



PivotPrime

Help Inquiry

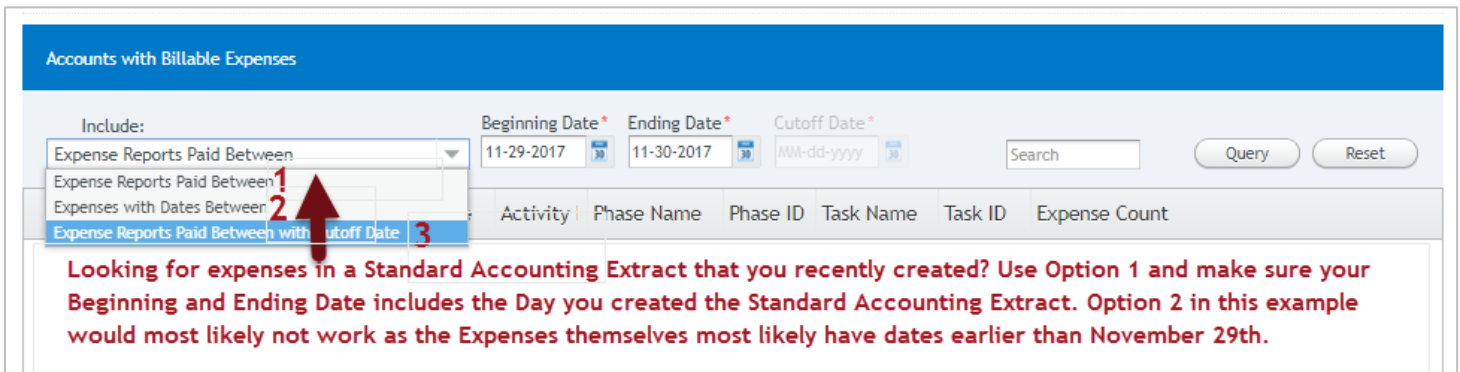
Check List

Q. Not seeing your Concur data in PivotPrime?

A. Here are some common causes. Please go through all these steps to confirm your processes are correct for the results you're expecting to see in PivotPrime. If not, give us a shout!

Step 1 - Confirm your browser's Pop Up Blocker is disabled.
PivotPrime cannot display the results of the data query if the Pop Up Blocker is enabled.

Step 2 - Confirm 'Include' setting is correct in PivotPrime.
Choosing Option 2 instead of Option 1 can result in no Query results.



Accounts with Billable Expenses

Include: Expense Reports Paid Between 1
Expense Reports Paid Between 2
Expenses with Dates Between 3
Expense Reports Paid Between with Cutoff Date 3

Beginning Date* 11-29-2017 Ending Date* 11-30-2017 Cutoff Date* MM-dd-yyyy

Search Query Reset

Activity | Phase Name | Phase ID | Task Name | Task ID | Expense Count

Looking for expenses in a Standard Accounting Extract that you recently created? Use Option 1 and make sure your Beginning and Ending Date includes the Day you created the Standard Accounting Extract. Option 2 in this example would most likely not work as the Expenses themselves most likely have dates earlier than November 29th.

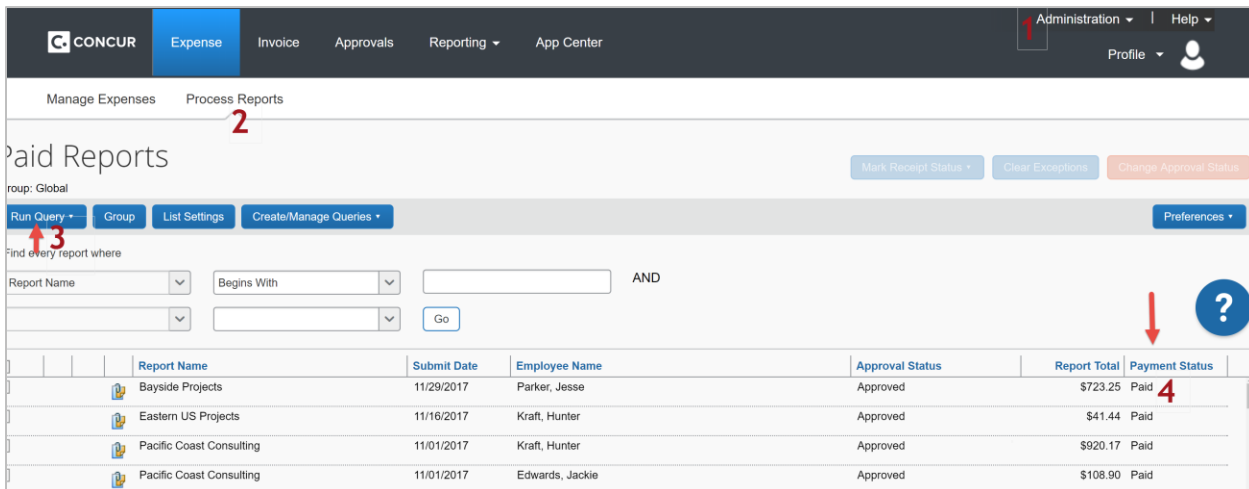
1. Expense Reports Paid Between
Occasionally a customer will create the Standard Account Extract, go into PivotPrime the same day and Query using a short date range such as the one below as they are looking for the data just released in the Standard Account Extract. If you're using a short Date Range (like the one below) and don't see your data then check to see if you're using Option 1.
2. Expenses with Dates Between
The Beginning Date and Ending Date applies to the transaction dates – so date of the meal or airfare. The data still has to be included in a Standard Account Extract however PivotPrime does consider the Standard Account Extract **date** in the Query.
3. Expense Reports Paid Between with Cutoff Date
This option works similar to the Expense Reports Paid Between option. It includes billable expenses in expense reports marked as Paid (extracted from Concur) within the specified date range, AND have a Transaction Date on or before the specified cutoff date.

