

Concur Expense: Workflow – Authorized Approvers

Setup Guide

Last Revised: April 1, 2024

Applies to these SAP Concur solutions:

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

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Revision History

Date	Notes / Comments / Changes
April 1, 2024	Updated reference information in <i>Section 3: Authorized Approvers Overview > Expense Reports Only</i> .
August 25, 2023	Updated information about the Approval Limit for Authorized Approvers
June 9, 2023	Updated a bullet point under <i>Section 4: Configuration</i>
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
April 17, 2021	Added information about a new setting, Automatically assign authorized approvers .
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July 24 2018	Clarified that processor is added in 2-level authorized approver workflow if the approver fails to approve before the time out is enforced
April 4 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
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May 31 2017	Clarified/corrected the text describing the setting in the Delegate Configuration that can restrict the available approval delegates to approvers with equal or higher limit approval.
March 27 2017	Corrected information to identify a zero amount for an approver who may be included in the AA or COA approval chain, but may not authorize an amount above zero. This is typically used for a manager who wishes to see/approve the report but does not have any signing authority for any amount in the cost center. An unlimited approval amount is only for a NULL value.
December 14 2016	Changed copyright and cover; no other content changes.
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July 10 2015	Updated the screen shots to the enhanced UI; no other content changes
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April 15 2014	Changed copyright and cover; no other content changes
August 15 2013	Add information that setting the approver's approval limit amount as zero and no specified currency, or as null, results in an unlimited value

Date	Notes / Comments / Changes
April 3 3012	<p>Removed all references to the <i>legacy</i> Authorization Request feature in Concur Expense</p> <p>Changed any references to Concur's Travel Request service to Request, Concur Request, or Authorization Request, depending on the situation</p> <p>No other content changes</p>
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March 23 2012	Clarified the definition of "amount" as it relates to limit approvals
January 20 2012	Added information about new workflow setting to use default approver chain to find authorized approver
July 22 2011	<p>Added:</p> <ul style="list-style-type: none"> • Correction to <i>How the System Determines Which Approver an Employee Uses</i> • Information about assigning approvers to specific workflow approval steps using "levels"
June 17 2011	Added a note about entering 0 as the approval limit
May 20 2011	Added information about restricting ad hoc steps to authorized approvers
April 15 2011	The Authorized Approver List moved from the <i>classic</i> user interface to the <i>current</i> user interface
February 25 2011	Workflow configuration moved from the <i>classic</i> user interface to the <i>current</i> user interface in January and February
December 31 2010	Updated the copyright and made rebranding changes; no content changes
February 10 2010	Additional edits to the draft
December 7 2009	<p>Split the workflow information into 3 guides:</p> <ul style="list-style-type: none"> • <i>Workflow - General Information Setup Guide</i> • <i>Workflow - Authorized Approvers Setup Guide</i> • <i>Workflow - Cost Object Approval Setup Guide</i>

Workflow – Authorized Approvers

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.

Section 1: Permissions

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

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

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

Section 2: Workflow Guides

Refer to these guides when configuring and maintaining workflows.

Setup Guide	Description
<i>Expense: Workflow - General Information</i>	Read this guide for general information about expense and cash advance workflows.
<i>Expense: Workflow - Authorized Approvers</i>	Read this guide if the company uses authorized approvers but only after reading the <i>Expense: Workflow - General Information Setup Guide</i> . NOTE: Authorized approvers apply only to expense workflows – not cash advance workflows.
<i>Expense: Workflow - Cost Object Approvals</i>	Read this guide if the company uses cost object approvals but only after reading the <i>Expense: Workflow - General Information Setup Guide</i> . NOTE: Cost object approvals apply only to expense workflows – not cash advance workflows.

Section 3: Authorized Approvers Overview

An *authorized approver* is an Expense user with the standard Expense Approver role **and** special approver permissions:

- **Limit approval:** If the company wants to use limit approval, the administrator assigns each authorized approver an amount limit. The

authorized approver can then approve an expense report if the report amount is equal to or less than that assigned limit. (Refer to the *Definition of "Amount" for Limit Approval* section below.)

– and/or –

- **Exception approval:** If the company wants to use exception approval, the administrator defines a minimum and maximum exception level. The authorized approver can approve an expense report if the report has an exception level at or between the defined minimum and maximum levels.

An authorized approver can have limit approval, exception approval, or both. A workflow can combine one or more standard Expense approvers and one or more authorized approvers. In addition, the administrator has many more options with which to customize the Authorized Approver feature – workflow conditions, workflow level filters, and ad-hoc steps – to meet the needs to the company, as described in this guide.

Setting an Unlimited Approval Amount

When configuring the approver, the following settings will result in an unlimited approval/no limit approval amount:

- A limit amount of null

Definition of "Amount" for Limit Approval

The "amount" that is used to locate the appropriate authorized approver (limit approval) is the *requested/approved* amount. Whether the amount is *requested* or *approved* depends on where the report is in the workflow. When the user submits the report – before it has been approved – the "amount" is the sum of the expenses on the report for which the user is requesting reimbursement (excludes any amount marked as personal). After approval, the "amount" is the approved amount.

Example: Assume that the user submits a report for 1,000.00 and the first approver is an "limit" authorized approver; the system locates the appropriate authorized approver using the amount of 1,000.00. Further assume that the approver approved only 900.00. If the next step in the workflow requires another "limit" authorized approver, the system locates one using the amount of 900.00.

NOTE: To have the report go directly to the approver with the appropriate limit, be sure to select the **Restrict approvers to those with limit authority** check box when defining the workflow step. Refer to *Add/Edit the Workflow Options, Workflow Steps, Workflow Rules* in this guide for more information.

Expense Reports Only

Authorized approvers can be used with expense report approval workflows **only**. They cannot be used for cash advance workflows.

The Split Report Approval feature is available to authorized approvers.



Refer to *Section 17: Split Expense Report on Approval* in the *Concur Expense: Workflow General Information Setup Guide* for more information.

Delegates

When a delegate is acting on behalf of an authorized approver, the delegate inherits the authority of that authorized approver, including that authorized approver's limits (if any), currencies, and exception authority (if any).

There is a setting in the Delegate Configuration that can restrict the available approval delegates to approvers with equal or higher limit approval. When that setting is active, the delegates available for selection by the user will be restricted to those that have the needed signing authority at the time the delegation authority is granted.

NOTE: There is no future check to ensure that the delegates continue to have appropriate signing rights after the delegation is granted. If the user receives a higher limit in the future, existing delegates will not be inactivated or removed. Because of this limitation, many clients elect to restrict approval delegation to temporary periods limited to a specific amount of time, for example 6 months.



