

Concur Invoice: Administration

User Guide for Standard Edition

Last Revised: April 20, 2024

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

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Revision History

Date	Notes/Comments/Changes
April 20, 2024	Updated images in the <i>Access the Vendor Manager Tool</i> section. Updated the Payment Batch List image in the <i>Payment Manager > About the Payment Manager Page</i> section. Updated the <i>Manage Sanctioned and Invalid Vendors</i> section. Updated the <i>Reporting > Access Analysis/Intelligence Documentation via Cognos</i> section.
November 11, 2023	Minor edits; cover date not updated.
August 11, 2023	Added the <i>Manage Sanctioned and Invalid Vendors</i> section.
May 20, 2023	Minor edits: cover date not updated.
February 18, 2023	Added an <i>Export Recurring Invoices</i> section to the <i>Managing Recurring Invoices</i> section. Added a <i>Recurring Invoices</i> bullet to the list in the <i>Download Data to Excel</i> section.
August 30, 2022	Minor edits: cover date not updated
June 22, 2022	Added a note about AP User and Process role access by vendor group in the <i>Overview</i> section. Added a note in the <i>Create Custom Fields for Vendor Pages</i> section.
May 21, 2022	Added a <i>Create Custom Fields for Vendor Pages</i> section.
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
December 10, 2021	Updated instructions for Product Settings page
March 4, 2021	Updated the copyright year; no other changes; cover date not updated
October 17, 2020	Removed reference to the Supplier Portal since it has been retired.
September 28, 2020	Added information about duplicate invoices and removed in-product messaging information.
September 14, 2020	Added information about customizing columns in the All My Invoices list view.
July 24, 2020	Updated information about the Download as Excel feature.
July 8, 2020	Added information about the Download as Excel feature.
March 14, 2020	Added information about customizing columns in the Unsubmitted Invoices and Unsubmitted Purchase Order list views.
January 8, 2020	Updated the copyright; no other changes; cover date not updated
December 16, 2019	Added info about customizing columns on the Unassigned Invoices page.
August 5, 2019	Added information about the Invoice Navigation window.
July 9, 2019	Updated style applied to portions of the title. No revision date change.
June 27, 2019	Added the "Access the Invoice Manager Page" section to Section 4.

Date	Notes/Comments/Changes
June 17, 2019	Added information about disabling the Create and Approve Vendors feature.
June 8, 2019	Added the "View Unsubmitted Purchase Order-Based Invoices" section.
May 24, 2019	Updated section 2 to reflect new Invoice UI terms and labels and Assign Invoice changes.
April 22, 2019	Updated sections 3, 5, and 7 to reflect new Invoice UI terms and labels.
April 13, 2019	Added information about the Payment Confirmation Extract. Updated Section 4 to reflect changes related to the new Invoice UI for the Invoice Processor. Section 2 to be updated at a future date.
February 22, 2019	Added info about new audit trail feature for Vendor Management. Updated 'Concur' to 'SAP Concur'.
January 30, 2019	Updated the copyright; no other changes; cover date not updated
January 12, 2019	Replaced 'payment request' with 'invoice' except UI elements. Added Create and Approve vendor information. Replaced old screenshots and updated text here and there.
June 16, 2018	Removed information about QuickBooks Connector and Financial Integration, as content is now consolidated in the <i>Shared: QuickBooks Connector Setup Guide</i> and <i>Shared: QuickBooks Integration Using Concur Financial Integration Service Setup Guide</i> .
April 11, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
December 9, 2017	Added note about the Tax ID.
August 19, 2017	Updated the Request New Vendor and the Vendor Information windows to show the Pay Method Type list. No content changes.
July 29, 2017	Added information about the search functionality on the All Unassigned Requests page.
July 8, 2017	Performed the following updates: <ul style="list-style-type: none"> Removed references to double-clicking to open an invoice, since users only need to single-click to open invoices Added information about filtering on vendors without banking information
April 22, 2017	Updated with information about automatic assignment of Vendor Owner to the Assign Request To field in Capture Processing if a vendor is matched to an employee using the Vendor Mapping List options.
January 20, 2017	Added information about the following: <ul style="list-style-type: none"> Adding comments to paid invoices Viewing exact time when Concur received invoice
December 13, 2016	Changed copyright and cover; no other content changes.
December 5, 2016	Updated the guide content to new corporate style; no content changes.
	Older revision history has been removed.

Concur Invoice Administration

Section 1: Overview

Concur Invoice Standard Administration includes the following activities:

- Managing unassigned and assigned invoices that have not been submitted
- Viewing and managing vendor information using the Vendor Manager tool
- Processing invoices, such as searching for invoices, changing invoice approval statuses, reassigning invoices, and deleting invoices
- Managing batches of invoices and running, searching for, and downloading imports and extracts using the Payment Manager tool
- Producing reports using the Reporting tool
- Managing partner applications for the SAP Concur Connect platform using Web Services

Clients Connected to Financial Systems

If you have connected SAP Concur to your financial system, some fields on these pages might display different labels or pre-populated values based on your connected financial system.



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

Section 2: Manage Unassigned and Assigned Invoices

This section describes how to use options on the **Unassigned Invoices** page to manage unassigned invoices that have not yet been submitted. Using these options, the Invoice AP user or Invoice Processor can search for both assigned and unassigned invoices by their assignment date. Once a list is returned by Concur Invoice, the user can then assign and unassign invoices singly, or in bulk, to a new invoice user. This is useful for organizations that use the centralized Accounts Payable (AP) back-office model, where a single employee may be responsible for assigning and monitoring invoices across an organization.

Required Roles

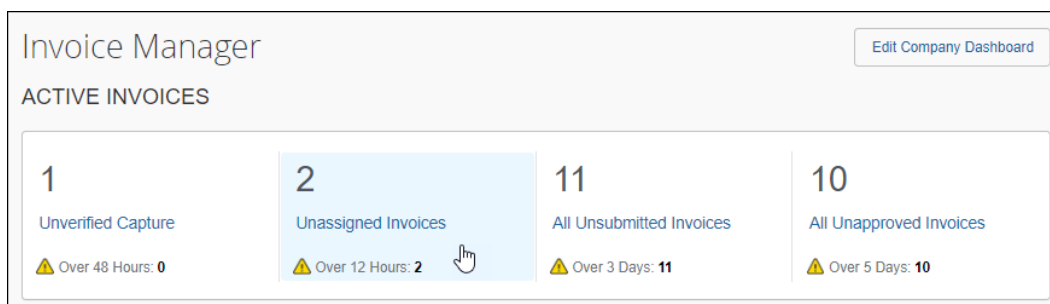
The **Unassigned Invoices** page and all its options are available to the following Invoice roles only:

- Invoice Processor
- Invoice AP User

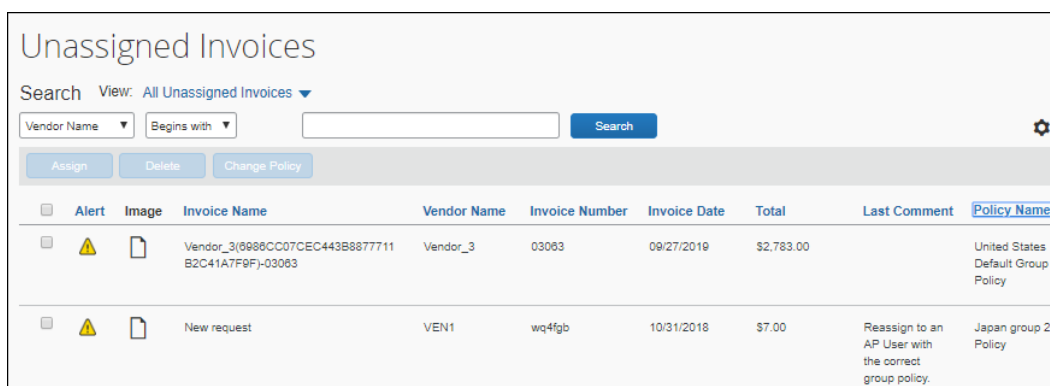
NOTE: Users with both the AP User and Processor roles can access the **Unassigned Invoices** page, based on their vendor group access. This ensures they will only view invoices relevant for their role.

Access the Unassigned Invoices Page from Invoice Manager

AP users who want to work with unassigned invoices can access the **Unassigned Invoices** page from the **Invoice Manager** page by clicking the **Unassigned Invoices** link in the **Active Invoices** or **Back Office** section.

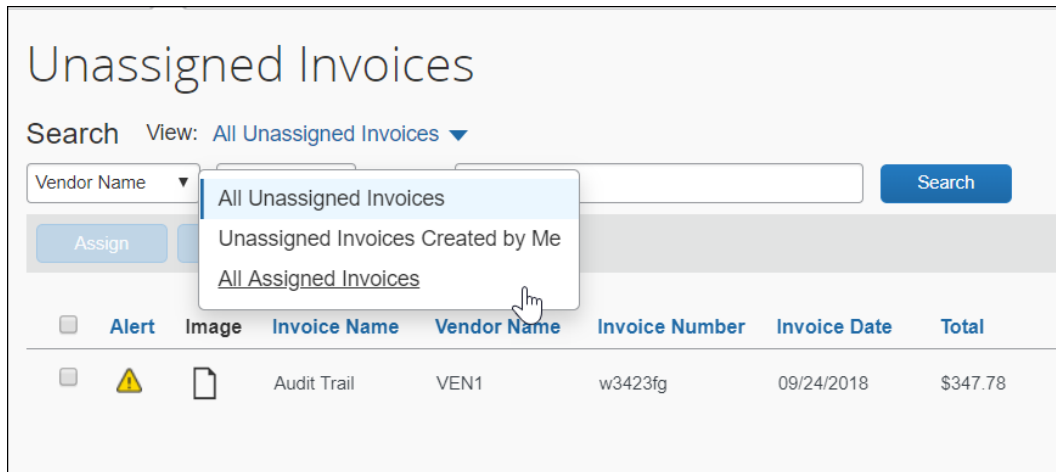


The **Unassigned Invoices** page appears with a list of unassigned invoices.

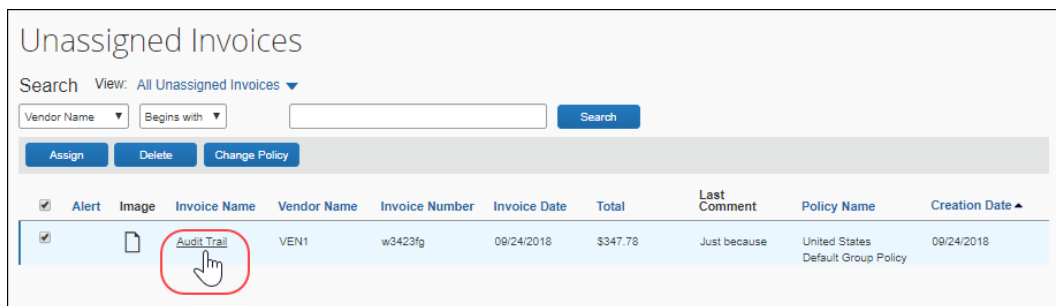


Section 2: Manage Unassigned and Assigned Invoices

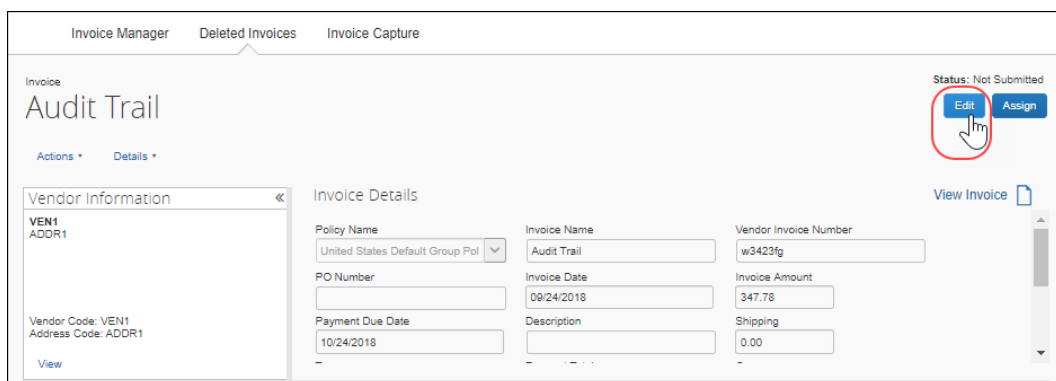
In the **View** list, the AP user can select to view all unassigned invoices, unassigned invoices they created, or all assigned invoices.



An AP user can open and view an unassigned invoice by clicking the name of the invoice in the **Invoice Name** column on the **Unassigned Invoices** page.

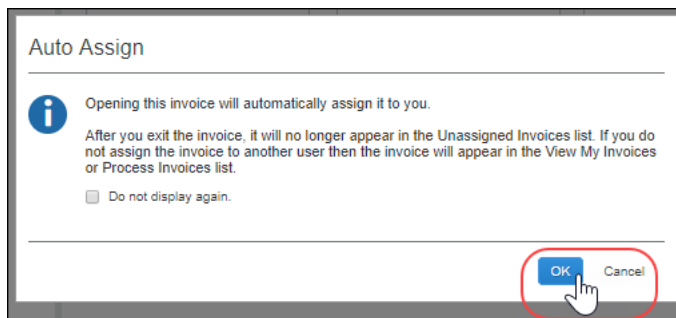


To edit an unassigned invoice, the AP user opens the invoice and then clicks **Edit**.



Section 2: Manage Unassigned and Assigned Invoices

When the AP User clicks **Edit**, the **Auto Assign** message appears and they must either click **OK** to accept assignment of the invoice in order to edit the invoice.



NOTE: For more information about the **Auto Assign** message, refer to the *Accept Auto-Assignment of an Invoice as the Invoice AP User* section of this document.

When the edits are complete, the AP user clicks **Save**, and then clicks **Assign** to assign the invoice to an employee.

When they click **Assign**, the **Assign Invoices** window appears.

The AP User enters the name of the employee they want to assign the invoice to and then clicks **Assign** to assign the invoice to the employee. The invoice closes automatically, and the AP User is returned to the list of unassigned invoices. The edited invoice no longer appears in the list.

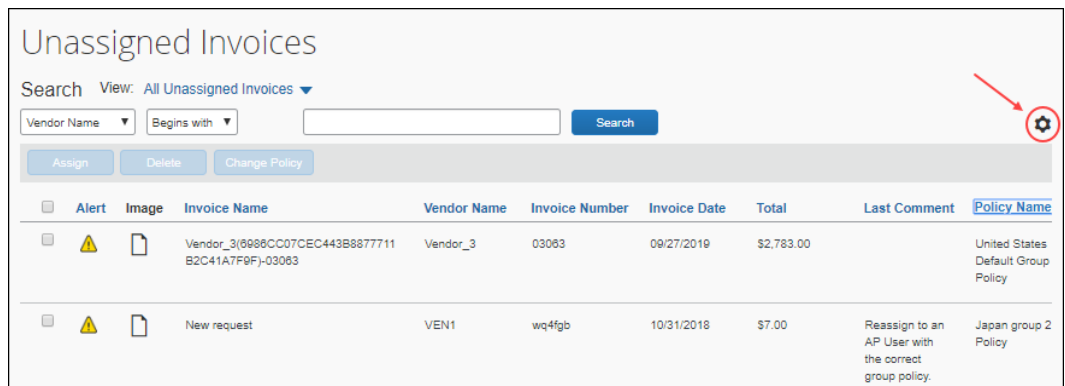
AP users will be able to see duplicate invoices on the **Unassigned Invoices** page before they open an invoice and they will also see a duplicate message immediately after they open an invoice.

Customize Columns on the Unassigned Invoices Page

AP users can manage and customize columns from the **Unassigned Invoices** list pages.

► **To customize columns:**

1. Click on the gear icon to access the **Manage Columns** window.



Unassigned Invoices

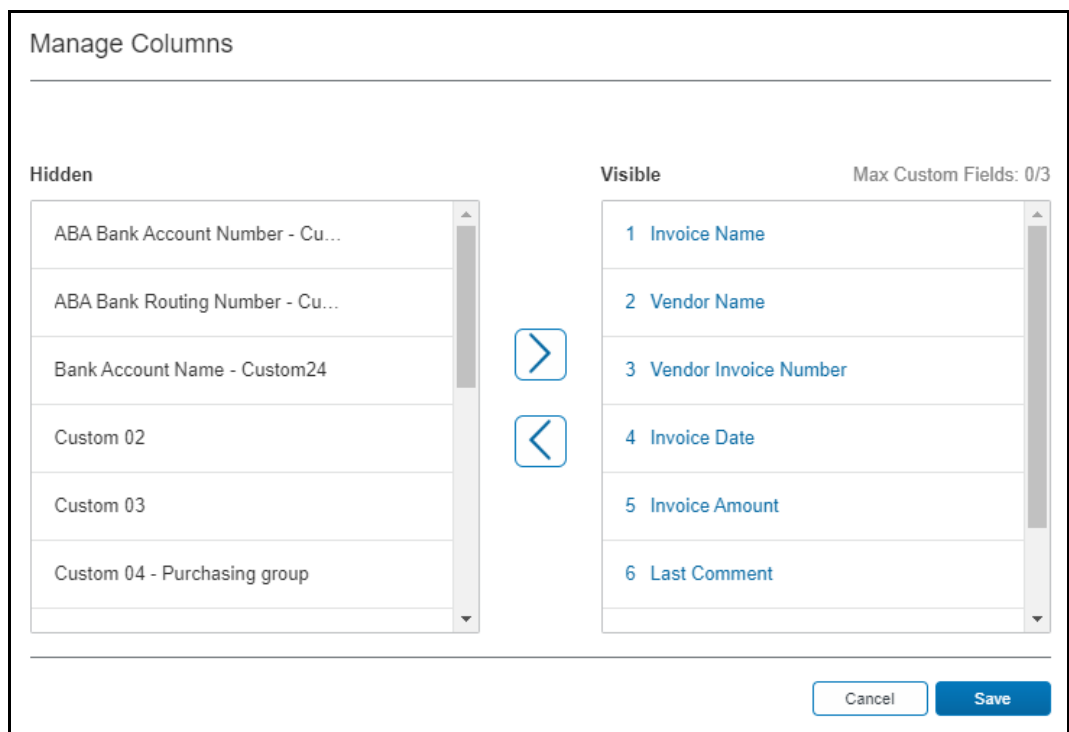
Search View: All Unassigned Invoices ▼

Vendor Name ▼ Begins with ▼ Search

Assign Delete Change Policy

<input type="checkbox"/>	Alert	Image	Invoice Name	Vendor Name	Invoice Number	Invoice Date	Total	Last Comment	Policy Name
<input type="checkbox"/>			Vendor_3(6988CC07CEC443B8877711B2C41A7F9F)-03063	Vendor_3	03063	09/27/2019	\$2,783.00		United States Default Group Policy
<input type="checkbox"/>			New request	VEN1	wq4fgb	10/31/2018	\$7.00	Reassign to an AP User with the correct group policy.	Japan group 2 Policy

2. In the **Manage Columns** window that appears, drag and drop fields between the **Hidden** and the **Visible** lists depending on what you want to see on the **Unassigned Invoices** page.



Manage Columns

Hidden

- ABA Bank Account Number - Cu...
- ABA Bank Routing Number - Cu...
- Bank Account Name - Custom24
- Custom 02
- Custom 03
- Custom 04 - Purchasing group

Visible

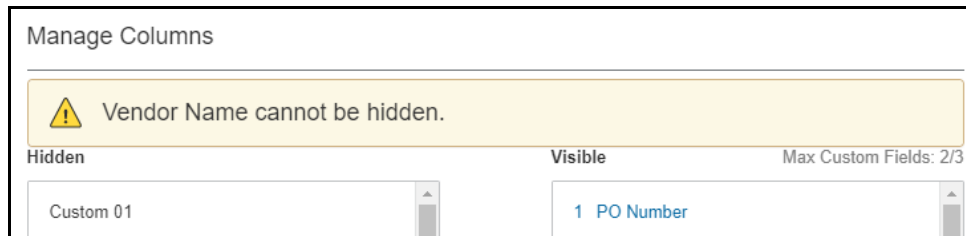
Max Custom Fields: 0/3

- 1 Invoice Name
- 2 Vendor Name
- 3 Vendor Invoice Number
- 4 Invoice Date
- 5 Invoice Amount
- 6 Last Comment

Cancel Save

3. Click **Save**.

Some of the columns cannot be removed (hidden). If you attempt to remove (hide) a required column, a warning message appears.



NOTE: A maximum of three custom fields can be placed in the **Visible** list.

Search and Assign Management of Invoices

By using options on the **Unassigned Invoices** page, you can perform the following actions:

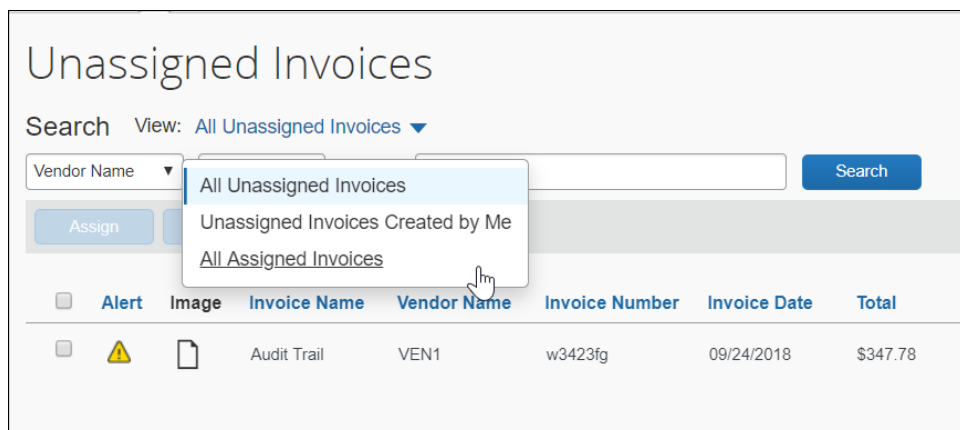
- Search for unassigned invoices
- Delete an invoice (might require change to settings)
- Change the policy associated with an invoice (might require change to settings)

Search for Invoices

By default, the system displays all unassigned invoices when you open the **Unassigned Invoices** page. You can search for all unassigned invoices, unassigned invoices that you created, and all assigned invoices.

► **To search for invoices**

On the **Unassigned Invoices** page, click **View**, and then select *All Unassigned Invoices*, *Unassigned Invoices Created by Me*, or *All Assigned Invoices*.



Search for Unassigned Invoices by Using the Search Functionality

You can search for specific unassigned invoices by using the search functionality on the **Unassigned Invoices** page.

The search options include vendor name, invoice number, total, policy name, and invoice name.

Assign an Unassigned Invoice

An unassigned invoice can be assigned to an employee using the procedure below. However, it is also possible to reassign an invoice to a different employee. See the procedure below for information on reassigning an invoice.

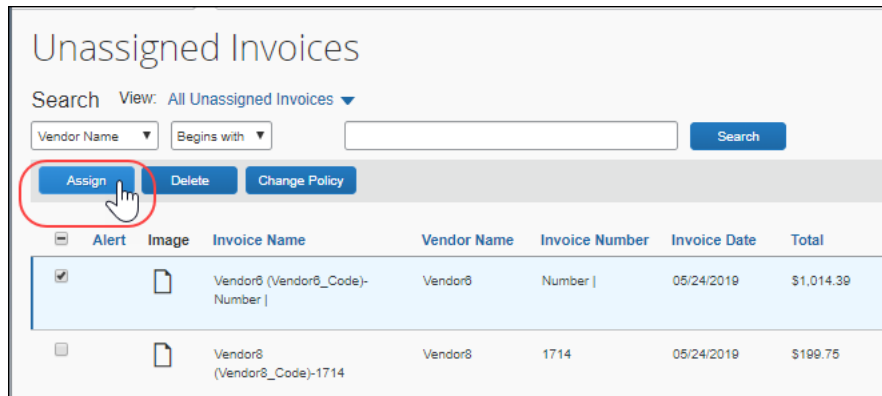
► To assign an unassigned invoice to an employee:

1. On the **Unassigned Invoices** page, search for the unassigned invoice(s) you want to assign, and then select the invoice(s) to be assigned by clicking the check box to the left of the row.

Alert	Image	Invoice Name	Vendor Name	Invoice Number	Invoice Date	Total	Last Comment	Policy Name	Creation Date
<input checked="" type="checkbox"/>		Vendor8 (Vendor8_Code)-Number	Vendor8	Number	05/24/2019	\$1,014.39		Default Invoice Po Policy	05/24/2019
<input type="checkbox"/>		Vendor8 (Vendor8_Code)-1714	Vendor8	1714	05/24/2019	\$199.75		Default Invoice Po Policy	05/24/2019

Section 2: Manage Unassigned and Assigned Invoices

2. Click **Assign**.





Unassigned Invoices

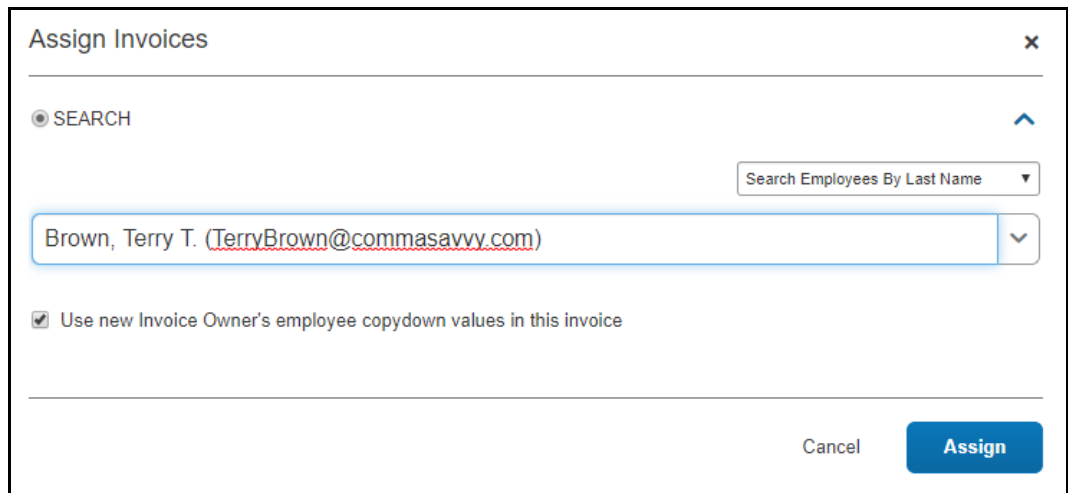
Search View: All Unassigned Invoices ▾

Vendor Name ▾ Begins with ▾ Search

Assign Delete Change Policy

	Alert	Image	Invoice Name	Vendor Name	Invoice Number	Invoice Date	Total
<input checked="" type="checkbox"/>			Vendor8 (Vendor8_Code)-Number	Vendor8	Number	05/24/2019	\$1,014.39
<input type="checkbox"/>			Vendor8 (Vendor8_Code)-1714	Vendor8	1714	05/24/2019	\$199.75

3. In the **Assign Invoices** window, type the first three characters of the employee for whom you want to assign the invoice.



Assign Invoices

● SEARCH

Search Employees By Last Name ▾

Brown, Terry T. (TerryBrown@commasavvy.com)

☒ Use new Invoice Owner's employee copydown values in this invoice

Cancel Assign

4. (Optional) Select (enable) or clear (disable) the **Use new Invoice Owner's employee values in this invoice** to include the employee's information as pre-populated information on the invoice on assignment.
5. Click **Assign** to assign the invoice to the employee. The **Unassigned Invoices** page appears.

