Shared: List Management

Setup Guide

Last Revised: October 14, 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

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Revision History

Date	Notes/Comments/Changes
October 14, 2023	Added information as new sections **Viewing Deleted List Items** and **Restore a Removed List Item** about viewing and restoring deleted list items.
August 18, 2023	Added information about new functionality to delete a list item.
June 29, 2023	Added information about Managed lists and a reminder to never change the value for CODE when editing a list.
October 1, 2022	Updated content for the new user experience.
April 29, 2022	Updated warning about the use of hyphens.
April 26, 2022	Updated screenshots to remove images with hyphens in names. Hyphens are not recommended.
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
April 15, 2021	Updated the copyright year; no other changes; cover date not updated
July 1, 2020	Updated information about the existing UI and NextGen UI; made modifications throughout; cover revision date 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
April 15, 2019	Added information about the existing UI and NextGen UI; 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 *Remove an Item from a List* 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 *Add Data to the New List* 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.

Date	Notes/Comments/Changes
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 required permissions to use this feature. The administrator may have limited permissions, for example, they might only have access to affect certain groups and/or use only certain options (for example, they might have permission to view but not to create or edit).

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

In addition, the administrator should be aware that some of the tasks described in this guide might need to be completed by SAP Concur internal staff. In this case, the client must initiate a service request with support.

Section 2: Overview

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

Single-Level Lists

Single-level lists are a flat lists without any sub-list items.

Multi-Level Lists

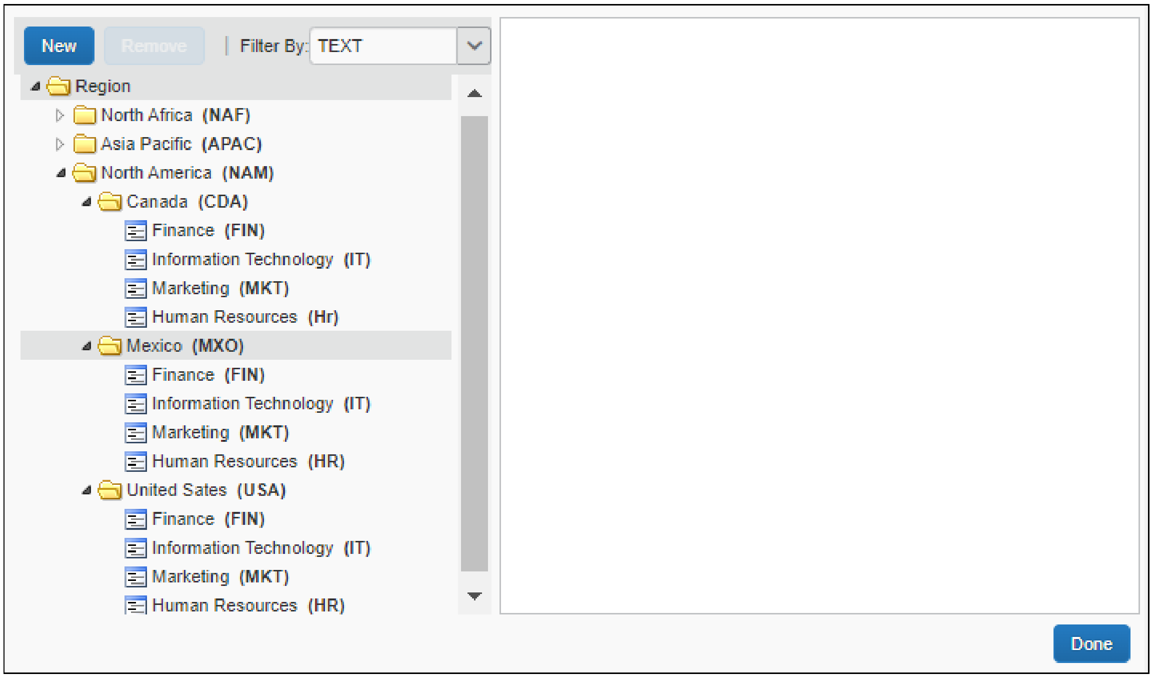
Multi-level lists are tiered. They have a first-level list with one or more sub-lists. The data in the first list controls the data in the second list. The data in the second list controls the data in the third list, etc.

When selecting items from a multi-level list, the choice a user makes in the first list sets the choices the user can make in the next list. For example, in a multi-level list, where the first level is **Region**, the second level is **Country**, and the third level is **Division**, when the user selects a region from the **Region** list, the **Country** list is populated with items specific to the selected region. After making a selection from the **Country** list, the **Division** list is populated with items specific to the selected division.

NOTE: When importing multi-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, division, and department codes must be provided for each list item row.

Example: Three-Level List

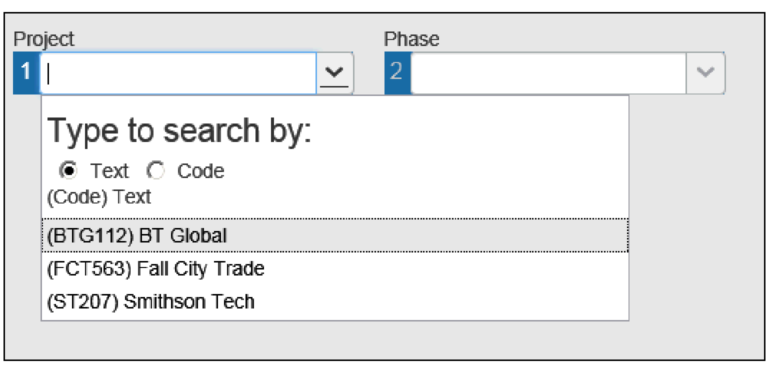
In this example, the admin created a list that enables a user to specify the region, then the country, and then the business division associated with an expense, invoice, or request.



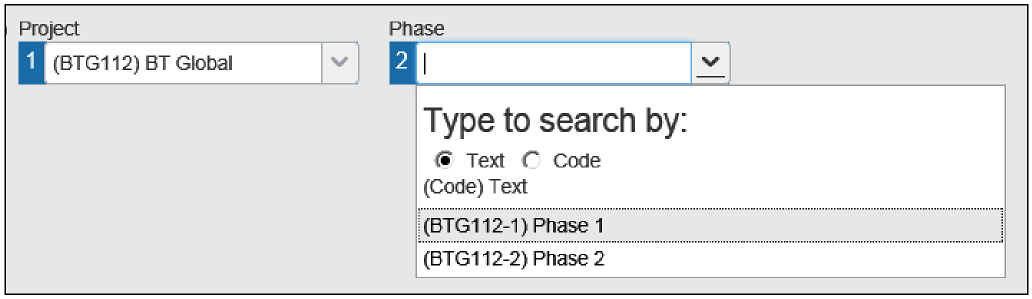
End User Experience – Existing UI

With a multi-level list, both the first-level field and the fields for all subsequent sub-list(s) appear on the relevant UI page.

Related fields are numbered, indicating the correct order in which to populate the fields. Sub-list fields are initially disabled.



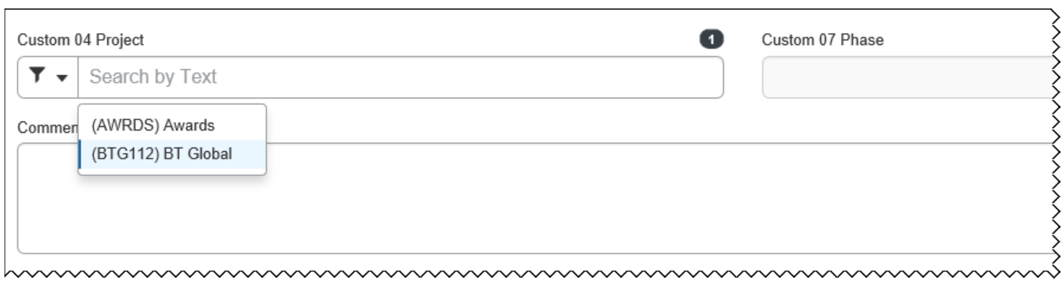
A sub-list field cannot be populated until the related parent field has been populated.



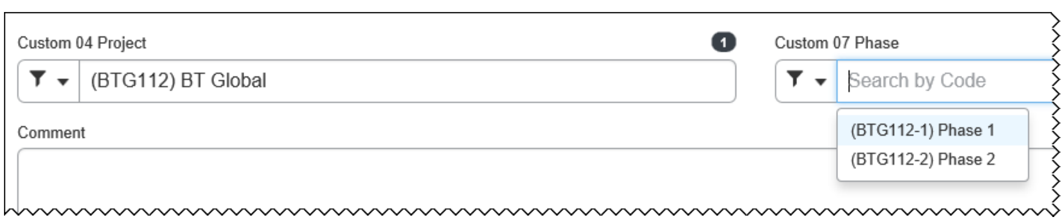
End User Experience – NextGen UI

With a multi-level list, both the first-level field and the fields for all subsequent sub-list(s) appear on the relevant UI page.

Related fields are numbered, indicating the correct order in which to populate the fields. Sub-list fields are initially disabled.



A sub-list field cannot be populated until the related parent field has been populated.



