



PivotPrime  
User Manual

## Contents

<b>Getting Started</b> .....	4
<b>Preparation Checklist</b> .....	4
<b>Creating Your First Report</b> .....	5
Step 1 – Sign In & Choose Role .....	5
Step 2 – Select the Statement of Billable Expenses Report Type .....	6
Step 3 – Enter Beginning and Ending Dates for the Billing Period .....	7
Step 4 – Select the Billing Statements .....	8
Step 5 – Create Reports .....	9
Step 6 – Download the Sample Report .....	10
Step 7 – Sample Report Contents .....	10
<b>Concur Expense and Concur Invoice Support</b> .....	14
<b>Split Expenses Across Multiple Entities</b> .....	15
Allocation vs Itemization – What’s the Difference? .....	15
<b>Reports</b> .....	18
<b>Report Settings – Global Level</b> .....	18
Report Keys .....	18
Setting the Report Key .....	20
<b>Report Statement Sections</b> .....	21
Section Heading Default – Employee .....	21
Section Heading – Activity .....	21
Section Heading – Expense Type .....	21
<b>Report Settings – Account Level</b> .....	23
Access Report Settings .....	24
Change Report Settings .....	25
Report – Layout Formats .....	31
File Types .....	35
<b>Additional Reports</b> .....	37
Expense Report Images – Billable & Non-Billable .....	37
<b>Data Sources</b> .....	38
<b>Data Level Source Examples</b> .....	38
<b>Search</b> .....	39

<b>Concur Paid Status</b> .....	39
Expense Reports Paid Between .....	39
Expenses with Dates Between .....	39
Expenses Between Paid Dates with Cutoff Dates Between .....	40
Expenses Between Transaction Dates with Cutoff by Paid Date.....	40
<b>Search Tips</b> .....	40
<b>Value Added Tax (VAT) - Domestic</b> .....	41
Field Context Settings Required for VAT .....	41
<b>Report Review</b> .....	42
<b>Expense Report Images Report – Billable &amp; Non-Billable</b> .....	43
<b>Administrative Tools</b> .....	44
<b>Adding New Users</b> .....	44
Ask the Pivot Payables’ Customer Support Team! .....	44
Adding New Users – Email Method .....	<b>Error! Bookmark not defined.</b>
Adding New Users – NON-Email Method .....	<b>Error! Bookmark not defined.</b>
<b>Usage Logging and Reporting</b> .....	48
View Account Usage .....	48
<b>Getting Help from Pivot Payables</b> .....	49
<b>Pre-Help Checklist</b> .....	49
Step 1 – Disable your browser pop-up blocker .....	49
Step 2 – Confirm the ‘Include’ setting is correct .....	49
Step 3 – Confirm the Concur Extract Process .....	50
Step 5 – Confirm PivotPrime is mapped properly to your Concur fields.....	51
Step 6 – Still no data in PivotPrime? Let’s get to the bottom of this! .....	52

## Getting Started

### Preparation Checklist

Here is a checklist of steps that need to be completed prior to data being available in PivotPrime.

- ✓ Create the Concur Accounting Extract

The Extract process is the last step in the Concur workflow – after Expense Reports and Invoice Payment Requests have completed the Approval process.

Concur creates accounting extracts in one of the following ways:

- Using the Concur Payment Manager;
- or
- Using the Accounting Extract Job as a pre-scheduled job.

If you do not see data from expense reports and payment requests as you expected, it may be because Concur Expense or Concur Invoice hasn't extracted the expense report or payment request.

- ✓ Turn Off Browser Pop Up Blocker

PivotPrime cannot display the results of the data query if the Pop Up Block is enabled.

- ✓ Find Missing Expense Reports or Payment Requests

If billable expenses are missing in PivotPrime, first confirm that Concur extracted the expense reports or payment requests.

### Creating Your First Report

This section steps through creating a simple report to familiarize you with the process. You may skip this step and read about specific PivotPrime features in other sections of this document.

#### Step 1 – Sign In & Choose Role

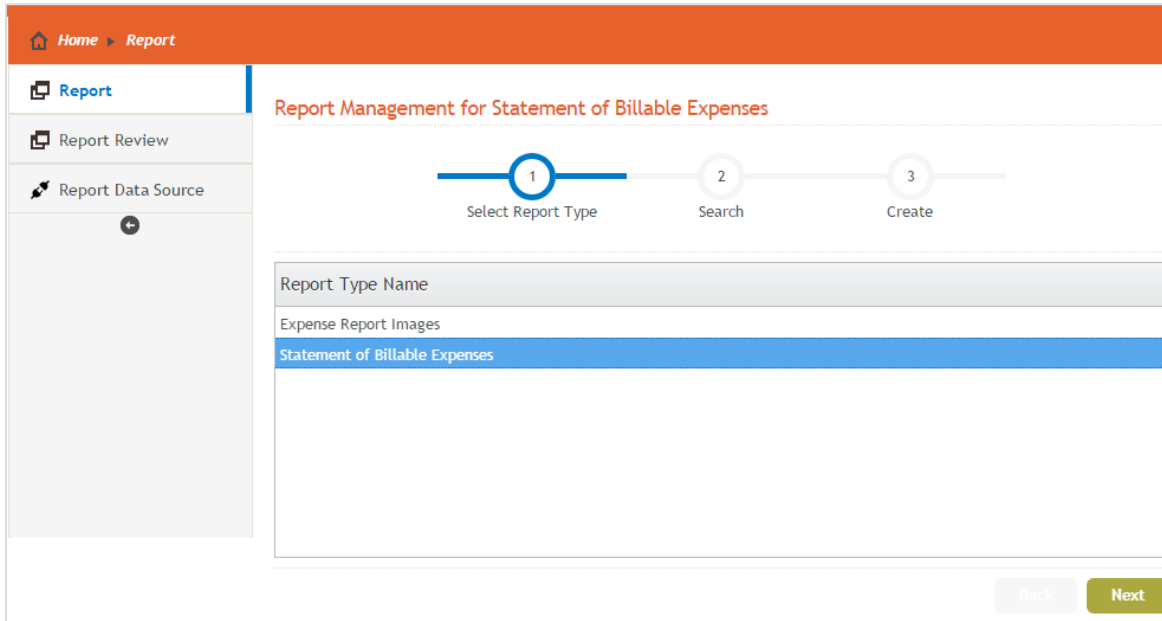
- Go to this page: <https://pivotapplications.com/>
- Turn off your browser’s pop up blocker
- Enter the login name and password you created during the PivotPrime Activation call
- Choose the role: **Company Report Administrator**



## Step 2 – Select the Statement of Billable Expenses Report Type

- Select Statement of Billable Expenses
- Click Next

*Note - A blue highlight bar indicates you have selected the report type.*



Home > Report

Report Management for Statement of Billable Expenses

1 Select Report Type    2 Search    3 Create

Report Type Name
Expense Report Images
<b>Statement of Billable Expenses</b>

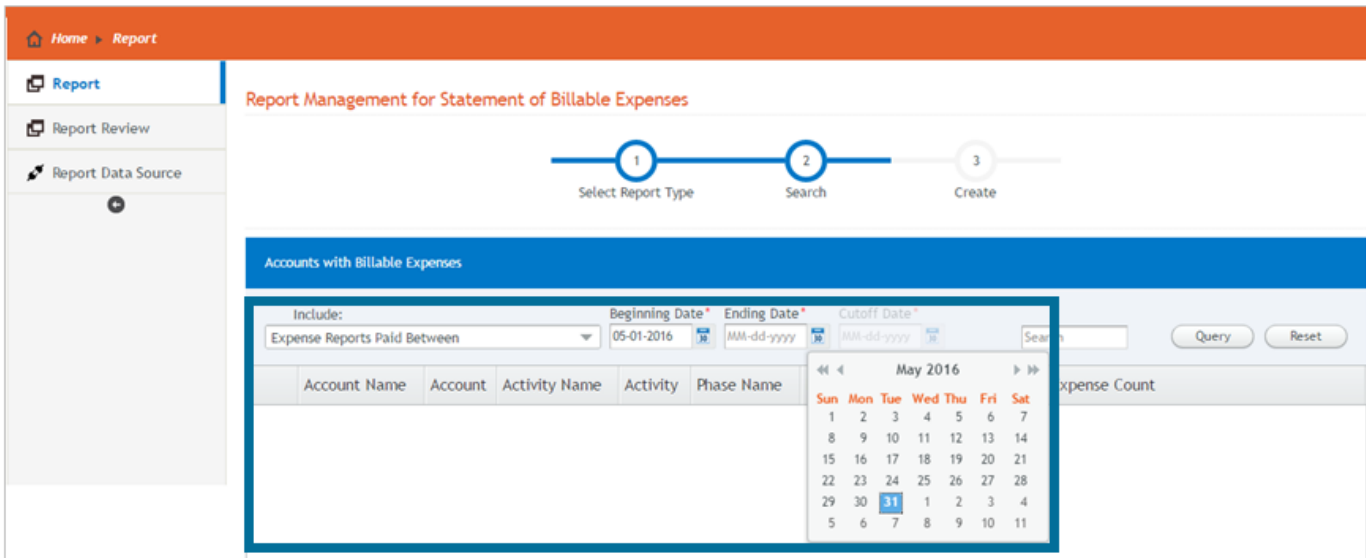
Back Next

### Step 3 – Enter Beginning and Ending Dates for the Billing Period

- Choose Include: Reports Paid Between
- Enter a Beginning Date\*
- Enter and Ending Date\*
- Click Query

*\*Note - The date format requires dashes. You may use the calendar tool to visually indicate the dates and the date is entered in the field automatically.*

This query pulls all billable items that were stamped with a Concur ‘Paid Date’ within the date range entered. It’s important to note that ‘Paid Date’ is not the date the item was actually paid or reimbursed. It is a Concur term that denotes the date Concur extracted the expense report or payment request. Once extracted, the expense and invoice data is locked and cannot be modified in Concur. The data may be modified in PivotPrime.

