Concur Invoice: Policies

Setup Guide

Last Revised: June 8, 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
July 30, 2020	Updated a sentence to remove a reference to the fax feature; 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
June 8, 2019	Added 'Timestamp Configuration' and 'Bill To' field info to step 3 of the "Create a new policy" procedure on page 8. Updated a few images.
February 9, 2019	Changed the term "Concur" to "SAP Concur" and the term "payment request" to "invoice" where applicable. Performed minor edits; 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
June 3, 2017	Removed the **Policies and VAT Calculation** section for the Capture Processing tool, which now calculates VAT based on field placement.
April 24, 2017	Removed information about Capture Processing not supporting vat amount calculation at the line item level.
March 18, 2017	Updated VAT information for Capture Processing.
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 4, 2016	The **Policies and VAT Calculations** section now only applies to Capture Processing.
May 13, 2016	Added information that **VAT Amount 3** and **VAT Amount 4** fields are supported in Capture Processing.
April 15, 2016	Added information about **VAT Amount 3** and **VAT Amount 4** fields.
January 15, 2016	Added attendee information and updated with VAT information.
November 20, 2015	Added information about assigning a printed format to a policy.
July 10, 2015	Added information about the **VAT Calculation Mode** setting.

Date	Notes/Comments/Changes
June 12, 2015	Updated the images to the enhanced UI and made general updates to the content.
March 13, 2015	Added information about scan configuration.
September 16, 2014	Added information about the two user interfaces; no other content changes
April 16, 2014	Changed copyright and cover; no other content changes
December 28, 2012	Made rebranding and/or copyright changes; no content changes
November 16, 2012	Addition of the Auto Submit Conditions feature allowing straight-through processing of an invoice.
July 13, 2012	Tool now available from within Invoice Admin user interface.
September 23, 2011	Addition of information for the Purchase Order feature, including new PO policy options on configuration.
December 31, 2010	Updated the copyright and made rebranding changes; no content changes
December 2009	Changed to stand-alone setup guide; no content change

Policies

NOTE: Multiple SAP Concur product versions and UI themes are available, so this content might contain images or procedures that do not precisely match your implementation. For example, when SAP Fiori UI themes are implemented, home page navigation is consolidated under the SAP Concur Home menu.

Section 1: Permissions

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

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

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

The administrator uses the Policies tool to define the required payment policies, either a standard policy or a purchase order policy.

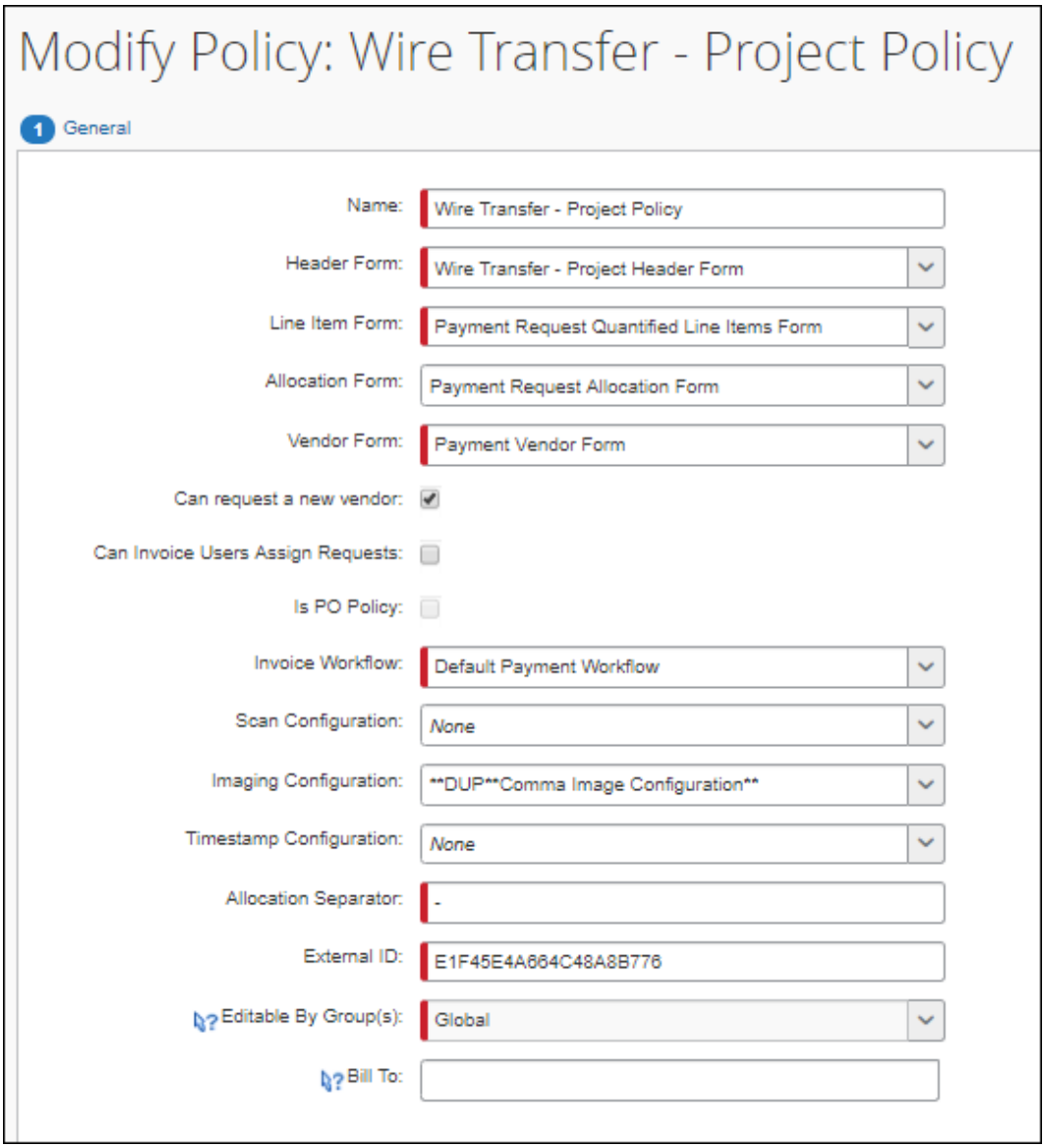
What is a Policy?

A policy dictates the configuration that will be applied to one or more users by way of the Group(s) they are assigned.

