# Table of Contents

**INTRODUCTION** ................................................................................................................. 3
What is the Global Template .................................................................................................. 3
How the Template works ....................................................................................................... 3
What countries are included? .............................................................................................. 4
Country template guides ..................................................................................................... 4
What configuration is included? ......................................................................................... 5

**EXPENSE TYPES** ............................................................................................................... 6
Shared Expense Types ......................................................................................................... 6
Country Specific Expense Types ....................................................................................... 7
Expense Types Not Activated .............................................................................................. 8

**VAT** .................................................................................................................................... 9
VAT Considerations ............................................................................................................... 9
Countries Supported .......................................................................................................... 9
Expense Types with Special VAT Handling .................................................................... 10
Expense Types without Special VAT Handling ................................................................ 11
Exclusions .......................................................................................................................... 11
Expenses requiring a Detailed Tax Invoice ..................................................................... 11
VAT Reclaim for Deployed Overseas Countries ............................................................... 12

**TRAVEL ALLOWANCE** ..................................................................................................... 13
Common Practices ............................................................................................................ 13
Countries Supported ......................................................................................................... 13
Special Considerations ..................................................................................................... 13

**MILEAGE** ........................................................................................................................ 14
Personal Car Mileage ........................................................................................................ 14
Company Car Mileage ....................................................................................................... 14
Countries Supported ......................................................................................................... 14

**LOCALIZATION** ............................................................................................................... 15
Supported Languages ........................................................................................................ 15

**ADDITIONAL EXPENSE CONFIGURATION** ................................................................. 16
Expense Approval Workflows ......................................................................................... 16
Expense Audit Rules ......................................................................................................... 18
Expense Reimbursement Currencies Lists .................................................................... 23
Expense Forms and Fields .............................................................................................. 24
Expense Printed Reports ................................................................................................. 26
Expense Receipt Handling Limits ..................................................................................... 28
Payment Types .................................................................................................................. 28
Email Reminders ............................................................................................................... 28

**REQUEST** ....................................................................................................................... 29
Policies .............................................................................................................................. 29
Segment Types .................................................................................................................. 29
Other Configuration ......................................................................................................... 30
Exclusions ........................................................................................................................ 31

**FREQUENTLY ASKED QUESTIONS** .................................................................................. 32
INTRODUCTION

What is the Global Template

The Global Template is a pre-configured best practice system designed to support the most common configuration and statutory requirement for specified Americas, EMEA and Asia Pacific countries. The template represents best practices refined over years of deploying Concur across key markets for our customers. The system includes support for statutory requirements for several key countries based on an understanding of the “most common interpretation” of legal rules gathered from experience of in-country legislation, specifically around VAT, Mileage and Per Diems (Travel Allowances).

How the Template works

Each new customer deploying Concur (Expense, Invoice and/or Request) is implemented using the template as their baseline system environment. This serves as the foundation for the configuration, allowing customers to determine which pre-configured elements they wish to use.

Where possible we encourage customers to utilise as much of the template configuration as possible. Each system includes shared configuration components alongside country specific templates. It may be the case that some of the countries are not required, or that some elements of the best practice configuration will need to be aligned with each customer’s requirements. If customers choose to adopt the template with only minor adjustments this allows for a smoother, more efficient implementation of Concur – this is because the work required within the design, analysis and validation phases is greatly reduced. This also benefits those customers wishing to deploy to additional functionality or countries in the future, as there is minimal work required to activate these existing areas of the template where there has already been little to no deviation from best practices.

Some elements of the configuration will require customer specific requirements to be supported. This typically includes the organizational or accounting structures (for managing cost objects and journal postings), additional company-specific expense types, GL account code mapping to expenses, and VAT reclaim/account codes. The implementation process is designed to ensure that these elements are captured early on to help facilitate a smooth and successful deployment.
What countries are included?

The design focuses on supporting countries across our primary markets as well as other commonly implemented countries across EMEA, Americas and the Asia Pacific. Additional country configurations are continually being developed for the Template. Below is a list of the current markets supported with dedicated country support:

**Americas:**
- United States
- Canada
- Mexico

**APAC:**
- Australia
- India
- China
- Indonesia
- Japan
- New Zealand
- Philippines
- Singapore
- South Korea
- Taiwan
- Thailand
- Vietnam

**EMEA:**
- Austria
- Belgium
- Czech Republic
- Denmark
- Finland
- France
- Germany
- Ireland
- Italy
- Netherlands
- Norway
- Poland
- South Africa
- Spain
- Sweden
- Switzerland
- United Kingdom
- Russia

*Countries* with a dedicated configuration template. *Other Countries* have some level supporting configuration but are not considered fully developed templates.

Country template guides

The following URL provides access to the latest country specific guides and updates:

https://www.concurtraining.com/customers/tech_pubs/global_template/country_docs.htm

**IMPORTANT DISCLAIMER** - The Country Template guides represented here are intended to provide customers with a starting point to aid in the deployment of their T&E solution and should in no way be construed as tax or compliance advice for your business. The template configuration may need to be adjusted to match the requirements of your business, and any legal or statutory requirements should be confirmed with your company’s tax accounting and/or compliance departments before being authorized for configuration into your Concur Expense system.
What configuration is included?

The template includes predefined configuration for the Expense product:

- Best Practice Expense Types supporting both global and country specific requirements
- Best Practice Fields & Forms for expense and employee data, as well as tax handling
- Best Practice Audit Rules supporting both global and country specific requirements
- Best Practice Approval Workflows
- Best practice Lists for use with Expense Types, Vendors and Tax Special Handling rules
- Best practice Payment Types
- Best practice Email Reminders
- Best practice Receipt Handling configurations
- Best practice Printed Report configurations
- Pre-configured Expense Policies for countries with a dedicated configuration template
- Pre-configured VAT for specified countries *
- Pre-configured Travel Allowances for specified countries **
- Pre-configured Mileage rates for specified countries ***
- Pre-configured Reimbursement Currencies for specified countries
- Pre-configured Localization for specific languages based on the default template

* Available for selected countries. See VAT section for information
** Available for selected countries. See Travel Allowance section for information
*** Available for selected countries. See Mileage section for information

NOTE: Separate additional predefined configuration is also available for both Invoice and Request products. Details of these can be provided upon request.
EXPENSE TYPES

The following is a list of best practice expense types and parent categories available as part of each expense policy within the Template:

Shared Expense Types

Travel Expenses
- Daily Allowance
- Daily Allowance (Lodging)
- Hotel
- Hotel Tax
- Incidentals
- Laundry

Transportation
- Airfare
- Airline Fees
- Car Maintenance/Repairs
- Car Rental
- Company Car Mileage
- Fuel
- Parking
- Personal Car Mileage
- Public Transport
- Taxi
- Tolls/Road Charges
- Train

Meals
- Alcoholic Beverages
- Breakfast
- Business Meals (Attendees)
- Individual Meals
- Lunch
- Dinner

Entertainment
- Entertainment - Clients
- Entertainment - Staff

Office Expenses
- Courier/Shipping/Freight
- Office Equipment/Hardware
- Office Supplies/Software
- Postage
- Printing/Photocopying/Stationery

Communication
- Mobile/Cellular Phone
- Online Fees
- Telephone/Fax

Fees
- Agency Booking Fees
- Bank Fees
- Currency Exchange Fees
- Medical fees
- Passports/Visa Fees

Other
- Gifts - Clients
- Gifts - Staff
- Marketing/Promotional Costs
- Miscellaneous
- Newspapers/Magazines/Books
- Non Reimbursable/Personal Expense
- Professional Subscriptions/Dues
- Seminar/Course fees
- Staff Awards/Incentives
- Tips/Gratuities
- Tuition/Training Reimbursement

Relocation/Ex-pat
- Ex Pat Expenses
- Relocation Expenses
Country Specific Expense Types

There are additional expense types not listed previously which are for use in certain countries. These include:

Australia
- Gifts <= $AUD300
- Gifts > $AUD300

Germany
- Entertainment – External (Domestic)
- Entertainment – External (Foreign)
- Gifts > 35€
- Gifts <= 35€

Italy
- Alcoholic Beverages & Softs Drinks
- Individual Meals – Within Municipality
- Undocumented Incidentals – Domestic
- Undocumented Incidentals – International

Mexico
- Fuel IESP
- Non-Deductible Meals
- Non-Deductible Expenses

Sweden
- Entertainment – Deductible

United Kingdom
- Business Calls *available for itemization only
- Entertainment – Staff (With Clients)
- Entertainment – Staff (Directors only) *activated on request
- Fuel for Mileage
- Friends & Family Allowance
- Incidental Allowance
- Non-Business Calls *available for itemization only
Expense Types Not Activated

The following is a list of available Expense Types that are typically not activated for many countries:

- Company Car Mileage
- Ex Pat Expenses
- Daily Allowance (Lodging)
- Medical Fees
- Non Reimbursable/Personal Expense
- Relocation Expenses

Customers who wish to activate these expense types request this via their Implementation team.
# VAT

## VAT Considerations

Specific countries in the Global Template come pre-configured with best practice VAT to support the most common interpretation of statutory VAT requirements. This will assist with ensuring that users enter the correct information before auditing to ensure compliance with the tax regulations for reclaiming VAT.

Concur will provide recommended best practices for configuring the environment for each country available based on the following model:

- The latest valid VAT Rates for each tax authority (country) as applicable
- 3 Receipt Types (Tax Receipt, Receipt and No Receipt)
- Default Receipt Status of No Receipt
- Calculation of domestic VAT only
- Best Practice tax data fields and rules to control special handling compliance

## Countries Supported

The following countries are supported with pre-configured VAT:

<table>
<thead>
<tr>
<th>Americas:</th>
<th>Canada</th>
<th>Mexico</th>
</tr>
</thead>
<tbody>
<tr>
<td>APAC:</td>
<td>Australia</td>
<td>India</td>
</tr>
<tr>
<td>EMEA:</td>
<td>Austria</td>
<td>Belgium</td>
</tr>
</tbody>
</table>
Expense Types with Special VAT Handling

In many counties there are certain expense types that require special tax conditions and data entry requirements to ensure the correct calculation of VAT. The following are common examples of special handling found within many countries:

**Domestic Travel Only**

VAT is sometimes only applicable on expenses such as Airfare and Train where the destination is domestic, and the ticket is purchased within the domestic country. Even if the City of Purchase selected by the user is within the domestic country but the trip is overseas then no VAT is applied. To calculate VAT, the user will be required to select either the value “Domestic Trip” or “International Trip” from a drop-down field. Based on the selection of the value the system will calculate the VAT. Based on the selection of the Receipt Status the system will calculate whether the VAT is reclaimable.

**Meals**

The VAT handling for Meals can vary based on both the type of product purchased as well as the location where the meal is consumed. Meal expenses are typically taxed at a single rate (commonly a reduced rate) however in some cases certain elements such as soft drinks or alcoholic beverages purchased as part of the meal are subject to a different rate of VAT (commonly the standard rate). In addition, the location of consumption can also determine the VAT rate. For example, meals purchased and consumed on restaurant premises can have a higher rate of VAT that for example a Takeaway Service or meals purchased from a supermarket. To assist in providing the necessary information to calculate VAT the user is commonly required to itemize meal expenses to track the elements with different VAT handling - an itemization wizard can available upon request to assist the user in this process. In other cases, the user may also be required to select a value from a tax field to determine the type of meal or location of consumption.

**Partially Reclaimable Expenses**

Certain expenses have VAT applied however this is only partially reclaimable (for example 50%). These expense types are setup in a separate VAT Group which sets the reclaim to a defined percentage (i.e. 50%) when a Tax Receipt is selected.

**Non-Reclaimable Expenses**

Expense types such as Laundry may have VAT applied however these are commonly non-reclaimable. These are setup in a separate VAT Group which sets the reclaim to 0% irrespective of the Receipt Type.

**Entertainment and Gifts**

Due to the non-specific nature of the expense types for Entertainment and Gifts it is common that these can be taxed at different VAT rates depending on the country of purchase. For example, the
meals element of an entertainment expense may be taxed at a reduced rate of VAT while the drinks taxed at the standard rate. In addition to this depending on the type of gift being purchase a different rate of VAT could apply. It is therefore common that for Entertainment and Gift expenses the user is either required to identify the type of expense, or to select from the possible VAT rates, to ensure the correct rate of VAT is applied. Based on the Receipt Status the system will then calculate whether the VAT is reclaimable.

**Expense Types without Special VAT Handling**

Expense types that do not require any special VAT handling are configured against a single rate of VAT. Based on the selection of the Receipt Status the system will calculate whether the VAT is reclaimable.

**Exclusions**

Some expense types may require special VAT conditions but are excluded from the template configuration where these are known, but not common interpretations of the rules. Where these exist within a particular country they will be called out separately within the Country Template Guide with a specific instruction that if customers wish to configure Concur to support he special handling VAT rules for these expense types it will require a scoping exercise working with Readiness or an Implementation Consultant.

**Expenses requiring a Detailed Tax Invoice**

In certain countries there are rules concerning the requirement for companies to provide detailed documentary evidence in the form of a VAT Invoice where the gross amount on an expense exceeds a certain monetary value. For example in the UK a detailed VAT invoice is required for all expenses exceeding £250, while in Germany the limit is €150. With this limit in mind a simplified tax receipt (or less detailed tax invoices) is only acceptable for VAT reclaim only where the tax inclusive value of the supply is equal or less than the specified limit amount.

The Global Template supports these rules using a variety of methods based on the most common practices for each country:

- **Germany** - it is acceptable for certain expense types such as Hotel to be configured to ensure that VAT Reclalm is only possible where the user selects “Tax Receipt” in combination with a declaration (tick box) that the Invoice/Receipt is in the company name. For other expense types the user will receive a warning flag where the amount exceeds €150 informing them that they should only select “Tax Receipt” where the Invoice/Receipt is in the company name.

- **UK** - the system will calculate recoverable VAT on all expenses exceeding £250 which are supported with a tax receipt; however the back office Processor will be presented with a warning message explaining that Concur has calculated recoverable VAT on this expense. The warning is to inform the company to check that a detailed Tax Invoice was attached,
and where this is not the case they may need additional work to re-style the invoice to protect the VAT reclaim.

- **Italy**: In order to reclaim VAT a detailed Tax Invoice is always required irrespective of the expense amount. This detailed tax invoice must be issued in the company name. For expenses that exceed €300 the Supplier VAT Registration Number must also be entered into the expense system. Concur supports this using a yellow flag alert message where a Tax Receipt is selected, and the amount exceeds €300, instructing the back-office processor to check and update the relevant VAT Number field for this information.

### VAT Reclaim for Deployed Overseas Countries

Currently we only configure VAT reclaim for Domestic transactions as standard. To support Non-Domestic reclaim for countries other than your home country would require configuring VAT for all possible countries of destination, which is too much work to maintain and configure.

The alternative approach should be to instruct customers that where they deploy to multiple countries (primary business hubs) Concur is then able to setup the Tax Conditions within each configured Tax Authority to support overseas reclaim for those countries included in the deployment. In other words, reclaiming VAT for employees incurring VAT applicable transactions overseas where the destination is one of the countries within the deployment scope can be supported. This is because the Tax Authority and Configuration for that country is already setup for Domestic Reclaim.

Example: A customer is deploying to UK, France and Germany who wants to reclaim overseas VAT. Concur will already be configuring VAT for UK, France and Germany, so an additional task is required to setup the VAT for those countries to include employees who claim transactions in either of the other 2 countries. So a UK employee travelling to France and Germany can also have their expense tracked for VAT reclaim.

