

# 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



# Table of Contents

|   |           |
|---|-----------|
| <b>Section 1: Permissions</b> .....                                     | <b>1</b>  |
| <b>Section 2: Overview</b> .....  | <b>1</b>  |
| Benefits of Using Central Reconciliation .....                          | 1         |
| Purchase and Activation .....   | 2         |
| Required Configuration .....  | 2         |
| Definitions.....  | 2         |
| Required Roles.....   | 3         |
| Restrictions on CR Invoices the Processor May Work With .....           | 3         |
| <b>Section 3: Central Reconciliation Configuration</b> .....            | <b>3</b>  |
| <b>Section 4: Accessing Central Reconciliation</b> .....                | <b>4</b>  |
| What the Processor Sees.....  | 4         |
| List of Invoices Section .....  | 4         |
| Unmatched Invoices Section .....  | 5         |
| Invoices Tab – Request .....  | 6         |
| <b>Section 5: Using The Central Reconciliation Tool</b> .....           | <b>6</b>  |
| Understanding Matching and the Request ID Field .....                   | 6         |
| Understanding Matching and the Employee ID Field.....                   | 7         |
| Matching Invoices to Transactions .....                                 | 7         |
| Requests (formerly Travel Requests) .....                               | 7         |
| Examples .....  | 7         |
| What Happens When the Unmatched Invoice is Matched .....                | 9         |
| Working With Invoices .....   | 9         |
| Matching the Invoice .....  | 9         |
| Disputing the Invoice.....  | 11        |
| Approving the Invoice.....  | 12        |
| Changing the Request ID .....   | 12        |
| Changing the Expense Type.....  | 14        |
| <b>Section 6: Procedures: Working With Central Reconciliation</b> ..... | <b>15</b> |
| Searching for Invoices .....  | 15        |
| List of Invoices Page.....  | 15        |
| Unmatched Invoices Page .....   | 17        |
| Opening and Viewing the Matched Invoice.....                            | 21        |
| Changing the Request ID .....   | 22        |
| Changing the Expense Type.....  | 23        |
| Matching Unmatched Invoices.....  | 24        |
| <b>Section 7: Special Cases</b> .....                                   | <b>25</b> |

|   |    |
|---|----|
| Using Concur Request to Review Invoices Matched to Requests ..... | 25 |
| Working With the Central Reconciliation Processor Role.....       | 26 |
| Implementing Multiple Processors by Group.....                    | 26 |
| Using Audit Rules With Central Reconciliation .....               | 27 |
| Audit Rule Example .....  | 27 |
| Additional Examples .....   | 30 |

## 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 2012      | <p>Removed all references to the <i>legacy</i> Authorization Request feature in Concur Expense</p> <p>Changed any references to Concur's Travel Request service to Request, Concur Request, or Authorization Request, depending on the situation</p> <p>No other content changes</p> |
| 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

---

**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.



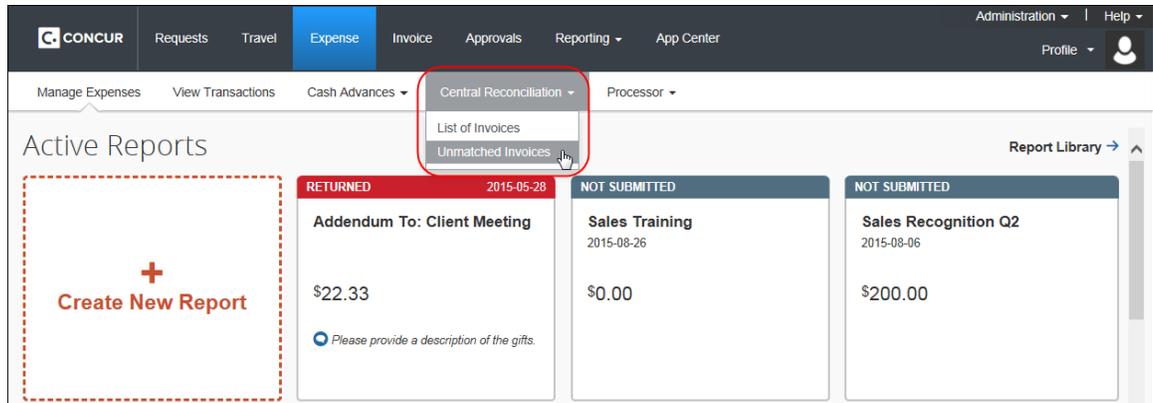
Refer to *Working With the Central Reconciliation Processor Role* in this document for more information.

