

Concur Expense: Payment Manager

User Guide for Standard Edition

Last Revised: March 17, 2018

Applies to these SAP Concur solutions:

- Expense
 - Professional/Premium edition
 - Standard edition

- Travel
 - Professional/Premium edition
 - Standard edition

- Invoice
 - Professional/Premium edition
 - Standard edition

- Request
 - Professional/Premium edition
 - Standard edition

Table of Contents

- Section 1: Overview1**
 - Definitions.....2
 - Batch Status.....2

- Section 2: Payment Manager Processes2**
 - Viewing Batch Information3
 - Creating and Downloading Extract Files.....5
 - Clients Connected to Financial Systems.....6

- Section 3: Expense Pay Processes.....6**
 - Managing Expense Reports on the Report Payees List6
 - Viewing Funding.....6
 - Viewing Employee Banking7

- Section 4: Special Cases8**
 - What happens when the user owes the company money?.....8

Revision History

Date	Notes / Comments / Changes
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
January 27, 2021	Updated the copyright year; added Concur to the cover page title; cover date not updated
April 17, 2020	Renamed the Authorization Request check box to Request on the guide's title page; cover date not updated
January 3, 2020	Updated the copyright; no other changes; cover date not updated
August 10, 2019	Minor edits.
January 15, 2019	Updated the copyright; no other changes; cover date not updated
April 6, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
March 17, 2018	Removed information about QuickBooks Connector, as content is now consolidated in the Shared: QuickBooks Connector Setup Guide.
March 18, 2017	Added mention of new deactivate button (available to Admins on the Employee Banking page of Payment Manager.) Updated graphic of Payment Demands tab to show new Send to Excel option.
December 15, 2016	Changed copyright and cover; no other content changes.
March 18, 2016	Enhanced (with graphics) the <i>To send expense data to QuickBooks</i> procedure to reflect the steps for using QuickBooks Web Connector.
January 15, 2016	Updated the <i>To send expense data to QuickBooks</i> procedure to reflect the steps for using QuickBooks Web Connector (instead of Sync Manager.)
March 13, 2015	Added the To send expense data to QuickBooks procedure Removed information about two user interfaces
September 16, 2014	Added information about two user interfaces; no other content changes
July 11, 2014	New document. (This content originated in the Concur Administration User Guide for Concur Standard and is now a separate guide.)

Payment Manager

Section 1: Overview

The **Payment Manager** page allows an administrator to view and manage batches of expense reports that are ready for reimbursement, and create a transaction file of expenses. This file can be imported into a financial system in order to pay employees or card transactions.

The **Payment Manager** page allows an administrator to view and manage batches of expense reports that are ready for reimbursement. Each batch stays open until an administrator chooses to close it. Any expenses that are approved for payment will be listed in the currently open batch. An administrator can view the list of all the expenses in the batch from the **Payment Manager** page. Once a batch is closed, a transaction file listing the approved expenses can be downloaded. This file can be imported into a financial system in order to pay employees or company cards.

Depending on the options selected in Product Settings, one or more of the following transaction files may be available:

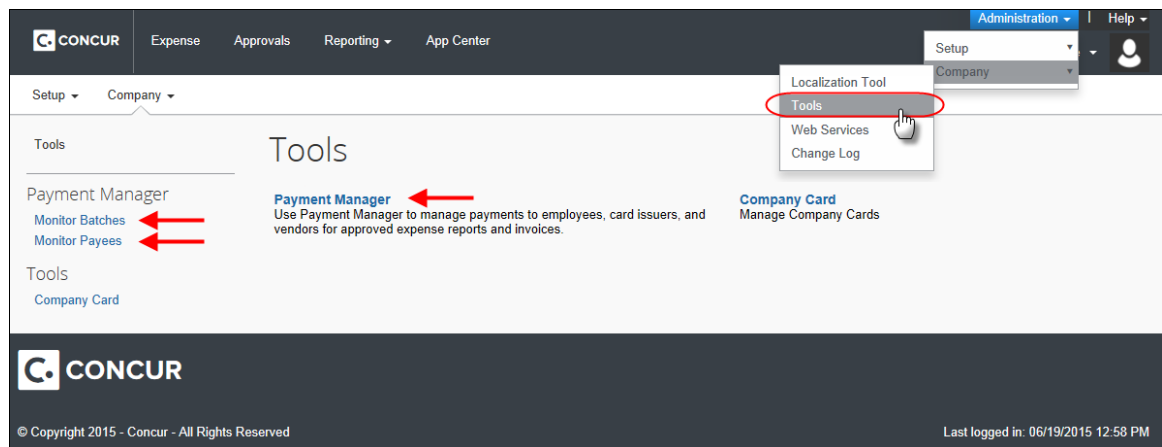
- **A .CSV file**
- **A QuickBooks formatted (.IIF) file**
- **An ADP formatted (EPIP) file**

ADP users will receive a zip file containing the EPIP formatted file and one of the other file formats, depending on your configuration.

