

Concur Request: Workflow – Cost Object Approval

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

Table of Contents

Section 1: Permissions	1
Section 2: Workflow Guides	1
Section 3: Overview	1
Benefits of Using Cost Object Approval	2
Level-Based Approvals and Limit-Based Approvals.....	2
Example of Level-Based Approval.....	3
Example of Limit-Based Approval	3
Section 4: How Level-Based Cost Object Approvals Work.....	4
Approver Action – Approved	4
Approver Action – Return to the Employee	5
Approver Action – Changes that DO NOT Affect the Cost Object, the Cost Object Amount, or the Request Total.....	5
Approver Action – Changes that Affect the Cost Object, the Cost Object Amount, or the Request Total	5
Example.....	6
Section 5: How Limit-Based Cost Object Approvals Work.....	7
Approver Action – Approved (NOT Using Cost Object Direct Approval)	7
Approver Action – Approved (Using Cost Object Direct Approval)	8
Approver Action – Return to the Employee	8
Approver Action – Changes that DO NOT Affect the Cost Object, the Cost Object Amount, or the Request Total.....	8
Approver Action – Changes that Affect the Cost Object, the Cost Object Amount, or the Request Total (NOT Using Cost Object Direct Approval)	9
Section 6: Important Allocation Considerations	9
Section 7: Employee Experience.....	10
Section 8: Approver Experience.....	13
Information Displayed.....	13
Section 9: Additional Scenarios and Conditions.....	14
Delegates.....	14
Automatic Approval and COW Exception if Approver is Request Originator	14
Request Recall	14
Additional Approver and Workflow Situations	14
Additional Error Handling	17

Section 10: Configuration.....	18
Step 1: Define the Cost Object Approver Hierarchy.....	19
Step 2: Activate the Feature.....	20
Step 3: Edit the Workflow Steps.....	21
Step 4: Assign the Proper Rights to Users	22
Employee Import	22
User Administration	22
Authorized Approvers Tab in Workflows	23
Step 5: Control the Information that Appears to the Cost Object Approver	25

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.
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 17, 2019	Changed copyright and added note to the SELFAPPR exception code description in the <i>Additional Error Handling</i> section.
April 12, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
February 8 2018	Updated guide name in reference to the <i>Shared: Employee Import Specification</i> guide.
February 15 2017	Updated guide to clarify that: <ul style="list-style-type: none"> An approver acting as a delegate will see the report they submit auto-approved and a COW exception generated Best practice is to set single approver for each Cost Object level
December 14 2016	Changed copyright and cover; no other content changes.
October 20 2016	Updated the <i>Permissions</i> section and guide content to new corporate style; no content changes.
January 25 2016	Changed references to the import/extract guide; no other changes
August 14 2015	Updated the screen shots to the enhanced UI; no other content changes
September 19 2014	Added information about two user interfaces; no other content changes.
February 7 2014	Blocking exceptions that will <i>not</i> prevent approval of a report under COA when the <i>Can exit step with blocking exceptions</i> options is selected (enabled) are now listed under <i>Additional Error Handling</i> .
January 20 2014	Cover and copyright changes; no other content changes
July 5 2013	Added a note about time-out actions: Regardless of the time-out action selected, the only action that will occur within the cost object step is that the cost object moves to the next approver <i>within</i> the cost object approval step.

Date	Notes / Comments / Changes
February 27 2013	<p>Added the following:</p> <ul style="list-style-type: none"> • Name change from "Travel Request" to "Request" • Information about the Filter expenses to those that are applicable to Cost Object option in Workflow settings • Main Destination Country in the hierarchy
December 28 2012	Made rebranding and/or copyright changes; no content changes
December 13 2012	Initial publication

Workflow – Cost Object Approval

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: Workflow Guides

Refer to these guides when configuring and maintaining Concur Request workflows.

Setup Guide	Description
<i>Concur Request: Workflow - General Information</i>	Read this guide for general information about request workflows.
<i>Concur Request: Workflow - Authorized Approvals</i>	Read this guide if the company uses authorized approvers but only after reading the <i>Concur Request: Workflow - General Information Setup Guide</i> .
<i>Concur Request: Workflow - Cost Object Approvals</i>	Read this guide if the company uses cost object approvals but only after reading the <i>Concur Request: Workflow - General Information Setup Guide</i> .

Section 3: Overview

The Cost Object Approval feature allows clients to define a special, more granular workflow step for its accounting-related data.

Assume that a client tracks costs by cost centers. Further assume that the client's configuration includes the use of request allocation fields, and those allocation fields are populated by the client's cost centers. Using the Cost Object Approval feature, the cost objects – the portion of the request allocated to each cost center – are routed for review and approval *to each cost center simultaneously*.

For example, if a request is allocated 50% to Sales and 50% to Training **and** if the client is using the Cost Object Approval feature, the submitted request is sent to approvers for the Training department **and** the approvers for the Sales department *at the same time*.

Benefits of Using Cost Object Approval

The benefits of using cost object approval include:

- **Budget ownership:** The approval process specifically aligns with the affected budget. In the example described above, Sales and Training have the opportunity to review the entire request and then either approve or reject the portion of the request allocated to its budget.
- **Parallel processing:** Each affected cost center (again, in this case, Sales and Training) is reviewing the request *at the same time*. This can save a tremendous amount of time, resulting in faster processing for the employee.

Certain changes made by any of the approvers (described in detail later in this guide) cause the request workflow process to stop immediately and then the request must go through the approval process again. This way, all approvers can review any changes – ensuring control, compliance, and visibility.

