Concur Invoice: Capture Processing (Client-Managed)

Setup Guide for Standard Edition

Last Revised: January 3, 2023

Applies to these SAP Concur solutions:

- ☐ Concur Expense
  - ☐ Professional/Premium edition
  - ☐ Standard edition
- ☐ Concur Travel
  - ☐ Professional/Premium edition
  - ☐ Standard edition
- ☒ Concur Invoice
  - ☐ Professional/Premium edition
  - ☒ Standard edition
- ☐ Concur Request
  - ☐ Professional/Premium edition
  - ☐ Standard edition

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Revision History

Date	Notes/Comments/Changes
April 14, 2023	Minor edit; cover date not updated.
January 3, 2023	Removed the note in the *Overview* regarding the Invoice Capture paper invoice processing service retirement that occurred on December 31, 2022.
October 15, 2022	Updated guide for new self-service Invoice Capture setup.
August 20, 2022	Added a *Country Packs With VAT* section in the *Overview*.
July 28, 2022	Clarified the note to the *Overview* to address the pending retirement of the paper invoice processing service of Invoice Capture on December 31, 2022.
July 16, 2022	Added a note to the *Overview* to address the pending retirement of the paper processing service of Invoice Capture on December 31, 2022. Minor edits throughout.
February 17, 2022	Minor edits; cover date not updated
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
November 10, 2021	Updated Product Settings instructions.
September 20, 2021	Updated page 5 to reflect that entering multiple exception email addresses is supported.
March 4, 2021	Updated the copyright year; no other changes; cover date not updated
April 22, 2020	Renamed the Authorization Request check box to Request on the guide's title page; cover date not updated
January 8, 2020	Updated the copyright; no other changes; cover date not updated
June 8, 2019	Updated text and images throughout to reflect UI name change from "Cost Tracking" to "Custom Fields".
April 13, 2019	Updated to reflect new Invoice UI changes.
March 8, 2019	Updated "payment request" to "invoice". Updated "Concur" to "SAP Concur". Updated several images.
January 29, 2019	Updated the copyright; no other changes; cover date not updated
April 11, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
February 15, 2018	Updated "Show Advanced Settings" text.
November 4, 2017	Updated guide to include new **Product Settings** page, which replaces the Setup Wizard.
July 29, 2017	Updated with information that Chinese is now a value for **Additional OCR Language** field.
June 21, 2017	Updated with information about using an email alias to apply an attribute that automatically assigns the invoices to the user who emailed them.

Date	Notes/Comments/Changes
December 13, 2016	Changed copyright and cover; no other content changes.
June 17, 2016	Updated with information about using options in the Capture Admin page
November 20, 2015	Updated graphics to reflect newly styled step numbers.
July 10, 2015	Updated with information about: • Dual support for both Client and Concur Managed versions is available • Options supporting dual support are added to various parts of the user interface as explained in the document
June 12, 2015	Updated screenshots, otherwise, no changes
February 6, 2015	Split into two documents, this one including only those configuration options available to the client
January 16, 2015	Updated with additional setup configuration information
September 16, 2014	Added information about two user interfaces; no other content changes
July 11, 2014	New companion document to the client-facing *Invoice: Capture Processing Setup Guide for Concur Standard Edition* document

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.

Invoice Capture Processing

This page of Product Settings is visible only when enabled by SAP Concur staff. Contact SAP Concur support if your company is interested in using the Invoice Capture feature.

Section 1: Overview

Invoice Capture is an optional feature that supports capture processing and validation of invoice data and generation of an invoice by using Optical Character Recognition (OCR).

Invoice Capture offers three options for managing capture processing:

- **Concur Managed** – Managed, fee-based where SAP Concur staff performs the verification of OCR results on behalf of the client
- **Client Managed** – Free, client-managed feature of Invoice Management that lets the client self-manage the verification of OCR results
- **Dual Support** – When a client uses both Concur Managed and Client Managed options simultaneously

Options to work with both Concur Managed and Client Managed types of Invoice Capture are available in the user interface, which is designed to allow easy identification, set up, and management of either capture type, or for both management types simultaneously.

For each method, the client provides suppliers with a unique SAP Concur-issued email to which invoices can be sent. Alternatively, the invoices can be mailed, scanned, and uploaded. From there, OCR is performed by the system. Either the client or SAP Concur staff performs verification of OCR results, after which each invoice is saved and advanced to the beginning of the workflow process.

Clients who use Concur Managed or Dual Support (Concur-Managed and Client-Managed) can process their own invoice batches.

Dual Support: Using Both Capture Processing Methods

Dual Support lets a client process their emailed or uploaded batches using either capture method. When this feature is enabled, additional options appear that let the admin assign a capture type to one or more batches.

More Information

More information is included in the following guides:

- *Concur Invoice: Capture Processing (Client-Managed) User Guide for Standard Edition*
- *Concur Invoice: Capture Processing (Dual-Support) User Guide for Standard Edition*

Required Roles

This document is written for administrators who have the Is Invoice Admin role is assigned to them.

NOTE: If the options described in this document do not appear the correct role has not been assigned to the administrator on the **Users** set up page.

Country Packs With VAT

The Invoice Capture processing module of Concur Invoice supports the Country Packs feature. Country packs in Concur Invoice provide clients with value-added tax (VAT) functionality based on specific countries. Each user works with the forms, fields, and other options that align with the country pack associated with the policy group to which the user is assigned. For example, VAT fields provided for each user are based on that user's policy group and country pack selection.

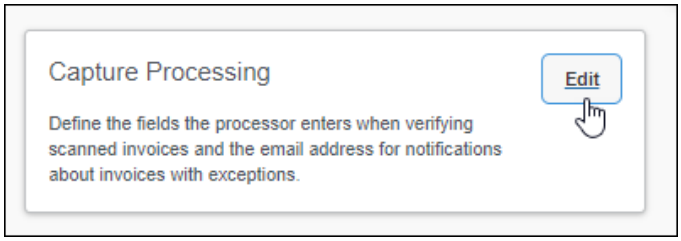
For more information about the Country Packs feature and related configuration information for Capture Processing, refer to the *Concur Invoice: Country Packs With VAT Setup Guide*.

