Concur Expense: Receipt Handling – Digital Receipts

Setup Guide

Last Revised: October 31, 2019

Applies to these SAP Concur solutions:

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

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Revision History

Date	Notes / Comments / Changes
January 7, 2021	Updated the copyright; added Concur to the cover page title; cover date not updated
September 25, 2020	Updated fax doc title. Added a note regarding fax feature being legacy; cover date not updated
April 9, 2020	Renamed the Authorization Request check box to Request on the guide's title page; cover date not updated
March 24, 2020	Fixed broken link.
January 2, 2020	Updated the copyright; no other changes; cover date not updated
November 15, 2019	Minor edit.
October 31, 2019	Updated the Concur Travel & Expense Web Receipts Google Chrome extension images
October 30, 2019	Updated the SAP Concur Sign In page images
October 2, 2019	Updated the legislation for France in the Glossary of Terms for the Specifically for Digitalized Receipts section. Other minor edits.
October 1, 2019	Added content for the Receipt Digitalization feature.
February 13, 2019	Corrected the image requirement for eligible e-Bunsho receipts from 5M pixels to 3.88M pixels.
January 24, 2019	Minor edits.
January 12, 2019	Updated e-Bunsho graphics to show updated timestamp icon ( ). Updated e-Bunsho graphics with new timestamp labels.
January 4, 2019	Updated the copyright; no other changes; cover date not updated.
November 2, 2018	Removed the not that states that the Missing Receipt Affidavit is not available on SAP Concur's mobile app.
September 14, 2018	The September release has been moved to September 22, 2018.
September 15, 2018	Updated the E-Bunsho section to include the *Digital Compliance Administrator* role. Removed mentions of uploading HTML (formatted) files as this is no longer supported.
June 6, 2018	Added the following note to the *Email Verification* section: To verify the email address, the user must have the *Expense User* role/permission activated, otherwise the verification button will not display.
April 4, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated.
January 8, 2018	Updated the copyright; no other changes; cover date not updated.
August 19, 2017	Updated references (screenshots) to remove "Captured" date and time for e-Bunsho receipts.
July 8, 2017	Added e-Bunsho feature.

Date	Notes / Comments / Changes
December 14, 2016	Changed copyright and cover; no other content changes.
December 9, 2016	Updated the guide content to new corporate style; no content changes.
November 30, 2016	Add notes that HTML files cannot be successfully uploaded and processed if they contain double-byte characters.
October 28, 2016	Added a note that the Missing Receipt Affidavit is not available on SAP Concur's mobile app.
May 13, 2016	Updated instances of he/she to they
September 28, 2015	The **Save** button auto-attaches a receipt to the selected line item.
July 6, 2015	Fixed a typo; no other content changes
June 19, 2015	Added notes about the email feature being available for a Production entity but not a Test entity.
June 3, 2015	Added a note about the Available Receipts library/section contains only the images received by Concur in the previous 365 days.
April 20, 2015	Provided additional detail throughout.
February 19, 2015	Removed information about the current user interface; changed the copyright; no other content changes.
January 22, 2015	Added more information about delegates emailing images for the user Removed reference that email is sent when uploaded images are ready for viewing. This feature no longer exists.
January 16, 2015	Initial publication Split *Expense: Receipt Handling – Receipt Imaging Setup Guide* and the *Receipt Handling – Receipt Store & Line Item Receipts* into: • *Expense: Receipt Handing – Uploaded and Emailed Images Setup Guide* • *Expense: Legacy Receipt Handing – Faxed Images Setup Guide* • *Expense: Receipt Handing – Digital Tax Invoice Setup Guide*

Uploaded and Emailed Images

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. In this case, the client must initiate a service request with SAP Concur support.

Section 2: Several Guides about Imaging and Receipts

There are several ways for the user to manage receipts and receipt images – depending on the needs and configuration of the client. There are several guides about the different processes. Choose the appropriate guide based on your company's configuration.

Method	Description	Guide
Upload	The user can upload an electronic receipt (for example, a scanned image or a picture taken with a mobile device) or a digitalized receipt (a conformed original paper receipt that has successfully been digitized) into Concur Expense. Then, the user can: • Attach it at the report level, if applicable. • Attach it at the expense entry level, if applicable. • Save it directly to the Available Receipts library (formerly Receipt Store), where later the user can attach it at the expense entry level. **NOTE:** Images in the library cannot be attached at the report level. **NOTE:** The ability to digitalize a receipt captured at the report level is not yet available.	*Expense: Receipt Handing – Digital Receipts Setup Guide*

Method	Description	Guide
Email	The user can email an electronic image (for example, a scanned image or a picture taken with a mobile device) to Concur Expense. In Concur Expense, the image is automatically saved to the Available Receipts library (formerly Receipt Store), where later the user can attach it at the expense entry level. **NOTES:** • Images in the library cannot be attached at the report level. • This feature is available only in Production – not Test – sites.	
Fax	The legacy fax feature is accessible to clients who were onboarded before July 1, 2020. This feature is not available to new clients. **NOTE:** Faxed images are attached at the report level – not the expense entry level.	*Expense: Legacy Receipt Handing – Faxed Images Setup Guide*
CFDi	Digital CFDi files are in XML format to support the digital format requirement for Mexico. CFDi files: • Are XML files – not images • Can be attached ***only*** at the expense entry level • Cannot be saved to the Available Receipts library	*Expense: Receipt Handing – Digital Tax Invoice Setup Guide*

Section 3: Overview

This Guide

Imaging is a free service hosted entirely by SAP Concur. It enables users to upload and email images to Concur Expense. Once the images are received by the service, they are displayed in PDF file format (using Adobe Reader) within Concur Expense. This guide describes the upload and email processes – for users, delegates, approvers, and processors.

This guide also describes the Receipt Digitalization feature, which provides the ability to conform a paper receipt into a *legal* digital copy according to a country's regulatory or government authorities.

Overview

There are several ways to obtain an electronic image of a receipt. For example, the user can:

- Scan a receipt
- Take a picture of a receipt with a mobile device
- Take a picture of a paper receipt and create a legal, digitalized receipt using the latest version of the SAP Concur mobile app or ExpenseIt
- Use an attachment sent via email
- PDF an email or other document

The user can then:

- Upload the receipt into Concur Expense and:
  - ♦ Attach it at the report level, if applicable
  - ♦ Attach it at the expense entry level, if applicable
  - ♦ Save it directly to the Available Receipts library (formerly Receipt Store), where later the user can attach it at the expense entry level
- Email an electronic receipt to Concur Expense; it is automatically saved to the Available Receipts library, where later the user can attach it at the expense entry level

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NOTE: The ability to email receipts to the Available Receipts library cannot be used in a Test entity. It is available only for Production entities.

Upload vs Email

If the configuration allows the user to upload and attach images, then they also have access to the Available Receipts library – a repository that stores the user's images or digitalized receipts until the user is ready to use them.

There are several factors that may determine which process the user uses, like:

- If the user is currently creating or modifying an expense or report, the user might upload and immediately attach the image to the report or expense entry. In this case, perhaps there is no reason to have the image in the Available Receipts library.
- If the user is using the Receipt Digitalization feature, once the digitalized receipt is conformed and certified through the digitalization process, the digitalized receipt is automatically uploaded to the Available Receipts library and displays as a "Certified" receipt.
- If the user simply wants to store the receipt until later, then they might upload or email it to the Available Receipts library.
- The first step in the email process involves verification of the incoming email address (described on the following pages). Until that verification is complete,

a user cannot email receipts to the Available Receipts library but they can upload to it.

Report Level vs Expense Entry Level

Whether the user attaches a receipt at the report level or expense entry level can depend on:

- Company policy/configuration may dictate where the receipt is attached. For example, the client may not allow its users to attach it at the report level.
- If the receipt is in the Available Receipts library, it cannot be attached at the report level; it must be attached at the expense entry level.

Section 4: Prepare to Use the Available Receipts Library

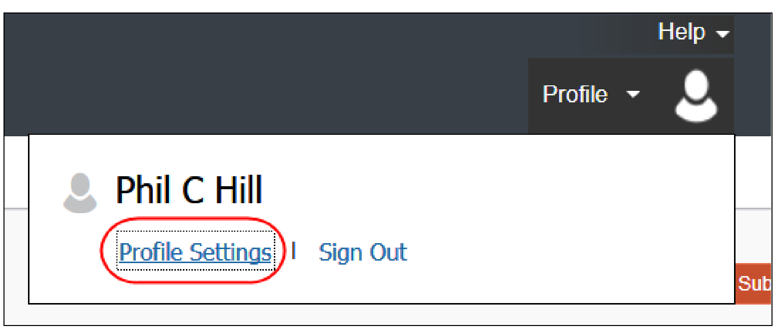
Once the Imaging service has been configured (as described in the configuration section of this guide), users can begin uploading receipts and attaching them directly to a report or expense entry (whichever is appropriate) or to the Available Receipts library. However, before the user can email receipts to the Available Receipts library, SAP Concur requires verification of the user's email address.

The user can register more than one email address with SAP Concur, but an email address can be registered only once.

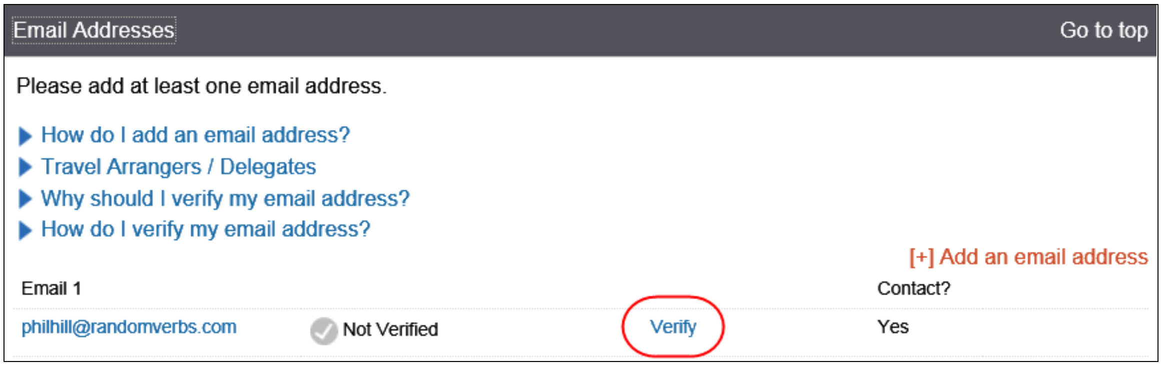
NOTE: The Available Receipts library contains receipts received by Concur Expense within the previous 365 days. Older receipts will not be available.

Email Verification

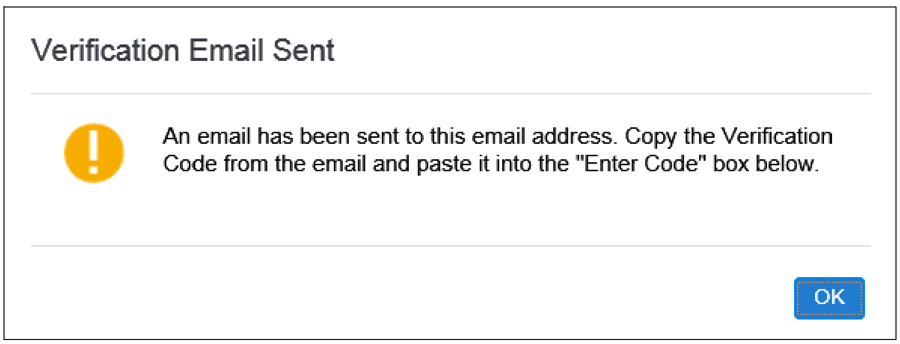
To provide an email address for verification, the user clicks **Profile** > **Profile Settings**.



The user clicks **Email Addresses** in the left menu. The **Email Addresses** section of Profile appears.



The user clicks **Verify**. This message appears.

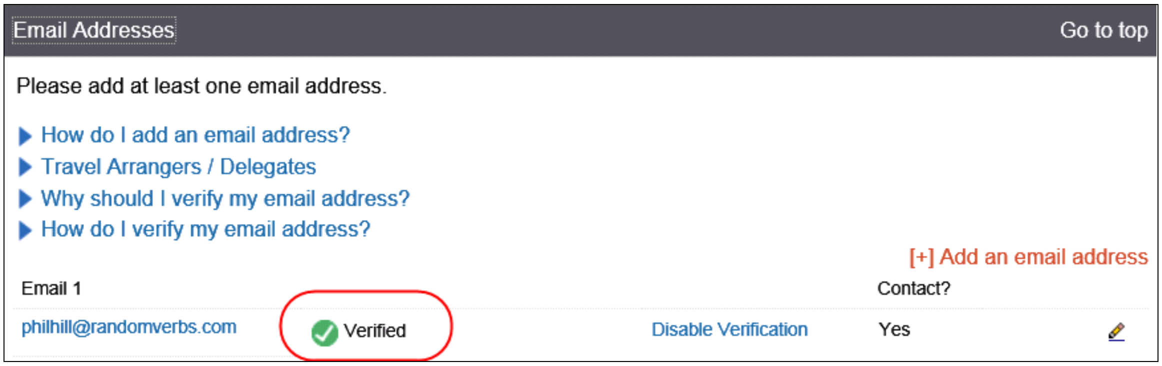


The user accesses their email, finds the email from SAP Concur, copies the verification code, and then enters the code in Profile. The user clicks **OK**.

⚠ **IMPORTANT:** The user should allow several minutes for the email to arrive before clicking **Resend**. Otherwise, there will likely be confusion around multiple emails and multiple verification codes.

NOTE: To verify the email address, the user must have the *Expense User* role/permission activated, otherwise the verification button will not display.

When the *Verified* message appears, the process is complete.



The user can now email receipt images from the verified address to receipts@concur.com, using the information in *Guidelines for Uploads and Emails* in this guide.

Delegates and Registration

Refer to *What the Delegate Sees* in this guide.

Section 5: Guidelines for Uploads, Emails, and Digitalized Receipts

About Emails and Uploads – General

Uploaded or emailed, the file format ***must*** be PNG, JPG, JPEG, PDF, TIF, or TIFF files.

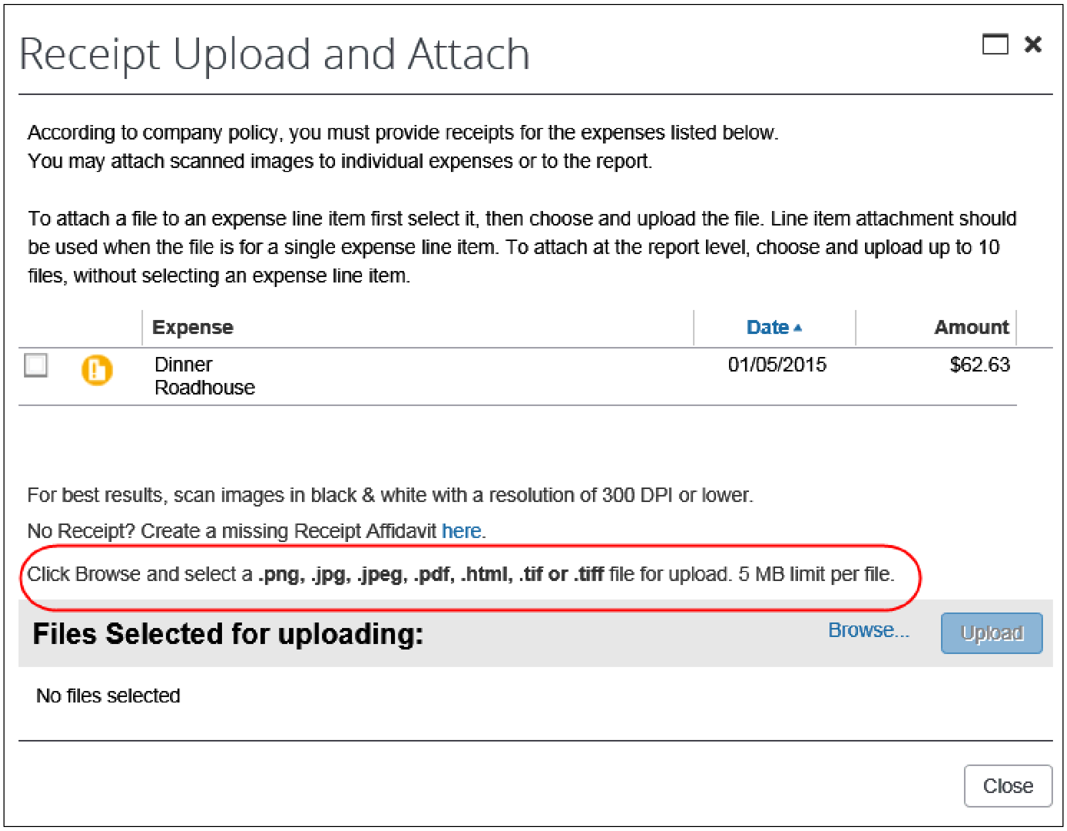
NOTE: Some PDFs may fail to process to an image because there are many types of complex PDF file types. If you have multiple examples of a type of PDF that is ***not*** processing, please contact SAP Concur support; we may be able to make system adjustments to accept those types of PDFs.

Refer to *Specifically About Digitalized Receipts* in this section of this guide for details regarding digitalized receipts.

Specifically About Uploaded Images

Note the following:

- When scanning, the images should be scanned at 300 dpi or lower to reduce file size. For best results, scan or take a photo as a black and white picture with no more than 1024 x 768 image resolution.
- There is a size limit for each image file; the **Receipt Upload and Attach** window (shown below) displays that limit.



- No more than 10 files may be uploaded in a single session.
- To upload more than 10, simply upload the first 10 and then upload another 10, until done.
- Occasionally, we must recompress an image sent to us. If a ***non-PDF*** image is over 1 megabyte or if a single page of a ***PDF*** is over 100k, we must move the file to a queue for reprocessing. If we cannot manage the reprocessing task within a reasonable time limit, we send the image "as is" to the user – in an effort to *not* keep the user waiting. Some of these images may not be as legible if the image background color too closely matches to the font color. In this case, the user should save the original image again as a black and white picture with no more than 1024 x 768 image resolution.

Specifically About Digitalized Receipts

When a user takes a picture of an original paper receipt in the SAP Concur mobile app, or using ExpenseIt, the digitalization process occurs, which conforms the paper receipt according to country-specific compliance rules. Once this process occurs, the receipt is considered "certified". These receipts can then be used like any other receipt on an expense.

NOTE: The paper into digital process requires that only receipts originally issued on paper are digitalized. The application that captures the receipt and transforms it must be part of the certified solution. For this reason, pictures of receipts from other phone apps or previously uploaded receipts in the Receipt Store (not certified) cannot be conformed through the SAP Concur mobile digitalization process.

NOTE: Electronic receipts are considered original receipts from an electronic source and subject to different regulations around validation of the receipt.

Glossary of Terms

Term	Definition
"Certified"	Label applied to a digitalized receipt as displayed in Concur Expense.
Certification / Homologation	The two words are similar in the context in this document, with homologation being more specific (homologation is the process of certifying or approving a product to indicate that it meets regulatory standards and specifications by an official authority): • For paper into digital in France, to be compliant SAP Concur adheres to the Arrêté du 22 mars 2017 fixant les modalités de numérisation des factures papier en application de l'article L. 102 B du livre des procédures fiscales in France. • For paper into digital in Spain, to be compliant SAP Concur requires a mandatory homologation granted by the tax authorities. Homologation is granted by the Agencia Estatal de Administración Tributaria (AEAT - Spanish tax authorities).
Compliance	Adherence to the set of rules or regulations published by a governmental body; for example, SAP Concur's compliance with the rules of how a receipt must be digitalized.
Conform	The process of applying the rules/regulations of a specific country regarding converting a paper receipt into a legal digital copy (the process).
Digitalization	The end result of conformation of a paper receipt; a conformed receipt is considered "digitalized." A digitalized receipt in Concur Expense will have an icon that displays "Certified."
Rule / Regulation	Applicable legislation relating to the conformation and digitalization of paper invoices/receipts.
Validation	In the context of data validation, any service or person that takes a value and validates it against an internal or third-party source.

Country Requirements

The SAP Concur business solution for capturing, consuming, storing, and retrieving paper receipts and/or legal copies of paper receipts is currently only compliant to the rules published in France and Spain. In all cases, clients should consult with their own tax and/or legal authorities in their country to determine what is compliant in their country or region.

Country	Requirements
France	The solution will ensure an accurate and complete process of document reproduction: • Guarantee of no loss of information. ♦ France legislation • PDF format or PDF A/3 (ISO 19005-3). • Converted file must include an electronic signature based on an electronic certificate at least RGS*. The certificate provider must be part of the EU or use of a Trusted Services Status List (TSL). • Record the creation date of the electronic copy and identification of the document. • Audit of changes to the document post conversion.

Spain	The solution will ensure an accurate and complete process of document reproduction:
	• Guarantee of no loss of information.
	  ♦ Spain legislation
	  ♦ Spain homologation process
	• PDF format or PDF A/3 (ISO 19005-3).
	• Converted file must include an electronic signature based on a qualified electronic certificate. The certificate provider must be part of the EU Trusted Services Status List (TSL).
	• Record the creation date of the electronic copy and identification of the document.
	• Audit of changes to the document post conversion.
	• Homologation, or "certification" by the Spanish Tax Authority, Agencia Estatal de Administración Tributaria.
	NOTE: For more information regarding homologated software, refer to the AEAT website.

There are many countries that do not have published rules regarding legal digital copies of receipts, like the United States. In those countries, SAP Concur strongly advises that clients consult with their own authorities to ensure compliance with their laws.

Specifically About Emailed Images

Note the following:

- Each email attachment is treated as a *single* image file – a single image file with two receipt images *within* it is still treated as a single receipt image.

- An image embedded in the body of the email is treated as a single image file.
- The system does not support a combination of attached image files along with an image embedded in the body of the same email. In this scenario, the embedded images are ignored.

NOTE: The ability to email receipt images to the Available Receipts library cannot be used in a Test entity. It is available only for Production entities.

Specifically About PDF Files

There are several types of PDF files. The PDF files listed here ***cannot be successfully uploaded*** as images:

- **Password protected:** These files cannot be decrypted so they cannot be stored by Concur Expense.
- **AcroForm PDFs:** These PDFs may upload but the text in these Acrobat fill-in-the-blanks forms will likely not be visible. In fact, this issue occurs only if multiple AcroForms are uploaded; single AcroForms likely upload properly. Best practice is to avoid uploading AcroForms since the results are not reliable.
- **XFA PDFs:** These XML-based PDFs collect information associated with electronic forms. Since they are interactive, they cannot be successfully uploaded.

There is another type of PDF file known as a **Portfolio PDF**. These "collection" PDFs can contain files with various file types. Concur Imaging keeps any included file with an acceptable imaging file type (PNG, JPG, JPEG, PDF, TIF, OR TIFF) and discards the remaining files.

Section 6: What the User Sees

This section describes a common user process. The user generally:

1. Completes the expense report as usual
2. Determines if receipts are required
3. If required:
   - Attaches or uploads
   - Checks to ensure the attached receipts are clear and readable
4. Submits the report

Determine if a Receipt is Required

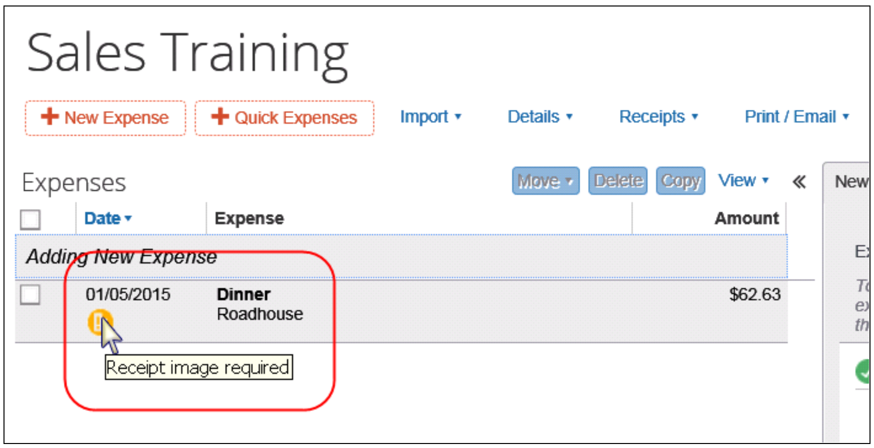
The client defines when receipts are required, for example, for dinners over $50, for all airline tickets, etc.

