Concur Invoice: Processor

User Guide

Last Revised: November 1, 2022

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
March 9, 2023	Minor edit; no content or cover date change.
November 1, 2022	Removed references to faxing as part of the Fax Feature Decommissioning on November 1, 2022.
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
March 4, 2021	Updated the copyright year; no other changes; cover date not updated
April 20, 2020	Renamed the Authorization Request check box to Request on the guide's title page; cover date not updated
January 7, 2020	Updated the copyright; no other changes; cover date not updated
October 29, 2019	Updated the "Recall Invoice to Last Processor Step" section.
June 25, 2019	Minor edit; no content change.
April 17, 2019	Added more information about the **Invoice Manager** page.
April 13, 2019	Changed the term "payment request" to "invoice" as part of the new user experience for Concur Invoice including images and added information about the new **Invoice Manager** page.
March 14, 2019	Changed the term "Concur" to "SAP Concur" and the term "payment request" to "invoice" where applicable; no other content changes.
February 1, 2019	Updated the copyright; no other changes; cover date not updated
April 11, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
January 26 2018	Updated the copyright; no other changes; cover date not updated
January 20 2017	Added information about the following: • Adding comments to paid invoices • Viewing exact time when Concur received invoice
December 13 2016	Changed copyright and cover; no other content changes.
December 5 2016	Updated the *Permissions* section and guide content to new corporate style; no content changes.
November 4 2016	Added information about the following: • The processor page now displays all invoices that need to be processed for new clients • The Concur Receiving feature
June 17 2016	Added information about the processors ability to send invoice to additional approver.
April 15 2016	Added information about viewing and adding comments to invoices.
March 23 2016	Added Origin Source in table.

Date	Notes/Comments/Changes
June 12 2015	Added information about enhanced way of retrieving invoices for processors.
May 15 2015	Updated the images to the enhanced UI and made general updates to the content.
November 30 2014	Integration Administrator has changed to Import/Extract Administrator; no other content changes.
September 17 2014	Added information about the two user interfaces; no other content changes.
August 28, 2014	Updated content to reflect the new UI.
December 28 2012	Made rebranding and/or copyright changes; no content changes.
August 17 2012	*Check Number* is now a search criterion for the processor searching for an invoice.
February 25 2011	Ability to restore ("undelete") a deleted invoice. Ability to place a *Review In Progress* status on one or more invoices.
December 31 2010	Updated the copyright and made rebranding changes; no content changes.
December 2009	Changed to stand-alone user guide; no content change.
Jul. 2008 (SU 33)	Added information about the two available user interfaces: ♦ *Classic* user interface ♦ *Current* user interface
Jan. 2008 (SU27)	Processor roles may now view invoices with a status of unsubmitted in the **Request List** page.
Nov. 2007 (SU25)	New *Void* status may be applied to an invoice that is invalid or cancelled within the client financial system.

Invoice Processor

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

A person with an Invoice Processor role uses the **Invoice Manager** page or, alternatively, the Invoice Processor tool to confirm the accuracy of invoices submitted by employees using Concur Invoice. The Invoice Processor's role is typically the final signoff prior to authorizing payment to the vendor designated in the invoice. The **Invoice Manager** page and the Invoice Processor tool does not handle payment disbursement. A third-party disbursement system does the actual payment disbursement to the vendor.

Depending on role, the Invoice Processor may perform a variety of actions on an invoice. These actions may include reviewing invoice details, reviewing and clearing exceptions, noting received invoices, and approving the invoice for payment.

There are several different Invoice Processor roles available to assign to an employee for varying levels of accessibility to the invoices. Depending on the role assigned, an Invoice Processor may perform all or some of these tasks:

- Search for invoices by group, archived or active, using existing or custom queries
- Change the approval status of invoices
- Mark the invoice received on invoices
- Clear exceptions on invoices
- Reassign an invoice
- Approve invoices
- Delete invoices

- View a single invoice in summary or detailed format
- View an image of the invoice and other "back-up documentation" online (requires Concur Imaging)
- View the approval flow on a single invoice
- View the audit trail on a single invoice
- Print a single invoice in invoice or detail format
- Create and manage queries
- Customize the view of invoices by column
- Add, edit, and delete receipts and receipt images

Once an Invoice Processor approves an invoice, the Concur Import/Extract Administrator can run a batch job that creates an extract file containing all approved invoices that the system has not previously extracted. A third-party payment disbursement system can then import this file and create a voucher for invoice in the extract file.

📖 For more information about payment accounting, refer to the *Concur Invoice: Payment Request Accounting Extract Specification*.

Invoice Processor Roles

Assignment of any of the following roles allows an employee to access the Invoice Processor tool:

- **Invoice Processor Manager:** This role grants access to all functionality required for viewing, processing, reassigning, and deleting invoices within Invoice Processor.
- **Invoice Processor:** This role grants access to all functionality required for viewing, reassigning, and processing invoices within Invoice Processor. This role cannot delete invoices.

NOTE: Due to the nature of the roles, all the information in this guide applies to the Invoice Processor Manager role, while a subset applies to the other roles. In addition, SAP Concur uses the term Invoice Processor to reflect all roles unless specifically designated otherwise.

- **Invoice Processor (Audit):** This role grants access to all functionality required for viewing invoices within Invoice Processor. This role cannot modify any information on an invoice including approving or deleting invoices.
- **Invoice Receipt Processor:** This role grants access to all functionality required for viewing and processing invoices in *Invoice Received* status within Invoice Processor. This role cannot delete an invoice.

Available Actions

The Invoice Processor Manager can perform all the necessary actions within Invoice Processor, while other roles have a subset of these actions. Review the *Invoice Processor Roles* section above for more information.

Table 1**:** *Actions available to Invoice Processors by assigned role*

Available Action	Assigned Role
Invoice List, Invoice Summary, Details & Allocations, Approval, and Audit pages	
Mark Invoices as Received	Invoice Processor Manager and Invoice Processor
Clear Invoice Exceptions	Invoice Processor Manager and Invoice Processor
Change the Approval Status	Invoice Processor Manager and Invoice Processor
Delete Invoices	Invoice Processor Manager
View Invoice and Entry Details	All roles
Add Invoice and Entry Comments	Invoice Processor Manager and Invoice Processor
Print	All roles
View Request Totals	All roles
View Approval Flow	All roles
View the Audit Trail	All roles
Create/Manage Queries page*	
View Existing Queries	All roles
Create New Queries	All roles
Delete Queries	All roles
*All queries are on a per-user basis and other Invoice Processors cannot view these.	
Column Settings page*	
Select Viewable Invoice Columns	All roles
Select Viewable Entry Columns	All roles
Determine Order of Columns	All roles
*All settings are on a per-user basis and other Invoice Processors cannot view these.	

The following are the general steps required to process an invoice:

1. Find an invoice and view its entries.
2. Verify that the invoice and any back-up documentation have been received electronically, via Imaging or manually, from within the mail system of your organization.

3. Mark the invoices as received.

4. Compare the invoice and any back-up documentation with the invoice and ensure the invoice accurately reflects the information on the invoice.

5. Make any necessary modifications to the invoice to align it with the invoice and any back-up documentation. Then:
   - Click the **Send Back** button if the employee needs to make an adjustment and resubmit the invoice.
   - Click the **Recall Invoice to Processor** to route the invoice directly to the previous processor (if available in workflow).
   - Delete the invoice if it is a duplicate.

     NOTE: Only the Invoice Processor Manager can delete an invoice.

   - Approve the invoice for payment by clicking **Approve**. Table 2 below shows available approval choices for the Invoice Processor.

Table 2: *Approval choices*

Approval Status*	Description
Pending Approval	States that the invoice has been submitted and is waiting for action by an Invoice Approver.
Accounting Review	States that the invoice is under review and allows minimal edits to occur within an invoice or entry.
Sent Back to Employee	States that system has sent back the invoice to the submitter for modifications.
Approved	States that the invoice has been approved.
Vendor Approval	A separate approval step reserved for the Vendor Manager role (not the Invoice Approver).

NOTE: The names of the approval statuses may differ depending on your organization. In addition, there is no limit to the number of approval statuses that can be created for an invoice to complete.

Understand Exceptions

Exceptions are messages that can appear at selected levels of the invoice, depending on how the administrator configures the exception. Typically, the exception appears at the invoice list and invoice header levels as a minimum, and indicates to the employee, approver, processor, and/or back-office personnel that someone has violated a rule.

Terminology

- **Exception Code:** A unique one to eight alphanumeric character code that the system assigns to every exception. The client's internal coding system determines the code. The Invoice Processor can run a query to identify invoices with specific exception codes.
- **Exception Level:** A number assigned to each exception that determines the severity of a rule. It is the responsibility of a company to determine the various levels. The Invoice Processor can run a query to identify invoices with specific exception levels. An administrator can create a setting that prevents an employee from submitting an invoice that contains an exception greater than a certain level.

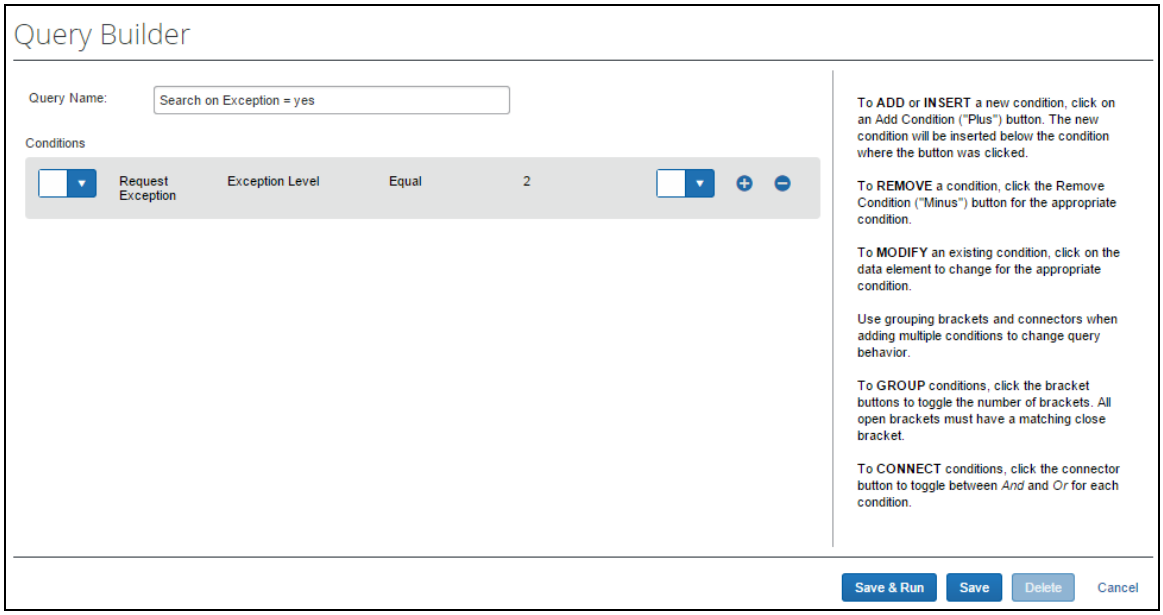
Types of Exceptions

Exceptions are displayed on invoices using a red, yellow, or gray flag icon.

- **Red:** A red icon indicates an error that must be resolved before the invoice can be submitted. Depending on your configuration, the employee may be unable to submit an invoice until the issue is resolved.
- **Yellow:** A yellow icon indicates a warning or an informational message. The employee can submit invoices.
- **Gray:** Indicates that the Invoice Processor has cleared the exception (either red or yellow).

Exception Characteristics Within Invoice Processor

Invoices have the following exception characteristics, which can be queried within Invoice Processor.



- **Has Exceptions** – **yes/no:** Flag that indicates that an invoice has red or yellow exceptions at the invoice list and invoice header levels, as examples.
- **Has Cleared Exceptions** - **yes/no:** Flag that indicates that an invoice has gray (cleared) exceptions at the invoice list and invoice header levels, as examples.
- **Exception Level Total:** The total of all exceptions reported at all levels.
- **Max Exception Level:** The maximum level or severity of any of the exceptions on the report.

The Invoice Processor can view all exceptions.

The Invoice Processor can see the code and level number in the exception message. The employee and the approver cannot view this information. For example:

- The exception message for the processor reads: **Code:** EXCEED, **Level:** 3, Request Total exceeds $500.
- Whereas the employee and the approver only see, *Request Total exceeds $500*.

Section 3: Accessing Invoice Manager

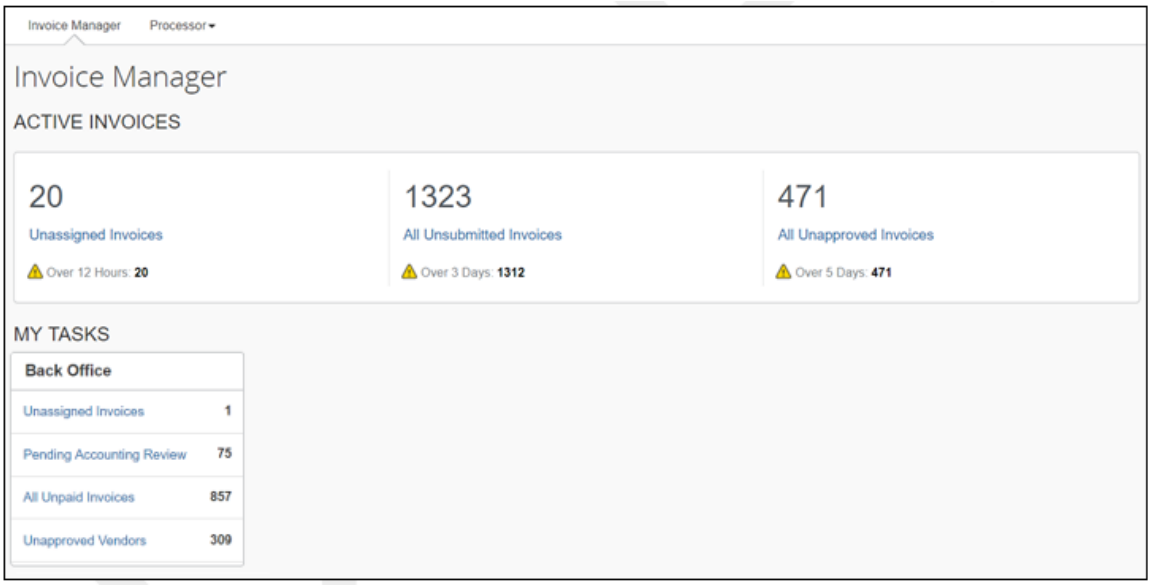
The **Invoice Manager** page contains links to important tasks the Invoice Processor needs to perform daily, such as approve, send back, recall, or unassign invoices. Most importantly, the **Invoice Manager** page provides an age count on invoices to ensure invoices are processed in time and do not become overdue.

Access the Invoice Manager Page

All Invoice Processor roles can access the **Invoice Manager** page from the **Invoice** menu.

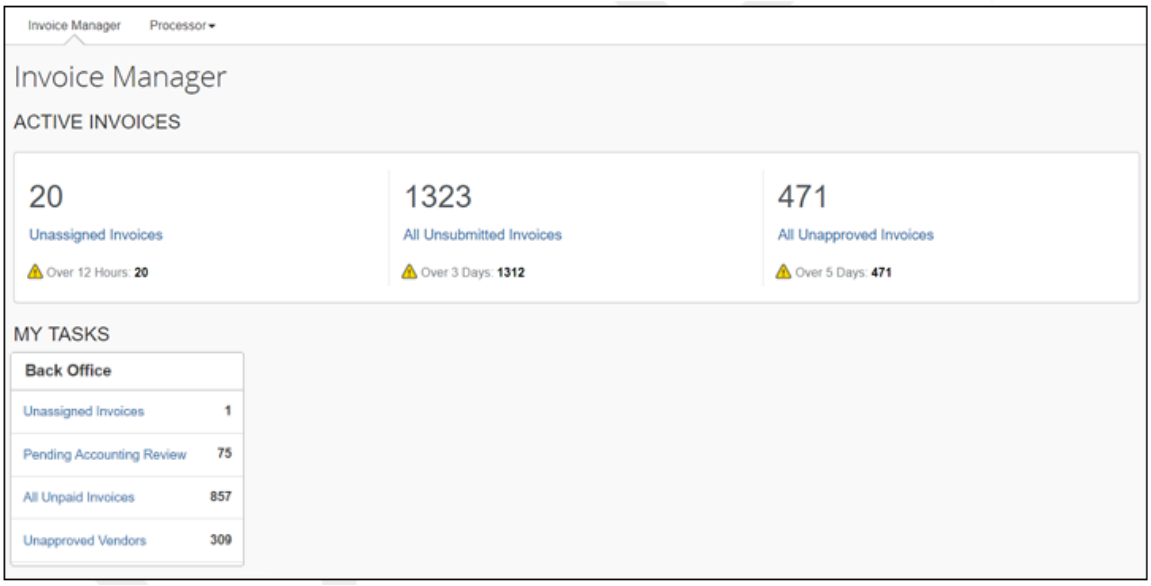
To access the Invoice Manager page:

Click **Invoice**. The **Invoice Manager** page appears.



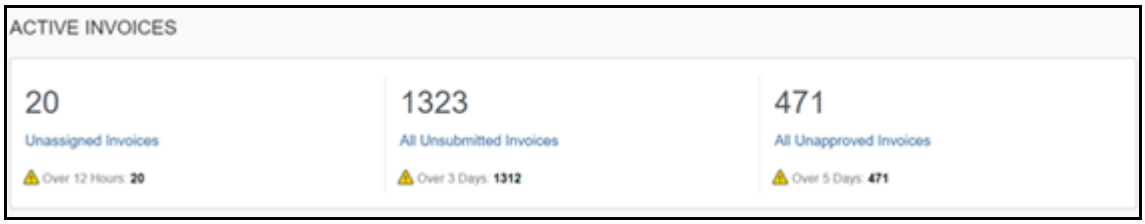
Section 4: Using the Invoice Manager Page

Invoice processors will see active invoices and their invoice tasks on the **Invoice Manager** page. Concur Invoice provides useful queries for invoice processors which they can access through links on the **Invoice Manager** page. These queries include unpaid invoices, unsubmitted invoices, unapproved invoices, and invoices pending accounting review.

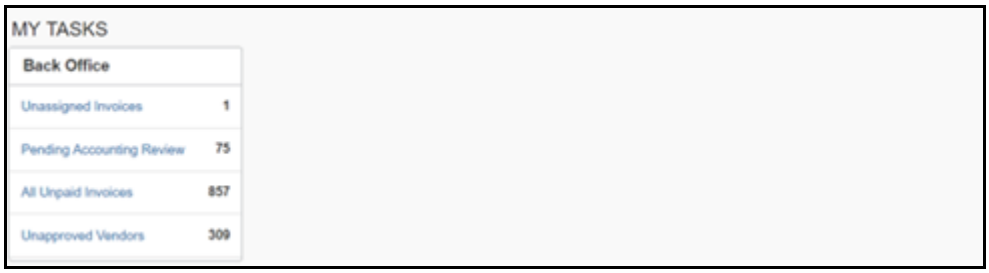


NOTE: To see some of the links on the **Invoice Manager** page, users might need additional permission roles. For example, if an Invoice Processor also has the Vendor Manager role, an **Unapproved Vendors** link displays in the **Back Office** section. Clicking this link will take the user to the **Unapproved Vendors** page in **Vendor Manager**.

The **Invoice Manager** page is divided into two sections: **Active Invoices** and **My Tasks**. The goal of the **Active Invoices** section is to raise awareness of invoices that are "aging" more than expected, and therefore may need Invoice Processor attention. An alert (yellow triangle) allows clients to gain visibility into the age of an invoice. For Capture Processing, the age is based on the *Received* date and for all other invoice counts, the age is based on the *Invoice Created* date.



The **My Tasks** section is intended to provide invoice processors access points to their daily tasks, for example, checking all unpaid invoices or invoices pending accounting review.



Section 5: Using the Invoice Processor Page

Overview

Invoice Processors who must perform specific tasks or create advanced queries can do so by using the Invoice Processor tool. To access this tool, processors click **Invoice** > **Processor** > **Process invoices**. The **Invoices Ready For Processing** page displays with all invoices that need to be processed.

To view specific invoices, processors can either select a current query or create a new query. Alternatively, they can go into the Preferences tool and select a query to use as default.

Within the **Invoices Ready For Processing** page, it is possible to perform the following actions:

- Search for invoices by date range or group (archived or active) using existing or custom queries
- View unsubmitted invoices (required activation of payment setting)
- Change the approval status of invoices
- Mark the invoice received or not received on invoices
- View the attached image file
- Clear exceptions on invoices
- Send the invoice back to the Invoice Owner
- Add to, or remove from, the Review status
- Send the invoice to the previous processor in workflow (if applicable)
- Delete invoices (as Processor Manager role)
- Reassign invoices
- Create and manage queries
- Customize the view of invoices by column

Each of these tasks is discussed in this section.

NOTE: The user who has the Invoice Processor role cannot perform all the actions listed above. For example, only the Invoice Processor Manager can delete an invoice. Specific areas of this guide provide the role specific information.

