Concur Expense: Expense Payment Manager

Setup Guide

for Concur Professional/Premium

Last Revised: December 8, 2023

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
December 8, 2023	Updated procedure in topic *Resending Card Batch Remittance File* under *Section 3: Reimbursement Manager Role Procedures*. **Global Accounts** updated to **Provider Accounts** and **Classic Account**s updated to **Pay File Accounts** throughout the guide. Screenshots updated accordingly to reflect new names.
October 13, 2023	Minor updates throughout the guide
September 16, 2023	Initial Publication for Concur Expense Payment Manager

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Expense Payment Manager

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.

This document describes the processes around Expense Payment Manager for payment processing transactions.

Typically, clients will only use this guide when they have Expense Payment Manager enabled. Clients who upgraded from Standard edition and who did not purchase Expense Payment Manager may have limited access to a subset of the features listed in this guide. This guide clearly indicates when information is specific to Expense Payment Manager.

COMPANION GUIDE: Both the *Concur Expense: Expense Payment Manager User Guide* and the *Concur Expense: Expense Payment Manager Setup Guide* are necessary to manage the Expense Payment Manager service.

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 Expense administrator.

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

Section 2: Overview

Payment Manager

The **Payment Manager** page allows you to view and manage batches of expense reports that are ready for reimbursement. Each batch stays open until the closing date configured in the batch definition. Any expenses that are approved for payment will be listed in the currently open batch. You can view the list of all the expenses in the batch from the **Payment Manager** page.

Upgraded clients not using Expense Payment Manager can download a transaction file listing after the batch is closed. The downloaded file facilitates a manual method to handle payments.

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Expense Payment Manager clients will have the system automatically execute the process once the batch is sent for payment.

Definitions

Batch: A collection of payment demands scheduled for payment. One payment demand is created per report. Each payment demand generates a transaction when the batch is processed.

Batch Close: The date the batch no longer accepts new payment demands.

Batch Open: The date the batch is created and begins accepting payment demands.

Batch Schedule: The defined close and send dates for the batch.

Batch Send: The date the system sends the payment demands for processing.

Funding System: Expense Payment Manager uses two different payment providers who will withdraw or request funds from your corporate account and reimburse your employee or card vendor account:

- Pay file accounts are utilized to generate a payment file and deliver it to a client's Secure File Transfer Protocol (SFTP) site so they can use their own bank partner to facilitate payment executions. This type of account is only available for employee reimbursements for JPY and EUR currency.
    - For JPY (Japanese Yen), this will generate a Zengin file formatted for the banking system in Japan.
    - For EUR (Euro), this will generate a Sepa file formatted for the banking system in Europe. Euro payments can be paid with the more automated provider account option listed above.

    For more information, refer to the *Zengin Pay File Extract Fact Sheet* and *Expense Pay SEPA Extract Specification*.
- Provideraccounts are the Concur Expense Payment Manager type of funding account that utilizes a relationship with a payment provider to execute moving funds.
    - For provider Worldline: The onboarding application is right within the funding account user interface in SAP Concur and you will agree to standard set of terms and conditions and a direct debit funding model. This provider only supports USD, CAD, EUR, and GBP currency payments.
    - For provider Convera: You will onboard and contract directly with them by reaching out via the Concur App Center app. You will establish the funding method you will use as a part of your onboarding process based on the options available for the currencies you need.

Payment Demand: A payment for a report payee. The payment demand will include all expense entries in the report for the payee. One payment demand is generated for each report in the batch.

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Returned Payments: Payment demands returned by the banking system. Funds from returned payments are deposited directly back to the client's funding account for direct debit funding accounts.

Report Payee: A payee on an expense report. A report payee can be either an employee or a card issuer.

The Payment Manager Pages

The **Payment Manager** page contains the Expense Payment Manager functionality available in the current Administration interface.

- **Monitor Batches** page:
    - **View Batches** tab: Displays the list of open batches, by batch configuration. The Reimbursement Manager can search for historical batches, reschedule open batches, view payment demand details including audit trail, or view report summary information. This tab allows users to search for status and details on batches. This includes views by funding account, batch status or dates, allowing flexibility of monitoring tasks.
    - **View Funding** tab: Displays the details related to each funding account for the transactions processed by Expense Payment Manager for that batch. Only Expense Payment Manager clients use this tab.
    - **Extract Reconciliation** tab: For Expense Payment Manager (only), allows the Reimbursement Manager to view the extract entries associated with Expense Payment Manager payments. The page lists one row for each Standard Accounting Extract job and reimbursement currency combination.
- **Monitor Payees** page:
    - **Report Payees** tab: Provides an expense report-centered view into expense report reimbursement. The Reimbursement Manager uses this page to see the status of expense reports processed by the system.
    - **Cash Advance Payees** tab: Provides the cash advance-centered view into Cash advance reimbursement. For Expense Payment Manager (only), the Reimbursement Manager uses this page to see the status of cash advances processed by the system.
    - **Employee Banking** tab: For Expense Payment Manager (only), displays a list of employee bank accounts with status, and allows the administrator to view account history and failed accounts.
- **Configure Batches** Page:
    - **Funding Accounts** tab: Displays the list of bank accounts that Expense Payment Manager will draw funds from to pay employees or card issuers. The Reimbursement Manager uses this page to create funding accounts for payments. For Expense Payment Manager (only), these accounts are associated with payees on the **Batch Definitions** page.
    - **Card Programs** tab: Displays the (list of cards) programs that are currently configured as payees for Expense Payment Manager. The

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Reimbursement Manager uses this page to create and manage card programs for payments. For Expense Payment Manager (only), these programs are associated with funding accounts on the **Batch Definitions** page.

- **Batch Definitions** tab: Displays the full details for each type of batch. The Reimbursement Manager uses this page to create and maintain the batch definitions that control the organization and timing of payment batches.

For Expense Payment Manager pages and procedures, refer to the *Expense Payment Manager User Guide*.

Section 3: Reimbursement Manager Role Procedures

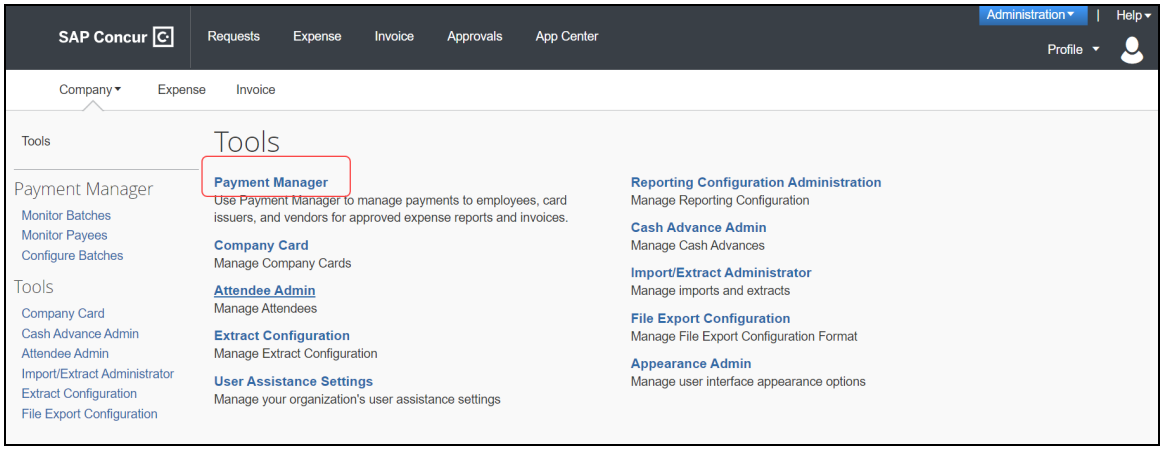
A person with the Reimbursement Manager role uses the **Payment Manager** page to process the expense reports ready for payment. The Reimbursement Manager performs the following tasks:

- Creates and maintains employee and card batch definitions, which tie together employee and card payment methods and batch schedules
- Creates and maintains card program definitions
- Confirms the status of payment batches as they are prepared for processing
- Closes payment batches for processing, if necessary
- Views the status of payment batches once they have been processed

Accessing Payment Manager

A link to the **Payment Manager** page appears on the **Tools** page to employees that have the Reimbursement Manager or Reimbursement Auditor role.

NOTE: The Reimbursement Auditor role has a limited subset of the available functionality.



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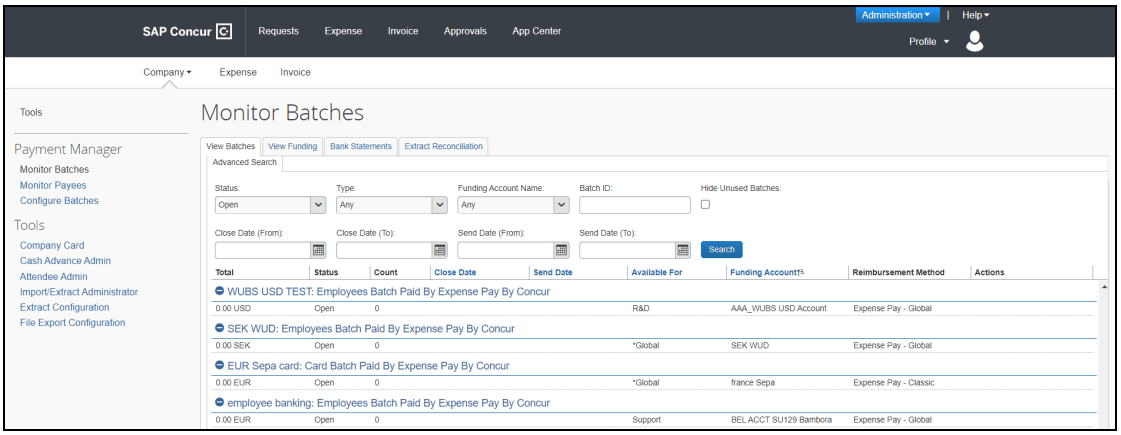
To access Payment Manager:

1. Click **Administration** > **Company** > **Tools**. The **Tools** page appears.
2. Click **Payment Manager**. The **Payment Manager** page appears, with the **Monitor Batches** page displayed.



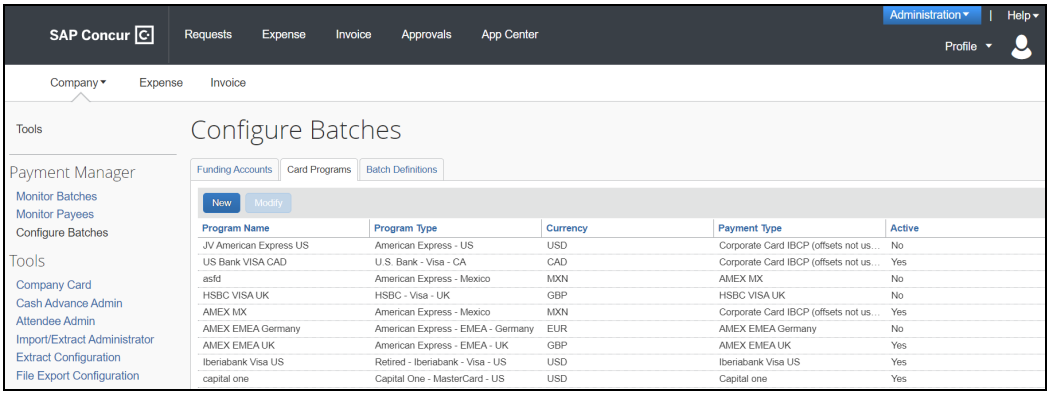
Managing Card Programs

SAP Concur can generate remittance files for company card issuers, based on the payment batches in Payment Manager. The Reimbursement Manager uses the **Card Programs** page to enter the data required to correctly remit payment to the card issuer. Once the card programs have been entered, the Reimbursement Manager uses the batch definitions to link the card programs with their payment method and batch schedule.

Creating and Editing Card Programs

To add a new card program:

1. Click **Configure Batches** (left menu) > **Card Programs**.



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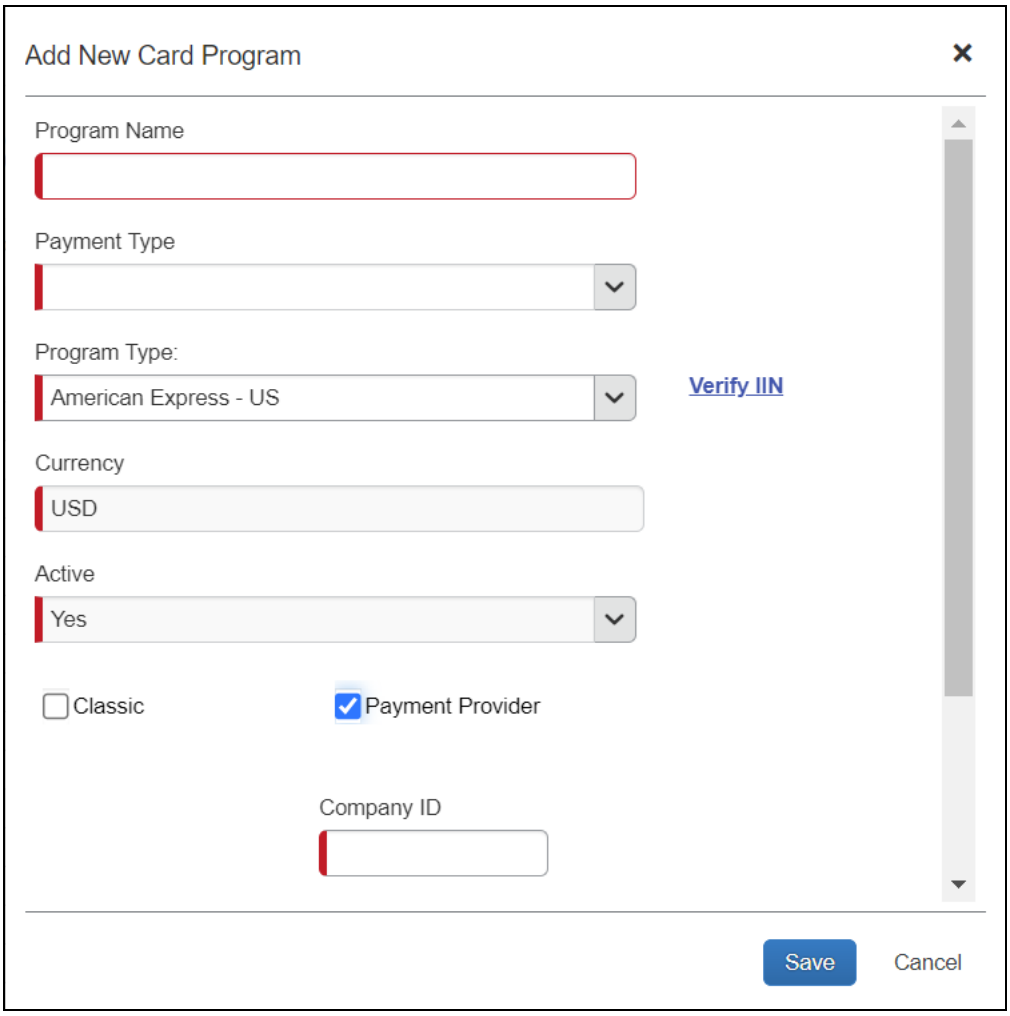
2. Click **New**. The **Add New Card Program** page appears.



3. Enter the necessary information. Since you are using a payment provider with Expense Payment Manager, you would check payment provider on any cards you are setting up. Fields may appear when checking payment provider and may vary depending on the Program Type selected. Common fields include:

Field	Definition
Program Name	The name for the card program. Appears in Payment Manager as part of the batch name.

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Field	Definition
Payment Type	The method that the card is billed and paid. Possible options vary based on configuration and may include: **IBIP**: Individual Bill/Individual Paid. The employee receives the bill for the card and must pay the card vendor directly. Expense Payment Manager will reimburse the employee for expense associated with this card program. **IBCP**: Individual Bill/Company Paid. The employee receives the bill for the card, and the company pays the card vendor directly. The employee must enter their card transactions into an expense report, then Expense Payment Manager will reimburse the card vendor for the submitted expenses. 📖 For more information, refer to the *Concur Expense: Payment Types Setup Guide*.
Program Type	The card issuer and card program information.
Currency	The currency of the card program.
Active?	Whether the card program is active.
Classic	Whether the card program uses the Classic funding system described in the *Definitions* section of this guide.
Payment Provider	Whether the card program uses the Provider funding system described in the *Definitions* section of this guide.
File ID, Corporation Number, Header ID, Agent #, Company ID, Arm ID, Book	This is a required field if you see it on the Concur Expense user interface (UI) for card programs. You will receive the value for your company from your card vendor. For some card programs like Citibank, you will define your own unique File ID. **IMPORTANT**: Entering incorrect data into the field can cause processing failures for batches.

NOTE: Custom fields exist for cards that require additional data. For Euro and GBP card programs, these fields may be optional in the UI, but it is cost effective for you to setup your card programs with a value from your card vendor which will keep your payment processing fees per batch instead of per payment.

NOTE: For Citi Cards you will define your own unique File ID value here that Citibank will use to match your remittance file to the payments for card batches. You may need to provide this ID you created to your Citibank representative.

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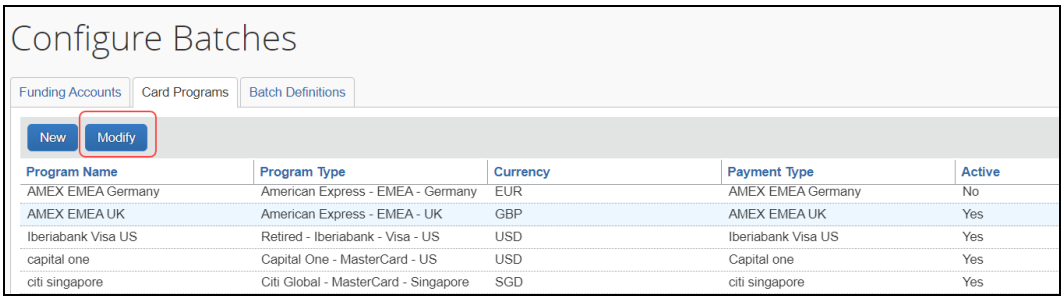
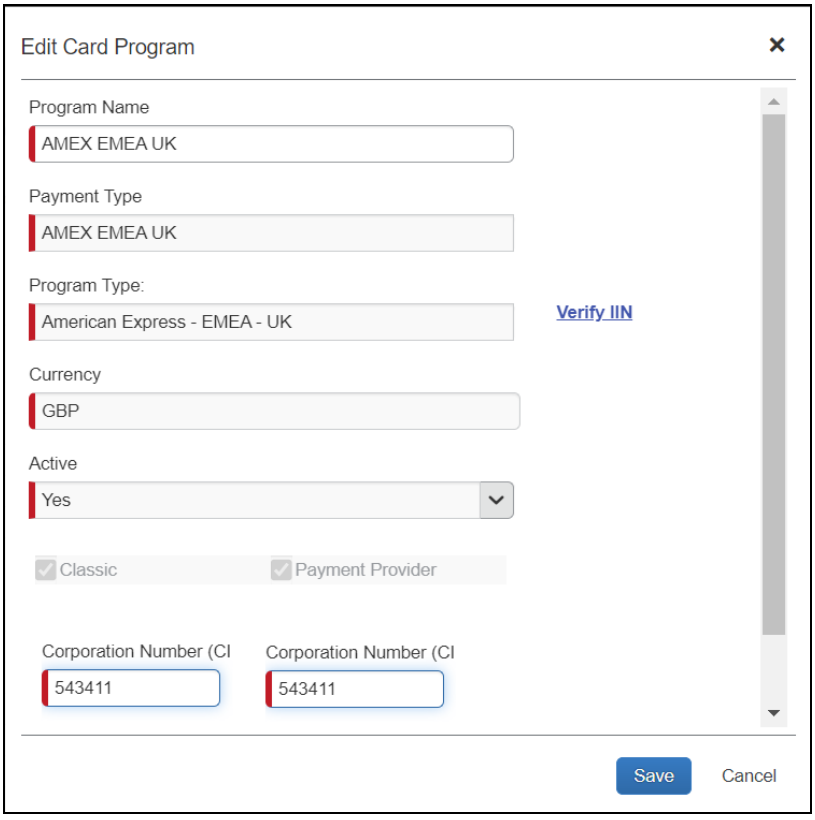
4. Click **Save**.

To review or edit an existing card program:

1. In **Payment Manager**, click **Configure Batches** > **Card Programs**.
2. Select the name of the desired card program.



3. Click **Modify**. The **Edit Card Program** window appears.



4. Make changes to the fields as necessary.
5. Click **Save**.

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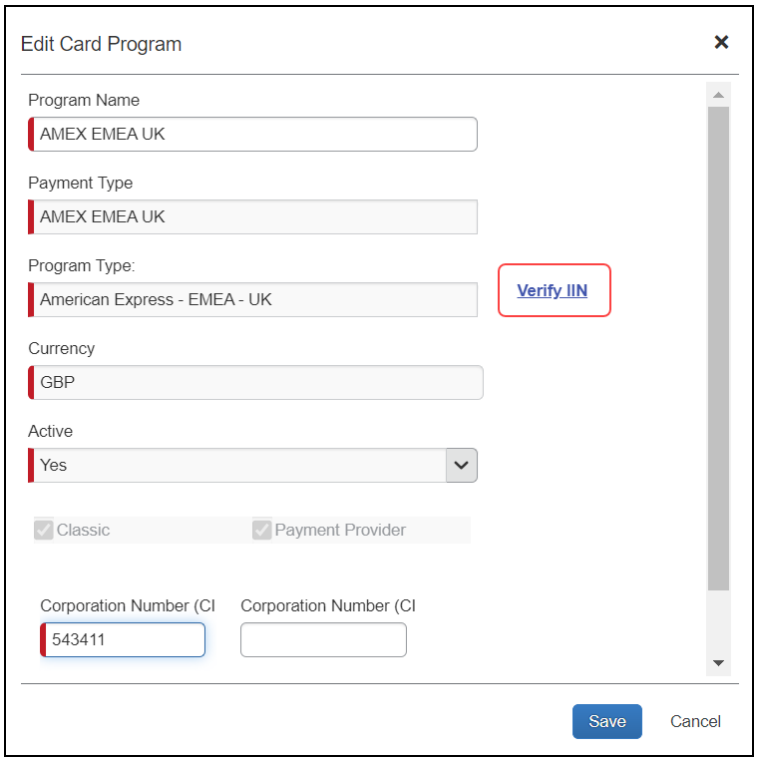
NOTE: An active card program can use only one payment type at a time. If you need to reuse a payment type on a new card program or reset your card program, you must first inactivate the card program that has the payment type on it, then you can select that payment type when creating a new card program.

