

# Shared: Test User

## Setup Guide

**Last Revised: October 29, 2018**

Applies to these SAP Concur solutions:

- Expense
    - Professional/Premium edition
    - Standard edition
  
  - Travel
    - Professional/Premium edition
    - Standard edition
  
  - Invoice
    - Professional/Premium edition
    - Standard edition
  
  - Authorization Request
    - Professional/Premium edition
    - Standard edition
-



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# Revision History

Date	Notes/Comments/Changes
April 2, 2019	Changed the term "Concur" to "SAP Concur".
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
October 29, 2018	Added information about the existing UI and NextGen Expense; updated screen shot with new SAP Concur logo; cover revision date updated
April 16, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
January 13 2018	Updated the section <i>Cloning Test Users</i> because the functionality described now also applies to Expense.
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.
November 16 2015	Added clarification around proxies
November 12 2015	Updated the <i>About Credit Card Test Transactions</i> section.
March 13 2015	Added new <i>Concur Travel Testing</i> section.
February 17 2015	Removed references to the current UI; made general updates to the content
December 12 2014	Added information about cloning test users
October 10 2014	Added information about the two user interfaces; no other content changes
September 12 2014	The Invoice Configuration administrator (Unrestricted) may now purge test user data using options in the Purge Test User Transactions window.
July 17 2014	Updates to explain that this feature is available to the Invoice product
January 23 2014	Cover and copyright changes; no other content changes
February 27 2013	Name change from "Travel Request" to "Request" – <b>no other content changes</b>
February 22 2013	Test user may now delete Company Card transactions, Trip Segments (without creating an expense report) and E-Receipts (Smart Receipts)
December 28 2012	Made rebranding and/or copyright changes; no content changes
July 13 2012	The User Administrator can now search for a Test User using the Expense Test Users filter in User Administration.
February 2012	Changed copyright; no content change
December 31 2010	Updated the copyright and made rebranding changes; no content changes
Oct. 15 2010	A Purge action will now purge transactional data for both active and inactive users - prior to this the user had to be active in order for the system to purge the transactions they are associated with

Date	Notes/Comments/Changes
Aug. 19 2010	Convert to Shared Setup Guide - can be used across the Expense, Invoice, and Travel products
December 2009	Changed to stand-alone setup guide; no content change
September 18 2009	Updated: <ul style="list-style-type: none"> <li>• Restricted user may now configure Test User</li> <li>• Test User data does not populate Cognos</li> <li>• Proxy Test Users may <i>only</i> act on behalf of other Test Users and <i>not</i> Production users</li> </ul>
Aug. 2009 (SU46)	Add note specifying that the Test User feature is applicable to the Expense product and no other
Apr. 2009 (SU42)	Added additional details about creating test users, using SSO, working with test credit cards, and reporting
Mar. 2009 (SU41)	Addition of Group functionality
Dec. 2008 (SU38)	Addition of credit card test transaction functionality
Aug. 2008 (SU34)	First publication

# Test User

## Section 1: Permissions

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

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

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

## Section 2: Two User Interfaces for Expense End Users

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

The image displays two screenshots of the SAP Concur Expense user interface, comparing the 'existing UI' (top) with the 'NextGen Expense' (bottom).

**Existing UI Screenshot:**

- Navigation: SAP Concur, Requests, Expense, Approvals, App Center. Administration | Help, Profile.
- Page Title: Manage Expenses Processor
- Report: Sales Trip (Delete Report, Submit Report)
- Buttons: + New Expense, + Quick Expenses, Import Expenses, Details, Receipts, Print, Hide Exceptions
- Exceptions Table:
 

Expense Type	Date	Amount	Exception
Airfare	02/21/2018	\$345.00	Action: You have selected the Receipt Status as 'No Receipt'. Please select the correct Receipt Status or add a comment to justify reasons for not having a valid receipt.
- Expenses Table:
 

Date	Expense Type	Amount	Requested
02/21/2018	Airfare American Airlines, Seattle, Washin	\$345.00	\$345.00

**NextGen Expense Screenshot:**

- Navigation: SAP Concur, Requests, Expense, Approvals, App Center. Administration | Help, Profile.
- Page Title: Manage Expenses Processor
- Alerts: Alerts: 2
- Report: Sales Trip \$345.00 (Not Submitted) (More Actions, Submit Report)
- Buttons: Add, Edit, Delete, Copy, Allocate, Combine Expenses, Move to
- Table:
 

Alerts	Receipt	Payment Type	Expense Type	Vendor Details	Date	Requested
!	+	Cash	Airfare	American Airlines Seattle, Washington	02/21/2018	\$345.00
						\$345.00

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).

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**⚠ 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.

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### ***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 guide](#) is available. It describes all changes in NextGen Expense.

## **Section 3: Overview**

The Test User feature allows you to safely test SAP Concur functionality within the production environment. Test users are effectively contained from the production environment - they cannot view or configure production data just as production users cannot view or configure test data.

Note that test user is *not* a role assigned to an employee. Instead test user is an *attribute* of an employee. In addition, the concept of a test user extends across most of the SAP Concur products. When an employee is a test user, they are a test user for the following products: Expense, Invoice, Request. When the feature is activated from any of those products, it applies to the other listed SAP Concur products.

This guide describes how to:

- Activate the Test User feature
- Enable and create test users
- Work with SSO
- Create credit card test transactions
- Create an extract of only the test transactions
- Exclude the test transactions from a production (real) extract
- Purge all test transactions
- Deactivate test users



## Safeguards

The system incorporates certain safeguards that, while allowing testing roles and accessing to areas of the product, prevents test roles and data from being incorporated in "real" system operations, such as extracts, credit card transactions, Cognos database, and so on. In addition, you may generate test-only extracts useful for validating bridge programs for extracts. When you complete the testing activities, you may purge the system of all test employee transactional data.

