

Concur Expense: Cash Advance Admin

User Guide

Last Revised: August 27 2021

Applies to these SAP Concur solutions:

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

Table of Contents

Section 1: Permissions	1
Section 2: Overview	1
Typical Cash Advance Process.....	1
Receiving Email Notifications of a Cash Advance Pending Issuance	2
Cash Advances Using a Company Card.....	2
Imported Transactions of Type Cash Advance	3
Directly Issued and Auto-Issuance Cash Advances.....	3
Section 3: Cash Advance Admin Tool.....	3
Section 4: Procedures	4
Accessing Cash Advance Admin.....	4
Searching for Employees.....	5
Viewing an Employee's Balance and the Cash Advance Details	5
Issuing or Sending Back a Cash Advance.....	8
Entering and Issuing a Cash Advance in One Step	9
Creating and Issuing the Cash Advance.....	9
Searching for Cash Advances.....	11
Recording Cash Returned Manually by the Employee	12
Configuring Expense for this Feature	13
Using the Feature.....	13
What the User Sees	14
Issuing a Cash Advance Automatically Without Manual Review.....	15

Revision History

Date	Notes / Comments / Changes
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
August 27, 2021	Added information about the Auto-Issuance Step for Cash Advance Request workflow that automates the issuance of a cash advance to the requestor.
January 8, 2021	Updated the copyright; added Concur to the cover page title; cover date not updated
June 8, 2020	Changed "Authorization Request" to "Concur Request" in Request guide references to align with Concur Request product branding.
April 13, 2020	Renamed the Authorization Request check box to Request on the guide's title page.
January 2, 2020	Updated the copyright; no other changes; cover date not updated
January 7, 2019	Updated the copyright; no other changes; cover date not updated
April 5, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
March 7 2018	Updated the copyright; no other changes; cover date not updated
July 26 2017	<p>Added a clarification note: Even if the employee returns the entire outstanding balance, the employee will continue to see the cash advance balance, \$0.00, in their profile until the extract job runs. The extract job changes this status from Issued to Completed and removes the cash advance from the employee's profile.</p> <p>Added a clarification note: Exchange rates can be auto-populated when the cash advance has a date entered if both of these settings (Expense Admin > Site Settings page) are enabled:</p> <ul style="list-style-type: none"> • Allow Cash Advance Administrator to Create & Issue Cash Advances • Update Cash Advance exchange rate on expense entries
December 14 2016	Changed copyright and cover; no other content changes.
October 28 2016	Updated the guide content to new corporate style; no content changes.
April 10 2015	Added information about viewing attached images.
February 17 2015	Removed references to the current UI; no other content changes
January 16 2015	<p>Updated the screen shots to the enhanced UI</p> <p>Clarified time on the email notifications</p>
October 14 2014	Added information about the two user interfaces; no other content changes
March 11 2014	Added information about the Send Back to Employee button
January 17 2014	Added information about directly issuing cash advances and new functionality on the Cash Advance Admin page.
October 18 2013	Addition of the <i>Provide Default Exchange Rate for Cash Advance Issuance</i> setting to the Site Settings tool – this displays the default exchange rate to the Cash Advance administrator in the Cash Advance Details dialog box when issuing cash advances in a foreign currency

Date	Notes / Comments / Changes
April 3 3012	<p>Removed all references to the <i>legacy</i> Authorization Request feature in Concur Expense</p> <p>Changed any references to Concur's Travel Request service to either Request or to Authorization Request, depending on the situation</p> <p>No other content changes</p>
December 28 2012	Made rebranding and/or copyright changes; no content changes
Sept 14 2012	<p>The Cash Advance administrator can now:</p> <ul style="list-style-type: none"> • Issue a cash advance on behalf of an employee • Record the amount of cash returned by an employee using the Cash Advance Admin tool
January 20 2012	Added note that Cash Advance admin can receive email notifications for pending cash advance issuance via the User Admin setup for this role
November 23 2011	Added a reference to cash advances in Travel Request
April 15 2011	This tool has moved to the <i>current</i> user interface and named Cash Advance Admin
March 18 2011	Clarify that imported company card transactions mapped to cash advance will be hidden in Company Card > Manage Transactions if the user they are to be assigned to does not have a cash advance account code set up
December 31 2010	Updated the copyright and made rebranding changes; no content changes
December 2009	Changed to stand-alone user guide; no content change
Jul. 2008 (SU 33)	<p>Added information about the two available user interfaces:</p> <ul style="list-style-type: none"> • <i>Classic</i> user interface • <i>Current</i> user interface
Jan. 2008 (SU27)	Cash Advance Administrator role may now view an employee's cash advance history using the Cash Advance List page

