Concur Invoice: Receipt Confirmation

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 updates; 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
April 13, 2019	Updated images as part of the new user experience for Concur Invoice. A couple of outstanding images still to be updated.
February 9, 2019	Changed the term "Concur" to "SAP Concur" and the term "payment request" to " invoice" where applicable; no other content changes.
January 29, 2019	Updated the copyright; no other changes; cover date not updated
April 6, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
January 10 2018	Updated the copyright; no other changes; cover date not updated
March 22 2017	Updated images.
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.
October 16 2015	Added information about the redesign of the **Matching Summary**, **Payment Request**, and **Purchase Order** tabs.
September 16 2014	Added information about the two user interfaces; no other content changes
June 9 2014	Additional miscellaneous updates
May 27 2014	New setup guide

Receipt Confirmation

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

PO matching rules allow invoice and purchase order to be compared (two-way matching). Further, if confirmation of receipt is required (three-way matching), Concur admins can configure rules to determine how this confirmation should occur (confirmation type). Receipt confirmation is part of the PO Matching feature set. As such, it is configured by going to **Administration** > **Invoice** > **Purchase Order Matching Rules**.

Is Receipt Required Value on PO Line Item

Is Receipt Required is a value on the PO line item and can be set by the PO Import. Unless the **Receipt Required** field is set to *Yes*, no receipt confirmation logic configured in Concur Invoice will be evaluated for that line.

The purpose of this field is to allow clients either to keep the receipt confirmation business logic entirely in their ERP, or to utilize it entirely within Concur Invoice. In rare cases, clients will have sophisticated logic in the ERP, which will reliably determine when a receipt is required. In those cases, different values can be passed in on the PO Import. However, it is usually much easier and recommended to configure this logic in Concur Invoice.

Recommendation: Set the **Is Receipt Required** option to *Yes* for all line items on the PO Import and use the matching rules in Concur Invoice to determine different receipt confirmation type outcomes (including None required).

Confirmation Types

Admins can configure rules based on spend categories, amount thresholds, and more, to achieve different ways to confirm receipt. These outcomes are called confirmation types, and there are four types:

1. **None**: No receipt confirmation is required. This is appropriate for spend requiring only a two-way match between invoice and PO.

2. **Invoice**: Presenting and confirming the invoice *overall*, within Concur Invoice, is sufficient to confirm receipt. This is especially appropriate for some types of Service spend. For example, routine cleaning services at $100 an hour for 10 hours. The Invoice Owner does not need to answer in terms of X hours received; instead, it is sufficient to present the invoice with the implied question "Were you satisfied with the services (or goods) overall?"

3. **Receipt Central**: The receipt (quantity) will be entered centrally and stored in the ERP, then passed to Concur Invoice. This is appropriate for goods received at a central warehouse, where the PO/Invoice Owner has no part in answering the question of Receipt.

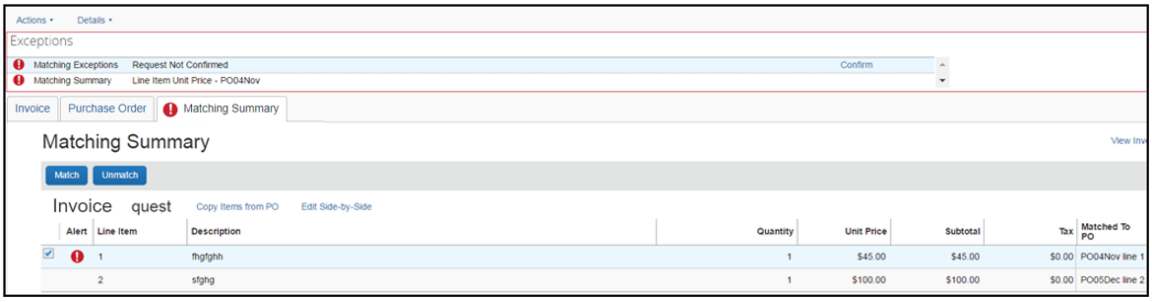
4. **Receipt Individual**: The receipt (quantity) will be entered by the PO/Invoice Owner in the ERP, then passed to Concur Invoice. This is appropriate for goods received directly by an individual at a home or regional office, or partial receipt of hours-based services.

