Expense: Japan Public Transport

Setup Guide

Last Revised: September 16 2017

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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<tr>
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<tr>
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<tr>
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<tr>
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<tr>
<td>May 13, 2016</td>
<td>Updated instances of he/she to they.</td>
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<td>There are no content changes except for the new information about the Total Route Distance (km) field, and replacing references to “Japanese” with “Japan” in “Japan Public Transport.”</td>
</tr>
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</table>
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 Concur administrator.

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

Section 2: Overview

Rail travel in Japan represents 28% of an estimated JPY 7.1 trillion spent within the Japan travel market. There are 160 rail companies in Japan with well over 9,000 individual rail stations, allowing people in this country many different options to travel by rail. The typical businessperson in Japan can have multiple train rides per day that they will track and process for reimbursement. To answer the need to expense this type of travel, Concur designed and integrated the Japan Public Transport (JPT) feature into the Expense product.

This feature allows users to quickly expense JPT in several ways:

- IC Card import using a network IC Card reader
- Manual entry of routes
- Route search (look up routes based on a from/to station)
- From their Favorites list of routes

This feature allows admins to quickly manage commuter pass routes:

- Search for routes by employee and pass route status for review
- Validate commuter pass routes using Jorudan services
- Grant JPT travelers rights to add IC Cards and commuter pass routes
- Perform an on-demand, Excel-based commuter pass route import

Who Should Use This Feature

The Japan Public Transport feature is intended for use by both Japanese domiciled companies, and by multinational companies with employees located in Japan. The rail content sourced is specific to the Japan marketplace. The feature cannot be used with any rail content outside of Japan.
Corporate Card Users and the Japan Public Transportation Expense Type

A corporate card cannot be used with the Japan Public Transportation expense type. Only the IC Card or Cash Out of Pocket payment types are supported. This is because corporate cards cannot support the required recalculation adjustments such as amount adjustments at the itemization level when the user fills out the routes and legs in the Route Finder and the itemization is created and the amount recalculated.

IC Card Users

To import data from an IC Card into Concur Expense, use one network IC Card reader per office location.

A network IC Card reader enables users to import their IC Card data into Expense via the Internet. The Concur Client Executive should contact an implementation partner directly to purchase a network IC Card reader and run an implementation project.

For more information about configuring and using IC Cards, refer to the Expense: Japan Public Transport User Guide.

Required Roles

There are no required roles to use the Japan Public Transport feature; you need only have the Expense User role. However, configuration tasks may require you to submit a Service Request to Support.

Understanding the Icons Used in Japan Public Transport

Several different icons are used in JPT that are unique to this feature. These include:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Created Manually" /></td>
<td><strong>Created Manually</strong>: The route was added using the manual route search function, and all aspects, including the route itself, may be edited by the user.</td>
</tr>
<tr>
<td><img src="image" alt="Commuter Pass" /></td>
<td><strong>Commuter Pass</strong>: A commuter pass was used for this (portion of) travel. Example: ![Example Image]</td>
</tr>
</tbody>
</table>

Expense: Japan Public Transport Setup Guide  
Last Revised: September 16 2017  
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Section 3: Accessing Japan Public Transport

Any Japan-based Expense user can access this feature by selecting the Japan Public Transportation expense type when creating their expense report. However, users associated with other countries must have the expense type activated to see the feature.

The Japan Public Transportation expense type must first be associated with an active policy to see it in Expense.

Section 4: What the User Sees

The employee is granted access to the Japan Public Transport (JPT) feature and options in the following areas of Expense:
Section 5: What the Administrator Sees

- **When Creating the Expense Report:** The user selects the *Japan Public Transportation* expense type to expose options that let them add the routes they have travelled.

![Image of Expense Types]

- **My Profile:** The user’s Profile page includes two links that let them manage their imported IC Card, and add or delete commuter pass routes they transit.

![Image of Expense Settings]

---

**Section 5: What the Administrator Sees**

The Expense Configuration administrator is granted rights to administer all user’s commuter pass routes, including importing routes on behalf of their users, and managing those the user has entered using My Profile.
Section 6: Configuring Japan Public Transport

Overview

Each of these configuration areas requires that a specific role be assigned. For example, access to the Policies tool to assign the JPT expense type, or to work with forms and fields requires the unrestricted Employee Configuration Administrator role.

Hosted Management Console

Hosted Management Console (HMC) is used to activate the feature once a client contract is in place.

If you do not have access to HMC, contact Concur Client Support.

