

# **Concur Expense: Processor**

## **User Guide**

**Last Revised: September 8, 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



# Table of Contents

<b>Section 1: Permissions .....</b>	<b>1</b>
<b>Section 2: Overview .....</b>	<b>1</b>
Expense Processor Roles .....	1
Processing a Report .....	2
Understanding Exceptions .....	2
Terminology .....	2
Types of Exceptions .....	3
<b>Section 3: Expense Processor Procedures .....</b>	<b>3</b>
Managing the Expense Processor View .....	3
Setting the Process Reports Page as the Home Page .....	4
Setting the Process Reports Page Preferences .....	5
Managing the Process Reports Columns .....	6
Managing the Expenses Columns .....	8
View Options .....	9
Searching for Reports .....	10
Searching for an Expense Report .....	10
Search Queries .....	12
Exporting Query Results .....	17
Viewing and Modifying Report Information .....	18
Opening an Expense Report .....	18
Viewing Report Totals .....	19
Viewing and Uploading Receipts .....	20
Verifying Receipt Images for the Expense Report and Line Items .....	20
Verifying Receipt Images for Line Item Expense Entries .....	21
Working With Receipt Affidavits .....	24
Viewing Comments on a Report .....	25
Viewing Allocations .....	26
Viewing Itemizations .....	28
Viewing Cash Advances .....	30
Viewing the Audit Trail .....	32
Viewing Workflow and Adding Additional Workflow Steps .....	34
Viewing Trip Itinerary .....	39
Viewing Report Header Information .....	40
Clearing Exceptions .....	41
Changing Field Values .....	42
Printing the Report .....	42
Changing Expense Types .....	44
Changing Expense Types Across Forms .....	45
Emailing the Report with Comments .....	50
Modifying Report Status .....	50
Setting the Receipt Status of a Report .....	50
Setting the Receipt Status of Expense Entries .....	51
Setting the Review Status of Expense Entries .....	52
Sending an Entire Report Back to the Previous Processor Workflow Step .....	54
Sending an Entire Report Back to the Employee .....	55

## Section 1: Permissions

Sending a Report to Another Approver .....	56
Deleting a Report .....	57
Approving Reports and Expenses.....	58
Approving Reports.....	58
Partially Approving or Rejecting an Expense Entry .....	59
Sending One or More Expenses Back to the Employee (Split Report) .....	63
Manually Paying a Report .....	65
Resolving Prepay Validation Exception Errors after the Approval Step .....	67
Using the "Review in Progress" Message .....	68
IMPORTANT! .....	68
Marking a Report.....	68
Viewing the Message .....	69
Un-marking a Report .....	71
Restriction - Taking "Bulk" Actions.....	72
Report Recall .....	73
Concur's Audit Service .....	73
External Validation via an Application Connector - Submitted Button .....	73

## Revision History

Date	Notes / Comments / Changes
September 8, 2023	Updated information about the empty screen with no default query in the <i>Searching for Reports</i> section.
June 17, 2023	Updated to add the External Validation via an Application Connector - Submitted Button section.
November 1, 2022	Removed references to faxing as part of the fax feature decommissioning on November 1, 2022. External Validation via an Application Connector - Submitted Button
September 16, 2022	Updated <i>When Manual Pay is Unavailable</i> topic under the <i>Expense Processor Procedures</i> section
January 26, 2022	Clarified that SAP Concur does not support the use of multiple concurrent sessions within a browser – the user may only log into one and only one browser session at a time
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
January 8, 2021	Updated the copyright; added Concur to the cover page title; cover date not updated
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
November 9, 2019	Clarified the ANY operator in the <i>Searching for Reports</i> section.
September 30, 2019	Renamed the <i>Expense: Receipt Handling – Uploaded and Emailed Images Setup Guide</i> to <i>Expense: Receipt Handling – Digital Receipts Setup Guide</i>
January 7, 2019	Updated the copyright; no other changes; cover date not updated
May 4, 2018	Edited the <i>Eligible Entries</i> list to clarify that <b>any</b> report created from a travel allowance cannot be split.
April 18, 2018	Added a note to the <i>Approving Reports</i> section stating that the <b>Change Approval Status</b> button is only available when all selected reports have the same status.
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
September 19 2017	Added a note to the <i>Approving Reports and Expenses</i> section that in cases when the Expense Processor qualifies as the Authorized Approver, the report will be limit approved.
June 15 2017	Added a note to step 1 of the procedure <i>Setting the Process Reports Page Preferences</i> .
June 1 2017	Added, for clarification, <i>When Manual Pay is Unavailable</i> bulleted list to the <i>Manually Pay a Report</i> section.
February 01 2017	Added information about resolving the Prepay 03 validation error.

## Section 1: Permissions

Date	Notes / Comments / Changes
January 10 2017	Added a note that it may be helpful to remind the approver/processor that the <b>Approved Amount</b> field is reset to the "Claimed Amount" value when a processor 'sends back' an expense.
December 14 2016	Changed copyright and cover; no other content changes.
December 12 2016	Updated the guide content to new corporate style; no content changes.
December 9 2016	Updated with information about resolving the Prepay validation error by recalling the report to the Processor and resaving the expense(s).
May 13 2016	Updated instances of he/she to they.
September 18 2015	Updated the <i>Viewing Cash Advances</i> section.
July 10 2015	Added the <i>Changing Field Values</i> section.
June 12 2015	Updated the <i>Viewing Cash Advances</i> section.
March 13 2015	Updated the <i>Setting the Process Reports Page Preferences</i> section.
February 6 2015	Removed references to the current UI; no other content changes
January 16 2015	Changed cross-references to other guides; no other content changes
December 26 2014	Clarified steps for returning a report at an approver Added a note that Send Back Expense is not available for travel/ authorization requests Changed the copyright
October 14 2014	Added information about the two user interfaces; no other content changes
February 7 2014	The Reason Codes feature is now extended to split reports (partial return of one or more expenses only)
September 20 2013	The processor may now change the expense type to another expense type that does not share the same form as the original
June 14 2013	Processor may now choose from a list of reason codes when returning an expense report
April 26 2013	Processor can now select time zone for their Preferences search criteria (for example, GMT or PST) The processor can now view, but not change, Receipt Affidavits submitted instead of the receipt images for report entries requiring receipts
April 3 2012	Removed all references to the <i>legacy</i> Authorization Request feature in Concur Expense Changed any references to Concur's Travel Request service to Request, Concur Request, or Authorization Request, depending on the situation No other content changes
February 22 2013	Processor can now approve and add comments in a single step
December 28 2012	Made rebranding and/or copyright changes; no content changes
March 23 2012	Document is updated for new user interface and to add information about new Summary view, available to processor when they open an expense report.

Date	Notes / Comments / Changes
January 20 2012	The processor can now recall a report to the previous processor step in workflow using a new option in Workflow > Settings.
October 21 2011	Added information about entries eligible to be sent back.
May 20 2011	Updated to include new line item receipt image upload, review, and verification
December 31 2010	Updated the copyright and made rebranding changes; no content changes
July 16 2010	Added information about: <ul style="list-style-type: none"> <li>Starting Group list</li> <li>Sending one or more expenses back to the employee without sending back the entire report</li> <li>Sending the report to another approver</li> </ul>
April 16 2010	Change in the <b>Comment History</b> popup; can add comment in this popup
January 15 2010	Added information about "Review in Progress"
October 16 2009	Added information about exporting query results to Excel
September 18 2009	Added information about viewing all itemization details in the Expense List
June 19 2009	Added information on managing expense report columns and new setting for the Expense Processor role
May 15 2009	Added information on creating and managing saved queries and emailing reports
March 20 2009	New document

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**NOTE:** Multiple SAP Concur product versions and UI themes are available, so this content might contain images or procedures that do not precisely match your implementation. For example, when SAP Fiori UI themes are implemented, home page navigation is consolidated under the SAP Concur Home menu.





# Expense Processor

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## 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.

## Section 2: Overview

Expense Processor enables any employee assigned the role of Expense Processor Manager or Expense Processor to process expense reports that are pending manager approval, or that have been approved by a manager, but have not yet been reimbursed. Individuals assigned the Expense Processor (Audit) role may view reports, but may not update or delete them.

The tool also allows for reports to be viewed, receipts to be marked as received, and historical expense reports to be searched and reviewed. Depending on the role assigned, users may be able to view, update, or delete reports.

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! SAP Concur does not support the use of multiple concurrent sessions within a browser. An individual user on a specific device and browser should log into SAP Concur solutions via one and only one browser session at a time.

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**NOTE:** An individual can only be assigned one version of this role. For example, an individual cannot be assigned the Expense Processor or Expense Processor Manager role and the Expense Processor (Audit) role. For more information regarding the available Expense Processor roles, see the *Expense Processor Roles* section below.

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## Expense Processor Roles

Assignment of any of these roles will allow an employee to access the Expense Processor tool:

- **Expense Processor Manager:** This role grants access to all functionality required for viewing, updating, and deleting reports within Expense Processor.
- **Expense Processor:** This role grants access to functionality required for viewing and updating reports within Expense Processor. This role cannot delete expense reports. The Expense Processor role can be restricted in User Permissions by selecting one of the following options:
  - ◆ Display all reports excluding returned reports

- ◆ Display all reports including returned reports
- ◆ Display only reports pending processor step and beyond
- **Expense Processor (Audit):** This role grants access to functionality required for viewing reports within Expense Processor. This role cannot update or delete expense reports.

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**NOTE:** The term *Expense Processor* is used throughout this guide to represent all of the roles defined above.

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## Processing a Report

The following are the general steps required to process an expense report:

1. Find an expense report and view its entries.
2. Verify that expense receipts have been received (if required) at the expense report and/or line item expense entry levels.
3. Mark the receipts as received (if required).
4. Approve the expense report for payment.

Approval Status*	Description
Accounting Review	States that the report is under review and allows minimal edits to occur within an expense report or entry
Approved	States that the expense report has been approved
Sent Back to Employee	States that the expense report has been sent back to the submitter for modifications

\* There is no limit to the number of approval statuses that can be created for an expense report. The names of the approval statuses may differ depending on your configuration.

## Understanding Exceptions

Exceptions are messages that appear at the report, entry, or itemization level to indicate to the employee, approver, and/or accounting personnel that a rule has been violated.

### Terminology

- **Exception Code:** A unique one to eight alphanumeric character code that is assigned to every exception. This code is determined by the client's internal coding system.
- **Exception Level:** A number assigned to each exception that determines the severity of a rule. It is the responsibility of a company to determine the various levels. A setting can be set in Workflows that prevents an employee

from submitting an expense report that contains an exception of a certain level.

### ***Types of Exceptions***

Exceptions are displayed on expense reports using a red, yellow, or blue icon.

- **Red:** Indicates an error that must be resolved before the expense report can be submitted. The employee may be unable to submit an expense report until the issue is resolved.
- **Yellow:** Indicates a warning or an informational message. The employee can submit expense reports.
- **Blue:** Indicates that the Expense Processor has cleared the exception (either red or yellow).

The Expense Processor can view all exceptions, including the code and level number in the exception message. This information is hidden from the employee and the approver. For example:

- The exception message for the processor reads: **Code:** EXCEED, **Level:** 3, Report total exceeds \$5000
- Whereas the employee and the approver see only: Report total exceeds \$500

## **Section 3: Expense Processor Procedures**

The **Expense Processor** page allows the processor to:

- Search for reports using search fields
- View the report totals, itemizations, workflow, audit trail, receipt images, e-receipts, and trip itineraries
- View and modify allocations
- Update approval statuses
- Scan and upload receipt images to reports
- Add report-level comments to single or multiple reports
- Use multiple view options to improve efficiency

### **Managing the Expense Processor View**

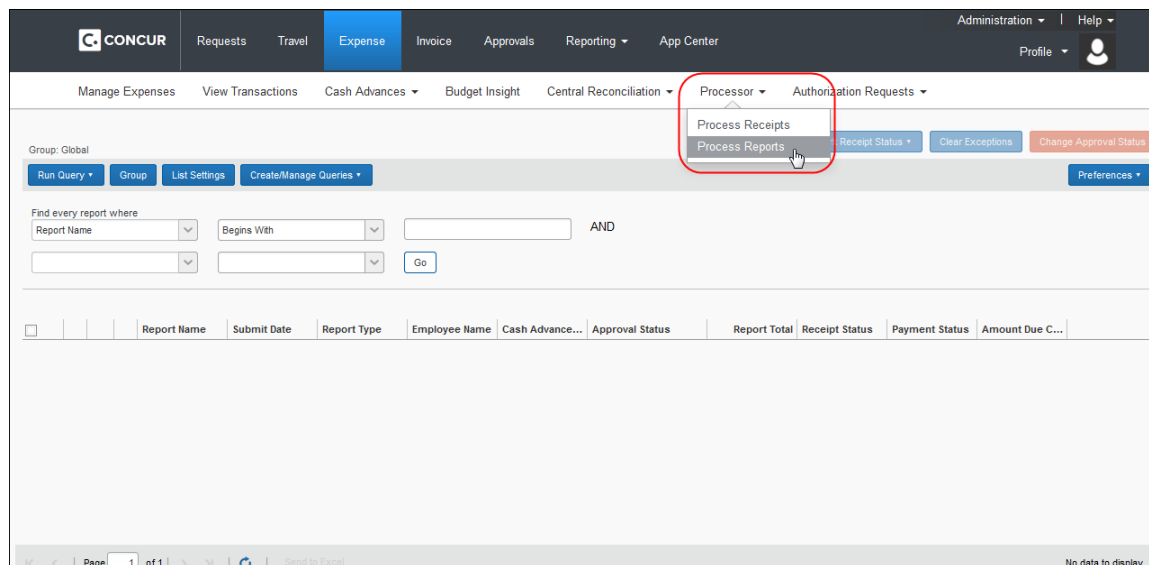
Processors can change several aspects of the **Process Reports** and **Expense Report** pages, in addition to setting their default view.

► ***To access the Process Reports page:***

Click **Expense > Processor** (on the sub-menu) > **Process Reports**.

## Section 3: Expense Processor Procedures

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



### ***Setting the Process Reports Page as the Home Page***

The processor can set the **Process Reports** page to be the first page they see after logging in to Expense.

► ***To set the Process Reports Page as the home page:***

1. Click **Profile** > **Profile Settings** > **System Settings** (left menu).
2. In the **Home Page** list, select **Expense Processor**.

## System Settings

### Regional Settings and Language

Default Language  
English (United States)

Number Format  
1,000.00

Placement of Currency Symbol  
Before the amount

Negative Number Format  
-100

Negative Currency Format  
-100

mile/km  
mile

Date Format  
mm/dd/yyyy

Time Format  
h:mm AM/PM

Hour/Minute Separator  
: 02/05/2015 05:45 pm

Time zone (local time)  
(UTC-05:00) Eastern Time (US & Canada)

### Calendar Settings

Start week on  
Sunday

Start Day View At  
08:00 am

End Day View At  
08:00 pm

Default View  
month

### Other Preferences

Home Page  
Expense Processor

Request Processor

Travel Arranger View

### Other Settings

☐ Run in Concur Accessibility Mode

### Email Notifications

☒ Send an email every time something is put in or removed from my approval queue

☒ Send a daily summary of items in my queue

☒ Let me know when one of my requests is approved or denied

☒ Send Confirmation Emails

☒ Send Trip-on-Hold Reminder Emails

☒ Send Ticketed Travel Reminder Email

☒ Send Cancellation Emails

- Click **Save**.

## Setting the Process Reports Page Preferences

The processor can set the **Process Reports** page behavior.

► **To set the page behavior:**

- On the **Process Reports** page, select **Preferences**.

Preferences

Default Query: Reports Ready for Processing

Limit queries to reports dated within: 1 year

Rows in List: 25

Time Zone: (GMT) Greenwich Mean Time: Dublin, Edinburgh, Lisbon, London

☐ Open next report in list after workflow change

☐ Automatically show receipts when report is opened

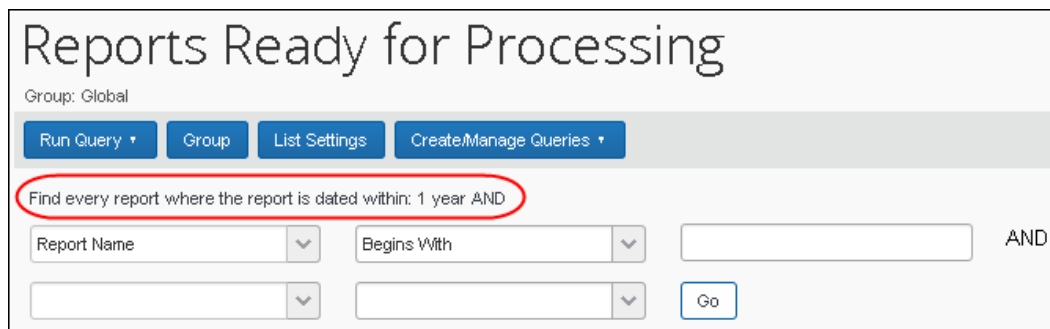
The maximum count of expense reports the system can display at one time is 5000 and when the row count selected to display is 25 reports per page, the page count maximum is 200. The page number decreases based on the value selected for the row count; however there is no restriction based on date. The results can be exported to Excel.

