Concur Invoice: Vendor Manager

User Guide

Last Revised: April 20, 2024

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
April 20, 2024	Updated the *Manage Sanctioned and Invalid Vendors* section.
January 19, 2024	Updated the *Manage Sanctioned and Invalid Vendors* section. Updated images in the *Access the Vendor Manager Tool* section.
August 11, 2023	Added the *Manage Sanctioned and Invalid Vendors* section.
February 18, 2023	Updated images to reflect required **Country** and **Currency** fields.
July 16, 2022	Minor edits throughout; cover date not updated
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
October 17, 2020	Removed information about the Supplier Portal since it has been retired.
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
June 2, 2019	Removed a couple of references to Intelligent Capture which has been retired and the IC UG which is no longer available.
April 13, 2019	Changed the term "payment request" to "invoice" as part of the new user experience for Concur Invoice including images.
February 22, 2019	Added info about new audit trail feature for vendor manager in Create and Approve vendors. Updated 'Concur' to 'SAP Concur'.
February 9, 2019	Added note regarding support for connected lists in C&A feature.
February 1, 2019	Updated the copyright; no other changes; cover date not updated
October 2, 2018	Updated to include the Create and Approve Vendor feature. Replaced "payment request" with "invoice".
April 11, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
January 25, 2018	Updated the copyright; no other changes; cover date not updated
December 9, 2017	Added note about the Tax ID.
July 8, 2017	Performed the following updates: • Removed references to double-clicking in Vendor Manager, since user only need to single-click to open pages in Vendor Manager • Added information about filtering on vendors without banking information

Date	Notes/Comments/Changes
April 22, 2017	Added information about: • VAT included in the unit price • Automatic assignment of Vendor Owner to the **Assign Request To** field if a vendor is matched to an employee using the Vendor Mapping List options
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.
May 13, 2016	Added information about the Send to Excel feature.
February 19, 2016	Added information about the Is VAT included in invoice line item feature.
May 15, 2015	Updated the images to the enhanced UI and made general updates to the content.
April 10, 2015	Clarified that only the unapproved vendor type may be edited in the user interface, and approved vendors may only be edited by performing a vendor import from the client financial system after changes are made.
November 14, 2014	Added information about the **Vendor Form Name** field when requesting a new vendor.
October 17, 2014	Added information about the **Vendor Form Name** field.
September 18, 2014	Added information about the two user interfaces; no other content changes.
August 22, 2014	Addition of a new setting in Invoice Settings that restricts administrators to working only with those vendors assigned to a user via the Employee Vendor Access feature's vendor access list.
June 13, 2014	Added information about the **Include in Capture** and **Exclude from Capture** options in Vendor Manager.
May 16, 2014	The Vendor Manager role is now a group-aware role.
April 15, 2014	Change copyright and cover; no other content changes.
November 8, 2013	Addition of information about how to allow a user to add banking information when requesting a new vendor.
September 20, 2012	Added information about associating a default Invoice Owner to the vendor (this feature was originally in Routing Configuration; it is now moved to the Vendor Manager module with this service release).
December 28, 2012	Made rebranding and/or copyright changes; no content changes.
September 14, 2012	Added information about the Vendor Employee Access feature, allowing the creation of vendor groups for assignment of vendors, then for assignment to users to restrict the vendors the user may choose from when creating a request.
May 18, 2012	Addition of current interface functionality to match a vendor to a default expense type. Removal of information about matching a default Invoice Owner to a vendor - this is now found in the Routing Configuration User Guide.

Date	Notes/Comments/Changes
January 20, 2012	The Vendor Import information is moved to its own standalone document.
January 21, 2011	Addition of the ability to now deactivate and reactivate an approved vendor.
December 31, 2010	Updated the copyright and made rebranding changes; no content changes.
	Older revision history has been removed.

Vendor Manager

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

The Vendor Manager tool is used to view and manage vendor information, help maintain the integrity of the client's Vendor Master List and streamline the new vendor request process. The tool can be used to evaluate new, unapproved vendor requests and maintain an approved vendor list that is free of duplications and invalid vendors.

A user with the Invoice Vendor Manager role can use the Vendor Manager tool to:

- **Evaluate vendors with a status of Unapproved:** Newly added vendor requests have a status of *Unapproved* until they have been validated. The Invoice Vendor Manager evaluates each vendor and takes appropriate action. Vendor requests are either valid, invalid, or a duplicate of an existing, approved vendor.
- **Maintain the Approved Vendor List:** Vendor details can be viewed, W-9 images can be attached or appended, and the number of invoices attached to the vendor can be determined.
- **Import Vendors:** An on-demand vendor import is available for importing vendors into the system.
- **Map Vendors to Defaults:** To automate the assignment of vendors, both expense types and specific Invoice Users can be mapped by default to a specified vendor.
- **Approve and Update Vendors:** If the Create and Approve Vendors feature is enabled, the Invoice Vendor Manager can approve new vendors and update the information for approved vendors in Concur Invoice.

  NOTE: The Create and Approve Vendors feature is disabled by default.

- **Review changes made to vendor information:** If the Create and Approve Vendors feature is enabled, the Invoice Vendor Manager can review changes

made to a vendor's information by checking the vendor information audit trail.

Section 3: Before You Begin

Before an employee can modify vendor information, the following steps must occur:

- An administrator with the Employee Administrator role must assign the Invoice Vendor Manager role to the employee.

  For more information on how to add, edit, or delete user roles by using User Permissions, refer to the *Shared: User Administration User Guide* or contact your Invoice administrator.

- The employee with the Invoice Vendor Manager role should familiarize themselves with the overall vendor lifecycle, interaction with the client's ERP system, and concepts such as the Vendor Master List among others.

  For more information about these topics, refer to the *Concur Invoice: Vendor Management Lifecycle Guide*.

- Approved vendors should be added to Concur Invoice through the Vendor Manager tool.
  - Approved vendors can be imported into Concur Invoice from the client's financial system.

    For more information on the vendor import, refer to the *Approved Vendor Import* chapter of *Concur Invoice: Import and Extract Specifications*.

  - If the Create and Approve Vendors feature is enabled, vendors can be created and approved by the Invoice Vendor Manager in Concur Invoice.

    For more information about creating and approving new vendors, refer to *Section 8: Creating and Approving Vendors in Invoice* in this document.

- If you are importing vendors for assignment to vendor groups using options on the **Import Vendor Group Mappings** tab, refer to the following documentation.

  For information about using this import, and the Invoice Vendor Employee Access feature, refer to the *Concur Invoice: Vendor Employee Access User Guide.*

Section 4: Vendor Manager Terminology

The Vendor Manager tool provides the ability to manage vendor data within Concur Invoice. Invoice Vendor Managers can process new vendor requests that originate from users, create new vendors, and view details and attached images associated with existing, approved vendors.

Vendor Master List: Official list of vendors the client uses when sending disbursements to vendors. The client's financial system is the system of record for this list.

Approved Vendor List: A list within Concur Invoice containing vendor-related information from the client's Vendor Master List. This list is sent to Concur Invoice via the *Approved Vendor Import*.
TIP: To view this list, click **View** > **Approved Vendors** in **Vendor Manager**.

Approved Vendor: A vendor included in the approved vendor list in Concur Invoice.

Unapproved Vendor: A newly created vendor that has not yet been processed by an Invoice Vendor Manager.

Vendor Employee Access Group: A vendor group created using List Management, Feature Hierarchies, and Group Configurations. The resulting vendor group is assigned vendors using import options on the **Import Vendor Group Mappings** tab.

Section 5: Vendor Manager Concepts - Processing User-Requested Vendors

User-requested vendors typically fall into one of three categories. These categories, and the recommended action for processing the unapproved invoices, are noted below:

- **Valid New Vendor:** The request represents a unique new vendor that should be added to the Vendor Master List.
  - By default, the Vendor Manager tool allows valid vendors to be sent to the client via the employee requested vendor extract. The new vendor is then manually added to the client's Vendor Master List. The new vendor is then added to the approved vendor list in Concur Invoice via the Approved Vendor Import.
  - If the Create and Approve Vendors feature is *enabled*, the Invoice Vendor Manager can approve the new vendors without relying on an Approved Vendor Import. The vendor must still be added to the client's Vendor Master List via the employee requested extract.

NOTE: The Create and Approve Vendors feature is disabled by default.

- **Duplicate:** The new vendor request is similar to, but duplicates, a vendor that already exists in the approved vendor list. Matching the unapproved vendor request to the existing approved vendor replaces all usage of the unapproved vendor with the approved vendor. It also removes the unapproved vendor from the **User Requested Vendors** list.

  For more information, refer to the *Matching a Vendor* section in this guide.

- **Invalid:** The new vendor request is incorrect or incomplete. For example, a substantiating image was not attached or there is not enough information for the Invoice Vendor Manager to process the invoice. In this case, the invoice is declined, which returns the vendor request and any associated invoices to the user who created them for correction or selection of a valid vendor. The Invoice Vendor Manager must add a clarifying comment to the invoice, which the employee will see when viewing the returned invoice(s).

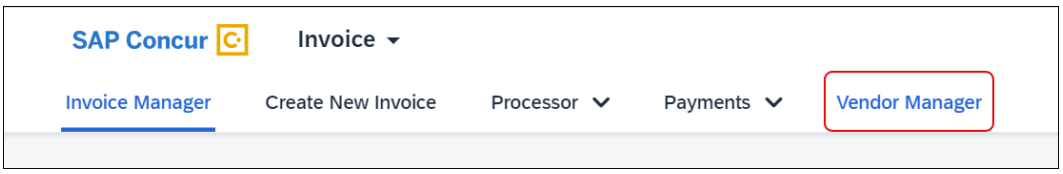
Section 6: Working with Vendor Manager

Access the Vendor Manager Tool

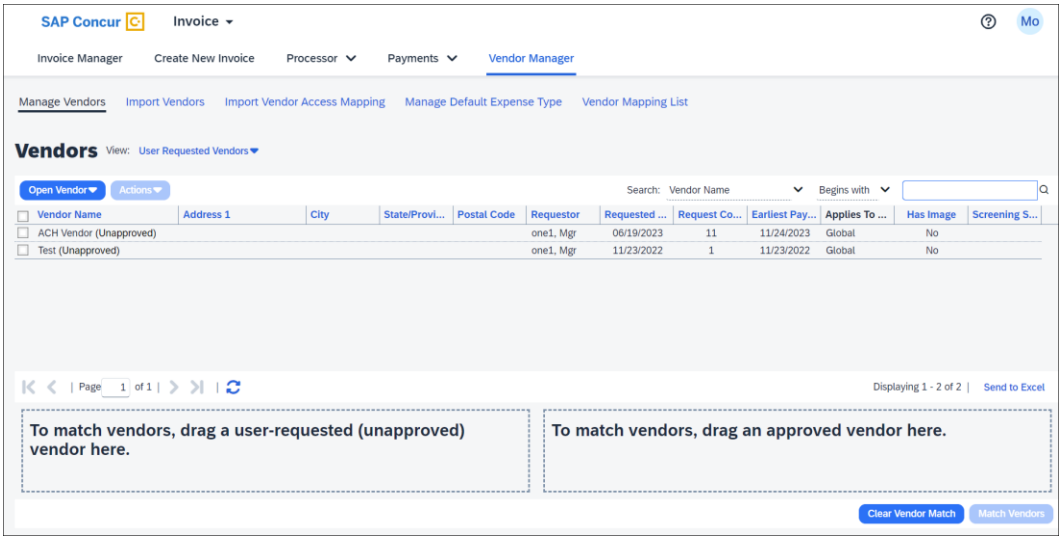
You can manage vendors through the **Vendor Manager** feature.

To access Vendor Manager:

1. Click **Invoice > Vendor Manager**.



The **Manage Vendors** page appears:



Search for a Vendor

To search for a vendor, use the two filter options in conjunction with one another:

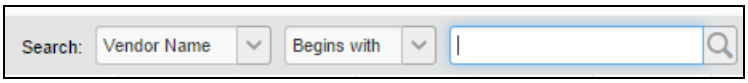
- Vendor identifying attribute, such as *Vendor Name* or *Address Code*

- AND -

- Operator attribute, such as *Contains* or *Equals*

To search for a vendor:

1. Click **Invoice > Vendor Manager**. The **Search** fields appear in the upper left corner above the vendors list.



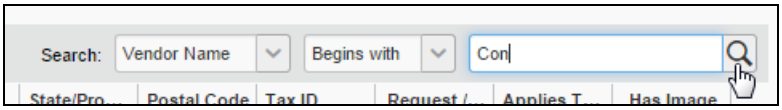
2. Select the vendor attribute you want to search by:

Vendor Attribute	Description
Vendor Name (*Default*)	All or a part of the vendor's name
Vendor Code	All or part of the vendor's code identifier
Address Code	All of part of the vendor's address code identifier
Tax ID	All or part of the vendor's unique tax identification number **NOTE:** The Tax ID will not be encrypted in the database.

3. Select an operator attribute:

Operator Attribute	Description
Begins with (*Default*)	Return vendors that begin with vendor query attribute
Contains	Return vendors that include all the search criteria in the order provided
Ends With	Return vendors that end with vendor query attribute
Equals	Return vendors that match the search criteria exactly

4. Type the search string query in the box provided in the **Search** area.



5. Click (or press Enter).

   The system returns a list of the vendors that match the search criteria.

Vendor Name	Vendor C...	Address ...	Address 1	City	State/Pro...
Concave (Unapproved)	0B4BB87...		123 Main Street	Seattle	WA
Convex (Unapproved)	6EC5079B...		555 State Street	Seattle	WA

Include or Exclude Vendor in Capture Processing

As an Invoice Vendor Manager, you can prevent selected vendors from being included in invoices processed by using Capture Processing. This option is only available to companies using Capture Processing and does not appear if SAP Concur staff have not enabled this feature.

For example, this can be useful when there is cross-department billing within a company and clients have set themselves up as vendors. By filtering out this vendor from the OCR engine, the capture process becomes more accurate at finding the correct vendor for the invoice.

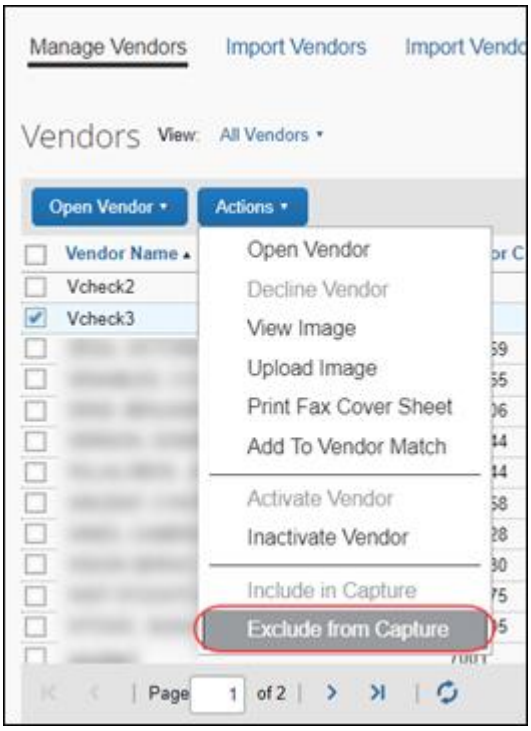
Exclude a Vendor from Capture

All vendors are available for capture by default. Use this procedure to exclude one or more vendors from inclusion in the processed invoice generated by the Capture Processing tool.

To exclude a vendor from capture:

1. **Click Invoice > Vendor Manager > Manage Vendors**.
2. Search for the vendor that you would like to exclude from capture.

3. In the **Actions** menu, select **Exclude from Capture**.



All the vendors that you have excluded from capture are prevented from being used with the capture service. However, you can manually select any excluded vendor during the verify process.

