

Concur Invoice: Invoice Pay

User Guide

Last Revised: February 24, 2024

Applies to these SAP Concur solutions:

- ☐ Concur Expense
 - ☐ Professional/Premium edition
 - ☐ Standard edition
- ☐ Concur Travel
 - ☐ Professional/Premium edition
 - ☐ Standard edition
- ☒ Concur Invoice
 - ☒ Professional/Premium edition
 - ☒ Standard edition
- ☐ Concur Request
 - ☐ Professional/Premium edition
 - ☐ Standard edition

Table of Contents

Section 1: Permissions	1
Section 2: Overview	1
Invoice Pay Country Availability	1
Configuration	1
Definitions	2
Payment Methods and Cycle Times	3
Required Roles and Primary Users	4
Payment Manager	4
Payment Release Manager	4
Invoice Configuration Administrator or Invoice Admin	4
Vendor Manager	5
Invoice Accounting and Payment Extract Job Schedules	5
Section 3: Accessing Payment Manager	5
Section 4: Navigating and Using Payment Manager	6
Navigating Payment Manager	6
Using Payment Manager	7
Section 5: Managing Payment Methods	7
Managing Card Vouchers	7
About Card Vouchers	7
Email Notifications	9
Changing the Payment Method and Adjust Payments	10
Managing Checks	10
About Check Services	10
Working with Multiple Check Configurations	12
Accessing Check Configuration	13
Viewing and Editing Check Configurations	13
Activating and Deactivating Check Configuration	14
Managing Funding Accounts	14
About ACH Funding Accounts	14
Working with Multiple Funding Accounts	16
Accessing Funding Accounts	17
Viewing or Editing Funding Accounts	18
Activating and Deactivating Funding Accounts	18
Moving Batches to Active Funding Accounts	20
Managing Virtual Cards	20
Accessing Virtual Card Accounts	22
Issuing Virtual Cards to Vendors	22
Updating Virtual Cards	28
Viewing or Editing a Card Account	32
Activating and Deactivating Virtual Card Accounts	32

Configuring Batch Settings	34
Section 6: Managing Vendor Information	36
Updating Vendor Information.....	36
Importing Vendor Banking Information	37
Understanding the Vendor Experience.....	38
Email Remittance Notifications	38
Remittance Advice for ACH and Check	40
Section 7: Monitoring and Managing Payments	43
Searching for Payment Batches, Demands, or Invoices	43
Searching for Payment Batches.....	43
Searching for Payment Demands.....	44
Searching for Invoices	45
Viewing Payment Demands and Invoices.....	46
Viewing Payment Demands in Payment Batches.....	46
Viewing Invoices in a Payment Demand	47
Viewing Invoices with a Credit	48
Managing Payment Demands and Invoices	49
Changing Funding/Issue and Payment Dates	49
Processing Payments Outside of Invoice Pay	51
Changing Payment Method Types	52
Placing Payments on Hold	52
Voiding and Reissuing Checks	55
Managing Credits for ACH and Check	56
Changing the Payment Amount.....	58
Adding Invoice Comments.....	59
Adding Images to Invoices	62
Releasing Pending Batches	63
Exporting Payment Data to an Excel spreadsheet	64
Managing Unresolved Invoices and Failed Payments	65
Why Invoices Require Action or Fail	65
Reprocessing Invoices.....	66
Resolving Failed Payments	67
Moving Payment Demands From Inactive to Active Funding Accounts	68
Changing the Funding/Issue or Payment Date for Failed Invoices	69
Importing Payment Confirmations	70
Section 8: Running Extracts	71
Running the GL Extract	72
Running the Payment Confirmation Extract.....	72
Payment Confirmation Extract Information	73
Verifying Voided and Reissued Checks	73
Running the Positive Pay Extract	75
Positive Pay Extract File Information	75
Reconciling Payments	77
Viewing Invoices in the Extract	79

Searching for an Invoice	80
Section 9: Using Provider Payment Manager	81
How It Works.....	81
Availability and Payment Cycle Timing	81
Accessing Provider Payment Manager	81
Searching for Payments	82
Viewing Payment Details	84
Section 10: Special Cases.....	85
Use the "Is Emergency Check Run?" Field to Expedite Payment	85

Revision History

Date	Notes/Comments/Changes
February 24, 2024	Added the <i>Managing Virtual Cards</i> section. Other minor edits throughout.
June 17, 2023	Added information about the new Payment Release Manager role in the <i>User Roles and Primary Users</i> , <i>Configure Batch Settings</i> , and the <i>Release Pending Batches</i> section. Added a <i>Configure Batch Settings</i> section in the <i>Payment Manager Procedures</i> section. Restructured and updated guide content throughout for better usability and workflow. Minor edits throughout.
March 18, 2023	Updated procedures with the renamed menu option, <i>Remove From Hold</i> , in the <i>Remove a Demand or Invoice from the On-Hold Status</i> section.
February 10, 2023	Updated the Check Timing image in the <i>Check</i> section under <i>Timing</i> .
August 20, 2022	Added a note in the <i>Payments Methods and Payment Cycle Time</i> section regarding check and ACH payments not being processed on bank holidays.
June 18, 2022	Minor edits throughout; no cover date change
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
January 20, 2022	Removed information about Invoice Pay ACH.
December 11, 2021	Updated the table showing the five-banking day payment cycle dates for the funding account batch close to settled payment.
January 20, 2021	Added note about 200 funding accounts.
October 17, 2020	Removed information about the Supplier Portal since it has been retired and updated images.
July 2, 2020	Updated information about email notification to vendors paid via ACH or check.
April 20, 2020	Renamed the Authorization Request check box to Request on the guide's title page; cover date not updated
January 18, 2020	Updated information about the Credit Memo.
January 8, 2020	Updated check timing image.
January 7, 2020	Updated the copyright; no other changes; cover date not updated
February 20, 2019	Updated the Provider Payment Manager images showing link to the App Center.
February 9, 2019	Added information about the Provider Payment Manager.

Date	Notes/Comments/Changes
February 1, 2019	Updated the copyright; no other changes; cover date not updated
November 17, 2018	Updated note to clarify supported currencies for ACH payments and clarified text in Handle Credits section.
October 26, 2018	Added more information about credit memos and renamed "Concur" to "SAP Concur" where applicable.
August 7, 2018	Added a note to the last page to identify the control numbers and entity name.
July 21, 2018	Minor wording change.
May 24, 2018	Updated the timing table on page 5 to state that time set after 4pm CST are processed the following day.
May 17, 2018	Added more detail under Handling Credits about the paid amount on the Payment Demand List page.
April 11, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
April 2, 2018	Added information about ACH payments.
March 26, 2018	Added images of single invoice ACH and check email.
March 6, 2018	Corrected name of city from which checks are mailed.
January 16, 2018	Added information about email notification to vendors paid by ACH and check.
January 3, 2018	Updated the closing time of batches for processing.
September 7, 2017	Updated that checks are mailed to St. Louis TX.
July 6, 2017	Added more information about supported payment method types and currencies.
April 24, 2017	Added a note about payment methods and payment cycle timing and added information about account number for checks and ACH.
April 14, 2017	Added information about the check envelopes.
April 5, 2017	Added information about payment originator name.
January 4, 2017	Added information about character limits for vendor name on US checks.
December 13, 2016	Changed copyright and cover; no other content changes.
December 5, 2016	Updated the guide content to new corporate style; no content changes.
September 9, 2016	Added note about reissued checks and updated from where checks are mailed.
October 17, 2014	Invoice Pay now supports Australian Dollar currency (AUD)
	Older revision history has been removed.

Invoice Pay

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 Invoice administrator.

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

Section 2: Overview

Use Invoice Pay to pay your company's supplier invoices in Concur Invoice.

Invoice Pay provides the following benefits:

- **Fully Managed Lifecycle:** The entire invoice lifecycle, from invoice receipt to final payment, is managed in one system. One common set of data drives all events.
- **Streamlined Control and Visibility:** Automated payments are made daily, grouped by optimum pay date per vendor terms. Payment Managers can adjust individual pay dates and amounts and access all records to answer inquiries from internal employees or suppliers.
- **Cash Flow Management:** Payment Managers have complete control of day-to-day and month-to-month management of cash flow. Necessary funding amounts are clearly displayed.
- **Payment Release Management:** Payment Release Managers can control when payment batches for approved invoices are released to payment providers to issue payment to suppliers.

Invoice Pay Country Availability

For information about Invoice Pay and payment methods country/region and currency availability, refer to the *Concur Invoice: Invoice Pay Setup Guide*.

Configuration

Configuration for Invoice Pay is usually a one-time task that may require infrequent ongoing updates. For example, you may need to create a new funding account to accommodate a new merger partner. Or, if a check is issued from in-house stock, you may need to update the **Next Check Number** value to prevent check number overlap.



For more information about configuring Invoice Pay and initial set up for specific payment method types, refer to the *Concur Invoice: Invoice Pay Setup Guide*.

Definitions

ACH: Automated Clearing House is a secure payment transfer system between U.S. financial institutions that acts as the central clearing facility for all Electronic Fund Transfer (EFT) transactions that occur nationwide. Concur Invoice uses the CTX EDI 820 compliant format for this transaction.

Bank: The institution providing funding services.

Batch: A collection of payment demands scheduled for payment and sharing the same funding account.

Batch Close: The date the batch no longer accepts new payment demands.

Batch Open: The date the batch is created and begins accepting payment demands.

Batch Schedule: The defined close and send dates for the batch.

Batch Send: The date the system sends the payment demands for processing.

Batch Settings: The location where the batch close time and date, and schedule frequency are configured for funding accounts and check configurations.

Credit Memo: A batch type that shows that a payment demand batch has an outstanding credit with a vendor.

Due Date: The scheduled payment date. This is calculated at initial creation from Invoice Date plus Payment Terms and may be overwritten.

Funding Date: The date on which the payment batch will be funded.

Invoice: A request for payment of goods and services.

On-Demand Import: An import that can be performed from within the Concur Invoice user interface, instead of using SAP Concur overnight services to perform the job.

Payment Cycle: The number of days from initiation of funding invoice to actual payment.

Payment Demand: A collection of invoices to the same supplier.

Payment Terms: The period (in calendar days) allowed to a buyer to pay off the amount due to a vendor (net 30, 60, 90 as examples).

Payment Method: Manner in which funds will be provided to the vendor.

Payment Provider: Third party company who facilitates payments to vendors behalf of clients outside of Concur Invoice.

Supplier/Vendor: Party providing goods or services to the client.

Vendor Import: Overnight or on-demand, the importing of supplier banking, address, contact, and other information via a data file or direct input using the user interface.

Voucher (Card): A client credit card is provided to a supplier who in turn is authorized to debit the client card account on receipt of an email notification ("Payment Authorization Voucher") generated by Concur Invoice on behalf of the client.

Payment Methods and Cycle Times

Payment method types determine how invoices created and approved in Concur Invoice will be paid to vendors. A default payment method type can be set for vendors in Concur Invoice so that invoices are assigned that method on creation. If configured, the payment method type can be modified on the invoice before final approval.

A payment cycle is the number of days it takes from the date a payment batch closes in Concur Invoice to the date the payment settles in the vendor's bank account. Payment method types can have different payment cycle times and depend on other factors such as country, currency, and payment provider the payment is made from.

SAP Concur does not handle issuing payments to vendors, but instead partners with third-party companies (payment providers) and securely passes data to them to process payments.

Invoice Pay payment method types include:

- **ACH:** Electronic money transfer facilitated by a third-party company (payment provider) from the payer's bank account to a vendor's bank account stored in Concur Invoice.
- **Check:** Physical check printed with the payer's banking information and mailed by a third-party company (payment provider) to a vendor at the address stored in Concur Invoice.
- **Card Voucher:** Intended for invoices paid by credit card when the vendor stores the payer's card on file. A remittance email is sent to the vendor authorizing them to charge the card on file to pay the invoices in the remittance email.
- **Single Use vCard:** Virtual credit card created from a corporate credit card registered with a third-party company (payment provider) and sent in a remittance email to a vendor to charge one-time for the exact authorized amount of the virtual card.
- **Payment Provider:** Payments made to suppliers using a third-party company (payment provider) in the App Center.



For more information about each payment method type and its payment cycle time, refer to each applicable section in the *Managing Payment Methods* section in this guide, and the *Using Provider Payment Manager* section for PAYPVD payments.

Required Roles and Primary Users

The user roles described below are required to set up and use Invoice Pay.



For more information about assigning roles and permissions, refer to the *Shared: User Administration User Guide* and the *Shared: Users Setup Guide for Standard Edition*.

Payment Manager

This role is required to use Payment Manager. This role is entirely responsible for managing the pay process through Payment Manager. The User Admin role can grant this role to one or more users depending on need.



For information about configuring Payment Manager, refer to the *Concur Invoice: Invoice Pay Setup Guide*.

Payment Release Manager

This role is required to access the **Release Payments** option from the **Actions** menu on the **Monitor Batches** page. When you are using the **Require Batches to be Released** setting for Invoice Pay batches, this role allows Payment Release Managers to manually approve/release Invoice Pay batches in pending release status before payments are sent to payment providers for processing.

The User Admin role can grant this role to one or more users depending on need. It's a best practice to have at least two users assigned the Payment Release Manager role, one primary user and one backup user. Users with this role must also have the Payment Manager role assigned.



For more information, refer to the *Configure Batch Settings and Release Pending Batches* section in this guide.

Invoice Configuration Administrator or Invoice Admin

PROFESSIONAL EDITION

The Invoice Configuration Administrator role is used to configure vendor default settings and access to change vendor banking information in Invoice Settings.

STANDARD EDITION

The Invoice Admin role is used to configure vendor default settings and access to change vendor banking information in Invoice Settings.

Vendor Manager

The Vendor Manager role is responsible for creating and managing vendor profiles for Concur Invoice. For Invoice Pay this includes updating vendor profiles with a default payment method type and the information required to process payments by that method.



For more information, refer to the *Managing Vendor Information* section of this guide.

Invoice Accounting and Payment Extract Job Schedules

It is best practice to have Accounting Extract and the Payment Confirmation Extract jobs align by scheduling them as managed jobs to run on the overnight processing job chain.

Section 3: Accessing Payment Manager

To access Payment Manager, click **Payments** > **Payment Manager**.

The screenshot shows the top navigation bar with 'Payments' selected. A dropdown menu is open, showing 'Payment Manager' and 'Provider Payment Manager'. Below the navigation bar, the 'Payment Request List' is visible, showing 'Unsubmitted Requests'. A table lists request details including Request Name, Vendor Name, Invoice Number, Invoice Date, Approval Status, Payment Status, Total, Last Comment, and With User Since. The first row shows 'Computing equipment' for vendor 'DCVAST' with invoice number '06/01/2018' and status 'Not Submitted - Cougat, Xavier'.

The **Monitor Payments** > **Payment Batch List** page appears.

The screenshot shows the 'Monitor Payments' section with the 'Payment Batch List' sub-section. It includes a search bar for 'Invoice Number or Invoice ID' and a 'Payments' sidebar with links like 'Monitor Payments', 'Invoices Requiring Action', 'Failed Payments (3)', 'Payment Confirmation Import', and 'Extract Reconciliation'. The main area has filters for 'Funding Account' (Any), 'Status' (Open), 'Close Date (From / To)', and 'Send Date (From / To)', along with a 'Search' button. Below the filters is a table with columns: Batch ID, Close Date, Send Date, Status, Count, Failed Count, and Total. A message states 'No payment batches found.' The footer shows 'Page 1 of 1' and 'Displaying 1 - 1 of 5'.

Section 4: Navigating and Using Payment Manager

Navigating Payment Manager

Payment Manager consists of an Invoice Search function and primary pages as listed here.

Payments:

- **Monitor Payments:** Search for and track batches, payment demands, and individual invoices within those batches. Change funding and payment dates for an invoice, change the payment method to Client Pay, and add and review notes to suppliers.
- **Invoices Requiring Action:** Act on invoices that cannot be successfully added to an existing payment demand.
- **Failed Payments:** Act on invoices that were not paid successfully.
- **Payment Confirmation Import:** Perform an on-demand import of payment transactions. This data, from the client financial system making disbursements to the vendor, is imported into Concur Invoice and updates the payment status of invoices.
- **Extract Reconciliation:** Review extracted payment amounts from the client system alongside actual payments made within Invoice Pay.

Configuration:

- **Banking Import:** Download a template and provide banking information for a vendor, then upload this data into Invoice Pay for immediate update.



For more information, refer to the *Concur Invoice: Vendor Banking Import User Guide*.

- **Check Configurations:** Configure check funding accounts and check formats to pay suppliers who request check payments.
- **Funding Accounts:** Configure one or more funding accounts that will be used to pay suppliers.
- **Notices of Change:** Review and acknowledge alerts from banks about changes to a client's banking data contained in a Notice of Change (NOC).

Extracts:

- **GL Extract:** Perform an on-demand general ledger extract (this feature is restricted - consult your SAP Concur representative for more information).
- **Positive Pay Extract:** Extract check information daily to send banks a list of verified or voided checks to help prevent check fraud.
- **Payment Confirmation Extract:** Use this extract to reconcile invoice pay data in Invoice Pay against the same data extracted by the Standard Accounting Extract (SAE) in your ERP system.

Using Payment Manager

With Payment Manager, you can facilitate ongoing management of payments as well perform initial pay configuration.

Payment Manager allows you to:

- Manage funding accounts and check configurations
- Configure batch settings to control the close schedule and setting for manual approval/release of batches before payments are sent to payment providers for processing
- Batch ACH, Check, and Card Voucher payments for processing
- View necessary funding amounts and manage cash flow
- Adjust pay dates, funding dates, and paid amounts

NOTE: Times displayed by the dates shown here are reflected in your local time zone setup for your profile.

- View, correct, and reprocess exceptions and failed payments
- Communicate with suppliers regarding payments
- Reconcile accounting extract data with actual payment data

Section 5: Managing Payment Methods

Managing Card Vouchers

About Card Vouchers

Some suppliers accept card voucher payments. Suppliers initiate payments by entering a buyer card number into a card reader when authorized to do so by the buyer. For these supplier-initiated card scenarios, you can specify Card Voucher (VCHER) as a payment method.

Although not all suppliers accept card payments, there are multiple benefits to paying on a card, including points and rebates, and improved cash flow management. In addition, by paying by Card Voucher in Concur Invoice, you can automate the pay event and have complete visibility in Payment Manager.

Configuration of the Card Voucher payment method requires that you determine which suppliers use this method, and then distribute the card information to these suppliers.



For information on setting up the Card Voucher (VCHER) payment method, refer to the *Concur Invoice: Invoice Pay Setup Guide*.

PAYMENT CYCLE TIMING

Timing for payment (authorization) for a supplier to debit the on-file client credit card is based directly on the *Pay Date* value. This value is determined by a combination of the *Invoice Date* ("January 1st") and *Vendor Terms* ("30 days") negotiated between the client and supplier. Using these dates, on January 30th as early as 12:01 am the Payment Demand and Payment Processing jobs cause the payment voucher authorization email to be sent to the supplier so that it appears in their inbox the morning of the payment date.

