

Concur Invoice: Capture Processing – Dual Support

User Guide for Standard Edition

Last Revised: July 28, 2022

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
July 28, 2022	Clarified the note to the <i>Overview</i> to address the pending retirement of the paper invoice processing service of Invoice Capture on December 31, 2022.
July 16, 2022	Added a note to the <i>Overview</i> to address the pending retirement of the paper processing service of Invoice Capture on December 31, 2022. Minor edits throughout.
February 17, 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.
March 31, 2020	Added information about clients being able to process their own invoice batches if they have Concur-Managed Capture processing.
January 8, 2020	Updated the copyright; no other changes; cover date not updated.
July 9, 2019	Removed "SAP Concur" from title. No other changes. No revision date update.
February 9, 2019	Menu changes, SAP Concur screenshots, SAP Concur brand change, and copyright change. No term changes required.
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.
December 13, 2016	Changed copyright and cover; no other content changes.
December 5, 2016	Updated the <i>Permissions</i> section and guide content to new corporate style; no content changes.
April 15, 2016	Addition of the reprocessing feature allowing change of Capture mode.
August 14, 2015	New guide.

Capture Processing – Dual Support

Section 1: Permissions

A company administrator may or may not have the correct permissions to use this feature. The administrator may have limited permissions, for example, they can affect only certain groups and/or use only certain options (*view* but not *create* or *edit*).

If a company administrator needs to use this feature and does not have the proper permissions, they should contact the company's SAP Concur administrator.

In addition, the administrator should be aware that some of the tasks described in this guide can be completed only by SAP Concur staff. In this case, the client must initiate a service request with SAP Concur support.

Section 2: Overview

The Capture Processing features of Invoice Management support capture and validation of invoice data using Optical Character Recognition (OCR). The features apply to two different methods:

- 1) **Invoice Capture Service:** Managed, fee-based service where SAP Concur staff performs the verification of OCR results on behalf of the client

NOTE: The paper invoice processing service of Invoice Capture will be retired on December 31, 2022. Clients onboarded after July 1, 2022, are strongly discouraged from using the paper invoice processing service as it will only be available for a limited time.

- 2) **Client-Managed Capture Processing:** Free, client-managed feature of Invoice Management that lets the client self-manage the verification of OCR results

For both methods, the client provides suppliers with a unique SAP Concur-issued email to which invoices can be sent. Alternatively, the invoices can be mailed, scanned, and uploaded into the system where they are separated into individual invoices in preparation for submission to OCR. Once OCR is performed by the system, the client or SAP Concur staff performs verification of OCR results, after which each invoice is saved and advanced to the beginning of the workflow process.

NOTE: Clients who use Concur-Managed Invoice Capture or Dual Support (Concur-Managed and Client-Managed Invoice Capture) can process their own invoice batches.

Choosing A Capture Processing Method

Capture Processing may be configured at a client's site for Client Managed, Concur Managed (Service), or for both management types simultaneously (Dual Support). When activated, options to work with both types of capture display in the user interface, allowing easy identification and processing of both capture types.

About Dual Support

This document includes instructions for using the Dual Support feature. When activated, this feature lets Capture Processing users configure and apply capture-specific options for batches they want to process based on either capture type. This means that you can apply a capture method to a batch and the system will handle each batch according to the rules established for that capture type.

This can be useful, for example, if a company has a global presence with limitations in invoice processing at some locations, but the ability to manage invoice volume at other locations.



More detailed information is included in the following guides:

- *Concur Invoice: Capture Processing (Client-Managed) Setup Guide for Standard Edition*
- *Concur Invoice: Capture Processing (Client-Managed) User Guide for Standard Edition*

Section 3: User Experience

With both capture types enabled, the user sees options that enable them to work with different batch types using options specific to the capture type.

Capture Batch List Page

You can filter the batch list view to the type of capture, shown in the **Capture Type** column.

The screenshot shows the 'Batch List' page with a search filter for 'Capture Type' set to 'Client Managed'. A yellow callout box with a red border contains the text: 'Select a view by capture type, and note the batch type (Client Managed; Concur Managed) in the **Capture Type** column.' Red arrows point from this callout to the 'Capture Type' dropdown menu and the 'Capture Type' column in the table below.

