Concur Request: Audit Rules

Setup Guide

Last Revised: May 20, 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

Table of Contents

Revision History

Date	Notes / Comments / Changes
May 20, 2023	Made the following updates to *The Condition Page* section: • Added the **Travel Allowance Service Adjustments** and **Travel Allowance Service itinerary** data objects to the **Data Object** field description in Table 1. • Added the **Travel Allowance Service Adjustments** and **Travel Allowance Service itinerary** data objects and their fields to Table 2.
February 18, 2023	Made the following updates to *The Condition Page* section: • Added the **Travel Reservation Exception** data object to the **Data Object** field description in Table 1. • Added the **Travel Reservation Exception** data object and **Reason code associated with trip segment** field to Table 2.
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
March 29, 2021	Updated the copyright year; no other changes; cover date not updated
July 20, 2020	Removed the *Request/Authorization Request/Concur Request* section to align with Concur Request product branding.
June 5, 2020	Changed "Authorization Request" to "Concur Request" in Request guide references to align with Concur Request product branding.
June 3, 2020	Changed "Authorization Request" to "Concur Request" in guide title to align with Concur Request product branding.
April 22, 2020	Renamed the Authorization Request check box to Request on the guide's title page; cover date not updated
January 10, 2020	Updated the copyright; no other changes; cover date not updated
December 7, 2019	Removed reference(s) to legacy Budget Insight feature. Clients who want to use budget functionality are recommended to implement the new Budget product that SAP Concur released last year.
March 16, 2019	Added information about the *Request Budget Submit* event.
January 17, 2019	Updated the copyright; no other changes; cover date not updated
December 8, 2018	Added Budget audit rules fields.
April 12, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
February 21 2018	Updated the copyright; no other changes; cover date not updated
October 5 2017	Updated the *Data Object: Segment / Field: Policy Compliant > Policy Compliant Values* section.
January 20 2017	Data object – Request – added: Approved Amount Before Booking
May 13 2016	Updated the *Permissions* section and guide content to new corporate style; no content changes.

Date	Notes / Comments / Changes
November 17 2015	Changed references for *Authorization Request: Risk Management Integration Setup Guide* to *Authorization Request: Risk Management Setup Guide*; no other content changes
July 10 2015	Added *Operator Examples* section, updated *Data Object: Segment / Field: Policy Compliant* section.
June 16 2015	Updated the *Data Object: Segment / Field: Policy Compliant* section and updated the screen shots to the enhanced UI.
June 12 2015	Updated the *Data Object: Segment / Field: Policy Compliant* section.
September 16 2014	Added information about two user interfaces; no other content changes.
September 12 2014	Data object – Segment – updated: ♦ Policy Compliant
August 22 2014	Data object – Request – added: ♦ Ignore Booking Policy
July 11 2014	Data object – Segment – added: • Class
February 11 2014	Removed references that Agency Proposals is available only in France; it is now available worldwide
January 20 2014	Cover and copyright changes; no other content changes
November 11 2013	Data object – Request: • Dates overlap another request
October 28 2013	Data object – Segment – added: • Booking origin Data object – Request – now available: • Highest Location Risk Level • Main Destination Risk Level Data object - Request Entry - now available: • Location Risk Level Data object - Segment - now available: • From Location Risk Level • To Location Risk Level
October 2 2013	Added information about: • Expense Types for Attendee Totals
July 19 2013	Added to the Request Entry Attendee data object: • Middle Initial • Suffix • Custom 21 to 25
July 1 2013	Added more information about "policy compliant"

Date	Notes / Comments / Changes
May 17 2013	Added information about Request data object: • Has Event Request • Has Offline Agency Segments
April 26 2013	Added information about: • Amount-Daily Limit for Request Cash Advance • Request Budget Submit
March 28 2013	Data object - Request: • Changed: Request Type Code to Request Type • Added: ♦ Created By Delegate ♦ Highest Location Risk Level (used with Risk Management; not yet available) ♦ Main Destination Risk Level (used with Risk Management; not yet available) Data object - Request Entry - added: • Location Risk Level (used with Risk Management; not yet available) • Transaction-Daily Total (multiple expense types) • Transaction-Monthly Total (multiple expense types) • Transaction-Weekly Total (multiple expense types) • Transaction-Yearly Total (multiple expense types) Data object - Segment - added: • From Location Risk Level (used with Risk Management; not yet available) • To Location Risk Level (used with Risk Management; not yet available)
March 4 2013	Added a note that the Agency Proposals feature is available only in France
February 22 2013	Added information about: • Name change from "Travel Request" to "Request" • The **Request Type Code** field in the condition editor

Date	Notes / Comments / Changes
January 18 2013	Added information about these Request data object options: • Main Destination City • Main Destination Country
December 28 2012	Made rebranding and/or copyright changes; no content changes
November 20 2012	Added information about the two Cash Advance Limit audit rules
October 19 2012	Added information about these Request Entry data object options: • Amount – Daily Total (multiple expense types) • Amount – Monthly Total (multiple expense types) • Amount – Weekly Total (multiple expense types) • Amount – Yearly Total (multiple expense types)
July 25 2012	Additional note about the **Policy Compliant** field, which should be used with the Request Submit event or the Segment Submit event but not the Segment Save event
July 13 2012	Added information about the **Duration (Days)** field
June 26 2012	Added note that the **Policy Compliant** field should be used with the Request Submit event
June 22 2012	Added information about the Policy Compliant option
May 18 2012	Added information about attendee rules and vendor rules
April 26 2012	Added information about the default custom rules
April 20 2012	Added City and Country to Request Entry
March 23 2012	Changed the definition for Request Entry Save to: This rule applies to the amount fields on the request and is triggered when the segment or the entry is saved. Added Total Cash Advance Amount to the Request data object (for multiple cash advances on one request)
January 20 2012	New *Ever Recalled After Approval* option for the data object Request
December 19 2011	New options for the data object Request
November 18 2011	New fields and objects for Processor and Cash Advance
October 24 2011	Added information about segment custom fields and several new request entry fields
July 22 2011	User interface changes - "Request" changed to "Travel Request" - updated menu options and screen shots
June 3 2011	Changed occurrences of "Request" to "Travel Request" - no other changes to content

Date	Notes / Comments / Changes
May 20 2011	Added for data object Request • Exception Approved • Limit Approved • Has Attachments Added for data object Segment • From Country Group • To Country Group
March 18 2011	Added information about new fields for these data objects: Request, Request Entry, and Segment
January 21 2011	Changes: • Update to match current feature set • Updated the copyright and made rebranding changes
October 15 2010	Initial publication

Audit Rules

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 SAP Concur support.

Section 2: Overview of the Request Feature

Refer to the *Concur Request: Overview Guide* for general information about requests, such as what the user sees, what the approver sees, workflow, settings, configuration basics, etc.

Section 3: Request Configurations

Not all Request features are available for all Request configurations.

Configuration	Is this feature available?
Stand-alone	Yes, Optional
Integrated with Concur Expense (but not Concur Travel)	Yes, Optional
Integrated with Concur Travel (but not Concur Expense)	Yes, Optional
Integrated with Concur Expense and Concur Travel	Yes, Optional

Section 4: Overview of Audit Rules

The Audit Rules tool, which is part of Request Admin, is used to create and manage custom audit rules. A *custom* audit rule is used to monitor information entered by Concur Request users and is triggered by an event. The administrator can tailor custom audit rules to a specific configuration and Travel and Entertainment (T&E) rules of the company. For example, assume that company policy dictates that a user can create a request with a start date in the past ***if*** the request includes a comment (explanation) for the request approver. In this case, the administrator can create an audit rule that compares the request start date to the request creation date and displays a message, if necessary.

Use custom audit rules to monitor the activity of Request users, for example:

- To monitor request start/end dates
- To provide messaging for trips to certain countries
- To monitor all requests from a particular employee
- To ensure that requests are fully allocated

NOTE: Concur Request does not use random audit rules.

Default Audit Rules

There are several custom audit rules provided by default. Refer to *Provided Audit Rules* in this guide for more information.

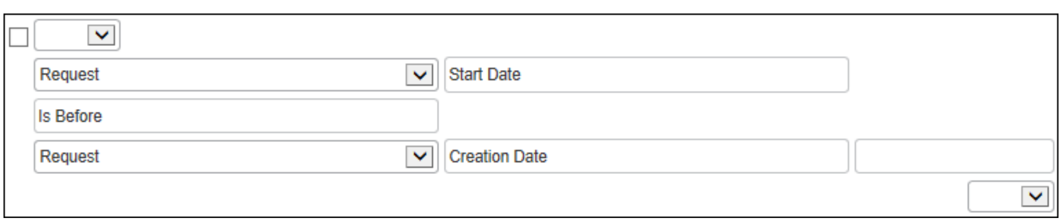
Section 5: General Concepts about Audit Rules

Custom audit rules are *if / then* statements – *if* the defined **conditions** are met, *then* an **exception** is created.

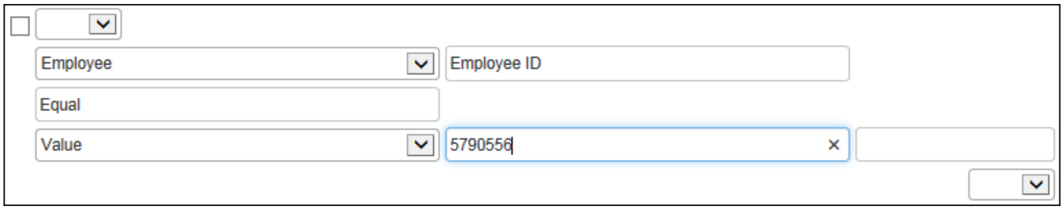
Conditions ("if" portion of the "if / then" statement)

When creating or editing a custom audit rule, the administrator must define the conditional expression(s) – the *if* portion of the rule. The expression can contain one or more conditions separated by *and* or *or*. Samples are:

- Assume that the administrator wants to compare the request start date to the request creation date. The condition for the "request date earlier than the request creation date" is:



- Assume that the administrator wants to monitor all requests submitted by one employee. The condition for "review all requests submitted by Chris Smith" (whose employee ID is 5790556) is:



For more information about the condition editor, refer to the *Understanding Conditional Expressions* section of this guide.

