

Concur Expense: Payroll Integration

Setup Guide for SAP Concur Professional Edition

Last Revised: September 1, 2023

Applies to these SAP Concur solutions:

- Expense
 - Professional/Premium edition
 - Standard edition

- Travel
 - Professional/Premium edition
 - Standard edition

- Invoice
 - Professional/Premium edition
 - Standard edition

- Request
 - Professional/Premium edition
 - Standard edition

Table of Contents

1	Permissions	1
2	Overview	1
2.1	Features	1
2.1.1	Exclusions	2
2.2	Definitions.....	2
2.3	Payroll Posting	4
2.4	Available Documentation.....	4
2.4.1	Concur Expense Professional Edition	4
2.4.2	SAP Concur Integration Documentation.....	5
2.4.3	Financial Integration Service (FIS) API.....	5
3	What the User Sees	5
3.1.1	Expense Report Audit Trail	6
3.1.2	Process Reports Page.....	6
4	What the Admin Sees.....	7
4.1.1	Reviewing Document Status	7
4.1.2	Reviewing Posting Failures	8
5	Prerequisites	10
5.1	Concur Expense Prerequisites	10
5.1.1	(ICS Only) SAP Payroll Integration Add-on Configuration Prerequisites... 10	
5.1.1.1	Prior to SAP Setup	11
6	Configuration.....	11
6.1.1	Overview.....	11
6.1.2	SAP Concur Setup Guides.....	11
6.1.3	Enabling the Integration.....	11
6.1.3.1	Update Group Configurations	12
6.1.4	Configuring the Payroll Settings	12
6.1.4.1	Accessing the Payroll Integration Page	13
6.1.4.2	Update General Payroll Settings.....	13
6.1.4.3	Update Wage Types for Expense Types.....	14
7	(ICS Only) Creating a Support Case.....	15
8	Supported Tax Scenarios	16
8.1.1	Taxable and Non-Taxable Split.....	16
8.1.2	Germany Tax Rules	16
8.1.3	Italy Tax Rule	16

Revision History

Date	Notes/Comments/Changes
September 1, 2023	Updated guide to remove dependency on SAP ICS, include information on FIS API.
June 17, 2023	Added the following section: <ul style="list-style-type: none">4.1.1 Reviewing Document Status
January 12, 2022	Updated the copyright year; no other changes; cover date not updated
June 19, 2021	Added information about supported tax scenarios in new section: <ul style="list-style-type: none"><i>Supported Tax Scenarios</i>
March 31, 2021	Updated the copyright year; no other changes; cover date not updated
August 15, 2020	Updated the Transfer Failures page name to Posting Failures , and detailed the new search and sort functionality. Updated SAP Concur to Concur Expense where appropriate.
May 7, 2020	Renamed the Authorization Request check box to Request on the guide's title page; cover date not updated
March 6, 2020	New document.

Payroll Integration

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.

1 Permissions

A company administrator may or may not have the correct permissions to use this feature. The administrator may have limited permissions, for example, they can affect only certain groups and/or use only certain options (view but not create or edit).

If a company administrator needs to use this feature and does not have the proper permissions, they should contact the company's SAP Concur administrator.

Also, the administrator should be aware that some of the tasks described in this guide can be completed only by SAP Concur internal staff. In this case, the client must initiate a service request with SAP Concur Client Support.

2 Overview

The Concur Expense Payroll Integration allows clients to transfer payroll data to their payroll system as a method for reimbursing their employees for approved business expenses. This integration is available for customers with Concur Expense Professional Edition.

The Payroll Integration requires **one** of the following dependencies:

- An active Integration with Concur Solutions (ICS) integration with SAP ECC (6.0 and higher), SAP S/4HANA, or SAP S/4HANA Cloud
- A custom integration (usually created by the SAP Concur Client Web Services team) that uses the Financial Integration Service (FIS) API
- A partner app that uses the FIS API



For more information, refer to the resources in the *2.4 Available Documentation* section of this guide.

2.1 Features

The Payroll Integration provides payroll information from posted expense reports to ERPs, either through ICS (with SAP Payroll) or through solutions using the FIS API.

The customer can either use SAP Payroll or FIS to provide posting feedback to Concur Expense. Concur Expense client administrators use the **Payroll Integration** page to configure and manage the payroll posting.