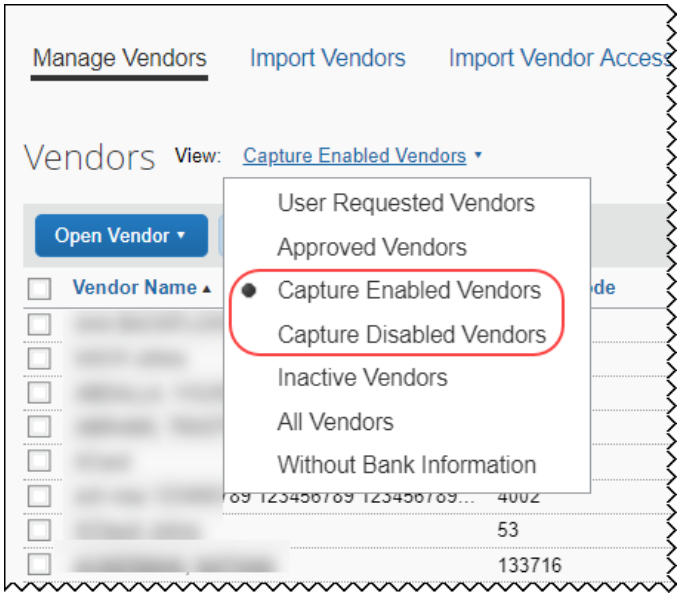
USE THE VENDOR IMPORT TO INCLUDE OR EXCLUDE VENDORS

If you import vendors by using the vendor import template that is available for download from the **Import Vendors** tab, you can enter *Y* or *N* in the **Vendor Visible For Content Extraction** column to specify whether to include or exclude the vendor.

	A	B	BA
1	Vendor Code	Vendor Name	Vendor Visible For Content Extraction
2	VENA	VendorA	N
3	VENB	VendorB	Y
4	VENC	VendorC	N

LIST CAPTURE PROCESSING ENABLED AND DISABLED VENDORS

If you would like to filter the list of vendors to either capture enabled vendors or capture disabled vendors, select **Capture Enabled Vendors** or **Capture Disabled Vendors** from the **View** menu.



View and Edit Vendor Details

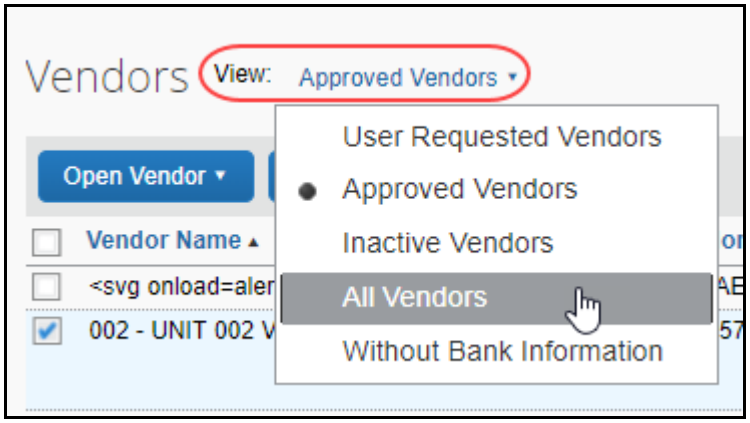
Details such as the vendor's name, location, and zip or postal code can be viewed and edited on the **Vendor Information** page.

NOTE: By default, the vendor information for an *Approved* vendor can only be edited using either the on-demand Excel-based import, through the Invoice Vendor API, or by scheduling changes via a job-based import. If the Create and Approve Vendors feature is enabled, the Vendor Manager can edit vendor information for both approved and unapproved vendors.

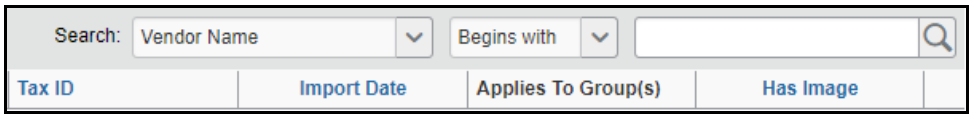
VIEW THE DETAILS OF A VENDOR

To view information about a vendor:

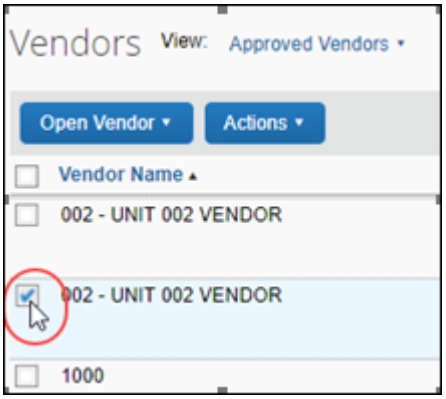
1. Click **Invoice > Vendor Manager**.
2. On the **Vendor Manager** tab, find the vendor in one of the following ways:
   - **Use the View menu:** Select a filtering option from this list.



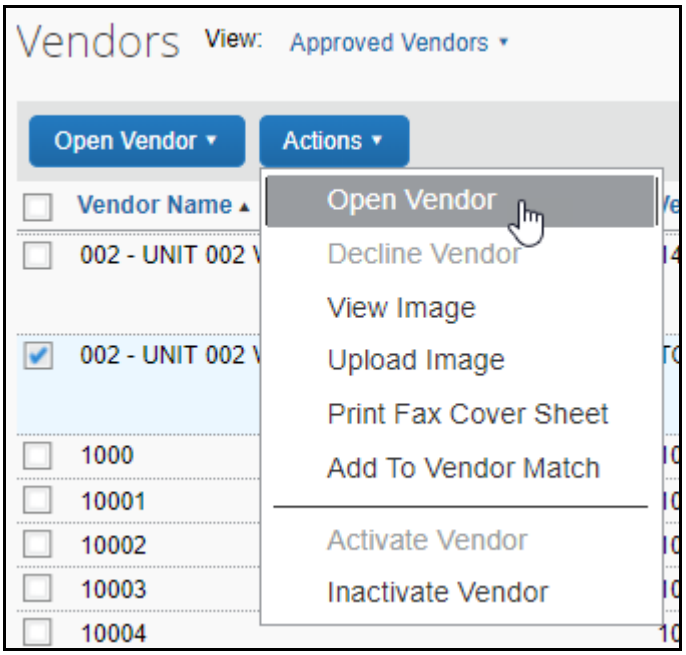
   - **Use the Search fields:** Search using options in the **Search** fields (refer to the *Searching for a Vendor* section in this document for more information).



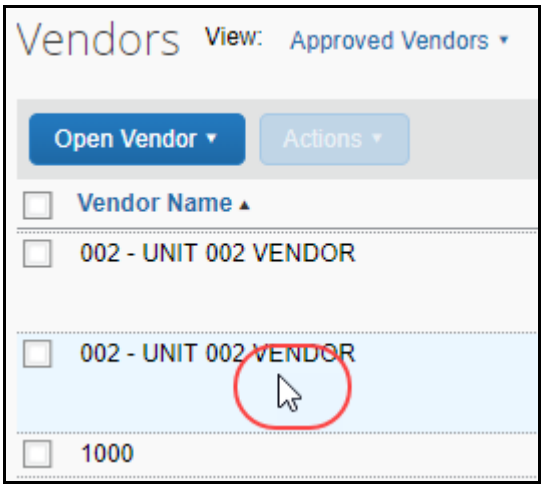
3. Select (enable) the check box next to the vendor.



4. Click **Actions**, and then click **Open Vendor**.

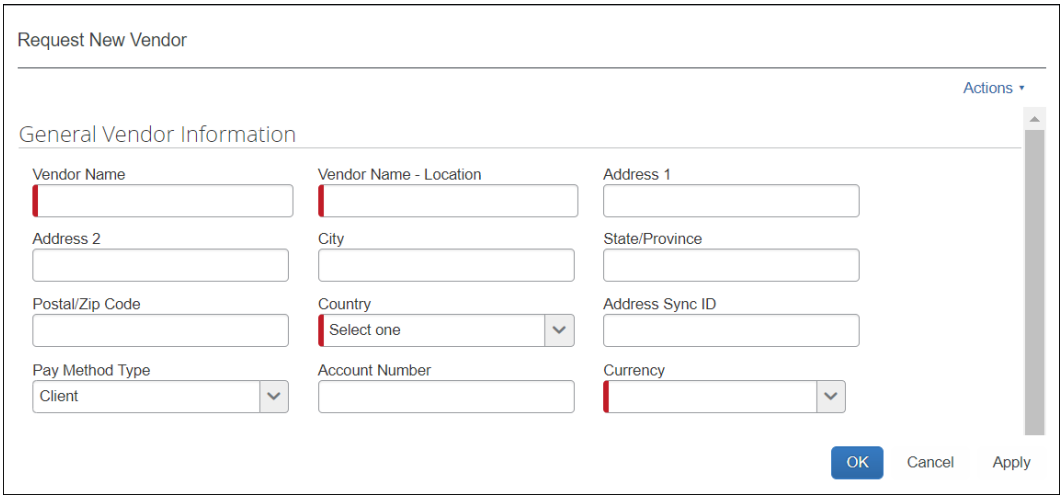


5. (Optional) You can also open the vendor information by clicking the vendor row in the list of vendors.



By default, a page similar to the following image appears.

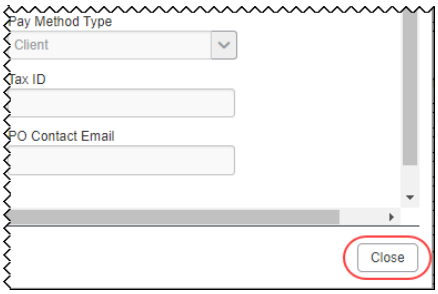
Vendor Information Page (Default View)



If the vendor status is *Unapproved*, the **OK**, **Cancel**, and **Apply** buttons appear in the lower right corner of the page and the information on the page can be updated.

NOTE: If the Invoice Configuration Manager has set the visibility of banking information to **Optional** or **Required** for the group to which the Invoice Vendor Manager is assigned, the **Banking Information** section appears at the bottom of the **Vendor Information** page.

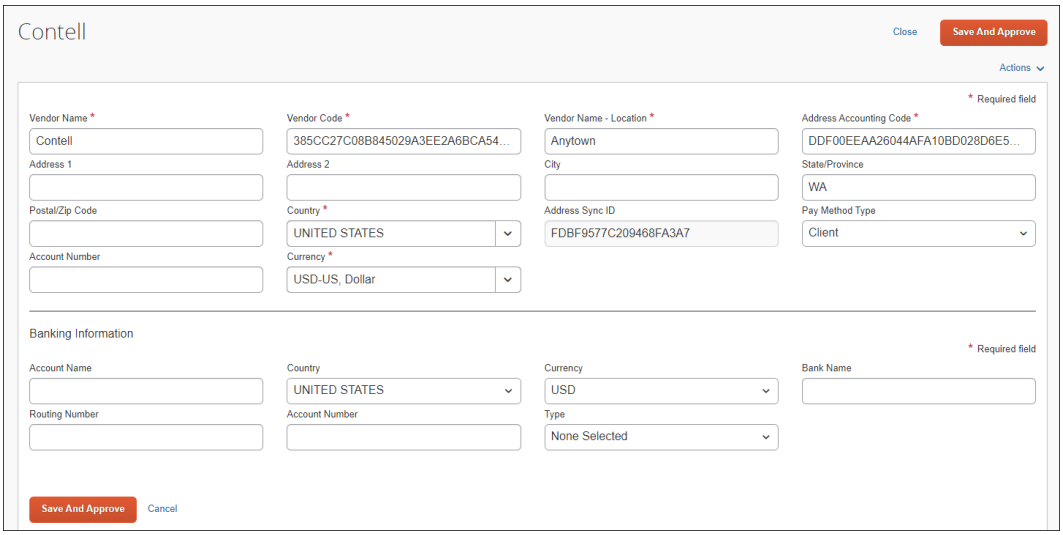
By default, the information for *Approved* vendors can only be updated through the **Import Vendors** page. As a result, if the vendor status is *Approved*, only the **Close** button appears.



For more information about updating vendor information through the **Import Vendors** page, refer to *Section7: Importing Vendors* in this document.

If the Create and Approve Vendors feature is *enabled*, when the Invoice Vendor Manager opens the **Vendor Information** page for a vendor, a page similar to the following appears:

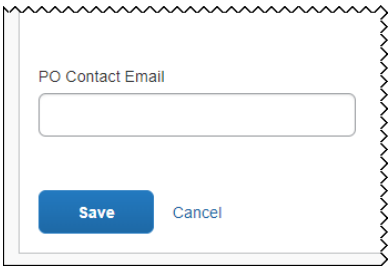
Vendor Information Page (Create and Approve View)



If the vendor status is *Unapproved*, the **Save and Approve** buttons appear in the upper right and lower left corners of the page. Clicking the **Save and Approve** button approves the vendor and starts the defined approval process.

NOTE: If the Invoice Configuration Manager has set the visibility of banking information to **Optional** or **Required** for the group to which the Invoice Vendor Manager is assigned, the **Banking Information** section appears at the bottom of the **Vendor Information** page.

When the Create and Approve Vendors feature is enabled, the Invoice Vendor Manager can update the information for approved vendors. As a result, if the vendor status is *Approved*, the **Save and Approve** buttons are replaced by **Save** buttons.



For more information about updating vendor information through the Create and Approve Vendors feature, refer to *Section 8: Creating and Approving Vendors in Invoice* in this document.

EDIT THE DETAILS OF A VENDOR

Default Behavior

By default, vendor information for an *Unapproved* vendor can be edited. After a vendor is *Approved* (included in the approved vendor list), the vendor information can only be updated by importing updated information into Invoice from the Vendor Master List maintained in the client's financial system.

To edit information about a vendor:

- **Unapproved Vendor:** The Invoice Vendor Manager can make changes on the **Vendor Information** page and then click **Apply** or **OK** to save the changes. Clicking **OK** saves the changes and closes the **Vendor Information** page, returning you to the **Manage Vendors** page.
- **Approved Vendor:** Changes to approved vendors in the approved vendor list can only be made by importing properly formatted data from the client's financial system into Invoice through the **Import Vendors** page.

Create and Approve Vendors Behavior

When Create and Approve Vendors is enabled, the Invoice Vendor Manager can edit vendor information for both *Unapproved* and *Approved* vendors by opening the vendor record from the **Manage Vendors** page.

Export Vendor Data to Excel

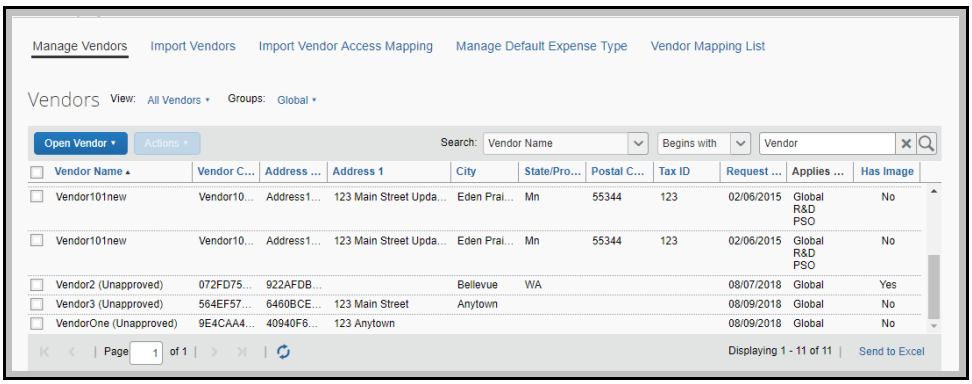
The Invoice Vendor Manager can export unapproved vendors, approved vendors, inactive vendors, or all vendors to an Excel spreadsheet. The format of the spreadsheet includes the rows and column headings.

- Only those vendors visible on the page are included in the output.
- A limit of 12,500 rows is enforced; if the exported list is greater than this, the system displays a message asking if the export should continue.

To export vendor data to Excel:

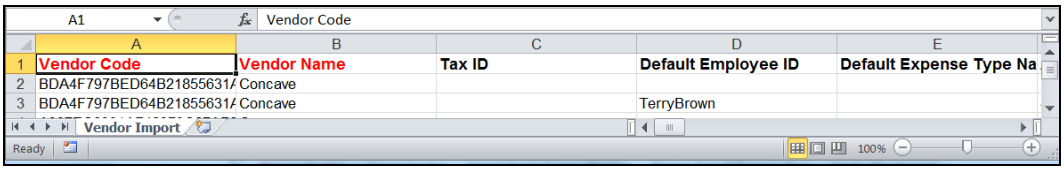
1. In Concur Invoice, click **Vendor Manager**.

2. On the **Manage Vendors** page, search for the vendors whose vendor data you want to export.



3. Click the **Send to Excel** link.

The vendor data is automatically saved in an Excel spreadsheet and downloaded to the local machine.



Work with Vendors Who Belong to Different Policy Groups

Invoice Vendor Managers can work with vendors who belong to different policy groups or who use different vendor forms. To do this, clients can perform an overnight import job or upload an import file through the **Import Vendor** page in the Vendor Manager tool.

