

# **CLIENT-FACING FACT SHEET**

## **Lodge Accounts on the CTE Platform**

### **September 23 2011**

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## Overview

Some clients want all travel expenses routed through one or more company cards instead of multiple individual cards. Lodge Accounts are company cards "lodged" with travel agents. They are also known as ghost cards or business travel accounts, however lodge accounts is the standard terminology for CTE. When the travel agent books travel for an individual using the lodge account, they include descriptive billing information (DBI) to the transaction. The DBI typically includes the ID of the employee booking the travel. Clients can enter the lodge account information in Concur Travel and Expense, then when the card feed is imported, CTE reads the employee identifier and routes the charge to the appropriate individual. The lodge account must be configured in CTE before the import will work.

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**NOTE:** The lodge account must be configured in CTE before the import will work. Contact SAP Concur and submit a Service Request to activate and configure this feature.

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## What the Expense User Sees

In Expense, the user adds lodge account transactions to their expense report using the same process they use for regular company card transactions.

Lodge account transactions appear on the **Expense Report List** page. The user selects **Add Card Charges**. The transactions appear in the **Smart Expenses** section:

The screenshot shows the 'Expense Report List' page with the 'Expense' tab selected. The 'Unsubmitted Reports' section has a red box around the 'Add Card Charges' button. The 'Smart Expenses' section is also highlighted with a red box and contains an 'Import' dropdown menu.

Report Name	Comme...	Status	Pay...	Report Date	Total
Training Class provide training for...		Not Sub...	Not P...	11/02/2010	USD 1...
Travel Travel		Not Sub...	Not P...	11/02/2010	£0.00
September Expenses Advertising and recr...		Not Sub...	Not P...	10/13/2010	USD 1...

Expen...	Expense Type	Date	Amount
Travel ...	Undefined	02/21/2009	£26.1...
Travel ...	Undefined	02/21/2009	£1.0...
Travel ...	Undefined	02/21/2009	£26.1...

The user selects the appropriate lodge account transaction and clicks **Import > To Current Report** or **Import > To New Report**:

The screenshot shows the 'Expense Report List' page with the 'Expense' tab selected. The 'Unsubmitted Reports' section has a red box around the 'Add Card Charges' button. The 'Smart Expenses' section is also highlighted with a red box and contains an 'Import' dropdown menu. The 'To New Report' button is highlighted with a red box.

Report Name	Comme...	Status	Pay...	Report Date	Total
Training Class provide training for...		Not Sub...	Not P...	11/02/2010	USD 1...
Travel Travel		Not Sub...	Not P...	11/02/2010	£0.00
September Expenses Advertising and recr...		Not Sub...	Not P...	10/13/2010	USD 1...

Import	Expense Type	Date	Amount
To Current Report	Undefined	02/21/2009	£26.1...
To New Report	Undefined	02/21/2009	£1.0...
Travel ...	Undefined	02/21/2009	£26.1...

The lodge account transactions appear on the **Expense Report List** page:

The screenshot shows the 'Expense Report List' page. The 'Travel' tab is active. In the 'Expenses' section, there is a 'Smart Expenses' sub-section. A red box highlights this sub-section, which contains a table with the following data:

Expense Type	Date	Amount
Travel ... Undefined	02/21/2009	£26.14
Travel ... Undefined	02/21/2009	£1.00
Travel ... Undefined	02/21/2009	£26.14

The first row is selected with a checkbox. The total amount and total requested are both £0.00.

The user selects the lodge account transaction, and the **Expense** tab shows the lodge account payment type:

The screenshot shows the 'Expense' tab for a selected transaction. The 'Payment Type' dropdown menu is highlighted with a red box and is set to 'Amex BTA'. The transaction details are as follows:

Expense Type	Transaction Date	Business Purpose	Vendor	Enter Vendor Name	City	Amount	Payment Type
Airfare	02/21/2009			Travel Management Co0000000001		26.14	Amex BTA

The total amount and total requested are both £26.14.

The employee will **not** be reimbursed for the charge as the payment type is that of the lodge account.

## Setup Step 1: Activate the Feature

Implementation Consultants can enable this feature - submit a Service Request to have this done. Once enabled, the entity's CC import will identify lodge transactions in the feed and handle them appropriately. The **Diversion and Lodge Accounts** link will now be available via the Expense Company Card Administrator tool.