### ***Banner in User Interface for Test User***

When in test user mode, the user interface contains a warning banner across the top of all pages, reminding the user that they are logged in as a test user:

This sample shows the existing UI:

The screenshot shows the Concur Expense report creation interface. At the top, a blue banner displays the message "You are currently logged in as a test user". Below the banner is a navigation bar with "CONCUR", "Travel", "Expense", and "App Center". The main content area is titled "Create a New Expense Report" and includes a "Report Header" section with the following fields:

Report Name	Policy	Report Date	Business Purpose	Comment
Client Meeting	US Expense Policy	02/19/2015	Sales Meeting.	

This sample shows NextGen Expense:

The screenshot shows the SAP Concur NextGen Expense report library interface. At the top, a blue banner displays the message "You are currently logged in as a test user". Below the banner is a navigation bar with "SAP Concur", "Travel", "Expense", and "App Center". The main content area is titled "Manage Expenses" and includes a "REPORT LIBRARY" section with a "View: Active Reports" dropdown. A red box highlights a "Create New Report" button with a plus sign icon.

## What the Test User Feature Can and Cannot Do

Clients can use the Test User feature for a variety of purposes, such as:

- Performing end-to-end testing beginning with credit card transaction import and ending with report extraction
- Validating and adjusting product configurations such as workflow, forms and fields, audit rules, policies, email notification, imaging, and other configurations
- Importing test lists that can be validated prior to releasing for production use
- Creating test extracts to validate bridge programs for extracts
- Creating training materials from the working environment
- Training employees directly in the working environment

Clients *cannot* use the Test User feature for the following purposes:

- In general, mix any test employee, data, or transaction into production data; test data is effectively quarantined from "real" working data
- Testing Travel without the zDemo role, the user *must* have this role to ensure that reservations are automatically cancelled after booking



**IMPORTANT:** Transactions created using the zDemo user role are not marked as test and are not purged using the Purge feature. Use current site techniques to remove Concur Travel transactions created using this role.

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For more information, refer to the *Concur Travel Testing* section of this guide.

- Importing test list items into an existing list being used in production
- Segregate test attendees, attendees types, or attendee forms from production attendees, attendees types, or attendees forms; attendees, attendee types, and attendee forms are available both to test and production users

## Section 4: Before You Begin

Before using the Test User feature, determine what your non-production tasks will be and how best to proceed. For example, if end-to-end testing is desired, a complete set of employees with appropriate roles will be required for workflow testing.

Note the following before activating and using the Test User feature:

- When the feature is activated, an exclusion filter is installed that updates all conditions associated with extracts. This prevents the inclusion of any test transactional data in a standard production extract.
- Test user status is assigned on creation of the employee and can never be changed or status given to any existing employee. This prevents any

employee from having both test expense reports and invoices, and "regular" reports and invoices in the system.

- Clients with Travel integrated with Expense will require additional configuration.



For more information, refer to the *Concur Travel Testing* section of this guide.

## Best Practices

The following list of best practices should be reviewed (Expense detailed below; other products similar):

- **How Many Users?:** The number of test users you create depends upon what tasks you intend to undertake. Typically, you would create at least one set of users that allows an expense report to travel the entire workflow beginning with credit card transaction assignment through expense report extraction. Typically, this would include:
  - ◆ Company Card administrator (to assign test credit card accounts and card transactions to test users)
  - ◆ Expense report submitter
  - ◆ Expense report approver (Manager)
  - ◆ Expense report approver (Authorized Approver—if you use authorized approvers in your workflow then add one for each level of authorized approval in your workflow)
  - ◆ Expense report processor

If you have multiple expense groups, for example for different countries or business units, then you would create one set of the above users for each expense group. If you use expense report submitter or approver delegates, you may want to create test users for these roles.

- **Clear Identification:** Test users should have names, employee IDs, login IDs, bank account numbers, and other identifying attributes that clearly identify the user as a test employee. For example, create a test expense report submitter with a first name of *Test* and a last name of *Submitter01*. Such naming makes it easier to keep track of the purpose of the users within the workflow.

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**NOTE:** Employee IDs and login IDs must be unique, so you cannot use values from actual, production users.

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- **Validation of Workflows:** When testing workflow, you should add a sufficient number of test employees to validate all the workflow steps and workflow rules in all their workflows. Typically, this means running a set of test cases where you create a test report that triggers each workflow rule and workflow step.

## Required Roles

The following administrative roles are required. Note that these roles may not be available at your site. Contact your SAP Concur administrator to determine how best to implement these tasks (<Product> means Expense, Invoice, or Request – Expense used below in examples):

- **<Product> Configuration Administrator:** Activates the feature and creates the test payment types required for the use of credit card test transactions by the Test Expense Credit Card Administrator

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**NOTE:** You may not have access to this role - a Service Request to SAP Concur will allow this task to be completed.

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- **<Product> Configuration (Restricted) Administrator:** Same as the Expense Configuration administrator role, but does not have privileges to purge test user transactions (this requires a Service Request to SAP Concur support)
- **<Product> Processor:** Provides final approval and other tasks for the report or invoice
- **Company Card Administrator (Expense):** Works with test credit card test transactions
- **Shared Configuration Administrator:** Adds the **Is a Test User?** field to the employee profile form

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**NOTE:** You may not have access to this role. A Service Request to SAP Concur will allow this task to be completed.

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- **User Administrator:** Adds the new test employees

### ***Users with a Proxy Role***

Note the following:

- A proxy who is also a test user can work as a proxy **only** for other test users.
- A proxy who is **not** a test user can work as a proxy **only** for other non-test users.

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**NOTE:** The only exception involves internal SAP Concur roles. For example, SAP Concur implementation and support can work as proxies for test users.