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**NOTE:** Individual companies may see a lower maximum limit, based on the complexity of their configuration.

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2. In the **Default Query** field, select the query to run when the **Process Reports** page is first opened. If no specific query is regularly used, this can be set to *None* or to the general query for *Report Ready For Processing*.
3. In the **Limit queries to reports dated within** field, select the time frame that you would like applied to your searches. If you select anything other than *None*, the time frame appears in the **Search** section of the **Process Reports** page:



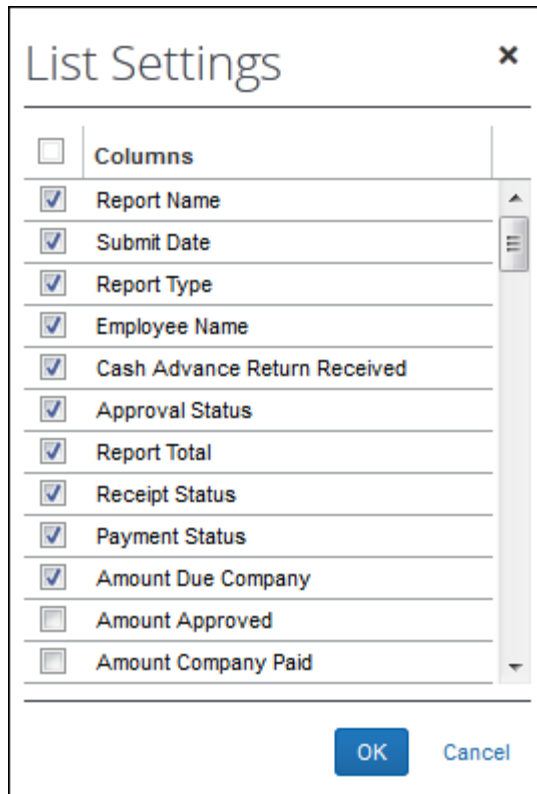
4. In the **Rows in List** field, select the number of rows to display on the page. Multiple pages will be displayed if more reports are found; this sets the number of reports displayed on each page of the list.
5. In the **Time Zone** list, select the time zone within which the search criteria should focus, for example, a search should return reports falling within the PST time zone, or "(GMT -8:00) Pacific Time (US & Canada)".
6. Select or clear the **Open next report in list after workflow change** check box, as desired. If this box is not selected, the display will return to the report list.
7. Select or clear the **Automatically show receipts when report is opened** check box, as desired. If this box is not selected, the receipts can be opened from the menu as needed.
8. Click **Preferences** or any other area of the screen to close **Preferences**.

### **Managing the Process Reports Columns**

Report columns may be added, removed, or rearranged for viewing on the **Process Reports** page, as necessary.

► **To add or remove the report columns:**

1. Click **List Settings** on the **Process Reports** page. The **List Settings** window appears.



The screenshot shows a window titled "List Settings" with a close button (X) in the top right corner. Below the title bar is a table with a single column of checkboxes. The first row has an unchecked checkbox next to the header "Columns". The subsequent rows have checkboxes that are mostly checked, with the last three being unchecked. The items are: Report Name, Submit Date, Report Type, Employee Name, Cash Advance Return Received, Approval Status, Report Total, Receipt Status, Payment Status, Amount Due Company, Amount Approved, and Amount Company Paid. At the bottom of the window are two buttons: "OK" and "Cancel".

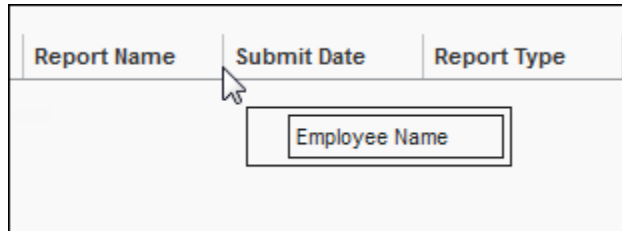
<input type="checkbox"/> Columns
<input checked="" type="checkbox"/> Report Name
<input checked="" type="checkbox"/> Submit Date
<input checked="" type="checkbox"/> Report Type
<input checked="" type="checkbox"/> Employee Name
<input checked="" type="checkbox"/> Cash Advance Return Received
<input checked="" type="checkbox"/> Approval Status
<input checked="" type="checkbox"/> Report Total
<input checked="" type="checkbox"/> Receipt Status
<input checked="" type="checkbox"/> Payment Status
<input checked="" type="checkbox"/> Amount Due Company
<input type="checkbox"/> Amount Approved
<input type="checkbox"/> Amount Company Paid

OK Cancel

2. Select the check boxes for the columns to add to the **Process Reports** page.
3. Clear the check boxes for the columns to remove from the **Process Reports** page.
4. Click **OK**.

### ► To rearrange the columns on the Process Reports page:

1. On the **Process Reports** page, click and hold on the name of the desired column.
2. Drag and drop the column in the new location.



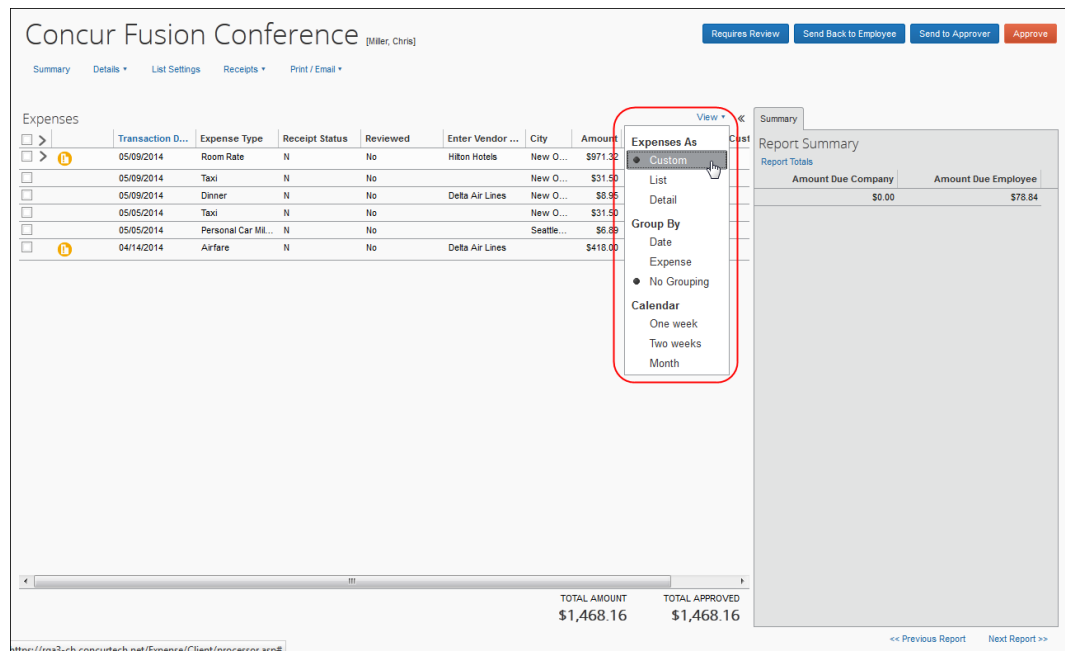
The page displays the new column order.

### Managing the Expenses Columns

Expense columns may be added, removed, or rearranged for viewing in the **Expenses** section of the **Expense Report** page. Note that the system will use up to 75% of the display area for the expense list, reserving the remaining 25% for the expense entry pane.

### ► To add or remove the expense list columns:

1. Select **View > Custom**.



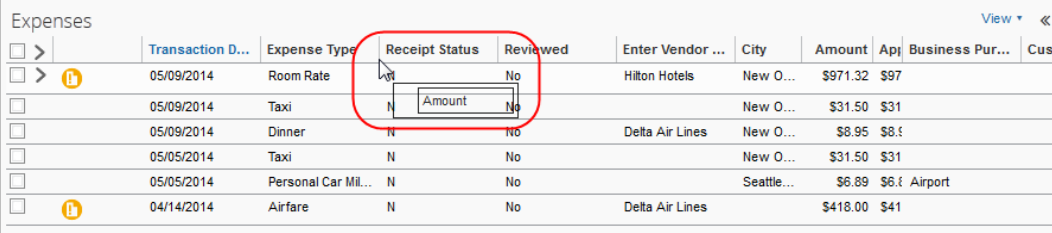
2. Click **List Settings**. The **List Settings** window appears.



3. Select the check boxes for the columns to add to the **Expenses** section.
4. Clear the check boxes for the columns to remove from the **Expenses** section.
5. Click **OK**.

► **To rearrange the columns:**

1. In the **Expenses** section of the expense report, click and hold on the name of the desired column.
2. Drag and drop the column in the new location.



Expenses										View ▾	«
<input type="checkbox"/>	<input type="checkbox"/>	Transaction D...	Expense Type	Receipt Status	Reviewed	Enter Vendor ...	City	Amount	App	Business Pur...	Cus
<input type="checkbox"/>	<input checked="" type="checkbox"/>	05/09/2014	Room Rate	N	No	Hilton Hotels	New O...	\$971.32	\$97		
<input type="checkbox"/>	<input type="checkbox"/>	05/09/2014	Taxi	N	No		New O...	\$31.50	\$31		
<input type="checkbox"/>	<input type="checkbox"/>	05/09/2014	Dinner	N	No	Delta Air Lines	New O...	\$8.95	\$8.9		
<input type="checkbox"/>	<input type="checkbox"/>	05/05/2014	Taxi	N	No		New O...	\$31.50	\$31		
<input type="checkbox"/>	<input type="checkbox"/>	05/05/2014	Personal Car Mil...	N	No		Seattle...	\$6.89	\$6.8	Airport	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	04/14/2014	Airfare	N	No	Delta Air Lines		\$418.00	\$41		

The section displays the new column order.

## View Options

The processor can choose from several view options when viewing the expense report data.

► **To access the view options:**

1. On the **Process Reports** page, open the desired report. The expense report appears.
2. Select **View**.

## Section 3: Expense Processor Procedures

Concur Fusion Conference [Miller, Chris]

Requires Review Send Back to Employee Send to Approver Approve

Summary Details List Settings Receipts Print / Email

Expenses

Transaction D...	Expense Type	Receipt Status	Reviewed	Enter Vendor ...	City	Amount
05/09/2014	Room Rate	N	No	Hilton Hotels	New O...	\$971.32
05/09/2014	Taxi	N	No	New O...	New O...	\$31.50
05/09/2014	Dinner	N	No	Delta Air Lines	New O...	\$8.95
05/05/2014	Taxi	N	No	New O...	New O...	\$31.50
05/05/2014	Personal Car ML...	N	No	Seattle...	Seattle...	\$6.88
04/14/2014	Airfare	N	No	Delta Air Lines	Delta Air Lines	\$418.00

View Expenses As Custom List Detail Group By Date Expense No Grouping Calendar One week Two weeks Month

Report Summary

Report Totals	Amount Due Company	Amount Due Employee
	\$0.00	\$78.84

TOTAL AMOUNT \$1,468.16 TOTAL APPROVED \$1,468.16

<< Previous Report Next Report >>

3. Select the desired view option. The page will refresh, displaying the data in the new format.

## Searching for Reports

### Searching for an Expense Report

The processor can search for an expense report within the **Process Reports** page using the **Starting Group** list and **Find** area and can run the default query *Reports Ready for Processing* or any other saved query.

### SEARCHING FOR AN EXPENSE REPORT BASED ON ENTERED CRITERIA

When searching for expense reports, use these two filters in conjunction with one another:

- Starting Group

**AND**

- Specific employee information, such as employee name

The first time you use the Expense Processor, the **Process Reports** page will appear blank with some messages on the screen that guide you on how to use the search filters to populate the list of reports that require processing. You can set a query to run when you open the page if you always work with the same query. If you work with many different queries, it is best to select the query after opening the **Process Reports** page.



Refer to the *Setting the Process Reports Page Preferences* section of this guide for additional information.

## Starting Group List and Find Area

The two search options, **Starting Group** and **Find every report where**, are dependent on each other. For example, you can first select the Group for which your search criteria is to be performed against (Global Group-United States), and then you can search for specific expense report information (Employee Last Name = Brown). In this search situation, only the expense reports that were created by employees in the Global Group-United States group and have the last name of Brown will appear as your search results.

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**NOTE:** You can select the **All Groups I Can Access** option in the **Starting Group** list to see reports for all groups you can access.

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► **To search for expense reports using Group and Find fields:**

1. On the **Process Reports** page, click **Starting Group**.
2. Navigate to the desired group.
3. Click **OK**.
4. Use the **Find** area to narrow your search. In the **Find every report where** area:
  - ◆ Select an option from the list, such as **Employee Last Name**.

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**NOTE:** For the date sensitive criteria, type the format that is appropriate for your locale, such as mm/dd/yyyy.

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- ◆ Select an operator, such as **Begins with**.
- ◆ Type a text value, such as **B**.

---

**NOTE:** Be aware that entering the wildcard (\*) symbol into the search criteria text field will result in a delay as the system works to return all expense reports, without narrowing the results.

---

5. Click **Go**. Only the expense reports that match both the **Starting Group** criteria and the **Find** criteria will appear in the search results.

---

**NOTE:** You must enter something in the **Find** area before clicking **Go**. Searching with no search values is not supported.

---

## SEARCHING FOR AN EXPENSE REPORT USING A QUERY

You can also search for existing expense reports using a default query, **Reports Ready for Processing** or your existing saved queries. When **Reports Ready for Processing** is run, all expense reports that are pending authorization will appear within the **Process Reports** page. The query can be selected from the **Run Query** list.

► **To search for expense reports using an existing query:**

1. In the **Run Query** list, select the name of the desired query.
2. Click **Go**. The **Process Reports** page alters to reflect the search results.

## Search Queries

The processor can use the **Create/Manage Queries** list on the **Process Reports** page to create new search queries and manage existing queries. The queries are if/then conditional statements. If the defined conditions are met, then the expense report is displayed to the processor.

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**NOTE:** The queries created within this area are specific to each administrator; they are not global. Each Expense Processor creates and manages their own queries.

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## UNDERSTANDING CONDITIONAL EXPRESSIONS

When creating or editing conditional expressions, the administrator should consider the following.

- Each condition searches the records within an expense report (expenses, allocations, attendees, etc.) using the ANY operator. For example, a condition for Expense Entry - Country EQUAL TO Germany will evaluate as true if any of the expenses on the report is from that country.
- An expression can include an unlimited number of conditions. The conditional expression for "2014's expense reports " is:

The screenshot shows a web interface for building conditional expressions. It features two conditions stacked vertically, separated by a Boolean operator 'And'. Each condition consists of a 'Data Object' (Report), a 'Field/Value' (Submit Date), and an 'Operator' (Is After/Before). The first condition is 'Report' 'Is After' '01/01/2014' and the second is 'Report' 'Is Before' '01/01/2015'.

It is composed of two conditions, separated by the Boolean separator of And.

- Most conditions are composed of a **Field** followed by an **Operator** and a **Value**. For example:

<u>( Submit Date</u>	<u>Is After</u>	<u>12/31/03</u>	<u>AND</u>	<u>Submit Date</u>	<u>Is Before</u>	<u>01/01/05)</u>
Field	Operator	Value		Field	Operator	Value

- ♦ A **Field** consists of a data object (a database table) and a field (a database column), located within the data object. The field that is selected defines the data type of the condition (number, text, date, and so forth).

---

**NOTE:** If a second condition is created, the field's data type must match that of the first field.

---

- ♦ An **Operator** is one of several pre-defined comparison operators (equals, not equals, is greater than, and so forth). The list of operators changes depending on the type of data being compared.
- ♦ A **Value** is a constant, and like the field, can be of any data type; however, the data type of the value must match the data type of the field.
- When a conditional expression is composed of multiple conditions, each condition is separated by either And or Or.
- Conditions can be added to the end of the conditional expression or inserted in the middle.
- Parentheses are optional and are used to define order of operation for the And/Or operators. If the parentheses are omitted, And/Or operations are carried out left to right. There is no precedence of And over Or; the evaluation of the expression is simply left to right.
- If a conditional expression contains parentheses, the count of left parentheses must match the count of right parentheses. There can be up to three parentheses for both left and right sides.

**Example of correct placement of parentheses and total left/right count:**

(Condition 1) and (Condition 2)

**Examples of incorrect parentheses even though the total left/right count matches:**

Condition1) And (Condition2  
 Condition1) And (Condition2) Or (Condition3  
 (Condition1)) And (Condition2

**Simple Condition Example:**

A condition is a simple Boolean comparison, like:

Cash Advance Balance Is Greater Than 1000

The condition looks at the report total and sees if it is greater than 1000. If True, or yes, then the report is located and displayed to the Processor. If False, or no, the report is not displayed.

