

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
 - ☒ Standard edition
- ☐ Concur Request
 - ☐ Professional/Premium edition
 - ☐ 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

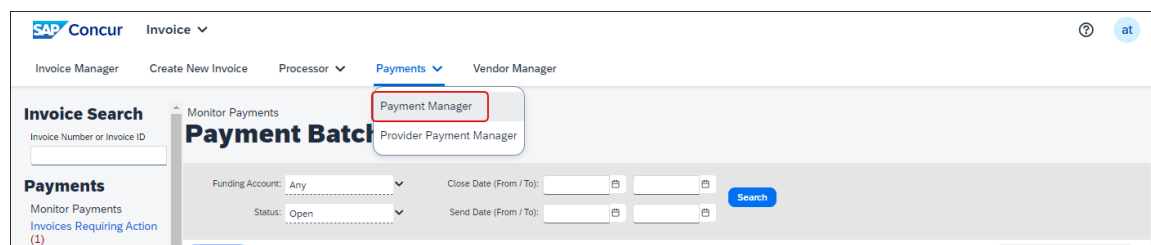
The Invoice Payment Manager role is required for a user to access Invoice Payment Manager and perform most of the tasks described in this guide.

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**.



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**.

Payment Demand ID	Funding Account	Vendor	Payment Meth...	Funding/Issue ...	Payment Date	Return Date	Failure Date ¹	Check Number	Amount
94911529884891A181	Check CP outboard call	Check Vendor ...	Check	02/08/2024	02/15/2024		03/01/2024	5064 (Voided)	104.00
13080C3B4A34A4A02E	Check CP outboard call	Fi Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	5063 (Voided)	17.00
015835259689481802C3	Check CP outboard call	Fi Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	5062 (Voided)	384.00
43CFB84C19504FD95996	Check CP outboard call	Fi Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	5061 (Voided)	6,700.00
BEA88EBE2144705A08A	Check CP outboard call	Check Vendor ...	Check	02/08/2024	02/15/2024		03/01/2024	5074 (Voided)	106.00
9896EC05428941749CDB	Check CP outboard call	Fi Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	5135 (Voided)	22.00
749A7DA7F4884553A83	Check CP outboard call	Fi Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	5073 (Voided)	9,960.00
04AA56D715904ACAAA...	Check CP outboard call	Fi Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	5072 (Voided)	13.00

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.

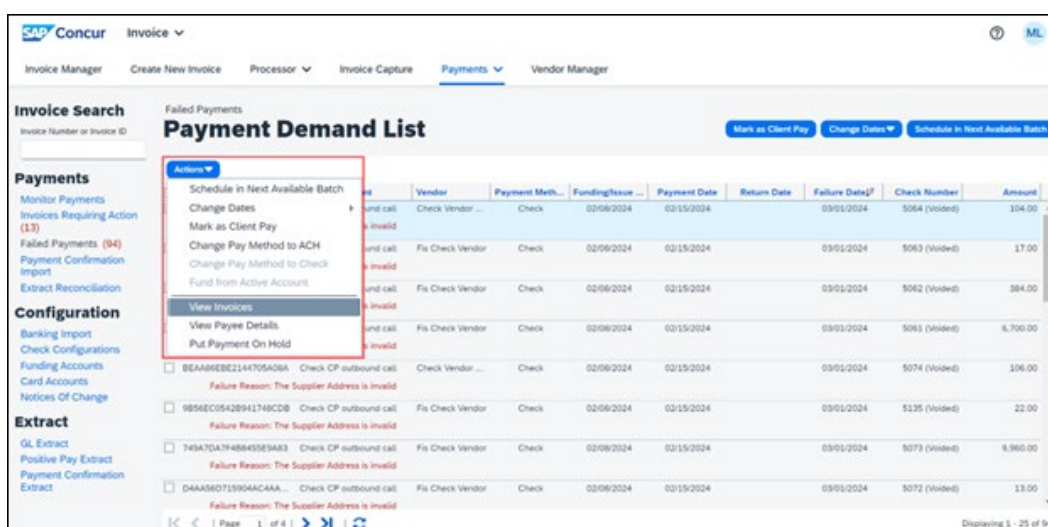
NOTE: Technical issues and how they may need to be resolved could cause the failure reason to be incorrect.