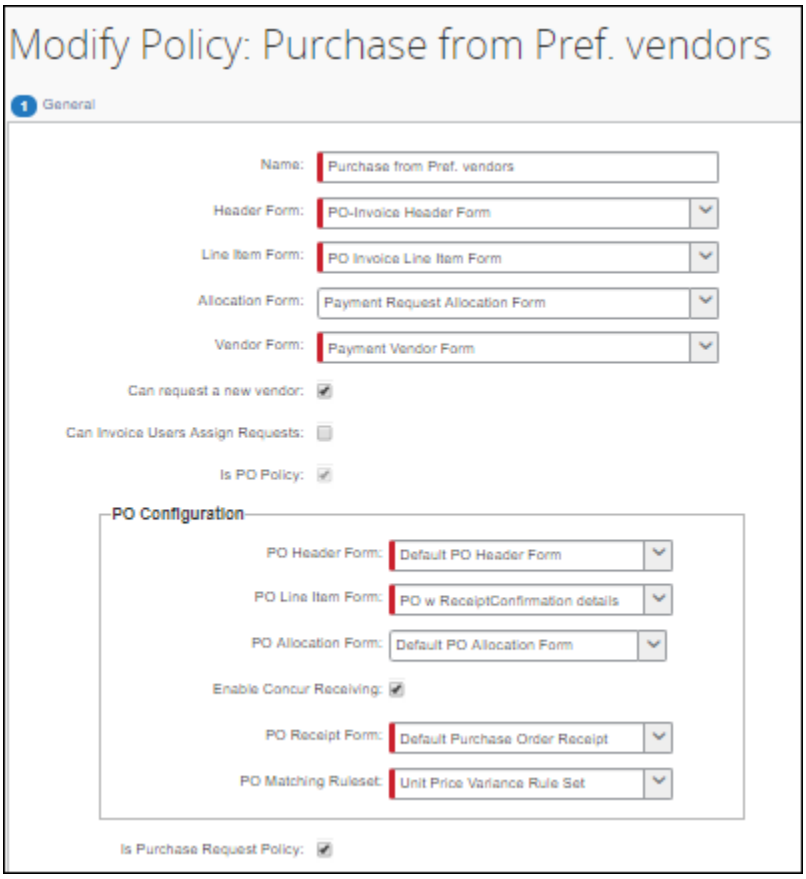
The Standard and Purchase Order Policy: Differences

The administrator can choose from two policy types:

- **Standard Policy:** The policy used by a company for all configurations that do *not* include matching invoices to purchase orders. The figure below shows a standard policy layout:



- **Purchase Order Policy:** The policy used by a company that is matching invoices to purchase orders; this version allows the inclusion of matching rule sets. The figure below shows a policy activated for purchase order matching by selecting **Is PO Policy?** whereas in the image above, this option is inactivated:



Example: When to Use Purchase Order Matching Via Policy

For example, a company will use a *standard* policy to support a workflow that involves a manager, one or more Approvers, and a Processor. However, a company implementing purchase order matching uses the *purchase order policy* that includes a workflow that involves only the Invoice Owner and a Processor since the purchase order is pre-approved in advance.

Components of the Policy

A policy can be thought of as a container for these configuration components:

- Forms (Vendor, Header, Line Item, Allocation)
- Group definition
- Workflow definition
- Scan & Imaging configuration

- Purchase Order:
  - Purchase Order matching (turn on or off)
  - Rules set for PO matching feature

Within each policy, the administrator may also define the following:

- **Purchase Order:** Companies who wish to use the Purchase Order Matching feature select the **Require PO Matching?** field to activate and specify the needed rule set configuration in **PO Matching Ruleset**.

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

- **Scan Configuration:** Companies that track paper invoices manually by using barcode technology can select a configuration to utilize this functionality.
- **Imaging Configuration:** Companies that track received invoice images can select a configuration to utilize this functionality.

NOTE: The Imaging Service is an optional feature that requires additional setup. Contact your SAP Concur account manager for more information.

- **Editable by Groups:** This field identifies who can modify a policy and for whom the policy applies. For more information, refer to the *Understanding Editable by Groups* section of this guide.
- **Allocation Separator:** This symbol separates segments of the allocation code. The default is the hyphen (-). If the allocation feature is not activated (by designating an allocation form), the separator is not used.
- **Auto-Submission Conditions:** This option lets the administrator set basic conditions that, if met, cause the invoice to be automatically submitted by the system on import and optionally on assignment.

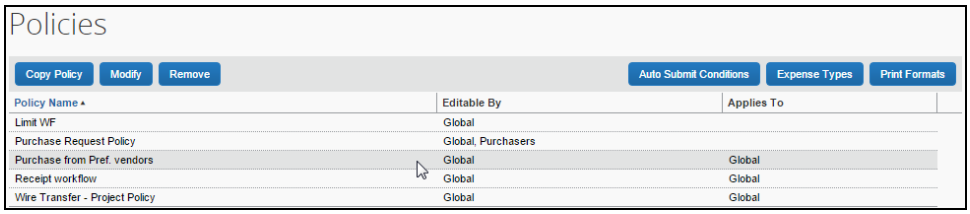
Understand Editable By Groups and Applies to Groups

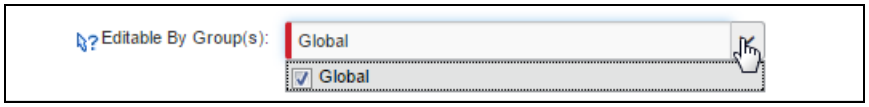
The administrator can grant group create rights, enabling other administrators to copy and modify the configurations.

- **Editable By Group(s):** Use this field (shown under column of same name) to specify the group rights that an administrator must have to modify data.
  - If you select *Global*, then the information can be edited or deleted by any employee assigned to administer the Global group. Administrators assigned at lower levels in the hierarchy may copy the information but may not edit or delete it. Depending on your rights, you may not be able to select the Global group. This means you are only allowed to select your group or groups that fall below your group in the hierarchy.
  - If you select one or more groups in this field, such as *United States* and *Europe*, then the administrator must have rights to manage both United States and Europe. Through inheritance, the administrator will also have rights to edit anything that applies to groups that fall beneath United States and Europe in the hierarchy. If the administrator only has rights for

United States, then the information can only be viewed and copied. If the administrator has rights for one or more group(s) above United States and Europe, such as Global, then they also have rights to all groups that fall below the Global Group in the hierarchy.

- **Applies to Group(s):** Displays the groups to which this configuration applies.
  - If inheritance applies, then the configuration applies to the group(s) listed in the **Group** column of the **Group Configurations** page, and all groups that are beneath the identified group, in the hierarchical structure. For example, if the column states, *Global* and the configuration is inheritable, then the Global group and all groups below it may use the configuration.
  - If inheritance does not apply, then the configuration **ONLY** applies to the group(s) listed in the column. For example, if the column states, *United States* and the configuration is not inherited, then only the United States group may use the configuration.





NOTE: Although the **Editable by Group(s)** column appears on the **Policies List** page, the administrator uses the Groups tool to assign the policy to a group. For more information, refer to the *Concur Invoice: Group Configuration Setup Guide*.

Policy Values, Considerations, and Implementation Guidelines

This section describes the default policy values that exist in the product after installation but before configuration. In addition, it covers some of the considerations and implementation guidelines that the administrator should consider before creating and assigning policies.

Considerations for Policy Configuration

The administrator must complete two configuration steps before an employee is able to create policies.

1. The Global Administrator must grant an employee the role of Invoice Configuration Administrator for the group(s) whose policies they will administer.

2. The Global Administrator must grant group administration rights to the Policies configuration object.

Implementation Guidelines for Policies

There is no limitation to the number of policies that can be deployed in the implementation. However, the guidelines below focus on keeping the implementation manageable but with enough flexibility and control to satisfy all the functional requirements set forth by the company.

Below are the key facts to consider when planning a strategy for deploying policies.