While the user has the report open, there are several ways for the user to determine if receipts are required. The user can:

- Use the Receipts Required icon
- Use the **Receipts** menu
- On submit

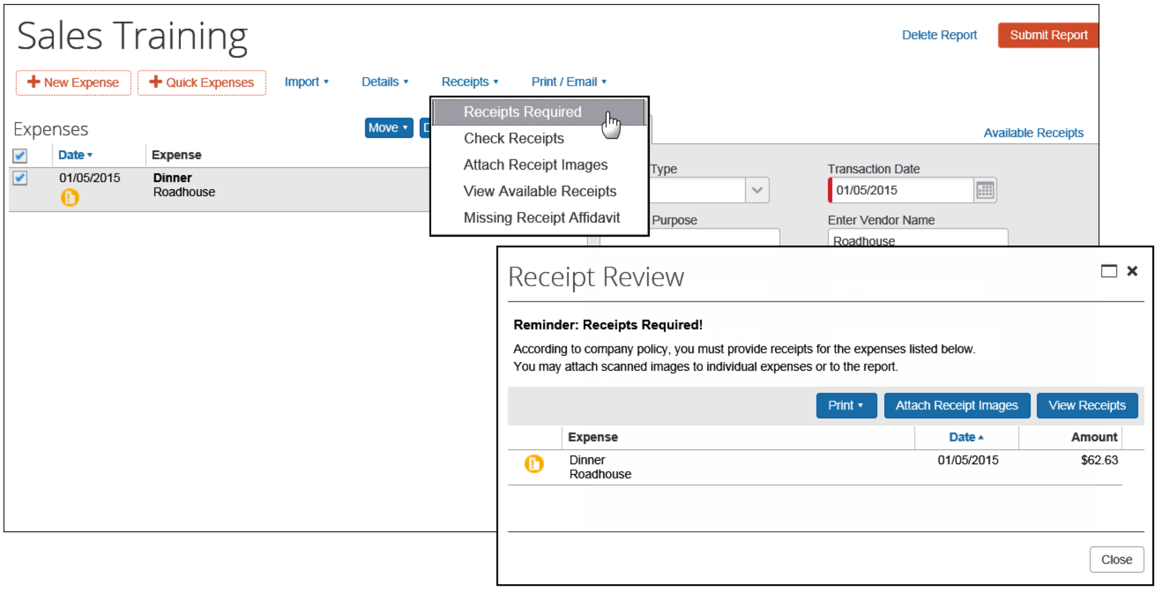
USE THE RECEIPTS REQUIRED ICON

If a receipt is required for an expense entry, the Receipts Required icon appears.



USE THE RECEIPTS MENU

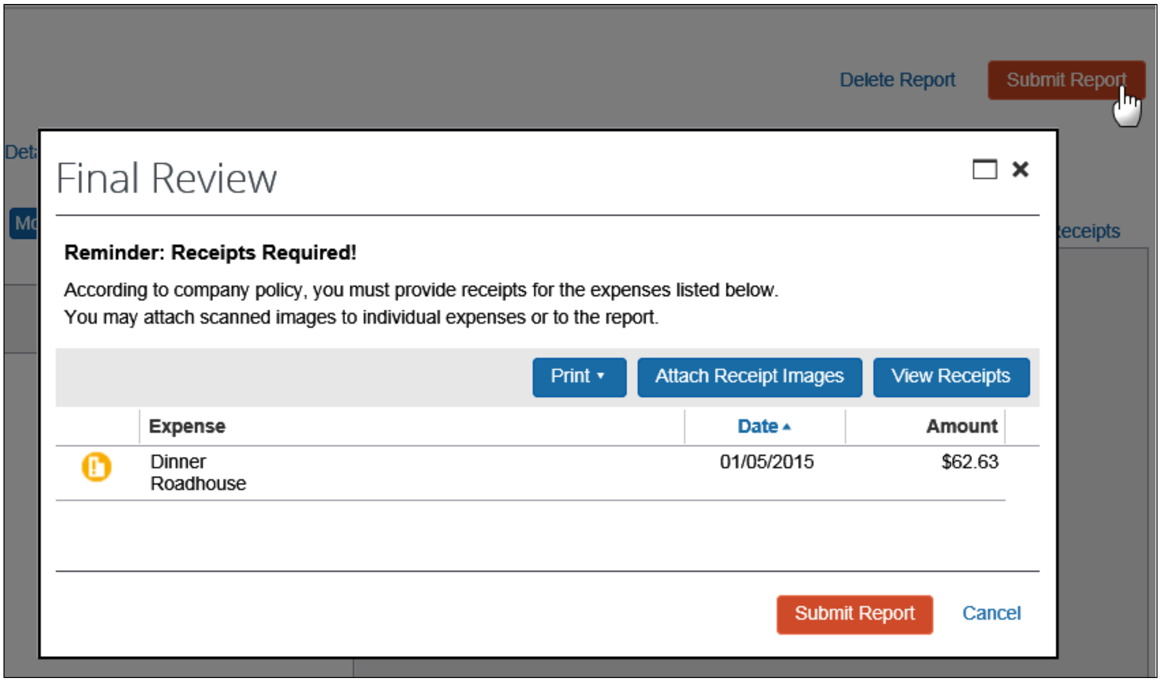
The user can also click **Receipts** > **Receipts Required**. The **Receipt Review** window appears. The expense entries that require receipts are listed.



NOTE: The reminder instructions – shown below **Reminder: Receipts Required!** – can be customized. Refer to the configuration information in this guide.

On Submit

The user is also reminded in the **Final Review** window, when the user clicks **Submit Report**. The expense entries that require receipts are listed.



NOTE: The reminder instructions – shown below **Reminder: Receipts Required!** – can be customized. Refer to the configuration information in this guide.

Upload/View/Remove a Receipt at the Report Level

Upload – Report Level

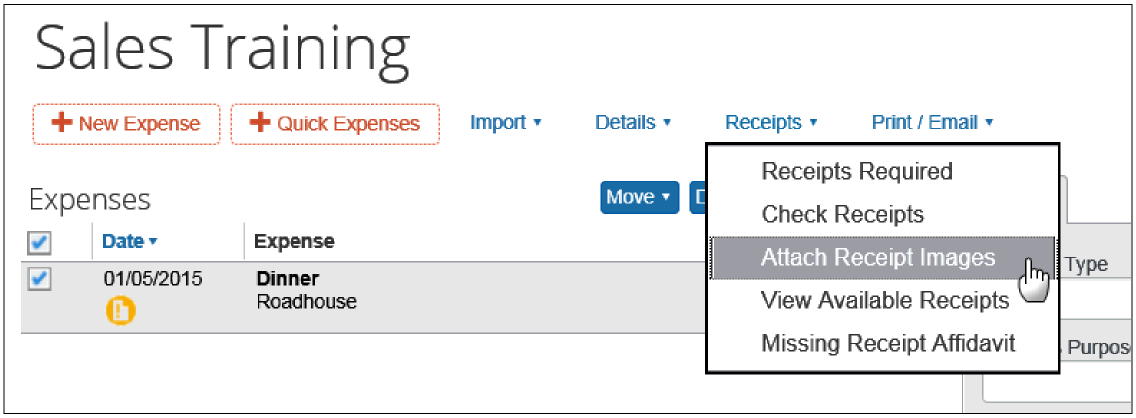
The client may not allow its users to upload to the report level; the client may prefer that the user upload for each individual expense. If the user is allowed to upload at the report level, the user can:

- Upload while creating/editing the report
- Upload while submitting the report

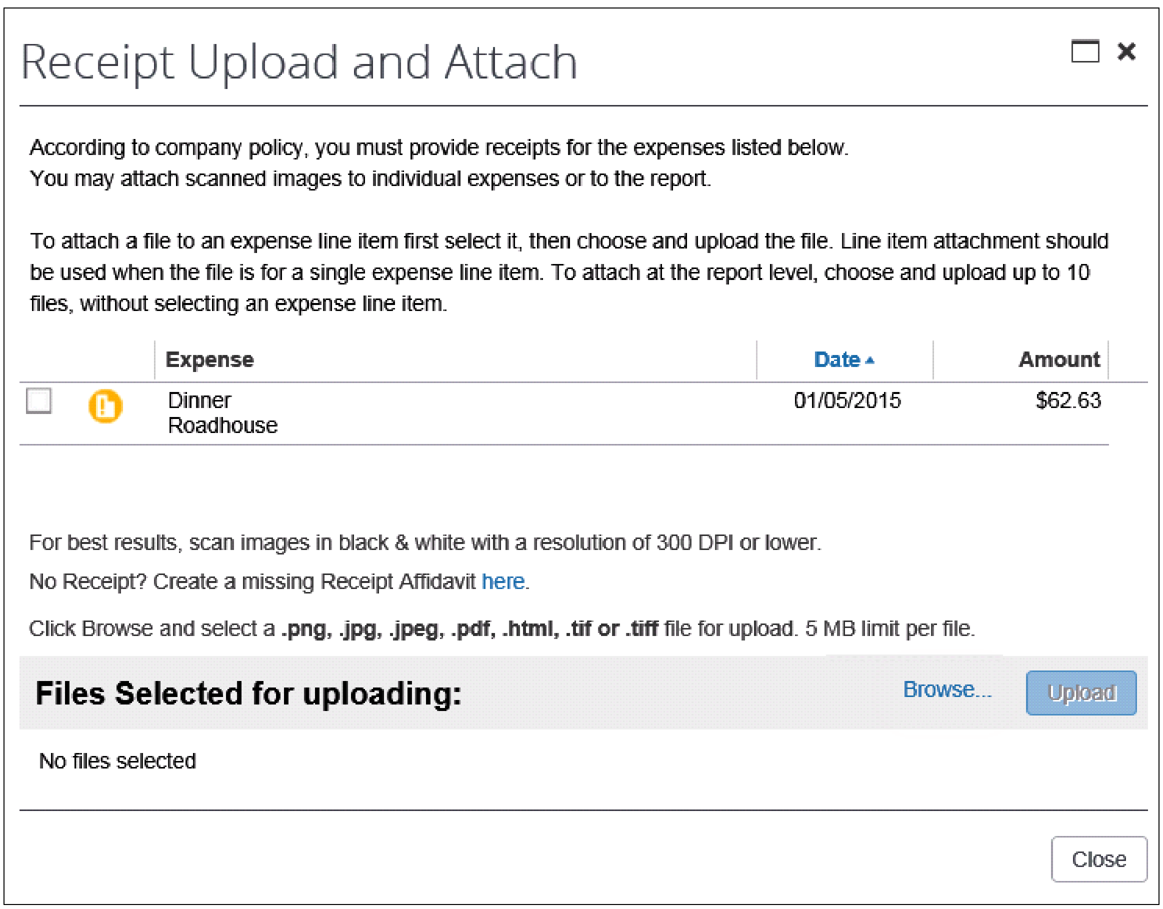
The amount of time required to upload the receipt depends both on the size of each file and the overall connection speed.

Upload While Creating/Editing the Report

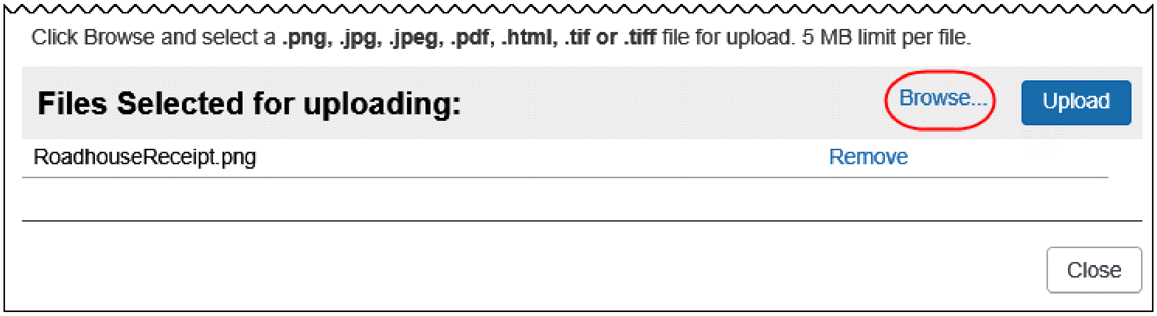
With the report open, the user clicks **Receipts** > **Attach Receipt Images**.



The **Receipt Upload and Attach** window appears.



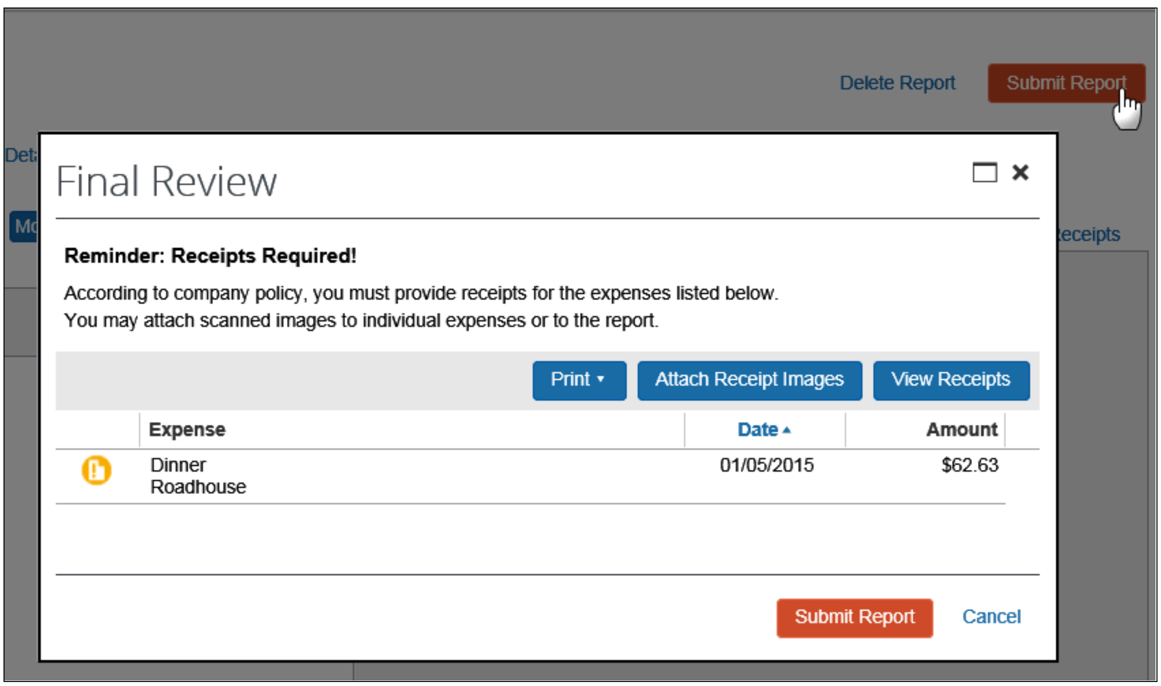
The user clicks **Browse** and locates the desired receipt.



The user clicks **Upload** and **Close**.

Upload While Submitting the Report

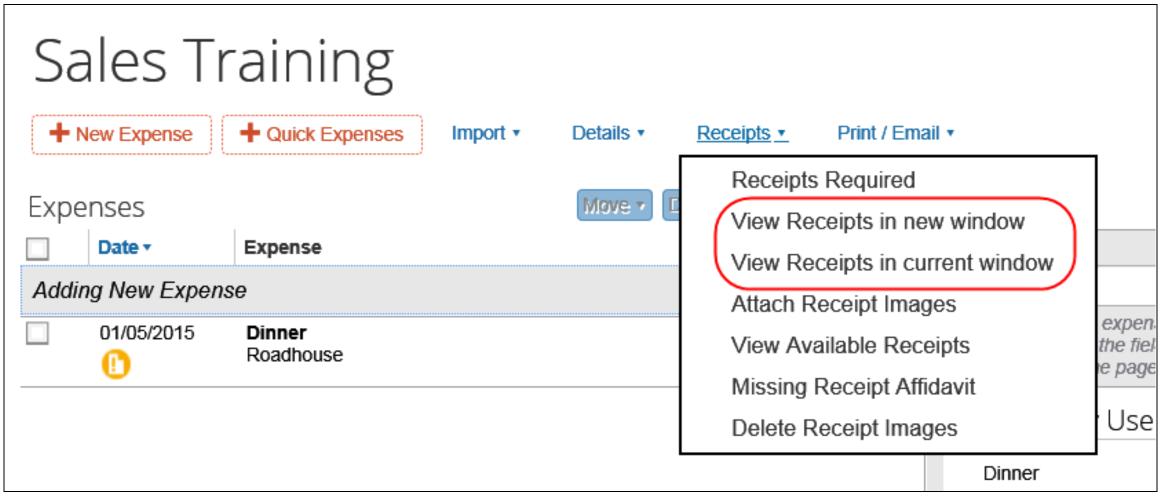
As described previously, when the user clicks **Submit Report**, the **Final Review** window indicates if receipts are required.



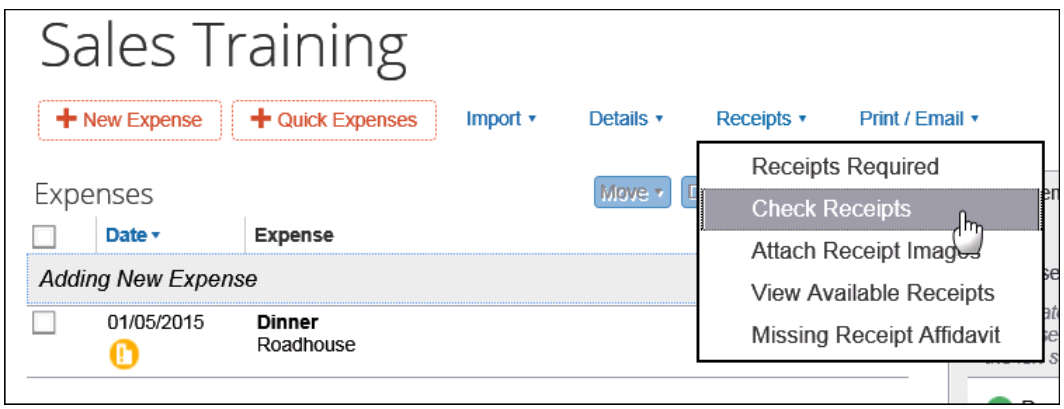
If so, the user clicks **Attach Receipt Images** in the **Final Review** window. Then, the steps are the same as described in *Upload While Creating/Editing the Report*.

View – Report Level

Once the upload is complete, to view the receipts in PDF format, the user clicks **Receipts** > **View Receipts in new window** or **View Receipts in current window**.



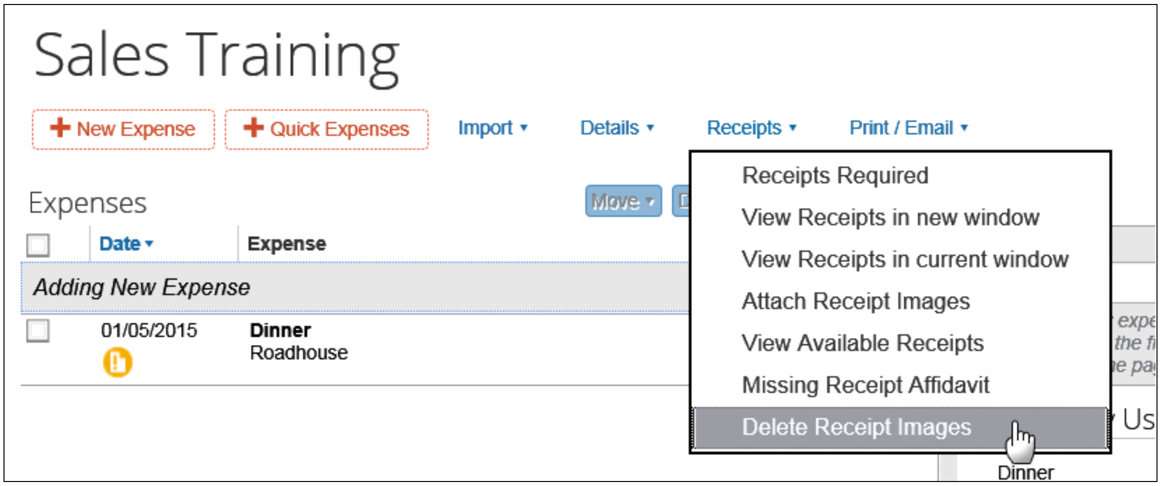
NOTE: While the receipts are uploading, **Check Receipts** appears instead of **View Receipts in new window** or **View Receipts in current window**.



Remove – Report Level

If the user uploaded the wrong receipt, they can delete it and try again. The user can delete the receipt ***only*** if the report has not yet been submitted or if the report has been submitted then returned to the user.

The user clicks **Receipts** > **Delete Receipt Images**.



Note the following:

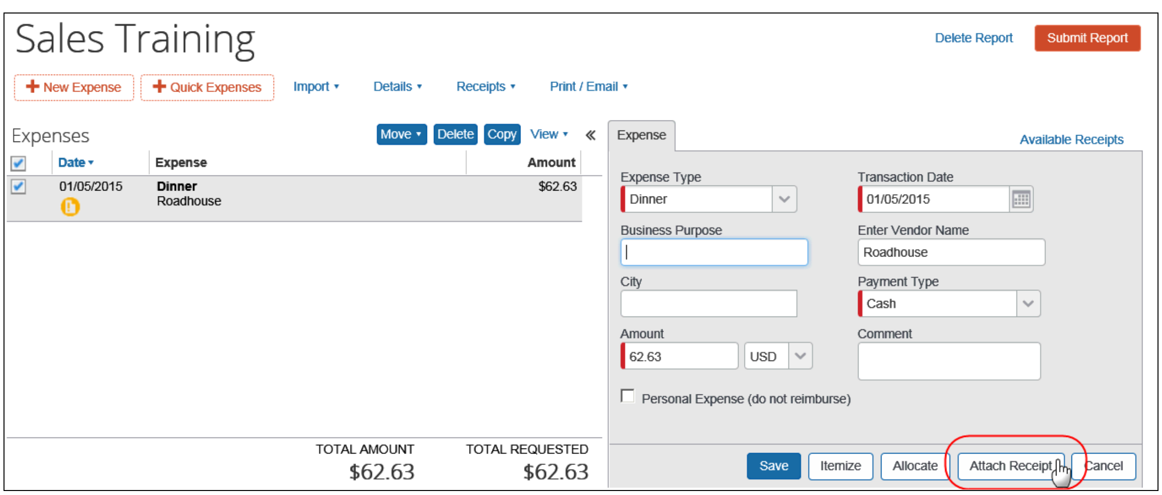
- The entire set of receipts (PDF) will be removed from the report.
- For reports that have been returned to the user:
  - Concur Expense creates an audit trail entry indicating that receipts have been deleted.
  - If Concur Expense had marked the receipts as received (in Processor), the delete process will mark the receipts as ***not*** received.

