

Shared: Central Reconciliation

Setup Guide

Last Revised: October 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

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Revision History

Date	Notes / Comments / Changes
October 1, 2022	Updated guide for the new user experience.
September 9, 2022	Removed content related to CR invoices
April 15, 2022	Added information about the existing UI and NextGen UI; made modifications throughout; cover revision date updated
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
June 19, 2021	Added information about the new field, Match Strategy , for cards in the <i>Step 5: Create the Lodge Company Card Type Account</i> section.
April 15, 2021	Updated the copyright year; no other changes; cover date not updated
April 27, 2020	Renamed the Authorization Request check box to Request on the guide's title page; cover date not updated
January 15, 2020	Updated the copyright; no other changes; cover date not updated
November 9, 2019	Removed the <i>Optional: Show Invoices in Expense</i> section. The checkbox for Show Central Reconciliation Invoices in Expense will be deprecated from the Concur Expense policy configuration options and the corresponding feature will no longer be supported.
February 11, 2019	Updated the copyright; no other changes; cover date not updated
May 24, 2018	Converted to Shared Setup Guide - can be used across Expense and Authorization Request products
April 4 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
February 15 2018	Updated guide name in reference to the <i>Shared: Employee Import Specification</i> guide.
January 17 2018	Added information about optional Central Reconciliation auto submit conditions. Added Typical Merchant Code Mapping section. Added Request ID entered manually by a TMC section. Added Optional: Show Invoices in Expense.
December 14 2016	Changed copyright and cover; no other content changes.
May 13 2016	Updated instances of he/she to they.
March 29 2016	Added information to the <i>Configuring VAT Amounts from the AMEX TMKD Feed</i> section
January 24 2016	Changed references to the import/extract guides; no other changes
December 11 2015	Added the VAT Amounts in the AMEX TMKD Feed section.
October 16 2015	Added more information about mandatory Step 5 of configuration.
September 18 2015	Removed references to the current UI; made general updates to the content
September 24 2014	Added information about two user interfaces; no other content changes.

Date	Notes / Comments / Changes
April 15 2014	Changed copyright and cover; no other content changes
April 3 2012	Removed all references to the <i>legacy</i> Authorization Request feature in Concur Expense Changed any references to Concur's Travel Request service to Request, Concur Request, or Authorization Request, depending on the situation No other content changes
December 28 2012	Made rebranding and/or copyright changes; no content changes
July 13 2012	Transactions may now be associated to an employee by their Employee ID value. This means Travel Request is not necessarily required to use Central Reconciliation.
March 23 2012	Various updates from extensive review in order to clarify setup configuration
February 2012	Changed copyright Central Reconciliation roles are now Group-aware, and roles cannot be imported using the 400-level Employee import overnight job.
December 5 2011	Include additional information on configuration and purchase requirement.
October 21 2011	New Setup Guide

Central Reconciliation

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 administrator.

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

Section 2: Overview

The Central Reconciliation (CR) feature allows a user to quickly match, review, and approve the CR invoices generated by a company Lodge card. These can be against preapproved request (formerly travel request) expenses for the travel, or card expenses such as mobile or gas incurred by the user associated with this Lodge card.

This centralized method for managing and paying expenses introduces another option for reviewing and approving spend since the Central Reconciliation processor can now use Central Reconciliation features to perform the matching and analysis of the Lodge transaction charges in one view.

NOTE: Central Reconciliation can be purchased by contacting SAP directly.

Benefits of Using Central Reconciliation

The primary benefit of Central Reconciliation is its ability to gather charge transactions into a single view where the Central Reconciliation Processor role (typically an accountant) can perform verification prior to approval. The ability of the system to scale from a small department to a division-wide set of employees within this view greatly reduces the need to research, record, and match these requests to the CR invoice as is done traditionally - instead, the system handles these tasks.

This means the processor can now concentrate on the validity of the charge transactions and the generated invoices, using a single view the system generates by automatically matching these charges to the CR invoice provided by the card bill issuer (done using the unique Request ID – formerly Travel Request ID – or

Employee ID value in the card feed import). Now, it is a simple matter to note inappropriate spend and approve requests, all within this same view.

Finally, unmatched, or "orphaned" CR invoices, due to an incorrect or blank Request ID or Employee ID value, are listed in a single view for review and resolution. The processor can perform research to finalize the matching and approve the invoice, such as opening Request for a request or querying an agency for the correct Request ID value.

Section 3: Before You Begin

Before using Central Reconciliation please review the following:

- Central Reconciliation is a standalone product, but it is designed to work with or without Concur Request, and either with or without Concur Travel and/or Concur Expense.
- Import and Extract jobs must be configured to allow company card import and accounting extracts - a Service Request to SAP may be required.
- When selecting the forms and fields for Request and Central Reconciliation, select the same forms and fields to support the copy down action of values from forms to fields between the two products.
- The division of employees by way of a policy and group in Concur Request should be matched within Central Reconciliation in order to reduce confusion and cause a match between what requests reside within, and are serviced by, those users who will also work with Central Reconciliation to match CR invoices to these requests.
- Administrators: The *Use Lodge Cards* and *Enable Central Reconciliation* settings must be enabled in HMC.

Section 4: Required Roles

To use Central Reconciliation at least one user must have the **Central Reconciliation Processor** role in order to work with the feature and to allow the user to reconcile (match) invoices and transactions and approve them.

This user will also need the **Request Auditor** role to allow access to Concur Request in order to review requests and identify requests that will need to be matched to orphaned (unmatched) invoices in Central Reconciliation.

Other users will include the **Request User** who generates the preapproved requests for travel, as an example. Additional roles will depend on specific client needs.

Section 5: Configuring Central Reconciliation

This section leads the administrator through the steps to configure Central Reconciliation for use. Some steps are optional, and others may require that the client submit a Service Request to SAP.

Purchase and Activation

The Central Reconciliation product may be purchased by contacting SAP directly. To enable Central Reconciliation a service request will need to be submitted to SAP so that the **Enable Central Reconciliation** setting in HMC can be activated.

Configuration

The overall steps include:

- **STEP 1: Configure the Lodge Card Feed Import Definition**
Create the Lodge card feed job using the Integration Administrator role - this role may or may not be available at your site - consult your SAP Concur administrator for more information.
- **STEP 2: Configure the Extract to Filter Out By Report Type Criteria**
You can decide to filter out all reports from an extract that are of a Report Type that includes centrally reconciled invoices from the client ERP in this step.
- **STEP 3: Review Merchant Codes for Naming and Code Number**
There must be as many expense types matched to merchant codes as there are expense types associated to the Policy - use this step to review your configuration.
- **STEP 4: Configure Email Notifications to the TMC**
The TMC will provide the Request ID value that is essential to matching the preapproved request to the generated invoice.
- **STEP 5: Create the Lodge Company Card Type Account**
Create the Lodge account type and specify the correct Central Reconciliation-specific payment and accounts types in this section.

! You ***must*** complete Step 5 before importing card data, or the imported data will be incorrect and you will not be able to modify it.

- **STEP 6: Finish Configuration - General**
General steps, some optional, that must be completed prior to using Central Reconciliation.