With the use of dynamic tax fields on expense entry forms it is also possible to render any special handling requirements for expense types based on the country of the transaction, provided this is already available as a pre-configured tax authority. The tax form fields appear within the entry form based on selection of expense type, location and date (if special handling VAT is applicable). A setting within the system is activated to allow non-domestic special handling tax fields to be visible to the end user when incurring expenses overseas.
TRAVEL ALLOWANCE

Common Practices

In most countries where Concur supports a standard travel allowance module the most common method of reimbursement is fixed allowances for meals and actual receipts for lodging or hotel expenses. There are some exceptions to this, for example in Italy where the most common travel allowance solution is to use Reimbursable Allowances for both meals and lodging.

The Global Template is pre-configured with the most common interpretation of Travel Allowance as defined by the rules set out by the government in that country. This includes the most common configuration settings and tax free allowance rates. Each country template guide includes a detailed explanation of the common practices and default configuration provided for travel allowance.

Concur will provide recommended best practices for configuring the environment for each country available based on the following model:

- The latest valid Government Allowance Rates for each country (as available)
- Fixed Meals Allowance configuration
- Pre-configured provided meal deductions for each country (as required)
- Calculation of domestic VAT only
- Best Practice tax data fields and rules to control special handling compliance

Countries Supported

The following countries are supported with pre-configured travel allowance:

<table>
<thead>
<tr>
<th>Country</th>
<th>Rate Update Frequency</th>
<th>Default Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austria</td>
<td>Last updates in 2007</td>
<td>Fixed Meals Allowance</td>
</tr>
<tr>
<td>Czech Republic</td>
<td>Annually</td>
<td>Fixed Meals Allowance</td>
</tr>
<tr>
<td>Denmark</td>
<td>Annually</td>
<td>Fixed Meals Allowance</td>
</tr>
<tr>
<td>Finland</td>
<td>Annually</td>
<td>Fixed Meals Allowance</td>
</tr>
<tr>
<td>Germany</td>
<td>Annually</td>
<td>Fixed Meals Allowance</td>
</tr>
<tr>
<td>Italy</td>
<td>Last updates in 2010</td>
<td>Reimbursable Allowance for Meals and Lodging</td>
</tr>
<tr>
<td>Norway</td>
<td>Annually</td>
<td>Fixed Meals Allowance</td>
</tr>
<tr>
<td>Poland</td>
<td>Last updates in 2013</td>
<td>Fixed Meals Allowance</td>
</tr>
<tr>
<td>Spain</td>
<td>Last updates in 2013</td>
<td>Fixed Meals Allowance</td>
</tr>
<tr>
<td>Sweden</td>
<td>Annually</td>
<td>Fixed Meals Allowance</td>
</tr>
</tbody>
</table>

Special Considerations

Most countries require special considerations for travel allowance when deploying the Global Template. This may involve updates to the default travel allowance configuration.
MILEAGE

Personal Car Mileage

Each country available in the Global Template is pre-configured with best practice Personal Car Mileage (for use when claiming business mileage using a private vehicle). This is designed to support the most common interpretation of statutory mileage requirements.

Concur will provide recommended best practices for configuring the environment for each country available based on the following model:

- The latest Personal Car Mileage Rates for each country
- Most commonly requested vehicle criteria for each country
- Support for distance limits and variable rates where commonly used
- Standard vehicle registration forms

Company Car Mileage

With the exception of the United Kingdom there are no statutory Company Car Mileage rates pre-configured as part of the Global Template. Configuration of Company Car Mileage for other countries is available upon request.

Countries Supported

The following countries are supported with pre-configured Mileage:

**EUROPE**
- United Kingdom
- Germany
- France
- Austria
- Belgium
- Czech Republic
- Denmark
- Finland
- Ireland
- Italy
- Netherlands
- Norway
- Poland
- Spain
- Sweden
- Switzerland

**APA**
- Australia
- New Zealand

**AMERICAS**
- Canada
- Mexico
LOCALIZATION

Supported Languages

The Global Template comes with the following languages available for installation:

- English (US/UK)
- German
- French (Europe)
- French (Canada)
- Spanish (Europe)
- Spanish (Latin America)
- Italian
- Japanese
- Dutch
- Portuguese (Brazilian)
- Swedish
- Chinese (Simplified)
- Chinese (Traditional)
- Czech
- Danish
- Finnish
- Hungarian
- Korean
- Norwegian
- Polish
- Russian
ADDITIONAL EXPENSE CONFIGURATION

Expense Approval Workflows

The Global Template comes with pre-configured best practice Expense Approval Workflows, including:

1-Up Workflow

This is the most common and simplest of the expense approval workflows. In simple terms the report is routed to a default expense approver (assigned on the employee profile) who approves the report. After approval the back-office processor reviews and approves the report for extraction to the financial system.

Sequential Limit Workflow

Another workflow where the default line manager is the first approver, but approvers are also loaded with Approval Limits which denote the maximum claim amount they are permitted to approve. Typically, the higher up the organization the approver, the higher the permitted limit for approval.

In this workflow the system checks if the first default approver has sufficient limits to approve the report. If they have then the report is sent to the Processor for final approval. If however they do not have sufficient limit approval the report is sent to the Manager’s Manager. The system checks if the Manager’s Manager has sufficient approval limit and if so the report is sent to the Processor. If the 2nd approver does not have sufficient limit the report follows the same process, each time...
being sent to the Manager’s Manager until the limit is approved. This example shows up to a maximum of 5 possible approval steps – the number can be defined based on the maximum number of approvers a report would have to move up through until it reaches an approver with a maximum sign off limit (unlimited limit approver).

Authorized Approval Workflow

Here the report will be submitted to an approver based on a configured list of Authorized Approvers held in the system. Authorized Approvers can be designated based on the company hierarchy, with the additional option of approval limits based on the amount of the claim. The authorized approver hierarchy defines the reports that an authorized approver may approve based on the level in a hierarchy.

Unlimited Limit - The final Manager’s Manager in the chain must be loaded with an unlimited limit. This is to ensure that the very last available approver in the chain has limit authority. The “Unlimited Limit” Approver may be reached earlier in the process depending on the position in the chain of the first default approver.
Expense Audit Rules

The following is a sample of some of the default Global Audit Rules setup within the Global Template. Additional custom audit rules can be added during the design process, or directly by the customer once any configuration training has been completed. Additional rules specific to country requirements are also available.

