Shared: SAP Integration with Concur Solutions for SAP ECC and SAP S/4HANA

Setup Guide for Professional Edition

Last Revised: February 24, 2024

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
February 24, 2024	Updated the following sections: • 2.5.2 Process • 3.4 Cash Advance Admin Page
January 19, 2024	Updated the following section: • 2.2 Exclusions
December 9, 2023	Added the following section: • 6.3.2.8 (Optional) Using the IsReopened Report Attribute with Delta Posting (Concur Expense Only) Updated the following sections: • 2. Overview • 2.5.2.1 (Concur Expense Only) Delta Posting After Initial Post
October 16, 2023	Updated the guide to add the Concur Invoice integration details.
August 24, 2022	Added the following section: • 2.4.1.2 SAP Vendor ID
April 21, 2022	Updated the following sections: • 5.1 Overview • 5.2 Integration Settings and Group Configuration
April 6, 2022	Updated the following section: • 6.1.2.1 Deactivating the Integration
March 21, 2022	Updated the following sections: • 5.2.1 Configure the Integration Settings • 5.2.3.1 Creating the Consumer Gateway Credentials
February 1, 2022	Added new section: • 2.2 Exclusions Added information that a DPA must be signed as a pre-requisite.
January 12, 2022	Updated the copyright year; no other changes; cover date not updated
December 11, 2021	Updated the following sections: • 2.4.2.1 Delta Posting After Initial Post • 5.2.4.1 Enable Delta Posting
June 11, 2021	Updated the field visibility in the following section: • 5.2.4.1 Enable Delta Posting
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Date	Notes/Comments/Changes
March 3, 2021	Removed references to Concur Invoice, as the pilot is no longer supported.
January 27, 2021	Added new sections: • 2.3.1.1 Employee Manager Configuration • 7.1.1 Reviewing the Audit Trail Updated the following sections: • 2.6.1 SAP ECC and SAP S/4HANA • 6.3.2.9 Step 9 (Optional) Renaming the Payment Status from Sent for Payment to Posted (Expense Only) • 7.1.2 Creating a Support Case • 7.1.3 Creating an Enable Delta Posting Case
January 21, 2021	Added new section: • 3.3.2 Financial Integration Enabled Column
December 16, 2020	Moved delta posting case information to new section: • 7.1.2 Enable Delta Posting Case
December 8, 2020	Updated the Case Type in the following section: • 6.2.4.1 Enable Delta Posting
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September 19, 2020	Renamed Master Data to Source Data, added the following sections: • 2.4.2.1 Delta Posting After Initial Post • 5.2.4.1 Enable Delta Posting
May 7, 2020	Renamed the Authorization Request check box to Request on the guide's title page; cover date not updated
March 4, 2020	Minor update: Changed references to Expense Pay Classic to Expense Pay to match current branding.
February 21, 2020	Updated the *6.3.2.11 Step 11: (Optional) Configure the Payment Confirmation Workflow Step (Expense Only)* to clarify that it is not supported with the SAP Payroll integration.
February 5, 2020	Added information that Cash Advance Record Return Amount functionality is not available with financial integration.

Date	Notes/Comments/Changes
June 28, 2019	Updated to include the Payment Confirmation functionality, in the following sections: • *2.1 Features* • *2.4.2 Process* • *6.3.2.11 Step 11: (Optional) Configure the Payment Confirmation Workflow Step (Expense Only)* Updated product name from SAP ERP to SAP ECC.
February 7, 2019	Updated the following section: • 6.2.3 Step 3: Configure Integration Gateway Authentication
January 4, 2019	Updated the product names, and updated the following sections: • 5.2.1 Prior to SAP Setup • 6.2.3 Step 3: Configure Integration Gateway Authentication
September 15, 2018	Updated section *2.3.2 Cost Objects* with new cost objects.
May 29, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
March 26, 2018	Updated the following sections: • 2.2 Definitions • 6.3.2.3 Step 3: Configure all SAP Clearing Accounts (Expense Only)
January 23, 2018	Split content into two guides. This guide contains content for SAP ERP and SAP S/4HANA. There is a new guide for S/4HANA Cloud, titled *Expense: SAP ICS for S/4HANA Cloud Setup Guide for SAP Concur Professional Edition*. Added information about SAP configuration guides. Divided the *What the User Sees* section into *What the Expense User Sees* and *What the Invoice User Sees*. Updated formatting and applied corporate naming convention.
November 29, 2017	Added heading numbering for all headings. Updated the following sections: • 6.3.1.2 Step 2: Assign the Cost Object List to the Forms • 6.3.1.3 Step 3: Complete the SAP Configuration • 6.3.2.1 Step 1: Update all Expense Types With Valid SAP Account Codes • 6.3.2.6 Step 6: Create the Processor Query • 6.3.2.8 Step 8: (Optional) Rename the Approval Status from Paid to Posted (Expense Only)
July 19, 2017	Updated the *Configuration > SAP Concur Configuration > Financial Posting Configuration > Step 3: Configure all SAP Clearing Accounts (Expense Only)* section.
January 23, 2017	Added information on SAP S/4HANA Cloud integration.
December 16, 2016	Changed copyright and cover; no other content changes.
November 29, 2016	Added information about SAP S/4HANA support, and about Tax Code field mapping for Invoice.

Date	Notes/Comments/Changes
November 4, 2016	Added information about Invoice Pay.
October 11, 2016	Updated the *Partner Application and Group Configuration > Step 1: Configure the Integration Settings* section.
October 3, 2016	Updated the following sections: • Overview • SAP Concur Configuration > Step 2: Assign the Cost Object List to the Forms • SAP Concur Configuration > Step 3: Complete the SAP Add-on Configuration Added the following section: • SAP Concur Setup Guides
September 12, 2016	Added Invoice-specific functionality.
September 7, 2016	Added the following section: • Creating a Support Case Updated the following section: • SAP Concur Expense Configuration > Step 2: Update the Tax Configuration in SAP Concur to Match SAP Tax Fields
August 15, 2016	Added the following sections: • Cash Advance Admin Page • Financial Posting Failed Query Updated the following sections: • Step 2: Assign the Cost Object List to the Forms • Step 7: (Optional) Enable the Non-Domestic Tax Feature
July 6, 2016	Updated the following sections: • Financial Posting • Partner Application and Group Configuration • Partner Application and Group Configuration > Step 3: Register Partner Application • SAP Concur Expense Configuration > Step 3: Configure a SAP Clearing Account for Each Payment Type • SAP Concur Expense Configuration > Step 4: Add the SAP Vendor ID Field
June 16, 2016	Updated multiple configuration sections.
May 11, 2016	New document.

SAP Integration with Concur Solutions (ICS) for SAP ECC and SAP S/4HANA

1   Permissions

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.

A company administrator may or may not have the correct permissions to use this feature. The administrator may have limited permissions, for example, they can affect only certain groups and/or use only certain options (view but not create or edit).

If a company administrator needs to use this feature and does not have the proper permissions, they should contact the company's SAP Concur administrator.

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

2   Overview

The SAP ICS for SAP ECC and SAP S/4HANA allows clients to connect Concur Expense and/or Concur Invoice to their SAP financial system. The integration supports source data replication and financial posting.

SAP ECC and SAP S/4HANA are generically referred to as the SAP financial system in this guide. Concur Expense and Concur Invoice are generically referred to as the SAP Concur solutions. Any information that is specific to one system or solution is marked.

Clients that are using the source data replication load their employee, cost object, and vendor data from SAP ECC or SAP S/4HANA to the SAP Concur solution during the implementation. This data is updated in the SAP Concur solution by the integration on a client-specified schedule.

The cost object data replication may be completed two different ways:

- **Existing Concur Clients**: The configurability of the SAP Concur solutions means that existing clients may be using a variety of fields to capture the cost object data. In SAP ECC or SAP S/4HANA the relevant fields in the SAP Concur solution are mapped to the supported SAP cost object fields (Logical System, Company Code, Business Area, Country, Controlling Area, Cost Object Type, and Cost Object ID).

- **New Concur Clients**: New clients use the default field mapping in the SAP Concur solution and SAP ECC or SAP S/4HANA for the cost objects and may add custom fields that map to the supported SAP fields if necessary.