NOTE: Quantity received must be entered or stored in the ERP, and then passed to Concur Invoice through the Receipt Import. There is no interface available to directly enter quantities in Concur Invoice. However, through the Receipt Individual confirmation type, the user can be reminded in Concur Invoice that there is an unresolved receipt exception waiting on their answer via ERP interface.

How Receipt Confirmation Exceptions Appear

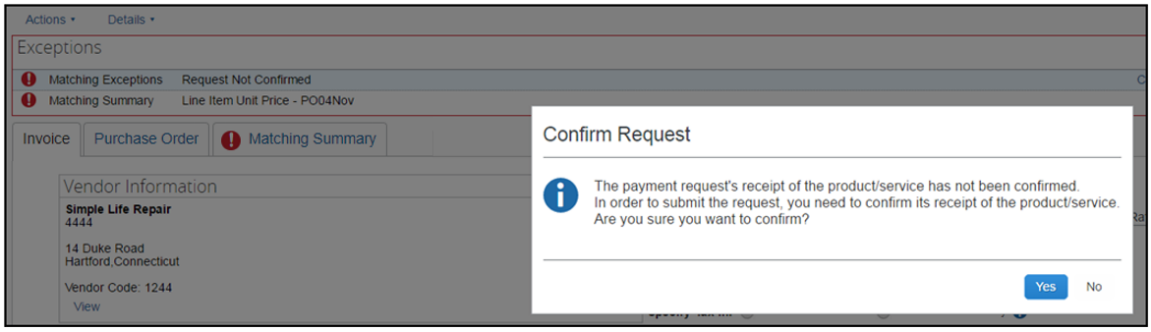
An invoice can have an invoice to PO exception, or a receipt confirmation exception, or both. In either case, the exception should be addressed before the invoice progresses.

The following figure shows an invoice, which does not match the purchase order and where the receipt has not been confirmed.



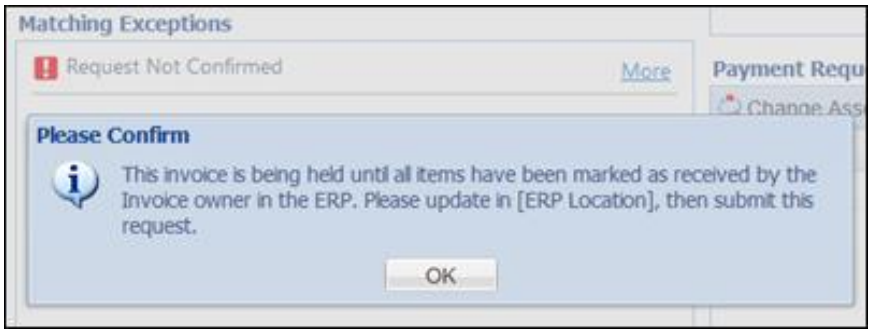
Invoice Confirmation Type

The invoice cannot be submitted until the receipt exception is cleared. If the user clicks **Confirm** or **Submit**, they will see a message (configurable) like the example below. Once the user clicks **Yes**, the exception will clear, and they will be able to submit the invoice.