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 Multi-level List

Clients can specify an expense type as the first field in a multi-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 3: Configuration – Getting Started

List Configuration Information

Note the following:

- **IMPORTANT!** Hyphens are not supported and should not be used in item names or item codes. When an item name or item code with a hyphen is created or saved, the hyphen might be interpreted as a delimiter (separator) which can have unpredictable results on the saved data including possible corruption of the item list
- 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

The following List Categories:

- The List Category feature is normally a hidden feature but can be enabled by SAP Concur support.
  (To do this, set CT_SITE_SETTING.. DISPLAY_LIST_CATEGORY = Y in the database.)
- A list item Code value is unique within each level of a multi-level list. The same code can exist in different levels of a multi-level list, but *not* more than once within 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 level 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:** Region
- **List1:** North America
- **List2:** Asia Pacific
- **List3:** Northern Africa

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

Example 1 (Incorrect)

- **Category:** Category
- **List1:** Region
- **List2:** Country
- **List3:** Department

In this example, the information is set up so that each sub-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:

- *Concur Expense: Forms and Fields Setup Guide*
- *Concur Invoice: Forms and Fields Setup Guide*
- *Concur Request: Forms and Fields Setup Guide*

Access the List Management Page

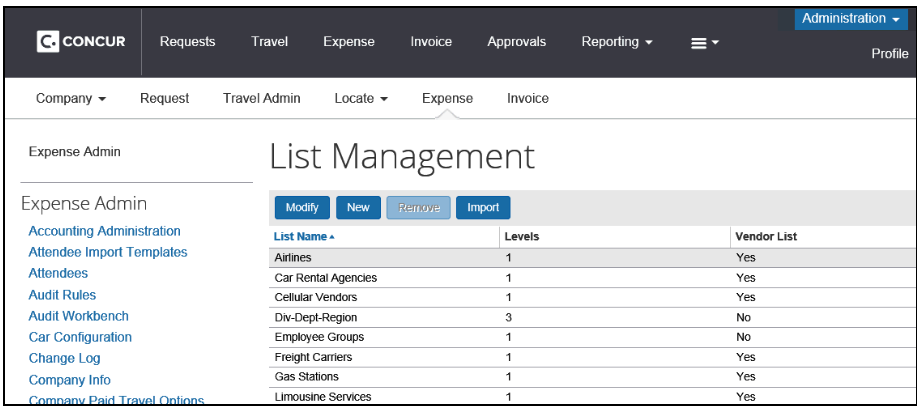
The **List Management** page displays the current lists within Concur Expense, Concur Invoice, and Concur Request. Use this page to modify existing lists, create new lists, or remove lists manually or via import.

To access the List Management page:

1. Click **Administration > Expense**, **Invoice** or **Request**.

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

2. In the Admin list, click **List Management**. The **List Management** page appears.



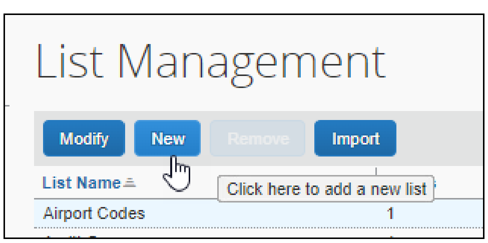
Section 4: Manual Single and Multi-Level List Creation

You can create single- and multi-level lists.

Create a Single-Level List

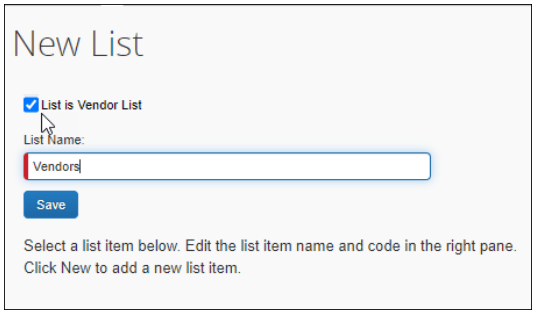
To create a single-level list:

1. On the **List Management** page, click **New**.



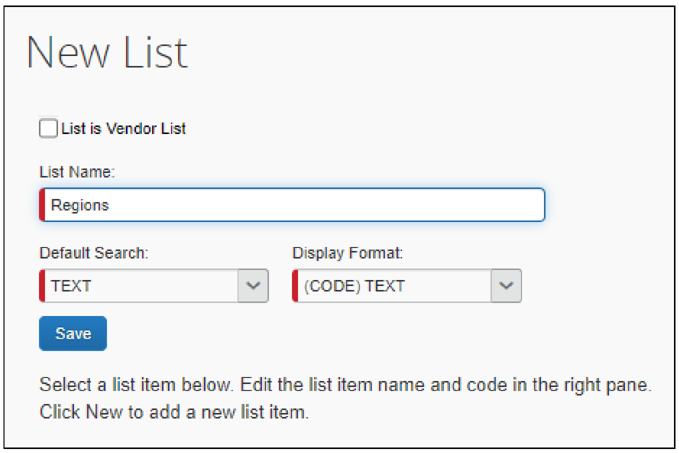
The **New List** window appears.

2. (Optional) If the list is a vendor list, select (enable) the **List is Vendor List** check box.

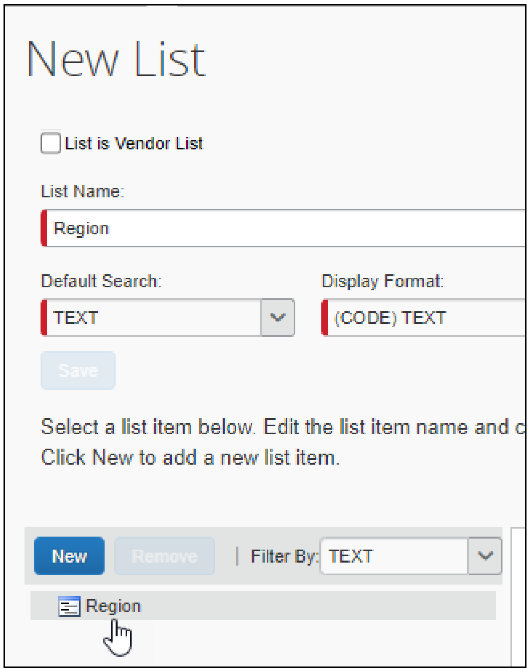


NOTE: Vendor lists are single-level lists. You cannot create a multi-level vendor list.

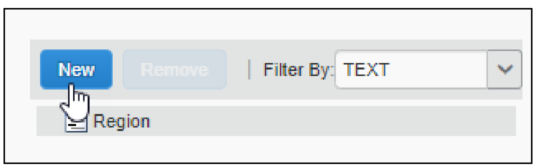
3. In the **List Name** field, enter a name and then click **Save**



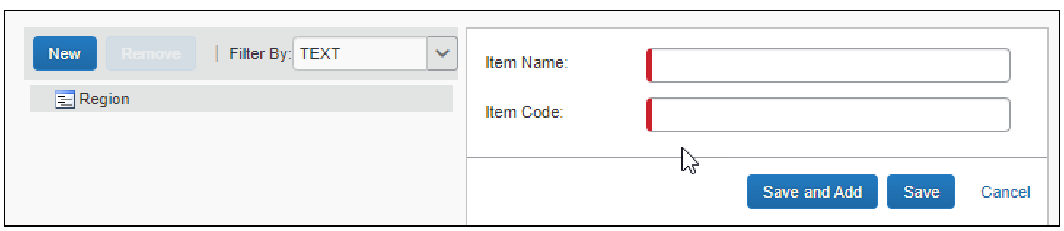
The list name appears as the first-level category label.



4. Select the list name/category and then click **New**.



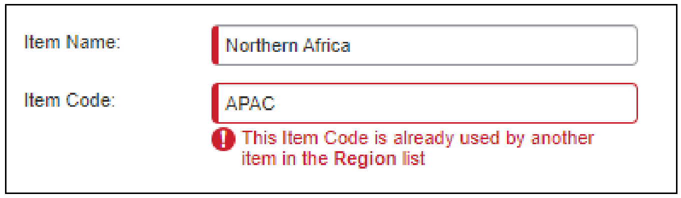
The **Item Name** and **Item Code** fields appear in the right pane.



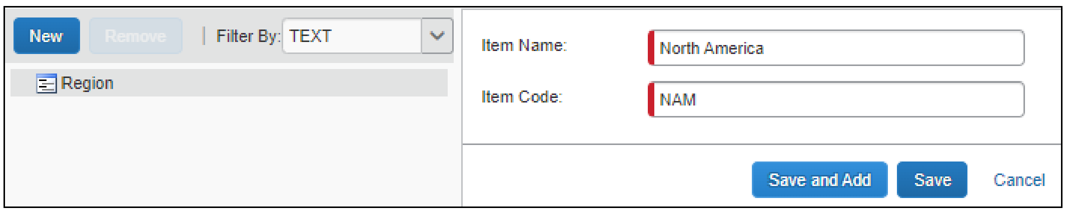
5. Enter the details for the first list item.

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: If you enter a duplicate item code in the same sub-list, a message similar to the following appears where <List Name> is the name of the list with the duplicate item code:
"! This Item Code is already used by another item in the <List Name> list"

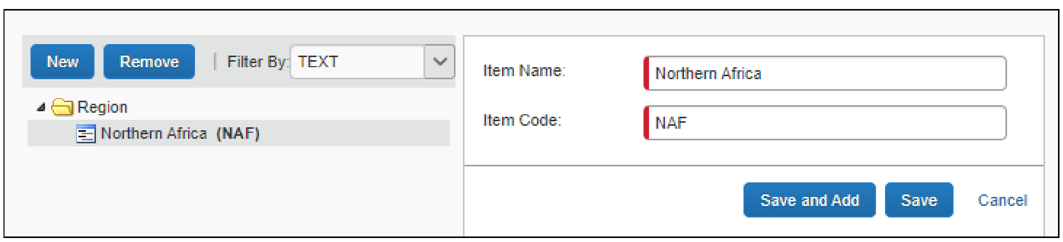


6. Click **Save** or **Save and Add**.



Clicking **Save** saves the new list item and adds it to the selected parent item's sub-list but does not clear the **Item Name** and **Item Code** fields.

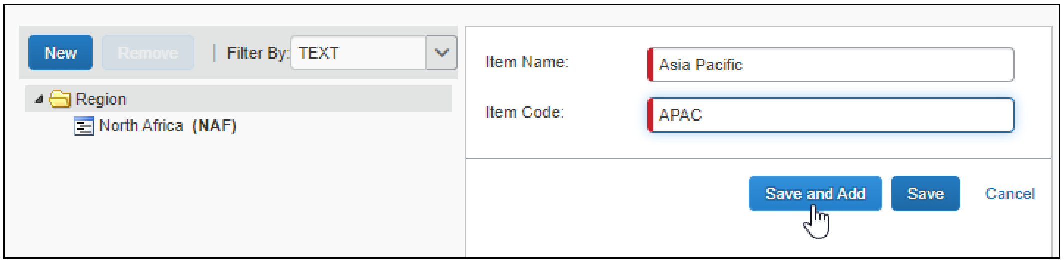
NOTE: When you add the first sub-list item to a list, the list icon ( ) changes to a folder icon ( ).