Clients that are using the financial posting queue expense reports, cash advances, and invoices that are ready to be posted, then the ICS requests them at scheduled intervals, using APIs from the SAP Concur Platform. The integration manages the transmission of

financial data from the SAP Concur solution to SAP ECC or SAP S/4HANA, and the transmission of status information from SAP ECC or SAP S/4HANA to the SAP Concur solution. The client will see financial posting status information in the audit trail of the expense report, cash advance, or invoice.

The ICS can synchronize the following types of information between the SAP Concur solutions and SAP ECC or SAP S/4HANA:

- Expense Reports: Concur Expense → SAP ECC or SAP S/4HANA
- Expense Report Posting Status: SAP ECC or SAP S/4HANA → Concur Expense
- Invoices: Concur Invoice → SAP ECC or SAP S/4HANA
- Invoice Posting Status: SAP ECC or SAP S/4HANA → Concur Invoice
- Cash Advances: Concur Expense → SAP ECC or SAP S/4HANA
- Cost Object Data: SAP ECC or SAP S/4HANA → Concur Expense and/or Concur Invoice
- Employee Data: SAP ECC or SAP S/4HANA → Concur Expense and/or Concur Invoice
- Vendor Source Data: SAP ECC or SAP S/4HANA → Concur Invoice

The following functionality is also supported by the integration:

- Expense Pay
- Invoice Pay
- Client Remittance of IBCP

2.1 Features

The integration resolves a common issue with the accounting extract- the inability to change reports, cash advances, or invoices once they have been extracted. The standard accounting extract process locks reports, advances, and invoices when it extracts them, making it impossible to make corrections in the SAP Concur solution after the extract. The integration provides a more responsive system, adding the financial posting to the report, advance, and invoice workflow. The report, advance, or invoice is posted to the financial system but is not marked as extracted in the SAP Concur solution. Any problems with posting appear in the SAP Concur solution, where they can be identified and corrected. Once the data is corrected, the reports, advances, and invoices can be queued again, to post successfully in SAP ECC or SAP S/4HANA. After receiving the confirmation from the ICS that the posting was successful, the SAP Concur solution updates the report/invoice payment status to *Posted* (if configured).

The customer can configure a payment confirmation step in the SAP system, which will move expense reports to the *Payment Confirmed* workflow step after the payments are complete in the SAP system. This functionality is only available for expense reports and requires configuration in Concur Expense.

📖   For more information, refer to the 6.*3.2.12 Step 12: (Optional) Configure the Payment Confirmation Workflow Step*.

The integration works with Concur Expense Professional/Premium Edition and Concur Invoice Professional/Premium Edition. The integration allows clients to:

- Send employee data from SAP ECC or SAP S/4HANA to the SAP Concur solution, keeping them up to date with the latest employee information.

- Send cost object data from SAP ECC or SAP S/4HANA to the SAP Concur solution, keeping them up to date with the latest information.

> **NOTE:** During implementation, clients decide which cost objects to include in the integration.

- Pay expense reports, cash advances, and invoices using SAP ECC or SAP S/4HANA, without using a bridge program to move the data from the accounting extract to the financial system.

- Move data from the SAP Concur solution to SAP ECC or SAP S/4HANA and receive feedback from SAP ECC or SAP S/4HANA at a client-specified frequency.

- View SAP ECC or SAP S/4HANA posting status in the SAP Concur solution, including posting details such as the document number and, if a posting failed, a description of why that posting failed. This information appears in the audit trail of the expense report, cash advance, or invoice.

- View payment confirmation status for expense reports in Concur Expense, if enabled.

- Specify which Expense groups will be reimbursed using the financial integration in Group Configurations.

- Specify which Invoice groups will be reimbursed using the financial integration in Workflows.

2.2 Exclusions

The following functionality is not supported by the SAP ICS for SAP ECC and SAP S/4HANA:

- Payment Types with Offsets: Company Paid, IBCP with Offsets, CBCP with Offsets

- Cash Advance Record Return Amount

- Testing functionality in an SAP Concur Test type entity

- Invoices with VAT/GST tax **

- Invoice attachments

- PO Synchronization

- Goods Receipts Synchronization

- Invoice Payment Confirmation

- Vendor Group mapping

- Invoice Correction Processing (e.g. Credit Memo) **

- Purchase Order Invoice Posting **

** These business cases can be supported using a BAdI (Business Add-In). For more information refer to this SAP Note: SAP ICS: SAP Integration with Concur Invoice.

2.3 Definitions

Financial Documents: Expense reports, cash advances, and invoices are converted into financial documents in the SAP Concur solution. A financial document corresponds to an Accounts Payable (AP) entry, a voucher, or a transaction. Each financial document is assigned a Document Identifier (ID), which is used to identify the document in the SAP financial system and returned in the ICS feedback to the SAP Concur solution. The ICS queries the SAP Concur solution for all available financial documents on the specified schedule.

One expense report generally is represented by one financial document. Some circumstances may cause the integration to create mutiple financial documents for a single report (new GL, intercompany process).

Source Data: The Source Data includes employee, cost object, and vendor information. The employee source data includes user and employee information stored in SAP ECC or SAP S/4HANA, combined with the employee information stored in the SAP Concur solution. The cost object list items are a combination of the standard fields and SAP cost object types.

Posting Types: The posting types correspond to the Concur Expense payment types for the transactions. The different posting types will be applied to SAP financial systems as follows:

Posting Type	Debit	Credit (offset)
Cash, IBIP	Expense GL	AP Employee Vendor
Individual Bill/Company Pay, IBCP	Expense GL	AP Credit Card Vendor
Company Paid	Expense GL	GL Clearing Account

📖   For more information about Concur Expense payment types, refer to the *Expense: Payment Types Setup Guide*.

2.4 Source Data

Clients can choose to enable source data replication using the integration. If the clients enable this feature, the Employee, Cost Object, and Vendor data is sent from the SAP financial system to the SAP Concur solution.

2.4.1   Employee/User

During the implementation of the integration, the SAP employee data from SAP Human Capital Management (SAP HCM) is sent to the SAP Concur solution, to combine with the employee information in the SAP Concur solution. Clients can choose to start with a subset of their employees and add more employees as they release the integration to more employee groups. After the implementation, the employee data is updated on a schedule selected by the client. The employee data is always sent from SAP ECC or SAP S/4HANA to the SAP Concur solution. New users should always be added in SAP ECC or SAP S/4HANA.

2.4.1.1 *Employee Manager Configuration*

The employee's approving manager for expense reports, cash advances, or invoices can be assigned in the SAP ERP and will be updated in the SAP Concur solution with the employee data replication.

2.4.1.2 *SAP Vendor ID*

During Concur Expense configuration, the administrator assigns the Custom 17 field in Concur Expense to the Employee form.

   For more information, refer to the *6.3.1.3 Step 3: Add the SAP Vendor ID Field* section of this guide.

The value maintained in this field is used to identify the vendor for FI postings and, if applicable, the personnel number for payroll processing in the respective SAP system. The system can determine the vendor and personnel number using the **Vendor ID**, **Personnel Number**, or the **User ID (Employee Central)**. Ensure that the value maintained in this field matches the selection made in the **Financial Posting** and, depending on your system landscape, **Employee** or **Payroll** wizards.

NOTES:

- If you use SAP SuccessFactors Employee Central for your employee master data, we strongly recommend you use the Employee Central User ID for your vendor determination to ensure data consistency. For more information, see the Knowledge Base Article [3200236](#).

- If you have a combined SAP FI and SAP HCM system and use the **Employee** wizard, the **Payroll** wizard uses the selection made on step **Employee ID** of the **Employee** wizard, ignoring the value maintained in Custom17 during processing.

2.4.2 Cost Object

The integration uses a connected list in the SAP Concur solution to structure the cost object data from SAP ECC or SAP S/4HANA. The upper levels of the connected list can contain these levels for structuring:

- Logical System
- Company Code
- Business Area
- Country
- Controlling Area

The bottom levels of the connected list contain the cost objects themselves. The integration supports the following cost objects:

- Cost Centers
- Internal Orders
- Project Work Breakdown Structure Elements

- Project Tasks

- Networks

- Network Activities

- Sales Order Items

- Maintenance Order

- Production Order

- Quality Management Order

  📖 For a list of cost objects supported by your SAP system, refer to the relevant documentation in the *2.7 Available SAP Documentation* section of this guide.