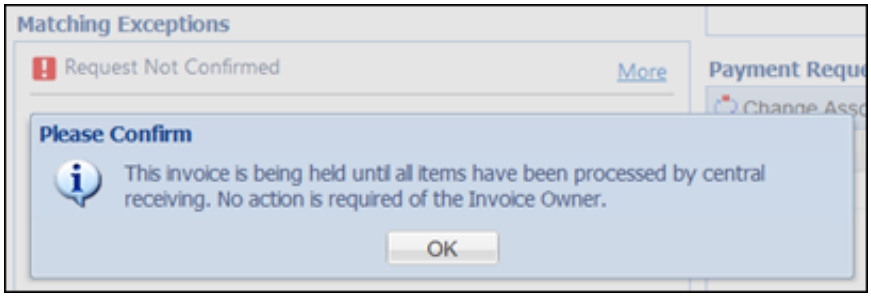
Receipt Individual Confirmation Type

The invoice cannot be submitted until the receipt exception is cleared. If the user clicks **More** or **Submit**, they will see a message (configurable) like the example below. Since this is appropriate for cases where the user must enter a quantity in an ERP interface, it is recommended to make the message as specific as possible.

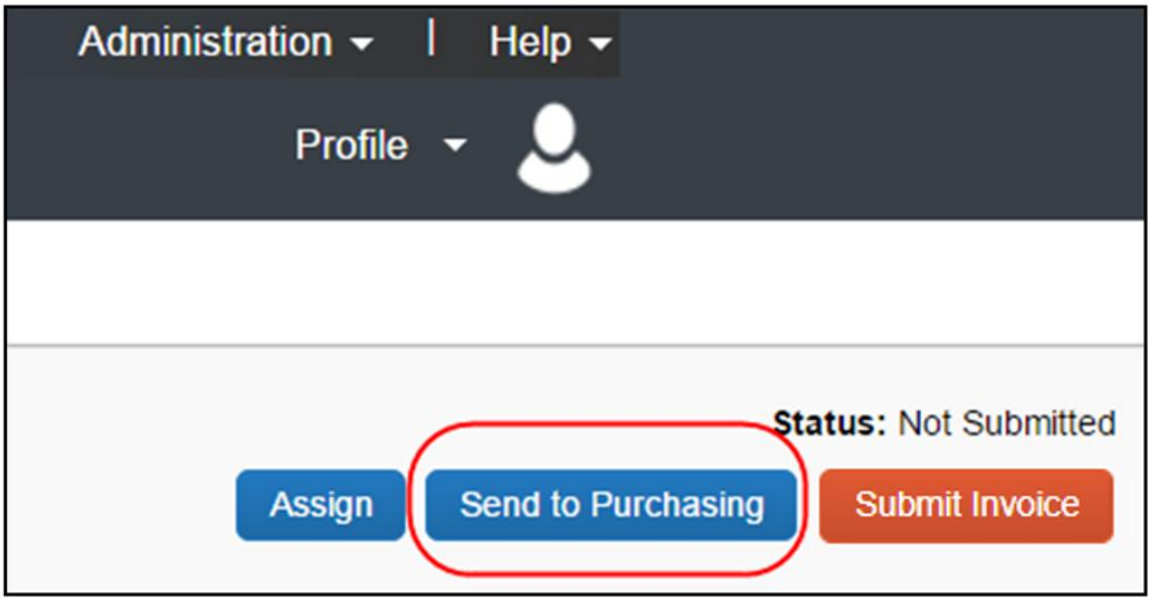


Receipt Central Confirmation Type

The invoice can be submitted but cannot be approved by a processor until the receipt exception is cleared. This option is intended to be purely informational for the Invoice Owner, as they do not own receipt answers in this case. If the user clicks **More**, they will see a message (configurable) like the example below.



Some companies will choose to have Purchasing users collaborate with Invoice Owners in managing exceptions, by granting relevant users the Purchasing role. In these cases, if there has been a receipt-related problem the Invoice Owner is unsure of or incapable of resolving, they can first click the **Send to Purchasing** button, rather than confirming receipt at that time. This provides a convenient and expedient way to manage communication between these roles in Concur Invoice, and is traceable to the back-office AP staff. Processor searches reveal whose queue the invoice is in, audit trail records show when and to whom the invoice was assigned, and the **Comment History** window shows the requested actions by each party.



Match Rules and Rule Sets

These instructions cover the new receipt-related functions only.

