

# **Shared: Central Reconciliation**

## **User Guide**

**Last Revised: October 1, 2022**

Applies to these SAP Concur solutions:

- ☒ Expense
  - ☒ Professional/Premium edition
  - ☐ Standard edition
- ☐ Travel
  - ☐ Professional/Premium edition
  - ☐ Standard edition
- ☐ Invoice
  - ☐ Professional/Premium edition
  - ☐ Standard edition
- ☒ Request
  - ☒ Professional/Premium edition
  - ☐ Standard edition



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# Revision History

Date	Notes / Comments / Changes
October 1, 2022	Updated some images to the new user experience.
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
April 15, 2021	Updated the copyright year; no other changes; cover date not updated
April 27, 2020	Renamed the Authorization Request check box to Request on the guide's title page; cover date not updated
January 15, 2020	Updated the copyright; no other changes; cover date not updated
February 12, 2019	Updated the copyright; no other changes; cover date not updated
May 24, 2018	Converted to Shared User Guide - can be used across Expense and Authorization Request products
April 5, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
January 9 2018	Removed information about two user interfaces and added minor clarification updates
December 14 2016	Changed copyright and cover; no other content changes.
May 13 2016	Updated instances of he/she to they.
September 18 2015	Updated the <i>Unmatched Invoices Page</i> section.
October 14 2014	Added information about the two user interfaces; no other content changes
April 3 3012	Removed all references to the <i>legacy</i> Authorization Request feature in Concur Expense Changed any references to Concur's Travel Request service to Request, Concur Request, or Authorization Request, depending on the situation No other content changes
December 28 2012	Made rebranding and/or copyright changes; no content changes
July 13 2012	Transactions may now be associated to an employee by their Employee ID value. This means Travel Request is not necessarily required to use Central Reconciliation.
March 23 2012	New User Guide.



# Central Reconciliation

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**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 Concur administrator.

Also, the administrator should be aware that some of the tasks described in this guide can be completed only by SAP Concur staff. In this case, the client must initiate a service request with SAP Concur support.

## Section 2: Overview

The Central Reconciliation (CR) feature allows a user to quickly match, review, and approve the CR invoices generated by a company Lodge card. These can be against preapproved request expenses for the travel, or card expenses such as mobile or gas incurred by the user associated with this Lodge card.

This centralized method for managing and paying expenses introduces another option for reviewing and approving spend since the CR processor can now use CR features to perform the matching and analysis of the Lodge transaction charges in one view.

### ***Benefits of Using Central Reconciliation***

The primary benefit of Central Reconciliation is its ability to gather charge transactions into a single view where the Central Reconciliation Processor role (typically an accountant) can perform verification prior to approval. The ability of the system to scale from a small department to a division-wide set of employees within this view greatly reduces the need to research, record, and match these requests to the CR invoice as is done traditionally - instead, the system handles these tasks.

This means the processor can now concentrate on the validity of the charge transactions and the generated invoices, using a single view the system generates by automatically matching these charges to the CR invoice provided by the card bill issuer (done using the unique Request ID – formerly Travel Request ID – or Employee ID value in the card feed import). Now, it is a simple matter to note inappropriate spend and approve requests, all within this same view.

Finally, unmatched, or "orphaned" CR invoices, due to an incorrect or blank Request ID (formerly Travel Request ID) or Employee ID value, are listed in a single view for review and resolution. The processor can perform research to finalize the matching and approve the invoice, such as opening Concur Request for a request or querying an agency for the correct Request ID value.

### **Purchase and Activation**

The Central Reconciliation product may be purchased by contacting SAP Concur directly.

### **Required Configuration**

Before using Central Reconciliation, please review the following configuration information:

- Central Reconciliation is a standalone product, but it is designed to work with or without Concur Request, and either with or without Concur Travel and/or Expense.
- Import and Extract jobs must be configured to allow company card import and accounting extracts - a Service Request to SAP Concur support may be required.
- When using Concur Request, the header and allocation forms and fields used in Central Reconciliation *must* match in number and use those implemented in Concur Request (for example, the default allocation forms for each).
- The division of employees by way of a policy and group in Concur Request should be matched within Central Reconciliation in order to reduce confusion and cause a match between what requests reside within, and are serviced by, those users who will also work with Central Reconciliation to match CR invoices to these requests.



Refer to the *Central Reconciliation Setup Guide* for information about configuring this feature.

### **Definitions**

- **CR:** Abbreviation for *Central Reconciliation*.
- **CR Invoices:** A type of expense report (aka "pseudo report") containing only those expenses included in a Central Reconciliation import - these reports are hidden to Expense users.
- **CCA:** Abbreviation for *Credit Card Account*.
- **CCT:** Abbreviation for *Credit Card Transaction*.
- **Managed Lodge Card:** A Lodge CCA that is handled via the CR feature.
- **Unmanaged Lodge Card:** A Lodge CCA that is handled with the existing Expense Credit Card feature.
- **TMC:** Abbreviation for *Travel Management Company*, referring to a Travel Agency.



- **TR:** Abbreviation for *Request* (formerly Travel Request).

## Required Roles

To use CR, at least one user must have the **Central Reconciliation Processor** role. These permissions allow them to access, search for, match, approve and dispute CR invoices.

Optionally, this user could also be assigned the **Request Auditor** role. These permissions allow access to Concur Request, where the user can review and identify requests that can now be matched to orphaned (unmatched) CR invoices in Central Reconciliation.

### ***Restrictions on CR Invoices the Processor May Work With***

The Central Reconciliation processor can access both the **List of Invoices** and **Invoices** tabs, but the view of CR invoices is restricted across two areas:

- **By Group:** The Central Reconciliation processor works only with those requests accessible through the group hierarchy granted to the processor via the Central Reconciliation Processor role. This means if the processor works under the Global - East group, they will not have access to those CR invoices generated by the Global - West group.
- **By The Credit Card Account:** Further refining the view, the processor is also restricted to viewing only those CR invoices associated with the CCA they have been granted rights to. This means the processor granted rights to work with the EMEA Travelers AMEX Lodge Card account will never see CR invoices associated with purchases through the BTA AMEX Lodge Card account.



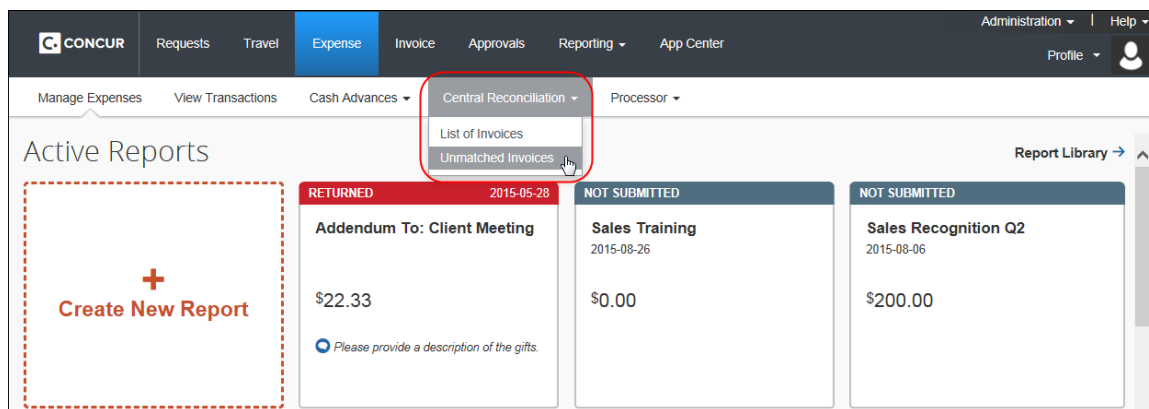
Refer to *Working With the Central Reconciliation Processor Role* in this document for more information.