Search for and Retrieve Invoices

Processors can search for and retrieve invoices that they want to process in several different ways. To search for and retrieve specific invoices, processors can do the following:

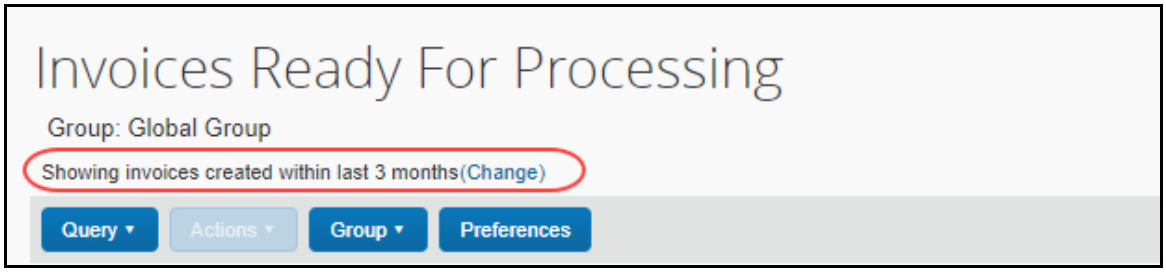
- Create new queries (For more information, refer to the *Creating and Managing Queries* section in this guide.)
- Use existing queries
- Use the Group and Search functionality
- Specify a date range

Existing invoices, limited to those originated by employees for whom processors have administrative rights, can be located either by entering search criteria using the Select Group and Find areas or by running a previously saved query.

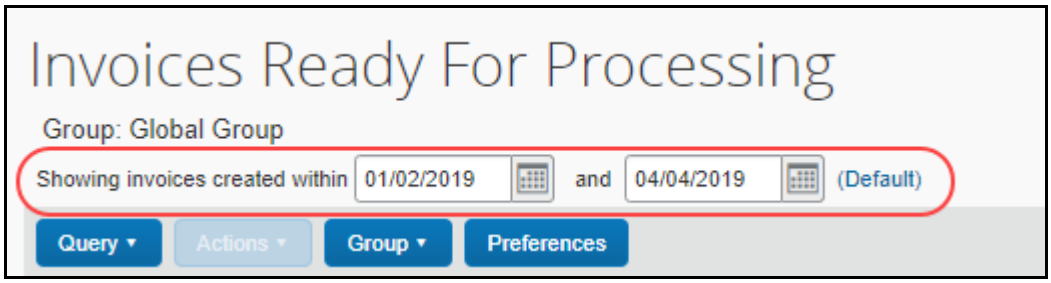
Search by Date Range

When processors have either selected an Concur Invoice created query or created a new query, they can click the **(Change)** link after the **Showing invoices created within the last 3 months** setting to select a date range within which to search for invoices.

NOTE: The settings to filter dates and to select a date range will show invoices created within the dates defined.



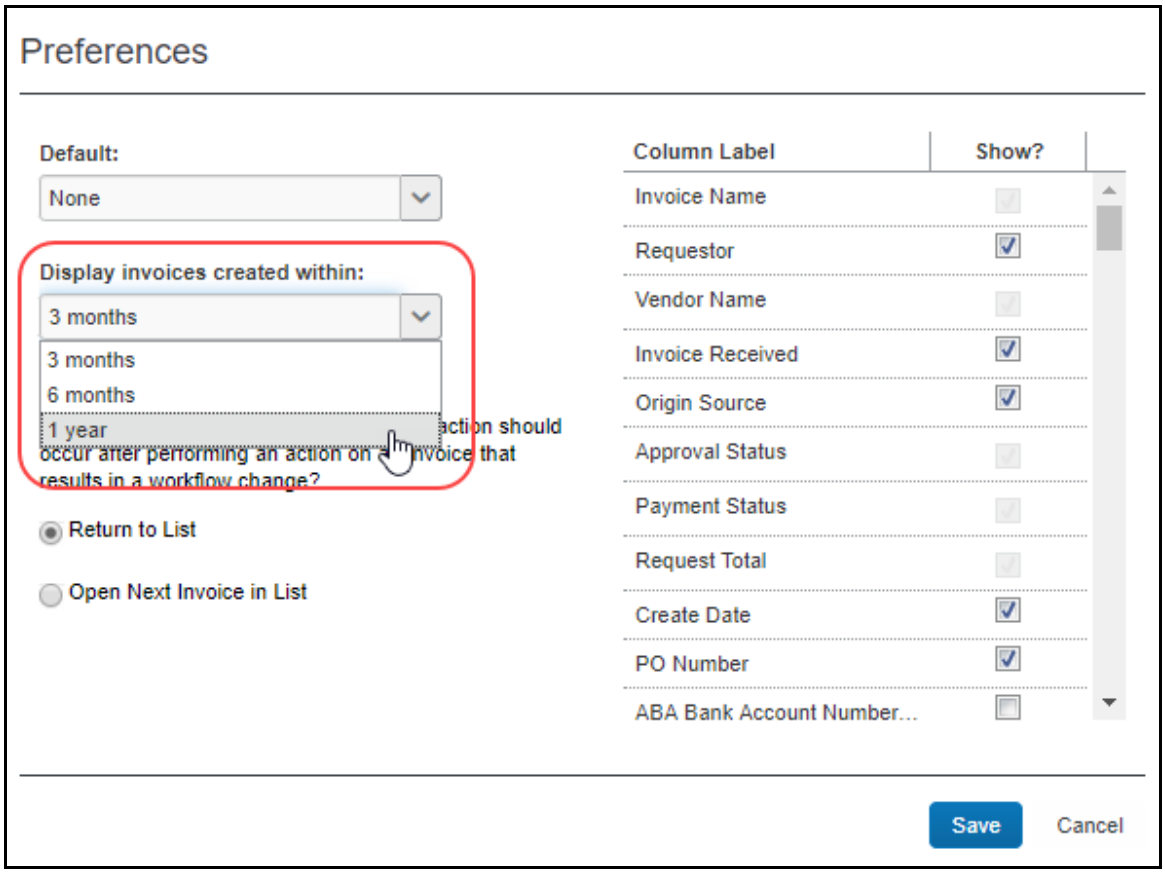
Processors will see a calendar view where they select the date range within which to search for invoices.



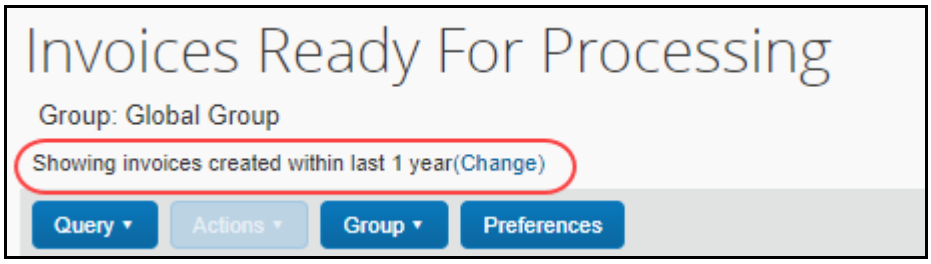
Once the processor has selected the dates, the **Invoices Ready For Processing** shows the invoices based on the query and date range. The date range that the processor selects is only available during the current session.

In addition, when processors click the **Change** link, the link will change name to **Default**. Clicking the **Default** link will take processors back to the default three-month setting.

If processors want to change the default three-month date range, they can do so by clicking the **Preferences** button, and, in the **Display invoice created within** list, select a date range of three or six months, or one year.



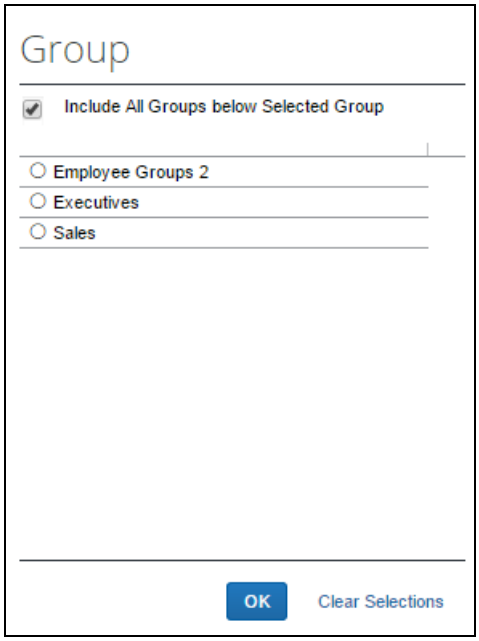
Once they have saved the new setting, it will appear on the **Invoices Ready For Processing** page.



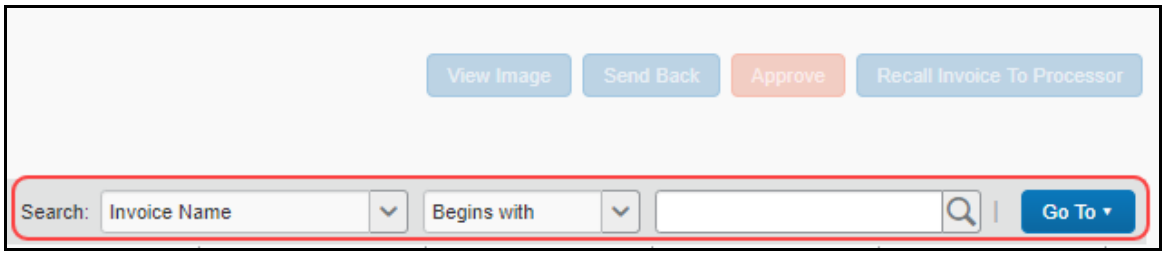
If the processor creates a new query and does not specify a date range, the system will use the three-month default range. If the processor creates a new query and specifies a date range in the query, then the system will use this date range when the processor runs the query.

Select Group and Find Areas

The two search tools, the **Group** button, and the Search area, are interdependent. For example, the groups you will search within should be specified in the **Group** > **Group** page to ensure your query includes all invoices for which you want to search. For example, invoices that fall within the Global > Executives and Global > Sales groups.



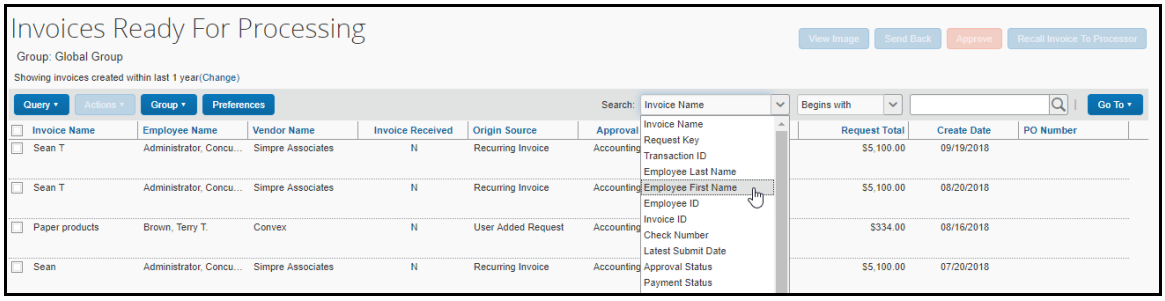
Now, using the Search area, your criteria will return all possible invoices within the groups you have selected.



NOTE: You can sort many of the columns within this page in either ascending or descending order by clicking on the column heading.

Search for Invoices by Using the Search Area

To search for an existing invoice, you can enter specific criteria to narrow down the results. You can do this by using the Search area.



To search for invoices by using the search area:

1. Select and enter the appropriate search criteria to find the invoice you want to view, including:

Name	Available Operators	Text Entry
Invoice Name	Begins with, Contains, Ends with, Equals	Enter part or all of name
Request Key	Equals, Less Than, Less Than or Equal, Greater Than, Greater Than or Equal	Enter an amount
Transaction ID	Begins with, Contains, Ends with, Equals	Enter part or all of ID
Employee Last Name	Begins with, Contains, Ends with, Equals	Enter part or all of name
Employee First Name	Begins with, Contains, Ends with, Equals	Enter part or all of name

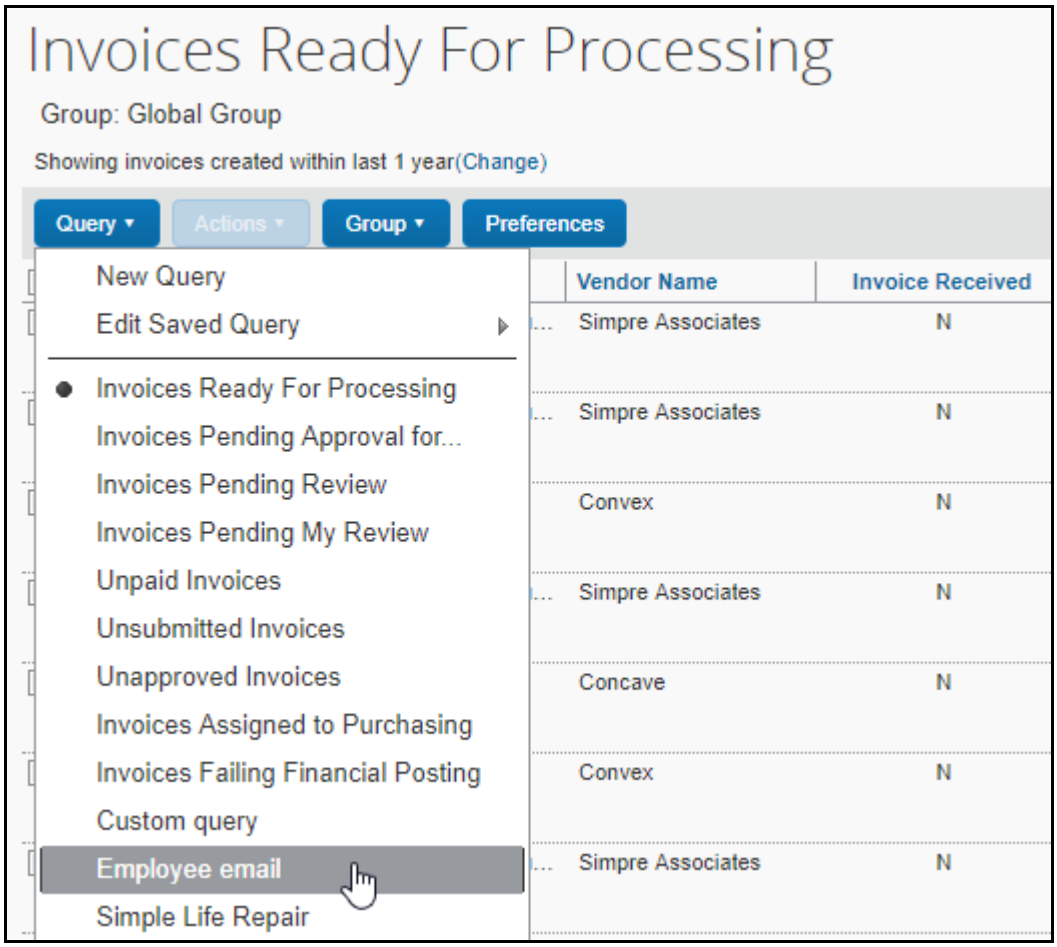
Name	Available Operators	Text Entry
Employee ID	Begins with, Contains, Ends with, Equals	Enter part or all of ID
Invoice ID	Begins with, Contains, Ends with, Equals	Enter part or all of ID
Check Number	Begins with, Contains, Ends with, Equals	Enter an amount
Latest Submit Date	Equals, Before, After	Enter a date
Approval Status	Begins with, Contains, Ends with, Equals	Enter part or all of name
Payment Status	Begins with, Contains, Ends with, Equals	Enter part or all of name
Invoice Received	Is True, Is False	Not Applicable
Invoice Image Available	Is True, Is False	Not Applicable
Request Total	Equals, Less Than, Less Than or Equal, Greater Than, Greater Than or Equal	Enter an amount
Vendor Name	Begins with, Contains, Ends with, Equals	Enter part or all of name
Vendor Invoice Number	Begins with, Contains, Ends with, Equals	Enter part or the whole number
Vendor Code	Begins with, Contains, Ends with, Equals	
Pending Processor Since	Equals, Before, After	Enter a date

NOTE: Enter an * into the text entry field (rightmost field of **Search**) to perform a wildcard search based on the other selected information. This allows you to view the broadest selection of invoices.

2. Click the **Search Magnifier** button. The return result will display on the page.

Search for Invoices by Using an Existing Query

You can also search for an invoice by using a query that you created in the Query Builder. The processor can select a query from the **Query** menu, and, when run, it will search all available invoices and display the results within the processor list view.



For more information on how to create a query, refer to the *Creating and Managing Queries* section in this guide.

To search for invoices using a previously saved query:

In the **Query** menu, select the name of the query that you would like to run. The **Invoices Ready For Processing** updates to reflect the returned results.

NOTE: Invoice Processor includes a query for invoices called **Invoices Ready for Processing (Default)**. When run, all invoices ready for processing appear in the processor list view.

Section 6: Managing Available Invoices

Overview

You will be able to review all the invoices that are ready for processing. However, you will be limited to viewing only those invoices originated by employees for which you have management rights.

Once the appropriate invoice has been located, you can use options on the **Invoices Ready For Processing** page to:

- Change the approval status of the invoice
- Mark the invoice received on the invoice
- Clear exceptions on the invoice
- Delete the invoice (Invoice Processor Manager role only)
- Customize the view of the invoice by column

To approve or return an invoice to an employee, to view invoice details, or to print the invoice, click the link in the **Invoice Name** column on the **Invoices Ready For Processing** page.

📖 For more information, refer to *Using the Approval Summary for Invoice Page* section within this guide.

You can add or remove the columns that appear within the **Invoices Ready For Processing** page by clicking **Preferences**.

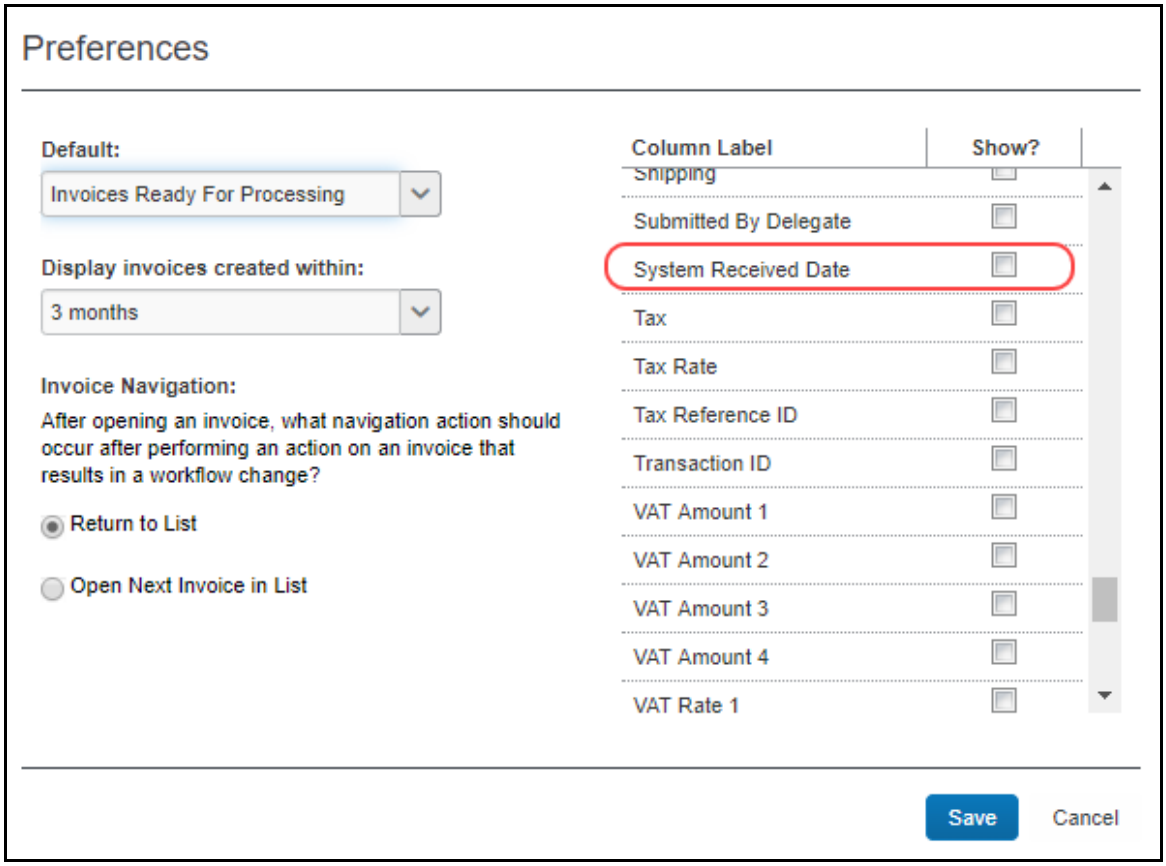
📖 For more information, refer to the *Column Settings* section of this guide.