HOW IT WORKS (CAPTURE, PAYMENT MANAGER)

Card Voucher payment method types work the same way as any other payment method type:

- ◆ Vouchers go into pay demands, pending the optimal pay date
- ◆ Multiple invoices can be paid on one pay demand (one voucher)
- ◆ Visibility of future payments (cash flow) and past payments
- ◆ Ability to change to the *Client Paid* option for rush payments

When Concur Invoice detects a Card Voucher payment method for a supplier, the system does the following:

1. The system detects an invoice (via capture, import) whose vendor is using the Card Voucher payment method.
2. The *Invoice Pay Date* value is set by the system using the combination of the **Invoice Date** and **Vendor Terms** fields.
3. After final approval, the invoice becomes part of a pending payment demand and is now visible in Payment Manager.
4. On the optimal pay date, a payment voucher is emailed to the vendor that includes:
 - ◆ The **Voucher Notes** text (via import - specified at vendor level)
 - ◆ The **Notes to Supplier** ("Remittance Description") text (if included—specified at the invoice level)
5. The supplier keys in the buyer's credit card number and the payment amount into a card reader.
6. On authorization, the supplier keys in information and is subsequently paid by the card company.

BUYER ACTION TO RECONCILE

1. The buyer receives and then reviews the credit card bill, reconciling the vendor debit charge against the original authorized charge.
2. If the charges match, the buyer pays the credit card bill.

ABOUT CREDIT CARDS

- (Required) Full card numbers must be communicated to vendors as a one-time event outside the automated process in Concur Invoice. For security purposes, full card numbers are not included in remittance email notifications.
- To secure full card numbers, and specify the correct card in multi-card scenarios, consider using the vendor-level Voucher Notes field under the following scenarios:
 - **Level of Detail:** "You are authorized to use the card you have on file" or "the card ending in -4539"
 - **Multiple Cards:** "You should use card ending in -2867 for construction projects, or in -9784 for all other projects"
 - **Buyer Contacts:** "Contact Sue Smith at 425-497-6436 with any questions about this authorization."

Email Notifications

For vendors using card vouchers, Concur Invoice sends a payment voucher email notification on the date of the pay date that includes details of the invoice, the amount and authorized amount, and a single line showing both the **Voucher Notes** and **Notes to Supplier** text fields.

You have been authorized by UnitedHealth Group Inc. to charge 555.00 USD to the card	
Invoice Number	VCHER123124
Invoice Date	6/19/2014
Invoice Amount	555.00 USD
Authorized Charge Amount	555.00 USD
Notes: Please use the card ending in -4567. Contact Sue Smith at 425-497-6436 with any questions.	

The supplier receives the email on the payment date and then codes in the card number for the authorized amount.

PROVIDING INFORMATION TO THE VENDOR AT THE INVOICE LEVEL

To provide additional information to the vendor, use the **Notes to Supplier** field at the invoice level for this purpose.



For more information, refer to the *Adding Notes to Suppliers* section in this guide.

Changing the Payment Method and Adjust Payments

You can change the payment method to *Client Paid* for an individual invoice or payment demand using the **Payment Method Type** field. Now the voucher is prevented from being sent, and another payment method outside of Invoice Pay can be implemented (overnight check, etc.).

Currently, this is the only method you can use to change the card voucher payment method, as it is not possible to change from VCHER (Card Voucher) to *ACH* or *Check*, or from *ACH* or *Check* to VCHER (Card Voucher).

If a supplier is normally paid by check or ACH, but allows a card voucher for some payments, set up two vendor records for the same vendor, differentiating only by payment method, for example:

- The vendor record #1 is "Acme Vendor (Check)" with default pay method check, and vendor record #2 with identical address information is "Acme Vendor (Card)" with default pay method card voucher (VCHER)
- Both **Invoice Amount** and **Pay Amount** field data are included in the authorization, and can support a "short-pay" adjustment, for example:
 - **Invoice Amount:** This amount equals \$1,000
 - **Authorized Charge Amount:** But is authorized for \$800
 - **Why?:** "One of the five printers was damaged; we are reducing payment by \$200."

Managing Checks

About Check Services

When check payments are requested by suppliers, SAP Concur issues the check to the supplier on your company's behalf. The process leverages your company's existing bank. No funds are transferred to and from SAP Concur.

The check issued resembles your company's own stock. SAP Concur manages all security, processing, envelope stuffing, and mailing. Check envelopes are white with windows for return and delivery addresses. The return address and delivery address are printed on the check and are visible through a window.

NOTE: View and copy services for voided checks are available through your bank, as this service is not handled by Invoice Pay Check services.

NOTE: The vendor named printed on US checks has a 60-character limit.



For check configuration and security features, refer to the *Concur Invoice: Invoice Pay Setup Guide*.

AVAILABILITY

The Invoice Pay Check service supports the following countries and currencies:

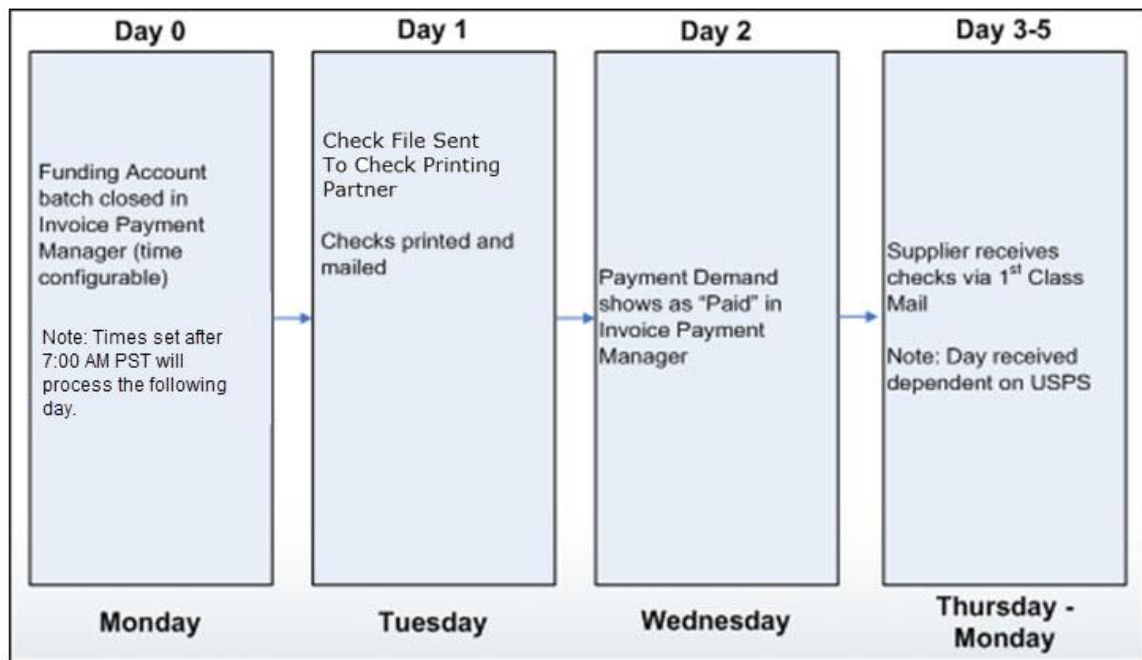
Country	Currency
United States, including Puerto Rico and US Territories.	USD
Canada	CAD

NOTE: Concur Invoice prevents any check payment from being created if the recipient's address is outside of supported countries and US Territories.

PAYMENT CYCLE TIMING

Checks are mailed from St. Louis, MO. Delivery time depends on proximity to St. Louis and handling by the US Postal System.

The following figure illustrates the payment cycle timing for check payments beginning with the close of a payment batch and ending with the supplier receiving the physical check in the mail.



NOTE: Check payments are not processed on bank holidays.

Working with Multiple Check Configurations

Your company can have one or more check configurations to support paying invoices from single or multiple bank accounts. Common scenarios supporting multiple check configurations include:

- **Merger and acquisition:** A company is merged with or acquired by the client company and each company pays their invoices from their own bank account.
- **Universities:** A university has multiple schools within their system, and each school pays their invoices from their own bank account.
- **Type of expense:** Vendor invoices may be for capitalized or non-capitalized expenses and, depending on the type of expense an invoice is for, determines the bank account the invoice is to be paid from.

Invoices can only be paid from a single check configuration and are batched to a check configuration based on a matching payment group.

Each active check configuration must have a unique set of **Country/Region**, **Currency**, and **Payment Group(s) (Applies To)** fields.

SELECTING PAYMENT GROUPS

Payments Groups are linked to items in a list from List Management and selected on an invoice from a drop-down list field in the Invoice Details (Header) section. Only one payment group per invoice is supported.

A common use case is a **Company** list field and, based on the company an invoice is for, determines the check configuration it should be paid from.



For information about configuring payment groups, refer to the *Concur Invoice: Invoice Pay Setup Guide*.

Accessing Check Configuration

► To access check configurations:

1. In Payment Manager, under the **Configuration** section, click **Check Configurations**. The **Check Configuration List** page appears.

Account	Bank ID	Account	Country/R	Currency	Close Time	Time Zone	Active	Status	Applies To	Cash Acc...	Liability A...
Account	010000003	*****1203	US	USD	7:30 PM	US/Pacific	No	Pending S...			
acct	010000003	*****0039	US	USD	7:00 AM	US/Pacific	No	Incomplete			
CAD On H...	034400389	*****0039	CA	CAD	7:00 AM	US/Pacific	No	Incomplete			
ccs check	000112345	*****3123	CA	CAD	5:00 PM	US/Pacific	No	Pending S...			
chc check	010000003	*****6710	US	USD	5:00 PM	US/Pacific	No	Pending S...			
check acct	120000003	*****0039	US	USD	7:00 AM	US/Pacific	No	Pending S...			
Check CP	091000022	*****0039	US	USD	2:00 PM	US/Pacific	Yes	Confirmed			
FIS check	120000003	*****3456	US	USD	5:00 PM	US/Pacific	No	Incomplete			
FIS Check	010000003	*****9877	US	USD	7:00 AM	US/Pacific	No	Pending S...			
Fis check	120000003	*****9876	US	USD	5:00 PM	US/Pacific	No	Pending S...			
MB (TPM)	325081403	*****0039	US	USD	7:00 AM	US/Pacific	No	Incomplete			
PMtest	026009593	*****9593	US	USD	5:00 PM	US/Pacific	No	Incomplete		23	34
Sample C...	091000022	*****7890	US	USD	12:00 PM	US/Pacific	No	Incomplete			

Viewing and Editing Check Configurations

► To view or edit check configurations:

1. On the **Check Configuration List**, select the desired check configuration and:
 - Click **Actions > Open Check Configuration**
 - Double-click the funding account directly

Funding Accounts

Funding Account List

New Provider AccountAdd Funding Account

Actions

Open Funding Account

Activate Funding Account

Deactivate Funding Account

	Account Nu...	Country/Reg...	Currency	Close Time	Active	Status	Applies To	Cash Account	Liability Acc...	Account Type	
	421240000	US	USD	7:00 AM PST	Yes	Accepted	Global	1001	2001	Global Pay	
	121212223	US	USD	7:00 AM PST	Yes	Accepted	Pay Group 1	1002	2002	Global Pay	
<input checked="" type="checkbox"/>	03 Bambara Pay Group 2 & 3	Bambara	421247599	US	USD	7:00 AM PST	Yes	Accepted	Pay Group 2 Pay Group 3	1003 2003	Global Pay
<input type="checkbox"/>	04 Old Pay Group 2 & 3	091000019	*****2345	US	USD	2:00 PM	Yes	Confirmed	Pay Group 2 Pay Group 3		Classic Pay

2. View and modify the information as required.
3. Click **Save**.

NOTE: If there are more than 25 check configurations, the page will paginate and additional check configurations can be viewed on the next pages.

Activating and Deactivating Check Configuration

Check configurations must be in *Confirmed* status and active for payments of approved invoices being paid by check to be batched and sent to vendors.

► To activate a check configuration:

1. In Payment Manager, under **Configuration**, click **Check Configurations**. The **Check Configurations List** page appears.
2. Select the check configuration, click **Actions**, click **Open Check Configuration**. The **Check Configuration** window appears.
3. Scroll to the bottom of the **Account** tab, change the **Active** field to Yes.
4. Click **Save**, then click **Close** to close the window.

If you need to stop making payments from a check configuration, deactivate it by following the same steps above and change the **Active** field to *No*.

NOTE: If a check configuration is deactivated and has open batches, the batches will still close, but the payments will not be sent to the check payment provider to be processed.

Managing Funding Accounts

About ACH Funding Accounts

With Invoice Provider ACH, electronic fund transfers for ACH payments are handled by a third-party company (payment provider). Funding accounts are configured in Payment Manager to manage batching and release of payments to be processed by a payment provider.



For information about setting up funding accounts for Invoice Provider ACH, refer to the *Concur Invoice: Invoice Pay Setup Guide*.

AVAILABILITY

Invoice Pay ACH supports the following countries and currencies:

Country	Currency
United States, including Puerto Rico and US Territories.	USD

HOW IT WORKS

With an accepted and active provider funding account, an invoice with a payment method type of ACH is batched for payment from the provider funding account.

Payment batches for provider funding accounts close on the batch close date. Concur Invoice then sends the payment provider the required data via API to process the payments in the batch to vendors.

Data sent to the payment provider includes:

- **Provider Account ID of the funding account**
Payment providers store the client's bank account information provided in the funding account setup process. The **Provider Account ID** is used to reference the client's bank account that payments are funded from.
- **Vendor banking details**
The vendor banking details in the Concur Invoice vendor record associated to the invoices being paid.
- **Information remittance advice**
Invoice number, paid date, notes to supplier, and, if applicable, account number with the vendor.

This information is passed to the vendor's bank with the ACH payment to inform the vendor what the payment is for. The **Doing Business As** company name provided in the funding account setup process is also included to inform the vendor who the payment is from.

The total amount of the batch is debited from the client's bank account in a single transaction on the funding date to fund the ACH payment(s). The payment provider sends Concur Invoice confirmation that the payments have settled in the vendors' bank accounts, and the invoices in Concur Invoice are updated to a status of *Paid* with the payment information. The Payment Confirmation Extract can then be used to extract the payment information from Concur Invoice to post in the client's financial accounting system.

Multiple invoices for the same supplier with the same payment due date are grouped in one payment to the supplier. Remittance information for invoices being paid is sent to the supplier's bank with the payment.

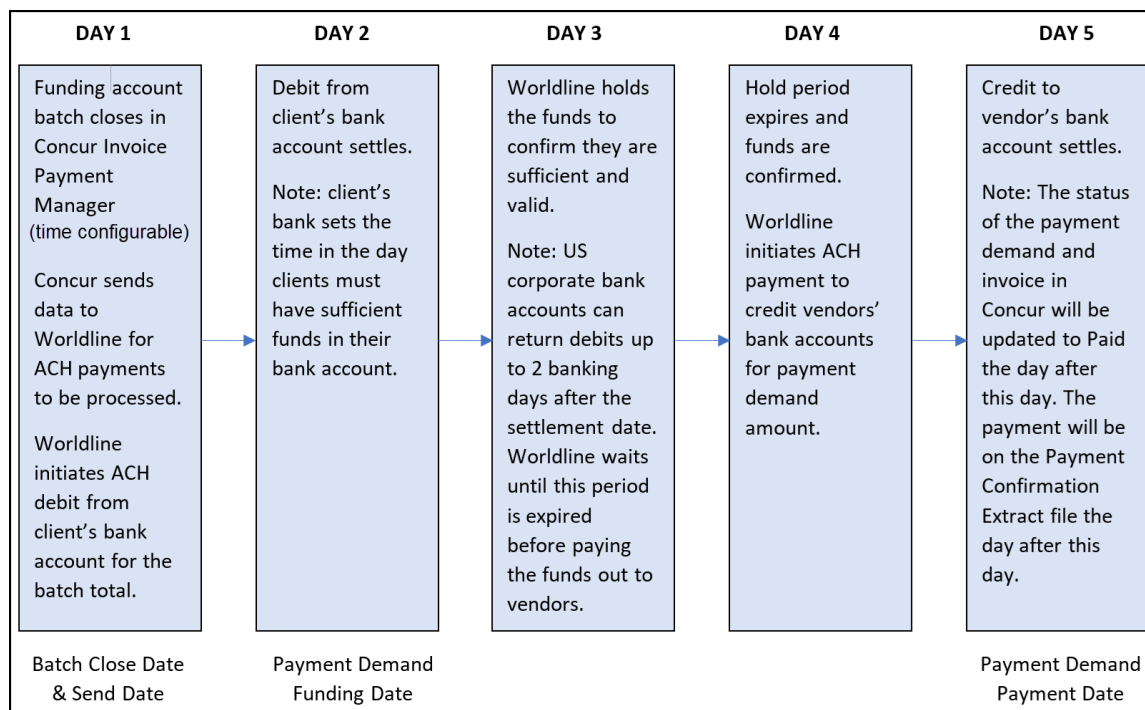
Funds for failed payments are returned to the client's bank account. The return process can vary by banking system and receiving bank and is not controlled by SAP Concur. The return process can vary by banking system and receiving bank and is not controlled by SAP Concur.

PAYMENT CYCLE TIMING

The payment cycle time for Invoice Pay ACH payments may vary by payment provider or country and currency of the payment. The days of ACH payment cycles are banking weekdays. Below are the payment cycle times by payment provider and supported country and currency.

Bambora/Worldline

Bambora/Worldline is currently the only payment provider for Invoice Pay ACH. ACH payment batches from Bambora/Worldline funding accounts close at 7:00 AM (PST). It is a five-day payment cycle from the date the batch closes to when the payment settles in the vendor's bank account (as shown in the following) table.



NOTE: ACH payments are not processed on bank holidays.

Working with Multiple Funding Accounts

Your company can have one or more funding accounts to support paying invoices from single or multiple bank accounts. Common scenarios supporting multiple funding accounts include:

- **Merger and acquisition:** A company is merged with or acquired by the client company and each company pays their invoices from their own bank account.
- **Universities:** A university has multiple schools within their system, and each school pays their invoices from their own bank account.
- **Type of expense:** Vendor invoices may be for capitalized or non-capitalized expenses and, depending on the type of expense an invoice is for, determines the bank account the invoice is to be paid from.

Multiple funding accounts supports both ACH and check payments.

Invoices can only be paid from a single funding account and are batched to a funding account based on a matching payment group.

Each active funding account must have a unique set of **Country/Region**, **Currency**, and **Payment Group(s) (Applies To)** fields.

For example, the following image shows how three funding accounts can be active because all are assigned to unique payment groups (**Applies To** field).

Funding Accounts											
Funding Account List											
<div>Actions +</div> <div>New Provider Account</div>											
<input type="checkbox"/>	Account Name	Bank ID	Account Nu...	Country/Reg...	Currency	Close Time	Active	Status	Applies To	Cash Account	Liability Acc
<input type="checkbox"/>	01 Bambora Global	Bambora	421240000	US	USD	7:00 AM PST	Yes	Accepted	Global	1001	2001
<input type="checkbox"/>	02 Bambora Pay Group 1	Bambora	121212223	US	USD	7:00 AM PST	Yes	Accepted	Pay Group 1	1002	2002
<input type="checkbox"/>	03 Bambora Pay Group 2 & 3	Bambora	421247599	US	USD	7:00 AM PST	Yes	Accepted	Pay Group 2 Pay Group 3	1003	2003

SELECTING PAYMENT GROUPS

Payments Groups are linked to items in a list from List Management and selected on an invoice from a drop-down list field in the Invoice Details (Header) section. Only one payment group per invoice is supported.

A common use case is a **Company** list field and, based on the company an invoice is for, determines the funding account it should be paid from.



For information about configuring payment groups, refer to the *Concur Invoice: Invoice Pay Setup Guide*.

Accessing Funding Accounts

► To access funding accounts:

1. In Payment Manager, under the **Configuration** section, click **Funding Accounts**. The **Funding Account List** page appears.

