Concur Invoice: Capture Processing (Client-Managed)

User Guide for Standard Edition

Last Revised: January 3, 2023

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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Last Revised: January 3, 2023

Revision History

Date	Notes/Comments/Changes
April 22, 2023	Minor edit in the *Supported Languages and Currencies* section; cover date not updated.
January 3, 2023	Removed the note in the Overview regarding the Invoice Capture paper invoice processing service retirement that occurred on December 31, 2022.
November 1, 2022	Removed references to faxing as part of the Fax Feature Decommissioning on November 1, 2022.
October 15, 2022	Updated guide for new self-service Invoice Capture setup.
July 28, 2022	Clarified the note to the *Overview* 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 *Overview* 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 27, 2022	Removed a note that doesn't apply to Standard edition; cover date not updated.
January 21, 2022	Updated the copyright year; no other changes; cover date not updated.
January 4, 2022	Removed references to Internet Explorer. Internet Explorer is no longer supported.
February 20, 2021	Added information about the **Instruction Text** option on the **Verification** page.
November 14, 2020	Updated images to show **Open as PDF** option as a button instead of an option in the **Actions** menu.
June 16, 2020	Removed the "Increasing the Extraction Success Rate of the PO Number Field" section on page 51. It is obsolete.
January 8, 2020	Updated the copyright; no other changes; cover date not updated.
August 17, 2019	Added info about "View Capture Email" for August release.
May 10, 2019	Removed Bulgarian, Greek, and Russian from the list of supported languages and currencies.
April 13, 2019	Updated images and UI strings to reflect new Invoice UI.
March 29, 2019	Updated the list of supported languages to include Japanese and Chinese.
February 9, 2019	Removed winmail.dat as supported upload file type. Term change update PR -> invoice. Concur -> SAP Concur. Updated screen shots. Updated for Feb 2019 release menu changes.
January 30, 2019	Updated the copyright; no other changes; cover date not updated.

Date	Notes/Comments/Changes
October 13, 2018	Added information about the following: • The original email will no longer be attached to the exception emails sent out to clients • Large Batched divided into multiple smaller batches
April 11, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated.
February 10, 2018	Added information about tax codes.
November 4, 2107	Purchase Order data is now used to auto-match a vendor systematically.
August 19, 2017	Removal of the Locked Indicator column and addition of the Document Count column to the Batch List page columns.
July 8, 2017	Updated with information about single-clicking now available to open a batch on the **All Batches** page.
March 18, 2017	Updated with information about new navigation steps used to access the Invoice Settings page.
December 13, 2016	Changed copyright and cover; no other content changes.
November 4, 2016	Updated with information about: • Ability to rotate displayed invoice both clock- and counter-clockwise. • How to submit PO Number field examples to increase the effectiveness of the OCR system in extracting this data.
June 17, 2016	Updated with information about associating an email alias to a default policy and language.
April 15, 2016	Addition of the reprocessing feature allowing change of Capture mode.
February 19, 2016	Updated with information about: • A new error message that displays recommended action if a batch fails during processing • Ability to move itemizations above or below others by using a pair of new buttons, **Move Up** and **Move Down**
November 20, 2015	Updated with information about: • The system will populate the **Assign Request To** field with the invoice owner in read-only format based on system defaults (vendor assignment, etc.). • Additional rejection reasons are added.
August 14, 2015	Addition of the **Advance to Verification** command that allows manual advancement from *Content Extraction* to *Verification* steps.
July 10, 2015	Updated with information about: • Dual support for both Client and Concur Managed versions is available • Options supporting dual support are added to various parts of the user interface as explained in the document

Date	Notes/Comments/Changes
June 12, 2015	Updated with information about auto-return to last viewed invoice, and new navigational controls in the **Verification** tab that allow random access to invoices and include friendly reminders about unfinished work.
April 10, 2015	New guide.

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.

Invoice Capture Processing (Client-Managed) User Guide

Section 1: Exclusions

Please note the following exclusions when working with Invoice Capture processing:

- Multiple file upload is supported using Chrome, Safari, FireFox, or Microsoft Edge.
- A currency format that includes a decimal is enforced for capturing amount fields (Shipping; Tax). This means the amount data must be in the format "1.23" for successful capture to these fields.
- Currently the only exception email that can be sent for a selected batch that has failed conversion is the *Attachment Format Not Supported* email in the **Capture Batch List** page. Additional exceptions will be added in upcoming releases.

Section 2: Overview

Invoice Capture is an optional feature that supports capture processing and validation of invoice data and generation of an invoice by using Optical Character Recognition (OCR).

Invoice Capture offers three options for managing capture processing:

- **Concur Managed** – Managed, fee-based where SAP Concur staff performs the verification of OCR results on behalf of the client
- **Client Managed** – Free, client-managed feature of Invoice Management that lets the client self-manage the verification of OCR results
- **Dual Support** – When a client uses both Concur Managed and Client Managed options simultaneously

Options to work with both Concur Managed and Client Managed types of Invoice Capture are available in the user interface, which is designed to allow easy identification, set up, and management of either capture type, or for both management types simultaneously.

For each method, 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. From there, OCR is performed by the system. Either 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.

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

Dual Support – Using Both Capture Processing Methods

Dual Support lets a client process their emailed or uploaded batches using either capture method. When this feature is enabled, additional options appear that let the admin assign a capture type to one or more batches.

More Information

📖 More information is included in the following guides:

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

Client-Managed Capture Processing: Key Benefits

This feature allows clients to manage captured data and verify the results. Key benefits include:

- Completely integrated user interface feature within Concur Invoice (does not require a separate tool or login)
- Straight-through email attachment (invoice) processing
- Suppliers email invoices to an SAP Concur-provided address. From there, the invoices (as attachments) can be easily separated and/or organized within the user interface in preparation for OCR data extraction. The results display in Concur Invoice ready for verification and additional coding. In addition, all email details are listed for easy review and traceability.
- Flexible Verification, Coding, and Auto-Routing experience
- Suppliers often provide information that can drive how an invoice should be coded, and even which employee it belongs to. These values can be mapped into custom fields, and validated in lists (common examples include Project, Account, or Store Number). The resulting data will pre-populate within the invoice in preparation for final coding.

Required Roles

The following roles are for use with the Invoice Capture processing features:

- **Is Invoice AP User:** To access, with read-only privileges, the supplier emails on the **Batch List** tab
- **Is Invoice Verifier:** To access and work with document separation and verification, vendor selection, and final rejection or submission using options in the **Document Separation** and **Verification** tabs

📖 For more information about assigning roles to your users, refer to the *Shared: Users Setup Guide for Concur Standard Edition*.

Terminology and Concepts

The following terms are used throughout this document:

Batch: One or more invoice attachments either emailed or uploaded into the capture processing system.

Email: A batch that has been emailed to the client's view via their dedicated email address provided to the supplier for this purpose.

Upload: A batch that was added to the capture batch list using the **Upload** button.

Locked, Unlocked: The state of a batch when the Invoice Verifier is working with a batch and it is unavailable to anyone else. Only one user can have a session open with a batch at a given time.

Classic versus Current: There is a legacy Intelligent Capture product that is referred to as classic (DataCap), while the current iterations, both Client Managed and Concur Service managed, are referred to as current (Invoice Capture).

Document Separation: A step in the preparation process where the Invoice Verifier reviews the batch for file and page grouping by separating, combining, or removing pages within files to create a single invoice, checking and correcting orientation in anticipation of the next step, and processing via OCR to prepare the batch of invoices for the verification step.

Verification: A step where an Invoice Verifier reviews the post-processing capture results. This includes noting incorrect field capture and manually coding additional custom fields added onto the form by the client in an effort to prepare the batch for the final invoice review step.

Terminology Used for Batch/Document/Page Structure

Batch: A collection of one or more documents each with one or more pages sent by the supplier. Taken together, each document's pages form an invoice whose data will be processed into an invoice.

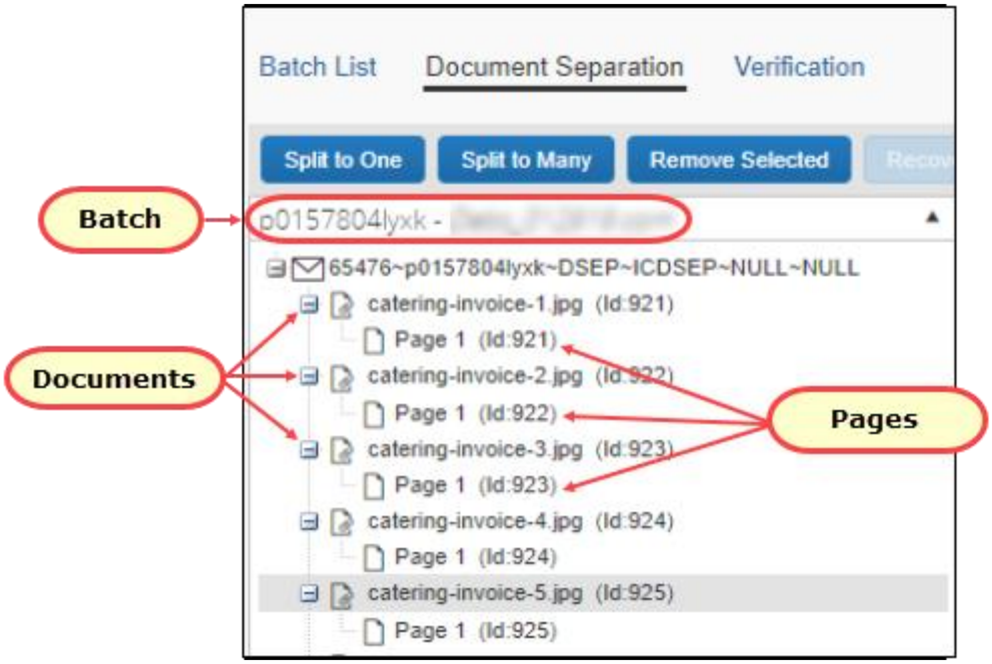
Document: A file of one or more pages. The file is converted by the system into PDF format and displays in a hierarchy above its associated pages (invoices).

NOTE: A document is referred to as an "attachment" in the user interface. For example, you rename and select pages for an attachment when using Processing.

Page: A single page (invoice) within a document represents all or part of an invoice.

Split: To move an invoice from one document to a new document, either as the single invoice (Split to Many command), or one of several within the batch (Split to One command).

Document Separation Page



Activating and Configuring Invoice Capture Processing

Contact SAP Concur support if your company is interested in using the Invoice Capture feature. SAP Concur staff will activate the feature. Once activated, client administrators can use the self-service Set Up Invoice page to configure it.

For more information, refer to *Concur Invoice: Capture Processing (Client-Managed) Setup Guide for Concur Standard Edition*.

Section 3: Using Invoice Capture Processing

Invoice Capture processing lets a client self-manage the preparation, processing, and verification of supplier-emailed or locally uploaded invoices prior to submission. The administrator reviews invoices for grouping, sequence, image quality and presentation prior to processing and invoice creation. Once processing is completed, the administrator confirms the output by verifying the data, and then submits the invoice to the Concur Invoice workflow.

The following tabs and options are available by administrative role:

- **Batch List:** This view acts as a "landing page" and shows all supplier emails, and all batches uploaded locally, all displayed in a list format alongside their processing states, and related information.
- **Document Separation:** This view shows a single batch (emailed or uploaded) with all documents and associated pages displayed in the user interface to allow the user to quickly organize and manage the batch with

the goal of separating the attachments into individual invoices in preparation for submission to OCR extraction and final verification.

- **Verification:** This view shows the results of the OCR processing and the data that was captured into each supported field. Change the data as required, and manually fill out any additional field data for fields not supported for capture, in preparation for final submission as an invoice to Concur Invoice.

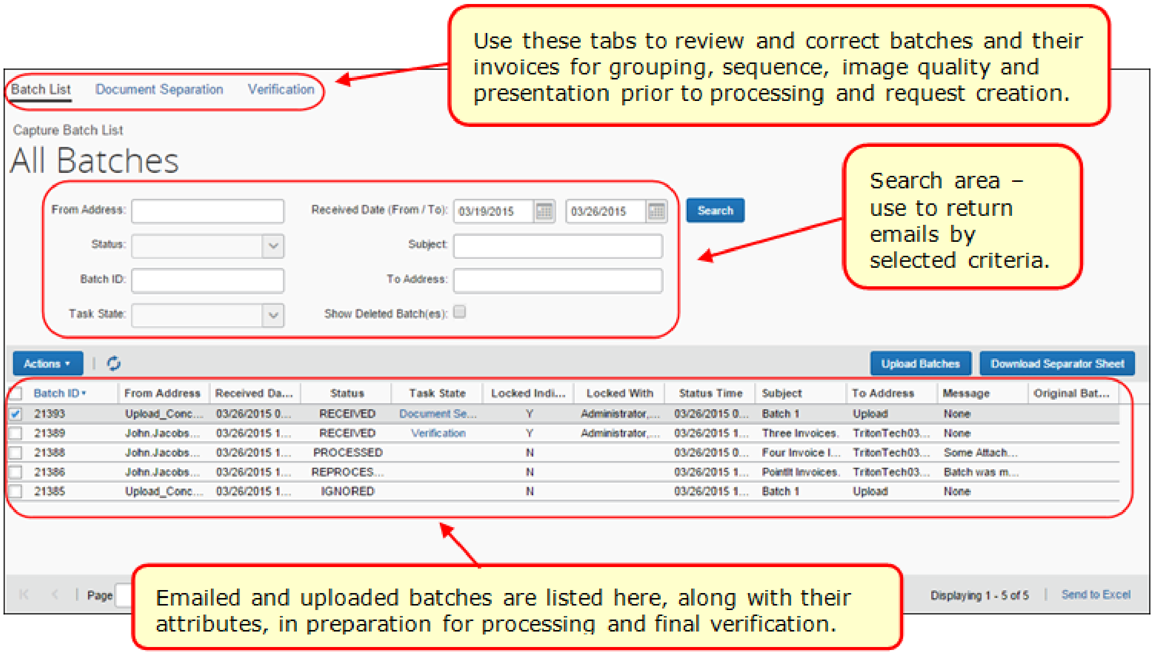
Steps to Self-Managing the Batch to Invoice Process

The task of using Invoice Capture processing to turn emailed or uploaded batches into invoices is a multi-step process. After role assignment and configuration of the forms, fields, and settings, the general steps are:

- **Step 1: (*System*) Email/Uploaded Batch Received and Converted**
  Batches are received by email, or by upload, and display in the Capture Batch List
- **Step 2: (*User*) Batch Reviewed for Invoice Page Order and Submit**
  Batches are opened sequentially in document separation to confirm that document and page order is correct, and are then submitted for OCR extraction
- **Step 3: (*System*) OCR Process and Display for Verification**
  Document page(s) are read, and data captured into supported fields; the invoice is now ready for review and manual update during the verification process
- **Step 4: (*User*) Submit (Export) of New Invoice**
  The administrator readies the invoice for submission by verifying the captured data, and where relevant, by coding (manually adding values to custom fields added by the client and not populated by OCR capture)
  NOTE: Additional invoice coding might be required depending on the configuration setup for your organization

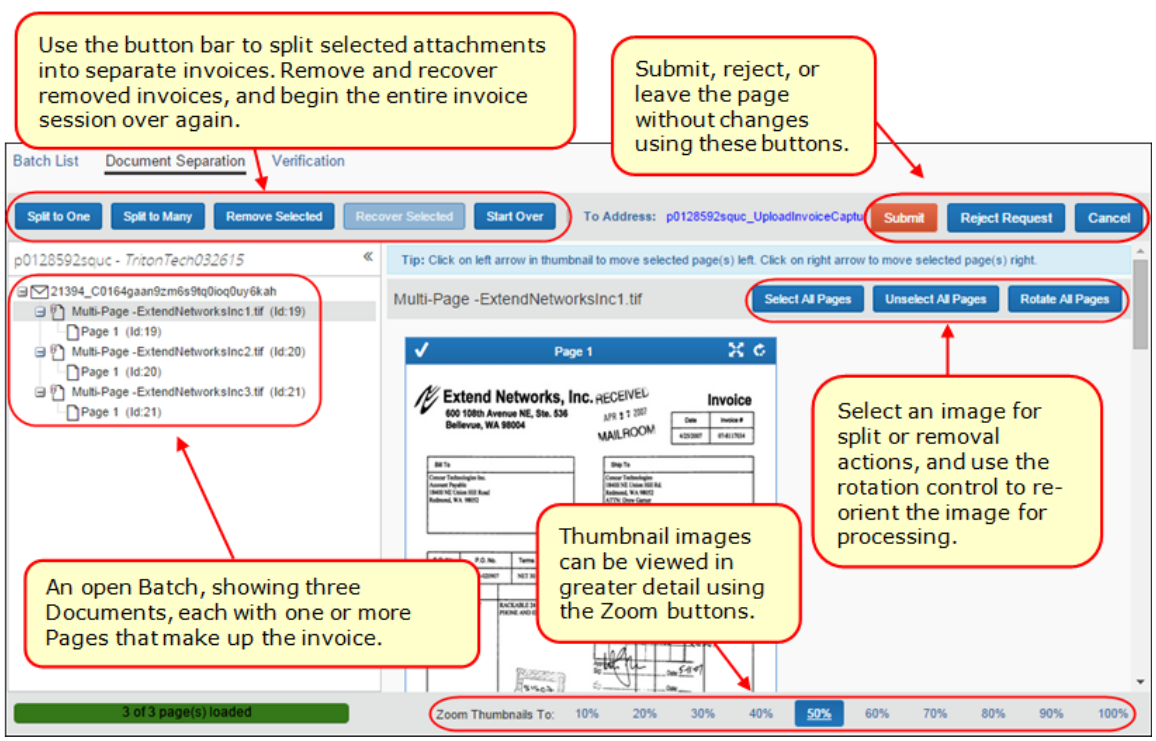
Capture Batch List Page

The **Capture Batch List** page provides a view into all received supplier emails and locally uploaded batches, and the status of each batch. This page also displays any errors or exceptions generated during the capture conversion process.