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## Section 5: Working With the Test User Feature

The **Allow creation and use of test users** field is used to activate the Test User feature. When selected, an exclusion filter is automatically installed for all extract-related conditions to exclude test transactional data from Production extracts. Activation also enables the system to display the **Is a Test User?** employee field on any employee profile form.

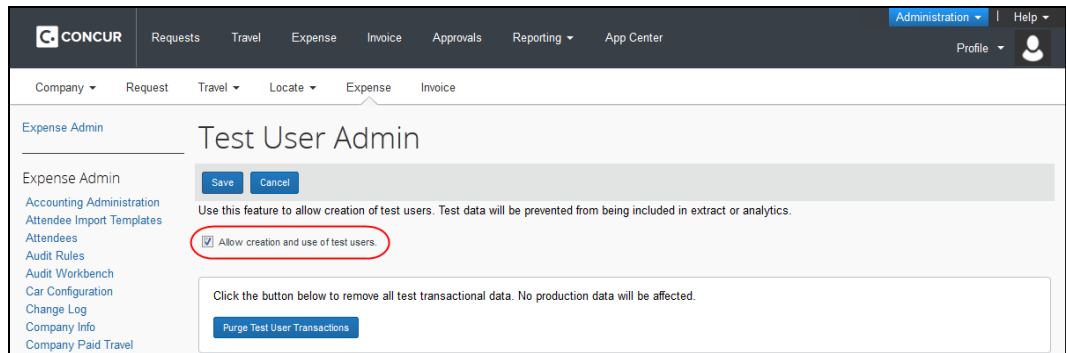
---

**NOTE:** Expense used below; other products similar.

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► **To activate the Test User feature:**

1. Click **Administration > Expense** (or **Invoice** or **Requests**).
2. Click **Test User Admin** (left menu).
3. Select (enable) the **Allow creation and use of test users** check box.



4. Click **Save**.

One of two informational messages appear when the feature is activated:

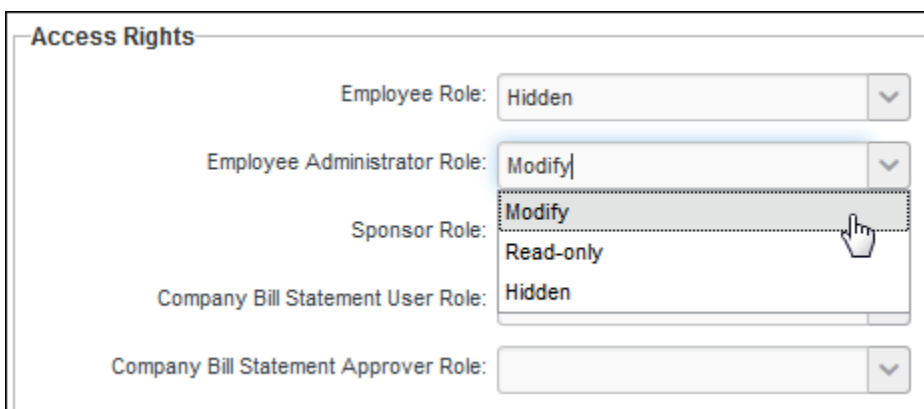
- **Already updated:** If the condition(s) have already been updated, the message "The condition to exclude test users has not been added to any extract criteria, because this condition has already been applied manually or programmatically" appears.
- **Not updated:** If the condition(s) have not yet been updated, the message "The condition to exclude test users has been added to <count> extract criteria" appears.

### Creating the Test User: Configure and Add the *Is a Test User?* Field

Once the Test User feature is activated, the **Forms and Fields** page is used to add the **Is a Test User?** field to the employee form. Selecting this field for each new test employee lets the system use options to treat this employee type differently in terms of creating extracts and purging transactional data. Otherwise, the employee's testing actions are treated exactly as any other employee.

▶ **To configure the *Is a Test User?* field:**

1. Click **Administration** > **Expense** (or **Invoice** or **Requests**).
2. Click **Forms and Fields** (left menu).
3. In the **Form Type** list, select *Employee*.
4. Click the **Fields** tab.
5. Click the **Is a Test User?** field.
6. Click **Modify Field**.
7. In the **Employee Administrator Role** list, click *Modify*.



8. Click **Save**.

▶ **To add the *Is a Test User?* field to the employee form:**

1. Click the **Forms** tab.
2. Click the desired employee form.
3. Click **Add Fields**.
4. Click **Is a Test User?**.

### Add Fields to Forms ✕

Field Name	Site Requi...	Data Type	Status
Cash Advance Balance	No	Amount	Active
City	No	Integer	Active
Concur ID	No	Text	Active
Custom 01	No	Text	Active
Custom 05	No	Text	Active
Custom 06	No	Text	Active
Custom 07	No	Text	Active
Custom 08	No	Text	Active
Custom 09	No	Text	Active
Custom 10	No	List	Active
Is a Test User?	No	Boolean	Active
Custom 12-CES Reserved	No	Text	Inactive

Add Fields
Cancel

5. Click **Add Fields**.

## Creating the Test User: Assigning the Test User Status

The User Administrator tool is used to create one or more test employees, each marked as a test user. Employees marked as test users work within a production environment exactly like regular employees without worry that test users' transactional test data will affect real (production) data.