View When Concur Invoice Received an Invoice

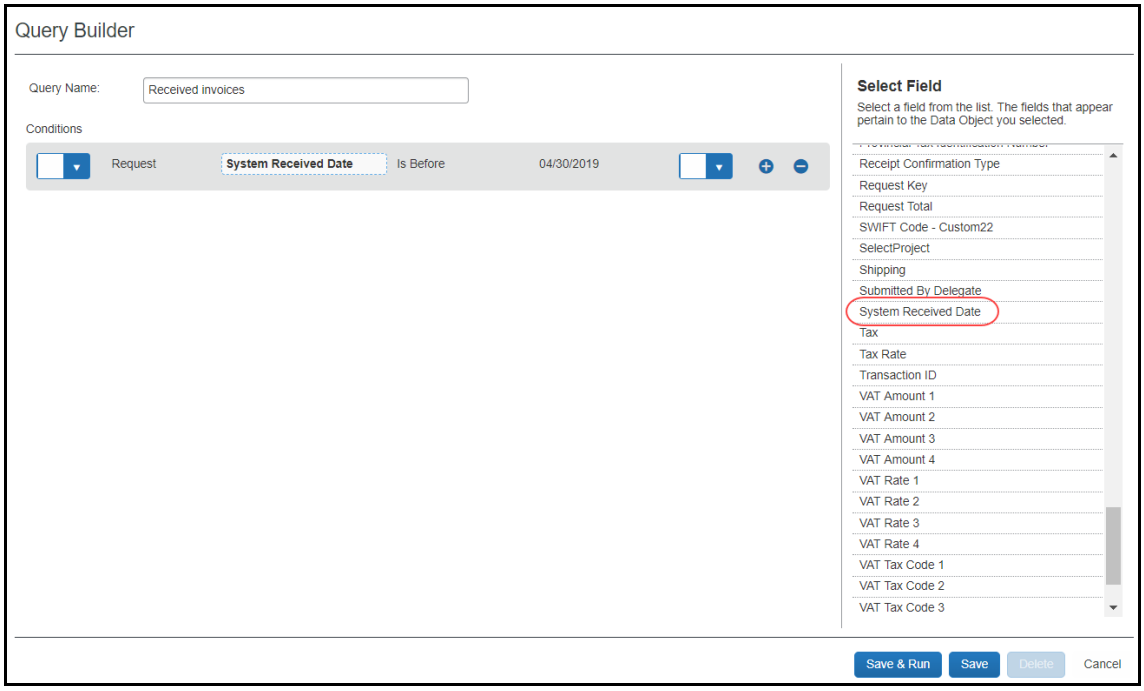
You can see the exact time when Concur Invoice received an invoice provided the admin has added the **System Received Date** field to the Payment Request Header form. This timestamp is carried over from client-managed Capture Processing to Concur Invoice and is a read-only field.

NOTE: Clients who create invoices manually will see the full date stamp in the **Created Date** field in Concur Invoice.

The **System Received Date** field is available in the **Column Label** list of the **Preferences** window.



In addition, you can use the **System Received Date** field to create queries in the Query Builder.



Mark Invoice Status for One or More Invoices

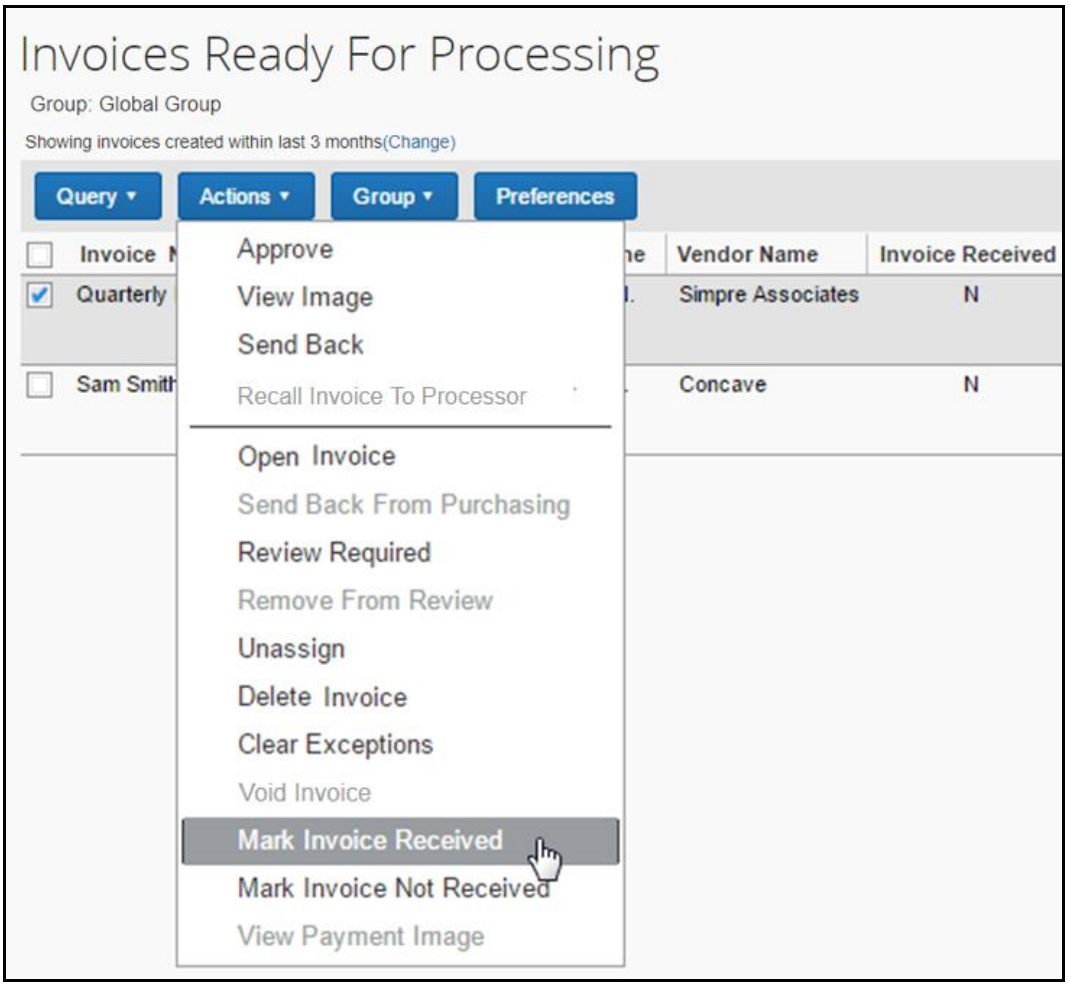
The Invoice Processor can view the invoices online by clicking **View Image** within the Invoice Processor tool. In addition, the Invoice Processor can configure Imaging to acknowledge receipt of an invoice and configure it to change the invoice status automatically within Concur Invoice.

For more information on imaging, contact your Concur Invoice administrator.

To mark invoices received or not received for an invoice:

1. On the **Invoices Ready For Processing** page, search for the invoices that are to have the invoice status changed.
2. Select the check boxes next to the invoices for which you have received the required invoices.
3. In the **Actions** menu, click **Mark Invoice Received**. The **Mark Invoice Received** column changes to reflect the new information.

NOTE: By default, the invoices received status is *No*. Therefore, the Invoice Processor should only use the **Mark Invoice Not Received** link if the invoices were marked in error.



4. If you did not update multiple invoices at once, repeat the above steps as necessary for each invoice, until you have updated all invoice statuses appropriately.

NOTE: You can also click **Select All** to select all the invoices. When you click **Mark Invoice Received** or **Mark Invoice Not Received**, the system will update all the invoices. To perform this operation, all invoices must be the same status.

Clear Exceptions

You can clear invoice exceptions from any invoice. However, if you use this functionality, it will clear all exceptions within the invoice. Once you clear an exception, it becomes inactive, and the system generates a message within the audit trail.

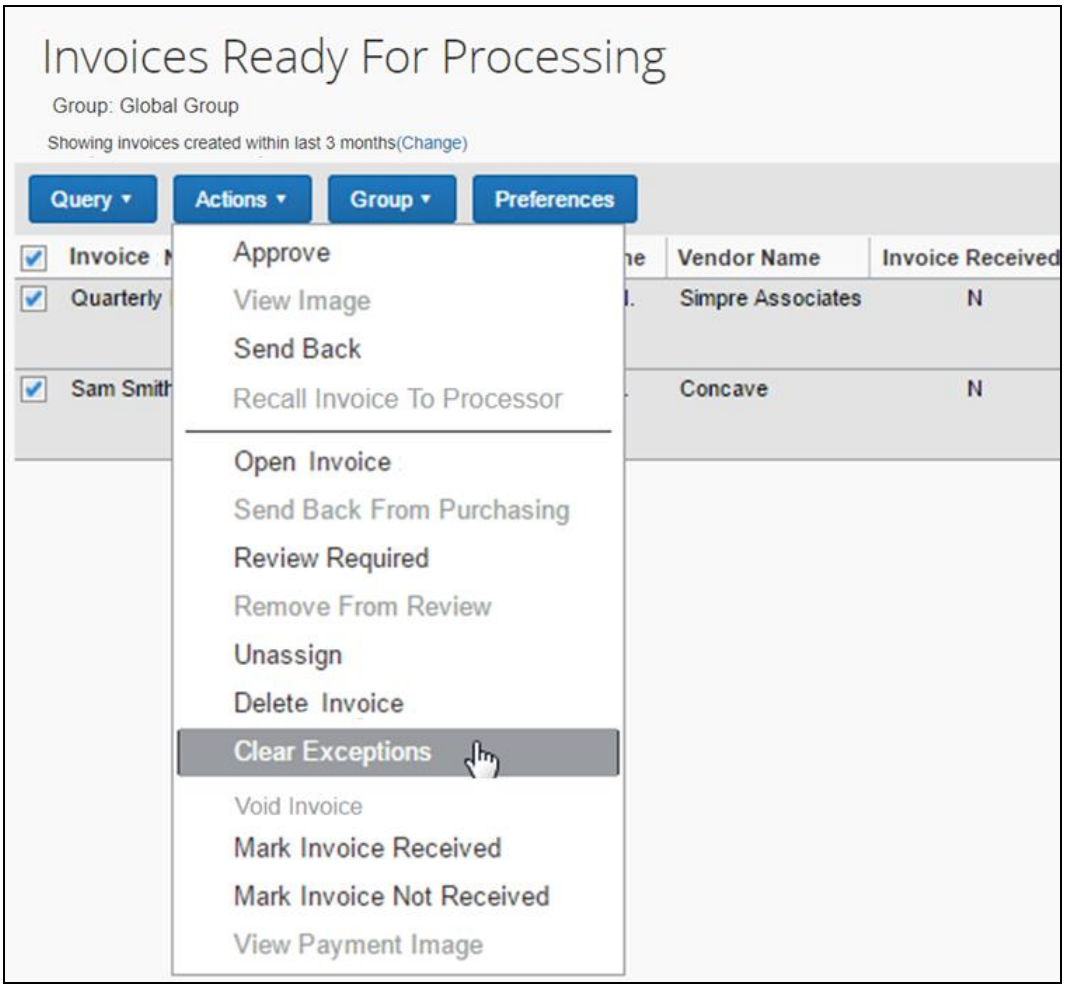
To clear invoice exceptions:

1. On the **Invoices Ready For Processing** page, search for the invoices that are to have exceptions cleared.

2. Select the check boxes next to the appropriate invoices.

3. In the **Actions** menu, click **Clear Exceptions**. The system clears all exceptions, and the exception flag turns gray.

NOTE: You can click **Select All** to select all the invoices with exceptions that you need to clear.



NOTE: The exceptions remain associated with the invoices through the audit trial, and the level of the exception is included in the exception level total stored at the invoice level.

4. If you did not update multiple invoices in a batch, repeat the above steps for each invoice, until the system has updated all the exceptions appropriately.

Recall Invoice to Last Processor Step

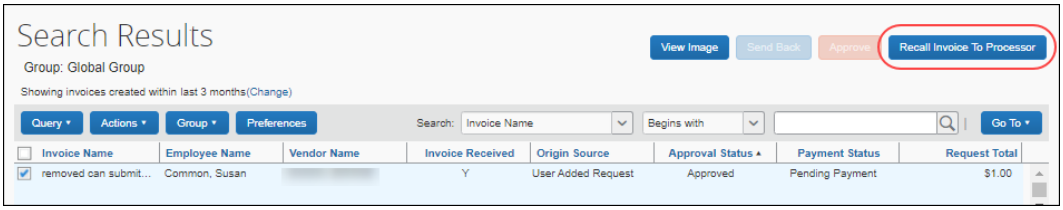
A user with the Invoice Configuration Administrator role can enable a Concur Invoice setting that allows the Invoice Processor to recall an invoice that has been approved but has not yet been extracted. This enables the processor to place an invoice back into the workflow if the invoice needs to be reviewed or updated before payment.

For more information about Concur Invoice settings, refer to the *Concur Invoice: Workflow – General Information Setup Guide*.

To recall an invoice to last processor step:

1. On the **Invoices Ready For Processing** page, search for the invoice(s) to be placed under review.

2. Select the check box next to each invoice you want to place in review, and then, click the **Recall Invoice To Processor** button.



NOTE: When you return the invoice to the last processor, any workflow skip step included in the invoice's original workflow is ignored.

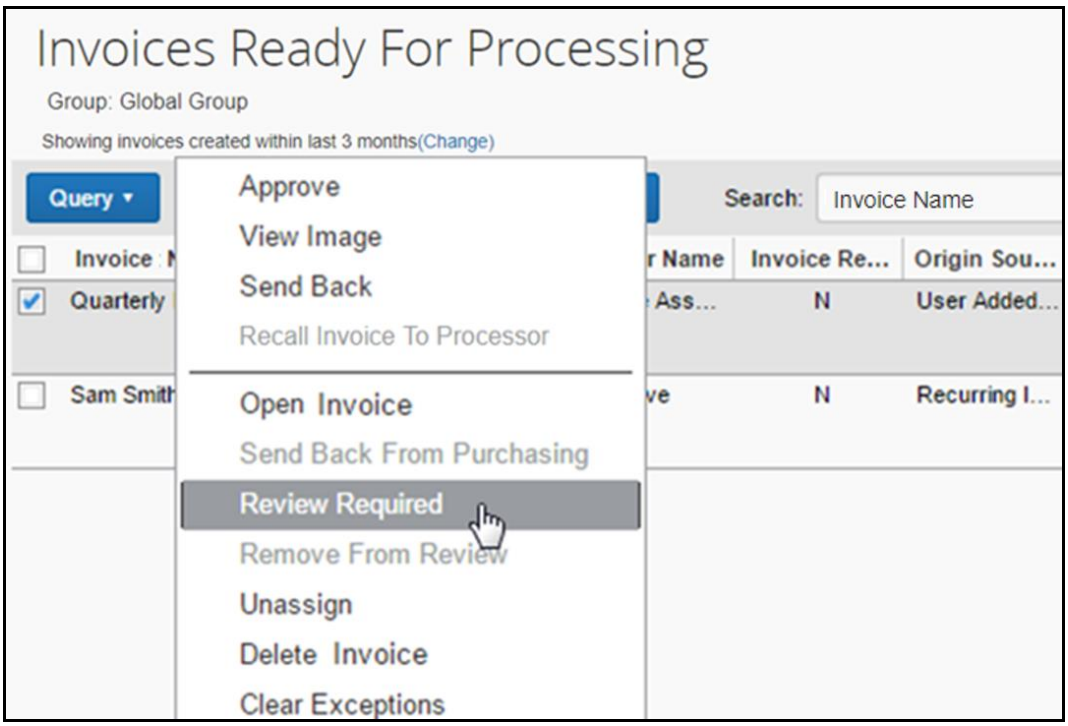
Place Invoices Under Review

The Invoice Processor can assign a status of *Review in Progress* on one or more invoices pending their approval. Doing this does *not* prevent another processor from moving the invoice through workflow; it simply alerts other processors that the invoice is under review, who placed it in that status, and the date this was done.

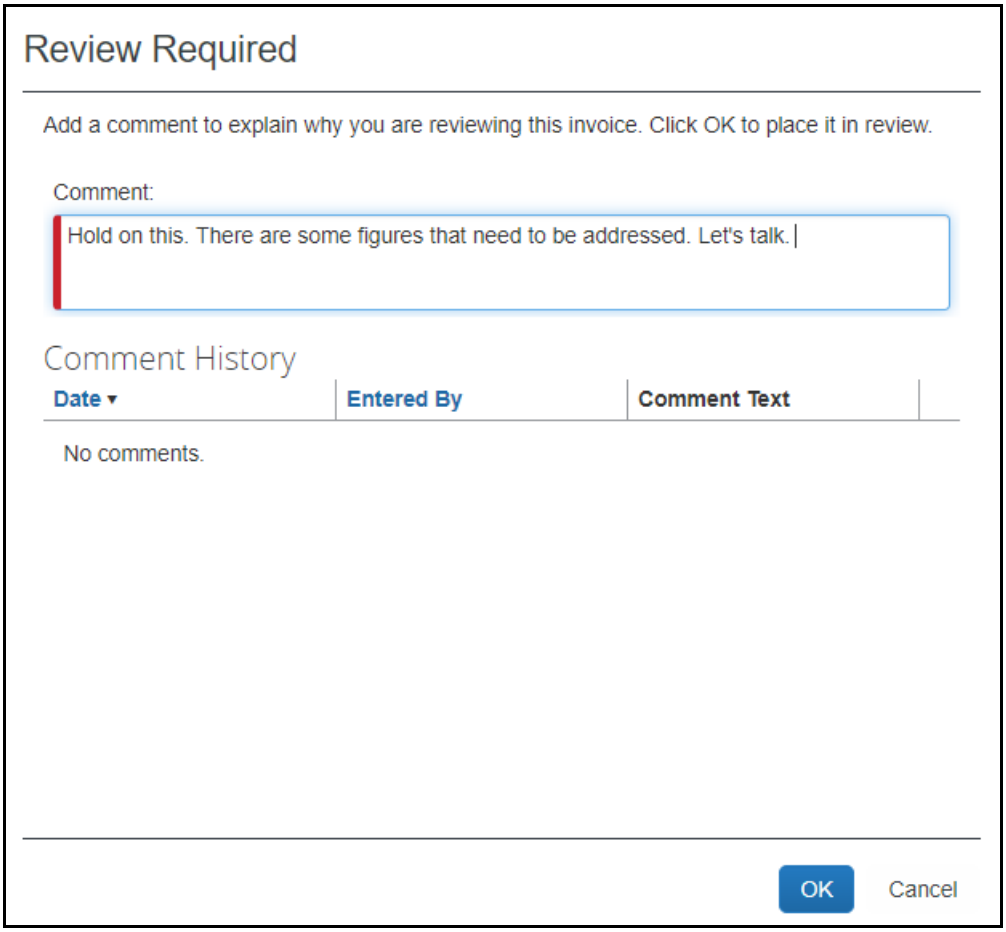
To place an invoice under review:

1. On the **Invoices Ready For Processing** page, search for the invoice(s) to be placed under review.

2. Select the check box next to each invoice you want to place in review, and then, on the **Actions** menu, click **Review Required**.

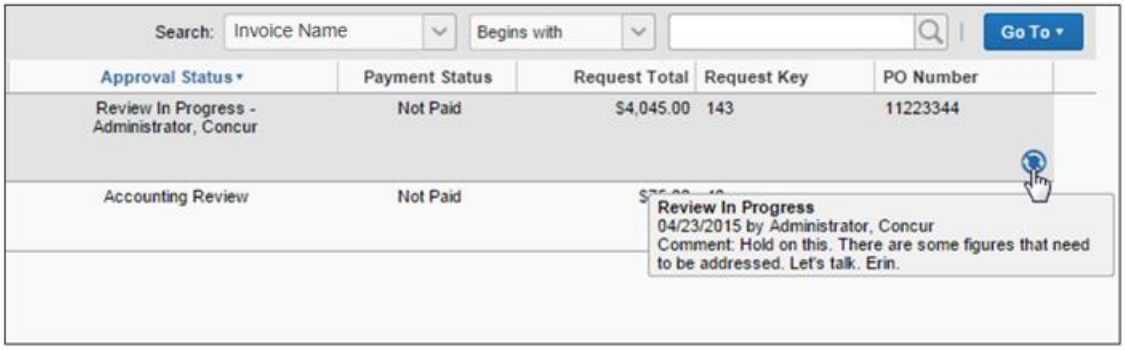


3. In the **Review Required** window, provide a comment to explain why the review is being implemented.



4. Click **OK**.

A *Review In Progress* status is assigned which you can see in the **Approval Status** column. If you hover over the blue icon, you can see who placed it in the review status, the date it was performed, and what the comment says.



Delete Invoices

The Invoice Processor Manager can delete one or more invoices. However, if an invoice has already moved into the final approval and payment statuses, as defined by the workflow, then the Invoice Processor Manager cannot perform this task.

To delete invoices:

1. On the **Invoices Ready For Processing** page, search for the invoices that are to be deleted.

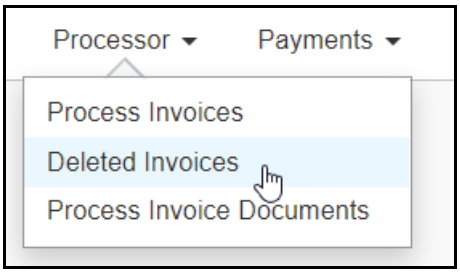
2. Select the check boxes next to the invoices, and then, on the **Actions** menu, click **Delete Invoice**. The system removes the invoice from the list and updates the audit log with the user name and date of deletion.

