Shared: List Management Setup Guide

Last Revised: April 15, 2019

Applies to these SAP Concur solutions:

- - ☑ Professional/Premium edition
 - ☐ Standard edition
- □ Travel
 - $\hfill\Box$ Professional/Premium edition
 - ☐ Standard edition
- ☑ Invoice
 - ☑ Professional/Premium edition
 - ☐ Standard edition
- - ☑ Professional/Premium edition
 - ☐ Standard edition

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Revision History

Date	Notes/Comments/Changes	
April 15, 2019	Added information about the existing UI and NextGen Expense; cover revision date updated	
March 20, 2019	Changed the term "payment request" to "invoice" where applicable; no other content changes.	
February 11, 2019	Updated the copyright; no other changes; cover date not updated	
April 16, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated	
January 10 2018	Added comment that a hyphen should never be used when naming a list item.	
March 10 2017	Added a note about the Expense Type List Item Key field.	
December 14 2016	Changed copyright and cover; no other content changes.	
October 27 2016	Updated the guide content to new corporate style; no content changes.	
January 15 2016	Updated the <i>Remove an Item from a List</i> procedure by adding a Note indicating that if the list item being removed has one or more children items, the warning message will indicate this and require an acknowledgement of the irreversible loss of the list items before the item is removed.	
	Updated the <i>Add Data to the New List</i> procedure by adding a Note indicating that attempts to create a duplicate Item Code within a single list category, such as Vendor, result in a message that includes the name of the other list that is already using the Item Code.	
October 1 2015	Update with information about list categories.	
September 18 2015	 Update: The Modify an Existing List procedure. Add warning that you should not add or remove a level in any connected list associated with a hierarchy but instead add or delete at the "bottom" of the connected list 	
July 15 2015	Fixed a typo	
April 30 2015	Removed information about the old UI; no other content changes but some of the information was rearranged	
January 16 2015	Added information about clients now being able to configure a connected list definition with an expense type field as the first field in a connected list for invoices and purchase requests.	
October 3 2014	Added information about the two user interfaces; no other content changes	
January 23 2014	Cover and copyright changes; no other content changes	
February 27 2013	Name change from "Travel Request" to "Request" – no other content changes	

List Management

Section 1: Permissions

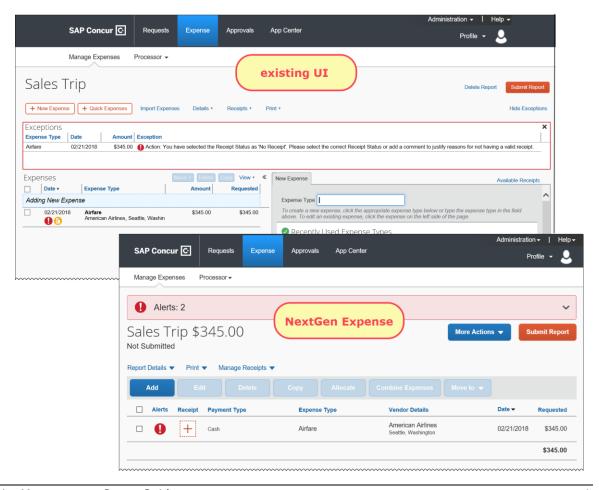
A company administrator may or may not have the correct permissions to use this feature. The administrator may have limited permissions, for example, they can affect only certain groups and/or use only certain options (view but not create or edit).

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

In addition, 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: Two User Interfaces for Expense End Users

Concur is in the process of transitioning from the *existing* user interface (existing UI) to the Next Generation Expense (NextGen Expense) user interface.



NextGen Expense brings some long-awaited usability enhancements – some are significant (involving new pages and processes) while others are minor (involving only look-and-feel).

IMPORTANT: Be aware that the NextGen Expense enhancements affect *only* Expense and **only** the end-user experience. Approvers and processors will still use the existing UI.

This Guide - What the User Sees

During this transition period – as clients are moving from the existing UI to NextGen Expense – this guide will show both UIs. If there is an end-user screen sample that shows the existing UI, then there will be a NextGen Expense sample as well.

Transition Guide for End Users

A detailed end-user quide is available. It describes all changes in NextGen Expense.

