

# **Travel: E-Receipts**

## **Travel Service Guide**

**Last Revised: March 25, 2022**

Applies to Concur Travel:

- ☒ Professional/Premium edition
  - ☒ TMC Partners
  - ☒ Direct Customers
- ☒ Standard edition
  - ☒ TMC Partners
  - ☒ Direct Customers



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# Revision History

Date	Revision Notes/Comments
July 25, 2023	Updated Overview section with note on SAP Concur UI themes; no other changes
March 25, 2022	Updated <i>FAQs &gt; Hotel</i> with a question regarding Hotel Service
January 18, 2022	Updated the copyright year; no other changes; cover date not updated
June 2, 2021	Updated note in Configuration section
April 14, 2021	Updated the copyright year; no other changes; cover date not updated
July 22, 2020	Added note about <b>E-Receipt enabled</b> label support
January 28, 2020	Added information about opt in setting for car and hotel e-receipts and added notes on clarification for air e-receipt generation
June 19, 2019	Removed "Concur" from the cover; no other changes; cover date not updated
March 10, 2019	Updated the copyright; no other changes; cover date not updated
May 25, 2018	Added: <ul style="list-style-type: none"> <li>• Activation text</li> <li>• User opt-out information for car and hotel e-receipts</li> <li>• FAQ about Virtual Payment (Conferma)</li> </ul>
January 19, 2018	Admins cannot opt out a user
January 2, 2018	Updated the copyright; no other changes; cover date not updated
November 28, 2017	General updates throughout
October 2, 2017	Added a note about enabling e-receipts Updated the agreement information
August 11, 2017	Added information about requiring Expense in order to access e-receipts
June 1, 2017	For hotel e-receipts, it is no longer required that the user have an opted in credit card Travel-only clients will no longer have access to e-receipts from within the itinerary view page
February 28, 2017	Added information about e-receipt for rail via TripLink
November 2, 2016	Added notes about cards not required to be opted in in order to receive an e-receipt for rental cars
June 17, 2016	Updated screen shots to reflect UI enhancements
March 16, 2016	Removed information about Hilton Hotel e-receipts
September 15, 2015	Added a FAQ about the information required to generate an e-receipt from an air booking
July 21, 2015	Updated Conditions and Matching Information about Air Conditions
June 25, 2015	General updates; initial publication in the new format



# E-Receipts

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## Section 1: IMPORTANT – About this Guide

Be aware of the following:

- **Infinite variables:** Certain scenarios have an infinite number of variables or extremely unusual circumstances, like rare cancellation or refund situations. So, not all scenarios can be presented in this guide. Also, certain processes may be influenced by third- or fourth-party providers. In some cases, you must contact the provider directly.
- **User interface, fees, rates, schedules:** When other providers change their user interface (for example, web site) or their fees/rates/schedules, they are under no obligation to make SAP Concur aware of those changes. If a screen sample in this guide is outdated because of a change made by a provider, we will update that screen sample when we become aware of the change and at our earliest convenience.
- **Permissions:** A company's admin may or may not have the correct permissions to manage the feature described in this guide. If an admin needs to manage this feature and does not have the proper permissions, they should contact the company's SAP Concur administrator.

Also, the admin should be aware that some of the tasks described in this guide cannot be completed by the company. In this case, the client must contact their TMC (if a TMC provides their support) or SAP Concur (if SAP Concur provides their support).

## Section 2: Overview

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**NOTE:** Multiple SAP Concur product versions and UI themes are available, so this content might contain images or procedures that do not precisely match your implementation. For example, when SAP Fiori UI themes are implemented, home page navigation is consolidated under the SAP Concur Home menu.

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An electronic receipt, or e-receipt, is an electronic version of a paper receipt for expenses incurred by SAP Concur users.

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**NOTE:** E-Receipts can be viewed only in Concur Expense where users can take action on them. Clients that do not have Concur Expense cannot view e-receipts.

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## In This Guide

This guide provides e-receipt end-user and configuration information for:

- **Rental car:** This guide applies to all rental car vendors listed in the *E-Receipt Coverage* document. An individual vendor will be addressed in *this* guide only if there is vendor-specific information, configuration steps, or FAQs.

- **Hotel:** Like rental car vendors, this guide applies to all hotel vendors listed in the *E-Receipt Coverage* document. Individual vendors are mentioned when necessary.
- **Airlines:** Some TripLink suppliers post E-Receipts to Concur Travel when users purchase tickets on the supplier's site. Those are detailed in the *E-Receipt Coverage* document. Additionally, Concur Travel will generate E-Receipts for air tickets booked in Concur Travel or offline with an agent if configured as described in this guide.