Document Separation Page

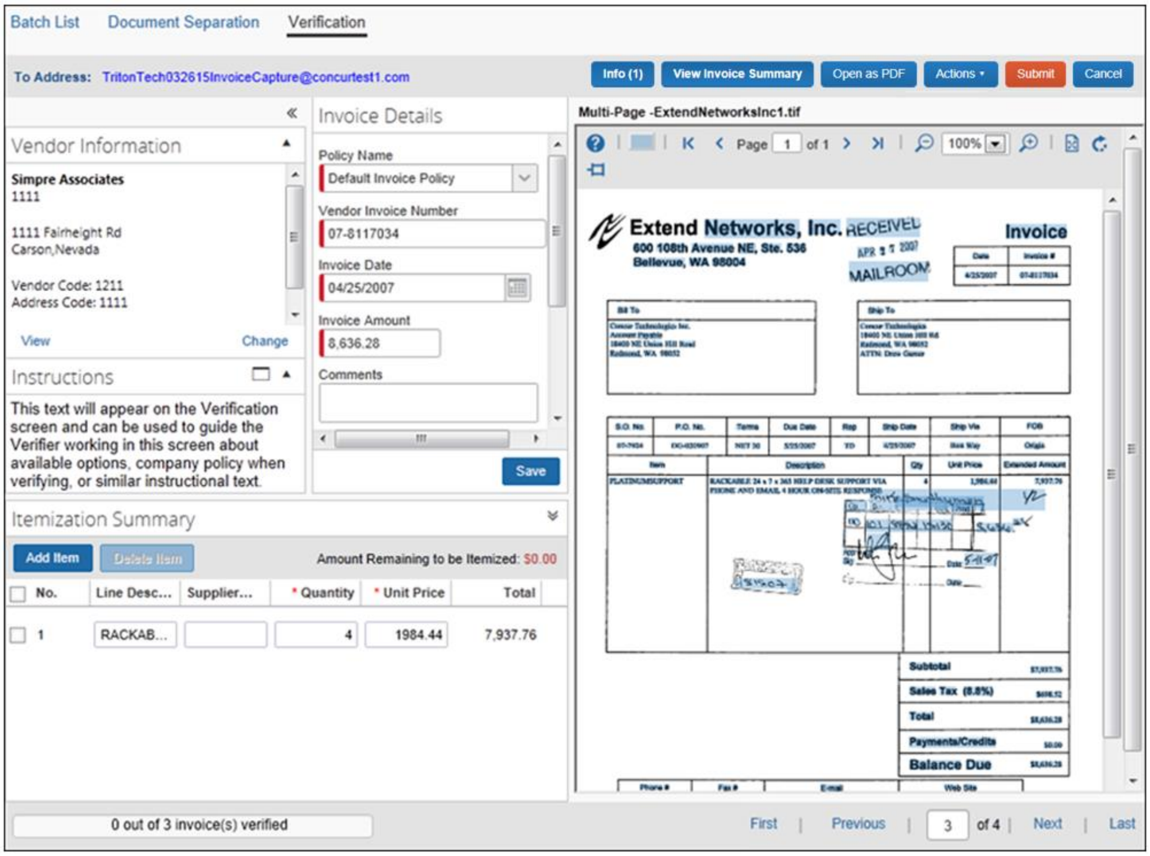
Options on the **Document Separation** page are used to review the page order and perform other tasks in preparation for the processing step. The figure below shows a single emailed batch (prefixed with the email list number 9167) opened to display three documents (converted to PDF format), each with one or more pages that will create three separate invoices after being processed.



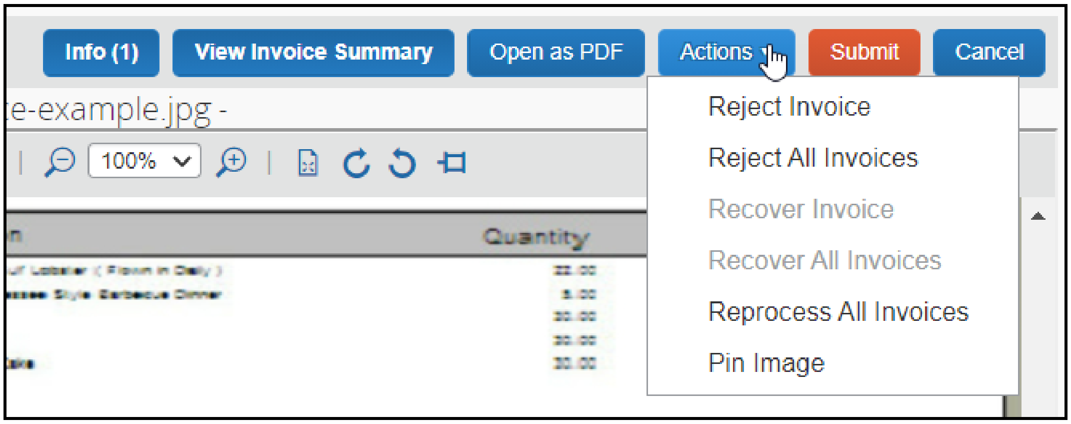
Verification Page

Options on the **Verification** page are used to review the captured data from the invoice (page) prior to submitting the new invoice to the beginning of workflow. Here the Verifier reviews vendor, header, and line item data, corrects any errors, and, if relevant, completes additional coding.

The **Invoice Details** section on the **Verification** page contains extracted data that auto-populates the invoice. You can code the custom fields in the invoice image by using copy and paste actions, and clicking directly on the data to fill the invoice field.



To reject, recover, or reprocess invoices use the options in the **Actions** menu.



Planning and Working With Capture Processing

Use the following information to plan your approach to using Invoice Capture at your company site.

Setting up an Exception Email Address

Users with the Invoice Admin role can configure an email address where alerts about processing exceptions will be sent.

For more information, refer to the is *Concur Invoice: Capture Processing (Client-Managed) Setup Guide for Standard Edition*

Understanding Document Separation

Document separation is an optional step used to review the batch file and invoice pages for grouping, order, and orientation to confirm the correct invoices are present and prepared for data processing to populate the invoice in Concur Invoice. Typically, the Verifier will perform this task manually since you cannot assume the supplier email does not contain dunning notices, illegible data, or similar.

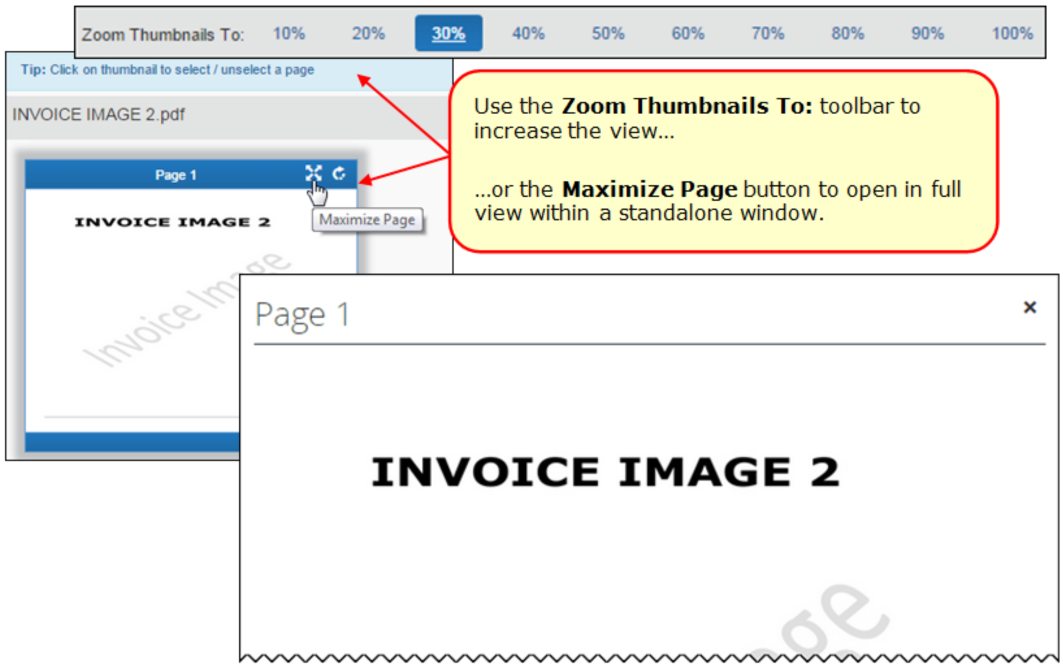
Conversely, if you are confident of preparedness, the separation task within capture processing is not required, and you need only add a physical "Begin" separator sheet prior to each separate invoice. The bar code instructs the system that the page following is a single invoice so that capture processing automatically separates the invoices without manual intervention. Now the auto-separated pages are moved directly to the OCR Extraction step, discarding the separator page(s) in the process, and displaying the results in final verification. Note that single-page invoices are handled automatically in this manner.

When Should I Use Document Separation?

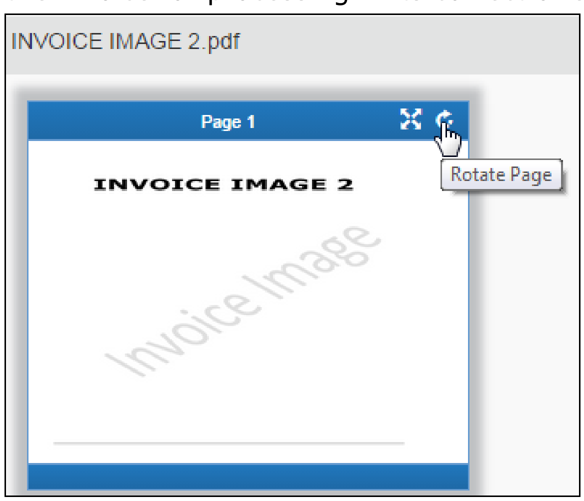
Vendors might scan items upside down or out of order, combine unrelated invoices, forget to group multi-page invoices, or include unneeded pages within the emailed batch. If allowed to proceed without review, the output might be unusable or require additional work to process.

SAP Concur strongly recommends that the Verifier review every multi-invoice batch using the options on the **Document Separation** tab. By using these options, you can confirm the following:

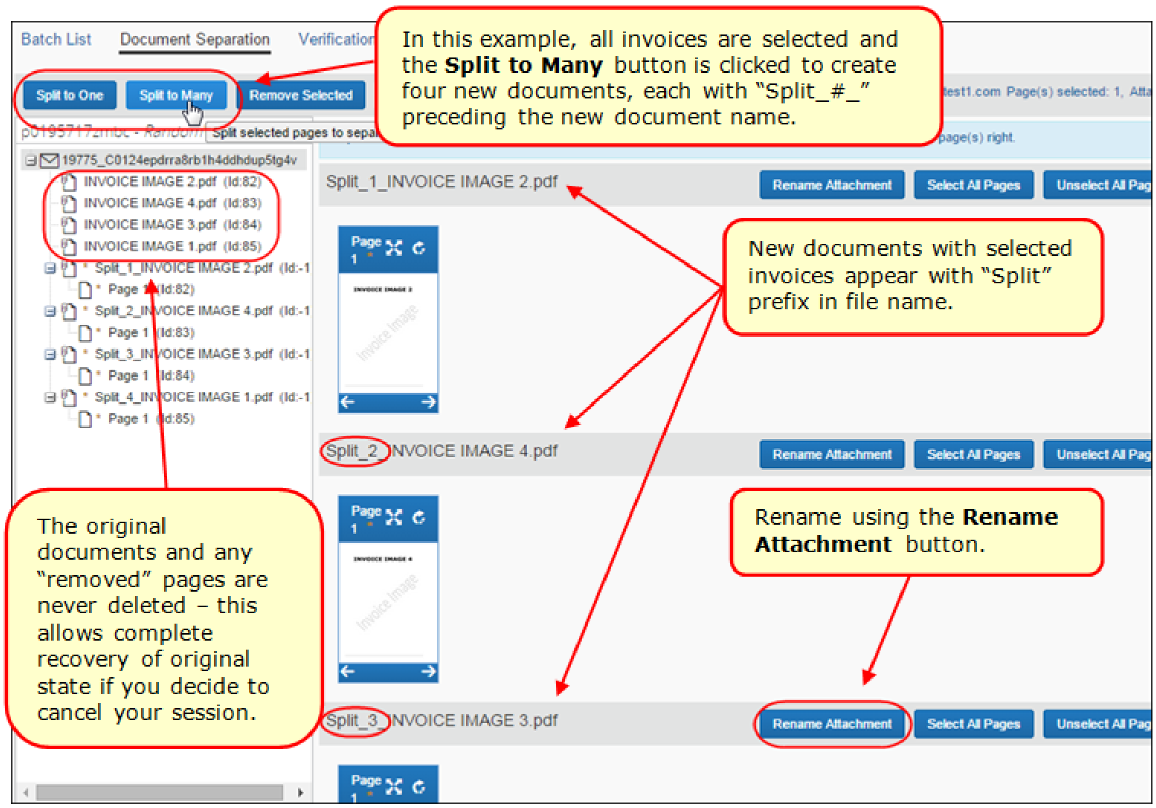
- **Is the image an invoice:** Use the zoom and maximize options to view the page clearly.



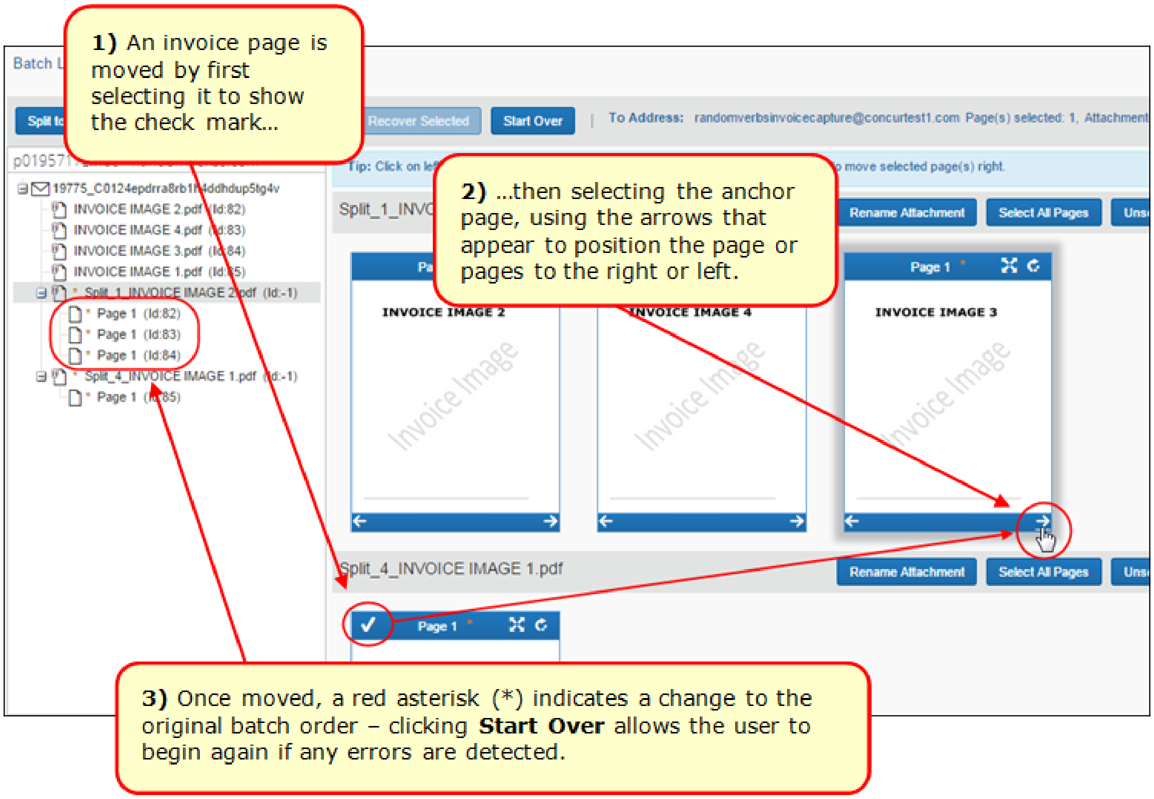
- **Is each page oriented correctly:** Use the rotational controls to prepare the invoice for processing in its correct orientation.



- **Are all pages split into the correct documents:** Often, a multi-page invoice needs to be split into one or more new documents, within which one or more invoice pages are grouped. To do this, select the pages to move, then, using the **Split** buttons:
  - **Split to One:** Move selected invoice pages to a single document.
  - **Split to Many:** Move selected invoice pages to their own document, with a new name and the ability to rename the new document you created.



- **Are the pages in the correct order within a single document:** Here, multi-page invoices might be out of order under a single document, or pages from one document need to be moved and then ordered under another, existing document. Use the green check marks and arrows to guide your placement of invoice pages in the multi-page document.



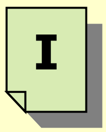
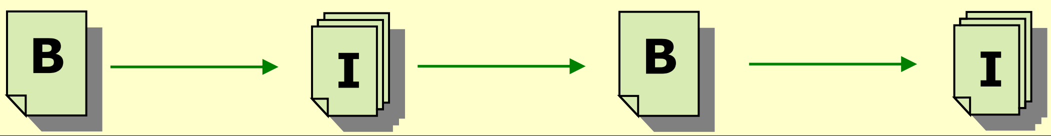
WHEN CAN I BYPASS DOCUMENT SEPARATION?

Document separation is an optional step. You can submit a service request to SAP Concur support to configure Capture Processing to bypass this step entirely. However, you must be certain that, whether uploading or emailing the batch, there exists a one-to-one relationship of image file attachment and invoice page to create the single invoice.

You can decide based on how your suppliers provide their invoices, either educating them about how the invoices should be emailed or enforcing a policy of a one-to-one attachment to page as described above.

Using the Begin Separator Sheet to Scan and Auto-Separate Invoices

Scan a batch and let the system define each invoice by detecting the "Begin" separator sheet(s) you inserted between invoice pages in the scan job.

Scan Job Action	Invoice & Sheet Setup	Description
A single-page invoice.	Invoice (**I**) only; *no* separator sheet.	Scan the invoice without any separator sheet. The system interprets the single page invoice to be a single page invoice and proceeds directly to verification.
		
Two or more single or multi-page invoices.	Document separator "Begin" sheet (**B**), then first invoice of single or multiple pages (**I**), then separator sheet (**B**), then second invoice of multiple pages.	The "Begin" sheet instructs the system that all succeeding invoice pages make up a single invoice. Then a new Begin sheet is encountered, and the system creates another new invoice.
		

You can request your vendor incorporate these sheets before emailing them in a batch for capture processing.

For more information, refer to *Where to Download the Begin Separator Sheet* in the *Appendix* of this document.

Document Separation and the Single Page Invoice

Document separation is not required whenever a single page within an attachment file will render a single invoice. The system knows to send this combination directly to processing and verification where, if rotation or otherwise is an issue, the Verifier role can remedy the display using options in the **Verification** tab.

Understanding the Task and Status States

The **Status** and **Task State** columns provide the administrator with a view into the status of a batch.

For more information, refer to Searching for Supplier or Upload Batches in the Capture Batch List Page in this document.

Locked and Unlocked Status

A batch is in locked status when ownership is taken using either the **Document Separation** or **Verification** links. The batch is unlocked when the user is no longer processing the batch. For example, if the owner submits the batch by clicking the **Submit** button or stops processing the batch by clicking the **Cancel** button within the batch, or any user clicks on another invoice in the same state. Alternatively, if a user accesses another batch in a different state (original = Verify, new one = Document Separation), the previous batch will unlock after a few minutes. Alternatively, the use of the search functionality will also release the batch.

Releasing the Locked Batch

A batch will remain locked for 30 minutes total if the user leaves the locked batch using any other option (Submit; exit the application; etc.). These actions tell the system the owner is not yet finished and provides enough time to allow them to return to the batch to finish their task. If they cannot return in that amount of time, the lock is released for the new potential owner.

Viewing the Status and Owner of a Locked Batch

If a batch is locked, the name of the owner is displayed in the **Locked With** columns.