Validating Credit Card Account Numbers

Administrators can validate their card account number against the card issuer's identification number.

To validate credit card account numbers:

1. Create a new card program or click **Modify** for an existing card program.
2. Click the **Verify IIN** link.



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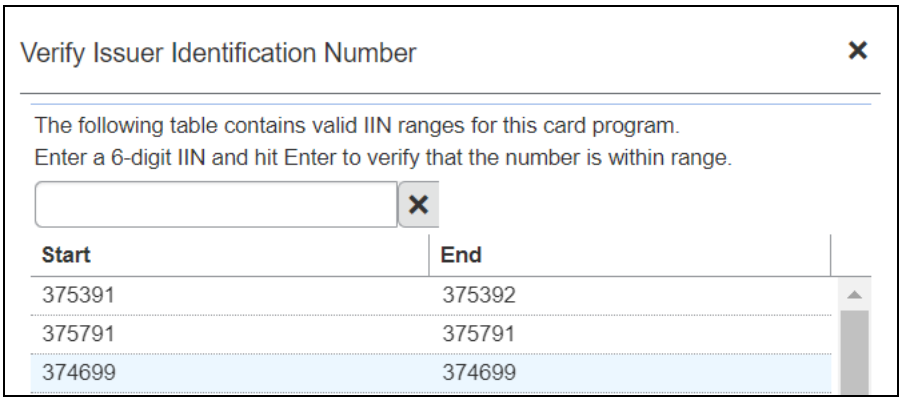
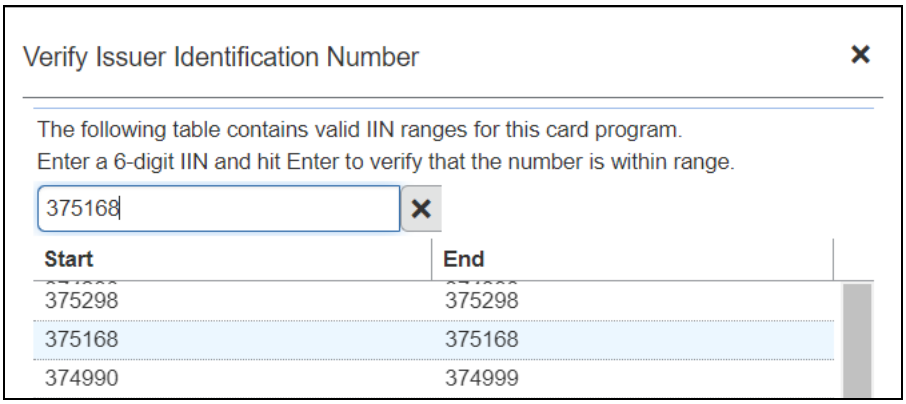
The **Verify Issuer Identification Number** screen displays. This screen contains the valid ranges for the card program.



3. To verify that the card's number is within the valid range of the card program, enter the 6-digit BIN number (the first six digits of the card number) into the field and press **Enter**.



4. You will receive a success or failure message. Click **OK** to dismiss the message.

   NOTE: If you confirm with your corporate card provider that your IIN range is correct, but the page does not accept it, please open a case with Client Support to request an update to the IIN, including the IIN range to add.

5. Click **X** to return to the **Card Program** page.

6. If you are satisfied with your card program, click **Save**.

Managing Batch Definitions

The Reimbursement Manager creates and updates batch definitions for the various employee and card payment methods. A batch definition consists of the country and currency combination, the groups that the batch definition will pay, the accounting information, the payment method, and the batch schedule. The Reimbursement

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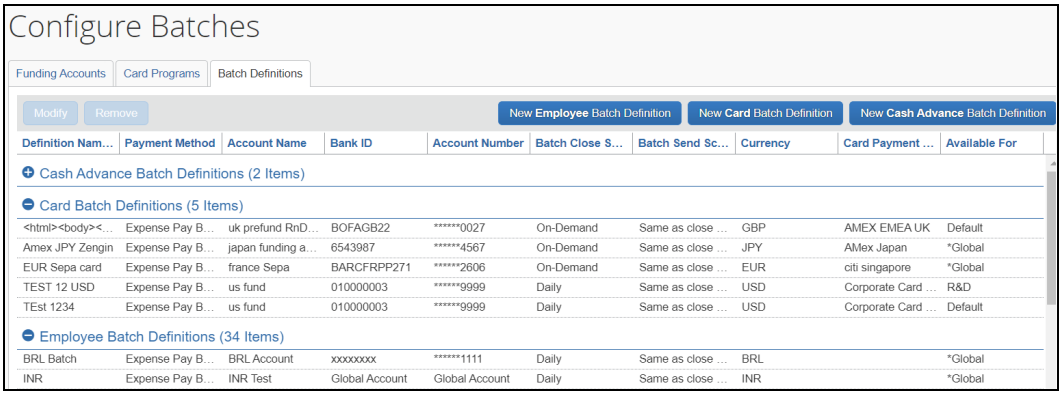
Manager uses the **Batch Definitions** page of Payment Manager to view and edit existing batch definitions, and to create new definitions.

NOTE: The funding accounts portion of the **Batch Definitions** tab is explained further in the *Manage Funding Accounts*.

To review batch definitions:

1. Click **Configure Batches**. The **Funding Accounts** tab appears.
2. Click the **Batch Definitions** tab. The list of batch definitions appears.



3. On the **Batch Definitions** tab, you can create a new batch definition, edit an existing one, or delete a batch definition.

Creating and Editing Batch Definitions

The Reimbursement Manager can create Card or Employee batch definitions. The **Card** batch definition is used to pay company card issuers. The **Employee** batch definition is used to reimburse employees directly. The Reimbursement Manager defines a batch by providing the payment method or funding bank account (for Expense Payment Manager), the Expense Groups that the batch pays, the batch schedule, and the card program to be paid (for Card batch definitions).

Expense Payment Manager also supports the Cash Advance batch definition, which is used to send requested funds directly to the employee's bank accounts.

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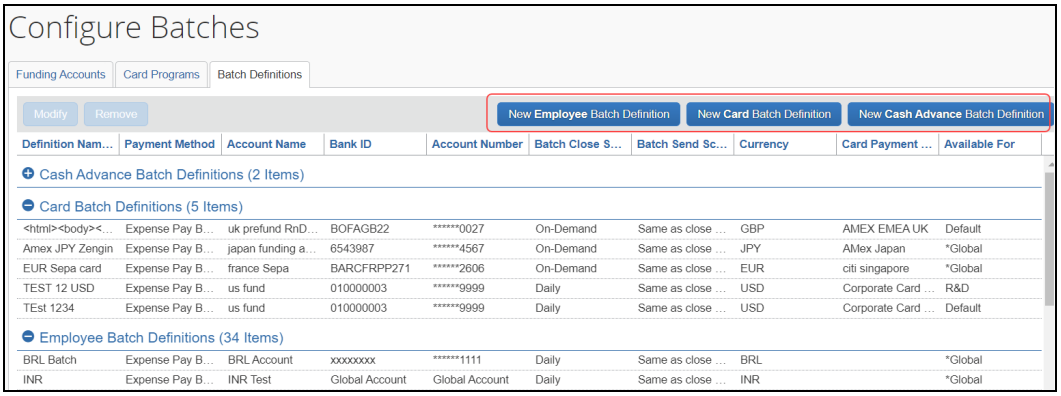
PROCESSES

To create a new batch definition:

1. On the **Batch Definitions** tab, click **New Employee Batch Definition, New Card Batch Definition**, or **New Cash Advance Batch Definition**.



2. Fill in the fields.

Field	Description
Batch Name	Type the display name for this batch definition. The display name appears on the **View Batches** page.
Payment/Reimbursement Method	Select the method you will use to reimburse expenses that are categorized in this batch.
Currency (non-Expense Payment Manager)	Select the currency of the batch definition.
Payment Type (Card Only)	Select the payment type for the card program. This determines whether the payment goes to the user or directly to the card company. **NOTE:** This field only appears if you choose to add a Card Program batch definition. 📖 Refer to *Managing Card Programs* for details.
Available For	Select the Expense Groups to which this batch definition applies.
Schedule	Select the desired schedule for the batch definition. 📖 Refer to *Batch Definition Scheduling* for details.
Card Program (Card Only)	Select the card program that this batch represents. All transactions using this payment type will be contained in this batch. **NOTE:** This field only appears if you choose to add a Card Program batch definition. This field may not appear for some card programs. 📖 Refer to *Managing Card Programs* for details.

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Field	Description
Liability Account Code	This is the accounting code that will appear in the Expense Payment Manager Accounting Extract or Standard Accounting Extract **Liability Account Code** field for payment made with this batch definition.
Cash Account Code	This is the accounting code that will appear in the Expense Payment Manager Accounting Extract or Standard Accounting Extract **Cash Account Code** field for payments made with this batch definition.
Expense Pay Fields	
Funding Account (Expense Payment Manager only)	This section provides the ability to select the live funding account for this batch. Funding accounts can be created, modified, and assigned as the live account for the batch.
Allow Employee to Modify their Bank Information (Employee or Cash Advance only)	Select (enable) this check box to allow employees in the selected group to modify their bank account information. The **Bank Information** page will appear in **Profile**, allowing the user to enter and update their bank information. **Best Practice for Employee Bank Information**: It is recommended that you let your employees maintain their own banking information and select **Allow Employee** to allow them to modify their information.
Allow Employee Import to Modify Bank Information (Employee or Cash Advance only)	Select (enable) this check box to allow the employee import process to update the bank account information for the selected group. **NOTES:** • You can enable this check box and the **Allow Employee to Modify their Bank Information** check box together. The employee will still be able to update their bank information. • If you have not previously set up the employee bank account import, contact SAP Concur Support to begin the setup process. 📖 Refer to the *Shared: Employee Import Specification* guide.
Send Date (Expense Payment Manager only)	This is the number of calendar days after the batch closes before it is processed.

3. Click **Save**.

To modify a batch definition:

1. In **Payment Manager**, click **Configure Batches**. The **Funding Accounts** tab appears.

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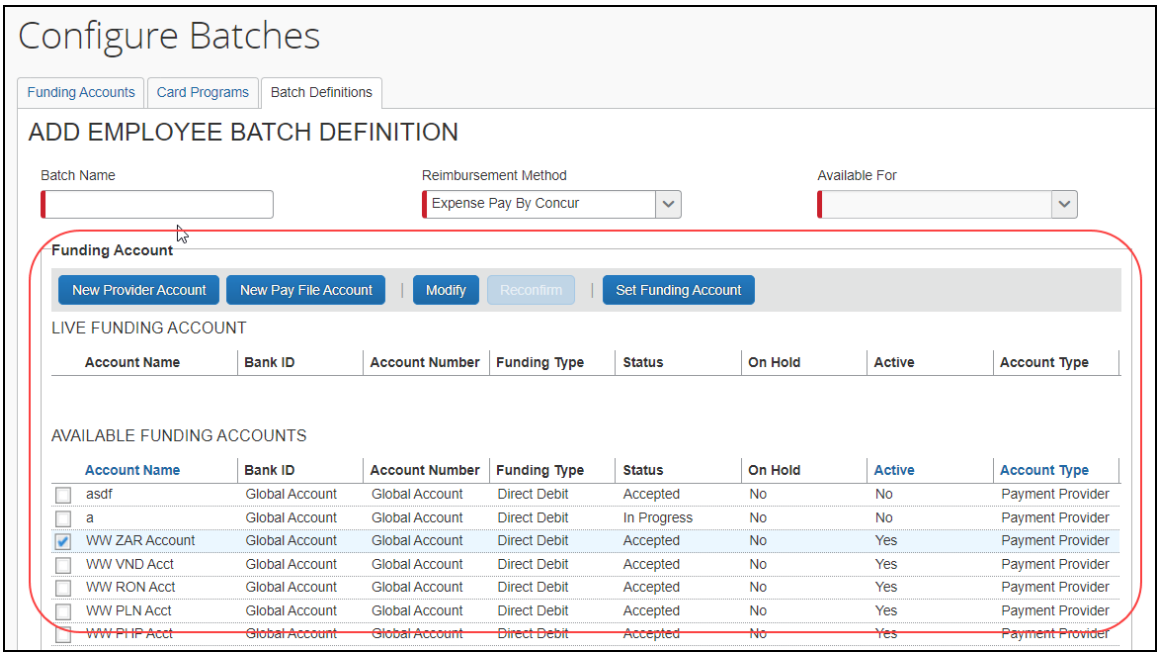
2. Click the **Batch Definitions** tab. The list of batch definitions appears.

3. Select the desired batch definition:
   - **Employee** for batches that will pay reimbursements to employees
   - **Card** for batches that will pay personal or company credit cards
   - **Cash Advance** for batches to pay cash advances to employees.

   NOTE: SAP Concur **only** pays cash advances to employees that are in **both** a Cash Advance batch and an Employee batch (cash batch).

4. Click **Modify**.

5. Make the necessary changes, including updating the batch to use a different funding account.



6. Click **Save**. The change will be applied to the next batch once the current batch closes.

DELETING A BATCH DEFINITION

There are limited reasons to delete a batch definition and the best practice is to modify the existing batch definition when possible. When a batch definition is deleted, the existing payment demands will be processed using the old batch definition. When the system opens a new batch, provided you create a new batch definition, it will use the new batch definition to open this batch. This means you must create a new batch definition before the existing open batch closes; otherwise, the system will no longer create payment demands for the groups previously handled by the old batch definition.

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To remove a batch definition:

1. In **Payment Manager**, click **Configure Batches**. The **Funding Accounts** tab appears.
2. Click the **Batch Definitions** tab. The list of batch definitions appears.
3. Select the desired batch definition.
4. Click **Remove**.

BATCH DEFINITION SCHEDULING

Batch definition scheduling sets the dates that a payment batch will close (preventing any new demands from being entered) and begin processing.

If you change the schedule once there is an open batch, the system waits until the current batch is completed (using the old schedule), then opens a new batch using the new schedule. Any reports that reach the *Pending Payment* status go into the current open batch. The possible schedules are:

Schedule	Description
On-Demand	The batch will remain open until you manually close it in Payment Manager. **NOTE**: Expense Payment Manager Japan clients can set the Value Date for On-Demand batches. For more information, refer to the *Expense Pay: Value Date Setting* section of this guide.
Daily	The batch closes daily at the end of the day.
Weekly	The batch closes at the end of the day on the selected day(s) of the week.
Every other week	The batch closes at the end of the day on the selected day of the week, every other week. The administrator selects the weekday, and the batch closes on the second occurrence of that day. Example: On Monday, the administrator chooses **Every other week schedule** and selects Thursday as the weekday. The next Thursday (3 days later) is the first occurrence of the weekday and marks the end of the first week. The Thursday after that is when the batch closes for the first time.
Semi-Monthly – Days of Month	The batch closes at the end of the day on the two selected days of the month.

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Schedule	Description
Monthly	The batch closes at the end of the day on the selected day of the month. **NOTE**: You can account for banking holidays by setting the **Monthly** option to six calendar days prior to your payment due date. These six calendar days will account for three banking days for processing plus three non-banking days for the weekend plus a bank holiday. If you set the day of the month six calendar days out, you may pay your card prior to the due date. If you choose this option, you will avoid the need to modify the batch close date around bank holidays.

EXPENSE PAYMENT MANAGER: IMPACT OF BATCH SEND DATE SETTINGS

The Batch **Send Date** field specifies the number of calendar days after the batch closes before Expense Payment Manager sends the batch to the bank. This time interval provides time for the Reimbursement Manager to review the closed batch, determine the amount of funds required to pay the batch, and move funds into the funding bank account for this batch before the bank processes payment demands.

This setting also allows the Reimbursement Manager to review payment demands and set them to **Place On Hold**, **Client Pay**, or **Assign to Next Batch**. Because the batch is closed and sent during the overnight processing period (ONP), clients that wish to use the **On Hold**, **Client Pay**, or **Assign to Next Batch** functionality must either:

- Review their batches prior to the beginning of the ONP period on the day the batch is scheduled to close and send, or
- Set the Send Date to be at least one day after the close date for the batch.

Clients who want to synchronize the schedules for their Standard Accounting Extract (SAE) job and their batch schedules will want to make the send date the same as the close date, so the extract contains the report payees, and their associated payment demands sent for payment that day. This option makes reconciliation easiest.

The Reimbursement Manager must select either *Same as Close Date*, to send the batch as soon as it closes, or *1-5 Calendar Days*, to delay the batch send by the specified number of days.

NOTE: By adding a delay between the close and send date, the Reimbursement Manager can view the closed batch amount prior to receiving the Daily Funding Amount email. However, adding a day between batch close and send does not change the Daily Funding Amount email schedule. This notice goes out when the batch is communicated to the payment processor, generally the day before the funding is drawn down, but this can vary by currency.

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Managing Batches

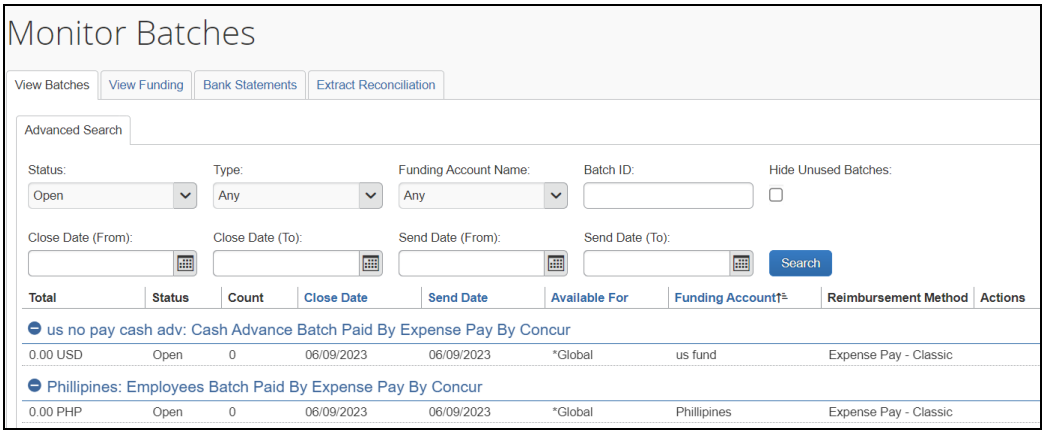
Monitoring Batches

The Reimbursement Manager uses the **Monitor Batches** page of **Payment Manager** to review batch status and payment demand details for all batches. The batches are grouped by batch definition. By default, the page displays the current batches for each definition. The Reimbursement Manager can search for a specific batch.

Based on configuration, the closed batches can generate an export file that can be downloaded from Payment Manager.

To review payment batch status:

1. In **Payment Manager**, click **Monitor Batches** > **View Batches.** The page displays the current open batches.



NOTE: When applicable, the **View Batches** tab of the **Monitor Batches** page displays the column, **Warnings**, and the message **Incomplete Banking Profile** in the **Actions** column to help prevent delays in successful processing of payments.

2. (Optional) Use the search fields to locate a particular batch. The search results display below:

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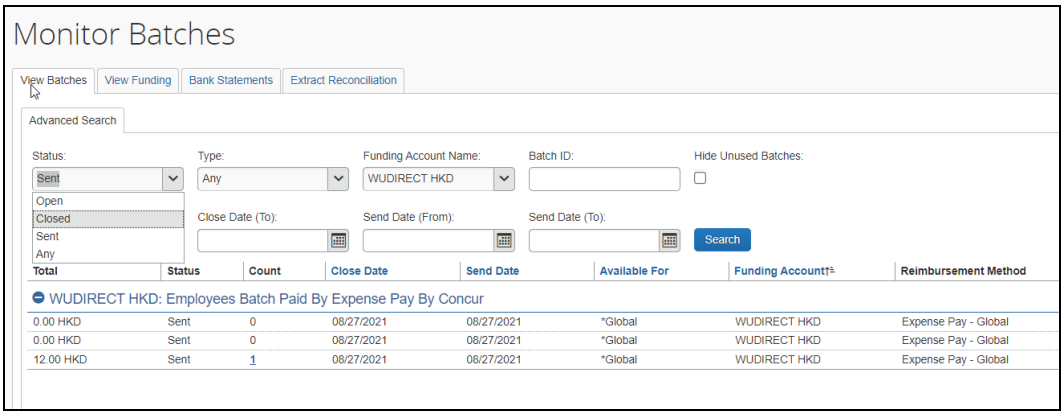

The **Status** column indicates whether a Reimbursement Manager can add more payment demands to the batch and other status information.

Status	Description
Open	Any expenses that are approved for payment will be added to the batch.
Closed	The batch no longer accepts approved expenses. **Expense Payment Manager**: Using the Report Payees List, the Reimbursement Manager can remove report payees from the batch.
Sent	The system successfully sent the batch to the payer's bank. The Reimbursement Manager can no longer add or remove report payees from this batch.
Processing	The batch is closed, but an error prevented it from sending. Click **Close Now** again to resend the batch.

To view the payment demands in a batch:

On the **View Batches** tab after you search to find batches with payments in it, click the value in the **Count** column for the desired batch. The **Payment Demands for Batch** tab displays, listing the payment demands in the batch.

