

Concur Expense: Travel Segments Payment Types Setup Guide

Last Revised: July 13, 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 |
|--------------------|--|
| September 17, 2022 | Minor edits |
| January 21, 2022 | Updated the copyright year; no other changes; cover date not updated |
| January 7, 2021 | Updated the copyright; added Concur to the cover page title; cover date not updated |
| July 13, 2020 | Removed information about Flight Pass |
| April 9, 2020 | Renamed the Authorization Request check box to Request on the guide's title page; cover date not updated |
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| April 4 2018 | Changed the check boxes on the front cover; no other changes; cover date not updated |
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| December 14 2016 | Changed copyright and cover; no other content changes. |
| May 13 2016 | Updated instances of he/she to they. |
| March 18 2016 | Updated graphics to show text under title on the Travel Segments Payment Types page |
| February 26 2016 | Added more information about which payment types can be used. |
| February 19 2016 | Updated page name and expanded guide content. |
| June 12 2015 | Updated the screen shots to the enhanced UI; 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 |
| December 28 2012 | Made rebranding and/or copyright changes; no content changes |
| February 2012 | Changed copyright; no content changes |
| May 20 2011 | Added information about setting default payment types for all travel itinerary items. |
| December 31 2010 | Updated the copyright and made rebranding changes; no content changes |
| December 2009 | Changed to stand-alone setup guide; no content change |
| May 15 2009 | Change in the Import menu |
| March 20 2009 | Added information about Flight Pass |
| January 16 2009 | Initial publication |

Travel Segment Payment Types

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 Concur solutions 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

The default payment type for all travel itineraries available for the user can be set using the Travel Segments Payment Types page. Defining default payment types for the travel segments creates accurate data for travel segments.

This may include travel segments booked/paid via:

- Company Card
- Ghost Cards
- TripLink itineraries sent to Concur by an Agency via TripLink



For more information about TripLink, refer to the *TripLink User Guide*.

Any payment type that is active for the selected group can be set as a default.



For information on how to change the selected group, refer to the *Modifying the Travel Segments Payment Types Page View* section of this guide.

This feature is available to the Expense Configuration Administrator and the Expense Configuration Administrator (Restricted) role.

Travel Segment Payment Type Logic

The travel segments in Concur will default to various payment types, depending on several circumstances.

Segments from Concur Travel

If the segment:

- Was purchased with a ghost card
- And the ghost card has payments types configured in the **<cardname> Ghost Card** section of the **Travel Segments Payment Types** page

Then the configured ghost card default payment type will be used.

In the following example, the administrator has allowed the ghost card to inherit the default payment type for Railway Tickets, and has configured a ghost card specific payment type for Air Tickets. Air Ticket segments that were purchased with the ghost card will default to the *Company Paid* payment type.

| | | |
|------------------------------|----------------|------------------------|
| AirPlus Corporate Ghost Card | Air Ticket | Company Paid |
| | Railway Ticket | Company Paid (default) |

If the segment :

- Was not purchased with a ghost card
- And the user has a corporate card assigned
- And the user's group has the *Pending Card Transaction* payment type active

Then the *Pending Card Transaction* payment type will be used.

In the following example, the administrator has set the default payment type for Air Ticket segments to *Cash*. However, if the Air Ticket segment was purchased by a user with a corporate card assigned, from a group with the *Pending Card Transaction* payment type active, then the segment will default to the *Pending Card Transaction* payment type instead of the *Cash* payment type.

| Travel Segment | Default Payment Type |
|-------------------|----------------------|
| Helicopter Ticket | Cash |
| Air Ticket | Cash |

If the segment:

- Was not purchased with a ghost card
- And the user's group **does not** have the *Pending Card Transaction* payment type active

Then the payment types defined in the **Defaults for Segment Type** section of the **Travel Segments Payment Types** page will be used.

In the following example, the administrator has set the default payment type for Hotel Reservations to Company Paid. If the segment was not purchased with a ghost card, from a user that does not have the *Pending Card Transaction* payment type active for their group, then the Hotel Reservation segment will default to the *Company Paid* payment type.

| | | |
|---------------------------|-----------------------|--------------|
| Defaults for segment type | Event | Cash |
| | Hotel Reservation | Company Paid |
| | Insurance | Company Paid |
| | Limousine Reservation | Cash |
| | Miscellaneous | Cash |
| | Parking Fee | Cash |

Segments from TripLink

NOTE: This functionality is only available from select TripLink Agency partners.

If the segment :

- Was purchased with a ghost card, lodge card, or company account
- And the **Third Party Travel Company Paid** section of the **Travel Segments Payment Types** page has been configured with a payment type for the segment type

Then the configured Third Party Travel Company Paid payment type will be used.

