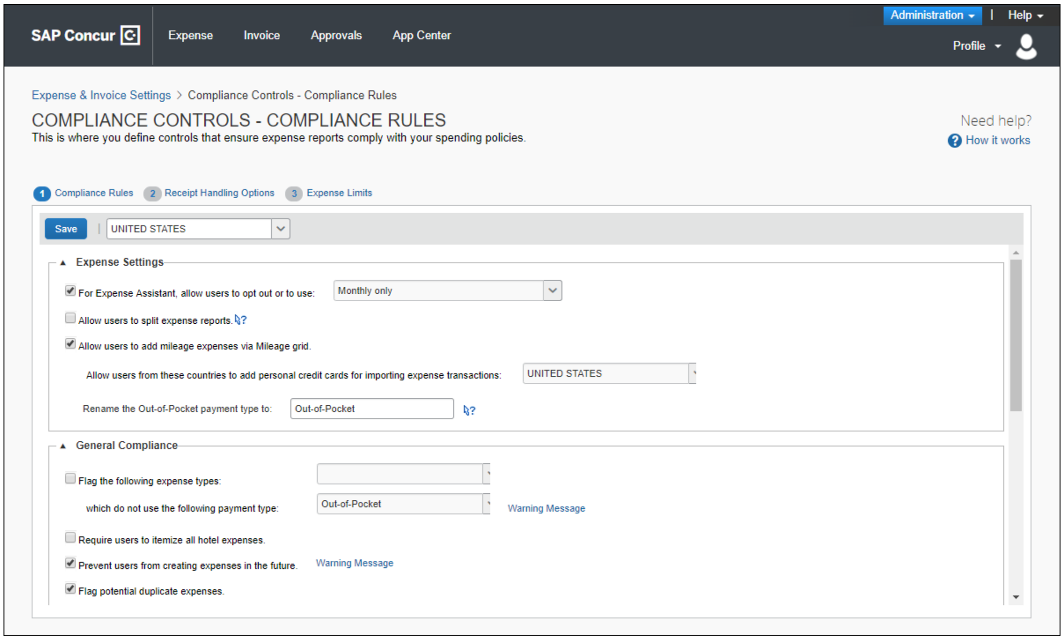
1. Click **Administration > Expense Settings** or **Expense & Invoice Settings**.
2. In the **Product** list, click *Expense*.



3. In the **Policy** section, on the **Expense Compliance** tab, click **Edit**.



The **Compliance Rules** tab of the **Compliance Controls** page appears.



Activate Compliance Control Rules

To activate the compliance control rules:

1. On the **Compliance Rules** tab, select the check boxes and enter the values for the desired rules:

Field	Description
For Expense Assistant, allow users to opt out or to use:	By default, Expense Assistant is enabled and *Monthly or By Trip* is selected from the list. Expense Assistant automatically creates monthly expense reports as a client's expenses flow into Concur Expense. If you do not disable Expense Assistant for your company, then your users who opt-in to using Expense Assistant can choose to have Expense Assistant automatically create either calendar-based or trip-based expense reports. • **Monthly or By Trip** – Users can enable Expense Assistant. If a user enables Expense Assistant, the user can choose whether Expense Assistant automatically creates calendar-based or trip-based expense reports for that user. The user can only use one of these options, the user cannot use both. • **Monthly only** – Users can enable calendar-based Expense Assistant. If a user enables Expense Assistant, Expense Assistant will automatically create calendar-based expense reports for that user. • **By Trip only** – Users can enable trip-based Expense Assistant. If a user enables Expense Assistant, Expense Assistant automatically creates trip-based expense reports for that user. • **None** – Expense Assistant will not be available to users.
Allow users to split expense reports.	When selected, report approvers can approve part of an expense report and send part of it back to the user- splitting one report into two reports. This may result in incremental charges to your monthly billing.
Allow users to add mileage expenses via Mileage grid.	When selected, users can enter mileage expenses from the Quick Expense grid.
Allows users from these countries to add personal credit cards for importing expense transactions	Activates the automated personal card import feature (powered by Yodlee) and allows users from these countries to add personal credit cards to the user profile. To activate this feature, select a country in the list.
Rename the Out-of-pocket payment type to	When edited, US English users see this text instead of the default "Out-of-pocket" text when selecting a payment type for their expense entries.

Field	Description
Flag the following expense types which do not use the following payment type:	When selected, this flags expenses with the selected expense type that have payment types other than the one selected. For example, if you set this option to flag Airfare expenses that are not Company Paid, and a user submits an Airfare expense with the payment type of Out-of-Pocket (cash), the system will flag the expense.
Require users to itemize all hotel expenses	When selected, when a user enters hotel expenses, they have to itemize those expenses.
Prevent users from creating expenses in the future	When selected, the user cannot save expenses for a future date.
Flag potential duplicate expenses	When selected, this alerts the user if there are potentially duplicate expenses.
Flag expenses with per attendee amount exceeding	Attendee amounts are divided evenly between attendees. When selected, this flags users that the amount per attendee is over the specified limit. **NOTE**: This rule can be set for each configured country.
Require users to include attendees other than self for expenses containing attendees	When selected, if a user selects an expense type with attendees, for instance Business Meal, they must add at least one attendee. **NOTE**: This rule can be set for each configured country.
Set the default Payment Type for new expenses	When configured, this lets the admin select a default payment type for expenses. This default is used when users create new expenses. **NOTE**: Expenses created by importing card transactions and trip segments are not affected by this default.
Flag exchange rate variance percentage greater than	When selected, flags any expenses where the system exchange rate and the exchange rate entered by the user are off by at least that percentage.