Viewing Invoices in Failed Payments

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

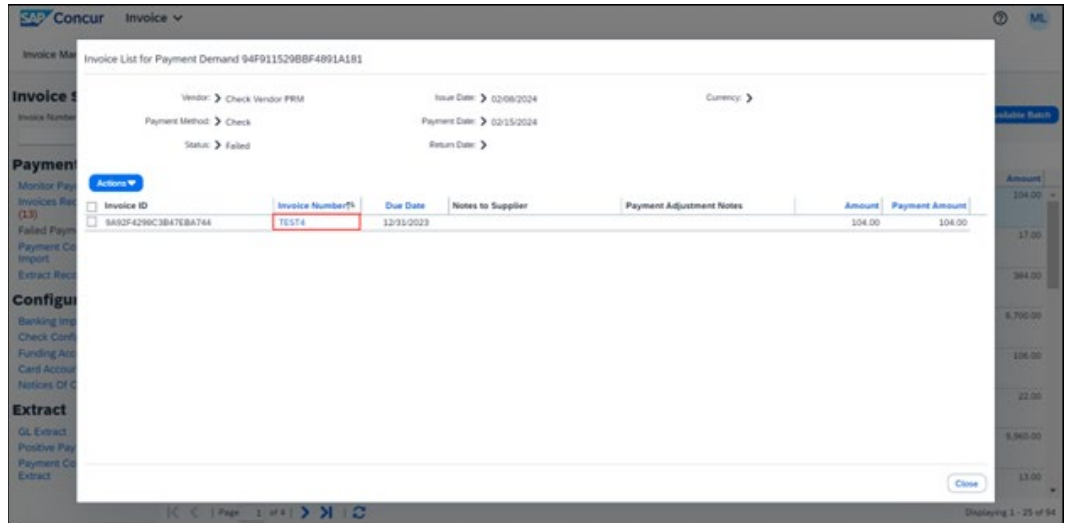
► To view invoices for a failed payment:

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**.



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.

SAP

Concur

Invoice

Invoice Manager

Create New Invoice

Processor

Invoice Capture

Payments

Vendor Manager

Invoice Search

Failed Payments

Payment Demand List

Mark as Client Pay

Change Dates

Schedule in Next Available Batch

Payments

Monitor Payments

Invoices Requiring Action (13)

Failed Payments (94)

Payment Confirmation

Payment Demand ID

Funding Account

Vendor

Payment Meth...

Funding/Issue ...

Payment Date

Return Date

Failure Date

Check Number

Amount

94F91152988F4895A181

Check CP outboard call

Check Vendor ...

Check

02/08/2024

02/15/2024

03/01/2024

5064 (Voided)

104.00

Failure Reason: The Supplier Address is Invalid

13080C38A6A344A1A02E

Check CP outboard call

Fix Check Vendor

Check

02/08/2024

02/15/2024

03/01/2024

5063 (Voided)

17.00

Failure Reason: The Supplier Address is Invalid

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

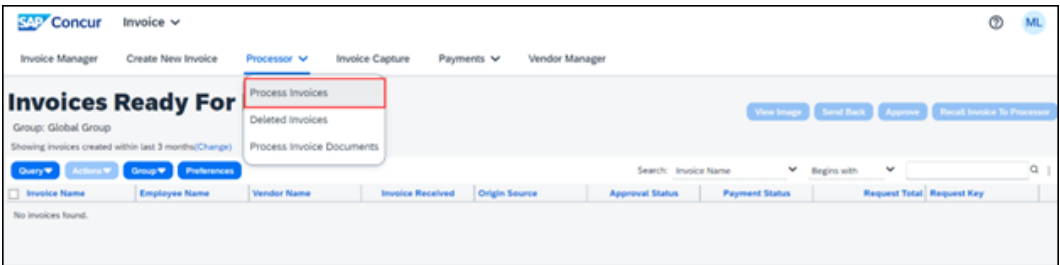
The Excel import file method can be a quick short-term solution for updating invoices paid outside Concur.

