

# Shared: User Import

## User Guide

**Last Revised: July 28, 2023**

Applies to these SAP Concur solutions:

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



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# Revision History

Date	Notes/Comments/Changes
July 28, 2023	Updated password information to clarify that password provisioning using the import is no longer supported. Any values provided in the password fields will be ignored. All new imported users will be given a randomly generated password and will have to change their password on first login. This change is valid as of August 2, 2023.  Updated the following section with this change: <ul style="list-style-type: none"> <li>Available Field Formats – User Import</li> </ul>
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
April 15, 2021	Updated the copyright year; no other changes; cover date not updated
May 16, 2020	Added Thai to the Locales for Supported Languages table.
April 27, 2020	Renamed the Authorization Request check box to Request on the guide's title page; cover date not updated
January 15, 2020	Updated the copyright; updated China terminology to Hong Kong, China, Taiwan, China, and Macau, China
August 10, 2019	Added a note to the XML Profile Synchronization ID field indicating it is now only for updates and not for the removal of existing data.
May 31, 2019	Removed references to the composite login, which is no longer available
May 11, 2019	Added the following note to the <i>AmadeusUser</i> field: "Although still displayed, this field is no longer active, and any values it contains will be ignored by the system."  Added the following note to the <i>Password</i> field: "The password field will remain available in the downloadable Excel template, but will only be read during an initial import of the file, or when creating a new user in the system. Subsequent uses of the field will be ignored by the system."
March 28, 2019	Clarified the definition of Country Code and updated the list in the appendix
February 12, 2019	Updated the copyright; no other changes; cover date not updated
November 13, 2018	TRAVEL_WIZARD_USER should not be left blank
October 20, 2018	Added Indonesian to the locale list.
June 21, 2018	Added Turkey to the locale list.
March 17, 2018	Edited the text for step 1 of the procedure, <i>To view import details</i> , for clarity.
February 27, 2018	Added the following note:  Best practice is to <b>not</b> allow personal, sensitive, or uniquely identifying information in custom fields.
February 23, 2018	Added a note about LoginID: The LoginID must be unique across all Concur products. In addition, once a LoginID is used, it cannot be used again.
January 25, 2018	Updated the copyright; no other changes; cover date not updated
October 14, 2017	Added information about the new Receipt User role for Invoice.

Date	Notes/Comments/Changes
July 29, 2017	Changed the name of the Central Receiving role to Central Receiver for Invoice.
July 8, 2017	Added information about the Central Receiving role for Invoice.
December 15, 2016	Changed copyright and cover; no other content changes.
November 4, 2016	Addition of: <ul style="list-style-type: none"> <li>The New Login ID field used to change an existing login ID</li> <li>Explanation of Concur-only "system" roles used to maintain and secure the client entity (and their unavailability to the client)</li> </ul>
April 21, 2016	Added purchase request roles to table.
November 20, 2015	Added user import fields to match those available in the Concur Employee Import Template Excel spreadsheet.
September 18, 2015	Added Travel Custom Fields to the <i>Available Field Formats - User Import</i> section.
August 14, 2015	350 field Manager Company Employee ID renamed to Employee ID of the Travel Approver
May 10, 2015	TRIP_USER role name is changed to TRAVEL_WIZARD_USER – there is no change to the function of this role, only the name for clarity
April 13, 2015	Removed references to the current UI; no other content changes
October 10, 2014	Added information about the two user interfaces; no other content changes
April 15, 2014	Changed copyright and cover; no other content changes
December 13, 2013	Addition of the Request Approver 2 field for assignment of a second approver in workflow step
October 18, 2013	Addition of the Expense Approver 2 field for assignment of a second approver in workflow step
July 19, 2013	Addition of new country India is now supported.
April 26, 2013	Addition of the Open Booking User role for clients using Open Booking
April 3, 2012	Removed all references to the <i>legacy</i> Authorization Request feature in Concur Expense Changed any references to Concur's Travel Request service to either Request or to Authorization Request, depending on the situation No other content changes
February 15, 2013	Additional fields now available in the Credit Card Information import template
December 28, 2012	Made rebranding and/or copyright changes; no content changes
November 16, 2012	Added an appendix for locale codes (used for the 300 record). The BankRoutingNumber and BankAccountNumber fields have been updated.
July 13, 2012	The User Import fields have been updated to include Japan. A reminder that the password for a new user <i>must</i> be changed on their first login.

Date	Notes/Comments/Changes
June 22, 2012	Expense User is now a Required field - the administrator must include a value for this field in the import. Added information about required formatting.
May 18, 2012	Added note that the User Import feature cannot be used if Composite login functionality is used by the client.
April 20, 2012	The Locate and Alert role is now available for user import.
February, 2012	Changed copyright; no content change
February 17, 2011	Updated password information.
November 18, 2011	Australian bank account import is now supported.
Older revision history has been removed.	

# User Import

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

## Section 1: Permissions

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

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

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

## Section 2: Overview

The User Administrator can import users one or more of the Excel spreadsheet templates available on the **User Import** page. The administrator downloads a template, populates it with data, then uploads and imports the spreadsheet within the **User Import** page. The tool provides feedback about any import issues, allowing the administrator to correct and reload the user file.

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**NOTE:** The User Import Information template uses the fields defined in the Default Employee Form. In order to use this feature, all users should be assigned the Default Employee Form.

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## Section 3: Using the User Import Feature

Administrators can use the **User Import** page whenever they need to enter a large number of Travel and/or Expense users or need to update either banking or company card information for one or more employees. The link to the tool appears on the **User Administration** page.

### ***Required Roles***

This feature requires the User Administrator permission, and either the Role Administrator role (for Expense users) or Permission Administrator permission (for Travel users).