For information about basic match rule set creation and behavior, refer to the *Concur Invoice: PO Matching Setup Guide* and the *Concur Invoice: PO Matching User Guide*.

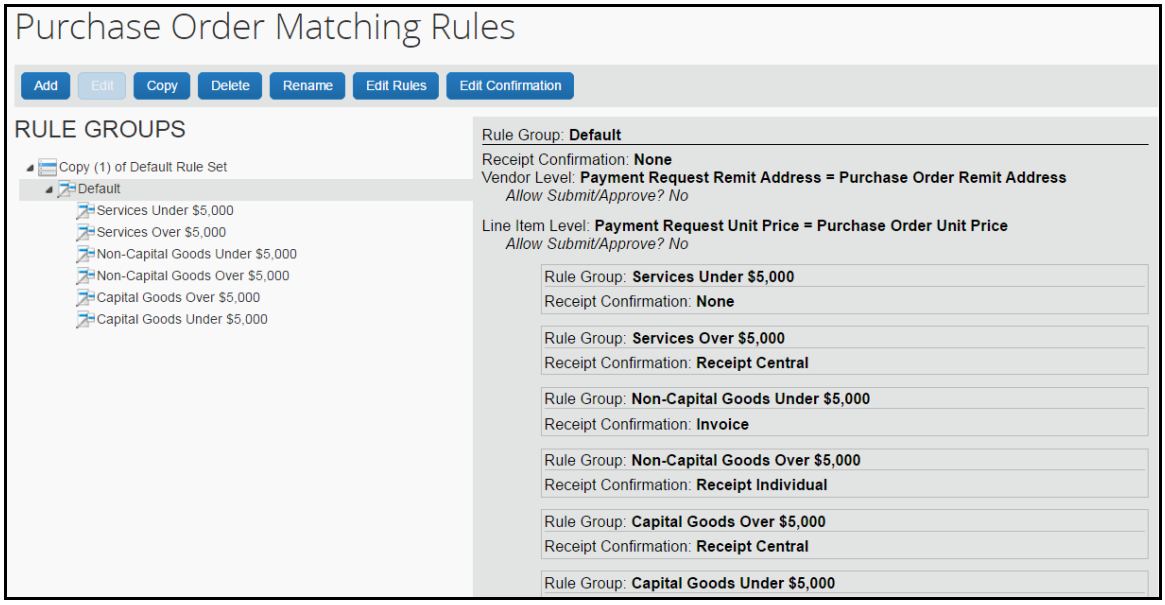
The rule-based logic in Concur Invoice allows the confirmation type to be based on key factors such as:

- Spend Category
- Capital Expense Status
- Amount Threshold

Rules are flexible and almost any categories can be created, based on any criteria. The following table shows a sample of the categories that can be created in rules to create different confirmation type outcomes.

NOTE: Most clients will need to either map spend to individual expense types/GL codes, or create a Spend Category custom field, which is coded on either the invoice or the purchase order. To keep things simple, the Category example has been narrowed down to Services and Goods here.

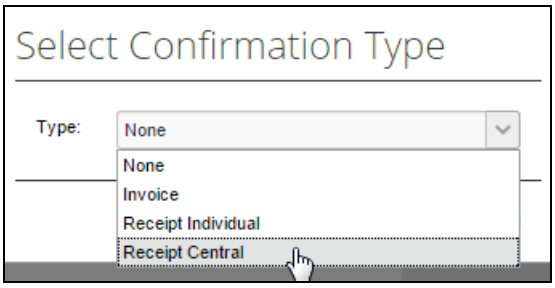
Category	Capital?	Amount	Confirmation Type
Services	No	Less than $5k	None
Goods	No	Less than $5k	None
Services	No	More than $5k	Invoice
Goods	No	More than $5k	Invoice
Services	Yes	Less than $5k	Invoice
Goods	Yes	Less than $5k	Invoice
Services	Yes	More than $5k	Receipt
Goods	Yes	More than $5k	Receipt



Admins can configure this business logic in Concur Invoice as follows:

- Add a new rule condition by selecting the Rule Set (for example "Default"), and then clicking **Add**
- Select an existing rule condition (for example, "Services Under $5000"), and then click **Edit**, **Copy**, **Delete**, or **Rename** to perform those functions
- Select an existing Rule Set ("Default") or rule condition ("Services Under $5000"), and then click **Edit Confirmation** to create or change the confirmation type

NOTE: Parent choice displays for rule conditions only, and indicates the choice made for the parent Rule Set will be used.

