Concur Expense: E-Receipts

Setup Guide

Last Revised: January 26 2022

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
January 26, 2022	Updated the instructions and screenshots throughout
January 7, 2021	Updated the copyright; added Concur to the cover page title; cover date not updated
April 9, 2020	Renamed the Authorization Request check box to Request on the guide's title page; cover date not updated
January 2, 2020	Updated the copyright; no other changes; cover date not updated
January 4, 2019	Updated the copyright; no other changes; cover date not updated
April 4 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
January 5 2018	Updated the copyright; no other changes; cover date not updated
December 14 2016	Changed copyright and cover; no other content changes.
December 9 2016	Updated the guide content to new corporate style; no content changes.
May 13 2016	Updated instances of he/she to they.
July 10 2015	Updated the screen shots to the enhanced UI; no other content changes
September 24 2014	Added information about two user interfaces; no other content changes.
April 15 2014	Changed copyright and cover; no other content changes
December 28 2012	Made rebranding and/or copyright changes; no content changes
February 2012	Changed copyright; no content change
December 31 2010	Updated the copyright and made rebranding changes; no content changes
December 2009	Changed to stand-alone setup guide; no content change
October 17 2008	Initial publication

E-Receipts

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.

Section 1: Permissions

A company administrator may or may not have the correct permissions to use this feature. The administrator may have limited permissions, for example, they can affect only certain groups and/or use only certain options (*view* but not *create* or *edit*).

If a company administrator needs to use this feature and does not have the proper permissions, they should contact the company's SAP Concur administrator.

Also, the administrator should be aware that some of the tasks described in this guide can be completed only by SAP Concur. In this case, the client must initiate a service request with SAP Concur support.

Section 2: Overview

E-receipts are an electronic version of receipt data that can be sent directly to Concur to replace imaged paper receipts. The availability and content of e-receipts vary depending on the vendor. Hotel e-receipts will be used by Expense to automatically itemize hotel expenses.

📖 Refer to the *Expense: Hotel Auto-Itemization Setup Guide* for more information.

Definitions

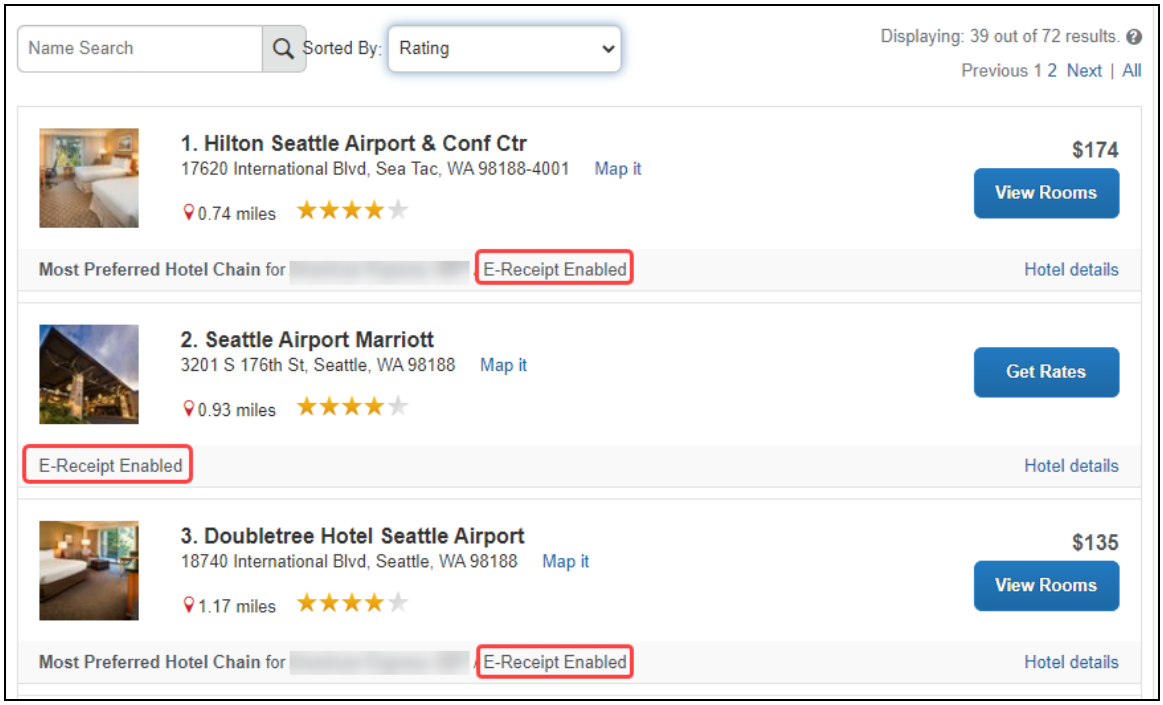
The e-receipt data is used by the Smart Expenses functionality to intelligently combine transactions that are a possible match – such as a corporate card and e-receipt for the same hotel stay. The differences between e-receipts and Smart Expenses are listed below:

- **E-Receipt:** The term e-receipts refers to data sent to Concur through the SAP Concur Connect Program. This data comes directly from the supplier and provides the user with a complete receipt image linked to their expense item. The e-receipt information may not contain all line items, usually due to credits or returns. The total on the e-receipt will always be the correct transaction total.
- **Smart Expenses:** Smart Expenses are expenses where there is a match between two or more data points (manual entry, credit card, travel itinerary, and e-receipt). The best match is between credit card data, Cliqbook travel data, and e-receipt, but a match between credit card and manual entry would

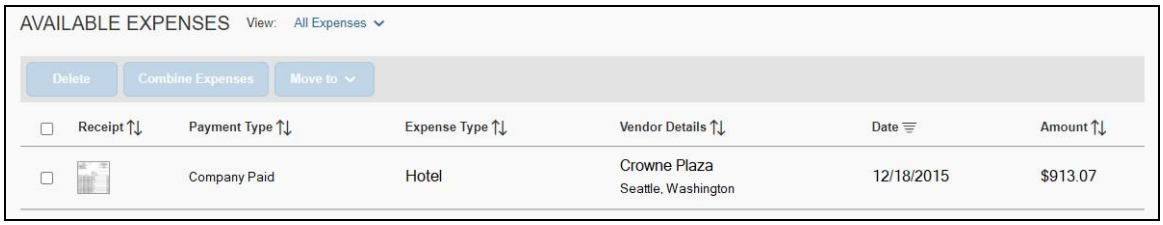
also qualify. If an e-receipt matches any data point, the user will be presented with the Smart Expenses screen to verify the match.

Section 3: What the User Sees

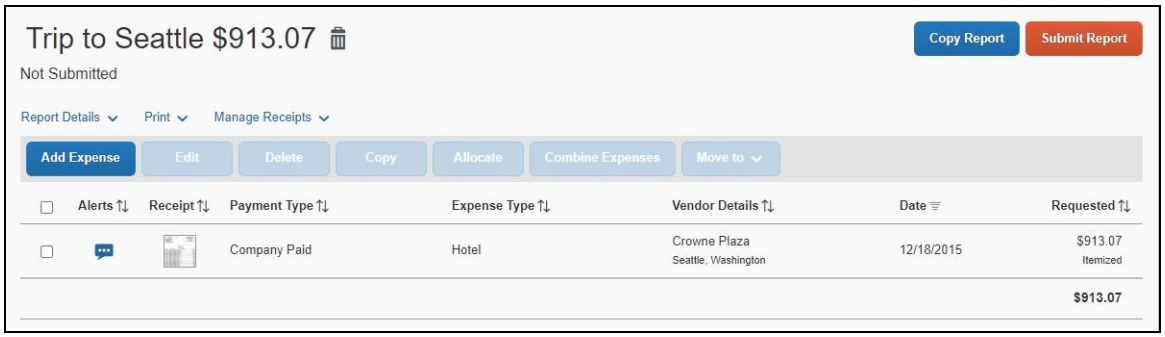
When a user books travel expenses, "E-Receipt Enabled" displays for vendors who provide e-receipts:



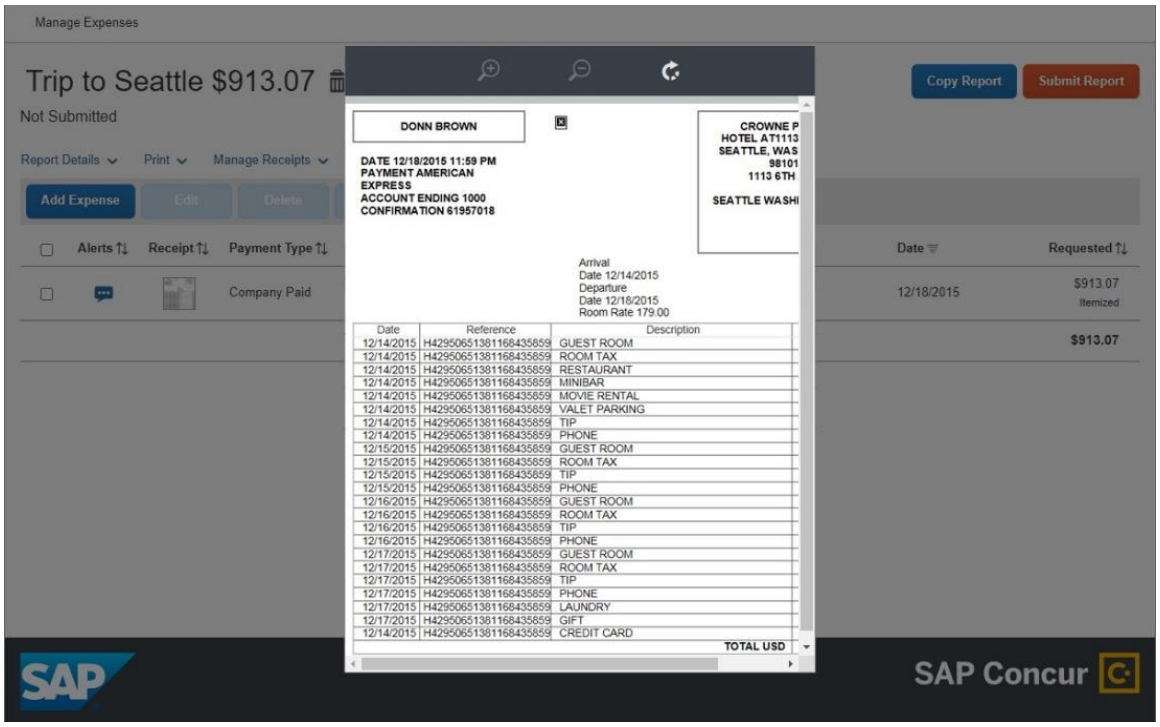
If the e-receipt data has been collected when the user creates an expense report based on their itinerary, Expense will attempt to match the transactions in the Available Expenses area.