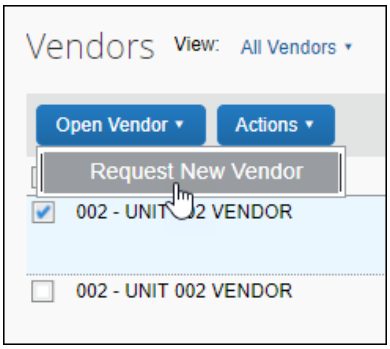
For more information, refer to the *Concur Invoice: Forms and Fields Setup Guide*.

Request a New Vendor

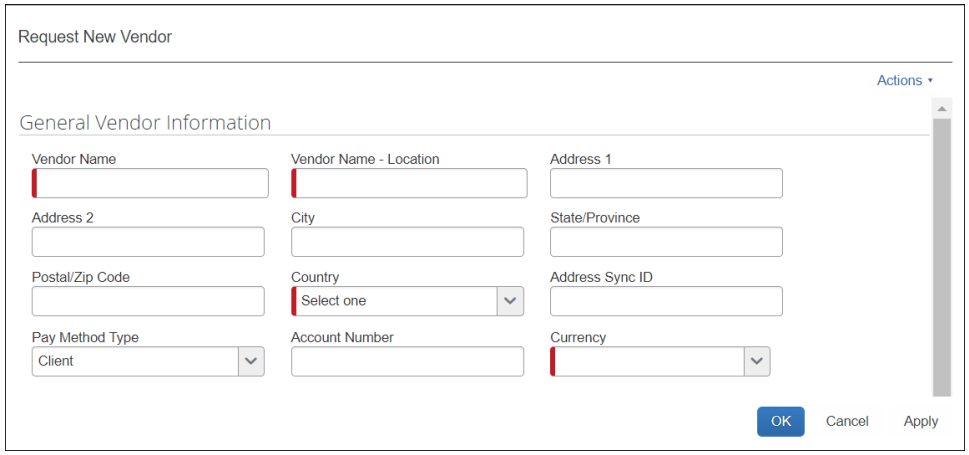
The Invoice Vendor Manager can add new vendors to the system by using the **Request New Vendor** button on the **Vendor Management** page. If a user is assigned to a vendor employee access group, the newly requested vendor is assigned to that group as well as the Global group.

To request a new vendor:

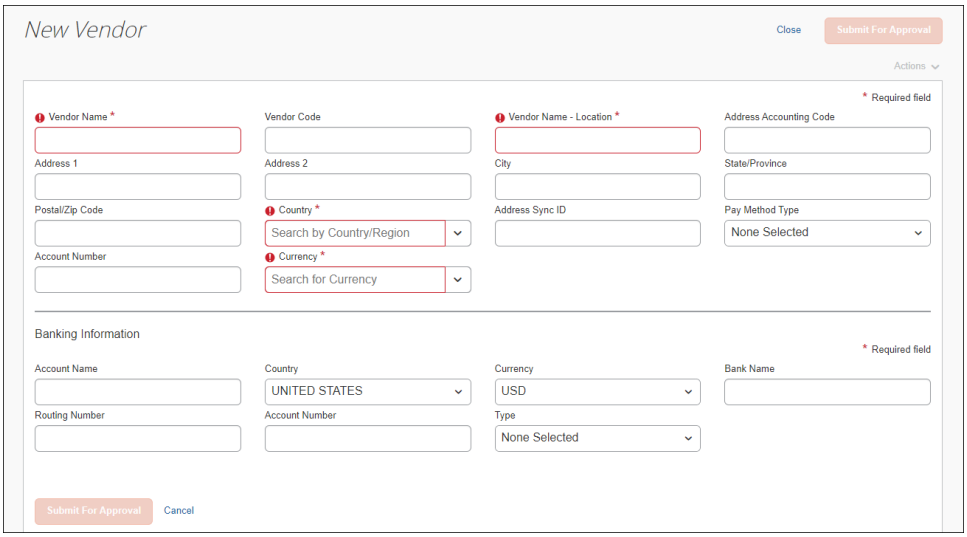
1. Navigate to the **Manage Vendors** page.
2. Click **Open Vendor** and then click **Request New Vendor**.



3. The **Request New Vendor** or **New Vendor** page appears.
   - **Request New Vendor (Default View)**



- **New Vendor (Create and Approve Vendors View)**



NOTE: If the visibility of banking information is set to **Optional** or **Required**, the **Banking Information** section appears at the bottom of the **Request New Vendor** or **New Vendor** page.

4. Fill in the required fields.

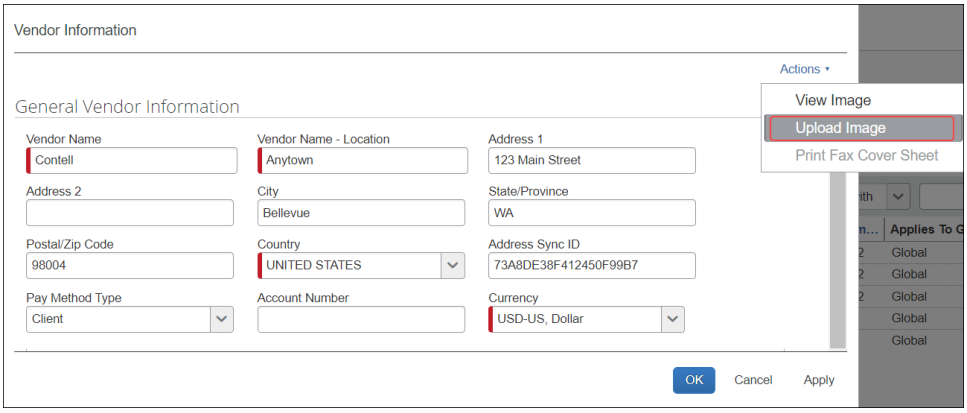
NOTE: You cannot Click **OK** (default page) or **Submit For Approval** (create and approve page) until the required fields have been populated.

5. (Optional) Fill in other fields in the form with the desired vendor information.

6. (Optional) To add images such as tax documents:

- **Vendor Information Page (Default View)**

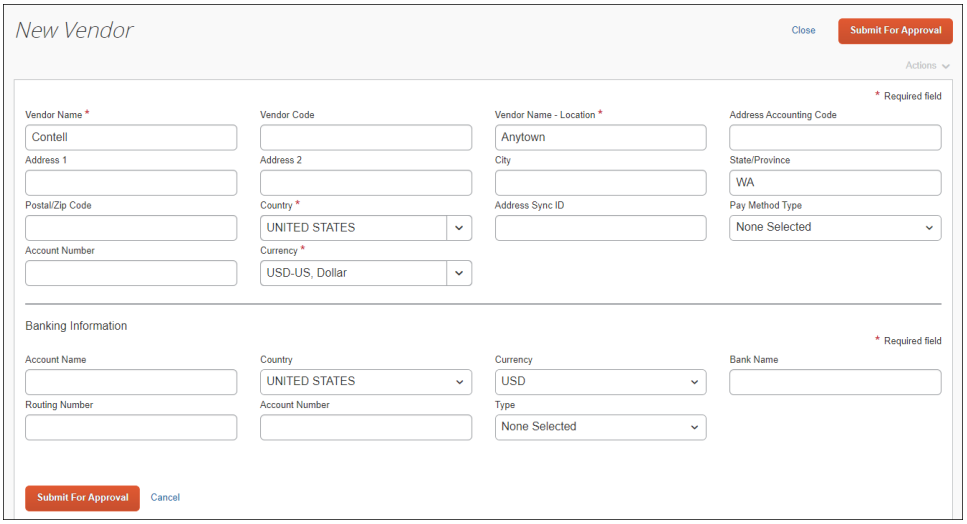
  After filling in the required fields, click **Apply**, then click **Actions** > **Upload Image** to add images to the vendor record.



  Click **OK**. The vendor information is saved, the vendor is added to the list of vendors with a status of *Unapproved*, and you are returned to the **Manage Vendors** page.

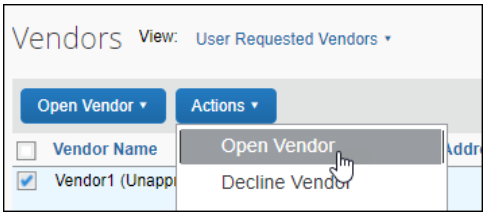
- **New Vendor Page (Create and Approve Vendors View)**

  After filling in the required fields, click **Submit For Approval**.

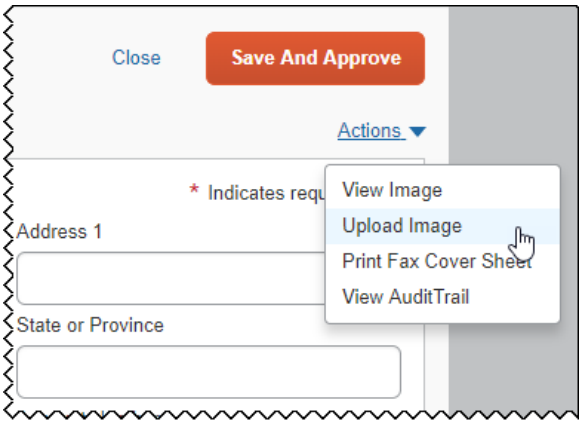


  The vendor information is saved, the vendor is added to the list of vendors with a status of *Unapproved*, and you are returned to the **Manage Vendors** page.

Reopen the vendor information page by checking the box next to the vendor's name in the list on the **Manage Vendors** page, and then clicking **Open Vendor** on the **Actions** menu.



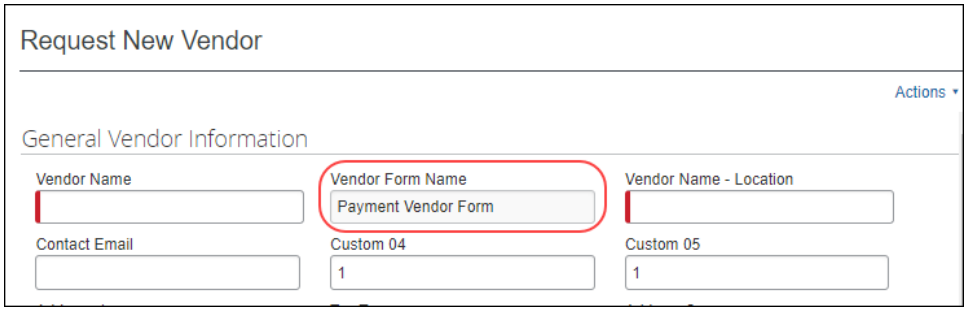
Click **Actions** > **Upload Image** to add images to the vendor record.



View the Vendor Form Name Field When Requesting New Vendor

The Vendor Manager tool can process multiple vendor forms through the **Vendor Form Name** field which clients populate via the vendor import or upload. This enables centralized Invoice Vendor Managers to view the correct vendor form, regardless of the invoice group and policy with which they are associated.

If the client has added the **Vendor Form Name** field to the Payment Vendor form, then the Invoice Vendor Manager and any user that requests a new vendor when creating an invoice, can see the **Vendor Form Name** field populated on the **Request a New Vendor** page.



MERGE APPROVED AND UNAPPROVED VENDORS

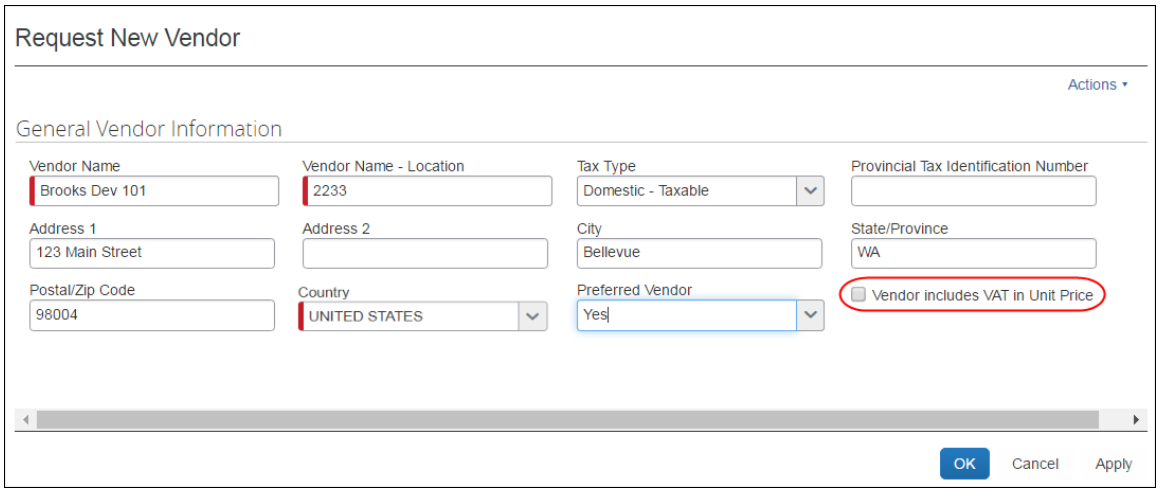
The following rules apply when Approved and Unapproved vendors are merged, and the **Vendor Form Name** field is present:

Approved Vendor	Unapproved Vendor	Result of Vendor Merge
No **Vendor Form Name** field/value	Has **Vendor Form Name** field/value	The **Vendor Form Name** field value of the Unapproved vendor is used for the Approved vendor.
Has **Vendor Form Name** field/value	No **Vendor Form Name** field/value	The **Vendor Form Name** field value of the Approved vendor is used for the Unapproved vendor.
Has **Vendor Form Name** field/value	Has **Vendor Form Name** field/value	The **Vendor Form Name** field value of the Approved vendor is used for the Unapproved vendor.

For more information, refer to the *Concur Invoice: Forms and Fields Setup Guide*.

Keeping Track on VAT included in the Unit Price

When the **Vendor includes VAT in Unit Price** option is selected (enabled), the system does not include VAT when calculating the gross amount. As a result, the net amount and gross amount will be the same. This option can be set through Vendor Import or by setting it manually.



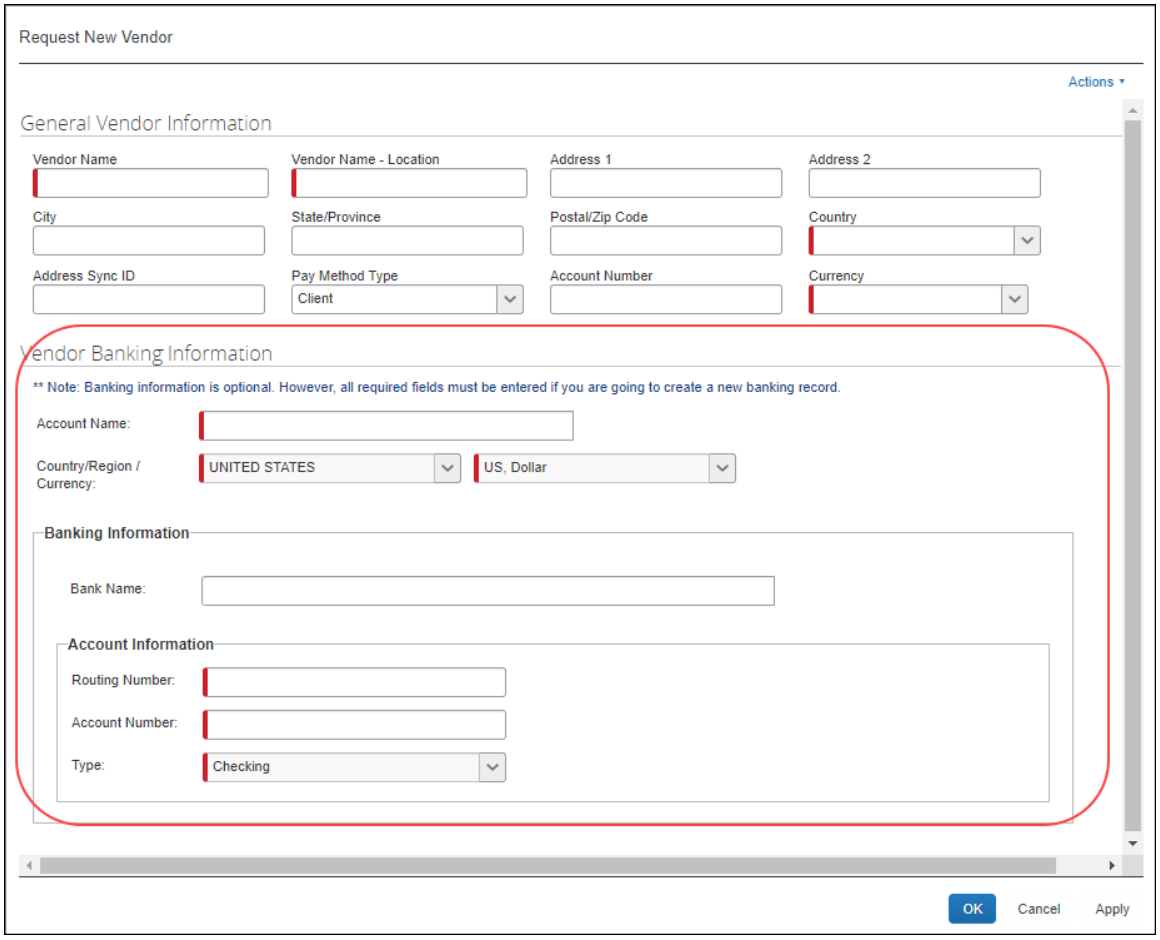
For more information, refer to the *Concur Invoice: Vendor Import User Guide*.

