

Shared: Financial Integration Service (FIS)

Setup Guide

Last Revised: January 21, 2021

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

Section 1: Permissions	1
Section 2: Overview	1
Financial Integration API	1
Financial Data Options	2
Financial Integration Service Benefits	2
Definitions.....	2
Deployment Options	3
New Customers.....	3
Existing Customers.....	4
Section 3: Customer Planning	4
(Professional Edition Only) Informational Extracts	4
Change Management for Existing Customers	5
Standard Edition	6
Professional Edition	6
Section 4: What the Expense User Sees	7
Expense Report/Cash Advance Audit Trail	7
Process Reports Page.....	7
Financial Integration Enabled Column	9
Financial Posting Failed Query.....	9
(Professional Expense Only) Payment Confirmation Step	10
(Professional Expense Only) Cash Advance Admin	10
Section 5: What the Invoice User Sees.....	11
Invoice Audit Trail	11
Process Requests Page.....	11
Financial Posting Failed Query.....	12
Section 6: Configuration	12
Submitting a Support Ticket for Enablement.....	12
Professional Edition	13
Concur Expense	13
Concur Invoice.....	15
Standard Edition	16
Concur Expense	16
Concur Invoice.....	17
Section 7: FAQ.....	18

Revision History

Date	Notes/Comments/Changes
January 12, 2022	Updated the copyright year; no other changes; cover date not updated
January 21, 2021	Added the <i>What the Expense User Sees > Process Reports Page > Financial Integration Enabled Column</i> section.
December 2, 2020	Added the <i>Overview > Financial Integration API</i> section. Removed the <i>FIS Sequence Flow – Expense Reports</i> section, as this content is now linked in the new <i>Overview > Financial Integration API</i> section.
November 20, 2020	New document.

Financial Integration Service (FIS)

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

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 personnel. In this case, the client must initiate a service request with SAP Concur Client Support.

Section 2: Overview

The Financial Integration Service (FIS) allows an external system to interact with financial documents generated from Concur Expense and/or Concur Invoice, for posting into a financial system.

This service provides an automated solution to request available data objects such as approved expense reports, cash advances, and invoices. The objects can be imported to the customer ERP, then the integration can send posting confirmation back to Concur Expense and/or Concur Invoice.

The automated transfer of spend data from Concur Expense and/or Concur Invoice enables:

- End-to-end spend visibility
- Faster processing of expenses for quicker payment
- Improved accuracy and synchronization between systems
- Time and resource savings from a fully automated integration
- Confidence in your technology investment

Financial Integration API

The Financial Integration Service is based on the Financial Integration API. The full API details, including [sequence flows for expense reports and invoices](#), are available in the [Financial Integration API](#) documentation.

Financial Data Options

There are two options in Concur Expense and/or Concur Invoice to obtain data for financial journal entries into the ERP:

- Financial Integration Service (FIS): Data is returned via APIs.
- Accounting Extract: Data is written to a flat file on a batched schedule.

We recommend using FIS whenever possible due to the efficiency and advantages it has over batched accounting extract files.

Financial Integration Service Benefits

The FIS provides the following benefits:

Maintains consistency between SAP Concur solutions and the ERP

FIS requires a post of the status of the ERP integration back into the SAP Concur solution, per report, cash advance, or invoice. If there is a failure at the ERP, the FIS will update the affected report, cash advance, or invoice with an error message. The customer will initiate corrective action from within the processor tool. The result is that no expense report, cash advance, or invoice will advance until it can be integrated into the ERP. This process is a change for existing customers who are not accustomed to this awareness between their ERP and SAP Concur solutions.

Expense Pay customers who use FIS only reimburse reports that have been successfully posted into their ERP. Conversely, reports processed using the accounting extract process have reimbursements sent to the bank independent of the customer's financial posting.

Real-time integration into the ERP

Obtain final approved spend data throughout the day and post it to the ERP instead of waiting for the file-based interval to occur once per day.

(Expense Professional Only) Payment Confirmation

ERP partners' integration (or a customer's own app) can post a payment status of reports into Concur Expense.

Definitions

Financial Documents: Expense reports, invoices, and cash advances are converted into financial documents in Concur Expense and/or Concur Invoice. A financial document corresponds to an Accounts Payable (AP) entry, a voucher, or a transaction. Each financial document is assigned a Document Identifier (ID), which is

used to identify the document in the ERP and returned in the feedback to Concur Expense and/or Concur Invoice.

One expense report generally is represented by one financial document. Some circumstances may cause the integration to create multiple financial documents for a single report (new GL, intercompany process).

Accounting Extract: The accounting extract file is the flat file containing the accounting information for the reports, invoices, or cash advances. The accounting extract is generally produced once per day on a configured schedule. This file varies depending on your edition and configuration.

- **Professional Edition:** The accounting extract refers to the Standard Accounting Extract (SAE) file, Payment Request Accounting Extract (PRAE) file, or customized extract files.
- **Standard Edition:** The accounting extract refers to the payment batch files, or in rare cases customized extract files.

