Concur Invoice: Image Handling – Upload and Email

Setup Guide

Last Revised: November 1, 2022

Applies to these SAP Concur solutions:

- ☐ Concur Expense
  - ☐ Professional/Premium edition
  - ☐ Standard edition
- ☐ Concur Travel
  - ☐ Professional/Premium edition
  - ☐ Standard edition
- ☒ Concur Invoice
  - ☒ Professional/Premium edition
  - ☐ Standard edition
- ☐ Concur Request
  - ☐ Professional/Premium edition
  - ☐ Standard edition

Table of Contents

Revision History

Date	Notes/Comments/Changes
November 1, 2022	Removed references to faxing as part of the Fax Feature Decommissioning on November 1, 2022.
August 20, 2022	Added the e-Bunsho Timestamp section. This information was previously published in the e-Bunsho Timestamp Fact Sheet. Minor edits throughout.
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
February 17, 2021	Updated the copyright year; no other changes; cover date not updated
April 17, 2020	Renamed the Authorization Request check box to Request on the guide's title page; cover date not updated
January 6, 2020	Updated the copyright; no other changes; cover date not updated
April 13, 2019	Changed the term "payment request" to "invoice" as part of the new user experience for Concur Invoice including images.
February 9, 2019	Changed the term "Concur" to "SAP Concur" and the term "payment request" to "invoice" where applicable; no other content changes.
January 29, 2019	Updated the copyright; no other changes; cover date not updated.
April 6, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated.
January 10, 2018	Updated the copyright; no other changes; cover date not updated.
December 14, 2016	Changed copyright and cover; no other content changes.
December 5, 2016	Updated the *Permissions* section and guide content to new corporate style; no content changes.
November 30, 2016	Add notes that HTML files cannot be successfully uploaded and processed if they contain double-byte characters.
November 20, 2015	New document. Part of the information in this guide was previously included in the *Invoice: Invoice Handling – Invoice Imaging Setup Guide* and the *Invoice: Invoice Handling – Vendor Imaging Setup Guide*.

Uploaded and Emailed Images

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.

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

Section 2: Several Guides about Imaging

There are several ways for the user to manage invoice and images—depending on the needs and configuration of the client. There are several guides about the different processes. Choose the appropriate guide based on your company's configuration.

Method	Description	Guide
Upload	The user can upload an electronic image (for example, a scanned image or a picture taken with a mobile device) into Concur Invoice.	*Concur Invoice: Image Handing – Uploaded and Emailed Images Setup Guide*
Email	The user can email an electronic image (for example, a scanned image or a picture taken with a mobile device) to Concur Invoice.	
CFDi	Digital CFDi files are in XML format to support the digital format requirement for Mexico. CFDi files are XML files—not images.	*Concur Invoice: Image Handing – Digital Tax Invoice Setup Guide*

Section 3: Overview

Imaging is a free service hosted entirely by SAP Concur. Imaging allows Concur Invoice users to submit invoice images and other supporting documentation for their invoice or submit a new vendor request for approval electronically by using by scanning and uploading the invoice images. Once the images are received by the

service, they are displayed in PDF file format (using Adobe Reader) within Concur Invoice.

Imaging:

- Allows approving managers to view invoice images and other supporting documentation when invoices or vendor requests are pending approval
- Allows back-office and audit personnel to immediately access invoice images, enabling them to confirm adherence to corporate policies
- Is policy-based, allowing each imaging configuration to be assigned to a policy that causes users under that policy to follow set procedure, such as requiring (or not requiring) the electronic submission of invoice images
- Provides flexibility in allowing images to be uploaded, deleted, and otherwise changed to match changing circumstances for the unsubmitted invoice

This guide describes the upload and email processes for invoice images.

Documents associated with the invoice or vendor request are scanned by the employee and saved in any of the supported file formats to a folder accessible to the employee. The employee then uses the **Upload Image** link to select and upload the image files to the Imaging service. If required, an initial upload session may be followed by another session to add additional images. Images uploaded in follow-up sessions are always *appended* to earlier uploads.

This guide also describes the e-Bunsho Timestamp feature, which enables clients in Japan to maintain legal compliance with e-Bunsho regulations when using images in lieu of paper invoices.

Benefits of Imaging

Benefits of using Imaging over paper-based invoice handling processes include:

- The elimination of the costs associated with mailing invoices, which are often sent using high-cost express courier services
- A reduction time by accounting personnel checking-in, handling, archiving, and retrieving invoices
- The elimination of the costs associated with storing paper invoices
- The minimization of invoice loss
- A reduction in duplicate invoices that are paid
- Greater visibility of the invoices throughout the approval process
- An improvement in audit effectiveness and productivity
- Instantaneous access to invoices by the approving manager

Adobe Reader

Every client computer that utilizes the Imaging service must have the correct version of Adobe Reader installed. SAP Concur recommends version 8.0 or newer. SAP

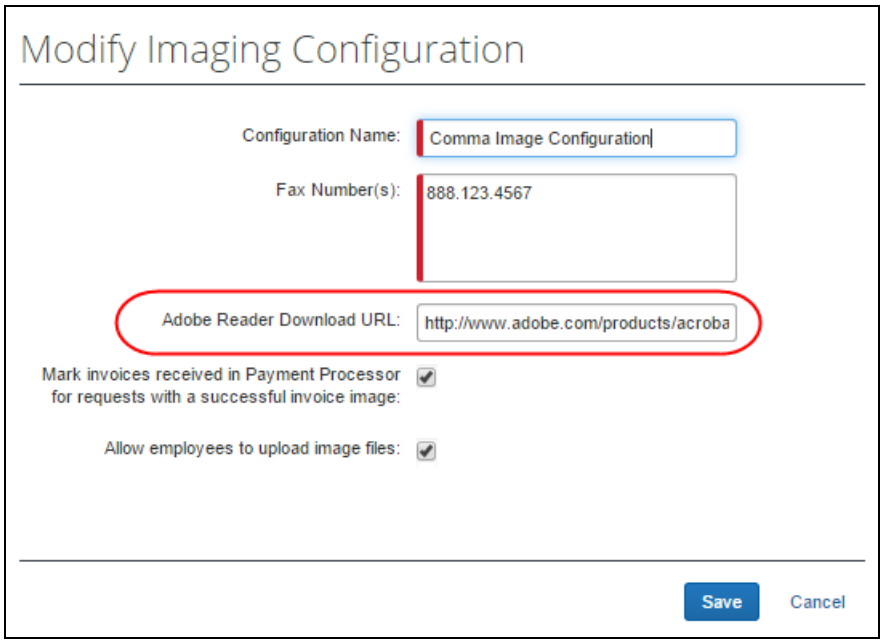
Concur does not provide Adobe Reader as part of Imaging. Adobe Reader is free to install and can be downloaded at http://www.adobe.com.

NOTE: The first time an employee submits or prints an invoice from within Concur Invoice *and* Imaging has been activated, the system checks for the availability of Adobe Reader on the employee's computer. To assist the employee with the application installation, a link can be provided during configuration of Imaging that will direct the employee to the Adobe Web site to install the application, or to any other URL that is designated as the access point for Adobe Reader.

Adobe Reader must be configured to display the PDF in the browser and not in a separate window.

To use the **Actions** > **View Image** link to view the invoice images or vendor request images, Adobe Reader must be installed. If Adobe Reader is not installed, an error message appears.

If the admin has provided a URL in the **Adobe Reader Download URL** field in the configuration (**Administration** > **Invoice** > **Image Handling**), then the link to that URL will appear to the user. If the field is blank, then no link will appear to the user.



IMPORTANT: After installing Adobe Reader, all browser windows must be closed and Concur Invoice must be restarted.

Upload and Email Images

There are several ways to obtain an electronic image of an invoice. For example, the user can:

- Scan an invoice

- Take a picture of an invoice with a mobile device
- Use an attachment sent via email
- PDF an email or other document

The user can then:

- Upload the image to Concur Invoice
- Email an electronic image to Concur Invoice

Section 4: Guidelines for Uploads and Emails

Formats of Emails and Uploads

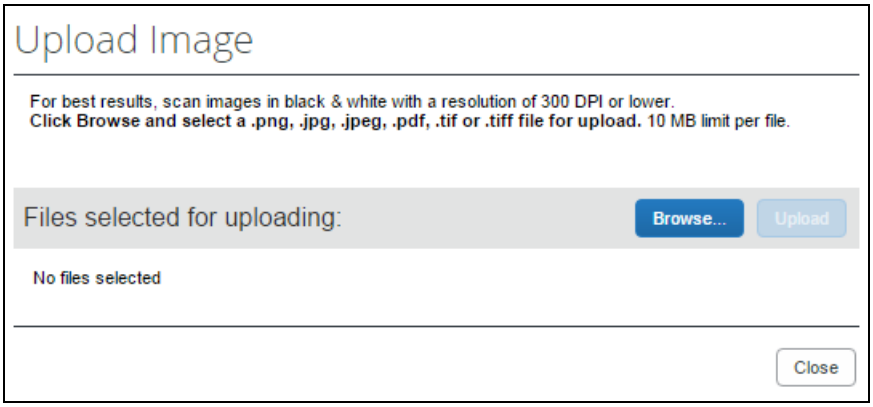
Uploaded or emailed, the file format ***must*** be PNG, JPG, JPEG, PDF, TIF, or TIFF files. HTML files are also supported but may not include double-byte characters. Instead, convert the HTML file to JPEG or PDF for successful upload and processing.