Restore Deleted Invoices

The Invoice Processor Manager can restore (undelete) one or more invoices. The system returns the invoice to active status, assigned to the original invoice owner, and appears in their queue.

To restore invoices:

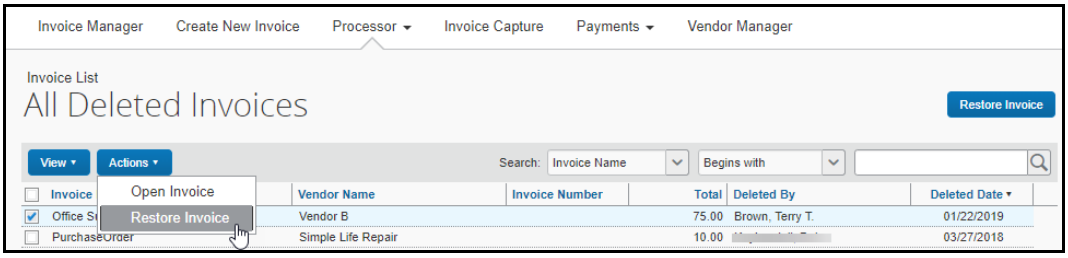
1. Click **Invoice** > **Processor** > **Deleted Invoices**.



The **Invoice List** page appears.

2. On the **Invoice List** page, search for the invoices that are to be restored.

3. Select the check boxes next to the invoices, and then click **Restore Invoice** in the **Actions** menu (or use the **Restore Invoice** button).



The invoice now appears in the original invoice owner's queue and the system has updated the audit log with the user name and date of restoration.

Process Imaged Invoices

The back-office and audit personnel may access the invoice images by clicking the **View Image** button within Invoice Processor. In addition, the Processor can configure Imaging to acknowledge receipt of an invoice and to change the invoice status automatically within Concur Invoice.

📖 For more information on setting the invoice received flag, refer to the *Concur Invoice: Image Handling – Invoice Imaging Setup Guide*.

Section 7: Viewing Invoice Details

Overview

The **Invoice** page enables a processor to view a single invoice in a summarized state and use the information to approve the invoice, send it back to the employee, and/or print the page. The administrator can also decide to view details of the summary using links in the submenu above the invoice.

Once the appropriate invoice has been located and displayed on the **Invoice** page, you can:

- View the summary of the invoice (on this page)
- Approve the invoice
- Send the invoice back to the employee
- View the invoice in detailed format (either header or details)
- View the approval flow of the invoice
- View the audit trail of the invoice
- View an invoice online (requires Imaging)
- Print the invoice in invoice or detail format
- Void the invoice

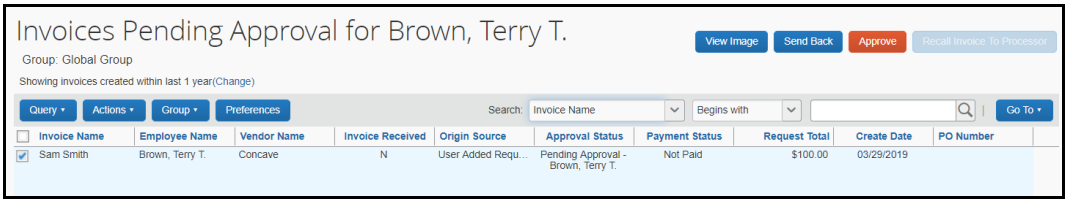
View Invoice Details

You can review an invoice in summary detail to determine if you want to approve the invoice or send the invoice back to an employee.

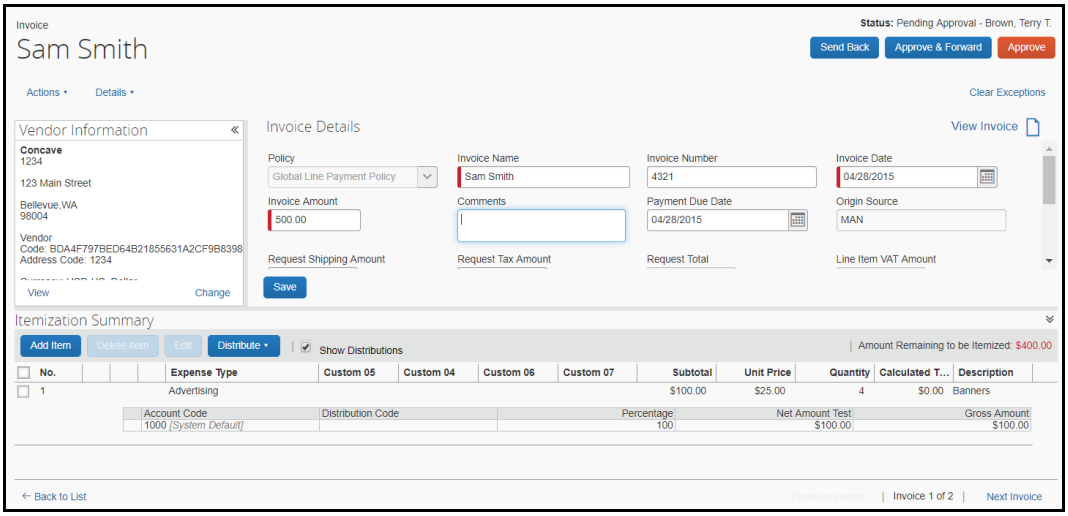
To view details of a specific invoice:

1. On the **Invoices Ready For Processing** page, perform a search to locate the invoice you wish to view.

2. In the **Invoice Name** column, double-click the name of the invoice that you want to view.



The **Invoice** page appears with details of the specific invoice.



3. Review the information on the page, and then perform any necessary tasks. You can find more information about these tasks in this chapter.

For information on viewing invoice header details, or details and allocation data for an invoice, refer to the *View an Invoice in Detail* section of this guide.

Approve Invoices

You can approve the invoice at this level for the full requested amount. When you do this, the **Invoices Ready For Processing** page reappears and the **Approved Amount** column updates to reflect the new information.

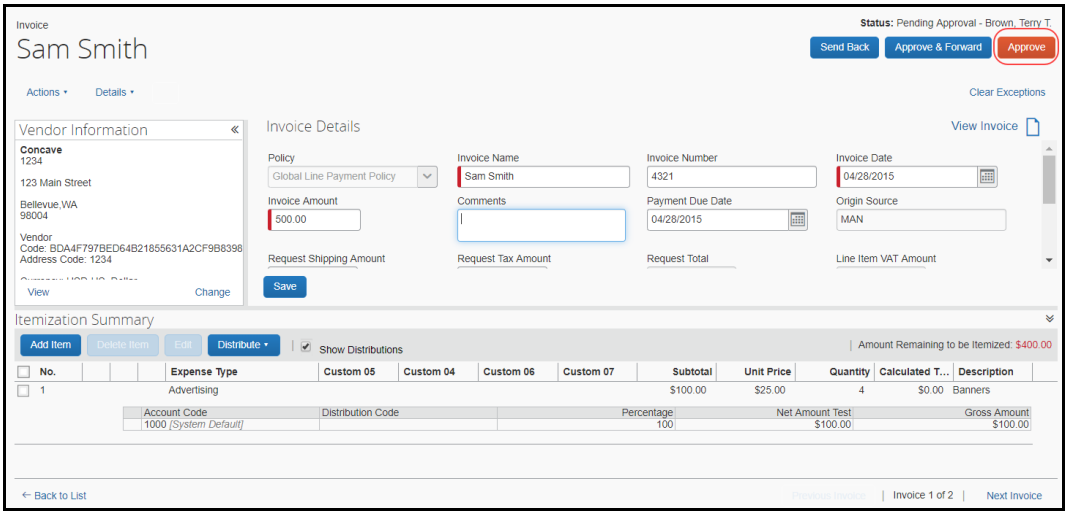
If you cannot click the **Approve** button, you are not included in the workflow. If this is incorrect, contact your Invoice Administrator.

NOTE: If you do not have the **Approved Amount** column set up to display, you will not see this information change on the **Invoices Ready For Processing** page.

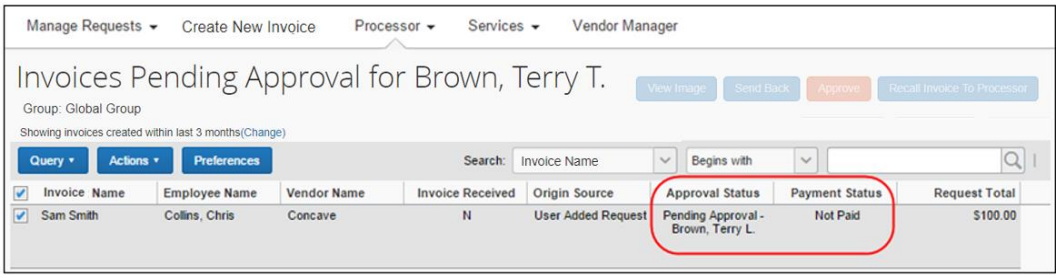
To approve an invoice entry for the full requested amount:

1. On the **Invoices Ready For Processing** page, select the invoice that is to be approved by double-clicking it.

2. On the **Invoice** page, click **Approve**.



The **Invoices Ready For Processing** page reappears with the new **Approval** and **Payment Status** information for the invoice.



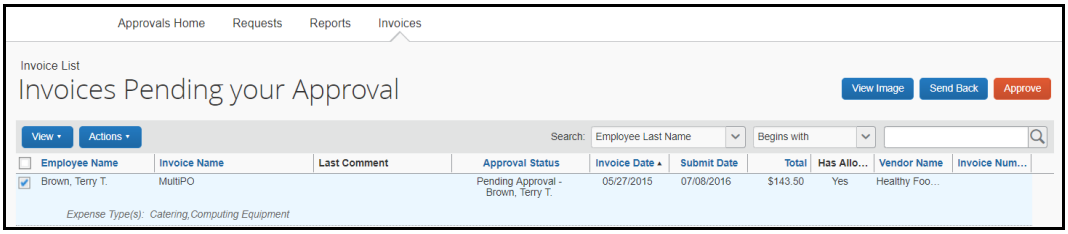
For information about adding the **Approved Amount** column to the **Invoices Ready For Processing** page, refer to the *Column Settings* section of this guide. For information about reviewing details of the invoice prior to approving or returning it to the employee, refer to the *Reviewing Specific Request Information* section of this guide.

Send Invoices Back to Employees

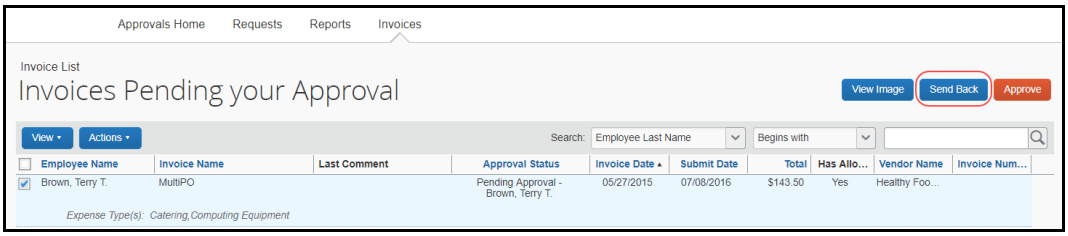
If an employ needs to modify the payment before it can be approved, the Invoice Processor can send the invoice back to the employee, allowing the employee to review any comments, then edit, and resubmit the invoice for approval.

To send an invoice back to an employee:

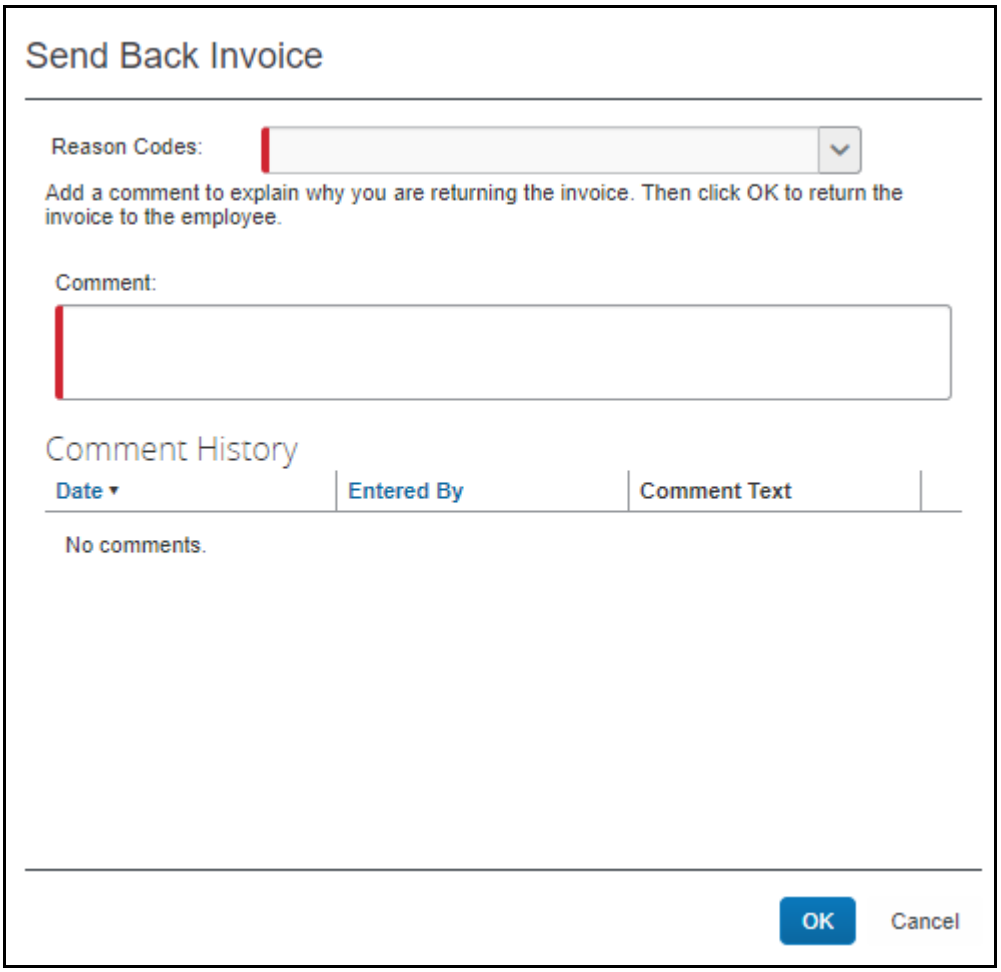
1. On the **Invoices Ready For Processing** page, select the invoice that is to be approved by selecting (enabling) the check box to the left of the invoice name.



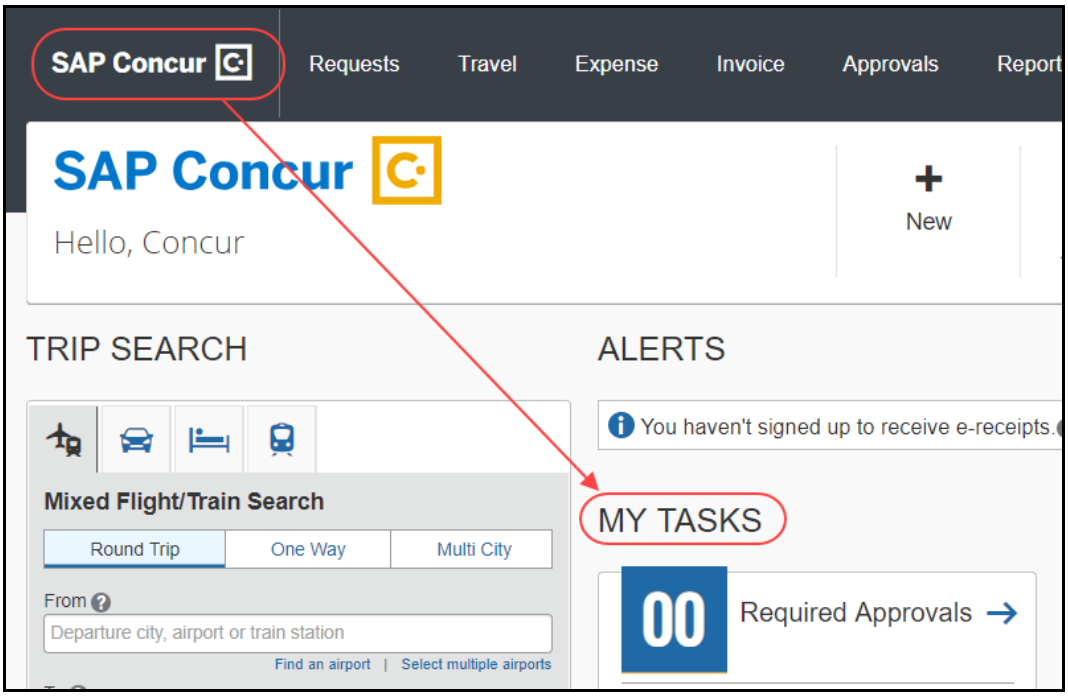
2. Click **Send Back**.



3. In the **Send Back Invoice** page that appears, use the **Comment** field to explain why you are returning the invoice to the employee.



4. Click **OK**. The system returns the invoice to the employee and the invoice will now appear on the start page in the **My Tasks** area.



Print Invoices

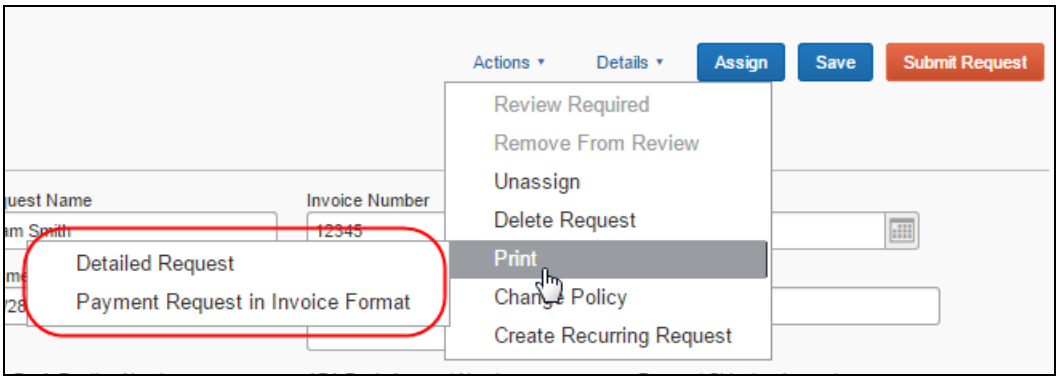
By default, two print format options are available when you print an invoice, the **Invoice** and **Detailed Invoice** formats. Use the print preview feature to determine which format your company requires.

For more information about Imaging, contact your Concur Invoice administrator.

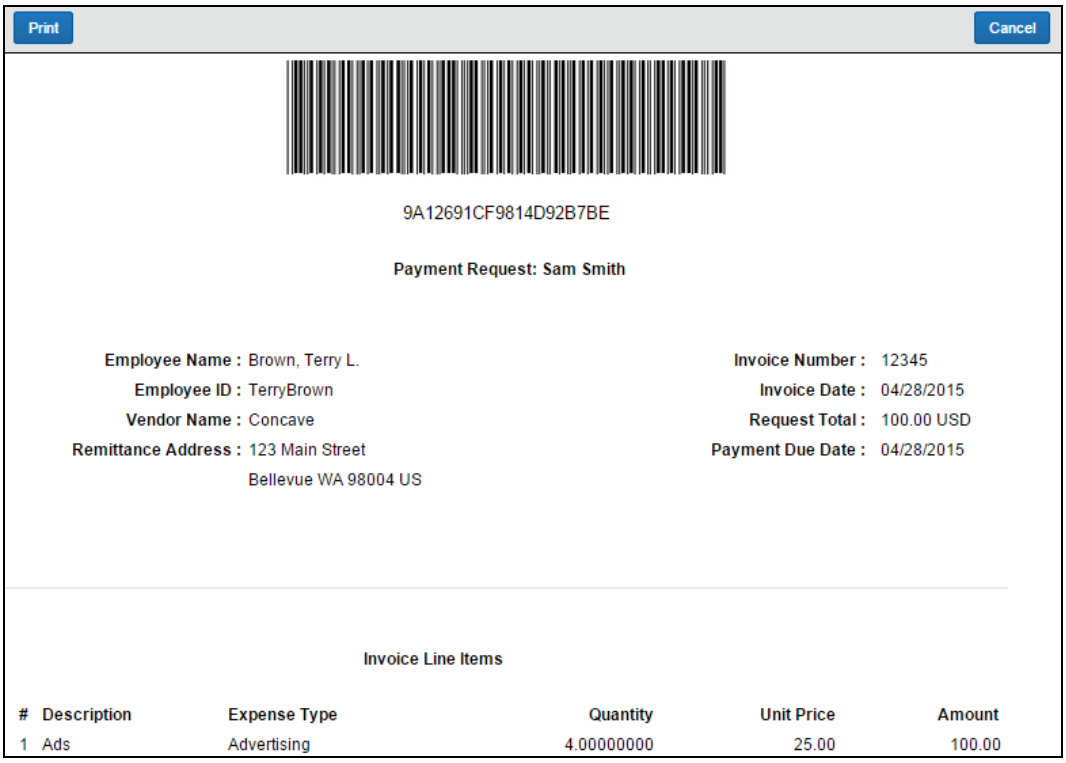
To preview and print the invoice:

1. On the **Invoices Ready For Processing** page, select the invoice you want to print by double-clicking it.

2. In the **Actions** menu, click **Print**, and then select either **Detailed Invoice** or **Invoice**.



The following image shows the **Detailed Invoice** print option.