To activate the Japan Public Transport feature:

1. In HMC, search for the entity requiring activation and click the entity link under Entity Code.
2. Click Settings.
3. Scroll to Enable Japan Public Transportation and select Yes from the list.
4. Click Save.
5. Click Console Central > Company Entity Management and search for the entity by inputting search criteria and clicking Go.
6. Click Manage Entities > Features Wizard.
7. Select the Load JPY Stations and Lines check box.
8. Click **Next** through all screens, then **Done**.

You may confirm that the routes are loaded by repeating the steps above and noting the status.

**Activate the JPT Expense Type for Countries Other Than Japan**

The *Japan Public Transportation* expense type is automatically activated for Japan users, but must be activated for users associated with other countries. To do this, use the Policies tool (Administration > Expense > Policies > Expense Types) to activate the expense type for one or more policies.

**Add the JPT Expense Type to One or More Policies**

The *Japan Public Transportation* expense type must be associated to the Policy that users of the IC Card feature will be working with (for example, Japan Division Expense Policy).

- **To add the JPT expense type to the policy:**
  1. Click **Administration > Expense**.
  2. Click **Expense Types** (left menu).
3. Search for the *Japan Public Transportation* expense type.

![Expense Types](image)

4. Click **Modify** and proceed to Step 2 by clicking **Next**.

5. Select the policy to which the JPT expense type will be associated.

![Expense Types](image)

6. Click **Next** as needed, then **Done** to exit the Expense Types tool.

   The expense type is now associated with this policy and can be selected when creating an expense report under this policy.

   Refer to *Expense: Expense Types Setup Guide* for more information.

### Displaying the Commuter Pass Routes Links in the User's Profile

Two links can be made available to the JPT traveler that lets them register their IC Card and create custom commuter routes for their personal use. This is done by using the site settings feature in Expense to enable the links.
To display the commuter pass route links in Profile:

1. Click Administration > Expense.
2. Click Site Settings (left menu).
3. Select (enable) the Allow traveler to add Commuter Pass Route setting.
4. Click Save.

The links will now appear in the user's Profile, and in User Admin that will allow management of the IC Card and commuter pass routes by the user.

Create a Matching Parent and Itemization Form for the Expense Type

You will now create the specific entry form for the JPT expense type. Please note the following when doing so:

- The form can remain simple, with few fields. For example, the Transaction Date field is not needed since the date is captured when the route is added to the expense.
- This form will be both the parent and itemization form on the expense type, and should be set up such that the itemization form matches the parent form.

Refer to Expense: Forms & Fields Setup Guide for more information.

Users will now be able to select Japan Public Transportation expense type and view all associated fields that allow them to input stations, routes, and favorites.
Section 7: Importing Commuter Pass Routes For the User

The administrator can elect to add commuter pass routes by importing them. There are two ways the admin can do this in Expense:

- **On-Demand Using Spreadsheet:** Using options in the Commuter Pass Import tool available in Expense Tools, the routes are imported immediately after validation by Jorudan
- **Overnight Using Employee Import Job:** Scheduling an Employee Import whose 1300-level record set imports the commuter pass route data, adding or removing the routes as specified

In both imports, the records of commuter pass routes are added or deleted from Profile.

Click **Profile > Profile Settings > Commuter Pass Routes** (under **Expense Settings**).

The page is shown with imported routes in the figure below:

![Commuter Pass Routes](image)

**Using the On-Demand Excel Import to Import Commuter Pass Routes**

The administrator can import commuter routes for specified employees, adding or deleting the commuter routes and setting both the start and end date as needed. The spreadsheet is shown below:

<table>
<thead>
<tr>
<th>EmployeeID</th>
<th>Delete?</th>
<th>From Station</th>
<th>Line Name</th>
<th>To Station</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>strifletcher</td>
<td>?</td>
<td>TOKYO</td>
<td>KANJI</td>
<td>KOFU</td>
<td>20140201</td>
<td>End Date</td>
</tr>
<tr>
<td>strifletcher</td>
<td></td>
<td>OSAKA</td>
<td>HAMAKAZE</td>
<td>HIMEJI</td>
<td>20140201</td>
<td></td>
</tr>
<tr>
<td>strifletcher</td>
<td></td>
<td>OSAKA</td>
<td>TOKAIDO-SAN-YO LINE</td>
<td>HIMEJI</td>
<td>20140201</td>
<td></td>
</tr>
<tr>
<td>strifletcher</td>
<td></td>
<td>HACHICHI</td>
<td>CHUO LINE(JR EAST)</td>
<td>KOFU</td>
<td>20140201</td>
<td></td>
</tr>
</tbody>
</table>

Refer to **Expense: Japan Public Transport – Commuter Pass Import** for more information.
Section 8: Managing the User’s Commuter Pass Routes

Using the Employee Import Job to Import Commuter Pass Routes

The 1300-level record set of the Employee import is used to add or remove commuter pass routes associated with the employee. The client should work with Concur to determine the records needed to import into Expense.