Deployment Options

There are three ways FIS can be utilized:

1. **Customer builds the integration:** In this option, the customer creates the integration to post expense reports, cash advances, and invoices from Concur Expense and/or Concur Invoice into their financial system. The customer will need to work with sales/account management to purchase a Client Web Services contract before using the FIS API.
2. **Customer uses one of our trusted App Center Partners to build integration:** In this option, the customer will work with one of our trusted App Center Partners. The partner owns the integration that posts expense reports, cash advances, and invoices from Concur Expense and/or Concur Invoice into the customer's financial system. The customer will be required to sign a contract with the App Center partner and work with them on all integration configuration.
3. **SAP Concur technical enablement team builds the integration:** In this option, the customer will work with the SAP Concur technical enablement team, who will build a custom integration based on customer requirements. The integration can include activities like posting expense reports, cash advances, and invoices from Concur Expense and/or Concur Invoice into the customer's financial system. The customer will need to work with sales/account management to add *Hosted Customer Connector* to their contract.

New Customers

We expect all new Concur Expense and/or Concur Invoice customers will use FIS data instead of accounting extracts. They can work with our sales organization to select any of the available options to utilize FIS.



For details on enablement refer to the *Configuration* and *Customer Planning* sections of this guide.

Existing Customers

First, identify all the customer's integrations that use the accounting extract files as the data source. Then, determine if FIS data can replace all the customer's accounting extract file integrations. We expect most customers use the accounting extract only for journal entries. FIS is a replacement for that purpose. Some customers may use the accounting extract for analytical databases. In this case, they may need informational extracts in addition to FIS.

- Reports configured for the FIS flow will not be included in the accounting extract.
- Reports NOT enabled for FIS flow will continue to be included in the SAE, PRAE, or payment batch file(s).



For more information, refer to the *Configuration* and *Customer Planning* sections of this guide.

Section 3: Customer Planning

All customers are encouraged to enable FIS for all their Expense groups or Invoice workflows to establish consistent processes.

If the customer's ERP requires a file, the integration developer can create a file based on FIS data. This enables the customer to use one consistent method to obtain financial data from Concur Expense and/or Concur Invoice.

(Professional Edition Only) Informational Extracts

The customer will determine if any informational extracts need to be created in addition to enabling FIS. Informational extracts should not be used for financial integration purposes. They lack the level of control to eliminate duplicates. The customer should rely on a single source of truth for posting information: either an accounting extract or FIS posting documents. An informational extract will only need to be created if FIS does not produce data that will meet the customer's other integration needs. The following are examples of informational extracts:

- **Attendee Details Extract:** Used for compliance reporting purposes. Life Science customers will likely need the Attendee Detail extract file created as an informational extract.
- **Expense Pay Confirmation Extract**
- **Standard Accounting Extract (SAE) and/or Payment Request Accounting Extract (PRAE):** Not for financial journal entries. The majority of customers will not need these files created in addition to using FIS.

If a customer is using their own FIS integration, they will need to work with SAP Concur to set up the informational extract based on the customer's request. Existing

customers should raise a support ticket with SAP Concur support. If a customer is working with an App Center Partner, then the partner will submit a case for any of the above files to be continued as an informational extract.

Change Management for Existing Customers

It is important to know that reports and invoices will stop flowing to accounting extracts when FIS is enabled. The customer should determine beforehand how to handle the transition period:

- Implement a parallel process of existing, accounting extract process plus the FIS
- or-
- Process all in-flight reports and invoices prior to enabling FIS

The first option requires the customer to maintain the existing accounting extract process. Any report or invoice created before FIS is enabled will continue to flow to the accounting extract. Any report or invoice with a create date after FIS is enabled will flow to the FIS process. The customer should manage their existing accounting extract integration until all the reports or invoices have been finalized in their ERP.

If using the second option, before enabling FIS the customer must first verify that their users have no in-flight expense reports, cash advances, or invoices. In-flight refers to reports, advances, or invoices that are:

- Created and unsubmitted
- Submitted but not fully through the approval workflow

Here are some tools to help you manage the transition:

- **Mapping Spreadsheets** - To see the mapping of extract files vs. FIS, review the [Standard Accounting Extract \(SAE\)](#) and/or [Payment Request Accounting Extract \(PRAE\)](#) files.
- **(Expense Only) Processor Search Tool** - Create a query to identify the reports that will flow through to the accounting extract. The processor query should have the criteria *Financial Integration Enabled = No*, plus whatever other criteria the customer desires such as *Approved* and *In Accounting Review*. This query will return any report that was created prior to FIS being enabled.

