

# Concur Invoice: Purchase Order Matching

## Setup Guide

**Last Revised: April 13, 2019**

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



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# Revision History

Date	Notes/Comments/Changes
October 12, 2022	Minor edits; cover date not updated
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.
March 16, 2019	Added a note regarding the new <b>All Purchase Orders</b> list page for Purchasing Admins in the March release.
February 9, 2019	Changed the term "payment request" to "invoice" where applicable. Performed minor edits; no other content changes.
October 24, 2018	Renamed Concur to SAP Concur where applicable. Performed minor edits; no other content changes.
June 14, 2018	Changed copy-down to copydown; 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
October 14, 2017	Added information about the new Receipt User role and the possibility of adding custom fields for receipts of goods.
July 29, 2017	Changed name of Central Receiving role to Central Receiver.
July 8, 2017	Added information about Central Receiving role.
December 14, 2016	Changed copyright and cover; no other content changes.
November 4, 2016	Added information about the Concur Receiving feature.
April 27, 2016	Added information about the Multiple Purchase Order feature.
April 15, 2016	Added information about PR line association to PO line rule.
February 19, 2016	Updated with the Three-Way Matching feature.
June 12, 2015	Updated the images to the enhanced UI and made general updates to the content. In addition, added information about the redesign of the <b>Matching Summary</b> , <b>Payment Request</b> , and <b>Purchase Order</b> tabs.
January 16, 2015	Added information about line item identification by data attributes.
October 17, 2014	A purchase order extract is now available, and can be re-extracted based on system detection of changes at the header, line item, or allocations levels
September 16, 2014	Added information about the two user interfaces; no other content changes

Date	Notes/Comments/Changes
April 16, 2014	Changed copyright and cover; no other content changes
January 17, 2014	<p>The following changes were made:</p> <ul style="list-style-type: none"> <li>• The Authorized By, Buyer Contact, Ship To Attn, and Tax Id fields are now modifiable</li> <li>• A new field, Requested By, can be added to the PO form using the Forms and Fields tool</li> <li>• Vendor Name and Vendor Address are now copied down to the PO form</li> </ul>
October 18, 2013	Receipt Confirmation messages added to a rule group by selection of its Receipt Confirmation type can now be changed and/or localized for your supported languages using the Localization tool.
December 14, 2012	<p>Update with information about:</p> <ul style="list-style-type: none"> <li>• Conditional-based rules that allow a multiple match rule set</li> <li>• Add a message that displays for the given rule when triggered</li> <li>• Allow submit even if an exception occurs</li> </ul>
October 19, 2012	Update with information about ability to configure copy down action at the PO header, line item, and allocation levels to the PR.
February 17, 2012	Update with information about new Purchase Order overnight import job.
October 21, 2011	Various updates to this guide.
September 15, 2011	New Setup Guide.

# Purchase Order (PO)

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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 might not have the correct permissions to use this feature. The administrator might 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.

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: Overview

Purchase Order (PO) Matching helps companies maintain control by verifying and approving any discrepancies before paying suppliers, such as limiting payment to the quoted price, terms, and quantity ordered.

To achieve this, matching rules associated to the policy instruct the system how to react when a variance is detected between the invoice and the PO.

Rules serve to flag invoices that should not enter the workflow until unresolved (non-matching) issues are addressed, while allowing other associated invoices to continue if no issues are found.

Concur Invoice offers three types of matching methods:

- **Two-Way Matching:** Matching between invoices and purchase orders (no receipt)
- **Three-Way Matching:** Matching between invoices and purchase orders and received quantities
- **Receipt Confirmation:** Matching between invoices and purchase orders (including receipt confirmation that the order has been fully received)

The two-way matching verifies that purchase order and invoice information match whereas the three-way matching allows clients to match invoices with purchase orders and received quantities (of goods) before the invoices are processed and paid. The Receipt Confirmation method allows clients to match invoices with purchase orders including a receipt confirmation that items ordered have been received (Invoice does not check quantity of orders).



For more information about the Receipt Confirmation method, refer to the *Concur Invoice: Receipt Confirmation Setup Guide*.

## Required Roles

Only the user with the Invoice Configuration Administrator role can access and configure the Purchase Order Matching Rules feature.

### Concur Receiving Roles

This table shows roles and what users with these roles can and cannot do when working with the Concur Receiving feature.

Role	What the User Can/Cannot Do	Where?	Conditions
Purchase Order Processor	Can add, edit, and delete receipts and receipt images	In the transmitted purchase order	None.
Invoice Processor	Can add, edit, and delete receipts and receipt images	In the <b>Purchase Order</b> tab of opened invoice	None.
Purchase Request User	Can add, edit, and delete receipts and receipt images	In the transmitted purchase order	The admin must have selected (enabled) the <b>Allow Purchase Request Owners to Edit their own Purchase Orders</b> option in Invoice Settings. Alternatively, the user must also have the Receipt User role.
Invoice User	Can add, edit, and delete receipts and receipt images	In the <b>Purchase Order</b> tab of the opened invoice	None.
Central Receiver	Can add, edit, and delete receipts and receipt images for all purchase orders in their group.  Cannot transmit and process purchase orders or invoices.	In the transmitted purchase order	The Concur Receiving feature must be activated.
Receipt User	Can add, edit, and delete receipts and receipt images.  Can only add, edit, and delete receipt data for their own purchase orders.	In the transmitted purchase order.	The Concur Receiving feature must be activated.



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**NOTE:** For clients who import purchase orders on entities that do not have the Purchase Request feature enabled, a user who is assigned the Purchase Order Processor or Purchase Order Processor (Audit) role can see a list of imported purchase orders by navigating to the **Requests > All Purchase Orders** page.

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### ***Additional Roles***

**AP User:** This role is used for sites that rely on back-office personnel to code their invoices and handle assignment and reassignment of invoices.

**Invoice User:** Can create, assign to an Invoice Owner, and submit invoices.

**Invoice Purchasing User:** Restricted from creation or submission of invoices but is granted Modify access to selected fields. Typically, a specialist for updating invoices with incorrect totals, unit amounts, and similar.

## **Terminology**

The following terms are used throughout this document and within Invoice.

- **Concur Receiving:** The ability for users to add quantity receipt data manually in Concur Invoice.
- **Purchase Order Payment Request:** An invoice associated with a PO by the unique number associated with the PO.
- **Life to Date:** The complete span of all invoices associated with their purchase order.
- **Associate:** The relationship created when an invoice is linked to a PO by entering the unique PO number in the request header form.
- **Matching Rule Set:** The combination of rules that is executed for every PO request matched under a given policy. Can be a simple, single rule, or more complex multiple match rule that includes "nested" condition-based rules run against custom fields that differentiate by spend type, project, or division as examples.
- **Named Rules Group:** Any rule existing within ("under") the Matching Rule Set, for example, a condition-based rule group.

## **Purchase Order Setup Process**

Purchase orders are set up by following the steps below:

- Training: Concepts, best practices, documentation, etc.
- Purchase Order Invoice Policy, the prepared components of which are:
  - ◆ Purchase Order: Forms and Fields
  - ◆ Purchase Order - Payment Request: Forms and Fields

- ◆ Purchase Order - Payment Request: Workflow
- ◆ Match Rules
- Purchase Order Import – Web Service
- Purchase Order Extract – Overnight Job  
- OR -
- Purchase Order Extract – Web Service

## Section 3: Purchase Order Import Web Service

Purchase orders are imported into Concur Invoice using the Concur Connect "Purchase Order" web service API. This import is available by contacting your SAP Concur representative directly to have Advantage Services activate the Concur Connect module for the client entity. Once the client has done this, the user accesses the service by clicking *Concur Connect* on the **Invoice** menu.

The PO Import file has a field, **Receipt Type**, which can be used to indicate the type of receipt the PO expects. This indicator, while not required for setting up matching, can be useful in situations where clients have a mix of POs that expect different types of receipts and where clients want to set up different matching rules accordingly. The **Receipt Type** field is optional and can have the following values:

- 0 (Default; No receipt; two-way matching)
- 1 (Receipt Confirmation)
- 2 (Received Quantity; three-way matching)

### Use the PO Web Service Import

Complete documentation, including samples, is available at the Concur Connect site once the client has signed up for the service. The developer can then decide to create their own partner application to interface with the API, or contact their SAP Concur representative to have a custom application created for them.

### Quantity Receipt Import for Three-Way Matching

Before clients can start to use the Three-Way Matching feature, they need to import the Quantity Receipt file, which they can do through an FTP import, through the API, or by entering receipt data using Concur Receiving. The receipt information that clients import into Concur Invoice enables the system to associate and validate incoming invoice lines.

If clients need to use three-way matching and receipt confirmation, they should use both the Receipt Confirmation Import and the Quantity Receipt Import.



For more information, refer to the *Concur Invoice: Purchase Order Receipt Import Version 1 (Receipt Confirmation) Specification* and the *Concur Invoice: Purchase Order Receipt Import Version 2 (Quantity Receipt for Three-Way Match) Specification*.

## Section 4: Policies – The Purchase Order Policy

A Purchase Order (PO) policy type is used to implement matching of purchase orders to invoices. Specifying the policy as a Purchase Order policy causes several PO-related options to be displayed for configuration. Otherwise, the policy acts just as any other policy in Concur Invoice, providing the unique forms (and fields), workflow, and other configuration options, and allowing or disallowing a user access to the policy based on their Group hierarchy node assignment.



For more information, refer to the *Concur Invoice: Policies Setup Guide*.

### Special Attributes of the Purchase Order Policy

The configuration and behavior of the PO policy is virtually identical to any other policy with a few exceptions noted in this section.