Field	Description
Flag if expense cost object does NOT match employee cost object for the following {*select one or more from the list*}	When selected, SAP Concur flags expense reports containing cross–charges with an exception that reads, "**Expenses have been cross-charged.**" This exception is visible to submitters, approvers and report processors. **Example**: Configuration Summary: • The Cost Object selected on the **Compliance Controls** page of Product Settings is *Store.* • The employee creating an expense report is *Chris Miller.* • The value of the Store field in Chris Miller's profile on the **Users** page is *34.* Scenario: If Chris Miller’s report contains an expense entry or expense entry allocation for any store other than 34, the entry is a cross-charge.
The following expense types require comments {*select one or more from the list*}	When selected, SAP Concur flags expense reports missing comments for the selected expense types with an exception that reads, "**Comments are required for expenses of certain types.**" This exception is visible to submitters, approvers and report processors. **NOTE**: This setting creates blocking exceptions. In other words, if selected, expense reports without these comments cannot be submitted.
What percentage of submitted reports do you want to randomly select for processor audit?	The percentage audit determines the chance of an audit (for example, a 10% chance). That is, the system flags 10% of the reports submitted by the selected group or groups for audit. (The maximum is 100%.) When selected, SAP Concur flags random expense reports with an exception that reads, "**This report has been randomly selected for audit.**" This exception is visible to report processors. **NOTES**: • This option does not involve the Concur Audit Service, simply providing a method to notify the processor that a report should be carefully reviewed. Contact SAP Concur Customer to discuss the Concur Audit Service. • Averages are the basis of the random audit rule. In the long term, the system flags the desired percent of reports. In the short term, the exact percentage of reports audited may be slightly more or less than the configured percentage number.

Field	Description
Allow users to remove e-receipts that have not yet been associated with an expense report.	When selected, users may delete e-receipts even if they have not created a corresponding expense report.
Allow users to remove trip segments that have not yet been associated with an expense report.	When selected, users may delete trip segments even if they have not created a corresponding expense report.
Flag expenses not paid with a company card for these expense types	When selected, a warning displays for expenses of the selected types where the Payment Type on the expense is not Company Card.
Flag expenses with transaction dates older than this number of days	When selected, this flags expenses that are older than the set number of days, for example, 60 days.
Flag personal use of a company credit card	When selected, a warning displays when personal expenses are charged to a company credit card.
Send an email to users with unused corporate card transactions older than this many days	When selected, the timing of the unused corporate card transaction email can be set on this page. The emails are only sent for corporate card charges, not personal card charges.

2. (Optional) Click **Warning Message** to edit the message the user sees when the rule is violated.
3. Click **Save** to save your changes.

Configure Receipt Handling Options

On the **Receipt Handling Options** tab you can define your expense policy rules concerning receipts. The administrator can choose to require line item receipts for expense types and out-of-pocket (cash) or card expense amounts, or allow report level receipts. Employees can be given a missing receipt prompt and may even be prevented from submitting reports without receipts. Allowing the use of a receipt affidavit in place of a receipt is also configured in this section of Product Settings.

RECEIPT AFFIDAVIT

When a user must add receipt images to expense report line items, but cannot provide them, they may instead agree to digitally sign an affidavit that can be submitted instead of the actual imaged receipts. This way, the report may be submitted in a timely manner and at the same time comply with company policy on receipt submittal. This option automates the paper process of printing and signing an affidavit form and attaching an image of that form to the expense in lieu of the receipt image. The administrator can enable this feature on the **Receipt Handling Options** tab.

Example

Your company would like to make sure that all meal expenses have a receipt. On the **Receipt Handling Options** tab, in the **These Expense Types that always require a receipt** list, select Breakfast, Business Meals (Attendees), Dinner, and Lunch. Then select the check box labeled **Reports that require receipts don't progress to manager approval until the receipts are attached**.

RICH DATA

When transactions with rich data are imported through the credit card feeds, the rich data can take the place of a required receipt. For countries that accept rich data, the presence of rich data fulfills the receipt requirement.

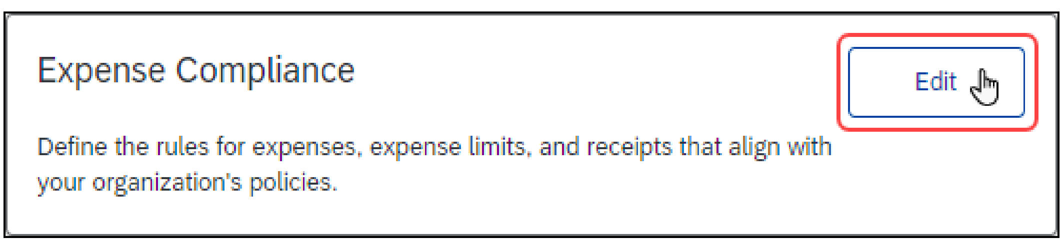
Example: On the **Compliance Controls** tab, the company has set the Car Rental expense type to require a receipt. Chris Miller has a company card transaction for a car rental that includes rich data. Chris will be able to submit the expense report without adding a receipt image to the car rental expense entry, as the rich data counts as an attached receipt.

📖 Refer to the *Client Fact Sheet Rich Data – Company Card Transactions as Receipts in Standard Edition* document for more information.