## NOT in This Guide

### ***E-Receipt Coverage Document***

The *E-Receipt Coverage* document provides details (like specific hotel properties) for all e-receipt suppliers, including those from Concur Travel, Concur's Platform, and TripLink. The coverage document also notes the supported regions and brands for each supplier/vendor since most do not provide global coverage.



Refer to *E-Receipt Coverage*, which is available on the Concur Support Portal or in Travel Administration online help.

### ***Concur Platform / Concur Connect***

This guide provides end-user and configuration information about e-receipt suppliers associated with Concur Travel as well as Concur Travel & Expense. It does **not** provide configuration information about e-receipt suppliers not associated with Travel (such as catering providers).

For other information (restrictions, configuration, etc.) about e-receipts provided via SAP Concur's Platform, contact Concur Client Support or your account manager.

## Benefits

The e-receipt program benefits SAP Concur users in the following ways:

- If the company uses Concur Travel & Expense, e-receipts are automatically matched with the user's itineraries and card charges – eliminating the need for the user to type in folio data and submit paper receipts for expense reports.
- Users can access and print e-receipts at any time from within Expense.

The e-receipt program benefits the corporate travel client in the following ways:

- The ease of use drives compliance to the corporate travel policy.
- Expense reports can be automatically completed, audited, and posted for payment – all within corporate policy – with limited (if any) human intervention.



## Section 3: How It Works

### General Information

In order for a client to use e-receipts:

1. For rental cars and hotel, Concur Travel must have an e-receipt relationship with the supplier/vendor.



The current suppliers/vendors (and associated regions and brands) are listed in the *E-Receipt Coverage* document, which is available with the Travel Service Guides on the Concur Support Portal or in Travel Administration online help.

2. For rental cars, clients must have a corporate discount code (as described in the configuration section of this guide).

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**NOTE:** For hotel and air, no corporate discount code is required.

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3. The client's travel configuration must be properly set up for e-receipts.
4. The user must opt into e-receipts by agreeing in the **E-Receipt Activation** window.

Note the following:

- **For rental cars and hotel:** Once the travel segment is complete and the payment is made, the supplier determines that the receipt is for a Concur Travel user opted in to e-receipts. The e-receipt information, including folio data, is then sent back to Concur and displayed to the user and approver/manager so they do not need to collect or audit paper receipts.
- **For air:** Concur Travel generates e-receipts based on the information in the system where the transaction occurred (GDS or other reservation system) rather than from the airline. For TripLink suppliers that post Air receipts, when the user connects their Concur Travel and supplier/vendor account either in the supplier's App Listing or via My Travel Network, they are agreeing to have receipts posted on their behalf.

### Conditions and Matching Information

#### *Air*

#### **CONDITIONS**

Air e-receipts are generated from the detailed ticket and coupon data provided to Concur Travel via a PNR or by TripLink suppliers and TMCs using the Connect API. There are both Travel and Expense settings that govern this.

Note the following:

- For offline GDS bookings queued to Concur Travel, Travel only generate e-receipts when the segments are active (sold in the GDS). E-Receipts will not be created for passive segments booked offline and queued to Concur Travel.
- The process includes air **and rail** e-receipts for trips through TripLink.

## ***Rental Car and Hotel***

### **MATCHING**

The vendor passes an e-receipt to Concur Travel and then Travel matches it to the user by comparing confirmation number, travel dates, and other data.

### **Timing**

Like any receipt, e-receipts are generated after payment is made. Then, when the e-receipt is received by Concur varies by vendor.

- **Rental Car and Hotel:** The timing varies by vendor but receipts typically arrive in a user's SAP Concur account within 3 business days. It is not unusual for the e-receipt to arrive before the corresponding corporate card transaction.
- **Air:** Airline e-receipts are created from ticket data. Usually that comes from the agency sending (queueing) the ticketed reservation back to Concur Travel and is usually available within a few hours. Direct Connect air reservations generate the e-receipt immediately. The delivery of an E-Receipt by a TripLink supplier varies by supplier.

## **Section 4: End-User Experience**

### **User Activation and Opting In**

If a user wants to use e-receipts for car and hotel, they must activate the feature and opt themselves in. Admins, arrangers, or assistants cannot activate or opt in for a user.