<div>Invoice Manager</div> <div>Create New Invoice</div> <div>Processor ▾</div> <div>Payments ▾</div> <div>Vendor Manager</div>											
<div>Invoice Search</div> <div>Invoice Number or Invoice ID</div> <div></div>											
<div>Payments</div> <div>Monitor Payments</div> <div>Invoices Requiring Action</div> <div>Failed Payments (3)</div> <div>Payment Confirmation Import</div> <div>Extract Reconciliation</div>											
<div>Configuration</div> <div>Banking Import</div> <div>Check Configurations</div> <div>Funding Accounts</div> <div>Card Accounts</div> <div>Notices Of Change</div>											
Funding Accounts											
Funding Account List											
<div>Actions +</div> <div>New Provider Account</div>											
<input type="checkbox"/>	Account N...	Bank ID	Account N...	Country/R...	Currency	Close Time	Time Zone	Active	Status	Applies To	Cash Acc...
<input type="checkbox"/>	BMO Chec...	Worldline	041234567	US	USD	7:00 AM	US/Pacific	Yes	Accepted	Global	1234
<input type="checkbox"/>	test ACH FA	Worldline		US	USD	7:00 AM	US/Pacific	No	In Progress	Global	7654

Viewing or Editing Funding Accounts

Use the following procedure to view or edit an existing funding account.

► **To view or edit funding accounts:**

1. On the **Funding Accounts List**, select the desired funding account and:
 - Click **Actions > Open Funding Account**
 - Double-click the funding account directly

Funding Accounts										
Funding Account List										
New Provider Account Add Funding Account										
Actions ▾ Open Funding Account Activate Funding Account Deactivate Funding Account										
	Account Nu...	Country/Reg...	Currency	Close Time	Active	Status	Applies To	Cash Account	Liability Acc...	Account Type
	421240000	US	USD	7:00 AM PST	Yes	Accepted	Global	1001	2001	Global Pay
	121212223	US	USD	7:00 AM PST	Yes	Accepted	Pay Group 1	1002	2002	Global Pay
<input checked="" type="checkbox"/>	03 Bambara Pay Group 2 & 3 Bambara 421247599	US	USD	7:00 AM PST	Yes	Accepted	Pay Group 2 Pay Group 3	1003	2003	Global Pay
<input type="checkbox"/>	04 Old Pay Group 2 & 3 091000019 *****2345	US	USD	2:00 PM	Yes	Confirmed	Pay Group 2 Pay Group 3			Classic Pay

2. View and modify the information as required.
3. Click **Save**.

NOTE: If there are more than 25 funding accounts, the page will paginate and additional funding accounts can be viewed on the next pages.

Activating and Deactivating Funding Accounts

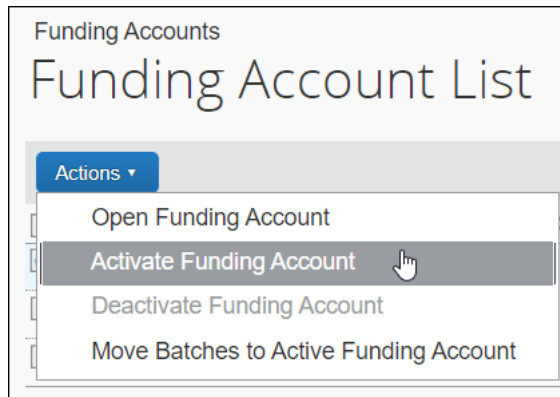
ACH funding accounts must be in an Accepted status and active for payments of approved invoices being paid by ACH to be batched and sent to vendors.

If you need to stop making payments from a funding account, it can be deactivated.

NOTE: To activate or deactivate multiple funding accounts at once, the selected funding accounts must all be in the same active status and the same account type.

To activate a funding account:

1. In Payment Manager, under **Configuration**, click **Funding Accounts**. The **Funding Account List** page appears.
2. Select the inactive funding account, click **Actions**, click **Activate Funding Account**.



The **Active** status on the **Funding Account List** page will change to Yes.

After a funding account is activated, new approved invoices will be batched for payment to it.

NOTE: Funding accounts can also be activated by opening a funding account and changing the **Active** field to Yes.

► **To deactivate a funding account:**

1. On the **Funding Accounts List**, select the desired funding account(s).
2. Click **Actions** > **Deactivate Funding Account**.

 A screenshot of the 'Funding Account List' page. It shows a table with columns: Account Num..., Country/Region, Currency, Close Time, Active, Status, Applies To, Cash Account, Liability Acco..., and Account Type. There are three rows of data. The first row has 'Active' set to 'Yes'. The second row has 'Active' set to 'Yes'. The third row has 'Active' set to 'Yes'. An 'Actions' dropdown menu is open over the first row, with 'Deactivate Funding Account' selected.

Account Num...	Country/Region	Currency	Close Time	Active	Status	Applies To	Cash Account	Liability Acco...	Account Type
21240000	US	USD	7:00 AM PST	Yes	Accepted	Global	1001	2001	Global Pay
21212223	US	USD	7:00 AM PST	Yes	Accepted	Pay Group 1	1002	2002	Global Pay
21247599	US	USD	7:00 AM PST	Yes	Accepted	Pay Group 2 Pay Group 3	1003	2003	Global Pay

After a funding account is deactivated, no new invoices will be batched for payment to it. Existing open payment batches will remain with the inactive funding account until action is taken on the batched payments.



For information about actions for payments, refer to the *Manage Payment Demands and Invoices* section in this document.

Moving Batches to Active Funding Accounts

Open payment batches for inactive funding accounts can be moved to an active funding account with the same Country/Region, Currency, and Payment Group (Applies To) field values. Open batches can only be moved from funding accounts when the active status is *No*.

Batches can only be moved one funding account at a time. Multiple inactive funding accounts cannot be selected when using the **Move Batches to Active Funding Account** action.

► ***To move open batches from an inactive funding account to an active funding account:***

1. On the **Funding Accounts List** page, select the desired funding account.
2. Click **Actions > Move Batches to Active Funding Account**.

After open batches are moved to an active funding account, they will appear under that funding account on the **Monitor Payments** page.

Managing Virtual Cards

HOW IT WORKS

A card account is created in Concur to register a corporate credit card with a virtual card payment partner to create virtual credit cards (virtual cards) from. Like ACH funding accounts and check configurations, multiple card accounts can be created if different corporate credit cards need to be used to pay invoices.

Concur vendor records are assigned the virtual card payment method type to default invoices to be paid by this method. The **Contact Email** field in the vendor record must be populated with the vendor email address to whom should have access to virtual card details for processing payments.

Invoices with the virtual card payment method type are batched to the card account payment is to be made from. Virtual card payment demands and invoices can be managed from the Monitor Payments page.

On the close date of virtual card batches, Concur Invoice sends the payment partner data via API to create virtual cards from the card account. An individual virtual card is created for each payment demand in a batch for the payment demand amount.

The virtual cards are single use cards that a vendor can charge one time for the exact amount the card was created for. Once the virtual card is created, Concur Invoice sends a remittance email to the vendor that includes:

- A link and instructions for the vendor to access the details of the virtual card that are needed to charge it.
- The authorized amount the card is for.

- The card's expiration date for when it needs to be charged by.
- The invoices being paid.

After the virtual card is created and remittance email is sent to the vendor, payment demands and invoices will be updated to a Paid payment status, and data available to be extracted on the Payment Confirmation Extract. Information about the virtual card will also be updated on the **Invoice List** page of the payment demand.

Prior to a virtual card being charged by a vendor, it can be cancelled by an Invoice Payment Manager user from the **Monitor Payments** page in the batch **Actions** menu. After the virtual card is charged, it will be closed and cannot be charged again. The payment date of the payment demand will be updated with the settlement date of the charge.

If a virtual card is not charged by a vendor before its expiration date (**Valid To Date** field), the card will expire and cannot be charged by the vendor. Expired and canceled virtual cards are moved the Failed Payments queue to be managed in Payment Manager.

PAYMENT CYCLE TIMING

Invoices paid by virtual card are added to an open batch scheduled to close the day before or as close to the payment due date of the invoice. A virtual card will be created and sent to the vendor on the same day the batch closes. Invoices paid by virtual card will be updated to a "Paid" payment status after the virtual card has been issued to the vendor.

Accessing Virtual Card Accounts

► To access virtual card accounts:

1. Click **Invoice > Payments > Payment Manager**.
2. Click **Card Accounts** in the **Configuration** section. The **Card Account List** page appears.

Account Name	Provider	Account ID	Country/Region	Currency	Closed Time	Active	Status	Cash Account	Liability Account
Test Card	Extend		US	USD	2:00 PM PST	No	In Progress	123	123
Test Card 9993	Extend	acct_SilMxeO...	US	USD	2:00 PM PST	Yes	Complete		

NOTE: The **Card Account List** page is paginated and displays 25 card accounts on each page.



For information about setting up a card account, refer to the *Concur Invoice: Virtual Card Pay Setup Guide*.

Issuing Virtual Cards to Vendors

WORKING WITH VENDORS

Your company needs to work directly with their vendors to confirm if they accept virtual cards as a form of payment and whom they should be sent to. Many banks and credit card issuers, who support virtual cards, offer their customers services to help identify from a list of vendors who accepts them. Your company should reach out to their bank or credit card issuer representative to see if they provide this type of service.

After vendors confirm they will accept virtual cards as a form of payment, vendor records must be updated with the correct information in their Concur vendor profile for invoices to be paid by virtual cards. Vendor records can be updated in Concur Invoice with the virtual card payment method like all existing vendor update methods: manual entry in Concur Invoice, an Excel import, a CSV import file, or API.



For information about configuring vendor records, refer to the *Concur Invoice: Invoice Pay Setup Guide*.

VENDOR REMITTANCE EMAILS

Remittance emails from Concur Invoice are sent to the vendor once a batch closes and the virtual card is created.

NOTE: Once the virtual card is issued to the vendor, the invoice will display with a *Paid* status and the payment date the card was charged on the **Payment Demand List** page in Monitor Payments.

VENDOR ACCESS TO VIRTUAL CARDS

Once the remittance information is reviewed, the vendor can click the link in the email to access the virtual card in the payment provider's URL. In the URL, the vendor can view the details of the virtual card to charge it in their accounting or point of sale system.

Subject: Remittance from Customer Company Name

Remittance Information

Payment From: Customer Company Name
 Account Number: TESTACCTNUM
 Payment To: Vendor Company Name
 Payment Method: Virtual Card
 Authorized Charge Amount: 14.00 USD
 Card Active Until Date: 03/03/2023

Invoice Details

Invoice Number	Invoice Date	Invoice Amount	Payment Amount	Notes
INV1234	02/15/2023	13.00 USD	13.00 USD	
INV1235	02/20/2023	1.00 USD	1.00 USD	

Customer Company Name has contracted with SAP Concur for card payment services with their partner Extend. Please follow the instructions below to complete the payment process.

Instructions:

- Click [here \(https://vendor.paywithextend.com/virtualcard/vcd_3DlamroLOVADum7KGz6TRS\)](https://vendor.paywithextend.com/virtualcard/vcd_3DlamroLOVADum7KGz6TRS) to complete the recipient verification form to view the card details on Extend's portal.
- With the details noted above before the 'Card Active Until Date', charge the card for the Authorized Charge Amount.

Notes:

- An authorization code as part of step one will be sent from Extend to the same 'To' recipient of this email.
- This is a single use card that cannot be charged for a different amount or after the 'Card Active Until Date'.
- For any issues or questions related to this payment, please contact the Accounts Payable department of the 'Payment From' company.

A page displays requiring the vendor to complete authentication steps.

The vendor clicks the **Generate Code** button to create a one-time passcode, which will be emailed to the same address the remittance email was sent to. It should take less than one minute for the vendor to receive the passcode email.

The vendor enters the passcode and then clicks **Submit and View Card**.

You received a Virtual Card!

1 To access your card, generate a temporary code via email


It will be sent to m*****y@s*p.com

Generate Code

2 Submit the code and view your card

This code will work for 1 hour


Submit and View Card

This Virtual Card was sent to you via  extend

The virtual card is then displayed to the vendor with the full credit card number, 3-digit security code, billing information, and other information needed for the vendor to charge the card.

Card Amount

\$2.00



Copy Card Number

Card Features

Vendor

Card Number

0000 0000 0000 0000

CVC

130

Expiration Date

11/25

Zip Code

M5G 3C2

Active Until

December 15, 2023

Notes

Payee : Test Vendor
AccountNo : 123456789
CompanyName : SAP Concur Demo Company

Section 5: Managing Payment Methods

Virtual card numbers are generated on-the-fly. The vendor can see the full credit card number display, but Concur Invoice only stores the last four digits of the card number which is displayed on the **Invoice List for Payment Demand** page to track payment processing.

SAP Concur Invoice

Invoice Manager Processor Payments Vendor Manager

Invoice List for Payment Demand FE6628B24E2B43A0B5D1

Vendor: Test Vendor Issue Date: 11/15/2023 vCard Last Four Digit: 5489

Payment Method: Single Use vCard Payment Date: vCard Status: Active

Status: Paid Return Date: Valid To Date: 12/15/2023

vCard ID: vc_198TGtDHPzdt2GhJTX4XzS

Actions

Invoice ID	Invoice Number	Due Date	Notes to Supplier	Payment Adjustment Notes	Amount	Payment Amount
9C8211857ABE4474A847	002	12/06/2023			2.00	2.00

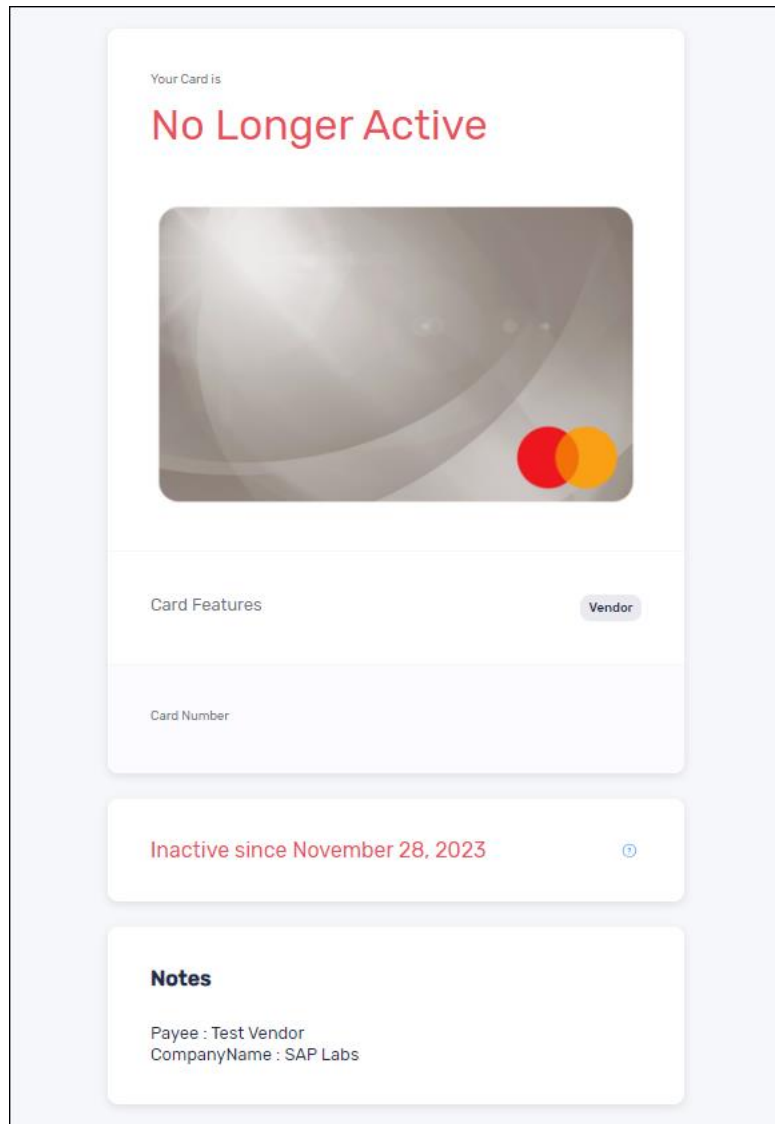
Close

GL Extract
Positive Pay Extract
Payment Confirmation Extract

Page 1 of 1

Displaying 1 - 1 of 1 | Send to Excel

If the vendor didn't charge the card before the expiration date, they will see a *No Longer Active* message display for the expired card.



Once the virtual card is sent to the vendor, the invoice will display with a *Paid* payment status and payment information for invoices to be extracted is then available for clients to post to their accounting system.

Once the vendor charges the card in their accounting system and the transaction settles, the card will be closed. The **Payment Date** field on the **Payment Demand List** page in Monitor Payments will be updated with the date the transaction settles. New virtual cards will be issued for each future payment to the vendor.

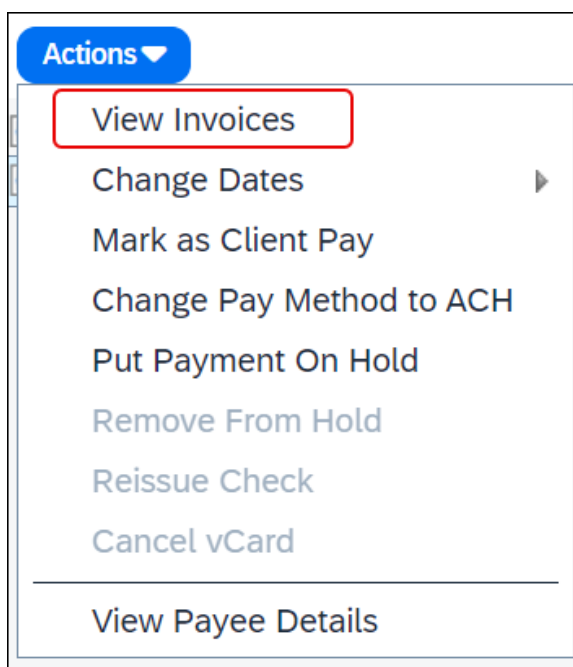
Updating Virtual Cards

After a virtual card is sent to the vendor, updates to the card when it is charged, expired, declined, or canceled are received from the payment partner and payment demands are updated in Concur Invoice.

CHARGED VIRTUAL CARDS

► **To view if a virtual card has been charged:**

1. On the **Payment Demand List** page, select the virtual card payment you want to view.
2. On the **Actions** menu, select **View Invoices**.



The **Invoice List for Payment Demand** window appears.

The **vCard Status** will be *Charged* and the **Payment Date** will be populated with the settlement date of the charge.

SAP Concur

Invoice

Invoice ManagerProcessorPaymentsVendor Manager

Invoice List for Payment Demand F66339CC910C4DE78AB9

Vendor: > Test Vendor 2

Payment Method: > Single Use vCard

Status: > Paid

vCard ID: > vc_25V67KGH6eNi3nXUxk98qa

Issue Date: > 11/10/2023

Payment Date: > 11/15/2023

Return Date: >

vCard Last Four Digit: > 2967

vCard Status: > Charged

Valid To Date: > 12/10/2023

Actions

Invoice ID	Invoice Number	Due Date	Notes to Supplier	Payment Adjustment Notes	Amount	Payment Amount
<input type="checkbox"/>	E335FA4C43CF457281B7	004	10/31/2023		2.01	2.01

Close

GL Extract

Positive Pay Extract

Payment Confirmation Extract

Page 1 of 1

Displaying 1 - 1 of 1

Send to Excel

EXPIRED VIRTUAL CARDS

In the **Days To Expiration** field in the **Card Account** window, you can configure the number of days a virtual card will remain active and can be charged after being issued. When a virtual card is issued, it will have an expiration date (**Valid To Date** field) associated with it. This date is calculated by adding the number of days in the **Days To Expiration** field from the date the card was issued (**Issue Date** field).