Upload/View/Remove a Receipt at the Expense Entry Level

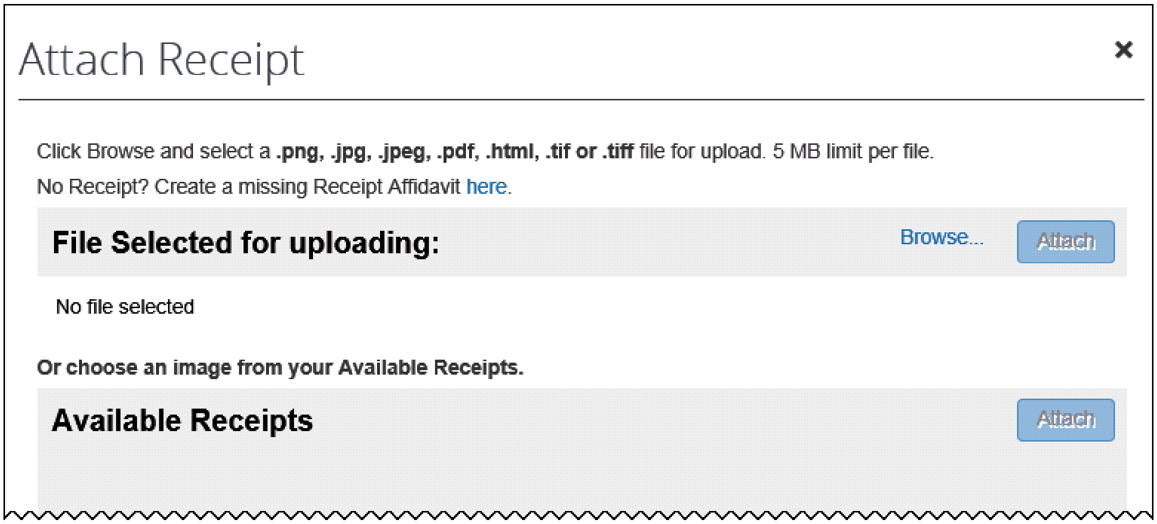
Upload – Expense Entry Level

The amount of time required to upload the receipt depends both on the size of each file and the overall connection speed.

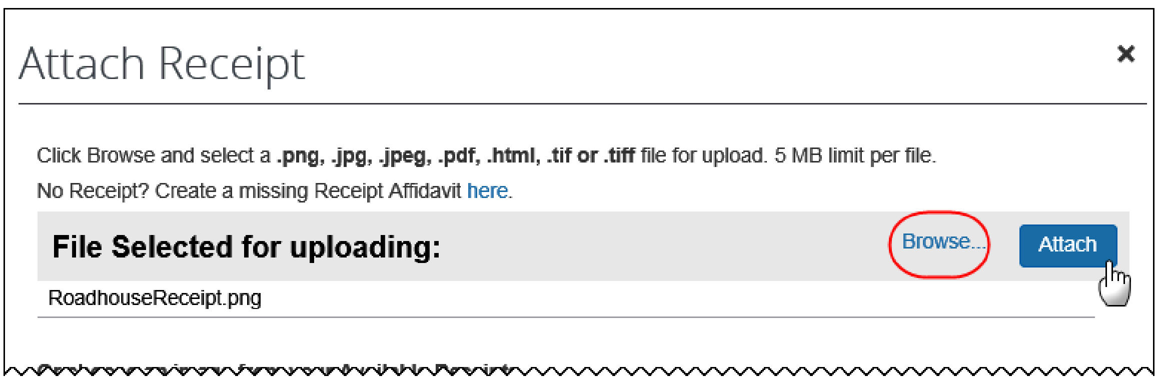
With the expense entry open, the user clicks **Attach Receipt**.



The **Attach Receipt** window appears, allowing the user to upload or to select a receipt from the Available Receipts library (described later in this guide).



The user clicks **Browse** and locates the desired receipt.



The user clicks **Attach**. In the expense list, the Receipts Required icon becomes the Receipts Received icon.

View – Expense Entry Level

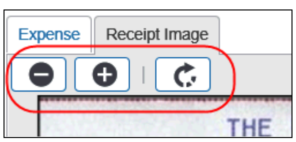
There are several ways to view expense entry level attachments:

- Use the **Receipt Image** tab
- Use the Receipt Received icon
- Use the **Receipts** menu

Use the Receipt Image Tab

With the entry open, the user clicks the **Receipt Image** tab.

The user can use the toolbar to zoom and rotate the image, if desired.



NOTE: Rotating is not available for all image formats.

Use the Receipt Received Icon

The user hovers the mouse pointer over the icon. The image appears.

USE THE RECEIPTS MENU

The user can also view receipts using the steps in *View – Report Level*.

NOTE: Where the **Receipt Image** tab shows only the recipt attached to the selected expense entry, using **Receipts** > **View Receipts in new window** or **View Receipts in current window** shows all report level and expense entry level receipts.

Remove – Expense Entry Level

If the user uploaded the wrong image, they can delete it and try again. The user can delete the receipts ***only*** if the report has not yet been submitted or if the report has been submitted then returned to the user.

The user can remove (detach) a receipt from an expense entry:

- Use the **Receipt Image** tab
- Use the Receipt Received icon

Note the following:

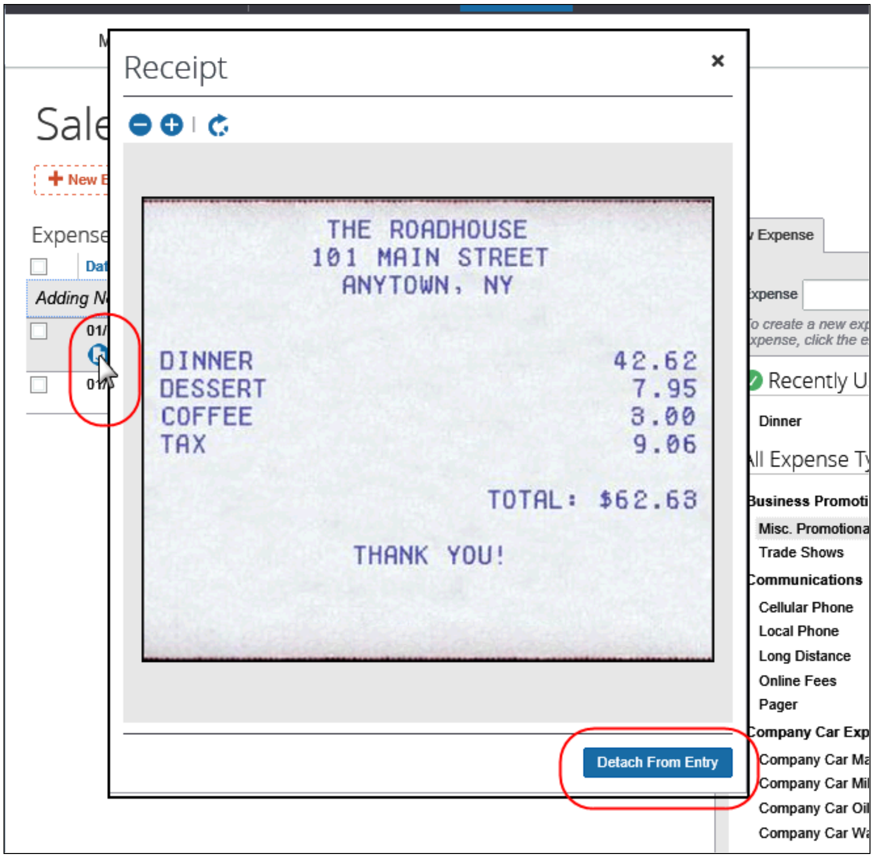
- A removed/detached receipt is not actually deleted. It is moved to the Available Receipts library – even if it was not originally housed in the Available Receipts library.
- Once the receipt is removed/detached, the Receipts Received icon again becomes Receipts Required icon in the expense list.
- For reports that have been returned to the user:
  - Concur Expense creates an audit trail entry indicating that receipts have been deleted.
  - If Concur Expense had marked the receipts as received (in Processor), the delete process will mark the receipts as ***not*** received.

Use the Receipt Image Tab

The user clicks the **Receipt Image** tab and then **Detach From Entry**.

Use the Receipt Received Icon

The user hovers the mouse pointer over the icon. The receipt appears. The user clicks **Detach From Entry**.



Attach/View/Remove a Receipt in the Available Receipts Library

Attach – Available Receipts Library

There are several ways to attach a receipt that is stored in the Available Receipts library:

- Use the Attach icon
- Use drag-and-drop
- Use the **Attach Receipt** button
- With the line item selected, click **Save** to attach to line item

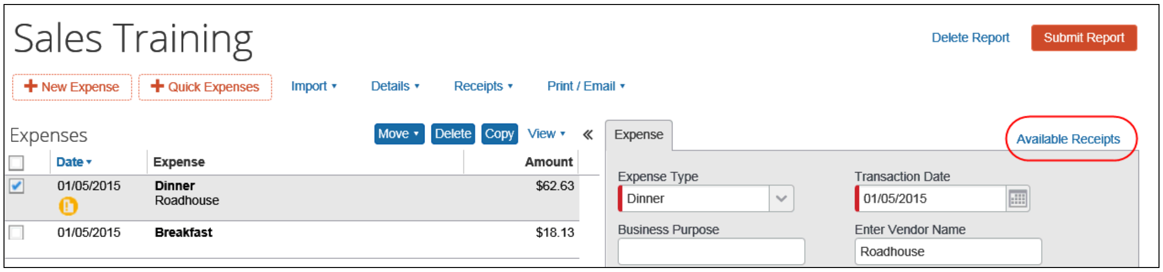
Note the following:

- Receipts in the Available Receipts library can be attached to expense entries. They cannot be attached at the report level.
- The Available Receipts library contains receipts received by Concur Expense within the ***previous 365 days***. Older receipts will not be available.

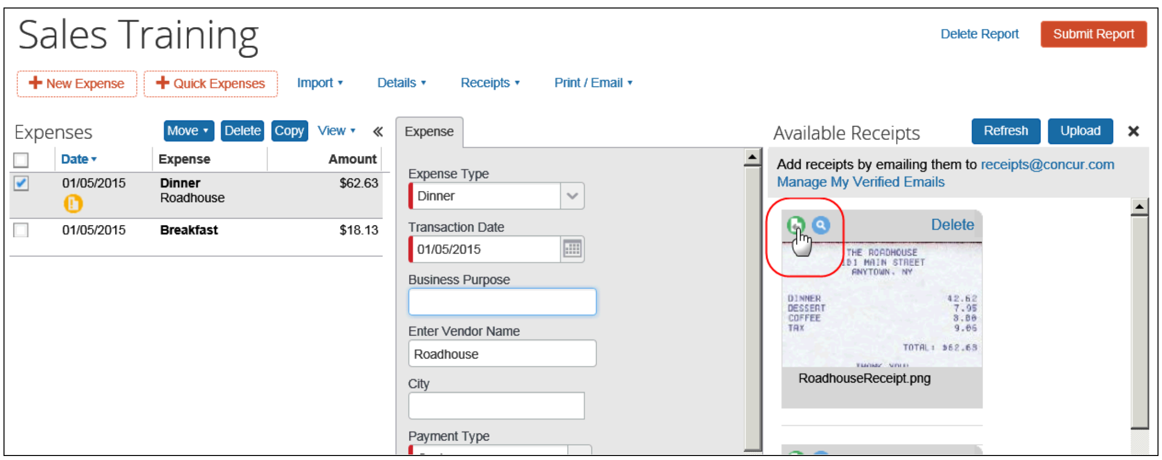
- Once the receipt is attached, the Receipts Required icon becomes the Receipts Received icon in the expense list.

USE THE ATTACH ICON

The user opens the desired expense entry and clicks **Available Receipts**.



In the **Available Receipts** window, the user clicks the Attach icon on the desired receipt.

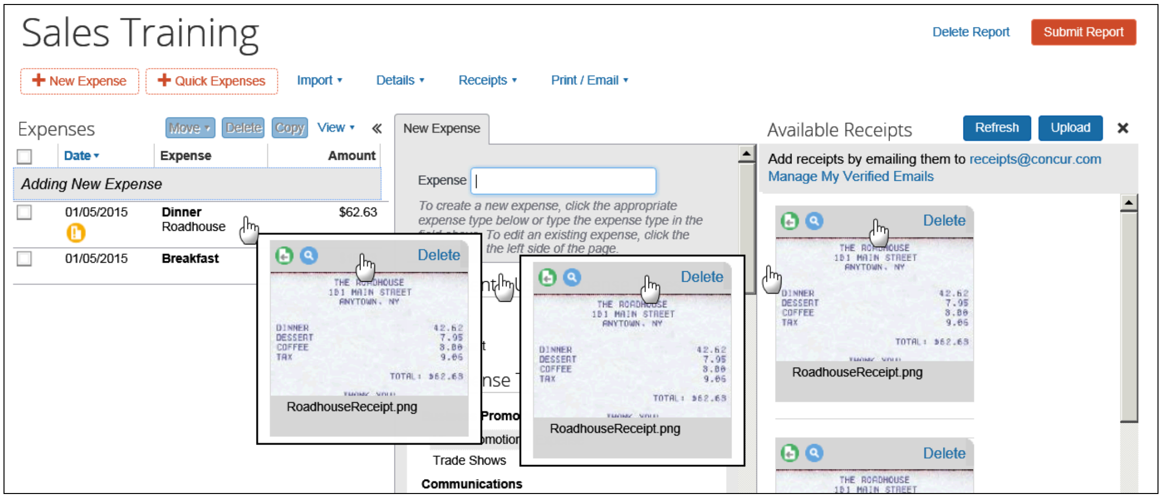


In the expense list, the Receipts Required icon becomes the Receipts Received icon.

USE DRAG-AND-DROP

NOTE: Drag-and-drop is not available in all versions of all browsers, for example, it does not work for older versions of Internet Explorer.

The user drags-and-drops a receipt to an expense entry.

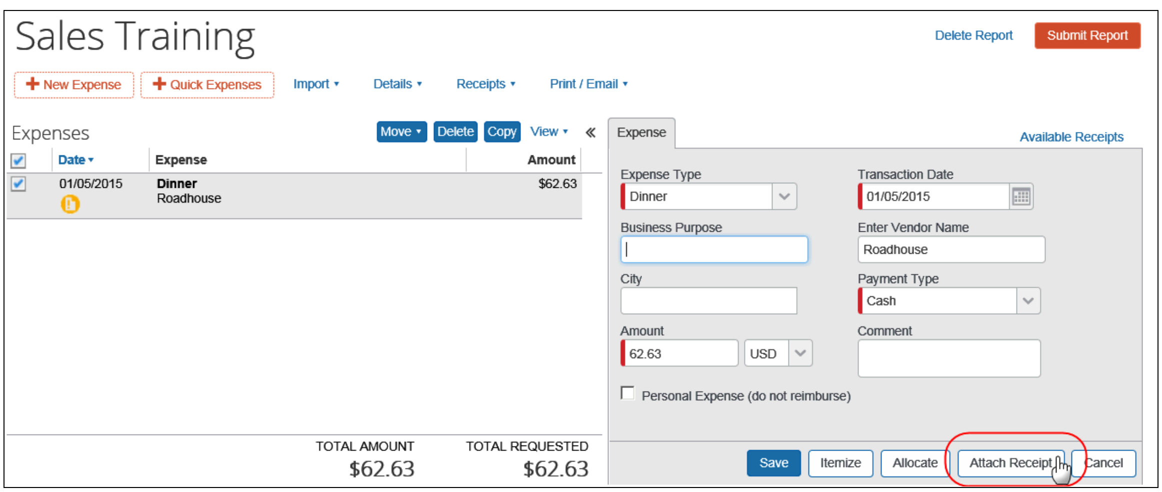


Note the following:

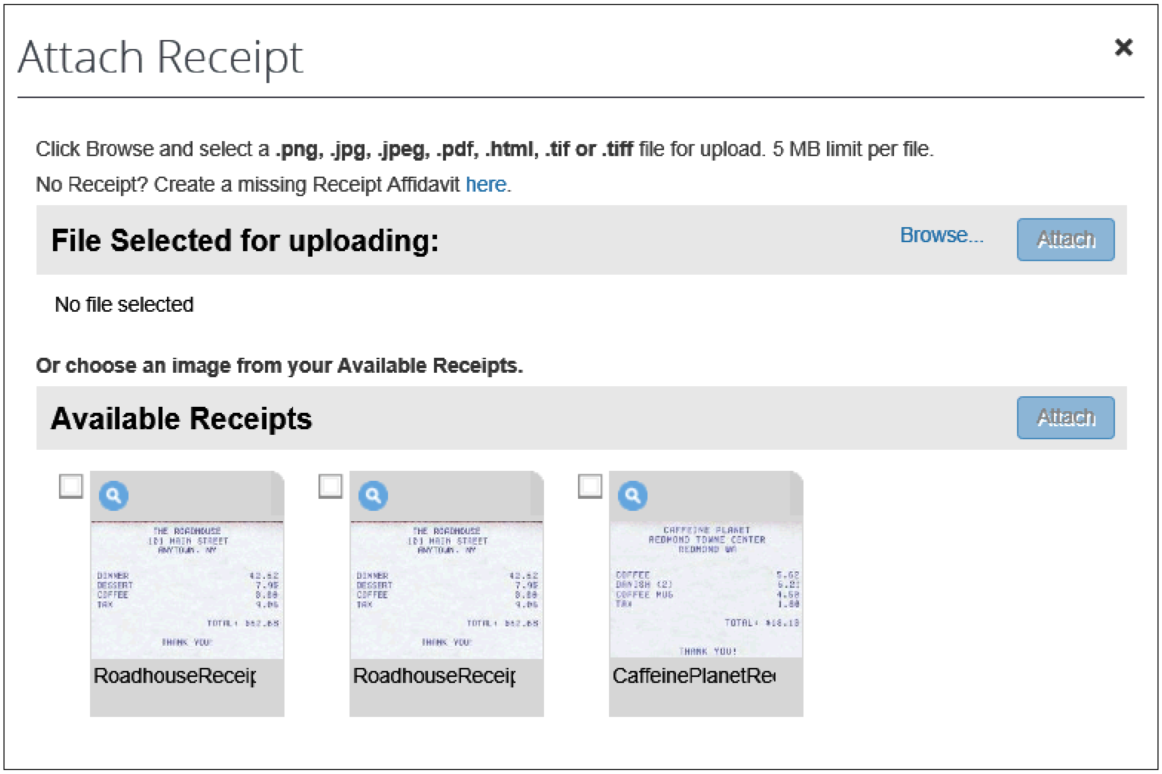
- The desired expense does not have to be open. The user simply drags the receipt to any expense in the expense list.
- In the expense list, the Receipts Required icon becomes the Receipts Received icon.

USE THE ATTACH RECEIPT BUTTON

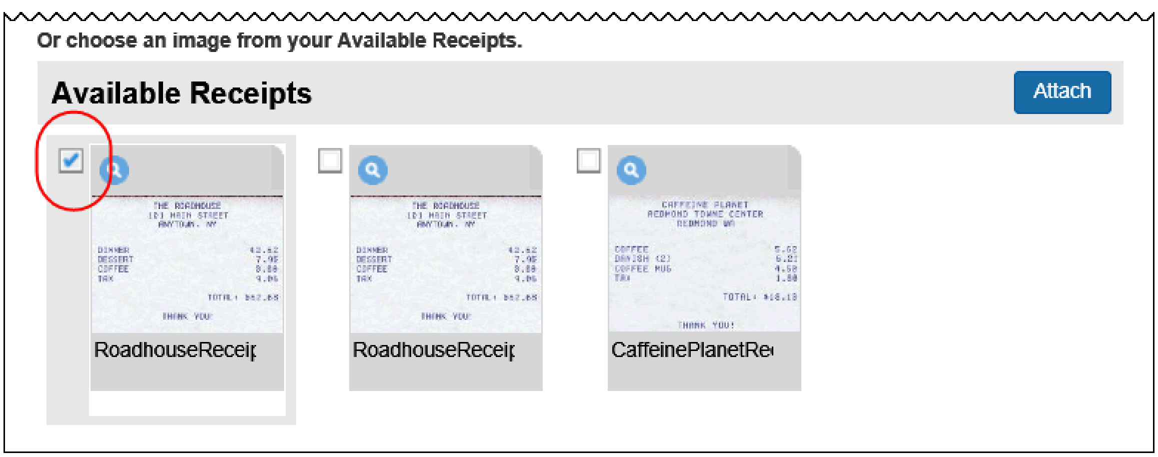
The user opens the desired expense entry and clicks **Attach Receipt**.



The **Attach Receipt** window appears, allowing the user to upload or to select a receipt from the Available Receipts library.



The user selects the check box of the desired receipt and clicks **Attach**.



In the expense list, the Receipts Required icon becomes the Receipts Received icon.

View – Available Receipts Library

The user can view receipts using the steps in *View – the Expense Entry Level*.

Remove – Available Receipts Library

The user can remove receipts using the steps in *Remove – the Expense Entry Level*.

Submit Report

Once the user ensures that the receipts are attached correctly, they submit the expense report as usual.

Section 7: What the Delegate Sees

Delegate Configuration and User Profile

Whether or not a delegate can view, add, or remove receipts (either directly or in the user's Available Receipts library) depends on two factors:

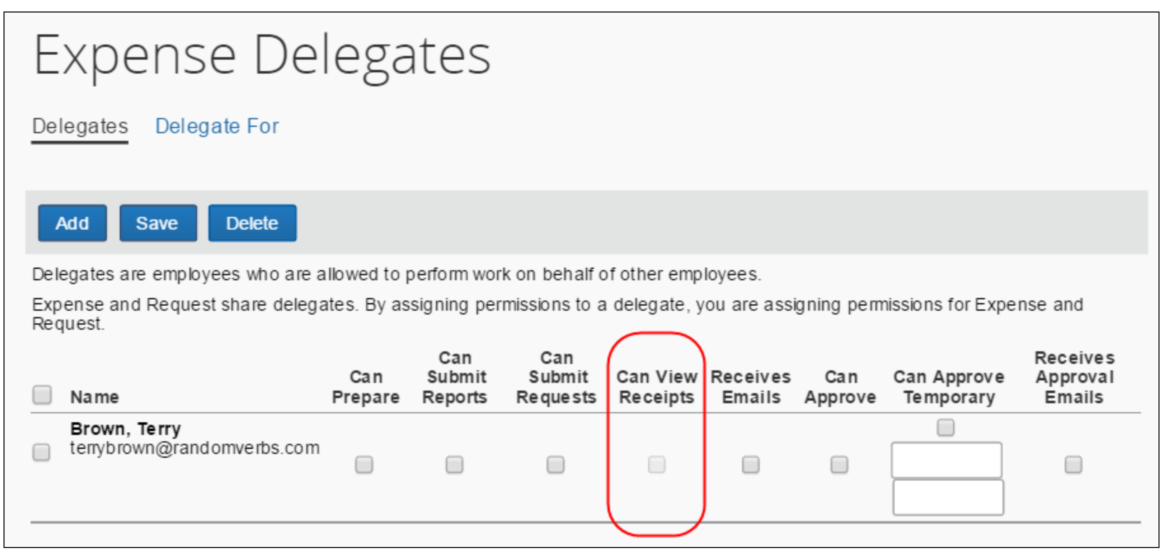
- If the client's delegate configuration allows it.

  Refer to the configuration information in this guide.

  – and –

- If the configuration allows it, then whether the user allows it (as shown below).

If the client configuration allows delegates to manage receipts, then the **Can View Receipts** option is available in Profile for users to define the options available to their delegates.



The user clicks **Profile** > **Profile Settings** and then **Expense Delegates** (left menu). For the desired delegate, the user selects (enables) the **Can View Receipts** check box.

NOTE: The setting says "view" but it includes view, add, delete, etc.

If the **Can View Receipts** check box is ***not*** checked, these are not visible/available to the delegate:

- Receipts Received icon and the Receipts Required icon
- **Receipts** menu
- **Attach Receipt** button (at the bottom of the expense entry)
- Available Receipts library

The remaining information in this section assumes that the **Can View Receipts** is enabled.