**Complex Condition Example:**

The conditional expression can be a single condition as in the above example, or it can be a complex expression involving multiple conditions connected by And / Or operators and parentheses, such as the following example that contains four conditions:

Report Date Is Greater Than 9/30/02 and (Employee Group Equals GermanGroup or Employee Group Equals FrenchGroup) and Report Total Is Greater Than the Amount Remaining for EuropeBudget.

## REIMBURSEMENT CURRENCIES AND THE EXCHANGE RATES FEATURE

Processor queries **do not** use the Exchange Rates feature to convert reimbursement currencies to the currency in the query.

## ADD A QUERY PAGE AND THE CONDITION EDITOR

The **Add a Query** page in Processor is similar to the **Condition** page within the Audit Rules and Workflow tools. The following is a sample of the **Add a Query** page, including the Condition Editor.

Each condition appears on two lines within the **Add a Query** page. The following table provides a description of the fields referenced on the **Add a Query** page.

Field	Description
<b>A:</b> Left Parenthesis	Select zero to three parentheses, depending on the complexity of the condition.
<b>B:</b> Data Object	Select one of the following: <ul style="list-style-type: none"> <li>• <b>Company Card:</b> Used to create rules based on company card data.</li> <li>• <b>Employee:</b> Used to create an employee-based condition.</li> <li>• <b>Entry:</b> Used to create an expense entry based condition.</li> <li>• <b>Entry Allocation:</b> Used to create an expense entry allocation based condition.</li> <li>• <b>Entry Attendee:</b> Used to create an attendee-based condition.</li> <li>• <b>Report:</b> Used to create an expense report based condition.</li> </ul>
<b>C:</b> Field / Value	Select an item from the helper pane that appears. The information that appears within this pane is based upon the selection within the Data Object list.
<b>D:</b> Operator	Select an item from the helper pane that appears. The information that appears within this pane is based upon previous choices.
<b>E:</b> Data Object	This field will always display as <b>Value</b> and cannot be changed.
<b>F:</b> Field / Value	Select an item from the helper pane that appears. The information that appears within this pane is based upon the selection within the Data Object list.
<b>G:</b> Right Parenthesis	Select zero to three parentheses, depending on the complexity of the condition.
<b>H:</b> And / Or	Select either option to join the current condition to the next condition.

## DETERMINING HOW TO CREATE A QUERY

When creating or editing a query, the Expense Processor defines the conditional expression(s) – the *if* portion of the query. The expression can contain one or more conditions separated by And or Or. For example:

- Assume the administrator wants to locate all expense reports totaling 500.00 USD or greater:  
(Report Total Greater Than or Equal 500.00 USD)

The **Add a Query** page displays as:



For more information about conditional expressions and the tool used for creating and editing conditional expressions, refer to the *Understanding Conditional Expressions* section in this guide.

## CREATING A NEW QUERY

A new query can be created for use on the **Process Reports** page. Queries can be run against the group or groups of employees for whom you have administrative rights.

**NOTE:** Queries are individually created; therefore, you can only create queries for your own use. Global queries to be used by all Expense Processors cannot be created.

### ► To create a new query:

- Select **Create/Manage Queries > Create New Query**. The **Add A Query** page appears.

This page includes the following:

Field	Description
Query Name	Enter a name for the query. The name you provide will appear in the <b>Run Query</b> list on the <b>Process Reports</b> page.
Condition	Select the appropriate information from within the Condition Editor.
Insert	Click to add additional conditions to the Condition Editor. Additional rows can be added at the bottom of the current rows or inserted into the middle by selecting the row to insert in front of. There is no limit to the number of rows that can be added.
Remove	Select the check box next to the condition to be deleted, and then click <b>Remove</b> . The condition is deleted. This action is permanent. If you delete a condition in error, you will have to recreate it in its entirety.

2. Add conditional rows as required.

---

**NOTE:** To insert a new condition in the middle of a conditional expression, select the condition you would like the new condition to go in front of, then click **Insert**.

---

3. Click **Save**. The **Process Reports** page appears, with the query available in the **Run Query** list.

## EDITING EXISTING QUERIES

Queries can be edited from the **Create/Manage Queries** menu.

---

**NOTE:** Queries are individually created; therefore, you will only be able to edit the queries that you created.

---

### ► **To edit existing queries:**

1. Select **Create/Manage Queries**.
2. Select the desired query. The **Edit Query** page appears.

3. On the **Edit Query** page, edit the condition information, add another condition row, or delete a condition row.
4. Click **Save**. The **Process Reports** page appears.



## DELETING A QUERY

All queries can be deleted. This deletion is permanent; therefore, if a query is deleted in error, it must be recreated in its entirety.

---

**NOTE:** Queries are individually created; therefore, you will only be able to see and affect the queries that you created.

---

► **To delete a query:**

1. Select **Create/Manage Queries**.
2. Select the desired query. The **Edit Query** page appears.
3. Click **Delete Query**.

The screenshot shows the 'Edit Query' interface. At the top, there is a 'Query Name' label followed by a text input field containing 'Amount over 500'. To the right of this field are three buttons: 'Save' (orange), 'Delete Query' (blue with a red circle around it), and 'Cancel' (blue). Below the name field, there is a section labeled 'Operator' which contains two input fields and a dropdown menu.

The query is deleted from the **Run Query** list of the **Process Reports** page.

## Exporting Query Results

Query results can be exported to an Excel formatted file from the Process Reports page.

► **To export query results:**

1. In the **Run Query** list, select the name of the desired query.
2. Click **Go**. The search results appear.
3. Click **Send to Excel**.

## Section 3: Expense Processor Procedures

2014 Reports

Group: Global

Run Query Group List Settings Create/Manage Queries Preferences

Find every report where  
Report Name Begins With AND

	Report Name	Submit Date	Report Type	Employee Name	Cash Advance...	Approval Status	Report Total	Receipt Status	Payment Status	Amount Due C...
<input type="checkbox"/>	Misc Expenses	09/15/2014	Expense	Peterson, Sue		Approved	\$150.76	Received / Not ...	Paid	\$0.00
<input type="checkbox"/>	Business Trip	09/15/2014	Expense	Peterson, Sue		Approved	\$1,036.57	Not Required	Paid	\$0.00
<input type="checkbox"/>	Business Meal	09/15/2014	Expense	Peterson, Sue		Approved & In Accoun... Review in Progress- 09/16/2014 Boyce, Philip	\$100.00	Not Required	Not Paid	\$0.00
<input type="checkbox"/>	Office Supplies	09/15/2014	Expense	Peterson, Sue		Submitted & Pending A... Brown, Terry L.	\$68.23	Not Required	Not Paid	\$0.00
<input type="checkbox"/>	test	09/10/2014	Expense	Gato, Bailey O.		Approved & In Accoun...	\$12.00	Not Required	Not Paid	\$0.00
<input type="checkbox"/>	test4	09/10/2014	Expense	Gato, Bailey O.		Submitted & Pending A...	\$12.00	Not Required	Not Paid	\$0.00
<input type="checkbox"/>	Trip from Seattle ...	09/03/2014	Expense	Peterson, Sue		Submitted & Pending A... Mason, Matt	\$1,133.50	Not Required	Not Paid	\$0.00
<input type="checkbox"/>	Office Supplies	09/03/2014	Expense	Peterson, Sue		Submitted & Pending A... Mason, Matt	\$25.00	Received / Not ...	Not Paid	\$0.00
<input type="checkbox"/>	Trip from Seattle ...	08/15/2014	Expense	Gato, Bailey O.		Submitted & Pending A... Allen, Bea D.	\$1,075.68	Received / Not ...	Not Paid	\$0.00
<input type="checkbox"/>	Concur Fusion ...	09/11/2014	Expense	Miller, Chris A.		Approved & In Accoun...	\$1,468.16	Not Required	Not Paid	\$0.00

Page 1 of 2

Send to Excel Export all the results as an excel spreadsheet format.

Displaying 1 - 25 of 33

4. Click **Save**.
5. Select the location on your computer to save the file.
6. Click **Save**.

---

**NOTE:** List item codes are not downloaded to the Excel output.

---

## Viewing and Modifying Report Information

### *Opening an Expense Report*

On the **Process Reports** page, select the desired expense report (click anywhere in the row – except the check box – that contains the expense report information). The report opens in the summary view.

**Business Trip** [Peterson, Sue]

Summary Details List Settings Receipts Print / Email

Expenses

Transaction ID	Expense Type	Receipt Status	Reviewed	Enter Vendor	City	Amount	Appl Business Pur...	Custom
01/13/2015	Room Rate	N	No	Synxis Res Svcs	Londo...	\$922.58	\$92	
09/03/2014	Dinner	N	No	Cafe Monte	Seattle...	\$45.76	\$45	
09/03/2014	Office Supplies	N	No	Office Warehouse	Seattle...	\$68.23	\$68	

Report Summary

Report Totals

Amount Due Co...	Amount Due Co...	Amount Due Emp...
\$0.00	\$1,036.57	\$0.00

TOTAL AMOUNT: \$1,036.57 TOTAL APPROVED: \$1,036.57

<< Previous Report Next Report >>

### Viewing Report Totals

1. On the expense report, select **Details** > **Totals**.

**Business Trip** [Peterson, Sue]

Summary Details List Settings Receipts Print / Email

Expenses

Report

- Report Header
- Totals**
- Audit Trail
- Approval Flow
- Report Payments
- Comments
- Allocations
- Allocations

The **Report Totals** window appears.

Report Totals

Expense Report

Report Total :	\$1,036.57
Less Personal Amount :	\$0.00
<hr/>	
Amount Claimed :	\$1,036.57
Amount Rejected :	\$0.00
<hr/>	
Amount Approved :	\$1,036.57

Company Disbursements

Amount Due Employee :	\$0.00
Amount Due IBCP :	\$1,036.57
<hr/>	
Total Paid By Company :	\$1,036.57

Employee Disbursements

Amount Owed Company :	\$0.00
<hr/>	
Total Owed By Employee :	\$0.00

Close

2. Click **Close**.

### Viewing and Uploading Receipts

The processor uses the Preferences "show receipts" option to set whether the receipt view opens automatically when the report is opened for viewing - this is helpful for speeding the image to expense report verification. When they do this, the **Receipt Management How-To** window appears with information about how to work with receipts. The processor can then read the information, dismiss the window, and view the existing receipt images at both the expense report and line item expense entry levels. They can also upload additional images for either level from a local folder.



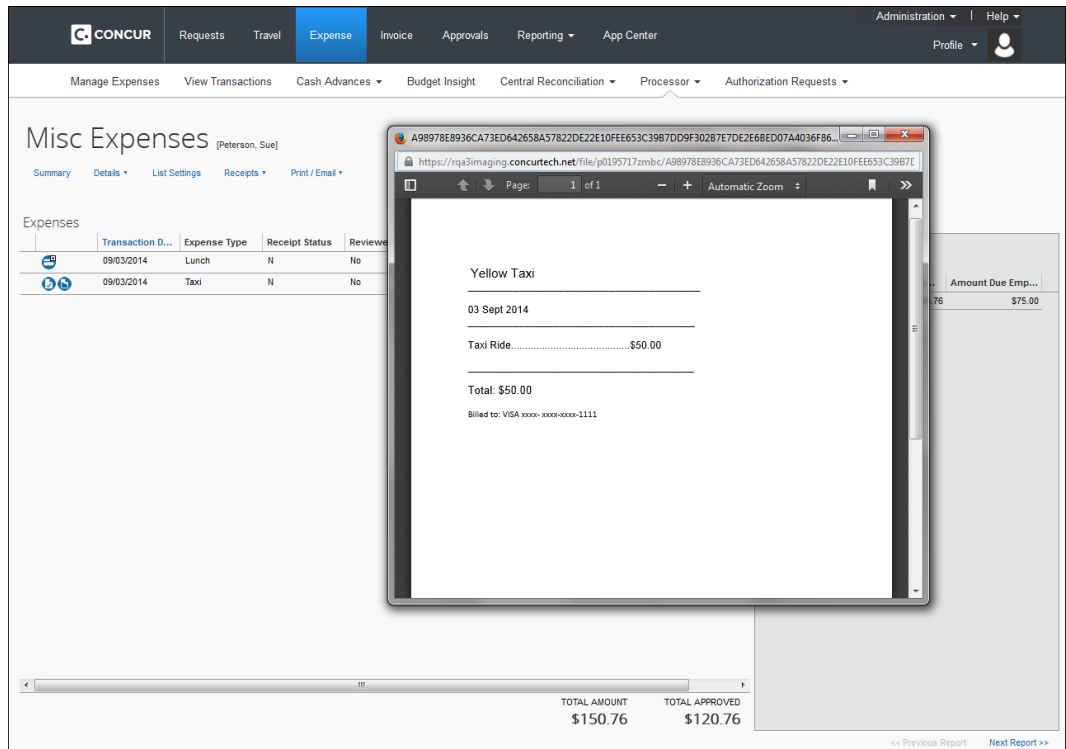
Refer to the *Setting the Process Reports Page Preferences* section of this guide for more information about setting auto-view for images.

### Verifying Receipt Images for the Expense Report and Line Items

#### ► To view images associated with the expense report:

1. Search for and open the expense report.

2. If the **Preferences > Automatically show receipts when the report is opened** setting is selected, the receipt loads in a third pane (note that pop-up blockers may prevent display - disable this browser option to view the image):




3. If the **Preferences > Automatically show receipts when the report is opened** setting is *not* selected, the processor chooses the receipt view behavior:

- ◆ Select **Receipts > View Receipts in new window**
- ◆ Select **Receipts > View Receipts in current window**

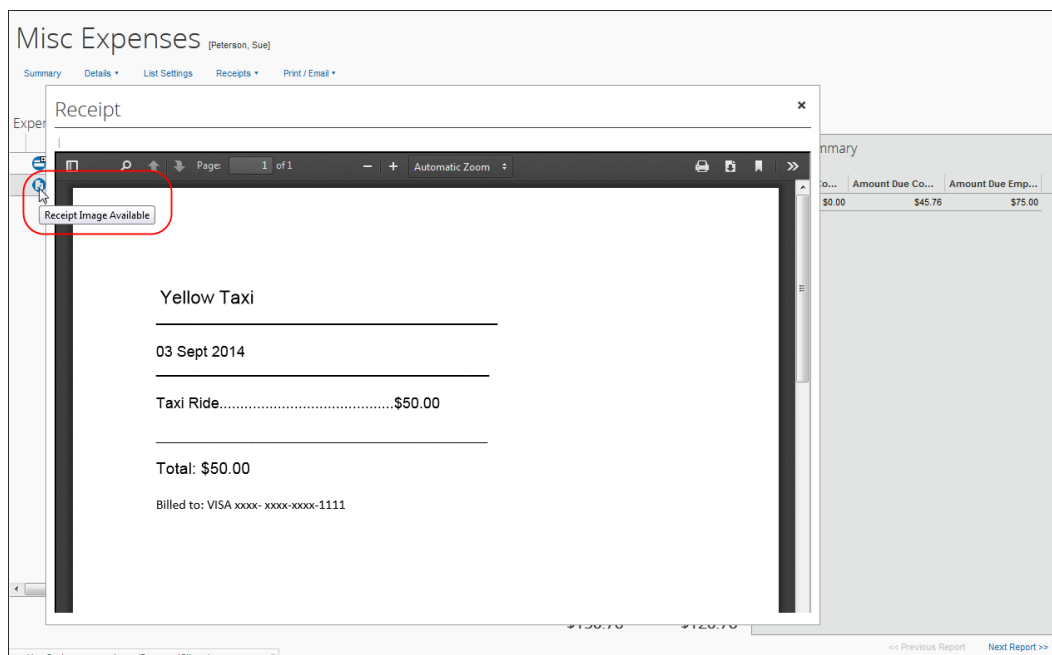
The processor verifies the receipt image that displays for validity and accuracy, then moves to the next image, or approves the report at this time.

### ***Verifying Receipt Images for Line Item Expense Entries***

To verify that the correct receipts are attached at the line item level, the processor can choose from the following options:

- Hover over the Receipt Image Available icon  to display the image for verification:

## Section 3: Expense Processor Procedures



- Open the expense entry in Detail view, then click the **Receipt Image** tab to view the receipt image:

The screenshot shows the 'Expense' entry form with the 'Receipt Image' tab selected. The form contains the following fields:

- Expense Type: Taxi
- Transaction Date: 09/03/2014
- Business Purpose: (empty)
- Enter Vendor Name: Yellow Taxi
- City: Seattle, Washington
- Payment Type: Cash (dropdown)
- Amount: 105.00 (input) USD (dropdown)
- Reviewed: No (dropdown)
- Approved Amount: 75.00 (input)
- Receipt Status: No Receipt (dropdown)

### ► To attach images to a report:

1. Select **Receipts > Attach Receipt Images**.

**Misc Expenses** [Peterson, Sue]

Summary Details ▾ List Settings Receipts ▾ Print / Email ▾

Expenses

	Transaction D...	Expense			Enter Vendor
	09/03/2014	Lunch			Cafe Monte
	09/03/2014	Taxi	N	No	Yellow Taxi

Dropdown menu options:

- Receipts Required
- View Receipts in new window
- View Receipts in current window
- Attach Receipt Images** (highlighted)

- The **Receipt Upload and Attach** window appears.

