Concur Invoice Pay: Managing Failed Check Payments

User Guide

Last Revised: March 8, 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

 \boxtimes Standard edition

 \Box Concur Request

 $\hfill\square$ Professional/Premium edition

 $\hfill\square$ Standard edition

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Revision History

Date	Notes/Comments/Changes
March 8, 2024	New guide for Concur Invoice Pay.

Managing Failed Check Payments

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 Invoice Pay and you do not have the proper permissions, contact your company's Concur Invoice administrator.

In addition, be aware that SAP Concur staff may need to complete some of the tasks described in this guide. In this case, your company must contact your SAP Concur account representative.

Section 2: Overview

This document describes how to manage failed check payments in Concur Invoice Payment Manager.

Use of this guide is intended for clients using Invoice Pay for paying vendor invoices by check and a failed check payment(s) is list on the **Failed Payments** page in Invoice Payment Manager.

Additional Information

For more information about functionalities related to this feature, refer to the *Concur Invoice: Invoice Pay Setup Guide*.

Required Roles

The Invoice Payment Manager role is required for a user to access Invoice Payment Manager and perform most of the tasks described in this guide.

Section 3: Accessing Payment Manager

Users assigned the Invoice Payment Manager role can access Payment Manager to setup payment sources to fund and batch ACH, check, and virtual card payments to vendors.

• To access Invoice Payment Manager:

Click **Home > Invoice > Payments> Payment Manager**.

SAP Concur Invo	pice 🗸		⑦ at
Invoice Manager Cre	ate New Invoice Processor 🗸	Payments Vendor Manager	
Invoice Search	Monitor Payments Payment Batc	Payment Manager Provider Payment Manager	
Payments Monitor Payments Invoices Requiring Action (1)	Funding Account: Any Status: Open	Close Dete (From / To): Send Dete (From / To): Send Dete (From / To):	

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

Section 4: About Failed Check Payments

Failed check payments can be viewed in Invoice Payment Manager on the **Failed Payments** page. The **Failed Payments** page also lists payments for other payment methods that failed (ex. ACH). The number that displays next to the **Failed Payments** link is the total number of failed payments listed on the page.

Reasons a check payment may fail include:

- Incomplete address information in the Concur vendor profile of the vendor at the time the payment was sent to be processed.
- A technical issue caused the check payment(s) not to be sent to be processed.
- **NOTE:** Failed check payments are not sent to the check payment subcontractors to be processed and the original check number assigned to the payment will not be reused.
- **NOTE:** Clients do not need to void the check numbers for failed check payments with their bank because they were not sent to the check payment subcontractor to be processed.

Accessing Failed Payments

• To access failed payments:

Under **Payments** in the navigation pane, click **Failed Payments**.

Invoice Manager Crea	ate New Invoice Processo	or 🛩 Invoice Captu	re Payments	✓ Vendor	Manager						
Invoice Search Invoice Number or Invoice ID	Faled Payments Payment D	emand Li	st				Mark as Olars P	v) (Dergeben	••) (20100001010	od Acadathia Bat	-
Payments	Activity										
Monitor Payments	Payment Demand ID	Funding Account	Vendor	Payment Meth.	FundingItssue	Payment Date	Return Date	Failure Date‡ ^p	Check Number	Amount	
Invoices Requiring Action (13)	S4P91152988F4891A181	Check CP outbound call Supplier Address is invalid	Check Vendor	Check	02/06/2024	03/15/2024		03/01/2024	5064 (Voided)	104.00	í
Failed Payments (94)	1008003844A344414028	Check CP outbound call	Fis Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	5063 (Voided)	17.00	
Payment Confirmation Import	Failure Reason: The	Supplier Address is invalid									
Extract Reconciliation	015835259689461682C3	Check CP outbound call	Fis Check Vendor	Check	02/06/2024	02/15/2024		03/01/2024	5062 (Voided)	384.00	
Configuration	Failure Reason: The	Supplier Address is invalid									5
Banking Import Check Configurations	43CF884C199D4FD99996 Failure Reason: The	Check CP outbound call Supplier Address is invalid	Fis Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	SIGE1 (Voided)	6,700.00	
Funding Accounts Card Accounts	EEAA66EBE2144705A06A Failure Reason: The	Check CP outbound call. Supplier Address is invalid	Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	5074 (Voided)	106.00	
nucces of change	9854EC05428941749CD8	Check CP outbound call	Fis Check Vendor	Check	02/08/2024	03/15/2024		03/01/2024	5135 (Voided)	22.00	
Extract	Failure Reason: The	Supplier Address is invalid									
GL Extract Positive Pay Extract	749A7DA7F48B455E9A83 Failure Reason: The	Check CP outbound cell Supplier Address is invested	Fis Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	\$073 (Volded)	9,960.00	
Extract	D4AA560715904AC4AA	Check CP outbound call. Supplier Address is invelid.	Fis Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	5072 (Voided)	13.00	
	IC C Page 1 of 4	SIK							04	olaying 1 - 25 of	194

Reviewing Information for Failed Payments

The Failed Payments list displays all failed payments and the reason why each payment failed. Up to 25 payments can be displayed per page. Additional failed payments can be viewed by using the page navigation at the bottom of the page.