Refer to Shared: Employee Import Specification guide for more information.

Section 8: Managing the User’s Commuter Pass Routes

The administrator manages the commuter pass routes to ensure that, when their employees submit their transit information, these routes are not counted towards reimbursement in the report.

Importing the Commuter Pass Routes

An on-demand, Excel-based spreadsheet is used to import the commuter pass route information by employee. The admin specifies the employee, the route via stations, and optionally the start and end date as well. The figure below shows sample data that adds routes and their legs for the user “Erin Fletcher”:

Refer to Using the On-Demand Excel Import to Import Commuter Pass Routes in this document for more information.

Managing the Commuter Pass Routes

The admin uses the Commuter Pass Admin page to:

- **Add or remove commuter pass routes for an employee:**
  By employee, add a route, or select and then delete the route.

- **Validate the commuter pass routes entered by the employee:**
  For a commuter pass created manually by a user that has an Undefined status, or imported routes with a status of Pending Approval. In this case the administrator will want to use the Jorudan service to check if the route is a valid commuter pass route.

The available validation status state are:

- **Undefined**: Commuter passes created prior to incorporation of the Jorudan validation service (January 2014 service release) in My Profile
Section 8: Managing the User’s Commuter Pass Routes

- **Pending Approval**: Created using the overnight Employee Import job
- **Validated**: Confirmed as a valid route – typically because the user or admin used the Jorudan validation option when adding commuter pass routes in My Profile or User Administration
- **Invalid**: Jorudan services does not recognize the route as part of a valid commuter pass subscription

- **Manage the ending date of the employee’s commuter pass:**
  The end date can be edited in the grid, and does not appear to the employee

The commuter pass routes are listed in the **Commuter Pass Admin** page by the employee’s Employee ID value. In the figure below, all routes entered in the system for Chris Collins appear in listed format:

### Searching for Commuter Pass Routes by User and Validation Status

All Commuter pass routes in the Expense system can be accessed from the **Commuter Pass Admin** page. The Search criteria let the administrator search by employee, by pass status, or a combination of the two.

A search is performed by selecting from the available criteria and entering the employee’s identification. In the example below, commuter passes associated with the employee Chris Collins having a status of Validated are returned:

### Validating Commuter Pass Routes

The admin will use this tool to search for imported commuter pass routes with a status of Undefined (that is, routes entered prior to the implementation of the Jorudan validation service in the January 2014 service release). Those commuter
Section 8: Managing the User’s Commuter Pass Routes

passes may have invalid routes, especially when entered manually from My Profile by an employee.

On validation, routes are either granted a status of Validated, or Invalid if the route cannot be matched with a commuter pass route recognized by Jorudan services.

To validate an employee’s commuter pass route:

1. On the Commuter Pass Admin page, perform the search using the Undefined criteria and, if required, the employee name as well.  
   TIP: Commuter passes with a status Validated or Invalid can be ignored.

2. Select routes with a status of Pending Validation to return a list of routes with this status.

3. Select up to 10 routes (the limit), then click Validate.

4. The system submits each route to Jorudan, and as the service validates each the status changes to Validated or Invalid (the only possible outcomes), re-listing the routes with their updated status.

The admin will now review the validations. Those that have passed may be ignored, but those with a status of Invalid must be reviewed further to determine what is causing the route to be invalid. Possible causes include:

- **The route cannot logically exist:**
  A way station reference, or point-to-point station link may not be possible

- **The route is no longer supported by a commuter pass:**
  The rail service no longer honors the route that was entered into Expense
Adding a Commuter Pass Route

A commuter pass route may be added manually, by entering the required station and date data. When adding manually, the Jorudan verification service is invoked when the admin clicks **Search**.

To enter a route for an employee:

1. On the **Commuter Pass Admin** page, click **Add**.

2. In the **Commuter Pass Route** dialog box, enter the employee name, email address, or login ID for the user you are creating the route for.
Section 8: Managing the User’s Commuter Pass Routes

3. Complete the required information:

- **From / To Station:** Enter the route by first specifying the starting and ending stations the user will travel.
- **Start Date:** Enter the date that is the starting date of the route the user will travel.
- **Through Station (Optional):** You may optionally specify the station through which the travel should route – this may add additional legs to the overall route.