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**NOTE:** The user-level opt in for e-receipts only applies to car and hotel e-receipts. Air and Rail e-receipt generation is not controlled by this setting. This setting does not control connected TripLink or App Center partners that send / post e-receipts through the Web Service E-Receipts integration. For customers with TripLink and/or App Center, e-receipts delivered by a Concur App Center partner with which you have connected your Concur account, and certain TripLink suppliers, are controlled through the App Center or the **My Travel Network** settings.

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## Activation

Once e-receipts are enabled for a travel configuration, a notice appears in the **Travel Alerts** section of the Travel home page (or the **Alerts** section of the SAP Concur home page), prompting the user to sign up for e-receipts:

The user clicks **Sign up here**. The **E-Receipt Activation** page appears.

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**NOTE:** The user can also access this page by clicking **Profile > Profile Settings > E-Receipt Activation** (left menu).

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The user opens the **E-Receipt Activation** window, reads the agreement and clicks **I Accept**. The confirmation message appears.

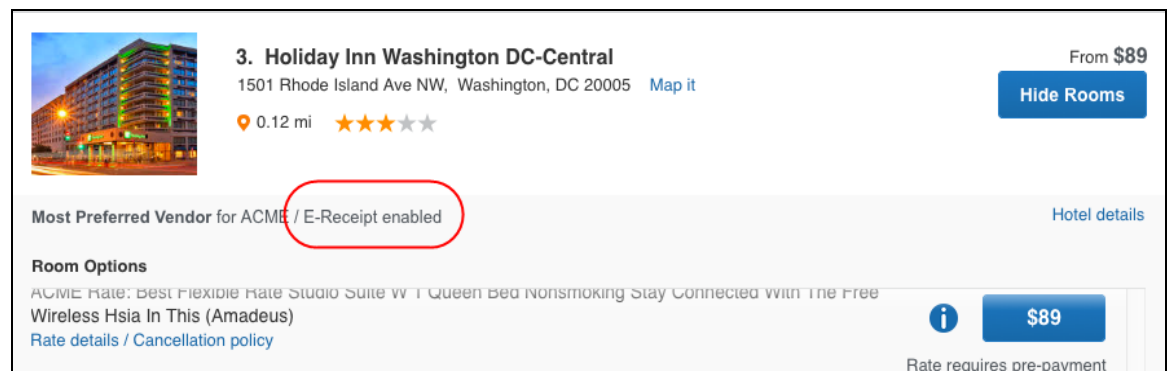
## Booking

In search results, a hotel for an e-receipt-enabled provider appears with the **E-Receipt enabled** label.

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**NOTE:** The **E-Receipts enabled** label only appears on the desktop app.

---



## In Expense

In Expense, e-receipts are automatically imported and matched to the correct expenses. To view an e-receipt, the user can:

- Hover the mouse pointer over the e-receipt icon in the expense list  
– **or** –
- Click the **E-Receipt** tab when the associated expense entry is selected

Fusion 2015

Copy Report

Summary Details Receipts Print/Email

Expenses

Expense

Amount

Approved

04/04/2015

Hotel

HOTELS, San Francisco, Ca

\$1,575.28

\$1,575.28

04/03/2015

Taxi Shuttle-Train

SQUARE, San Francisco, California

\$51.72

\$51.72

04/03/2015

Parking - Tolls

Onslow City Airport, Richlands, North

\$48.00

\$48.00

04/03/2015

Other Travel Expenses

DELTA AIR LINES, Atlanta, Georgia

\$25.00

\$25.00

04/03/2015

Individual Dinner

VILLA PIZZA #02, Atlanta, Georgia

\$9.75

\$9.75

04/03/2015

Individual Breakfast

RESTAURANT, Princeton, New Jersey

\$13.23

\$13.23

04/02/2015

Individual Lunch

NORCAL CB MARKET, San Francisco

\$4.09

\$4.09

04/01/2015

Individual Breakfast

SAN FRANCISCO F&B, San Francisco

\$5.71

\$5.71

Expense E-Receipt

Available Receipts

Total Amount: \$1,575.28 | Itemized: \$1,575.28 | Remaining: \$0.00

DATE 04/03/2015 12:00 AM

PAYMENT AMERICAN EXPRESS

ACCOUNT ENDING 317

CONFIRMATION 317

Arrival

Date 03/29/2015

Departure

Date 04/03/2015

Room Rate 269.00

Date

Reference

Description

Amount

03/29/2015

19860988

GUEST ROOM

\$269.00

## Line Item E-Receipt Parsing

SAP Concur uses line-item codes for e-receipt parsing for vendors who have provided SAP Concur with line-item codes. This will allow automatic recognition of line-item meaning regardless of the language the description is written in.

