Concur Invoice: Approval Routing

Setup Guide for Standard Edition

Last Revised: November 10, 2020

Applies to these SAP Concur solutions:

☐ Concur Expense
  ☐ Professional/Premium edition
  ☐ Standard edition

☐ Concur Travel
  ☐ Professional/Premium edition
  ☐ Standard edition

☒ Concur Invoice
  ☐ Professional/Premium edition
  ☒ Standard edition

☐ Concur Request
  ☐ Professional/Premium edition
  ☐ Standard edition

Table of Contents

Revision History

Date	Notes/Comments/Changes
August 29, 2022	Minor edits; cover date not updated
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
November 10, 2021	Updated Product Settings page instructions.
March 4, 2021	Updated the copyright year; no other changes; cover date not updated
September 28, 2020	Removed reference to multiple emails on page 16. Invoice Pay doesn't support multiple remittance addresses.
June 30, 2020	Added information about the Processor only workflow and how to access the **Approval Routing** page.
April 22, 2020	Renamed the Authorization Request check box to Request on the guide's title page; cover date not updated
January 8, 2020	Updated the copyright; no other changes; cover date not updated
April 13, 2019	Updated UI strings to reflect new Invoice UI. Product settings strings to be updated at a future date. Added information about Budget Workflow.
March 8, 2019	Updated "payment request" to "invoice". Updated "Concur" to "SAP Concur".
January 29, 2019	Updated the copyright; no other changes; cover date not updated
April 14, 2018	Updated the approval timeout section to include the configurable timeout and updated images accordingly.
April 11, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
November 4, 2017	Updated guide to include new **Product Settings** page, which replaces the Setup Wizard.
March 18, 2017	Updated with menu option name change to access Setup Wizard.
January 20, 2017	Added information about PO-based invoices having workflow capabilities.
December 13, 2016	Changed copyright and cover; no other content changes.
December 9, 2016	Added information about the following options: • Send vendor payment email notifications for Check and ACH Concur Invoice Pay types • Allow Invoice Processors to Process their own Invoices

Date	Notes/Comments/Changes
December 5, 2016	Updated the guide content to new corporate style; no content changes.
September 9, 2016	Added information about purchase request owner visible even though assign option is disabled.
August 12, 2016	Information about assigning PO-based invoices moved from *Invoice: Purchase Request and Purchase Order Setup Guide for Concur Standard Edition* to this guide.
November 20, 2015	Updated graphics to reflect newly styled step numbers.
September 16, 2014	Added information about two user interfaces; no other content changes.
August 22, 2014	Added information about approval timeout now being configurable.
July 11, 2014	Added information about approval timeout.
May 2014	New document. (This content originated from the *Invoice Setup Guide for Concur Standard*.)

Approval Routing

This page of Product Settings is visible only when enabled by SAP Concur.

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

Section 1: Overview

The **Approval Routing** page allows you to select the process that invoices will go through for approvals. You can choose between the following routing possibilities, depending on your company's needs:

- Route to processor (default)
- Route to manager, then processor
- Route to manager, then authorized approver, and then processor
- Route to manager, then manager's manager (up to five levels), and then processor

TIP: Direct, "self-approve" functionality is available to the invoice owner who submits on their own behalf as an approver with the correct signing authority level.

You can also choose whether managers and employees can add more approvers to the process. When the invoice is given the final approval, it is ready to be exported and paid.

Further, as an administrator you can allow employees to recall submitted invoices at any time prior to being set to *Pending Payment* status. This functionality is enabled by default.

Once recalled, any errors or omissions can be corrected, and the invoice resubmitted or simply deleted.