**NOTE:** The User Maintenance / Employee Maintenance roles *do not* have the ability to import users to create a new user account.

### Accessing the User Import Page

► **To access the User Import page:**

1. Click **Administration > Company > Company Admin**.
2. In the left menu, click **User Administration**. The **User Administration** page appears.

The screenshot shows the SAP Concur User Administration page. The top navigation bar includes 'Administration' and 'Help'. The left sidebar lists various administration tasks, with 'User Administration' highlighted. The main content area displays the 'User Administration' page for the company 'RandomVerbs.com'. It includes a 'Filters' section with options for 'Use Travel Advanced Filters' and 'Use Expense Advanced Filters', and a 'Columns To Display' section with checkboxes for 'Login ID', 'Manager', 'Org. Unit', and 'Job Title'. A search bar is also present.

3. Click **Import Users**. The **User Import** page appears.

The screenshot shows the SAP Concur User Import page. It features a 'Upload File' button and a 'Review Import Results' button. The page contains detailed instructions on how to import users using a Microsoft Excel spreadsheet, including steps for downloading the template, saving the file, and uploading it. A 'Browse...' button is also visible.



## Choosing an Information Spreadsheet

There are several "Information" spreadsheets that can be used to import user data, user import information, credit card information, and bank account information. The User Import Information spreadsheet includes the fields defined in the Default Employee Form, while the remaining two are each a subset, each used primarily to update company card or banking records for selected employees.

- **User Import Information:** Contains all fields defined in the Default Employee Form



See *Available Field Formats* in this document for a list of all fields included in the User Import Information import.

- **Credit Card Information:** A company card subset of User Import, this import includes:
  - ♦ Credit Card Name On Card
  - ♦ Credit Card Payment Type Name
  - ♦ Card Account Number
  - ♦ Card Effective Date
  - ♦ Card Clearing Account Code
  - ♦ Card Type
  - ♦ Expiration Date
  - ♦ Billing Street Address
  - ♦ Billing City
  - ♦ Billing State
  - ♦ Billing Postal Code
  - ♦ Billing Country Code
  - ♦ Sync Account To Travel

The following fields apply only to users of Concur Company Bill Statements:

- ♦ Card Program Type
- ♦ Card Program Country
- ♦ Card Program Issuer
- ♦ Card Program Name
- **Bank Account Information:** A bank information subset of User Import, this import includes:
  - ♦ Bank Routing Number
  - ♦ Bank Account Number
  - ♦ Bank Account Type
  - ♦ Bank Account Currency Code
  - ♦ Bank Account Is Active

## Section 3: Using the User Import Feature

The following fields may appear, if you are configured to use UK or SEPA bank accounts:

- ◆ Bank Account Country Code
- ◆ Bank Account Branch Name
- ◆ Bank Account Branch Location
- ◆ Bank Account Name on Account
- ◆ Bank Account Address1
- ◆ Bank Account Address2
- ◆ Bank Account City
- ◆ Bank Account Region
- ◆ Bank Account Postal Code

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**NOTE:** Contact Concur Client Services if you would like to begin using UK or SEPA bank accounts.

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### ***Understanding the Employee Roles***

The user data spreadsheet contains columns for the assignable employee roles. These columns are optional. If you do not use these columns, imported users are not provided with any role. If you choose to use these columns, the valid values are Y, N, or blank.

## **The User Import Process**

The User Import process has five steps:

1. Downloading the spreadsheet
2. Populating the spreadsheet
3. Uploading the spreadsheet
4. Viewing the initial field validation results
5. Viewing the import results

## Step 1: Downloading a Spreadsheet

The User administrator must download and open a spreadsheet in order to know the correct format for the user data.

### ► To download a spreadsheet:

1. On the **User Import** page, click a template spreadsheet to begin the download process.

The screenshot shows the 'User Import' page with two tabs: 'Upload File' and 'Review Import Results'. The 'Upload File' tab is active. The page contains the following text:

The User Import can be used to import new users and update existing user information. The User Import requires Microsoft Excel and a user import template formatted to your organization's specifications.

To download the user import base template:

1. Make sure all other Excel spreadsheets are closed.
2. Click on one of the following template link: [User Import Information](#), [Credit Card Information](#), [Bank Account Information](#).
3. Save the file to your computer.
4. Open the file using Microsoft Excel.

You can enter user data directly in this file, or use it as a guide to generate the user import spreadsheet.

Note: all cells in the spreadsheet must be formatted as text to prevent loss of data. Refer to the [User Guide](#) for detailed information on how to populate the spreadsheet.

To upload a user import spreadsheet:

1. Click **Browse**
2. Locate the user import spreadsheet and click **Open**.
3. Click **Upload Your Data**

Below the instructions, there is a 'Browse...' button and the text 'No file selected.' At the bottom, there is an 'Upload Your Data' button.

2. Open the spreadsheet. This process varies by Internet browser.
3. Select a location on your computer to save the spreadsheet.

## Step 2: Populating the Spreadsheet

The process for populating the spreadsheet with user data will vary depending on the client's employee information management system. Data may be entered directly in the template spreadsheet, or the template can be used as a guide for creating the spreadsheet.

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**! IMPORTANT:** The spreadsheet can support up to 10,000 employee records *only* - do *not* exceed this number.