Refer to the *Shared: Delegate Configuration Setup Guide* for more information.

Approval Status Flags

Expense has two status flags that indicate if the expense report was approved by an authorized approver:

- *Limit Approved* flag for limit approvals
- *Exception Approved* flag for a exception approvals

Expense sets the flag to No at the beginning of the workflow. It is changed to Yes only when the expense report is approved by an authorized approver who has the appropriate authority. If the expense report is returned to the employee, then the flag is reset to No.

The flag is merely an indicator; it does not affect the workflow or guarantee approval by an authorized approver. To ensure that an expense report is not paid without approval by an authorized approver, the administrator must define *workflow rules* based on this flag. For example, the administrator can create a workflow rule to perform an action (such as send the report back to the employee or generate an exception) if the flag is still set to No when it reaches Accounting Review (in Expense Processor).

Limit Approval, Exchange Rates, and Currencies

If the company uses limit-based authorized approvers and multiple reimbursement currencies, be aware that Expense evaluates only amounts in the currency identified in the limit unless the company uses the Exchange Rates feature.

Using the Exchange Rates feature, the system "converts" (for the purpose of evaluation) the amount in other reimbursement currencies to the currency identified in the Authorized Approver Limit. The administrator must activate the Exchange Rates feature and import the proper rates.

Note the following:

- If the Exchange Rates feature is **not** turned on, the company can load *one record per currency* for a given approval center (hierarchy level) for each approver.
- If the Exchange Rates feature is turned on, only one record per approval center (hierarchy level) is permitted for an approver.



For more information about reimbursement currencies and the Exchange Rates feature, refer to the *Expense: Currency Admin Setup Guide*.

Limit Approval, Expense Processor

An expense report will be limit approved when approved by a qualified Authorized Approver regardless of the step at which it is approved even if the Authorized Approver is acting as an Expense Processor and approving the report at an Expense Processor step. As long as the Expense Processor qualifies as the Authorized Approver, the report will be limit approved.

How the System Determines Which Approver an Employee Uses

To determine the appropriate approver:

1. Expense first follows the steps regarding default approvers as described in *Expense: Workflow - General Information Setup Guide* to identify the default approver.
2. Expense next looks at the configuration for the workflow step to see if it is an authorized approver step.
 - ♦ If **No**: The report proceeds to the default approver. If no default approver exists, the user may select from the list of regular approvers.
 - ♦ If **Yes**: Expense evaluates the default approver to see if they are an authorized approver.
 - If **No**: Expense searches for authorized approvers at the appropriate level in the hierarchy and may prompt the user to search for an approver.
 - If **Yes**: Expense checks to see whether the step is configured to require limit-based or exception-based approvers.

- * If **No**: The report proceeds to the default approver. If no default approver exists, Expense searches for authorized approvers at the appropriate level in the hierarchy *without regard for the amount or exception limits for the approvers*. **
- * If **Yes**: The default approver is evaluated to see if they are an authorized approver at the right point in the hierarchy with the appropriate limit. (If a default approver does not exist, then the **No** path is followed.)
 - If **No**: Expense searches for authorized approvers at the appropriate level in the hierarchy who have sufficient amount or exception limits to approve the report. **
 - If **Yes**: The report proceeds to the default approver.

** When Expense searches for approvers:

- If no approver is found, Expense searches at the next level *higher* in the hierarchy – repeating this process until an approver is found.
- If one approver is found, the report is routed to that approver.
- If more than one approver is found, the user is prompted to select an authorized approver from the list of available, qualified authorized approvers. The report is then routed to the selected approver.
- If the workflow is configured to use the default approver lookup to find the authorized approver, Expense will search up the default approver chain for an authorized approver with the correct limit authority, and send the report straight to that approver.



Refer to the *Find Authorized Approver Using Default Approver Lookup* section of this guide for more information.

- If the workflow is configured to automatically assign authorized approvers, Concur Expense will ensure that all authorized approval steps have an assigned approver for the expense report, **without user action**.



Refer to the *Automatically Assign Authorized Approvers* section of this guide for more information.

Level-Based Authorized Approver Behavior on Time Out

A workflow configured with approvers at both the first and second level will insert a processor step if an approver fails to approve at either level. The system does this to ensure that a qualified admin, the processor, is included in the workflow and that they are provided the opportunity to select an approver who can complete the task, or in lieu of this, approve the report directly.

As an example:

1. A workflow includes two authorized approver steps for levels 1 and 2
2. A user submits a report that is routed to the first approver

3. The approval time expires without approval by the first approver
4. The system ignores the actions selected in the Approval Time Expense Action list, and instead inserts a processor step
5. The processor may now either select an available approver, or approve the expense report themselves

Filter Authorized Approvers by Workflow Approval Step

As described above, the system determines the available authorized approvers based on criteria such as the authorized approver hierarchy, the limit assigned to the approver, the range of rule exceptions, and workflow rule conditions.

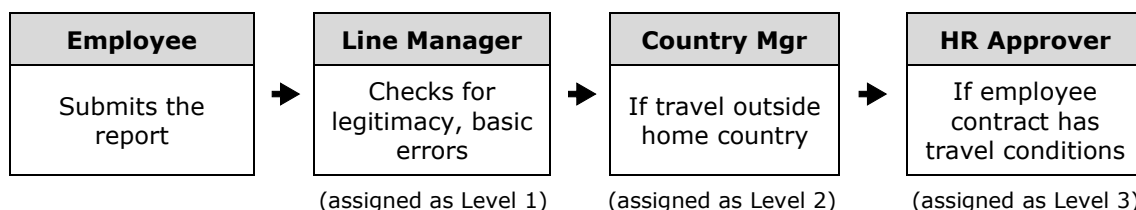
The administrator can also filter the available authorized approvers based on the workflow approval step. For example, the company may want certain approvers at the first approval step in the workflow but not at the remaining approval steps. The company can assign a "level" number to a workflow step and assign that same "level" number to an authorized approver. So, if the company assigns level 1 to the first workflow approval step and assigns level 1 to each line manager, then line managers are available as authorized approvers only for the first approval step.

Administrators can use the "level" filter to enhance the company's existing configuration or in lieu of the existing configuration. This feature is simply a filter that can be added at any workflow approval step.

Example

Assume that instead of creating complicated workflows with intricate conditions and other criteria, the company simply assigns levels to the workflow steps and to the authorized approvers.

