

Invoice Pay Solutions Update

Updated: July 2021

SAP Concur has been pursuing a multi-year effort to transition our portfolio of payment solutions to partner-enabled solutions. This is evidenced by our robust partner options for Invoice payments.



At this time, SAP Concur is accelerating the retirement of the Invoice Pay ACH feature of Concur Invoice as of January 1, 2022. As we move into the next phase of our pay strategy via partner solutions, this retirement will require customers using Invoice Pay ACH to enable alternative solutions immediately as payments will not be made to vendors starting November 15, 2021.

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GENERAL

Introduction

SAP Concur has been pursuing a multi-year effort to transition our portfolio of payment solutions to partner-enabled solutions. This is evidenced by our robust partner options for Invoice payments.

Register and view an on-demand webinar to learn more: [Register here](#)

At this time, SAP Concur is accelerating the retirement of the Invoice Pay ACH feature of Concur Invoice as of January 1, 2022. As we move into the next phase of our pay strategy via partner solutions, this retirement will require customers using Invoice Pay ACH to enable alternative solutions immediately as payments will not be made to vendors starting November 15, 2021.

SAP Concur will provide transition guidance and resources for projects initiated prior to September 30, 2021. The feature will be retired effective January 1, 2022.

We acknowledge that this timeline is shorter than desired and sincerely apologize for the disruption and inconvenience this retirement may cause. SAP Concur remains committed to addressing the needs of our customers and will work with you to transition to alternative reimbursement solutions.

When is the Invoice Pay ACH feature being retired?

We are planning to retire our Invoice Pay ACH payment feature on January 1, 2022.

On November 15, 2021, we plan to begin ending transactions through these solutions to ensure that all transactions have completed by January 1, 2022. This means that you will need to transition to a new payment process for any vendors currently reimbursed through the SAP Concur solutions before this date. Your organization should identify, build, and implement a new payment process to ensure reimbursement continuity for your beneficiaries.

What options do I have and what are my next steps?

Here is a quick overview of your options:

- **Invoice Provider ACH with Bambora** is planned to provide the ability to directly manage and execute vendor ACH payments in Payment Manager. With this solution, customers can manage delivery of funds and remittance information, as well as tracking returns and failed payments, with minimal impact on vendors. This is planned for USD initially. [Learn more here](#).

In addition to our new planned offering, the following are existing options for you today:

- Use our Invoice Check Payment solution (USD and CAD only).
- Work with one of our four SAP Concur App Center partners that provide ACH support: [AvidPay](#), [CSI Paysystems](#), [Nvoicepay](#), and [PaymentsHub by TransferMate](#).

- Move to an internal process for your ERP or accounting system to pay vendor invoices that were approved in Concur Invoice.

Start to evaluate which options might work best for your organization and, if needed, have a conversation with your SAP Concur account team. If you take no action, the retiring SAP Concur solutions will automatically be removed from your contract.

How will we be provided any funds back that have already been sent to SAP?

Through the retirement date of these solutions and for all direct debit model transactions, those where you have given SAP Concur permission to directly debit your bank account, the funds pulled for payment will be paid out to your beneficiaries as you direct. Any returns due to failed payments to your beneficiaries will be returned to the relevant funding account per normal processes.

For all pre-fund model transactions, those where you wire funds to a designated SAP Concur account before SAP Concur distributes the funds at your direction, you will receive instructions on how to ensure that you retrieve all outstanding funds paid into the account, but not designated to a beneficiary payment. Since the funds are wired to SAP Concur you will need to provide the return bank account details and desired amounts returned in order for us to process the outstanding funds back to your account.

How will these services be supported until retirement?

Immediately, there are no planned changes to the solution as it is today. Starting November 15, 2021, we plan to start ending transactions prior to full retirement on January 1, 2022.

How will vendors receive notice about this?

Customers will need to notify their vendors of this change. SAP Concur will not be communicating directly with these audiences.