Card Account

Account Information

Currency:

US, Dollar

Account Country/Region:

UNITED STATES

Account Display Name:

Test Card 9993

Active:

Yes

Apply Credit Memos:

Yes

Available For:

Global

Cash Account Code:

Liability Account Code:

Company Name:

SAP Concur Demo Company

Provider:

Extend

Provider Account ID:

acct_5ilMxeQWAhBuTAB6CV3rPR

Maximum Card Limit:

Days To Expiration:

30

Close

Save

Virtual cards will expire if the vendor does not charge them before the expiration date (**Valid To Date** field). Payment demands for expired cards will display in the **Failed Payments** queue in Payment Manager. Expired cards can be reissued in the same or different form of payment.

CANCELING A VIRTUAL CARD

You can cancel virtual cards before they are charged. After a virtual card is created and sent to the vendor, an option to cancel the card displays on the **Actions** menu on the **Payment Demand List** page.

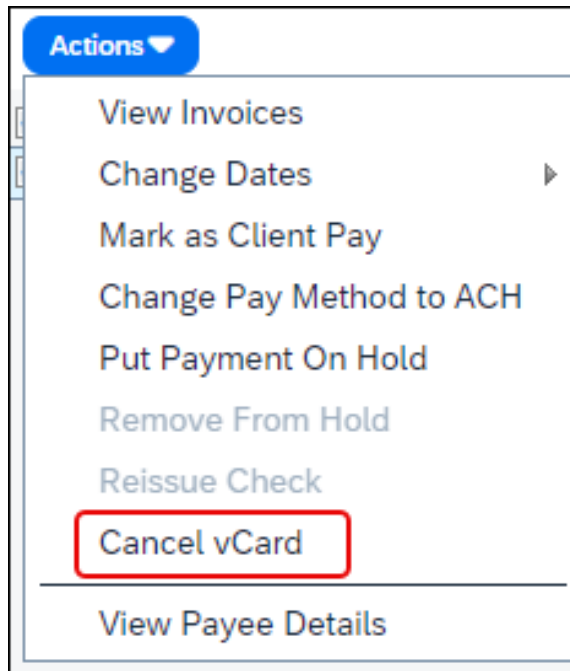
When a virtual card is canceled, Concur Invoice sends a request to the payment provider to cancel the card. The payment provider then cancels the card with the card issuer.

Canceled virtual cards are displayed in the **Failed Payments** queue. You can then choose to manage this payment outside the system or change the payment method. You can also decide to reschedule the payment in the next available batch, which will automatically re-issue a new virtual card to the vendor.

NOTE: Once a virtual card is charged, it can no longer be canceled.

► **To cancel a virtual card:**

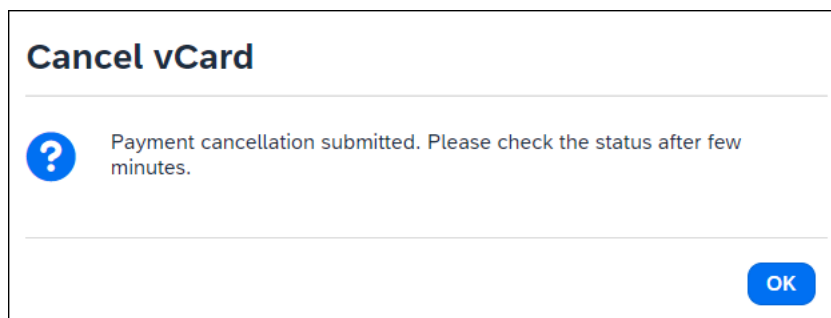
1. On the **Payment Demand List** page, select the virtual card payment you want to cancel.
2. On the **Actions** menu, select **Cancel vCard**.



3. In the **Cancel vCard** message, click **Yes** to confirm that you want to cancel the card.

NOTE: Attempting to cancel the card once it's already been canceled will display a message stating that the previous cancellation request is already in progress and to please wait a few minutes before retrying.

4. A new **Cancel vCard** message displays stating that payment cancellation has been submitted to the payment partner and that the process will take a few minutes to complete, click **OK** to continue.



When the payment cancellation process completes, the canceled card displays on the **Failed Payments** page.

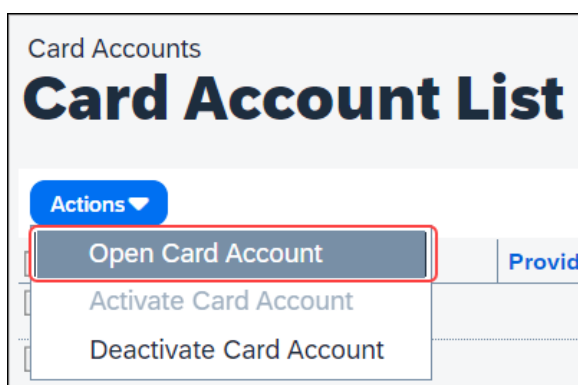
NOTE: Virtual card payments in the **Failed Payments** queue can only be changed to be paid by ACH. The ability to change a failed virtual card payments to be paid by check will be available in a future release.

Viewing or Editing a Card Account

Use the following procedure to view or edit an existing card account. If you need to create a support ticket about a question or issue with a card account, reference the Account ID associated to the card account.

► To view or edit a card account:

1. On the **Card Accounts List**, select the desired card account and:
 - **Card Account**
 - Double-click the card account directly



2. View and modify the information as required.
3. Click **Save**.

NOTE: If there are more than 25 card accounts, the page will paginate and additional card accounts can be viewed on the next pages.

Activating and Deactivating Virtual Card Accounts

Use the procedures below to activate and deactivate an existing card account.

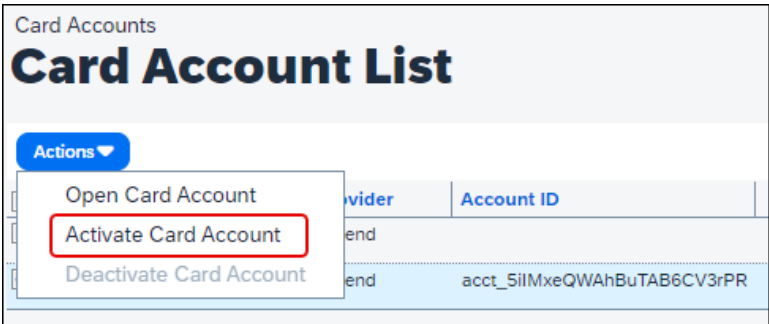
Deactivating a card account is useful when your company changes banks or credit cards issued by a bank. When this happens, you will want to deactivate the old card account to discontinue its use. Also, if a card account is configured incorrectly, you can deactivate it and create a new card account with the correct configuration.



For information about actions for payments, refer to the *Manage Payment Demands and Invoices* section in this document.

► **To activate a card account:**

1. On the **Card Account List** page, select the account you want to activate.



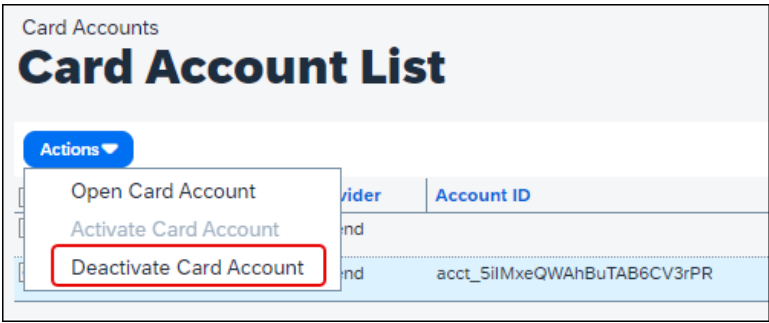
2. On the **Actions** menu, select **Activate Card Account**.

The activated card account displays as *Yes* in the **Active** column on the **Card Account List** page.

After a card account is activated, new approved invoices can be batched for payment to it.

► **To deactivate a card account:**

1. On the **Card Account List** page, select the account you want to deactivate.



2. On the **Actions** menu, select **Deactivate Card Account**.

The deactivated card account displays as *No* in the **Active** column on the **Card Account List** page.

Configuring Batch Settings

With the Batch Setting feature, you can control when and how frequently payment batches for approved invoices are released to payment providers to issue payment to suppliers.

The **Batch Settings** tab can be configured for funding accounts and check configurations. Batch settings can be set up during initial account configuration or modified later, if desired.

Batch setting configuration includes:

- Defining the close schedule and required release preference
- Determining which users will sign off and release payment batches and assign them the Payment Release Manager role (only if using the **Require Batches to be Released** setting)

You can set the close time and date for when batches close and are released and choose whether an additional user is required to approve the batch before it is released for payment. If the additional release step is required, these users need to be assigned the Payment Release Manager role.

If the **Require Batches to be Released** setting is configured and once the close time and date pass, batches display on the **Monitor Payments** page with a *Pending Release* status until the Payment Release Manager has approved and released the batch to be sent to the payment provider.



Refer to the *Release Pending Batches* section in the *Monitor Payments* section in this guide.

NOTE: Existing clients who want to access the Batch Settings feature can contact their SAP Concur representative. Once the feature is activated, existing clients may need to adjust their existing account configurations.

NOTE: Batch Settings is currently only available for ACH funding accounts and check configurations. Batch Settings for virtual card accounts will be available in a future release.

► **To configure batch settings:**

1. In the **Configuration** section of Payment Manager, click the link for the desired configuration: **Check Configurations** or **Funding Accounts**.
2. On the account list page, double-click on the desired account to open it.

You can also select the account and then open it from the **Actions** menu.

3. In the account window, select the **Batch Settings** tab.

Funding Account

Account Information Partner Onboarding Application ID 503144 Batch Settings

Close Time: 1:00 AM (GMT-08:00) Pacific Time (US & Canada)

Close Date

Frequency: Weekly

☐ Sunday

☒ Monday

☒ Tuesday

☐ Wednesday

☐ Thursday

☐ Friday

☐ Saturday

☐ Require Batches to be Released

*If the schedule changes after there is an open batch, the system will wait until the current batch is completed (using the old schedule), then open a new batch using the new schedule.

Close Save

4. In the **Close Time** lists, select the time and time zone for the close schedule.

NOTE: The **Close Time** fields are only visible for funding accounts. For check configurations, the **Close Time** fields are located on the **Account** tab.

5. In the **Close Date** section, in the **Frequency** list, select the close date frequency preferred: *Daily* or *Weekly*.

The **Frequency** field defaults to *Daily* to maintain the existing functionality of batches being created and scheduled based on the payment due date of approved invoices.

The frequency can be changed to *Weekly* so batches are only created and scheduled for select days of the week.

6. If the **Frequency** field is set to *Weekly*, select the check boxes for the day(s) of the week batches can be created and scheduled.
7. (Optional) Select the **Require Batches to be Released** check box if you want to require an additional user to manually approve/release invoice batches before payments are sent to payment providers for processing.

NOTE: This user must have both the Invoice Payment Manager and Payment Release Manager roles. Best practice is to have at least two users assigned the Payment Release Manager if using the Require Batches to be Released setting, one primary user and one backup user. For more information, refer to the *User Roles and Primary Users* section of this guide.

8. Click **Save** to save the new close schedule.

NOTE: If the schedule changes after there is an open batch, the system will wait until the current batch is completed (using the old schedule), then open a new batch using the new schedule.

Section 6: Managing Vendor Information

Your company is responsible for maintaining the accuracy of vendor data. Your company's Vendor Master List is the source for all vendor data, including banking information, net pay terms, and default pay methods. Information flows from your company's ERP to Concur Invoice via the Approved Vendor Import (overnight processing), and quick updates can be made via on-demand imports. This information is maintained in the Vendor Master List your company's ERP.

Updating Vendor Information

Vendor data is updated in the following ways:

Approved Vendor Import: Your company's Import/Extract Administrator runs the Approved Vendor import in an overnight job run, or in an Over Night Processing (ONP) job run. All vendor data may be updated using this method.

On-Demand Import in Vendor Manager: Your company's Vendor Manager uses options in the **Vendor Manager > Import Vendors** tab to upload vendor data. This information appears immediately in the user interface. All vendor data except banking information may be updated using this method.

On-Demand Import in Payment Manager: As the Payment Manager you use the **Payment Manager > Banking Import** to upload vendor data. This information appears immediately in Payment Manager. Only banking information may be updated using this method.

NOTE: Your company can turn off the ability to update banking details on-demand in Payment Manager. To do this, Invoice Processing Admins must clear (disable) the **Allow Payment Manager to change banking information** option in Invoice Settings. By limiting the on-demand functionality, your company can maintain change management controls within your ERP and make changes in the Vendor Master List (updating via the Vendor Import) and Vendor Banking Import.

Importing Vendor Banking Information

The vendor banking import allows you to import banking information associated with the supplier. This information is used to determine which bank account an ACH payment demand will be sent to.



For more information, refer to the *Concur Invoice: Vendor Banking Import User Guide*.

Active vendor banking information can be downloaded from Concur Invoice from the **Banking Import** page by clicking the **Vendor Banking Download** option on the bottom right of the page.

Banking Import

Step 1: Download Import Template

Importing vendors banking requires the use of the proper template. If you already have a template to use, you can proceed and import the vendor banking file you created. Otherwise, click the 'Download Template' button below.

Refer to the [User Guide](#) for detailed information on how to populate the spreadsheet.

[Download Template](#)

Step 2: Select File To Import

In order to import vendor banking, you must locate the Excel file they are saved in. Click the 'Browse...' button below to locate the file. Once the proper file is selected, click the 'Import' button.

[Browse...](#)

[Import](#)

Banking Import History

[Actions](#)

Date	Status	Initiated By	File Name	Records Processed	Records Rejected
07/30/2021	Success	Test, Sirisha	VendorBankingExport_202173031...	1	0
07/30/2021	Success	Test, Sirisha	VendorBankingExport_202173031...	1	0
07/30/2021	Success	Test, Sirisha	VendorBankingExport_202173031...	1	0
07/30/2021	Completed with Errors	Test, Sirisha	VendorBankingExport_202173031...	0	1
06/24/2021	Success	Test, Sirisha	VendorBankingImport (3).xls	3	0

Page 1 of 1 | [Vendor Banking Download](#) | [Audit Trail](#)

The vendor banking information is exported in the Excel Banking Import template.

Click the **Audit Trail** link to view a list of users who have previously downloaded the vendor banking details.

NOTE: If you do not see the **Banking Import** link listed under **Configurations** in Payment Manager, your company's administrator has disabled this feature and all banking import functionality is unavailable for Payment Managers.



For more information, refer to the *Concur Invoice: Invoice Settings Setup Guide* and the *Concur Invoice: Invoice Pay Setup Guide*.

ADDITIONAL INFORMATION ON VENDOR MANAGEMENT

Refer to the documentation listed below for additional information.

Professional Edition only

- **Import Vendors via Overnight Vendor Imports**



For more information, refer to the Concur Invoice: Import and Extract File Specifications - Approved Vendor Import, V2 (Current) document.

- **Import Vendors On-Demand, General Vendor Information, and Lifecycle**



For more information, refer to the Concur Invoice: Vendor Manager User Guide.



For more information, refer to the Concur Invoice: Vendor Management Lifecycle Setup Guide.

Standard Edition only

- **Import Vendors via Overnight Vendor Imports**



For more information, refer to the Concur Invoice: Import and Extract File Specifications - Approved Vendor Import, V2 (Current) document.

- **Import Vendors On-Demand and Scheduled**



For more information, refer to the Concur Invoice: Vendor Import (On-Demand) User Guide for Standard Edition.



For more information, refer to the Concur Invoice: Vendor Import (Scheduled) User Guide for Standard Edition.

Understanding the Vendor Experience

Email Remittance Notifications

Vendors can receive email remittance notifications when they are paid with Invoice Pay. Email notifications include full remittance information for when, how, and for what they are paid. This applies to both partial and full payments.

Email information contains the invoice date, invoice amount, invoice number, payment date, payment method, and any notes that may exist on the payment submission. For check payments, emails will include the check number. The paying company name must be in the **Subject** field and in the header line of the email.

The email address for notifications is determined by what is entered in the **Vendor Contact** field of the Approved Vendor Import. Only a single email address is supported in this field.

To ensure vendors receive email notifications, select (enable) the **Send vendor payment email notifications for Check and ACH Concur Invoice Pay types** option is selected (enabled) in Invoice Settings. For Standard Edition, this setting does not display in the UI but defaults to enabled.



For information about the invoice setting, refer to the *Concur Invoice: Invoice Settings Setup Guide*.

If a payment fails after an email notification is sent, you are responsible for following up with the vendor regarding payment.

NOTE: Payment of invoices that occur outside of Invoice Pay (Client Pay) do not trigger email notifications.

Example Email for Check Payments

From: AutoNotification@concursolutions.com [mailto:AutoNotification@concursolutions.com]
Sent: Monday, August 29, 2016 3:02 PM
To:
Subject: [Paying Company Name] Payment Remittance for Invoice #123456789

A Payment has been submitted by {Company Name} in the amount of {Payment Amount} USD for the following invoice:

Invoice Number	123456789
Invoice Date	8/29/2016
Total Invoice Amount	1,500.00 USD
Payment Date	9/04/2016
Payment Method	Check
Check Number	8550
Notes:	Payment Notes

Example Email for ACH Payments

From: AutoNotification@concursolutions.com [mailto:AutoNotification@concursolutions.com]
Sent: Monday, August 29, 2016 3:02 PM
To:
Subject: [Paying Company Name] Payment Remittance for Invoice #123456789

A Payment has been submitted by {Company Name} in the amount of {Payment Amount} USD for the following invoice:

Invoice Number	123456789
Invoice Date	8/29/2016
Total Invoice Amount	1,500.00 USD
Payment Date	9/04/2016
Payment Method	ACH
Notes:	Payment Notes

Remittance Advice for ACH and Check

Remittance Advice is included in ACH (US) and Check (US and Canada) payments. Main information includes:

- Buyer's company name (that is, the Doing Business As name stored with the payment provider)
- Vendor name, and (if included on the vendor record) buyer's account number (these are included once at the top of the remittance data for checks and for ACH in the reference segment of the EDI data)
- Information per invoice includes the invoice number, invoice date, paid amount, and notes to supplier (if applicable)

If multiple invoices are being paid on the same check, a list of all invoices is shown. Information per invoice includes the invoice number, paid date, paid amount, and notes to supplier (if applicable).

HOW THE DISPLAY OF REMITTANCE ADVICE WORKS

To maximize the amount of information that can be provided, each line of ACH and CHECK Remittance Advice is displayed line by line for an unlimited number of lines, up to 70 characters per line, wrapping to the next line(s) as required. For checks, the first page includes 11 lines of remittance, and additional remittance lines are included on the back of the check as needed. For ACH, remittance data is transmitted as part of the actual pay information and is the standard detail level for remittance advice.

NOTE: The supplier will need to work with their bank to ensure they can view ACH remittance advice details.