Section 3: Overview

The List Management functionality allows administrators to create, modify, or remove single- and multiple-level lists used in Expense, Invoice, and Request. The admin can create or edit list data manually or via import.

Single-Level Lists

Single-level lists are a simple collection of list items without a hierarchy (that is, in peer order, none superior or subordinate to another).

Multiple-Level Lists

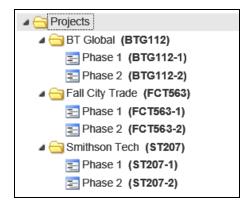
Multiple-level lists contain a hierarchical collection of items. The data in the list populates two or more associated fields. Both the data and the associated fields are defined in terms of levels with parent/child relationships (much like an organizational chart).

The purpose is that the choice a user makes in the first field limits the choices the user can make in the next field. For example, assume the company has a multiple-level list that populates three fields: **Region**, **Division**, and **Department**. When a user selects a *region* (level 1), then the user can select a *division* (level 2), but the user's choices are limited to the divisions associated with the previously selected region. Then, the user can select a *department* (level 3) – again the user's choices are limited to the departments associated with the previously selected division.

NOTE: When importing multiple-level list items, the full hierarchy of list item codes must be specified. For example: To add an item to the three-level list above, the region code, division code, and department code must be provided for each list item row.

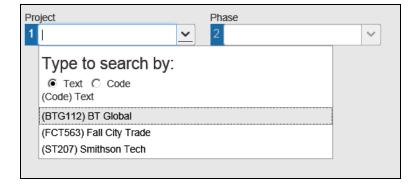
Example: Two-Level List

Assume that a company has different project phases – each with a separate code for proper billing. In order to make sure the correct phase shows for the projects, the admin configures a multiple-level list using the **Project** and **Phase** fields. The **Project** field would be the first or top-level list field. The **Phase** field would be the second-level field and would contain a list of valid phases for each project.

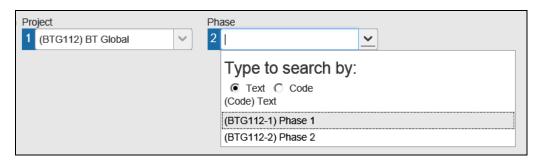


WHAT THE USER SEES - EXISTING UI

With a multiple-level list, the user sees both fields when entering an expense entry. When the user clicks the field, numbers appear to show the correct order to complete the fields.

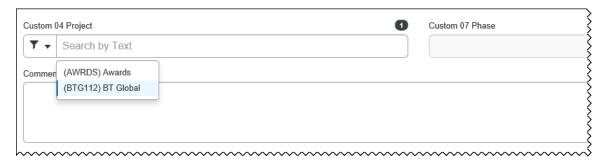


Once the first field is completed, the second field becomes active:

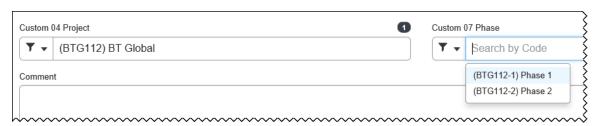


WHAT THE USER SEES - NEXTGEN EXPENSE

With a multiple-level list, the user sees both fields when entering an expense entry. When the user clicks the field, numbers appear to show the correct order to complete the fields.



Once the first field is completed, the second field becomes active:



Working with Connected Lists Associated with a Hierarchy

It is important to never add or delete any level within a connected list where that list is associated to a hierarchy. Instead, add or remove levels at or from the "bottom" of the hierarchical connected list as needed.

Use an Expense Type as the First Field in a Multiple-Level List

Clients can specify an expense type as the first field in a multiple-level list. If so, the user sees the connected list **only** when they have selected the associated expense type.

Refer to Configuration – Special Situations in this guide.

Vendor Lists

A vendor list is a special type of single-level list that can be used on expense entry forms (or request segments and request entries in Concur Request) that have a **Vendor** field. The **Vendor** field uses a vendor list to present the user with a list of vendors for the expense type. For example, you can create a vendor list named "Car Rental Vendors" that includes a list of preferred car rental vendors. When entering a car rental expense, users would select a vendor from this list.