Batch ID	From Ad...	Receive...	Status	Task State	Lock...	Loc...	Status TL...	Subject	To Addr...	Capture Type
22660	Upload_...	06/02/20...	RECEIVED	Docume...	N		06/02/20...	Batch 1	Upload	Client Managed
22541	Upload_...	05/27/20...	RECEIVED	Verification	N		05/27/20...	Batch 1	Upload	Client Managed
22539	John.Jac...	05/27/20...	RECEIVED	Verification	N		05/27/20...	Invoice A...	commas...	Client Managed
22538	Upload_...	05/27/20...	RECEIVED	Verification	N		05/27/20...	Batch 1	Upload	Client Managed

REPROCESSING A BATCH IN THE BATCH LIST PAGE UNDER DUAL SUPPORT

When reprocessing a batch in the Dual Support environment, an Invoice Verifier can change the Capture mode from Client Managed to Concur Managed, and vice versa, by using commands on the **Actions** menu.

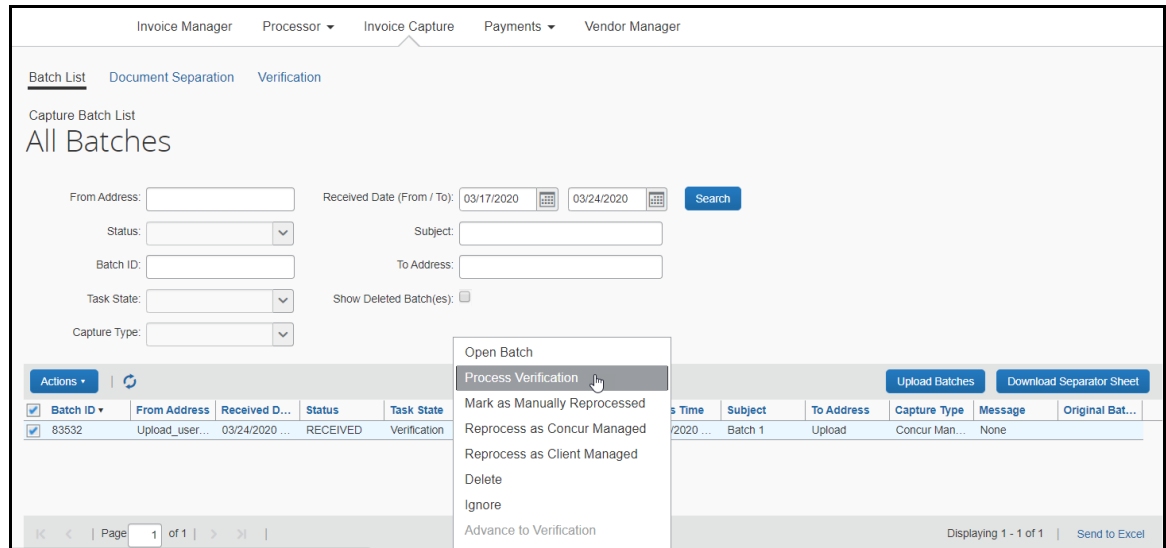
The screenshot shows the 'Actions' menu open over the batch list. The menu items are: Open Batch, Process Verification, Mark as Manually Reprocessed, Reprocess as Concur Managed, Reprocess as Client Managed, Delete, Ignore, Advance to Verification, and Send Exception Email. The 'Reprocess as Concur Managed' and 'Reprocess as Client Managed' options are highlighted with a red box.

This flexibility allows the admin to move a batch from one mode to the other depending on working conditions, for example:

- To expedite one or more batches by taking ownership under Client Managed
- To relieve workload by assigning one or more batches to Concur Managed

PROCESS VERIFICATION

Users who use Concur-Managed Invoice Capture or dual support can process their own invoice batches. To do this, users may right-click an invoice batch in the **Capture Batch List** page and then select the **Process Verification** option. This opens the invoice batch in the **Verification** window where they can process their invoices.



Clicking the **Process Verification** option opens the **Verification** page.

UPLOAD BATCH PAGE

When uploading a batch, the user has the option of specifying the batch type by selecting either *Concur Managed* or *Client Managed* from the **Capture Type** list.

The screenshot displays the 'Upload Batches' interface. At the top, there are buttons for 'Browse...' and 'Actions', along with input fields for 'Batch Prefix (Recommended)' and 'Batch Size: 10'. A yellow callout box with a red border contains the text: 'On upload, the capture type applied to the batch appears in the **Batch List** page under **Capture Type**.' Two red arrows point from this callout to a table and a dropdown menu.