For example, the company assigns these levels to these workflow approval steps:



The company assigns these levels to the approvers:

Name	Level
John (default approver)	1
Fred	1
Crystal	2
Susan	3

Name	Level
Terry	
Vic	3

In this case:

- For the Line Manager step (1), both John and Fred can approve at level 1 but since John is the default approver, then John is automatically selected as the approver.
- For the Country Manager step (2), Crystal is the only option.
- For the HR Manager step (3), the user selects between Susan and Vic.
- Since Terry is not assigned a level, then Terry will never be used in this workflow.

Note the following:

- Not all workflow steps must be assigned a level. However, note that **all** authorized approvers will be available for those steps not assigned a level (assuming there is no other criteria to exclude the approver like limit, exception, hierarchy, etc.). For example, if the final workflow step above (HR Approver) was not assigned a level, then all approvers would be available.

In summary:

- ♦ Approvers assigned a level can approve at the level they match.
- ♦ If every approval step is assigned a level but an approver is not assigned a level or does not match any level, then that approver will not be available in that workflow.
- ♦ If any approval step is not assigned a level, all approvers are available - regardless of the level assigned to the approver (assuming there is no other excluding criteria).
- If an authorized approver must be available for more than one level (like levels 1 and 2), then there must be two records for that approver – one for each level.

IMPORTANT:

- ♦ Each section of the authorized approver hierarchy will accept **only one** level per user, so each level must be assigned at different sections of the hierarchy.
- ♦ The levels can be added to users via the Employee Import or the Authorized Approver list (Administration > Expense Admin > Workflows > **Authorized Approver** tab).
- ♦ Levels cannot be added to approvers via User Administration.

Configuration of the "Level" Filter

For information about configuring the levels, refer to *Configuring the "Level" Filter* in this guide.

Find Authorized Approver Using Default Approver Lookup

Overview

A workflow can be configured to use the default approver chain to find an authorized approver. The option is on the **Workflows** page, labeled **Use default approver lookup to find authorized approver**. When selected, the authorized approval workflow step will select the next approver within the user's default approver chain that has the required limit approval to approve the report. The other approvers in the chain that do not have authority to approve the report amount will not receive the report in their approval queue.



For a complete definition of "amount" as it relates to limit approvals, refer to *Definition of "Amount" for Limit Approval* in this guide.

Please note the following about this feature:

- The workflow can only contain one Authorized Approval step when using this option.
- The approver field for the Authorized Approval step should not be editable by the user or approver.
- If user-added steps are enabled, they should not be set as Authorized Approval steps.
- This feature does not apply to the Cost Object Approval step.
- This feature works best with a flat (no levels) hierarchy. If levels exist, default approvers may be disqualified as appropriate approvers for the report when they are not authorized approvers in the appropriate place in the hierarchy.

NOTE: We recommend that clients do not use this setting in tandem with the **Automatically assign authorized approvers** setting.

Examples

WORKFLOW CONFIGURATION

Step 1 – Regular Approver

Step 2 – Department Manager

Step 3 – Authorized Approver

Step 4 – Processor

AUTHORIZED APPROVER TABLE

Approver	Limit	Default approver for this user
A1	100	A2

Approver	Limit	Default approver for this user
A2	1000	A3
A3	5000	C10
C1	100	C2
C2	1000	C3
C3	5000	C10
C10	Unlimited	

EXAMPLE 1

Employee submits a report for \$4000. Employee's default approver is A1.

Workflow Step	Type	Role	Approver	Logic
1	Regular Approver	Line Manager	A1	Report goes to A1, employee's default approver.
2	Regular Approver	Department Manager	A2	Report goes to A2, A1's default approver
3	Authorized Approver	Signing Manager	A3	Authorized Approver resolution starts with A1, the employee's default manager. A1 has insufficient authority and is discarded. A1's default manager is evaluated next. A2 has insufficient authority and is discarded. A2's default manager is evaluated next. A3 has sufficient signing authority and is assigned to this step.
4	Processor	Processor		

EXAMPLE 2

Employee submits a report for \$12,000. Employee's default approver is A1.

Workflow Step	Type	Role	Approver	Logic
1	Regular Approver	Line Manager	A1	Report goes to A1, employee's default approver.

Workflow Step	Type	Role	Approver	Logic
2	Regular Approver	Department Manager	A2	Report goes to A2, A1's default approver
3	Authorized Approver	Signing Manager	C10	Authorized Approver resolution starts with A1, the employee's default manager. A1 has insufficient authority and is discarded. A1's default manager is evaluated next. A2 has insufficient authority and is discarded. A2's default manager is evaluated next. A3 has insufficient authority and is discarded. A3's default manager is evaluated next. C10 has sufficient signing authority and is assigned to this step.
4	Processor	Processor		

Additional Notes

The assigned approver is re-evaluated at the point in time that the report enters the authorized approver step. If the approver data has changed since submission, the assigned approver may also change.

- If the default approver for the employee or any approver in the lookup path has been changed, the new default approver data will be used.
- If an approver has been inactivated, that approver is no longer eligible to approve the report.
- If a default approver has been removed *and not replaced* (blank field) from one of the user profiles in the lookup path AND that approver was previously selected as the authorized approver, that approver will still be used so that the report continues to move through the workflow.



Refer to the *Using the Default Approver Hierarchy for Authorized Approvers* topic in the Configuration section of this guide for more information.

Automatically Assign Authorized Approvers

Overview

Using the setting, **Automatically assign authorized approvers**, ensures that all Authorized Approval steps in the workflow are pre-populated with an assigned Authorized Approver.

NOTE: We recommend that clients do not use this setting in tandem with the **Use default approver lookup to find authorized approver** setting.

Without this setting, when there are multiple authorized approvers to choose from, the user is required to select a name before the report may proceed to the next workflow step.

Even with this setting, the user can still review the approval flow and elect to edit the step to select another name from the list of possible authorized approvers.


Use of this setting ensures that all authorized approval steps have an assigned approver for the expense report, without user action. For most organizations, there is typically one choice per step or a small number of possible approvers where any one is eligible.

Please note the following about this feature:

- If there are multiple possible Authorized Approvers that could be assigned to a specific Authorized Approver workflow step, the system will order the choices alphabetically by last name, followed by first name (if there is more than one person with the same last name) and then select the first choice from the alphabetized list.
- Enabling this setting is not recommended when there might be large numbers of possible approvers for some workflow steps. In this situation, the user needs to select the appropriate approver for the report rather than sending all reports to the alphabetically-first approver.
- The individual **Expense Preferences** page setting, **Prompt ... For an approver when an expense report is submitted**, will display the approval flow to the user for review during the submit process when checked. This can encourage the user to verify that the appropriate approver is assigned to each step prior to submitting the expense report.
- Use of this feature is optimized by configuring the workflow to allow users to edit approvers, so this is strongly recommended. Refer to the **Approver Editable By** setting (**Workflow** (tab) > **Steps** > **Add Workflow Step**).