The Payroll Integration posting is enabled and configured for each Expense group. The administrator can configure the following settings:

- Cash Advance Clearing Wage Type

NOTE: Payroll wage type data is not provided at the time of cash advance issuance and therefore does not explicitly support cash advances disbursed via payroll. Payroll wage type data is provided only after cash advance amounts have been applied to expense report entries and payroll specific data is generated after the successful posting of the expense report in the financial system.

- Personal Expense Clearing Wage Type
- Payroll Clearing Account Code
- Benefit in Kind Wage Type
- Default Wage Types for the following situations:
 - ◆ Payment Relevant Individual Taxable
 - ◆ Payment Relevant Flat Rate Taxable
 - ◆ Payment Relevant Non-Taxable

NOTE: Default wage types will be used if/when expense type-specific wage types are not entered on the **Wage Types** page. If no default wage types are entered **and** no expense type-specific wage types are entered, then the payroll transfer will fail. Valid wage types must be entered in at least one of these two configuration pages to ensure successful transfer of data to payroll for reimbursement or tax reporting purposes.

Whether or not the customer reimburses through their ERP or payroll system, if there is tax data available for the customer it will be included in the payroll documents.



For more information about country-specific tax rule support, refer to the *Supported Tax Scenarios* section of this guide.

2.1.1 Exclusions

The Payroll Integration does not support:

- The Payment Confirmation workflow step in Concur Expense

2.2 Definitions

Payroll Documents: Concur Expense reports that are successfully posted using either ICS or FIS API are converted into payroll documents, which are placed in a processing queue. ICS or solutions using the FIS API request the queued documents from Concur Expense on a client-specified schedule. Each payroll document is assigned a Document Identifier (ID), which is used to identify the document in the payroll system and returned in the posting feedback to Concur Expense. One expense report is represented by one payroll document.

Payroll Integration Page: The administrator tool used by client administrators to configure the payroll settings, wage types, and manage failed payroll transfers. The client

administrator must have either the Expense Configuration Admin (restricted) user role or the Payroll Administrator user role to access this page.

Payroll Settings: This page is used to identify whether employees will receive their reimbursements for approved business expenses as part of the company's payroll run. If using ICS, this page is also used to enter special wage types that are required by SAP Payroll or other payroll systems but not tied directly to an expense type.

Wage Types: Payroll systems require a wage type as part of classifying the amounts for taxable and other payroll purposes. The wage type values are defined in the payroll system and entered in the **Wage Types** page during the initial Concur Expense configuration.

Wage types may vary by expense type and expense group. There are several wage type categories that are relevant for Payroll integration:

- **Payment Relevant Individual Taxable:** These wage types represent amounts that are taxable to the employee at tax rates that may vary by employee based on income and other factors AND the employee receives these reimbursements through the company's payroll process.
- **Payment Relevant Flat Rate Taxable:** These wage types represent amounts that are taxable to the employee at a regulatory, flat rate tax AND the employee receives these reimbursements through the company's payroll process.
- **Payment Relevant Non-Taxable:** These wage types represent amounts that are NOT taxable to the employee AND the employee receives these reimbursements through the company's payroll process.
- **Non-Payment Relevant Individual Taxable:** These wage types represent amounts that are taxable to the employee at tax rates that may vary by employee based on income and other factors, but the employee does NOT receive these reimbursements through the company payroll process. In this case the taxable amounts will be transferred for payroll reporting purposes only and no payroll reimbursement will occur.
- **Non-Payment Relevant Flat Rate Taxable:** These wage types represent amounts that are taxable to the employee at a regulatory, flat rate tax but the employee does NOT receive these reimbursements through the company's payroll process. In this case the taxable amounts will be transferred for payroll reporting purposes only and no payroll reimbursement will occur.
- **Non-Payment Relevant Non-Taxable:** These wage types represent amounts that are NOT taxable to the employee and the employee receives these reimbursements through some other reimbursement process, most commonly the A/P payment process where an employee is treated as a vendor for reimbursement purposes.

NOTE: These categories may or may not be applicable depending on how a company has configured the payroll settings. For example, if the company is not reimbursing their employees through payroll, then the first 3 categories will not be relevant, because they apply only to amounts that are reimbursed through payroll. As a result, the **Wage Types** page and related columns will reflect the specific payroll configuration for that Expense group and the available fields may vary by Expense group configuration.