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:**

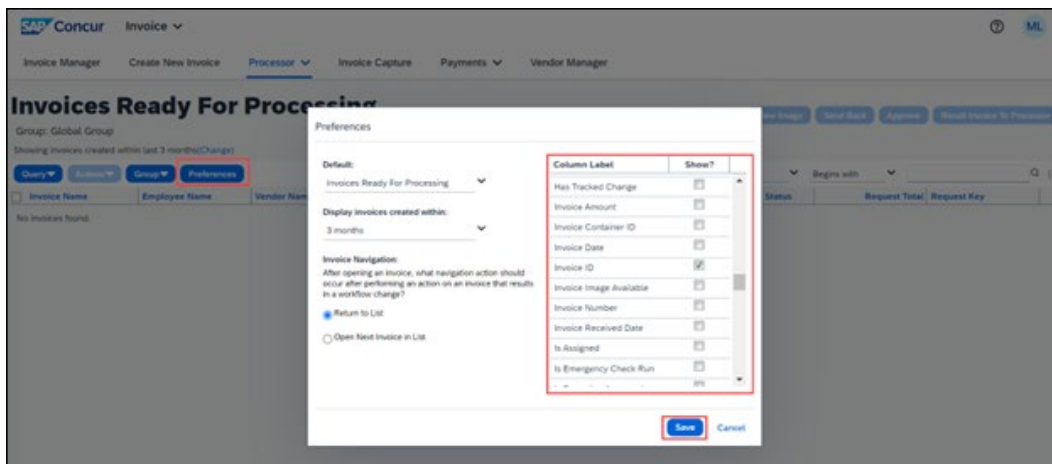
- 1. Click **Processor > Process Invoices**.



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:**

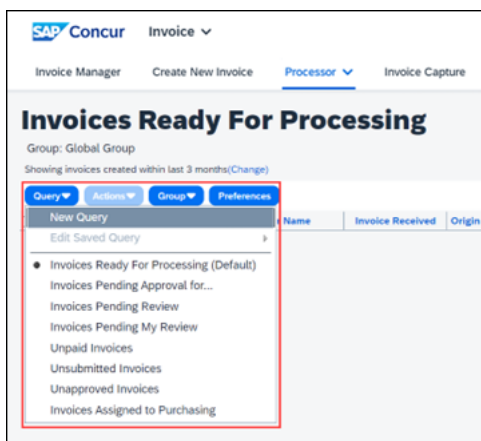
1. On the **Invoices Ready For Processing** page, click **Preferences** to open the **Preferences** window.



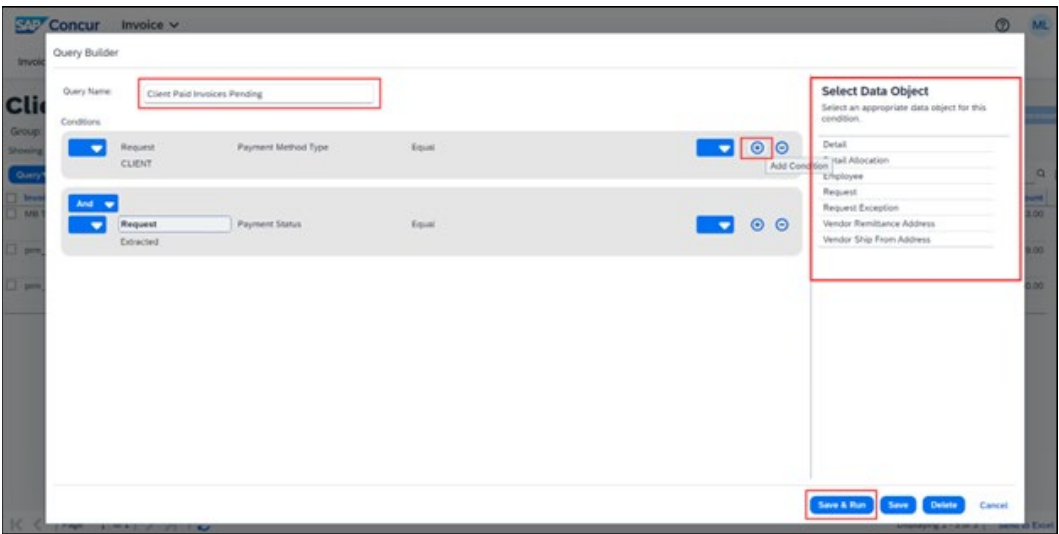
2. Scroll in the **Column Labels** pane and select the **Show?** check box for each field you want to add as a column.
3. Click **Save**.

► **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**.



The **Query Builder** window appears.