#### **Forms and Fields**

Several forms specific to the PO feature are available using the Forms and Fields tools. These forms are designed to support PO matching and are customized by the addition or removal of fields, the configuration of copydown action from PO to PO-based invoice, and by setting access rights by role. Functionally they are identical to non-PO forms but include PO-specific form fields such as PO Number at the header form level and Supplier Part ID at the line item level as examples. These additions are designed to support the specific functions of the PO feature.

Forms are configured and made available for selection *prior* to creating the policy within which the forms will be assigned. Payment and PO forms are accessed in **Administration > Invoice > Policies**.

#### **Payment Request Forms**

Name:	Wire Transfer - Project Policy
Header Form:	Wire Transfer - Project Header Form
Line Item Form:	Payment Request Quantified Line Items Form
Allocation Form:	Payment Request Allocation Form
Vendor Form:	Payment Vendor Form

## Purchase Order Forms

Is PO Policy: ☒

PO Configuration

PO Header Form: Default PO Header Form

PO Line Item Form: Default PO Line Item Form

PO Allocation Form: None

PO Matching Ruleset: Default Rule Set

The choices of forms and fields appear when opening the PO-based invoice in detailed view and then clicking The **Matching Summary** tab for side-by-side view, or the two other tabs to view specifics of the invoice or purchase order.

Invoice Manager Create New Invoice Processor Invoice Capture Payments Vendor Manager

Invoice for [Select Invoice Owner]  
Furniture

Actions Details

Invoice Purchase Order Matching Summary

Matching Summary

Match Unmatch

Invoice Copy Items from PO Edit Side-by-Side

Alert	Line Item	Description
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When working with PO forms, note the following:

- Read & Write access to the **Purchase Order Number** field causes the field to be a required field.
- Certain fields are not available to users who are not included in a Group that uses the associated PO policy and its assigned forms - configure policy access that will ensure these forms and their fields are available to the user.
- A field used in an import *must* map to the same field on the PO form.

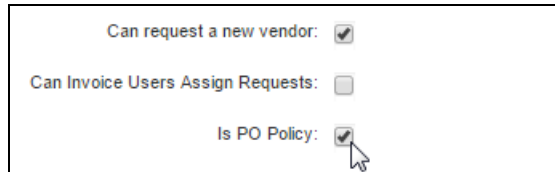


For more information, refer to the *Concur Invoice: Forms and Fields Setup Guide*.

## Purchase Order Policy Fields

There are several fields shared across policies, or unique to the PO policy type:

- **Is PO Policy:** Select this option to define the policy as PO-related. This selection causes the page to display additional options used under the PO policy and will ensure match rules run for any invoices associated with this policy.



Can request a new vendor: ☒

Can Invoice Users Assign Requests: ☐

Is PO Policy: ☒

- **PO Matching Ruleset:** This is where you specify the matching rule set that will instruct the system how to react whenever a user-defined variance is detected between the matching invoice and PO.
- **External ID:** This unique identifier lets the system associate the policy to all invoices and POs that include this same identifier.

### FORM FIELDS

- **Purchase Order Header:** Additional fields are included by default on the PO header, such as PO Number (Purchase Order Number).

## Configure Forms and Fields for Purchase Order Copy Down to PR

Concur Invoice can automatically copy relevant data in a purchase order (PO) directly into each invoice associated with the PO. Copied data typically includes cost objects, such as Department or Division, or spend type, such as Expense Type. This model is ideal for clients who regularly allocate their POs and want to systematically preserve this cost ownership and distribution data in the PO-based invoices.

The feature works by leveraging a field's copy down capability from PO to PR. By adding custom fields to the header, line item, and/or allocation levels of the PO and PR forms, and configuring them for copydown, the data in the PO is now copied to the invoice on initial association and again, whenever the system detects a change.

**Purchase Order Pref1008pos**  
Transmitted to Vendor  
Requested by two2, User

Purchase Order Details | Edit

Policy Name:	PO policy
Name:	
PO Number:	Pref1008pos
Order Date:	06/11/2015
Net Payment Terms:	27
Tax:	0.00
Shipping:	0.00
Total:	10.00
Currency:	US, Dollar
PO Source field:	Test for PO

ABA Bank Routing Number  
Request Shipping Amount: 0.00  
Request Total: 0.00  
Custom 02: PR Target field  
Test for PO

The **PO Source field** data will copy down to the **PR Target Field** based on the configuration; full copy, or only if there is no data in the field.

### Configure Selective Copy Down

Use the **Copy Down Only If Empty** option in Modify Fields of Forms and Fields to choose the best source of information, the PO or the invoice. In its default state of disabled, the option prevents the PO field from overwriting data on copydown to the associated field at the PR level. Enabled, the field data at the PO level is copied over the data in the PR field.

In the figure below, Custom 02 on the PO line item will only copy data to the field being configured if no data exists in that field. This flexibility allows retention of the maximum amount of preferred data at the request level.

Default Value Type: Copy Down

Copy Down Source: Purchase Order Line Item Details

Field: Custom 02

☒ Copy Down Only If Empty

## Examples

Example of a *full* copy down action for the **Expense Type** and **Description** fields:

- Before copy down:

Form	Expense Type	Description	AMT	Cost
Purchase Order	Office Supplies	No. 2 Pencils - 967	5	\$.05
PR Line Item	Null	Pencils	5	\$.06

- After copy down:

Action	Expense Type	Description	AMT	Cost
Copy down from Purchase Order	Office Supplies	No. 2 Pencils - 967	5	\$.05
Copy down to PR Line Item	Office Supplies	No. 2 Pencils - 967	5	\$.06

Below, copy down is *allowed* the **Expense Type** field, but is *disallowed* for the **Description** field:

- Before copy down:

	Expense Type	Description	AMT	Cost
Purchase Order	Office Supplies	Pencils	5	\$.05
PR Line Item	Null	No. 2 Pencils - 967	5	\$.06

- After copy down:

	Expense Type	Description	AMT	Cost
Copy down from Purchase Order	Office Supplies	Pencils	5	\$.05
Copy down to PR Line Item	Office Supplies	No. 2 Pencils - 967	5	\$.06

## Purchase Order Distributions: Behavior and Best Practice

Purchase Order Header and Purchase Order Line Item are available as Copy Down Sources. However, Purchase Order Distributions are treated differently; they are not shown as a configuration source choice, but simply always copydown to the corresponding matched invoice line if the data has been supplied on the PO. Therefore, it is important that the PO Distribution and Payment Request Distribution forms have an identical structure. For example, Custom 3 for the PO Distribution should represent the same field as Custom 3 for Payment Request Distribution.

PO Header	PO Line Item	PO Distributions
Custom 1–24 Currency Description Discount Percentage Discount Terms Name Net Payment Terms Order Date Requested Delivery Date Shipping Tax	Custom 1–20 Account Code Description External ID Line Number Expense Type Quantity Requested Delivery Date Supplier Part ID Tax Unit Price	No Configuration  Not a "Source" choice: <i>Always</i> copies down if available data on PO  Ensure PO and Invoice Distribution Forms "match": Custom 1 to Custom 1

### ***Activate the Multiple Purchase Order Feature***

The Multiple Purchase Order feature makes it possible to process invoices that are associated with multiple purchase orders.

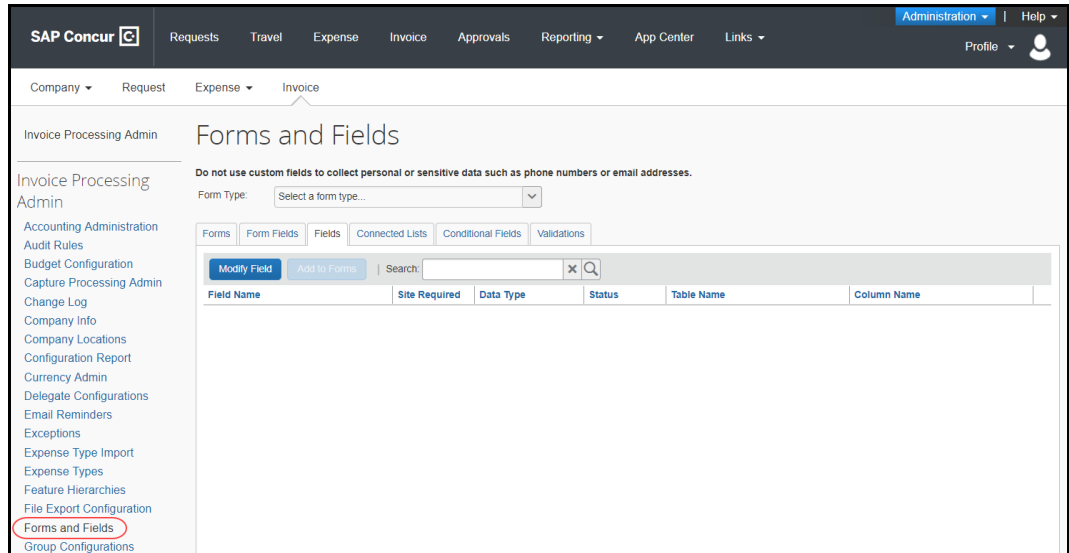
The administrator activates the Multiple Purchase Order feature by adding the **Purchase Order Number** field to the Payment Request Line Item Details form in the Forms and Fields tool. Admins should add the **Purchase Order Number** field at both the header and line item level.

After the administrator has activated this feature, the user will be able to select an option to indicate if multiple purchase orders are tied to the invoice in question. If this invoice has multiple purchase order numbers, the purchase orders will appear at the line item level of the invoice.