Level-Based Approvals and Limit-Based Approvals

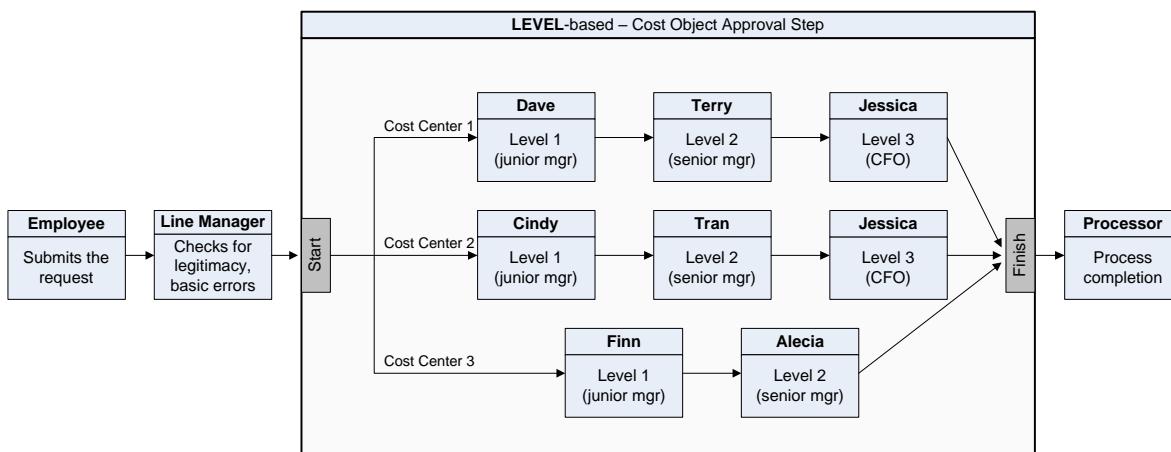
A cost object approval step can be based on either:

- **Level:** This type of approval is defined by each approver's sequential position in the approval process. The cost object starts with the first approver and then moves from one level to the next to the next – all the way to the end of the process. For example, it moves from a junior manager to a senior manager to the company's Chief Financial Officer.
- **Limit:** This type of approval is based on the amount that an approver is authorized to approve (commonly known as *signing authority*). The cost object starts with the first approver, moving from one level to the next. It stops when it reaches an approver who has an approval limit *equal to or greater than* the cost object amount.

There is a second limit-related option: *Cost Object Direct Approval*. Using this option, the cost object might not start at the first approver and might not go to the end – instead, it goes *directly* to the approver with the correct approval limit. In other words, the cost object's first and only stop is with the approver who has the correct limit.

Example of Level-Based Approval

Simple level-based cost object approval step:



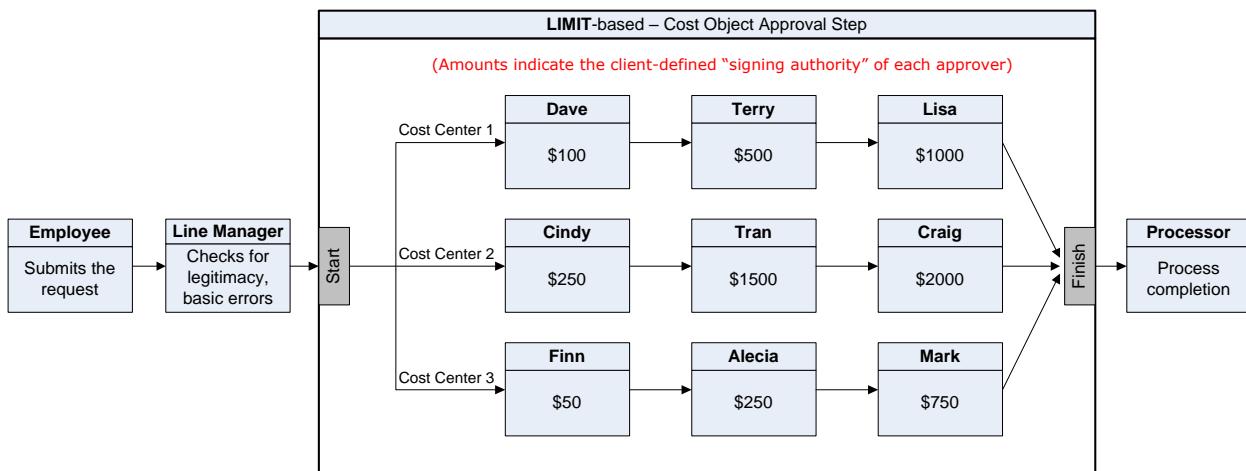
This example shows a simple workflow – from employee to the line manager to the cost object approval step to the processor.

Note the following:

- A client can have **only one** cost object approval step in a workflow.
- The number and placement of steps before and after the cost object approval step are client configurable.
- The levels within the cost object approval step, which can even differ by cost center (in this example, Cost Center 1 and 2 have three levels of approvals; Cost Center 3 has two), is client configurable.
- The processor step is optional.

Example of Limit-Based Approval

Simple limit-based cost object approval step:

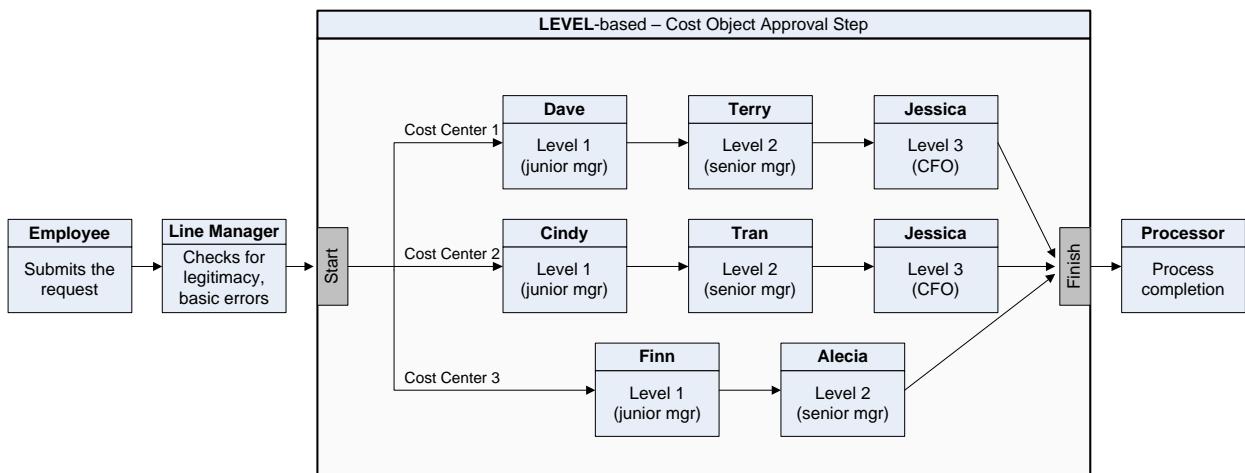


In this example, all the cost centers have three approvers. Just like level-based approvals:

- There can be only **one** cost object approval step.
- The steps before and after are client configurable.
- The limits and number of approvers within the cost object approval step are client configurable.
- The processor step is optional.