Events (Triggers)

When creating or editing a custom audit rule, the administrator must specify the event that triggers the rule, for example:

Event	Description
Request Budget Submit	This rule is triggered when a request associated with a budget is submitted.
Request Allocation Save	This rule is triggered as each individual allocation "line item" is saved.
Request Entry Attendee Submit	This rule applies to the attendee fields on the request entry and is triggered when the request entry is submitted.
Request Budget Submit	This rule applies if the Budget service is activated and is triggered when the request is submitted.
Request Entry Save	This rule applies to the amount fields on the request and is triggered when the segment or the entry is saved.
Request Entry Submit	This rule applies to the amount fields on the request and is triggered when the segment is submitted.
Post Request Submit	The rule is triggered immediately after the request enters the first step of workflow. Any exceptions generated will not prevent the request from being submitted.
Request Save	The rule is triggered immediately after the request header is saved – whether by the user, approver, or processor.
Request Submit	The rule is triggered when the request is submitted. If there are exceptions generated that are above the exception level limit (that is, prevents request submission; described in *Exceptions* in this guide), then the request will not be submitted and will not enter the first step of a workflow.

Event	Description
Segment Save	The rule is triggered when the segment is saved – whether by the user, approver, or processor. **NOTE:** If a rule that is triggered at Segment Save contains a request field in its condition, then the rule is also triggered at Request Save.
Segment Submit	The rule is triggered when the segment is submitted. **NOTE:** Segment Submit rules are processed before Request Submit rules.

Exceptions ("then" portion of the "if / then" statement)

When creating or editing a custom audit rule, the administrator must assign an exception – the *then* portion of the *if / then* statement. All exceptions contain the following:

- **Exception code:** This is the company-defined code for the exception, up to eight alphanumeric characters, all uppercase.
- **Exception level:** The company decides how many exception levels (up to 99) to use. For example, assume that the company decides to have six exception levels, with level 1 being a minor exception and level 6 being a severe exception.

  The company also decides the point at which the severity of the exception prevents the user from submitting the request. For example, assume that the system does not allow the user to submit a request if it contains a level 6 exception.

  Exception example:
  Consider the case of the request start date being before the request creation date.

  - If the company permits this situation if the user provides a valid reason, then the administrator could set the exception level to 1 (does not prevent submission).
  - If the company did not allow the start date to be before the creation date, then the administrator could set the exception level to 6 (prevents submission).
- **Exception message:** In the cases mentioned above, the administrator could create a message, such as:
  - "The request start date is earlier than the request creation date. This request may not be approved unless you provide a valid reason in the Comment field."
  - "The request start date is earlier than the request creation date. This request cannot be submitted."

Visibility

When creating or editing a rule, the administrator must define who sees the exception message:

- **Traveler** (user)**, Approver, and Processor:** Assume that the administrator created a rule that is triggered when a user saves a segment and the exception message is visible to the user, approver, and processor. When a user saves the segment that meets the conditions of the rule, the exception text appears for the user, approver, and processor to see.
- **Approver and Processor:** The user does not see the exception message and, hence, does not know an exception was generated.
- **Processor:** The user and approver do not see the exception message and, hence, do not know an exception was generated.

The exception message appears along with:

- A red icon for exceptions that prevent submission of the request
- A yellow icon for exceptions that ***do not*** prevent submission of the request

Summary – The Basic Process of Creating Custom Audit Rules

To summarize, when completing the *if* portion of the custom audit rule, the administrator will:

1. Name the rule
2. Identify the event that triggers the rule
3. Identify the administrator (of the group configuration) who can edit the rule
4. Identify the group configuration to which the rule applies
5. Define the conditions using the Audit Rules condition editor

When completing the *then* portion of the custom audit rule, the administrator will:

1. Define who sees the exception text:
   - Traveler (user), approver, and processor
   - Approver and processor
   - Processor
2. Use (or create) the appropriate exception, which includes:
   - Exception code
   - Exception level
   - Exception message

Section 6: Understanding Conditional Expressions

When creating or editing conditional expressions, consider the following.

- There is no limit to the number of conditions that comprise a total expression.
- Most conditions are comprised of a *field* then an *operator* then a *value*. For example:
  - A *field* consists of a data object (essentially a database table) and a field in that data object (essentially a database column). The field selected defines the data type of the condition (number, text, date, and so on).
  - An *operator* is one of several pre-defined comparison operators (equals, not equals, is greater than, and so on). The list of operators changes depending on the type of data being compared.
  - A *value* is a constant and – like the field – can be of any data type. The data type of the value must match the data type of the field.
  - If a second field is used in the condition, its data type must match that of the first field.
- When a conditional expression is composed of multiple conditions, each condition is separated by either *and* or *or*.
- Parentheses are optional and are used to define the order of operation for the *and/or* operators. If the parentheses are omitted, *and/or* operations are carried out left to right. There is no precedence of *and* over *or* – the evaluation of the expression is simply left to right.
- If a conditional expression contains parentheses, the count of *left* parentheses must match the count of *right* parentheses. There can be up to three parentheses for both left and right sides.

  Example of correct placement of parentheses and total left/right count:
  (Condition 1) and (Condition 2)

  Examples of incorrect parentheses even though the total left/right count matches:
  Condition1) And (Condition2
  Condition1) And (Condition2) Or (Condition3
  (Condition1)) And (Condition2
- Conditional expressions must be precise to include or exclude all necessary criteria.

Operator Examples

The operators that appear vary, depending on which data object and field the administrator selects. The following table contains examples of the operator usage, including the data object and field.

Operator	Example
Equal	Employee Employee ID EQUAL value "1234567890"
Not Equal	Request Policy NOT EQUAL "US Expense Policy"
In	Request Cash Advance Currency IN (ARS, BSD)
Not In	Request Entry Expense Type NOT IN (Airfare, Car Rental, Hotel)
Greater Than	Segment Policy Compliant GREATER THAN "5"
Greater Than or Equal	Request Total Approved Amount GREATHER THAN OR EQUAL "10000" EUR
Less Than	Segment To Location Risk Level LESS THAN "3"
Less Than or Equal	Request Duration (Days) LESS OR EQUAL "5"
Begins With	Request Custom01 BEGINS WITH "123"
Ends With	Request Custom03 ENDS WITH "RnD"
Contains	Request Purpose CONTAINS "Conference"
Does Not Contain	Request Name DOES NOT CONTAIN "Workcouncil"
Is Blank	Segment Class Of Service IS BLANK
Is Not Blank	Request Name IS NOT BLANK
Is Before	Segment Arrival Date IS BEFORE Segment Departure Date
Is Not On This Day	Request Authorized Date IS NOT ON THIS DAY: "Sunday"
Not Within Today +	Request Approval Time Limit is NOT WITHIN TODAY + "5" (days)
Is in the future (time compared to GMT)	Request Approval Time Limit IS IN THE FUTURE
Is After	Request Creation Date IS AFTER Segment Departure Date
Within Today -	Request Submit Date NOT WITHIN TODAY – 7

Operator	Example
Is now or in the past (time compared to GMT)	Request Approval Time Limit IS NOW OR IN THE PAST
Within Today +	Request Approval Time Limit WITHIN TODAY + "5" (days)
Not Within Today -	Request Submit Date NOT WITHIN TODAY - 7
Is On This Day	Segment Departure Date IS ON THIS DAY: "Saturday"

Section 7: The Condition Page

The **Condition** page in Audit Rules is similar to the **Condition** page used for Workflow and Processor.