Cash Advance Admin

Section 1: Permissions

You may or may not have the correct permissions to use this tool. You may have limited permissions, for example, you can affect only certain groups and/or use only certain options (*view* but not *create* or *edit*).

If you need to use this tool and do not have the proper permissions, contact your company's Concur administrator.

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

Section 2: Overview

Typical Cash Advance Process

Depending on company policy, employees may be able to request a cash advance before going on a trip or incurring an expense. Requesting a cash advance is typically a three-step process:

1. If an employee is allowed to use cash advances, the employee creates and submits the cash advance request in Expense.
2. Once submitted, the request is routed to the employee's cash advance approver.

NOTE: The cash advance approver may or may not be the employee's manager and can be different from the employee's expense report approver.

3. Once approved, the cash advance request is sent to a Cash Advance administrator who reviews it and then either issues it or returns the request to the user (for example, for more information).

NOTE: In this case, the term "issue" means final approval in Expense.

Once the Cash Advance administrator "issues" the cash advance, the company pays the actual cash to the employee. Eventually, the employee must create an expense report to account for the cash.

Note the following about the cash advance workflow:

- Like Expense, there may be more than one cash advance approver identified in a cash advance workflow.
- An approval step is not actually required. If there is no approval step, then the request goes directly to the Cash Advance admin.

Receiving Email Notifications of a Cash Advance Pending Issuance

This feature can be configured so the Cash Advance admin receives emails of pending cash advances on the **Company Admin** page, using the **User Permissions** option on the left menu. Assign the Expense Cash Advance Administrator role to one or more users. On the bottom of that same page (below the group assignment area) select (enable) the **Send Cash Advance Pending Issuance Emails** check box.



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

NOTE: These emails are sent immediately to the outbound email queue when the cash advance request is routed to the Cash Advance admin. The admin generally receives the email within minutes.

The only reason that an email is delayed is if there are issues with the outgoing or incoming email systems.

Cash Advances Using a Company Card

Cash advances can also occur through an employee's company charge card or ATM. If this is the case, then the above steps would not be applicable because the cash advance has already been issued by the company card vendor, is not requested by the employee within the system, and will not follow an approval process or workflow.

However, company card cash advances or those transactions coming from a company card feed (see below) are accessible from the **Cash Advance List** page within Expense and *are not displayed on the **Company Card** page.*

If an employee uses a company card to receive an ATM cash advance but that employee's group does not support cash advances, a **Cash Advance List** page appears in Expense for that employee, but there will not be a **Cash Advance Request** link available for other cash advances.

Imported Transactions of Type Cash Advance

The CCCI importer will detect if a transaction of type *ATM Withdrawal* is imported as a cash advance. However, if no cash advance account code is associated with the owner of the imported cash advance, the system allows the import but automatically hides the transaction and allows assignment only after the account code is created for the user. At that time, the admin can assign the transaction manually.



For more information about searching for and assigning hidden cash advance transactions to an employee, refer to *Expense: Company Card Administrator User Guide*.

Directly Issued and Auto-Issuance Cash Advances

The Cash Advance admin can issue a cash advance directly to a user – without waiting for the user to submit a request – if the user has a cash advance account code assigned. If the Cash Advance feature is not enabled for that user's group, the user can utilize the issued cash advance but cannot request any additional advances.

Additionally, the Cash Advance tool can be configured to automatically perform the issuance of a cash advance to the requestor. Doing this systematically replaces the step of Manual Issuance and instead automatically processes an approved cash advance request for issuance based on configuration of the rule and action underlying the condition for this step.