NOTE: Some PDFs may fail to process to an image because there are many types of complex PDF file types. If you have multiple examples of a type of PDF that is ***not*** processing, please contact SAP Concur support; we may be able to make system adjustments to accept those types of PDFs.

About Uploaded Images

Note the following:

- When scanning, the images should be scanned at 300 dpi or lower to reduce file size
- There is a size limit for each image file; the **Upload Image** window (shown below) displays that limit



- No more than 10 files may be uploaded in a single session
- To upload more than 10, simple upload the first 10 and then upload another 10, until done

- Multiple sessions can be initiated for a single invoice or vendor request; files are appended to prior uploads for a given invoice
- Error messages are generated for those files that are not uploaded successfully (see the *Troubleshooting* section)

About Emailed Images

Note the following:

- Each email attachment is treated as a *single* image file—a single image file with two invoice images *within* it is still treated as a single invoice image
- An image embedded in the body of the email is treated as a single image file
- The system does not support a combination of attached image files along with an image embedded in the body of the same email. In this scenario, the embedded images are ignored

About PDF Files

There are several types of PDF files. The PDF files listed here *cannot* be successfully uploaded as images:

- **Password protected:** These files cannot be decrypted so they cannot be stored by SAP Concur.
- **Portfolio PDFs:** These "collection" PDFs can contain files with various file types. Concur Imaging keeps any included file with an acceptable imaging file type (PNG, JPG, JPEG, PDF, HTML, TIF, OR TIFF) and discards the remaining files.
- **AcroForm PDFs:** These PDFs may upload but the text in these Acrobat fill-in-the-blanks forms will likely not be visible. In fact, this issue occurs only if multiple AcroForms are uploaded; single AcroForms likely upload properly. Best practice is to avoid uploading AcroForms since the results are not reliable.
- **XFA PDFs:** These XML-based PDFs collect information associated with electronic forms. Since they are interactive, they cannot be successfully uploaded.

There is another type of PDF file known as a **Portfolio PDF**. These "collection" PDFs can contain files with various file types. Concur Imaging keeps any included file with an acceptable imaging file type (PNG, JPG, JPEG, PDF, HTML, TIF, OR TIFF) and discards the remaining files.

Compression

The Imaging service compresses larger PDFs. Images are not affected immediately. However, if a user views a PDF later, the user may notice that the image is now grayscale and may not be quite as clear.

Section 5: End-User Experience

This section describes a common user process. The user generally:

1. Completes the invoice or vendor request
2. Determines if images are required, and if so:
   - Attaches or uploads
   - Checks to ensure the attached images are clear and readable
3. Submits the invoice

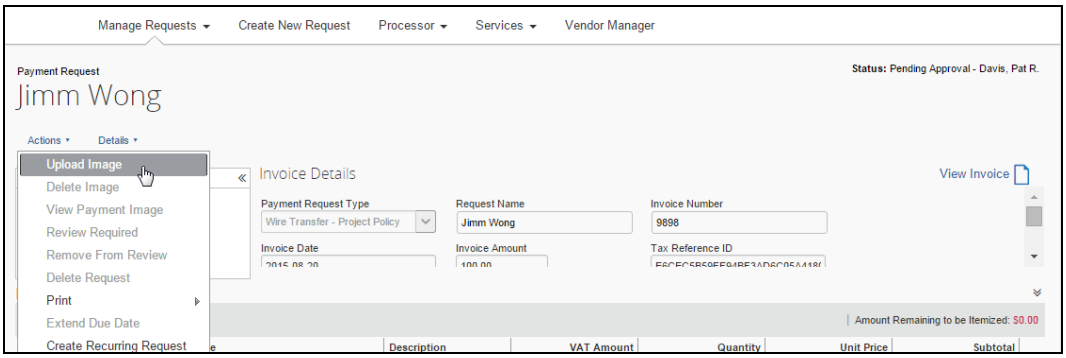
Upload Invoice Images

The user completes an invoice or vendor request as required by their company, saves the invoice images in one of the required formats to a local or network drive, and then performs the following steps.

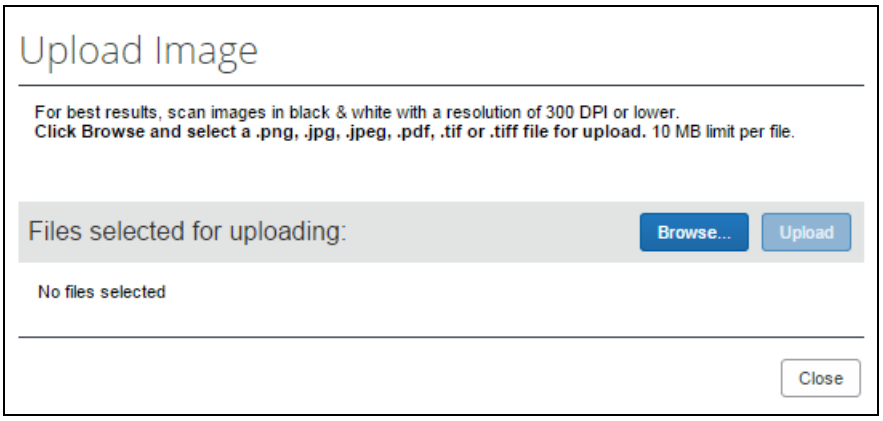
The amount of time required to upload the images depends both on the size of each file and the overall connection speed.

Add invoice images to an invoice:

1. On the **Invoice** page, click **Actions** > **Upload Image**.

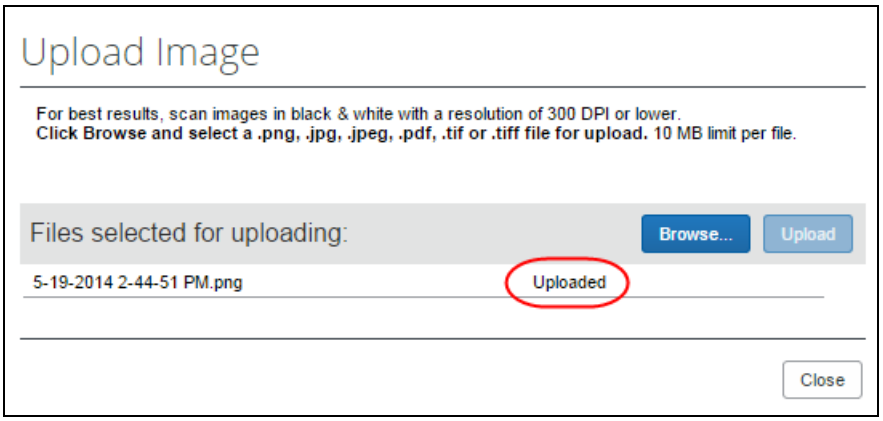


The **Upload Image** window appears.



NOTE: Please note the file size limit per file. This limit can differ by client and may be different from the limit shown in the preceding image.

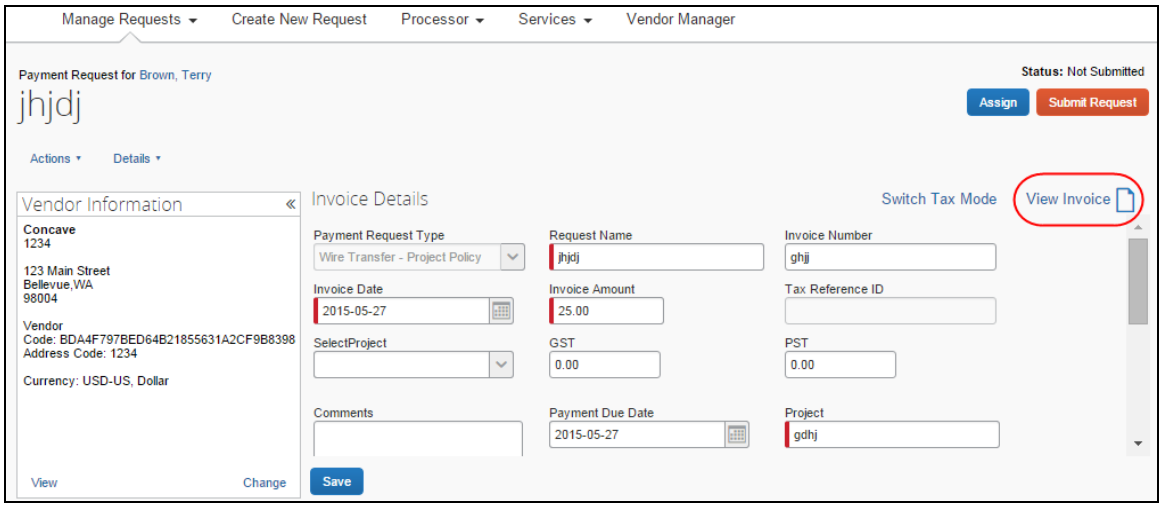
2. Click **Browse** and navigate to the folder that contains the scanned images.
3. Select a file and click **Open**. The file is added to a list under **Files Selected for Uploading**.
4. Repeat the process until all files (up to 10) are listed under **Files Selected for Uploading**.
5. Click **Upload** to upload the files. Once you have uploaded the file, you can see the *Uploaded* status next to the image.