Who should we work with to get started or if we have questions?

Start by viewing the webinar if you have not already. After reviewing this FAQ, review the [resources related to Invoice Provider ACH](#).

For other matters, you can reach out to your SAP Concur account team.

INVOICE PAY

What is the Invoice Pay ACH feature of Concur Invoice and how might we be using it?

Concur Invoice has an embedded feature that supports ACH payments to selected vendors. If you are using this feature, you have updated the system with banking information for the specific vendors whom you have chosen to pay with this method, you have set up a funding account, and you have authorized SAP Concur to debit the funding account for the amount of the approved invoices to be paid to your vendor by SAP Concur on your behalf. You use the payment manager within Concur Invoice to view status of ACH payments.

How do I check the status of invoice payments for Concur Invoice?

You can check the status of vendor payments in Concur Invoice through Invoice > Payments > Payment Manager and searching for the invoice by Invoice Number or Invoice ID. For more information and training materials, view the [Concur Invoice Training Toolkit](#), specifically the videos on “[Working with Payments](#)” and “[Configuring Accounts](#)”.

What will the vendor experience be during this period?

Immediately, there are no planned changes to the feature as it is today. Starting November 15, 2021, we will stop closing ACH payment batches prior to full retirement on January 1, 2022. The form of payment for invoices in the open batches can then be changed so a payment can be made by one of the supported options, and the invoice will be removed from the ACH payment batch. After retirement, your vendors will be reimbursed using the method you designate as a replacement for the Invoice ACH feature.

Are you planning to release any expansions or enhancements prior to the retirement?

Yes. We are planning to launch Invoice Provider ACH in Q4 2021 which is planned to provide the ability to directly manage and execute vendor ACH payments in Payment Manager and transmission of funds by our embedded payment provider, Bambora. With this solution, customers can manage delivery of funds and remittance information, as well as tracking returns and failed payments, with minimal impact on vendors. This is planned for USD initially.

We also already have several Concur Invoice Pay ACH reimbursement solution providers through our SAP Concur App Center including [AvidPay](#), [CSI Paysystems](#), [Nvoicepay](#), and [PaymentsHub by TransferMate](#), and we are continuing to have conversations with several others. Additionally, we remain committed to the growth and success of the payments features within Concur Invoice.

Will this impact my ability to extract invoices with the ACH payment method type during this period or after retirement?

No, you will be able to extract approved invoices for ERP system integration as you do today.

Are we still able to set up new Invoice Pay ACH funding accounts prior to retirement?

Yes. However, we have instituted a new process where SAP Concur Support will verify the new funding account before it is approved to be used. SAP Concur Support will create a case and notify the Authorized Support Contacts once the new Invoice ACH funding account has been created. This is only available to customers that are already using the Invoice Pay ACH feature.

Once authorized approval is received, SAP Concur Support will release the hold from the funding account and send a confirmation. After the hold is released, the funding account will go through the standard confirmation process.

We don't recommend setting up new accounts, but you may do so for a temporary holdover until you have your new solution in place. Any new Invoice Pay ACH accounts created will be retired along with existing ones on January 1, 2022. For more information, review the July 2021 Release Notes.

What is the Concur Invoice check payment service (USD & CAD only) and how do I enable this?

Please review the [Invoice Pay setup guide](#) for an overview of the check service. The setup process takes about five days unless the check template requires changes from the customer. If you are not already contracted for the Invoice check service, please speak with your SAP Concur account team. Otherwise, you may self-serve or submit an SAP Concur Support Case for assistance.

How do the SAP Concur App Center partners that provide invoice payment solutions work and how do I get started?

The SAP Concur App Center payment providers with invoice payment solutions that support ACH payments are [AvidPay](#), [CSI Paysystems](#), [Nvoicepay](#), or [PaymentsHub by TransferMate](#). More information about the providers and their solutions can be found in [the SAP Concur App Center](#).