## 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.

---

**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.



### **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.

---

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

---

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

---

**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).



## 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 a table with the following 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        |

On the right, the 'Request 333V' detail view shows the Request Name: 'Trip from London to Paris' and Purpose: 'Business trip'. Below this, there is a table of 'Request Invoices (1)' with columns for Account Name, Invoice Number, Invoice Date, Imported Req..., and Current Reque... The data row shows: AMEX, 000012345, 03/31/2017, 333V, and 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.

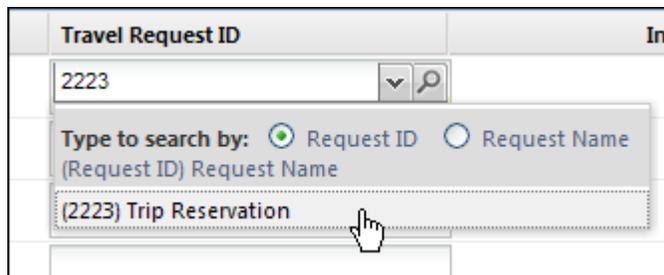
### ***Requests (formerly Travel Requests)***

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".

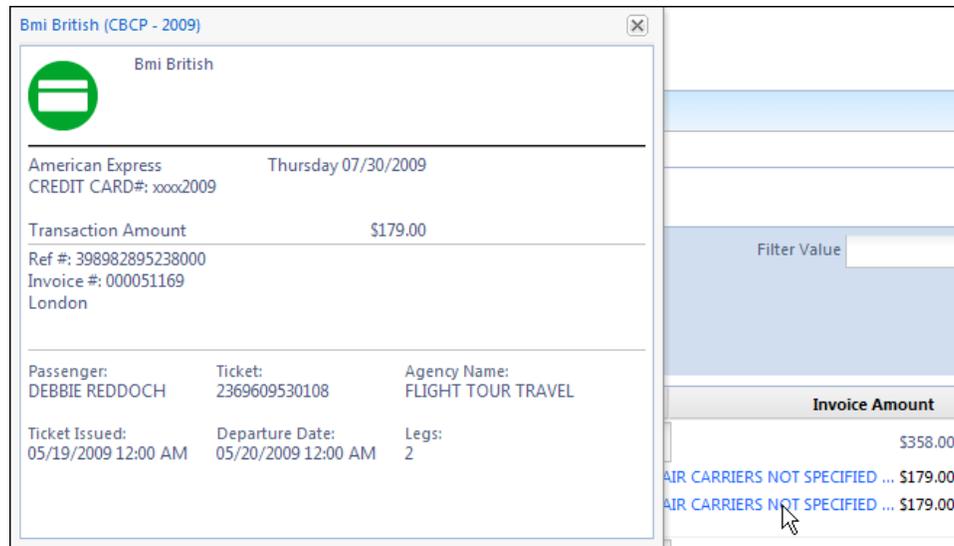


## Section 5: Using The Central Reconciliation Tool

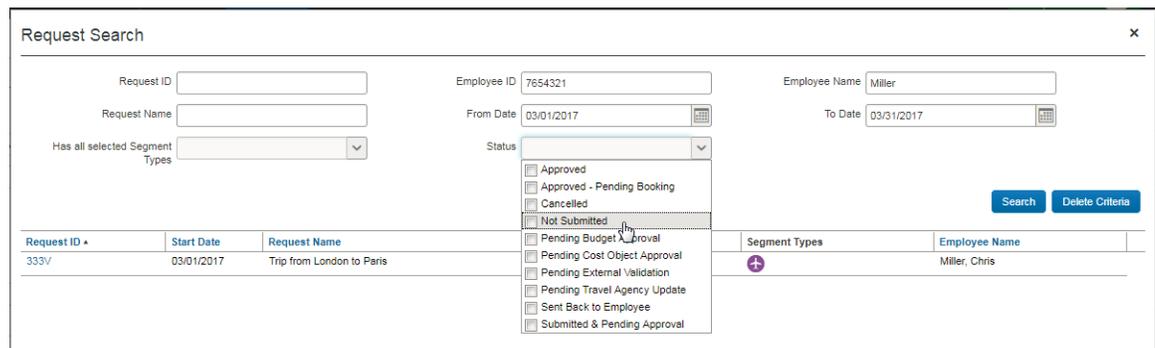
A match appears, and the CR invoice and request are reconciled by clicking the selection directly.

### 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.



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.



