Concur Invoice: Purchase Order Matching

User Guide for Standard Edition

Last Revised: December 9, 2020

Applies to these SAP Concur solutions:

- ☐ Concur Expense
  - ☐ Professional/Premium edition
  - ☐ Standard edition
- ☐ Concur Travel
  - ☐ Professional/Premium edition
  - ☐ Standard edition
- ☒ Concur Invoice
  - ☐ Professional/Premium edition
  - ☒ Standard edition
- ☐ Concur Request
  - ☐ Professional/Premium edition
  - ☐ Standard edition

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Revision History

Date	Notes/Comments/Changes
August 30, 2022	Minor edits; cover date not updated
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
March 4, 2021	Updated the copyright year; no other changes; cover date not updated
December 9, 2020	Added the Receipt User role to the SAP Concur Receiving Roles' table.
January 8, 2020	Updated the copyright; no other changes; cover date not updated
October 4, 2019	Added several procedures.
September 21, 2019	Added procedures for view invoices and POs.
August 17, 2019	Added information about quantities and amounts freed up on voided PO-based invoices.
July 9, 2019	Removed "Concur" from the title and footer. No revision date change.
June 11, 2019	Updated images throughout.
March 16, 2019	Added a note regarding the new **All Purchase Orders** list page for Purchasing Admins in the March release.
March 8, 2019	Replaced "payment request" with "invoice". Updated "Concur" with "SAP Concur". Updated one image. Replaced "Concur's".
January 30, 2019	Updated the copyright; no other changes; cover date not updated
June 14, 2018	Changed copy-down to copydown; no other changes; cover date not updated
April 11, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
November 4, 2017	Updated guide to include new **Product Settings** page, which replaces the Setup Wizard.
July 8, 2017	Added information about the Central Receiver role.
April 22, 2017	Added information about users not being able to edit or delete receipts associated to an 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.
November 4, 2016	Added information about the Concur Receiving feature.
August 12, 2016	Updated **Purchase Order** tab images and added information about warning when non-blocking purchase order matching errors occur.

Date	Notes/Comments/Changes
April 15, 2016	Added information about the following: • Three-Way Matching • Multiple Purchase Orders • Automatic copy-down of expense types from PO line to invoice line • Automatic association of invoices and purchase orders
June 12, 2015	Updated with information about the redesign of the **PO Matching Summary**, **Payment Request**, and **Purchase Order** tabs.
March 13, 2015	New document.

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

Purchase Order Matching

Section 1: Overview

Purchase Order (PO) Matching helps companies maintain control by identifying and resolving any matching exceptions before paying suppliers, such as limiting payment to the quoted price, terms, and quantity ordered. Clients who create purchase orders in their financial system can import PO data to Concur Invoice by using the PO Import. From there, clients can configure rules that help identify match exceptions, or enable straight-through processing in cases where invoices match.

Concur Invoice offers two types of matching methods:

- **Two-Way Matching:** Matching between invoices and purchase orders (no receipt)
- **Three-Way Matching:** Matching between invoices and purchase orders and received quantities

The two-way matching verifies that purchase order and invoice information match whereas the three-way matching allows clients to match invoices with purchase orders and received quantities (of goods) before the invoices are processed and paid.

Required Roles

Once the Concur Admin has enabled the PO Matching feature, the client administrator can access and configure the PO Matching feature in Concur Invoice.

Concur Invoice Receiving Roles

This table shows different roles and what users with these roles can and cannot do when working with the Concur Invoice Receiving feature.

Role	What the User Can Do	Where?	Conditions
Purchasing Admin (who processes purchase orders)	Can add, edit, and delete receipts and receipt images.	In the transmitted purchase order.	None.
Invoice Processor	Can add, edit, and delete receipts and receipt images.	In **Purchase Order** tab of Concur Invoice.	None.
Purchase Request User	Can add, edit, and delete receipts and receipt images.	In the transmitted purchase order.	None.
Invoice Owner	Can add, edit, and delete receipts and receipt images.	In **Purchase Order** tab of Concur Invoice.	None.
Central Receiver	Can add, edit, and delete receipts and receipt images.	In the transmitted purchase order.	Cannot transmit or process purchase orders or invoices.
Receipt User	Can add, edit, and delete receipts and receipt images. Can only add, edit, and delete receipt data for their own purchase orders.	In the transmitted purchase order.	The Concur Receiving feature must be activated.

NOTE: For clients who import purchase orders on entities that do not have the Purchase Request feature enabled, a user who is assigned the Purchasing Admin role can see a list of imported purchase orders by navigating to the **Requests > All Purchase Orders** page.

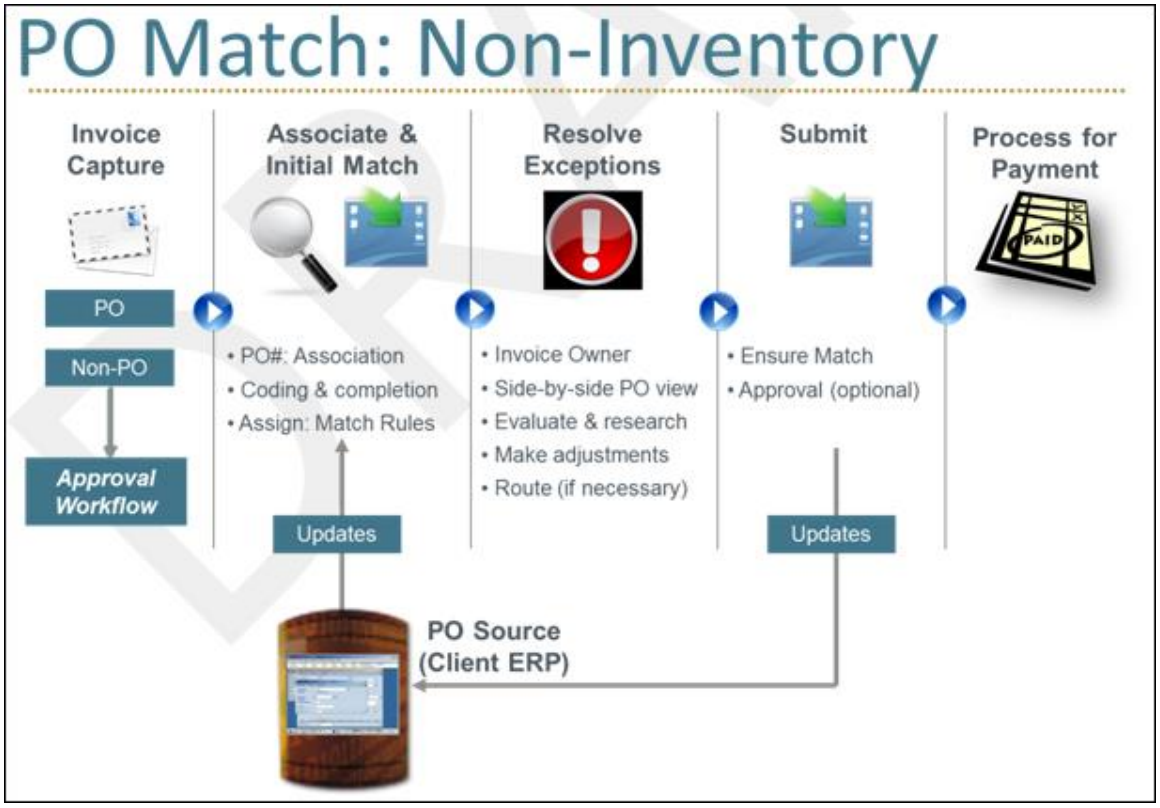
Additional Roles

AP User: Used for sites which rely on back-office personnel to code their invoices and handle assignment and reassignment of invoices.

Invoice Owner: Can create and submit invoices.

Purchasing Admin: Typically, a purchasing specialist who updates the Purchase Order in the client's Purchasing system. The Purchasing Admin can view all the POs within Concur Invoice. In addition, the Purchasing Admin can process purchase requests and purchase orders.

PO Invoice Lifecycle



NOTE: If there are no exceptions, the invoice will proceed to the purchasing admin for payment processing.

How a PO invoice Is Processed

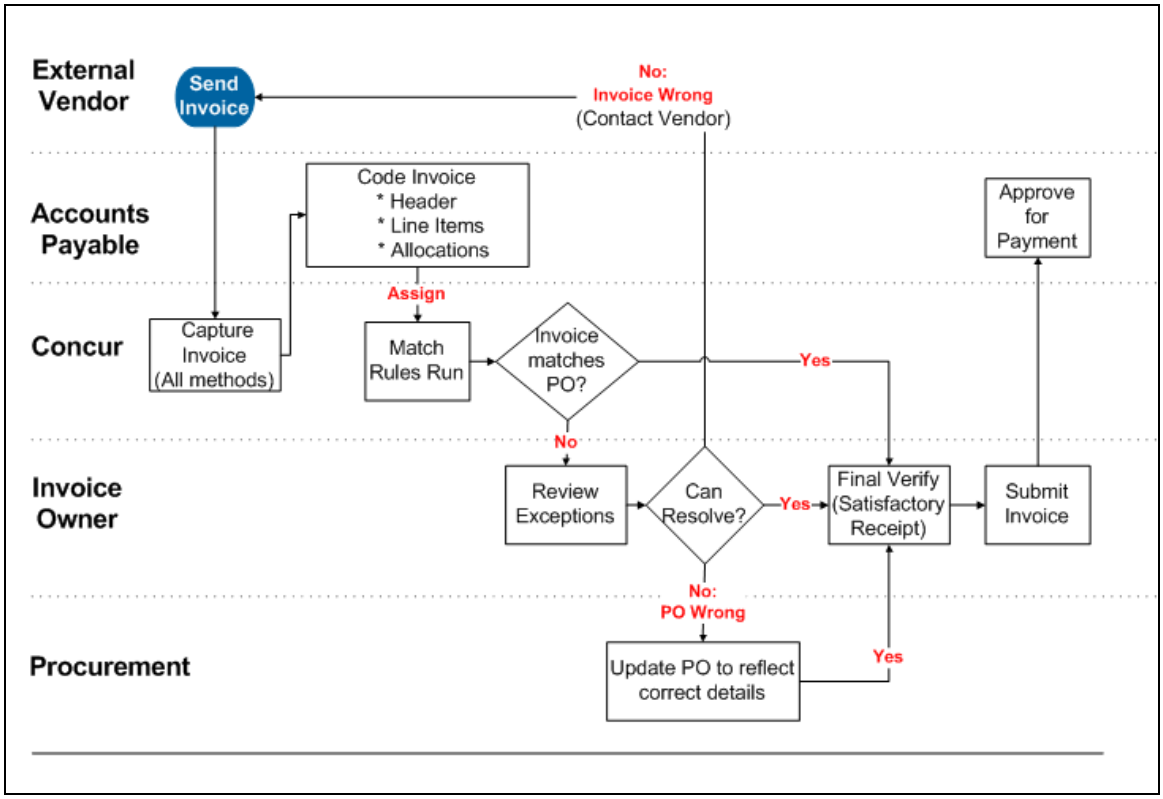
1. **Invoice Capture**
   - PO and non-PO invoices can be captured centrally
2. **Association and Initial Match**
   - PO-based invoices are associated to the PO, based on the entered PO number
   - For centralized organizations, AP Users typically complete invoice coding first
   - SAP Concur has a copy of PO data from client ERP (via web service or FTP)
   - Match Rules are run for the first time when the Invoice Owner is established (Assign), and exceptions are flagged
3. **Resolve Exceptions**
   - Invoice Owner (or AP in a centralized organization) reviews and resolves exceptions

- The system expedites resolution with complete visibility into the associated PO, and a side-by-side view of the PO line and Invoice line for easy comparison
- Invoice Owner/AP makes adjustments if policy allows, and if necessary, engages Purchasing or the vendor for questions or corrections
- Back office has visibility and traceability for all invoices in the system

4. **Submit**
   - Exceptions can be configured to either create a warning, or to require full resolution prior to invoice submission (hard stop)
   - If there are no hard-stop exceptions, the system routes matched invoices to final processing by default; no further manager approval is required
5. **Process for Payment**
   - The invoice is moved to final processing and payment

Establish PO Match "To Be" Model

Handling Purchase Orders can involve several roles and departments, and the change to matching within Concur Invoice might involve some business process reengineering. Therefore, it is important to work with your SAP Concur representative to map your current process to a "To Be" model within Concur Invoice. The flow below shows a high-level Best Practices model and outlines key considerations.



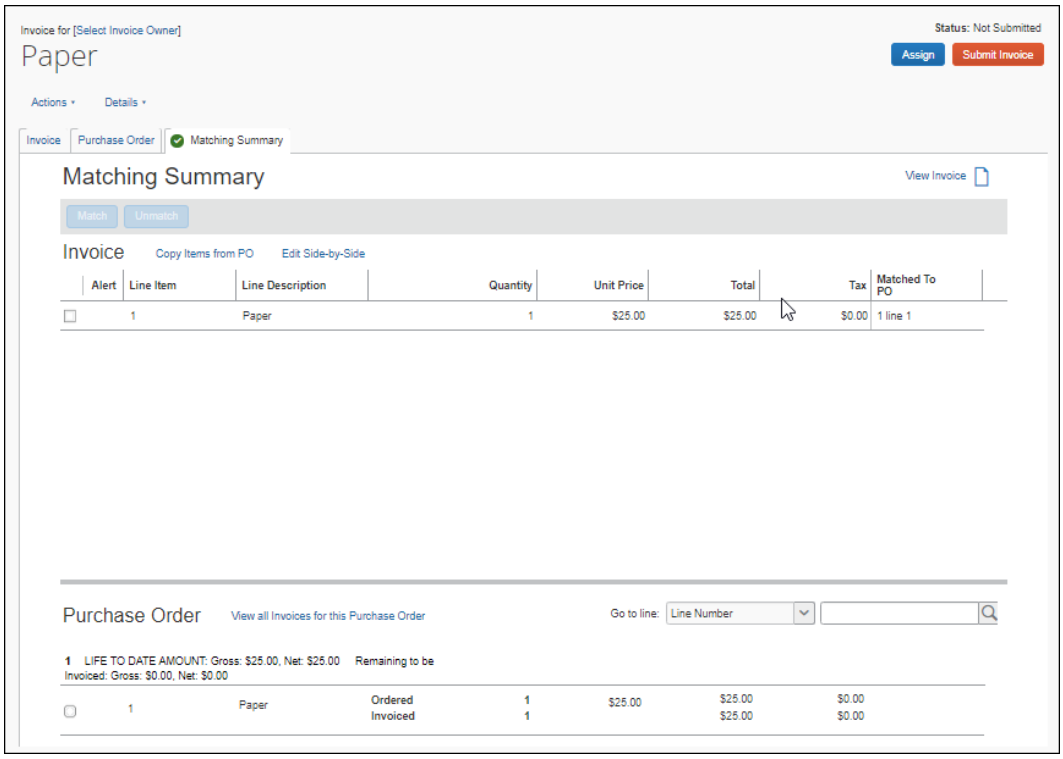
NOTES:

- **Code Invoices:** *ALTERNATIVE* - The Invoice Owner can create and/or code the invoice.
- **Can Resolve?:** *ALTERNATIVE* – The Invoice Owner can edit the current invoice to resolve the exceptions (aka "short-pay"), or contact vendor to issue corrected invoice or credit memo.
- **No PO Wrong:** *ALTERNATIVE* – Purchasing Admin can make edits within the client system which are updated to Concur Invoice via a PO Import.
- **Final Verify:** Regardless of match status, all invoices are routed to the Invoice Owner. The user has an opportunity to verify satisfactory receipt at an overall invoice level and can quickly dispatch perfect matches from the list view. If line level receiving is required, this must be done in another system (client ERP).

PO invoices go directly to Accounting Review (no additional manager approval can be added).

PO Invoice Quick Tour

The **Matching Summary** view brings together all aspects of the invoice in a single view with options to drill into the invoice, the PO, or take actions.