Section 4: How Level-Based Cost Object Approvals Work

The following set of examples is based on this level-based cost object approval step.



Approver Action – Approved

In this example, assume that the request is allocated between three cost centers.

The last column in the table below shows the flow through the cost object approval step if all approvers approve the cost object without changes:

Cost Center	Total allocated to this cost center	Flow in the cost object approval step... if all approvers approve without changes
1	1000	Dave → Terry → Jessica → finish
2	500	Cindy → Tran → Jessica → finish
3	500	Finn → Alecia → finish

NOTE: Remember, for level-based cost object approvals, the amount does not matter; the cost object starts at the first level and stops at every level until it reaches the end.

Approver Action – Return to the Employee

If any of the approvers return the request to the employee, then:

- All workflow instances are terminated (even though the other cost centers may not actually be affected).
- The approver who initiated the action is required to provide a comment, which is visible to all other approvers.
- The action is logged in the Audit Trail.
- The request is returned to the employee.
- The process starts again – starting with the employee. The employee can make changes, resubmit, cancel, etc. – whichever applies.

Approver Action – Changes that DO NOT Affect the Cost Object, the Cost Object Amount, or the Request Total

If any of the approvers make any other changes to the request but those changes **do not** affect the cost object, the cost object amount, or the request total – like adding a comment to the header – and then the approver clicks **Approve**, the request moves to the next step in the process (same as *Approver Action – Approved*).

Approver Action – Changes that Affect the Cost Object, the Cost Object Amount, or the Request Total

The cost object approval step is restarted if any of the cost object approvers make any changes that affect the cost object, the cost object amount, or the request total.

NOTE: This sample assumes that the client configuration allows the approver to change amounts and/or allocations. In some configurations, approvers cannot change this type of information.

For example, assume that one of the approvers changes the percentage of the allocation assign to their cost center. Then:

- All workflow instances are terminated, even though the other cost centers may not actually be affected.
- The approver who initiated the action is required to provide a comment, which is visible to all other approvers.
- The action is logged in the Audit Trail.
- The system recalculates the request total, if necessary.
- The request returns to the start of the cost object step.
- The cost object approval step starts again.

NOTE: If an approver makes a change that causes the cost object approval step to terminate **and** if that approver is the first in the list of approvers, when the cost object approval step starts again, that approver is bypassed – unless additional changes were made by other approvers.

Example

Assume that we started with these cost centers, approvers, amounts, and a \$1000 request:

Cost Center	Amount allocated to this cost center	Approvers in order by level
1	600	Dave, Terry, Jessica
2	200	Cindy, Tran, Jessica
3	200	Finn, Alecia

Then, Dave (first approver in Cost Center 1) changed the allocation of Cost Center 1. The cost object step approval starts over. The **new** cost object approval step would look like this:

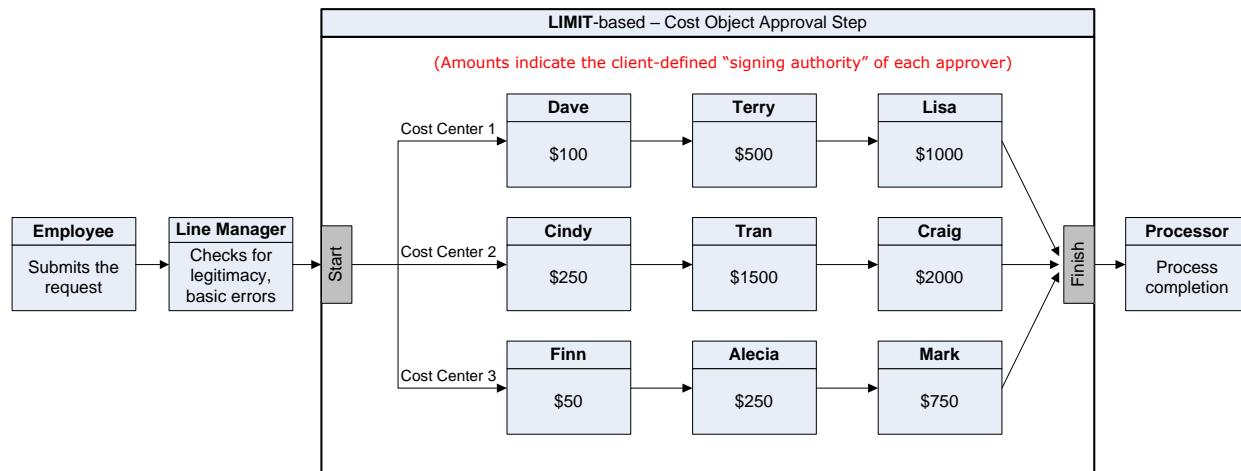
Cost Center	NEW Amount allocated to this cost center	NEW flow in the cost object approval step... if Dave changes the allocation
1	400	Terry → Jessica → finish (Dave is bypassed this time because he initiated the change, and he is the first approver in the list of approvers. For audit purposes, Dave still appears on the Approval Flow page.)
2	200	Cindy → Tran → Jessica → finish
3	200	Finn → Alecia → finish

This example also assumes:

- No other approver made changes.
- It is **not** required that the allocations total 100%.

Section 5: How Limit-Based Cost Object Approvals Work

The following set of examples is based on this limit-based cost object approval step.



