

Concur Expense: Expense Assistant

Setup Guide

Last Revised: December 3, 2020

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
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
January 7, 2021	Updated the copyright; no other changes; cover date not updated
December 3, 2020	Added note that if reports are auto-created using Expense Assistant, delegates who have the appropriate permissions are copied on the weekly Report Summary emails.
July 1, 2020	Updated information about the existing UI and NextGen UI; made modifications throughout; cover revision date updated
April 9, 2020	Renamed the Authorization Request check box to Request on the guide's title page; cover date not updated
January 2, 2020	Updated the copyright; no other changes; cover date not updated
January 4, 2019	Updated the copyright; no other changes; cover date not updated
November 17, 2018	Initial publication.

Expense Assistant

NOTE: Multiple SAP Concur product versions and UI themes are available, so this content might contain images or procedures that do not precisely match your implementation. For example, when SAP Fiori UI themes are implemented, home page navigation is consolidated under the SAP Concur Home menu.

Section 1: Permissions

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

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

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

Section 2: Overview

Expense Assistant can automatically create expense reports and add trip-based expenses to these expense reports. This feature automates more of the expense reporting process, to provide an easier end user experience.

Users using Expense Assistant will be able to have Expense Assistant automatically create calendar-based or trip-based expense reports, but not both types of expense reports.

The type of expense reports created by Expense Assistant is defined at the group level.



For information about using Expense Assistant with the SAP Concur mobile app, continue to refer to the *Expense Assistant FAQ*.

Section 3: How It Works

Expense Assistant automatically creates expense reports as a client's expenses flow into SAP. If you do not disable Expense Assistant for your company, then your users who opt-in to using Expense Assistant can choose to have Expense Assistant automatically create either calendar-based or trip-based expense reports.

This feature does not interfere with your normal routing of expense reports. Submitted expense reports will go to the expected managers as they do now.

Audit rules can be used with this feature. For example, if you do not want your users to submit the report with only an airfare expense, you could write an audit rule that does not allow users to submit the expense report until the trip end date has passed.

Calendar-based Expense Assistant

Calendar-based Expense Assistant adds all expenses in your **Available Expenses** list to any open expense report. An open report can be a user-created expense report or an expense report auto-created by Expense Assistant. Expense Assistant continues to add all new incoming expenses that have a date that matches the calendar month of the expense report to that expense report.

If more than one expense report is open, Expense Assistant uses the following logic to determine which report new expenses are added to:

1. Expense Assistant will add the expenses to an open expense report auto-created by Expense Assistant if the expense transaction date is in the same month as the expense report month.
2. If the expense transaction date does not match the month of the auto-created expense report, Expense Assistant adds the expenses to an open user-created expense report for that month.
3. If there are multiple open user-created reports for the same month, Expense Assistant adds the expenses to the user-created expense report with the most recent date for that month.
4. If there are no open user-created expense reports, then Expense Assistant will automatically create a new expense report and add the expenses to the new report.

Expense Assistant will auto-create a new expense report for each calendar month and all expenses with transaction dates within 30 days are moved into the expense report automatically. Older expenses will not be automatically moved.

Trip-based Expense Assistant

Trip-based Expense Assistant creates an expense report when you create an itinerary in Concur Travel. It will add the airfare itinerary into that report once the airfare is ticketed. If you close that expense report before you leave on this trip, perhaps to be reimbursed for pre-travel expenses, then Expense Assistant will create a new, second expense report for this trip on the day that your itinerary indicates is the first day of your trip. Expense Assistant continues to add all new incoming expenses which have dates that matches the trip itinerary to that expense report.

There will be only one open/unsubmitted report per trip at any given time.

Expense Assistant will auto-create a new expense report for each trip itinerary and all expenses with dates that are covered by a trip itinerary are moved into the expense report automatically. There is a buffer of one day at the trip start and end

dates to ensure that all the expenses associated with the trip are captured in the report.

- If the **Start Date** and **End Date** fields are on the report header form, the system will automatically populate these fields with the trip start and end dates.
- The system will always honor the start and end date if the user enters a value. If the user does not enter any value, the dates will be the trip start and end dates that the user entered in Concur Travel when booking the trip.

Any expenses that occur between the date that the airfare was ticketed and the trip start date will not be added to the expense report.

Section 4: What the Admin Sees

A field, **For Expense Assistant, allow users to opt out or to use**, is on the **Configuration for Group** page (**Administration > Expense > Group Configuration > Expense tab**).

With this field, you can determine whether users in a group will be able to enable Expense Assistant for themselves, and if so, whether the expense reports automatically created by Expense Assistant will be calendar-based or trip-based.

Configuration for Group: Global

Group: Global

Group Name: Global

Attendee List Form: Default Attendee Detail View

For Expense Assistant, allow users to opt out or to use:

- Monthly only
- Monthly or By Trip
- Monthly only
- By Trip only
- None

setting cannot be revoked once granted)

☒ Allow user to upload XML tax receipts.