## Section 3: Central Reconciliation Configuration

Configuring Central Reconciliation is usually a one-time task that may require infrequent ongoing updates. For example, an additional processor may be brought in to handle a specific region and/or credit card account, requiring a role assignment.

## Section 4: Accessing Central Reconciliation

Click **Expense > Central Reconciliation** (on the sub-menu) > **List of Invoices** or **Unmatched Invoices**.



### What the Processor Sees

The Central Reconciliation (CR) tool is composed of two pages, **List of Invoices** and **Unmatched Invoices**.

Within the pages of each tab, options are available to the Central Reconciliation processor that allow this user to:

- Search for CR invoices using advanced search criteria
- Match unmatched CR invoices to a request
- Review matched CR invoices for validity and audit purposes
- Review and correct exceptions generated by Audit Rules
- Approve matched CR invoices
- Dispute an CR invoice by placing it into *Disputed* status
- (Optional) Use Concur Request to review requests for matching purposes



See also the section *Upcoming Iterations - Enhancements* for additional processor features.

### List of Invoices Section

The **List of Invoices** page is used to search for and display CR invoices matched to their transaction counterpart. Using options on this page, the processor can search for CR invoices within a selected group, that match a specific Lodge account, and have criteria that matches a specific value of a selected field, as an example. They can review the matched CR invoice and elect to approve it, or if an exception exists, the processor can take what corrective action is available to them. If an issue arises, such as an overbilling or otherwise, the processor can place the CR invoice into a state of *Disputed* while resolving the issue.

By opening the CR invoice, the processor can review it in a standalone window with header information above the CR invoice itself. Options in this window allow the user to change both the expense type, and the Request ID (formerly Travel Request ID) or Employee ID at this time. Finally, allocated request segments can be allocated directly from within this page. For example, all allocations will be evenly allocated via copy down from Concur Request, but the processor can adjust allocation unevenly if they need to, for example, if a traveler flew to headquarters for training on a topic, they may split the air cost between the project and training in any way they see fit.

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**NOTE:** The **Total Amount** displayed on the **List of Invoices** page only reflects the sum of the invoices **displayed** on the screen (visible on the page), not the sum of **all** invoices filtered by the selected criteria.

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Page  of 24 | > > |  Total Amount: € 8,817.62

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### Unmatched Invoices Section

The **Unmatched Invoices** page is used to search for CR invoices that could not be automatically matched during company card import. A request will fail to match when the Request ID included in the *Remark* section of the PNR or the Employee ID value cannot be matched to any similar number in any imported transaction within the system or for requests, when this identification number is located in a field other than that configured for the Lodge card.

Options on this page let the processor search for and select the transaction charge to match using either a drop-down list with a quick search window, or access advanced search functions. They can also review the CR invoice image by hovering over a link displayed when the CR invoice row is opened. Between this additional detail and the search functionality, any request within the user's group is available for matching.

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**NOTE:** Matched CR invoices are *not* approved at this time, but simply moved to the **List of Invoices** page for final review and approval.

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**! IMPORTANT:** Request ID is case sensitive.

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**NOTE:** The **Total Amount** displayed on the **Unmatched Invoices** page reflects the sum of all filtered invoices (**all** pages), not just the invoices that are visible (**displayed** on the active page).

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Page  of 3 | > > |  Total Amount: € 16,886.51

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### Invoices Tab – Request

As a convenience, an **Invoices** tab appears in Concur Request for those requests associated with CR invoices, when opened in detail view.

The screenshot displays the Concur interface. On the left, the 'List of Invoices' section shows filters for 'Group: Global', 'Starting Group', 'Account Name' (AMEX), 'Filter Type', and 'From Date'. Below these filters is a table with columns: Invoice Number, Invoice Date, Employee Name, Request ID, Request Status, Invoice Status, Amount, and Custom 15-E... The table contains two rows of data.

On the right, the 'Request 333V' detail view is shown. It includes the 'Request Name: Trip from London to Paris' and 'Purpose: Business trip'. Below this, there are tabs for 'Request Header', 'Segments', 'Expenses', 'Approval Flow', 'Audit Trail', and 'Invoices'. The 'Invoices' tab is active, showing a table with columns: Account Name, Invoice Number, Invoice Date, Imported Req..., and Current Req... The table contains one row of data.

Invoice Number	Invoice Date	Employee Name	Request ID	Request Status	Invoice Status	Amount	Custom 15-E...
000012345	03/31/2017	Miller, Chris	333V	Not Submitted	Submitted & Pen...	€ 488.80	Group 1
000056789	04/12/2017	Smith, John	333U	Not Submitted	Submitted & Pen...	€ 211.14	Group 1

Account Name	Invoice Number	Invoice Date	Imported Req...	Current Req...
AMEX	000012345	03/31/2017	333V	333V

To choose which columns display, edit the Access Rights of the Central Reconciliation Travel Related Invoice Header form.

## Section 5: Using The Central Reconciliation Tool

Concepts and examples that will help the processor work with Central Reconciliation are included in this section. Configuration of the product is included in the *Central Reconciliation Setup Guide*. Refer to that guide for configuration information.

### Understanding Matching and the Request ID Field

The Request ID value is used to automate the reconciliation of a CR invoice to its pre-approved request. This ID is generated when the request is created, and is used on import of the Lodge card account to match the CR invoice to the existing request in the system. If the import fails to match a request to a received invoice, Central Reconciliation lists the unmatched CR invoice and provides functionality to find the request associated with the CR invoice in order to achieve a match.

The Request ID value is provided in two ways:

- **Self-Booked Request:** The user enters their trip criteria and through the booking switch configuration the request (with the Request ID) and the user are both re-directed to Travel. Within Travel, the system is configured to insert the Request ID into the *Remark* section of the Passenger Name Record (PNR).
- **Agency-Booked Request:** The user enters their trip criteria and as the trip enters workflow, an email is sent to the agency which includes all relevant information, including the Request ID. This is manually entered into the *Remark* section of the Passenger Name Record (PNR) by the agency, which ensures it is included in the generated invoice.

When the Request ID is not provided directly by Concur, it is the responsibility of the traveler and the TMC agent to correctly, manually enter the Request ID.

The TMC agent should be reminded to always use uppercase for Request ID because the automated matching in Central Reconciliation is case sensitive.