Page 1 is shown in the figure below:

```
INV#13907000007-0112 | 2012/01/19 | 100.00 USD | NOTES Payment of bill Nov & Dec 2010
INV#13907000007-0117 | 2012/01/19 | 500.00 USD
INV#13907000007-0119 | 2012/01/19 | 300.00 USD
INV#13907000007-0121 | 2012/01/19 | 400.00 USD
INV#13907000007-0123 | 2012/01/19 | 600.00 USD | NOTES Several items water-damaged; reducing
payment by $200
INV#13907000007-0150 | 2012/01/19 | 800.00 USD
INV#13907000007-0152 | 2012/01/19 | 100.00 USD | NOTES Service List: Air-conditioner repairs,
carpet cleaning, grounds upkeep, window washing, asphalt repair, vending machine repair for floors 1
through 20
INV#13907000007-0153 | 2012/01/19 | 400.00 USD
```



Page 2 (and additional pages) is generated as needed, as shown in this figure:

```
INV#13907000007-0154 | 2012/01/19 | 400.00 USD
INV#13907000007-0200 | 2012/01/19 | 400.00 USD
INV#13907000007-0201 | 2012/01/19 | 400.00 USD
INV#13907000007-0220 | 2012/01/19 | 600.00 USD
Acme Vendor
987253
```

NOTE: ACH Remittance Advice is limited by each banking system and, at this time, only the US system allows SAP Concur to send remittance details via the banking system.

SAMPLE CHECK IMAGE

A sample check image is shown below:

ACME Computing Company 123 Main Street Anytown, MN 55501		ACME Computing Company	
			
Temp Return Service Requested		Check Number: 020519	
000000-000000-000000-000001 17 2980C KD1		Issue Date: 01/09/2012	
HACKER & WILLIG INC P S 1501 FOURTH AVENUE STE 2150 SEATTLE, WA 981013225		Check Amount: ***\$745.00	
ACME Computing Company		Concur®	
<div>Washington Banking Company</div> <div>0</div>			
<div>INV#45930 2011/12/01 300.00 USD</div> <div>INV#47522 2011/12/15 345.00 USD</div> <div>INV#47525 2011/12/15 100.00 USD</div> <div>INV#45930 2011/12/01 300.00 USD</div> <div>INV#47522 2011/12/15 345.00 USD</div> <div>INV#47525 2011/12/15 100.00 USD</div> <div>INV#45930 2011/12/01 300.00 USD</div> <div>INV#47522 2011/12/15 345.00 USD</div> <div>INV#47525 2011/12/15 100.00 USD</div> <div>INV#45930 2011/12/01 300.00 USD</div> <div>INV#47522 2011/12/15 345.00 USD</div> <div>INV#47525 2011/12/15 100.00 USD</div> <div>INV#45930 2011/12/01 300.00 USD</div> <div>INV#47522 2011/12/15 345.00 USD</div> <div>INV#47525 2011/12/15 100.00 USD</div> <div>INV#45930 2011/12/01 300.00 USD</div> <div>INV#47522 2011/12/15 345.00 USD</div>			

Address 1 and Address 2, but not Address 3, are printed on the client check. This is typically of sufficient detail to deliver a printed check.

NOTE: The numbers that appear above the vendor address are control numbers that are used to troubleshoot issues if they occur. The name that appears in the box above the remittance details is the name of the SAP Concur entity.

Section 7: Monitoring and Managing Payments

Use the **Monitor Payments** section to track cash flow and funding requirements for your company. Doing so lets you adjust due dates, add comments, and answer company and vendor questions.

You can expect to field questions such as "When was that invoice paid?" or "Why was I short-paid for that service?" You can drill down to an invoice on the **Monitor Payments** page > **View Payment Demands** > **View Invoices** and quickly determine the invoice status. You can also read and/or update the invoice with notes to the supplier.

Monitor Payments
Payment Batch List

Funding Account: Any Close Date (From / To):

Status: Pending Release Send Date (From / To):

Actions

<input type="checkbox"/>	Batch ID	Close Date	Send Date	Status	Count	Failed Count	Total
<input checked="" type="checkbox"/>	Check CP outbound call (Checking)						
<input type="checkbox"/>	85CB7D125E5245D0AEC8	05/23/2023 04:00 PM	05/24/2023 05:00 AM	Pending Release	1	0	6.66
<input type="checkbox"/>	C9E84AC7919B4606808B	05/23/2023 08:00 PM	05/24/2023 05:00 AM	Pending Release	1	0	22.00
<input checked="" type="checkbox"/>	03 Worldline Acct 3						
<input type="checkbox"/>	F428CE8C211A4CFAA2E3	05/24/2023 09:00 AM	05/24/2023 09:00 AM	Pending Release	1	0	6.66

Searching for Payment Batches, Demands, or Invoices

You can use options in the **Monitor Payments** page to search by funding account, account status (Open, Closed, Sent), and within a range to return a group by specifying the close and send dates within a date range.

Searching for Payment Batches

► To search for a payment batch:

- On the **Monitor Payments** page, use the filter options in conjunction with one another:
 - Funding Account** identifying attribute, such as *Any* or the specific funding account name (for example, *Capitalized*)

- AND -

- **Status**, such as *Any, Open, Closed, Sent*
- **AND** -
- The **Close Date** and **Send Date** range as a date range using the calendars or typing the date in directly in a *MM/DD/YYYY* format

Monitor Payments
Payment Batch List

Funding Account: Any Close Date (From / To):
 Status: Open Send Date (From / To):
 Batch ID:

2. Click **Search**.

► **To search for a payment batch by its ID:**



Enter the identification number (it is case-sensitive) directly in the **Batch ID** field:

Batch ID:

Batch ID	Failed Count	Total

Searching for Payment Demands

► **To search for a payment demand:**

- With the payment batch open, use the filter options in the **Monitor Payments** page in conjunction with one another:
 - **Vendor** with identifying attribute, such as *Begins, Contains, Ends with, or Equals*
 - **OR** -
 - **Status**, such as
 Equals or Does Not Equal,
 - **WITH-**
 Any, Client Pay, Failed, Paid, Pending Payment, or Unsent
 - **OR** -
 - **Amount**, such as *Equals, Greater Than or Equal, or Less Than or Equal*
- Click the search icon () to begin the search, or the X icon () to reset the search criteria.

Searching for Invoices

► To search for an invoice:

1. In the **Invoice Search** field, enter at least three characters contained anywhere within the full Invoice ID, and then click the invoice you want to view.

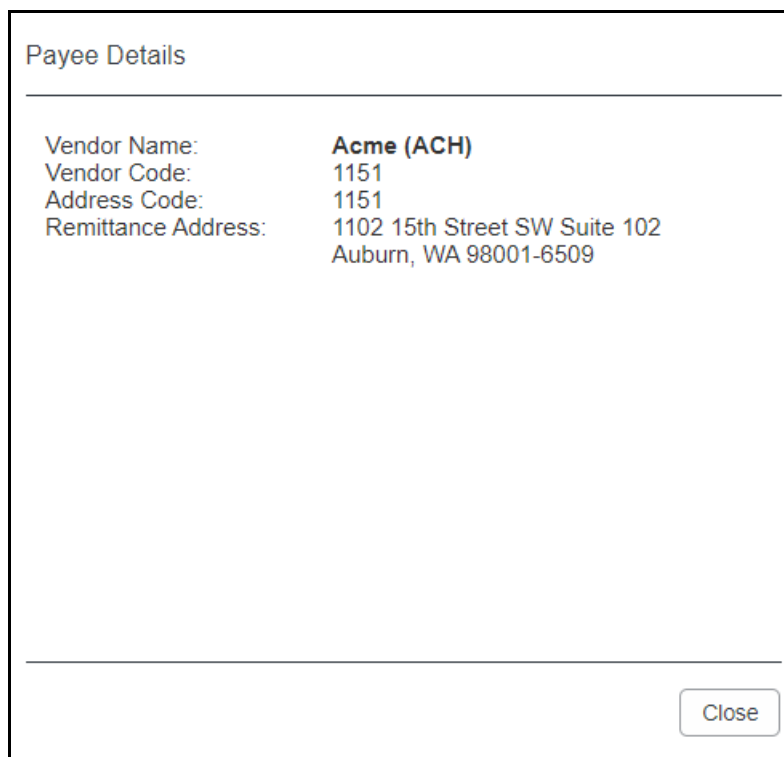
The invoice displays in the **Invoice** window.

Invoice	
Invoice ID: 8E4EDF44B2554425A966	
Invoice Details	Payment Details (Invoice)
Invoice ID: 8E4EDF44B2554425A966	Payment Status: Not Paid
Invoice Number: invc123	
Vendor Name: Acme (ACH)	
View Payee Details	
Invoice Date: 11/27/2019	
Due Date: 11/27/2019	
Amount: 100.00 USD	
Approval Status: Pending Approval	

2. (Optional) View the details of the vendor being paid using this invoice:
 - Click the **View Payee Details** link.

Invoice Details	
Invoice ID:	8E4EDF44B2554425A966
Invoice Number:	invc123
Vendor Name:	Acme (ACH)
	View Payee Details
Invoice Date:	11/27/2019
Due Date:	11/27/2019
Amount:	100.00 USD
Approval Status:	Pending Approval

- The **Payee Details** window appears.



The screenshot shows a window titled "Payee Details". Inside the window, the following information is displayed:

Vendor Name:	Acme (ACH)
Vendor Code:	1151
Address Code:	1151
Remittance Address:	1102 15th Street SW Suite 102 Auburn, WA 98001-6509

At the bottom right of the window is a "Close" button.

3. Click **Close** to exit the **Payee Details** window.

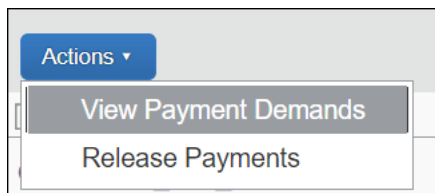
Viewing Payment Demands and Invoices

Viewing Payment Demands in Payment Batches

Opening a payment batch allows you to drill down and view the payment demands included in the batch. Note that some scheduled batches may be "emptied" of demands due to changes made by users. This batch remains visible and open to incoming demands that logically fit its time and date schedule, after which the batch closes just as any other.

► **To view the demands in a payment batch:**

On the **Monitor Payments** page, click **Actions** > **View Payment Demands**.



With the payment demands displayed, you can now view the following information:

- The funding account used to fund the payment demand
- The related batch identification number in which the payment demand was included
- The close and send dates associated with the payment demand
- *As applicable*: The paid amount and credit amount in the batch
- Within each payment demand row, each column displays the following:
 - Payment Demand identification number
 - The vendor being paid
 - The method of payment (ACH, Check, Client Pay)
 - The status of the payment (*Unsent, Sent, Closed, Pending Release*)
 - The date the demand was funded
 - *As applicable*: The date the demand was returned on
 - *As applicable*: The check number used if paid by check
 - *As applicable*: Whether the demand includes a credit memo

Viewing Invoices in a Payment Demand

Opening a payment demand allows you to drill down and view the invoice included in the demand.

► **To view invoices in a payment demand:**

1. On the **Monitor Payments** page, select the desired payment demand.
2. Click **Actions > View Payment Demands**.
3. Select the invoice in the **Invoice List for Payment Demand** page to view details about the invoice.

Invoice List for Payment Demand A3E574E770A547C8AC44

Vendor: > Vendor-ACH-PRM	Funding Date: > 05/25/2023
Payment Method: > ACH	Payment Date: > 05/31/2023
Status: > Unsent	Return Date: >

Invoice ID	Invoice Number...	Due Date	Notes to Supplier	Payment Adjustment Notes	Amount	Payment Amount
<input type="checkbox"/> 60F25804C2B4410196BE	Current Date 2	05/23/2023			2.22	2.22
<input type="checkbox"/> 4988B00F2E3D4E789B8F	Past Due Date 2	04/01/2023			2.21	2.21
<input type="checkbox"/> 48D8958315A4CCB87D4	Within 5 Days S...	05/27/2023			2.23	2.23

Close

With the invoice displayed, you can now view the following information:

- The vendor who originated the invoice this invoice is associated with
- The method of payment to the vendor
- The status of the invoice (*Sent, Unsent, Client Pay*, etc.)
- Dates:
 - Date the invoice was funded from the funding account
 - Date the invoice was paid
 - (Optional) If returned, the date the invoice was returned on
- Within the invoice row (figure above), each column displays the following:
 - Invoice identification number
 - The invoice number associated with the invoice
 - The due date for payment on this invoice
 - Notes to the supplier
TIP: Hover over this area to view the note in its entirety
 - The amount for this invoice
 - The total amount paid for this invoice (*if different from the Amount value*)

4. Click **Close**.

Viewing Invoices with a Credit

Opening a payment demand with a credit allows you to drill down and view the invoices included in the demand.



For more information, refer to *Managing Credits for ACH and Check* in this guide.

► To view invoices with a credit:

1. On the **Payment Batch List** page, in the **Actions** menu, select **View Payment Demands**, or double-click the item that you want to view. Payment demands with credits will display the credit icon.
2. On the **Payment Demand List** page, select the desired payment demand with a credit. The total credit amount and the total paid amount in the batch appear in the page header.
3. Click **Actions > View Invoices** or double-click the payment demand. The **Invoice List for Payment Demand** page appears.
4. Select the invoice with a credit (specified on this page by a negative amount in the **Amount** column) and, in the **Actions** menu, select **View Payee Details** to view details about the invoice.

NOTE: With the invoice displayed, you can also view the credit amount and the paid amount for the payment demand in question.

Managing Payment Demands and Invoices

Changing Funding/Issue and Payment Dates

There are times when you may need to adjust the due date of a payment to pay early for a discount or simply to manage cash or research an issue with goods received.

Use Change Dates functionality to adjust dates from either the Funding/Issue Date or Payment Date perspective. The **Funding/Issue Date** and **Payment Date** fields are interlocked and work in tandem. The interval between the two is always constant—change one date and the other changes to maintain the interval.

For example, if you decide to move the Payment Date value up a week for an early pay discount, Concur Invoice will automatically consider any non-banking days, then calculate and generate valid funding and payment dates.

EXAMPLE OF FUNDING AND PAYMENT DATE INTERACTION

For example, if the Thanksgiving holiday of November 25th is chosen as the value for the **Proposed Funding Date** field, the system performs the calculation and moves the date out one day to the next available valid date. The system adjusts the **Payment Date** field value, allowing for the required interval of time to process the payment while also considering weekend non-banking days.

IMPORTANT CONSIDERATIONS

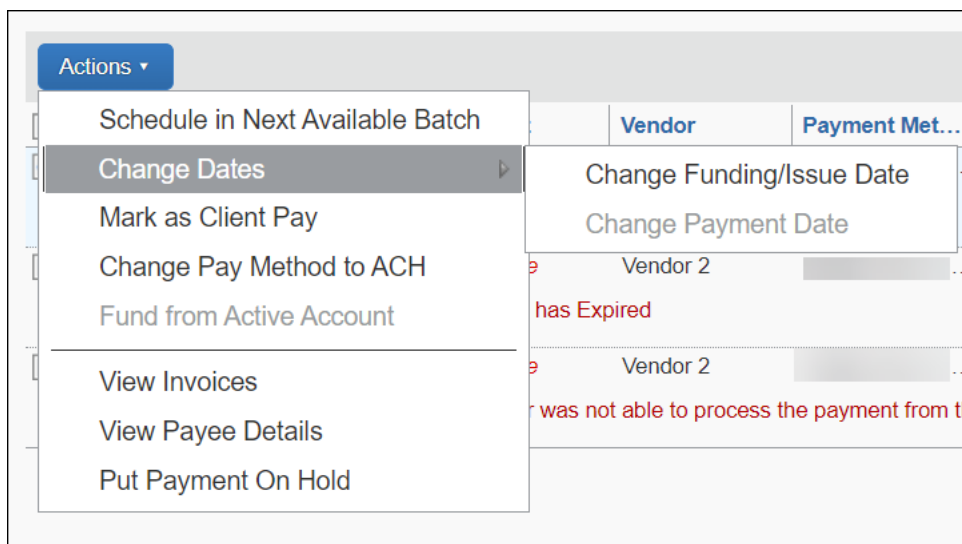
Please note the following:

- You cannot change the funding or payment date for an invoice with credit.
- When changing the payment dates for checks, the system does not calculate for holidays.
- If you have configured schedules in Batch Settings, changing the payment dates will override schedules you have configured in Batch Settings and adjust the payment to the date you choose.

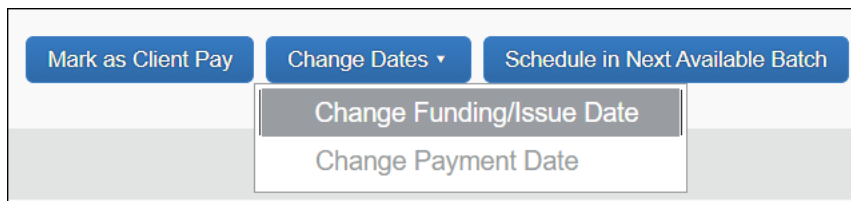
NOTE: If you change dates and remove all payment demands from an existing batch (change payment date or amount, etc.), that batch remains with an *Open* status. You can then use the empty batch to accommodate any demands that fall within the original, scheduled processing date.

► **To change the funding or payment date:**

1. Open the desired demand or invoice.
2. Choose the **Change Dates** command from the right-click or **Actions** menu to select either **Change Funding/Issue Date** or **Change Payment Date**.



Or select either **Change Funding/Issue Date** or **Change Payment Date** from the **Change Dates** menu.



3. Select the new date. Depending on which command you select, the system performs the following calculations:

Change Funding/Issue Date: This is the date the invoice will be funded and *precedes* the actual payment date. Select this command, enter a date in the **Proposed Issue Date** field, and the system calculates if the date is valid (does not fall on a non-banking day) and then adds the number of days required to process the payment, resulting in a payment date.

Change Payment Date: This is the date the supplier will receive payment and falls *after* the funding date. Select this command, enter a date in the **Proposed Payment Date** field, and the system calculates if the date is valid (does not fall on a non-banking day) and then subtracts the number of days required to process the payment, resulting in a funding date.

4. Click **OK**. The system evaluates the dates and returns a new payment or funding date.

Processing Payments Outside of Invoice Pay

Sometimes a payment must be made outside of the Invoice Pay system. Invoice Pay allows for these instances with the Mark as Client Pay feature, which removes the invoice from the pay process, marks the invoice with a status of *Client Pay*, and retains a record of this action. Your company must then manage the payment to the client.

Examples of why a vendor may require payment outside of Invoice Pay:

- The vendor may require payment in a currency (such as Danish krone), a wire transfer of funds, or delivery of a check in person. Invoice Pay does not support these payment methods.
- A vendor, who accepts ACH payments, may change banks and you are having trouble validating the new bank account number. To pay this invoice on time, you can switch the pay method from *ACH* to *Client Pay*, cut the vendor a check, and send the check by overnight mail.

Marking an invoice *Client Pay* simply tells the Invoice Pay system to ignore and not pay that item. Any pay method other than *ACH* or *Check* will be ignored by Invoice Pay.

NOTE: Payment of invoices that occur outside of Invoice Pay (*Client Pay*) will not trigger an email remittance notification to the vendor.

MAINTAINING CONSECUTIVE CHECK NUMBERING

For check configurations, if you elect to pay the invoice using in-house check stock, ensure you prevent stock check number from being duplicated by Invoice Pay. To prevent duplicate check numbers, you should update the number value in the **Next Check Number** field on the **Check Configuration** page. This action alerts Invoice Pay to move to the number increment you specify.