Enable the Vendor Manager to Enter the Vendor's Banking Information

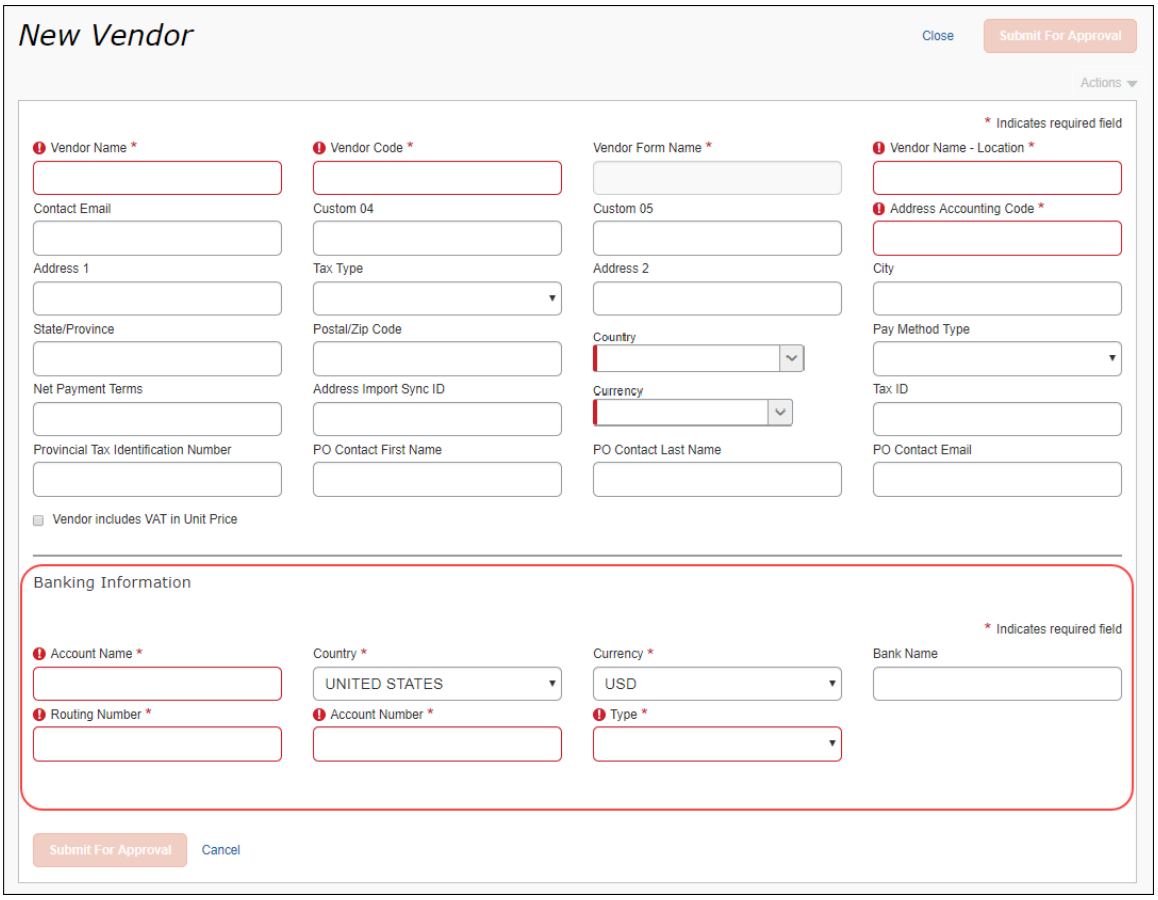
When requesting a new vendor, you might also have the option to add the banking information of the vendor at the same time. An option in the Group Configuration tool adds the **Vendor Banking Information** section to the **Request New Vendor** page.

If the Invoice Configuration Manager has set the visibility of banking information to **Optional** through the Group Configuration tool, the Invoice Vendor Manager can add banking information for a vendor when the vendor is initially requested or updated. If visibility is set to **Required**, the Invoice Vendor Manager will be required to fill in some banking information before submitting a new vendor for approval.

Request New Vendor Page with Optional Banking Information (Default View)



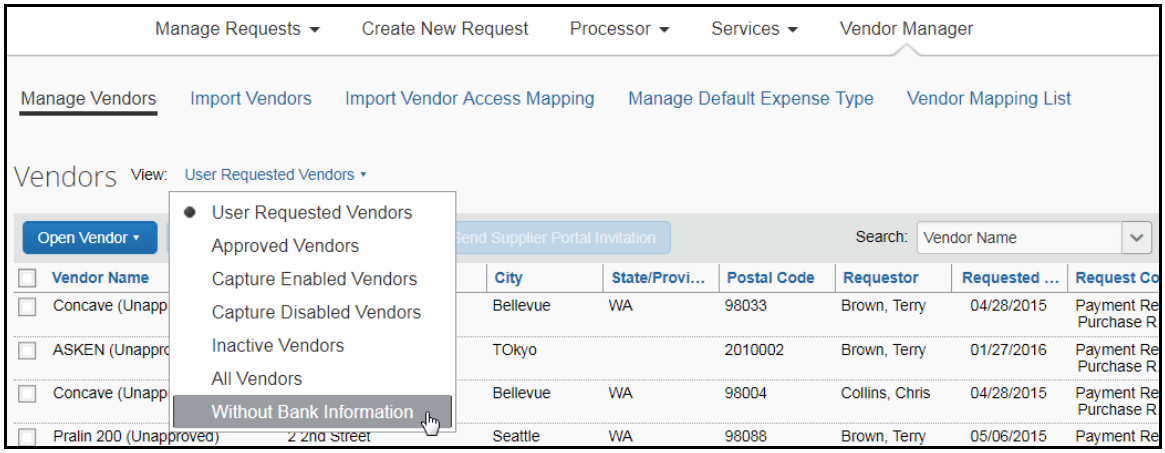
New Page with Required Banking Information (Create and Approve Vendors View)



For more information about assigning vendors by Group and about enabling and displaying the **Vendor Banking Information** option for the Invoice User and the Invoice Vendor Manager roles, refer to the *Concur Invoice: Group Configurations Setup Guide*.

FILTER VENDORS WITHOUT BANKING INFORMATION

Invoice Vendor Managers can filter vendors without banking information. This is useful for, for example, AP users who quickly want to identify vendors, who do not have any banking information in Concur Invoice, and then update this information, either within the system (if they are unapproved vendors) or in their accounting system (if they are approved vendors). After filtering on vendors without banking information, Invoice Vendor Managers can export this information by clicking the **Send to Excel** link.



View the Newly Requested Vendor

New (unapproved) vendors are added to the list of vendors and will appear when the *All* or *Unapproved* list item is selected from the **View** menu. It will not appear as an approved vendor until it is added through an Approved Vendor import or through the Create and Approve Vendors feature.

Deactivate and Reactivate a Vendor

An approved vendor can be prevented from being selected for a new invoice by deactivating them. Deactivating a vendor is useful when, for example, a vendor should no longer be associated with a new invoice because they are no longer in business, they have merged with another vendor, or when issues arise with financial transactions. Deactivating a vendor does not delete the vendor - the vendor is simply marked as *Inactive*.

NOTE: Only an approved vendor can be deactivated and reactivated; vendors awaiting approval cannot be deactivated.

When a vendor is deactivated:

- The vendor is marked with the word *Inactive* on the **Vendor Manager** page.
- The deactivated vendor can no longer be selected when creating a new invoice using either the import or the user interface functions

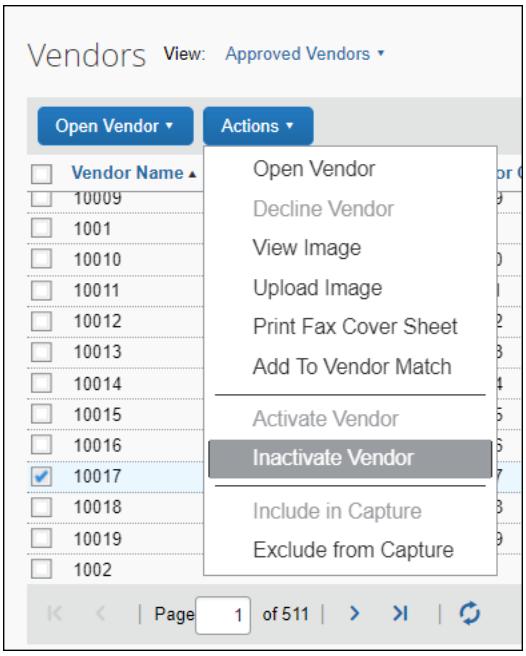
- The vendor no longer appears when filtering results using the **Approved Vendor** list item on the **View** menu.
- All invoices currently associated with the deactivated vendor require a new or different vendor - the system will prompt the user to select a vendor.
- The vendor can be re-activated at a future date.

Deactivate the Vendor

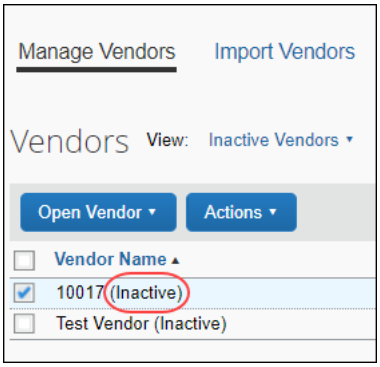
One or more vendors can be deactivated.

To deactivate an approved vendor:

1. On the **Vendor Manager** page, click the **Manage Vendors** tab.
2. Perform a search to return the vendor(s) you will deactivate.
3. Select the vendor(s) to deactivate.
4. In the **Actions** menu, click **Inactivate Vendor**.



The vendor is now marked as *Inactive* and cannot be selected for any invoices created after the action. In addition, the vendor information cannot be updated.

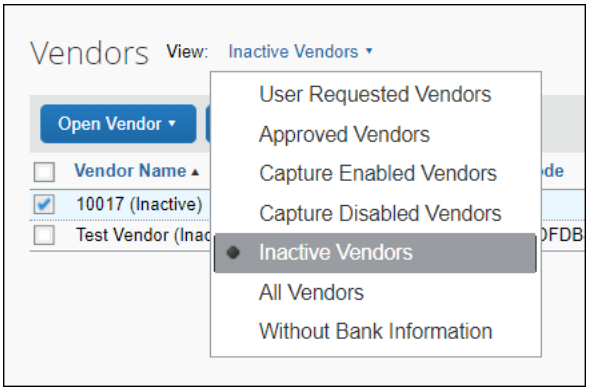


Search for Deactivated Vendors

A search can be performed that returns only those vendors marked as *Inactive*.

To search for inactive vendors:

1. On the **Vendor Manager** page, click the **Manage Vendors** tab.
2. In the **View** menu, click **Inactive Vendors**.



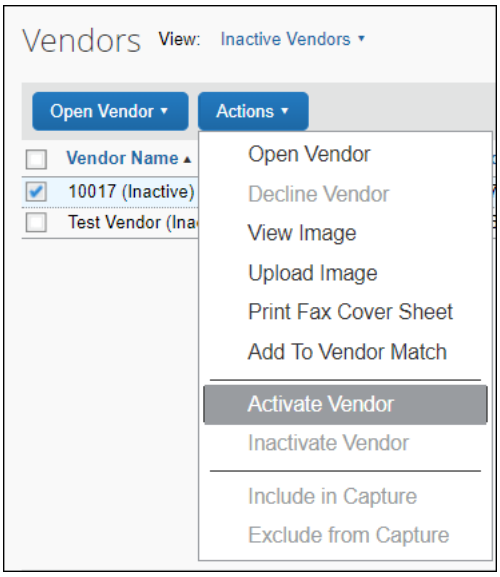
3. The system returns a list of vendors who have been inactivated.

Reactivate Deactivated Vendors

To reactivate a vendor:

1. On the **Vendor Manager** page, click the **Manage Vendors** tab.
2. Perform a search to return the vendor(s) you want to reactivate.
3. Select the vendor(s) to reactivate.

4. In the **Actions** menu, click **Activate Vendor**.



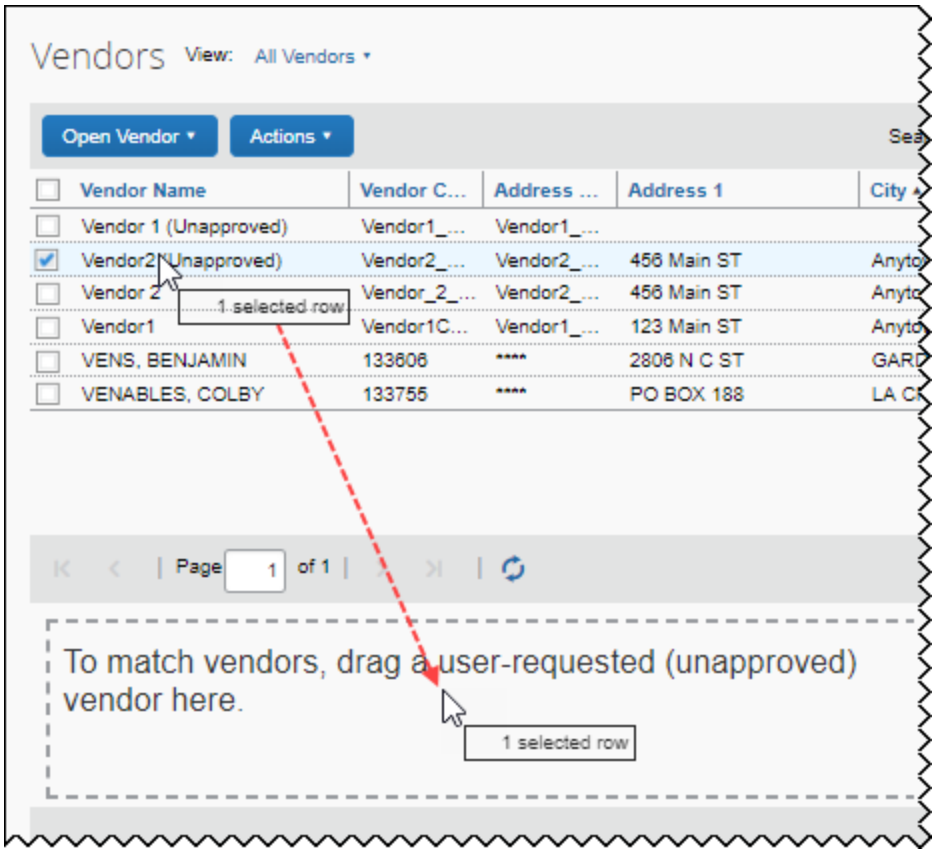
The *Inactive* mark is removed from beside the vendor and the vendor can now be selected for a new invoice. They will also appear when filtering search results by selecting the **Approved Vendors** item in the **View** menu.

Match a Vendor

When a newly requested vendor is entered into the system, they are validated by the Invoice Vendor Manager. If a request is found to be a match with an existing vendor in the approved vendors list, the two can be matched.

