# Expense: Exceptions

## Setup Guide

**Last Revised: December 20, 2018**

Applies to these SAP Concur solutions:

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

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# Revision History

| Date | Notes / Comments / Changes |
|---|---|
| January 4, 2019 | Updated the copyright; no other changes; cover date not updated |
| December 20, 2018 | Added information about exception codes provided by SAP Concur |
| April 4, 2018 | Changed the check boxes on the front cover; no other changes; cover date not updated |
| January 5, 2018 | Updated the copyright; no other changes; cover date not updated |
| September 19, 2017 | Added a note about the Exception Message field text to clarify that this is a text field and does not support HTML formatting. |
| December 14, 2016 | Changed copyright and cover; no other content changes. |
| Demcember 9, 2016 | Updated the *Permissions* section and guide content to new corporate style; no content changes. |
| May 13, 2016 | Updated instances of he/she to they. |
| May 7, 2015 | Updated the screen shots to the enhanced UI, general cleanup; no other content changes |
| September 24, 2014 | Added information about two user interfaces; no other content changes. |
| April 14, 2014 | Added a note about variables in exceptions for amount-based audit rules |
| February 7, 2014 | Added information about variables in exceptions for amount-based audit rules |
| April 3, 3012 | Removed all references to the *legacy* Authorization Request feature in Concur Expense<br>Changed any references to Concur's Travel Request service to Request, Concur Request, or Authorization Request, depending on the situation<br>No other content changes |
| December 28, 2012 | Made rebranding and/or copyright changes; no content changes |
| February, 2012 | Changed copyright; no content change |
| December 31, 2010 | Updated the copyright and made rebranding changes; no content changes |
| June 18, 2010 | Exceptions moved to the current user interface |
| December, 2009 | Changed to stand-alone setup guide; no content change |
| June 19, 2009 | Added information about authorization requests, updated screen shots for the current user interface |
| June 20, 2008 | Initial publication |

# Exceptions

## 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

Exceptions are messages that appear at the report level, entry level, or itemization level to indicate to the employee, approver, and/or back-office personnel that a rule has been violated.

Exceptions are used in the:

- Audit Rules tool
- Workflows tool
- Receipt Handling tool, Scan Configurations

From within these tools (listed above), the administrator can create new exceptions or choose from a list of existing exceptions. However, if an administrator needs to modify or delete an exception, they must do so using the Exceptions tool.

### Global and Group Administrators

The Expense Configuration administrator for the ***global*** group can view, add, edit, and delete all global ***and*** group exceptions.

An Expense Configuration administrator with permissions for one or more groups:

- Can view, add, modify, and delete exceptions for the group(s) they administer
- Can view global exceptions but ***never*** add, modify, or delete global exceptions
- Can view but ***never*** add, modify, or delete the exceptions created for/by any other group

## Terminology

| Term | Definition |
|---|---|
| Exception Code | A unique one to eight alphanumeric character code that is assigned to every exception. This code is determined by the client's internal coding system. The exception code can be queried for an expense report in Expense Processor. |
| Exception Level | A number assigned to each exception that determines the severity of a rule. It is the responsibility of a company to determine the level system. Note the following:<br>• The exception level can be queried for an expense report in Expense Processor.<br>• A workflow setting can be set to prevent an expense report from being submitted if it has an exception of a certain level.<br>• Authorized approvers can also be set up to approve reports based on an exception level. |

# Section 3: What the User Sees

## Exception Flags

Exceptions are displayed with a red, yellow, or blue icon.