Step 3 - Confirm the expense reports and/or invoices have been processed into a Standard Accounting Extract file.

PivotPrime can only access transactions and images that are included in a Standard Accounting Extract. To verify this by:

1. Log in as a Concur Administrator
2. Choose the Process Reports option
3. Run a Query on Reports
4. Status must be one of the following:
 - Paid
 - Sent for Payment
 - Processing Payment
 - Extracted

NOTE | If you do not see the report listed as one of the above then it's not part of a Standard Accounting Extract.



Administration | Help

Profile

Expense Invoice Approvals Reporting App Center

Manage Expenses Process Reports

Paid Reports

Group: Global

Run Query Group List Settings Create/Manage Queries Preferences

Find every report where

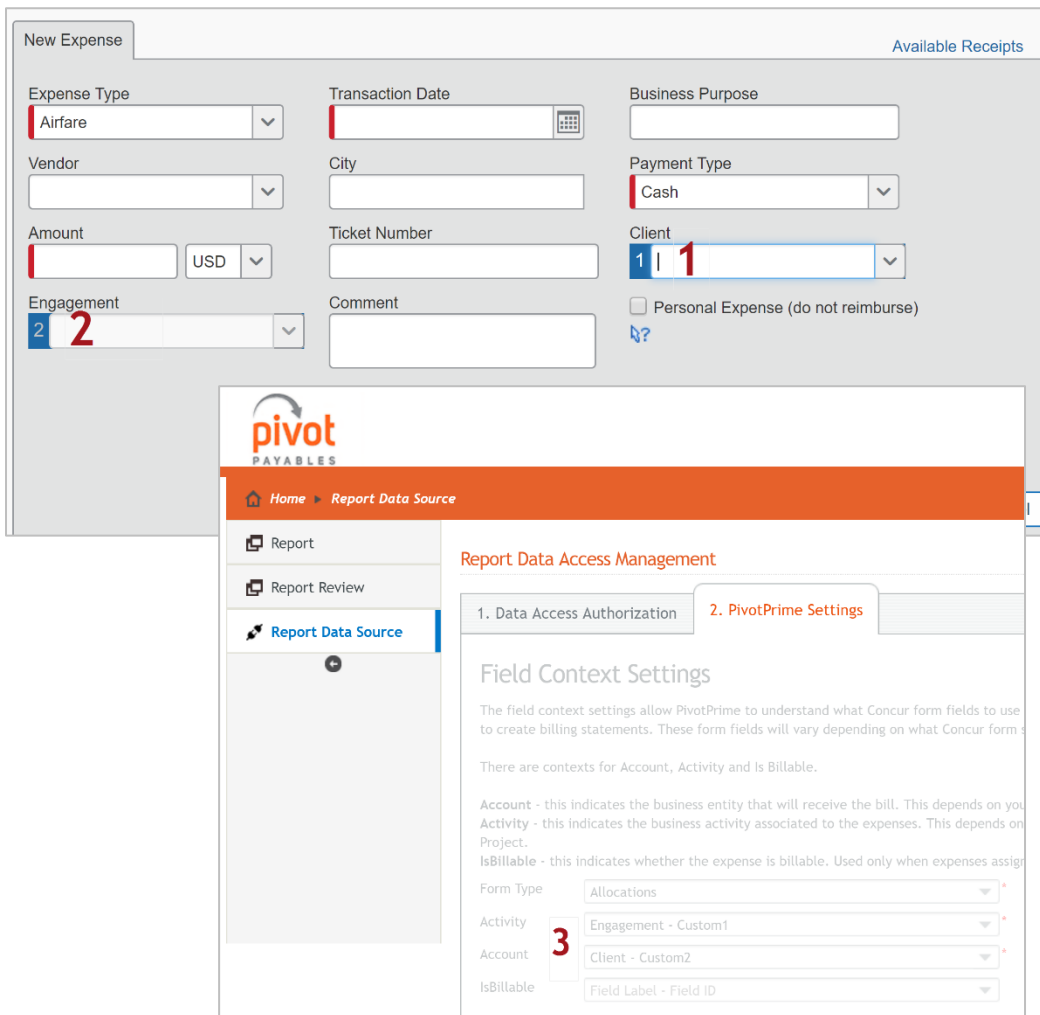
Report Name Begins With AND

Go

Report Name	Submit Date	Employee Name	Approval Status	Report Total	Payment Status
Bayside Projects	11/29/2017	Parker, Jesse	Approved	\$723.25	Paid 4
Eastern US Projects	11/16/2017	Kraft, Hunter	Approved	\$41.44	Paid
Pacific Coast Consulting	11/01/2017	Kraft, Hunter	Approved	\$920.17	Paid
Pacific Coast Consulting	11/01/2017	Edwards, Jackie	Approved	\$108.90	Paid