Clients using QuickBooks may receive more than one IIF file per batch.



For information, such as fields, maximum character lengths, and description/format information for accounting extract, refer to the *Expense: Payment Manager Extract for Concur Standard Edition*. For similar information, specific to the QuickBooks IIF format, refer to the *Expense: Payment Manager QuickBooks IIF Extract for Concur Standard Edition*.



Definitions

- **Batch:** A group of expenses.
- **Payment Demand:** The collection of all payment requests for a single payee (such as an employee) for a report. A report with five expenses would have a single payment demand for the total of the expenses.
- **Payment Service:** An external service used to reimburse employees.

Batch Status

The expense report batches can have the following statuses:

- **Open:** Any expenses that are approved for payment on the **Reports Ready for Processing** page will be added to the batch.
- **Completed:** The batch is no longer accepting new expenses, and a file containing all the transactions has been generated.
- **Processing:** The batch is closed, but an error prevented it from sending.

Section 2: Payment Manager Processes

► To access Payment Manager:

1. Click **Administration > Company > Tools > Payment Manager.**

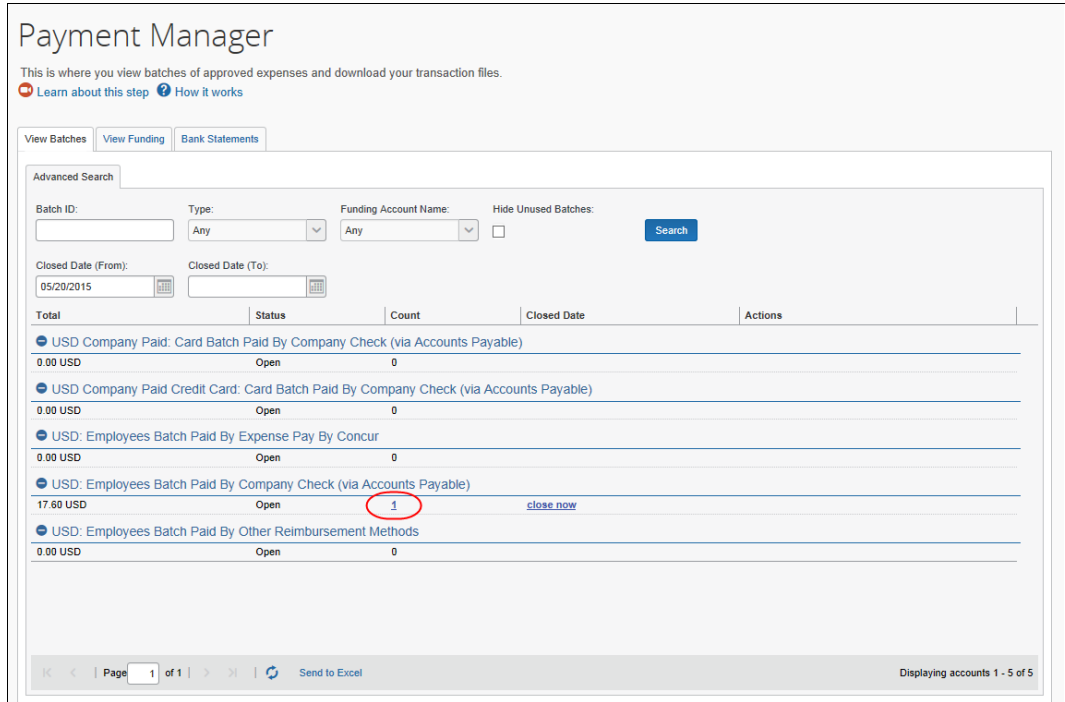
The screenshot displays the 'Payment Manager' web interface. At the top, there is a title 'Payment Manager' and a subtitle 'This is where you view batches of approved expenses and download your transaction files.' Below this are two links: 'Learn about this step' and 'How it works'. There are three tabs: 'View Batches' (selected), 'View Funding', and 'Bank Statements'. An 'Advanced Search' section contains fields for 'Batch ID', 'Type' (set to 'Any'), 'Funding Account Name' (set to 'Any'), and a 'Hide Unused Batches' checkbox. There are also date pickers for 'Closed Date (From)' (set to 05/20/2015) and 'Closed Date (To)'. A 'Search' button is located to the right. Below the search fields is a table with columns: 'Total', 'Status', 'Count', 'Closed Date', and 'Actions'. The table lists five batches, all with a status of 'Open' and a count of '0'. The batches are: 'USD Company Paid: Card Batch Paid By Company Check (via Accounts Payable)', 'USD Company Paid Credit Card: Card Batch Paid By Company Check (via Accounts Payable)', 'USD: Employees Batch Paid By Expense Pay By Concur', 'USD: Employees Batch Paid By Company Check (via Accounts Payable)', and 'USD: Employees Batch Paid By Other Reimbursement Methods'. At the bottom of the table, there is a pagination bar showing 'Page 1 of 1' and a 'Send to Excel' button. The footer of the interface indicates 'Displaying accounts 1 - 5 of 5'.