NOTE: The process may take a few minutes. The amount of time required to upload the images depends both on the size of each file and the connection speed.

View Invoices Images

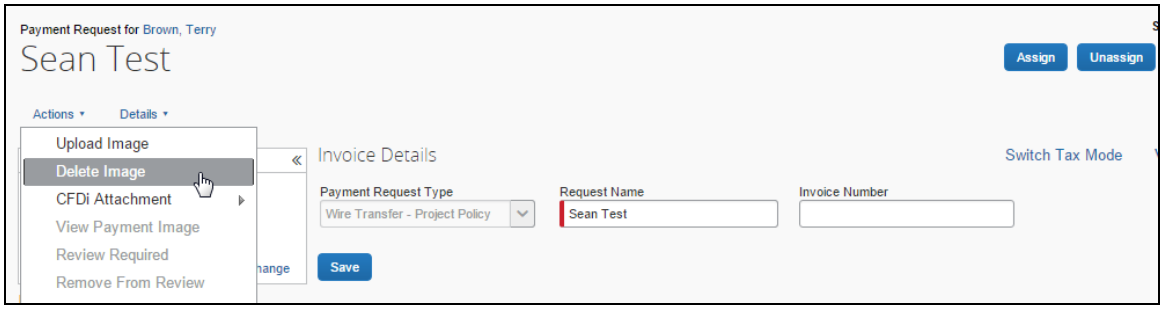
Once the upload is complete, to view the invoice images in PDF format, the user clicks **View Invoice** on the invoice details page.



Remove Invoices Images

If the user uploaded the wrong image, they could delete it and try again. The user can delete the images *only* if the invoice has not yet been submitted or if the invoice has been submitted then returned to the user.

The user clicks **Actions** > **Delete Images**.



Note the following:

- The entire set of images (PDF) will be removed from the invoice.
- For invoices that have been returned to the user:
  - Concur Invoice creates an audit trail entry indicating that images have been deleted.
  - If Concur Invoice had marked the images as received (in Processor), the delete process will mark the images as *not* received.

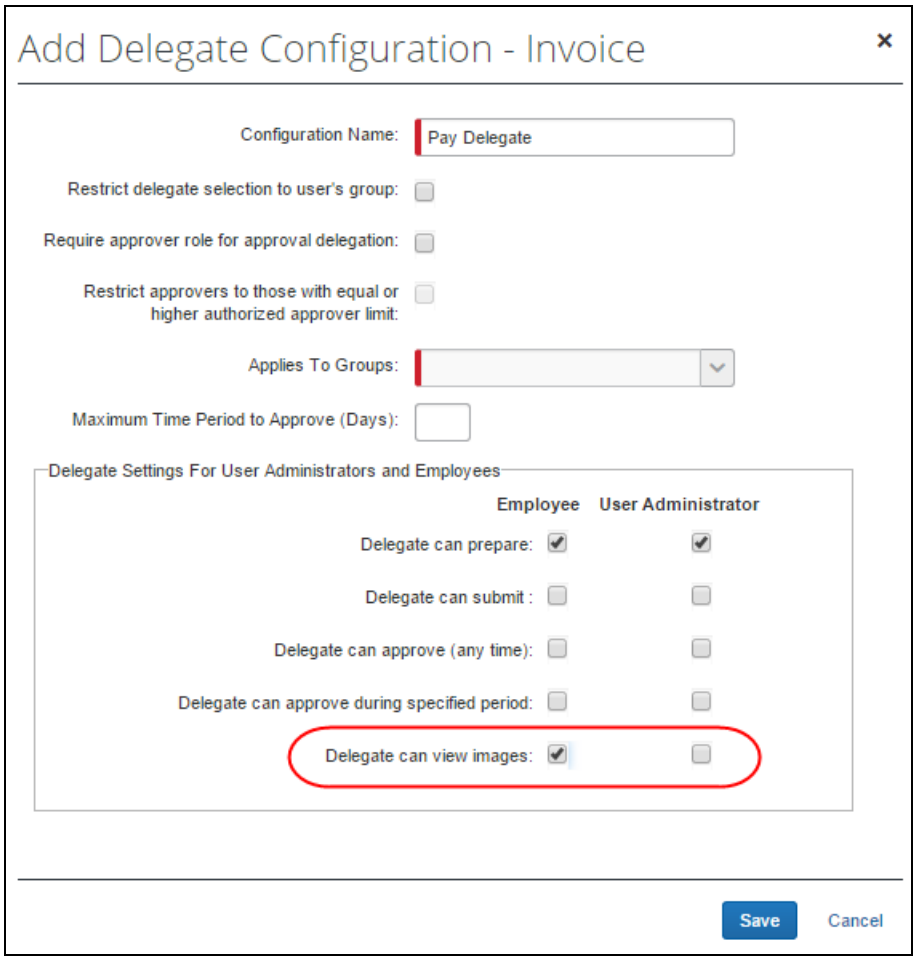
Submit Invoices

Once the user ensures that the images are attached correctly, they submit the invoice as usual.

Section 6: Delegate Experience

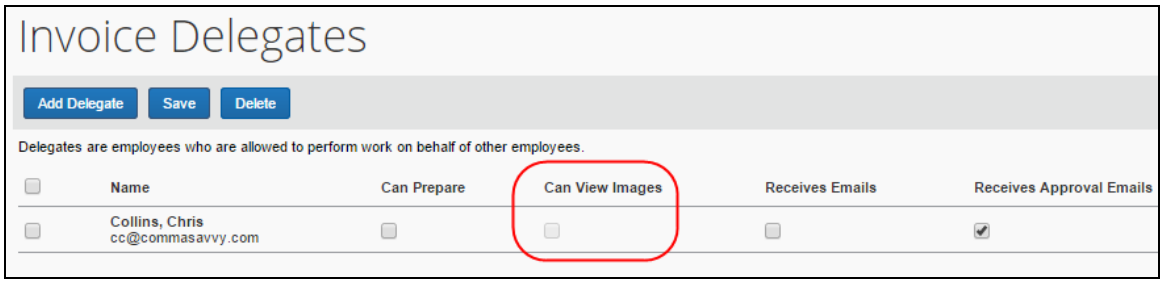
Delegates can be given the option to view invoice images for invoices they have prepared on behalf of another employee. The Invoice Admin sets this option when defining delegates. The individual who is selecting their delegate can also set this option.

To allow delegates to view invoices, select the **Delegate can view invoice images for payment requests** check box in the **Add Delegate Configuration** window. This window is available by clicking **Administration** > **Invoice** > **Delegate Configurations** > **New** (or **Modify**, if existing configuration).



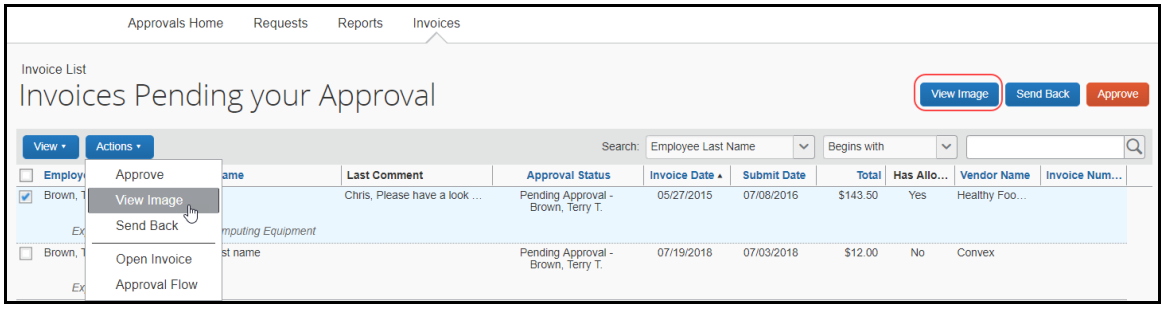
Although the configuration allows a delegate to view invoice images, the employee can elect to override this setting. When an employee assigns a delegate, they can choose whether specific delegates can view invoice images by selecting the **Can**

View Images check box on the **Invoice Delegates** page by clicking **Profile** > **Profile Settings** > **Invoice Delegates**.