Section 2: Access the Set Up Invoice Capture Page

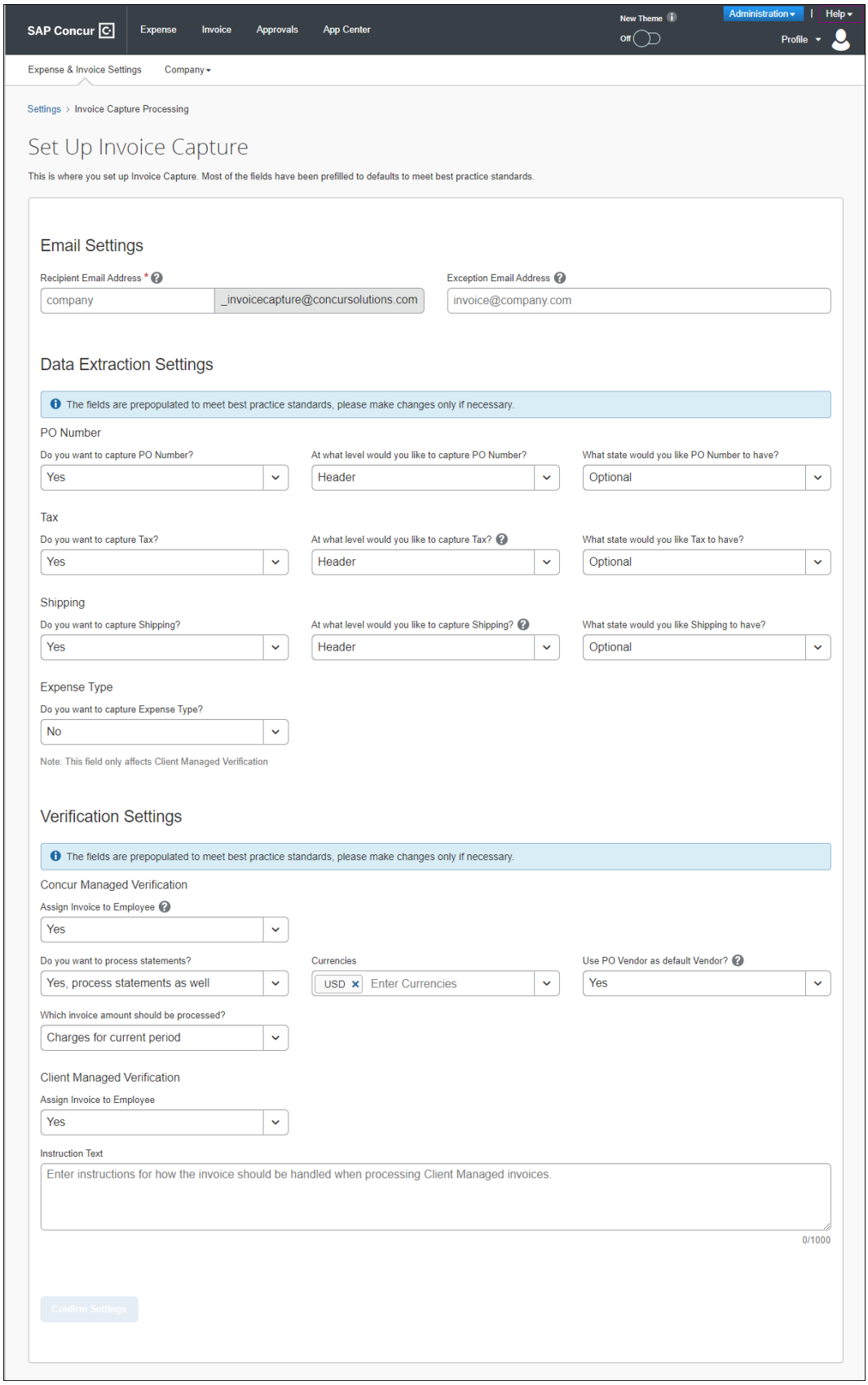
First-time initial setup occurs on the **Set Up Invoice Capture** page.

To access the Set Up Invoice Capture page:

1. Click **Administration > Invoice Settings** or **Expense & Invoice Settings**.
2. In the **Product** list, click *Invoice*.
3. On the **Capture Processing** tile, click **Edit**.



The **Set Up Invoice Capture** page appears.



Section 3: Configure Invoice Capture

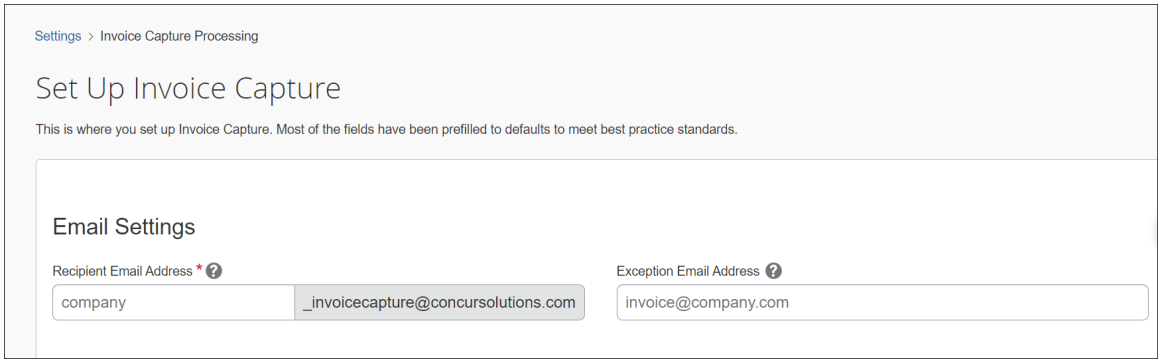
For initial set up, client administrators will see the **Set Up Invoice Capture** page display with many fields pre-populated with default entries to meet best practice standards. Administrators are advised not to change the default entries unless necessary. Administrators are required to review and complete the fields in each section, then save the information.

Once settings are saved, an SAP Concur representative will review and confirm Invoice Capture set up. Once an SAP Concur representative has verified the settings, an email will be with information about the next steps.

Email Settings

In the **Email Settings** section of the page, administrators enter recipient and exception email addresses:

- **Recipient Email Address** – The email address to which senders (vendors) will send invoices. Please consider using your company name as the email address.
- **Exception Email Address** – The system uses this email address to alert administrators that an exception is detected or that non-invoice documents have been received and action is needed.



NOTE: Before sharing the company's Invoice Capture email address with vendors, administrators are advised to test the new email address with a sample invoice to ensure it is functional and the invoice is being received and processed.

To enter a recipient and exception email addresses:

1. In the **Recipient Email Address** field, type in the name for the recipient email.

   Please consider using your company name as the email address.

