

Receipt Digitalization Client Fact Sheet Initial Post: Nov 1, 2019

SAP Concur now provides clients in France and Spain with the ability to conform a paper receipt into a legal digital copy according to their country's regulatory or government authorities.

This document provides information about the Receipt Digitalization feature and how clients with employees in France and Spain can request this functionality.

This feature is supported in the Concur Expense Standard Edition.

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Receipt Digitalization

Overview

The Receipt Digitalization feature provides SAP Concur clients the ability to conform a paper receipt into a legal digital copy according to their country's regulatory or government authorities.

This feature is available to new and existing clients in France or Spain (and those who have employees or configurations in France or Spain). Additional countries will be included in future releases.

The Receipt Digitalization feature for France and Spain includes:

- Offering a solution audited and homologated by the Spanish tax authority, Agencia Estatal de Administración Tributaria (AEAT) (Spain only)
- Enabling the conversion of paper receipts into digital copies with legal value
- Viewing the "Certified" status of the digitalized receipt in NextGen Expense



For more information regarding homologated software for Spain, refer to the [AEAT](#) website.



For information regarding legislation in France, refer to [Legifrance](#) government website.



For information regarding the SAP Concur quality management plan for the Receipt Digitalization feature, refer to the [SAP Concur Quality Management Plan](#)

Requirements

The Receipt Digitalization feature has the following requirements:

- Your company must be using the NextGen Expense user interface (UI).
- Your company must be using a France or Spain country pack.
- Users must also be using the latest version of the SAP Concur mobile app and can use ExpenseIt with the mobile app, though ExpenseIt is not required.

! **IMPORTANT:** SAP Concur cannot guarantee compliance of digitalized receipts if users are not using NextGen Expense.



For more information, refer to the NextGen Expense [guides and resources](#).



For more information, reference to the [SAP Concur Mobile App User Guide for Receipts](#).



For more information, refer to ExpenseIt [training videos](#) on image capture optimization and best practices.

About Digitalized Receipts

The receipt digitalization process conforms a paper receipt according to country-specific compliance rules. Once this process occurs, the receipt is considered "Certified". These receipts can then be used like any other receipt on an expense.

NOTE: The paper into digital process requires that only receipts originally issued on paper are digitalized. The application that captures the receipt and transforms it must be part of the certified solution. For this reason, pictures of receipts from other phone apps or previously uploaded receipts in the Receipt Store (not certified) cannot be conformed through the SAP Concur mobile digitalization process.

NOTE: Electronic receipts are considered original receipts from an electronic source and subject to different regulations around validation of the receipt.

Glossary of Terms

| Term | Definition |
|------------------------------|---|
| "Certified" | Label applied to a digitalized receipt as displayed in Concur Expense. |
| Certification / Homologation | The two words are similar in the context in this document, with homologation being more specific (homologation is the process of certifying or approving a product to indicate that it meets regulatory standards and specifications by an official authority): <ul style="list-style-type: none"> For paper into digital in France, to be compliant SAP Concur adheres to the Arrêté du 22 mars 2017 fixant les modalités de numérisation des factures papier en application de l'article L. 102 B du livre des procédures fiscales in France. For paper into digital in Spain, to be compliant SAP Concur requires a mandatory homologation granted by the tax authorities. Homologation is granted by the Agencia Estatal de Administración Tributaria (AEAT - Spanish tax authorities). |
| Compliance | Adherence to the set of rules or regulations published by a governmental body; for example, SAP Concur's compliance with the rules of how a receipt must be digitalized. |
| Conform | The process of applying the rules/regulations of a specific country regarding converting a paper receipt into a legal digital copy (the process). |
| Digitalization | The end result of conformation of a paper receipt; a conformed receipt is considered "digitalized." A digitalized receipt in Concur Expense will have an icon that displays "Certified". |
| Rule / Regulation | Applicable legislation relating to the conformation and digitalization of paper invoices/receipts. |
| Validation | In the context of data validation, any service or person that takes a value and validates it against an internal or third-party source. |