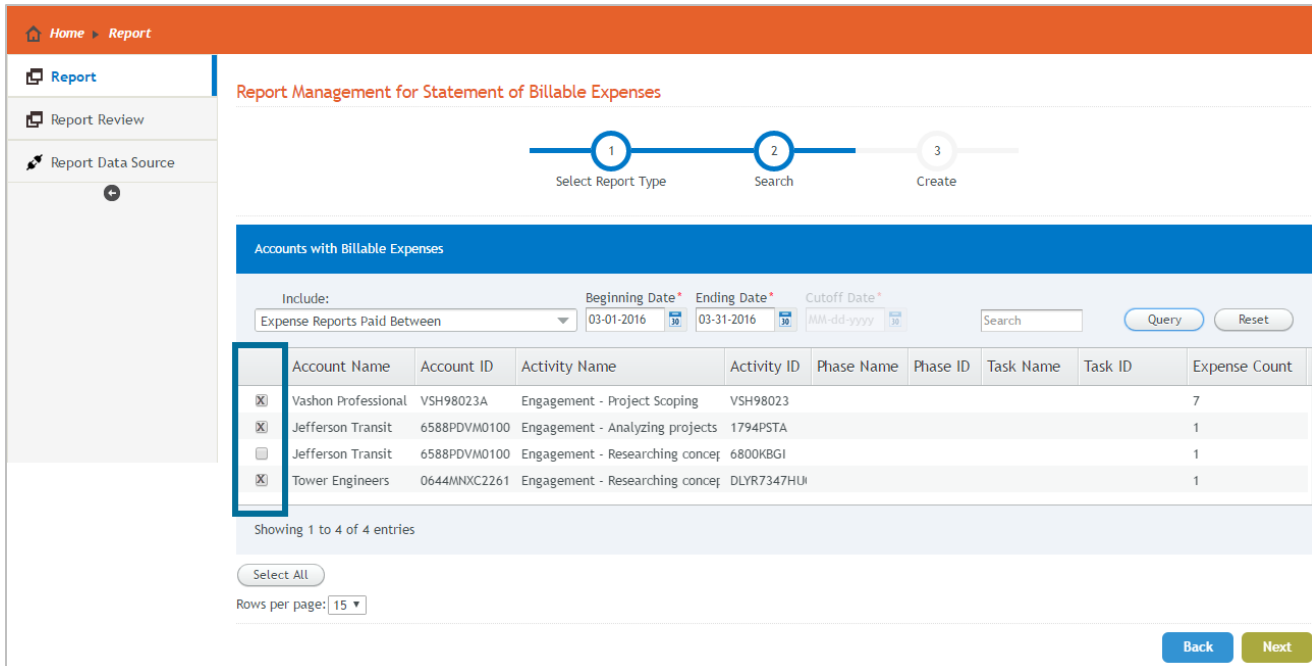


The screenshot shows the 'Report Management for Statement of Billable Expenses' interface. A progress bar at the top indicates three steps: 1. Select Report Type, 2. Search, and 3. Create. Step 2 is currently active. Below the progress bar, a section titled 'Accounts with Billable Expenses' contains a search form. The form includes a dropdown menu for 'Include:' set to 'Expense Reports Paid Between'. It has three date input fields: 'Beginning Date\*' (05-01-2016), 'Ending Date\*' (MM-dd-yyyy), and 'Cutoff Date\*' (MM-dd-yyyy). A calendar pop-up is visible, showing the month of May 2016 with the 31st selected. To the right of the date fields are 'Query' and 'Reset' buttons. Below the search form is a table with columns: Account Name, Account, Activity Name, Activity, Phase Name, and Expense Count.

**Step 4 – Select the Billing Statements**

- Select individual statements or click Select All
- Click Next

*Note – Turn off your browser Pop Up blocker otherwise Query Results will fail to display.*



**Report Management for Statement of Billable Expenses**

Progress: 1 Select Report Type, 2 Search, 3 Create

**Accounts with Billable Expenses**

Include: Expense Reports Paid Between [Dropdown] Beginning Date\* 03-01-2016 Ending Date\* 03-31-2016 Cutoff Date\* [MM-dd-yyyy] Search [Input] Query [Button] Reset [Button]

	Account Name	Account ID	Activity Name	Activity ID	Phase Name	Phase ID	Task Name	Task ID	Expense Count
<input checked="" type="checkbox"/>	Vashon Professional	VSH98023A	Engagement - Project Scoping	VSH98023					7
<input checked="" type="checkbox"/>	Jefferson Transit	6588PDVM0100	Engagement - Analyzing projects	1794PSTA					1
<input type="checkbox"/>	Jefferson Transit	6588PDVM0100	Engagement - Researching conce	6800KBGI					1
<input checked="" type="checkbox"/>	Tower Engineers	0644MNXC2261	Engagement - Researching conce	DLYR7347HU					1

Showing 1 to 4 of 4 entries

Select All [Button]

Rows per page: 15 [Dropdown]

Back [Button] Next [Button]

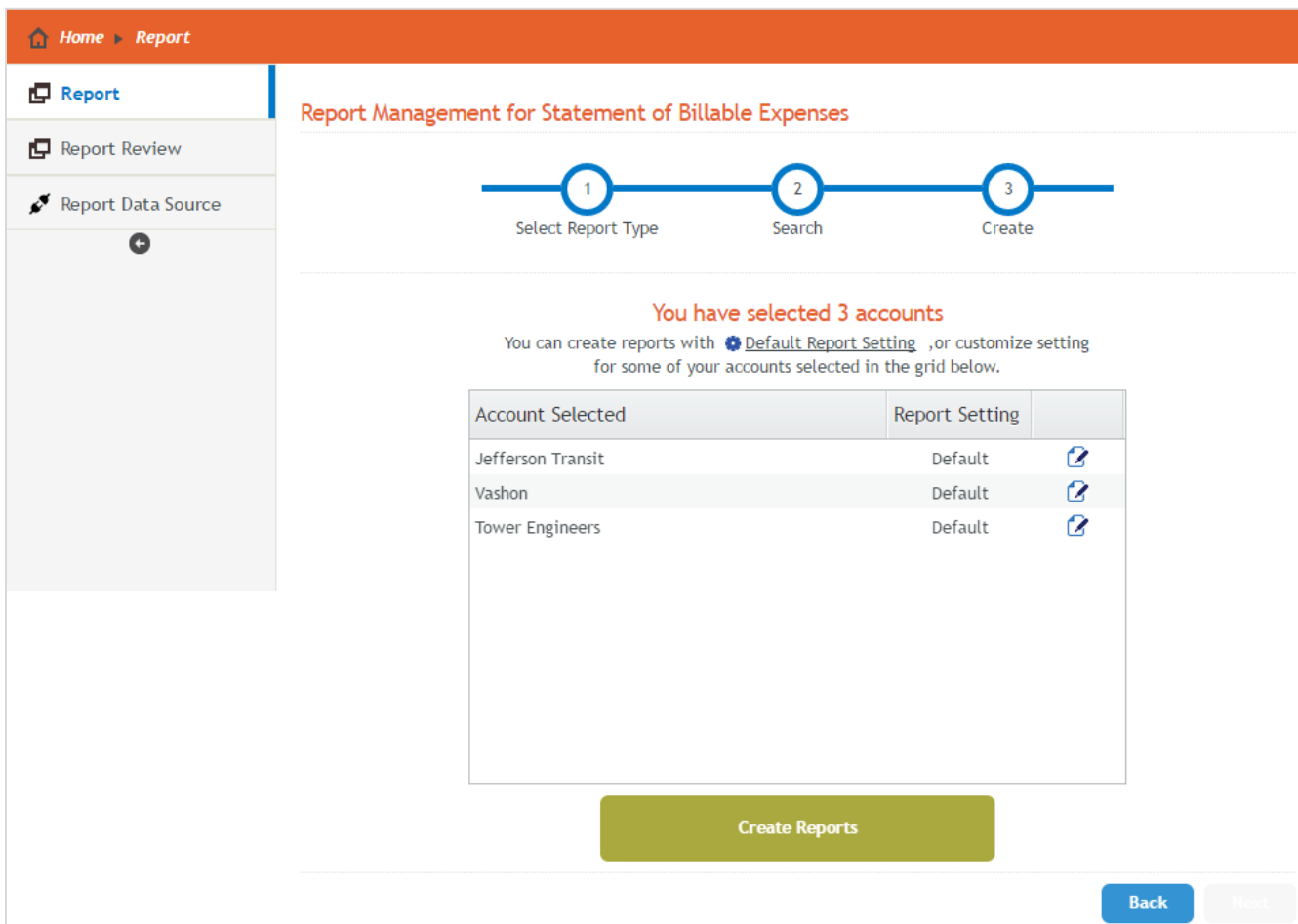


### Step 5 – Create Reports

- Click the Create Reports button

This Sample Report process uses the Default Report Type that includes a Summary section followed by a list of billable expenses and if available, an image that acts as the backup documentation for the expense.

You can customize the reports for an individual Account by clicking the Edit option in the Report Setting column. Report customization features are described in the Reports section of this document.






Home ▶ Report

Report Management for Statement of Billable Expenses

1 Select Report Type    2 Search    3 Create

**You have selected 3 accounts**

You can create reports with [Default Report Setting](#), or customize setting for some of your accounts selected in the grid below.

Account Selected	Report Setting	
Jefferson Transit	Default	
Washon	Default	
Tower Engineers	Default	

Create Reports

Back Next

### Step 6 – Download the Sample Report

- Click the Download link for the report you'd like to view.

*Note – Turn off your browser Pop Up blocker otherwise **Create Reports will fail to display.***

Report Download			
Reports Generated: 4			
Account Billed	Activity Charged	Paid Between	
Jefferson Transit	Engagement - Researching concepts for Jefferson Transit	2016-03-01 To 2016-03-31	<a href="#">Download</a>
Jefferson Transit	Engagement - Analyzing projects for Jefferson Transit	2016-03-01 To 2016-03-31	<a href="#">Download</a>
Tower Engineers	Engagement - Researching concepts for Tower Engineers	2016-03-01 To 2016-03-31	<a href="#">Download</a>
Vashon	Engagement - Project Scoping	2016-03-01 To 2016-03-31	<a href="#">Download</a>

### Step 7 – Sample Report Contents

- Following is an example of the type of report you have created.
- This sample report includes billable items submitted using both Concur Expense and Concur Invoice.

#### Sample Billing Statement – Page 1

Apex Consulting						
Statement of Reimbursable Expenses						
Expense Reports Paid Between: <b>03/01/2016</b> through <b>05/09/2016</b>			Total Amount Billed:		<b>\$ 1,161.30</b>	
Charged to Activity: <b>Engagement - Project Scoping</b>			Billed to Account:		<b>Vashon Professional</b>	
Activity Identifier: <b>VSH98023</b>						
Employee Name	#	Date	Type	Original Amount	Converted Amount	Billed Amount
<b>Dave Smith</b>						
	1	03/14/2016	Meals - Per Diem	14.61 CAD	\$ 11.06	\$ 11.06
	2	03/14/2016	Personal Car Mileage	17.25 USD	\$ 17.25	\$ 17.25
	3	03/14/2016	Meals - Per Diem	39.20 CAD	\$ 29.67	\$ 29.67
<b>Wally White</b>						
	4	03/01/2016	Airfare	300.00 USD	\$ 300.00	\$ 150.00
	5	03/02/2016	Office Equipment/Hardware	800.00 USD	\$ 800.00	\$ 800.00
	6	03/14/2016	Breakfast	10.73 CAD	\$ 8.12	\$ 8.12
	7	03/14/2016	Dinner	44.96 CAD	\$ 34.03	\$ 34.03
	8	03/14/2016	Hotel	146.87 CAD	\$ 111.17	\$ 111.17
<b>Total</b>						<b>\$ 1,161.30</b>

Sample Billing Statement

**Page 2 – Expense/Item Detail**

**Page 3 – Receipt Image**

- Expense Details and Image pages follow in the same order as listed on the Summary pages.
- An Expense Detail page provides additional information for the item.
- An image of the expense receipt or invoice follows for that same item if available.