2. In the **Exception Email Address** field, type in the email address of recipients who will receive exception alerts.

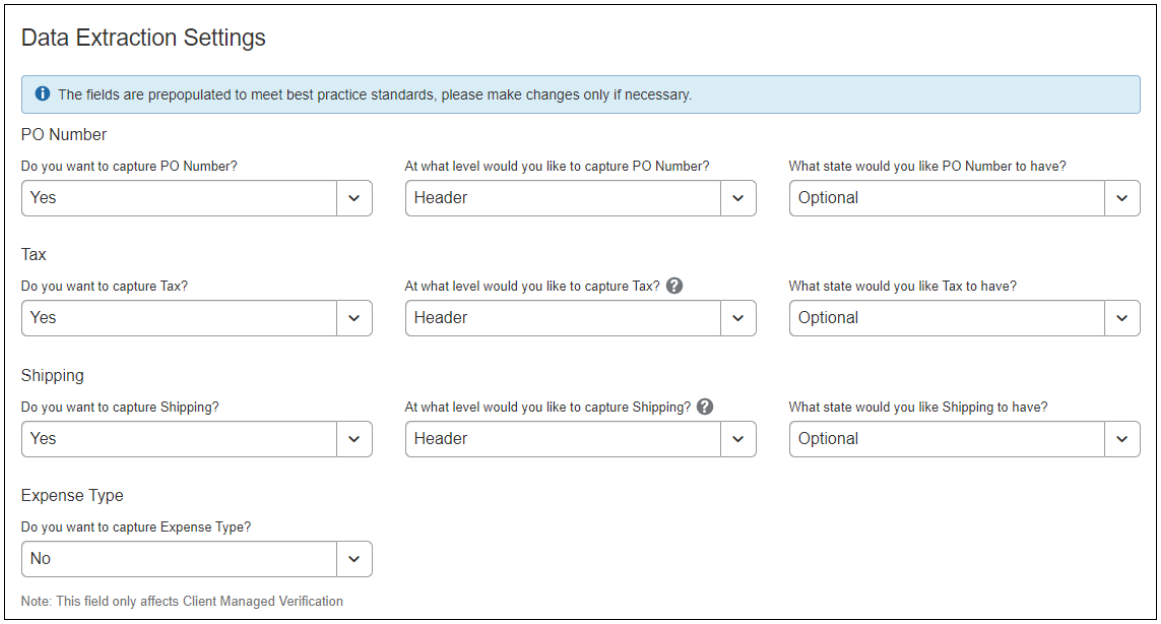
If there are multiple recipients, please separate each email address with a comma (,) or semicolon (;).

TIP: For the exception email address, consider creating a dedicated email alias (email distribution list, such as adminalias@company.com) that includes all the AP department/Verifiers to ensure that emails are received by more than one person who can act on them.

Once the recipient and exception email addresses are set up, you are ready to review and configure Data Extraction settings.

Data Extraction Settings

The **Data Extraction Settings** section is used to define what data Invoice Capture will capture from incoming invoices from suppliers and how it will display in Concur Invoice. These fields are prepopulated to meet best practice standards. Administrators are encouraged not to make setting changes unless necessary.



Add Optional Fields to the Header and Line Item Forms

Administrators can decide to add selected fields to the request header and/or line item forms.

For example:

- Some companies include the **Tax** and **Shipping** fields in the header as *Required* field types.
- Clients using the Purchase Order feature who perform periodic invoicing (monthly; quarterly) that results in multiple POs being associated with a single invoice would choose to add the **PO Number** field to the line item form.

Configure Data Extraction Settings

To configure data extraction settings:

1. Complete the following fields:

Field	Description
Do you want to capture PO Number?	This field defaults to *Yes*. Select *No* if your company does not use the PO feature in Concur Invoice.
At what level would you like to capture PO Number?	This field defaults to *Header*. Select *Header and Line Item* if you want the PO Number to display on both the header and line item.
What state would you like PO Number to have?	This field defaults to *Optional*. Select *Required* if you want the PO Number as a required value. **NOTE:** Your company must be using the PO feature in Concur Invoice to set this field as *Required*.
Do you want to capture Tax?	This field defaults to *Yes*. Select *No* if you do not want to capture tax.
At what level would you like to capture Tax?	This field defaults to *Header*. Select *Line Item* if you want all submitted invoices to require the tax amount to be broken down at the line item level.
What state would you like Tax to have?	This field defaults to *Optional*. Select *Required* if you want Tax captured as a required value.
Do you want to capture Shipping?	This field defaults to *Yes*. Select *No* if you do not want to capture shipping.
At what level would you like to capture Shipping?	This field defaults to *Header*. Select *Line Item* if you want all submitted invoices to require the shipping amount to be broken down at the line item level.
What state would you like Shipping to have?	This field defaults to *Optional*. Select *Required* if you want Shipping captured as a required value.
Do you want to capture Expense Type?	This field defaults to *No*. Select *Yes* if you are using Client Managed verification.

2. Once all fields are reviewed and completed, you are now ready to configure **Verification** settings.

Verification Settings

The **Verifications Settings** section is used to define how Invoice Capture processes incoming invoices from suppliers. These fields are prepopulated to meet best practice standards. Administrators are encouraged not to make setting changes unless necessary.

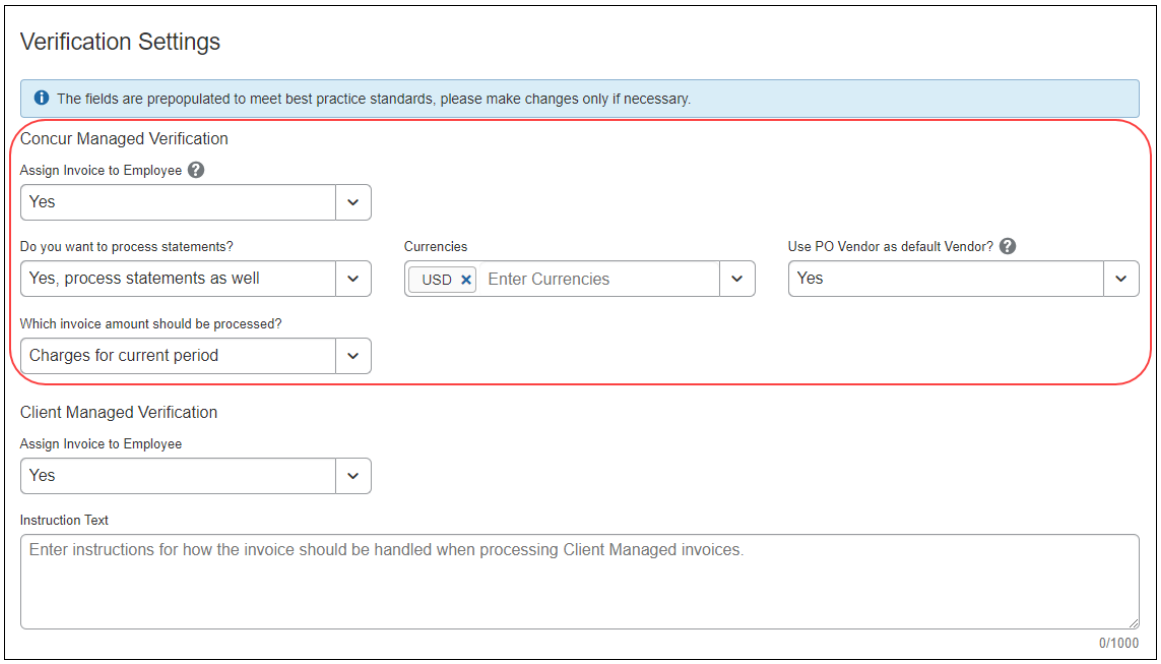
The Invoice Capture methods clients opt to use and have activated by SAP Concur support display in this section to allow easy identification of capture processing capture types:

- Concur Managed Settings
- Client Managed Settings

NOTE: For example, if a client chooses to only use the Concur-Managed option, then they will not see **Client Managed Settings** section display. If a client opts to use both methods, then both **Concur Managed Settings** and **Client Managed Settings** display in Verification Settings.

Concur Managed Verification

Administrators whose company opts to use the Concur Managed Verification will need to review and complete these settings.



To configure Concur Managed Settings:

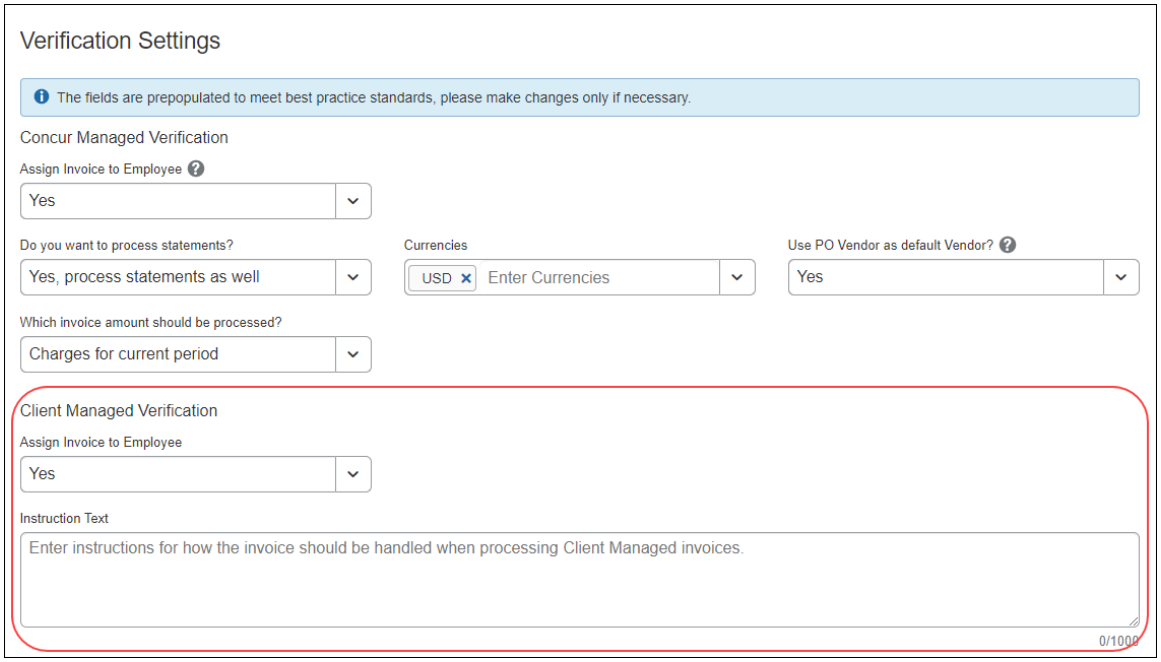
1. Complete the following fields:

Field	Description
Assign Invoice to Employee	This field defaults to *Yes*. If *Yes* is selected, incoming invoices will automatically be assigned to the employee the invoice is addressed to (whenever available). Select *No* if your company does not want to automatically assign invoices to employees.
Do you want to process statements?	This field defaults to *Yes, process statements as well*. Select *No, process invoices only* if you do not want to process statements with invoices.
Currencies	This field defaults to *USD*. Click the list to select additional currencies.
Use PO Vendor as default Vendor?	This field defaults to *Yes*. If *Yes* is selected and a valid PO number is captured, the system will use the vendor from that PO on the invoice. If *No* is selected and a valid PO number is captured, the system will verify and select the vendor as usual.
Which invoice amount should be processed?	This field defaults to *Charges for current period*. Select *Total invoice amount* if preferred.

2. You can now review and complete **Client Managed Verification** settings if activated or save your settings.

Client Managed Verification

Administrators whose company opts to use the Concur Managed Verification will need to review and complete these settings.



To set up client-managed verification:

1. In the **Assign Invoice to Employee** field, select *Yes* to have the system automatically assign the incoming invoice to the employee it has been addressed to (whenever available).

   Select *No* if you do not want the incoming invoice assigned to an employee. The invoice will enter a queue for company employees to process.

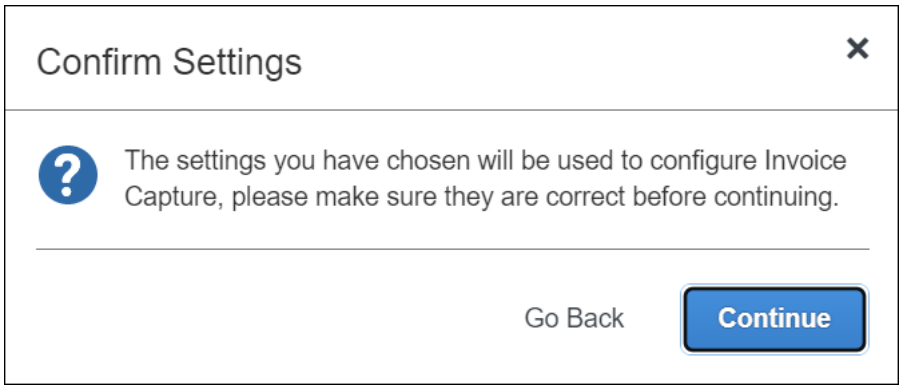
2. In the **Instruction Text** field, type instructions for how the invoice should be handled when processing client-managed invoices.