Posting Failures: Sometimes payroll documents are not successfully processed in the payroll system and may require the administrator's action. This is usually because of an invalid wage type or missing employee information. The **Posting Failures** page will display any expense reports that have a failed payroll document and display an exception with details about the error. The administrator can review and correct the posting failures and send the corrected payroll data back to the processing queue.

2.3 Payroll Posting

When Concur Expense receives feedback that an expense report was posted successfully (through ICS or FIS API), Concur Expense updates the report's workflow status to *Paid/Posted* (depending on configuration). The Payroll Integration generates a payroll document for every *Paid/Posted* expense report and enters the payroll document(s) in the Financial Integration queue. Different systems send posting feedback and request the payroll documents on different schedules:

- ICS sends feedback and requests the available payroll documents on the configured Financial Integration schedule.
- Solutions using the FIS API can send feedback and request payroll documents on individual schedules, depending on configuration.

When Concur Expense receives the request, Concur Expense sends all the payroll documents in the processing queue. The requestor returns an acknowledgement if the documents were all received successfully.

After receiving the acknowledgement that documents were successfully received, Concur Expense marks the documents as sent and will not send them again. The payroll system processes the payroll postings and returns confirmations for each document. The confirmation includes success information, or error codes for any payroll documents that failed.

If the payroll document failed to post, Concur Expense updates the expense report audit trail with the error message. The administrator can review the error on the **Posting Failures** tab of the **Payroll Integration** page. Once the error is resolved, the payroll documents can be sent back to the processing queue using the **Posting Failures** page.



For more information, refer to the *What the Admin Sees* section of this guide.

Concur Expense updates all expense reports that posted successfully with the success message in their audit trail. The report workflow status is not changed- *Paid/Posted* is the final workflow status for reports using Financial Integration.

2.4 Available Documentation

2.4.1 Concur Expense Professional Edition

For Concur Expense Professional Edition setup and user guides, refer to the documentation here:

[Concur Expense Product Page](#)

2.4.2 SAP Concur Integration Documentation

For more information about the SAP Integration with Concur Solutions, refer to the documentation here:

[SAP Concur Integration User Guides](#)

2.4.3 Financial Integration Service (FIS) API

For more information about the FIS API, refer to the API documentation here:

[Financial Integration Service v4 API](#)

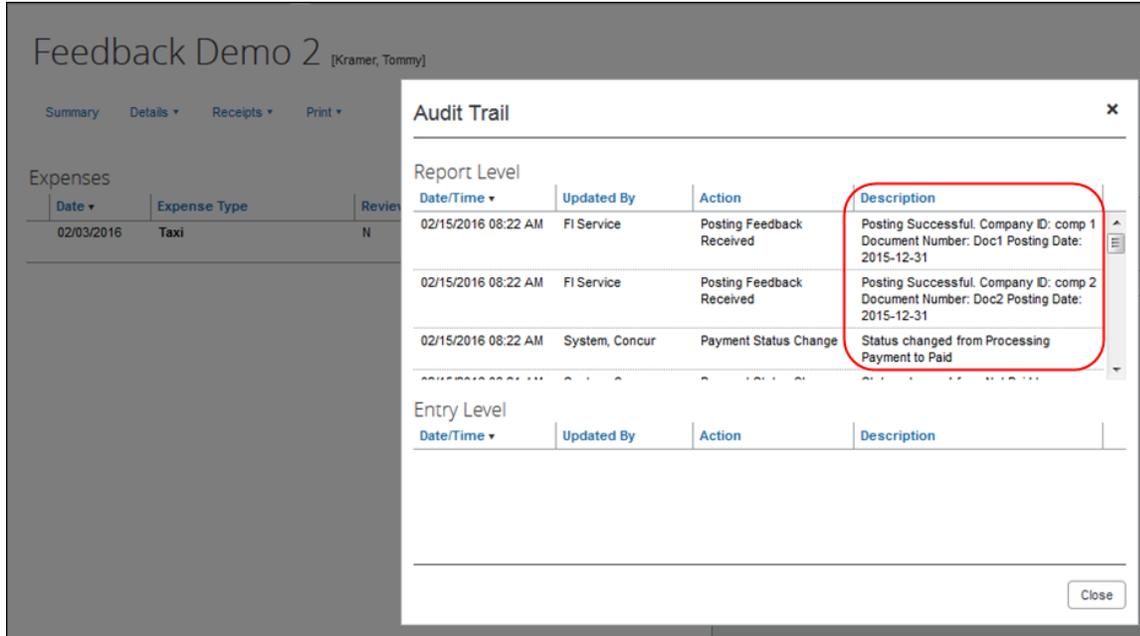
3 What the User Sees

In Concur Expense, the payroll integration status will appear to the traveler and processor in multiple places:

- Expense report audit trail
- **Process Reports** page

3.1.1 Expense Report Audit Trail

The report audit trail includes the posting status once the posting feedback has been returned from the payroll system. The user clicks **Details** > **Audit Trail** to view the audit trail.



3.1.2 Process Reports Page

Once the payroll posting has been attempted for a report, the processor will see the payroll posting feedback on the **Process Reports** page.

If the payroll posting failed, the report will display an exception for PYRLFAL and the details of the posting failure will appear in the report audit trail.

Exceptions			
Expense Type	Date	Amount	Exception
N/A			 Code: PYRLFAL, Level: 1; Payroll Posting failed. Check audit trail for detailed error messages.

access the page, the administrator clicks **Admin > Company > Tools > Payroll Integration > Document Status**.

Report ID	Report Name	Total Approved Amount	Submit Date	Employee ID	First Name	Last Name	Status
12630C1D18634B0...	IES T2R expense 4...	230.00 EUR	05/09/2023	50018625			Success
12630C1D18634B0...	IES T2R expense 4...	250.00 EUR	05/09/2023	50018625			Success
ABF3C1D5A7FE44...	IES T2R expense 6...	36.00 EUR	05/09/2023	50018625			Success
ABF3C1D5A7FE44...	IES T2R expense 6...	36.00 EUR	05/09/2023	50018625			Success
F6B3DD2294794DF	IFS T2R expense 3	150.00 EUR	05/09/2023	50018625			Success

The administrator can use the search and filter fields to narrow down the list of documents, and can sort the list using any column.

NOTE: The documents in the *Failed* status appear on the **Posting Failures** tab instead.

4.1.2 Reviewing Posting Failures

The Concur Expense client administrator or Payroll Administrator uses the **Posting Failures** tab of the **Payroll Integration** page to correct payroll posting issues. To access the page, the administrator clicks **Admin > Company > Tools > Payroll Integration > Posting Failures**.

Payroll Integration

Payroll Settings Wage Types Posting Failures Document Status

Find every report where

Report ID [dropdown] Begins With [dropdown] [input] AND

Submit Date [dropdown] Equals [dropdown] [input]

Search Show Current Month Show Last 30 Days Show Last 60 Days Show Last 90 Days Show All Records

Report ID	Report Name	Total Posted Amount	Submit Date	Employee ID	First Name	Last Name
<input type="checkbox"/> 00B5BCCEAF564A28983		113.4	02/13/2019	19901006		
<input type="checkbox"/> 910244A4CDDC4618B96D		134	08/30/2018	24596		
<input type="checkbox"/> 04048FF3B374536A41E		10	01/17/2019	24596		
<input type="checkbox"/> 53FAC36CA5DD4638E7C9		10	01/17/2019	24596		
<input type="checkbox"/> 23129F19101B4A9898986		1100	11/14/2018	55021534		
<input type="checkbox"/> D43837D787DA4B7A8F1B		44	11/13/2018	55021534		
<input type="checkbox"/> 6E0C3D5A9EEC4D389A23		103	11/13/2018	49059223		
<input type="checkbox"/> D92278F3D86C4596B954		400	11/13/2018	49059223		
<input type="checkbox"/> 4575DDF55E4041EC6E4C		12	09/03/2018	49061938		
<input type="checkbox"/> 1D8D6448464C44B5B63E		12	09/03/2018	49061938		
<input type="checkbox"/> 5B043D4D81B44F87BF5C		15	10/11/2018	24687		
<input type="checkbox"/> A3CF725B2B914324823D		47	10/23/2018	24687		
<input type="checkbox"/> B444B2A6DFD44C178289		62	10/24/2018	24687		
<input type="checkbox"/> AC64890BCE6341F3B9C5		74	10/24/2018	24687		
<input type="checkbox"/> ED42DC9C10224B968C5D		25	11/13/2018	24687		

The administrator can use the search and filter fields to narrow down the list of posting failures, and can sort the list using any column.