1. The administrator assigns policies to groups.

2. The administrator can assign a single policy to many groups.

3. Will the company require at least one policy that allows purchase order matching and, if so, how Group configuration will allow users requiring this feature to inherit the policy attributes of the PO policy?

4. The administrator can assign multiple policies to a single group.
   - If more than one policy is assigned to a group, then the employees in that group can choose which policy to use each time they create a new invoice.
   - If more than one policy is assigned to a group, then the administrator must specify one of the policies as the default policy (to be used if the employee does not select a policy).

5. A policy contains a workflow for invoices using this policy. Additionally, a policy contains Payment Request Header, Line Items Form, Allocation, and Vendor Address forms. So, consider using a separate Policy for types of invoices where each type has different workflow or forms. For example, a Check Request Policy and a Wire Transfer Policy where the Wire Transfer Policy includes a Header Form with additional fields for the vendor's bank account and perhaps a different workflow.

6. A workflow can be assigned to multiple policies.

7. If a policy will be shared by more than one group, SAP Concur recommends that the policy be created by a Global Administrator to allow the following to occur:
   - Group Administrators can use, but not edit global policies within their groups.
   - Group Administrators can copy a global policy and use it as a base for a group policy and then assigning and editing the policy as necessary.

Section 3: Configuration

This section describes how you access and configure the policies that you would like to use.

You may or may not have the proper permissions for this task. For more information, refer to *Permissions* in this guide.

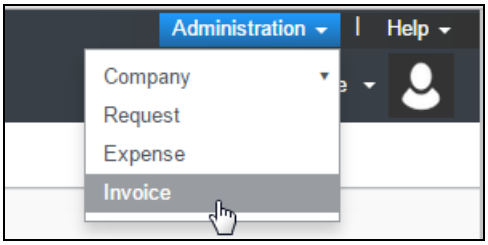
Access and View Policies within the Policies Tool

Access the **Policies** page in Administration.

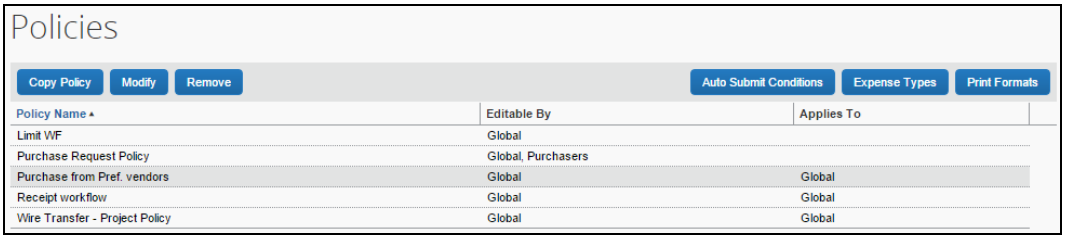
NOTE: Several policies may be included with your system by default. You may use the policies as configured, copy them to use as templates for new policies, and edit them to meet the requirements for your organization.

To access the Policies area:

1. Click **Administration** > **Invoice**.



2. Click **Policies** (left menu). The **Policies** page appears.



Both the Global Administrator and the Group Administrator can view the policies created by the global administrator.

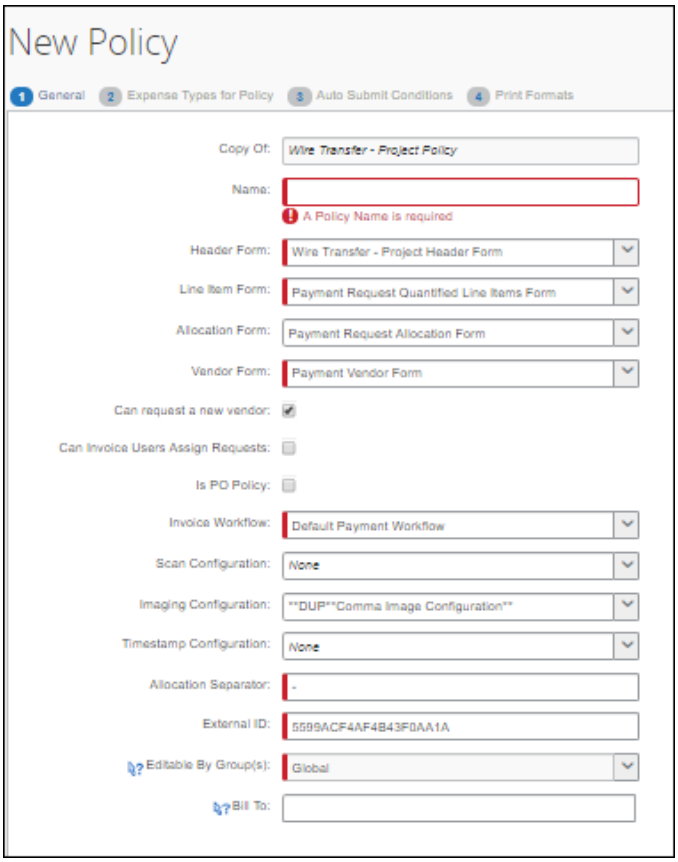
Field	Description
Policy Name	Displays the name of the policy
Editable By	Displays the group rights that an administrator must have to modify a policy
Applies to	Displays the groups for which this policy currently applies, including all groups that are below it in the hierarchical structure **NOTE:** Although this column appears in the Policy area and displays the groups for which this configuration applies, the actual assignment of the policy to a group occurs in the Group Configurations area of the Invoice Configuration Administrator.

Create a New Policy

You can create a new policy by copying an existing one and changing the information as it applies to the new policy.