The information for failed check payments on the Failed Payments list includes:

Column Label	Description
Payment Demand ID	Unique SAP Concur identifier of a payment that corresponds to the payment demand in the batch.
Funding Account	Name of the Check Configuration that check payment was to be made from.
Vendor	Name of the vendor the payment was to be made payable to.
Payment Method	The method of payment for the failed payment.
Funding/Issue Date	The original date the check payment was to be issued (would have been the date printed on the check).
Return Date	<i>Null</i> for check payments.
Failure Date	The date the check payment was updated to a Failed status.
Check Number	The original check number that was to be used for the payment.

Column Label	Description
Amount	Amount of the original check payment.

The Failure Reason displayed for the failed check payment on the **Failed Payments** page depends on the cause of the failure.

- Failure Reason: The Supplier Address is invalid Incomplete address information in the Concur vendor profile of the vendor at the time the payment was sent to be processed.
- Failure Reason: An unexpected error occurred while processing payment A technical issue caused the check payment(s) not to be sent for processing.

NOTE: Technical issues and how they may need to be resolved could cause the failure reason to be incorrect.

Viewing Invoices in Failed Payments

Invoices that were to be paid with the failed payment can be viewed from the **Failed Payments** page.

- To view invoices for a failed payment:
 - 1. Under **Payments** in the navigation pane, click **Failed Payments**.
 - 2. Select the failed payment from the list.
 - 3. On the **Actions** menu, click **View Invoices**.

Invoice Manager Creation	oice 🗸 ate New Invoice Processor 🗸 Im	voice Captu	re Payments	Vendor	Manager					1 ML
Invoice Search	Faled Payments Payment Demai	nd Li	st				Mark as Oliert P	ay Change Dates	Schedule in N	nt Available Batch
Payments Monitor Payments Invoices Requiring Action	Actions V Schedule in Next Available Batch Change Dates	and call	Vendar Check Vendor	Payment Meth	Fundingfasur	Payment Date 03/15/2024	Return Date	Failure Date‡F	Check Number 5064 (Voided)	Amount 104.00
(13) Failed Payments (94) Payment Confirmation Import	Mark as Client Pay Change Pay Method to ACH Change Pay Method to Check Fund from Active Account.	e invesid und call e invesid	Fis Check Vendor	Check	02/09/2024	03/15/2024		03/01/2024	5063 (Voided)	17:00
Configuration Banking Import Check Configurations	View Invoices View Payee Details. Put Payment On Hold	a invalid und call a invalid	Fis Check Vendor	Check	02/08/2024	03/15/2024		03/01/2024	5063 (Voided)	6,700.00
Funding Accounts Card Accounts Notices Of Change	BEAABSEBE2144705A08A Creck CP ov Failure Reason: The Supplier Addre	Abound call	Check Vendor	Check	02/06/2024	02/15/2024		03/01/2024	5074 (Voided)	106.00
Extract GL Extract	Messectiskupping halobe Check OF or Failure Reason: The Supplier Addre 1454/2047/488455559483 Check OF or	ns is invalid ribound call	Fis Check Vendor	Check	02/08/2024	02/15/2024		0301/2024	5073 (Voided)	8,960.00
Payment Confirmation Extract	Failure Reason: The Supplier Addre	toound call	Fis Check Vendor	Check	02/06/2024	03/15/2024		03/01/2024	5072 (Voided)	13.00
	K (Page 1 of 4 > >	0							Di	playing 1 - 25 of 94

The **Invoice List for Payment Demand** window appears and displays a list of invoices the failed payment was paying.

4. In the **Invoice Number** column, click on the invoice number to drill into the invoice to view more details.



Section 5: Managing Failed Check Payments

The options for managing failed check payments from the **Failed Payments** page include:

- Making the payment outside Concur through another payment system
- Scheduling the check payment to be reprocessed in a future batch
- Changing the payment to be paid by ACH
- Placing payments on hold

After completing one of the above actions for a failed payment, the payment demand will be removed from the original batch in Invoice Payment Manager and transferred to a new batch and/or the payment method updated.

NOTE: If a list of failed payments is needed, first extract the failed payment demands from the batch and then complete one of the above options from the Failed Payments page. For information on how to extract failed payments from a batch, refer to the *How to Extract a List of Failed Payments* section in this guide.
 NOTE: Clients who want to change a failed check payment to be processed by ACH must first have an ACH funding account configured in Invoice Payment Manager and the vendor's banking information populated in the Concur vendor profile. For more information on setting up ACH funding accounts and vendors with banking information, refer to the *Concur Invoice: Invoice Pay Setup Guide*.

Making Payments Outside of Concur

Failed check payments that need to be paid outside Concur through another payment system, should be updated to the Client pay method type. When a failed payment is updated to the Client pay method type, the invoice(s) associated to the payment will also be updated to this pay method type.

After being updated to the Client pay method type, the payment demand(s) will be removed from Invoice Payment Manager.

- To update failed check payments to the Client pay method type:
 - 1. Under **Payments** in the navigation pane, click **Failed Payments**.
 - 2. Select the payment(s) from the **Failed Payments** list.