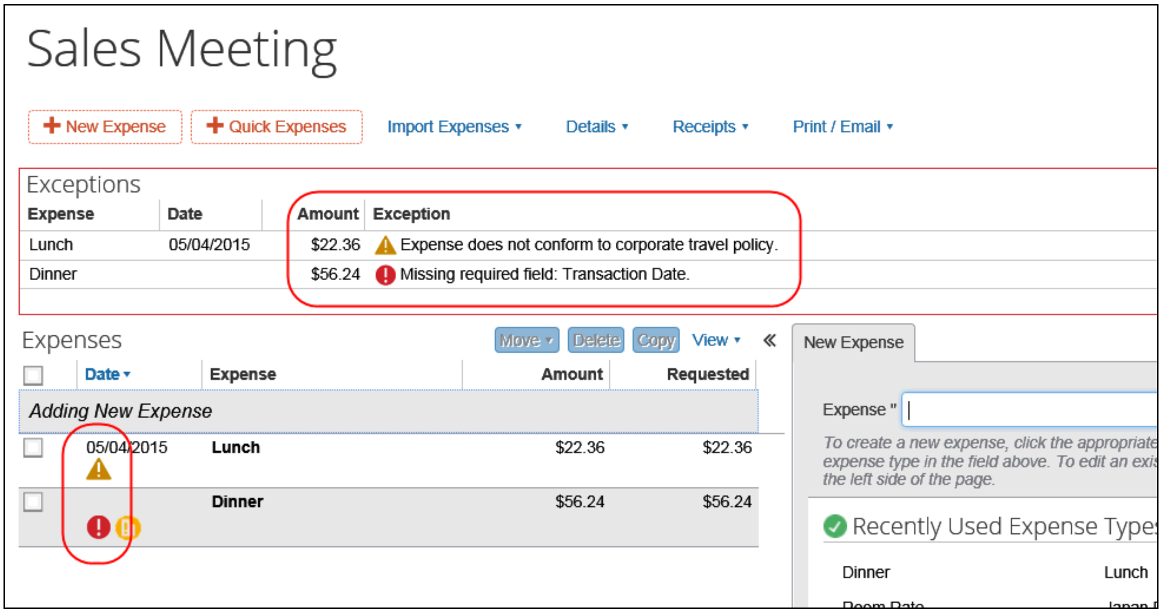
- **Red :** Indicates an error that must be resolved before the employee can submit the expense report
- **Yellow :** Indicates a warning or an informational message; the employee can submit the expense report
- **Blue :** Indicates that the exception (either red or yellow) has been cleared by the processor

## What the Employee and Approver See

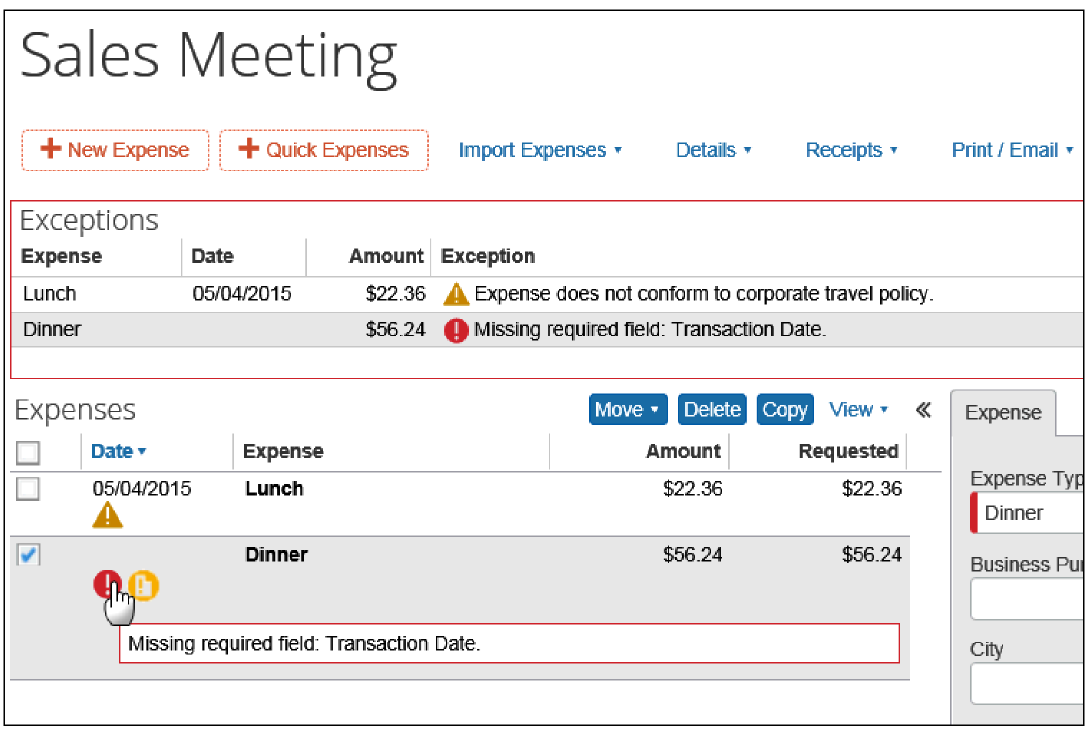
When creating an audit rule or workflow rule, the administrator has the option of allowing the employee, approver, and/or processor to see the exception. If an exception is configured to appear to the employee, it appears on the expense report.