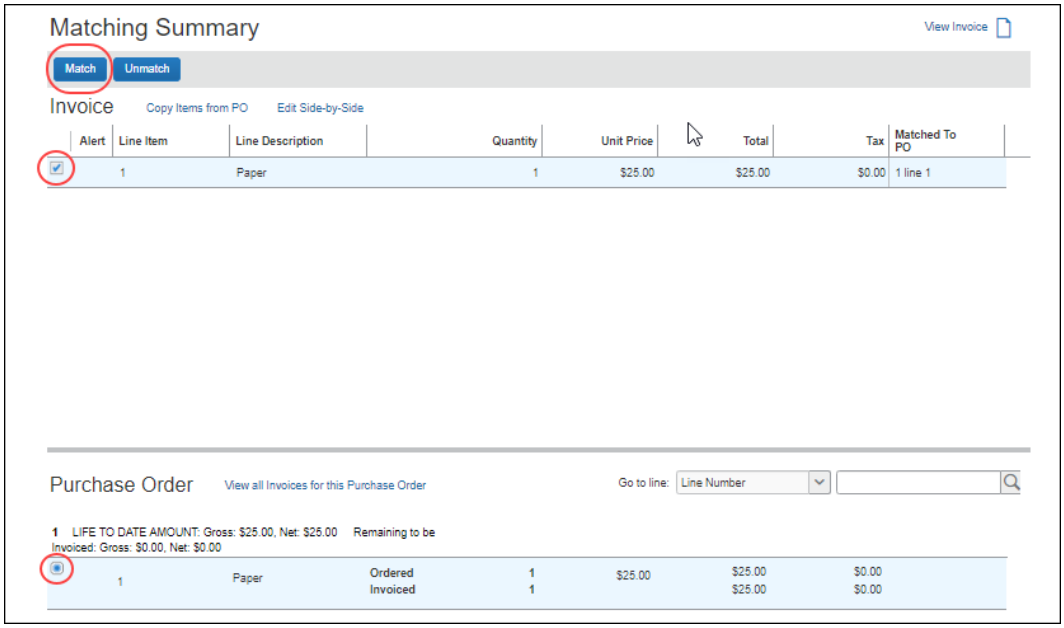
Matching Summary Tab

This comprehensive view includes:

- **Matching Exceptions section** listing all current exceptions
- **Line Item Summary section** with key fields for both invoice and PO (and receipts if the PO is part of three-way matching), including the ability to match and unmatch line items
- **Side-by-Side view** of invoice, PO, and associated invoice image, including **Previous** and **Next** buttons allowing for easy navigation between vendor, header, and each line item.
- **View invoices and requests** that share the same PO Number

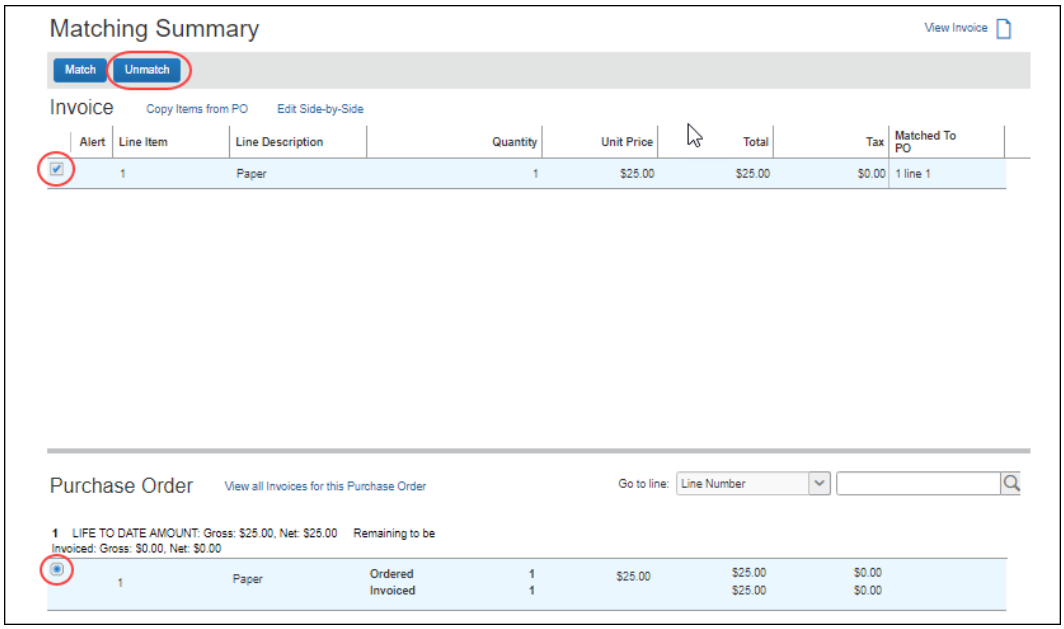
MATCHING LINE ITEMS

The user matches one set of line items at a time by selecting one or more invoice line items and one matching PO line item, and then clicking the **Match** button. Alternatively, the user can right-click to perform the matching.



When a user clicks a line item of a purchase request or purchase order, which has not been matched, the selected line item will be highlighted, and the corresponding check box will be selected *automatically*. The system will then enable the **Match** button.

When a user clicks a line item of a purchase request or PO, which has already been matched, the **Unmatch** button will be enabled for the matched purchase request line item.

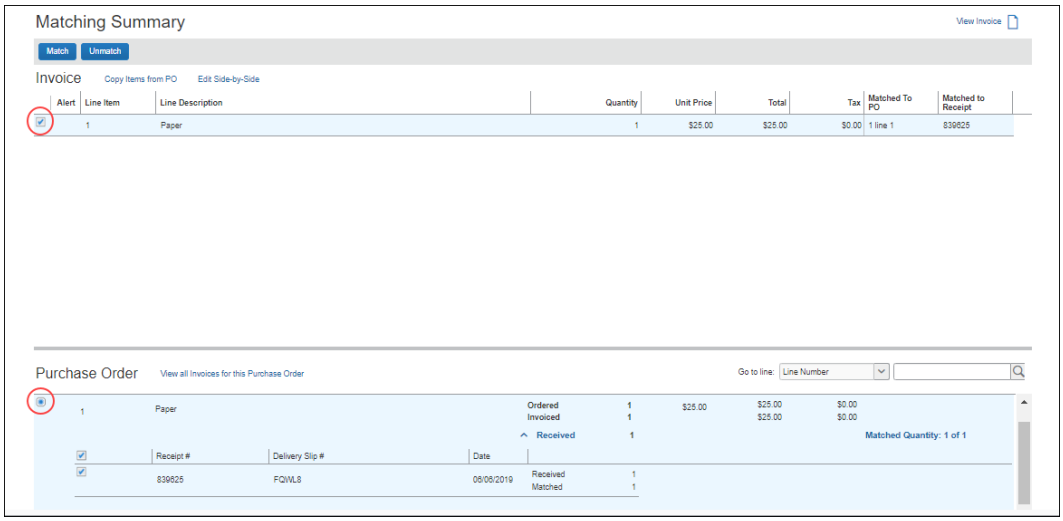


In addition, the **Invoice** and **Purchase Order** tabs display the invoice and PO details. The user can make edits based on field access configuration.

For three-way matching, the user can see the receipt information in the **Matching Summary** tab and in the **Purchase Order** tab of the invoice detail view.

The receipt information for each PO line is nested within the corresponding PO line, and consists of Receipt#, Delivery Slip #, Date, and Quantity.

Concur Invoice will highlight matched PO line items and receipts when a user selects an invoice line item.



VIEW AN INVOICE

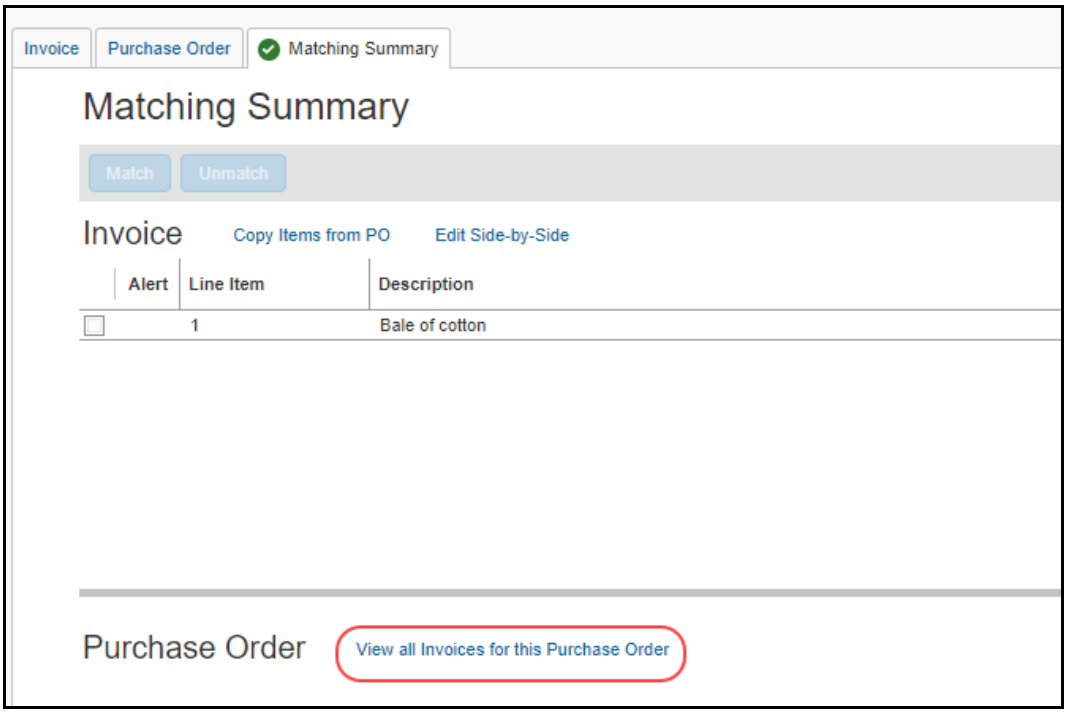
To view an invoice:

1. Click **Invoice** and select the relevant view.
2. Open the invoice by clicking it.
3. On the **Matching Summary** tab, click the **View Invoice** icon. The invoice images appear.

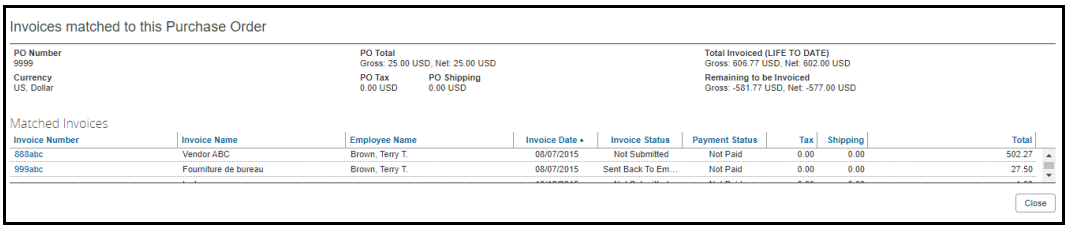
VIEW ALL INVOICES FOR THIS PURCHASE ORDER

To view an invoice:

1. On the **My Invoices** page, open the invoice in detailed view.
2. On the **Matching Summary** tab, click the **View all Invoices for this Purchase Order** link.



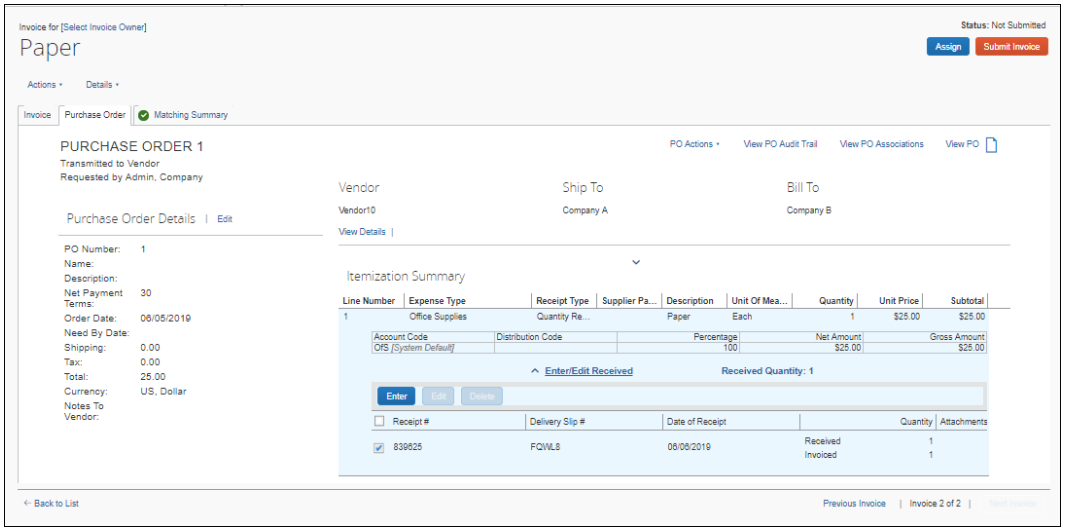
The **Invoices matched to this Purchase Order** page appears.



Purchase Order Tab

The **Purchase Order** tab provides comparison information necessary to resolve exceptions. PO data is read-only within Concur Invoice, so any changes need to be made in the PO system of record.

Purchase Order data is made available through an import from the client system of record.



EDIT A PO

To edit a PO:

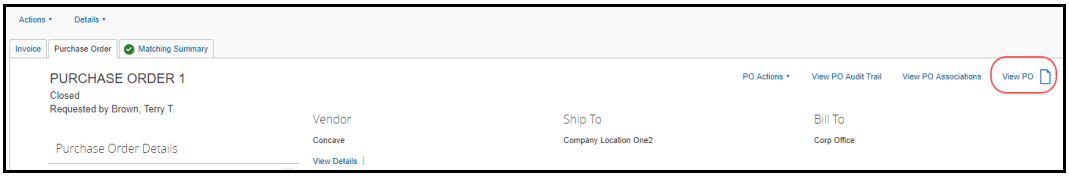
1. Click **Invoice** and then select the relevant view.
2. On the **Purchase Order** tab, click the desired **Edit** link to edit the PO.

3. Click **Save** where applicable.

VIEW A PO

To view a PO:

1. Click **Invoice** and then select the relevant view.
2. On the **Purchase Order** tab, click the **View PO** icon.

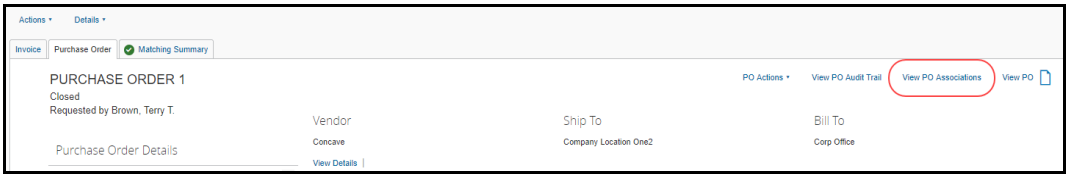


The PO images appear.

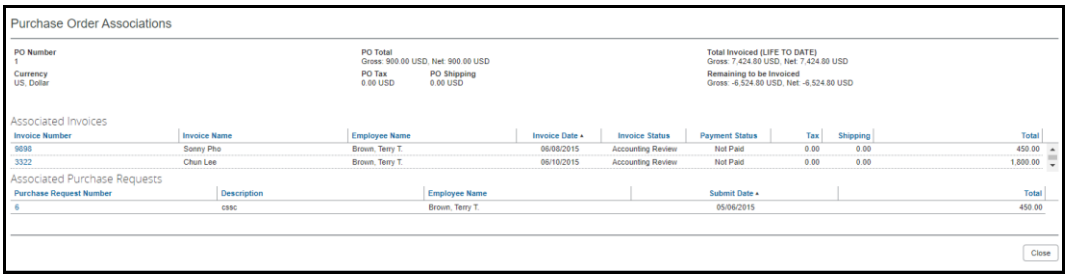
VIEW PO ASSOCIATIONS

To view PO associations:

1. Open the desired PO-based invoice by clicking **Invoice** and selecting the relevant view.
2. On the **Purchase Order** tab, click the **View PO Associations**.