Add a Query

Query Name: Financial Integration Enabled

SaveCancel

InsertRemove

Data Object/Operator	Field/Value	Operation
<input type="checkbox"/> <input type="button" value="v"/>		
Report	<input type="button" value="v"/> Financial Integration Enabled	
Equal		
Value	<input type="button" value="v"/> Yes	
		<input type="button" value="v"/>

- **(Expense Only) Audit Rule** – The customer can create an audit rule to prohibit the use of the Copy Report feature during the switch to FIS. Employees should be restricted from using this feature on any existing reports because the copy feature will not send the new report to the FIS. The Copy Report feature can be used for reports that are already FI-enabled. Support or Implementation can assist with this rule creation.

Below is an example of audit rule using the creation date and FIS flag to stop users from copying reports created before FIS was enabled.

The screenshot displays the 'Conditions' tab of an 'Audit Rule' configuration window. The interface includes 'Insert' and 'Remove' buttons at the top. Below, there are two condition rows. The first row is configured with 'Report' as the Data Object/Operator, 'Creation Date' as the Field/Value, and 'Is Before' as the Operation. The second row is configured with 'Report' as the Data Object/Operator, 'Financial Integration Enabled' as the Field/Value, and 'Equal' as the Operation. Both rows have a 'Value' field set to '06/17/2020' and 'No' respectively. The 'And' radio button is selected between the two conditions.

Data Object/Operator	Field/Value	Operation
Report	Creation Date	Is Before
Report	Financial Integration Enabled	Equal

Additionally, there are some differences to be aware of depending on which version of the product you're using:

Standard Edition

- Payment Manager batches will display a **download file** link only if there are reports configured for the accounting extract. This allows customers to obtain historical accounting extract files if they previously used the payment batch file method and have transitioned to the FIS method.
- All reports created after the FIS method is enabled will be routed through the FIS process. It is a global setting for Standard Edition. Reports that are in-flight will continue to be handled through the historical payment batch file method until all in-flight reports have been processed.

Professional Edition

- Depending on the company configuration the Payment Manager batches will display a **download file** link only if there are reports configured for the accounting extract.
- Some expense groups can be configured to remain on the accounting extract method while others are configured to use FIS. This is controlled at the Expense Group level.
- Some invoice groups can be configured to remain on the accounting extract method while others are configured to use FIS. This is controlled at the Invoice Workflow level, and therefore by Invoice Policy/Invoice Group.

Section 4: What the Expense User Sees

In Concur Expense and/or Concur Invoice, the integration functionality will appear to the end user in multiple places:

- Expense report and cash advance audit trail
- **Process Reports** page
- **Cash Advance Admin** page (Professional Edition only)

Expense Report/Cash Advance Audit Trail

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

The screenshot shows a web interface titled "Feedback Demo 2 [Kramer, Tommy]". On the left, there's a sidebar with "Expenses" and a table with columns "Date", "Expense Type", and "Review". The main area shows an "Audit Trail" modal window. The modal has a "Report Level" section with a table:

Date/Time	Updated By	Action	Description
02/15/2016 08:22 AM	FI Service	Posting Feedback Received	Posting Successful. Company ID: comp 1 Document Number: Doc1 Posting Date: 2015-12-31
02/15/2016 08:22 AM	FI Service	Posting Feedback Received	Posting Successful. Company ID: comp 2 Document Number: Doc2 Posting Date: 2015-12-31
02/15/2016 08:22 AM	System, Concur	Payment Status Change	Status changed from Processing Payment to Paid

Below this is an "Entry Level" section with a similar table structure. A "Close" button is at the bottom right of the modal.

Process Reports Page

The Expense Processor approves the report for payment as usual. For Professional Edition, the user's Expense group determines which reports are paid by the FIS. For Standard Edition, the feature applies to all reports created after the feature is enabled.

After approval, the expense report is placed in the financial posting queue. The integration timing and frequency are configurable by the client in the integration. Once the financial posting is complete, the integration sends the posting feedback using the FIS API and the processor will see the feedback on the **Process Reports** page.

Reports that have successfully posted will show the payment status *Posted/Sent for Payment* (depends on configuration) and show the details of the financial posting in

Section 4: What the Expense User Sees

the audit trail. The audit trail message will include information sent by customers financial system.

Reports that failed to post will show an exception and the payment status *Financial Posting Failed*.

The screenshot shows the 'Search Results' interface. At the top, there are buttons for 'Delete Report', 'Mark Receipt Status', and 'Clear'. Below these are tabs for 'Run Query', 'Group', 'List Settings', and 'Create/Manage Queries'. A search filter section allows users to find reports by name, begin date, and other criteria. The main table lists reports with columns: Report Name, Submit Date, Employee Name, Approval Status, Report Total, Receipt Status, Payment Status, and Report Key. One report, 'Feedback Demo 2', is highlighted with a red circle around its 'Payment Status' column, which shows 'Financial Posting Failed'. Below the table, a red circle highlights an error message: 'Code: POSTFAIL, Level: 1; Posting Failed: Check audit trail for detailed posting messages.'

The processor can view the audit trail for the report to see the details of the posting failure.

The processor recalls the report, in order to make changes to it. Once the corrections are made it can be resubmitted to the FIS queue. Reports that have successfully posted will send the feedback for the Payment status to be changed to Sent for Payment or Paid (depends on configuration).

