



Intelligence Summary and FAQ

What Intelligence products are available?

Intelligence

For those looking for sophisticated reports, we recommend Intelligence. It includes Report Studio which is a true development studio. It allows for more refined reporting capabilities. Additionally, it includes the same standard reports as Analysis and some additional reports not available with the free reporting tool.

Consultative Intelligence

If you're seeking to work with a designated reporting expert to show you the true power of the reporting and industry knowledge, then Consultative Intelligence is an option. This is a service, not an additional tool.

Portfolio Options Further Described

Here is a recap to provide more detail on SAP Concur's reporting packages.

Option	Features
Intelligence	180 standard reports + dashboards
	Report Studio
	Advanced report writing
	Run/email reports automatically
	Scheduling Option
	Bursting
Consultative Intelligence	<i>Includes features above as well as:</i>
	Designated consultant
	Custom report and dashboard creation
	Define a reporting strategy unique to your businesses overall goals and objectives through one on one consulting.
	Targeted training assistance

What are the different reporting roles?

Depending on what reporting product you choose, you will be given a number of licenses to give to interested individuals in your company. Here is the breakdown:

User Roles	Intelligence
Professional Author The only user with access to Report Studio for advanced report creation.	10
Business Author Named users who have access to Query Studio for query creation and editing.	20
Consumer Additional named users can be assigned access to run reports.	40
Manager Can run pre-built reports on the data relevant to their direct and indirect employees.	Unlimited

- **Professional Authors:** Professional Authors have full access to the reporting tool including, running reports, Query Studio, and Report Studio. With Report Studio, Professional Authors can create multi-page reports, join or union information, produce advance filters, control summarization of data, make custom data item creation, and much more.
- **Business Authors:** Business Authors can build simplistic reports using Query Studio. This tool allows users to add items from the data warehouse to a report and build simple filters. In addition, Business Authors can run reports.
- **Consumers:** Individuals with the Consumer role can only run reports.
- **Managers:** If your company has the Business Intelligence (BI) Manager feature turned on, all managers in your company can run reports. The information in these reports will be restricted to only individuals in the managers' hierarchy.

Can I purchase additional reporting licenses if needed?

Yes. Contact your Client Executive or Client Success Manager to learn more information.

Can I easily identify the roles of employees?

There is a report under **Intelligence > Standard Reports > Administration > Employee Roles**. This report lists all employees and all roles. You can search for specific employees (to list the associated roles) or roles (to list the associated employees). You can group by employee or role.

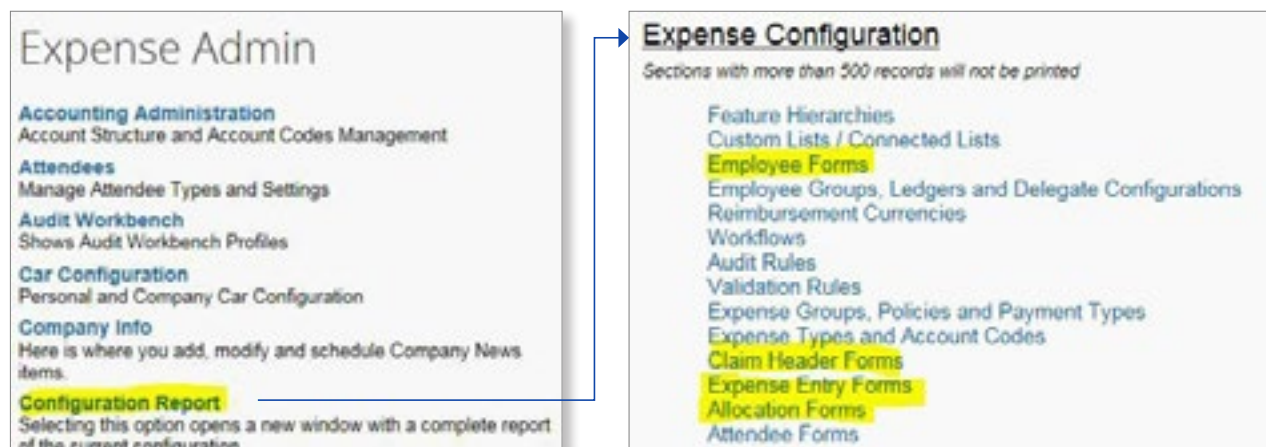
The employee name is blank on the accrual or unassigned credit card transactions report. Why is that?