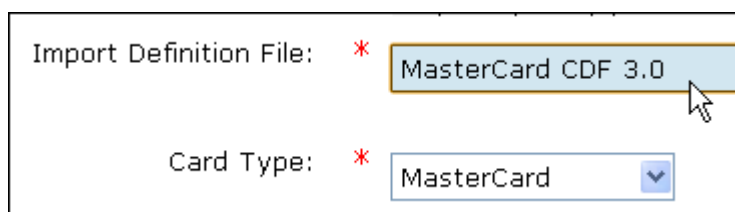
Step 1: Configure the Lodge Card Feed Import Definition

If one or more Lodge type cards are not already configured at the client site you will need to have this Company Card Account (CCA) set up.

NOTE: You may not have permissions to work with job setup directly - contact your SAP Concur administrator for more information.

► **To configure the Lodge card feed import definition:**

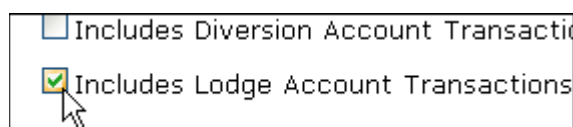
1. Click **Administration > Expense > Concur Classic Admin**.
2. Click **Integration Administrator**.
3. Click **Add Definition**, and select *Credit Card Feed* from the list.
4. Click **Next** to display the **Add Import Definition** page.
5. Configure the job, being sure to perform the following for the Lodge type card import:
 - ◆ Select a Lodge type definition file, such as MasterCard CDF 3.0.



Import Definition File: * MasterCard CDF 3.0

Card Type: * MasterCard

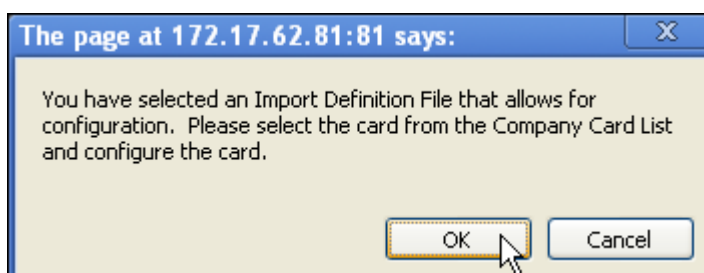
- ◆ Select the **Includes Lodge Account Transactions** check box.



☐ Includes Diversion Account Transactions

☒ Includes Lodge Account Transactions

6. Complete the configuration, then click **Finish**. A reminder dialog box appears. Click **OK** to dismiss it.



7. *Optional:* Configure the card using options on the Configuration for Company Card page (**Integration Administrator > Company Cards > Company Card List**).



Refer to *Chapter 3: Company Card Import* of the *Concur Expense Reference Manual – Imports, Extracts, and Archives* manual for more information.

Step 2: Configure the Extract to Filter Out By Report Type Criteria

This procedure excludes the Central Reconciliation invoices from the accounting extract. This is done to prevent these invoices from entering the client ERP. Clients who wish to include these in the ERP can ignore this procedure.

NOTE: You may not have permissions to work with job setup directly - contact your SAP Concur administrator for more information.

► To add the Report Type field as a filter for the extract:

1. In the *classic* interface, click **Concur Central > Integration Administrator**.
2. Click **Configure Extracts** and, under **Output Files**, click **Edit**.
3. Click the file name under **Output File Description**, then click **Next** on the **Edit File Output** page.
4. Under **Section Name**, click **Edit** next to the **Detailed Transactions**.

Select	Section Name	Section Fields
<input type="checkbox"/>	File Header	Edit
<input type="checkbox"/>	Detailed Transactions	Edit

Rows found: 2

5. Click Add Fields on the Add Extract Fields for Section page
6. Under **Table Name**, search for CT_REPORT, and select the check box in this row next to **Report Type** to add this field.
TIP: Use the Search function to find this field.

<input checked="" type="checkbox"/>	Report Type	Report Type	CT_REPORT
<input type="checkbox"/>	Report Entry		

- Click **Done** until the **Import Definitions** page appears.

► **To create the conditions**

- Click **Configure Extracts** and click the extract under **Extract Name**.
- Click **Next** to display the **Expense Report Condition** page.
- Create the condition as shown in the figure below:

Expense Report Condition

Complete at least one condition. Click **Add** to add additional conditions, and then click **Next**.

	Data Object	Field/Value	Operator
<input type="checkbox"/>	Report	Report Type	Equal
<input type="checkbox"/>	Value	Central Reconciliation	

[Delete](#) [Add](#) [Back](#) | [Next](#)

- Click **Next** until the **Extract File** page appears, then click **Done** to return to the **Extract Definitions** page.

NOTE: SAP Integration with SAP Concur solutions does not support the postings of CR Invoices to SAP. Clients who wish to include CR Invoices in the ERP must request the setup of an informational AP/GL Extract and develop a bridge program.

Step 3: Review Merchant Codes for Naming and Code Number

This procedure is used to confirm that the merchant codes are correctly named and assigned the correct code numbering.

! Be sure that there are as many expense types matched to merchant codes as there are expense types associated to the Policy - you will set the expense types in a later step - review *Finish Configuration - General* below for more information.

► **To review the merchant codes:**

- Click **Administration > Company > Tools > Company Card**.
- Click the **MCC Mappings** tab.
- Review the merchant code mappings, being sure that:
 - All merchant codes are listed and named correctly

- Each merchant code is properly matched to the expense type
4. Review the mapping and configure as required, depending on the *Status*:
 - ♦ **Mapped:** Click the expense type directly to confirm the mapping
 - ♦ **Not Mapped:** Click the expense type, and then **Add** to select and assign the merchant code(s), clicking Back to return to the **Merchant Code Mapping to Expense Types** page.

TYPICAL MAPPING

- Airfare is mapped with 4511 – AIR CARRIERS NOT SPECIFIED
- Train is mapped with 4011 – RAILROADS
- Boat is mapped with 4111 – TRANSPORTATION – SUBURBAN, LOCAL COMMUT
- Car Rental is mapped with 7512 – AUTOMOBILE RENTAL
- Hotel is mapped with 7011 – LODGING NOT SPECIFIED
- Agency Booking Fees is mapped with 4722 – TRAVEL AGENCIES

Step 4: Configure Email Notifications

To automate the reconciliation of invoice to transaction, the Request ID value must be transmitted to the card provider. The provider does this by including the TR ID as a remark within the Passenger Name Record (PNR) under both of the following booking types:

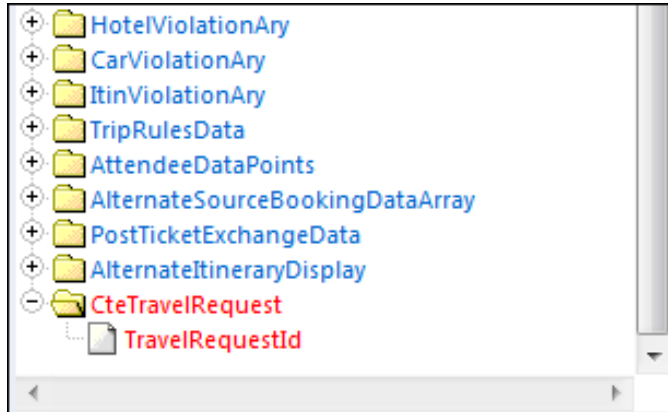
- **Self-Booked:** For “self-booked” trips where the user books a trip using Concur Travel (TR ID is automatically saved by SAP Concur as PNR remark)
- **Agency-Booked:** For “agency-booked” where an agent books the trip (agent manually inserts the TR ID as PNR remark)