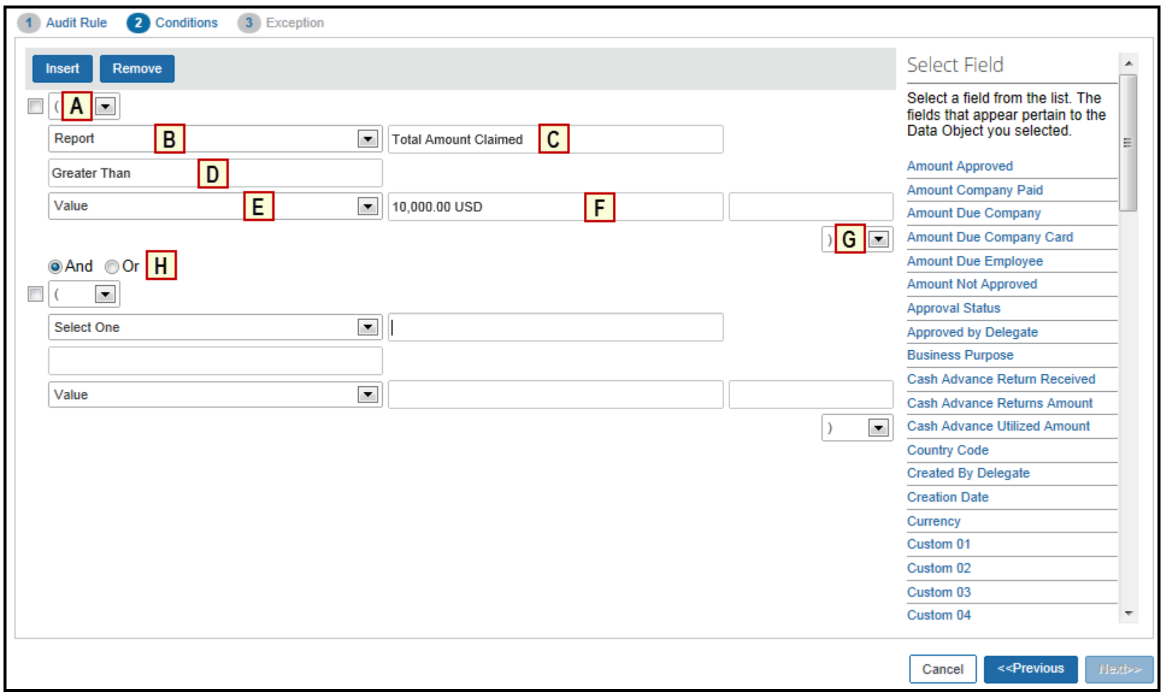


Table 1: Description of the **Condition** page

Field	Description
A: Left Parenthesis	Up to three parentheses, depending on the complexity
B: Data Object	The choices that appear depend on the event that triggers the rule: • Agency (used with the Agency Proposal feature; refer to the *Concur Request: Agency Proposals Setup Guide*) • Attendee Total (appears only with the Request Entry Attendee Submit event) • Budget • Budget Amounts (used with the Budget feature; refer to the *Shared: Budget Setup Guide*) • Employee • Request • Request Allocation • Request Cash Advance • Request Entry (amount fields on the request) • Request Entry Attendee • Request Exception • Segment • Travel Reservation Exception (available for the Segment Save event) • Travel Allowance Service Adjustments (used with the Travel Allowance Service; refer to the *Concur Request: Overview of Request with Travel Allowance Setup Guide*) • Travel Allowance Service Itinerary (used with the Travel Allowance Service; refer to the *Concur Request: Overview of Request with Travel Allowance Setup Guide*)
C: Field / Value	Click an item in the helper pane. The information that appears in this pane is based on the selection made in the **Data Object** list. See Table 2 below.
D: Operator	Click an item in the helper pane. The information that appears in this pane is based on the administrator's previous choices.
E: Data Object	The system provides the option that best suits the previous choices. Change it if necessary.
F: Field / Value	Click an item in the helper pane. The information that appears in this pane is based on the selection made in the **Data Object** list. See Table 2 below.
G: Right Parenthesis	Choose zero to three parentheses, depending on the complexity of the condition.
H: And / Or	Click either option to join the current condition to the next condition.

Table 2: Data objects and associated choices

Data Object	Options
Agency	Agency Proposal Type (Used with the Agency Proposal feature; refer

Data Object	Options
	to the *Concur Request: Agency Proposals Setup Guide*)
Attendee Total	Appears only with the Request Entry Attendee Submit event Cost – Total for Quarter – All Cost – Total for Quarter – Employee Cost – Total for Year – All Cost – Total for Year – Employee Refer to *Notes About Specific Options* in this guide.
Budget	Actual Pending Consumption Percent Actual Spent Consumption Percent Alert Limit Budget Amount Budget Name Budget Remaining Amount Budget Type Committed Pending Consumption Percent Committed Spent Consumption Percent Control Limit HasBudget Pending Consumption Percent Period Type Spent Consumption Percent Total Consumption Percent
Budget Amounts	Budget Used Amounts (In Percentage) (Refer to the *Shared: Budget Setup Guide*.)
Employee	Active Bank Account Currency Bank Account Status Bank Account is Active Cash Advance Balance City Country of Residence Custom 01 - 22 Email Address Employee First Name Employee ID Employee Last Name Has Company Card Has Unused Card Transactions Is a Test User? Ledger Locale Logon ID Oldest Cash Advance Date

Data Object	Options
	Org Unit 1 – 6 Payment Types of Unused Card Transactions Reimbursement Currency Reimbursement Method State/Province
Request	Agency Office Approval Status Approval Time Limit Approved Amount Before Booking Approved by Delegate Authorized Date Cash Advance Policy Fixed Limit Amount (Refer to the *Concur Request: Cash Advance Setup Guide*.) Created By Delegate Creation Date Currency Custom 01 – 20 Dates overlap another request (Refer to *Notes About Specific Options* in this guide.) Duration (Days) (Refer to *Notes About Specific Options* in this guide.) End Date End Time Ever Recalled After Approval Ever Sent Back Exception Approved Exception Level Total Extension of First Approve Date First Submit Date Has Agency Booked Segments Has Attachment Has Cash Advance Has Comments Has Event Request (Refer to the *Concur Request: Event Requests Setup Guide*.) Has Exceptions Has Expected Expenses Has Offline Agency Segments (Refer to *Notes About Specific Options* in this guide.) Has Segments or Expenses Has Selected Obsolete Proposal (Used with the Agency Proposal feature; refer to the *Concur Request: Agency Proposals Setup Guide*) Has Self Booked Segments Hierarchy Node Key Highest Location Risk Level (Used with Concur Risk Management; refer to the *Concur Request: Risk Management Setup Guide*.) Is Closed/Inactivated

Data Object	Options
	Is Deleted Ignore Booking Policy (Used with Enforce Online/Offline Policy; refer to the *Concur Request: Site Settings Setup Guide*.) Limit Approved Main Destination City Main Destination Country Main Destination Risk Level (Used with Concur Risk Management; refer to the *Concur Request: Risk Management Setup Guide*.) Maximum Exception Level Name Policy Processor Entry Date Purpose Request Policy Request Type Start Date Start Time Submit Date Submitted by Delegate Total Amount Cash Advance Related Request Entries (Refer to the *Concur Request: Cash Advance Setup Guide*.) Total Approved Amount Total Cash Advance Amount Total Cash Advance Amount-Daily Limit Total Post Approved Amount Total Posted Amount Total Remaining Amount
Request Allocation	Custom 01 - 20
Request Cash Advance	Account Code Amount Requested Amount-Daily Limit (Refer to the *Concur Request: Cash Advance Setup Guide*.) Cash Advance Name Currency of Advance Request Date Status
Request Entry	Amount Amount-Daily Total Amount-Daily Total (multiple expense types) Amount-Monthly Total Amount-Monthly Total (multiple expense types) Amount-Weekly Total Amount-Weekly Total (multiple expense types) Amount-Yearly Total Amount-Yearly Total (multiple expense types)

Data Object	Options
	Approved Amount Average Cost Per Attendee City Country Currency Custom 01 - 40 Entry Description Exchange Rate Expense Type Foreign Amount Has Allocations Has Attendees Has Comments Has Exceptions Has Segments Is Fully Allocated (For an example, refer to the *Concur Request: Allocations Setup Guide*.) Location Risk Level (Used with Concur Risk Management; refer to the *Concur Request: Risk Management Setup Guide*.) Number of Attendees Org Unit 1 - 6 Transaction Date Transaction-Daily Total (multiple expense types) (Refer to *Notes About Specific Options* in this guide.) Transaction-Monthly Total (multiple expense types) Transaction-Weekly Total (multiple expense types) Transaction-Yearly Total (multiple expense types) Vendor Vendor Name
Request Entry Attendee	Approved Transaction Amount (Equivalent to "Transaction amount" in "Entry attendee" data object) Attendee Title Attendee Type Company Custom 1 - 25 External ID First Name Instance Count Last Name Middle Initial Suffix
Request Exception	Exception Code

Data Object	Options
	Exception Level
Segment	Arrival Date Arrival Slot (Used with the Agency Proposal feature; refer to the *Concur Request: Agency Proposals Setup Guide*) Arrival Time Booking Origin (Refer to *Notes About Specific Options* in this guide.) Class of Service Class Custom 01 - 40 Departure Date Departure Slot (Used with the Agency Proposal feature; refer to the *Concur Request: Agency Proposals Setup Guide*) Departure Time From Location Detail To Location Detail From Country From Country Group From Location Name From Location Risk Level (Used with Concur Risk Management; refer to the *Concur Request: Risk Management Setup Guide*.) Has Exceptions Is Agency Booked Is Self Booked Passenger Name Record Policy Compliant (Refer to *Notes About Specific Options* in this guide.) Segment Type Service Name (Used with the Agency Proposal feature; refer to the *Concur Request: Agency Proposals Setup Guide*) To Country To Country Group To Location Name To Location Risk Level (Used with Concur Risk Management; refer to the *Concur Request: Risk Management Setup Guide*.) Vehicle Type Vendor Vendor Name
Travel Allowance Service Adjustments	Deduction Type Lodging Type Meal Type For more information about this data object and the Travel Allowance Service in Concur Request, refer the *Concur Request:*

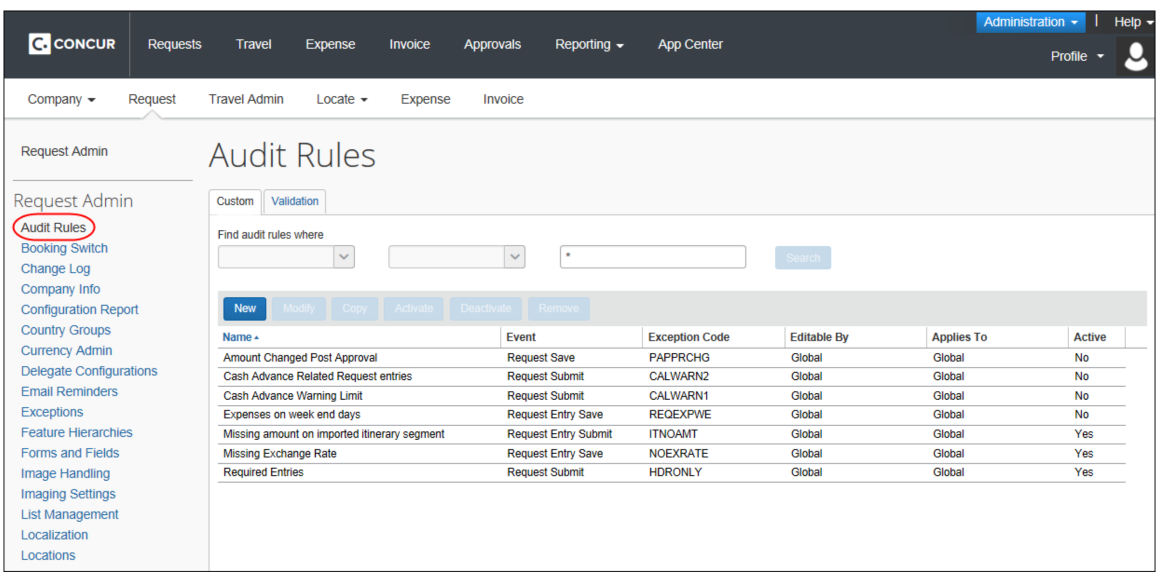
Data Object	Options
	Overview of Request with Travel Allowance Setup Guide.
Travel Allowance Service Itinerary	Is Domestic New TA Itinerary Exists Number of Days in Trip Travel Allowance Configuration Trip End Date Trip Start Date Trip Type For more information about this data object and the Travel Allowance Service in Concur Request, refer the *Concur Request: Overview of Request with Travel Allowance Setup Guide*.
Travel Reservation Exception	Reason code associated with trip segment