Reassign an Assigned Invoice

An invoice that is assigned to an employee can be reassigned to another employee. You can also select multiple invoices to be reassigned at one time, but they must all be reassigned to the same user. Optionally, the AP User can direct an Invoice User to assign an invoice to another Invoice User. It is assigned with all ownership attributes transferred to the new owner.

► **To reassign an assigned invoice:**

1. On the **Unassigned Invoices** page, use the **View** menu options to search for the invoice(s) you want to reassign.
1. Select one or more invoices using the check box to the left of the row.
2. Click **Assign**.

Unassigned Invoices

Search View: All Assigned Invoices ▼

Vendor Name ▼ Begins with ▼ Search

Assign Delete Change Policy

Alert	Image	Invoice Name	Vendor Name	Invoice Number	Invoice Date	Total
<input checked="" type="checkbox"/>		Replacement cartridges	Vendor10	2w4w5245	05/24/2019	\$97.00
<input type="checkbox"/>		New Computer	Vendor10	3495723-94	05/24/2019	\$1,275.00

3. In the **Assign Invoices** window, type the first three characters of the employee for whom you want to assign the invoice.

Assign Invoices

SEARCH

Search Employees By Last Name ▼

Brown, Terry T. (TerryBrown@commasavvy.com)

☒ Use new Invoice Owner's employee copydown values in this invoice

Cancel Assign

- (Optional) Select (enable) or clear (disable) the **Use new Request Owner's employee copydown values in this request** setting to include or exclude the employee's information as pre-populated information on the invoice on assignment.



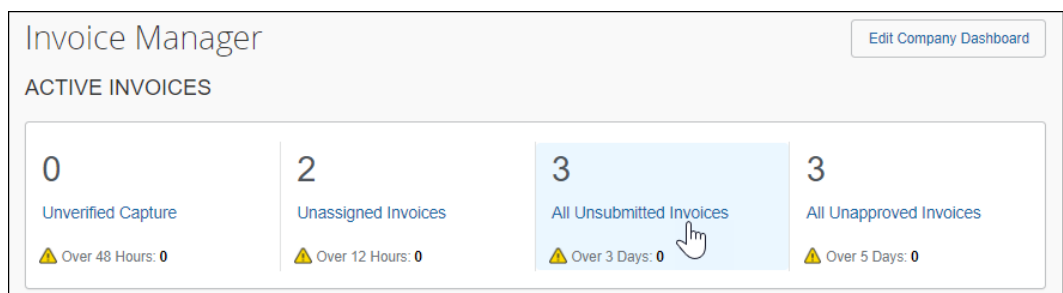
- (Optional) Select (enable) or clear (disable) the **Use new Invoice Owner's employee values in this invoice** to include the employee's information as pre-populated information on the invoice on assignment.
- Click **Assign** to assign the invoice to the employee. The **Unassigned Invoices** page appears.

Unassign an Assigned Invoice

An invoice can be unassigned from the current owner of an invoice. This action is restricted to a single invoice at a time since the invoice must be opened to access the **Unassign** menu item and only a single invoice can be opened at one time.

► **To unassign an invoice:**

- On the **Invoice Manager** page, click **All Unsubmitted Invoices**.



The **My Invoices** page appears showing the **Unsubmitted Invoices** view.

- Open the invoice you want to unassign. The **Invoice for <name>** page appears.

3. In the **Actions** menu, click **Unassign**.

Invoice for Admin, Company

Replacement cartridges

Actions ▾ Details ▾

- Unassign
- Upload Image
- Delete Image
- View Payment Image
- Review Required
- Remove From Review
- Delete Invoice
- Print
- Extend Due Date
- Void Invoice
- Change Policy
- Create Recurring Invoice

Invoice Details

Policy: Default Invoice Policy

PO Number: 4084729-98

Net Payment Terms: 30

Comments:

Request Total: 111.00

4. In the **Unassign Invoice** window, provide a comment as to why the invoice was unassigned.

Unassign Invoice

Invoices should be unassigned when they don't belong in your queue. They may belong to another employee or be invalid. Unassigning removes the invoice from your queue and allows the backoffice to act on it. Please add a comment to explain why you are unassigning.

Comment:

Employee has moved to a different department. Unassigning in preparation for assignment to new owner of invoice.

Comment History

Date ▾	Entered By	Comment Text
No comments.		

OK Cancel

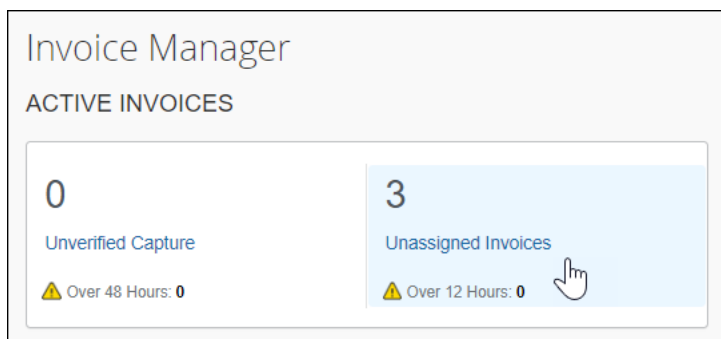
5. Click **OK**.

Accept Auto-Assignment of an Invoice as the Invoice AP User

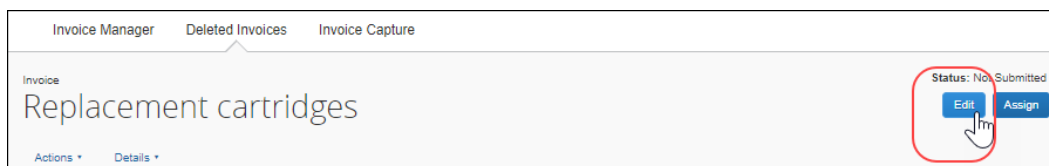
When the Invoice AP User opens an unassigned invoice, the Invoice AP User is prompted to accept the assignment of the invoice. This prompt only appears when the Invoice AP User opens an unassigned invoice.

► **To accept auto-assignment of an invoice:**

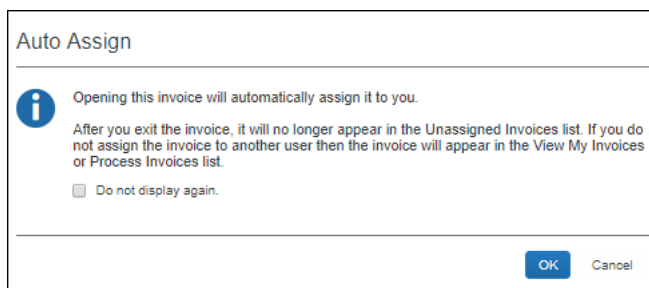
1. On the **Invoice Manager** page, click **Unassigned Invoices**.



2. On the **Unassigned Invoices** page, open the relevant invoice by clicking on the invoice name, and then click **Edit**.



The **Auto Assign** window appears.



3. (Optional) Select (enable) the **Do not display again** check box to prevent the **Auto Assign** dialogue from appearing when you open unassigned invoices in the future. If you enable this option, when you open an unassigned invoice in the future, the prompt will no longer appear, and the invoice will be assigned to you automatically.
4. To assign the invoice to yourself, click **OK**. The invoice is now editable and can be updated, assigned to another employee, or unassigned.

View Unsubmitted Purchase Order-Based Invoices

AP users can view unsubmitted purchase order-based invoices on the **My Invoices** page by selecting the **Unsubmitted Purchase Order Invoices** option in the **View** list.

The screenshot shows the 'My Invoices' page. The 'View' dropdown menu is open, displaying several options. The option 'Unsubmitted Purchase Order Invoices' is highlighted. The page also shows a search bar, a 'Search' button, and a 'PO Status' dropdown menu set to 'Matched to Purchase Order'. Below the search bar, there are buttons for 'Assign', 'Copy', and 'More Actions'. A table of invoices is visible, with columns for Vendor Name, Invoice Number, Invoice Date, Approval Status, and Payment Status. The first row shows an invoice from 'Concave' dated 08/07/2015, with a status of 'Not Submitted-Brown, Terry, T' and a payment status of 'Not Paid'.

To filter on purchase order status, AP users can select an option in the **PO Status** list. The following options are available:

- All Invoices
- Does Not Match Purchase Order
- Matched to Purchase Order

The screenshot shows the 'My Invoices' page with the 'PO Status' dropdown menu open. The option 'Matched to Purchase Order' is selected. The page also shows a search bar, a 'Search' button, and buttons for 'Assign', 'Delete', 'Unassign', 'Submit', 'Copy', and 'More Actions'. A table of invoices is visible, with columns for Image, Invoice Name, Vendor Name, Invoice Number, Invoice Date, Approval Status, Payment Status, and Total. The first row shows an invoice for 'Furniture' from 'Concave' dated 08/07/2015, with a status of 'Not Submitted-Brown, Terry, T' and a total of \$450.00.

Invoice Navigation

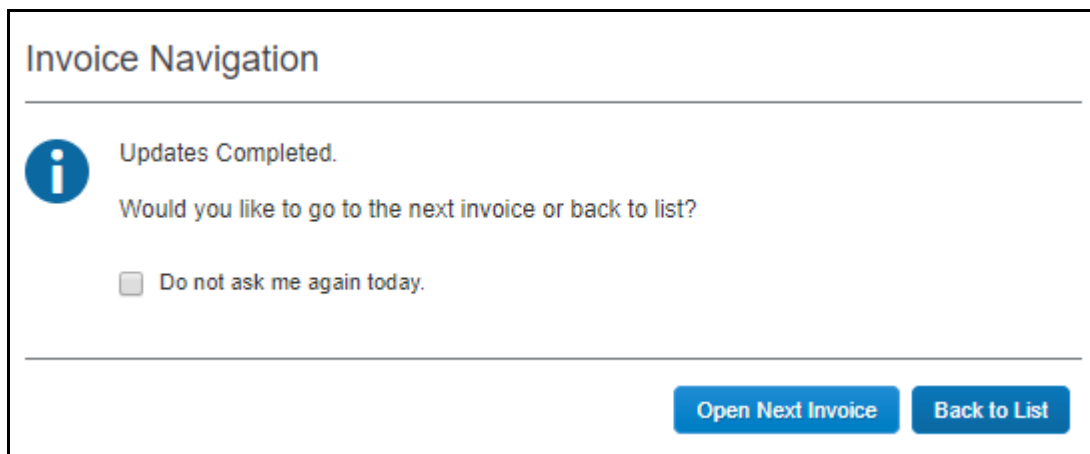
Once you have opened an invoice, you can decide if you want to go to your next invoice directly by clicking the **Next Invoice** link instead of going back to the invoice list on the **My Invoices** page. The **Previous Invoice** will take you back to the previous invoice in your list.

The screenshot shows the 'Itemization Summary' page. At the bottom, there are three navigation links: 'Previous Invoice', 'Invoice 23 of 25', and 'Next Invoice'. The page also shows a table with columns for No., Expense Type, Description, Amount wit..., VAT Type, VAT Amount, VAT Rate, VAT Tax Code, Quantity, Unit Price, and Subtotal. The first row shows an item with a quantity of 1 and a unit price of \$100.00, resulting in a subtotal of \$100.00.

In addition, when you select an action (for example, assign) on a list page and select to whom to route the invoice, you can then choose if you want to go back to the

invoice list or go to your next invoice directly by selecting either **Open Next Invoice** or **Back to List** in the **Invoice Navigation** window that appears.

NOTE: The **Invoice Navigation** window only appears when users are working on the list pages.



In addition, users can save their setting for 24 hours by selecting the **Do not ask me again today** option before clicking any of the buttons. This selection means that users will be directed to the next invoice automatically for the next 24 hours.

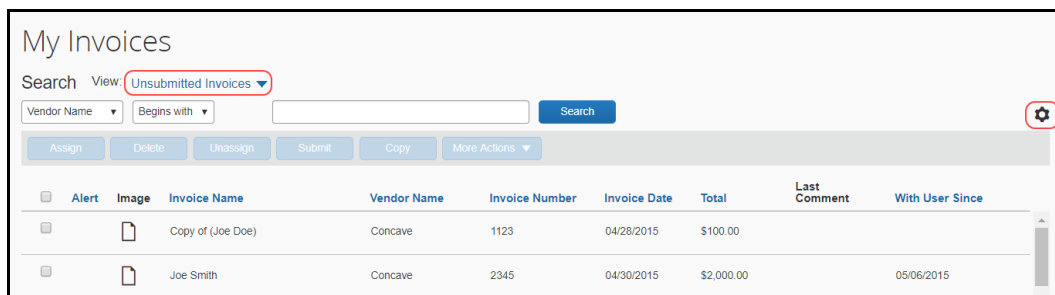
Customize Columns on the My Invoices Page

AP users can manage and customize columns from the following list views:

- Unsubmitted Invoices
- Unsubmitted Purchase Orders
- All My Invoices

► **To customize columns:**

1. Click on the gear icon to access the **Manage Columns** window.
2. The image shows the **Unsubmitted Invoices** list view.



3. In the **Manage Columns** window that appears, drag and drop fields between the **Hidden** and the **Visible** lists depending on what you want to see on the **Unassigned Invoices** page.

4. Click **Save**.

The **Vendor Name**, **Invoice Number**, and **Invoice Date** fields cannot be removed (hidden). If you attempt to remove (hide) a required column, a warning message appears.

Default Columns:

- ◆ Invoice Name
- ◆ Vendor Name
- ◆ Invoice Number
- ◆ Invoice Date
- ◆ Total
- ◆ Last Comment
- ◆ With User Since

Additional Columns That Can Be Added/Removed

- ◆ Action Due Date
- ◆ Payment Status
- ◆ Approval Status
- ◆ Custom 1-20
- ◆ PO Number
- ◆ Policy Name
- ◆ Is Emergency Check Run
- ◆ Invoice Received Date
- ◆ Payment Terms
- ◆ Payment Due Date (not applicable to the **All My Invoices** list view)
- ◆ Payment Method
- ◆ Description
- ◆ Org Unit 1-6

Searchable columns:

- ◆ Vendor Name
- ◆ Title
- ◆ PO Match Status (not applicable to the **All My Invoices** list view)
- ◆ Total
- ◆ Vendor Invoice Number
- ◆ PO Number (not applicable to the **All My Invoices** list view)

Any changes to columns in the **Manage Columns** window will be applied to the **Unsubmitted Invoices**, **Unsubmitted Purchase Orders**, and **All My Invoices** list views.

NOTE: A maximum of three custom fields can be placed in the **Visible** list.

In addition, if you customize columns while acting as a proxy for another user, you are customizing the view for yourself only, not the user for whom you are acting as a proxy.

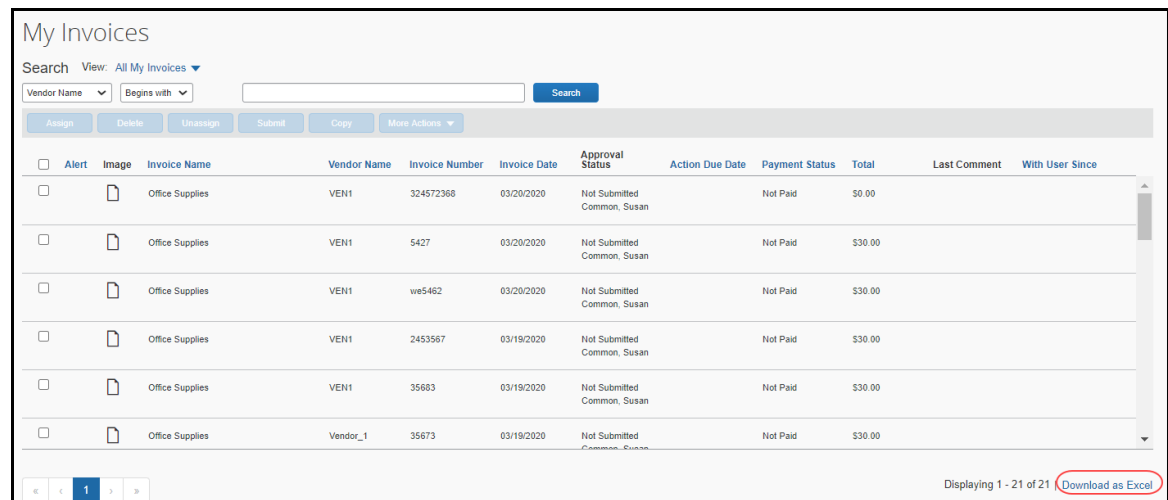
Download Data to Excel

You can download data to Excel from several list views on the **My Invoices** page. The **Download as Excel** link is available from the following list views:

- Unsubmitted Invoices
- Unsubmitted Purchase Orders
- All Unassigned Invoices
- Unassigned Invoices Created by Me
- All Assigned Invoices
- My Deleted Invoices
- All My Invoices
- Recurring Invoices

NOTE: The maximum number of invoices that can be exported from the **All My Invoices** list view is 12,500. The other list views do not have this limit, but the export process might take some time if there are many items to be exported.

Example – Download as Excel From All My Invoices List View



The screenshot shows the 'My Invoices' interface. At the top, there's a search bar and a 'View: All My Invoices' dropdown. Below this is a table of invoices. The table has columns: Alert, Image, Invoice Name, Vendor Name, Invoice Number, Invoice Date, Approval Status, Action Due Date, Payment Status, Total, Last Comment, and With User Since. There are six rows of invoice data. At the bottom right of the table, there is a 'Download as Excel' link, which is circled in red in the original image. The bottom of the page shows a pagination bar with 'Displaying 1 - 21 of 21' and a 'Download as Excel' button.

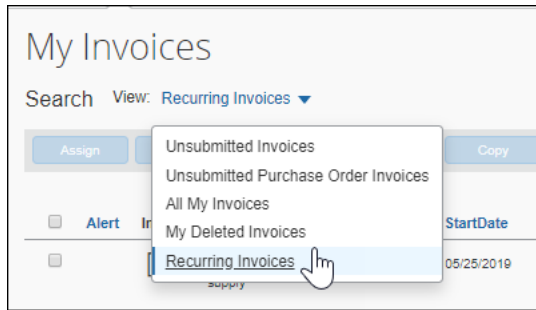
Alert	Image	Invoice Name	Vendor Name	Invoice Number	Invoice Date	Approval Status	Action Due Date	Payment Status	Total	Last Comment	With User Since
<input type="checkbox"/>		Office Supplies	VEN1	324572368	03/20/2020	Not Submitted Common, Susan		Not Paid	\$0.00		
<input type="checkbox"/>		Office Supplies	VEN1	5427	03/20/2020	Not Submitted Common, Susan		Not Paid	\$30.00		
<input type="checkbox"/>		Office Supplies	VEN1	we5462	03/20/2020	Not Submitted Common, Susan		Not Paid	\$30.00		
<input type="checkbox"/>		Office Supplies	VEN1	2453567	03/19/2020	Not Submitted Common, Susan		Not Paid	\$30.00		
<input type="checkbox"/>		Office Supplies	VEN1	35683	03/19/2020	Not Submitted Common, Susan		Not Paid	\$30.00		
<input type="checkbox"/>		Office Supplies	Vendor_1	35673	03/19/2020	Not Submitted Common, Susan		Not Paid	\$30.00		

NOTE: If the client leaves the **My Invoices** page while the export process is in progress, the export will be canceled. However, clients will be able to open an invoice on the **My Invoices** page while the export is running.

Create a Recurring Invoice

An Invoice User can specify that an invoice is recurring. When a recurring invoice is configured, the system generates the invoice on a designated schedule and moves the invoice to workflow and payment automatically.

Recurring invoices appear on the **My Invoices** page when you select **Recurring Invoices** from the **View** menu. The **Recurring Invoices** option only appears on the **View** menu when one or more recurring invoices are configured.



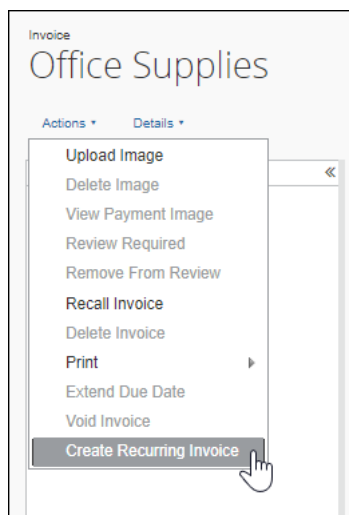
By default, the recurring invoice is generated 14 days before the scheduled payment date.

By marking an existing invoice as recurring, the system handles the creation and submission of the invoice automatically without user intervention.

NOTE: This feature does not apply to purchase orders (a PO invoice); the command is unavailable if the invoice is a PO invoice.

► **To create a recurring invoice:**

1. Locate and open the invoice from which you would like to create a recurring invoice.
2. Click **Actions > Create Recurring Invoice**.



The **Recurring Invoice Details** window appears.

Recurring Invoice Details

What is the frequency of this recurring invoice?

Monthly

What day(s) of the month is the payment for this recurring invoice due?

How should the Invoice Number be managed?

☒ Copy Invoice Number from current invoice

☐ Copy Invoice Number from current invoice, but add auto-incrementing value as a suffix(ex. 1234 becomes 1234-001, 1234-002, etc)

When is this recurring invoice effective?

Start:

End:

Note: The recurring invoices will be created 14 days prior to their scheduled payment due date

Save

Cancel

3. Complete the following fields:

Field	Description
What is the frequency of this recurring invoice?	<p>In this list, you select how often the system should create a recurring invoice. Select one of the following:</p> <ul style="list-style-type: none"> Monthly Twice Per Month Quarterly
What day(s) of the month is the payment for this recurring invoice due?	<p>In this list, you select what day of each month the payment for this recurring invoice should be due.</p>
How should the Invoice Number be managed	<p>Copy Invoice Number from current payment request: This is the default option.</p> <p>Copy Invoice Number from current request, but add auto-incrementing value as a suffix: SAP Concur maintains the invoice number, and then adds a hyphen and number to the end of the invoice number to make it unique. For example, if the invoice number is 1234, then the recurring invoice numbers that are created from that template will be 1234-01, 1234-02, and so on.</p>
When is this recurring invoice effective?	<p>Select the dates between which the recurring invoice should be in effect.</p>

4. Click **Save**.

NOTE: You can also configure a recurring invoice by clicking **Actions** > **Create Recurring Invoice** from the **Invoice Details** page of an open invoice.

Make One Time Changes to the Details of a Recurring Invoice

If the Invoice User must make a one-time change to a recurring invoice, they can open the submitted invoice, select **Recall Invoice** from the **Actions** menu, make the change, and then save and re-submit the invoice with the required change.

NOTE: The next invoice that the system generates will not reflect the one-time change. The system does not retain a one-time change in the template.

Export Recurring Invoices

The **Recurring Invoices** list page has a **Download as Excel** link that works the same as the **Download as Excel** link on the **My Invoices** page, but only exports recurring invoices.

Once Invoice Owners with the AP User role click the **Download as Excel** link, all recurring invoices are selected and exported to an Excel spreadsheet. The export file will be named, *invoices_<date or time stamp>.xml*. The spreadsheet will contain the same fields as displayed on the **Recurring Invoices** list page.

Reviewing the exported recurring invoices spreadsheet, helps users identify any that require adjustments made to recurring invoice templates.



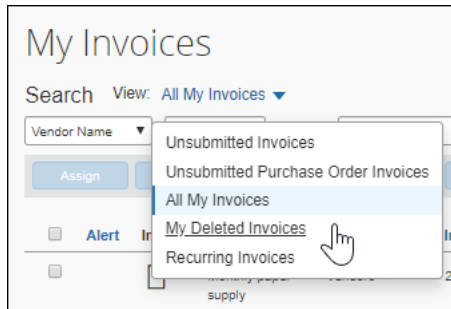
For more information, refer to the *Download Data to Excel* section in this guide.

► To download recurring invoices to an Excel spreadsheet:

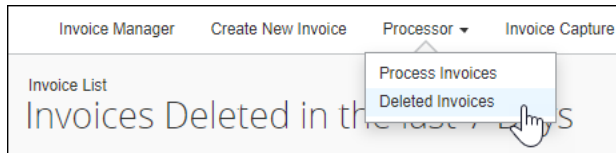
On the **Recurring Invoices** list page, click the **Download as Excel** link in the lower right corner of the page.

Work with Deleted Invoices

Invoice Owners and Invoice AP Users can view their own deleted invoices by choosing **My Deleted Requests** from the **View** menu on the **My Invoices** page.



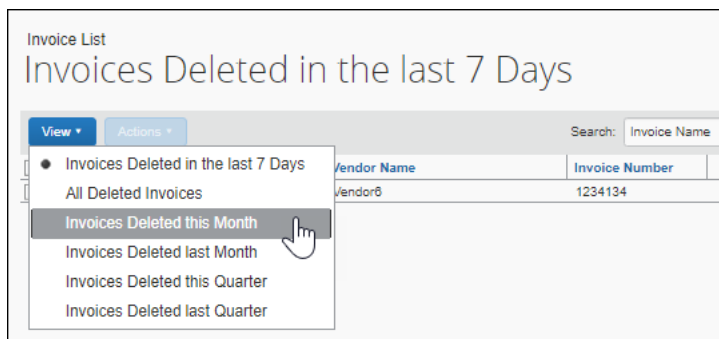
Invoice Processors can view all deleted requests by clicking on **Deleted Invoices** in the **Processor** menu.



Filter Deleted Invoices Using the View Menu

On the **Deleted Invoices** page, Invoice AP Users and Invoice Processors can also filter deleted requests by choosing from the options on the **View** menu or entering search criteria into the **Search** fields.

By default, the list of deleted invoices that appears on the **Deleted Invoices** page includes invoices that were deleted within the last seven days. The user or processor can change this view by clicking **View** and selecting another option:



Search for Deleted Invoices Using Search Criteria

The AP user or processor can search for specific invoices by selecting search criteria from the available menus and entering search criteria into the **Search** field.

► To search for deleted invoices:

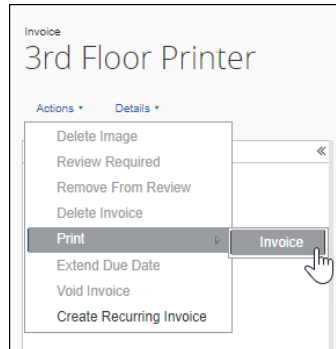
1. Navigate to the **Deleted Invoices** page.
2. Search for the invoice by selecting search criteria such as by vendor name or by the invoice total.

3. Once you find the invoice, open the invoice by clicking it directly, or by selecting the invoice and then clicking **Open Invoice** on the **Actions** menu.

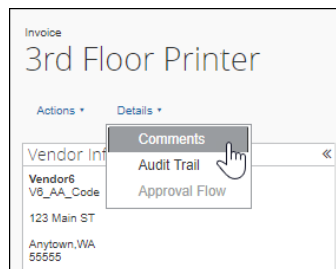
4. Review the deleted invoice. The following options are available to the user:
 - ♦ **Restore:** After selecting the invoice(s) on the **Deleted Invoices** page, click **Actions**, and then click **Restore Invoice** or click the **Restore Invoice** button to return the invoice(s) to your queue.

An AP user or processor can also restore a deleted invoice by opening the request and then clicking the **Restore Invoice** button.

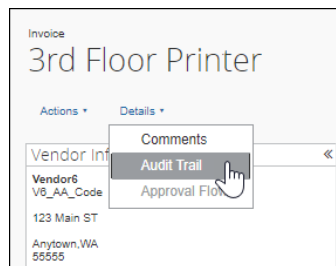
- ♦ **Print:** Open the invoice, click **Actions**, point to **Print**, and then choose a print format. The default print format is **Invoice**; however, your administrator might have enabled or configured other formats.