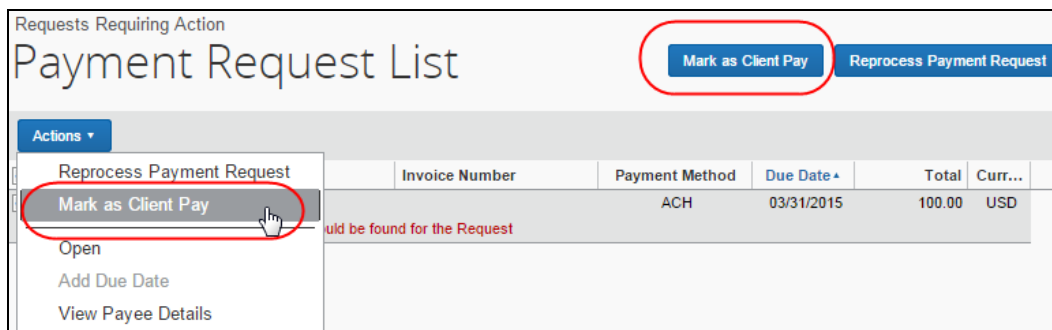


For more information on check funding accounts and changing this value, refer to the *Concur Invoice: Invoice Pay Setup Guide*.

► To mark a demand or invoice as *Client Pay*:

1. Search for the desired payment demand or invoice.
2. Select the demand or invoice.

- Click the **Mark as Client Pay** button or select **Mark as Client Pay** from the **Actions** or right-click menus.



A record of the payment method (status = *Client Pay*) is maintained in the system for historical tracking and audit trail purposes. You can view payment method details on the **Invoice List for Payment Demand** page when the invoice is opened.

Changing Payment Method Types

You can change the payment method type for a demand or invoice within a payment demand (Check or ACH) from one to the other. Once the payment type is changed, the system removes the invoice from its scheduled batch and reschedules it for payment within the next logical batch by vendor and payment type.

► **To change the payment method type for a demand or invoice:**

- Search for the batch containing the payment demand.
- Open the payment demand.

You can change the payment method here on the **Payment Demand List** page or you can drill further into the demand to open the **Invoice List for Payment Demand** page and select one or more invoices within the demand for the payment method change.

- Select the demand or invoice(s).
- On the **Actions** menu, select **Change Pay Method to ACH** or **Change Pay Method to Check**.

Placing Payments on Hold

A payment demand or invoice in *Unsent* or *Failed* status can be removed from the payment cycle for additional review by placing a hold on the payment. This feature is used whenever a payment must be reviewed, for example, due to damaged goods or adjustments that must be made to the final amount. Once rectified, you can then release the hold and the payment is placed into the next logical payment cycle.

Payments placed on hold are included in the *Not Processed* amounts totals on the **Extract Reconciliation** page.

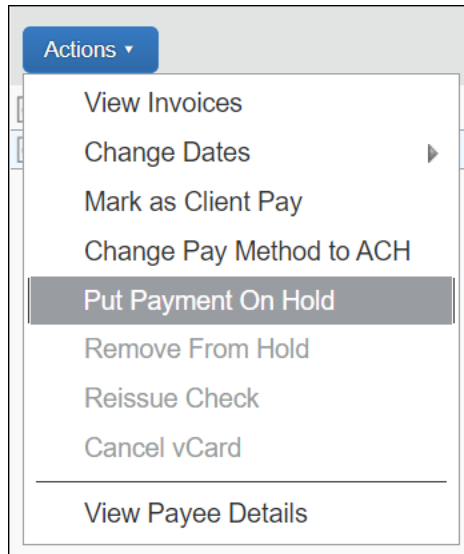
NOTE: You cannot put credit payment demands on hold.

Options for Handling the On-Hold Demand or Invoice

When the demand or invoice is on hold, you can elect to pay using the Client payment method. You can also decide to change the funding and payment dates, but in doing so, the payment is automatically activated and placed into the next logical payment batch.

► **To place a hold on a payment demand:**

1. On the **Payment Demand List** page, open the payment batch containing the payment demand.
2. Select the demand, or one or more invoices within a demand.
3. On the **Actions** menu, select **Put Payment On Hold** or right-click on the invoice and select this same option from menu.



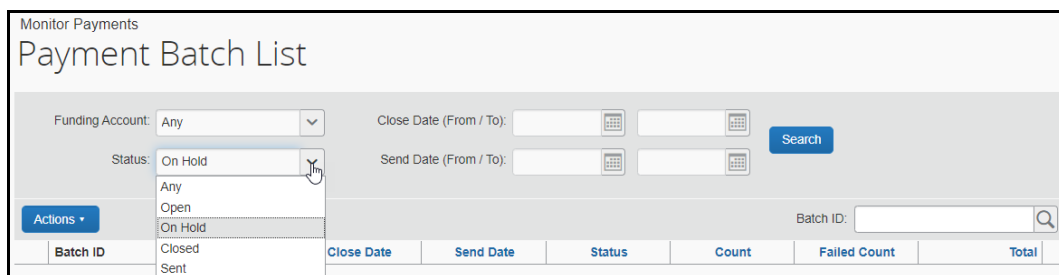
The system removes the marked item from the payment cycle by placing it into an On Hold batch, marking the item with a status of *On Hold*, and removing the close and send dates from display.

Removing a Demand or Invoice from On Hold Status

You can remove the hold status from a payment demand or invoice by applying new funding or payment dates or by selecting **Actions > Removed From Hold**. In either scenario, the payment is placed into the next logical payment batch based on the due date and method of payment.

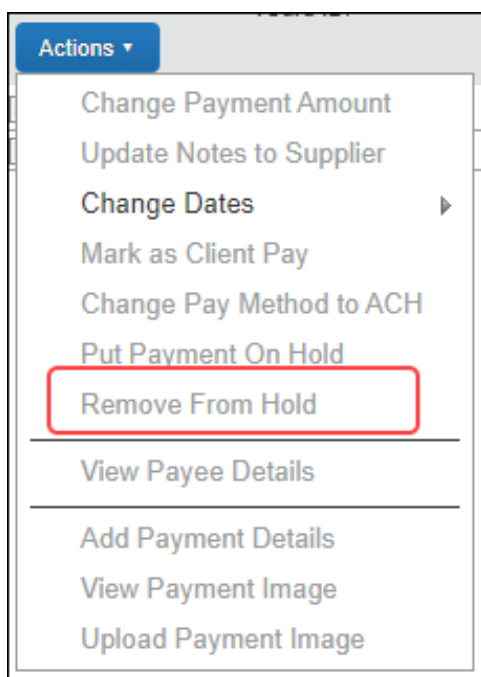
► **To remove a payment demand or invoice from On Hold status:**

1. Search for the payment demand or invoice using the *On Hold* option for a given **Funding Account** status.



The screenshot shows the 'Monitor Payments' interface with the 'Payment Batch List' title. Below the title, there are search filters: 'Funding Account' (set to 'Any'), 'Status' (set to 'On Hold'), 'Close Date (From / To)', and 'Send Date (From / To)'. A 'Search' button is located to the right of the date filters. Below the filters, there is a table with columns: 'Batch ID', 'Close Date', 'Send Date', 'Status', 'Count', 'Failed Count', and 'Total'. The 'Status' dropdown menu is open, showing options: 'Any', 'Open', 'On Hold', 'Closed', and 'Sent'. The 'On Hold' option is selected.

2. Select the desired payment demand.
3. Select **Actions** > **Remove From Hold**.



The screenshot shows the 'Actions' dropdown menu. The menu is open, displaying several options: 'Change Payment Amount', 'Update Notes to Supplier', 'Change Dates', 'Mark as Client Pay', 'Change Pay Method to ACH', 'Put Payment On Hold', 'Remove From Hold', 'View Payee Details', 'Add Payment Details', 'View Payment Image', and 'Upload Payment Image'. The 'Remove From Hold' option is highlighted with a red rectangular box.

The payment is then reactivated and removed from the On Hold payment batch.

Voiding and Reissuing Checks

When a supplier does not receive a check payment for a demand, you can elect to void the original check and issue a new one. This can be done only if the demand has a payment method of *Check* and a Status of *Paid*.

On successful re-issue, the system performs the following actions:

- The superseded check's number and associated payment date are cleared out
- A new payment demand is created and scheduled for the next batch
- The audit trail is updated with comments and an action of *Reissued Check Payment* for all the invoices in the demand
- Workflow is rolled back to the previous step (Extracted) and a status of *Not Complete* is applied so payment processing can occur again
- The new payment ID and updated payment dates are displayed

NOTE: Clients are billed for each check that is printed and delivered. This means that if a check is voided and reissued it will be counted as two charges: one for the first check and one for the reissued check.

► To void and reissue the check:

1. Search for and locate the desired payment demand.
2. Select the specific demand within the batch.
3. Select **Actions > Reissue Check**.

4. In the **Reissue Check** window, enter the required comment.
5. Click **OK**.

This comment will appear in the audit trail.

Managing Credits for ACH and Check

Invoice Pay can manage invoice credits through the Payment Manager for ACH and Check items only. You can configure this functionality for each funding account or check configuration.

When enabled, the functionality includes the following features:

- Vendor credits can be applied automatically to invoice payments. Invoice payments for less than the credit amount are not sent, allowing the client to use up their existing credit. Once there is an invoiced amount higher than the vendor credit, Invoice Pay will send a payment for the remaining balance. The credit information will be included in the remittance file.

NOTE: For the credit memo to apply, it needs to be created first before the positive invoice.

- Only one credit memo is applied per invoice and the oldest credit memo will be applied first. For example, if you have a \$5,000 invoice and a \$25 Credit Memo and a \$1,000 Credit Memo, if the \$25 Credit Memo is older, the system will apply the \$25 credit instead of the \$1,000 credit.
- The vendor code and address code must match in the credit memo and invoice for the credit memo to apply.
- Concur Invoice only applies the credit memo when the total amount of the payment demand is more than the credit memo.
- The **Payment Batch List** and the **Payment Demand List** pages display a batch type, credit memo, which appears when there is an outstanding credit with a vendor. If there are credits available, the Credit Memo batch type appears and will be referenced each time a batch is run to determine if there are any available credits that can be used to offset the incoming debits. As long as there are available credits, the status of the Credit Memo batch will always be *Open*.

NOTE: There will only be one Credit Memo batch per funding account.

- The **Payment Demand List** page displays the **Credit Amount** and **Paid Amount** values in the list header. The credit amount represents the total dollar value of the credits included in the batch, and the paid amount is the sum of the amounts paid by SAP Concur and the client.

NOTE: If a payment batch contains some payment demands that are marked as client pay, the paid amount on the **Payment Demand List** page might differ from the total amount listed on the **Payment Batch List** page.

- The **Funding Account** page now has an **Apply Credit Memos** option where the Payment Manager can enable credit handling.

NOTE: If credit memos and positive invoices are processed at the same time, credit memos might not be applied. The reason for this is that once the invoice has gone through final approval, the invoice pay demand process job runs. This job picks up the invoice and places it into a pay batch for payment. At this time, the system also scans for any credits. If the payment demand hasn't been created yet for the credit memo, the credit memo will not be applied to the positive invoice. Ensure the credits are processed first and that they are in a credit memo batch prior to giving final approval for the positive invoices.



For information about enabling the credit memo feature, refer to the *Concur Invoice: Invoice Pay Setup Guide*. For information about viewing invoices with credits, refer to the *Viewing Invoices with a Credit* section in this document.

Example 1

On the **Payment Batch List** page, the **Credit Memo** icon indicates that the system applied the credit to a batch and that money still needs to be paid out.

The line item in **inv credit funding acct (Credit Memo)** on the **Payment Batch List** page indicates that there is a credit will be used for future invoices.

On the **Payment Demand List** page, the **Credit Amount** and the **Paid Amount** values show information about the batch. The credit amount is included in the payment demand, which the **Credit Memo** icon indicates.

If the Payment Manager double-clicks the payment demand, they will see the **Invoice List** page for this payment demand, which shows the paid amount and the credit amount.

Example 2

Assume that we have a payment demand with both new debits and credits. This time a debit exceeds the vendor credit amount. The credit amount is first loaded into the payment demand, followed by the debits. The system applies the full credit to the debit, and the remaining balance is paid to the vendor. In this case, the vendor credit is \$0.00.

CHANGING DATES ON PAYMENT DEMANDS WITH CREDITS

The Payment Manager cannot change any dates for payment demands with credits, since credits are not tied to a specific date but remain open until the debit exceeds the credit.

REMOVING A CREDIT FROM INVOICE PAY

The Payment Manager can use the **Mark as Client Paid** option if they want to remove a credit from Invoice Pay without applying it.

CHANGING A CREDIT REQUEST PAYMENT METHOD FROM ACH TO CHECK

The Payment Manager can change the payment method from ACH to Check for invoices. For credit requests, the Payment Manager may want to make this change to apply an existing credit as soon as possible.

NOTE: This example would only be applicable if the vendor has both ACH and Check accounts.

Changing the Payment Amount

The amount associated with an invoice can only be changed at the invoice level. This option is useful when a supplier has delivered a good or service that falls short and the payment must reflect this. When the payment amount is adjusted, the total amount to be paid is not changed. The amount the system tracks to be paid within the demand is adjusted and that amount is what is paid out.

When using this feature, note the following:

- Only a single invoice can have its amount changed at one time
- Amounts edited here will *NOT* match the estimated pay amount in the SAE
- The difference in the amounts must be reconciled in your ERP system

NOTE: If you change dates and remove all payment demands from an existing batch (change payment date or amount, etc.), that batch remains with an *Open* status. You can then use the empty batch to accommodate any demands that fall within the original, scheduled processing date, after which it closes.

RECONCILING PAYMENTS

Changes to the amount of an invoice that has already been extracted by the SAE but not yet paid by Invoice Pay will result in different pay data between the client financial system and Invoice Pay. Under these conditions, you can use the Payment Confirmation extract to reconcile the differences. The SAE provides an estimate of pay data - best practice when working with Invoice Pay is to use the Payment Confirmation Extract as an alert to pay data differences and to view a complete list of SAP Concur-generated pay data.

TIP: Use the Payment Confirmation Extract to reconcile Concur Invoice with your financial system.



For more information about this extract, refer to the *Running the Payment Confirmation Extract to Confirm Payment* section of this document.

► **To change the payment amount for an invoice:**

1. Search for the desired invoice.
2. Select the invoice.

3. Click **Actions > Change Payment Amount**.

The **Update Payment Amount** window displays.

Update Payment Amount

Payment Amount: 55.00

Notes to Supplier:

Payment Adjustment Notes:

Save Cancel

4. In the **Payment Amount** field, enter the new amount without currency sign or comma.
5. In **Notes to Supplier** field, add any notes that you need to communicate to the supplier.
6. In the **Payment Adjust Notes** field, add a comment explaining the changed payment amount.
7. Click **Save**.

Adding Invoice Comments

If you need to communicate with a supplier or AP users regarding how or why an invoice was paid, you can add comments to an invoice for general notes to the supplier or specific payment adjust notes.

Suppliers will see this information on email notifications when payments are processed. AP users will see this information when reconciling payments and can view and edit notes to answer questions about actual payments.

Remittance advice is information accompanying payment to a supplier that informs them what invoice number(s) this payment covers, and any additional remarks that explain the payment amount, date, or status.



For more information, refer to the *Remittance Advice for ACH and Check* section in this document.

ADDING PAYMENT ADJUSTMENT NOTES

Payment adjustment notes provide the supplier and AP users with information explaining payment resolution for the invoice. Payment adjustment details are then tracked for invoices resolved using variants of the Client Paid payment method: *Client Pay*, *Paid*, *Void*, and *Cancelled* options.

As a Payment Manager, you can add or edit payment adjustment notes when changing the payment amount or paid date and updating the invoice with the actual check number or a check image.

NOTE: The ability to add payment adjustment notes is only applicable at the invoice level. Notes cannot be added at the demand or batch level.

NOTE: If an invoice is extracted with the Client payment type, manually changing the payment type to ACH or Check in **Add Payment Details** will not generate a payment demand. The invoice would need to be voided and recreated with the correct payment type (*ACH* or *Check*) since the ability to manually create a payment demand is not available.

► **To add payment adjustment notes:**

1. Search for the invoice in the **Invoice Search** field.
2. Open the desired invoice.
3. Click **Actions > Update Payment Details**.

4. In the **Payment Adjustment Notes** fields, enter your comments.
5. Click **Save**.

ADDING NOTES TO SUPPLIERS

Notes to suppliers are added as supplemental invoice information and display on remittance email notifications for the vendor. Adding notes to an invoice is also beneficial for tracking information for historical or auditing purposes.

If you need to communicate with a supplier regarding how or why an invoice was paid, you can add a note to an invoice. For example, you could explain to the supplier why your company is short paying an invoice, due to damaged goods.

Invoice owners and AP Users can be given permissions to add notes to suppliers on an invoice during creation or initial review. As the Payment Manager, you can add or review comments later in the pay process by opening the invoice in Payment Manager.

Invoice List for Payment Demand B30540F9127A40E4AD80

Vendor: > Concur Technologies Funding Date: > 31/12/9999

Payment Method: > ACH Payment Date: >

Status: > Unsent Return Date: >

Actions ▾

Invoice ID	Invoice Nu...	Due Date	Notes to Supplier	Payment Adjustment Notes	Amount	Payment A...
83CC5730805049E59CDD	testine	19/12/2014	Consider short pay on this in...		-1.00	-1.00

Close

Notes can be viewed whenever an invoice is opened by hovering the cursor directly over the **Notes to Supplier** column area for the invoice.

Notes can be edited after they are saved. However, once the batch including the invoice closes, the ability to add or edit notes is locked and unavailable.

NOTE: The ability to add notes to the supplier is only applicable at the invoice level. Notes cannot be added at the demand or batch level.

► **To add or edit a note to the supplier:**

1. Open the invoice by first searching for the payment batch, opening the payment demand the invoice is associated with, then opening the invoice.
2. With the invoice open in the **Invoice List for Payment Demand** page, click **Actions > Update Notes to Supplier** (or right-click the invoice and then click the command as shown in the figure below).

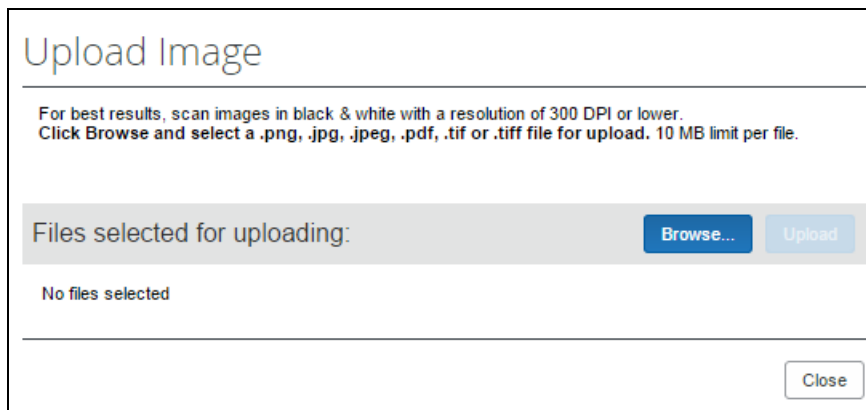
3. In the **Notes to Supplier** window, type the message to the supplier. A maximum of 500 characters is supported.
4. Click **OK** to add the note and return to the **Invoice List for Payment Demand** page.

Adding Images to Invoices

You can upload an image, such as an invoice or W-9 form, for a specific invoice. This action is restricted to a single invoice at a time since you must open the invoice to access the **Upload Image** menu item.