To create a new policy

1. Select the desired policy.
2. Click **Copy Policy**. The **New Policy** page appears.



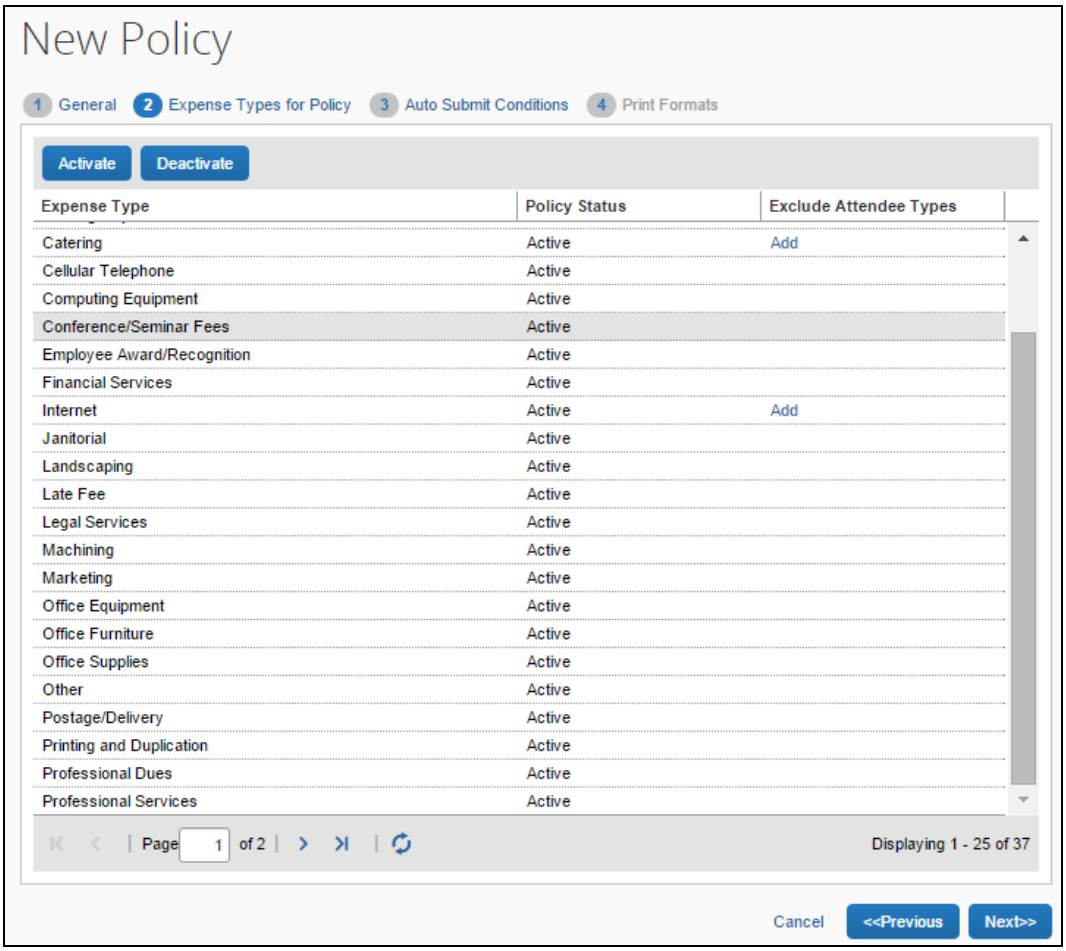
3. Complete the following information.

Field	Description
Name	Enter a name for the new policy.
Header Form	Select the Payment Request Header Form to be associated with the new policy. The default information that appears in this field is from the copied policy. **NOTE:** You create Payment Request Header Forms in the Form Types area of the Administrator. For more information on payment request forms, refer to the *Concur Invoice: Forms Setup Guide*.

Field	Description
Line Item Form	Select the Line Item Form to be associated with the new policy. The default information that appears in this field is from the copied policy. **NOTE:** You create Line Item Forms in the Form Types area of the Administrator. For more information on Payment Request forms, refer to the *Concur Invoice: Forms Setup Guide*.
Allocation Form	Select the Allocation Form to be associated with the new policy. The default information that appears in this field is from the copied policy. **NOTE:** You create Allocation Forms in the Form Types area of the Administrator. For more information on Payment Request forms, refer to the *Concur Invoice: Forms Setup Guide*.
Vendor Form	Select the Vendor Address Form to be associated with the new policy. The default information that appears in this field is from the copied policy. **NOTE:** You create Vendor Address Forms in the Form Types area of the Administrator. For more information on Payment Request forms, refer to the *Concur Invoice: Forms Setup Guide*.
Can request a new vendor?	Select Yes to allow an employee to request a new vendor be added to the master vendor list. Selecting Yes displays a **Request New Vendor** link on the **Create Payment Request Header** page.
Can Invoice Users Assign Requests:	Select this check box if you want to allow the Invoice User to have privileges to re-assign an invoice they have unassigned from themselves.
Is PO Policy?	Select this check box to make this a purchase order (PO) enabled policy - doing this: • Adds the PO Matching Ruleset option where PO matching rules are specified • Offers suggested default PO forms and workflow (this can be changed) • Forces all invoices created with a PO number to match up to a PO in the system before they can be submitted
(Optional) PO Forms	Selecting Require PO Matching adds the following form fields - refer to the descriptions above, PO form types act just as standard forms: • PO Header Form • PO Line Item Form • PO Allocation Form • Enable Concur Receiving • PO Receipt From • PO Matching Ruleset

Field	Description
Invoice Workflow	Select an invoice workflow to be associated with the new policy. The default information that is displayed in the field is from the copied policy. **NOTE:** You create invoice workflows in the Workflows area of the Administrator. For more information on invoice workflows, refer to the *Concur Invoice: Workflows - General Information Setup Guide*.
Scan Configuration	Select a scan configuration to be associated with this policy. There is no default value assigned; if you do not select a configuration, the scan functionality will not be active for the policy. **NOTE:** You create scan configurations on the Scan Configurations page in Image Handling. For more information on scan configurations, refer to the *Concur Invoice: Image Handling - Scan Configurations Setup Guide*.
Imaging Configuration	Select an imaging configuration to be associated with this policy. There is no default value assigned; if you do not select a configuration, the imaging functionality will not be active for the policy. **NOTE:** You create imaging configurations in the *Image Handling* area of the Expense Configuration Administrator. For more information on imaging configurations, refer to the Concur *Invoice: Image Handling - Invoice Imaging Setup Guide* and Concur *Invoice: Image Handling - Vendor Imaging Setup Guide*.
Timestamp Configuration	Timestamp Configuration applies to clients that use the Invoice e-Bunsho Timestamp feature to maintain legal compliance with eBunsho regulations regarding digital invoices.
Allocation Separator	Select an appropriate allocation separator. This separator appears to the employee when selecting the allocations that separate the hierarchy (for example, 9543-4558-477).
External ID	Generated by the system but can be edited, this value is a unique identifier for the policy that is drawn on by the system when matching invoices and purchase orders to the policy and to one another as a result.
Editable By Group(s)	Select the group(s) for which an administrator must have administration rights to modify the policy.
Bill To (Optional)	Add a default Bill To address to associate with new invoices.

4. Click **Next**. The **Expense Types for Policy** step appears.

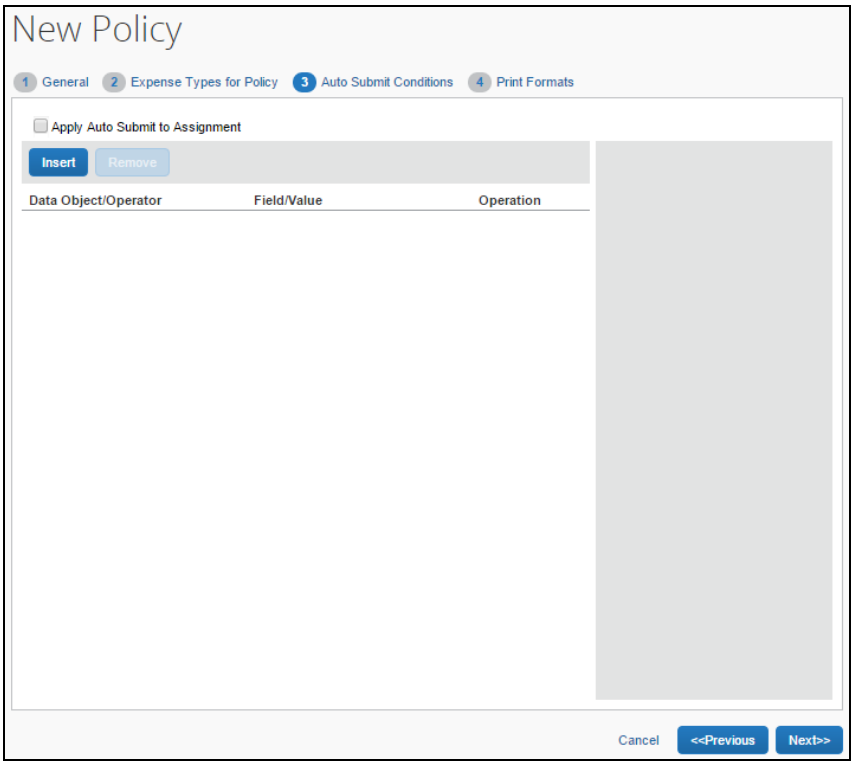


5. Review and modify the following payment expense type information. This information is copied directly from the policy that you selected as the base for the new policy