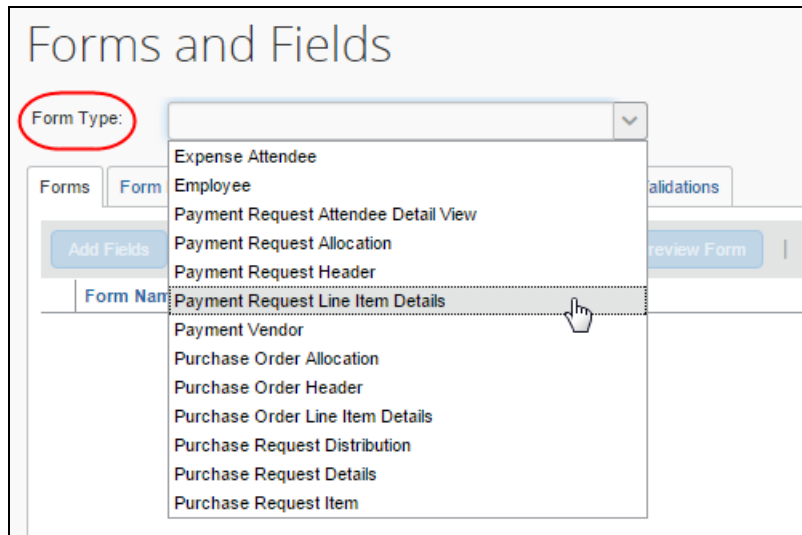


► **To activate the feature:**

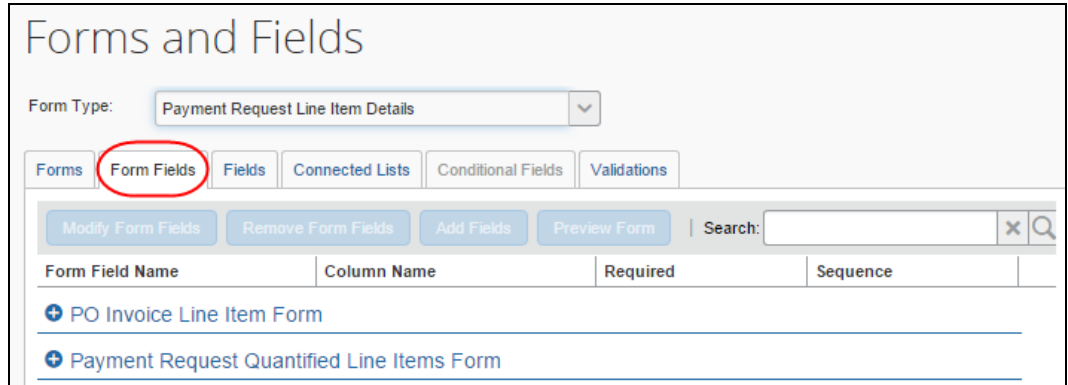
1. Select **Administration > Invoice > Forms and Fields** (left menu). The **Forms and Fields** page appears.



2. In the **Form Type** list, select *Payment Request Line Item Details*.



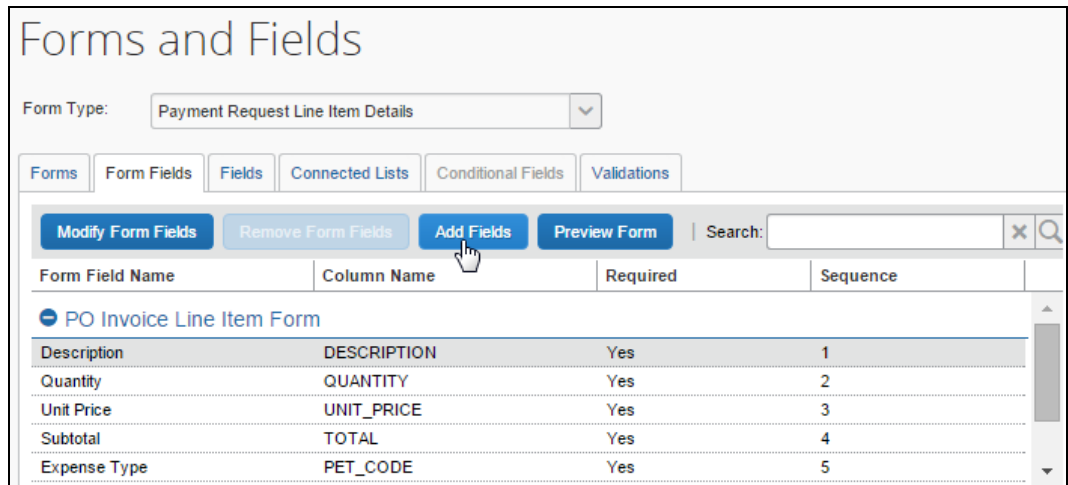
- Click the **Form Fields** tab.



The screenshot shows the 'Forms and Fields' configuration page. At the top, 'Form Type' is set to 'Payment Request Line Item Details'. Below this, a row of tabs includes 'Forms', 'Form Fields' (which is circled in red), 'Fields', 'Connected Lists', 'Conditional Fields', and 'Validations'. Under the 'Form Fields' tab, there are buttons for 'Modify Form Fields', 'Remove Form Fields', 'Add Fields', and 'Preview Form', followed by a search bar. A table lists available forms:

Form Field Name	Column Name	Required	Sequence
+ PO Invoice Line Item Form			
+ Payment Request Quantified Line Items Form			

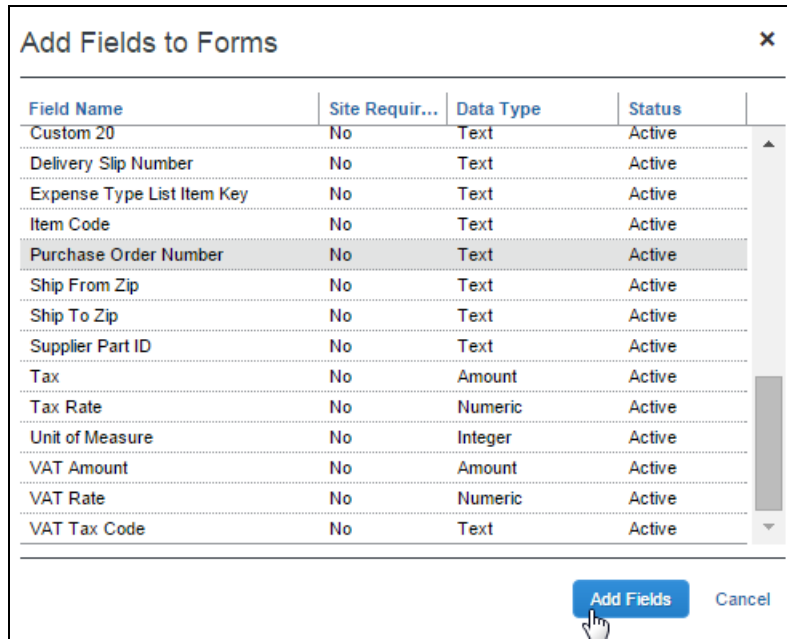
- Select the form to which you want to add the **Purchase Order Number** field and then click **Add Fields**.



This screenshot shows the same 'Forms and Fields' page, but now the 'Form Fields' tab is active, and the 'Add Fields' button is highlighted with a mouse cursor. The table below the tabs shows the details for the 'PO Invoice Line Item Form'.

Form Field Name	Column Name	Required	Sequence
PO Invoice Line Item Form			
Description	DESCRIPTION	Yes	1
Quantity	QUANTITY	Yes	2
Unit Price	UNIT_PRICE	Yes	3
Subtotal	TOTAL	Yes	4
Expense Type	PET_CODE	Yes	5

- In the **Add Fields to Forms** window that appears, select the **Purchase Order Number** field, and then click **Add Fields**. The field appears on the form that you selected.



Field Name	Site Requir...	Data Type	Status
Custom 20	No	Text	Active
Delivery Slip Number	No	Text	Active
Expense Type List Item Key	No	Text	Active
Item Code	No	Text	Active
<b>Purchase Order Number</b>	No	Text	Active
Ship From Zip	No	Text	Active
Ship To Zip	No	Text	Active
Supplier Part ID	No	Text	Active
Tax	No	Amount	Active
Tax Rate	No	Numeric	Active
Unit of Measure	No	Integer	Active
VAT Amount	No	Amount	Active
VAT Rate	No	Numeric	Active
VAT Tax Code	No	Text	Active

Add Fields Cancel



For more information about multiple purchase orders, refer to the *Concur Invoice: Purchase Order Matching User Guide*.

### ***Delivery Slip Number Field for Three-Way Matching***

If clients expect their invoices to have Delivery Slip Numbers, the admin should add the **Delivery Slip Number** field to the Payment Request Header form in the Forms and Fields tool. If the admin adds this field and a Goods Receipt Note (GRN) is found with the same value (among all GRNs for the corresponding PO line), Concur Invoice will perform the matching against this GRN. If the admin does not add the **Delivery Slip Number** field to the form, Concur Invoice will perform the matching sequentially by receipt.