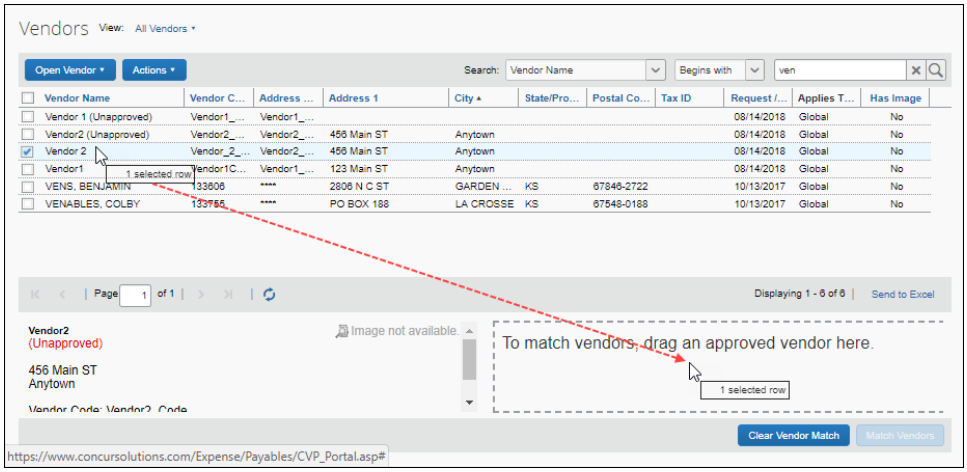
To match a new request to an existing vendor:

1. Navigate to the **Vendor Management** page.
2. Click **All Vendors** on the **View** menu to display both approved and unapproved vendors.
3. To match the vendors:
   - **New unapproved vendor:** Check the box next to the unapproved vendor's name and then drag and drop the selected vendor into the box labeled **To match vendors, drag a user-requested (unapproved) vendor here**.



Alternatively, you can check the box next to the unapproved vendor's name and then click **Add to Vendor Match** in the **Actions** menu.

- **Existing, approved vendor:** Check the box next to the approved vendor's name and then drag and drop the selected vendor into the box labeled **To match vendors, drag an approved vendor here.**



Alternatively, you can check the box next to the unapproved vendor's name and then click **Add to Vendor Match** in the **Actions** menu.

4. (Optional) If the match is incorrect, click **Clear Vendor Match** and try again.

5. Click **Match Vendors**.

6. The system matches the vendors.

The action of matching the unapproved vendor request to the existing approved vendor replaces all usage of the unapproved vendor with the approved vendor. It also removes the unapproved vendor from the **User Requested Vendors** list.

NOTE: An incorrect matching of a valid vendor and an "incorrect" vendor cannot be unmatched. Functionality to allow this action will be included in a future release.

Decline a Vendor Request

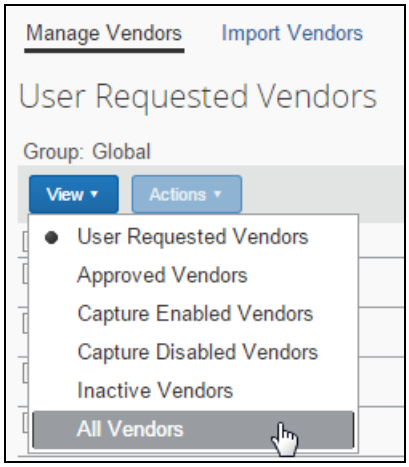
Unapproved vendors can be declined. If invoice(s) are associated with the declined vendor, the invoice originator is prompted to select a new vendor.

To decline a vendor:

1. Navigate to the **Vendor Management** page.

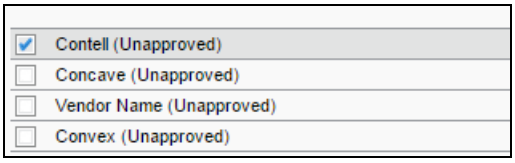
2. Locate the vendor in one of the following ways:

   - **Using View:** Select a filtering option from this list.

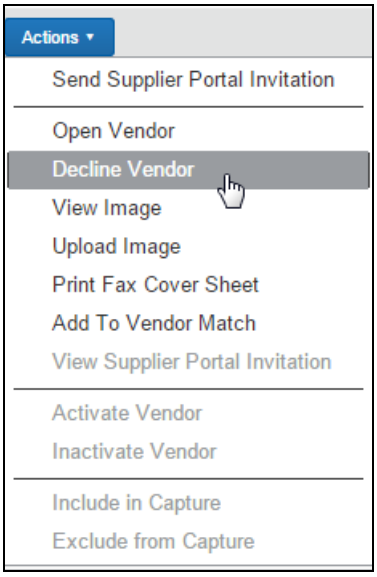


   - **Using the Search Area:** Search using options in the **Search** area (see the *Search for a Vendor* section in this guide for more information).

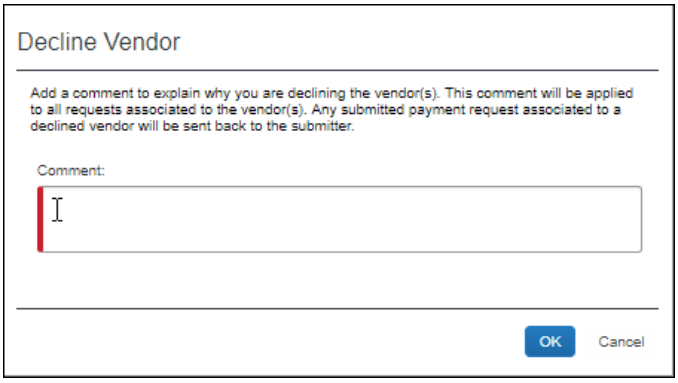
3. Select the check box next to the vendor.



4. Click **Actions**, and then click **Decline Vendor**.



5. Enter a comment in the **Decline Vendor** comment box and click **OK**.



The vendor record is removed from the Vendor Master List.

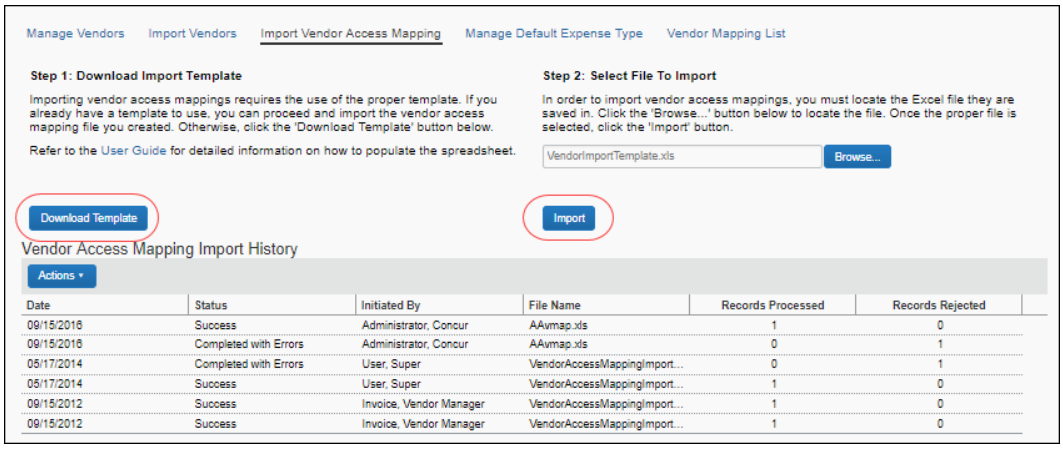
If an invoice associated with the declined vendor has been submitted, it is returned to the submitter for resubmission. The originator/submitter will see the comment in the Last Comment column in the list view and will be restricted from resubmitting (with an explanatory warning) until a different (or new) vendor is attached.

Assign a Vendor to a Vendor Employee Group

Using the Invoice Employee Vendor Access feature the Invoice Configuration Manager can create named vendor groups that, when assigned to a user, limit the vendors a user can choose when creating their invoices. When assigned to a vendor group(s), the user is limited to working with vendors in the assigned group(s).

The Invoice Vendor Manager uses the **Import Vendor Access Mapping** page to assign vendors to vendor groups by importing a properly formatted Excel file that defines the assignments. An Excel template can be downloaded from the **Import**

Vendor Access Mapping page and then populated with the desired assignments. Once populated, the Excel file can then be imported through the **Import Vendor Access Mapping** page.



Complete information about assigning the vendors through the **Import Vendor Access Mapping** page is included in the *Concur Invoice: Vendor Employee Access User Guide* and *Concur Invoice: Vendor Employee Access Import User Guide*.

Assign a Default User and Expense Type to a Vendor

A vendor can be associated with a default employee and/or expense type so that, when an invoice is received from the vendor, the invoice is automatically assigned the expense type and/or routed to the specified employee.

NOTE: Only approved vendors can be assigned to a user or expense type. User-requested and deleted vendors are not available for assignment.

Benefits

In most cases, a single vendor has a routinely associated invoice owner, or an associated account code choice.

For example:

- Sloss Industries vendor is handled by Sam Noles, who is almost always the invoice owner
- Sloss Industries vendor handles business taxes, so invoices they submit should always be assigned the expense type of Tax Services

In these instances, you can save data entry time by setting up the following configuration:

- *Auto-Assignment* of vendor to employee (Sloss Industries to Sam Noles)
- *Auto-Coding* of vendor to expense type (Sloss Industries to Tax Services expense type)

Behavior for Different Data Capture Methods

This feature applies to all data capture methods, including:

- **Manual entry:** When the vendor is during the first step, the Invoice Owner and Expense Type are automatically populated for that vendor.
- **External source capture, including:**
  - E-Invoicing (through the vendor's network)
  - Direct E-Invoicing (sent from the client's ERP)
  - Invoice Capture Service (managed by SAP Concur staff)

Based on the vendor specified for an incoming invoice the Invoice Owner and expense type are populated. In this way, assignments can happen automatically without central A/P staff ever needing to touch the invoice.

Configuration Choices: Two Choices

There are two ways to configure Auto-Assignment (to Invoice Owner) and Auto-Coding (to expense type):

- **Vendor Manager Tool:** Best for one-time or interim expense types and Invoice Owner changes

  - OR -

- **The Approved Vendor Import:** Best for bulk input, such as at initial setup or whenever large-scale changes are required

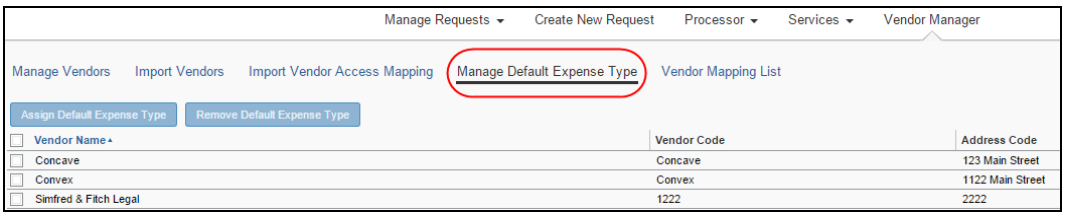
For more information, refer to Chapter 4 of the *Concur Invoice: Approved Vendor Import V3 (Current) Specification* guide.

The following procedures detail using the Vendor Manager tool to manually associate the vendor to the expense type, and to associate a vendor to an Invoice Owner.

Access the Manage Default Expense Type Page

To access the Manage Default Expense Type page:

1. Login as a Vendor Manager.
2. Click **Invoice** > **Vendor Manager**.
3. Click the **Manage Default Expense Type** tab.



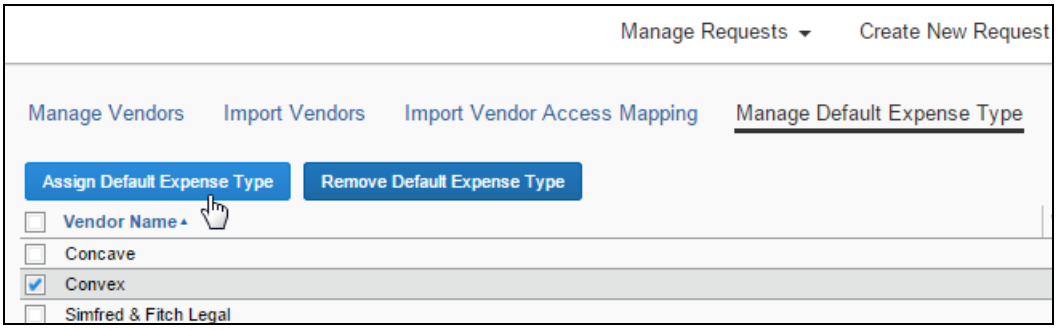
Assign a Default Expense Type for a Vendor

By assigning a default expense type to the vendor, the invoice generated by that vendor is automatically assigned that expense type. In addition, the **Default Expense Type** column is populated with that expense type.

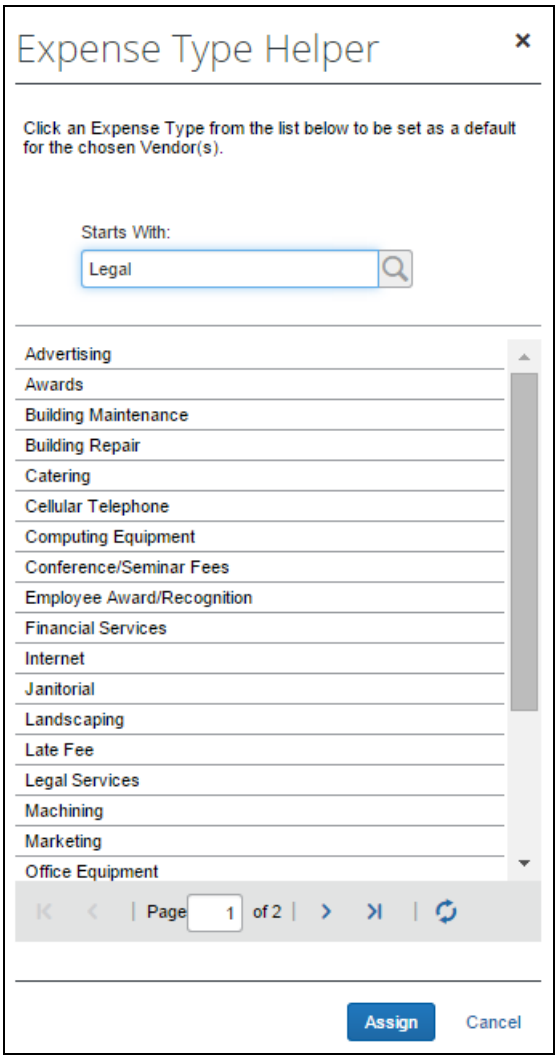
NOTE: User-requested and deleted vendors do not appear for matching.

To assign a default expense type to a vendor:

1. In the **Manage Default Expense Type** page, click the check box associated with the vendor to be assigned.
2. Click **Assign Default Expense Type**.

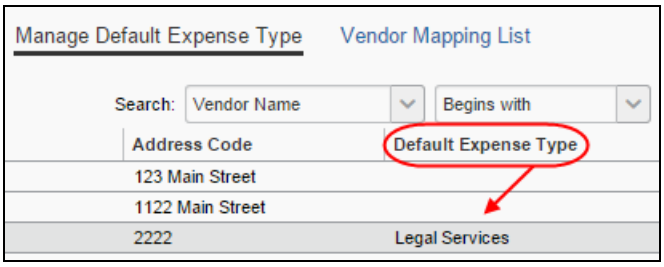


3. In the **Expense Type Helper**, search for the expense type by typing the name in the **Starts With** text box, or by scrolling down and moving through each page.



4. Click **Assign** to make that expense type the default for the vendor(s).

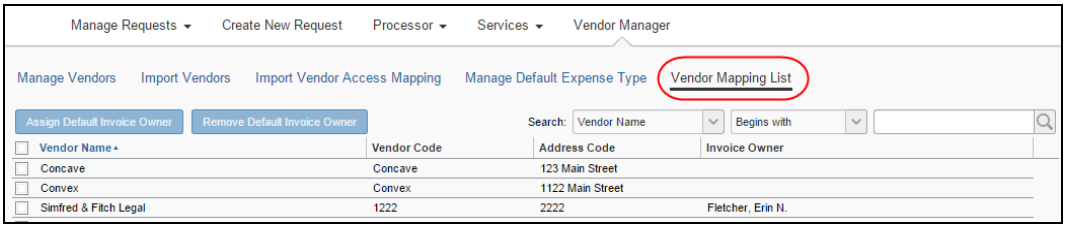
   This association is then displayed under the **Default Expense Type** column in the list of vendors.



