

# Client Fact Sheet

## Air Comparison Fare

### March 20, 2021

SAP Concur now offers the ability to access Reason Code and Air Comparison Fare information from Concur Travel for use in Concur Expense. This provides multiple ways to optimize the expense reporting process to meet the needs of US government contractors.

By configuring this feature, a client can gain greater visibility into airfare expenses. Using this information, a client can:

- create audit rules and workflows specific to Air Comparison Fare or reason codes for approvers and processors;
- enable automatic itemization of airfare into allowed and overlimit amounts; and
- view Air Comparison Fare and reason codes on the linked travel reservation.
- configure and auto-fill custom fields based on an overlimit airfare expense type and its reason; and
- create and process queries that search for reports with overlimit airfares.

These features are supported in Concur Expense Professional Edition only.



When this feature becomes generally available, the content of this document will be incorporated into the existing setup guides for Concur Expense (Policy, Audit Rules, and Workflow) – and this fact sheet will be archived.

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## About this Fact Sheet

This fact sheet covers the following areas associated with reviewing and processing expense reports; specifically, when the airfare expense exceeds the accepted airfare amount specified in an organization's travel policy using Air Comparison Fare:

- Auto-Itemization
- Audit Rules
- Workflow Rules
- Processor Queries
- Optional Custom Fields

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**NOTE:** Unless stated otherwise, the client must be on the NextGen UI for Concur Expense to use the functionality associated with air comparison airfare and reason codes.

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For more information on the airfare-related terminology used in this Fact Sheet (as it relates to the airfare expense type), refer to the *Concur Expense: Expense Types Setup Guide*.

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## Overview

When reviewing and processing the Airfare Over Limit handling, there are three options to consider:

- **Recommended:** This approach requires that you configure the auto-itemization of airfare into **Allowed** and **Unallowed** (overlimit) amounts.



For information on auto-itemization, refer to [About Auto Itemization](#) in this fact sheet.

- **Optional Extensions:** If you cannot use the Recommended approach, you can use the Optional Extensions approach. This requires the copydown of both the **Air Comparison Fare** and **Reason Code** fields to custom fields; you can also manually enter these fields if manual expenses are likely.



For information on custom fields copydown, refer to [About Custom Fields and Copydown](#) in this fact sheet.

- **Custom Approach:** The final approach is custom and only used if none of the above approaches are possible. The custom approach requires the copydown of information to custom fields, which can include customizing financial accounting data to break amounts into separate journals.



For information on custom fields and copydown, refer to [About Custom Fields and Copydown](#) in this fact sheet.

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**NOTE:** For all of these options, the Approver and Processor may be configured to edit expense types and/or custom fields.

**NOTE:** Audit and workflow rules may be configured based on choices, such as the presence of the **Airfare Over Limit** Expense Type or travel reason codes, to drive additional reviews.

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## **Concur Travel Requirements**

Air Comparison Fare must be provided for each airfare booking by your Travel Management Company (TMC). Please discuss this need directly with your TMC.

During the online booking process, when the traveler's selected airfare amount is greater than the lowest available airfare, the traveler can be presented with a list of reasons to explain that choice. The selected reason (reason code) is captured in the booking data. A reason code may also be supplied by the TMC for offline bookings.



For more information on how the Air Comparison Fare amount and policy violation reason codes are provided by the TMC to SAP Concur, refer to the *Offline Policy Capture Travel Service Guide* in the Concur Travel documentation.



This feature compares the total airfare amount to the Air Comparison Fare amount to determine whether the spend exceeded the allowable amount and if so, itemizes the expense.

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## **Terminology**

This table describes terminology related to this feature.

Term	Description
Airfare	The name of the default expense type in Concur Expense for tracking air travel. Also, the itemization expense type for itemized air travel expenses.
Airfare Overlimit	The name of the setting on the <b>Policy</b> page that enables this feature. Also, the itemization expense type for itemized over the limit air travel expenses. This is the difference in the amount of the actual airfare expense and the travel agency's comparison fare amount. <b>NOTE:</b> This is the SAP Concur best practice name for the new custom expense type created during the configuration of this feature and displayed on itemized expenses.
Air Comparison Fare (also referred to as allowable amount)	The travel agency's airfare price that is provided to Concur Expense. This is the allowable amount at the time of booking and per the calculation agreed between the client and the travel agency. This subjective amount may be reflective of (or based on) government (or public-sector) norms.

Expense Source	A modal (pop-up) window available only to users of the NextGen Expense User Interface (UI).
Lowest Logical Fare	An amount calculated by Concur Travel. This is not to be confused with Air Comparison Fare that is provided by the travel agency.
Reason Code	Information captured at the time of booking that is intended to explain a more-expensive-than-expected airfare booking. This information is configured by the client in Concur Travel and displayed by Concur Expense in the <b>Reason Code</b> field in the expense source modal.

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## About Linked Travel Reservations

Users can see the **Reason** description and **Comparison Fare** fields on the travel reservation, which is accessible via the expense report.

### ***Feature Benefits***

This provides visibility of this important information from within the expense report, without the need to take further action.

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## Viewing a Linked Travel Reservation

You can view a linked travel reservation via an expense report in NextGen UI for Concur Expense.