Forms and Fields					
Form Type: <span>Payment Request Line Item Details</span>					
Forms	Form Fields	Fields	Connected Lists	Conditional Fields	Validations
Modify Field	Deactivate	Add to Forms	Search: <input type="text"/>		
Field Name	Site Required	Data Type	Status	Table Name	Column Name
Custom 10	No	List	Active	CTP_REQ_LINE_ITEM	CUSTOM10
Custom 11	No	Text	Active	CTP_REQ_LINE_ITEM	CUSTOM11
Custom 12	No	Text	Active	CTP_REQ_LINE_ITEM	CUSTOM12
Custom 13	No	Text	Active	CTP_REQ_LINE_ITEM	CUSTOM13
Custom 14	No	Text	Active	CTP_REQ_LINE_ITEM	CUSTOM14
Custom 15	No	Text	Active	CTP_REQ_LINE_ITEM	CUSTOM15
Custom 16	No	Text	Active	CTP_REQ_LINE_ITEM	CUSTOM16
Custom 17	No	Text	Active	CTP_REQ_LINE_ITEM	CUSTOM17
Custom 18	No	Text	Active	CTP_REQ_LINE_ITEM	CUSTOM18
Custom 19	No	Text	Active	CTP_REQ_LINE_ITEM	CUSTOM19
Custom 20	No	Text	Active	CTP_REQ_LINE_ITEM	CUSTOM20
Delivery Slip Number	No	Text	Active	CTP_REQ_LINE_ITEM	DSN
Description	Yes	Text	Active	CTP_REQ_LINE_ITEM	DESCRIPTION



For more information, refer to the *Configure Three-Way Matching* section in this guide.

### Change the Configuration of the PO Policy

The PO policy attributes, such as forms, workflow, imaging, and other options are available for editing by the administrator. However, the PO policy cannot be changed to a non-PO policy unless there are no invoices associated with the PO policy.

## Section 5: Workflow – The Default PO Payment Workflow

The PO workflow reflects the approval process typically used with this method of pre-approved purchasing. Since approval has already occurred, the invoice can move directly to a Processor step (among others) to complete workflow.

### Example of Typical Purchase Order Workflow

As an example, the workflow for *Default PO Payment Workflow* included in Concur Invoice is:

- Submit of purchase request (system step)
- Approval for processing
- Vendor approval
- Prepayment validation (system step)
- Pending payment (system step)
- Payment accounting extract (system step)
- (Optional) Re-extract if changes detected (system step)

The client can copy and modify the *Default PO Payment Workflow* to match site requirements.



For more information, refer to the *Concur Invoice: Workflows - General Information Setup Guide*.

## Section 6: Purchase Order Line Identification

Concur Invoice can perform line identification in two ways, either by sequence or by data attributes. Line identification is set by sequence as default.

When the client uses line identification by sequence, the system matches, for example, Invoice line #1 to purchase order line #1, Invoice line #2 to purchase order line #2 and so forth.

To use line identification by data attributes, the client must (select) enable the **Allow system to associate Invoice lines to Purchase Order lines based on data attributes** option in Invoice Settings.

When the client has selected (enabled) this option, Concur Invoice performs line identification by using data attributes, such as unit price, quantity, description, or purchase order number. For example, if Invoice line #1 shows a unit price of \$5.00, then the system tries to identify this unit price with a matching unit price for a purchase order. Concur Invoice will use line item data attributes to identify the corresponding PO line.



For more information, refer to *Concur Invoice: Invoice Settings Setup Guide*.

## Section 7: Purchase Order Matching Rules

Matching rules instruct the system how to react when a variance is detected between, as a simple example, the unit price on the invoice compared to the same field on the PO. More complex matching rule sets that include condition-based rules let a single rule set perform checks across different spend types, divisions, or projects as designated by custom fields added by the user to the Payment form.

Clients might have a mix of different matching needs and combine the two-way matching, receipt confirmation, and three-way matching according to their use of Invoice. To accommodate multiple matching needs, clients can set up multiple rule groups to instruct Concur Invoice to use the appropriate matching logic for each invoice/purchase order combination.

In the example below, there are three rule groups; one for POs with receipts (three-way matching), one for POs without receipts (two-way matching), and one for POs with receipt confirmation.

**Purchase Order Matching Rules**

Buttons: Add, Edit, Copy, Delete, Rename, Edit Rules, Edit Confirmation

**RULE GROUPS**

- Copy of PO Matching Rules v2
  - Default
  - POs with Receipts**
  - POs without Receipts
  - POs needing Receipt Confirmation

**Rule Group: POs with Receipts**

Receipt Confirmation: **None**

Line Item Level: **Payment Request Unit Price = Purchase Order Unit Price**  
Allow Submit/Approve? **No**

Header Level: **Payment Request Line Quantity = Purchase Order Received Quantity**  
Allow Submit/Approve? **No**  
Exception Message: *Associated receipts do not have enough quantities*

Line Item Level: **Payment Request Quantity Life-to-Date**  
Allow Submit/Approve? **No**  
Exception Message: *Life-To-Date Invoiced Quantities exceeds Ordered Quantity on this PO Line.*

Header Level: **Payment Request Quantity Life-to-Date**  
Allow Submit/Approve? **No**  
Exception Message: *Life-To-Date Invoiced Quantities exceeds Received Quantity on this PO Line.*

Admins create these rules by going to **Administration > Invoice > Purchase Order Matching Rules**.

Use Purchase Order Matching Rules to:

- Alert you that invoices associated with a PO include amounts and values that fall outside those of the PO
- Alert you that the received quantities of an order does not match with the invoice and purchase order
- Set the tolerance the system will use when identifying non-matching invoice quantities and amounts
- Use combinations of rule types to balance valid exceptions alongside minor variances that should not prevent an invoice from proceeding
- Create different matching rule sets for different policies
- Provide an exception message with explanatory text for the user
- Allow or disallow submit and approval of the PO-based invoice even if an exception has occurred

## Before You Begin

Please note the following before using the Purchase Request feature.

### Test and Change Match Rule Sets

When testing rule set configurations prior to implementing the feature, it is important to use testing name conventions for your first rule sets. Once you have confirmed the rule set you will implement, you can then decide to use the production naming conventions you want.

The reason for this is that, once a match rule set is run against a PO associated invoice a status of *In Use* is assigned and the rule set is locked: it cannot be edited or deleted from the system. Under these conditions, an existing rule set that must be

changed is best copied, then changed, then put into service. Therefore, the best practice naming convention is something similar to "Test – Rule Set V1", with the following approach:

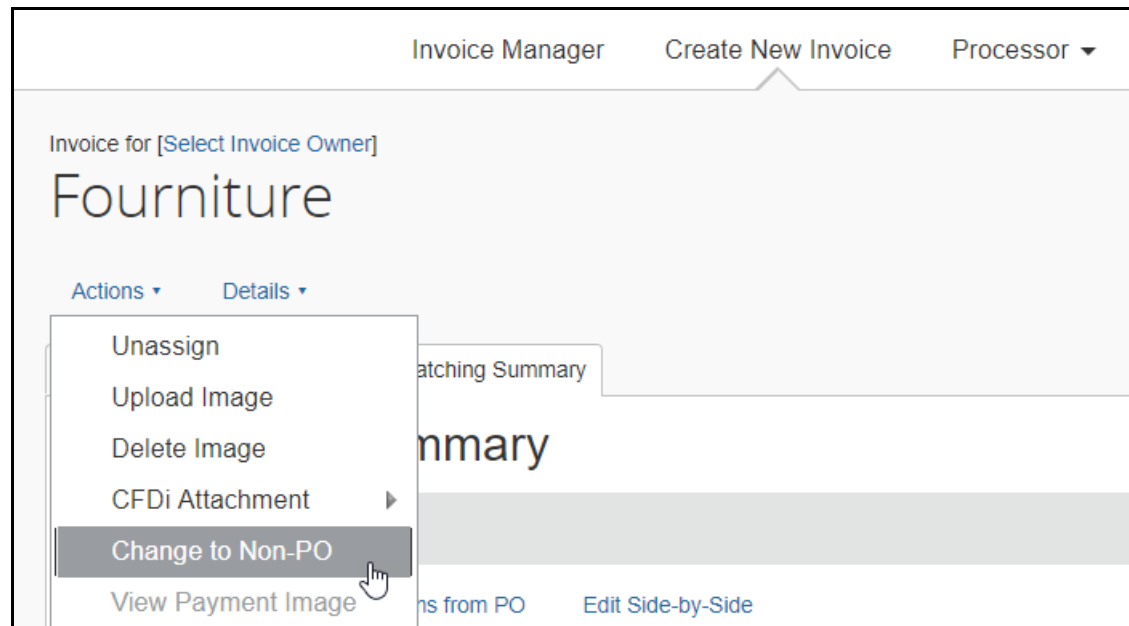
1. Copy the Default rule set, or your current rule set, and name it *Test – Rule Set V1*.
2. Make edits, and, when you are finished, apply the rule set to the relevant policy.
3. Test and evaluate the results.

Repeat steps 1–3 for any additional changes, incrementing the version name each time.

When testing is complete, the rule set can be copied a final time removing *Test* from the naming convention. This makes it easy to identify the set(s) being used in production. In addition, you can always tell which rule set is being run on particular invoice by looking at in the audit trail in the **Details** menu.

### "UNLOCK" A MATCHING RULE SET FROM ITS IN-USE STATUS

A matching rule set with a status of *In Use* can be unlocked by breaking its association with all invoices it is associated with. If the number of invoices associated to the rule set is small (such as an initial controlled testing phase), it might be feasible to use the **Change to non-PO** option in the **Actions** menu to remove the matching rule set from all relevant invoices, thereby unlocking the rule set.



Now, the rule set has a status of *No* and can be edited using the **Edit** button:

Purchase Order Matching Rules		
<div> <div>Edit</div> <div>Copy</div> <div>Delete</div> </div>		
Rule Set Name	In Use	Associated Policies
Default Rule Set	No	Purchase from Pref. vendors

## Activate Exchange Rates for Matching Rule Sets

Exchange rates that allow currency conversion are on by default. As reference, this feature is accessed using the Expense Admin module.