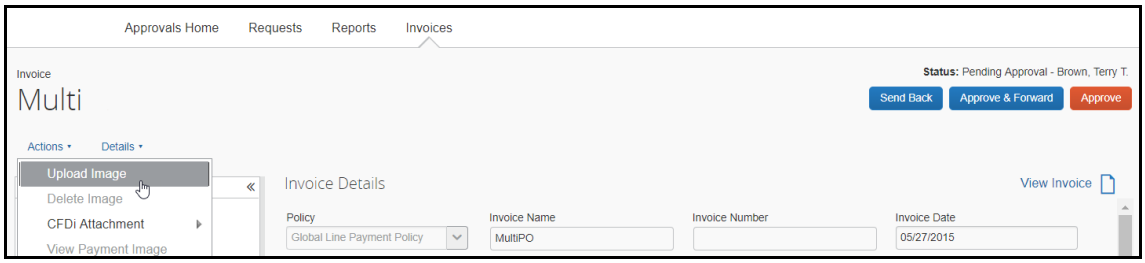


Section 7: Approver Experience

The approver can access the invoice images by selecting **Actions** > **View Image** or by clicking **View Image** on the **Invoice List** page.



If necessary, the approver can attach additional documentation by opening the request and clicking **Upload Image** on the **Actions** menu.



If no image is associated with the invoice, an image message appears with a statement indicating that the images are not available.

Invoice Image Not Available

There is currently no invoice image available. Try again in a few minutes.

If significant time has elapsed, there may have been an error during the upload. The invoice image should be uploaded again. If the issue persists, review the Help for this feature, or contact your Application administrator.

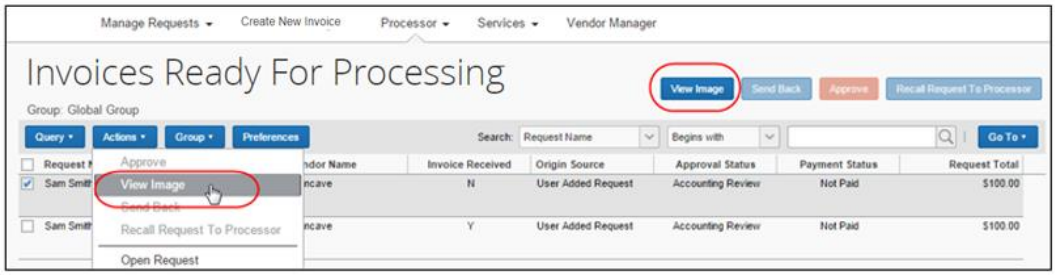
If you use fax to add images, click the Print button, then choose the Fax Cover Page option. Print the cover page, then fax it and the applicable document to the fax number printed on the cover page. If significant time has elapsed, there may have been an error during the upload or the fax may have been sent incorrectly or may have been unreadable.

Section 8: Processor Experience

After the appropriate managers approve an invoice, the request appears in Invoice Processor for processing.

To view invoice images in Invoice Processor:

1. Click the invoice in the **Process Requests** window.
2. Click either **Actions** > **View Image** or the **View Image** button. Adobe Reader opens in a new window displaying an image of the invoice.



Section 9: Troubleshooting

The following table displays error messages or scenarios that the employee may experience after attempting to upload images to the Image Upload Server.

Error Message	Description	Solution
No files selected.	There are no files to be uploaded in the **Files selected for uploading** list.	Use the **Browse** button to select files to upload.
Completed.	The file is successfully uploaded.	N/A.

Error Message	Description	Solution
File Exceeds Size Limit.	The maximum file size is displayed in the **Attach Files** window. Refer to that information.	Save the file in a different format or rescan the file at 300 dpi or lower to reduce the file size. **NOTE:** Do *NOT* attempt to compress the file using file compression software.
File Format not Supported.	The format of the file is not supported by the Receipt Image Upload feature. **NOTE:** HTML files with double-byte characters are not supported.	Save the file in the PNG, JPG, JPEG, PDF, HTML, TIF, OR TIFF formats only. Also, refer to *Specifically About PDF Files* in this guide.
Upload Error.	The file was not successfully uploaded for unspecified reasons.	The upload process was not successful. You may attempt to upload the file in a new session. If this error continues, consult your Concur Administrator for further directions.
Session has expired. Please log on to the application again.	The session has timed out due to inactivity over 24 hours.	Close the Upload Image window and begin a new session.
Unable to upload images at this time. There may have been an error in the application, or you may have clicked the Refresh button. Close this browser window and retry the image upload from within the application.	The file was not successfully uploaded for a variety of reasons.	Open a new instance of Concur Invoice and reattempt to upload files using the Upload Image link.

Section 10: Imaging Configuration

The basic configuration steps are listed here and described *in detail* on the following pages:

1. Contact your Concur Invoice administrator to verify that the Imaging service is included in your standard subscription service.

2. Provide the unique company ID and public key by using the **Imaging Settings** section in Administration of Concur Invoice.

3. Create an Invoice Imaging Configuration in **Administration** > **Invoice** > **Image Handling** as the Invoice Configuration Administrator, or, for vendors, **Administration** > **Invoice** > **Vendor Handling**.

4. Assign an imaging configuration to a policy in **Administration** > **Invoice** > **Policies** as the Invoice Configuration Administrator.

This guide describes the configuration steps that are handled in the Invoice Configuration Administrator tool.

Enable the SAP Concur-Internal Setting

In the SAP Concur-internal management console, SAP Concur staff sets the **Allow Image Upload** option (on the **Settings** page) to *Yes*.

Enable the Imaging Service

SAP Concur staff enters the client's unique company ID and public key in Imaging Settings.

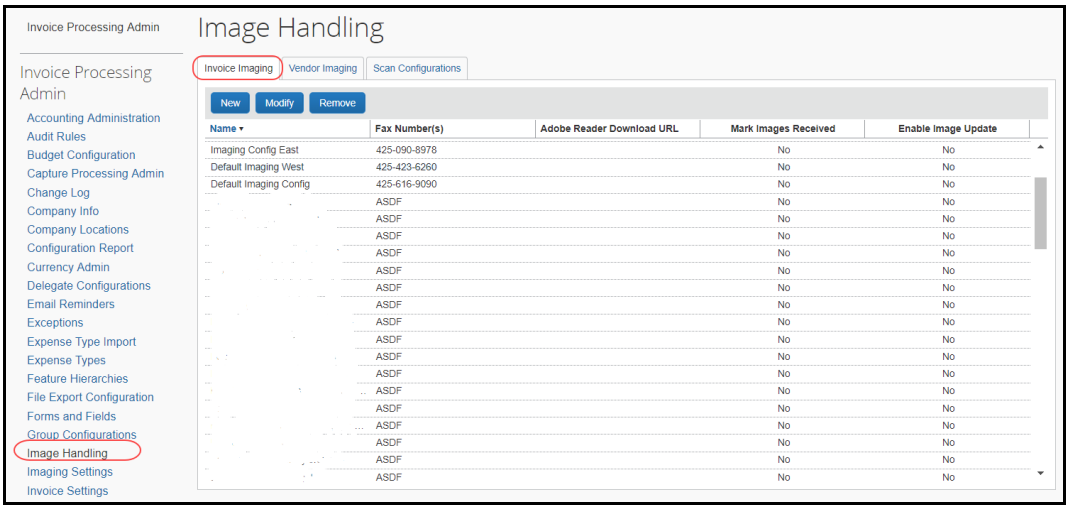
For more information, refer to the *Shared: Imaging Settings Setup Guide*.

Create or Modify an Invoice or Vendor Imaging Configuration

The administrator uses **Image Handling** to create their Imaging configuration. Since a configuration is assigned to a policy, several configurations can be created to be used depending on geographical region, etc.