Concur Invo	ice 🗸						0) ML
Invoice Manager Crea	te New Invoice Processor 🗸	Invoice Capture	yments 🗸 Vendor	Manager				
nvoice Search Failed Payments Payment Demand List (Mark as Clarat Pay) (Charge Dates * Schedule in Nord Available Bach								
Payments	Actions 💌							
Manihas Daumanta	Payment Demand ID Fur	nding Account Vendor	Payment Meth	Fundingfissue Payme	int Date Return Date	Failure Date[7 Ch	heck Number	Amount
Invoices Requiring Action (13)	S4P91152988F4891A181 Ch Failure Reason: The Supp	eck CP outbound call. Check Ve lier Address is invalid	ndor Check	02/08/2024 02/15	92024	03/01/2024	5064 (Voided)	104.00
Failed Payments (94) Payment Confirmation Import	13080C38A6A34A41A02E CN Failure Reason: The Suppl	eck CP outbound call. Fis Check lier Address is invalid	Vendor Check	02/08/2024 02/15	5/2024	03/01/2024	5063 (Voided)	17.00

3. Click Mark as Client Pay.

Or you can select **Mark as Client Pay** from the **Actions** menu.

Updating Invoices Paid Outside of Concur with Payment Information

Invoices paid outside Concur can be updated with payment information using the Invoice Payment Confirmation Import in one of three supported methods:

- API Invoice Payment Confirmation v4
- For more information on the Invoice Payment Confirmation v4 API, refer to the SAP Concur Developer Center (developer.concur.com).
- XML Import File Invoice Payment Request Confirmation Import v2
- For more information on the Invoice Payment Request Confirmation Import v2, refer to the *Concur Invoice: Payment Request Confirmation Extract Guide*.
- Excel Import File Invoice Payment Confirmation Import
- For more information on the Invoice Payment Request Confirmation Import v2, refer to the *Concur Invoice: Payment Request Confirmation Import User Guide*.

NOTE: Invoices must have the Client pay method type and the Extracted payment status to be updated with the Invoice Payment Confirmation Import.

Using the Invoice Payment Confirmation Excel Import File Method

The Excel import file method can be a quick short-term solution for updating invoices paid outside Concur.

Each row in the Excel import file designates an invoice in Concur that was paid from an outside payment system and being updated with payment information. The specific invoices to be updated are designated by using one of the Concur Invoice unique identifiers, the Request Key, or Invoice ID.

To get a list of invoices paid outside Concur with their unique identifiers that are pending to be updated, users with the Invoice Processor role can query them from the **Process Invoices** page.

To access the Process Invoices page:

1. Click **Processor > Process Invoices**.

Concur Invoice ~							Ø	ML
Invoice Manager Create New Invoice	Processor 🗸 Invoic	e Capture Payme	nts 👻 Vendor Man	ager				
Invoices Ready For	Process Invoices							
Group: Global Group	Deleted Invoices				View Image	Send Back Approve	Recal Invoice To I	Processor
Showing invoices created within last 3 months(Change)	Process Invoice Docume	nts						
Overy Actions Group Preferences				Search: Invoice	e Name 👻	Begins with		٩
Invoice Name Employee Name	Vendor Name	Invoice Received	Origin Source	Approval Status	Payment Status	Request Total	Request Key	
No invoices found.								

On the **Invoices Ready for Processing** page, confirm if the Request Key or Invoice ID columns display on the page.

- > To add fields as columns on the Process Invoice page:
 - 1. On the **Invoices Ready For Processing** page, click **Preferences** to open the **Preferences** window.

Concur Invoice ~					0	ML
Invoice Manager Create New Invoice Processor	✓ Invoice Capture Payments ✓ Ve	ndor Manager				
Invoices Ready For Proc	occing					
Group: Global Group	Preferences					
Showing Involves created white last 3 member/Change	Default	Column Label	Show?			
Course Chinase Course Contractory	Invoices Ready For Processing	Has Tracked Change	B *	Begra un		-
Invoice Name Employee Name Vender N	Display invoices created within:	Invoice Amount	13	Status Request Total Reques	LKey	
No. Invitiant found.	3 months.	Invoice Container ID	13			
		Invoice Date	13			
	Invoice Navigation: After reserving an invoice, what maximation action should	Invoice 1D	92			
	occur after performing an action on an invoxe that results in a workflow character?	Invoice Image Available	13			
	Return to Lat	Invoice Number	13			
	•	Invoice Received Date	13			
	O Open Next Invoice in List	In Assigned	13			
		is Emergency Check Run	13			
			11			
			Save Cancel			
				and the second		

- 2. Scroll in the **Column Labels** pane and select the **Show?** check box for each field you want to add as a column.
- 3. Click Save.
- To create a query to pull a list of invoices paid outside Concur that are pending to be updated:
 - 1. On the **Invoices Ready For Processing** page, on the **Query** menu, click **New Query**.



Conditions	t Paid Inucions Pending			Select Data Object Select an appropriate data object for this condition.
Request CLIENT	Payment Method Type	liquit	Add Cor	Detail mitail Adocation Elliptoyee
And Request Extracted	Payment Status	Equal		Request Exception Vendor Remittance Address Vendor Ship From Address

The **Query Builder** window appears.

- 2. In the **Query Name** field, enter a query name.
- 3. Add the conditions in the following table (as shown in the previous image) by selecting from the options listed in the **Select Data Object** pane.