The screenshot shows the 'Feedback Demo 2' report details page for user 'Kramer, Tommy'. At the top right, there is a 'Recall to Processor' button. Below the report title, there are tabs for 'Summary', 'Details', 'Receipts', and 'Print'. An 'Exceptions' section is highlighted with a red box, showing a message: 'Code: POSTFAIL, Level: 1; Posting Failed: Check audit trail for detailed posting messages.' Below this, there is an 'Expenses' table with columns: Date, Expense Type, Reviewed, Amount, and Approved. The table shows one expense entry for 'Taxi' on '02/03/2016' with an amount of '\$350.00'. To the right of the expenses table is a 'Report Summary' section with a table showing 'Amount Due Company' as '\$0.00' and 'Amount Due Employee' as '\$350.00'.

NOTE: When the expense report is sent to the queue for financial posting, the employee information is pulled directly from the user's profile. The integration does not use employee data that has been copied down into the expense report header or expense entry fields.

Financial Integration Enabled Column

A column labeled **Financial Integration Enabled** can be added to the **Process Reports** page, using the **List Settings** options.

List Settings

☐ Columns

☒ Report Name

☒ Submit Date

☒ Employee Name

☒ Approval Status

☒ Report Total

☒ Receipt Status

☒ Report Type

☒ Cash Advance Return Received

☒ Payment Status

☒ Employee ID

☒ Amount Due Company Card

☒ **Financial Integration Enabled**

☐ Amount Approved

☐ Amount Company Paid

☐ Amount Due Company

☐ Amount Due Employee

☐ Amount Not Approved

☐ Approved by Delegate

☐ Authorization Requests/Travel Requests

☐ Budget Period

☐ Business Purpose

☐ Company Code

OK Cancel

Once enabled, this column indicates which reports are configured to be processed using the Financial Integration Service.

Search Results

Group: Global

Run Query * Group List Settings Create/Manage Queries *

Find every report where

Report Name: [] Begins With: [] AND []