If names do not show up on unassigned credit card transactions, it is because the employee has not been linked to a credit card. Once the card is assigned by the card admin, the report will reflect all that employee's information.

Employee	Employee ID	Payment Type	Name on Card	Transaction Type Description	Merchant	Merchant Code	Description	Transaction Date	Download Date	Reimbursement Currency	Posted Amount
		Corporate Card CBSP	Arian White	Company Card Transaction	Office Depot	5943	Sales ticket 17270929077846261	Jan 30, 2012	Feb 20, 2012		95.20
			Arian White	Company Card Transaction	Xerox equipment	5045	Sales ticket 17270929077846261	Feb 2, 2012	Feb 20, 2012		245.95
			Arian White	Company Card Transaction	AT&T	085	Sales ticket 17270929077846261	Feb 12, 2012	Feb 20, 2012		165.20
			Arian White	Company Card Transaction	Best Buy	5045	Sales ticket 17270929077846261	Feb 13, 2012	Feb 20, 2012		219.00

What custom fields do I have configured?

When building reports one must know how the custom fields are defined. To find this information, consult with the Configuration Report on the Admin screen.



Where can I find a particular custom field in all of this data?

Use the information from the Configuration Report to know which field to grab from what form.

A best practice is to check all levels for the same field. For instance, some companies allow for editing of fields at the allocation level, so always check that level for the field in question, and use the data from the lowest level that is present in the configuration.



How do I know I'm getting the right custom field?

You know it's correct when the report is compared to the expense report in the system and all the data matches. If it doesn't match, then it's likely the data was pulled from the wrong level in the report.

How do I validate my data?

Using small data sets is key. Until you have complete confidence in the data on your report, filter on one expense report. Then compare that data to the data in Concur Expense as you build your report. Users often make several changes to a report before testing and comparing the data. If you take small steps and validate often, much time can be saved by catching problems early.

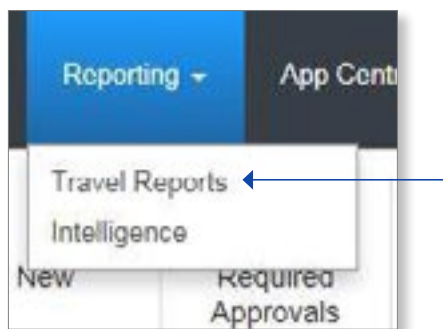
Can I build a report with receipt images?

It's common for clients to request a report to show both expense report and receipt image data for auditing purposes. The receipt image is not available in the reporting database, but it is available in a separate extract.

To accommodate this request, submit a case for a receipt image extract and build a report sorted on the report ID. The receipt image extract is sorted the same way to make it easy to compare the receipts to the expense report data.

Can I customize the reports found in the Travel Reports section?

The reports in the Travel Reports section are fixed and cannot be customized.



Can I build a report to show loyalty program information and travel preferences from travel profiles?

That data is not currently available in the Intelligence reporting tool, but is in Travel Reports. See your Concur Admin Travel Report Guide for instructions. It is found under Concur Client Central – Travel Reporting User Guide.

I'm trying to build reports, but I do not understand how the data works. Is there an entity relationship diagram (or ERD) available to show me the joins between all the tables?

We have a high level depiction of the types of joins between the most frequently used tables available in the Help – Concur Data Model section of the Launch menu inside Intelligence.

For anything that is not clear, the best practice is to join queries using data elements from different tables. Then review the data after adding each element to see how that data has changed.

Our company has purchased the Intelligence reporting tool, and I have no idea how to get started.

Visit www.concurtraining.com then click on **Learn about Reporting**.

There are certain steps that all clients should take when getting started:

1. Understand your company policies, so that you can clearly articulate what “actionable data” is to you.
2. Review the commonly used standard reports, and define which will suit your needs to get started.
3. Organize those reports, and set up schedules to save time.
4. Work with your operational data consumers to understand how these reports can be modified to enhance their usability.
5. Work with your management to understand what metrics should be captured, and understand the company goals against those metrics in order to begin building a bigger picture with your data.

Can I send reports automatically?