In both instances, the Lodge card provider fetches the Request ID from the PNR and it is included in the Lodge account feed imported into Central Reconciliation.

## Understanding Matching and the Employee ID Field

Much like the Request ID field, the Employee ID field is used to automate the reconciliation of a CR invoice to an imported Lodge card transaction.

## Matching Invoices to Transactions

Central Reconciliation provides several options that allow the processor to match and ultimately approve a matched invoice, or elect to dispute the CR invoice amounts. In general, the processor uses the information provided within an unmatched CR invoice to select its matching counterpart.

### *Requests (formerly Travel Requests)*

Depending on the data included in a feed, this information can include departure and arrival locations, the passenger's name, the date on which the trip was taken, the amount spent on the trip, or a near-exact match of the Request ID between the CR invoice and the trip that is preventing matching.

### *Examples*

#### **EXAMPLE 1**

Assume a CR invoice with the date of July 30, an amount of \$358.00, and a Request ID entered by the agency of "2233" is found. In the past, you have seen a "B" instead of "8", an "O" instead of "0", or an "I" instead of "1" and so on with unmatched CR invoices. In this case, you are aware of a trip closely matching this in date, cannot recall the amount, but know of a near-identical Request ID. By clicking in the **Request ID** field, you open a search function that lets you enter the 2223 ID you recall and assume must be a match but for the mistyped "2" instead of "3".

The screenshot shows a web interface for the Central Reconciliation tool. At the top, there is a header bar with 'Travel Request ID' on the left and 'Inv' on the right. Below this, there is a search input field containing the text '2223'. To the right of the input field is a search icon (magnifying glass). A dropdown menu is open below the input field, showing 'Type to search by: Request ID (selected) Request Name'. Below this, there is a list item '(2223) Trip Reservation' which is being clicked by a mouse cursor.

## Section 5: Using The Central Reconciliation Tool

A match appears, and the CR invoice and request are reconciled by clicking the selection directly.

### EXAMPLE 2

Assume you are holding the paper invoice and know the date of travel and the name of the passenger, but little else. Searching for unmatched CR invoices by a date span that includes the travel and/or the invoiced date, you are returned several matches. Opening and hovering over each row icon, you find the matching passenger name and date in the CR invoice image, and so identify the unmatched invoice.

The screenshot shows a window titled "Bmi British (CBCP - 2009)" with a Bmi British logo. The invoice details include:

- American Express CREDIT CARD#: xxxx2009
- Thursday 07/30/2009
- Transaction Amount: \$179.00
- Ref #: 398982895238000
- Invoice #: 000051169
- London
- Passenger: DEBBIE REDDOCH
- Ticket: 2369609530108
- Agency Name: FLIGHT TOUR TRAVEL
- Ticket Issued: 05/19/2009 12:00 AM
- Departure Date: 05/20/2009 12:00 AM
- Legs: 2

To the right, a table shows unmatched invoices:

Filter Value	Invoice Amount
	\$358.00
AIR CARRIERS NOT SPECIFIED ...	\$179.00
AIR CARRIERS NOT SPECIFIED ...	\$179.00

Clicking in the **Request ID** field of your invoice, and not seeing the Request ID, you click the magnifying glass icon (🔍) to open the **Request Search** window. Here, you input the employee ID and dates, and a match appears. Noting the Request ID and dismissing the window, you finalize the match by typing this ID directly into the **Request ID** field.

The "Request Search" window displays the following search criteria:

- Request ID: [Empty]
- Request Name: [Empty]
- Has all selected Segment Types: [Empty]
- Employee ID: 7654321
- From Date: 03/01/2017
- To Date: 03/31/2017
- Status: [Dropdown menu open showing options: Approved, Approved - Pending Booking, Cancelled, Not Submitted, Pending Budget Approval, Pending Cost Object Approval, Pending External Validation, Pending Travel Agency Update, Sent Back to Employee, Submitted & Pending Approval]

Search results table:

Request ID	Start Date	Request Name
333V	03/01/2017	Trip from London to Paris

Segment Types: [Empty] Employee Name: Miller, Chris

### EXAMPLE 3

Assume you have worked with your TMC agency and their payment provider (AMEX Lodge, etc.) to ensure that both self-booked and agency-booked travel PNRs will always have the Request ID value in the *Remark* section. This would mean automated matching in every instance, but failing this, the processor can simply not

attempt to match the invoice. Instead, they contact the provider/TMC directly and explain that, failing a match, the invoice cannot be funded and the issue must be addressed (TMC or provider to provide the appropriate Request ID to the CR Processor). Or both a credit note and an updated invoice generated in order to pay the agency.

### ***What Happens When the Unmatched Invoice is Matched***

Under any of these scenarios, the newly-matched CR invoice is removed from the **Unmatched Invoices** page to the **List of Invoices** page. It is not approved, but is ready for final review, which may include resolving exceptions, disputing an amount prior to final approval.

## **Working With Invoices**

Processors work with CR invoices in the following ways through Central Reconciliation.

### ***Matching the Invoice***

Matching is primarily the task of identifying unmatched CR invoices whose Request ID or Employee ID value could not be associated with the existing request or employee charge. However, matching is also the task of confirming automated matches and noting any variances that cause exceptions (these are discussed later in this document).



Refer to *Special Cases - Using Audit Rules with Central Reconciliation* in this document for more information.

### **Example: Matching Unmatched Invoices to Requests**

There are several reasons why a match may not occur, for example, a non-matching CR invoice may only lack the existence of the request. More often, the TMC did not provide the correct Request ID or any number at all in the *Remark* section of the PNR. To reconcile a match, the processor must bring additional information to the task, such as date, employee name, or amount, and also use data on the information available from within Central Reconciliation, for example:

## Section 5: Using The Central Reconciliation Tool

- From the matching list drop down, by knowing and then selecting the correct request by its Request ID or Request Name:

The screenshot shows the Central Reconciliation Tool interface. At the top, there are buttons for 'Archive Invoices' and 'Save'. Below these are input fields for 'Filter Value' and 'To Date', and a 'Search' button. A dropdown menu is open, showing a search filter with two options: 'Request ID' (selected) and 'Request Name'. Below the dropdown, a list of requests is displayed with columns for 'Request ID', 'Request Name', and 'Amount'. The list includes entries like '(3334) paris' and '(3336) Test'. A red box highlights the 'Type to search by' section, and another red box highlights the 'Save' button. A third red box highlights the 'Request ID' and 'Request Name' columns in the list.

Click the entry, then click **Save**, to match the invoice to the selected request.

Use **Type to search by** to list by ID number (the default) or by the name of the request.