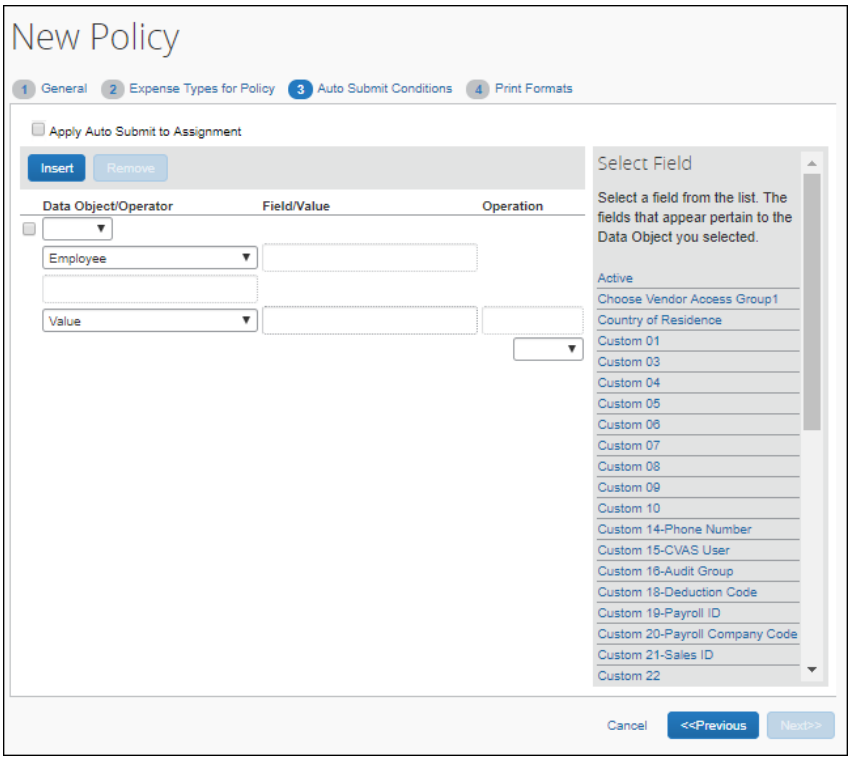
Field	Description
Expense Type	Displays the expense types defined for the policy. Clicking the name of an expense type displays the **Expense Type Properties** page, described in the *Editing an Expense Type* section of this guide.
Policy Status	Provides a status, either **Active** or **Inactive**, for each expense type. Active expense types are available from the Expense Type list when creating an invoice, while Inactive expense types are unavailable. Identifying the expense type as Active or Inactive is described in the *Changing the Status of an Expense Type* section of this guide.

6. Select the desired expense types and click **Activate** or **Deactivate** to change the policy status.

7. Click **Next**. The **Auto Submit Conditions** step appears.



8. (Optional) If you would like to configure and use auto submit conditions, click **Insert**, and then enter the conditions that you want.



9. Click **Next**. The **Print Formats** step appears.

10. (Optional) If you want to configure and use print formats, select the print format that you want to use for the policy.

11. Click **Done**.

Configure Expense Types

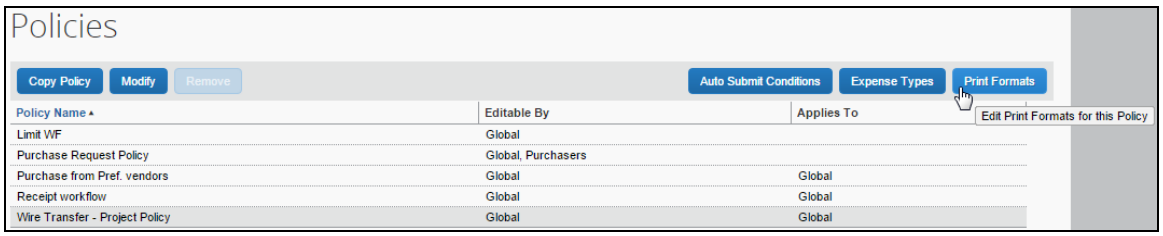
Expense type properties are available on the **Expense Types** page of Administration.

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

Assign a Print Format to an Existing Policy

Once you have modified or created a print format, you can assign it to a policy which will be used when users create invoices.

To do this, use the **Print Format** button after selecting the policy.



To assign a print format to a policy:

1. Select the policy whose print format you want to configure.

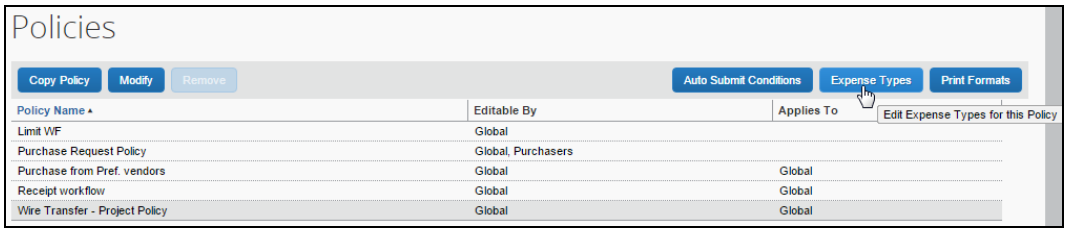
2. Click **Print Format** to open the **Modify Policy** page.

3. Select a policy, and then click either **Activate** or **Deactivate**.

Change the Status of an Expense Type

You have the option to set each expense type to *Active* or *Inactive* status within the selected policy. If a field is **Active**, it is available for inclusion in an invoice; however, if the field is **Inactive**, it is not available.

This is done by using the **Expense Types** button after selecting the policy:



To change the status of an expense type by policy:

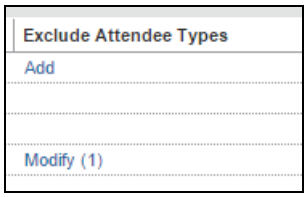
1. Select the policy whose expense types you want to configure.
2. Click **Expense Types** to open the **Modify Policy** page.
3. Select a policy, and then click either **Activate** or **Deactivate**.