The administrator clicks the Report ID to view the expense report audit trail, which contains the error information.

Audit Trail ✕

Report Level

Date/Time ▾	Updated By	Action	Description
10/09/2017 06:15 AM	Payroll Integration Service	Posting Feedback Received	Posting Failed.
10/09/2017 06:15 AM	Payroll Integration Service	Posting Feedback Received	Posting Failed. 001(CTE_HCM_PY): Content missing. Please check CLEARING_WAGE_TYPE.
10/09/2017 06:15 AM	Payroll Integration Service	Posting Feedback Received	Posting Failed. 010 (CTE_FND_POSTING): Payroll Document 5B6F9A2232944BC5973C of system RQA3_TEST could not be posted.

Entry Level

Date/Time ▾	Updated By	Action	Description
-------------	------------	--------	-------------

Close

The administrator can correct the wage type or payroll setting issues on the **Payroll Integration** tabs. Once the data is ready to re-send, the administrator selects the check box for the report, and clicks **Retry Payroll Transfer**. This transfer will include the updated and most recent wage type and payroll settings data.

5 Prerequisites

5.1 Concur Expense Prerequisites

The client must:

- Be an existing client of SAP Concur solutions, with Concur Expense Professional Edition.
- Have financial integration enabled for at least one Expense group.



For more information, refer to the *Shared: Financial Integration Service (FIS) Setup Guide*.

- Meet one of the following prerequisites:
 - ◆ Be an existing SAP client, with the SAP Integration with Concur Solutions (ICS) enabled, with Financial Posting configured and utilized, for one of the following SAP financial systems:
 - SAP ECC 6.0 or higher
 - SAP S/4HANA (on-premise)
 - SAP S/4HANA Cloud
 - ◆ Have a custom integration or partner app that uses the Financial Integration Service (FIS) API
- The Concur Expense client administrator who will be setting up the payroll integration must have the Expense Configuration Administrator (Restricted) user role or the Payroll Administrator role.

5.1.1 (ICS Only) SAP Payroll Integration Add-on Configuration Prerequisites

If you are using ICS with a supported SAP ERP, the SAP financial system prerequisites vary depending on the financial system you use. The SAP add-ons were installed as part of the configuration process for the SAP ICS and need to be upgraded to the latest version to enable SAP Payroll.



For more information, refer to the relevant SAP guide listed in the *Available SAP Documentation* section of the *Shared: SAP ICS for SAP ECC and SAP S/4HANA Setup Guide* or the *Expense: SAP ICS for SAP S/4HANA Cloud Setup Guide*.

5.1.1.1 Prior to SAP Setup

Prior to beginning the SAP add-on installation and configuration, you should complete the following tasks in Concur Expense:

- Enable Payroll Integration in **Group Configurations**.

6 Configuration

6.1.1 Overview

The Payroll Integration installation/configuration requires configuration steps in Concur Expense and for ICS customers, SAP Payroll. This guide contains information about the configuration and activation steps for the integration in Concur Expense. Some steps can only be completed by SAP Concur internal staff and require the client to submit a configuration request to SAP Concur support.



For the step by step process to enable Payroll for existing ICS customers, refer to the *Payroll Activation for Existing Customers* fact sheet.

6.1.2 SAP Concur Setup Guides

Full details about the configuration pages are available in the Concur Expense Setup Guides. The relevant guide is referenced in each configuration step.

Expense Professional Edition Setup Guides:

http://www.concurtraining.com/customers/tech_pubs/ Docs_ExpHelp.htm

6.1.3 Enabling the Integration

The SAP Concur Implementation consultant performs many, if not all, of the following steps, depending on the client's Concur Expense configuration.

6.1.3.1 Update Group Configurations

The Concur Expense administrator enables the payroll integration by Expense group in **Administration > Expense > Group Configurations**.

NOTE: The client must submit a configuration request to SAP Concur support to complete this step, as it can only be completed by SAP Concur Internal users.

Configuration for Group: Global

Group: Global

Group Name: Global

Attendee List Form: Default Attendee Detail View

Timestamp Configuration: Japan e-Bunsho

Allow user to register Yodlee Credit Cards (This setting cannot be revoked once granted)

Allow user to upload XML tax receipts.