   The Verifier will see the instructions on the **Verification** tab in and can act based on the information you have typed here.

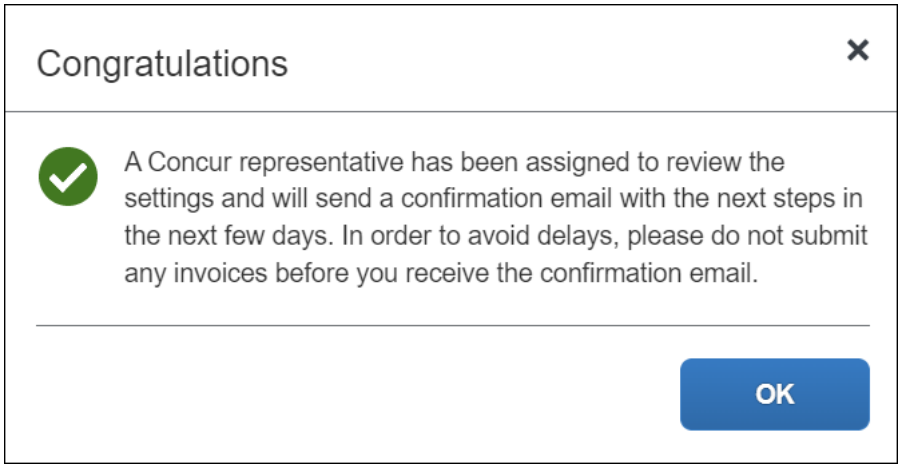
Saving Settings

When all fields are reviewed and completed, the administrator clicks **Confirm Settings** (bottom left corner of page) to save Invoice Capture settings.

A **Confirm Settings** dialog displays to remind administrators to review configured settings. Click **Continue** to save your settings.



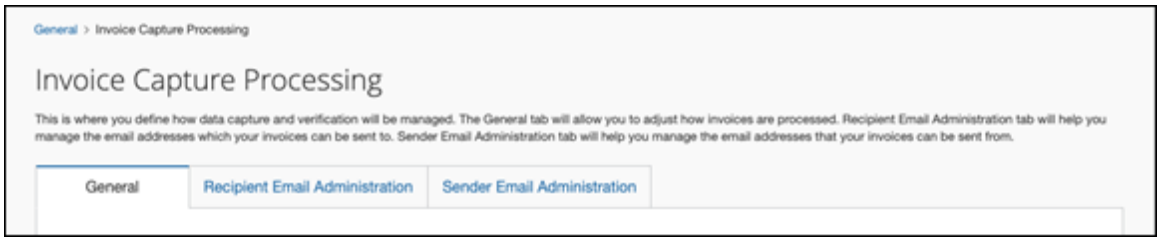
A **Congratulations** dialog displays to inform the administrator that an SAP Concur representative will review and confirm Invoice Capture set up. To avoid delays, it's recommended that invoices are not submitted before receiving a confirmation email from an SAP Concur representative.



Click **OK** to to access the **Invoice Capture Processing** page.

The **Invoice Capture Processing** page appears, and administrators now see three tabs used to complete feature configuration:

- General
- Recipient Email Administration
- Sender Email Administration



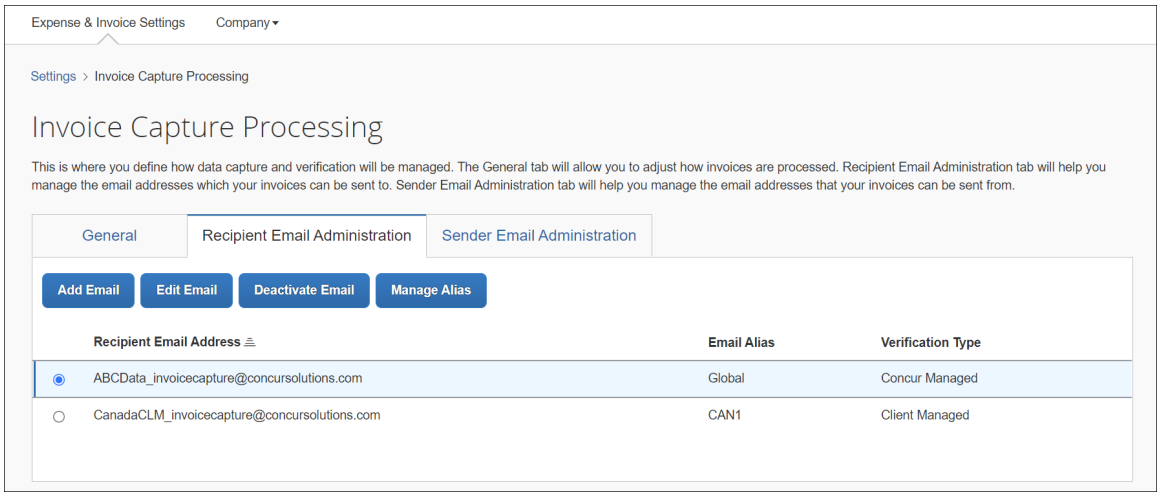
The **General** tab displays the Invoice Capture settings the administrator just saved, which can be modified as needed. The **Recipient Email Administration** and **Sender Email Administration** tabs allow administrators to set up and manage recipient and sender emails.

You can now set up recipient and supplier email addresses.

Recipient Email Administration

The **Recipient Email Administration** tab allows administrators to set up email addresses and associate these email addresses and their attributes to suppliers. The purpose of this is to apply attributes to a supplier via the email address so the system will automatically know what capture type attributes (policy type and owner assignment by sender) to apply to the incoming supplier batch email.

Options on this page allow the administrator to create an alias and associated email, then activate it. Additionally, administrators can modify the alias or archive the email by simply deactivating it.