Task State	Document Count	Locked With
Upload	0	
Document Separation	8	
Verification	8	Administrator, Concur
Document Separation	8	

Supported Image File Types

The following file and image types are supported when uploading or emailing invoices:

- TIF, TIFF
- JPEG, JPG
- PNG
- PDF (with XFA; with embedded fonts)
- Word file (DOC; DOCX)
- Excel file (XLS; XLSX)
- EML (File saved using Microsoft Outlook)
- CSV
- CFDi (tax information with PDF)

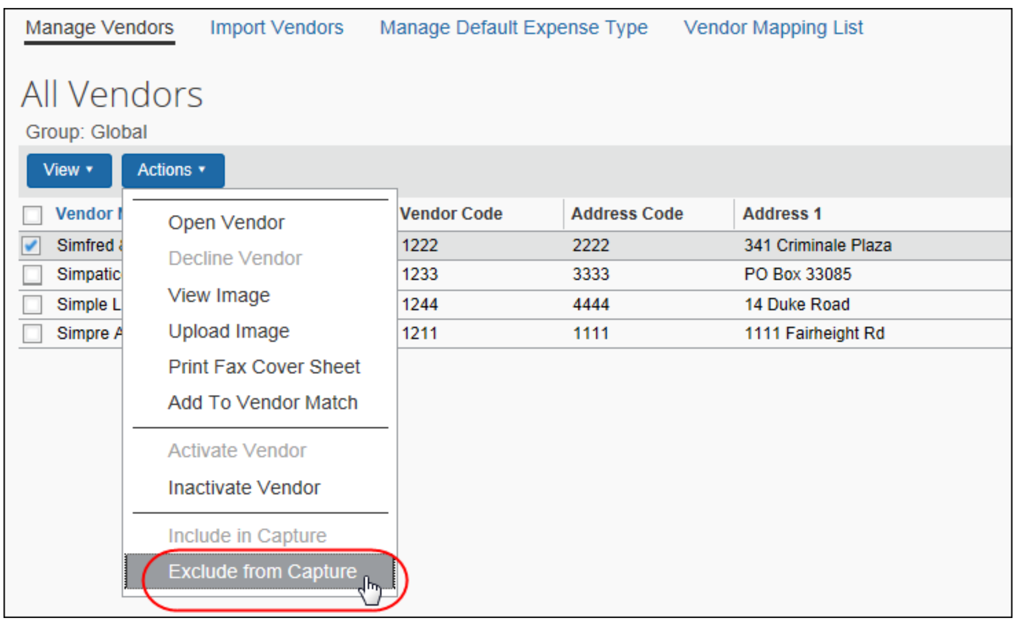
Excluding Vendor From Extraction

The Vendor Manager role can use the *Is Vendor Visible for Content Extraction* field of the vendor import to prevent the vendor from being included on the invoice during extraction. This applies to both the on-demand and overnight vendor import methods.

Field Name	Definition	Required?	Description	Client Field Definition
Is Vendor Visible for content Extraction	1 character (Y or N), default of N; case insensitive	N	OPTIONAL: Ignored if the Capture Processing module is not enabled. Includes or excludes a vendor from being included in the payment request generated via OCR processing in Capture Processing.	

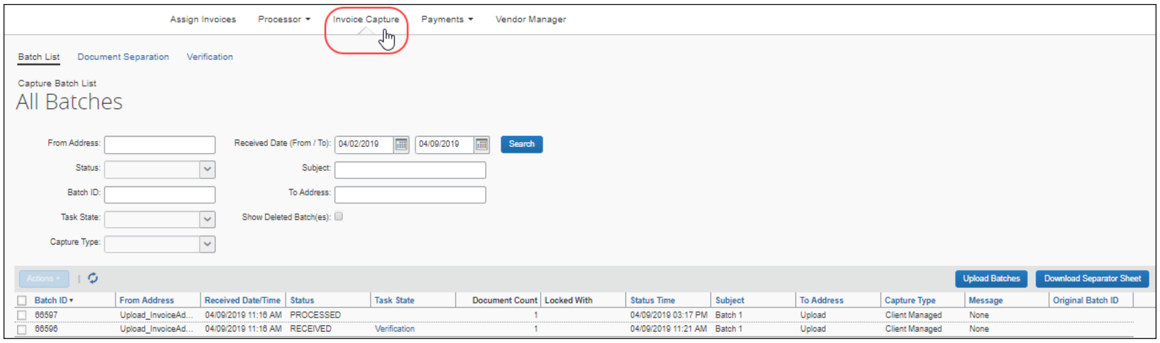
For more information, refer to the *Concur Invoice: Vendor Import (Scheduled) for Concur Standard Edition*.

This same functionality is available to the Vendor Manager by selecting an existing vendor and applying the attribute through the user interface.



Section 4: Accessing and Working With Capture Processing

To display the **Capture Batch List** page, click **Invoice > Invoice Capture**. The **Capture Batch List** page displays.



Using the Capture Batch List Page

This section details options available selectively to the AP User and the Verifier roles when working with batches emailed or uploaded for capture processing and displayed in the **Capture Batch List** page.

Access by Roles

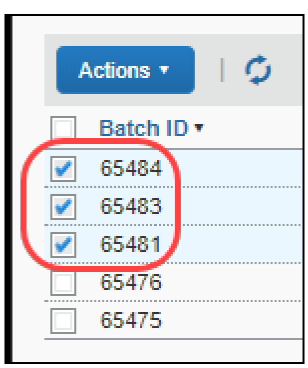
Both the AP User and the Verifier roles can review a batch by opening it. However, the AP User is restricted to a read-only view and does not have access to the **Upload** button or any upload functionality. The Verifier role has complete access to all functions.

Manually Advancing a Batch

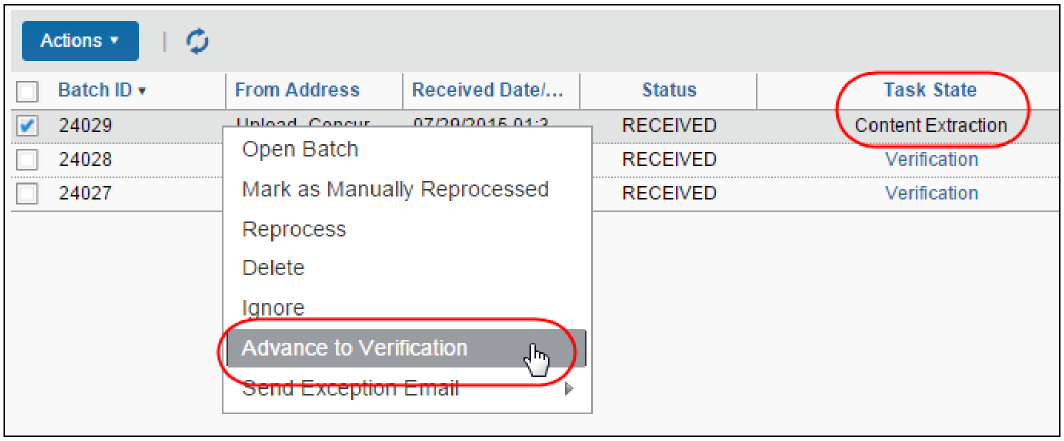
A user with the Invoice Verifier role can manually advance an emailed or uploaded batch directly to the verification step.

- ***To manually advance a batch:***

1. On the **Capture Batch List** page, select the batch or batches you want to advance.



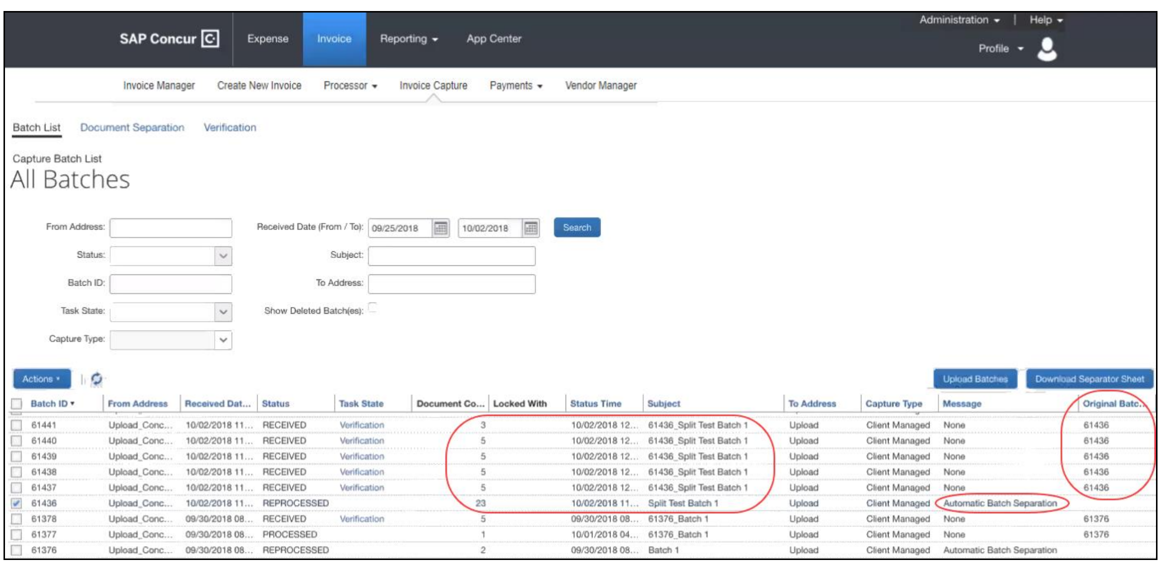
2. On the **Actions** menu, select **Advance to Verification**.



- The batch must be in the *Content Extraction* task state before it can be advanced.
- When batches are manually advanced, OCR is bypassed, so the Verifier will need to manually code the invoice.
- Multiple batches can be advanced simultaneously; however, all the batches being advanced must be in the same task state.

Large Batches Divided into Multiple Smaller Batches

Large batches of invoices (more than 100 batches) are automatically divided into multiple smaller batches (100 at a time) for more efficient processing. If this happens, users will receive an automatic batch separation message on the **Capture Batch List** page. In addition, they can confirm which batches belong together by looking at the original batch number.



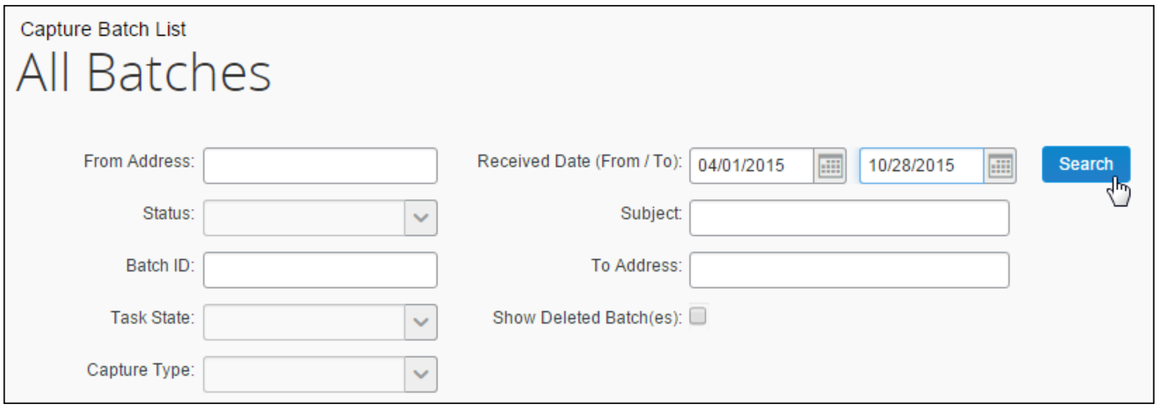
Last Revised: January 3, 2023

Searching for Supplier or Upload Batches in the Capture Batch List Page

The list of batches includes those sent by suppliers using the unique client email address, and those uploaded locally. The fields on the **Capture Batch List** page enable users with the appropriate roles to filter the list of batches based on various criteria.

USING THE SEARCH CRITERIA FOR AN EFFECTIVE RETURN

Both the Invoice AP User and the Invoice Verifier can use the fields on the **Capture Batch List** page to filter the list of batches.



You can enter part of a search string into any of the free text search fields on the **Capture Batch** page. These fields enable you to search for all batches that contain the partial string in the related field. For example, to search for a batch with the subject line of *December Invoice 12345* you can enter "123" or "Dec" in the **Subject** field. Similarly, entering "@domain" in the **To Address** search field will return all batches with email addresses containing "@domain.com" in the **To** field of the batch.

The fields include the following:

- **From Address:** The email address from the originator of the email, as name@domain.com.
- **Received Date (From/To):** The dates within which the batch was originally received, for example, between May 1, 2013, and July 1, 2013. The default is the last seven calendar days.
- **Status:** The status of the batch.

Field Name	Description
Any	Batch of any status type.
Converting	One or more attachments in the batch is being converted from an invalid to valid PDF format.
Processed	The batch has completed the processing step successfully and is ready for verification.
Processing	The batch is being processed.

Field Name	Description
Reprocessed	The failed or rejected batch has been sent for processing again.
Reprocessing	The client identified an issue and sent for reprocessing.
Ignored	The batch could not be identified or is clearly not an invoice or related to supporting an invoice.
Failed	The batch was identified by the system as not having attachments or is of a non-supported document type. **TIP:** A batch marked as *Failed* will often include many invoices that were successfully processed. Use the **Batch Details** page to identify failed invoices that characteristically lack the link to a successfully created invoice.
Rejected	The client identified an issue with the batch and has rejected the batch. For example, unsupported file type, no attachments with email, or password protected email.
Received	The batch has been received and is pending OCR.
Receiving	The batch is being converted in preparation for the Verification or Document Separation step.
Exported	The batch has completed verification and is waiting for import into Concur Invoice.
Conversion Failed	The conversion of the batch has failed, and the batch must be corrected for the issue and sent again. **TIP:** A batch marked as *Failed* will often include many invoices that were successfully processed. Use the **Batch Details** page to identify failed invoices that characteristically lack the link to a successfully created invoice.
<blank>	The batch is imported, and no further action can be taken.
Available only to SAP Concur support and implementation staff	
Deleted	The batch is hidden from client view

- **Subject:** The subject line from the batch in all or part.
- **Batch ID:** The unique ID assigned to the batch for capture processing.
- **To Address:** The email address to which the batch was sent (useful when multiple email addresses are employed at the client site), which doubles as a link opening the **Batch Details** page with details of the batch history.
- **Task State:** The task status. Note that selected task states provide a link to take the administrator directly to the task option:

Field Name	Description
Any	Batch of any status type.
<blank>	The batch is imported into Concur Invoice and no further action can be taken.
Initialization	The batch is received and is being prepared for the Document Separation step.
Auto Document Separation	If configured for the entity, the system is determining if barcode separator pages are present. If present, automatic document separation is performed. If not present, the document is placed in the manual document separation queue.
Document Separation (links to page)	The batch is prepared for the manual review using options in the **Document Separation** tab. The Verifier can click the link directly to move to the tab where the processed output is displayed for review purposes.
Content Extraction	The batch attachments (invoices, etc.) have completed document separation and are being prepared for Optical Character Recognition (OCR) processing.
Analyzer	OCR processing is complete and data is being assembled for verification.
Verification (links to page)	The batch is now ready for manual review of processing output to determine if the correct data has been captured and mapped to the respective fields on the newly created invoice. Options in the **Verification** tab are used to confirm these mappings, and to manually update any additional, non-default fields the client might have added. The Verifier can click the link directly to move to the tab where the invoice is displayed for review purposes.
Where the batch is uploaded, and not emailed	
Upload	The batch is uploaded and pending initialization.

- **Capture Type:** The method used to process the batch, either via Concur Managed or Client-Managed capture methods.

In display, each row includes the information in the table above, with the following additions:

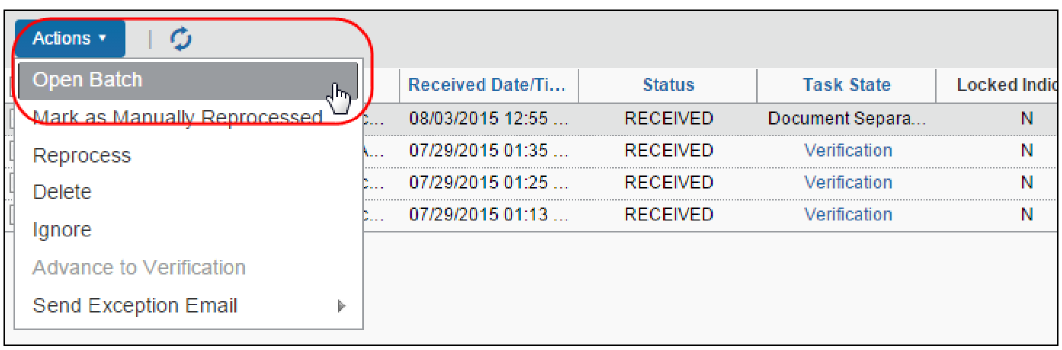
Field Name	Description
Locked Indicator	Is (Y) or is not (N) locked for review by a Verifier.
Locked With	The Verifier who is currently working with the batch and locking it from use by another Verifier. 📖 For more information about locked batches, refer to the *Locked and Unlocked Status* section in this document.

Field Name	Description
Status Time	The time of the last status update.
Subject	Displays either the email *Subject:* line, or, if uploaded, the batch prefix (*optional; added at configuration*) and batch number.
To Address	Either uploaded, or email used to send the batch.
Capture Type	The method used to process the batch, either via Concur Managed or Client-Managed capture methods.
Message	Displays error messages for Failed and Ignored items; triggers an exception email to the address specified by the client using the Invoice Capture Processing configuration tool.
Original Batch ID	ID of the original batch if the item was reprocessed.

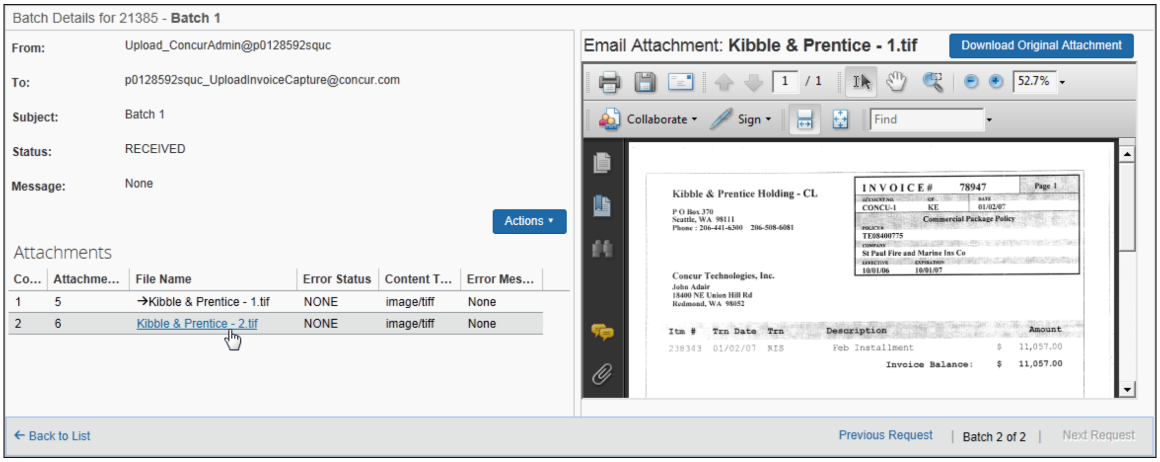
Opening a Batch for Review in Batch Details

NOTE: All the functionality described in the following sections applies to the Verifier role. The AP User role is restricted to a read-only review when opening a batch.