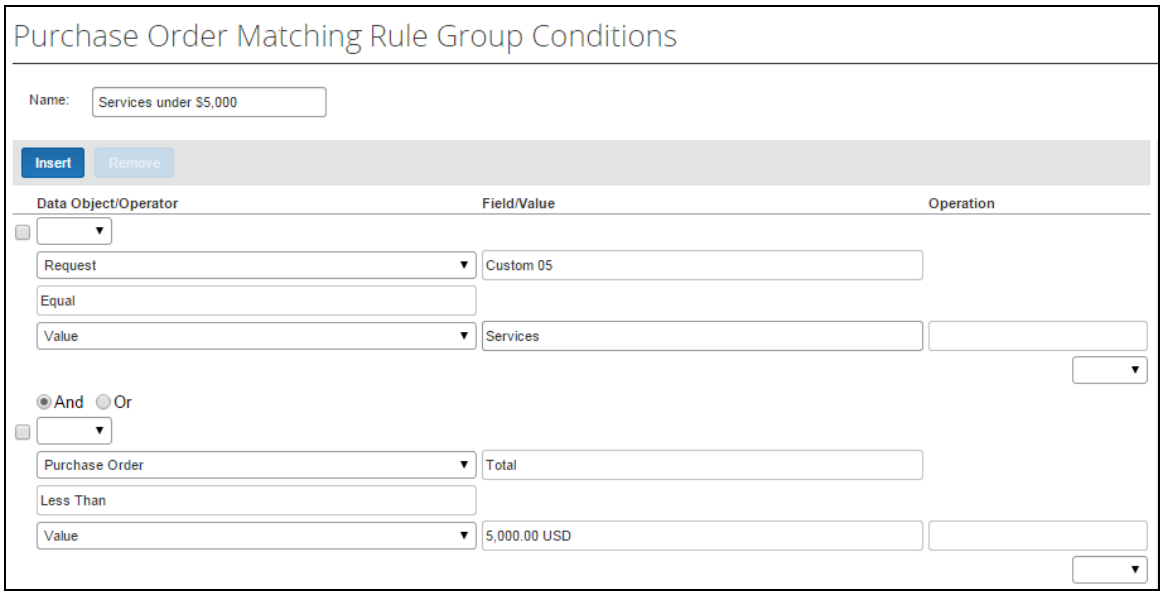


When creating match rule criteria, the following data objects are available:

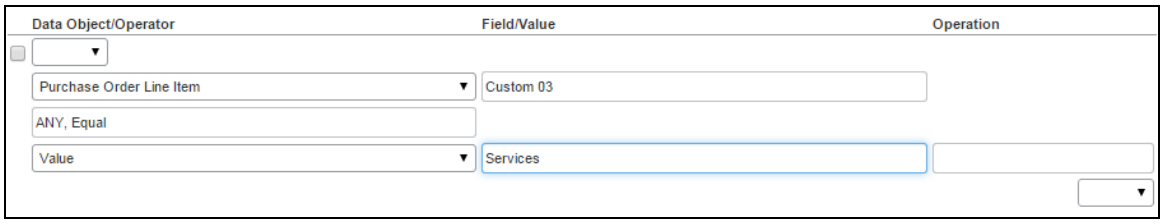
- Request
- Detail [Request Line Item]
- Purchase Order
- Purchase Order Line Item
- Employee
- Bill To
- Ship To
- Vendor Remittance Address

Example

Admins can create a "Services Under $5,000" rule by evaluating a coded custom header field on the invoice, and the total value of the purchase order.