Go

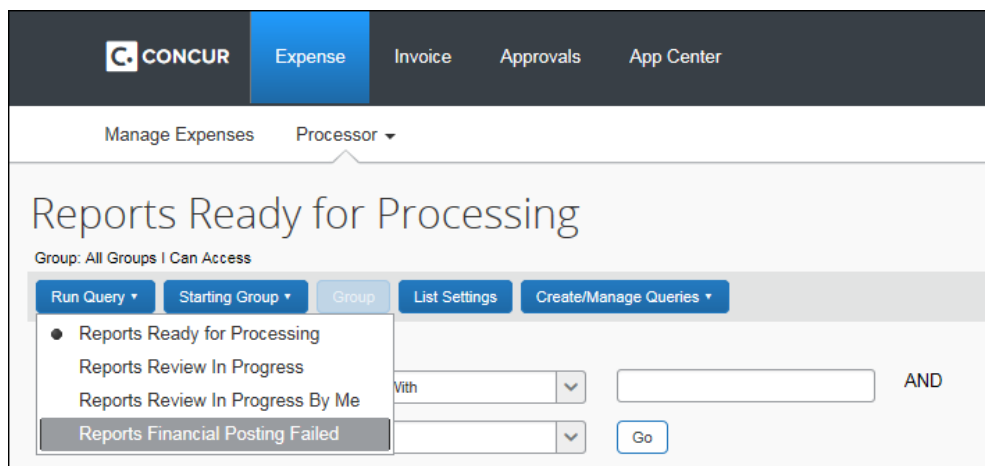
	Report Name	Submit Date	Employee Name	Approval Status	Report Total	Receipt Status	Report Type	Cash Advance	Payment Status	Employee ID	Amount Due C.	Financial Integration Enabled
<input type="checkbox"/>	XSC - Test 17-12-2020-2	12/17/2020	TravelerQM7_DE_Auto_DE	Approved	\$ 20.00	Not Required	Expense Type		Processing Payment	50001225	\$ 0.00	Yes
<input type="checkbox"/>	XSC - Test 17-12-2020	12/17/2020	TravelerQM7_DE_Auto_DE	Approved	\$ 30.00	Not Required	Expense Type		Processing Payment	50001225	\$ 0.00	Yes
<input type="checkbox"/>	FINB 10 tax gnd TAX	12/15/2020	TravelerQM7_DE_Auto_DE	Approved	\$ 25.00	Not Required	Expense Type		Processing Payment	50001225	\$ 0.00	Yes
<input type="checkbox"/>	200 Test Tax GND delta	12/07/2020	TravelerQM7_DE_Auto_DE	Approved	\$ 25.00	Not Required	Expense Type		Posted	50001225	\$ 0.00	Yes
<input type="checkbox"/>	XSC Delta	12/04/2020	TravelerQM7_DE_Auto_DE	Approved	\$ 12.00	Not Required	Expense Type		Posted	50001225	\$ 0.00	Yes
<input type="checkbox"/>	Copy of test payroll UI C	11/30/2020	TravelerQM7_US_Auto_US	Approved	\$15.00	Not Required	Expense Type		Processing Payment	50001275	\$ 0.00	Yes
<input type="checkbox"/>	Copy of test payroll UI B	11/30/2020	TravelerQM7_US_Auto_US	Approved	\$15.00	Not Required	Expense Type		Processing Payment	50001275	\$ 0.00	Yes
<input type="checkbox"/>	test payroll UI	11/30/2020	TravelerQM7_US_Auto_US	Approved	\$15.00	Not Required	Expense Type		Processing Payment	50001275	\$ 0.00	Yes
<input type="checkbox"/>	test do 11/10	11/10/2020	TravelerQM7_US_Auto_US	Approved	\$33.00	Not Required	Expense Type		Processing Payment	50001275	\$33.00	Yes
<input type="checkbox"/>	test 11/6	11/06/2020	TravelerQM7_US_Auto_US	Approved	\$33.00	Not Required	Expense Type		Processing Payment	50001275	\$ 0.00	Yes
<input type="checkbox"/>	with_1021	10/21/2020	TravelerQM7_US_Auto_US	Approved	\$120.00	Received / Not Req...	Expense Type		Processing Payment	50001275	\$120.00	Yes
<input type="checkbox"/>	DP test manalo 10/21 9:32	10/21/2020	TravelerQM7_US_Auto_US	Approved	\$111.00	Not Required	Expense Type		Processing Payment	50001275	\$ 0.00	Yes
<input type="checkbox"/>	DP test manalo 10/18 10:33	10/21/2020	TravelerQM7_US_Auto_US	Approved	\$444.00	Not Required	Expense Type		Processing Payment	50001275	\$ 0.00	Yes
<input type="checkbox"/>	DP manalo 10/19 12:40	10/21/2020	TravelerQM7_US_Auto_US	Approved	\$312.00	Not Required	Expense Type		Processing Payment	50001275	\$ 0.00	Yes
<input type="checkbox"/>	TAX FINB-527 Payroll Test	10/20/2020	TravelerQM7_DE_Auto_DE	Approved	\$ 44.00	Not Required	Expense Type		Posted	50001225	\$ 0.00	Yes
<input type="checkbox"/>	200 Test Mass payroll conf	10/20/2020	TravelerQM7_US_Auto_US	Approved	\$22.00	Not Required	Expense Type		Posted	50001275	\$ 0.00	Yes
<input type="checkbox"/>	200 Test Mass payroll conf 2	10/20/2020	TravelerQM7_US_Auto_US	Approved	\$66.00	Not Required	Expense Type		Posted	50001275	\$ 0.00	Yes
<input type="checkbox"/>	XSC Delta - private two exp CBEP	10/20/2020	TravelerQM7_US_Auto_US	Approved	\$197.00	Not Required	Expense Type		Posted	50001275	\$197.00	Yes
<input type="checkbox"/>	XSC Delta - private two expenses	10/20/2020	TravelerQM7_US_Auto_US	Approved	\$197.00	Not Required	Expense Type		Posted	50001275	\$ 0.00	Yes
<input type="checkbox"/>	XSC Delta - add one entry	10/20/2020	TravelerQM7_US_Auto_US	Approved	\$130.00	Not Required	Expense Type		Posted	50001275	\$ 0.00	Yes
<input type="checkbox"/>	XSC Delta - two expenses	10/20/2020	TravelerQM7_US_Auto_US	Approved	\$197.00	Not Required	Expense Type		Posted	50001275	\$ 0.00	Yes
<input type="checkbox"/>	XSC - Delta Test	10/19/2020	TravelerQM7_US_Auto_US	Approved	\$23.00	Not Required	Expense Type		Posted	50001275	\$23.00	Yes
<input type="checkbox"/>	XSC Delta - delete entry	10/19/2020	TravelerQM7_US_Auto_US	Approved	\$299.00	Not Required	Expense Type		Posted	50001275	\$287.00	Yes
<input type="checkbox"/>	XSC Delta - add new entry	10/19/2020	TravelerQM7_US_Auto_US	Approved	\$341.00	Not Required	Expense Type		Payment Confirmed	50001275	\$341.00	Yes
<input type="checkbox"/>	DP test Manalo 10-13	10/16/2020	TravelerQM7_US_Auto_US	Approved	\$32.00	Not Required	Expense Type		Payment Confirmed	50001275	\$ 0.00	Yes

Financial Posting Failed Query

Concur Expense displays a query specifically for clients with the integration, called *Reports Financial Posting Failed*, on the **Process Reports** page. The processor can

Section 4: What the Expense User Sees

use this query to quickly locate all reports with the payment status of *Financial Posting Failed*.