Email Registration for the Available Receipts Library

To allow the delegate to email receipts into a user's Available Receipts library, the user's email address ***and*** the delegate's email address must be verified in their respective profiles.

First, the delegate verifies their own email address (as described in *Prepare to Use the Available Receipts Library* in this guide).

Then, the user can verify their own email address or the delegate can initiate the verification process on behalf of a user, but the delegate cannot complete it. To do so, the delegate – while working on behalf of the user – clicks **Verify** in the user's profile. Concur Expense sends the verification email to the user – not the delegate. The user opens the email and enters the verification code into their own profile.

When the process is complete, the delegate can email receipts on behalf of the user as described below.

Email Receipts to a User's Available Receipts Library

To email receipts for a user, the delegate:

1. Prepares an email to receipts@concur.com
2. Enters ***only*** the user's verified email address in the *Subject:* line
3. Attaches the receipts
4. Sends the email

The system:

- Confirms that both the delegate sending the email and the user in the subject line (delegator) have verified email addresses
- Confirms that a delegate-to-delegator relationship exists between the sender (delegate) and the user in the subject line (delegator)

Then:

- If both verification steps are found to be true, the receipt is added to the *user's* repository.
- If the sender is not the delegate of the user in the subject line (delegator), the receipt is added to the *delegate's* repository.
- If the delegate does not have a verified email address, the email is discarded.

Upload, View, Delete Receipts; Use the Available Receipts Library

A delegate can – while working as a user – upload, view, and delete receipts either directly or using the user's Available Receipts library. The delegate uses the steps in *What the User Sees* in this guide.

Section 8: What the Approver and Processor See

The approver and processor:

- Can view receipts
- Can upload receipts at the report level, if the configuration allows report level attachments
  - ♦ If a receipt already exists at this level, then the approver/processor attachment is appended to the original.
  - ♦ If there is not already an attachment, then the approver/processor attachment is the only receipt.
- Can upload receipts at the expense level (not from the Available Receipts library)
  - ♦ If a receipt already exists at this level, then the approver/processor attachment is appended to the original.
  - ♦ If there is not already an attachment, then the approver/processor attachment is the only receipt.
- Cannot remove a receipt, even if the approver/processor added the receipt
- Cannot access or view the user's Available Receipts library

To upload and view, the approver and processor uses the steps in *What the User Sees* in this guide.

If the processor or approver wants a receipt removed, they must return the report the user (or delegate) to complete that task.

Section 9: Manage the Available Receipts Library

This section provides additional information about the Available Receipts library, including how to:

- Email receipts to the library
- Upload receipts to the library, if you are allowed to upload
- Delete receipts from library
- View, zoom, and rotate receipts
- Send receipts to the library via Chrome

Email Receipts to the Library

The user prepares the attachments using the information in *Guidelines for Uploads and Emails* in this guide. Then, the user prepares the email to receipts@concur.com, attaches the receipts, and sends the email.

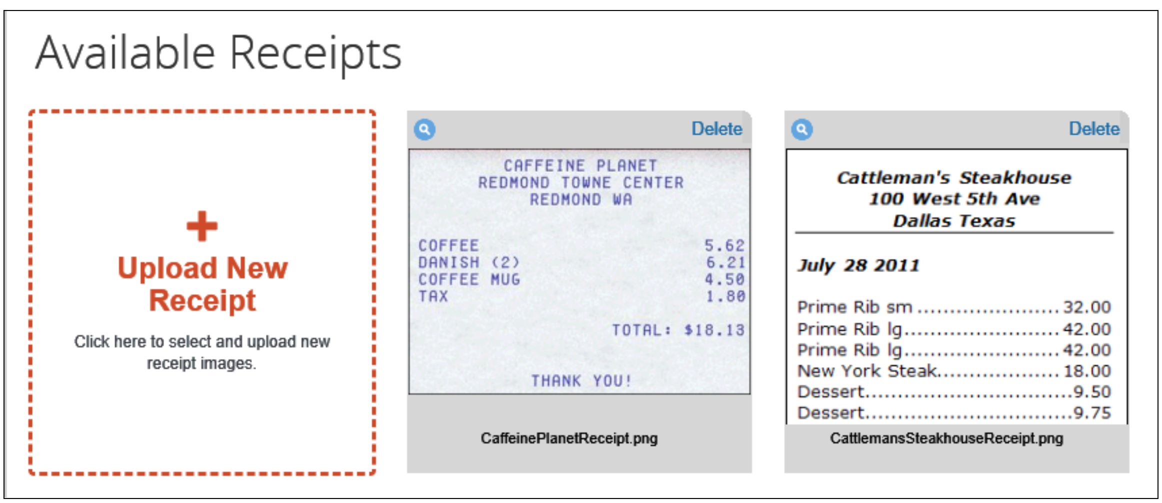
Delegates

For information about delegates sending receipts to the Available Receipts library, refer to *What the Delegate Sees* in this guide.

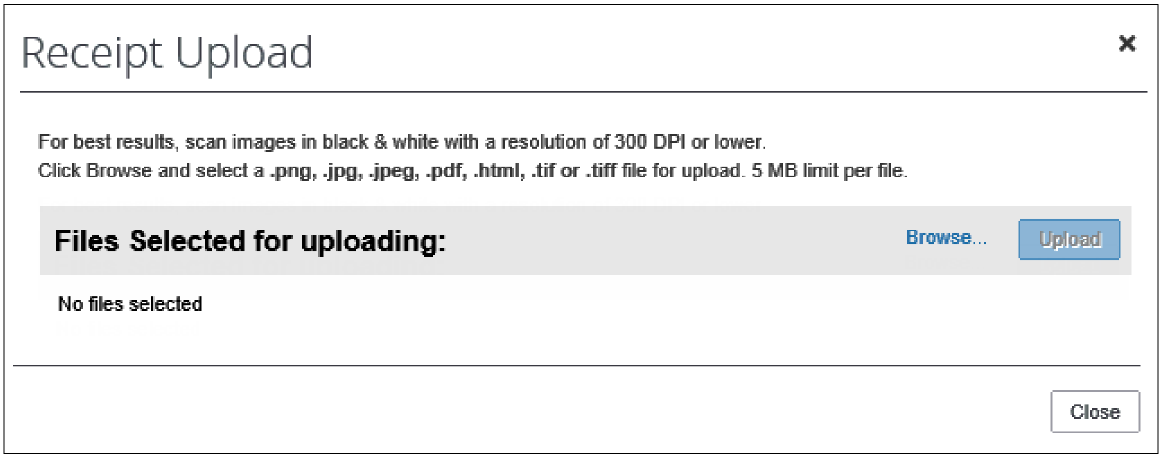
Upload Receipts to the Library

From the Expense Home Page

The user clicks **Expense** on the menu.



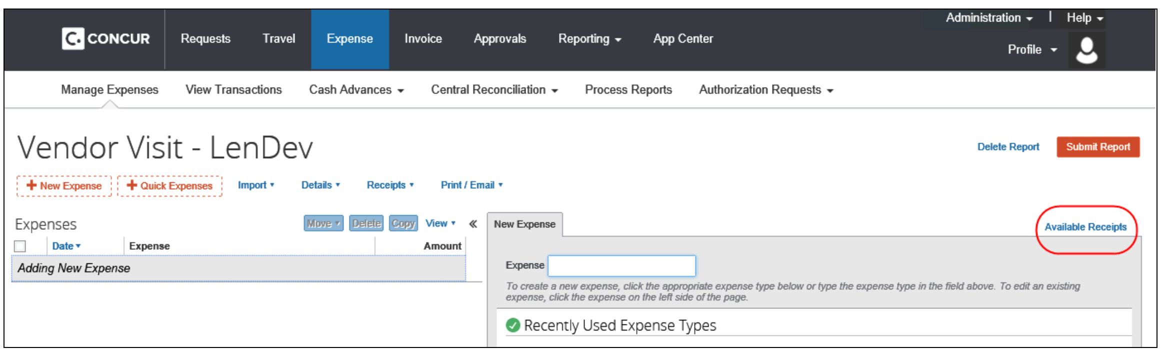
At the bottom of the page, the user clicks **Upload New Receipt**. The **Receipt Upload** window appears.



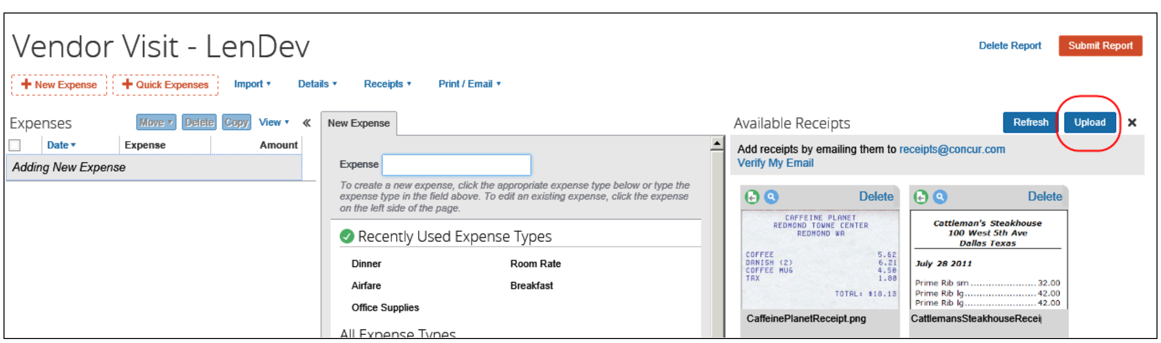
The user clicks **Browse** and locates the desired receipt. The user clicks **Upload** and **Close.** The receipt is then available to be attached at any time.

From the Expense Entry

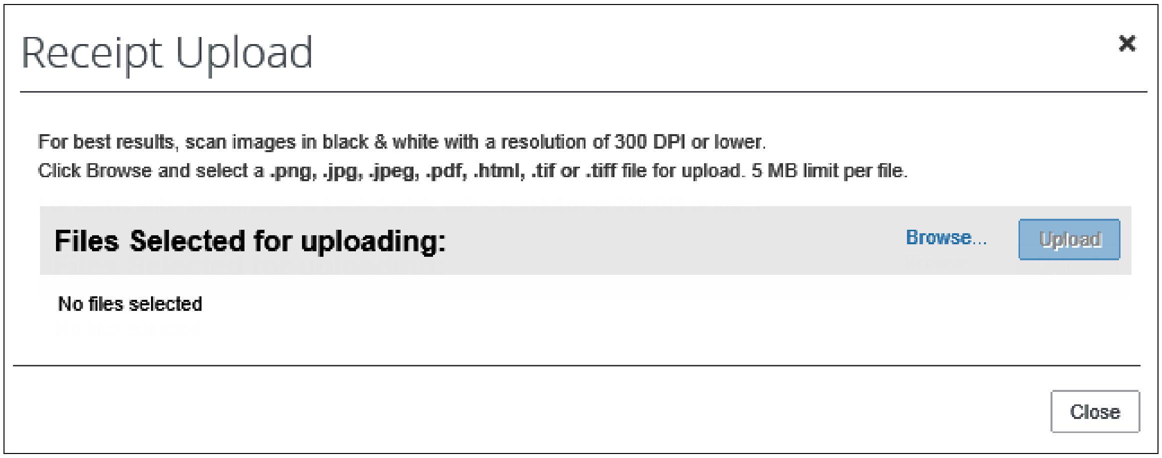
The user can open any report and click **Available Receipts**.



The **Available Receipts** pane opens.



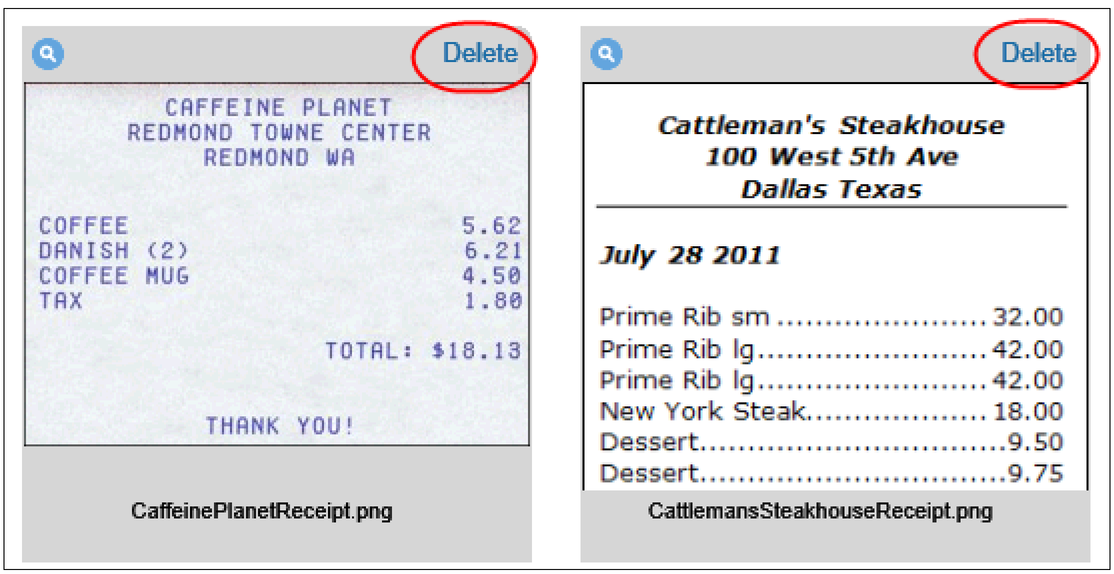
The user clicks **Upload**. The **Receipt Upload** window appears.



The user clicks **Browse** and locates the desired receipt. The user clicks **Upload** and **Close**. The receipt is then available to be attached at any time.

Delete Receipts from the Library

Either at the bottom of the Concur Expense home page (in the **Available Receipts** section) or in the Available Receipts library, the user clicks **Delete** on a receipt.

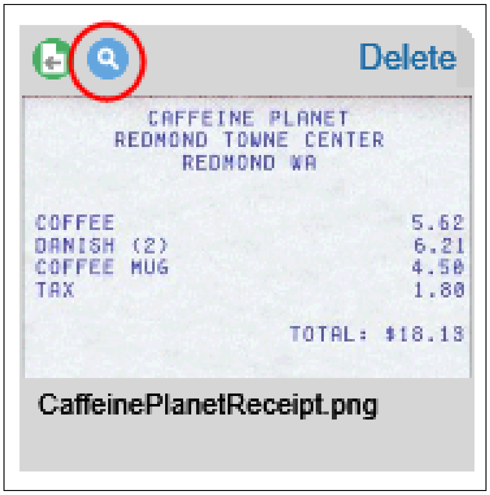


If the receipt is associated with a mobile expense (an expense generated on a mobile device using the SAP Concur mobile app) or is an e-receipt, the user cannot delete the receipt from the library.

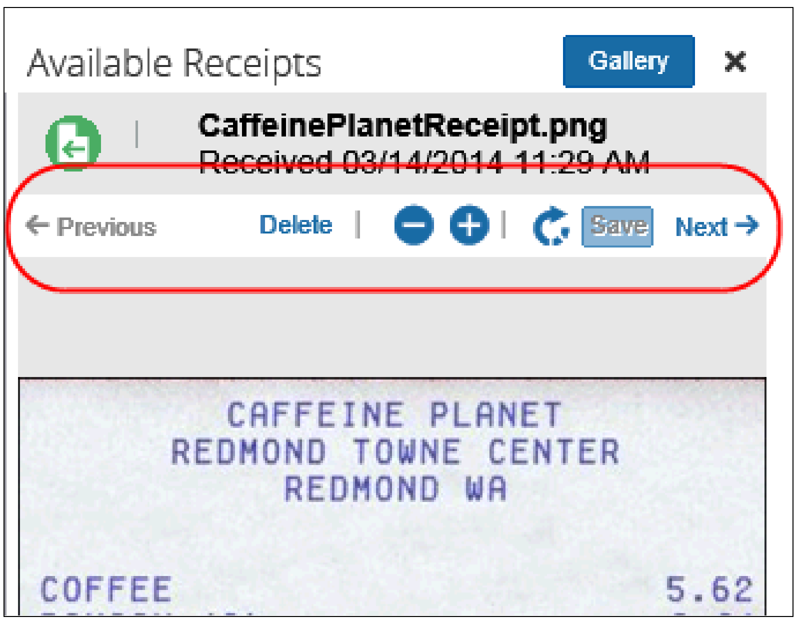
- To delete a receipt associated with a mobile expense, the user must delete the mobile expense.
- To delete an e-receipt, the user must delete it from the Available Expenses area, providing the client's configuration allows deletions.

View, Zoom, and Rotate Receipts

To view, either at the bottom of the Expense home page (in the **Available Receipts** section) or in the Available Receipts library, the user clicks  on a receipt.



The window expands.



Then, the user can:

- Use the toolbar to zoom and rotate.

NOTE: Not all image file types can be rotated.

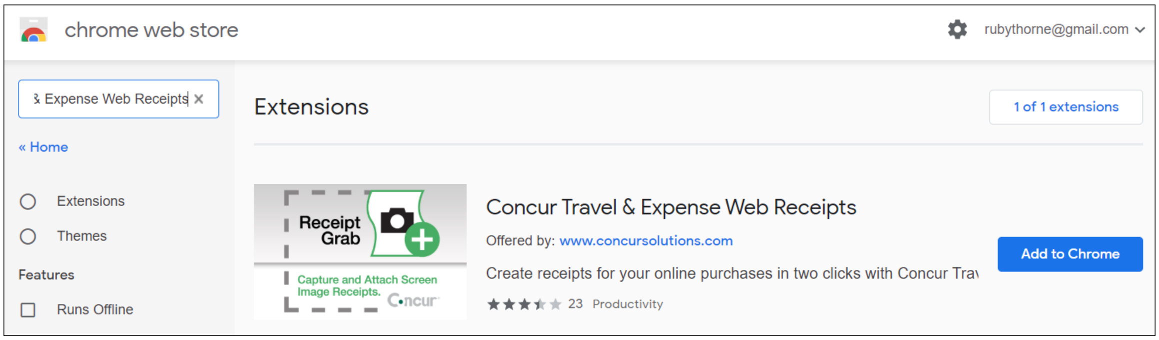
- Use **Next** and **Previous** to navigate between receipts.
- Click the **Gallery** button to return to the gallery view.

Sending the Receipt Image from the Chrome Browser

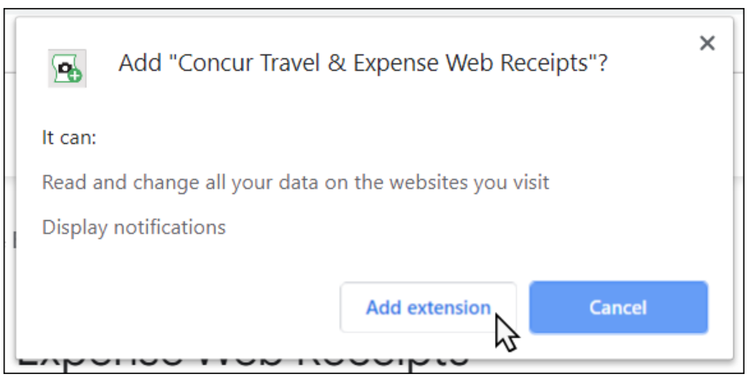
By installing the Concur Travel & Expense Web Receipts plug-in available from the Chrome Web Store, the user can take screenshots of a receipt directly within the Google Chrome browser, and that picture is sent to their folder within Available Receipts library.

How It Works

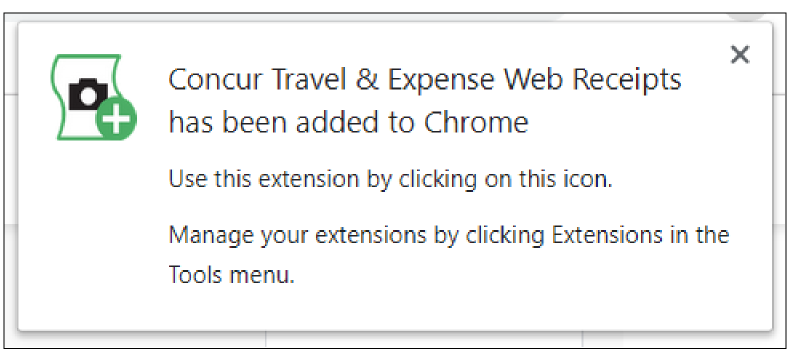
The user first downloads the plug-in by typing *Concur Travel & Expense Web Receipts* in the **Search** box:



The user agrees to the terms, and clicks **Add extenstion**:

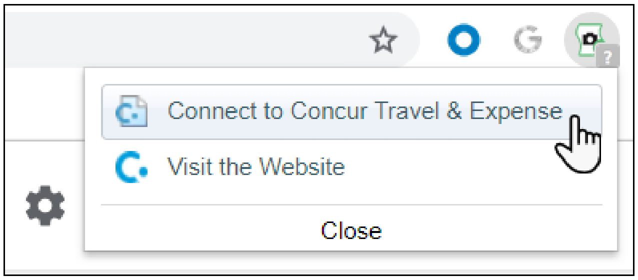


The plug-in is downloaded and displayed as an icon in the upper-right corner of your Google browser window:

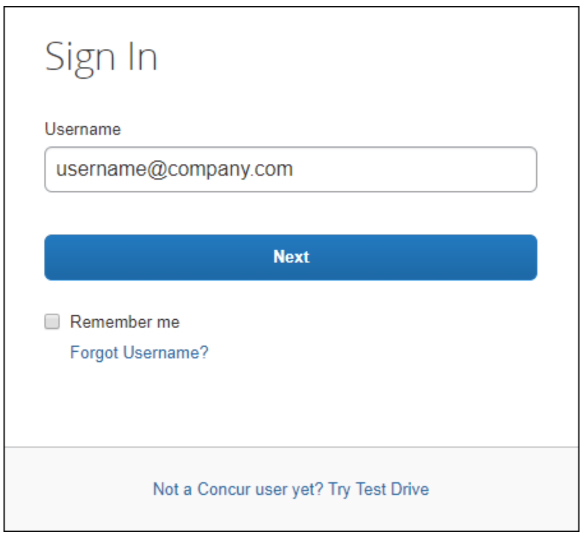


Use the Plug-in to Capture Receipt Images

The user clicks the icon, then **Connect to Concur Travel & Expense**.



The user logs in to SAP Concur using their credentials:



The user clicks **Create Receipt From** on the right-click context menu, or clicks the icon directly and selects the command from the menu.

The user positions the capture area as needed, and then clicks **Capture**. The image is copied to your Concur Expense receipts folder and is available in the Available Receipts library.

Section 10: Other Considerations

Hold for Receipt Image Workflow Step

The administrator can add a step to the Concur Expense workflow that requires receipt images to be attached to an expense report *before* the report can be sent to the first approver. Once the Imaging service receives the receipts, they are attached to the report in PDF format and the report can move to the next step in the workflow.

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

Adobe Reader

Every client computer that utilizes the Imaging service must have the correct version of Adobe Reader installed. SAP Concur recommends version 8.0 or newer. Concur Expense does not provide Adobe Reader as part of Imaging. Adobe Reader is free to install and can be downloaded at http://www.adobe.com.

NOTE: The first time an employee submits or prints a report from within Concur Expense ***and*** Imaging has been activated, the system checks for the availability of Adobe Reader on the employee's computer. To assist the employee with the application installation, a link can be provided during configuration of Imaging that will direct the employee to the Adobe website to install the application, or to any other URL that is designated as the access point for Adobe Reader.

Adobe Reader must be configured to display the PDF in the browser and not in a separate window.

Compression

The Imaging service compresses larger PDFs. Images are not affected immediately; however, if a user views a PDF later, the user may notice that the receipt image is now grayscale and may not be quite as clear.