### 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 scenario, 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 draw 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 'Request ID' search dropdown menu. The 'Type to search by' options are 'Request ID' (selected) and 'Request Name'. The dropdown list shows '(3334) paris' and '(3336) Test'. A red arrow points from the 'Save' button to a callout box that says: 'Click the entry, then click **Save**, to match the invoice to the selected request.'

Another callout box points to the search options and says: '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 for American Express. Red boxes highlight the following information, which is also listed in a callout box:
 

- Amount: \$170.00
- Invoice #: 000054465
- Name: FLYNN
- Date: 07/02/2009 12:00 AM

 Other visible information includes:
 

- Ref #: 400002050353000
- Ticket: 1256603093223
- Agency Name: FLIGHT TOUR TRAVEL
- Departure Date: 07/03/2009 12:00 AM
- Legs: 2

### 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.

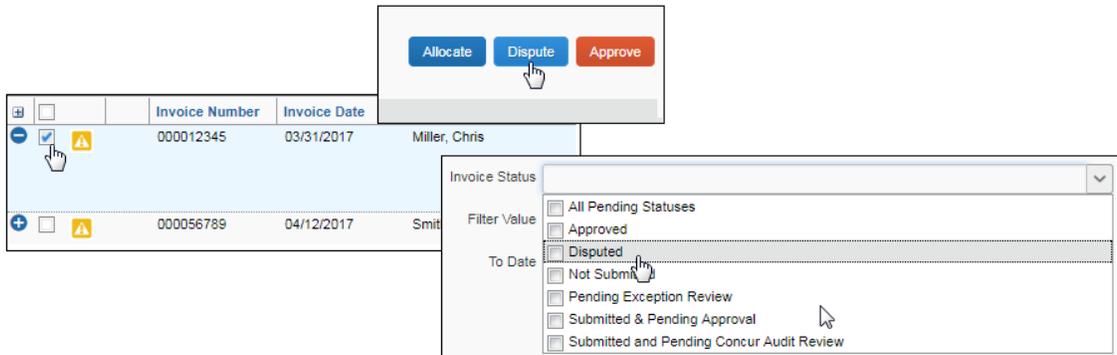
### Disputing the Invoice

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.

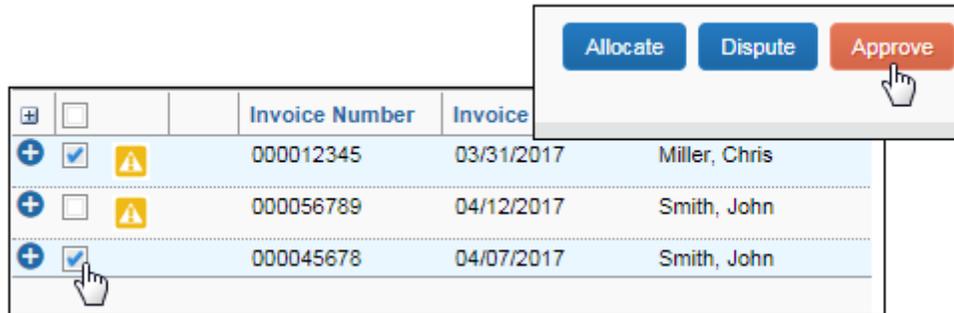


### Resolving the Disputed Invoice

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.