<table>
<thead>
<tr>
<th>Global Audit Rules</th>
<th>Event</th>
<th>Visibility</th>
<th>Level</th>
<th>Exception Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual vs. Booked, Room Rate Per Day</td>
<td>Entry Submit</td>
<td>All Users</td>
<td>Warning</td>
<td>The per-day expense is greater than the estimated per-day expense in the travel reservation.</td>
</tr>
<tr>
<td>Airfare Preferred Vendor</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning</td>
<td>You have selected a non-preferred vendor. Please provide an explanation in the Comments section.</td>
</tr>
<tr>
<td>Amount Daily Meals Limit-Multiple Expenses</td>
<td>Entry Submit</td>
<td>All Users</td>
<td>Warning</td>
<td>You have selected multiple expenses (Breakfast, Lunch, and/or Dinner) that add up to more than your daily allowance. Please fix and re-save.</td>
</tr>
<tr>
<td>ATM Check</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning</td>
<td>Warning: This expense report contains a regular expense entry created from a Cash Advance transaction. The transaction should be itemized and marked as personal prior to submission.</td>
</tr>
<tr>
<td>Car Rental Preferred Vendor</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning</td>
<td>You have selected a non-preferred vendor. Please provide an explanation in the Comments section.</td>
</tr>
<tr>
<td>Cash Advance Unused Balance</td>
<td>Report Submit</td>
<td>All Users</td>
<td>Stop</td>
<td>You have an unused Cash Advance balance that needs to be applied to this report. Please select Details, Cash Advances, Apply.</td>
</tr>
<tr>
<td>Company Card Payment Type</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning</td>
<td>Warning: You have selected the “Company Paid” payment type. You will not be reimbursed for this expense.</td>
</tr>
<tr>
<td>Corp Card Credit Marked as Personal</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning</td>
<td>Warning: A corporate credit card transaction (negative amount) has been marked as a personal expense. This is an unusual situation. Please explain in detail.</td>
</tr>
<tr>
<td>Drive Not Used</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Please include a comment to explain why you did not use Concur Drive.</td>
</tr>
<tr>
<td>Drive Policy Reminder</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning</td>
<td>Your company’s policy requires that you use Concur Drive.</td>
</tr>
<tr>
<td>Duplicate Ticket Number (Required for Audit Service)</td>
<td>Entry Submit</td>
<td>All Users</td>
<td>Warning</td>
<td>Another expense has been submitted with the identical air ticket number. %lines%</td>
</tr>
<tr>
<td>Duplicate Transaction Check</td>
<td>Entry Submit</td>
<td>All Users</td>
<td>Warning</td>
<td>This expense entry may be a duplicate of the following expense. %lines%</td>
</tr>
<tr>
<td>Electronic Receipt No CC Check</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning</td>
<td>Warning: You have an expense that has an e-receipt but does not have corresponding corporate card transaction. Please wait for card transaction to be available before you submit this report.</td>
</tr>
<tr>
<td>Employee Audit Status</td>
<td>Report Submit</td>
<td>Processor Only</td>
<td>Warning</td>
<td>Employee is flagged for review and audit.</td>
</tr>
<tr>
<td>Entertainment - Clients</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: Please ensure that you add a Business Guest attendee when claiming Business Entertainment.</td>
</tr>
<tr>
<td>Exchange Rate Variance (10%)</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: You have exceeded the % threshold for manual changes to the Exchange Rate. Please correct and re-save the expense.</td>
</tr>
<tr>
<td>Exchange Rate Variance (5% to 10%)</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning</td>
<td>Rating: The exchange rate entered has a high variance for this transaction date.</td>
</tr>
<tr>
<td>Expense Pay Bank Account Number is Blank</td>
<td>Report Submit</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: Please go to your Profile and add your banking information. Once your banking information is confirmed you will be able to submit the expense report.</td>
</tr>
<tr>
<td>Expense Pay Bank Account Status Confirmation</td>
<td>Report Submit</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: Your bank account information was in an Unconfirmed or Failed status when this report was submitted. If you recently entered bank account information and four business days have passed then try to Submit again.</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>---------------</td>
<td>-----------</td>
<td>------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Expense Pay CC Negative Amount Marked Personal</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning</td>
<td>A corporate card credit transaction (negative amount) has been marked as a personal expense. This is an unusual situation. Please explain the circumstances in detail.</td>
</tr>
<tr>
<td>Expense Pay CC-Net CR for unsupported feeds</td>
<td>Report Submit</td>
<td>All Users</td>
<td>Stop</td>
<td>This report has a Net Credit amount of credit card transactions, please hold the credit(s) until you have credit card charges to offset.</td>
</tr>
<tr>
<td>Expense Pay Negative Amount Due Employee</td>
<td>Report Submit</td>
<td>All Users</td>
<td>Stop</td>
<td>This report has a Net Credit amount due employee, please hold the credit(s) until you have out of pocket entries to offset.</td>
</tr>
<tr>
<td>Expenses on Weekend Days</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning</td>
<td>The Expense occurs during a week-end.</td>
</tr>
<tr>
<td>Flag Expenses Older Than X Days</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: The transaction date for this expense is outside of the company policy for reclaim. Please provide details in the Comments box explaining why this expense has not yet been reclaimed.</td>
</tr>
<tr>
<td>Fuel for Mileage</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning</td>
<td>You have not provided sufficient fuel receipts to cover the VAT on your mileage expenses. Where possible please provide additional fuel receipts.</td>
</tr>
<tr>
<td>Fully Allocated</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>You have allocated this expense type, but it is not 100% allocated. Please correct your allocation.</td>
</tr>
<tr>
<td>Future Dated Expenses</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: You are not permitted to enter future dated expenses.</td>
</tr>
<tr>
<td>Google Maps Mileage Adjustment (10%)</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning</td>
<td>Action: You have modified the default mileage calculation above the preferred range.</td>
</tr>
<tr>
<td>Hotel Invoice in Company Name</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: In order to reclaim VAT on your Hotel Invoice you must select both Tax Receipt and tick the box to confirm that the Hotel Invoice is in the company name.</td>
</tr>
<tr>
<td>IBCP Transaction marked Personal</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning</td>
<td>You have marked some or all of this company card expense as &quot;Personal.&quot; Please remember you are responsible for paying American Express directly for the Personal amount promptly.</td>
</tr>
<tr>
<td>Manager/Processor Entry Comments</td>
<td>Report Submit</td>
<td>Approver/Processor</td>
<td>Warning</td>
<td>Warning: This report contains expense entries with comments. Please review Mileage Require Commute Deduction</td>
</tr>
<tr>
<td>Mileage Require Commute Deduction</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>You must use the Deduct Commute Mileage feature.</td>
</tr>
<tr>
<td>Mileage Route Required</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Your company's policy requires that a route is attached to all mileage expenses.</td>
</tr>
<tr>
<td>Missing Receipt Affidavit and Receipt/Tax Receipt</td>
<td>Entry Submit</td>
<td>All Users</td>
<td>Stop</td>
<td>You have attached a missing receipt affidavit to an entry in which you have indicated a receipt or tax receipt has been attached. Please update the Receipt Status field to &quot;No Receipt&quot; and resubmit to clear this exception.</td>
</tr>
<tr>
<td>No Receipt Comments Required</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: You have selected the Receipt Status as 'No Receipt'. Please select the correct Receipt Status or add a comment to justify reasons for not having a valid receipt.</td>
</tr>
<tr>
<td>Non-Reimbursable Personal</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: Non-Reimbursable expenses must be marked Personal.</td>
</tr>
<tr>
<td>Personal Expenses</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning</td>
<td>Warning: You have checked the 'Personal Expense' box. You will not get reimbursed for this claim.</td>
</tr>
<tr>
<td>Personal Use of Corp Card</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: Your company does not allow personal use of a company credit card. Please provide an explanation for your approver detailing why you used the company card for a personal expense.</td>
</tr>
<tr>
<td>Preferred Company Card Expenses</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning</td>
<td>Warning: The preferred payment method for this expense type is your company credit card.</td>
</tr>
<tr>
<td>Receipt Image Required - Entry Level</td>
<td>Entry Submit</td>
<td>All Users</td>
<td>Stop</td>
<td>Upload your receipts to expense line item using the Attach Receipt Images. In order for the red flag to be re-evaluated, you will need to click the Submit link again.</td>
</tr>
<tr>
<td>Receipt Image Required - Report Level</td>
<td>Report Submit</td>
<td>All Users</td>
<td>Stop</td>
<td>Upload your receipts using the Attach Receipt Images or Fax Receipts. In order for the red flag to be re-evaluated, you will need to click the Submit link again.</td>
</tr>
<tr>
<td>Report over 10k</td>
<td>Report Submit</td>
<td>Approver/Processor</td>
<td>Warning</td>
<td>Report over 10k, please review.</td>
</tr>
<tr>
<td>SAP Connector-Invalid Account Code</td>
<td>Entry Submit</td>
<td>All Users</td>
<td>Stop</td>
<td>The Account Code doesn't have a valid value. Please contact your Concur Administrator.</td>
</tr>
<tr>
<td>Issue Description</td>
<td>Action</td>
<td>Users</td>
<td>Details</td>
<td></td>
</tr>
<tr>
<td>--------------------------------------------------------</td>
<td>--------------------------</td>
<td>--------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Ticket Number Mismatch</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning: The ticket number for this expense is different than the ticket number on the associated record: %tickets%</td>
<td></td>
</tr>
<tr>
<td>Travel Actual vs. Booked, Airfare</td>
<td>Entry Submit</td>
<td>All Users</td>
<td>Warning: The expense is greater than the estimated expense in the travel reservation.</td>
<td></td>
</tr>
<tr>
<td>Travel Actual vs. Booked, Car Rental Per Day</td>
<td>Entry Submit</td>
<td>All Users</td>
<td>Warning: The per-day expense is greater than the estimated per-day expense in the travel reservation.</td>
<td></td>
</tr>
<tr>