Troubleshooting Receipt Image Uploads

The following table displays error messages or scenarios that the employee may experience after attempting to upload receipt images to the Image Upload Server.

Error Message	Description	Solution
No files selected.	There are no files to be uploaded in the **Files selected for uploading** list.	Use the **Browse** button to select files to upload.
Completed.	The file is successfully uploaded.	N / A.
File Exceeds Size Limit.	The maximum file size is displayed in the **Attach Files** window. Refer to that information.	Save the file in a different format or rescan the file at 300 dpi or lower to reduce the file size. For best results, scan or take a photo as a black and white picture with no more than 1024 x 768 image resolution. **NOTE:** Do ***NOT*** attempt to compress the file using file compression software.
File Format not Supported.	The format of the file is not supported by the Receipt Image Upload feature.	Save the file in the PNG, JPG, JPEG, PDF, TIF, OR TIFF formats only. Also, refer to *Specifically About PDF Files* in this guide.
Upload Error.	The file was not successfully uploaded for unspecified reasons.	The upload process was not successful. You may attempt to upload the file in a new session. If this error continues, consult your SAP Concur Administrator for further directions.
Session has expired. Please log on to the application again.	The session has timed out due to inactivity over 24 hours.	Close and log in again.
Unable to upload images at this time. There may have been an error in the application, or you may have clicked the Refresh button. Close this browser window and retry the image upload from within the application.	The file was not successfully uploaded for a variety of reasons.	Open a new instance of Expense and try again to upload files.

Section 11: Using the Missing Receipt Affidavit

Overview

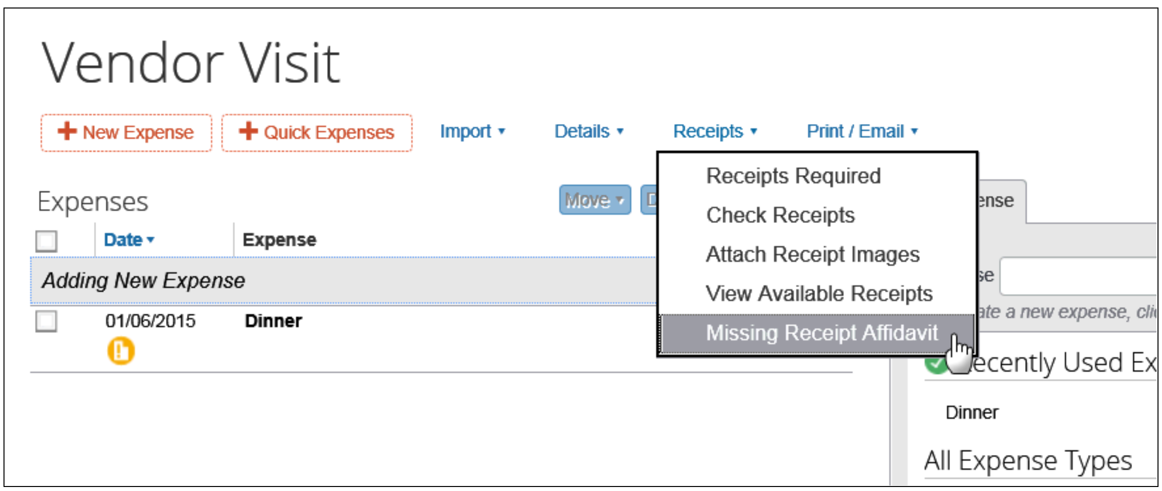
When a user is required to provide receipt images but cannot locate them (for example, they are lost or destroyed), the user can digitally sign an affidavit that is submitted instead of the actual imaged receipts. This way, the report can be submitted in a timely manner and, at the same time, comply with company policy on receipt submission.

User, Delegate, and Proxy

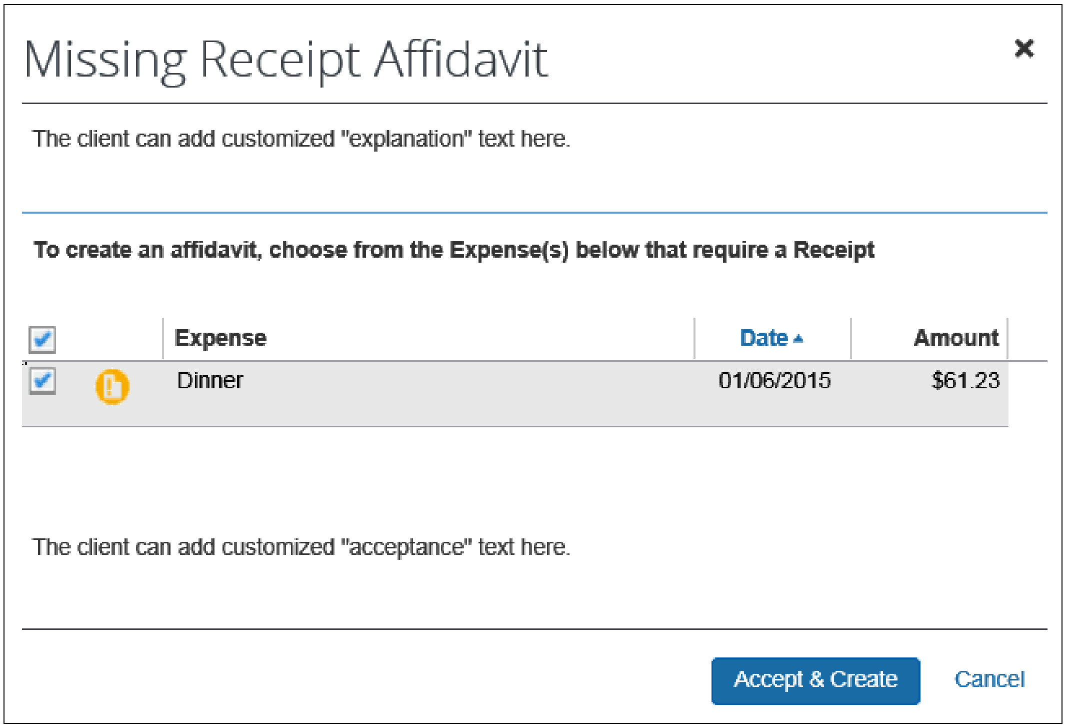
The affidavit can be submitted ***only*** by the user – not the user's delegate or a proxy.

What the User Sees

The user requiring an affidavit clicks **Receipts** > **Missing Receipt Affidavit**.



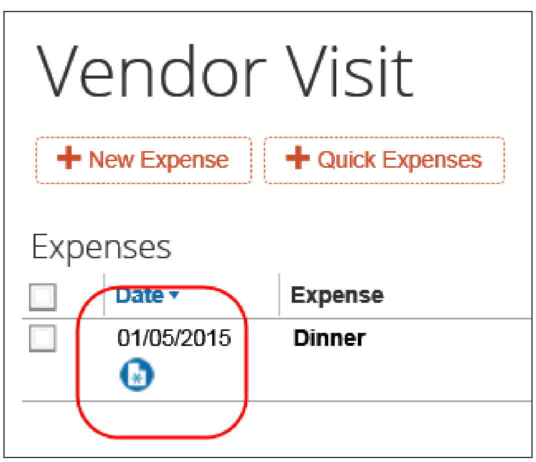
The **Missing Receipt Affidavit** window appears.



NOTE: The client can add customized text above and below the expense list in the **Missing Receipt Affidavit** window. The text can also be localized. Both processes are described in the configuration section in this guide.

The user selects each entry requiring a receipt image where the original receipt has been lost or is otherwise not available, and then clicks **Accept & Create**.

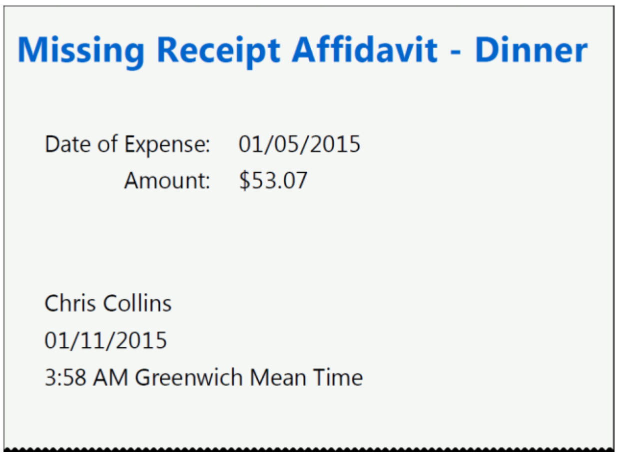
The system adds the icon to each expense entry associated with the affidavit:



The system also creates an image of the affidavit statement, attaches it to the entry or entries, and creates a record of the date, time, employee name, and other details for review purposes.

The user can view the affidavit by hovering the mouse pointer over the  icon.

Depending on the browser, the image may appear in a separate window.



NOTE: In addition, a flag is set that can be used for audit rules to identify reports using the affidavit image type, as described in the configuration section of this guide.

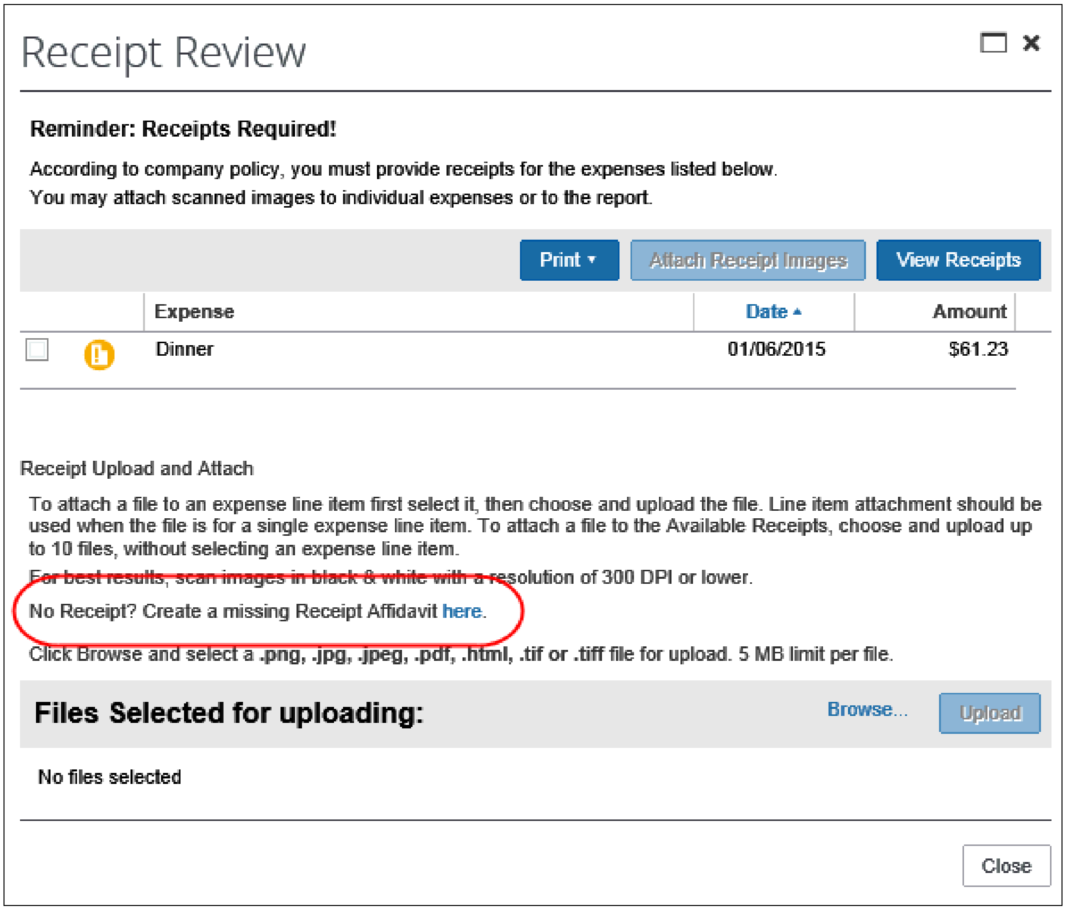
Delete the Affidavit

If the user later finds the receipt (before the report is submitted), they can delete the affidavit and attach the receipt image. To do so, the user simply hovers over the icon and clicks **Detach From Entry**.

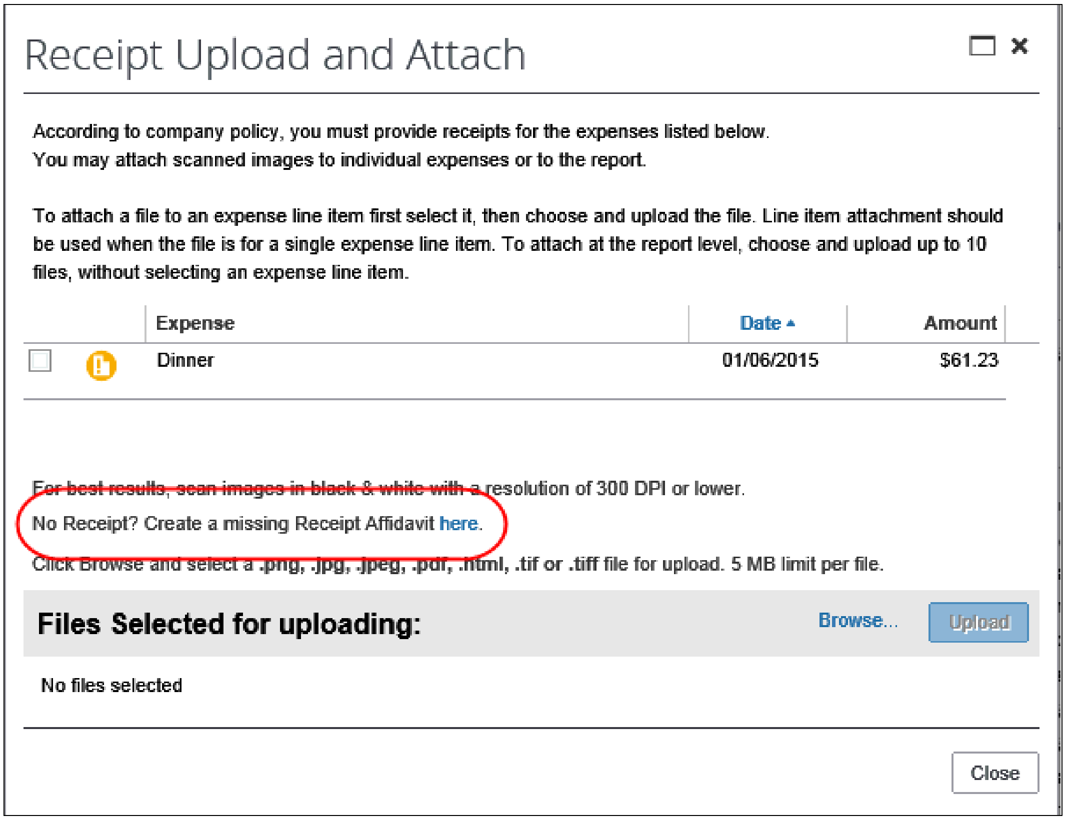
Additional Ways to Access the Affidavit Option

There are several ways to access the affidavit. They include:

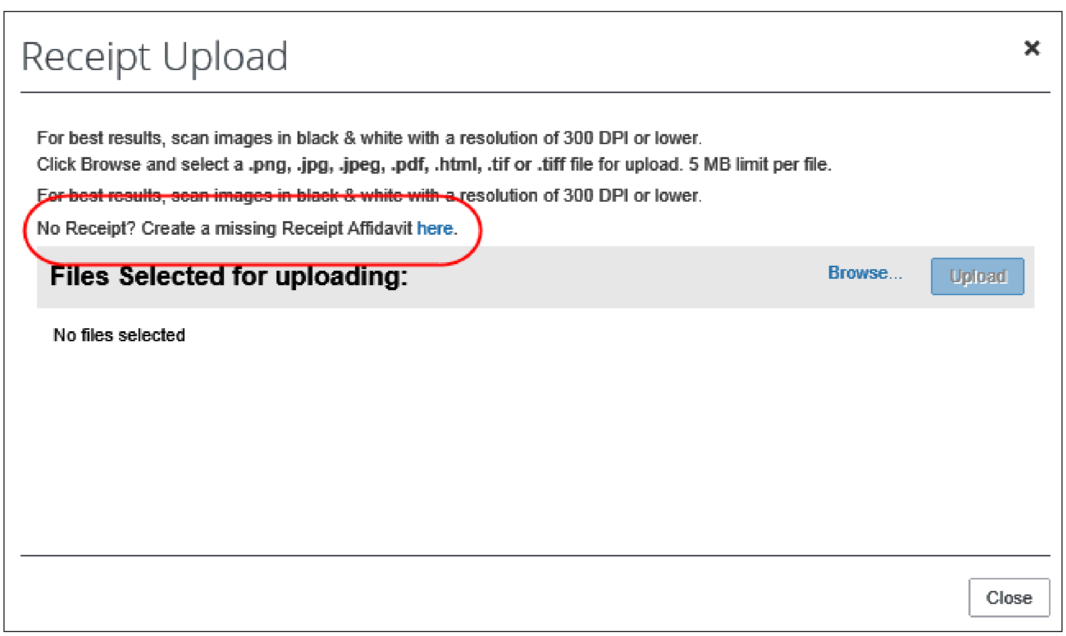
- The user clicks **Receipts > Receipts Required**. In the **Receipt Review** window, the user clicks **Attach Receipt Images**. The **Receipt Review** window expands. The affidavit option becomes available.



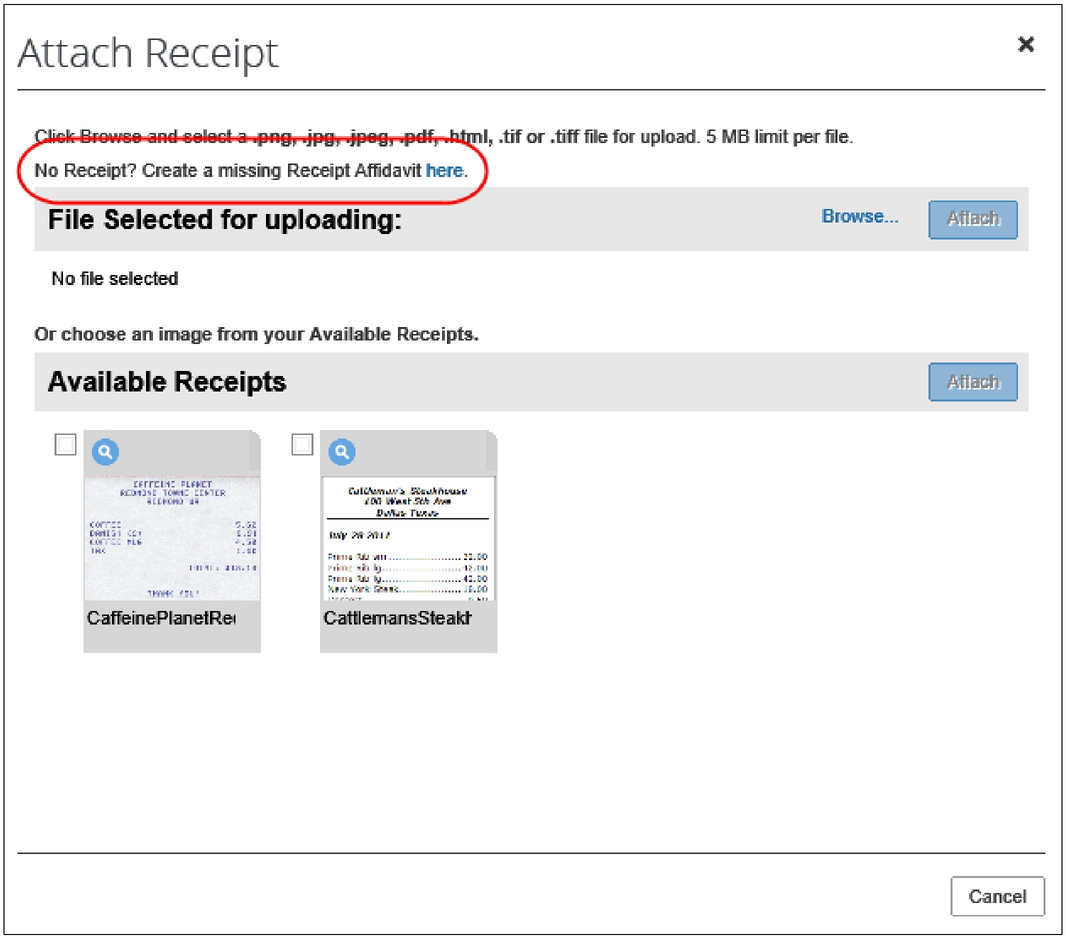
- The user clicks **Receipts > Attach Receipt Images**. The **Receipt Upload and Attach** window appears. The affidavit option becomes available.



- In the **Available Receipts** window, the user clicks **Upload**. The **Receipt Upload** window appears. The affidavit option becomes available.



- When adding or editing an expense entry, the user clicks **Attach Receipt**. The **Attach Receipt** window appears. The affidavit option becomes available.



Configuration

To configure the affidavit feature, refer to the configuration section below.

Section 12: Japan E-Bunsho Receipt Timestamps

The eBunsho Timestamp feature for Japan allows admins to configure timestamping of receipts for groups of users.

Admins may use these timestamps in workflow rules and audit rules.

There is a validation process for monitoring received, pending, requested, and ineligible timestamps. The validation process revalidates the successfully timestamped images and displays counts and totals by date range for valid and invalid timestamped images.

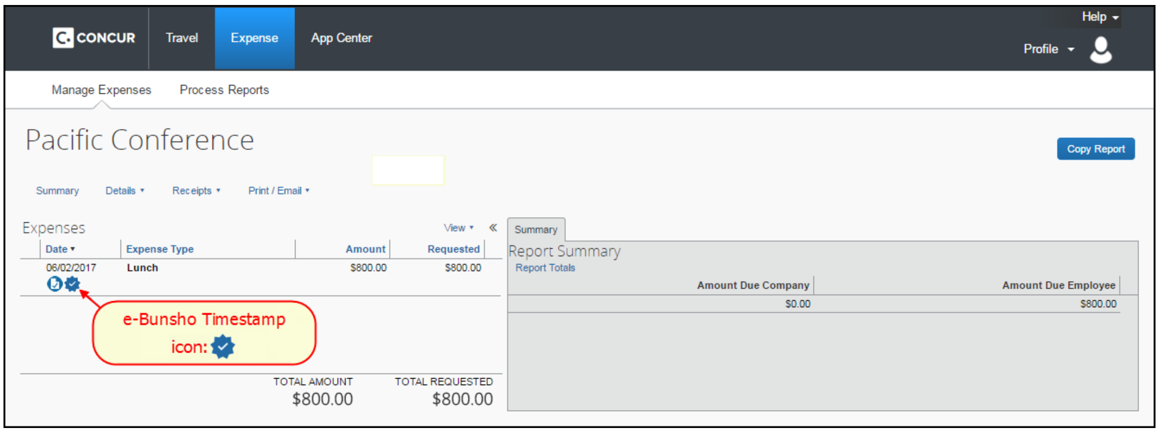
The new feature allows clients in Japan to maintain legal compliance to use images in lieu of paper receipts, per the e-Bunsho regulations.

What the User Sees

When creating expense reports, users see successfully timestamped receipts display with a new icon ( ). Available Receipts display a valid timestamp or a status for each receipt image.

NOTE: Users cannot append another image once an image has been timestamped.

E-Bunsho Icon



Receipt with E-Bunsho Timestamp

Receipt without e-Bunsho Timestamp

Possible Timestamp Statuses

Status	Description
Received	The receipt has entered the system.
Pending	The image is not yet queued for a timestamp.
Requested	A timestamp has been requested.
Ineligible	The image is not eligible for a timestamp because it is less than 3.88M pixels. **NOTE:** To be eligible for an e-Bunsho timestamp, images must be more than 200dpi (scanner) or 3.88M pixels (smartphone/digital camera) and at least 24-bit color for RGB.
Invalid	The image has failed a validation check.

