Concur Expense: Receipt Handling - Receipt Limits

Setup Guide

Last Revised: November 1, 2022

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

Table of Contents

Revision History

Date	Notes / Comments / Changes
November 1, 2022	Removed references to faxing as part of the fax feature decommissioning on November 1, 2022.
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
September 25, 2020	Updated the title of the fax doc; cover date not updated
July 1, 2020	Added information about the 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
December 16, 2019	The December 2019 release was split, with these effective date(s): • December 7 for customers using the EMEA, China, and PSCC data centers • December 13 for customers using the US (North America) data center The revision date on the cover of this guide is December 7. Any changes in this guide that affect customers in the US (North America) data center were effective December 13.
December 7, 2019	Added the section Sample Receipt Rule
September 30, 2019	Renamed the *Expense: Receipt Handling – Uploaded and Emailed Images Setup Guide* to *Expense: Receipt Handling – Digital Receipts Setup Guide*
January 29, 2019	Updated the Overview section to clarify when the user needs to provide paper or imaged receipt versus when a company wants a form of justification to be present (e-receipt, card transaction, image, paper, etc.)
January 4, 2019	Updated the copyright; no other changes; cover date not updated
April 4 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
January 8 2018	Updated the copyright; no other changes; cover date not updated
December 14 2016	Changed copyright and cover; no other content changes.
October 7 2016	Moved information about the new Approved Senders tab to a separate guide: *Expense: Receipt Handling – Approved Senders Setup Guide*.
September 9 2016	Added information about the new Approved Senders tab.
May 13 2016	Updated instances of he/she to they.
May 7 2015	Updated the screen shots to the enhanced UI and general clean up; no other content changes
September 24 2014	Added information about two user interfaces; no other content changes.
April 15 2014	Changed copyright and cover; no other content changes

Date	Notes / Comments / Changes
April 26 2013	Update figures for updated dialog boxes and windows.
December 28 2012	Made rebranding and/or copyright changes; no content changes
August 17 2012	The limit of one receipt image for an expense entry is now removed, and the user may attach as many images as needed, one at a time, to an expense to satisfy approval requirements
February 2012	Changed copyright; no content change
December 31 2010	Updated the copyright and made rebranding changes; no content changes
August 2010	Updated information to the current user interface.
December 2009	Changed to stand-alone setup guide; no content change
June 2008 (SU 32)	Added information about the two available user interfaces: ♦ *Classic* user interface ♦ *Current* user interface

Receipt Handling – Receipt Limits

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.

Also, 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

Oftentimes, a client may require an invoice or receipt for certain expense types or amounts before providing reimbursement to the user – either for policy compliance, regulatory compliance, or audit purposes.

The receipt limits functionality allows the client to set limits and conditions that determine when **a receipt must be provided by the user** for an expense type. The receipt limit is created using the condition editor, similar to audit rules, and is used to determine whether receipts must be submitted with the report.

NOTE: By default, there are no receipt limits in the system. The administrator must create and assign at least one receipt limit for the feature to be functional.

Receipt Limits and Exchange Rates

If a client uses multiple reimbursement currencies, the Receipt Limits tool will evaluate only amounts in the specific currency (or currencies) that are identified in the receipt limit. To convert the amount to some other currency, the client must use the Exchange Rates feature.

Using the Exchange Rates feature, the system "converts" (for the purpose of evaluation) the amount in other reimbursement currencies to the currency identified in the receipt limit. The Exchange Rates feature must be activated, and the proper rates must be imported.

- If the Exchange Rates feature is not activated, a warning message appears on the Receipt Limits page.
- If the feature is activated but the proper rates are not imported, an exception is created stating that the amounts cannot be evaluated and to contact the SAP Concur administrator.

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

Applying Receipt Limits to Expense Reports

The report-level **Receipts Received** field is based on the **Receipt Status** value that is set when adding an expense to the report. The values are updated every time an expense report is submitted or resubmitted by an employee.

Field	Description
Receipt Status	**Required**, if any expense entry requires a receipt. **Not Required**, if none of the expense entries in the report requires a receipt.
Receipts Received	**Yes**, if receipts are received. **No**, if receipts are required and have not been received.

Applying Receipt Limits to Expense Report Entries

Each expense entry is assigned a value that determines whether a receipt is required. The receipt-required value is based on the receipt limit rules that were in place when the expense was saved. By default, the receipt-required value is set to **No** – no receipts are required, however, any one of the receipt limit rules could affect the receipts-required value, resulting in a change in this value from No to Yes.