The **Purchase Order Associations** page appears showing information about purchase order associations to purchase requests and invoices.



Invoice Tab

The **Invoice** tab contains all the information about the invoice(s) associated to the purchase order.

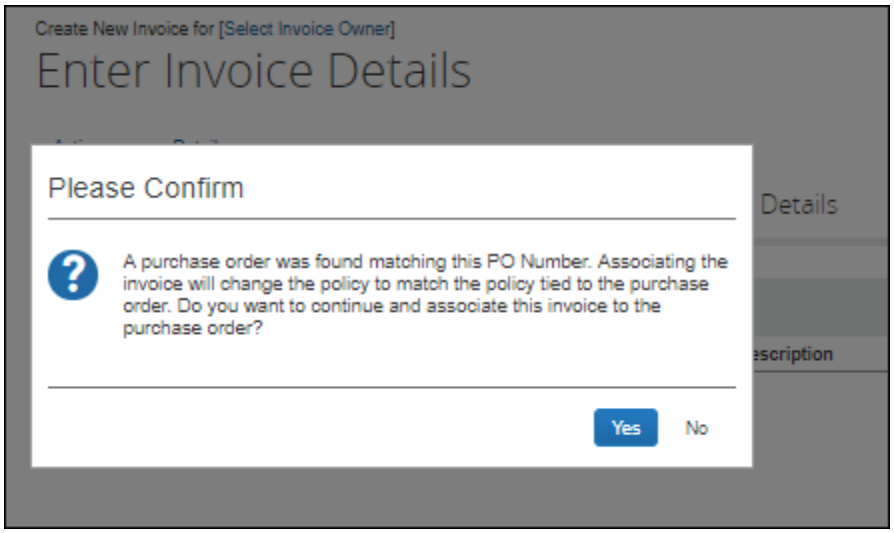
Section 2: PO Association

When an invoice has a value entered for PO Number and the PO number matches that of a PO in Concur Invoice, the invoice is *associated* to the PO. This can happen during invoice creation, or it can be changed to this state for an existing invoice.

Associate PO During Manual Invoice Creation

When a user creates an invoice, if they enter a PO number into the **PO Number** field that matches the PO number of a PO that is already in Concur Invoice, the user can automatically associate the PO with the invoice.

After entering the required information on the **Invoice Details** page, when the user clicks **Save**, the following message appears.



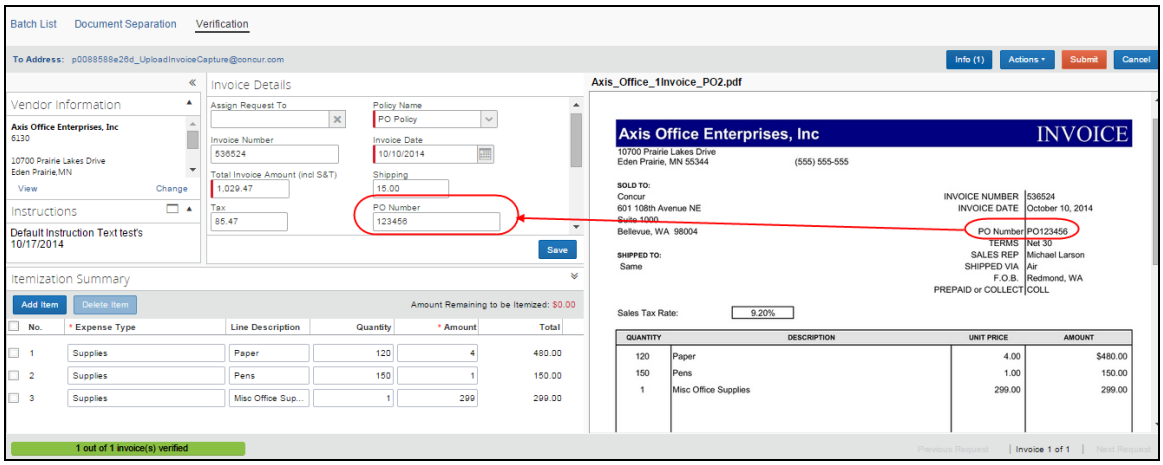
If the user clicks **Yes**, the invoice is automatically associated with the PO with the matching number.

Associate PO by Using Capture Processing

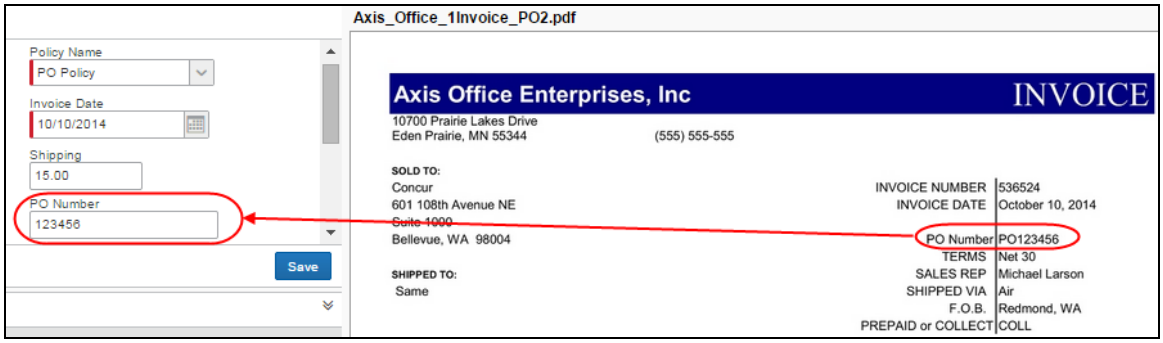
When the system processes an invoice through Capture Processing, the PO number appears in the **PO Number** field on the **Verification** page of **Invoice Capture**. The PO number captured will carry over to Invoice regardless. However, the key is that any PO-related validation will *not* occur, unless the captured PO number can be associated to a PO in Concur Invoice. If there is a valid association, then copy down and match rule validation will occur; if not, the system will still carry the PO number to the invoice, without any additional copy downs or ability to match.

To access the **Verification** page, click **Invoice** > **Invoice Capture**, and then click **Verification**.

Verification page:



Detailed view of the **Verification** page showing the **PO Number** field:



Associate Invoice With Multiple Purchase Orders

Concur Invoice can process invoices that are associated with multiple purchase orders, which might be useful for clients who only want to receive one invoice for a number of purchase orders that are tied to that particular invoice.

Some clients will get a mix of invoices with some invoices referencing a purchase order number at the header level and with some invoices referencing purchase order numbers at the line item level where each line item's PO number could be different.

With the Multiple Purchase Orders feature, Invoice supports the ability to associate a purchase order number at the invoice line item level.

Companies with this feature can:

- Enable PO numbers at the line item level
- Disable PO numbers at the line item level
- Change the associated PO number for an invoice line item on the **Invoice** tab
- View each PO associated to a specific invoice on the **Purchase Order** tab

Enable and Disable Line Item Level PO

The Multiple Purchase Orders feature provides employees with the **Enable Line Level PO** command in the **Actions** menu for an invoice (provided the Multiple Purchase Orders feature has been activated by SAP Concur). The user selects one purchase order number from which to create an invoice from the **Purchase Order Number** list on the **Create New Invoice** page. This PO number will serve as the primary PO number for all header PO-based copydowns. Then the user selects the **Enable Line Level PO** option, and can manually add PO numbers at the line level in the **Invoice** tab. With this option selected (enabled), the user has indicated that it is a multiple PO invoice, and the PO number field at the line level becomes visible and editable. When the user adds a line item, the primary PO is defaulted as the first line's PO. Users can change this line level PO number, and when the user creates additional line items, the previous line's PO number is defaulted to the new line.

If the user changes the PO number:

- **At the header level:** The user is notified that any header copydowns will also be changed if they proceed to make the change. Line item level PO numbers will be unchanged
- **At the line item level:** That line item's PO number will be changed, and the default for the next line will be the new PO number if the next line does not already have a PO number

Users can view all the POs belonging to a specific invoice in the **Purchase Order** tab, and to match invoice lines to PO lines belonging to different POs, a user needs to go into the **Matching Summary** tab.

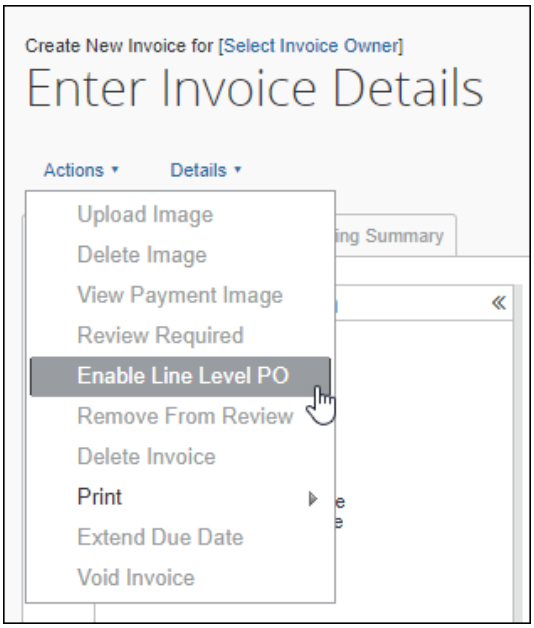
If a purchase order is changed or updated, Concur Invoice will check if this PO is associated to any invoice line items. When the PO is saved, Invoice will run configured matching rules against existing associated invoices.

Should the user wish to disable the Multiple Purchase Order functionality, they can do so by selecting the **Disable Line Level PO** command in the **Actions** menu.

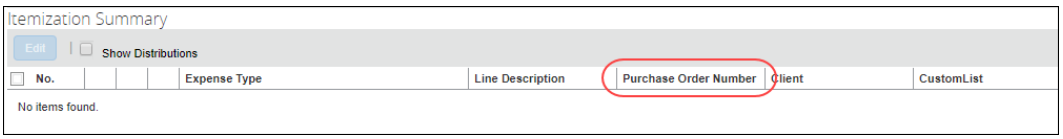
To enable line item level PO:

1. Click **Invoice** > **Create New Invoice**.
2. On the **Create New Invoice** page, in the **Purchase Order Search** field, start typing in a PO number, and then select the PO number that you want to use.

3. On the **Enter Invoice Details** page, in the **Actions** menu, click **Enable Line Level PO**.

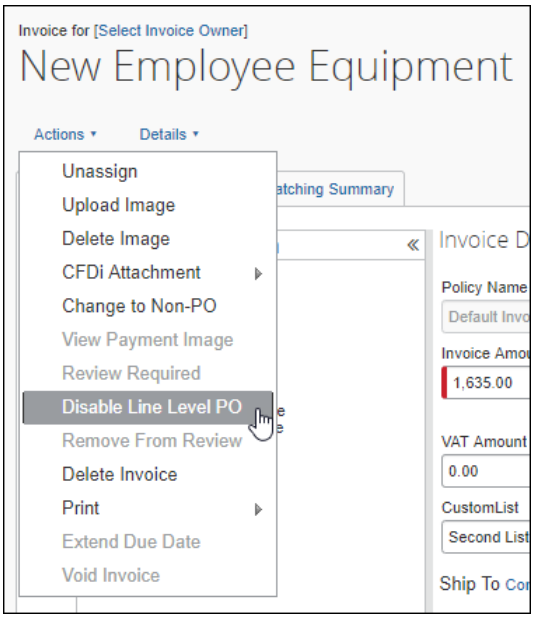


The **Purchase Order Number** column is added to the line item level.

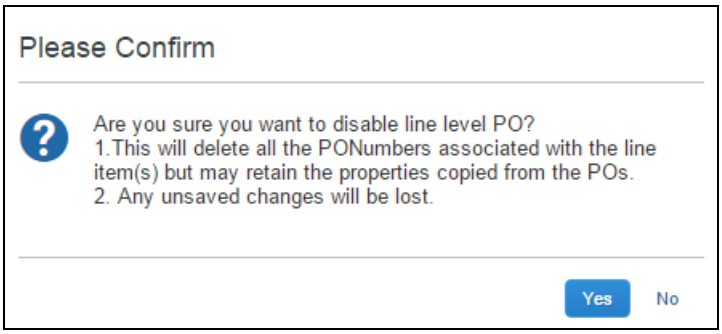


To disable line item level PO:

1. Open the desired invoice.
2. In the **Actions** menu, click **Disable Line Level PO**.



3. In the **Please Confirm** window that appears, click **Yes**.



NOTE: Please ensure that you really want to delete all purchase order numbers associated with the line item in question.

PO Line Item Association

If an invoice is associated to multiple purchase orders, the system creates a link between each invoice line and its corresponding PO. The PO number is then used for line association between the invoice line and the appropriate line of the PO. If the client has selected to use auto line association, this logic will be used for multiple POs as well.

Line item level PO-based copydowns will occur from the associated PO line items.

NOTE: Invoice line items that do not have a PO number will not be associated to a PO line item by the system.

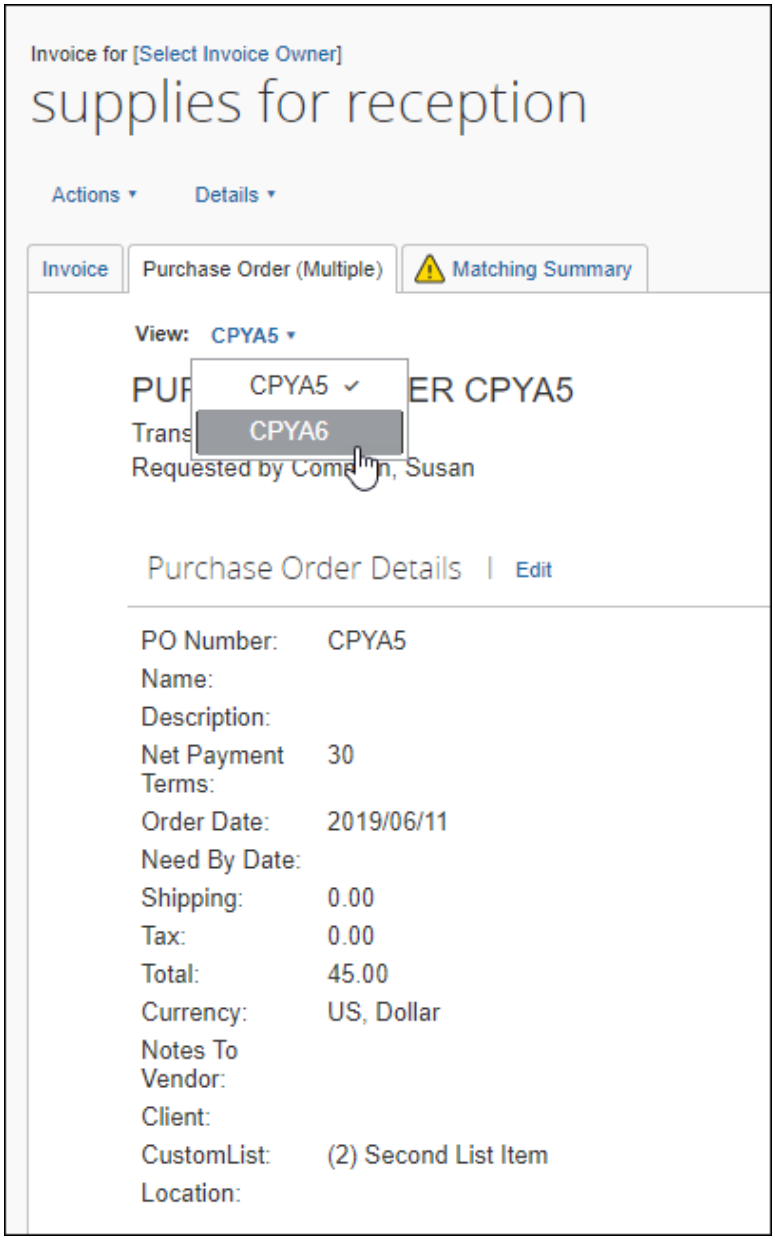
If the user needs to change the associated PO number for an invoice line item, they will be able to do so in the **Invoice** tab.