For PO-based invoices, you can now select the following options:

- Processor

- Apply the same approval routing as regular invoices

Budget Workflow

If your company has the Budget Workflow feature enabled, you can select to include a budget approval step on the **Approval Routing** page.
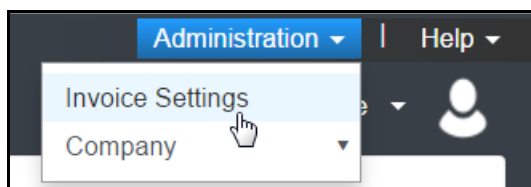
📖 For more information about budget approvals, refer to the *Shared: Budget Setup Guide for Standard Edition*.
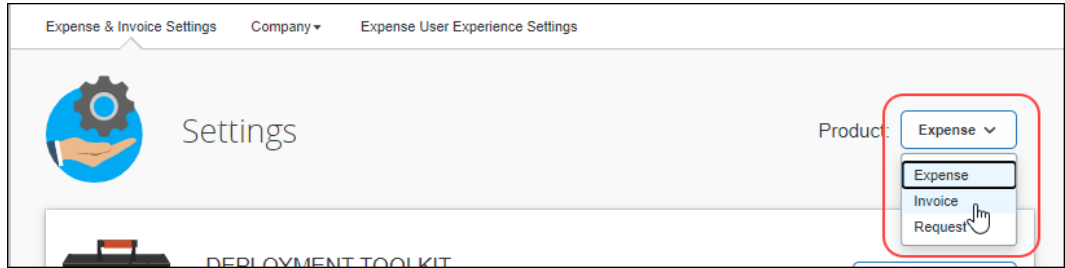
Section 2: Access the Approval Routing Page

Access the Approval Routing Page

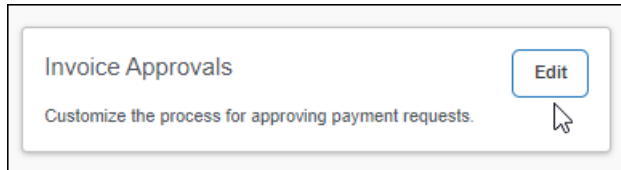▶ *To access the Approval Routing page:*

1. Click **Administration** > **Invoice Settings** or **Expense & Invoice Settings**.
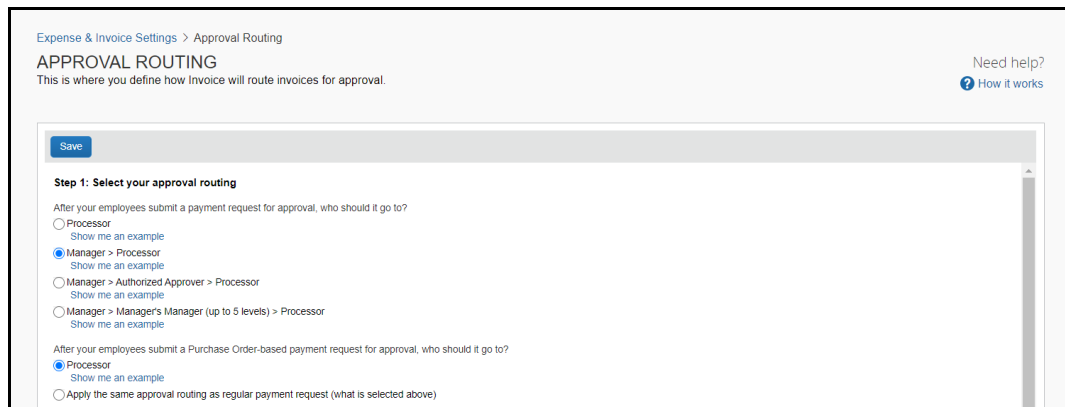
2. In the **Product** list, click *Invoice*.

3. On the **Invoice Approvals** tile, click **Edit**.

The **Approval Routing** page appears.

Section 3: Approval Routing - Options and Workflows

The different approval routing options are described in this section.

Processor

If you click the **Processor** option, you use the easiest approval routing, which is also the default option. The invoice goes directly to directly from the employee to the processor for approval on the **Process Invoices** page. This option simplifies the approval workflow process and eases initial user administration setup. For smaller businesses, this option may be preferred because it removes a duplicate approval process.

