Concur Expense: Process Receipts

User Guide

Last Revised: September 30, 2019

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: Overview **1**

Associate Receipts with an Expense Report 1
Upload Receipts and View Receipts as Images for an Expense Report 1
Available Actions 2

Section 3: Before You Begin – Role Required **2**

Section 4: Procedures **3**

Accessing the Process Receipts Tool 3
Scanning a Receipt Report 4
Uploading and Attaching Receipts to an Expense Report 6
Viewing Receipts for an Expense Report 8

Revision History

Date	Notes / Comments / Changes
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
January 8, 2021	Updated the copyright; added Concur to the cover page title; cover date not updated
April 13, 2020	Renamed the Authorization Request check box to Request on the guide’s title page.
January 2, 2020	Updated the copyright; no other changes; cover date not updated
September 30, 2019	Renamed the *Expense: Receipt Handling – Uploaded and Emailed Images Setup Guide* to *Expense: Receipt Handling – Digital Receipts Setup Guide*
January 7, 2019	Updated the copyright; no other changes; cover date not updated
April 5, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
March 7 2018	Updated the copyright; no other changes; cover date not updated
December 14 2017	Clarified information regarding the Receipt Image Available flag.
December 14 2016	Changed copyright and cover; no other content changes.
February 11 2015	Removed references to the current UI; no other content changes
January 16 2015	Changed cross-references to other guides; no other content changes
October 14 2014	Added information about the two user interfaces; no other content changes
December 28 2012	Made rebranding and/or copyright changes; no content changes
February 2012	Changed copyright; no content change
May 20 2011	Updated screenshots and text to new user interface appearance
December 31 2010	Updated the copyright and made rebranding changes; no content changes
Mar. 2010 (SU53)	Updated guide to current user interface
Dec. 2009 (SU50)	Changed to stand-alone user guide; no content change
Dec. 2008 (SU 38)	Added a note about populating the **Report ID** field with a hand-held scanner
Nov. 2008 (SU 37)	The **Expense Receipt Processor** page is now updated and renamed to **Receipts Received**, and a new page, **Attach Receipts & View**, now allows the Expense Receipt Processor role to upload and view receipts.
Jul. 2008 (SU 33)	Added information about the two available user interfaces: ♦ *Classic* user interface ♦ *Current* user interface

Process Receipts

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

You may or may not have the correct permissions to use this tool. You may have limited permissions, for example, you can affect only certain groups and/or use only certain options (*view* but not *create* or *edit*).

If you need to use this tool and do not have the proper permissions, contact your company's Concur administrator.

Also, be aware that some of the tasks described in this guide can be completed only by Concur. In this case, your company must initiate a service request with Concur Client Support.

Section 2: Overview

The Process Receipts tool allows any employee assigned the Expense Receipt Processor role to mark paper receipts as received for an expense report, upload additional receipts to be associated with an expense report, and view the receipt images associated with a report.

Associate Receipts with an Expense Report

Paper receipts are acknowledged as received for expense report by changing the **Receipts Received** setting (a flag in the database) from **No** to **Yes** for the report. The change occurs when:

- The Report ID from the printed Receipt Report is entered into the system either manually or by using a scanner to populate the **Report ID** field on the **Receipts Received** page by scanning the barcode on the Receipt Report.
- When images are viewed using options in the **Attach Receipt & View** page.

Once the value is entered, the system updates the receipt report indicator appropriately, based on the report's policy and the scan configuration.

Upload Receipts and View Receipts as Images for an Expense Report

This tool allows the user to use options in the **Attach Receipts & View** page to attach additional receipts to an expense report. When doing this, the **Receipt Image Upload** dialog box appears with instructions detailing how to upload one or more images for the report. The tool also allows the role to view receipts currently associated with the report by entering the report ID.

The configurable capabilities within Expense Receipt Processor include:

- Inserting data that can be used for record management (Receipt Container ID)
- Conditional Expense Receipt Processor alerts to signal the need for special processing

🕮 For more information about scan configurations or policies, refer to the *Expense: Receipt Handling – Scan Configuration Setup Guide* and *Expense: Policies Setup Guide*, or contact your Expense administrator.