Total	Status	Count	Closed Date	Actions
0.00 USD	Open	0		
0.00 USD	Open	0		
0.00 USD	Open	0		
0.00 USD	Open	0		
0.00 USD	Open	0		

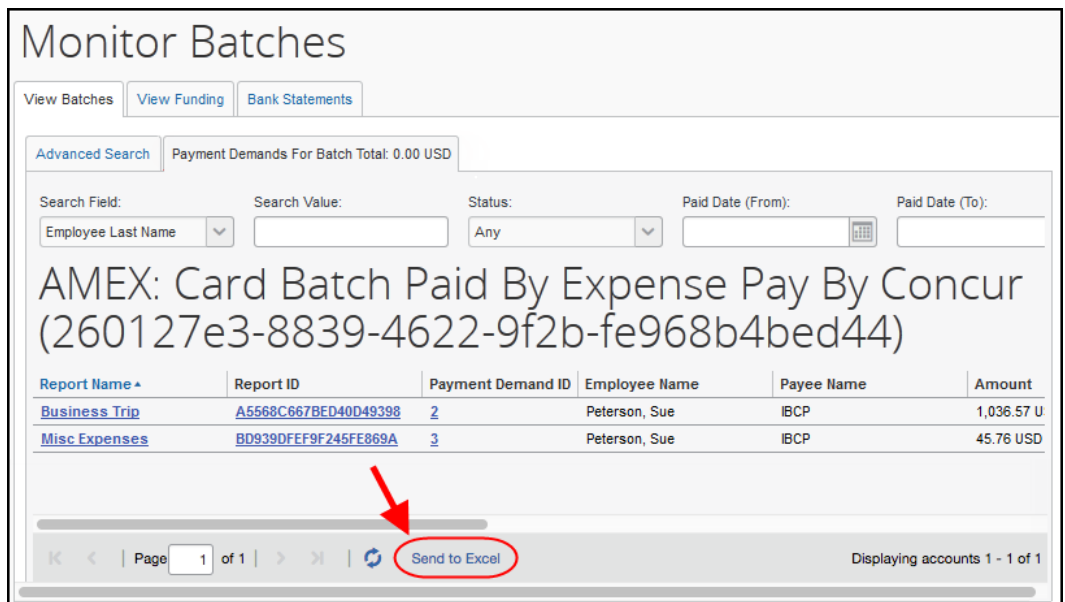
Viewing Batch Information

► **To view the list of expenses in a batch:**

1. For the desired batch, click the number in the **Count** column.



The **Payment Demands For Batch Total** tab containing the list of expenses in the batch appears.



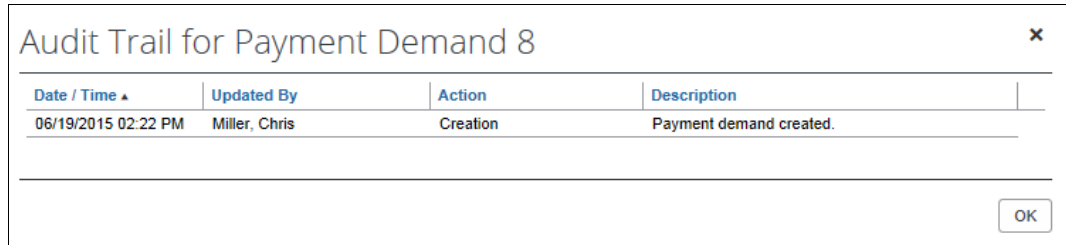
2. Review the information for the desired demands.