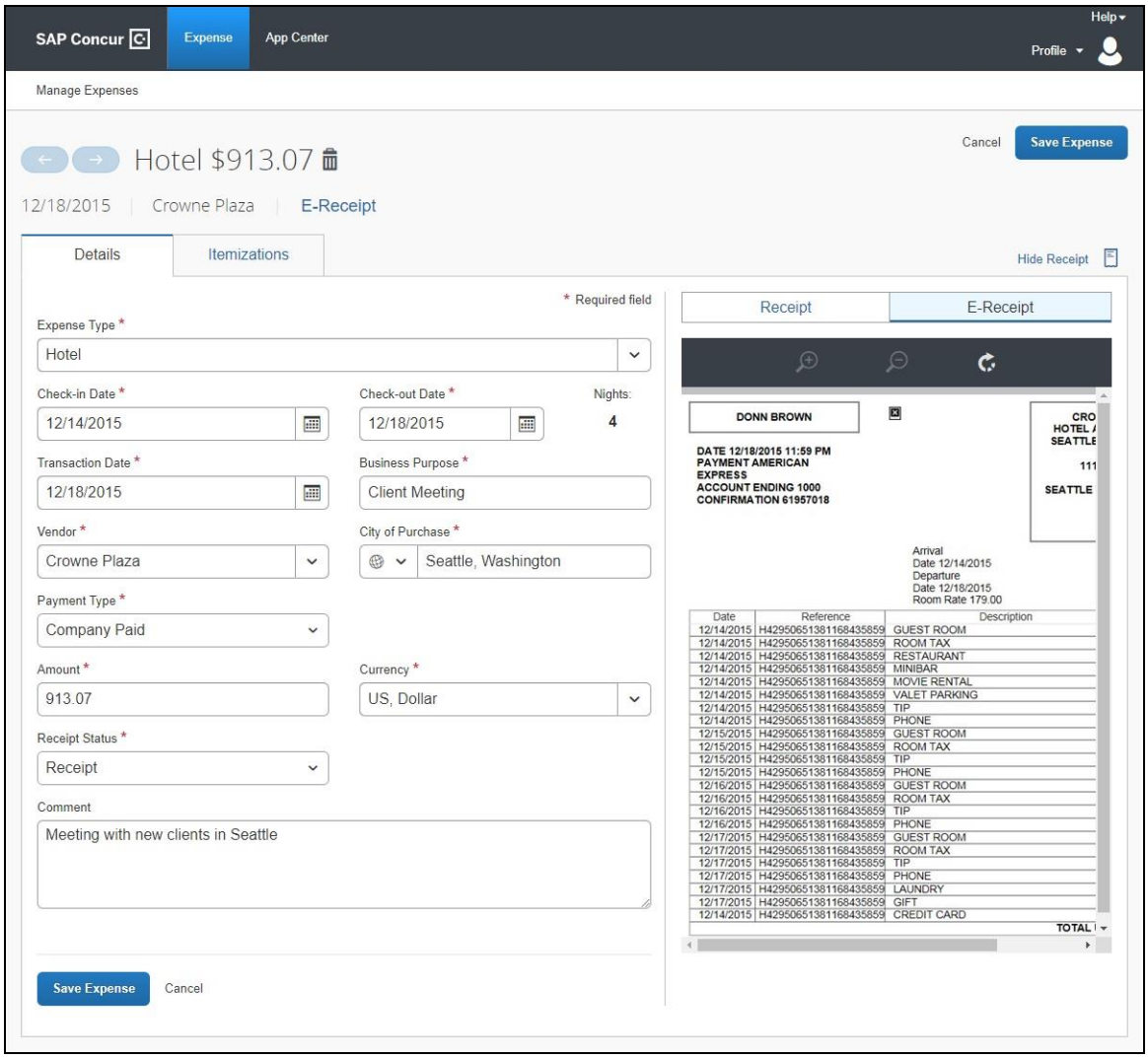
A similar view of the expense is available once it is added to a draft report.



In Available Expenses or in the draft report, the user can select the receipt thumbnail to view the e-receipt details.



When editing the expense or individual itemizations, the user can toggle between views of the paper receipt or e-receipt which will be shown alongside the itemized details.



Section 4: Configuration

Step 1: Complete E-Receipts Forms

Some vendors require additional paperwork before sending e-receipt data to SAP Concur. SAP Concur can provide some vendor forms, however some vendors require the client to contact them directly for the forms. Contact your Implementation Consultant or Concur Client Services for details.