Refer to Configuration – Special Situations in this guide.

Section 4: Configuration – Getting Started

List Configuration Information

Note the following:

- **IMPORTANT!** A hyphen is *not* supported and should never be used when naming a list item.
- Items can be added under the top level of the list or under any list item.
- A list item can be a child item as well as a parent of another item.
- A list item can be removed from the list whether or not it is in use by an
 expense report or invoice. The expense report or invoice will retain the list
 item, but it will not appear in the list for future expense reports or invoices.
- Lists can only be removed if they are not used in a simple list field or a connected list definition.

Guidelines for Creating Custom List Categories

Note the following about List Categories:

- The List Category feature is normally a hidden feature but can be enabled by Concur Support (To do this, set CT_SITE_SETTING.. DISPLAY_LIST_CATEGORY = Y in the database.)
- A list item Code value is unique, and can exist at different levels of a multilevel list, but *NEVER* at the same level
- A list item Code value is unique, and uses both the list level and list category to enforce this uniqueness by preventing creation of lists whose Code value might conflict at the same level

About List Categories

All lists have a list category, and each list in that category should have the same type of data. When you assign the list to a field, the account codes display all of the items in every list in the category. This means that the Global Configuration

administrator should follow this pattern when creating categories, where each list in the category means the same thing.

Example 1 (Correct)

• Category: Divisions

List1: North American Divisions

• **List2:** European Divisions

• **List3:** Subsidiary Divisions

In this example, the **Account Code Definition** page should display every one of the divisions and the associated items.

Example 1 (Incorrect)

Category: Org Units

List1: Companies

List2: Divisions

List3: Departments

In this example, the information is set up so that each list contains unique information; therefore, in the **Account Code Definition** page all of the above list items are available for selection into a single column from the Helper pane.

Associating a List to a Field

Lists are associated to fields on the **Fields** tab of the **Forms and Fields** page. The field's data type must be set to List.

- For more information, refer to the following guides:
 - Expense: Forms and Fields Setup Guide

♦ Invoice: Forms Setup Guide

• Invoice: Fields Setup Guide

• Authorization Request: Forms and Fields Setup Guide

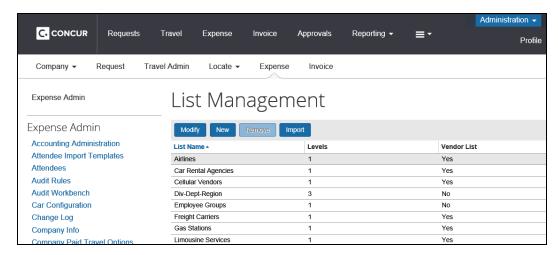
Access the List Management Page

The **List Management** page displays the current lists within Expense, Invoice, and Request. Use this page to modify existing lists, create new lists, or remove lists - manually or via import.

- To access the List Management page:
 - 1. Click **Administration** > **Expense** (or **Invoice** or **Request**).

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

2. Click **List Management** (left menu). The **List Management** page appears.



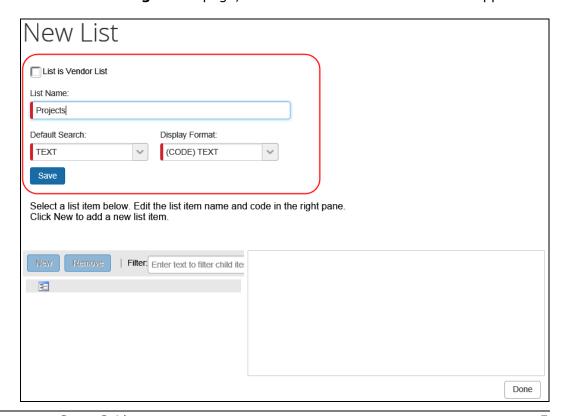
Section 5: Configuration - Manually

Add a New List

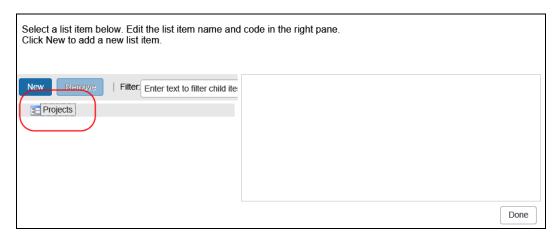
You can add new single- and multiple-level lists.