- By gaining further knowledge (employee name, etc.) from the appearance of the invoice image available by opening the CR invoice and hovering over the icon:

The screenshot shows a British Airways e-Receipt. The receipt includes the following information: 'British Airways (CBCP - 2009)', 'American Express CREDIT CARD#: xxxxx2009', 'Thursday 07/30/2009', 'Transaction Amount \$170.00', 'Ref #: 400002950353000', 'Invoice #: 000054465', 'London', 'Passenger: FLYNN', 'Ticket: 1256603093223', 'Agency Name: FLIGHT TOUR TRAVEL', 'Ticket Issued: 07/02/2009 12:00 AM', 'Departure Date: 07/03/2009 12:00 AM', and 'Legs: 2'. A red box highlights the 'Invoice #' field, and another red box highlights the 'Passenger' field. A third red box highlights the 'Ticket Issued' and 'Departure Date' fields. A fourth red box highlights the 'Legs' field. A yellow box on the right side of the receipt lists the information that can be drawn from the e-Receipt: Amount, Invoice #, Name, and Date.

Draw information from the e-Receipt, such as:

- Amount
- Invoice #
- Name
- Date



## Confirming Matched Invoices

Matching CR invoices also means confirming that automated matches performed on import of the Lodge card by the system via the imported Request ID or Employee ID matching component are correct. Confirmation is performed in the **List of Invoices** page, including noting any exceptions and disputing the CR invoice if required.

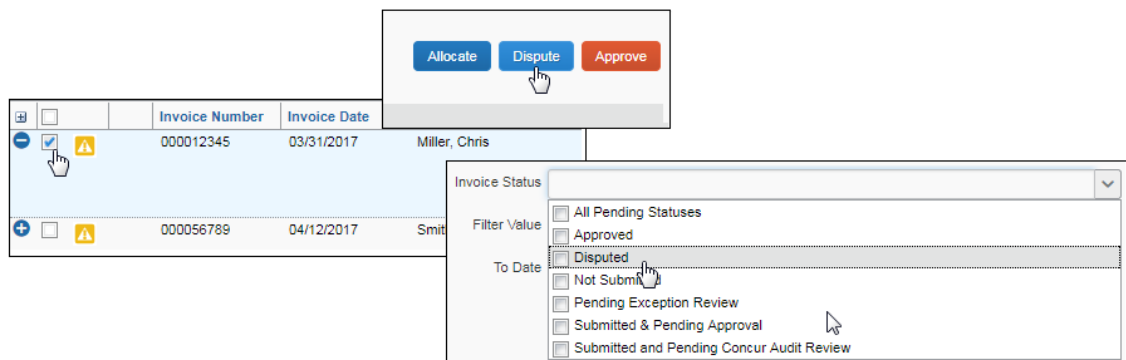
## Disputing the Invoice

A CR invoice can be given a status of *Disputed* whenever the processor wants further review. This is essentially an ad-hoc step within Workflow, between the Pending Approval and Approved steps. This status does not change the workflow or any other aspect of the CR invoice - it only marks the CR invoice so that other processors understand that this CR invoice is flagged and is under review.

## Reasons for Dispute

If Audit Rules are configured, and if the rule detects an unacceptable variance between the original and the final CR invoice billing total, there may be grounds for disputing the amount with the agency. These can consist of additional booking fees, fuel tax surcharges, and the like. Under these scenarios, the processor would elect to place the CR invoice into a status of *Disputed*.

One or more CR invoices may be selected by the processor, who uses the **Dispute** button to change the CR invoice status to *Disputed* under the **Invoice Status** column.



## Resolving the Disputed Invoice

A CR invoice with a status of *Disputed* can still be approved - this status is only a marker that does not prevent the processor from taking action on the invoice. However, as the dispute typically will involve a Credit Note and a re-issued CR invoice from the agency, the processor is best served to wait until the corrected CR invoice is generated and imported into the system before approving the invoice. Once approved, the status remains with the CR invoice as a historical artifact for auditing purposes.

### Approving the Invoice

After review, the processor approves CR invoices for continuation in workflow and to allow final payment. This is done in the **List of Invoices** page by selecting one or more CR invoices and clicking Approve.

		Invoice Number		Invoice	
<input type="checkbox"/>	<input type="checkbox"/>				Allocate Dispute Approve
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	000012345	03/31/2017	Miller, Chris	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	000056789	04/12/2017	Smith, John	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	000045678	04/07/2017	Smith, John	

**NOTE:** The top check box selects all invoices on the page, but only on the page that is displayed.

### Changing the Request ID

It is possible that a CR invoice and its request may be matched in error, and the CR invoice must be matched to a different request. To re-match an invoice, the Request ID must be changed to correspond to the CR invoice of the new request. The processor clicks the icon (⊕) in the row to open the invoice, then clicks the link under **Invoice Amount** (it is the expense type, in the figure below, "Agency Booking Fees"):

Invoice Status	Amount
Submitted & Pending Approval	€ 488.80
<a href="#">Agency Booking Fees</a>	€ 6.00
Airfare	€ 482.80

A window appears with the invoice, and the **Current Request ID** field in an editable state.

Invoice 000012345

Account Name AMEX	Invoice Number 000012345	Invoice Date 03/31/2017	Imported Request ID 333V
Current Request ID (333V) Trip from London to Paris	Request Status Not Submitted	Employee Name Miller, Chris	Invoice Status Submitted & Pending Approval
Type to search by: <input checked="" type="radio"/> Request ID <input type="radio"/> Request Name	Activity List	Custom 02	Custom 15-Employee Group Group 1
(Request ID) Request Name		Custom 08	
(3334) paris			
(3336) Test			
(333E) ReportAmount			
(333F) Trip Reservation			
(333G) Trip from Seattle to Denver			
(333H) Training class			
(333J) Sales Training Class			
(333K) Trip from Seattle to Houston			
(333Q) Training			
(333R) Request 27112017			
(333T) Trip from Berlin to London			
(333U) Trip from Paris to Prague			
(333V) Trip from London to Paris			

Comment

Previous expense Next expense

American Express  
TRANSACTION DATE: Friday, March 31, 2017  
POSTED DATE: Friday, March 31, 2017  
BILLING DATE: Sunday, April 30, 2017  
CREDIT CARD#: Lodge test

Transaction Amount EUR 6.00  
Ref #: 091333301756000  
Invoice #: 000012345

Passenger: MILLER/CHRIS	Agency Name: AMERICAN EXPRESS	Ticket Issued: 03/31/2017
Departure Date: 05/03/2017		

Allocate Save Cancel

You may already know the correct ID to use, and would select it from the list that appears. However, you may also click the magnifying glass icon (🔍) to open the **Request Search** window and use advanced search options in this window to locate the correct request.