Section 8: Procedures: Custom Audit Rules

Accessing Custom Audit

To access Custom Audit:

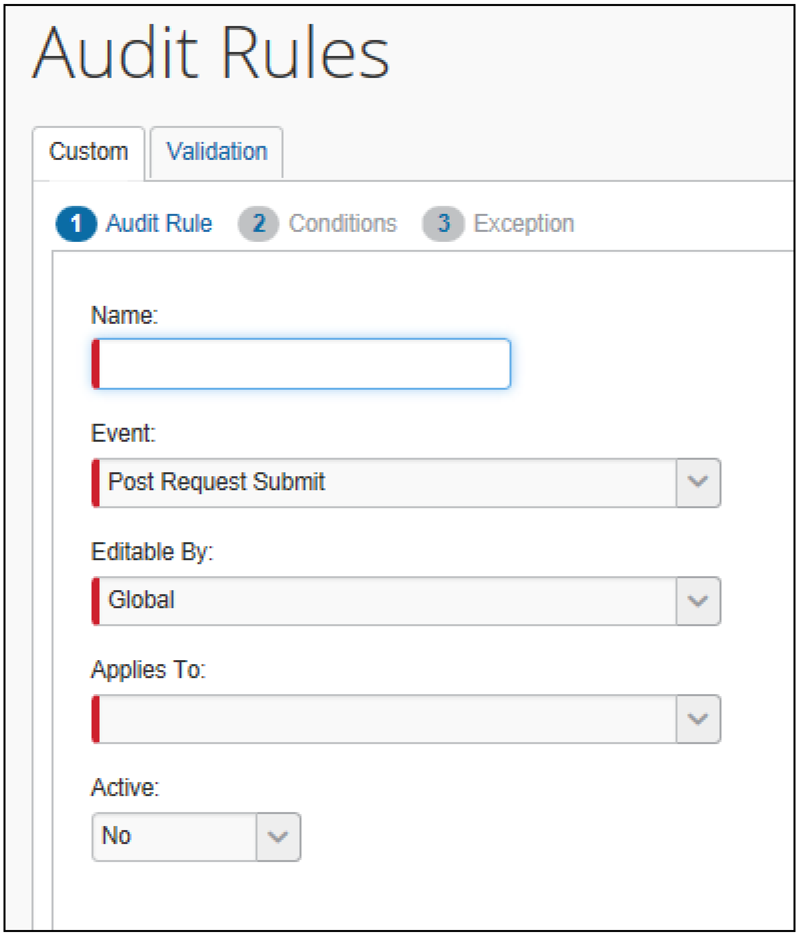
Click **Administration** > **Request** > **Audit Rules** (left menu). The **Custom** tab of the **Audit Rules** page appears.



Adding a Custom Audit Rule

To add a custom audit rule:

1. On the **Custom** tab, click **New**. The **Audit Rule** step appears.

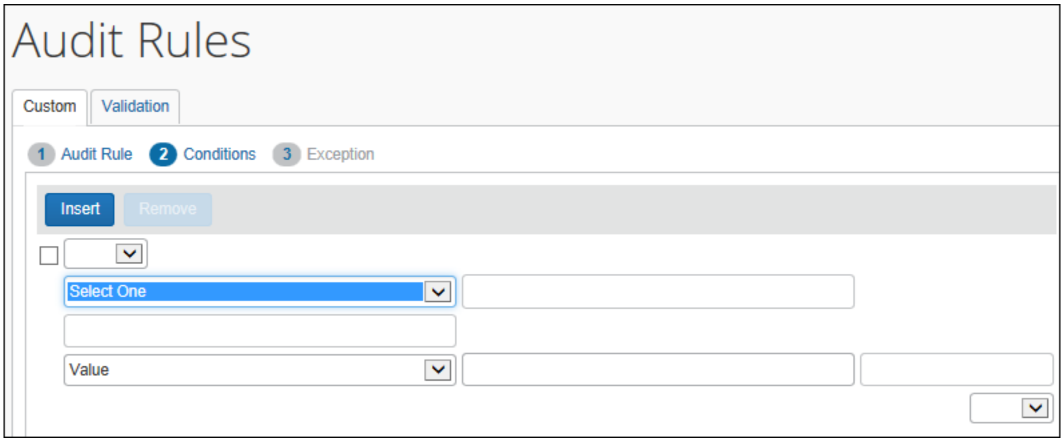


2. Complete the appropriate fields.

Field	Description
Rule Name	Type a meaningful rule name.
Event	Select the event that triggers the rule. For more information, refer to *Events (Triggers)* in this guide.
Editable By	Select the group configuration(s) that can edit this audit rule.
Applies To	Select the group configuration(s) to which this rule applies.
(conditional fields)	If you select *Request Entry Attendee Submit* in the **Event** list, additional fields may appear on this page. Refer to *Notes About Specific Options* in this guide.

Field	Description
Active	Select *Yes* to activate the rule upon completion.

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

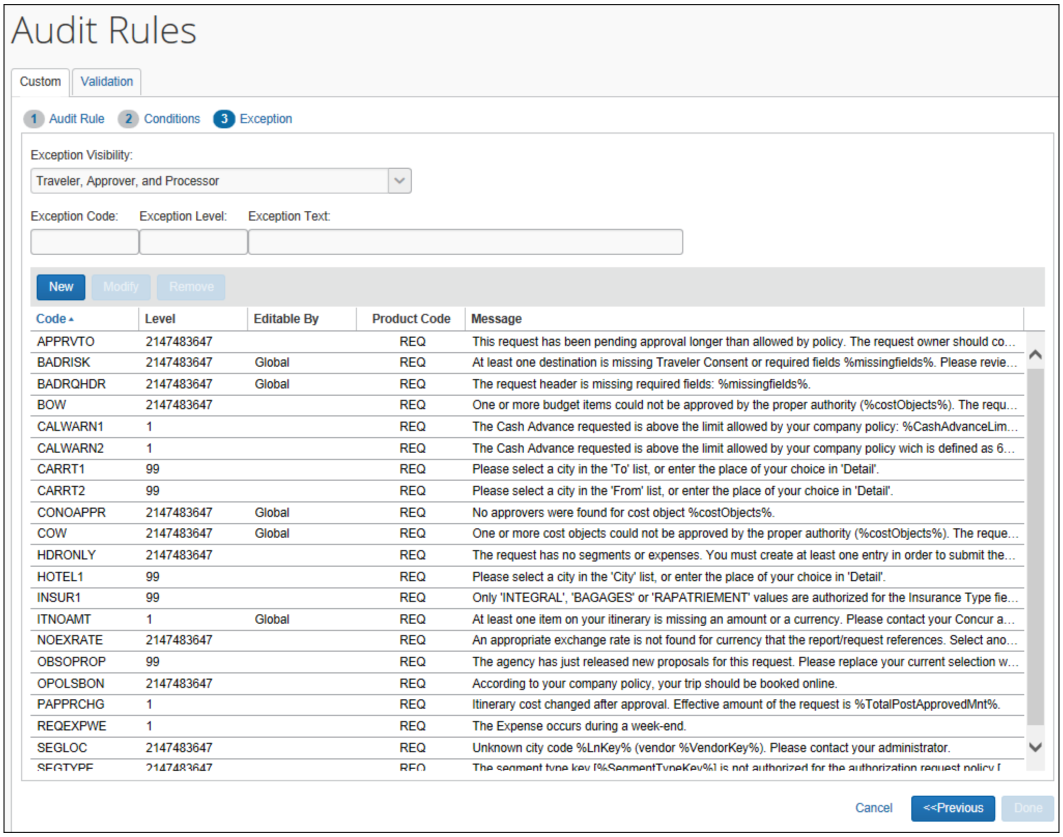


4. Complete the appropriate fields, making selections from the helper pane.

   Refer to *Understanding Conditional Expressions* in this guide for a description of this page.

5. Complete all conditions using these same steps, using **Insert** to add conditions and **Remove** to delete conditions.
   - If you simply click **Insert**, the new condition is added at the bottom.
   - To insert the new condition between existing conditions, click the condition that will be ***below*** the new condition. Click **Insert**. The new blank row appears.

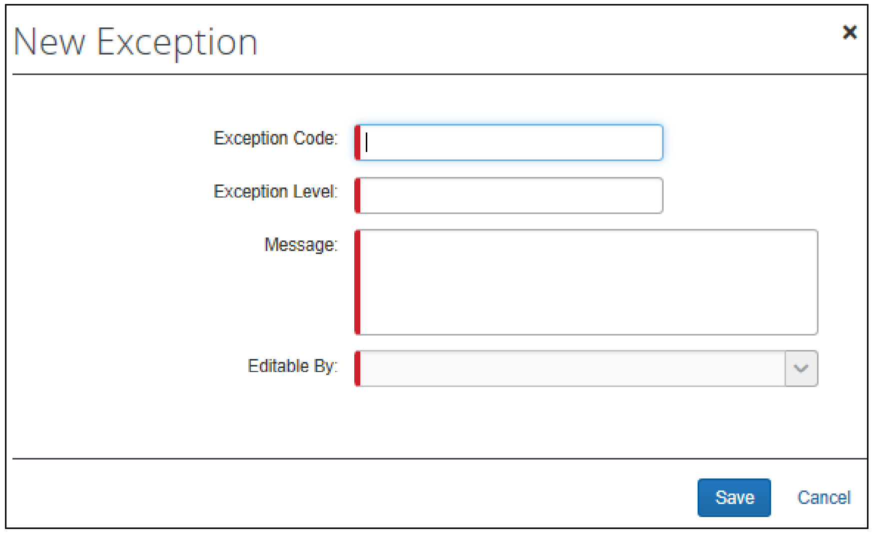
6. When all conditions have been added, click **Next**. The **Exception** step appears.