During implementation, the client decides which cost object data to include in the integration. This cost object information is sent from SAP ECC or SAP S/4HANA to the SAP Concur solution, where it is stored as a connected list. During implementation, the connected list is created in the SAP Concur solution, and the list items are sent from SAP ECC or SAP S/4HANA to the SAP Concur solution. After the implementation, the list items are updated on a schedule selected by the client.

2.5 Financial Posting

2.5.1   Overview

Clients can choose to enable financial posting using the SAP ICS for SAP ECC and SAP S/4HANA. If the clients enable this feature, SAP ECC or SAP S/4HANA requests the expense/invoice information from the SAP Concur solution, then sends feedback to the SAP Concur solution to confirm receipt of the information and to provide posting status.

2.5.2   Process

Once expense reports, cash advances, or invoices reach the status of *Approved for Payment*, they are converted to financial documents and added to the processing queue. The financial posting process is initiated at a client-configurable interval by SAP ECC or SAP S/4HANA. When the SAP Concur solution receives the request from the ICS, they provide all the financial documents in the processing queue. The ICS returns an acknowledgement if the documents were all received successfully. The expense reports/invoices are not allowed to be recalled by the processor once they have been requested by the ICS.

After receiving the successful receipt of documents message, the SAP Concur solution removes the documents from the financial processing queue. SAP ECC or SAP S/4HANA processes the financial postings and sends confirmations for each document. The confirmation includes success information, or error codes for any financial documents that failed to post.

If the financial document failed to post, the expense report/invoice is updated with the error message and can be recalled by the processor. The processor can then modify the report/invoice to fix the issues, and mark it as *Approved for Payment* again. Then the report/invoice is added to the financial processing queue again.

NOTE: Any cash advances that failed to post will be unavailable to assign to expense reports until they are corrected and successfully posted.

All expense reports and invoices that posted successfully are updated in the SAP Concur solution with the success message and are set to the payment status of *Posted*.

NOTE: The *Posted* payment status must be configured during implementation. For more information, refer to the *6. Configuration* section of this guide.

Expense reports may have a final workflow step configured, called Payment Confirmed. If this feature is enabled in both SAP ECC or SAP S/4HANA and in Concur Expense, the integration will add entries to the report audit trail as payments to each report payee are confirmed in SAP ECC or SAP S/4HANA. Once all the payees for the report are confirmed as paid, the expense report moves to the final workflow step of *Payment Confirmed*.

        For more information, refer to the *6.3.2.12 Step 12: (Optional) Configure the Payment Confirmation Workflow Step* section of this guide.

2.5.2.1   (Concur Expense Only) Delta Posting After Initial Post

Clients using the NextGen UI for Concur Expense and SAP ICS for SAP ECC and SAP S/4HANA can allow employees to reopen and resubmit previously posted expense reports. The end user may reopen a report in order to make corrections, then ICS transfers the corrections to SAP ECC or SAP S/4HANA. Not all expense reports are eligible for delta posting. Eligible reports meet the following conditions:

- The NextGen UI for Concur Expense is enabled for the user (individually or by group)
- The report has reached the end of payment workflow (Sent for Payment or Payment Confirmed, based on customer workflow configuration)
- Less than 90 days has elapsed from the last time the report was successfully posted in SAP ECC or SAP S/4HANA
- The report was created **after** the feature was enabled
- The report is not paid by Expense Pay
- The report was not created by the Company Bill Statement feature
- The report does not contain custom field calculation formulas or validation rules
- The report does not have a cash advance applied
- If using SAP ICS Payroll integration, the payroll feedback loop for the report must be complete

If this feature is enabled and the report is eligible for delta posting, the user will see a **Reopen Report** button on the expense report page. After reopening the report, the end user can modify selected expense report content based on one of three assigned level permissions, then resubmit it.

        For more information, refer to the *6.2.3.1 Enable Delta Posting* section of this guide.

Concur Expense consolidates the receipt images attached to the report under a single ID. If the end user adds an additional image to the expense report, and does not make any other changes, the report will not be processed as a delta posting as the attachment ID remains unchanged. After adding a new image to the report, the user must make an additional change to the report to trigger the delta posting process.

Once resubmitted, the expense report goes through an approval workflow again. The approvers and processors can take the *Send Back* or *Approve* actions on the report but cannot make any other changes. The Concur Admin can use the IsReopened audit rule and workflow Report object attribute to create an alternate audit rule or workflow for reopened reports.

  For more information, refer to the *6.3.2.8 Step 8: (Optional) Using the IsReopened Report Attribute with Delta Posting* section of this guide.

When the report is approved, Concur Expense creates correcting expense entries and places them in the financial posting queue. Then the integration transfers and reposts the financial documents to SAP ECC or SAP S/4HANA. This handles the reversal of the original posting and ensures the final posting includes any corrections to the expense report. This feature requires ICS and is not available for any reports extracted using the Standard Accounting Extract.

  For more information, refer to *3.2 Reopen Expense Report* and *6.2.3.1 Enable Delta Posting*.

  After implementation, delta posting can be enabled by submitting a support case. For more information, refer to *7.1.3 Enable Delta Posting Case*.

2.6 Configuration Overview

During the initial configuration calls, SAP Concur Implementation creates the gateway configuration required for the integration. SAP Concur Implementation configures the SAP Concur solution and SAP ECC or SAP S/4HANA. Once the configuration is complete, SAP Concur Implementation tests the integration, and may create test users in the SAP Concur solution if necessary. If the tests succeed, SAP Concur Implementation schedules and activates the integration.

  For Concur Expense and/or Concur Invoice configuration details, refer to the *6. Configuration* section of this guide.

  For SAP configuration details, refer to the guides listed in the *2.7 Available SAP Documentation* section of this guide.

2.7 Available SAP Documentation

This guide focuses on the tasks required to configure the SAP ICS for SAP ECC and SAP S/4HANA in the SAP Concur solutions. The SAP financial systems have separate documentation that details their configuration process. Refer to the SAP guides for further information about your financial system configuration.

2.7.1   SAP ECC and SAP S/4HANA

There are two guides available for the integration:

- SAP Master Guide that describes the installation of the required SAP Software Components
- SAP Setup Guide

Additionally, there are SAP Notes available:

- [2922806 - FAQ: General Information about the Concur Integration](#)
- [2914977 - FAQ: Concur Certificates, Authentication, and Connectivity](#)
- [2923196 - FAQ: Financial Posting in the Concur Integration](#)
- [2388587 - FAQ: Concur Integration (On-Premise and Cloud Extended)](#)
- [3377219 - FAQ: Concur Invoice Integration](#)

▶ *To access the guides in the financial system:*

1. Call the transaction SAP Concur Integration Setup (CTE_SETUP).

2. On the screen **Setting Up the Integration with SAP Concur** click **Download Guides** and follow the instructions on the screen.

▶ *To download the guides without accessing the financial system:*

1. Sign on to the [SAP Help Portal](#).

2. Navigate to the [Integrating SAP On-Premise Systems with SAP Concur](#) page.

3. Download the Master and Setup Guide for the most recent SAP Support Package (SP).

2.8 Available SAP Concur Documentation

Full details about the configuration pages are available in the SAP Concur Setup Guides. The relevant guide is referenced in each configuration step.