☐ Utilize rich card data for receipts handling

☐ Cash Advance Configurations

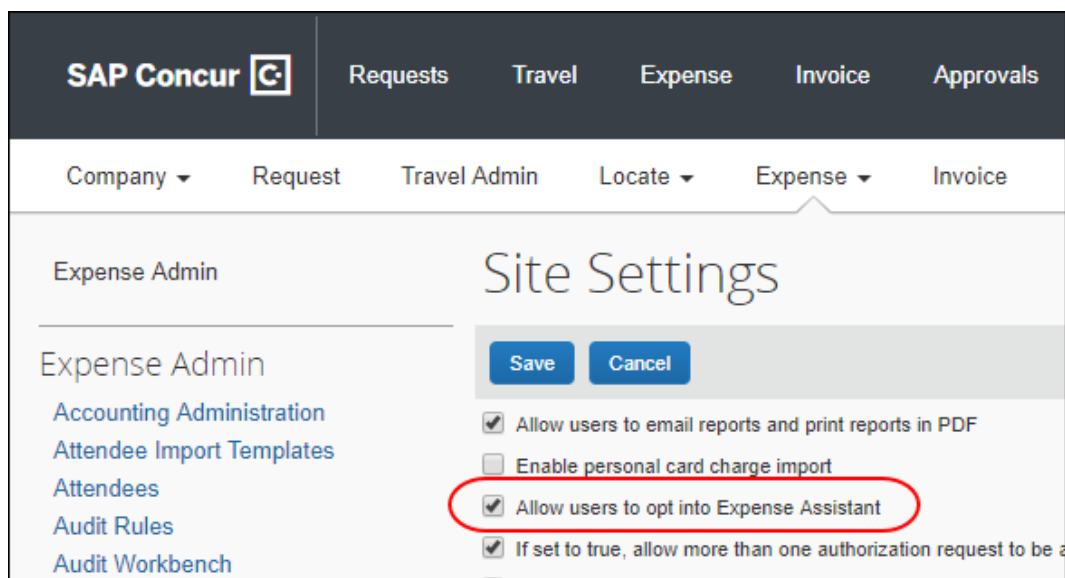
Cancel Save

As an Concur Expense admin, you can allow your users within a group to choose whether they want to use calendar-based Expense Assistant or trip-based Expense Assistant, but the user can only select one of these options.

Alternatively, you can make the choice for your users within a group and designate the calendar-based or trip-based option to meet your company's policy.

NOTE: To see the **For Expense Assistant, allow users to opt out or to use** field on the **Configuration for Group** page, the **Allow users to opt into Expense Assistant** check box must be selected (enabled) on the **Site Settings** page (**Administration > Expense > Expense Admin > Site Settings**).

The **For Expense Assistant, allow users to opt out or to use** field will not display on the **Configuration for Group** page if the **Allow users to opt into Expense Assistant** check box is not selected (disabled).



The following selections are available in the **For Expense Assistant, allow users to opt out or to use** list:

- **Monthly or By Trip** – Users in the group can enable Expense Assistant. If a user in the group enables Expense Assistant, the user can choose whether Expense Assistant automatically creates calendar-based or trip-based expense reports for that user. The user can only use one of these options, the user cannot use both.
- **Monthly only** – Users in the group can enable calendar-based Expense Assistant. If a user in the group enables Expense Assistant, Expense Assistant will automatically create calendar-based expense reports for that user.
- **By Trip only** – Users in the group can enable trip-based Expense Assistant. If a user in the group enables Expense Assistant, Expense Assistant automatically creates trip-based expense reports for that user.
- **None** – Expense Assistant will not be available to users in the group.

Section 5: Activation

Expense Assistant is automatically turned on for your company however you may disable the feature.

There is a company-level setting that allows you to disable Expense Assistant for your company if you do not want anyone to use Expense Assistant. This setting is available by clicking **Administration > Expense > Site Settings**.

The screenshot shows the Concur Expense Site Settings page. The 'Expense Admin' sidebar is on the left. The 'Site Settings' page has a 'Save' button and a 'Cancel' button. The 'Allow users to opt into Expense Assistant' checkbox is checked and circled in red. Other settings include 'Allow users to email reports and print reports in PDF', 'Enable personal card charge import', and 'Use Request allocation data (first) and Expense data (second) to pre-populate allocation fields'. At the bottom, there is a section for 'Select additional employee fields to display in user search results' with a list of fields and 'Add' and 'Remove' buttons.

This setting is enabled by default. When the setting is enabled, Expense Assistant is enabled for your company.

The **Allow users to opt into Expense Assistant** setting only enables Expense Assistant for your company. It does not enable Expense Assistant for your individual users. For more information, refer to the question *How do I enable **calendar-based** Expense Assistant for my users?* or *How do I enable **trip-based** Expense Assistant for my users?*

Section 6: Configuration

When activated on the **Site Settings** page, you can configure the Expense Assistant feature on the **Expense** tab of the **Group Configuration** page.