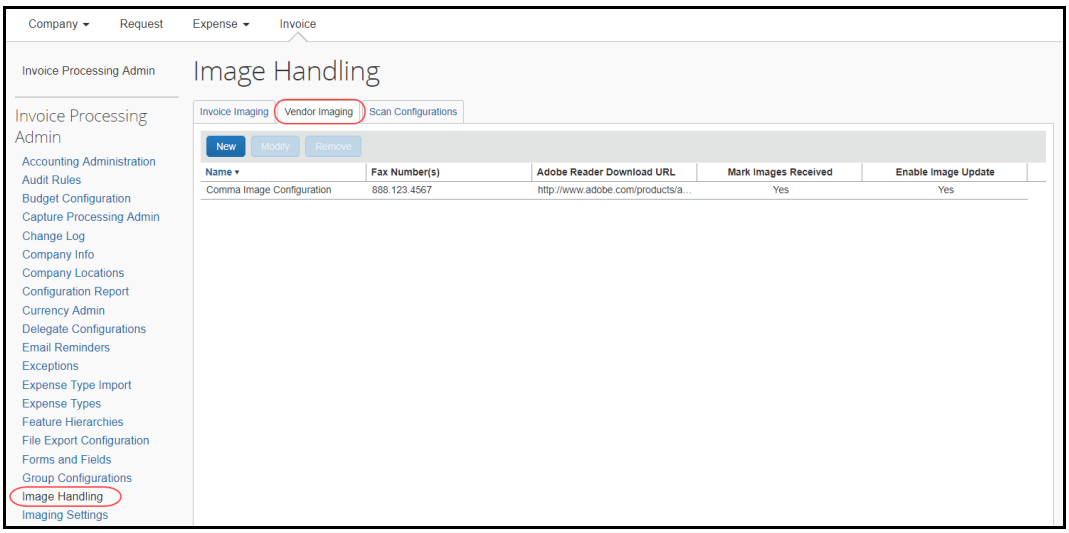
To create or modify an invoice or a vendor imaging configuration:

1. Click **Administration** > **Invoice** (on the sub-menu).
2. Click **Image Handling** (left menu). The **Image Handling** window appears.
3. Either:
   - Click the **Invoice Imaging** tab.



– or –

- Click the **Vendor Imaging** tab.



4. Either:
   - Click the default row to edit the existing default configuration.
     – or –
   - Click **New** to create a new configuration. A new row appears.
5. Complete the appropriate fields.

Field name	Description/Action
Name	Enter a unique name for the configuration. This name will appear as an option when setting up policies.
Acrobat Reader Download URL	Enter the link to the Adobe Web site where the employee can download the software. The link appears in the error message that displays when the system checks to see if Adobe Reader is installed.
Mark invoices received in Payment Processor for requests with a successful invoice image check box.	Select this check box if you want the *system* to note the invoices as received when they have transmitted successfully. **NOTE:** The employee must verify the clarity and accuracy of the successful transmission of invoices.
Allow employee to upload image files	Select this check box if you want the **Upload Image** link to appear to the user in the **Actions** menu. Doing this allows the employee to click the link and upload images using the **Upload Image** window. **Note:** If this option is not displayed, submit a service request to have this feature turned on.

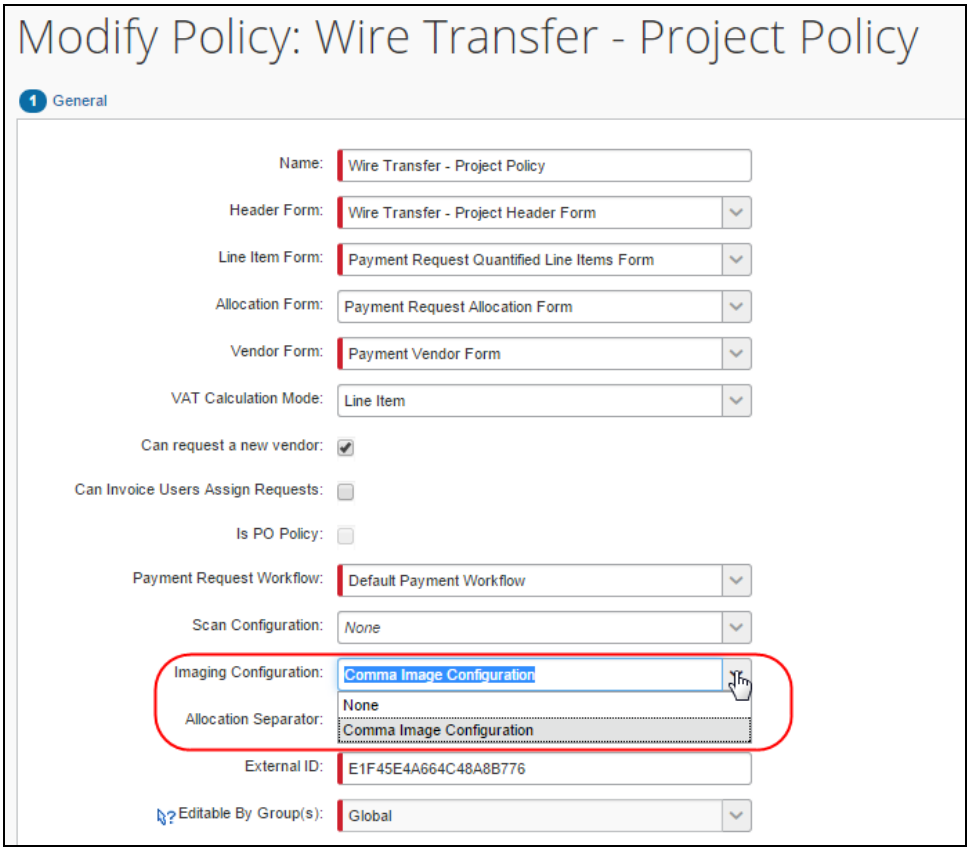
6. Click **Save**.

Assign to a Policy

Once an imaging configuration is set up for Concur Invoice, the client must assign it to a policy. This allows employees to utilize Imaging to submit invoices electronically. The **View Image** link will appear on the **Payment Request** page and is available to the Invoice Processor.

To assign an imaging configuration to a policy:

1. Click **Administration** > **Invoice** > **Policies** (left menu).
2. On the **Policies** page, select a policy and then click **Modify** to open the **Modify Policy** page.



3. In the **Imaging Configuration** list, select the configuration you want to use.
4. Click **Save**.

For more information about adding or editing a policy, refer to the *Concur Invoice: Policies Setup Guide*.

Section 11: E-Bunsho Timestamp

The e-Bunsho Timestamp feature enables clients in Japan to maintain legal compliance with e-Bunsho regulations when using images in lieu of paper invoices.

When the e-Bunsho Timestamp feature for Japan is enabled, an Invoice Admin can configure policy groups that require group members to timestamp invoice images before the related invoice is submitted for approval. A user must first confirm the invoice image is the valid image for the invoice being entered before they can timestamp the image and the invoice cannot be submitted for approval until the Invoice image has been successfully timestamped.

The e-Bunsho Timestamp feature includes a validation tool for monitoring and validating received, pending, requested, and ineligible timestamps. The invoice E-Bunsho Timestamp Validation Request tool revalidates the successfully timestamped images and displays counts and totals by date range for valid and invalid timestamped images.

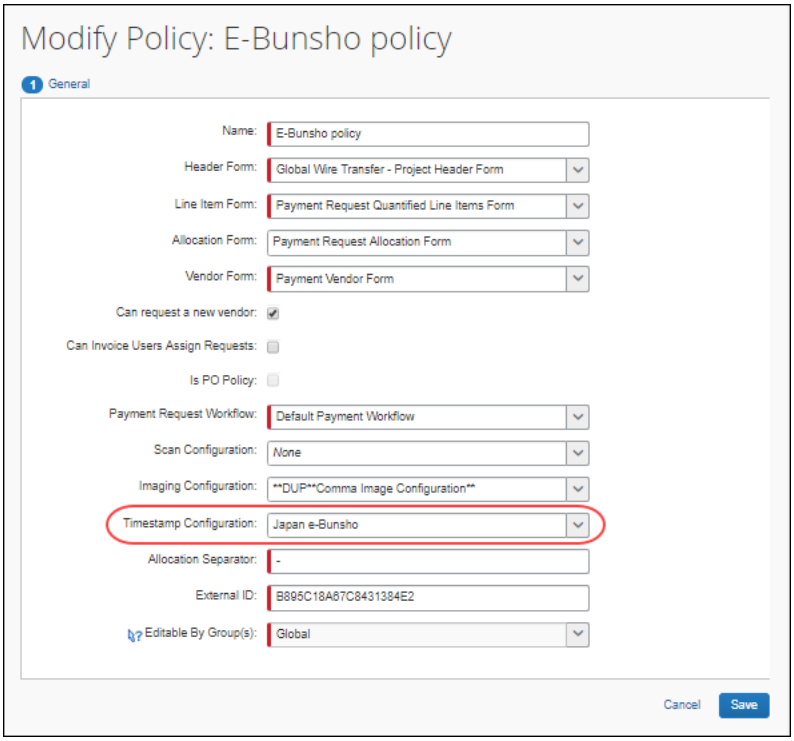
Invoice Admin Experience

On the **Administration >Invoice > Policies** page, when Invoice Admins modify a policy, the admin will see the **Timestamp Configuration** field.