A batch is opened in the **Batch Details** page to review its details, and whenever a batch is reprocessed by the admin. The page appears by clicking the email directly or by using **Actions > Open Batch** (Verifier's view of all commands in the **Actions** menu is shown below – AP User sees only the **Open Batch** command):



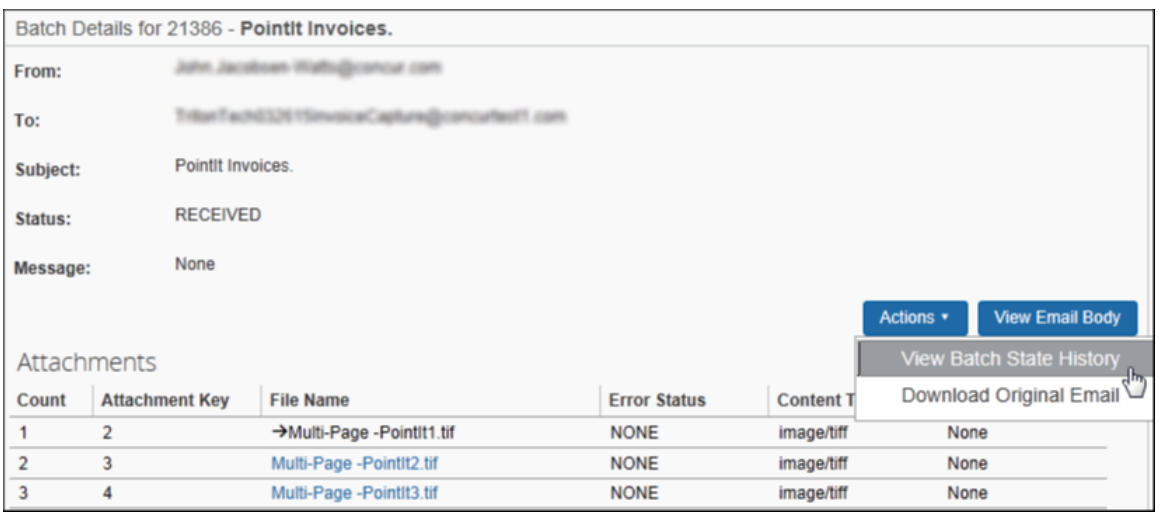
When opened, the batch file list displays directly under the batch's header information in the **Attachments** list, with active links that, upon clicking, open the attachment, in PDF format, in the right-side window.



The list provides a quick reference to the file names, key number, and the error state (if any) associated with the attachment.

Reviewing Batch Header and Attachment Information

The batch header appears in the figure below. Reference the following table for information about each available read-only field:



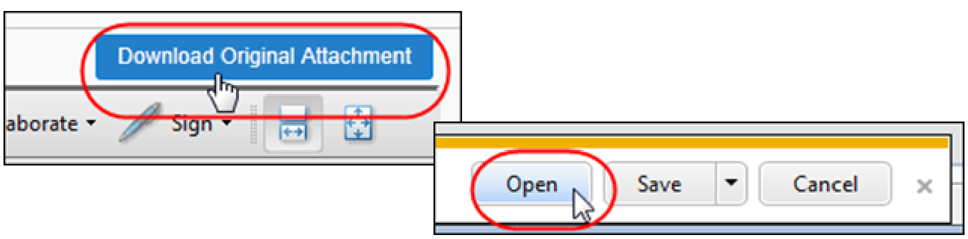
Field Name	Description
From	The email address from the originator of the email.
To	The email address that received the email.
Subject	Subject line from the email.

Field Name	Description
Status	The state of the invoice(s) set to be processed.
Message	Displays the error message for *Failed* and *Ignored* items.
Invoice Link	Opens the invoice for viewing.
(Optional) View Email Body button	Opens the original email, showing the email header information (From; Sent; Subject; etc.). **NOTE:** This button does not appear for attachments uploaded to the system.
Actions > Download Original Email	Downloads the original email using the browser's download and open / save functionality.
Available only to SAP Concur support and implementation staff	
Actions > View Batch State History button	Opens the **Batch State History** window where the admin can review the details of the task state, from initialization to verification (and troubleshoot the batch for any issues with the batch).

Downloading and Viewing the Original Attachment(s)

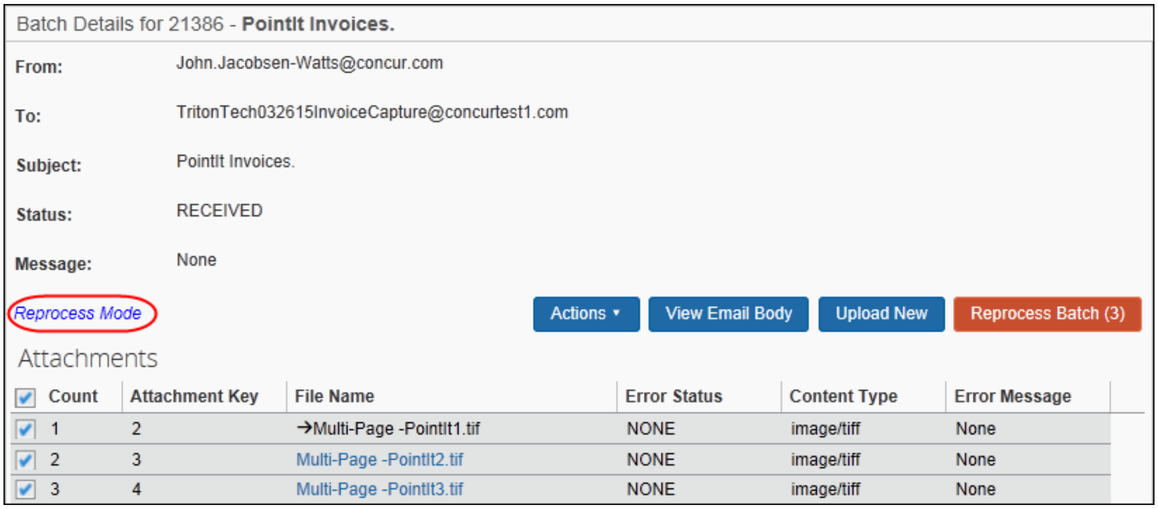
A **Download Original Attachment** button is available to the Verifier role to access the vendor's image file in its original format. This is useful for auditing purposes, or any time the original must be referenced for data.

To download the image file, the Verifier role clicks **Download Original Attachment**. The file appears to save or open directly (browser might be different from what the figure shows below).



Using Batch Details to Review Attachments Before Reprocessing

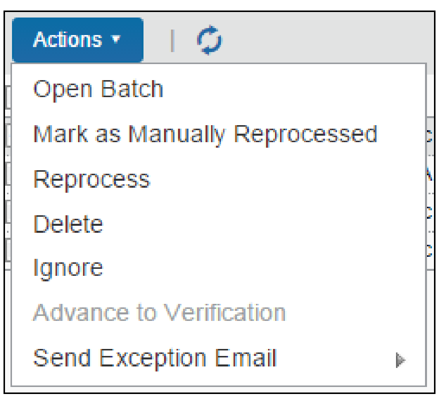
If you elect to reprocess a batch selected in the **Batch List** page, it will appear in the **Batch Details** window as described. By selecting one or more attachments in this window, the admin can draw on additional options to help work with the batch prior to reprocessing.



For example, to view the attachments in detail, decide to upload a new, replacement attachment, and to filter the attachments to be reprocessed selectively prior to the actual reprocessing step. In this way the batch and its attachments can be reviewed for accuracy, and only those attachments with issues reprocessed in this step.

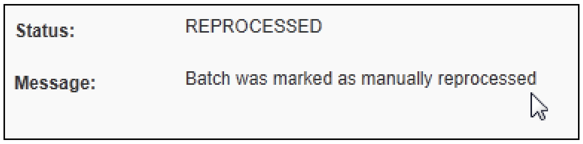
Additional Functions Available to the Verifier

The Invoice Verifier role is granted additional rights that let them work with batches using commands available only to them from the **Actions** menu (shown below).



These include the following menu options:

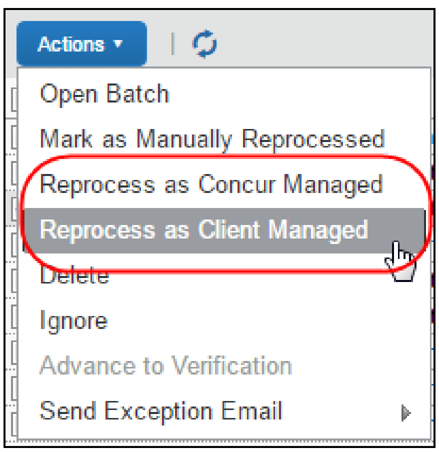
- **Mark as Manually Reprocessed:** Use to apply a status of *Manually Reprocessed*. This is done whenever the original invoice image quality is low, and an improved replacement invoice is emailed or uploaded for creation of the invoice in Concur Invoice. By marking the new invoice as reprocessed, all users understand there was an issue, and a new invoice was required to complete processing.



- **Reprocess:** Use to force the reprocessing of a batch that might not have correctly created an invoice, or any at all. The selected batch is reprocessed and appears in the **Batch Details** page for review. Multiple selections can be reprocessed but will not appear automatically in the **Batch Details** page. You must open them separately to review the invoices and attachments.

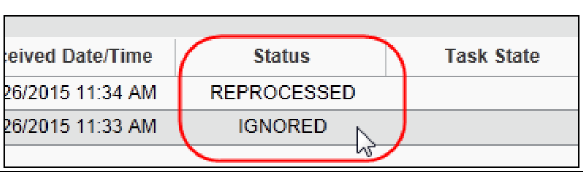
For more information about reprocessing a batch, refer to *Using Batch Details to Review Attachments Before Reprocessing* section in this document.

- **Reprocessing under the Dual Support Environment:** If working with capture processing in a dual support environment, the admin can elect to change the processing method from *Client Managed* to *Concur Managed* or vice versa to accommodate batch handling.

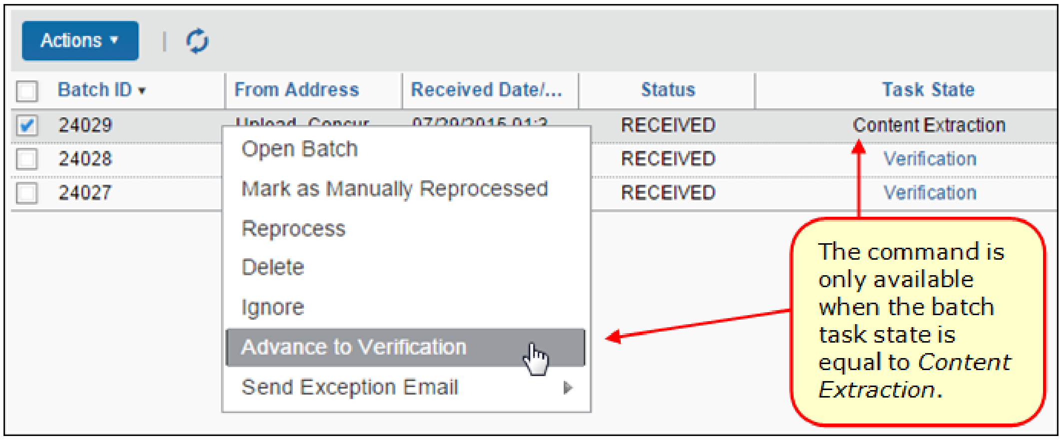


For more information about changing the processing method, refer to *Concur Invoice: Capture Processing - Dual Support User Guide*.

- **Delete:** Use to remove a batch. The selected batch is deleted from capture processing (multiple deletion is permitted) when you do this.
- **Ignore:** Use to archive a batch, possibly in preparation for reprocessing at a later date. Capture processing will "soft" delete the batch. It will still appear in the list with a status of *Ignored*, but the system provides no functionality such as document separation for a batch with this status.



- **Advance to Verification:** Use to bypass OCR capture extraction and instead proceed directly to the Verification step from the Content Extraction step (*only* – otherwise the command is disabled). This is useful for those Verifiers who do not want to wait for OCR extraction and instead expedite the process directly to the Verification step.



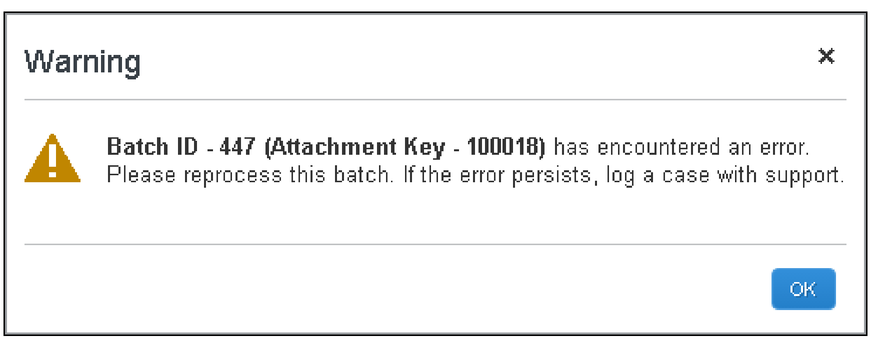
NOTE: Since the batch is removed from the OCR step using this feature, manual verification is required to finish coding the new invoice.

- **Send Exception Email:** Use to send an email alerting your specified recipients that this batch has the specified exception (chosen from a list). This command augments the system's automatic exception process by letting you do this when an issue is found with the batch that requires the recipient's attention.

For more information, refer to the *Concur Invoice: Capture Processing (Client-Managed) Setup Guide*.

When Should You Reprocess a Batch?

A batch might fail for several reasons, and if this happens the system will display an error message to the administrator.



Reprocess a batch whenever the initial processing failed based on issues you can correct directly (as opposed to requesting a new batch from the supplier). This option simply allows for a second attempt at initial processing to use the batch as provided, with corrections applied at your site.

CHANGING THE CAPTURE PROCESSING MODE

If working in the Dual Support environment, you might elect to change the capture method by performing the reprocessing step under a different capture mode (Client Managed to Concur Managed, or reverse). This is useful whenever the admin would like to move a batch based on who should perform the processing of the batch. A pair of commands appears in the **Actions** menu to perform this switch of ownership.

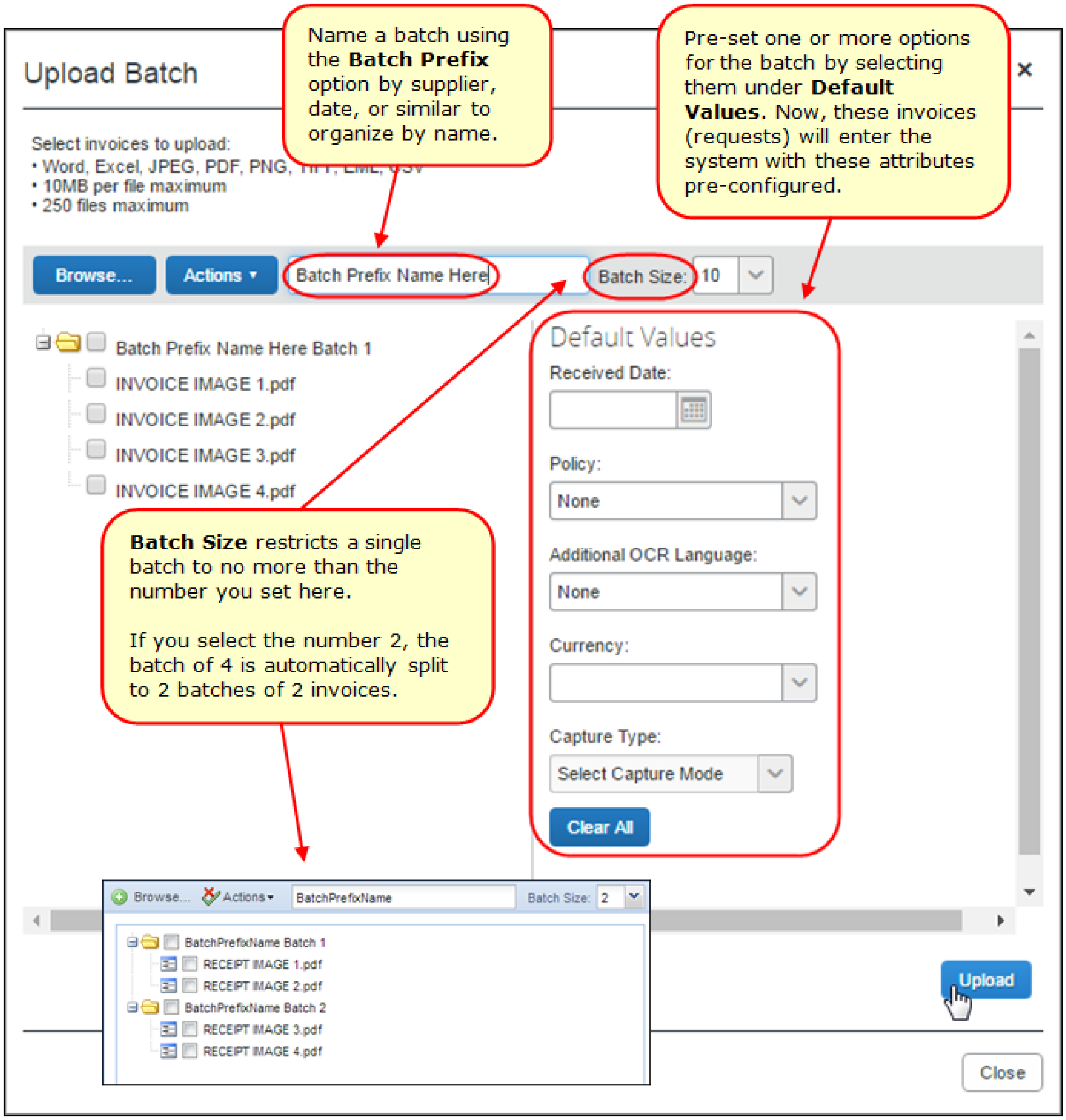
PARTIALLY SUCCESSFUL BATCHES

The system will always complete invoice creation for a batch even if a partial failure is encountered due to some unforeseen issue. This means you do not need to reprocess the entire batch from start to finish. Instead, note the *Failed* status and use the **Batch Details** page to identify those failed invoices that should be reprocessed (typically those that lack a link to a successfully created invoice).

Using the Upload Feature to Add Batches

The Verifier role (only) can elect to upload a batch to the **Capture Batch List** directly from their desktop. This is useful whenever you want to use capture processing to process invoices that have not been emailed by your supplier (by mail, scan, or otherwise as examples).SAP Concur strongly recommends a minimum of 300 DPI when scanning invoices.

The **Upload Batch** window appears when you click **Upload Batches** in the **Capture Batch List** page (note the examples below draw on this figure):



NOTE: Multiple file upload is supported using Chrome, Safari, FireFox, or Microsoft Edge.

Preparing for Upload

When approaching the upload process, it is important to understand how to organize each batch and associated set of invoices. You can upload as many invoices as you want in a single upload session (that is, until you click **Close** and exit the session). When grouping invoices within a batch, note that a limit of 25 invoices is enforced for each batch to keep the size reasonable.

This means best practice is to first set the **Batch Size** value (the default is 10), then browse and add your invoices. Now, upload the batch and go through this process again, resetting the size and uploading invoices either sequentially by supplier or similar, all within the same session. When you click **Close**, the session ends, and all settings revert to their defaults.

Determining Batch Sizes When Working With Multiple Verifiers

Keep in mind that as each Verifier works with a single batch, that batch is locked from others. This could mean that large batches might not make sense if multiple Verifiers are working in simultaneous sessions; the larger the batch, the fewer invoices available for work across the Verifiers. Conversely, if only a single Verifier is tasked with reviewing, they are not limited by these restrictions, and you might prefer creating large batches since there is no conflict of use across Verifiers.

The following options are available to help in organizing batches in the **Upload Batch** window:

- **Batch Prefix:** (Recommended) To add clarity and ownership to your view of batches, consider naming the batches by adding a prefix (Acme; etc.) or initial so that everyone knows what employee uploaded the batch or batches. The name is incremented for each new batch, creating Acme1, Acme2, Acme3, or Erin1, Erin2, Erin3, etc. as you group your invoices per batch.
- **Batch Size:** The number you select here tells the system to group by that amount, and no more, for each batch. If you select the number 2, and have staged 4 invoices for upload, the system will automatically take, in sequential order, the first 2 invoices for the first batch, and continue this process, creating 2 batches of 2 invoices each total.

  NOTE: Remember that you must set the attribute before uploading. The system cannot re-set batch size nor can you re-arrange them after the invoices are uploaded- you must reverse the work and begin again.