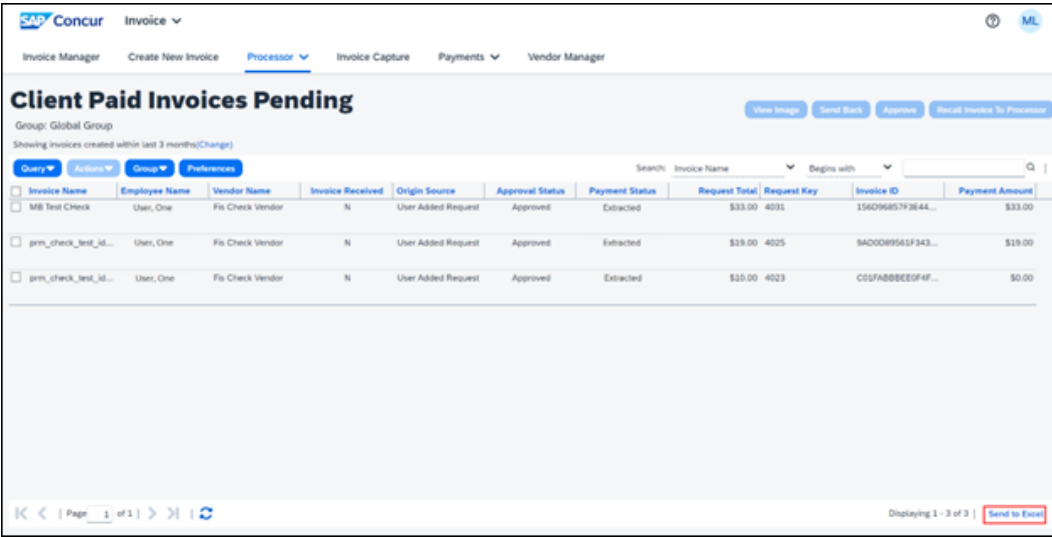
- 2. In the **Query Name** field, enter a query name.
- 3. Add the conditions in the following table (as shown in the previous image) by selecting from the options listed in the **Select Data Object** pane.

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.

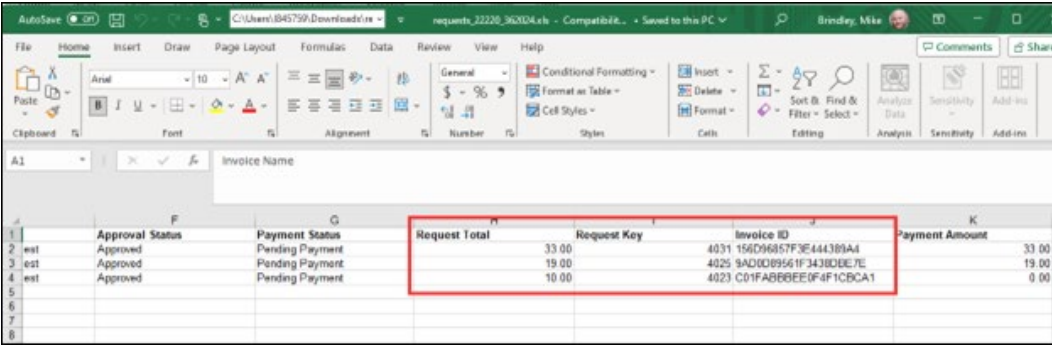
- 4. Click **Save & Run**.

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.



Invoice Name	Employee Name	Vendor Name	Invoice Received	Origin Source	Approval Status	Payment Status	Request Total	Request Key	Invoice ID	Payment Amount
MB Test Check	User, One	Fis Check Vendor	N	User Added Request	Approved	Extracted	\$33.00	4031	156D96857F3E44...	\$33.00
jrm_check_test_id...	User, One	Fis Check Vendor	N	User Added Request	Approved	Extracted	\$19.00	4025	9AD0D89561F343...	\$19.00
jrm_check_test_id...	User, One	Fis Check Vendor	N	User Added Request	Approved	Extracted	\$10.00	4023	C01FABBBEE0F4F...	\$0.00

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.



	Approval Status	Payment Status	Request Total	Request Key	Invoice ID	Payment Amount
1	est	Approved	Pending Payment	33.00	4031 156D96857F3E444389A4	33.00
2	est	Approved	Pending Payment	19.00	4025 9AD0D89561F3438DDE7E	19.00
4	est	Approved	Pending Payment	10.00	4023 C01FABBBEE0F4F1C8CA1	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.