**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 |

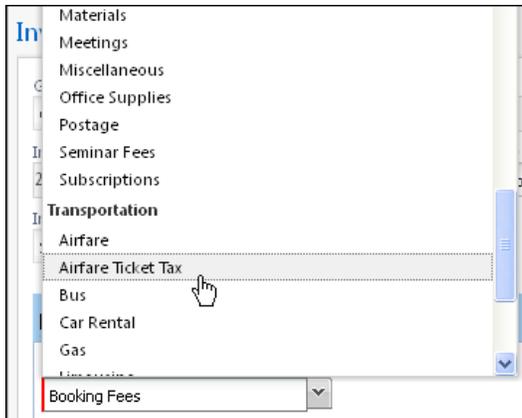




Refer to the section *Searching for a Request* in this document for more information about finding the request using the **Request Search** window.

## 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.

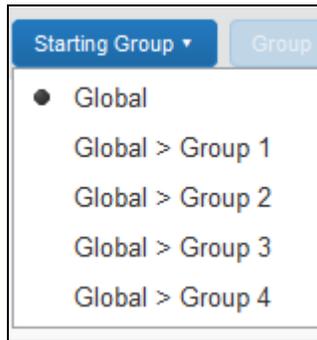
#### **List of Invoices Page**

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' interface in the Concur system. At the top, there are navigation tabs for 'CONCUR', 'Requests', 'Expense', 'Approvals', and 'App Center'. Below these, there are options for 'Manage Expenses' and 'Central Reconciliation'. The main heading is 'List of Invoices'. Underneath, there are search filters: 'Starting Group' (set to 'Global'), 'Account Name' (set to 'AMEX'), 'Invoice Status' (set to 'Submitted & Pending Approval'), 'Filter Type', 'Filter Value', 'From Date', 'To Date', 'Provider Statement Reference', and 'Exception'. There are 'Search' and 'Delete Criteria' buttons. Below the filters is a table with columns: Invoice Number, Invoice Date, Employee Name, Request ID, Request Status, Custom1, Custom2, Invoice Status, Amount, and Custom 15-E... The table is currently empty, showing 'No records found.' At the bottom, 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> .<br><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:**

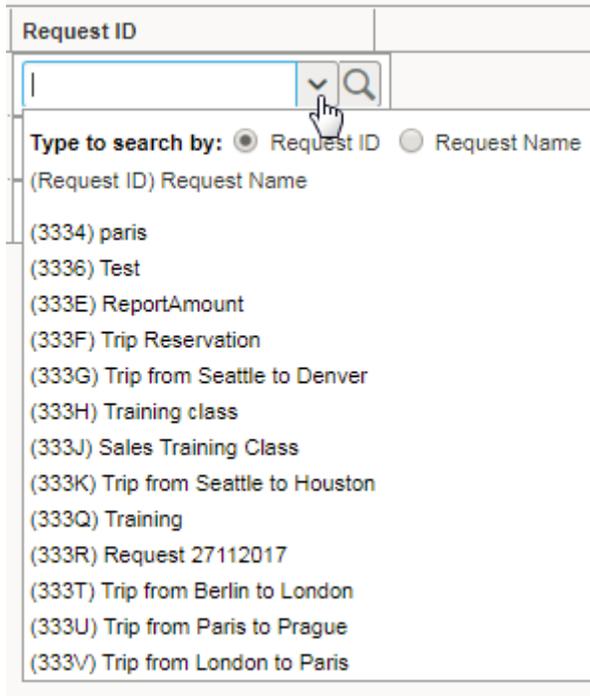
1. In the **Unmatched Invoices** page, select the search criteria.

| <b>Field Name</b> | <b>Description</b>  |
|-------------------|---|
| 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.

