

# Concur Expense: Receipt Handling - Payment Hold Configuration

## Setup Guide

**Last Revised: September 27, 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
September 27, 2022	Added information about NextGen UI; made modifications throughout; cover revision date updated
January 7, 2021	Updated the copyright; added Concur to the cover page title; cover date not updated
September 25, 2020	Removed a reference to the legacy fax feature that is no longer needed; 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
November 9, 2019	Clarified that a payment hold can be removed by either an Expense Processor or Expense Receipt Processor.
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 8 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 <i>Permissions</i> section and guide content to new corporate style; no content changes.
September 16 2016	Clarify use of the Grace Period and the Effective Date functions.
August 12 2016	Upgraded graphics of Receipt Library to show the new column, Report ID.
May 13 2016	Updated instances of he/she to they.
August 14 2015	Updated the <i>Grace Period Without Receipts</i> section.
May 7 2015	Updated the screen shots to the enhanced UI; no other content changes
November 30 2014	Integration Administrator has changed to Import/Extract Administrator; 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
March 23 2012	Typos; no content changes
February 2012	Changed copyright; no content changes
December 31 2010	Updated the copyright and made rebranding changes; no content changes
August 2010	Updated information to the current user interface
December 2009	Changed to stand-alone setup guide; no content change

Date	Notes / Comments / Changes
Jun. 2008 (SU 32)	Added information about the two available user interfaces: <ul style="list-style-type: none"> <li>♦ <i>Classic</i> user interface</li> <li>♦ <i>Current</i> user interface</li> </ul>



# Receipt Handling – Payment Hold Configuration

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**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 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

Payment Hold Configurations allow administrators to create configurations that put expense reports on hold when threshold limits for receipt requirements are exceeded. The functionality also releases the hold after the receipt requirements are met.

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**NOTE:** By default, no payment hold configurations are defined in the system. The administrator must create and assign at least one configuration for this feature to be functional.

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## Expense Reports and Payment Hold

After an expense report has gone through the approval cycle, completed the required workflow steps, and is ready to proceed to the Processing Payment status, it is evaluated to determine whether it should be placed into payment hold status.

The evaluation process verifies whether:

- Receipts are required for the expense report
- The required receipts have been received
- Other expense reports have met payment hold criteria based on the client's payment hold configuration

If the system determines that the report:

- Should be placed on hold, then the hold is placed based on the type of hold, as described on the following pages.
- Should **not** be placed on hold, then the expense report proceeds to the Processing Payment status and ***it is not again evaluated against the payment hold limits during the payment process.***

## Types of Payment Holds

There are two types of payment holds:

- Report limit without receipts
- Grace period without receipts

### ***Report Limit Without Receipts***

For this type of hold, a number (reports) is entered by the administrator that represents the number of reports at any given time that are permitted to proceed to processing without required receipts. Once that number is met, no ***additional*** reports that require ***and*** are missing receipts will be paid. The purpose of this function is to allow a limited number of reports without receipts to proceed before the system alerts the employee to the issue.

For example, assume the administrator sets this limit at two. Assume that a user submitted two reports, both reports require receipts, and receipts have not been received for either of the reports. Both of those reports will proceed to the Processing Payment status (assuming there are no other issues with the report) since they are less than or equal to the limit of two. For these two reports, their missing receipts do not affect ***their*** payment but their missing receipts can affect the payment of other reports.

Assume the user submits additional reports:

- If the third (or subsequent) submitted report requires receipts, it will not proceed to the Processing Payment status until the receipts are received for this or the previously submitted reports. As receipts are received for this or the previously submitted reports, holds are reevaluated and reports proceed to the Processing Payment status as indicated in the following *Examples* section.
- If the third (or subsequent) submitted report does not ***require*** receipts, it proceeds to the Processing Payment status.

### ***Grace Period Without Receipts***

For this type of hold, a number (days) is set by which receipts must be received for a report in a queue or that report, and all others in the employee's queue, will be "locked" and not permitted to proceed to processing. The purpose of this function is to encourage the employee to remedy receipt association issues and streamline the workflow to processing.



