Online Billing Portal Guide
A Guide for Authorized Support Contacts

August 2019
# TABLE OF CONTENTS

1 ACCESS BILLING .................................................................................................................. 3
2 SAP BILLER DIRECT ........................................................................................................... 4
  2.1 Open Bills Tab .................................................................................................................. 4
  2.2 Reports Tab .................................................................................................................... 6
  2.3 Transactions Tab ........................................................................................................... 7
  2.4 Credits Tab ..................................................................................................................... 7
  2.5 Paid Bills Tab .................................................................................................................. 8
  2.6 Payments Tab ............................................................................................................... 9
  2.7 Address Data Tab ......................................................................................................... 10
  2.8 Credit Card Tab ........................................................................................................... 10
  2.9 Automatic Debit Authorization Tab ............................................................................... 11
  2.10 Switch Account Tab .................................................................................................. 12
3 FREQUENTLY ASKED QUESTIONS ................................................................................ 12
  3.1 Will data be transferred securely? .................................................................................. 12
  3.2 What are the internet browser requirements? ............................................................... 12
  3.3 What internet browser settings are needed? ................................................................. 12
  3.4 Why are there access limitations to areas in SAP Biller Direct? .................................. 13
  3.5 How do I request a company name change? ............................................................... 13
  3.6 How do I request Notices and Invoicing address changes? ......................................... 13
  3.7 Where can a Certificate of Insurance (COI) be downloaded? ..................................... 14
  3.8 How can a refund be obtained on taxes charged on bill if Tax Exempt? ....................... 14
  3.9 What does the status In Process mean? ....................................................................... 14
  3.10 What bank detail information should be entered? ...................................................... 14
  3.11 What are incremental fees? ......................................................................................... 14
  3.12 When will credits be applied? ...................................................................................... 14

RESOURCES ................................................................................................................................ 14
Additional Questions ............................................................................................................... 14
SAP Concur Support Documentation and Webinars ............................................................... 15
Once successfully logged into the SAP Concur Support Portal, access to billing information through SAP Biller Direct will be available.

For information on how to log in to the Support Portal, please refer to the How to Navigate the SAP Concur Support Portal Guide located in the Concur Training Library.

1 ACCESS BILLING

1. Click the Billing tab.

2. Click the link to access invoices after January 1, 2017.

Note: For invoices before January 1, 2017, submit a Billing Question or contact the Accounts Receivable (A/R) Customer Representative.

3. Once the link has been clicked, SAP Biller Direct displays.

Note: If the organization has more than one Billing Account (Contract Account), select from the SAP Biller Direct initial screen which account to access.
2 SAP BILLER DIRECT

2.1 Open Bills Tab

The Open Bills tab displays open and unpaid invoices on the account.

Once the Contract Account is selected to review, it will route to the Open Bills Page with the ability to:

- View full details by clicking the Invoice ID hyperlink or ticking the box next to invoice number.
- Save the invoice as a PDF by clicking on the PDF icon.

The invoice will download, appearing at the bottom-left of the screen.
Name the file and click Save.

If opening the file, the invoice will open as a PDF.

Note: Customers will not pay invoices via SAP Biller Direct.
2.2 Reports Tab

The *Reports* tab allows downloading of detailed reports of an invoice.

Download reports on an invoice line item by selecting from the list on the left side of the page and once details are displayed, select *Download as CSV file*.

The system prompts to save the file. Once exported, the details of the report will open in Excel.
2.3 Transactions Tab

The Transactions tab allows to view the selected transaction of an invoice line item. Once the invoice to view has been chosen, the system will route to the Bill Document page where invoice line items will be displayed.

![Transactions Tab](image)

From this page, a copy of the invoice can be printed.

![Bill Document](image)

2.4 Credits Tab

The Credits tab allows access to credits posted to an account. If unable to view a specific credit from the list, click the Find Credits button to reveal several fields in which information can be entered to locate a credit.

![Credits Tab](image)
After entering the search criteria, click *Find*.

### 2.5 Paid Bills Tab

The *Paid Bills* tab display paid invoices. Similar to the Open Bills tab, details can be viewed and/or PDF copy of an invoice can be printed.

If unable to view a paid invoice from the list, click the *Extend Search* button to display several fields in which information can be entered regarding the paid bill.
After entering the search criteria, click *Find*.

2.6 Payments Tab

The *Payments* tab displays the list of payments made on the account.

To locate a specific payment, narrow the list by selecting the specific timeline, entering the approximate/exact amount of the payment and/or indicating the payment method used. After entering the search criteria, click *Find*. 
2.7 Address Data Tab

The Address Data tab allows updates to the billing address, e-mail address of a contact recipient for invoice notifications, and phone number as well as add multiple contacts as e-mail notification recipients.

To update any information, click the Edit button, add or make changes to the Address, Contact Data, and E-mail Address sections. Billing Address can be changed by selecting Make this default billing address under the preferred address.

2.8 Credit Card Tab

Autopay customers’ (payment method is set to Credit Card or Automatic Direct Debit) Authorized Support Contacts can access, update, change, or remove credit card information.

Click Edit to change credit card information.
Note: The credit card number will be reflected as a Token in adherence to PCI compliance policy. However, the card type and card expiration date will be visible for updating purposes.

To update the credit card on file, a new window will pop up requesting card information.

Fill in all required fields.

Once the correct information is entered, click Finish and the system will confirm changes made to the credit card details.

2.9 Automatic Debit Authorization Tab

The Automatic Debit Authorization tab grants SAP Concur the authority to automatically process invoice payments. This feature is available for Autopay customers.

If multiple banks information or multiple credit cards are saved in the system, the option to select which bank account preferred for payment of open invoices is available. Select an account from the list and click Save to apply changes.
2.10 Switch Account Tab

Switch Account is an option for users with multiple accounts.