View and Manage Multiple POs

Users can view and manage multiple POs in the **Purchase Order** tab and **Matching Summary** tab.

PURCHASE ORDER TAB

On the **Purchase Order** tab, the user will be able to select each purchase order tied to a specific invoice in a list.



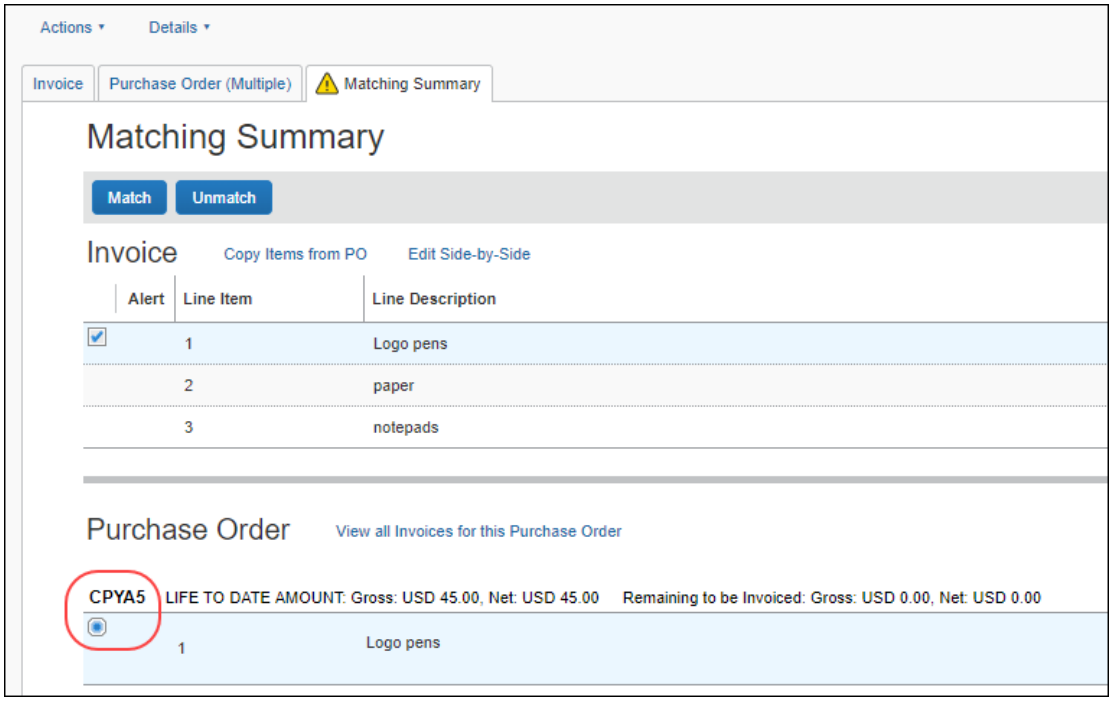
Once the user has selected a purchase order, they can view the details of the purchase order and work with it as usual.

To view and manage multiple purchase orders:

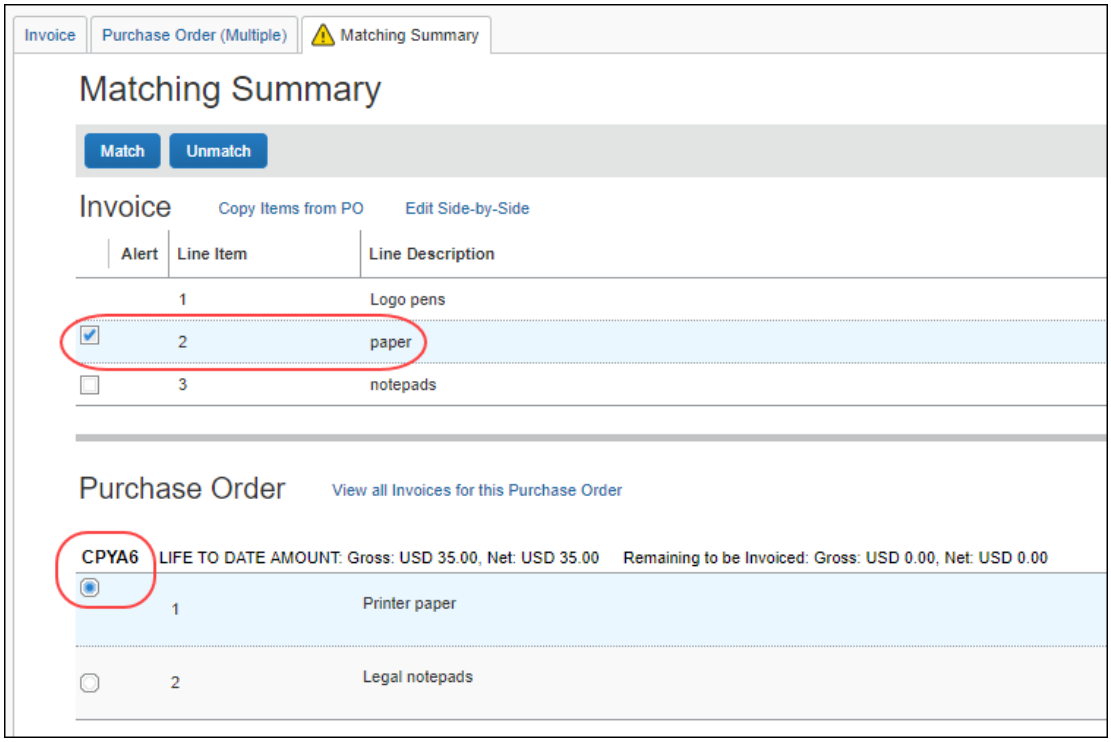
1. Open the desired invoice.
2. Click on the **Purchase Order** tab.
3. In the list, select the purchase order you want to view or work with.

MATCHING SUMMARY TAB

On the **Matching Summary** tab, in the **Purchase Order** list, users will see the header level purchase order as default.

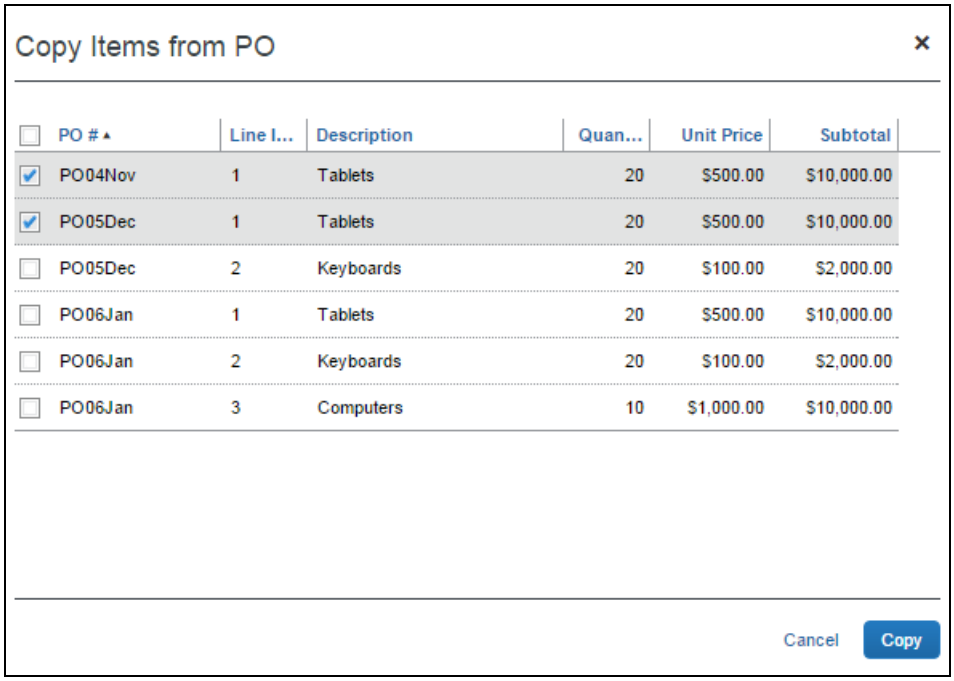


Once the user clicks on a line item purchase order in the **Invoice** list, the purchase order matched to that invoice shows in the **Purchase Order** list.



COPY ITEMS FROM PO

In the **Copy Items from PO** window, the user will be able to see all lines of the purchase order tied to the specific invoice with which they are working.

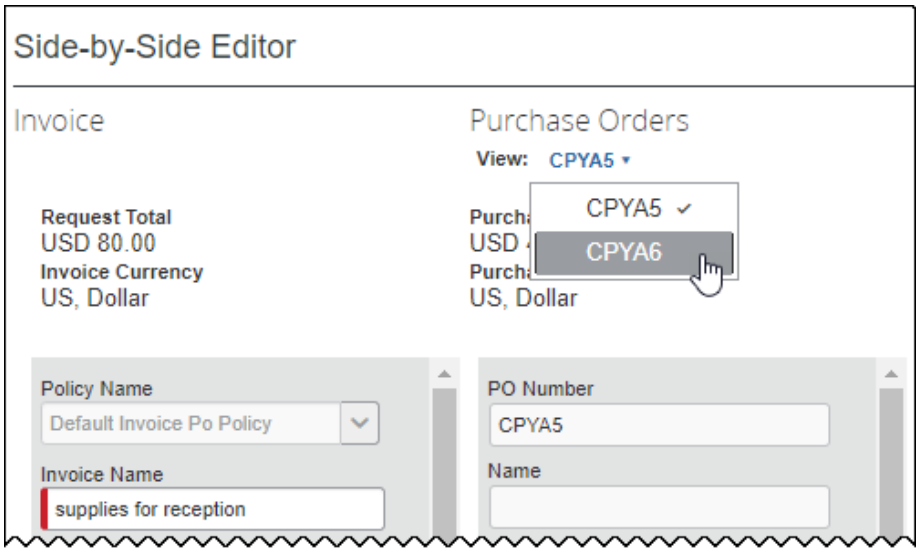


To copy items from a PO:

1. Click **Invoice** and then select the relevant view.
2. Open the invoice by clicking it.
3. On the **Matching Summary** page, click the **Copy Items from PO** link.
4. Select the items you would like to copy and then click **Copy**.

EDIT SIDE BY SIDE

In the **Side-by-Side Editor** window, the user or processor will see a list with all purchase orders tied to the invoice in question. By selecting one of the purchase orders from the list, the user or processor will see the purchase order header data in the **Purchase Order** section. This means that the purchase order header data will change depending on purchase order selected in the list. The invoice details stay the same.



To edit in side-by-side view:

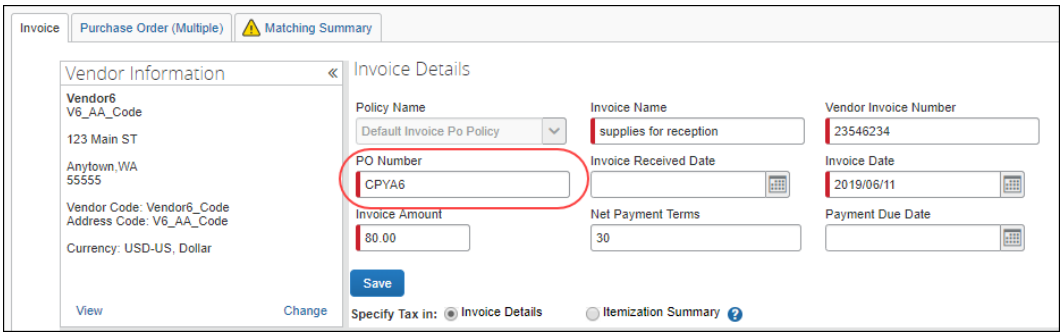
1. Open the desired purchase order and click the **Matching Summary** tab.
2. Click **Edit Side-by-Side**. The **Side-by-Side Editor** window appears.
3. Edit the fields you would like to update.
4. Click **Save**.

Associate the Invoice to a Different PO

You can associate an invoice to a different PO if it is, for example, incorrectly associated.

To associate an invoice to a different PO:

1. Click **Invoice** and then open the desired invoice.
2. Click the **Invoice** tab.
3. In the **PO number** field, type the new PO number.



4. Click **Save**.

Automatically Associate Invoices With Purchase Orders

If an invoice has one line item and a purchase order has one line item, Invoice will automatically associate the invoice line with the PO line.

PO Association and Expense Types

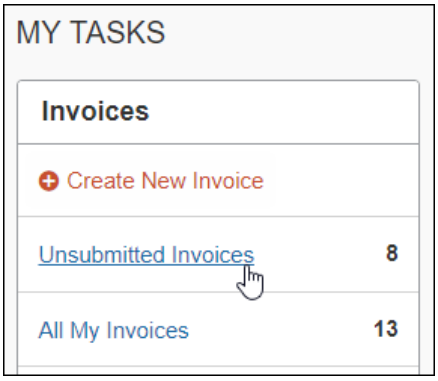
When a user manually associates an invoice line item to a purchase order line item, or when the system associates an invoice line item to a purchase order line item, the expense type of the PO line item will automatically copy down to the invoice line item to ensure that the correct expense type is processed with the invoice.

Change a PO-Based Invoice to a Non-PO Based Invoice

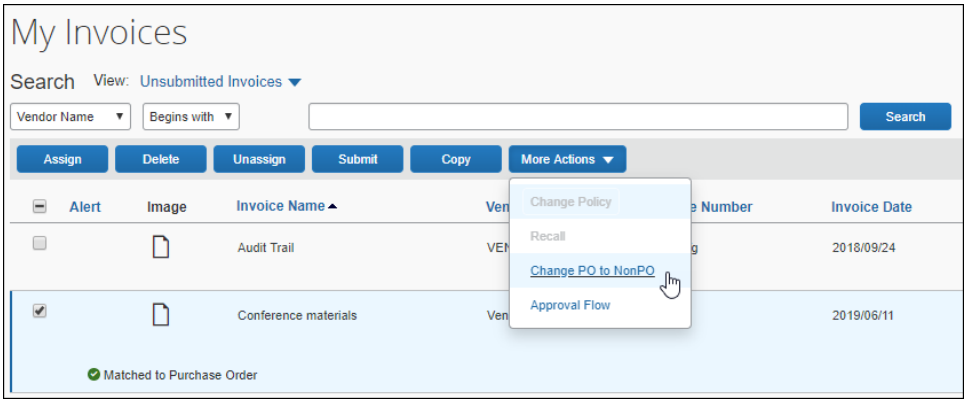
If an invoice is incorrectly associated to a PO, but is actually a non-PO based invoice, the user can reclassify the invoice.

To change a PO-based invoice to a Non-PO based invoice:

1. On the **Invoice Manager** page, in the **My Tasks** section, click **Unsubmitted Invoices**.



2. In the **More Actions** menu, click the **Change PO to Non-PO** command.



3. In the **Please Confirm** window that appears, click **Yes**.

NOTE: Depending on the configuration of the entity, a prompt to change the policy assigned to the invoice might appear.

When the invoice is changed to a Non-PO invoice, it might need to be assigned to a different owner. If so, the invoice must be in an unsubmitted state and the new owner must have access to the policy associated with the invoice.

If the new owner does not have access to the new policy, unassigning the invoice allows the AP User or other back-office personnel to perform the reassignment.

Quantities and Amounts Freed up on Voided PO-Based Invoices

Voided invoices remain associated with the PO, but the goods receipt quantities and amounts are freed up to be invoiced on a replacement invoice. While Concur Invoice shows those voided invoices, they fully umatch the lines for re-invoicing. When a new invoice is created, it will have the same purchase order referenced on it.

Match Rules and Match Status

Match Rules are configurable, similar to Audit and Workflow rules. They can be specified at the Header, Vendor, or Line Item level, and can be applied on a one-to-one basis between the current invoice and the PO, as well as a "Life-to-Date" basis that looks at all invoices in the system sharing the same PO Number. Concur Invoice applies exceptions to a PO invoice when Match Rules run and fail.