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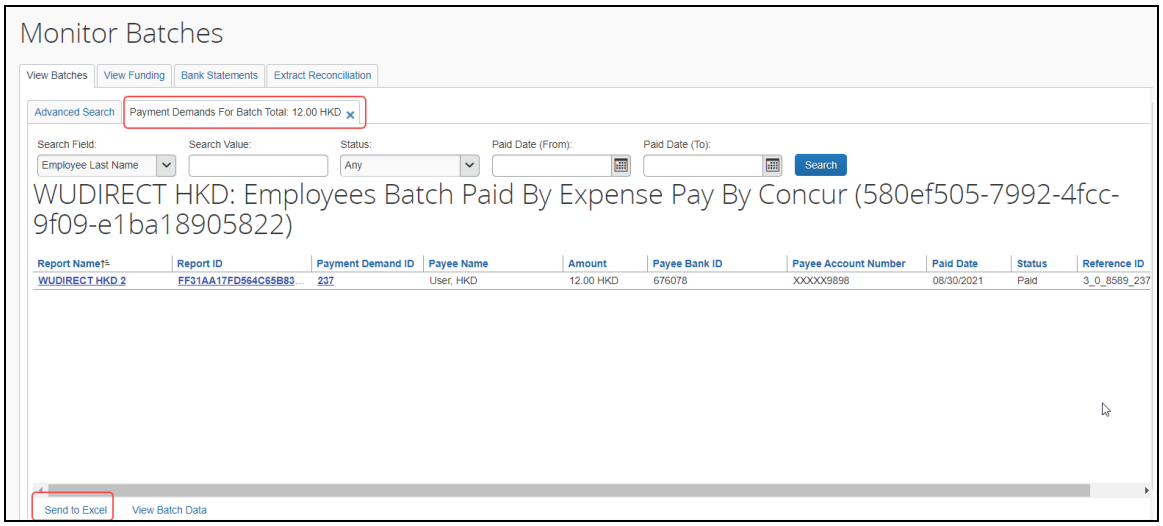
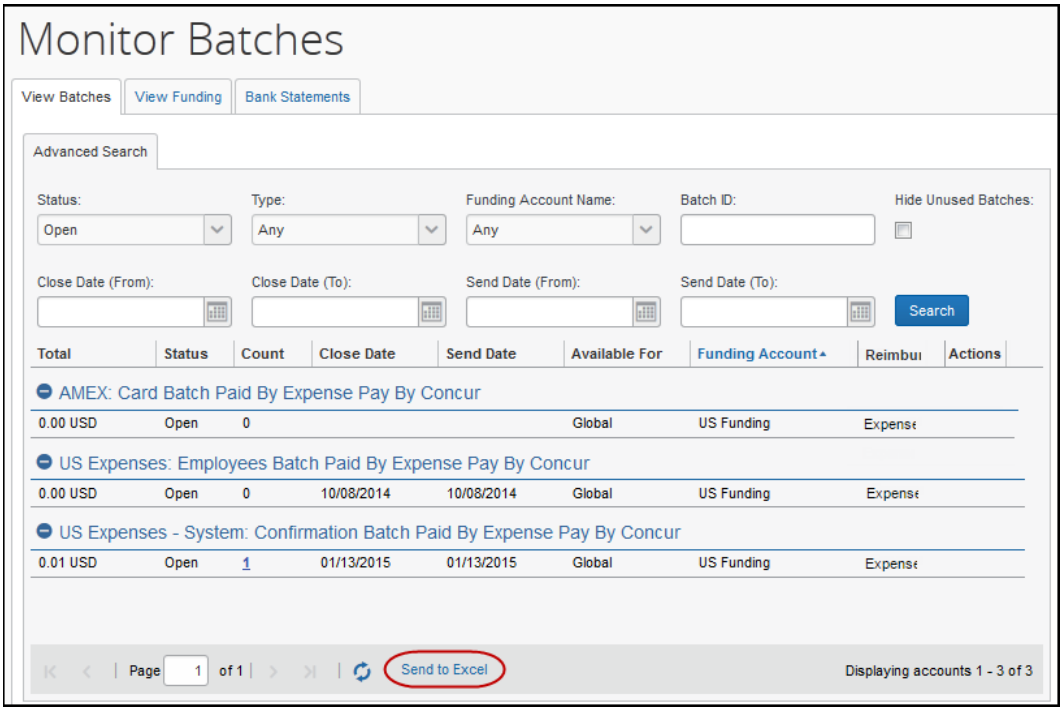


NOTE: You can export the list of payments in the batch using the **Send to Excel** link at the bottom of the page.

To export the batch list to an Excel spreadsheet:

1. On the **Monitor Batches** page, select the **View Batches** tab.



2. Click **Send to Excel**. This opens an Excel spreadsheet containing the columns and data on the **View Batches** tab.

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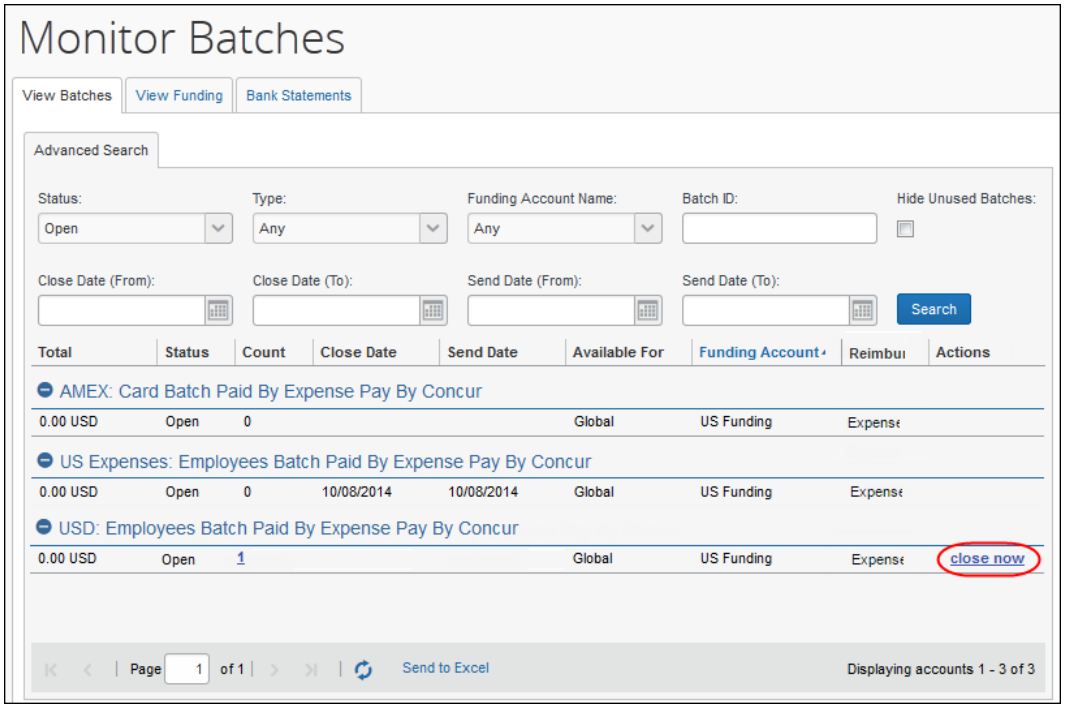
To close an on-demand batch:

1. On the **View Batches** tab, find the desired batch.



2. Click **close now**. The batch closes and generates the export file. A new batch for that payment type is opened.

To download the export file for a batch:

NOTE: This functionality may not be available, based on configuration.

1. On the **View Batches** tab, search for the desired batch. The export file will be available once the batch has closed.

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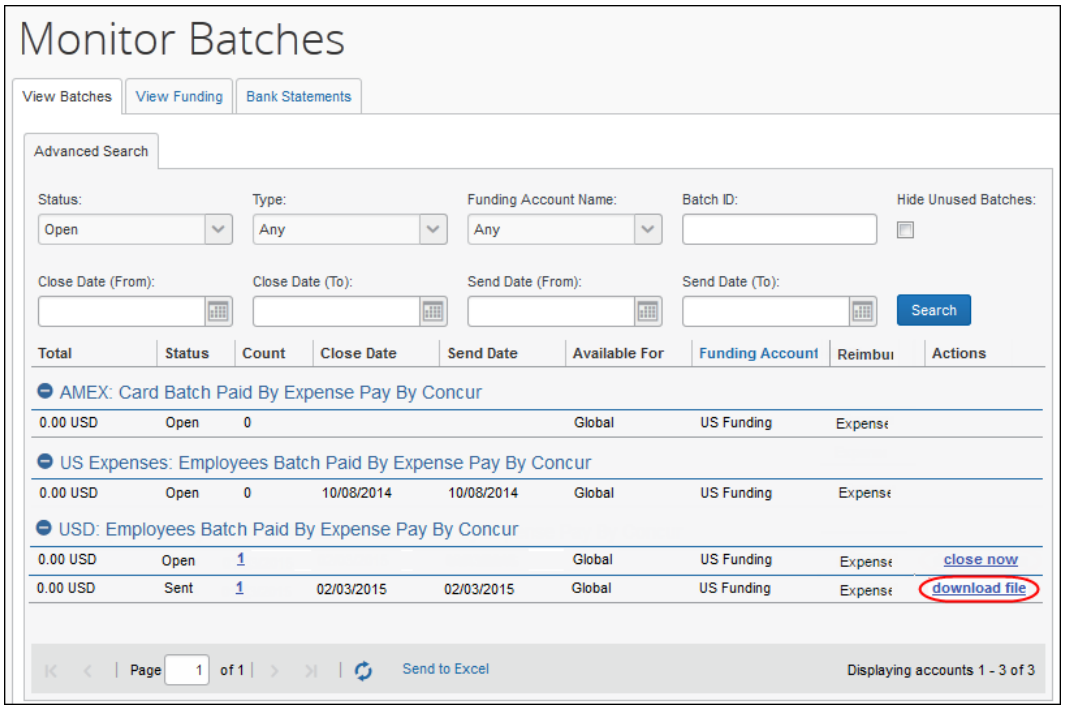
2. Click **download file** to download the export file.



Resending Card Batch Remittance File

Client admins can resend a card batch remittance/allocation file to the card company.

Corporate card banks (for example, Citi, Amex, or Bank of America) can request that remittance/allocation details be re-sent for a received payment. With the resend button, the client can do this themselves when needed.

This feature is only available for some card companies. It is available for both Worldline and Convera payment providers when the card program supports it.

To resend remittance/allocation details to a requesting card bank:

1. Go to **Payment Manager > Monitor Batches**.

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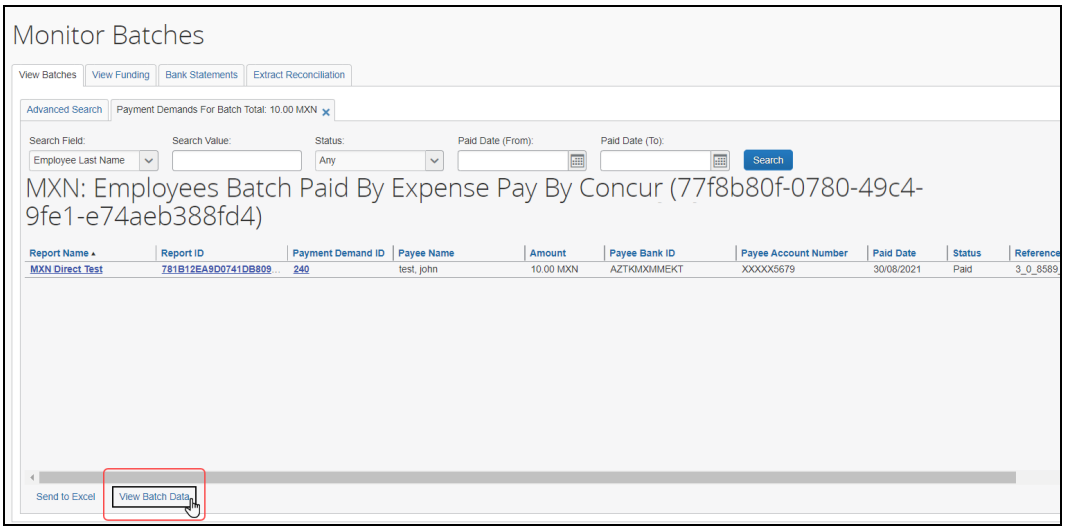
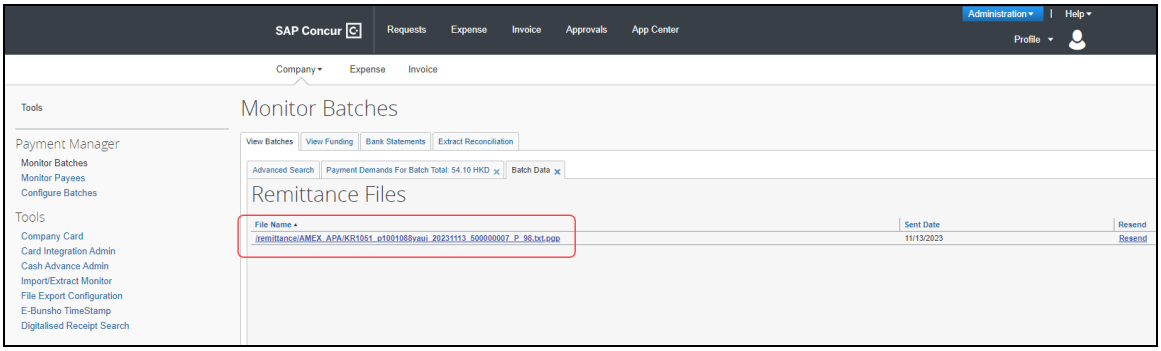
2. On the **Monitor Batches** page, search and open the affected card batch.



3. Click **View Batch Data**.

NOTE: If the admin receives a message stating no batch data is available, this indicates there is no separate remittance file for their card program configuration.

4. On the **Batch Data** tab, in the **File Name** section, click the remittance transmission link.



NOTE: On the **Batch Data** tab, the remittance transmission link may appear on the bottom half of the page, depending on which payment provider the batch is using.

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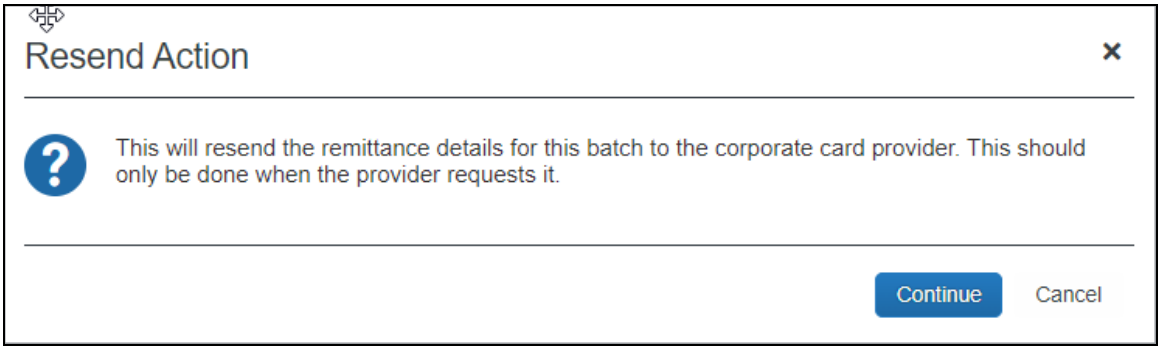
5. Click the **Resend** button or click the **Resend** button on the **File Contents** window.

NOTE: The **Resend** button is only available if the card vendor allows it.

Clicking the **Resend** link displays the **Resend Action** confirmation dialog.



The file has now been resent to the card company and the payment will be allocated to the card holders' accounts (provided that the third-party payment provider has completed the payment).

NOTE: Due to the timing of when the client sends the funds to the payment provider and when the card company receives them, the card company may request the allocation details be resent.

Rescheduling Batches

In some circumstances, the Reimbursement Manager may need to close or send a particular batch earlier or later than its regular schedule. For example, to ensure Expense Payment Manager generates payments to employees before a banking holiday, the Reimbursement Manager may choose to pay the batch earlier than scheduled.

The Reimbursement Manager can use the **Reschedule Batch** link on the **View Batches** tab of Payment Manager to close and send the batch sooner or later than scheduled. In some cases, administrators may want to have some payment demands in the batch paid on an earlier schedule, and some paid on the original schedule.

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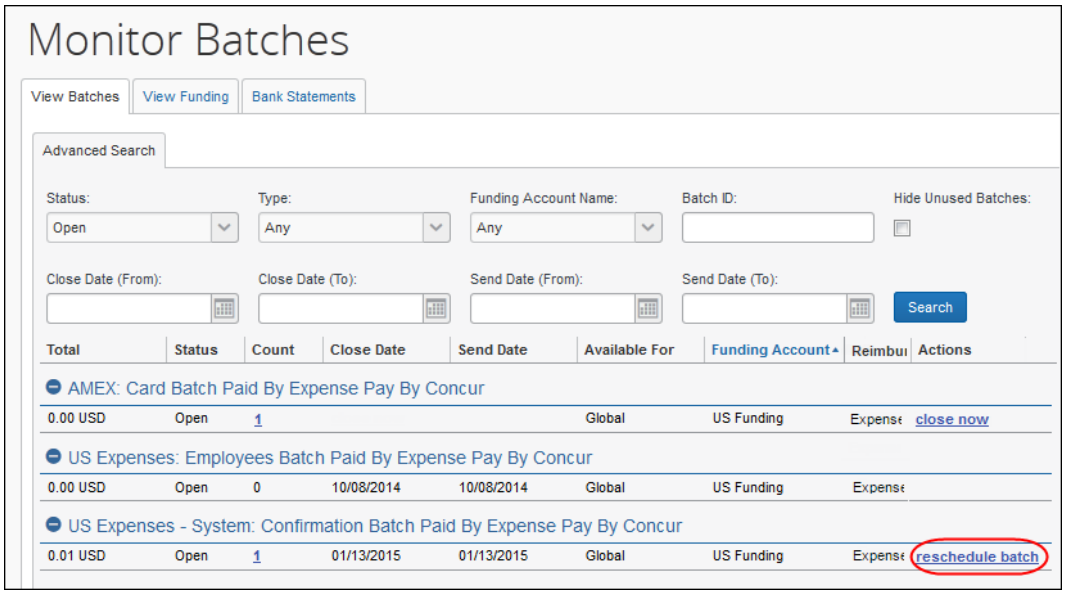
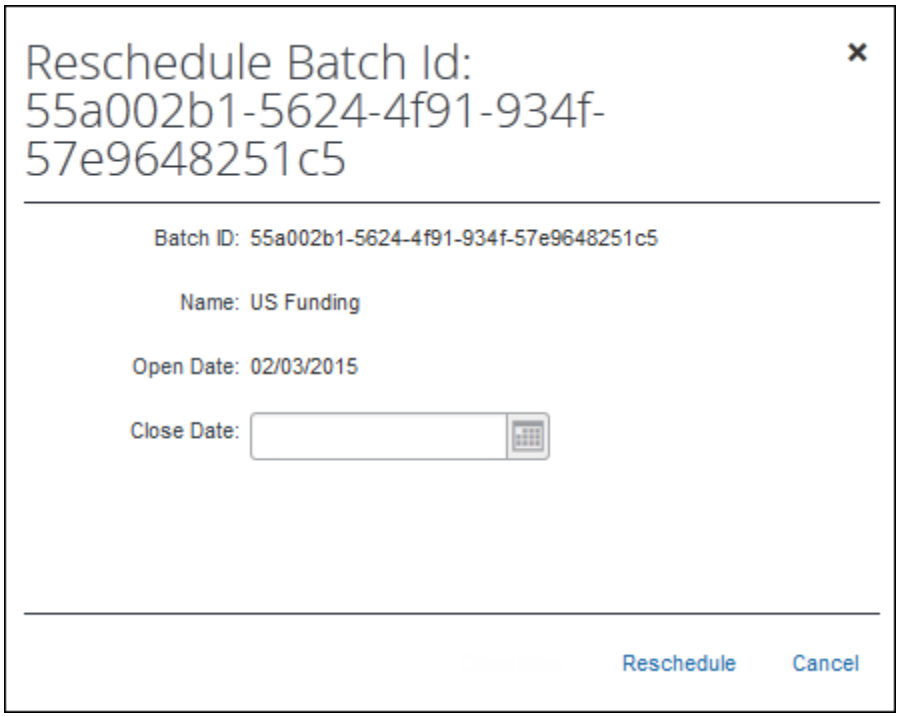
To reschedule a batch:

1. On the **View Batches** tab of the **Monitor Batches** page, search for the desired batch.



2. Click **reschedule batch**. The **Reschedule Batch Id** window appears.



3. Set a new **Close Date** and **Send Date** (Expense Payment Manager only) for the batch.

4. Click **Reschedule**.

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NOTE: If you close a batch early, the following batch is shorter in duration. For example, if a batch is scheduled to close on Tuesday, the system always looks for the next Tuesday to close. If a batch is opened on Tuesday, it will close the following Tuesday (seven days later). If the batch is opened on Wednesday, it will close the following Tuesday (six days later). If the batch is opened on Monday, it will close on Tuesday (one day later).

RESCHEDULING A SUBSET OF PAYMENT DEMANDS IN A BATCH

If a subset of payment demands in a batch need to be rescheduled, the administrator must remove the payment demands that will be paid on the original schedule, reschedule the batch, then re-add the held payment demands to the new open batch.

- ***To reschedule the payment demands:***

1. Click **Monitor Batches**. The **View Batches** page displays.
2. Select **Monitor Payees** and select *Assigned* in the **Status** field and any additional search criteria.
3. Click **Search**.
4. Select the payment demands you wish to exclude from the current payment schedule.
5. Click **Place on Hold**. The selected payment demands are now removed from the batch.
6. Reschedule the batch using the instructions in the *To reschedule a batch* procedure above.

- ***To add the held payment demands to the new batch:***

NOTE: This step can be completed once the rescheduled batch has closed and the open batch now reflects the new schedule.

1. Select **Monitor Payees** > **Report Payees**. The **Report Payees** page displays.
2. Select *On Hold* in the **Status** field and click **Search**.
3. Select the payment demands to move into the new open batch.
4. Click **Change Batch** > **Assign to Next Batch**. The subset of the payment demands is now in the desired batch schedule.

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Managing Expense Reports on the Reports Payees List

A report payee and cash advance payee are a payee on an expense report. Report payees can be either employees or company card issuers. A payment demand consists of one or more report entries for the same payee. A payment demand for a card program will contain the total remittance amount for all card transactions for that card program included in the batch. A payment batch consists of one or more payment demands.

NOTE: The Reimbursement Auditor user role cannot view the Employee Banking Status.