Approver Action – Approved (NOT Using Cost Object Direct Approval)

Using the cost object approval steps shown above, the last column in the following table describes the flow through the cost object approval step if all approvers approve the request without changes:

Cost Center	Amount allocated to this cost center	Flow in the cost object approval step... if all approvers approve without changes
1	600	Dave → Terry → Lisa → finish
2	200	Cindy → finish (Tran and Craig are bypassed; Cindy has the proper limit.)
3	200	Finn → Alecia → finish (Mark is bypassed; Finn has the proper limit.)

NOTE: Remember, when **not** using the Cost Object Direct Approval option, the cost object stops at each approver in the list until it reaches the approver with the correct limit.

Approver Action – Approved (Using Cost Object Direct Approval)

Remember, with Cost Object Direct Approval, the cost object's first and only – stop is with the approver who has the correct limit.

Assume that we started with these cost centers, approvers, amounts, and a \$1000 request:

Cost Center	Amount allocated to this cost center	Approvers and limits		
1	600	Dave (100)	Terry (500)	Lisa (1000)
2	200	Cindy (250)	Tran (1500)	Craig (2000)
3	200	Finn (50)	Alecia (250)	Mark (750)

The last column in the table below describes the flow through the cost object approval step if all approvers approve the request without changes **and** if the **Cost Object Direct Approval** option is configured:

Cost Center	Amount allocated to this cost center	Flow in the cost object approval step... if all approvers approve without changes
1	600	Lisa ➔ finish (Dave and Terry are bypassed; Lisa has the correct limit)
2	200	Cindy ➔ finish (Tran and Craig are bypassed; Cindy has the correct limit)
3	200	Alecia ➔ finish (Finn and Mark are bypassed; Alecia has the correct limit)

Approver Action – Return to the Employee

The result is the same as for the level-based approval. Refer to that section of this guide.

Approver Action – Changes that DO NOT Affect the Cost Object, the Cost Object Amount, or the Request Total

The result is the same as for the level-based approval. Refer to that section of this guide.

Approver Action – Changes that Affect the Cost Object, the Cost Object Amount, or the Request Total (NOT Using Cost Object Direct Approval)

Assume that we started with these cost centers, approvers, amounts, and a \$1000 request:

Cost Center	Amount allocated to this cost center	Approvers and limits		
1	600	Dave (100)	Terry (500)	Lisa (1000)
2	200	Cindy (250)	Tran (1500)	Craig (2000)
3	200	Finn (50)	Alecia (250)	Mark (750)

Then, Lisa (final approver in Cost Center 1) changes the allocation but does not affect the other cost centers (assuming the 100% allocation is not required). The cost object step approval starts over. The new cost object approval step would look like this:

Cost Center	NEW Amount allocated to this cost center	NEW flow in the cost object approval step... if Lisa changes the allocation
1	400	Dave → Terry → finish (Lisa is bypassed; Terry has the correct limit)
2	200	Cindy → finish (Tran and Craig are bypassed; Cindy has the correct limit)
3	200	Finn → Alecia → finish (Mark is bypassed; Alecia has the correct limit)

NOTE: Remember, when **not** using the Cost Object Direct Approval option, the cost object stops at each approver in the list until it reaches the approver with the correct limit.

Section 6: Important Allocation Considerations

When dealing with allocations, an approver should consider simply returning the request to the user for corrections. For example, the approver may be able to change the percentage, but problems could arise if the configuration requires that the request is 100% allocated. The approver then must change the percentages or one or more other cost centers to reach 100%.

Section 7: Employee Experience

On the **Manage Requests** page, users will see the *Pending Cost Object Approval* status for submitted requests. The name of the specific approver does not appear. The user can gather more information by clicking on the request tile to open it.

The screenshot shows the 'Manage Requests' page with a 'REQUEST LIBRARY' view. There are three main sections: a central area with three cards, a 'NOT SUBMITTED' section below it, and a 'Create New Request' button on the left. The central area contains three cards:

- SUBMITTED 10/24/2022**: Customer Visit, € 200.00. Status: Pending Cost Object Approval. System, Concur.
- SUBMITTED 10/03/2022**: Customer Event, € 400.00. Status: Pending Cost Object Approval.
- APPROVED 09/26/2022**: Industry Conference, € 900.00. Status: Approved.

The 'NOT SUBMITTED' section shows one card:

- 09/19/2022**: Lunch with prospect, € 80.00.

Once the request is open, users can click the **Request Details** menu and then click **Request Timeline** to view the approval workflow and comments on the **Request Timeline** page.

The screenshot shows the 'Trip to Paris \$1,42' request details page. The 'Request Details' menu is open, showing the following options:

- Edit Request Header
- Request Timeline** (selected)
- Audit Trail
- Allocation Summary
- Linked Add-ons
- Add Cash Advance

The **Request Timeline** page displays the approval workflow for the request, a summary of the approval activity for the request, and any comments added to the request.

The following image is the **Request Timeline** page for an unsubmitted request.

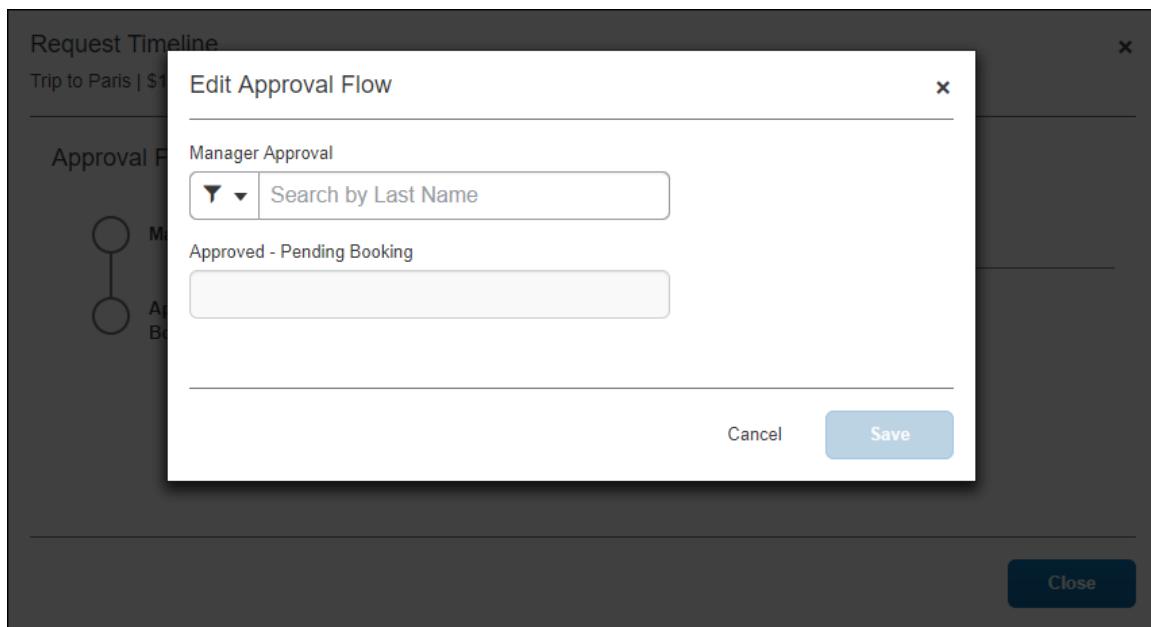
This screenshot shows the Request Timeline page for an unsubmitted request titled "Trip to Paris | \$1,420.22". The Approval Flow section shows two steps: "Manager Approval" and "Approved - Pending Booking". The Request Summary section indicates "No Summary." and "This request has not been submitted". A blue "Close" button is located in the bottom right corner.