### *Entry-Level Exceptions*

The sample below shows *entry-level* exceptions.

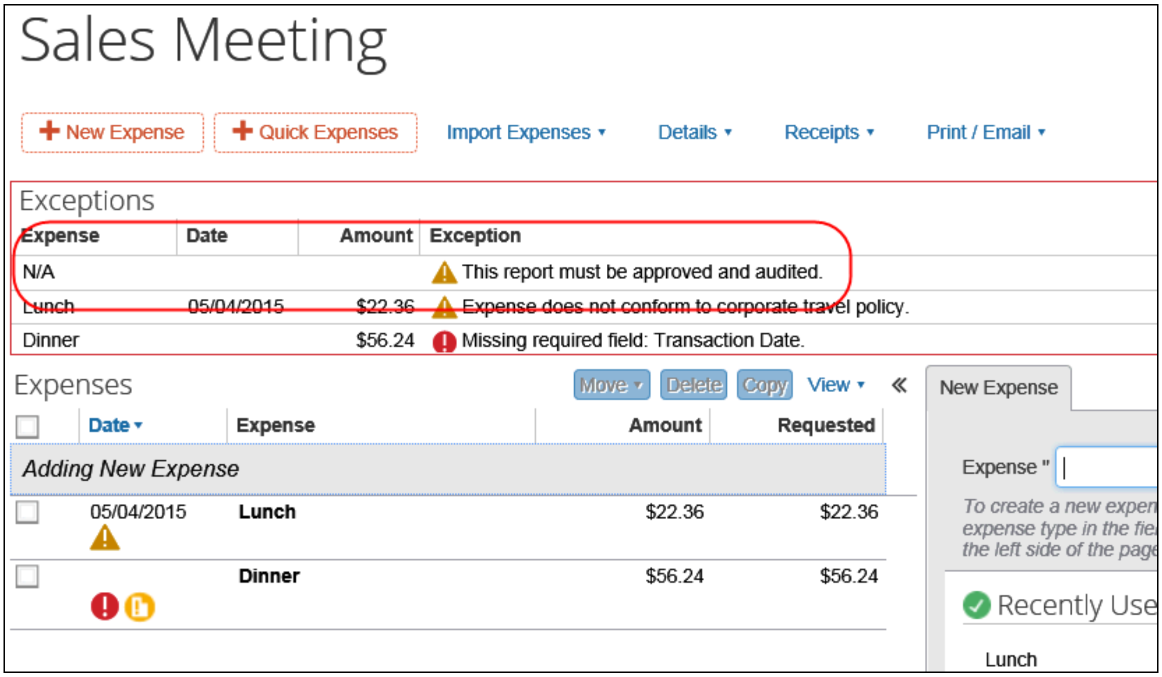



The *entry-level* exception text appears at the top of the report, showing the expense type, date, and amount. The user can also click the icon in the expense and see the exception text.



### *Report-Level Exceptions*

The sample below shows a *report-level* exception.

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**NOTE:** Notice that where the *entry-level* exception shows the expense type, date, and amount, the report-level exception does not.