Request Search

Request ID	Employee ID 7654321	Employee Name Miller
Request Name	From Date 03/01/2017	To Date 03/31/2017
Has all selected Segment Types	Status	
	<input type="checkbox"/> Approved <input type="checkbox"/> Approved - Pending Booking <input type="checkbox"/> Cancelled <input checked="" type="checkbox"/> Not Submitted <input type="checkbox"/> Pending Budget Approval <input type="checkbox"/> Pending Cost Object Approval <input type="checkbox"/> Pending External Validation <input type="checkbox"/> Pending Travel Agency Update <input type="checkbox"/> Sent Back to Employee <input type="checkbox"/> Submitted & Pending Approval	<input type="button" value="Search"/> <input type="button" value="Delete Criteria"/>

Request ID	Start Date	Request Name
333V	03/01/2017	Trip from London to Paris

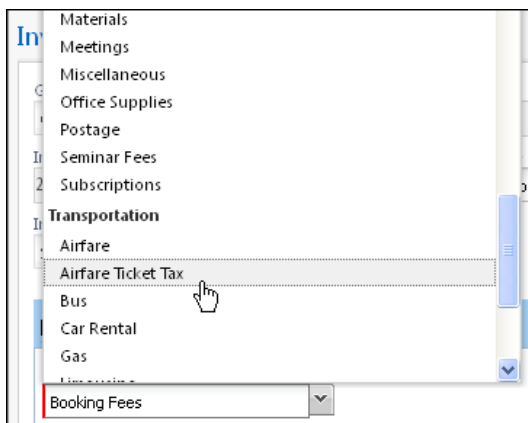
Segment Types	Employee Name
+	Miller, Chris



Refer to the section *Searching for a Request* in this document for more information about finding the request using the **Request Search** window.

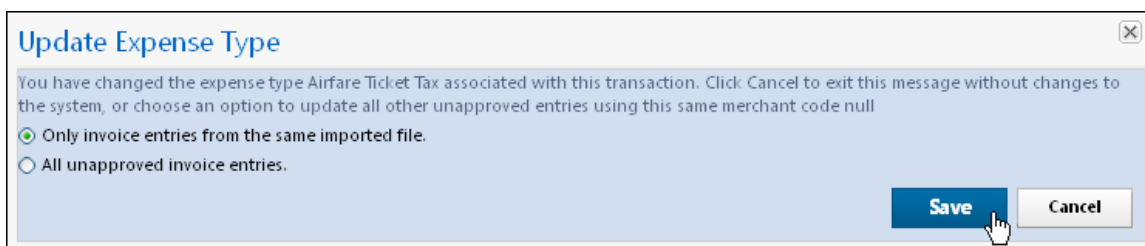
## Changing the Expense Type

The Central Reconciliation processor has permissions to change the expense type of an invoice, and can do so through the **List of Invoices** page. The expense type is changed by opening the CR invoice directly, then selecting a different expense type from the **Expense Type** list.



## Merchant Code Mapping Changes

When the processor changes the expense type, the system may display options to also change other expense types that share a common merchant code with the expense type you are changing. An informational message appears in this situation:



The system now wants guidance for other unapproved expense types that share this merchant code: either change *all* unapproved, or *restrict* the change to just those in the same import, using the choices listed below:

- **Only CR invoice entries from the same imported file:** Merchant code mappings associated with the expense type will be changed, but only for those CR invoices imported in the same import job.
- **All unapproved CR invoice entries:** Merchant code mappings associated with the expense type will be changed, but only for those CR invoices not yet approved, and instead in an unapproved state.
- **Cancel:** Only the selected invoice will be updated.

## Section 6: Procedures: Working With Central Reconciliation

Use the following procedures to work with the Central Reconciliation tool.

### Searching for Invoices

Search functionality is available on both the List of Invoices and the Unmatched Invoices tabs.

#### **List of Invoices Page**

Search on the **List of Invoices** page is used to return a list of matched CR invoices. Search criteria includes searching by group, account, status, and date among others. The default search is for all CR invoices with a status of *Submitted and Pending Approval*.

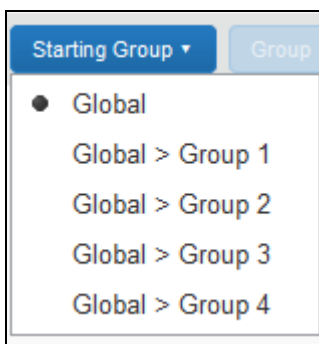
The screenshot displays the 'List of Invoices' page in SAP Concur. The top navigation bar includes 'CONCUR', 'Requests', 'Expense' (selected), 'Approvals', and 'App Center'. Below the navigation bar, there are tabs for 'Manage Expenses' and 'Central Reconciliation'. The main heading is 'List of Invoices'. Below this, there is a search filter section with the following fields:

- Group: Global
- Starting Group: Group
- Account Name: AMER
- Invoice Status: Submitted & Pending Approval
- Provider Statement Reference
- Filter Type
- Filter Value
- Exception
- From Date
- To Date

At the bottom right of the search section are 'Search' and 'Delete Criteria' buttons. Below the search section is a table with the following columns: Invoice Number, Invoice Date, Employee Name, Request ID, Request Status, Custom1, Custom2, Invoice Status, Amount, and Custom 15-E... The table currently shows 'No records found'. At the bottom of the page, there is a footer with 'Page 1 of 1' and 'Total Amount: USD 0.00'.

► **To search for matched CR invoices:**

1. On the **List of Invoices** page, click **Starting Group** and select the groups that will be included in the overall search.
2. Select the sub group to limit the search by a group and select **Global** to display all the groups.



3. Select the search criteria:

Field Name	Description
Account Name	Select the Lodge card account from the.
Invoice Status	Select one or more of the available status options, such as <i>Disputed</i> or <i>Approved</i> . <b>IMPORTANT:</b> A search on <i>Approved</i> without use of any other filter is prohibited. To ensure optimal system performance, be sure to use an additional filter.
Provider Statement Reference	The card provider includes a statement number that can be entered here to filter to only those CR invoices related to that statement.
Filter Type	Select a field that will be searched for in combination with the value you enter for Filter Data. For example, Request ID with a value of 2223.
Filter Data	Type the value that will be found in the Filter Type (field) selected above; for example, 2223.
Exception	Type the exception number associated with the invoice.
From / To Date	Select first the From date, then the To date to return a set of CR invoices within that date span.

4. Click Search. The system returns CR invoices in row format that match the search criteria you have entered.
5. (Optional) Repeat the search by first clicking **Delete Criteria**.

---

**NOTE:** For performance reasons, no more than 1000 rows can be returned for a given search, and the system will display the informational message *More than a thousand Invoices match your search. To display all of them, please narrow down your search.* Use an additional search filter to limit the number of search returns populating the page.

---

### ***Unmatched Invoices Page***

Two search capabilities are featured on this page. The first is a simple search to populate the page with unmatched CR invoices, while the second is an advanced search function that is used to find requests to match to these CR invoices. The processor can also archive invoices to hide them from view, or reactivate invoices to reveal them.

► **To search for unmatched CR invoices:**

1. In the **Unmatched Invoices** page, select the search criteria.

Field Name	Description
Account Name	Select the Lodge card account from the list.
Filter Type	Select a field that will be searched for in combination with the value you enter for Filter Data. For example, Request ID with a value of 2223.
Filter Data	Type the value that will be found in the Filter Type (field) selected above; for example, 2223.
From / To Date	Select first the From date, then the To date to return a set of CR invoices within that date span.

