Shared: Default Configuration Settings

Setup Guide for Concur Standard Edition

Last Revised: October 8, 2019

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
Setember 2, 2022	Replaced existing UI screenshot with NGE screenshot in *Expense/Invoice Digital Tax Invoice* section
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
April 15, 2021	Updated the copyright year; no other changes; cover date not updated
April 27, 2020	Renamed the Authorization Request check box to Request on the guide's title page; cover date not updated
January 15, 2020	Updated the copyright; no other changes; cover date not updated
October 9, 2019	Updated images to match term change updates. (No cover date change.)
October 8, 2019	Updated terms from "payment request" to "invoice".
June 27, 2019	Added additional information about the Request workflow in Standard edition to the *Request Default Settings* section.
February 12, 2019	Updated the copyright; no other changes; cover date not updated
April 16, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
March 14 2018	Updated the copyright; no other changes; cover date not updated
March 30 2017	Changed the description of the Daily Funding Amount Email Notification for Expense Pay, not Invoice Pay, by removing the reference to returns, which are not included.
December 15 2016	Changed copyright and cover; no other content changes.
February 19 2016	Added information about daily email reminders for purchase requests. Added information about Digital Tax Invoice for Expense.
November 20 2015	Added information about Digital Tax Invoice for Invoice.
August 14 2015	Added information about modifying the Payment Manager Extract to include digital tax invoice fields.
June 12 2015	Added information about Request.
May 15 2015	Updated graphics to show Concur Receipt ID number in tooltip
March 13 2015	Added Digital Tax Invoice section; the separate fact sheet is obsolete
January 22 2015	Removed information about two user interfaces; no other content changes

Date	Notes/Comments/Changes
September 16 2014	Added information about two user interfaces; no other content changes
May 16 2014	New document. (This content originated from the *Expense Setup Guide for Concur Standard*.)

Default Configuration Settings

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.

Overview

Expense, Invoice, and Request have some default configuration settings that are important for you to know about. However, you cannot see or adjust these settings.

Section 1: Expense/Invoice Default Settings

Default settings are made up of email notifications, email reminders, settings, and other non-configurable functions that trigger based on user actions.

Additional default settings will be added as they are implemented in the Standard product line.

Email Reminders and Notifications

With the exception of when or if an email reminder or email notification go out for overdue transactions for Expense or overdue requests for Invoice, the options in this table are hidden, set to the default shown below, and cannot be changed.

Default Configuration Setting	Default Value
Email Reminders	
How often are these emails sent out	Emails are sent daily (weekdays only), starting with a three-day reminder.
Who receives this email	An email is sent to the approver only.
If Expense Report Approvals are overdue	(Expense only) This triggers after three days.
If Company Card Transactions are overdue	(Expense only) This triggers after 14 days (default). The trigger can be changed by the client on the **Compliance Controls – Compliance Rules** page of Setup. You can change the number of days or if you do not want email notifications to go out, uncheck the selection.
If invoice approvals are overdue	(Invoice only) An email reminder is sent three days after the initial email is sent to the approver.

Default Configuration Setting	Default Value
If purchase request approvals are overdue	(Purchase Requests only) An email reminder is sent three days after the initial email is sent to the approver, and then daily until approver either approves or rejects the purchase request.
Email Notifications	
Image is available	You are notified if you have successfully attached an image(s) to your purchase request.
Daily funding email (for Expense Pay clients)	Provides information about daily funding amounts by account.
Credit card arrival	(Expense only) You have new credit card transactions
All expense report-related emails	(Expense only) Informational updates of your reports; these emails allow you to follow the progress of your reports. Some examples of emails you may get are: Pending, Status Change, Changed to Paid, Sent Back to Employee, etc.
All Invoice request-related emails	(Invoice only) These notifications are informational updates of your requests which allow you to follow the progress of your requests. Some examples of email notifications you may receive are Pending, Status Change, Changed to Paid, and Sent Back to Employee.

Section 2: Expense/Invoice Digital Tax Invoice

The Digital Tax Invoice feature available for companies with Expense or Invoice, allows users in the supported countries (currently Mexico) to attach a Digital Tax Invoice (in XML) to an expense or an invoice. Certain countries require this tax invoice for all reimbursable expenses or to be able to pay vendors. The tax invoices must be reviewed by a third-party tax invoice validator before the expenses can be reimbursed or a vendor can be paid.

