

Welcome Pack | EXTERNAL

Concur Invoice

Let's Get You Started

Let's get AP automated and get more control over your costs.

Overview

Concur Invoice
at a Glance

Concur Invoice at a Glance

Capturing, auditing, routing, approving, and paying vendor/supplier invoices is a continued source of strain for businesses of all sizes.

- Some organizations rely on manual processes to get it done – adding costs, time, and tedious tasks to an already strained workforce.
- Other organizations have procurement processes managing their most common categories of direct and indirect expenses but lack the controls and compliance that an automated process brings for the rest.

Either way, SAP Concur solutions can help your business by helping you:



Take control of the numbers.

Consolidating spend data from invoices together with other expense information to get forward-looking, real-time insights.



Turn busy-work into predictable cash flow.

Efficiently automating your invoice process from authorization to supplier payment, empowering leaders to better predict and manage cash flow.



Expand your business – not your staff.

Putting power in the hands of spenders and approvers with a simple, automated workflow that dramatically increases efficiency, so you can handle more invoice volume as your business grows.

As your business grows and changes, your spending will change as well. And with Concur Invoice, you're bringing accuracy, efficiency, and transparency to AP that can scale. So as you add more invoices, more suppliers, more markets, and more payment methods, you'll be ready to confidently handle the volume.

Overview

Here's How It Works

Here's How It Works

You can configure your Concur Invoice solution to manage any or some of the following steps – integrating into your existing workflow.



1. Make a purchase request

- Use pre-spend authorization to better manage cash flow
- Configure the workflow to fit your company
- Issue purchase orders once approved



2. Capture invoices

- Vendors send invoices to SAP Concur to be scanned, uploaded, and validated
- Invoices flow right into your system, and – if you're using Concur Expense – right alongside your T&E expenses
- Machine Learning and AI tools extract the necessary data from your invoices
- New vendors are routed to AP to be verified before being added to your normal workflow



3. Manage approval

- If utilizing POs in Concur Invoice, or importing them from an external system, the solution compares PO, receipt, and invoice data and flags any discrepancies
- Invoices get automatically routed for approval based on your companies workflow



4. Pay suppliers


- Users can pay invoices quickly and simply – streamlining the process by selecting invoice payment methods
- Payments get made via check, ACH, and Credit Card Voucher or via a payment provider (Virtual Card, international payments, and more) from the SAP Concur App Center

Overview


Payment Overview

Payment Overview


Invoice Pay and our App Center Payment Providers integrate with Concur Invoice to help organizations streamline and optimize their supplier payments. Our Payment Providers offer solutions and services that meet your business' specialized needs, while automating and optimizing payments. These specialties include:




Cash rebates on vendor/supplier spend and supplier enablement



Maximizing cash flow



Complete or partial payment outsourcing



International payments and cross-border currency exchange

Overview

App Center Partners

App Center Partners

The SAP Concur App Center provides partner apps and services that extend the value of Concur Invoice. These cloud-based apps and services seamlessly integrate with your Concur Invoice solution to support:



ERP integration – keeping processes and data moving back and forth between Microsoft Dynamics, Sage, Oracle, SAP, Quickbooks, and other ERP or financial systems and Concur Invoice.



Supplier payments – simplifying payment processes and giving you greater control over cash with solutions from American Express, AvidPay, Comdata, CSI, TransferMate, and more.



Client billing – streamlining the billing process with Axosnet, BillOne, and more.



Tax management – automating tax rate and rule determination, filing and remitting returns, and document management to help manage usage tax via solutions like Avalara.

But this is just the beginning. We're continuously evaluating and adding partners that can bring more value to your AP process and more impact to your business.

Getting to Go-Live

Getting Up and Running

Getting Up and Running

To start your implementation and adoption process, you'll need to assemble and provide four key pieces of information to the SAP Concur team:

- 1 Employees** – any employee who needs access to the solution will need an SAP Concur account – include fields like name, employee ID, location, and manager.
- 2 Custom Fields** – custom lists or values such as project or job to be selected on the invoice.
- 3 Expense Types** – expense type names and account names or numbers.
- 4 Vendor List** – all the vendors from which you receive invoices including vendor code (i.e., any code you use to identify the vendor in your ERP system) and the primary owner for each vendor.