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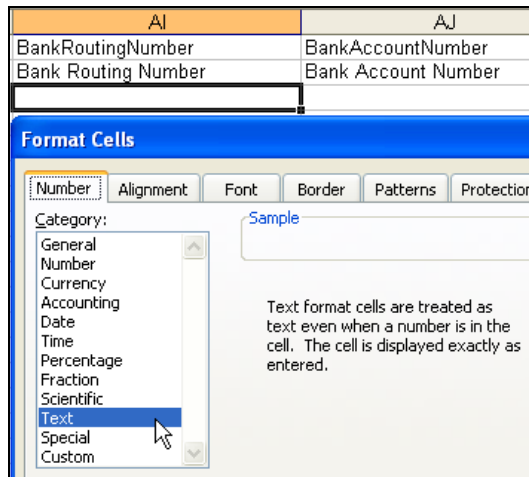
### IMPORTANT – FORMATTING ISSUES

Each spreadsheet has the following formatting requirements:

- The required date format is YYYY-MM-DD.
- The values in the spreadsheet header row must not be deleted.
- The Middle Initial field cannot be updated using the import process. If the Middle Initial field is on the employee form, it will appear in the user import template. The Middle Initial column must be removed from the User Import Information spreadsheet before it is imported.

## Section 3: Using the User Import Feature

- All cells in the Excel spreadsheet must have a designation of **Text** for **Number** before being uploaded.



If you use the Replace feature in Excel, be aware that it may not maintain the required cell formatting. Testing has shown that cells formatted as text become general format after using Replace. If the cells are not formatted as text, the import will fail.

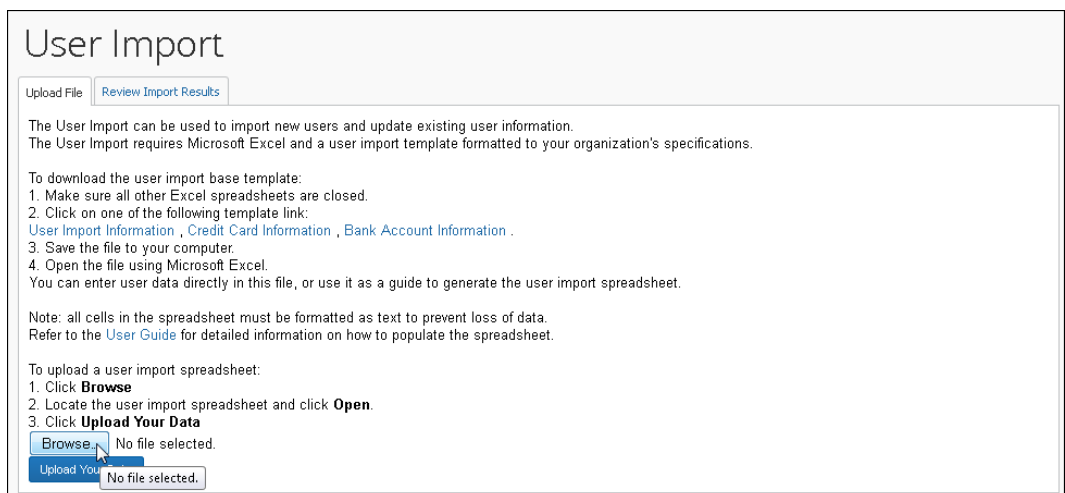
If you use this feature, always verify the cell formatting when done. If necessary, select the appropriate cells and change the formatting.

### Step 3: Uploading the User Data Spreadsheet

The spreadsheet is uploaded using an option on the **User Import** page.

#### ► To upload the spreadsheet:

1. On the **User Import** page, click **Browse**.



2. Navigate to the correct location and select the user data spreadsheet to upload.

3. Click **Open**.
4. On the **User Import** page, click **Upload Your Data**.

**User Import**

Upload File | Review Import Results

The User Import can be used to import new users and update existing user information.  
The User Import requires Microsoft Excel and a user import template formatted to your organization's specifications.

To download the user import base template:

1. Make sure all other Excel spreadsheets are closed.
2. Click on one of the following template link:  
[User Import Information](#) , [Credit Card Information](#) , [Bank Account Information](#) .
3. Save the file to your computer.
4. Open the file using Microsoft Excel.

You can enter user data directly in this file, or use it as a guide to generate the user import spreadsheet.

Note: all cells in the spreadsheet must be formatted as text to prevent loss of data.  
Refer to the [User Guide](#) for detailed information on how to populate the spreadsheet.

To upload a user import spreadsheet:

1. Click **Browse**
2. Locate the user import spreadsheet and click **Open**.
3. Click **Upload Your Data**

**Browse...** EmployeeImportTemplate\_everyverb.xls

**Upload Your Data**

#### **Step 4: Viewing the Initial Field Validation Results**

The **User Import** page allows administrators to view the results of the initial field validation of the uploaded file. This validation happens before valid records are queued for import. This field validation allows administrators to identify records with the most common types of issues that need to be corrected prior to being eligible for import. The field validation validates whether required fields have values and that provided values match the field's data type. Records that meet the field validation are immediately queued for import into the system. Records failing this validation must be corrected in the spreadsheet file and the corrected file re-uploaded.

##### **► To view the initial field validation results:**

1. Click **Upload Your Data** on the **User Import** page. The **Field Validation Results** page appears.

**User Import**

Upload File | Review Import Results

**Previous** | **Back To User Administration**

**Field Validation Results**

The results of the file upload field validation are:

40 user records passed field validation. These are now queued for processing by the system.  
The processing may take several minutes to complete. Click the Review Processing Results tab to view the processing results for these records.

0 user records failed field validation. These user records appear in the table below and will not be processed.

2. Review the details of the validation. If the validation found any errors in the file, the details will be presented on this page.

### Step 5: Viewing the Import Results

Once the administrator clicks **Upload Your Data**, the eligible records are queued for import. The system processes these as soon as possible. It may take the system a few minutes to process queued records. Provided there are no further errors in processing the records, the system will import the users.

The administrator can use the **Review Import Results** tab to view the status of the import as well as the import details, including any errors generated. Once the administrator selects the date, the page displays the status of all imports on that date, the number of records processed and the number of records rejected. This list is sorted in descending order by the time the administrator imported the file.