**Receipt Upload and Attach**

According to company policy, you must provide receipts for the expenses listed below.  
You may attach scanned images to individual expenses or to the report.

To attach a file to an expense line item first select it, then choose and upload the file. Line item attachment should be used when the file is for a single expense line item. To attach at the report level, choose and upload up to 10 files, without selecting an expense line item.

	Expense	Date ▴	Amount
<input type="checkbox"/>	Room Rate Synxis Res Svcs, London, UNITED KINGDOM	01/13/2015	GBP 543.30

For best results, scan images in black & white with a resolution of 300 DPI or lower.

Click Browse and select a .png, .jpg, .jpeg, .pdf, .html, .tif or .tiff file for upload. 5 MB limit per file.

**Files Selected for uploading:** Browse... Upload

No files selected

Close

- To attach a receipt to an expense entry, select the check box for the desired expense entry.
- Click **Browse**.
- Navigate to the image, then click **Open**.
- Click **Upload**.
- Optional:* Repeat steps 3 - 5 until all images are uploaded.

8. Click **Close** in the **Receipt Upload and Attach** window.

The processor verifies the receipt image that displays for validity and accuracy, then moves to the next image, or approves the report at this time.

---

**NOTE:** The processor can always attach new images to the report by using the **Receipt Upload and Attach** window without selecting an expense entry.

---

### ***Working With Receipt Affidavits***

When a user must add receipt images to expense report line items, but cannot provide them, they may instead agree to digitally sign an affidavit that can be submitted instead of the actual imaged receipts. This way, the report may be submitted in a timely manner and at the same time comply with company policy on receipt submittal.

For the processor the only task is to confirm that, for the report entries requiring receipt images, the affidavit is attached instead. This is because the user's delegate, proxy, and the processor are denied the ability to change the affidavit. If a receipt image is found and must be attached, it is the processor's task to simply return the report with the associated reason code (this is mandatory) so that the correct image file can be attached.

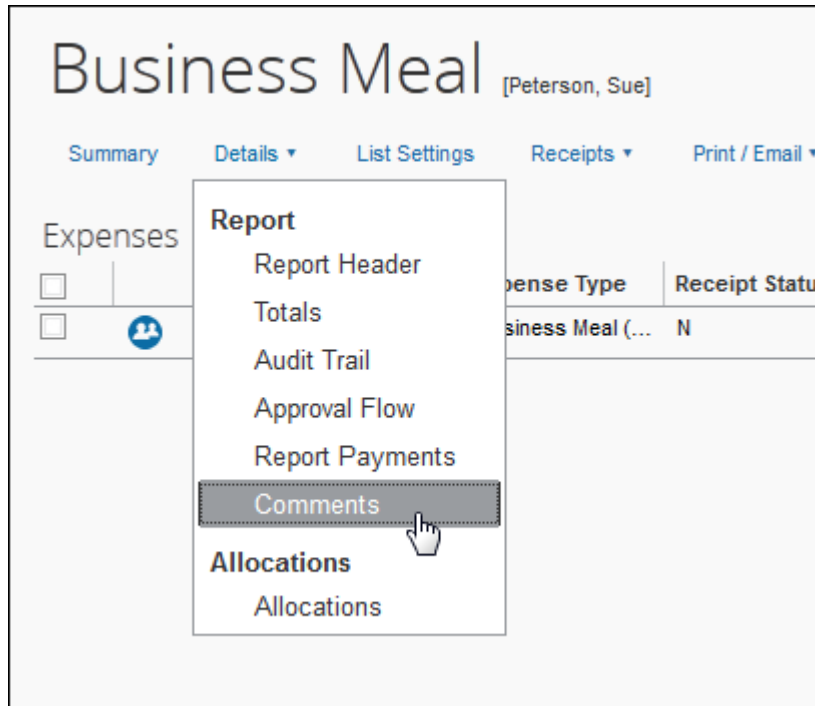


Refer to *Expense: Receipt Handling – Digital Receipts Setup Guide* for more information.



**Viewing Comments on a Report**

1. On the expense report, select **Details** > **Comments**.



The **Comment History** window appears.

Comment History

Date ▾

Entered By

Comment Text

09/16/2014

Boyce, Phillip

Need to make some calls for more information.

If you would like to add a comment to this report, type it in the text box below and then click Save.

Comment

Save Cancel

**NOTE:** You can view and also add comments using this window.


- Click **Cancel**.

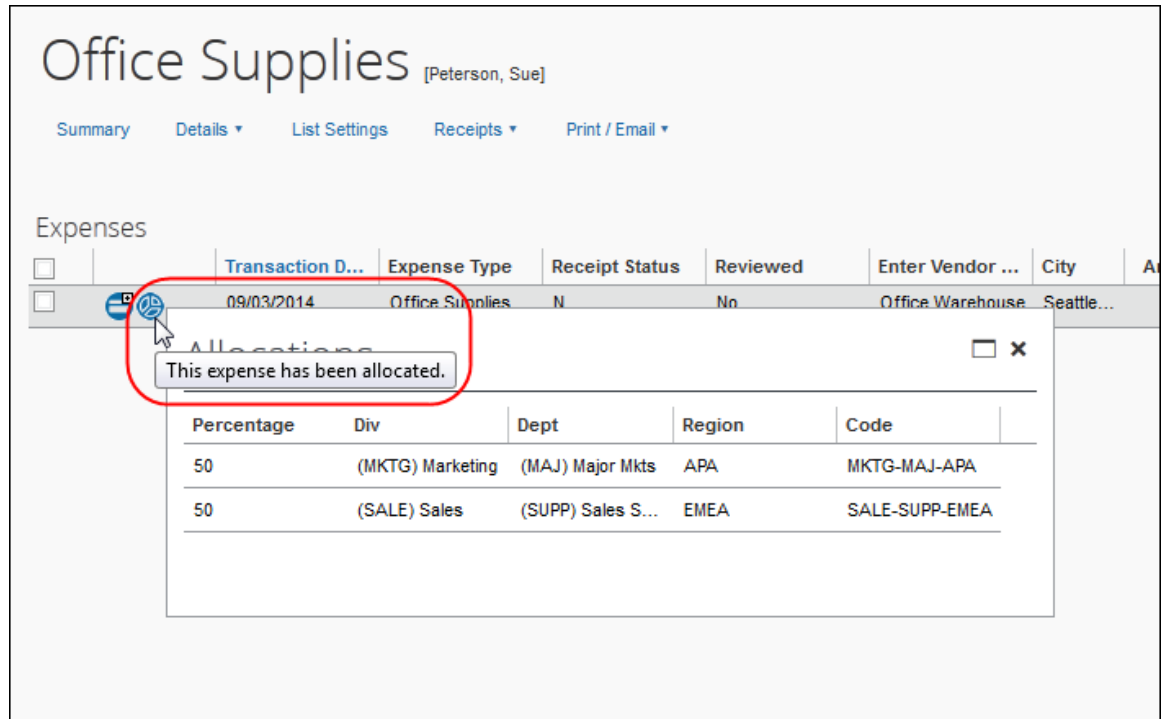
### Viewing Allocations

Processors can view and modify the expense allocation details.

**NOTE:** Depending on your expense configuration, you may not be able to edit the allocation fields.

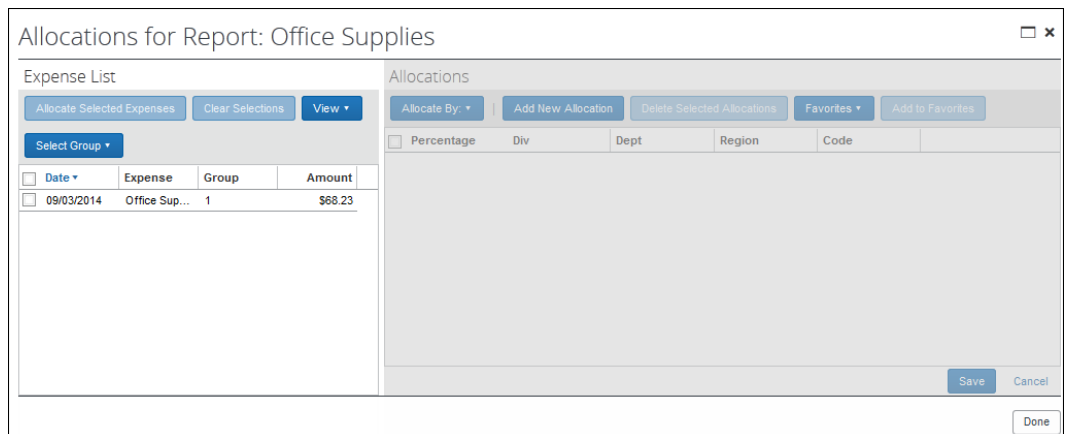
#### ► **To view allocations:**

On the expense report, mouse-over the allocation icon  to view the allocations.



► **To modify allocations:**

1. On the expense report, select **Details > Allocations**. The **Allocations for Report** window appears.



## Section 3: Expense Processor Procedures

2. Select the check box next to the desired expense. More than one expense can be selected.
3. Click **Allocate Selected Expenses**.

Allocations for Report: Office Supplies

Expense List

Allocate Selected Expenses Clear Selections View ▾

Select Group ▾

<input checked="" type="checkbox"/>	Date ▾	Expense	Group	Amount
<input checked="" type="checkbox"/>	09/03/2014	Office Sup...	1	\$68.23

Allocations

Allocate By: ▾

☐ Percentage

4. The allocation details appear in the right pane.

Allocations for Report: Office Supplies

Expense List

Allocate Selected Expenses Clear Selections View ▾

Select Group ▾

<input checked="" type="checkbox"/>	Date ▾	Expense	Group	Amount
<input checked="" type="checkbox"/>	09/03/2014	Office Sup...	1	\$68.23

Allocations

Total: \$68.23 Allocated: \$68.23 (100%) Remaining: \$0.00 (0%)

Allocate By: ▾ Add New Allocation Delete Selected Allocations Favorites ▾ Add to Favorites

<input type="checkbox"/>	Percentage	Div	Dept	Region	Code
<input type="checkbox"/>	50	(MKTG) Market...	(MAJ) Major Mkts	APA	MKTG-MAJ-APA
<input type="checkbox"/>	50	(SALE) Sales	(SUPP) Sales ...	EMEA	SALE-SUPP-EMEA

Save Cancel

Done

5. Make any necessary changes.
6. Click **Save**.
7. Click **Done**.

### Viewing Itemizations

Processors can view the expense itemization details and modify selected details. The itemization details icon can be clicked at the top of **Expenses** to expand or contract the itemization list for all expense items. Individual expense itemization lists can also be expanded or contracted using the itemization details icon.

Expenses

<input type="checkbox"/>	>	Transaction D...	Expense Type
<input type="checkbox"/>	>	02/04/2015	Room Rate
<input type="checkbox"/>		02/04/2015	Dinner

Itemization icon at top opens all itemized entries...

...while individual itemized entries are opened using the icon associated with the entry.

► **To view and modify itemizations:**

1. On the expense report, click the itemization details icon ( > ) for an expense that contains itemizations.

The itemizations appear in list format.

Expenses

<input type="checkbox"/>	>	Transaction D...	Expense Type	Receipt Status	Reviewed	Enter Vendor ...	City	Amount	Appl
<input type="checkbox"/>	>	02/04/2015	Room Rate	N	No	InterContinental	Montre...	\$439.25	\$43
<input type="checkbox"/>		02/03/2015	Room Rate	N	No	InterContinental	Montre...	\$189.77	\$18
<input type="checkbox"/>		02/03/2015	Room Tax	N	No	InterContinental	Montre...	\$23.73	\$23
<input type="checkbox"/>		02/03/2015	Parking	N	No	InterContinental	Montre...	\$9.17	\$9.1
<input type="checkbox"/>		02/03/2015	Trade Shows	N	No	InterContinental	Montre...	\$11.72	\$11
<input type="checkbox"/>		02/03/2015	Incidentals	N	No	InterContinental	Montre...	\$9.12	\$9.1
<input type="checkbox"/>		02/03/2015	Dinner	N	No	InterContinental	Montre...	\$161.89	\$16
<input type="checkbox"/>		02/03/2015	Local Phone	N	No	InterContinental	Montre...	\$14.36	\$14
<input type="checkbox"/>		02/03/2015	Incidentals	N	No	InterContinental	Montre...	\$1.83	\$1.8
<input type="checkbox"/>		02/03/2015	Gifts	N	No	InterContinental	Montre...	\$5.61	\$5.6
<input type="checkbox"/>		02/03/2015	Laundry	N	No	InterContinental	Montre...	\$12.05	\$12
<input type="checkbox"/>		02/04/2015	Dinner	N	No	Cafe Monte	Montre...	\$41.95	\$41

2. Select an itemization row. The itemization details appear in the right pane.

## Section 3: Expense Processor Procedures

Trip from Seattle to Dorval [Gato, Bailey]

Summary Details List Settings Receipts Print / Email

Expenses

Transaction D...	Expense Type	Receipt Status	Reviewed	Enter Vendor ...	City	Amount	App	Business Pur...	Cust
02/03/2015	Room Rate	N	No	InterContinental	Montre...	\$439.25	\$43		
02/03/2015	Room Tax	N	No	InterContinental	Montre...	\$23.73	\$23		
02/03/2015	Parking	N	No	InterContinental	Montre...	\$9.17	\$9.1		
02/03/2015	Trade Shows	N	No	InterContinental	Montre...	\$11.72	\$11		
02/03/2015	Incidentals	N	No	InterContinental	Montre...	\$9.12	\$9.1		
02/03/2015	Dinner	N	No	InterContinental	Montre...	\$161.89	\$16		
02/03/2015	Local Phone	N	No	InterContinental	Montre...	\$14.36	\$14		
02/03/2015	Incidentals	N	No	InterContinental	Montre...	\$1.83	\$1.8		
02/03/2015	Gifts	N	No	InterContinental	Montre...	\$5.61	\$5.6		
02/03/2015	Laundry	N	No	InterContinental	Montre...	\$12.05	\$12		
02/04/2015	Dinner	N	No	Cafe Monte	Montre...	\$41.95	\$41		
02/04/2015	Office Supplies	N	No	Office Warehouse	Montre...	\$62.55	\$62		
08/15/2014	Airfare	N	No	Air Canada	Seattle...	\$531.93	\$53		

Itemization

Total Amount: CAD 479.11 | Itemized: CAD 479.11 | Remaining: 0

Expense Type: Trade Shows

Transaction Date: 02/03/2015

Business Purpose:

Enter Vendor Name: InterContinental

City: Montreal, Quebec

Payment Type: BCP

Amount: 12.78 CAD

Reviewed: No

Approved Amount: 11.72

Receipt Status: No Receipt

Comment:

Save Allocate Cancel

Previous Report Next Report

TOTAL AMOUNT \$1,075.68 TOTAL REQUESTED \$1,075.68

3. Make any necessary changes.

4. Click **Save**.

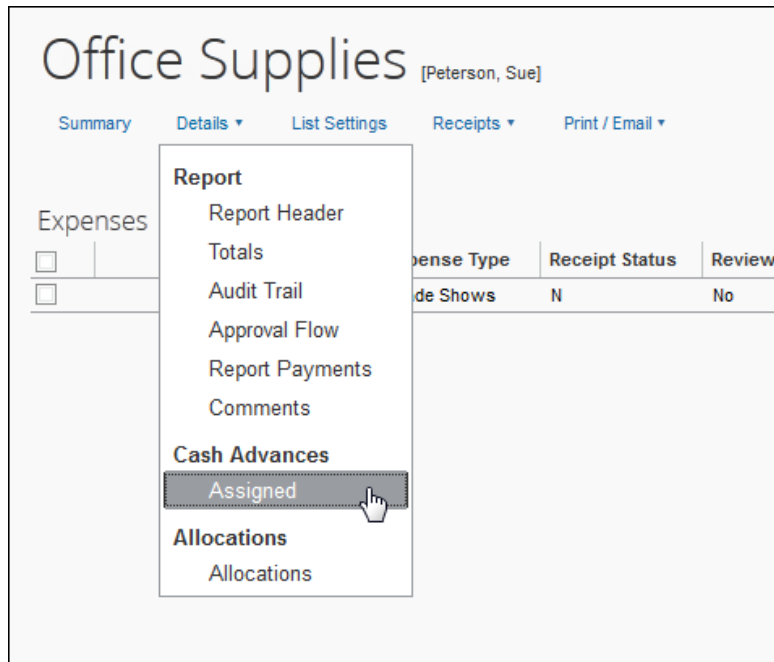
### Viewing Cash Advances

Processors may review cash advances using the **Cash Advance Assigned to Report** window available when a report is opened.