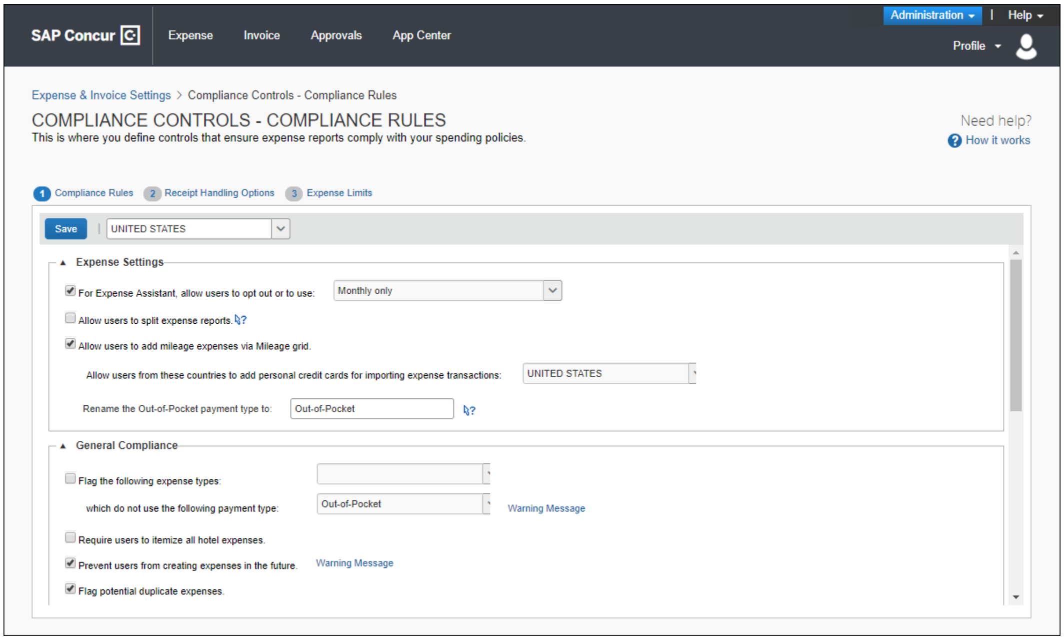
Access the Receipt Handling Options tab

- ***To access the Receipt Handling Options tab:***

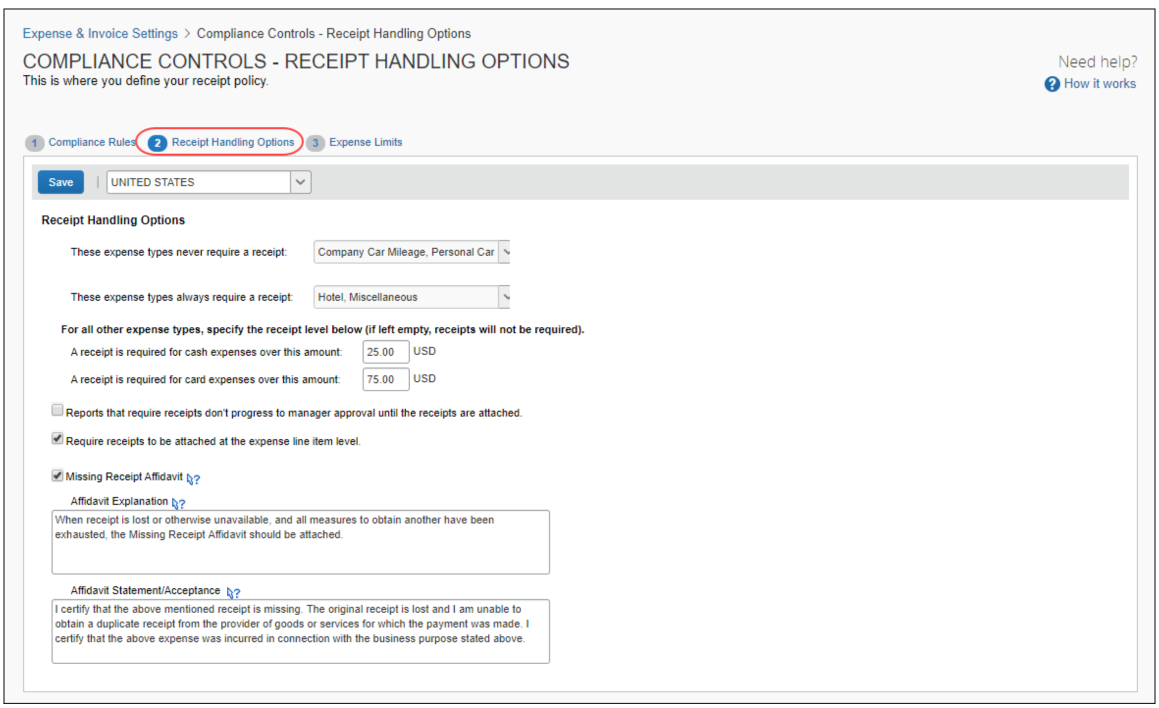
1. Click **Administration > Expense Settings** or **Expense & Invoice Settings**.
2. In the **Product** list, click *Expense*.
3. In the **Policy** section, on the **Expense Compliance** tab, click **Edit**.



The **Compliance Controls – Compliance Rules** page appears.



4. Click **Receipt Handling Options** (tab).



Set Receipt Options

To set the receipt options:

1. On the **Receipt Handling Options** page, enable and enter the values for the desired rules:

Rule	Description
These expense types never require a receipt	Select the expense types that the user does not need to supply receipts for.
These expense types always require a receipt	Select the expense types that the user needs to always supply receipts for.
A receipt is required for cash expenses over this amount	Enter the amount that requires a receipt for the rest of the expense types for out-of-pocket (cash) expenses.
A receipt is required for card expenses over this amount	Enter the amount that requires a receipt for the rest of the expense types for card expenses.
Reports that require receipts don’t progress to manager approval until the receipts are attached	Select (enable) this rule to ensure reports that require receipts aren’t routed to a manager for approval until the receipts are attached.
Require receipts to be attached at the expense line item level	Select (enable) this rule to ensure reports that require expense line item receipts aren’t routed to a manager for approval until the receipts are attached.
Receipt Status Default Option	Select (enable) the default value for the **Receipt Status** field. If you select No Default, the field will remain blank until the user selects a value. **NOTE**: This field only appears for Tier 1 countries (example: UK; Canada) with VAT. Tier 2 countries will not have this option by design.
Missing Receipt Affidavit	Select (enable) this check box to allow users to create an electronic missing receipt affidavit.
Affidavit Explanation	Enter an explanation so users will understand the purpose of the affidavit. **NOTE**: This field only appears when Missing Receipt Affidavit is selected.
Affidavit Statement/Acceptance	Enter an affidavit statement that your users must accept in order to use this option. **NOTE**: This field only appears when Missing Receipt Affidavit is selected.

2. Click **Save** to save your changes.

Configure Expense Limits

On the **Expense Limits** tab, you can define a specific limit for an expense type or a group of expense types for a specified period of time. A single restriction can be configured to calculate a cumulative total for different expense types over time, even when they span multiple expense reports.

NOTE: Expense limits are country-specific and apply to all users in that country.

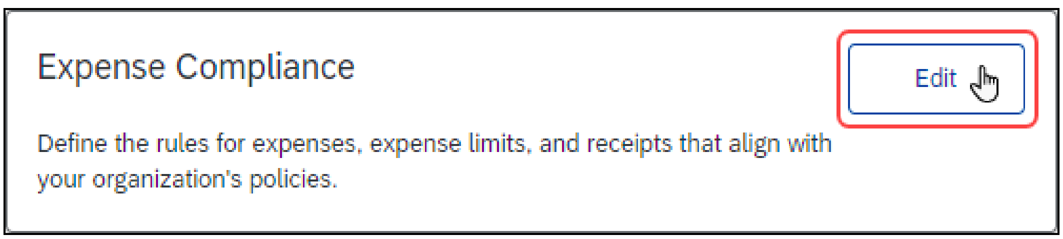
Example

Your company would like to make sure that all meal expenses stay at or below a specified monetary limit on a daily basis. On the **Expense Limits** page, enter the name of the restriction (for example, Per diem), the Expense Types (for example, Breakfast, Dinner, and Lunch), a Time Period for this restriction (for example, Daily), and the daily Amount (for example, $75).