<td>Travel Forced Match: E-Receipt, Travel, and Card Data</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning: You have an e-receipt or travel data, but no matching credit card transaction. Please wait until your credit card transaction imports into Concur Expense to add this e-receipt.</td>
<td></td>
</tr>
<tr>
<td>Travel No Matching Reservation</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop: This expense has no matching travel reservation. Please import trips and apply the booking or use the expense report comments to explain why there was no reservation made for this expense.</td>
<td></td>
</tr>
<tr>
<td>Travel No Matching Reservation (Approver/Processor Only)</td>
<td>Entry Save</td>
<td>Approver/Processor</td>
<td>Warning: This expense has no matching travel reservation. Please ensure that the comment adequately explains why the expense was not booked using Concur Travel.</td>
<td></td>
</tr>
<tr>
<td>Travel Payment Type</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop: Air, Rental Car, and Hotel reservations made through Concur Travel should be charged to a company card.</td>
<td></td>
</tr>
<tr>
<td>Travel Taxi with RideCharge</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning: We see you paid cash for this taxi. Did you know you can use RideCharge for taxi travel? RideCharge allows you to book, track, charge, and get e-receipts for taxis online or using your smart phone. RideCharge is available with Concur Mobile.</td>
<td></td>
</tr>
<tr>
<td>Two or More Attendees Required</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop: Action: This expense must include two or more attendees. Please update the entry attendees and click save.</td>
<td></td>
</tr>
<tr>
<td>Undefined Attendee Check</td>
<td>Entry Attendee Submit</td>
<td>All Users</td>
<td>Stop: Please set the attendee type and review this attendee for accuracy.</td>
<td></td>
</tr>
<tr>
<td>Unsubmitted Card Transactions with Aging</td>
<td>Report Submit</td>
<td>All Users</td>
<td>Stop: You have unsubmitted company card transactions that exceed the age limit allowed by your company policy. These transactions must be submitted before this report can be submitted. If these transactions are already assigned to another report, it must be submitted first.</td>
<td></td>
</tr>
<tr>
<td>VAT Currency Consistency Check</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning: The currency used is not the expected currency for this location.</td>
<td></td>
</tr>
<tr>
<td>VAT Receipt Required Check</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning: A tax receipt is required for this expense and the receipt status is &quot;No Receipt Available.&quot;</td>
<td></td>
</tr>
<tr>
<td>Country Specific Audit Rules</td>
<td>Event</td>
<td>Visibility</td>
<td>Level</td>
<td>Exception Message</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-------</td>
<td>------------</td>
<td>-------</td>
<td>------------------</td>
</tr>
<tr>
<td>APA 60 Days Old Expenses</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning</td>
<td>The Transaction Date is Greater than 60 days. Please be more timely in your expense submissions.</td>
</tr>
<tr>
<td>APA Hotel Itemisation Required</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>This entry must be itemized before the report can be submitted.</td>
</tr>
<tr>
<td>AU Gifts &lt;= AUD300</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>For gifts greater than AUD300 please use the expense type “Gifts &gt; AUD300”</td>
</tr>
<tr>
<td>AU Gifts &gt; AUD300</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>For gifts less than or equal to AUD300 please use the expense type “Gifts &lt;= AUD300”</td>
</tr>
<tr>
<td>AU Tax Receipt &gt; AUD82.50 - Insert Comment</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Tax Receipt was not selected. Please provide explanation in the Comment field.</td>
</tr>
<tr>
<td>DE Domestic Entertainment &gt; €250 - Invoice</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: Please itemize all domestic meals expenses to account for Alcoholic Beverages and/or Tips/Gratuities.</td>
</tr>
<tr>
<td>DE Domestic Entertainment &gt; €250 - No Comments</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: Please enter a comment explaining why you do not have a receipt. If required, please ensure you issue a Self Signed Receipt for this expense.</td>
</tr>
<tr>
<td>DE Domestic Entertainment &gt; €250 - Invoice Checked</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: Please note as this expense type exceeds €250 the receipt status must equal ‘Tax Receipt’ and the ‘Invoice in Company Name’ must be checked.</td>
</tr>
<tr>
<td>DE Domestic Tax Receipt Invoice Not Checked &gt; €250</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: Please note the receipt for this expense must be in the company name for VAT reclaim purposes when claiming over €250. Please check the ‘Invoice in Company Name’ checkbox or select an alternate Receipt Status.</td>
</tr>
<tr>
<td>DE Entertainment - External (Domestic) FRGN</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: Please select a Domestic Location for this expense or change the expense type to ‘Entertainment - External (Domestic/Local)’.</td>
</tr>
<tr>
<td>DE Entertainment - External (Foreign) DOM</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: Please select a Foreign Location for this expense or change the expense type to ‘Entertainment - External (Foreign)’.</td>
</tr>
<tr>
<td>DE Gifts &lt;= €35 (&gt;35)</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: Please select expense type ‘Gifts &lt;= 35€’ as the amount entered for this expense is less than 35€.</td>
</tr>
<tr>
<td>DE Gifts &gt; €35 (&lt;=35)</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: Please select expense type ‘Gifts &gt; 35€’ as the amount entered for this expense exceeds 35€.</td>
</tr>
<tr>
<td>DE No Receipt Approver/Processor Approve</td>
<td>Entry Submit</td>
<td>All Users</td>
<td>Warning</td>
<td>Warning: This expense has No Receipt selected. Please review if you require the employee to submit an “Eigenbeleg” or Self Signed Receipt for this expense.</td>
</tr>
<tr>
<td>DE No Receipt Comments Required</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: Please enter a comment explaining why you do not have a receipt. If required, please ensure you issue an “Eigenbeleg” or Self Signed Receipt for this expense.</td>
</tr>
<tr>
<td>FR Domestic Gifts 65 EUR</td>
<td>Entry Save</td>
<td>Processor Only</td>
<td>Warning</td>
<td>Warning: VAT on Gifts or Awards is only reclaimable under the condition that goods of “low value” do not exceed €65 per item per recipient per year.</td>
</tr>
<tr>
<td>FR Domestic Meals &gt; €150 Net of VAT (€165)</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: Please confirm that the receipt conforms to legal requirements for a Tax Invoice. If not please remove the Tax Receipt selection and select the value &quot;Receipt&quot;.</td>
</tr>
<tr>
<td>FR Domestic Meals Itemize for Alcohol/Tips</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: Please itemize all domestic meals expenses to account for Alcoholic Beverages and/or Tips/Gratuities.</td>
</tr>
<tr>
<td>FR Domestic Printing &amp; Promotional Expenses Tax Receipt</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Warning: You should only select “Tax Receipt” where the Invoice/Receipt conforms to the legal requirements for a Tax Invoice.</td>
</tr>
<tr>
<td>FR Domestic Tax Invoice Required</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Warning: You should only select “Tax Invoice” where the Invoice/Receipt conforms to the legal requirements for a Tax Invoice.</td>
</tr>
<tr>
<td>IN Domestic VAT Fields</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: As this expense was incurred in India you must complete the following fields: 1) Select VAT Rate 2) Type of Tax on Receipt/Invoice 3) Merchant Tax ID.</td>
</tr>
<tr>
<td>IT Fixed Meals within Municipality</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: You are not permitted to claim Fixed Allowances where the Allowance Location is equal to your Employee Municipality on your profile.</td>
</tr>
<tr>
<td>IT Individual Meals - Within Municipality</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: This expense type can only be selected when the City of Purchase is equal to your Employee Municipality on your profile.</td>
</tr>
<tr>
<td>IT Undocumented Incidentals</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: You are not permitted to claim Undocumented Incidentals where the Expense Location is equal to your Employee Municipality on your profile.</td>
</tr>
<tr>
<td>IT VAT Number &lt;€300 Meals &amp; Lodging</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning</td>
<td>Warning: For all meals and lodging expenses up to €300 please provide a valid VAT Number.</td>
</tr>
<tr>
<td>IT VAT Number &gt;€300</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning</td>
<td>Warning: For claims over €300 please provide a valid VAT Number.</td>
</tr>
<tr>
<td>JP Entertainment &lt; JPY5,400 per attendee</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: This expense type is NOT available under JPY 5,400 per attendee.</td>
</tr>
<tr>
<td>MX Duplicate XML</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning</td>
<td>This XML was already used with another expense and is a duplicate. Este CFDI ya se utilizó en otro gasto y está duplicado.</td>
</tr>
<tr>
<td>MX Require XML if Receipt Status = Factura</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Please attach your XML file by clicking the &quot;Attach CFDI&quot; button then save the expense. Favor de adjuntar su archivo XML usando el botón de Adjuntar CFDI y guardar para resolver esta bandera.</td>
</tr>
<tr>
<td>MX Tax ID Required</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>You must enter a Tax ID for this expense.</td>
</tr>
<tr>
<td>UK Expenses &gt; £250 Tax Invoice</td>
<td>Entry Save</td>
<td>Processor Only</td>
<td>Warning</td>
<td>Concur has calculated recoverable VAT on this expense, but as this exceeds £250.00 you may need additional research to re-style the invoice to protect your VAT reclaim.</td>
</tr>
<tr>
<td>UK Gifts &gt; 50 GBP</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Warning</td>
<td>Warning: Standard VAT is reclaimable only if less than £50 (gross). Only applicable where the total cost of all client gifts does not exceed £50 in any given tax year and this is not part of a series of gifts.</td>
</tr>
<tr>
<td>UK Incidents Limit &gt; 10GBP</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: Please note there is an Expense Limit of £10 Per Day for Foreign Incidents.</td>
</tr>
<tr>
<td>UK Incidents Limit &gt; 5GBP</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Action: Please note there is an Expense Limit of £5 Per Day for Domestic Incidents.</td>
</tr>
<tr>
<td>UK P11D Expenses Flag</td>
<td>Entry Save</td>
<td>Processor Only</td>
<td>Warning</td>
<td>This expense type has been selected for P11D reporting.</td>
</tr>
<tr>
<td>UK Telephone/Mobile Non-Business Calls</td>
<td>Entry Save</td>
<td>All Users</td>
<td>Stop</td>
<td>Please itemise Telephone/Mobile into 2 itemizations as this should be split for VAT purposes - 1. Business Calls 2. Non-Business Calls.</td>
</tr>
</tbody>
</table>
Expense Reimbursement Currencies