Expense Detail - Expense Number 1

Description	Detail
Purchased By:	Dave Smith
Purchased Paid With:	Cash
Merchant Paid:	Saint Germain Bakery
Purchase Location:	Not Available
Date:	03/14/2016
Original Amount:	14.61 CAD
Converted Amount:	\$ 11.06
Type:	Meals - Per Diem
Receipt Image:	Yes



Sample Billing Statement

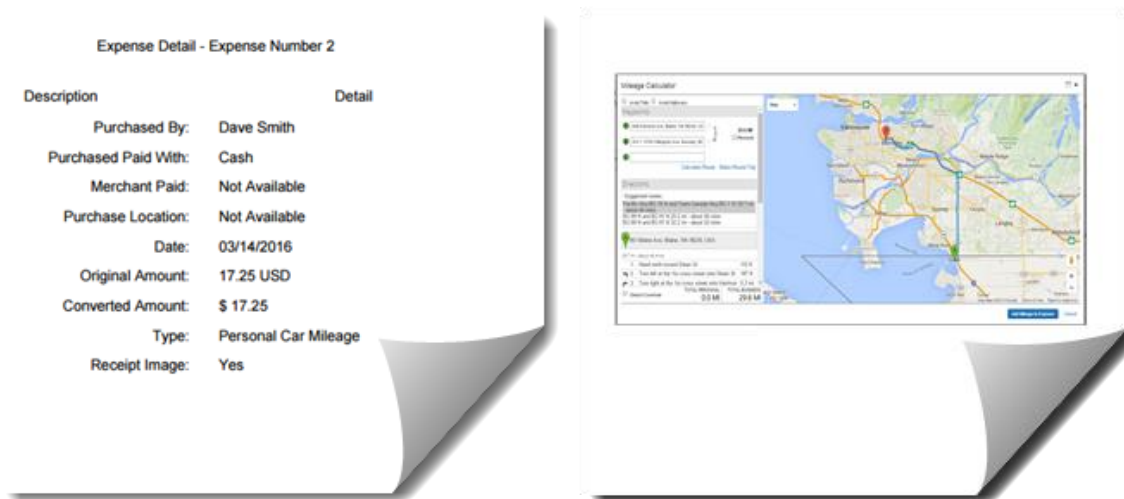
**Page 4 – Expense/Item Detail**

**Page 5 – Receipt Image**

- The Expense Detail and receipt or invoice image pages continue for all items in the report.

*Note – Here is an example of using the Google Maps feature in Concur Expense.*

*The spender takes a screen grab of the route and attaches it as the ‘receipt image’ for the mileage.*



## Sample Billing Statement

**Page 10 – Expense/Item Detail**

**Page 11 – Invoice Image**

- This sample report includes a billable item purchased with Concur Invoice.
- Expense Detail page includes Details from Concur Invoice.
- Invoice/Image page includes an image of the invoice if available.

**Apex Consulting**

**Statement of Reimbursable Expenses**

Expense Reports Paid Between: 03/01/2016 through 05/09/2016 Total Amount Billed: \$ 1,163.30  
 Charged to Activity: Engagement - Project Scoping Billed to Account: Vashon Professional  
 Activity Identifier: VSH98023

Employee Name	#	Date	Type	Original Amount	Converted Amount	Billed Amount
Dave Smith	1	03/14/2016	Meals - Per Diem	14.61 CAD	\$ 11.06	\$ 11.06
	2	03/14/2016	Personal Car Mileage	17.25 USD	\$ 17.25	\$ 17.25
	3	03/14/2016	Meals - Per Diem	39.20 CAD	\$ 29.67	\$ 29.67
Wally White	4	03/01/2016	Airfare	300.00 USD	\$ 300.00	\$ 150.00
	5	03/02/2016	Office Equipment/Hardware	800.00 USD	\$ 800.00	\$ 800.00
	6	03/14/2016	Breakfast	10.73 CAD	\$ 8.12	\$ 8.12
	7	03/14/2016	Dinner	44.96 CAD	\$ 34.03	\$ 34.03
	8	03/14/2016	Hotel	146.87 CAD	\$ 111.17	\$ 111.17
<b>Total</b>						<b>\$ 1,163.30</b>

**Expense Detail - Expense Number 5**

Description	Detail
<b>Purchased By:</b>	Wally White
<b>Purchased Paid With:</b>	Company Paid
<b>Merchant Paid:</b>	Bayside
<b>Purchase Location:</b>	Not Available
<b>Date:</b>	03/02/2016
<b>Original Amount:</b>	800.00 USD
<b>Converted Amount:</b>	\$ 800.00
<b>Type:</b>	Office Equipment/Hardware
<b>Receipt Image:</b>	Yes

**INVOICE**

Invoice Reference: 1011010101  
 Invoice #: 1011010101

Invoice Date: 03/02/2016  
 Invoice Period: 03/02/2016 - 03/02/2016

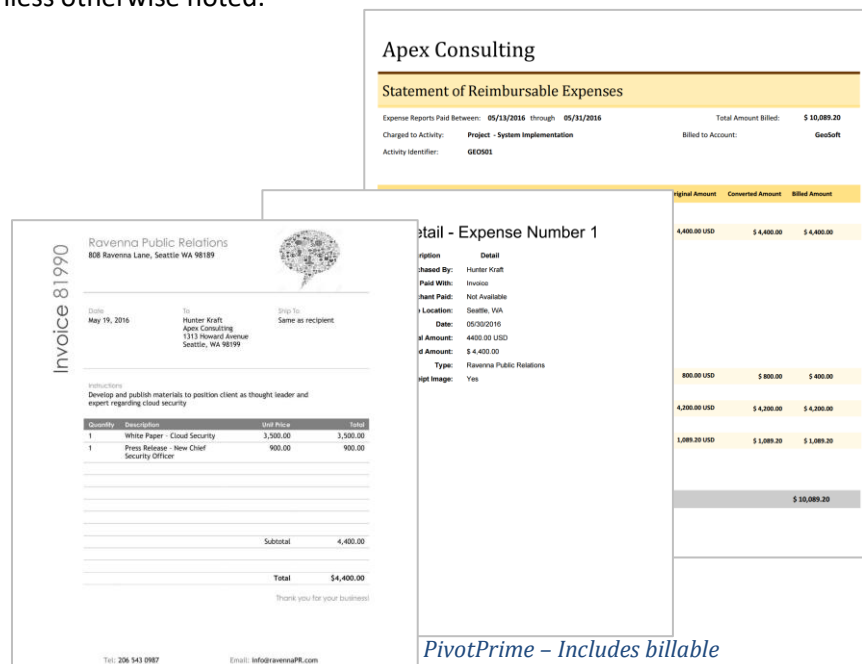
Item #	Description	Quantity	Unit Price	Total Price
1	Office Equipment/Hardware	1	800.00	800.00
<b>Total</b>				<b>800.00</b>

## Concur Expense and Concur Invoice Support

PivotPrime can include billable items generated using both Concur Expense and Concur Invoice. The process on the PivotPrime side is identical in both cases. All Concur Expense data is pulled from the Concur database along with an image of each receipt; all Concur Invoice data is pulled from the Concur database along with an image of each invoice.

*Note - Currently, the user interface refers to 'receipt' in several places. Here the word "receipt" means the backup documentation for the expense. There can be one or more receipt images per expense. The image may be a receipt the merchant provided at time of sale, the invoice, statement, sales order, or other document the vendor sent to the company requesting payment, or some other type of document that provides evidence to substantiate the expense.*

- Statements may contain a combination of billable expenses from both Concur Invoice and Concur Expense.
- In Concur Invoice users
  - assign expenses to billable entities such as Clients, Projects
  - may be split expenses across multiple billing entities by creating a Line Item for each billable entity and assigning each Line Item to its associated billing entity
- All PivotPrime features apply to both Invoice and Expense data including search, statement formatting, and report data source levels unless otherwise noted.



The image displays three overlapping screenshots from the PivotPrime system. The top screenshot is a 'Statement of Reimbursable Expenses' for 'Apex Consulting' covering the period from 05/13/2016 to 05/31/2016. It shows a total amount billed of \$10,089.20. The middle screenshot is a detailed view of 'Expense Number 1' with a table of billable amounts. The bottom screenshot is a full invoice from 'Ravenna Public Relations' for \$4,400.00, dated May 19, 2016, with a detailed line item table.

Expense Reports Paid Between:	05/13/2016 through 05/31/2016	Total Amount Billed:	\$ 10,089.20
Charged to Activity:	Project - System Implementation	Billed to Account:	GeoSoft
Activity Identifier:	GE0501		

Original Amount	Converted Amount	Billed Amount
4,400.00 USD	\$ 4,400.00	\$ 4,400.00
800.00 USD	\$ 800.00	\$ 4,400.00
4,200.00 USD	\$ 4,200.00	\$ 4,200.00
1,089.20 USD	\$ 1,089.20	\$ 1,089.20
		<b>\$ 10,089.20</b>

Quantity	Description	Unit Price	Total
1	White Paper - Cloud Security	3,500.00	3,500.00
1	Press Release - How Chief Security Officer	900.00	900.00
	Subtotal		4,400.00
	Total		\$4,400.00

*PivotPrime – Includes billable transactions from Concur Invoice*

*PivotPrime – Includes billable transactions from Concur Expense*

## Split Expenses Across Multiple Entities

Sometimes expenses need to be split among multiple “billing entities” such as clients, or projects. In Concur this can be done as either an Allocation or an Itemization. PivotPrime supports both.

*Note – Your PivotPrime configuration is setup to work with EITHER Itemizations or Allocations. Contact your administrator or Pivot Payables to find out how PivotPrime is configured for your organization.*

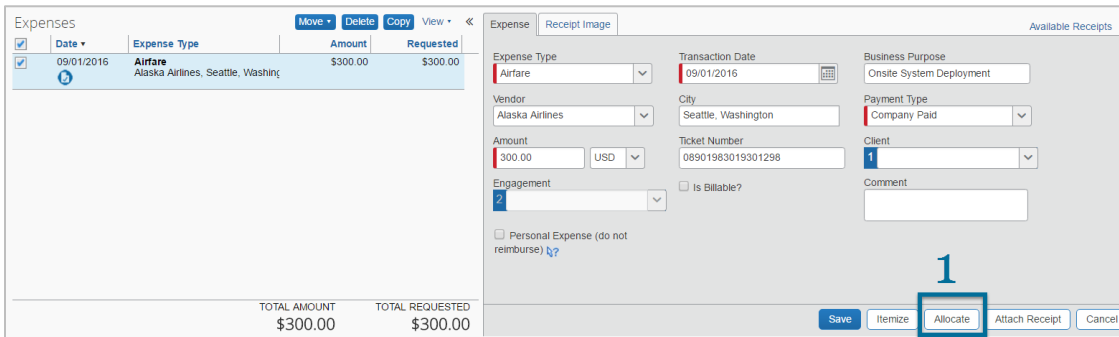
### Allocation vs Itemization – What’s the Difference?

Technically, there is no difference between the two. Both allow you to associate and split an expense item to multiple entities such as clients and projects. It’s a configuration choice each organization makes, and PivotPrime supports either method.