The following image is the **Request Timeline** page for a submitted and approved request.

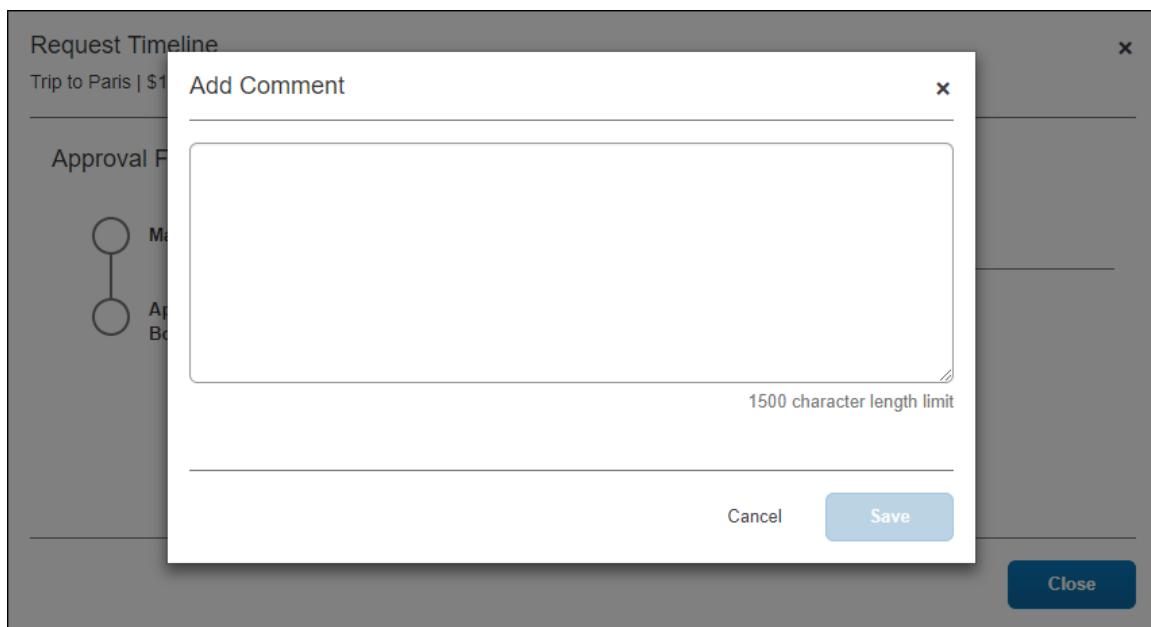
This screenshot shows the Request Timeline page for a submitted and approved request titled "Leadership Conference - Atlanta2 | \$444.62". The Approval Flow section shows three steps: "Manager Approval" (status: Submitted, by Davis, Pat R., on 10/18/2019), "Approved - Pending Booking" (status: Submitted & Pending Approval, by Brown, Terry on 10/18/2019), and "System, Concur" (status: Approved, by System, Concur on 10/18/2019). The Request Summary section is empty. A blue "Close" button is located in the bottom right corner.

If the user does not have a request approver assigned or have permissions to change the request approver, the user can click the **Edit** link on the **Request Timeline** page to add or edit the request approver.

Clicking the **Edit** link opens the **Edit Approval Flow** dialog.



Users can add comments to the request by clicking the **Add Comment** link on the **Request Timeline** page. Clicking the **Add Comment** link opens the **Add Comment** dialog where a comment can be entered and saved.



Saved comments display in the **Request Summary** section of the **Request Timeline** page.

The screenshot shows a 'Request Summary' section. It contains a 'Request Comment' from 'Brown, Terry 03/25/2019' stating 'Diane requested I attend the client onsite visit.' Below this is an 'Add Comment' button.

Section 8: Approver Experience

On the **Approvals** page, approvers will see the cost object icon 📦 display for requests with allocations.

The screenshot shows the 'Approvals' page. It displays '01 Requests' and '00 Expense Reports'. Under 'Requests', there is a table with one row. The first column has a checkbox and a red-bordered icon (📦). The other columns show 'Travel' as the request type, 'Industry Conference' as the name, '39QN' as the ID, 'user_demo' as the employee, '11/07/2022' to '11/10/2022' as the dates, '09/16/2022' as the submitted date, and '€600.00' as the total.

Information Displayed

By default, the entire request displays; however, only the entries with the 📦 icon must be reviewed by the current cost object approver. The remaining entries appear for information only.

There is a workflow setting that, when selected, hides information intended for other cost object approvers, as described in the configuration information in this guide.

Section 9: Additional Scenarios and Conditions

Delegates

The delegate approver acting on behalf of the assigned approver will use the level or limit rights assigned to the original approver rather than their own values.