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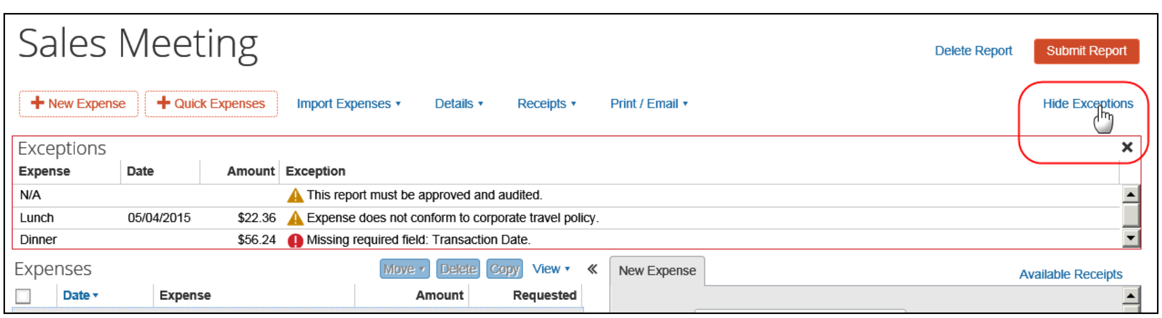
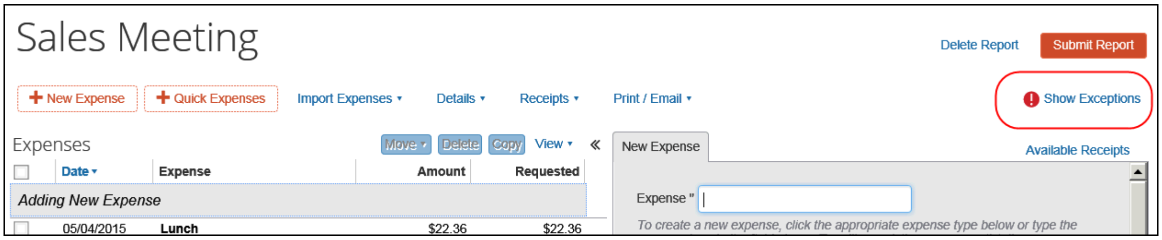
When the user or approver clicks a *report-level* exception in the **Exceptions** section, the **Report header** window opens.

### *Show/Hide*

The user or approver can hide the **Exceptions** section by clicking **Hide Exceptions** or the **X** in the upper-right corner of the **Exceptions** section.



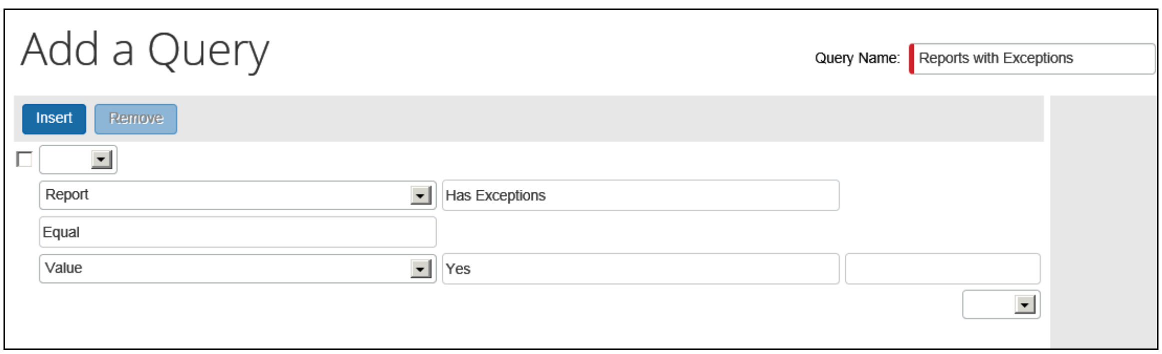

The **Hide Exceptions** link then becomes **Show Exceptions**.