► **To configure Expense Assistant**

1. On the **Expense** tab, select from the **For Expense Assistant, allow users to opt out or to use** list.

Configuration for Group: Global

Group: Global

Group Name: Global

Attendee List Form: Default Attendee Detail View

For Expense Assistant, allow users to opt out or to use:

- Monthly only
- Monthly or By Trip
- Monthly only
- By Trip only
- None

setting cannot be revoked once granted)

☒ Allow user to upload XML tax receipts.

☐ Utilize rich card data for receipts handling

Cash Advance Configurations

Cancel Save

2. Click **Save**.

Section 7: End User Experience

When this feature is configured to provide a choice to users, switching back and forth between calendar-based and trip-based choices, while possible, is not the intended use of the feature and can have unintended consequences such as expenses not auto-populating the desired report.

If a user decides to use Expense Assistant, that user's delegates and travel arrangers (if they have any) will also see Expense Assistant. Delegates can also turn off Expense Assistant on behalf of a user.

Choosing to use Expense Assistant

Each user must choose to use Expense Assistant.

Calendar-based Expense Assistant This requires user action.

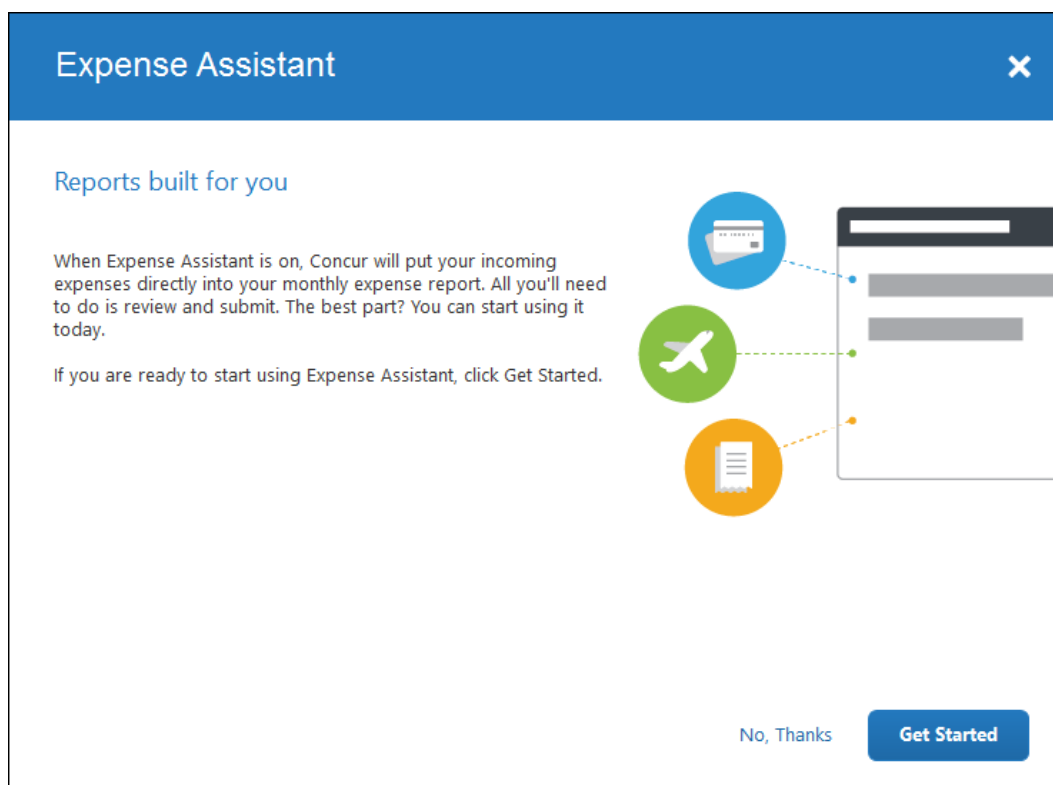
Once Expense Assistant is enabled for your company, and the user group setting is *Monthly or By Trip* or *Monthly Only*, users will need to enable Expense Assistant for themselves.

There are three ways a user can enable Expense Assistant:

- When your users log on to SAP and go to the Expense page, they will see the following screen on the Expense home page. Since SAP needs some available expenses present to show how it works, this will show at the first time the user logs in and has available expenses to be used.

The users can click **Get Started** to begin using Expense Assistant.

NOTE: It is required that users receive Available Expenses into Concur Expense from sources other than Travel bookings or personal card charges in order to use Expense Assistant. Some examples would be company card transactions, e-receipts from suppliers, ExpenseIt entries, and SAP Concur mobile entries.