Section 3: Cash Advance Admin Tool

The Cash Advance Admin tool is used by a client user/administrator with the Cash Advance Administrator role. With the Cash Advance Admin tool, the administrator can:

- Review cash advance history of employees
- Issue cash advances
- Send cash advance requests back to the user (perhaps for more information)
- Record manually-returned cash amounts from an employee
- View employee balances

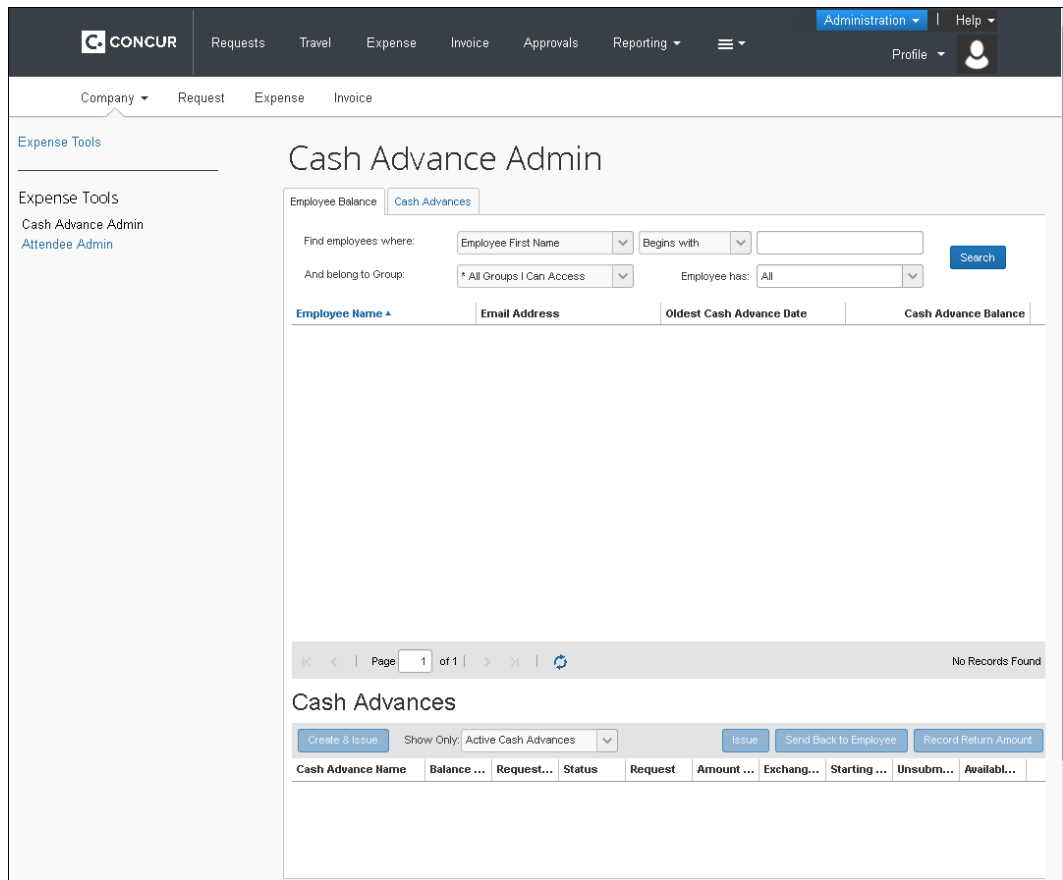
NOTE: If the company uses Concur Request and users can request cash advances in Request, then request information may appear in Cash Advance Admin. For more information, refer to the *Concur Request: Cash Advance Setup Guide*.

Section 4: Procedures

Accessing Cash Advance Admin

▶ **To access Cash Advance Admin:**

1. Click **Administration > Company > Tools**.
2. Click **Cash Advance Admin** (left menu). The **Employee Balance** tab of the **Cash Advance Admin** page appears.



- ◆ Use the **Employee Balance** tab to search for employees with cash advances – with or without outstanding balances – and to create and issue a cash advance (if configured for your site).
- ◆ Use the **Cash Advances** tab to search for cash advances that have not yet been issued.