Print Cancel

9A12691CF9814D92B7BE

Payment Request: Sam Smith

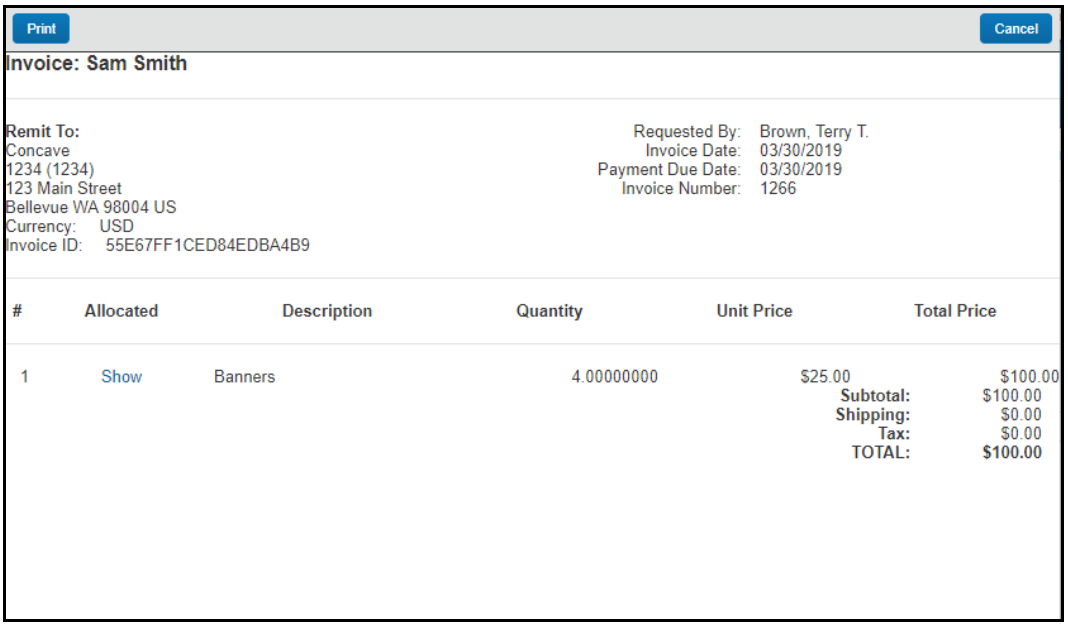
Employee Name : Brown, Terry L.
Employee ID : TerryBrown
Vendor Name : Concave
Remittance Address : 123 Main Street
Bellevue WA 98004 US

Invoice Number : 12345
Invoice Date : 04/28/2015
Request Total : 100.00 USD
Payment Due Date : 04/28/2015

Invoice Line Items

#	Description	Expense Type	Quantity	Unit Price	Amount
1	Ads	Advertising	4.00000000	25.00	100.00

The following figure shows the **Invoice** option.



Print Cancel

Invoice: Sam Smith

Remit To:
Concave
1234 (1234)
123 Main Street
Bellevue WA 98004 US
Currency: USD
Invoice ID: 55E67FF1CED84EDBA4B9

Requested By: Brown, Terry T.
Invoice Date: 03/30/2019
Payment Due Date: 03/30/2019
Invoice Number: 1266

#	Allocated	Description	Quantity	Unit Price	Total Price
1	Show	Banners	4.00000000	$25.00	$100.00

Subtotal: $100.00
Shipping: $0.00
Tax: $0.00
TOTAL: **$100.00**

3. Click **Print**.

For more information about Imaging, contact your Concur Invoice administrator.

Void Invoices

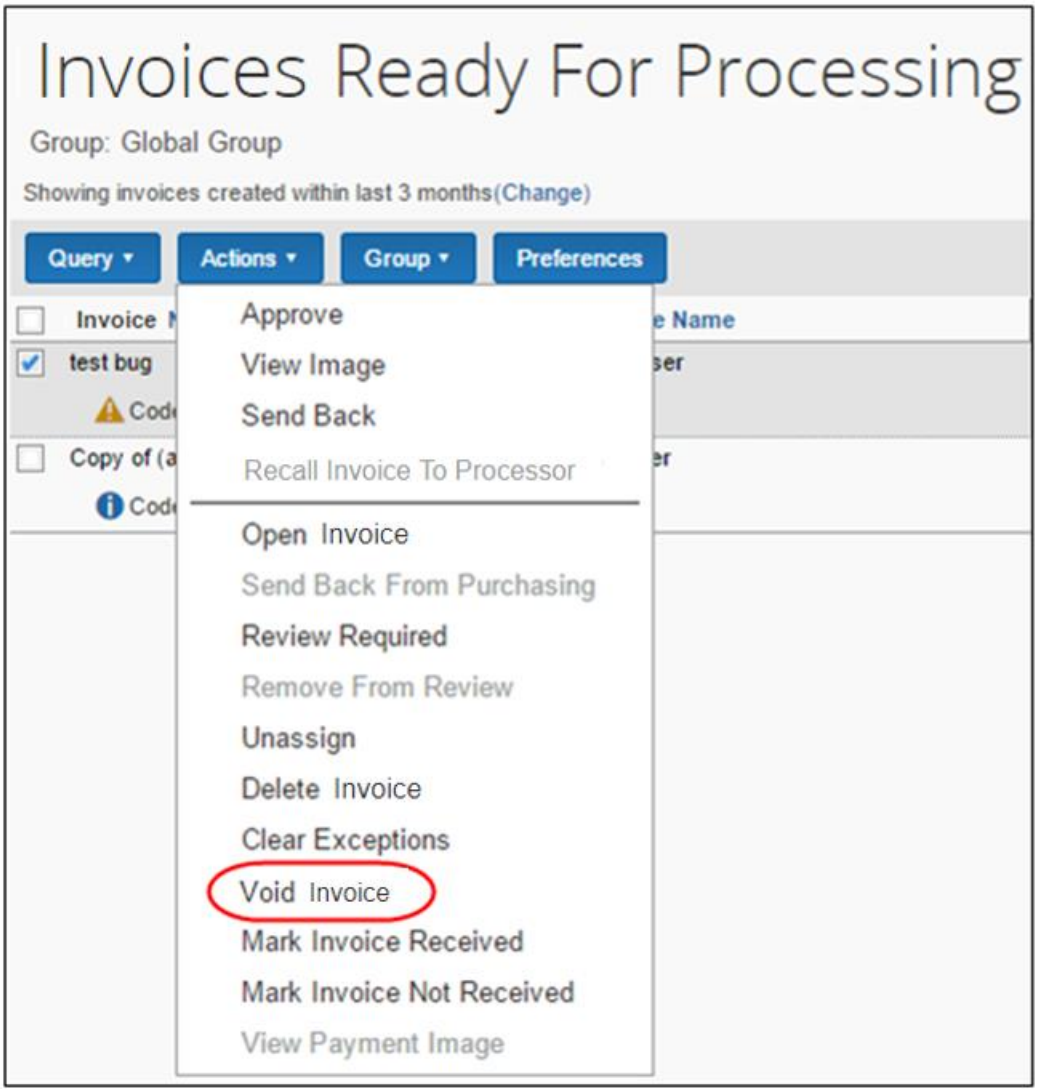
If the financial system will *not* pay an invoice, the user with the Invoice Processor Manager role may change the payment status of the invoice to *Voided*. This is useful where an invoice is rejected or cancelled in the client's financial system, and the client wishes to apply this status to the invoice within Concur Invoice as well. When an invoice is voided, a record of the invoice remains in the system, but the invoice is not included in any listing or extract of valid invoices. However, voided invoices can be included in search result lists by filtering the search where payment status is equal to *Voided*.

NOTE: To void an invoice, you must first ensure that the invoice has been extracted.

To void an invoice:

1. On the **Invoices Ready For Processing** page, select the invoice you want to apply the *Voided* status to.

2. In the **Actions** menu, click **Void Invoice**.



The invoice is now assigned a payment status of *voided* and you are returned to the **Invoices Ready For Processing** page.

Manage Receipts and Receipt Images

Invoice Processors who work with the Receiving feature can add, edit, and delete receipts and receipt images of the transmitted purchase order in the **Purchase Order** tab of the invoice.

For more information, refer to the Concur Receiving section of the *Concur Invoice: Purchase Order Matching User Guide*.

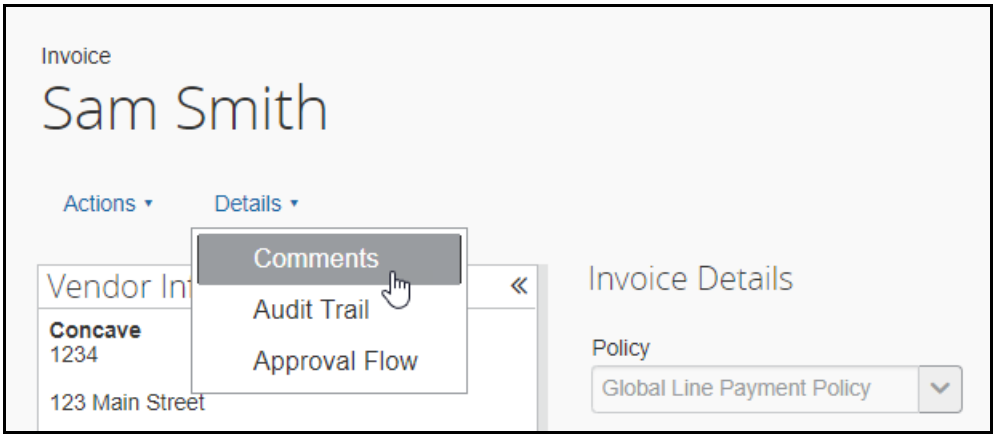
Section 8: Viewing and Adding Comments

The Invoice Processor can view comments related to an invoice, which the person who created the invoice added.

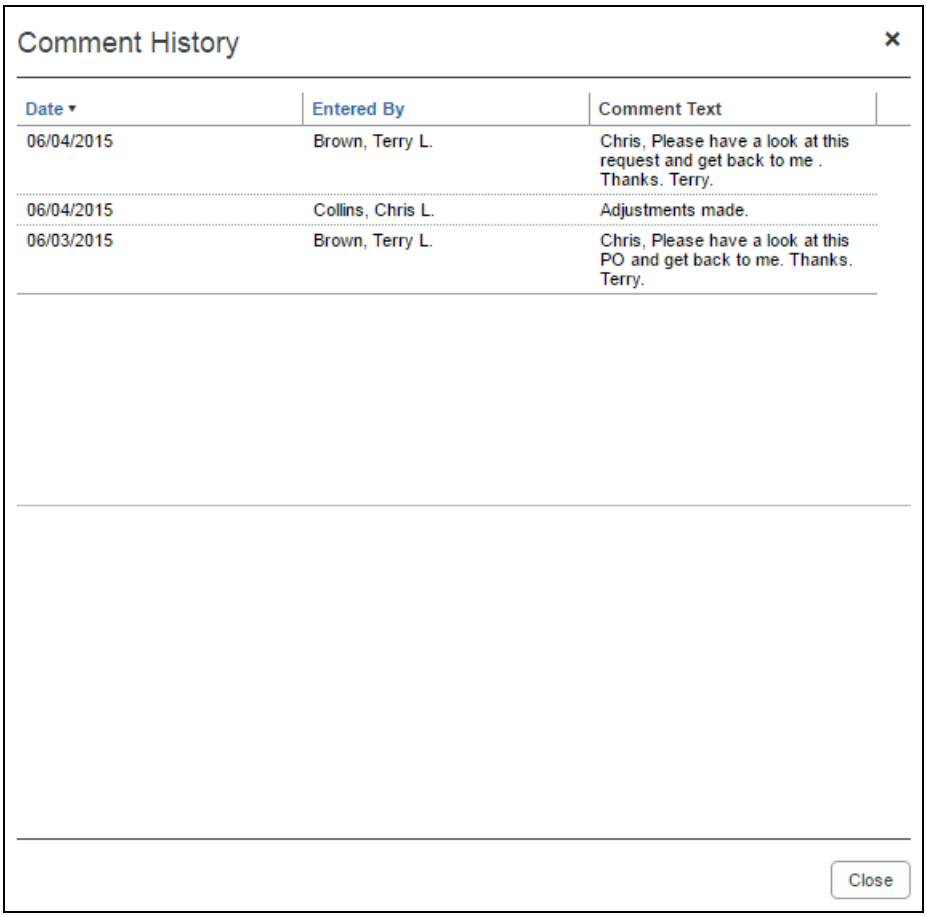
Processors may also add comments to an invoice that has been extracted or is in a paid state. Clients can run a Cognos report to show any comments added after an extraction has been performed.

To view comments of an invoice:

1. Open the desired invoice.
2. Click **Details** > **Comments**.



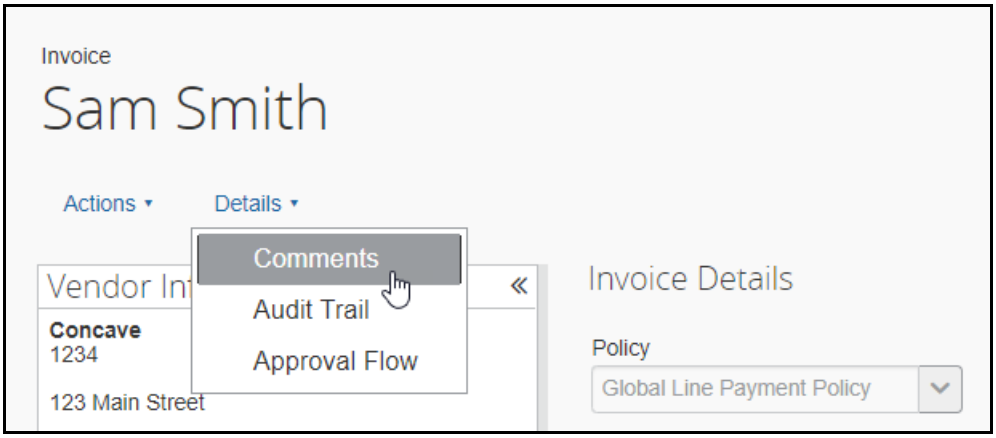
3. In the **Comment History** window, review the comments and then click **Close**.



To add comments to an invoice:

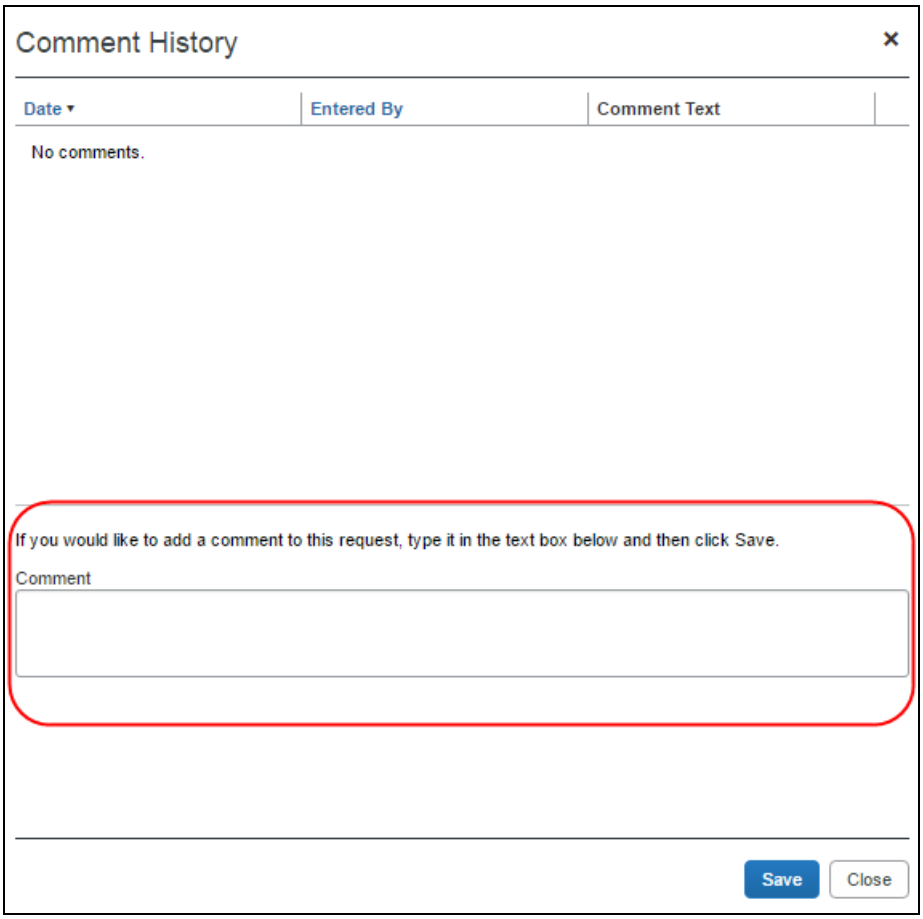
4. Open the desired invoice.

5. Click **Details** > **Comments**.



The **Comment History** window appears.

6. Enter your comment in the **Comments** field.



7. Click **Save**.

Section 9: Using the Approval Flow Page

Overview

All the users with the Invoice Processor roles can review the approval workflow for an invoice; however, only the Invoice Processor Manager and Invoice Processor can add additional approvers to the workflow process. If the Invoice Processor Manager or Invoice Processor adds approvers to the workflow, the invoice will go to those approvers based on the overall workflow of the invoice.

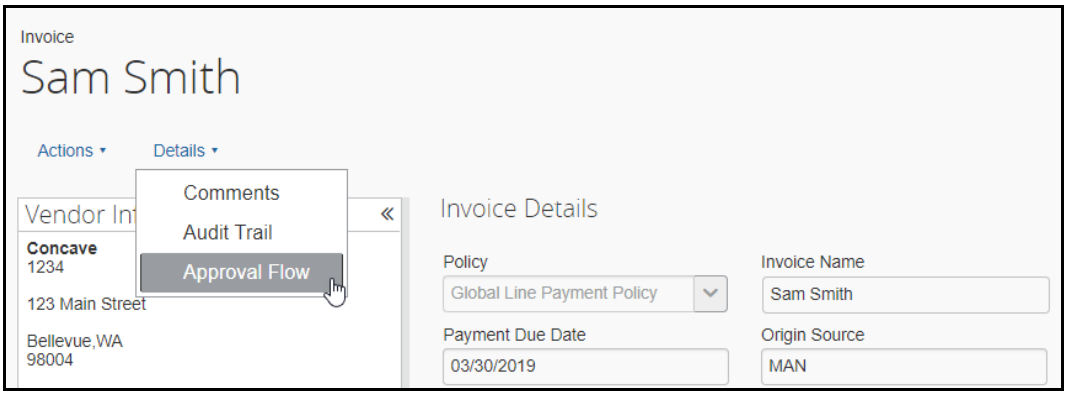
An approver might be added when an approver returns an invoice to an employee for resubmission and an additional manager needs to see the invoice, or, if an exception is in question the Invoice Processor might want another party to view the exception prior to clearing it from the invoice.