To add a list:

1. On the List Management page, click New. The New List window appears.



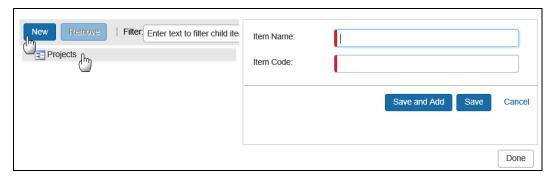
- 2. If the list is a vendor list, select (enable) the **List is Vendor List** check box.
- 3. In the **List Name** field, enter a name. The **Save** button becomes available.
- 4. Click **Save**. The page refreshes and adds the list name as the top level item in the left pane.



Add Data to the New List

To add list data:

1. With the list name (left pane) selected, click **New**. The detail fields appear in the right pane.



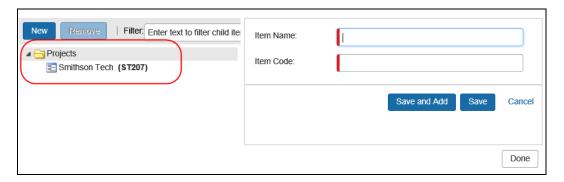
2. Enter the details for the first list item.

Field	Max Length	Description	
Item Name	64 char.	The name that appears in the list	
Item Code	32 char.	The code associated with the list item. If using an expense type as the first-level field, refer to Configuration – Special Situations in this guide.	



NOTE: Attempts to create a duplicate Item Code within a single list category, such as Vendor, result in a message that includes the name of the other list that is already using the Item Code.

3. Click Save or Save and Add to repeat the process.



4. Follow the same steps to add all list items.

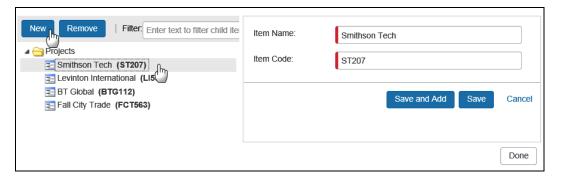


- 5. Then:
 - For single-level lists, after adding all list items, click Done.
 - For multiple-level lists, follow the steps below.

Create a Multiple-Level List

To create a multiple-level list:

1. Click the list item to which you will add items. That item's details appear in the right pane (in case you want to edit it).

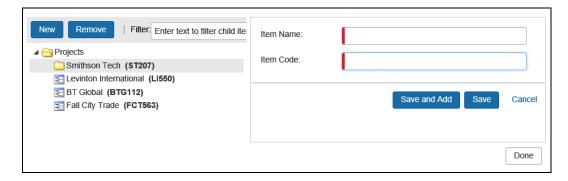


2. To add an item below it, click **New**. Since you are adding a second level to the list, a confirmation message appears.

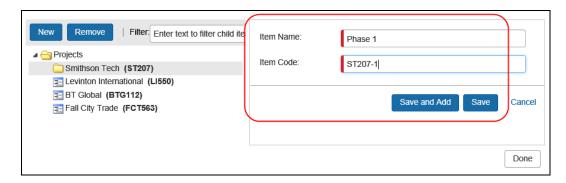


- 3. Click Yes. Then:

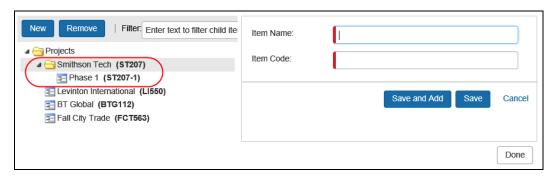
 - The right-side fields clear.



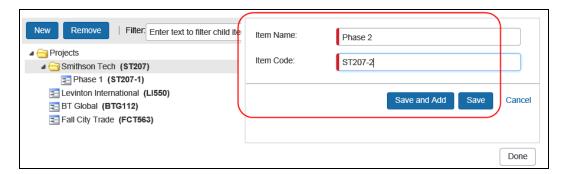
4. Enter the information for the first second-level item.