The Reimbursement Manager uses the **Reports Payees** list to investigate the payment status of a specific expense report or report payee and perform the following tasks:

- **Place report payees on hold**: Sometimes a Reimbursement Manager needs to remove a payee from a payment demand. By placing a payee on hold, the Reimbursement Manager removes the payee from its payment demand and its batch. The payee is not processed until the Reimbursement Manager reassigns the payee to an open batch.
- **Assign report payees to an open batch**: If a payee is in an *Aborted* or *On Hold* status, and the issue leading to this status has been resolved, the Reimbursement Manager can assign the payee to an open batch. The system adds the report payee to an existing payment demand for that payee or creates a new payment demand in the open batch.

To locate reports in Payment Manager:

1. Click **Monitor Payees**. The **Report Payees** page displays.

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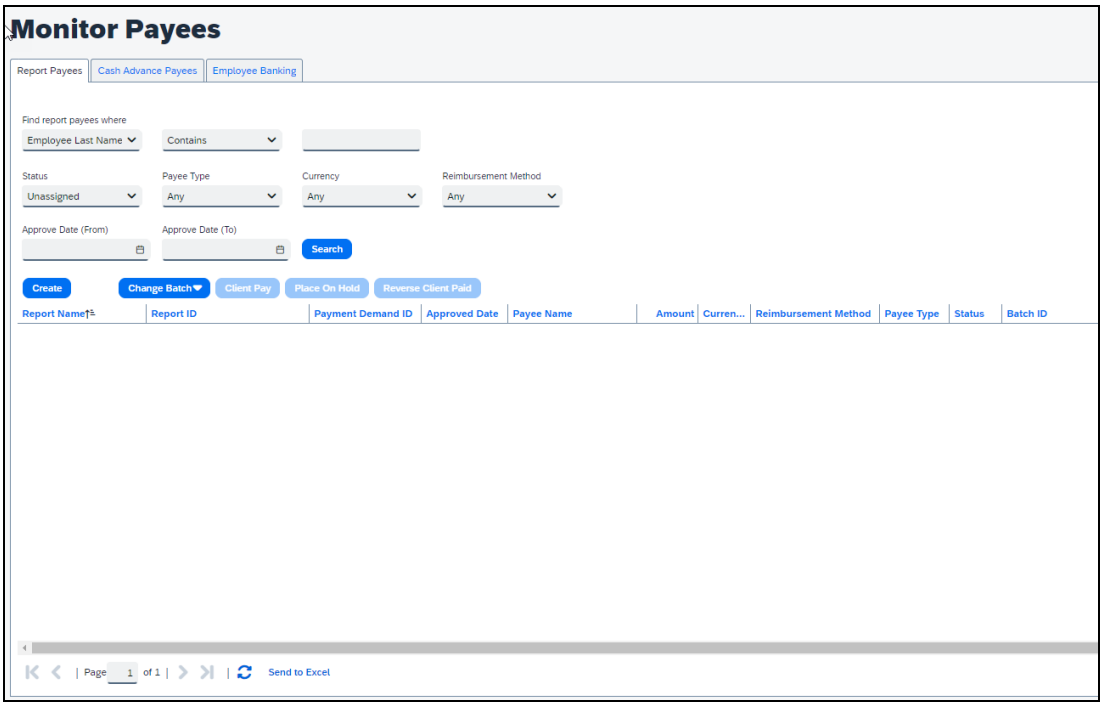

2. To search for a specific expense report within the group, use the following fields:
   - Find report payees where
   - Status
   - Payee Type
   - Currency
   - Reimbursement Method

   NOTE: The **Status** column always defaults to **Unassigned**.

To place a report payee on hold:

1. Click **Monitor Payees**. The **Report Payees** page displays.
2. Select the desired expense report.

   NOTE: Only report payees associated to batches that are not sent can be set to **Place On Hold**.

3. Click **Place On Hold**. The report payee status changes to **On Hold**.

To assign a report to an open batch:

1. Click **Monitor Payees**.
2. Select the desired expense report.

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3. Click **Change Batch** > **Assign to Next Batch**. The report payee status changes to **Assigned**.

📖 For information on Expense Payment Manager specific procedures, refer to the *Expense Payment Manager Information and Procedures* section of this guide.

Report Payee Status

The **Status** column displays information about a report that guides what a Reimbursement Manager can do with a specific report.

Status	Description
Aborted	The payment demand has been returned by the Expense Pay Engine.
Any	This selects for any status.
Assigned	The payment demand is assigned to an open or closed batch that has not yet been sent for processing. Reports with a status of *Assigned* can be assigned to the next batch (if the batch it currently belongs to is closed), placed on hold, or marked as Client Pay.
Not Sent/Not Completed (only used in Search field)	This status includes all payment demands with a status of **Aborted**, **Assigned**, or **On Hold**.
On Hold	The Reimbursement Manager put this report payee on hold. No payment demand is associated with a report payee that is on hold. Reports in a **Hold** status can be assigned to the next batch or marked as Client Pay.
Sent/Completed	The payment demand is in a batch sent for processing.
Unassigned (only used in Search field)	This status includes all payment demands with status of **On Hold**, **Aborted**, and **Client Pay**.
Unpaid (only used in Search field)	This status includes all payment demands without a status code and those set to **Not Paid**.

📖 For information on Expense Payment Manager specific report statuses, refer to the *Expense Payment Manager Information and Procedures* section of this guide.

Managing Payment Demands

The Reimbursement Manager manages payment demands through the **Payment Demands** tab of the **Monitor Batches** page. This page displays the payment demands contained for the specified batch. The Reimbursement Manager selects the batch on the **View Batches** tab of the **Monitor Batches** page of Payment Manager, which opens the **Payment Demands** tab.

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From the **Payment Demands** tab, you can open the **Payment Demand Audit Trail** window, where you can troubleshoot or audit a payment demand. You can also open the **Report Summary** window, where you can view the summary for the report associated with the payment demand.

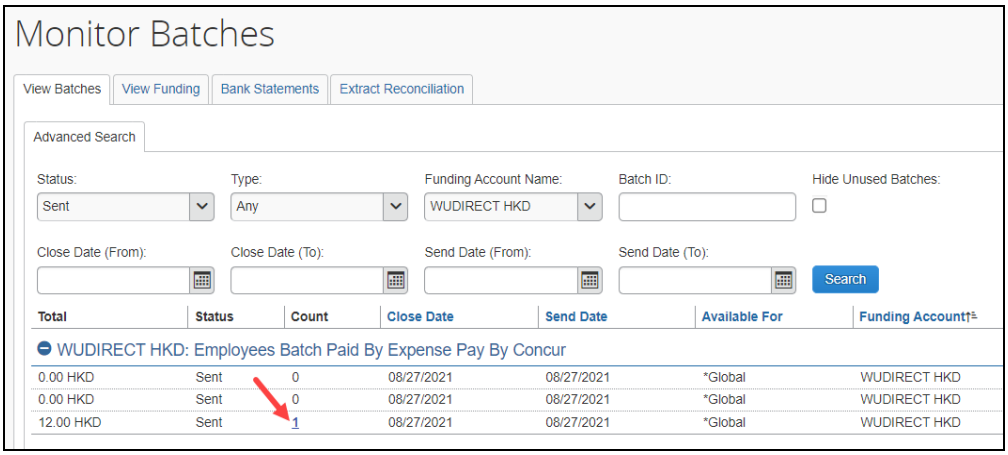
Refer to the *Managing Batches* section of this guide for more information.

PAYMENT DEMAND TYPES

There are two kinds of payment demands, Cash and Card. A Cash payment demand contains one report payee, an employee. A Card payment demand contains one payee, a card issuer. These payment demands result from expense report submissions.

To review payment demands contained in a batch:

1. On the **View Batches** tab of the **Monitor Batches** page, click the amount in the **Count** column of the desired batch. The **Payment Demands for Batch** tab appears.



2. Review the information for the desired demands.

3. Click **X** to close the tab.

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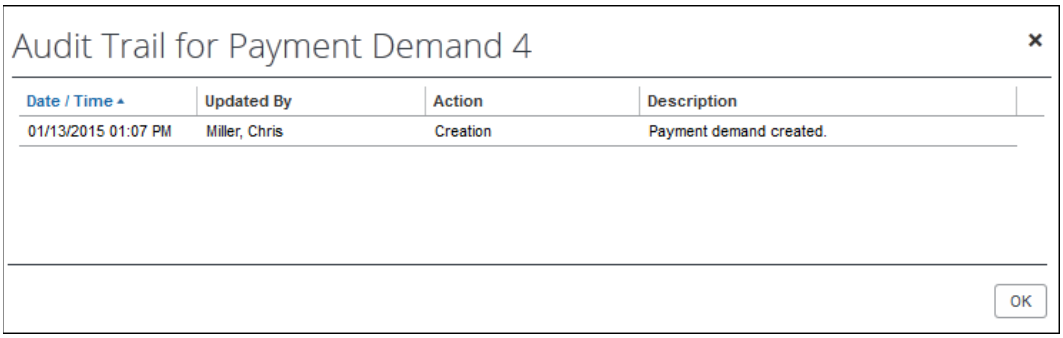
To view the payment demand audit trail:

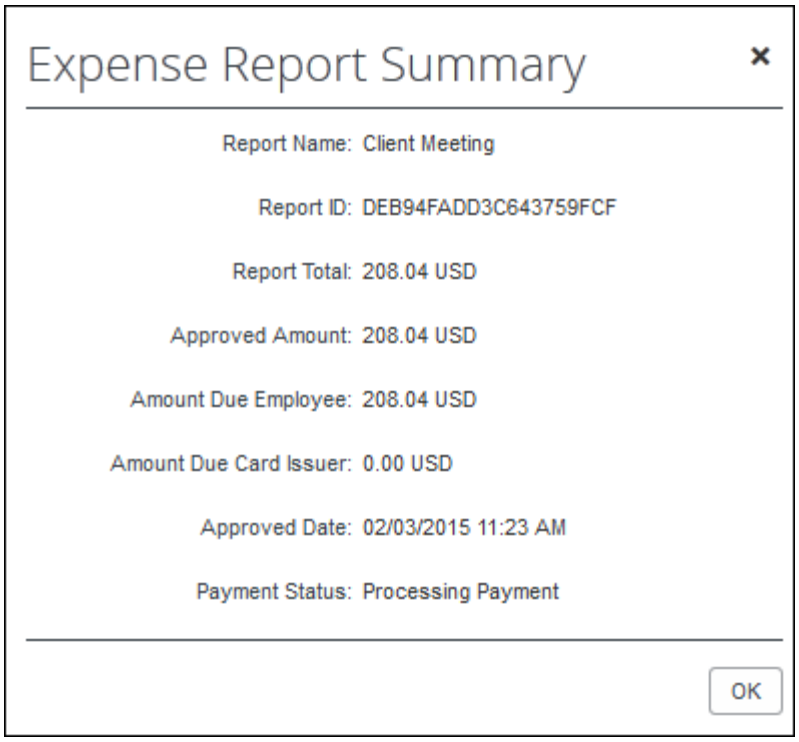
1. On the **Payment Demands for Batch** tab, click the **Payment Demand ID**. The **Audit Trail for Payment Demand** window appears:



2. Click **OK**.

To review the report summary for a payment demand:

On the **Payment Demands** tab, click the name in the **Report Name** column for the desired payment. The **Expense Report Summary** window appears:



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Section 4: Expense Payment Manager Information and Procedures

Managing Funding Accounts

Funding accounts are the accounts from which Expense Payment Manager Providers draws funds to provide payments to employees or card programs. The best practice is for the Reimbursement Manager to define these accounts on the **Batch Definitions** tab of the **Configure Batches** page of Payment Manager, within a specific batch. Alternatively, the Reimbursement Manager can utilize the **Funding Accounts** tab to create, view, and modify funding accounts.

For Convera accounts, you can contract and onboard directly with Convera to establish a funding mechanism. After onboarding, you must enter the **Provider Account ID** that is provided to you by Convera, directly in the SAP Concur funding account page.

For Worldline accounts, click through the onboarding and contracting process within the SAP Concur funding account page.

Debit Authorization Process

Each country has a unique process for authorizing a debit to a funding account. SAP Concur's providers must complete the debit authorization before you can begin making payments using your funding account in Payment Manager.

For more information, refer to the *Expense Payment Manager User Guide*.

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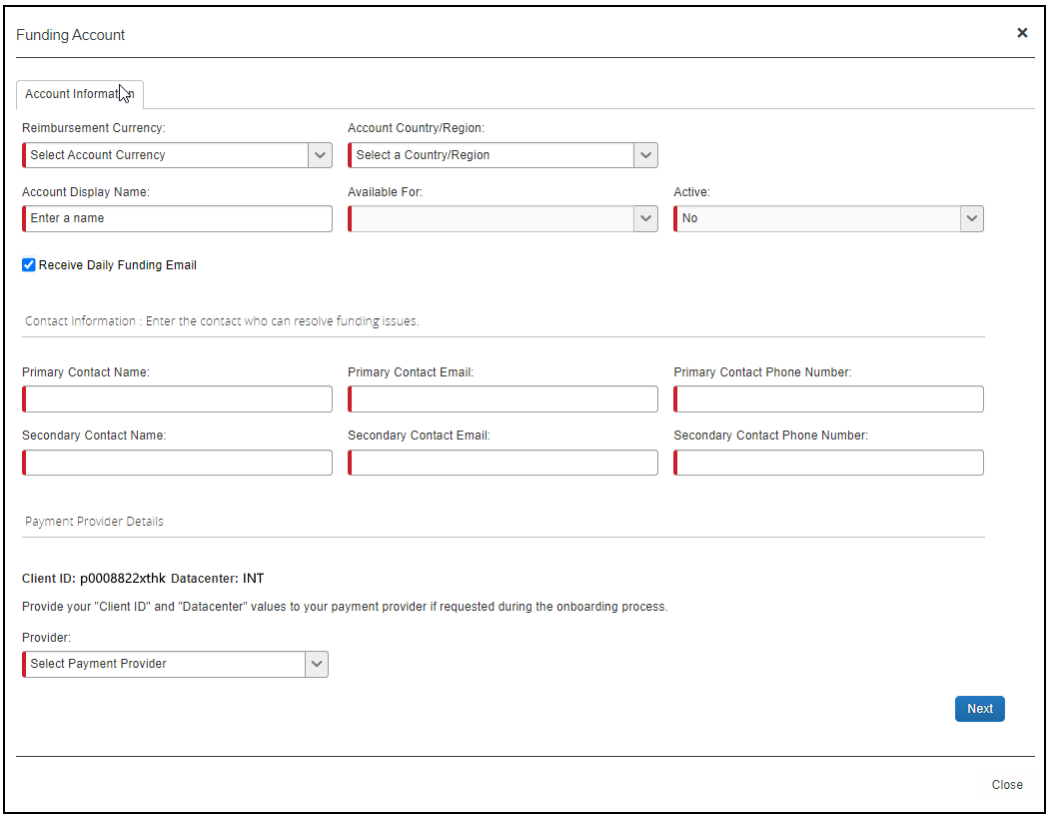
Creating a Funding Account for Convera

To create a new funding account:

1. Click **New Provider Account**. The **Funding Account** window appears. Fill in the required fields for the selected country/currency combination.



2. Complete the following fields:

Field	Description
Account Country	The country where the bank account is located.
Reimbursement Currency	The available currency or currencies based on the selected Account Country. **NOTE:** UK funding accounts can use either GBP or Euro.
Account Display Name	The name that will appear for the funding account on the **Create/Edit Batch Definitions** page and on the **Monitor Batches** > **View Funding** page. **NOTE:** The Reimbursement Auditor user role can view the funding account name but not the details. The funding account name should be clear and descriptive.
Available For	The group whose Reimbursement Managers will be able to access the funding account.
Active	The status of the account, either active or inactive.

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Field	Description
Receive Daily Funding Email	The feature that sends a funding email out daily for this funding account. Selected to receive the email or cleared to not receive the email. This setting is only used to stop sending daily funding emails when the daily funding amount is equal to 0 (currency). **NOTE**: The funding account email is not group aware. The emails for all funding accounts will go to all users who have the Reimbursement Manager user role, regardless of group.
Primary Contact Name	The name of the primary contact who can resolve funding issues.
Primary Contact email	The email of the primary contact who can resolve funding issues.
Primary Contact phone number	The phone of the primary contact who can resolve funding issues.
Secondary Contact Name	The name of a secondary contact who can resolve funding issues.
Secondary Contact email	The email of the secondary contact who can resolve funding issues.
Secondary Contact phone number	The phone of the secondary contact who can resolve funding issues.
Provider	The provider for this funding account.

3. Select **Convera** as the **Provider**.

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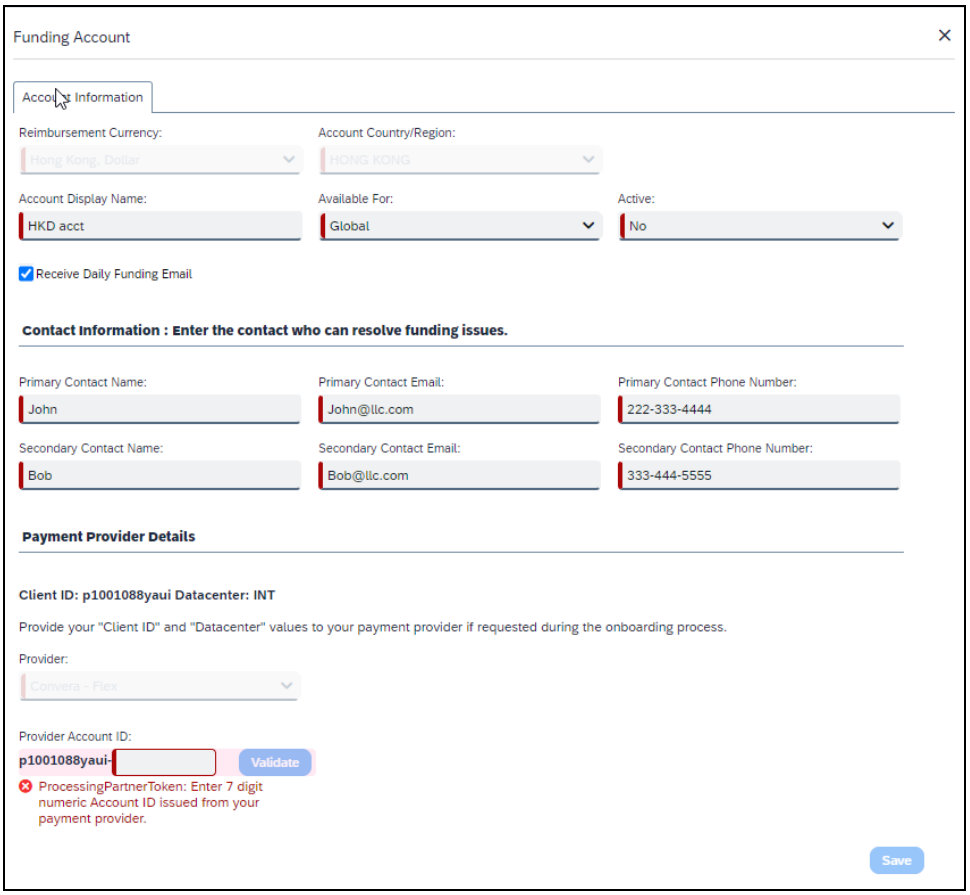
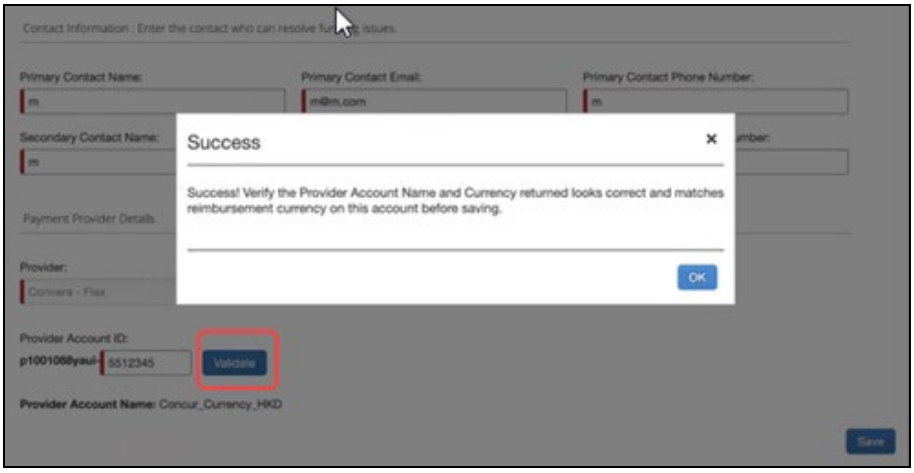
4. Click **Next**. The **Provider Account ID** field displays.



5. Enter the seven-digit numeric **Provider Account ID** that Convera provides you after you onboard with them. To begin the onboarding process with Convera, navigate to the Convera page on the Concur App Center and click **Request Information**.

6. Click **Validate** to verify the **Provider Account ID**.



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7. If the validation is successful, click **OK**. The **Provider Account Name** displays on the screen after a successful validation. You must verify if the **Provider Account Name** and currency returned is correct for the reimbursement currency on the funding account before you save it.

   NOTE: After every modification, the **Provider Account ID** requires verification before it can be saved.