NOTE: If the company uses Concur Request and users can request cash advances in Request, then request information may appear in Cash Advance Admin. For more information, refer to the *Concur Request: Cash Advance Setup Guide*.

Searching for Employees

You can search for employees using the following parameters:

- Specific employee information (such as employee name)
- Oldest Cash Advance Date
- Cash Advance Balance

Employees that match these parameters will appear in the search results, regardless of whether they have an outstanding cash advance balance.

Viewing an Employee's Balance and the Cash Advance Details

► **To view cash advance details:**

1. Search for an employee.
2. Click the name of the employee. The employee's active cash advances appear at the bottom of the page.

Cash Advance Name	Requested...	Status	Amount Re...	Exchange R...	Starting Bal...	Unsubmitt...	Available B...
Cash for trip	08/25/2014	Issued	\$100.00	1.00000000	\$100.00	\$100.00	\$100.00
Trip to Vancouver Canada	08/15/2014	Issued	CAD 100.00	1.10000000	\$110.00	\$110.00	\$110.00
Trip to London		Pending Exp...	\$500.00	1.00000000		\$0.00	\$0.00
Trip to France	03/17/2014	Issued	\$500.00	1.00000000	\$500.00	\$0.00	\$500.00

NOTE: If the company uses Concur Request and users can request cash advances in Request, then request information may appear in Cash Advance Admin. For more information, refer to the *Concur Request: Cash Advance Setup Guide*.

- Use the **Show Only** area to change the results.



Field	Description
Active Cash Advances	All cash advances that are not Cancelled or Completed
Approved Cash Advances	All cash advances with the status of Approved
Issued Cash Advances	Cash advances that have been marked as Issued
Cancelled Cash Advances	All cash advances which you have chosen not to issue
Completed Cash Advances	All cash advances which have been approved, issued, fully utilized or returned
All Cash Advances	All cash advances

- To view the details, click the desired cash advance name. The cash advance opens on the **Details** tab.

Cash for Canada Trip ✕

Employee Name: Miller, Chris 200.00 CAD

Details
Comments History
Expenses
Audit Trail
Approval Flow
Documents

Name:
Cash Advance Amount: CAD
Exchange Rate:
Starting Balance:

Travel Start Date:
Travel End Date:
Requested Disbursement Date:
Purpose:

Cash Advance Comment:

Save
Issue
Send Back to Employee
Cancel

The **Cash Advance Details** tab displays the following fields, based on the configured form definition:

Field	Description
Name	The name of the cash advance.
Cash Advance Amount	The amount of the cash advance request.
Purpose	The purpose of the cash advance.
Exchange Rate	<p>The exchange rate at which the cash advance was issued if the amount requested was in a currency other than the employee's reimbursement currency.</p> <p>- OR -</p> <p>Provides the default exchange rate to the Cash Advance administrator when issuing cash advances in a foreign currency</p> <p>NOTE: The second option above appears only when the <i>Provide Default Exchange Rate for Cash Advance Issuance</i> option in Site Settings is enabled.</p>
Starting Balance	The original balance of the cash advance in the employee's reimbursement currency.
Available Balance	The unused amount in the employee's reimbursement currency. This is based on all submitted reports.
Travel Start Date	The date the user's trip is scheduled to begin.
Travel End Date	The date the user's trip is scheduled to end.

Field	Description
Requested Disbursement Date	The date that the user requested the funds be disbursed.

5. View the tabs:

- ◆ **Comments History:** Comments entered by all approvers, the employee, and the admin for this cash advance. You can add additional comments to a cash advance when you issue or cancel it. The admin cannot add comments to a cash advance once it is issued.
- ◆ **Expenses:** Expenses (if any) associated with this cash advance.
- ◆ **Audit Trail:** Activity associated with this cash advance.
- ◆ **Approval Flow:** The cash advance workflow.
- ◆ **Documents:** The images attached to the cash advance.