**NOTE:** This window is entirely read-only and for viewing purposes only.

#### ► To view the Cash Advances Assigned to Report window:

1. With the expense report opened for viewing, select **Details > (Cash Advances) Assigned**.



The **Cash Advances Assigned to Report** window appears.

Cash Advance Name	Foreign Amount	Exchange Rate	Amount	Balance	Amount Used in Report
Sales trip	\$500.00	1.00000000	\$500.00	\$246.50	\$12.00

Delete from Report
Cancel

### Section 3: Expense Processor Procedures

Depending on configuration, the cash advance amounts may display in the cash advance currency and the user's reimbursement currency:

Cash Advance Name	Foreign Amount	Exchange Rate	Amount	Balance	Amount Used in Report
Cash for Paris Trip	€200.00	1.09000000	\$218.00 €200.00	\$0.00 €0.00	\$218.00 €200.00

Field	Description
Cash Advance Name	The name of the cash advance.
Foreign Amount	The cash advance, in the requested currency.
Exchange Rate	The exchange rate between the requested currency and the user's reimbursement currency.
Amount	The original balance of the cash advance in the employee's reimbursement currency.
Balance	The unused amount in the employee's reimbursement currency. This is based on all submitted reports.
Amount Used in Report	The total amount of the cash advance entries in the current report.

2. Click **Cancel** to dismiss the window.

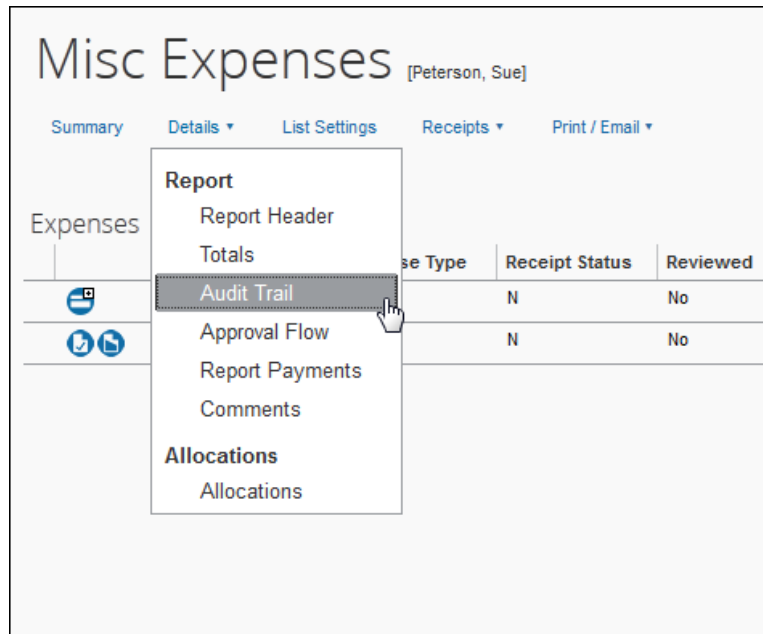
## Viewing the Audit Trail

Processors can view the audit trail for an expense report. This page is read-only.

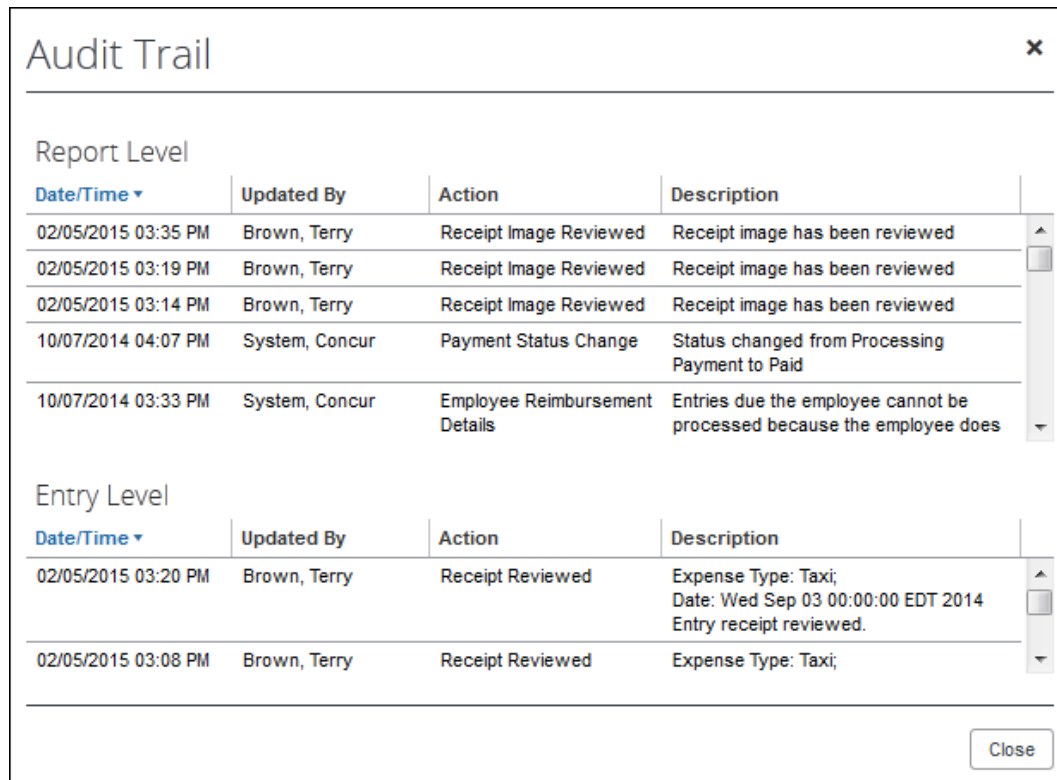
► **To view the audit trail:**

On the expense report, select **Details** > **Audit Trail**.





The **Audit Trail** window appears.



Typical actions that generate a report-level row:

Action	Description
Report Submission	Whenever a report is submitted, a row is generated.

## Section 3: Expense Processor Procedures

Action	Description
Approval or Payment Status Change	Whenever the system or any user changes the approval or payment status of a report, a row is generated.
Comment Editing Status Change	Whenever a comment is no longer editable on the report, a row is generated.
Exception Generation	Whenever a report is submitted that contains exceptions, a single row is added to the audit trail with each report level exception that exists, including flag, code, and level.
Report Level Field Edits after Submit	Whenever a field on a report is changed after it has been submitted, a row is generated.
Clearing Exceptions	Whenever exceptions are cleared, a row is generated.
Receipts or Images Received	Whenever receipts or images are marked as received, a row is generated.
Sent Back to Employee	If an entry is deleted while a report is in Resubmit status, a row is generated.
Manual Payment to Employee	If an entry within an expense report is paid manually to the employee, a row is generated.
Payment Hold	If an expense report enters payment hold, a row is generated.

Typical actions that generate an entry-level row:

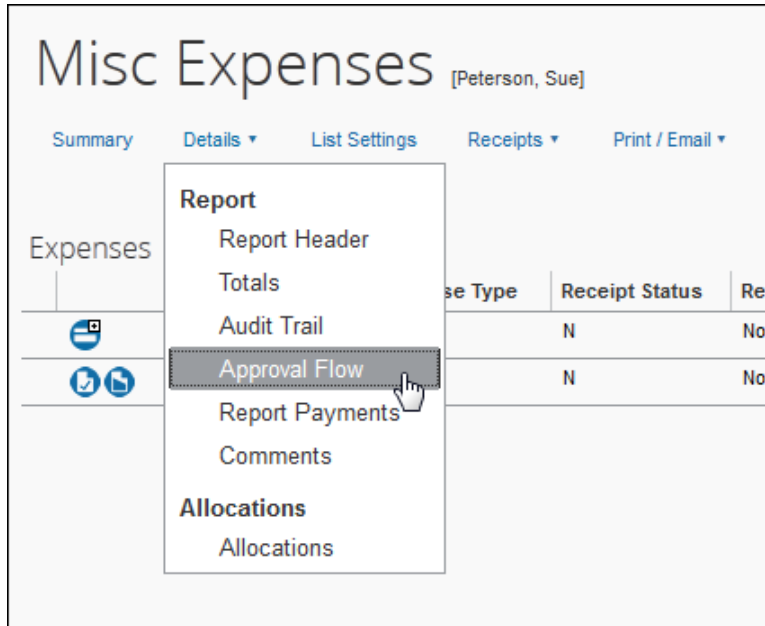
Action	Description
Comment Editing Status Change	Whenever a comment is no longer editable on an entry, a row is generated.
Exception Generation	Whenever a report is submitted that contains exceptions, a single row is added to the audit trail with each entry-level exception that exists, including flag, code, and level.
Entry Level Field Edits after Submit	Whenever a field on an entry is changed after it has been submitted, a row is generated.
Partially Approving or Rejecting an Entry	Whenever the system or a user partially approves or rejects an entry, a row is generated.

### ***Viewing Workflow and Adding Additional Workflow Steps***

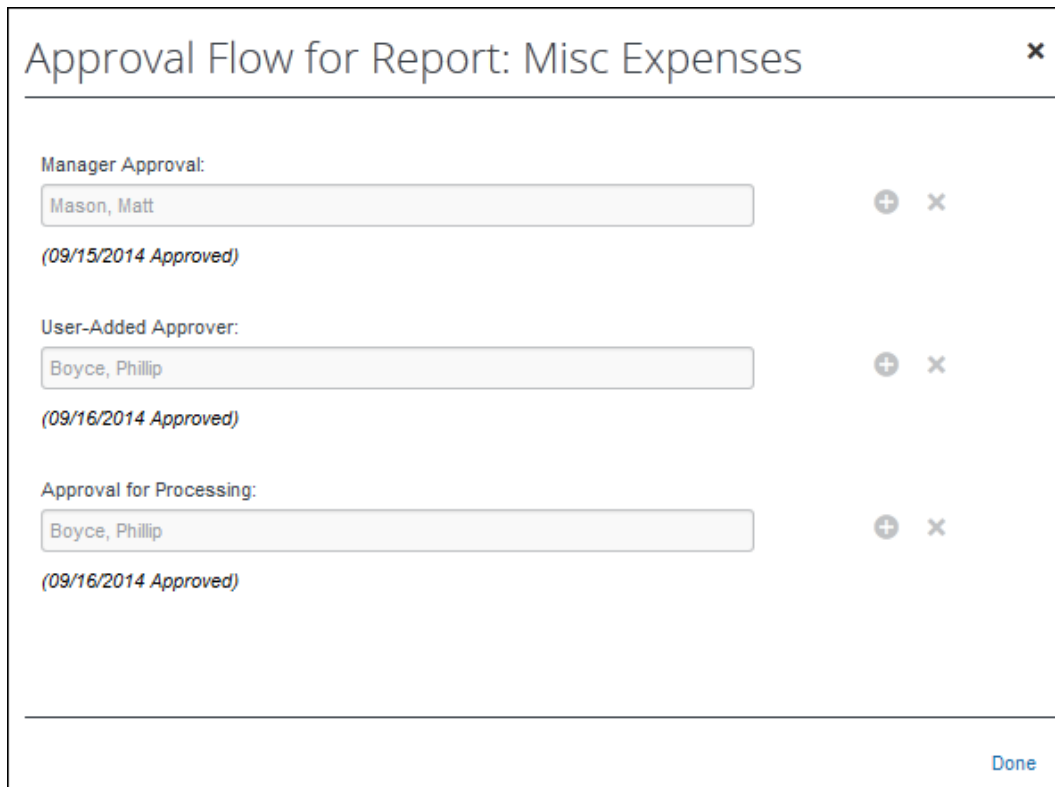
Processors can review the approval workflow for an expense report. Depending on configuration, the Expense Processor Manager and Expense Processor can add additional approvers to the workflow process. If additional approvers are added to the workflow, the expense report will go to the added approvers upon completion of the Expense Processor tasks.

► **To view the approval flow:**

On the expense report, select **Details** > **Approval Flow**.



The **Approval Flow for Report** window appears.



### ► **To add an approval step:**

The Processor can add approval steps before or after certain workflow steps.

**NOTE:** If the processor adds steps after their own step, the final approval will cause the report to move into the **Processing Payment** status for extraction. The report will not return to the processor unless either an additional processor step is explicitly added or the processor recalls the report to the previous processor workflow step using the **Recall to Processor** option.

1. Click the **Add a step before this step** button to assign a new approver to the workflow prior to the desired step.

Print / Email ▼

### Approval Flow for Report: Business Meal

Manager Approval:

Mason, Matt

(09/15/2014 Approved)

User-Added Approver:

Boyce, Phillip

(09/15/2014 Approved)

→ Approval for Processing:

+

+

x

Add a step before this step

Approve Send Back

Save Workflow Cancel

2. Click the **Add a step after this step** button to assign a new approver to the workflow after the desired step.

Print / Email

Approval Flow for Report: Business Meal

Manager Approval:

Mason, Matt

(09/15/2014 Approved)

User-Added Approver:

Boyce, Phillip

(09/15/2014 Approved)

→ Approval for Processing:

Approve

Send Back

Save Workflow

Cancel

3. Click **Save Workflow**. The **Expense Report** page appears.

► **To remove a workflow step:**

1. Click the **Remove this step** button to remove a workflow step.

## Section 3: Expense Processor Procedures

Print / Email ▾

### Approval Flow for Report: Business Meal

Manager Approval:

Mason, Matt

(09/15/2014 Approved)

User-Added Approver:

Boyce, Phillip

(09/15/2014 Approved)

→ Approval for Processing:

Remove this step

Approve Send Back

Save Workflow Cancel

2. Click **Save Workflow**.

## Viewing Trip Itinerary

The processor can view the Travel trip itinerary details.

► **To view report header information:**

1. On the **Process Reports** page, open the desired expense report. The expense report appears, with the itinerary icon next to the associated expense.
2. Mouse-over the itinerary icon to view itinerary details. This example shows the airfare icon:

**CONCUR** Requests Travel **Expense** Invoice Approvals Reporting App Center

Manage VA Trip

**Trip Itinerary: Third Trip** [X]

**Trip Name/Description:** Third Trip  
 Description : Generated Trip Description for Third Trip  
 Start Date : 08/20/2014  
 End Date : 08/22/2014  
 Record Locator: DEMO01

**Flight Booking Information**

**Airline** : Delta  
 Flight # : 101  
 Departure Date : 08/20/2014 12:00 PM  
 From : IAD  
 To : ORD

**Car Rental Information**

**Vendor** : Hertz  
 Importation : Imported from Trip Itinerary  
 Pick-up Date : 08/20/2014  
 Drop-off Date : 08/22/2014  
 Rate : \$50.00  
 Total : \$100.00

**Taxi Booking Information**

**Vendor** : Yellow Cab  
 Start Date : 08/20/2014  
 Rate : 24.00  
 Pick-up Airport : USWAS  
 Pick-up Address : 209 Madison Street  
 Pick-up City : Alexandria

Vendor ...	City	Amount	Appl	Business
e		\$45.76	\$45	
y Yello...	Washi...	\$24.00	\$24	
ines	Washi...	\$550.00	\$55	

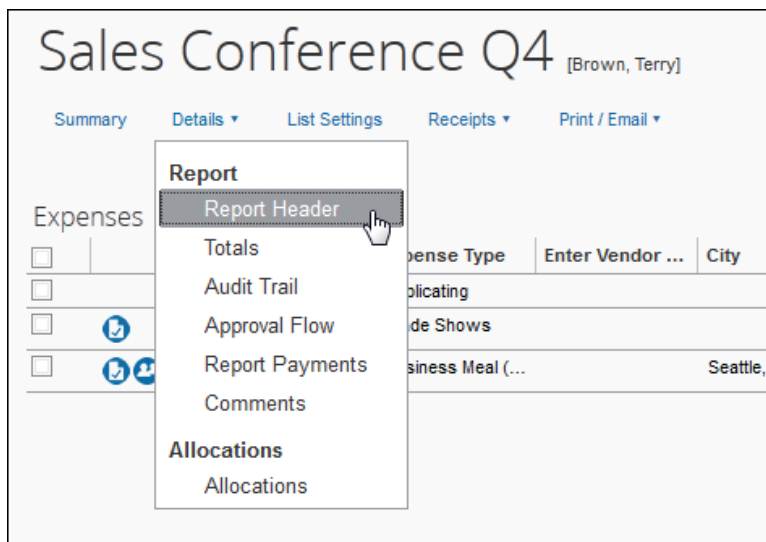
3. Click the **X** in the upper right corner to close the itinerary details.