Access the Vendor Mapping List Page

To access the Vendor Mapping List page:

1. Login as a Vendor Manager.
2. Click **Invoice** > **Vendor Manager**.
3. Click **Vendor Mapping List**.



Assign a Default Invoice Owner for a Vendor

A vendor can be associated with a default Invoice Owner so that an invoice is automatically routed to the specified employee. This is used to ensure an association is made if one is not specified through import or another method.

DEFAULT VENDOR OWNER ASSIGNMENT AND CAPTURE PROCESSING

When you map an employee to a vendor, that employee is automatically assigned the invoice created on extraction in Capture Processing. This is done systematically by Concur Invoice when it detects that an owner exists for the vendor found in the invoice.

For more information refer to the *Capture Attention To* section of *Configuring: Exception Email Address and Instruction Text Options* in the *Concur Invoice: Capture Processing (Client-Managed) Setup Guide*.

NOTE: This association can be superseded by system rules or other assignment configurations - for example, detection of an invoice owner through the login ID, email, employee ID, or invoice owner fields in the invoice import.

To map (associate) a default invoice owner to a vendor:

1. Open the **Vendor Mapping List** page and search for the vendor or vendors you want to map or reassign to an invoice owner.
   - **Vendor Name or Code:** Search on the unique code assigned to the vendor, or the name of the vendor.
   - **Employee First or Last Name:** If you want to map a vendor to a different employee than the current Invoice Owner, search on the first or last name of the currently assigned Invoice Owner.

NOTE: User-requested and deleted vendors do not appear on the **Vendor Mapping List** page.

2. After entering search criteria, click the magnifying glass ( ) icon to begin the search.

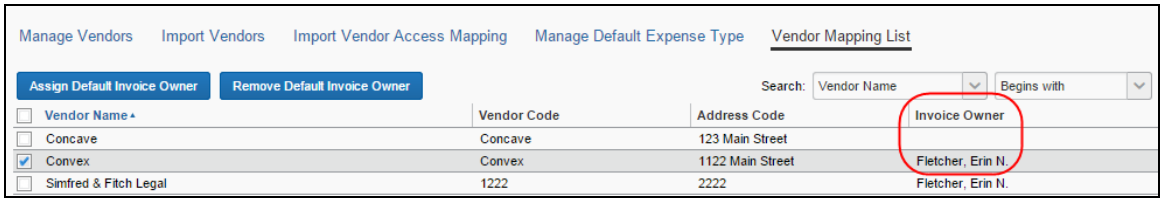
3. Select one or more vendors to assign (or re-assign) to an Invoice Owner.

NOTE: You do not need to unassign an assigned vendor; the action of assignment automatically unassigns the previous owner.

4. Click **Assign Default Invoice Owner** to open the **Employee Helper** window and type the search criteria based on the selection in **Search Field** (Last Name, First Name, Email Address, or Logon ID).

5. Click **Assign** to assign the new Invoice Owner to the vendor.

This association is now displayed under the **Invoice Owner** column in the list table of vendors.



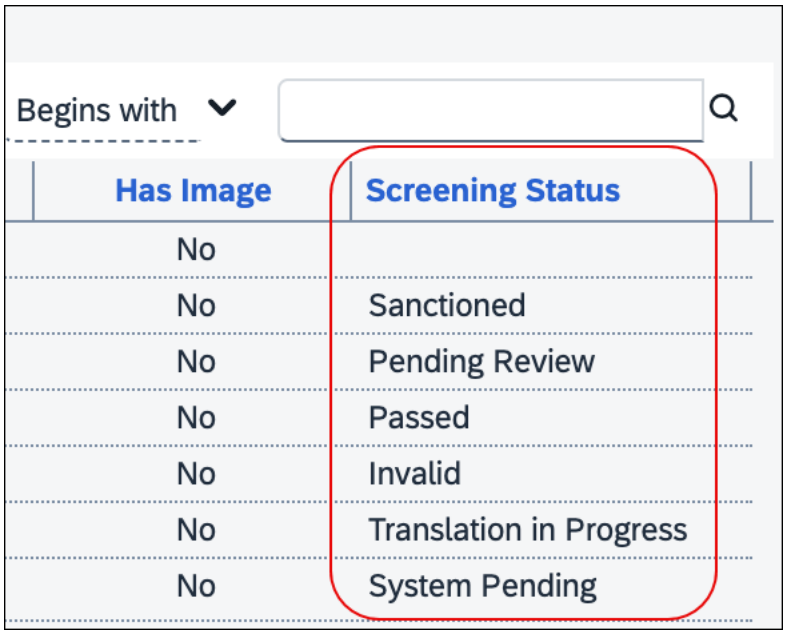
Manage Sanctioned or Invalid Vendors

SAP Concur performs automatic online screening of vendors (suppliers) within Concur Invoice Vendor Management using the SAP Business Partner Screening (BPS) solution. The BPS solution is used to prevent prohibited vendors in embargoed countries or regions, or in sanctioned entities listed by the various applicable government agencies, from performing business activities with SAP products.

The SAP Export Control and Sanctions Compliance policy prohibits the use of all SAP products and services in, from, or in support of, any business activities in locations where SAP products and services are not available. Review the policy for a list of affected countries/regions and currencies.

Review Vendor Screening Status

On the **Manage Vendors** page in the **Screening Status** column, Vendor Managers can monitor the screening status for vendors.



The **Screening Status** column displays several status results based on BPS screening:

- **Sanctioned:** Vendors that are identified during screening with ETS1 (individual/entity located in an embargoed country or region) or ETS4 (sanctioned individual/entity).

  NOTE: A Sanctioned status for a vendor record cannot be changed by the client. Only an authorized Concur Admin can modify a Sanctioned status for a vendor record.

- **Invalid:** Vendors that have incorrect or insufficient vendor data.

If a vendor has an Invalid status, the vendor record needs to be reviewed and updated. Once the vendor record has been updated for proper BPS screening, the status will change from Invalid to blank and users will be able to submit invoices for this vendor.

- **Blank:** Vendors that currently do not meet the criteria for Sanctioned or Invalid statuses. Users can submit invoices for vendors with a blank status.
- **Passed:** Vendors that passed the BPS screening and can be used without restrictions.
- **Pending Review:** Vendors that require manual review by SAP Export Control Operations.
- **System Pending:** Vendors that are in the queue for BPS screening once the system is back online.
- **Translation in Progress:** Vendors that have non-Latin or special characters present and are currently being translated for BPS screening.

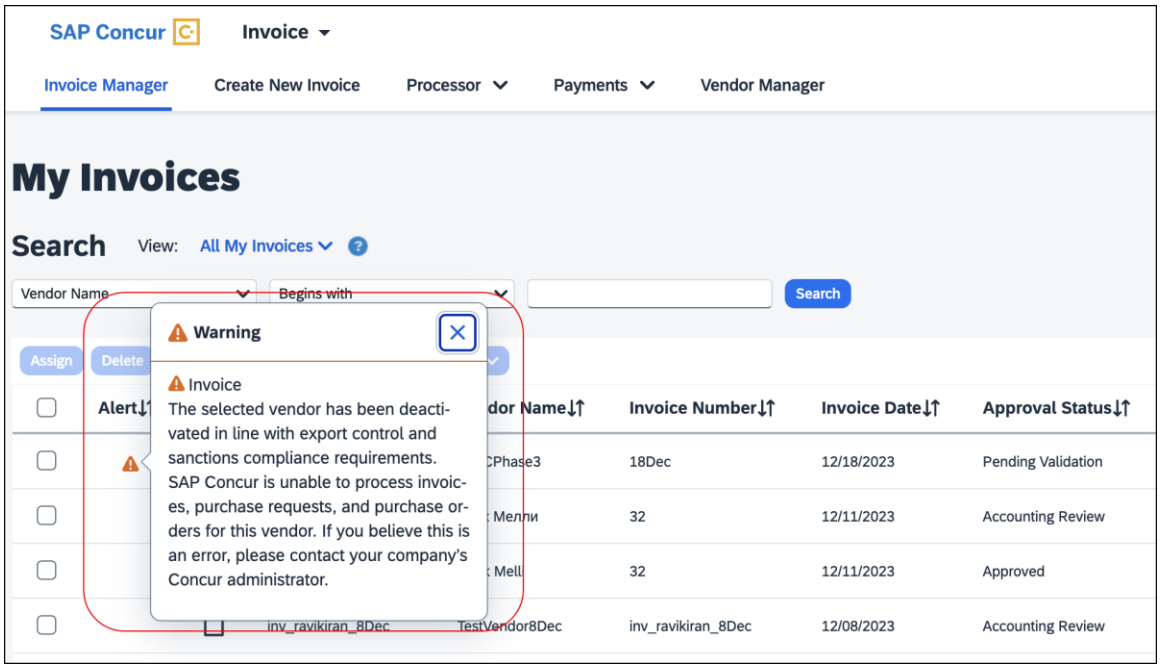
NOTE: A Sanctioned status for a vendor record cannot be changed by the client. Only an authorized Concur Admin can modify a Sanctioned status for a vendor record.

NOTE: When a vendor's screening status is changed, this change will be logged and documented in the audit trail.

Understand the End-User Experience

VIEW END-USER ALERT MESSAGES

When users try to submit an invoice for vendors that are identified as having a Sanctioned or Invalid status during BPS screening, invoice submission will be blocked. Users will see an alert message display for the invoice on the **My Invoices** page.



Depending on the status, users will see the following messages:

- **Sanctioned Vendors:** *The selected vendor has been deactivated in line with SAP Export Control and Sanctions Compliance requirements. SAP Concur is unable to process invoices, purchase requests, and purchase orders for this vendor. If you believe this is an error, please contact your company's Concur administrator.*
- **Invalid Vendors:** *At this time, SAP Concur is unable to support the selected vendor as the information appears incomplete or inaccurate. Please ensure the full legal name of the company or individual and their full address (street, city, state (if applicable), and country/region) are complete and accurate in the vendor record.*

  Users should reach out to their Vendor Managers to ensure the vendor record is updated for required fields including Country, Currency, and State/Province, if applicable. Once the vendor record has been updated for proper BPS screening, the status will change from Invalid to blank. When the vendor record is updated to a blank status, users will be able to submit invoices for this vendor.
- **Pending Review:** *The selected vendor in this invoice is currently under review as part of SAP's Export Control and Sanctions Compliance policy. We*

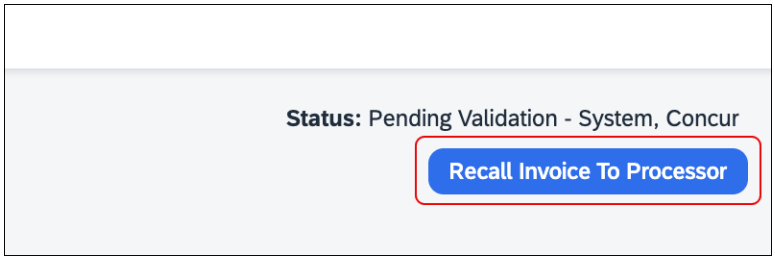
appreciate your patience as we are processing your request as quickly as possible.

- **System Pending:** *The selected vendor in this invoice is currently under review as part of SAP's Export Control and Sanctions Compliance policy. We appreciate your patience as we are processing your request as quickly as possible.*

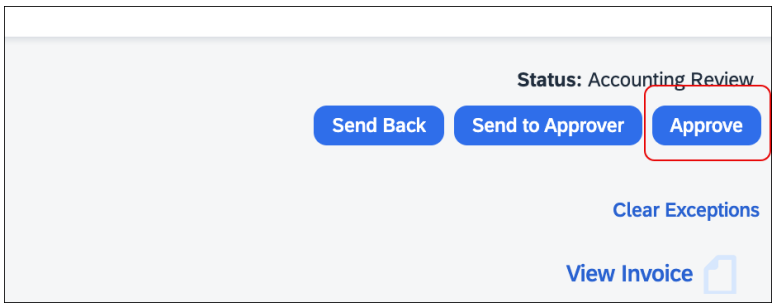
RECALL INVOICES FOR RE-SCREENING

In the unlikely event of a vendor not passing BPS screening at the Prepayment Validation state, invoices with the vendor are placed on hold and an alert message displays for the invoice. Users can recall the invoice to the processor and approve it to initiate re-screening. If the vendor passes re-screening, invoices with the vendor will be extracted for payment. Otherwise, the invoices will continue to be placed in a hold status.

On the invoice record, users can click the **Recall Invoice to Processor** button to recall the invoice.



Users can then click the **Approve** button to re-submit the invoice for re-screening.



View the Audit Trail

When a vendor's screening status is changed, this change is logged and documented in the audit trail with the Export Trade Sanctions (ETS) Category, status code, and the screening status. Users can reference the following table to understand the categories and codes documented in the audit trail.

ETS Category (Available in Audit Trail)	Status Code (Available in Audit Trail)	Screening Status (Available statuses in the Screening Status column on the Manage Vendors Page)
ETS1	01	Sanctioned
ETS3	01	Sanctioned
ETS4	01	Sanctioned
ETOK	02	Passed
ETS2	04	Pending Review
EX30	30	System Pending
EX31	31	Invalid
EX32	32	Translation in progress

Search for Vendors by Screening Status

Users can search for vendors by selecting *Screening Status* in the **Search** list on the **Manage Vendors** page.

Submit Purchase Requests and Purchase Orders

When users submit a purchase request for vendors that are identified as having a Sanctioned, Pending Review, or Invalid status during BPS screening, purchase request submission is blocked.

When a user submits a purchase order created from a purchase request, and the purchase order for the vendor is identified as having a Sanctioned, Pending Review, or Invalid status during BPS screening, PO transmission is blocked.

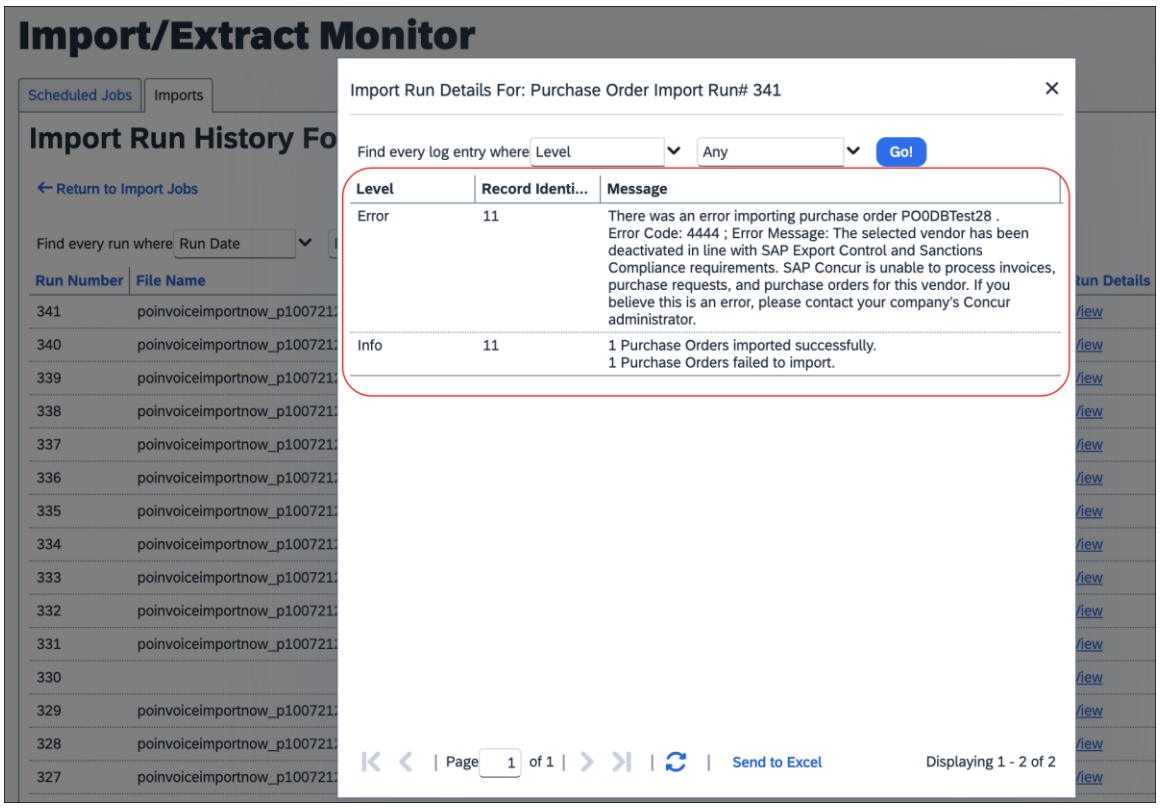
APIs and Imports for PR/PO

When users create a purchase request using Purchase Request v4 API, and the purchase request is created for vendors that are identified as having a Sanctioned, Pending Review, or Invalid status during BPS screening, purchase request auto submission is blocked.