The following Expense Reimbursement Currencies are available as standard within the Global Template:

- Australia, Dollar (AUD)
- Canada, Dollar (CAD)
- China, Yuan Renminbi (CNY)
- Czech Republic, Koruna (CZK)
- Denmark, Krone (DKK)
- Euro (EUR)
- Hong Kong, Dollar (HKD)
- India, Rupee (INR)
- Indonesia, Rupiah (IDR)
- Japan, Yen (JPY)
- Korea Republic, Won (KRW)
- Malaysia, Ringgit (MYR)
- Mexico, Peso (MXN)
- New Zealand, Dollar (NZD)
- Norway, Krone (NOK)
- Philippines, Peso (PHP)
- Poland, Zloty (PLN)
- Russia, Ruble (RUB)
- Singapore, Dollar (SGD)
- Sweden, Krona (SEK)
- Switzerland, Franc (CHF)
- Taiwan, New Taiwan Dollar (TWD)
- Thailand, Baht (THB)
- UK, Pound Stirling (GBP)
- US, Dollar (USD)
- Vietnam, Dong (VND)

Additional currencies can be added as required

Lists

The following shows some of the default List definitions available as standard in the Global Template system. These can be used in their current state, added to or modified as required.

Configuration Group, Hierarchy and Org Unit Lists

- Employee Groups
  - Simple List used for defining configuration groups for Expense
- Invoice Groups
  - Simple List used for defining configuration groups for Invoice
- Audit Group
  - Simple List used for defining groups for auditing
- Company Hierarchy
  - Multi-level pre-configured org-unit definitions
- Travel Rule Class
  - Simple List used for mapping travel rule classes to users
- Travel Org Unit
  - Simple List used for mapping travel org units to users

Other Travel & Expense Lists

- Airport Codes
  - Available for us on Airline entry forms for Depart/Arrive locations
- Fuel Type
  - Simple list to assist with UK Fuel for Mileage
- Miscellaneous Expense
  - Simple list to assist in defining miscellaneous expenses
- Public Transport
  - Simple list to help define the type of public transport expense
- Relocation Business Purpose
  - Simple list to help define the purpose of relocation expenses
- Class of Service
  - Simple list to help define class of service for airline/rail expenses
- Vendor Lists
  - Vendor List – Updated with over 1200 airlines
- VAT Lists
  - Multiple Simple Lists to support VAT Special Handling
**Expense Forms and Fields**

The Global Template comes pre-configured with best practice forms and fields to support common requirements for capturing spend data in our system. Some forms come with pre-defined custom fields to support specialist use cases, while others are designed to support specific country requirements.

Forms available as part of the Global Template will aid in helping customers understand some of the best practice combinations of fields used to create various data entry forms. All forms are based initially on a single Default form, and the naming convention of each form is used to identify the key difference in data requirements. Below are a few examples of Expense Entry Forms:

**Default Expense Entry Form**

```
<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Transaction Date</th>
<th>Business Purpose</th>
<th>Enter Vendor Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choose An Expense Type</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City of Purchase</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Travel Allowance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payment Type</td>
<td>Amount</td>
<td>USD</td>
<td>Request Status</td>
</tr>
<tr>
<td>Select one</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal Expense (do not reimburse)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comment</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```

**Attendees* + Business Purpose* Entry Form**

```
<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Transaction Date</th>
<th>Business Purpose</th>
<th>Enter Vendor Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choose An Expense Type</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City of Purchase</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Travel Allowance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payment Type</td>
<td>Amount</td>
<td>USD</td>
<td>Request Status</td>
</tr>
<tr>
<td>Select one</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal Expense (do not reimburse)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comment</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```

**Custom List*Transport + Vendor Name* Form**

```
<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Transaction Date</th>
<th>Transaction Type</th>
<th>Business Purpose</th>
<th>Enter Vendor Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choose An Expense Type</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City of Purchase</td>
<td></td>
<td>City of Purchase</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payment Type</td>
<td>Amount</td>
<td>USD</td>
<td>Request Status</td>
<td></td>
</tr>
<tr>
<td>Select one</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal Expense (do not reimburse)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```

**VAT + Tax ID + Invoice Number + Vendor List* Form**

```
<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Transaction Date</th>
<th>Business Purpose</th>
<th>Vendor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choose An Expense Type</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City of Purchase</td>
<td></td>
<td></td>
<td>Vendor</td>
</tr>
<tr>
<td>Travel Allowance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payment Type</td>
<td>Amount</td>
<td>USD</td>
<td>Request Status</td>
</tr>
<tr>
<td>Select one</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal Expense (do not reimburse)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Merchant Tax ID</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tax Invoice Number</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```
### Complete List of Expense Entry Forms Available