Payment Demand ID	Funding Account	Vendor	Payment Meth...	Funding/Issue ...	Payment Date	Return Date	Failure Date/F	Check Number	Amount
✓ 9495152988F491A3E1	Check CP outbound call	Check Vendor ...	Check	02/08/2024	02/15/2024		03/01/2024	5064 (Voided)	104.00
Failure Reason: The Supplier Address is invalid									
✓ 13080C3B8A34A41A02E	Check CP outbound call	Fi Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	5063 (Voided)	17.00
Failure Reason: The Supplier Address is invalid									
✓ 015835259689461682C3	Check CP outbound call	Fi Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	5062 (Voided)	384.00
Failure Reason: The Supplier Address is invalid									
✓ 43CF8B4C195D4FD99596	Check CP outbound call	Fi Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	5061 (Voided)	6,700.00
Failure Reason: The Supplier Address is invalid									
✓ 8EAM6E8E2544705A08A	Check CP outbound call	Check Vendor ...	Check	02/08/2024	02/15/2024		03/01/2024	5074 (Voided)	106.00
Failure Reason: The Supplier Address is invalid									
✓ 9856EC0542894174KCD8	Check CP outbound call	Fi Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	5135 (Voided)	22.00
Failure Reason: The Supplier Address is invalid									
✓ 748A7D474B943E3A83	Check CP outbound call	Fi Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	5073 (Voided)	9,960.00
Failure Reason: The Supplier Address is invalid									
✓ D4AAS6D739044C4AA...	Check CP outbound call	Fi Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	5072 (Voided)	13.00
Failure Reason: The Supplier Address is invalid									

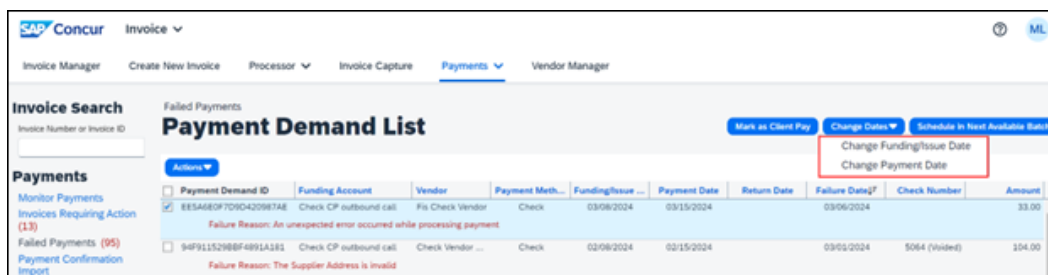
3. The payment(s) will be put in the earliest open batch to be processed.

► **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.



Payment Demand ID	Funding Account	Vendor	Payment Meth...	Funding/Issue ...	Payment Date	Return Date	Failure Date?	Check Number	Amount
EES4680F7D9D4209E74E	Check CP outboard call	Fis Check Vendor	Check	03/08/2024	03/15/2024		03/06/2024		33.00
Failure Reason: An unexpected error occurred while processing payment									
94F91152986F4891A181	Check CP outboard call	Check Vendor ...	Check	02/08/2024	02/15/2024		03/01/2024	5064 (Voided)	104.00
Failure Reason: The Supplier Address is Invalid									

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.

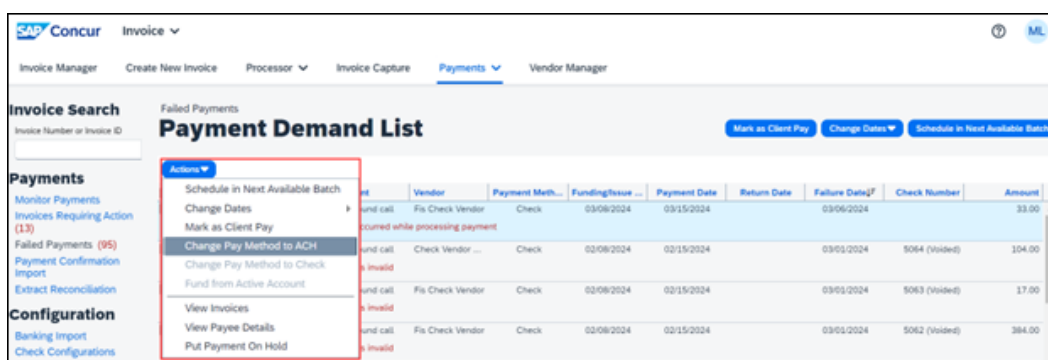
NOTE: Clients who want to change a failed check payment to be processed by ACH must first have an ACH funding account configured in Invoice Payment Manager and the vendor's banking information populated in the Concur vendor profile.