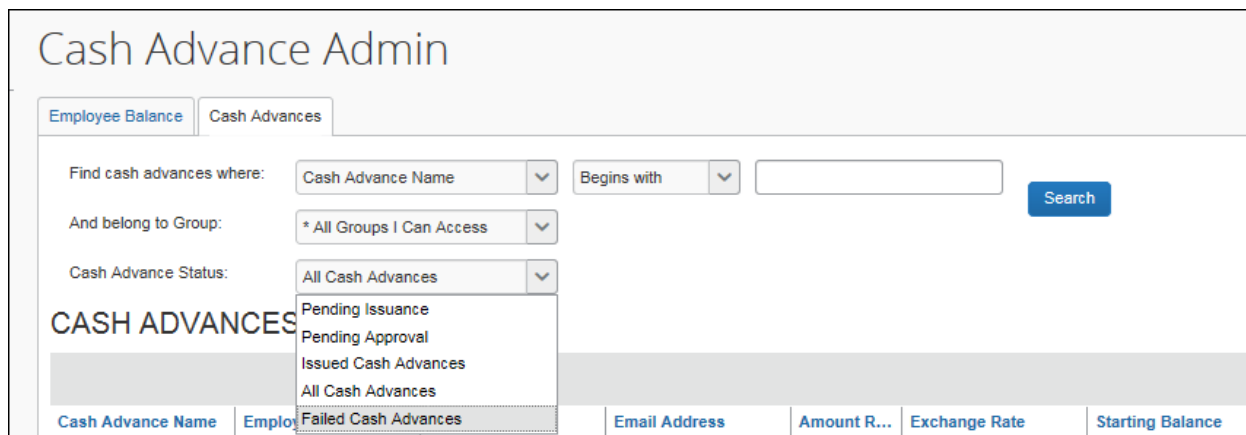


(Professional Expense Only) Payment Confirmation Step

Concur Expense Professional Edition customers can optionally use the Payment Confirmation workflow step to perform an additional update. If enabled in Concur Expense, FIS provides additional information in the report audit trail as the report payees are paid by the customers financial system. Once all the report payees are paid, the FIS moves the report to the *Payment Confirmed* payment status.

(Professional Expense Only) Cash Advance Admin

The Cash Advance administrator creates and issues the advances as usual. **The Cash Advance Admin** page now includes an option for *Failed Cash Advance* status in the **Cash Advance Status** list.



The page displays a new column, **FI Status**, when financial integration is enabled.

For any cash advances that are in the *Failed* status, the Cash Advance administrator can change some fields on the cash advance. The administrator clicks the cash advance name to view the details.

Starbucks

Employee Name: Germany, Traveller 50.00 EUR

Details Comments History Expenses Audit Trail Approval Flow

Name Starbucks Cash Advance Amount 50.00 EUR Purpose

Save Send Back to FI Cancel

Once any incorrect field values are fixed, the Cash Advance administrator can resend the advance to the financial integration by clicking the **Send Back to FI** button.

Section 5: What the Invoice User Sees

In Concur Invoice, the integration functionality will appear to the end user in multiple places:

- Invoice audit trail
- **Process Requests** page

Invoice Audit Trail

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

Audit Trail			
Date/Time	Updated By	Action	Description
06/14/2016 02:03 AM	FI Service	Posting Feedback Received	Posting Successful. Company ID: Concur NA Document Number: SAP_DOC_12345 Posting Date: 01-29-2016
06/14/2016 02:03 AM	System, Concur	Payment Status Change	Status changed from Pending Payment to Extracted Comment: Skipping Step
06/06/2016 11:03 PM	System, Concur	Approval Status Change	Status changed from Vendor Approval to Auto Approved Comment: Skipping Step
06/06/2016 11:03 PM	System, Concur	Approval Status Change	Status changed from Accounting Review to Auto Approved Comment: Skipping because CUSTOM6 in CUSTOM6
06/06/2016 11:03 PM	System, Concur	Approval Status Change	Status changed from Pending Approval to Auto Approved Comment: Custom 6 is not CUSTOM6

Close

Process Requests Page

The Invoice Processor approves the request for payment as usual. For Professional, the user's Invoice group determines which requests are paid by the FIS. For Standard, the feature applies to all invoices created after the feature is enabled.

Section 6: Configuration

After approval, the request is placed in the financial posting queue. Once the financial posting is complete, the processor will see the posting feedback on the **Process Requests** page.

Financial Posting Failed Query

The processor can use the **Request** data object, **Payment Status** field in the custom processor query tool to search for all requests with the status of *Financial Posting Failed*.

Query Builder

Query Name:

Financial Posting Failed

Conditions

Request

Payment Status

Equal

Financial Posting Failed

Section 6: Configuration

This guide contains information about the configuration and activation steps for the FIS in Concur Expense and/or Concur Invoice.