If users do not currently have any available expenses, they will see the following message in the **Available Expenses** section:

The screenshot shows the 'AVAILABLE EXPENSES' section. At the top, there is a header 'AVAILABLE EXPENSES'. Below it, there is a table with two columns: 'Expense Detail' and 'Transaction Category'. The 'Expense Detail' column has a checkbox next to it. Below the table, there is a blue rounded rectangle containing an information icon (i) and the text: 'Enable Expense Assistant and these expenses will be placed on a report for you. [Learn More](#)'. This blue rectangle is highlighted with a red rounded rectangle.

The users need to click **Learn More**, and then click **Try it Now** to begin using Expense Assistant.

-Or-

If the user wants to enable Expense Assistant and the pages shown above do not appear automatically, the user can enable the feature in Profile. On the **Expense Preferences** page (**Profile > Profile Settings**), the user selects *By Month* from the **Expense Assistant using this method** list, and the clicks **Save**.

The screenshot shows the 'Expense Preferences' page. At the top, there is a header 'Expense Preferences'. Below it, there are 'Save' and 'Cancel' buttons. Below the buttons, there is a text: 'Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.' Below this, there is a section 'Send email when...' with four checkboxes, all of which are checked: 'The status of an expense report changes', 'New company card transactions arrive', 'Faxed receipts are successfully received', and 'An expense report is submitted for approval'. Below this, there is a section 'Prompt...' with one checkbox: 'For an approver when an expense report is submitted'. Below this, there is a section 'Sign me up for...' with a text: 'Expense Assistant using this method:'. To the right of this text is a dropdown menu with three options: 'By Month' (selected), 'By Trip', and 'None'. This dropdown menu is highlighted with a red rounded rectangle.

Trip-based Expense Assistant

This requires user action.

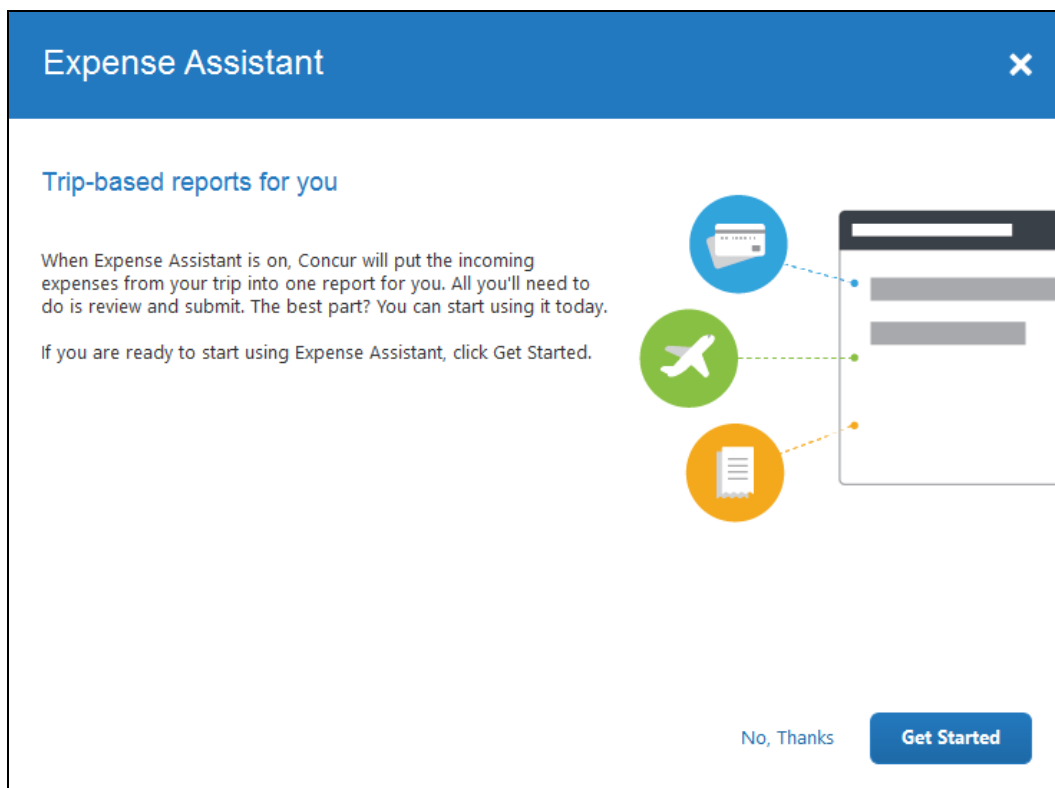
Once Expense Assistant is enabled for your company, and the user group setting is *Monthly or By Trip* or *By Trip Only*, users will need to enable Expense Assistant for themselves.

NOTE: It is required that users book trips via Concur Travel.

If the user has at least one unexpensed travel segment (itinerary) in **Available Expenses**, the **Expense Assistant** page appears.