2.8.1   Concur Expense Professional Edition Setup and User Guides

[Concur Expense Product Page - SAP Help Portal](#)

2.8.2   Concur Invoice Professional Edition Setup and User Guides

[Concur Invoice Product Page - SAP Help Portal](#)

3   What the Expense User Sees

In Concur Expense, the integration functionality will appear to the end user in multiple places:

- Expense report and cash advance audit trail
- **Process Reports** page
- **Cash Advance Admin** page
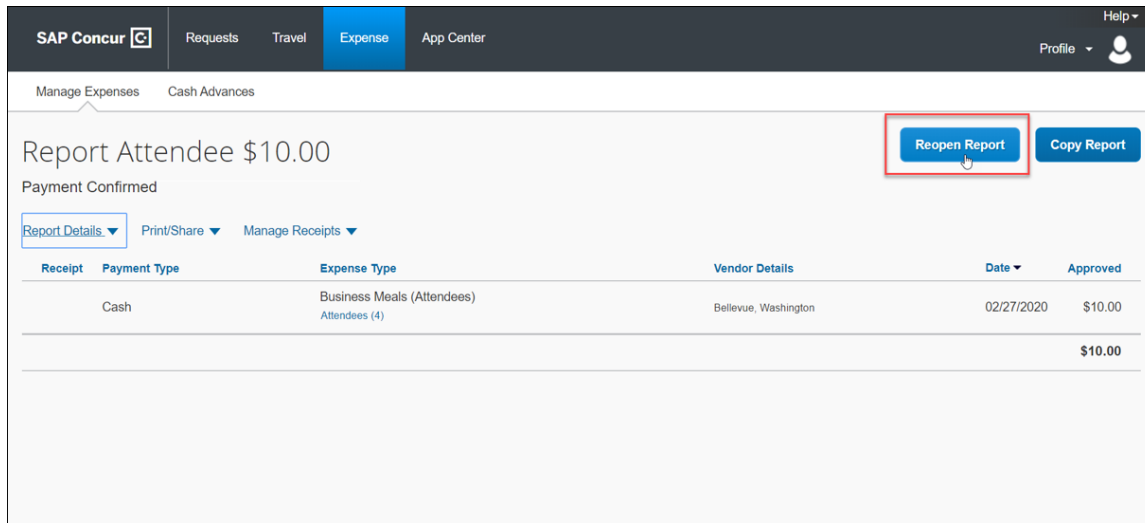
3.1 Expense Report/Cash Advance Audit Trail

The report/advance audit trail includes the posting status once the posting feedback has been returned from SAP ECC or SAP S/4HANA. The user clicks **Details** > **Audit Trail** to view the audit trail.
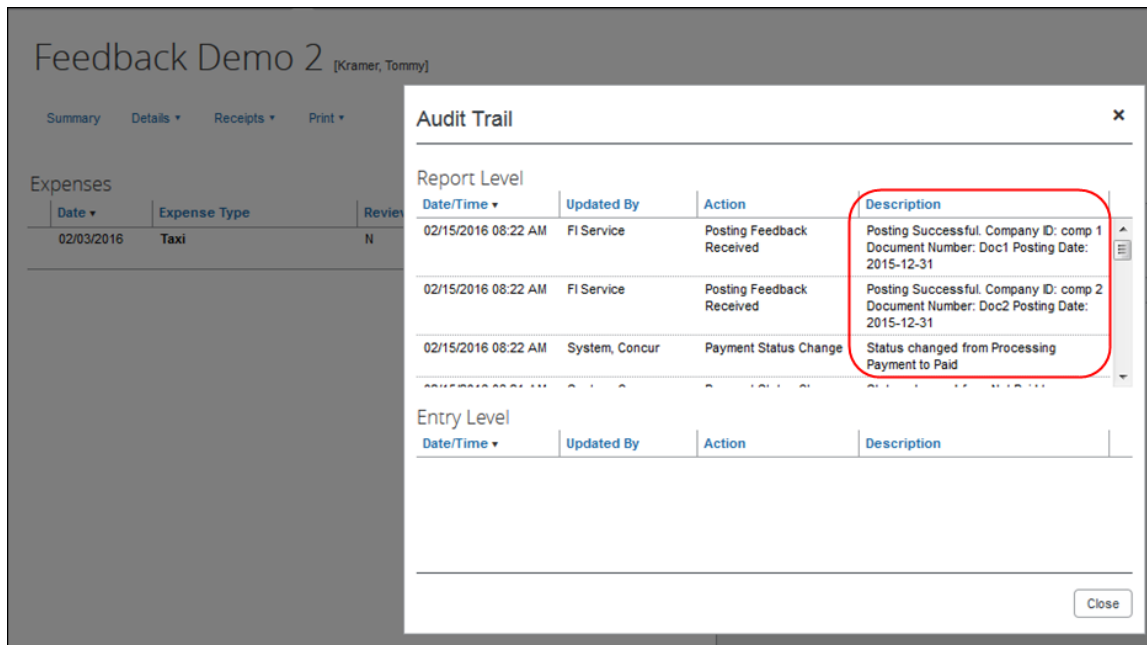
3.2 Reopen Expense Report

If the Delta Posting feature is enabled, and the expense report meets the eligibility requirements for the feature, the user will see a button labeled **Reopen Report** on the expense report page.

The user will only be able to modify a subset of the expense report fields. When done modifying the report, they submit it as usual.

📖   For more information about the Delta Posting feature, refer to the *2.5.2.1 Delta Posting After Initial Post* section of this guide.

3.3 Process Reports Page

The Expense Processor approves the report for payment as usual. The user's Expense group determines which reports are paid by the ICS. After approval, the expense report is placed in the financial posting queue. The integration timing and frequency are configurable per client, in SAP ECC or SAP S/4HANA. Once the financial posting is complete, the processor will see the posting feedback on the **Process Reports** page.

Reports that posted successfully will show the payment status *Posted* (if configured, otherwise the payment status will be *Sent for Payment*) and show the details of the financial posting in the audit trail. The audit trail message includes the Company ID, the Document ID, and the Posting Date.

Reports that failed to post will show an exception and the payment status *Financial Posting Failed*.

The processor can view the audit trail for the report to see the details of the posting failure. In this example, the report failed to post for two reasons. The audit trail message includes the Company ID, the Document ID, and the details of the failure.
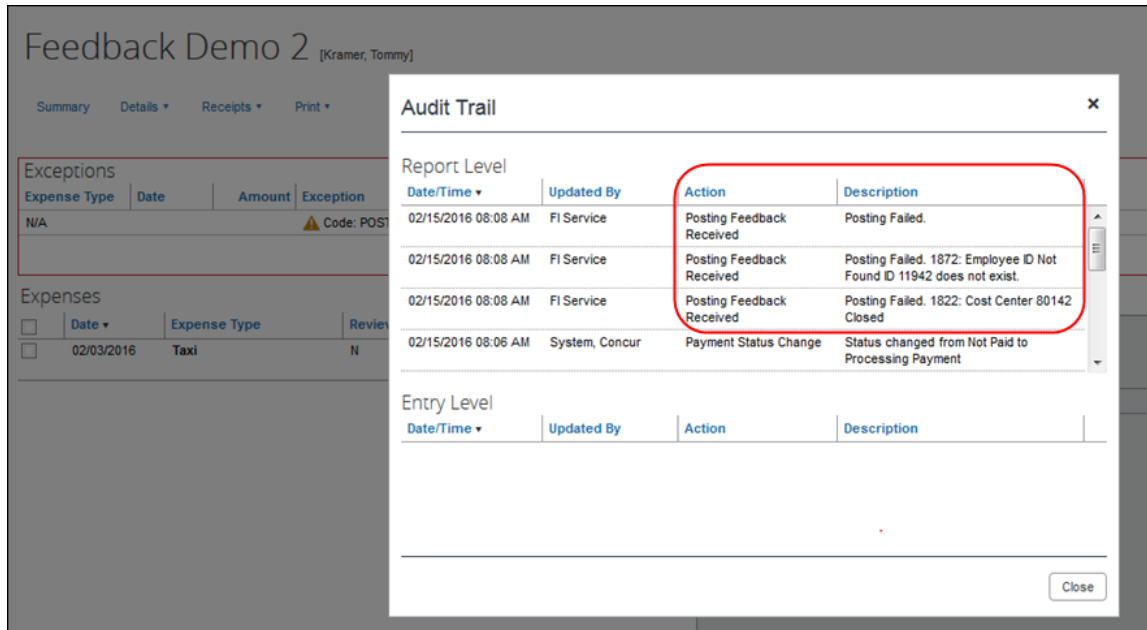
The processor recalls the report, in order to make changes to it.
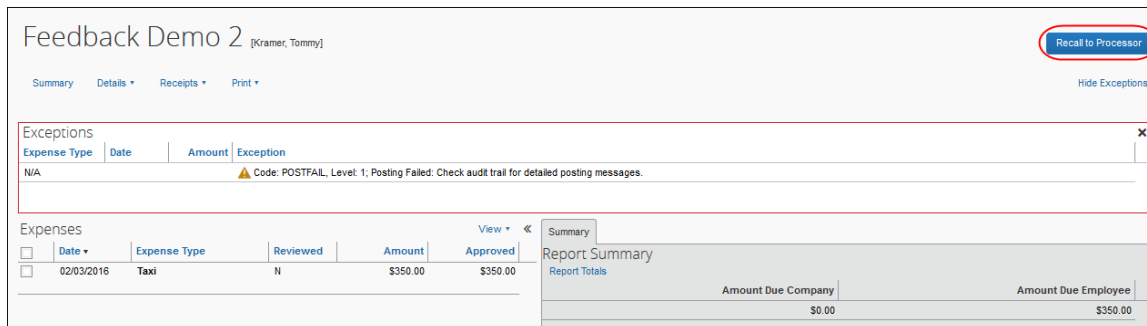
Then the processor works with the SAP Concur administrator and SAP ECC or SAP S/4HANA administrator to resolve the issues. In this example, the SAP Concur administrator would update the user's employee ID, while the SAP ECC or SAP S/4HANA administrator would confirm the correct cost center to select. Then the processor would select the correct Cost Center on the expense entry or report header. Once the processor has updated the report, they approve it for payment again.