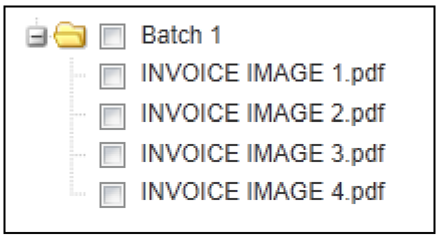
- **Default Fields:** Here you can elect to save coding time by pre-configuring invoice attributes in advance of the export into Concur Invoice workflow. For example, have the system pre-select an invoice policy for uploaded invoices only, or associate a capture type with the uploaded batch.

UPLOADING INVOICES

Uploading invoices is a straightforward process. The administrator (Verifier role) determines the order of invoice upload to match the attributes they have configured. For example, setting the name to Acme, and the batch level to 2 to match the supplier's typical invoice set. Using the example above, these will all be sent to Concur Invoice workflow under the Wire Transfer policy that includes the selected employee, who will be auto-assigned the invoices and become the Invoice Owner.

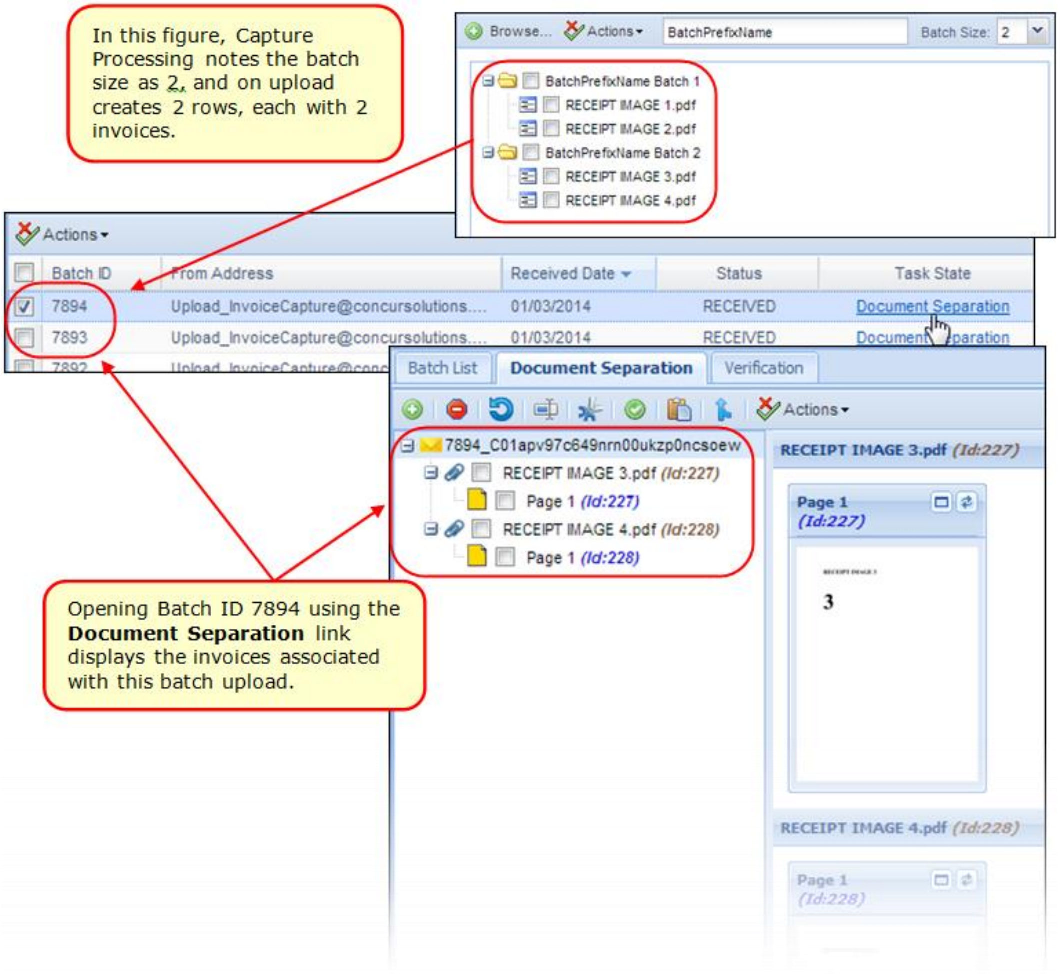
To upload invoices in the Upload Batch window:

1. In the **Capture Batch List** page, click **Upload Batches**.
2. (Optional) In the **Upload Batch** window, set the configuration attributes you want for the batch or batches as detailed above.
3. Click **Browse** and select the invoices to upload (a maximum number of 25 invoices per batch is enforced).
4. Click **Upload** to upload the batch and associated invoices; each batch and invoice is now marked with "uploaded" to verify receipt.



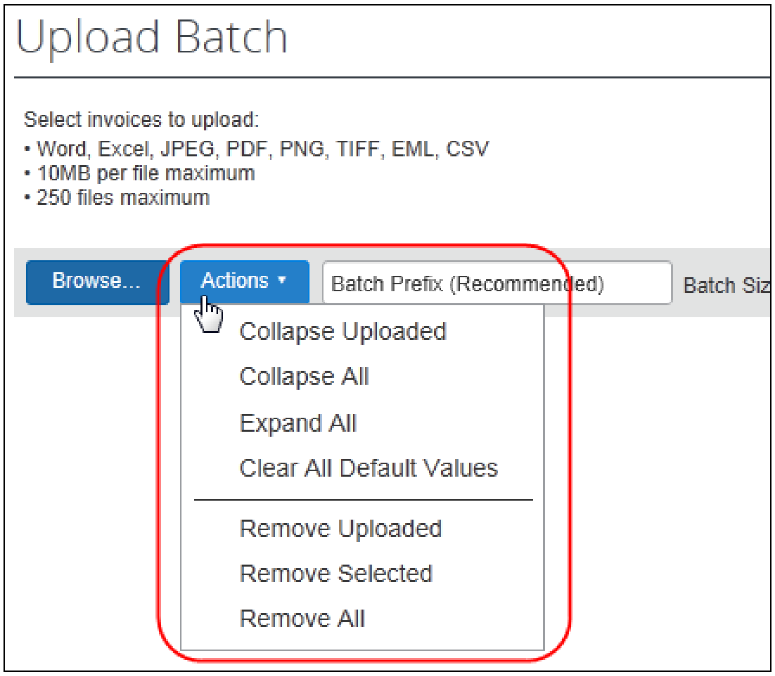
5. Continue to upload additional invoices as required, then click **Close** to exit the window.

The batch is now listed in the **Capture Processing Batch List** page and can be managed just as any other batch using instructions in this document. Note that each uploaded batch is represented as a single row. If two batches are uploaded, two separate rows are created:



WORKING WITH INVOICES IN THE UPLOAD BATCH PAGE

Several display and deletion options are available to the administrator when working in the **Upload Batch** page and are available by clicking the **Actions** menu.



The commands perform the following actions:

- **Collapse Uploaded/All:** Use these commands to hide the list view of your invoices under their respective batches, either those that have been uploaded, or all that are listed
- **Expand All:** Open all batches and their invoices for view in list format
- **Clear All Default Values:** Reset all options under **Default Fields** to blank
- **Remove Uploaded/Selected/All:** Use these commands to remove a selected or uploaded batch or invoice, or all batches that appear in the list

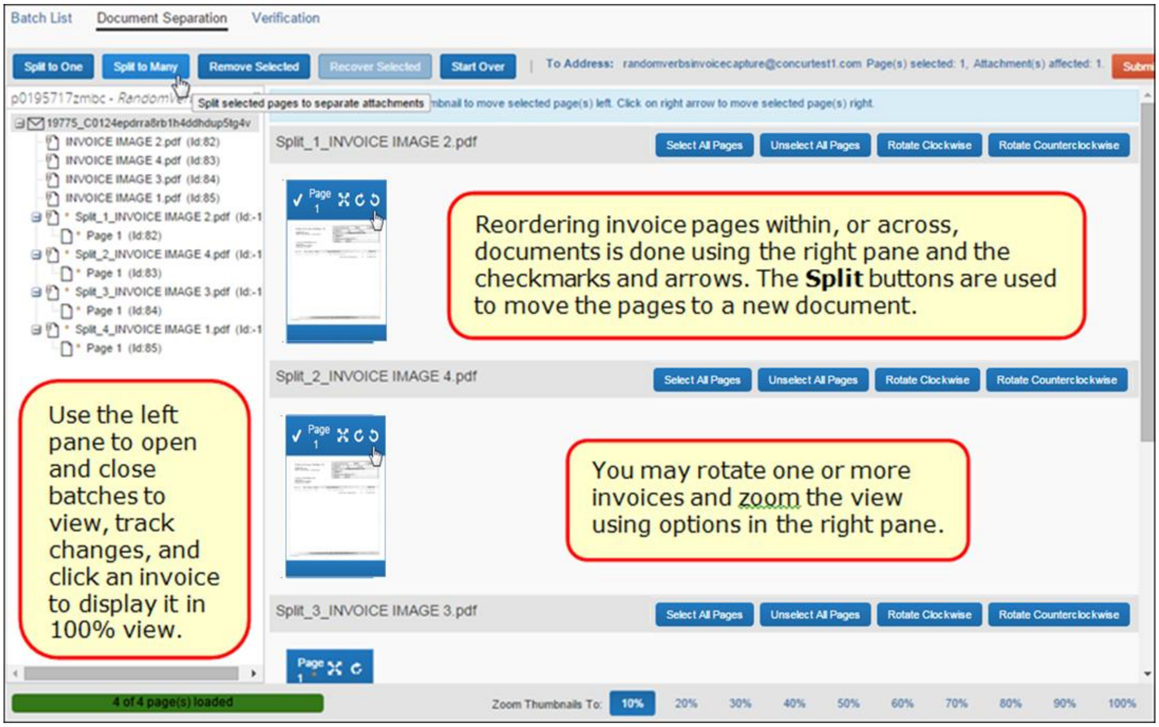
SPECIAL CONSIDERATIONS WHEN UPLOADING BATCHES

Note the following when working with this feature:

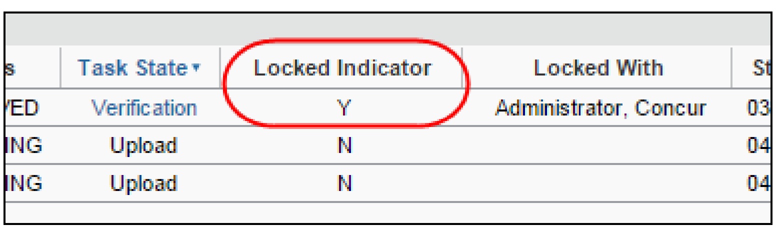
- A limit of 25 invoices is enforced for a single batch
- Configuration of attributes (size, naming, owner, etc.) must be set before uploading the invoices (batches)
- Attributes reset after a session (when you click **Close**)

Using the Document Separation Page

The Verifier role uses the **Document Separation** page to review the emailed or uploaded batch prior to submitting it for OCR extraction and verification. A session using the options on this page is recommended whenever confirmation is needed that invoice pages are in the correct order and associated with the correct batch, as examples.



When you work with a batch, the **Batch List** page shows the batch as locked under the **Locked Indicator** column, with the name of the current "owner" listed under **Locked With**.



s	Task State	Locked Indicator	Locked With	St
'ED	Verification	Y	Administrator, Concur	03
ING	Upload	N		04
ING	Upload	N		04

For more information about the locked status, refer to the *Locked and Unlocked Status* section in this document.

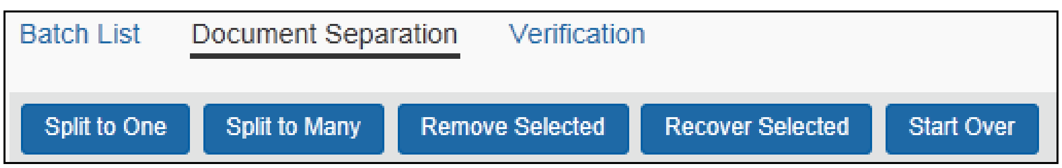
WORKING WITH INVOICES OF OVER 500 PAGES

Attachments that include over 500 pages often fail due to the large number of pages and embedded fonts the system must decode. To prevent a failure in processing attachments of this size, the system handles 500+ page attachments as follows:

- **If single attachment over 500 pages:** The attachment will skip the Document Separation task, and instead display for coding on the **Verification** page.
- **If multiple attachments with one attachment over 500 pages:** Each attachment will route through Document Separation to the **Verification** step, but the attachment over 500 pages will trigger an informational message (below), and then proceed directly to the **Verification** step in read-only state.

Working With Batches and Invoice Pages: Options on the Button Bar

The uppermost section of the **Document Separation** page features a button bar as shown in the figure below:



The buttons on this bar perform the following functions:

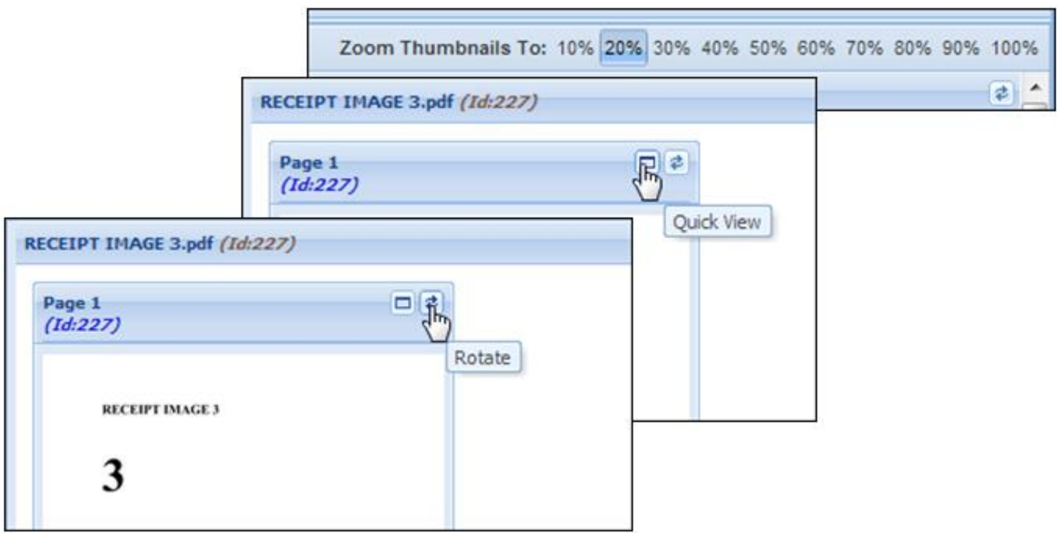
- **Move all selected pages to a single new batch:**
  The **Split to One** button creates a single new batch in the left pane, and groups all selected invoice pages under that batch; this is a many to one relationship of invoice pages to a new batch respectively
- **Move each selected page to its own new invoice:**
  The **Split to Many** button creates one or more new individual invoices in the left pane, as part of the current batch
- **Remove one or more invoice pages from a batch:**
  The **Remove Selected** button marks an invoice page with a status of *Removed* in the right pane and places the same status (via an asterisk "*") on the page in the right pane as a temporary reference. This supports the ability to recover the change if the Verifier changes their mind about the deletion (once the session is concluded and the batch submitted, the invoice is deleted from the system.)

- **Return a removed invoice page to its original batch:**
The **Recover Selected** button reverses the Remove action, returning all selected invoice pages to their original state, in the batch

Working With Batches and Pages: Viewing Attachments

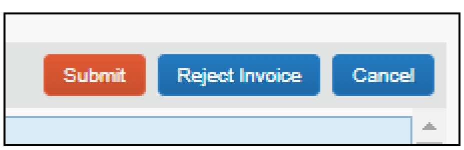
The right pane of the page can be used to manipulate the attached invoice images, in PDF format, to ensure they are properly prepared for the OCR step of processing. Each image must be legible, clear of streaks and smudges, and oriented in the correct, upright position.

To aid in this task, the page includes a set of percentage links under **Zoom Thumbnails To** that increase or decrease the size of the image for greater visibility. Alternatively, view an image in its own window by clicking the **Maximize Page** button. To correct the orientation, click the **Rotate Page** button until the image is upright.

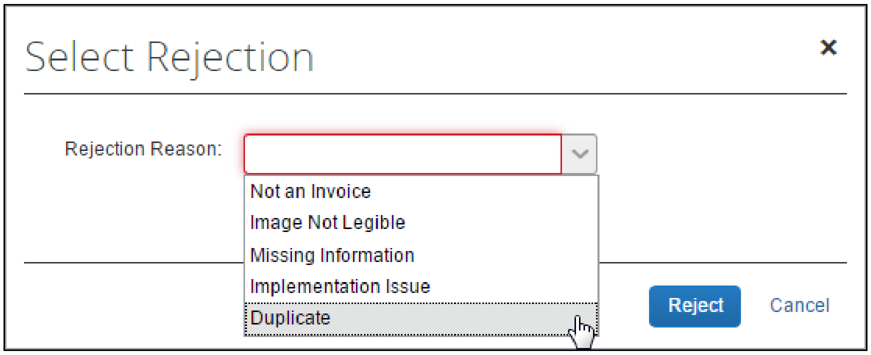


Working With Batches and Pages: Submitting and Other Options

Once the administrator has verified the batch, they can choose from the following options, available to them using the buttons on the **Document Separation** page:



- **Submit:** This command places the batch in queue for the OCR step in processing. The results will be available in the **Verification** tab.
- **Reject Invoice:** This command strips the batch of all changes for this session. In the **Rejection Reason** list, you must selection a reason so that an action can be taken by the system.

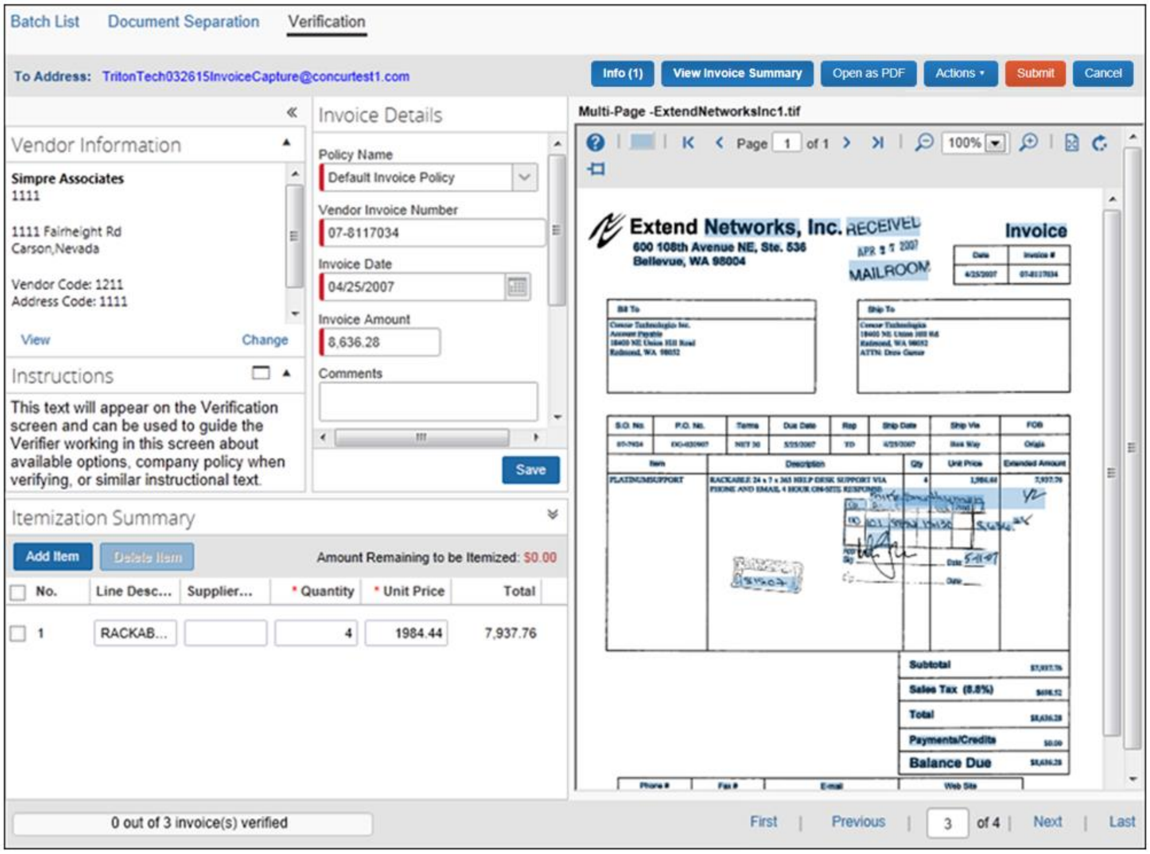


If you select *Not an Invoice* or *Image Not Legible* then the batch returns to queue.