While the e-receipt descriptions display in the language appropriate for the vendor or location, the expense entries are parsed into the correct expense type during the import.

EXAMPLE ERECEIPT

Confirmation # 615456715

Folio # 1037049

Arrival Date

Departure Date

Room Rate

07/05/2011

07/06/2011

CAD 185.00

LE CENTRE SHERATON MONTREAL HOTEL

1201 BOULEVARD RENE-LEVESQUE WEST

MONTREAL QC, H3B 2L7

Phone 514-878-2000

DATE	REFERENCE	DESCRIPTION	AMOUNT
07/05/2011	2001	FRAIS CHAMBRE/ROOM CHARGE	CAD 185.00
07/05/2011	3001	-LOBBY LOUNGE OTHER	CAD 9.00
07/05/2011	3001	-LOBBY LOUNGE F&B	CAD 10.00
07/05/2011	3001	-LOBBY LOUNGE F&B	CAD 29.75
07/05/2011	6001	TVQ/PST 8.5%	CAD 3.55
07/05/2011	6001	TVQ/PST 8.5%	CAD 17.09
07/05/2011	6098	TPS/GST 5.0%	CAD 1.99
07/05/2011	6099	TAXE TOURISTIQUE /TOURISM TAX	CAD 6.48
07/05/2011	6099	TPS/GST 5%	CAD 9.57
07/06/2011		VISA PAYMENT XXXXXXXXXX1111	CAD -272.43
		** BALANCE **	CAD 0.00

Starwood Hotels & Resorts Worldwide, Inc.

Meridien

Four Points

Westin

The Luxury Collection

bliss

Expenses

Delete Copy View

07/06/2011

Hotel

Sheraton, Montreal, Quebec

\$272.43

CAD 272.43

\$272.43

07/05/2011

Lodging

\$185.00/CAD 185.00

\$185.00

07/05/2011

Hotel Tax

\$3.55/CAD 3.55

\$3.55

07/05/2011

Hotel Tax

\$17.09/CAD 17.09

\$17.09

07/05/2011

Hotel Tax

\$1.99/CAD 1.99

\$1.99

07/05/2011

Hotel Tax

\$6.48/CAD 6.48

\$6.48

07/05/2011

Hotel Tax

\$9.57/CAD 9.57

\$9.57

Itemization

Total Amount: CAD 272.43 | Itemized: CAD 272.43 | Remaining: CAD

Expense Type

Transaction Date

Business Purpose

Hotel Tax

07/05/2011

Vendor

City

Payment Type

Sheraton

Montreal, Quebec

Cash

Amount

Comment

Personal Expense (do not reimburse)

3.55

☐

## Opting Out

The user can opt out of receiving e-receipts for car and hotel at any time. Like opting in, this task must be completed by the user; admins, arrangers, or assistants cannot opt out a user.

To opt out, the user clicks **Profile > Profile Settings > E-Receipt Activation** (left menu). The **E-Receipt Activation** page appears.

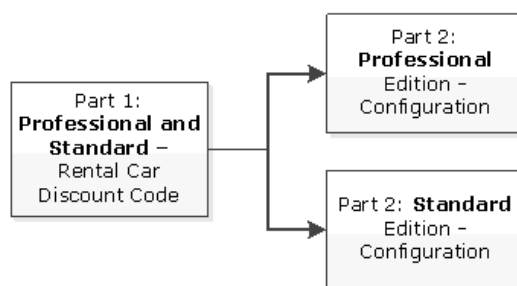
## Section 5: Configuration

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**NOTE:** Currently, the e-receipts configuration setting does not display for travel-only clients.

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The following steps are required to enable the ground content suppliers in Concur Travel. Note that some of the steps on the following pages apply to Professional Edition, some to Standard Edition, and some to both.



- **Part 1:** Professional and Standard Travel – Rental Car Discount Code
- **Part 2:** Professional Travel – Configuration in Concur Travel  
– *or* –  
**Part 2:** Standard Travel – Configuration in Concur Travel

### Part 1: Professional and Standard Edition – Rental Car Discount Code

For both Professional and Standard editions, clients must have corporate discount codes for the rental car vendor/suppliers from which they want e-receipts.