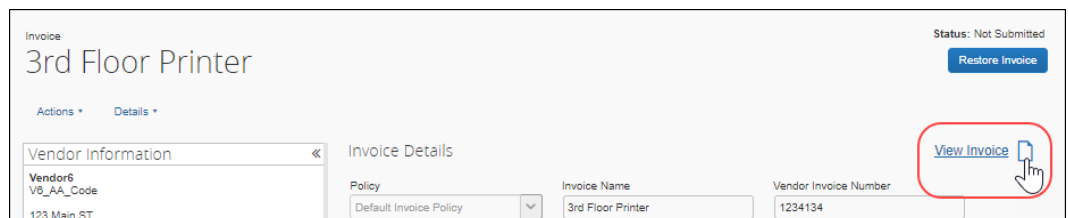
- ♦ **View Comments:** Open the invoice, click **Details**, and then click **Comments**.



- ♦ **View Audit Trail:** Open the invoice, click **Details**, and then click **Audit Trail**.



- ♦ **View Uploaded Invoice Images:** Open the invoice, click **View Invoice**. The Imaging service displays any associated images in a window of the same name.



Work with Images

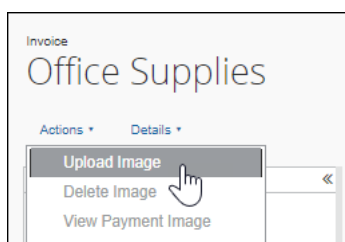
This section describes how to upload, change, and delete images associated with an invoice.

Upload an Image for an Invoice

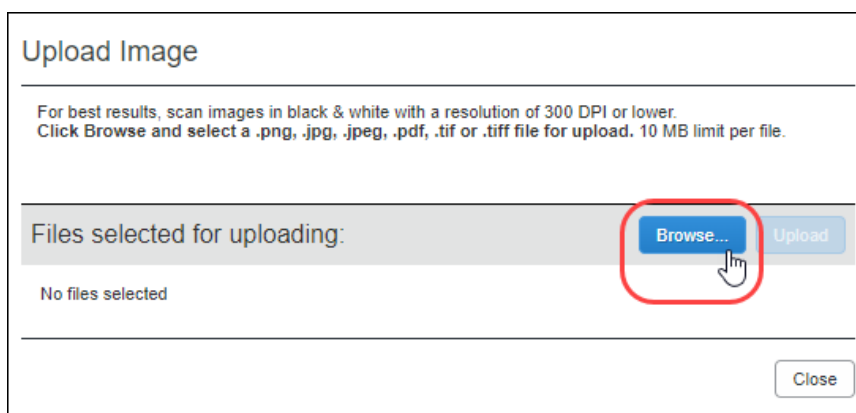
You can upload an image, such as an invoice or W-9 form, for a specified invoice. This action is restricted to a single invoice at a time since you must open the invoice to access the **Upload Image** menu item.

► **To upload an image:**

1. Open the invoice you want to associate an image with.
2. In the **Actions** menu, click **Upload Image**.



3. In the **Upload Image** window, click **Browse** and navigate to the folder that contains the image(s).



4. Select the image file(s) and click **Open**. Invoice adds the file to a list under **Files selected for uploading**.



5. Click **Upload** to upload the files.
6. Click **Close**.

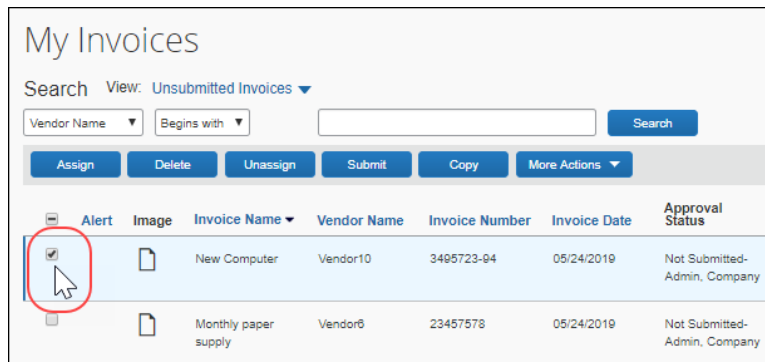
NOTE: The process may take a few minutes. The amount of time required to upload the images depends both on the size of each file and the connection speed.

View an Image for an Invoice

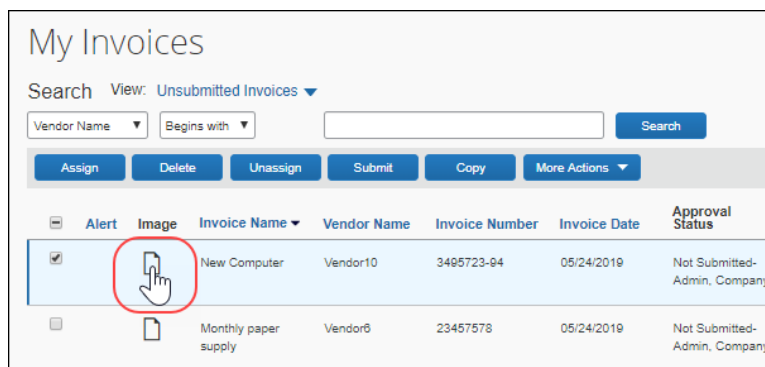
You can view images associated with an invoice from the **My Invoices** page or from within the invoice details.

► To view an image from the **My Invoices** page:

1. Select the invoice whose image you want to view.



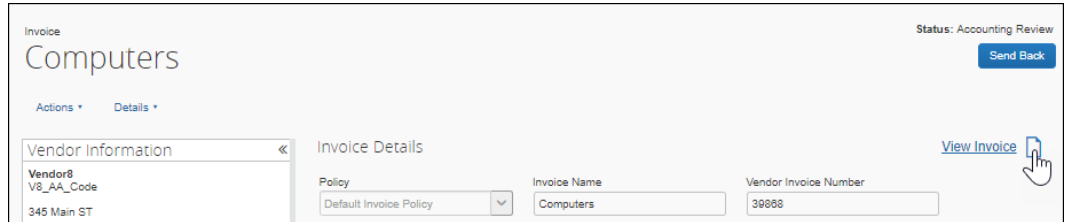
2. Click on the image icon.



3. The image appears in a separate window. When finished viewing the image, close the window.

► **To view an image associated with an open invoice:**

1. Open then invoice whose image you want to view.
2. Click **View Invoice**.



3. The image appears in a separate window. When finished viewing the image, close the window.

Delete an Image from an Invoice

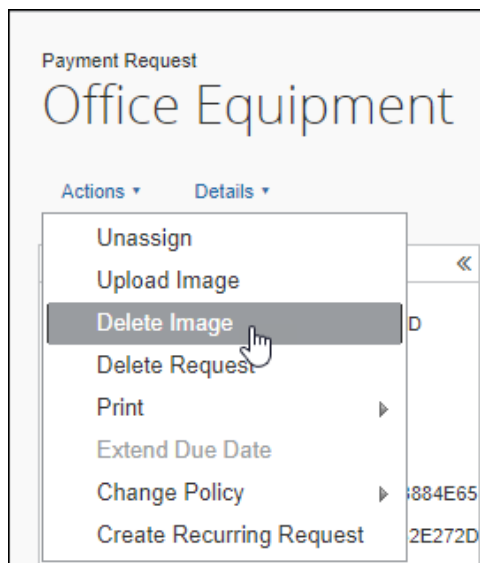
This action is restricted to a single invoice at a time since you must have the invoice open to access the **Delete Image** menu item.



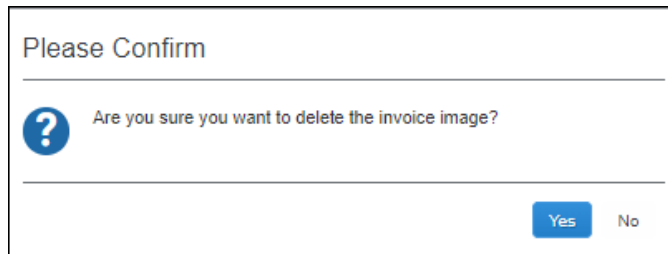
For information about disabling the ability to delete an image from an invoice, refer to the *Concur Invoice: Invoice Settings Setup Guide*.

► **To delete an image associated with an invoice:**

1. Open the invoice whose image you want to delete.
2. In the **Actions** menu, click **Delete Image**.



3. In the **Please Confirm** window, click **Yes** to delete the image.



Section 3: Manage Vendors

The Vendor Manager tool is used to view and manage vendor information, help maintain the integrity of the client's Vendor Master List and streamline the new vendor request process to keep invoice cycle time low. The tool can be used to evaluate new, unapproved vendor requests and maintain an approved vendor list that is free of duplicate and invalid vendors.

A user with the Invoice Vendor Manager role can use the Vendor Manager tool to perform the following actions:

- **Evaluate vendors with a status of Unapproved:** Newly added vendor requests have a status of *Unapproved* until their validity can be determined. It is the responsibility of the Invoice Vendor Manager to evaluate each vendor and take appropriate action. Vendor requests fall into one of three categories: valid, invalid, or duplicate of an existing, approved vendor. This document explains how to process vendor requests in each of these categories.
- **Maintain the Approved Vendor List:** Vendor details can be viewed, W-9 images can be attached or appended, and the number of invoices attached to the vendor can be determined.
- **Import Vendors:** An on-demand vendor import is available for importing vendors into the system.
- **Map Vendors to Defaults:** To automate the assignment of vendors, both expense types and specific Invoice Users can be mapped by default to a specified vendor.
- **Approve and Update Vendors:** By default, the Create and Approve Vendors feature is enabled, and the Invoice Vendor Manager can approve new vendors and update the information for approved vendors.

NOTE: If the Create and Approve Vendors feature is disabled, vendors can only be approved and updated through the Import Vendors feature.

- **Review changes made to vendor information:** Changes made to a vendor's information can be reviewed by checking the vendor information audit trail.
- **Manage Sanctioned and Invalid Vendors:** Manage invoices for vendors that are identified as having a Sanctioned or Invalid status during BPS screening.

Required Roles

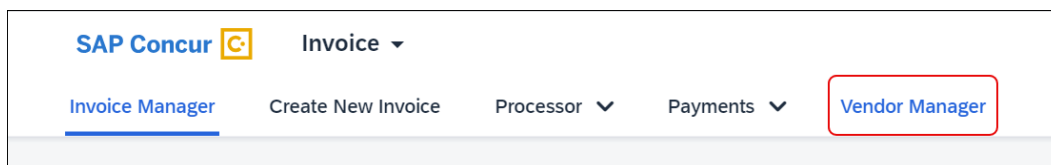
The **Vendor Manager** tool is available to users with the Invoice Vendor Manager role.

Access the Vendor Manager Tool

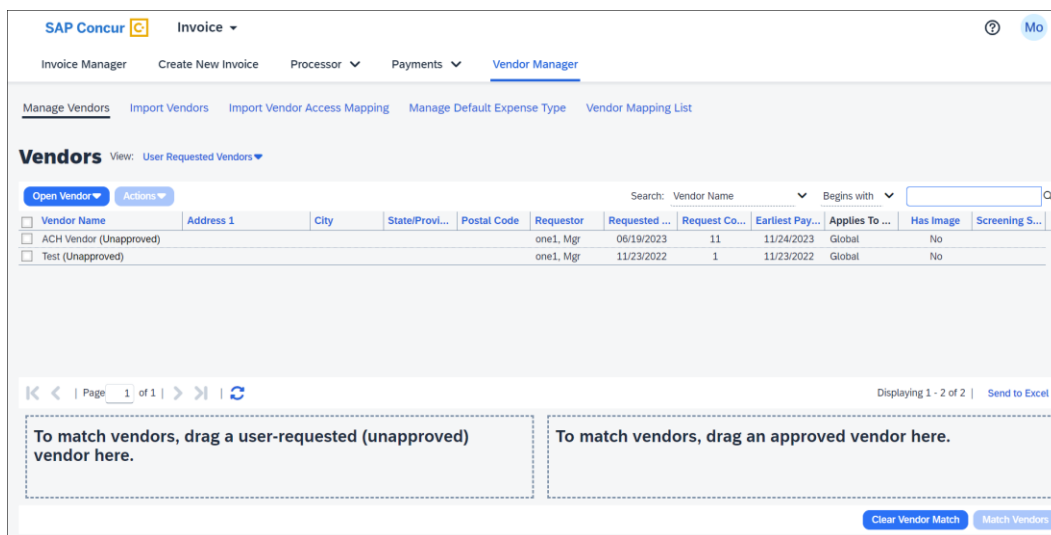
You can manage vendors through the **Vendor Manager** feature.

► **To access the Vendor Manager tool:**

1. Click **Invoice > Vendor Manager**.



The **Manage Vendors** page appears.



Search for a Vendor

You can search for specific vendors by combining vendor attributes, a search operator, and keywords.


► **To search for a vendor:**

- 1. Click **Invoice > Vendor Manager**. The **Search** fields appear in the upper left corner above the vendors list.

Search:

Vendor Name

Begins with

- 2. Select the vendor attribute to search by:

Vendor Attribute	Description
Vendor Name <i>(Default)</i>	All or a part of the vendor's name
Vendor Code	All or part of the vendor's code identifier
Address Code	All of part of the vendor's address code identifier
Tax ID	All or part of the vendor's unique tax identification number NOTE: The Tax ID will not be encrypted in the database.

- 3. Select the operator attribute:


Operator Attribute	Description
Begins with <i>(Default)</i>	Return vendors that begin with vendor query attribute.
Contains	Return vendors that include all of the search criteria in the order provided.
Ends With	Return vendors that end with vendor query attribute.
Equals	Return vendors that match the search criteria exactly.

- 4. Type the search string query in the box provided in the **Search** area.


Search:

Vendor Name

Begins with

State/Pro... Postal Code Tax ID Request /... Applies T... Has Image

- 5. Click  (or press Enter).

The system returns a list of the vendors that match the search criteria.

<input type="checkbox"/> Vendor Name▲	Vendor C...	Address ...	Address 1	City	State/Pro...
<input type="checkbox"/> Concave (Unapproved)	0B4BB87...		123 Main Street	Seattle	WA
<input type="checkbox"/> Convex (Unapproved)	6EC5079B...		555 State Street	Seattle	WA

Include or Exclude Vendor in Capture Processing

As a Vendor Manager, you can prevent selected vendors from being included in invoices processed through Capture Processing. This option is only available to companies using Capture Processing and does not appear if the Capture Processing feature has not been enabled.

NOTE: The Capture Processing feature is enabled by SAP Concur through an internal tool.

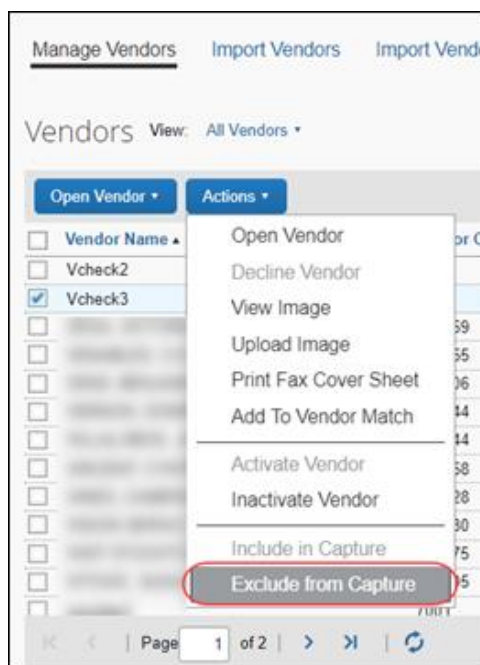
Preventing selected vendors from being included in invoices processed through Capture Processing can be useful when there is cross-department billing within a company and clients have set themselves up as vendors. By filtering these vendors out of the OCR engine, the capture process becomes more accurate at finding the correct vendor for the invoice.

Exclude a Vendor from Capture

All vendors are available for capture by default. Use this procedure to exclude one or more vendors from inclusion in the processed invoice generated by the Capture Processing tool.

► ***To exclude a vendor from capture:***

1. Navigate to the **Manage Vendors** page.
2. Search for the vendor that you would like to exclude from capture.
3. In the **Actions** menu, select **Exclude from Capture**.



All of the vendors that you have excluded from capture are prevented from being used with the capture service. However, you can manually select an excluded vendor during the verify process.

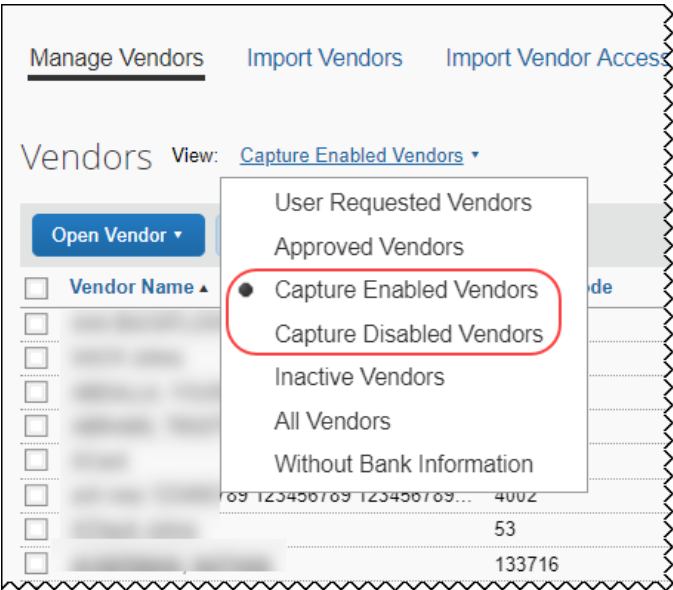
USE THE VENDOR IMPORT TO INCLUDE OR EXCLUDE VENDORS

If you import vendors by using the Vendor Import template that is available for download from the **Import Vendors** tab, you can enter Y or N in the **Vendor Visible For Content Extraction** column to specify whether to include or exclude the vendor.

	A	B	BA
1	Vendor Code	Vendor Name	Vendor Visible For Content Extraction
2	VENA	VendorA	N
3	VENB	VendorB	Y
4	VENC	VendorC	N

LIST CAPTURE PROCESSING ENABLED AND DISABLED VENDORS

If you would like to filter the list of vendors to either capture enabled vendors or capture disabled vendors, select **Capture Enabled Vendors** or **Capture Disabled Vendors** from the **View** menu.

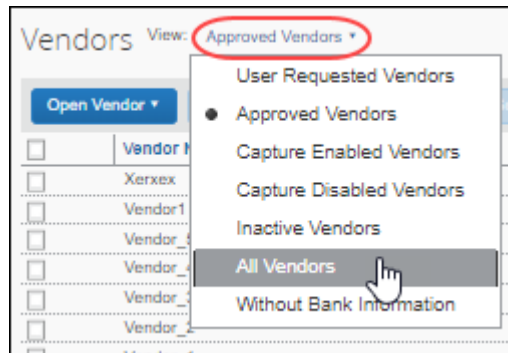


View Vendor Information

Details about a vendor—such as the vendor's name, address, and account number—are available on the **Vendor Information** page.

► **To view information about a vendor:**

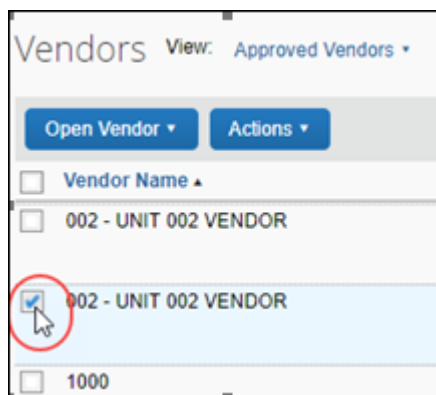
1. Click **Vendor Manager**.
2. On the **Vendor Manager** tab, search for the vendor:
 - ◆ **Use the View menu:** Select a filtering option from the list.



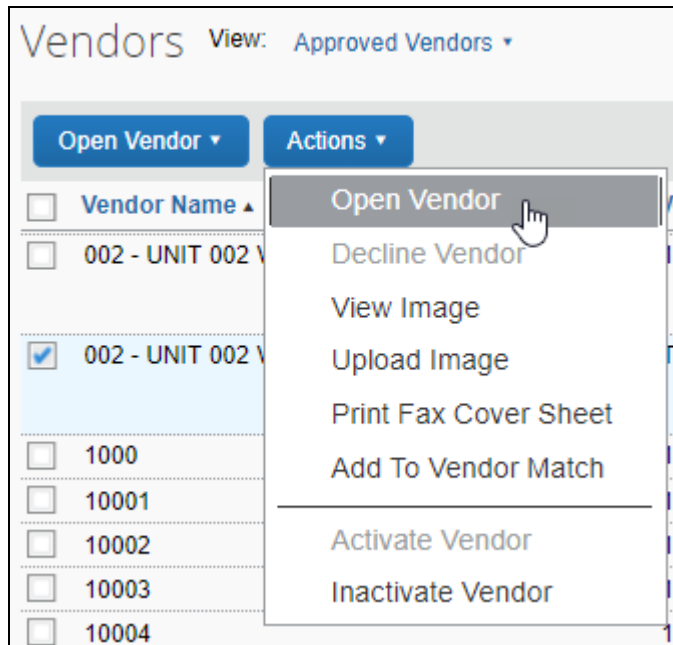
- ◆ **Use the Search fields:** Search using options in the **Search** fields (refer to the *Searching for a Vendor* section in this document for more information).

 A screenshot of the search area at the top of the 'Vendors' list. It includes a 'Search:' label, a dropdown menu set to 'Vendor Name', a 'Begins with' dropdown, and a search input field with a magnifying glass icon. Below the search area is a table header with columns: 'Tax ID', 'Import Date', 'Applies To Group(s)', 'Has Image', and an empty column.

3. Select the vendor.



4. Click **Actions**, and then click **Open Vendor**. You can also open the vendor information by double-clicking the vendor row in the list of vendors.



By default, a page similar to the following appears.

The screenshot shows the 'Vendor_One' form. At the top, there are 'Close' and 'Save' buttons. Below the title, there is an 'Actions' dropdown. The form contains several fields organized in a grid:

- Vendor Name ***: Vendor_One
- Vendor Code**: 045F2D25F8BB4AE0AFD1AE82F
- Address Accounting Code**: 565C329D02F746F9AD040638C7
- Address 1**: 123 Main ST.
- Address 2**: (empty)
- Address 3**: (empty)
- City**: Anytown
- State or Province**: Maine
- Postal Code**: (empty)
- Currency ***: USD-US, Dollar
- Account Number**: 019238467
- Contact Last Name**: (empty)
- Contact Email**: (empty)
- Telephone Number**: (empty)
- Tax ID**: (empty)
- Pay Method Type**: Client
- PO Contact First Name**: Bob
- PO Contact Last Name**: Roberts
- PO Contact Phone Number**: (empty)
- PO Contact Email**: (empty)
- Address Import Sync ID**: 620187038A4944488BAF

At the bottom left, there are 'Save' and 'Cancel' buttons. A red asterisk indicates required fields.

Section 3: Manage Vendors

If the Create and Approve Vendors feature is disabled, a page similar to the following appears.

The screenshot shows a 'Vendor Information' form with a 'General Vendor Information' section. The form contains various input fields for vendor details. A 'Close' button is located at the bottom right.

General Vendor Information			
Vendor Name Vendor_One	Vendor Code 045F2D25F8BB4AE0AFD1AE82F9 1B16A1	Address Accounting Code 565C329D02F746F9AD040638C7F 8B227	Address 1 123 Main ST.
Address 2	Address 3	City Anytown	State or Province Maine
Account Number 019238467	Contact First Name	Contact Last Name	Contact Email
Telephone Number	Tax ID	Pay Method Type Client	PO Contact First Name Bob
PO Contact Last Name Roberts	PO Contact Phone Number	PO Contact Email	Address Import Sync ID 620187038A4944488BAF

Export Vendor Data to Excel

The Vendor Manager can export vendor information for unapproved vendors, approved vendors, inactive vendors, or all vendors to an Excel spreadsheet. The format of the spreadsheet includes the rows and column headings.

- Only vendors that are visible on the page are included in the output
- A limit of 12,500 rows is enforced; if the exported list is greater than this, the system displays a message asking if the export should continue

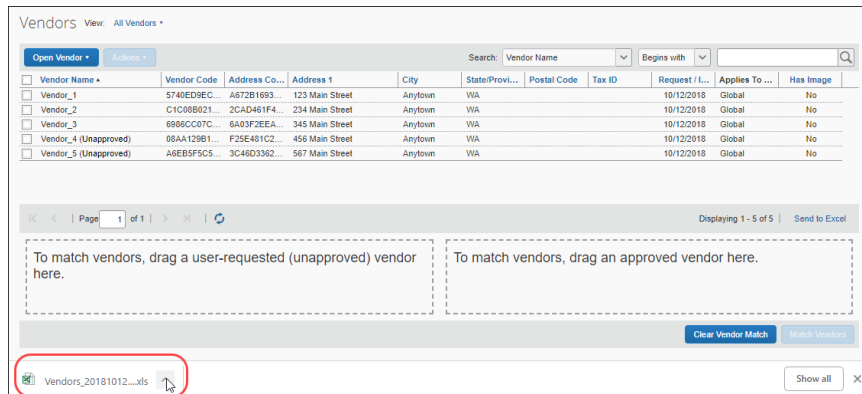
► To export vendor data to Excel:

1. Click **Invoice > Vendor Manager**.
2. On the **Manage Vendors** page, search for the vendors whose information you want to export.
3. Click the **Send to Excel** link.

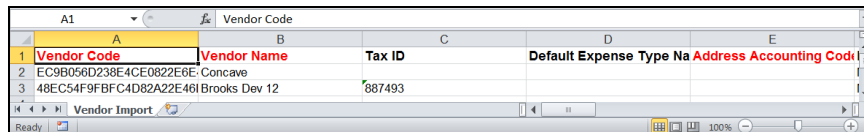
The screenshot shows the 'Vendor Manager' interface with the 'Manage Vendors' tab selected. A table of vendors is displayed, and a 'Send to Excel' link is highlighted in the bottom right corner of the table area.

Vendor Name	Vendor Code	Address Co...	Address 1	City	State/Provi...	Postal Code	Tax ID	Request / L...	Applies To ...	Has Image
Vendor_1	5740ED0EC...	A672B1693...	123 Main Street	Anytown	VA			10/12/2018	Global	No
Vendor_2	C1C08B021...	2CAD461F4...	234 Main Street	Anytown	VA			10/12/2018	Global	No
Vendor_3	6986CC07C...	6A03F2EEA...	345 Main Street	Anytown	VA			10/12/2018	Global	No
Vendor_4 (Unapproved)	08A4129B1...	F29E491C2...	456 Main Street	Anytown	VA			10/12/2018	Global	No
Vendor_5 (Unapproved)	A6EB5F5C5...	3C46D3362...	567 Main Street	Anytown	VA			10/12/2018	Global	No

The vendor information is saved to an Excel spreadsheet and downloaded to the local system.



The Excel file contains columns for all fields that appear on the **Vendor Information** page regardless of whether the fields contain information.



Add and Approve Vendors

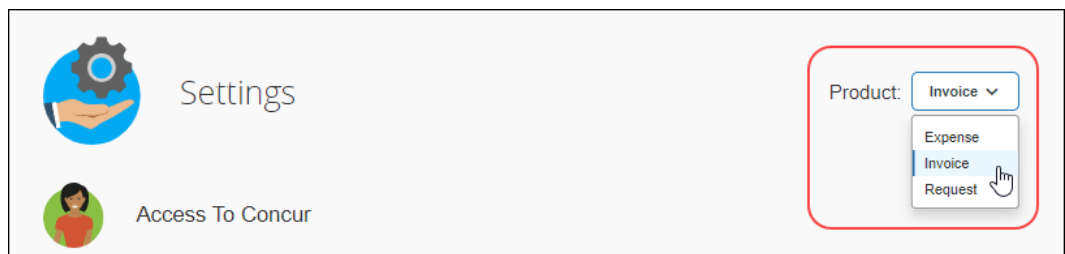
By default, the Vendor Manager can add and approve new vendors. This feature can be disabled by the Invoice Admin.