For example, if an administrator sets the grace period at **10** days:

- **Day 1:** The report is submitted; the grace period count **starts**.
- **Day 10:** The last day of the grace period; the grace period **ends**.
- **Day 11 and later:** All reports in the queue, including the report triggering the grace period, are put into a status of Hold and do not proceed to processing and payment

Assume that on Day 1 a user submitted a report, the report requires receipts, and the receipts have not been received. This report triggers the 10-day grace period countdown. This report will be paid (assuming there are no other issues with the report) if it is approved for payment (receipt is received) within the grace period. After 10 days are counted, when the receipts have not been received for the report, **all** reports in the employee's queue are held for payment.

Assume the user submits additional reports:

- **Before Grace Period Ends:** Any report submitted within the grace period proceeds to the Processing Payment status, whether or not receipts are required and/or received (provided there are no other issues with the report).
- **After Grace Period Ends:** Any report submitted after the grace period **does not** proceed to the Processing Payment status **even if receipts are not required or even if receipts are required and received** for these reports.

### ***Using Both Types of Payment Hold***

An administrator can use both types of payment hold in the same configuration. Be aware that the system then evaluates whether **either** condition is met, not whether **both** conditions are met.

### ***Examples***

The following are examples of payment hold configurations and explanations of how the system determines whether to place an expense report on payment hold.

#### **PAYMENT HOLD REPORT LIMIT**

For this example, the payment hold configuration is set with a Payment Hold Report Limit of 2; there is no grace period hold in this configuration.

- **Expense report #1:** Submitted on December 1 – The report is approved and proceeds to the Processing Payment status even though receipts were not received.
- **Expense report #2:** Submitted on December 5 – The report is also approved and proceeds to the Processing Payment status even though receipts were not received.
- **Expense report #3:** Submitted on December 8 – The report is approved but is placed on hold since receipts have not been received and this expense report has exceeded the limit of 2.

- **Receipts are received for report #2:** Receipts were received for report #2. The hold is lifted from expense report #3 and it proceeds to the Processing Payment status.

### **PAYMENT HOLD GRACE PERIOD**

For this example, the payment hold configuration is set with a Payment Hold Grace Period of 10 days; there is no expense report limit in this configuration.

- **Expense report #1:** Submitted on December 1 – It is approved and proceeds to the Processing Payment status even though receipts were not received.
- **Expense report #2:** Submitted on December 5 – It is approved and proceeds to the Processing Payment status even though receipts were not received.
- **Expense report #3:** Submitted on December 11 – It is approved but placed on hold along with all other reports in the employee's queue since report #1 has exceeded the grace period of 10 days without receiving receipts.
- **Receipts are received for report #1:** Receipts are received on December 16 so report #1 no longer exceeds the grace period. The system re-evaluates the hold on report #3; report #3 remains on hold since report #2 now exceeds the grace period.
- **Receipts are received for report #2:** Receipts are received on December 17 so report #2 no longer exceeds the grace period. As a result, report #3 is removed from payment hold.

### **PAYMENT HOLD REPORT LIMIT WITH GRACE PERIOD**

For this example, the configuration is set with a Payment Hold Report Limit of 2 **and** a Payment Hold Grace Period of 10 days.

- **Expense report #1:** Submitted on December 1 – It is approved and proceeds to the Processing Payment status even though receipts were not received.
- **Expense report #2:** Submitted on December 5 – It is also approved and proceeds to the Processing Payment status even though receipts were not received.
- **Expense report #3:** Submitted on December 11 – It is approved but placed on hold since two reports have been paid without receipts received **as well as** report #1 now exceeds the grace period.
- **Receipts are received for report #1:** Receipts are received on December 16 so report #1 no longer exceeds the grace period. The system re-evaluates the hold on report #3; report #3 remains on hold since report #2 now exceeds the grace period.
- **Receipts are received for report #2:** Receipts are received on December 17 so report #2 no longer violates the hold. Expense report #3 is released from the hold. At this point, no expense report exceeds the grace period and only one expense report has been paid without receipts.