Processor Workflow
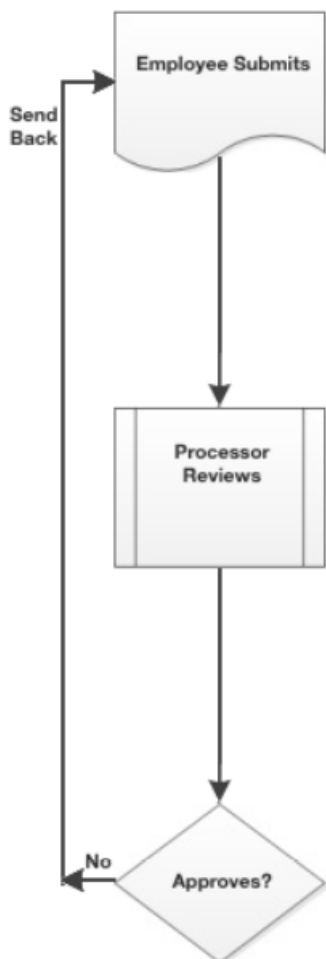
EXAMPLE - EMPLOYEE TO PROCESSOR WORKFLOW

An employee clicks **Submit Invoice** or **Submit** for an invoice or purchase request totaling $500. The invoice or purchase request goes to the company's processor who is permitted to approve any amount, and who, after careful consideration, clicks **Approve**. The invoice or purchase request status is set to *Pending Payment*.

Manager to Processor

If you click the **Manager > Processor** option the invoice goes from the employee to their manager for approval, and then to the processor for approval on the **Process Invoices** page.
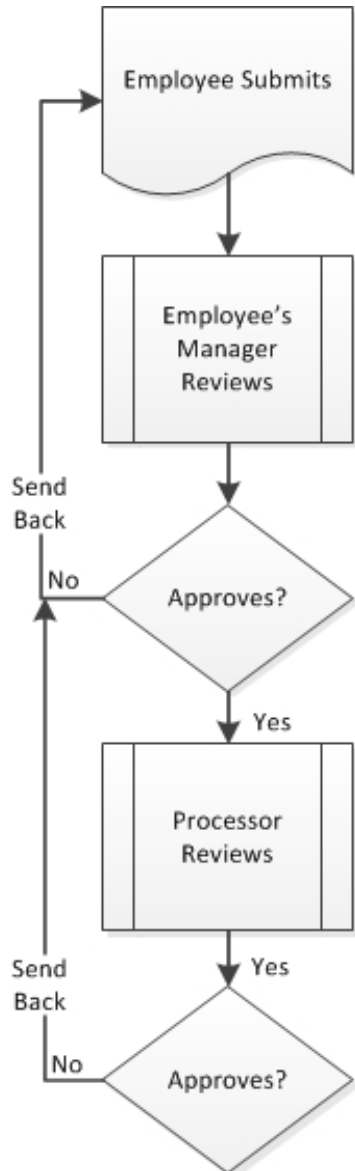
Requirements

Each employee must have a manager selected in the **Invoice Approver** list on the **Users** page.

```
Invoice Approver
┌─────────────────────────────┬─────┐
│ Administrator, Concur       │  ∨  │
└─────────────────────────────┴─────┘
```

Manager > Processor Workflow

```
                    ┌──────────────────┐
                    │ Employee Submits │
           ┌───────▶│                  │
           │        └──────────────────┘
           │                 │
           │                 ▼
           │        ┌──────────────────┐
           │        │   Employee's     │
           │        │    Manager       │
           │        │    Reviews       │
           │        └──────────────────┘
    Send                     │
    Back                     ▼
           │  No      ◇─────────────◇
           ◀──────────  Approves?
                        ◇─────────────◇
                              │ Yes
                              ▼
                    ┌──────────────────┐
                    │    Processor     │
                    │     Reviews      │
                    └──────────────────┘
    Send                     │  Yes
    Back                     ▼
           │  No      ◇─────────────◇
           ◀──────────  Approves?
                        ◇─────────────◇
```
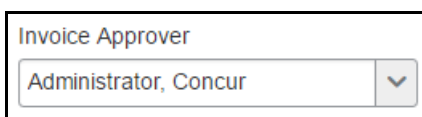
Manager to Authorized Approver to Processor

If you click option 2, the limits you configured per approver on what invoice amount they can approve in the **Users** page is enforced when the invoice routes from the submitter to their manager. That is, if their manager does not have a sufficient approval limit, then the manager will be prompted to select an additional approver from a list of users who have a sufficient approval limit.