Click the Switch Account tab, to be routed back to the initial page to select which account to view.

3 FREQUENTLY ASKED QUESTIONS

3.1 Will data be transferred securely?

Yes, if the browser address contains https://. SAP Concur uses the encryption method Secure Sockets Layer (SSL). This encryption protects all sensitive data, such as credit card numbers, bank numbers, bank account numbers, names and addresses so that these cannot be decoded by unauthorized persons when being transferred via the internet.

3.2 What are the internet browser requirements?

The latest versions of Internet Explorer, Google Chrome, Mozilla Firefox, or Safari are recommended when using the SAP Biller Direct functions. The internet browser should meet the following prerequisites:

- 128-bit SSL is supported.
- JavaScript is enabled.
- Cookies are activated.

3.3 What internet browser settings are needed?

Certain browser settings for scripting and cookies must be activated to ensure that SAP Biller Direct is correctly executed. Depending on the browser, perform the following procedure:

Internet Explorer (as of version 5.5)
Within the Internet Explorer window, select the settings icon > Internet Options. In the Internet Options dialog box, select the Security tab.

In the Security Settings dialog box, check if the enable button has been selected for:

- Cookies > Allow per session cookies (not stored)
- Scripting > Active scripting

**Recommendation:** Select the tab page general. Choose settings in the temporary internet files frame. Choose the automatic parameter check option so it will check for newer versions of stored pages.

To save the settings, click Ok.

Close the internet options dialog box by clicking Ok.

Netscape (as of version 7.0)

In Netscape, choose Edit > Preferences > Advanced.

On the left side of the dialog box, expand Advanced and click Scripts & Plugins. Choose JavaScript for navigator and confirm entry with Ok.

On the left side of the dialog box, expand Private Sphere & Security and click Cookies. Choose Only Accept Cookies sent to the original page and confirm entry with Ok.

Mozilla (as of version 1.6)

In Mozilla, choose Edit > Preferences.

On the left side of the dialog box, expand the category Advanced and click Scripts & Plugins. Choose the option Navigator under Enable JavaScript and confirm entry with Ok.

On the left side of the dialog box, expand the category Privacy and Security and click Cookies. On the right side, choose Enable Cookies for the originating web site only and confirm your entry with Ok.

### 3.4 Why are there access limitations to areas in SAP Biller Direct?

Depending on authorizations, there are certain areas in the menu which can or cannot be viewed. This guide covers the entire range of SAP Biller Direct functions. It is unlikely that a user is authorized to access all areas.

### 3.5 How do I request a company name change?

Contact the assigned Account Manager or Accounts Receivable Analyst or e-mail Concur_arcustomersupport@sap.com with the following information on company letterhead:

- **Subject line:** Company Name Change Request – (Company name).
- Existing company name and new legal name.
- Addresses for Notices (Ship To – must be physical address) and Invoicing (Bill To).
- Reason for the change – such as rebranding, merger, acquisition, etc.
- Obtain a pdf of registration document(s) from the Secretary of State of appropriate government under which business is organized, or the link to the documents online.

### 3.6 How do I request Notices and Invoicing address changes?

To request a Ship To and/or Bill To address changes, contact the assigned Accounts Receivable Analyst or e-mail Concur_arcustomersupport@sap.com. Please provide the registered business name or customer account number.

**Note:** Ship To address must be a physical address.
3.7 Where can a Certificate of Insurance (COI) be downloaded?
The updated COI is available at www.sap.com/eco.

3.8 How can a refund be obtained on taxes charged on bill if Tax Exempt?
E-mail the certificate of tax exemption from the US Department of State to the assigned Accounts Receivable Analyst or Concur_arcustomersupport@sap.com.
Once Tax team has validated the certificate, status of the request will be provided within 48 hours.
Note: This process may take for up to two billing cycles.

3.9 What does the status In Process mean?
An automatic debit (direct debit) authorization payment has been arranged, but the amount has not been debited from the bank account, credit card, check has not been received, or bank transfer has not been posted to SAP Concur incoming payments.

3.10 What bank detail information should be entered?
When entering new bank details, add a brief and clear description in the account description field. For example, include the type of account, the financial institution, and the town. This description is for personal use and is intended to make selection easier in the next payment transaction.

3.11 What are incremental fees?
Incremental fees occur when the contracted amount of either expense reports or invoices have been exceeded. Every expense report or invoice an employee creates will generate a unique report id. Billing depends on the number of expense report key or id generated in a billing cycle.
Below are some scenarios why an incremental charge may occur:

- Report created > sends for approval > 1 transaction charged.
- Report declined > employee modifies report and sends for approval > 1 transaction charged.
- Approver declines report > employee deletes report > creates new report and sends for approval > 2 transactions charged.
- Approver declines 5 reports > employee deletes 4 reports and consolidates into 1 report > sends for approval > 5 transactions charged.

3.12 When will credits be applied?
Any credits will remain on the account until a written approval is provided. Please e-mail the assigned Accounts Receivable Analyst or Concur_arcustomersupport@sap.com advising whether to apply a credit to an open invoice or receive a refund.

RESOURCES

Additional Questions
If the question is not addressed in this guide, e-mail the assigned Accounts Receivable Analyst or Concur_arcustomersupport@sap.com. A response will be sent within 48 hours.
SAP Concur Support Documentation and Webinars

The following resources can be found in the Concur Training Library.

- How to Navigate the SAP Concur Support Portal
- Getting the Most from SAP Concur Support
- Getting the Most from SAP Concur Support Webinar

The corresponding webinar can also be accessed by following this path from the Support portal: Resources > Webinars > Concur Support Training.