- **Cancel:** This command places the batch, with changes intact, back into the batch list for future work in another session.

Using the Verification Page

The **Verification** page is used by the Invoice Verifier to work through each processed batch, reviewing the newly created invoice for accurate data capture.



NOTE: If a single document in a batch has more than 500 pages, the first page of the document will be displayed on the **Verification** page and the page navigation buttons (< and >) will not be available. To view all pages in a document, you can download the document in PDF format.

The Verifier reviews and (if necessary) corrects fields captured by default during the OCR process and populates custom fields. (Custom fields are typically added to the form by the client or on the client's behalf to meet their specific business needs).

Some fields, such as **Assign Request To**, might be read-only to indicate who will be assigned the invoice. The Verifier also reviews the itemizations under **Itemization Summary**, adding and moving rows as needed.

There are two methods the Verifier can employ to perform the task of updating fields that the OCR process does not code automatically:

- **Manually by Keyboard:** The value in the source field of the invoice is manually added to the target field in either the header or line item sections of the new invoice using keystrokes
- **Copy and Paste Feature:** The invoice image features highlighting that, when clicked, can paste the value directly to a selected field (this is discussed in detail below)

Tools that the Verifier can draw on include the **Unpin Image** button and sizing options that support magnification for greater clarity and detail of the image text meant to be captured and coded. When finished, the administrator can proceed one after another, or review an invoice, then submit it before moving to the next using controls in the lower right of the page.

The Client Managed Verifier role may need guidance when handling credit memos or other attachments. The **Instruction Text** option is used to provide special instructions under these circumstances. When populated, the text appears under **Instructions** in the **Verification** tab. When you click on the **Instruction Text** option, a separate window is opened with the instructions that you can move and resize so that the instructions are easily available next to the invoice you are processing.

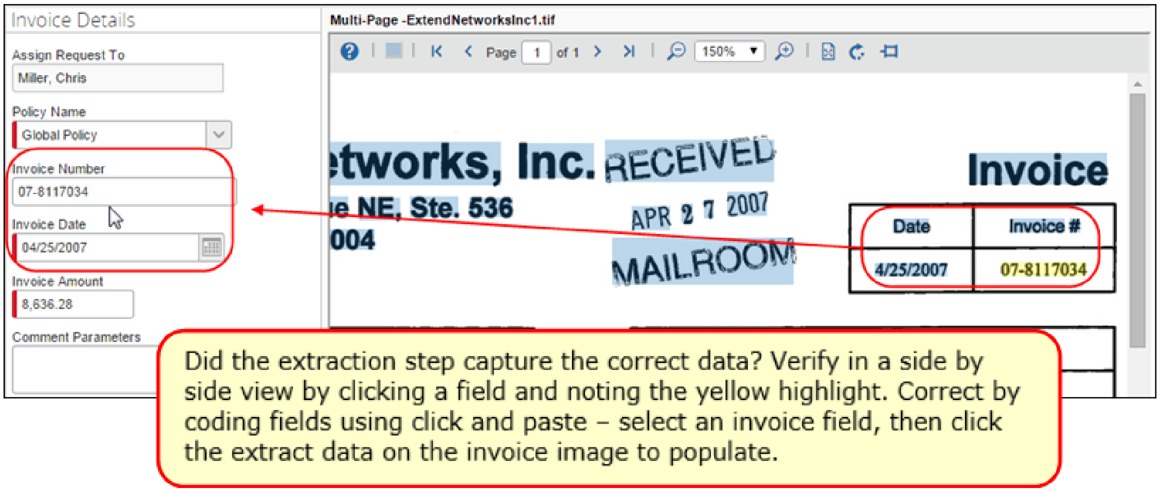
CODING FIELDS MANUALLY ON THE VERIFICATION PAGE: SETUP OPTIONS

Several configuration options are available in the **Other Settings** tab of the Capture Processing Admin tool that can speed manual coding of the new invoice. For example, if auto-assignment of policy is enabled, the current policy assignment can be changed by using the **Policy Name** field. Likewise, if the Select Ledger feature is active, all account codes associated with the ledger selected using this option will be used for each invoice.

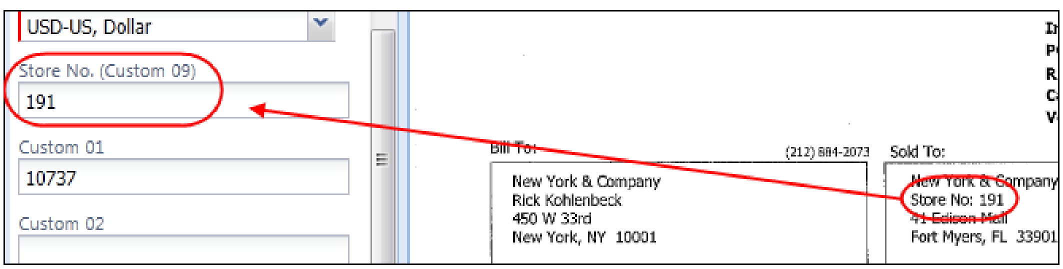
Finally, if the **Capture Attention To** feature is enabled in Task Definitions, the invoice owner can be selected by using the search function in the **Assign Request To** field the system adds with this option. Note that this feature might also pre-set an owner in read-only format based on system defaults (vendor assignment, etc.) as set by a company.

Verifying the Captured Data OCR Extraction

The task of verification incorporates a side-by-side view of the original emailed invoice and the extracted data which is highlighted in blue. The extracted data can be added to a selected field using click and paste techniques. This view lets the Verifier quickly compare and verify values that are auto populated into the default fields (captured data) during the processing step, and allows for rapid coding of custom fields.



The Verifier also manually codes the remaining, client-added fields at this time, for example, if a custom field **Store Number** or similar was added to the form to satisfy the equivalent value provided by the supplier. Again, the Unpin and magnification features can help when coding the invoice.



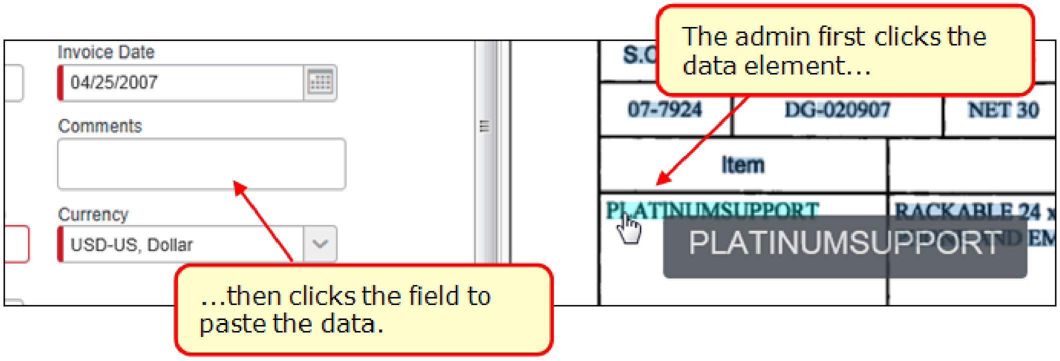
Coding Fields Using Copy and Paste Feature

The Copy and Paste features are used to quickly map data elements in the invoice image directly to a selected field in the new invoice using standard clicking and dragging techniques. By choosing the first uncoded field, the Verifier can quickly move from field to field as the system automatically fills and then moves to the next empty field in the invoice. In this way, custom and other field types can be filled with a minimum of time and error.

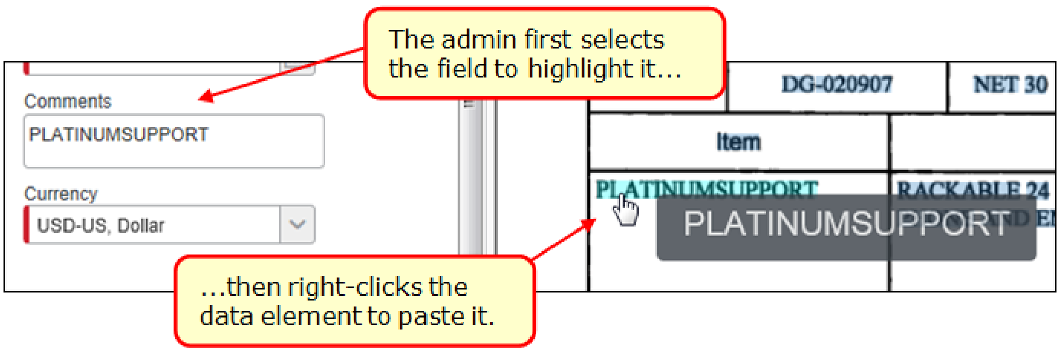
How It Works

The Verifier working in the **Verification** tab sees the new invoice and the invoice image side by side. With this view, the Verifier has several options to perform the copy and paste.

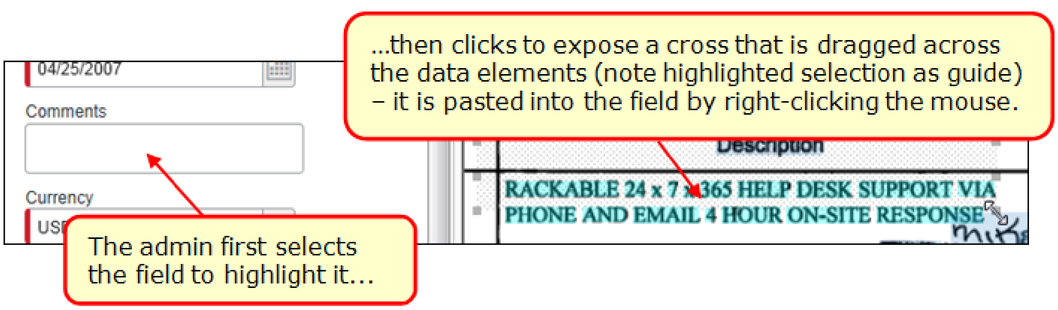
They can first select one (or more) data items, then the field:



Or first select the invoice field, and then right-click the data element:



To capture several data elements, click several highlighted data elements, then click a field to paste. Or, click a non-highlighted area and a crosshair tool appears that can then dragged across the data and pasted by either clicking a field, or right-clicking to paste in an already-selected field:



In all instances, the data is copied to the field and the system advances automatically to the next unfilled field in the invoice. To cancel the copy action, press the Escape key.

NOTE: A drop-down Custom field type cannot be populated using this method and should be manually coded by the Verifier.

Tips and Best Practices When Working With This Feature

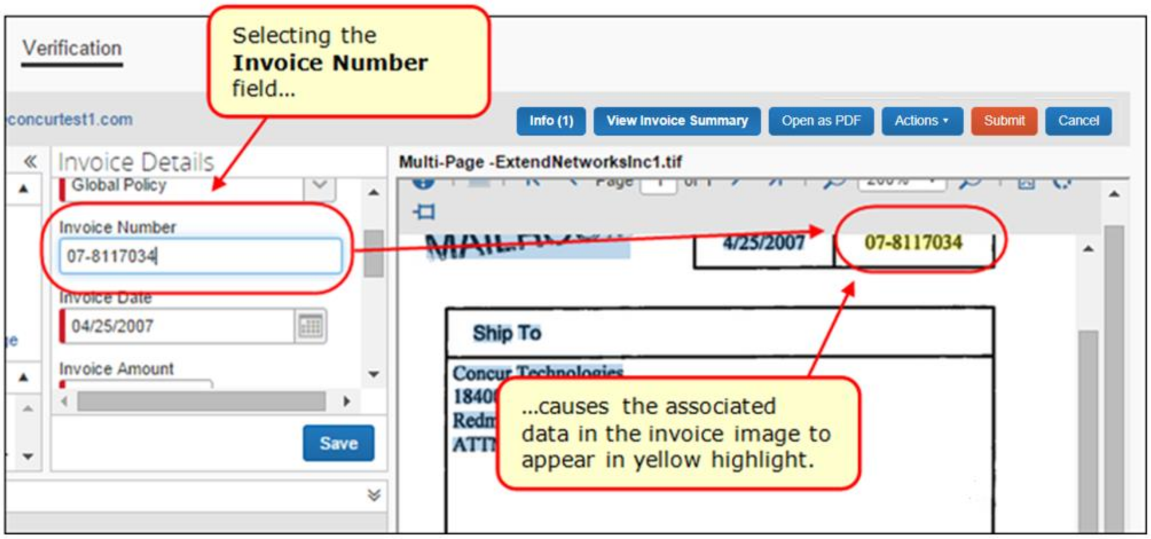
The most rapid data coding is performed by clicking in the first unfilled field of the form, then right-clicking a data element to fill it – the system auto-advances to the next empty field where the action is repeated, and so on until the form is completed.

When working with this feature the admin can change the highlighted color or elect to turn highlighting off completely using options on the toolbar (the data can still be captured).

As always, it is critical that each field be reviewed for the correct value and placement of data. For example, the image quality of hazy, blurred, or non-standard font types might yield typographical errors. A quick final review of the coded invoice will ensure successful creation of the invoice in Concur Invoice.

Verification Using the Automatic Yellow Highlighting Feature

If the Verifier clicks a field in the new invoice in the left pane, that data will automatically appear in yellow highlight in the invoice image in the right pane.



By auto-highlighting the image, the Verifier can quickly scan and recode the invoice if there are any mistakes. For example, "1234" might be an address that was incorrectly mapped to an invoice number field in the invoice.

Note the following when working with this feature:

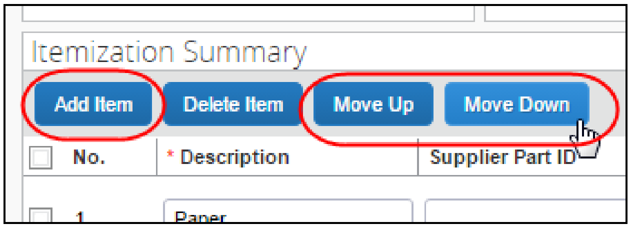
- A single highlighted area on the invoice image might be mapped to more than one field on the new invoice – use this to recode if there is a mistake
- Only the currently displayed invoice image page shows the highlight – if another invoice page has highlighting it is not shown in the current page view
- This feature works when tabbing from field to field in the invoice
- If extracted data is changed, the invoice field (or fields) change as well

The process of producing clean invoice images is discussed in depth in the section *Understanding and Improving the OCR and Extraction Process* in this guide.

Adding and Moving Rows in the Itemization Summary

The Verifier can add and move rows using the buttons in **Itemization Summary**. This is useful when verifying and correcting the extracted list of itemizations so that the order matches the invoice (or other criteria). For example, to remedy a missed itemization that should be added and moved within the existing list, or any itemization in the list that requires reordering so that it appears as the verifier expects post-processing.

This is done using the **Add Item**, **Move Up**, and **Move Down** buttons that add and move a single selected line to a new location within the overall list.

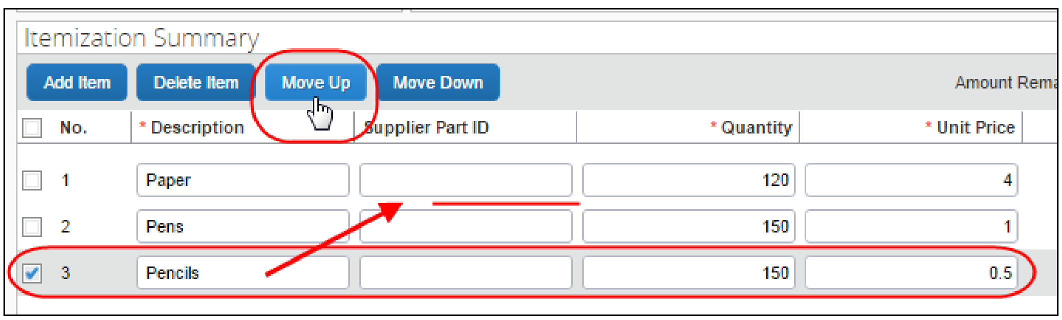


BEHAVIOR WHEN ADDING AND MOVING

When adding, and then moving, a new row, the system places the row:

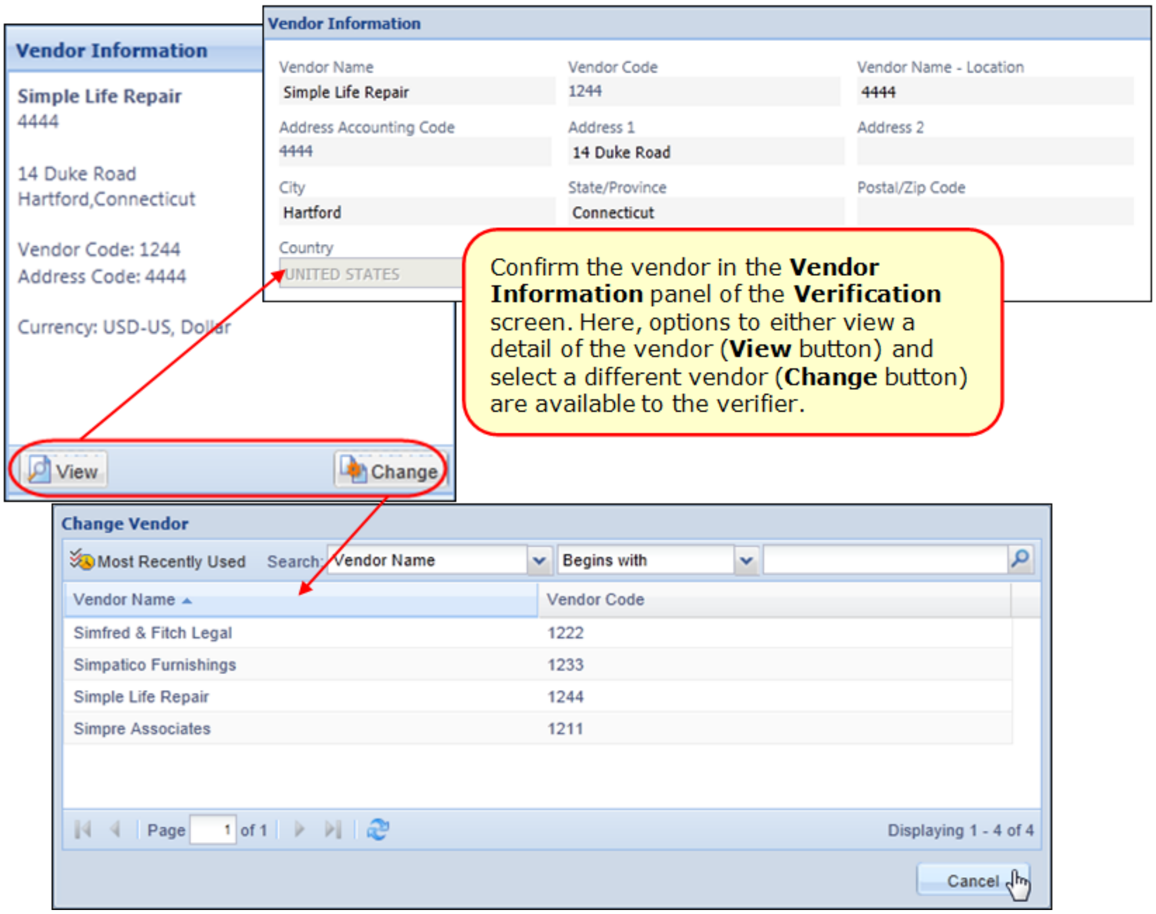
- At bottom, if no row, or multiple rows, are selected
- Above, if a single row is selected

In the example below, the *Pencils* line item is added to the **Itemization Summary** line items using the **Add Item** button, and then moved to its correct location using the **Move Up** button.