Configure Concur Travel PNR Finishing (Self-Booked Scenario)

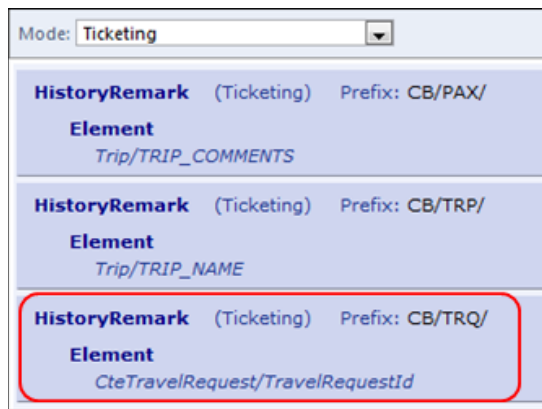
In this scenario, the system can make available the Request ID for inclusion in the PNR.

1. Click **Administration > Travel > Travel System Admin > Profile & Finishing** (left menu) > **Finishing Template Editor**.
2. Locate the template and then click **Edit**.

3. Add *TravelRequestID* based on the figure below:

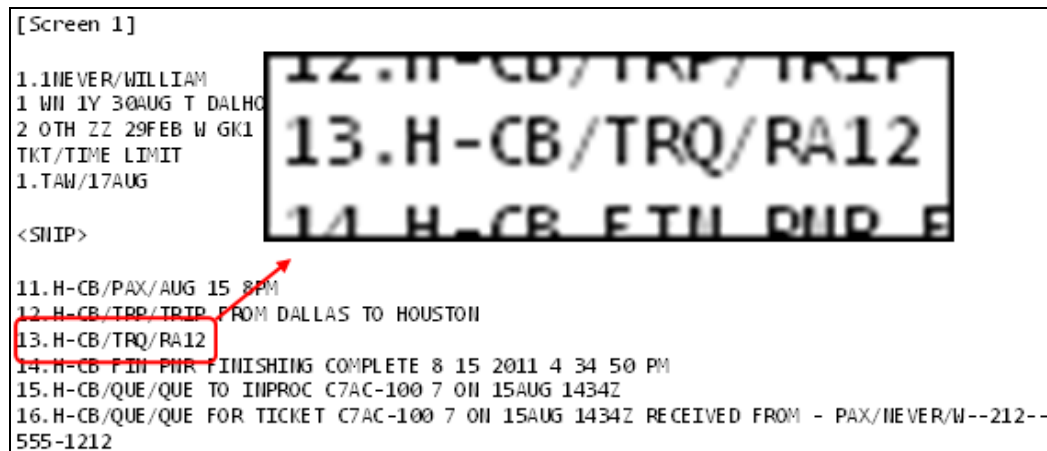


The data can be used, for example, in a history remark:



Example PNR

Example Passenger Name Record (PNR) finishing template, with Request ID RA12 at row 13:



Configure Email Notification to the TMC (Agency-Booked Scenario)

This procedure sets up an agency notification that works at either the policy or workflow step level, providing the Request ID value the TMC will need to populate the Passenger Name Record (PNR), typically by cut and paste.

Configuring at the Policy Level

The figure below shows the notification options available in Concur Request when configuring the agency notification at a policy level:

The screenshot shows the 'Modify Request Policy: Default Request Policy' interface. It has four tabs: General (selected), Segments, Expense Types, and Print Formats. The configuration fields are as follows:

- Name: Default Request Policy
- Type: Travel
- Request Workflow: Request Workflow with Budget
- Request Header Form: Default Request Header Form
- Editable By: Global
- Agency Notification: (Dropdown menu is open)
- Agency Last Approval Notification: (Empty field)
- Agency Recall After Approval Notification: (Empty field)
- Agency proposal Traveler Notification: (Empty field)
- Agency confirmation Traveler Notification: None

The 'Agency Notification' dropdown menu is open, showing the following options:

- None
- Default Request Agency Approval Notification
- Default Agency Pre-Approval Cancellation Notification
- Default Request Agency Booking Request Notification (highlighted by a mouse cursor)
- Default Agency Recall after Approval Notification
- Default Agency Post-Approval Cancellation Notification

Configuring at the Workflow Step Level

The administrator can elect to set this up at the workflow step level instead, by navigating to **Administration > Request > Workflows > Modify > Next > Steps > Modify > Agency Approval Notification** to display the **Modify Workflow Step** dialog box:

Modify Workflow Step

Step Name:

Role:

Approver Editable By:

Deletable By:

Initial Status:

Approval Actions:

Agency Approval Notification:

Enter Step Employee Notification: ☐

Email Employee when step is complete: ☐

Can exit step with blocking exceptions: ☐

Save **Cancel**

! IMPORTANT: While it is possible to select *Send Back to Employee*, the Central Reconciliation workflow should not contain this value in the **Approval Actions** field. All Central Reconciliation invoices must use auto submit, otherwise there is no way for anyone to make them enter the workflow.

Refer to Concur Request: Policies and Groups Setup Guide and Concur Request: Workflow – General Information Setup Guide for more information.

Request ID entered manually by a TMC

This may be desired for a modification of an approved trip in an emergency without an actual request. When the Request ID is not provided directly by SAP Concur through one of the two scenarios above, it is the responsibility of the traveler and the TMC agent to correctly enter manually the Request ID.

The TMC agent should be reminded to always use uppercase for Request ID as the automated matching in Central Reconciliation is case sensitive.

Step 5: Create the Lodge Company Card Type Account

Use this procedure to create the Lodge account type and specify the correct Central Reconciliation-specific payment and accounts types, and those forms and policy reference that supports Central Reconciliation.



Refer to *Company Card Administrator User Guide* for more information.

▶ **To create the Lodge company card account:**

1. Click **Administration > Company > Tools**.
2. Click **Company Card**.
3. Click **Manage Accounts**.
4. Click **New** to display the **Create New Card Account** dialog box.