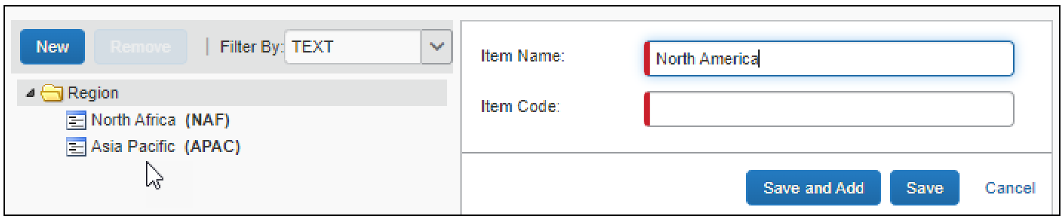


To add a new list item to the same category after you click **Save**, select the parent list item in the left pane again, and then click **New**.

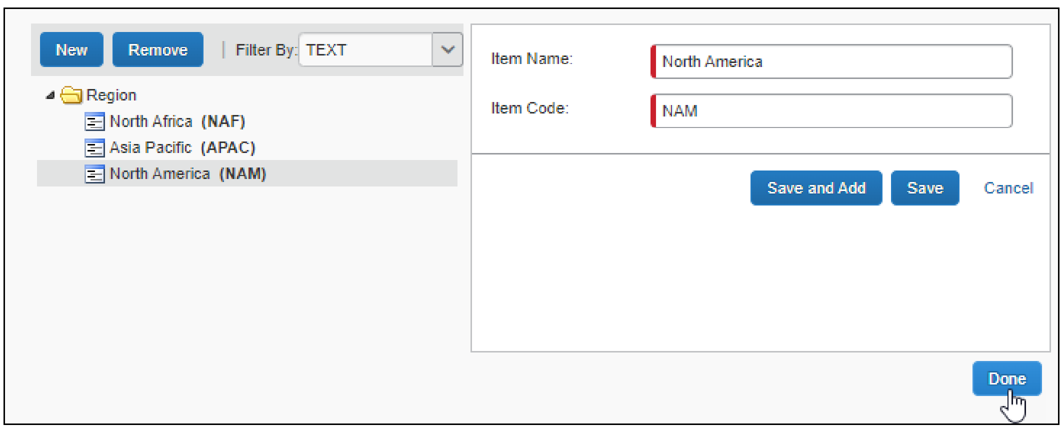
Alternatively, click **Save and Add**.

Clicking **Save and Add**, adds the list item you just created to the selected parent list in the left pane, and clears the **Item Name** and **Item Code** fields in the right pane so you can add a new sub-list item to the same sublist.





7. For a single-level list, after adding all of the desired list items, click **Done**.

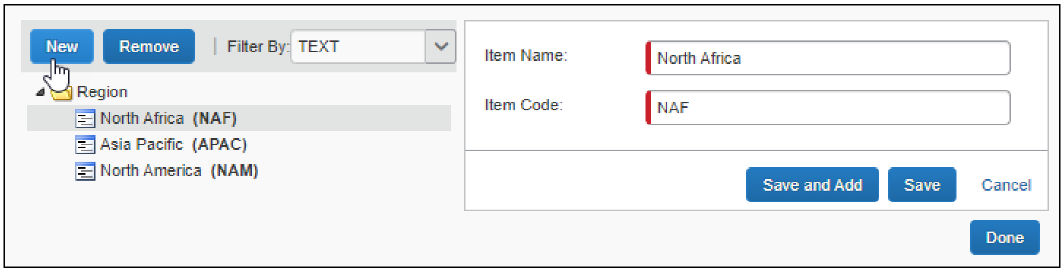


Create a Multi-Level List

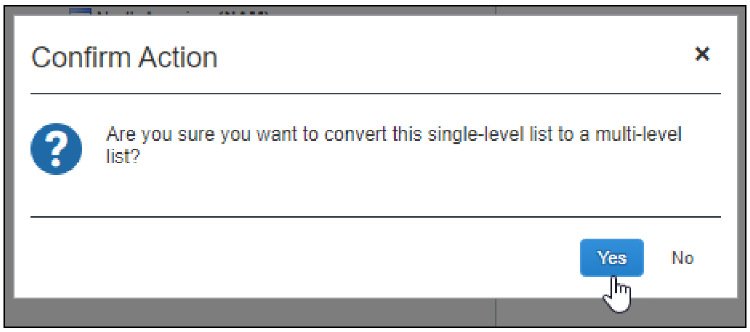
▸ ***To create a multi-level list:***

1. To create your first-level list, complete steps 1-6 in the *Create a Single-Level List* procedure.

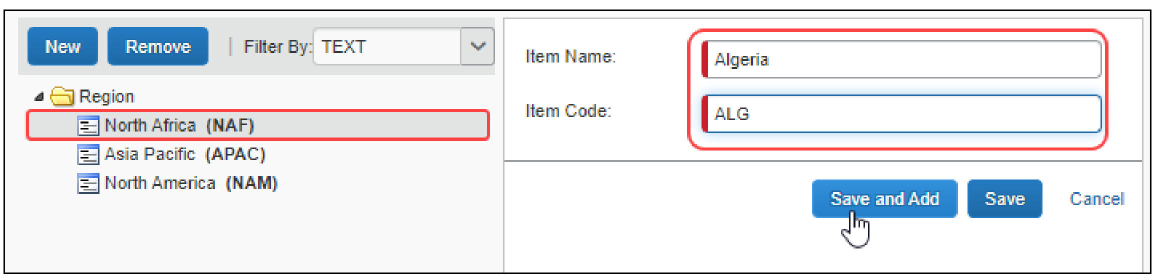
2. After creating the first-level list, click the first list item to which you want to add a sub-list, and then click **New**.



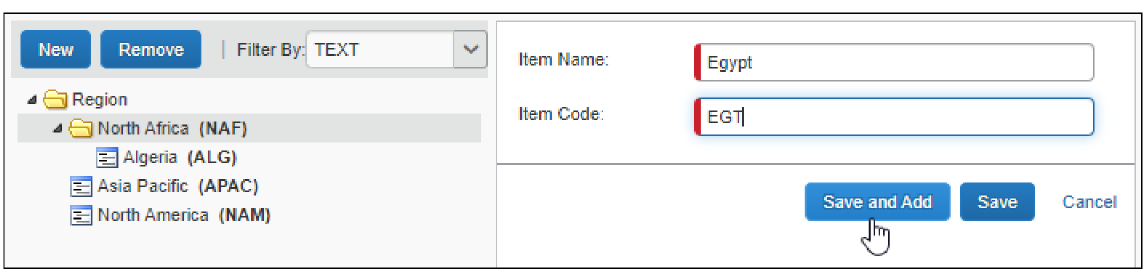
The **Confirm Action** dialog appears. Click **Yes.**



3. Enter the **Item Name** and **Item Code** for the sub-list item.

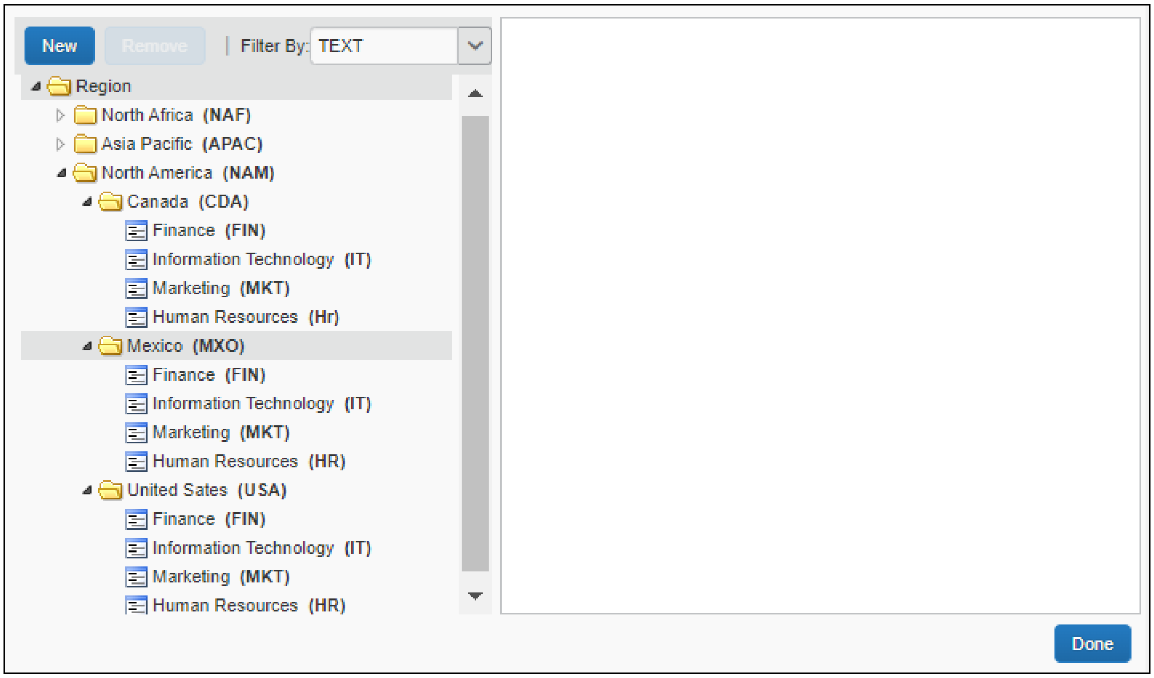


4. Click **Save and Add** to add another list item to the same sub-list.



5. Repeat step 4 until all the desired sub-list items have been added to the selected list item.

6. Select the second first list item to which you want to add a sub-list, and then click **New**. Repeat steps 5 and 6 until all of the desired sub-lists have been created.