The screenshot shows the 'Currency Admin' settings page in the Concur Expense Admin module. The 'Exchange Rate Source' dropdown menu is open, displaying four options: 'Use Local Exchange Rates Only', 'Search Local Then External Source', 'Use Local Exchange Rates Other', and 'Use External Exchange Rates Only'. The 'Use External Exchange Rates Only' option is currently selected and highlighted by the mouse cursor.



For more information, refer to the *Concur Expense: Currency Admin Setup Guide*.

## Create Purchase Order Matching Rules

A Default rule set is provided, but you might want to create your own by copying and editing the Default rule set. Different rule sets can be used to accommodate different departments or regions, and the same rule set can be used in more than one policy.

When configuring a PO policy, you will create a matching rule set within which are one or more named rule groups. The matching rule set can be as simple or complex as needed. For example, a simple named rules group that compares line item Unit Price between the invoice and PO. Alternatively, more complex, including condition-based rules "within" several different named groups, all within the parent rule set. The complex rule set is useful whenever you wish to trigger an exception based on unique custom field attributes, such as spend type, project, or division, added to the form and against which condition-based rules can be configured.



There are two matching rule types that you can include in the overall rule set and associate with the policy:

- **Life to Date:** This rule set is a one-to-many comparison between *all* associated invoices and the PO. It is run based on cumulative total of *all* invoices with the *same* PO number, comparing Gross, Net, Line item total, Line item quantity, if matched against received quantities, and/or Line item tax.
- **Rules:** This rule set includes a one-to-one comparison between the *current* invoice and the PO. It is run based on the choice of header, line item, line item – receipt, and/or vendor level for comparisons such as Quantity to Quantity, Request Total to Total, receipt on received quantities, PR lines associated to PO lines, or even Custom field to Custom field.

### **Best Practices**

Concur Invoice builds flexibility into the matching rule sets you create, supporting both a simple single matching rule set (Unit Price to Unit Price) and multiple matching rule set (by first Shipping, then Vendor "Acme", then line item Quantity as an example). A tolerance can be specified (Acme; Quantity, less than 3 Tolerance) along with a custom exception message and allow or disallow submit and approval of the PO-based invoice.

When configuring rules, a balance should be maintained that creates matching rules that avoid irresolvable exceptions that prevent invoices from being cleared for processing. To do this, Concur Invoice lets you use the rule set, tolerance, Submit action, and if applicable the exception message to help move the invoice to processing with a minimum of issues.

In use, you might create:

- A rule that triggers an exception for vendor Acme when > five Quantity variance is detected at the line item, but allows submission because Acme is always responsive to needed corrections.
- A custom exception message detailing how to respond when an exception prevents submission, and that the invoice should be sent to the Purchasing User for further investigation.

### **Amounts and Tolerances**

Amount-based fields (Line Item Total, Quantity, Tax, Shipping, etc.) will generate an exception whenever the invoice(s) amount totals *exceed* the PO amount. This is true for both rules types, Life to Date and Rules. However, this can be refined by including tolerance levels applying to the absolute currency value, or to a percentage. Additionally, an exception-based informational message can be included, guiding the user to resolving the issue.

### **EXAMPLES**

As an example, assume your company's vendor shipping rates vary slightly and result in the invoices not always matching the amount on the PO, thereby causing an exception. To prevent undesired low-level exceptions of little concern, the following

tolerances can be applied to the header for the **Shipping** fields (multiple rules can be run on the same field):

- Header field Shipping variance not over 1%  
- AND -
- Header field Shipping variance not over \$100.00

The figure below shows both shipping-to-shipping field matches, one by amount and the next by percentage:

Rules			
Level	Payment Request Field	Purchase Order Field	Tolerance
Header	Shipping	Shipping	Within (+/-) 100 USD
Header	Shipping	Shipping	Within (+/-) 1%
Line Item	Unit Price	Unit Price	

### ***Refine the Rules: Combine the Life to Date and Rules Rule Types***

The following example illustrates how to use a combination of Life to Date and Rules rule types to refine the exception response to the specific situation.

Assume that a PO is typically fulfilled across multiple shipments that vary in shipping costs. While a moderate level of shipping rate fluctuation is allowable, you want to configure rules that ensure an exception occurs when the basic goods or services included in the invoices exceed that of the original PO. You also want the system to flag any instances where the unit price that was charged was higher than the unit price on the PO.

To do this, two rules are created:

- **Life to Date:** Net Amount is selected, with a tolerance value of zero

Rules

Life to Date

☐ Gross Amount
   
☒ Net Amount

Overage Tolerance

Value

▼

0

US, Dollar

▼

- **Rule:** Choosing Line Item as the Level value, the invoice **Unit Price** field is set to match to the same PO field, with a tolerance level of zero

The screenshot shows a configuration window for a matching rule. At the top, there are two tabs: 'Rules' and 'Life to Date'. The 'Life to Date' tab is active. Below the tabs, there is a 'Level:' label followed by a dropdown menu set to 'Line Item'. Below that, there are two dropdown menus: 'Payment Request:' set to 'Unit Price' and 'Purchase Order:' set to 'Unit Price', with an equals sign between them. Below these is a 'Tolerance' section with three radio buttons: 'None' (selected), 'Within (+/-)', and 'Custom'. The 'Within (+/-)' and 'Custom' options have sub-sections with 'Value' dropdowns, empty text boxes, and currency dropdowns set to 'Australia, Dollar'. At the bottom of the window are three buttons: 'Update', 'Delete', and 'Cancel'.

When a PO for computer flat screens is generated, the following information exists on the PO:

- **Computer Flat screens**  
Unit Price = \$400 | Quantity = 4 | PO Net Amount = \$1600
- **Invoice #1 Received**  
Computer Flat screens | Unit Price \$500 | Quantity = 3  
Life to Date (Net Amount): No exception - amount of \$1500 under \$1600 PO Net  
Rules (Unit Price): Exception fires - unit price of \$500 exceeds \$400 PO unit price
- **Invoice #2 Received**  
Computer Flat screens | Unit Price \$500 | Quantity = 1  
Life to Date (Net Amount): Exception fires (invoice 1 + 2 = \$2000; \$1600 is threshold for PO Net)  
Rules (Unit Price): Exception fires - unit price of \$500 exceeds \$400 PO unit price

### ***Refine the Rules: Include Condition-Based Rules in a Rule Set***

A rule set can include condition-based rules that detect unique attributes of the PO. These complex rule sets are used when you want to execute matching rules based on the distinctions of spend type (services vs. goods), division (US, Europe), or projects (internal vs. external) as examples. Conditional rules run as "subsets" to the parent rule, performing the match analysis based on the configured conditional distinctions, and generating exceptions based on the rules associated with the condition.

## Example

The example below shows a single rule set distinguishing between services and goods PO types where the rule will analyze, and allow submission but show a custom exception message, for any shipping variance for Service type expenses. It will also evaluate a vendor, Acme, for line item variance that, when exceeded, prevents submission.

**Purchase Order Matching Rules**

Buttons: Add, Edit, Copy, Delete, Rename, Edit Rules, Edit Confirmation

**RULE GROUPS**

- Acme Shipping and Unit Price Variance Rule Set
  - Default
  - Services Shipping Variance
  - Acme Quantity Variance
  - Apogee Goods Variance

**Rule Group: Default**

Receipt Confirmation: Receipt Central  
 Line Item Level: Payment Request Unit Price = Purchase Order Unit Price  
 Allow Submit/Approve? No

Vendor Level: Payment Request Remit Address = Purchase Order Remit Address  
 Allow Submit/Approve? No

**Rule Group: Services Shipping Variance**

Receipt Confirmation: None  
 Header Level: Payment Request Shipping = Purchase Order Shipping  
 Allow Submit/Approve? Yes  
 Exception Message: Shipping is not equal - investigate further please

**Rule Group: Acme Quantity Variance**

Receipt Confirmation: Parent  
 Line Item Level: Payment Request Quantity = Purchase Order Quantity  
 Tolerance: Over 5  
 Allow Submit/Approve? No

Line Item Level: Payment Request Total = Purchase Order Total  
 Tolerance: Over 5 USD, Under 5 USD  
 Allow Submit/Approve? No

**Rule Group: Apogee Goods Variance**

Receipt Confirmation: Parent  
 Line Item Level: Payment Request Unit Price = Purchase Order Unit Price  
 Tolerance: Over 5 USD  
 Allow Submit/Approve? Yes  
 Exception Message: Unit price does not match. Investigate, and then use the Send to Purchasing button.

Note that, if no condition is met, the default rules will run (that is, the Unit Price and Remit Address default rule set).



For more information about adding condition-based rules to your rule sets, refer to *Step 4: Add Condition-Based Rule to a Named Rules Group*.

## Refine the Rules: Allow Submission Despite Tolerance

An invoice can be submitted and proceed to processing even if an exception is generated due to the tolerance limit of the matching rule set. This "override" action is selected by using the **Allow Submit/Approve** feature in the **Options** section of the **Rules** tab.

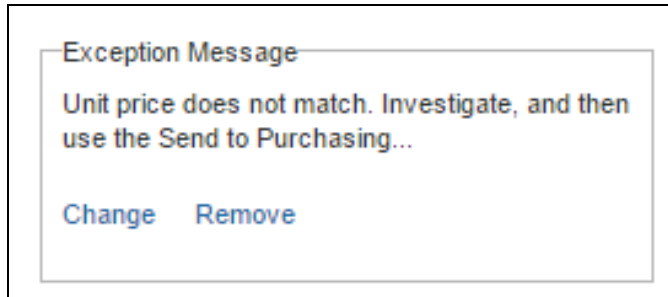
**Options**

☒ Allow Submit/Approve

Selected, the invoice continues to processing and approval no matter what tolerance or other blocking action might have normally prevented submission.