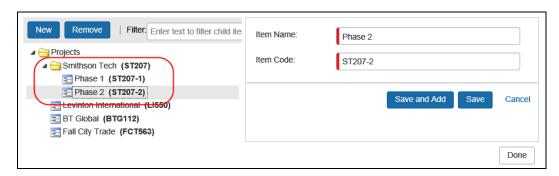
5. Click **Save and Add**. The first second-level item appears.



6. Add a second item.



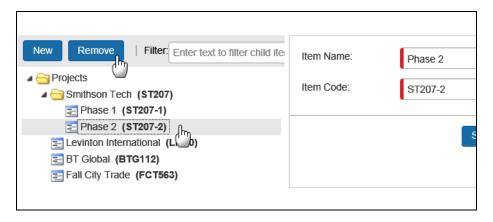
7. Click **Save and Add**. The next second-level item appears.



- 8. Repeat for each item in the left pane.
- 9. After entering all items, click **Done**.

Remove an Item from a List

- To remove a list item:
 - 1. On the **List Management** page, select the desired list.
 - 2. Click **Modify**. The **Edit List** page appears.
 - 3. Click the desired list item.



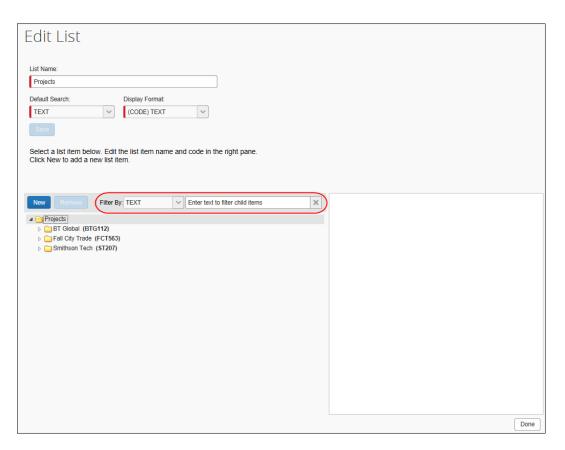
4. Click Remove.

NOTE: If the list item being removed has one or more children items, the warning message will indicate this and require an acknowledgement of the irreversible loss of the list items.

5. Click **Done**.

Modify an Existing List

- To modify a list:
 - 1. On the **List Management** page, select the desired list.
 - 2. Click **Modify**. The **Edit List** page appears.



3. Use the search fields to locate the correct data in the list, if necessary.

Field	Description
Filter By	Text will search the item name and Code will search the item code.
Filter text field	Enter the text to search for in this field.

4. Click the arrow next to any list item to expand the view to show the list items below it.



- 5. The **List Management** page displays only the first 500 child list items under a parent list item. If necessary, use the filter fields to narrow the search.
- 6. Once you locate the desired item, add, modify, and remove items as described in *Add a New List* in this guide.

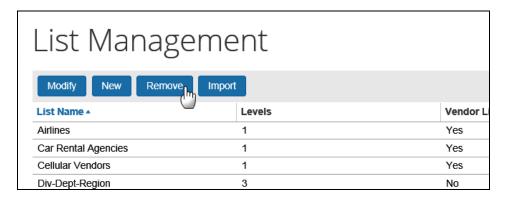
Remove a List

You can remove a list **only** if it is not currently in use. The **Remove** button is disabled until the list is no longer being used.

NOTE: To determine which lists are in use by the system, click the topmost list item and use the keyboard down arrow key to move through the list. All inactive lists will highlight the **Remove** button.

To remove a list:

- 1. On the **List Management** page, select the desired list.
- 2. Click Remove.



NOTE: The **Remove** button will be available only if the list is not currently in use.

