

Concur Request: Exceptions

Setup Guide

Last Revised: October 1, 2022

Applies to these SAP Concur solutions:

- Expense
 - Professional/Premium edition
 - Standard edition

- Travel
 - Professional/Premium edition
 - Standard edition

- Invoice
 - Professional/Premium edition
 - Standard edition

- Request
 - Professional/Premium edition
 - Standard edition

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Revision History

Date	Notes / Comments / Changes
October 1, 2022	Updated screenshots and edited content for the new user experience.
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
March 29, 2021	Updated the copyright year; no other changes; cover date not updated
July 20, 2020	Removed the <i>Request/Authorization Request/Concur Request</i> section to align with Concur Request product branding.
June 5, 2020	Changed "Authorization Request" to "Concur Request" in Request guide references to align with Concur Request product branding.
June 3, 2020	Changed "Authorization Request" to "Concur Request" in guide title to align with Concur Request product branding.
May 30, 2020	Added the following note to the Message field description in the <i>Adding Exceptions</i> section: NOTE: This is a text field and does not support HTML formatting.
April 22, 2020	Renamed the Authorization Request check box to Request on the guide's title page; cover date not updated
January 10, 2020	Updated the copyright; no other changes; cover date not updated
January 18, 2019	Updated the copyright; no other changes; cover date not updated
April 12, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
February 27 2018	Updated the copyright; no other changes; cover date not updated
January 20 2017	Added the <i>Available Data Variables</i> section.
May 13 2016	Updated the <i>Permissions</i> section and guide content to new corporate style; no content changes.
June 12 2015	Updated the screen shots to the enhanced UI; no other content changes
September 17 2014	Added information about two user interfaces; no other content changes.
January 20 2014	Cover and copyright changes; no other content changes
February 25 2013	Name change from "Travel Request" to "Request" - no other content changes
December 28 2012	Made rebranding and/or copyright changes; no content changes
March 6 2012	Made rebranding and/or copyright changes; no content changes
July 22 2011	User interface changes - "Request" changed to "Travel Request" - updated menu options and screen shots
June 3 2011	Changed occurrences of "Request" to "Travel Request" - no other changes to content
January 21 2011	Changes: <ul style="list-style-type: none"> • Update to match current feature set • Updated the copyright and made rebranding changes

Date	Notes / Comments / Changes
October 15 2010	Initial publication

Exceptions

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.

Also, 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 of Concur Request

Refer to the *Concur Request: Overview Guide* for general information about requests, such as what the user sees, what the approver sees, workflow, settings, configuration basics, etc.

Section 3: Concur Request Configurations

Not all Concur Request features are available for all Concur Request implementations.

Implementation	Is this feature available?
Stand-alone	Required with Audit Rules
Integrated with Concur Expense (but not Concur Travel)	Required with Audit Rules
Integrated with Concur Travel (but not Concur Expense)	Required with Audit Rules
Integrated with Concur Expense and Concur Travel	Required with Audit Rules

Section 4: Overview of Exceptions

Exceptions are messages that appear at the request level or the segment level to indicate to the employee, approver, and/or back-office personnel that a rule has been violated.

Exceptions are used in several tools including (but not limited to):

- Audit rules

Code	Level	Editable By	Product Code	Message
APPRVTO	2147483647		REQ	This request has been pending approval longer than allowed by policy. The request owner should co...
BADRISK	2147483647	Global	REQ	At least one destination is missing Traveler Consent or required fields %missingfields%. Please revie...
BADRQHDR	2147483647	Global	REQ	The request header is missing required fields: %missingfields%.
BOW	2147483647		REQ	One or more budget items could not be approved by the proper authority (%costObjects%). The requ...
CALWARN1	1		REQ	The Cash Advance requested is above the limit allowed by your company policy: %CashAdvanceLim...
CALWARN2	1		REQ	The Cash Advance requested is above the limit allowed by your company policy wich is defined as 6...
CARRT1	99		REQ	Please select a city in the 'To' list, or enter the place of your choice in 'Detail'.
CARRT2	99		REQ	Please select a city in the 'From' list, or enter the place of your choice in 'Detail'.
CONOAPPR	2147483647	Global	REQ	No approvers were found for cost object %costObjects%.
COW	2147483647	Global	REQ	One or more cost objects could not be approved by the proper authority (%costObjects%). The requ...
HDRONLY	2147483647		REQ	The request has no segments or expenses. You must create at least one entry in order to submit the...
HOTEL1	99		REQ	Please select a city in the 'City' list, or enter the place of your choice in 'Detail'.
INSUR1	99		REQ	Only 'INTEGRAL', 'BAGAGES' or 'RAPATRIEMENT' values are authorized for the Insurance Type fie...
ITNOAMT	1	Global	REQ	At least one item on your itinerary is missing an amount or a currency. Please contact your Concur a...
NOEXRATE	2147483647		REQ	An appropriate exchange rate is not found for currency that the report/request references. Select ano...
OBSOPROP	99		REQ	The agency has just released new proposals for this request. Please replace your current selection w...
OPOLSBON	2147483647		REQ	According to your company policy, your trip should be booked online.
OVERLAP	1	Global	REQ	The start and/or end date in this request overlaps another request. Please provide an explanation for...
PAPPRCHG	1		REQ	Itinerary cost changed after approval. Effective amount of the request is %TotalPostApprovedMnt%.
REQEXPWE	1		REQ	The Expense occurs during a week-end.

- Workflows

From within these tools, the administrator can create new exceptions or choose from a list of existing exceptions. However, if an administrator needs to modify or delete an exception, they must do so using the Exceptions tool.

Terminology

Term	Definition
Exception Code	A unique one to eight alphanumeric character code that is assigned to every exception. This code is determined by the client's internal coding system.