## Setup Step 2: Create a Payment Type

### Create the New CBCP Payment Type

Implementation Consultants can create a new CBCP payment type for use specifically for lodge transactions. Contact SAP Concur and submit a Service Request to create this new payment type.

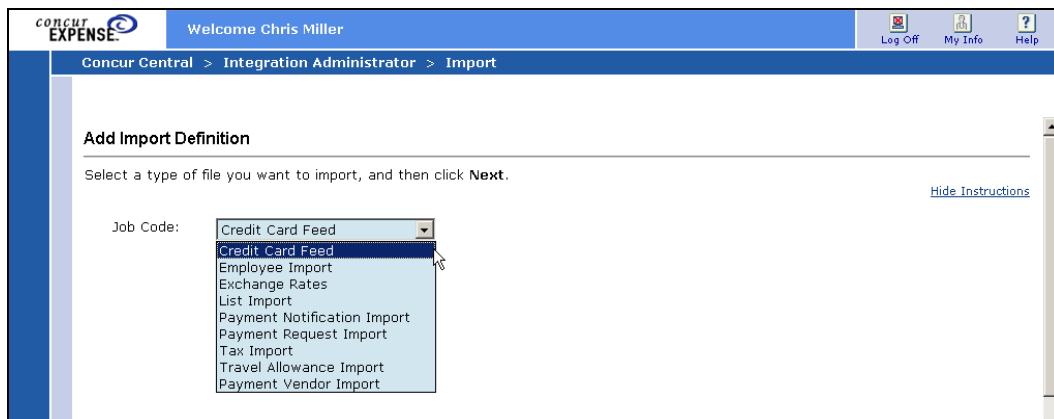
## Setup Step 3: Create a Credit Card Import Job

### Create Credit Card Import Job

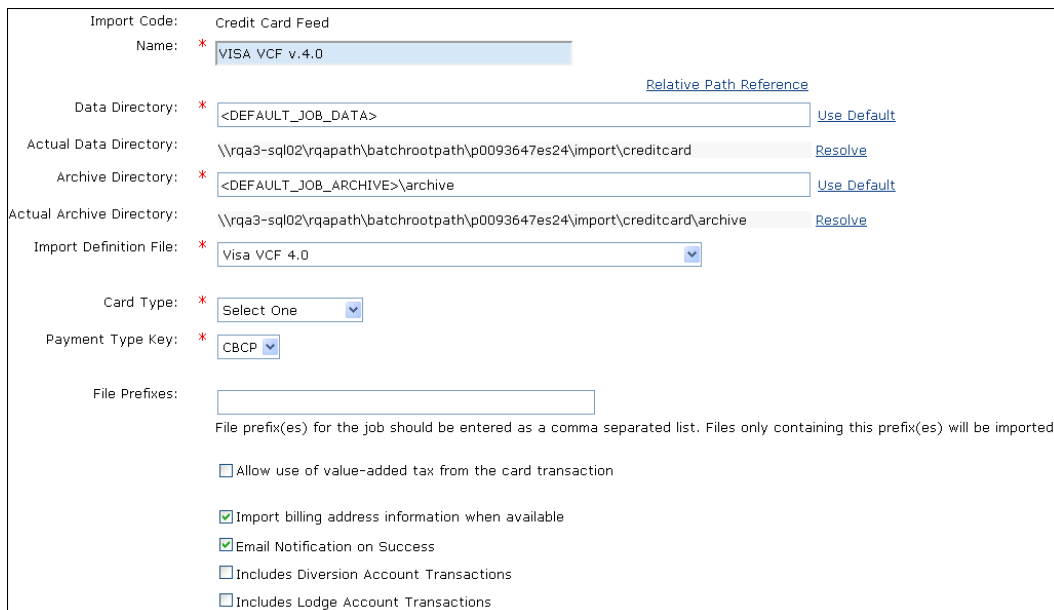
**NOTE:** This step requires the Integration Administrator role. If this role is not available at your site, contact SAP Concur directly to have the import job created for you.

Once the client's lodge account provider is ready to send lodge account data, a new credit card import job must be configured.

1. In Integration Administrator, on the **Import Definitions** page, click **Add Definition**. The **Add Import Definition** page appears.
2. From the **Job Code** list, select **Credit Card Feed**.