▶ ***To view a linked travel reservation:***

1. Open an expense report.
2. Click the **Reservation** link (on the expense report) to view the reservation on the **Expense Source** page. The **Expense source** page displays both the **Reason** description and **Comparison Fare** fields.

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**NOTE:** If one or both of these fields are not available (null/blank) in the Concur Travel data, the field(s) will not appear in this view.

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Expense Source
✕

January 2, 2021
\$651.20

Source	Vendor	Date	Amount
Reservation	United	01/02/2021	\$651.20

Trip from New Orleans to Midland
[View Full Itinerary](#)

Trip Description:

Trip Date: 01/03/2021 - 01/03/2021

Reason: Lowest available ticket would excessively prolong travel
Comparison Fare: \$193.99

✕ FLIGHT INFORMATION

Carrier Code

Flight Number

Departure Date

UA

01/03/2021 2:00 PM

Departure City

Arrival City

Ticket Number

MSY

IAH

✕ FLIGHT INFORMATION

Carrier Code

Flight Number

Departure Date

UA

01/03/2021 4:40 PM

Departure City

Arrival City

Ticket Number

IAH

MAF

Close

Processors currently use the older UI and will move to the NextGen UI in the future.

## About Auto Itemization


This feature will provide visibility into the difference between the booked airfare and the comparison fare as defined in the company policy configuration by automatically itemizing the expense.

This feature compares the actual airfare amount with the comparison fare or allowable amount to determine whether the spend exceeded the allowable amount and if so, itemize the expense and display the amount that is over the limit. This is accomplished by itemizing an **Airfare** (expense type) into **Airfare** and **Airfare Overlimit** (itemizations) amounts.

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**NOTE:** The **Airfare** expense type is used by this feature. If the client has given this expense type a new name, such as **Air Ticket**, then one of the itemization expense types will match that name. For example, the itemizations will display as **Air Ticket** and **Airfare Overlimit**. Else, just as the client renamed **Airfare** to **Air Ticket**, they may name the new expense type **Air Ticket Overlimit** rather than using the SAP Concur best practice name of **Airfare Overlimit**. In this case, the clients itemized expense types would display as **Air Ticket** and **Air Ticket Overlimit**.

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 **IMPORTANT:** Only the expense linked to an airfare reservation (or itinerary) source will be itemized. A credit card charge or an e-receipt alone will not be itemized by this feature.

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This document describes how to enable the setting for auto-itemization of airfare expenses in the expense report.

### **Feature Benefits**

By configuring this feature, a client can gain greater visibility into airfare expenses. Using this information, a client can:

- see the itemization of expenses for comparison fare;
- compare the booked airfare amount versus the Air Comparison Fare amount; and
- see the cost difference (in the defined currency) between both fares.
- assign different accounting codes to the Airfare Overlimit expense type, and automatically transfer each itemization to the accounting systems with no modifications to the extract process.


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### **How this Feature Works**

This feature compares the total airfare amount to the Air Comparison Fare amount to determine whether the spend exceeded the allowable amount and if so, itemizes the expense.

- If the expense amount exceeds the air comparison amount, then the expense will have two itemizations: **Airfare** expense type for the amount of **the Air Comparison Fare** and **Airfare Overlimit** expense type for the remainder.
- If the airfare amount is equal to or less than the allowable amount, then the expense is not itemized.

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 **IMPORTANT:** If no comparison fare is provided with the airfare travel reservation, then the entire amount will be considered over the limit.

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## Configuration Required

This feature requires a change request to Support to create any new expense types and to enable the **Airfare Overlimit** setting on the **Policies** page.

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## Configure Auto-Itemization

To enable this feature, the Expense Administrator must enable the setting on the **Policies** page.

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**NOTE:** This setting is disabled by default.

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► **To configure auto-itemization:**

1. Create a new expense type for the over the limit amount.

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**NOTE:** SAP Concur suggests naming the expense type **Airfare Overlimit**.

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2. On the **Policies** page (**Administration > Expense > Expense Admin > Policies**), select the desired policy and click **Modify**.



Policy Name +	Editable By	Applies To
5 Level Policy	Global, US	Global, US
CA Expense Policy	Global	Global, Delta Posting 2, noPayroll, Delta posting 3, noPayroll, Canada, Japan, SPAIN, UK
Confirmation Agreement Policy	Global	Global, US
Default Request Policy	SPAIN, Global, US	Global, US
Global only Policy	Global	US
Multiple Manager	Global	Global
No Approver Policy	Global	Global
No Manager Expense Policy	Global	Global
No processor	UK, Global, SPAIN, Canada, Japan, US	Delta Posting 1, Delta Posting 2, Delta Posting 3, US
Standard Central Reconciliation Policy	US, UK, SPAIN, Japan, Legacy, Global, Delta Posting 3, Delta Posting 2, noPayroll, Delta posting 3, noPayroll, Delta Posting 2, Canada, Delta Posting 1, Delta Posting 1, noPayroll	Legacy, Global, Delta Posting 1, noPayroll
UK Expense Policy	Global	Global, Delta Posting 1, Legacy
US Expense Policy	US, UK, SPAIN, Global, Japan, Delta Posting 3, Legacy, Delta posting 3, noPayroll, Delta Posting 1, Delta Posting 2, Delta Posting 1, noPayroll, Delta Posting 2, noPayroll, Canada	US, UK, SPAIN, Global, Japan, Delta Posting 3, Legacy, Delta posting 3, noPayroll, Delta Posting 1, Delta Posting 2, Delta Posting 1, noPayroll, Delta Posting 2, noPayroll, Canada
US Expense Policy Copy	Global	