► ***To add an image to an invoice:***

1. Search for the invoice in the **Invoice Search** field.
2. Open the desired invoice.
3. Click **Actions > Upload Payment Image**.
4. Follow the instructions in the **Upload Image** window to upload the image.



Upload Image

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, .tif or .tiff file for upload. 10 MB limit per file.

Files selected for uploading: Browse... Upload

No files selected

Close

5. Click **Upload**.
6. Click **Close**.
7. To view the uploaded image, click **Action > View Payment Image**.

Releasing Pending Batches

If you are assigned the Payment Release Manager role, you are required to review and manually process scheduled batches before payments are released to be sent to payment providers. Batches with a *Pending Release* status display on the **Monitor Payments > Payment Batch List** page after you have approved and released the batch for payment.



For more information about the Payment Release Manager role, refer to the *User Roles and Primary Users* and *Configure Batch Settings* sections in this guide.

Create New Invoice Processor ▼ Invoice Capture Payments ▼ Vendor Manager

Monitor Payments
Payment Batch List

Funding Account: Any ▼ Close Date (From / To): [] [] Search
Status: Pending Release ▼ Send Date (From / To): [] []

Actions ▼ Batch ID: []

View Payment Demands Release Payments

		Close Date	Send Date	Status	Count	Failed Count	Total
<input checked="" type="checkbox"/>	9296D3E2687B4DA1B03C	02/23/2023	02/23/2023	Pending Release	1	0	4.00
<input type="checkbox"/>	19EB5ABAC30B49A886AD	02/25/2023	02/27/2023	Pending Release	1	0	12.00
<input type="checkbox"/>	59DFCCAB66FE468F8649	02/28/2023	02/28/2023	Pending Release	1	0	100.00
<input type="checkbox"/>	597A757D6C104E76A24E	03/08/2023	03/08/2023	Pending Release	1	0	123.00
<input type="checkbox"/>	7FA5258E8F7447E49556	03/09/2023	03/09/2023	Pending Release	1	0	30.00
<input type="checkbox"/>	7A40CCC263B848DA912F	03/15/2023	03/15/2023	Pending Release	1	0	20.00
<input type="checkbox"/>	19A0DD75DEED4520BF4A	03/16/2023	03/16/2023	Pending Release	0	0	0.00
<input type="checkbox"/>	CD0412588392407E810C	03/28/2023	03/28/2023	Pending Release	1	0	1,000.00
<input type="checkbox"/>	995F3066EB5D4F4CB008	04/06/2023	04/07/2023	Pending Release	1	0	39.00

► To review and release payment batches:

1. On the **Monitor Payments > Payment Batch List** page, in the **Status** list, select *Pending Release* to view all batches requiring review.
2. Select the check box for the payment batch you want to review.
3. Click **Actions > View Payment Demands** or double-click on the payment batch to review invoices included in the payment demand.
4. Once invoice and payment demands are reviewed, click **Back to Payment Batch List** link to return to the **Payment Batch List** page.
5. Select the check box for each payment batch that you have approved and are ready to release for payment.
6. On the **Actions** menu, select **Release Payments**.

Payment batches now display on the **Payment Batch List** page with a *Sent* status.

NOTE: If the close and send date are in the past, this action recalculates the send date to be accurately reflected based on when you released the batch.

Exporting Payment Data to an Excel spreadsheet

You can view invoices in each batch in real time by exporting data to an Excel spreadsheet so you can review payment data, such as payment demand ID, vendor, payment method, status, funding date, payment date, return date, check number, and amount.

Use the **Send to Excel** link on the **Payment Demand List** page to export your batch data. The Send to Excel feature exports all records on all pages from the **Payment Demand List** page. If you have records on more than one page, the system exports all of them to the Excel spreadsheet.

► To export data to an Excel spreadsheet:

1. On the **Payment Batch List** page in **Payment Manager**, select the relevant filters to find the batch that you want to export, and then click **Search**.
2. In the list of results, double-click the batch that you want to export to Excel. The **Payment Demand List** page appears.
3. Click the **Send to Excel** link (located in the lower right corner).

Monitor Payments

Payment Demand List

← Back to Payment Batch List

Funding Account: > Card Voucher Payments Close Date: > 03/28/2019
 Batch ID: > 886CF132BFF94ABAAD79 Send Date: > 03/28/2019
 Credit Amount: > 0.00
 Paid Amount: > 13.00

Actions

Search: Vendor Begins with []

<input checked="" type="checkbox"/>	Payment Demand ID	Vendor	Payment Me...	Status	Issue Date	Payment Date	Return Date	Check Num...	Amount
<input checked="" type="checkbox"/>	6F4D4E548AC94A86A2B0	ABC Company	Card Voucher	Voucher Sent		03/28/2019			13.00

Page 1 of 1 Displaying 1 - 1 of 1 [Send to Excel](#)

This opens an Excel spreadsheet with the data that you exported.

	A	B	C	D	E	F	G	H	I
1	Payment Demand ID	Vendor	Payment Method	Status	Funding/Issue Date	Payment Date	Return Date	Check Number	Amount
2	945E62C1F7B4440F8792	voucher1	Card Voucher	Voucher Sent		07/10/2014			1,231.00
3	4C0A3146E2884F9DBE9A	voucher1	Card Voucher	Unsent		07/10/2014			1,231.00
4									
5									
6									
7									

Managing Unresolved Invoices and Failed Payments

Why Invoices Require Action or Fail

An invoice requires action whenever the Invoice Pay system cannot successfully add the invoice to an existing payment demand.

A payment demand will fail if the bank account information for the supplier is incorrect or if the system is unable to fund the payment due to insufficient funds in the client funding account.

Use the **Invoices Requiring Action** and **Failed Payments** sections of Payment Manager to identify and resolve issues relating to all invoices that the system could not include in a payment batch. Using the available options, you can elect to:

- Add a due date
- Reprocess the invoice
- Mark the invoice as *Client Pay* and pay it outside of Invoice Pay
- Schedule payment in the next available batch (failed payments only)

You can decide to act on an invoice requiring action in the following ways:

- **Resolve the issue and reschedule by batch or date**
First, resolve the issue preventing the demand from being funded or paid, and then:
 - Schedule in next available batch
 - Change the funding or payment date
- **Leave the issue unresolved to meet a due date**
If the issue cannot be resolved, or the next available batch will not pay the vendor in time, select the *Mark as Client Pay* option to move the demand from the pay process and deal with it outside of the system.



For more information, refer to the *Processing Payments Outside of Invoice Pay* section in this document.

NOTE: Supplier account information that has changed may be available for viewing in the **Notices Of Change List** page located in the **Configuration** section. For more information on using this feature, refer to the *Tracking Vendor Changes* section in this guide.

Reprocessing Invoices

Invoices that cannot be placed into a valid payment demand need to have payments reprocessed. This occurs when Concur Invoice cannot determine a valid funding account or check configuration to create and batch the payment from or when an invoice is missing a due date. These invoices display on the **Invoices Requiring Action** page.

Invoices can be reprocessed but you must first resolve the issue preventing the invoice from being included in a payment batch.

You can resolve the issue by:

- Marking the invoice as *Client Pay* and paying the invoice outside Invoice Pay



Refer to the *Processing Payments Outside of Invoice Pay* section in this guide.

- Adding a due date to the invoice if it was previously missing
- Changing the due date for an invoice
- Reprocessing invoice payments once the issue has been resolved, such as selecting a valid funding account

▶ To reprocess an invoice:

1. In the **Payments** section, click **Invoices Requiring Action**.
2. Select the desired invoice.
3. Click **Actions > Reprocess Invoice**.

The system will attempt to process the invoice again.

▶ To add a due date to an invoice:

1. In the **Payments** section, click **Invoices Requiring Action**.
2. Select the desired invoice.
3. Click **Actions > Add Due Date** and select a new date for the invoice.

The invoice is removed from the **Invoices Requiring Action** page and included in the logical payment batch that matches the due date and funding account.

Resolving Failed Payments

A payment demand will fail if the bank account information for the supplier is incorrect or if the system is unable to fund the payment due to insufficient funds in the client funding account. These failed payments display on the **Failed Payments** page with the failure reason appearing in read text.

Failed Payments

Payment Demand List

Mark as Client Pay Change Dates Schedule in Next Available Batch

Actions

<input type="checkbox"/>	Payment Demand ID	Funding Account	Vendor	Payment M...	Funding/tes...	Payment Date	Return Date	Failure Date	Check Num...	Amount
<input type="checkbox"/>	A8893854FB9C4E9...	Funding Account Up...	Concur Tech...	ACH	24/06/2011	29/06/2011	02/07/2011	02/07/2011		0.29
	Failure Reason: The Supplier Banking is invalid									
<input type="checkbox"/>	00ABE97DFFA543C...	Funding Account Up...	Concur Tech...	ACH	24/06/2011	29/06/2011	02/07/2011	02/07/2011		0.30
	Failure Reason: The Supplier Banking is invalid									
<input type="checkbox"/>	173D7FA3CA7E411...	Funding Account Up...	Concur Tech...	ACH	24/06/2011	29/06/2011	30/06/2011	30/06/2011		0.28
	Failure Reason: The Supplier Banking is invalid									
<input type="checkbox"/>	07F2F0441D9F4106...	Funding Account Up...	Concur Tech...	ACH	28/05/2011	03/06/2011	08/06/2011	08/06/2011		0.23
	Failure Reason: The Supplier Banking is invalid									
<input type="checkbox"/>	5B436044A3F14B15...	Funding Account Up...	Concur Tech...	ACH	28/05/2011	03/06/2011	04/06/2011	04/06/2011		0.22
	Failure Reason: The Supplier Banking is invalid									
<input type="checkbox"/>	4490EDE26A354890...	QA Test Production	Concur Tech...	ACH	27/01/2011	02/02/2011	01/02/2011	10/02/2011		1.21
	Failure Reason: The Supplier Banking is invalid									

Page 1 of 1 | < > | Refresh

Displaying 1 - 6 of 6

You can resolve failed invoice payments individually or select multiple invoices to resolve a group of failed payments. To resolve a group of failed payments, all invoices must share the same funding account. If you select multiple invoices that have different funding accounts an error message appears.

You can resolve failed payments by:

- Rescheduling invoice payments to the next payment batch
- Changing the due date
- Marking the invoice as Client Pay (and pay outside of Invoice Pay)

To resolve failed payments:

- If the failure is due to invalid banking information, you must mark the invoice as Client Pay and pay the invoice outside of Invoice Pay.
- If the payment is due to insufficient funds, you can reschedule invoice payment in the next available payment batch (via a payment demand) where the batch close date and demand funding account, vendor, and due date match the attributes required to fund and pay the invoice.

RESCHEDULING INVOICES FOR THE NEXT PAYMENT BATCH

► *To reschedule invoices to the next payment batch:*

1. In the **Payments** section, click **Failed Payments** to open the **Failed Payments** page.
2. Select one or more invoices to reschedule.
3. Click the **Schedule in Next Available Batch** button or selection this option from the **Actions** menu.

The system removes the invoice(s) from the **Failed Payments** page and includes them in the next payment batch that can logically fund the invoice(s).

Moving Payment Demands From Inactive to Active Funding Accounts

You can create multiple funding accounts; however only one of the accounts can be the active primary funding account. A payment demand that is associated with an inactive funding account can be moved from the inactive to the active primary funding account. There are two possible methods, depending on whether the payment demand is in the *Failed* status.

► *To move a payment demand from an inactive to an active funding account:*

1. In the **Payments** section, click **Monitor Payments**.
2. Search for payment demands associated with the inactive funding account.
3. Click **Actions > View Payment Demands**.
4. Select the desired payment demand.
5. Click **Actions > Fund from Active Account**.

The selected payment demand is now moved to the active funding account.

► *To move a failed payment demand from an inactive to an active funding account:*

1. In the **Payments** section, click **Failed Payments** to open the **Failed Payments** page.
2. Select one or more payment demands to reschedule.
3. Click **Actions > Fund from Active Account**.

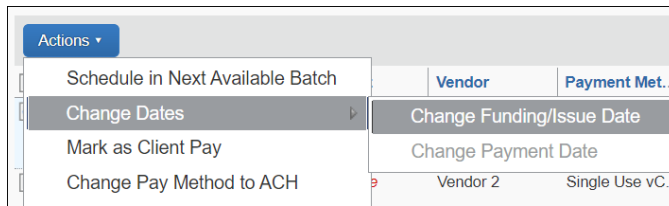
The failed payment demand is moved to a new payment batch that is funded from an active account.

Changing the Funding/Issue or Payment Date for Failed Invoices

Changing the date for which an invoice should be paid can be approached from either the Funding/Issue Date or Payment Date perspective - the interval between these two dates remains the same.

► **To change the funding/issue or payment date for failed invoices:**

1. In the **Payments** section, click **Failed Payments** to open the **Failed Payments** page.
2. Select one or more payment demands.
3. Click **Actions** > **Change Dates** > **Change Funding/Issue Date** or **Change Payment Date**.



The **Change Funding/Issue Date** or **Payment Date** window appears.

Depending on which command you select, the system performs the following calculations:

- ♦ **Change Funding/Issue Date:** This is the date the invoice was to be funded but experienced an issue. It *precedes* the actual payment date. Select this command, enter a date in the **Proposed Issue Date** field, and the system calculates if the date is valid (does not fall on a non-banking day) and then adds the number of days required to process the payment, resulting in a payment date.
 - ♦ **Change Payment Date:** This is the date the supplier expects to receive payment and falls *after* the funding/issue date. Select this command, enter a date in the **Proposed Payment Date** field, and the system calculates if the date is valid (does not fall on a non-banking day) and then subtracts the number of days required to process the payment, resulting in a funding date.
4. Click **Change** to accept the new funding or payment date (the two fields work in tandem) - the system recalculates the new dates for this invoice and moves the invoice to the payment demand whose vendor and funding account matches that of the invoice.

If issues causing a failed invoice cannot be resolved, it is often best to remove the invoice from the pay process and pay the supplier directly with a check or cash.



For more information, refer to the *Processing Payments Outside of Invoice Pay* section in this guide.

Importing Payment Confirmations

Concur Invoice does not automatically have visibility into payments made outside of Invoice Pay, but such visibility can be provided by enabling a simple import. The on-demand Payment Confirmation Import imports invoice data from your company's financial system making disbursements to the vendor. This data is imported into Concur Invoice and updates the payment status of invoices. The on-demand method is ideal for smaller numbers of invoices or whenever a handful of invoices need updating. The overnight job works well for importing large numbers of invoices.

For a company to maintain a comprehensive view of their pay status at any given time, it is crucial that the Payment Confirmation import be included as a daily job. Doing this provides Concur Invoice a complete record of payments, which can be beneficial to internal users.

There are two methods of importing invoice confirmation data:

- **Overnight Job:** This method is ideal when many invoices must be updated. The overnight import updates Concur Invoice with actual payment information.
- **On-Demand Job:** Using options in the **Payment Confirmation Import** page, you can import data coded into an Excel spreadsheet. This method is ideal for smaller numbers of invoices or adding comments or details to selected invoices at one time.

The Payment Confirmation Import does not include:

- Instructing Concur Invoice for when or how to pay something
- Updating a paid invoice with custom field data such as project or account



For more information, refer to *Concur Invoice: Import and Extract File Specifications - Payment Request Confirmation Import V2 (Current)*.

Imports are performed on the **Import Payment Confirmations** page where you can:

- Download the template (or optionally provides your own)
- Populate the spreadsheet with invoice confirmation data
- Upload and import the template data
- Review the import details for any issues



For more information, refer to *Concur Invoice: Payment Request Confirmation Import User Guide*.

Section 8: Running Extracts

There are three extracts you can run in Payment Manager:

- **GL Extract:** Perform the data extract from the client financial system for analysis in the **Extract Reconciliation** page as required.
- **Positive Pay Extract:** Perform a data extract to assist administrators to prevent check fraud when working with the *Check* payment type.
- **Pay Confirmation Extract:** Perform a data extract to view final payment amount details that are paid under Invoice Pay.

Each **Extract Runs** page includes **Search** and **Download File** functionality. Each extract run creates a file that can be searched for and analyzed for data, such as a failed row.

Typically, a company would schedule these extracts with SAP Concur daily. With this functionality, you can run these extracts without the need to contact SAP Concur support.

Running the GL Extract

Run the GL Extract to perform an overnight General Ledger (GL) extract on an on-demand schedule.

NOTE: Running the extract does not affect the complementary overnight extract job.

► **To run the GL extract:**

1. Click **GL Extract**.
2. Click **Run GL Extract Now**.

The screenshot shows the 'GL Extract' interface. On the left, there is a sidebar with a menu. Under the 'Extract' section, 'GL Extract' is highlighted with a red circle. In the top right corner, there is a button labeled 'Run GL Extract Now' also circled in red. The main area shows 'Extract Runs' with a table of recent runs.

Date	Count	Status
05/08/2019 08:33 AM	1	Completed
05/08/2019 08:22 AM	4	Completed

There may be preceding jobs in the job queue, which cause a delay before the system runs the extract and generates the output file.

Running the Payment Confirmation Extract

Use the Payment Confirmation extract to view final payment amount details that are paid in the Invoice Pay system. This is useful whenever your company needs visibility into final Invoice Pay payment methods and amounts, and when the original (estimated) pay data provided to your company's financial system by the SAE is different than the actual final pay data resident in Invoice Pay.

The Payment Confirmation extract allows you to reconcile invoice pay data in Invoice Pay against the same data extracted by the SAE into your company's financial system. This extract is useful whenever the client wants to review:

- The pay data *differences* whenever the Payment Manager has changed terms for invoices already extracted using the SAE
- A complete list of all SAP Concur-generated pay data, such as the **Check Number** field

The Payment Confirmation extract depicts *final* payment information, and therefore is a similar concept to the Payment Confirmation Import (in you can update Concur Invoice with final pay data, for payments made). Unlike the Expense Pay extract

however, the Invoice Payment Confirmation extract does *not* provide intermediate steps such as sending ACH data and registering any possible ACH failures.

NOTE: The Payment Confirmation extract is not intended to provide correcting of journal entries.

Payment Confirmation Extract Information

The following fields are included in the Invoice Payment Confirmation extract:

- Request Key
- Request ID
- Invoice Number
- PO Number
- Request Name
- Pay Method
- Payment Amount
- Adjustment Notes
- Payment Date
- Check Number
- Payment Status

The Invoice Payment Confirmation extract includes the following vendor fields:

- Vendor Name
- Vendor Code
- Vendor Address Code

Verifying Voided and Reissued Checks

A Payment Status field in the extract denotes whether a check was voided. A *PAID* status is applied when a check is originally issued. If you void and reissue a check in Payment Manager, the original check status becomes *VOID*, and the replacement check is marked with a status of *PAID*.

For example, in the following table, note the dates, action, and status, with special attention to the new check numbers under a void and reissue scenario.

Date	Action	Check Number	Payment Status
January 1st	Client issues check	# 0123	PAID
January 8th	Void and Reissue is performed	# 0123	VOID
January 8th	New check is issued	# 0456	PAID

► **To run the Pay Confirmation extract:**

1. Click **Payment Confirmation Extract**.

Invoice Search
Invoice Number or Invoice ID

Payments
Monitor Payments
Invoices Requiring Action (5)
Failed Payments
Payment Confirmation Import
Extract Reconciliation

Configuration
Banking Import
Check Configurations
Funding Accounts
Notices Of Change

Extract
GL Extract
Positive Pay Extract
Payment Confirmation Extract

Payment Confirmation Extract
Extract Runs

Run Payment Confirmation Extract Now

Extract Date (From): 04/30/2019
Extract Date (To): 05/30/2019

Search

Download File

Date	Count	Status
No extracts found.		