Additionally, for the most effective conversation with your activation coach, prepare a document with the following information:

- Descriptions that users need to see in drop-down menu (descriptions = categories, etc.)
- Coding needed from your extract that can be imported into the ERP (e.g., locations, departments, entities, etc.)
- Chart of accounts (e.g., expense types/GL accounts and supporting codes)
- Accounting hierarchies for multiple charts of accounts (e.g., same expense types for different GL accounts)
- Ideal workflow (see next page)

Getting to Go-Live

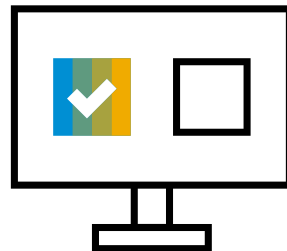
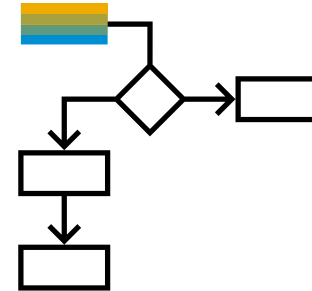
Establishing Workflow and Testing

Establishing Workflow & Testing

Establishing Workflow

Concur Invoice comes with best-practice-based, pre-built workflows you can use and/or tailor to fit your process, priorities, and team. Concur Invoice also allows you to set up workflows for several levels of approvals – including complex coding and allocations across departments.

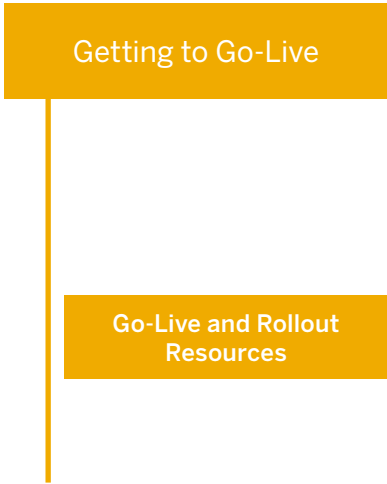
We'll work with you to determine the right workflow for your organization based on your needs, current process, and goals – using all the information outlined in the Getting Up and Running section as our foundation.



Testing

Before rolling out your new Concur Invoice solution, it's important to complete thorough testing. So make sure you dedicate the time and resources to run different invoices through the system to ensure your configuration and process is working the way you need it to.


- Make sure all the fields you set up are functioning properly – employees, expense types, custom fields, etc.
- Make sure the integration to your accounting or ERP system is correct – ensuring the mapping in your sub-ledger is accurate.
- Make sure you're ready for complex invoices – invoices that have unique tax issues, need project numbers, are spread across multiple POs, etc.



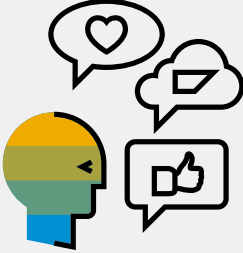
Go-Live Rollout and Resources

When you are completely satisfied with the system and it's configured to meet your needs, you're ready to roll out your solution to all appropriate users. Our customer success team will be there to ensure you're getting value every step of the way.

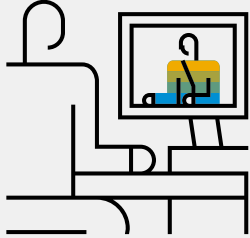
For more information, check out:



[Concur Training Resources](#)



[Resource Center](#)



[On-Demand Training for Admins](#)

Get Connected

Become an SAP Concur Community member and join in discussions with other Concur Invoice users in the [User Admin Group](#). You can join in discussions with other admins on best practices and get answers to additional questions that may come up.

Getting to Go-Live

FAQs

Important Questions and Answers

How can a user or approver **see past invoices?**

Approvers can choose to switch their view to see all invoices approved as well as invoices approved this month or last month, this quarter or last quarter, etc. Approvers can also easily search for a specific invoice.

Will Concur Invoice be able to **identify and flag duplicate invoices?**

Yes, Concur Invoice will recognize invoices from a vendor with the same invoice number and provide an alert to the user.

Can I split an expense on an invoice **between multiple departments?**

Yes. Using distributions, expenses can be allocated across multiple cost objects and based on a percentage or amount. If you have a frequent allocation breakdown, you can save it to your favorites to be used again without having to enter in the details every time it needs to be used.