Data Object	Field	Operator	Value
Request	Pay Method Type	Equal	Client
Request	Payment Status	Equal	Extracted

NOTE: Click the + icon to add a condition. The field name on the condition may need to be clicked to be able to select from the options.

4. Click Save & Run.

The list of invoices will display on the **Process Invoices** page and can be extracted from Concur using the **Send to Excel** option on the bottom right corner of the page.

SAP Concur	Invoice 🗸										Ø	ML
Invoice Manager	Create New Inv	roice Processor	V Invoice Cap	ture Payments	✓ Vendor Ma	nager						
Client Pa	id Invo	ices Pen	ding								Secold Interview To 1	
Group: Global Group			-									
Showing invoices created	within Last 3 months	(Change)										
Query V Actions V	Group 🔻 Pre	derences				Search	Invoice Name	~	Degins with	¥		Q
Invoice Name	Employee Name	Vendor Name	Invoice Received	Origin Source	Approval Status	Payment Status	Request Total	Request	Key In	voice ID	Payment Ar	nount
MB Test CHeck	User, One	Fis Check Vendor	N	User Added Request	Approved	Extracted	\$33.00	4031	1	6096857F3E44	1	33.00
prm_check_test_id	User, One	Fis Check Vendor	N	User Added Request	Approved	Extracted	\$19.00	4025	9	00089561F343	5	19.00
prm_check_test_id	User, One	Fis Check Vendor	N	User Added Request	Approved	Extracted	\$20.00	4023	0	STABBBEEOF4F		\$0.00
IC C Pape 3	of 1 > >	c								Displaying 1	3 of 3 Send	to Excel

From the Excel extract file, the Request Key or Invoice ID and Request Total (to use for the Payment Amount) can be copied and pasted into the Invoice Payment Confirmation Excel Import file.

AutoSave 🦲		C/\Users\845799\Downloads\rs +	▼ requents_22220_3	62004.xh - Competibilit • Seve	d to this PC 🗸	,O Brindley, N	ite 😨 🖪) - 0)
File Hor	me Insert Draw Pag	ge Layout Formulas Data	a Review View	Help			10	comments 🔄 Share
Paste	Arial - 10 - B I U - 1 - 0	A* A* ≡ ≡ ₩ * * * ▲ * ≡ ≡ ≡ ₩ *	10 10 10 10 10 10 10 10 10 10	Conditional Formatting ~	Delete -	$\sum_{i=1}^{n} \sum_{\substack{i=1\\ i \neq i}}^{n} \sum_{\substack{i \neq j \neq i}$	Analyze Data	Add-ins
1	F Annowal States	G Paumont Status	Request Total	Remote Key		J unice D	Baumon	K
2 est 3 est 4 est 5 6 7	Approved Approved Approved	Pending Payment Pending Payment Pending Payment		33 00 19 00 10 00	4031 15 4025 9/ 4023 Ci	98096857F3E444389A4 AD0089561F34380BE7E 01FABBBEE0F4F1CBCA	1	33 00 19.00 0 00

Scheduling Payments to be Reprocessed in Future Batch

Failed check payments can be scheduled to be reprocessed in a future payment batch. Once ready to reprocess a payment(s), use the **Schedule in Next Available Batch** or **Change Dates** actions on the **Failed Payments** page.

- Schedule in Next Available Batch Use to reprocess a payment as soon as possible.
- **Change Dates** Use to reprocess a payment in a future date batch.

• To schedule a failed check payment to be reprocessed as soon as possible:

- 1. Select the payment(s) from the Failed Payments list.
- 2. Click Schedule in Next Available Batch.

Or you can select **Schedule in Next Available Batch** from the **Actions** menu.

Invoice Manager Cred	nice 🗸	or 🗸 Invoice Captu	re Payments	Vendor	Manager					0 💌
Invoice Search	Failed Payments Payment E	Demand Li	st				Mark as Oliert P	y Change Date	Schedule in Ne	est Available Batch
Payments	Actions		1							
Monitor Payments Invoices Requiring Action (13)	Payment Domand ID 94P91152988F4891A181 Falure Reason: The	Funding Account Check CP outbound call Supplier Address is invalid	Check Vendor	Payment Meth Check	Punding/stor	Payment Data 02/25/2024	Return Date	Failure Date1F 03/01/2024	Check Number 5064 (Voided)	Amount 104.00
Failed Payments (94) Payment Confirmation	2 13080C3BA6A36A41A028 Falure Reason: The	Check CP extbound call Supplier Address is invalid	Fis Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	5063 (Voided)	17.00
Extract Reconciliation	O15835250689481682C3	Check CP outbound call	Fis Check Vendor	Check	02/06/2024	02/15/2024		03/01/2024	5062 (Voided)	364.00
Configuration Banking Import Check Configurations	43CF884C199O4F099504 Falure Reason: The	Check CP outbound call Supplier Address is invalid	Fis Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	5061 (Voided)	6,700.00
Funding Accounts Card Accounts Notices Of Change	ELAAHOEBE2144705A084 Failure Reason: The	Check CP outbound call Supplier Address is invalid	Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	5074 (Voided)	106.00
Extract	Falure Reason: The	Check CP outbound call Supplier Address is invalid	Fis Check Vender	Check	02/08/2024	03/15/2034		03/03/2024	5135 (Voided)	22.00
GL Extract Positive Pay Extract Payment Confirmation	 749A7DA7F488455555A83 Failure Reason: The 	Check CP outbound call Supplier Address is invalid	Fis Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	5073 (Voided)	9.960.00
Extract	D4AA56D715904AC4AA	Check CP outbound call Scooller Address is invalid	Fis Check Verdor	Check	02/06/2024	02/15/2024		03/01/2024	5072 (Volded)	13.00
	< < Page _1 of 4	SIK							Dis	playing 1 - 25 of 9