2. Click **Search**.
3. (Optional) Repeat the search by first clicking **Delete Criteria**.

► **To search for requests:**

1. With the unmatched CR invoices displayed, click directly in the box under the **Request ID** column.

The screenshot shows a table header with a 'Request ID' column. Below the header, a search dropdown menu is open. The menu has a search bar with a magnifying glass icon and a dropdown arrow. Below the search bar, there are two radio buttons: 'Request ID' (selected) and 'Request Name'. Below the radio buttons, there is a list of request entries, each consisting of a request ID in parentheses followed by the request name. The entries are: (3334) paris, (3336) Test, (333E) ReportAmount, (333F) Trip Reservation, (333G) Trip from Seattle to Denver, (333H) Training class, (333J) Sales Training Class, (333K) Trip from Seattle to Houston, (333Q) Training, (333R) Request 27112017, (333T) Trip from Berlin to London, (333U) Trip from Paris to Prague, and (333V) Trip from London to Paris.

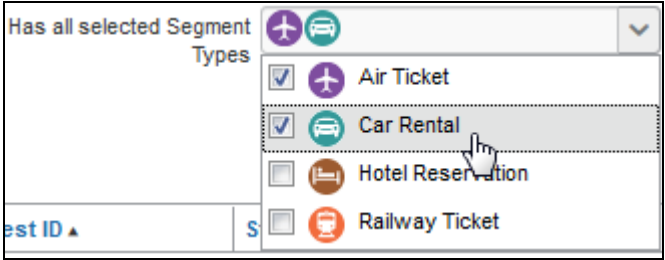
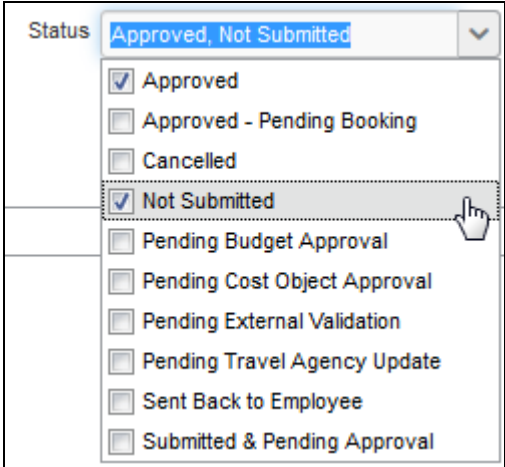
2. Click the magnifying glass icon (🔍) to open the **Request Search** window.

The screenshot shows the 'Request Search' window. It has a title bar with a close button (X). Inside the window, there are several input fields: 'Request ID', 'Request Name', 'Employee ID', 'Employee Name', 'From Date', 'To Date', 'Has all selected Segment Types' (a dropdown menu), and 'Status' (a dropdown menu). There are also 'Search' and 'Delete Criteria' buttons. At the bottom, there is a table with columns: 'Request ID', 'Start Date', 'Request Name', 'Segment Types', and 'Employee Name'.

3. Select the search criteria.

Field Name	Description
Request ID	Type the exact Request ID value.
Employee ID	Type the employee's identification as known by the system, for example, KateJ, or JohnS.
Employee Name	Type the first, last, or full name of the employee.
Request Name	Type the name of the request.
From / To Date	Select first the From date, then the To date to return a set of CR invoices within that date span.



Field Name	Description
Has all selected Segment Types	<p>Select each icon associated with one or more segment types in the requests you are searching for. The example below includes Air and Car.</p> 
Status	<p>Select each status type associated with the requests you are searching for.</p> 

4. Click **Search**.
5. (Optional) Repeat the search by first clicking **Delete Criteria**.

## Section 6: Procedures: Working With Central Reconciliation

### ► **To archive invoices:**

Archiving the invoice does not delete it. The invoice is hidden from appearing on the **Unmatched Invoices** page.

1. On the **Unmatched Invoices** page, select the desired invoice(s).
2. Click **Archive Invoices**.

The screenshot shows the 'Unmatched Invoices' page in the SAP Concur system. The 'Archive Invoices' button is highlighted with a red circle. The page includes a table of invoices with columns for Invoice Number, Invoice Date, Employee ID/Name, Imported Request ID, Request ID, and Invoice Amount. The 'Archived Invoices' checkbox is currently unchecked.

Invoice Number	Invoice Date	Employee ID/Name	Imported Request ID	Request ID	Invoice Amount
004203650	2009/01/21	N/A	GB011013		-304.50 GBP
004203663	2009/01/21	N/A	GB011013		-468.00 GBP
004203821	2009/01/21	N/A	GB011013		148.98 GBP
004203900	2009/01/21	N/A	GB011013		7.45 GBP
004203902	2009/01/21	N/A	GB011013		7.45 GBP
004203904	2009/01/21	N/A	GB011013		93.70 GBP
004203913	2009/01/21	N/A	GB011013		28.64 GBP
004203919	2009/01/21	N/A	GB011013		310.98 GBP
004204038	2009/01/21	N/A	GB014204		520.10 GBP
004204163	2009/01/21	N/A	GB031307		6.48 GBP
004204167	2009/01/21	N/A	GB011014		28.30 GBP
004204250	2009/01/21	N/A	GB011014		473.15 GBP

### ► **To reactivate invoices:**

Reactivating the invoice allows it to appear on the **Unmatched Invoices** page.

1. On the **Unmatched Invoices** page, select (enable) the **Archived Invoices** check box in the search area.

The screenshot shows the 'Unmatched Invoices' page with the 'Archived Invoices' checkbox highlighted by a red circle. The 'Reactivate Invoices' button is also visible. The search filters and the table of invoices are the same as in the previous screenshot.

2. Click **Search**. The archived invoices appear.
3. Select the desired invoices.

4. Click **Reactivate Invoices**.

The screenshot shows the 'Unmatched Invoices' page in the Concur system. The page has a dark header with navigation tabs: Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. Below the header, there are sub-tabs: Manage Expenses, View Transactions, Cash Advances, Central Reconciliation, and Processor. The main content area is titled 'Unmatched Invoices' and includes a search bar with fields for Account Name (CR MDO), Filter Type, Filter Value, Provider Statement Reference, From Date, and To Date. There is a 'Reactivate Invoices' button in the top right corner. Below the search bar is a table of unmatched invoices.

Invoice Number	Invoice Date	Employee ID/Name	Imported Request ID	Request ID	Invoice Amount
004203900	2009/01/21	N/A	GB011013		7.45 GBP
004203902	2009/01/21	N/A	GB011013		7.45 GBP
004203904	2009/01/21	N/A	GB011013		93.70 GBP

At the bottom of the page, there is a footer showing 'Page 1 of 1', 'Total Amount: 108.60 GBP', and 'Displaying 1 - 3 of 3'.

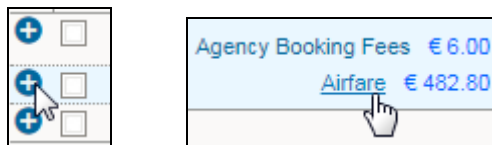
## Opening and Viewing the Matched Invoice

Each CR invoice is displayed in row format, with a plus icon (+) to the left of the row. Clicking the icon opens the CR invoice and reveals a link at the rightmost of the row - this link opens a window that displays both the header information and the CR invoice for additional review.