3. From the **Airfare Overlimit** field, select the new expense type created in Step 1 from the list.

4. Click **Save**.
5. (Optional) Additional configuration change to consider:

Allow Approver and/or Processor roles to edit the expense type, to adjust an itemization from Airfare Overlimit to Airfare if review determines the booking is within allowed justifications under the Federal Acquisition Regulations.

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## What the User Sees

When the airfare expense is moved from Available Expenses onto an expense report, it could be automatically itemized.

Users will see the booked airfare's amount, Air Comparison Fare, and the *difference* between both fares.

For example, if a traveler has booked airfare in the amount of \$235.30, on the **Itemizations** tab of the expense report, the comparison fare is itemized into the as allowed amount as **Airfare** (\$161.30) and the overlimit amount, **Airfare Overlimit** (\$74.00). The **Airfare Overlimit** is the cost difference between the booked airfare and the Air Comparison Fare amount.

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## About Audit Rules

This feature will improve the expense routing experience for approvers and auditors by providing configurable audit rules based on the **Reason Code** and the **Comparison Fare Amount** for the overlimit airfare expense type.

This document describes how to configure the audit rule for an overlimit for an airfare expense type in Concur Expense.

## **Feature Benefits**

By configuring this feature, a client can focus attention on overlimit airfare expenses that require additional scrutiny. Using this information, a client can:

- configure workflow approval routing to specific workflow steps when alerts are present; and
- provide guidance to approvers and processors for how to evaluate overlimit airfare scenarios, and when appropriate, accept or reject the airfare expense type when its amount exceeds their organization's travel policy.

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## **How this Feature Works**

This feature provides the ability to configure Concur Expense audit rules to create an alert to the reviewer when the submitted airfare amount exceeds the organization's travel policy.

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## **Configuration Required**

Audit rules require the Expense Administrator (restricted or unrestricted) role to configure and enable the audit rule.

Use custom audit rules to monitor the activity of Expense users, for example:

- To define the maximum amount allowed for certain types of expenses, such as airfare
- To monitor all expense reports submitted by a particular employee
- To track overlimit airfare amounts

Custom audit rules can apply to:

- Expenses, for example, related to airfare, airfare expense amounts, dates, reason codes, and so on
- Expense reports, for example, related to report totals, approval status, report date, and so on
- Requests (formerly travel requests), for example, comparing the amount of the request to the amount of the associated expense report
- Employees, for example, related to individual employees, groups, and so on
- Attendees

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## **Configure Audit Rules**

To configure this feature, the Expense Administrator will create a new audit rule using the new **Data Object** condition to include the overlimit airfare expense type and overlimit amount. You may also want to update your approval workflow to add

new steps or skip steps based on the presence of exceptions created by new audit rules.

The following table lists the options:

Data Object	Field	Description
Travel Reservation Exception	Reason code associated with trip segment	All of the reason codes associated to the trip segment for an expense
Entry	Comparison fare for air segment	Air Comparison Fare amount associated to the trip segment for an expense. <b>NOTE:</b> This value will be considered zero if no Air Comparison Fare information was received from Concur Travel.

► **To configure an overlimit airfare audit rule:**

1. On the **Conditions** page, you can configure the following field(s)/value(s):

**NOTE:** Remember to include these common conditions as needed to omit some types of expenses or situations:

- ◆ **Expense Type:** Specify *Airfare Overlimit*; this will ensure an audit rule only applies to an airfare expense type that identifies the over limit itemization.

Entry	▼	Expense Type
Equal		
Value	▼	Airfare Over Limit

- ◆ **Personal Expense (do not reimburse):** Select *No* to ensure the rule only regards expenses that are not already marked as personal.

Entry	▼	Personal Expense (do not reimburse)
Equal		
Value	▼	No

- ◆ **Parent expenses:** Select Transaction Type not equal to Expense with itemization (total) to ensure regular and itemizations are the ones reviewed by the rule.

Entry	▼	Transaction Type
Not Equal		
Value	▼	Expense with itemization (total)

◆ **Expenses with no associated travel reservation**

Entry	Has Travel Reservation
Equal	
Value	No

◆ **Example 1: Expenses where Airfare Over limit exceeds a predefined policy amount.**

For example, your organization may have a \$100 threshold for overlimit airfare expenses. In addition, your organization may build additional conditions for this audit rule based on your policy requirements.