Submitting a Support Ticket for Enablement

Customers with Client Web Services can add this functionality after moving from Implementation to Production. To do so, they submit a support ticket to SAP Concur Support, using the following values:

- Topic: "Expense" or "Invoice"
- Subject: Please include the exact text "FIS" or "Financial Integration Service"
- Case Type: Integration - Web Services
- Description (include the following):
 - ♦ Expense Group(s) or Invoice Workflow(s)
 - ♦ Indicate Concur PROD or Concur TEST, as appropriate

Professional Edition

Concur Expense

UPDATE GROUP CONFIGURATION

The SAP Concur administrator selects which users are reimbursed with the financial posting integration in **Administration > Expense > Group Configurations**.

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

For the desired expense groups, select the **Enable Financial Integration** setting.

Once this setting is selected, newly created expense reports for the group members that are approved for payment:

- Will begin to go to the Financial Integration queue
- Will **not** be included in any accounting extract files for this group

The screenshot shows a configuration window titled "Configuration for Group: Global". It contains several settings for the "Global" group. The "Attendee List Form" is set to "Default Attendee Detail View". There are four checkboxes: "Allow user to register Yodlee Credit Cards (This setting cannot be revoked once granted)" is checked, "Allow user to upload XML tax receipts." is checked, "Utilize rich card data for receipts handling" is unchecked, and "Enable Financial Integration" is checked and circled in red.

VERIFY PROCESSOR STEP IN THE WORKFLOW

The processor step is required to be part of the workflow so that in the case of a posting failure, the Processor can view reports in the *Financial Posting Failed* status. The processor can then recall the reports in order to correct them or send them back to the end user. This workflow step can be a skip step, but the step cannot be omitted.

One large advantage FIS has over accounting extracts is the ability to keep the ERP and SAP Concur systems in sync. This synchronization is a change for existing customers. Expense processors will need to look for failed reports using a processor query and then correct or send back the reports.



For more information, refer to the *What the Expense User Sees > Process Reports Page* section of this guide.

Typical Use Cases

Use case 1: User → Processor → Line Manager

In this case once the report fails it would appear in the processor queue. Once the processor approves the report again, it would go through the line manager for approval before posting.

Use case 2: User → Line Manager → Processor

This is the ideal workflow. In this case once the report fails it would appear in the processor queue. The processor reopens the failed report, resubmits after correction, and the report would be ready for posting.

(OPTIONAL) ENABLE PAYMENT CONFIRMATION WORKFLOW STEP

In **Administration > Expense > Workflows**, select (enable) the **Include the Payment Confirmation step** setting for the desired workflow.



For more information, refer to the *Expense: Workflow – General Information Setup Guide*.

(OPTIONAL) RENAME THE APPROVAL STATUS FROM PAID TO POSTED

In **Administration > Expense > Workflows > Expense Report Approval Statuses**, update the existing *Paid* status as follows:

Field	Value
Status	Posted
Action Text	Post
Description	Report has been posted to financial system

Report Status

✕

Status:

Posted

Action Text:

Post

Description:

Report has been posted to financial system

Editable By Group(s):

Global

▼

Save

Cancel



For more information, refer to the *Expense: Workflow – General Information Setup Guide*.

Concur Invoice

UPDATE WORKFLOW CONFIGURATION

The SAP Concur administrator selects which users are reimbursed with the financial posting integration by enabling it in **Administration > Invoice > Workflow**. Once the feature is enabled in the workflow, FIS is enabled for all policies that use that workflow and all invoice groups assigned to those policies.

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

Section 6: Configuration

For the desired workflows, select (enable) the **Send to Financial ERP as part of final processor step** setting.

The screenshot shows the 'Workflows' configuration interface. The 'Step Rules' tab is active. The 'Workflow Type' is 'Payment Request' and the 'Workflow Name' is 'FI integration WF'. The 'Send to Financial ERP as part of final processor step' checkbox is checked and highlighted with a red circle. Other settings include 'Approval Time Expired Action' set to 'No Action', 'Expiration Email To Approver' set to 'None', and 'Assignment Timeout Action' set to 'No Action'. The 'Do not display the skip steps to the employee' checkbox is also checked.

Once this setting is selected, the payment requests for the workflow that are approved for payment will begin to go to the FIS queue. These payment requests are not included in the accounting extract files.

Standard Edition

Concur Expense

UPDATE COMPANY SETTING

The SAP Concur administrator selects whether users are reimbursed with the financial posting integration in **Administration > Company > Concur Admin Settings**.

The expense reports that are created after the feature was enabled and approved for payment:

- Will go to the FIS queue
- Will not be included in any accounting extracts

This is a company-wide setting. Existing reports with a **Create Date** prior to enablement will continue to flow through the accounting extract process.

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

In the **Expense** section, select (enable) the **Enable Financial Integration** setting.

The screenshot shows a configuration window with several settings. At the top, 'Enable Digitalisation' has an unchecked checkbox. Below it, the 'Amex Business Card integration' section contains a 'Default Payment Type to be used' dropdown menu and an unchecked 'Enable Amex Business Card integration' checkbox. At the bottom of the window, the 'Enable Financial Integration' checkbox is checked and is highlighted with a red rectangular border.

