

# Frequently Asked Questions - Client Japan Public Transport (JPT) on NextGen UI

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## Japan Public Transport (JPT) on NextGen Expense – General Information

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**NOTE:** These Frequently Asked Questions (FAQs) apply to both Concur Expense Professional/Premium Edition and Concur Expense Standard Edition.

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### 1. Why has the JPT expense process been redesigned?

The redesign simplifies the user experience and eliminates dependencies on provider locations (like rail stations and rail lines). In addition, it provides a better Concur Expense experience for users.

### 2. Can a user view and edit JPT expenses that were created in the existing UI after moving to the new JPT on NextGen Expense?

Yes and no. Users and approvers in NextGen Expense can view all details of JPT expenses that were created in the existing UI but **they are read-only**. They cannot be edited.

The user cannot modify the itinerary created in the existing UI once they are using NextGen Expense. All other actions such as submit, approve, and send back are available once the expense is recreated in NextGen Expense.

### 3. Why can a user use only one route per expense entry?

Limiting an expense entry to only one route has several benefits. The user can manage individual receipt images per entry. In addition, the company can configure the expense entry form – using all the applicable features and options as are available for all other expense types.

### 4. Why is SAP Concur changing the route search partner?

The new route search partner, *Ekispert*, is one of the leading route search engine/information providers for JPT. It provides additional route search options, such as bus as well as rail. Also, many companies in Japan already use the *Ekispert* route search engine in their HR processes.

### 5. Are there any restrictions for transitioning to the new JPT on NextGen Expense?

Yes. A JPT user cannot switch the UI at Group Level; they MUST switch at the Entity Level. A JPT user also cannot switch back to the Gateway UI once NextGen UI is enabled AND the new JPT is enabled. A Migration Guide for JPT users will be provided in the future.

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## **JPT Expense Creation**

### **1. Why does a user have to create their "favorite" routes again?**

A user's current favorites are compatible only with the Jorudan partner route search. The user must create new favorites using the Ekispert route search (Future release).

### **2. Why does a user have to create the commuter pass again?**

A user's current commuter pass is compatible only with the Jorudan partner route search. Commuter passes must be created again using the Ekispert commuter pass search to be compatible with the Ekispert route search.

### **3. With the Ekispert route search engine, can a user search every railway / bus route everywhere in Japan?**

The new route search allows searching every railway – other than Sleeper Train – as well as highway bus, airport limousine (connected bus), fixed-route bus, and midnight express bus routes.

Concur does not control which bus routes are supported. If you do not find your route with the route search, you can make a normal expense entry instead.

### **4. Will a bus commuter pass be also supported?**

No. Route search engine providers are not supporting the bus commuter pass deduction feature.

### **5. One commuter pass data per employee is supported on JPT on NextGen Expense. What does that mean?**

Users can register only one commuter pass for a time period. For example, if a user registers a pass for January 1 to March 31, Concur Expense will not allow them to add a second commuter pass in that time period.

### **6. Will the start / end date of the commuter pass be used?**

Yes. There are no changes to the current process.

### **7. Will the commuter pass deduction work for IC Card data e-receipt?**

No. There are no changes to the current process. Usually, Commuter pass information is registered in the IC Card chip so users do not need to take care of the deduction.

**8. Using the new JPT on NextGen Expense, how does the user choose the target route search output to be added to Expense?**

In NextGen Expense, no dedicated tabs of fast/easy/cheap/other will be displayed. A list of five route search outputs will be displayed with fast/easy/cheap labels if the route is matched to the fast/easy/cheap condition that Ekispert engine defines.

The user can see the itinerary of the selected route search output and can add it to Expense.

**9. According to the Fact Sheet, "The new station names and fares are available without waiting for monthly releases." What does that mean?**

That means that railway fare and/or station name changes are immediate after the Ekispert engine is updated.

For example, if a route changed on May 1, the user can create a JPT expense with old fare / station names with a transaction date of April 30 (or before) **and** create a JPT expense with the new fare / station name with a transaction date of May 1 (or after).

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## **JPT Expense Data Display**

**1. In the new JPT on NextGen Expense, will a user still be able to see their JPT expenses that were created with existing UI?**

Yes, but **only in read-only mode**. The itinerary details will be visible as an image that is associated with the expense.

The user cannot modify the itinerary created in the existing UI once they are using NextGen Expense. All other actions such as submit, approve, and send back are available once the expense is recreated in NextGen Expense.

**2. Currently, we receive IC Card JPT e-receipts as multiple lines per e-receipt. Will these itinerary details be visible in the new JPT in NextGen Expense?**

Yes. If the user has a multiple-line e-receipt from the existing UI, they can view it in the new JPT on NextGen Expense but not modify it; it is **read-only**.

In NextGen Expense, however, the user cannot create a JPT expense with multiple lines per e-receipt. SAP Concur recommends working with Concur Client Support to modify the e-receipt sending configuration as soon as possible.

### **3. Which expense types will be used for a railway transport expense and bus transport expense in NextGen Expense?**

The current *Japan Public Transportation* expense type will be used for both train and bus in the new JPT on NextGen Expense.

The *Japan Public Transportation* expense type stays the same but the new version of the route search tool will appear in the new JPT on NextGen Expense, replacing the existing route search. The new route search can support domestic public transport expense creation on railways as well as route buses, airport limousines, and highway buses.

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## **Commuter Pass**

### **1. Will the commuter pass import (Employee Import type: 1300) change?**

Yes. In order for Ekispert to recognize the commuter pass, a new field - named Reference- will be added in Employee Import Type 1300 to handle commuter pass. Example of reference :

高円寺：J R中央線快速:Up:新宿：J R山手線外回り:Down:池袋

The example commuter pass route is from Koenji to Ikebukuro via station Shinjuku, using JR Chuo Line express and JR Yamanote Line.

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## **Reporting**

### **1. Will JPT itinerary data created on the existing UI be displayed even after migration to new JPT on NextGen Expense?**

Yes. Data items under Japan Public Transportation and existing data will be stored "as is."

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## **IC Card Reader Solution**

### **1. The maximum number of transactions to be sent per IC Card tap is currently 19. Will that number change?**

No. This is a restriction of the public transport IC Card design. SAP concur cannot change it.

### **2. Currently, a user can send IC Card transactions stored in "Apple Pay IC Card" or "Google Pay IC Card" Will it work on NextGen UI for Expense as well?**

Yes.

**3. Currently, a user can send bus usage data as Quick Expense by using IC Card Reader Solution. Will it change?**

No.