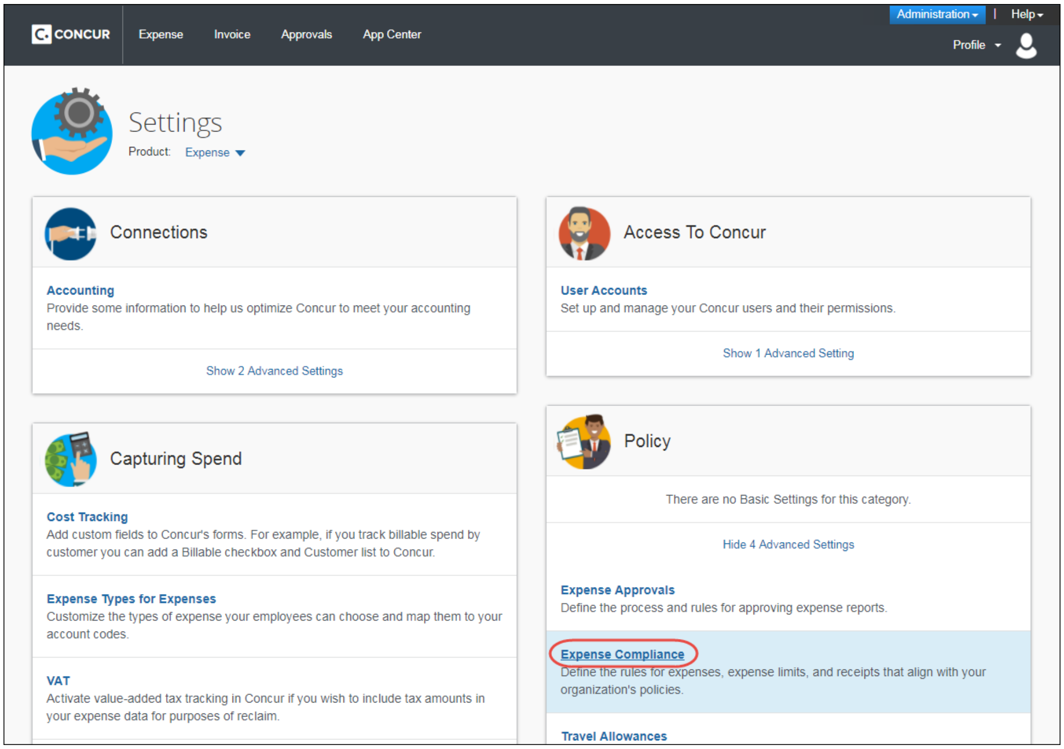
Access the Expense Limits tab

- ***To access the Expense Limits tab:***

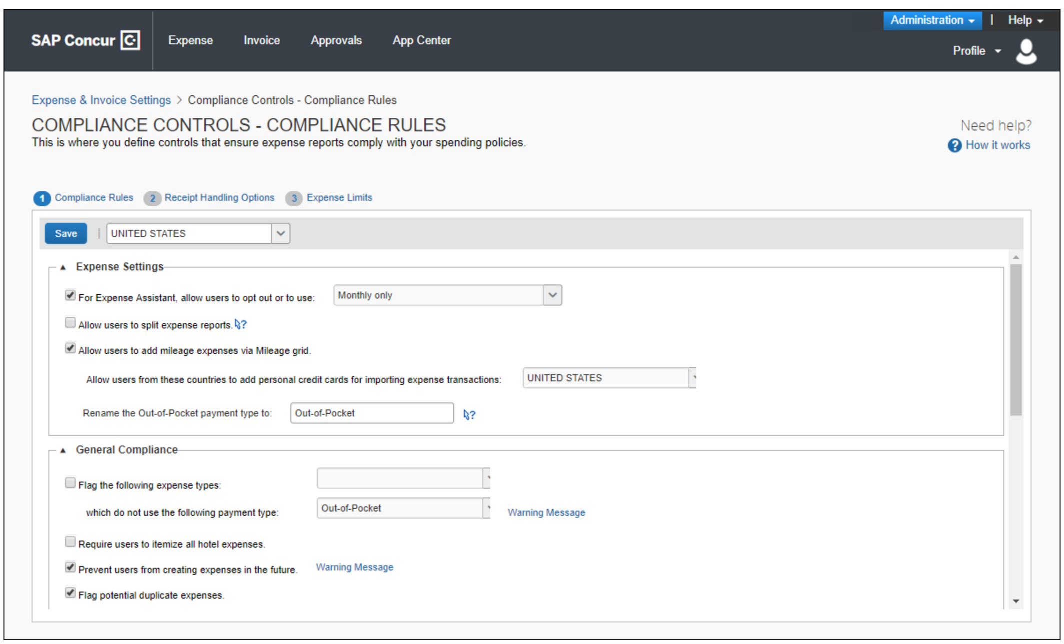
1. Click **Administration > Expense Settings** or **Expense & Invoice Settings**.
2. In the **Product** list, click *Expense*.
3. In the **Policy** section, on the **Expense Compliance** tab, click **Edit**.



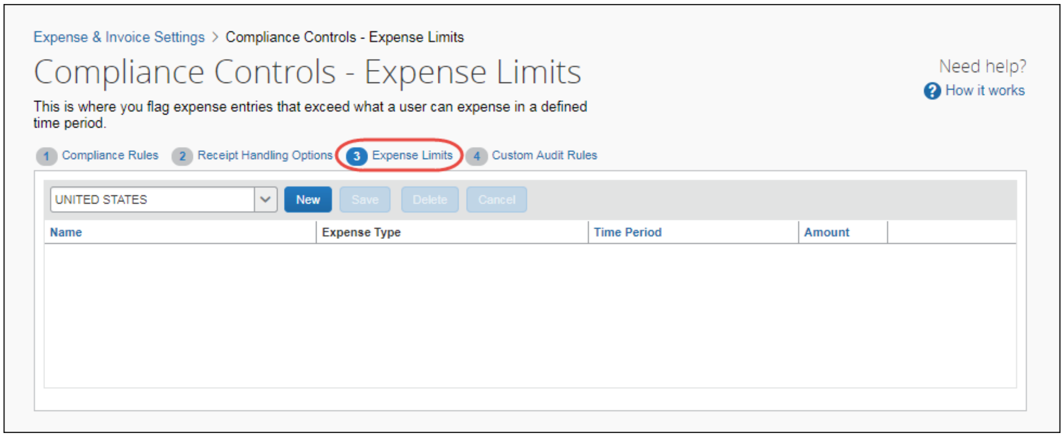
4. Click **Expense Compliance**.