Understand the Match Status Assigned to an Invoice

Match Status is an attribute of an invoice, and is determined by:

- Successful association to a PO
  - AND -
- Presence of any match exceptions

Match Status displays on the **My Invoices**, **Unsubmitted Invoices**, **Unapproved Invoices**, and **Process Invoices** pages. The table below shows all possible Match Status types.

Status Name	Description
Matched	The invoice is associated to a PO and has no exceptions (note that several invoices can match a single PO).
Does Not Match	The invoice is associated to a PO and has one or more exceptions (note that several invoices can match a single PO).

When Does Concur Invoice Run Match Rules?

Concur Invoice first runs matching rules when:

- An invoice is *both* successfully associated to a PO
  - AND -
- The invoice is in an assigned state (by any method, such as the Payment Request Import, Vendor to Employee rules assignment, AP User assigning to Invoice Owner, one Invoice Owner to another).

NOTE: For three-way matching, invoices must, in addition to be associated with purchase orders, also be associated to received quantities (of goods).

When these two things are true, Invoice reruns rules whenever the client makes relevant changes to the invoice or the PO. These include:

- On Header save and Line Item delete/save, and on line sequence change
- Changing Invoice Owner, Vendor, or re-assigning an invoice
- Upon PO import, if 1) the import identifies a matching invoice in Concur Invoice that had not been previously associated to a PO, or 2) the import identifies that a relevant value like *unit price* or *quantity* has been updated on the PO for a previously associated invoice

---

NOTE: Rules are rerun for the changes listed above regardless of workflow status. This applies if the invoice is pending an Invoice Owner, Approver, or Processor.

The PO matching status of the invoice will be written to the Audit Trail whenever it changes.

Invoice *cannot* run rules if an invoice:

- Has been extracted
- Is part of a payment demand
- Has a status of *Unassigned*

📖 For more information about payment demands and their effect on running rules, refer to the *Concur Invoice: Invoice Pay User Guide*.

Section 3: Workflow and Approval Routing

There are three general processes for purchase request workflows.

- Capture with exceptions
- Capture without exceptions
- Manual entry of invoice

Capture With Exceptions

If the invoice is processed through capture processing, the invoice and any relevant purchase order will be associated, and match rules run. If there are exceptions, the user resolves these and then submits the invoice. Then the system will route the invoice to the Invoice Processor who will approve the invoice. After this step, the invoice continues to invoice extraction.

Workflow

Capture → Invoice Owner (reviews for accuracy and solves exceptions) → Invoice Processor → Invoice Extraction

Capture Without Exceptions

If the invoice is processed through capture processing, the invoice and any relevant purchase order will be associated, and match rules run. The user reviews the invoice and submits. The system will then route the invoice to the Invoice Processor who will approve the invoice. After this step, the invoice continues to invoice extraction.

Workflow

Capture → Invoice Owner (reviews for accuracy) → Invoice Processor → Invoice Extraction

Manual Entry of Invoice

The invoice owner enters the invoice manually into the system, and then submits the invoice. Then the system will route the invoice to the Invoice Processor who will approve the invoice. After this step, the invoice continues to invoice extraction.

Workflow

Invoice Owner → Invoice Processor → Invoice Extraction

Section 4: Concur Invoice Receiving

In a typical purchasing process, the buyer orders goods from the supplier by issuing a purchase order. The supplier delivers the goods with a document detailing the goods that are shipped (Delivery Slip Note/Bill of Lading). The buyer receives the goods and records the receipt by creating a Goods Receipt Note. The supplier then invoices the buyer for the items they have shipped. The buyer reconciles the invoice against the ordered and received items and then processes the invoice for payment.

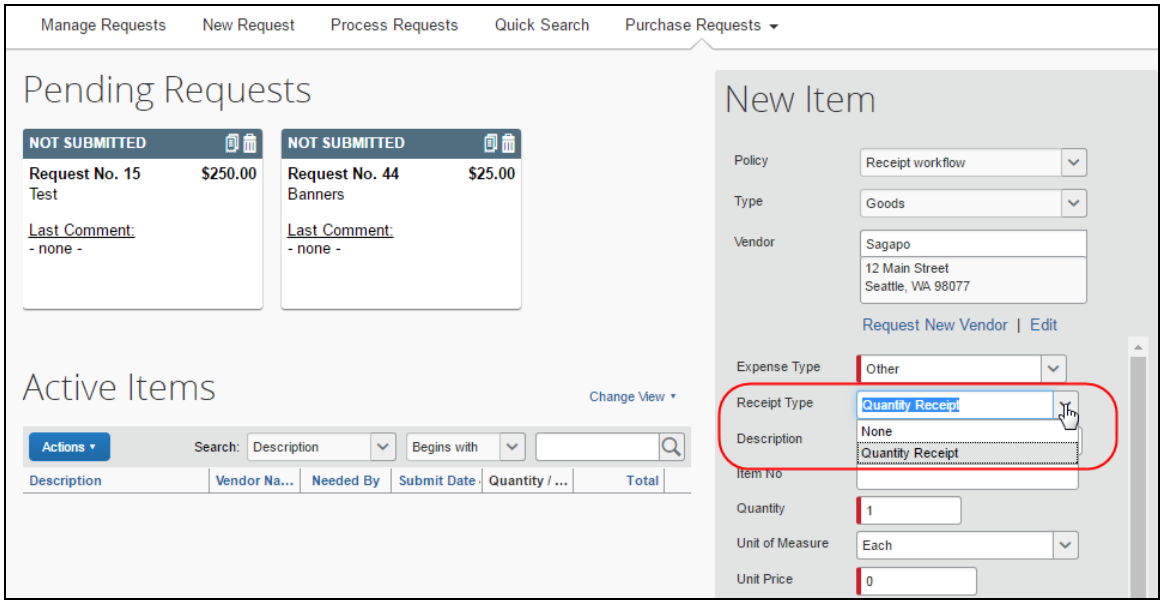
This section describes how to enter quantity receipt data manually into the Concur Invoice product. This is beneficial for clients who can receive receipts in Concur Invoice and use three-way matching to give them more control over their invoice process.

Invoice Owners, Invoice Processors, and Purchasing Administrators, who processes purchase orders, can enter, edit, and delete receipts, and add, view, and delete receipt images. In addition, Invoice Owners and Invoice Processors can manage receipts at any time in the workflow process within Concur Invoice.

Purchase Request Owners will also be able to manage receipts and receipt images provided the **Allow Purchase Request Owners to Edit their own Purchase Orders** option is selected (enabled) in Invoice Settings.

NOTE: If the Purchase Request Owner becomes the owner of the invoice as well, then they can add/change/delete receipts on the invoice (through the **Purchase Order** tab) when they submit the invoice. For this to work, the **Assign invoice to Purchase Request Owner** option must be selected (enabled) in Invoice Settings, or the invoice must be manually assigned to the user.

When Purchase Request Owners create a new item, they will be able to specify if the item requires quantity receipts or not in the **Receipt Type** list. The default will be *None* for services and *Quantity Receipt* for goods.

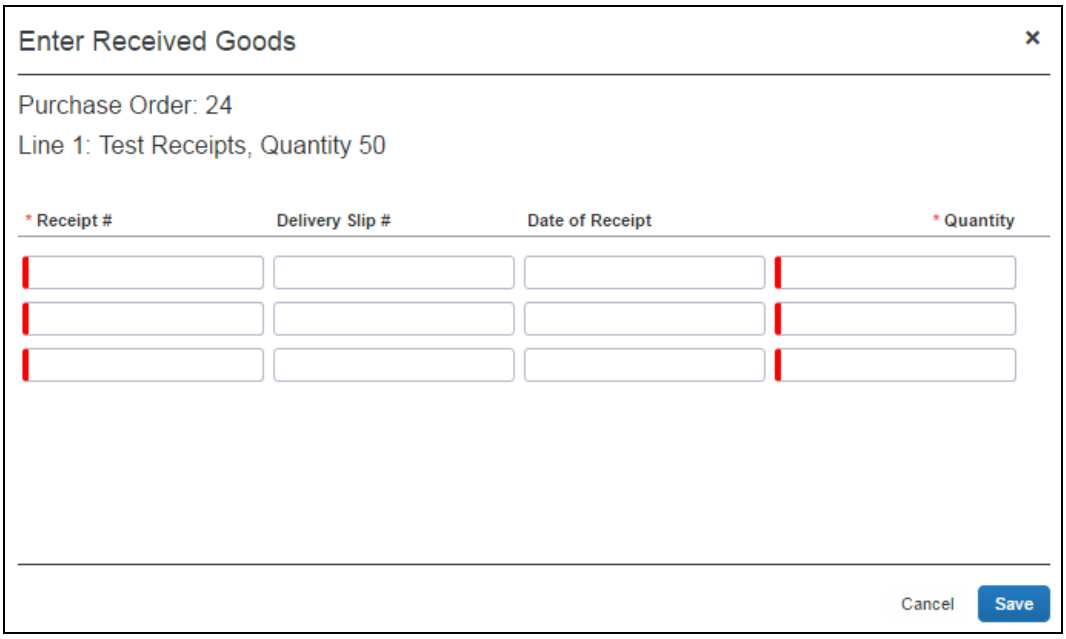


Add a Receipt

Invoice Owners, Invoice Processors, Purchasing Administrators (who processes purchase orders), and Purchase Request Owners (who can edit their own purchase orders) can open transmitted purchase orders and add receipts at the line item level of the purchase orders.

To add a receipt:

1. Open the desired purchase order and then click the **Purchase Order** tab.
2. In the **Itemization Summary** section, click the **Enter** button. The **Enter Received Goods** window appears.



3. In the **Enter Received Goods** window, complete the required fields and any other field that you would like to fill in.

Field	Description/Action
Receipt #	(Required) Enter the receipt number of the goods that you received.
Delivery Slip #	(Optional) Enter the Delivery Slip Number of the goods that you received.
Date of Receipt	(Optional) Enter the date when you received the goods. If left blank, today's date is used.
Quantity	(Required) Enter the quantity of goods that you have received. The quantities are incremental.

4. Click **Save**.

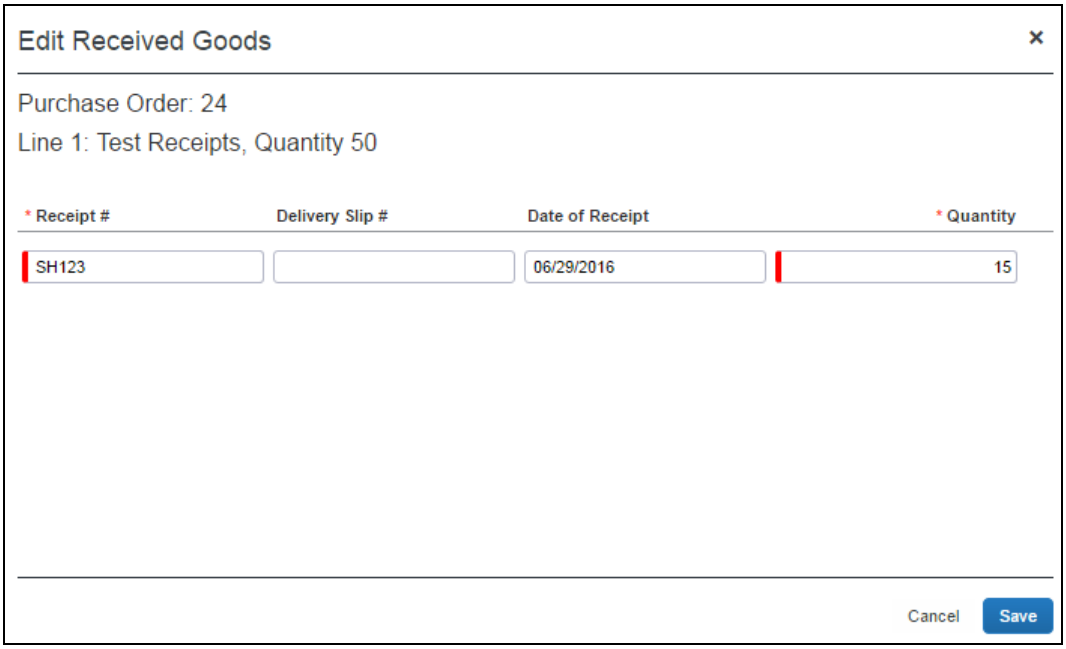
Edit a Receipt

Invoice Owners, Invoice Processors, Purchasing Administrators, who processes purchase orders, and Purchase Request Owners (who are allowed to edit their own purchase orders) can open transmitted purchase orders and edit receipts at the line item of the purchase orders.

NOTE: If a receipt is associated with an invoice, a user will not be able to edit the receipt and the **Edit** button will be disabled. If a user needs to make changes to an invoice, they need to first unassociated the receipt to the invoice.

To edit a receipt:

1. Open the desired purchase order and then click the **Purchase Order** tab.
2. In the **Itemization Summary** section, select the receipt that you would like to edit, and then click the **Edit** button. The **Edit Received Goods** window appears.



3. Edit desired fields, and then click **Save**.

Delete a Receipt

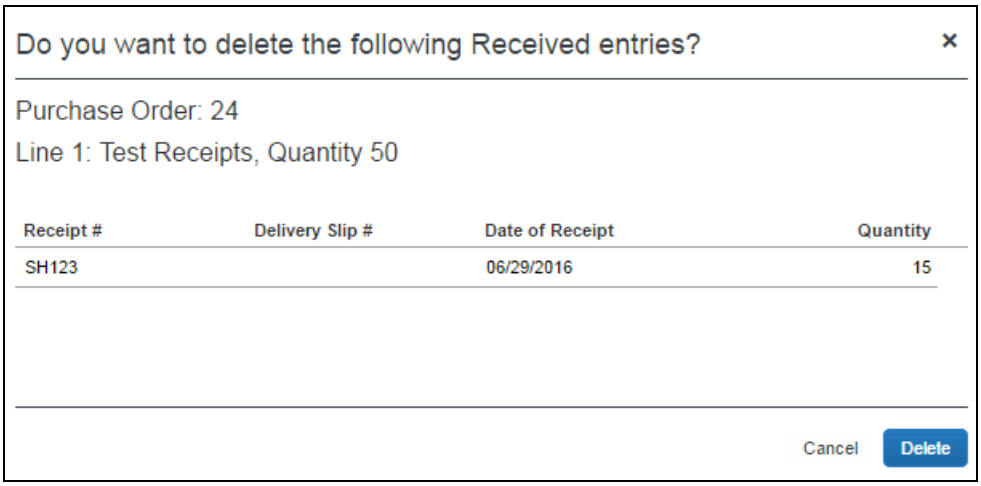
Invoice Owners, Invoice Processors, Purchasing Administrators, who processes purchase orders, and Purchase Request Owners (who are allowed to edit their own purchase orders) can open transmitted purchase orders and delete receipts at the line item of the purchase orders.

NOTE: If a receipt is associated with an invoice, a user will not be able to delete the receipt and the **Delete** button will be disabled. If a user needs to make changes to an invoice, they need to first unassociated the receipt to the invoice.

To delete a receipt:

1. Open the desired purchase order and then click the **Purchase Order** tab.

2. In the **Itemization Summary** section, select the receipt that you would like to delete, and then click the **Delete** button. The **Do you want to delete the following Received entries?** window appears.



3. Click **Delete**.

Add a Receipt Image

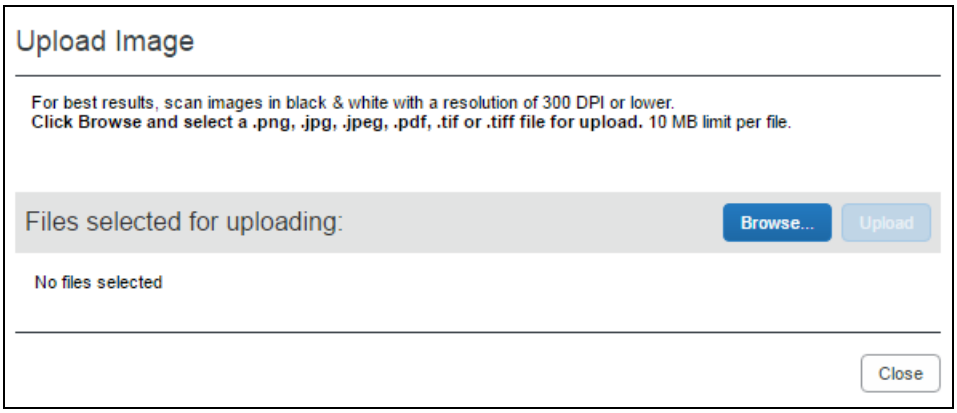
Invoice Owners, Invoice Processors, Purchasing Administrators, who processes purchase orders, and Purchase Request Owners (who are allowed to edit their own purchase orders) can open transmitted purchase orders and add receipt images at the line item of the purchase orders. Only one image ID can be associated with a receipt. Additional uploaded receipts are appended to the same image.