- 3. The payment(s) will be put in the earliest open batch to be processed.
- To schedule a failed check payment to be reprocessed in a future date batch:
 - 1. Select the payment(s) from the **Failed Payments** list.
 - 2. Click Change Dates, then select Click Change Funding/Issue Date or Change Payment Date.

Or you can select **Change Dates** from the **Actions** menu.

- Use **Change Funding/Issue Date** to set the future date the check payment is to be issued to the vendor. This will be the date on the check.
- Use Change Payment Date to set the future date the vendor should receive the check payment by. This is an estimated date; checks are mailed by USPS First Class.

Concur Invoi	ce 🗸									Ø	ML
Invoice Manager Creat	e New Invoice Processo	r 👻 Invoice Captur	e Payments	 Vendor 	Manager						
Invoice Search	Failed Payments Payment D	emand Li	st				Mark as Client Pay	Change Dates Change F	Schedule in Ne	et Availabi	e Builch
Payments	Actions 🐨							Change P	ayment Date		
r uymenes	Payment Demand ID	Funding Account	Vendor	Payment Meth	FundingIssue	Payment Date	Return Date	Failure Date‡7	Check Number	Am	ount
Invoices Requiring Action (13)	EESAGEOF7090420987AE Failure Reason: An u	Check CP outbound call nexpected error occurred whi	Fis Check Vendor le processing payme	Check.	03/08/2024	03/15/2024		03/06/2024		1	3.00
Failed Payments (95) Payment Confirmation Import	94F91152988F4891A181 Falure Reason: The	Check CP outbound call Supplier Address is invalid	Check Vendor	Check	02/08/2024	03/15/2024		03/05/2024	5064 (visided)	20	4.00

The payment(s) will be put in an open batch to be processed based on the date selected.

Changing the Payment to be Paid by ACH

Failed check payments can be changed to be paid by ACH on the **Failed Payments** page.

NOTE: Clients who want to change a failed check payment to be processed by ACH must first have an ACH funding account configured in Invoice Payment Manager and the vendor's banking information populated in the Concur vendor profile.

- For more information on setting up ACH funding accounts and vendors with banking information, refer to the *Concur Invoice: Invoice Pay Setup Guide*.
- To change a failed check payment to be paid by ACH:
 - 1. Select the payment(s) from the **Failed Payments** list.
 - 2. On the Actions menu, click Change Pay Method to ACH.

Invoice Manager Create	ce 🗸 New Invoice Processor 🗸 Invo	oice Captur	e Payments	 Vendor 	Manager					0	ML
Invoice Search	Feiled Payments Payment Deman	nd Li:	st				Mark as Client Pay	Change Date	Schedule in Ne	ut Availabi	e Batch
Payments Monitor Payments Invoices Requiring Action	Actions Schedule in Next Available Batch Change Dates Mark as Client Pay	et und call courred whi	Vendor Fis Check Vendor	Payment Meth Check	FundingIssue	Payment Date 03/15/2024	Return Date	Feiture Dateij ^y 03/06/2024	Check Number	Am	10unt 33.00
Failed Payments (95) Payment Confirmation Import Extract Reconciliation	Change Pay Method to ACH Change Pay Method to Check Fund from Active Account	und call. s invalid und call.	Check Vendor Fis Check Vendor	Check Check	62/08/2024	02/15/2024		03/01/2024	5064 (Voided) 5063 (Voided)	3	04.00
Configuration Banking Import Check Configurations	View Invoices View Payee Details Put Payment On Hold	s invalid und call s invalid	Fis Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	5062 (Voided)	3	84.00

The payment(s) will be added to the earliest open ACH payment batch to be processed.

Placing Payments On Hold

Failed check payments can be placed on hold until they are ready to be processed later.

- To put a failed check payment on hold:
 - 1. Select the payment(s) from the **Failed Payments** list.
 - 2. On the Actions menu, select Put Payment On Hold.