Section 2: Payment Manager Processes

3. Click **X** to close the tab.

▶ **To view the audit trail of an Expense Pay By Concur payment demand:**

1. On the **Payment Demands** tab, click **Payment Demand ID**.



A screenshot of a window titled "Audit Trail for Payment Demand 8" with a close button (X) in the top right corner. The window contains a table with the following data:

Date / Time ▲	Updated By	Action	Description
06/19/2015 02:22 PM	Miller, Chris	Creation	Payment demand created.

An "OK" button is located in the bottom right corner of the window.

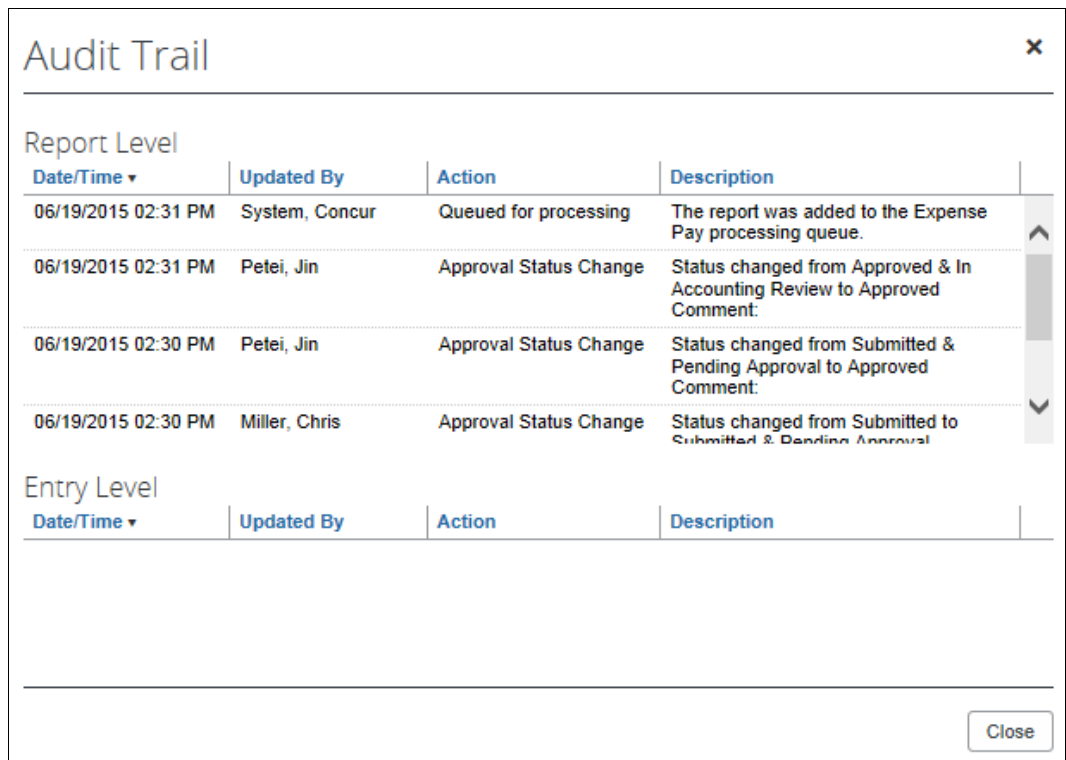
NOTE: Only batches paid by Expense Pay by Concur have a **Payment Demand ID**.

2. Review the audit trail.

3. Click **OK**.

▶ **To review the audit trail of a report:**

1. On the **Payment Demands** tab, click **Report ID**.



A screenshot of a window titled "Audit Trail" with a close button (X) in the top right corner. The window is divided into two sections: "Report Level" and "Entry Level".

Report Level

Date/Time ▼	Updated By	Action	Description
06/19/2015 02:31 PM	System, Concur	Queued for processing	The report was added to the Expense Pay processing queue.
06/19/2015 02:31 PM	Petei, Jin	Approval Status Change	Status changed from Approved & In Accounting Review to Approved Comment.
06/19/2015 02:30 PM	Petei, Jin	Approval Status Change	Status changed from Submitted & Pending Approval to Approved Comment.
06/19/2015 02:30 PM	Miller, Chris	Approval Status Change	Status changed from Submitted to Submitted & Pending Approval