Concur Invoice

UPDATE COMPANY SETTING

The SAP Concur administrator selects whether users are reimbursed with the financial posting integration in **Administration > Company > Concur Admin Settings**.

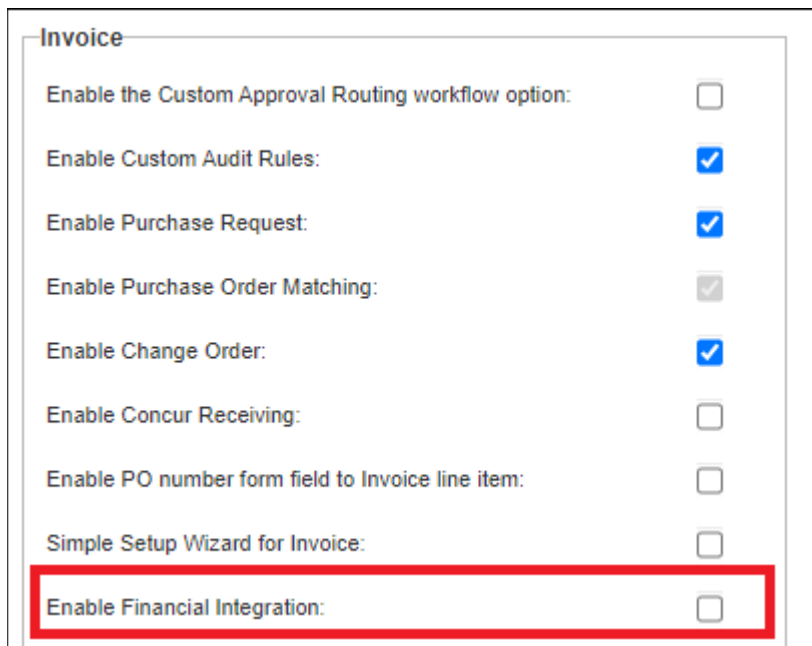
The invoices that are created after the feature was enabled and approved for payment:

- Will go to the FIS queue
- Will not be included in any accounting extracts

This is a company-wide setting. Existing invoices with a **Create Date** prior to enablement will continue to flow through the accounting extract process.

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

In the **Invoice** section, select (enable) the **Enable Financial Integration** setting.



The screenshot shows a list of settings under the 'Invoice' section. The settings and their status are as follows:

Setting	Status
Enable the Custom Approval Routing workflow option:	<input type="checkbox"/>
Enable Custom Audit Rules:	<input checked="" type="checkbox"/>
Enable Purchase Request:	<input checked="" type="checkbox"/>
Enable Purchase Order Matching:	<input checked="" type="checkbox"/>
Enable Change Order:	<input checked="" type="checkbox"/>
Enable Concur Receiving:	<input type="checkbox"/>
Enable PO number form field to Invoice line item:	<input type="checkbox"/>
Simple Setup Wizard for Invoice:	<input type="checkbox"/>
Enable Financial Integration:	<input type="checkbox"/>

Section 7: FAQ

HOW CAN I ENABLE FIS?

Please refer to the *Overview > Deployment Options* section of this guide.

- **New customers:** Additional purchase may be required based on the option selected.
- **Existing customers with Client Web Services:** Create a support ticket with SAP Concur support. For more information, refer to the *Configuration > Submitting a Support Ticket for Enablement* section of this guide.
- **Existing customers without Client Web Services:** Contact your assigned SAP Concur account manager, additional purchase may be required.

CAN I START USING FIS API IF I ALREADY HAVE WEB SERVICES IN MY CONTRACT?

You need to contact SAP Concur to enable FIS, as there are configuration steps only visible to the SAP Concur admin. The Authorized Support Contact (ASC) needs to initiate a support ticket to request activation of Financial Integration Service.



For more information, refer to the *Configuration > Submitting a Support Ticket for Enablement* section of this guide.

CAN I HAVE BOTH ACCOUNTING EXTRACTS AND FIS ENABLED?

Professional Edition customers can decide to have both accounting extracts and FIS enabled at the same time. Standard Edition customers cannot use accounting extracts and FIS at the same time.

WILL OLD EXPENSE REPORTS APPEAR IN THE FIS QUEUE AFTER ACTIVATION?

Only the reports that are created after FIS has been enabled will appear in the FIS queue. Any reports prior to that will flow through the accounting extract.

DOES FIS INCLUDE ALL FIELDS AVAILABLE ON EXPENSE (SAE) OR INVOICE (PRAE)?

Please review the comparison document available for customers that provides the list of fields that are available on FIS.



For more information, refer to the *Customer Planning > Change Management for Existing Customers* section of this guide.

WHERE CAN I FIND SAMPLE FI DOCUMENTS OR USE CASES?

Refer to the [Financial Integration API documentation](#) for details.

HOW FREQUENTLY CAN I CALL THE FIS?

It is up to the customer to manage the schedule of the FIS call. We advise a schedule of every 10 minutes or longer.