5. Configure the Lodge account with the following attributes:

Create New Card Account

Centrally Reconciled: ☒

Account Type:

Lodge

Description:

US Lodge

Payment Type:

Company Billed Company Paid

Account Number:

99182028

Clearing Account Code:

232423

Effective Date:

2015-04-01

Card Icon:

Sea

Card Program Name:

None

Central Reconciliation Policy:

Standard Central Reconciliation Policy

Central Reconciliation Columns Form:

Central Reconciliation Travel Related Invoice Columns

Central Reconciliation Header Form:

Central Reconciliation Travel Related Invoice Header

Match Strategy:

Save and Configure

Save

Cancel

Field	Description/Action
Account Type	Lodge
Payment Type	CBCP

Field	Description/Action
Centrally Reconciled	<p>Select (check) this check box to open the following additional options:</p> <ul style="list-style-type: none"> • Central Reconciliation Policy: Standard Central Reconciliation Policy • Central Reconciliation Columns Form: Central Reconciliation Columns - the selected Form defines which columns are displayed from on the List of Invoices page. • Central Reconciliation Header Report Form: Central Reconciliation Report - the selected Form defines which fields (and what properties) are displayed when an invoice is opened from the List of Invoices page. • Match Strategy: <ul style="list-style-type: none"> ♦ Reconcile on Employee - This is the default method of matching for clients who use Concur Expense without Concur Request. This employee-based strategy searches for the Employee ID in configured field. This is the default strategy for clients who use Concur Expense without Concur Request. ♦ Reconcile on Employee (Enhanced) - This strategy goes beyond the Reconcile on Employee method by continuing to loop all custom fields and financial data to match a valid unique target id. ♦ Reconcile on Request - This is the default method of matching for clients who use Concur Request with Concur Expense. This request-based strategy searches for the Request ID in configured field. This is the default strategy for clients who use Concur Expense with Concur Request. NOTE: Only clients who have Concur Request will see this strategy. ♦ Reconcile on Request (Enhanced) - This strategy goes beyond the Reconcile on Request method by continuing to loop all custom fields and financial data to match a valid unique target id. NOTE: Only clients who have Concur Request will see this strategy.

8. Click **Save and Configure**.

9. In the **Configure Field Labels for Lodge Account <name>** dialog box, note the row designating the file field for Request ID and select Request ID as the value under **Field Type** for this row.

Configure Field Labels for Lodge Account: US Lodge ✕

i Select the appropriate Lodge specification and then provide labels for each of the desired fields. Use the drop-down to indicate which field contains the Employee ID or Request ID used for matching a transaction to the employee for expensing. If the Lodge specification isn't listed, verify that the job has been created.

Select Lodge Import Format: AirPlus Lodge CDF 3.0 ▼

Specification Field Name	Expense Field Label	Field Type
CustomerRefValue1	Request ID	▼
CustomerRefValue10		NONE
CustomerRefValue2		Employee ID
CustomerRefValue3		Request ID
CustomerRefValue4		
CustomerRefValue5		
CustomerRefValue6		
CustomerRefValue7		
CustomerRefValue8		
CustomerRefValue9		

Save Cancel

NOTE: The field you choose depends on the credit card definition file that is being used.

NOTE: One and only one field should be configured. If two fields are configured on this page, only the first one is used. The reconciliation will be made either on Employee ID or on Request ID, never both.

10. Click **Save**.

NOTE: By design, centrally reconciled lodge cards accounts and transactions do not appear in **Administration > Company > Tools > Company Card > Manage Lodge Transactions**.

NOTE: In **Administration > Company > Company Admin > User Permissions** when giving the Central Reconciliation Processor role to a profile, lodge cards that are not centrally reconciled are not displayed.

Step 6: Finish Configuration - General

The following procedures are detailed in their respective setup guides - a brief overview is provided below.

Workflow

A simple workflow, Standard Central Reconciliation Workflow, is included for Central Reconciliation that essentially moves the system-matched invoices directly to the processor for verification and approval. This should *not* be modified.

Navigation: Click **Administration > Expense > Policies > Standard Central Reconciliation Policy > Modify**.

Modify Policy: Standard Central Reconciliation Policy

1 General

Name: Standard Central Reconciliation Policy

Expense Report Form: Default Report Information

Expense Report Workflow: Standard Central Reconciliation Workflow

Scan Configuration: Report Workflow with Budget
Exception-Based Report Workflow
Standard Central Reconciliation Workflow
COA Report Workflow

Imaging Configuration: Standard Central Reconciliation Workflow

Expense Detail View: None

Expense Allocation Form: None

Expense Types

In this step you will activate all of the Expense Types required for the Central Reconciliation Policy, being sure to activate for every CR Policy if multiple Policies are used at your site (no other Policy needs to be modified, only the CR Policy).

Navigation: Click **Administration > Expense > Expense Types**.

Expense Type	Expense Category	Parent
AACD Certifications	Trade/Convention	
Airfare	Airfare	Transportation
Airfare Ticket Tax	Airfare	Transportation
Awards	Goodwill	Other
Bank Fees	Fees/Dues	Other
Booking Fees	Fees/Dues	Other
Breakfast	Meal	Meals
Bus	Ground Transportation	Transportation



Refer to *Concur Expense: Expense Types Setup Guide* for more information.

NOTE: SAP recommends activating the same Expense Types in Central Reconciliation as are in Concur Request. This configuration allows the amount from the expected expense in the request to automatically be displayed in the CR Invoice entry.

Alerts	Expense type	Details	Date	Amount	Requested
	Air Ticket	Seattle (SEA) - London (LON) : Round Trip	01/05/2022	EUR 1,000.00	\$1,129.44

Estimated Total: \$1,129.44
Foreign currency converted

Set the Exchange Rate Options

You will set the exchange rate to use local rates unless these are not found.

Navigation: Click **Administration > Expense > Currency Admin > Settings > Search Local Then External Source**.

Currency Admin

Reimbursement Currencies Settings

Save Cancel

Use Currently Loaded Exchange Rates: ☒

Exchange Rate Source: Use Local Exchange Rates Only x v

Exchange Rate Markup (percentage):

Allow inversion of currency rate pairs :

Search Local Then External Source

Use Local Exchange Rates Only

Use External Exchange Rates Only



Refer to *Concur Expense: Currency Admin Setup Guide* for more information.

Configure Account Codes

The absence of an account code associated with an expense will cause the system to generate an error and remind the user to configure codes for all expense types they will use at their site. To prevent this, be sure to configure all required account codes for all ledgers that will be used with Central Reconciliation.

Navigation: Click **Administration > Expense > Accounting Administration > Account Codes**.

Accounting Administration

Account Codes Accounting Structure

New

Global

DEFAULT

Sales

Germany

ACCOUNT CODE(S) FOR SELECTED HIERARCHY ITEM

Save Search: x

Expense Type	Account Code	Inherited Code	Inherited Level
AACD Certifications			
Airfare	1343		
Airfare Ticket Tax	1		
Awards	1		
Bank Fees	1		
Booking Fees	1		
Breakfast	1		



Refer to *Concur Expense: Account Codes Setup Guide* for more information.

Create Your Central Reconciliation Users and Assign Roles

You can choose to either create your users manually using the Excel User Import feature, or import your users using the Employee Import job type as described below.

Special Instructions: Role Import Using the Employee Import Overnight Job

At least one user must be assigned the Central Reconciliation Processor role in order to have permissions to match unmatched transactions to invoices, determine the validity of transactions, and approve them in Central Reconciliation. However, this role cannot be imported using the 400-level role import via the overnight Employee Import job as this role is Group-aware. To do this, see *Fine-Tuning Employee Roles* in this document.