Create and Approve Vendors Feature

The Create and Approve Vendors feature enables Vendor Managers to approve vendors. This feature is enabled by default and can be disabled by a user with the Invoice Admin role.

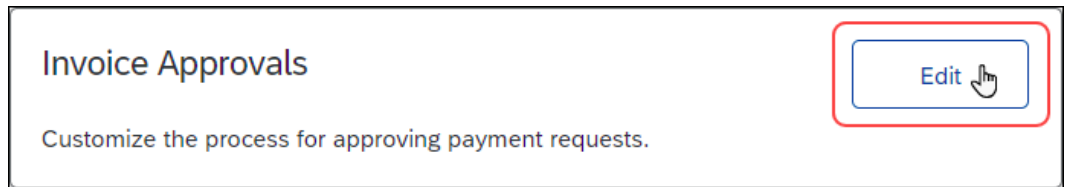
► To disable the Create and Approve Vendors feature:

1. (Invoice Admin only) Click **Expense Settings** or **Expense & Invoice Settings** or **Invoice Settings**.
2. In the **Product** list, click **Invoice**.



Section 3: Manage Vendors

3. In the **Policy** section, on the **Invoice Approvals** tab, click **Edit**.



The **Approval Routing** page appears.

A screenshot of the 'Approval Routing' page. The title 'Approval Routing' is at the top left. Below it is the text 'This is where you define how Invoice will route invoices for approval.' On the top right, there is a link 'Need help? How it works'. Below the title, there are three tabs: '1 Approval Routing', '2 Custom Workflow Setup', and '3 Cost Object Approver List'. The 'Approval Routing' tab is active. Below the tabs, there is a 'Save' button. The main content area is divided into two sections: 'Step 1: Select your approval routing' and 'Step 2: Choose workflow preferences'. In 'Step 1', there are radio buttons for 'Processor', 'Manager > Processor', 'Manager > Authorized Approver > Processor', 'Manager > Manager's Manager (up to 5 levels) > Processor', and 'Custom workflow'. In 'Step 2', there are checkboxes for 'Allow managers to add another approver to the list' and 'Allow employees to add another approver to the list'.

4. In the **Step 2: Choose workflow preferences** section, uncheck (disable) **Enable Create and approval for Invoice Vendor**.

A screenshot of the 'Step 2: Choose workflow preferences' section. The title 'Step 2: Choose workflow preferences' is at the top left. Below it is the text 'Sometimes invoices need to be approved by a manager outside the regular approval route. You can choose whether employees, managers, or both are allowed to select additional approvers for the request. You can also define when a pending approval Payment Request expires and reroutes to the approver's manager or assign the invoice to the Purchase Request Owner or all of the above.' Below the text, there are several checkboxes: 'Allow managers to add another approver to the list', 'Allow employees to add another approver to the list', 'Set Pending Approval expiration and route to manager after (in days)', 'Assign invoice to Purchase Request Owner', 'Allow Invoice Processors to Process their own Invoices', 'Send vendor payment email notifications for Check and ACH Concur Invoice Pay types', 'Enable Create and approval for Invoice Vendor', and 'Allow employees to recall requests'. The 'Enable Create and approval for Invoice Vendor' checkbox is circled in red, and a mouse cursor is pointing at it.

NOTE: If the Create and Approve Vendors feature is disabled, vendors must be imported to be approved. Refer to the *Import Vendors* section of this document for more information.

► **To add a new vendor:**

1. On the **Manage Vendors** page, click **Open Vendor > Request New Vendor**. The **New Vendor** page appears.

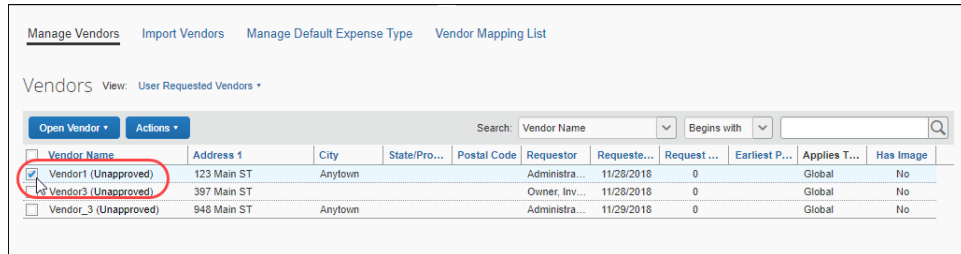
2. Fill in the desired fields. If any of the fields are required, you must fill in those fields before submitting the form.
3. Click **Submit For Approval**. The new vendor appears in the vendor list with a status of *Unapproved*.

Vendor Name	Address 1	City	State/Province...	Postal Code
Vendor2 (Unapproved)				

Section 3: Manage Vendors

► **To approve an unapproved vendor:**

1. Select the vendor you want to approve.



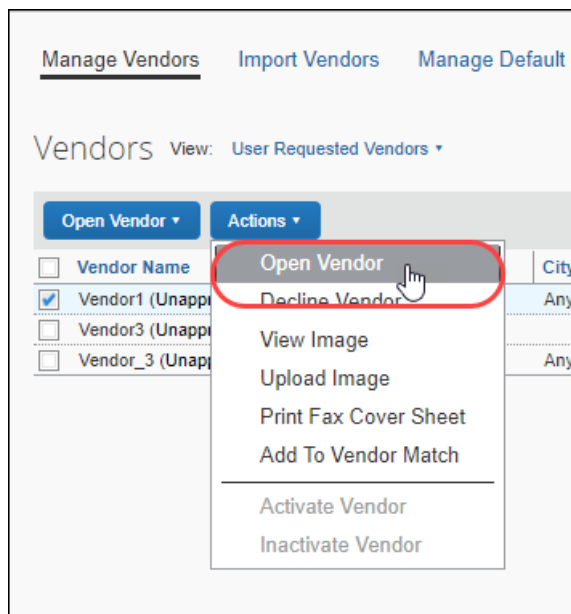
Manage Vendors Import Vendors Manage Default Expense Type Vendor Mapping List

Vendors View: User Requested Vendors ▾

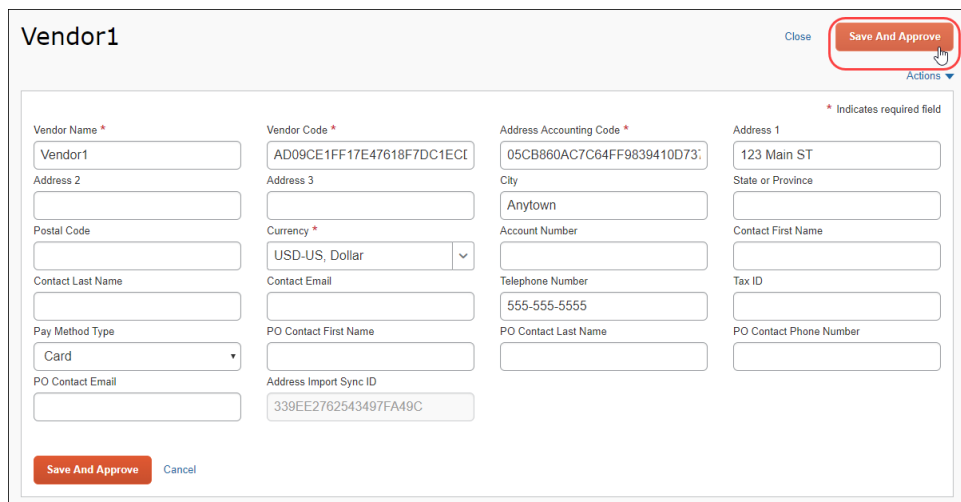
Open Vendor ▾ Actions ▾ Search: Vendor Name ▾ Begins with ▾

<input type="checkbox"/>	Vendor Name	Address 1	City	State/Pro...	Postal Code	Requestor	Requeste...	Request ...	Earliest P...	Applies T...	Has Image
<input checked="" type="checkbox"/>	Vendor1 (Unapproved)	123 Main ST	Anytown			Administra...	11/28/2018	0		Global	No
<input checked="" type="checkbox"/>	Vendor3 (Unapproved)	397 Main ST				Owner, Inv...	11/28/2018	0		Global	No
<input type="checkbox"/>	Vendor_3 (Unapproved)	948 Main ST	Anytown			Administra...	11/29/2018	0		Global	No

2. On the **Actions** menu, click **Open Vendor**.



3. Review the vendor information and then click **Save and Approve**.



Vendor1 Close Save And Approve

* Indicates required field

Vendor Name *	Vendor Code *	Address Accounting Code *	Address 1
Vendor1	AD09CE1FF17E47618F7DC1EC1	05CB860AC7C64FF9839410D73	123 Main ST
Address 2	Address 3	City	State or Province
		Anytown	
Postal Code	Currency *	Account Number	Contact First Name
	USD-US, Dollar ▾		
Contact Last Name	Contact Email	Telephone Number	Tax ID
		555-555-5555	
Pay Method Type	PO Contact First Name	PO Contact Last Name	PO Contact Phone Number
Card ▾			
PO Contact Email	Address Import Sync ID		
	339EE2762543497FA49C		

Save And Approve Cancel

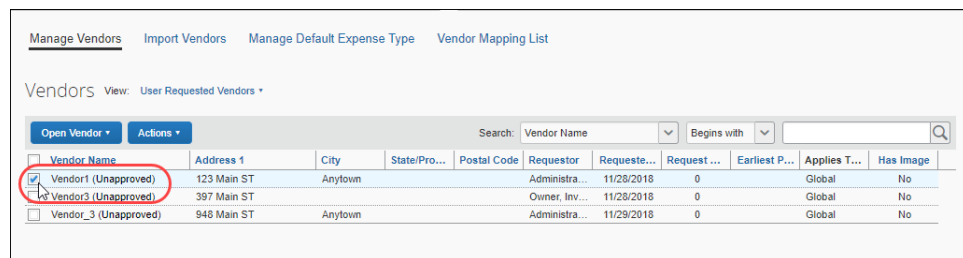
Update Vendor Information

By default, the Vendor Manager can update vendor information for unapproved and approved vendors. If the Vendor Manager updates vendor information for an unapproved vendor, the vendor will be approved when the vendor information is saved.

NOTE: If the Create and Approve Vendors feature is disabled, the Vendor Manager can only update unapproved vendors and the vendor is not approved upon saving the information. When Create and Approve Vendors is disabled, vendor information for approved vendors can only be updated by importing updated vendor data.

► **To update vendor information for an unapproved vendor:**

1. Select the vendor whose information you want to update.



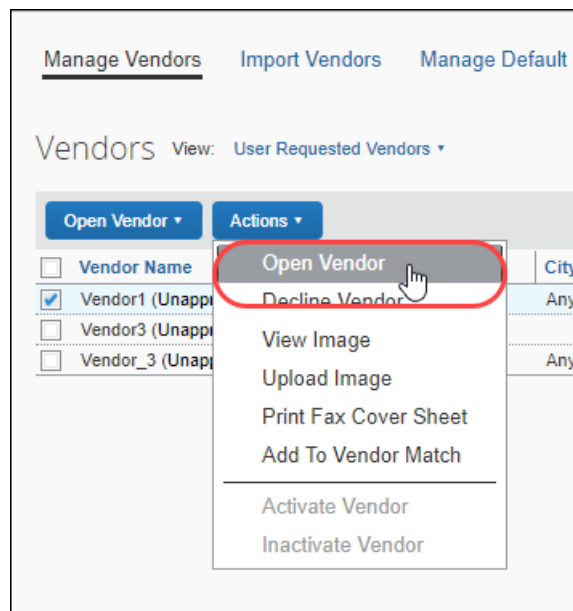
Manage Vendors Import Vendors Manage Default Expense Type Vendor Mapping List

Vendors View: User Requested Vendors

Open Vendor Actions Search: Vendor Name Begins with

Vendor Name	Address 1	City	State/Pro...	Postal Code	Requestor	Requeste...	Request ...	Earliest P...	Applies T...	Has Image
<input checked="" type="checkbox"/> Vendor1 (Unapproved)	123 Main ST	Anytown			Administra...	11/28/2018	0		Global	No
<input checked="" type="checkbox"/> Vendor2 (Unapproved)	397 Main ST				Owner, Inv...	11/28/2018	0		Global	No
<input type="checkbox"/> Vendor_3 (Unapproved)	948 Main ST	Anytown			Administra...	11/29/2018	0		Global	No

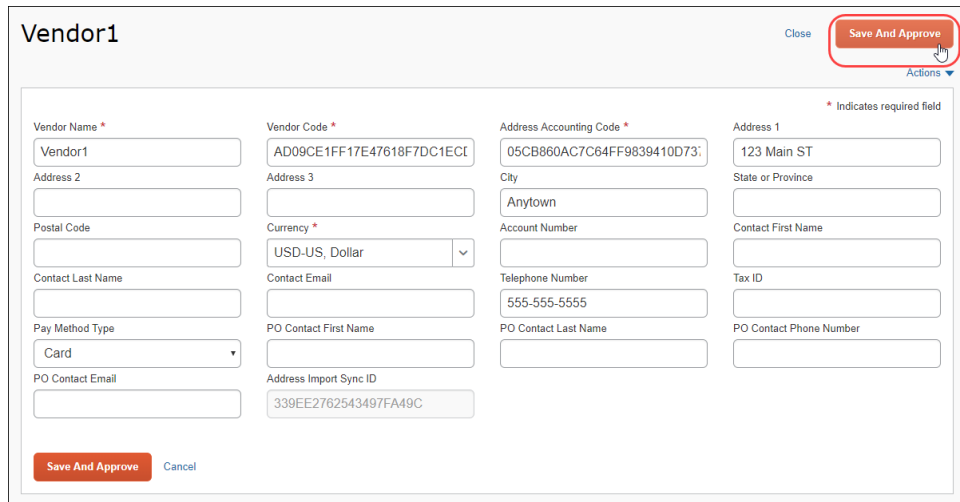
2. On the **Actions** menu, click **Open Vendor**.



3. Update the information as needed.

Section 3: Manage Vendors

4. Click **Save and Approve**.

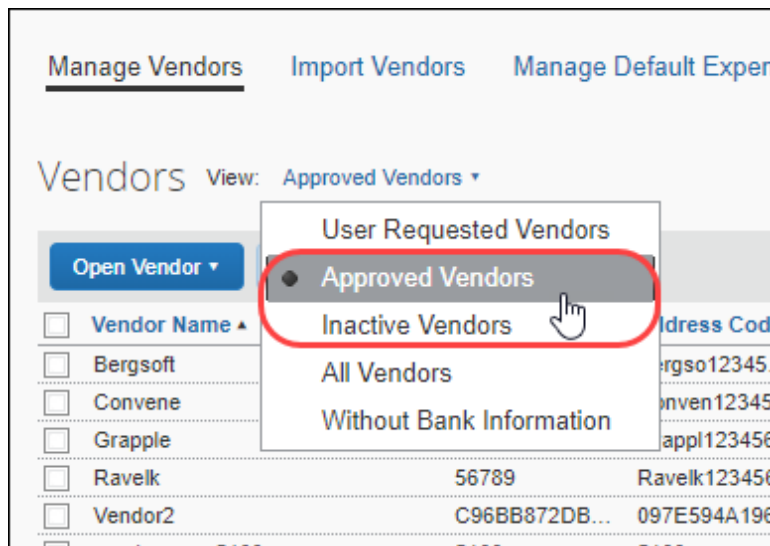


The screenshot shows the 'Vendor1' form with various fields for vendor information. The 'Save And Approve' button is highlighted in red in the top right corner. The form includes fields for Vendor Name, Vendor Code, Address Accounting Code, Address 1, Address 2, Address 3, City, State or Province, Postal Code, Currency, Account Number, Contact First Name, Contact Last Name, Contact Email, Telephone Number, Tax ID, Pay Method Type, PO Contact First Name, PO Contact Last Name, PO Contact Email, and Address Import Sync ID. A red box highlights the 'Save And Approve' button in the top right corner.

NOTE: If you do not want to approve the vendor, click **Close**. The vendor information will not be updated.

► To update vendor information for an approved vendor:

1. Find the vendor whose information you want to update by filtering the vendor list by approved vendors or by using the search fields to filter the vendor list.



The screenshot shows the 'Vendors' list with the 'View: Approved Vendors' filter selected. The 'Open Vendor' button is visible. The list includes vendors like Bergsoft, Convene, Grapple, Ravelk, and Vendor2. A red box highlights the 'Approved Vendors' filter in the dropdown menu.

2. Select the vendor whose information you want to update.

Vendors View: Approved Vendors

Open Vendor Actions Search: Vendor Name

<input type="checkbox"/> Vendor Name	Vendor Code	Address Code	Address 1	City	State/Provinc...	Postal Code	Tax ID
<input type="checkbox"/> Bergsoft	23456	Bergso12345		Anytown			
<input type="checkbox"/> Convene	12345	Conven12345		Anytown			
<input type="checkbox"/> Grapple	34567	Grappl123456		Anytown			
<input type="checkbox"/> Ravelk	56789	Ravelk123456		Anytown			
<input checked="" type="checkbox"/> Vendor2	C96BB872DB...	097E594A196...	235 Main ST	Anytown			
<input type="checkbox"/> vendorname5100	5100	5100	234 Main ST			55378	
<input type="checkbox"/> vendorname5101	5101	5101	345 Main ST			55378	

3. On the **Actions** menu, click **Open Vendor**.

Manage Vendors Import Vendors Manage Default

Vendors View: Approved Vendors

Open Vendor Actions

☐ Vendor Name ☒ Vendor2

Open Vendor
Decline Vendor
View Image
Upload Image
Print Fax Cover Sheet
Add To Vendor Match
Activate Vendor
Inactivate Vendor

4. Update the information as needed.
5. Click **Save**.

Vendor2

Close Save

Actions

* Indicates required field

Vendor Name * Vendor Code Address Accounting Code Address 1

Address 2 Address 3 City State or Province

Postal Code Currency * Account Number Contact First Name

Contact Last Name Contact Email Telephone Number Tax ID

Pay Method Type PO Contact First Name PO Contact Last Name PO Contact Phone Number

PO Contact Email Address Import Sync ID

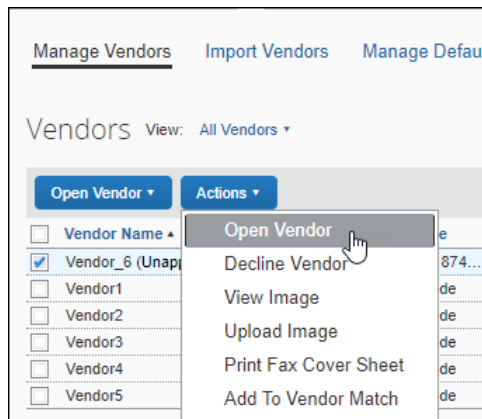
Save Cancel

Review a Vendor's Audit Trail

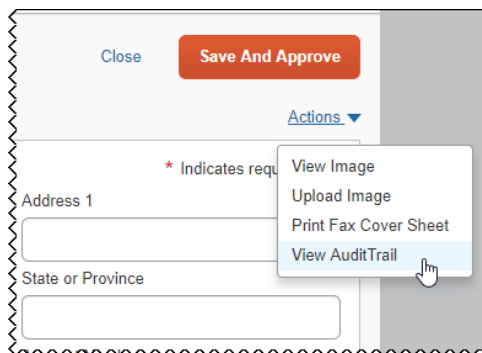
Clients with the Create and Approve Vendors feature enabled can track any changes made to a vendor record by reviewing the **Audit Trail** page within the vendor's information page. For example, when a vendor is approved or updated by the Vendor Manager, the actions are added to the vendor information audit trail.

► **To view the vendor information audit trail:**

1. On the **Manage Vendors** page, select the vendor whose audit trail you want to view, and then select **Open Vendor** on the **Actions** menu.



2. On the vendor information page, select **View Audit Trail** on the **Actions** menu.



The audit trail for the selected vendor appears.

Vendor_6 Audit Trail

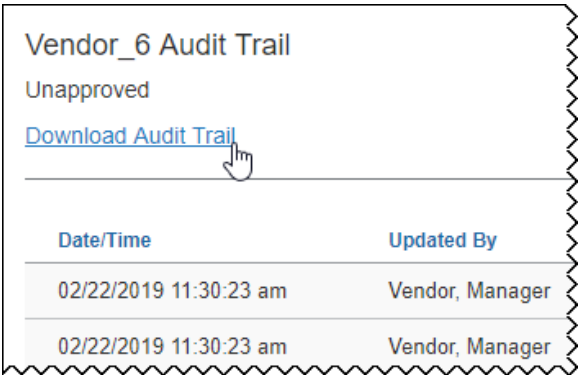
Unapproved

Download Audit Trail

Date/Time	Updated By	Action	Location	Field Label	Previous Value	New Value
02/22/2019 11:30:23 am	Vendor, Manager	PostVendorV4API		Vendor Code	9168E80061874FC58E12165F7253A985	
02/22/2019 11:30:23 am	Vendor, Manager	PostVendorV4API		Vendor Name		Vendor_6
02/22/2019 11:30:23 am	Vendor, Manager	PostVendorV4API		Address Accounting Code	694B53681B7544E8BB5658A1DDCB76D0	
02/22/2019 11:30:23 am	Vendor, Manager	PostVendorV4API		Pay Method Type		CLIENT
02/22/2019 11:30:23 am	Vendor, Manager	PostVendorV4API		approved		false
02/22/2019 11:30:23 am	Vendor, Manager	PostVendorV4API		deleted		false
02/22/2019 11:30:23 am	Vendor, Manager	PostVendorV4API		visibleForContentExtraction		true
02/22/2019 11:30:23 am	Vendor, Manager	PostVendorV4API		imageAvailable		false
02/22/2019 11:30:23 am	Vendor, Manager	PostVendorV4API		Vendor includes VAT in Unit Price		false
02/22/2019 11:30:23 am	Vendor, Manager	PostVendorV4API		Address Import Sync ID		D67CF459AC134908B561

Close

3. (Optional) Download the audit trail to a comma-separated (.csv) file by clicking the **Download Audit Trail** link.



Create Custom Fields for Vendor Pages

Custom fields can be added to Concur Invoice vendor pages. Custom fields are created on the **Custom Fields** page in Product Settings and display on the **New Vendor** and **Vendor** pages in Concur Invoice.

When creating a custom field, admins can specify the copy-down sources for the custom fields on invoices, enabling them to choose whether custom fields should copy from the user profile to the Invoice Header or from the vendor record to the Invoice Header.

When an admin adds a custom field through the **Custom Fields** page in Product Settings, the field is added to the **New Vendor** page when a vendor manager or end user creates new vendors, and on the vendor information page for existing vendors.

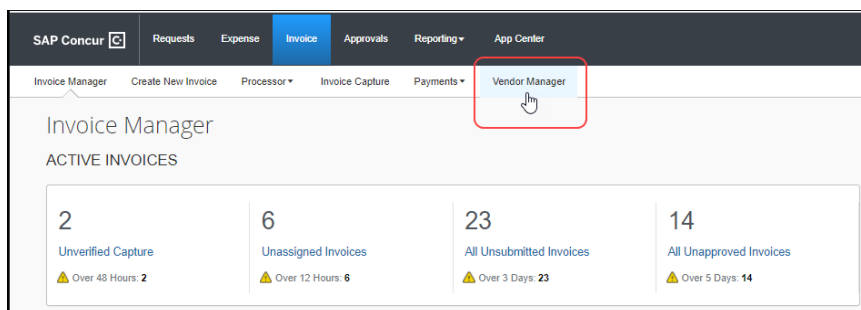
NOTE: Existing custom fields will not automatically be added to the vendor page. The admin must first visit the **Administration > Invoice Settings > Custom Fields** page. Visiting the **Custom Fields** page prompts the system to add the preexisting custom fields to the vendor page.



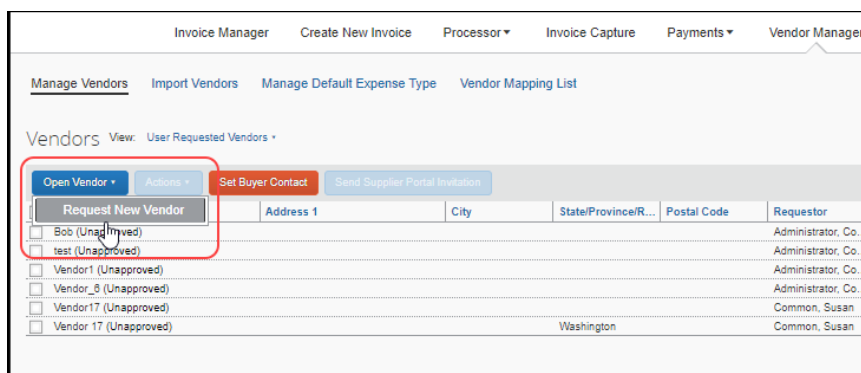
For more information about creating custom fields, refer to [Shared: Custom Fields Setup Guide for Concur Standard Edition](#).

► **To view custom fields on the New Vendor page:**

1. Click **Invoice > Vendor Manager**.



2. Click **Open Vendor > Request New Vendor**.



The custom field is included on the **New Vendor** page.

The 'New Vendor' form includes the following fields:

- Vendor Name * (Required field)
- Vendor Code
- Address Accounting Code
- Address 1
- Address 2
- Address 3
- City
- State or Province
- Postal Code
- Currency * (Required field)
- Account Number
- Contact First Name
- Contact Last Name
- Contact Email
- Telephone Number
- Tax ID
- Pay Method Type (None Selected)
- PO Contact First Name
- PO Contact Last Name
- PO Contact Phone Number
- PO Contact Email
- Address Import Sync ID
- Department (None Selected)
- Is Billable? (Invoice) (Custom field, highlighted with a red box)

The custom field is also included on the page for existing vendors.

The 'Vendor1' form includes the following fields:

- Vendor Name * (Required field)
- Vendor Code
- Address Accounting Code
- Address 1
- Address 2
- Address 3
- City
- State or Province
- Postal Code
- Currency * (Required field)
- Account Number
- Contact First Name
- Contact Last Name
- Contact Email
- Telephone Number
- Tax ID
- Pay Method Type (Client)
- PO Contact First Name
- PO Contact Last Name
- PO Contact Phone Number
- PO Contact Email
- Address Import Sync ID
- Department (None Selected)
- Is Billable? (Invoice) (Custom field, highlighted with a red box)

Add Vendor Banking Information to Vendor Form

The Invoice Admin can configure the **New Vendor** form to display the **Vendor Banking Information** section. The visibility of the **Vendor Banking Information** section can be configured for Invoice Owners only, Vendor Managers only, or both Invoice Owners and Vendor Managers. This section can be added to the form for all Invoice Owners or Vendor Managers, or the visibility can be based on which Invoice Policy Group the Invoice Owners or Vendor Managers are assigned to.



For information about the **Vendor Form Configuration** option that adds this capability, refer to the *Shared: Policy Groups Setup Guide for Concur Standard Edition*.

How It Works

The **Vendor Banking Information** option can be set to one of the following:

- **Hidden:** The **Vendor Banking Information** section does not appear on the form.
- **Required:** The **Vendor Banking Information** section appears at the bottom of the form, and all the fields that are marked with a red asterisk (required fields) must be filled out before the form can be submitted for approval.
- **Optional:** The **Vendor Banking Information** section appears at the bottom of the form but entering banking information is optional and the form can be submitted for approval without banking information.

If the Invoice Admin configures vendor banking information to be visible, the banking information fields appear at the bottom of the **New Vendor**.