3. Click **Next**. The page refreshes and additional fields appear.



4. Complete the appropriate fields.

Field	Description
Import Code	A read-only name that indicates the type of import that is being defined.
Name	Type a unique name of this import. The system creates the data directory name using this name when you exit this field.
Data Directory	<p>The system creates the name of the data directory using a relative path for where the data files, such as XML files, customizations, and so on, are stored. The actual path is displayed in the Actual Data Directory field.</p> <p><b>IMPORTANT NOTE:</b> For version SU 13 or higher, always use the default (best practice) path name on new jobs.</p> <p>If you use relative path values, you must use this format: &lt;name of replacement value&gt;\&lt;name of 2nd replacement value&gt; and so on</p> <p>You can use combinations of replacement values and hard values together: &lt;name of replacement value&gt;\importname</p> <p><b>NOTE:</b> If a change is made to the relative path, you must click the <b>Resolve</b> link beside the <b>Actual Data Directory</b> field in order to see the change in that field while you are editing; otherwise, you will just see the change when the page is saved.</p> <p>You can look up a list of what the values are by clicking the <b>Relative Path Reference</b> link. For more information on relative paths and the <b>Relative Path Reference</b> link, refer to the <i>Relative Paths</i> section at the end of this procedure.</p> <p><b>Use Default link:</b> Click to revert to the default root path from the CTH_RELATIVE_PATHS table.</p>
Actual Data Directory	<p>The translated value (the actual path) of the data directory.</p> <p><b>Resolve</b> link: Click to take the value from the data directory path and translate it into the absolute value. The system will resolve the path every time the job is run. You do not have to click the <b>Resolve</b> link before saving a job definition, but it is a good practice to do so and double check the actual path.</p> <p><b>NOTE:</b> After the job is saved, the actual path will always appear on the job definition screen while editing.</p>

Field	Description
Archive Data Directory	<p>When you exit the <b>Data Directory</b> field, the name of the archive directory appears automatically.</p> <p><b>NOTE:</b> The "best practices" recommendation is to <b>not</b> change the name.</p> <p><b>NOTE:</b> If this directory does not already exist, the system will create it.</p> <p><b>IMPORTANT NOTE:</b> For version SU 13 or higher, always use the default (best practice) path name on new jobs.</p> <p>If you use relative path values, you must use this format:          &lt;name of replacement value&gt;\&lt;name of 2nd replacement value&gt; and so on</p> <p>You can use combinations of replacement values and hard values together:          &lt;name of replacement value&gt;\importname</p> <p><b>NOTE:</b> If a change is made to the relative path, you must click the <b>Resolve</b> link beside the <b>Actual Archive Directory</b> field in order to see the change in that field while you are editing; otherwise, you will just see the change when the page is saved.</p> <p>You can look up a list of what the values are by clicking the <b>Relative Path Reference</b> link. For more information on relative paths and the <b>Relative Path Reference</b> link, refer to the <i>Relative Paths</i> section at the end of this procedure.</p> <p><b>Use Default</b> link: Click to revert to the default root path from the CTH_RELATIVE_PATHS table.</p>
Actual Archive Directory	<p>The translated value (the actual path) of the archive directory.</p> <p><b>Resolve</b> link: Click to take the value from the data directory path and translate it into the absolute value. The system will resolve the path every time the job is run. You do not have to click the <b>Resolve</b> link before saving a job definition, but it is a good practice to do so and double check the actual path.</p> <p><b>NOTE:</b> After the job is saved, the actual path will always appear on the job definition screen while editing.</p>
Import Definition File	<p>Select the lodge-enabled import definition file. Refer to the Supported Company Card on the portal for card imports that support Lodge Accounts.</p> <p>Currently supported formats include:</p> <p>AirPlus Lodge CDF 3.0</p> <p>American Express TMKD for EMEA and Mexico</p> <p>American Express eData</p>
Payment Type Key	<p>Select the applicable payment type.</p> <p><b>NOTE:</b> The payment types must be defined in Expense Configuration Administrator, Payment Types before they are available in this list.</p>

Field	Description
Email Notification on Success	<p>If you select this check box, the system sends an email to each user assigned the role of Integration administrator if the run:</p> <p>Completes successfully</p> <p>Fails</p> <p><b>or</b></p> <p>Completes with errors</p> <p>If you clear this check box, the system sends an email to each user assigned the role of Integration administrator if the run:</p> <p>Fails</p> <p><b>or</b></p> <p>Completes with errors</p>
Includes Lodge Account Transactions / Include Diversion Account Transactions	Lodge or Diversion account transactions are included in the feed.