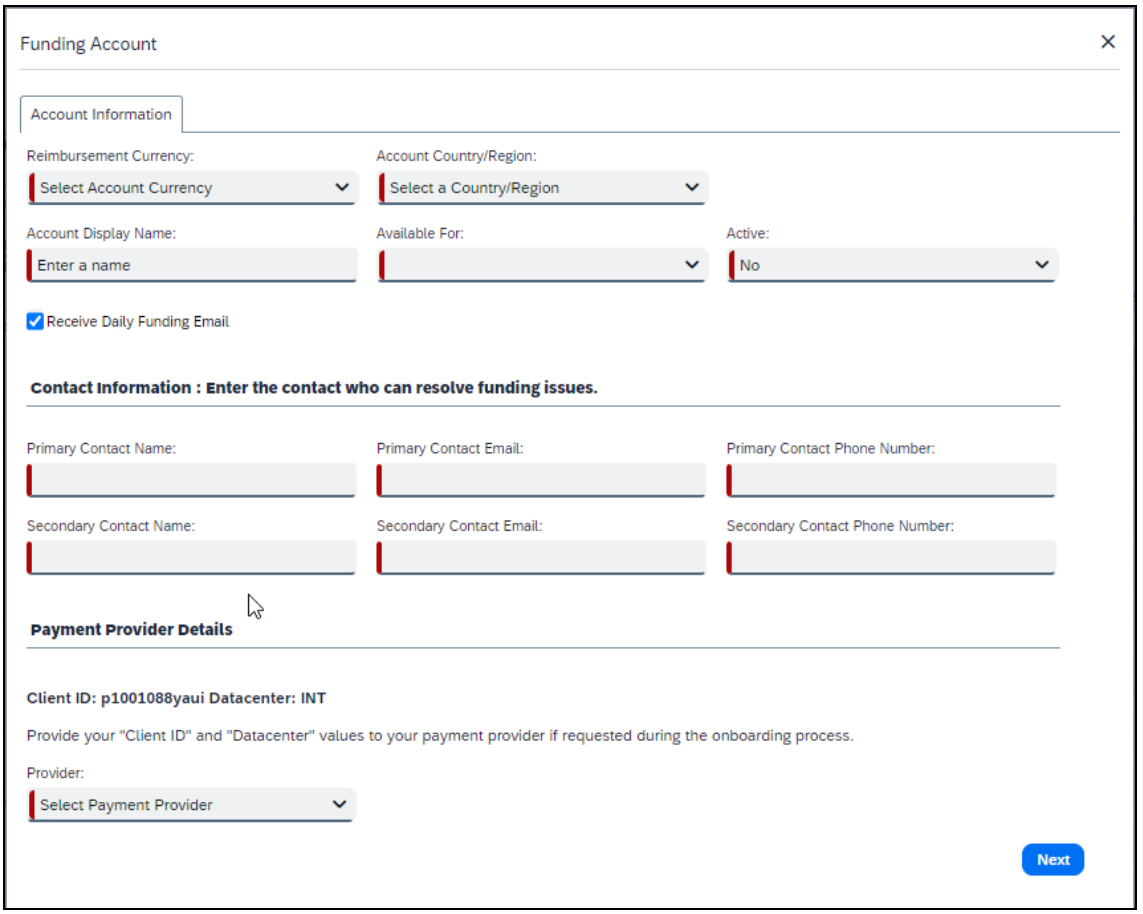
8. Click **Save** if the information is verified. You are now ready to create your employee and card batches and will be able to select this funding account during those steps.

Creating a Funding Account for Worldline

NOTE: For a comprehensive view of funding accounts, refer to the **Batch Definitions** tab.

To create a new funding account:

1. Click **New Provider Account**. The **Funding Account** window appears. Fill in the required fields for the selected country/currency combination.



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2. Complete the following fields:

Field	Description
Account Country	The country where the bank account is located.
Reimbursement Currency	The available currency or currencies based on the selected Account Country. **NOTE:** UK funding accounts can use either GBP or Euro.
Account Display Name	The name that will appear for the funding account on the **Create/Edit Batch Definitions** page and on the **Monitor Batches** > **View Funding** page. **NOTE:** The Reimbursement Auditor user role can view the funding account name but not the details. The funding account name should be clear and descriptive.
Available For	The group whose Reimbursement Managers will be able to access the funding account.
Active	The status of the account, either active or inactive.
Receive Daily Funding Email	The feature that sends a funding email out daily for this funding account. Selected to receive the email or cleared to not receive the email. This setting is only used to stop sending daily funding emails when the daily funding amount is equal to 0 (currency). **NOTE**: The funding account email is not group aware. The emails for all funding accounts will go to all users who have the Reimbursement Manager user role, regardless of group.
Primary Contact Name	The name of the primary contact who can resolve funding issues.
Primary Contact email	The email of the primary contact who can resolve funding issues.
Primary Contact phone number	The phone of the primary contact who can resolve funding issues.
Secondary Contact Name	The name of a secondary contact who can resolve funding issues.
Secondary Contact email	The email of the secondary contact who can resolve funding issues.
Secondary Contact phone number	The phone of the secondary contact who can resolve funding issues.
Provider	The provider for this funding account.

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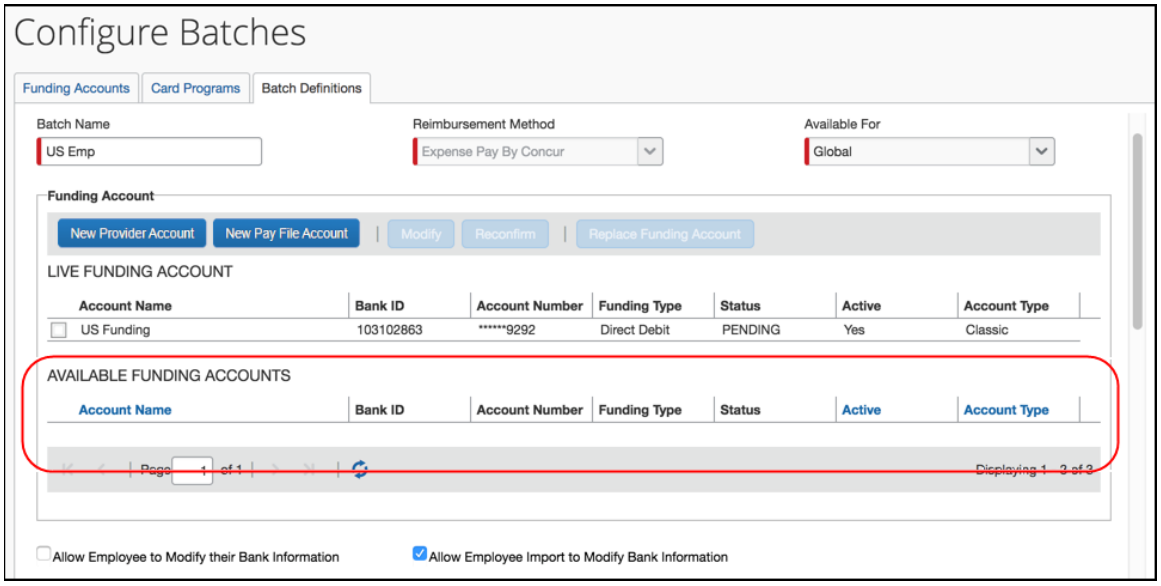
3. Select **Worldline** as the provider.
4. Click **Next**. The **Provider Onboarding Application** tab displays.
5. On the **Provider Onboarding Application** tab, fill in the field required by the provider.

   ! **IMPORTANT:** Not all SAP Concur clients will use the same providers. Please refer to the *Funding Bank Account Fields by Country* section for onboarding requirements per currency and provider.

6. Click **Close**. The status of the new account will be set to **Unconfirmed** while Worldline verifies the account details.

   For field details, refer to the *Funding Bank Account Fields by Country* section of this guide.



The newly created funding account appears in the available funding accounts section where the account can be selected as the live batch account or left as a possible future account.

The possible statuses for Provider funding accounts are:

- **In Progress** – The client has started, but not finished entering funding account information.
- **In Review** – The client has finished entering funding account information and submitted it for verification to the provider.
- **Reopened** – The provider has reviewed the application and has requested additional information. The information is displayed on the top of the application form and can be viewed by clicking **View All**. Copy the information requested into a Word document, and provide answers, then upload this document along with any other documents that might have

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been requested into the **Additional Relevant Documentation** field. And then submit the application again.

- **Accepted** – The provider has verified and accepted the account information.

Verifying a Worldline Funding Account (€, £, $, or C$)

The debit test allows clients to confirm that the payment processer (Worldline) can debit their funding account and that the funding account is ready to be used to pay employees and company cards.

For Expense Payment Manager clients whose funding accounts use Worldline as the provider, it is possible to manually initiate a debit test (commonly known as a penny test) transaction for **Accepted** (status) Worldline funding accounts.

The test will debit the amount of 0.01 in funding account currency (Euro €, British Pound £, United States Dollar $, or Canadian Dollar $) from the funding account and credit it back to the funding account.

To use the new debit test button, the funding account must meet the following requirements:

- The provider must be Worldline.
- The funding account status must be **Accepted**.
- A funding account must not already be on a temporary hold due to a funding failure with Worldline.

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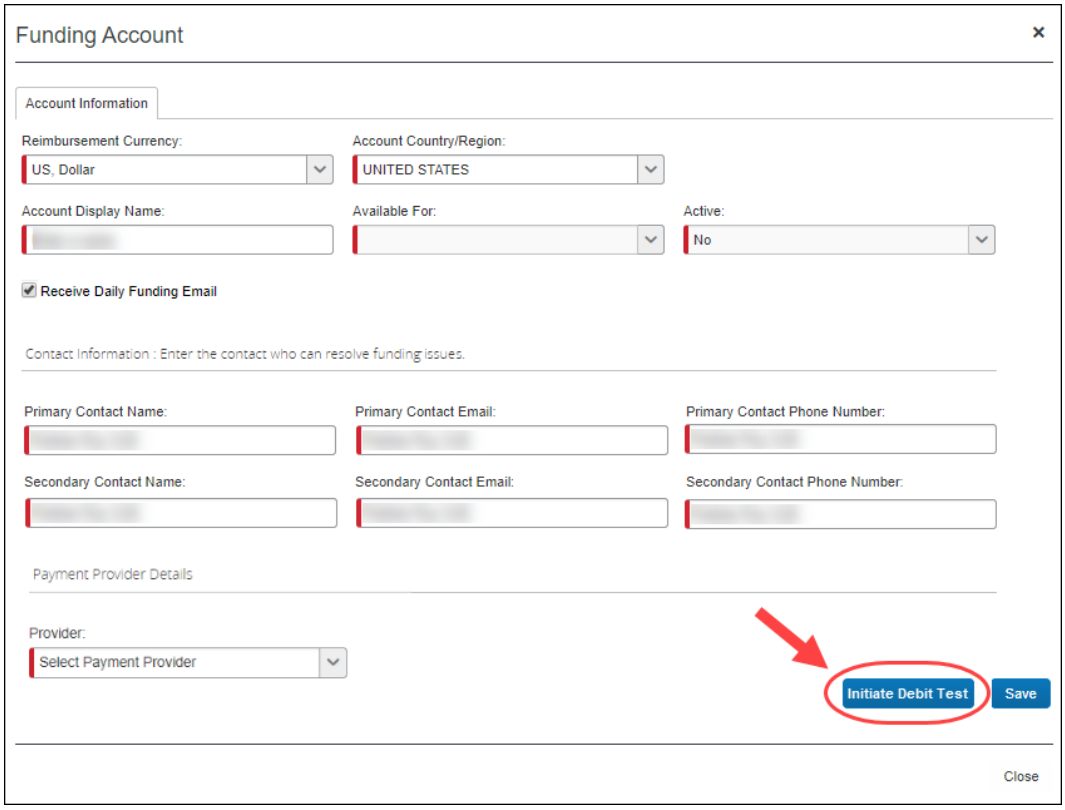
Debit Test a Funding Account (Worldline)

1. From the (Modify) **Funding Account** page, click **Initiate Debit Test**.



   The test will debit the amount of 0.01 in funding account currency (€, £, $, or C$) from the funding account and credit it back to the funding account.

2. Review your bank statement with your bank and confirm a debit for 0.01 from Worldline.

3. After the debit test is complete, it is appropriate to assign a new funding account to an employee or card batch.

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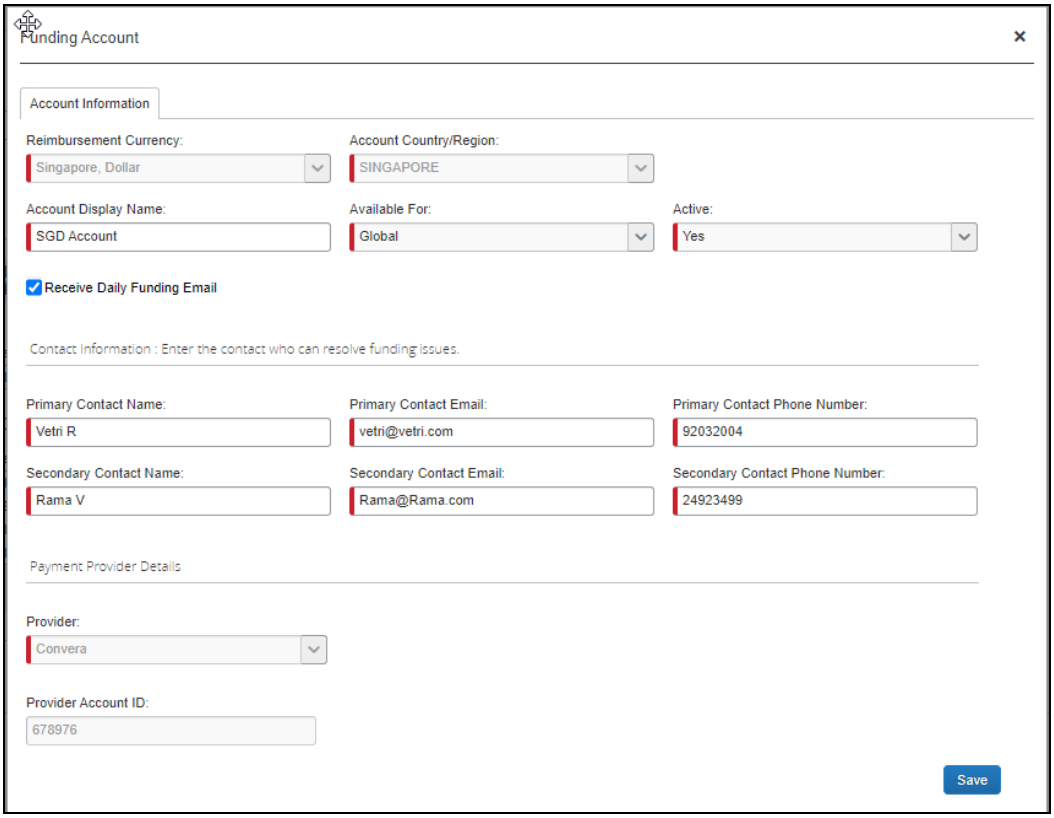
Editing a Funding Account

To edit an existing funding account:

1. From within a batch in the **Batch Definitions** tab (new or existing), select the desired account and click **Modify**. The **Funding Account** window appears.



2. Make the necessary changes in the available fields.

   NOTE: It is not possible to modify a funding account Provider Account ID after it is saved. If the funding Account Provider ID changes, create a new funding account in SAP Concur and replace it on the related batches.

3. Click **Save and Exit**.

Setting a Funding Account

Each batch must have a funding account assigned as the live account, for a new batch, choose the desired available account and click **Set Funding Account**.

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Replacing a Funding Account

If you need to replace a funding account, then follow this process:

NOTE: Expense Payment Manager account confirmation must complete with the payment provider before replacing the funding account. If you replace a funding account with an account that is not fully verified and live, there will be a delay in employee payments. SAP Concur suggested best practice is to complete all necessary setup, including verification, prior to replacing a funding account.

1. Create the new funding account or choose an existing funding account.

   Refer to the *Creating and Editing Funding Accounts* section of this guide for details.

2. Set the new funding account to *Live* on the **Batch Definitions** tab of the **Configure Batches** page in Payment Manager.

Deleting a Funding Account

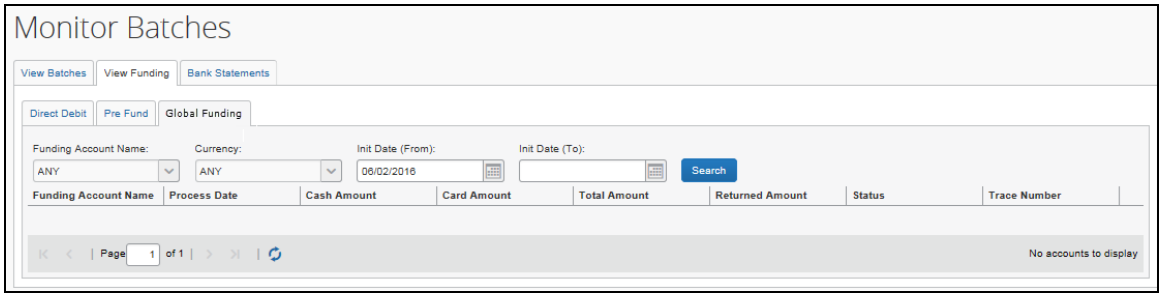
It is not possible to delete a funding account; however, it can be set to inactive.

Viewing Funding

The **View Funding** page displays the **Global Funding tab**. This tab allows a Payment Manager to view accounts that are used for Expense Payment Manager transactions that are processed by Concur Expense Payment Manager providers. This tab displays a daily summary of account activity for all providers' funding accounts.

To view the View Funding page:

Click **Monitor Batches** > **View Funding** > **Global Funding**.



NOTE: Cash Advance Funding Details may display with several blank columns. For additional payment details, click **View Batches > details**.

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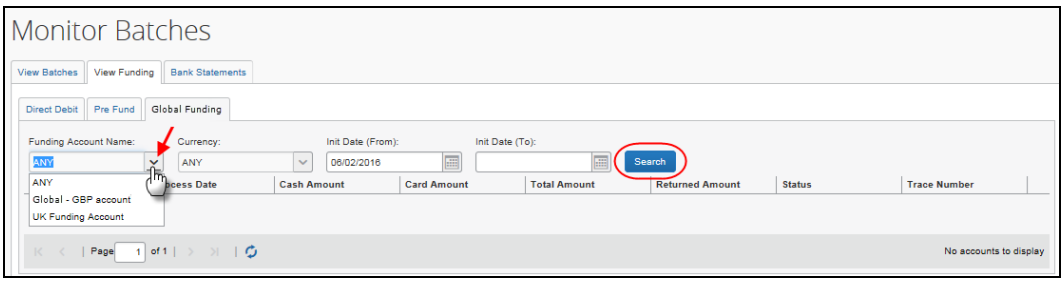
The page displays the following columns:

Column	Description
Funding Account Name	Funding account name.
Process Date	The date the batch was processed, or the return was processed
Cash Amount	The funding amount of all Cash Programs for this funding account. **NOTE:** The amount in this column may vary from the amount on the batch list page due to rejected payment demands.
Card Amount	The funding amount of all Card Programs for this funding account.
Total Amount	The sum of cash, and card amounts.
Returned Amount	The sum of returned payments received.
Status	The status of each funding transaction.
Trace Number	A unique identifier that is sent on the debit into the banking system.

To search for a specific funding account on the Global Funding tab:

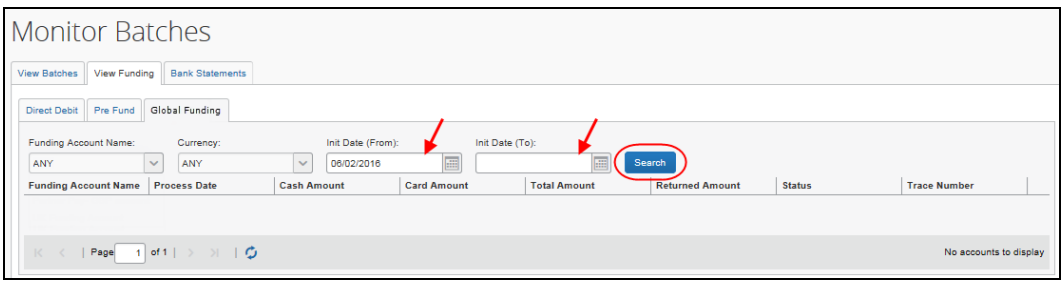
1. On the **View Funding** page, select the desired account from the **Funding Account Name** list.



2. Click **Search**. The search results display.

To search for funding account activity by date:

1. In the date fields, select the desired dates. The view retains 90 days-worth of account activity.



2. Click **Search**. The search results display.

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Funding Bank Account Fields by Country

The onboarding fields vary by country/currency and by provider requirements.

Worldline

CANADA

Canada Bank Account Fields	
Field	**Description**
Account Owner Name	Name of the account owner as shown on the bank statement of this funding account.
Transit Number	The account transit number.
Institution Number	The account institution number.
Account Number	The account number.
Provide the estimated sale volume	The estimated sale volume.
Company Name	The company name.
Business Entity Type	The business entity type.
Company Website URL	The company Web Site URL.
Legal Business Name	The legal business name of the company.
Business Start Date	The company's first day of business.
Business Registration Number	The business registration number.
Doing Business As	The company "DBA" or doing business as name.
Address Line 1	The physical address of the company.
Address Line 2	(Optional) The physical address of the company.
City	The physical city of the company.
Postcode	The physical postcode of the company.
Province	The physical province of the company.
Country	The physical country of the company.
(Director #) First Name	The director's first name.
(Director #) Last Name	The director's last name.
(Director #) Date of Birth	The director's birthday.
(Director #) % for Company	The ownership percent in the company held by this director.
(Director #) Date Current Ownership Started	The date current ownership began.
(Director #) Address Line 1	The physical address of the director.

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Canada Bank Account Fields	
Field	**Description**
(Director #) Address Line 2	(Optional) The physical address of the director.
(Director #) City	The physical city of the director.
(Director #) Postcode	The physical postcode of the director.
(Director #) Province	The physical province of the company.
(Director #) Country	The physical country of the director.
How often do you submit your batches?	The frequency of batches you have submitted in the past.
What is the average amount of each batch?	The average amount of your batches.
What do you expect the maximum amount of each batch to be?	The maximum amount that you expect for each batch.
First Name of Person Accepting	The first name of the person accepting these terms and conditions.
Last Name of Person Accepting	The last name of the person accepting these terms and conditions.
Email of Person Accepting	The email address of the person accepting these terms and conditions.
Phone Number of Person Accepting	The phone number of the person accepting these terms and conditions.