7. From the **Exception Visibility** list, choose the users who are able to see the exception message by clicking:
   - Traveler, Approver, and Expense Processor
   - Approver and Expense Processor
   - Expense Processor

8. For the exception, you can:
   - Use an existing exception. To use an existing exception, click the desired exception. It appears in the **Exception Code**, **Exception Level**, and **Exception Text** fields at the top of the page.

- Create a new exception.
  - Click **New**. The **New Exception** window appears.



  - Complete the three fields.
  - Click **Save**.

9. Click **Done**.

Copying a Custom Audit Rule

Instead of creating all rules, you can save time by copying a similar custom audit rule and then edit the copy.

For detailed information about all of the fields on this page, refer to *Adding a Custom Audit Rule* in this guide.

To copy a custom audit rule:

1. On the **Custom** tab, click the rule you want to copy.
2. Click **Copy**. The **Audit Rule** step appears.
3. Make any desired changes.
4. Click **Next**. The **Conditions** step appears.
5. Edit the condition(s) as required.
6. Click **Next**. The **Exception** step appears.
7. Make the desired changes.
8. Click **Done**.

Modifying a Custom Audit Rule

For detailed information about all of the fields, refer to *Adding a Custom Audit Rule* in this guide.

To modify a custom audit rule:

1. On the **Custom** tab, either:
   - Click the rule you want to change and click **Modify**
     – or –
   - Double-click the rule (anywhere on the line; not just the rule name)

   The **Audit Rule** step appears.
2. Make any desired changes.
3. Click **Next**. The **Conditions** step appears.
4. Edit the condition(s) as required.
5. Click **Next**. The **Exception** step appears.
6. Make the desired changes.
7. Click **Done**.

Deactivating / Activating a Custom Audit Rule

Activate a rule when you are ready to use it.

NOTE: Instead of *removing* a rule, consider *deactivating* it. This way, the rule is still available if you want to use it in the future.

To deactivate / activate a custom audit rule:

1. On the **Custom** tab, click the desired rule.
2. Click **Deactivate** or **Activate**, whichever applies.

Removing a Custom Audit Rule

Once you have removed a rule, it will be permanently deleted from the system. If you think you might want to use it again, *deactivate* it instead of removing it.

To remove a custom audit rule:

1. On the **Custom** tab, click the desired rule.
2. Click **Remove**.

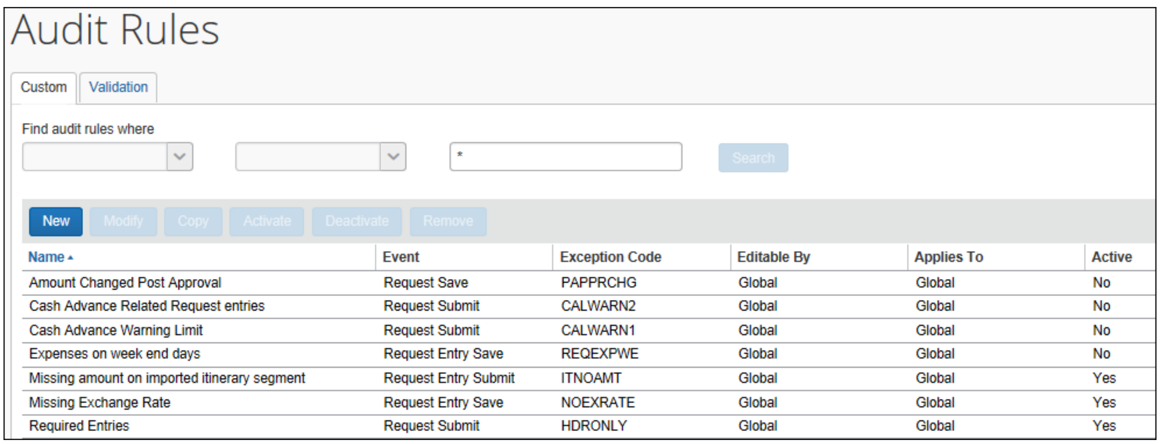
Viewing a Custom Audit Rule

▸ ***To view a custom audit rule:***

1. On the **Custom** tab, click the desired rule.
2. Click **Modify**. The **Audit Rule** step appears.
3. Click **Next** to move through the pages.
4. Click **Finish** when done.

Section 9: Provided Audit Rules

Several rules are provided by default. You can modify, copy, activate, deactivate, or remove them.

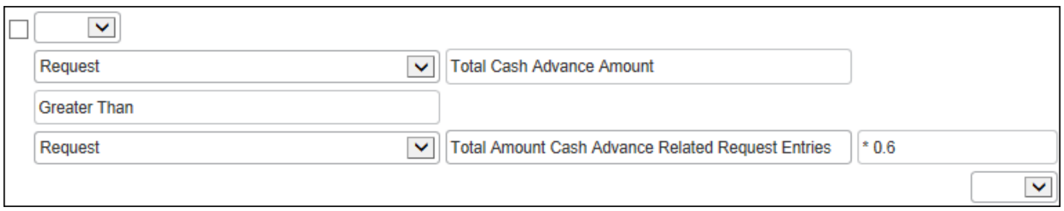


Name	Event	Exception Code	Editable By	Applies To	Active
Amount Changed Post Approval	Request Save	PAPPRCHG	Global	Global	No
Cash Advance Related Request entries	Request Submit	CALWARN2	Global	Global	No
Cash Advance Warning Limit	Request Submit	CALWARN1	Global	Global	No
Expenses on week end days	Request Entry Save	REQEXPWE	Global	Global	No
Missing amount on imported itinerary segment	Request Entry Submit	ITNOAMT	Global	Global	Yes
Missing Exchange Rate	Request Entry Save	NOEXRATE	Global	Global	Yes
Required Entries	Request Submit	HDRONLY	Global	Global	Yes

Default Audit Rule	For more information
Car arrival city required on event save Car arrival city required on event submit Car departure city required on event save Car departure city required on event submit	These rules are used with the Agency Proposals feature. 📖 Refer to the *Concur Request: Agency Proposals Setup Guide*.
Cash Advance Related Request entries Cash Advance Warning Limit Expenses on Week End Days Missing Exchange Rate	These rules are described below.
Obsolete selected proposal on event submit	This rule is used with the Agency Proposals feature. 📖 Refer to the *Concur Request: Agency Proposals Setup Guide*.
Required Entries	This rule is described below.

Cash Advance Related Request Entries

For a full description of this rule, refer to the *Concur Request: Cash Advance Setup Guide*.

<table>
<tr><th>Option</th><th>Description</th></tr>
<tr><td>Event</td><td>Request Submit</td></tr>
<tr><td>Editable by</td><td>Global</td></tr>
<tr><td>Applies to</td><td>Global</td></tr>
<tr><td>Active</td><td>No</td></tr>
<tr><td colspan="2">Condition(s):


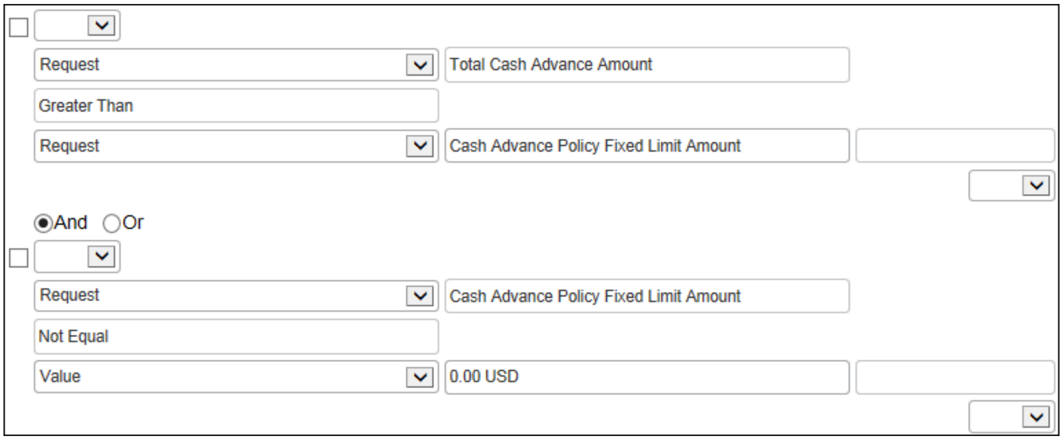
</td></tr>
<tr><td>Exception visibility</td><td>Traveler, Approver, and Processor</td></tr>
<tr><td>Exception code</td><td>CALWARN2</td></tr>
<tr><td>Exception level</td><td>1</td></tr>
<tr><td>Exception text</td><td>The Cash Advance requested is above…</td></tr>
</table>

Cash Advance Warning Limit

For a full description of this rule, refer to the *Concur Request: Cash Advance Setup Guide*.

Option	Description
Event	Request Submit
Editable by	Global
Applies to	Global
Active	No

Option	**Description**
Condition(s):	

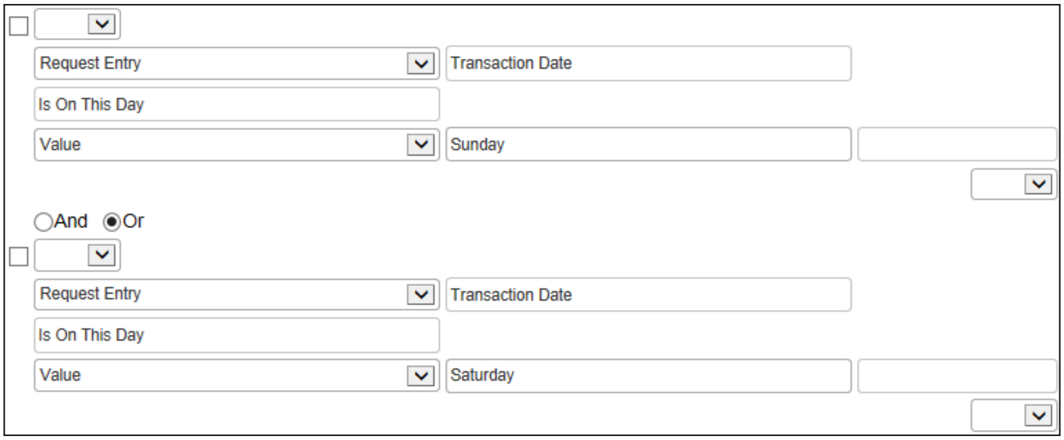


Exception visibility	Traveler, Approver, and Processor
Exception code	CALWARN1
Exception level	1
Exception text	The Cash Advance requested is above…

Expenses on Week End Days

This audit rule notifies the user, approver, and processor that the requested expense falls on Saturday or Sunday. This rule does not prevent request submission.