View the Approval Flow

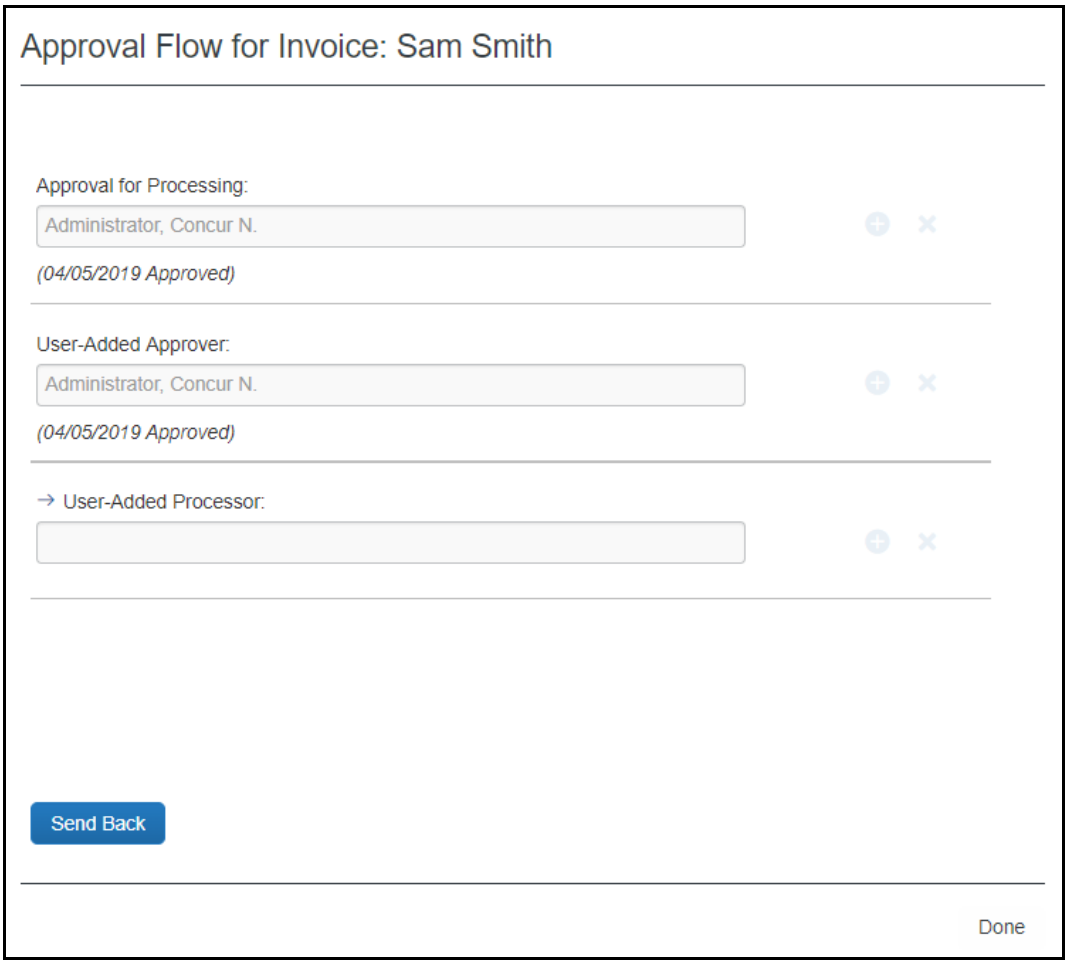
To view the approval flow:

1. On the **Invoices Ready For Processing** page, search for the invoice for which you want to view the approval flow and double-click the invoice.

2. In the **Details** menu, click **Approval Flow**.



3. On the **Approval Flow for Invoice** page that appears, review the workflow approval information.



4. Click **Cancel**.

Add Approval Steps

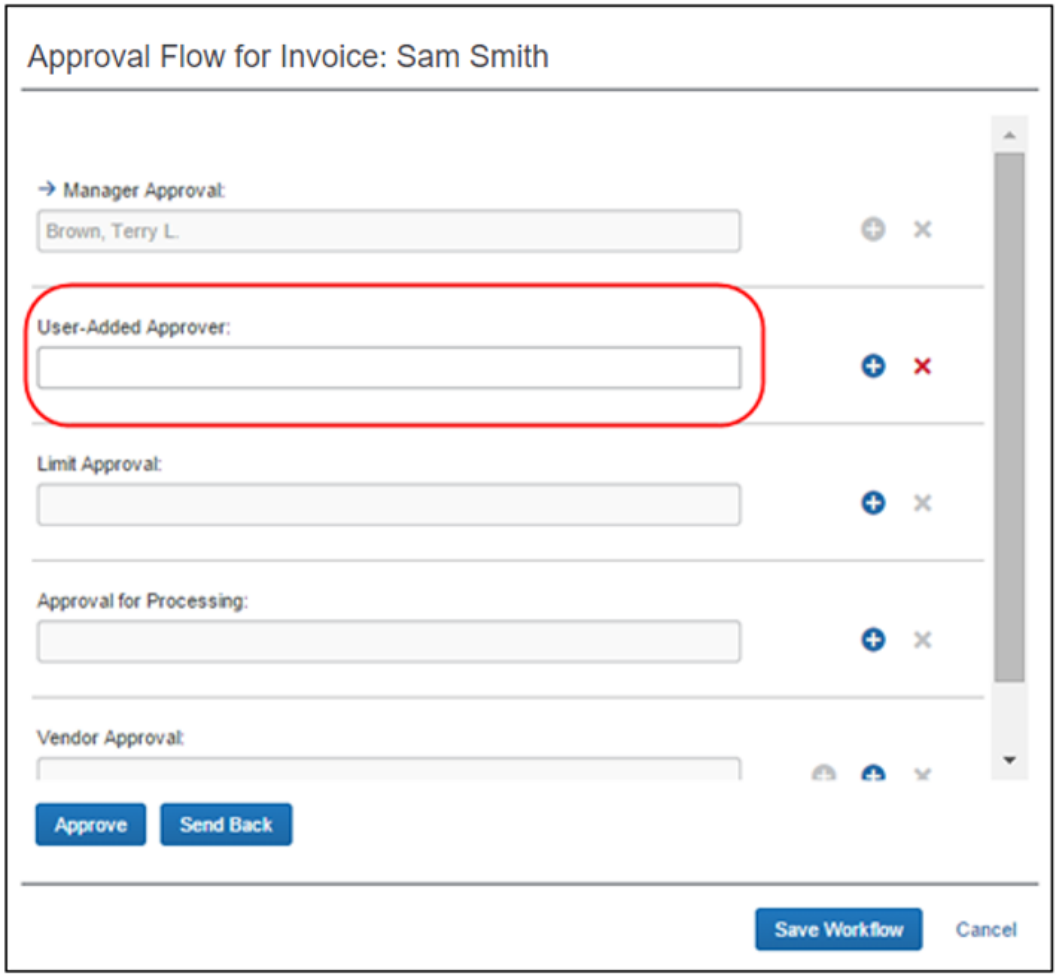
Invoice Processors may view and add approvers to the workflow process. If approvers are added to the workflow, the invoice will go to those approvers based on the overall workflow of the invoice.

An approver might be added when an approver returns an invoice to an employee for resubmission and an additional manager needs to see the invoice. Alternatively, if an exception is in question, the Invoice Processor might want another party to view the exception prior to clearing it from the invoice.

To add an approval step:

1. Referring to the steps in the procedure *To view the approval flow* above, open the invoice within the **Approval Flow for Invoice** page.

2. Click the button to add an approval step on the row above, and then, in the field that appears, enter the name of the employee that you will add to the approval flow.



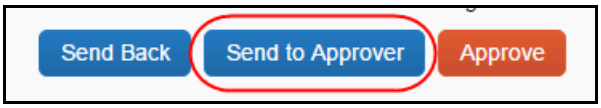
3. Choose one of two options:
   - Click **Save Workflow**. The **Requests Pending Processor View** page appears.
   - Click **Send Back**. The **Send Back Invoice** page appears where you can add a comment. Click **OK** in this page to return the invoice back to the employee. The system now routes the invoice through the workflow with the additional approval step.

Send an Invoice to an Additional Approver

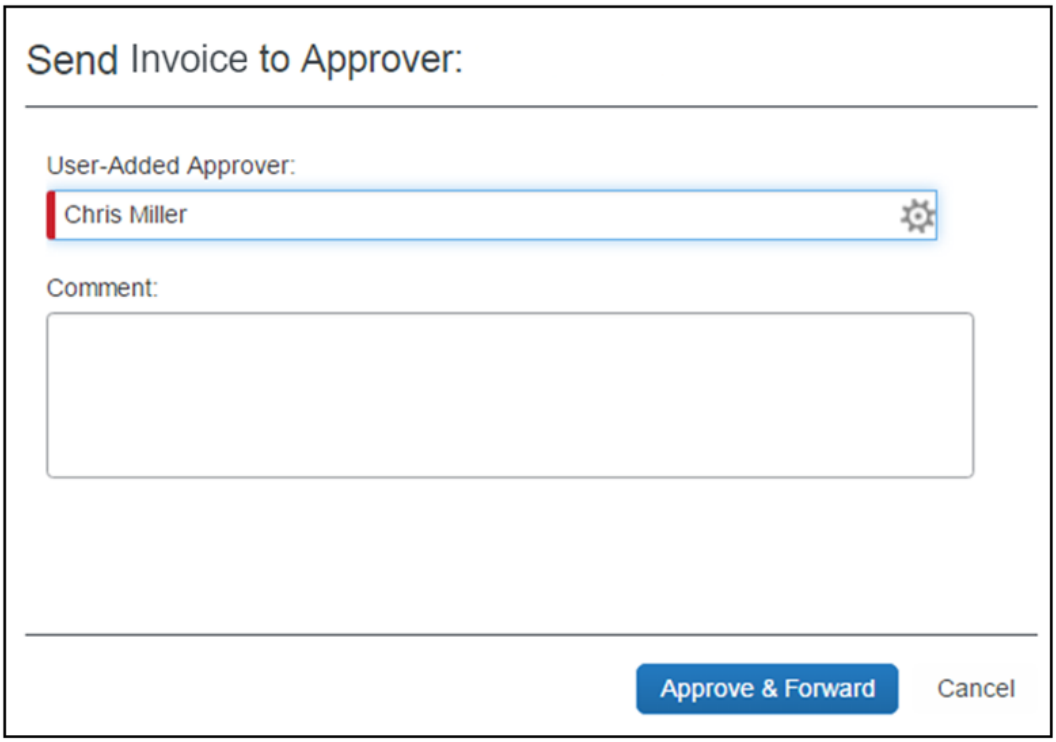
The processor can send an invoice, which is pending the processor, to an additional approver and then have the invoice sent back to the processor review step.

To send an invoice to an additional approver:

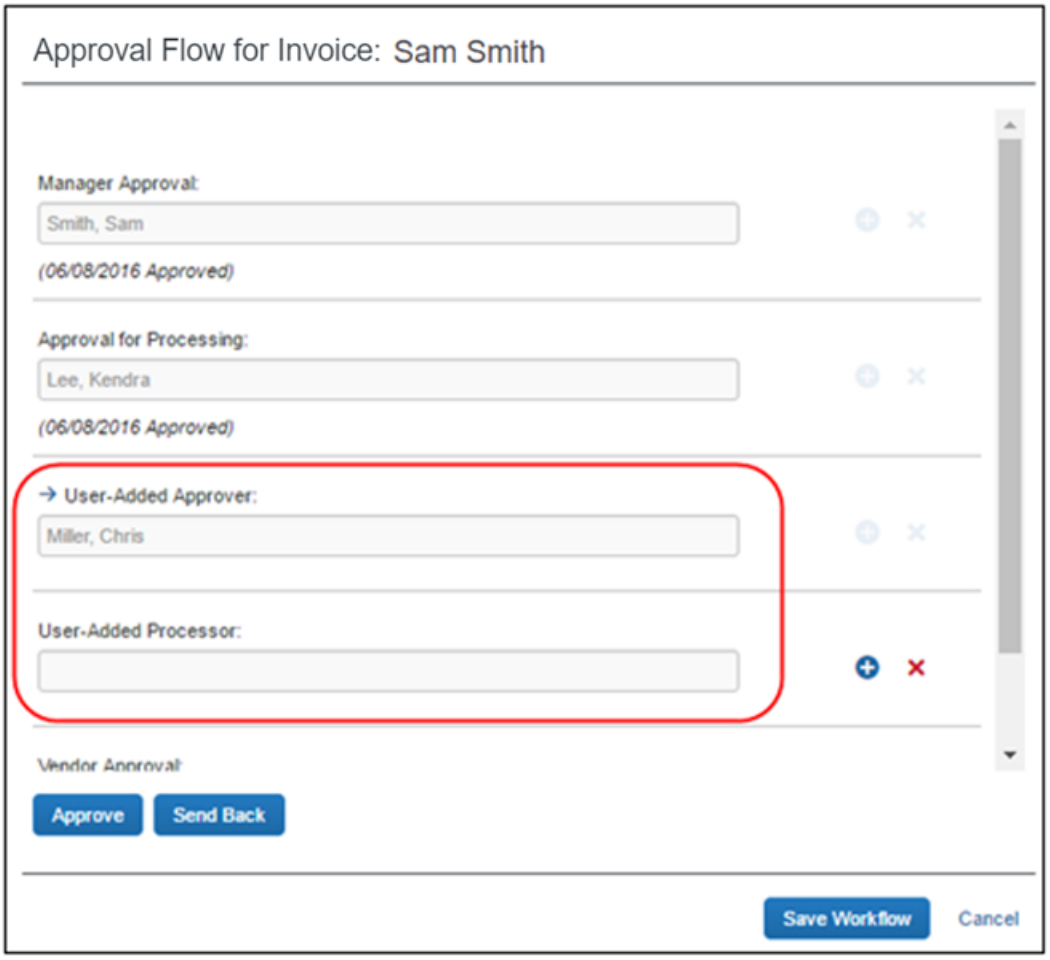
1. With the invoice in summary view, click the **Send to Approver** button.



The **Send Invoice to Approver** window appears.



2. Add an approver in the **User-Added Approver** step, and then click **Approve & Forward**. You can now go to the **Approval Flow** window (**Details** > **Approval Flow**) and see the two workflow steps that have been added, one for an approver and one for a processor.



Section 10: Using the Audit Trail Page

It is possible to review the audit trail history for the invoice. This page is read-only and for viewing purposes only. Table 3 describes the actions that will generate a row within the **Request Level** audit trail type, while Table 4 describes the actions that will generate a row within the **Line Item Level** audit trail type.

Table 3: *Actions that generate an invoice level row*

Action	Description
Request Submission	Whenever an invoice is submitted, a row is generated.
Approval or Payment Status Change	Whenever the system or any user changes the approval or payment status of an invoice, a row is generated.

Action	Description
Comment Editing Status Change	Whenever a comment is no longer editable on the invoice, a row is generated.
Exception Generation	Whenever an invoice is submitted that contains exceptions, a single row is added to the audit trail with each invoice level exception that exists, including flag, code, and level.
Request Level Field Edits after Submit	Whenever a field on an invoice is changed after it has been submitted, a row is generated.
Clearing Exceptions	Whenever exceptions are cleared, a row is generated.
Invoices Received	Whenever invoices are marked as received, a row is generated.
Deletion while in Resubmit	If an entry is deleted while an invoice is in Resubmit status, a row is generated.

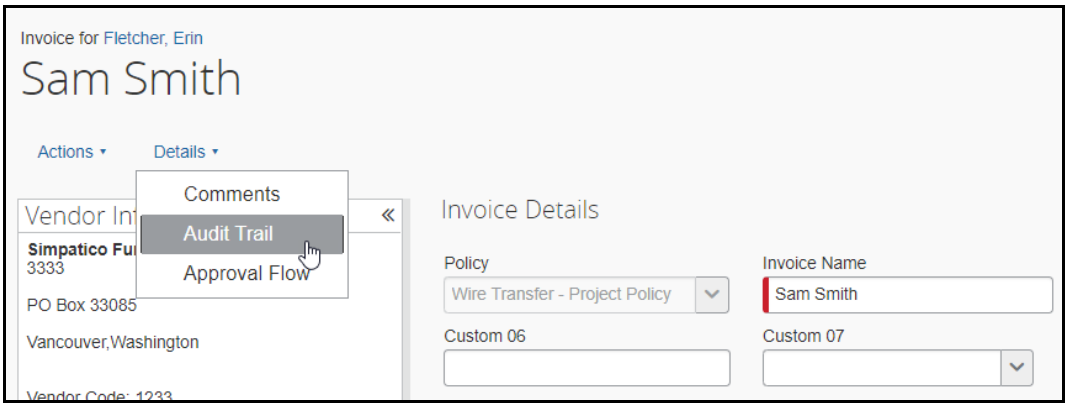
Table 4: *Actions that generate a line item level row*

Action	Description
Comment Editing Status Change	Whenever a comment is no longer editable on an entry, a row is generated.
Exception Generation	Whenever an invoice is submitted that contains exceptions, a single row is added to the audit trail with each entry-level exception that exists, including flag, code, and level.
Entry Level Field Edits after Submit	Whenever a field on an entry is changed after it has been submitted, a row is generated.

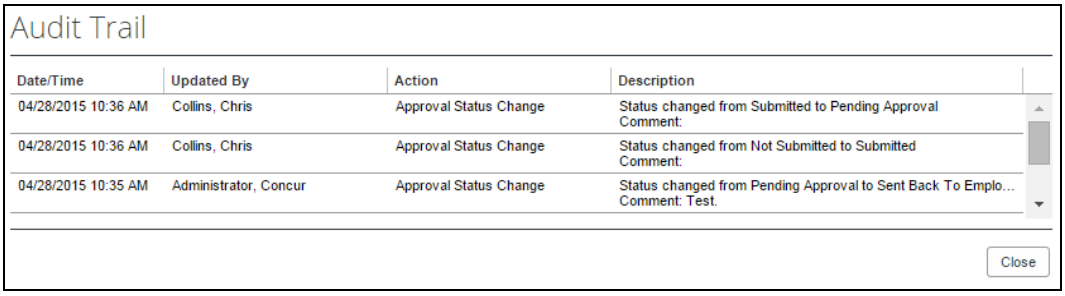
To view the audit trail page:

1. On the **Invoices Ready for Processing** page, select the invoice for which you want to view the audit trail by double-clicking it.

2. In the **Details** menu, click **Audit Trail.**



The **Audit Trail** window appears.



3. Review the audit information, and then click **Close**.

Section 11: Reassigning an Invoice

Overview

The Invoice Processor and the Invoice Processor Manager can reassign invoices. In instances in which an invoice owner is unknown and the invoice has been assigned to a "default" employee or an invoice has been created manually, the invoice must sometimes be reassigned from one Invoice User to another.

You can reassign an invoice only to an employee who has access to the same Policy as the one in which the invoice was created.

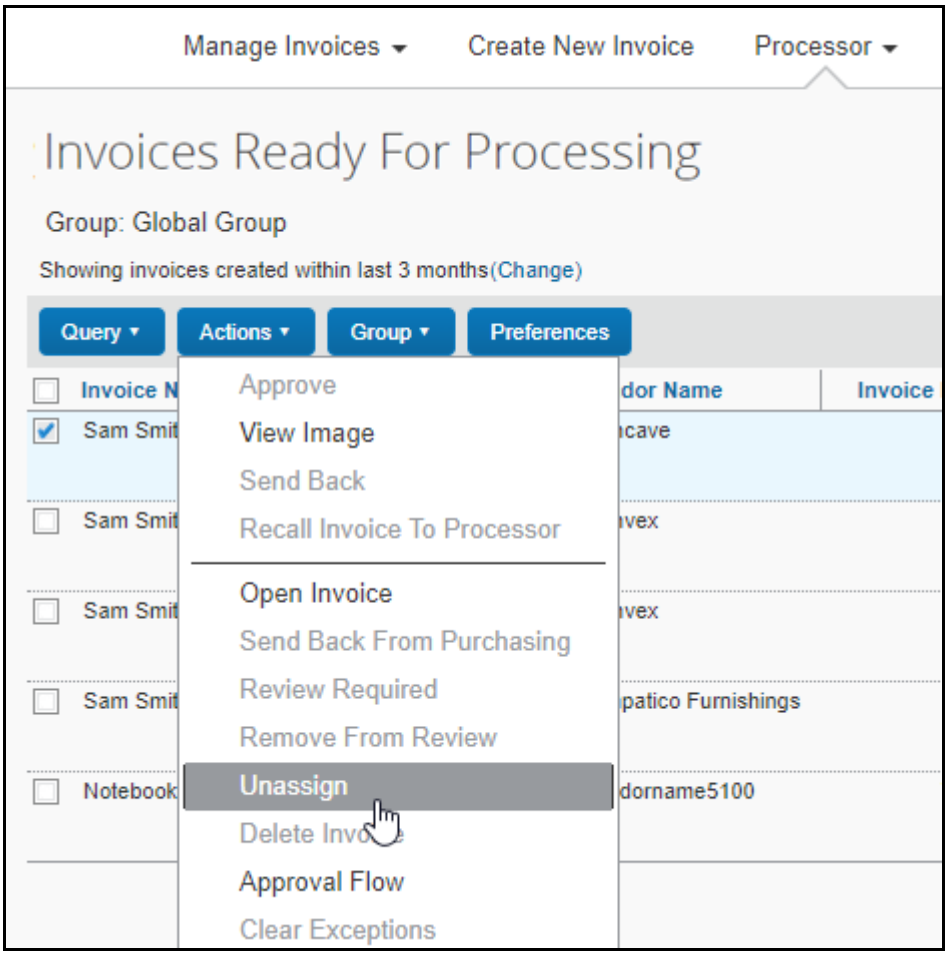
On the **Requests Pending Assignment** page, you can view the complete invoice data, although you cannot edit the data.