EUROZONE

Eurozone Bank Account Fields	
Field	**Description**
Bank Name	The name of the bank.
Account Owner Name	Name of the account owner as shown on the bank statement of this funding account. Pre-populated with the company's entity name. **NOTE:** SAP Concur customer support can change this value to match the sub-entity that holds the account (necessary in some cases).
Swift Code	Also known as SWIFT-BIC, BIC code and SWIFT ID, a SWIFT code is a standard format of Bank Identifier Codes. It is the unique identification code of a particular bank. The SWIFT code is 8 or 11 characters, made up of: 4 characters - bank code (only letters) 2 characters - country code (only letters) 2 characters - location code (letters and digits) 3 characters - branch code, optional ('XXX' for primary office) (letters and digits)

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Eurozone Bank Account Fields	
Field	**Description**
IBAN	The two-character country code, followed by two check digits then the bank identifier and account number, typically derived from the domestic account number. Format: Austria: AT2!n5!n11!n Length: 20 Belgium: BE2!n3!n7!n2!n Length: 16 Denmark: DK2!n4!n9!n1!n Length: 18 Finland: FI2!n6!n7!n1!n Length: 18 France: FR2!n5!n5!n11!c2!n Length: 27 Germany: DE2!n8!n10!n Length: 22 Greece: GR2!n3!n4!n16!c Length: 27 Ireland: IE2!n4!a6!n8!n Length: 22 Italy: IT2!n1!a5!n5!n12!c Length: 27 Luxembourg: LU2!n3!n13!c Length: 20 Netherlands: NL2!n4!a10!n Length: 18 Portugal: PT2!n4!n4!n11!n2!n Length: 25 Spain: ES2!n4!n4!n1!n1!n10!n Length: 24 Sweden: SE2!n3!n16!n1!n Length: 24 Switzerland: CH2!n5!n12!c Length: 21 United Kingdom: GB2!n4!a6!n8!n Length: 22 ! = characters, a = alphabetic, c = alphanumeric, n = numeric.
Provide the estimated sale volume	The estimated sale volume.
Company Name	The company name.
Business Entity Type	The business entity type.
Company Website URL	The company Web Site URL.
Legal Business Name	The legal business name of the company.
Business Start Date	The company’s first day of business.

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Eurozone Bank Account Fields	
Field	**Description**
Business Registration Number	The business registration number.
Doing Business As	The company "DBA" or doing business as name.
Address Line 1	The physical address of the company.
Address Line 2	(Optional) The physical address of the company.
City	The physical city of the company.
Postcode	The physical postcode of the company.
Country	The physical country of the company.
(Director #) First Name	The director's first name.
(Director #) Last Name	The director's last name.
(Director #) Date of Birth	The director's birthday.
(Director #) % for Company	The ownership percent in the company held by this director.
(Director #) Date Current Ownership Started	The date current ownership began.
(Director #) Address Line 1	The physical address of the director.
(Director #) Address Line 2	(Optional) The physical address of the director.
(Director #) City	The physical city of the director.
(Director #) Postcode	The physical postcode of the director.
(Director #) country	The physical country of the director.
How often do you submit your batches?	The frequency of batches you have submitted in the past.
What is the average amount of each batch?	The average amount of your batches.
What do you expect the maximum amount of each batch to be?	The maximum amount that you expect for each batch.
First Name of Person Accepting	The first name of the person accepting these terms and conditions.
Last Name of Person Accepting	The last name of the person accepting these terms and conditions.
Email of Person Accepting	The email address of the person accepting these terms and conditions.
Phone Number of Person Accepting	The phone number of the person accepting these terms and conditions.

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UNITED KINGDOM

United Kingdom Bank Account Fields	
Field	**Description**
Bank Name	The name of the bank.
Account Owner Name	Name of the account owner as shown on the bank statement of this funding account. Pre-populated with the company's entity name. **NOTE:** SAP Concur customer support can change this value to match the sub-entity that holds the account (necessary in some cases).
Sort Code	The sort code.
Account Number	The account number.
Provide the estimated sale volume	The estimated sale volume.
Company Name	The company name.
Business Entity Type	The business entity type.
Company Website URL	The company Web Site URL.
Legal Business Name	The legal business name of the company.
Business Start Date	The company's first day of business.
Business Registration Number	The business registration number.
Doing Business As	The company "DBA" or doing business as name.
Address Line 1	The physical address of the company.
Address Line 2	(Optional) The physical address of the company.
City	The physical city of the company.
Postcode	The physical postcode of the company.
Country	The physical country of the company.
(Director #) First Name	The director's first name.
(Director #) Last Name	The director's last name.
(Director #) Date of Birth	The director's birthday.
(Director #) % for Company	The ownership percent in the company held by this director.
(Director #) Date Current Ownership Started	The date current ownership began.
(Director #) Address Line 1	The physical address of the director.
(Director #) Address Line 2	(Optional) The physical address of the director.
(Director #) City	The physical city of the director.
(Director #) Postcode	The physical postcode of the director.

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United Kingdom Bank Account Fields	
Field	**Description**
(Director #) country	The physical country of the director.
How often do you submit your batches?	The frequency of batches you have submitted in the past.
What is the average amount of each batch?	The average amount of your batches.
What do you expect the maximum amount of each batch to be?	The maximum amount that you expect for each batch.
First Name of Person Accepting	The first name of the person accepting these terms and conditions.
Last Name of Person Accepting	The last name of the person accepting these terms and conditions.
Email of Person Accepting	The email address of the person accepting these terms and conditions.
Phone Number of Person Accepting	The phone number of the person accepting these terms and conditions.

UNITED STATES

United States Bank Account Fields	
Field	**Description**
Bank Name	The name of the bank.
Account Owner Name	Name of the account owner as shown on the bank statement of this funding account.
Routing Number	The account routing number.
Account Number	The account number.
Provide the estimated sale volume	The estimated sale volume.
Company Name	The company name.
Business Entity Type	The business entity type.
Company Website URL	The company Web Site URL.
Legal Business Name	The legal business name of the company.
Business Start Date	The company's first day of business.
Business Registration Number	The business registration number.
Doing Business As	The company "DBA" or doing business as name.
Address Line 1	The physical address of the company.
Address Line 2	(Optional) The physical address of the company.

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United States Bank Account Fields	
Field	**Description**
City	The physical city of the company.
ZIP Code	The physical postal code of the company.
Country	The physical country of the company.
(Director #) First Name	The director's first name.
(Director #) Last Name	The director's last name.
(Director #) Date of Birth	The director's birthday.
(Director #) % for Company	The ownership percent in the company held by this director.
(Director #) Date Current Ownership Started	The date current ownership began.
(Director #) Address Line 1	The physical address of the director.
(Director #) Address Line 2	(Optional) The physical address of the director.
(Director #) City	The physical city of the director.
(Director #) ZIP Code	The physical postal code of the director.
(Director #) country	The physical country of the director.
How often do you submit your batches?	The frequency of batches you have submitted in the past.
What is the average amount of each batch?	The average amount of your batches.
What do you expect the maximum amount of each batch to be?	The maximum amount that you expect for each batch.
First Name of Person Accepting	The first name of the person accepting these terms and conditions.
Last Name of Person Accepting	The last name of the person accepting these terms and conditions.
Email of Person Accepting	The email address of the person accepting these terms and conditions.
Phone Number of Person Accepting	The phone number of the person accepting these terms and conditions.

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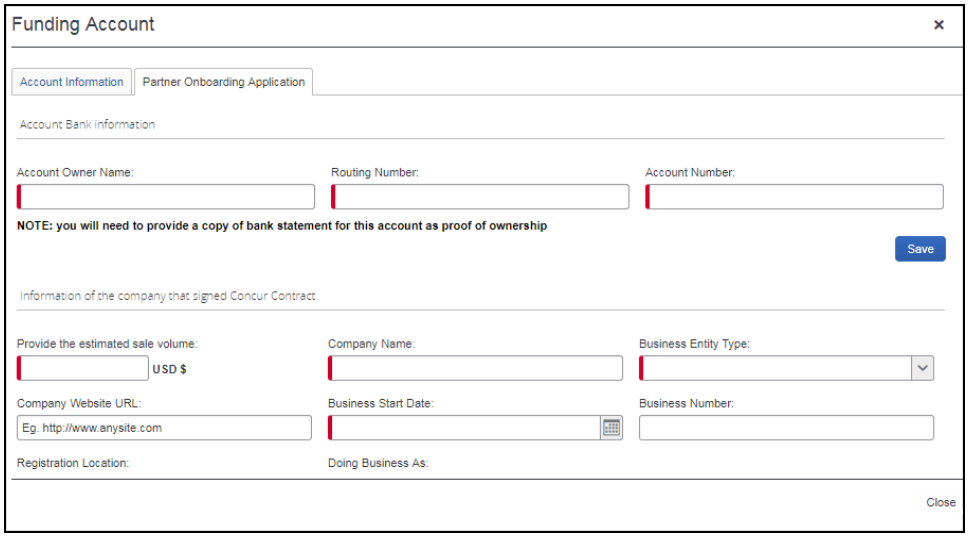
EXAMPLE FORM – WORLDLINE



Convera

For this provider, you will onboard, provide necessary information, and contract directly with them. To start the onboarding process, visit the SAP Concur App Center page for Convera, and click the **Request Information** button. You will directly enter the **Provider Account ID** provided by Convera during onboarding within the SAP Concur application.

The specific information requested by Convera is based on regulatory requirements for the contracted country and currencies you want to set up with them.

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Section 5: Accounting Activity Reconciliation

Overview

The Reimbursement Manager tool and Payment Manager tool each provides information that can be used to reconcile accounting extract information and funding account activity with Expense Payment Manager payments.

For more information on the Reimbursement Manager tool, refer to the *Accounting Extract Reconciliation Tools* section of this guide.

The **View Funding** page of Payment Manager is the reconciliation tool for the Bank Statement Centric process. The page:

- Makes it easy to ensure funded amounts have been extracted.
- Lists funded and returned amounts.
- Displays one row per funding account for each banking day.
- Includes these columns:
  - Funding Account Identification
  - Total Funding Amount
  - Returned Amount
  - Trace Number

Tracking payments through the process with Provider Convera

Your funding arrangement and the time it takes to fund your batches will vary based on the funding arrangement for each country. Convera can provide more information about this during onboarding. The following is a general timeframe for the payment to deposit into the employee's account after the funding is received for a payment batch:

- How long before a payment funded state occurs will vary based on your funding mechanism with Convera.
- 1-2 days for payments to deposit in the beneficiary's bank account after funding is received.

Tracking payments through the process with Provider Worldline

The Reimbursement Managers and the employees can track where a payment demand is in the payment process using the **Payment Manager** page and the **Report Payments** page.

The following is a description of how the payment process displays:

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Day 1-2:

- **Payment Manager**: The payment demand audit trail shows that the payment demand was created.

  📖 Refer to the *Managing Payment Demands* section of this guide for more information on viewing the payment demand audit trail.

- **Report Payments page**: The **Status** displays *Processing.*

Day 3:

- **Payment Manager**: The payment demand audit trail shows that the payment demand was paid.
- **Report Payments page**: The **Status** displays *Processed.*

Reconcile Bank Statements with Expense Payment Manager Payments

Using the example of a funding amount of $78.15 USD, withdrawn 8/8/2012, the following procedure describes reconciling a bank statement amount with Expense Payment Manager payments.

To reconcile a bank statement amount with Expense Payment Manager payments:

1. On the bank statement for the desired funding account, identify a withdrawal (for a funding amount) or deposit (for a returned amount) initiated by the provider. The transaction description will include the name of the provider.
2. In Payment Manager, click **View Funding** > **Provider Funding**.
3. To select date for the bank statement that you want to search for, set your date range by selecting the **Process Date (From)** and **Process Date (To)**.
4. Click **Search**.
5. Identify the funding account row and process date that corresponds to the desired funding or returned amount.

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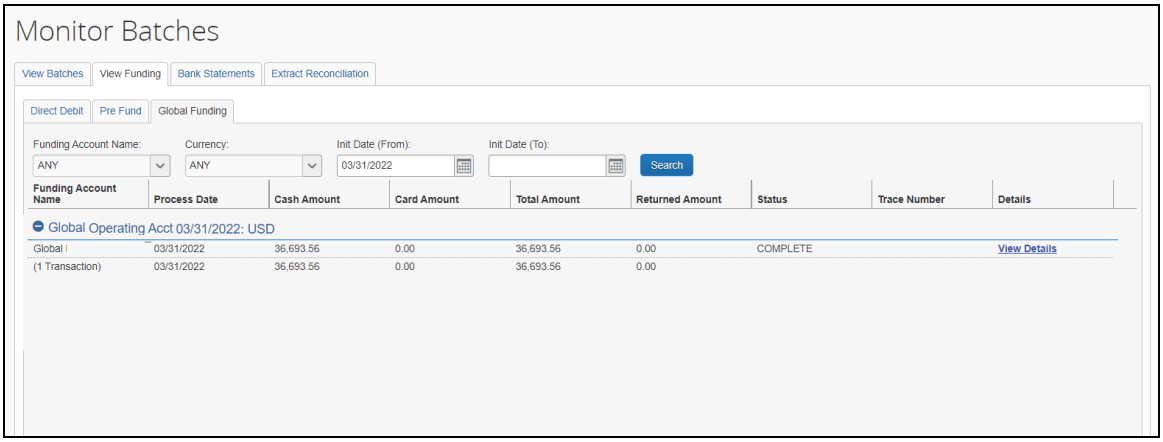
6. Verify the **Total Amount** in the row matches the amount on the bank statement.



Troubleshoot Funding Total not Matching Your Bank Statement Total

To troubleshoot funding total not matching your bank statement total:

1. In Payment Manager, click **View Funding** > **Global Funding**.
2. To select date for the bank statement that you want to search for, set your date range by selecting the **Process Date (From)** and **Process Date (To)**.
3. Click **Search**.
4. Identify the funding account row and process date that corresponds to the desired funding or returned amount.
5. Verify the **Total Amount** in the row matches the amount on the bank statement.
6. Click **View Details** link and on the funding amounts and see if any payments are not paid yet. One reason for this is if the employee payment is going through a sanctions review with provider Convera. They will request/debit less than the batch total and hold the sanctioned payment amounts until they get cleared and then will request/debit the remainder just for the sanctioned amount that was cleared.

   NOTE: To view the details of the selected funding account and date, click the **+** sign to expand the view. For accounts where the provider is Convera, you will see the **View Receipt** link next to **View Details** that will show the line-item detail confirmation document from Convera. On this document, you can retrieve the Convera NTR number which should be referenced on any debit from Convera to your account.

7. To ensure that the amount extracted to your financial system through the Standard Accounting Extract matches the amount on the bank statement,

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click the **Trace Number** link and verify that the **Extracted Amount** matches the **Total Amount** or **Returned Amount**. If these match, your reconciliation is complete. You know that the amount on the bank statement matches the amount extracted in your financial system. If these do not match, there are two possible courses of action:

- If the batch schedule runs more frequently than the SAE schedule, this is expected on the days preceding the SAE. Revisit the **View Funding** page after the SAE job runs. The two amounts should then match.
- If the SAE job that should have included these report payees has run and the report payee is still not extracted, follow the troubleshooting process below.

Troubleshoot Reconciliation Discrepancies

SAE Discrepancies:

Funded amounts appearing on bank statements may not have their associated report payees extracted in the Standard Accounting Extract for a few reasons:

- The SAE Job has yet to run
- The SAE Job has a filter that is excluding the report from extract

The differences are usually from payments that were originally processed on previous batches, returned, and re-processed on this batch.

The other scenario is typically payments that were returned from this batch after it was Funded/Processed/Extracted, and then reprocessed on a later batch.

Difference between View Funding Total and Current Batch Total

This scenario can happen when payments from this batch were returned after this batch was Funded, Processed, and Extracted and then sent out later in other batches. Once returned, you can view return activity on your funding account for these payments in the returned amount column of the view funding screen. Each payment's individual amount is likely returned as they can happen on different days.

Then,

- Run the extract reconciliation for the day of the batch and send to excel.
- Sort by batch ID and add up all the payment that were processed on other batches.
- The other batches total will be included in the funding total for the day.

Difference between Funding Total and Extracted Total

This is due to reports in the batch that were extracted on other days. Typical scenario is they were originally processed in past batches and extracted at that time and later were returned and ended up getting reprocessed on this batch.

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- Export the batch report
- Export Extract reconciliation for the date of batch.
- Compare the Batch report ID's with the Extract report IDs
- Find the list of batch Report IDs that were not extracted that day.
- This total will account for the difference you see on funding total versus extracted.

Card Payment Reconciliation

- Once a card batch is paid and funding has been delivered to the payment provider, you can check **Tools > Company Card > Manage Transactions** to see if the card company has credited the cardholder's account.
- Search for a cardholder from the processed card batch and you should see the credit for the amount that was sent on the card batch.

NOTE: Not all cards have the credit feed here.

Managing Expense Reports on the Reports Payees and Cash Advance Payees Lists

A report payee and cash advance payee are a payee on an expense report. Report payees can be either employees or company card issuers. Cash advance payees can only be employees. A payment demand consists of one or more report entries for the same payee. A payment demand for a card program will contain the total remittance amount for all card transactions for that card program included in the batch. A payment batch consists of one or more payment demands.

The Reimbursement Manager uses the **Reports Payees** and/or **Cash Advance Payees** lists to investigate the payment status of a specific expense report or report payee and perform the following tasks:

- **Place both report and/or cash advance payees on hold**: Sometimes a Reimbursement Manager needs to remove a payee from a payment demand. By placing a payee on hold, the Reimbursement Manager removes the payee from its payment demand and its batch. The payee is not processed until the Reimbursement Manager reassigns the payee to an open batch.
- **Assign both report and/or cash advance payees to an open batch**: If a payee is in an **Aborted** or **On Hold** status, and the issue leading to this status has been resolved, the Reimbursement Manager can assign the payee to an open batch. The system adds the report payee to an existing payment demand for that payee or creates a new payment demand in the open batch.
- **Manually create a payment demand**: Under certain circumstances, the administrator may need to create a payment demand for payee.

  For more information, refer to the *Manually Creating a Payment Demand* section of this guide.

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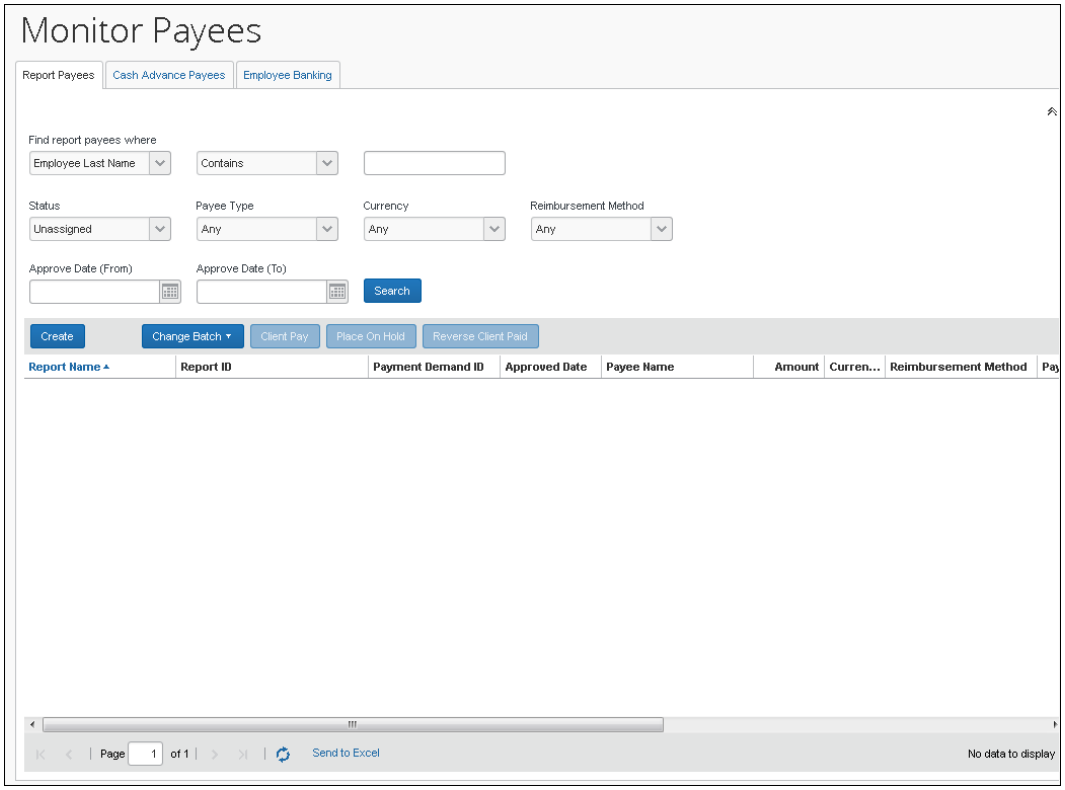
- **Designate a particular report and/or cash advance payee to be client paid**: The Reimbursement Manager can designate a payee to be "client paid," meaning that the client arranges to generate payment to the payee through their financial system instead of through Expense Payment Manager. This action removes the payee from its payment demand and batch. It also sets the reimbursement method to Manual and the status to **Client Pay**.

  📖 For more information, refer to the *When the employee needs to be manually reimbursed* section of this guide.

- **Move a previously client paid report and/or cash advance payee to an open batch**: The Reimbursement Manager can move a payee that was originally marked Client Pay to the current open batch. This functionality should be used when a payee was mistakenly marked Client Pay and the Reimbursement Manager has confirmed that the payee should be reimbursed using Expense Payment Manager instead.

To locate reports in Payment Manager:

1. Click **Monitor Payees**. The **Report Payees** page displays.



2. To search for a specific expense report within the group, use the following fields:
   - Find report payees where
   - Status
   - Payee Type

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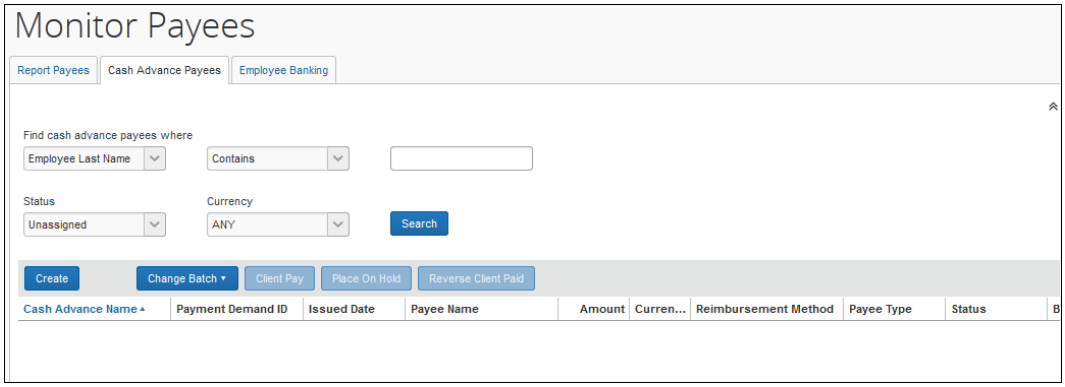
- Currency
- Reimbursement Method

NOTE: The **Status** column always defaults to **Unassigned**.