4. Click **Search** to return a list of routes validated by the Jorudan service.

   **NOTE:** If no route is returned, the service cannot find a route that matches the stations – try a different station.

5. In the listed routes, select a single route, then click **Add Commuter Pass**.

6. The route is added to the user’s list of validated routes.
7. *(Optional)*: The administrator can now elect to define an end date for the commuter pass routes directly in the grid by clicking in **End Date**.

![End Date Image]

**Deleting a Commuter Pass Route**

» **To delete a commuter pass route:**

1. On the **Commuter Pass Admin** page, search for the employee name, email address, or login ID for the user.

![Commuter Pass Admin Image]

2. In the list of returned routes, select the check box for one or more routes to remove.

**NOTE:** Be sure to include both legs of a single route to completely remove the route for your user.
Section 8: Managing the User’s Commuter Pass Routes

3. Click **Delete**.

![Delete button](image1.png)

4. Click **Yes** in the **Delete** message box to complete the deletion of the route.

![Delete dialogue box](image2.png)

The route is removed from the user’s list of commuter pass routes.

**Validating a Commuter Pass Route**

The admin will typically use this tool to search for commuter pass routes with a status of *Pending Validation*. These routes require validation by Jorudan services. In general, imported commuter passes are performed by an admin and can be assumed to be accurate. However, those manually-entered by an employee may require validation.

On validation, routes are either granted a status of *Validated*, or *Invalid* if the route cannot be matched with a commuter pass route recognized by Jorudan services.

- **To validate commuter pass routes for the user:**

  1. On **Commuter Pass Admin** page, perform a search by:

     - **By Employee**: Search for the specific employee using the search options, selecting *Undefined* as the value for **Validation Status**.

     - **By All Routes**: Select *Undefined* as the value for **Validation Status** - this will return all routes with this status.
2. Select up to 10 routes and click **Validate**.

![Commuter Pass Admin](image)

3. The Jorudan verification service validates each route, changing the validation status to **Validated**.

**NOTE:** The validation process can take time, please wait until the validation is completed before performing any other action.

**WHEN A ROUTE CANNOT BE VALIDATED**

Routes that cannot be validated are given a status of **Invalid**. These routes must be removed and a different route entered as there is no provision to edit the route.
Section 9: Appendix: Special Cases and Usage

This section includes features specific to the Japan Public Transport feature.

Audit Rules and Japan Public Transport

Audit Rules can be used to flag the use of Japan Public Transport (JPT). For example, the administrator can generate exceptions based on the source used to enter the Transport route by the JPT traveler. This is used by companies whose specific policy rules restrict how an employee expenses a JPT transaction (which may require a receipt). By raising an exception, these criteria may be enforced at the company policy level.

The admin can choose from JPT-specific fields display when the feature is enabled on the entity and the Entry object is selected.

The choices are as follows:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Available Selections for the Field</th>
</tr>
</thead>
<tbody>
<tr>
<td>Source/Type Classification</td>
<td>Identifies the class of travel based on the source of the route data used by the JPT traveler:</td>
</tr>
<tr>
<td></td>
<td>MANL = (Manual) Route data entered manually</td>
</tr>
<tr>
<td></td>
<td>CARD = (IC Card) Route data entered using IC Card</td>
</tr>
<tr>
<td></td>
<td>RSRC = (Route Search) Route data entered by search (i.e. Jorudan)</td>
</tr>
</tbody>
</table>
Total Route Distance (km) Field on Expense Tab

The Total Route Distance (km) field is available for Japan Public Transportation expenses. The Total Route Distance (km) field is read-only and displays the total route distance for all the routes currently added to a Japan Public Transportation expense.

When the Total Route Distance (km) field is enabled, the field is displayed on the Expense tab. The field is automatically populated when routes are added to a Japan Public Transportation expense — regardless of how the routes were added to the expense (manually, from Favorites, by Route Search, or by IC Card import).

Route distances are displayed in kilometers (KM). If route distance information is zero or not available, the Total Route Distance (km) field is blank for the expense.

What the User Sees

A user adds routes to a Japan Public Transportation expense on the Transport Routes tab.

On the Expense tab, the Total Route Distance (km) field displays the total route distance for the expense’s routes.
Enabling the Field

By default, the Total Route Distance (km) field is not enabled for Japan Public Transportation expenses. To enable the Total Route Distance (km) field, add the field to the expense entry form associated with the Japan Public Transportation expense type.

The Total Route Distance (km) field is available for selection on the Fields tab for the Expense Entry form type on the Forms and Fields page in Expense Admin.

For more information about adding fields, refer to the Expense: Forms and Fields Setup Guide.