Available Actions

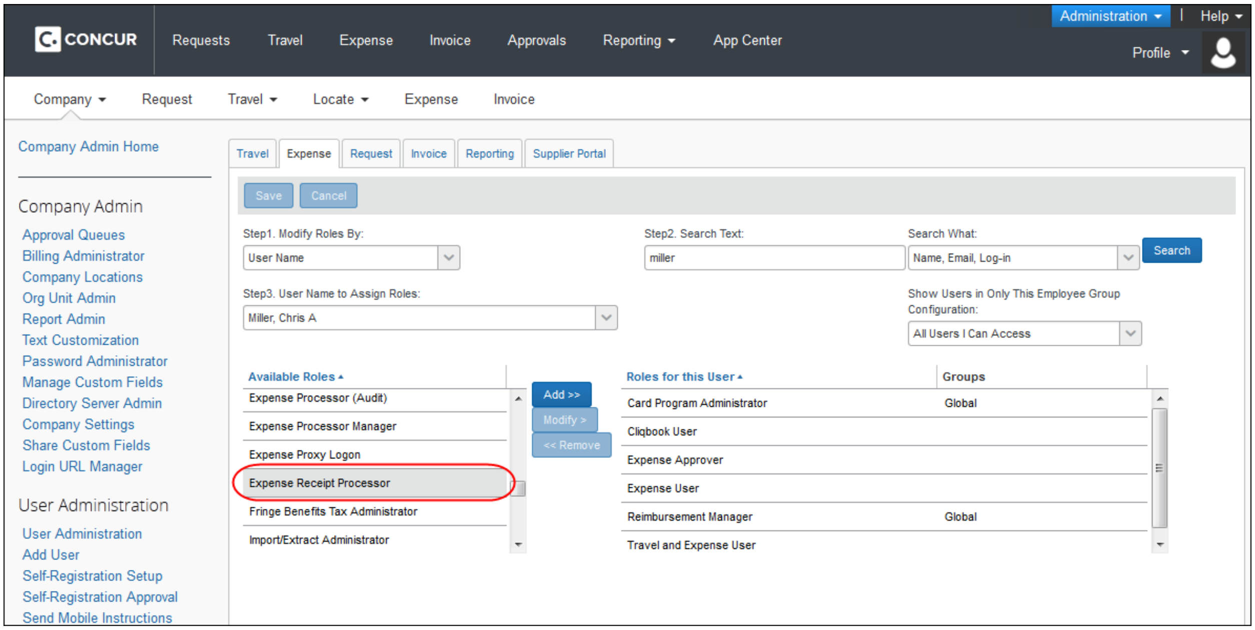
Any employee granted the Expense Receipt Processor role may perform the following actions:

- Update the Receipts Received flag in the system by typing or scanning the report ID and providing a unique receipt container ID
- Upload one or more additional receipts to append to the receipts currently associated with an expense report
- View all receipts (as images) associated with an expense report
- Review Expense Receipt Processor alerts

Section 3: Before You Begin – Role Required

The User administrator must assign the Expense Receipt Processor role to the employee. Any employee assigned this role can scan reports for anyone within the company; there are no group restrictions.

The Expense Receipt Processor role must be granted to an employee before the Expense Receipt Processor tool can be accessed. The User administrator grants this assignment in User Permissions.


Administration
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CONCUR
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Expense
Invoice
Approvals
Reporting
App Center
Profile
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Travel
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Company Admin
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Billing Administrator
Company Locations
Org Unit Admin
Report Admin
Text Customization
Password Administrator
Manage Custom Fields
Directory Server Admin
Company Settings
Share Custom Fields
Login URL Manager
User Administration
User Administration
Add User
Self-Registration Setup
Self-Registration Approval
Send Mobile Instructions
Travel
Expense
Request
Invoice
Reporting
Supplier Portal
Save
Cancel
Search
Add >>
Modify >
<< Remove

Step1. Modify Roles By: User Name

Step2. Search Text: miller

Search What: Name, Email, Log-in

Step3. User Name to Assign Roles: Miller, Chris A

Show Users in Only This Employee Group Configuration: All Users I Can Access

Available Roles
Expense Processor (Audit)
Expense Processor Manager
Expense Proxy Logon
Expense Receipt Processor
Fringe Benefits Tax Administrator
Import/Extract Administrator

Roles for this User	Groups
Card Program Administrator	Global
Cliqbook User	
Expense Approver	
Expense User	
Reimbursement Manager	Global
Travel and Expense User	

For more information about adding, editing, or deleting user roles within the User Permissions tool, refer to the *Shared: User Administration User Guide*, or contact your Expense administrator.