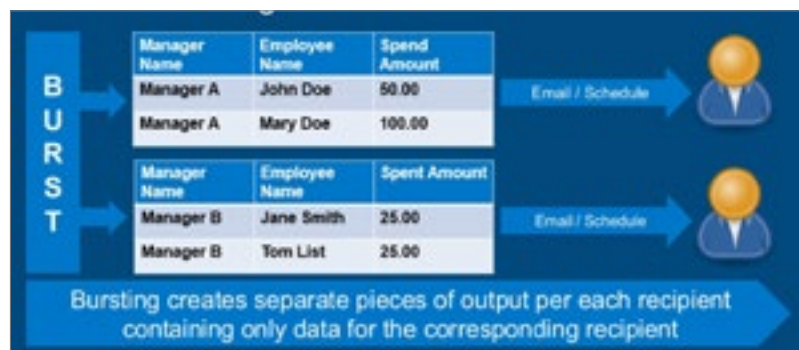
Yes, reports can be sent automatically by using the scheduling feature when you have Intelligence.

Is FTP available for Intelligence reports?

Yes, start by requesting FTP via Client Support. Once set up, you can begin using the scheduling function to email the report to <entityid>@rn.concursolutions.com. <entityid> is your company's specific entity ID.

What is bursting?

Bursting divides the report output and creates a separate file for each recipient containing only the data attributed to that employee. Users can email without bursting, and burst without emailing.



Who can I burst to?

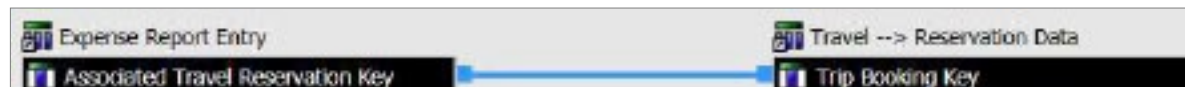
The manager example in the graphic above is one of the most common, but it is also common to burst to the employee or the default approver. Managers, BI Managers, and Employees are stored in the SAP Concur system and can be options for bursting.

You can also burst to recipients that are not stored in the Concur Expense system, such as cost center or department managers. To do so, use what is called an employee 1000 record to load that necessary data in the format needed to accommodate for the request.

The sky is really the limit, however, keep in mind that this can get complex very quickly.

Can we combine travel and expense data on one report?

Yes, using the keys seen below: the, Associated Travel Reservation Key from the Expense Report Entry folder and Trip Booking Key from the Travel Reservation Data folder.



If you are looking for expense report information and its related travel information, you can use the information under **Expense Reports > Entry Information > Associated Trip Reservation**.

Can I use a report instead of SAE?

No, but you can build a report to match the SAE totals without replicating the SAE. This can be used to validate reporting data against the SAE totals. We do not recommend attempting to replicate the full SAE, because:

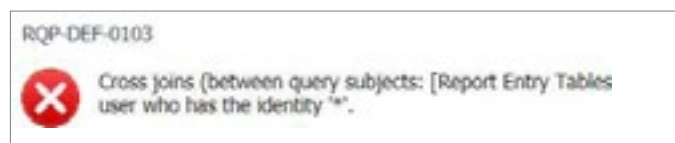
- Cognos is a reporting tool, not an extract tool.
- Problems can occur. For example: the system's governors on time and record count.
- Depending on the company, this may violate SOX regulations.
- Data is modifiable by anyone with access to the reporting tool.

Extracted Date/Time	Amount
Jan 4, 2017 9:05:15 AM	1,551.99
Dec 29, 2016 9:04:39 AM	6,457.46
Dec 21, 2016 9:04:52 AM	8,764.93

I am building a report and see an error. What does this mean and how can I resolve it?

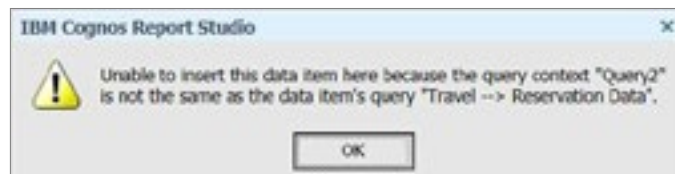
For any report writing error, Google is recommended. Searching for the code will give you some insight on what is wrong and how to fix it.

Cross Join Error



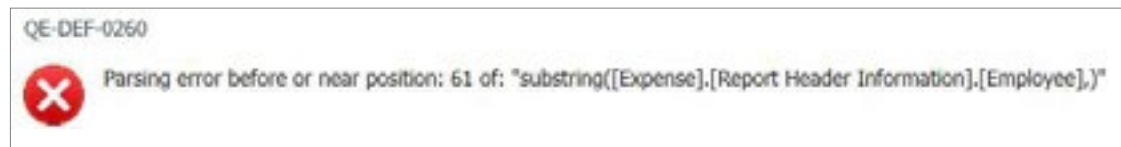
A Cross Join Error occurs when we try to use data from two tables that have no connection in the same query without manually joining them. To fix, review the joins between the queries in the report.