NOTE: Concur recommends that the administrator select *Company Paid* as the default payment type in the **Third Party Travel Company Paid** section of the **Travel Segments Payment Types** page.

User Experience

Once the feature is enabled, the Expense user creates a new expense report, and clicks **Import Expenses** to view the travel segments.

NOTE: Depending on your company's configuration, the user may need to click **Import Expenses > Available Expenses**.

The trip itinerary appears in the **Available Expenses** window, with a message suggesting that the user wait until the credit card charge is imported.

NOTE: Ghost card charges are typically not imported through a card feed.

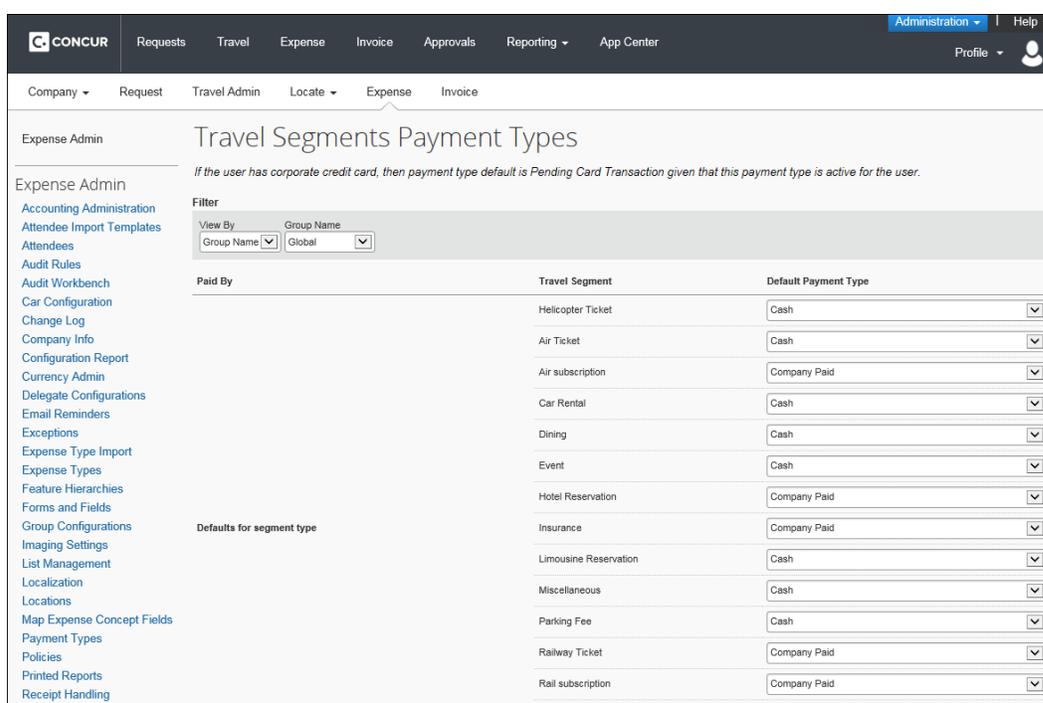
The user adds the transaction to their expense report, which appears in the **Expense List** with the configured default payment type.

Section 3: Configuration

Accessing the Travel Segments Payment Types Page

▶ **To access the Travel Segments Payment Types page:**

1. Click **Administration > Expense**.
2. Click **Travel Segments Payment Types**. The **Travel Segments Payment Types** page appears.

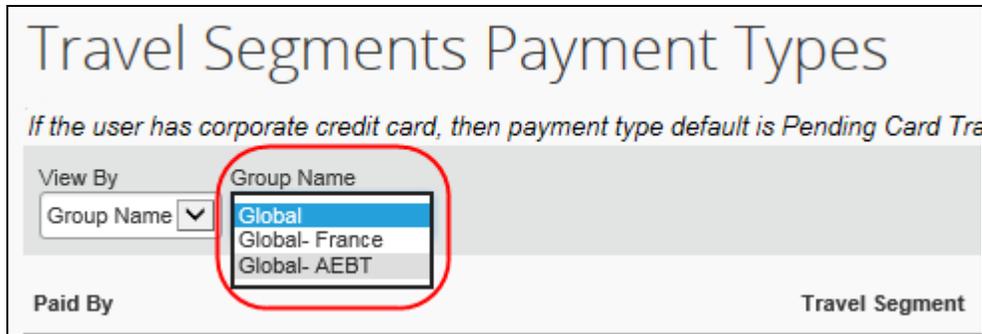


Modifying the Travel Segments Payment Types Page View

The **Travel Segments Payment Types** page initially loads with a view that lists the default payment types by segment source for the Global group. The administrator can modify which group's data they are viewing. Any payment type that is active for the selected group can be used as a default. The administrator can also change the page view to list the groups instead of the segment source.