Section 4: Procedures

Multiple employees may be assigned the Expense Receipt Processor role, with each Expense Receipt Processor assigned to enter and update receipt information for reports for all employees within the company.

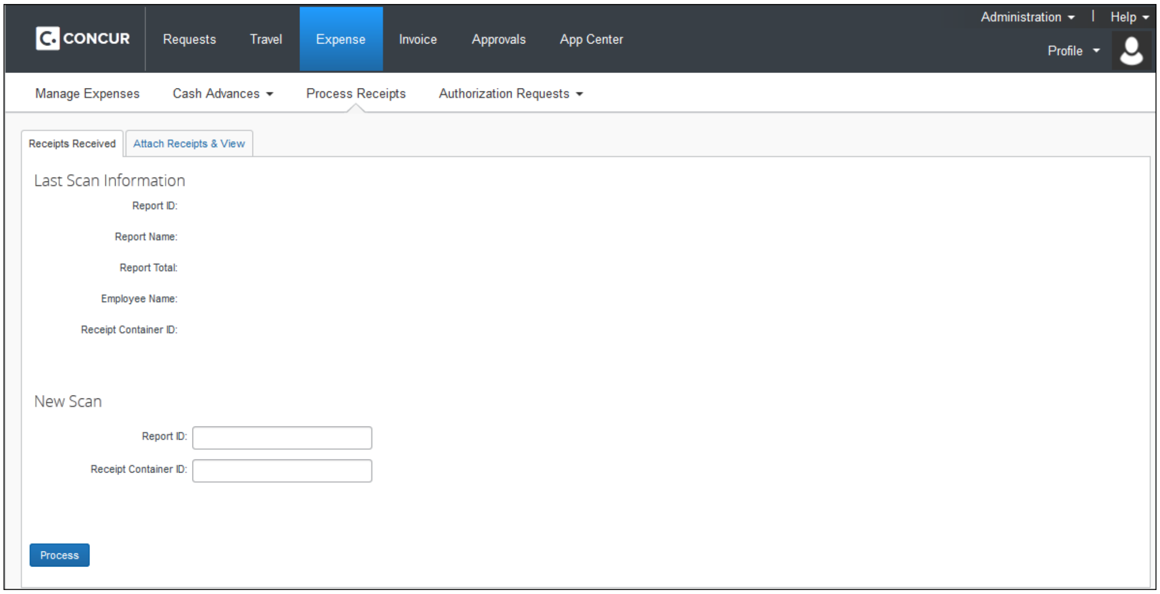
Accessing the Process Receipts Tool

The Process Receipts tool is available on the **Expense** menu of Concur.

▶ ***To access the Process Receipts tool:***

Click **Expense** > **Processor** (on the sub-menu) > **Process Receipts**.

The **Receipts Received** tab appears: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Administration
Help
Profile
Manage Expenses
Cash Advances
Process Receipts
Authorization Requests
Receipts Received
Attach Receipts & View
Last Scan Information
Report ID:
Report Name:
Report Total:
Employee Name:
Receipt Container ID:
New Scan
Report ID:
Receipt Container ID:
Process

Scanning a Receipt Report

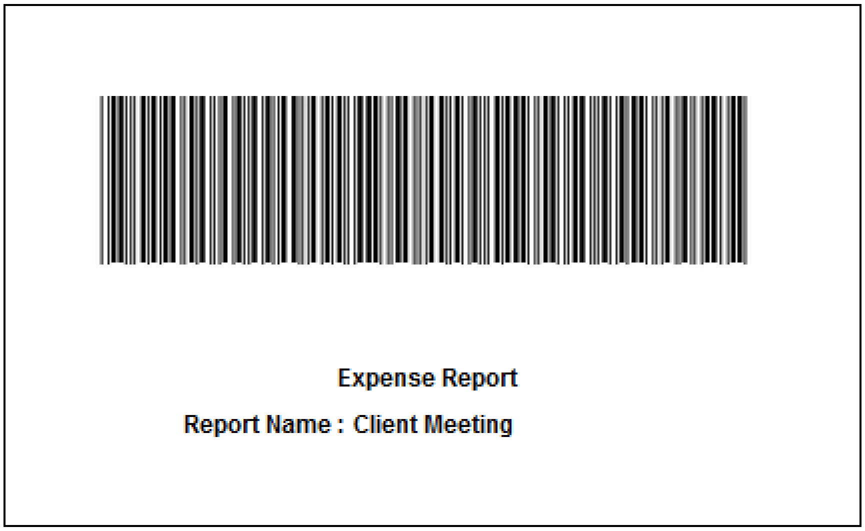
You can provide the Report ID information by using either a barcode scanner to populate the **Report ID** field on the **Receipts Received** page, or by manually entering the Report ID code displayed on the Receipt Report into the field. After the data is entered, the system updates the receipt report indicator appropriately, based on the report's policy and the scan configuration.