Section 4: Configuration

Note the following:

- For limit-based authorized approvers:
 - ♦ The amount can differ by approver.
 - ♦ The amount is set for each approver in the Authorized Approver List, in User Administration, or in the employee import.
-  For a complete definition of "amount" as it relates to limit approvals, refer to *Definition of "Amount" for Limit Approval* in this guide.
- For exception-based authorized approvers:
 - ♦ The minimum/maximum exception range applies to all exception-based authorized approvers.
 - ♦ The range is set in Administration > Expense Admin > Workflows on the **Authorized Approvers** tab.
- Users with the **Expense Configuration Administrator (Restricted)** role can access (view but not edit) the **Workflow Configuration** page in Concur Expense.

Global Group vs Authorized Approver Hierarchy

The steps to configure authorized approvers differs depending upon whether the company uses **only** the global group or uses the authorized approver hierarchy. The table below shows the similarities and the differences - with a full description on the following pages.

#	Step	Global group only	Authorized approver hierarchy
1	Define the Expense Authorized Approver hierarchy: <ul style="list-style-type: none"> Set up the hierarchy. Create a connected (multi-level) list of the hierarchy levels. 		X
2	Activate the Authorized Approver feature: <ul style="list-style-type: none"> Activate the feature. For exception-based approval configurations, define the upper and lower exception level. 	X	X

#	Step	Global group only	Authorized approver hierarchy
3	Add/Edit the workflow, workflow steps, and workflow rules to require authorized approvers: <ul style="list-style-type: none"> For each workflow step that requires an authorized approver, change the role of the person completing the step to Authorized Approver. Indicate whether the step requires limit or exception approval. If users are permitted to insert ad-hoc approval steps, edit the workflow to restrict those steps to authorized approvers. 	X	X
4	Assign the proper rights to users using one or more of these: <ul style="list-style-type: none"> Authorized Approver List Employee import User Administration 	X	X

Step 1: Define the Expense Authorized Approver Hierarchy

Understanding the Hierarchy

The *authorized approver hierarchy* defines the reports that an authorized approver may approve by the level in a hierarchy. You must define the authorized approver hierarchy (Expense Admin > Feature Hierarchies) and import/create its associated source list before the authorized approver feature can be activated.

By default, the authorized approver hierarchy uses the Report and Employee fields, such as cost center, project code, division, and so on.



For more information on hierarchies, refer to the *Shared: Feature Hierarchies Setup Guide*.

EXAMPLE #1

Assume that an expense report has a Cost Center as 101 and requires an authorized approver. In this case, Expense searches its list of authorized approvers for an approver with a Cost Center of 101. If no approvers are found, then it searches the next level up in the authorized approver hierarchy. It continues this process until a level that has approvers is found.

For our example, assume that approvers do exist for Cost Center 101. It then displays all authorized approvers with Cost Centers of 101 regardless of the limit. It is up to the employee or approver to choose the correct authorized approver to move to the next step.

For example, if the data is:

Approver	Company	Cost Center
1	Concur	100
2	Concur	

Then:

- Approver 1 is authorized for Concur Cost Center 100.
- Approver 2 is authorized for any cost center, since no cost center is defined.
- If an expense report has Company=Concur, Cost Center=100, then the authorized approver shown for that report is Approver 1.
- If the report has Cost Center = 200, then only Approver 2 appears on the list.

If none of the criteria match or if no authorized approvers are in the table, then a workflow error occurs. The table below shows an example of the fields and data that the hierarchy for authorized approver is accessing.

EXAMPLE #2

Here is the authorized approver information for another company.

Emp ID	Level 1 = Country	Level 2 = Company	Level 3 = Division	Level 4 = Cost Center	Level 5	Level 6	Level 7	Limit	Exception Approval Authority
1	USA	Acme	Sales	101				1000 USD	No
1	USA	Acme	Sales	102				1000 USD	No
2	USA	Acme	Sales					5000 USD	No
3	USA	Acme						10000 USD	Yes
4	Germ	Acme	Ops	201				2000 EUR	No
5	Germ	Acme	Ops	202				2000 EUR	Yes

Employee ID identifies each approver in this table. One approver might be listed multiple times, once for each combination of levels they are authorized to approve. Each row can have a different limit.

For each approver, the system identifies the types of reports that the approver is authorized to approve based on the hierarchy, limit, and/or exception.

In this example, assume the following:

- The expense report has a Cost Center as 101.
- The expense report requires an authorized approver.
- The report total is 1500 USD.



For a complete definition of "amount" as it relates to limit approvals, refer to *Definition of "Amount" for Limit Approval* in this guide.

- The workflow step is configured to restrict options to those approvers who have limits able to approve the report.

In this case, Expense searches its list of authorized approvers for an approver with a Cost Center of 101 **and** with a limit of 1500 USD or greater. If no approvers are found, then it searches the next level up in the authorized approver hierarchy. It continues this process until a level that has approvers is found.

For our example, the approvers found at Cost Center 101 do not have a sufficient authority level to approve the report. Expense then searches Division *Sales* for possible approvers and selects Approver 2.

Procedure

Create the hierarchy and import or enter the connected (multi-level) list data.



For more information, refer to the *Shared: Feature Hierarchies Setup Guide* and the *Shared: List Management Setup Guide*.

Step 2: Activate the Authorized Approver Feature

Understanding the Process

You must complete one or two actions on this page depending on the type of authorized approvers the company will use. If the authorized approvers will approve reports based on:

- **For limit only:** Activate the feature. (Then define the actual limit – per approver – using the Authorized Approver List, the employee import, or User Administration.)
- **For exception only:** Activate the feature **and** define the exception limits.
- **For both:** Activate the feature **and** define the exception limits. (Then define the actual limit – per approver – using the Authorized Approver List, the employee import, or User Administration.)

Procedure

► To use the Configuration tab:

1. Click **Administration > Expense > Workflows**.
2. Select the **Authorized Approvers** tab.
3. Select the **Configuration** tab.

4. To activate the feature, select **Authorized Approver feature is available for workflows**.
5. To define exception limits:

Field	Description
Minimum Exception Level	Enter the minimum exception level that authorized approvers can approve.
Maximum Exception Level	Enter the maximum exception level that authorized approvers can approve.

6. Click **Save**.

Step 3: Add/Edit the Workflow Options, Workflow Steps, Workflow Rules

Understanding Ad-hoc Steps

If users are permitted to insert ad-hoc approval steps, you can edit the workflow to restrict those steps to authorized approvers.