Working With Vendors

The Verifier is limited to either adding or changing a vendor under **Vendor Information**. They cannot request a new vendor. Issues with a missing vendor require the Vendor Manager role to resolve using the Vendor Manager tool in Concur Invoice.



When changing the vendor, use the Search functionality and available attributes to filter the vendor master list to the vendor you want to use. Be aware that the available search criteria is dependent on the status (*Hidden*; *Required*; *Optional*) applied to the entry of banking information by roles using the Group Configurations tool.

USE PURCHASE ORDER DATA TO MATCH TO VENDOR

Capture processing will attempt to match a Purchase Order (PO) to a vendor automatically, using data included in the PO and the original invoice. This systematic matching is performed whenever a PO:

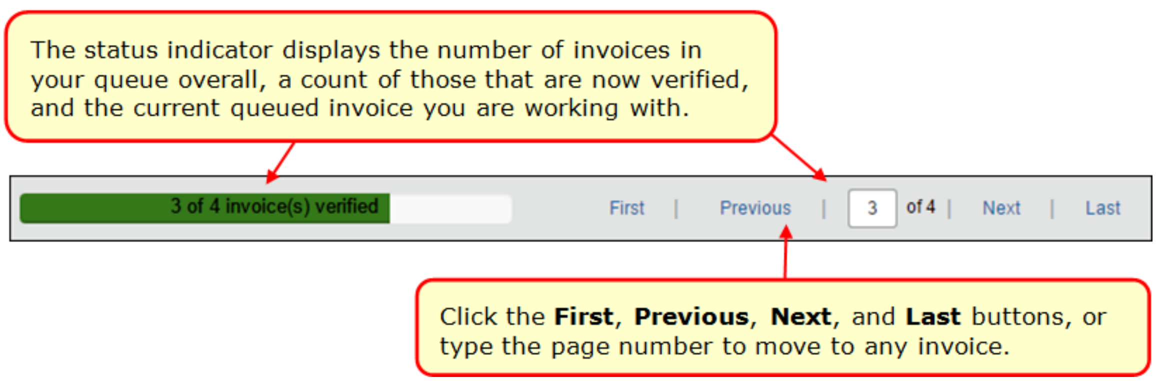
- Is found to match the wrong vendor
- Is found to match no vendor at all
- Has its number, and thus its vendor match, changed in the system

This enhancement speeds the matching of the correct vendor to the purchase order. The automatic matching of vendor follows the pairing of an invoice containing a known PO number to an actual PO currently existing in Concur Invoice. Once this is completed, data in the PO is used to confirm the vendor to match to the best "known" vendor for that PO. If an incorrect match is found, the system displays a message asking if the admin would like to change the vendor assignment.

If no vendor can be found, capture processing uses existing matching features (copy down fields, Vendor Segregation email address, etc.) instead. Alternatively, inactive POs can be used for this data, but if the PO is invalid or has a status of *Null*, it will be ignored.

Moving Through the Batch Verification Workflow

The Verifier moves through the verification workflow using buttons available on the button bar at the bottom of the **Verification** page. A status indicator provides information on the total amount of invoices in the verification queue and the exact invoice number you are verifying.

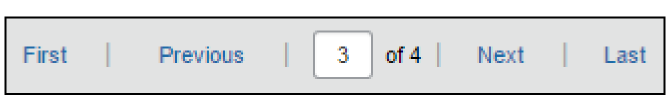


The Verifier will employ whatever method best applies to their work style and company requirements. That is, either moving through the invoices for verification only and leaving the final action to a different Verifier, or performing the verification and then acting on the invoice immediately.

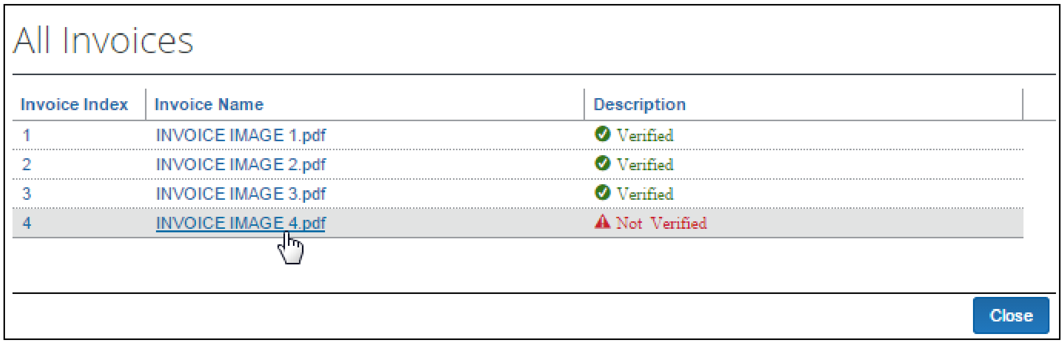
NAVIGATION OPTIONS AND INFORMATIONAL MESSAGES

The Verifier can draw on several navigational options and will see reminder messages when working with multi-invoice batches on the **Verification** page:

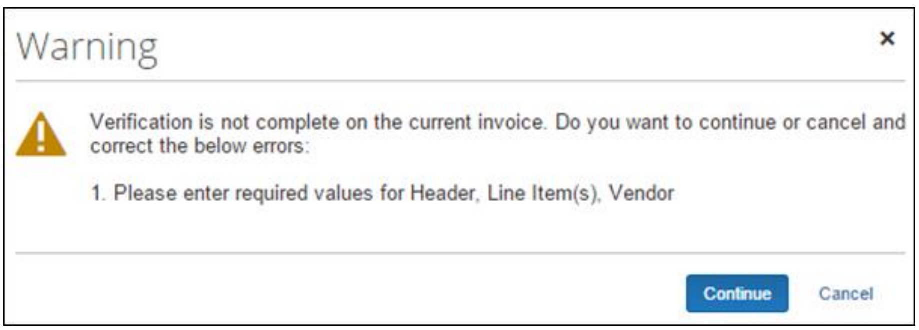
- **Auto-return to last opened invoice:** If you leave the **Verification** page, on return the last saved invoice of the multi-invoice batch is automatically displayed, allowing you to continue where you left off.
- **Access any invoice at any time:** A set of buttons supports viewing the first, previous, next, and last, or any invoice by page number by the Verifier instead of a linear paging.



- **Review verification status in a summary view:** A summary view of the status of all invoices, each with a link that opens the invoice, is available by clicking the **View Invoice Summary** button.



- **Automatic warning for unverified work on a specific invoice:** The system generates a warning message whenever the Verifier navigates away or attempts to submit a batch with invoices that have not been fully verified.

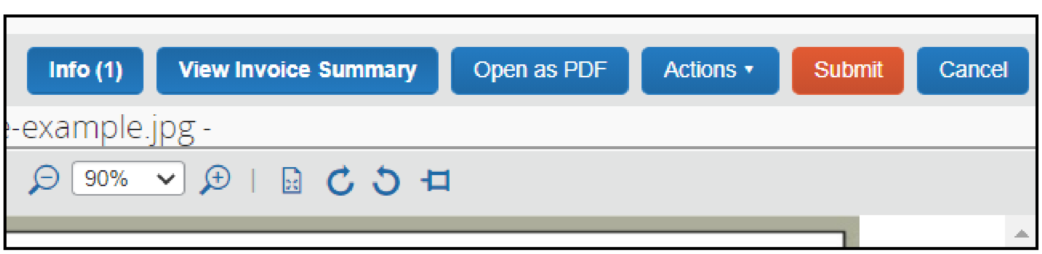


- **Automatic warning for unverified invoice on submission:** If any invoices in a batch remain unverified on submission, the system displays a warning message for the Verifier.

Acting on the Verified Batch

Once the batch is verified as complete and ready for Concur Invoice workflow, the Verifier can elect to reject one or all the invoices or submit the completed invoice. If there is an error preventing submission, or if the invoice is invalid, additional actions can be taken with the invoice.

The buttons and any error message appear at the top of the **Verification** page, directly above the invoice image.



Rejecting and Recovering Invoices

The **Actions** menu features a set of rejection commands that let you elect to reject one or all invoices. Click a command to perform this task. If you do this in error, use the **Recover Invoice** command to return the invoice to an active status.

Retrieving Error Messages

If an error is detected, the system displays the **Error** button with an amount indicating the number of errors. When clicked, the **Errors** message box displays.

Review the error, and consult with your invoice administrator to resolve the issue.

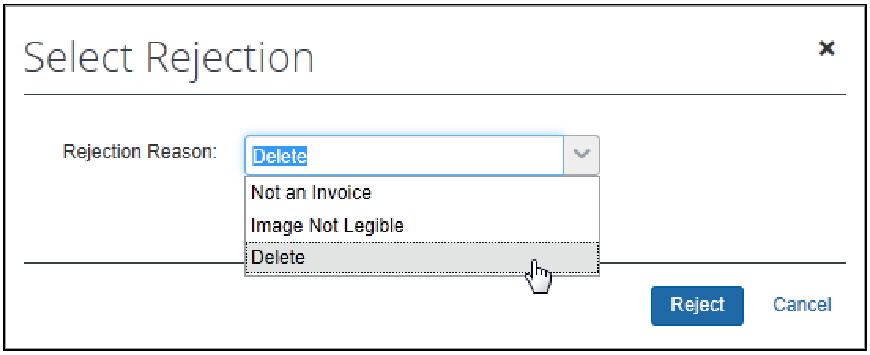
Submitting an Invoice

Click **Submit** to send the new invoice to the beginning of the Concur Invoice workflow.

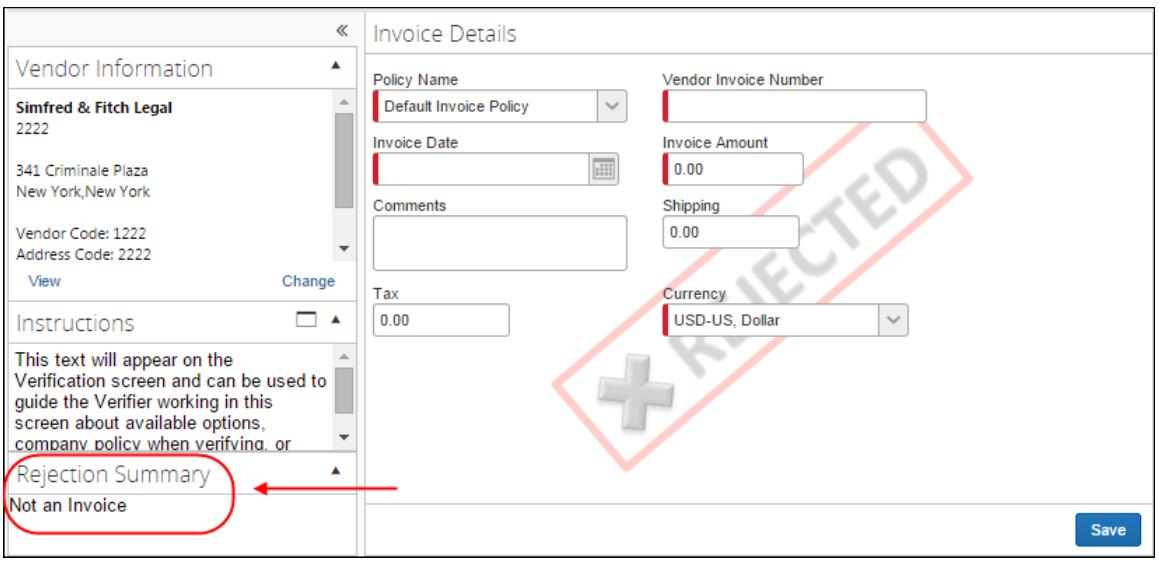
This is the most common action, resulting in generation of an invoice in Concur Invoice. The invoice might need to be assigned if it's not auto routed to the Invoice Owner, updated with additional coding, after which it proceeds to the beginning of its assigned workflow. From here, the invoice is treated just as any other invoice in the system, approved and processed to completion.

REJECTING AN INVOICE

Whenever an invoice cannot be processed, it is a candidate for rejection. To reject one or more invoices, click **Actions > Reject** or **Reject All invoices** and select a reason in the **Rejection Reason** list in the **Select Rejection** window that displays.



If you select **Delete**, then it will delete the entire batch. If you select **Not an Invoice** or **Image Not Legible**, then the batch is returned to queue. The system will mark the invoice with a watermark of REJECTED and display the **Rejection Summary** window to explain the status of the invoice.



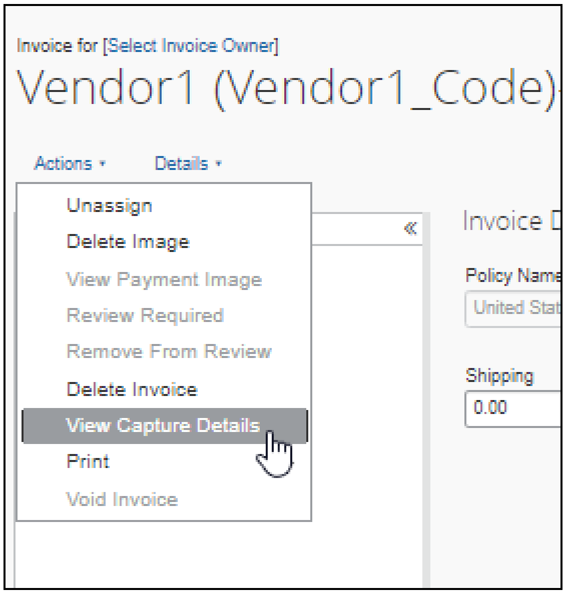
CANCELING AN INVOICE

Click **Cancel** to return the processed batch to the **Capture Batch List** page.

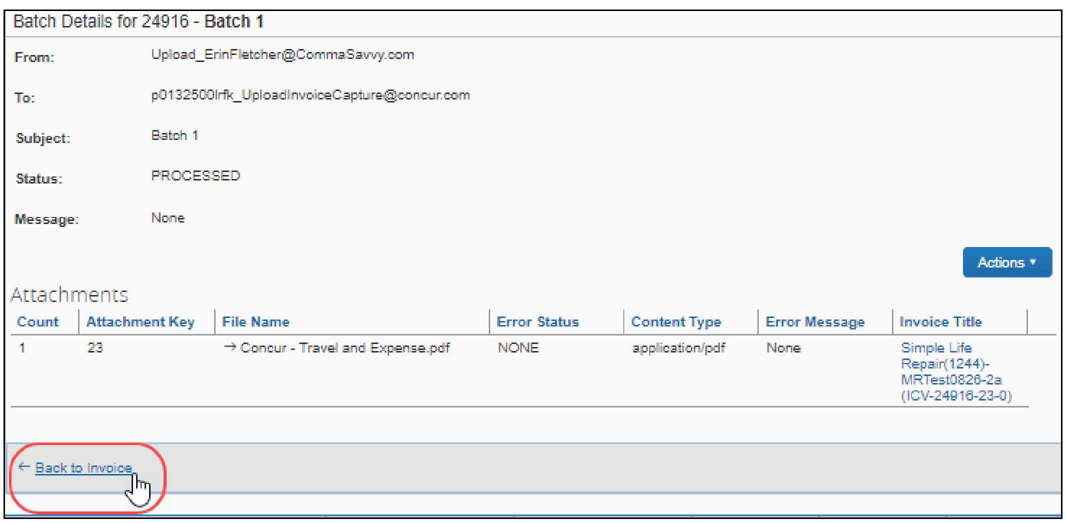
An issue might prevent submission of the invoice, and the Verifier might want to return the supporting documents included in the batch to the **Capture Batch List** page. Here, another Verifier can assume responsibility for the original batch to resolve the issue. Click **Cancel** to do this.

Moving Between Opened Invoice and Batch Details

When you view the details of an invoice that was created through Invoice Capture, the **Actions** menu on the **Invoice Details** page contains a command that is unique to invoices generated through capture processing. The **View Capture Details** command opens the invoice in the Batch Details view.



A link, **Back to Invoice**, returns the view to the original view in the **Invoice Details** page.

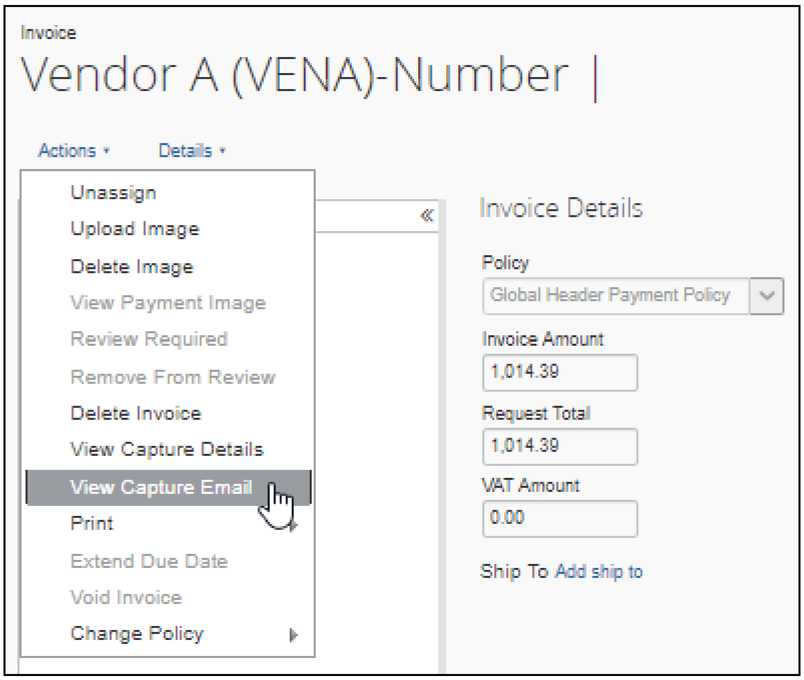


Viewing the Capture Email for an Invoice

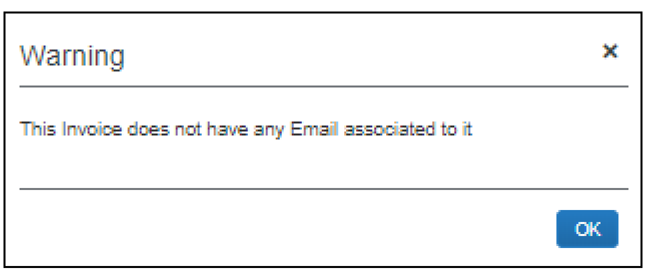
When you view the details of an invoice that was created through Invoice Capture, the **Actions** menu on the **Invoice Details** page contains a command that is unique to invoices generated through capture processing, **View Capture Email**.