The **View Import Details** page displays any errors that may have occurred during the import.

#### ► To view import results:

1. Click **Review Import Results**. The **Review Import Results** page appears.

2. Enter the desired date in the **Date** field.
3. Click **Search**. The page displays all files imported on the specified date, and 10 days prior.

File Name	Date	Status	Records Processed	Records Rejected	Details
EmployeeImportTemplate_sallytest.xls	4/13/2015 4:49:06 PM	Completed with Warnings	40	4	<a href="#">Details</a>

The **View Import Details** page allows administrators to view details about processed records from a particular file. Here the administrator can view details about:

- **Records with Errors:** The page displays the row number in the spreadsheet with the error that prevented the record from being imported. The **Description** and **Action To Take** columns provide the information necessary to correct the issue. These records must be corrected in this file and then re-uploaded.

- **Records with Warnings:** The page displays the row number in the spreadsheet where the system successfully imported the record, but there might be an issue the administrator should investigate. The **Description** and **Action To Take** columns provide the warning information. The administrator should consider the warning and decide whether the issue warrants further investigation. The administrator can review the user information using the User Administration user interface and make any necessary modifications. Alternatively, the administrator can review the user record in the spreadsheet file, make any necessary edits there, and then re-upload the corrected file.
- **Records without Warnings or Errors:** The page displays the row number in the spreadsheet where the system successfully imported the record.

► **To view import details:**

1. Click **Details** in the desired row of the list.

**User Import**

[Upload File](#) [Review Import Results](#)

Select the import date and click Search. The page will display results for all imports on that date and the 60 days prior.

Date:  [Search](#)

File Name	Date	Status	Records Processed	Records Rejected	Details
EmployeeImportTemplate_sallytest.xls	4/13/2015 4:49:06 PM	Completed with Warnings	40	4	<a href="#">Details</a>

The details appear.

**User Import**

[Upload File](#) [Review Import Results](#)

[Previous](#)

Type:  [Search](#)

Type	Category	Record	Description	Action To Take
Error	Updated	17	Invalid Country Sub code specified 'CH-GE'	Enter a valid Country Sub Code into the spreadsheet.
			Invalid country sub code (CH-GE) for country code	
Error	Updated	19	Invalid Country Sub code specified 'DE-BE'	Enter a valid Country Sub Code into the spreadsheet.
			Invalid country sub code (DE-BE) for country code (US)	

2. Select the **Type** of issue to display. The details can be filtered to show records imported without errors or warnings, records with warnings, records with errors, or all records.
3. Review the **Description** and **Action To Take** columns for details about any records with errors.

## Section 4: Available Field Formats



Available fields for the User Import and Travel Information templates are described in this section.

### Available Field Formats - User Import

This section contains formatting information for the available user fields. The fields that appear in the user import template will vary, containing base fields and additional fields based on which fields are displayed on the Default Employee form. Some field formats vary based on product configuration (that is, Invoice roles are not available to clients using Expense only, and so on).

Field	Format	Definition
FirstName		User first name
LastName		User last name
MiddleName		User middle name, or middle initial. <b>NOTE:</b> The <b>Middle Initial</b> field is not supported with User Import. If that field is being used on the employee form, it should be replaced with the <b>Middle Name</b> field.
EmployeeID		Employee ID <b>NOTE:</b> This field is required if the Expense User or Invoice User role is selected.
LoginID	Must contain "@"	User login ID <b>NOTE:</b> The LoginID must be unique across all Concur products. If a LoginID is currently in use in any Concur product, it cannot be assigned again unless the original occurrence is changed. For example, assume that a LoginID was assigned in error. That LoginID can only be used again if an admin (either manually or via import) renames the original occurrence, allowing the LoginID to be used again.
Password		This field is included in the import but is no longer used. All new imported users will be given a randomly generated password and will have to change their password on first login.



Field	Format	Definition
EmailPrimary	Must contain "@"	User email address The following characters cannot be used as a value for this record: % [ # ! * & ( ) ~ ` { ^ } \   / ? > < , ; : " + = ]
Locale	xx_XX, Example: en_US	User's language locale  Refer to the appendix in this guide for a list of the locale codes.
CtryCode	XX, Example: CA, IE, UK, US Canada represents as CA Ireland represents as IE United Kingdom represents as UK United States represents as US	Valid ISO country code for the country the user resides in. This field assigns the country from which the user is administered. If country is defined as a connected list field, then the county code must be in the connected list data and in the country list in the application.  Refer to the Appendix in this guide for a full listing of Country Codes.
CtrySubCode	XX-XX, Example: US-WA, CA-BC	User country code and state or province
LedgerCode	20 character maximum	Must be a valid ledger. If <i>ledger</i> is defined as a connected list field, then the ledger must be in the connected list data <b>and</b> in the ledger list in the application.
CrnCode	XXX, Example: USD, CAD	User currency code
CashAdvanceAccountCode	Varies based on configuration	User cash advance account code
IsActive	Y/N	Is user active?
CashAdvanceTotalBal	Decimal	Cash advance total balance <b>NOTE:</b> This field cannot be used to add or update cash advance balances.
OrgUnit1-6	Varies based on configuration	User organizational units
Custom 1-20	Varies based on configuration	Employee form custom fields <b>NOTE:</b> Best practice is to not allow personal, sensitive, or uniquely identifying information in custom fields.