NOTE: When the expense report is sent to the queue for financial posting, the employee information is pulled directly from the user's profile. The integration does not use employee data that has been copied down into the expense report header or expense entry fields.

When the report is successfully posted, the integration sets the report's payment status to *Posted* (if configured, otherwise the payment status will be *Sent for Payment*).

📖   For more information, refer to the *6.3.2.10 Step 10: (Optional) Rename the Payment Status to Posted* section of this guide.

Expense reports can optionally use the Payment Confirmation workflow step to perform an additional update. If enabled in the SAP financial system and Concur Expense, the integration provides additional information in the report audit trail as the report payees are paid by the SAP system. Once all the report payees are paid, the integration moves the report to the *Payment Confirmed* payment status.

The processor can create a query to find reports that have financial integration enabled.

📖   For more information, refer to the *6.3.2.6 Step 6: Create the Processor Query* section of this guide.

3.3.1   Financial Posting Failed Query

Concur Expense displays a query specifically for clients with the integration, called *Reports Financial Posting Failed*, on the **Process Reports** page. The processor can use this query to quickly locate all reports with the payment status of *Financial Posting Failed*.

3.3.2   Financial Integration Enabled Column

A column labeled **Financial Integration Enabled** can be added to the **Process Reports** page, using the **List Settings** options.
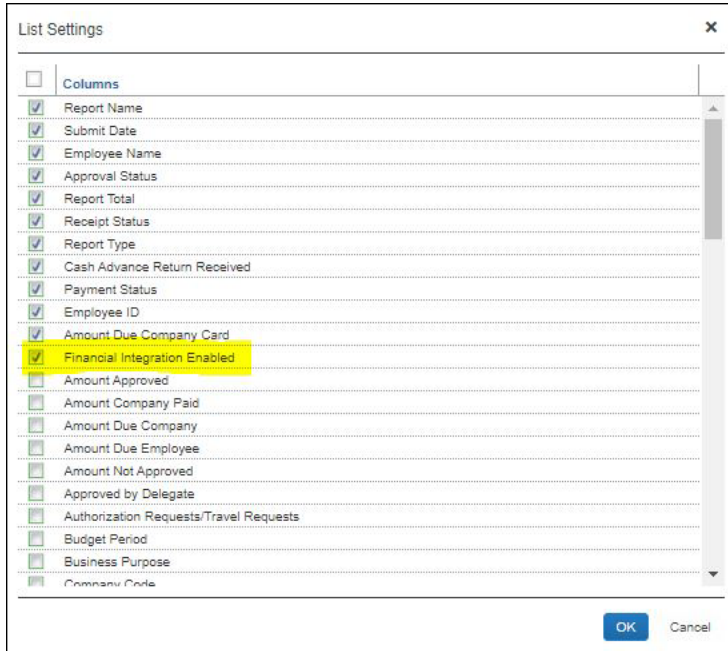
Once enabled, this column indicates which reports are configured to be processed using the Financial Integration Service.
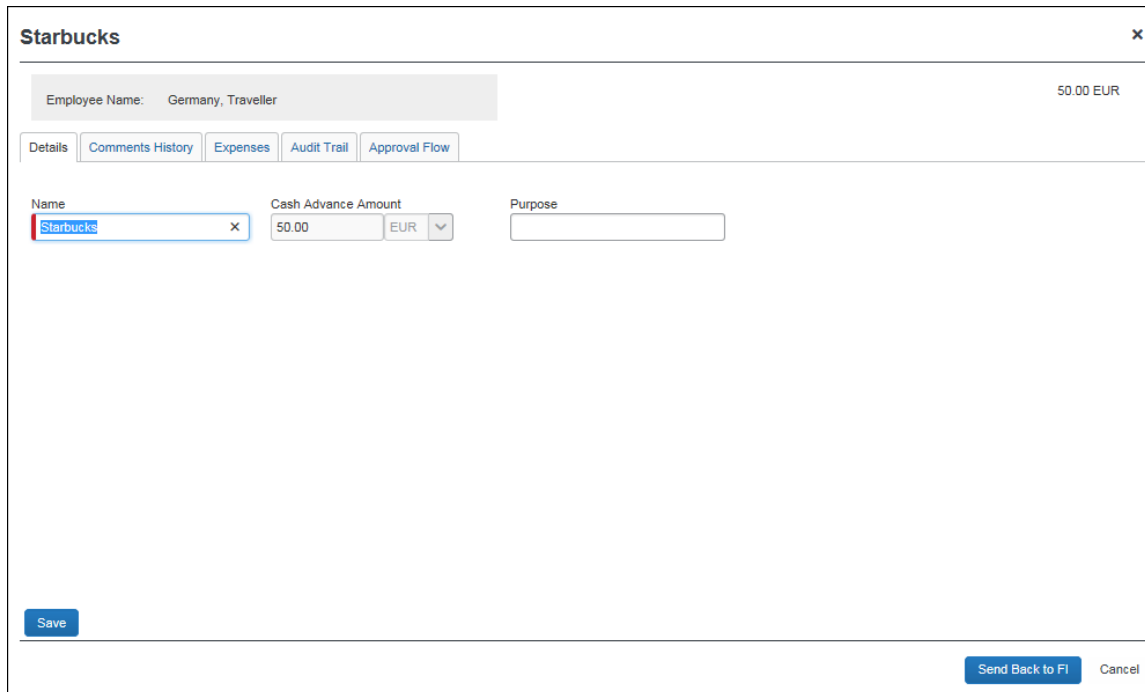
3.4 Cash Advance Admin Page

NOTE: The Record Return Amount feature is not supported by financial integration. If financial integration is enabled, the **Record Return Amount** button will not appear on the **Cash Advance Admin** page.

The Cash Advance administrator creates and issues the advances as usual. The **Cash Advance Admin** page now includes an option for *Failed Cash Advance* status in the **Cash Advance Status** list.
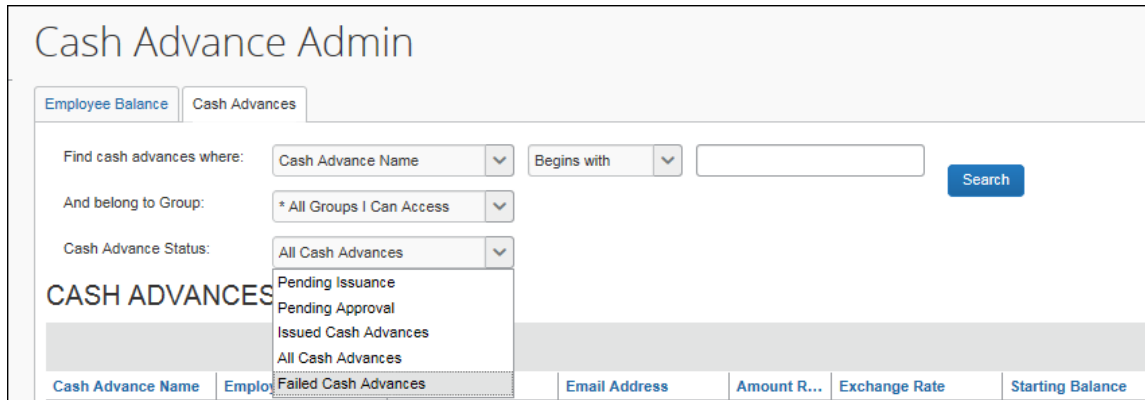
The page displays a new column, **FI Status**, when financial integration is enabled.