NOTE: The workflow options you need to make these choices do not appear in Workflow until you have selected **Authorized Approver feature is available for workflows** on the **Configuration** tab of the **Authorized Approvers** tab.

Procedure

► **To restrict ad-hoc steps to authorized approvers:**

1. Click **Administration > Expense > Workflows**.
The **Workflows** tab appears.

2. Either:
 - ♦ Select the desired workflow and click **Modify**.
– or –
 - ♦ Double-click the desired workflow.
3. On the **General** page, make the desired changes:

Field	Description
Restrict Authorized Approver for	Select one of these: <ul style="list-style-type: none"> • None of the steps • All Employee-Editable steps • Final Employee-Editable step
Restrict approvers to those with limit authority for employee-added steps	Select this check box for limit-based approvers.
Restrict approvers to those with exception authority for employee-added steps	Select this check box for exception-based approvers.

Understanding Steps and Workflow Rules

The following are some examples of workflows you might create.

NOTE: Some of the examples are based on certain custom fields that are not part of the default configuration. To create custom fields, refer to the *Expense: Forms and Fields Setup Guide*.

EXAMPLE #1

Assume that the company has assigned default approvers and the workflow needs to have an authorized approver of limits to 1000 USD and limits to 5000 USD. The company can set up a workflow rule that states that an expense report should first be routed to the default approver and then go to the authorized approver.

However, if the amount is below the first authorized approver limit (for example, 500 USD), assume that the company does not want the report to go to the second authorized approver. You can create a rule that says:

Condition: If LimitApproved equals Yes,

Action: Then skip this step.

Condition:

Edit Condition

Name:

Force Evaluation: ☒

	Data Object/Operator	Field/Value	Operation
<input type="checkbox"/>	<input type="text" value="Report"/>	<input type="text" value="Limit Approved"/>	
	<input type="text" value="Equal"/>		
	<input type="text" value="Value"/>	<input type="text" value="Yes"/>	<input type="text"/>

Action:

Edit Action

Action Name:

Message:

The authorized approver step was skipped because the report was limit approved.

EXAMPLE #2

The administrator might also write a rule that routes the expense report to an authorized approver with limit authority before the report goes to the processor. If no one with limit authority approved the report by the time the expense report has gone to the processor, then an exception is given that prevents the report from continuing in the workflow:

Condition: If LimitApproved equals No,

Action: Then generate an exception or send an email.

Procedure

Assume in this example, we will add an authorized approver step between the standard approval step and the Expense processor step.

▶ **To create an authorized approver step:**

1. Click **Administration > Expense > Workflows**.
The **Workflows** tab appears.
2. To edit a workflow, either:
 - ◆ Select the desired workflow and click **Modify**.
– or –
 - ◆ Double-click the desired workflow.

3. On the **Steps** page, click **New**. The **Add Workflow Step** window appears.
4. In the **Role** field, select *Authorized Approver*. Two new check boxes appear.

- ♦ Select **Restrict approvers to those with limit authority** to limit the type of authorized approver.
- ♦ Select **Restrict approvers to those with exception authority** to limit the type of authorized approver.

NOTE: If neither of these is checked, any approver may be used for the step, but the limit-approved or exception-approved indicator will be set **only** if the approver is authorized.

5. The **Authorized Approver Level** field also appears. Enter the number that matches the associated authorized approvers.



Refer to the *Filter Authorized Approvers by Workflow Approval Step* for information about levels.

6. Complete all other fields as desired.



Refer to the *Expense: Workflows - General Information Setup Guide* for information about these fields.

7. Click **Save**.

8. Create any desired workflow rules on the **Step Rules** page.



Refer to the *Expense: Workflows - General Information Setup Guide* for information about creating workflow rules.

Using the Default Approver Hierarchy for Authorized Approvers

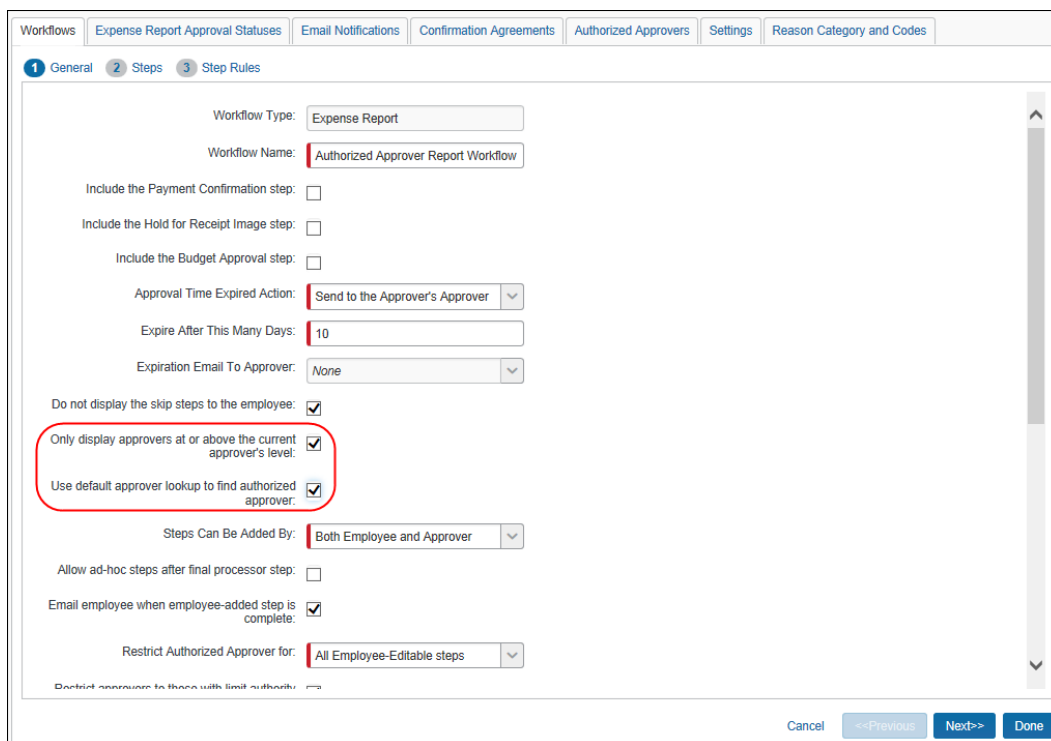
You can configure the workflow to use the default approver chain to search for an authorized approver. This setting pre-empts the following workflow step settings:

- Only display approvers at or above the current approver's level
- Restrict approvers to those with limit authority for employee-added steps
- We recommend that clients do not use this setting in tandem with the **Automatically assign authorized approvers** setting.