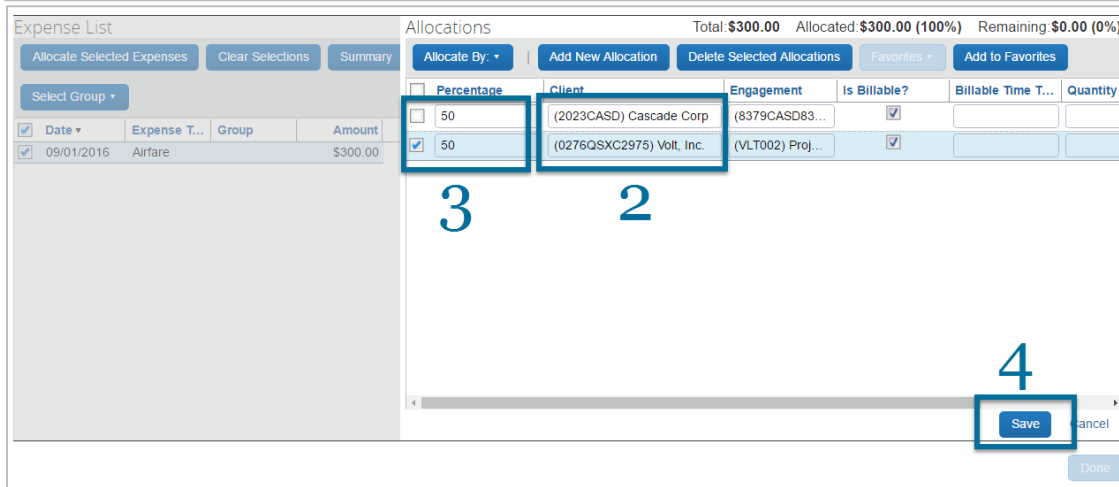
## Allocations

Create an allocation for each entity you want to bill.

1. Click **Allocate** on the expense you want to split.
2. Select the **Entity** you want to associate to this allocation.
3. Enter in the **Percentage** field the percent of the expense amount you want to bill this entity.
4. Save and repeat steps 1-3 for each billable entity.
5. **Note** – when Allocation is used, Concur Expense displays an icon next to the expense.



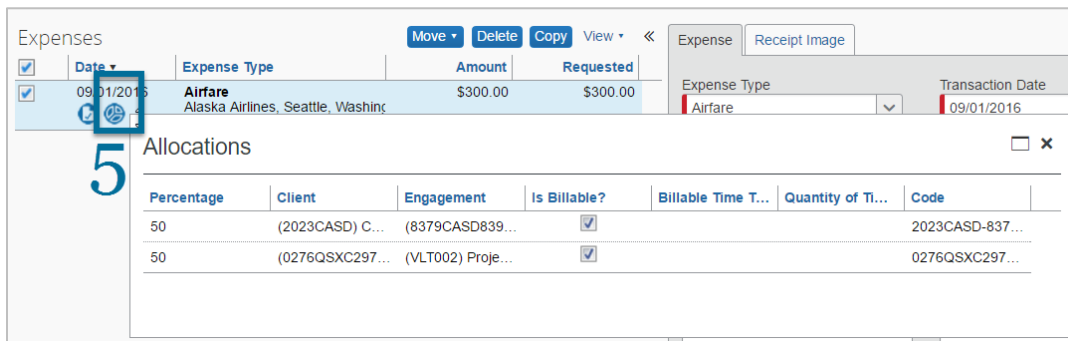
Expense Detail Form showing fields for Expense Type (Airfare), Transaction Date (09/01/2016), Business Purpose (Onsite System Deployment), Vendor (Alaska Airlines), City (Seattle, Washington), Payment Type (Company Paid), Amount (300.00 USD), Ticket Number (08901983019301298), Client (1), and Engagement. A blue box highlights the 'Allocate' button, labeled with a '1'.



Expense List and Allocations Form. The Expense List shows one expense: 09/01/2016 Airfare \$300.00. The Allocations table shows two entries:

Percentage	Client	Engagement	Is Billable?	Billable Time T...	Quantity
50	(2023CASD) Cascade Corp	(8379CASD83...	<input checked="" type="checkbox"/>		
50	(0276QSCX2975) Volt, Inc.	(VLT002) Proj...	<input checked="" type="checkbox"/>		

Blue boxes highlight the 'Allocate Selected Expenses' button (labeled '3'), the 'Client' field for the second allocation (labeled '2'), and the 'Save' button (labeled '4').



Expense List with Allocations Pop-up. The expense 09/01/2016 Airfare \$300.00 is selected. A pop-up window shows the Allocations table:

Percentage	Client	Engagement	Is Billable?	Billable Time T...	Quantity of Ti...	Code
50	(2023CASD) C...	(8379CASD839...	<input checked="" type="checkbox"/>			2023CASD-837...
50	(0276QSCX297...	(VLT002) Proje...	<input checked="" type="checkbox"/>			0276QSCX297...

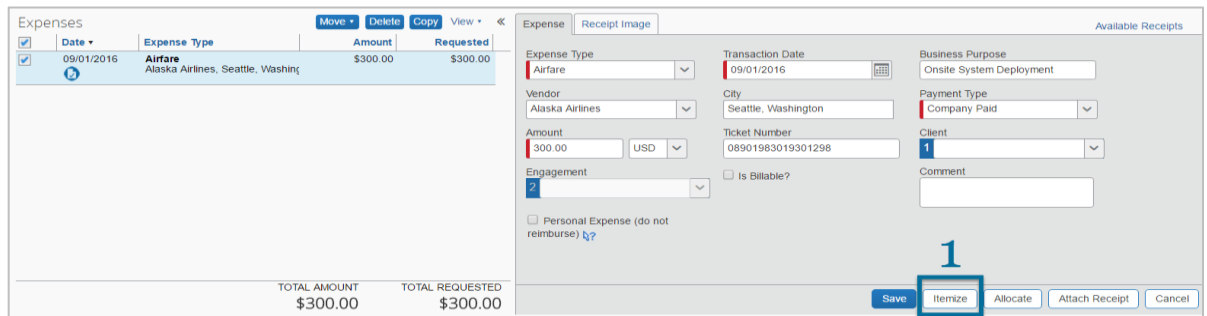
A blue box highlights the 'Allocate' icon next to the expense in the list, labeled with a '5'.



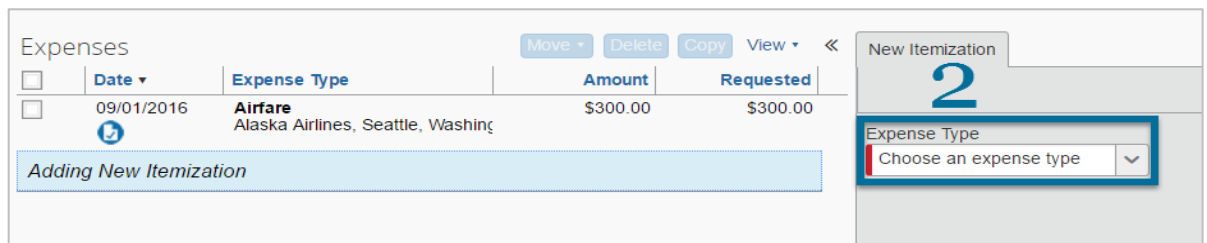
### Itemizations

Create an itemization for each entity you want to bill.

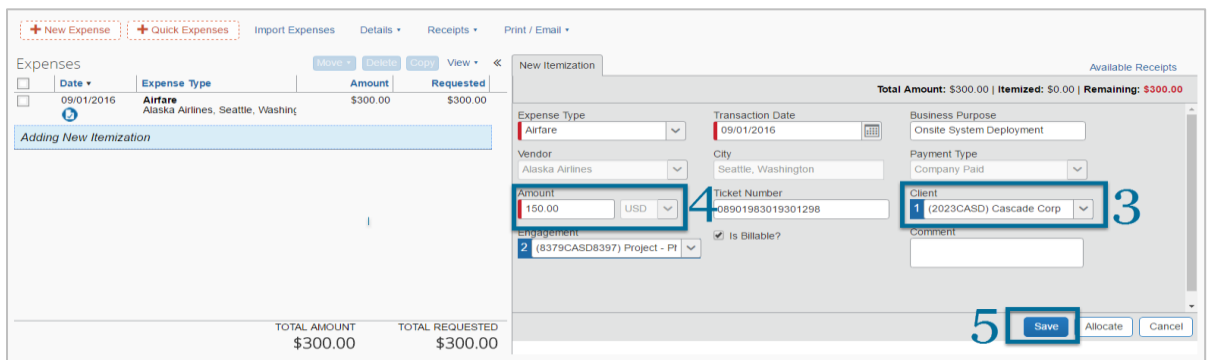
1. Click **Itemize** on the expense you want to split.
2. Select the **Expense Type** for the itemization.
3. Select the **Entity** you want to associate to this itemization.
4. Enter in the **Amount** field the portion of the expense amount you want to bill this entity.
5. Save and repeat steps 1-4 for each billable entity.



The screenshot shows the 'Expenses' table with one entry: 09/01/2016, Airfare, Alaska Airlines, Seattle, Washing, \$300.00, \$300.00. To the right is the 'Expense' details form. The 'Itemize' button is highlighted with a red box and a red '1'.



The screenshot shows the 'Adding New Itemization' dialog. The 'Expense Type' dropdown menu is highlighted with a red box and a red '2'.



The screenshot shows the 'Adding New Itemization' dialog with the following fields filled out: Amount: 150.00, Client: (2023CASD) Cascade Corp, and the 'Save' button highlighted with a red box and a red '5'. Other fields include Expense Type: Airfare, Transaction Date: 09/01/2016, Vendor: Alaska Airlines, City: Seattle, Washington, Ticket Number: 08901983019301298, and Engagement: (8379CASD8397) Project - PI.

## Reports

This section describes PivotPrime report types and specific report settings. PivotPrime is initially configured with Default Report Settings which can be modified.

### Report Settings – Global Level

These settings are changed centrally and apply to all PivotPrime reports.

*Note – Since these settings apply to all reports, we suggest you apply this and then create all reports that require that specific format.*

### Report Keys

PivotPrime uses a Report Key to query the database to create Billing Statements. The Report Key is a combination of fields that determines which expenses to include in the Billing Statement.

#### Report Key Default – Account and Activity

By default, reports format for each Account and Activity combination. This is a one-to-one Account and Activity combination.

Example:

1. Expenses billed to this one Account (such as a Client or Customer).
2. Expenses for only one Activity (such as a Project or Engagement).

Statement of Reimbursable Expenses						
Expense Reports Paid Between: 08/02/2016 through 12/14/2016				Total Amount Billed: \$ 955.01		
Charged to Activity: Project - Phase 3 Deployment		2	1		Billed to Account: Cascade Corp	
Activity Identifier: 8379CASD8397						
Employee Name	#	Date	Type	Original Amount	Converted Amount	Billed Amount
<b>Hunter Kraft</b>						
	1	11/03/2016	Personal Car Mileage	3.45 USD	\$ 3.45	\$ 3.45
	2	11/03/2016	Taxi	28.50 CAD	\$ 21.29	\$ 21.29
	3	11/03/2016	Hotel	190.00 CAD	\$ 141.92	\$ 141.92
	4	12/01/2016	Dinner	31.30 CAD	\$ 23.38	\$ 23.38
<b>Jesse Parker</b>						
	5	11/01/2016	Dinner	30.35 USD	\$ 30.35	\$ 30.35
	6	11/01/2016	Airfare	189.40 USD	\$ 189.40	\$ 94.70
	7	11/02/2016	Breakfast	14.04 USD	\$ 14.04	\$ 14.04
	8	11/02/2016	Lunch	14.61 USD	\$ 14.61	\$ 14.61

**Report Key – Account and Multiple Activities**

Reports may alternately format for each Account and all the related Activities. This is a one-to-many Account and Activity combination.