2. Click **Run Payment Confirmation Extract Now**. The following message displays.

"The extract has been requested and this may take a few moments to run. Please check back to download a file once completed."

After you click this link, the extract with the current data in the system is run. After the extract is run, the extracted report displays on the **Extract Runs** page. At this point, the extract is available for download.

Payment Confirmation Extract
Extract Runs

Run Payment Confirmation Extract Now

Extract Date (From): 05/30/2012
Extract Date (To): 05/30/2019

Search

Download File

Date	Count	Status
02/05/2016 12:49 PM	0	Completed
02/05/2016 12:48 PM	1	Completed

3. Click the desired extract file and then click **Download File** to open the extract file.

Running the Positive Pay Extract

Positive Pay is a best practice method of preventing check fraud by only allowing a list of verified checks to be cashed by your bank. Use the Positive Pay extract to send your bank a list of check payments that your company has authorized and issued to vendors.

Concur Invoice transmits daily check information to the client, who in turn passes this data directly to their corporate bank who will, in turn, use it as a Pay/No Pay reference when client checks are processed. Each check number is verified against the list and, if matched, is paid by the bank or, if not found, is refused payment. If a check is voided and reissued, that too is included in the extract to ensure payment via the new check number.

Positive Pay Extract File Information

A set of extract fields available in the Positive Pay extract yields data as the bank requires, eliminating most bridge programs and streamlining the overall process. The extract file contains the following data in separate columns:

- Bank Data
- Account Data
- Check Data - Date & Type
- Event Data - Issue or Void
- Amount Data
- Vendor Data - Name
- Count Data



For more information, refer to the *Concur Invoice: Import and Extract File Specifications - Positive Pay Extract* guide.

► **To run the Positive Pay Extract:**

1. Click **Positive Pay Extract**.

The screenshot shows the SAP Concur Invoice Pay interface. At the top, there are navigation tabs: Invoice Manager, Create New Invoice, Processor, Payments, and Vendor Manager. The main area is titled 'Positive Pay Extract' and 'Extract Runs'. On the left, there is a sidebar with 'Invoice Search' (Invoice Number or Invoice ID), 'Payments' (Monitor Payments, Invoices Requiring Action, Failed Payments (3), Payment Confirmation Import, Extract Reconciliation), 'Configuration' (Banking Import, Check Configurations, Funding Accounts, Notices Of Change), and 'Extract' (GL Extract, Positive Pay Extract, Payment Confirmation Extract). The 'Positive Pay Extract' option is highlighted. In the main area, there are date pickers for 'Extract Date (From): 04/19/2023' and 'Extract Date (To): 05/19/2023', a 'Search' button, and a 'Download File' button. A table with columns 'Date', 'Count', and 'Status' is shown, with the message 'No extracts found.' below it. A red box highlights the 'Run Positive Pay Extract Now' button in the top right corner. At the bottom, there is a pagination bar showing 'Page 1 of 1'.

2. Click **Run Positive Pay Extract Now**.

The following message displays:

"The extract has been requested and this may take a few moments to run. Please check back to download a file once completed."

The screenshot shows a message dialog box with a blue information icon (i) on the left. The text inside the box reads: "The extract has been requested and this may take a few moments to run. Please check back to download a file once completed." At the bottom right of the box is an 'OK' button.

After you click **Run Positive Extract Now** link, the extract with the current data in the system is run. After the extract is run, the extracted report displays on the **Extract Runs** page. At this point, the extract is available for download.

Date	Count	Status
11/03/2017 10:05 AM	0	Completed

- Click the desired extract file and then click **Download File** to open the extract file.

Reconciling Payments

Invoice Pay allows you to reconcile all payments made from outside of the Invoice Pay system alongside those made within Invoice Pay in one location.

On the **Extract Reconciliation** page, you can do the following:

- Compare all payment amounts extracted from the client's system to actual payments made using Invoice Pay
- View invoices in the extract
- Search for and view each extract
- Drill down to an invoice to view invoice details

Section 8: Running Extracts

Extract Reconciliation

Extract Runs

Currency: Any

Extract Date (From): 02/01/2023

Extract Date (To): 05/05/2023

Search

Run Number 9 03/20/2023 03:23 AM	All amounts in US, Dollar (USD)	<div>Paid Amount: 11.19 7 invoices</div> <div>+ In Process Amount: 0.00 0 invoices</div> <div>+ Not Processed Amount: 0.00 0 invoices</div> <div>= Invoice Pay Amount: 11.19 7 invoices</div> <div>Extracted Amount: 12.19 8 invoices</div>
Run Number 8 02/07/2023 11:49 PM	All amounts in US, Dollar (USD)	<div>Paid Amount: 57.53 11 invoices</div> <div>+ In Process Amount: 1.00 1 invoice</div> <div>+ Not Processed Amount: 0.00 0 invoices</div> <div>= Invoice Pay Amount: 58.53 12 invoices</div> <div>Extracted Amount: 35.02 22 invoices</div>
Run Number 7 02/03/2023 12:22 AM	All amounts in US, Dollar (USD) Payment Amount Adjusted 1 invoice	<div>Paid Amount: 10.34 8 invoices</div> <div>+ In Process Amount: 5,658.00 6 invoices</div> <div>+ Not Processed Amount: 2.10 1 invoice</div> <div>= Invoice Pay Amount: 5,670.44 15 invoices</div>

Page 1 of 1

Displaying 1 - 3 of 3

NOTE: Invoice Pay debit banking details from the client account do not include a specific payment demand reference ID.

The **Extract Reconciliation** page includes the following information:

Field	Description
Extract Information	
Job Name	The name of the extract that was run.
Date and Time	The day and time when the extract was run.
Run Number	The sequential number assigned to each extract job <i>per currency</i> (multiple currencies render multiple rows - one for each currency).
Currency	The currency used for payment (for example, USD).
Payment Information	
Paid Amount	The sum of payment amounts for all in <i>Paid</i> status.
In Process Amount	The sum of payment amounts for all in <i>Pending Payment</i> status.
Not Processed Amount	The sum of payment amounts for all payment amounts tied to a payment demand that is in <i>Unsent</i> or <i>Failed</i> status.
Invoice Pay Amount	The sum of payment amounts for all invoices in that extract <i>included in Invoice Pay</i> *
Extracted Amount	Sum for <i>all</i> invoices extracted: <ul style="list-style-type: none"> <i>Unsent</i> or <i>Failed</i> statuses, and Invoices Requiring Action (queued)
* Invoices paid using the Client Pay method are <i>not included</i> in this amount.	

Viewing Invoices in the Extract

On the **Extract Runs** page, click any invoice link to examine invoice details. The **Extracted Invoices** page lists all invoices in the extract so you can review the invoice total amount, the amount paid on the invoice, the payment method, and the Invoice Pay status (if applicable).

VIEWING BY SUMMARY AMOUNT

On the **Extract Runs** page, click any of the invoice links to view invoices by their category, such as *Paid*, *In Process* or *Not Processed*

	Paid Amount:	11.19	7 invoices
+	In Process Amount:	0.00	0 invoices
+	Not Processed Amount:	0.00	0 invoices
=	Invoice Pay Amount:	11.19	7 invoices
	Extracted Amount:	12.19	8 invoices

For example, if you click on the **Paid Amount** link, all extracted invoices with a *Paid* status display.

Extract Reconciliation									
Paid Invoices									
Run Number: 9 Run Date: 03/20/2023 03:23 AM Currency: US, Dollar (USD)									
View ▾ Search: Invoice ID ▾ Begins with ▾ <input type="text"/> <input type="button" value="Q"/>									
Invoice ID	Invoice Number	Vendor	Payment Method	Amount ▾	Invoice Pay Status	Payment Amount	Notes to Supplier	Payment Adjust...	
8D2A01EF64A44D2DA107	TESTINV1	Vendor 1	Single Use vCard	3.00	Paid	3.00			
89AE9A48D7CE432C803A	AMEX-DCLN 24	Extend - Decline	Single Use vCard	2.12	Paid	2.12			
50B778383AE14CF7A9EA	TESTEXPCARD	Extend - Expire	Single Use vCard	2.07	Paid	2.07			
DE3E09A332B749669533	TESTFIX2	Vendor 1	Single Use vCard	2.00	Paid	2.00			
A5084549674D42DBB509	TESTCM1	Vendor 1	Single Use vCard	2.00	Paid	2.00	Test length of not...		
5E118CEE4E324834B070	TESTISBNPAY1...	Vendor 1	Single Use vCard	1.00	Paid	1.00			
3EA10BC3B4064170A7A4	TESTFIX1	Vendor 1	Single Use vCard	-1.00	Paid	-1.00			

VIEWING BY GROUP

After opening an invoice in the **Extracted Invoices** page, click on the **View** menu to filter invoices by their payment demand grouping, such **Not Processed Invoices** or **Invoice Pay Requests**.

Extract Reconciliation

Extracted Invoices

[← Back To Extract Runs](#)

Run Number: 9 Run Date: 03/20/2023 03:23 AM Currency: US, Dollar (USD)

View ▾ Search: Invoice ID ▾ Begins with ▾

Vendor	Payment Method	Amount	Invoice Pay Status	Payment Amount	Notes to Supplier	Payment Adjust...
Vendor 1	Single Use vCard	3.00	Paid	3.00		
Extend - Decline	Single Use vCard	2.12	Paid	2.12		
Extend - Expire	Single Use vCard	2.07	Paid	2.07		
Vendor 1	Single Use vCard	2.00	Paid	2.00		
Vendor 1	Single Use vCard	2.00	Paid	2.00	Test length of not...	
Vendor 1	Single Use vCard	1.00	Paid	1.00		
Vendor 1	Single Use vCard	1.00	Client Pay	1.00		
3EA10BC3B4064170A7A4 TESTFIX1 Vendor 1	Single Use vCard	-1.00	Paid	-1.00		

Searching for an Invoice

Options on the **Extracted Invoices** page of Extract Reconciliation allow the user to search for an invoice.

Search: Vendor ▾ Begins with ▾ Acme

► To search for an invoice:

- On the **Extracted Invoices** page, enter search criteria:
 - Invoice** identifying attribute, such as *Invoice ID*, *Invoice Number*, *Vendor*, *Payment Method*, *Amount*, *Invoice Pay Status*, and *Payment Amount*
 - **AND** -
 - Qualifier**, such as *Begins With*, *Contains*, *Ends with*, or *Equals*
 - **AND** -
 - The **search criteria**, such as an amount, identifying number, status, or vendor name as required
- Click the search icon () to begin the search, or the X icon () to reset the search criteria.

Section 9: Using Provider Payment Manager

The Provider Payment Manager feature offers clients, who use external payment providers, the option to view details and status of their payments in Concur Invoice without having to log into their providers' systems.

NOTE: The Provider Payment Manager feature is designed to be used with an App Center payment provider and will not display data for any other payment method.

How It Works

When an invoice is marked (as the PAYPVD payment method) to be paid by a payment provider and the invoice is extracted, the invoice is available for the payment provider to retrieve. The invoice displays as *Pending Retrieval* on the **Provider Payment Summary** page. The date and time the invoice was queued is also displayed. At this point, the payment provider may retrieve the invoice and will then provide all status updates on the **Provider Payment Summary** page.

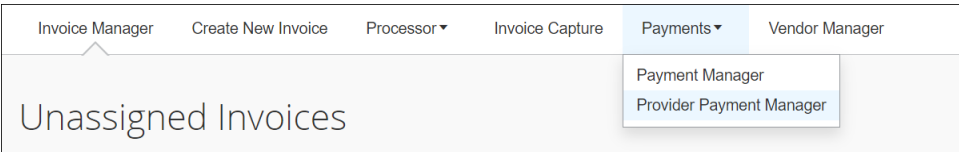
Availability and Payment Cycle Timing

The supported payment methods, the timing of payments, and supported countries and currencies depend on the payment provider with whom you have a contract.

Accessing Provider Payment Manager

► **To access the Provider Payment Manager feature:**

To access the Provider Payment Manager feature, click **Payments > Provider Payment Manager**.



The **Provider Payment Summary** page appears.

A screenshot of the 'Provider Payment Summary' page. The page has a header with the same navigation bar as the previous image. Below the header, the page title 'Provider Payment Summary' is displayed. A sub-header 'Payment Summary' is also present. The main content area contains a search form with the following fields: 'Payment Status' (a dropdown menu with options like 'Canceled', 'Card Authorized', 'Card Email Sent', 'Card Settled'), 'Invoice Number', 'Invoice ID', 'Vendor Name', and 'Payment ID'. There are also 'Start Date' and 'End Date' fields with date pickers. A 'Search' button is located at the bottom right of the form. Below the form, a note reads: 'Search for payments by filling out the form above.'

Searching for Payments

► To search for payments:

1. To search for payments, fill out the form on the **Provider Payment Summary** page by using the table below as a reference.

Field	Description
Payment Status	<p>The status of the payment, which can be one of the following:</p> <ul style="list-style-type: none"> • Canceled – The payment was canceled by the payment provider • Card Authorized – The card was authorized by the merchant • Card Email Sent – An email with card information was sent to the vendor • Card Settled – The card was settled by the vendor • Check Mailed – The check was mailed • Check Printed – The check was printed • Check Processed – The check was processed • Check Voided – The check was voided • Paid – The payment was successfully made • Pending Retrieval – The payment has not yet been retrieved by the payment provider • Processing – The payment is being processed by the payment provider • Rejected – The payment was rejected by the payment provider • Retrieved – The payment was retrieved by the payment provider • Returned – The payment was returned by the payment provider.
Invoice Number	This is the number of the invoice.
Invoice ID	This is the ID of the invoice.
Vendor Name	This is the name of the vendor.
Payment ID	This is the ID of the payment associated with the invoice.

Field	Description
Select Date	This is the type of date for which the search should be performed, which can be one of the following: <ul style="list-style-type: none"> • Payment Due Date • Invoice Date • Payment Date – This is the payment settlement date that the payment provider returns to Concur Invoice. Note that a payment provider is not required to provide this date.
Start Date	The start date for the date selected in the Select Date list.
End Date	The end date for the date selected in the Select Date list.

2. Click **Search**.

The search result appears at the bottom of the **Provider Payment Summary** page.

The screenshot shows the 'Provider Payment Manager' interface. The 'Payment Summary' tab is active. The search results are displayed in a table below the search filters. The table has columns for Payment ID, Vendor Name, Payment Amount, Payment Status, Payment Due Date, and Payment Date. Three results are shown, all with a payment amount of \$12,200.00.

Payment ID	Vendor Name	Payment Amount	Payment Status	Payment Due Date	Payment Date
552d254b-d547-49ff-9423-ca4daaa4b018	Lucky V	\$12,200.00	Canceled		
20c3dd6a-5358-4372-9c10-5327fd6aa5eb	Luck	\$12,200.00	Paid		
57bd0e99-2cfa-4d95-ba5c-16ea54045ef0	Lucky	\$12,200.00	Processing		

Viewing Payment Details

To view the details of a payment, click on the payment ID in the list of payments. The **Payment Details** page appears which displays detail of the particular payment including invoice details and payment history.

Provider Payment Manager
Payment Summary

Payment Detail

Payment ID: 0092743d-d7a9-4c3d-8b70-f26989ba40a1

PAYMENT DETAILS

Vendor Name: Lucky	Total Payment Amount: 0.00	Payment Due Date:
Initial Payment Method:	Paid Amount: \$12,200.00 USD	Payment Settlement Date: 09/12/2018
Provider Payment Method: CHECK	Payment Adjustment Notes: The payment adjustment notes will go here.	Payment Status: Paid
Third Party Payment ID: 1237		

INVOICE DETAILS

Invoice Number	Invoice ID	Invoice Amount	Payment Amount	Notes To Vendor
Inv-123459	F6A14431F75E4D73AAC4	0.00	0.00	

PAYMENT HISTORY

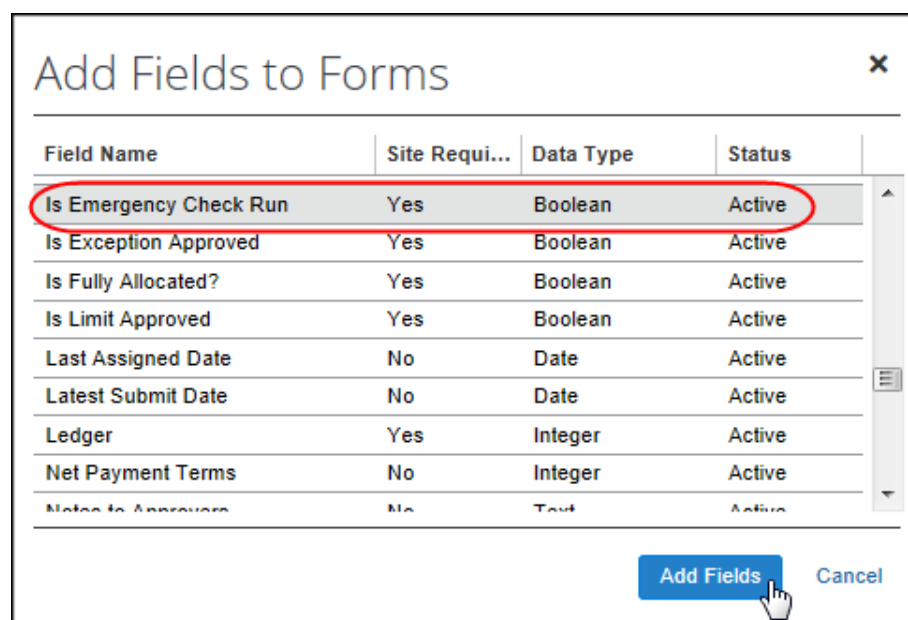
Status	Provider Status Message	Status Date ▲	Entry Date
Pending Retrieval			08/17/2018
Paid		05/10/2018	08/17/2018

Section 10: Special Cases

The following are special cases Invoice Payment Managers should be aware of.

Use the "Is Emergency Check Run?" Field to Expedite Payment

When a pending invoice will be late for payment and must be expedited within a 24-hour cycle, you may draw on the use of the **Is Emergency Check Run?** check box field to do this. This field, available in **Invoice Admin > Forms & Fields**, is added to the Payment Request Header form, and optionally associated with an "Emergency" policy (as an example) so that, when selected, an attribute is added to the invoice denoting that rapid payment is required.



Field Name	Site Requi...	Data Type	Status
Is Emergency Check Run	Yes	Boolean	Active
Is Exception Approved	Yes	Boolean	Active
Is Fully Allocated?	Yes	Boolean	Active
Is Limit Approved	Yes	Boolean	Active
Last Assigned Date	No	Date	Active
Latest Submit Date	No	Date	Active
Ledger	Yes	Integer	Active
Net Payment Terms	No	Integer	Active
Notes to Approver	No	Text	Active

Buttons: Add Fields, Cancel

Once the late invoice is queued, you may take advantage of an optional, additional extract job (Standard Payment Request Accounting Extract (Emergency)) that executes within the default 24-hour cycle, allowing rapid approval and extract so that a late payment found in the morning may result in a check-based payment to the vendor that afternoon.

NOTE: This feature is not related to Invoice Pay. It is a payment feature for clients who do their own payments outside of Invoice Pay.

NOTE: The client may need to work with SAP Concur support to set up the Standard Payment Request Accounting Extract (Emergency) job run that supports this feature.



For more information about extracts, refer to the *Concur Invoice: Import and Extract Specifications – Payment Request Accounting Extract* guide.