NOTE: You create and manage the expense types listed on this page from the Expense Types area of the Administrator. Once you have created an expense type, it will appear in this list as *Inactive*. For more information, refer to the *Concur Invoice: Expense Types Setup Guide.*

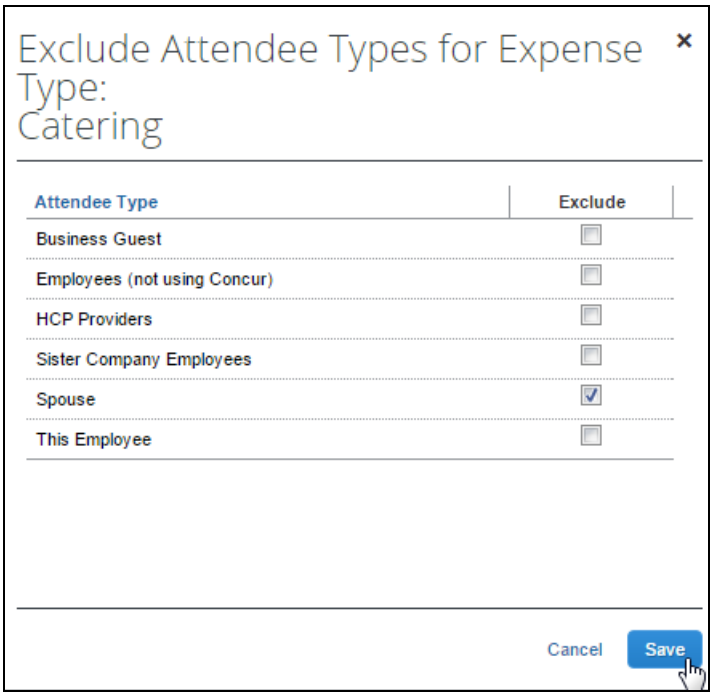
Filter Attendee Types for Expense Types by Exclusion

To exclude attendee types for selected expense types:

1. Click **Administration** > **Invoice** > **Policies** (left menu).
2. Click a policy, and then click **Expense Types**.
3. Configure the expense type to exclude attendees by navigating to the **Exclude Attendee Types** and noting the status:
   - **Add:** Appears when no attendees have been excluded.
   - **Modify (#):** Appears when <#> number of attendees are excluded.



4. Click either **Add** or **Modify <#>**. The **Exclude Attendee Types** window appears (figure below shows one attendee type (Spouse) excluded from *Catering*).



5. Under the **Exclude** column, either:
   - **Exclude the attendee type:** Select (enable) the associated check box.
     – or –
   - **Include the attendee type:** Clear (disable) the associated check box.
6. (Optional) Repeat for each expense type for which you want to exclude attendee types.
7. Click **Save**.

NOTE: If the option is not available, the **Attendee** field will need to be added to the form for the given expense type.

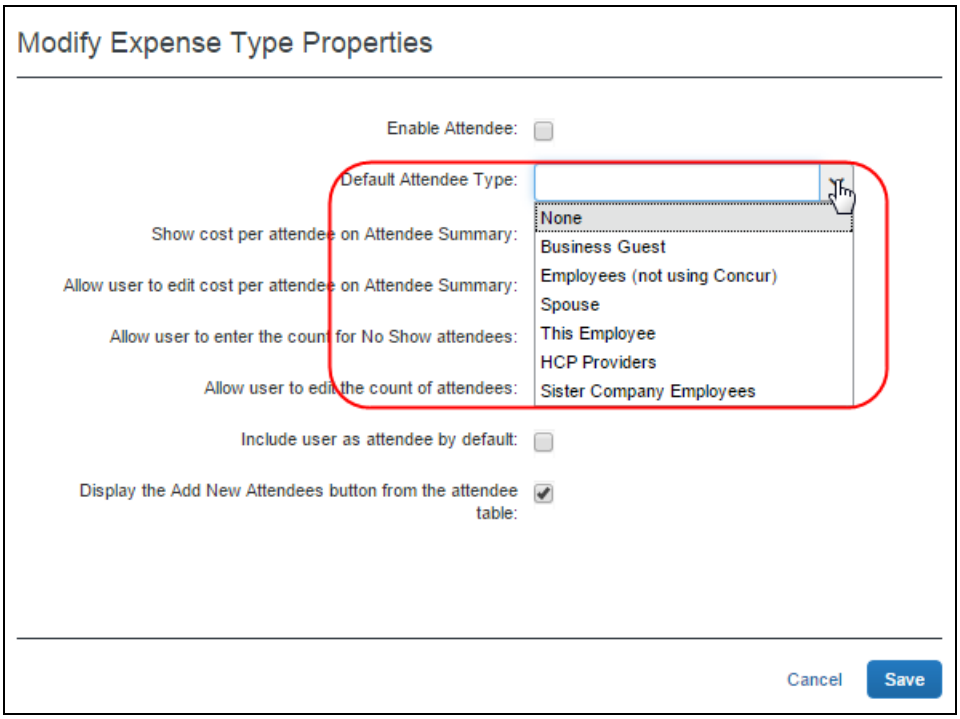
Set the Default Attendee Type for an Expense Type

Admins can specify a single attendee type as the default attendee type for an expense type when they select and work with an invoice.

To set the default attendee type for an expense type:

1. Click **Administration** > **Invoice** > **Policies** (left menu).
2. Click a policy, and then click **Expense Types**.

3. Double-click the desired expense type. The **Modify Expense Type Properties** window appears.



4. In the **Default Attendee Type** list, select one attendee type.

NOTE: The list of available attendees may be limited if some attendee types have been excluded for the expense type.

5. Click **Save**.

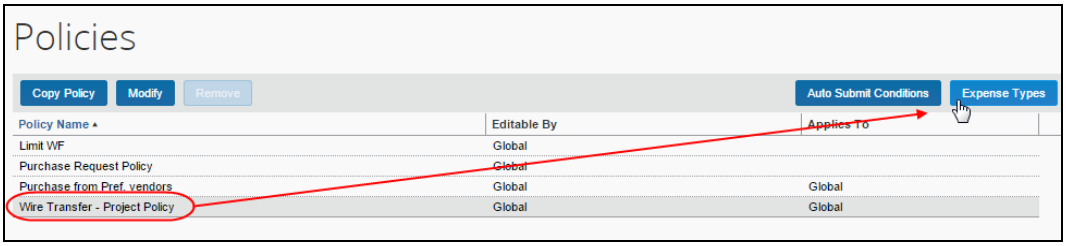
Suppress the New Attendee Button by Expense Type

In this example, we will use the Policies tool to suppress the **Add Attendee** button by the Catering expense type.