Once the tax invoice has been uploaded to an expense report or invoice, the Digital Tax Invoice web service allows third-party validators to use the Concur Platform to view and validate the tax information. The validators send their results back to Concur by using the web service.

Mexico requires the Comprobante Fiscal Digital, or CFDi format. The feature currently supports this format and may be expanded to support additional formats in the future. Concur stores the UUID information from the Digital Tax Invoices.

Mexico has mandated that vendors provide a digital tax invoice in XML format for any reimbursable expense or invoices to be paid. The company must receive and store this file in order to claim the expense for tax purposes and must be able to

produce the original file in case of audit. To meet this requirement, the user can upload and store the official digital tax invoice XML file (Comprobante Fiscal Digital, or CFDi) in an expense report or an invoice.

Companies with this feature can:

- Upload the CFDi file for an entry or invoice
- View data by hovering over the CFDi icon
- View the original CFDi in their preferred XML viewer
- Delete the CFDi from the entry or invoice

After the Mexico country pack is enabled for a Concur Standard company, the ability to upload, view, and delete CFDi files is automatically provided to all employees. If the company has the Mexico country pack, users will see the **Attach CFDi** button (for Expense) or **Attach CFDi** command (for Invoice). No additional configuration is required.

Expense Reports

The Digital Tax Invoice feature provides employees with the **Attach CFDi** button on the **Expense Entry** page. The user clicks the button, navigates to the CFDi file, and selects it to upload. The system stores the digital tax invoice, and displays a blue CFDi icon next to the entry. The user can hover over this icon to open a window that displays the CFDi information and allows the user to open the CFDi (uses the user's default XML viewer) or delete it from the entry.

The user sees the **Attach CFDi** button when they open an expense entry.

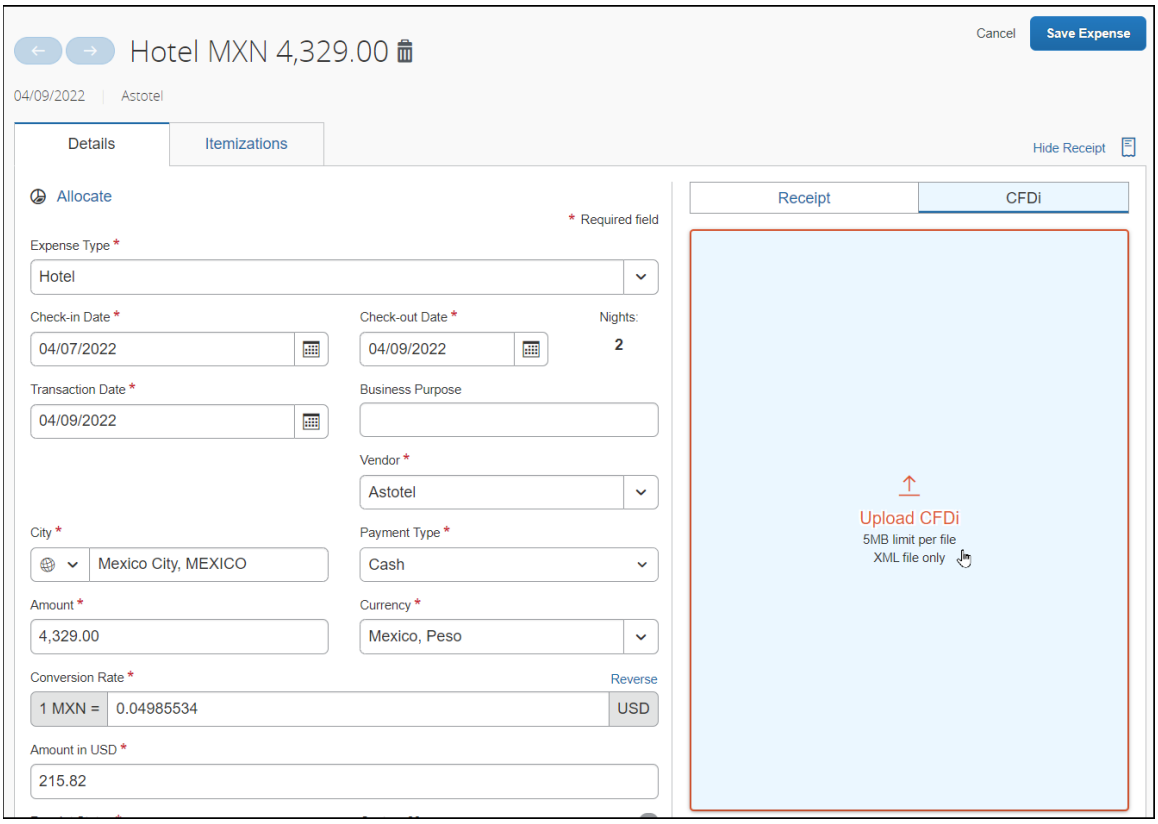
NOTE: The button is not displayed if a CFDi is already attached to the entry. Only one CFDi file may be attached to an entry.