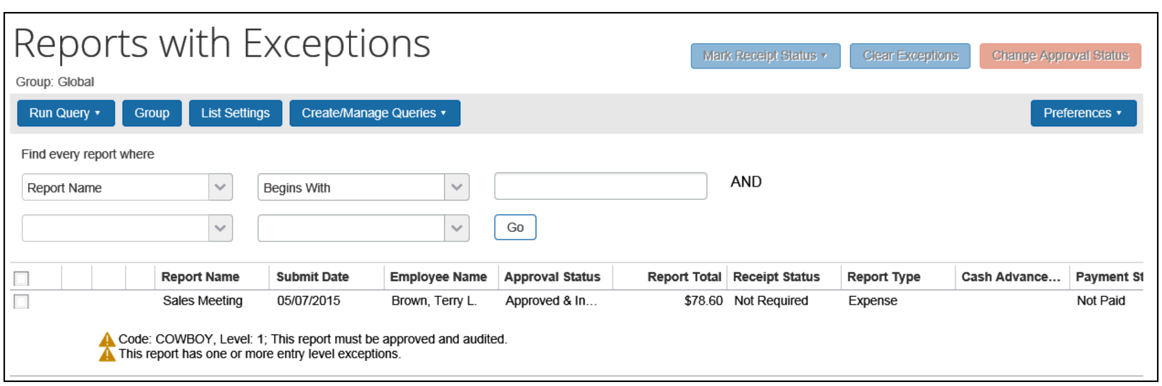

## What the Expense Processor Sees

The processor can view all exceptions. Expense reports have the following exception characteristics, which can be queried within Expense Processor:

- **Has Exceptions – yes/no:** Flag that indicates that a report has red (cannot submit) or yellow (warning but can submit) exceptions at the report, entry, or itemization level
- **Has Cleared Exceptions - yes/no:** Flag that indicates that a report has blue (cleared) exceptions at the report, entry, or itemization level
- **Exception Level Total:** The total of all report, entry, and itemization exception levels
- **Max Exception Level:** The maximum level or severity of any of the exceptions on the report

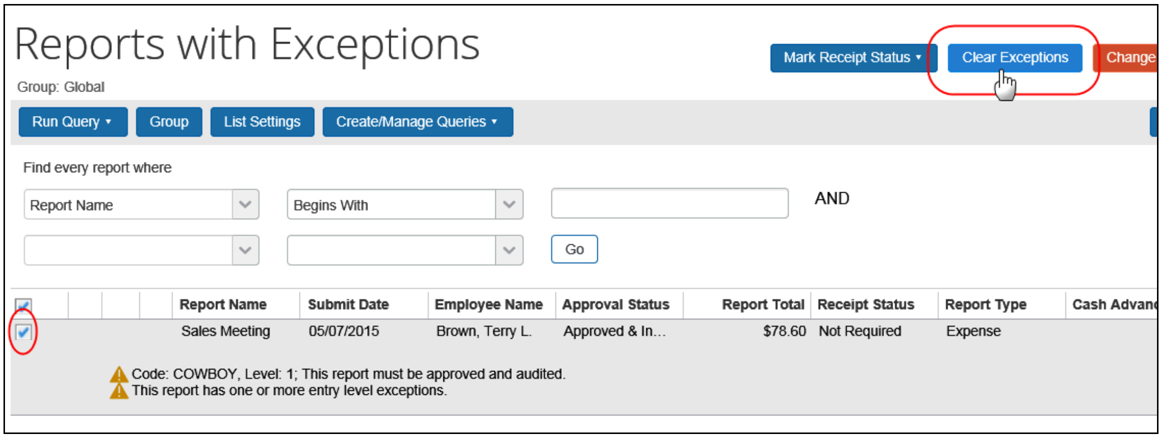



With this simple query, the processor can quickly see all reports with exceptions.