Invoice Manager Crea	ice 🗸 te New Invoice Processor 🗸 Inv	oice Captu	re Payments	- Vendo	Manager					1 ML
Invoice Search	Failed Payments Payment Deman	nd Li	st				Mark as Client P	vy Change Date	💌 Schedule in Ne	ot Available Batch
Payments Monitor Payments Invoices Requiring Action	Actions Schedule in Next Available Batch Change Dates	et sund call	Vender Check Vender	Payment Meth. Check	Fundinghour	Payment Date 02/15/2024	Return Date	Failure DatejF 03/01/2024	Check Number 5064 (Voided)	Amount 204.00
(13) Failed Payments (94) Payment Confirmation Import	Mark as Client Pay Change Pay Method to ACH Change Pay Method to Check Fund from Active Account	s invalid sund call s invalid	Fis Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	5063 (voided)	17.00
Configuration Banking Import	Vew Invoices Vew Payee Details Put Payment On Hold	a invalid and call a invalid	Fis Check Vendor	Check	03/08/2024	02/15/2024		03/01/2024	5061 (ibided)	6,700.00
Funding Accounts Card Accounts Notices Of Change	BEAABBEBE2144705ADBA Check CP out Fellure Reason: The Supplier Addres BEAABBECOLUMERATINGCOM, Check CR out	bound call	Check Vendor	Check	62/08/2024	02/15/2024		03/01/2024	5074 (visided)	206.00
Extract GL Extract Positive Pay Extract	Failure Reason: The Supplier Addres Failure Reason: The Supplier Addres 7 749A7DA7F48045559A83 Check CP out Failure Reason: The Supplier Addres	s is invalid bound call	Fis Check Vendor	Check	03/08/2024	02/15/2024		03/01/2024	5073 (Voided)	9,960.00
Payment Confermation Extract	DHAAS6D71590HACHAA Check CP out Failure Reason: The Supplier Address	bound call	Fis Check Vendor	Check	62/08/2524	02/15/2024		03/01/2024	5072 (Voided)	13.00

The payment(s) will be moved to an On Hold batch and remain there until removed from On Hold status.

On Hold batches can be viewed on the **Monitor Payments** page by searching for batches in an On Hold status.

SAP Concur Inve	oice 🗸							Ø	ML
Invoice Manager Crea	ate New Invoice Processor 🗸	Invoice Capture	Payments 🗸	Vendor Manager					
Invoice Search Invoice Number or Invoice ID	Payment Bate	:h List							
Payments Monitor Payments Invoices Requiring Action	Funding Account: Any Status: On Hold	Close 0 Send 0	Date (From / To): Date (From / To):	0	0 5000				
(13) Failed Payments (94) Payment Confirmation	Actions Batch ID		Close Date	Send Date	Status	Count	Batch ID:		Q. Total
Import Extract Reconciliation Banking Import Check Configurations Funding Accounts Card Accounts Notices Of Change Extract GL Estract Positive Pay Estract Payment Confirmation Extract	Check CP outbound call (C ABC050287AA44282866A	hecking-USD)			On Hold	1	Ø		3.00
	K K [Pep[1] #1] > 3	C 1						Displaying	1-1 of 1

Once you are ready to process a payment(s) on hold, use the **Remove From Hold** from the **Actions** menu on the **Payment Demand List** page of the On Hold batch.

• To remove a payment from on hold:

- 1. Select the batch placed on hold.
- 2. On the Actions menu, click View Payment Demands.
- 3. On the **Payment Demand List** page, select the payment(s).
- 4. On the Actions menu, click Remove From Hold.

Concur Invoi	ice 🗸								® 💻
Invoice Manager Creat	te New Invoice Processor 🗸 In	voice Capture	Payments 🗸 🛝	lendor Manager					
Invoice Search	Monitor Payments Payment Dema	nd List						← Back to P	ayment Batch List
Payments Monitor Payments Invoices Requiring Action (13)	Funding Account: > Check CP outbound Batch ID: > A96050187AA64180 Currency: > USD	cat (Checking) 1856A	Close Date: 3	On Hold On Hold		Credit Amount: > 0.0 Paid Amount: > 3.0	o o		
Failed Payments (94) Payment Confirmation Import Extract Reconciliation	Actions View Invoices Change Dates	Vendor Fis Check Vendor	Payment Method Check	Status On Hold	Sea Issue Date 02/08/2024	Payment Date 02/15/2024	Begins with Return Date	Check Number 5058	Amountil [®]
Configuration Banking Import Check Configurations Funding Accounts Card Accounts Notices Of Change	Mark as Client Pay Change Pay Method to ACH Change Pay Method to Check Fund from Active Account Put Payment On Hold								
Extract GL Extract Positive Pay Extract Payment Confirmation Extract	Reissue Check View Payee Details								
	<pre>K < Page 1 of1 > > </pre>	0						Displaying 1 - 1 of 1	Send to Excel

The payment(s) will be added to the earliest open check payment batch to be processed.

Section 6: Other Use Cases

How to Manage Check Payments in Open Batches When a Technical Issue Persists

If there is a technical issue that persists, and check payments cannot be processed for an extended period, you can act on them now. To prevent unsent check payments in Open batches from failing, clients have the same options as they do for managing failed check payments:

- Make the payment outside Concur through another payment system
- Schedule the check payment to be reprocessed in a future batch
- Change the payment to be paid by ACH
- Put payments on hold

- To manage unsent check payments using the actions for the options above:
 - 1. On the **Monitor Payments > Payment Batch List** page, search for batches in an Open status.
 - 2. Select a batch.
 - 3. Click Actions > View Payment Demands.

The **Payment Demand List** page for the batch will open.

- 4. Select a payment demand(s).
- 5. Click **Actions** for the available options to manage the payments.