- **Excel User Import:**
Navigation: Administration > Company > Company Admin > User Administration > Import Users (instructions on importing are included in the window that appears as shown in the figure below)

User Import

Upload File | Review Import Results

The User Import can be used to import new users and update existing user information. The User Import requires Microsoft Excel and a user import template formatted to your organization's specifications.

To download the user import base template:

1. Make sure all other Excel spreadsheets are closed.
2. Click on one of the following template link:
[User Import Information](#) , [Credit Card Information](#) , [Bank Account Information](#) .
3. Save the file to your computer.
4. Open the file using Microsoft Excel.

You can enter user data directly in this file, or use it as a guide to generate the user import spreadsheet.

Note: all cells in the spreadsheet must be formatted as text to prevent loss of data. Refer to the [User Guide](#) for detailed information on how to populate the spreadsheet.

To upload a user import spreadsheet:

1. Click **Browse**
2. Locate the user import spreadsheet and click **Open**.
3. Click **Upload Your Data**

Browse... Upload Your Data



Refer to *Shared: User Import User Guide* for more information.

- **Employee Import Job Using the 400-Level Role Code field:**
Users may be imported, but the roles assigned to them cannot be imported using the 400-level role import job because CR roles are Group-aware. Instead, use the User Permissions functionality, explained next.

NOTE: You may not have permissions to work with job setup directly - contact your SAP Concur administrator for more information.



Refer to the *Shared: Employee Import Specification* guide for more information.

FINE-TUNING EMPLOYEE ROLES

If you need to change or add roles to any user, you may do so by searching for a user in User Permissions and then using the product tabs to assign or remove roles.

The figure below shows a user being assigned the Central Reconciliation Processor role, along with those credit card accounts (CCA) they are restricted to working with.

Click **Administration > Company > Company Admin > User Permissions > <tablename>**

The screenshot displays the SAP User Administration 'User Permissions' configuration page. At the top, there are tabs for Travel, Expense, Request, Invoice, Reporting, and Supplier Portal. Below these are 'Save' and 'Cancel' buttons. The configuration is divided into three steps: Step 1 (Modify Roles By: User Name), Step 2 (Search Text: davis, Search What: Name, Email, Log-in), and Step 3 (User Name to Assign Roles: Davis, Pat R). A 'Show Users in Only This Employee Group Configuration' dropdown is set to 'All Users I Can Access'. The 'Available Roles' list on the left includes roles like Attendee Administrator, Budget Administrator, and Central Reconciliation Processor (which is highlighted). A 'Modify' button is present. The 'Roles for this User' list on the right shows assigned roles: Budget Approver, Clitbook User, Expense Approver, Expense Cash Advance Administrator, and Expense User. The 'Groups' list on the right shows assigned groups: Global- France, Global- AEBT, and Global.



Refer to *Shared: User Administration User Guide* for more information.

Set the Access Level for Central Reconciliation Form Fields

The ability of a user to view and/or edit values in fields in either the Header or Allocation forms is done by setting the field level access for a user type. For Central Reconciliation, it is *critical* that no field be set as Hidden, but instead be at a minimum viewable by the CR Processor or User roles, especially if a Copy-Down action will be performed from a parent to child field.

Navigation: Click **Administration > Expense > Forms and Fields**.

You will select *Expense Report Header* as the **Form Type**, using the **Form Fields** tab to set the access levels. Do this for fields under the following forms by opening the rows, then selecting the form fields for modification:

- Central Reconciliation Travel Related Invoice Columns
- Central Reconciliation Travel Related Invoice Header

Section 5: Configuring Central Reconciliation

Forms and Fields

Form Type: Expense Report Header

FormsForm FieldsFieldsConnected ListsConditional FieldsValidations

Modify Form FieldsRemove Form FieldsAdd FieldsPreview Form

Search:

Form Field Name	Column Name	Required	Sequence
Central Reconciliation Employee Related Invoice Columns			
Central Reconciliation Employee Related Invoice Header			
Central Reconciliation Travel Related Invoice Columns			
Invoice Number	INVOICE_ID	No	1
Invoice Date	INVOICE_DATE	No	2
Employee Name	LAST_NAME	Yes	3
Request ID	REQUEST_ID	No	4
Request Status	CURRENT_WORKFLOW	No	5
Custom1	CUSTOM1	No	6
Custom2	CUSTOM2	No	7
Invoice Status	APS_KEY	Yes	9
Amount	TOTAL_CLAIMED_AMOUNT	Yes	10
Central Reconciliation Travel Related Invoice Header			
Default Report Information			
Report with Client Information			

When open for modification, set the access level for the **Employee Role** as *Read-Only* - this controls what fields any user will be able to see on the Invoice tab of Central Reconciliation (that is, this setting is universal for all roles at this time).

For the **CR Processor Role**, set the field level access to *Modify* to allow this role to change the value as required when working in Central Reconciliation.

Modify Form Fields ✕

Field Name:

Field Label:

Data Type:

Tool Tip:

☐ Required

☐ Has Line Separator After This Field

Control Type:

Max Length (chars):

Validation:

Default Value Type:

Access Rights

Employee Role:

Approver Role:

Expense Processor Role:

Expense Processor Manager Role:

CR Processor Role:

Company Bill Statement User Role:

Company Bill Statement Approver Role:

Company Bill Statement Processor Role:

Company Bill Statement Processor Manager Role:

! You *must* set non-Hidden access, especially if a Copy Down action is in effect from the **Request Header > Allocations > Central Reconciliation**.



Refer to *Concur Expense: Forms and Fields Setup Guide* for more information.

Invoices reconciled with a request are automatically visible in Concur Request in the additional Invoices tab.

Update the Access Rights of the Central Reconciliation Travel Related Invoice Header form to choose which columns to display.

Associate Forms with Central Reconciliation and Request Policies

It is critical that the Central Reconciliation forms and form fields match in number and use those being used in Concur Request. For example, if multiple policies are being used under Concur Request, perhaps for an existing and a newly acquired company, then the Central Reconciliation policy number and intent must also match.

An alternative approach if variation is required is to build additional Lodge accounts and Central Reconciliation forms configured to work with the new accounts.

Navigation: Click **Administration > Expense > Policies**.

Optional: Configure **Standard Central Reconciliation Policy** to use the *Default Allocation Form* selection.

Modify Policy: Standard Central Reconciliation Policy

1 General

Name: Standard Central Reconciliation Policy

Expense Report Form: Default Report Information

Expense Report Workflow: Standard Central Reconciliation Workflow

Scan Configuration: None

Imaging Configuration: None

Expense Detail View: None

Expense Allocation Form: |

Allocation View Print Format: None
Copy of Default Allocation Form

Allocation Separator: Default Allocation Form

Room Rate & Tax Option: Employee chooses to combine room rate and taxes

Editable By: Global

Optional: If using Concur Request, and if the expense entry **Allocation** field is configured to copy down the allocation information from the request, select the **Copy Down Unmatched Request Allocations** check box to automatically allocate *all* expenses on the report with the allocations from the request. If this check box is not selected, then only the expenses with the mapped expense types are automatically allocated.

Copy Down Unmatched Request Allocations: ☒

Navigation: Click **Administration > Request > Request Policies**.