## Audit Trail and Exceptions

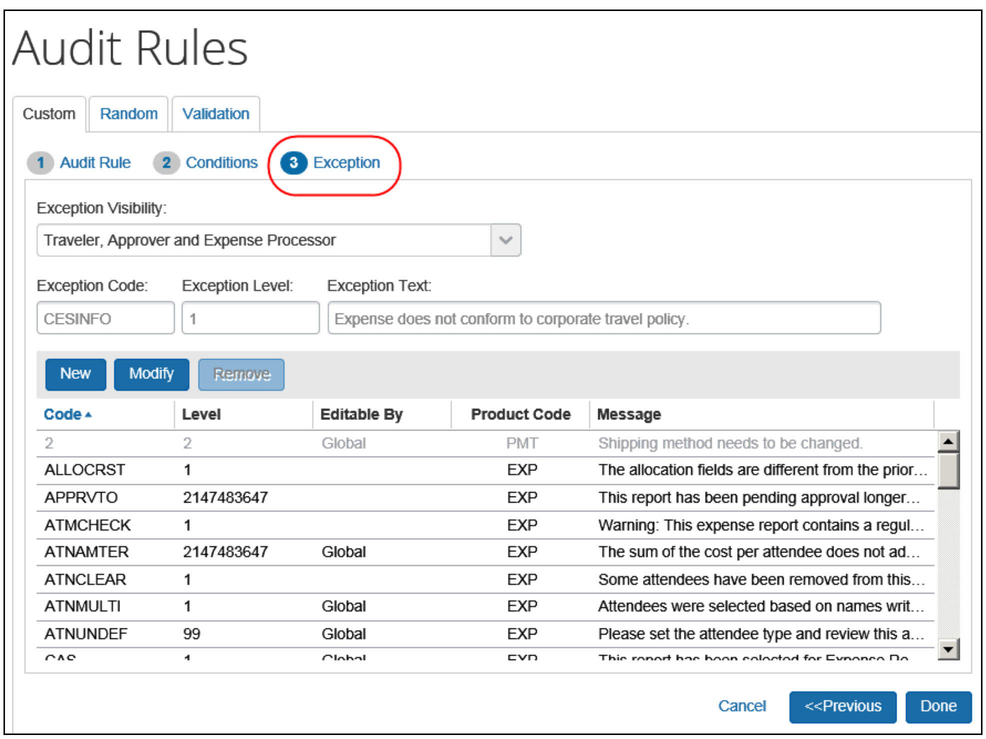
The processor can clear exceptions. Clearing exceptions makes them inactive and generates a message in the audit trail at the report level that states, "*All exceptions were cleared.*"




Exceptions are written to the audit trail after a workflow step has been completed. Each exception is written only once.

# Section 4: Exception Helper – Audit Rules and Workflow

When an administrator creates a rule for workflow or audits, the administrator uses the **Exception** step to select an existing exception or to create a new one.



## Default Exceptions

A set of default exceptions is provided with the system. The administrator can elect to use any or all of them.

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**NOTE:** The exception codes that are provided by Concur Expense ***do not*** increase a user's exception level totals. That is, any audit rules – custom or random – are ignored in the exception level count if they use the following exception codes:

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| | | | |
|---|---|---|---|
| ALCCPYDN | CAS | NODATE | REDRFUND |
| ALLOCRST | CASAAF | NOEXRATE | RULEFAIL |
| APPRVTO | CASAFB | NOITIN | SELFAPPR |
| ATMCHECK | CONOAPPR | NORLEXRT | SYSCRTOF |
| ATNAMTER | COW | NOTBACRN | TADATE |
| ATNCLEAR | DUPCHECK | NOTRAPPR | TADBLDIP |
| ATNMDUP | EXPTYER1 | NOTREXRT | TICKDUPL |
| ATNMULTI | EXPTYER2 | PENDCARD | UNDEFEXP |
| ATNUNDEF | EXPWE | POSTFAIL | UNMCCACT |
| AUDTFAIL | EXRATEOV | PREPAY01 | UNMEXPER |
| AUDTPWX | INVEXPTY | PREPAY02 | UNMEXPES |
| AUDTPXR | INVXMLST | PREPAY03 | UNMSTMTP |
| BADARHDR | NOACCODE | PREPAY04 | UNMSTMTR |
| BADHEADR | NOACODNB | PREPOP | |
| BOW | NOAPPR | PYRLFAIL | |