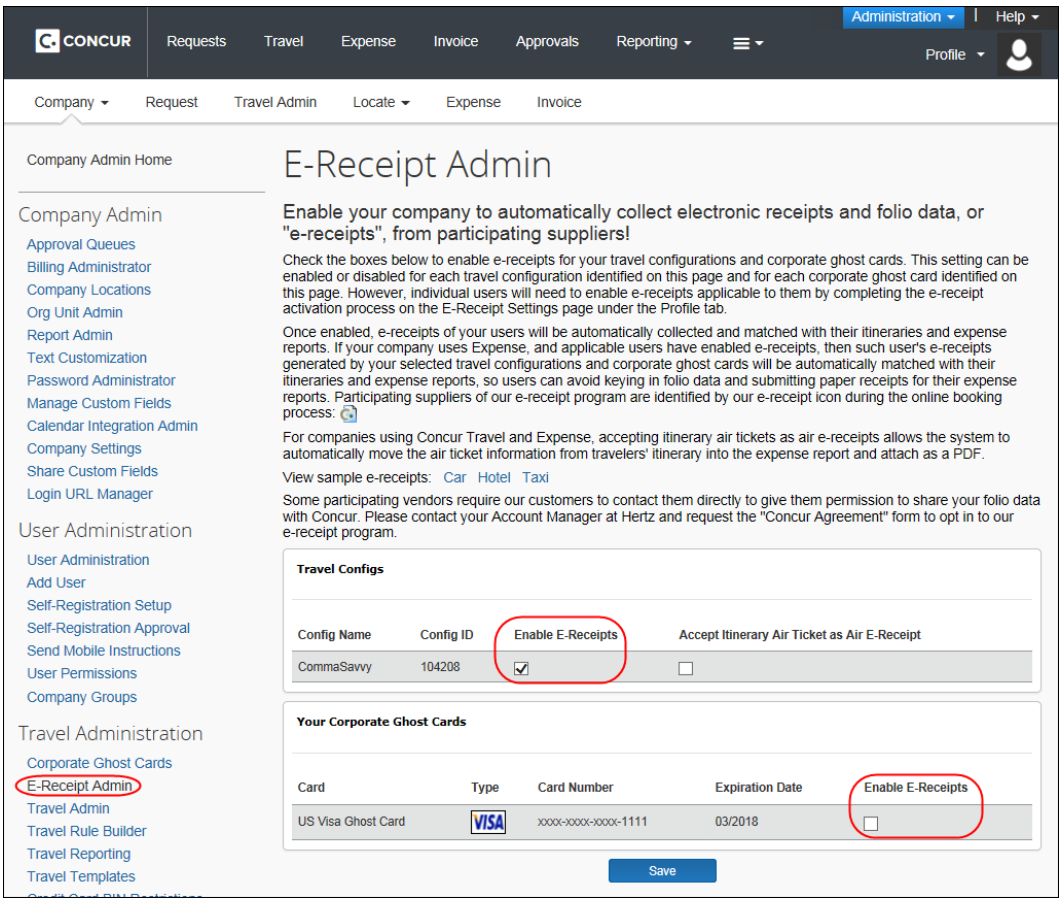
Refer to the *Travel: E-Receipt Coverage Guide* for more information.

Step 2: Enable E-Receipts Functionality

NOTE: This step requires the Travel Administrator role.

To enable E-Receipt functionality:

1. Click **Administration** > **Company** > **Company Admin**.
2. Under **Travel Administration**, select **E-Receipts Admin**.
3. In the **Travel Configs** area, select the **Enable E-Receipts** check box for each desired travel configuration.



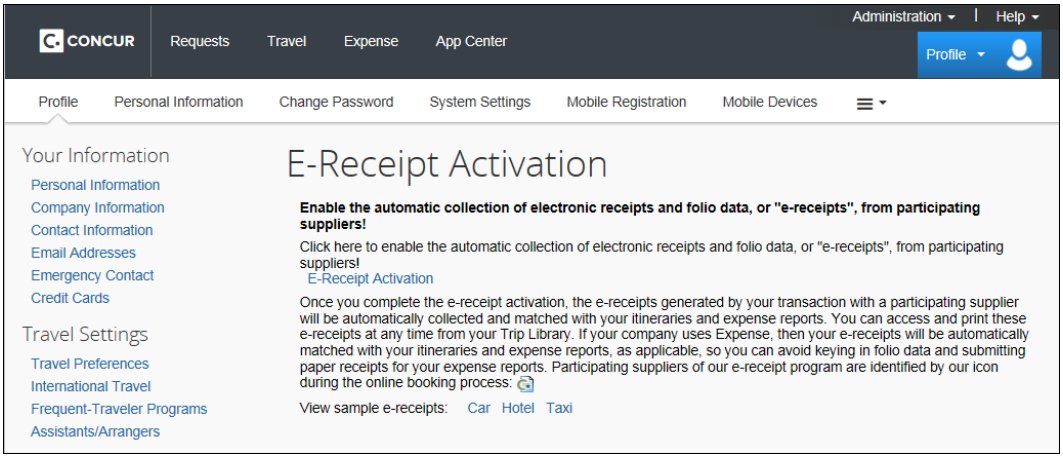
4. (Optional) In the **Your Corporate Ghost Cards** area, select the **Enable E-Receipts** check box for each desired ghost card.
5. Click **Save**.