Adoption

Key Messages

Adoption: Key Messages

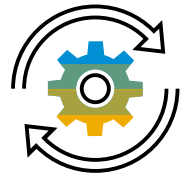
To drive adoption across your Concur Invoice users, approvers, AP staff, etc., focus on the benefits to them. These key messages include:



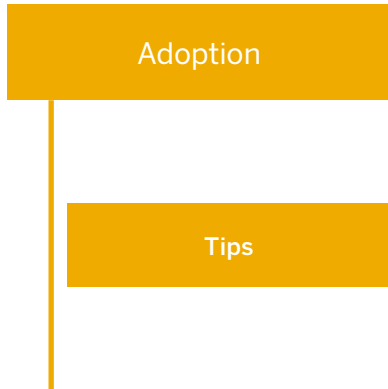
You'll spend less time chasing down information and wrestling with approvals. An automated, intelligent, and mobile process makes your workday easier.



Turn your attention to away from tactical tasks to higher-impact work. A simpler AP process frees you to do more of what you do best.



Avoid late fees, reduce errors, and capture early payment discounts. A more efficient process is better for the business.



Tips and Tricks

Remember, your business won't see the benefit if your employees don't use the solution. So to increase and sustain adoption, remember these three simple tips.

- 1: Don't overlook training** – Concur Invoice is a simple and intuitive tool, but training your team is still important.
- 2: Embrace a train-the-trainer mindset** – so once you're up and running, you have people and recordings to train new team members.
- 3: Schedule a check-in** – 90 days after launch, review cost savings and how the system is actually doing with your team. Discuss what changes, improvements, savings, etc. you've seen; what the end-user experience is and how it's working; and where you can improve.

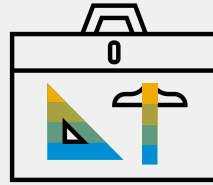


Turnkey Tools

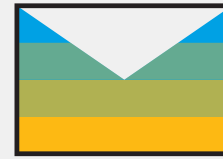
You don't have to go at it alone – take advantage of these tools that are ready to help you launch your Concur Invoice solution successfully.

Adoption

Turnkey Tools



[Roll Out Toolkit](#)



[Sample Deployment Emails](#)



[End User Training Toolkit](#)



[Concur Invoice Quickstart Guide](#)

Reporting

Overview

Reporting

Automating AP management with Concur Invoice is a giant step forward, but it's just the first step. Truly managing AP spending means measuring it, and that's why SAP Concur solutions include Analysis and Intelligence – reporting and analytics tools you can use to analyze your data to better manage your budgets and AP process.

The following pages provide an overview of key reports and dashboards at your disposal, how you can use them to better manage your spend, and where you can find them.

Additional Reporting Resources

To dive into more reporting details visit the [Reporting Hub on SAP Concur Community](#).



Request Accrual

Delivered through Concur Analysis, this report presents invoice transactions that have either not been assigned to a payment request or have been assigned, but not yet paid.

This insight delivers visibility into outstanding liabilities, so you can prepare for future cash requirements and reduce late fees.

You can find this report in the Concur Analysis Invoice folder.

Reporting

Request Accrual

Approval Status	Requesting Employee	Request Name	Request ID	Created Date	Request Total	Supplier Name	Invoice Number	Invoice Date	Invoice Amount
Not Submitted		Staples(1031) 55-2663964	SC4C5BC99F6A4317B19F	Jan 14, 2020	885.48	Staples	59-2563954	Jan 22, 2020	885.48
					885.48				885.48
	Admin, Jennifer	Test	1E34FBB4EAF643CA83BF	Jan 21, 2020	500.00	Apple Computer		Jan 31, 2020	500.00
	Admin, Jennifer				500.00				500.00
	Invoice, David A	Aramark(WD3355)-080534706834	A441CBDQDE54FJC8B52	JAN 16, 2020	0.00	Aramark	080534706834	Nov 20, 2019	100.00
		Aramark(WD3355)-5308572474 7	5B4C8F4C33DC41A58F93	Jan 16, 2020	121.00	Aramark	5308572474 7	Nov 6, 2019	121.00
		CellPlan (B-1960)CC831440C79217199C90879C5E)-2019100097 VEN	8C25338T34C44396BF1A	Jan 16, 2020	11,792.62	CellPlan	20119100097 VEN	Oct 15, 2019	11,792.62
		Overhead Door (Pal011)-36034	65A9E66868444ADF96AG	Jan 16, 2020	555.00	Overhead Door	36034	Aug 6, 2019	555.00
		Parkhouse Tire, INC (TWG1001G)-46201090630	FD185253A6A34C60D36G	Jan 16, 2020	274.04	Parkhouse Tire, INC	46201090630	Nov 25, 2019	374.44
		TM(TM004)-962163	AAE11F242361342219T0C	Jan 16, 2020	201.27	TM	962163	May 1, 2015	201.27
	Invoice, David A				13,043.93				13,143.93
	Marshall, Faith	Landscaping	E62E014200CE01F410FCE	Jan 16, 2020	300.00	Now Town Landscaping		Jan 20, 2020	300.00
	Mashall, Faith				300.00				300.00
	Smith, Kathy Marie	testing	G070054001448C42083A5	Jan 23, 2020	0.00	Charleston Civic Club	-010	May 3, 2019	0.00
		testing	6EA1B207BFF54C6628779	Feb 21, 2020	0.00	Charleston Civic Club	-011	May 2, 2019	0.00
		testing	8D156EA11A6844BA38106	Mar 23, 2020	0.00	Charleston Civic Club	-012	May 2, 2019	0.00
					0.00				0.00