Country Requirements

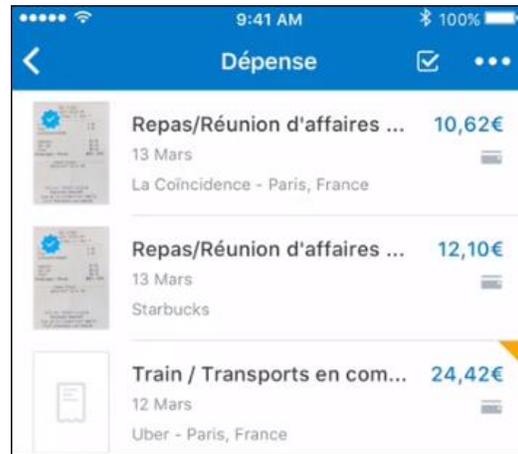
The SAP Concur business solution for capturing, consuming, storing, and retrieving paper receipts and/or legal copies of paper receipts is currently only compliant to the rules published in France and Spain. In all cases, clients should consult with their own tax and/or legal authorities in their country to determine what is compliant in their country or region.

| Country | Requirements |
|---------|---|
| France | <p>The solution will ensure an accurate and complete process of document reproduction:</p> <ul style="list-style-type: none">• Guarantee of no loss of information.<ul style="list-style-type: none">◆ France legislation• PDF format or PDF A/3 (ISO 19005-3).• Converted file must include an electronic signature based on an electronic certificate at least RGS*. The certificate provider must be part of the EU or use of a Trusted Services List (TSL).• Record the creation date of the electronic copy and identification of the document.• Audit of changes to the document post conversion. |
| Spain | <p>The solution will ensure an accurate and complete process of document reproduction:</p> <ul style="list-style-type: none">• Guarantee of no loss of information.<ul style="list-style-type: none">◆ Spain legislation◆ Spain homologation process• PDF format or PDF A/3 (ISO 19005-3).• Converted file must include an electronic signature based on a qualified electronic certificate. The certificate provider must be part of the EU Trusted Services List (TSL).• Record the creation date of the electronic copy and identification of the document.• Audit of changes to the document post conversion.• Homologation, or "certification" by the Spanish Tax Authority, Agencia Estatal de Administración Tributaria. <p>NOTE: For more information regarding homologated software, refer to the AEAT website.</p> |

There are many countries that do not have published rules regarding legal digital copies of receipts, like the United States. In those countries, SAP Concur strongly advises that clients consult with their own authorities to ensure compliance with their laws.

Capture Legal Copies of Paper Receipts

To capture a legal copy of a paper receipt, the user will take a picture of the paper receipt within the mobile app. Once the picture is taken, the digitalization process is applied to the image. Once the process is complete, a stamp  displays on the digitalized receipt in the mobile app confirming whether the receipt is certified or not.



NOTE: Legal copies of original paper receipts can be captured with the SAP Concur mobile app using Quick Expense, creating an expense report entry, or ExpenseIt. The ability to digitalize a receipt captured at the report header level is not yet available.

What the User Sees

Digitalized receipts display for users in NextGen Expense in **Available Expenses**, **Available Receipts**, and in the expense list. These users see a certified icon  display for receipts that are certified.

Approvers and processors will view the "Certified" receipt status in the expense report and expense list in the existing version of Concur Expense.

What the Approver and Processor See

Approvers and processors view the "Certified" receipt status in the expense report and expense list in the existing version of Concur Expense.

Working With Digitalized Receipts

Failed Digitalization of Receipts

If the digitalization process is interrupted, a message appears to the user that the image is not certified and asks the user to try again. The SAP Concur mobile app camera appears so the user can capture a picture of the receipt again.

If the picture is taken using ExpenseIt, the types of technical failure include:

- Image capture fail through ExpenseIt due to low lighting or camera being too far away
- Loss of internet connectivity
- Service processing error

In each case, a message appears in the app advising the user to either retake the picture or wait for processing to complete.



For more information, reference to the [SAP Concur Mobile App User Guide for Receipts](#).



For more information, refer to ExpenseIt [training videos](#) on image capture optimization and best practices.

Deleting Digitalized Receipts

Deleting digitalized receipts is not currently supported. However, if the user deletes the digitalized receipt from a report entry, and it was captured by the SAP Concur mobile app within the expense entry, deletion of the report entry will delete the certified image attached to it.

Downloading Digitalized PDFs

The PDF created through the Receipt Digitalization process includes all information required for it to have probative value. Users and administrators who have permissions to open an expense report can go to any line item with a digitalized receipt and download the digitalized PDF file.



Refer to *About Digitalized Receipts* in this document for details about the digitalized PDF file for each country.

Configuration

Contact SAP Customer support if you have a France or Spain country pack, and are also using or migrating to NextGen Expense, and want to use the Receipt Digitalization feature.



For more information about migrating to NextGen Expense, refer to [NextGen Expense Transition Guides and Resources for Standard Edition](#)