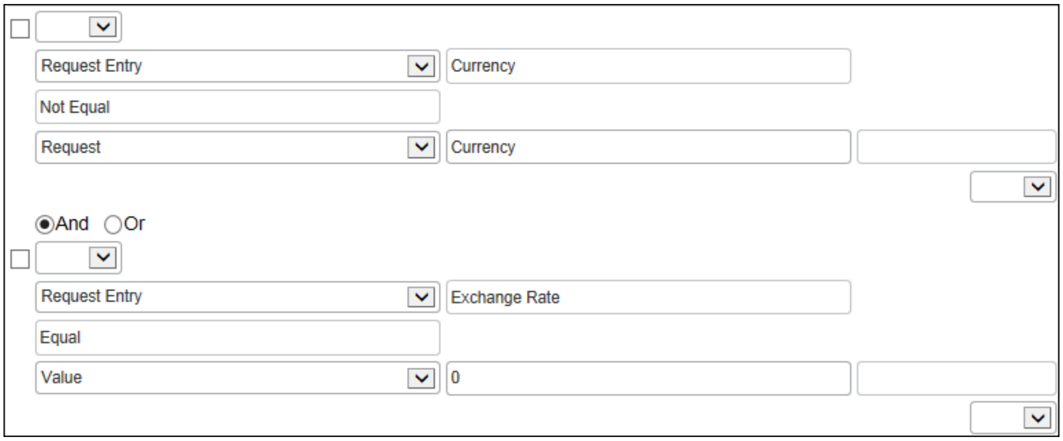
Option	**Description**
Event	Request Entry Save
Editable by	Global
Applies to	Global
Active	No

Option	Description
Condition(s): 	
Exception visibility	Traveler, Approver, and Processor
Exception code	REQEXPWE
Exception level	1
Exception text	The expense occurs during a weekend.

Missing Exchange Rate

This audit rule notifies the user that there is no exchange rate entered. This rule prevents request submission.

Option	Description
Event	Request Entry Save
Editable by	Global
Applies to	Global
Active	Yes

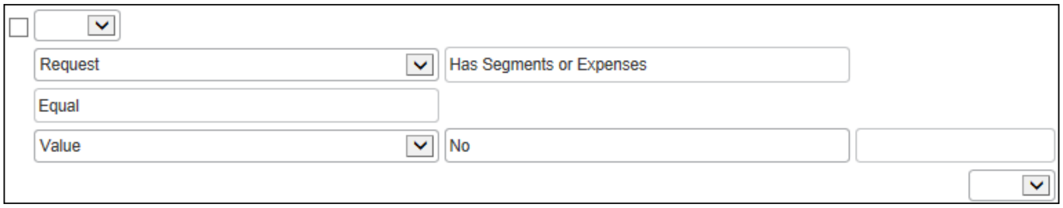
Option	Description
Condition(s): 	
Exception visibility	Traveler, Approver, and Processor
Exception code	NOEXRATE
Exception level	2147483647 (prevents request submission)
Exception text	An appropriate exchange rate is not found for the currency that the report/request references. Select another policy or contact the system administrator.

Required Entries

This audit rule notifies the user that there must be at least one segment or at least one expected expense. This rule prevents request submission.

NOTE: If you choose to deactivate this audit rule, the user can submit a request without segments or expected expenses – for example, for the approval of a cash advance (on the header) only.

Option	Description
Event	Request Submit
Editable by	Global
Applies to	Global
Active	Yes

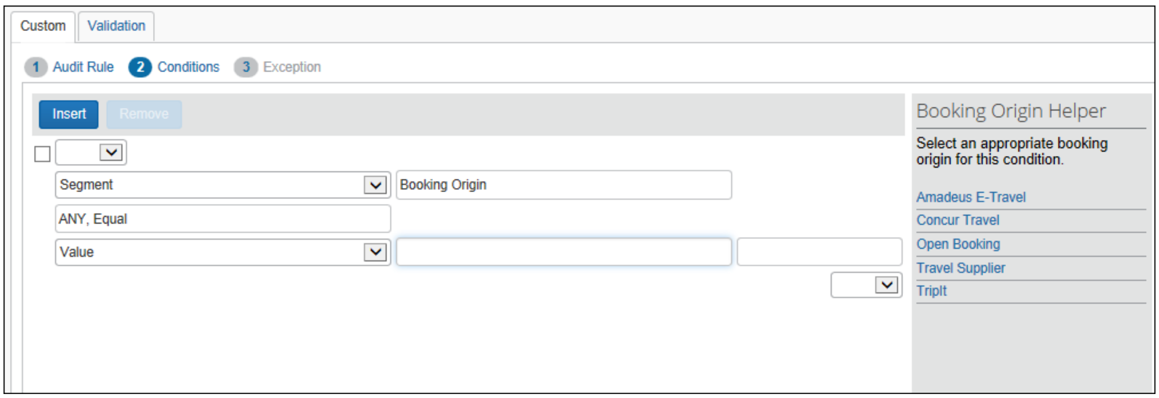
Option	Description
Condition(s):  	
Exception visibility	Traveler, Approver, and Processor
Exception code	HDRONLY
Exception level	2147483647 (prevents request submission)
Exception text	The Request has no Segments or Expenses. You must create at least one entry in order to submit the Request.

Section 10: Appendix – Notes About Specific Options

Data Object: Segment / Field: Booking Origin

You can create rules that apply to specific segment booking sources. For example, you can include/exclude segments from:

- Amadeus E-Travel
- Concur Travel
- TripLink (Open Booking)
- Travel Supplier
- TripIt



Data Object: Segment / Field: Policy Compliant

This option applies only to clients who use Concur Request integrated with Concur Travel (using the Starting in Travel process flow), or Retrieve Offline PNR. Either Travel or the TMC may send a Policy Compliant value as part of the segment and/or itinerary details.

Policy Compliant Values

The **Policy Compliant** field is available for the *Segment* data object. The administrator can use it to create a rule to notify the request approver (via an exception message) that the trip or segment does not comply with the company's travel policy. The travel policy may be configured in Concur Travel.

The Policy Compliant value ranges from 0-100, where 0 & 5 = Compliant and numbers higher than 5 are increasingly less compliant. Request may receive a policy compliant flag at both the segment and at the itinerary level. The greatest (least policy compliant) value is saved.

The policy compliance values between 0 and 100 correspond to various rule actions in Travel. Request supports the following values:

Policy Compliant Value	Description	Process Flow
0	This itinerary/segment is within the company's travel policy.	
5	Travel rule triggered that has action "Exclude from LLF"	Applied when the booking is done with a preferred vendor and is more expensive than the Lowest Logical Fare.
10	Travel rule triggered that has action "Log for Reports"	Applied when the user books a trip without an approved Request (Travel to Request process flow)
10	Travel rule triggered that "Requires PreApproval And Log"	Applied when the user books a trip from an approved Request (Request to Travel process flow)
20	Travel rule triggered that "Requires PreApproval And Notify"	Applied when the user books a trip from an approved Request (Request to Travel process flow)

Policy Compliant Value	Description	Process Flow
20	Travel rule triggered that has action "Notify Manager"	Applied when the user books a trip without an approved Request (Travel to Request process flow)
30	Travel rule triggered that “Requires Approval”	Applied when the user books a trip without an approved Request (Travel to Request process flow)
100	This itinerary/segment is outside of the company's travel policy.	

Concur Travel Rules

This flag will reflect all Concur Travel rules that are configured at **trip** or **trip segment level** (A – Air, C- Car Rental, H – Hotel). Trip level policy violations are copied to the segments in the trip. If there are multiple policy violation levels for a segment, the highest (most severe) is used.

When the user is searching for flights, rental cars, etc. in Concur Travel, each of the search results (for example, available flights) appears with a **Reserve** button. The **Reserve** button is:

- **Green:** The flight is in policy. It does not violate any rules in Concur Travel. The user can choose the flight and remain compliant with the company's travel policy. This represents a policy compliance value of 0 or 5.
- **Yellow:** The flight is out of policy but the user is not prevented from booking; the user's Travel approver is notified. This represents policy compliance values 10-20.
- **Red:** The flight is out of policy and the user cannot confirm the booking until approval is obtained from the user's Travel approver. This represents policy compliance values greater than 20.
- **Gray:** The flight is visible but not available for selection. These segments are never sent to Request.