## Section 4: Available Field Formats

Field	Format	Definition
ExpenseAuditRequired	ALW/NVR/REQ	Expense audit required? ALW: Always required REQ: Required conditionally NVR: Never required <b>NOTE:</b> This field is used by the Concur's audit service.
Manager		Employee ID of user's BI manager. <b>NOTE:</b> This may be different from their expense approver. Use the EXPENSE_APPROVER field to set the user's approver.
IsNonEmployee	Y/N/Blank	Is the user an employee?
EXPENSE_USER	Y/N/Blank	Does this user have access to Expense?
EXPENSE_APPROVER	Y/N/Blank	Is this user an expense approver?
EXPENSE_PROCESSOR	Y/N/Blank	Is this user an expense processor?
TRAVEL_WIZARD_USER	Y/N <b>Do not leave this field blank.</b>	Does this user have access to Travel?
INVOICE_USER	Y/N/Blank	Does this user have access to Invoice?
INVOICE_APPROVER	Y/N/Blank	Is this user an invoice approver?
REQUEST_USER	Y/N/Blank	Is this user a Request (formerly Travel Request) user?
REQUEST_APPROVER	Y/N/Blank	Is this user a Request (formerly Travel Request) Approver?
RequestApprover		Employee ID of user's request approver
RequestApprover2		Employee ID of user's second request approver
ExpenseApprover		Employee ID of user's expense approver
InvoiceApprover		Employee ID of user's invoice approver

Field	Format	Definition
BankRoutingNumber	<p>Y = if US, CAD, Australia, New Zealand, Hong Kong, China, Japan, Singapore, Switzerland = Euro, Sweden or EUR</p> <p>N = Mexico, Switzerland = CHF</p> <p><b>GBP:</b> Y if you are importing Sort Code (6 numeric) and local Account Number (8 numeric). N if you are importing IBAN.</p> <p>11 characters maximum with the following guidelines:</p> <p><b>USD:</b> 9 numeric character routing number</p> <p><b>AUS:</b> 6 numeric character BSB code</p> <p><b>CAD:</b> 9 numeric characters, comprised of a leading 0, the 3-digit Institution #, and the 5-digit Branch number</p> <p><b>EUR:</b> 8 or 11 character SWIFT code</p> <p><b>HK:</b> 3-digit bank code + 3-digit branch code = routing number</p> <p><b>IN:</b> 11-character IFSC code</p> <p><b>JP:</b> 4 digit bank number + 3 digit branch number = routing number</p> <p><b>NZ:</b> 2-digit bank number + 4-digit Branch number</p> <p><b>SING:</b> 4-digit bank code + 3-digit branch code.</p>	Bank number for user's bank account

## Section 4: Available Field Formats

Field	Format	Definition
BankAccountNumber	<b>IN:</b> 1 to 34 character account number <b>JP:</b> 7 numeric character account <b>EUR:</b> IBAN (International Bank Account Number), length varies by country. First two characters are ISO country code of the country in which the user has their bank account. <b>MX:</b> CLABE is account number <b>NZ:</b> 7 numeric character account number + 2- or 3-digit suffix number <b>GBP:</b> 8 numeric local account number, or 22 character IBAN.	<p>User's bank account number</p> <p>For UK (GBP): There are two options for importing banking for employees in the UK who are reimbursed in GBP: Sort Code and Account Number, or IBAN.</p> <p>If you are importing Sort Code and local Account Number, the 6-digit Sort Code should be added in BankRoutingNumber field. The employees local 8-digit Account Number should be added in BankAccountNumber field.</p> <p>If you are importing IBAN for employees in the UK who are reimbursed in GBP, there is no requirement to add their SWIFT code in BankRoutingNumber field; only the 22-character IBAN is required in BankAccountNumber field.</p>
BankAccountType	CH/SA	<p>Type of bank account</p> <p>CH: Checking</p> <p>SA: Savings</p> <p><b>NOTE:</b> This column is only required for US and JP accounts. All other accounts can leave this column blank.</p>
BankAccountCrnCode	XXX, Example: USD, CAD, MXN	Currency code for bank account
BankAccountIsActive	Y/N	Is bank account active?
BankAccountCtryCode	XX, Examples: CA, GB, or US for Canada, United Kingdom, and United States	The two-letter, ISO Country Code where the employee's bank is located.
BankAccountBranchName	Blank for CA and US; required for AUS, HK, JP, MX, NZ, UK, Singapore, Sweden, Switzerland and SEPA countries. 48 char max.	Name of the employee's bank.
BankAccountBranchLocation	Blank for CA and US; required for AUS, HK, JP, MX, NZ, UK, Singapore, Sweden, Switzerland and SEPA countries. 30 char max.	The branch identifier for the bank that the account was opened at. Can be a town, neighborhood or other identifier.

Field	Format	Definition
BankAccountName	Blank for CA and US; required for AUS, HK, JP, MX, NZ, UK, Singapore, Sweden, Switzerland and SEPA countries. 48 char max.	The name that appears on the account. Typically, the employees name.
BankAccountAddress1	Blank for CA and US; required for AUS, HK, MX, NZ, Singapore, Sweden, Switzerland, UK, and SEPA countries. 48 char max.	Postal address provided to the bank for this bank account.
BankAccountAddress2	Blank for CA and US; optional for AUS, HK, MX, NZ, UK, Singapore, Sweden, Switzerland, and SEPA countries. 48 char max.	Postal address provided to the bank for this bank account.
BankAccountCity	Blank for CA and US; required for AUS, HK, MX, NZ, UK, Singapore, Sweden, Switzerland, and SEPA countries. 24 char max.	Postal address provided to the bank for this bank account.
BankAccountRegion	Required for MX and HK, blank for CA, US and Singapore; optional for UK, SEPA countries, Switzerland and Sweden, Australia, New Zealand, 24 char max.	Postal address provided to the bank for this bank account.
BankAccountPostalCode	Blank for CA, US and Hong Kong, China; required for AUS, MX, NZ, UK, Singapore, Switzerland, Sweden, and SEPA countries. 20 char max.	Postal address provided to the bank for this bank account.
CardNameOnCard		Name on user's company card
CardPaymentTypeName	Varies depending on configuration	Payment type for company card
CardAccountNumber		Company card number
CardEffectiveDate		The date that the card was assigned to the user in Concur. Concur will only display card transactions to the user if they occur after the card effective date.