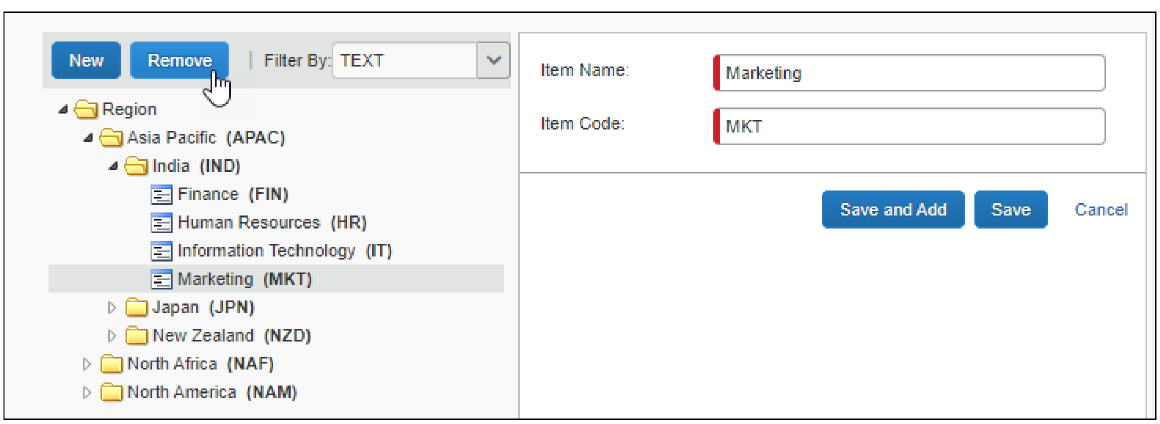


7. After entering all the desired items, click **Done**.

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, and then click **Remove**.

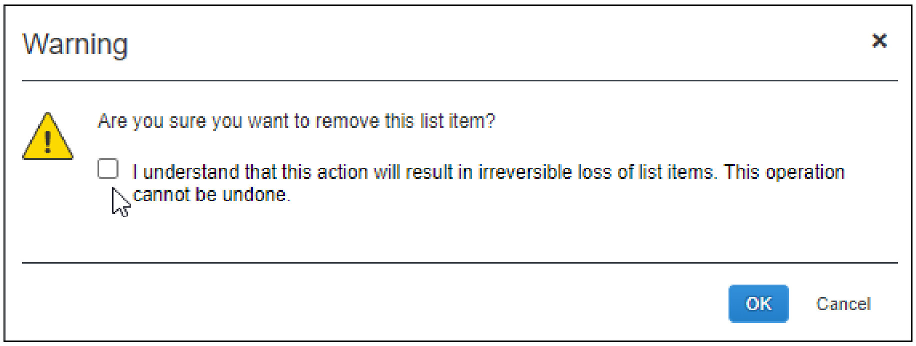


The following warning message appears when a list item is removed:

"Are you sure you want to remove this list item?"

The following acknowledgement statement appears below the warning message:

"I understand that this action will resultin irreversible loss of list items. This operation cannot be undone."



You must check the box next to the acknowledgement message to remove the list item.

4. Click **Done**.

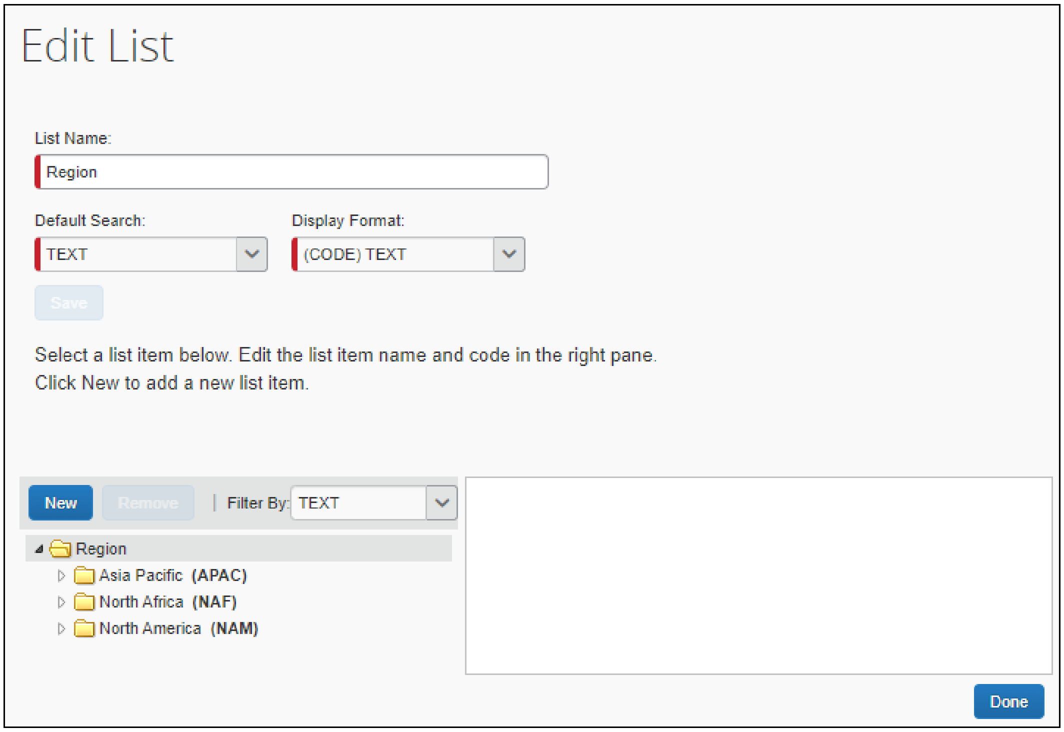
NOTE: When a list item is removed, existing expense reports, invoices, or requests will retain the list item data, but the list item will not appear in the list for future expense reports, invoices, or requests.

Modify an Existing List

To modify a list:

1. On the **List Management** page, select the desired list, and then click **Modify**.

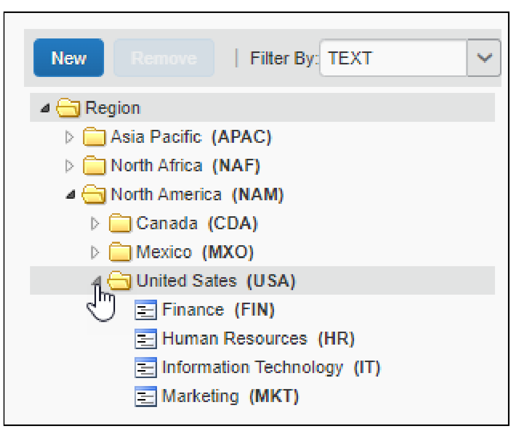
The **Edit List** page appears.



2. (Optional) You can use the search fields to locate the correct data in the list.

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.

3. Click the arrow to the left of a list item to expand the view to show the list item's sub-list items.



4. 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.

5. Select the desired item. You can add, modify, and remove items from the selected list.

! The value for CODE should never be changed; however, you may edit the value for TEXT.

Delete a List Item

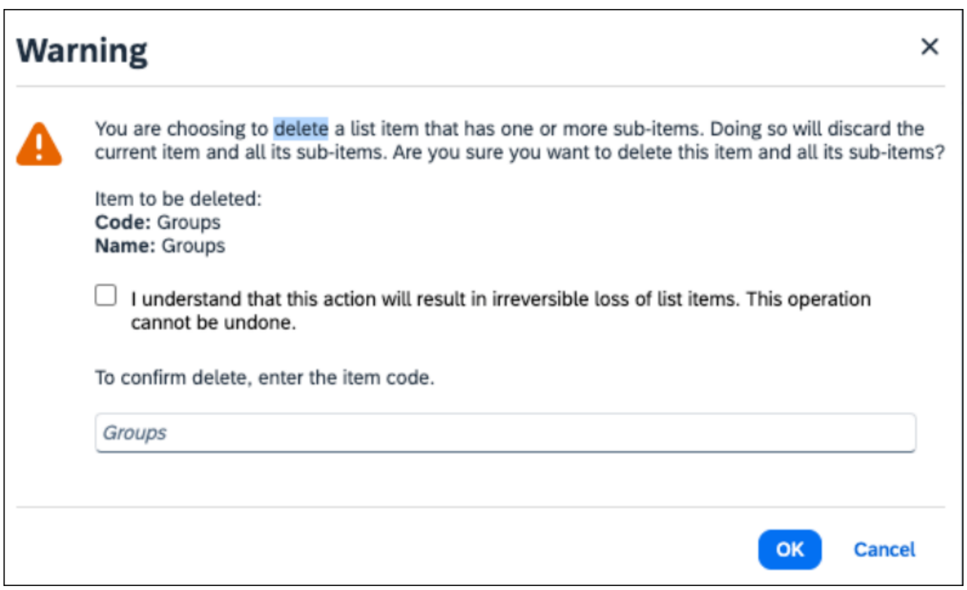
Unintentionally deleted list items, sub-list items, and lists connected to hierarchies are very difficult to restore. To reduce the unintended deletion of these list items, a series of verification steps are used to ensure accuracy when deleting a list item.

To delete list items, the administrator must certify the action by selecting a checkbox confirming their understanding that the action is permanent and cannot be reversed. In certain scenarios, they must also enter an exact match in a text box, observing case sensitivity, of the list item code to be deleted.