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**.



Payment Demand ID	Funding Account	Vendor	Payment Meth...	Funding/Issue ...	Payment Date	Return Date	Failure Date?	Check Number	Amount
EES4680F7D9D4209E74E	Check CP outboard call	Fis Check Vendor	Check	03/08/2024	03/15/2024		03/06/2024		33.00
Failure Reason: An unexpected error occurred while processing payment									
94F91152986F4891A181	Check CP outboard call	Check Vendor ...	Check	02/08/2024	02/15/2024		03/01/2024	5064 (Voided)	104.00
Failure Reason: The Supplier Address is Invalid									
	Check CP outboard call	Fis Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	5063 (Voided)	17.00
Failure Reason: The Supplier Address is Invalid									
	Check CP outboard call	Fis Check Vendor	Check	02/08/2024	02/15/2024		03/01/2024	5062 (Voided)	384.00
Failure Reason: The Supplier Address is Invalid									

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**.

The screenshot shows the SAP Concur interface for 'Failed Payments'. On the left, there's a sidebar with 'Invoice Search' and 'Payments' sections. The main area displays a 'Payment Demand List' table with columns: Vendor, Payment Meth..., Funding/Issue..., Payment Date, Return Date, Failure Date?, Check Number, and Amount. Several rows are listed, each with a 'Failure Reason: The Supplier Address is Invalid'. An 'Actions' dropdown menu is open over the first row, showing options like 'Schedule in Next Available Batch', 'Change Dates', 'Mark as Client Pay', 'Change Pay Method to ACH', 'Change Pay Method to Check', 'Fund from Active Account', 'View Invoices', 'View Payee Details', and 'Put Payment On Hold' (which is highlighted).

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

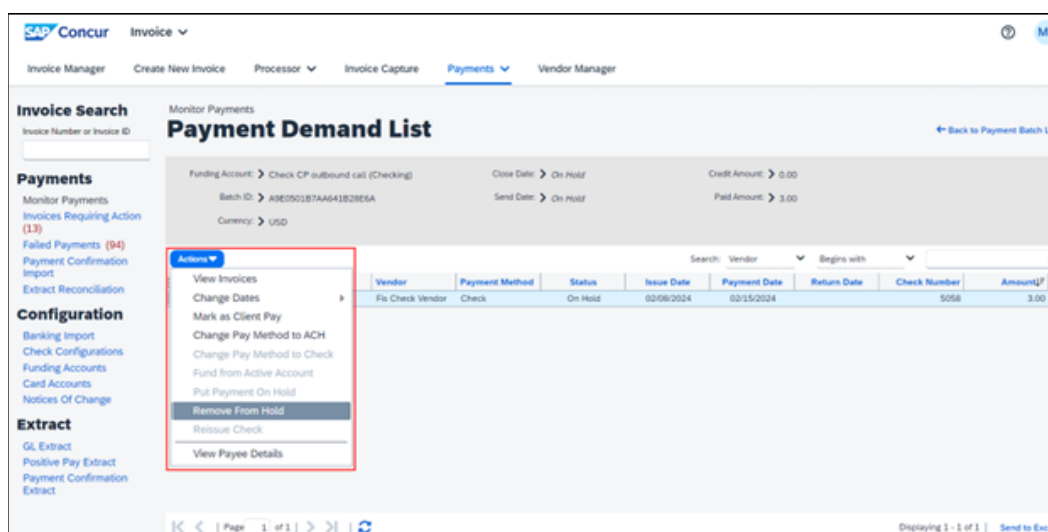
On Hold batches can be viewed on the **Monitor Payments** page by searching for batches in an On Hold status.

The screenshot shows the SAP Concur interface for 'Monitor Payments'. The main area displays a 'Payment Batch List' table with columns: Batch ID, Close Date, Send Date, Status, Count, Failed Count, and Total. A search filter is applied with 'Funding Account: Any', 'Close Date (From / To):', 'Status: On Hold', and 'Send Date (From / To):'. The search results show a single batch with ID 'A3E0501B7AA6412B28D5A' and status 'On Hold' (highlighted in a red box). The batch has a count of 1 and a total of 3.00.