Section 6: Configuration - Via Import

List Import Process – Overview

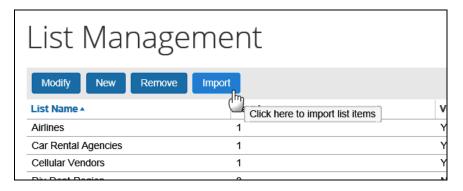
The list import process has five steps:

- Step 1: Download the list data spreadsheet
- Step 2: Populate the list data spreadsheet
- Step 3: Upload the list data spreadsheet
- Step 4: View the initial field validation results
- Step 5: View the import results

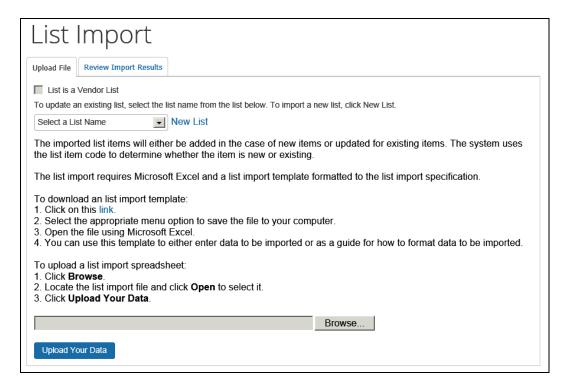
Step 1: Download the List Data Spreadsheet

Download the list data spreadsheet to use as a template.

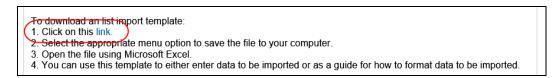
- To download the list data spreadsheet:
 - 1. On the **List Management** page, click **Import**.



The **List Import** page appears.



2. Click to download the template.



3. Depending on your browser, complete the appropriate steps to save the spreadsheet to your local drive. You can use the existing file name or you can choose a different file name.

Step 2: Populate the List Data Spreadsheet

Important: Formatting Issues

The list import spreadsheet has the following formatting requirements:

- The values in the spreadsheet header row must not be deleted.
- All cells in the spreadsheet must have a Number Format or Text before being uploaded.

• Vendor lists can only have one level. Remove all other level columns from the spreadsheet before importing a vendor list.

⚠ **IMPORTANT:** If you use the Replace feature in Excel, be aware that it may not maintain the required cell formatting. Testing has shown that cells formatted as text become general format after using Replace. If the cells are not formatted as text, the import will fail.

If you use this feature, always verify the cell formatting when done. If necessary, select the appropriate cells and change the formatting.

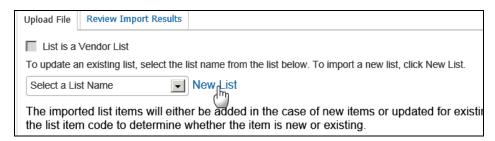
Prepare the Spreadsheet

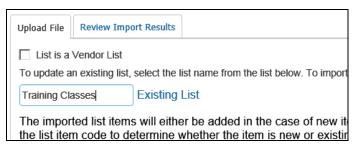
- To populate the spreadsheet:
 - 1. Open the spreadsheet.
 - 2. Enter the data.
 - 3. Save the spreadsheet.

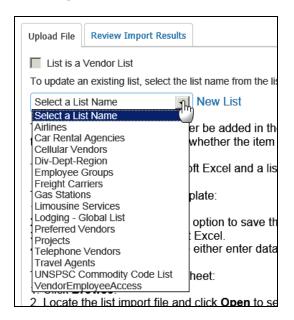
Step 3: Upload the List Data Spreadsheet

Upload the list import spreadsheet on the **Upload File** page. You can upload list data to an existing list or a new list.

- To upload the list data spreadsheet:
 - New List: Click New List, then enter the list name (note that the link changes from New List to Existing Link when clicked as shown in the figure below).

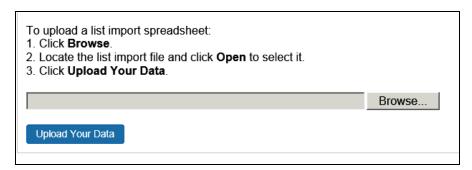






Existing List: Select the desired list in the **Select a List Name** list.

2. On the **Import List** page, click **Browse** (or **Choose File**, depending on your browser).



- 3. Navigate to the location where you saved the file to upload and select the spreadsheet.
- 4. On the **Import List** page, click **Upload Your Data**.