<table>
<thead>
<tr>
<th>Form Description</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airfare*</td>
<td>Non-VAT Business Purpose* + Vendor Name*</td>
</tr>
<tr>
<td>Airfare + Ticket + ATSC</td>
<td>Non-VAT City*</td>
</tr>
<tr>
<td>Airfare + Ticket + ATSC + Entry Subtract</td>
<td>Non-VAT Default</td>
</tr>
<tr>
<td>Airfare + Ticket + AFTC*</td>
<td>Non-VAT Hotel – No Allocation</td>
</tr>
<tr>
<td>Attendees</td>
<td>Non-VAT Mileage</td>
</tr>
<tr>
<td>Attendees*</td>
<td>Non-VAT Vendor List*</td>
</tr>
<tr>
<td>Attendees <em>+Business Purpose</em></td>
<td>Non-VAT Vendor Name*</td>
</tr>
<tr>
<td>Attendees <em>+Business Purpose</em> + Deductibility</td>
<td>Non-Reimbursable – Personal Required Fields</td>
</tr>
<tr>
<td>Attendees <em>+Business Purpose</em> + Vendor Name*</td>
<td>System Form</td>
</tr>
<tr>
<td>Attendees *+Invoice</td>
<td>Travel Allowance</td>
</tr>
<tr>
<td>Business Purpose*</td>
<td>VAT + Tax ID Invoice No + Attendees*</td>
</tr>
<tr>
<td>Business Purpose* + Invoice</td>
<td>VAT + Tax ID Invoice No + Hotel-No Allocation</td>
</tr>
<tr>
<td>Business Purpose* - No Vendor</td>
<td>VAT + Tax ID Invoice No + Relocation*</td>
</tr>
<tr>
<td>Custom List* Relocation</td>
<td>VAT + Tax ID Invoice No + Transport*</td>
</tr>
<tr>
<td>Custom List* Transport</td>
<td>VAT + Tax ID Invoice No + Vendor List*</td>
</tr>
<tr>
<td>Custom List* Transport + Vendor Name*</td>
<td>VAT + Tax ID Invoice No + Vendor Name*</td>
</tr>
<tr>
<td>Fuel for Mileage</td>
<td>VAT + Tax ID Invoice No + Vendor Name*</td>
</tr>
<tr>
<td>Hotel-No Allocation</td>
<td>VAT-IN + Tax ID + Attendees*</td>
</tr>
<tr>
<td>Hotel-No Allocation + Invoice</td>
<td>VAT-IN + Tax ID + Hotel-No Allocation</td>
</tr>
<tr>
<td>Invoice</td>
<td>VAT-IN + Tax ID + Vendor List*</td>
</tr>
<tr>
<td>Mileage</td>
<td>VAT-IN + Tax ID + Vendor Name*</td>
</tr>
<tr>
<td>Mileage-NoReceipt</td>
<td>Vendor List</td>
</tr>
<tr>
<td>Miscellaneous* + Comments*</td>
<td>Vendor List</td>
</tr>
<tr>
<td>No Receipt</td>
<td>Vendor List + Business Purpose*</td>
</tr>
<tr>
<td>No Vendor</td>
<td>Vendor List + Business Purpose* + Invoice</td>
</tr>
<tr>
<td>Non-VAT Airfare</td>
<td>Vendor List + No Allocation</td>
</tr>
<tr>
<td>Non-VAT Airline Fees + AFTC*</td>
<td>Vendor List + Business Purpose*</td>
</tr>
<tr>
<td>Non-VAT Business Purpose*</td>
<td>Vendor Name*</td>
</tr>
<tr>
<td>Non-VAT Business Purpose* + City*</td>
<td>Vendor Name* + Business Purpose*</td>
</tr>
<tr>
<td>Non-VAT Business Purpose* + City* + Vendor*</td>
<td>Vendor Name – No Business Purpose</td>
</tr>
</tbody>
</table>

Additional best practice forms and fields are also provided for managing Employee data, Expense Report Header information and Expense Allocations.
Expense Printed Reports

The following is a list of the default Printed Reports available as standard in the Global Template system. These can be used in their current state, added to or modified as required.

System Printed Reports

- Detailed Report
- Fax Cover Page - Reduced
- Fax Receipt Cover Page
- Receipt Report
- Russian Print Report

Custom Printed Reports

- Report - Allocation
- Report - Detailed
- Report - Detailed Report with Summary Data
- Report - Detailed with Barcode
- Report - Detailed with Itinerary
- Report - Detailed with Row Entries
- Report - Detailed with Travel Diary
- Report - Fax Cover
- Report - Receipt Imaging
- Report - Receipts
- Report - Receipts with Audit
- Report - Receipts with Travel Diary
- Report - Travel Allowance with Itinerary

On the next page you will find a sample printed report based on the template “Report - Detailed with Itinerary”
Report - Detailed with Itinerary

Report Name: Name
Request Name: Name
Cash Advance Name: Name

Employee
Employee Name: Sample User
Employee ID: Sample

Report Header
Policy: Default Policy
Business Purpose: Sample
Report Id: 11111111111
Receipts Received: NO
Report Date: 10/18/2018
Has Exceptions: NO
Approval Status: Not Filed
Payment Status: Not Filed
Currency: US Dollar

Expense Entries
<table>
<thead>
<tr>
<th>Transaction Date</th>
<th>Expense Type</th>
<th>Business Purpose</th>
<th>Vendor</th>
<th>City of Purchase</th>
<th>Payment Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/18/2018</td>
<td>Airfare</td>
<td>Sample Sample</td>
<td>Southwest Airlines</td>
<td>Seattle, Washington</td>
<td>CASH</td>
<td>$100.00</td>
</tr>
<tr>
<td>10/18/2018</td>
<td>Airfare</td>
<td>Sample Sample</td>
<td>Southwest Airlines</td>
<td>Seattle, Washington</td>
<td>CASH</td>
<td>$100.00</td>
</tr>
<tr>
<td>10/18/2018</td>
<td>Airfare</td>
<td>Sample Sample</td>
<td>Southwest Airlines</td>
<td>Seattle, Washington</td>
<td>CASH</td>
<td>$100.00</td>
</tr>
</tbody>
</table>

Travel Allowance Itineraries

Annual Meeting

<table>
<thead>
<tr>
<th>Depart</th>
<th>Date/Time</th>
<th>Arrive</th>
<th>Date/Time</th>
<th>Arrival Rate Location</th>
</tr>
</thead>
</table>

Report Total: $100.00
Personal Expenses: $100.00
Total Amount Claimed: $100.00
Amount Approved: $100.00

Company Disbursements
Amount Due Employee: $100.00
Amount Due Company Card: $100.00
Total Paid By Company: $100.00

Employee Disbursements
Amount Due Company: $100.00
Amount Due Company Card From Employee: $100.00
Total Paid By Employee: $100.00
Expense Receipt Handling Limits

The following is a list of the default Expense Receipt Handling Limits available as standard in the Global Template system. These can be used in their current state, added to or modified as required.

- Receipt Limit - Expenses Requiring Receipts (Domestic)
- Receipt Limit - Expenses Requiring Receipts (Foreign)
- Receipt Limit - Expenses Requiring Receipts (Global)
- Receipt Limit - Expenses Requiring Receipts (UK)
- Receipt Limit - Expenses Requiring Receipts (US)
- Receipt Limit - Expenses with Receipts (Global)
- Receipt Limit - Expenses with Receipts (UK)

Each of the above is configured to record receipts using both images and physical receipts.