To use the default approver hierarchy to find authorized approvers:

1. Select the workflow to update on the **Workflows** page.
2. Click **Modify**.

3. Select the **Only display approvers at or above the current approver's level** and the **Use default approver lookup to find authorized approver** check boxes on the **General** step.



The screenshot shows the 'Authorized Approver Report Workflow' configuration page, specifically the 'General' step. The 'Workflow Type' is set to 'Expense Report' and the 'Workflow Name' is 'Authorized Approver Report Workflow'. Several checkboxes are visible, with two highlighted by a red box: 'Only display approvers at or above the current approver's level' and 'Use default approver lookup to find authorized approver', both of which are checked. Other settings include 'Approval Time Expired Action' set to 'Send to the Approver's Approver', 'Expire After This Many Days' set to '10', and 'Expiration Email To Approver' set to 'None'. The 'Steps Can Be Added By' is set to 'Both Employee and Approver'. The 'Restrict Authorized Approver for' is set to 'All Employee-Editable steps'. The page has navigation buttons at the bottom: 'Cancel', '<<Previous', 'Next>>', and 'Done'.

4. Click **Done**.



Refer to the *Find Authorized Approver Using Default Approver Lookup* section of this guide for more information about this feature.

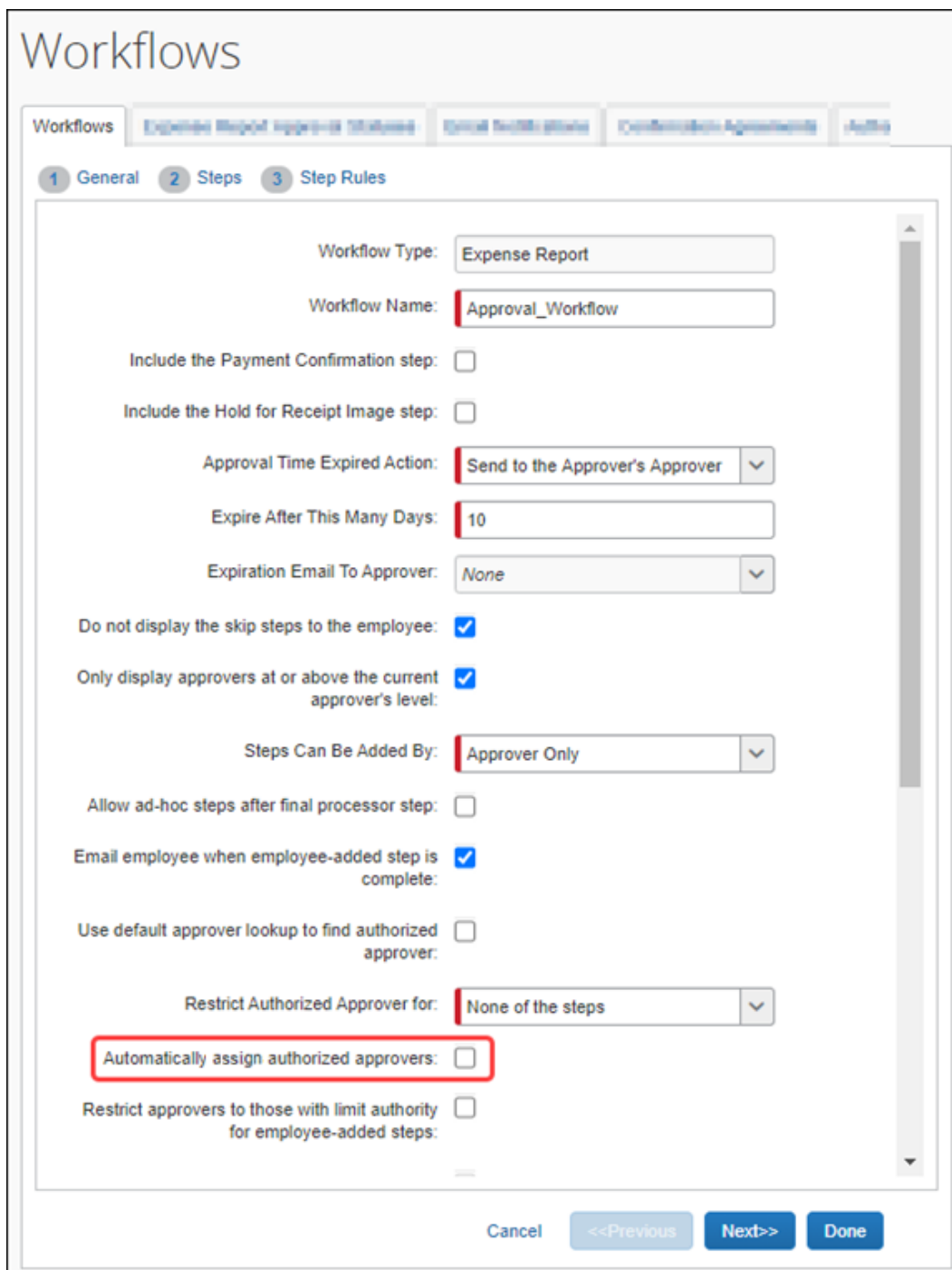
Using Automatically Assign Authorized Approvers

You can configure the workflow to automatically assign an authorized approver. To automatically assign authorized approvers:

1. Select the workflow to update on the **Workflows** page.
2. Click **Modify**.
3. (Optional) On the General step, clear the **Use default approver lookup to find authorized approver** setting.

NOTE: We recommend that clients do not use this setting in tandem with the **Use default approver lookup to find authorized approver** setting.

4. Select **Automatically assign authorized approvers**.



The screenshot shows the 'Workflows' configuration interface. The 'General' tab is active. The 'Workflow Type' is set to 'Expense Report' and the 'Workflow Name' is 'Approval_Workflow'. The 'Automatically assign authorized approvers' checkbox is highlighted with a red box. Other settings include 'Include the Payment Confirmation step' (unchecked), 'Include the Hold for Receipt Image step' (unchecked), 'Approval Time Expired Action' (Send to the Approver's Approver), 'Expire After This Many Days' (10), 'Expiration Email To Approver' (None), 'Do not display the skip steps to the employee' (checked), 'Only display approvers at or above the current approver's level' (checked), 'Steps Can Be Added By' (Approver Only), 'Allow ad-hoc steps after final processor step' (unchecked), 'Email employee when employee-added step is complete' (checked), 'Use default approver lookup to find authorized approver' (unchecked), 'Restrict Authorized Approver for' (None of the steps), and 'Restrict approvers to those with limit authority for employee-added steps' (unchecked).

5. Click **Done**.



Refer to the *Automatically Assign Authorized Approvers* section of this guide for more information about this feature.