Entry	Expense Type
Equal	
Value	Airfare Over Limit
<input checked="" type="radio"/> And <input type="radio"/> Or <div>▼</div>	
Entry	Amount
Greater Than	
Value	100.00 USD
<input checked="" type="radio"/> And <input type="radio"/> Or <div>▼</div>	
Entry	Personal Expense (do not reimburse)
Equal	
Value	No

♦ **Example 2: Any airfare expenses with specific reason code**

Entry	▼	Expense Type
In		
Value	▼	Airfare;Airfare Over Limit
<input checked="" type="radio"/> And <input type="radio"/> Or		
	▼	
Travel Reservation Exception	▼	Reason code associated with trip segment
ANY, Contains		
Value	▼	ABC

♦ **Example 3: Overlimit amount exceeds 10% tolerance**

This type of rule could identify expenses that exceed a certain tolerance to be flagged for audit.

Entry	Expense Type
Equal	
Value	Airfare
<input checked="" type="radio"/> And <input type="radio"/> Or	
Entry	Amount
Greater Than	
Entry	Comparison fare for air segment * 1.1

♦ **Example 4: Incorrect expense type or itemization required**

This type of Entry Save audit rule could identify airfare expenses that should be itemized by the employee into Airfare and Airfare Overlimit itemizations.

Entry	Expense Type
Equal	
Value	Airfare
<input checked="" type="radio"/> And <input type="radio"/> Or	
Entry	Comparison fare for air segment
Greater Than	
Value	0.00 USD
<input checked="" type="radio"/> And <input type="radio"/> Or	
Entry	Transaction Type
Equal	
Value	Expense without itemization

**NOTE:** These audit rule conditions allow an organization to flag these expenses to ask the traveler to change the expense type to the overlimit airfare OR route the expense report to an auditor.

- On the **Exception** page, click the **Exception Visibility** list and select who will see the exception message (for this audit rule) when a traveler's airfare expense exceeds the cost threshold in their organization's travel policy.

- Select the exception message you want to display to those specified in the **Exception Visibility** list (for example, **Traveler, Approver, and Expense Processor**).

Code	Level	Editable By	Product Code	Message
ATMCHK	1		EXP	Warning: This expense report contains a regular expense entry created from a Cash Advance trans...
CAS	1	Global	EXP	This report has been selected for Expense Report Auditing.
CESSUS	1	Global	EXP	The expense amount exceeds \$75.00 per attendee.
CEINFD	1	Global	EXP	Expense comments requirement failed.
CESTMIZ	00	Global	EXP	This entry must be itemized before the report can be submitted.
CESLMIT	1	Global	EXP	Amount for the Lunch expense type has exceeded the weekly limit.
CESPAY	1	Global	EXP	The preferred payment method for this expense type is your company credit card.
CESPREF	1	Global	EXP	This vendor is not a preferred vendor, please provide an explanation for your approver.
CESWARN	1	Global	EXP	Manager approval and audit required.
CORPCMP2	00		EXP	This expense is over the limit allowed by your expense policy. Please reduce the amount claimed s...
CORPCOMP	1		EXP	This expense is above the reasonable amount set by your company. You may want to provide a re...
CTEWARN	1	Global	EXP	This is a warning!
DUPLCFD	1		EXP	This CFD file has been used on a different day. Please...
DUPLCAT	1	Global	EXP	Warning: This expense entry may be a duplicate.
PPE	1	Global	EXP	Pipe detected on Business purpose.
RANDOM	1	Global	EXP	This report has been selected for random audit.
RCTNOCRD	1		EXP	Warning: You have an expense that has an e-receipt but does not have corresponding corporate ca...
TRCHANGC	01	Global	PMT	This invoice has tracked changes.
UNUSDDCC	1		EXP	You have unsubmitted company card transactions that exceed the age limit allowed by your comp...
WATORN	1	Global	EXP	The currency used is not the expected currency for this location.
WATRCPT	1	Global	EXP	A receipt is required for this expense and the receipt status is 'No Receipt Available.'

- Click **Done**.

Now, when any airfare expense meets the criteria configured in the audit rule's conditions, the exception message will display on the **Approvals** page (for approvers and processors) and the expense report (for all those with visibility/access). An admin can use this audit rule in an approval workflow.

## About Workflows

This feature will expand the available options to use when creating and editing workflows that address airfare overlimit scenarios.

This document describes how to configure the workflows feature for an airfare overlimit for Concur Expense.

## **Feature Benefits**

By configuring the workflow, the client can direct expense reports with over limit scenarios to reviewers or specialized auditors for additional scrutiny.

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## **How this Feature Works**

This feature provides the ability to configure a step in the Concur Expense workflow routing to enable an approver or processor to evaluate and then accept or reject an overlimit airfare expense.

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## **Configuration Required**

Workflow configuration changes require the Expense Administrator (unrestricted) role. Customers will need to submit a change request to support in order to add steps or add/modify workflow step rules.

Use workflow rules to define how an expense report is routed for booked overlimit airfare, for example:

- To route expense reports specific to Air Comparison Fare or reason codes for approvers and processors
- To define the maximum amount allowed for certain types of expenses, such as Airfare Overlimit
- To route expense reports with a specific reason code to specific reviewers
- To track overlimit airfare amounts

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## **Concur Admin Experience**

Expense administrators can create a new audit rule using the new **Data Object** condition to include the overlimit airfare expense type and overlimit amount. You may also want to update your approval workflow to add new steps or skip steps based on the presence of exceptions created by new audit rules.