On average, setting up one of these partner's solutions takes as short as a couple weeks to a couple of months, but this depends on the partner and your organization's specific needs.

What are my options for making payments to vendors I'm currently paying with Invoice ACH and how do I determine the best option for my organization?

Ultimately, only your organization will understand the best process and options. We're providing the below as guidance only, and you should fully investigate with your appropriate internal stakeholders.

- **Move to Invoice Provider ACH:** This new feature is planned to provide the ability to directly manage and execute vendor ACH payments in Payment Manager. With this solution, customers can manage delivery of funds and remittance information, as well as tracking returns and failed payments, with minimal impact on vendors. This is planned for USD initially.

This is our recommended path for customers, and you can learn more about Invoice Provider ACH [on this landing page](#).

- **Use SAP Concur Invoice Check pay service:** SAP Concur's check vendor will cut and mail checks to vendors for payment of approved invoices with the Check payment method type. Invoices are then automatically updated with the check payment information, which can then be extracted with the Payment Confirmation Extract file for financial integration of the invoice payments to an ERP or accounting system.

Prerequisites to start using this option:

- You have contracted the Invoice Check pay service with SAP Concur.
- You have completed the check configuration setup process in SAP Concur Invoice Payment Manager (see the [Invoice Pay Setup Guide](#)).
- Vendors in Concur Invoice have address information populated and the Payment Method type is set to Check.

Considerations:

- Confirm with vendors currently being paid by ACH that they will accept checks as a form of payment for invoices.
- Confirm with vendors the current address you have for them in SAP Concur is the correct remittance address checks should be sent to.
- Only USD checks can be mailed to vendors with a US address.
- After the retirement of Invoice ACH, change the form of payment to Check for any invoices in open ACH payment batches in Invoice Payment Manager.

- Technical work may be required to integrate the payment information in the Payment Confirmation Extract to your ERP or accounting system.
- **Use an SAP Concur App Center payment provider partner:** Our payment provider partners will retrieve approved invoices with the Payment Provider payment method type and issue an ACH payment to the vendor. After the payment is made, the partners can provide payment data back to Concur Invoice so the invoices can be automatically updated with the payment information, which can then be extracted with the Payment Confirmation Extract file for financial integration of the invoice payments to an ERP or accounting system.

Prerequisites to start using this option:

- You have contracted with one of [SAP Concur App Center payment provider partners](#) ([AvidPay](#), [CSI Paysystems](#), [Nvoicepay](#), or [PaymentsHub by TransferMate](#)).
- You have completed the setup process with the partner and connected to their application through the SAP Concur App Center.
- Vendors in Concur Invoice have been updated with the Payment Provider payment method type.

Considerations:

- If you are already working with a partner to pay invoices in a different form of payment than ACH (for example, virtual card payments), then this is not a viable option.
 - You will need to set up your bank funding accounts with the partner and provide them the banking information for your vendors.
 - Technical work may be required to integrate the payment information in the Payment Confirmation Extract to your ERP or accounting system.
 - If you have multiple bank accounts that invoice payments need to be made from, check with the partners to confirm they can support this functionality.
 - Confirm with the partners if they support payments to the countries and in the currencies your vendors need to be paid in.
- **Use your ERP or accounting system:** After approved invoices have been extracted from SAP Concur and successfully posted to your ERP or accounting system. Use the ERP or accounting system payment functionality to issue payments to vendors. The Payment Confirmation Import file can then be used to import payment data back into Concur Invoice for invoices to be updated with the payment information.

Prerequisites to start using this option:

- Vendors in Concur Invoice have been updated with the Client payment method type.

Considerations:

- Confirm vendor records in your ERP or accounting system have up-to-date banking information.
- Technical work may be required to develop and integrate the Payment Confirmation Import file to update invoices with payment information in Concur Invoice.
- Importing payment information to Concur Invoice is optional, but required to update the payment status of invoices to Paid.
- An API is not available for customers to import payment information to SAP Concur solutions.

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