NOTE: Timestamp statuses display to the user and are described in this guide; however, validation statuses do not display to users and are available to Concur Expense for troubleshooting purposes only. The validation statuses are:
- ENTITY NOT FOUND
- NOT TIMESTAMP IMAGE
- INELIGIBLE IMAGE
- INVALID IMAGE ID
- IMAGE NOT FOUND
- DELETED
- TIMESTAMP NOT YET RECEIVED
- INVALID
- VALID

DELETING RECEIPT IMAGES

There are instances when the system disables a user's ability to delete or remove a receipt image:

- In the Receipt Library, when a receipt image is successfully timestamped or if the status is in pending, the user may not delete the receipt image.
- On an expense entry, when a receipt image is successfully timestamped or if the status is in pending, the user may not detach the receipt image from the entry.

NOTE: Deleting and detaching receipt images is permitted when the timestamp status displays in red text, such as ineligible and invalid statuses, unless the status is in pending.

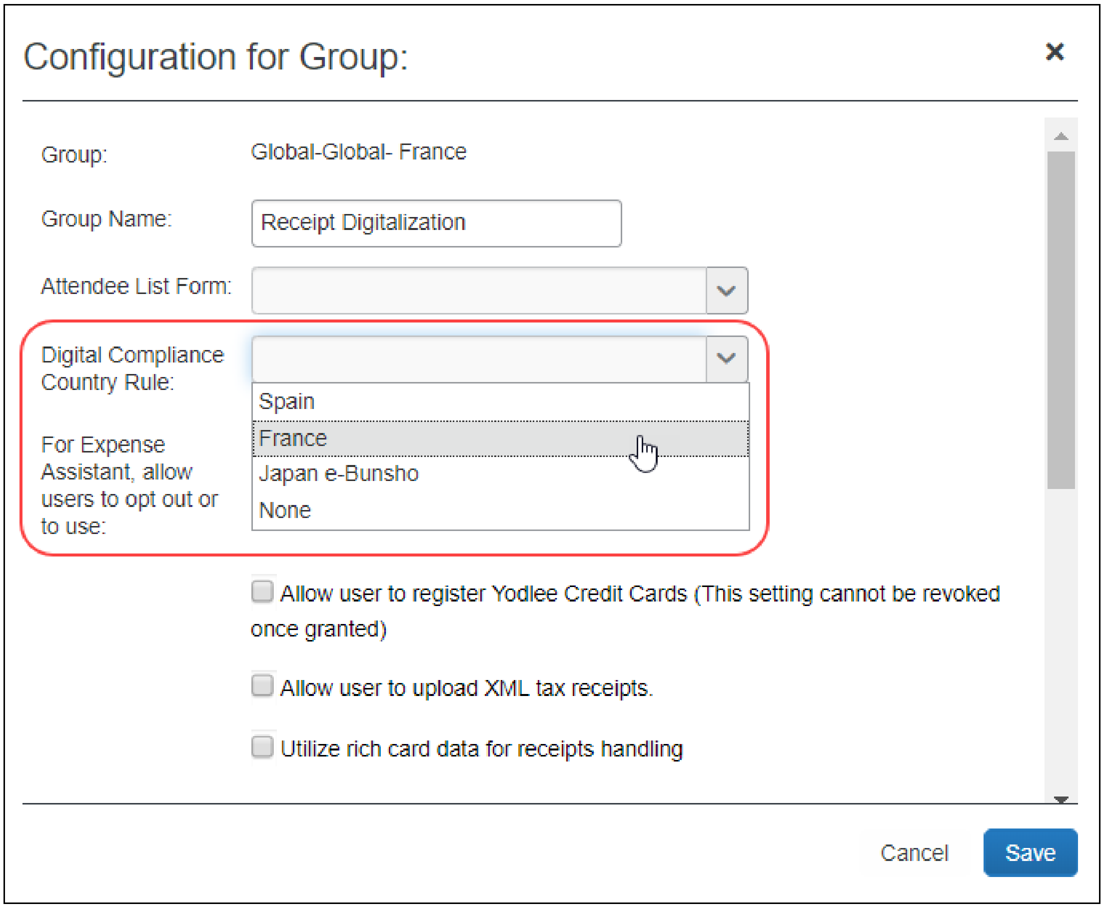
What the Admin Sees

Admins see changes in the following places:

- **Group Configurations**
- **Workflow Rules**
- **Audit Rules**
- **Receipt Rules**
- **Tools**
- **Process Reports**

Group Configurations

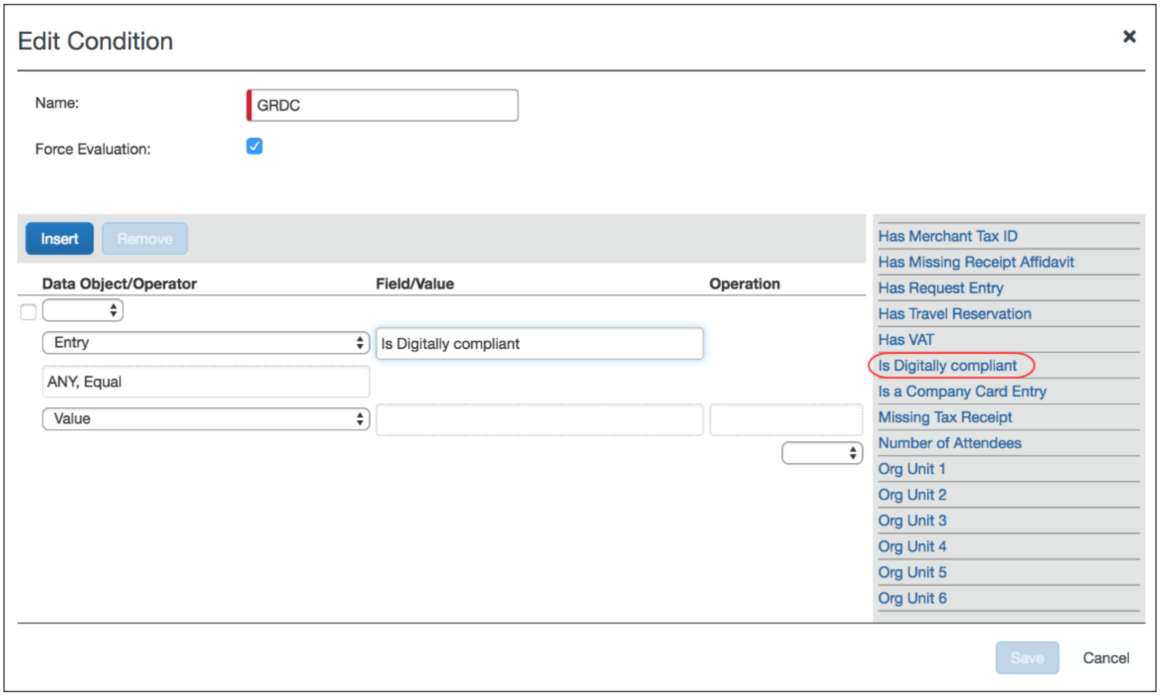
On the **Group Configurations** page, from the **Digital Compliance Country Rule** list, admins can select **Japan e-Bunsho** for groups of users.



For more information, refer to the *Expense: Group Configurations for Expense Setup Guide*.

Workflow Rules

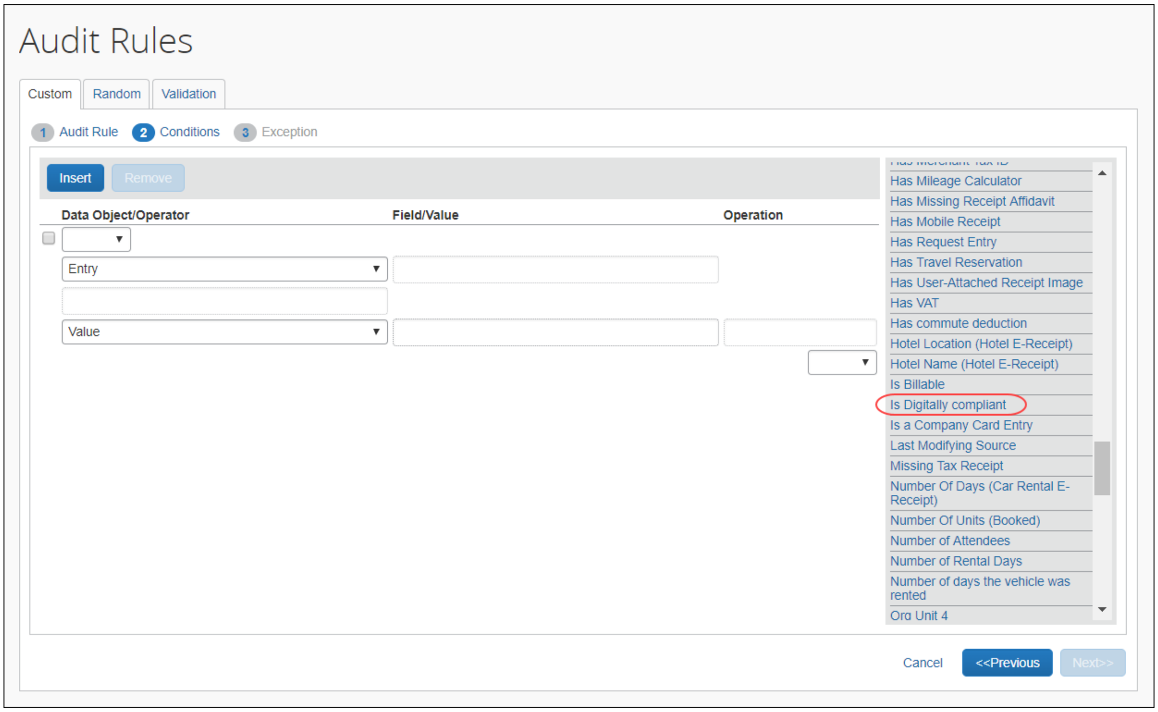
Admins see **Is Digitally compliant** in **Workflow Rules** (and **Audit Rules** and **Receipt Handling**).



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

Audit Rules

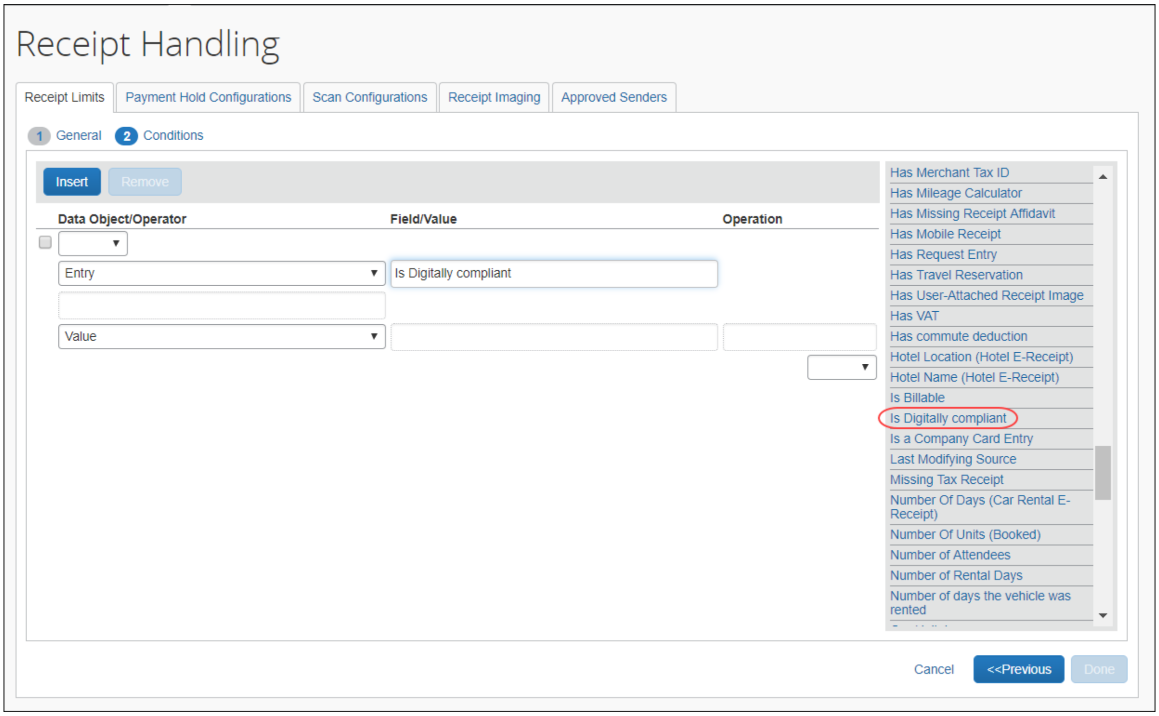
Admins can create restrictions on save of expense entries using **Audit Rules**.



For more information, refer to the *Expense: Audit Rules Setup Guide* or the *Expense: Workflow Setup Guide*.

Receipt Handling

Admins can create limits using **Receipt Handling**.

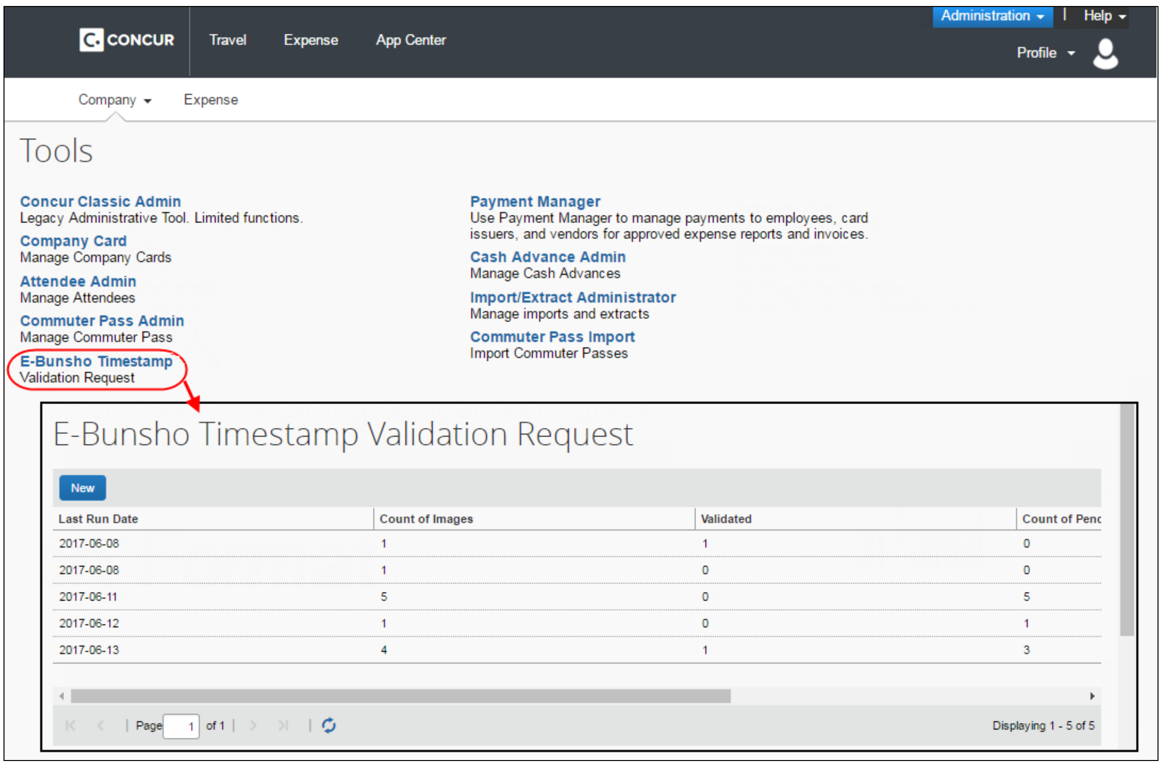


Tools

The **E-Bunsho Timestamp** validation tool allows the company to validate the timestamps on a selected set of expense reports, usually done during the course of a government audit. The tool displays counts of images submitted for validation during a date range and can be used to view images that failed validation.

This tool is available to admins. The *Digital Compliance Administrator* role was created to provide access to this tool.

On the **Tools** page, users can see the **E-Bunsho Timestamp** validation request tool.

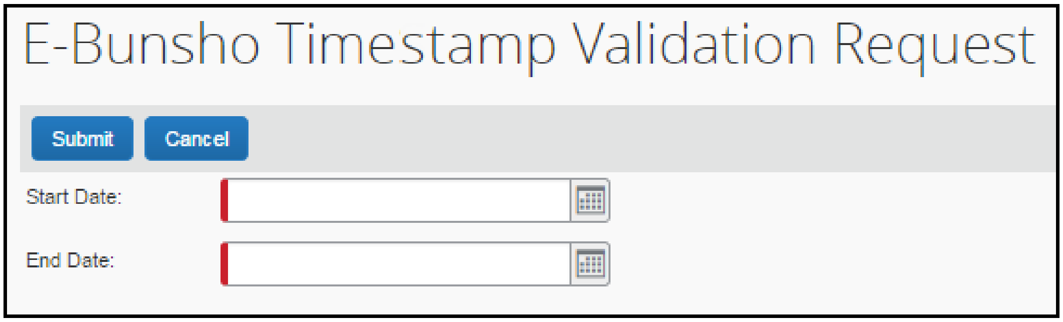


The tool can be used to view the following information by date:

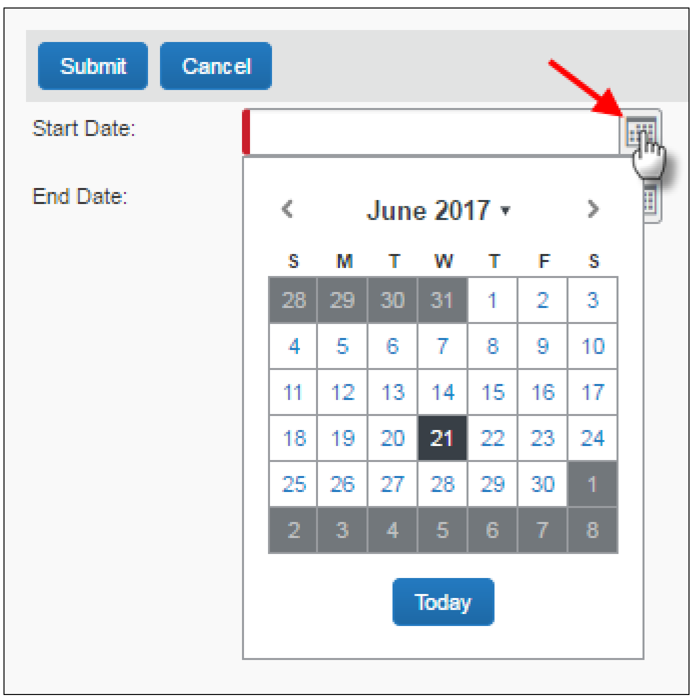
- Total Number / **Count of Images**
- Total Number / Count of **Validated** Images
- Total Number / **Count of** (images) **Pending** validation
- Total Number / Count of **Failed** images
  - **Report Name**
  - **Expense Type**
  - **Vendor**
  - **Submit Date**
  - **Amount**

To create a new validation request

1. Click **Administration > Company > Tools**.
2. Click **E-Bunsho Timestamp**.
3. Click **New**. The **E-Bunsho Timestamp Validation Request** page appears.



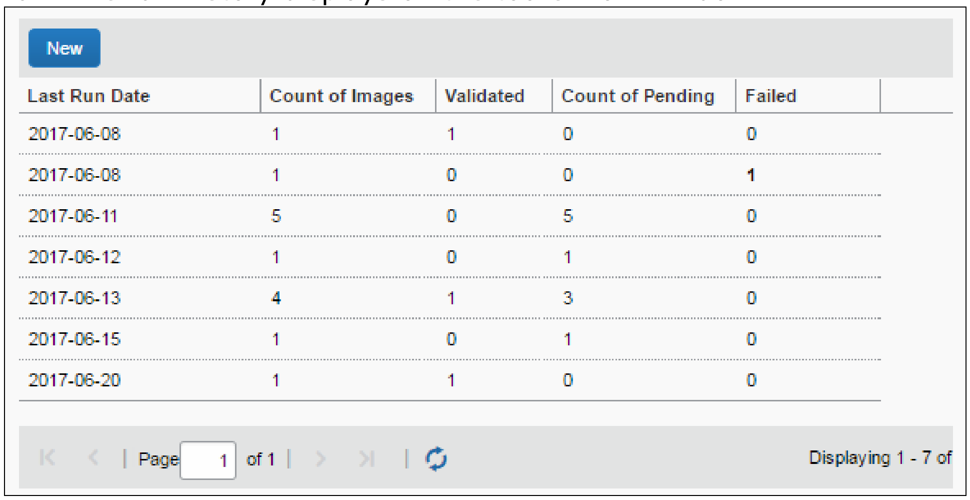
4. In the **Start Date** field, type a date or use the date picker button.



5. In the **End Date** field, type a date or use the date picker button.
6. Click **Submit**. The report shows the total count of images, the number of validated images, the number of pending images, and the number of failed images.

Last Run Date	Count of Images	Validated	Count of Pending	Failed
2017-06-11	5	0	5	0

NOTE: Submitting a date multiple times does not create the appearance of duplicate validations. Each image will display as validated in only one run. The run history displays on the tool's main window.



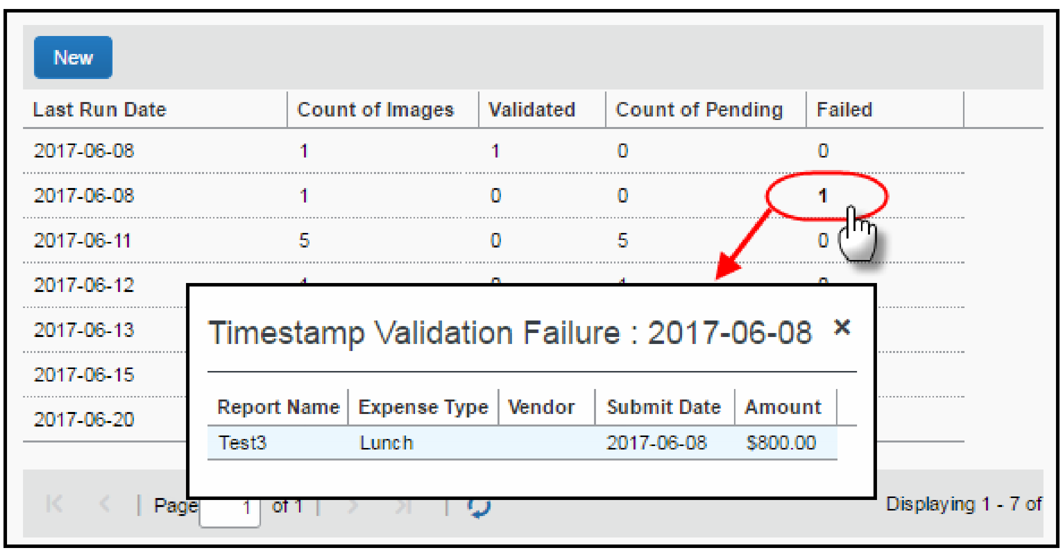
New

Last Run Date	Count of Images	Validated	Count of Pending	Failed
2017-06-08	1	1	0	0
2017-06-08	1	0	0	1
2017-06-11	5	0	5	0
2017-06-12	1	0	1	0
2017-06-13	4	1	3	0
2017-06-15	1	0	1	0
2017-06-20	1	1	0	0

Page 1 of 1 Displaying 1 - 7 of

View the details of failed validations

1. In the **Failed** column, click on a number. The details display in a **Timestamp Validation Failure** window.



2. Click **X** to close the **Timestamp Validation Failure** window.

Process Reports

Users with sufficient permissions may create queries from the **Process Reports** page using the timestamp fields:

- **Digital Compliance validation date**
- **Digital Compliance Status**

Sufficient permissions in this instance means having one of the following:

- **Expense Processor**
- **Expense Processor (Audit)**
- **Expense Processor Manager**

Configuration/Feature Activation

To configure the e-Bunsho feature, refer to the configuration section below.