## Refine the Rules: Include an Exception Message

If an exception occurs, you can direct the user to take action by creating an error message customized to the rule you are creating. The **Exception Message** option is available on the **Rules** tab and will only display when the user triggers the configured rule.



## Access Purchase Order Matching Rules

1. Click **Administration > Invoice**.
2. Click **Purchase Order Matching Rules** (left menu). The **Purchase Order Matching Rules** page appears.

Rule Set Name	In Use	Associated Policies
New Match Rules	No	Purchase Request Policy
Unit Price Variance Rule Set	Yes	Purchase from Pref. vendors
Copy (1) of Default Rule Set	No	None
Copy of 3 way matching V3	No	None
Copy (2) of Default Rule Set	No	None
Default Rule Set	Yes	None

Each rule set appears in a row that includes the following columns:

- **Rule Set Name:** The name of the rule set.
- **In Use:** Shows if the matching rule set has been applied against any active invoice (Yes) or has not yet applied (No) in the system.

**NOTE:** A rule set with an *In Use* status of *Yes* cannot be modified in any way. To update this rule set, use the **Copy** button to create a copy, edit the rule set as needed, then change the **PO Matching Ruleset** value in Policies to implement the new rules. Alternatively, remove all associations to the policy to allow configuration of the policy rule set selection. For more information, refer to *"Unlocking" a Matching Rule Set From Its In-Use Status* in this document.

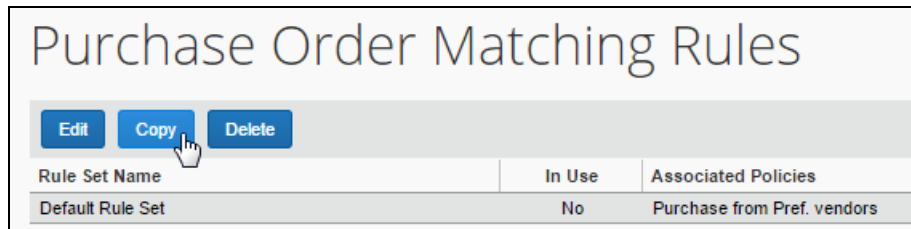
- **Associated Policies:** Shows what Invoice PO policy has been configured to include this PO matching rule set. You select a rule set using the **PO Matching Ruleset** option in Policies.

## Step 1: Create the Purchase Order Matching Rule Set

The PO matching rule set you create in this step will contain all sub-rule sets you configure in the steps below.

### ► To create the PO rule set:

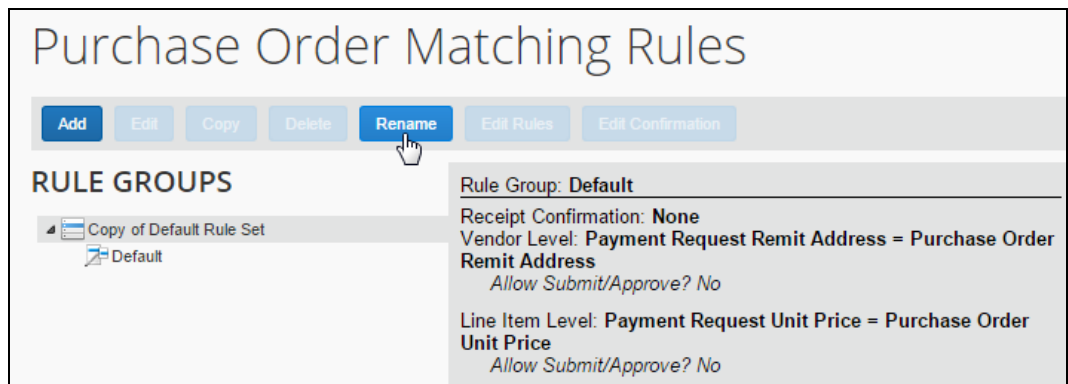
1. In **Purchase Order Matching Rules** select an existing rule set under **Rule Set Name**, and then click **Copy**.



The screenshot shows the 'Purchase Order Matching Rules' header with three buttons: 'Edit', 'Copy', and 'Delete'. Below the buttons is a table with three columns: 'Rule Set Name', 'In Use', and 'Associated Policies'. The table contains one row with the values 'Default Rule Set', 'No', and 'Purchase from Pref. vendors'.

Rule Set Name	In Use	Associated Policies
Default Rule Set	No	Purchase from Pref. vendors

2. Click the "Copy of..." to select it, then click **Rename** and type a descriptive name for the matching rule set, pressing Enter when you are done.



The screenshot shows the 'Purchase Order Matching Rules' header with six buttons: 'Add', 'Edit', 'Copy', 'Delete', 'Rename', and 'Edit Rules'. Below the buttons is a section titled 'RULE GROUPS' with a tree view showing 'Copy of Default Rule Set' and 'Default'. To the right of the tree view is a panel for the selected rule group, 'Rule Group: Default', which contains the following configuration:

- Receipt Confirmation: **None**
- Vendor Level: **Payment Request Remit Address = Purchase Order Remit Address**  
Allow Submit/Approve? No
- Line Item Level: **Payment Request Unit Price = Purchase Order Unit Price**  
Allow Submit/Approve? No

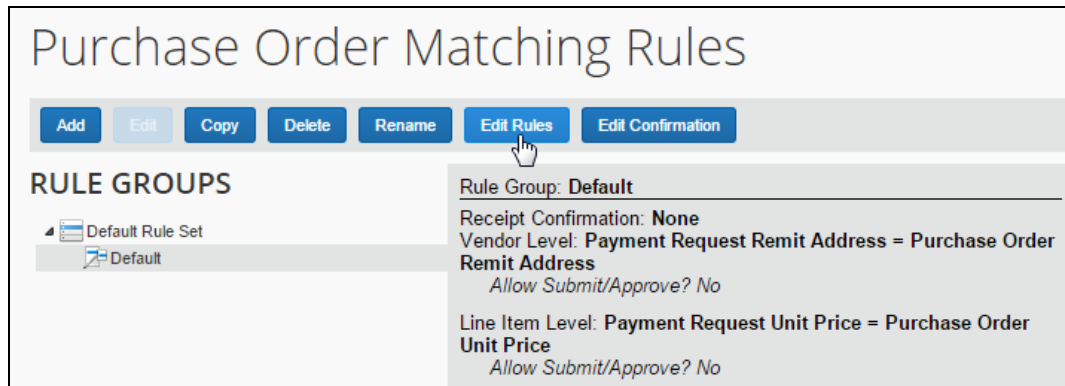
3. Click **Done**.

Continue to *Step 2*, *Step 3*, and *Step 4* below to add additional matching rules to the new PO matching rule.

## Step 2: Create the Life to Date Matching Rule Set

### ► To create Life to Date matching rule set:

1. On **Purchase Order Matching Rules** page, select the rule set, and then click **Edit**.
2. Select **Default**, then click **Edit Rules** (this named rules group is the basis for your new rules group).



3. In **Purchase Order Matching Rules**, type a descriptive name for the new rule in **Name**.
4. Click the **Life to Date** tab, then select the check box next to the rule type to activate using the table below:

Selection	Description
Gross Amount	Compares the purchase order gross amount to the cumulative gross sums of all invoices with this purchase order number.
Net Amount	Compares the purchase order net amount to the cumulative net sum of all invoices with this purchase order number.
Line Item Total	For each associated line item, compares the purchase order line item total to the cumulative line item totals of all invoices sharing this purchase order number.
Line Item Quantity	For each associated line item, compares the purchase order quantity to the cumulative quantities of all invoices sharing this purchase order number.
Match against Received Quantity	For each line item of the associated PO, this rule compares the total quantities invoiced (based on quantities matched) against the total quantities on associated receipts.
Line Item Tax	For each associated line item, compares the purchase order tax to the cumulative taxes of all invoices sharing this purchase order number.

**NOTE:** The system uses the Line Item Number to associate line items on the PO and invoice. If the client uses line identification by sequence, the user can change the Line Item Number Sequence when working in the Matching user interface.



For more information, refer to *Correcting Line Item Sequence Association to Match the PO in the Invoice: Purchase Order User Guide* and the *Purchase Order Line Identification* section in this guide.

5. As you select each check box, options appear that let you refine the tolerance.

6. Select:
  - ♦ **Value:** Specify a number *at or above* that at which the rule set will trigger an exception. For example, if the Value is 100 and the PO amount is 1000, invoice(s) *at or above* 1100 will trigger the exception.
  - AND -
  - Currency:** Choose the base currency your company uses. Conversions for alternate currencies used on incoming invoices will be calculated automatically and applied by the system. This functions as for other rule sets, including audit rules.
  - OR -
  - ♦ **Percentage:** Choose a percent *above* which the rule set will trigger a flag. For example, if the Percentage is 1 and the PO amount is 1000, invoice(s) above 1010 will trigger the exception.



For more information, refer to *Activating Exchange Rates for Matching Rule Sets* in this document.

7. Repeat by selecting a check box for each option you want to include.



8. (Optional) You can also set an exception message and allow or disallow submission of the invoice using the **Exception Message** and **Options** areas.
  - ♦ **Exception Message:** Click **Change** and add a message by clicking **New**, or edit an existing message by selecting it and clicking **Edit**, then click **Save**.
  - ♦ **Allow Submit/Approve:** Select this check box to allow submission and processing of the invoice even if an exception is triggered.
9. Proceed to Step 3 to add PO to Request fields matching rules.