## Section 4: Available Field Formats

Field	Format	Definition
CardClearingAccountCode		Clearing account code for company card
CardType		The type of credit card.
ExpirationDate	YYYYMMDD	The card expiration date, as it appears on the card. When the card does not specify a day value, use the last day of the month.
BillingAddress		The card's billing address line one.
BillingCity		The card's billing address city.
BillingState		The card's billing address state.
BillingPostalCode		The card's billing address postal code.
BillingCountryCode		The card's billing address country code.
CardProgramType		
CardProgramCountry		
CardProgramIssuer		
CardProgramName		
SyncAccountToTravel		
PrefixName	60 characters	Must contain these exact values (Lord, Lady, Sir, Mr., Miss, Ms., Mrs., Dr., Rev.)
SuffixName	60 characters	Must contain these exact values (Jr., Sr., I, II, III, IV, V)
NickName	60 characters	Informal, non-birth name employee is known as.
Gender	M or F - 1 character	M = Male F = Female
BirthDate	10 character maximum	Must match format "YYYYMMDD".
TravelManagerID	128 characters	Employee ID of the Travel Approver Must match an existing employee in the travel database.
JobTitle	255 characters	
WorkPhoneNumber	60 characters	Value will be moved to Travel as formatted in the file
WorkPhoneExtension	60 characters	Value will be moved to Travel as formatted in the file

Field	Format	Definition
FaxNumber	60 characters	Value will be moved to Travel as formatted in the file
CellPhoneNumber	60 characters	Value will be moved to Travel as formatted in the file
HomePhoneNumber	60 characters	Value will be moved to Travel as formatted in the file
PageNumber	60 characters	Value will be moved to Travel as formatted in the file
TravelNameRemark	30 characters	
RuleClass	60 characters	Value must exactly match Travel Class name maintained in Travel (Default Travel Class will be set for new accounts if no value is provided)
GDSProfileName	60 characters	The name of the profile in the GDS system. This value associates a Concur Travel profile to the GDS profile.
OrgUnit	60 characters	Value must exactly match an Org Unit/Division value setup for the company
HomeStreet	255 characters	
HomeCity	30 characters	
HomeState	30 characters	
HomePostalCode	20 characters	
HomeCountry	2 characters	Must be a valid country code
WorkStreet	255 characters	
WorkCity	30 characters	
WorkState	30 characters	
WorkPostalCode	20 characters	
WorkCountry	2 characters	Must be a valid country code
Email2	255 characters	The following characters cannot be used as a value for this record: % [ # ! * & ( ) ~ ` { ^ } \   / ? > < , ; : " + = ]
Email3	255 characters	The following characters cannot be used as a value for this record: % [ # ! * & ( ) ~ ` { - ^ } \   / ? > < , ; : " + = ]

## Section 4: Available Field Formats

Field	Format	Definition
XMLProfileSynchID	64 characters	<p>The unique, client-assigned Travel user identifier that allows the user profile to be synchronized with other vendors.</p> <p><b>IMPORTANT:</b> The following characters <b>cannot</b> be used as a value for this record:  % [ # ! * &amp; ( ) ~ ` { - ^ } \   / ? &gt; &lt; , ; : " + = ]</p> <p><b>NOTE:</b> This field is for updates only. Blanks and spaces intended to remove existing data are ignored as values during import. This means that it is not possible to bulk delete this data for many users with a single import file.</p>
ProfileUser	Y or N	Allows access to Travel and allows profiles to be saved to the GDX or external XML synchronizing tools, but user cannot book trips through the Travel Wizard.
AmadeusUser	Y or N	<p>Indicates if the user can have trips imported from AeTM.</p> <p>This data is populated by using Travel Custom fields to import the following information:</p> <ul style="list-style-type: none"> <li>• Community ID</li> <li>• Login ID</li> </ul> <p><b>NOTE:</b> Although still displayed, this field is no longer active, and any values it contains will be ignored by the system.</p>
Travel Custom Fields 1-50	Varies based on configuration	<p>Custom fields configured in Travel appear here. The formats vary depending on configuration.</p> <p><b>NOTE:</b> Best practice is to <b>not</b> allow personal, sensitive, or uniquely identifying information in custom fields.</p>
OpenBookingUser	Y or N	Allows user to use the Open Booking feature if their company has activated this product feature.
LocateAndAlert	Values include: <ul style="list-style-type: none"> <li>• Enrolled</li> <li>• Sensitive</li> <li>• Not enrolled</li> </ul>	Locate and Alert must be enabled for this role to be applied. Otherwise, it will fail silently (the import is not blocked, but the role is not assigned).
PurchaseRequest_User	Y or N	Is this user a purchase request user?



Field	Format	Definition
PurchaseRequest_Approver	Y or N	Is this user a purchase request approver?
Purch_Approver_Emp_ID		This is the employee ID of the purchase approver.
NewLoginID	Must contain "@"	Use to change an existing login ID in the system.
Central_Receiver	Y or N	Is this user a central receiver? This user can add, edit, and delete receipts and receipt images.
Receipt_User	Y or N	Is this user a receipt user? This user can enter, update, and delete receipt data for their own purchase orders.

## Section 5: Appendix

### About the Use of the Concur-Only System Record Roles

The client may come across roles granted only to Concur administrative personnel for the purpose of working within a client entity. These roles, such as ConcurAuditor, ConcurConsultant, and ConcurAdmin are secure "system" roles Concur uses on behalf of the client to fulfill requests, troubleshoot, and maintain the overall integrity of the client entity.