### ***Viewing Report Header Information***

Report header information, including report header fields and any associated requests, can be viewed from the **Expense Report** page.

► ***To view report header information:***

1. On the expense report, select **Details** > **Report Header**.





The **Report Header** window appears, along with any associated request information under the appropriate tab:

Report header for: Sales Conference Q4

Report Name Sales Conference Q4	Report ID 9485870FA3D44B259AE6	Policy US Expense Policy	Employee Name Brown, Terry
Report Date 12/05/2014	Business Purpose Top sales conference.	Report Currency US, Dollar	Receipts Received Yes
Submit Date 12/05/2014	Approval Status Approved & in Accounting Review	Payment Status Not Paid	Comment

☐ Limit Approved

Requests

Request Name	Request ID	Cancelled	Request Total	Amount Approved	Amount Remaining
Sales Conference Q4	336V	No	\$1,000.00	\$1,000.00	\$0.80

Save Cancel

2. Make any necessary changes.
3. Click **Save**.

### Clearing Exceptions

Exceptions can be cleared from an expense report *up to the point at which they are approved and ready for extract* (and beyond). At this point the exception remains with the report. When an exception is cleared the system will clear *all* exceptions within the report, including the report, expense entry, and sub-entry levels. Once an exception is cleared, it becomes inactive and an entry is recorded within the audit trail.

---

**NOTE:** If you are assigned the Expense Processor (Audit) role, you will be unable to perform this task.

---

#### ► To clear report exceptions:

1. On the **Process Reports** page, search for the expense reports that are to have exceptions cleared.

---

**NOTE:** The exceptions remain associated with the reports through the audit trail. The exception level is included in the exception level total stored at the report level.

---

2. Select the check boxes next to the desired expense reports.
3. Click **Clear Exceptions**. All exceptions are cleared, including the report level, entry level, and sub-entry level, and the exception icons turn blue.

### ***Changing Field Values***

Depending on your configuration, Expense Processors may be able to modify the values of some of the expense report fields. The field access is generally controlled using the form definitions in **Administration > Expense > Forms and Fields**. However, some specialized fields and functionality prevent modifications by the Expense processor. These fields will appear as read-only to the processor.

Some fields that cannot be changed by the processor are:

- Amounts for Mileage expense types where the amount is calculated from the distance traveled and applicable rate
- Any expense type with the amount set by a calculation formula
- Amounts for fixed daily allowance expenses generated by the Travel Allowance function



For information on changing an expense type, refer to the *Changing Expense Types* section of this guide.

#### **▶ To change a field value:**

1. On the expense report, select the desired expense entry. The expense details appear in the right pane.
2. Enter the new field value.
3. Click **Save**.

### ***Printing the Report***

All Expense Processors can print expense reports created by employees who are within the groups the Processor has rights to administer.

#### **▶ To print the expense report:**

1. On the expense report, click **Print/Email**.
2. Select the desired print format (Detailed Report shown below).

Client Meeting [Brown, Terry]

Summary Details ▾ List Settings Receipts ▾ Print / Email ▾

Expenses

<input type="checkbox"/>	Transaction D...	Expense Type	Reviewed	Amount
<input type="checkbox"/>	03/28/2014	Parking		\$15.87
<input type="checkbox"/>	03/28/2014	Miscellaneous	Seattle, Washin... No	\$15.87

The reports available for printing are configured by your company, the following table lists some typical examples:

Field	Description
Receipt Report	This report shows all of the expenses that require a receipt. The report should be printed and submitted along with your receipts to your Accounting department.
Detailed Report	<p>This report shows all of the report details, based upon the following choices:</p> <p><b>Expenses:</b> Select this option to print out the expense entries. You can further select whether to print the itemization information.</p> <p><b>Totals:</b> Select this option to print only the report totals.</p> <p><b>NOTE:</b> Both the <b>Expenses</b> and <b>Totals</b> check boxes can be selected; you do not need to select one or the other.</p>

**NOTE:** Depending on whether the **Prompt to display print options** check box is active in the **Expense Preferences** area of **Profile** the different print options may or may not appear. If they do not appear, a preview of the report appears instead, allowing you to print the report. The options provided for the preview and print feature are based on the options selected for the last report printed. For example, if you printed a Detailed Report last, and you are not prompted to select the format, the preview and print format will be for a Detailed Report.

3. The following options may be configured for the reports:
  - ◆ Select or clear the **Show Expenses** check box, as desired.
  - ◆ Select or clear the **Show Itemizations** check box, as desired.

☒ Show Expenses ☐ Show Itemizations

4. Click **Print**.

## Changing Expense Types

The processor has the ability to change expense types for expense entries even if they do not share a form. However, certain restrictions are enforced when changing expense types under either scenario. In order to change an expense type on an entry:

- The expense entry form must be configured to allow the processor to modify the **Expense Type** field.



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

- The expense entry must not be a parent expense entry to itemizations.

The processor will not be able to modify the following expense types:

- Mileage
- Cash Advance
- Cash Advance Return
- Currency Gain/Loss
- Travel Allowance Expenses

The following actions will occur when the processor changes an expense type:

- Entry Save audit rules will run

---

**NOTE:** Please note that Report Submit rules will **not** run

---

- If the new expense type has a different vendor list, the vendor list field will be cleared
- If the new expense type uses a different form, the form is redrawn with the correct shared fields, additional form-specific fields, and removal of all non-associated fields



Refer to *Changing Expense Types Across Forms* for more information.

- Allocations will remain the same
- Attendees will remain the same
- Comments will remain the same
- The audit trail will be updated with a record noting the change

► **To change an expense type:**

1. On the expense report, select the check box next to the desired expense. The expense details appear in the right pane.
2. Select the new expense type in the **Expense Type** field.
3. Click **Save**.

### Changing Expense Types Across Forms

If the change you performed requires the system to display a different form (*Default*, *Entertainment*, etc.), that form displays and changes are made as explained in the example below.

#### EXAMPLE: EXPENSE TYPE CHANGE - DINNER TO BUSINESS MEAL (ATTENDEES)

Assume an expense type of *Dinner* (shown below) should have been set by the user as *Business Meal (Attendees)*:

The screenshot shows the 'Expense' form in the SAP Concur system. The 'Expense Type' is set to 'Dinner'. The 'Transaction Date' is '01/20/2015'. The 'Business Purpose' field is empty. The 'Enter Vendor Name' field contains 'Joe's Diner'. The 'City' field contains 'Bellevue, Washington'. The 'Payment Type' is 'Cash'. The 'Amount' is '118.83' with the currency set to 'USD'. The 'Reviewed' status is 'No'. The 'Approved Amount' is '118.83'. The 'Receipt Status' is 'No Receipt'. There is a 'Comment' field at the bottom. At the bottom right, there are three buttons: 'Save', 'Allocate', and 'Attach Receipt'.

## Section 3: Expense Processor Procedures

When the processor changes the expense type in this form, the new form displays shared fields, adds new form-specific fields, and removes all non-associated fields. In this example, the Attendee grid displays, along with any Custom fields added to the Entertainment form by the company:

Expense
Receipt Image

Expense Type  
Business Meal (attendees)

Transaction Date  
01/20/2015

Business Purpose

Enter Vendor Name  
Joe's Diner

City  
Bellevue, Washington

Payment Type  
Cash

Amount  
118.83 USD

Reviewed  
No

Custom 23

SF- Account

Approved Amount  
118.83

Receipt Status  
No Receipt

Comment

☐ Personal Expense (do not reimburse)

**Attendees**  
Attendees: 0 | Attendee Total:  
\$0.00 | Remaining: \$118.83 | No Shows: 0  
\$0.00

Add Search Recently Used Modify

	Atte...	Attendee Title	Company	Atte

Save Allocate Attach Receipt

Now, the processor is permitted to make changes based on their access rights for the new form. In this example, this may mean they are restricted from filling out some fields. The processor may need business meal attendee information as well. In this case, they fill out what they can, and send the report back to the original creator for completion. Note that, since the Split Report feature is supported, the processor may approve selected entries, and return others to the employee for completion.



For more information about using the Split Report feature, refer to *Split Expense Report on Approval* Fact Sheet.

### **Reversing Changes – Retrieving the Data for Erased Fields**

If an expense type change must be reversed, the original values will appear for all shared fields between forms. However, fields removed on the initial change will not retrieve their original values. These values are captured in the audit trail, which the processor should reference to replicate the original report.

### **BEST PRACTICE: BLOCKING REPORTS WITH EXCEPTIONS**

Until a company is satisfied with the unintended error rate caused by processor changes under this new feature, they should disable the workflow step setting *Can exit step with blocking exceptions*. Doing this prevents a report from moving through the workflow step until blocking exceptions are cleared. This alerts the processor to their error and prevents submission of reports that adversely impact the client financial system.

### **CONFIGURATION**

The client should work with their Expense representative to set the workflow setting as required for the specific workflow step.



**Workflows**

Workflows | Expense Report Approval Statuses | Email Notifications | Confirmation Agreements | Authorized Approvers | Settings | Reason Category and Codes

1 General 2 Steps 3 Step Rules

New Modify Remove

Step Order: Click here to edit a Workflow Step

Step Order	Step Name	Role
↓	Report Submitted	System
↑	Manager Approval	Expense Approver
	Approval for Processing	Expense Processor
	Prepayment Validation	System

Process

**Modify Workflow Step**

Step Name: Approval for Processing

Role: Expense Processor

Initial Status: Approved & In Accounting Review

Approval Actions: Approve, Send Back to Employee

Email Employee when step is complete: ☒

Can exit step with blocking exceptions: ☐

Save Cancel

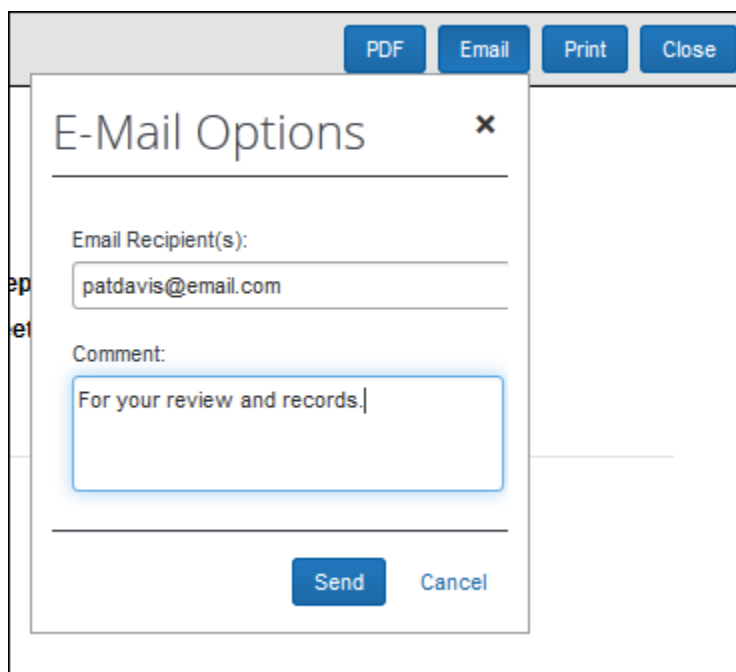
In addition, if the access rights for the processor to selected fields should be changed, the client should work with Concur to change these rights.

### ***Emailing the Report with Comments***

The processor can email a copy of the report with comments.

► ***To email the report with comments:***

1. On the expense report, select the report type output you want (Receipt; Detailed; or custom) from the **Print/Email** menu.
2. Click **Email** in the upper-rightmost section of the report output page, and enter the email recipient name and any comments you want to pass along.



3. Click **Send**.

---

! The Email feature uses the user's local email program to send the email. For this reason, the emails are not audited or logged. To ensure that the comments are preserved in the report audit trail, use the Send Back to Employee functionality.

---

## **Modifying Report Status**

### ***Setting the Receipt Status of a Report***

Receipts can be marked as received or not received at the expense report level. Using this functionality marks the paper receipts as received or not received for the entire expense report.

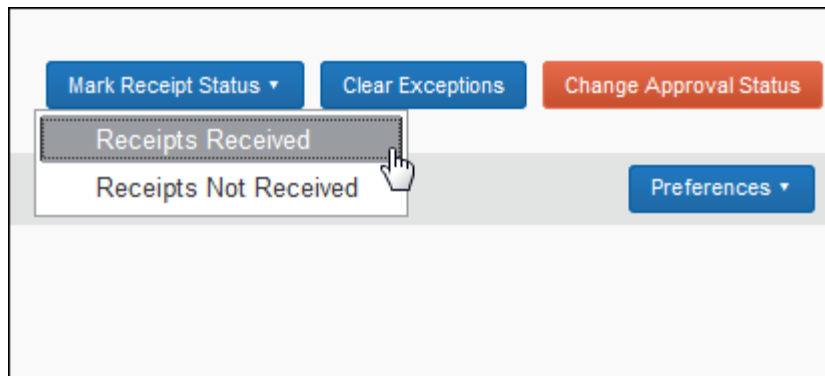
---

**NOTE:** If you are assigned the Expense Processor (Audit) role, you will be unable to perform this task.

---

► **To mark receipts received or not received for a report:**

1. On the **Process Reports** page, search for the expense reports that are to have the receipt status changed.
2. Select the check boxes next to the reports you will mark a common receipt status for.
3. Select **Mark Receipt Status** > **Receipts Received** or **Receipts Not Received**. The **Receipt Status** column changes to reflect the new information.



### ***Setting the Receipt Status of Expense Entries***

As you review the expense entries, you can edit the type of receipt that the employee has indicated is available

---

**NOTE:** If you are assigned the Expense Processor (Audit) role, you will be unable to perform this task.


---

► **To update the receipt status:**

1. On the expense report, select the check box next to the desired expense. The expense details appear in the right pane.
2. The **Receipt Status** list allows up to three options: No receipt, Receipt and Tax Receipt. In most cases, the user has indicated which type of receipt is available but may not have included that receipt in the images or paper receipts submitted with the report, or may not have accurately identified a tax receipt. The processor may change this value to accurately reflect what is available.
3. Click **Save**.
4. Repeat the above steps until the status of all of the receipts are updated.

### ***Setting the Review Status of Expense Entries***

As you review the expense entries, you can mark the individual items or groups as reviewed. Once the items are marked, the **Reviewed** column is updated with the new information; however, if you do not have the **Reviewed** column set up to display on the page, you will not see this information change.

Itemized entries can be marked reviewed with the same process. Click the itemization details icon (  ) to expand the list of itemizations, then follow the process below.

---

**NOTE:** If you are assigned the Expense Processor (Audit) role, you will be unable to perform this task.

---

▶ ***To mark an expense entry as reviewed:***

1. On the expense report, select the check box next to the desired expense. The expense details appear in the right pane.

2. Select **Yes** from the **Reviewed** list to mark the entry as reviewed.

The screenshot shows the 'Expense' form with the 'Receipt Image' tab selected. The form contains the following fields:

- Expense Type:** Dinner
- Transaction Date:** 01/20/2015
- Business Purpose:** (empty)
- Enter Vendor Name:** Joe's Diner
- City:** Bellevue, Washington
- Payment Type:** Cash
- Amount:** 118.83 USD
- Reviewed:** A dropdown menu is open, showing 'No' (selected), 'Yes', and 'No' (duplicated). A mouse cursor is pointing at the 'Yes' option.
- Receipt Status:** No Receipt
- Comment:** (empty)
- ☐ **Personal Expense (do not reimburse)**

At the bottom of the form are three buttons: **Save**, **Allocate**, and **Attach Receipt**.

---

**NOTE:** The **Receipt Status** field is used with VAT configuration, and does not indicate that the receipt was reviewed.

---

3. Click **Save**.
4. Repeat the above steps until all of the review statuses have been updated appropriately.

### ► **To mark multiple expense entries as reviewed:**

1. On the expense report, select the check boxes next to the desired expenses. The right pane displays the review status options.
2. Click **Mark as Reviewed**.

The screenshot shows the 'VA Trip' expense report for user [Davis, Pat]. At the top right are buttons: 'Requires Review' (blue), 'Send Back to Employee' (blue), 'Send to Approver' (blue), and 'Approve' (red). Below these are tabs: 'Summary', 'Details', 'List Settings', 'Receipts', and 'Print / Email'. The main area displays a table of expenses with columns: Transaction D..., Expense Type, Receipt Status, Reviewed, Enter Vendor ..., City, Amount, Appt, Business Pur..., and Cust. Three rows are visible, each with a checkbox in the first column. The first row (08/22/2014, Dinner) is not selected. The second (08/20/2014, Taxi) and third (08/12/2014, Airfare) rows are selected. On the right, a dialog box asks 'You have selected multiple expenses. What would you like to do?' with two options: '1. Mark as Reviewed' (circled in red) and '2. Mark as Not Reviewed'.