Once an approver with correct limits approves the invoice, it goes to the processor for approval on the **Process Invoices** page.

Requirements
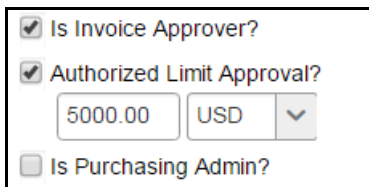
The following settings must be configured in the **Users** page:

- Each employee must have a manager selected in the **Invoice Approver** list on the **Users** page.

- Each Invoice Approver must have an amount entered in the **Authorized Limit Approval?** field on the **Users** page.

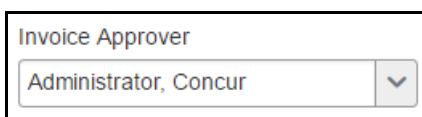## *Manager > Authorized Approver > Processor Workflow*
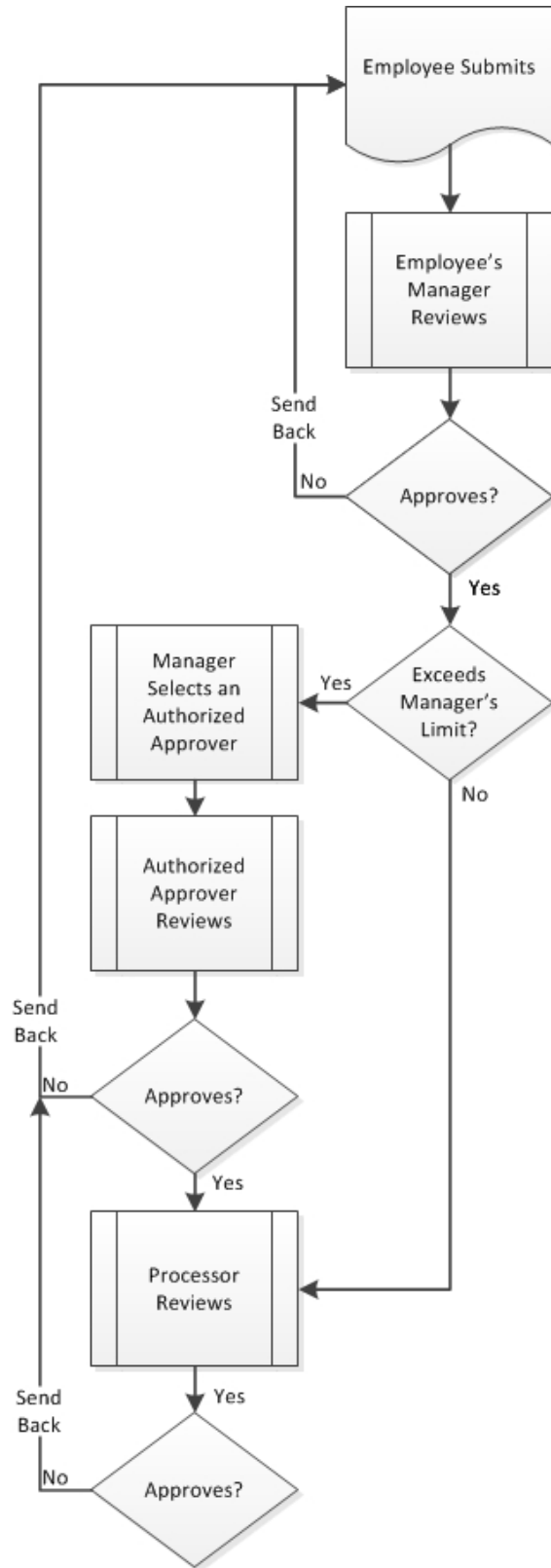
Manager to Manager's Manager to Processor