NOTE: Expense displays an exception if the same CFDi XML file is attached to more than one expense entry.

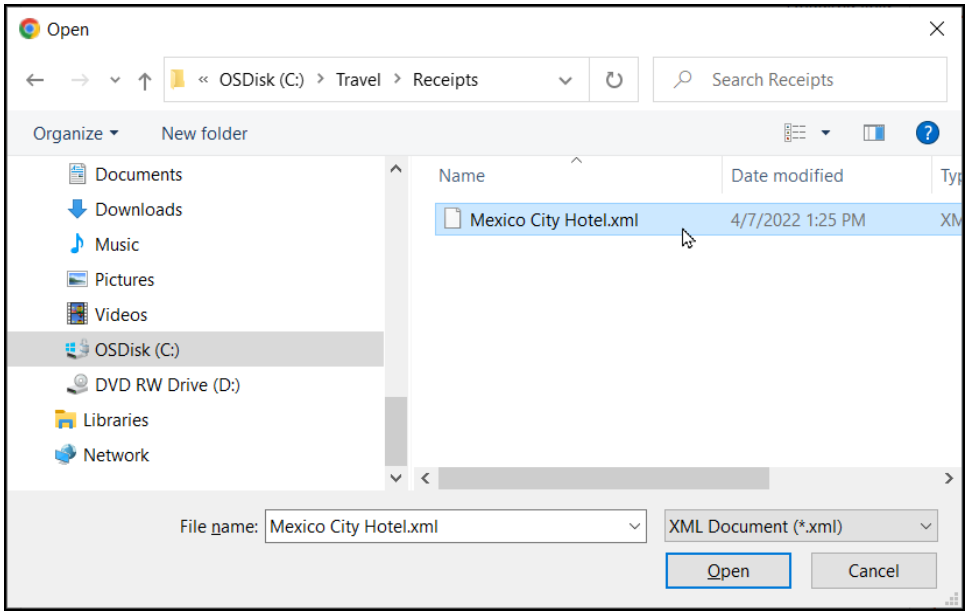
To attach the CFDi file:

1. Open the desired expense entry.

2. Click **Upload CFDi**.



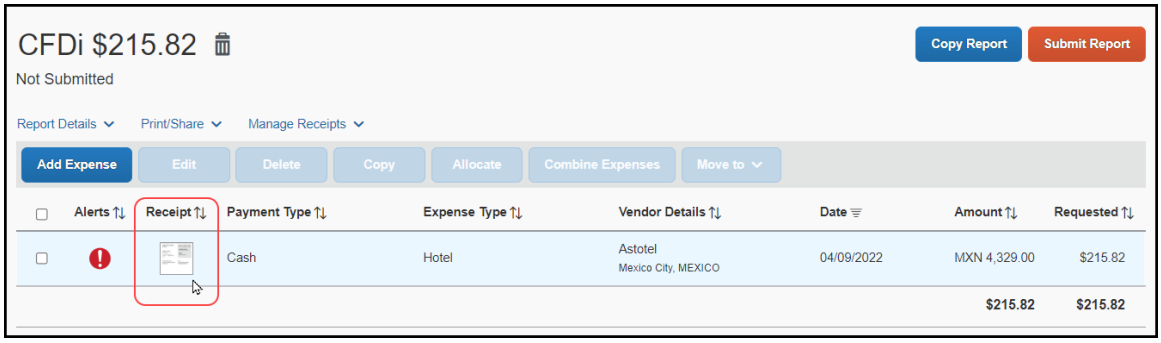
In the **Open** window, the user browses to locate the CFDi file in XML format and clicks **Open** to upload the file.