Step 3: The User Enables E-Receipts

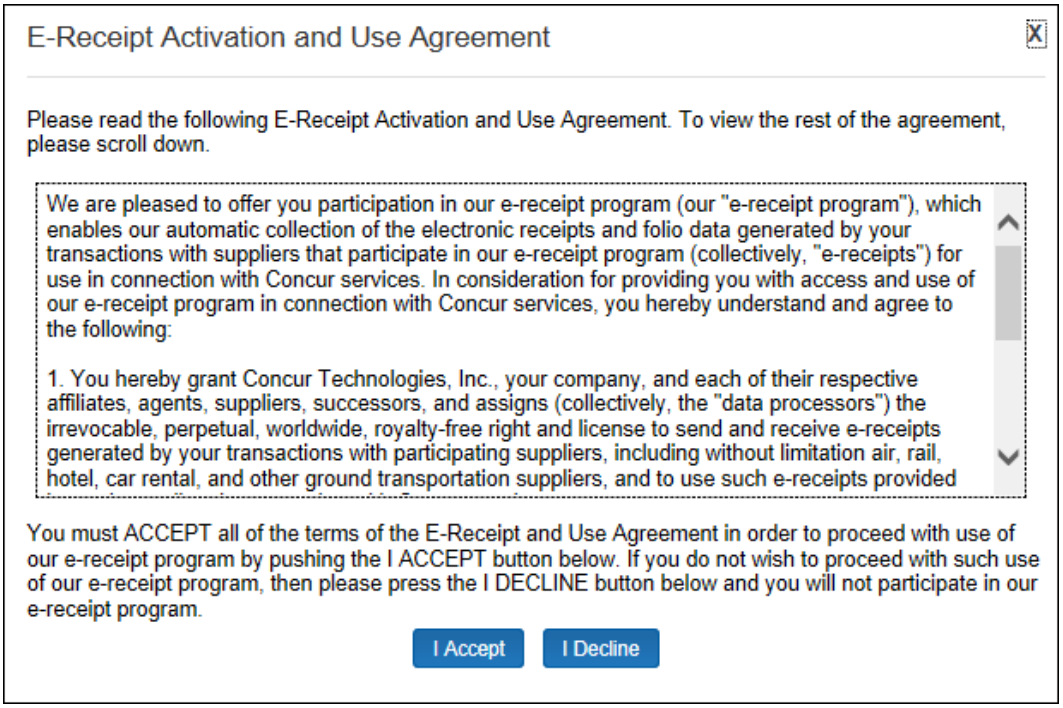
Each Concur Travel and Expense user must enable e-receipts for their corporate or personal card before the e-receipt data can be collected. Once the e-receipt functionality is activated for the travel configuration, a message appears on the home page:

To enable e-receipts:

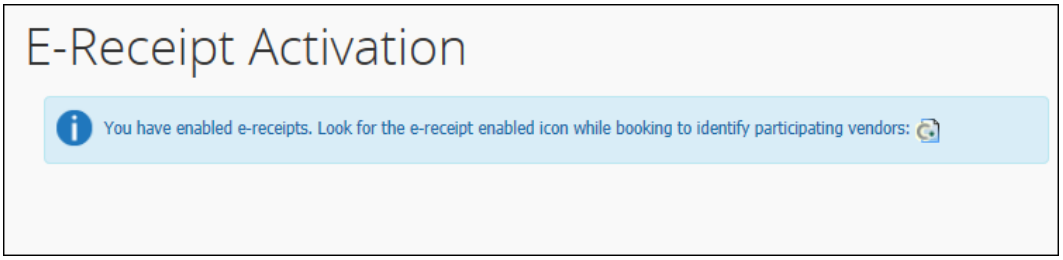
1. In the **Alerts** section of the home page, the user clicks **Sign up here**. The **E-Receipt Activation** page appears:



2. The user clicks **E-Receipt Activation**. The **E-Receipt Activation and Use Agreement** appears:



3. The user clicks **I Accept**. The E-Receipts confirmation appears:

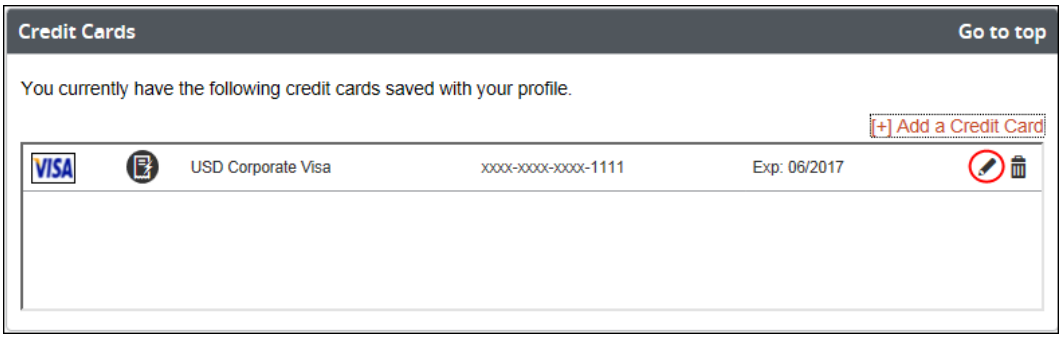


Once a user accepts, all of their corporate cards are opted in. The user can choose to opt out a particular card in Profile.

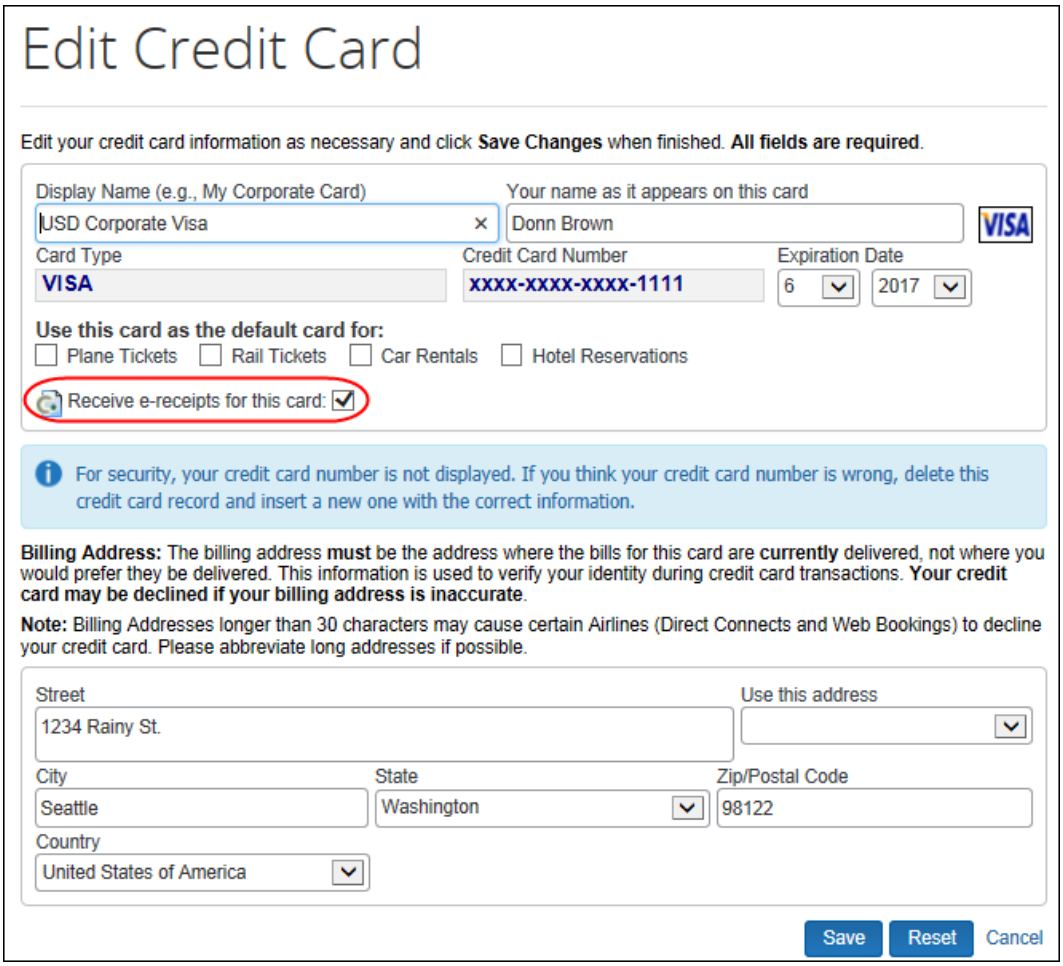
To opt-out a credit card:

1. The user clicks **Profile** > **Profile Settings** > **Credit Cards**.

2. In the **Credit Cards** section, the user clicks the edit icon.



3. The user clears the **Receive e-receipts for this card** check box.



4. The user clicks **Save**.