Automatic Approval and COW Exception if Approver is Request Originator

If a cost object approver submits a request while acting as a delegate of an employee, the request will be automatically approved in the cost object workflow step for that approver since Concur does not ever permit the request originator to share approval privileges for that same request. However, the cost object workflow will create and log the COW exception code whenever it encounters a cost object and level associated with an approver who also submitted the request.



Refer to the section *Additional Error Handling* in this document for more information about exceptions.

SYSTEM CHOICE LOGIN WHEN MULTIPLE APPROVERS EXIST

Note that if there are multiple cost object approvers configured for the identical cost object and level, there is no guarantee the system will differentiate and then select an approver based on the fact they created and submitted the request.

Request Recall

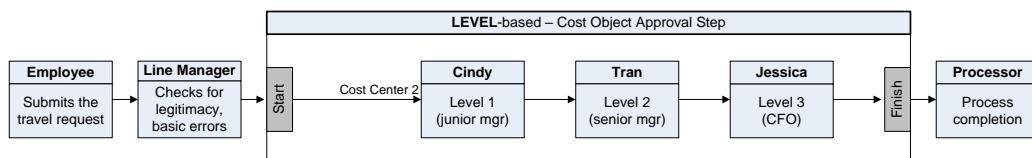
The request recall feature works per usual. The cost object approval feature has no impact on request recall.

Additional Approver and Workflow Situations

Note the following:

- Any settings configured at the workflow level (email notifications, etc.) apply for the entire workflow, including the cost object approval step.
 - ◆ However, if approval time-out is ON – regardless of the action selected – the **only** action that will occur within the cost object step is that the cost object moves to the next approver *within* the cost object approval step.
 - ◆ If users are allowed to add ad-hoc approval steps, they will be able to do so within the cost object approval step once the request enters that step. The workflows for each cost object are not created until that point, so are not visible for additions.
- The *prompt for approver* setting has no affect within the cost object approval step.
- Email notifications and reminders work per usual.

- If a request is fully allocated (100%) to one cost object, the process still applies but there is only one path within the cost object approval step. For example, if the request is 100% allocated to Cost Center 2, the workflow would look like this:



- On the **Request Timeline** page, each cost object can be expanded to show the approver.

Edit Approval Flow

VP Approval	Approver, Demo		+ Add Step
User-Added Approver	▼	MacDonald, Tim (tim.macdonald@demo.com)	Delete
Cost Object Approval	<input type="button" value="+ Add Step"/> <input type="button" value="+ Add Step"/>		
Cancel Save			

- If a cost object field (for example, **Cost Center**) is not required and is left blank by the employee, then this object moves through the workflow as if there was no cost object approval step.
- If there are multiple approvers with the same approval limit/levels in the approver definition, Concur uses the first approver found.
- For limit-based approvals, if the highest approver limit within the cost object approval step cannot achieve limit approval for the object, then Concur will add additional approver steps by "walking up" the hierarchy to find the next available approver with a limit higher than the previous approver.

If the next level up has approvers but none have adequate limits, then Concur continues up until it finds an approver with the required limit.

Row	Approver	Limit	Department	Division	Cost Center
1	A	100	R&D	DEV	EXP
2	B	900	R&D	DEV	EXP
3	C	500	R&D	DEV	
4	D	750	R&D	DEV	
5	E	1000	R&D		
6	F	5000	R&D		

Example #1 – Cost object of \$1000 with Cost Object R&D-DEV-EXP:

- ◆ Concur first looks at the R&D-DEV-EXP node. It finds two approvers (A and B) and uses them.
- ◆ When all available approvers in that node have been used and the object is still not approved, Concur moves up to the next node. No approvers at R&D-DEV (C and D) have a limit higher than our last approver (B in R&D-DEV-EXP has \$900), so Concur does not use any approvers from this node.
- ◆ The object is not approved, so Concur moves up to the next node. The first approver found (approver E) for \$1000 is used. Since Concur is now able to get the object approved, Concur does not add any more approvers from this node.
- ◆ **Summary:** Concur uses these approvers:

A (\$100)
 B (\$900)
 E (\$1000)

Example #2 – Cost object of \$4000 with Cost Object R&D-DEV-EXP:

- ◆ Concur first looks at the R&D-DEV-EXP node. It finds two approvers (A and B) and uses them.
- ◆ When all available approvers in that node have been used and the object is still not approved, Concur moves up to the next node. No approvers at R&D-DEV (C and D) have a limit higher than our last approver (B in R&D-DEV-EXP has \$900), so Concur does not use any approvers from this node.
- ◆ The object is not approved, so Concur moves up to the next node. The first approver found (approver E) for \$1000 is used. Since the object is not yet approved, Concur uses the next approver (approver E). Now the object is approved so we do not add further steps.
- ◆ **Summary:** Concur uses these approvers:

A (\$100)
 B (\$900)
 E (\$1000)
 F (\$5000)

Additional Error Handling

Note the following:

- **Blocking exception prevents approval of report:** When the workflow setting **Can exit step with blocking exceptions** is selected (enabled) the system **will allow** approval of the report for the following exception code scenarios:
 - ◆ **COW:** One or more cost objects could not be approved by the right authority (%costObjects%). The expense report has been moved to the next workflow step.
 - ◆ **CONOAPPR:** No approvers were found for cost object %costObjects%.
 - ◆ **BOW:** One or more Budget objects could not be approved by the right authority (%costObjects%). The expense report has been moved to the next workflow step.
 - ◆ **APPRVTO:** This report has been pending approval longer than allowed by policy. The report owner should contact their approver for instructions before resubmitting. If you are not the owner but have been forwarded the report, follow the approval steps according to your policy - this may involve approving the report or assigning it to another Approver for further review.
 - ◆ **NOAPPR:** The previous step was skipped because the selected approver no longer has the approver role. Select another approver or contact the system administrator.
 - ◆ **SELFAPPR:** The previous step was skipped because the selected approver would be self-approving the report.

NOTE: The SELFAPPR exception code is only generated for the Change Approver workflow step action rule. The Change Approver action rule cannot be used with a cost object workflow step, so the SELFAPPR exception code will never be generated for a cost object approval workflow step. For cost object approval workflow steps, a COW exception code will be generated instead.