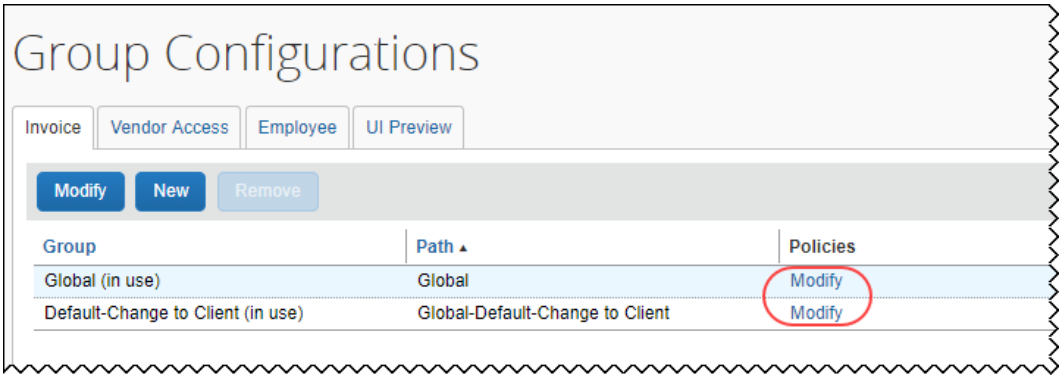
Enable e-Bunsho Timestamp for a Policy Group

- ***To enable the e-Bunsho Timestamp feature for a policy and to activate the policy for a group:***

1. Select **Japan e-Bunsho** from the **Timestamp Configuration** list.



2. On the **Administration > Invoice > Group Configurations** page in the **Policies** column**,** click **Modify** for the group you want to modify.



3. In the **Is Active for Group**, check the box next to the e-Bunsho enabled policy.

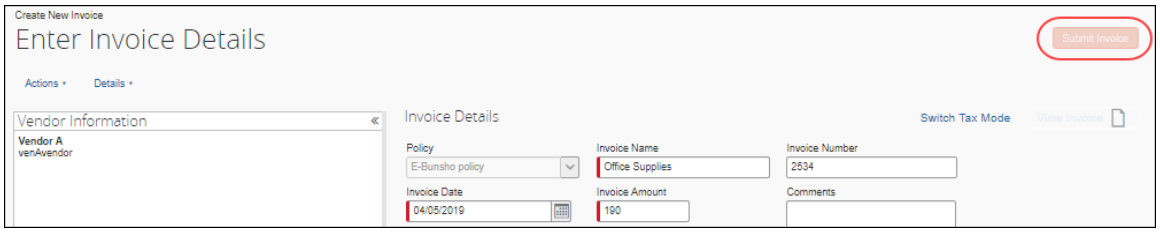
4. (Optional) Check the box in the **Is Default Policy** column to make the e-Bunsho policy the default policy for this group.

End-User Experience

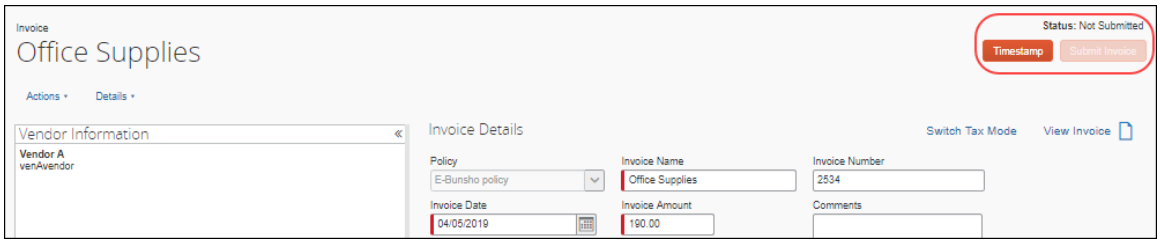
Timestamp Button

When a user creates a new invoice, if the invoice type is set to a policy that requires e-Bunsho timestamps, after the invoice is saved, the **Timestamp** button appears.

New Unsaved Invoice



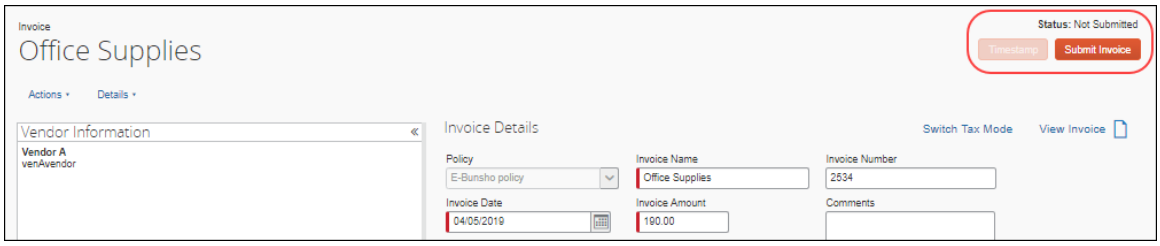
New Saved Invoice



Because the policy requires that invoice images be timestamped, the **Submit Invoice** button remains unavailable until one or more invoice images have been uploaded and timestamped.

After an uploaded invoice image has been timestamped, the **Timestamp** button is no longer available, and, assuming all other requirements are met, the **Submit Invoice** button becomes available.

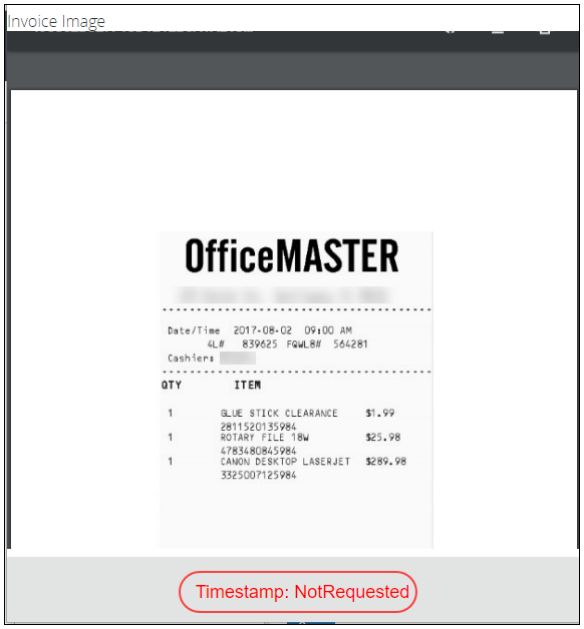
Timestamped Invoice



Timestamp Status

After uploading an invoice image, when a user clicks the **View Invoice** button, the status of the timestamp appears at the bottom of the invoice image.

For example, before an invoice image is timestamped the *Timestamp: NotRequested* status appears at the bottom of the image.



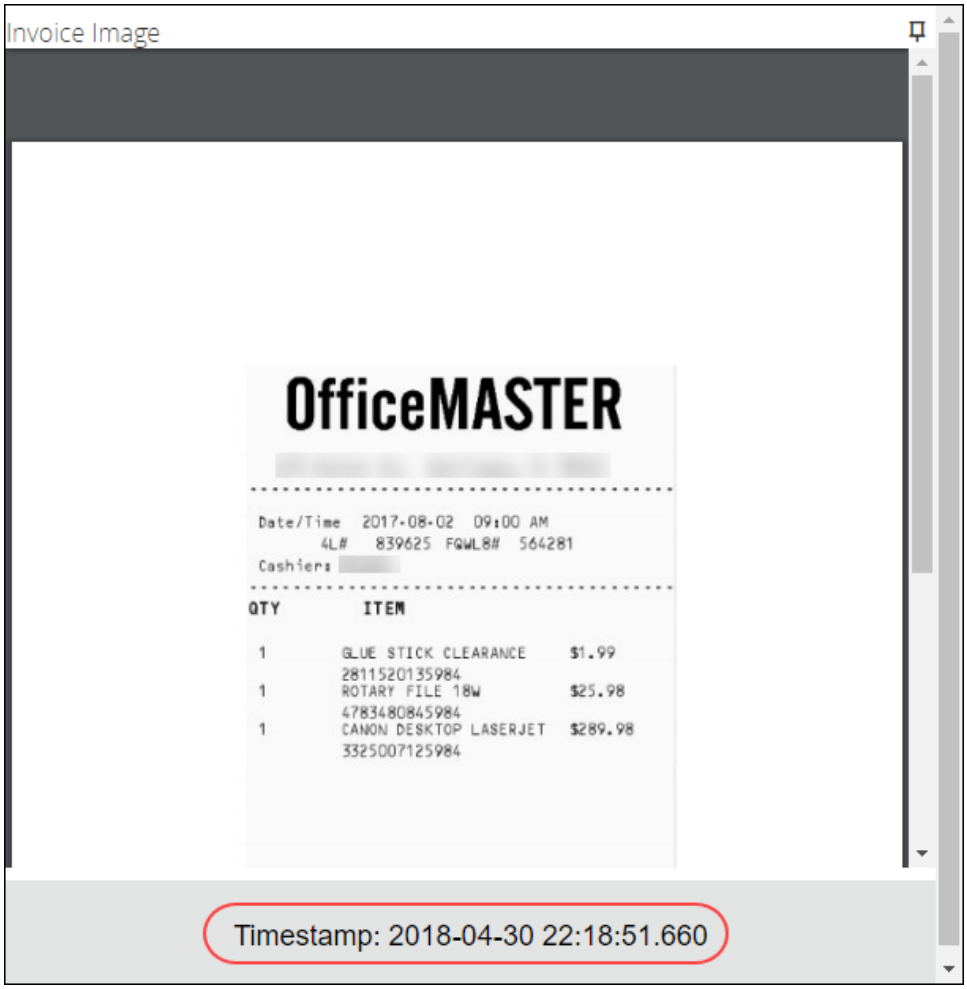
Depending on the status of the timestamp, one of the following timestamp statuses will appear at the bottom of the invoice image.