Example:

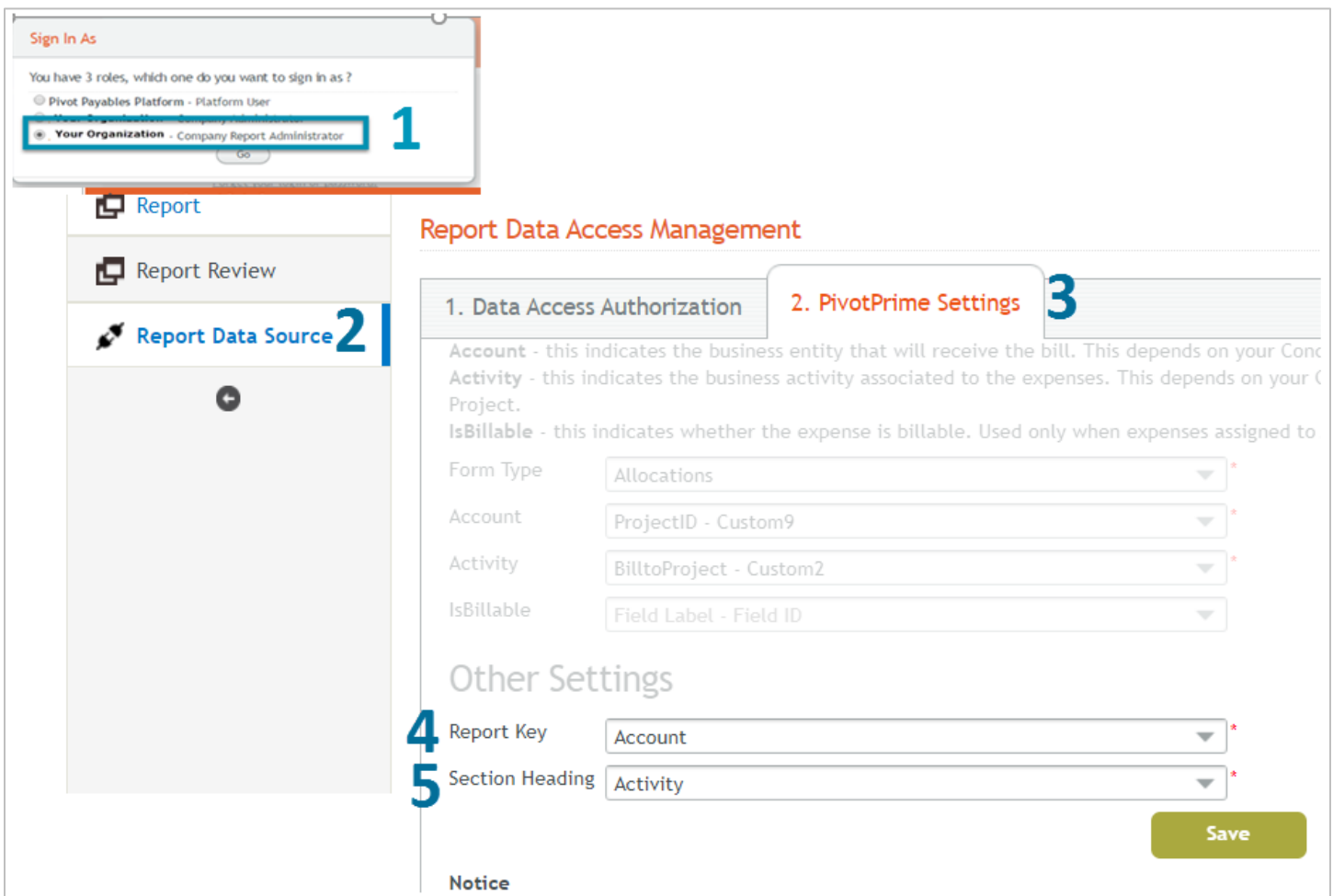
1. Expenses billed to this one Account (such as a Client or Customer).
2. Expenses for all these Activities (such as a Project or Engagement).

Statement of Reimbursable Expenses						
Expense Reports Paid Between: 11/01/2016 through 12/14/2016				Total Amount Billed: \$ 343.74		
			1 Billed to Account:		Cascade Corp	
2						
Activity	#	Date	Type	Original Amount	Converted Amount	Billed Amount
Project: Data Center Security Audit						
	1	11/03/2016	Personal Car Mileage	3.45 USD	\$ 3.45	\$ 3.45
	2	11/03/2016	Taxi	28.50 CAD	\$ 21.29	\$ 21.29
	3	11/03/2016	Hotel	190.00 CAD	\$ 141.92	\$ 141.92
	4	12/01/2016	Dinner	31.30 CAD	\$ 23.38	\$ 23.38
Project: Data Center System Upgrade						
	5	11/01/2016	Dinner	30.35 USD	\$ 30.35	\$ 30.35
	6	11/01/2016	Airfare	189.40 USD	\$ 189.40	\$ 94.70
	7	11/02/2016	Breakfast	14.04 USD	\$ 14.04	\$ 14.04
	8	11/02/2016	Lunch	14.61 USD	\$ 14.61	\$ 14.61

### Setting the Report Key

Select the key for the Billing Statement using the **Report Key** field on the PivotPrime Settings tab located on the Report Data Source menu.

1. Log into PivotPrime, select the **Company Report Administrator** role.
2. Select the **Report Data Source** menu.
3. Select the tab, **2. PivotPrime Settings**.
4. Set the **Report Key** to **Account**
5. Set the **Section Heading** to **Activity**



**Sign In As**

You have 3 roles, which one do you want to sign in as ?

- Pivot Payables Platform - Platform User
- Your Organization - Company Report Administrator**

**1**

**Report**

**Report Review**

**Report Data Source** **2**

**Report Data Access Management**

**1. Data Access Authorization**    **2. PivotPrime Settings** **3**

**Account** - this indicates the business entity that will receive the bill. This depends on your Conc  
**Activity** - this indicates the business activity associated to the expenses. This depends on your C  
 Project.  
**IsBillable** - this indicates whether the expense is billable. Used only when expenses assigned to

Form Type: Allocations \*

Account: ProjectID - Custom9 \*

Activity: BilltoProject - Custom2 \*

IsBillable: Field Label - Field ID

**Other Settings**

**4** Report Key: Account \*

**5** Section Heading: Activity \*

**Save**

**Notice**

## Report Statement Sections

The Billing Statement itemizes billable expenses into sections. Sections are organized based on the Section Heading setting.

### Section Heading Default – Employee

For this setting, there is a section for each employee with a billable expense associated with the query criteria set for the Billing Statement.

Steps to change the default setting follow in the section titled **Setting the Section Heading**.

### Section Heading – Activity

This option is available only when the **Report Key** is **Account** because this key allows there to be more than one Activity per Billing Statement. When the Report Key is Account and the Section Heading is Activity, there is a section for each activity with a billable expense, where each activity section lists each expense associated to it.

Steps to change the setting follow in the section titled **Setting the Section Heading**.

### Section Heading – Expense Type

For this setting, there is a section for each expense type for the billable expenses associated with the query criteria set for the Billing Statement.

Steps to change the setting follow in the section titled **Setting the Section Heading**.

Statement of Reimbursable Expenses

Expense Reports Paid Between: 08/02/2016 through 12/14/2016 Total Amount Billed: \$ 955.81

Charged to Activity: Project - Phase 3 Deployment Billed to Account: Cascade Corp

Activity Identifier: 8379CASD8397

**'Section By' option: Employee**

Employee Name	Date	Type	Original Amount	Converted Amount	Billed Amount
Hunter Kraft	11/01/2016	Personal Car Mileage	3.45 USD	\$ 3.45	\$ 3.45
	11/01/2016	Taxi	28.50 CAD	\$ 21.29	\$ 21.29
	11/01/2016	Hotel	190.00 CAD	\$ 141.92	\$ 141.92
	12/01/2016	Dinner	31.30 CAD	\$ 23.38	\$ 23.38
Jesse Parker	11/01/2016	Dinner	30.35 USD	\$ 30.35	\$ 30.35
	6 11/01/2016	Airfare	189.40 USD	\$ 189.40	\$ 94.70

Statement of Reimbursable Expenses

Expense Reports Paid Between: 11/01/2016 through 12/14/2016 Total Amount Billed: \$ 343.74

Billed to Account: Cascade Corp

**'Section By' option: Activity**

Activity	#	Date	Type	Original Amount	Converted Amount	Billed Amount
Project: Data Center Security Audit	1	11/01/2016	Personal Car Mileage	3.45 USD	\$ 3.45	\$ 3.45
	2	11/01/2016	Taxi	28.50 CAD	\$ 21.29	\$ 21.29
	3	11/01/2016	Hotel	190.00 CAD	\$ 141.92	\$ 141.92
	4	11/01/2016	Dinner	31.30 CAD	\$ 23.38	\$ 23.38
Project: Data Center System Upgrade	5	11/01/2016	Dinner	30.35 USD	\$ 30.35	\$ 30.35
	6	11/01/2016	Airfare	189.40 USD	\$ 189.40	\$ 94.70
	7	11/02/2016	Breakfast	14.04 USD	\$ 14.04	\$ 14.04
	8	11/02/2016	Lunch	14.61 USD	\$ 14.61	\$ 14.61

Statement of Reimbursable Expenses

Expenses with Dates Between: 01/01/2017 through 05/23/2017 Total Amount Billed: \$ 2,212.61