NOTE: Line item evaluation is handled with an ANY or EVERY identifier, in addition to the normal operator choices.



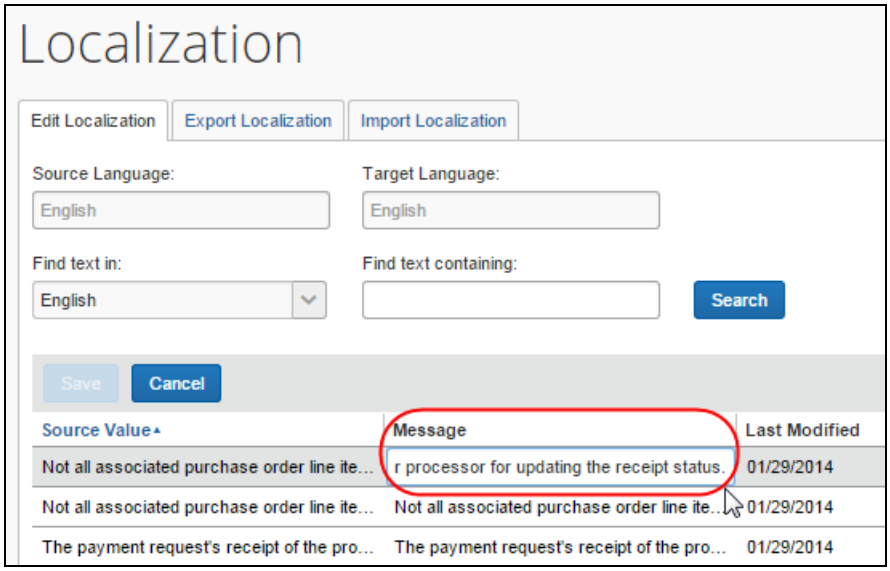
- ANY: The condition triggers the rule if data in the **Field/Value** fields is true for *any* line item within the same data object
- EVERY: The condition will trigger the rule only if data in the **Field/Value** fields is true for *all* line items within the same data object

Audit Trail

- An audit trail is written when the confirmation type changes on an invoice. For example, the outcome was previously evaluating the Invoice confirmation type, but after the admin changed the relevant criteria on either the invoice or PO, it is now evaluating to the Receipt Central or Receipt Individual confirmation type.
- No audit trail is written when an exception is generated or is cleared.

Confirmation Message Configuration

Admins configure messages in the Localization tool.



How Receipt Information Appears to Concur Invoice Users

Users cannot enter receipt information in Concur Invoice. However, fields on both the PO import and the Receipt import can be added to the PO form. In this way, users have context, which can help them make decisions when contacting Purchasing or the supplier.

The figure below shows receipt-related fields on the PO Line Item form (system read-only.)

Itemization Summary

Line Num...	Expense Type	Supplier ...	Descript...	Is Receipt Required	Receipt Type	Is Received	Received Quantity	Received Date	Quantity	Unit Price	Subtotal
1	Software		Pencils	☑	None	☑	1	08/24/2015	1	$25.00	$25.00

Account Code	Distribution Code	Percentage	Net Amount	Gross Amount
No Account Code [System Default]		100	$25.00	$25.00

Received: Pencils

Receipt #	Delivery Slip #	Attachments	Date of Receipt		Quantity
10Line1			08/24/2015	Received	1
				Invoiced	1