## Releasing a Payment Hold

Reports that are on hold need to be released from payment hold, by either an Expense Processor or Expense Receipt Processor, once the receipt requirements are met. For an individual expense report, this review can occur once the receipts received flag is changed from No to Yes within the Expense Processor tool.

For groups of expense reports on hold, this review can occur on a scheduled basis, using the Import/Extract Administrator tool. Depending on your company's implementation of Expense, you may have to submit a case to Concur Client Support for assistance with scheduling this task.



For information about how to change the Receipts Received flag, refer to the *Expense: Processor User Guide* or the *Expense: Process Receipts User Guide*.

## WHEN SOME REPORTS ARE RELEASED, BUT OTHERS ARE NOT

When creating the configuration, be sure the Effective Date function's date matches that of the day the configuration is created. This ensures no reports are "outside" of the evaluation date span, and thus unreleased when the Payment Hold job is performed to remove holds on a group of reports.

# Section 3: Processor and User Experience

## Expense Processor

Once a payment hold configuration is created and active, an Expense Processor can view the *Hold for Payment* status from the **Report List** page, **Payment Status** column. (Column but not status shown here.)

2014 Reports

Group: Global

Mark Receipt Status

Clear Exceptions

Change Approval Status

Run Query

Group

List Settings

Create/Manage Queries

Preferences

Find every report where

Report Name

Begins With

AND

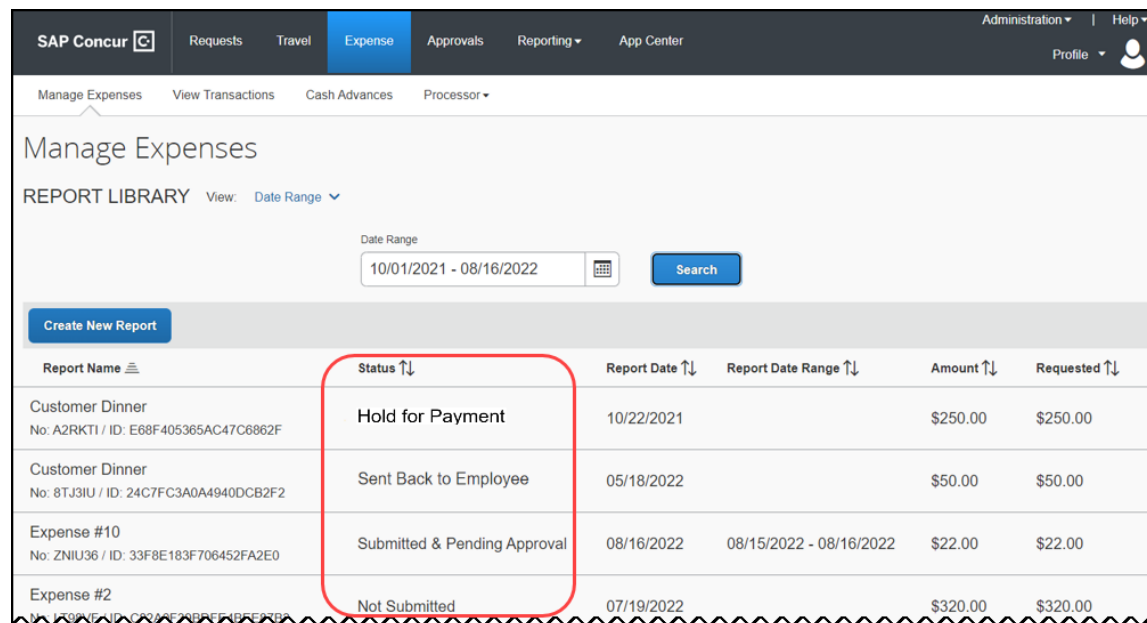
Go

<input type="checkbox"/>		Report Name	Submit Date	Report Type	Employee Name	Cash Advance...	Approval Status	Report Total	Receipt Status	Payment Status	Amount Due C...
<input type="checkbox"/>		Misc Expenses	09/15/2014	Expense	Peterson, Sue		Approved	\$150.76	Received / Not...	Paid	\$0.00