Payment Types

The following default Payment Types are available as standard in the Global Template system:

- Cash - Payment in cash out of pocket or personal card
- Cash/Personal Card - Payment in cash out of pocket or personal card
- CBCP - Company Billed/Company Paid corporate card
- IBCP - Individual Billed/Company Paid (authorized expenses) corporate card
- IBIP - Individual Billed/Individual Paid (Employee-paid) corporate card
- Company Paid - Payment by company cheque or invoice

Email Reminders

The following default Email Reminders are available as standard in the Global Template system:

- Outstanding Receipts (Hard Copy): Where hard copy receipts have not been received within 15 days from submission
- Overdue Company Card Transactions: Un-submitted card transactions over 30 days
- Overdue Expense Approvals: Claim has not been approved within 7 days of submission
- Overdue Hold for Receipt Image: Unattached Receipt Images 5 days
- Overdue Receipt Images: Unattached Receipt Images 15 days
- Un-submitted Report: Un-submitted expense reports over 15 days
- Overdue Cash Advance Return: Cash Advance not returned over 30 days
- Overdue Cash Advance Request Approval: Advance Request has not been approved within 3 days of submission
- Unused Cash Advance: Unused Cash Advance Balance
REQUEST

Policies

Three default policies with complementing forms and workflows are pre-configured in the Global Template, each supporting a separate process flow within Request:

- Request and Travel are not integrated
- Request and Travel are integrated, Book then Approve
- Request and Travel are integrated, Approve then Book

Each policy in the template comes pre-defined with the following:

- Request Workflow with pre-defined best practice settings
- Request Header Form
- Agency Notifications (as required)
- Associated Default Expense Policy
- Default Request Print Format
- Default Request Imaging Configuration
- Default Request Allocation Form

Segment Types

Request Segments are the available travel-related "categories" that a traveller can use in a travel request. Each Segment Type comes pre-configured with best practice segment forms.

The following segment types are available by default in all three Request policies and mapped to Expense Types as indicated below:

- Air Ticket \(\rightarrow\) Airfare
- Car Rental \(\rightarrow\) Car Rental
- Hotel Reservation \(\rightarrow\) Hotel
- Railway Ticket \(\rightarrow\) Train
Other Configuration

Allocations

There is one Default Request Allocation form configured and assigned to the request policies. Request segments are always allocated as a whole. That is – if any segment is allocated, then all segments are allocated - all with the same percentage or amount. In addition, allocation copy down to matching Expense Entries is pre-configured.

Site Settings

Pre-defined best practice site settings for Request are pre-enabled. Please ask your SAP Concur Implementation Team for more details on these.

Audit Rules

Pre-configured audit rules are available and activated by default. NOTE: additional pre-configured rules are available to activate as required.

- **Expenses on Week End Days** - This audit rule notifies the user, approver and processor that the requested expense falls on Saturday or Sunday. This rule is a warning message only; it does not prevent request submission.
- **Missing Amount on imported itinerary segment** – This audit rule notifies the user if any self-booked segments updated in the request are missing the Amount. This rule prevents request submission.
- **Required Segments or Entries** - This audit rule notifies the user that there must be at least one Segment or Expected Expense in the request. This rule prevents request submission.
- **Segment Departure Date is in the Past** - This audit rule notifies the user that the departure date of the segment is in the past. This rule prevents request submission.
- **Segment Start/End Date is before or after Request Start/End Date** - This audit rule controls the segment departure/arrival dates where they fall outside the request header start/end date. This rule prevents request submission.

Email Reminders

The following best practice email reminders are available in the Global Template. NOTE: The number of days in the rule should be adjusted to meet the customer’s configuration and business requirements.

- **Overdue Request Approvals** - the request has been in the approver’s approval queue for at least 7 days
- **Past Request without Reports** - the end date of the request was at least 10 days ago, and the request has not been associated with an expense report
Agency Office Notifications

Pre-configured agency email notifications are provided in the Global Template and are assigned into active request policies.

System Notifications

The following system notification emails are provided in the Global Template and are assigned into active workflows:

- **Default Request Pending Approval Notification** - assigned into the Non-Integrated and Approve-then-Book workflows
- **Request Pending Approval w Travel Compliance Details** - assigned into the Book-then-Approve workflow
- **Default Request Status Change Notification** - assigned into all Request workflows

Custom Notifications

The following system notifications are assigned into Approve then Book request workflow step rules and only sent when the configured step conditions are met:

- **Approve then Book – Segments updated after booking trip** - compares Total Post Approved Amount and Approved Amount before Booking)
- **Approve then Book – Segments NOT updated after booking trip** - compares Total Post Approved Amount and Total Approved Amount

Exclusions

There are some elements of the Travel Request functionality excluded from the Global Template best practice system. If customers wish to configure any of the above as part of Travel Request this requires a separate scoping exercise working with their SAP Concur Implementation Team.

- **Cash Advance** - Request users can request one or more cash advances as part of a request. In addition to requesting approval for segments (like air and rail) the user can request cash for taxi, tips, incidental etc.

- **Expected Expenses** - Users can estimate and include other expected trip-related expenses, such as taxi, parking, and meals, to build out a more robust view of the trip. When these expenses are included in the request, an approver can make a more informed approval decision based on the entire cost of the trip.

- **Booking Switch** - Only applies when Request and Travel are integrated, and Booking Switch is enabled in the travel configuration. The implementation consultant can build rules to determine when a user is automatically redirected from the Travel Wizard into Request (bypassing the booking process) to submit a request for Offline Agency booking.
FREQUENTLY ASKED QUESTIONS

Can an existing customer who already uses Concur Expense adopt the Global template?

Unfortunately the template is only available to new customers who are implementing Concur Expense. When the system is created the template is used as the foundation of the configuration. Unless the system was originally created using the template it is not possible to copy or move any of the configurations to an existing system.

If an existing customer was deployed using the template, and at a later date a new country is added to the Global template, is it possible for an existing customer to use this?

If a customer is deployed using the Global template then only those countries/configurations available at the time the system was created will be available in their version of the system. Any changes to the “Master” template cannot be copied or moved across to existing systems. New countries added to the template are only available to new customers deploying the very latest version. What is possible is for the documented configuration for any new country to be used as a guideline so this can be manually applied to the existing site. This will require a consulting engagement with Concur.

Are country templates available on an individual basis?

Although customers can choose to only adopt one of the pre-configured templates, the system will come prepared with all available country template configurations. The country-specific elements of each configuration are designed to act independently of each other therefore these should not impact the selected configuration being used.

Why are only certain countries included?

Currently the template supports those countries where Concur has detailed history of implementation, where experiences and common best practices can be applied. Additional regional support is planned for the future, extending the template not only to include other countries but also to develop existing countries further.

What if a customer wishes to adopt templates, but the country is not available?

There are various options available to support countries not available in the template system. These include adopting our generic expense configuration template, or working with Concur to engage on a consultancy exercise to design and configure a specific country template for the customer.
Are templates available for Travel?

Currently the template is only designed to support Expense configurations. This is due to the need to support statutory or fiscal regulations which are country specific and commonly required within an expense management system. As these “best practice” features are typically always deployed in certain country implementations it is sensible to pre-configure these where the rules are well known and follow a common interpretation. These include features such as VAT, mileage rates, travel allowances and income tax rules. For Travel there are similar rules and limits available within the configuration, however these are commonly defined through Company policy, rather than through statutory legislation.

Is there additional information available to help understand what is included for each country configuration?

Each country configuration included within the Global template is supported by a customer facing Country Configuration Guide. Each guide includes the following items (where relevant for the country):

- VAT rate information and considerations
- Expense types with special VAT handling rules
- VAT registration and non-domestic VAT
- Best practice travel allowance rules
- Travel allowance rates and considerations
- Personal & company car mileage rates
- Common reporting & legislative requirements
- Other country specific requirements

Are any parts of the configuration shared across country templates?

Yes. In an attempt to promote best practices there are many elements of the configuration which are shared across country templates. These are typically those items not country-specific, but that lend themselves to common best practices for an expense system. This includes, but is not restricted to, expense types, data entry forms, compliance audit rules and approval workflows. In addition some key elements of the system are always shared across configurations as these cannot be changed, including organisational and cost object structures, feature hierarchies and core system expense types.

Can the VAT configurations for countries not being deployed still be used to track non-domestic VAT?

Yes. Those country tax authorities pre-configured for VAT can be used by any country being deployed for the purpose of gathering data for calculating and recovering non-domestic VAT.