The following table lists the new options that have been added.

<b>Data Object</b>	<b>Field</b>	<b>Description</b>
Travel Reservation Exception	Reason code associated with trip segment	All of the reason codes associated to the trip segment for an expense



Data Object	Field	Description
Entry	Comparison fare for air segment	Air Comparison Fare amount associated to the trip segment for an expense. <b>NOTE:</b> This value will be considered zero if no Air Comparison Fare information was received from Concur Travel.

Edit Condition

Name: Air Comparison

Force Evaluation: ☒

Insert Delete

Data Object/Operator	Field/Value	Operation
Travel Reservation Exception	Reason code associated with trip segment	
ANY, Contains	Value	DT

And Or

Entry	Amount	
ANY, Greater Than	Entry	Comparison fare for air segment

Save Cancel

## Approver Experience

Approvers can view an itemized airfare expense.

**NOTE:** Approvers may see the air comparison fare on the airfare e-receipt, but cannot see it on the travel reservation on the current UI. Processors can see both on the current UI.

Approvers may also view the travel reservation for an airfare expense and view the comparison fare amount (if present) on the e-receipt.

The screenshot displays a WestJet e-receipt interface. At the top left is the WestJet logo. To the right, a grey box contains the total amount 'CAD 459.57', the label 'GhostCard', the date and time '03/11/2020 08:47 AM', and a receipt number. Below this, the 'Passenger Name' is shown as a redacted field. The flight details are organized into two sections. The first section shows a departure on 10/12/2020 at 10:30 AM from YYC to YMM, with flight number WS 3131 and class L. The second section shows a departure on 17/12/2020 at 12:45 PM from YMM to YYC, with flight number WS 3136 and class L. A table at the bottom lists the 'Description' and 'Amount'. The table includes a 'Ticket' row and a 'Comparison Fare: CAD 420.27' row. To the right of the table, the 'Subtotal: CAD 321.44', 'Tax: CAD 138.13', and 'Total: CAD 459.57' are displayed.

Description	Amount
Ticket	
Comparison Fare: CAD 420.27	

Subtotal: CAD 321.44  
Tax: CAD 138.13  
Total: CAD 459.57

Processors may additionally open the linked travel reservation view of the trip itinerary via the record locator hyperlink.

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## Configure a Workflow Rule Using Reason Code and Air Comparison Fare

Expense Admin can configure a workflow rule to include both the **Reason Code** and **Air Comparison Fare** fields for consideration on a step in the approval process. To configure this feature, an Expense administrator Admin must configure the step rule of an approval workflow.

Concur Expense provides default workflows for each type of workflow. The default workflows can be copied and then used "as is" or modified to meet business needs. In the case of Air Comparison Fare, you can configure the workflow to include the **Reason Code** and **Air Comparison Fare** conditions.

► **To configure a workflow with Reason Code and Air Comparison Fare:**

1. Provide a name for the condition.
2. In the **Data Object/Operator** list, select *Travel Reservation Exception*. This populates the **Select Field** section with a corresponding field/value.

**Edit Condition**

Name:

Force Evaluation: ☒

**Insert** **Remove**

Data Object/Operator	Field/Value	Operation
<input type="checkbox"/> <input type="text" value="Travel Reservation Exception"/>	<input type="text" value="Reason code associated with trip segment"/>	<input type="text" value="Equal"/>
<input type="text" value="Value"/>	<input type="text" value=""/>	<input type="text" value=""/>

**Select Field**

Select a field from the list. The fields that appear pertain to the Data Object you selected.

**Save** **Cancel**

3. Click *Reason code associated with trip segment* to populate the **Field/Value** field.

**Insert** **Remove**

Data Object/Operator	Field/Value	Operation
<input type="checkbox"/> <input type="text" value="Travel Reservation Exception"/>	<input type="text" value="Reason code associated with trip segment"/>	<input type="text" value="Equal"/>
<input type="text" value="Value"/>	<input type="text" value=""/>	<input type="text" value=""/>

**Select Operator**

This field can have multiple values. First, specify how you want the evaluations to be combined to form the overall condition result:

☒ **ANY** - The condition triggers the rule if Field/Value is true for any similar evaluations within the data object

☐ **EVERY** - The condition will trigger the rule only if Field/Value is true for all similar evaluations within the data object

Then select an appropriate operator for this condition.

**Equal**

**Not Equal**

4. Click **Insert** to add a new condition for the *Comparison fare for air segment* field. This will allow for the comparison of the airfare purchased and the airfare expense cost threshold.

☒ **And** ☐ **Or**

☐

5. Configure the values for each field based on your organization's needs.
6. Click **Done**.
7. (Optional) Edit your workflow for expense report approvals.



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

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## About Processor Queries

This feature will allow a client to configure a custom query based on an overlimit airfare expense type and an amount threshold specific to their organization's travel policy. A client can use this query to search for expense reports that have an overlimit airfare expense type to view or audit the report.

This document describes how to configure a query for the airfare overlimit expense type for Concur Expense.

### Feature Benefits

By configuring this feature, a client can gain greater visibility into overlimit airfare expenses. Using this information, a client can:

- configure a query for visibility into overlimit airfare expenses in an organization; and
- provide guidance to processors for how to search for and evaluate reports with overlimit airfare expense types.