As a general rule both the Central Reconciliation Policy and Allocation form configuration must match whatever is set in Concur Request.

For example, if Request Allocation.Custom **04** is used for the cost center in the Request, then you must use Expense Allocation.Custom **04** for the cost center in the Invoice.

1. Set the **Request Allocation Form** setting to include the correct allocation form.

2. Click **Next**, then click **Done** in the Step 4 page.



Refer to *Concur Expense: Policies Setup Guide* and *Concur Request: Policies and Groups Setup Guide* for more information.

Auto Submit Conditions

CR Invoices should be automatically submitted.

Navigation: Click **Administration > Expense > Policies**. Select CR Policy and click **Central Reconciliation Auto Submit Conditions**.

There are three options:

1. Clearing the check box for **Apply Central Reconciliation Auto Submit to Assignment** means that the CR invoice will not be submitted automatically.
2. Selecting the check box for **Apply Central Reconciliation Auto Submit to Assignment** without a logical condition means the CR invoice will *always* be submitted automatically.
3. Selecting the check box for **Apply Central Reconciliation Auto Submit to Assignment** with a logical condition means the CR invoice will be submitted automatically if the condition is true at the time the CR invoice is reconciled with the Request ID or Employee ID.

! IMPORTANT: Avoid configuring conditions that would prevent auto-submission.

Optional: Create Audit Rules

If desired, you can set up Audit Rules using Central Reconciliation-specific fields developed to allow conditions that will fire exceptions under certain circumstances.

! Existing rules for expense reports can trigger an exception in the CR invoice as well, preventing submission of the CR invoices. Review Expense report audit rules and include a condition where *Report Type* is *different* than CR to exclude the CR invoice from the reports and possible exceptions.

Navigation: Click **Administration > Expense > Audit Rules**.

The screenshot shows the 'Audit Rules' configuration page. At the top, there are tabs for 'Custom', 'Random', and 'Validation'. Below these are three numbered steps: '1 Audit Rule', '2 Conditions', and '3 Exception'. The '2 Conditions' step is active. There are 'Insert' and 'Remove' buttons. The main area is a table with three columns: 'Data Object/Operator', 'Field/Value', and 'Operation'.

Data Object/Operator	Field/Value	Operation
<input type="checkbox"/> <input type="text" value="Report"/>	Invoice Date (Central Reconciliation)	
	Is Before	
<input type="checkbox"/> <input type="text" value="Report"/>	Creation Date	

In the example below, an exception is triggered if a hotel expense credited to a Lodge card is under the amount the company asks that the traveler place instead on their personal credit card:

The screenshot shows the 'Audit Rules' configuration page. At the top, there are tabs for 'Custom', 'Random', and 'Validation'. Below these are three numbered steps: '1 Audit Rule', '2 Conditions', and '3 Exception'. The '2 Conditions' step is active. There are 'Insert' and 'Remove' buttons. The main area is a table with three columns: 'Data Object/Operator', 'Field/Value', and 'Operation'.

Data Object/Operator	Field/Value	Operation
<input type="checkbox"/> <input type="text" value="Entry"/>	Amount	
	Less Than	
<input type="checkbox"/> <input type="text" value="Value"/>	50.00 USD	

Below the table, there are radio buttons for 'And' (selected) and 'Or'.

Data Object/Operator	Field/Value	Operation
<input type="checkbox"/> <input type="text" value="Entry"/>	Expense Type	
	Equal	
<input type="checkbox"/> <input type="text" value="Value"/>	Fixed Lodging	



Refer to *Concur Expense: Audit Rules Setup Guide* for more information on setting up audit rules.

Configuring Amount Comparison Between the TR Segment Types and CR Expense Types

The Audit Rules function can perform a preliminary analysis of the matched TR, with its existing preapproval amount, against the associated CR Invoice that appears in Central Reconciliation. If a problem is found, such as the variance amount exceeding set percentage or amount levels, an exception is generated by the system. The allowance is customizable, and lets an administrator fine-tune the variance they want applied to the matched items.

The following example compares "Flight":

- **Segment Types:** Flight, Low-cost carrier, etc.
- **Expense Types:** Flight Ticket, Booking Fees, Airport Tax, etc.

The figure below shows the comparison options that become available when **Centrally Reconciled Invoice - Request Assign** is selected under Event:

Audit Rules

Custom
Random
Validation

1 Audit Rule
 2 Conditions
 3 Exception

Name:

TR/CR Flight Amount Comparison

Event:

Centrally Reconciled Invoice - Request Assign ▼

Editable By:

Global ▼

Applies To:

Global ▼

Request Segments Group:

Air Ticket ▼

Central Reconciliation Entries Group:

Airfare, Airfare Ticket Tax, Booking Fees ▼

Active:

Yes ▼

Configuring VAT Amounts from the AMEX TMKD Feed

Central Reconciliation clients using the AMEX TMKD card feed have the option to import the VAT amount from the card feed without recalculating it.

This feature requires the following configuration steps (outlined here and described in detail below):

1. On the **Settings** tab of the **Company Card** page, select the **Always take the VAT from the feed even for 0 amount, if retrieved from the transaction (AMEX TMKD only)** check box.
2. On the import job, select the **Allow use of value-added tax from the card transaction** check box.
3. On the **Tax Administration > Tax Authority** tab, modify the tax authority to set the **Credit Card Tax** field to *GST or VAT Amount*.

4. On the **Tax Administration > Tax & Reclaim Groups** tab, Create a tax group "Booking fees" with two possible rates (20% and 0% depends on if GST amount = 0 or >0).
5. In **Forms and Fields**, add the **Country** field to the Expense Entry form, copying down from the Employee profile.

NOTE: Many, if not all, of these steps can only be completed by SAP. Contact SAP Concur support to use this feature.

Step One: Update the Company Card Setting

► **To update the company card setting:**

1. Click **Administration > Company > Tools**.
2. Click **Company Card**.
3. Click **Settings**.
4. Select the **Always take the VAT from the feed even for 0 amount, if retrieved from the transaction (AMEX TMKD only)** check box.

5. Click **Save**.



For more information, refer to the *Concur Expense: Company Card Administration User Guide*.

Step Two: Update the Card Import Job

► To update the card import job:

1. Click **Administration > Company > Tools**.
2. Click **Import/Extract Administrator**.
3. Click **Imports**.
4. Select the desired import job.
5. Click **Modify**.

The screenshot shows the 'Import/Extract Administrator' web interface. The 'Imports' tab is active, and the 'Configure Extract Definitions' sub-tab is selected. The page contains several configuration fields for an import job named 'Lodge Account' (Job Code: Credit Card Feed). The fields include Data Directory, Actual Data Directory, Archive Directory, Actual Archive Directory, Import Definition File, Card Type, Payment Type Key, Card Icon To Display, and File Prefixes. The 'Allow use of value-added tax from the card transaction' checkbox is highlighted with a red circle and is currently unchecked. Other checkboxes for 'Import billing address information when available' and 'Email Notification on Success' are checked.