Create and Manage Aliases

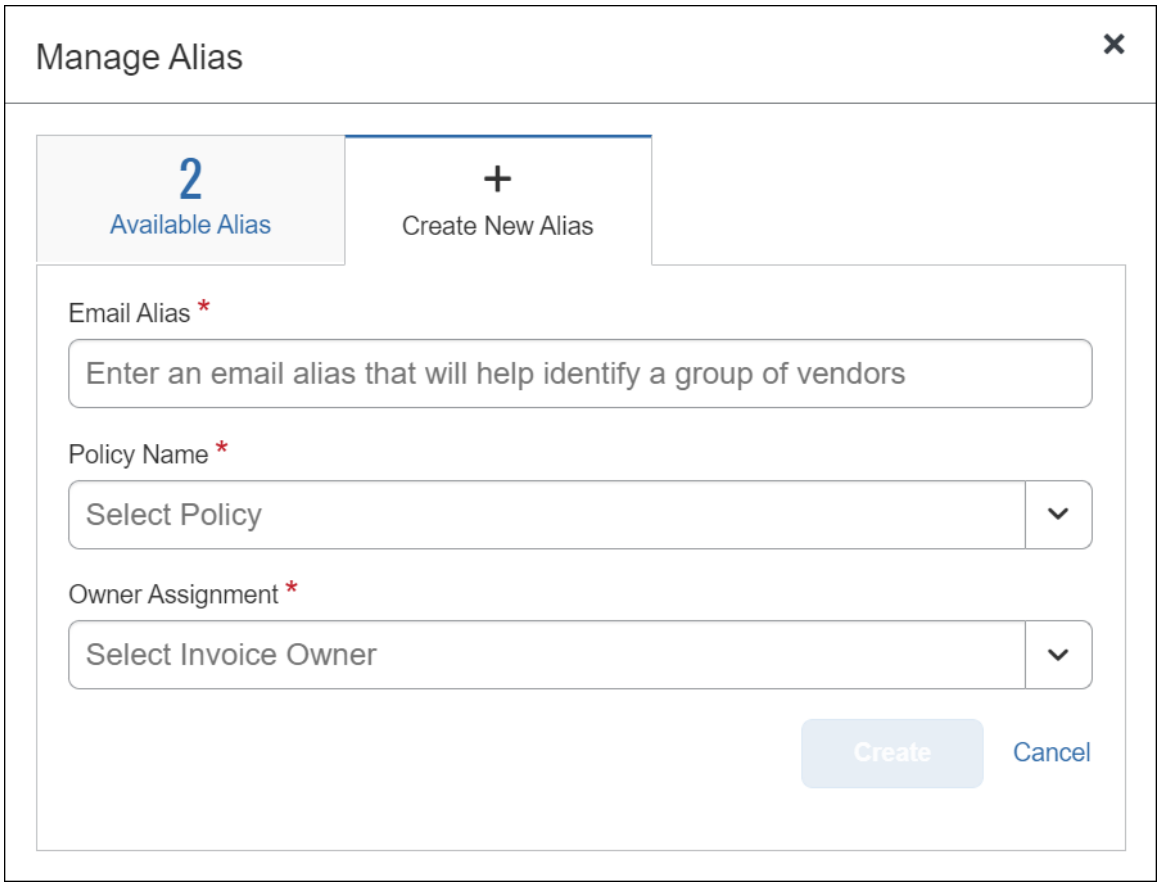
Before creating recipient email addresses, the administrator must first create an alias that carries attributes (policy type and invoice owner) for each email address associate with an alias. Attributes can be specified for each alias name created. Multiple recipient email addresses can be assigned to an alias name, which help identify the supplier an email is assigned to.

This feature is ideal for companies that want to use Invoice Capture processing to assign different attributes according to clearly defined geographical or business unit entities that can be assigned different email addresses for policy assignment.

On the **Recipient Email Administration** tab, click the **Manage Alias** button to access the **Manage Alias** page.

The **Manage Alias** page displays two tabs:

- On the **Create New Alias** tab, administrators can enter the alias name, select a country for the policy and language type, and assign the invoice to an owner.
- On the **Available Alias** tab, administrators can view aliases and edit or deactivate the alias.



UNDERSTANDING OWNER ASSIGNMENT

Any employee who creates and sends invoices to Invoice Capture can be automatically assigned these invoices on receipt by the system. This is useful for clients whose invoice handling workflow requires that the invoice creator also be responsible for all processing steps, from scan and email, to coding, and finally to successful submission of the invoice.

By selecting *Sender* for this email alias, all "To Concur" emails associated with the alias are detected and routing is set to assign the emailed invoices directly to the sender. This is done by identifying the "From" email address of the sender and noting which employee is systematically associated with the email. The system is instructed to assign to sender via the "To" email and is provided with the employee name through their "From" email address.

CREATE AN EMAIL ALIAS

To create a new alias:

1. On the **Recipient Email Administration** tab, click the **Manage Alias** button.
2. In the **Manage Alias** window, click the **Create New Alias** tab.
3. In the **Alias Name** field, type an alias name that will help identify a group of vendors.
4. In the **Policy Name** list, select the policy type.

   All available policies for the company entity are listed here.
5. In the **Owner Assignment** field, select *Sender* to have the system automatically assign the invoice to the user sending the invoices.
6. Click **Create**.

EDIT AN EMAIL ALIAS

To edit an email address alias:

1. On the **Recipient Email Administration** tab, click the **Manage Alias** button.
1. Select the email address for which you want to change the alias, then click **Manage Alias**.
2. On the **Available Alias** tab, click **Edit**.
3. In the **Edit Alias** window, type in a different alias name the **Email Alias** field.

4. Make other edits as needed.

5. Click **Save**.

Create and Manage Recipient Email Addresses

A recipient email address must be associated with an alias. The system uses the alias attributes when receiving and processing a batch.

Recipient email addresses are added to the SAP Concur solutions domain and are used as a unique identifier to route all supplier emails directly to the client entity being configured.

! After receiving the confirmation email from SAP Concur staff verifying Invoice Capture setup, send a minimum of one batch to the email address configured for the client to expose the email address in the **Email Administration** tab of the Capture Processing Admin tool.

Recipient Email Address Example

For example, if the company name is Financial Advisors Inc, you could enter variations of this name: FinancialAdvisorsInc or FAI.