To locate cash advance reports in Payment Manager:

1. Click **Monitor Payees**. The **Report Payees** page displays. Click the **Cash Advance Payees** tab.



2. To search for a specific expense report within the group, use the following fields:
   - Find cash advance payees where
   - Status
   - Currency

   NOTE: The **Status** column always defaults to **Unassigned**.

To mark a report payee as Client Paid:

1. Click **Monitor Payees**.
2. Select the desired expense report.

   NOTE: Only report payees associated to batches that have not been sent can be set to *Client Paid*.

3. Click **Client Pay**. The report payee status changes to **Client Pay**.

To move a report marked Client Pay to an open batch:

1. Click **Monitor Payees**.
2. Select the desired reports.
3. Click **Reverse Client Paid** for each report.

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This puts the payment demand on hold and moves the report into the open batch. The payment demand is then assigned to the next batch, which creates a new payment demand number in the current open batch. You cannot use **Reverse Client Paid** on reports after the accounting extract ran for it.

Report Payee Status

The **Status** column displays information about a report that guides what a Reimbursement Manager can do with a specific report.

Status	Description
Any	This selects for any status.
Assigned	The payment demand is assigned to an open or closed batch that has not yet been sent for processing. Reports with a status of **Assigned** can be assigned to the next batch (if the batch it currently belongs to is closed), placed on hold, or marked as Client Pay.
Not Sent/Not Completed (only used in Search field)	This status includes all payment demands with a status of **Aborted**, **Assigned**, or **On Hold**.
On Hold	The Reimbursement Manager put this report payee on hold. No payment demand is associated with a report payee that is on hold. Reports in a **Hold** status can be assigned to the next batch or marked as Client Pay.
Sent/Completed	The payment demand is in a batch sent for processing.
Unassigned (only used in Search field)	This status includes all payment demands with status of **On Hold**, **Aborted**, and **Client Pay**.
Unpaid (only used in Search field)	This status includes all payment demands without a status code and those set to **Not Paid**.
Expense Pay Specific Statuses	
Aborted	The payment demand was in a batch sent to the payer's bank for payment. The EPE designated that the bank was unable to pay the payment demand. In most cases, the Reimbursement Manager does not need to act for aborted payment demands. When a payment demand with an employee payee is aborted, that employee's bank account is marked as **Failed** and an email notification is sent to them. Once the employee updates their bank account information, the system will move any aborted payment demands for that employee into the next available batch. The system will only automatically assign the report to the next batch if the user continues to update their bank information. If the user does not update their bank information, the Reimbursement Manager will need to manually assign the report to the open batch once the bank account has been updated. **NOTE:** If necessary, reports with a status of **Aborted** can be assigned to the next batch, placed on hold, or marked as Client Pay.

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Status	Description
Accepted	The payment demand has been accepted by the payment engine or provider. This is a normal step in the process that may be followed by funded and then paid or possibly aborted if the payment is returned.
Client Pay	The Reimbursement Manager changed the reimbursement method from Expense Payment Manager (EFT) to Client Pay (AP).
Paid	The payment demand is in a batch sent to the payer's bank for payment. The EPE indicated that the payee's bank accepted the payment demand and payment should occur within a few banking days. Note that the payee's bank may subsequently reject the payment demand. If this occurs, then the EPE will change the status to **Aborted**. 📖
Payment Confirmed	The report has reached the Payment Confirmed workflow step and is considered paid. 📖 For more information, refer to *Report Payment Confirmed Status* below.
Payment Funded	Funding has been initiated and the funding dates for the payment demand have been set.
Failed Account	The employee's bank account associated with this report payee has a status of *Failed*. The payment demand will remain in the status until the employee updates their bank account information. 📖 For more information, refer to *Failed Account Statuses* below.

EXPENSE PAYMENT MANAGER: REPORT PAYMENT CONFIRMED STATUS

Expense Payment Manager will only change the report payment status to **Payment Confirmed** if the **Payment Confirmation** step is activated in the workflow. This feature is optional as it has an impact on reporting. Expense reports can only have one payment status; however, reports with both cash and card expenses can have two different payees- the employee and the card program. Once the payment engine has sent the **Payment Confirmed** status for either the cash or card payee, the report payment status is updated to **Payment Confirmed**. To begin using this workflow step, contact SAP Concur Support.

Manually Reimbursing Employees

There are some occasions when an employee that is normally reimbursed through Expense Payment Manager needs to be reimbursed manually. This can be done to any report payee and cash advance payee, up until the point when the payment demand associated with that payee has been sent to the payment engine for processing.

When paying an employee manually, you can do the following:

- **Mark the report payee as Client Pay in Payment Manager**: The Reimbursement Manager searches for the report payee on the **Report Payees** page or the cash advance payee on the **Cash Advance Payees**

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page. Once they find the report, they select it and click **Client Pay**. Expense Payment Manager will not reimburse the report.

! **IMPORTANT NOTE:** If this process is done before the Standard Accounting Extract job runs, the report will have a blank value in column 128 (the **Report Payment Reimbursement Type** field), indicating that it was not paid using Expense Payment Manager. If this process is done after the Standard Accounting Extract job runs, the report will have a "1" value in the **Report Payment Reimbursement Type** field. This indicates that it was paid by Expense Payment Manager, as at the time the extract was run this was the scheduled method of payment.

Manually Creating a Payment Demand

On rare occasions, certain payment demands are not created for payees. The most typical case is when a user did not have banking entered at the time their report was approved. The administrator can use the **Create Payment Demand** feature to retroactively trigger a payment demand. The administrator can create payment demands for the reports that meet the following criteria:

- Reports that do not have a payment demand for cash or card payee or both types of payment demand.
- The report must have one of the following payment statuses:
  - *Processing Payment*
  - *Paid*
  - *Payment Confirmed*
- The reports can be pre-extract or already extracted in the Standard Accounting Extract.
- For Cash payment demands, the user must have an active bank account in the system.

You can only create a payment demand if there is a valid batch definition (cash or card) for creating this payment demand.

To manually create a payment demand

1. Click **Monitor Payees**.
2. Click **Create**. The **Create Payment Demand** window appears.
3. Fill out the search fields with the report information.
4. Click **Search**.

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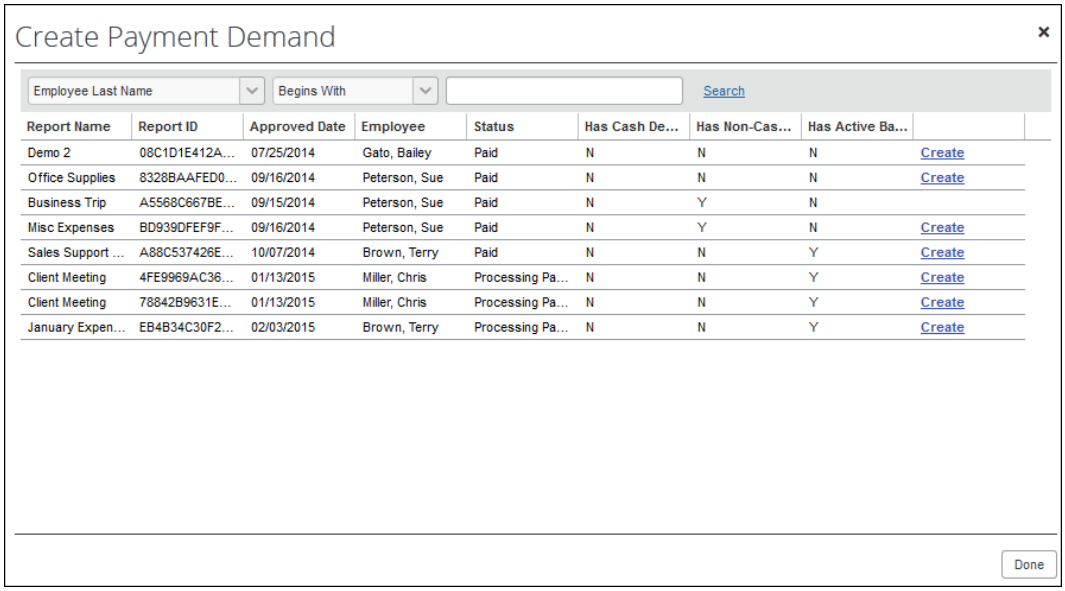


5. Click **Create** for the desired payment demand(s). The report disappears from the list and appears in the **Report Payees** list.

6. When finished, click **Done**.

Viewing Employee Banking

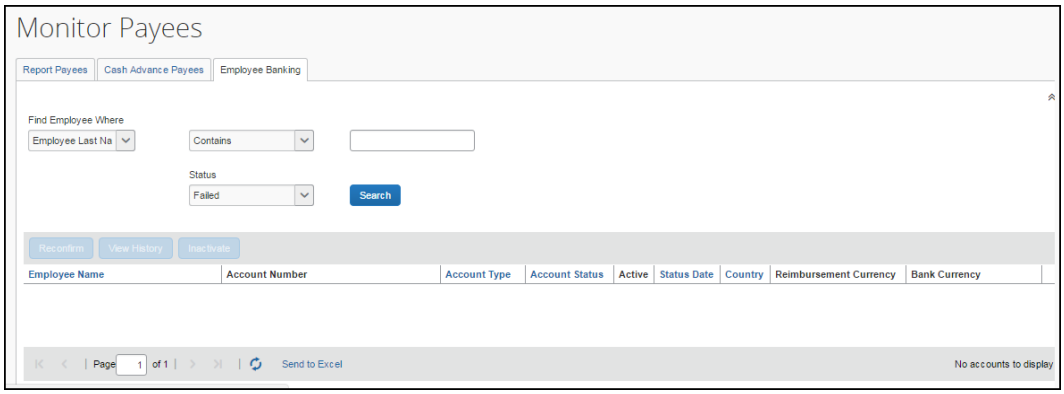
The **Employee Banking** page allows the administrator to view employee bank account information, including historical information.

NOTE: The Reimbursement Auditor user role cannot view the Employee Banking Status.

In cases where there is incorrect banking, information the employee should correct the bank number, bank account number, or account type. There is no way for the Reimbursement Manager to enter employee bank account information.

To access the Employee Banking page:

In Payment Manager, click **Monitor Payees** > **Employee Banking**.



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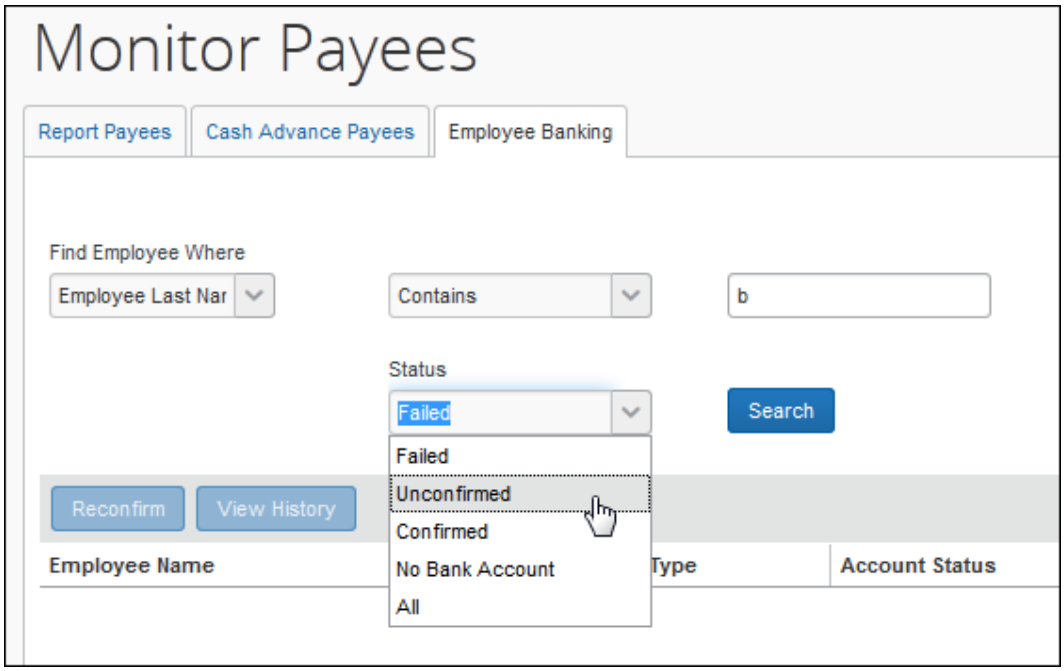
To search for an employee's bank information:

To search for a specific employee's bank information, use the **Find Employee Where** *or* **Status** fields in the search area.



To view an employee's bank account history:

1. Use the **Find Employee Where** *or* **Status** fields in the Search area to locate the employee.
2. Select the employee.
3. Click **View History**.

NOTE: If Expense Payment Manager is terminated, previous data is maintained, and reporting is still available. Additionally, Concur Expense users will see their banking information as read only information in their profile.

To inactivate an employee's bank account:

1. Use the **Find Employee Where** *or* **Status** fields in the Search area to locate the desired employee.
2. Select the desired employee.
3. Click **Inactivate**.

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Expense User Procedures

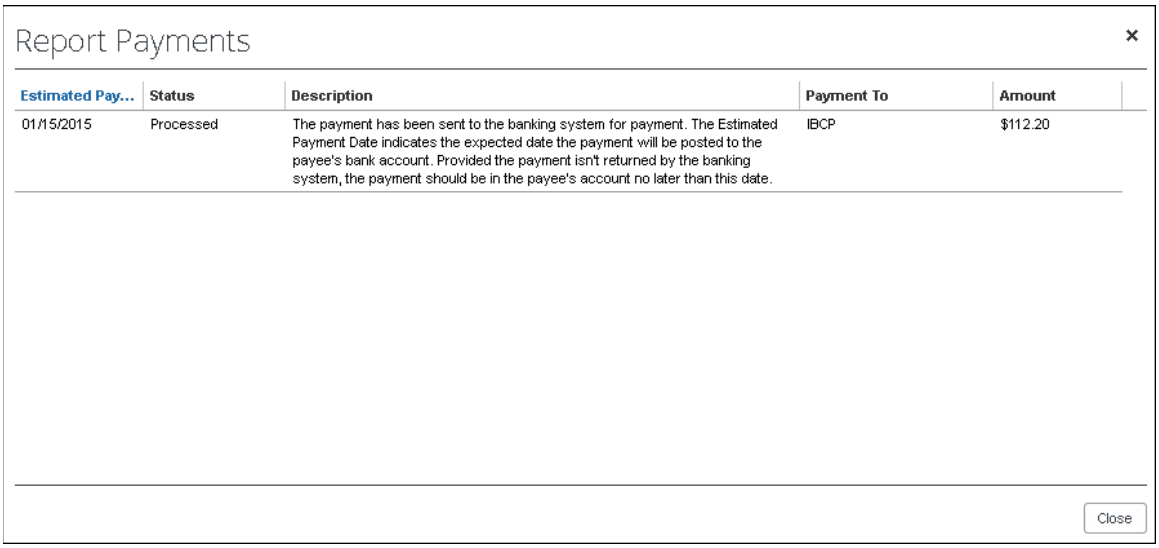
Expense users must have valid bank account information on the **Profile** > **Profile Settings** > **Bank Information** page before they can be reimbursed using Expense Payment Manager.

Payment Status in the Report Payments Window

Users can view the status of payments made by Expense Payment Manager in the **Report Payments** window.

To access the Report Payments window:

1. Click **Expense**.
2. Click the name of the desired report. The **Expense List** appears.
3. Select **Report Details** > **Payments**.
4. Review the information in the **Report Payments** window.



The possible statuses are:

Status	Description
Initiated	The payment was initiated but has yet to be released by your organization for processing. The **Estimated Payment Date** indicates three weekdays after the date your organization is scheduled to release the payment for processing.
Processing	Your organization has released the payment for processing, but it has yet to be sent to the banking system for payment. The **Estimated Payment Date** indicates the approximate date the payment will be posted to the payee's bank account.

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Status	Description
Processed	The payment has been sent to the banking system for payment. The **Estimated Payment Date** indicates the expected date the payment will be posted to the payee's bank account. Provided the payment is not returned by the banking system, the payment should be in the payee's account no later than this date.
Failed	The banking system has returned this payment. Before payment can be made you must update your bank account information in **Profile** > **Profile Settings** > **Bank Information** and the system must confirm this information.
Failed Account	The payment has not been initiated because your bank account has invalid information. Before payment can be initiated you must update your bank account information in **Profile** > **Profile Settings** > **Bank Information** and the system must confirm this information.
On Hold	The payment was initiated but has yet to be released by your organization for processing. The **Estimated Payment Date** is blank because your organization has not scheduled a release date yet. Contact the person who administers Concur Expense for your organization.
Organization Paid	SAP Concur will not reimburse this amount due. Instead, your organization will arrange payment for this amount due. Contact the person who administers Concur Expense for your organization for details on this payment.

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Section 6: Accounting Extract Reconciliation Tools

This section describes tools that a Reimbursement Manager may use.

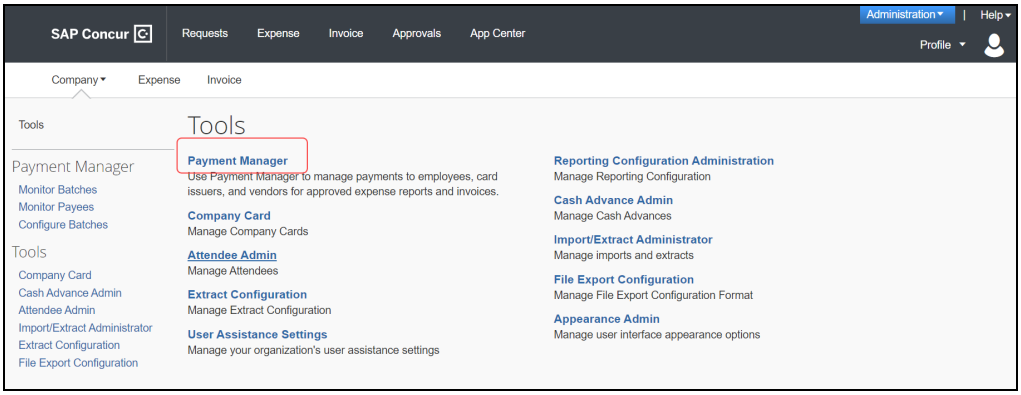
Payment Manager

A link to the **Payment Manager** page appears on the **Tools** page to employees that have the Reimbursement Manager or Reimbursement Auditor role.

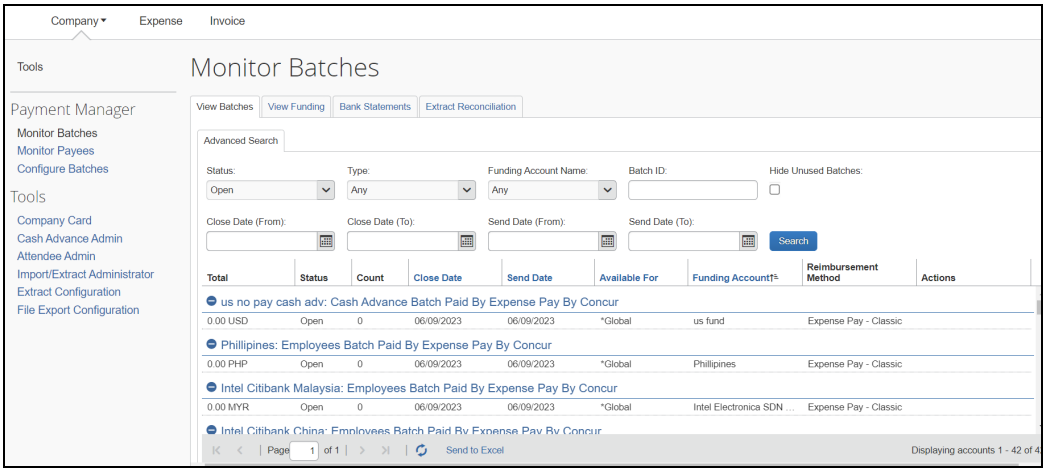
NOTE: The Reimbursement Auditor role has a limited subset of the available functionality.

To access Payment Manager:

1. Click **Administration** > **Company** > **Tools**. The **Tools** page appears.



2. Click **Payment Manager**. The **Payment Manager** page appears, with the **Monitor Batches** page displays.



3. Click the **Configure Batches** link.

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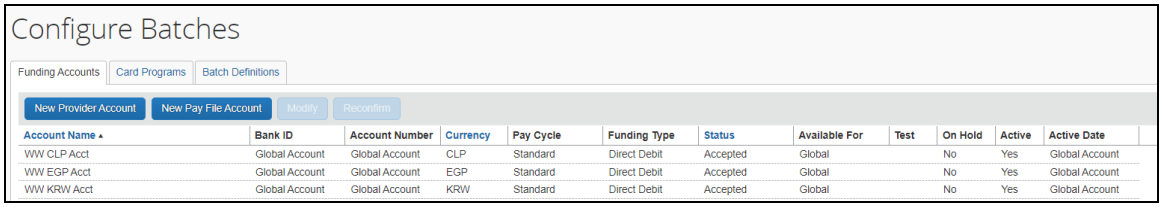
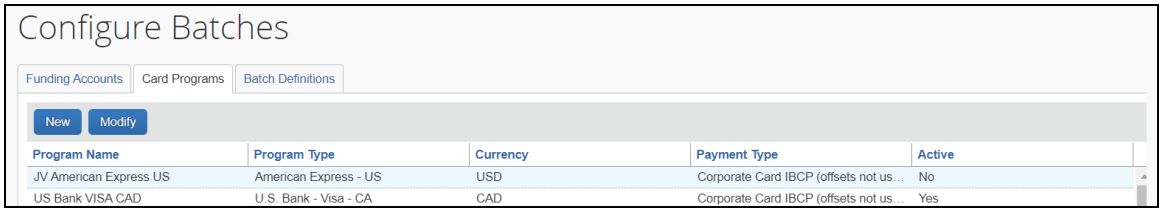
Funding Accounts

Funding accounts are the bank accounts that Concur Expense Payment Manager draws funds from to fund payments to employees or card programs. The Reimbursement Manager defines these bank accounts on the **Funding Accounts** tab of the **Configure Batches** page of Payment Manager.