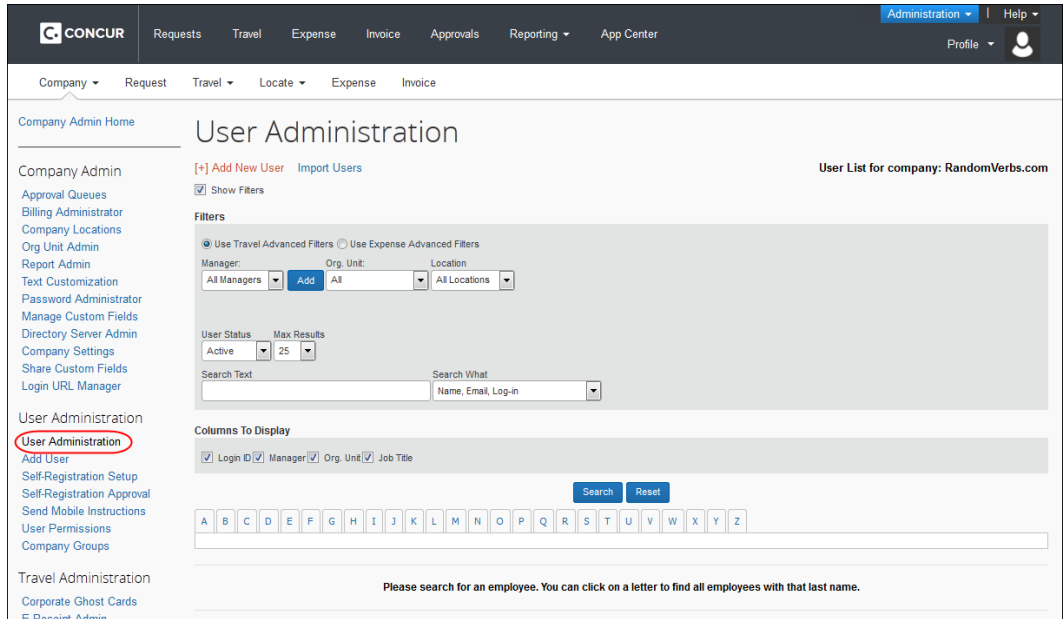
---

**NOTE:** The test user is *not* a role assigned to an employee. Instead, test user is an *attribute* of an employee.

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► **To assign the test user attribute to an employee:**

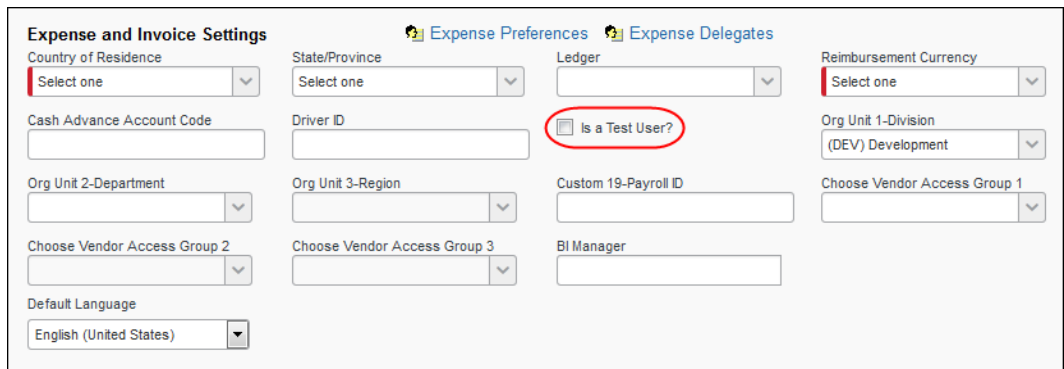
1. Click **Administration > Company > Company Admin**.
2. On the **Company Administration** page, click **User Administration** on the left menu.



3. Click **Add New User**.
4. Begin configuration of the employee. This includes assigning a Login ID and password that you will use to log in as this test user.

**NOTE:** The Login ID must use a valid **@domain** value for your organization because this is how the system recognizes that this user belongs to your organization.

5. In the **Expense and Invoice Settings** section, select the **Is a Test User?** check box.





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**⚠ WARNING!** When adding each employee, you *must* select the **Is a Test User?** check box at the time of employee creation. This is *critical* as this action cannot be taken after initial setup of the employee.

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6. Continue to configure the new employee as needed for testing purposes.

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**NOTE:** As a safeguard, the system *prevents* assigning the test user attribute to an existing user. Otherwise, it could allow a situation where a user could have a combination of production and test expense reports. The Test User functionality relies upon test employees having *only* test expense reports.

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## Cloning Test Users

Expense and Invoice clients are now able to automate the process of creating test users to test new functionality quickly and efficiently. To do this, the client can clone an already existing user to create the desired number of test users (up to 50 at a time, 999 in total) to test workflow and new features.

▶ **To access Test User Admin:**

1. (Optional) In Expense, click **Administration > Expense > Expense Admin.**
2. (Optional) In Expense, click **Administration > Invoice > Invoice Processing Admin.**

The screenshot displays the 'Test User Admin' interface with three main sections:

- Test User Setting:** A section with a dark header. Below it, a text box states: 'Use this feature to allow creation of test users. Test data will be prevented from being included in extract or analytics.' A checkbox labeled 'Allow creation and use of test users.' is checked. At the bottom of this section are 'Save' and 'Cancel' buttons.
- Purge Test User Transactions:** A section with a dark header. Below it, a text box states: 'Click the button below to remove all test transactional data. No production data will be affected.' A blue button labeled 'Purge Test User Transactions' is present.
- Clone Test Users:** A section with a text box stating: 'Use this feature to clone test users from existing employees.' Below this are two input fields: 'Test User to Clone' and 'Number of Cloned Users to Create (Maximum 50)'. A blue button labeled 'Clone Test Users' is at the bottom.

► **To clone test users:**

1. On the **Test User Admin** page, select (enable) the **Allow creation and use of test users** check box to view the test user clone section.

Test User Admin

Test User Setting

Use this feature to allow creation of test users. Test data will be prevented from being included in extract or analytics.