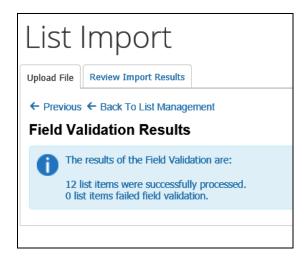
Step 4: View the Initial Field Validation Results

Use the Import List page to view the results of the initial field validation of the uploaded file. This validation happens before valid records are queued for import. This field validation allows administrators to identify records with the most common types of issues that need to be corrected prior to being eligible for import. The field validation validates whether required fields have values and that provided values match the field's data type.

⚠ IMPORTANT: Records that meet the field validation are immediately queued for import into the system. Records failing this validation must be corrected in the spreadsheet file and the corrected file re-uploaded.

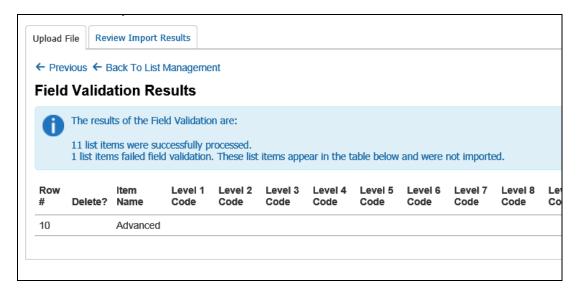
To view the initial field validation results:

1. After you have uploaded your data, the Field Validation Results page appears.



2. Review the details of the validation. If the validation found any errors in the file, the details will be presented on this page.

Example of Error



Review the error information, correct and save the spreadsheet, and import again.

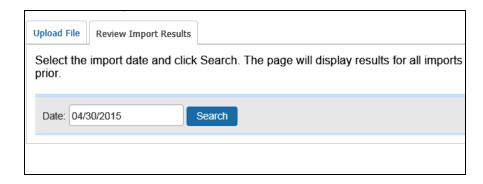
Step 5: View the Import Results

Once you upload, the eligible records are queued for import. The system processes these as soon as possible. It may take the system a few minutes to process queued records. Provided there are no further errors in processing the records, the system will proceed with the import.

Use the **Review Import Results** tab to view the status of the import as well as the import details, including any errors generated.

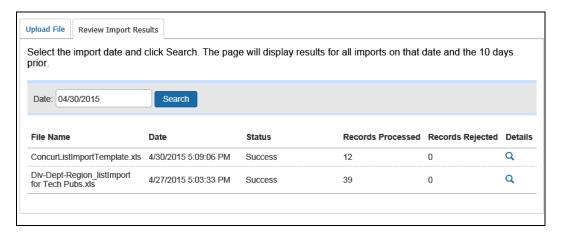
To view import results:

1. Click **Review Import Results**. The **Review Import Results** page appears.

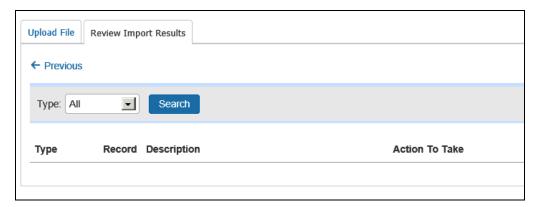


2. Enter the desired date in the **Date** field.

3. Click **Search**. The page displays the status of all imports on that date, the number of records processed, and the number of records rejected. This list is sorted in descending order by time starting when the administrator initially imported the file.



4. Click the Q icon in the **Details** column for more information. Errors, if any, display.



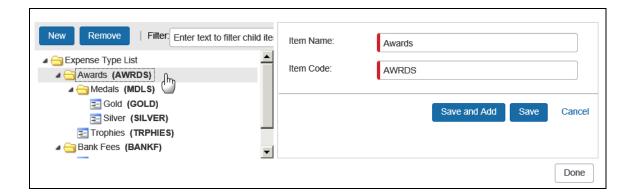
Section 7: Configuration - Special Situations

Use an Expense Type as the First Field in a Multiple-Level List

If you configure an expense type as the first level in a multiple-level list, then the multiple-level list fields appear only after the user has selected the expense type.