Unassign and Reassign Invoices

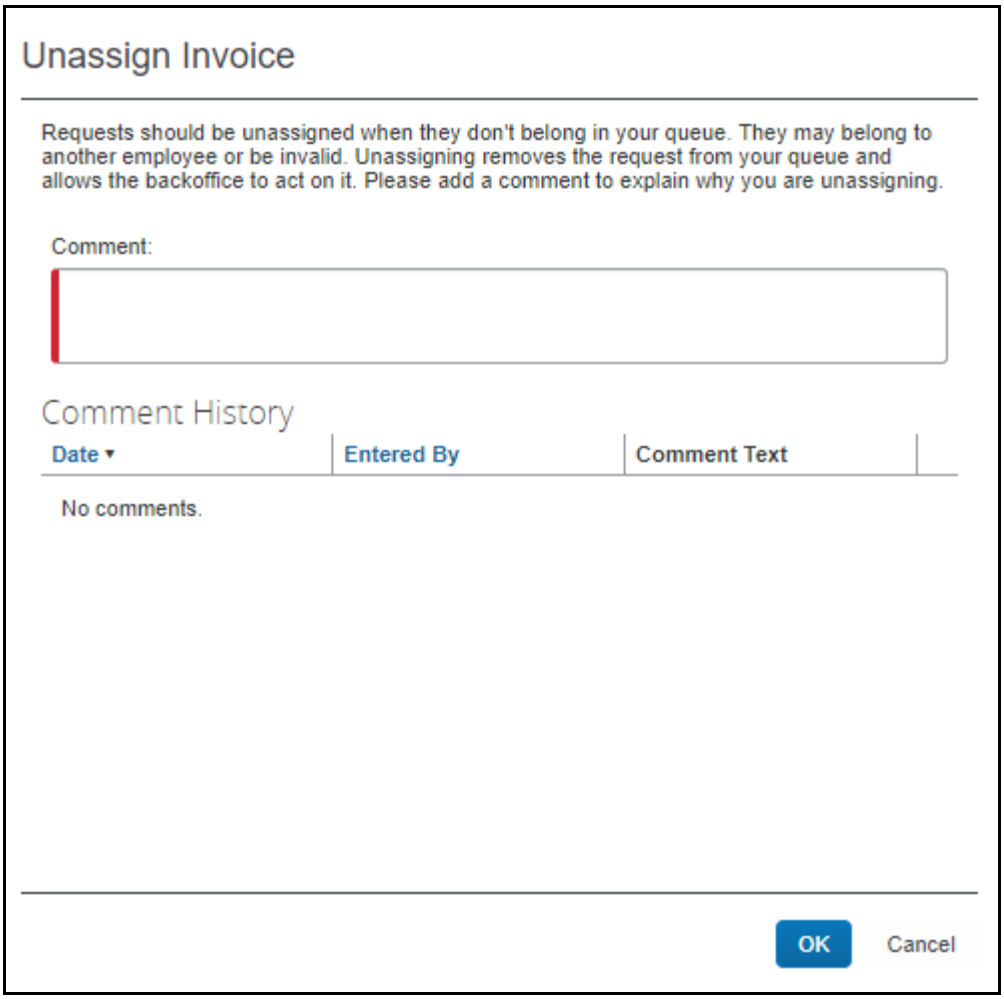
The Invoice Processor may elect to unassign, and then reassign, an invoice.

To unassign an invoice:

1. On the **Invoices Ready For Processing** page, click **Actions** > **Unassign**.



2. In the **Unassign Invoice** page, enter a comment and then click **OK**.

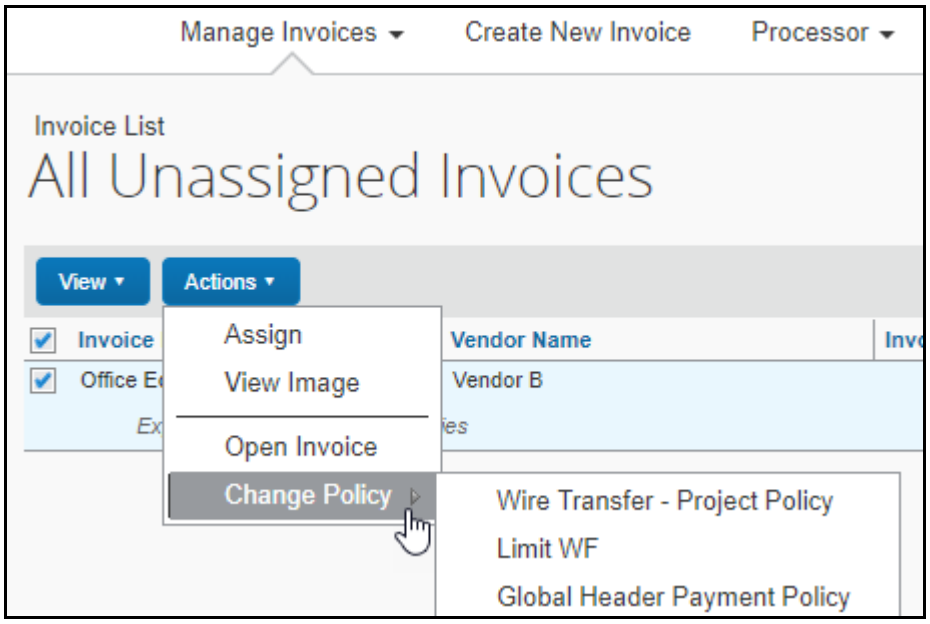


The invoice is now listed on the **Assign Invoice** page for the AP User role to assign as required.

Section 12: Changing the Policy of an Invoice

A different payment policy may be assigned, and the default policy unassigned, for an invoice, either imported or manually created. This applies only to invoices without an invoice owner (status is *Unassigned*) and is primarily designed for sites employing an Accounts Payable (AP) model implementing the Invoice AP User, Invoice Processor, and Invoice Manager back-office roles. This feature is useful where a site employs multiple invoice policies and wishes to reassign the invoice policy due to inactivation of a policy, the introduction of a new policy, or simply to rectify an assignment error prior to assigning the invoice a front-office invoice owner.

The user with the AP User role has access to the **Actions** > **Change Policy** command and may use this to change the policy for the selected invoices of the same type (Payment, Purchase).



To change the invoice policy, refer to the *Concur Invoice: Invoice AP User Guide*.

Section 13: Creating and Managing Queries

Overview

The **Invoice Manager** page provides useful links to queries to help invoice processors in their daily tasks. However, if an invoice processor wants to create more advanced queries, they can do so by using the Query Builder. The Query Builder enables invoice processors to create new search queries and manage existing ones. The queries are *if/then* conditional statements. Therefore, if the defined conditions are met, the invoice is displayed to the Invoice Processor when the query is run.

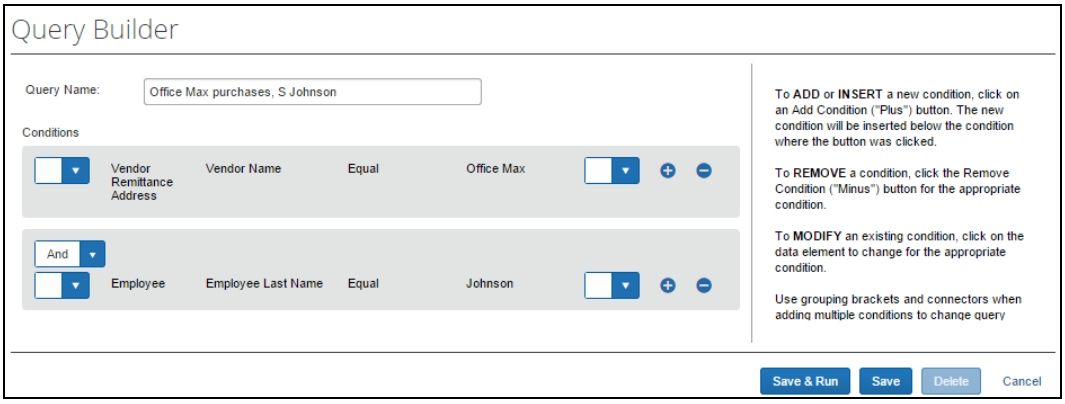
NOTE: Queries you create by using Query Builder are your own and no one else can view, edit, delete, or use your queries. This means that, excepting default queries, you cannot share newly created queries as global queries.

Understand Conditional Expressions

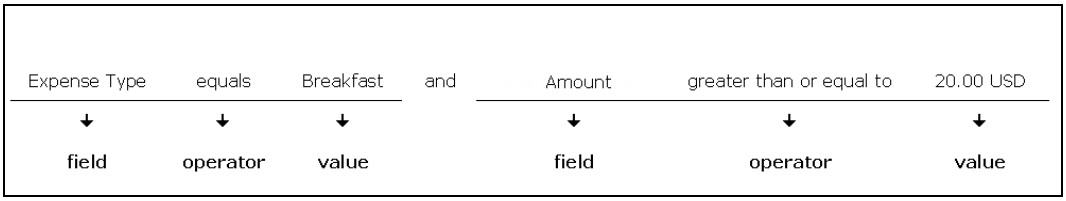
When creating or editing conditional expressions, the Invoice Processor should consider the following.

- There is no limit to the number of conditions that comprise a total expression. The conditional expression for "Office Max purchases, SJohnson" is:

  (Vendor equals Office Max) and (Employee Last Name equals Johnson)



- Most conditions are comprised of a **Field** then an **Operator** then a **Value**. For example:



  - A **Field** consists of a data object, which is essentially a database table, and a field, which is essentially a database column, located within the data object. The field that is selected defines the data type of the condition (number, text, date, etc.).

    NOTE: If a second condition is created, the field's data type must match that of the first field.

  - An **Operator** is one of several pre-defined comparison operators (equals, not equals, is greater than, etc.). The list of operators will change depending on the type of data being compared.
  - A **Value** is a constant, and like the field, can be of any data type; however, the data type of the value must match the data type of the field.

- When a conditional expression is composed of multiple conditions, each condition is separated by either *And* or *Or*.
- Parentheses are optional and are used to define order of operation for the *And/Or* operators. If the parentheses are omitted, *And/Or* operations are carried out left to right. There is no precedence of *And* over *Or*, the evaluation of the expression is simply left to right.

- If a conditional expression contains parentheses, the count of left parentheses must match the count of right parentheses. There can be up to three parentheses for both left and right sides.

  Example of correct placement of parentheses and total left/right count:

  (Condition 1) and (Condition 2)

  Examples of incorrect parentheses even though the total left/right count matches:

  Condition1) And (Condition2
  Condition1) And (Condition2) Or (Condition3
  (Condition1)) And (Condition2

  Simple Condition Example

  A condition is a simple Boolean comparison, like:

  Invoice Is Greater Than 1000

  The condition looks at the invoice total. If the invoice total is greater than 1000, then the system flags the invoice with an exception that appears to the Invoice Processor. If the invoice does not exceed the conditions, the system does not display an exception.

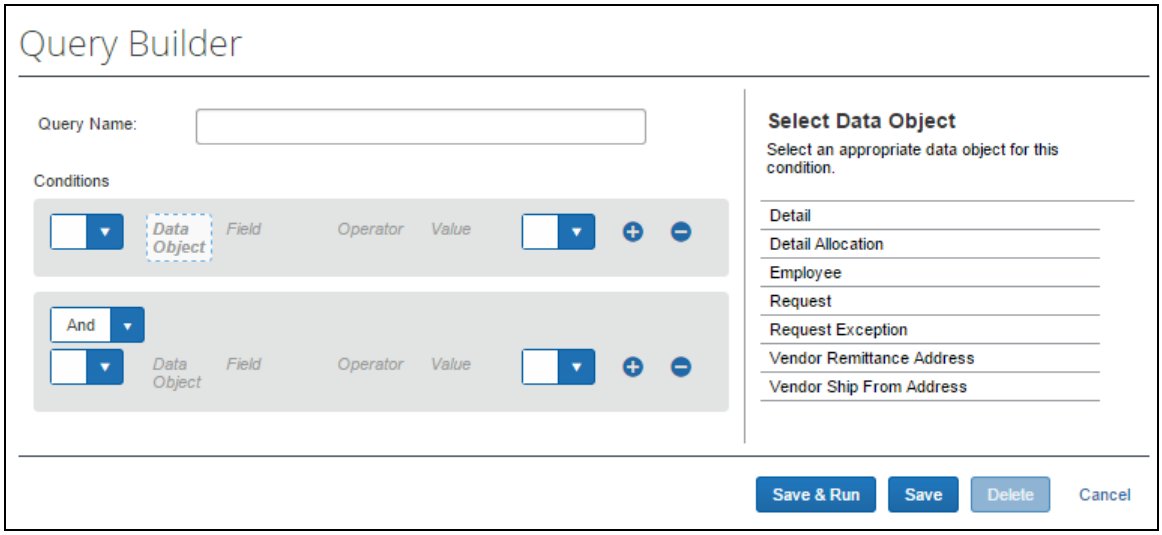
  Complex Condition Example

  The conditional expression can be a single condition as in the above example, or it can be a complex expression involving multiple conditions connected by *And/Or* operators and parentheses, such as the following example that contains four conditions:

  Request Date Is Greater Than 9/30/02 and (Employee Group Equals GermanGroup or Employee Group Equals FrenchGroup) and Request Total Is Greater Than AmountRemaining for EuropeBudget.

The Query Builder and the Condition Editor

The **Query Builder** window in Invoice Processor is very similar to the **Condition** page within several of the other features in the Invoice Configuration administrator. The following is a sample of the **Query Builder** window, including the Condition Editor.



Each condition appears on two lines within the **Query Builder** window. Table 5 provides a description of the **Query Builder** window.

Table 5: *Description of the* ***Query Builder*** *window and the condition editor*

Field	Description
Left Parenthesis	Select zero to three parentheses, depending on the complexity of the condition.
Data Object	Select one of the following: • **Detail:** To create a detail-based condition • **Detail Allocation:** To create a line item-based condition • **Employee:** To create an employee-based condition • **Request:** To create an invoice entry-based condition • **Request Exception:** To create an exception-based condition • **Vendor Remittance:** To create a vendor remittance-based condition • **Vendor Ship From:** To create a vendor ship-based condition
Field	Select an item from the helper pane that appears. The information that appears within this pane is based upon the selection within the **Data Object** list. **NOTE:** For specific field choices, refer to Table 2 for more information.
Operator	Select an item from the helper pane that appears. The information that appears within this pane is based upon previous choices.

Field	Description
Value	Select an item from the helper pane that appears. The information that appears within this pane is based upon the selection within the **Data Object** list. **NOTE:** For specific value choices, refer to Table 2 for more information.
Data Object	This field will always display as **Value** and you cannot change this.
Field	Select an item from the helper pane that appears. The information that appears within this pane is based upon the selection within the **Data Object** list. **NOTE:** For specific field choices, refer to Table 6 for more information.
Value	Select an item from the helper pane that appears. The information that appears within this pane is based upon the selection within the **Data Object** list. **NOTE:** For specific value choices, refer to Table 6 for more information.
Right Parenthesis	Select zero to three parentheses, depending on the complexity of the condition.
And/Or	Select either option to join the current condition to the next condition. **Note**: Appears only where two or more conditions are referenced.

Table 6 shows the options that appear for the **Field/Value** field, based on the selection made in the **Data Object** list.

Table 6: *Data objects and associated choices*

Selection From the Data Object List	Choices Displayed for Field/Value
Detail	• Allocation State • Amount without VAT • Approved Amount • Custom 01-20 • Delivery Slip Number • Description • Expense Type • Has Attendees • Has Exceptions • Is Purchase Order line Associated • Is Receipt Associated • Item Code • Purchase Order Number • Quantity • Request Line Item Key • Supplier Part ID • Tax • Tax Rate • Total • Unit Price • Unit of Measure • VAT Amount 1 • VAT Amount 2 • VAT Amount 3 • VAT Amount 4 • VAT Rate 1 • VAT Rate 2 • VAT Rate 3 • VAT Rate 4 • VAT Tax Code 1 • VAT Tax Code 2 • VAT Tax Code 3 • VAT Tax Code 4

Selection From the Data Object List	Choices Displayed for Field/Value
Detail Allocation	• Account Code • Allocation Key • Custom 01-20 • Percentage • Request Line Item Key
Employee	• Active • Country • Custom 01-10 • Custom 12-CES Reserved • Custom 13-CES Reserved • Custom 14-Phone Number • Custom 15-CVAS User • Custom 16-Audit Group • Custom 17-Vendor ID • Custom 18-Deduction Code • Custom 19-Payroll ID • Custom 20-Payroll Company Code • Custom 21 • Department • Division • Email Address • Employee First Name • Employee ID • Employee Last Name • Is a Test User? • Ledger • Locale • Logon ID • Middle Initial • Number of Requests Pending for Employee • Org Unit 4-6 • Password Changed Date • Reimbursement Currency • State/Province • Sum of Totals for Requests Pending for Employee • Team

Selection From the Data Object List	Choices Displayed for Field/Value
Request	• Accounting Extract Date • Action Due Date • Amount Remaining • Amount without VAT • Approval Status • Approved Amount • Approved by Delegate • Buyer Cost Center • Buyer ID • Calculated Tax Amount • Certificate Number • Check Number • Company Billing Address Code • Company Ship To Address Code • Country • Create Date • Created By • Currency • Custom 01-24 • Delivery Slip Number • Description • Discount Percentage • Discount Terms • Detail Mode • Exception Level Maximum • Exceptions Level Total • First Approval Date • First Submit Date • Group • Has CFDi Attachment • Has Cleared Exceptions • Has Comments • Has Exceptions • Has Processor Tracked Change • Has Unapproved Vendor Address • Invoice Amount • Invoice Container ID • Invoice Date • Invoice Image Available • Invoice Received

Selection From the Data Object List	Choices Displayed for Field/Value
	• Invoice Received Date • Is Assigned • Is Duplicate • Is Emergency Check Run • Is Exception Approved • Is Fully Allocated? • Is Limit Approved • Is Multiple PO • Last Assigned Date • Latest Submit Date • Ledger • Line Item VAT Amount • Net Payment Terms • Notes to Approvers • Notes to Vendor • Number of Line Items • Org Unit 1-6 • Origin Source • PO Match Status • PO Number • Paid Date • Pay Method Type • Payment Amount • Payment Due Date • Payment Status • Payment Status Date • Pending Processor Since • Policy Name • Posting Date • Process Complete Date • Provincial Tax Identification Number • Receipt Confirmation Type • Request ID • Request Key • Request Name • Request Total • Shipping • Source • Submit Date • Submitted By Delegate

Selection From the Data Object List	Choices Displayed for Field/Value
	• System Received Date • Tax • Tax Rate • Transaction ID • VAT Amount 1 • VAT Amount 2 • VAT Amount 3 • VAT Amount 4 • VAT Rate 1 • VAT Rate 2 • VAT Rate 3 • VAT Rate 4 • VAT Tax Code 1 • VAT Tax Code 2 • VAT Tax Code 3 • VAT Tax Code 4 • Vendor Invoice Number • Vendor Tax Identification Number • Workflow Was Modified?
Request Exception	• Exception Code • Exception Level

Selection From the Data Object List	Choices Displayed for Field/Value
Vendor Remittance	• Account Number • Address 1-3 • Address Accounting Code • City • Contact First Name • Contact Last Name • Country • Currency • Custom 01-20 • Discount Percentage • Discount Terms • Image Available • Image Received • Import Date • Is Approved • PO Contact Email • PO Contact First Name • PO Contact Last Name • PO Contact Phone Number • Postal Code • Preferred Vendor • Provincial Tax Identification Number • Shipping Method • Shipping Terms • State or Province • Tax ID • Tax Type • Telephone Number • Vendor Code • Vendor Name

Selection From the Data Object List	Choices Displayed for Field/Value
Vendor Ship From	• Address Accounting Code • City • Contact First Name • Contact Last Name • Country • Custom 01-15 • Image Available • Image Received • Import Date • Is Approved • Net Payment Terms • Postal Code • Provincial Tax Identification Number • Preferred Vendor • State or Province • Tax Type • Telephone Number

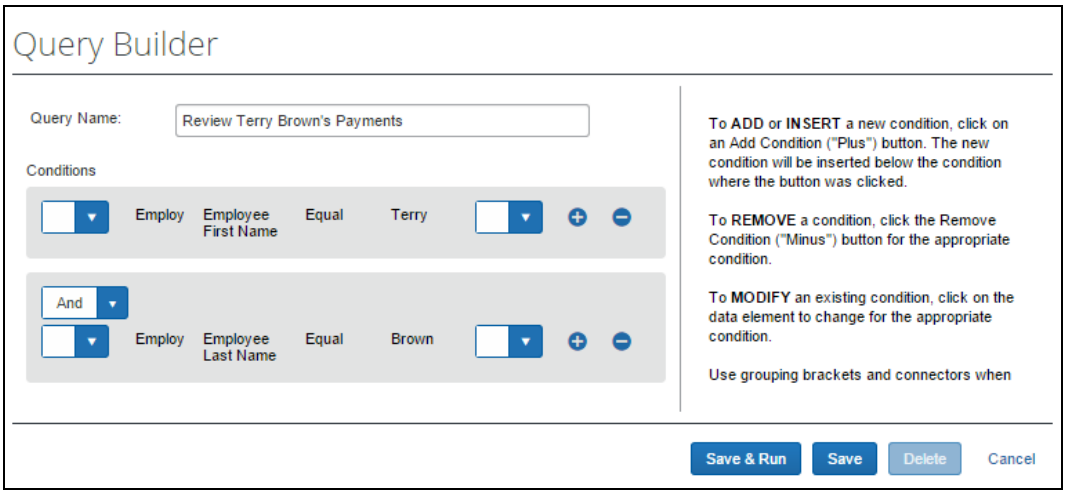
Determine How to Create a Query

When creating or editing a query, the Invoice Processor defines the conditional expression(s)—the *if* section of the query. The expression can contain one or more conditions separated by *And* or *Or*. For example:

- Assume the Invoice Processor wants to locate all payments submitted by one employee. The condition for the employee-related query of "Review all of Terry Brown's payments" is:

  (Employee First Name equals Terry) and (Employee Last Name equals Brown)

  The **Query Builder** window displays as:



  In each case, *And* is used between the two conditions, so both of the conditions must be met in order to locate the invoice.