Allow creation and use of test users

Save Cancel

2. In the **Test User to Clone** field, type in the user that you would like to clone. Once you start typing in the user name, the system will search and return a match if one exists.

Use this feature to clone test users from existing employees.

Test User to Clone

Number of Cloned Users to Create (Maximum 50)

Clone Test Users

3. In the **Number of Cloned Users to Create (Maximum 50)** field, type the number of test users that you would like to use for testing.

Use this feature to clone test users from existing employees.

Test User to Clone

Number of Cloned Users to Create (Maximum 50)

Clone Test Users

4. Click **Clone Test Users**.

Use this feature to clone test users from existing employees.

Test User to Clone

Number of Cloned Users to Create (Maximum 50)

Clone Test Users

The test users appear in a table below the **Clone Test Users** button.

Use this feature to clone test users from existing employees.

Test User to Clone

Number of Cloned Users to Create (Maximum 50)

Clone Test Users

First Name	Last Name	Login ID	Email Address	Employee ID	Password
Clone	User2	CloneUser2@commasavvy.com	CloneUser2@commasavvy.com	cu2	welcome1
Clone	User3	CloneUser3@commasavvy.com	CloneUser3@commasavvy.com	cu3	welcome1
Clone	User4	CloneUser4@commasavvy.com	CloneUser4@commasavvy.com	cu4	welcome1

These test users will have the same permissions, roles, and groups as the source user from which they were cloned. However, their preferences will not be copied over but instead set to the default preferences.

## Searching for Test Users

The User Administrator can elect to perform a search that includes or excludes Test Users from the search result. To use this feature, click **Administration > Company > Company Admin > User Administration**. Then, ensure the **Show Filters** and **Use Expense Advanced Filters** options (as examples; other products similar) are selected (enabled). Select one of three options under **Expense Test Users**:

- **All Users:** *The default;* does not filter against Test User
- **Exclude Test Users:** Do not include users of type *Test User* in the search.
- **Only Test Users:** Include users of type *Test User* in the search.

---

**NOTE:** This filter appears only if the system detects that there are Test Users in the system; otherwise, this option is unavailable.

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In the figure below, the search will only be conducted on users who are of type *Test User*; all other user types are ignored:

The screenshot shows the 'User Administration' interface. At the top, there are links for '[+] Add New User' and 'Import Users'. Below that is a checked checkbox for 'Show Filters'. The 'Filters' section is expanded, showing two radio buttons: 'Use Travel Advanced Filters' (unselected) and 'Use Expense Advanced Filters' (selected). Under 'Expense Test Users', there are three dropdown menus: 'Manager:' (set to 'All Managers'), 'Employee Group Configuration:' (set to 'All Users I Can Access'), and 'Expense Test Users' (set to 'Only Test Users'). The 'Expense Test Users' dropdown menu is open, showing three options: 'All Users', 'Exclude Test Users', and 'Only Test Users' (highlighted with a mouse cursor). Below these are 'User Status' (set to 'Active') and 'Max Results' (set to '25'). At the bottom, there is a 'Search Text' input field and a 'Search What' dropdown menu (set to 'Name, Email, Log-in').

## Using the Test User Feature Under Travel

Travel does not use the **Is a Test User?** field to identify test data, so tests of Travel require some additional configuration. Contact your Travel Administrator to coordinate testing across the SAP Concur products.



For more information, refer to the *Concur Travel Testing* section of this guide.

## Using the Test User Feature Under Single Sign On (SSO)

Single Sign On (SSO) allows a production user to access different company environments seamlessly, having signed in as a known user only once. People wanting to access test users, however, are essentially acting under two distinct identities: their day-to-day work identity (i.e. production users) and their test-user-related work identity (i.e., test users).

Unless you set up test users with logins in the SSO system, there is no way for production users to log in as test users because the SSO system does not recognize the test users. For this reason, the test users must log in using the login page. This allows enforcement of SSO for production use while allowing access to test users for non-production use.

To log in using the login page, enter this URL into your web browser address field, [www.concursolutions.com](http://www.concursolutions.com). The system displays the login page.

Enter the Login ID and password you assigned to the test user in the **User Name** and **Password** fields and click **Login**.

## Disabling (Deactivating) Test Users

Test transactional data associated with a test employee cannot be removed if the employee is deactivated. Be sure to remove the test data prior to deactivating the employee.



For more information, refer to the *Purging Test Transactions from the System* section in this guide.

### ▶ **To deactivate a test employee:**

Using User Administration, apply a status of Inactive to the employee.

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**NOTE:** You **cannot** clear the **Is a Test User?** check box to remove this attribute from an employee. This check box is **not** available after initial setup of each employee.

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## Purging Test Transactions from the System

When you have completed all testing, the test transactions can be purged by the Configuration administrator using the user interface. This action is *not* available to the Expense Configuration (Restricted) administrator, and the administrator does not need to be a Test User to perform this task.

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**NOTE:** The procedure below shows Expense.

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### ***Purging Test User Data From the System***

#### ▶ **To remove test employee transactions from the system:**

In Test User Admin, click **Purge Test User Transactions**.

The screenshot shows the 'Test User Admin' interface. At the top, there are 'Save' and 'Cancel' buttons. Below them is a text box: 'Use this feature to allow creation of test users. Test data will be prevented from being included in extract or analytics.' There is a checked checkbox labeled 'Allow creation and use of test users.' Below this is another text box: 'Click the button below to remove all test transactional data. No production data will be affected.' At the bottom of this section is a blue button labeled 'Purge Test User Transactions', which is circled in red.

## Section 6: Concur Travel Testing

### Overview

These guidelines detail how to set up a test user account within Concur Travel that allows non-billable test bookings. This process does not use the **Is Test User?** employee attribute.