The administrator works with options included in the **Warning** interactive window displayed under the following scenarios:

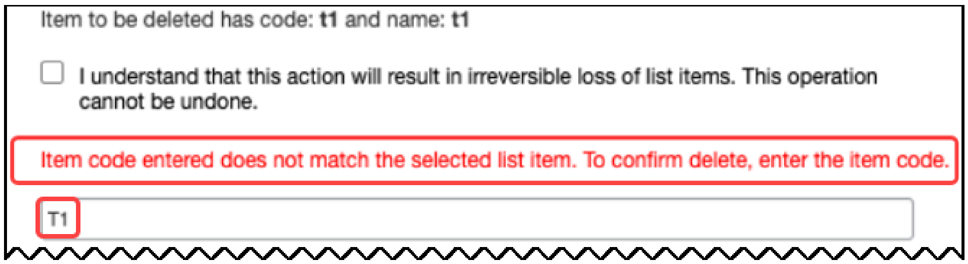
- **Deleting a list item that is connected to a hierarchy:** To successfully delete a list item, select the checkbox to confirm the action, then enter the *exact* list item code in the text box, being sure to match the case sensitivity of the list item code to the code that is entered.

NOTE: Users dependent on a hierarchy for Expense access should be deleted before deleting the connected list item - this is not required to delete the list item but is strongly recommended.

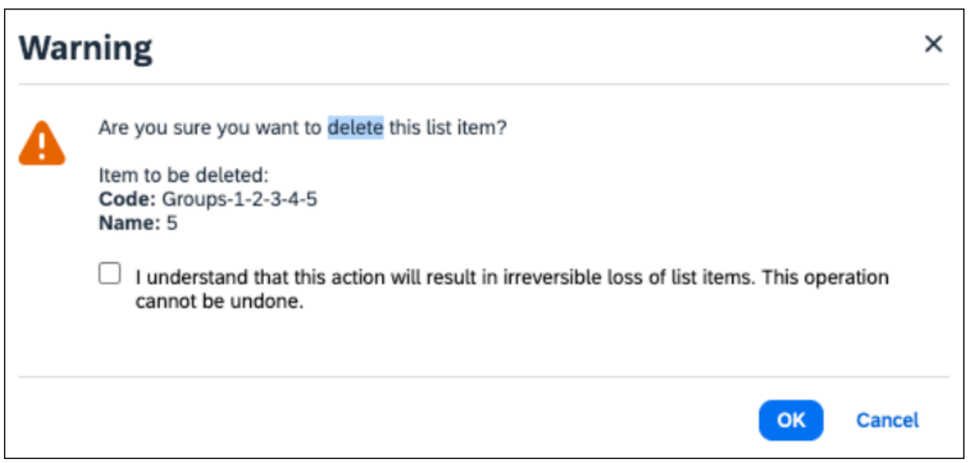


- **Deleting a list item that includes one or more subitems:** To successfully delete a list item, select the checkbox to confirm the action, then enter the *exact* list item code in the text box, being sure to match the case sensitivity of the list item code to the code that is entered.

NOTE: An error message displays if the list item code entered by an administrator is not an identical case-sensitive match to the list item code.



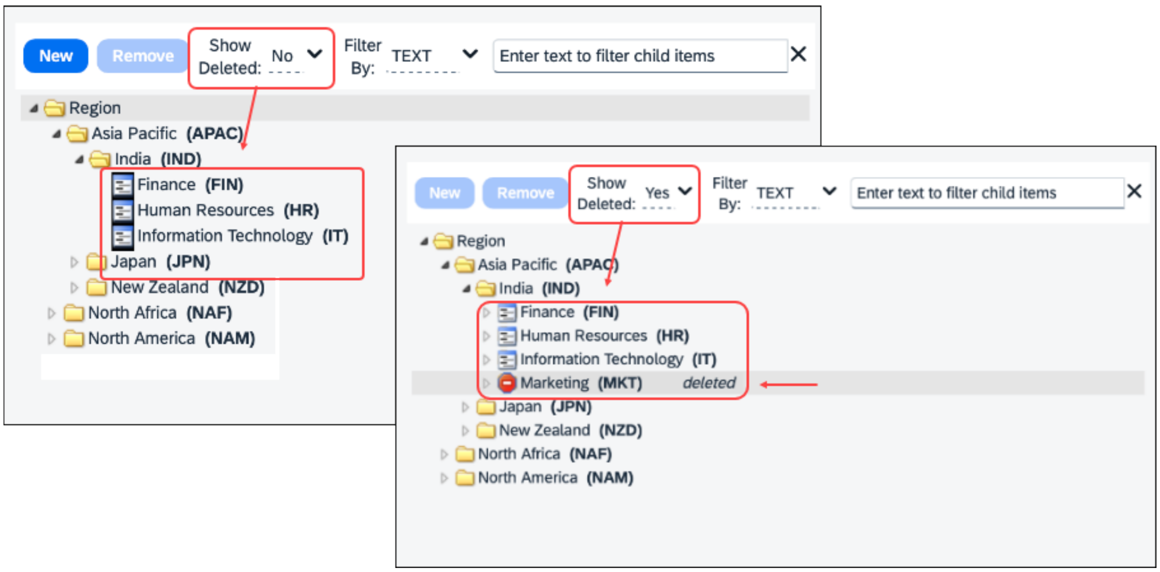
- **Deleting a List Item with No Subitems:** Only the confirmation check box requires selection to complete the removal of a list item with no subitems.



Viewing Deleted List Items

Deleted list items are viewed by clicking **Show Deleted** and selecting a value:

- **No:** Display active list items and sub-items
- **Yes:** Display all (active and deleted) list items and sub-list items



Reactivating a Deleted List Item

You can reactivate a list item using the **Reactivate** button ***only*** if the selected list item is either a first level parent or a child whose parent is active. Otherwise, the button is disabled.

Reactivate is functional under the following conditions:

- **Parent List Item:** Is a deleted, parent list item
- **Child (Sub) List Item:** Is a deleted child list item with an undeleted parent

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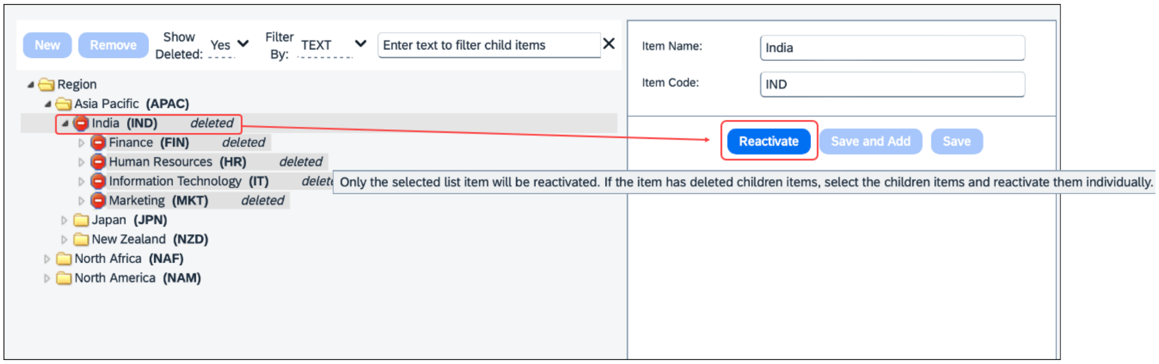
NOTE: If a sub-item and its parent are in a deleted state and you want to reactivate the sub-item, reactivate the parent *before* attempting to reactivate the sub-item.

To reactivate a list item:

1. On the **List Management** page, select **Yes** in the **Show Deleted** list.

1. Select the list item, then click **Reactivate**.



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

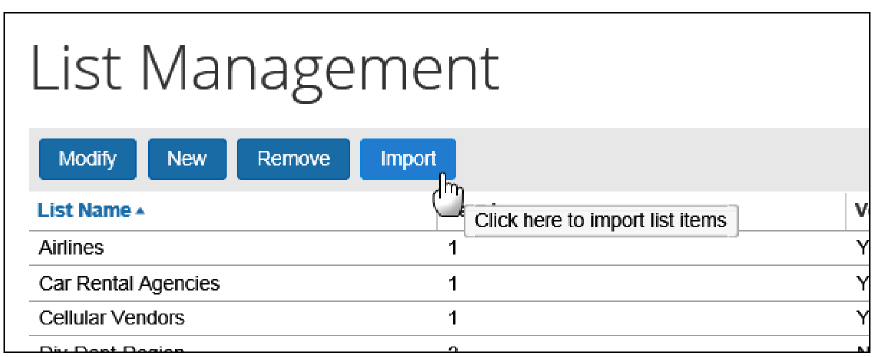
Step 5: View the import results

Step 1: Download the List Data Spreadsheet

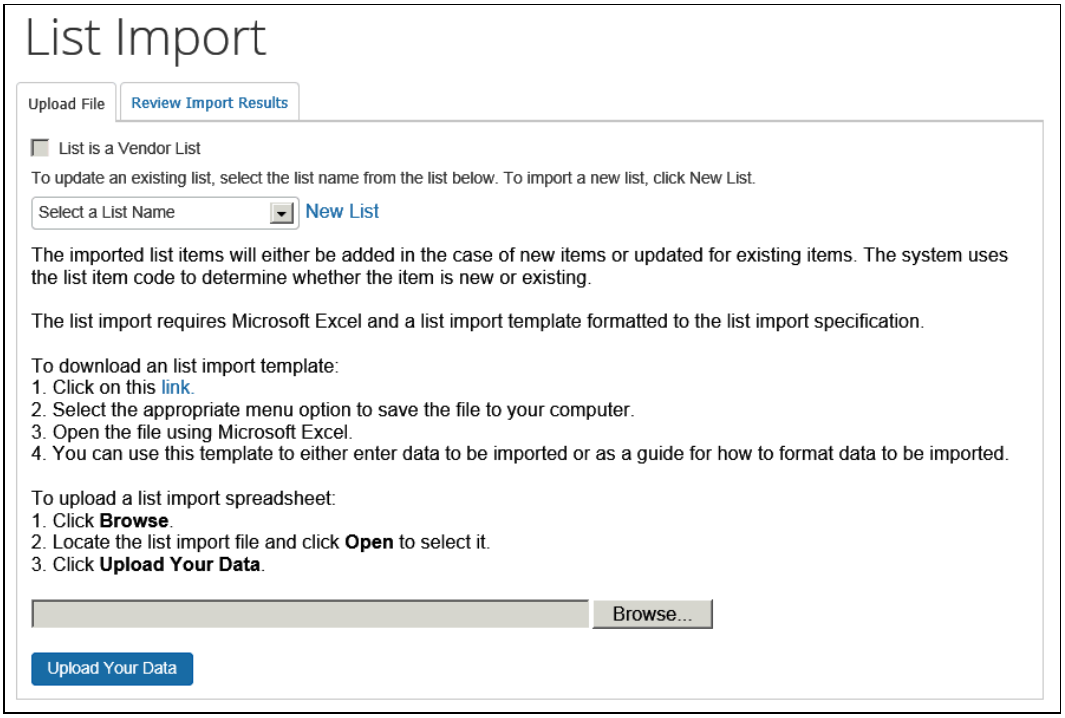
Download the list data spreadsheet to use as a template.