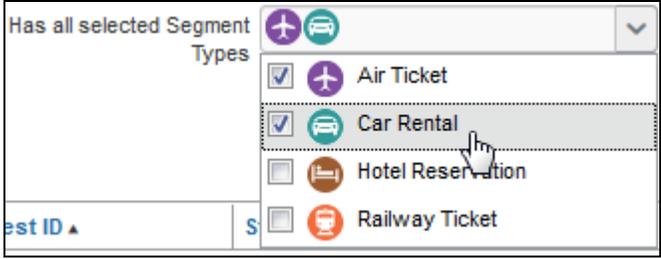
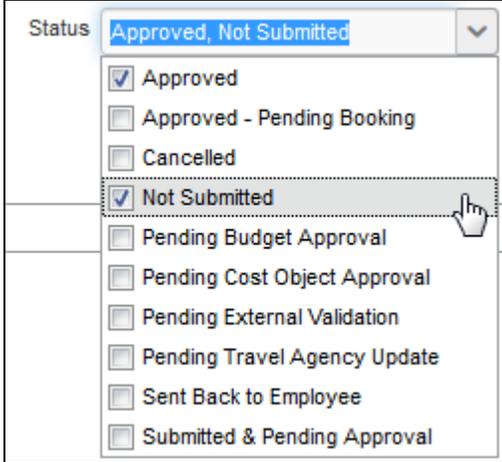


2. Click the magnifying glass icon (🔍) to open the **Request Search** window.

The image shows the 'Request Search' window. It has a title bar with 'Request Search' and a close button (x). The window contains 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 'Search' and 'Delete Criteria' buttons at the bottom right. Below the input fields, 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>   |

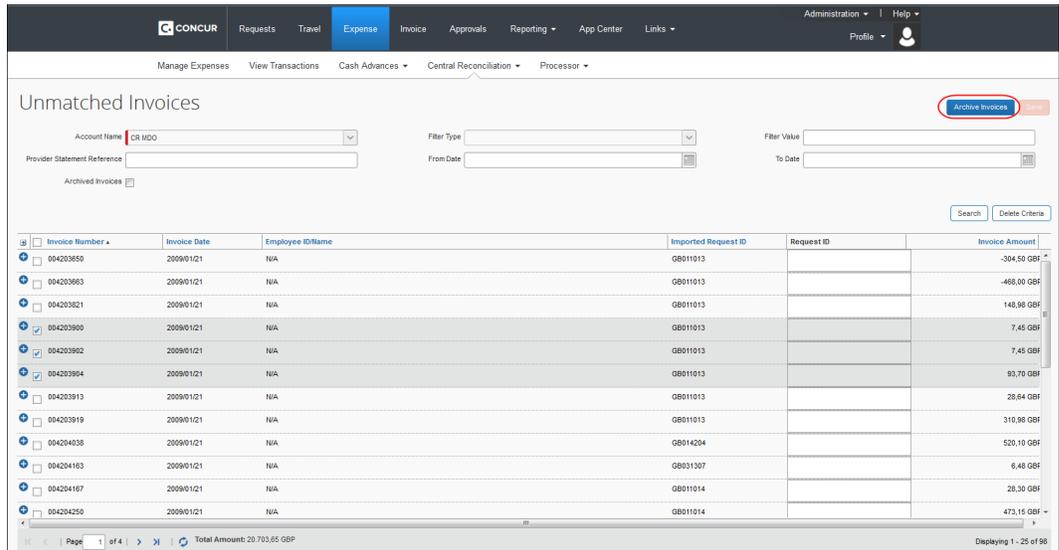
4. Click **Search**.
5. (Optional) Repeat the search by first clicking **Delete Criteria**.