Utilize rich card data for receipts handling

Enable Financial Integration

Enable Payroll Integration

Cancel Save

NOTE: This setting is only visible to SAP Concur Internal users who log in to the company as ConcurAdmin from HMC.

When this setting is selected, the **Payroll Integration** administration page becomes available. The Concur Expense client administrator or Payroll Administrator must enable payroll reimbursement for each group on the **Payroll Integration** page, it is not on by default.

6.1.4 Configuring the Payroll Settings

The Concur Expense client administrator manages the payroll settings on the **Payroll Integration** page.

6.1.4.1 Accessing the Payroll Integration Page

To access the Payroll Integration page, click **Admin > Company > Tools > Payroll Integration**.

6.1.4.2 Update General Payroll Settings

The Concur Expense client administrator manages the general payroll settings for each expense group on the **Payroll Settings** tab of the **Payroll Integration** page.

► **To update the payroll settings:**

1. On the **Payroll Settings** tab, select the desired expense group.
2. Modify the fields:

Field	Description
Enable Payroll Reimbursements	<p>Select (enable) this check box to use the Payroll integration to reimburse employees in this group.</p> <p>Leave this cleared (deselected) to have only tax information sent to payroll. When cleared (deselected), the Payment Relevant columns on Wage Types tab become non-editable.</p> <p>NOTE: Clients using an alternate reimbursement method (like Expense Pay) should leave this option cleared (deselected) for that group. Only one reimbursement method within a group is allowed.</p>

Field	Description
Cash Advance Clearing Wage Type	Special wage type. May vary by Expense Group. Non-expense type specific. Used to reduce the payroll amount due the employee by the amount of issued cash advances. NOTE: Payroll wage type data is not provided at the time of Cash advance issuance and therefore does not explicitly support cash advances disbursed via Payroll. Payroll wage type data is provided only after cash advance amounts have been applied to expense report entries and payroll specific data is generated after the successful posting of the expense report in the financial system.
Personal Expense Clearing Wage Type	Special wage type. May vary by Expense Group. Non-expense type specific. Used to reduce the payroll amount due the employee by the amount of personal spend on a company paid card.
Payroll Clearing Account Code	Special wage type. May vary by Expense Group. Non-expense type specific. Used to clear the payroll liability once it has been paid to the employee.
Benefits in Kind Wage Type	Special wage type. May vary by Expense Group. Non-expense type specific. Used to account for amounts that represent a taxable benefit in kind.

- Fill in the **Default Wage Types** fields. The values entered here will be used if there is no expense type specific value configured on the **Wage Types** tab.



For definitions of the wage types, refer to the *2.2 Definitions* section of this guide.

- Click **Save**.

6.1.4.3 Update Wage Types for Expense Types

The Concur Expense client administrator manages expense type specific wage types for each expense group on the **Wage Types** tab of the **Payroll Integration** page.

► **To update the wage types for expense types:**

- On the **Wage Types** tab, select the desired expense group. The expense types for the group appear. The **Payment Relevant** columns will show as *Not Applicable* if the **Enable Payroll Reimbursements** check box on the **Payroll Settings** tab is cleared (disabled).