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**.



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:

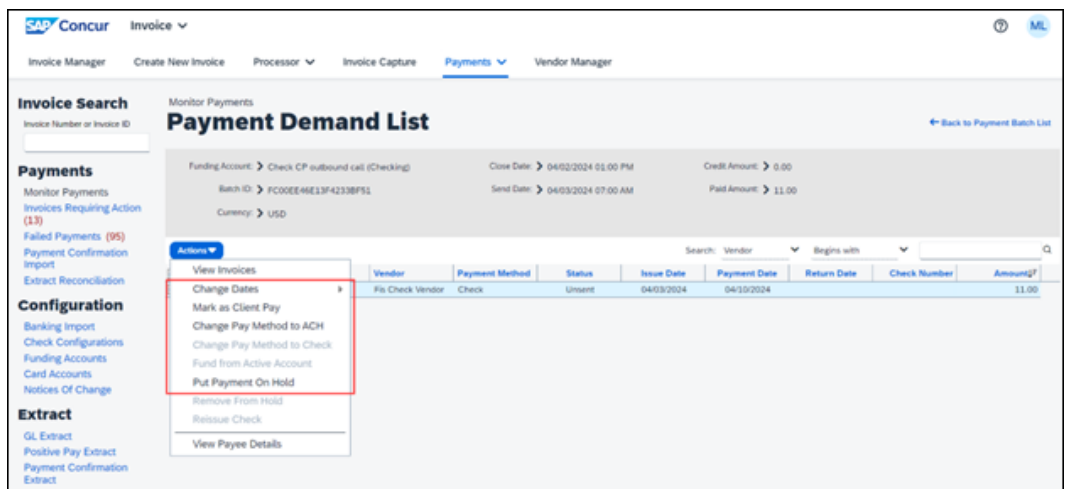
- Make the payment outside Concur through another payment system
- Schedule the check payment to be reprocessed in a future batch
- Change the payment to be paid by ACH
- Put payments on hold

► **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.



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.

Batch ID	Close Date	Send Date	Status	Count	Failed Count	Total
BA20E6337634409C801D	03/01/2024 07:00 PM	03/04/2024 07:00 AM	Sent	1	0	20.00
AE9548E1C9849CEA220	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.

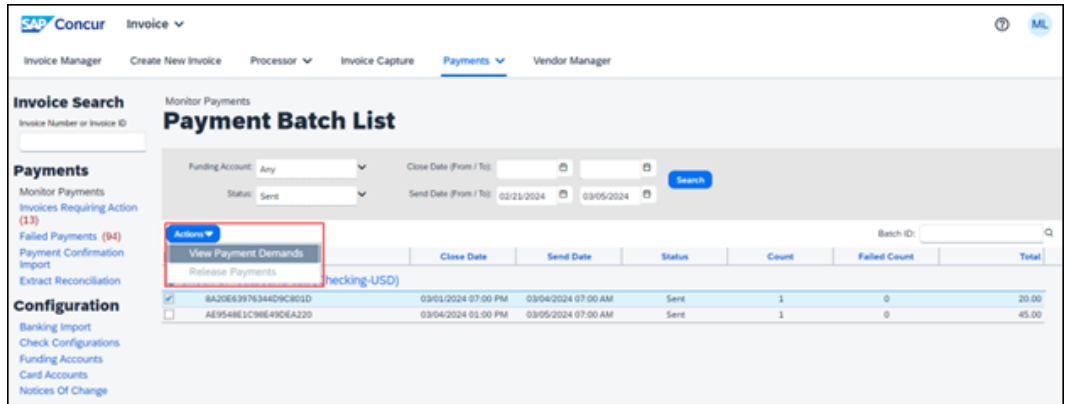
How to Extract a List of Failed Check Payments

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.