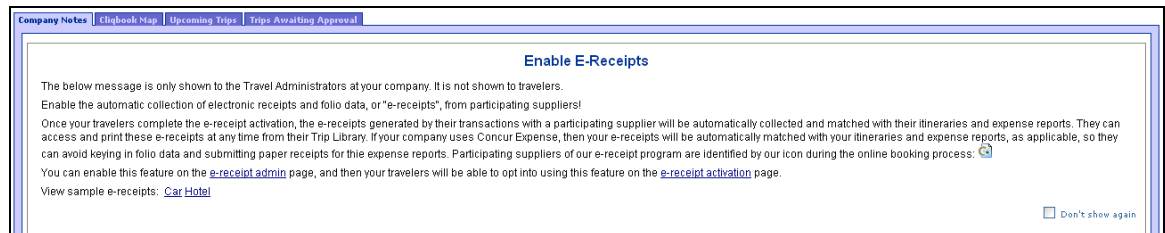
- Enterprise, National, Alamo, Avis, and Budget require a corporate discount code. Use the information below to contact the vendor for the corporate discount number.
  -  For information about entering the corporate discount code, refer to the *Discounts Travel Service Guide*, which is available on the Concur Support Portal or in Travel Administration online help.
- Hertz requires a CDP, or Counter Discount Program number. If the client currently uses a *generic* CDP, the client must contact Hertz for a unique CDP.
  -  For information about entering the corporate discount code, refer to the *Hertz Travel Service Guide*, which is available on the Concur Support Portal or in Travel Administration online help.

## Part 2: Professional Edition – Configuration in Concur Travel

The Company Administrator **or** the Travel System Administrator can activate e-receipts.

### ***TMC and Company Implementation***

There is a message displayed on the **Company Notes** tab of the Travel home page inviting Travel Administrators to enable the automatic collection of electronic receipts and folio data, or "e-receipts," from participating suppliers. This message is visible only to users with the Travel Policy Administrator permission:



### ***Company Administrator***

#### ***► To activate e-receipts and opt in ghost cards:***

1. Click **Administration > Company** (on the sub-menu) > **Company Admin**.

---

**NOTE:** Depending on your permissions, the page may appear immediately after you click **Administration**.


---

2. In the **Travel Administration** section of the left menu, click **E-Receipt Admin**. The **E-Receipt Admin** page appears.

## E-Receipt Admin

Enable your company to automatically collect electronic receipts and folio data, or "e-receipts", from participating suppliers!

Check the boxes below to enable e-receipts for your travel configurations and corporate ghost cards. This setting can be enabled or disabled for each travel configuration identified on this page and for each corporate ghost card identified on this page. However, individual users will need to enable e-receipts applicable to them by completing the e-receipt activation process on the E-Receipt Settings page under the Profile tab.

Once enabled, e-receipts of your users will be automatically collected and matched with their itineraries and expense reports. If your company uses Expense, and applicable users have enabled e-receipts, then such user's e-receipts generated by your selected travel configurations and corporate ghost cards will be automatically matched with their itineraries and expense reports, so users can avoid keying in folio data and submitting paper receipts for their expense reports. Participating suppliers of our e-receipt program are identified by our e-receipt icon during the online booking process: 

For companies using Concur Travel and Expense, accepting itinerary air tickets as air e-receipts allows the system to automatically move the air ticket information from travelers' itinerary into the expense report and attach as a PDF.


View sample e-receipts: [Car](#) [Hotel](#) [Taxi](#)

Some participating vendors require our customers to contact them directly to give them permission to share your folio data with Concur. Please contact your Account Manager at Hertz and request the "Concur Agreement" form to opt in to our e-receipt program.

### Travel Configs

Config Name	Config ID	Enable E-Receipts	Accept Itinerary Air Ticket as Air E-Receipt
RandomVerbs.com	86725	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Your Corporate Ghost Cards

Card	Type	Card Number	Expiration Date	Enable E-Receipts
CorpGhostCard		xxxx-xxxx-xxxx-1111	08/2018	<input checked="" type="checkbox"/>

Save

**NOTE:** The **Enable E-Receipts** setting for a ghost card only controls whether Concur Travel will send the credit card number to hotel suppliers who use that to determine which receipts to send to Concur. This setting does not affect the generation of air E-Receipts by Concur.