If the batch from which the invoice was created was generated from an email, the **View Capture Email** command email body for review in PDF format.

NOTE: Information about the sender and receiver of the email is omitted from the PDF and attachments to the original email are not available when viewing the email through **View Capture Email**.



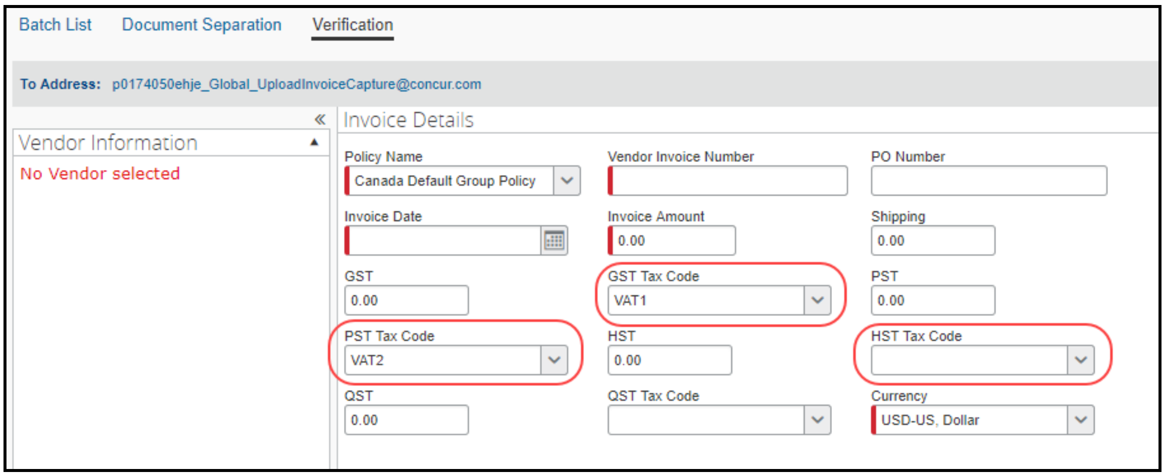
If the invoice was generated through capture processing but was not generated by an email, clicking **View Capture Email** results in the following message.



Working With Tax Codes

For countries that use country packs to track VAT (Canada, UK, Japan, and Australia), capture processing provides tax codes for clients.

Tax codes can be associated to a relevant set of vendors, and the tax code information will then feed into the client's financial system to make it easier for them to handle and track VAT. Users will see a matching tax code list for each tax amount field when they open an invoice on the **Verification** page. In the tax code list, they can select which tax code they would like to use.



NOTE: Tax is only available at the header level on the **Verification** page.

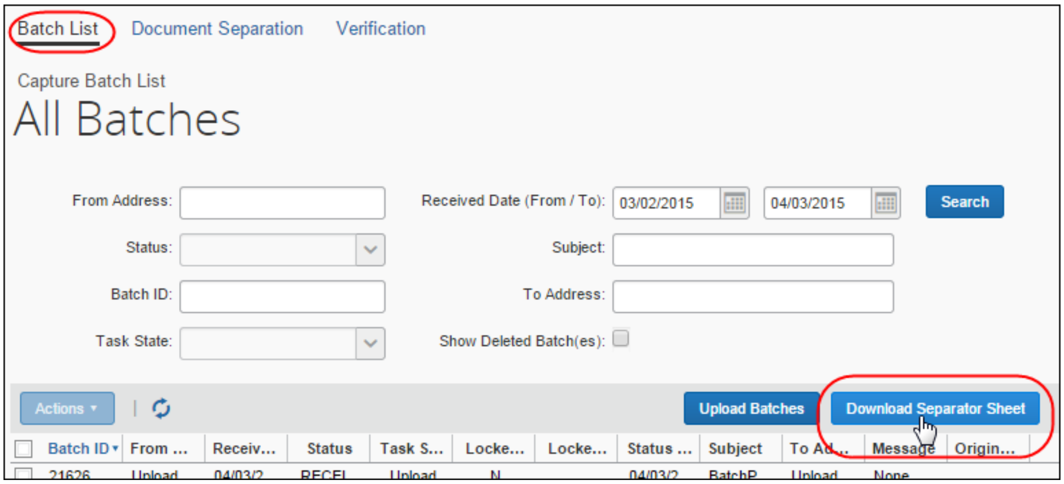
For more information about tax codes, refer to the *Concur Invoice: Taxation Setup Guide for Concur Standard Edition*.

Section 5: Appendix

This section provides configuration details, in-depth descriptions, upcoming feature, and additional data that might be helpful to the Invoice Capture users.

Where to Download the Begin Separator Sheet

The Capture Processing system uses the Begin separator sheet to instruct the system that an invoice follows. This manual method is used when multi-invoice batches are submitted after scanning. These sheets are available on the **Batch List** page, using the **Download Separator Sheet** button.



Supported Languages and Currencies

Invoice Capture Processing supports all currencies supported by the Concur Invoice product.

The Invoice Capture Processing feature can read, capture, and support invoices written in the following languages:

- Chinese
- Czech
- Danish
- Dutch
- English
- Estonian
- Finnish
- French
- German
- Hungarian
- Italian
- Japanese
- Latvian
- Lithuanian
- Norwegian

- Polish
- Portuguese
- Romanian
- Slovenian
- Spanish
- Swedish
- Turkish

Understanding and Improving the OCR and Extraction Process

The Optical Character Recognition (OCR) process in Invoice Capture processing uses sophisticated extraction logic and algorithms to identify and convert predefined areas of an invoice image into text data. That text data is then mapped automatically into fields in an invoice.

No OCR technology can provide completely accurate results, but certain factors contribute to a more successful outcome. Specifically:

- Format of the processed document
- Location, position, and orientation of the data
- Use of color vs. black and white in the processed image

How Does OCR Extraction Work?

The extraction process prepares the invoice page image for the OCR and Extraction steps by converting:

- The document into a 300 DPI image
  - *NEXT* -
- Into Grey Scale
  - *THEN* -
- Converts it into TIFF image format

The TIFF image is processed using OCR and the content extracted. Overall, the key here is that the document preparation process can add to degrading the readability of the invoice data.

Factors Affecting Accuracy of OCR and Extraction

The following factors affect the overall accuracy of the readability of the data by the system. Consider the following when working with your invoice images:

- **Document Format:** Use standard PDF documents with supported fonts
- **Document Quality:** The document should not be pixelated, smudged, or have fold or wrinkles
- **Black and White vs. Color:** Black & White documents are better for OCR
- **Contrast:** Low contrast documents result in poor OCR and extraction

- **Script vs. Plain Text:** A *script* type is more difficult to extract than a plain type
- **Consistent Font Type:** Multiple font types on a single document can cause bad readability
- **Handwritten Text:** Unless done in clear, large block-style writing, handwriting is always difficult to decipher and so is not recommended for capture; the results will not be usable
- **Location of the Content:** The system looks in the logical location for specific elements, such as the top third for the invoice number, and the tax amount at the bottom of the invoice
- **Page Formats:**
- ♦ **Single Page Formats (ex - JPG/PNG):** File size over 1mb will result in image compression resulting in reduced image quality
- ♦ **Multiple Page Formats (ex – PDF/Word):** A file size over 5mb might be compressed if the average page size is > 100k

Examples of Good and Bad Images and Resulting Data Capture

Excellent Invoice Image Whose Data Can be Completely Extracted

The following is an example of a well-laid out invoice that uses consistent font types, with logical locations for data elements (invoice number; tax), and displays no fold blemish lines or smudges:

INVOICE

(555) 555-555

INVOICE NUMBER	536530
INVOICE DATE	January 29, 2014
OUR ORDER NO.	726280
YOUR ORDER NO.	1892730
TERMS	Net 30
SALES REP	Name
SHIPPED VIA	Air
F.O.B.	Redmond, WA
PREPAID or COLLECT	COLL

Sales Tax Rate: 9.20%

QUANTITY	DESCRIPTION	UNIT PRICE	AMOUNT
1	Software	2,200.00	$2,200.00
		SUBTOTAL	2,200.00
		TAX	202.40
		FREIGHT	0.00
			$2,402.40 PAY THIS AMOUNT

DIRECT ALL INQUIRIES TO:

MAKE ALL CHECKS PAYABLE TO:

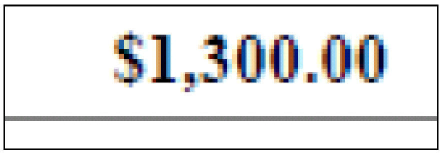
Attn: Accounts Receivable

PROBLEMATIC INVOICE IMAGES WHOSE DATA CANNOT BE COMPLETELY EXTRACTED

The following examples include problems to be avoided.

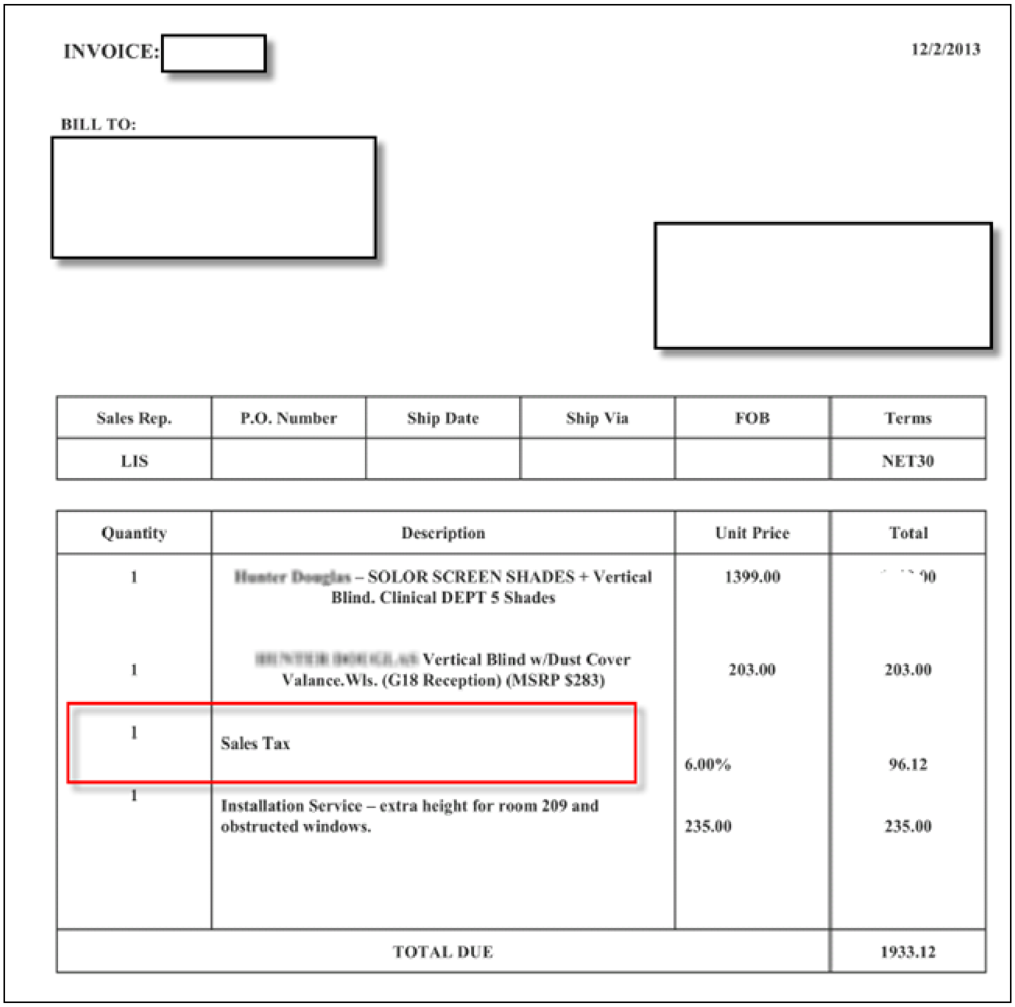
Pixelated Fonts

The preparation and processing of the following pixelated image resulted in data reading "51300". This is because the OCR processing was not able to differentiate between a $ and a 5:



Location of Content

In this document **Sales Tax** field is a part of the line item list, so extraction logic does not identity it as a header-specific tax value. Ideal placement is as part of the footer, where the system would expect to find it for extraction.



INVOICE:

12/2/2013

BILL TO:

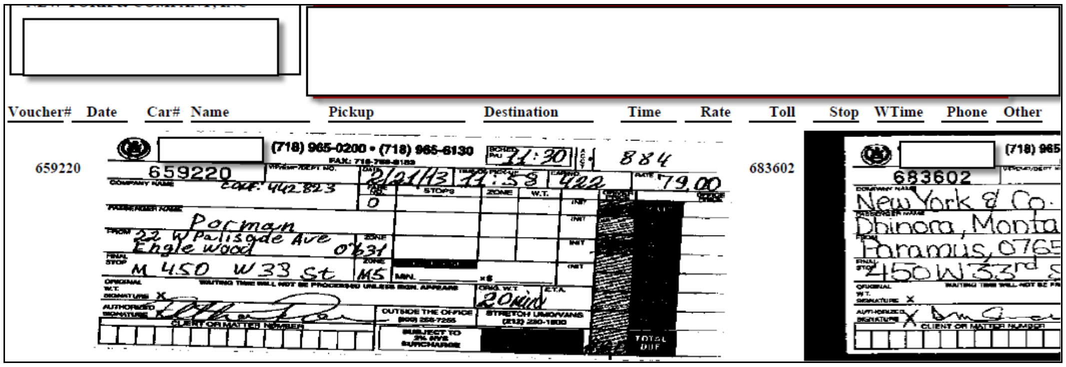
Sales Rep.	P.O. Number	Ship Date	Ship Via	FOB	Terms
LIS					NET30

Quantity	Description	Unit Price	Total
1	[redacted] – SOLOR SCREEN SHADES + Vertical Blind. Clinical DEPT 5 Shades	1399.00	[illegible]90
1	[redacted] Vertical Blind w/Dust Cover Valance.Wls. (G18 Reception) (MSRP $283)	203.00	203.00
1	Sales Tax	6.00%	96.12
1	Installation Service – extra height for room 209 and obstructed windows.	235.00	235.00
TOTAL DUE			1933.12

Additionally, the amount is rendered as a percent (%) that is out of alignment, resulting in low confidence in capture for this item and the other data somewhat aligned with the tax amount percentage.

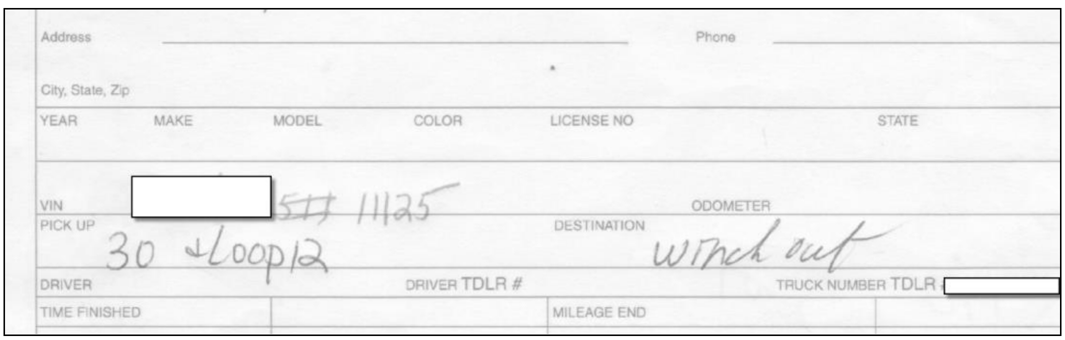
Handwritten and Bad Contrast Invoices

Bad contrast and handwritten text, plus improper alignment of the image results in a very poor chance of data capture.



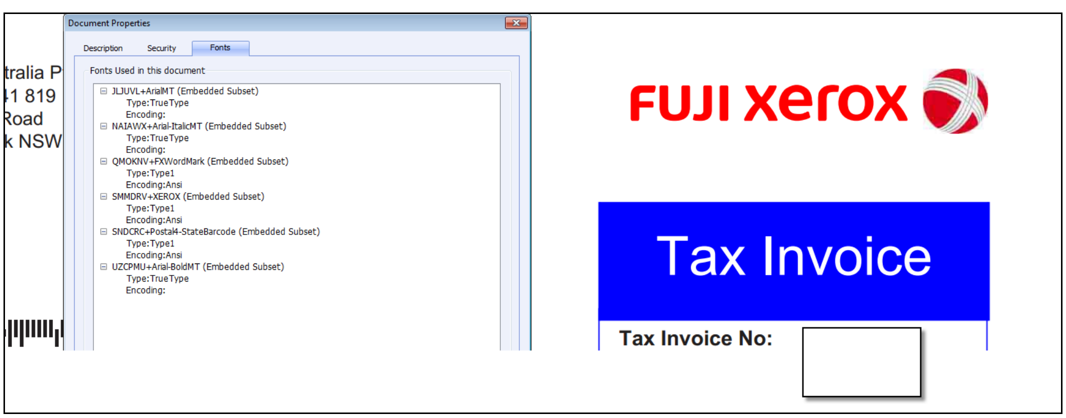
Bad Scan and Resolution

The original light contrast was degraded further by pre-processing, which resulted in a final image for processing that was far too light to render usable captured data.

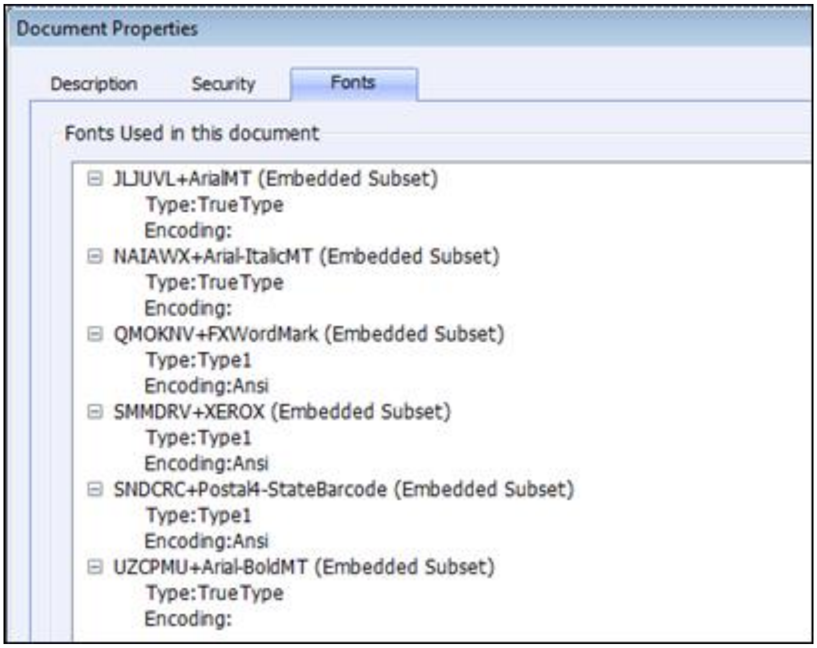


Custom Font Types

The following invoice image appears clear.



However, on inspection, the image was found to incorporate several custom fonts with non-standard encoding.



The extraction results for this image were fair, and the system incorporates many layers of document converters to handle these document types. However, the speed and quality of processing are compromised as several additional layers of conversion were used to render results that could be captured.