### Benefits

Creating a test user account provides several benefits:

- Allows companies to test new features before company-wide rollout
- Allows companies to test features without being billed by SAP Concur for the transaction
- Allow fulfillment travel agencies to create bookings to test their mid and back office environments
- Filters the Travel reports to exclude test user bookings
- For T&E customers, allows for end to end testing from travel booking to expense report submission

### Configuration

The following steps should be taken to set up the test user account.

1. Create a user whose first name is "William" and last name is "Never". The name "William Never" will ensure that SAP Concur will not bill for the reservation. However, the use of fake names can incur debit memos, which are administrative fees charged to the fulfillment travel agency by various airlines; be sure to confirm name assignment with your fulfillment travel agency.
2. Assign the user a Login ID that begins with "testbooking."  
Example: [testbooking@concur.com](mailto:testbooking@concur.com)

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**NOTE:** You can define multiple test accounts for different scenarios, such as [testbookingsabre@concur.com](mailto:testbookingsabre@concur.com) and [testbookingapollo@concur.com](mailto:testbookingapollo@concur.com).

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3. Assign the zDemo user permission (Professional Travel only). This permission ensures that bookings created within the product are not automatically booked in the GDS. It is specifically designed to never send the reservation for ticketing. SAP Concur will automatically cancel the reservation 2-5 hours after booking.
  - ◆ For clients with Travel and Expense, the zDemo permission can be combined with the Is Test User? attribute to provide additional test information. A user with both the Is Test User? attribute and the zDemo permission that books travel will automatically receive demo card

transactions in Expense, matching the dates of the booked trip. These card transactions can be added to an expense report to test the entire process end to end.

4. Log in as this user and assign test credit card(s). Available test credit cards:

Card Type	Card Number	Number of Characters
MasterCard	5105 1051 0510 5100	16
MasterCard	5555 5555 5555 4444	16
VISA	4111 1111 1111 1111	16
VISA	4012 8888 8888 1881	16
VISA	422 222 222 222 2	13
American Express	3782 822463 10005	15
American Express	3714 496353 98431	15
American Express Corporate	3787 344936 71000	15
Diners Club	3852 000002 3237	14
Diners Club	3056 930902 5904	14
Discover	6011 1111 1111 1117	16
Discover	6011 0009 9013 9424	16
JCB	3530 1113 3330 0000	16
JCB	3566 0020 2036 0505	16

You will need to assign a real/live credit card for the following scenarios:

- **Post Ticket Change:** A live card is required for the initial ticketing as well as the exchange.
- **Direct Connects and Instant Purchase:** Some vendors require a live card for all bookings.

## Testing Guidelines

SAP Concur recommends the following guidelines for testing in Travel:

- Work with your fulfillment travel agency to review test booking users, define test scenarios, including which vendors to test/avoid
- Book at least six months out
- Verify the hotel cancellation policy to avoid an instant purchase, deposit or non-refundable fare type
- Choose a refundable fare when possible
- Do not book more than one reservation for the same dates and city pairs, the same carrier and traveler

- If you are working in a market where the customer wants to see specific city-pairs, airlines or routes, use different dates for each of the booking requests
- Always use the test credit card when possible
- Ensure your booking has been cancelled or cancel yourself
- Coordinate testing across SAP Concur products, if applicable



For more information about testing a particular vendor, refer to the appropriate/applicable *Travel Service Guide* available on the SAP Concur support portal or in Travel Administration online help.

## Section 7: Appendix A—Testing Guide for Specific Features

The following section includes details on testing specific areas within the supported products. Some sections apply only to specific products, such as Expense or Invoice, while others apply globally to two or more products.

### Working with Groups

#### ***Leveraging Groups with Test User***

A powerful capability within each product is the concept of groups. Groups provide a means to segregate the functionality that various groups of employees may interact with. For example, employees who are located in one country or are in one business unit have different data entry and policy compliance requirements than those located in another country or business unit. Groups allow employees in these countries/business units to have different data entry, policy compliance, and other functionality.

Groups can also be a helpful tool when doing non-production tasks. That is, test users can be placed in a test group, thus restricting them from production groups.

#### ***About Group Configurations***

Configurations for each of these groups are controlled using group configurations. A group configuration is a collection of one or more expense, invoice, tax, or travel allowance groups that share the same configurations.

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**NOTE:** Contact your SAP Concur Implementation or SAP Concur support specialist to assist you with creating the group configurations.

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#### ***Using Groups and Group Configurations***

With a test group, it is possible to assign group-aware configurations to a test group configuration without impacting the configurations and associated functionality in Production group configurations.



**EXAMPLE: ADDING A COUNTRY**

As an example, using test groups is ideal when adding a new country. In this scenario, there is typically a group configuration, a tax group, and possibly a travel allowance group configuration set up for the country. Each of these groups can act as test groups to validate the expense, tax, and travel allowance configurations for the new country.

Taking this a step further, you can create test users with their associated **Country** field (on their user profile) set to this country, thus causing the system to assign these user types specifically to these groups. Under this scenario, you can perform a set of user acceptance test cases, each validating the configurations and associated functionality to ensure the functionality meets your requirements. Once satisfied, you can purge all test data and users and then add production users for this country.

**EXAMPLE: ADDING A BUSINESS UNIT**

Using a test group is also ideal when adding a new business unit that requires its own group. As with adding a new country, there will be an expense group configured for the business unit to be added. You can create test users with their user profile set so the system will assign these users to this group. How the profile is set depends on how your organization defines expense groups. Typically, this is determined by a field that is a list of business units.

As described above, you can perform a set of user acceptance test cases that validate the configurations and associated functionality to ensure the business unit meets your requirements. Once satisfied, you can purge all test data and users and then add production users for this business unit.