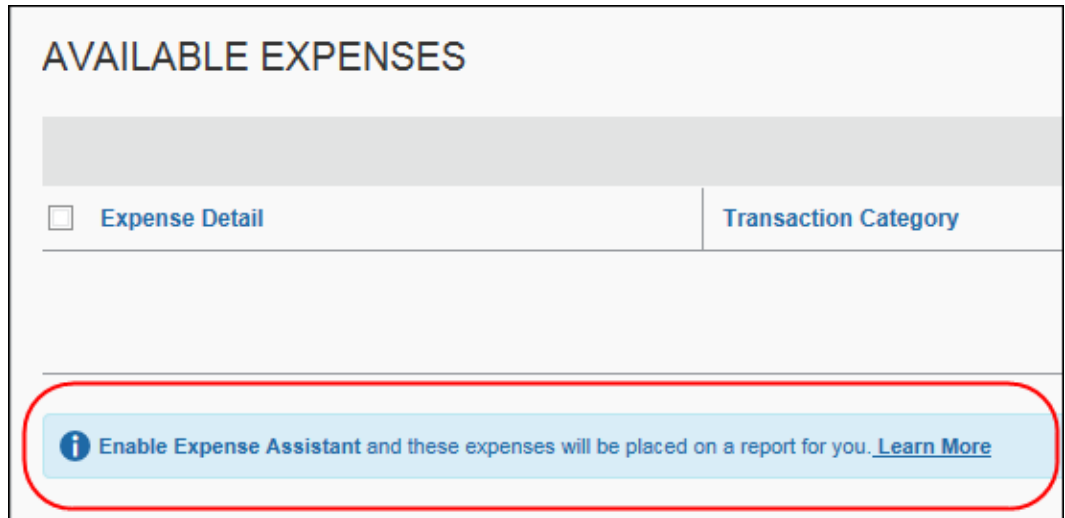
There are three ways a user can enable Expense Assistant: when they have Available Expenses, whether or not they have any Available Expenses, and from Profile.

- When your users log on to Concur Expense and go to the Expense home page, they will see the following screen. Since Concur Expense needs some available expenses and an unexpensed travel segment (itinerary) present to show how it works, this will show at the first time the user logs in and has available expenses to be used.



-Or-

- If users do not currently have any available expenses or an unexpensed travel segment (itinerary), they will see the following message in the **Available Expenses** section:

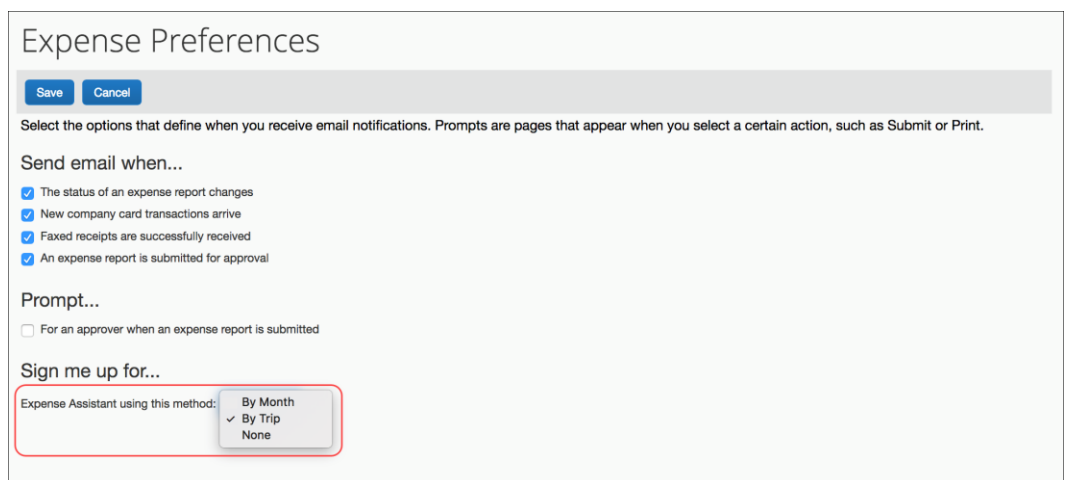


The screenshot shows a section titled "AVAILABLE EXPENSES". Below the title is a table with two columns: "Expense Detail" and "Transaction Category". The "Expense Detail" column has a checkbox icon. Below the table, there is a blue rounded rectangle containing an information icon (i) and the text: "Enable Expense Assistant and these expenses will be placed on a report for you. [Learn More](#)". This message is highlighted with a red rounded rectangle.

The users need to click **Learn More**, and then click **Get Started** to begin using Expense Assistant.

-Or-

- If the user wants to enable Expense Assistant and the pages shown above do not appear automatically, the user can enable the feature in Profile. On the **Expense Preferences** page (**Profile > Profile Settings**), the user selects *By Trip* from the **Expense Assistant using this method** list, and then clicks **Save**.