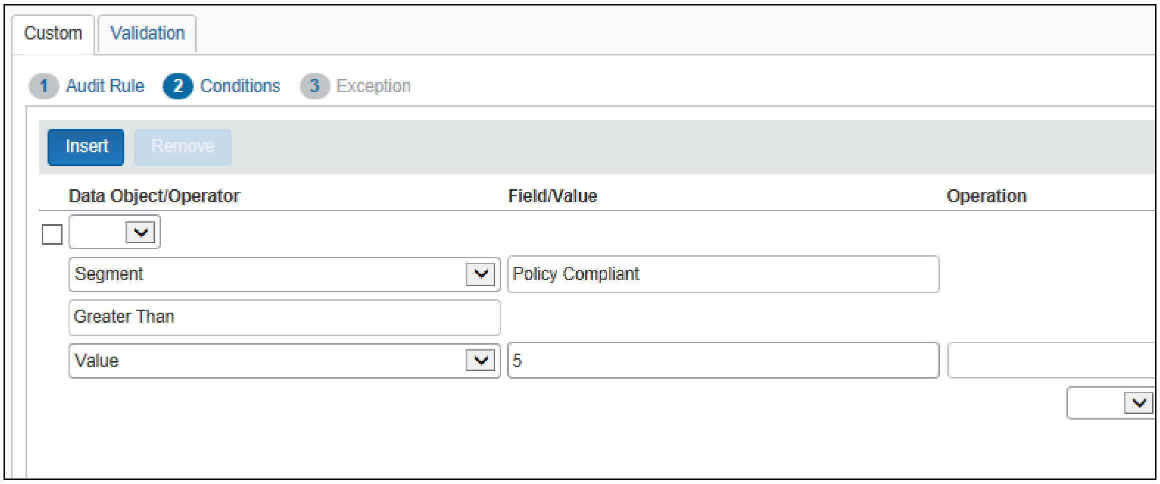
From the Concur Request compliance and approval perspective:

- "Green" options are within Travel policy, so they are not an issue when approving requests.
- "Red" and "Yellow" options are of interest to the request approver.
- "Gray" options are not passed to Concur Request.

Example Audit Rule

NOTIFY APPROVER

Using the Policy Compliant audit rule field, the administrator can create an audit rule that notifies the approver that the policy compliant value is greater than 5, signifying that the segment is out of policy. This information is valuable to the approver when making the approval decision.



The administrator creates an audit rule with:

- Event = Segment Save
- Data Object = Segment
- Field/Value = Policy Compliant
- Operator = Greater than
- Field/Value = 5

NOTE: As shown in the sample above, any value greater than 5 will trigger the exception for segments marked as out of policy by TMCs, or booked with red or yellow **Reserve** buttons in Concur Travel. The administrator can choose to set this value higher, if they want to disregard lower policy compliance values coming from Concur Travel.

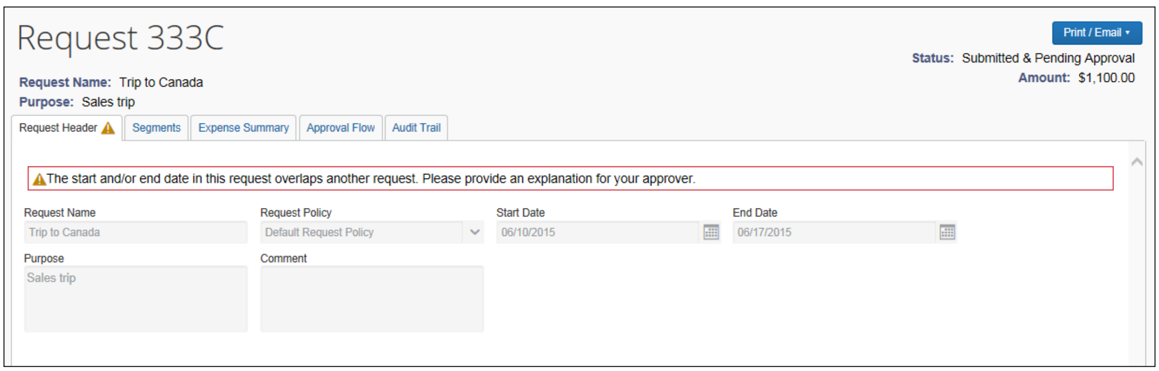
Like all audit rules, the administrator then uses (or creates) an exception message and then determines who will see the exception message. In this case, the approver must be able to see the exception, and the user is optionally able to see the message.

Data Object: Request / Field: Dates overlap another request

OVERVIEW

Admins can create a custom audit rule using a new field – *Dates overlap another request* – to check for overlapping dates. Then, when the user saves a request – either while creating a new request or editing an existing request – Concur compares the date range on the current request with the date range on the user's other requests. If there is overlap, a message appears to the user.

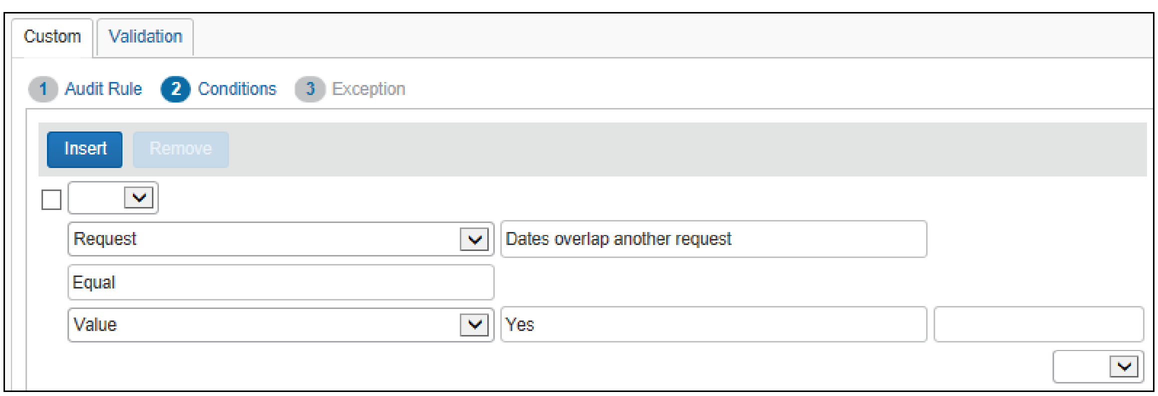
In the sample shown here, assume that the user's existing Request A has a start date of December 9 and an end date of December 12. The user now creates Request B (shown below) with a start date of December 11 and an end date of December 13. When the user saves Request B, the audit rule runs and a client-defined warning message appears on Request B. The user then resolves the issue as per company policy.



USING THE FIELD

On the **Custom** tab, on the **Audit Rule** step, use the *Request Save* event. Complete the remaining fields on this step as usual.

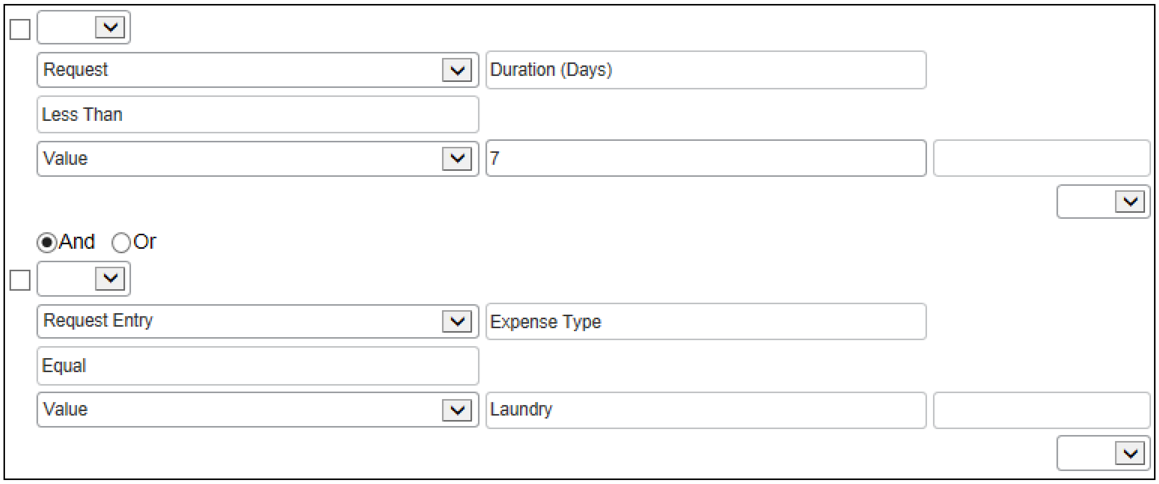
On the **Conditions** step, use the *Request* data object and the *Dates overlap another request* field. Complete the remaining fields on this step as usual.



On the **Exception** step, create a new exception. Like always, you can allow or prevent submission, define the message, etc.

Data Object: Request / Field: Duration (Days)

Assume that company policy does not allow laundry expenses if the trip lasts less than seven days. The administrator can create an audit rule that generates an exception for expected laundry expenses for short trips. Perhaps, the exception message could explain to the user that they should provide an explanation (comment) for the approver.



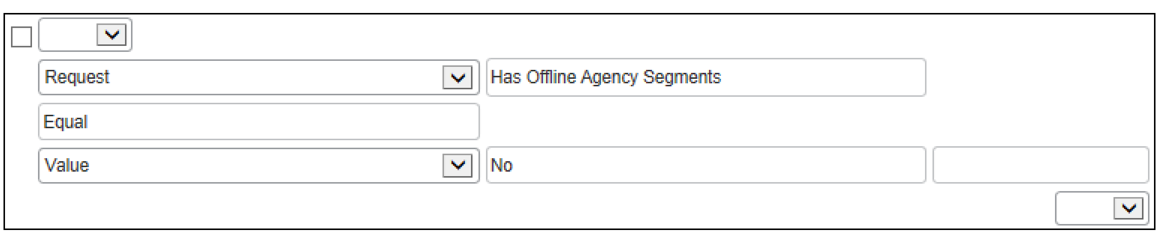
The **Duration (Days)** field is available for the Request Header. It is a calculated field that displays the length of the trip (end date *minus* start date *plus* 1). This field uses the start and end dates on the header. If either date field on the header is blank, then the **Duration (Days)** field displays zero.

For more information about the **Duration (Days)** field, refer to the *Concur Request: Forms and Fields Setup Guide*.

Data Object: Request / Field: Has Offline Agency Segments

The *Has Offline Agency Segments* attribute can be used for audit rules, validation rules, workflow rules, and email reminder rules. This attribute is used to determine if the request contains segments that must be managed by the Agency (and not self-booked).