SAP Concur Invo	ice 🗸								0	ML
Invoice Manager Crea	te New Invoice Processor 🗸 In	voice Capture	Payments 🗸	/endor Manager						
Invoice Search	Monitor Payments Payment Demai	nd List						+ Back to	Payment B	atch List
Payments Monitor Payments Invoices Requiring Action (13)	Funding Account: > Check CP outbound of Banch ID: > PC00EE46E13F42330 Currency: > USD	ali (Checking) IFS1	Close Date: Send Date: 3	 04/02/2024 01.00 / 04/03/2024 07:00 / 	PM M	Credit Amount: > 0.0 Paid Amount: > 11	0			
Payment Confirmation Import Extract Reconciliation	Actions View Invoices	Vendor	Payment Method	Status	Sea Issue Date	Payment Date	Begins with Return Date	Check Number	Amou	0
Configuration Banking Import Check Configurations Funding Accounts Card Accounts Notices Of Change	Change Dates P Mark as Client Pay Change Pay Method to ACH Change Pay Method to Check Fund from Active Account Put Payment On Hold	Pis Check Vend	or Check	Unsent	64/03/2024	04/10/2024				11.00
Extract GL Extract Positive Pay Extract	Remove From Hold Reissue Check View Payee Details									
Payment Confirmation Extract										

NOTE: The actions on the **Payment Demand List** page are only supported for payment demands in an Unsent status.

For more information on managing unsent check payments, refer to the *Concur Invoice: Invoice Pay User Guide*.

How to Find Check Payment Batches Impacted by a Technical Issue

If a technical issue causes check payments to fail, SAP Concur support can provide the send date of the batch(es) with the impacted check payments. On the **Monitor Payment** page in Invoice Payment Manager, the **Payment Batch List** page search options can be used to find the batch(es) with the impacted check payments.

- To search for batches with impacted check payments:
 - 1. In the **Funding Account** field, select a specific check configuration name or *Any* if there are multiple check configurations.

SAP Concur Invo	ice 🗸						Ø M
Invoice Manager Crea	te New Invoice Processor 🗸 Invoice	Capture Payments V	Vendor Manager				
Invoice Search Invoice Number or Invoice ID	Monitor Payments Payment Batch Lis	Payment Man	iger ent Manager				
Payments Monitor Payments Invoices Requiring Action	Funding Account: Any Y	Close Date (From / To): Send Date (From / To): 02/	B 122024 B 03/05/2024	0 (san)			
Failed Payments (94)	Actions					Batch ID:	
Payment Confirmation	Batch ID	Close Date	Send Date	Status	Count	Failed Count	Total
Extract Reconciliation	O Check CP outbound call (Checking-U	ISD)					
Configuration	BA20663976344D9C801D	03/01/2024 07:00 PM	03/04/2024 07:00 AM	Sent	1	0	20.00
Banking Import Check Configurations Funding Accounts Card Accounts	AE9548E1C98E4906A220	03/04/2024 01:00 PM	03/05/2024 07:00 AM	Sent	1	0	45.00

- 2. In the **Status** field, select *Sent*.
- 3. In the **Send Date (From / To)** field, enter the send date SAP Concur support provided to you for the date when the issue started and the date the issue last impacted check payments (or *Today* if the issue persists).
- 4. Click **Search**.

Check payment batches will be listed under the name of the check configuration the payment was to be made from.

NOTE: If the **Funding Account** field is set to *Any* in the search, ACH batches will also be listed. Check configurations will display "Checking" in parenthesis next to the name.

How to Extract a List of Failed Check Payments

A list of failed check payments can be extracted from a batch using the **Send to Excel** option on the **Payment Demand List** page.

NOTE: If an action is taken on a failed payment from the **Failed Payments** page, the payment demand(s) are removed from the original batch and will not display on the **Payment Demand List** page.

- To extract a list of failed check payments from a batch on the Monitor Payment page:
 - 1. Select a batch.
 - 2. On the Actions menu, click View Payment Demands.

SAP Concur Invo	ce v						0	ML
Invoice Manager Crea	te New Invoice Processor 🛩 Invoice	Capture Payments V	Vendor Manager					
Invoice Search	Monitor Payments Payment Batch Lis	st						
Payments	Funding Account: Any	Close Date (From / To):	8	0				
Monitor Payments Invoices Requiring Action (13)	Status: Sent	Send Date (From / To): 02/2	1/2024 0 03/05/2024					
Failed Payments (94)	Actions 🕶					Batch ID:		Q
Payment Confirmation Import	View Payment Demands	Close Date	Send Date	Status	Count	Failed Count		Total
Extract Reconciliation	Release Payments hecking-L	SD)						
Configuration	8A20E63976344D9C801D	03/01/2024 07:00 PM	03/04/2024 07:00 AM	Sent	1	0		20.00
Banking Import	AE9548E1C98E49DEA220	03/04/2024 01:00 PM	03/05/2024 07:00 AM	Sent	1	0		45.00
Check Configurations Funding Accounts								
Card Accounts Notices Of Change								

The **Payment Demand List** page now lists all the failed check payments in the batch.