The **Compliance Controls – Compliance Rules** page appears.



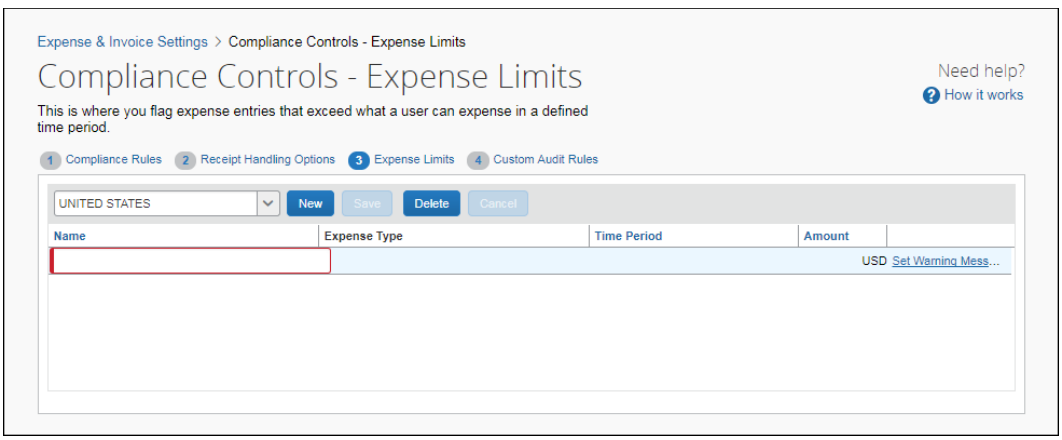
5. Click **Expense Limits** (tab).



Enter Expense Limits

To enter expense limits:

1. On the **Expense Limits** page, click **New**.



2. Enter the desired name, expense type(s), time period, and monetary amount in the fields.

3. (Optional) To set the exception message for this limit, click the **Set Warning Message** link.

4. Click **Save**.

Configure Audit Service Options

On the **Audit Service Options** tab, the administrator can configure audit settings to meet a variety of audit objectives. Reports can be audited at different points in the approval routing process, and targeted for exceeding specified amounts, or simply at random as part of a policy to ensure that a certain percentage of reports are routinely audited. Administrators can configure expense type-specific questions to improve auditor consistency or focus attention on influencing spending trends.

Refer to the *Standard Audit Procedures* section of this guide for more information.

NOTE: This is an optional feature. Contact SAP Concur Customer support to add this feature.

AUDIT PROFILE OPTIONS - RECEIPT

On the **Audit Profile Options - Receipt** tab you can choose the timing of report audits. The administrator can also select a report amount to always audit, and a percentage of total reports to randomly select for audit.

AUDIT PROFILE OPTIONS - POLICY

On the **Audit Profile Options - Policy** tab you can select different criteria that you would like the auditor to verify during the audit. The administrator can select the question to ask, the expense types to ask the question of, and the minimum amount required to enforce policy.

Example

You would like all reports over $5000 USD to be audited. Select the **Always audit report if total is over this amount** check box and enter $5000 in the field.

Policy Audit Clients Example

You would like to audit all Car Rental expenses over $250 USD. Select (enable) the Car Rental expense type, and enter $250 in the **Audit Amount** field.

NOTE: Currently, the only expense types available are under the following categories: Airline Fees, Airfare, Car Rental, Entertainment, Lodging - Track Hotel Spending, Lodging - Do Not Track Hotel Spending, Meal, Other.

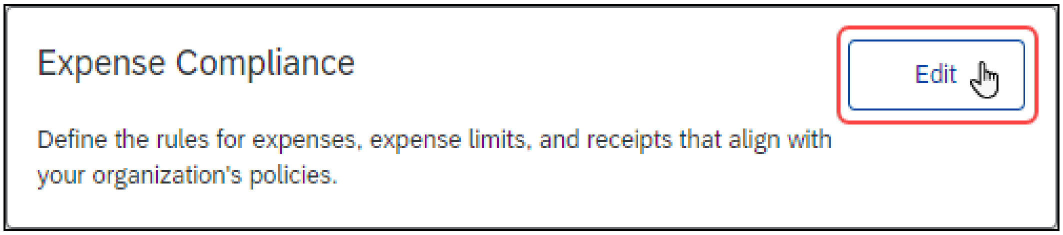
Access the Audit Service Options tab

To access the Audit Service Options tab:

1. Click **Administration > Expense Settings** or **Expense & Invoice Settings**.

2. In the **Product** list, click *Expense*.

3. In the **Policy** section, on the **Expense Compliance** tab, click **Edit**.



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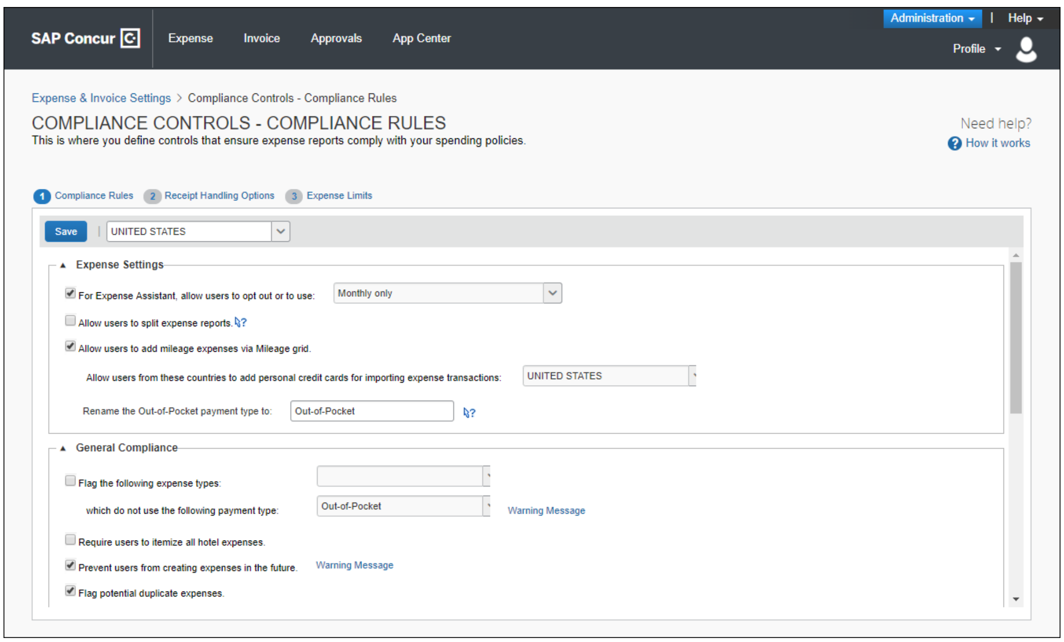
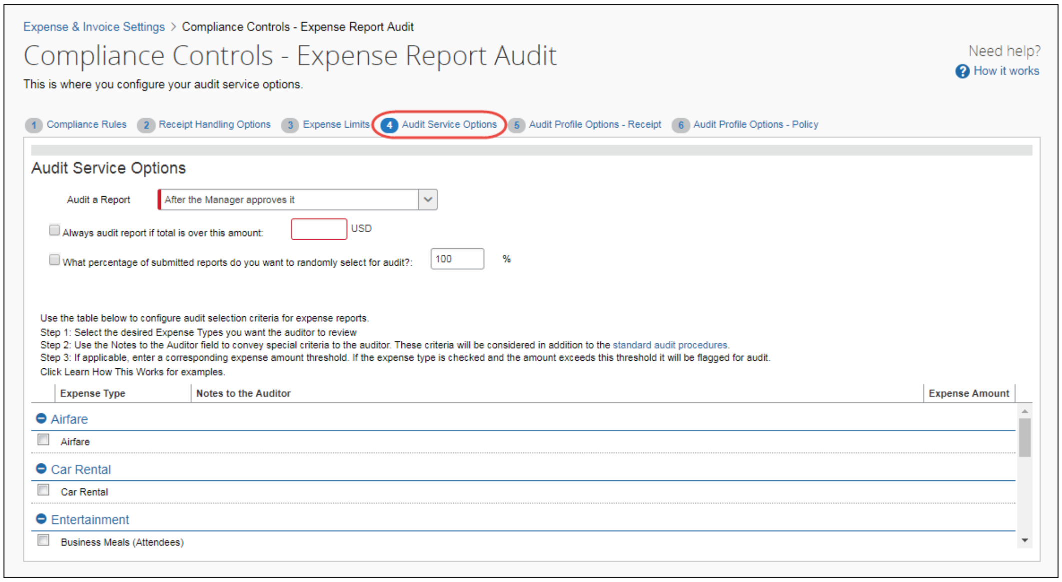
The **Compliance Rules** tab of the **Compliance Controls** page appears.



4. Click **Audit Service Options** (tab).



Configure the Audit Options

To configure the audit options:

1. On the **Audit Service Options** tab, select (enable) and fill in the desired fields:

Field	Description
Audit a Report	Select the desired report audit timing. The possible options are: • Prior to Manager Approval • After Manager Approval
Always audit report if total is over this amount	Select (enable) this option and set the amount value to always send reports over the amount to audit.
What percentage of submitted reports do you want to randomly select for audit?	Select (enable) this option and set the percentage amount to randomly audit the set percentage of reports.
Policy Audit Clients Only	
Expense Types	Select (enable) the check boxes for the expense types to audit.
Notes to the Auditor	Enter information for the auditor. **NOTE**: This field is only editable by clients with the Classic Policy Audit product.

Field	Description
Expense Amount	Enter the minimum amount of the expenses to audit for that expense type.

2. Click **Save**.

Standard Audit Procedures

Each expense report audit includes the following procedures:

- **Expense Type Validation**: Expense types are compared to receipts to confirm that expenses are coded correctly.
- **Receipt Substantiation**: Receipts are verified to confirm that they match the expenses in the report.
- **Out-of-pocket Expenses** (cash expenses): Out-of-pocket expenses are verified to confirm that supporting documentation is included with the report.
- **Taxable Items**: Expenses are evaluated to identify items that are taxable to the submitter.
- **Capital Expenses**: Expenses are evaluated to determine whether a purchase should be classified as an asset.

Expense reports that fail the audit are sent back to the submitter for correction.

Configure Audit Profile Options – Receipt

On the **Audit Profile Options - Receipt** tab, there are four categories to choose from that will determine the auditing behavior.

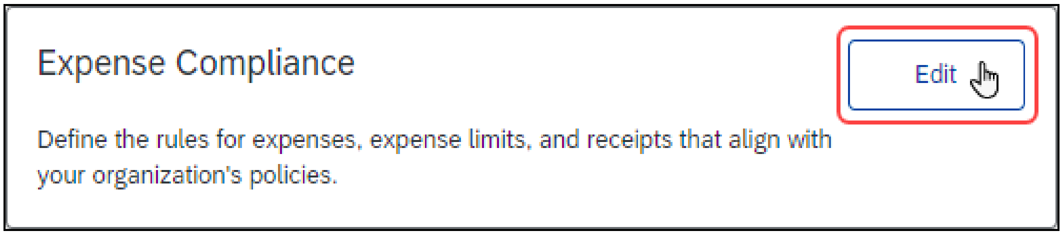
Access the Audit Profile Options – Receipt tab

To access the Audit Profile Options – Receipts tab:

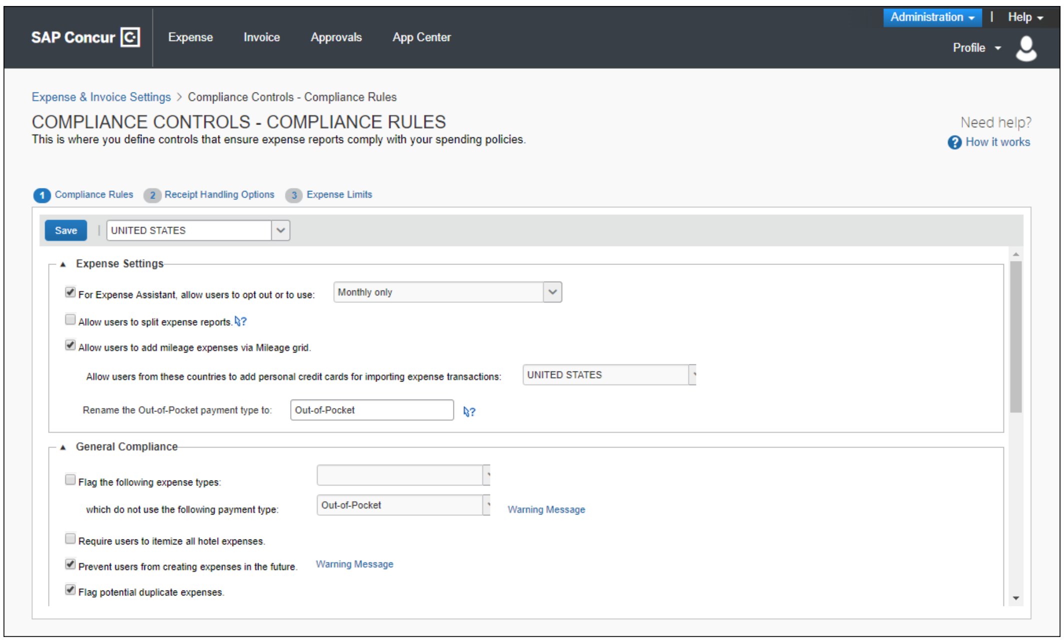
1. Click **Administration > Expense Settings** or **Expense & Invoice Settings**.

2. In the **Product** list, click *Expense*.

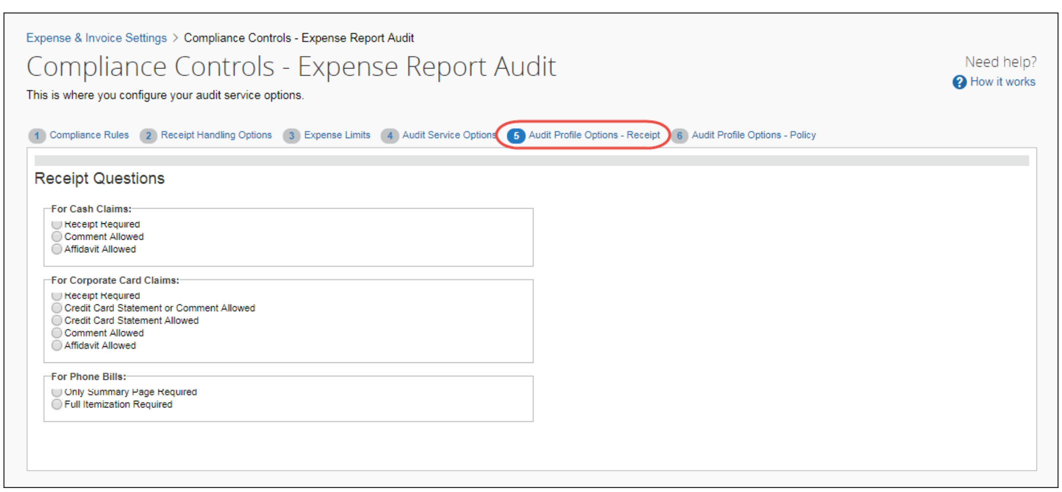
3. In the **Policy** section, on the **Expense Compliance** tab, click **Edit**.



The **Compliance Rules** tab of the **Compliance Controls** page appears.



4. Click **Audit Profile Options – Receipt** (tab).



The administrator may choose one item from each category.

To select an employee to conditionally, always, or never audit, go to the **User Information** page.

Configure Audit Profile Options – Receipt

To configure the receipt audit options:

1. On the **Audit Service Options – Receipt** tab, select (enable) one item from each category:

Field	Description
Cash Claims Section	
Receipt Required	Individual receipt is required for each applicable out-of-pocket (cash) expense, based on receipt handling.
Comment Allowed	Comment is allowed in lieu of each applicable out-of-pocket (cash) expense that is missing a receipt, based on receipt handling options.
Affidavit Allowed	Signed affidavit outlining each out-of-pocket (cash) expense missing a receipt is permitted, based on receipt handling options.
Corporate Card Claims Section	
Receipt Required	Individual receipt required for each applicable card transaction, based on receipt handling options.
Comment Allowed	Comment is allowed in lieu of each applicable card transaction that is missing a receipt, based on receipt handling options.
Affidavit Allowed	Signed affidavit outlining each card transaction missing a receipt is permitted, based on receipt handling options.
Credit Card Statement Allowed	Credit card statement is allowed in lieu of missing receipt.
Credit Card Statement or Comment Allowed	Credit card statement or comments are allowed in lieu of missing receipt.
Phone Bills Section	
Only Summary Page Required	Choose this option if the audit can progress with just the summary page of the phone bill attached.
Full Itemization Required	Choose this option if the audit is required to check the fully itemized phone bill.
Tax Checks Section **NOTE**: This feature is available in the UK and Australia. For UK clients, it is available for clients with VAT who do ***not*** use the Compliance product.	

Field	Description
Yes	If selected, report auditors are able to change the receipt status and tax amounts on expense reports.
No	If selected, report auditors cannot change the receipt status and tax amounts on expense reports.

2. Click **Save**.

Configure Audit Profile Options - Policy

On the **Audit Profile Options - Policy** tab, the administrator can choose specific policy criteria to be enforced during the audit review. The administrator can choose to enter an amount threshold that is considered when enforcing the criteria.