To add a receipt image:

1. Open the desired purchase order and then click the **Purchase Order** tab.

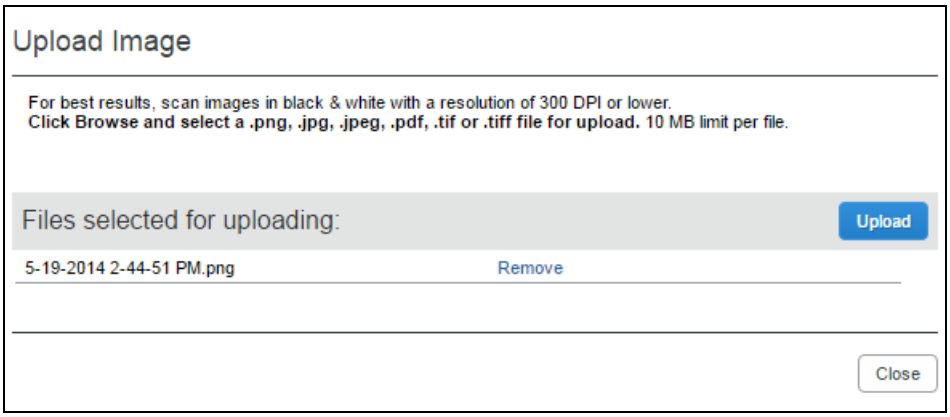
2. In the **Itemization Summary** section, click the icon of the receipt to which you would like to add a receipt image. The **Upload Image** window appears.

3. Click **Browse** to locate the receipt you want to attach.



4. Click **Open** or double-click the receipt image.

5. Click **Upload** and then **Close**.



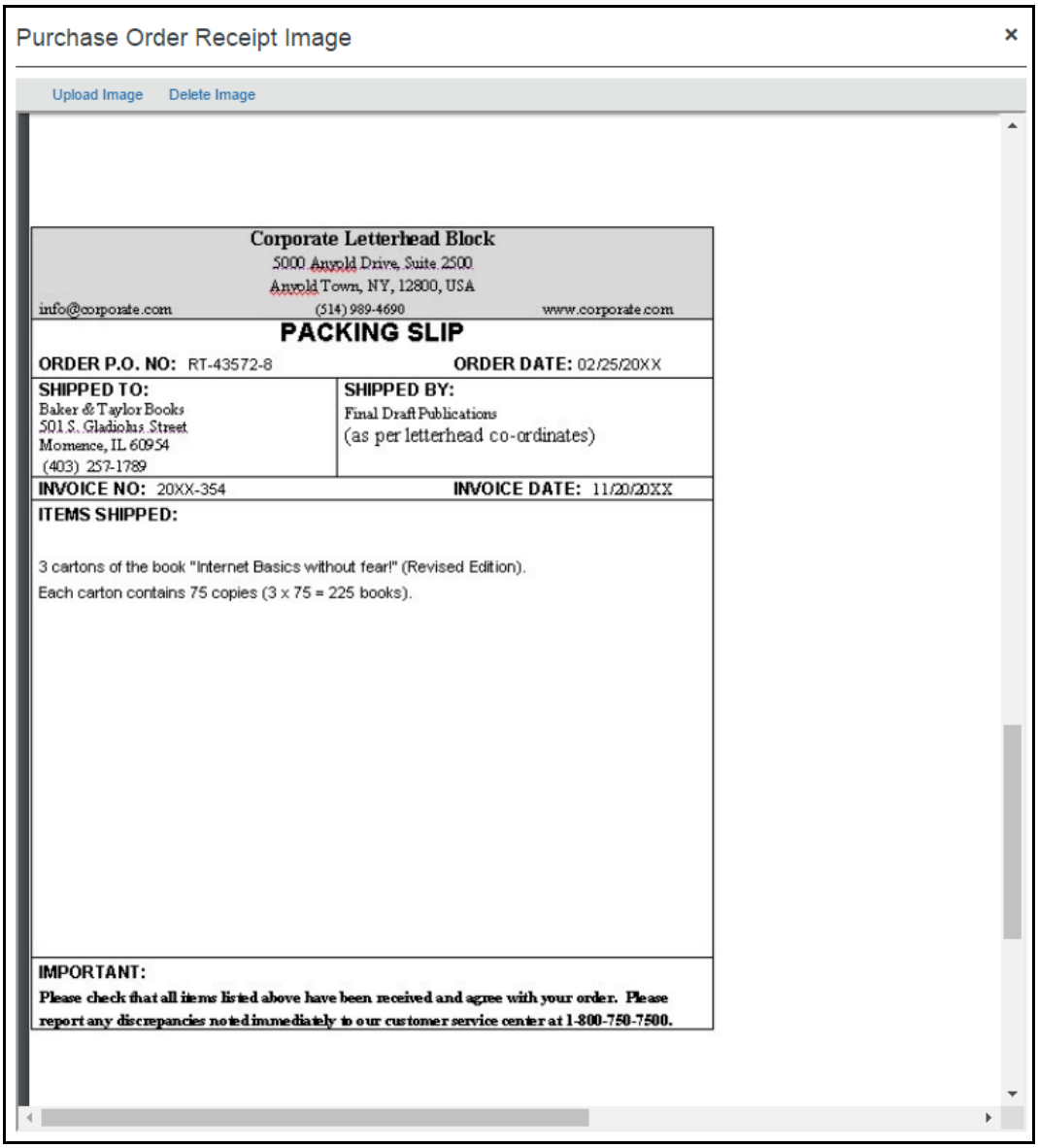
View a Receipt Image

Invoice Owners, Invoice Processors, Purchasing Administrators, who processes purchase orders, and Purchase Request Owners (who are allowed to edit their own purchase orders) can open transmitted purchase orders and view receipt images of the purchase order.

To view a receipt image:

1. Open the desired purchase order and then click the **Purchase Order** tab.

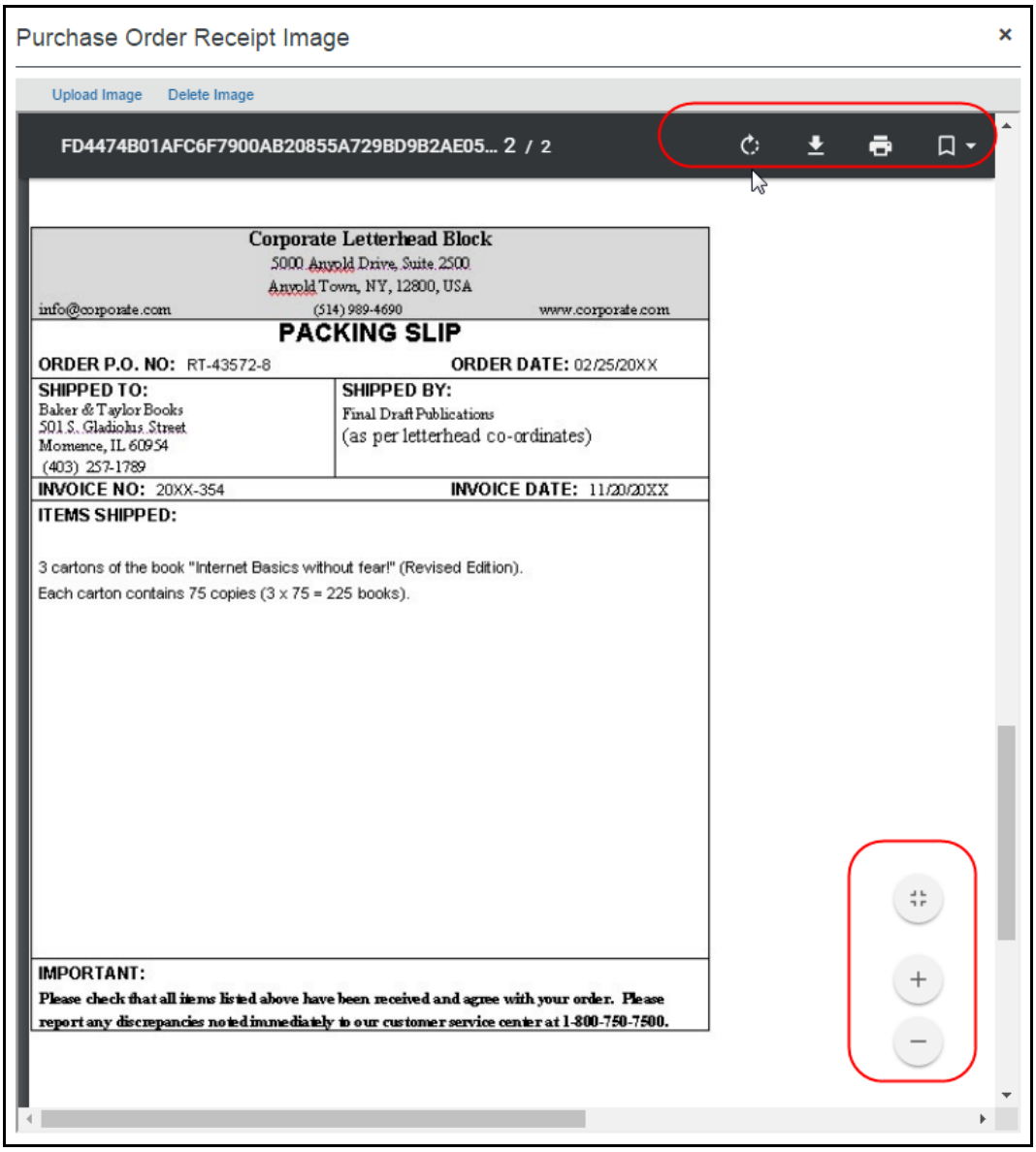
2. In the **Itemization Summary** section, click the icon of the receipt you would like to view. The **Purchase Order Receipt Image** window appears.



Review the receipt image and then close the window by clicking the **x** in the top-right corner.

You can also upload receipt images from this window by clicking the **Upload Images** link.

In the **Purchase Order Receipt Image** window receipt images can be rotated, downloaded, printed, zoomed in and out, and fitted to page.



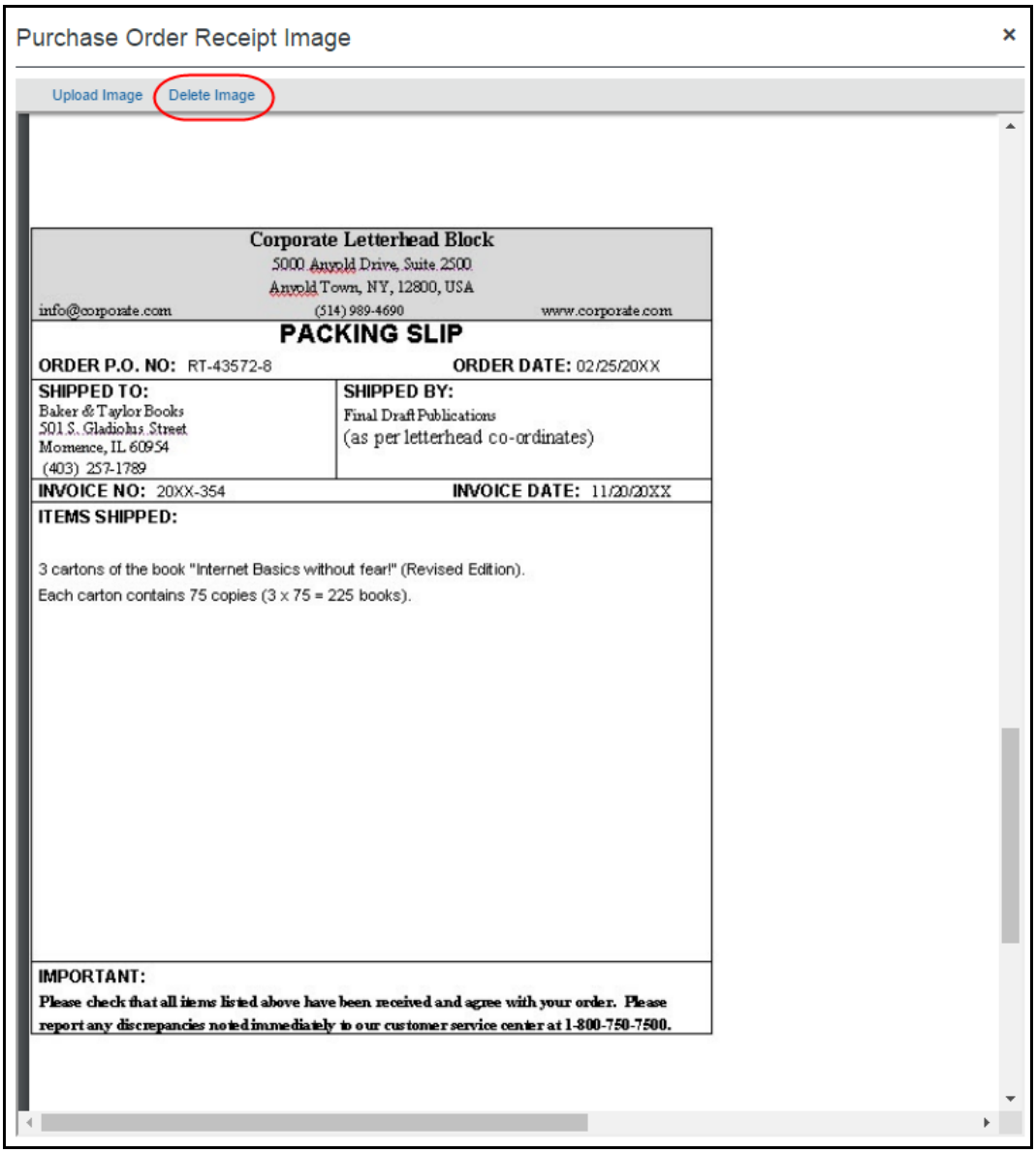
Delete a Receipt Image

Invoice Owners, Invoice Processors, Purchasing Administrators, who processes purchase orders, and Purchase Request Owners (who are allowed to edit their own purchase orders) can open transmitted purchase orders and delete receipt images of the purchase orders.

To delete a receipt image:

1. Open the desired purchase order and then click the **Purchase Order** tab.

2. In the **Itemization Summary** section, click the icon of the receipt you would like to delete. The **Purchase Order Receipt Image** window appears.



3. Click **Delete Image**.

Purchase Order Import for Receiving

The Receipt Type is supported at the header and line item level of the Purchase Order Import.

For more information, refer to the *Concur Invoice: Import and Extract File Specifications - Purchase Order Import* document.

Section 5: Invoice Processor Role

When approving, the processor can draw on features specific to this type of invoice, including:

- Search for PO invoices by querying for their associated Purchase Order Number, Invoice Number, or Request Number value
- Side-by-side edit view of PO and invoice for vendor, header, and line item editing
- Ability to change the sequence and number of line items in the invoice to match those of the PO
- Ability to clear exceptions that prevent matching

Search for and View Invoices by PO Number

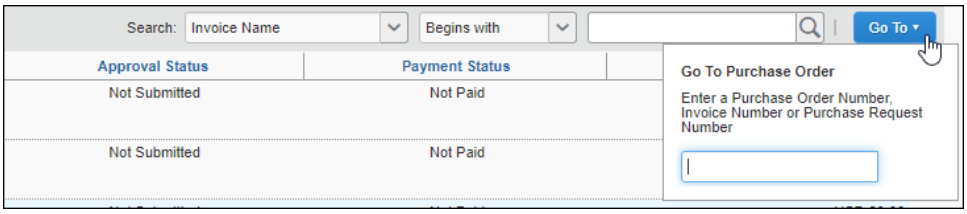
You can search for a purchase order by either using the Go To feature, or by creating a query, and you can view purchase orders by adding the PO number to the **Invoices Ready for Processing** page. To do so, use the following procedures.