New Vendor

Close

Submit For Approval

Actions

Vendor Name *

Address 2

Postal Code

Contact Last Name

Pay Method Type

PO Contact Email

Vendor Code

Address 3

Currency *

Search for Currency

Contact Email

PO Contact First Name

Address Import Sync ID

Address Accounting Code

City

Account Number

Telephone Number

PO Contact Last Name

Address 1

State or Province

Contact First Name

Tax ID

PO Contact Phone Number

Banking Information

Account Name

Country

UNITED STATES

Currency

USD

Bank Name

Routing Number

Account Number

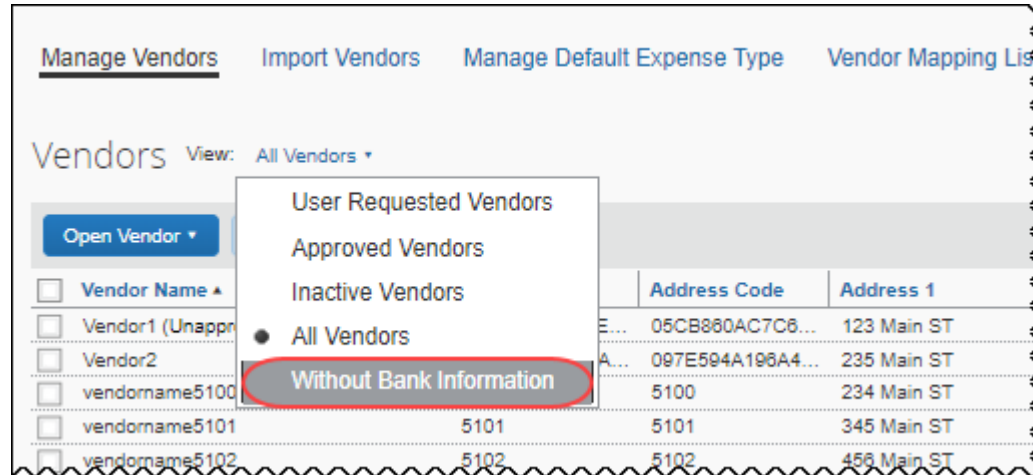
Type

Submit For Approval

Cancel

Filter Vendors Without Banking Information

You can filter the list of vendors so that only vendors without banking information are displayed. This feature makes it easier for the Vendor Manager to identify and update vendor forms that do not have banking information.



Deactivate and Reactivate a Vendor

Vendors can be deactivated and reactivated. Deactivating a vendor prevents the vendor from being associated with new invoices. For example, the Vendor Manager might want to deactivate a vendor that is no longer in business, has merged with another vendor, or when issues arise with financial transactions. Deactivating a vendor does not delete the vendor from the system, and a deactivated vendor can be reactivated.

NOTE: Only an approved vendor can be deactivated and reactivated; unapproved vendors cannot be deactivated.

When the Vendor Manager deactivates a vendor:

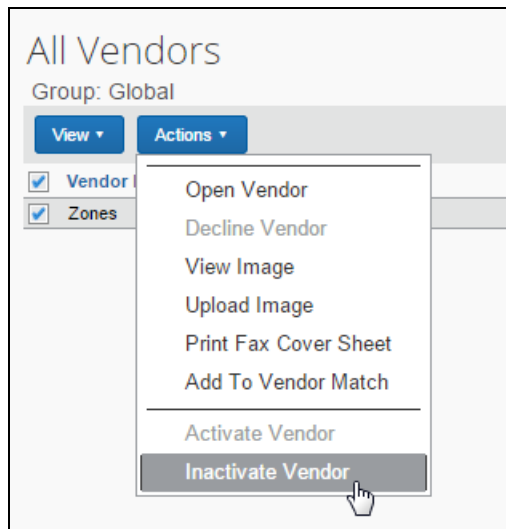
- The vendor is marked with the status *Inactive* in the vendors list on the **Manage Vendors** page.
- The deactivated vendor can no longer be selected when creating a new invoice.
- The vendor no longer appears when filtering the vendor list by choosing **Approved Vendor** on the **View** menu.
- All invoices currently associated with the deactivated vendor require a new or different vendor; the system will prompt the user to select a vendor.
- The vendor can be reactivated.

Deactivate a Vendor

The Vendor Manager can deactivate one or more vendors.

► ***To deactivate an approved vendor:***

1. On the **Vendor Manager** page, click **Manage Vendors**.
2. Perform a search to return the vendor(s) you want to deactivate.
3. Check the box next to the vendor(s) you want to deactivate.
4. On the **Actions** menu, click **Inactivate Vendor**.



The vendor is marked *Inactive* and cannot be selected when creating new invoices.

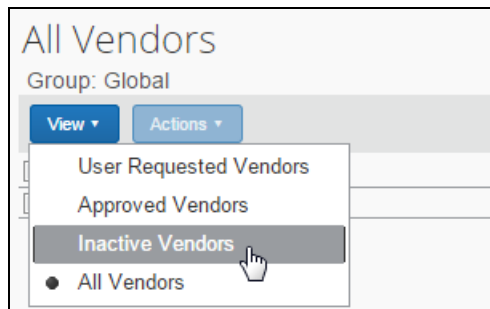


Filter for Deactivated Vendors

You can filter the vendor list so that only deactivated vendors appear.

► ***To filter for inactive vendors:***

1. On the **Vendor Manager** page, click the **Manage Vendors** tab.
2. On the **View** menu, click **Inactive Vendors**.

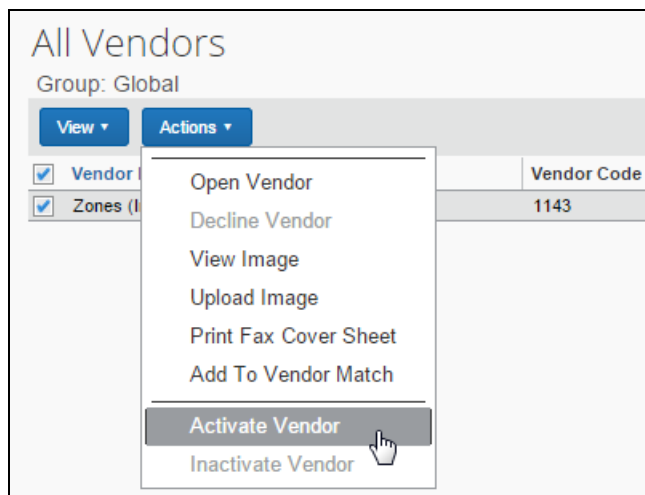


The system returns a list of vendors who have been inactivated.

Reactivate Deactivated Vendors

► ***To reactivate a vendor:***

1. On the **Vendor Manager** page, click **Manage Vendors**.
2. Perform a search to return the vendor(s) you want to reactivate.
3. Select the vendor(s) to reactivate.
4. On the **Actions** menu, click **Activate Vendor**.



Section 3: Manage Vendors

The vendor appears in the list when **All Vendors** or **Approved Vendors** is selected in the **View** menu, and the vendor can be selected when a new invoice is created.

Match a Vendor

When new vendors are requested, the Vendor Manager evaluates the request to ensure it is valid. If an unapproved (requested) vendor is found to be a duplicate of an existing approved vendor, the Vendor Manager can match the two vendors.

The screenshot shows the 'Manage Vendors' interface. At the top, there are tabs: 'Manage Vendors', 'Import Vendors', 'Manage Default Expense Type', and 'Vendor Mapping List'. Below the tabs, the title 'All Vendors' is displayed, along with a 'Group: Global' and a 'Request New Vendor' button. A search bar is present with 'Vendor Name' and 'Begins with' dropdowns. Below the search bar is a table of vendors. The table has columns: Vendor Name, Vendor C..., Address ..., Address 1, City, State/Pro..., Postal Co..., Tax ID, Request /..., Applies T..., and Has Image. The table lists four vendors: Concave (Unapproved), Convex (Unapproved), Lapland Fur (Unapproved), and New Vendor Name (Un...). The 'New Vendor Name (Un...)' row is selected. Below the table, there is a matching section with two dashed boxes. The left box contains the text 'To match vendors, drag a user-requested (unapproved) vendor here.' and the right box contains 'To match vendors, drag an approved vendor here.' A red arrow points from the 'New Vendor Name (Un...)' row to the left box. At the bottom right of the matching section are two buttons: 'Clear Vendor Match' and 'Match Vendors'.

Vendor Name	Vendor C...	Address ...	Address 1	City	State/Pro...	Postal Co...	Tax ID	Request /...	Applies T...	Has Image
Concave (Unapproved)	0B4BB87...		123 Main Street	Seattle	WA	98007	43214321	01/12/2015	Global	No
Convex (Unapproved)	6EC5079...		555 State Street	Seattle	WA	98077	7592875	01/12/2015	Global	No
Lapland Fur (Unapproved)	3FF360A0...		3434 1st Street	Seattle	WA	98077	2983403	01/12/2015	Global	No
New Vendor Name (Un...)	8CE31404...		123 Peach Street	Atlanta	Georgia			01/12/2015	Global	No

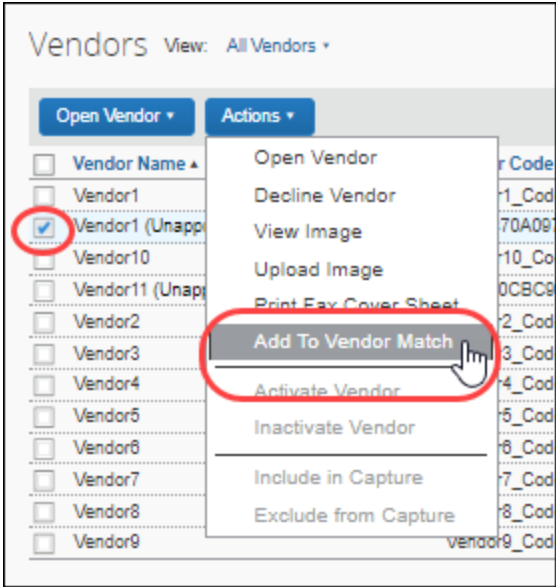
⚠ IMPORTANT: An incorrect matching of vendors *cannot be unmatched*.

▶ To match an unapproved vendor to an existing approved vendor:

1. On the **Vendor Manager** page, click **Manage Vendors**.
2. On the **View** menu, click **All Vendors** so that both approved and unapproved vendors appear in the list.
3. To match the vendors:

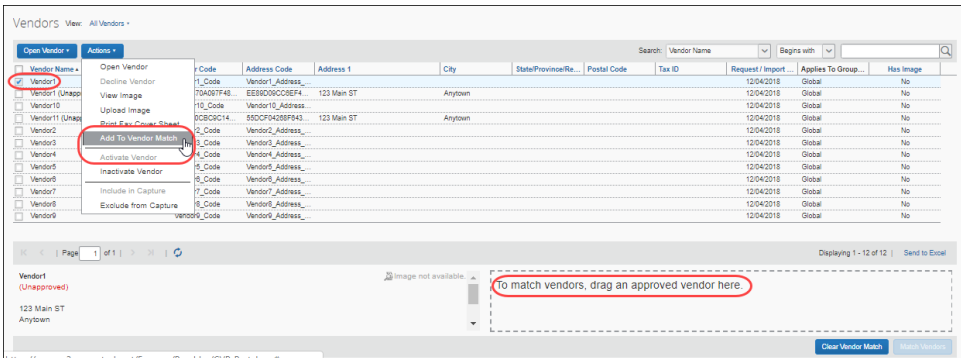
- ♦ **New unapproved vendor:** Drag the unapproved vendor row to the "user-requested" (left side) box at the bottom of the **Manage Vendors** page.

You can also select the vendor request and click **Add to Vendor Match** from the **Actions** menu. The vendor request is directed to the correct box.



- ♦ **Existing, approved vendor:** Drag the approved vendor row to the "approved vendor" (right side) box at the bottom of the **Manage Vendors** page.

You can also select the vendor request and click **Add to Vendor Match** from the **Actions** menu. The vendor request is directed to the correct box.



4. (Optional) If the match is incorrect, click **Clear Vendor Match**.
5. Click **Match Vendors**.

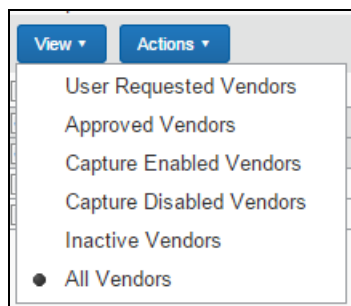
Matching the unapproved vendor request to the existing, approved vendor updates the system so all invoices that previously referenced the unapproved vendor are updated to reference the existing, approved vendor and the unapproved duplicate vendor request is deleted.

Decline a Vendor Request

The Vendor Manager can decline unapproved vendor requests. If a vendor request is declined, any invoices associated with the declined vendor are sent back to the invoice owner who submitted them.

► **To decline a vendor:**

1. On the **Vendor Manager** page, click **Manage Vendors**.
2. Locate the vendor using one of the following methods:
 - ◆ Select **User Requested Vendors** from the **View** menu.



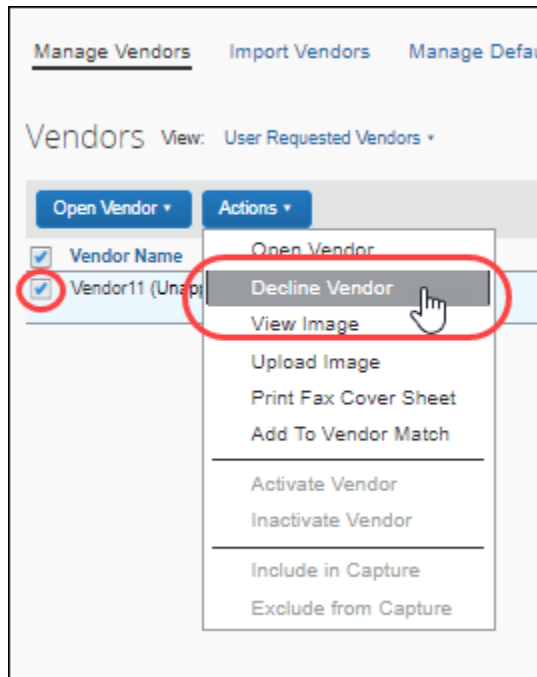
- ◆ Search by using options in the **Search** area



Refer to the *Searching for a Vendor* section in this document for more information.

3. Select (enable) the check box next to the vendor you want to decline.

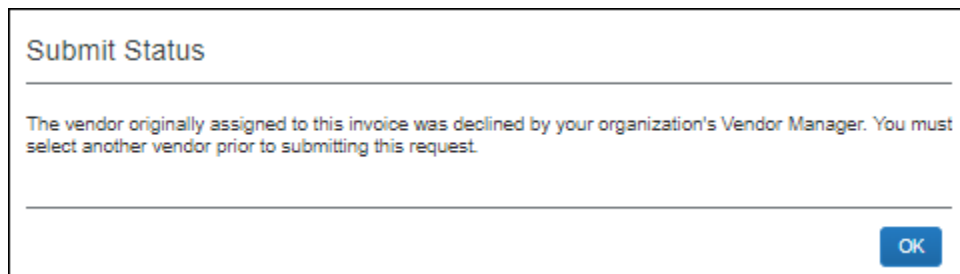
4. In the **Actions** menu, click **Decline Vendor**.



Invoice removes the vendor record from the Vendor Master list. If invoice(s) are associated with the declined vendor, the Vendor Manager is prompted for a comment to guide the originator/submitter to choose a valid vendor.

If an invoice has been submitted and the vendor request associated with the invoice has been declined, the invoice is returned to the owner to be updated with a valid vendor.

The returned invoice appears in the invoice owner's list of unsubmitted invoices. If the invoice owner attempts to resubmit the invoice without updating the vendor, the **Submit Status** message appears. Click **OK** to select another vendor.



Assign a Default Expense Type to a Vendor

An approved vendor can be associated with a default expense type so that, when an invoice is received from the vendor, the designated expense type is automatically assigned to the invoice.

NOTE: Only approved vendors can be assigned a default expense type.

Benefits

In most cases, a single vendor has a routinely associated account code choice. For example, Vendor1 provides office supplies to Company A. As such, invoices from Vendor1 are routinely assigned the Office Supplies expense type.

By assigning a default expense type to Vendor1, Company A ensures that the correct expense type is always assigned to Vendor1 invoices and makes invoice processing more efficient by reducing the number of steps required to process Vendor1 invoices.

Assign Default Expense Types to Vendors

There are two ways to assign default expense types to vendors:

- The Vendor Manager can assign default expense types to one or more approved vendors through the **Manage Default Expense Type** page.
- The default expense type can be included in the Vendor Import file so that it is added to Concur Invoice when the vendors are imported.



For more information, refer to the *Concur Invoice: Invoice Vendor Import (On-Demand) User Guide*.

► **To assign default expense types through the Manage Default Expense Type page:**

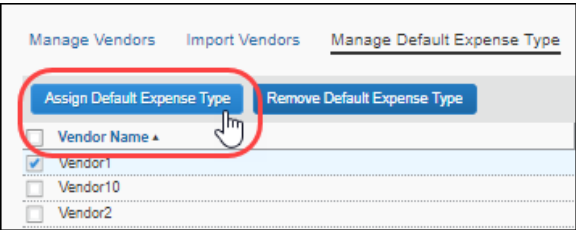
1. On the **Vendor Manager** page, click **Manage Default Expense Type**.
2. Select (enable) the check box for the vendor for whom you want to assign a default a default expense type.

The screenshot displays the 'Manage Default Expense Type' page within the SAP Concur Vendor Manager. The page has a dark header with navigation tabs: Requests, Expense, Invoice (selected), Approvals, Analytics, and App Center. Below the header, there are sub-tabs: Assign Invoices, Processor, Invoice Capture, Payments, and Vendor Manager (selected). The main content area shows the 'Manage Default Expense Type' sub-tab. It includes a search bar with 'Vendor Name' and 'Begins with' filters. Below the search bar is a table with the following data:

Vendor Name	Vendor Code	Address Code	Default Expense Type
<input checked="" type="checkbox"/> Vendor1	Vendor1_Code	V1_AA_Code	
<input type="checkbox"/> Vendor2	Vendor2_Code	V2_AA_Code	
<input type="checkbox"/> Vendor3	Vendor3_Code	V3_AA_Code	
<input type="checkbox"/> Vendor4	Vendor4_Code	V4_AA_Code	
<input type="checkbox"/> Vendor5	Vendor5_Code	V5_AA_Code	

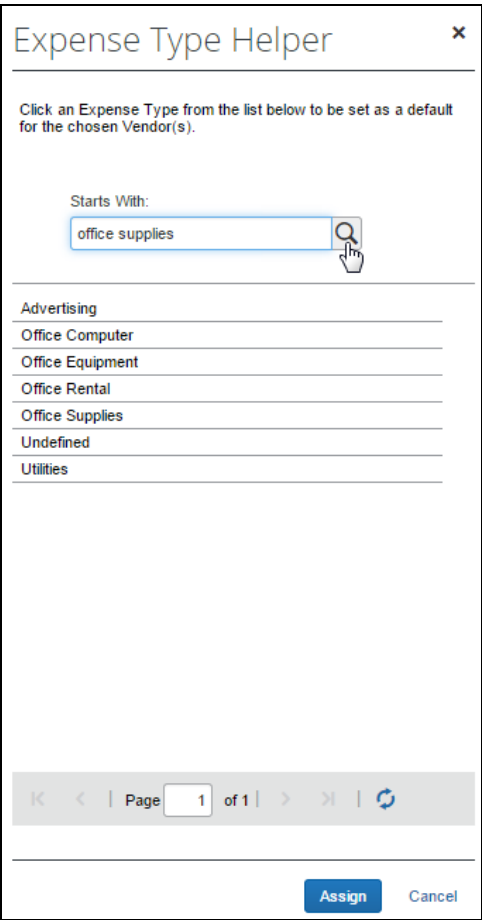
At the bottom of the page, there are pagination controls showing 'Page 1 of 1' and 'Displaying 1 - 5 of 5'.

3. Click **Assign Default Expense Type**.

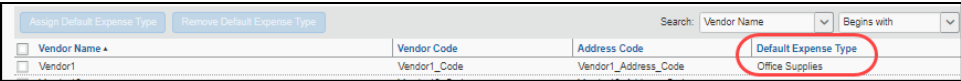


4. In the **Expense Type Helper**, select an expense type from the list and then click **Assign**.

NOTE: You can also filter the list of expense types by entering the first few letters of the expense type name in the **Starts With** field.



The assigned expense type appears in the **Default Expense Type** column on the **Manage Default Expense Type** page.



NOTE: A default expense type can also be assigned to a vendor or vendors during vendor import by adding the desired expense type to the **Default Expense Type Name** column in the Vendor Import template. The expense type name must match an existing expense type in Concur Invoice.



For more information, refer to the *Concur Invoice: Invoice Vendor Import (On-Demand) User Guide for Concur Standard Edition*.

Assign a Default Invoice Owner to a Vendor

A vendor can be associated with a default Invoice Owner so that an invoice is routed to the specified employee automatically. This ensures that an association is made if one is not specified through import or another method.

Default Vendor Owner Assignment and Capture Processing

When you map an employee to a vendor, invoices for that vendor are automatically assigned to the employee when the invoice is created on extraction in Capture Processing.



For more information refer to the *Capture Attention To* section of *Configuring: Exception Email Address and Instruction Text Options* section in the *Concur Invoice: Capture Processing Internal (Client-Managed) Setup Guide*.

NOTE: This association may be superseded by system rules or other assignment configurations - for example detection of an invoice owner through the login ID, email, employee ID, or invoice owner fields in the invoice import.

► **To associate a default invoice owner to a vendor:**

1. With the **Vendor Mapping List** tab open, search for the vendor or vendors to associate to an invoice owner.
 - ♦ **Vendor Name or Code:** The unique code assigned to the vendor, or the name of the vendor, matched to all or part of the name or code (*Begins With, Contains, etc.*)
 - ♦ **Employee First or Last Name:** The name, first or last, of the currently assigned Invoice Owner, matched to all or part of the name (*Begins With, Contains, etc.*) This lets you re-assign to a new owner.

NOTE: User-requested and deleted vendors do not appear for matching.

2. Click the magnifying glass () icon to begin the search.

3. Select one or more vendors that you want to assign (or re-assign) to an Invoice Owner.

NOTE: If a vendor is already assigned a default owner and you assign a different owner to the vendor, the previous owner is removed from assignment to the vendor.

4. Click **Assign Default Invoice Owner**. The **Employee Helper** window opens. Enter the search criteria based on the selection in **Search Field** (*Last Name, First Name, Email Address, or Logon ID*).

5. To assign the new Invoice Owner to the vendor, click **Assign**. This association now appears in the **Invoice Owner** column in the list table of vendors.

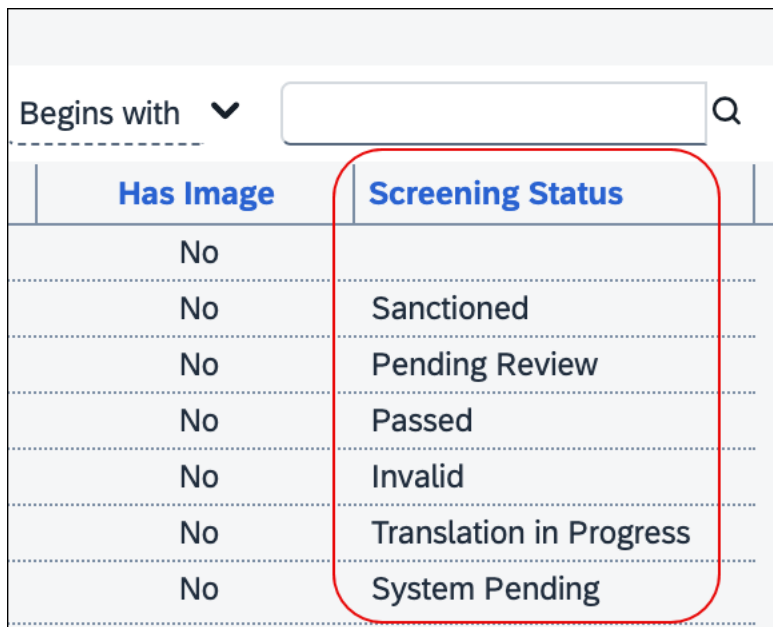
Manage Sanctioned or Invalid Vendors

SAP Concur performs automatic online screening of vendors (suppliers) within Concur Invoice Vendor Management using the SAP Business Partner Screening (BPS) solution. The BPS solution is used to prevent prohibited vendors in embargoed countries or regions, or in sanctioned entities listed by the various applicable government agencies, from performing business activities with SAP products.

The [SAP Export Control and Sanctions Compliance](#) policy prohibits the use of all SAP products and services in, from, or in support of, any business activities in locations where SAP products and services are not available. Review the policy for a list of affected countries/regions and currencies.

Review Vendor Screening Status

On the **Manage Vendors** page in the **Screening Status** column, Vendor Managers can monitor the screening status for vendors.



Has Image	Screening Status
No	
No	Sanctioned
No	Pending Review
No	Passed
No	Invalid
No	Translation in Progress
No	System Pending

The **Screening Status** column displays several status results based on BPS screening:

- **Sanctioned:** Vendors that are identified during screening with ETS1 (individual/entity located in an embargoed country or region) or ETS4 (sanctioned individual/entity).

NOTE: A Sanctioned status for a vendor record cannot be changed by the client. Only an authorized Concur Admin can modify a Sanctioned status for a vendor record.

- **Invalid:** Vendors that have incorrect or insufficient vendor data.

If a vendor has an Invalid status, the vendor record needs to be reviewed and updated. Once the vendor record has been updated for proper BPS screening, the status will change from Invalid to blank and users will be able to submit invoices for this vendor.

- **Blank:** Vendors that currently do not meet the criteria for Sanctioned or Invalid statuses. Users can submit invoices for vendors with a blank status.
- **Passed:** Vendors that passed the BPS screening and can be used without restrictions.
- **Pending Review:** Vendors that require manual review by SAP Export Control Operations.
- **System Pending:** Vendors that are in the queue for BPS screening once the system is back online.
- **Translation in Progress:** Vendors that have non-Latin or special characters present and are currently being translated for BPS screening.

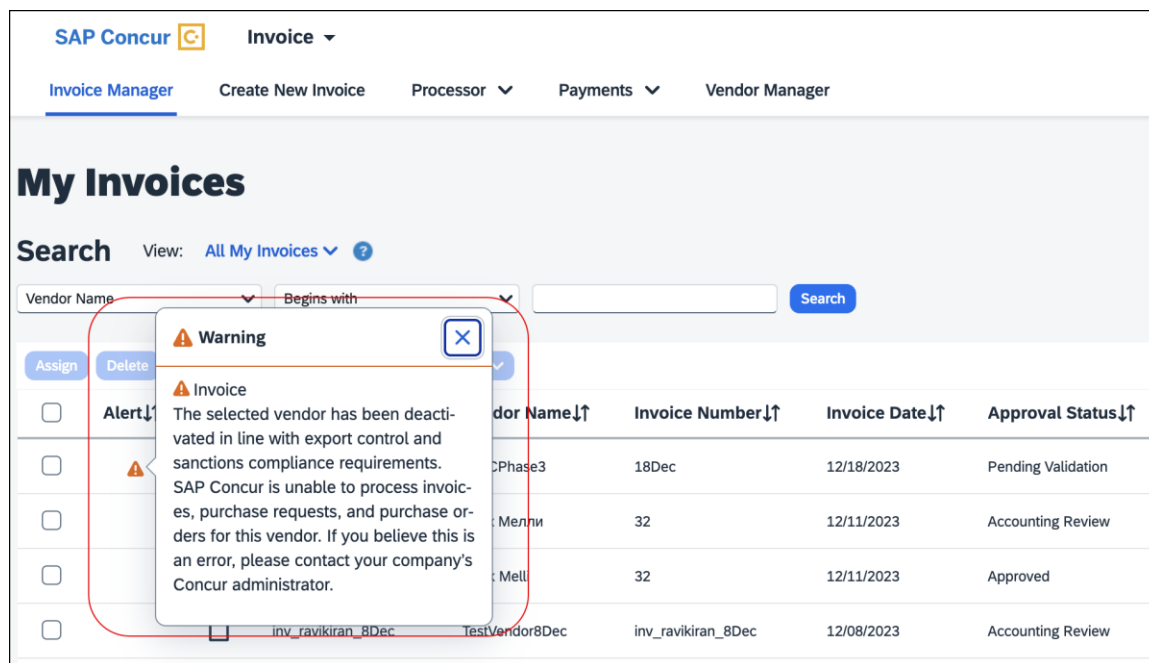
NOTE: A Sanctioned status for a vendor record cannot be changed by the client. Only an authorized Concur Admin can modify a Sanctioned status for a vendor record.