Term	Definition
Exception Level	<p>A number - assigned to each exception - that determines the severity of a rule. It is the responsibility of a company to determine the level system.</p> <p>A workflow setting determines the threshold - the level at which a request cannot be submitted.</p>

Section 5: End-User Experience

Exception Flags

An exception is displayed along with:

- **Red:** Indicates an error that must be resolved before the employee can submit the request
- **Yellow:** Indicates a warning or an informational message; this flag does not prevent submission

The following image shows what an exception looks like to the user.

The screenshot displays the SAP Concur 'Requests' page. At the top, there are navigation tabs for 'Requests', 'Travel', 'Expense', and 'App Center'. The main content area shows a request summary for 'TVR-11392 \$2,000.00' with a status of 'Not Submitted' and 'Request ID: 6P96'. A red alert banner at the top of the request details states: 'Alerts: 1' and 'You have exceeded authorized limit for gift to this user. View'. Below this, the 'EXPECTED EXPENSES' section is visible, with a table listing the expense details. A modal window is open over the table, showing a detailed view of the alert and a table of attendees' expenses.

Name	Entry Amount	Total Expensed
Never, Bill NUI	\$666.67	\$0.00
andre, Malreau	\$666.66	\$0.00
Corine, Sud	\$666.67	\$0.00

Section 6: Manage Exceptions

Access Exceptions

► **To access the Exceptions page:**

Click **Administration > Request > Exceptions**. The **Exceptions** page appears.

Code	Level	Editable By	Product Code	Message
APPRVTO	2147483647		REQ	This request has been pending approval longer than allowed by policy. The request owner should contact th...
BADRISK	2147483647	Global	REQ	At least one destination is missing Traveler Consent or required fields %missingfields%. Please review your...
BADROHDR	2147483647	Global	REQ	The request header is missing required fields: %missingfields%.
BOW	2147483647		REQ	One or more budget items could not be approved by the proper authority (%costObjects%). The request has...
CALWARN1	1		REQ	The Cash Advance requested is above the limit allowed by your company policy: %CashAdvanceLimit%. Ple...
CALWARN2	1		REQ	The Cash Advance requested is above the limit allowed by your company policy wich is defined as 60% of th...
CARRT1	99		REQ	Please select a city in the 'To' list, or enter the place of your choice in 'Detail'.
CARRT2	99		REQ	Please select a city in the 'From' list, or enter the place of your choice in 'Detail'.
CONOAPPR	2147483647	Global	REQ	No approvers were found for cost object %costObjects%.
COW	2147483647	Global	REQ	One or more cost objects could not be approved by the proper authority (%costObjects%). The request has...
HDRONLY	2147483647		REQ	The request has no segments or expenses. You must create at least one entry in order to submit the Request.
HOTEL1	99		REQ	Please select a city in the 'City' list, or enter the place of your choice in 'Detail'.

Add Exceptions

You can create new exceptions:

- On the **Exceptions** tab within Audit Rules and the Workflows tool – and –
- Using the Exceptions tool

► **To add an exception:**

1. On the **Exceptions** page, click **New**. The **New Exception** window appears.

2. Complete all required fields.

Field	Description
Exception Code	Type a unique one to eight alphanumeric character code in all uppercase letters, without any spaces. This code is determined by the client's internal coding system and is not localized.
Exception Level	Type any number between 0 and 99. Typically, the number goes in ascending order for severity, such as 0 is non-urgent, and 10 is extremely urgent. Regardless, each company decides how to define the level system. A workflow setting determines the threshold - the level at which a request cannot be submitted.  Refer to the <i>Concur Request: Workflow - General Information Setup Guide</i> for more information.
Message	This text appears wherever the exception is visible and is localizable. The administrator can add request or user information to the exception using data variables. NOTE: This is a text field and does not support HTML formatting.  For more information, refer to the <i>Available Data Variables</i> section of this guide.

Field	Description
Editable By Group(s)	<p>The Request administrator for the global group can view, add, edit, and delete all global and group exceptions.</p> <p>A Request administrator with permissions for one or more groups:</p> <ul style="list-style-type: none"> • Can view, add, modify, and delete exceptions for the group(s) they administer • Can view global exceptions but never add, modify, or delete global exceptions • Can view but never add, modify, or delete the exceptions created for/by any other group

3. Click **Save**.

Modify Exceptions

Changes to any exception happen immediately to all *unsubmitted* requests. Changes do not affect a submitted request unless the request is returned to the user and then edited. Changes in the exception level also affect unsubmitted requests but not submitted requests.

▶ **To edit an exception:**

1. On the **Exceptions** page, either:
 - ◆ Select an exception and then click **Modify**
– or –
 - ◆ Double-click the exception (anywhere on the line; not just the name)

The **Exception** window appears.

2. Make any necessary changes.
3. Click **Save**.

Delete Exceptions

Deleted exceptions remain attached to a submitted request; however, they do not appear for any unsubmitted requests.

▶ **To delete an exception:**

1. On the **Exceptions** page, select the desired exception.
2. Click **Delete**.

Section 7: Available Data Variables

Data from the request can be added to the exception message text, using data variables. These variables are placeholders that will be updated with the actual data when the exception is generated. The variables are enclosed in percentage signs, which indicate to the system that they need to be replaced.

The available variables are:

Variable	Description
%arPolKey%	Request Policy Name
%CaRelatedEntries%	Cash Advance Related Entries
%CashAdvanceLimit%	User's Cash Advance Limit
%costObjects%	Cost Objects
%InKey%	City Location Code
%missingfields%	Missing Fields
%SegmentTypeKey%	Request Segment Type
%ApprovedAmountBeforeBooking%	Approved Amount prior to booking. This variable is used with the Approve then Book process.
%TotalPostApprovedMnt%	Total Amount After Approval