Special Situations

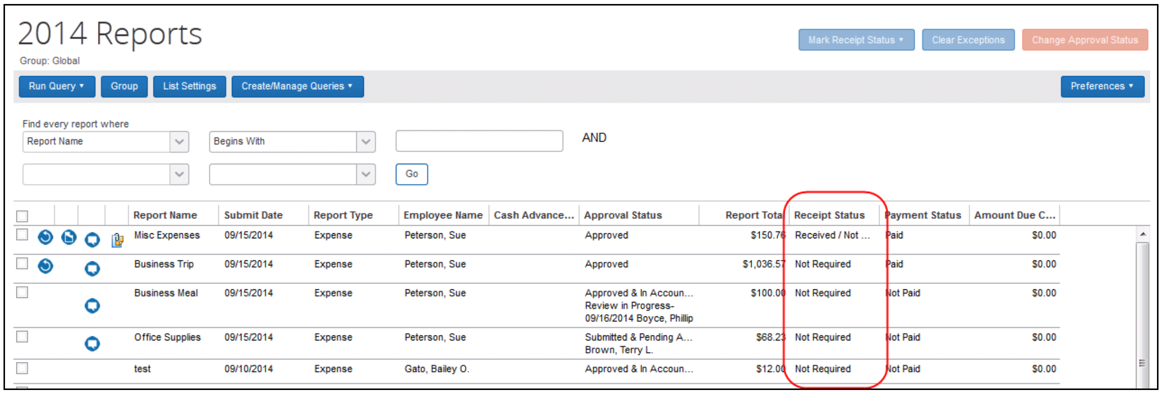
The following conditions change the way the receipt limit rule evaluates the value.

- The parent of an itemized entry will return a Yes value if the parent entry requires a receipt, or if any of the itemized entries associated with the parent require a receipt.
- If the reimbursement currency of the expense entry is different from that of the receipt limit currency, the system-defined exchange rates will be used to determine if receipts are required. If no exchange rate value is available, an exception will be generated.
- If an expense entry is marked as personal, regardless of the receipt limit, no receipt will be required.
- If an expense entry is of the Fixed Meals or Fixed Lodging travel allowance expense type, regardless of the receipt limit, no receipt will be required.

Section 3: User Experience

Expense Processor

Once a receipt limit is created and active, any employee assigned the Expense Processor role can review the receipt status for an expense report.

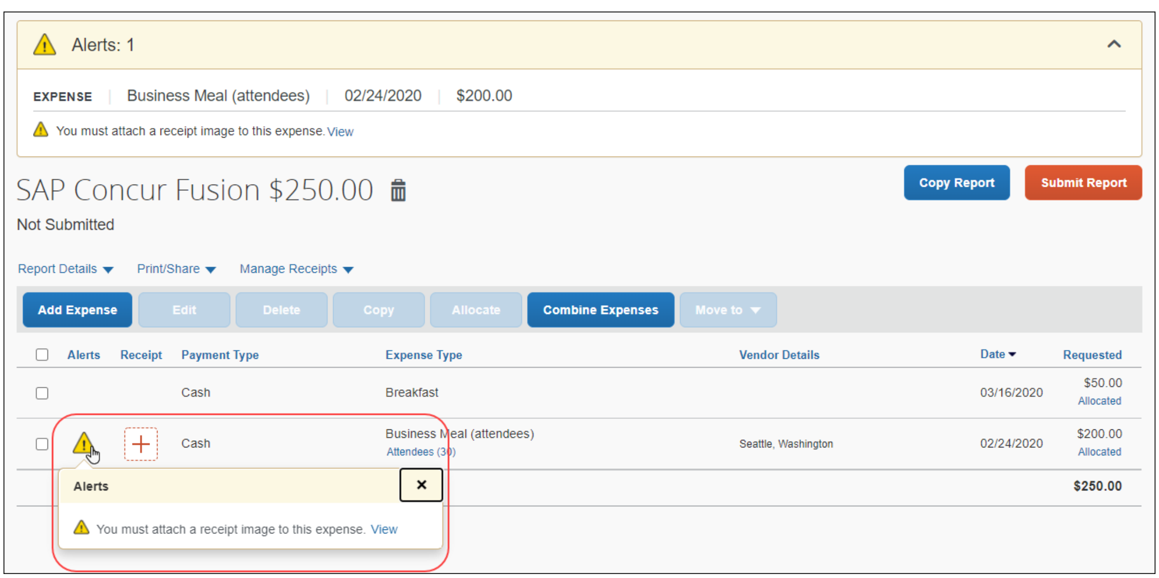


The **Receipts Status** column may not appear in Processor by default; however, the processor can add the column to the page.