5. Click **Finish**. The new import appears on the **Import Definitions** page.

#### Setup Step 4: Create the Lodge Account

The Company Card Administrator configures lodge accounts on the **Diversion and Lodge Accounts** page of the Company Card Administrator tool.

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**NOTE:** This step requires the Company Card Administrator role. If this role is not available at your site, contact SAP Concur directly to add, edit, or delete lodge accounts.

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► **To add a new lodge account:**

1. On the **Manage Accounts** page, click **New**. The **Create New Card Account** dialog box appears.

2. Complete the required fields.

Field	Description
Account Type	Select Lodge.
Description	This value will appear as the Name on Card in the Standard Accounting Extract.
Payment Type	This is limited to payment types with a Company Billed/Company Paid payment type code.
Account Number	The number of the account.
Clearing Account Code	The clearing account code number.
Effective Date	The date on which the account is activated and may be used.

3. Click **Save and Configure**. The **Configure Expense Field Labels for Lodge Account** dialog box appears.



**Configure Expense Field Labels for Lodge Account: Lodge Account**

Select the appropriate Lodge specification and then provide labels for each of the desired fields. Use the drop-down to indicate which field contains the Employee ID used for matching a transaction to the employee for expensing. If the Lodge specification isn't listed, verify that the job has been created.

Select Lodge Import Format: American Express TMKD EMEA and Mexico

Specification Field Name	Expense Field Label	CC Field Type
REF. 1 Free format- Travel office capture	Employee ID	
REF. 2 Free format-		
REF. 3 Free format- Travel office capture	Cost Center	
REF. 4 Free format- Travel office capture		
REF. 5		
REF. 6		
REF. 7		

Segment Payment Type Employee Name Email Address Login ID

Save Cancel

4. Complete the required fields.

Field	Description
Select Lodge Import Format	Select the name of the Import Format used to import the data for this Lodge Account
Expense Field Label	Label for custom data provided in the feed
CC Field Type	Identify the field that contains the Employee ID <i>Note: Selecting "None" is not required</i>

5. Click **Save**.

► **To Modify an existing lodge account:**

1. In Company Cards, click **Manage Accounts**. Select **Diversion and Lodge Accounts** in the **Show Only** drop-down and click **Search**.
2. Select the desired account and click **Modify**. The **Modify Account** page appears.

3. Make any necessary changes.
4. Click **Save**.

► **To delete a lodge account:**

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**NOTE:** The **Delete** button only appears if the **Allow card accounts to be deleted** check box on the Settings panel is selected (active).

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1. In Company Cards, click **Manage Accounts**. Select **Diversion and Lodge Accounts** in the **Show Only** drop-down and click **Search**.
2. Select the desired account.
3. Click **Delete**.

## Setup Step 5: Showing Custom Fields in Manage Lodge Transactions

Once the custom fields are labeled using the Configuration screen above, the fields can be displayed in the Manage Lodge Transactions tool for the Expense Company Card administrator. To display the custom fields, the Expense Company Card Administrator must click the triangle in any column, select Columns then check the selected field.

Transaction Amount	Currency	Transaction Date	Posted Date	Employee ID
17,000.00				
42,080.00				
21,600.00				
21,600.00				
17,900.00	GBP	0		
17,900.00	GBP	0		
17,000.00	GBP	0		
17,000.00	GBP	0		
17,000.00	GBP	0		
17,000.00	GBP	0		
17,000.00	GBP	0		
17,000.00	GBP	0		

☒ Import Run Number  
☒ Traveler Name  
☒ Ticket/Reservation Number  
☒ Merchant Name  
☒ Description  
☒ Transaction Amount  
☒ Currency  
☒ Transaction Date  
☒ Posted Date  
☒ Employee ID  
☒ First Name

## Lodge Account Transactions Import Process

Once the steps above have been completed, the corresponding transactions can be imported. The process for importing lodge account transactions follows:

1. The import job for the credit card file containing lodge account transactions begins.
2. A lodge account transaction for a user is imported.
  - ♦ **If the user has never received a lodge account transaction before:** CTE creates a pseudo card account for the user, based on the employee ID in the feed; the pseudo card account is automatically assigned to the employee (see note below). This account is not visible within Expense Company Cards or My Profile. The account allows CTE to display the charge to the employee responsible for expensing it.
  - ♦ **If the user has received lodge account transactions before:** The transaction is associated with their pseudo card account.
3. CTE presents the transaction to the user as usual.