- Step 4 – Still don’t see the transactions in PivotPrime? It’s time to confirm the transactions are properly associated with the Concur Custom Fields that PivotPrime maps to in your configuration. Open the expense report or invoice, find a transaction and:**
1. Ensure it is associated properly. In the example configuration below, the transaction needs to be associated with a Client (Concur custom field 1) and ...
 2. Engagement (Concur custom field 2).
 3. Log into PivotPrime to confirm your field mappings

NOTE | PivotPrime not mapped to the fields you need? Most likely you changed which Concur fields you’re using to associate billable expenses. The Pivot team will help you re-map the fields (assuming they are Concur Custom Fields) and you’ll start seeing your data in PivotPrime.



The image shows two overlapping screenshots from the PivotPrime system. The top screenshot is the 'New Expense' form, and the bottom screenshot is the 'Report Data Access Management' settings page.

New Expense Form:

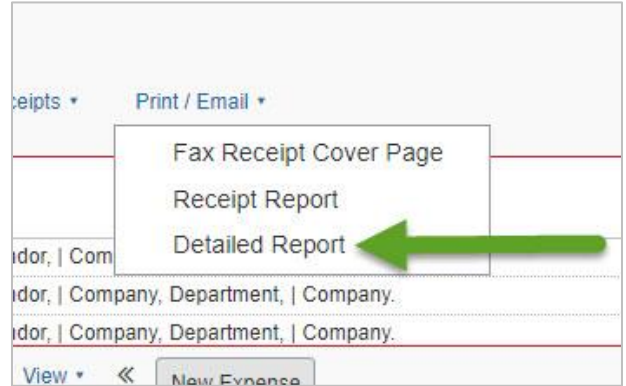
- Expense Type: Airfare
- Transaction Date: [Calendar icon]
- Business Purpose: [Empty field]
- Vendor: [Dropdown]
- City: [Empty field]
- Payment Type: Cash
- Amount: [Empty field] USD
- Ticket Number: [Empty field]
- Client: 1 | 1
- Engagement: 2 | 2
- Comment: [Empty field]
- Personal Expense (do not reimburse)

Report Data Access Management:

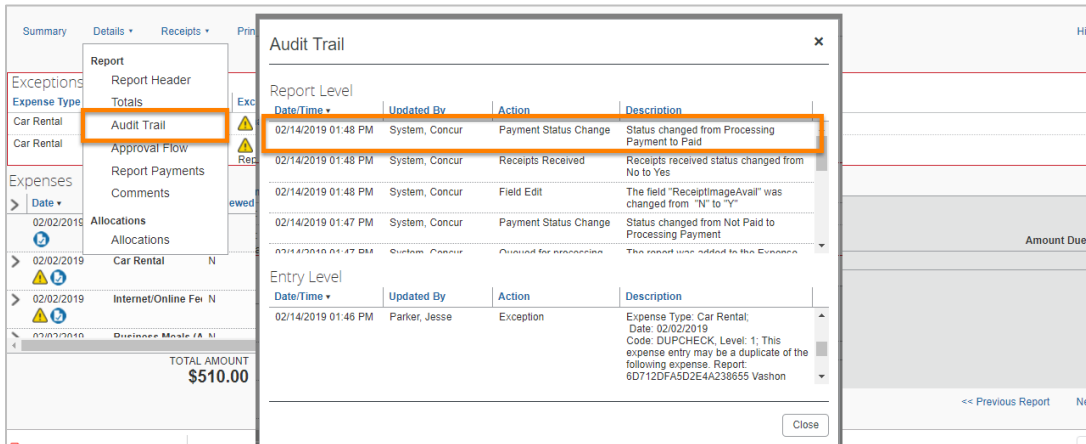
- 1. Data Access Authorization
- 2. PivotPrime Settings
- Field Context Settings
- Form Type: Allocations
- Activity: Engagement - Custom1
- Account: Client - Custom2
- IsBillable: Field Label - Field ID

Step 5 – If you’ve confirmed steps 1 through 4 and still don’t see the expense then create the following and send to the PivotPrime Help team.

1. Print a Detailed Report from Concur and send the PDF to help@pivotpayables.com.



2. For each PDF, provide a screen grab of the Audit Trail showing the row highlighted below. If you are providing multiple reports, please note which Audit Trail is associated with each report.



3. List several expenses that you expected to see in your PivotPrime statement. Provide the following for each expense:

- Expense Type
- Date
- Amount

4. Send all the above to Help@pivotpayables.com