When users create a purchase order using Purchase Order v3 API or from the PO Import file for vendors that are identified as having a Sanctioned, Pending Review, or Invalid status during BPS screening, purchase order creation or import is blocked.

When user updates a purchase order using Purchase Order v3 API or the PO Import file for vendors that are identified as having a Sanctioned, Pending Review, or Invalid status during BPS screening, purchase order update is blocked.

The following image is an example of messages that display in the **Import Run Details For: Purchase Order Import Run** window when invoices are imported successfully, fail, or have errors.



Section 7: Importing Vendors

The Vendor Manager can import vendors and import vendors for assignment to vendor groups.

Import Vendors

The Vendor Import feature allows a user to import one or more vendors using the **Import Vendors** page. Options on this page allow the user to download an Excel spreadsheet, populate it with data, and then upload and import the vendor data into Concur Invoice.

NOTE: The Excel template may differ in field naming and inclusion or exclusion of certain Custom and Future Use fields. However, the *Vendor Import* chapter should be used as a reference when providing values for fields.

For more information, refer to the *Concur Invoice: Vendor Import User Guide* and the *Concur Invoice: Approved Vendor Import V3 (Current) Specification* guide.

Import Vendors to Vendor Groups

Using the Invoice Vendor Employee Access feature, the Invoice Configuration Administrator can create vendor groups and then assign vendors to them. If a user is assigned a vendor group, they can only select vendors in that group when creating an invoice.

Complete information about assigning the vendor by import using options in the **Import Vendor Group Mappings** tab is included in the *Concur Invoice: Vendor Employee Access User Guide* and *Concur Invoice: Vendor Employee Access Import User Guide*.

Section 8: Creating and Approving Vendors in Invoice

The Create and Approve Vendors feature enables users with the invoice Vendor Manager role to create and approve vendors through the **Vendor Manager** page. Currently, users with the appropriate roles can create unapproved vendors by requesting a new vendor.

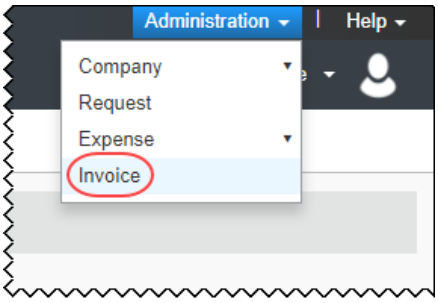
This feature provides clients with a more efficient way to get an approved vendor into Concur Invoice without relying on the existing import and matching processes.

Enable Create and Approve Vendors

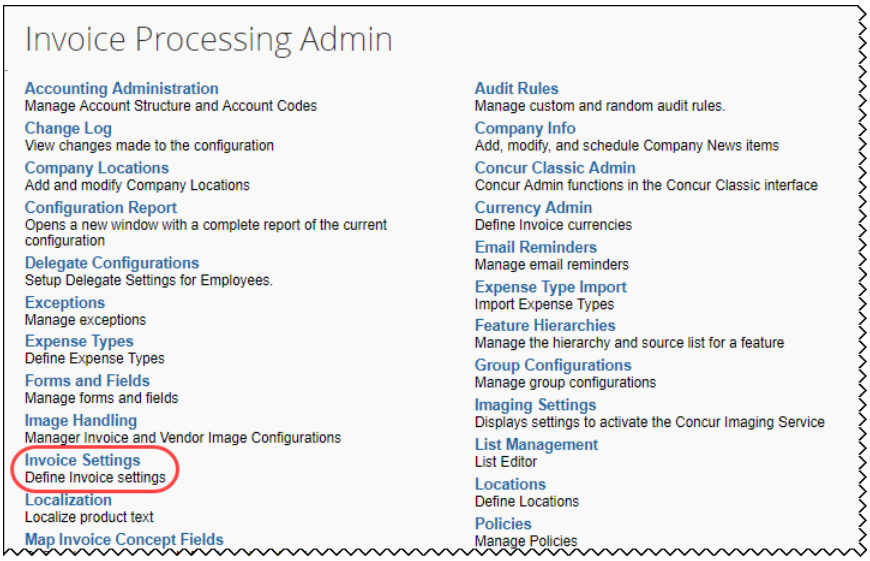
By default, the Create and Approve Vendors feature is not enabled. Users with the Invoice Configuration Administrator role can enable this feature.

Enable or disable the Invoice Create and Approve Vendors feature:

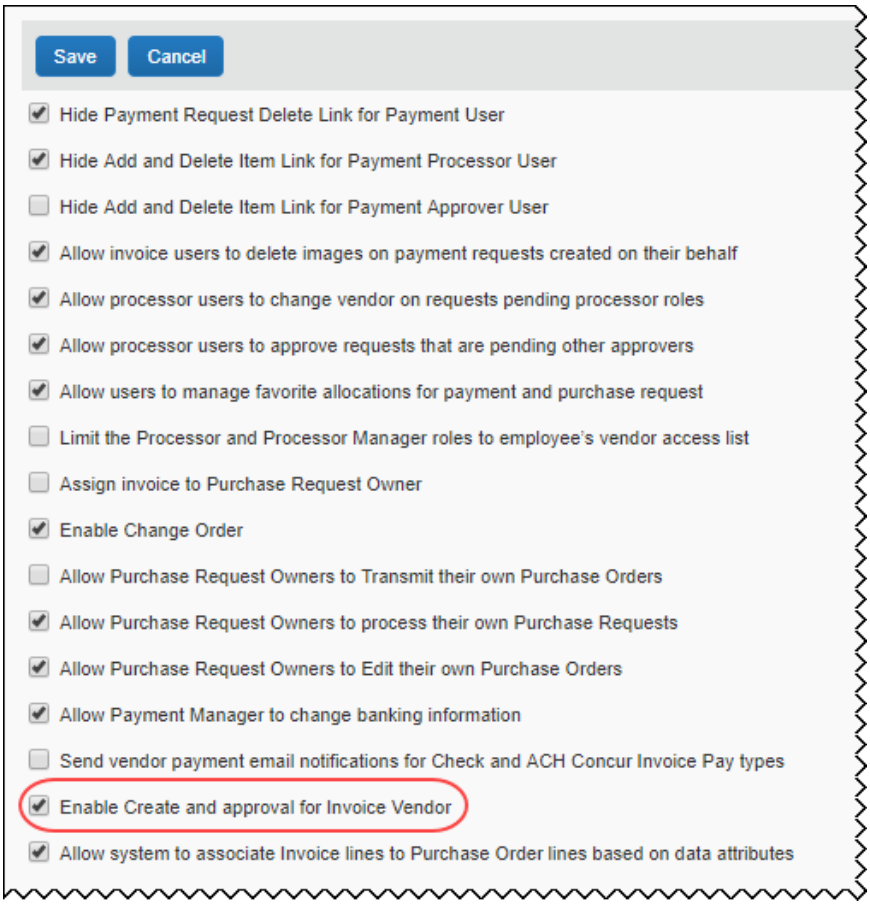
1. Click **Administration > Invoice**.



2. On the **Invoice Processing Admin** page, click **Invoice Settings**.



3. On the **Invoice Settings** page, check (enable) or clear (disable) the **Enable Create and approval for Invoice Vendor** check box.



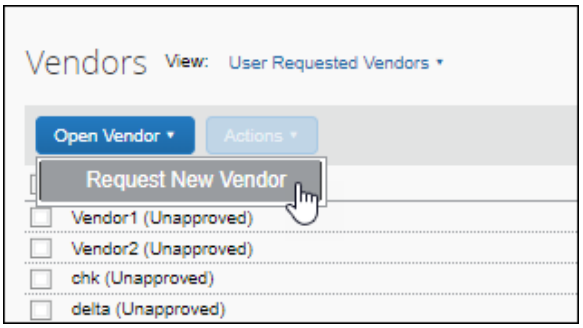
4. Click **Save**.

Create and Approve a New Vendor

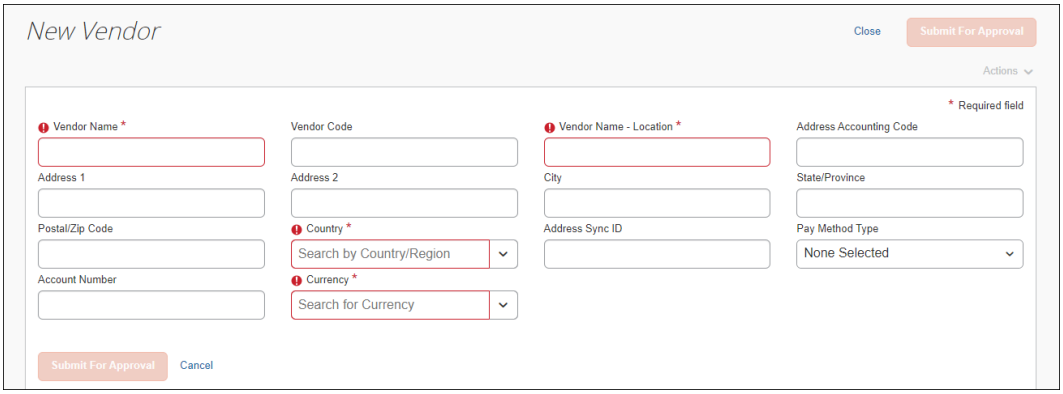
When the Create and Approve Vendors feature is enabled, the Invoice Vendor Manager can create (request) new vendors on the **Invoice > Vendor Manager > Manage Vendors** page without importing vendors through the **Import Vendors** page.

To create a new vendor:

1. Click **Invoice > Vendor Manager > Manage Vendors**.
2. Click **Open Vendor > Request New Vendor**.



The **New Vendor** (also known as **Vendor Information**) page appears.



Note the following:

- This page is customizable and might not exactly match the preceding image.
- The fields on the **Vendor Information** page support connected lists.

For more information, refer to the *Concur Invoice: Forms and Fields Setup Guide* and the *Shared: List Management Setup Guide.*

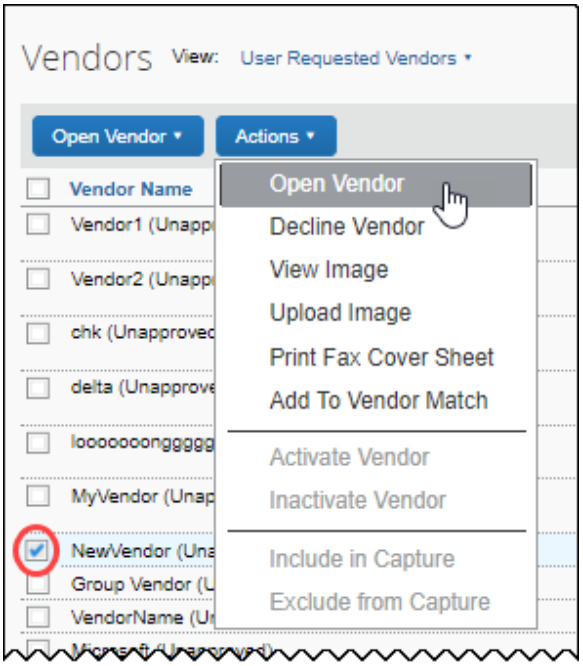
- If the Invoice Configuration Manager has set the visibility of banking information to **Optional** or **Required** for users with the Vendor Manager role, the **Banking Information** section (not pictured) appears on the **Vendor Information** page.

3. Fill in all required fields and any other data you want to enter. After all of the required fields have been populated, the **Submit For Approval** button becomes available.

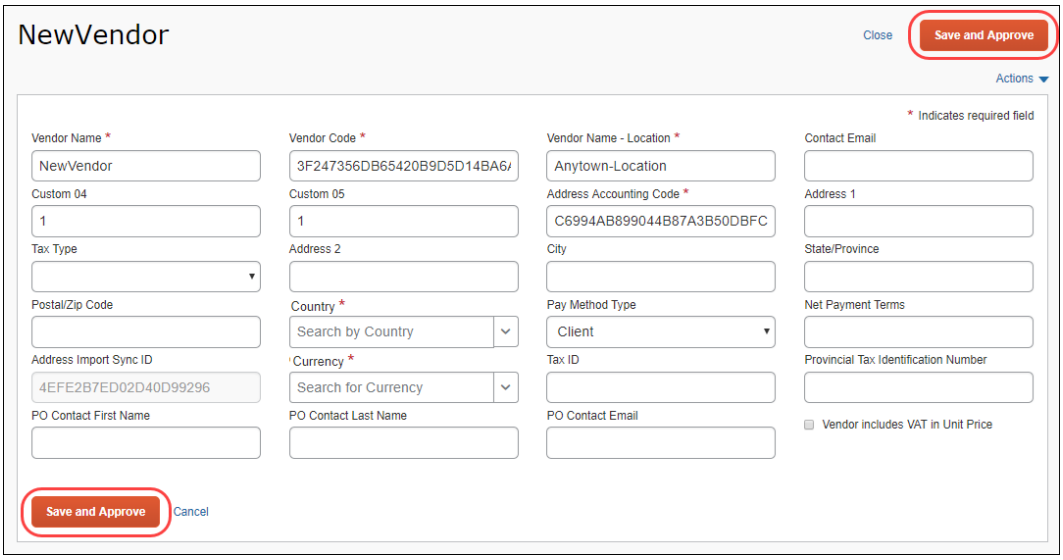
4. Click **Submit For Approval**.

   You are returned to the list of user-requested vendors on the **Manage Vendors** page.

5. If the new vendor you created doesn't appear on the page, search for the new vendor, select the vendor, and then select **Open Vendor** from the **Actions** menu.

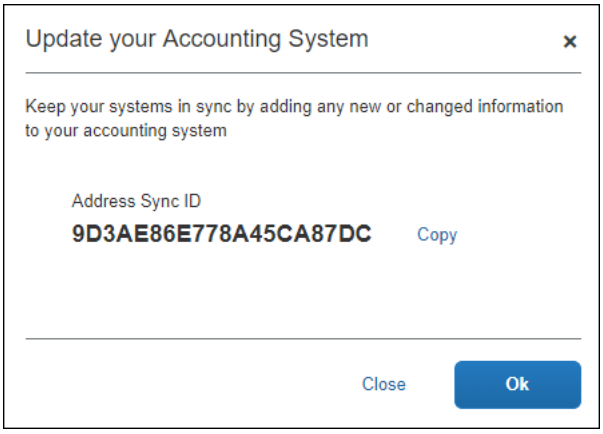


The **Save and Approve** button is now available on the vendor's form.



6. To approve the new vendor, click **Save and Approve**.

   The **Update Your Accounting System** message appears.



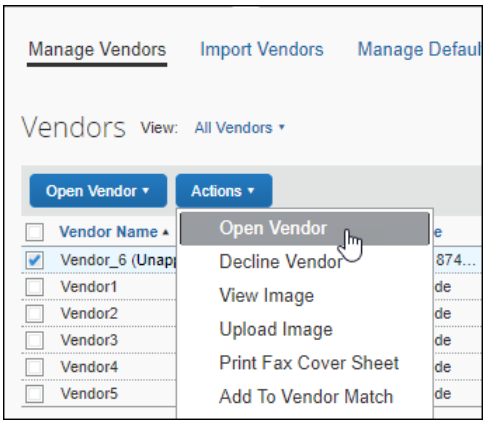
NOTE: The Address Sync ID is generated when a new vendor is requested. When vendor data is imported into Concur Invoice through an automated process, the Address Sync ID is required to synchronize the vendor data being imported with the vendor data already stored in the system.

Review a Vendor's Audit Trail

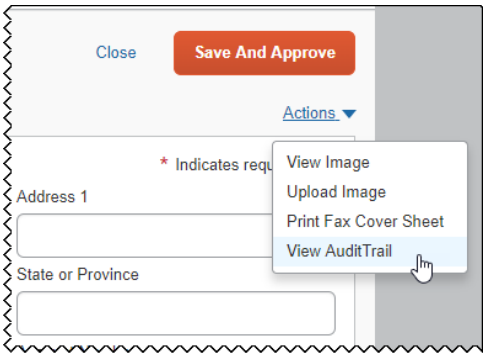
Clients with the Create and Approve Vendors feature enabled can track any changes made to a vendor record by reviewing the **Audit Trail** page within the vendor's information page. For example, when a vendor is approved or updated by the Vendor Manager, the actions are added to the vendor information audit trail.