### ***Step 3: Create the PO to Request Fields Matching Rules***

Rules-type matching rule sets are based on levels of Vendor, Header, and Line Item, and are applied by the system on a one-to-one basis between the current, incoming invoice and the PO. As different levels are chosen in **Level**, different field sets will populate the selections available in **Payment Request** and **Purchase Order**. Then, as each rule is added using the **Add** button, they will appear at the bottom of the **Rules** window in rows.

► ***To create Rules matching rule set:***

1. In **Purchase Order Matching Set**, click the **Rules** tab.
2. (Optional) You can either change a default rule by selecting and updating, or delete the rule by selecting and clicking Delete - be sure to "clear" the default rule set if do not intend to use them.
3. Select a value from **Level** (Header, Vendor, Line Item, Line Item - Receipt), so the matching rule operates for the field(s) you want compared.

---

**NOTE:** The Line Item level rule compares the quantity of the invoice line with the available quantity on the associated receipts and throws an exception if there are not enough received quantities within the associated receipts to fill the invoice.

---

4. In the **Payment Request** list, select the request field to match to the same field in the PO.

- Under **Purchase Order**, select the PO field to match to the invoice (they will change depending on the field selected in the step above).

- (Optional depending on field choice) Determine what tolerance you will allow when the rule is triggered using options under **Tolerance**.

Choose one tolerance:

- ♦ **None:** Choose this to trigger the rule if *any* deviation is detected between the fields - no tolerance is permitted
- ♦ **Within (+/-):** Choose this to specify a balanced amount of tolerance equal above and below that of the PO field being matched to the same request field
- ♦ **Custom:** Choose this to create an asymmetrical amount of tolerance above and below that of the PO field being matched to the same request field
- ♦ **Currency:** Choose the base currency your company uses. Conversions for alternate currencies used on incoming invoices will be calculated automatically and applied by the system. This functions as for other rule sets, including audit rules.



For more information, refer to *Activating Exchange Rates for Matching Rule Sets* in this document.

- Click **Add** to insert this rule into the rows under **Rules**.

8. (Optional) Continue adding different level, field combinations, and tolerances to build the entire rule set for the PO matching rule set you will add to the policy.
9. Click **Save**.

#### **Step 4: Add Condition-Based Rule to a Named Rules Group**

Any Matching Rules Set can contain one or more Named Rules Groups. These groups can be combinations of rules created using the Rules and Life to Date options as discussed in Steps 2 and 3. However, the user can also add condition-based rule groups "under" an existing rule group. These are called Multiple Matching Rule Sets due to the additional rule groups added to the Matching Rules Set.

#### **Why Add Condition-Based Rule Groups to the Matching Rule Set?**

Adding detailed condition rules lets a company add custom project, division, or spend type fields to forms, then specify these fields as unique identifiers within the rule definition that, when found by the matching rule set, are analyzed according to the conditions specified in the overall matching rule set. This results in a single rule set that can be executed across different PO types with confidence that attributes within the PO and invoice will trigger a rule to execute based entirely on the unique attributes.



For more information and examples, refer to *Refining the Rules: Including Condition-Based Rules in a Rule Set* in this document.

#### **► To add condition-based rule groups to the matched rule set:**

1. Select the matching rule set in **Purchase Order Matching Rules** and then click **Edit**.
2. Select the named rule group within which the condition-based rule set will be included, then click **Add**.

**Purchase Order Matching Rules**

[Add](#)
[Edit](#)
[Copy](#)
[Delete](#)
[Rename](#)
[Edit Rules](#)
[Edit Confirmation](#)

**RULE GROUPS**

- Default Rule Set
- Default

**Rule Group: Default**  
 Receipt Confirmation: **None**  
 Vendor Level: **Payment Request Remit Address = Purchase Order Remit Address**  
 Allow Submit/Approve? **No**  
 Line Item Level: **Payment Request Unit Price = Purchase Order Unit Price**  
 Allow Submit/Approve? **No**

3. In **Purchase Order Matching Rules Group Conditions**, configure the conditions that the system will detect and then execute the matching rule set on (in the figure below, the vendor "Brooks").

Purchase Order Matching Rule Group Conditions

Name: Brooks Quantity Variance

Insert Remove

Vendor Remittance Address Vendor Name

Equal

Value Brooks

4. Click **Insert** to add any addition conditions, and then click **Save** when you are done.
5. Select the new condition, and then click **Edit Rules** to specify what should happen when the system detects the condition (that is, finds vendor "Brooks").

In the figure below, when vendor *Brooks* is found, the system will compare invoice and PO Quantity values with a variance of no more than five units before an exception is triggered:

Purchase Order Matching Rule Group Rules

Name: Acme Quantity Variance

Rules Life to Date

Level: Line Item

Payment Request: Quantity Purchase Order: Quantity

Tolerance

None

Within (+/-) Value

Custom

Over Value 5

Under Value

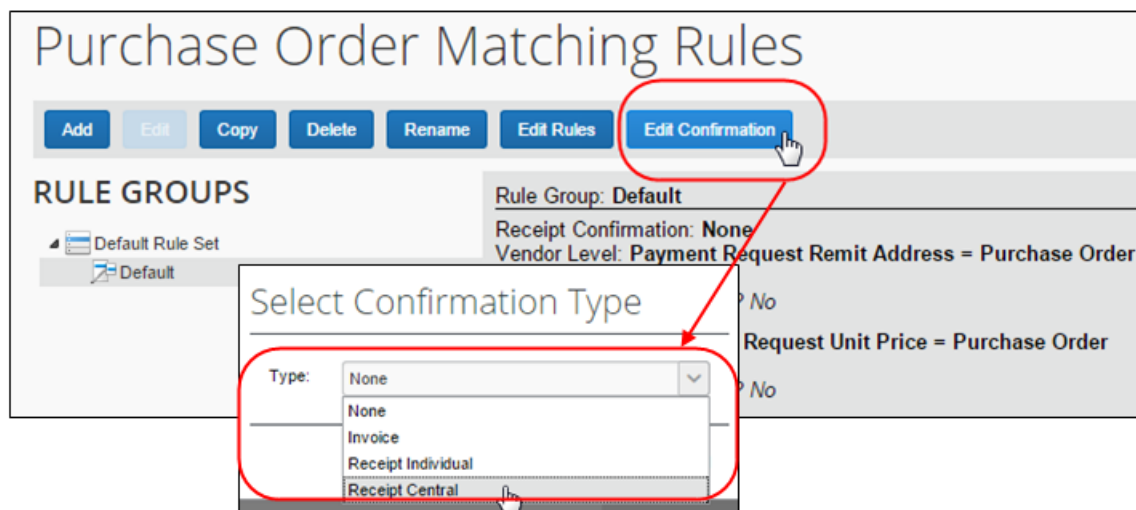
6. Click **Update** to add the rule to the row.
7. Add any additional rules, clicking **Update** after each new rule to add it to the row, then click **Save**.

You can review the entire matching rule set at this time by selecting the named rules group you have added conditions under and noting the configuration in the right-side panel.

### Step 5: Change/Localize Receipt Confirmation Type Instructional Text

You can optionally add receipt confirmation instructional help text to your rules. These are associated with the field type you select when creating the rule group conditions using the Condition Editor.

Do this by clicking **Edit Confirmation** to open the **Select Confirmation Type** window, choosing a confirmation type based on the rule group.



The receipt confirmation instructional text guides end users about how they should resolve issues when an invoice cannot advance in the workflow because the receipt of the item(s) on the invoice has not been confirmed. This text can be customized from the default text and localized into other languages by clicking **Administration > Invoice > Localization** to access this tool.

### OPTIONS FOR THE RECEIPT CONFIRMATION INSTRUCTIONAL TEXT

Concur Invoice provides three confirmation types, with a fourth (None) assigned to those that should not have any text. Each option (excepting None) is associated with a message prompt that appears to the user based on one of three possible rules-based confirmation type outcomes.

The default text (as well as the main intent you should be communicating to the invoice owner through your wording choice) is as follows:

Confirmation Type	Default Message Text	Intent
Invoice (INVC)	The payment request's receipt of the product/service has not been confirmed.	Owner, confirm everything was received satisfactorily (overall invoice).
Receipt Individual (RIND)	Not all associated purchase order line items have been marked as received. Please update the receipt status before submitting/approving the request.	Owner, confirm receipt in your ERP <i>[instructions to do this]</i> so this invoice can be released.
Receipt Central (RCEN)	Not all associated purchase order line items have been marked as received. Please contact your processor for updating the receipt status.	<b>NOTE:</b> This invoice cannot move forward until central receiving has completed/been processed.

► **To change or localize the receipt confirmation text:**

1. Click **Administration > Invoice**.
2. Click **Localization** (left menu).
3. Select a language and then, in the **Category** column, select the *Invoice Receipt Confirmations* message item.

Image Handling	Invoice EFT Payment Failure Codes	Complete
Imaging Settings	Invoice EFT Transaction Types	Complete
Invoice Settings	Invoice Receipt Confirmations	Complete
List Management	Job Chains	Complete
Localization	Job Definitions	Complete
Locations	Job Statuses	Complete
Map Invoice Concept Fields	Job Types	Complete

4. Click **Modify**. The **Edit Localization** page appears.
5. In the **Message** column, click the text to edit the message.