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## Processor Experience

Expense Processors can create, edit, run, view, and delete queries based on criteria that retrieves expense reports specific to an overlimit airfare scenario.

Group: Global

Run Query Group List Settings Create/Manage Queries

Find every report where

Report Name Begins With AND

Go

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## Configure a Query for Reason Code and Air Comparison Fare

You can configure a workflow to include both the **Reason Code** and **Air Comparison Fare** fields during a step in the approval process. To configure this feature, a processor must configure the step rule of an approval workflow.

► **To configure a query with Reason Code and Air Comparison Fare fields:**

1. Create a new query.
2. On the **Add a Query** page, create an entry with the value of **Reason code associated with trip segment**.

Data Object/Operator	Field/Value
Entry	Reason code associated with trip segment
Value	

3. Add an additional entry for **Comparison fare for air segment** and specify your organization's airfare cost threshold.

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**NOTE:** The **Amount** section will display when you click the corresponding **Value** field for **Comparison fare for air segment**. Specify the currency and dollar amount for the comparison airfare threshold.

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If you want to return results that exceed the cost threshold, select **Greater than** as shown.

Value: 100.00 USD

Comparison fare for air segment

Amount:

Select the currency and enter the amount. Click OK to add to the Amount field.

Currency: (USD) US Dollar

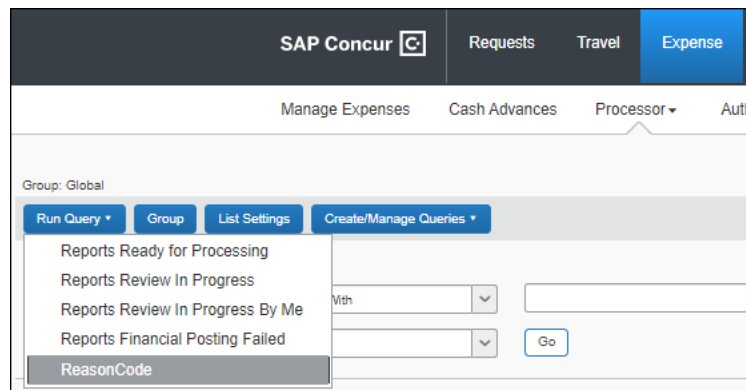
Amount: 100.00

OK

4. Click **Save**.

► **To run the query:**

1. Click **Processor > Process Reports**.
2. Click the **Run Query** list and select the name of the query you created (for example, *ReasonCode*) to return all expense reports that meet the query criteria.



3. Click a report you want to review.

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## About Custom Fields and Copydown

The recommended path for handling Air Comparison Fare is to use the auto-itemizations feature. However, if it is required for the approver and/or processor to be able to modify the Reason Code and/or Air Comparison Fare in the expense entry, copydown to Concur Expense custom fields can be used to retrieve the data from Concur Travel.

The travel reservation source display fetches the data for the **Reason Code** and **Air Comparison Fare** in real time from the reservation and displays the information in the expense report. There may be reasons to also copy this information into custom fields.

- **Reason code:** A custom list field can display the reasons why an airfare might exceed the Air Comparison Fare. Providing this list as a custom expense field allows the user to provide this information when there is no associated travel reservation (for example, an air ticket booked directly with the airline). This would also allow a reviewer or processor to modify this information on the expense based on their review of the circumstances and supporting information.
- **Air comparison Fare:** The review or processor could be allowed to modify this amount in a custom field, based on their review of the circumstances and supporting information.

### Feature Benefits

By configuring this feature, a client can gain greater flexibility when creating expense reports that require custom fields for copied down fields. Using this information, a client can:

- enable company-specific processes; and
- copy down Air Comparison Fare and Reservation Reason Code fields from a reservation into editable expense fields.

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## How this Feature Works

This feature copies down the **Air Comparison Fare** and **Travel Reservation Reason Code** as shown in the **Forms and Fields > Forms** configuration from a reservation in Concur Travel into Concur Expense in real time. With these fields available, expense reports can be configured to display these fields.

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**NOTE:** This new copydown option is only available for use with the NextGen UI for Concur Expense. Creating a Concur Expense custom field for other purposes does not require the NextGen Expense UI.

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 **IMPORTANT:** When Comparison Fare is copied down, if the Air Comparison Fare is unavailable or equal to zero in the Concur Travel data, the value will default to zero on the expense report. The **Air Comparison Fare** will not appear on the **Expense Source** page.

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### **Air Comparison Fare**

When no Air Comparison Fare is provided in the travel reservation, the configuration may define a default value to be used.

There are scenarios where currency mismatches can be present in the travel reservation. The following list details these scenarios and how Concur Expense handles them.

- If there is no currency for air segment/transaction amount but have currency for the Air Comparison Fare, Concur Expense will set both values to 0 and use the user's default for the currency for the air segment.
- If there is no currency for the Air Comparison Fare, but there is a currency for air segment/transaction amount, Concur Expense will use the transaction amount and currency provided and set the value for the Air Comparison Fare to 0.
- If there is no currency for the air segment/transaction amount or the Air Comparison Fare, Concur Expense will set both values to 0 and use the user's default for the currency for the air segment.
- If there is no currency for the Air Comparison Fare is different from the currency for air segment/transaction amount, Concur Expense will use the transaction amount and currency provided and set the value for the Air Comparison Fare to 0.