Expense Type Name	Expense Type ID	Payment Relevant Individual Taxable	Payment Relevant Flat Rate Taxable	Payment Relevant Non-Taxable	Non-Payment Relevant Individual Taxable	Non-Payment Relevant Flat Rate Taxable	Non-Payment Relevant Non-Taxable	Transfer Amounts to Payroll?
Agency Booking Fees	01047							<input checked="" type="checkbox"/>
Airfare	AIRFR	MJ23	MJ21	MJ22	MJ23	MJ21	MJ22	<input checked="" type="checkbox"/>
Airline Fees	01026							<input checked="" type="checkbox"/>
Alcoholic Beverages	01034							<input checked="" type="checkbox"/>
Alcoholic Beverages & Soft D...	01043							<input checked="" type="checkbox"/>
AS Special Add	01057							<input checked="" type="checkbox"/>
Bank Fees	BANKF							<input checked="" type="checkbox"/>
Breakfast	BRKFT							<input checked="" type="checkbox"/>
Business Calls	01035							<input checked="" type="checkbox"/>
Business Meals (Attendees)	01027							<input checked="" type="checkbox"/>
Car Maintenance/Repairs	01002							<input checked="" type="checkbox"/>
Car Rental	CARRT							<input checked="" type="checkbox"/>
Cash Advance Return	CSHRN							<input checked="" type="checkbox"/>
Company Car Mileage	CARM							<input checked="" type="checkbox"/>
Coupler/Shipping/Freight	01005							<input checked="" type="checkbox"/>
Currency Exchange Fees	01024							<input checked="" type="checkbox"/>
Currency Gain/Loss	CURGL						Not Applicable	<input type="checkbox"/>
Daily Allowance	FXMLS	MJ23	MJ21	MJ20	MJ23	MJ21	MJ20	<input checked="" type="checkbox"/>
Daily Allowance (gross)	FXMLG							<input checked="" type="checkbox"/>
Daily Allowance (Incidentals)	FXINC							<input checked="" type="checkbox"/>
Daily Allowance (Lodging)	FXLDG							<input checked="" type="checkbox"/>
Dinner	DINNR			MJ20				<input checked="" type="checkbox"/>
Entertainment - Breakfast/S...	01039							<input checked="" type="checkbox"/>
Entertainment - Clients	BUSML							<input checked="" type="checkbox"/>
Entertainment - Events/Shows	01041							<input checked="" type="checkbox"/>
Entertainment - External (Do...	01030							<input checked="" type="checkbox"/>
Entertainment - External (For...	01031							<input checked="" type="checkbox"/>

2. Enter the desired wage types by clicking or tabbing through the columns.



For information about the wage types, refer to the *2.2 Definitions* section of this guide.

3. Select (enable) or clear (disable) the **Transfer Amounts to Payroll?** check box. If this setting is enabled, the integration includes the expense type amounts in the payroll documents even if the group is not being reimbursed through the payroll system and no amounts are taxable to the employee. If this setting is disabled, amounts associated with the expense types which are **not** reimbursed through payroll and are **not** taxable will be excluded from the payroll integration. Amounts that are either reimbursed through payroll **or** are **taxable** will always transfer to payroll.
4. Click **Save**.

7 (ICS Only) Creating a Support Case

The Payroll Integration connects your Concur Expense and SAP systems and is therefore supported by both SAP Concur support and SAP support.

To avoid unnecessary delays during incident handling, please proceed as follows:

In which system does the problem originate?

- **SAP:** If you suspect the cause is in the SAP system, create a support ticket as described in the respective SAP integration setup guide.

If the issue relates to Concur Expense after all, the SAP support team opens a case in the SAP Concur support system. The new case is created under the authorized support contact (ASC) for Concur Expense, with the original ticket owner copied. The original SAP ticket is closed with a reference to the SAP Concur system and the email address of the person who initially created the ticket. The email address is needed to keep the ticket creator informed about the status.

- **Concur Expense:** If you suspect the cause is in Concur Expense and you are the Concur Expense client administrator, create a support case by navigating to **Help > Contact Support** in Concur Expense. If you are not an ASC for Concur Expense, contact your Concur Expense Administrator, who will create the support case for SAP Concur support to manage. The ASC can add you as a cc on the case so you can track the case status.
- If you are not sure what is causing the problem, please create the ticket in the SAP system.

In your support ticket, include the following information:

- Expected behavior of the integration
- Actual behavior of the integration
- Time and date of the issue
- Expense Report ID, Invoice ID, or Employee ID, if applicable

8 Supported Tax Scenarios

The Payroll Integration supports some specific tax scenarios for customers using the following Concur Expense features:

- NextGen UI for Concur Expense
- Travel Allowance Rate Service
- Employee Taxability and Corporate Deductibility Service

No additional configuration is required to use the following features.



For more information, refer to the [Travel Allowance Country-Specific Configuration Guides](#) and the [Taxability / Deductibility Service Setup Guide](#).

8.1.1 Taxable and Non-Taxable Split

All countries supported by the Travel Allowance Service for NextGen UI can split taxable and non-taxable amounts in their payroll amounts.

8.1.2 Germany Tax Rules

The integration supports the following Germany tax rules:

- 3-month rule
- Benefit In Kind
- Meal indicator
- Flat rate + individual taxation for allowances only

8.1.3 Italy Tax Rule

The integration supports the following Italy tax rule:

- Undocumented Incidentals