NOTE: When a vendor's screening status is changed, this change will be logged and documented in the audit trail.

Understand the End-User Experience

VIEW END-USER ALERT MESSAGES

When users try to submit an invoice for vendors that are identified as having a Sanctioned or Invalid status during BPS screening, invoice submission will be blocked. Users will see an alert message display for the invoice on the **My Invoices** page.



Depending on the status, users will see the following messages:

- **Sanctioned Vendors:** *The selected vendor has been deactivated in line with SAP Export Control and Sanctions Compliance requirements. SAP Concur is unable to process invoices, purchase requests, and purchase orders for this vendor. If you believe this is an error, please contact your company's Concur administrator.*
- **Invalid Vendors:** *At this time, SAP Concur is unable to support the selected vendor as the information appears incomplete or inaccurate. Please ensure the full legal name of the company or individual and their full address (street, city, state (if applicable), and country/region) are complete and accurate in the vendor record.*

Users should reach out to their Vendor Managers to ensure the vendor record is updated for required fields including Country, Currency, and State/Province, if applicable. Once the vendor record has been updated for proper BPS screening, the status will change from Invalid to blank. When the vendor record is updated to a blank status, users will be able to submit invoices for this vendor.

- **Pending Review:** *The selected vendor in this invoice is currently under review as part of SAP's Export Control and Sanctions Compliance policy. We*

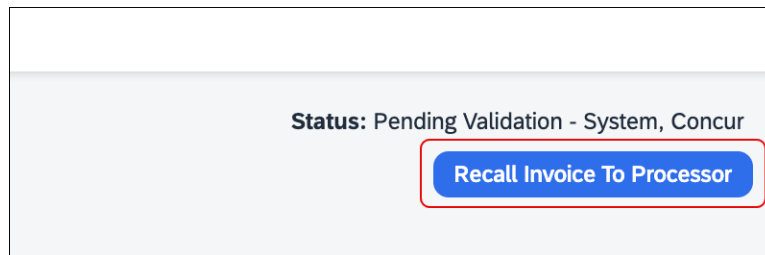
appreciate your patience as we are processing your request as quickly as possible.

- **System Pending:** *The selected vendor in this invoice is currently under review as part of SAP's Export Control and Sanctions Compliance policy. We appreciate your patience as we are processing your request as quickly as possible.*

RECALL INVOICES FOR RE-SCREENING

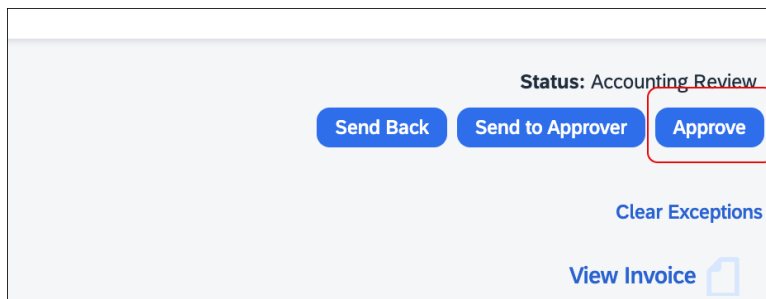
In the unlikely event of vendor not passing the BPS screening at the Prepayment Validation state, invoices with the vendor are placed on hold and an alert message displays for the invoice. Users can recall the invoice to the processor and approve it to initiate re-screening. If the vendor passes re-screening, invoices with the vendor will be extracted for payment. Otherwise, the invoices will continue to be placed in a hold status.

On the invoice record, users can click the **Recall Invoice to Processor** button to recall the invoice.



Section 3: Manage Vendors

Users can then click the **Approve** button to re-submit the invoice for re-screening.



The screenshot shows a status bar for an invoice. At the top right, it says "Status: Accounting Review". Below this, there are three buttons: "Send Back", "Send to Approver", and "Approve". The "Approve" button is highlighted with a red rectangular box. Below the buttons, there is a link "Clear Exceptions" and another link "View Invoice" with a document icon.

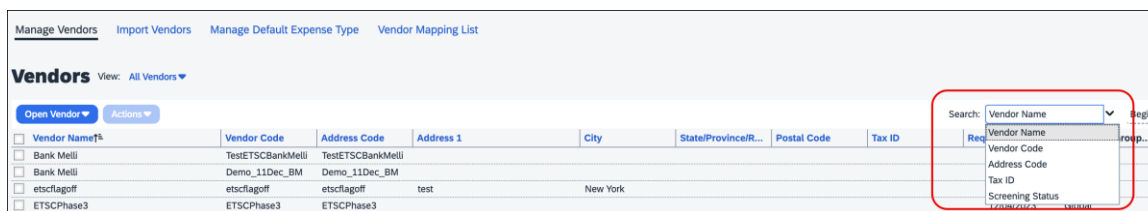
VIEW THE AUDIT TRAIL

When a vendor's screening status is changed, this change is logged and documented in the audit trail with the Export Trade Sanctions (ETS) Category, status code, and the screening status. Users can reference the following table to understand the categories and codes documented in the audit trail.

ETS Category (Available in Audit Trail)	Status Code (Available in Audit Trail)	Screening Status (Available statuses in the Screening Status column on the Manage Vendors Page)
ETS1	01	Sanctioned
ETS3	01	Sanctioned
ETS4	01	Sanctioned
ETOK	02	Passed
ETS2	04	Pending Review
EX30	30	System Pending
EX31	31	Invalid
EX32	32	Translation in progress

SEARCH FOR VENDORS BY SCREENING STATUS

Users can search for vendors by selecting *Screening Status* in the **Search** list on the **Manage Vendors** page.



The screenshot shows the "Manage Vendors" page. At the top, there are tabs: "Manage Vendors", "Import Vendors", "Manage Default Expense Type", and "Vendor Mapping List". Below the tabs, there is a "Vendors" section with a "View: All Vendors" dropdown. To the right of the "Vendors" section, there is a search bar with a dropdown menu. The dropdown menu is open, showing a list of search criteria: "Vendor Name", "Vendor Code", "Address Code", "Tax ID", and "Screening Status". The "Screening Status" option is highlighted with a red rectangular box.

SUBMIT PURCHASE REQUESTS AND PURCHASE ORDERS

When users submit a purchase request for vendors that are identified as having a Sanctioned, Pending Review, or Invalid status during BPS screening, purchase request submission is blocked.

When a user submits a purchase order created from a purchase request, and the purchase order for the vendor is identified as having a Sanctioned, Pending Review, or Invalid status during BPS screening, PO transmission is blocked.

APIs and Imports for PR/PO

When users create a purchase request using Purchase Request v4 API, and the purchase request is created for vendors that are identified as having a Sanctioned, Pending Review, or Invalid status during BPS screening, purchase request auto submission is blocked.

When users create a purchase order using Purchase Order v3 API or from the PO Import file for vendors that are identified as having a Sanctioned, Pending Review, or Invalid status during BPS screening, purchase order creation or import is blocked.

When user updates a purchase order using Purchase Order v3 API or the PO Import file for vendors that are identified as having a Sanctioned, Pending Review, or Invalid status during BPS screening, purchase order update is blocked.

The following image is an example of messages that display in the **Import Run Details For: Purchase Order Import Run** window when invoices are imported successfully, fail, or have errors.

The screenshot displays the 'Import/Extract Monitor' interface. On the left, the 'Import Run History' table lists various runs. On the right, the 'Import Run Details For: Purchase Order Import Run# 341' window is open, showing a table of log entries.

Level	Record Ident...	Message
Error	11	There was an error importing purchase order PO0DBTest28 . Error Code: 4444 ; Error Message: The selected vendor has been deactivated in line with SAP Export Control and Sanctions Compliance requirements. SAP Concur is unable to process invoices, purchase requests, and purchase orders for this vendor. If you believe this is an error, please contact your company's Concur administrator.
Info	11	1 Purchase Orders imported successfully. 1 Purchase Orders failed to import.

The background table 'Import Run History' has the following data:

Run Number	File Name
341	poinvoiceimportnow_p1007211
340	poinvoiceimportnow_p1007211
339	poinvoiceimportnow_p1007211
338	poinvoiceimportnow_p1007211
337	poinvoiceimportnow_p1007211
336	poinvoiceimportnow_p1007211
335	poinvoiceimportnow_p1007211
334	poinvoiceimportnow_p1007211
333	poinvoiceimportnow_p1007211
332	poinvoiceimportnow_p1007211
331	poinvoiceimportnow_p1007211
330	
329	poinvoiceimportnow_p1007211
328	poinvoiceimportnow_p1007211
327	poinvoiceimportnow_p1007211

Import Vendors

The Vendor Import feature allows a user to import one or more vendors using the **Import Vendors** page. Options on this page allow the user to download an Excel spreadsheet, populate it with data, then upload and import the vendor data into Invoice.



For more information, refer to the *Concur Invoice: Vendor Import (On-Demand) User Guide*.

Section 4: Process Invoices

A user with the Invoice Processor role uses the Invoice Processor tool to confirm the accuracy of invoices submitted by employees using Concur Invoice. The Invoice Processor's role is typically the final signoff prior to authorizing payment to the vendor designated in the invoice. The Invoice Processor tool does not handle payment disbursement.

Required Roles

A user with the Invoice Processor role can perform the following tasks:

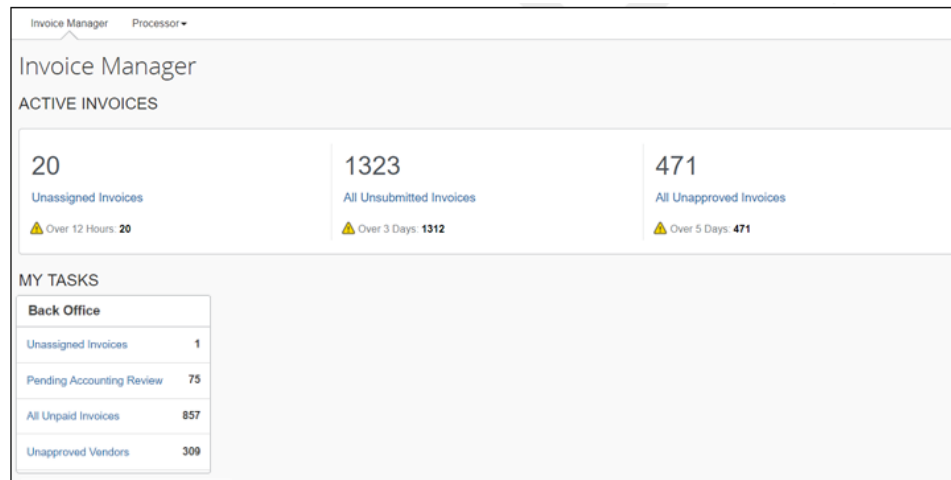
- Search for invoices by using existing or custom queries
- View unsubmitted invoices (required activation of payment setting)
- Change the approval status of invoices
- Mark the invoice received on invoices
- Clear exceptions on invoices
- Delete invoices
- Reassign invoices
- Customize the view of invoices by column

Access the Invoice Manager Page

The Invoice Processor can access the **Invoice Manager** page from the **Invoice** menu.

► **To access the Invoice Manager page:**

Click **Invoice**. The **Invoice Manager** page appears.



The Invoice Processor sees active invoices and their invoice tasks on the **Invoice Manager** page. Concur Invoice provides useful queries for invoice processors which they can access through links on the **Invoice Manager** page. These queries include unpaid invoices, unsubmitted invoices, unapproved invoices, and invoices pending accounting review.

NOTE: To see some of the links on the **Invoice Manager** page, users might need additional permission roles. For example, if an Invoice Processor also has the Vendor Manager role, an **Unapproved Vendors** link displays in the **Back Office** section. Clicking this link will take the user to the **Unapproved Vendors** page in Vendor Manager.

The **Invoice Manager** page is divided into two sections: **Active Invoices** and **My Tasks**. The goal of the **Active Invoices** section is to raise awareness of invoices that are aging more than expected, and therefore might need Invoice Processor attention. An alert (yellow triangle) gives client visibility into the age of an invoice. For Capture Processing, the age is based on the *Received* date and for all other invoice counts, the age is based on the *Invoice Created* date.

Section 4: Process Invoices

ACTIVE INVOICES		
20	1323	471
Unassigned Invoices	All Unsubmitted Invoices	All Unapproved Invoices
⚠ Over 12 Hours: 20	⚠ Over 3 Days: 1312	⚠ Over 5 Days: 471

The **My Tasks** provides invoice processors access points to their daily tasks, for example, checking all unpaid invoices or invoices pending accounting review.

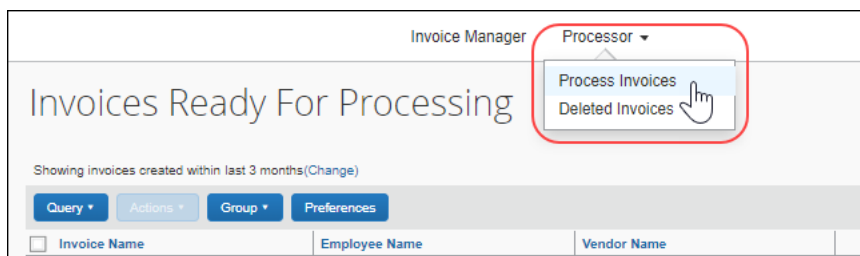
MY TASKS	
Back Office	
Unassigned Invoices	1
Pending Accounting Review	75
All Unpaid Invoices	857
Unapproved Vendors	309

Access the Process Invoices Tool

Invoices can be processed on the **Invoices Ready For Processing** page.

► **To access the Invoices Ready For Processing page:**

Click **Invoice** > **Processor** > **Process Invoices**.



Overview: Process an Invoice

The following are the general steps required to process an invoice:

1. Find an invoice and view its entries.
2. Verify that Images have been uploaded (if required).
3. Make any necessary modifications to the invoice and any backup documentation. Then:
 - ◆ Delete the invoice if it is a duplicate.
 - ◆ Upload or delete a receipt image.
 - ◆ Send the invoice back to the creator to be updated or corrected.

- ◆ Set or remove the Review Required status on the invoice.
 - ◆ Add steps to the approval workflow.
 - ◆ Unassign the invoice.
4. Approve the invoice. The following table shows available approval choices for the Invoice Processor.

Approval Status	Description
Accounting Review	States that the invoice is under review and allows minimal edits to occur within an invoice
Approved	States that the invoice has been approved
Sent Back to Employee	States that the invoice has been sent back to the submitter for modifications

Manage the Process Invoices View

The Invoice Processor can customize the **Invoices Ready For Processing** page by selecting column labels and setting other options on the **Preferences** page.

Preferences

Default:
 Invoices Ready For Processing

Display invoices created within:
 3 months

Invoice Navigation:
 After opening an invoice, what navigation action should occur after performing an action on an invoice that results in a workflow change?
☒ Return to List
☐ Open Next Invoice in List

Column Label	Show?
Invoice Name	<input type="checkbox"/>
Requestor	<input checked="" type="checkbox"/>
Vendor Name	<input type="checkbox"/>
Invoice Received	<input checked="" type="checkbox"/>
Origin Source	<input checked="" type="checkbox"/>
Approval Status	<input type="checkbox"/>
Payment Status	<input type="checkbox"/>
Request Total	<input type="checkbox"/>
Action Due Date	<input type="checkbox"/>
Amount without VAT	<input type="checkbox"/>
Approved By Delegate	<input type="checkbox"/>

Save **Cancel**

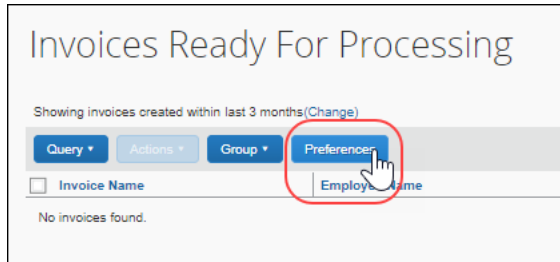
Set the Invoices Ready for Processing Page Preferences

Using the Preferences feature, you can add and remove columns and set how you want Concur Invoice to display the next invoice you want to process.

Manage the Invoices Ready for Processing Columns

► To add or remove the invoice columns:

1. On the **Invoices Ready For Processing** page, click **Preferences**.



2. Select (enable) the check boxes for the columns you want to add.
3. Clear (disable) the check boxes for the columns to remove.
4. Click **Save**.

► To rearrange the invoice columns:

1. On the **Invoices Ready For Processing** page, click and hold column header for the desired column.
2. Drag and drop the column in the new location.

Arrows will appear to indicate where the column will be moved, and the page displays the new column order.

Set the Processor General Preferences

The Invoice Processor can specify whether the **Invoices Ready For Processing** page or a custom query is displayed when they click **Invoice > Process > Process Invoices**. They can also specify that only invoices created within a particular time frame be displayed and whether the list of invoices or the next invoice should be displayed after an invoice is processed.

► To set the default landing page:

1. On the processor page, click **Preferences**.
2. In the **Default** list, select the home page preference.

NOTE: The **Default** list contains the **Invoices Ready For Processing** page and any custom queries that have been configured. For more information about custom queries, refer to the *Create a Custom Query* section in this document.

3. Click **Save**.

► **To set the time frame for displaying invoices:**

1. On the processor page, click **Preferences**.
2. In the **Display invoices created within** list, select 3 months, 6 months, or 1 year to set the time frame for displaying invoices.
3. Click **Save**.

► **To set the navigation sequence:**

1. On the processor page, click **Preferences**.
2. Under **Invoice Navigation**, select how Concur Invoice should act after you approve an invoice:
 - ◆ **Return to List:** Open the processor page
 - ◆ **Open Next Invoice in List:** Open the next invoice according to the current order under the **Invoice Name** column
3. Click **Save**.

Search for Invoices

Existing invoices are located either by entering search criteria or by running a preconfigured or custom query.

Search for an Invoice

To search for an existing invoice, you can enter specific criteria by which the results should be narrowed. You can do this by using the **Search** functionality.

► **To search for invoices by using search criteria:**

1. Select and enter the appropriate search criteria to find the desired invoices. The following table outlines the available criteria:

Name	Available Operators	Text Entry
Invoice Name	Begins with, Contains, Ends with, Equals	Enter part or all of name

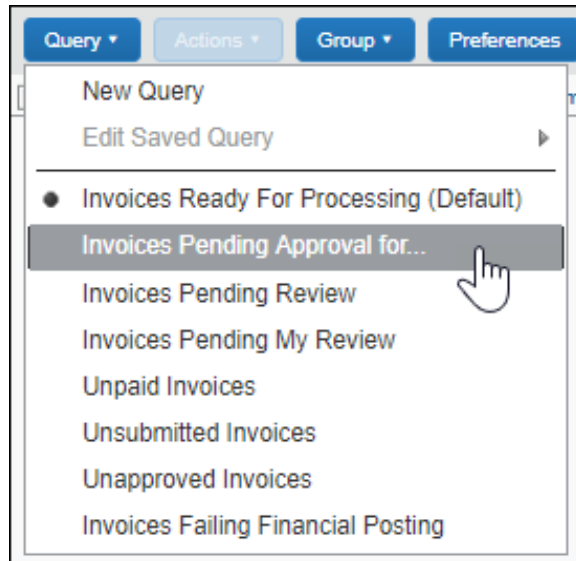
Section 4: Process Invoices

Name	Available Operators	Text Entry
Request Key	Equals, Less Than, Less Than or Equal, Greater Than, Greater Than or Equal	
Transaction ID	Begins with, Contains, Ends with, Equals	
Employee Last Name	Begins with, Contains, Ends with, Equals	Enter part or all of name
Employee First Name	Begins with, Contains, Ends with, Equals	Enter part or all of name
Employee ID	Begins with, Contains, Ends with, Equals	Enter part or all of ID
Invoice ID	Begins with, Contains, Ends with, Equals	Enter part or all of ID
Check Number	Begins with, Contains, Ends with, Equals	Enter an amount
Latest Submit Date	Equals, Less Than, Less Than or Equal, Greater Than, Greater Than or Equal	Enter part or all of date
Approval Status	Begins with, Contains, Ends with, Equals	Enter part or all of name
Payment Status	Begins with, Contains, Ends with, Equals	Enter part or all of name
Invoice Received	Is True, Is False	Not Applicable
Invoice Image Available	Is True, Is False	Not Applicable
Request Total	Equals, Less Than, Less Than or Equal, Greater Than, Greater Than or Equal	Enter an amount
Vendor Name	Begins with, Contains, Ends with, Equals	Enter part or all of name
Vendor Invoice Number	Begins with, Contains, Ends with, Equals	
Vendor Code	Begins with, Contains, Ends with, Equals	
Pending Processor Since	Equals, Before, After	

2. Click the magnifying glass () to initiate the search.

Use a Query to Search for an Invoice

You can also search for an invoice by selecting a preconfigured query or a custom, condition-based query from the **Query** menu.



Search for an Invoice Using a Preconfigured Query

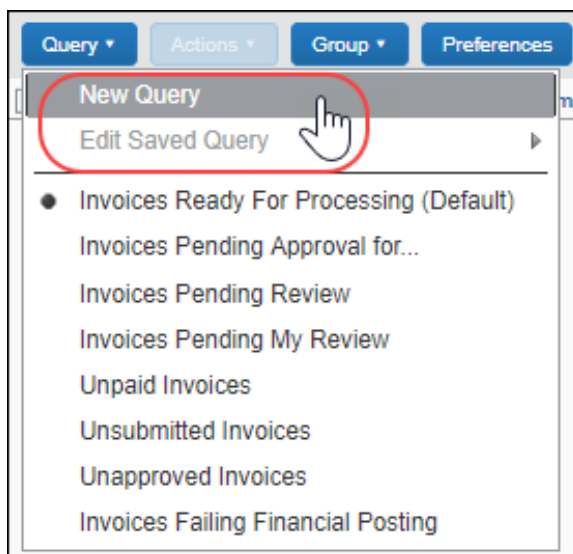
You can find invoices by selecting a preconfigured query by clicking **Query** and then selecting the desired query from the list. For example, you can search for all invoices that are pending approval by a specified invoice approver.

Create a Custom Query

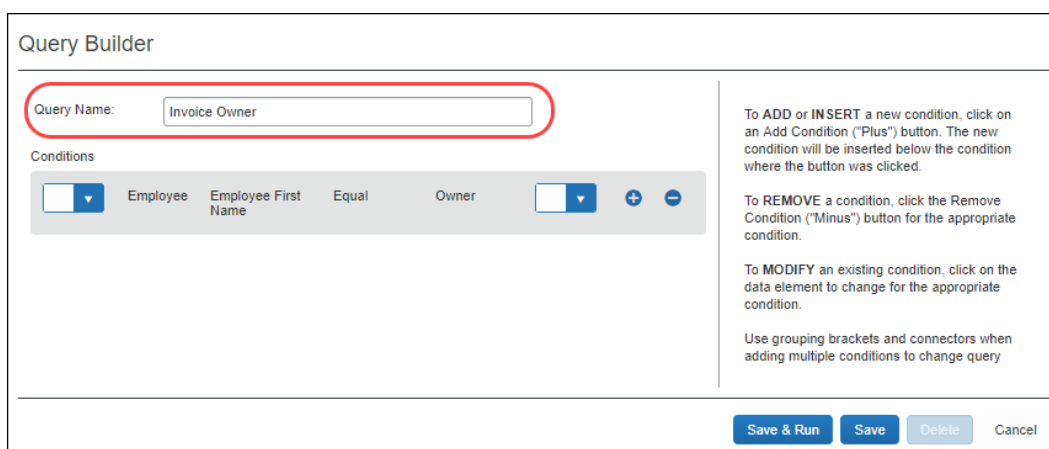
You can create a custom query that will appear on the **Query** menu. Queries you create cannot be viewed, edited, deleted, or used by anyone else. Although custom queries cannot be shared with other processors, default queries are available to all processors.

► **To create a custom query:**

1. Click **Query** > **New Query**.

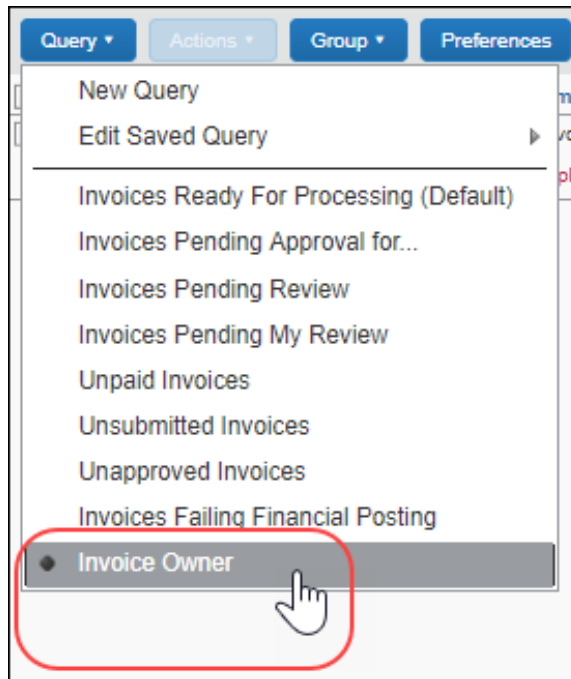


2. In the **Query Builder** window, select the conditions for the query.



3. Click:
 - ◆ **Save & Run:** Saves the query in the **Query** menu, and runs it immediately, returning the results.
 - ◆ **Save:** Saves the query for use in the **Query** menu.

The name entered in the **Query Name** field will appear on the **Query** menu after the new query is saved.

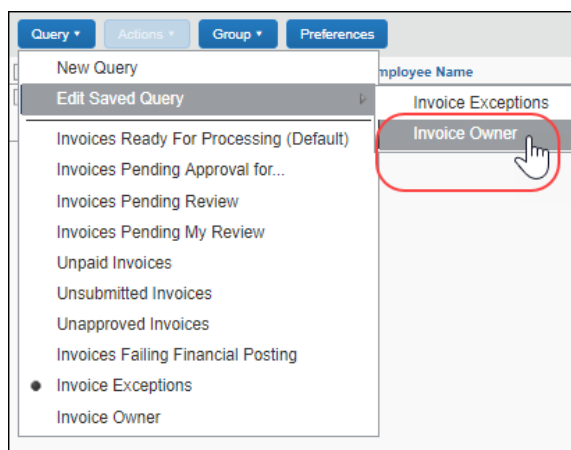


Edit a Saved Query

You can edit the custom queries that you create. Default queries are available to all users with the Invoice Processor roll and are not editable.

► To edit your custom queries:

1. Click **Queries > Edit Saved Query** and select the query you want to edit.



Refer to *Creating a Custom Query* in this document for steps to edit your query.