### **Reason Code**

Travel reservations can have more than one reason code associated with each segment, based on the travel policy configuration. If this occurs, the reason codes

will be sorted alphabetically and the first reason code in the sorted list will be copied into the field.

If the custom field is configured as a list, then the reason code will be compared to the codes of the available list choices to identify the appropriate value. The lists for reason codes must align between Concur Travel and Concur Expense.

- If the copied reason code does not exist on the list in Concur Expense, the field will remain blank. Intentional omissions on the Expense configuration can target the field to show only specific reason code within the expense.
- Based on configuration, the user may be allowed to edit this selection. This allows the user to provide a reason for an expense with no value provided from a linked travel reservation.

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**NOTE:** The lists for reason codes must align between Concur Travel and Concur Expense for the reason codes to populate from Concur Travel to Concur Expense. However, the user can still manually enter or select the reason code, if needed.

If the custom field used for the copydown for the **Reason Code** is configured as a list **Data Type**, the list item codes and Reason Codes configured between Concur Expense and Concur Travel must match. This will allow the description string to be displayed in the list field to the end users. The description string can be different between Concur Expense and Concur Travel.

**NOTE:** Travel reservations may have duplicate reason codes associated with one air segment in Concur Travel. If this occurs, Concur Expense will remove any duplicate reason codes for the same air segment so that only distinct reason codes for a single air segment exist..



For information on how to configure the Travel violation reason codes, please refer to the *Offline Policy Capture Travel Service Guide* and the *Approvals, Rules and Classes/Policies Travel Service Guide*.



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## Configure Custom Fields

The **Expense Administrator** (unrestricted) role can configure Concur Expense entry custom fields for **Air Comparison Fare** and **Reason Code**. This feature requires a change request for Concur Support to enable the feature on the **Forms and Fields** page.

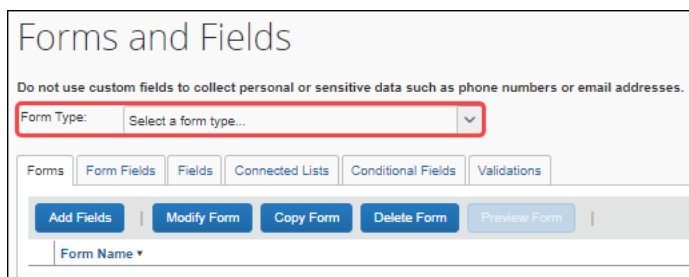
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**NOTE:** Reason codes are not unique; a reason code can have multiple reason code descriptions. Therefore, it is recommended you opt for one of two solutions: create a two-level list (for example, country group at the top level that corresponds to the travel rule classes and then the reason code at level) OR create different categories for the lists that are based on the different travel groups (different travel configurations).

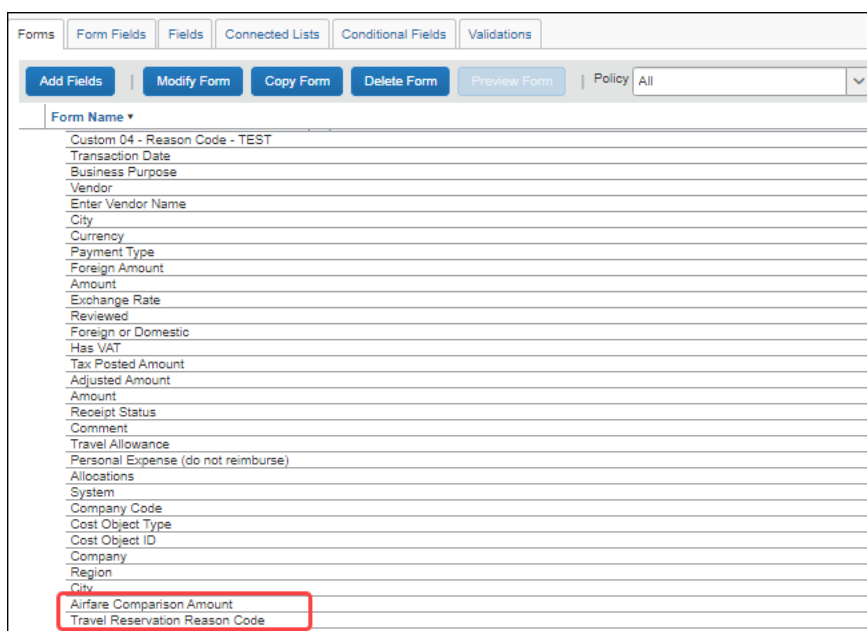
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► **To configure custom fields:**

1. On the **Forms and Fields** page (**Administration > Expense > Expense Admin > Forms and Fields**), click the **Form Type** list and select *Expense Entry*.



2. On the **Forms** tab, expand **Airfare** to note the two fields you need to add (**Air Comparison Fare** and **Travel Reservation Reason Code**).