Transaction D...	Expense Type	Receipt Status	Reviewed	Enter Vendor ...	City	Amount	Appt	Business Pur...	Cust
08/22/2014	Dinner	N	No	Cafe Monte		\$45.76	\$45		
08/20/2014	Taxi	N	No	Alexandria Yello...	Washi...	\$24.00	\$24		
08/12/2014	Airfare	N	No	Delta Air Lines	Washi...	\$550.00	\$55		

3. The **Reviewed** field for the selected expense entries is updated to **Yes**.

### ***Sending an Entire Report Back to the Previous Processor Workflow Step***

If an entire expense report requires modification by the processor while in the Processing Payment status it can be recalled to the previous processor step in workflow. This allows the processor to review and correct details in the report prior to payment.

---

**NOTE:** Configuration in the **Settings** tab of Workflow is required to enable the recall functionality for the processor - refer to *Expense: Workflow - General Information Setup Guide*.

---

To do this, the processor uses the **Recall to Processor** button, available under the following circumstances:

- When the report has not yet been extracted or paid
- When any payments for that report are in open batches for Expense Pay
- When a processor workflow step was skipped, the result of the recall to now include that previously skipped step in the updated workflow
- Only when the report has passed a Processor step, but *not* during the time it is in a Processor's queue (this prevents recall under a two-processor workflow model where the report is with, or pending, the second processor)

### ► **To send an expense report back to the previous workflow processor step:**

1. Click **Process Reports** to open the processor report list page.
2. Double-click the report to open it in detail view.
3. Click **Recall to Processor** - a confirmation window appears to confirm the action.

Office Supplies [Peterson, Sue]

Summary Details List Settings Receipts Print / Email

Expenses

Transaction D...	Expense Type	Receipt Status	Reviewed	Enter Vendor ...	City	Amount	Appl	Business Pur...	Cust
09/03/2014	Office Supplies	N	No	Office Warehouse	Seattle...	\$68.23	\$68	Office Supplies	

Report Summary

Report Totals	Amount Due ...	Amount Due ...	Amount Due ...
	\$0.00	\$68.23	\$0.00

The employee who originated the report does not receive an email notification on recall, but will receive notification when the report proceeds past the processor step it was recalled to.

### ***Sending an Entire Report Back to the Employee***

If either an entire or part of an expense report requires modification by the employee before it can be approved, the processor can send the report back to the employee, allowing the employee to edit and resubmit the report. A reason code must be selected when doing this, for example, *Missing Receipt*.

**NOTE:** Depending on your company's configuration, you may be allowed to send back one or more selected expenses (split report) without sending back the entire report. Refer to *Sending One or More Expenses Back to the Employee* in this guide.

#### **► To send an expense report back to an employee:**

1. On the expense report, click **Send Back to Employee**.

Office Supplies [Peterson, Sue]

Summary Details List Settings Receipts Print / Email

Expenses

Transaction D...	Expense Type	Receipt Status	Reviewed	Enter Vendor ...	City	Amount	Appl	Business Pur...	Cust
09/02/2014	Office Supplies	N	No	Office Depot	Seattle...	\$25.00	\$25	Office Supplies	

Report Summary

Report Totals	Amount Due Company	Amount Due Employee
	\$0.00	\$25.00

2. The **Send Back Report** window appears.

Send Back Report

Comment History

Date	Entered By	Comment Text
------	------------	--------------

Add a comment to explain why you are returning the report. Then click OK to return the report to the employee.

Comment

This report looks like a duplicate.

OK Cancel

3. Enter comments as needed explaining why you are returning the expense report.

---

**NOTE:** It may be helpful to remind the approver/processor that the approved amount field is reset to the "Claimed Amount" when a processor 'sends back' an expense.

---

4. Click **OK**. The expense report is returned to the employee.

### ***Sending a Report to Another Approver***

The processor can send the report to an additional approver, if necessary.

► ***To send an expense report to another approver:***

1. On the expense report, click **Send to Approver**. The **Send Report to Approver** window appears.



2. Select the desired approver.

---

**NOTE:** To return the report to the user's approver, you may need to first determine the name of the approver in the audit trail.

---

3. Click **Send to Approver**.

### ***Deleting a Report***

Only the Expense Processor Manager can delete an expense report, and only when the report is submitted and does not have a workflow status of *Final Approval and Payment*. Note that this option is typically used only for test reports that you want to individually delete from the system rather than deleting all test reports at once.

#### **DELETING UNSUBMITTED EXPENSE REPORTS**

An unsubmitted report can be deleted, but only by the original employee or an admin acting as a proxy for the employee. Additionally, when deleting an unsubmitted report, the bulk delete action is disabled by the system.



Refer to the *Expense: Test User Setup Guide* for more information.

---

**! WARNING:** Deleting an expense report permanently removes the report from the system, including any record of the report or its contents. Therefore, we recommend only deleting test reports. This option should be used with extreme caution as there is no way to recover the deleted report.

---

### ► **To delete reports:**

1. On the **Process Reports** page, search for the expense reports that are to be deleted.
2. Select the check boxes next to the desired reports.
3. Click **Delete Report**.

## Approving Reports and Expenses

### **Approving Reports**

The processor can approve reports.

**NOTE:** In cases when the Expense Processor qualifies as the Authorized Approver, the report will be limit approved. An expense report will be limit approved when approved by a qualified Authorized Approver regardless of the step at which it is approved even if the Authorized Approver is acting as an Expense Processor and approving the report at an Expense Processor step.

### ► **To approve a report:**

On the expense report, click **Approve**.

Concur Fusion Conference [Miller, Chris]

Requires Review Send Back to Employee Send to Approver **Approve**

Summary Details List Settings Receipts Print / Email

Expenses View

Transaction D...	Expense Type	Receipt Status	Reviewed	Enter Vendor ...	City	Amount	Ap	Business Pur...	Cust
05/09/2014	Room Rate	N	No	Hilton Hotels	New O...	\$971.32	\$97		
05/09/2014	Taxi	N	No		New O...	\$31.50	\$31		
05/09/2014	Dinner	N	No	Delta Air Lines	New O...	\$8.95	\$8.9		
05/05/2014	Taxi	N	No		New O...	\$31.50	\$31		
05/05/2014	Personal Car Mil...	N	No		Seattle...	\$6.89	\$6.8	Airport	
04/14/2014	Airfare	N	No	Delta Air Lines		\$418.00	\$41		

Report Summary

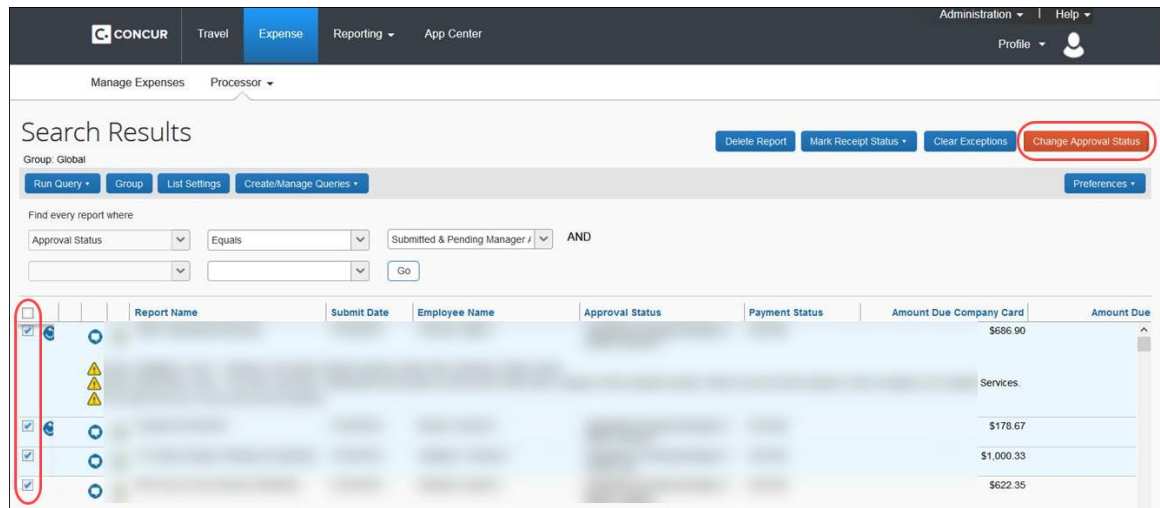
Amount Due Company	Amount Due Employee
\$0.00	\$78.84

TOTAL AMOUNT \$1,468.16 TOTAL APPROVED \$1,468.16

<< Previous Report Next Report >>

### ► **To approve multiple reports**

Select multiple reports that have the same status, click **Change Approval Status**.



**NOTE:** The **Change Approval Status** button is only available when all selected reports have the same status.

### **Partially Approving or Rejecting an Expense Entry**

Typically, the processor approves the individual expense entries for the full requested amount. Depending on configuration, the processor may be able to lower the approved amount of the expense entries. If you do not have the ability to change the **Approved Amount**, the field will be read only.

**NOTE:** If the **Approved Amount** field value is set by a system calculation (such as a Fixed Allowance expense for Travel Allowance), or is set by an expense type calculation formula, or a specialized expense type such as Mileage, the processor will not be able to modify it.

**NOTE:** Depending on your company's configuration, you might be allowed to send back one or more selected expenses without sending back the entire report. Refer to *Sending One or More Expenses Back to the Employee* on the following pages.

Each expense entry item and itemization listed within the expense report can be partially approved or rejected. To view the itemization entries, click the itemization details icon ( > ) to expand the itemization list.

**! IMPORTANT:** If you have itemized entries, you will be unable to partially approve the parent entry; rather, you would adjust the amount of the itemizations within the parent expense.

► **To partially approve or reject an expense entry item:**

1. On the expense report, select the check box next to the desired expense. The expense details appear in the right pane.
2. Change the amount within the **Approved Amount** field (re-setting the amount to zero will reject the entire expense amount).

The screenshot displays the 'Expense' tab in a software interface. It contains several input fields and dropdown menus. The 'Approved Amount' field, which is circled in red, shows '0.00'. Other visible fields include 'Transaction Date' set to '05/09/2014', 'City' set to 'New Orleans, Louisiana', 'Payment Type' set to 'Cash', 'Amount' set to '31.50' with a 'USD' currency selector, 'Reviewed' set to 'No', and 'Receipt Status' set to 'No Receipt'. There is a 'Comment' text area and a 'Personal Expense (do not reimburse)' checkbox at the bottom. Three buttons are located at the bottom right: 'Save', 'Allocate', and 'Attach Receipt'. A mouse cursor is pointing at the 'Save' button.

3. Enter comments in **Comment** as necessary.
4. Click **Save**. The expense entry is partially approved or rejected.

---

**NOTE:** If you do not change the amount in the **Approved Amount** field, the expense will be considered fully approved.

---

▶ ***To reject an entire parent expense entry:***

---

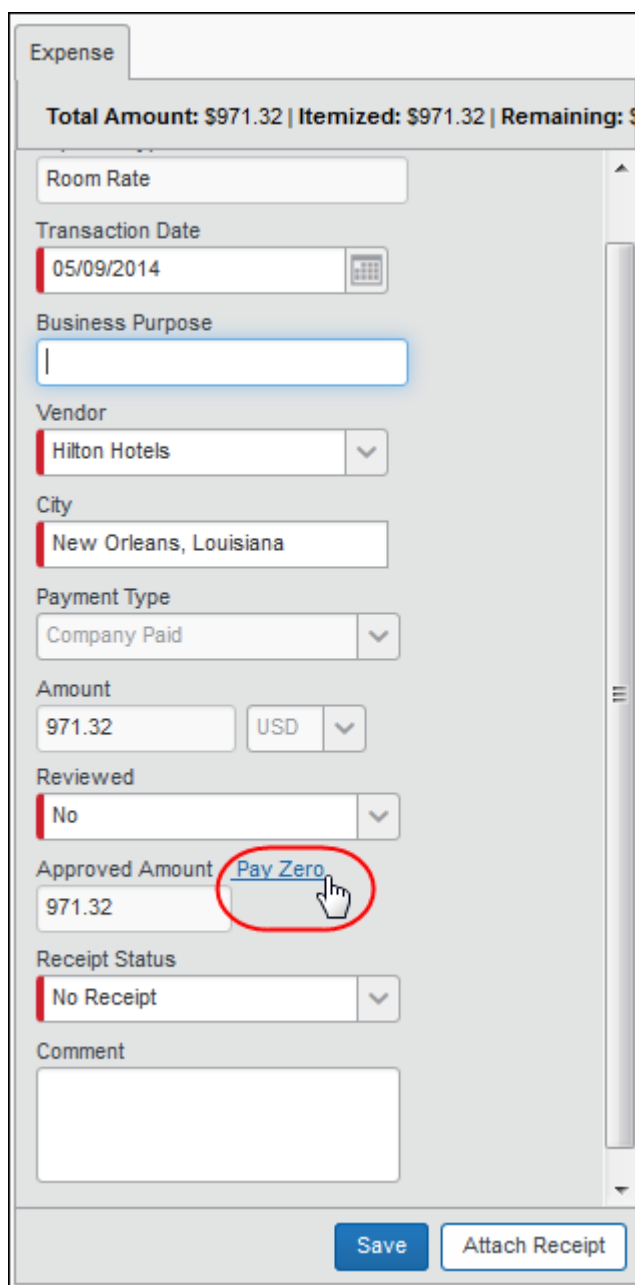
**NOTE:** It is not necessary to view the itemization details to perform this action. However, performing this task will reject the entire itemized entry, so you may want to review the details before taking action.

---

1. On the expense report, select the check box next to the desired expense. The expense details appear in the right pane.

## Section 3: Expense Processor Procedures

2. Click **Pay Zero**.



The screenshot shows the 'Expense' form in the SAP Concur system. At the top, a summary bar displays 'Total Amount: \$971.32 | Itemized: \$971.32 | Remaining: \$'. Below this, the form contains several fields: 'Room Rate' (empty), 'Transaction Date' (05/09/2014), 'Business Purpose' (empty), 'Vendor' (Hilton Hotels), 'City' (New Orleans, Louisiana), 'Payment Type' (Company Paid), 'Amount' (971.32 USD), 'Reviewed' (No), 'Approved Amount' (971.32), and 'Receipt Status' (No Receipt). A red circle highlights the 'Pay Zero' link next to the 'Approved Amount' field, with a mouse cursor pointing at it. At the bottom, there are 'Save' and 'Attach Receipt' buttons.

3. The **Approved Amount** is displayed as zero (0) and in read-only format for the parent and all of the associated itemized entries.

---

! **IMPORTANT:** Once you click **Pay Zero**, you cannot change the approved amount value. The expense entry and all itemized sub-entries are all rejected. If this rejection was done in error, the employee must re-create and resubmit the report.

---

4. Enter comments as necessary.

- Click **Save**. The entire itemized expense entry is rejected for the expense report.

### ***Sending One or More Expenses Back to the Employee (Split Report)***

Depending on your company's configuration, you may be able to send one or more expenses back to the employee – without returning the entire expense report. The remaining expenses on the report are then approved and moved to the next workflow step.

---

**NOTE:** Send Back Expense is not always available. Refer to *Eligible Entries* on the following pages.

---

► ***To send one or more expenses back to an employee:***

- Select the desired expense so the expense details appear on the **Expense** tab.
- On the **Expense** tab, select (enable) the **Send Back Expense?** check box.
- Click **Approve**. The **Send Back to Employee / Expenses to Send Back** window appears.

Send Back to Employee

Expenses to Send Back

Expense	Date ▼	Requested
Duplicating	07/24/2014	\$58.22

Add a comment to explain why you are returning these expenses. Then click OK to return these expenses to the employee and to approve the remaining expenses and move the report to the next workflow step.

Comment

Pat, please enter a comment explaining why you used an outside vendor for this.

OK Cancel

4. Enter a comment explaining why you are returning the expense(s).
5. Click **OK**. Then, Expense automatically:
  - ◆ New report:
    - Creates a new report named "Addendum to: <report name>" using the report header information from the original report along with any report-level exceptions
    - Attaches the selected expenses along with any entry-level exceptions
    - Adds an audit trail item, which includes the original report name and report ID
    - Returns the newly generated report to the employee along with the approver-entered comment
  - ◆ Original report:
    - Approves the remaining expenses on the original report
    - Adds an audit trail item, which includes the newly generated report name and report ID
    - Moves the original report to the next workflow step

### ELIGIBLE ENTRIES

Not all entries can be split from the original expense report and sent back to an employee. They are:

- Any expense on a report that is associated with a cash advance; these reports must remain intact as the expenses are interdependent with these options
- Any expense that is a Travel Allowance expense cannot be split; these reports must remain intact
- Itemizations (the "child" entries of an itemized expense) – The entire itemized expense (the "parent") must be sent back to the employee; the individual itemizations cannot be sent back
- Any expense entry marked as Personal
- If a request (travel request, authorization request) is associated with the report

In these cases, the **Send Back Expense?** check box does not appear on the **Expense** tab.