<input type="checkbox"/>		Business Trip	09/15/2014	Expense	Peterson, Sue		Approved	\$1,036.57	Not Required	Paid	\$0.00
<input type="checkbox"/>		Business Meal	09/15/2014	Expense	Peterson, Sue		Approved & In Accoun... Review in Progress- 09/16/2014 Boyce, Philip	\$100.00	Not Required	Not Paid	\$0.00
<input type="checkbox"/>		Office Supplies	09/15/2014	Expense	Peterson, Sue		Submitted & Pending A... Brown, Terry L.	\$68.23	Not Required	Not Paid	\$0.00
<input type="checkbox"/>		test	09/10/2014	Expense	Gato, Bailey O.		Approved & In Accoun...	\$12.00	Not Required	Not Paid	\$0.00

This page can be configured to include a **Receipts Received** column. For more information, refer to the *Expense: Processor User Guide*.

## Expense User

The employee that submits the expense report can review whether the expense report has entered *Hold for Payment* status in the **Status** column (**Expense** > **Manage Expenses** > **Report Library**).



Report Name	Status	Report Date	Report Date Range	Amount	Requested
Customer Dinner No: A2RKT1 / ID: E68F405365AC47C6862F	Hold for Payment	10/22/2021		\$250.00	\$250.00
Customer Dinner No: 8TJ3IU / ID: 24C7FC3A0A4940DCB2F2	Sent Back to Employee	05/18/2022		\$50.00	\$50.00
Expense #10 No: ZNIU36 / ID: 33F8E183F706452FA2E0	Submitted & Pending Approval	08/16/2022	08/15/2022 - 08/16/2022	\$22.00	\$22.00
Expense #2	Not Submitted	07/19/2022		\$320.00	\$320.00

## Section 4: Before You Begin

Before the administrator can use the Payment Hold functionality to create payment hold configurations, the following steps must occur:

- The Global and Group Configuration administrators must be assigned within the company.
- Groups must be in place and employees assigned to them from within the Group Configurations area of Expense Admin (on the **Administration** menu).



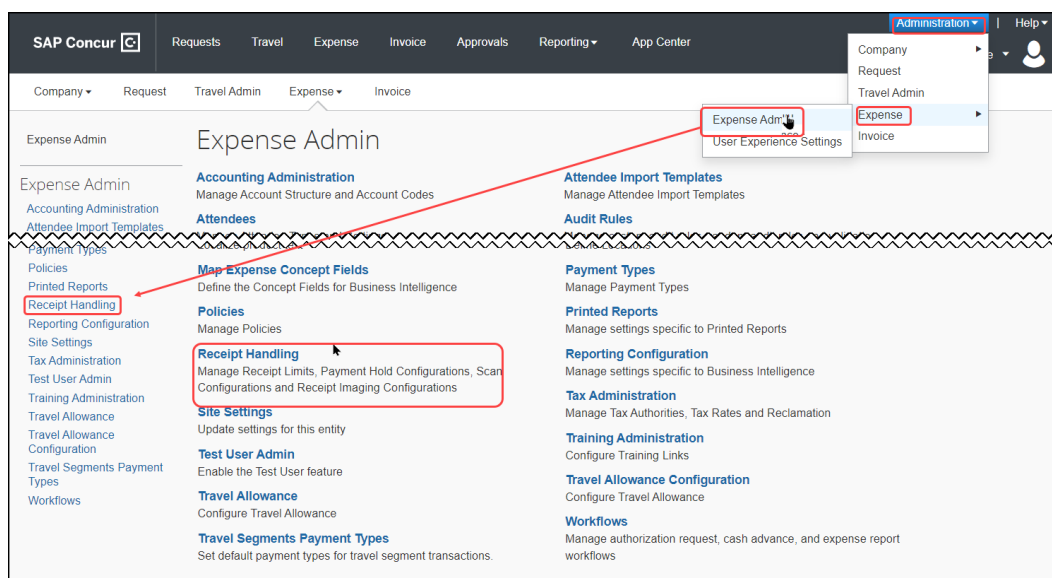
For information about creating and assigning groups, refer to the *Expense: Group Configurations for Expense Setup Guide*.