- **Invalid approver:** If an approver is designated for a step at workflow creation, it is possible that approver is no longer an appropriate choice when the request reaches that step. If the approver is no longer a valid approver at that point and if approver time-out is ON, the request will eventually time out.

NOTE: Regardless of the time-out action selected, the **only** action that will occur within the cost object step is that the cost object moves to the next approver *within* the cost object approval step.

- **Approver limit has changed:** If the limit (signing authority) of an approver changes, the request is marked as limit-approved based on the *current* limit in effect when the request is approved by that approver. The workflow step is not modified dynamically to find a different approver for the step.

- **Level approvers are not sequential:** If any gaps in the numerical level sequence for approvers at a specific cost object are found, an exception is created that a level has been skipped.
 - ◆ **Example #1:** Approvers are found with levels 1, 3, 4. Since the level 2 approver was not found, an exception is generated.
 - ◆ **Example #2:** For cost object A, approvers for levels 1, 2 and 3 exist. For cost object B, approvers for levels 1, 2, 3 and 4 exist. No exception is generated for either of these as there are no gaps in the sequence.
- **No approver found for level:** If no approver exists for a level in the hierarchy, there will be no step created in the cost object approval step for that level.
- **No approvers found for cost object:** If no approvers at all are found for a cost object, then no cost object approval step is created for that cost object and an exception is generated.
- **Cost object not approved:** If, for any reason, a cost object does not achieve approved status at the conclusion of the cost object approval workflow, a system exception is created during the termination step for cost object approval. This exception lists each cost object that did not meet approval requirements.
 - ◆ **Limits:** The exception is generated if, at the conclusion of the cost object workflow, the request has not been approved by any approver with limit authority.
 - ◆ **Levels:** The exception is generated if any level in the cost object approval step has been skipped due to time-out, missing approver, or any other reason.

Section 10: Configuration

Each client can have only one cost object approval step in a request workflow and only one request workflow in a policy. The steps to configure the cost object approval feature are shown below - with a full description on the following pages.

#	Step
1	Define the Request Cost Object Approver hierarchy: <ul style="list-style-type: none"> • Set up the hierarchy. • Create a connected (multi-level) list of the hierarchy levels.
2	Activate the Cost Object Approver feature.
3	Edit workflow steps if desired.
4	Assign the proper rights to users using the employee import, User Administration, or the Cost Object Approver List (in Workflows).
5	Control the information that appears to the cost object approver, if desired.

Step 1: Define the Cost Object Approver Hierarchy

Define the Request Cost Object Approver hierarchy in **Administration > Request > Feature Hierarchies**, just like any other hierarchy, which may include importing a list.

Feature Name	Source List	Feature Hierarchy
Employee (In Use)	Div-Dept-Region	1. Employee Org Unit 1-Division 2. Employee Org Unit 2-Department 3. Employee Org Unit 3-Region
Expense Authorized Approver	Employee Groups	
Expense Budget Approver		
Expense Cost Object Approver		
Expense Reports (In Use)	Employee Groups	1. Employee Org Unit 1-Division 2. Employee Org Unit 3-Region
Invoice Payment	Div-Dept-Region	1. Request Custom 01 2. Request Custom 02
Invoice Routing		
Invoice Vendor Employee Access	VendorEmployeeAccess	1. Employee Choose Vendor Access Group
Payment Authorized Approver	Employee Groups	
Payment Cost Object Approver		
Purchase Request Authorized Approver		
Purchase Request Cost Object Approver		
Reporting	Employee Groups	
Request Authorized Approver	Div-Dept-Region	1. Employee Org Unit 1-Division 2. Employee Org Unit 2-Department 3. Employee Org Unit 3-Region
Request Budget Approver		
Request Cost Object Approver	Tax	1. Employee Org Unit 1-Division 2. Employee Org Unit 2-Department 3. Employee Org Unit 3-Region 4. Employee Org Unit 5 5. Employee Org Unit 6 6. Employee Org Unit 7 7. Employee Org Unit 8 8. Employee Org Unit 9 9. Employee Org Unit 10 10. Employee Org Unit 11 11. Employee Org Unit 12 12. Employee Org Unit 13 13. Employee Org Unit 14 14. Employee Org Unit 15 15. Employee Org Unit 16 16. Employee Org Unit 17 17. Employee Org Unit 18 18. Employee Org Unit 19 19. Employee Org Unit 20
Travel Allowance		

When defining the Request Cost Object Approver hierarchy, you can use any of these fields:

- Request (header)
 - ◆ Approval status
 - ◆ Currency
 - ◆ Custom fields (1 to 20)
 - ◆ Limit Approved
 - ◆ Main Destination Country
 - ◆ Request Policy
- Request Allocation (CT_AR_ALLOCATION)
 - ◆ Custom fields (1 to 20)



For more information about the hierarchy, refer to the *Shared: Feature Hierarchies Setup Guide*. For more information about lists, refer to the *Shared: List Management Setup Guide*.

Step 2: Activate the Feature

► To activate the feature:

1. Click **Administration > Request**.
2. Click **Workflows** (left menu).
3. To modify a workflow, on the **Workflows** tab, either:
 - ◆ Click the desired workflow and click **Modify**.
 - or –
 - ◆ Double-click the desired workflow.

The **General** page appears.

The screenshot shows the 'Workflows' configuration page in Concur Request. The 'General' tab is selected. In the 'Cost Object Hierarchy Type' dropdown, the 'None' option is currently selected, but the 'Level' and 'Limit' options are also visible in the dropdown menu, which is highlighted with a red box. Other settings shown include 'Request Approval Statuses', 'Email Notifications', 'Confirmation Agreements', 'Authorized Approvers', and 'Settings' tabs. There are also sections for 'Steps' and 'Step Rules'. At the bottom, there are 'Cancel', '<>Previous', 'Next>', and 'Done' buttons.

4. In the **Cost Object Hierarchy Type** field, click the desired type: *Level* or *Limit*.

5. If you click *Limit*, the **Cost Object Direct Approval** check box appears. Select (enable) this check box to route the cost object *directly* to that approver with the required approval limit amount.