If you click option 3, the invoice will go from the employee to their manager for approval. If the submitter's manager has a sufficient approval limit, then the invoice will go to the processor for approval on the **Process Invoices** page (just like the option **Manager** > **Processor**.) If the employee's manager lacks a sufficient approval limit, the invoice will go to the Manager's Manager, and so on up to a total of five managers, if necessary, until a manager with sufficient approval limit allows the invoice to go to the processor for approval on the **Process Invoices** page.
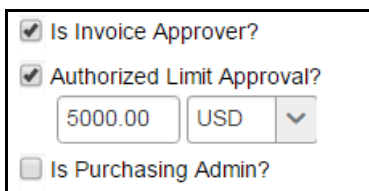
Requirements

- Each employee must have a manager selected in the **Invoice Approver** list on the **Users** page.

Invoice Approver

Administrator, Concur

- Each manager must have an amount entered in the **Authorized Limit Approval?** field on the **Users** page.

☑ Is Invoice Approver?
☑ Authorized Limit Approval?
  5000.00 USD
☐ Is Purchasing Admin?

Manager > Manager's Manager (up to 5 levels) > Processor Workflow
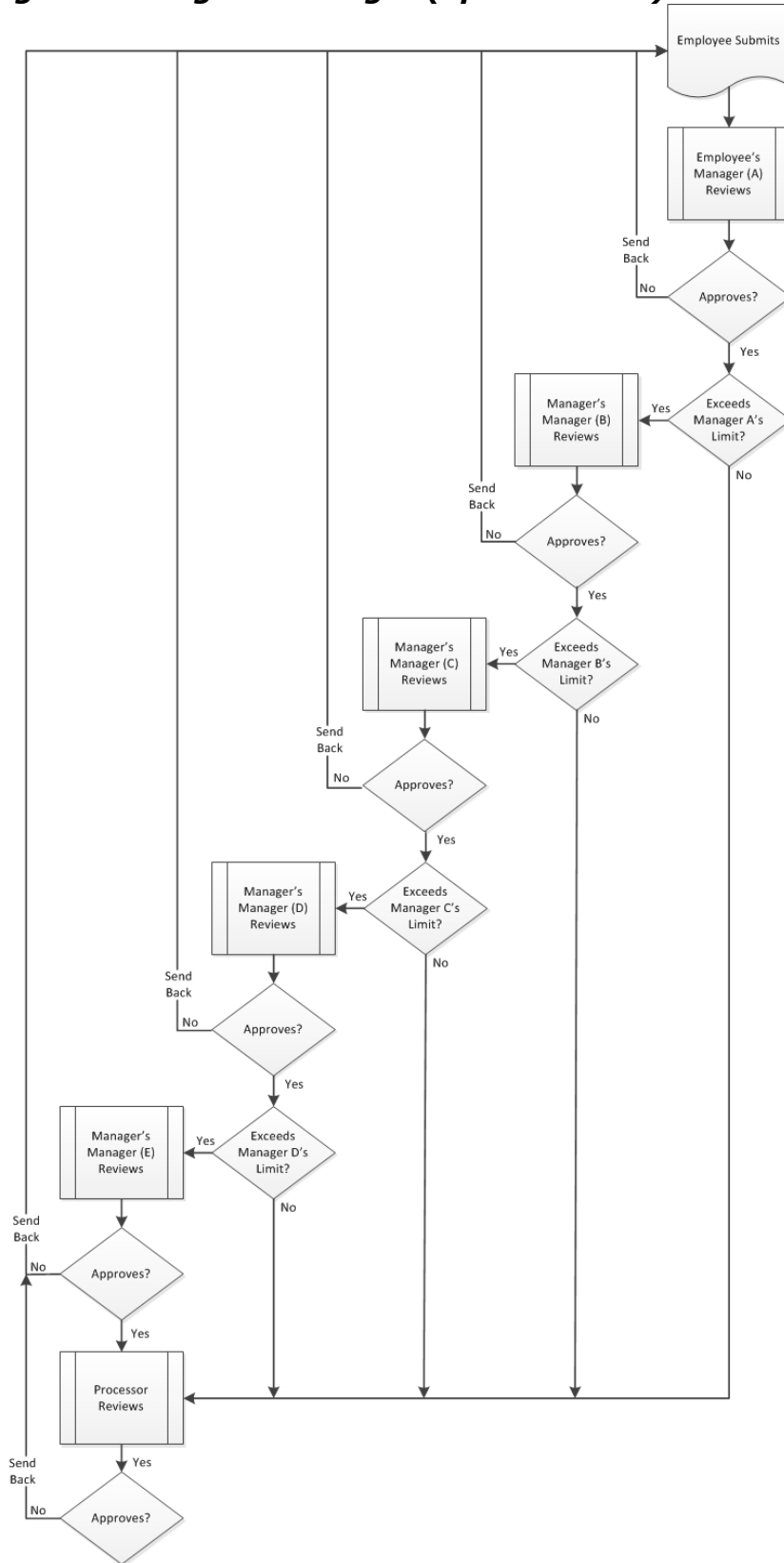
Employee to Processor (PO-Based Invoices)