Groups can also be helpful even when not adding a new country or business unit. If you want to validate a group-aware configuration *prior* to enabling it for production use, you can arrange for SAP Concur to set up a test group configuration. Test users can then be created with their user profile set so the system will automatically assign these users to this group. As above, successful user acceptance testing and validation of the configuration and associated functionality allows assignment to appropriate Product expense groups.

**Group-Aware Configurations**

Much functionality is controlled by configurations. Most configurations are *group-aware*. A group-aware configuration is one that can be applied to a group without impacting the configurations for another group.

There are three categories of group aware configurations:

- **Groups:** These configurations relate to the group the employee filing the report or invoice belongs to. Common examples are expense types, data entry forms, approval routing, audit rules, and email reminders.
- **Tax Groups:** These configurations relate to calculating tax and reclaim amounts. The employee's country determines the employee's tax group.

- **Travel Allowance Groups:** These configurations relate to calculating travel allowance. The employee's country determines the employee's travel allowance group.

### ***Non-Group Aware Configurations***

There are a few configurations that apply universally to *all* users, regardless of what groups they belong. For example, attendee spends tracking-related configurations such as attendees, attendee types, and attendees forms. Note that, for these configuration types, there is no viable method to validate these configurations prior to production users accessing them.



For more information, refer to the product-specific document, for example, the *Expense: Expense Group Configurations Setup Guide*.

## **Expense: Working With Credit Card Test Transactions**

### ***About Credit Card Test Transactions***

Credit Card transactions can be included as a testing component when using the Test User feature. This feature allows the administrator to:

- Create a payment type that is easily identifiable as a *test* payment type
- Create test card accounts and transactions
- Allow a Test Expense Company Card administrator to work with test credit card transactions while excluding these same transactions from the working, "real" production data

As with creating test employees and reports, these transactions are effectively quarantined from production data, allowing test credit card transactions alongside "real" data in the production environment. Safeguards include the following:

- Test card transactions may only be assigned to test users, and test users can *never* be assigned non-test card transactions.
- A Company Card administrator configured as a test user is a Test Company Card administrator and a Processor configured as a test user is a Test Processor.
- A search conducted by a Test Company Card administrator will *never* return a non-test user employee or transaction.
- Test users are always allowed to delete test card transactions, without regard to the company card administrator setting to allow or not allow users to delete card transactions. This ensures that test data may be cleaned up for an individual test user as needed.
- On purge, *all* test card transactions (and only card transactions of this type) are removed from the system.

## ***Creating the Test Credit Card Transaction Type***

Configuring the system for credit card test transactions is a three-step process.

- First, a test credit card import is set up.
- Then, a test user is granted the Expense Company Card administrator role. This creates the Test Company Card administrator role.
- Lastly, the Test Company Card administrator assigns test card accounts and card transactions to test users with the Expense User role allowing them to assign test card transactions to expense reports and submit these reports.

## ***Creating a Test Credit Card Import***

SAP Concur will arrange to import a test credit card feed for your organization. When the system imports this feed, it will do the following to make it a test credit card feed:

- To ensure the test account number is distinct from production account numbers in the original credit card feed, the system will append a code – the letter "T" precedes the account number – to all test account numbers, making these accounts test accounts.  
**NOTE:** The "T" is added to the column  
CT\_CREDIT\_CARD\_ACCOUNT.ACCOUNT\_NUMBER  
CT\_CREDIT\_CARD\_TRANSACTION.TRANSACTION\_ID
- Mark the card transactions associated with these test accounts as test card transactions.

Test accounts and card transactions may be assigned *only* to test users. Production users *cannot* access test card transactions. This prevents test transactions appearing in production reports.

Here is what is involved in creating a test credit card import:

- Submit a Service Request asking SAP Concur to set up a test credit card import. An SAP Concur consultant will contact you to make the necessary arrangements outlined below.
- Determine what you would like to use as the source file for the credit card import. Typically, this would be a production credit card file previously processed that you would like to use for test purposes. However, it could also be a production card file you have edited to remove any sensitive data. Your SAP Concur consultant will be able to assist you with this decision.
- The SAP Concur consultant will set up a test payment type and assign this to the credit card import job that will import test credit card feeds. With the test payment type in place, the credit card import job will convert the source file into test card accounts and card transactions.

## IMPORTANT: CLEARING ACCOUNT CODE

If the credit card is a **Company Billed/Company Paid (CBCP)** card there must be a **Clearing Account Code** assigned to the card. The **Clearing Account Code** must exist in order for an employee to submit a company card transaction expense in an expense report for an expense marked as a Company Billed/Company Paid (CBCP) expense. Otherwise, the employee will receive an error message stating that this field was not completed and will not be able to submit the expense report.

By setting up the test payment type with a clearing account code, the system will assign this code to all card accounts that use this payment type. If this is a CBCP, then you should specify to the SAP Concur consultant which Clearing Account Code you want to use for this card. If this is not done, then you must manually enter this code for each test account number you assign to a test user.

### Creating the Test Payment Type

With the Test User site setting enabled, the **Test Payment Type** check box is exposed in the **Payment Type** page and may be selected to create a payment type specific to testing (Expense detailed below; other products similar).

#### ► To create a test payment type:

1. Click **Administration > Expense**.
2. Click **Payment Types** (left menu). The **Payment Types** page appears.
3. Click **New** to open the **Payment Type** window.
4. Create the payment type, being sure to configure as follows:
  - ◆ **Payment Type Code:** Select a valid code for a credit card (a credit card test transaction *cannot* be cash or company paid).
  - ◆ **Test Payment Type:** Select (enable) this check box to ensure that this payment type is recognized by the system as a component of the Test User feature.

5. Click **Save**.

---

**NOTE:** The **Test Payment Type** check box is *not* available on the **Edit Payment** page to prevent unintentional mixing of the payment type into the production payment types.