For more information, refer to the *Concur Expense: Processor User Guide*.

Expense User

In Concur Expense, there are several ways for the employee to know if receipts are required. For example, an alert icon - with an exception message - appears on the affected expense entry.



In addition, a message appears when the user submits the report for approval.

Refer to the *Concur Expense: Receipt Handling – Digital Receipts Setup Guide*.

Section 4: Before You Begin

Before the administrator can use the **Receipt Limits** page to create receipt limits, the following steps must occur:

- The Global and Group Configuration administrators must be assigned within the company.
- Groups must be created, and employees assigned to them from within the Group Configurations area of the Expense Configuration Administrator.

  For more information about creating and assigning groups, refer to the *Expense: Expense Group Configurations Setup Guide*.

NOTE: Please note that reimbursement currencies and exchange rates can apply to receipt limits. For additional information, refer to the *Concur Expense: Currency Admin Setup Guide*.

Section 5: Configuration

On the **Receipt Limits** page, you can:

- Create a new receipt limit
- Copy an existing receipt limit to create a new one
- Modify or view a receipt limit
- Activate or deactivate a receipt limit
- Remove a receipt limit

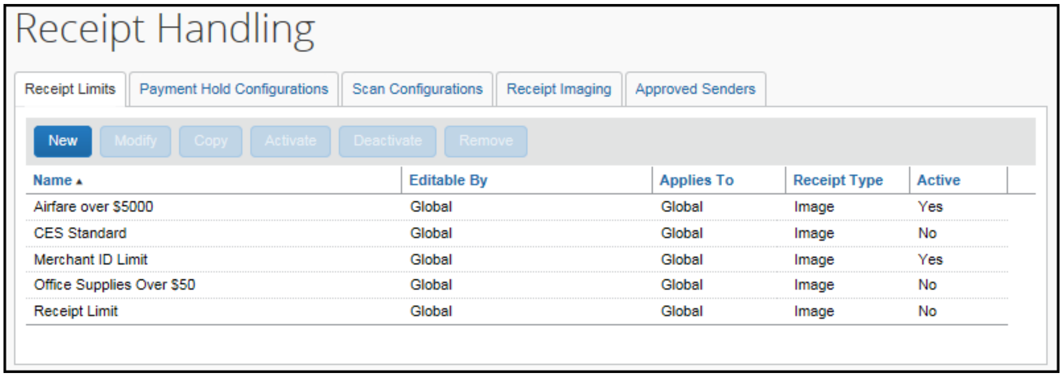
Access Receipt Limits

To access receipt limits:

1. Click **Administration > Expense**.

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

2. Click **Receipt Handling** (left menu). The **Receipt Handling** page appears.

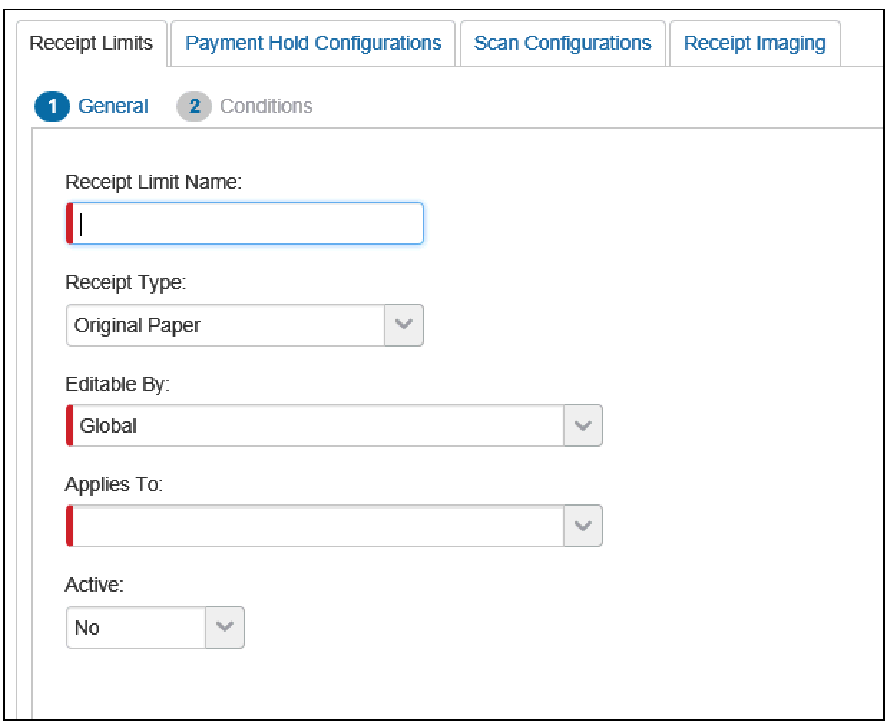


Create a New Receipt Limit

You can create a new receipt limit for use by the groups for which you have administrative rights and for all groups that fall below the group in the hierarchy.

To create a new receipt limit:

1. On the **Receipt Limits** tab, click **New**. The **General** step appears.

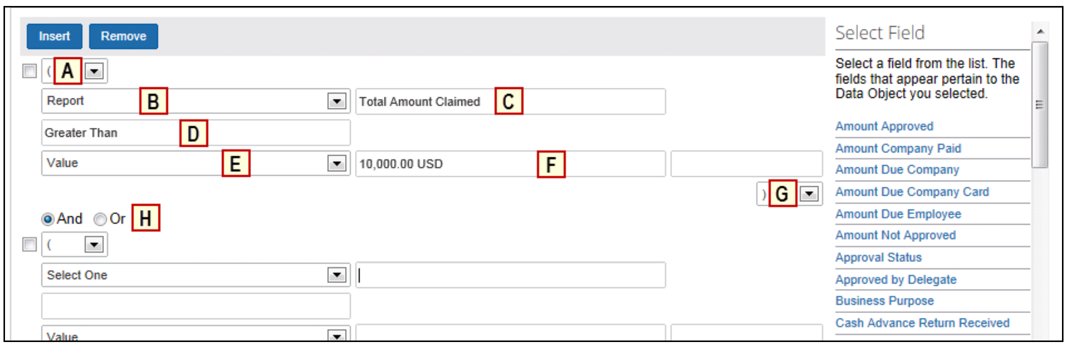


2. Complete the required fields.

Field	Description
Receipt Limit Name	Type a unique name for the receipt limit.

Field	Description
Receipt Type	Select the type of receipt that is required for submission by the employee. This includes: • **Original Paper:** If selected, the employee must submit the original paper receipt with the expense report. • **Image:** If selected, the employee must attach a receipt image with the expense report. • **Both:** If selected, the employee must provide both the original paper receipt and the electronic image with the expense report.
Editable By	Select the group rights that an administrator must have in order to modify the data.
Applies to	Select the group(s) to which the receipt limit applies.
Active	Select whether the receipt limit should be active.

3. Click **Next**. The **Conditions** step appears.

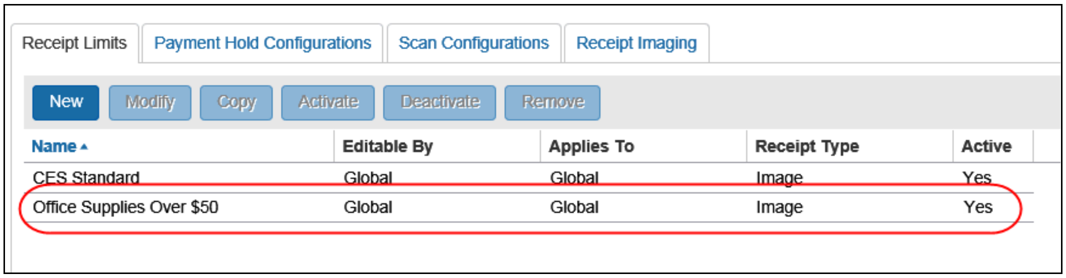


4. Complete the conditions for the receipt limit.

Field	Description
A: Left Parenthesis	Select zero to three parentheses, depending on the complexity of the condition.