The client may encounter these roles as they work with their employee and user imports – for example, the system record (CT\_EMPLOYEE.SYSTEM\_RECORD) or similar. They may be safely ignored as they are used by the application or Concur to secure the entity for use by the client.

### Locale Codes

**Before using these codes** - Be sure the locale already exists for your implementation. To find out, contact Concur Client Support.

Also, this list is current as of October 2012. If you require locale information not listed here, contact Concur Client Support.

Default Locales	
English (Australia)	en_AU
English (Canada)	en_CA
English (United Kingdom)	en_GB
English (Ireland)	en_IE

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English (India)	en_IN
English (New Zealand)	en_NZ
English (United States)	en_US
English (South Africa)	en_ZA

Locales for Supported Languages	
Bulgarian (Bulgaria)	bg_BG
Chinese (China)	zh_CN
Chinese (Hong Kong, China)	zh_HK
Chinese (Taiwan, China)	zh_TW
Croatian (Croatia)	hr_HR
Czech (Czech Republic)	cs_CZ
Danish (Denmark)	da_DK
Dutch (Belgium)	nl_BE
Dutch (Netherlands)	nl_NL
English (Australia)	en_AU
English (Canada)	en_CA
English (India)	en_IN
English (Ireland)	en_IE
English (New Zealand)	en_NZ
English (South Africa)	en_ZA
English (United Kingdom)	en_GB
English (United States)	en_US
Finnish (Finland)	fi_FI
French (Belgium)	fr_BE
French (Canada)	fr_CA
French (France)	fr_FR
French (Luxembourg)	fr_LU
French (Switzerland)	fr_CH
German (Austria)	de_AT
German (Germany)	de_DE
German (Luxembourg)	de_LU
German (Switzerland)	de_CH
Hungarian (Hungary)	hu_HU
Indonesian (Indonesia)	id_ID
Italian (Italy)	it_IT
Italian (Switzerland)	it_CH

Locales for Supported Languages	
Japanese (Japan)	ja_JP
Korean (North Korea)	ko_KP
Korean (South Korea)	ko_KR
Norwegian (Norway)	no_NO
Polish (Poland)	pl_PL
Portuguese (Brazil)	pt_BR
Romanian (Romania)	ro_RO
Russian (Russian Federation)	ru_RU
Slovak (Slovakia)	sk_SK
Spanish (Argentina)	es_AR
Spanish (Bolivia)	es_BO
Spanish (Chile)	es_CL
Spanish (Colombia)	es_CO
Spanish (Costa Rica)	es_CR
Spanish (Dominican Republic)	es_DO
Spanish (Ecuador)	es_EC
Spanish (El Salvador)	es_SV
Spanish (Guatemala)	es_GT
Spanish (Honduras)	es_HN
Spanish (Mexico)	es_MX
Spanish (Nicaragua)	es_NI
Spanish (Panama)	es_PA
Spanish (Paraguay)	es_PY
Spanish (Peru)	es_PE
Spanish (Puerto Rico)	es_PR
Spanish (Spain)	es_ES
Spanish (Uruguay)	es_UY
Spanish (Venezuela)	es_VE
Swedish (Sweden)	sv_SE
Thai (Thailand)	th-TH
Turkish (Turkey)	tr_TR

**Country Codes (as of March 2019)**

Country	ISO Code
AFGHANISTAN	AF
ÅLAND ISLANDS	AX
ALBANIA	AL
ALGERIA	DZ
AMERICAN SAMOA	AS
ANDORRA	AD
ANGOLA	AO
ANGUILLA	AI
ANTARCTICA	AQ
ANTIGUA AND BARBUDA	AG
ARGENTINA	AR
ARMENIA	AM
ARUBA	AW
AUSTRALIA	AU
AUSTRIA	AT
AZERBAIJAN	AZ
BAHAMAS	BS
BAHRAIN	BH
BANGLADESH	BD
BARBADOS	BB
BELARUS	BY
BELGIUM	BE
BELIZE	BZ
BENIN	BJ
BERMUDA	BM
BHUTAN	BT
BOLIVIA	BO
BONAIRE, SAINT EUSTATIUS AND SABA	BQ
BOSNIA AND HERZEGOVINA	BA

Country	ISO Code
BOTSWANA	BW
BOUVET ISLAND	BV
BRAZIL	BR
BRITISH INDIAN OCEAN TERRITORY	IO
BRUNEI DARUSSALAM	BN
BULGARIA	BG
BURKINA FASO	BF
BURUNDI	BI
CAMBODIA	KH
CAMEROON	CM
CANADA	CA
CAPE VERDE	CV
CAYMAN ISLANDS	KY
CENTRAL AFRICAN REPUBLIC	CF
CHAD	TD
CHILE	CL
CHINA	CN
CHRISTMAS ISLAND	CX
COCOS (KEELING) ISLANDS	CC
COLOMBIA	CO
COMOROS	KM
CONGO, Democratic Republic of	CD
CONGO, People's Republic of	CG
COOK ISLANDS	CK
COSTA RICA	CR
COTE D'IVOIRE	CI
CROATIA	HR
CUBA	CU
CURAÇAO	CW

Country	ISO Code
CYPRUS	CY
CZECH REPUBLIC	CZ
DENMARK	DK
DJIBOUTI	DJ
DOMINICA	DM
DOMINICAN REPUBLIC	DO
ECUADOR	EC
EGYPT	EG
EL SALVADOR	SV
EQUATORIAL GUINEA	GQ
ERITREA	ER
ESTONIA	EE
ETHIOPIA	ET
FAEROE ISLANDS	FO
FALKLAND ISLANDS (MALVINAS)	FK
FIJI	FJ
FINLAND	FI
FRANCE	FR
FRENCH GUIANA	GF
FRENCH POLYNESIA	PF
FRENCH SOUTHERN TERRITORIES	TF
GABON	GA
GAMBIA	GM
GEORGIA	GE
GERMANY	DE
GHANA	GH
GIBRALTAR	GI
GREECE	GR
GREENLAND	GL