### RETURNING ALL EXPENSES

If a processor returns **all** expenses on a report using the **Send Back Expense?** check box, Expense assumes that the entire report should be returned. Expense does not create the "addendum" report; Expense instead returns the original report as if the *Send Back to Employee* function had been used. This means the processor will need to add one or more reason codes explaining why the report is being returned just as they would if the send back functionality had been used.



## Manually Paying a Report

When the expense report has changed status to **Processing Payment**, it is possible to pay the employee outside of Concur for the expense report amount.

The purpose of manual payment is to record payment of the net amount due to the employee by some other method than through the normal accounting extract. You can also use manual payment to conclude cash transactions or company card transactions in which the report amount due is zero and that the employee had paid and marked as personal. Reports with zero amount due will never be set to Paid without the Manual Pay function. The Manual Pay function will update the paid status of the report if all the rows on the report are paid to the employee, or if amounts due to a corporate card have already been extracted. If there are amounts due other than to the employee which have not yet been extracted, then the report will remain in the processing payment status.

---

! **IMPORTANT NOTE:** You can use Manual Pay only if the expense report has cash transactions, none of which have been extracted, and is in Processing Payment status.

! **IMPORTANT NOTE:** Any report that is manually paid will **not** have employee payable rows be extracted to the financial systems. These journal entries will have to be manually added to those systems as needed.

---

### WHEN MANUAL PAY IS UNAVAILABLE

There are conditions that prevent the use of the **Manual Pay** button. Manual Pay cannot be used if:

- ◆ All of the entries on the report are corporate card entries
- ◆ The report contains no cash transactions
- ◆ The report has entries which are configured to use Expense Pay as the reimbursement method



To manually pay a report which is configured to use Expense Pay as the reimbursement method, refer to the "Manually Reimbursing Employees" topic in the *Payment Manager for Expense Pay User Guide*.

#### ► **To manually pay an employee:**

1. On the **Process Reports** page, search for expense reports that have the payment status of *Processing Payment*.
2. Open the desired report.
3. On the expense report, click **Manual Pay**.

## Section 3: Expense Processor Procedures

Client Meeting [Miller, Chris]

Manual Pay Send Back Recall to Processor

Summary Details List Settings Receipts Print / Email

Expenses

Transaction D...	Expense Type	Receipt Status	Reviewed	Enter Vendor ...	City	Amount	Ap	Business Par...	Custom
01/05/2015	Parking	N	No		Seattle...	\$17.00	\$17		
01/05/2015	Business Meal (...)	N	No		Seattle...	\$93.22	\$93	sales	

View <<

Report Summary

Report Totals

Amount Due Company	Amount Due Employee
\$0.00	\$110.22

- On the **Change Approval Status** page, enter the required information.

Change Approval Status

Complete all required fields, and then click OK. Once you click OK, the report will be marked as paid manually. This action cannot be undone.

Report Name: Client Meeting

Employee Name: Miller, Chris

Date Submitted: 01/13/2015

Amount Due Employee: 110.22

Date Paid: [Calendar icon]

Comment: [Text area]

OK Cancel

- Click **OK**. The expense report displays the Payment Status information updated to **Paid**, assuming any other amounts due to a company card have already been extracted. This action also updates both the journal entries and audit trail for auditing and extract purposes.

**NOTE:** When journal entries are set to **Paid**, then those report details will **not** be extracted. The purpose of Pay Employee Manually is to mark amounts due the employee as Paid to represent some action taken outside of Expense. Extracting these journal entries would risk duplicate payment of those expenses.

## ***Resolving Prepay Validation Exception Errors after the Approval Step***

A Prepay Validation exception may display following approval by the Processor for payment (but prior to extract and payment). The system may create multiple journal records to represent itemizations, allocations, or any other circumstances that might be present to cause multiple records to represent portions of an expense amount in one or more currencies. The exception states that journal amounts do not total as expected for an expense and represents any issues found during a final quality check to ensure that the journal rows add up to the expected total for the expense prior to sending that information to the financial systems.

These exceptions can sometimes be cleared using the steps outlined below. Once the steps are complete and the report is returned to workflow, the Prepay Validation step is executed and the report may successfully proceed at that time. However, if you find the resolution does not work, call Concur Support for additional assistance.

### **Prepay Validation Exception 01**

To remedy this exception:

1. Recall the report;
  - ♦ **To the Processor:** If the Recall to Processor feature is enabled, use this functionality
  - ♦ **To the Report Originator:** If the Recall to Processor feature is disabled, return the report to the employee who created it
2. Re-save the flagged expense(s) to correct the journal entries.  
**TIP:** In some cases the employee may need to recreate the expenses or the report itself to correct this issue.
3. Submit (employee) or Approve (processor) the expense report to place it into workflow.

The Prepay Validation step should now re-analyze the report successfully, which allows it to now correctly proceed to extract and payment. Again, if the report does not proceed after these steps, call Concur Support for additional assistance.

### **Prepay Validation Exception 02**

This exception is often resolved using steps for Prepay 01. However, if the exception persists, recall the expense report a second time and perform the same steps, then approve the expense report again. This action will often clear the second exception and place the report into workflow for payment.

### **Prepay Validation Exception 03**

This exception only appears at the Header level, and is displayed as an "Unexpected Error" in the error message. This exception is often resolved using steps for Prepay 01 where the report is recalled and then resaved.

## Prepay Validation Exception 04 – Fringe Benefit Tax Not Configured

This exception appears when the Fringe Benefit Tax (FBT) configuration is incomplete. In this case, finish the configuration tasks and then follow the steps detailed above to resolve the journal totals.

## Using the "Review in Progress" Message

You may occasionally have an expense report that requires further follow-up or research before you can make the appropriate authorization decision. You can use the "Review in Progress" feature to indicate to another processor that the report is being reviewed.

---

**NOTE:** This feature was designed to assist companies that have multiple processors and companies that use the Concur's audit service. (The information about the audit service is described later in this section.)

---

### IMPORTANT!

"Review in Progress" is not an approval status or a workflow status – it is simply a message or warning. It does not affect approval; it does not change the workflow; it does not actually prevent another processor from taking other processor actions (for example, sending the report back to the employee). It is intended to provide a warning to other processors that the report is under review.

In addition, the "Review in Progress" message appears only to the processor. The employee or approver will not see the message.

## Marking a Report

Search for reports using your normal process – using the search area or by running a query – as described previously in this guide. Reports that are marked with the "Review in Progress" message are included in the results, for example, the *Reports Ready for Processing* query returns reports with **and** without the "Review in Progress" message.

### ► To mark a report:

1. Open the desired report. The report opens (as usual), and the **Requires Review** button appears.

The screenshot shows the Concur Expense Processor interface for a report titled "Client Meeting" by [Davis, Pat]. At the top right, there are four buttons: "Requires Review" (highlighted with a red circle), "Send Back to Employee", "Send to Approver", and "Approve". Below the report title, there are tabs for "Summary", "Details", "List Settings", "Receipts", and "Print / Email". The main area displays a table of expenses with columns: Transaction D..., Expense Type, Receipt Status, Reviewed, Enter Vendor..., City, Amount, and Business Pur... The table contains one row of data for a transaction on 01/20/2015 for "Dinner" at "Joe's Diner" with an amount of \$118.83. On the right side, there is a "Report Summary" section showing "Report Totals" with "Amount Due Company" at \$0.00 and "Amount Due Employee" at \$118.83.

**NOTE:** You can mark a report **only** when the report is pending the processor step, like *Approved & In Accounting Review*. The **Requires Review** button does not appear if the report has any other status, such as *Submitted & Pending Approval*.

- Click **Requires Review**. The **Mark Review In Progress** window appears.

- Enter a comment in the **Comment** field.

**NOTE:** The *Review in Progress* text appears by default in the **Comment** field.

### Viewing the Message

The message appears in several places and to all processors - **not** just the processor who originally marked the report.

It appears on the expense report in processor.

- Notice the "Review in Progress" message at the top of the page.

## Section 3: Expense Processor Procedures

- Hover the mouse pointer over the message to see the full comment, date, and processor's name.

It also appears in the Audit Trail for the processor (not visible to users or approvers).

Audit Trail				Close	
Report Level					
Date/Time ▼	Updated By	Action	Description		
02/05/2015 05:13 PM	Brown, Terry	Review in Progress	Report marked as Review in Progress. Comment: Review in Progress - I need to verify that this is the correct budget.		
02/05/2015 04:40 PM	System, Concur	Receipts Received	Receipts received status changed from No to Yes		
02/05/2015 04:40 PM	System, Concur	Field Edit	The field "ReceiptImageAvail" was changed from "N" to "Y"		
02/05/2015 04:36 PM	Brown, Terry	Approval Status Change	Status changed from Submitted &		
Entry Level					
Date/Time ▼	Updated By	Action	Description		

It also appears on the processor search results page.




## Reports Ready for Processing

Group: Global

[Run Query ▼](#)
[Group](#)
[List Settings](#)
[Create/Manage Queries ▼](#)

Find every report where

AND

<input type="checkbox"/>		Report Name	Submit Date	Report Type	Employee Name	Cash Advance...	Approval Status
<input checked="" type="checkbox"/>	 	Client Meeting	02/05/2015	Expense	Davis, Pat R.		Approved & In Account... Review in Progress- 02/05/2015 Brown, Ter...
<input type="checkbox"/>							Approved & In Account...
<input type="checkbox"/>							Approved & In Account...
<input type="checkbox"/>		Business Meal	09/15/2014	Expense	Peterson, Sue		Approved & In Account... Review in Progress- 09/16/2014 Boyce, Phillip

- In the **Approval Status** column, the "Review in Progress" message appears along with the date and the processor's name.

- The comment icon appears. Hover the mouse pointer over the icon to see the full comment.

### ***Un-marking a Report***

Once you have completed the follow-up review, you can remove the "Review in Progress" message (un-mark the report).

---

**NOTE:** The "Review in Progress" message can be removed by any processor - not just the one who originally marked the report.

---

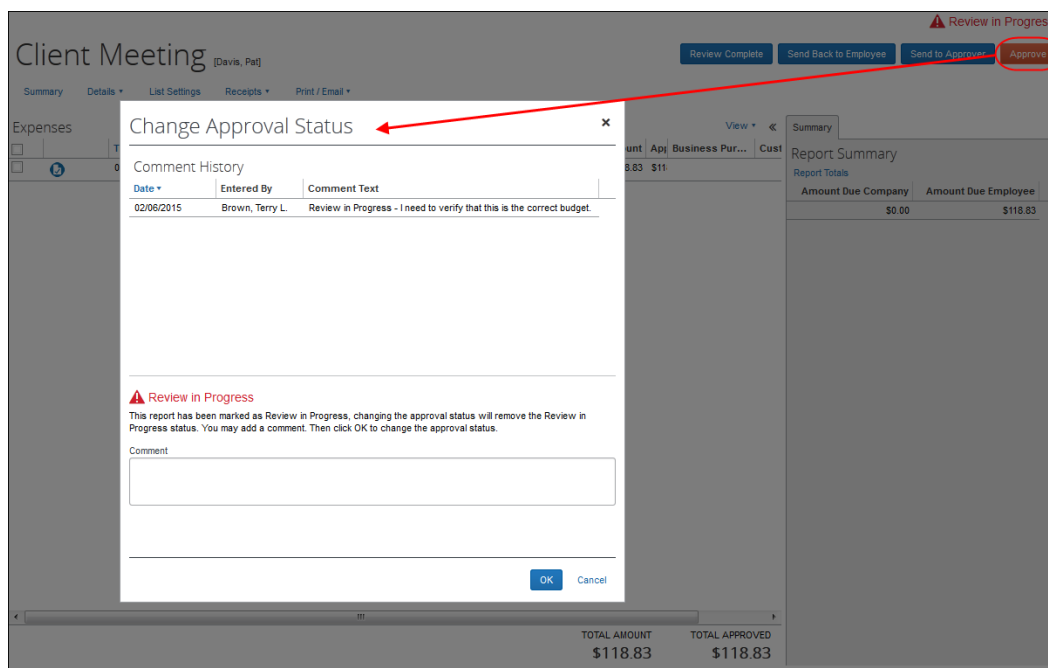
You can either:

- Open the report, click **Review Complete**, add a comment, and click **OK**.

**- or -**

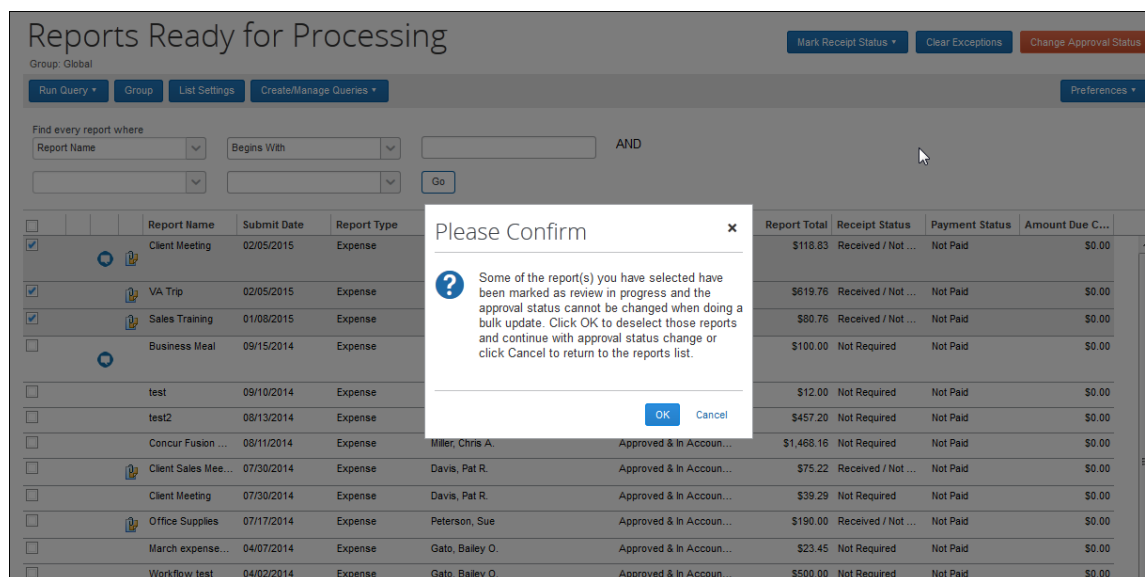
- Complete another processor action. For example, if you click **Approve**, a message appears indicating that the "Review in Progress" message will be removed if you continue. It does not prevent the action.

## Section 3: Expense Processor Procedures



### Restriction - Taking "Bulk" Actions

The report cannot be un-marked by completing a "bulk" action, such as changing the approval statuses for several reports on the search results page.



If you click **OK** in the **Please Confirm** box, the marked report is deselected and remains unchanged while the other selected reports are affected (in this case, the approval status is changed).



### ***Report Recall***

For the most part, the user (employee) will never know that the report has been marked. There is no indication on the user's **Report List** page or in the Audit Trail (visible to the user).

However, a report with the "Review in Progress" message cannot be recalled. If the user attempts to recall the report, the user receives a message that the report cannot be recalled.

### ***Concur's Audit Service***

This feature is also used by the Audit Service. If your company uses Audit, note that the process is fundamentally the same for Auditors as for Processors. For example, either can mark a report and view a message; the Audit Trail comment appears to the Auditors and Processors (not users or approvers).

The main difference involves un-marking a report:

- A processor can mark and un-mark **any** report - even if the report was originally marked by an Audit Service auditor.
- An Auditor can mark any report but can only un-mark a report that was originally marked by an Audit Service auditor. An Audit Service auditor cannot un-mark a report that was originally marked by a processor.

### ***External Validation via an Application Connector - Submitted Button***

- In certain configurations, an Application Connector can be configured to send notifications to an external service
- The Application Connector can be configured to send an "external validation (submit)" notification
- In this configuration, while the report is in the "External Validation - Submit" workflow step, the **Submitted** button appears
- Normally, the external workflow step would be quick, and the "Submitted" button will disappear once the report progresses to the next step in the workflow
- However, if the external service is delayed in sending a response, the "Submitted" button will persist
- Clicking the "Submitted" button will cause the report to skip the external validation step and will send the report to the next stage in the workflow

### Section 3: Expense Processor Procedures

SAP Concur

RequestsExpenseInvoiceApprovalsReporting

Administration | Help

Profile

Manage ExpensesProcessor

Test Report [User, Test]

SummaryDetailsList SettingsReceiptsPrint

Expenses

☐

Transaction Da...

Expense Type

Reviewed

City

Payment Type

Amount

☐

06/07/2023

Lunch

No

Nashville, Tennessee

Cash

\$25.00

View

Summary

Report Summary

Report Totals

Amount Due Compa

\$0

TOTAL AMOUNT

\$25.00

TOTAL REQUESTED

\$25.00

Previous Report

Next Report