Billed to Account: Star Systems

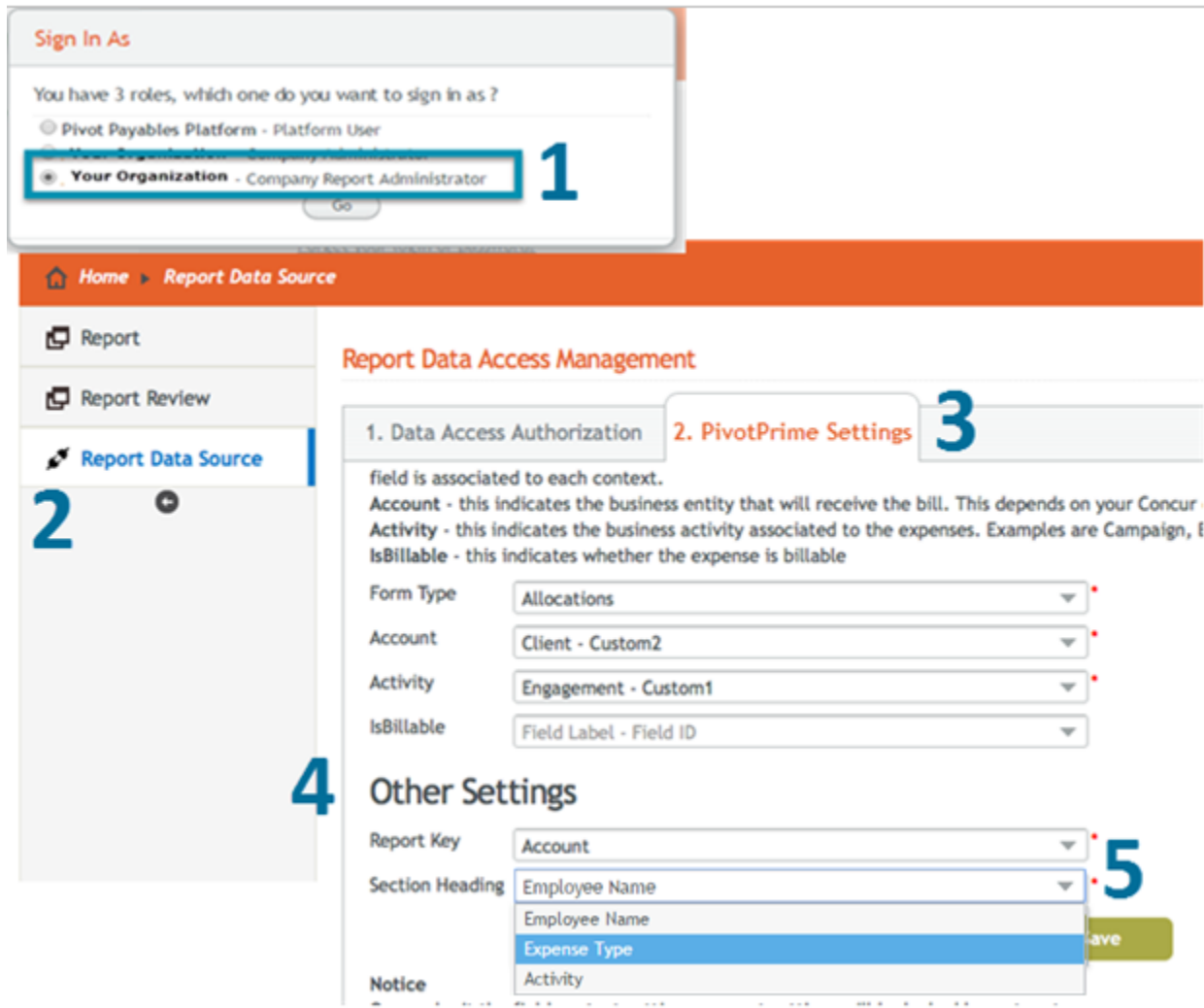
**'Section By' option: Expense Type**

Expense Type	#	Date	Type	Original Amount	Converted Amount	Billed Amount
Dinner	1	1/01/2017	Dinner	16.31 CAD	\$ 12.35	\$ 12.35
	2	1/01/2017	Dinner	24.83 CAD	\$ 18.81	\$ 18.81
Total						\$ 31.16
Hotel	4	1/01/2017	Hotel	120.00 CAD	\$ 90.89	\$ 90.89
	5	1/01/2017	Hotel	120.00 CAD	\$ 90.89	\$ 90.89
Total						\$ 181.78
Office Supplies/Software	8	2/24/2017	Office Supplies/Software	215.41 USD	\$ 215.41	\$ 215.41
Total						\$ 215.41

### Setting the Section Heading

Follow the steps below to change the Section Heading for Billing Statements.

1. Log into PivotPrime, select the **Company Report Administrator** role.
2. Select the **Report Data Source** menu.
3. Select the tab, **2. PivotPrime Settings**.
4. In **Other Settings**, the **Section Heading** drop-list field default is **Employee Name**.
5. Change the **Section Heading** using the drop-list.



The screenshot shows the PivotPrime user interface with several steps highlighted by blue numbers:

- Step 1:** The 'Sign In As' dialog box is shown with 'Your Organization - Company Report Administrator' selected.
- Step 2:** The 'Report Data Source' menu item is highlighted in the left sidebar.
- Step 3:** The '2. PivotPrime Settings' tab is selected in the 'Report Data Access Management' section.
- Step 4:** The 'Other Settings' section is expanded, showing the 'Section Heading' dropdown menu.
- Step 5:** The 'Section Heading' dropdown menu is open, and 'Expense Type' is selected.

The 'Other Settings' section includes the following fields:

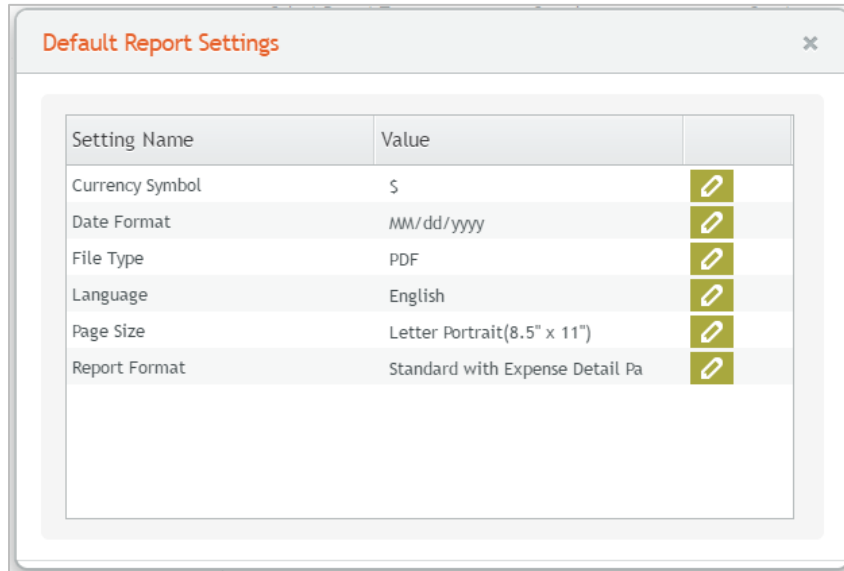
- Form Type: Allocations
- Account: Client - Custom2
- Activity: Engagement - Custom1
- IsBillable: Field Label - Field ID
- Report Key: Account
- Section Heading: Employee Name (with a dropdown menu open showing options: Employee Name, Expense Type, Activity)
- Notice: (empty field)







A green 'Save' button is visible next to the 'Section Heading' dropdown.

### Report Settings – Account Level

These settings are changed and apply at the Account level.

The initial Default Report Settings for PivotPrime are pictured below. Each setting is described in this section.



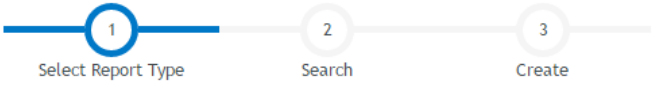
Setting Name	Value	
Currency Symbol	\$	
Date Format	MM/dd/yyyy	
File Type	PDF	
Language	English	
Page Size	Letter Portrait(8.5" x 11")	
Report Format	Standard with Expense Detail Pa	

### Access Report Settings

You first need to query PivotPrime to access both the Default and Custom settings. To do this:

- Select Statement of Billable Expense; click Next.
- Enter Beginning and End Dates; click Query; click Next.

**Report Management for Statement of Billable Expenses**



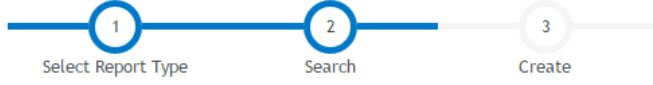
Report Type Name

Expense Report Images

Statement of Billable Expenses

Back Next

**Report Management for Statement of Billable Expenses**



Accounts with Billable Expenses

Include: Expense Reports Paid Between

Beginning Date\* 05-15-2016

Ending Date\* 05-31-2016

Cutoff Date\* MM-dd-yyyy

Search Query Reset

	Account Name	Account ID	Activity Name	Activity ID	Phase Name	Phase ID	Task Name ▲	Task ID	Expense Count
<input type="checkbox"/>	Vashon Professional Services	VSH98023A	Engagement - Results Assessment	VSH98003					1
<input type="checkbox"/>	Vashon Professional Services	VSH98023A	Engagement - Project Rollout	VSH98004					7
<input type="checkbox"/>	Cascade Corp	2023CASD	Project - Phase 3 Deployment	8379CASD83					8
<input type="checkbox"/>	Cascade Corp	2023CASD	Project - Phase 2 Development	CASD6251KL					11
<input type="checkbox"/>	Star Systems	STR	Project - System Implementation	STR001					7

Select All

Rows per page: 15 ▼

Back Next






### Change Report Settings

- To change the Default Report Setting: click the Default Report Setting link. All Accounts will use these settings by default.
- To set a Customized Report Setting for an Account: click the Edit icon in the Account row. This overrides the Default Report Settings for this particular Account. All reports for this Account will use the customized report setting moving forward.

*Note – There is currently no feature to automatically revert a customized report back to the default settings. To do this, go into each of the settings for that Account and re-set them. The report will still be labeled as ‘Customized’.*

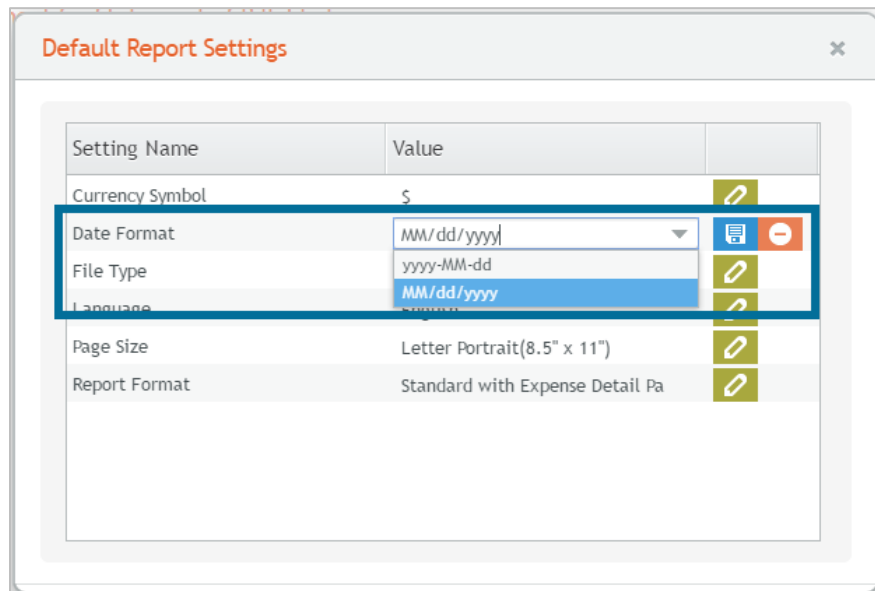
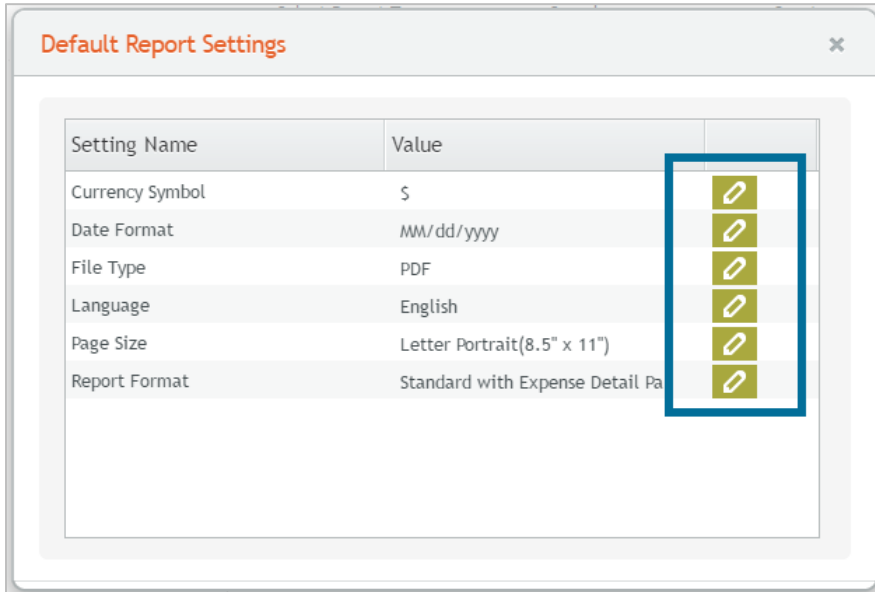
You have selected 3 accounts

You can create reports with [Default Report Setting](#), or customize setting for some of your accounts selected in the grid below.