► **To open the CR invoice for review:**

1. With the search results in rows, select a single CR invoice by clicking its plus icon, then click the link at the rightmost end.

**TIP:** Double-click the row directly to perform the same action.



## Section 6: Procedures: Working With Central Reconciliation

2. The CR invoice displays in a standalone window.

Invoice 000012345

Account Name AMEX	Invoice Number 000012345	Invoice Date 03/31/2017	Imported Request ID 333V
Current Request ID (333V) Trip from London to Pa	Request Status Not Submitted	Employee Name Miller, Chris	Invoice Status Submitted & Pending Approval
Amount €488.80	*Custom 01 - Activity List ext-record-29	Custom 02	Custom 15-Employee Group Group 1
Custom 14	Custom 07	Custom 08	

KLM (Lodge test)

Expense Type  
Airfare

Request  
03/01/2017, €482.80 - Trip fr

Comment

Previous expense Next expense

American Express  
TRANSACTION DATE: Friday, March 31, 2017  
POSTED DATE: Friday, March 31, 2017  
BILLING DATE: Sunday, April 30, 2017  
CREDIT CARD#: Lodge test

Transaction Amount EUR 482.80  
Ref #: 091555574066000  
Invoice #: 000012345  
Paris

Passenger: MILLER/CHRIS	Ticket: 0741321274066	Agency Name: AMERICAN EXPRESS
Ticket Issued: 03/31/2017	Departure Date: 05/03/2017	Legs: 2

Allocate Save Cancel

3. Click the previous expense or the next expense to view other expenses associated with this invoice.
4. (Optional) You may change the expense type or the Request ID within this window - these procedures are discussed below.
5. Click **Cancel** when done reviewing, or **Save** if you have changed any elements of the invoice.

### Changing the Request ID

With the CR invoice is opened as described in the procedure above, you may change the current Request ID to a different Request ID.

#### ► To change the Request ID:

1. Click the down arrow (▼) under **Current Request ID** to open a list of available requests in the system from which to choose.
2. Select either **Request ID** (default) or **Request Name** to sort the list by ID or Name.

3. Select the new request that will be associated with this invoice.

Current Request ID: (333V) Trip from London to Paris

Request Status: Not Submitted

Type to search by: ☒ Request ID ☐ Request Name

(Request ID) Request Name

- (3334) paris
- (3336) Test
- (333E) ReportAmount
- (333F) Trip Reservation
- (333G) Trip from Seattle to Denver
- (333H) Training class
- (333J) Sales Training Class
- (333K) Trip from Seattle to Houston
- (333Q) Training
- (333R) Request 27112017
- (333T) Trip from Berlin to London
- (333U) Trip from Paris to Prague
- (333V) Trip from London to Paris

4. Click **Save**.

## Changing the Expense Type

With the CR invoice opened as described in the procedure above, you may change the expense type at this time. Doing this may change other expense types similarly matched to a common merchant code.



Refer to *Changing the Expense Type* under *Using the Central Reconciliation Tool* in this document for more information about merchant code mapping and changing the expense type.

### ► To change the expense type:

1. Click the down arrow (▼) under **Expense Type** to open a list of available expense types.
2. Select an expense type from the list.

Expense Type: Airfare

01. Travel Expenses

- Agency Booking Fees
- Airfare
- Hotel

03. Meals

- Breakfast

3. Click **Save**.
4. (Optional) The **Update Expense Type** message appears to instruct you on remapping merchant codes to changed expense type of the same unapproved CR invoices. Select an option, then click **Save**, or **Cancel** to update only the selected invoice.

## Matching Unmatched Invoices

Unmatched CR invoices are matched to their requests using options in the **Unmatched Invoices** page. These options include a list of available requests to which the CR invoice can be matched, and an advanced search function that can return results for any request in the system. Once matched, the CR invoice is moved to the **List of Invoices** page.

### ► **To match the unmatched invoice:**

1. Search for the request(s) to be matched.



Refer to *Searching for Invoices - Unmatched Invoices Page* in this document for more information about searching for the requests.

2. Open the request by clicking the plus icon (+), then click within the box under Request ID to open a list of available requests.
3. Two options are now available:

#### ◆ **Match the Request at this Time**

By selecting a request from the list that displays the CR invoice is matched by the system to the selected invoice:

Request ID
(3334) paris
(3336) Test
(333E) ReportAmount
(333F) Trip Reservation
(333G) Trip from Seattle to Denver
(333H) Training class
(333J) Sales Training Class
(333K) Trip from Seattle to Houston
(333Q) Training
(333R) Request 27112017
(333T) Trip from Berlin to London
(333U) Trip from Paris to Prague
(333V) Trip from London to Paris

- ◆ **Continue to Search using Advanced Search Functions**

You can elect to search for the correct request by clicking the magnifying glass icon (🔍) to open the **Request Search** window - use the advanced options in this window to find the desired request.

## Section 7: Special Cases

### Using Concur Request to Review Invoices Matched to Requests

A Central Reconciliation processor granted the Request Auditor role can view requests in Concur Request in a read-only state. This allows the processor to use options available within Concur Request to easily open a request to review and compare request segments and matched CR invoices. With this alternate view, the processor is provided another method to confirm the matched invoice.

This is done by accessing Concur Request, and then searching for and opening the request. If CR invoices have been matched to the request, an **Invoices** tab appears that displays all CR invoices matched to the request.

Request 333V

Request Name: Trip from London to Paris  
Purpose: Business trip

Request Header Segments Expenses Approval Flow Audit Trail **Invoices**

Request Invoices (4)

	Account Name	Invoice Number	Invoice Date	Imported Requ...	Current Reque...	Request Status	Invoice Status
+	AMEX	000012345	03/31/2017	333V	333V	Not Submitted	Submitted & Pe...
+ ⚠	AMEX	000051358	03/31/2017	3336	333V	Not Submitted	Submitted & Pe...
+	AMEX	000054878	04/07/2017	3HAM	333V	Not Submitted	Submitted & Pe...
+	AMEX	000057288	04/12/2017	3HKQ	333V	Not Submitted	Submitted & Pe...

## Section 7: Special Cases

Just as within Central Reconciliation, each CR invoice features a link that opens the invoice window where details can be reviewed.