## 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 SAP Concur interface for the 'Unmatched Invoices' page. The top navigation bar includes 'CONCUR', 'Requests', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', 'App Center', and 'Links'. The main content area has a search filter section with fields for 'Account Name' (set to 'GR MDO'), 'Filter Type', 'Filter Value', 'Provider Statement Reference', 'From Date', and 'To Date'. A table of invoices is displayed with columns for 'Invoice Number', 'Invoice Date', 'Employee ID/Name', 'Imported Request ID', 'Request ID', and 'Invoice Amount'. The 'Archive Invoices' button is highlighted with a red circle.

| 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       |
| 004203992      | 2009/01/21   | N/A              | GB011013            |            | 7.45 GBP       |
| 004203994      | 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.

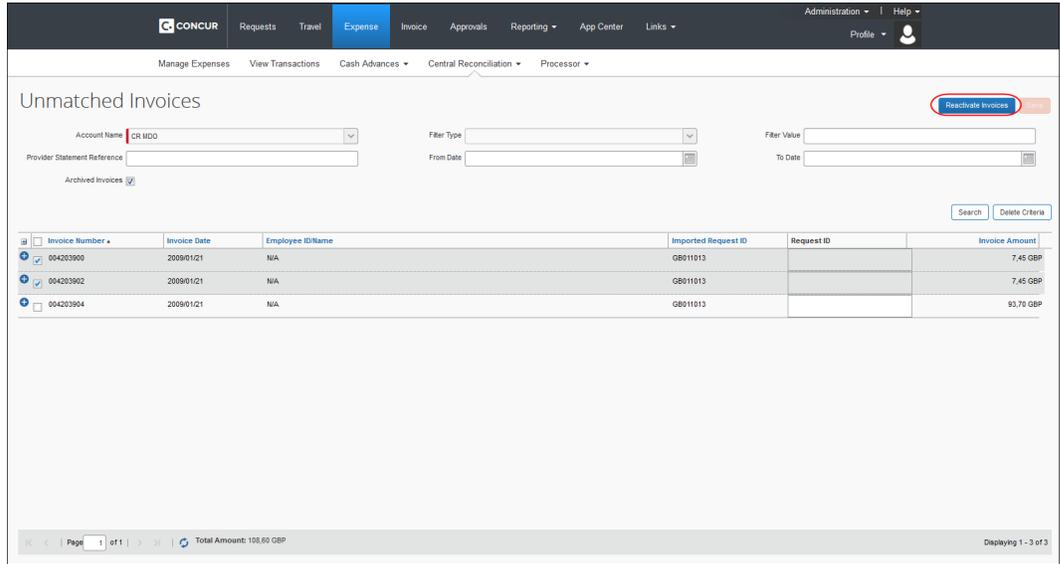
1. On the **Unmatched Invoices** page, select (enable) the **Archived Invoices** check box in the search area.



The screenshot shows the SAP Concur interface for the 'Unmatched Invoices' page. The search filter section is visible, with the 'Archived Invoices' checkbox checked and highlighted with a red circle. The 'Reactivate Invoices' button is also visible.

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

4. Click **Reactivate Invoices**.

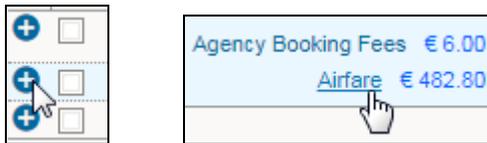


**Opening and Viewing the Matched Invoice**

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

KLM (Lodge test) Previous expense Next expense

Expense Type  
Airfare

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

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:<br>MILLER/CHRIS   | Ticket:<br>0741321274066      | Agency Name:<br>AMERICAN EXPRESS |
| Ticket Issued:<br>03/31/2017 | Departure Date:<br>05/03/2017 | Legs:<br>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 Pa

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.