## Section 5: Configuration

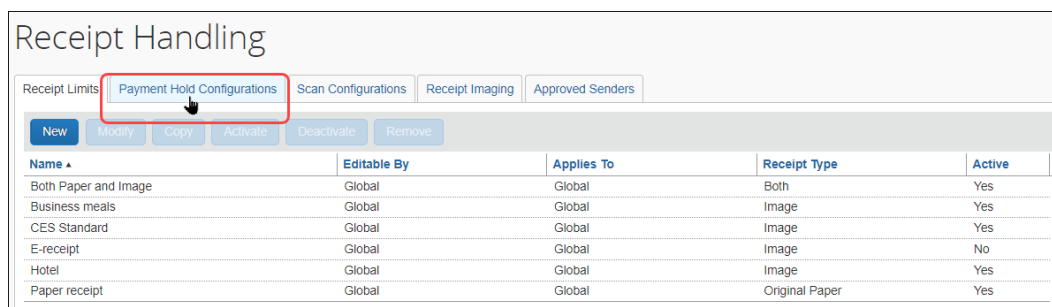
### Access Payment Hold Configuration

► **To access payment hold configurations:**

1. Click **Administration > Expense > Expense Admin > Receipt Handling**.



2. On the **Receipt Handling** page click **Payment Hold Configurations**.



### Create a Payment Hold Configuration

The **Payment Hold Configuration** tab allows you to create payment hold configurations. Each group can have only one payment hold configuration; however, several groups can be assigned to a single configuration. For example, the West Group may already have a payment hold configuration assigned, so the West Group cannot be assigned to any other configuration. On the other hand, the same payment hold configuration used by the West Group may also be assigned to the East Group.

► **To create a new payment hold configuration:**

1. On the **Payment Hold Configurations** tab, click **New**. A new line appears in the list of configurations where you can click directly in a column to add a value for the new configuration.

Receipt Handling

Receipt Limits | **Payment Hold Configurations** | Scan Configurations | Receipt Imaging | Approved Senders

**New** | Save | Remove

Name	Receipts Grace Period (Days)	Editable By	Applies To	Effective Date	Active
10-day Hold		Global			No

2. Complete the required fields.

Field	Description
Name	Type a unique name for the payment hold configuration.
Report Limit without Receipts	Type the number of reports that may be released for payment without first meeting the report level receipt requirements. That is, the maximum number of reports without receipts at any given time permitted to be released and no more (all reports with a status of Receipts Received are never counted). <b>TIP:</b> This option grants a report allowance, by number of reports, for late receipt association to the report.
Receipts Grace Period (Days)	Type the number of days by which an employee's submitted report must have a receipt for processing. Once <i>any</i> expense report in the employee's queue exceeds the number of days, <i>all</i> reports in that employee's queue are placed into a Hold status. <b>TIP:</b> This option encourages employees to resolve any issues preventing timely receipt association to the report by locking the reports in totality.
Editable By	Select the group rights that an administrator must have to modify the data.
Applies to	Select the group(s) to which the payment hold configuration applies.
Effective Date	Select the date the newly-created payment hold configuration should go into effect. <b>TIP:</b> Reset the Effective Date to match the date the new configuration is to take effect. Failure to do so means a job run to release reports under a non-matching date scenario will result in reports "outside" the non-matching dates not being released.
Active	Select whether the payment hold configuration should be active. By default, this is <b>No</b> .

3. Click **Save**.

**NOTE:** Once you have configured a new payment hold configuration, you should configure an email reminder that will be sent to the employee when an expense report is placed on Payment Hold. For more information about configuring email reminders, refer to the *Expense: Email Reminders Setup Guide*.

## Modify a Payment Hold Configuration

A payment hold configuration can be modified at any time; however, the system will not update the payment requirements for any expense reports that have already entered Payment Processing status.

► **To modify a payment hold configuration:**

1. On the **Payment Hold Configuration** tab, click directly in the desired field.
2. Edit the field values as necessary.