2. Click:

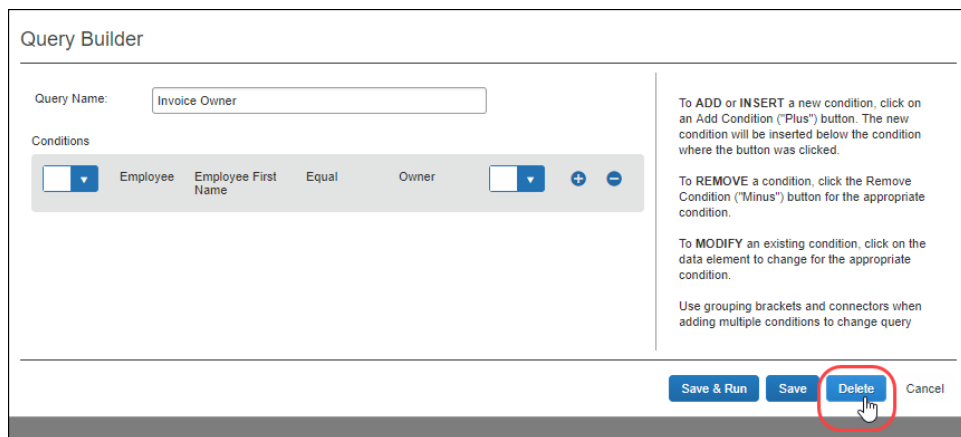
- ♦ **Save & Run:** Saves the query in the **Query** menu, and runs it immediately, returning the results.
- ♦ **Save:** Saves the query for use in the **Query** menu.

Delete a Query

You can delete your custom queries. Standard queries cannot be deleted.

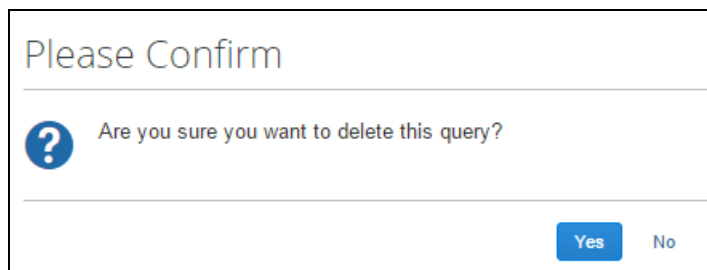
► **To delete a custom query:**

1. Click **Queries > Edit Saved Query** and click the query you want to delete.
2. Click **Delete**.



The screenshot shows the 'Query Builder' interface. At the top, there's a 'Query Name' field with 'Invoice Owner' entered. Below it, a 'Conditions' section displays a table with columns: 'Employee', 'Employee First Name', 'Equal', and 'Owner'. The 'Employee' column has a dropdown arrow, and the 'Owner' column has a dropdown arrow and a '+' button. To the right of the conditions table, there are instructions: 'To ADD or INSERT a new condition, click on an Add Condition ("Plus") button. The new condition will be inserted below the condition where the button was clicked.', 'To REMOVE a condition, click the Remove Condition ("Minus") button for the appropriate condition.', 'To MODIFY an existing condition, click on the data element to change for the appropriate condition.', and 'Use grouping brackets and connectors when adding multiple conditions to change query'. At the bottom right, there are four buttons: 'Save & Run', 'Save', 'Delete' (highlighted with a red circle), and 'Cancel'.

3. Click **Yes** to confirm you want to delete the query.



The screenshot shows a confirmation dialog box titled 'Please Confirm'. It contains a question mark icon and the text 'Are you sure you want to delete this query?'. At the bottom right, there are two buttons: 'Yes' and 'No'.

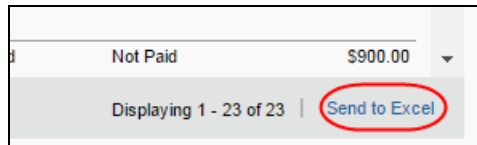
The query no longer appears on the **Query** menu.

Export Query Results

You can export the results of running a query to an Excel file.

► **To export the results of your query:**

1. Run the query for the results you are seeking.
2. Click **Send to Excel** in the lower-right corner of the page.



The Excel file is downloaded to the default download location on the local machine. (On Windows machines this is typically the user's *Downloads* folder). The file contains the column headers and data for all of the columns and rows displayed on the query results page including columns added through the **Preferences** page.

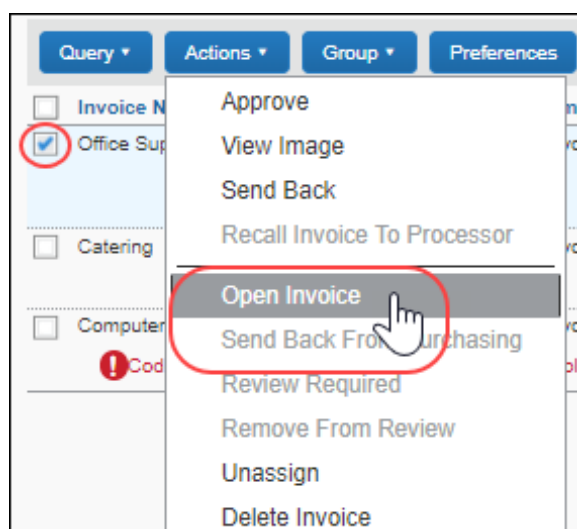
View and Modify Invoice Information

The following section details how to work with invoices that require processing.

Open an Invoice

► **To open an invoice:**

1. On the processor page:
 - ◆ Click the row for the invoice you want to open.
 - OR-
 - ◆ Select the invoice and then, on the **Actions** menu, click **Open Invoice**.



The invoice opens with all information displayed in the **Summary** view.

2. To return to the processor page view, click **Processor > Process Invoices** or **Back to List**.

View When SAP Concur Received an Invoice

You can see the exact time when SAP Concur received an invoice in the **System Received Date** field. This timestamp is carried over from client-managed Capture Processing to Concur Invoice and is a read-only field.

NOTE: Clients who create invoices manually will see the full date stamp in the **Created Date** field in Concur Invoice.

The **System Received Date** column is available in the **Column Label** list on the **Preferences** page.

Default:

Invoices Ready For Processing

Display invoices created within:

3 months

Invoice Navigation:

After opening an invoice, what navigation action should occur after performing an action on an invoice that results in a workflow change?

Return to List

Open Next Invoice in List

Column Label	Show?
Shipping	<input type="checkbox"/>
Submitted By Delegate	<input type="checkbox"/>
System Received Date	<input type="checkbox"/>
Tax	<input type="checkbox"/>
Tax Rate	<input type="checkbox"/>
Tax Reference ID	<input type="checkbox"/>
Transaction ID	<input type="checkbox"/>
VAT Amount 1	<input type="checkbox"/>
VAT Amount 2	<input type="checkbox"/>
VAT Amount 3	<input type="checkbox"/>
VAT Amount 4	<input type="checkbox"/>

Save

Cancel

Section 4: Process Invoices

You can also use the **System Received Date** field to create queries in the Query Builder.

The screenshot shows the 'Query Builder' interface. At the top, the 'Query Name' is 'Received Invoices'. Below it, the 'Conditions' section shows a table with columns 'Request', 'System Received Date', 'Operator', and 'Value'. The 'System Received Date' field is highlighted with a dashed blue border. To the right, the 'Select Field' list contains various fields, with 'System Received Date' circled in red and a mouse cursor pointing to it. At the bottom, there are buttons for 'Save & Run', 'Save', 'Delete', and 'Cancel'.

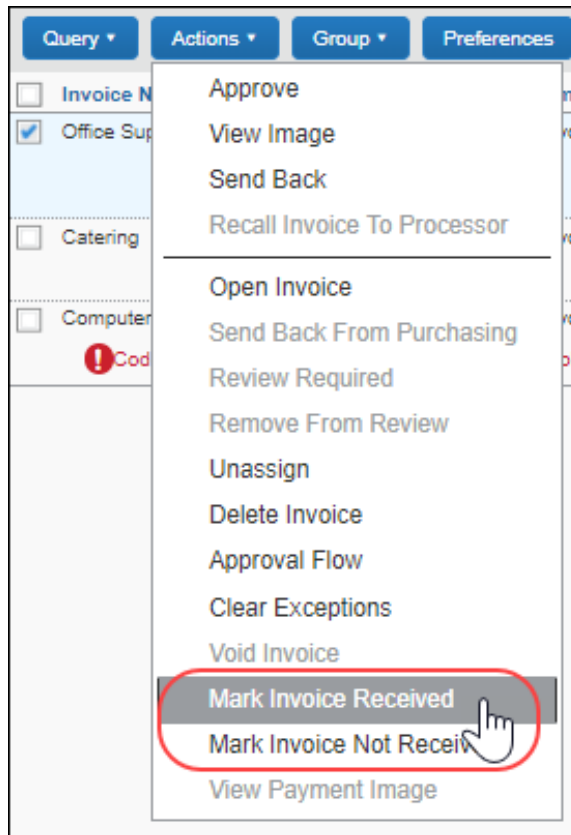
Mark Invoice (Image) Status for One or More Invoices

Depending on your company's configuration, employees can use the Imaging service to submit invoices. The Invoice Processor can view the invoices online by using the **View Image** command or button within the Invoice Processor tool.

► To mark an invoice received or not received:

1. On the **Invoices Ready For Processing** page, select one or more invoices, click the uppermost check box to select all invoices.

- In the **Actions** menu, click either **Mark Invoice Received** or **Mark Invoice Not Received**.



The status of the **Invoice Received** column changes to reflect the new status.

NOTE: When you click **Invoice Received** or **Invoice Not Received**, all invoices in a multi-selected selection will be updated. Invoices can have differing statuses; for example, awaiting manager approval or pending processing. All can be updated simultaneously with certain restrictions.

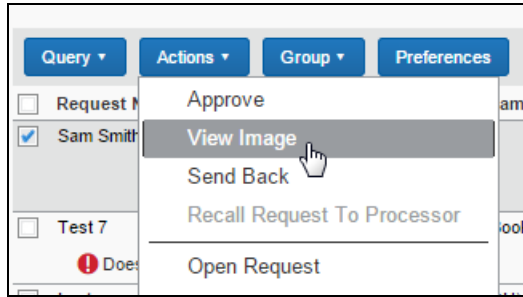
View and Upload Images

The processor can view the existing images and attach additional new ones to the invoice.

► ***To view images for an invoice:***

- On the **Invoices Ready For Processing** page, select an invoice by selecting (enabling) its check box.

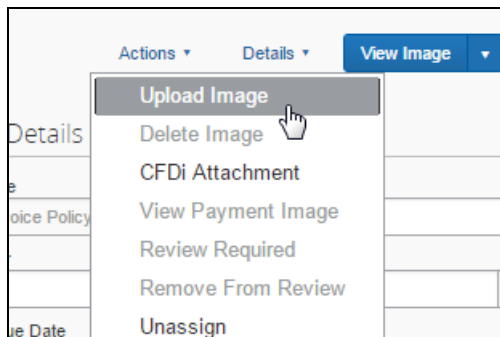
2. Click **Actions** > **View Image** or click the **View Image** button.



The system displays the image in a separate window. The Processor may print, save, or otherwise work with the image as required.

► **To upload images for an invoice:**

1. On the **Invoices Ready For Processing** page, select an invoice by selecting (enabling) its check box.
2. Open it in summary view by clicking **Actions** > **Open Invoice**.
3. Click **Actions** > **Upload Image**.



4. In the **Upload Image** window, click **Browse** to locate the file to upload.
5. Click **Open** to add the file to the **Files Selection for Uploading** list.
6. (Optional) Repeat for as many images as you will add to the invoice.
7. Click **Upload** to upload the file(s).
8. Click **Close** to exit the **Upload Image** window.

If the file cannot be uploaded, an error message appears explaining why (size; wrong file type). Resolve the issue and try again or contact your Concur Invoice administrator for more information.

Clear Exceptions

Invoice exceptions can be cleared. If you clear exceptions from an invoice, all exceptions are cleared. You cannot choose to clear only some exceptions.

Exceptions are displayed on the **Process Invoices** page within the row for the affected invoice. The icon displayed for an exception differs depending on the level of exception.

Invoice Exceptions

View Image

Send Back

Approve

Recall Invoice To Processor

Showing invoices created within last 3 months(Change)

Query

Actions

Group

Preferences

Search: Invoice Name

Begins with

Go To

Invoice Name	Employee Name	Vendor Name	Invoice Received	Origin Source	Approval Status	Payment Status	Request Total
Computer	Invoice, Owner	Vendor5	N	User Added Request	Not Submitted	Not Paid	\$1,870.00

Code: INVREQD, Level: 99: Select Actions and upload the appropriate invoice back-up documentation (or Fax back-up). In order for the flag to be re-evaluated, you will need to click the Submit link again.

Code: FUTRDATE, Level: 1: Future dated invoice cannot be saved. Please correct the Invoice Date.

Exceptions are also displayed within the invoice details for the affected invoice.

Invoice

Computer

Status: Not Submitted

Assign

Actions

Details

Hide Exceptions

Exceptions

Invoice

Select Actions and upload the appropriate invoice back-up documentation (or Fax back-up). In order for the flag to be re-evaluated, you will need to click t...

Invoice

Future dated invoice cannot be saved. Please correct the Invoice Date.

When an exception is cleared, it continues to display but the icon changes to an informational icon and the exception becomes inactive.

Office Furniture	Invoice, Owner	Vendor10	N	Pending Approval - Invoice, Approver	Not Paid	\$715.25	12/18/2018
------------------	----------------	----------	---	--------------------------------------	----------	----------	------------

Code: EXLJIM, Level: 1: The total requested exceeds your spending limit.

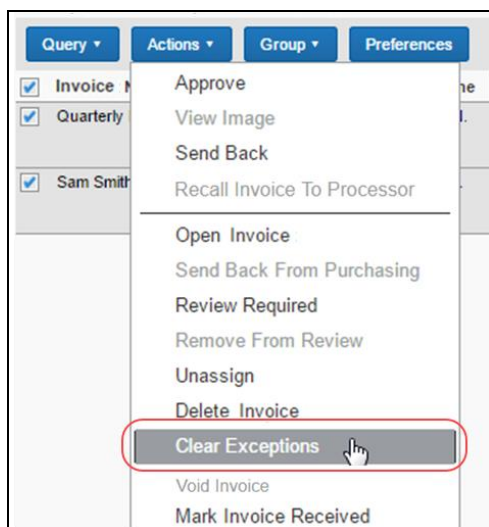
In addition, a message indicating that the exception was cleared is added to the audit trail for the invoice.

Audit Trail

Date/Time	Updated By	Action	Description
12/18/2018 03:55 PM	Invoice, Processor	Exceptions Cleared	All exceptions were cleared.

► **To clear invoice exceptions:**

1. Click **Invoice > Processor > Process Invoices** and then select the relevant invoice(s).
2. Click **Actions > Clear Exceptions**. All exceptions are cleared.



NOTE: Certain exceptions may require the processor return the invoice to the user, and then have the user resubmit the invoice to clear the exception.

You can also clear exception from within an invoice by clicking the **Clear Exceptions** link.



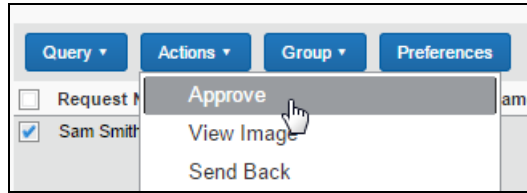
Approve an Invoice

Once the Processor is satisfied that the invoice can be approved, they can do this on the **Invoices Ready For Processing** page.

► **To approve an invoice:**

1. On the **Invoices Ready For Processing** page, search for the invoices that are to be approved.

- Click **Actions > Approve** or click the **Approve** button.



The invoice is approved and now ready for extract.

NOTE: You do not receive a confirmation that the invoice is approved.

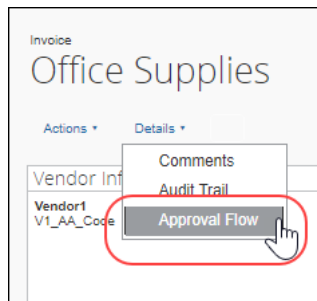
View and Manage Approval Workflows

Invoice Processors may view and add approvers to the workflow process. If approvers are added to the workflow, the invoice will go to those approvers based on the overall workflow of the invoice.

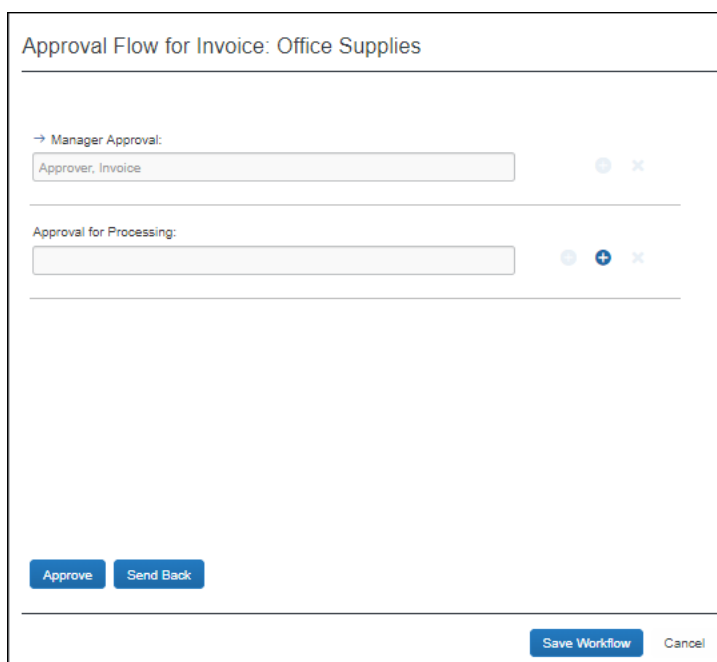
An approver might be added when an approver returns an invoice to an employee for resubmission and an additional manager needs to see the invoice. Alternatively, if an exception is in question, the Invoice Processor might want another party to view the exception prior to clearing it from the invoice.

► To review the approval workflow for an invoice:

- With the invoice in summary view, on the **Details** menu, click **Approval Flow**.



The **Approval Flow for Invoice** window appears.



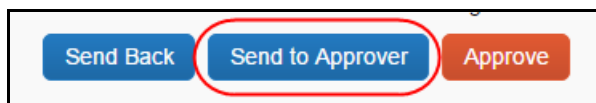
2. Review the workflow details, and then click **Cancel** to close the window. Approvers may be added to the workflow by using the options in this window. If approvers are added to the workflow, the invoice will go to those approvers based on the overall workflow of the invoice.

NOTE: The Processor can elect to use the **Approve** and **Send Back** buttons in the **Approval Flow for Invoice** window to reduce time processing invoices.

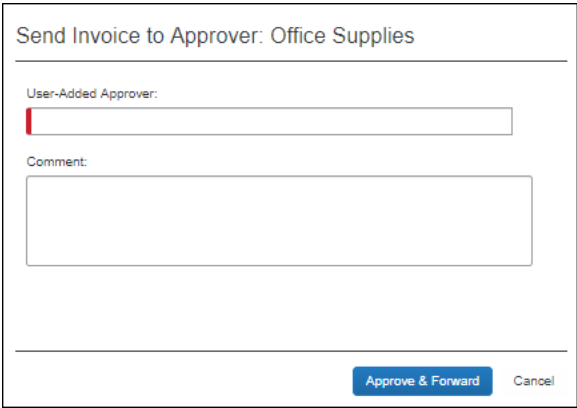
The processor can send an invoice, which is pending the processor, to an additional approver and then have the invoice sent back to the processor review step.

► **To send an invoice to an additional approver:**

1. With the invoice in summary view, click the **Send to Approver** button.

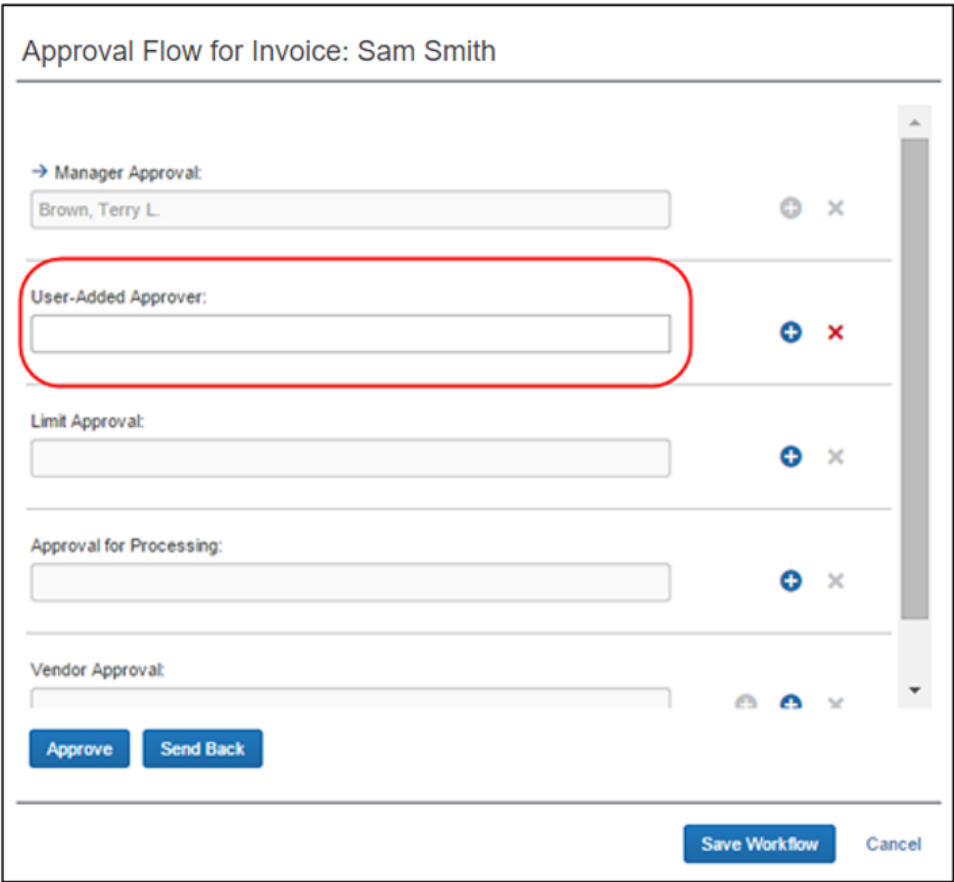


The **Send Invoice to Approver** window appears.



The screenshot shows a window titled "Send Invoice to Approver: Office Supplies". It contains a "User-Added Approver:" label above a text input field, and a "Comment:" label above a larger text area. At the bottom right, there are two buttons: "Approve & Forward" and "Cancel".

- 2. Add an approver in the **User-Added Approver** step, and then click **Approve**. You can now go to the **Approval Flow** window (**Details > Approval Flow**) and see the two workflow steps that have been added, one for an approver and one for a processor.



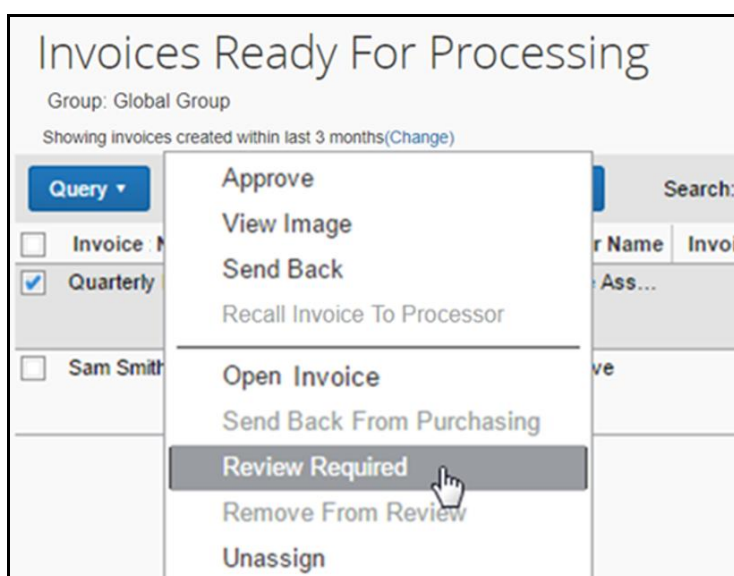
The screenshot shows a window titled "Approval Flow for Invoice: Sam Smith". It displays a list of approval steps, each with a text input field and a plus (+) or minus (-) icon to its right. The steps are: "Manager Approval" (with "Brown, Terry L." entered), "User-Added Approver:" (highlighted with a red rounded rectangle), "Limit Approval:", "Approval for Processing:", and "Vendor Approval:". At the bottom left, there are "Approve" and "Send Back" buttons. At the bottom right, there are "Save Workflow" and "Cancel" buttons.

Place an Invoice in Review

The Invoice Processor can assign a status of *Review in Progress* on one or more invoices pending their approval. Doing this does not prevent another processor from moving the invoice through workflow; it simply alerts other processors that the invoice is under review, who placed it in that status, and the date this was done.

► ***To place an invoice in review:***

1. On the **Invoices Ready For Processing** page, search for the invoice(s) to be placed under review.
2. Select (enable) the check box next to each invoice to be placed in review, then click **Actions > Review Required**.



3. In the **Review Required** window, provide a comment to explain why a review is required.

Review Required

Add a comment to explain why you are reviewing this invoice. Click OK to place it in review.

Comment:

Hold on this. There are some figures that need to be addressed. Let's talk. |

Comment History

Date ▾	Entered By	Comment Text
No comments.		

OK

Cancel

4. Review any comments in **Comment History** that may affect your actions.
5. Click **OK**.

A *Review In Progress* status is assigned and can be seen in the **Approval Status** column. If you hover the cursor over the review icon (a blue circle with a white "i"), you can view the comment directly within the page.

Origin Source	Approval Status	Payment Status
User Added Request	Pending Approval - Simpson, Frank	Not Paid
User Added Request	Review In Progress - ConcurConsultant,...	Not Paid
User Added Request	Not Submitted	Not Paid
User Added Request	Not Submitted	Not Paid

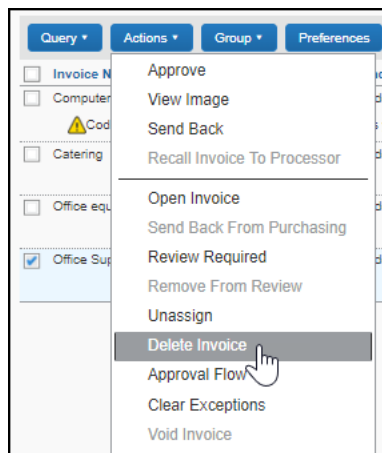
NOTE: If the invoice is ever sent back, the review status is removed from the invoice and this event is recorded in the audit trail.

Delete an Invoice

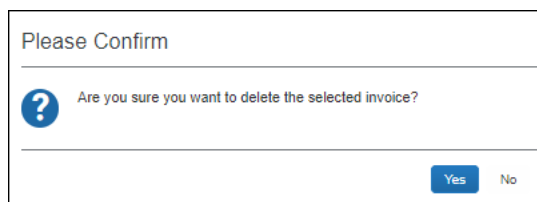
The Invoice Processor Manager can delete invoices. This action is only available when the invoice has already been submitted and has not yet been extracted for payment.

► **To delete an invoice:**

1. On the **Invoices Ready For Processing** page, search for the invoices that you want to delete.
2. Select (enable) the check boxes next to the desired invoices.
3. In the **Actions** menu, click **Delete Invoice**.



4. Invoice prompts you to confirm your action in the **Please Confirm** window.



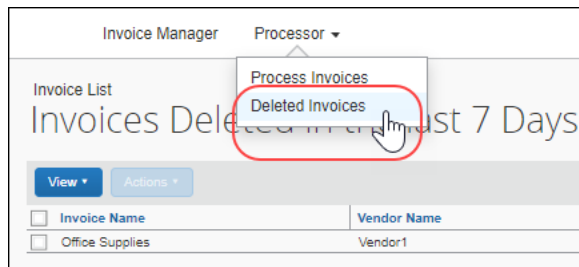
5. Click **Yes** to delete the invoice.