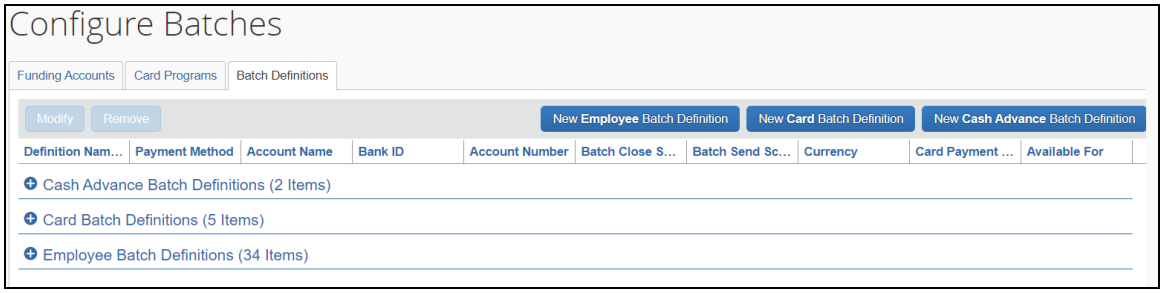
Card Programs



The Concur Pay can generate payments to company card issuers, based on the payment batches in Payment Manager. The Reimbursement Manager uses the **Card Programs** page of Payment Manager to enter the data required to correctly remit payment to the card issuer. Once the Card Programs have been entered, the Reimbursement Manager uses the batch definitions to link a funding account with a card program.

NOTE: Expense Payment Manager does not generate payments to manually entered card charges as there is no reliable way to ensure the card transaction is only paid once.

Batch Definitions



The Reimbursement Manager creates and updates batch definitions to be used by the Concur Pay. A batch definition consists of the attributes of the funding bank account, the Expense Groups that the batch definition will pay, the close and send date schedule, the status, and optionally the card program to be paid. The

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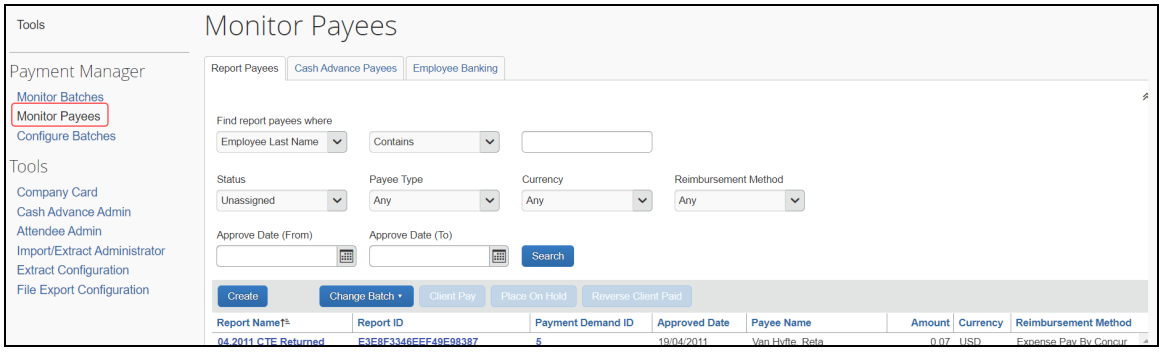
Reimbursement Manager uses the **Batch Definitions** page of Payment Manager to view and edit existing batch definitions, and to create new definitions.

Payees Lists



A report payee and cash advance payee are a payee on an expense report. Report payees can be either employees or company card issuers. Cash advance payees can only be employees. A payment demand consists of one or more report entries for the same payee. A payment demand for a card program will contain the total remittance amount for all card transactions for that card program included in the batch. A payment batch consists of one or more payment demands.

The Reimbursement Manager uses the **Reports Payees** and/or **Cash Advance Payees** lists to investigate the payment status of a specific expense report or report payee and perform the following tasks:

- **Place both report and/or cash advance payees on hold**: Sometimes a Reimbursement Manager needs to remove a payee from a payment demand. By placing a payee on hold, the Reimbursement Manager removes the payee from its payment demand and its batch. The payee is not processed until the Reimbursement Manager reassigns the payee to an open batch.
- **Assign both report and/or cash advance payees to an open batch**: If a payee is in an *Aborted* or *On Hold* status, and the issue leading to this status has been resolved, the Reimbursement Manager can assign the payee to an open batch. The system adds the report payee to an existing payment demand for that payee or creates a new payment demand in the open batch.
- **Designate a particular report and/or cash advance payee to be client paid**: The Reimbursement Manager can designate a payee to be "client paid," meaning that the client arranges to generate payment to the payee through their financial system instead of through Expense Payment Manager. This action removes the payee from its payment demand and batch. It also sets the reimbursement method to Manual and the status to *Client Pay*.
- **Move a previously client paid report and/or cash advance payee to an open batch**: The Reimbursement Manager can move a payee that was originally marked Client Pay to the current open batch. This functionality should be used when a payee was mistakenly marked Client Pay and the Reimbursement Manager has confirmed that the payee should be reimbursed using Expense Payment Manager instead.

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- **Manually create a payment demand**: Under a few circumstances, the administrator may need to create a payment demand for payee.

Batches

The Reimbursement Manager uses the **Monitor Batches** page of **Payment Manager** to review batch status and payment demand details for all batches. The batches are grouped by batch definition. By default, the page displays the current batches for each definition. The Reimbursement Manager can search for a specific batch. The Reimbursement Manager can also use the **Monitor Batches** page to reschedule batches, closing them earlier or later than their batch schedule.

Payment Demands

The Reimbursement Manager manages payment demands through the **Payment Demands** tab of the **Monitor Batches** page. This page displays the payment demands contained in a specified batch listed on the **View Batches** tab. The Reimbursement Manager can access the **Payment Demands** tab from the **View Batches** tab of the **Monitor Batches** page of Payment Manager.

From the **Payment Demands** tab, you can open the **Payment Demand Audit Trail** window, where you can troubleshoot or audit a payment demand. You can also open the **Report Summary** window, where you can view the summary for the report associated with the payment demand.

Employee Banking Information

Methods

Organizations can bring employee bank account information into Expense Payment Manager using two methods:

- **Employee manages their own banking information using Profile**: This method is the most popular and best practice way for organizations to manage this information.
- **Organization imports employee banking information**: Some organizations choose to use the Employee Import to import employee banking information from another system that manages this information.

Organizations select a method for each batch definition. If employees will be managing their own banking data, the administrator must update the batch definition to allow employees to see and edit their bank account information in Profile.

If the client will be importing employee bank information, they must update the batch definition to allow it.

To update the batch definitions:

1. Click **Administration** > **Company** > **Tools**.

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2. Click **Payment Manager** (left menu) > **Configure Batches** > **Batch Definitions**.
3. Select the desired batch.
4. Click **Modify**.
5. Select the **Allow Employee to Modify their Bank Information** check box to allow employees to manage their own banking information.
6. Select the **Allow Employee Import to Modify Bank Information** check box to allow the import to update the user bank information.

Administrator Email Notifications

Funding Amount Email Notification

An email notification of the funding amounts by account is available to all users with the Reimbursement Manager or Reimbursement Auditor role. This feature is useful to monitor activity abnormally large funding requests or for too many blank days that do not match the expected pattern. On days with no activity, such as bank holidays, the amounts listed in the email will be zero.

NOTE: The email notification is not the preferred method for monitoring activity. SAP Concur recommends regularly viewing the **View Funding** > **Global Funding** page for funding details. If you are using Convera as your payment provider, they will send you a similar email requesting you provide the funding amount to them to process your payments.

If the funding amount is not available when the email is sent, the Reimbursement Manager will be directed to the **View Funding** > **Global Funding** page for funding details. Reimbursement Managers must make sure that the funding account is funded no later than the close of business on the settlement date for each batch. The Daily Funding Amount email is enabled on the **New/Edit Funding Account** page of Payment Manager.

NOTE: The Funding Amount email is not group aware. Every user with the Reimbursement Manager role will receive every funding amount email for all configured batches.

WHEN FUNDING ACTIVITY INFORMATION IS AVAILABLE

This is the daily funding account notification for all active funding accounts for <MM/DD/YYYY>

Bank ID: <bankid>

Account Number: <accountnumber>

Cash Program Amount: 0.00 USD

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Card Program Amount: 0.00 USD

Total Funding Amount: 0.00 USD

Bank ID: <bankid>

Account Number: <accountnumber>

Cash Program Amount: 268.34 CAD

Card Program Amount: 0.00 CAD

Total Funding Amount: 268.34 CAD

Bank ID: <bankid>

Account Number: <accountnumber>

Cash Program Amount: 0.00 USD

Card Program Amount: 0.00 USD

Total Funding Amount: 0.00 USD

WHEN FUNDING ACTIVITY INFORMATION IS NOT AVAILABLE

Expense Payment Manager is currently processing the daily funding and did not have a total amount available at the time this email was sent. The **View Funding** > **Global Funding** will display the funding total once Expense Payment Manager has completed processing for this account. Please note that funding amounts will not be withdrawn on bank holidays. Any funding amount scheduled for a bank holiday will be processed the following banking day.

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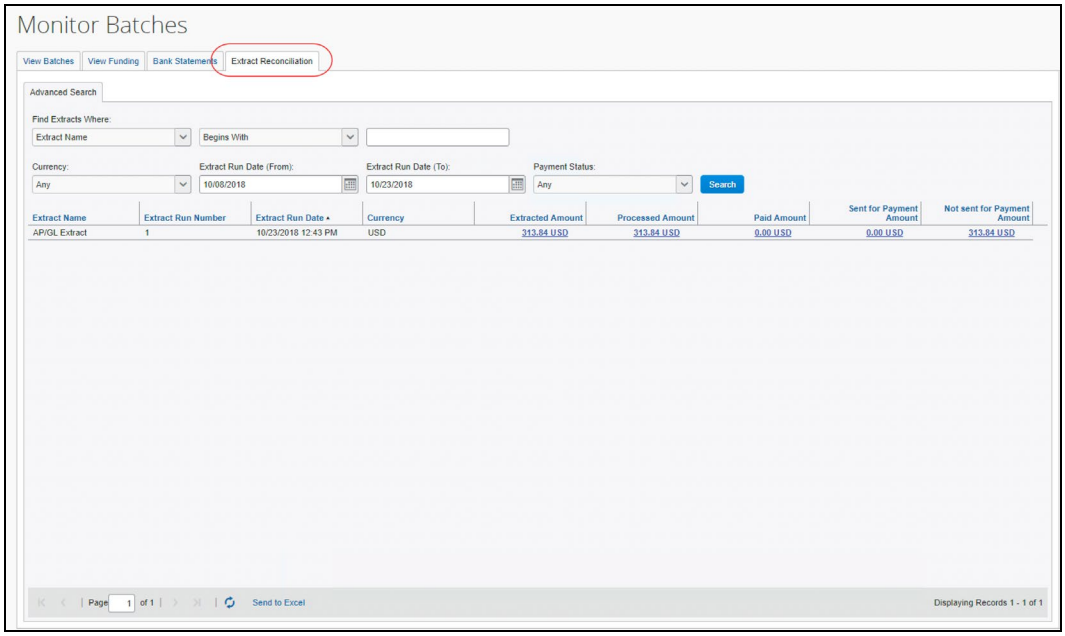
Extract Reconciliation Tab

The **Extract Reconciliation** tab allows the Reimbursement Manager to view the extract entries associated with Expense Payment Manager payments. The page lists one row for each Standard Accounting Extract job and reimbursement currency combination. The Reimbursement Manager can drill down to a list of report payees included in the extract file.

Access the Extract Reconciliation tab in Payment Manager

To access the tab, click **Administration > Company > Tools > Payment Manager > Monitor Batches > Accounting Extract Reconciliation.**



Extract Activity Reconciliation Process

1. Determine the name and job run number of the Standard Accounting Extract you would like to reconcile.

2. On the **Monitor Batches** page, click **Extract Reconciliation**.

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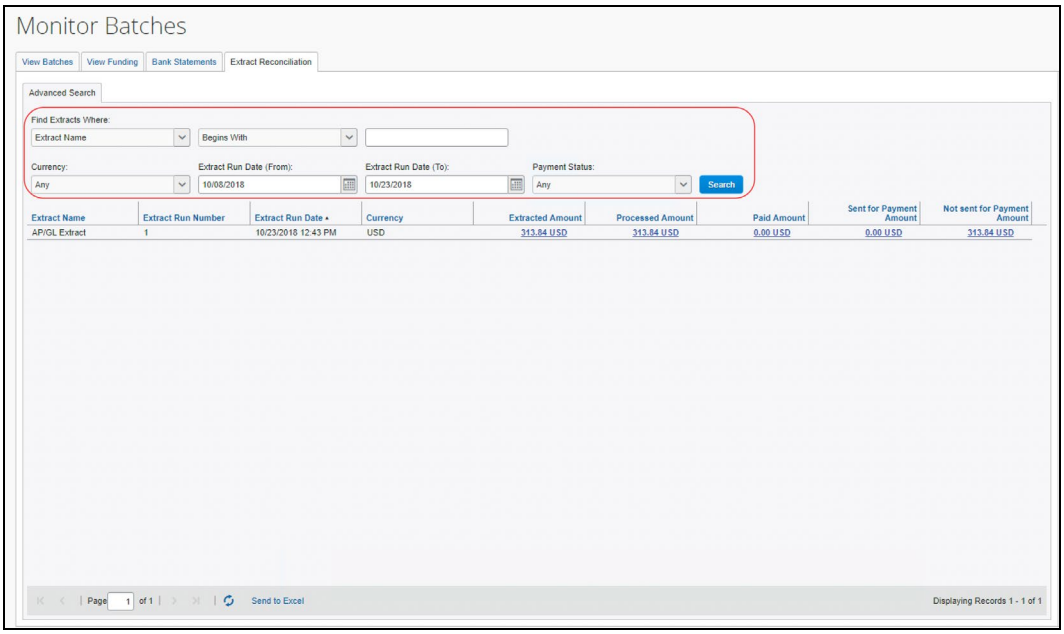
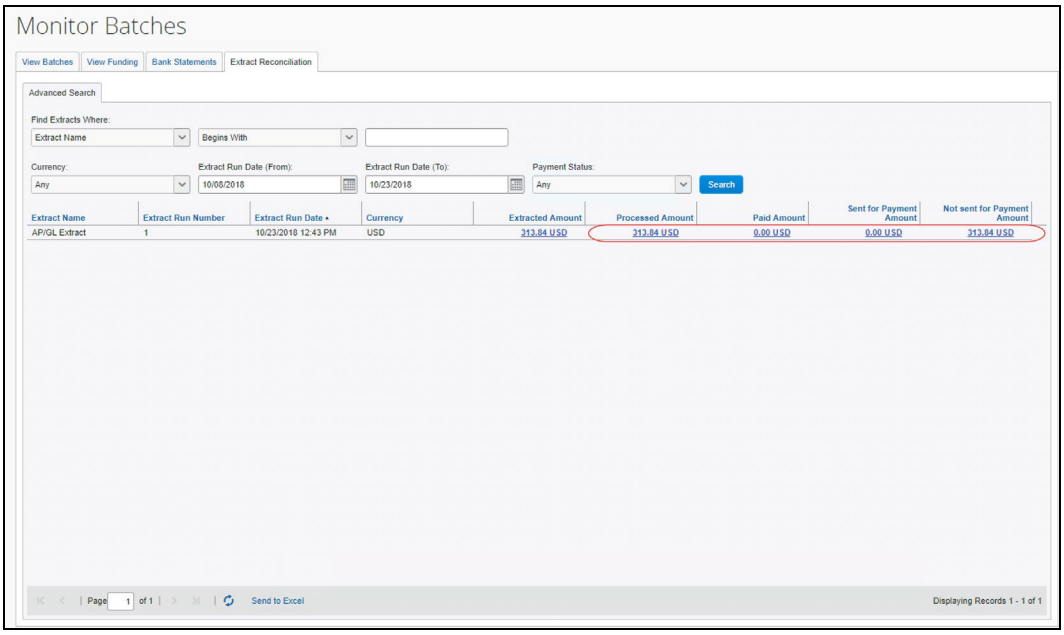
3. Use the fields in the **Find** area to locate the desired extract.



4. Click the amount in the **Processed Amount**, **Paid Amount**, **Sent for Payment Amount,** or **Not Sent for Payment Amount** field to view the included report payees.



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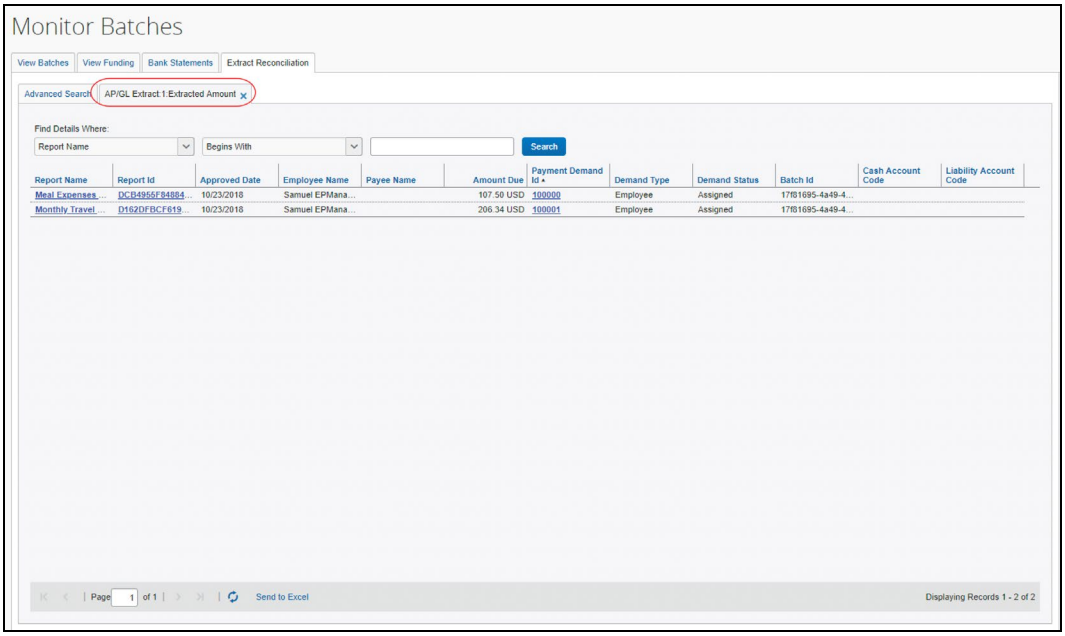
5. View the detail tab that lists the report payees included in the selected amount.



6. Click a value from the **Payment Demand ID** column to view the payment demand details.

REPORT PAYEES

On the **Extract Reconciliation** tab, click the desired amount value:

- **Processed Amount**: The sum, in the indicated reimbursement currencies, of the report payees in the extract for which Concur Pay has created payment demands.
- **Paid Amount**: The sum, in the indicated reimbursement currencies, of the report payees in the extract for which Concur Pay has created payment demands that the Concur Payment Engine has confirmed as being paid.
- **Sent for Payment Amount**: The sum, in the indicated reimbursement currencies, of the report payees in the extract for which Concur Pay has created payment demands that have been sent to the Concur Payment Engine but not yet paid.
- **Not Sent for Payment Amount**: The sum, in the indicated reimbursement currencies, of the report payees in the extract for which Concur Pay has created payment demands that have not yet been sent to the Concur Payment Engine.

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Not Funded Report Payees

When comparing processed amounts with paid amounts for an extract job there can be extracted report payees not yet paid.

These extracted but not yet paid report payees may need to be handled, depending on their status:

- **Sent for Payment**: These report payees should be marked Paid within two banking days from the Sent Date. No additional action is required.
- **Not Sent for Payment:** These may require additional action.

NOT SENT FOR PAYMENT REPORT PAYEES

The report payees that were not sent for payment can be examined using the details page.

To view the report payee details:

1. Click the **Not Sent for Payment Amount** to drill down to the list of report payees that constitute this amount.
2. Review the **Status** column and take the necessary action:

Status	Description	Action to Take
Pending Confirmation	Employee's bank account is pending confirmation.	No additional action necessary. Once the account is confirmed, the payment demands will be automatically moved into the open batch.
Aborted or Failed Account	Employee bank account failed.	Remind employee to correct banking information.
On Hold	The report payee was marked On Hold by the Reimbursement manager.	Report payee should be moved to an open batch.
Client Pay	The report payee was marked Client Pay by the Reimbursement manager.	Make a correcting accounting entry. 📖 Refer to the *Correcting Accounting Entries* section of this document for details.
Assigned	Report payee is in a batch that has not yet been sent.	No action is necessary.

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Correcting Accounting Entries

At the end of your accounting period, you may need to make a correcting accounting entry for any journal entries the accounting reflects as Paid that have not been processed. The correcting entries can be created manually using the process listed below.

NOTE: The Expense Payment Manager Extract provides an automated way to do this accounting.

📖 For more information, refer to the *Expense Pay: Expense Pay Extract Specification*.

To create a correcting entry:

1. On the details page, determine which **Cash Accounts** are impacted. Use the Cash Account filter to organize report payees by cash account.
2. Make the necessary correcting entry for this cash account.
3. Repeat this process for each affected cash account.
4. At the next accounting period check if these were paid. If they were, you will need to do another correcting entry for the re-payment.

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