To configure the view to suppress the Add Attendee button:

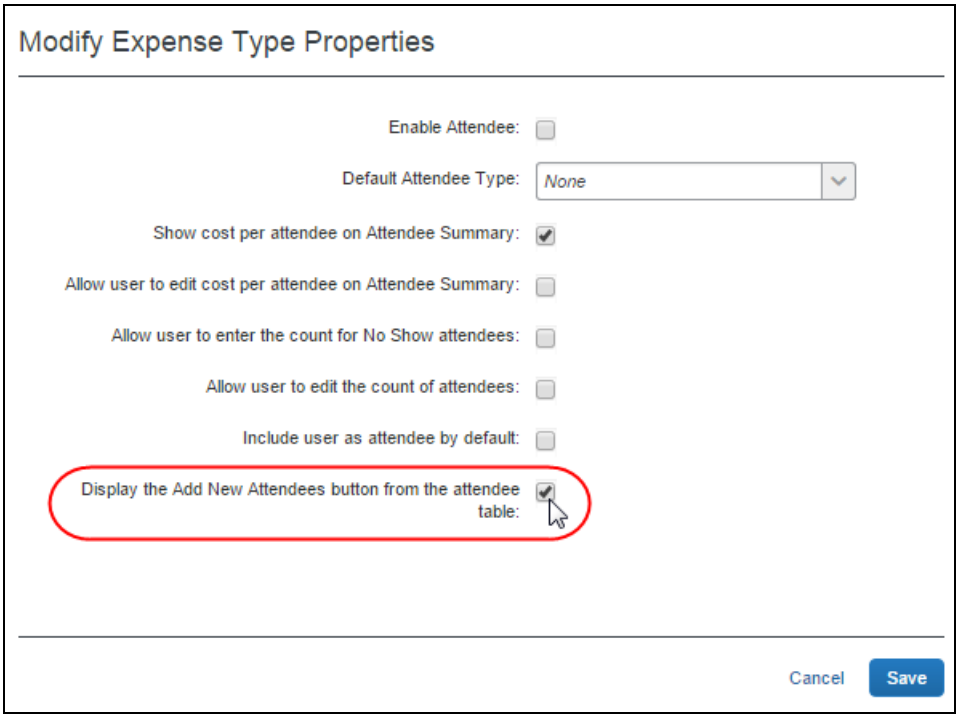
1. Click **Administration** > **Invoice** > **Policies** (left menu).

2. Select the policy, and then click **Expense Types**.



3. Double-click the expense type to open the **Modify Expense Type Properties** window.

4. Clear the **Display the New Attendee button from the attendee table** (shown in its selected, default state in the figure below).

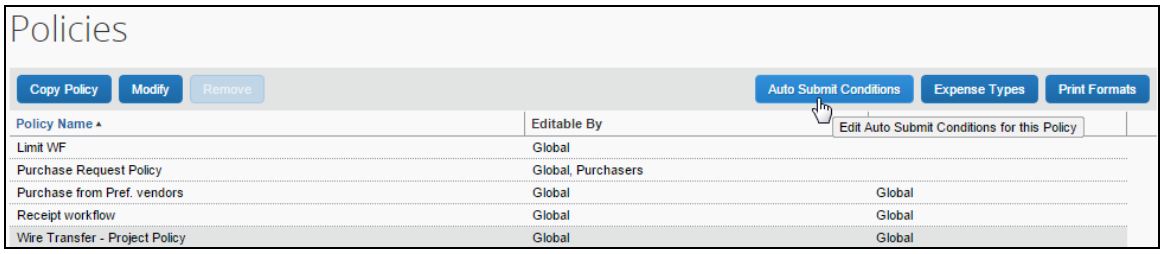


5. Click **Save**.

Set the Automatic Submission Conditions for Submit Action

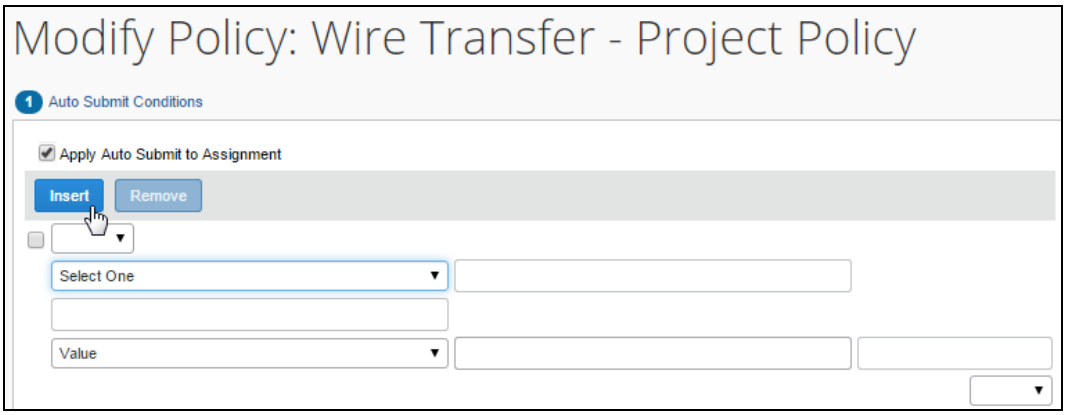
You can elect to set conditions that automatically submit an invoice if the invoice meets conditional criteria and basic coding preparation. This method of submitting invoices is ideal for touch-free routing of invoices through workflow on import and/or on assignment, where the system can provide a standardized threshold of review instead of manual approval and processing.

The user with the Invoice Configuration Administrator role accesses this feature by clicking **Administration** > **Invoice** > **Policies**, then selecting a policy and clicking **Auto Submit Conditions**:



To set auto-submit conditions under a policy:

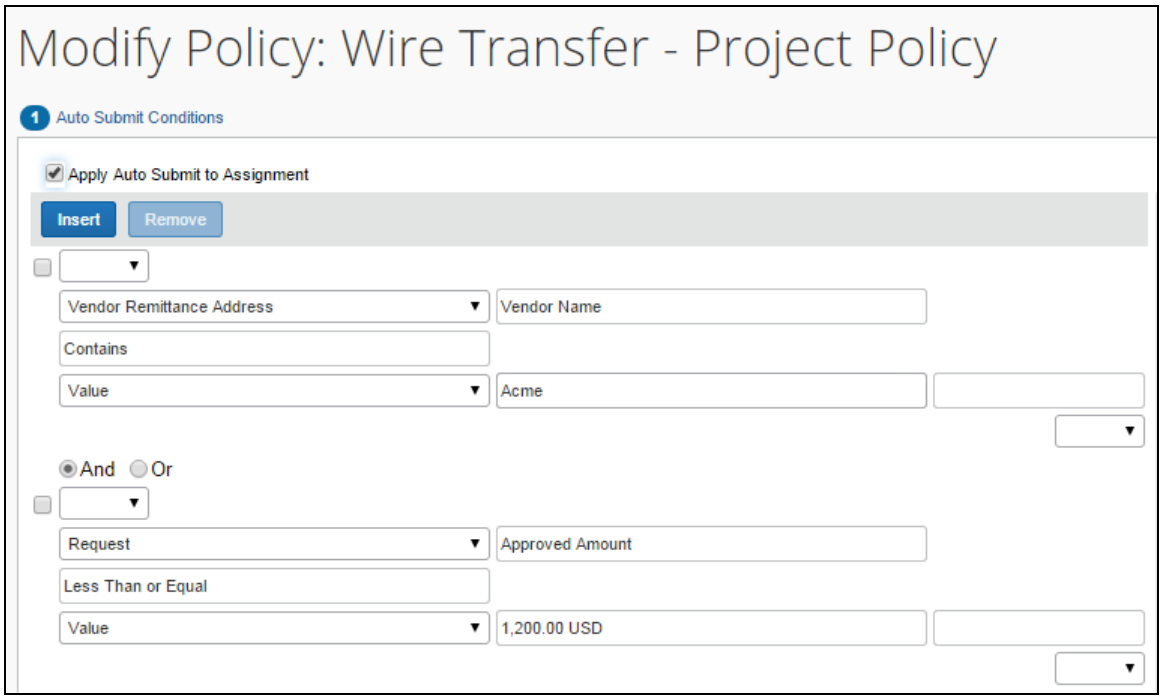
1. Select the policy whose submit conditions you want to configure.
2. Click **Auto Submit Conditions**, and then click **Insert**.