  For more information about conditional expressions and the feature used for creating and editing conditional expressions, refer to the *Understanding Conditional Expressions* section in this chapter.

Access the Query Builder

You can use the **Query Builder** of Invoice Processor to create new search queries and manage existing queries.

NOTE: The queries created within this area are specific to each Invoice Processor; they are not global. Therefore, each Invoice Processor will create and manage their own queries.

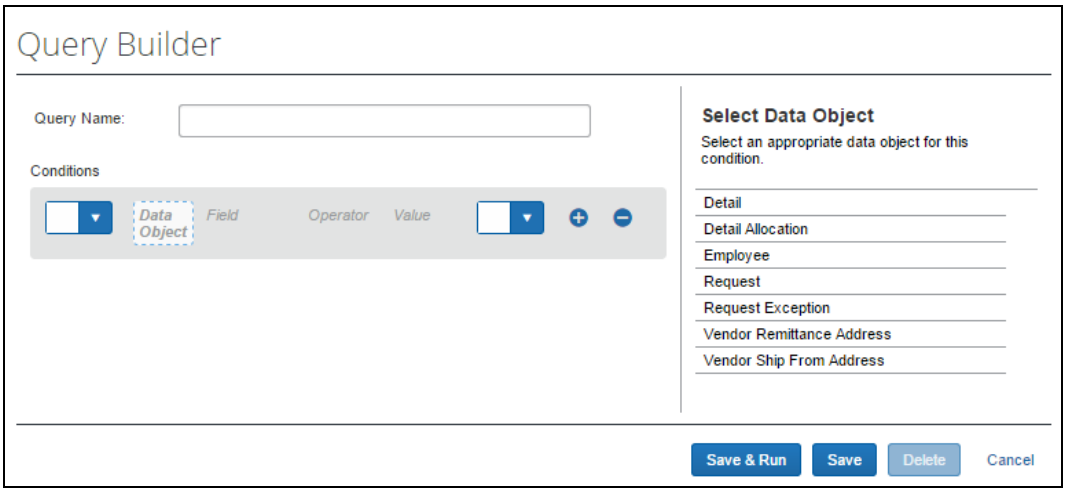
Create New Queries

You can create a new query from the **Invoices Ready For Processing** page. You may run queries against the group or groups of employees for whom you have administrative rights.

NOTE: Queries you create are your own and no one else can view, edit, delete, or use these. This means that, excepting default queries, you cannot share newly created queries as global queries.

To create a new query:

1. In the **Query** menu, click **New Query**. The **Query Builder** appears.



2. Complete the following:

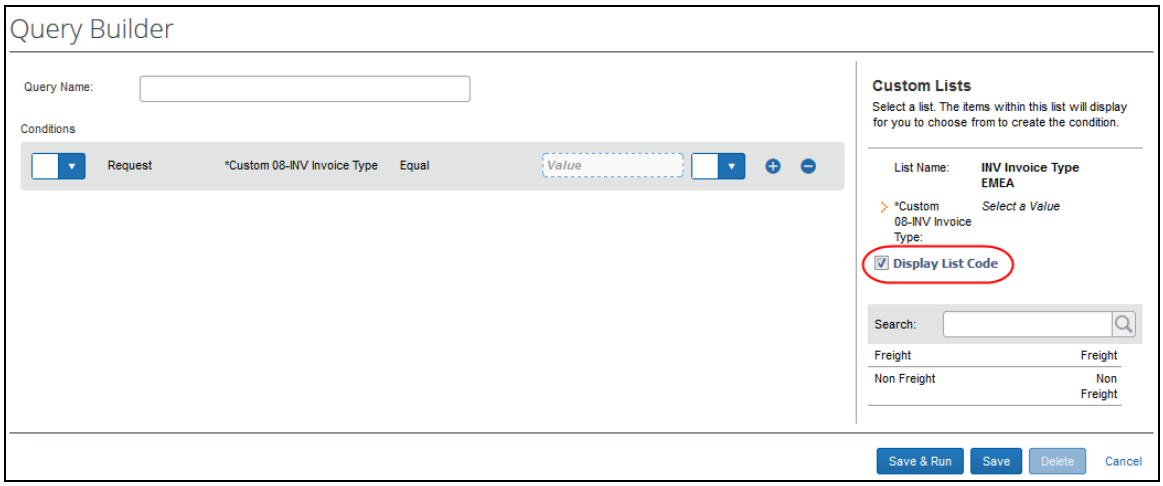
Field	Description
Query Name	Enter a name for the query. Once the query is saved, it will appear in the Run Saved Query list, located on the **Invoice List** page.
Condition	Select the appropriate information from within the Condition Editor, using Tables 5 and 6, located within this chapter.
+ Button	Click to add conditions to the Condition Editor. The system always adds rows to the bottom of all currently existing rows. There is no limit to the number of rows that you can add.
- Button	Click the – button in the row that you want to delete. The condition is deleted. This is permanent; therefore, if you delete a condition in error, you will have to recreate it in its entirety.

3. Click **Save**. You can find the query listed in the **Query** menu from where you can run the query.

Search Queries by List Item Code

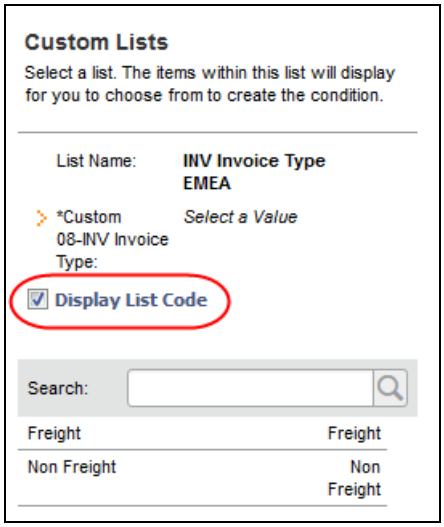
To perform searches more accurately and to avoid receiving duplicate list items, you can search queries by list item code if you have the processor role.

NOTE: The feature is only available when you search for list items.



To search queries by list item code:

In the Query Builder, select (enable) the **Display List Code** check box.



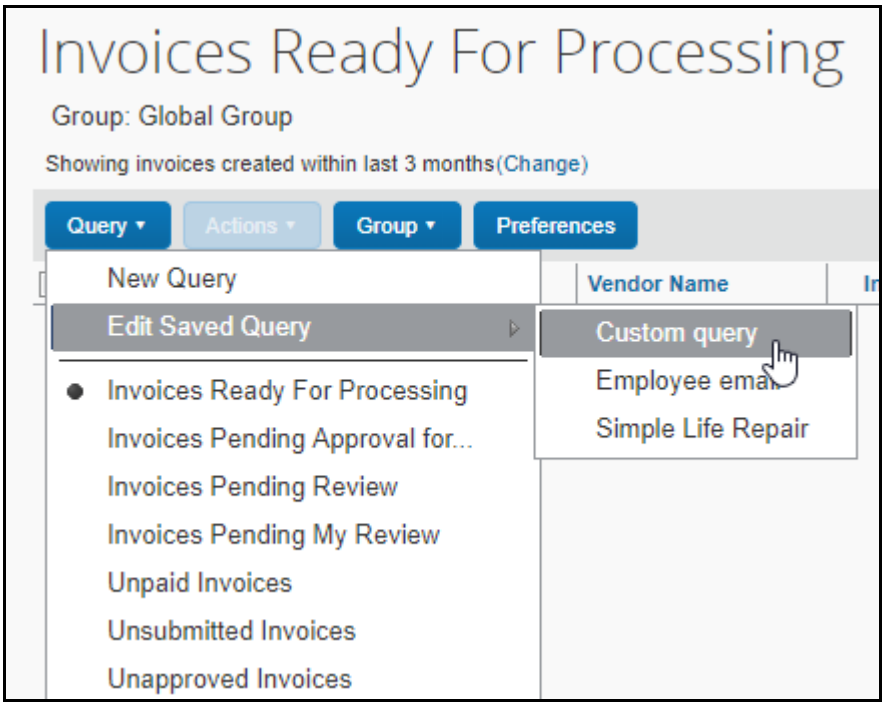
Edit Queries

You can edit all available queries from the **Query** menu.

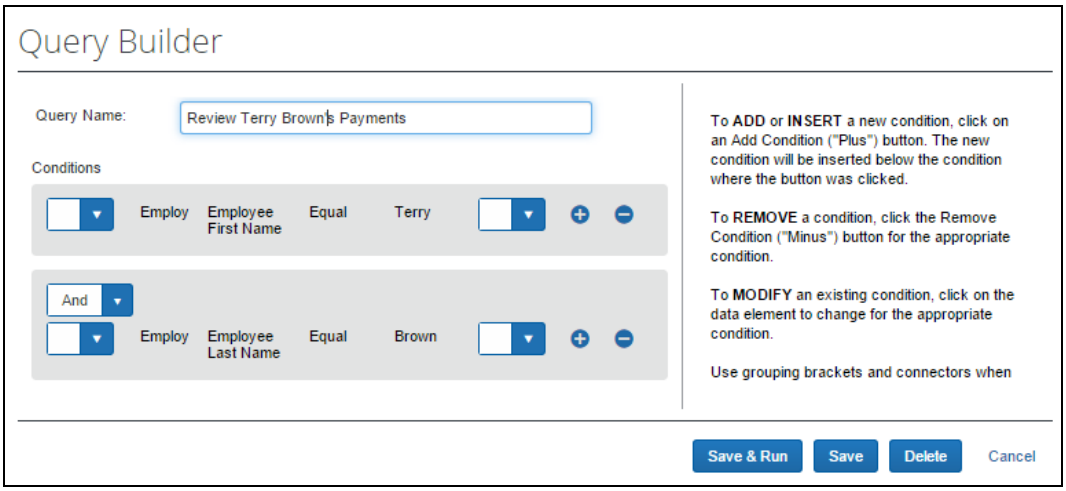
NOTE: Queries may only be edited by the by the processor who created them.

To edit queries:

1. In the **Query** menu, click **Edit Saved Query**, and then click on the query that you want to edit.



The **Query Builder** window appears.



2. In the **Query Builder**, edit the condition information, add another condition row, or delete a condition row.

3. Click **Save** once your changes are complete.

Delete Queries

You can delete all queries from the **Query Builder** window. This deletion is permanent. Therefore, if you delete a query in error, it must be recreated in its entirety.

NOTE: The processor that created the queries is the only one who can delete the queries.

To delete a query:

1. In the **Query Builder**, open the query that you want to delete.

2. Click **Delete**. A confirmation window appears.

3. Click **Yes**. The system has deleted the query and it no longer appears in the **Query** menu.

Reimbursement Currencies and the Exchange Rates Feature

Processor queries do *not* use the Exchange Rates feature to convert reimbursement currencies to the currency in the query.

For more information about reimbursement currencies and the Exchange Rates feature, refer to the *Concur Expense: Currency Admin Setup Guide*.

Section 14: Working with Column Settings

Overview

The way available invoices are displayed on the **Invoices Ready For Processing** page can be changed in **Preferences** of Invoice Processor. The changes that you make are on an individual basis. Therefore, the changes will only affect you, and in no way affect other Invoice Processors.

Manage Invoice Columns

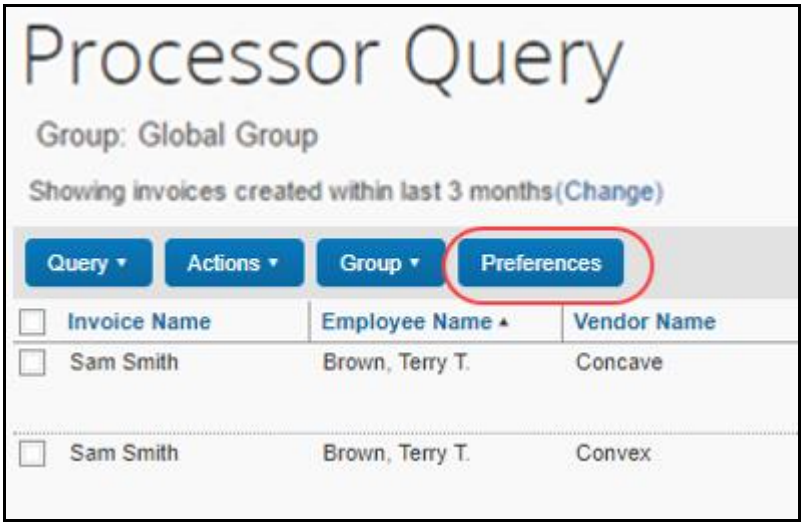
You can add, remove, or rearrange invoice columns that appear on the **Invoices Ready For Processing** page, as necessary.

View and Reorder Invoice Columns

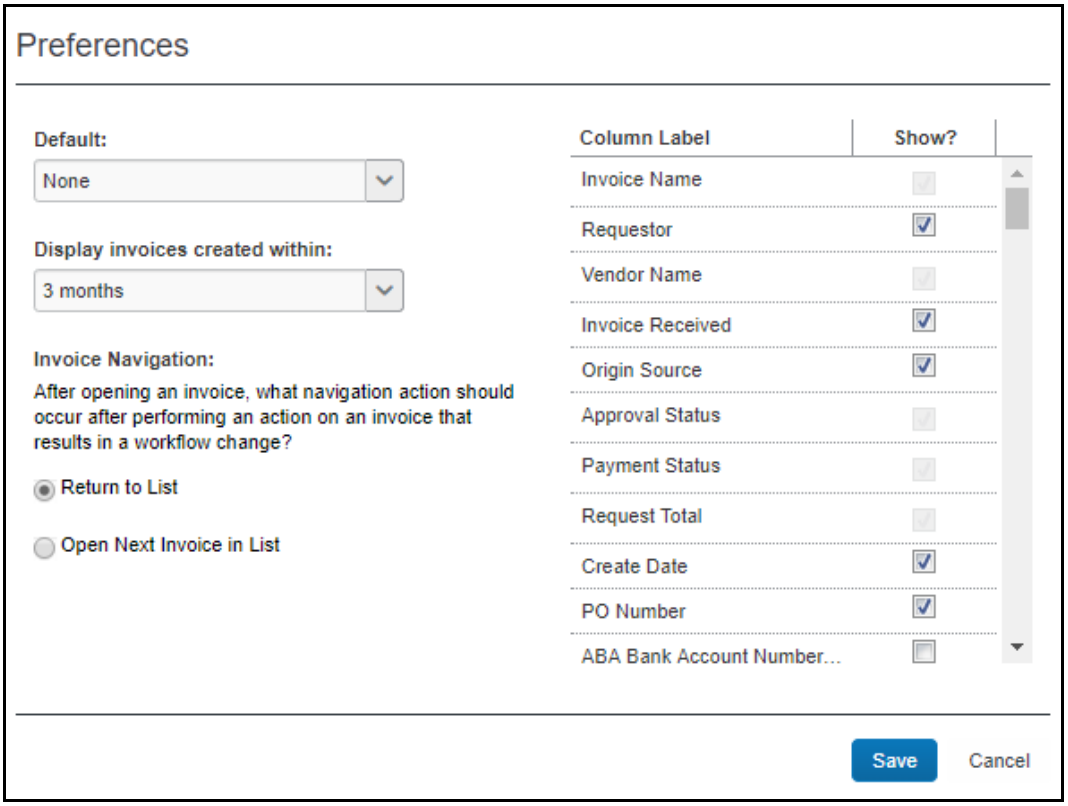
You may view the invoice columns that are displayed within the **Invoices Ready For Processing** and reorder them as necessary.

To view and reorder existing invoice columns:

1. On the **Requests Pending Processor View**, click **Preferences**.



The **Preferences** window appears.



2. In the **Preferences** window, select the following:

    1) In the **Default** list, select the query that you want to use as default

    2) In the **Display invoices created within** list, select the time within which you want to retrieve created invoices

    3) In **Invoice Navigation**, select if you want to return to the list or open the next invoice in the list when you have made a workflow change

    4) In the **Selected Columns** list, select the columns that you want to use on the **Requests Pending Processor View**

3. Click **Save**.

4. Reorder the column by grabbing it directly, then moving it to its preferred location in the column row.

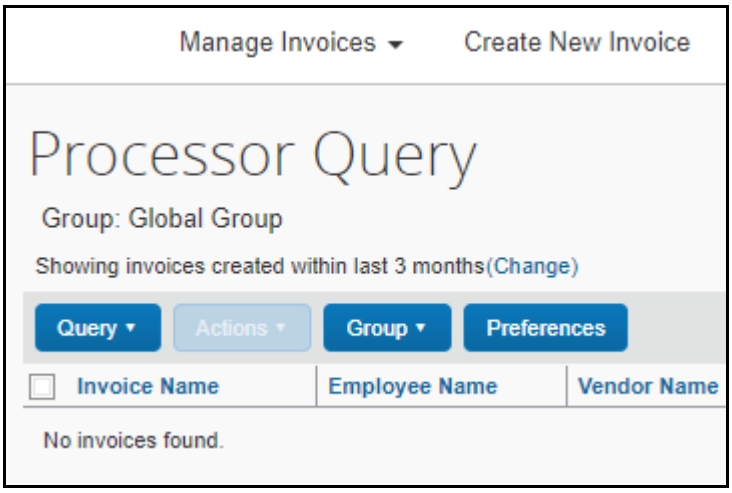
Add New Invoice Columns

You can add invoice columns to the **Invoices Ready For Processing** page.

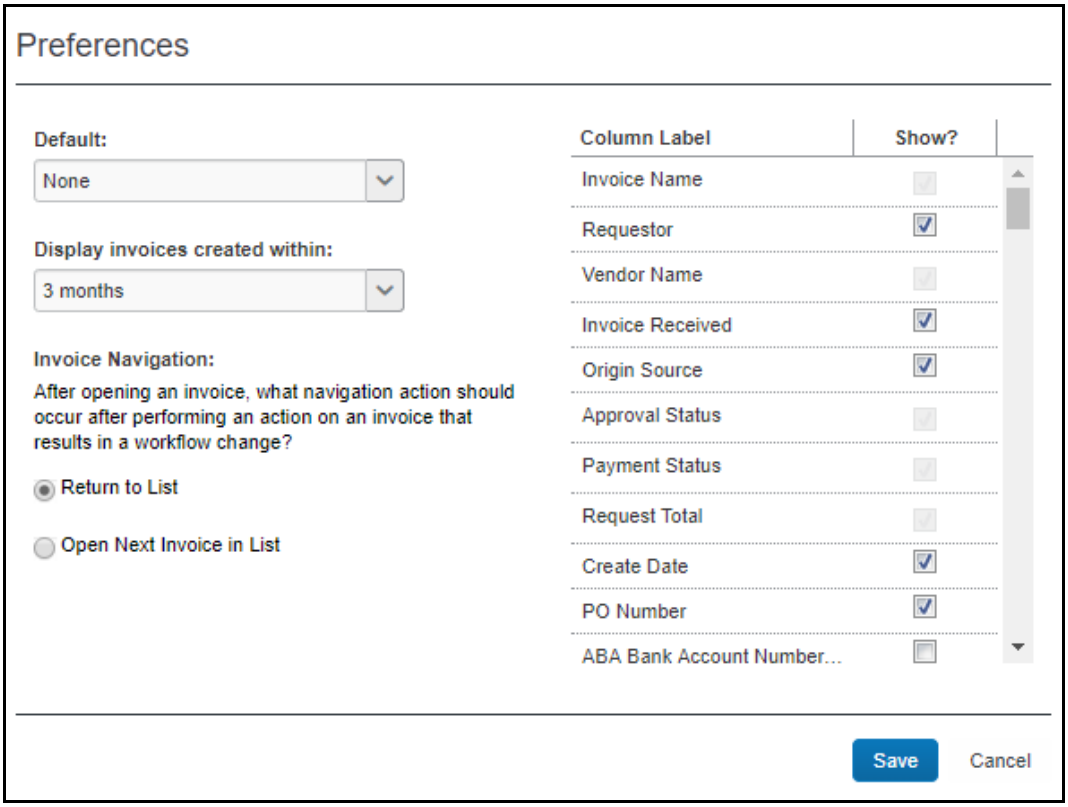
NOTE: For convenience, a scroll bar will appear where the number of columns exceeds the horizontal viewing area.

To add new invoice columns:

1. On the **Invoices Ready For Processing**, click **Preferences**.



The **Preferences** window appears.



2. In the **Preferences** window, in the **Selected Columns** area, select (enable) the columns that you want to add to the **Invoices Ready For Processing** page.

3. Click **Save**. The **Invoices Ready For Processing** page reappears, including the newly added columns.

NOTE: Click **Select All** to include all of the columns on the **Invoices Ready For Processing** page.

Remove Invoice Columns

If columns are no longer required for viewing within the **Invoices Ready For Processing**, they can be removed.

NOTE: You *cannot* remove the **Invoice Name** field.

To remove invoice columns:

1. In the **Preferences** window, clear (disable) the check boxes next to the relevant columns.
2. Click **Save**.