For any cash advances that are in the *Failed* status, the Cash Advance administrator can change some fields on the cash advance. The administrator clicks the cash advance name to view the details.

Once any incorrect field values are fixed, the Cash Advance administrator can resend the advance to the financial integration using **Send Back to FI**.

NOTE: Cash advances with a *Failed* status will be unavailable to assign to expense reports until they are corrected and successfully posted.

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4   What the Invoice User Sees

In Concur Invoice, the integration functionality will appear to the end user in multiple places:

- Invoice audit trail
- **Invoices Ready for Processing** page

4.1 Invoice Audit Trail

The invoice audit trail includes the posting status once the posting feedback has been returned from the SAP financial system. The user clicks **Details** > **Audit Trail** to view the audit trail. Invoices that posted successfully will show the payment status *Posted* (if configured, otherwise the payment status will be *Extracted*),

4.2 Invoices Ready for Processing Page

The Invoice Processor approves the request for payment as usual. The user's Invoice workflow determines which requests are paid by the integration. After approval, the request is placed in the financial posting queue. The integration timing and frequency are configurable per client, in the SAP financial system. Once the financial posting is complete, the processor will see the posting feedback on the **Invoices Ready for Processing** page.

5   Prerequisites

5.1 SAP Concur Prerequisites

The client must:

- Have signed a Data Protection Agreement (DPA)
- Be an existing SAP Concur client, with one of the following SAP Concur solutions:
  - Concur Expense Professional/Premium Edition
  - Concur Invoice Professional/Premium Edition
- Be an existing SAP client, with one of the following SAP financial systems:
  - SAP ECC
  - SAP S/4HANA
- The SAP Concur administrator who will be setting up the integration must have one of the following user roles:
  - Unrestricted Expense Configuration Administrator
  - Unrestricted Invoice Configuration Administrator

5.2 SAP Financial Integration Configuration Prerequisites

The SAP financial system prerequisites vary depending on the financial system you use.

NOTE: The CTE_EXP add-on is a required pre-requisite of the CTE_INV add-on, even if the customer does not use Concur Expense.

      Refer to the *2.7 Available SAP Documentation* section of this guide for the full details for your financial system.

5.2.1   Prior to SAP Setup

Prior to beginning the configuration steps in your SAP financial system, you should complete the following tasks in the SAP Concur solution:

1. Complete the *5.2 Integration Settings and Group Configuration* and relevant *5.3 Concur Expense and Concur Invoice Configuration* steps in this guide.

2. Collect the following information from the SAP Concur system:

   - Company Code custom field ID (varies by client)
   - Field information for any fields that will be mapped to SAP fields, including Concur Expense Code values if necessary

           For more information, refer to the *6.3.1 Source Data Replication Configuration* section of this guide.

- List name for cost object list (created during *6.3.1.1 Step 1: Create the Cost Objects List*)

- Determine how frequently you want the integration to run. The source data replication and financial integrations can be set to different schedules, if necessary. Schedule the replication runs in your SAP system as described in the respective SAP integration guide. Some SAP solutions support a high replication frequency however we advise a replication cycle 10 minutes or longer.

- The following information will be provided by your SAP Concur Implementation Consultant:

  ♦ Concur Company ID

  ♦ Authentication information

6   Configuration

6.1 Overview

The SAP ICS for SAP ECC and SAP S/4HANA installation/configuration requires configuration steps in both the SAP Concur solution and SAP ECC or SAP S/4HANA. This guide contains information about the configuration and activation steps for the integration in the SAP Concur solution.

          For information about the configuration in SAP, refer to the *2.7 Available SAP Documentation* section of this guide.

6.2 Integration Settings and Group Configuration

The SAP Concur Implementation consultant performs many, if not all, of the following steps, depending on the client's SAP Concur configuration.

6.2.1   Step 1: Configure the Integration Settings

The SAP Concur Implementation consultant creates the Client ID (App ID) and Client Secret using the [OAuth 2.0 Application Management](#) tool.

6.2.2   Step 2: Configure Integration Gateway Authentication

The API Gateway manages the access to the SAP Concur APIs. The authentication credentials for this gateway are configured using an SAP Concur Internal tool.

The SAP Concur Implementation consultant will provide the following authentication information for you to use in SAP:

- Client ID (App ID)

- Client Secret

- Company UUID

- Request token or refresh token
- Company ID

6.2.3   Step 3: Update Group Configurations (Concur Expense Only)

The SAP Concur administrator selects which Concur Expense users are reimbursed with the financial posting integration in **Administration** > **Expense** > **Group Configurations**.

NOTE: This setting is only visible to SAP Concur Internal users who log in to the company as ConcurAdmin from HMC.

For the desired expense groups, select the **Enable Financial Integration** setting.

Once this setting is selected, the expense reports for the group members that are approved for payment:

- Will begin to go to the Financial Integration queue
- Will **not** be included in any extract files

6.2.3.1   Enable Delta Posting

Clients using the NextGen UI for Concur Expense and the SAP ICS for SAP ECC and SAP S/4HANA may enable delta posting and assign one of three levels on the **Configuration for Group** page. This setting can only be enabled if the Expense group has the **Enable Financial Integration** setting selected.

NOTE: If you are adding this functionality after moving from Implementation to Production, you will need to submit a support ticket to SAP Concur Support. For more information, refer to the *7.1.3 Enable Delta Posting Case* section of this guide.

Enable Delta Posting configuration includes the following steps:

1. For the desired Expense groups, select the **Enable Delta Posting** setting.

NOTE: This setting is only visible to users with the *Expense Configuration Administrator* user role.

NOTE: Payroll Integration is compatible but not required to use the Delta Posting feature. If the client is using both Payroll Integration and Delta Posting, the payroll posting feedback loop must be completed for a report before the user can reopen it.

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2. Select the desired level in the **Delta Posting Level** field.

Three separate configuration levels allow companies to control which actions the end user can perform in a reopened report. These levels are available at the Group level, meaning that users assigned the same group are assigned the same level.

Level One

Level One allows the end user to:

- Modify the custom and org unit fields on the expense report (report header, report entry, and entry itemization levels)

- Add or append a receipt image

- Modify all allocation fields, including adding and deleting entire allocations or adjusting allocation percentages. All edits to allocations must still equal the original

---

entry amount – level one users cannot make changes which impact entry amounts on the report

The end-user cannot:

- Delete the only entry in a report

- Delete the entire report

- Delete images from paid entries

- Modify travel allowance details

- Modify attendee information in the following ways:

  - Modify non-custom attendee fields

  - Modify amounts per attendee

  - Add/Delete attendees

Level Two

Level Two allows the end user to:

- Modify all eligible fields on the expense report (report header, report entry, and entry itemization levels) including amount

- Modify all allocation fields, including adding and deleting entire allocations or adjusting allocation percentages. Level two users can make allocation changes which impact the entry amount

- Add or append a receipt image

- Modify attendee information in the following ways:

  - Modify all eligible attendee fields

  - Modify amounts per attendee

  - Add/Delete attendees

The end user cannot:

- Delete the only entry in a report

- Delete the entire report

- Delete images from paid entries

- Modify travel allowance details

- Add or delete itemizations or parent entries

Level Three

Level Three allows the end user to:

- Add or delete entries on the report, including allocation and itemization entries

- Move entries to another report

- Modify all eligible fields on the expense report (report header, report entry, and entry itemization, and entry allocation levels) including amount

- Modify all allocation fields, including adding and deleting entire allocations or adjusting allocation percentages. Level three users can make allocation changes which impact the entry amount

- Add or append a receipt image

- Modify travel itinerary and travel allowance information

    NOTE: If the customer is using the Travel Allowance Service, the Level Three configuration allows the associated travel allowance to be modified using the Travel Allowance UI, after the report has been reopened.