# Section 5: Configuration

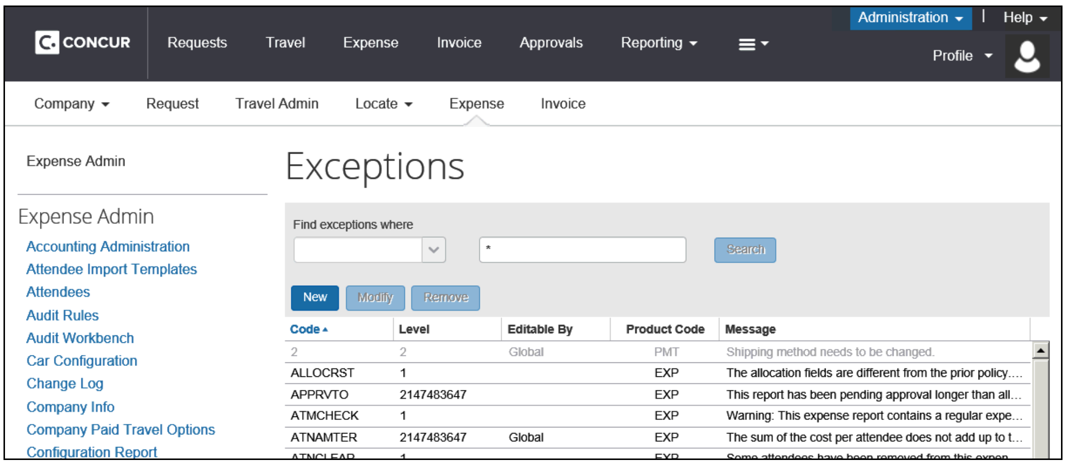
## Access Exceptions

***To access exceptions:***

1. Click **Administration** > **Expense** (on the sub-menu).

**NOTE:** Depending on your permissions, the page may appear immediately after you click **Administration**.

2. Click **Exceptions** (left menu). The **Exceptions** page appears.




The **Exceptions** page displays all exceptions created on a Global and Group level as well as any default system exceptions.

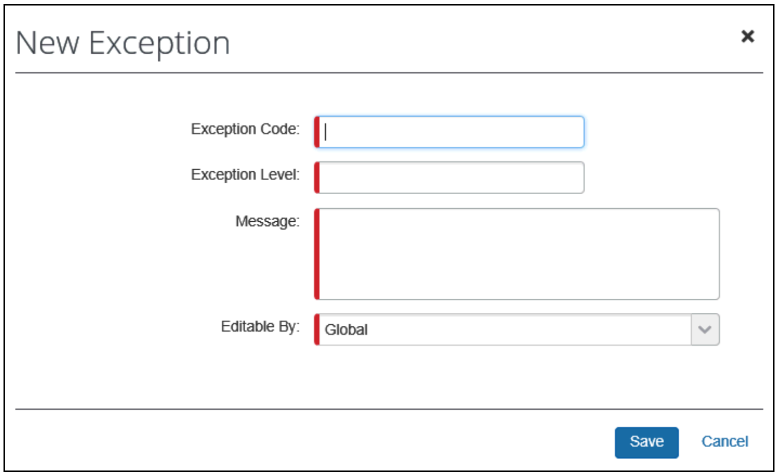
## Add Exceptions

You can add exceptions:

- In the Exceptions step within the Audit Rules tool, Scan Configuration, and the Workflows tool
  – and –
- Using the Exceptions tool

### *To add an exception:*

1. On the **Exceptions** page, click **New**. The **New Exception** page appears.




2. Complete the fields as appropriate.

| Field | Description |
|---|---|
| Exception Code | Type a unique one to eight alphanumeric character code in all uppercase letters, without any spaces.<br>**NOTE:** This code is determined by the client's internal coding system and is not localized. |
| Exception Level | Type any number between 0 and 99. Typically, the number goes in ascending order for severity, such as 0 is non-urgent and 10 is extremely urgent.<br>Regardless, each company decides how to define the level system.<br>Note the following:<br>• Using the **Exception Level**, an expense report can be queried in Expense Processor.<br>• A workflow setting exists that prevents an expense report from being submitted if it has an exception of a certain level.<br>Refer to the *Expense: Workflow - General Information Setup Guide* for more information. |
| Message | This text appears wherever the exception is visible and is localizable.<br>**NOTE:** This is a text field and does not support HTML formatting.<br>For information about adding variables for exception messages for amount-based audit rules, refer to *Appendix – Notes About Specific Options* in this guide. |

| Field | Description |
| --- | --- |
| Editable By Group(s) | The Expense Configuration administrator for the ***global*** group can view, add, edit, and delete all global ***and*** group exceptions.<br>An Expense Configuration administrator with permissions for one or more groups:<br>• Can view, add, modify, and delete exceptions for the group(s) they administer<br>• Can view global exceptions but ***never*** add, modify, or delete global exceptions<br>• Can view but ***never*** add, modify, or delete the exceptions created for/by any other group |