In List Management

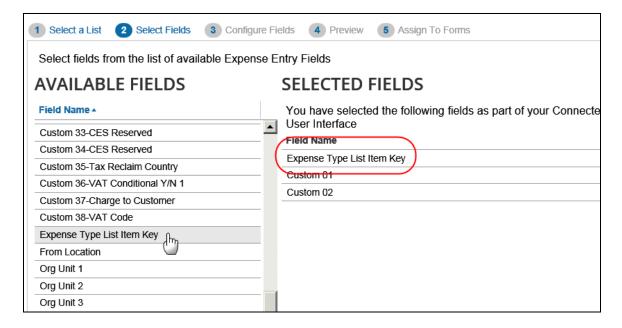
Configure the list as shown in the previous sections of this guide. When defining the first field (expense type), the Item Code must exactly match that of the expense type you are using (example: Awards = "AWRDS"):



In Forms and Fields

When defining the connected list in Forms and Fields, the first field must be Expense Type List Item Key as shown below.

NOTE: Before going any farther, be sure the Expense Type List Item Key field is on the entry form, likely hidden since users would have no need to see it.



Vendor Lists

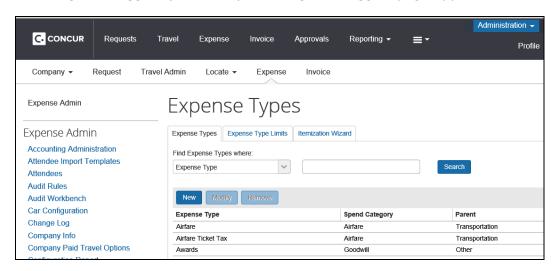
Associate a Vendor List with an Expense Type and Policy

After you have created a vendor list, you must associate it with an expense type for the policy.

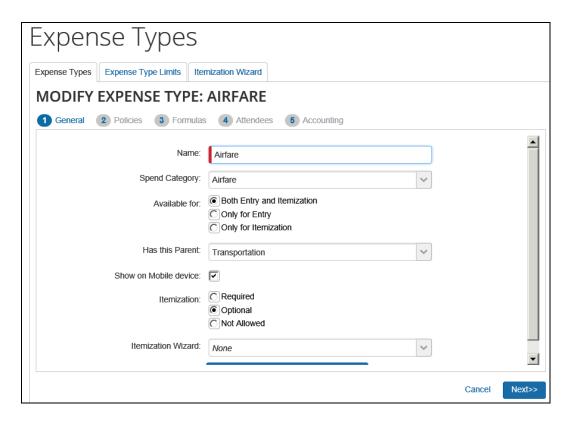
- To associate a vendor list with an expense type and policy:
 - 1. Click **Administration** > **Expense**.

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

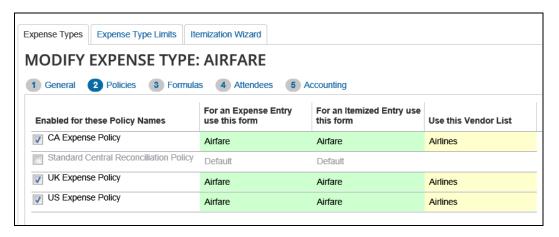
2. Click **Expense Types** (left menu). The **Expense Types** page appears.



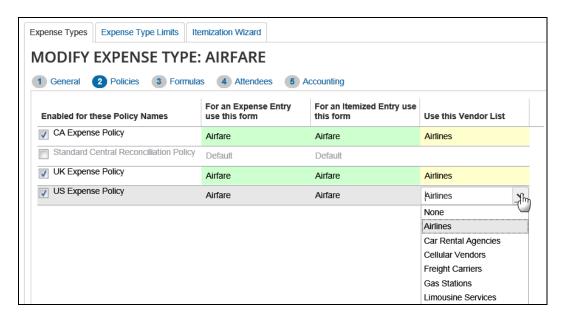
- 3. Select the desired expense type.
- 4. Click **Modify**. The **General** step of the **Modify Expense Type** wizard appears.



5. Click **Next**. The **Policies** step of the **Modify Expense Type** wizard appears.



6. Select the vendor list in the **Use this Vendor List** field for each policy.



- 7. Click **Next** through the wizard.
- 8. Click Save.

NOTE: Once associated, the selected vendor list will appear in the **Vendor** list during the expense report process.