View the CFDi File

To view the CFDi file:

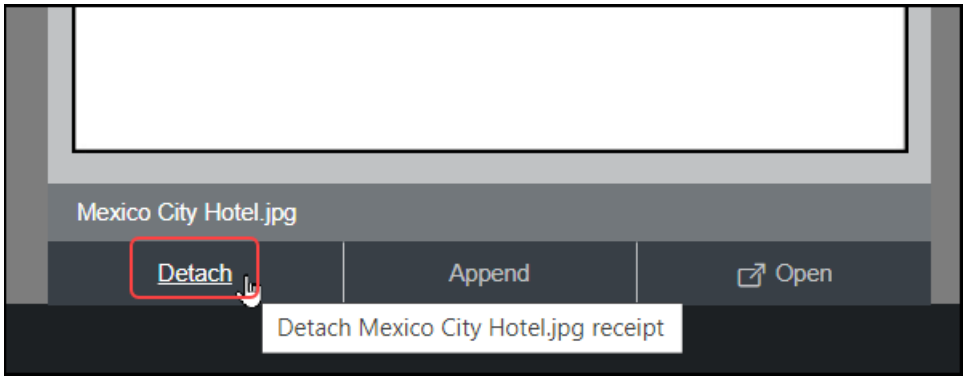
The user can view the CFDi file by clicking the image under **Receipt**:



Delete the CFDi File From an Entry

One CFDi file can be attached to an expense entry. If the user attached the wrong CFDi file, the user must delete the existing attachment from the expense entry and then attach the correct CFDi file.

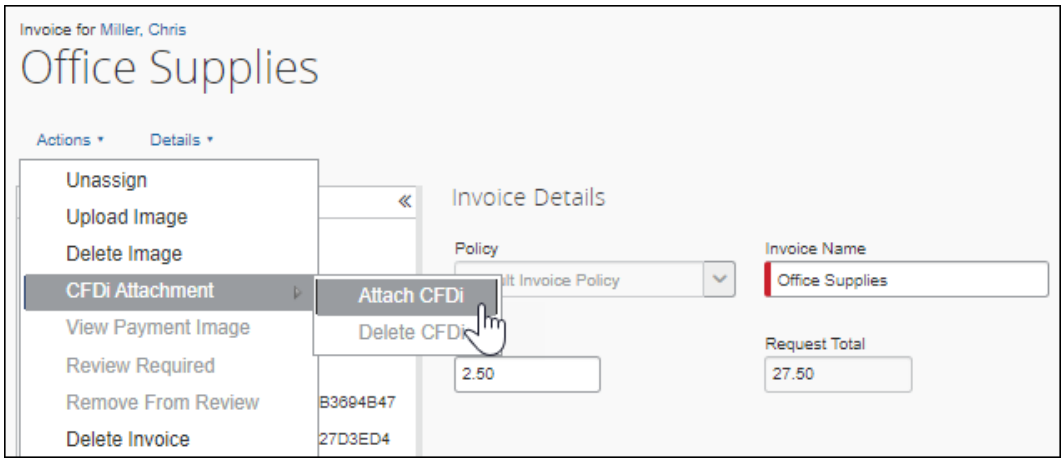
To delete, the user clicks the receipt image and in the window that appears clicks **Detach**.



Invoices

The Digital Tax Invoice feature provides employees with the **Attach CFDi** and **Delete CFDi** commands in the **Actions** menu for an invoice. The user selects the option, navigates to the CFDi file, and selects it to upload. The system stores the digital tax invoice and displays a CFDi icon on the invoice. The user can hover over this icon to open a window that displays the CFDi information and allows the user to open the CFDi (uses the user's default XML viewer) or delete it from the invoice.

When activated, the user clicks **Actions** > **CFDi Attachment** > **Attach CFDi** when creating or editing the invoice.