Capture Service Summary

Delivered through Concur Intelligence, this report provides a summary of changes that occurred to an invoice after it was created, but before it was approved.

This view delivers valuable insights that will help you evaluate your organization's current AP processes and make the necessary changes to streamline operations and cash flow.

You can find this report in the Concur Intelligence Invoice folder.

Reporting

Capture Service Summary

Change Type	#Processed	%Changed
Invoice Number	85	4%
Invoice Date	11	1%
Vendor	372	18%
Shipping	0	0%
Tax	0	0%
Currency	26	1%
Invoice Amount	55	3%
PO	1	0%

Request Aging

Delivered through Concur Analysis, this report presents how much money is owed and to whom.

With this insight, you can quickly identify open liabilities, so you can pay vendors on time to maintain good relationships and prevent cash flow surprises.

You can find this report in the Concur Analysis Invoice folder.

Reporting

Request Aging

REQUEST AGING								
Invoice Date: Between Jan 1, 2019 and Jan 31, 2019								
Supplier Name	Request Name	Request ID	Supplier Invoice Number	Invoice Date	0-30	31-60	61-90	90+
A Johnson Heating Cooling	TEST Invoice	401021891C4341E18432		Jan 9, 2019	0.00	0.00	0.00	0.00
	test	8EC8402CA2924F7D8COE		Jan 9, 2019	0.00	0.00	0.00	0.00
A Johnson Heating Cooling					0.00	0.00	0.00	0.00
Apple Computer	Apple Computers Ipads	676D9595669541EE8710	5000463003	Jan 16, 2019	0.00	0.00	0.00	17,980.00
	Ipads	51E4AD62A2754782B628	5000463023	Jan 16, 2019	0.00	0.00	0.00	17,980.00
	Macbook Pro	4502AB9618FC43A69148	5000463024	Jan 16, 2019	0.00	0.00	0.00	17,980.00
Apple Computer					0.00	0.00	0.00	53,940.00
Green Thumb Landscaping	landscaping	1CBF031A4E8F40-3BFE6		Jan 23, 2019	0.00	0.00	0.00	100.00
Green Thumb Landscaping					0.00	0.00	0.00	100.00
NEFCO Corporation	Speaking fee for LMG Conference	C3E321BE9A5D4FA7A00A		Jan 3, 2019	0.00	0.00	0.00	0.00
	Speaking fee for LMG	FB83789C37AF45F0B4FD		Jan 3, 2019	0.00	0.00	0.00	0.00
	Benefit	FF836AC65FDF492882EF		Jan 5, 2019	0.00	0.00	0.00	0.00
NEFCO Corporation					0.00	0.00	0.00	0.00
Summary					0	0	0	58,090.00