3. Click **Save**.

## Modify Exceptions

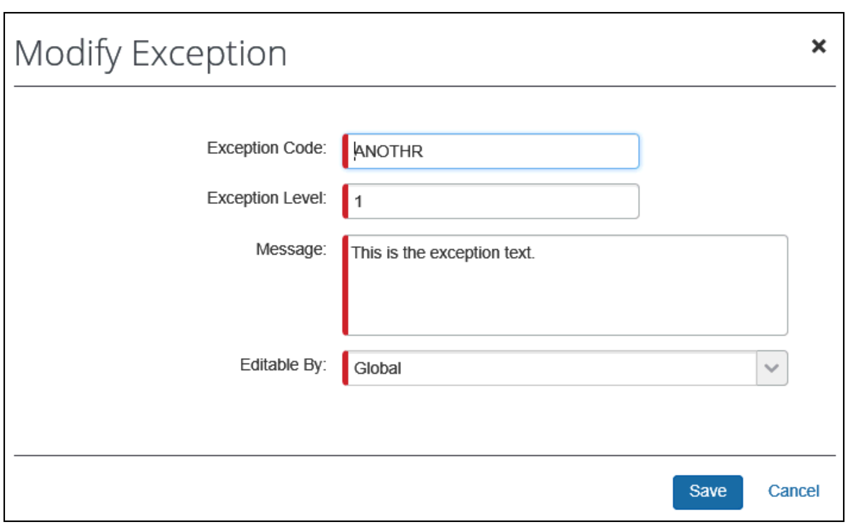
Changes to any exception occur immediately to all *unsubmitted* expense reports.

If there is a *submitted* report that has an exception attached to it and the exception is edited, then the exception for level, code, and/or message is only updated if the criteria are reevaluated. If the exception level changes and there is a setting to restrict submission at that exception level and the report has already been submitted, then the restriction is not applied.

***To edit an exception:***

1. On the **Exceptions** page, either:
   - Select an exception, and then click **Modify**
     – or –
   - Double-click an exception

   The **Modify Exception** window appears.



**NOTE:** For the exceptions that are provided by Concur, modifications are restricted. You can change the text but likely nothing else.

2. Make any necessary changes.

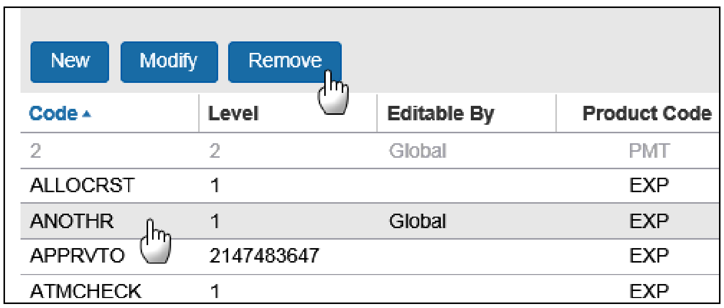
3. Click **Save**.

## Remove Exceptions

Deleted exceptions remain attached to a submitted expense report; however, they do not appear for any unsubmitted reports.

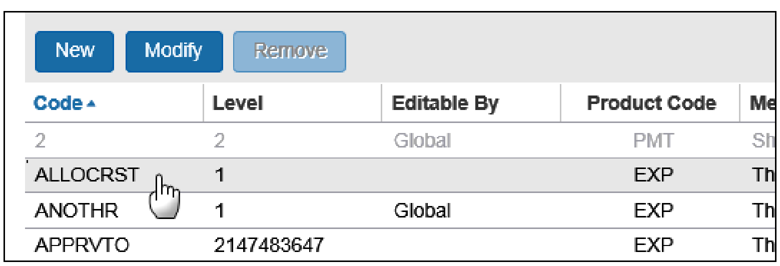
***To remove an exception:***

1. On the **Exceptions** page, click the desired exception.




2. Click **Remove**.

**NOTE:** You cannot remove the default exceptions. The **Remove** button is not available.



# Section 6: Appendix – Notes About Specific Options

## Audit Rules and Exceptions: Variables Available for Amount-Based Rules

If the client uses amount-based audit rules (such as those that track daily, weekly, or monthly totals), the client can include variables in the exception message that appears to the user, approver, and/or processor.

Example: "The monthly limit for this type of expense is $50. Your expense exceeds the limit by $10, bringing the monthly total to $60. Be sure to include a comment for your approver."

For a full explanation of how the feature works, refer to the *Expense: Audit Rules Setup Guide*, in the *Additional Samples of Custom Audit Rules* section.