Issuing or Sending Back a Cash Advance

Cash advances can be created in three ways:

- A cash advance request comes from an employee via the normal approval process. If a cash advance is requested by an employee, it goes through an approval process and then on to the Cash Advance administrator. At that time, the admin can issue or send the cash advance back to the employee.
- A cash advance may be included as part of a request, this then initiates the cash advance workflow and subsequently arrives in the Cash Advance admin's queue for review and issuance.
- A Cash Advance administrator may enter and issue the cash advance directly, bypassing the cash advance approval process. The admin can create cash advances for users that are in a group that does not have a cash advance workflow. The user can utilize the created cash advance but is not able to request additional advances.

NOTE: If the company uses Concur Request and users can request cash advances in Request, then request information may appear in Cash Advance Admin. For more information, refer to the *Concur Request: Cash Advance Setup Guide*.

► **To issue or send back a cash advance:**

NOTE: If there is more than one user with the Expense Cash Advance Administrator role, the admin will not be allowed to issue cash advances on their behalf.

1. Locate the desired cash advance as described in *Viewing an Employee's Balance and the Cash Advance Details* in this guide.
2. Select the desired cash advance.

Cash Advance Name	Requested Dis...	Status	Starting Balance	Unsubmitted U...	Available Balance
Cash for London Trip		Pending Expense ...		\$0.00	\$0.00

3. Click **Issue** or **Send Back to Employee**.
4. If you clicked **Send Back to Employee**, the **Cash Advance Details** page appears. Enter a comment, and click **Send Back to Employee**.
 - ◆ If you issue the cash advance, the company can now pay the cash to the employee. Later, the employee must create an expense report to account for the cash.
 - ◆ If you send the request back to the employee, you must enter a comment.

Entering and Issuing a Cash Advance in One Step

The Cash Advance admin can issue a cash advance to an employee – without the employee initiating it (described below). This bypasses the normal workflow, allowing a simplified process. This feature is enabled by default, but can be disabled by clearing the **Allow Cash Advance Administrator to Create & Issue Cash Advances** setting in Site Settings.

NOTE: Exchange rates can be auto-populated when the cash advance has a date entered if both of these settings (**Expense Admin > Site Settings** page) are enabled:

- **Allow Cash Advance Administrator to Create & Issue Cash Advances**
- **Update Cash Advance exchange rate on expense entries**



Refer to *Expense: Site Settings Setup Guide* for more information.

Creating and Issuing the Cash Advance

This feature is available only to the Cash Advance admin.

▶ **To create and issue the cash advance:**

1. The Cash Advance admin uses the **Employee Balance** tab to search for the desired employee.

Cash Advance Admin

Employee Balance **Cash Advances**

Find employees where: Employee First Name Begins with c

And belong to Group: * All Groups I Can Access Employee has: All

Employee Name ▲	Email Address	Oldest Cash Advance Date	Cash Advance Balance
Bertrand, Claude	ClaudeBertrand@RandomVerbs.com		\$0.00
Collins, Chris L.	cc@randomverbs.com		\$0.00
Miller, Chris	ChrisMiller@RandomVerbs.com	12/18/2014	\$300.00

2. With the employee selected, click **Create & Issue**:

Cash Advance Admin

Employee Balance **Cash Advances**

Find employees where: Employee First Name Begins with c

And belong to Group: * All Groups I Can Access Employee has: All

Employee Name ▲	Email Address	Oldest Cash Advance Date	Cash Advance Balance
Bertrand, Claude	ClaudeBertrand@RandomVerbs.com		\$0.00
Collins, Chris L.	cc@randomverbs.com		\$0.00
Miller, Chris	ChrisMiller@RandomVerbs.com	12/18/2014	\$300.00

Page 1 of 1 | | Displaying 1 - 5 of 5

Cash Advances: Miller, Chris

Show Only: Active Cash Advances

Cash Advance Name	Requested Dis...	Status	Starting Balance	Unsubmitted U...	Available Balance
Cash for London Trip		Issued	\$300.00	\$0.00	\$300.00

3. The **Create a New Cash Advance** window opens. The administrator then names the advance, specifies the amount and currency, and adds a purpose and comment as needed:

The screenshot shows a web form titled "Create a New Cash Advance". At the top, there is a header with the title and a close button (X). Below the header, the "Employee Name" is pre-filled with "Miller, Chris". The form contains several input fields: "Name" (text), "Cash Advance Amount" (text with a "USD" dropdown), "Travel Start Date" (calendar icon), "Travel End Date" (calendar icon), "Requested Disbursement Date" (calendar icon), "Purpose" (text area), and "Cash Advance Comment" (text area). At the bottom right, there are two buttons: "Issue" (highlighted in blue) and "Cancel".