If the lodge account listed in the import file is not configured in CTE, the transaction will not be imported, and the job will be marked as *Completed with Errors*. Once the lodge account is configured in CTE, the file can be re-imported.

If the specified employee ID is not valid within CTE (i.e. no employee exists with that ID) or the transaction did not include an employee ID, then the transaction is orphaned and the Expense Company Card Administrator must use the Manage Lodge Transactions tool in Expense Company Cards to assign the transaction to the appropriate employee.

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## Troubleshooting Import Issues

There are a few issues that can occur during the Lodge Account Feed Import. If these issues occur, follow the steps below.

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**NOTE:** This step requires the Integration Administrator role. If this role is not available at your site, contact SAP Concur directly to have the import job created for you.

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### Import File Contains Transactions for Lodge Account That Does Not Exist in Expense

If the import file contains transactions for lodge accounts that have not been defined in Expense, you will receive this message in Integration Administrator:

A unique lodge account with the payment type %paymentType% was not identified. Please log into the Expense Company Card Administrator, click on Diversion and Lodge Accounts and create the lodge account. After the account has been created the feed can be re-imported.

In order to correct this issue, you must:

1. Add the lodge account in Expense



Refer to the *To Add A Lodge Account* section of this document for details.

2. Re-import the lodge account feed file



Refer to the *Re-importing the Lodge Account Feed File After Errors are Corrected* section of this document for details.

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### Transactions in Feed File for Employee ID That Does Not Exist in Expense

If the lodge account feed file contains transactions for an employee ID that does not exist in Expense, you will receive an error message in Integration Administrator. The feed file import process will create a pseudo card account that must be assigned to the correct employee before the lodge account transactions can be used in an expense report.

In order to correct this issue, you must:

1. Assign the pseudo credit card to an employee in Expense
2. Re-import the lodge account feed file



Refer to the *Re-importing the Lodge Account Feed File After Errors are Corrected* section of this document for details.

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## Re-importing the Lodge Account Feed File After Errors are Corrected

► **To access the Import pages**

1. Log on to **Concur Central**.
2. Click **Integration Administrator**. The **Import Definitions** page appears.

The screenshot shows the Concur Central web interface. At the top, there's a blue header with the Concur logo and 'Welcome Concur Administrator'. Below this is a navigation bar with links: [Concur Central](#) > [Integration Administrator](#). Under 'Integration Administrator', there are several sub-links: [Import](#), [Analysis Extract](#), [Archive](#), [Reporting Consolidation](#), [All Scheduled Jobs](#), [Configure Extracts](#), and [System Log](#). The main content area is titled 'Import Definitions'. It contains a paragraph: 'This page lists all existing imports. To add a new import, click **Add Definition**. To change configurations, click the import name. To view prior run logs for this import, click **View Run History**.' Below this paragraph are links for [Hide Instructions](#) and [Add Definition](#). A table is displayed with the following data:

<a href="#">Delete Selected Rows</a>					
<a href="#">Select All</a>	Actions	Import Name	Import Type	Last Run Date	Last Run Status
<input type="checkbox"/>	<a href="#">View Run History</a> <a href="#">Schedule</a>	<a href="#">Exchange Rate</a>	Exchange Rates		
<input type="checkbox"/>	<a href="#">View Run History</a> <a href="#">Schedule</a>	<a href="#">LOCATION</a>	Location		

Below the table, it says 'Rows found: 2'.

To run the import job manually there are two options from within Expense:

- **Import Definitions page:** Click **Run Import Now** from the **Run Now** column for the import you want to run
- **All Scheduled Jobs page:** Click **Run Now** from the **Run Now** column for the job type you want to run

The job run will run as soon as technically possible. Click **View Run History** to determine the success of the job run and additional details.