Field	Description
B: Data Object	The choices that appear in this list are based on the event that triggers the rule: • **Employee:** To create a condition based on employee-level fields. • **Entry** (expense)**:** To create a condition based on expense-level fields. • **Entry Allocation:** To create a condition based on allocation-level fields. • **Entry Attendee:** To create a condition based on attendee fields. • **Report:** To create a condition based on report-level fields. • **Travel Allowance Adjustments** • **Travel Allowance Itinerary** • **Travel Allowance Itinerary (report)** • **Travel Allowance Itinerary Day** For complete information about travel allowance data objects, refer to the *Expense: Travel Allowance Setup Guide*. **NOTE:** Receipt Limits are based on the data at the time the expense is saved, so use caution with Employee and Report fields in the condition as the expense will not be re-evaluated when these fields change.
C: Field / Value	Click in the field to display the helper pane (right side of the page). Select an item from the helper pane. The information that appears in the helper pane is based on your previous choices.
D: Operator	Click in the field to display the helper pane (right side of the page). Select an item from the helper pane. The information that appears in the helper pane is based on your previous choices. **NOTE:** If you select the *Entry* data object and the Expense Types value, you can use the **In** or **Not In** operators to select multiple check boxes and include as many expense types as needed.
E: Data Object	The system provides the option that best suits the previous choices. Change it if necessary.
F: Field / Value	Click in the field to display the helper pane (right side of the page). Select an item from the helper pane. The information that appears in the helper pane is based on your previous choices.
G: Right Parenthesis	Select zero to three parentheses, depending on the complexity of the condition.
H: And / Or	Select either option to join the current condition to the next condition.

5. Click **Done**. The **Receipt Limits** tab appears with your new receipt limit.

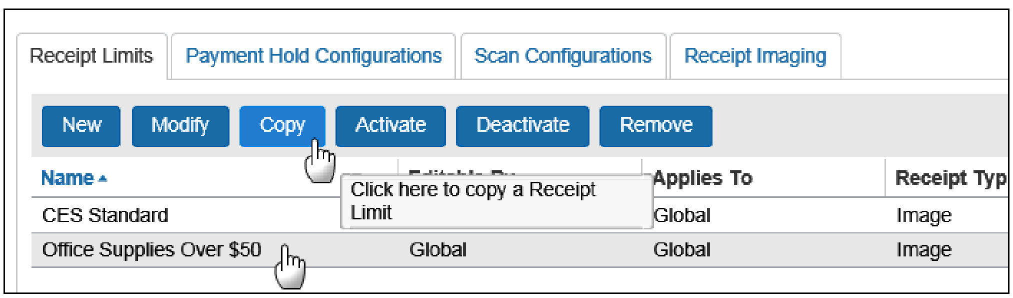


Copy a Receipt Limit

You can create a new receipt limit by copying an existing one and then editing the copy as needed. When you copy an existing receipt limit, it will copy all of the associated options and conditions except for the Applies to Group(s) assignment, and it will change the new receipt limit to Inactive.

To copy a receipt limit:

1. On the **Receipt Limits** tab, click the desired receipt limit.



2. Click **Copy**. The **General** step appears with the information from the original receipt limit.

3. Edit or complete the desired fields.

NOTE: For complete field descriptions, refer to the information in this guide about adding a receipt limit.

4. Click **Next**. The **Condition** step appears.

5. Edit the information as desired.

6. Click **Done**.

Modify a Receipt Limit

You can modify receipt limits at any time; however, the system will not apply the updated receipt limit to expenses that have been saved prior to modifying.

► ***To modify a receipt limit:***

1. On the **Receipt Limits** tab, either:
   - Click the desired receipt limit, and then click **Modify**.
     – or –
   - Double-click the desired receipt limit.

   The **General** step appears.
2. Edit the fields as needed.

NOTE: For complete field descriptions, refer to the information in this guide about adding a receipt limit.