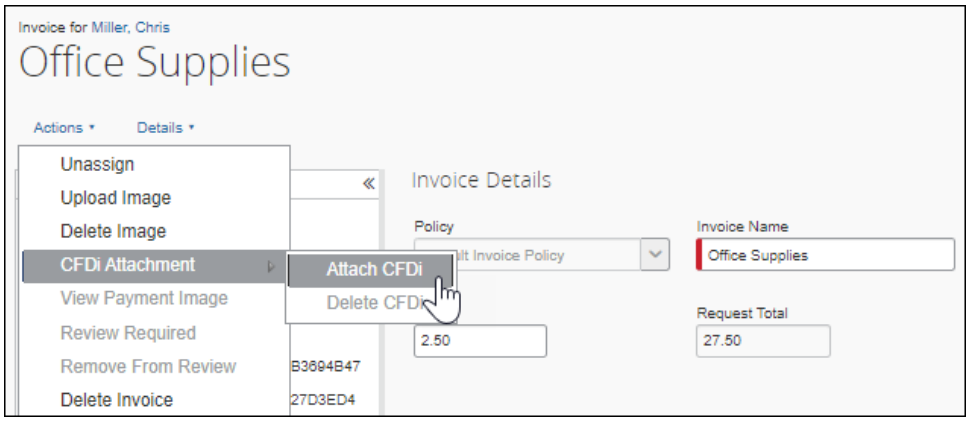


NOTE: Only one CFDi file can be attached to an invoice. So, the **Attach CFDi** option is *not* displayed if a CFDi is already attached to the request. The user must remove the currently attached CFDi file to attach a different one.

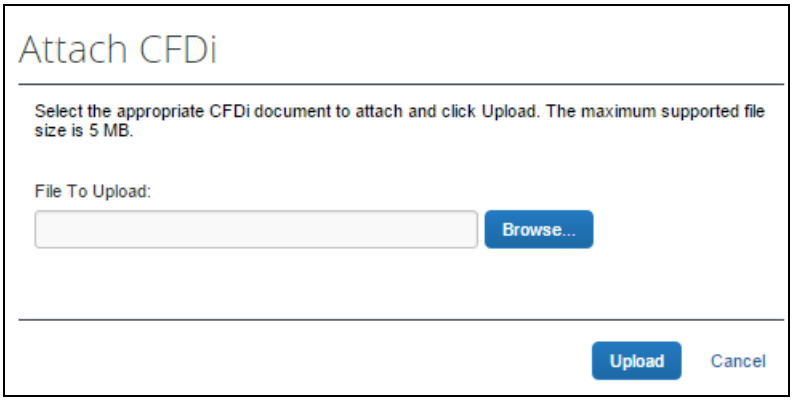
To upload a CFDi file:

1. Create an invoice or select and open an existing invoice.

1. Click **Actions** > **CFDi Attachment** > **Attach CFDi**.

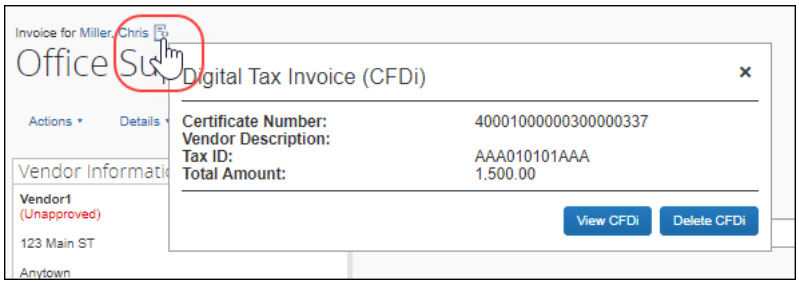


2. In the **Attach CFDi** window, browse to locate the CFDi file and then click **Upload**.



The CFDi file is now associated with the invoice. If a previously uploaded CFDi file is present, the upload action replaces the existing file.

When the user saves the invoice, the CFDi icon appears.

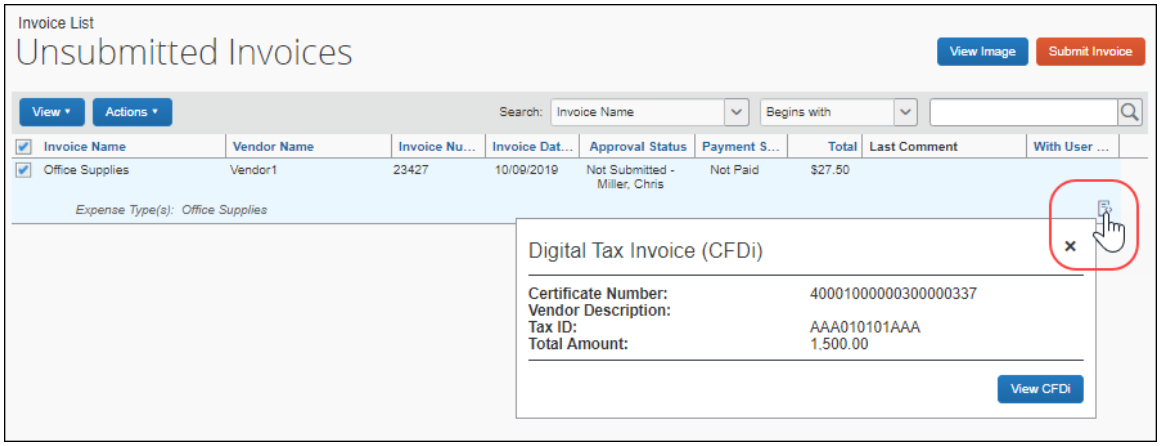


View the CFDi File

The user can view a CFDi file:

- By hovering over the CFDi icon
  – or –
- By opening the CFDi file in an XML viewer

The user hovers the mouse pointer over the CFDi icon. The **Digital Tax Invoice (CFDi)** window appears.