For PO-based invoices, you can select whether you want invoices to go from employee submission to processor, or if you want to use one of the workflow options that is available for regular invoices (see above).

After your employees submit a Purchase Order-based payment request for approval, who should it go to?
- ⦿ Processor
  Show me an example
- ○ Apply the same approval routing as regular payment request (what is selected above)

Employee to Processor

Employee Submits

Processor Reviews

Send Back

No
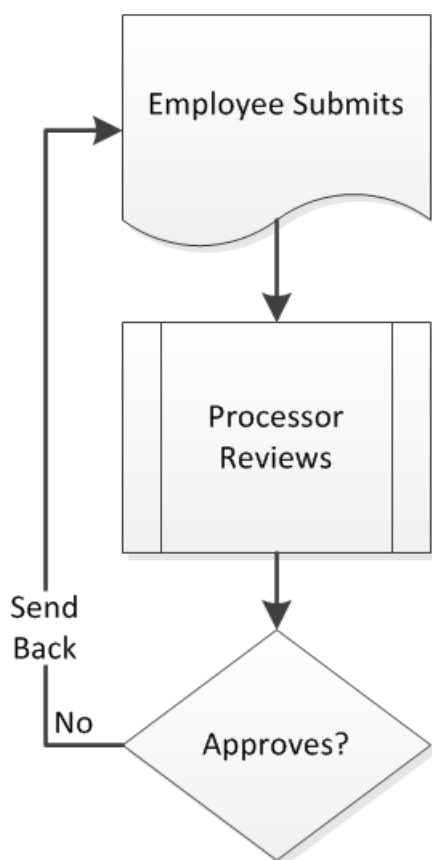
Approves?

Additional Approvers' Options

You have the option of choosing whether managers and employees can add more approvers to the invoice approval route. If you click either option, the manager or employee sees a button after approving or submitting that lets them select another approver. The approver they select is added to the approval route after them, and then the invoice continues through workflow.

> **NOTE:** The additional approver is added to the routing and does not replace the standard approvers.

Select Additional Approvers

▶ ***To select additional approvers:***

1. Select the check box for the desired invoice approval routing under **Step 1: Select your approval routing**.

2. (Optional) Select the relevant check box for who should be able to add approvers under **Step 2: Choose workflow preferences**.

Approval Timeout

You can configure the number of days after which an invoice waiting for approval is automatically routed to an approving manager. The default expiration interval is 10 days.

After an invoice has been submitted, an approving manager receives a notification email. If this manager does not approve the invoice, they receive a reminder email after three calendar days, and then they receive daily reminders until the configured expiration interval has elapsed.

If the expiration interval elapses, the invoice is automatically rerouted to the approver's manager.