3. Click **Add Fields**. The **Add Fields to Forms** page displays.

**Add Fields to Forms** ✕

Do not use custom fields to collect personal or sensitive data such as phone numbers or email addresses.

Field Name	Site Required	Data Type	Status
Adjusted Claimed Amount	No	Amount	Active
Airline Fee Type Code	No	Text	Active
Airline Travel Service Code	No	Text	Active
Allocations	No	Text	Active
Amount	Yes	Amount	Active
Approved Amount	Yes	Amount	Active
Attendees	No	Text	Active
Budget Accrual Date	Yes	Date	Active
Business Purpose	No	Text	Active
City	No	Integer	Active
City	No	Connected List	Active
Comment	No	Text	Active

Add Fields Cancel

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**NOTE:** You can multi-select both fields by clicking **Ctrl+left-clicking** each field.

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4. Click **Add Fields**.

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**NOTE:** While you have added the fields to the form, you also need to configure Concur Expense to copy down the fields from the travel reservation in Concur Travel. Copydown allows you to include these fields in the expense report.

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5. On the **Fields** tab, search for **Air Comparison Fare** and click **Modify Field**. The **Modify Fields** page displays.

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**NOTE:** The **Field Name** on the **Forms and Fields** page may differ from the **Field** that displays on the form and expense report. For example, a custom field for **Comparison Fare** may have Custom 1 – Comparison as its **Field Name**, but is referred to as **Lowest Airfare** in both the form and expense report in Concur Expense.

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6. In the **Default Value Type** list, select *Copy Down*.

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**NOTE:** When copying down multiple fields and their values, this field must be selected (for **Default Value Type**) every time you want to use copydown.

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The screenshot shows the 'Modify Fields' dialog box with the following settings: Field Name: Custom 25-Comparison; Data Type: Amount; Site Required: unchecked; Control Type: Edit; Default Max Length: 48; Default Validation: None; and Default Value Type: Copy Down. The 'Default Value Type' dropdown is highlighted with a red rectangle.

7. Copy down the Air Comparison Fare source from Concur Travel Reservation (to populate the data in its corresponding field in the expense report) by selecting *Amount* for **Data Type**; *Travel Reservation* for **Copy Down Source**; and *Air Comparison Fare* for **Field**.

The screenshot shows the 'Modify Fields' dialog box with the following settings: Field Name: Custom 25-Comparison; Data Type: Amount; Site Required: unchecked; Control Type: Edit; Default Max Length: 48; Default Validation: None; Default Value Type: Copy Down; Copy Down Source: Travel Reservation; Field: Airfare Comparison Amount; Copy Down Default: 25; Itemization Field Source: None. The 'Data Type', 'Copy Down Source', and 'Field' dropdowns are highlighted with red rectangles. At the bottom, there is an 'Access Rights' section with roles set to 'Modify' or 'Read-only', and 'Save' and 'Cancel' buttons.

Recommended additional configuration:

- ♦ Set the **Copy Down Default** field value to **zero**. This value will be used when no Air Comparison Fare amount is provided by the travel reservation, or when no travel reservation is linked to the expense.
  - ♦ Set the **Itemization Field Source** value to **Parent Expense**. This will copy the value from the parent expense to any itemizations that may be created.
8. Copy down the Travel Reservation Reason Code source from Concur Travel Reservation (to populate the data in its corresponding field in the expense report) by selecting *Text*, *List*, or *Connected List* for **Data Type**.

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**NOTE:** *List* or *Connected List* is the recommended configuration.

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9. Set the *Travel Reservation* for **Copy Down Source**; and *Travel Reservation Reason Code* for **Field**.

Modify Fields

Do not use custom fields to collect personal or sensitive data such as phone numbers or email addresses.

Field Name: Custom 03 - Reason Code

Data Type: Text

☐ Site Required

Control Type: Edit

Default Max Length: 48

Default Validation: None

Default Value Type: Copy Down

Copy Down Source: Travel Reservation

Field: Travel Reservation Reason Code

Copy Down Default: 1

Itemization Field Source: None

Access Rights

Employee Role: Modify

Approver Role: Modify

Expense Processor Role: Modify

Expense Processor Manager Role: Modify

Save Cancel

Recommended additional configuration:

- ♦ Set the **Itemization Field Source** value to **Parent Expense**. This will copy the value from the parent expense to any itemizations that may be created.
- ♦ Allow the Employee role to modify this field, to provide a value when none is provided from the travel reservation.

10. Click **Save**.

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## End User Experience

When the **Reason** and **Comparison Fare** fields are copied down, they display as custom fields in the expense report.

Amount *	Currency *
<input type="text" value="651.20"/>	<input type="text" value="US, Dollar"/> ▼
Tax Posted Amount	System ①
<input type="text"/>	▼ Search by Text
Company Code ②	Cost Object Type ③
<input type="text"/>	<input type="text"/>
Cost Object ID ④	Company ①
<input type="text"/>	▼ Search by Text
Region ②	City ③
<input type="text"/>	<input type="text"/>
Airfare Comparison Amount	Travel Reservation Reason Code
<input type="text" value="193.99"/>	<input type="text" value="ABC-12345678"/> ▼