Invoice 000012345

Account Name

AMEX

Invoice Number

000012345

Invoice Date

03/31/2017

Imported Request ID

333V

Current Request ID

(333V) Trip from London to Pari

Request Status

Not Submitted

Invoice Status

Submitted & Pending Approval

\*Custom D1 - Activity List

Custom 02

Custom 14

Custom 07

Custom 08

AMERICAN EXPRESS (Lodge test)

Expense Type

Agency Booking Fees

Transaction Date

03/31/2017

Business Purpose

Enter Vendor Name

AMERICAN EXPRESS

Payment Type

Lodge test

Amount

6.00

EUR


Approved Amount

6.00

Receipt Status

No Receipt

☐ Personal Expense (do not reimburse)

 AMERICAN EXPRESS

American Express

TRANSACTION DATE: Friday, March 31, 2017

POSTED DATE: Friday, March 31, 2017

BILLING DATE: Sunday, April 30, 2017

CREDIT CARD#: Lodge test

Transaction Amount

EUR 6.00

Ref #: 091333301756000

Invoice #: 000012345

Passenger:

MILLER/CHRIS

Agency Name:

AMERICAN EXPRESS

Ticket Issued:

03/31/2017

Departure Date:

05/03/2017

Allocate

Cancel

## Working With the Central Reconciliation Processor Role

### ***Implementing Multiple Processors by Group***

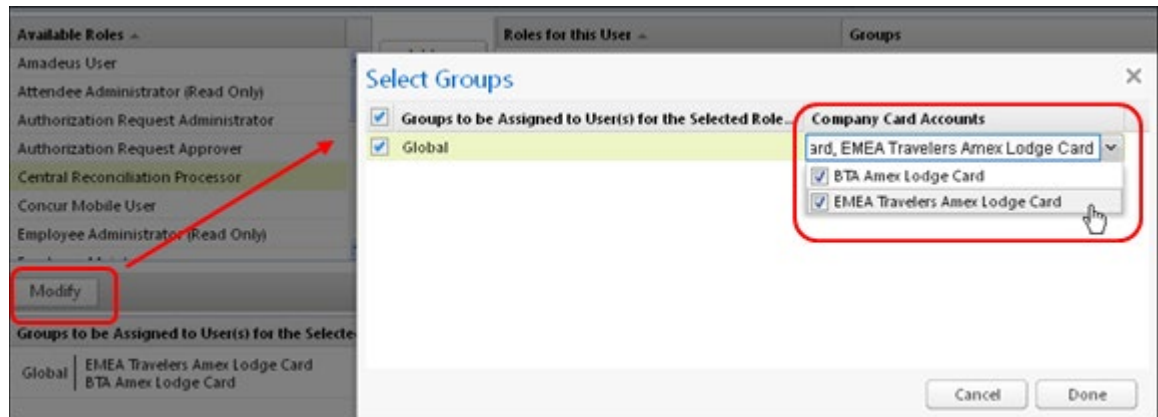
It is possible to configure multiple processors for the Central Reconciliation environment. This strategy is ideal where a company prefers region- or country-specific reconciliation be performed by a dedicated processor within each area. Or, processors who are responsible to certain groups of request users by department, such as Sales or Development. Whatever model is adopted must conform to the group configuration under which the processor will work or, failing this, providing the Global group to this processor to allow full access.

### **Refining Processor Access by Credit Card Account**

Further refinement is possible by first choosing the group, and secondly assigning the credit card accounts (CCA) as a "sub group", or additional filter, under which the



processor will work. For example, granting the Global group, within which the user is responsible only for EMEA and BTA AMEX accounts as shown in the figure below:



The group assignment is added to the user's list of roles, with the CCA appearing for reference.



Refer to *Shared: User Administration User Guide* for more information.

## Using Audit Rules With Central Reconciliation

Audit rules provide exceptions that can be generated whenever a CR invoice received from the payment provider is matched, and the total comparison between the two are outside of a set variance. Often, the assumed or agreed totals initially set may vary due to fuel cost, unexpected booking fees, or a change in day of flight. For this reason, it is important that a variance, such as \$10.00 or 10% (as examples), be set instead of an absolute condition which might otherwise cause the majority of the matched CR invoices to raise an exception.

### ***Audit Rule Example***

Assume you want to configure the system to raise an exception for CR invoices where either the total exceeds by \$100 or by 10% the original, booked (and expected) amount. The audit rule will compare CR expense types and request segments in order to determine the variance. The audit rule is built as follows.

## Section 7: Special Cases

First, the audit rule is named, groups set, and segment types are selected within the **Request Segments Group** that will be summed, then compared versus all expense types whose amounts must also be summed (this is chosen under **Central Reconciliation Entries Group**):

Company Request Expense Invoice

Expense Admin

Audit Rules

Custom Random Validation

1 Audit Rule 2 Conditions 3 Exception

Name:  
CR\_to\_TR\_Amount\_Campare

Event:  
Centrally Reconciled Invoice - Request Assign

Editable By:  
\*Global

Applies To:  
\*Global

Request Segments Group:  
Air Ticket

Central Reconciliation Entries Group:  
Agency Booking Fees, Airfare

Active:  
Yes

Cancel Next>>

Next, the conditions are set such that multiplying the total amount at 1.1 will provide the figure to be analyzed for exception:

**Audit Rules**

Custom Random Validation

1 Audit Rule 2 Conditions 3 Exception

Insert Remove

Data Object/Operator	Field/Value	Operation
Group of Central Reconciliation Expense Types	Total Amount	Greater Than
Group of Request Segment Types	Total Amount	* 1.1

Finally, the exception code, level, and text are configured, in this case, for a blocking exception at a value of 99:

**Audit Rules**

Custom Random Validation

1 Audit Rule 2 Conditions 3 Exception

Exception Visibility:

Traveler, Approver and Expense Processor

Exception Code: CRTRCOMP Exception Level: 99 Exception Text: The threshold for a Comparison Group has been exceeded.

New Modify Remove

Code	Level	Editable By	Product Code	Message
CRTRCOMP	99	*Global	EXP	The threshold for a Comparison Group has been exceeded.

Now, consider the following business case as an example.

A request is approved for booking with:

- Round-trip from Paris to Redmond Washington for \$1500.00
- Round-trip from Paris to London for \$400.00

The Paris-Redmond CR invoice arrives, with a total of \$1500 for flight, and an additional \$100.00 set as a Booking Fees expense type. The Paris-London CR invoice arrives, with a total of \$400 for flight, and an additional \$50 Booking Fee expense. Your audit rule is set up so that the system compares the Flight segment type (1500 + 400) against the Flight and Booking Fees expense (1600 + 450). In this scenario, *no exception is raised*, as there is a ~7.8% variance, which is within tolerance (< 10%) given ticket price changes, or booking or agency fees post-booking.

### ***Additional Examples***

- **Compare Transportation Expenses Together**

Compare Flight and Train, or Miscellaneous expenses all together (VISA, subscription card, various fees, etc.)

- **Include Two Segment Types of same Expense Type:**

A company could have 2 car rental segment types in a TR; a first booked with Hertz, a second booking with Avis. A first CR Invoice comes in from Hertz and creates a 'CAR' expense type entry; the second CR Invoice comes in from Avis and creates a 'RENTAL' expense type entry. The total amount of the two TR segments of same 'CAR' type will have to be compared vs. the total amount of both 'CAR' and 'RENTAL' expense types.

---

**NOTE:** Existing rules for expense reports can trigger an exception in the CR invoice, preventing submission of the CR invoices. Review Expense report audit rules and include a condition where *Report Type* is ***different*** than CR to exclude the CR invoice from the reports and possible exceptions.

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