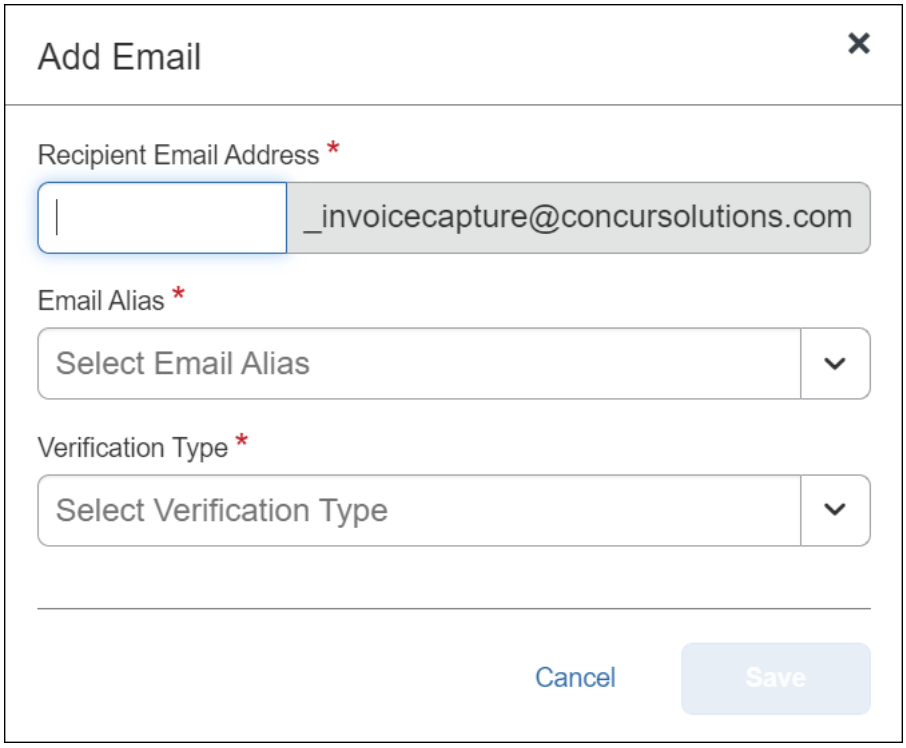
Once the company name is entered, the system appends the name with "_invoicecapture@concursolutions.com".

The recipient email address becomes: FAI_invoicecapture@concursolutions.com.

CREATE A RECIPIENT EMAIL ADDRESS

To create a recipient email address:

1. On the **Recipient Email Address** tab, click **Add Email**. The **Add Email** window appears.



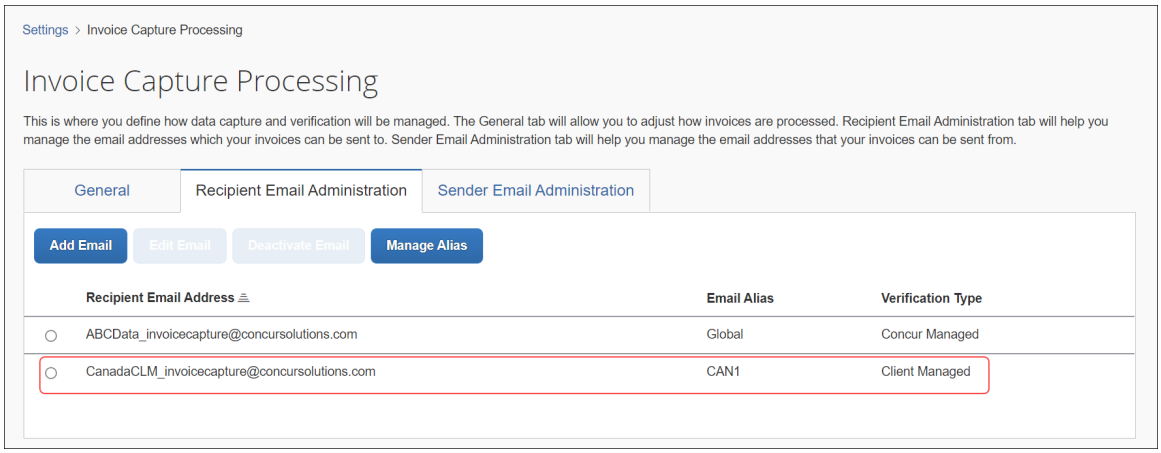
2. In the **Recipient Email Address** list, type in a name that will help identify a group of vendors.

3. In the **Email Alias** list, select the alias to assign to this email address.

4. In the **Verification Type** list, select the capture processing method: *Concur Managed* or Client *Managed*.

5. Click **Save**.

The new email address displays in the **Recipient Email Address** list.



Edit a Recipient Email Address

To edit a recipient email address:

1. On the **Recipient Email Administration** tab, select the email address you want to edit.
2. Click **Edit Email**.
3. Make any necessary modifications.
4. Click **Save**.

Deactivate a Recipient Email Address

To deactivate a recipient email address:

Once an email address is deactivated, emails can no longer be sent to the email address.

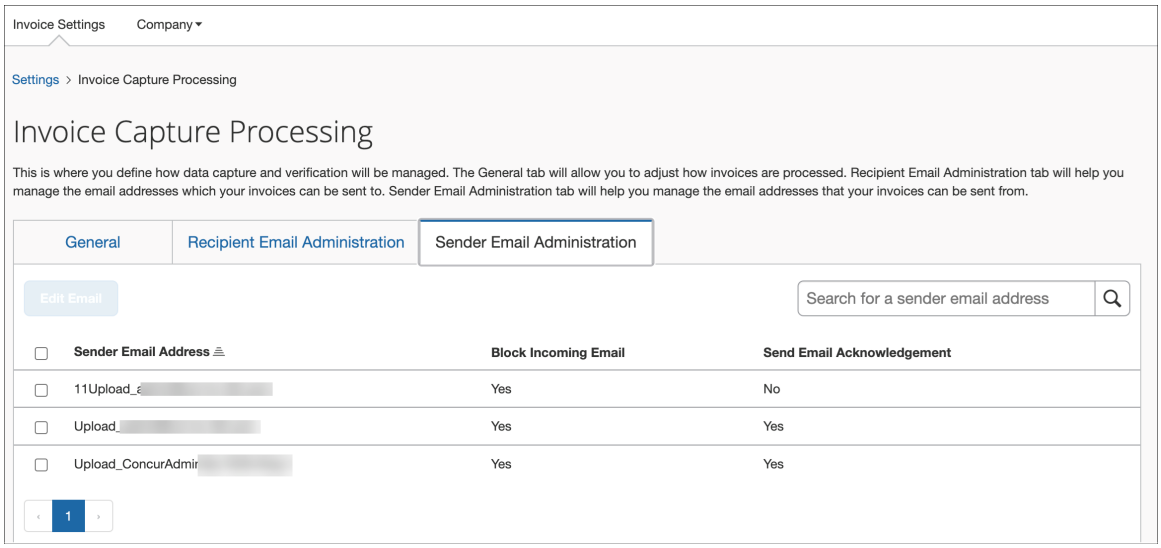
1. On the **Recipient Email Administration** tab, select the email address you want to deactivate.
2. Click **Deactivate Email**.
3. In the **Confirm Deactivation** dialog, click *Yes* to deactivate the email address.