- Modify attendee information in the following ways:

    ♦ Modify all eligible attendee fields

    ♦ Modify amounts per attendee

    ♦ Add/Delete attendees

The end user cannot:

- Delete the only entry in a report

- Delete the entire report

- Delete images from paid entries

- Modify itineraries or travel allowances which impact other itineraries and reports sharing the same date range

  For more information, refer to the *2.5.2.1 Delta Posting After Initial Post* section of this guide.

6.2.4   Step 4: Update Workflow Configurations (Concur Invoice Only)

The SAP Concur administrator selects which users are reimbursed with the financial posting integration in **Administration** > **Invoice** > **Workflow**.

For the desired workflows, select the **Send to Financial ERP as part of the final processor step** setting.

Once this setting is selected, the invoices for the workflow that are approved for payment will begin to go to the Financial Integration queue. These invoices are not included in any extract files.

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

6.3 Concur Expense and Concur Invoice Configuration

The integration configuration in the SAP Concur solution varies depending on whether the SAP Concur client is an existing client or a new SAP Concur client.

Existing clients mostly take note of their configuration and use that information to map the SAP Concur solution fields to fields in SAP.

New clients complete all the configuration steps listed in this section.

Certain SAP Concur solution configurations are necessary to work with SAP financial systems. The SAP Concur Implementation Consultant will review and configure these areas as necessary. The following is an overview of the configuration steps. The full details appear below.

Source Data Replication configuration includes the following steps:

1. Create a new list for the cost objects.

2. Assign the cost object list to the necessary forms.

3. Add the SAP Vendor ID field. (Concur Expense only)

4. Complete the integration configuration steps in SAP ECC or SAP S/4HANA.

Financial Posting configuration includes the following steps:

1. Update all Expense Types with valid SAP G/L account codes.

2. Update the Tax Configuration in Concur Expense to match SAP tax fields. (Concur Expense only)

3. Configure an SAP Clearing Account for the payment types in use. (Concur Expense only)

4. Enable Tax Code Field Mapping. (Concur Invoice only)

5. Verify the processor workflow step. (Concur Expense only)

6. Create the processor query.

7. Configure Liability Account Codes. (Invoice Pay only)

8. (Optional) Enable the Non-Domestic tax feature. (Concur Expense only)

9. (Optional) Rename the payment status to Posted.

10. (Optional) Configure test users.

11. (Optional) Configure the Payment Confirmation workflow step. (Concur Expense only)

6.3.1   Source Data Replication Configuration

6.3.1.1   Step 1: Create the Cost Objects List

For new clients that are using source data replication, the SAP Concur administrator must create a new list to work with SAP ECC or SAP S/4HANA, mapping to the Org Unit 1-4 fields:

Form Field Name	Column Name
System	ORG_UNIT_1
Company	ORG_UNIT_2
Cost Object Type	ORG_UNIT_3
Cost Object ID	ORG_UNIT_4

NOTE: If the client wants to deviate from this approach, and their SAP solution allows them to configure the integration, they also must configure the field mapping in the SAP solution.

For existing SAP Concur clients, the administrator should take note of which fields are currently configured or available for mapping to the SAP cost objects. The field mapping in the SAP financial system requires the following information:

- The SAP Concur solution Form Type

- The SAP Concur solution Column Name

    NOTE: The Column Name is entered in the **SAP Concur Field ID** field in the SAP Add-ons when mapping data between the SAP Concur solution and SAP. The Column Name value must be modified to remove the underscores and change the capitalization to capitalize the first letter of each word.
    Example: The Employee First Name field in the SAP Concur solution has the Column Name of FIRST_NAME, in Forms and Fields. In the SAP system, the SAP Concur Field ID for this field should be FirstName.

- The SAP Concur solution Field Name

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

The list items and values will be sent from SAP ECC or SAP S/4HANA to the SAP Concur solution once the SAP financial system is configured.

In **Administration** > **Expense/Invoice** > **List Management**, create a new list. The list name will be used when configuring SAP ECC or SAP S/4HANA.

📖   For more information, refer to the *Shared: List Management Setup Guide*.

6.3.1.2   Step 2: Assign the Cost Object List to the Forms

In **Administration** > **Expense/Invoice** > **Forms and Fields**, add the new list to the following forms:

- **Employee** (the list should be added the Employee form used by the Global group) The cost object list field Access Rights should be set to:

    ♦ Employee: Read-Only

    ♦ Employee Administrator Role: Modify

    ♦ All other roles: Read-Only or Hidden

- **Expense Report Header/Payment Request Header** (these list fields copy down from the Employee level) The cost object list field access rights should be set to Read-Only or Hidden for all user roles.

- **Expense Report Allocation/Payment Request Allocation** (these list fields copy down from the Report/Payment Request Header level) The cost object list field access rights should be set to Read-Only or Hidden for all user roles.

In **Administration** > **Expense/Invoice** > **Forms and Fields** > **Connected List Definitions**, configure the connected list definition.

For existing clients, map the connected list to the client's configured cost object fields.

For new clients, map the connected list to the Org Unit 1-4 fields. For the Expense Report/Payment Request Header form, select *Copy Down* as the **Default Value Type**, and choose the Employee field as the copy down source. For the Expense Report/Payment Request Allocation form, select *Copy Down* as the **Default Value Type**, and choose the Expense Report/Payment Request Header field as the copy down source.

In **Administration** > **Expense/Invoice** > **Policies**, verify that the necessary policies use the updated forms.

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

6.3.1.3   Step 3: Add the SAP Vendor ID Field (Concur Expense Only)

In **Administration** > **Expense** > **Forms and Fields**, configure the Custom 17 field for the Employee form as the **SAP Vendor ID** field:

Add the **SAP Vendor ID** field to the Employee form used by the Global Employee Group, marking it as *Required*. This field will be populated by the SAP during the source data replication.

    📖   For more information, refer to section *2.4.1.2: SAP Vendor ID* of this guide, or to the *Expense: Forms and Fields Setup Guide*.

6.3.1.4   Step 4: Complete the SAP Configuration

For information about the configuration in SAP, refer to the respective guides in the *2.7 Available SAP Documentation* section of this guide.

6.3.2   Financial Posting Configuration

6.3.2.1   Step 1: Update all Expense Types With Valid SAP Account Codes

In **Administration** > **Expense/Invoice** > **Accounting Administration > Account Codes**, assign valid SAP G/L account codes to the expense types in use.

    For more information, refer to the respective SAP guide in the *2.7 Available SAP Documentation* section, the *Concur Expense: Account Codes Setup Guide*, and the *Concur Invoice: Account Codes Setup Guide*.

6.3.2.2   Step 2: Update Tax Configuration in SAP Concur to Match SAP Tax Fields (Concur Expense Only)

In **Administration** > **Expense** > **Tax Administration** > **Tax & Reclaim Groups**, configure the **Tax Reclaim Code** to be the SAP **Tax Code** valid for your SAP financial system.

       For more information, refer to the respective SAP guide in the *2.7 Available SAP Documentation* section, and to the *Expense: Value Added Tax (VAT)/ Tax Administration Setup Guide.*

6.3.2.2.1   CANADIAN TAX CONFIGURATION

NOTE: This configuration is only required if your SAP financial system has been released for the integration with SAP Concur in Canada.

Clients who use Canadian tax authorities must perform an additional configuration step. In **Administration** > **Expense** > **Tax Administration** > **Tax & Reclaim Groups**, configure the **Tax Code** to be the SAP **Condition Type** for Canada.

The SAP Condition Type is configured in SAP.

6.3.2.3   Step 3: Configure all SAP Clearing Accounts (Concur Expense Only)

6.3.2.3.1   CONFIGURE EXPENSE PAYMENT TYPES

In **Administration** > **Expense** > **Payment Types**, enter the SAP **Clearing Account Code** for any Company Paid or CBCP payment types that are supported by your financial system. If you are using IBCP payment types, enter the Credit Card Vendor ID in the **Clearing Account Code** field.

NOTE: Offsets are not supported by the integration.

    For more information, refer to the *Expense: Payment Types Setup Guide.*

6.3.2.3.2   CONFIGURE COMPANY CARD ACCOUNTS

If you have Clearing Accounts that apply to specific individual cards, on the **Manage Accounts** tab of the **Company Card Admin** page, modify all CBCP card accounts to have a valid SAP **Clearing Account Code**.

