

# FREQUENTLY ASKED QUESTIONS

## Receipt Store

**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.

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### Questions (*Click to access the answers*)

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## Receipt Store - Frequently Asked Questions

### If I activate Receipt Store are my employees required to use it?

**Answer:** No; while all users can see Receipt Store they do not have to use it.

### The banner appeared when I first logged in - will it appear every time thereafter?

**Answer:** No, the banner only appears at the initial login. After that, the user clicks the Receipt Store button or submenu link to view Receipt Store and uses the Instructions button to review information on Receipt Store use.

### Will a delegate see the pop up that displays on first login to register for the receipt store when delegating for another user?

**Answer:** No they will not see the orange pop up that displays once, on the first login by any non-delegate user. They will also not be able to register any email address with Receipt Store while they are working on behalf of another user. The instructions tell the delegate that the actual user is the only one that can enter an email address. Delegates can still upload to the user's receipt store as well as attach receipts to line items – either from the Receipt Store or by simply attaching an image from their computer.

The real issue here is being able to absolutely confirm that an email with an image is assigned to the correct user. The only way to do that with certainty and without any security implications is to require that the email assignment be 1:1 with the actual user. Once an email is registered for a user it cannot be used again for a different user (email addresses *can* be removed, however).

Delegates still have full access to the receipt store for their users. They can *upload* receipts to the Receipt Store as well, attach receipts to expense line items, as well as attach receipts from the user's receipt store to line items.

### Should a site set up a delegate under another user's Receipt Store account?

**Answer:** The delegate must select *one and only one* account to register their email address. This could be their own account *OR* the single person that they delegate for most frequently. A given email address can be registered to only one user's Receipt Store account, so it is critical that the delegate choose the account to which to register their email address. If they elect to have it registered to the person they most often act for, then that user must register the email address into the account as the delegate cannot do this on behalf of that user.

**TIP:** If an employee acting as a delegate *within Microsoft Outlook* sends an email containing receipt images to Receipt Store, the images will be available to the employee who the Outlook delegate is acting for.

## If a delegate email gets entered in error, can it be "unregistered"?

**Answer:** Users can click the **Remove** link and remove any of their registered email addresses at any time. The delegate would contact the person they act for and request that their email address be removed from that Receipt Store account.

## Is there one Receipt Store account for each user?

**Answer:** Yes, there is one account for each user via their dedicated email account verification.

## What are the key benefits to emailing receipts to Receipt Store?

**Answer:** Here are some examples of the key benefits of the email portion of the receipt store:

- I have received various receipts for software or other items I have purchased online. Since they come to the email address that I have verified I simply forward them on to either [receipts@concur.com](mailto:receipts@concur.com) or myinbox@concursolutions.com to add them to Receipt Store and attach them to my line items.
- May users take pictures of receipts with their Smartphones and then forward the pictures to the Receipt Store.

## How does Receipt Store differ from Scan and Upload?

**Answer:** The scan and upload feature is actually a separate option for attaching receipts – users don't have to upload to the Receipt Store first. They can simply attach a file from their computer to an individual expense by clicking Attach Receipts on the expense line item.

## If a user does not assign the receipts is there a warning message?

**Answer:** No, receipts can be uploaded and left in Receipt Store without any error message or prompt requiring them to immediately attach the images. This allows the user to add the receipts as they are incurred/received, then complete their expense report at the end of their trip or scheduled time period.

## How can I require that all users attach a receipt for all line item entries?

**Answer:** Use the Receipt Handling Rules feature to enforce the Receipts Required function for all users the Receipts Required function for all users. This area allows you to create *Receipt Required* rules for your users, and to assign different rules based on the expense groups.

## Can Approvers delete the receipts attached to a line item entry?

**Answer:** No, they are prevented from removing receipt attachments either they or another user has attached to another user's expenses. If a receipt must be detached the approver should return the report to the original creator of the report for this task.

## **How can I view and print all receipt images associated with a report?**

**Answer:** During the Submit process a PDF file is generated at the report level with all images associated both at the report *and* line item level - this report can be printed so that a printed copy is retained by the user.

## **Can multiple receipts be attached to line items?**

**Answer:** Yes and no - only a single receipt image can be attached to a single expense line item entry. However, if multiple images are resident on a single image file, that single image, when opened for review, would render several pictures within it. While complicated, this would resolve the need for multiple images associated with a single line item entry. The user can also elect to attach a PDF file with several images within it - PDF format for this is especially flexible in these conditions.