Step 4: Assign the Proper Rights to Users

There are three ways to enter and define authorized approvers in Expense:

- Enter the approvers manually using the Authorized Approver List
- Use the employee import
- Assign the permissions manually in User Administration

Regardless of how the authorized approvers are entered into Expense, they all appear in the Authorized Approver List.

NOTE: If you are assigning "levels" to authorized approvers, refer to *Filter Authorized Approvers by Workflow Approval Step* in this guide.

Authorized Approver List

Using this page, for **all** authorized approvers, identify:

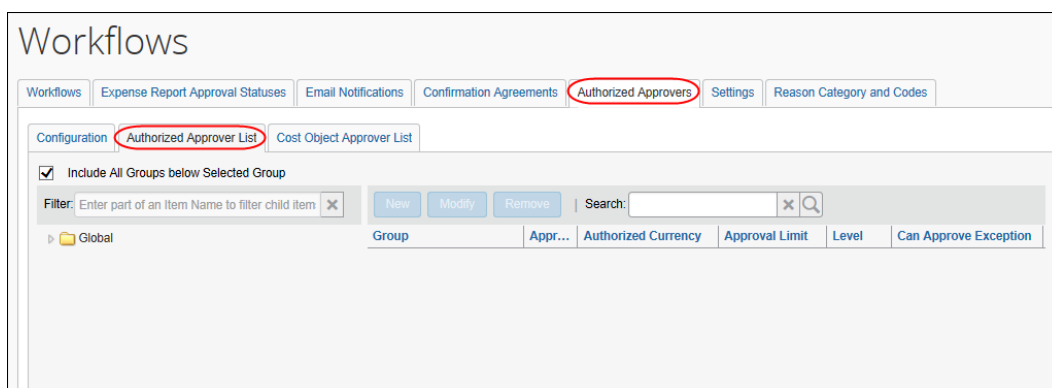
- The group for which the approver will approve reports
- The approver's name

Then:

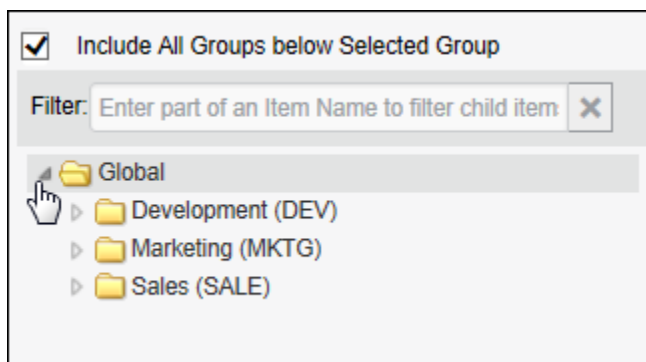
- **For limit-only approvers:** Define the limit amount.
- **For exception-only approvers:** Indicate that the approver can exception approve.
- **For both:** Define the limit amount **and** indicate that the approver can exception approve.

► **To add authorized approvers:**

1. Click **Administration > Expense > Workflows**.
2. Select the **Authorized Approvers** tab.
3. Select the **Authorized Approver List** tab.

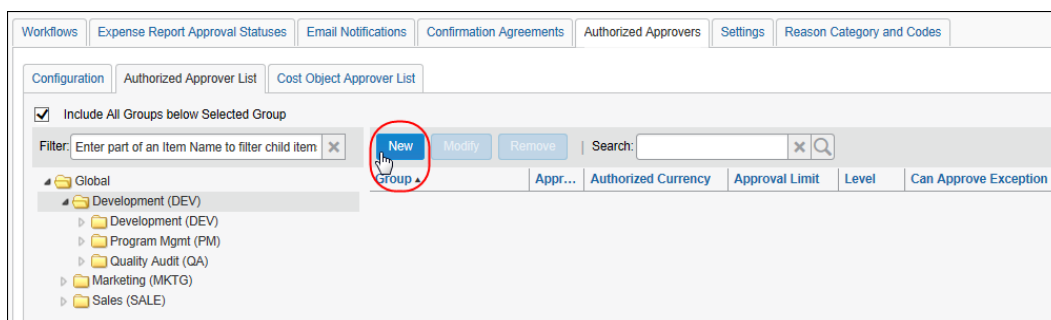


- On the left side of the page, select the arrow icon to expand the desired group.



NOTE: The groups that appear here are from the Expense Authorized Approver Hierarchy.

- Select the group that is associated with this authorized approver.
- On the right side of the page, click **New**.



The **New Authorized Approver** window appears.

New Authorized Approver

Group: Global-Development

Approver:

Can approve exception:

☐

Approval Limit

Currency:

Select one


Amount:

0

Cancel

Save

- Complete all appropriate fields.

Field	Description
Approver	Select an approver.
Can approve exception	Select the check box to give this authorized approver exception approval.
Approval Limit	<p>If you want this authorized approver to have limit approval, select the currency and enter the amount. If they are to have unlimited approval authority, do not select a currency or enter an amount (system displays 0 by default).</p> <p>The limit is an upper limit, meaning that they can approve up to this amount.</p> <p>NOTE: You can enter 0 in this field and assign a currency. This allows the approver to receive expense reports at the Authorized Approver step; however, reports approved by the approver will not be limit approved. A report will not be routed to such an authorized approver if the "Restrict approvers to those with limit authority" setting is active in the step configuration.</p> <p> For a complete definition of "amount" as it relates to limit approvals, refer to <i>Definition of "Amount" for Limit Approval</i> in this guide.</p>
Level	The Level field appears if levels have been assign to a workflow approval step. To use the Level field, refer to <i>Filter Authorized Approvers by Workflow Approval Step</i> in this guide.

8. Click **Save**.

Employee Import

You can use the employee import to assign the proper authorized approver rights to users.



Refer to the *Shared: Employee Import Specification*.

User Administrator

The settings that appear in User Administration (Administration > Company Admin > User Administration) differ depending on whether the configuration includes:

- The Global group only
- At least one level in the Authorized Approver Hierarchy

GLOBAL GROUP ONLY

If the Authorized Approver feature is activated **and** the company has only one group (Global), then the **Authorized Approver** check box appears in the **Expense and Invoices Setting** section in User Administration.

Expense and Invoice Settings

Country of Residence: UNITED STATES (dropdown)
 State/Province: Select one (dropdown)
 Ledger: DEFAULT (dropdown)
 Reimbursement Currency: US, Dollar (dropdown)
 Cash Advance Account Code: 10799 (text field)

Org Unit 1-Division: (dropdown)
 Org Unit 2-Department: (dropdown)
 Org Unit 3-Region: (dropdown)
 Choose Vendor Access Group: (dropdown)

Default Language: English (United States) (dropdown)

☒ Authorized Approver (checked and highlighted with a red circle)
 Manager Approval Limit: (text field)
 Approval Limit Currency: (dropdown)

Note the following:

- In order to see the check box described here, the user must have the User Admin rights **and** the Expense Admin rights.
- This method can be used only for limit-based authorized approvers. It cannot be used for exception-based authorized approvers.

