Expense: E-Receipts

Setup Guide

Last Revised: July 10 2015

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

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E-Receipts

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: Overview

E-receipts are an electronic version of receipt data that can be sent directly to Concur to replace imaged paper receipts. The availability and content of e-receipts vary depending on the vendor. Hotel e-receipts will be used by Expense to automatically itemize hotel expenses.

Refer to the Expense: Hotel Auto-Itemization Setup Guide for more information.

Definitions

The e-receipt data is used by the Smart Expenses functionality to intelligently combine transactions that are a possible match – such as a corporate card and e-receipt for the same hotel stay. The differences between e-receipts and Smart Expenses are listed below:

- **E-Receipt**: The term e-receipts refers to data sent to Concur through the Concur Connect Program. This data comes directly from the supplier and provides the user with a complete receipt image linked to their expense item. The e-receipt information may not contain all line items, usually due to credits or returns. The total on the e-receipt will always be the correct transaction total.

- **Smart Expenses**: Smart Expenses are expenses where there is a match between two or more data points (manual entry, credit card, travel itinerary, and e-receipt). The best match is between credit card data, Cliqbook travel data, and e-receipt, but a match between credit card and manual entry would also qualify. If an e-receipt matches any data point, the user will be presented with the Smart Expenses screen to verify the match.
Section 3: What the User Sees

When a user books travel expenses, they will be presented with an icon indicating which vendors provide e-receipts:
If the e-receipt data has been collected when the user creates an expense report based on their itinerary, Expense will attempt to match the transactions in the Available Expenses area. Matched transactions will show the e-receipt icon:

<table>
<thead>
<tr>
<th>Expense Detail</th>
<th>Transaction Category</th>
<th>Source</th>
<th>Date</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Warehouse</td>
<td>Undefined</td>
<td></td>
<td>12/18/2015</td>
<td>$69.23</td>
</tr>
<tr>
<td>Crowne Plaza</td>
<td>Room Rate</td>
<td></td>
<td>12/18/2015</td>
<td>$913.07</td>
</tr>
<tr>
<td>Cafe Monte</td>
<td>Dinner</td>
<td></td>
<td>12/18/2015</td>
<td>$45.76</td>
</tr>
</tbody>
</table>

When e-receipt data is imported to the expense list, the user will see the e-receipt icon in the expense list:
The user can mouse over the e-receipt icon to view the e-receipt details:
Or the user can click the **E-Receipt** tab when the expense is selected:
If you are using Imaging, the e-receipt will be added to any other images for the report when it is submitted:

Section 4: Configuration

Step 1: Complete E-Receipts Forms

Some vendors require additional paperwork before sending e-receipt data to Concur. Concur can provide some vendor forms, however some vendors require the client to contact them directly for the forms. Contact your Implementation Consultant or Concur Client Services for details.

Step 2: Enable E-Receipts Functionality

**NOTE:** This step requires the Travel Administrator role.

- **To enable E-Receipt functionality:**
  1. Click Administration > Company > Company Admin.
  2. Under Travel Administration, select E-Receipts Admin.
3. In the **Travel Configs** area, select the **Enable E-Receipts** check box for each desired travel configuration.

4. (Optional) In the **Your Corporate Ghost Cards** area, select the **Enable E-Receipts** check box for each desired ghost card.

5. Click **Save**.

**Step 3: The User Enables E-Receipts**

Each Travel and Expense user must enable e-receipts for their corporate or personal card before the e-receipt data can be collected. Once the e-receipt functionality is activated for the travel configuration, a message appears on the home page:
To enable e-receipts:

1. In the Alerts section of the home page, the user clicks Sign up here. The E-Receipt Activation page appears:

2. The user clicks E-Receipt Activation. The E-Receipt Activation and Use Agreement appears:
3. The user clicks **I Accept**. The E-Receipts confirmation appears:

![E-Receipt Activation](image)

Once a user accepts, all of their corporate cards are opted in. The user can choose to opt out a particular card in Profile.

**To opt-out a credit card:**

1. The user clicks **Profile > Profile Settings > Credit Cards**.

2. In the **Credit Cards** section, the user clicks the edit icon.

![Credit Cards](image)

3. The user clears the **Receive e-receipts for this card** check box.
4. The user clicks **Save**.