To download the list data spreadsheet:

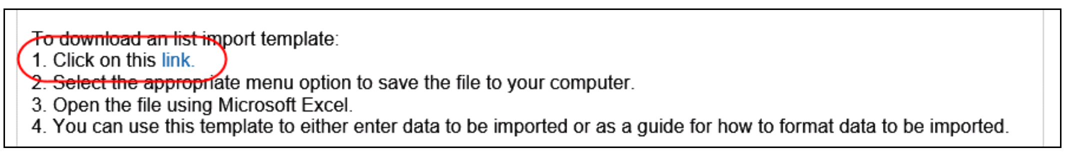
1. On the **List Management** page, click **Import**.



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:*

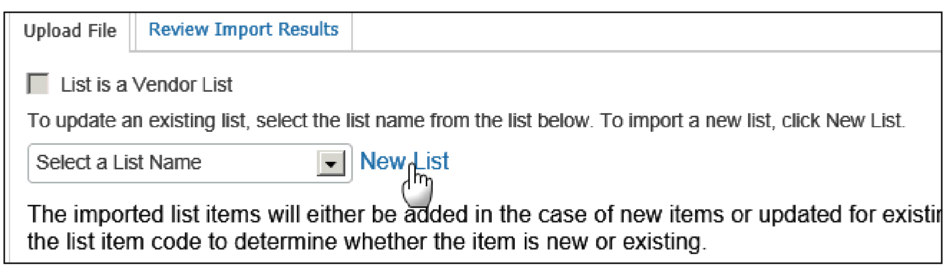
1. Open the spreadsheet.
2. Enter the data.
3. Save the spreadsheet.

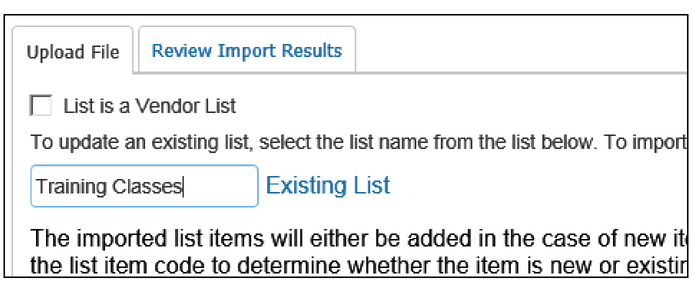
Step 3: Upload the List Data Spreadsheet

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

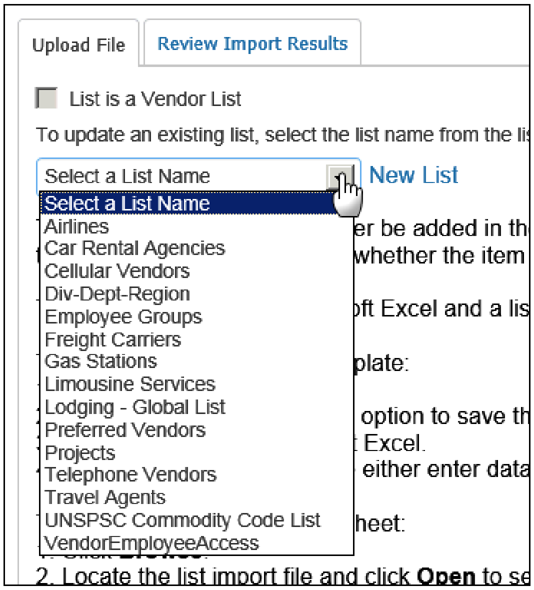
▸ *To upload the list data spreadsheet:*

1. **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).

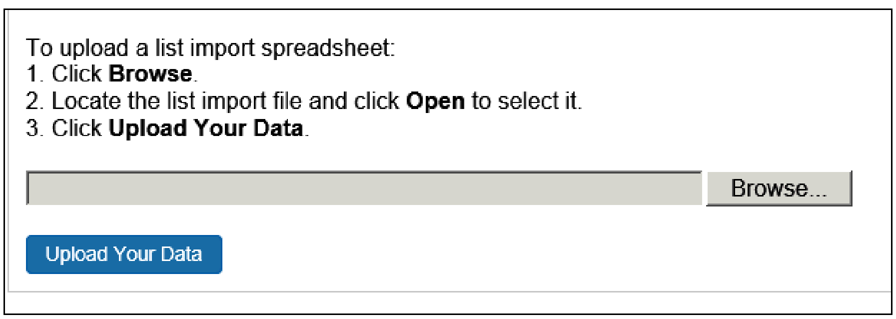




Existing List: Select the desired list in the **Select a List Name** list.



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**.

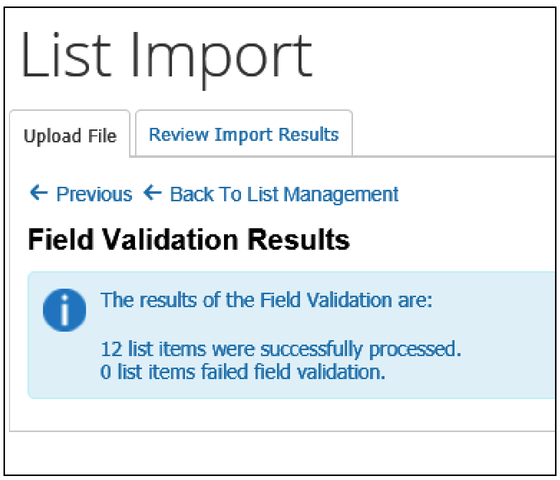
Step 4: View the Initial Field Validation Results

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.

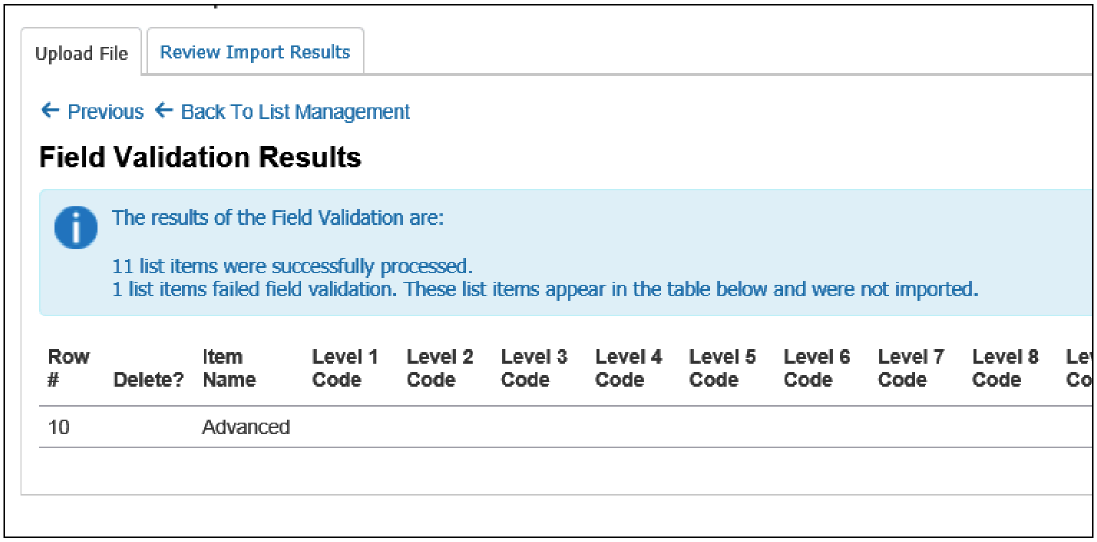
To view the initial field validation results:

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.

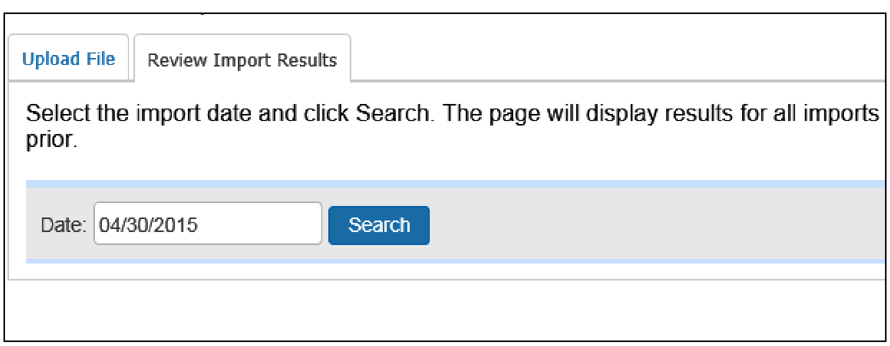
Step 5: View the Import Results

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.