Search for an Invoice by Using the Go To Feature

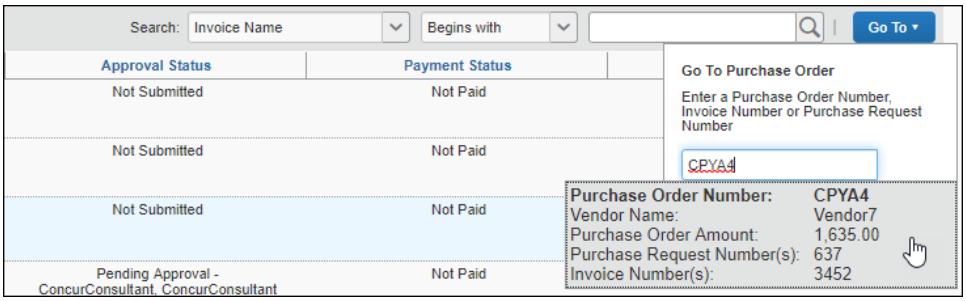
The Purchase Order Number attribute is unique and can return one or more invoices associated with their PO. To view these in the Processor view, a search function using the **Go To** button is available.

To search for an invoice by using the Go To feature:

1. Click **Invoice** > **Process Invoices**.
2. On the **Invoices Ready for Processing** page, click **Go To**.



3. Type in the Purchase Order Number, Invoice Number, or Purchase Request Number associated with the PO for which you are searching. When a match is found, the system returns one (or more) purchase orders.



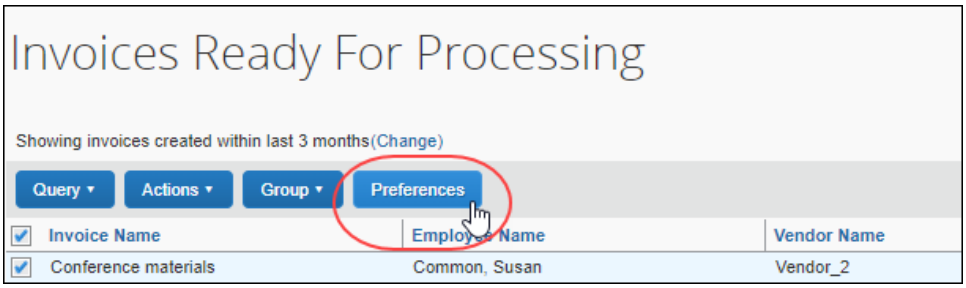
4. Click the result to view the purchase order (you can only open one at a time.)

Add a PO Number Column to the Processor View

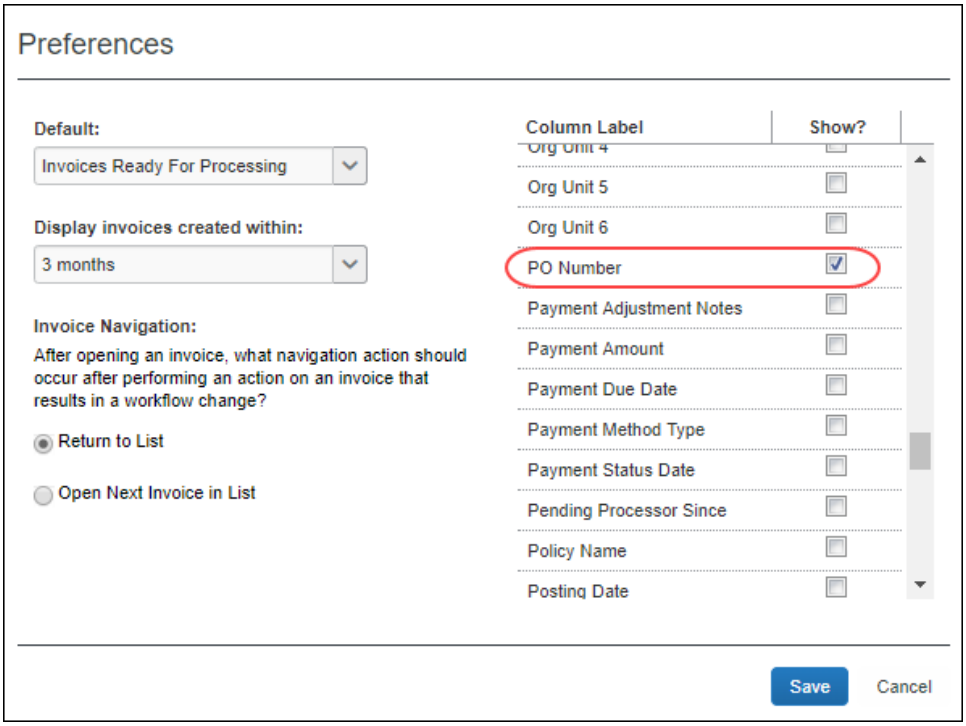
You can add the **PO Number** column to the grid view which allows a sort-by-number view to quickly sort and identify purchase requests.

To add the PO Number column to the processor view:

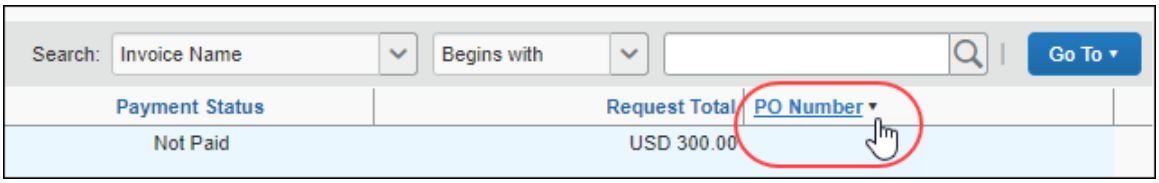
1. Click **Invoice** > **Process Invoices**.
2. On the **Invoices Ready for Processing** page, click **Preferences**.



3. Locate the **PO Number** option in the list and select (enable) it.



4. Click **Save**. The **PO Number** column appears on the **Invoices Ready for Processing** page.

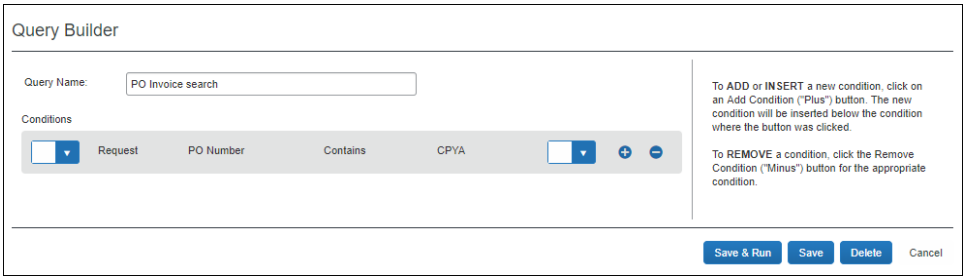


Search for a PO-Based Invoice by Creating a Custom Query

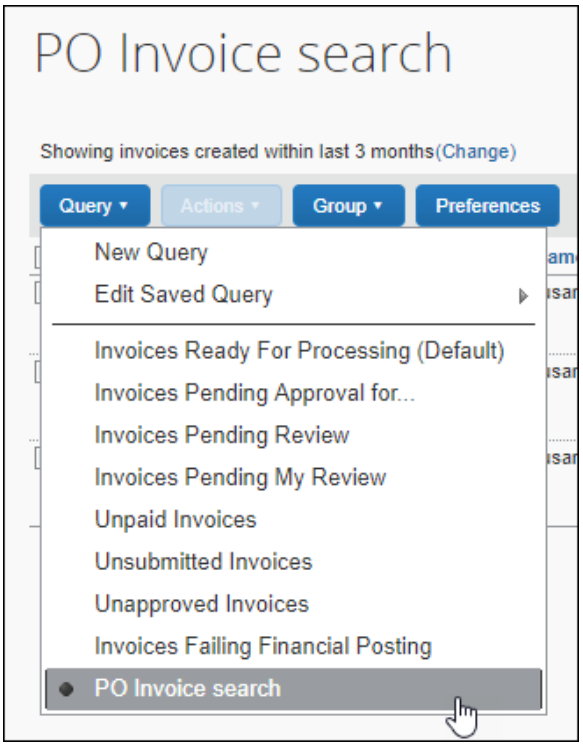
Creating a query can eliminate tiresome repetition whenever the same search criterion is used repeatedly to return purchase order invoices.

▶ ***To search for a PO-based invoice by creating a custom query:***

1. Click **Invoice** > **Process Invoices**.
2. On the **Invoices Ready for Processing** page, click **Query** > **New Query**.
3. Create the query as shown in the following figure.



4. Click **Save** (or **Save & Run** to return all invoices using that number). The system saves the query and you can now run the query by clicking it directly.



Edit the Invoice

A PO invoice might need adjusting prior to approval. The processor has the option of sending the invoice back to the invoice owner with directions in the **Comment** field explaining the required changes. Otherwise, the processor can adjust the invoice as needed.

For more information, refer to the *Edit the PO Invoice* section in this guide.

Resolve Exceptions

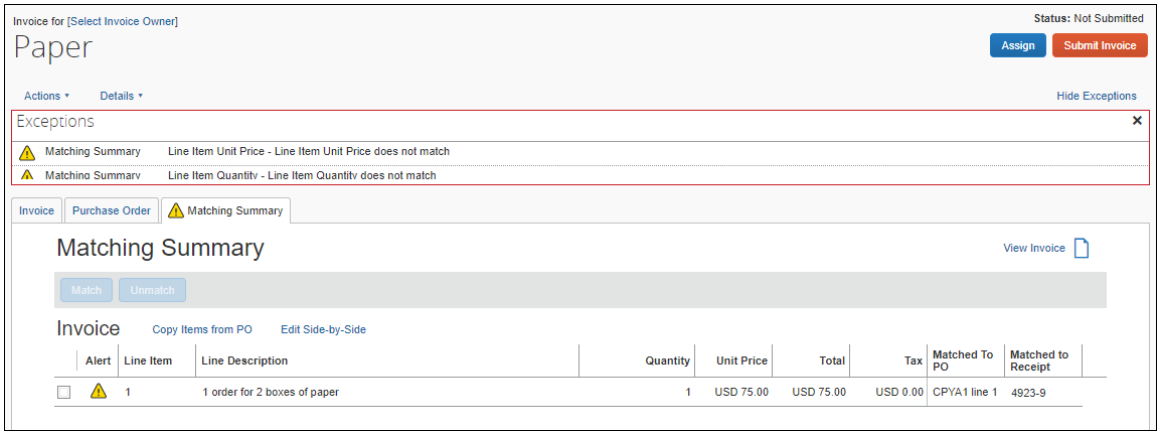
Because a purchase request typically cannot be submitted or approved while it has exceptions (unless configured so in matching rules), it is rare that a non-Invoice Owner role (such as Processor or Approver) will see an invoice with match exceptions. However, this can occur in the following cases:

- Processor or approver makes an edit that causes the previously matched invoice to have exceptions.
- The PO import applies new updates to a PO. For example, suppose PO#123 had a total of $1,000. Its associated invoice had a status of *Matched* and was submitted. While pending an approver, the import updated PO#123 to a total of $800. An amount-based exception would occur.

In either case, the user would need to correct the exceptions (by making edits if their role allowed, or by sending back to the Invoice Owner for corrections) before the invoice could be approved.

If company policy allows, the processor typically resolves exceptions just as the Invoice Owner would, except this is done from the **Invoices Ready for Processing** page.

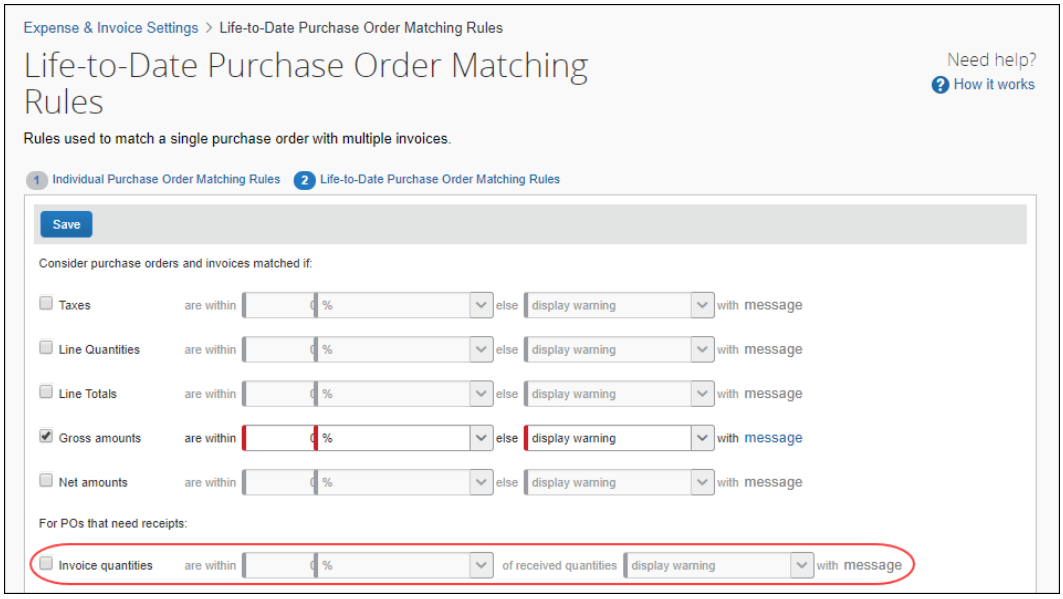
When an invoice has only non-blocking purchase order matching errors, the icon on the **Matching Summary** tab and the icon on the **Invoice** list will show a warning (a yellow triangle) indicating that there is an error. However, the invoice can still be matched.



Compare Invoiced Quantities and Received Quantities Rule

The Invoice Quantities rule is a Life-To-Date rule that compares the total quantities invoiced (based on quantities matched) against the total quantities on the associated receipts.

The rule can be set up as a warning or prevent submission if invoiced quantities for all invoice line items associated with that receipt is more than the configured number or percentage over the received quantity of associated receipts. This rule is unchecked (disabled) by default.



Example 1

Let us assume that we have the following:

PO

Line 1: Ordered Quantity is 30

Receipts

GRN#1: Received Quantity is 20

Invoices

Invoice 1: Line 1 quantity is 10

Invoice 2: Line 1 quantity is 10

Invoice 3: Line 1 quantity is 10

The system will associate Invoice 1: Line 1 and Invoice 2: Line 1 to GRN #1. The system will not associate Invoice 3: Line 1 to a receipt, as there are no available receipts to associate for this invoice. However, if a user associates Invoice 3: Line 1 to GRN#1, the Life-to-Date rule will fire and throw an exception on all three invoices.

Example 2

Let us assume that we have the following:

PO

Line 1: Ordered Quantity is 30

Receipts

GRN#1: Received Quantity is 20

Invoices

Invoice 1: Line 1 quantity is 30

The system will associate Invoice 1: Line 1 to GRN #1. The Life-to-Date rule will fire and throw an exception on Invoice 1: Line 1, because the receipt quantity is less than the Invoice quantity.

Receipt Association

Concur Invoice will automatically try to associate incoming invoice line to available receipts on the associated PO lines by using the following logic:

- For invoices where there is not a specified Delivery Slip Number, Concur Invoice will associate invoice lines to available receipts in a sequential order, filling each invoice line with available quantities from GRN #1, GRN #2, and so on.
- For invoices where the client has specified the Delivery Slip Number, Concur Invoice will associate it to the GRN that has the same DSN. If Concur Invoice does not find a GRN with the same DSN, it will revert to the sequential association logic.