Status	Description
Timestamp: NotRequested	The user has not yet requested a timestamp for the invoice.
Received	The invoice has entered the system.
Pending	The image is not yet queued for a timestamp.
Requested	A timestamp has been requested.
Ineligible	The image is not eligible for a timestamp. **NOTE:** To be eligible for an e-Bunsho timestamp, images must be more than 200dpi (scanner) or 3.88M pixels (smartphone/digital camera) and at least 24-bit color for RGB.
Invalid	The image has failed a validation check.

NOTE: If you click the **Timestamp** button before uploading an invoice image, a message similar to the following appears:
Timestamp Status: *Unable to Timestamp the image as the original image is not available.*

E-Bunsho Timestamp

After an invoice image is successfully timestamped, the timestamp is displayed at the bottom of the **Invoice Image** page.



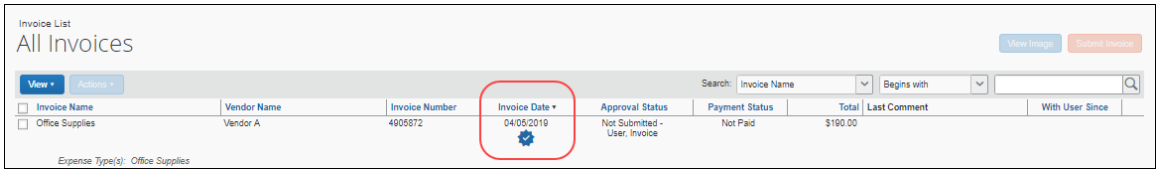
The following rules apply to a timestamped image:

- A timestamped image cannot be modified.
- A timestamped image cannot be deleted.
- Additional images cannot be appended to a timestamped image. If you upload a new image to an unsubmitted invoice after timestamping an existing image, the existing image is replaced by the new image and is not timestamped.
- Prior to submitting an invoice for approval, a timestamped image can be replaced with a new image.
- After an invoice is submitted, a timestamped image cannot be modified, replaced, or deleted.

- If an invoice is sent back to the submitter, the submitter can upload a new image to be timestamped.

E-Bunsho Icon

When the user views a list of their invoices on the **Invoice List** page, if any invoices in the list have timestamped invoice images, the invoice date column for the affected invoice contains an icon that indicates that an invoice image has been successfully timestamped ( ).



Delete Images

A user can delete or detach an invoice image if the invoice image status is one of the following:

- *Timestamp: NotRequested*
- *Ineligible*
- *Invalid*

NOTE: Unlike other statuses, these statuses are displayed in red text.

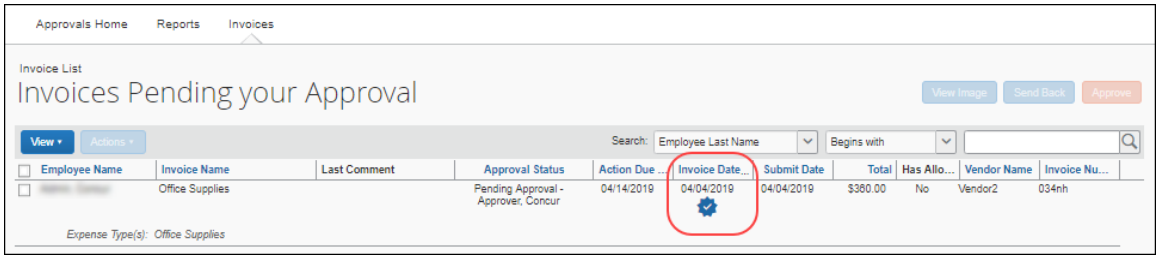
A user cannot delete or detach an invoice image under the following conditions:

- After an invoice image is successfully timestamped, the user cannot delete the invoice image through the **Delete Image** item on the **Actions** menu.
- If the timestamp status is *Pending*, the user cannot delete the invoice image.

Approver Experience

E-Bunsho Icon

When an invoice approver views a list of invoices on the **Invoice List** page, the e-Bunsho icon appears in the **Invoice Date** column for any invoices that were successfully timestamped and submitted by a user who is assigned to an e-Bunsho policy.



NOTE: The Invoice Approver cannot upload a new invoice image to an invoice with an e-Bunsho timestamped invoice image.

Processor Experience

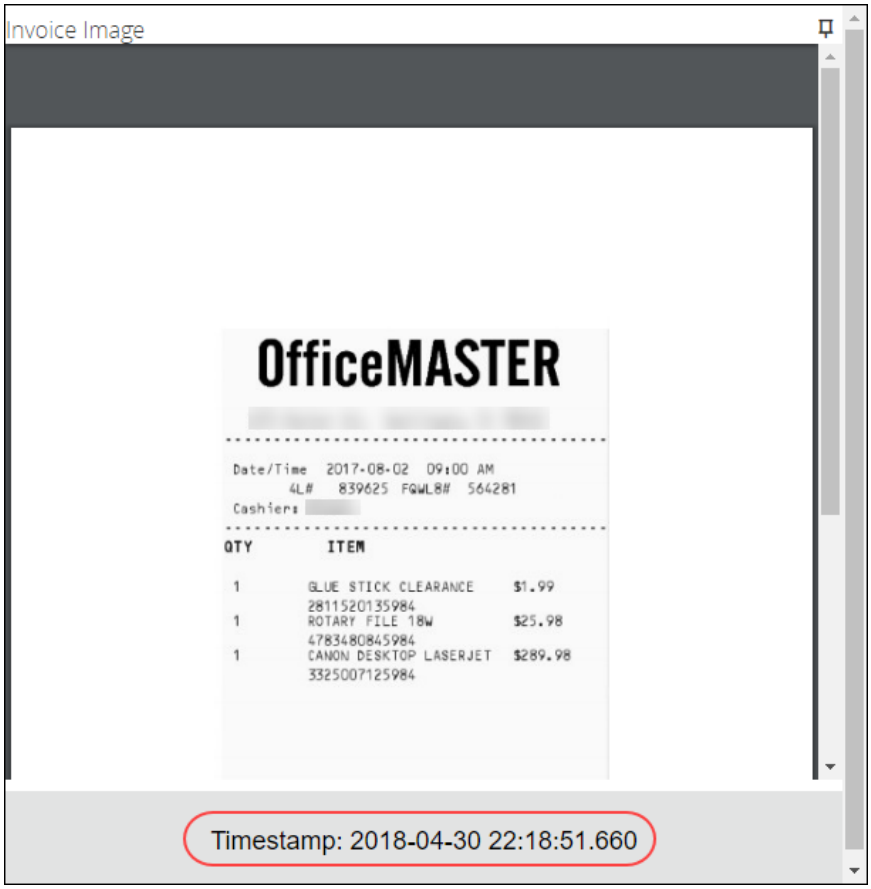
Users with the **Invoice Processor**, **Invoice Processor (Audit)**, or **Invoice Processor Manager** permissions will see:

- The e-Bunsho timestamp on successfully timestamped invoices
- The e-Bunsho icon in search results
- E- Bunsho timestamp statuses (as described in the *End-User Experience* section of this chapter)

In addition, an invoice processor can query for invoices to ensure invoices are compliant with e-Bunsho regulations and can use the Invoice E-Bunsho Timestamp Validation Request tool to validate timestamps.