Unable to Insert this Data Item



This happens mostly when a join/union is present and a field is being inserted directly onto a page and not in the supporting queries. To add the field to your report, be sure it is included in the supporting queries and brought up to the query associated to the page. From here, go to the field from the data source tab.

Parsing Error



Parsing Errors are most common when syntax is not correct. Typically the expression with the problem will be in the error message. Consult the expression information to learn more about how to use the function appropriately.

Check for missing commas, parenthesis, brackets, and arguments. Also check the syntax help section for the function.

Is there a report to show what expense reports are in which approvers' queue?

Yes. We've always been able to do most of that in a report; however, the missing piece traditionally has been Cost Object Approver data (COA). We now have COA data available, and can report on this data for all approver types. It's available in standard reports.

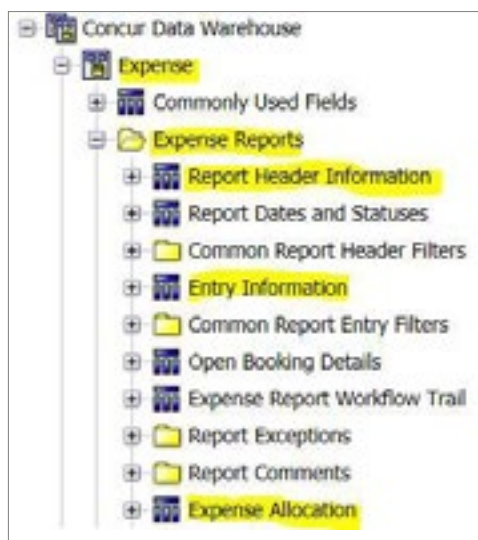
There are two reports found under Intelligence Reports Expense Processing. They are:

- Workflow Cycle Times Details – will show processed ERs including COA data.
- Workflow Aging Details – will show submitted ERs and their current status including COA data.

How do I add a field to a report if I don't know where the field should come from?

Rule of thumb: use the lowest level of your expense report information that is configured. Have a look at the way the data is organized in Intelligence, and you will notice it is quite similar to how an expense report is organized. For example, there is a folder for header, entry, allocation, and so on. Find where the data resides in SAP Concur that you need on the report, and go to that same section in the data in Intelligence.

For example, you have allocation level detail on your report, and want to add amount. The header will provide the report total, the Entry will return the Expense Entry Amount, and allocation will provide the amount allocated to a particular account code or GL String.



There are different currencies available in reporting. How are those amounts converted?

Your configuration is using either OANDA, which is most common, or another type of upload. OANDA is internationally recognized, and is uploaded automatically each night.

The exchange rates are not stored in the reporting database, however, and the conversion happens as part of the ETL.

When I add comments or attendees to a report, the entries are duplicated. How do I fix this?

Utilize repeaters or create a join between two tables in the query section. See http://assets.concur.com/concurtraining/cte/en-us/cte-en-us_rpt_adding_comments.html for more information.

Is there a report to monitor policies?

Depending on how you track the policy and what that policy is, you can try a few reports under **Public Folders > Intelligence – Standard Reports > Compliance**. These reports are:

- Exception Report (specific name)
- Expense Entry Details Reports

Use the prompts to isolate the policy and targeted expense report transactions that are outside the expected thresholds. Additional prompts can be included to satisfy more questions being asked of the data.

Is there a way to report on budget vs. Spend?

Yes, there is now a standard method of tracking budget vs. spend. For these reports, we recommend setting up and utilizing the department manager dashboard found on the Persona dashboard tab.

I struggle keeping track of the location of my essential reports. Any suggestions?

Create your own folder based on what you and your users need to store your most commonly used reports.

I run the unassigned credit card transaction report (or any other) for each employee or default approver. Is there a way to make this automatic?

Yes, this is possible through two options:

- **Option 1:** Build the report using a prompt for Employee or Default Approver and create report views.
- **Option 2:** Utilize bursting to completely automate.

Can I export report data to Excel?

Yes, the formats available are:

- Excel Format: Retains formatting and additional pages.
- Excel Data: Strips formatting, such as comments, and doesn't allow for multi-page output.
- PDF
- HTML
- CSV

When I run a report to Excel, it appears to run, but nothing happens. What do I do?

This is a setting on your browser. Add Concur Reporting to your trusted sites.

I tried to run a report and it only returned old data. Can this be fixed?