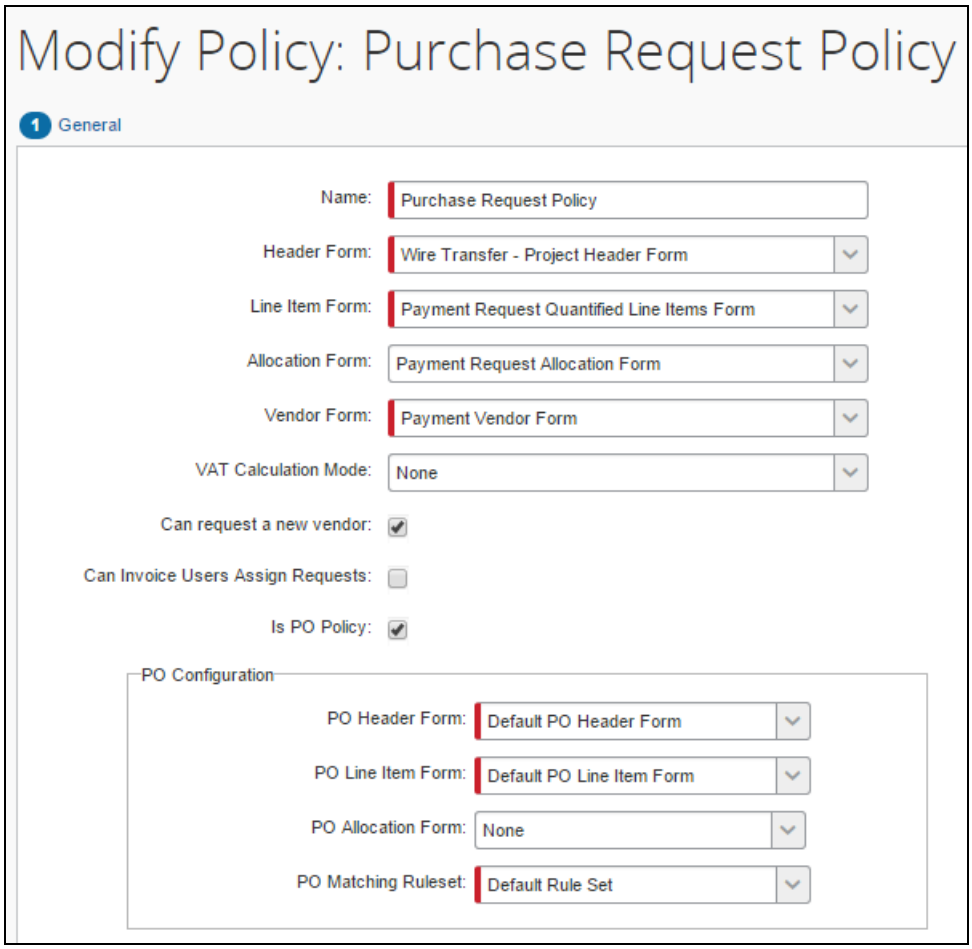
Integration Points

No receipt extracts exist. Some clients may express an interest in "closing out" their POs due to events or data changes that occur within Concur Invoice. SAP Concur recommend using the Standard Accounting Extract (invoice data) to extrapolate any status changes a client wishes to make to POs within their ERP.

For PO Import and PO Receipt Import information, refer to the *Concur Invoice: Purchase Order Import Specification* and the *Purchase Order Receipt Import Version 1 (Receipt Confirmation) Specification*.

Match Rule Set per Policy

PO Matching Rule Sets (which include Receipt Confirmation outcomes) can differ per policy.



Partial Line Release for Extract and Payment Not Supported

An invoice cannot be released for extraction and payment until all lines on it have been fully received.

For example, a PO is issued with computer monitors on line 1 for 14, and printer on line 2 for 10.

- **Scenario A:** Printers are completely backordered. The vendor sends the 14 monitors (all received satisfactorily) and a single invoice for the 14 monitors. That invoice will be released, because all lines on it have been fully received.
- **Scenario B:** Only some printers are in stock. The vendor sends the 14 monitors, and the three printers they have in stock (all of which are received satisfactorily), and an invoice for 14 monitors (line 1) and three printers (line 2). That entire invoice will be not be released for payment until the other seven printers come in and the entire line 2 (printers) is fully received.