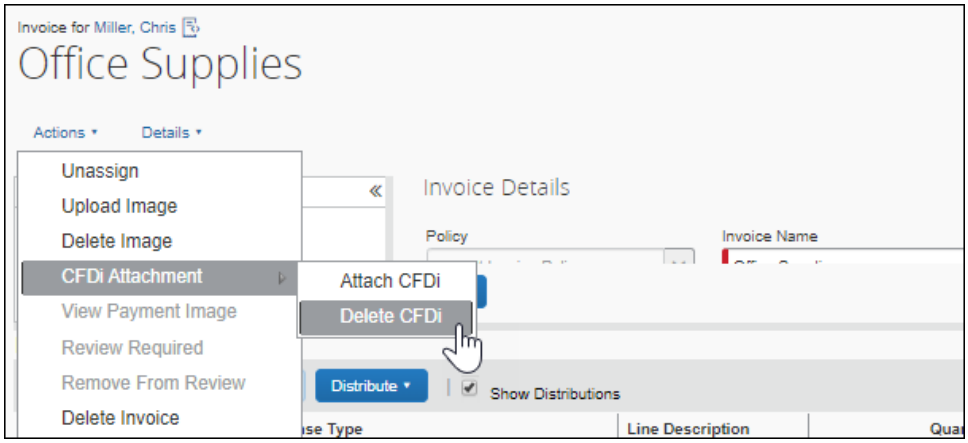
To open the original CFDi file, the user clicks **View CFDi** in the **Digital Tax Invoice (CFDi)** window. The CFDi file opens in the local machine's preferred XML file viewer.

Delete the Digital Tax Invoice File

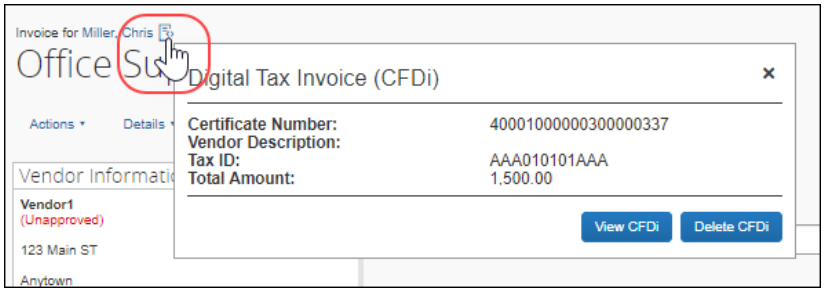
One CFDi file can be attached to an invoice. If the user attached the wrong CFDi file, the user must delete the existing attachment from the invoice and then attach the correct CFDi file.

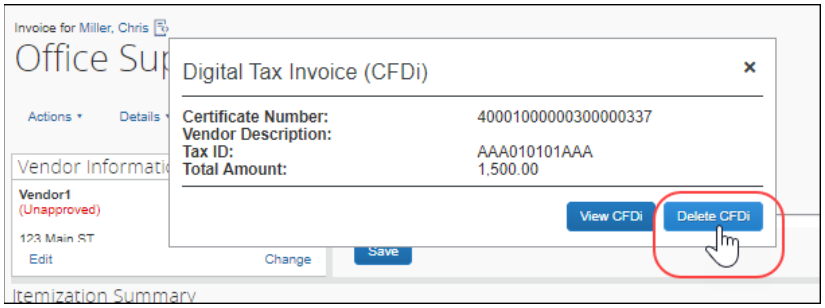
To delete a CFDi file

1. Open the desired invoice.
2. Click **Actions** > **CFDi Attachment** > **Delete CFDi**.



Alternatively, the user can hover the mouse pointer over the CFDi icon of the invoice and then click **Delete CFDi**.