Import/Extract Administrator

Scheduled Jobs Imports Configure Extract Definitions

Save Cancel

Enter the properties for this import definition. The import process will open any file located in the data directory, read and process its contents, and then move that file to the archive directory.

Job Code: Credit Card Feed

Name: Lodge Account

Relative Path Reference

Data Directory: <DEFAULT_JOB_DATA>\TMKD UseDefault

Actual Data Directory: \\rqa3-sql02\sql02\batchroot\path\p0132500\rfk\import\creditcard\TMKD Resolve

Archive Directory: <DEFAULT_JOB_ARCHIVE>\TMKD\archive UseDefault

Actual Archive Directory: \\rqa3-sql02\sql02\batchroot\path\p0132500\rfk\import\creditcard\TMKD\archive Resolve

Import Definition File: American Express TMKD EMEA and Mexico

Card Type: American Express

Payment Type Key: IBCP

Card Icon To Display: Mint

File Prefixes: JJW

Allow use of value-added tax from the card transaction: ☐

Import billing address information when available: ☒

Email Notification on Success: ☒

6. Select the **Allow use of value-added tax from the card transaction** check box.
7. Click **Save**.

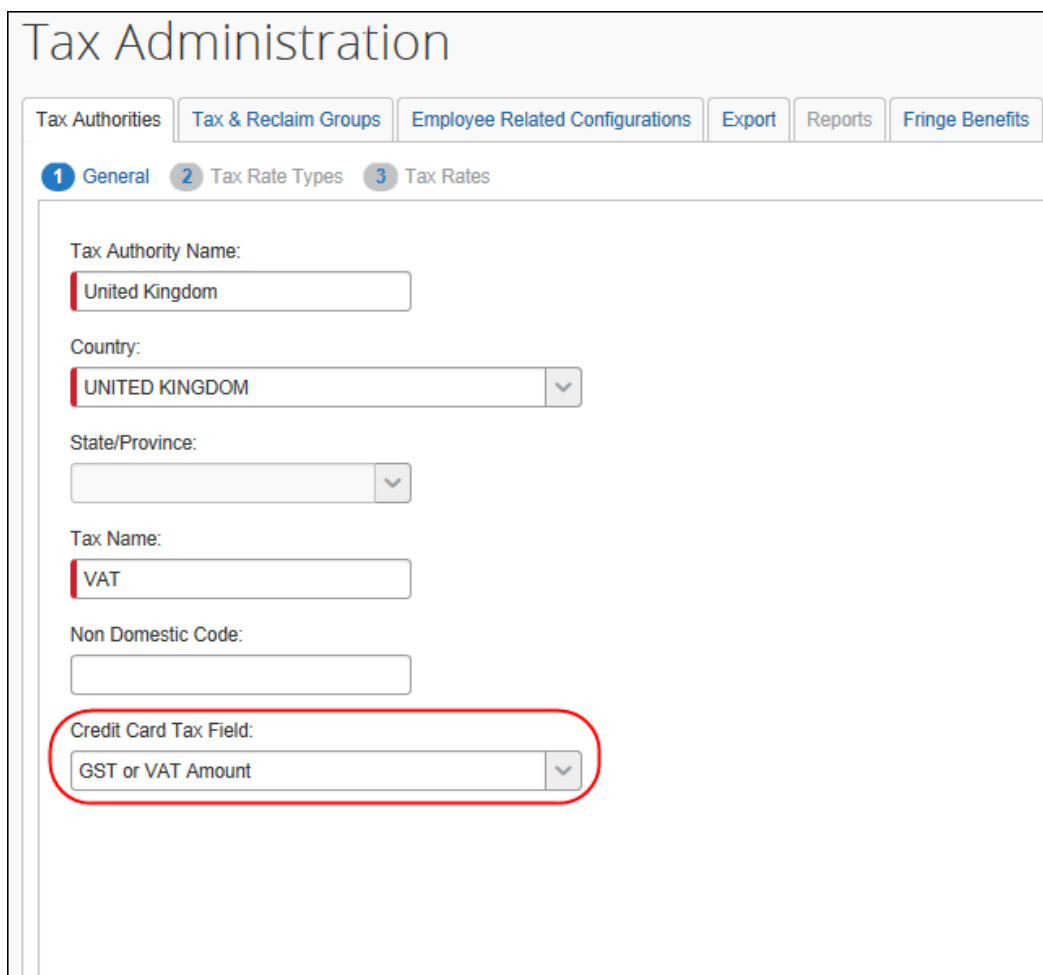


For more information, refer to the *Shared: Import/Extract Administration User Guide*.

Step Three: Update the Tax Authority

► **To update the tax authority:**

1. Click **Administration > Expense > Tax Administration**.
2. Click **Tax Authorities**.
3. Select the desired tax configuration.
4. Click **Modify**.
5. In the **Credit Card Tax Field** field, select *GST or VAT Amount*.



The screenshot displays the 'Tax Administration' web interface. At the top, there are tabs for 'Tax Authorities', 'Tax & Reclaim Groups', 'Employee Related Configurations', 'Export', 'Reports', and 'Fringe Benefits'. Below these, there are three sub-tabs: '1 General', '2 Tax Rate Types', and '3 Tax Rates'. The 'General' tab is active. It contains several input fields: 'Tax Authority Name' (with 'United Kingdom' entered), 'Country' (with 'UNITED KINGDOM' selected in a dropdown), 'State/Province' (empty dropdown), 'Tax Name' (with 'VAT' entered), and 'Non Domestic Code' (empty). The 'Credit Card Tax Field' is highlighted with a red circle and shows 'GST or VAT Amount' selected in its dropdown menu.

6. Click **Next**.
7. Click **Next**.
8. Click **Done**.



For more information, refer to the *Concur Expense: Value Added Tax / Tax Administration Setup Guide*.

Step Four: Create a Tax Reclaim Groups for Booking Fees

► **To create the tax reclaim group :**

1. Click **Administration > Expense > Tax Administration**.
2. Click **Tax Reclaim Group**.
3. Click **New**.
4. In the **Group Name** field, enter *VAT Booking Fees*.
5. In the **Effective Date** field, enter an effective date.
6. Click **Next**.
7. From the **Expense Type Label** list, select (check) **Booking Fees**.
8. Select **Overwrite Group**.

9. Click **Next**.
10. On the **Tax Rates** step of the **Tax & Reclaim Groups** tab, click **New**.
11. Complete the following fields:

Field	Value
Name	20%
Entry	Company Card
Expense Type	GST or VAT Amount
Operator	Greater Than
Value	0.00 EUR

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Add Condition

Name:
20%

Insert
Remove

Data Object/Operator	Field/Value	Operation
<input type="checkbox"/>	Company Card	GST or VAT Amount
Greater Than	Value	0.00 EUR

Amount

Select the currency and enter the amount. Click **OK** to add to the **Amount** field.

Currency:
(EUR) Euro

Amount:
0.00

OK

OK
Cancel

12. Click **OK**.

13. Click **New**.

14. Complete the following fields:

Field	Value
Name	0%
Entry	Company Card
Expense Type	GST or VAT Amount
Operator	Greater Than
Value	0.00 EUR

Add Condition

Name:
0%

Insert
Remove

Data Object/Operator	Field/Value	Operation
<input type="checkbox"/>	Company Card	GST or VAT Amount
Greater Than	Value	0.00 EUR

Amount

Select the currency and enter the amount. Click **OK** to add to the **Amount** field.