If the setting is cleared (disabled), the invoice will remain in the pending approver's queue.

The **Set Pending Approval expiration and route to manager after (in days)** setting is selected (enabled) by default.

This setting allows the system to take the following actions:

- When the invoice enters the Pending Approval workflow step for the approver, the system begins timing the approver.

- If the expiration interval elapses, the system automatically reassigns the affected invoice to the approver's manager and resets the timer. If the interval elapses again, the system forwards the invoice to the next approver or to the processor.

NOTE: When the system automatically reassigns an invoice, the system is including someone in the approval process that might not otherwise be involved. When the system forwards an invoice, the system is skipping an approver and assigning the invoice to the next person who would have eventually received it for approval.

Auto-Assign PO-Based Invoices to the Original Purchase Request Owner

AP users do not need to manually assign SAP Concur created PO-based invoices to the correct purchase request owners. Instead, Concur Invoice handles this automatically.

This means that Concur Invoice will try to find the purchase request owner of the PO associated to the invoice. When the PR owner is found, Concur Invoice will automatically assign the purchase request owner as the invoice owner.

In cases where the AP user needs to assign the PO-based invoice, they can do so by clicking the **Assign** button or the **Select Request Owner** link. In the window that appears, the AP user can see by whom the purchase order was requested.

To activate the **Assign invoice to Purchase Request Owner** feature, select (enable) the **Assign invoice to Purchase Request Owner** option in the **Step 2: Choose workflow preferences** section on the **Approval Routing** page.

Once you have selected this setting, Concur Invoice will automatically assign the purchase request owner as the invoice owner.

NOTE: Users who manually assign invoices can see who the purchase request owner is even though the **Assign invoice to Purchase Request Owner** option is cleared (disabled).

For more information, refer to the *Concur Invoice: Purchase Request and Purchase Order User Guide for Concur Standard Edition*.

Allow Invoice Processors to Process Their Own Invoices

Concur Invoice now allows processors to process their own invoices. This is beneficial for clients who only have one processor in their company who also submits their own invoices.

To allow Invoice Processors to process their own invoices, select (enable) the **Allow Invoice Processors to Process their own invoices** option in the **Step 2: Choose workflow preferences** section of the **Approval Routing** page.

Email to Vendors When Payment Has Been Made

Vendors can receive an email when they are paid via ACH or Check with Invoice Pay, which will contain full remittance information including when, how, and for what they are paid. This applies to both partial and full payments.

The information in the email will contain the invoice date, invoice amount, invoice number, payment date, payment method, and any notes that may exist on the payment submission. In addition, for Check emails the check number will be included. The paying company name must be in the **Subject** field and in the header line of the email.

The email address will be determined by what is entered in the **Vendor Contact** field of the Approved Vendor Import.

NOTE: ACH and Check payment of invoices that occur outside of SAP Concur are not supported in this feature.

If the payment fails after the email is sent, the client is responsible for following up with the vendor.

To email vendors when payment has been made, select (enable) the **Send vendor payment email notifications for Check and ACH Concur Invoice Pay types** option in the **Step 2: Choose workflow preferences** section on the **Approval Routing** page.

Recall Option

When an invoice is recalled, the following actions can be taken by the employee:

- Edit and resubmit the invoice
- Delete the invoice

When an invoice is recalled, the following actions are taken by the system:

- An entry is written to the audit trail showing the action on the invoice as *Invoice Recall*.

- The name of the user recalling the invoice is displayed in the **Status** column of the **Invoice List** page.

- Workflow is reset.

PREVENT EMPLOYEES FROM RECALLING SUBMITTED INVOICES

Use this procedure to enable or disable the employee's ability to recall an invoice they have submitted.

To prevent employees from recalling submitted invoices, clear (disable) the **Allow employees to recall requests** option in the **Step 2: Choose workflow preferences** section on the **Approval Routing** page.

Sometimes employees want to make changes to a request they have already submitted. You can choose whether employees can recall a request.

☐ Allow employees to recall requests.

☼