   The email no longer displays on the **Recipient Email Administration** tab.

   To reactive this email address, click **Add Email** to re-add them email and select the email alias and verification type.

Supplier Email Administration

The **Sender Email Administration** tab includes options that allow administrators to manage email addresses provided by vendors (suppliers) and gathered by Invoice Capture Processing into a list provided on this page.



Use the **Search** field to locate a supplier email address.

Edit Sender Email Addresses

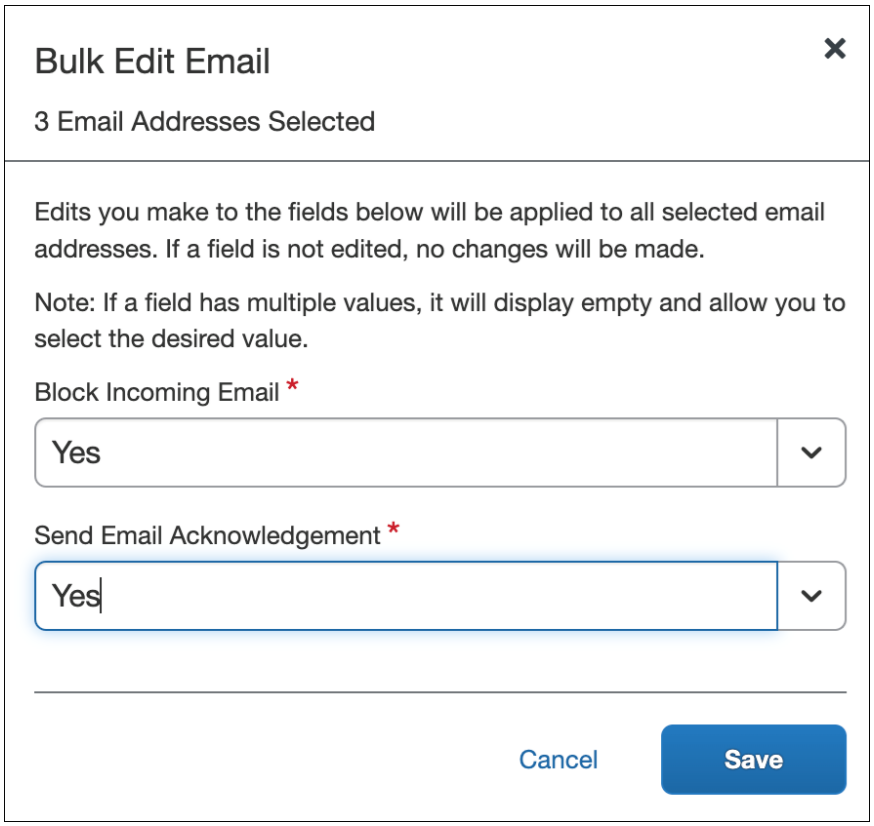
You can edit individual sender email addresses or opt to bulk edit email addresses.

BULK EDIT EMAILS

▶ ***To bulk edit emails addresses:***

1. Click the **Sender Email Administration** tab.
2. Select the email addresses you want to modify and click **Edit Email**.

3. The **Bulk Edit Email** window appears showing the number of email addresses selected for editing.



NOTE: Edits made to fields in the **Bulk Edit Email** window are applied to all selected email addresses. If a field is not edited, no changes will be made.

NOTE: If a field has multiple values, the list will display empty and allow you to select the desired value.

4. In the **Block Incoming Email** list, select *Yes* to block incoming emails from senders.

5. In the **Send Email Acknowledgement** list, select *Yes* or *No* to send an email acknowledgement to the sender.

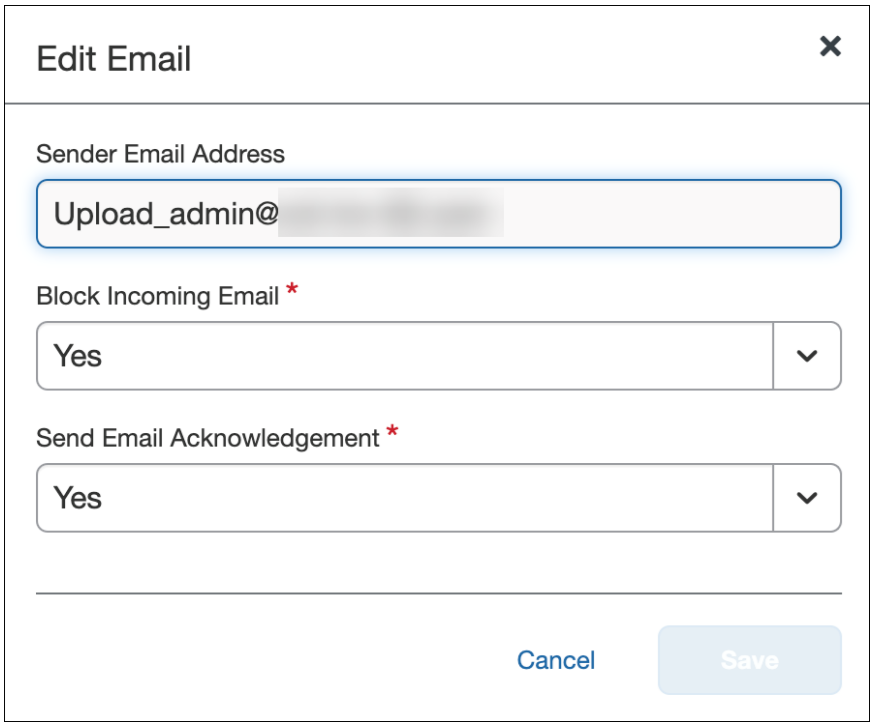
EDIT INVDIVIDUAL SENDER EMAIL ADDRESSES

To edit a sender email address:

1. Click the **Sender Email Administration** tab.

2. In the **Search** field, type in keywords to locate the email.

3. Select the email you want to modify and click **Edit Email**.



4. In the **Block Incoming Emails** list, select whether to block or receive emails from the sender. The default setting for this field is *No*.

   Invoice Capture will prevent a supplier email from being received or displayed based on the email address associated with that supplier.

5. In the **Send Email Acknowledgement** list, select whether to send the supplier an acknowledgement email upon receipt of their email. The default settings is *Yes*.

6. Click **Save**.