The table, titled 'Upload Batches', has two columns: 'Capture Type' and 'Message'. The first row shows 'Concur Managed' selected in the 'Capture Type' column, with a mouse cursor hovering over it. The 'Message' column for this row is 'None'. Subsequent rows show 'Client Managed' and 'None'.

The dropdown menu, labeled 'Capture Type:', is open, showing 'Select Capture Mode' at the top, followed by 'Concur Managed' (which is highlighted with a mouse cursor) and 'Client Managed'.

On the right side of the page, there is a 'Default Values' section with fields for 'Received Date', 'Policy' (set to 'None'), and 'Currency'.

Section 4: What the Admin Sees

When Dual Support is enabled, additional options appear on the **Capture Processing** page in Product Settings.

Capture Processing Page

Capture Setting Section

Some common settings for both capture types appear in the **Capture Setting** section of the **Capture Processing** page.

Capture Setting

Other Settings

Enter email or distribution list you want Capture Processing exceptions forwarded to in your company.

Exception Email Address:

Select Default Ledger for Payment Request.

Default Ledger: ▼

Select Default Policies for Payment Request.

Default Policy for Upload: ▼

Default Policy for Email: ▼

If Default Policies are not selected above, System will default to Entity's default Policy 'Default Invoice Policy'

Capture Type and Task Specific Setting Page

The **Capture Type and Task Specific Setting** section contains two sub sections, one for Client Managed settings and one for Concur Managed settings.

Capture Admin Page

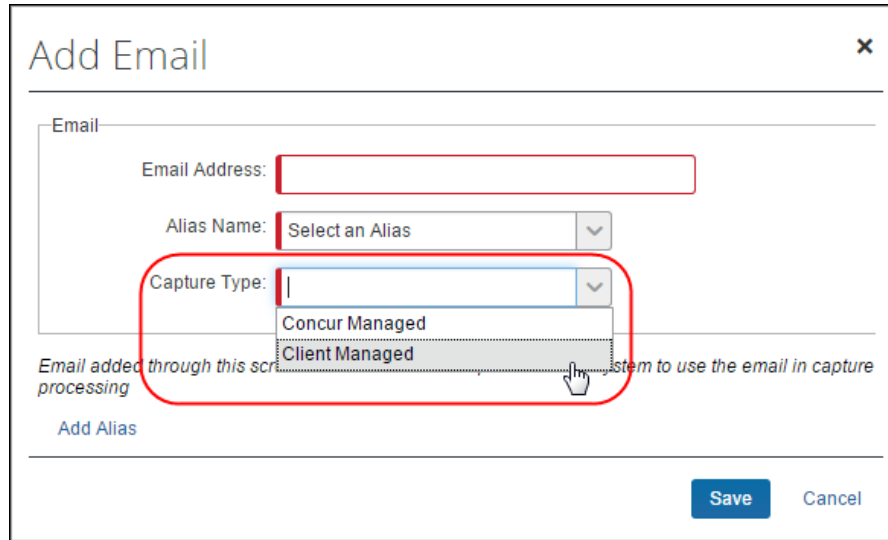
On the **Administration > Company > Capture Admin Settings** page, the admin must specify the capture type when configuring email for capture processing.

EMAIL ADMINISTRATION PAGE

To configure email for capture processing, on the **Capture Admin** Settings page, select **Add Email** on the **Actions** menu.

Section 5: Additional Information

When Dual Support is enabled, the admin can add an email address and then specify the capture type they want matched to the address.



This setting ensures that batches default to the correct capture type based on the email address to which the batch was sent.

Section 5: Additional Information

Note the following:

- **Actions Button:** Selected commands available using the **Actions** button are restricted when selecting different capture types since certain commands cannot logically be executed on differing capture types.
- **Batch Type Assignment (Client mode; Concur mode):** Once a batch is assigned a capture type and enters the system the batch type can only be changed by reprocessing the batch and selecting a reprocessing type on the **Actions** menu.

Section 6: Configuration/Feature Activation

Clients must contact SAP Concur to activate this feature. There may be a fee for this service. Contact your SAP Concur account manager or SAP Concur support for more information.