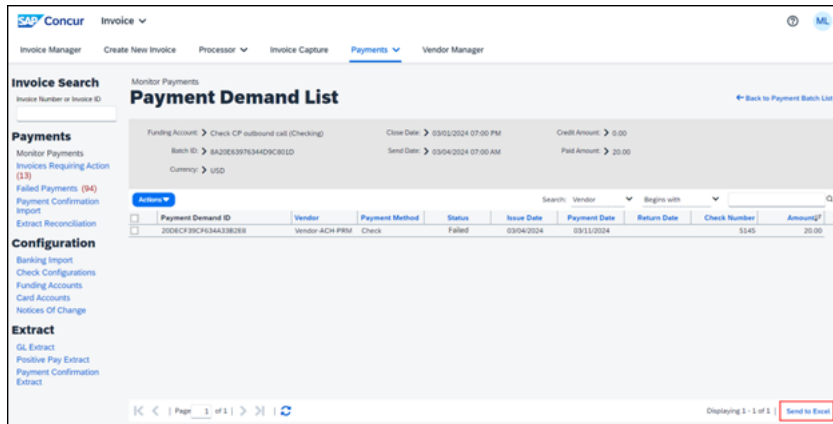
► **To extract a list of failed check payments from a batch on the Monitor Payment page:**

1. Select a batch.
2. On the **Actions** menu, click **View Payment Demands**.



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

3. Click **Send to Excel**.



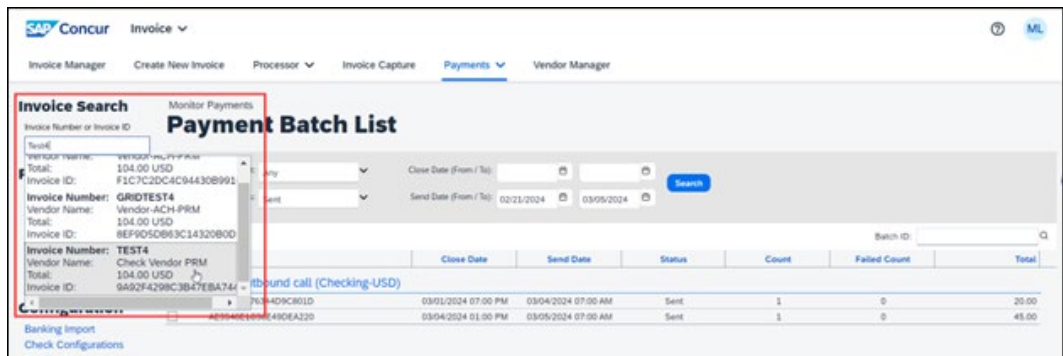
NOTE: Failed payments need to be extracted from each individual batch. There is not an option in Invoice Payment Manager to extract all failed payments.

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.

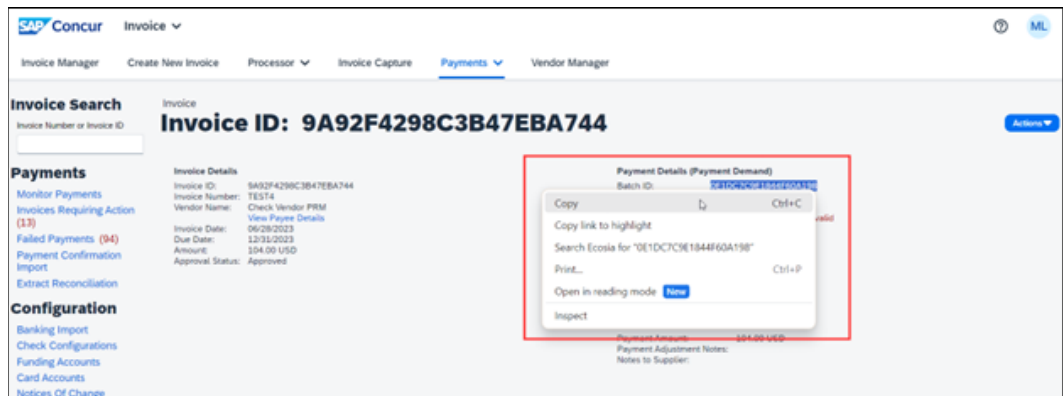
► **To find the payment batch an invoice is in:**

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.



The invoice appears displaying invoice and payment details.

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



To find that specific batch:

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

The screenshot shows the 'Payment Batch List' interface. On the left, the 'Payments' menu is expanded, and 'Monitor Payments' is selected. The main area displays a search bar with the 'Batch ID' field containing '0E1DC7C8E1844F6DA19'. Below the search bar, a table lists payment batches. The first row shows a batch ID of '0E1DC7C8E1844F6DA198' with a status of 'Sent' and a total of '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.