4. Click **Issue** to issue the cash advance.

Searching for Cash Advances


The Cash Advance admin can search for cash advances on the **Cash Advance** tab by:

- Cash advance name
- Employee first or last name
- Request date
- Amount requested
- Requested disbursement date
- Start or end date
- Account code
- Cash advance key
- Group
- Cash advance status

► **To search for and view a cash advance:**

1. On the **Cash Advances** tab, enter search criteria.
2. Click **Search**. The search results appear in the bottom pane.

3. Click the name of the desired cash advance. The cash advance opens to the **Details** tab.

 For more information on the details page, refer to *Viewing an Employee's Balance and the Cash Advance Details* in this guide.

Recording Cash Returned Manually by the Employee

If all or part of a cash advance is turned in to the cash advance administrator by the employee, this information can be recorded against the cash advance. The outstanding balance of the cash advance is immediately updated to reflect this return of funds. This is done using the **Record Return Amount** button.

The cash advance must be in the following state to use this feature:

- The cash advance is in an Issued state
- The cash advance balance is above a balance of zero

- The Payment Type value is Cash

Configuring Expense for this Feature

This feature is enabled by default. The Expense Configuration administrator uses the Site Setting **Allow Cash Advance Administrator to Record Return Amount** setting to activate the feature. When they do this, the **Record Return Amount** button appears.



For more information, refer to the *Expense: Site Settings Setup Guide* and the *Expense: Cash Advance Setup Guide*.

Using the Feature

When receiving a return of funds from the user, the Cash Advance administrator searches for the employee in the **Employee Balance** tab, clicking the name directly to populate rows in the **Cash Advances** section:

CASH ADVANCES: BROWN, TERRY L.							
Create & Issue		Show Only: Active Cash Advances			Issue	Send Back to Employee	Record Return Amount
Cash Advance Name	Requested Dis...	Status	Amount Reque...	Exchange Rate	Starting Balance	Unsubmitted U...	Available Balance
Cash for Canada trip		Pending Approval	CAD 200.00	1.00000000		\$0.00	\$0.00
Cash for Paris Trip		Issued	€200.00	0.92900000	\$185.80	\$160.20	\$185.80
Trip to Fusion	01/30/2015	Pending Approval	CAD 100.00	1.00000000		\$0.00	\$0.00

Selecting the row under Cash Advance Name, the administrator clicks **Record Return Amount** (this button is activated) to display the **Cash Advance Details** window.

Cash Advance Details: Cash for Paris Trip ✕

Employee Name: Brown, Terry L. Comment:

Amount Requested: €200.00

Exchange Rate:

Available Balance: \$185.80

Amount Returned: EUR Date Issued: 04/01/2015

Date	Entered By	Comment Text

The amount is entered in **Amount Returned**, and an optional comment is added. If the cash advance was originally issued in a currency other than the user's reimbursement currency, the amount returned may be recorded in either currency.

What the User Sees

The user can review the status of the cash advance by clicking **Expense > Cash Advances** (in the sub-menu) > **View Cash Advances**, selecting the desired cash advance name to open the cash advance to the **Details** tab, then clicking **Expenses**. The **Expenses** tab shows the returned amount and the balance amount.

Cash for Paris Trip ✕

Date	Report Name	Expense Type	Amount Claimed	Amount Utilized	Balance
04/01/2015	Starting Balance				\$185.80
04/02/2015	Returned To Company			\$46.45	\$139.35
04/01/2015	Paris Trip	Taxi	\$13.94	\$13.94	\$125.41
04/01/2015	Paris Trip	Local Phone	\$21.47	\$21.47	\$103.94
04/01/2015	Paris Trip	Laundry	\$31.89	\$11.04	\$92.90
04/01/2015	Paris Trip	Cash Advance Return	\$92.90	\$92.90	

The user receives an email notification (if configured) when the system notes the change in cash advance balance due to the returned cash amount.