The screenshot shows the "Expense Preferences" page. At the top, there are "Save" and "Cancel" buttons. Below them is a section titled "Send email when..." with four checked options: "The status of an expense report changes", "New company card transactions arrive", "Faxed receipts are successfully received", and "An expense report is submitted for approval". Below this is a "Prompt..." section with one unchecked option: "For an approver when an expense report is submitted". At the bottom, there is a "Sign me up for..." section with a dropdown menu labeled "Expense Assistant using this method:". The dropdown menu is open, showing three options: "By Month", "By Trip" (which is selected with a checkmark), and "None". This dropdown menu is highlighted with a red rounded rectangle.

Movement of expenses

Calendar-based option

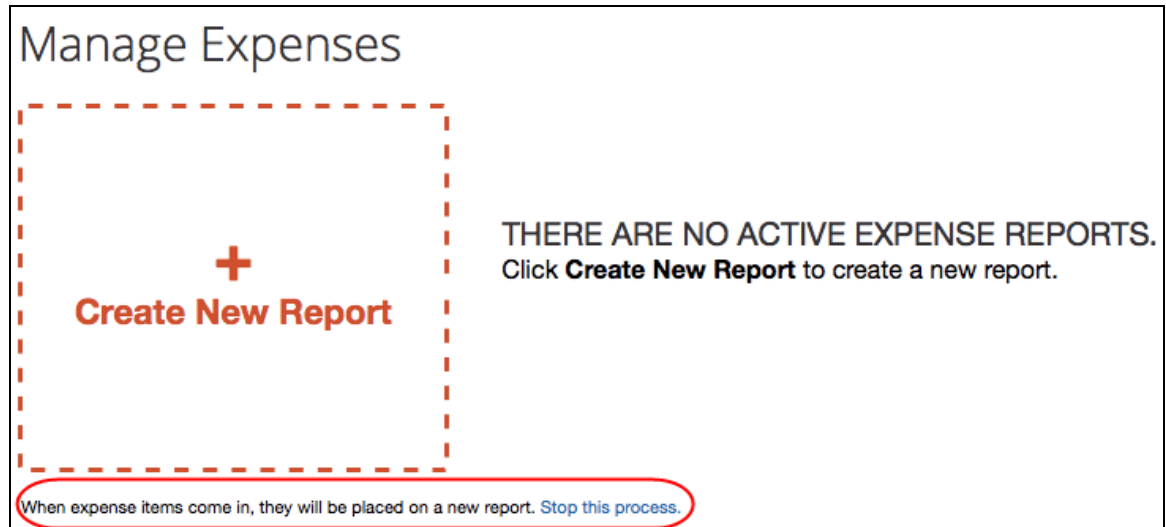
When you have an open expense report (user created or created by calendar-based Expense Assistant) that is accepting incoming expenses, the following message appears in the **Active Reports** section:

All incoming expenses will be placed on an unsubmitted report. Stop this process.

The screenshot displays the 'Manage Expenses' interface. At the top, the title 'Manage Expenses' is followed by the section 'ACTIVE REPORTS'. On the left, a dashed box contains a large red plus sign and the text 'Create New Report'. On the right, a card titled 'NOT SUBMITTED' shows details for a report: 'February Expenses (2016-02-17)', the date '02/17/2016', and the amount '\$1,250.17'. At the bottom, a red-bordered message box states: 'All incoming expenses will be placed on an unsubmitted report. [Stop this process.](#)'

When you do not have any open reports that are accepting incoming expenses, the following message appears:

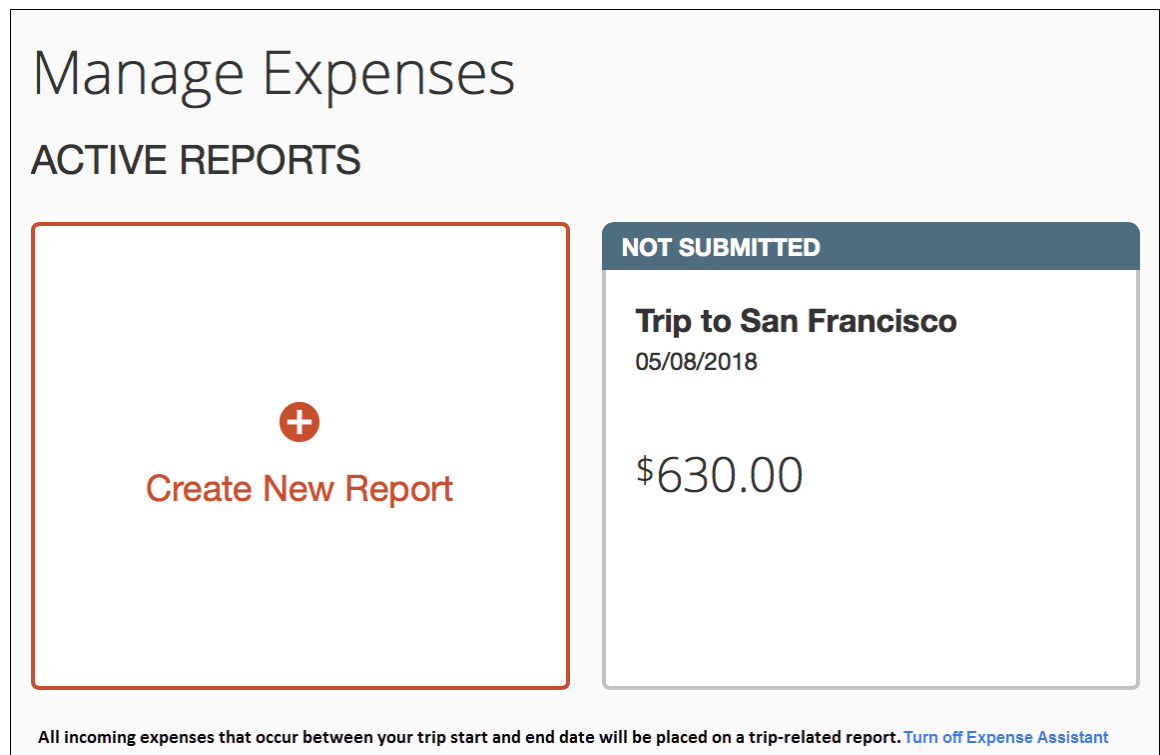
When expense items come in, they will be placed on a new report. Stop this process.