|     | Account Name | Invoice Number | Invoice Date | Imported Reque... | 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 x

|  |                                 |  |                             |
|--|---------------------------------|--|-----------------------------|
| Account Name<br>AMEX                                   | Invoice Number<br>000012345     | Invoice Date<br>03/31/2017                     | Imported Request ID<br>333V |
| Current Request ID<br>(333V) Trip from London to Paris | Request Status<br>Not Submitted | Invoice Status<br>Submitted & Pending Approval | *Custom D1 - Activity List  |
| Custom 02  | Custom 14                       | Custom 07                                      | Custom 08                   |

AMERICAN EXPRESS (Lodge test) Previous expense    Next expense

|                                       |                                |  |
|---------------------------------------|--------------------------------|--|
| Expense Type<br>Agency Booking Fees   | Transaction Date<br>03/31/2017 | Business Purpose   |
| Enter Vendor Name<br>AMERICAN EXPRESS | Payment Type<br>Lodge test     | Amount<br>6.00    EUR  |
| Approved Amount<br>6.00               | Receipt Status<br>No Receipt   | <input type="checkbox"/> 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:<br>MILLER/CHRIS    | Agency Name:<br>AMERICAN EXPRESS | Ticket Issued:<br>03/31/2017 |
| Departure Date:<br>05/03/2017 |                                  |                              |

[Allocate](#)    [Cancel](#)

## Working With the Central Reconciliation Processor Role

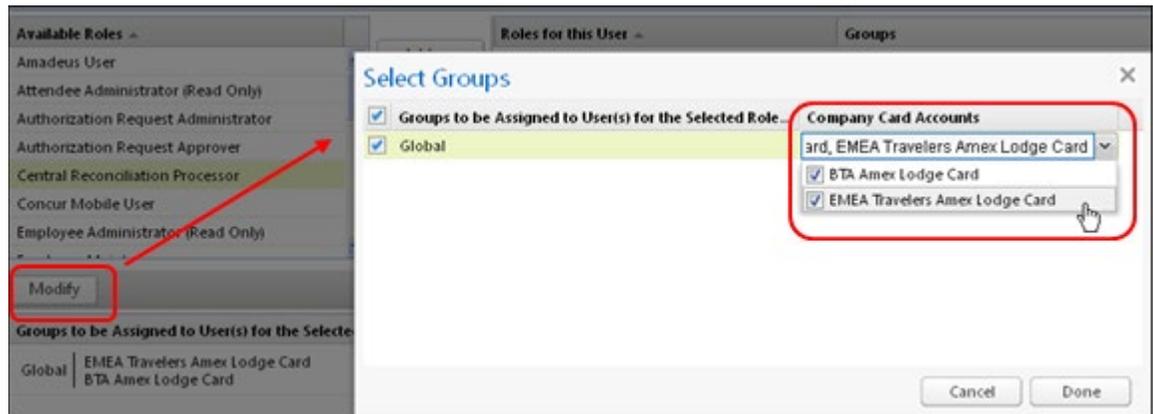
### ***Implementing Multiple Processors by Group***

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:

The screenshot shows the 'Audit Rules' configuration interface. At the top, there are tabs for 'Custom', 'Random', and 'Validation'. Below these, there are three numbered steps: '1 Audit Rule', '2 Conditions', and '3 Exception'. The 'Conditions' step is active. There are 'Insert' and 'Remove' buttons. The main area contains a table with columns 'Data Object/Operator', 'Field/Value', and 'Operation'. The first row shows a dropdown menu, a 'Group of Central Reconciliation Expense Types' dropdown, 'Total Amount' text box, and 'Greater Than' dropdown. The second row shows a 'Group of Request Segment Types' dropdown, 'Total Amount' text box, and '\* 1.1' text box.

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

The screenshot shows the 'Audit Rules' configuration interface, now on the 'Exception' step. It features 'Exception Visibility' dropdown (set to 'Traveler, Approver and Expense Processor'), 'Exception Code' (CRTRCOMP), 'Exception Level' (99), and 'Exception Text' (The threshold for a Comparison Group has been exceeded.). Below are 'New', 'Modify', and 'Remove' buttons. At the bottom, a table lists the exception configuration:

| 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.

---