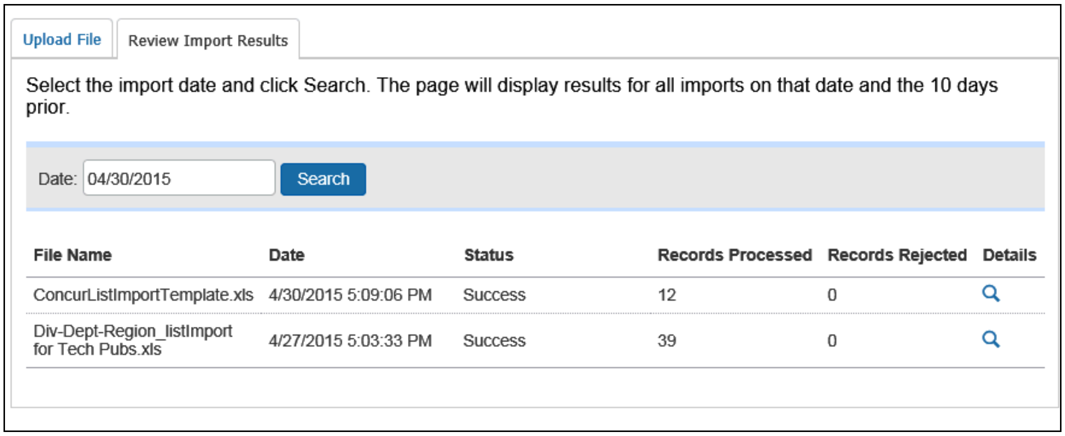
To view import results:

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

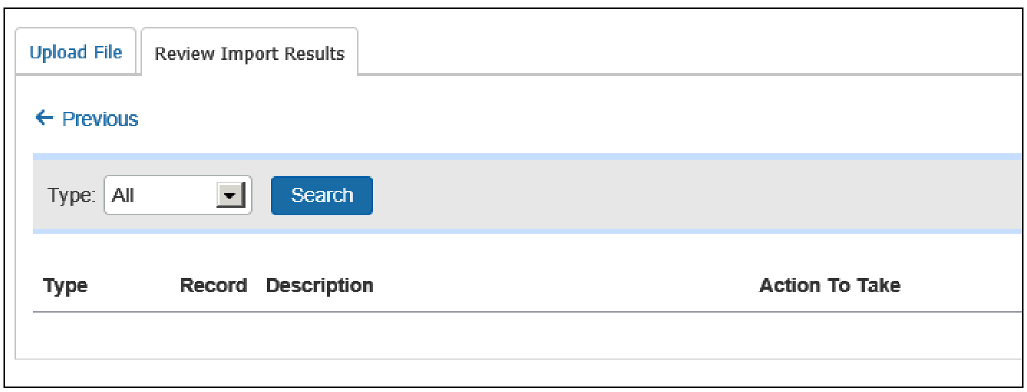


2. Enter the desired date in the **Date** field.

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



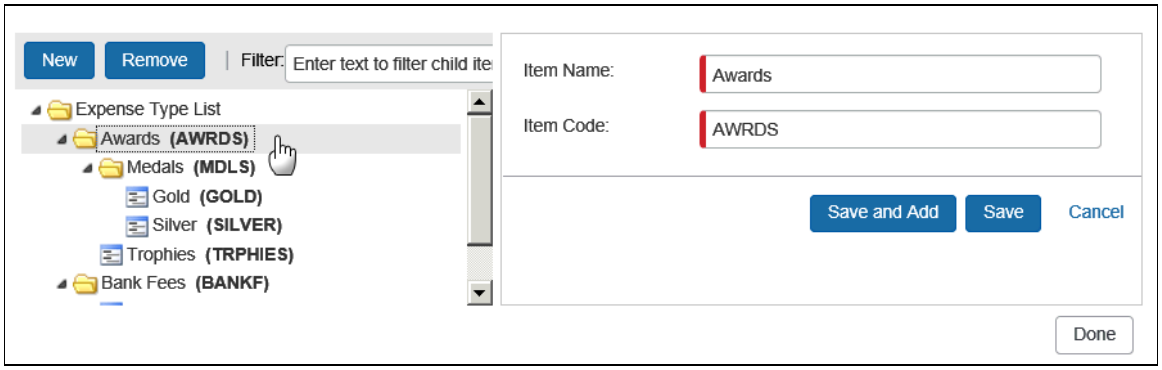
Section 5: Configuration – Special Situations

Use an Expense Type as the First Field in a Multi-level List

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

In List Management

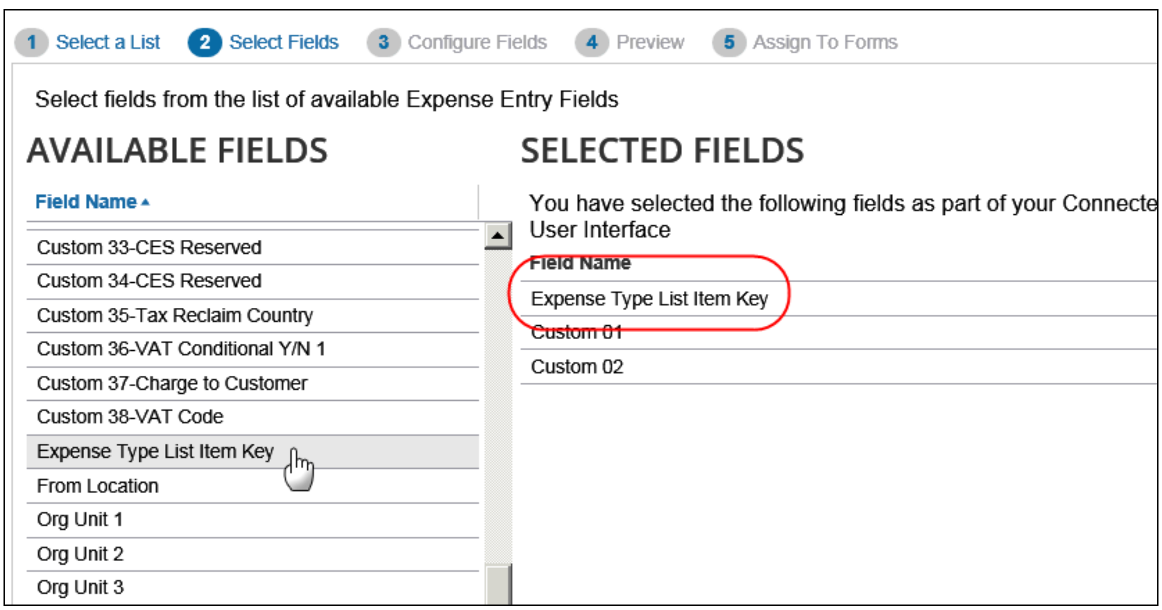
Configure the list as shown in the previous sections of this guide. When defining the first field (expense type), the Item Code must *exactly* match that of the expense type you are using (example: Awards = "AWRDS"):



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**.

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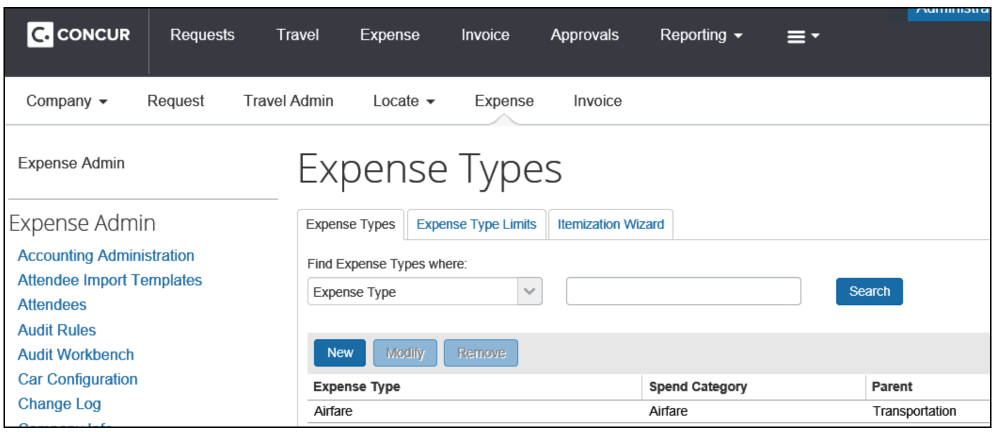
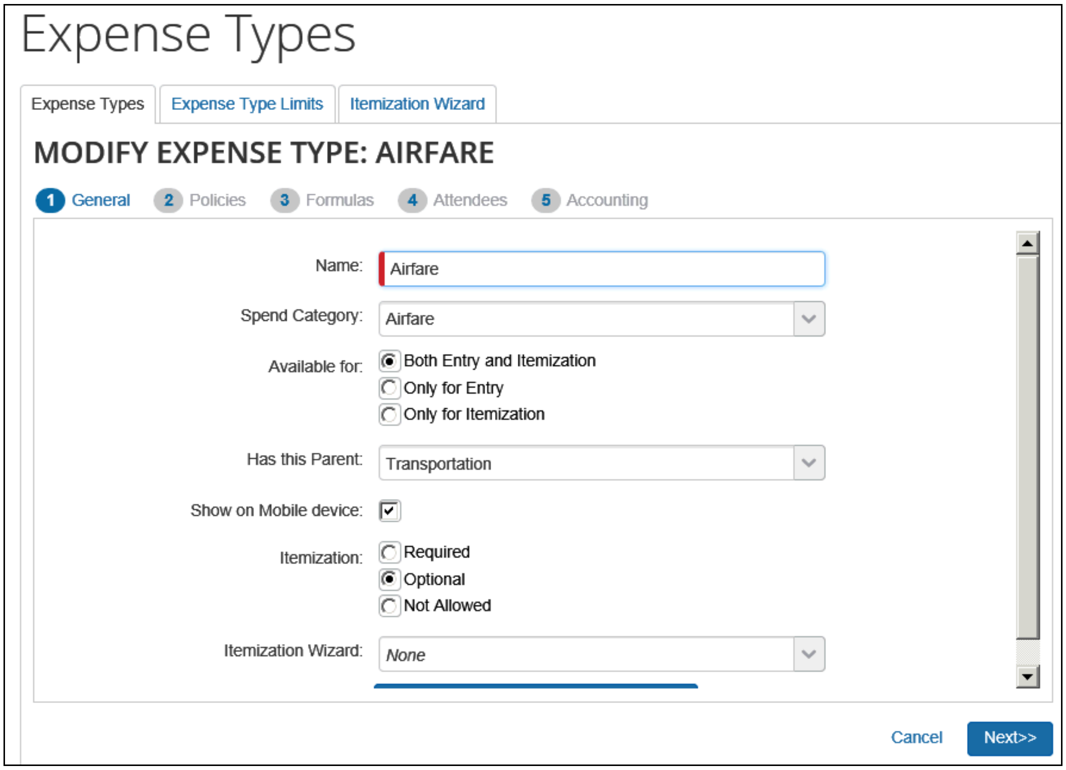
2. Click **Expense Types** (left menu). The **Expense Types** page appears.