3. Click **Send to Excel**.

SAP Concur Invoid	ce ~								Ø	ML
Invoice Manager Create	e New Invoice Processor 🗸 Invo	ice Capture Pay	ments 🗸 🛛 W	endor Manager						
Invoice Search	Monitor Payments Payment Deman	d List						- Back to Pr	iymert Ba	nch List
Payments Monitor Payments Invoices Requiring Action (13)	Funding Account: > Check CP outbound call Batch ID: > 8A20E03976344D9C803 Currency: > USD	(Checking)	Close Date: >	03/01/2024 07:00 P1 03/04/2024 07:00 A1	4	Credit Amount: > 0.00 Paid Amount: > 20.0	20			
Failed Payments (94) Payment Confirmation Import Extract Reconciliation	Actions Payment Demand ID 2006CF39CF634A3382E8	Vendor P Vendor-ACH-PRM C	wyment Method Zheck	Status Failed	Sea Issue Date 03/04/2024	Payment Date 03/11/2024	Begins with Return Date	Check Number 5145	Amou 2	Q.
Banking Import Check Configurations Funding Accounts Card Accounts Notices Of Change										
Extract GL Extract Positive Pay Extract Payment Confirmation Extract										
	$ \langle \ \langle \ \ Page _1 \ of 1 \ \rangle \ \ \ \zeta$;						Displaying 1 - 1 of 1	Send to	o Excel

NOTE: Failed payments need to be extracted from each individual batch. There is not an option in Invoice Payment Manager to extract all failed payments.

How to Find the Payment Batch an Invoice Is In

In Invoice Payment Manager, the **Invoice Search** field can be used to find payment details of an invoice with the Check pay method type.

- To find the payment batch an invoice is in:
 - 1. In the **Invoice Search** field, enter the invoice Number or invoice ID of the invoice.
 - 2. Select the invoice when it appears under the **Invoice Search** field.

Invoice Manager	Invoice 🗸	Processor 🗸	Invoice Ca	pture Payments 🗸	Vendor Manager				() M
Invoice Sear	ch Monitor Paymer Payme	ent Ba	tch List						
Total: Invoice ID:	104.00 USD F1C7C2DC4C94430B991	*	~	Close Date (From / Ta):	0	•			
Invoice Number: Vendor Name: Total: Invoice ID:	GRIDTEST4 Vendor-ACH-PRM 104.00 USD 8EF905D863C1432080D	2 41	×	Send Date (From / To): 02/	11/2024	0		Ren D	
Invoice Number: Vendor Name: Total: Invoice ID:	TEST4			Class Date	Front Protect	finan .	5 m m	Entred Count	Treat
	Check Vendor PRM 104.00 USD 5 9A92F4298C3B47EBA744	tbound call	(Checking-USE))	perme Class	metra	COUR	Parties Count	Total
		76344D9C801D		03/01/2024 07:00 PM	03/04/2024 07:00 AM	Sent	1	0	20.00
A CONTRACTOR OF THE OWNER				provide the first state of the state	02/05/2024 02:00 444				45.00

The invoice appears displaying invoice and payment details.

3. In the **Payment Details** section, copy the **Batch ID.**

Invoice Manager Crew	ate New Invoice	Processor 🗸 Invoice C	Capture Payments 🗸	Vendor Manager						Ø	ML
Invoice Search		ID: 9A92F	4298C3B47	EBA744	Payment Datails (Payment De	mandl		I		Actions 🔻
Payments Monitor Payments Invoices Requiring Action (23) Failed Payments (94) Payment Confirmation Import Extract Reconciliation Configurations Canfigurations Fauding Accounts Card Accounts Motions Of Channe	Invoice D Invoice D Invoice Number: Vendor Namber: Due Date: Due Date: Antonit Approval Status:	5402742802584728A744 TEST4 TEST4 Vison Funge Denils 06/28/2023 123/1023 123/1023 123/1023 124/000 123/1023		Copy Copy link to Search Ecosis Print Open in read Inspect	Batch ID: highlight a for "0E1DC7CSIE1 Sing mode Name Notes to Supplier:	REFERENCE D 844F60A19 et Notes:	Cbi+C Cbi+P Cbi+P	ralid			

To find that specific batch:

1) Under **Payments**, click **Monitor Payments**.

SAP Concur Invo	ice ❤ te New Invoice Processor ❤ Invoice C	apture Payments V	Vendor Manager				0 💌
Invoice Search	Monitor Payments Payment Batch Lis	t					
Payments Monitor Payments Invoices Requiring Action	Funding Account: Any	Close Date (From / To): Send Date (From / To):	0	C Search			
(13) Failed Payments (94)	Actions 🔻					Batch ID: 0E1DC7C9	E3844760A39 X Q
Import Extract Reconciliation	Betch ID O Check CP outbound call (Checking)	Close Date	Send Date	Status	Count	Failed Count	Total
Configuration Banking Import Check Configurations	OEIDC7C9E1844F60A198	02/09/2024 07:19 AM	02/09/2024 07:19 AM	Sert	1	1	104.00

- 2) On the **Payment Batch List** page, in the **Batch ID** search field, paste the batch ID.
- 3) Click search icon next to the **Batch ID** field.

How to Change the Payment Method for Future Payments to Vendors

To stop future invoices from being paid by check to vendors, the Pay Method Type can be updated in the Concur vendor profile.

- For more information on setting up other payment methods, refer to the *Concur Invoice: Invoice Pay Setup Guide*.
- For more information on managing vendor information, refer to the *Concur Invoice: Invoice Pay User Guide*.
- For more information on updating vendor information, refer to the *Concur Invoice: Vendor Manager User Guide* for Professional edition and *Concur Invoice: Administration User Guide for Standard Edition* for Standard edition.

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