Cost Object Hierarchy Type:	<input type="text" value="Limit"/>
Cost Object Direct Approval:	<input type="checkbox"/>

6. Click **Next**. The **Steps** page appears.

Step 3: Edit the Workflow Steps

When you activate the feature, Concur adds the new workflow step (on the **Steps** page) just prior to the processor step. You can reorder the steps if necessary.

Step Order	Step Name	Role
	Request Submitted	System
↓	Manager Approval	Request Approver
↑	Cost Object Approval	Cost Object Approver
	Request Approved	System

► **To make changes to the step:**

1. Either:
 - ♦ Click the cost object approval step and click **Modify**.
 - or –
 - ♦ Double-click the cost object approval step.

2. Make the desired changes.

Modify Workflow Step

Step Name:	Cost Object Approval
Role:	Cost Object Approver
Initial Status:	Pending Cost Object Approval
Approval Actions:	Approve, Sent Back to Employee
Agency Approval Notification:	None
Enter Step Employee Notification:	None
Email Employee when step is complete:	<input type="checkbox"/>
Can exit step with blocking exceptions:	<input checked="" type="checkbox"/>

Save **Cancel**



For more information about editing workflows, refer to the *Concur Request: Workflow - General Information Setup Guide*.

3. Click **Save**.

4. Click **Done**.

Step 4: Assign the Proper Rights to Users

The company adds the proper permissions rights to users using the employee import or the **Cost Object Approver List** tab in Workflows.

Employee Import



For information about the employee import, the *Shared: Employee Import Specification*.

User Administration

When the Cost Object Approver feature is activated, the **Authorized Approval Limits** link appears in the **Request Settings** section in User Administration.

Request Settings	Request Approvers	Authorized Approval Limits	Request Preferences
-------------------------	-------------------	-----------------------------------	---------------------

► **To assign the proper rights:**

1. In the **Request Settings** section of User Administration, click the **Authorized Approval Limits** link. The **Authorized Approval Limits** window appears.

2. On the left side, click the appropriate level in the hierarchy.
3. On the right side:
 - ◆ For limit-based cost object approval, select a currency and enter an amount.
 - ◆ For level-based cost object approval, select a level.

NOTE: The cost object configuration defines the type – either limit or level. If you complete both areas in this window – the **Approval Limit** area and the **Level** field – Concur Expense will use the one that applies to your configuration and ignore the other.

Authorized Approvers Tab in Workflows

► **To use the Cost Object Approver List tab:**

1. Click **Administration > Request**.
2. Click **Workflows** (left menu).
3. Click the **Authorized Approvers** tab.

Section 10: Configuration

4. Click the **Cost Object Approver List** tab.

The screenshot shows the 'Workflows' interface with the 'Cost Object Approver List' tab highlighted by a red circle. The top navigation bar includes tabs for Workflows, Request Approval Statuses, Email Notifications, Confirmation Agreements, Authorized Approvers, and Settings. Below the tabs, there are three sub-tabs: Configuration, Authorized Approver List, and Cost Object Approver List. A checkbox labeled 'Include All Groups below Selected Group' is checked. A filter bar allows entering part of an item name to filter child items. A search bar with a magnifying glass icon is also present. At the bottom, there are columns for Group, Approver, Authorized Currency, Approval Limit, and Level.

5. On the left side, expand the hierarchy.

The screenshot shows the same 'Workflows' interface as above, but with the 'Global' group expanded. The 'Global' folder is highlighted by a red circle, revealing its children: 'Development (DEV)', 'Marketing (MKTG)', and 'Sales (SALE)'. The other interface elements remain the same.

6. Click the desired level in the hierarchy.

7. On the right side, click **New**. The **New Cost Object Approver** window appears.

The screenshot shows the 'New Cost Object Approver' dialog box. At the top, it says 'New Cost Object Approver' with a close button 'x'. Below that, there are two main sections: 'Group' and 'Approval Limit'. The 'Group' section contains a 'Group:' field with 'Global-Development' selected. The 'Approval Limit' section contains 'Approver:' (redacted), 'Currency:' (dropdown menu 'Select one'), 'Amount:' (input field '0'), and 'Level:' (redacted). At the bottom right are 'Cancel' and 'Save' buttons.

8. Search for and select an approver.

NOTE: Only current Request approvers will be available for selection.

9. Then:

- ◆ For limit-based cost object approval, select a currency and enter an amount.
- ◆ For level-based cost object approval, enter a level.

NOTE: The cost object configuration defines the type – either limit or level. If you complete both areas in this window – the **Approval Limit** area and the **Level** field – Concur will use the one that applies to your configuration and ignore the other.

Step 5: Control the Information that Appears to the Cost Object Approver

By default, when a cost object approver reviews a request, that approver can see the cost objects that belong to all other cost object approvers. If you use the **Filter expenses to those that are applicable to Cost Object** setting, when the cost object approver opens the request, only the cost objects that apply to that approver are visible. This setting is not designed to fully hide the other cost object information. It simply filters it out of the display, making it easier for a cost object

approver to focus on the items that apply to them. In fact, if the cost object approver wants to see the entire request, the approver can use the print feature to see the printed report, which displays all the detail.

► **To configure:**

1. Click **Administration > Request**.
2. Click **Workflows** (left menu).
3. Click the **Settings** tab.
4. Select (enable) the **Filter expenses to those that are applicable to Cost Object** check box.

The screenshot shows the 'Workflows' settings page. At the top, there are tabs: Workflows, Request Approval Statuses, Email Notifications, Confirmation Agreements, Authorized Approvers, and Settings. Below the tabs, there are 'Save' and 'Cancel' buttons. The main area is titled 'Request Settings'. It contains several configuration options:

- 'Allow users to select their own approver for requests': An unchecked checkbox.
- 'Display request approval links to approvers on My Concur': A checked checkbox.
- 'Prevent request submission when exception level exceeds': A text input field containing '50'.
- 'Filter expenses to those that are applicable to Cost Object': A checked checkbox, which is circled in red.

5. Click **Save**.