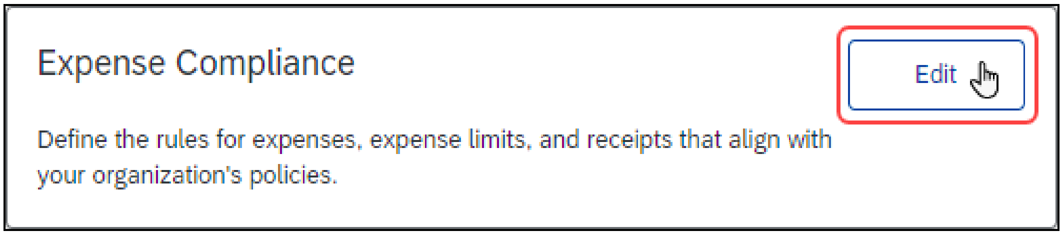
- **Policy Question**: This allows you to select specific policy criteria you want the auditors to review. For example, for Accommodations the auditor can validate if an employee is requesting reimbursement for a personal expense such as spa or hair salon, which may be out of compliance with your policy.
- **Expense Type(s)**: This identifies the expense types the policy criteria will be applied to. The default expense types are pre-selected. The administrator can also select new expense types that the criterion can be applied to.
- **Min Amount (Selected country, currency)**: This is the minimum amount that triggers the enforcement of the policy criteria.

Access the Audit Profile Options – Policy tab

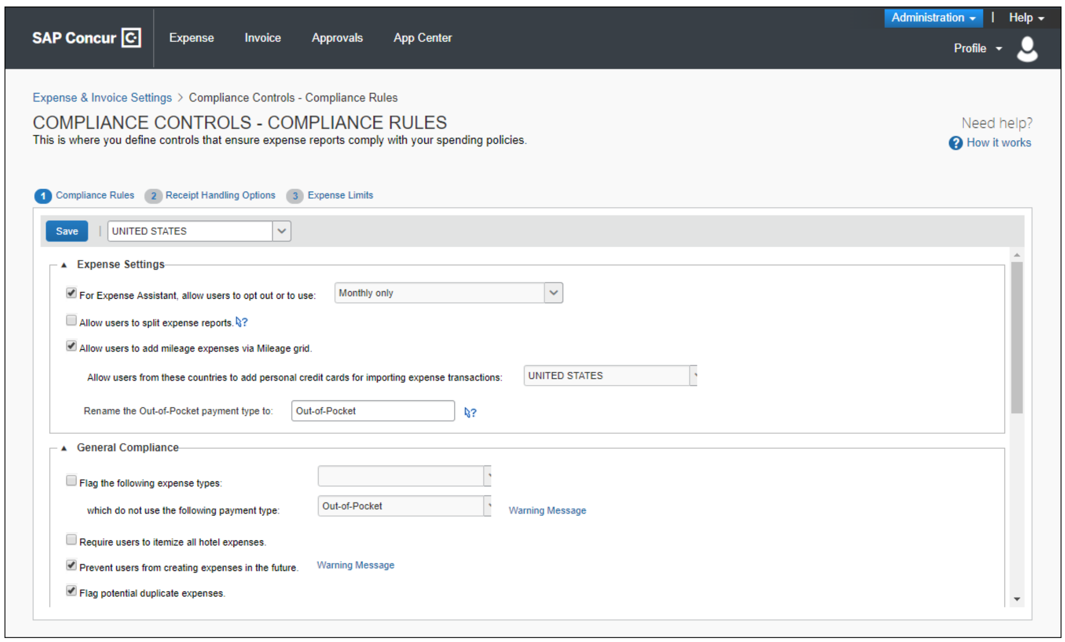
To access the Audit Profile Options – Policy tab:

1. Click **Administration > Expense Settings** or **Expense & Invoice Settings**.

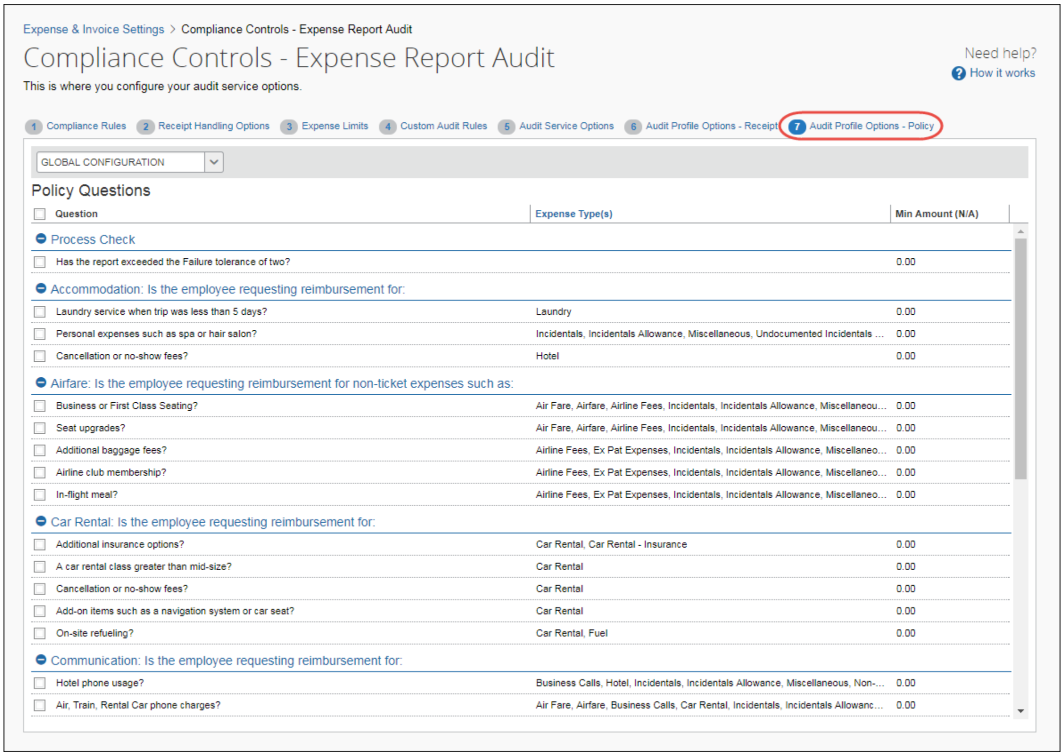
2. In the **Product** list, click *Expense*.
3. In the **Policy** section, on the **Expense Compliance** tab, click **Edit**.



The **Compliance Rules** tab of the **Compliance Controls** page appears.



4. Click **Audit Profile Options – Policy** (tab).



Configure Audit Profile Options – Policy

To configure the policy audit options:

1. On the **Audit Profile Options – Policy** tab, select (enable) the items desired.

2. Click **Save**.