Account Selected	Report Setting	
Cascade Corp	Customized	
Vashon Professional Services	Customized	
Star Systems	Customized	

Create Reports

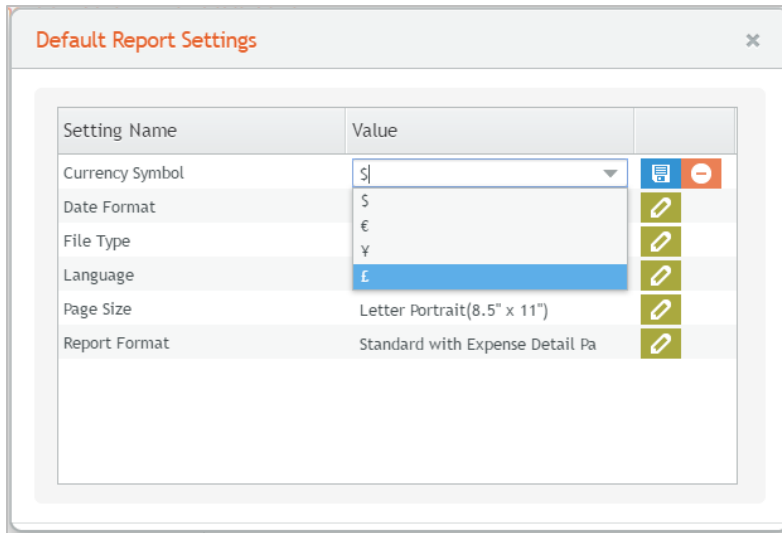
- Click the green Edit icon/right.
- Change the Setting Value in the drop-down menu.
- Save, click the blue icon/left.
- Cancel, click the orange icon/right.



**Report Settings – Currency**

- Select the Currency setting and Save.

*Note – The options below are the Currency settings available as of the date in the footer of this document.*



**Report Settings – Currency Amounts**

The amounts are provided from the Concur data.

1. Original Amount: the amount of the transaction in the Spend Currency
2. Converted Amount: the original amount converted into the Posting Currency
3. Billed Amount: the allocated amount for this client/project in the Posting Currency

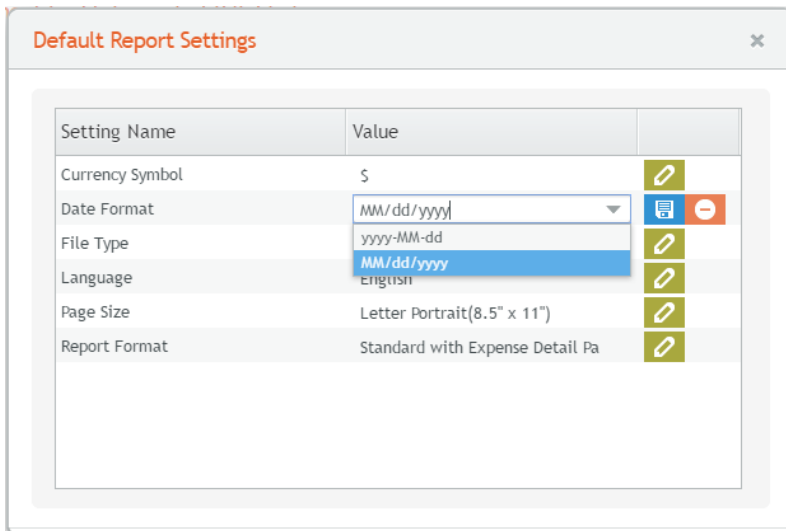
*There is one Posting Currency configured in Concur. You may change the currency symbol, but PivotPrime does not perform any conversions.*

Total Amount Billed:		<b>\$ 2,032.10</b>
Billed to Account:	Cascade Corp	
Account ID:	2023CASD	
Original Amount	Converted Amount	Billed Amount
<b>1</b> 300.00 USD	<b>2</b> \$ 300.00	<b>3</b> \$ 150.00
14.61 CAD	\$ 11.21	\$ 11.21
19.46 USD	\$ 19.46	\$ 19.46

**Report Settings – Date**

- Select the Date setting and Save

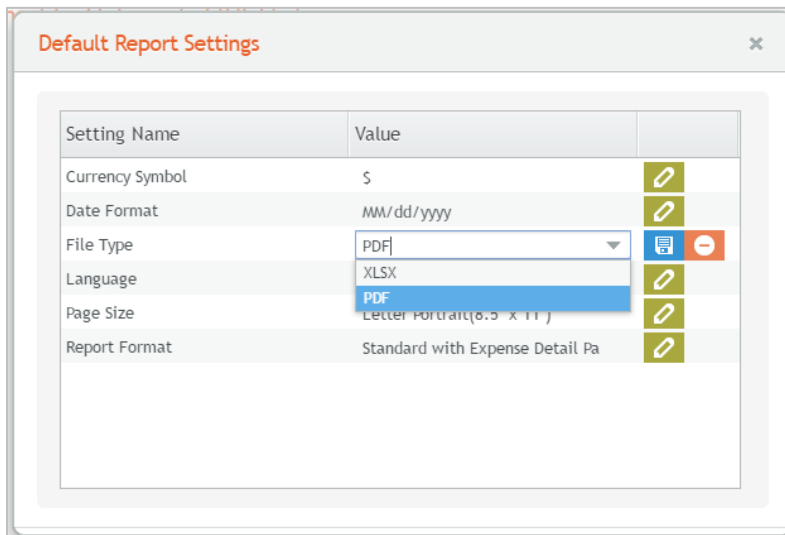
*Note – The options below are the Date settings available as of the date in the footer of this document.*



### Report Settings – File Type

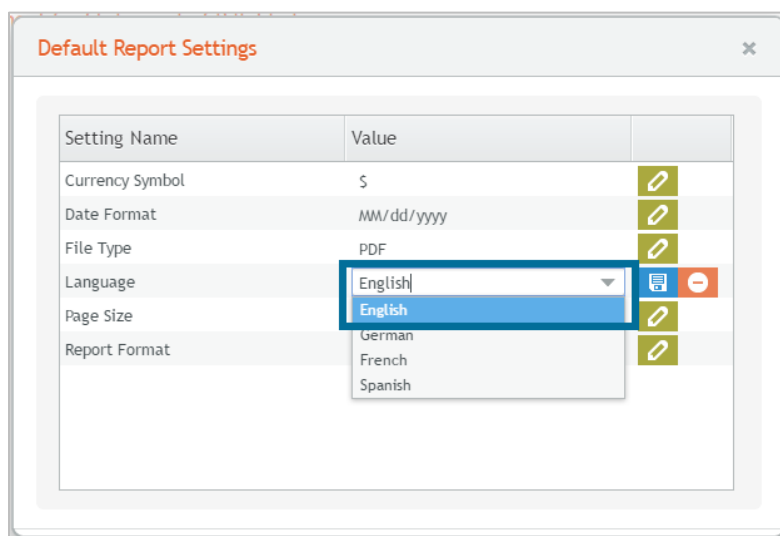
- Select the File Type setting and Save.
- The XLSX File Type is described in detail in the File Types section.

*Note – The options below are the File Types available as of the date in the footer of this document.*



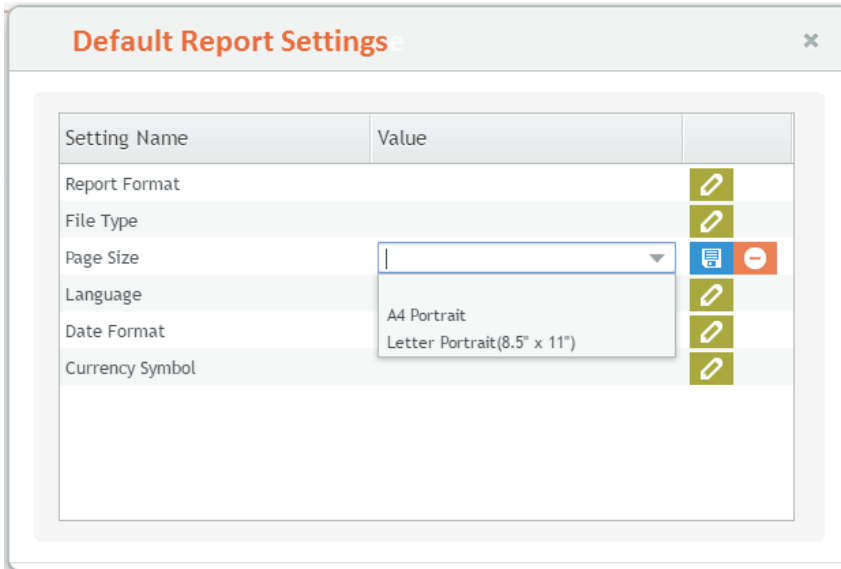
### Report Settings – Language – English

*Note – **ENGLISH** is the only available Language as of the date in the footer of this document. The other Language options are inactive.*



**Report Settings – Page Size**

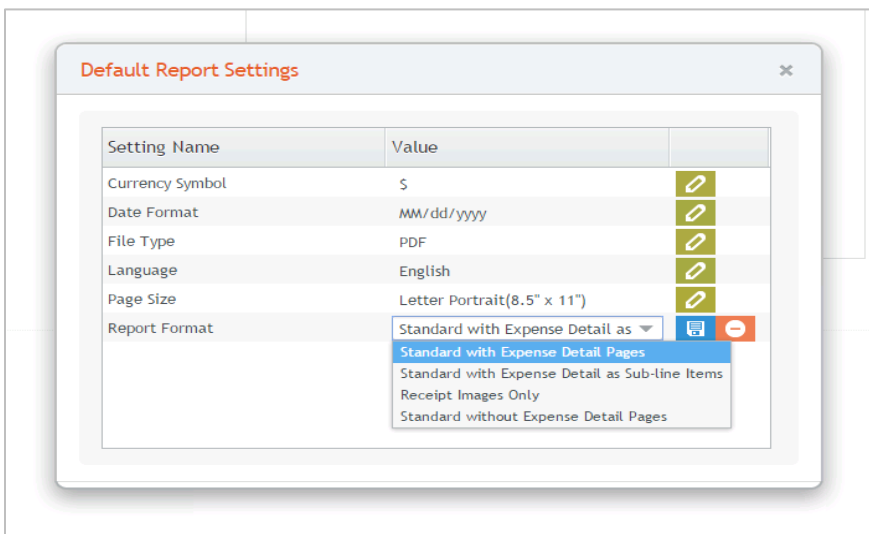
- Select the Page Size and Save



**Report Settings – Format**

- Select the Report Format and Save.
- The Report Formats are described in detail in the Report Formats section.