Trip-based option

When you have an open expense report (user created or created by trip-based Expense Assistant) that is accepting incoming expenses, the following message appears in the **Active Reports** section:

All incoming expenses that occur between your trip start and end date will be placed on a trip-related report. Turn off Expense Assistant.



If you booked travel segments on two different itineraries for the same trip (e.g., airfare on one itinerary and hotel on a separate itinerary), Expense Assistant will not move these to one expense report. Expense Assistant will create one expense report per trip itinerary that exists in Concur Travel. You will need to manually move expenses from one trip-based report to another report and delete the empty report.

Removed expenses

If you remove an expense from a report that was created by Expense Assistant, Expense Assistant will not automatically move it back to that – or to any other – expense report.

Deleted expense reports

If you delete an expense reports, any expenses that Expense Assistant moved to that report will automatically be moved back to your **Available Expenses** list. You can then manually create a new report, move your expenses to that report, and edit as needed.

NOTE: You must move any expenses that you manually created to another report before deleting the report, as any manually created expenses will truly be deleted when you delete the report.

Returned expense reports

Expense Assistant will not move expenses to a report that has a *Returned* status.

Be aware that it will *match* existing entries. If SAP finds a matching expense entry (like an ExpenseIt entry) on a returned report, it will move the new expense (like a credit card entry) to the returned report and then automatically match the two items for you.