NOTE: Depending on your configuration, you may not display the Report ID on the Receipt Report. Contact your Expense Administrator to have the Report ID added to the Printed Report.

! **IMPORTANT:** The barcode that appears on the Receipt Report incorporates a large, wide font in order for a scanner to read it properly. You should verify that your barcode scanner works with the Concur barcode specifications. Refer to the supported configurations documentation for detailed information.

▶ *To scan a receipt report:*

1. Scan the barcode at the top of the Receipt Report into the **Report ID** field. This is a required field.

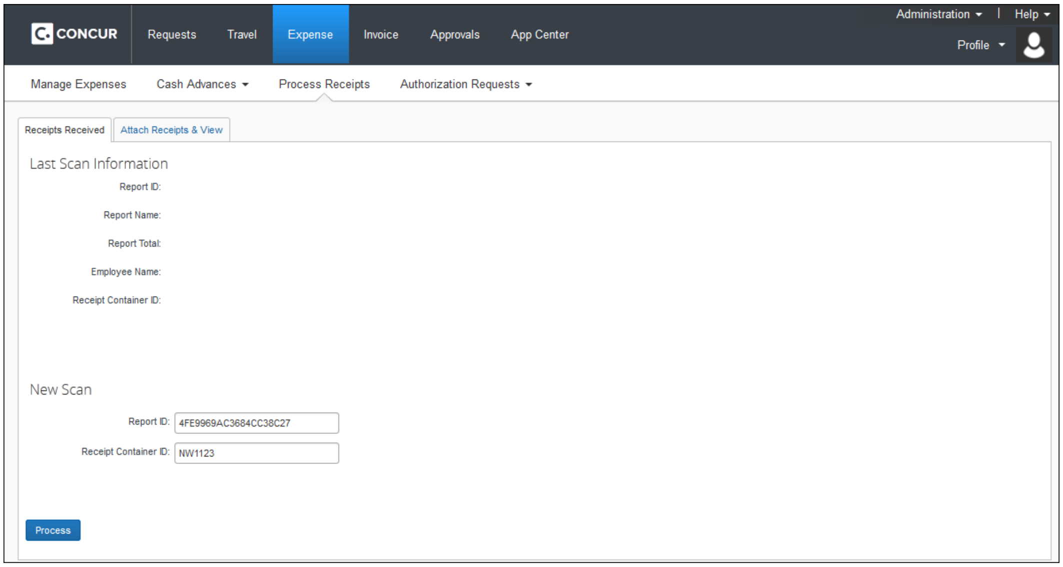


Expense Report

Report Name : Client Meeting

2. Enter the Receipt Container ID information into the **Receipt Container ID** field. This field may or may not be required by the scan configuration.

NOTE: This Receipt Container ID is used for data management and tracking purposes. For example, if you use a numbered filing system, you would type the numerical value of the file or storage box that contained the receipts, in this field.



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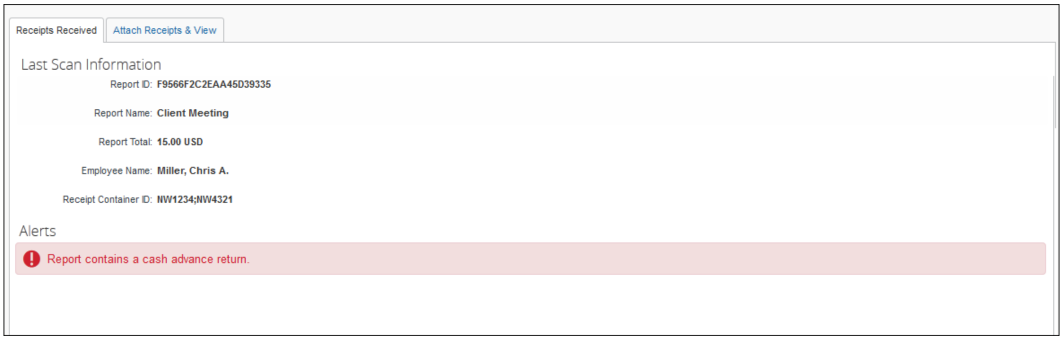
Cash Advances
Process Receipts
Authorization Requests
Receipts Received
Attach Receipts & View
Last Scan Information
Report ID:
Report Name:
Report Total:
Employee Name:
Receipt Container ID:
New Scan
Process