    📖   For more information, refer to the *Expense: Company Card Admin User Guide.*

6.3.2.3.3   CONFIGURE EXPENSE PAY BATCH ACCOUNTING (EXPENSE PAY ONLY)

If you use Expense Pay and your SAP solution supports this configuration, you must configure the **Liability Account Code** for the Expense Pay Employee batches to have a valid SAP **Clearing Account Code**.

       For more information, refer to the *Expense: Payment Manager for Expense Pay Classic User Guide*.

6.3.2.4   Step 4: Enable Tax Code Field Mapping (Concur Invoice Only)

To support financial integration for tax codes, clients can define which custom field they use as a Tax Code field, so that an external financial system knows which field represents the tax code in Concur Invoice.

NOTE: This feature is only applicable to existing clients.

The admin will see an option, **Custom field being used to define line item Tax Code value**, in Invoice Settings where they can select one of 20 custom fields to use as the Tax Code value.

To access this option, click **Administration** > **Invoice** > **Invoice Settings** (left menu).

📖   For more information, refer to the *Concur Invoice: Invoice Settings Setup Guide*.

6.3.2.5   Step 5: Verify the Processor Workflow Step (Concur Expense Only)

In **Administration** > **Expense** > **Workflows**, verify that the workflow contains a processor step prior to the Processing Payment step. All employees using the Financial Posting must have an expense report workflow that includes a Processor step after approval. This allows the reports to return to the processor if they fail the financial posting. The Processor workflow step may be configured as a skip step, if necessary.

📖   For more information, refer to the *Expense: Workflow – General Information Setup Guide*.

6.3.2.6   Step 6: Create the Processor Query

6.3.2.6.1   CONCUR EXPENSE

In **Expense** > **Process Reports**, create a processor query to find reports using the financial integration, using the *Report* data object, and the *Financial Integration Enabled* field. This query finds all reports using financial integration, regardless of status.

NOTE: The Financial Integration adds a new default query to the **Process Reports** page, titled **Reports Financial Posting Failed**, which is used to view reports that failed to post.

    For more information, refer to the *Concur Expense: Processor User Guide*.

6.3.2.6.2   CONCUR INVOICE

In **Invoice** > **Processor** > **Process Requests**, create a processor query to find invoices that use financial integration by using the *Request* data object, and the *Financial Integration Enabled* field.

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

6.3.2.7   Step 7: Configure Liability Account Codes (Invoice Pay Only)

Clients who use Invoice Pay can pay invoices in SAP Concur by using ACH or Check payment types and have the transaction data sent to their SAP Financial system.

For this feature to work, clients must enter the liability account code in the **Liability Account** field of the **Funding Account** page in Payment Manager.

If clients prefer to use the extract to transfer data to their system, this is still available.

📖   For more information, refer to the *Invoice: Invoice Pay User Guide*.

6.3.2.8   Step 8: (Optional) Using the IsReopened Report Attribute with Delta Posting (Concur Expense Only)

Customers that use the delta posting functionality can create audit rules and workflow conditions that apply to the expense reports reopened during the delta posting process. The attribute **IsReopened** is available for the Report object in the audit rule and workflow condition editors.

📖   For more information, refer to the *Expense: Audit Rules Setup Guide* and *Expense: Workflow – General Information Setup Guide*.

6.3.2.9   Step 9: (Optional) Enable the Non-Domestic Tax Feature (Concur Expense Only)

Complete these configuration steps if the company captures VAT.

In **Administration** > **Expense** > **Site Settings**, select (enable) the **Non Domestic Tax Enabled** check box. Set the **Non Domestic Tax Field** to Custom 38.

In **Administration** > **Expense** > **Tax Administration** > **Tax Authorities**, enter your Non Domestic Code. When the two site settings above are configured, this code will be applied to non-domestic spend.

6.3.2.10   Step 10: (Optional) Rename the Payment Status to Posted

6.3.2.10.1 CONCUR EXPENSE

In **Administration** > **Expense** > **Workflows** > **Expense Report Approval Statuses**, update the existing *Sent for Payment* status as follows:

Field	Value
Status	Posted
Action Text	Post
Description	Report has been posted to financial system

6.3.2.10.2 CONCUR INVOICE

In **Administration** > **Invoice** > **Workflows** > **Approval Statuses > Invoice**, update the existing *Extracted* status as follows:

Field	Value
Status	Posted
Action Text	Post
Description	Invoice has been posted to financial system

6.3.2.11   Step 11: (Optional) Configure Test Users

Users who are configured as test users can be used to test the integration. Any reports or cash advances from test users will be sent to the SAP test system rather than production.

In **Administration** > **Company** > **Company Admin** > **User Administration** > **User Information**, the administrator creates the users and selects the **Is a Test User** check box for the test user accounts. The test users can then be configured to use the integration, including adding them to the SAP system.

    📖   For more information, refer to the *Shared: Test User Setup Guide* and the relevant SAP guide in the *2.7 Available SAP Documentation* section.

6.3.2.12   Step 12: (Optional) Configure the Payment Confirmation Workflow Step (Concur Expense Only)

In **Administration** > **Expense** > **Workflows**, select (enable) the **Include the Payment Confirmation step** setting for the desired workflow.

NOTE: Payment confirmation must also be enabled in the SAP financial system in order for this feature to function correctly. Refer to the SAP ERP documentation for more information.

NOTE: Payment Confirmation is not supported by the SAP Payroll integration.

         For more information, refer to the *Expense: Workflow – General Information Setup Guide* or the *Expense: Payroll Integration Setup Guide*.

7   Creating a Support Case

7.1.1   Reviewing the Audit Trail

Before creating a support case, review the report/advance/invoice audit trail to determine the cause of the error.

For expense reports and cash advances, click **Details** > **Audit Trail** to view the audit trail.

For invoices, click **Details** > **Audit Trail** to view the audit trail.

Most issues result from incorrect account codes or vendor codes. Compare your SAP Concur solution configuration with the SAP system configuration to verify that the codes are correct.

If no information appears in the audit trail, but the financial document does not show in the SAP ERP, create a support case.

7.1.2   Creating a Support Case

The SAP Integration with Concur Solutions for SAP ECC and SAP S/4HANA connects your SAP Concur solution and SAP systems and is therefore supported by both SAP Concur Support and SAP Support.

To avoid unnecessary delays during incident handling, please proceed as follows:

In which system does the problem originate?

- **SAP**: If you suspect the cause is in the SAP system, create a support ticket as described in the respective SAP integration setup guide, or in this SAP Note: 1296527 - How to create a support incident (contact SAP Product Support)

  If the issue relates to your SAP Concur solution after all, the SAP support team will open a case in the SAP Concur support system. The new case is created under the authorized support contact (ASC) for your SAP Concur solution, with the original ticket owner copied. The original SAP ticket is closed with a reference to the SAP Concur system and the email address of the person who initially created the ticket. The email address is needed to keep the ticket creator informed about the status.

- **SAP Concur solution**: If you suspect the cause is in the SAP Concur solution and you are the SAP Concur Administrator, create a support case by navigating to **Help** > **Contact Support** in your SAP Concur system. If you are not an ASC, contact your SAP Concur Administrator, who will create the Support case for SAP Concur Support to manage. The ASC is able to add you as a cc on the case so you can track the case status.

- If you are not sure what is causing the problem, **please create the ticket in the SAP system first**, following the instructions above.

In your support ticket, include the following information:

- Expected behavior of the integration
- Actual behavior of the integration
- Time and date of the issue
- Expense Report ID, Cash Advance ID, Invoice ID, and/or Employee ID, if applicable

7.1.2.1   Deactivating the Integration

Create a support case to deactivate the integration. This step should only be performed when replacing the integration or retiring the SAP ICS for SAP ECC and SAP S/4HANA.

7.1.3   Creating an Enable Delta Posting Case

If you are adding delta posting functionality after moving from Implementation to Production, you will need to submit a support case to SAP Concur Support. Use the following values:

Topic: Expense

Subject: SAP ICS – Delta Posting Activation

Case Type: SAP Integration (ICS)

Description (include the following):

- Expense Group(s) to have Delta Posting enabled
- Level to apply to the Expense Group
- Indicate Concur PROD or Concur TEST, as appropriate