## Localization

Edit Localization
Export Localization
Import Localization

Source Language: English
Target Language: English

Find text in: English
Find text containing:
Search

Save
Cancel

Source Value▲	Message	Last Modified
Not all associated purchase order line ite...	r processor for updating the receipt status.	01/29/2014
Not all associated purchase order line ite...	Not all associated purchase order line ite...	01/29/2014
The payment request's receipt of the pro...	The payment request's receipt of the pro...	01/29/2014

6. Click **Save** when you are done editing the text for each language. Test the change(s) to review the exception instructions for the selected language(s) you have configured.

This text will now appear when the user logs into Concur Invoice using the language flag indicators available as a row at the topmost portion of the page, and causes the receipt exception to appear.

## Configure Three-Way Matching

Before the admin can start to configure three-way matching, the client needs to import the Quantity Receipt file, which they can do through an FTP import, through the API, or by entering receipts in Concur Invoice using Concur Receiving.

The client will perform the following actions to configure three-way matching:

- **Add three-way matching rules for purchase orders:** To use three-way matching, the admin can select the Line Item – Receipt rule in the **Rules** tab and the Matched against Received Quantity rule in the **Life to Date** tab. SAP Concur recommends that clients use all three of these rules for three-way matching.
- **(Optional) Add Delivery Slip Number field to header form:** If clients expect their invoices to have Delivery Slip Numbers, the admin should add the **Delivery Slip Number** field to the Payment Request Header form in the Forms and Fields tool.
- **(Optional) Add audit rules:** The admin can create rules by using the **Is Purchase Order line Associated** or **Is Receipt Associated** fields in the Audit Rules tool. These rules are Is Purchase Order line Associated and Is Receipt Associated, which will be available when the admin selects the *Payment Request Detail Save* or the *Payment Request Detail Submit* events.

### ► To add purchase order three-way matching rules:

1. Click **Administration > Invoice > Purchase Order Matching Rules** (left menu).
2. Double-click the rule you want to use, and then, in the **Rule Groups** list, select a rule group and click **Edit Rules**. The **Purchase Order Matching Rule Group rules** window appears.
3. In the **Level** list, select *Line Item – Receipt*, and then, in the **Payment Request** and **Purchase Order** lists, select one of the following options:
  - ♦ *Line Quantity* and *Received Quantity* (compares the quantity of the invoice line with the available quantity on the associated receipts)
  - ♦ *Receipt Associated* and *Receipt Associated* (checks if the line item is associated with a purchase order line but does not have a receipt associated with it)
4. If applicable, in the **Tolerance** section, select **None**, **Within**, or **Custom**, and then select *Value* or *Percentage*.
  - ♦ **Value:** Specify a number *at or above* that at which the rule set will trigger an exception.
  - ♦ **Percentage:** Choose a percent *above* which the rule set will trigger a flag.



5. (Optional) You can also set an exception message and allow or disallow submission of the invoice using the **Exception Message** and **Options** areas.
  - ♦ **Exception Message:** Click **Change** and add a message by clicking **New**, or edit an existing message by selecting it and clicking **Edit**, then click **Save**.
6. **Allow Submit/Approve:** Select this check box to allow submission and processing of the invoice even if an exception is triggered.
7. Click **Add**.
8. Click the **Life to Date** tab, and then select the **Match against Received Quantity** option.
9. In the **Overage Tolerance** section, select *Value* or *Percentage*.
  - ♦ **Value:** Specify a number *at or above* that at which the rule set will trigger an exception. For example, if the *Value* is 100 and the *Quantity Received* on this PO line is 1000, invoice(s) *at or above* 1100 will trigger the exception.
  - ♦ **Percentage:** Choose a percent *above* which the rule set will trigger a flag. For example, if the *Percentage* is 1 and the *Quantity Received* is 1000, invoice(s) above 1010 will trigger the exception.
10. (Optional) You can also set an exception message and allow or disallow submission of the invoice using the **Exception Message** and **Options** areas.
  - ♦ **Exception Message:** Click **Change** and add a message by clicking **New**, or edit an existing message by selecting it and clicking **Edit**, then click **Save**.
  - ♦ **Allow Submit/Approve:** Select this check box to allow submission and processing of the invoice even if an exception is triggered.

---

**NOTE:** SAP Concur recommends that clients include all other rules that they typically use in any matching situation, such as unit price and vendor.

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11. Click **Save**.



For more information about configuring purchase order matching rules, refer to the *Concur Invoice: Purchase Order Matching Setup Guide*.

► **To add the Delivery Slip Number field to the Header form:**

1. Click **Administration > Invoice > Forms and Fields** (left menu).
2. In the **Form Type** list, select the *Payment Request Header* form.
3. In the **Forms** tab, select the form to which you want to add the field.

4. Click **Add Fields**. The **Add Fields to Forms** window appears.
5. Click the **Delivery Slip Number** field, and then click **Add Fields**. Concur Invoice will add the field to the Payment Request Header form.

## Configure Concur Receiving

Users can add quantity receipt data manually in Concur Invoice. This is beneficial for clients who can receive receipts in Concur Invoice and use three-way matching to give them more control over their invoice process.

Before users can start to work with and manage their receipts in Concur Invoice, the administrator needs to go to **Administration > Invoice > Policies** to activate the Receiving feature.

### ► *To activate the feature:*

1. Select **Administration > Invoice > Policies** (left menu). The **Policies** page appears.
2. Create a new purchase request policy or open an existing one.
3. In the **PO Configuration** section of the page that appears, select the **Enable Concur Receiving** option.
4. Click **Save**.

---

**NOTE:** Once this feature has been activated, the Purchase Order Receipt form in the Forms and Fields tool will automatically be used.

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## Adding Receipt Type Field to the Purchase Request Header Form

For receipt matching rules to apply, the Receipt Type at the purchase order line item level needs to be Quantity Receipt. This Receipt Type value is specified by the user while creating the purchase request item or imported through the PO Import (for external POs).

The **Receipt Type** field needs to be added to the Purchase Request Header form, so that the system can apply configured receipt matching rules on those purchase order line items that have Quantity Receipt specified as a Receipt Type.

Clients typically only want to enter receipts for specific items that are purchased by the users. An example is to enable and check for receipts on goods, but not on services.

The default Receipt Type for goods is Quantity Receipt, and the default Receipt Type for services is None.

## Adding Custom Fields for Receipts of Goods

Clients who have the Concur Receiving feature activated can add and use up to ten custom fields for receipts of goods to store additional data.

Admins can make the custom fields required by selecting (enabling) the **Required** check box in the **Add/Modify Form Fields** window in the Forms and Fields tool. In addition, admins can set up validations to ensure correct data input in the custom fields.

×

Modify Form Fields

Field Name: Custom 1

Field Label: Received By

Data Type: Text

Tool Tip:

☐ Required

Control Type: Edit

Max Length (chars): 48

Validation: None

Default Value Type: None

Access Rights

Employee Role:

Save

Cancel

The user who enters goods receipts against a purchase order will see any custom fields, added by the admin, in the **Enter Received Goods** window (in this image, **Received By**).

In addition, the user will see the custom field (in this image, **Received By**) in the **Itemization Summary** section of the opened purchase order.

Itemization Summary

Line Number	Expense Type	Supplier Par...	Ship By	Description	Is Received	Receipt Type	Received Q...	Received Date	Quantity	Unit Price	Subtotal
1	Telecommunication Equipment		06/06/2016	Test Receipts	<input checked="" type="checkbox"/>	Quantity Rec...	35	06/30/2016	50	\$20.00	\$1,000.00
Account Code		Distribution Code		Percentage		Net Amount		Gross Amount			
30000 (System Default)				100		\$1,000.00		\$1,000.00			

Enter/Edit Received

Received Quantity: 35

Enter

Edit

Delete

<input type="checkbox"/> Receipt #	Delivery Slip #	Received By	Attachments	Date of Receipt	Quantity
<input type="checkbox"/> SH123				06/29/2016	Received Invoiced 15 5
<input type="checkbox"/> SH987		Lee Jones		06/30/2016	Received Invoiced 10 0
<input type="checkbox"/> SH999		Tammy Snow		06/29/2016	Received Invoiced 5 0

## Copy Purchase Order Matching Rules

To copy an existing PO matching rules configuration is identical to the procedure in *Step 1: Create the Purchase Order Matching Rule Set* in this document.

## Edit Purchase Order Matching Rules

The administrator is restricted to editing only those PO matching rules that do not have a status of *In Use*. These rule sets have been applied to one or more invoices and cannot be edited. To edit an In Use rule set, use the instructions for copying an existing PO matching rule set. You will copy and reset the working rule set associated with the policy on the **Purchase Order Matching Rules** page.



To copy and update the rule sets and apply the updated rules via the policy, refer to the section *Step 1: Creating the Purchase Order Matching Rule Set* in this document.

► **To edit an existing PO rule:**

1. In **Purchase Order Matching Set**, select the rule set row under **Rule Set Name**.
2. Click **Edit** to open **Purchase Order Matching Set**.
3. Change the matching rules configuration by following the procedures under *Step 2: Create the Life to Date Matching Rule Set* and *Step 3: Create the PO to Request Fields Matching Rules*.
4. Click **Save**.

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**NOTE:** A rule set with an *In Use* status of Yes cannot be modified in any way. To update this rule set, use the **Copy** button to create a copy, edit the rule set as needed, then change the **PO Matching Ruleset** value in Policies to implement the new rules. Alternatively, remove all associations to the policy to allow configuration of the policy rule set selection.

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## General Notes

### ***Not Possible to Base Rule Set on Expense Type or Account Code***

Rule sets are tied to their policy by selection as well as any attributes (such as Region or Country) that are specific to policy. Therefore, it is not possible to have different rules per expense type/account code.