Report ID: 4FE9969AC3684CC38C27

Receipt Container ID: NW1123

3. Click **Process**. The system's Receipts Received flag for that expense report is changed to reflect the new information. In addition, **Last Scan Information** is updated to reflect the report that was most recently processed.

4. Based on the criteria designated within the Scan Configuration, the report you are scanning may contain alerts. If so, the alert will appear on the page:



Last Scan Information

Report ID: F9566F2C2EAA45D39335

Report Name: Client Meeting

Report Total: 15.00 USD

Employee Name: Miller, Chris A.

Receipt Container ID: NW1234;NW4321

Alerts

Report contains a cash advance return.

NOTE: Alerts may signal different issues depending on your company policy; however, they typically require special processing when triggered.

The standard alerts are:

- VAT Alerts, "Report contains VAT receipts."
- Cash Advance Returns, "Report contains a cash advance return."
- Exception Level, including any or all of the following:
  - "Reports exception level is *N*" where *N* is a preset value in the configuration.
  - "Reports exception total is *N*" where *N* is a preset value in the configuration.
  - "Reports contain exceptions *NNN*" where *NNN* is a pre-selected exception from the configuration.

NOTE: Depending on the alert message that appears, process the report as dictated by your company policy.

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5. Place the receipts into the designated receipt container, if applicable.

Uploading and Attaching Receipts to an Expense Report

The Process Receipts tool may be used to upload receipts in order to associate them with an existing expense report.

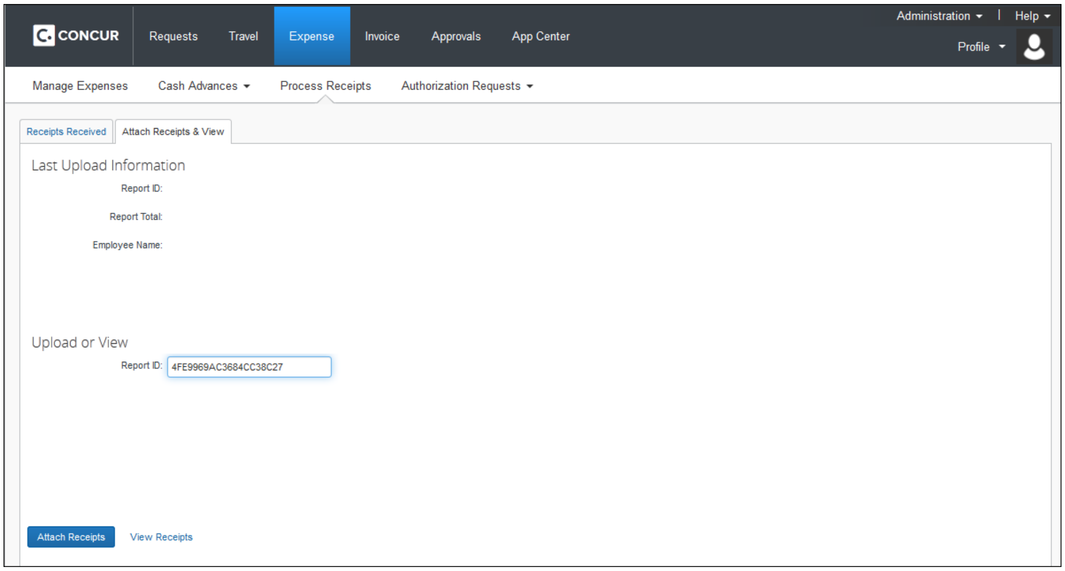
- This procedure ***does*** turn the Receipt Image Available flag in the system to Yes.
- This procedure does ***not*** turn the Receipts Received flag in the system to Yes.

In order to change the Receipt Image Available flag immediately, the user must view the receipts on the **Attach Receipts & View** tab, or enter the Report ID on the **Receipts Received** tab. If receipts are not viewed, then the flag will be updated when the imaging job next executes.