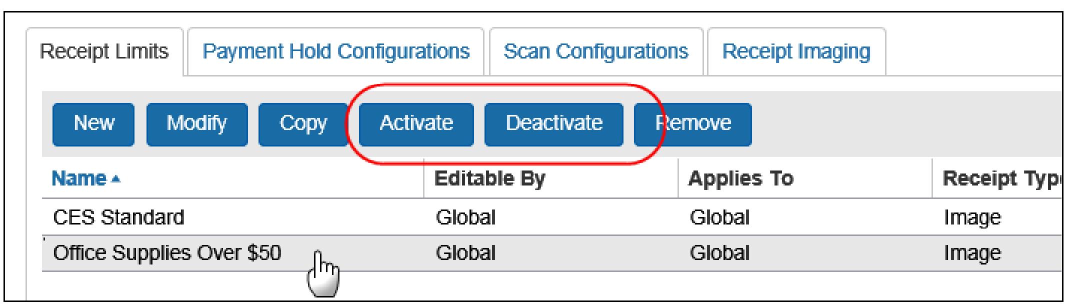
3. Click **Next**. The **Conditions** step appears.
4. Edit the conditions.
5. Click **Done**.

Activate and Deactivate a Receipt Limit

Being able to activate or deactivate receipt limits can be helpful for several reasons. You can create receipt limits in advance, leave them inactive, then activate when ready. You can also deactivate a receipt limit instead of deleting – in case you are not sure if you want to use it in the future.

► ***To activate or deactivate a receipt limit:***

1. On the **Receipt Limits** tab, select the desired receipt limit.



2. Click **Activate** or **Deactivate**, whichever applies.

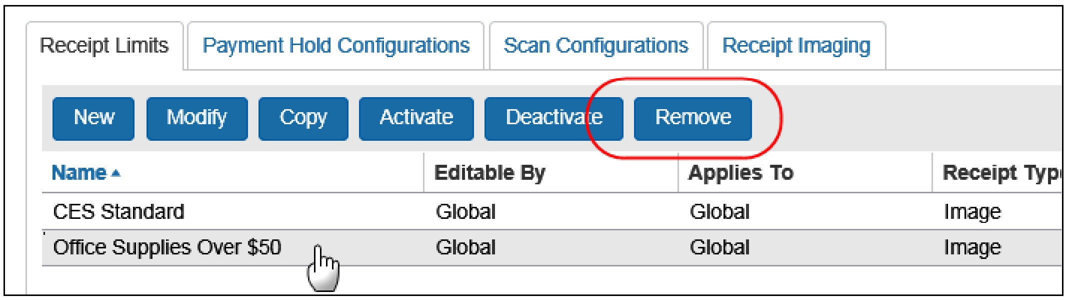
Remove a Receipt Limit

You can remove a receipt limit; this permanently removes it from the system.

NOTE: If you do not want a receipt limit to be used within your company but you do not want to remove the receipt limit permanently, you can deactivate it. Refer to the previous section in this guide.

To remove a receipt limit:

1. On the **Receipt Limits** tab, click the desired receipt limit.



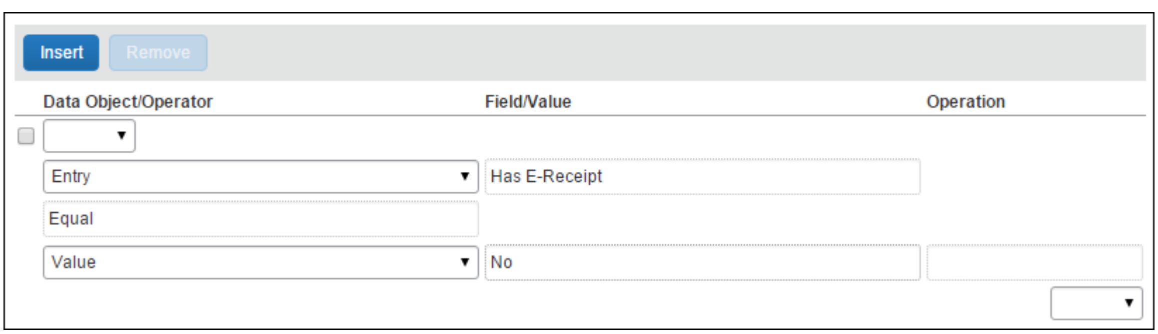
2. Click **Remove**.

Section 6: Sample Receipt Rule

Here is an example of custom receipt rule.

Accept E-Receipts as Valid Receipts

Admins who want to accept e-receipts as valid receipt images will configure a receipt limit rule condition as **Entry --> Has E-Receipt --> Equal --> Value -->No** so that the receipt image required will be triggered when there is no e-receipt on an expense entry.



Admins who do not want to accept e-receipts as valid receipt images will not have a condition in the receipt limit rules for e-receipts. If there is no condition configured to exclude entries with e-receipts, having an e-receipt on a report entry would mark the receipt as required.