▶ **To view a group's payment types:**

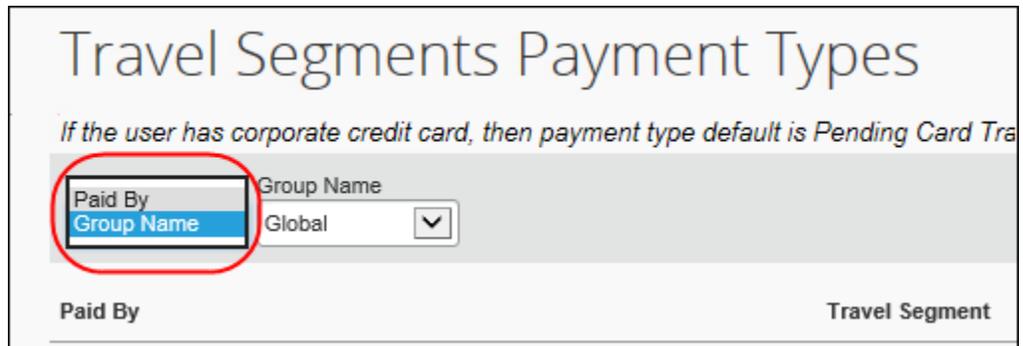
In the **Filter** section, select the desired group in the **Group Name** field.



The page refreshes with the new group’s payment types.

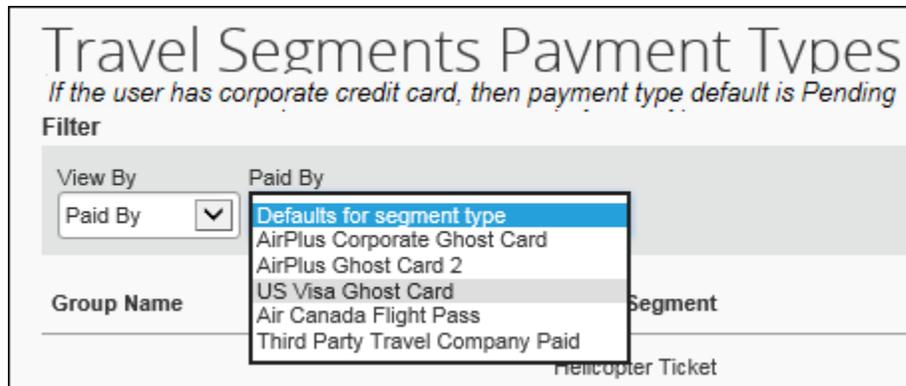
► **To view the payment types by group instead of source:**

1. In the **Filter** section, select *Paid By* in the **View By** field.



The page refreshes to list the groups and the default payment types.

2. Select the desired segment source in the **Paid By** field.



The page refreshes to show the payment types for that source.

Setting the Default Payment Types

► **To set the default payment types for the travel segments:**

Select the desired payment type in the **Default Payment Type** field. The system saves and refreshes the page after every selection.

Travel Segments Payment Types
If the user has corporate credit card, then payment type default is Pending Card Transaction given that this payment type is active for the user.

Filter

View By: Group Name | Group Name: Global

| Paid By | Travel Segment | Default Payment Type |
|---------------------------|-----------------------|----------------------|
| | Helicopter Ticket | Cash |
| | Air Ticket | Cash Company Paid |
| | Air subscription | Company Paid |
| | Car Rental | Cash |
| | Dining | Cash |
| | Event | Cash |
| | Hotel Reservation | Company Paid |
| Defaults for segment type | Insurance | Company Paid |
| | Limousine Reservation | Cash |

► **To set the default payment type for each segment source:**

Select the desired payment type in the **Default Payment Type** field. The administrator can configure different payment types for different sources of the same type- for example, two ghost cards may have two different default payment types. The system saves and refreshes the page after every selection.

| | | |
|------------------------------|----------------|------------------------|
| | Visa | Cash Company Paid |
| AirPlus Corporate Ghost Card | Air Ticket | Company Paid (default) |
| | Railway Ticket | Company Paid (default) |
| AirPlus Ghost Card 2 | Air Ticket | Cash (default) |
| | Railway Ticket | Company Paid (default) |
| US Visa Ghost Card | Air Ticket | Company Paid |
| | Railway Ticket | Company Paid (default) |
| Air Canada Flight Pass | Air Ticket | Company Paid |