To attach receipts to an expense report:

1. Click the **Attach Receipts & View** tab.
2. Enter the report identifier into the **Report ID** field.

NOTE: If your company uses a hand-held scanner to track images, you can use that scanner to populate the **Report ID** field.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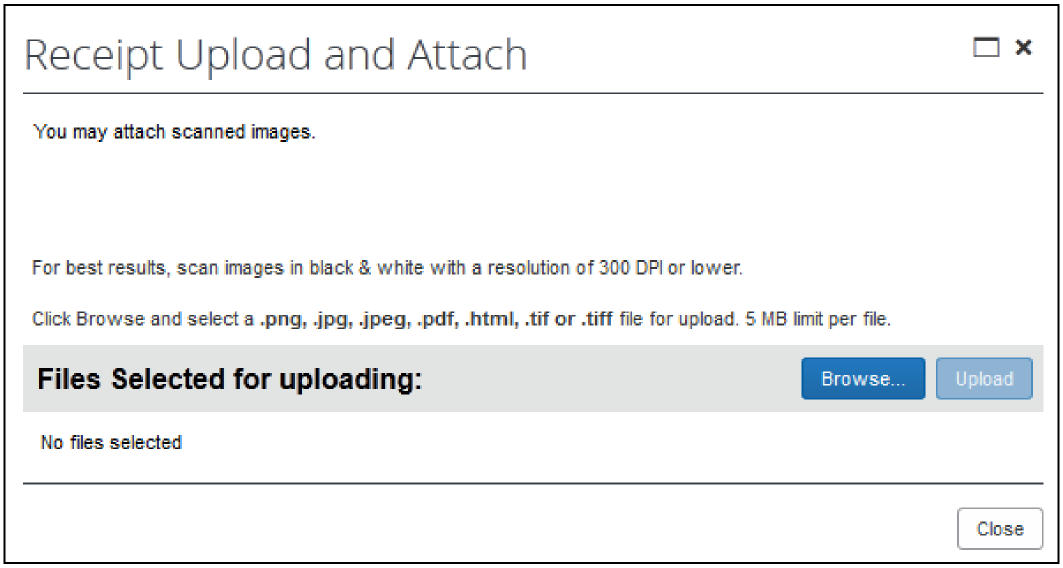
Cash Advances
Process Receipts
Authorization Requests
Receipts Received
Attach Receipts & View
Last Upload Information
Report ID:
Report Total:
Employee Name:
Upload or View
Attach Receipts
View Receipts

Report ID: 4FE9969AC3684CC38C27

3. Click **Attach Receipts**. The **Receipt Upload and Attach** window appears.


Receipt Upload and Attach
Files Selected for uploading:
Browse...
Upload
Close

You may attach scanned images.

For best results, scan images in black & white with a resolution of 300 DPI or lower.

Click Browse and select a .png, .jpg, .jpeg, .pdf, .html, .tif or .tiff file for upload. 5 MB limit per file.

No files selected

4. Click **Browse**.
5. Navigate to the image, then click **Open**.
6. Click **Upload**.

7. Optional: Repeat steps 4 - 5 until all images are uploaded.
8. Click **Close** in the **Receipt Upload and Attach** window.

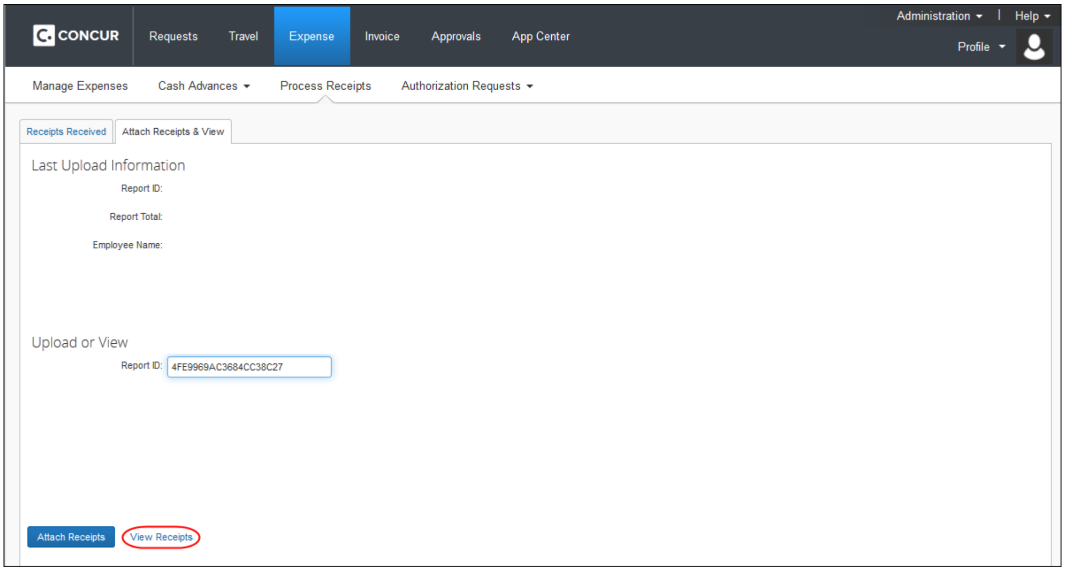
Refer to the *Expense: Receipt Handling – Digital Receipts Setup Guide* for more information.