3. Create the condition(s) for the submit action in the condition editor, clicking **Insert** for each new condition as needed.
4. (Optional) Click **Apply Auto Submit to Assignment** if you would like the system to automatically attempt to submit an invoice on assignment.
5. Click **Save**.

EXAMPLE

In the following example, the administrator has set conditions where an invoice matching vendor "Acme" and an invoice total not exceeding $1,200.00 should be automatically submitted by the system. This will occur on request import, and as the administrator has also selected the **Apply Auto Submit to Assignment** check box, on assignment of the invoice to any employee as well.



HOW AUTOMATIC SUBMISSION WORKS ON ASSIGNMENT

Concur Invoice supports auto-submission on *any* kind of assignment, from AP User to Invoice Owner, Invoice Owner to Invoice Owner, or when Invoice Owners unassign invoices assigned to them back into the general AP queue.

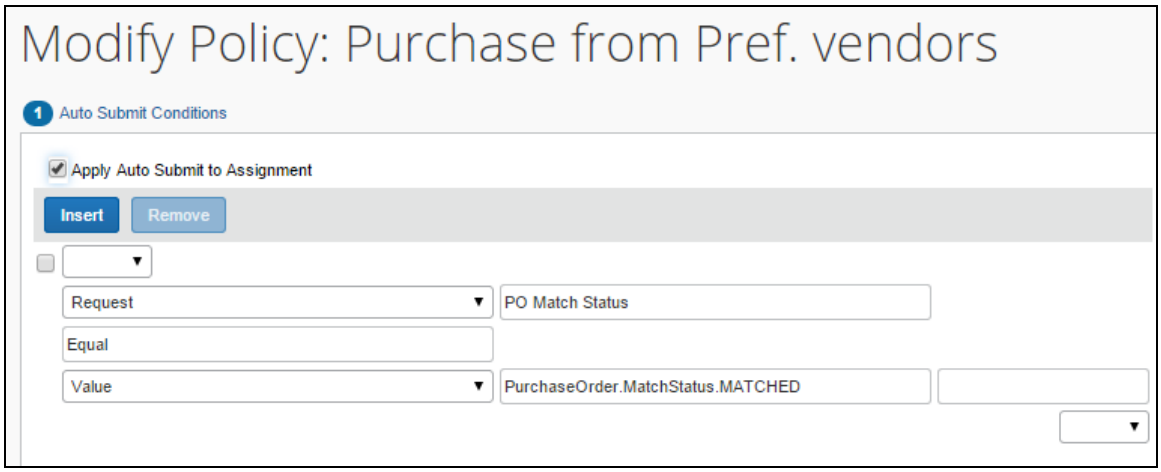
NOTE: Clients who code an invoice through multiple stages (one AP User assigns to another AP User) may want to avoid using auto-submission.

REQUIREMENTS FOR AUTO-SUBMIT

An invoice is successfully submitted by the system only if the invoice has an existing Invoice Owner and the invoice is coded adequately, with Required fields (as an example) completed. This also means the absence of any audit rule exception, or workflow or validation rule that would cause the system to override the configured threshold for the submit action.

SPECIAL CONDITIONS FOR PO MATCHING

When the submit action should include purchase order matching, the administrator can include this PO condition with others. The basic PO condition is shown in the following image.



ADDITIONAL INFORMATION

Please note the following when using this feature:

- The feature applies only to invoices associated with users working under the policy for which the conditions are configured for auto-submission
- Auto-submission is *not* applicable when the *Assign On Open* feature is invoked by an AP User working with invoices in their Unassigned queue - under this scenario the invoices are "soft-assigned" until released by the AP User.
- An Audit Trail entry is entered on successful submission

Edit the Existing Policy Information

Admins can edit all the associated policy information on the **Policies** page, including forms, workflows, scan, and imaging configurations.

To edit an existing policy:

1. On the **Policies** page, select the desired policy.
2. Click **Modify**. The **General** page appears.
3. Edit the information.

   For more information, refer to the field definitions in *Create a New Policy* in this guide.

4. Click **Save**.

Change the Status of an Expense Type

You can set each expense type to *Active* or *Inactive* status in the selected policy. If a field is **Active**, it is available for inclusion into an invoice; if the field is **Inactive**, it is not available.

To change the active status of an expense type:

1. On the **Policies** page, select the desired policy.
2. Click **Expense Types**. The **Modify Policy** page appears.
3. Select the expense types to modify. You can select individual expense types or use Shift+click or Ctrl+click to select multiple expense types.
4. Click **Activate** or **Deactivate**.
5. Click **Done**.

You create and manage the expense types listed in this page from the Expense Types page of Administration. When you create an expense type, the expense type appears in this list as *Inactive*. For more information, refer to the *Concur Invoice: Expense Types Setup Guide*.

Delete a Policy

IMPORTANT CONSIDERATION

If there are forms assigned to the policy when it is deleted, the forms will be retained in the database to handle any expense reports currently in process and will not be available for deletion. You can, however, mark this policy as *Inactive* in Group Configurations so it is no longer available for future selection.

To delete a policy:

1. On the **Policies** page, select the desired policy.
2. Click **Remove**.

Assign a Policy to a Group

Once you have created your policies you must assign them to a group.

To assign a policy to a group:

1. Click **Administration** > **Invoice**.
2. Click **Group Configurations** (left menu).

For more information about the process for assigning policies to groups, refer to the *Shared: Group Configurations Setup Guide*.

Change the Policy of an Invoice

A different Payment policy may be assigned, and the default policy unassigned, for an invoice, either imported or manually created. This applies only to invoices without an invoice owner (status is *Unassigned*) and is primarily designed for sites employing an Accounts Payable (AP) model implementing the Invoice AP User, Invoice Processor, and Invoice Manager back-office roles.

This feature is useful where a site employs multiple Payment policies and wishes to reassign the invoice policy due to inactivation of a policy, the introduction of a new policy, or simply to rectify an assignment error prior to assigning the invoice a front office invoice owner.

Policy Changes Prohibited Between Standard and PO Policies

When changing policies, the Invoice Owner is prevented from changing between the standard and PO policy types. The PO policy requires that the invoice be matched to a PO resident in the system before it can be submitted; a standard policy does not have this restriction. The only time an invoice can be re-associated between these two policy types is if an invoice is removed from PO matching. The user must select a non-PO policy before they can complete this task.

To change the invoice policy, refer to the *Change the Policy of an Invoice* section in the *Concur Invoice: AP Invoice User Guide.*

For more information about policy restrictions and behavior under PO matching, refer to the *Concur Invoice: Purchase Order Setup Guide*.