Section 13: Receipt Digitalization

Overview

The Receipt Digitalization feature allows clients in France or Spain or clients who have employees or configurations in France in Spain to conform paper receipts into legal digital copies per the country's regulatory and government authorities.

NOTE: This feature requires that users must be using the latest version of SAP Concur mobile NextGen Expense. The entire company does not need to transition to NextGen Expense. However, any users associated to a group configuration for France or Spain, who want to use the Receipt Digitalization feature, must transition to NextGen Expense.

For more information, refer to the NextGen Expense guides and resources.

Receipt Digitalization for France and Spain

The Receipt Digitalization feature for France and Spain includes:

- Offering a solution audited and homologated by the Spanish tax authority, Agencia Estatal de Administración Tributaria (AEAT) (Spain only)
- Enabling the conversion of paper receipts into digital copies with legal value
- Configuring audit rules that look for expenses with paper receipts
- Viewing the "Certified" status of the digitalized receipt in NextGen Expense

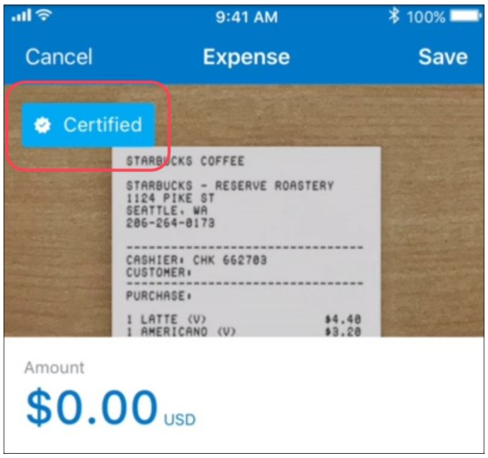
For more information regarding homologated software for Spain, refer to the AEAT website.

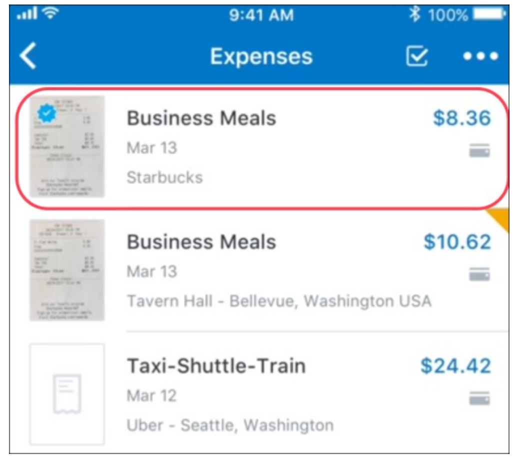
For information regarding legislation in France, refer to Legifrance government website.

For information regarding the SAP Concur quality management plan for the Receipt Digitalization feature, refer to the *SAP Concur Quality Management Plan*.

Capturing Legal Copies of Paper Receipts

To capture legal copies of original paper receipts, users must use the latest version of the SAP Concur mobile app, and can use Expense It with the mobile app. The user takes a picture of the paper receipt with mobile app. Once the picture is taken, the digitalization process is applied to the image. Once the process is complete, a stamp displays on the digitalized receipt in the mobile app confirming whether the receipt is certified or not.





NOTE: The ability to digitalize a receipt captured at the report header level is not yet available.

Failed Digitalization of Receipts

If the digitalization process is interrupted, a message appears to the user that the image is not certified and asks the user to try again. The SAP Concur mobile app camera appears so the user can capture a picture of the receipt again.

If the picture is taken using ExpenseIt, the types of technical failure include:

- Image capture fail through Expense It due to low lighting or camera being too far away
- Loss of internet connectivity
- Service processing error

In each case, a message appears in the app advising the user to either retake the picture or wait for processing to complete.

📖 For more information, refer to the *SAP Concur Mobile App User Guide for Concur Expense*.

📖 For more information, refer to ExpenseIt training videos on image capture optimization and best practices.

What the User Sees

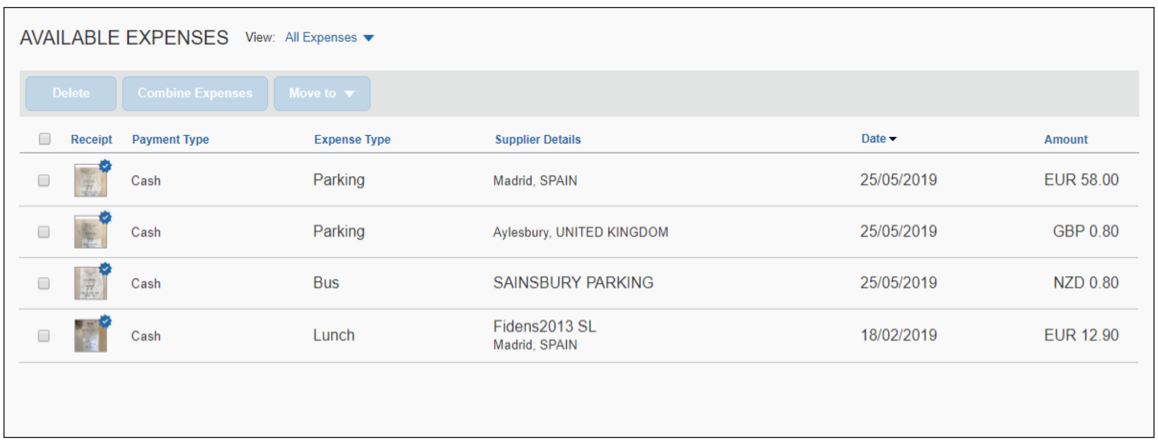
When creating expense reports, users see successfully conformed digitalized receipts display with a "Certified" icon (). Digitalized receipts display for users in NextGen Expense in **Available Expenses**, **Available Receipts**, and in the expense list.

Delegates can complete an expense report for a user once the user has taken a picture of the digitalized receipt using the SAP Concur mobile app.

Users or admins who have permissions to open an expense report can go to any line item with a digitalized receipt and download the digitalized PDF file. The PDF created through the receipt digitalization process includes all information required for it to have or evidential value.

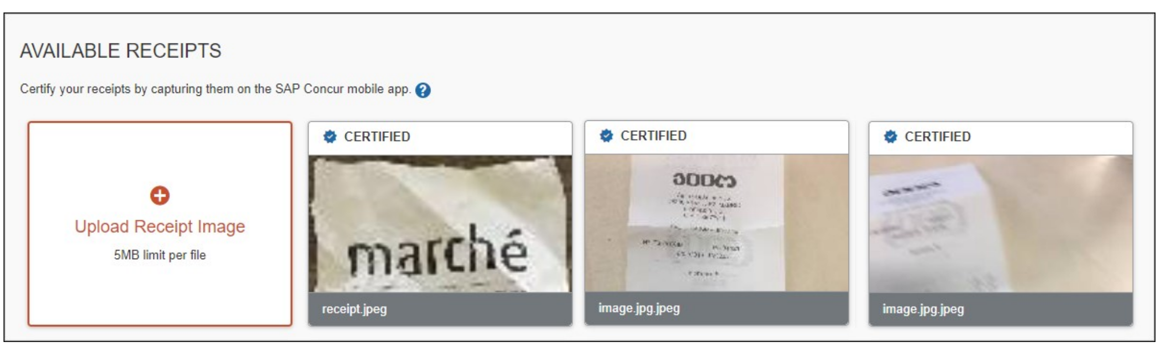
Digitalized Receipt in Available Expenses

The following example shows receipts that are certified displaying in **Available Expenses**. A "Certified" icon displays for receipts that are certified.



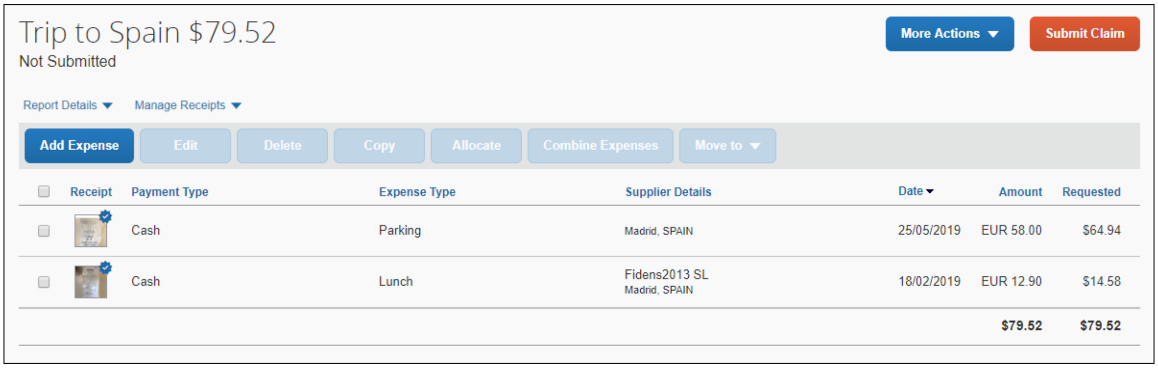
Digitalized Receipt in Available Receipts

The following example shows receipts that are certified displaying in **Available Receipts**.



Digitalized Receipt in the Expense List

The following example shows receipts that are certified displaying in the expense list.



Deleting Digitalized Receipts

Deleting digitalized receipts is not currently supported. However, if the user deletes the digitalized receipt from a report entry, and it was captured by the SAP Concur mobile app within the expense entry, deletion of the report entry will delete the certified image attached to it.

Downloading Digitalized PDFs

The PDF created through the Receipt Digitalization process includes all information required for it to have probative value. Users and administrators who have permissions to open an expense report can go to any line item with a digitalized receipt and download the digitalized PDF file.

Refer to *Specifically About Digitalized Receipts* in this guide for details about the digitalized PDF file for each country.

What the Approver and Processor See

Approvers and processors view the "Certified" receipt status in the expense report and expense list in the existing version of Concur Expense.

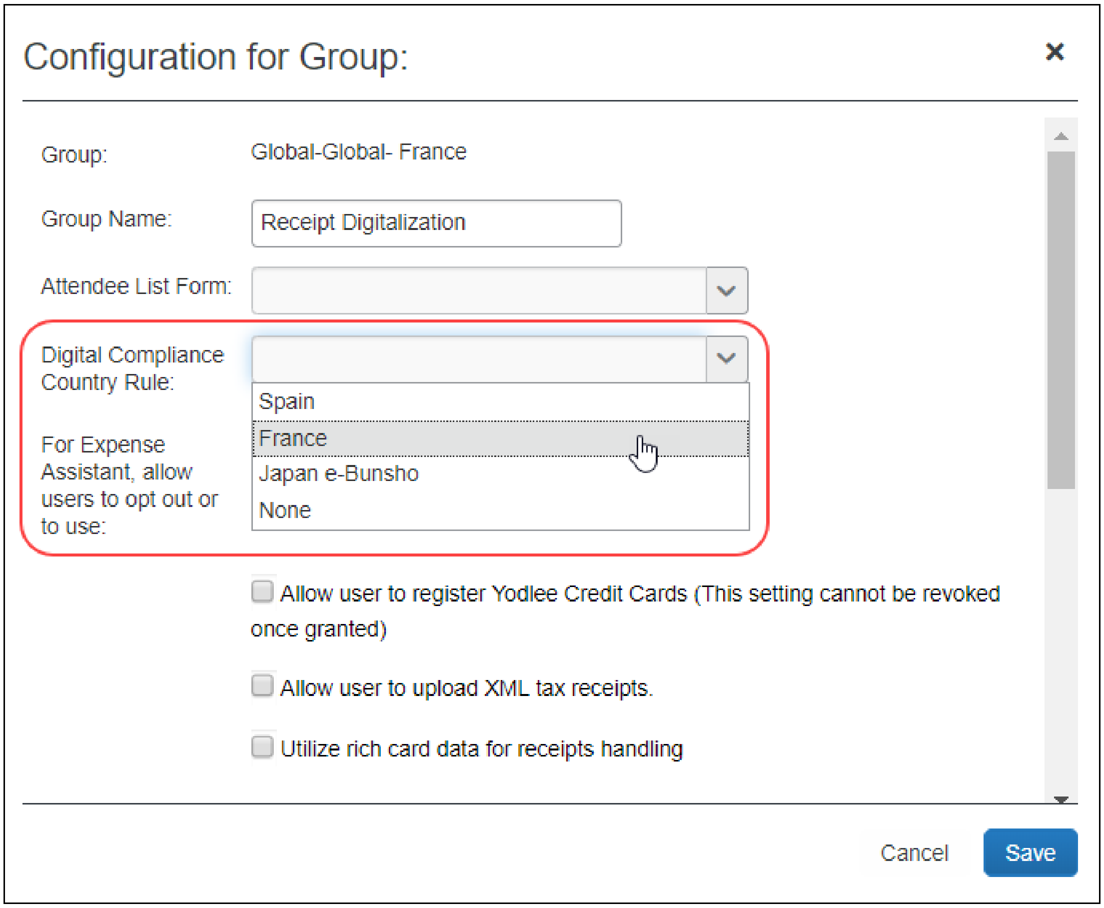
What the Admin Sees

Admins see changes in the following places:

- **Group Configurations**
- **Workflow Rules**
- **Audit Rules**
- **Receipt Rules**
- **Process Reports**

Group Configurations

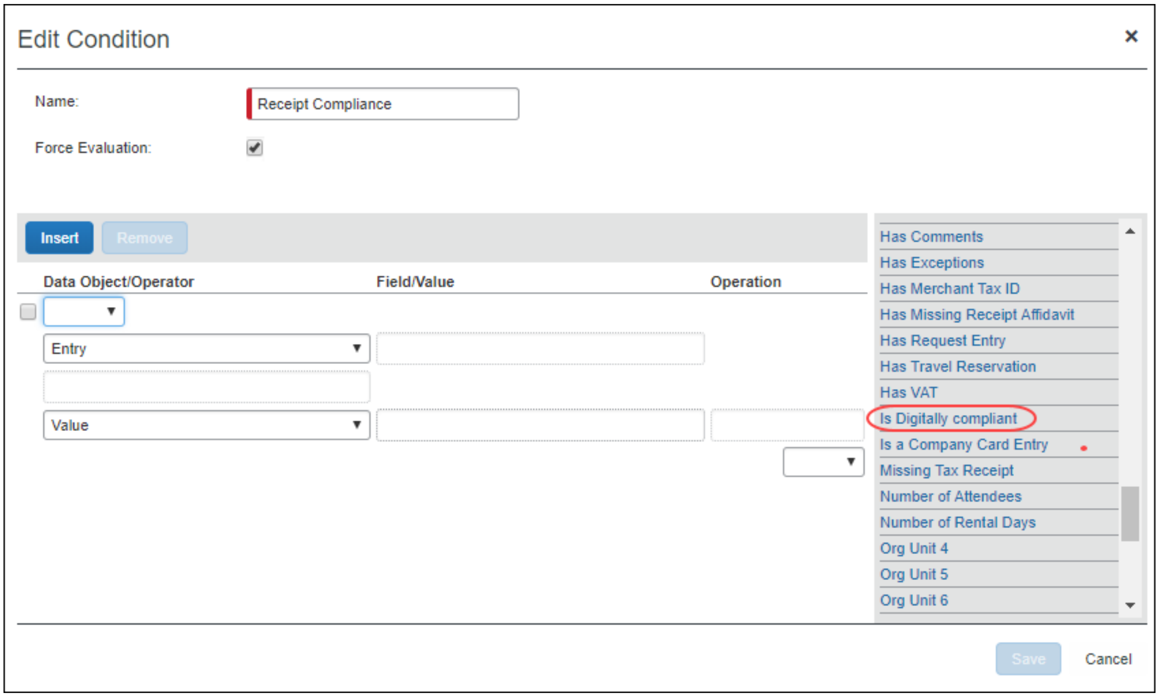
On the **Group Configurations** page, in the **Digital Compliance Country Rule** list, admins can select *France.*



For more information regarding Group Configuration settings, refer to the *Expense: Group Configurations for Expense Setup Guide*.

Workflow Rules

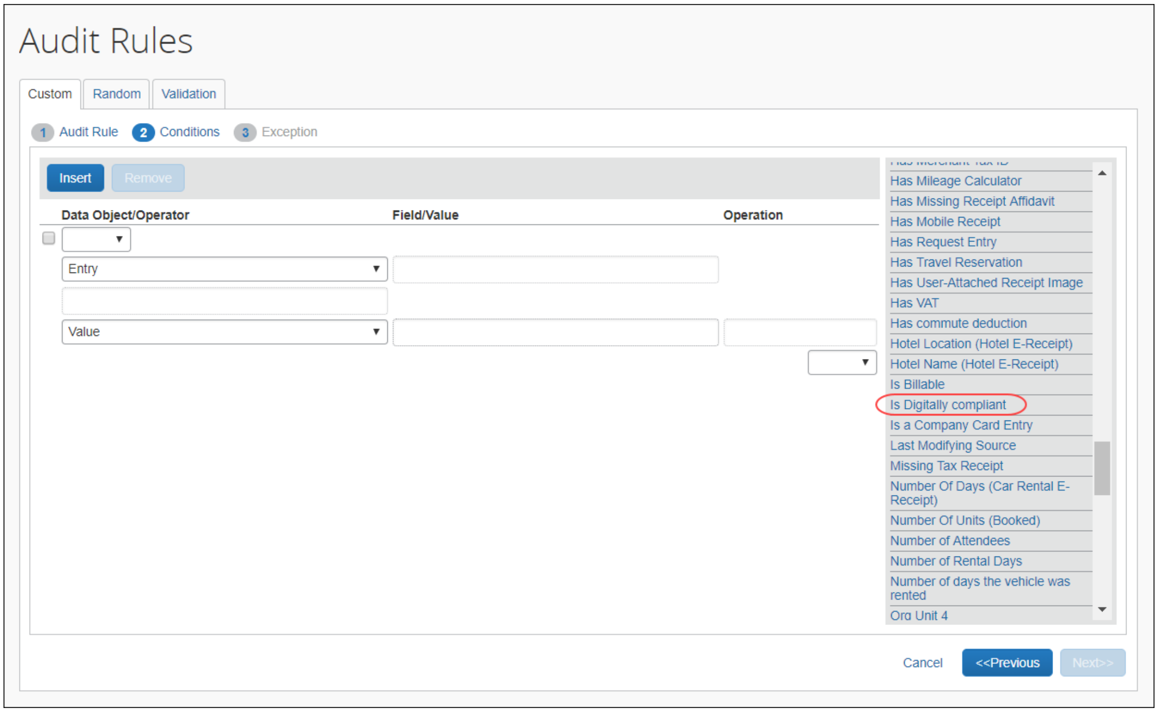
Admins see **Is Digitally compliant** in **Workflow Rules** (and **Audit Rules** and **Receipt Handling**).



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

Audit Rules

Admins can create restrictions on save of expense entries using **Audit Rules**.



AUDIT RULES FOR RECEIPT DIGITALIZATION

The following table provides examples for configuring audit rules for receipt digitization. These rules may help with establishing correct use from travelers, as well as alert approvers and processors of non-compliance receipts.

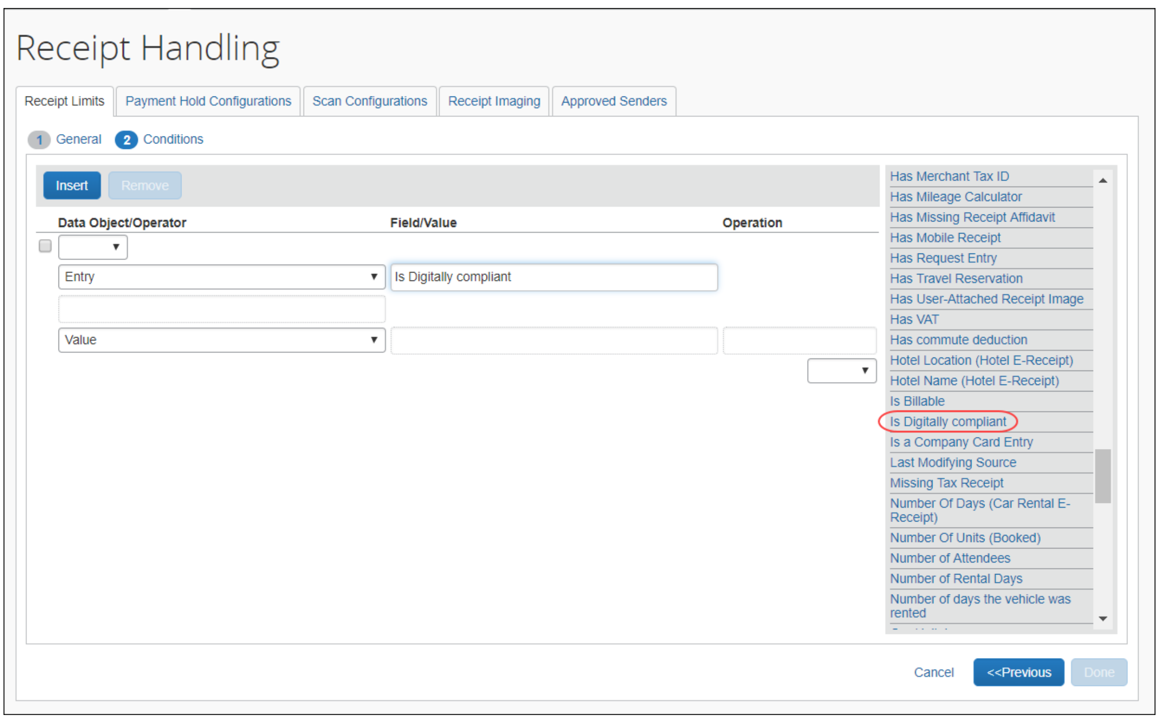
Description	Event	Conditions	Exception	Comments
This rule will trigger an expense save if there is a receipt attached (whether the receipt has been added from SAP Concur mobile or NextGen Expense) to the expense which is not digitally compliant. It will not trigger for Concur Expense e-receipts.	Expense Save	Is digitally compliant = NO AND Has E-Receipts = no AND Has User-Attached Receipt Image = Yes	The receipt attached to this entry is flagged as non-digitally compliant. If this is a copy of an original paper receipt, please, capture the receipt again using the compliant method. If this is a genuine electronic receipt, ignore this exception	Clients should choose whether to create a Warning or Blocking Exception.

Description	Event	Conditions	Exception	Comments
This rule will trigger on expense save if there is a receipt attached (whether the receipt has been added from SAP Concur mobile) to the expense which is not digitally compliant. It will not trigger for Concur Expense e-receipts.		Is digitally compliant = NO AND Has E-Receipts = no AND Has Mobile Receipt = Yes	The receipt attached to this entry is flagged as non-digitally compliant. If this is a copy of an original paper receipt, please, capture the receipt again using the compliant method. If this is a genuine electronic receipt, ignore this exception	Clients should choose whether to create a Warning or Blocking Exception.

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

Receipt Handling

Admins can create limits using **Receipt Handling**.



For more information, refer to the *Expense: Receipt Handling – Receipt Limits Setup Guide*.

Process Reports

Users with sufficient permissions may create queries from the **Process Reports** page using the timestamp fields:

- **Digital Compliance validation date**
- **Digital Compliance Status**

Auditor Digitized Receipt Search Report

The Auditor Digitized Receipt Search Report lists the digitalized receipt records that have gone through the receipt digitalization process.

For more information about the Auditor Digitized Receipt Search Report, refer to *Chapter 13: Folder – Market Specific Reports in the Standard Reports by Folder* guide.