Currency:
(EUR) Euro

Amount:
0.00

OK

OK
Cancel



It is important to create an expense type for **Booking Fees** in Central Reconciliation, which is not shared with Concur Expense. Otherwise, tax rate conditions will also be applied in Concur Expense based on the company card feed.

For more information, refer to the *Concur Expense: Value Added Tax / Tax Administration Setup Guide*.

15. Click **OK**.
16. Click **Next**.
17. (Optional) Edit the **Tax Code(s)** and **Rate Type(s)**.

The screenshot shows the 'Tax Administration' window with the 'Tax Rates' tab selected. The 'Rate Type' dropdown menu is open, displaying a list of options: 'Exempt/Zero', 'Exempt/Zero', 'Exempt/Zero', 'Mileage', 'Partial', and 'Standard'. The 'Exempt/Zero' option is currently selected.

18. Click **Next**.
19. (Optional) On the **Reclaim Rates** step, edit any reclaim conditions as desired.
20. Click **Done**.

Step Five: Update the Expense Entry Form

► To update the expense entry form:

1. Click **Administration > Expense > Forms and Fields**.
2. In the **Form Type** field, select *Expense Entry*.

- Set the **Country** field to copy down from the **Employee** form.

The screenshot shows the 'Modify Form Fields' dialog box in SAP Concur. The dialog is titled 'Modify Form Fields' and has a close button (X) in the top right corner. The 'Field Name' is 'Country', 'Field Label' is 'Country', 'Data Type' is 'Text', and 'Tool Tip' is empty. The 'Required' checkbox is checked, and the 'Has Line Separator After This Field' checkbox is also checked. The 'Control Type' is 'Drop-down List'. The 'Default Value Type' is 'Copy Down', and the 'Copy Down Source' is 'Employee'. The 'Field' is 'Country of Residence'. The 'Itemization Field Source' is 'None'. The 'Access Rights' section shows roles like Employee Role, Approver Role, Expense Processor Role, Expense Processor Manager Role, and CR Processor Role, all set to 'Read-only' or 'Hidden'. The 'Save' button is highlighted in blue.

- Click **Save**.



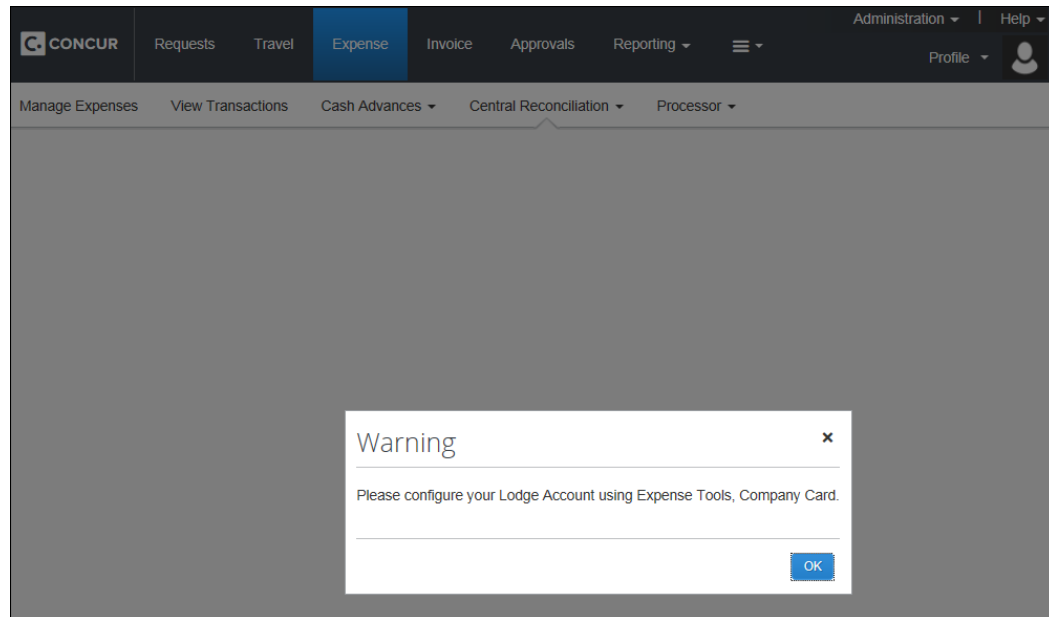
For more information, refer to the *Concur Expense: Forms and Fields Setup Guide*.

Section 6: Troubleshooting

Use the information provided in the following scenarios to troubleshoot problems with Central Reconciliation.

No Lodge Account configured to use Request ID

In the event that the system can find no Lodge account type configured to use the Request ID for reconciliation:



Ensure that the card account has the **Centrally Reconciled** check box selected (activated) and that the request id field is mapped.

Request ID is unavailable when configuring

In the event that the Request ID does not appear to be available:

Configure Field Labels for Lodge Account: US Lodge

Select the appropriate Lodge specification and then provide labels for each of the desired fields. Use the drop-down to indicate which field contains the Employee ID or Request ID used for matching a transaction to the employee for expensing. If the Lodge specification isn't listed, verify that the job has been created.

Select Lodge Import Format: AirPlus Lodge CDF 3.0

Specification Field Name	Expense Field Label	Field Type
CustomerRefValue1	Request ID	Request ID
CustomerRefValue10		NONE
CustomerRefValue2		Employee ID
CustomerRefValue3		Request ID
CustomerRefValue4		
CustomerRefValue5		
CustomerRefValue6		
CustomerRefValue7		
CustomerRefValue8		
CustomerRefValue9		

Save Cancel

- Ensure Concur Request is activated
- Ensure that the card account has the **Centrally Reconciled** check box selected (activated)

Matching: Invoice Cannot Be Created

When an invoice cannot be created when attempting a match:

Unmatched Invoices

Last Segment: 2009 Filter Type: [dropdown]
From Date: [calendar icon] To Date: [calendar icon]

Invoice Number	Invoice Date
000006001	07/30/2009
000006002	07/30/2009
000006008	07/30/2009
000006010	07/30/2009

Warning

The Invoice creation failed because some exceptions with red flag have been generated during the Invoice save or submit.

OK

- Ensure report save or submit audit rules are not preventing the creation of an Invoice
- Ensure that expense types are defined
- Ensure that expense types have account codes

Reconciliation of Invoice to Request Fails

In the event that the request cannot be mapped to the invoice:

- **Merchant Code Mapping:** The corresponding transaction must be matched to an expense type, and that expense type must be activated for the Central Reconciliation policy.
- **Exchange Rates & Currency:** Check to see that the exchange rate is active for the transaction currency and the employee (Request ID owner).
- **Exceptions Fired:** A reconciled invoice will automatically become unmatched if an audit rule exception fires at the Report Submit event - ensure that the audit rule specifically excludes reports of the type Report Type = CR (Central Reconciliation).
- **Request ID:** Check to be sure the Request ID is correct.