3. In the **Travel Configs** section:
  - ◆ In the **Enable E-Receipts** column, select (enable) or clear (disable) each check box (as appropriate) for each travel configuration.
  - ◆ For Concur Travel & Expense clients, in the **Accept Itinerary Air Ticket as Air E-Receipt** column, select (enable) or clear (disable) each check box (as appropriate) for each travel configuration to allow SAP Concur to automatically move the user's air itinerary information into their expense report, viewable just like an e-receipt.

**NOTE:** This option includes air **and rail** e-receipts for trips through TripLink.

4. In the **Your Corporate Ghost Cards** section:
  - ◆ In the **Enable E-Receipts** column, select (enable) or clear (disable) each check box (as appropriate) for each card.

## ADDITIONAL WAY TO OPT IN OR OPT OUT A GHOST CARD

The Company Administrator can click **Administration > Company > Company Administrator > Corporate Ghost Cards** (left menu).

The admin locates the desired ghost card and enables or disables the **Enable E-Receipts** check box.

The screenshot shows the 'Corporate Ghost Card Admin' interface. At the top, there are input fields for 'Corporate Ghost Credit Card Name' and 'Owner'. Below these is the 'Credit Card Properties' section. It includes fields for 'Credit Card Number', 'Card Type', and 'Expiration Date'. There is a dropdown menu for 'All Travelers'. A list of checkboxes includes 'Require for Air', 'Allow GDS Air', 'Allow Instant Purchase Carriers', 'Allow Travelfusion Bookings' (set to 'Never'), 'Send Pre-Approved (Amadeus only)', 'Require for Rail', 'Require for Hotel', 'Allow Car', 'Allow Ground Bookings', and 'Enable E-Receipts'. The 'Enable E-Receipts' checkbox is circled in red. A 'Clear' button is also visible. At the bottom, there is a 'Billing Address (Optional)' field.

**NOTE:** The **Enable E-Receipts** setting for a ghost card only controls whether Concur Travel will send the credit card number to hotel suppliers who use that to determine which receipts to send to Concur Travel. This setting does not affect the generation of air E-Receipts by Concur Travel.

## Travel System Administrator

### ▶ To activate e-receipts:

1. Click **Administration > Travel** (on the sub-menu) > **Travel System Admin** and access the desired client travel configuration.
2. Locate the **E-Receipts** section of the travel configuration page.

The screenshot shows the 'E-Receipts' section of the travel configuration page. It contains two checkboxes: 'E-Receipts Enabled' and 'Accept Itinerary Air Ticket as Air E-Receipt'. Both checkboxes are checked.

**NOTE:** This section appears **only** if Travel is integrated with Expense.



3. Then:

- ♦ Select (enable) the **E-Receipts Enabled** check box.

---

**NOTE:** This setting will eventually be hidden for Travel-only clients.

---

- ♦ Select (enable) the **Accept Itinerary Air Ticket as Air E-Receipt** check box (as appropriate) to allow SAP Concur to automatically move the user's air itinerary information into their expense report, viewable just like an e-receipt.

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**NOTE:** Coordinate with your SAP Concur contact so this option does not conflict with two other settings: **Allow import bookings** and **Allow Airfare E-Receipts to be generated** in SAP Concur's internal tool (HMC > **Settings** > **Travel Integration** tab).

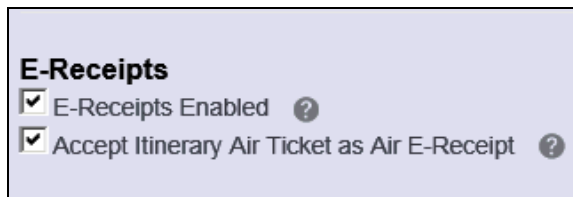
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## Part 2: Standard Edition – Configuration in Concur Travel

### *Travel System Administrator*

▶ **To activate e-receipts:**

1. Click **Administration** > **Travel** (on the sub-menu) > **Travel System Admin** and access the desired client travel configuration.
2. Locate the **E-Receipts** section of the travel configuration page.



3. Then:

- ♦ Select (enable) the **E-Receipts Enabled** check box.

---

**NOTE:** This setting will eventually be hidden for Travel-only clients.

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- ♦ Select (enable) the **Accept Itinerary Air Ticket as Air E-Receipt** check box (as appropriate) to allow SAP Concur to automatically move the user's air itinerary information into their expense report, viewable just like an e-receipt.