Invoice Briefing Summary

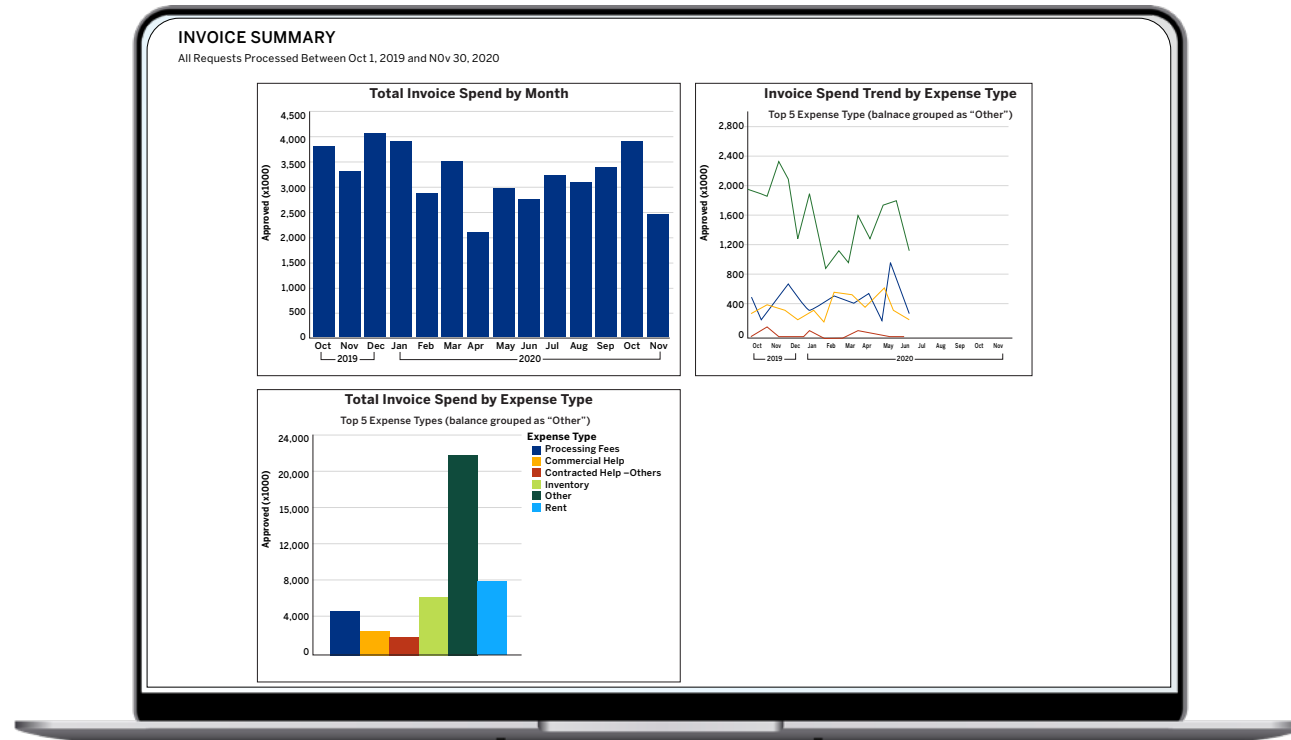
Delivered through Concur Intelligence, this report provides graphic representations of several key metrics in a dashboard-like display.

With this insight, you can quickly create a single, high-level report that will allow your executive team to evaluate and make decisions based on multiple key values.

You can find this report in the Concur Intelligence Invoice folder.

Reporting

Invoice Briefing Summary



Purchase Orders and Associated Payment Requests

Delivered through Concur Analysis, this report delivers a detailed view of all purchase orders and the associated payment requests.

With this view, you can see the payment requests that have an associated PO, so you can quickly determine PO status, predict cash flow, and control budgets.

You can find this report in the Concur Analysis Invoice folder.

Reporting

Purchase Orders and Associated Payment Requests

PURCHASE ORDERS AND ASSOCIATED PAYMENTS REQUESTS																			
Purchase Order Date: Nov 1, 2020 to Nov 30, 2020																			
Purchase Order Request Currency Name	Order Date	Requested By	Purchase Order Number	Purchase Order Name	Supplier Name	Status	Total Amount	Remaining Balance	Invoices Received										
US Dollar	Nov 2, 2020	Alice Beckett	AG2909	Larson's Travel	Larson's Travel	Transmitted to Vendor	41.00	-82.42	Request Name	Description	Request ID	Created Date	Supplier Name	Invoice Number	Invoice Date	Approval Status	Payment Status	Total Invoice Approved Amount	Total Invoice Amount Applied to PO
									Transportation for speakers		850E5601	Nov 7, 2020	Larson's Travel	2051148	Nov 3, 2020	Approved	Submitted	183.42	183.42
	Nov 2, 2020	Daman Thompson	AG2643	Maxwells	Maxwells	Transmitted to Vendor	183.00	-55.09	Hospitality Supplies		29KE33CE	Nov 14, 2020	Maxwells	INV4025	Nov 2, 2020	Not Submitted	Not Paid	168.89	168.89
	Nov 2, 2020	Rachel Stenerson	AG2941	Compton Suites	Compton Suites	Transmitted to Vendor	154.92	-54.57	Lodging for speakers		459FYB4EL	Nov 11, 2020	Compton Suites	170042290	Nov 4, 2020	Approved	Extracted	249.99	249.99
	Nov 2, 2020	Mark Thornberg	AG2964	Atlantic Airways	Atlantic Airways	Transmitted to Vendor	4,243.20	-452.57	Air Fare for team		6RNS3KMZ	Nov 15, 2020	Atlantic Airways	564632766	Nov 4, 2020	Approved	Extracted	4,269.32	4,269.32