When a report is run and saved, the report run default property changes to 'show most recent report'. That means when a user clicks on the report name itself, the default action is NOT to run the report fresh.

To change this, change the report run default options under the report properties.



Alternatively, you can run the report with options by clicking on the ► icon under **Actions**.

What are some reporting best practices?

- Review the most frequently used standard reports at concurtraining.com.
 - Get to know those reports and get familiar running reports to understand what is in them.
 - Over time, you will understand what should be added to provide even more value.
- When building reports, ask why?
 - Remember to always understand the question before attempting to build reports.
 - Ask *why* at least three times.
 - If Excel is being utilized to scrub raw data coming from Intelligence, ask yourself if it would be more handy to have Intelligence do the work for you.
- When analyzing data, remember the 10-minute rule and build reports that have actionable data, not all data.
- Create a folder for frequently used reports.
- Utilize: Jobs, Report Views, or Bursting.
- When it comes to reporting, dream big.

Can I report on mobile usage?

Look at the **Public Folders > Intelligence – Standard Reports > Mobile Usage** folder. In this folder, there are several reports that show Concur Expense, Invoice, and Travel usage on mobile devices:

- Expense Mobile Metrics Summary
- Invoice Mobile Metrics Summary
- Mobile Login Summary
- Travel Mobile Metrics Summary

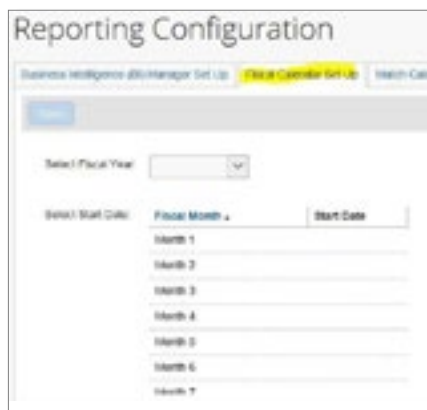
One common request is to build a report to compare mobile metrics to web metrics. In order to compare precisely the same metrics, data would have to be collected and stored in similar ways and they are not. Some of this data can be compared, but not all.

What are the reporting system limitations?

Even if your report was built properly and without error, there are some system limitations that can prevent the report from running. These limits are 200,000 lines and an extended period of time. As a result, we recommend building reports wisely to ensure they are efficient and you can limit the number of lines returned.

We use fiscal calendar. Can we build reports that way?

Yes. As long as your fiscal calendar has been set up in the configuration, the data will be populated in the database after the archive runs.



Can I change or build reports myself? Can we alter standard reports?

If you have the correct reporting role, you can build your own reports or modify the standard reports. To learn more about building or modifying reports, visit <http://www.concurtraining.com/pr/reporting/resources>. Please keep in mind that if you modify a standard report, you have to save it under your company or my folder.

Can't I just get all my data?

Essentially, no. When a client shuts their SAP Concur system down, a one-time data dump is provided. However, we do not have the resources to provide this on a regular basis to all clients.

If you feel you need all your data, let's understand why. What will you do with all your data? If we understand your reasons, we can try to come up with meaningful reports in the tool to meet your needs.

Is there a 1099 report available?

Not by default, but one can be built with the understanding that unless the data required on the 1099 is being entered in SAP Concur, much of the report will be blank.

Do you have an HCP report that I can use to report my attendee spend to the government?

Yes. You can use the Healthcare Spending Reports that's found under **Public Folders > Intelligence – Standard Reports > Compliance**.

What's the difference between all these dates?

Date name in Intelligence	What it means
Last Submitted date	Date of the last time the ER was submitted.
Sent for Payment date	Date of the final workflow approval step.
Extracted Date	Date the expense was extracted for payment.
First Submitted Date	Date the expense report was first submitted.
Transaction Date	Date the transaction took place.
Download Date	Date the transaction was loaded to Concur Expense.

In order to know which date to use, one must truly understand the business question being asked. For example, accruals might use extract date or sent for payment date; spend reports would use sent for payment or extract date, and aging reports might use transaction date or download date.

How do I reconcile incremental charges on my SAP Concur invoice to my expense report counts in Concur Expense?

Used the Billed Transaction Summary or Detail reports under **Public Folders > Intelligence – Standard Reports > Administration**.

Why is my data in Cognos is not correct?

We hear this frequently, and the problem is often the result of:

1. Misunderstanding the date fields and what they represent.
2. Data not coming from the correct level.
3. Data expected too soon – archive has not run yet.

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