Searching for Digitalized Receipts

This information will be coming soon.

Configuration/Feature Activation

To configure the Receipt Digitalization feature, refer to the configuration section below.

Section 14: Configuration

This process is likely completed during implementation. If not, the client can contact SAP Concur support for assistance.

The basic steps are listed here and described ***in detail*** on the following pages.

- Step 1: Enable the Concur-internal setting
- Step 2: Enable the Imaging Service
- Step 3: Create or modify a receipt imaging configuration
- Step 4: Assign the configuration to a policy
- Step 5: (Optional) Modify the receipt reminder text
- Step 6: (Optional) Modify the delegate configuration
- Step 7: (Optional) Hold for Receipt workflow step
- Step 8: (Optional) Enable the Missing Receipt Affidavit
- Step 9: (Optional) Enable e-Bunsho timestamps
- Step: 10 (Optional) Enable Receipt Digitalization

NOTE: Some of these steps are completed by SAP Concur; some may be completed by the client. The client and SAP Concur should work closely to coordinate efforts.

Step 1: Enable the Concur-Internal Setting

In the Concur-internal management console, the Concur Admin sets the **Allow Image Upload** option (on the **Settings** page) to *Yes*.

Step 2: Enable the Imaging Service

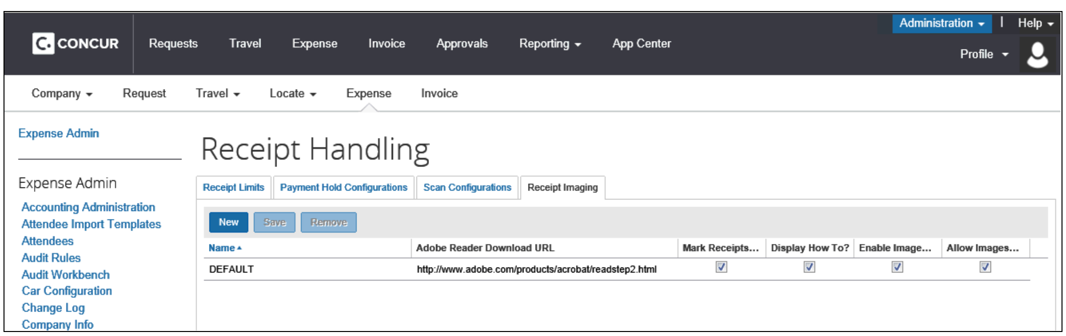
The Concur Admin enters the client's unique company ID and public key in Imaging Settings.

Refer to the *Shared: Imaging Settings Setup Guide*.

Step 3: Create or Modify a Receipt Imaging Configuration

To create or modify a receipt imaging configuration:

1. Click **Administration** > **Expense** (on the sub-menu).
2. Click **Receipt Handling** (left menu). The **Receipt Handling** window appears.
3. Click the **Receipt Imaging** tab.



4. Either:
   - Click the default row to edit the existing default configuration.
     – or –
   - Click **New** to create a new configuration. A new row appears.
5. Complete the appropriate fields.

Field name	Description/Action
Name	Enter a unique name for the configuration. This name will appear as an option when setting up policies.
Acrobat Reader Download URL	Enter the link to the Adobe website where the employee can download the software. The link appears in the error message that displays when the system checks to see if Adobe Reader is installed. **NOTE:** The system checks to see if Adobe Reader is installed when the employee clicks the **Receipts** menu.
Mark Receipts Received?	Select (enable) this check box to have the system change the Receipts Received flag in Expense Processor from *No* to *Yes* when receipts have been received successfully.
Display How To?	No longer used.
Enable Image Upload?	Select (enable) this check box to allow users to upload images. If enabled: • The **Attach Receipt Images** link appears on the **Receipts** menu. • With the expense entry open, the **Attach Receipt** link appears at the bottom of the **Expense** tab. • The user can upload to the Available Receipts library.
Allow Images on Report?	Select (enable) this check box to allow users to attach an image at the report level. If enabled, the user can attach at the report level and the expense entry level. **NOTE:** If the user is allowed to upload, the user can always attach at the expense entry level, regardless of this setting.

6. Click **Save**.

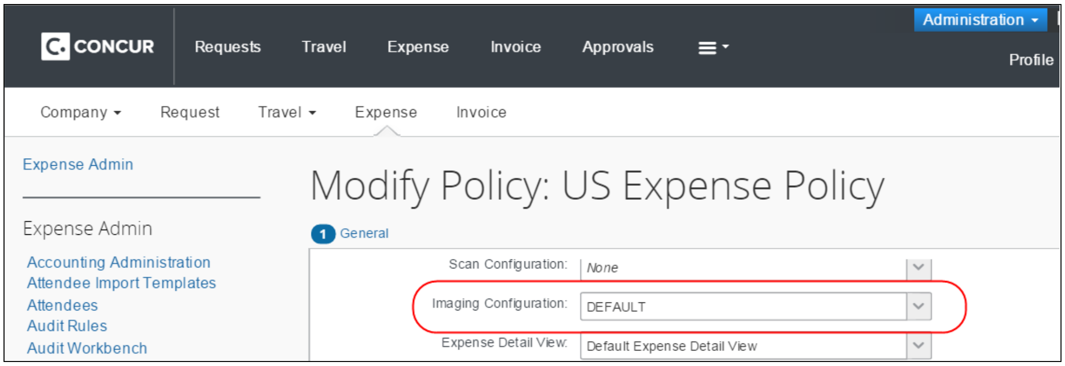
Step 4: Assign to a Policy

To assign an imaging configuration to a policy:

1. Click **Administration** > **Expense** (on the sub-menu).
2. Click **Policies**. The **Policies** page appears.
3. Either:
   - Click the desired policy and click **Modify**.
     – or –
   - Double-click the desired policy.

   The **Modify Policy** page appears.

4. From the **Imaging Configuration** list, select the appropriate imaging configuration.

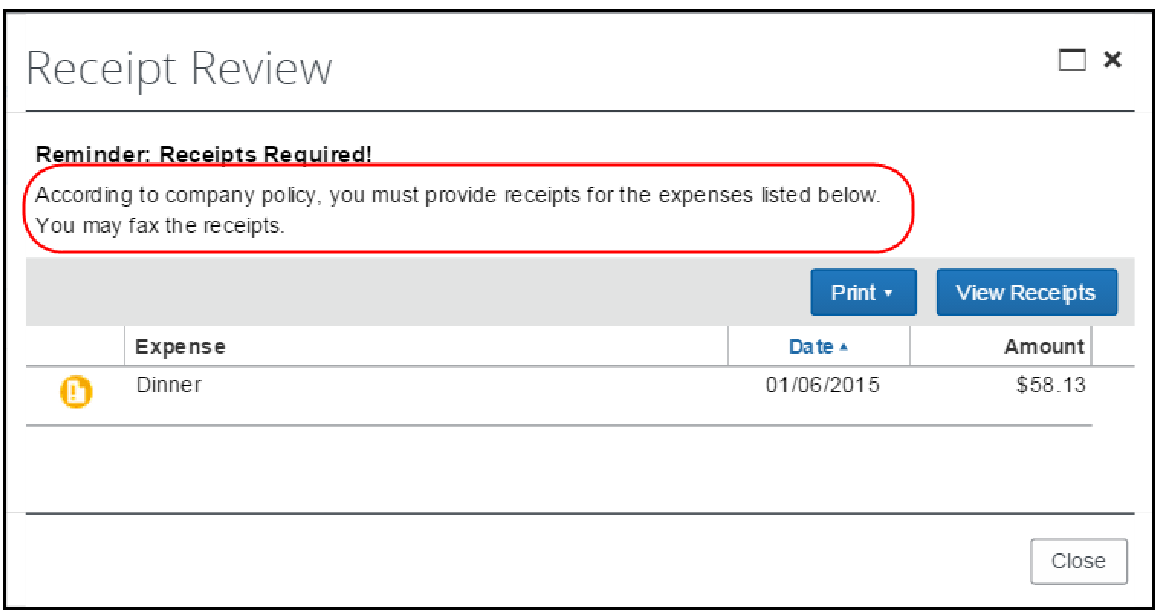


5. Click **Save**.

For more information about adding or editing a policy, refer to the *Expense: Policies Setup Guide*.

Step 5: (Optional) Modify the Receipt Reminder Text

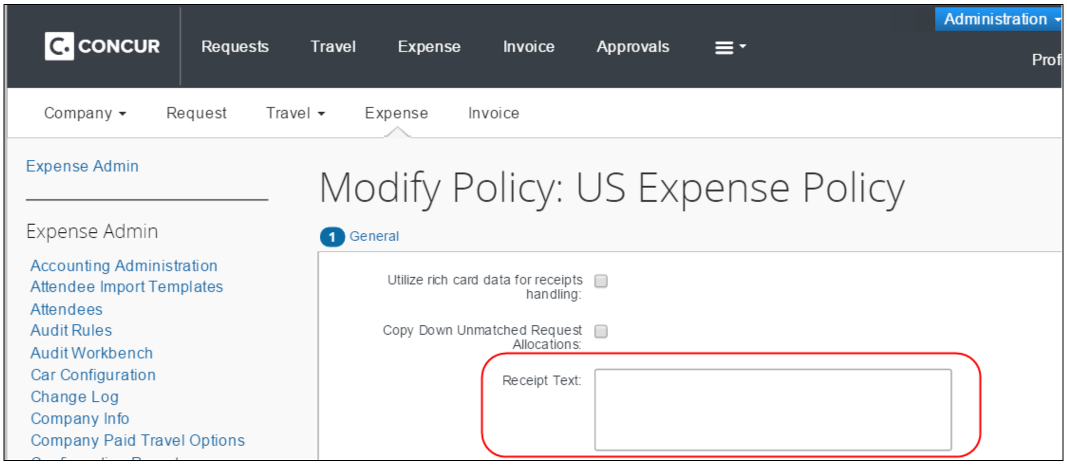
If desired, you can edit the reminder text that appears to the user in the **Receipt Review** and the **Final Review** windows.



NOTE: The text can be changed but the **Reminder: Receipts Required!** title cannot be changed.

► *To edit the receipt text:*

1. In Policies (as described in the previous step), enter the desired text in the **Receipt Text** field.



Step 6: (Optional) Modify the Delegate Configuration

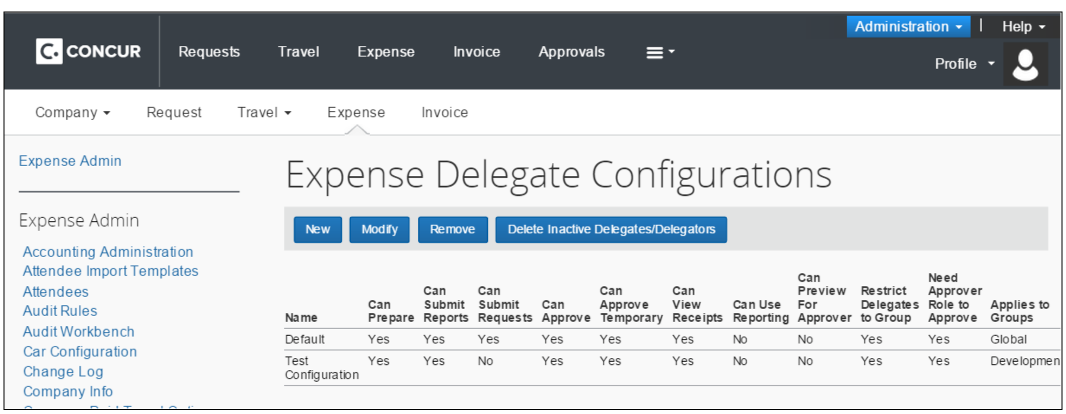
You can grant or deny delegates the ability to manage receipt images for expense reports they are preparing on behalf of another employee. If your company allows delegates to manage receipts, individual users can still deny in Profile.

📖 Refer to *What the Delegate Sees* in this guide.

► *To modify the delegate configuration:*

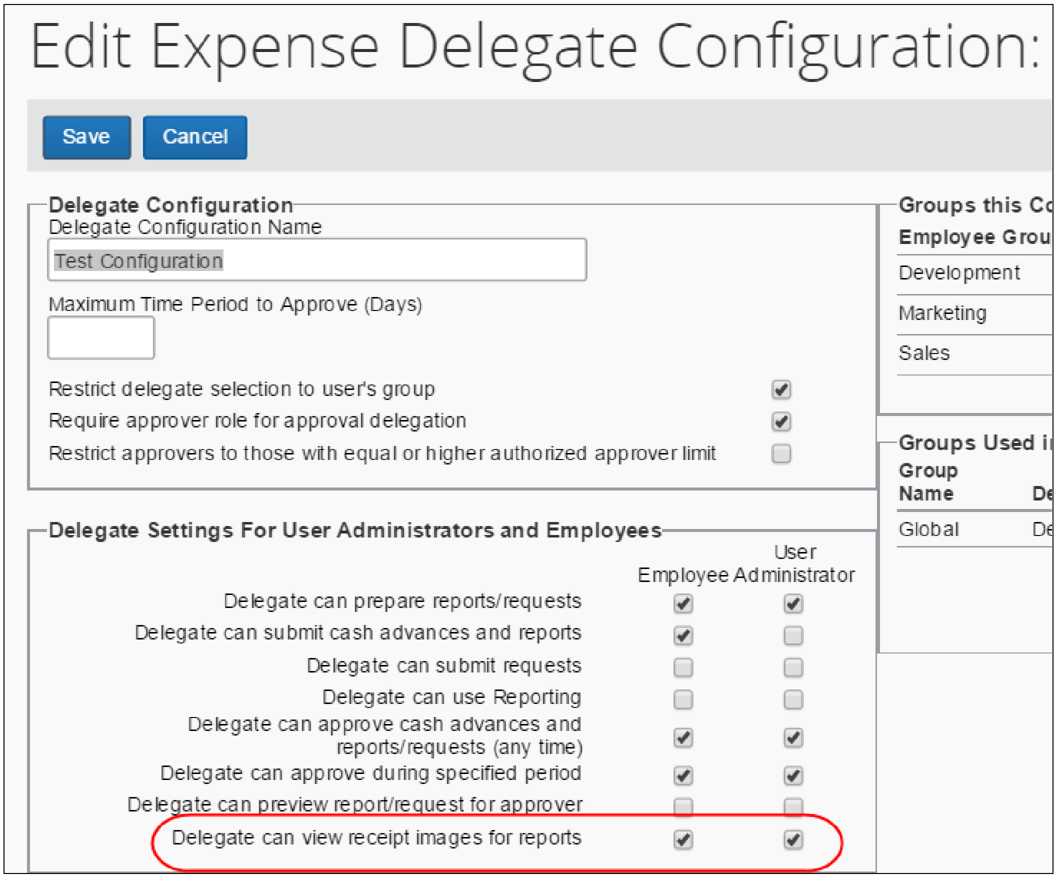
1. Click **Administration** > **Expense** (on the sub-menu).

2. Click **Delegate Configurations** (left menu). The **Expense Delegate Configurations** page appears.



3. Either:
   - Click the desired configuration and click **Modify**.
     – or –
   - Double-click the desired configuration.

   The **Edit Expense Delegate Configuration** page appears.



4. Select (enable) the **Delegate can view receipt images for reports** check box.

NOTE: The setting says "view" but it includes view, add, delete, etc.

---

5. Click **Save**.

Step 7: (Optional) Hold for Receipt Workflow Step

For more information, refer to the *Other Considerations* in this guide.

Step 8: (Optional) Enable the Missing Receipt Affidavit

Enable the Feature

To enable the Affidavit feature and customize the text:

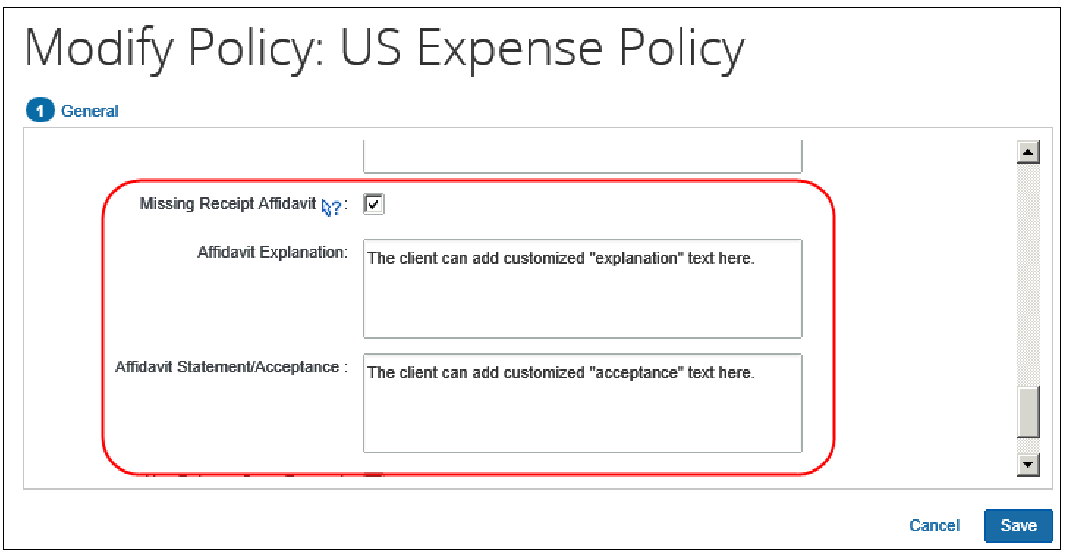
1. Click **Administration** > **Expense** (on the sub-menu).

2. Click **Policies** (left menu). The **Policies** page appears.

3. Either:
   - Click the desired policy and click **Modify**.
     – or –
   - Double-click the desired policy.

   The **Modify Policy** page appears.

4. Select **Missing Receipt Affidavit**. When you do this, two additional text boxes appear as shown in the figure below:



5. Enter the explanation and acceptance text as desired.

NOTE: The affidavit text can be localized via Administration > Expense Admin > Localization. Select the desired language. Select **Policy Names** in the **Category** column. Then, modify the text for one or more policies.

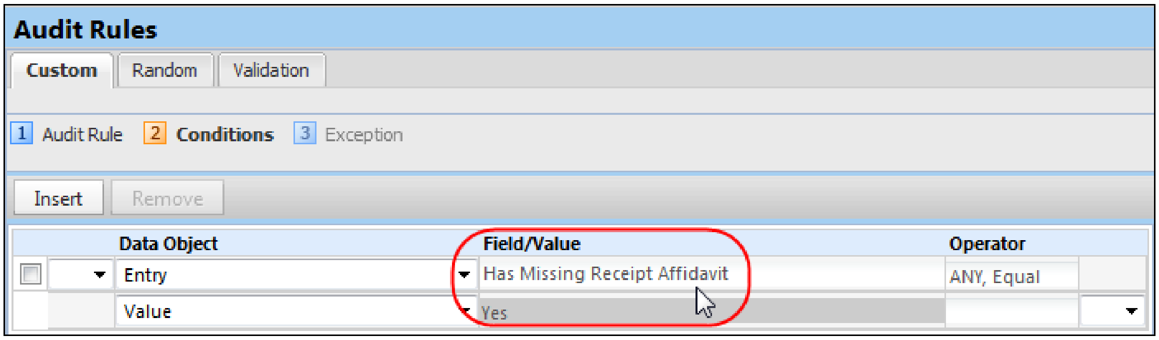
---

6. Click **Save**.

Refer to *Expense: Policies Setup Guide* for more information.

Affidavit Rule

The admin can use the entry field *Has Missing Receipt Affidavit* to detect expense entries with affidavits. A sample audit rule is shown below:



Step 9: (Optional) Japan E-Bunsho Timestamps

Enable the Feature

To enable this feature, contact SAP Concur support.

▶ *To configure a group to Use e-Bunsho Timestamps*

1. On the **Group Configurations** page, select the group and click **Modify**.
2. On the **Configuration for Group** page, from the **Digital Compliance Country Rule** list, select **Japan e-Bunsho**.
3. Click **Save**.

Step 10: (Optional) Enable Receipt Digitalization

An administrator with the Concur Expense Group Administration role can configure the Receipt Digitalization feature in Group Configuration. Once configured, the feature is available for all users in that group.

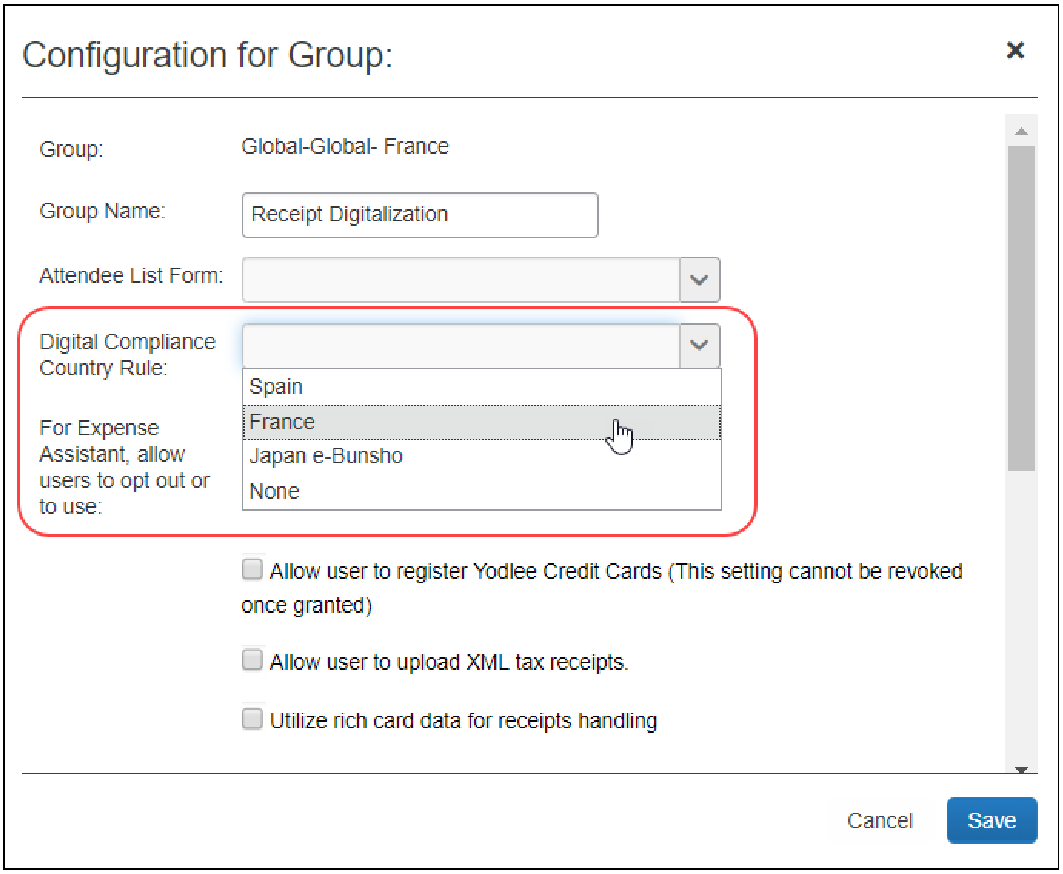
▶ *To configure a group to use Receipt Digitalization:*

1. On the **Group Configurations** page, select **New**. The **Select Group** window appears.

   NOTE: If you do not define a group, then it will inherit from the next level that is defined. You *always* inherit the policy for undefined groups.

2. In the **Select Group** box, select the desired group.

3. Click **Done**. The **Configuration for Group** window appears.



4. On the **Configuration for Group** page, in the **Group Name** field, type in a name for the group.

5. In the **Digital Compliance Country Rule** list, select the appropriate country: *France* or *Spain*.

6. Click **Save**.

For more information regarding Group Configuration settings, refer to the *Expense: Group Configurations for Expense Setup Guide*.