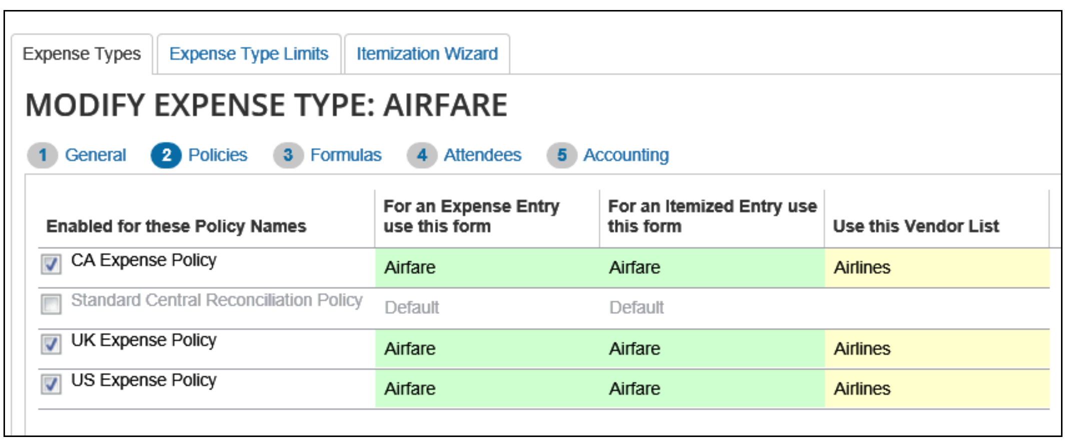


3. Select the desired expense type.

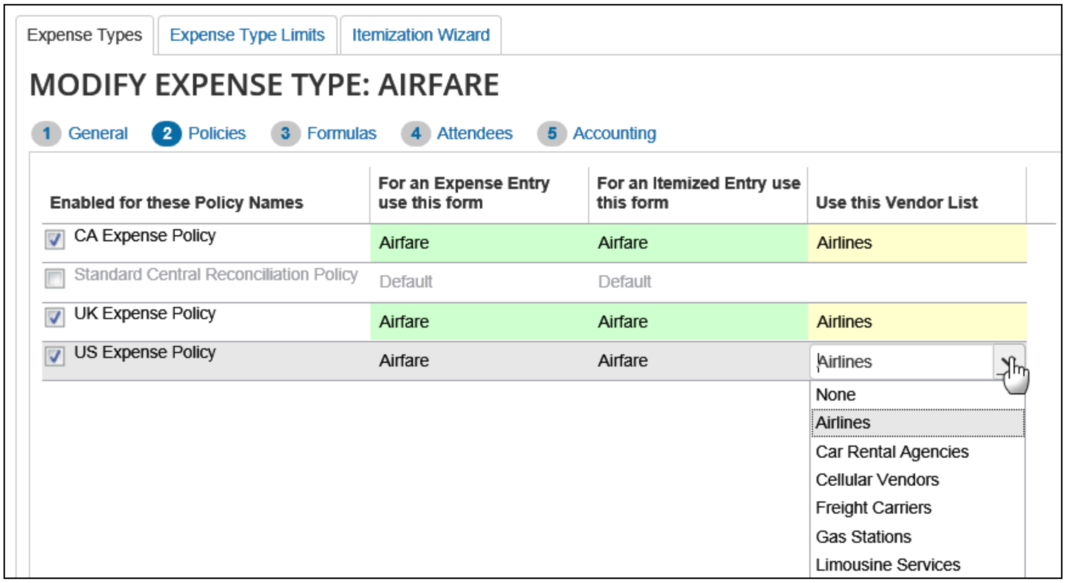
4. Click **Modify**. The **General** step of the **Modify Expense Type** wizard appears.



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.

Managed Lists

A managed list is a list in which all modifications to the list are restricted to a single application ID. When a list is managed, only API calls from that managing application ID are authorized to make updates to the list items in the list. Modifications to the managed list in the UI are disabled.

Additionally, list imports are not permitted on the managed list. Running a list import on a managed list will result in error.

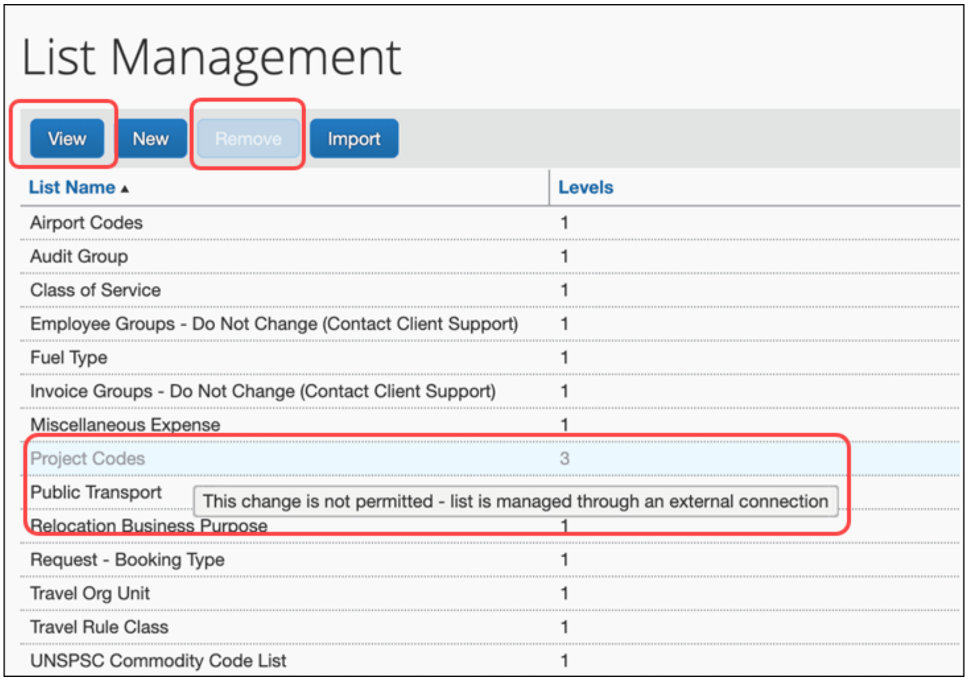
The managed list feature is useful if a partner application is responsible for maintaining the items in a list and needs to restrict modifications of the list by the UI users or other API callers.

The partner application ID that set the list to managed status is the only application permitted to mark the list as not managed. Changing the managed status of a list will re-enable UI modifications. Please work with your partner application connectors if the need arises to make modifications in the UI to a managed list.

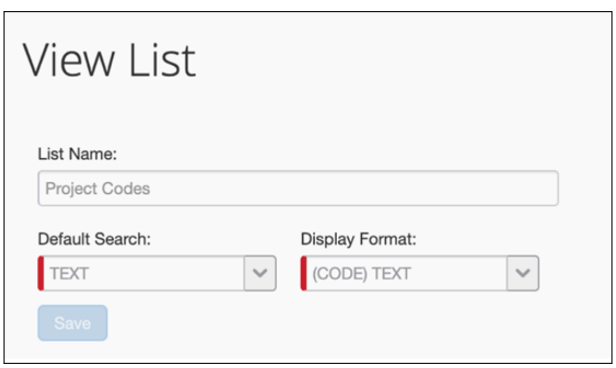
In List Management

On the **List Management** page, a managed list will display as read-only. On hover over a managed list of this type, the message *This change is not permitted – list is managed through an external connection* will display.

The **View** list button is enabled. The **Remove** list button is disabled.

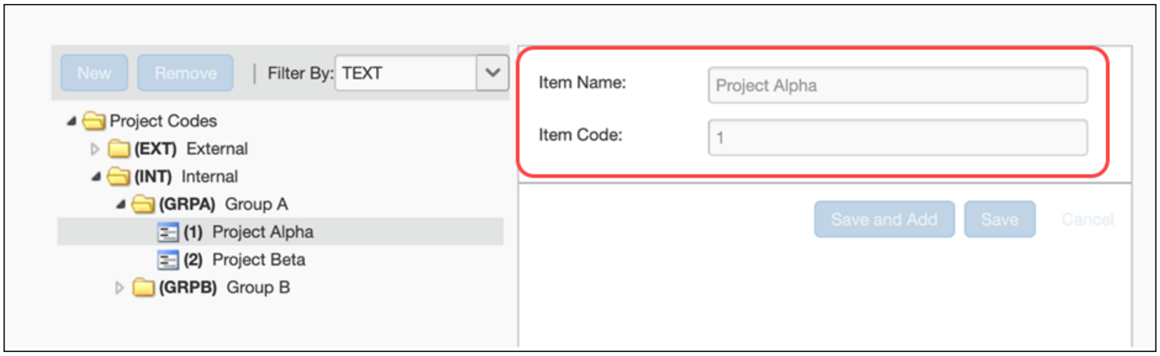


When selecting the **View** button for a managed list type, the ability to modify the **List Name**, **Default Search** and **Display Format** are disabled.



The buttons to add **New** and **Remove** list items to a managed list are disabled.

When selecting list items in a managed list, a read-only view of the list items displays. The ability to modify the list items in this list is disabled.



On the **List Import** page, the **Select a List Name** list will not contain the names of any managed lists. This is because the managed list is protected from being overwritten by uploading the **List Data Spreadsheet**.