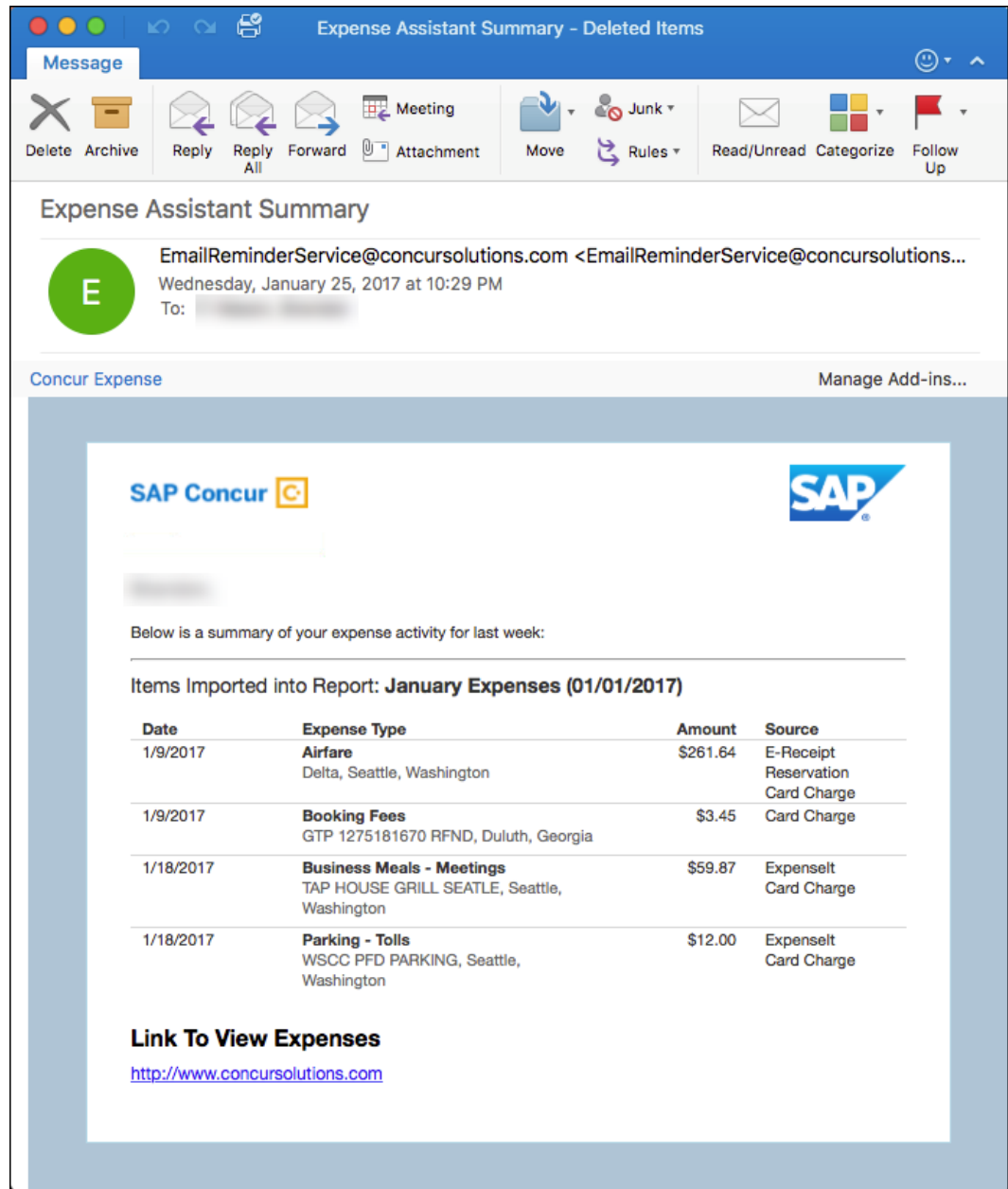
Summary emails

There are two ways to identify expenses that were moved into an expense report for you:

- SAP sends you a weekly email that summarizes the activity that occurred in your auto-created expense report over the past week. In addition, SAP notifies you of exceptions, such as missing receipts, before you can submit your report.

NOTE: The weekly email summary is sent on Thursdays at 2 AM GMT and cannot be turned off. For example, a user in the PST time zone will receive the email Wednesday evening.

- For trip-based expense assistant, SAP sends you a summary email when the trip-based expense report is created (if prior to trip start date). After that, SAP sends a weekly email that summarizes the activity that occurred in your auto-created expense report after the trip begins.



How Expense Assistant Names Expense Reports

Expense Assistant names an automatically created expense report so that you can easily see it in your expense report list. As usual, you can rename the report if desired.

Calendar-based expense report names are formatted like this: *May Expenses (2018-05-18)*.

Trip-based expense report names match the trip name (entered by the user when booking the trip in Concur Travel).

Turning off Expense Assistant

If you are using Expense Assistant, one of these two messages appear under the **Create New Report** tile in the **Active Reports** section on the Expense home page:

All incoming expenses will be placed on an unsubmitted report. [Stop this process.](#)

When expense items come in, they will be placed on a new report. [Stop this process.](#)

You can click **Stop this process** to disable Expense Assistant. You will see a confirmation message to confirm your action.

If you are using trip-based Expense Assistant, the following message will appear ~~will~~ under the **Create New Report** tile in the **Active Reports** section on the Expense home page:

All incoming trip related expenses will be placed on a trip related report. [Turn off Expense Assistant.](#)

You can click **Turn off Expense Assistant** to disable Expense Assistant. You will see a confirmation message to confirm your action.

On the **Expense Preferences** page (**Profile > Profile Settings**), the user selects None from the **Expense Assistant using this method** list, and then clicks **Save**.

The screenshot shows the 'Expense Preferences' page. At the top, there are 'Save' and 'Cancel' buttons. Below them is a heading 'Expense Preferences' and a sub-heading 'Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.' Under 'Send email when...', there are four checked items: 'The status of an expense report changes', 'New company card transactions arrive', 'Faxed receipts are successfully received', and 'An expense report is submitted for approval'. Under 'Prompt...', there is one unchecked item: 'For an approver when an expense report is submitted'. At the bottom, there is a section 'Sign me up for...' with a dropdown menu 'Expense Assistant using this method:' set to 'None'. The dropdown menu also shows 'By Month' and 'By Trip' options.

Re-enabling Expense Assistant

If you do not enable calendar-based Expense Assistant on initial login (as described previously) or if you disable Expense Assistant, you will see the following message below your **Available Expenses** list:

Enable Expense Assistant and these expenses will be placed on a report for you. [Learn More.](#)

Click **Learn More**, and then click the **Get Started** button.

AVAILABLE EXPENSES

<input type="checkbox"/> Expense Detail	Transaction Category
<div>i Enable Expense Assistant and these expenses will be placed on a report for you. Learn More</div>	

When Expense Assistant is enabled at the company level, you can also re-enable Expense Assistant from the **Expense Preferences** page (**Profile > Profile Settings**) by selecting (enabling) the **Expense Assistant using this method: [list of available options]** check box, and then clicking **Save**.