Restore a Deleted Invoice

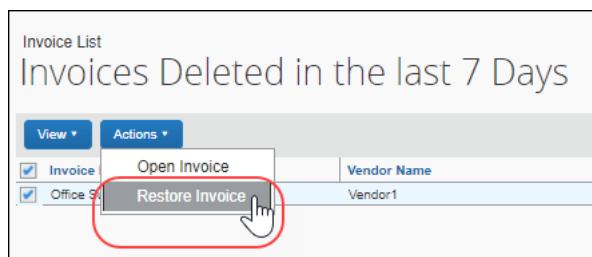
The Invoice Processor Manager can restore (undelete) one or more invoices. The invoice is returned to active status in an unassigned state and appears in the **Deleted Requests** page.

► **To restore a deleted invoice:**

1. In the **Processor** menu, click **Deleted Invoices**.



2. Perform a search if the default query return does not show the invoice you want to restore.
3. Select the invoice(s) to restore.
4. Click **Actions > Restore Invoice** or click **Restore Invoice**.



5. In the **Restore Invoice** page, enter a comment about why you are restoring the invoice.

Restore Invoice

Add a comment to explain why you are restoring the invoice. Click OK to restore it.

Comment:

Should not have been deleted

Comment History

Date	Entered By	Comment Text
No comments.		

OK Cancel

The invoice is returned to a status of *Active*, assigned to the original invoice owner, and appears in their queue. The audit log is updated with the date and name of the user who deleted the invoice.

The audit log is updated with the date and name of those users who deleted or restored any invoices.

Void an Invoice

If the financial system will not pay an invoice, or the invoice is deemed invalid, the Invoice Processor Manager role may change the invoice's Payment Status to *Voided*. This is useful where an invoice is rejected or cancelled in the client's financial system and the client wishes to apply this status to the invoice within Concur Invoice as well. When an invoice is voided, a record of the invoice remains in the system, but the invoice is not included in any listing or extract of general invoices. However, voided invoices can be included in search result lists by filtering the search where Payment Status is equal to *Voided*.

The invoice can be voided in batches, at the **Invoices Ready For Processing** page level, or at the invoice level by opening the invoice directly in summary view. The procedure below explains how to do this at the **Invoices Ready For Processing** page level.

NOTE: For an invoice to be voided, it must first be extracted.

► **To void an invoice:**

1. On the **Invoices Ready For Processing** page, select the invoice you want to void by selecting (enabling) its check box.
2. In the **Actions** menu, click **Void Invoice**.

The invoice is now assigned a Payment Status of *Voided*. The audit log is updated with the date and name of the user who voided the invoice.

Manage Receipts and Receipt Images

Invoice Processors who work with the Receiving feature, can add, edit, delete receipts and receipt images of the transmitted purchase order in the **Purchase Order** tab.



For more information, refer to the *Concur Receiving* section of the *Concur Invoice: Purchase Order Matching User Guide*.

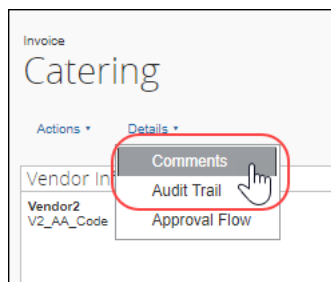
View and Add Comments to an Invoice

The Invoice Processor can view comments related to an invoice, which the person who created the invoice added.

Processors may also add comments to an invoice that has been extracted or is in a paid state.

► **To view comments of an invoice:**

1. Open the desired invoice.
2. Click **Details > Comments**.



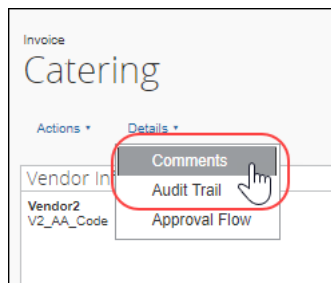
3. In the **Comment History** window, review the comments and then click **Close**.



Date ▼	Entered By	Comment Text
04/12/2019	Processor, Invoice	Should not have been deleted.

► **To add comments to an invoice:**

1. Open the desired invoice.
2. Click **Details > Comments**.



The **Comment History** window appears.

3. Add your comment in the **Comments** field.

Comment History

Date ▾

Entered By

Comment Text

No comments.

If you would like to add a comment to this request, type it in the text box below and then click Save.

Comment

Save

Close

4. Click **Save**.

Section 5: Payment Manager

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

About the Payment Manager Page

The **Payment Manager** page allows you to run, search for, and download both import and extracts. By default, the **Payment Confirmation Import** link appears to all users. If the Download Extract feature is enabled, the **GL Extract** link appears in the **Extract** navigation menu as well. Finally, if both Invoice Pay and the Extract Download features are enabled, all options appear.

Invoice Search
Invoice Number or Invoice ID:

Monitor Payments
Payment Batch List

Funding Account: Close Date (From / To):
Status: Send Date (From / To):

Actions

Batch ID	Close Date	Send Date	Status	Count	Failed Count	Total
ACH Funding Account						
<input type="checkbox"/> D36A93B7B37A47B99503	08/10/2023	08/11/2023	Pending Release	0	0	0.00
<input type="checkbox"/> FA0BB8F4378A41BAAC75	08/10/2023	08/11/2023	Pending Release	2	0	318.00
<input type="checkbox"/> 252A72FBA8404F84A868	11/16/2023	11/17/2023	Pending Release	1	0	15.00
<input type="checkbox"/> A2D1760855241088D6B	11/17/2023	11/17/2023	Pending Release	1	0	130.00
<input type="checkbox"/> 337C763C06AE46CCA7F4	11/22/2023	11/24/2023	Pending Release	1	0	138.00
<input type="checkbox"/> 850C317209AD4B15A645	11/23/2023	11/24/2023	Pending Release	1	0	10.00
<input type="checkbox"/> CB8885A8DEA749558C1E	12/07/2023	12/07/2023	Pending Release	1	0	25.00

Page 1 of 1 | Displaying 1 - 7 of 7

Depending on the options you enable with the help of SAP Concur staff, and the features you select in Product Settings, you may have one or more of the following transaction files available to you for your extract:

- A .CSV file
- A QuickBooks formatted (.IIF) file
- Extract and import feed files

Invoice Pay Clients

If you are interested in using Invoice Pay, or if you are currently using this add-on product to pay vendors, consult your Concur Invoice administrator for additional information about getting started with Invoice Pay.



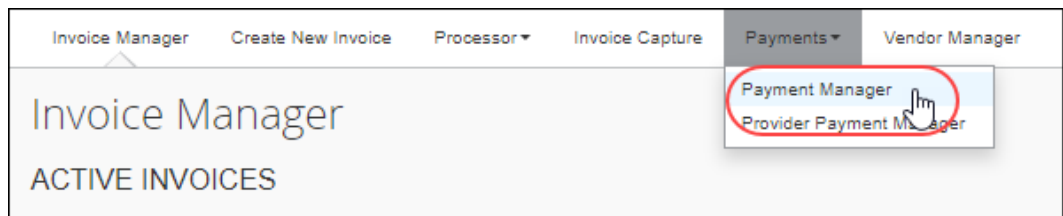
For more information about using this product, refer to the *Concur Invoice: Invoice Pay User Guide* and the *Invoice Pay Processes* Help topics in the [Concur Invoice Standard Edition Administrator Help | SAP Help Portal](#).

Payment Manager Processes

Use the procedures below to work with Payment Manager.

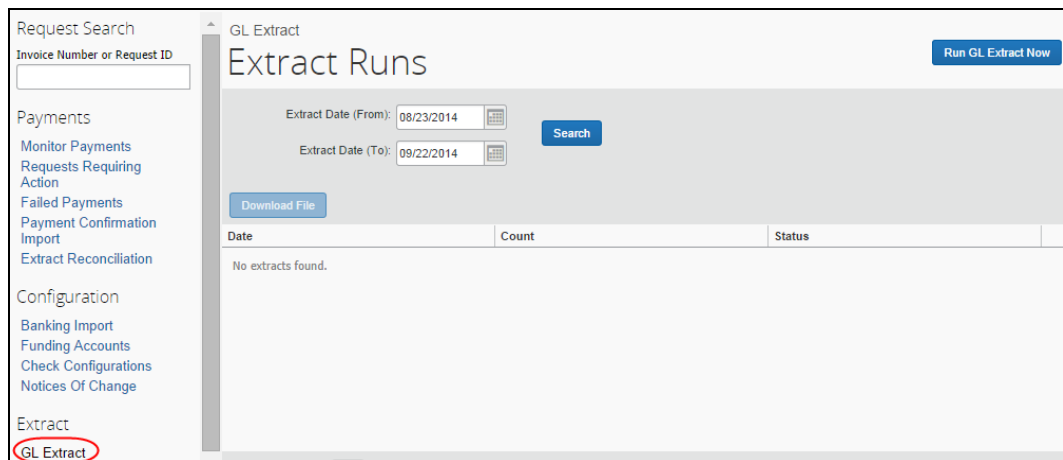
► To access Payment Manager:

1. Click **Invoice > Payments > Payment Manager**.



The the **Payment Batch List** page appears.

2. In the **Extract** section, click **GL Extract** (left menu.)



Work with the GL Extract

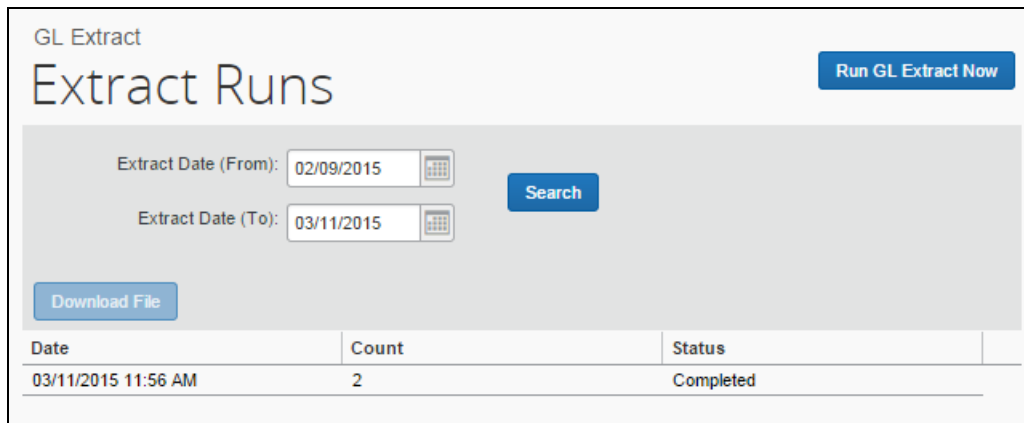
The **GL Extract** page is used to perform an overnight General Ledger (GL) extract on an on-demand schedule. The schedule is based on your choices during initial setup, where you were asked the schedule you would like to follow (Daily, Weekly, etc.). As a best practice, Invoice Pay users should coordinate the schedule of the extract with SAP Concur by consulting your Concur Invoice representative.

The page has two functions:

- **Run the GL Extract:** Perform the data extract from the client financial system for analysis as required.
- **Search for and Download the Results File:** Each extract run creates a file that can be searched for and analyzed for data, such as a failed row.

User Experience

When the Invoice Admin clicks **GL Extract**, the **GL Extract** page appears.



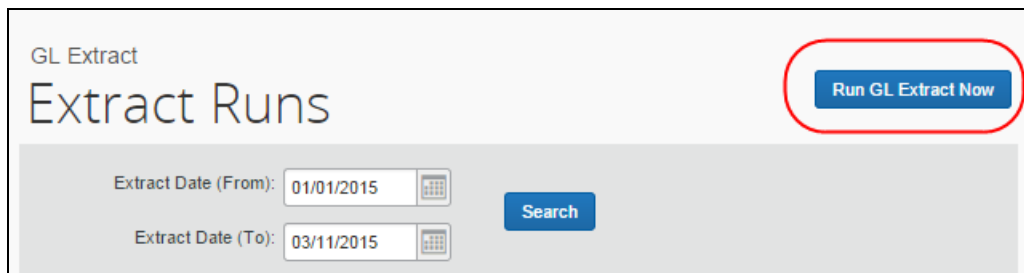
The screenshot shows the 'GL Extract' page with the title 'Extract Runs'. It includes a 'Run GL Extract Now' button in the top right. Below the title, there are two date pickers: 'Extract Date (From): 02/09/2015' and 'Extract Date (To): 03/11/2015', with a 'Search' button to the right. A 'Download File' button is located below the date pickers. At the bottom, there is a table with three columns: 'Date', 'Count', and 'Status'.

Date	Count	Status
03/11/2015 11:56 AM	2	Completed

Run the GL Extract

The Invoice Admin role is required to run the extract.

To run the extract, click **Run GL Extract Now**.



This screenshot is identical to the previous one, but the 'Run GL Extract Now' button is highlighted with a red oval to indicate it should be clicked.

Depending on the job queue, the job may require time to process after preceding jobs in the job queue before the system can run the extract and generate the output file.

Search for the Output File

Once the extract run is finished, you can open an output file for review.

► **To search for the extract output file:**

1. Choose a date in **Extract Date (From)** by:
 - ◆ Typing the date in mm/dd/yyyy format
 - ◆ Selecting the date from the calendar

The screenshot shows the 'GL Extract Extract Runs' interface. It includes input fields for 'Extract Date (From): 02/09/2015' and 'Extract Date (To):'. A 'Download File' button is visible. Below these is a table with columns 'Date' and 'Status'. The 'Date' row shows '03/11/2015 11:56 AM' and the 'Status' row shows 'Completed'. A calendar pop-up is displayed, showing 'February 2015' with days of the week (S, M, T, W, T, F, S) and dates (1-28). The date '9' is selected, and a 'Today' button is at the bottom of the calendar.

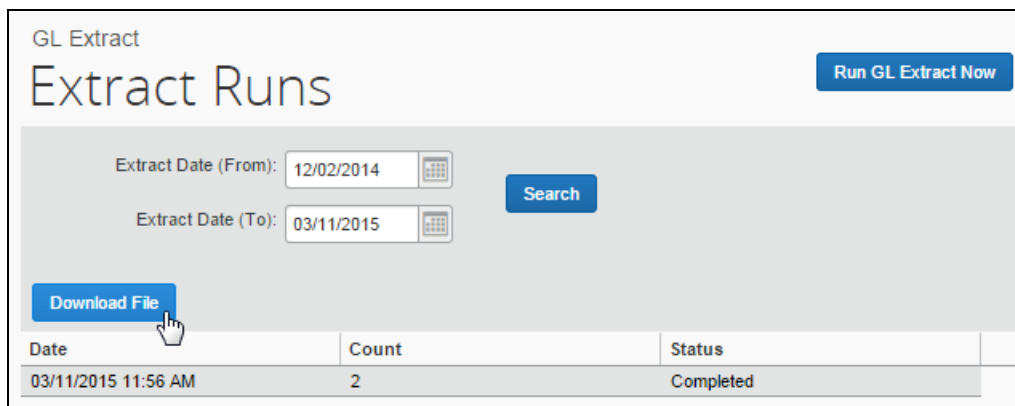
2. Click **Search** to return the set of extracts found within the specified date range.

View (Download) the Output File

You can review the output file for a selected extract run by downloading the file.

► ***To download the output file for an extract:***

1. Select a row containing the extract output file you want to review. Use the paging arrows if multiple rows prevent you from viewing the row.
2. Click **Download File**.



The screenshot shows the 'GL Extract Extract Runs' interface. At the top right is a button 'Run GL Extract Now'. Below it are two date pickers: 'Extract Date (From): 12/02/2014' and 'Extract Date (To): 03/11/2015', with a 'Search' button to the right. Below the date pickers is a 'Download File' button, which is being clicked by a mouse cursor. At the bottom is a table with three columns: 'Date', 'Count', and 'Status'. The table contains one row with the following data:

Date	Count	Status
03/11/2015 11:56 AM	2	Completed

3. Choose a local location to save the file, and then click **Save**.

Perform an On-Demand Payment Confirmation Extract

The on-demand Payment Confirmation Extract extracts invoice data from Concur Invoice to the client's financial system. This is helpful for Concur Invoice provider pay users, so that they can export provider payment information together with SAP Concur payment data.

To access the extract, click **Invoice > Payments > Payment Manager**, and then click the **Payment Confirmation Extract** link.

The screenshot shows the 'Payment Manager' interface. On the left, there is a sidebar with sections: 'Invoice Search', 'Payments', 'Configuration', and 'Extract'. Under 'Extract', the 'Payment Confirmation Extract' link is highlighted with a red box. The main area is titled 'Monitor Payments' and 'Payment Batch List'. It includes filters for 'Funding Account' (Any) and 'Status' (Pending Release). Below these are 'Actions' and a table of batch IDs. The table has columns for 'Batch ID' and 'ACH Funding Account'. The first row is highlighted. At the bottom, there is a pagination bar showing 'Page 1 of 1'.

Run a Payment Confirmation Extract

► To run a Payment Confirmation Extract:

1. Select the dates from which you want to run the extract.
2. Click **Search** and then click **Run Payment Confirmation Extract Now**.

The screenshot shows the 'Payment Confirmation Extract' interface. It includes a sidebar with 'Invoice Search' and 'Payments'. The main area is titled 'Payment Confirmation Extract' and 'Extract Runs'. It has fields for 'Extract Date (From): 03/20/2019' and 'Extract Date (To): 04/19/2019', a 'Search' button, and a 'Download File' button. A red box highlights the 'Run Payment Confirmation Extract Now' button in the top right corner. Below the buttons is a table with columns for 'Date', 'Count', and 'Status'.



For more information, refer to the *Concur Invoice: Invoice Payment Request Confirmation Extract for Standard Edition*.

Perform On-Demand Payment Confirmation Import

The on-demand Payment Confirmation imports invoice data from the client's financial system making disbursements to the vendor. This data is imported into Concur Invoice and updates the payment status of invoices.



For more information, refer to the *Concur Invoice: Payment Request Confirmation Import User Guide*.

Overview

The Invoice Admin begins by navigating to **Invoice > Payment Manager**, and then clicking the **Payment Confirmation Import** link to open the **Import Payment Confirmations** page.

Invoice Search

Invoice Number or Invoice ID

Payments

- Monitor Payments
- Invoices Requiring Action
- Failed Payments
- Payment Confirmation Import**
- Extract Reconciliation

Configuration

- Banking Import
- Check Configurations
- Payment Group Configuration
- Funding Accounts

Step 1: Download Import Template

Importing payment confirmations requires the use of the proper template. If you already have a template to use, you can proceed and import the payment confirmation file you created. Otherwise, click the 'Download Template' button below.

Refer to the User Guide for detailed information on how to populate the spreadsheet.

Download Template

Step 2: Select File To Import

In order to import payment confirmations, you must locate the Excel file they are saved in. Click the 'Browse...' button below to locate the file. Once the proper file is selected, click the 'Import' button.

Browse...

Import

Payment Confirmation Import History

Date	Status	Initiated By	File Name	Records Processed	Records Rejected
------	--------	--------------	-----------	-------------------	------------------

The administrator then:

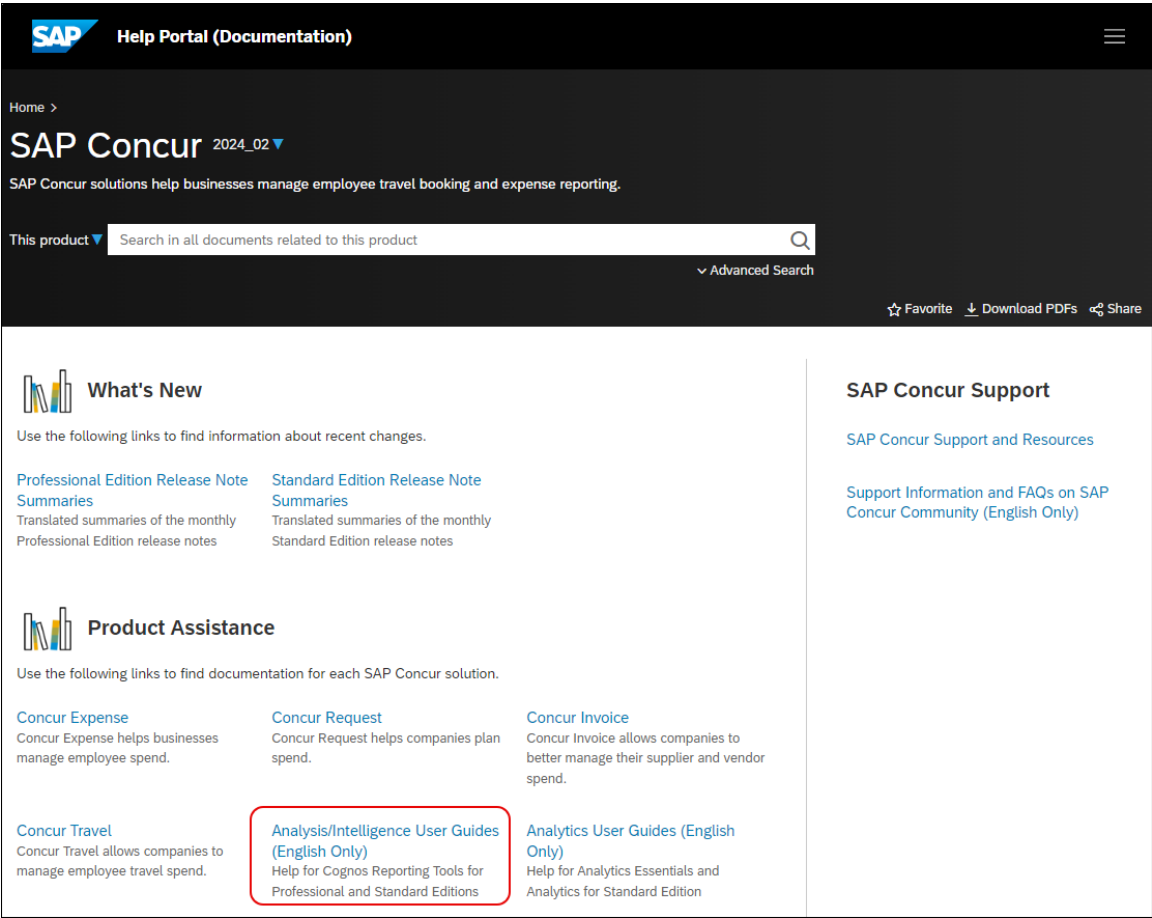
1. Downloads the template (or optionally provides their own)
2. Populates the spreadsheet with invoice confirmation data
3. Uploads and imports the template data
4. Reviews the import details for any issues

Section 6: Reporting

SAP Concur has partnered with Cognos to deliver a strong reporting platform for SAP Concur clients. The **Reporting** tab appears for users who have been granted the Reporting roles on the **Users** page. SAP Concur specific reporting documentation can be accessed from the **Reporting** tab.

Access Analysis/Intelligence Documentation via Cognos

The Analysis / Intelligence documentation is accessible from the SAP Help Portal by clicking the **Analysis/Intelligence User Guides (English Only)** link in the **Product Assistance** section on the [SAP Concur](#) page.



Section 7: Web Services

Administrators use the **Web Services** page under **Administration** to manage partner applications for the SAP Concur Connect platform. You can use the links on this page to register a partner application with SAP Concur or enable a partner application to access your SAP Concur data.

The SAP Concur Connect infrastructure consists of:

- A user interface to register partner applications for partners that will be using the web services
- A user interface to enable the partner applications for each company
- A common authentication and authorization model that will determine the application's level of access

NOTE: Some web services are only available with the SAP Concur Professional product.



For detailed documentation about the **Web Services** page and the available web services, refer to <http://developer.concur.com>.

Section 8: Appendix

Special procedures and cases are documented in this section.

Switch Tax Mode

The **Tax** field allows the Invoice User to enter tax at both the invoice and the line item levels, or just one of them. This field can handle different tax rates within a single invoice, such as Sales and Use tax rates in the U.S., and the Value Added Tax in other countries. This line-item **Tax** field is available in the Payment Request import, the Standard Accounting Extract, and for use in the Audit Rules and Processor Queries as well.

Use the Tax Field at Both the Invoice and Line Item Levels

Some clients will only need to enter tax at the header level, while others will only enter at the line item level. Clients who need to use both should consider adding both the header **Tax** field and the line item **Tax** field. If a client configuration includes tax fields added at both header and line item levels, a **Switch Tax Mode** button appears on the **Invoice** page, and end-users can click it to switch between the header and line item "tax edit modes."

NOTE: The invoice user can only use one **Tax** field, either at the header or line item level, per invoice.

The screenshot displays the 'Invoice Details' form. At the top, there is a 'Switch Tax Mode' button. Below it, the form is divided into sections for 'Policy Name' (Seattle Policy), 'Request Name' (Sam Smith), 'Invoice Date' (03/14/2015), 'Invoice Amount' (100.00), 'Payment Due Date' (04/13/2015), 'Description', 'Shipping' (0.00), 'Currency' (USD-US, Dollar), 'Payment Method' (Client), and 'Request Total' (110.00). A 'Tax' field is visible in the 'Request' section, showing a value of 10.00. Below this, a table shows the line item details:

Unit Price	Total	Tax
20	\$100.00	\$10.00

At the bottom, a summary table shows the 'Net Amount' as \$100.00 and the 'Gross Amount' as \$110.00. A red callout points to the 'Tax' field in the line item table, stating: "1) Read-only **Tax** field on the Request Header form with editable format value reflected in the **Tax** field in the Line Item form." Another red callout points to the 'Switch Tax Mode' button, stating: "2) Click **Switch Tax Mode** to clear the amount and input tax at the line item level instead. With this change, the line item **Tax** field no longer appears."

The figures below assume that **Tax** field configuration has been added at both header and line item levels; therefore the **Switch Tax Mode** button is displayed.

Example 1: Header Tax Edit Mode

Focus switched to header "tax edit" mode.

NOTE: In this mode, you can edit the header field and the line item field is not displayed.

Switch Tax Mode
Actions
Details
View Image
Assign
Save
Submit Request

Invoice Details

Policy Name
Seattle Policy

Request Name
Sam Smith

Vendor Invoice Number
4321

Invoice Date
03/14/2015

Invoice Amount
100.00

Net Payment Terms
30

Payment Due Date
04/13/2015

Description

Comments

Shipping
0.00

Tax
10.00

Request Total
110.00

Currency
USD-US, Dollar

Payment Method
Client

Service

Route
Show Distributions
Amount Remaining to be Itemized: \$0.00

Line Description	Service	Quantity	Unit Price	Total
Banner		5	20	\$100.00
Distribution Code	Percentage	Net Amount	Gross Amount	
	100	\$100.00	\$100.00	

Example 2: Line Item Tax Edit Mode

Focus switched to line item "tax edit" mode.

NOTE: In this mode, the header field is read-only, and you can edit the line item fields.

Switch Tax ModeActions ▾Details ▾View Image ▾AssignSaveSubmit Request

Invoice Details

Policy Name

Seattle Policy ▾

Request Name

Sam Smith

Vendor Invoice Number

4321

Invoice Date

03/14/2015

Invoice Amount

100.00

Net Payment Terms

30

Payment Due Date

04/13/2015

Description

Comments

Shipping

0.00

Tax

0.00

Request Total

100.00

Currency

USD-US, Dollar ▾

Payment Method

Client ▾

Service

rule ▾

☒ Show Distributions

Amount Remaining to be Itemized: \$0.00

Line Description	Service	Quantity	Unit Price	Total	Tax
Banner		5	20	\$100.00	\$0.00