Viewing Receipts for an Expense Report

Images of the receipts associated with an expense report may be viewed using options in the **Attach Receipts & View** page. The act of viewing a receipt image will update the Receipt Image Available flag to Yes.

To view receipts associated with an expense report:

1. Click **Attach Receipts & View** to open the **Attach Receipts & View** page.
2. Enter the report identifier found on the Receipt Report into the **Report ID** field.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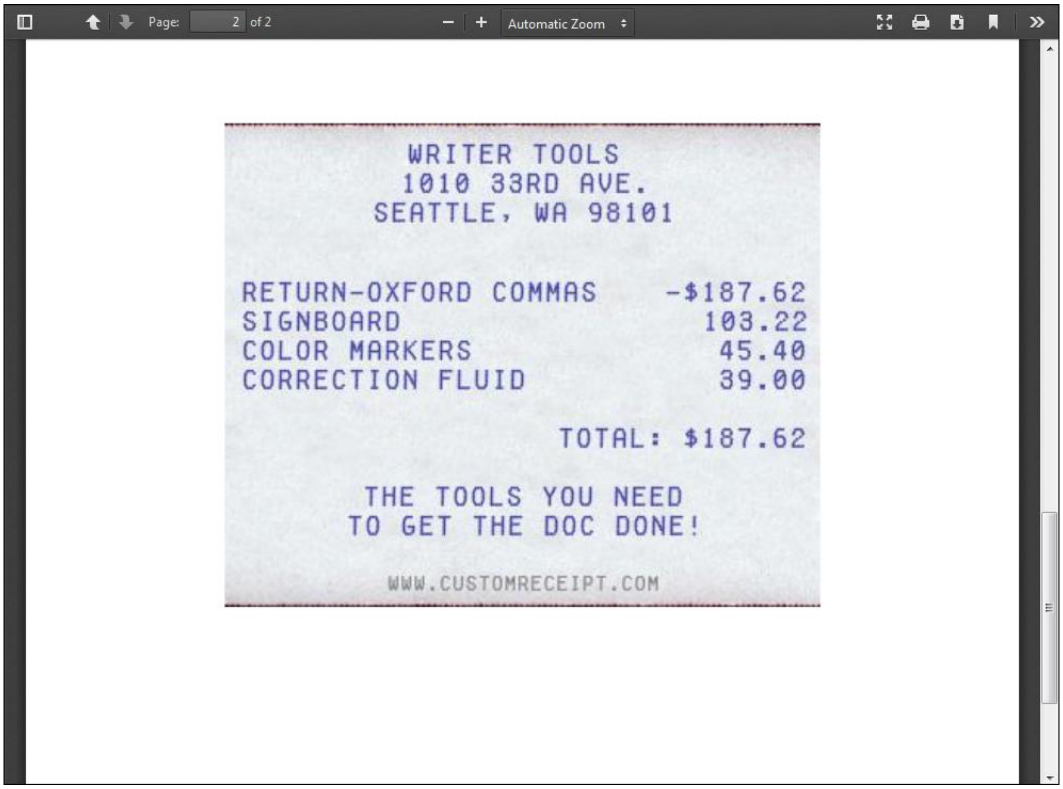
Process Receipts
Authorization Requests
Receipts Received
Attach Receipts & View
Last Upload Information
Report ID:
Report Total:
Employee Name:
Upload or View
Attach Receipts
View Receipts

Report ID: 4FE9969AC3684CC38C27

3. Click **View Receipts.** A viewer opens that allows you to scroll through all the receipts associated with the expense report.



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