Example: To skip the TMC Agent step when the request does ***not*** contain any segment that should be managed by the agency, create this workflow rule:



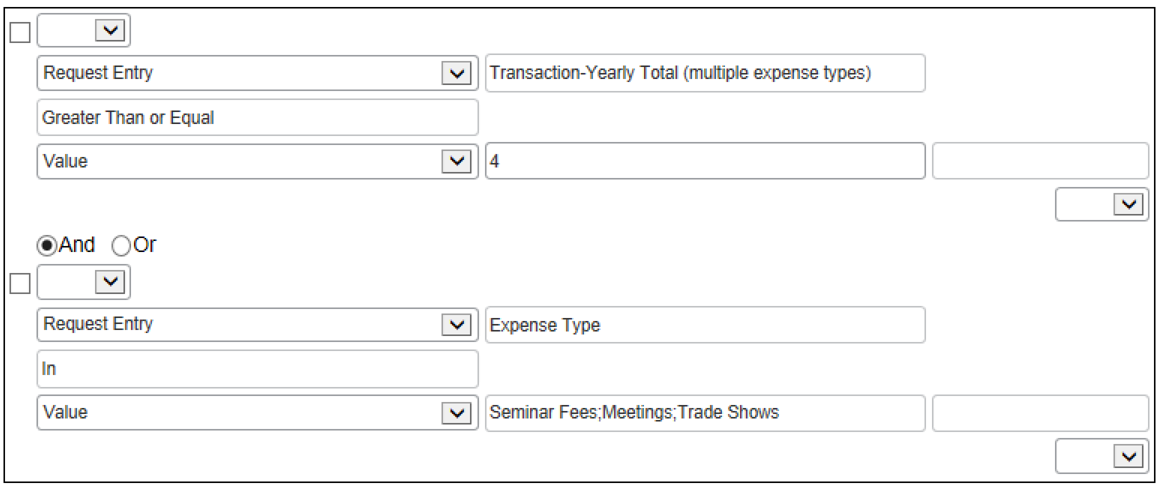
Data Object: Request Entry / Fields: Transaction-x Total (multiple expense types)

There are four fields:

- Transaction-Daily Total (multiple expense types)
- Transaction-Weekly Total (multiple expense types)
- Transaction-Monthly Total (multiple expense types)
- Transaction-Yearly Total (multiple expense types)

These audit rule options provide a count of the number of times one or more selected expense types are used over a period of time. This lets a company set simple limits on usage over a day, week, month, or year (based on the transaction date).

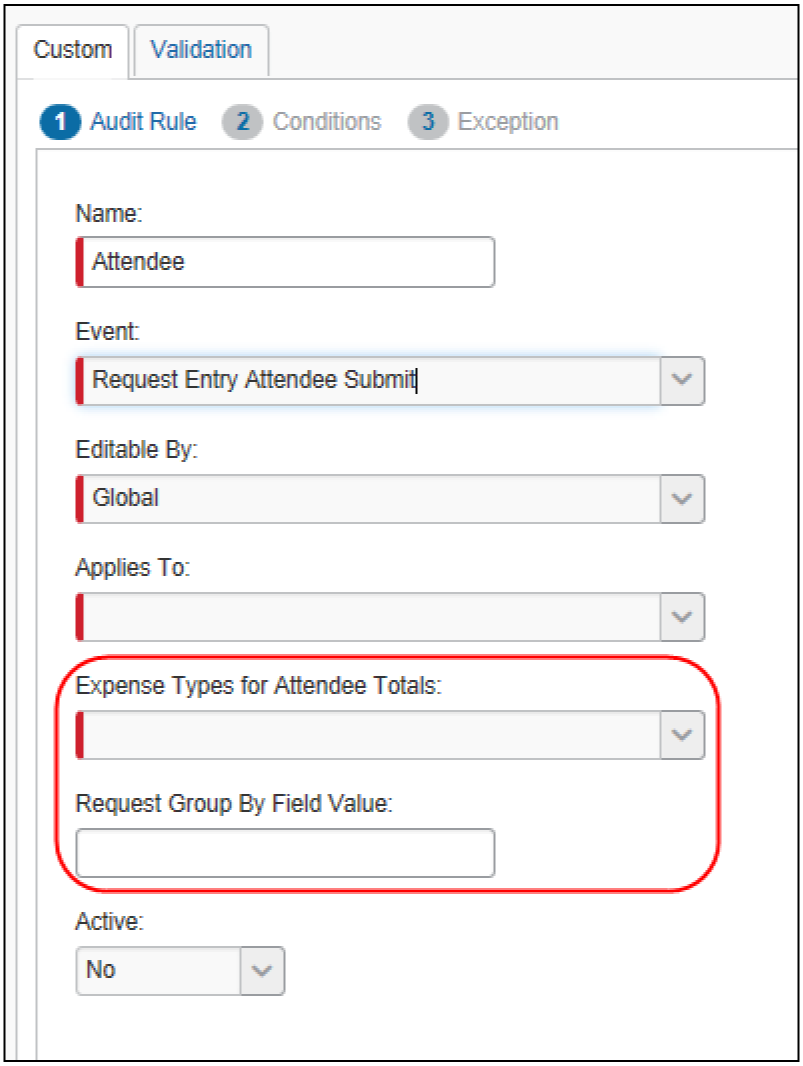
As an example, the admin can create a rule that generates an exception if there are 4 or more requests for seminars and trade shows per year.



Event: Request Entry Attendee Submit

! **IMPORTANT:** This feature has ***extremely*** limited usage.

If you click *Request Entry Attendee Submit* in the **Event** list, additional fields may appear.



Field	Description
Expense Types for Attendee Totals	This field ***always*** appears if you choose the Request Entry Attendee Submit event. Click the expense types of the expenses to be included in the attendee totals.

Field	Description
Expense Categories for Attendee Totals	This field appears ***only*** for clients who are transitioning to Concur Request from the legacy Authorization Request feature in Concur Expense. Click the expense categories of the expenses to be included in the attendee totals.
Request Group By Field Value	This field appears ***only*** if the **Audit Rule Group By Field for Requests** is defined in Administration > Expense > Attendees, on the **Settings** tab. Enter the value of the Group By field (defined in Expense Admin) that will be used to further define the attendees for which totals are calculated.

How it Works

The Request Entry Attendee Submit event sums up the submitted amounts on submitted reports plus the remaining authorized amounts. For example, this event would allow an audit rule to check that the total amount of remaining authorized amounts plus submitted expense amounts for an attendee does not exceed the corporate limit of 100.00 per attendee per calendar year.

Note the following:

- A custom field – **Audit Rule Group By Field for Requests** – can be configured to be used to group attendee request entries in the attendee totaling for the audit rule. If this field is not configured (in Administration > Expense > Attendees > Settings), all request entries are included in the calculation for the audit rule.
- If the attendee amount limits are changed, the system will not re-evaluate existing reports or requests. The new limits will be applied at the time the attendee is next used on an entry.

For example, assume that user 1 submits a request for attendees A, B, and C for $50 each.

Attendee	Authorized	Amount used from request	Amount remaining from request	Actual expenses submitted	Total amount "used" for attendee rules
A	$50	0	0	0	$50
B	$50	0	0	0	$50
C	$50	0	0	0	$50

Now, user 2 submits an expense report using attendee A for $25 and attendee B for $40.

Attendee	Authorized	Amount used from request	Amount remaining from request	Actual expenses submitted	Total amount “used” for attendee rules
A	$50	0	0	$25	$75
B	$50	0	0	$40	$90
C	$50	0	0	0	$50

User 1 now submits an expense report associated with the request. The expense amount for each of the three attendees is $40. The amount of the authorization used is incremented by the actual expense amount and the amount remaining is decremented by that amount.

Attendee	Authorized	Amount used from request	Amount remaining from request	Actual expenses submitted	Total amount “used” for attendee rules
A	$50	$40	$10	$65	$75
B	$50	$40	$10	$80	$90
C	$50	$40	$10	$40	$50

When the request expires, the amount remaining for each attendee on the request is adjusted to zero, and the “used” amount is adjusted accordingly.

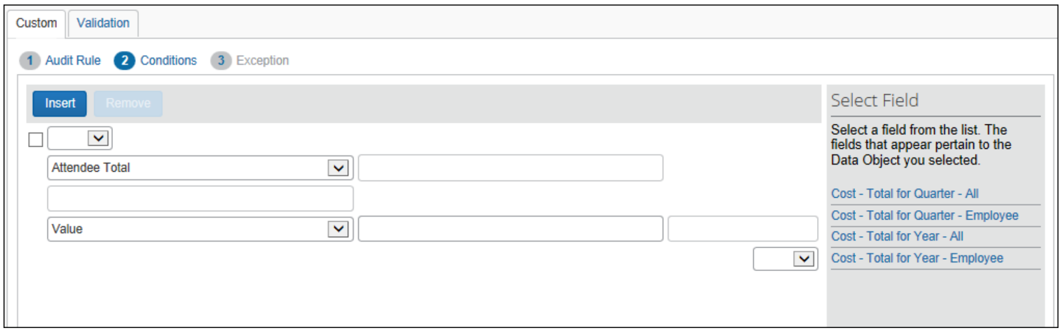
Attendee	Authorized	Amount used from request	Amount remaining from request	Actual expenses submitted	Total amount “used” for attendee rules
A	$50	$40	$0	$65	$65
B	$50	$40	$0	$80	$80
C	$50	$40	$0	$40	$40

How to Use

- ***To create an Attendee Totals rule:***

1. On the **Audit Rule** step, complete the **Name**, **Editable By**, **Applies To**, and **Active** fields as usual.

2. Then:
   - For the **Event**, click *Request Entry Attendee Submit*.
   - For **Expense Types for Attendee Totals**, click the expense types that you want included in the total.
   - If using the **Request Group By Field Value**, enter the value that must appear in the defined group by field in order to be included in the totals.
3. On the **Conditions** step:



   - Choose *Attendee Total* as the Data Object.
   - Click one of the "cost" options (by quarter or year; *All* for company-wide or *Employee* for current employee), the operator, and the amount.
4. On the **Exception** step:
   - Consider making the exception visible to the user and approver so the user can see the flags and exception messages.
   - Consider setting the exception level low enough so it does not prevent request submission. The exception text will serve as a warning for the user and allow the approver to make the decision about authorizing the request.