---

### **Configuring Test Administrators**

A Company Card administrator configured as a test user is a Test Company Card administrator, and a Processor configured in this way is a Test Processor. These roles are permitted to manage only test transactions, users, and test-enabled areas of the system. This is done for ease of searching and working with the users, accounts, and data under the Test User feature.



For information about assigning both the required role and the test user attribute to the employee, refer to the *Assign test user status to the new employee* section in this document.


### **Assigning Test Accounts and Transactions to Test Users**

Until test card accounts are assigned to test users, test transactions will not appear automatically on test users' **Company Card** page within Expense. Once the credit card import job has imported the test credit card feed, the Test Company Card administrator can then assign card accounts to test users using the Expense Company Card Administrator tool.

#### **▶ To assign accounts:**

1. **Administration > Company > Tools.**
2. Click **Company Card** (left menu).
3. Click the **Manage Accounts** tab.
4. In the **Manage Accounts** page, enter the appropriate search criteria to locate an employee, and then click **Search**.  
**TIP:** Select **Include Deleted Accounts** to return a full list of all card types.
5. Select a record from the rows that display.
6. Click **Assign**. The Assign **Account with Name on Card** window displays.
7. Input the following information:
  - ♦ **Transaction Release Period (days):** Enter a positive whole number from 1 to 999. This number, subtracted from the date of card assignment, specifies the beginning of the date range in which the post date of a transaction must fall for the transaction to be released to the user at card assignment. The date of card assignment represents the end of that date range.

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 The **Transaction Release Period** setting applies *only* to those transactions imported using a configurable importer. Refer to *Settings* in this guide for more information on the **Transaction Release** setting.

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- ◆ **Search:** Enter a minimum of three characters of the last name of the employee you will assign the card account to

8. Click **Assign**.

Once you assign all the test account numbers to test users, for any subsequent test credit card imports you have, the credit card import will use these card account assignments to automatically assign the card transactions associated to these accounts to the appropriate test users.

## Working with Extracts

### ***Creating a Test User-Only Extract***

Contact SAP Concur directly to configure a test employee-only extract. This extract features only the data created by test employees in the system and excludes all production data.

This extract is created by the Technical Consultant who will perform the following steps:

- The Extract Copier tool is used to create a copy of the existing extract
- Conditions associated with the extract are edited within Condition Editor to expressly *include* only test employees and exclude all other employees
- If no conditions exist, they are created to perform this function in the test employee-only extract

### ***Excluding Test Transactions from a Production Extract***

Contact SAP Concur directly to configure a production employee-only extract. This extract features only the data created by production ("real") employees in the system and excludes all test transactional data.

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**NOTE:** A filter that prevents test transactional data from being included in a true extract is automatically installed to every extract condition that has not yet already been updated. This filter is installed when the feature is first activated (refer to *Activating the Test User Feature* in this guide).

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This extract is edited by the Technical Consultant who will edit the "real" extract to specifically *exclude* test employee data. This is done either manually, using the Condition Editor, or programmatically, using a stored procedure

## Section 8: Appendix B—List of Tables Affected by Purge

The following is a reference list of tables whose data is changed following the purging process:

CT_REPORT	CT_TR_EXCEPTION
CT_REPORT_ENTRY	CT_TR_COMMENT
CT_REPORT_EXCEPTION	CT_EMAIL_JOB_RPT_MAP
CT_ATN_ENTRY_MAP	CT_EMAIL_JOB_TR_MAP
CT_WORKFLOW_STEP_INSTANCE	CT_EMAIL_JOB_CCT_MAP
CT_WORKFLOW_PROCESS_INSTANCE	CT_EMAIL_JOB_CA_MAP
CT_CREDIT_CARD_TRANSACTION	CT_EMAIL_JOB_REQ_MAP
CT_CREDIT_CARD_ACCOUNT (UPDATE)	CT_REPORT_ENTRY_TAX_ALLOC
CT_EXPENSE_COMMENT	CT_REPORT_ENTRY_SEGMENT_MAP
CT_JOURNAL	CT_TA_ITIN_REPORT_MAP
CT_CAR_LOG_ENTRY	CT_REPORT_ENTRY_EXTN
CT_TA_ITINERARY	CT_REPORT_ENTRY_TICKET_USAGE
CT_TA_ITINERARY_ROW	CT_REPORT_PAYMENT_CONF
CT_TA_DAY	CT_AS_QUEUE
CT_CAR	CT_AS BILLING
CT_CAR_PERIOD	CT_AS_REPORT_REASON_CODE_MAP
CT_TA_FIXED	CT_EMP_BANK_ACCOUNT_HIST
CT_TA_REIMBURSABLE	CT_ATTENDEE_EXCEPTION
CT_REPORT_ENTRY_TAX	CT_REPORT_EXCEPTION_ATN_AMT
CT_CASH_ADVANCE	CT_REPORT_TRAVEL_REQUEST_MAP
CT_CASH_ADVANCE_ENTRY	CT_TR_EXCEPTION_ATN_AMT
CT_CASH_ADVANCE_REPORT_MAP	CT_ATN_TR_ENTRY_MAP
CT_CASH_ADVANCE_COMMENT	CT_EMP_MERCHANT_NAME_EXP_PREF
CT_PARENT_ENTRY_TOTALS	CT_EMP_MERCHANT_CODE_EXP_PREF
CT_AUDIT_REPORT_REVIEW	CT_PERSONAL_CARD_TRANSACTION
CT_AUDIT_REPORT_EXCEPTION	CT_PERSONAL_CARD_ENTRY
CT_ALLOCATION	CT_PERSONAL_CARD_ACCOUNT
CT_LIST_STAGING	CT_MRU
CT_TRAVEL_REQUEST	CT_EMP_ATN_MAP
CT_TRAVEL_REQUEST_ENTRY	