NOTE: The currency of the returned amount is of cash advance or cash advance request currencies only.

NOTE: This data is recorded with a status of *Reverse Issuance* in the accounting extract file.

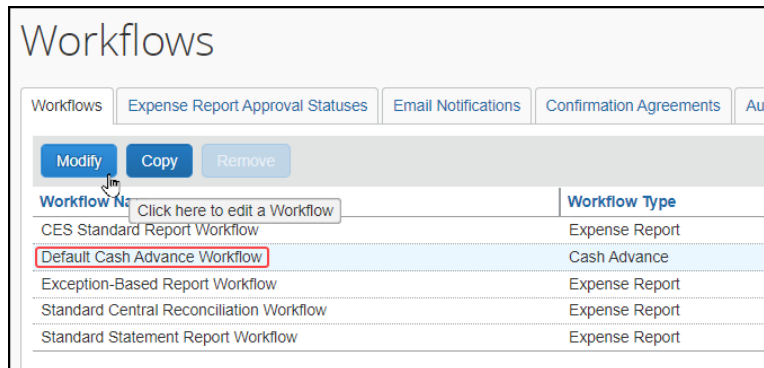
NOTE: Even if the employee returns the entire outstanding balance, the employee will continue to see the cash advance balance, \$0.00, in their profile until the extract job runs. The extract job changes the status from **Issued** to **Completed** and removes the cash advance from the employee's profile.

Issuing a Cash Advance Automatically Without Manual Review

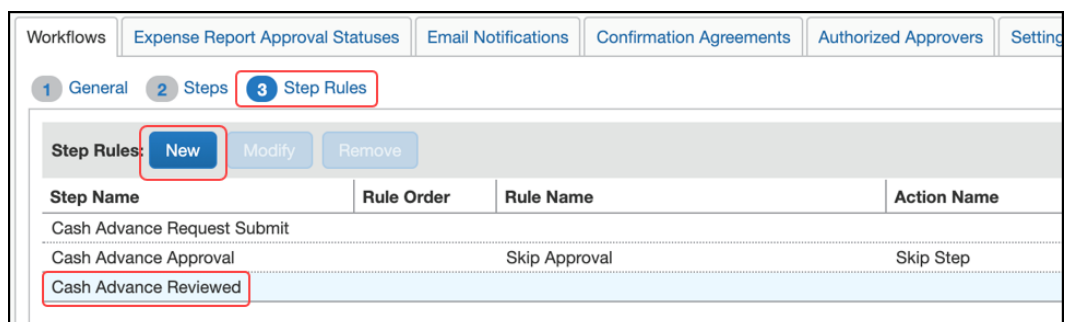
The admin can configure the Cash Advance Reviewed (manual) step to automate the issuance of a cash advance to the requestor. Doing this systematically replaces the step of Manual Issuance and instead automatically processes an approved cash advance request for issuance based on configuration of the rule and action underlying the condition for this step.

► **To configure the Auto Issuance rule for the Cash Advance Reviewed step:**

1. Click **Administration > Expense > Expense Admin > Workflows**. The **Workflows** page opens on the **Workflows** tab.
2. Select the name of the cash advance workflow, then click **Modify**.



3. Click **Step Rules**, select the **Cash Advance Reviewed** step and click **New**.



4. In the **Add Condition** window, enter a rule name ("Auto Issuance" for example) and select the **Force Evaluation** check box.
5. Create the underlying conditions for the step rule:

- ◆ Select Cash Advance and then Amount Requested from **Select Field**:

- ◆ Select an operator, in this case Less Than or Equal, for the amount you will set in the next step:

- ◆ Finally, select Value and then set the currency and amount from **Amount**:

6. In the **Add Condition** window, click **Save**.
7. A condition requires an action – click **New** to open the **Edit Action** window.
8. From the **Action Name** list, select Skip Step, then optionally add text to the **Message** text box.

9. In the **Edit Action** window, click **Save**.
10. When done with all rules and actions, click **Done** on the **Workflows** tab.