(Optional) Modify the Payment Manager Extract (Expense)

The two fields available to add to the extract:

- Report Entry XML Receipt UUID
- Report Entry XML Receipt Supplier Tax ID

For more information, refer to *Expense – File Export Configuration Setup Guide for Concur Standard Edition* or to *Expense – Payment Manager Extract User Guide for Concur Standard Edition*.

Third-Party Validation

If you want to use a third-party validation service for digital tax invoices, you can contract with a validator. If the validator uses the Digital Tax Invoice web service from Concur, they can directly access the digital tax invoices and update their validation status. You must contract with the validator. Certified validation partners of Concur may be viewed on the App Center or at https://www.concur.com/en-us/app-center.

When a third-party validation service is in use, the processor will see an exception for any expense with an attached XML file that has not been validated and determined to be valid. This exception uses the exception code INVXMLST, so workflow rules can be written to ensure that any report or invoice with this exception requires processor review. A report or invoice with exceptions will always go to the processor for review.

The processor will be able to see status information about the digital tax invoice within the information displayed by hovering over the blue CFDi icon. The status may be:

- Blank (not yet validated)
- Valid
- Valid with warnings
- Invalid

The validator will include an explanatory comment for any file with a status of *Valid* with warnings or *Invalid*, to help guide the processor on what action to take.

Section 3: Request Default Settings

Request Based Settings

The Authorization Request product currently supports travel-based requests. Concur will automatically close old requests. To determine the close date, Concur will add 90 days to the end date of the request, and then automatically close the request on that date. If there is no end date on the request, Concur will use the last approved date or the cancelled after approval date.

Policy Group Settings

The Request Policy Groups have the following settings, which cannot be modified.

Setting	Value
Enable Cancellation	This setting allows the user to cancel requests.
Assignable to Report	This setting specifies that one request may be assigned to each expense report.
Print Format	This setting specifies that the default printed report format for all requests is the Travel Request Report.
Imaging Configuration	This setting specifies that the Expense default imaging configuration is also used by Request.
Request Active Days	This setting specifies that the requests will be automatically closed 90 days after approval or 90 days after the request header end date.
Disable Ability to Create New Requests	This setting specifies that users are all able to create new requests.

Email Notifications

Authorization Request will send email notifications for the following user roles.

REQUEST OWNER

Notification	Description
Status change Notification	This email is sent when the request changes workflow status. For example, when the request changes from Submitted – Pending Approval to Approved.
Sent back Notification	This email is sent when the request has been sent back to the owner.

REQUEST APPROVER

Notification	Description
Default request pending notification	This email is sent when a request is pending approval from the user.

TRAVEL AGENCY

Notification	Description
Agency Notification	This email is sent when the user submits a request.
Agency email on final Approval Notification	This email is sent when the request reaches final approval.
Agency Recall after Approval Notification	This email is sent when the request is recalled by the user after approval.
Agency Pre-Approval Cancellation Notification	This email is sent when the request has been cancelled before final approval.
Agency Post-Approval Cancellation Notification	This email is sent when the request has been cancelled after final approval.

Compliance Controls

Authorization Request includes the following standard compliance controls:

Compliance Control	Description
Expenses on weekend days	This compliance control adds a warning message to the request if the request entry transaction date occurs on a weekend day.

Compliance Control	Description
Missing Exchange rate	This compliance control adds a warning message to the request if the request entry currency does not match the request total amount currency, and the request entry exchange rate is 0.
Required Entries	This compliance control adds a warning message to the request if the user has not created any segments.

Request Workflow

In the Standard edition of Authorization Request, the request workflow only has two steps – Submit Request and Approve Request. There is no processor step in the request workflow. The default approver for a request is the manager assigned to the request submitter.

Authorization Request uses the following workflow settings:

Setting	Description/Value
Approval Time Expired Action	This setting will send the request to the approver's approver when the approval times out when waiting for an approver.
Expire After This Many Days	This setting specifies that a request will wait 10 days in an approver's queue before expiring.
Expiration Email to Approver	This setting specifies that when the request approval time expires no notification will be sent to the request approver.
Steps Can Be Added By	This setting specifies that approvers can add more approvers to the request workflow.
Allow Employees to Recall Requests	This setting specifies that employees are able to recall requests.

The following workflow settings are disabled for Authorization Request in the Standard edition:

Setting	Description/Value
Do not display the skip steps to the employee	Disabled
Only display approvers at or above the current approver's level	Disabled
Email employee when employee-added step is complete	Disabled