Invoice Management Overview

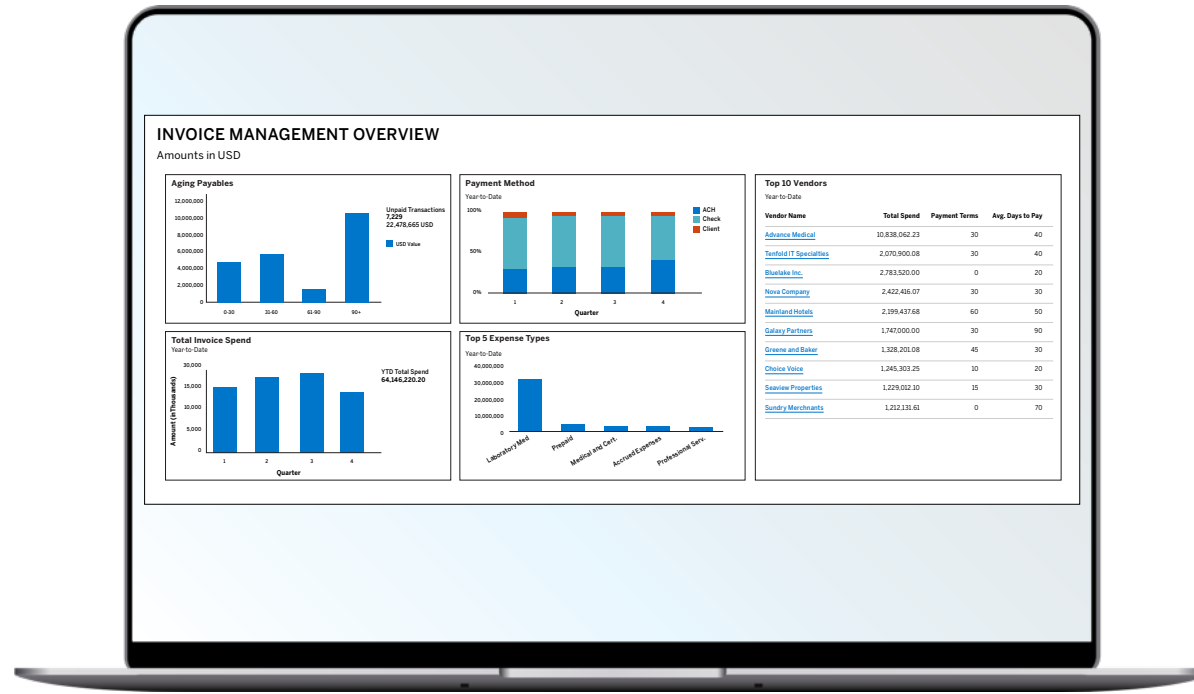
Delivered through Concur Intelligence, this report provides metrics for your payment and purchase requests as well as at-a-glance views of their lifecycles.

With this insight, you can track metric trends, see their impact on cash flow, and evaluate the need for changes that will optimize the procurement process.

You can find this report in the Concur Intelligence Persona Dashboards folder.

Reporting

Invoice Management Overview



Thank You

With Concur Invoice, our goal is to help you automate invoice management for greater efficiencies – saving time while improving control and visibility, so you can effectively reduce costs and manage cash flow.

Ongoing Support

Got a question or need advice? Just ask your SAP Concur Representative.

Systems Issues

Check out the [administrator support page](#) to raise a case and/or ask your Service Coordinator.



Contact Us

Follow Us



www.concur.com

Welcome Pack: Concur Invoice enUS (22/08)

© 2022 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See www.sap.com/trademark for additional trademark information and notices.