Country	ISO Code
GRENADA	GD
GUADELOUPE	GP
GUAM	GU
GUATEMALA	GT
GUERNSEY	GG
GUINEA	GN
GUINEA-BISSAU	GW
GUYANA	GY
HAITI	HT
HEARD AND MC DONALD ISLANDS	HM
HONDURAS	HN
HONG KONG, CHINA	HK
HUNGARY	HU
ICELAND	IS
INDIA	IN
INDONESIA	ID
IRAN (ISLAMIC REPUBLIC OF)	IR
IRAQ	IQ
IRELAND	IE
ISLE OF MAN	IM
ISRAEL	IL
ITALY	IT
JAMAICA	JM
JAPAN	JP
JERSEY	JE
JORDAN	JO
KAZAKHSTAN	KZ
KENYA	KE
KIRIBATI	KI

## Section 5: Appendix

Country	ISO Code
KOREA, DEMOCRATIC PEOPLE'S REPUBLIC OF	KP
KOREA, REPUBLIC OF	KR
KUWAIT	KW
KYRGYZSTAN	KG
LAO PEOPLE'S DEMOCRATIC REPUBLIC	LA
LATVIA	LV
LEBANON	LB
LESOTHO	LS
LIBERIA	LR
LIBYA	LY
LIECHTENSTEIN	LI
LITHUANIA	LT
LUXEMBOURG	LU
MACAO, CHINA	MO
MACEDONIA, THE FORMER YUGOSLAV REPUBLIC OF	MK
MADAGASCAR	MG
MALAWI	MW
MALAYSIA	MY
MALDIVES	MV
MALI	ML
MALTA	MT
MARSHALL ISLANDS	MH
MARTINIQUE	MQ
MAURITANIA	MR
MAURITIUS	MU
MAYOTTE	YT
MEXICO	MX
MICRONESIA, FEDERATED STATES OF	FM
MOLDOVA, REPUBLIC OF	MD

Country	ISO Code
MONTENEGRO	ME
MONTSERRAT	MS
MONACO	MC
MONGOLIA	MN
MOROCCO	MA
MOZAMBIQUE	MZ
MYANMAR	MM
NAMIBIA	NA
NAURU	NR
NEPAL	NP
NETHERLANDS	NL
NEW CALEDONIA	NC
NEW ZEALAND	NZ
NICARAGUA	NI
NIGER	NE
NIGERIA	NG
NIUE	NU
NORFOLK ISLAND	NF
NORTHERN MARIANA ISLANDS	MP
NORWAY	NO
OMAN	OM
PAKISTAN	PK
PALAU	PW
PALESTINE	PS
PANAMA	PA
PAPUA NEW GUINEA	PG
PARAGUAY	PY
PERU	PE
PHILIPPINES	PH

Country	ISO Code
PITCAIRN	PN
POLAND	PL
PORTUGAL	PT
PUERTO RICO	PR
QATAR	QA
REUNION	RE
ROMANIA	RO
RUSSIAN FEDERATION	RU
RWANDA	RW
SAINT BARTHÉLEMY	BL
SAINT HELENA, ASCENSION AND TRISTAN DA CUNHA	SH
SAINT KITTS AND NEVIS	KN
SAINT LUCIA	LC
SAINT MARTIN	MF
SAINT VINCENT AND THE GRENADINES	VC
SAMOA	WS
SAN MARINO	SM
SAO TOME AND PRINCIPE	ST
SAUDI ARABIA	SA
SENEGAL	SN
SERBIA	RS
SEYCHELLES	SC
SIERRA LEONE	SL
SINGAPORE	SG
SINT MAARTEN (DUTCH PART)	SX
SLOVAKIA (Slovak Republic)	SK
SLOVENIA	SI
SOLOMON ISLANDS	SB
SOMALIA	SO

Country	ISO Code
SOUTH AFRICA	ZA
SOUTH GEORGIA AND THE SOUTH SANDWICH ISLANDS	GS
SOUTH SUDAN	SS
SPAIN	ES
SRI LANKA	LK
ST. PIERRE AND MIQUELON	PM
SUDAN	SD
SURINAME	SR
SVALBARD AND JAN MAYEN ISLANDS	SJ
SWAZILAND	SZ
SWEDEN	SE
SWITZERLAND	CH
SYRIAN ARAB REPUBLIC	SY
TAIWAN, CHINA	TW
TAJIKISTAN	TJ
TANZANIA, UNITED REPUBLIC OF	TZ
THAILAND	TH
TIMOR-LESTE	TL
TOGO	TG
TOKELAU	TK
TONGA	TO
TRINIDAD AND TOBAGO	TT
TUNISIA	TN
TURKEY	TR
TURKMENISTAN	TM
TURKS AND CAICOS ISLANDS	TC
TUVALU	TV
UGANDA	UG
UKRAINE	UA

## Section 5: Appendix

Country	ISO Code
UNITED ARAB EMIRATES	AE
UNITED KINGDOM	GB
UNITED STATES	US
UNITED STATES MINOR OUTLYING ISLANDS	UM
URUGUAY	UY
UZBEKISTAN	UZ
VANUATU	VU
VATICAN CITY STATE (HOLY SEE)	VA
VENEZUELA	VE
VIET NAM	VN
VIRGIN ISLANDS (BRITISH)	VG
VIRGIN ISLANDS (U.S.)	VI
WALLIS AND FUTUNA ISLANDS	WF
WESTERN SAHARA	EH
YEMEN	YE
ZAMBIA	ZM
ZIMBABWE	ZW