Entry Level

Date/Time ▼	Updated By	Action	Description
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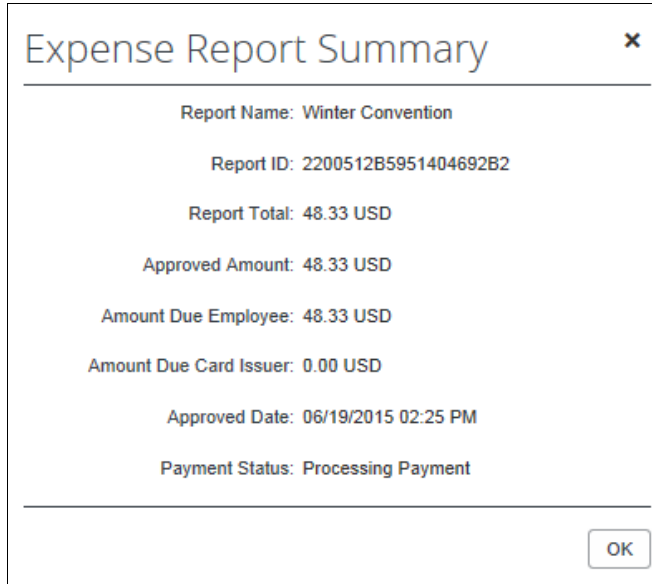
A "Close" button is located in the bottom right corner of the window.

2. Review the audit trail.

3. Click **Close**.

▶ **To view the report summary:**

On the **Payment Demands for Batch** tab, in the **Report Name** column, click the desired name.



The image shows a dialog box titled "Expense Report Summary" with a close button (X) in the top right corner. The dialog contains the following information:

- Report Name: Winter Convention
- Report ID: 2200512B5951404692B2
- Report Total: 48.33 USD
- Approved Amount: 48.33 USD
- Amount Due Employee: 48.33 USD
- Amount Due Card Issuer: 0.00 USD
- Approved Date: 06/19/2015 02:25 PM
- Payment Status: Processing Payment

An "OK" button is located at the bottom right of the dialog box.

▶ **To hide empty batches:**

On the **Advanced Search** tab, select (enable) the **Hide Unused Batches** check box.

Creating and Downloading Extract Files



For information, such as fields, maximum character lengths, and description/format information for accounting extract, refer to the *Expense: Payment Manager Extract for Concur Standard Edition*.

For similar information specific to the QuickBooks IIF format, refer to the *Expense: Payment Manager QuickBooks IIF Extract for Concur Standard Edition*.

▶ **To create a transaction file:**

1. For the desired batch, click **close now**. SAP Concur will create your transaction file.
2. Click **download file**.
3. Select a location on your computer to save the file.
4. Click **Save**.

▶ **To download a previously created file:**

1. Locate the file in the list of batches.
2. Click **download file**.
3. Select a location on your computer to save the file.
4. Click **Save**.

Clients Connected to Financial Systems

If you have connected SAP Concur to your financial system, some functionality on this page may be different, based on your connected financial system.



For more information, refer to the SAP Concur setup guide for your financial system.

Section 3: Expense Pay Processes

NOTE: The following pages are used with the Expense Pay by Concur product.

Managing Expense Reports on the Report Payees List

A report payee is a payee on an expense report. Report payees can either be employees or company card issuers. A payment demand consists of one or more report entries for the same payee. A payment demand for a card program will contain the total reimbursement amount for all card transactions for that card program included in the batch. A payment batch consists of one or more payment demands.

The Payment Manager uses the **Reports Payees List** to investigate the payment status of a specific expense report or report payee.



For more information, refer to the *Expense: Expense Pay User Guide for Concur Standard Edition*.

Viewing Funding

The **View Funding** page displays a daily summary of account activity for all funding accounts used by Expense Pay. The administrator can search for specific funding accounts or date ranges. The daily funding amounts will be updated at 12 PM CST in the US and Canada. The returned amounts are summarized on this page.



For more information, refer to the *Expense: Expense Pay User Guide for Concur Standard Edition*.

Viewing Employee Banking

The **Employee Banking** page allows the administrator to view employee bank account information, including historical information, reconfirm failed accounts, and inactivate an account.

NOTE: If Expense Pay is terminated, previous data is maintained and reporting is still available. Additionally, Expense users will see their banking information as read only information in their profile.



For more information, refer to the *Expense: Expense Pay User Guide for Concur Standard Edition*.

Section 4: Special Cases

What happens when the user owes the company money?

A negative payment demand for the owed amount will be created in the Company Check Cash batch. SAP Concur does not withdraw money from users.