To view the vendor information audit trail:

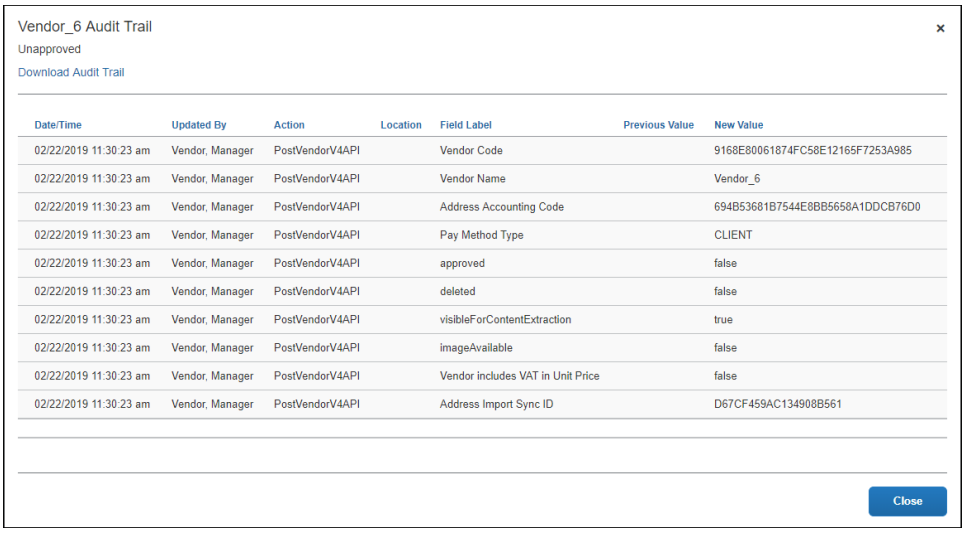
1. On the **Manage Vendors** page, select the vendor whose audit trail you want to view, and then select **Open Vendor** on the **Actions** menu.



2. On the vendor information page, select **View Audit Trail** on the **Actions** menu.

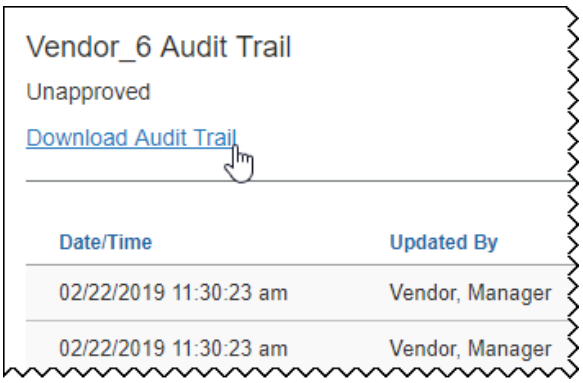


The audit trail for the selected vendor appears.



Date/Time	Updated By	Action	Location	Field Label	Previous Value	New Value
02/22/2019 11:30:23 am	Vendor, Manager	PostVendorV4API		Vendor Code		9168E80061874FC58E12165F7253A985
02/22/2019 11:30:23 am	Vendor, Manager	PostVendorV4API		Vendor Name		Vendor_6
02/22/2019 11:30:23 am	Vendor, Manager	PostVendorV4API		Address Accounting Code		694B53681B7544E8BB5658A1DDCB76D0
02/22/2019 11:30:23 am	Vendor, Manager	PostVendorV4API		Pay Method Type		CLIENT
02/22/2019 11:30:23 am	Vendor, Manager	PostVendorV4API		approved		false
02/22/2019 11:30:23 am	Vendor, Manager	PostVendorV4API		deleted		false
02/22/2019 11:30:23 am	Vendor, Manager	PostVendorV4API		visibleForContentExtraction		true
02/22/2019 11:30:23 am	Vendor, Manager	PostVendorV4API		imageAvailable		false
02/22/2019 11:30:23 am	Vendor, Manager	PostVendorV4API		Vendor includes VAT in Unit Price		false
02/22/2019 11:30:23 am	Vendor, Manager	PostVendorV4API		Address Import Sync ID		D67CF459AC134908B561

3. (Optional) Download the audit trail to a comma-separated (.csv) file by clicking the **Download Audit Trail** link.

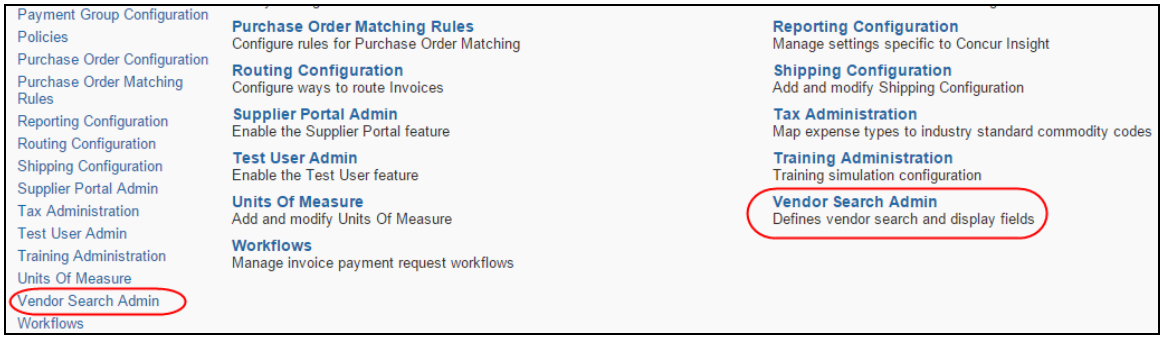


Section 9: Adding Vendor Search Variables for the User

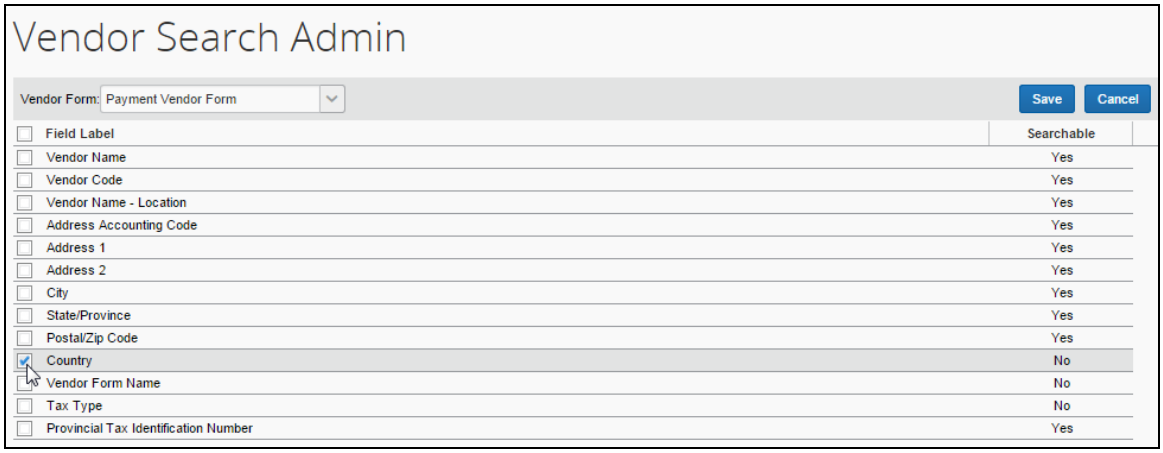
The Invoice Admin can add additional search variables, such as Cost Center, Division, and others to the Vendor List search functionality. By doing this, the administrator can broaden the search capabilities for their users who are searching for vendors to associate with a new invoice.

Add and Remove Vendor Search Fields

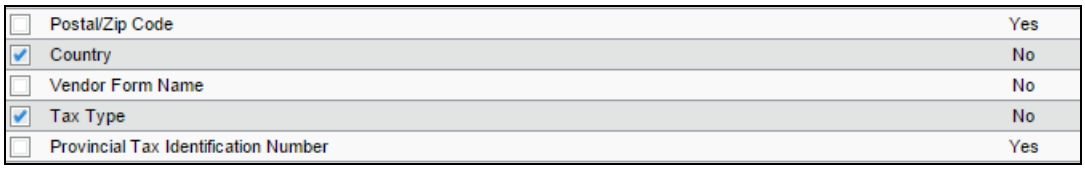
The Invoice Admin accesses the new Vendor Search Admin tool by clicking **Administration** > **Invoice** > **Vendor Search Admin** (left menu).



The **Vendor Search Admin** page appears. This is shown in the figure below with the optional *Country* field being added by the administrator.



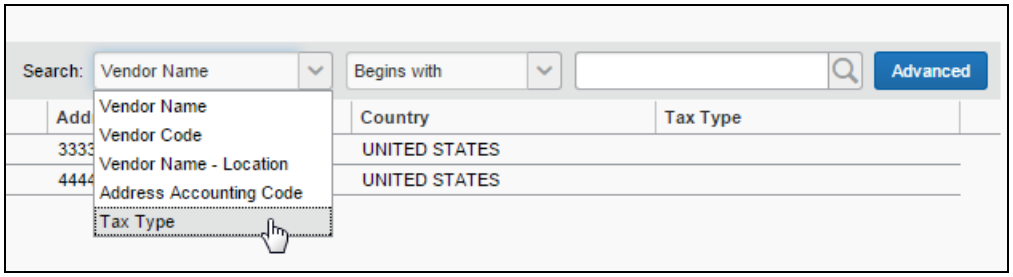
This page is used to add or remove the fields that will appear for the user when searching for vendors. Note that while all fields can be added as columns in the vendor row grid, only selected fields can be used for the quick search and advanced search functionalities. This is represented as a *Yes* or *No* variable under the **Searchable** column on the **Vendor Form** page.



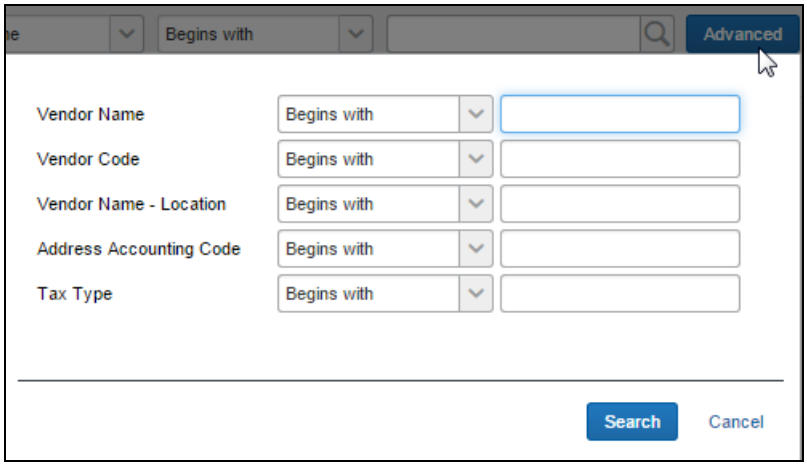
For example, the administrator can decide to add the *Tax Type* or *Country* fields as searchable items. These will appear as columns in the vendor row grid, but only the *Tax Type* field will be available in quick search and advanced search.

User Experience

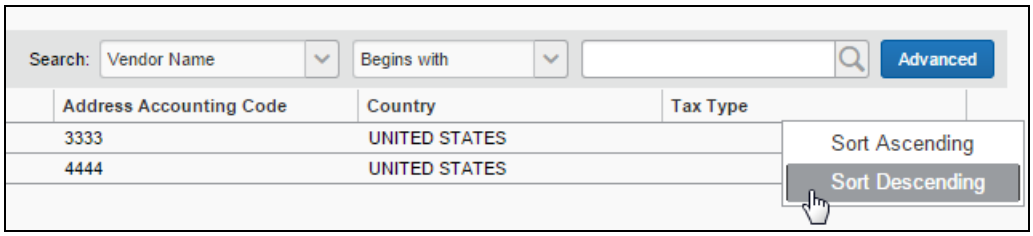
The user will see only the set of fields the administrator adds using the Vendor Search Admin tool (*Tax Type* shown below). Qualified (searchable) fields appear in the **Search** list.



As a searchable field in the **Advanced** search window (available by clicking **Advanced**).



And as a column in the vendor row grid.



Section 10: Suppress Display of Manage Vendors Link

Overview

The Invoice User role can be denied access to the Vendor Management feature in Concur Invoice. This option is useful for those organizations that do not want this role to access this functionality. Suppressing this access is done by enabling a setting that removes the **Manage Vendors** link in Concur Invoice. With this link hidden, the Invoice User role is unable to access the **Manage New Vendors** and **Vendor Mapping List** pages.

How the Restrict Use of Payment Request Delete Link Feature Works

The feature works by removing access to the vendor management functionality on the **Manage Vendors** and **Vendor Mapping List** pages, accessible from the following areas of the system:

- The **Vendor Manager** link
- The approvals **Invoice List** page
- The **Invoices List** page

Required Roles

This feature is designed to exclude only the Invoice User role from access to the **Manage Vendors** link. This means that, if the employee is assigned additional roles that permit access to vendor management functionality, those roles will supersede this functionality. For example, if an employee with the Invoice User role is also assigned the Invoice Vendor Manager role, then the **Manage Vendors** link will appear in Concur Invoice and all vendor management functionality is available.

📖 For more information, refer to the *Shared: User Administration User Guide*.

Procedure: Enable the Feature

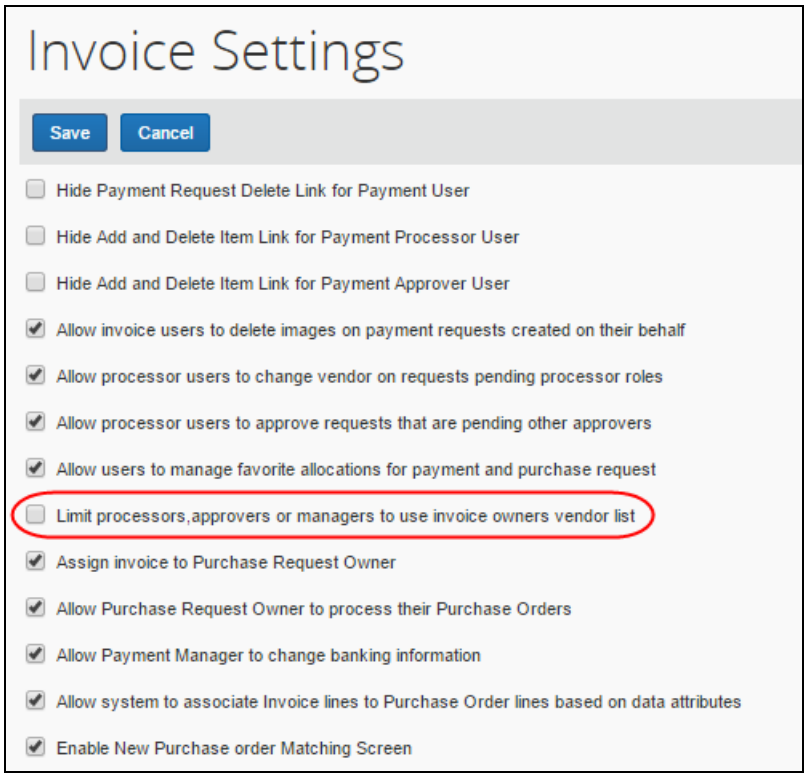
To suppress the display of the **Manage Vendors** link either the Invoice Configuration administrator or Invoice Configuration administrator (Restricted) roles select the **Enable Manage Vendors Link for Invoice User** check box in the **Invoice Settings** page.

📖 For information about enabling this feature, refer to the *Concur Invoice: Invoice Settings Setup Guide*.

Section 11: Restrict Vendor Selection for Processor to Match Those of Employee

Using Invoice Settings, the administrator can force the vendor selection availability for a processor to match the vendor selection of the employee whose invoice they are processing. This feature prevents unauthorized vendor selection when the processor works with vendors by limiting the pool to those vendors the employee is restricted to work with under the Vendor Employee Access feature.

To enable this feature, navigate to **Administration** > **Invoice Admin** > **Invoice Settings** and check (enable) the **Limit the Processor and Processor Manager roles to employee's vendor access list** check box.



For more information, refer to the *Concur Invoice: Invoice Settings Setup Guide* and the *Concur Invoice: Vendor Employee Access User Guide*.