---

**NOTE:** This option includes air **and rail** e-receipts for trips through TripLink.

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## Opt In a Ghost Card

If desired, the admin can opt in a ghost card.

### ► To opt in a ghost card:

1. In the Travel Setup Wizard, click the **Form of Payment** setup step.
2. While adding a new card or editing an existing card, select (enable) the **Enable E-Receipts** check box.

Credit Card Detail for Company: Development 012715

To add a corporate ghost card, fill in the fields below. All fields are required. A corporate ghost card is a single card used by multiple employees to book travel.

**Billing Information**

Credit Card Number	Card Type	Expiration Date	Credit Card Name
xxxxxxxxxxx1111	VISA	8/2018	test

**Billing Address**

**Billing Properties**

<input checked="" type="checkbox"/> Allow Air	<input checked="" type="checkbox"/> Allow Hotel ?	<input type="checkbox"/> Allow Instant Purchase	Allow Travelfusion/webfares: Never
<input checked="" type="checkbox"/> Allow Rail	<input checked="" type="checkbox"/> Allow Car ?	<input checked="" type="checkbox"/> Enable E-Receipts ?	

**Assign users to this card by:** Travel Configuration

☒ Development 012715 (US)

Save Cancel

## Section 6: Reports

Report users can view the Company E-Receipt Opt Ins report.



Refer to the *Travel Reporting User Guide*, which is available on the Concur Support Portal or in Travel Administration online help.

## Section 7: FAQs

### General

**Q.** Do clients need to sign a contract with each e-receipt supplier in order to receive e-receipts?

**A.** No. SAP Concur has agreements with the e-receipt suppliers so no additional agreements are required for clients.

**Q.** If a client has direct billing set up with a vendor, will their travelers still get e-receipts from that vendor?

**A.** Generally not. Most e-receipt hotel suppliers use the credit card number to locate the folio they use to send the e-receipt.

**Q.** Will a traveler receive an e-receipt if the air, car, or hotel is paid for with their personal credit card?

**A.** Please refer to the E-Receipt Coverage document for required user action by supplier.

**Q.** Why does the amount of the air e-receipt not match the amount charged to the credit card in some cases?

**A.** In some cases, a credit card fee is added on top of the total ticket price. Concur Travel currently only refers to the price of the ticket that was issued, not any additional fees listed in the PNR.

**Q.** Are individual travelers able to flag personal expenses that appear in hotel e-receipts from vendors?

**A.** Yes. Travelers can mark any line item that was pre-populated in the itemized hotel expense entry as personal.

**Q.** Does a traveler need to reserve air, car, or hotel in Concur Travel in order to receive an e-receipt?

**A.** Please refer to the E-Receipt Coverage document for required user action by supplier.

**Q.** How can a client tell whether users have opted in to the e-receipts program?

**A.** The Company E-Receipt Opt Ins report shows a list of all employees, whether they have chosen to receive e-receipts, and a masked list of all their personal cards, as well as whether each card is in the program or has been opted out.



Refer to the *Travel Reporting User Guide*, which is available on the Concur Support Portal or in Travel Administration online help.

**Q.** Can a client enroll in e-receipts for only one or some of the participating car and hotel vendors?

**A.** No. Opting in for e-receipts enables the data flow for all participating car and hotel vendors.

**Q.** I stayed at a hotel as part of a group or room block and I didn't get my e-receipt. The hotel stay was in my trip list and the credit card I paid with is opted into e-receipts.

**A.** The most likely cause for this is that you did not have the actual vendor confirmation number for the stay. The confirmation email you got was likely from the event organizer and simply reflected your request for a room. The event organizer worked with the property directly to assign room reservations just before the event from a rooming list.

The second most likely cause for this is that group reservations are linked to a source folio. This sometimes prevents the e-receipts from being delivered to SAP Concur. Other times, it causes the e-receipt to be delivered to SAP Concur many days later than normal.

### ***Integrated Travel & Expense Clients***

**Q.** What should a traveler do if they do not receive an e-receipt for a hotel stay or rental car and a receipt is required for reimbursement?

**A.** The traveler must scan, upload, or fax (whichever applies) the paper or PDF folio they received from the hotel or rental car agency.

**Q.** E-Receipts must be viewed from within Expense. If a client has Travel and Expense but has Travel-only users, will those users see e-receipts?