Receipt Handling

Receipt Limits | **Payment Hold Configurations** | Scan Configurations | Receipt Imaging | Approved Senders

New Save Remove

Name	Report Limit Without Receipts	Receipts Grace Period (Days)	Editable By	Applies To	Effective Date	Active
10-day Hold		10	Global	Global	09/09/2022	Yes

3. Click **Save**.

## Activate and Deactivate a Payment Hold Configuration

Instead of deleting a payment hold configuration, you can deactivate it. This way, the configuration is still available if you want to use it in the future.

► **To activate or deactivate a payment hold configuration:**

1. On the **Payment Hold Configuration** tab, click in the **Active** field for the desired configuration.

Receipt Handling

Receipt Limits | **Payment Hold Configurations** | Scan Configurations | Receipt Imaging | Approved Senders

New Save Remove

Name	Report Limit Without Receipts	Receipts Grace Period (Days)	Editable By	Applies To	Effective Date	Active
10-day Hold		10	Global	Global	09/09/2022	Yes

2. Click **Yes** to activate the configuration. Click **No** to deactivate the configuration.

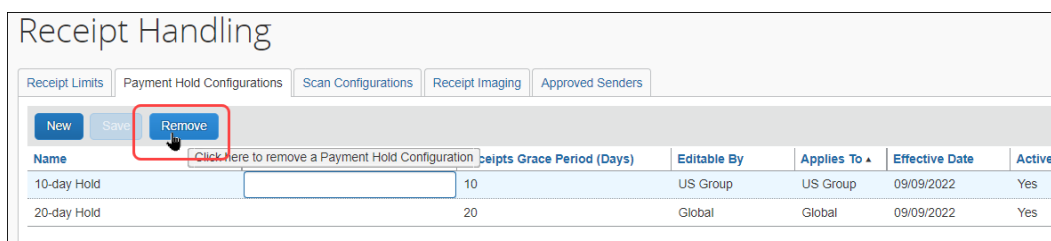
**NOTE:** If a payment hold configuration is deactivated while expense reports are on hold, the expense reports are automatically released when the scheduled job runs. The job releases only the expense reports placed on hold by the deactivated configuration, all other expense reports will remain on hold.

## Remove a Payment Hold Configuration

You can remove a payment hold configuration; however, this permanently removes the configuration from the system. If you remove a configuration in error, you will need to recreate it.

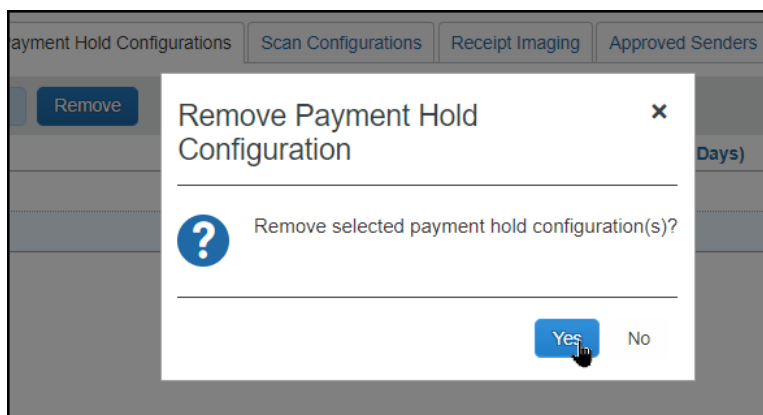
► **To remove a payment hold configuration:**

1. On the **Payment Hold Configurations** tab, click the desired payment hold configuration (it will show a blue highlight when chosen).



Name	Receipts Grace Period (Days)	Editable By	Applies To	Effective Date	Active
10-day Hold	10	US Group	US Group	09/09/2022	Yes
20-day Hold	20	Global	Global	09/09/2022	Yes

2. Click **Remove**, a confirmation appears; click **Yes** to remove the configuration.



**NOTE:** If a payment hold configuration is deleted while expense reports are on hold, the expense reports are automatically released when the scheduled job runs. The job releases only the expense reports placed on hold by the deleted configuration, all other expense reports remain on hold.