When the administrator selects the check box, the **Manager Approval Limit** field and the **Approval Limit Currency** list appear. The administrator makes the appropriate choices and clicks **Save**.

NOTE: You can enter 0 in the **Manager Approval Limit** field. This puts the approver into the authorized approver workflow but will prevent that approver from having final authority to approve the report. They can approve the report to move it forward in the workflow but, since the Limit Approved status is not changed, the report moves to the next authorized approver or processor – depending on how the workflow is designed. For example, it allows a first-line supervisor to view (and be aware of) the reports their staff is submitting but does not let that person have final approval. In addition, you can, if desired, create workflow rules based on the Limit Approved flag.

AUTHORIZED APPROVER FEATURE HIERARCHY

If the Authorized Approver feature is activated **and** the company's Authorized Approver hierarchy has at least one level (in addition to Global), then the **Authorized Approval Limits** link appears in the **Expense and Invoices Setting** section in User Administration.

The screenshot shows the 'Expense and Invoice Settings' window. In the top navigation bar, the 'Authorized Approval Limits' link is highlighted with a red circle. Below the navigation bar, the settings are organized into several sections. The 'Country of Residence' is set to 'UNITED STATES'. The 'State/Province' is set to 'Select one'. The 'Ledger' is set to 'DEFAULT'. The 'Reimbursement Currency' is set to 'US, Dollar'. The 'Cash Advance Account Code' is set to '10799'. Other settings include 'Org Unit 1-Division', 'Org Unit 2-Department', 'Org Unit 3-Region', 'Choose Vendor Access Group', and 'Default Language' (English (United States)).

NOTE: In order to see the link described here, the administrator must have the User Admin rights **and** the Expense Admin rights. In addition, the employee must be an approver.

The administrator clicks the link. The **Authorized Approval Limits** window appears.

On the left side, the administrator selects the appropriate level in the hierarchy.

On the right side:

- For exception approvers, the administrator selects the **Can approve exception** check box. (The actual exception levels apply to all authorized approvers and are defined on the **Authorized Approvers** tab in Workflows.)
- For limit approvers, the administrator selects the desired currency and enters the amount.



For a complete definition of "amount" as it relates to limit approvals, refer to *Definition of "Amount" for Limit Approval* in this guide.

NOTE: You can enter 0 in the **Amount** field. This puts the approver into the authorized approver workflow but will prevent that approver from having final authority to approve the report. They can approve the report to move it forward in the workflow but, since the Limit Approved status is not changed, the report moves to the next authorized approver or processor – depending on how the workflow is designed. For example, it allows a first-line supervisor to view (and be aware of) the reports their staff is submitting but does not let that person have final approval. In addition, you can, if desired, create workflow rules based on the Limit Approved flag.

- If an approver has both types of approval authority, the administrator defines both.

Section 5: Configuring the "Level" Filter

Refer to *Filter Authorized Approvers by Workflow Approval Step* in this guide for information about this feature.

Step 1: Assign the Level to the Workflow Step

To assign the level to the workflow step:

1. Click **Administration** > **Expense** > **Workflows** (left menu).
2. On the **Workflows** tab, double-click the desired workflow.
3. Select the **Steps** page.
4. Double-click the desired workflow step.
5. On the **Modify Workflow Step** window, use the **Authorized Approver Level** field to assign the appropriate level to the step.

Modify Workflow Step

Step Name: Limit Approval

Role: Authorized Approver

Restrict approvers to those with limit authority: ☐

Restrict approvers to those with exception authority: ☐

Approver Editable By: Approver Only

Deletable By: No One

Initial Status: Submitted & Pending Approval

Approval Actions: Approve, Send Back to Employee

Authorized Approver Level: 1

Email Employee when step is complete: ☐

Can exit step with blocking exceptions: ☒

Save **Cancel**

The **Authorized Approver Level** field appears only if *Authorized Approver* is selected in the **Role** field.

6. Click **Save**.

Step 2: Assign the Level to the Approver

Once the level is added to the workflow step (described above), the **Level** field will appear in the **New Authorized Approver** and **Modify Authorized Approver** window.

To assign the level to an approver:

1. Click **Administration > Expense > Workflows** (left menu).
2. Select the **Authorized Approvers** tab and then the **Authorized Approver List** tab.
3. On the left side of the page, select the appropriate hierarchy node.
4. On the right side of the page, double-click the desired approver.
5. In the **Modify Authorized Approver** window, enter the desired level number in the **Level** field.

The screenshot shows the 'Modify Authorized Approver' dialog box. The 'Group' is set to 'Global-Development'. The 'Approver' field contains 'Davis, Pat R.'. The 'Can approve exception' checkbox is unchecked. The 'Approval Limit' section includes a 'Currency' dropdown set to 'USD' and an 'Amount' field set to '5000'. The 'Level' field, located below the approval limit section, is circled in red and contains the number '1'. At the bottom right of the dialog are 'Cancel' and 'Save' buttons.

6. Click **Save**.

Alternatively, authorized approvers may be assigned to levels via record type 720 in the employee import.

Section 6: Editing Authorized Approver Information

Note the following about editing authorized approver information:

- An edit to an authorized approver record goes into effect immediately upon save. The new values will be used to search for and evaluate that approver from the point of save forward.
- Any reports currently assigned to the edited authorized approver will use the new values in determining whether or not the report is limit-approved or exception-approved on approval.

You can edit authorized approver information using the Authorized Approver List, the employee import, and/or User Administration. Refer to *Assign the Proper Right to Users* in this guide.

Section 7: Removing Authorized Approvers

Note the following about removing authorized approvers:

- Removing a user's authorized approver permissions does not delete the standard Expense approver role nor does it delete the approver from the system. It simply removes the authorized approver capabilities; the approver is no longer available when a workflow step calls for an authorized approver.
- If a report is in the approver's queue when the authorized approver is deleted, the report stays in the approval queue but is not limit approved.
- If the report has not yet reached the approver, the workflow adjusts accordingly. Since Expense evaluates the approver at the time the prior step is completed, the report simply moves to a different authorized approver.

You can remove authorized approver permissions using the Authorized Approver List, the employee import, and/or User Administration. Refer to *Assign the Proper Right to Users* in this guide.