**A.** No. E-Receipts will be available only in Expense.

### ***Travel-Only Clients***

**Q.** What happens to the **E-Receipt Enabled** indicator for users on Travel-only sites?

**A.** This label (visible for desktop app only) will behave as it has – it is only displayed to opted in users. Concur Travel is targeting 2018 to disable e-receipts for all users and configurations that are Travel-only. Clients may disable e-receipts earlier if they wish to hide this label sooner.

**Q.** Will SAP Concur remove the ability to enable e-receipts for Travel-only configuration?

**A.** Yes, targeted later in 2018.

## Airlines

### General

**Q.** Is the credit card number used to pay for an airline ticket displayed on the airline e-receipt?

**A.** The last four digits of the card number are displayed on air e-receipts only when flights are purchased via instant purchase direct connects. GDS-booked airline tickets do not have card number displayed on the airline e-receipts.

This rule was implemented intentionally, as only in instant purchase direct connects is the card number used to book the flight **always** the card used to pay for the ticket.

**Q.** My company opted into the e-receipt program, but my travelers are not receiving e-receipts for their flights on any airline. Why not?

**A.** Air e-receipts are different from car and hotel e-receipts; they are built by Concur Travel – not the vendor – from the itinerary/ticket data. In addition to opting in to the e-receipt program, a client must accept an air itinerary as an e-receipt, as described in the configuration information in the guide.

**Q.** What does SAP Concur require in order to generate an air e-receipt from GDS data?

**A.** For GDS bookings, Concur Travel relies on both ticketing and accounting data provided in the GDS PNR. The following data must be present:

- ♦ Ticket number, including the 3-digit carrier code
- ♦ Passenger Name
- ♦ Depart and Arrive cities
- ♦ Depart and Arrive dates
- ♦ Flight number
- ♦ Class of service
- ♦ Fare

## Rental Car

### ***Avis / Budget***

**Q.** I just received an e-receipt from an Avis rental. Why didn't it have line items detail?

**A.** Avis provides summary-level e-receipts. This is a business decision on the part of Avis. The e-receipt integration between SAP Concur and Avis does technically support line item level details. SAP Concur will load and display summary or detailed receipts, depending upon what Avis provides for a client.

### ***Hertz***

**Q.** What is a Hertz CDP and does a client need to have one in order to receive Hertz e-receipts?

**A.** The Hertz CDP, or Counter Discount Program, is Hertz's corporate rate program. CDPs are identified by unique numbers ("CDP Numbers"), and require those who wish to rent under the terms of a CDP to furnish Hertz with the appropriate CDP Number.

Clients without discount codes will not get e-receipts. Clients whose travelers use discount codes they find online will not get e-receipts.

## Hotel

### ***General***

**Q.** Are e-receipts displayed on a chain or property-level basis for hotels?

**A.** Refer to the *E-Receipt Coverage* document, which is available with the Travel Service Guides on the Concur Support Portal or in Travel Administration online help.

**Q.** If a traveler pays for a hotel stay and is issued a credit later, will they receive an e-receipt for the credit?

**A.** No. Hotel vendors do not send e-receipts for credits issued after check-out.

**Q.** What is a split folio?

**A.** A split folio occurs when a hotel guest pays for the stay using more than one form of payment. For example, a guest might pay cash or use a personal credit card for charges outside of their company's travel policy (in-room movies, laundry, or mini bar items) and pay for true business expenses (room, tax, hotel restaurant meals) with the corporate card.

**Q.** Will an e-receipt vendor provide an e-receipt for a traveler in the event of a split folio?

**A.** Travelers will generally not receive an e-receipt for a hotel stay when there is a split folio. In some cases, this is due to a limitation of the hotel's Property Management System, which is incapable of providing an e-receipt for only the business expenses paid for the traveler with their corporate card. In other cases, hotel vendors cite data privacy concerns for their guests as the basis for not passing an e-receipt for a hotel stay paid for with more than one form of payment.

**Q.** If I have enabled virtual payment (Conferma) for hotel bookings in my site, will my users that are opted into e-receipts get e-receipts for hotel bookings paid for with virtual payment.

**A.** It depends on the e-receipt integration SAP Concur has with the hotel supplier. If the integration requires that a user pay at the property with a credit card enrolled in the program, then a traveler will **not** get an e-receipt for any stay paid for with virtual payment. The [E-Receipts Coverage Travel Service Guide](#) mentions which suppliers' integrations rely on credit card enrollment.

**Q.** Are e-receipts supported through Custom Hotel Source?

**A.** No. E-receipts are not currently supported for Custom Hotel Source providers.