E-Bunsho Timestamp

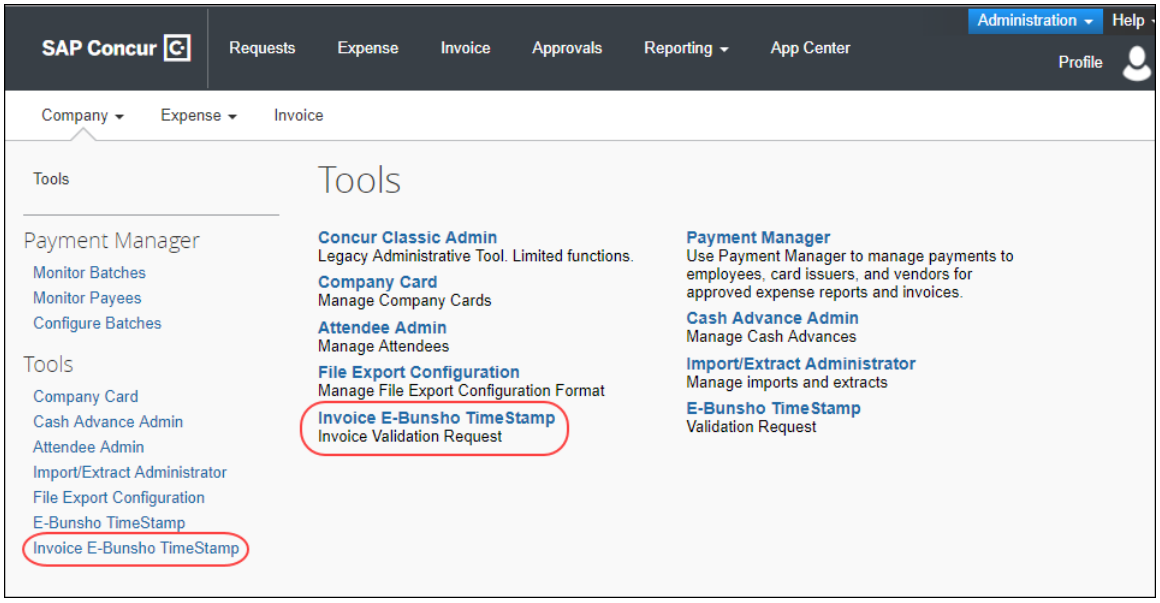
If the invoice processor clicks **View Invoice** within the **Invoice Details** window, the timestamp is displayed at the bottom of the **Invoice Image** page.



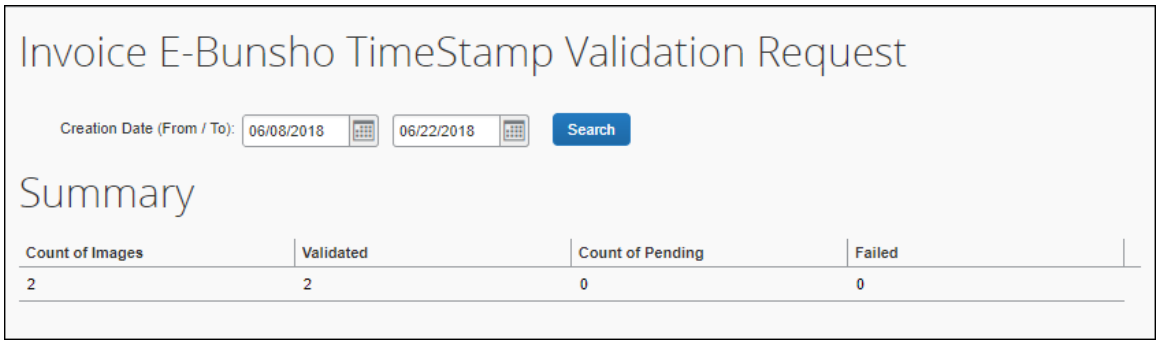
Validate Timestamps

The Invoice e-Bunsho timestamp validation request tool allows the company to validate the timestamps on a selected set of invoices. The tool displays counts of images submitted for validation during a date range and can be used to view images that failed validation.

Users with the Invoice Processor role combined with a role that grants access to the **Tools** page (for example, the Digital Compliance Administrator role or the Import/Extract Monitor role) can access the **Invoice E-Bunsho Timestamp Validation Request** tool from the **Administration > Company > Tools** page.



Invoice E-Bunsho Timestamp Validation Request Tool



The Invoice E-bunsho Timestamp Validation Request tool displays the following information:

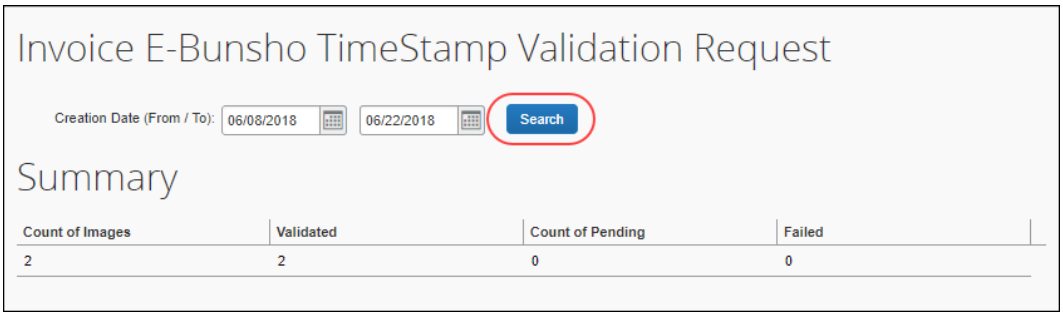
- Total Number / **Count of Images**
- Total Number / Count of **Validated** Images
- Total Number / **Count of** (images) **Pending** validation
- Total Number / Count of images that have **Failed** validation

VIEW VALIDATION STATUS

To view the validation status of a set of timestamps:

1. Click **Administration > Company > Tools**.
2. Click **Invoice E-Bunsho Timestamp**.

3. On the **Invoice E-Bunsho Timestamp Validation Request** page, enter the desired dates in the **Creation Date (From / To)** fields or use the date picker to choose the desired dates, and then click **Search**.



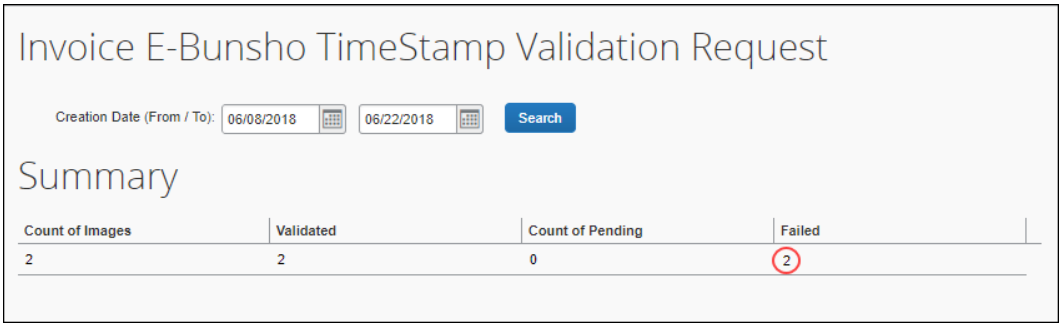
VIEW FAILED IMAGE VALIDATIONS

If the processor clicks on a non-zero number in the **Failed** column of the search results, the tool displays the **Timestamp Validation Failure** page which contains the following information:

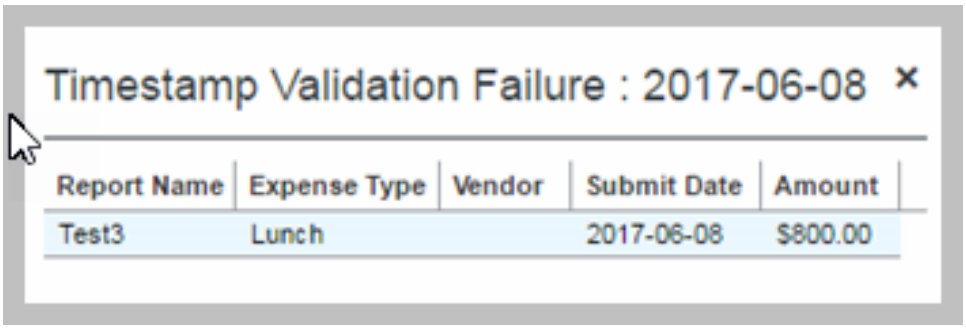
- Report Name
- Expense Type
- Vendor
- Submit Date
- Amount

To view details about failed validation requests:

1. If there are failed validations, on the **Invoice E-Bunsho Timestamp Validation Request** page, click on the number in the **Failed** column.



The **Timestamp Validation Failure** page appears.



2. Click **X** to close the **Timestamp Validation Failure** window.

Feature Activation

If you are interested in the e-Bunsho Timestamp feature, contact SAP Concur support or your account manager.