Section 6: Purchasing Admin

Within the PO Matching process for external POs, there might be a need to view and process the external POs that have been imported into the Concur Invoice product. A user with the Purchasing Admin role can review and perform certain actions on these external purchase orders.

Process Purchase Orders

The purchasing admin typically reviews purchase orders and performs PO-related tasks.

To process purchase orders, the purchasing admin clicks **Requests** > **Process Purchase Orders**. Here, the purchasing admin can perform processing task on the purchase order.

With the purchase order open in detail view, the purchasing admin can perform the following actions:

- Void the *transmitted* PO
- Close the *transmitted* PO
- View the associated image(s) for the PO

- Review the original payment or purchase requests associated with this purchase order

NOTE: Purchasing admins who work with multiple purchase orders will be able to perform the same task as the user, when working in the **Purchase Order** tab and **Matching Summary** tab. For more information, refer to the *View and Manage Multiple Purchase Orders* section in this document.

Void a Purchase Order

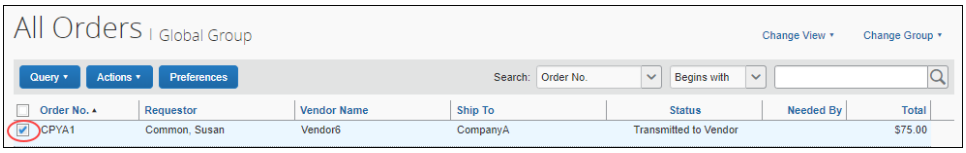
A purchasing admin might want to void a purchase order *after* transmittal to vendor if, for example, the order cannot be fulfilled due to a discontinued item, or if there are vendor issues or changes in the business environment that deems the PO invalid.

When a purchasing admin voids a purchase order, the system sets the PO to *Voided*. A record of the PO remains in the system, but the PO is *not* included in any listing or extract of general purchase orders. However, voided purchase orders can be included in search result lists by filtering the search where the status is equal to *Voided*.

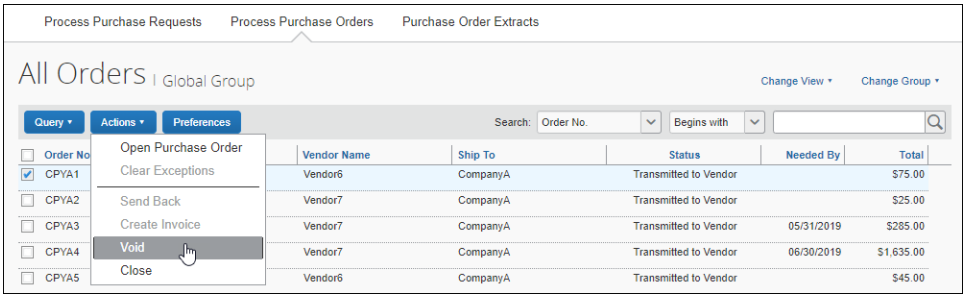
Voiding the PO is a "housecleaning" measure used to ensure any associated invoices referencing this PO Number will be identified and handled appropriately.

To void a purchase order:

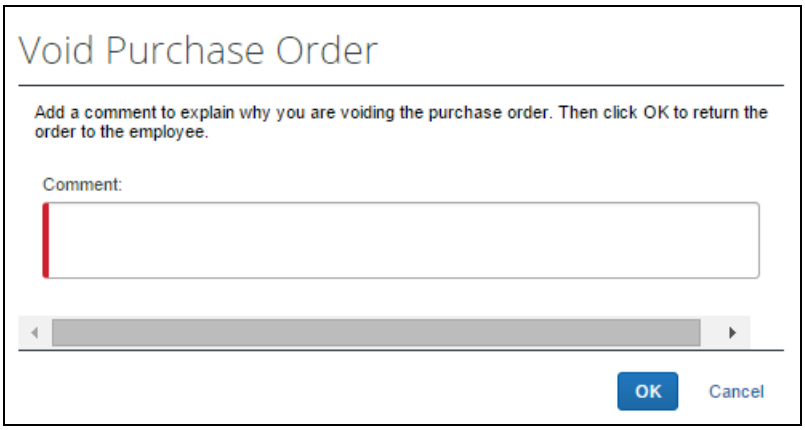
1. On the **All Orders** page, select the purchase order you want to void by clicking its check box.



2. On the **Actions** menu, click **Void**.



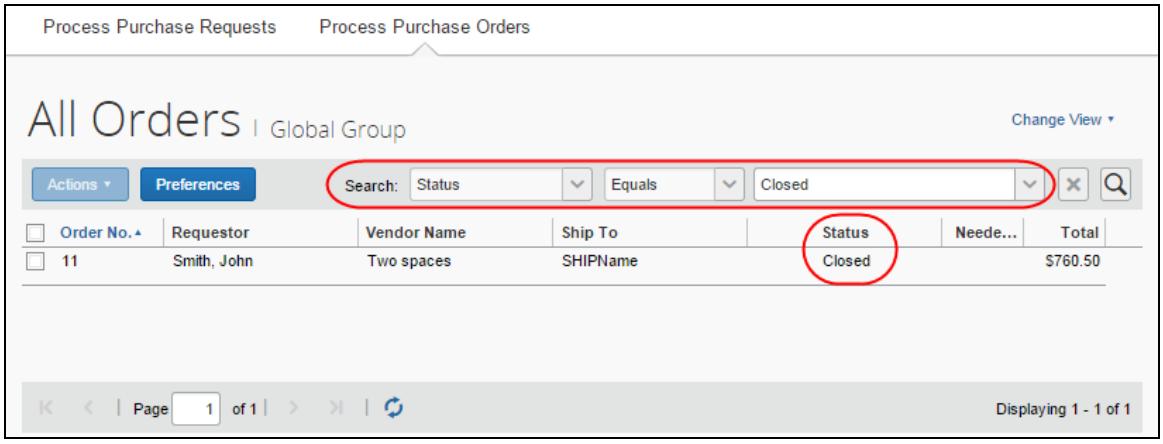
3. In the **Void Purchase Order** window that appears, enter a comment about why you want to void the purchase order, and then click **OK**. The system updates the audit log and changes the status of the purchase order to *Voided*.



Close a Purchase Order

When a purchasing admin closes a purchase order *after* transmittal to vendor, the system removes the closed PO from the list of purchase orders pending actions. This helps the processor to manage their POs and their statuses more efficiently.

If the purchasing admin wants to search on closed POs, they can do so by selecting *Status Equals Closed* in the search area. The page will list all the closed POs.



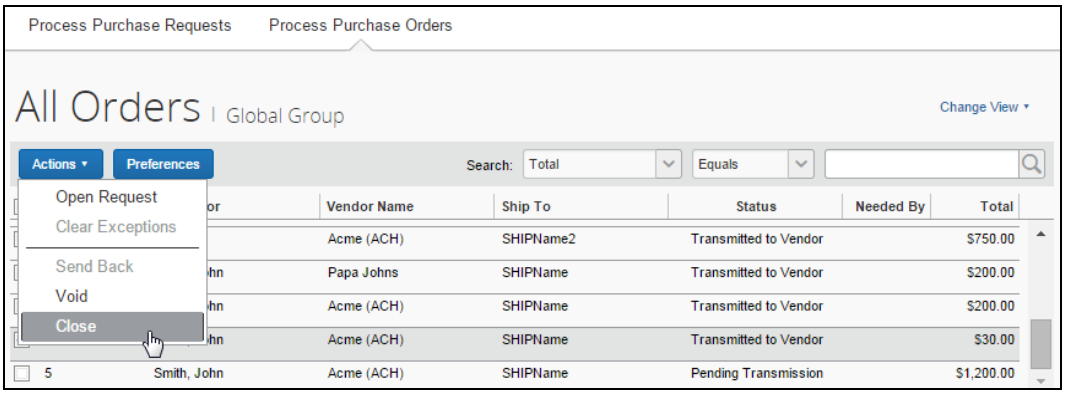
NOTE: Please note that the purchasing admin cannot copy an invoice if it is associated with a closed PO.

NOTE: If the client uses an external purchasing system, a standard PO import into Concur Invoice can update any PO with a *Closed* status.

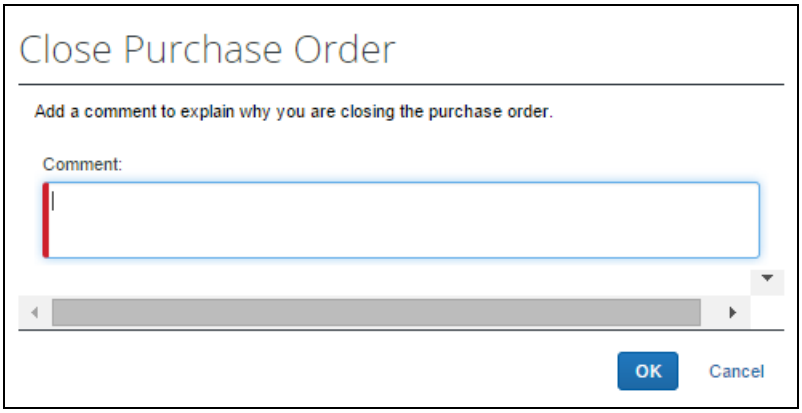
To close a purchase order:

1. On the **All Orders** page, select the purchase order you want to close by clicking its check box.

2. On the **Actions** menu, click **Close**.



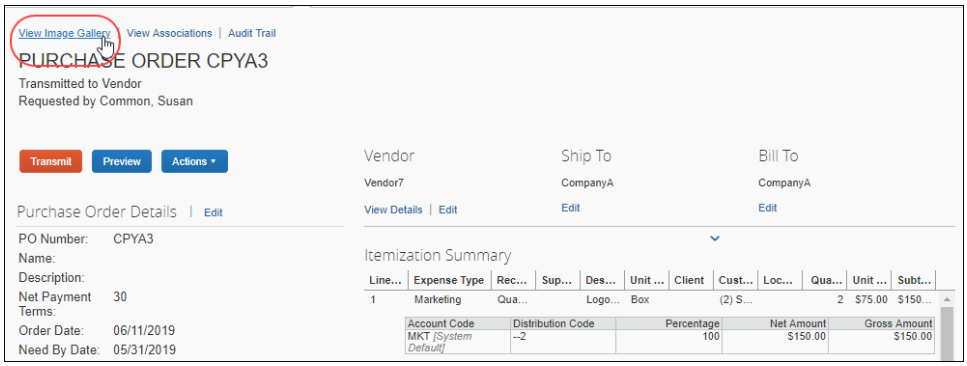
3. In the **Close Purchase Order** window that appears, enter a comment about why you want to close the purchase order, and then click **OK**. When the purchasing admin has closed the PO, it will no longer appear in the list of that page.



In addition, a closed PO will not be available in the list of active POs for matching invoices.

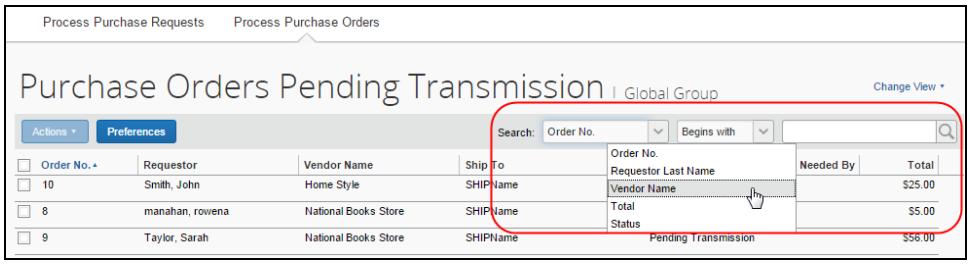
View Associated Images to the Purchase Order

To view associated images to the purchase order, click **View Image Gallery**.



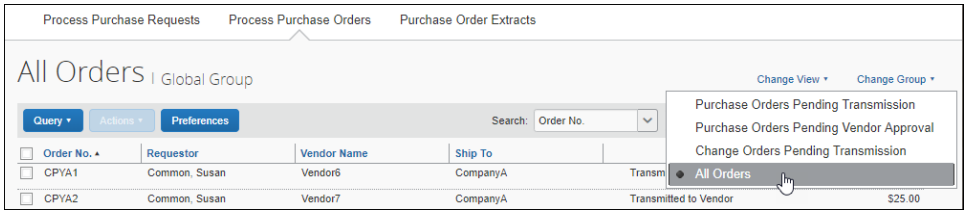
Search for a Purchase Order

Purchasing admins can search for purchase orders that are pending transmission or all purchase orders in the search area by selecting different search criteria, such as *Requestor Last Name*, *Total*, or *Vendor Name*.



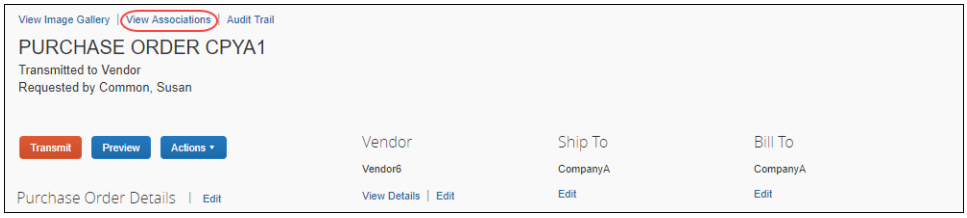
CHANGE VIEW SEARCH OPTION

Purchasing admins can also use the **Change View** menu to display purchase orders pending transmission or pending vendor approval. By changing the view, the result appears on the page.

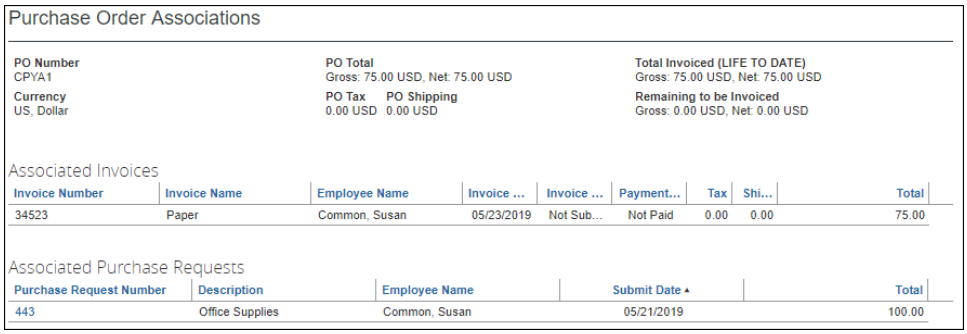


View Original Invoice or Purchase Request Associated with a PO

To view details about the original invoice or purchase request associated with a specific purchase order, click **View Association**.



The **Purchase Order Associations** window appears.



Section 7: Quantity Receipt Import for Three-Way Matching

Before clients can start to use the Three-Way Matching feature, they need to import the Quantity Receipt file, which they can do through an FTP import or through the API. The receipt information that clients import into Concur Invoice enables the system to associate and validate incoming invoice lines. The associated receipt information is then available for extract through the Standard Accounting Extract.

If clients need to use three-way matching, they should use the Quantity Receipt Import.

For more information, refer to the *Concur Invoice: Import and Extract File Specifications - Purchase Order Receipt Import Version 2 (Quantity Receipt for Three-Way Match)* document.

Section 8: PO-Based Invoices That Should Not Be Matched

In some cases, a client will use Concur Invoice to capture and route PO invoices but will not want matching to be performed on them. For example, the client might have a set of inventory-related POs which require receiving and matching to be performed within the ERP PO module (not Concur Invoice).

The most common benefits of using Concur Invoice in this way are standardizing capture methods, as well as consolidating images and reporting data in one system. Clients commonly choose a workflow for these PO invoices that routes straight to Processor, extracts the invoices, and then performs the match in their ERP.

In cases like these, ensure that you do not enter any value in the Concur Invoice **Purchase Order Number** field so that the system will not perform any matching in Concur Invoice.

When creating an invoice, enter the PO Number on the Invoice Header Form. Do not enter it in the **Purchase Order Number** field on the **Create New Invoice** page. The latter approach will look for a matching PO number in Concur Invoice, which will not exist.