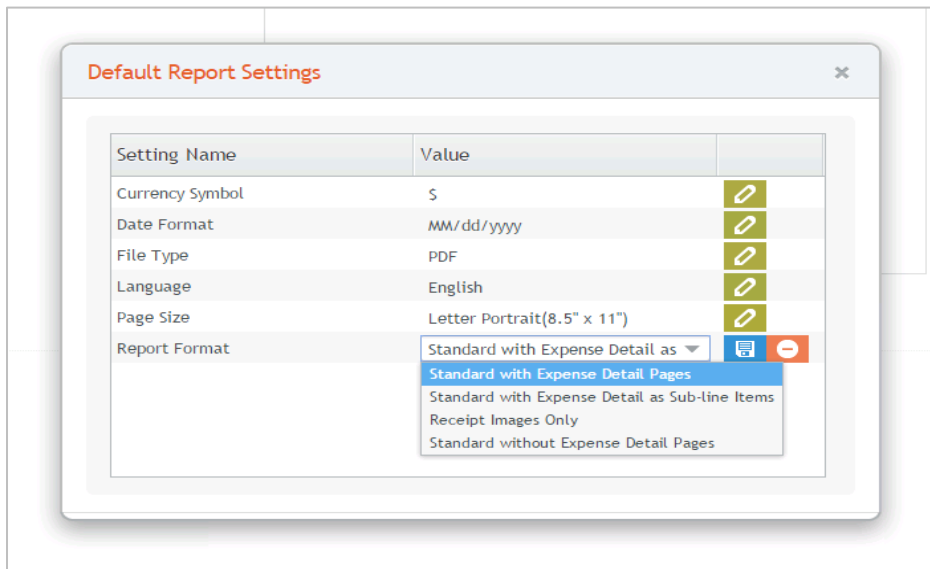
*Note – The options below are the Report Formats available as of the date in the footer of this document.*



### Report – Layout Formats

The Report Format controls the content and appearance of the billing statement. It offers these options:

- Standard with Expense Detail Pages
- Standard with Expense Detail as Sub-line Items
- Receipt Images Only
- Standard without Expense Detail Pages



### Standard with Expense Details

This is the default format and includes:

- **Header**
- **Billable Expenses** – as line items
- **Expense Detail Pages** – one for each billable expense
- **Receipt/Invoice Image** – for expenses or invoices with an image

### Page Size

The Page Size settings available for this report format:

- Letter – Portrait
- A4 – Portrait

Apex Consulting

---

Statement of Reimbursable Expenses



Expense Reports Paid Between: 05/01/20

Charged to Activity: Project - Phase 2

Activity Identifier: CAS06251KUSV

Employee Name	#	Date
Hunter Kraft	1	05/2
	2	05/2
	3	05/2
Jesse Parker	4	05/2
	5	05/2
	6	05/2
	7	05/2
	8	05/2
	9	05/2
	10	05/2
	11	05/2
<b>Total</b>		

**Expense Detail - Expense Number 1**

Description	Detail
Purc	
Purchased	
Merc	
Purchase	
Origins	
Converted	
Receipt	



**Standard with Expense Detail as Sub-line Items**

This format includes:

- **Header**
- **Billable Expenses**
  - Line item summary
  - Detail for non-mileage – Purchase Location, Merchant Name, Description
  - Detail for mileage – Journey From | To locations, Distance, Description
- **Receipt/Invoice Image** – for expenses or invoices with an image

This format reduces the number of pages in the billing statement.

*Page Size and Orientation*

The Page Size and Orientation settings available for this report format:

- Letter – Portrait



**Apex Consulting**

**Statement of Reimbursable Expenses**

Expense Reports Paid Between: 05/01/2016 through 05/31/2016      Total Amount Billed: \$ 10,456.87

Charged to Activity: Project - Phase 3 Deployment      Billed to Account: Cascade Corp

Activity Identifier: 827KAG20007

Employee Name	#	Date	Type	Original Amount	Converted Amount	Billed Amount
<b>Murder Kraft</b>						
Location: "Mileage From   To"			Merchant/Invoice	Description		
	1	05/05/2016	Deployment - Security			
Portland, OR			Bayside Tech	Firewall and security upgrade		
	2	05/09/2016	Training Materials - Cascade			
Seattle, WA			Magnolia Graphics	Onsite training workshop		
	3	05/12/2016	Hardware for Phase 3 Deployments			
Seattle, WA			Price Electronics	External drives		
<b>Jackie Edwards</b>						
	4	05/12/2016	Airfare	300.00 USD	\$ 300.00	\$ 300.00
Seattle, WA			American Airlines	For 3 Projects		
	5	05/24/2016	Hotel	240.00 USD	\$ 240.00	\$ 240.00
Seattle, WA			Hampton Hotel	For 3 Projects		
	6	05/01/2016	Office Supplies/Software	216.40 USD	\$ 216.40	\$ 216.40
Seattle, WA			Office Supply Plus	For 3 Training		

## Receipt Images Only

This format includes:

- **Receipt/Invoice Images** – for expenses or invoices with an image

## Page Size

The Page Size settings available for this report format:

- Letter – Portrait
- A4 – Portrait

## Standard without Expense Detail Pages

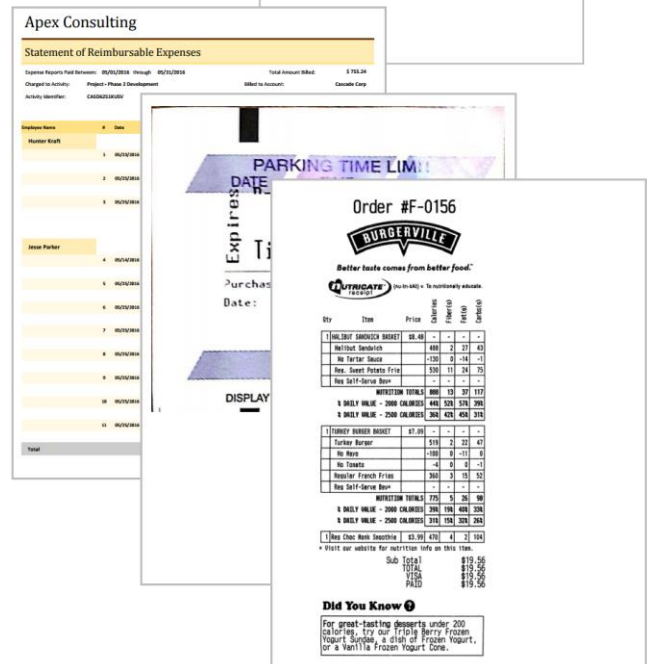
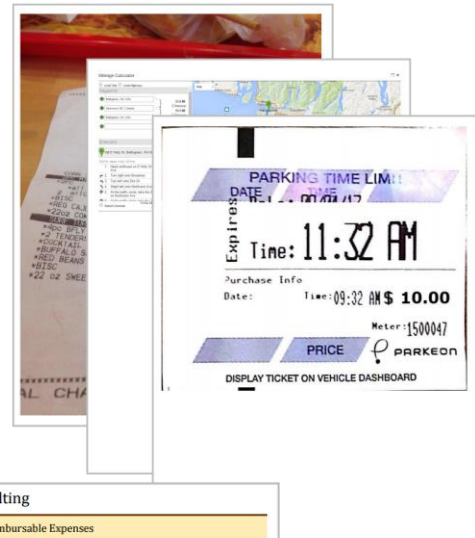
This format includes:

- **Header**
- **Billable Expenses** – as line items
- **Receipt/Invoice Image** – for expenses or invoices with an image

## Page Size

The Page Size settings available for this report format:

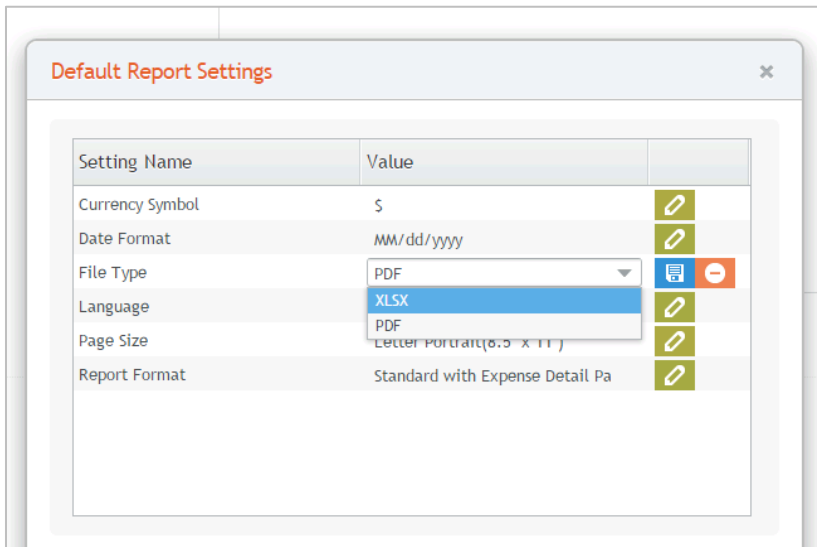
- Letter – Portrait
- A4 – Portrait



### File Types

The following report file types are available:

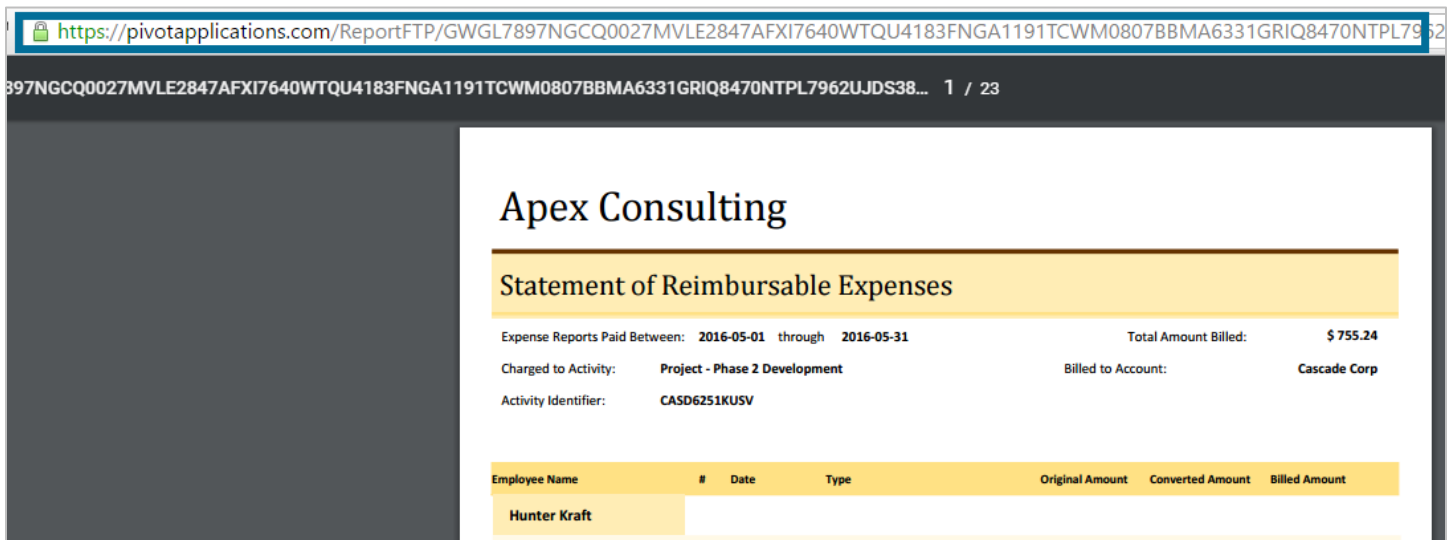
- **PDF** – formats the billing statement as a PDF; this is the default.
- **XLSX** – formats the billing statement as an XLSX spreadsheet with image files for receipts and invoices.



**File Type – PDF**

PivotPrime generates an encrypted URL for PDF reports that your clients can access directly.

- Copy/Paste the URL onto the final client invoice.
- Share in an email.



**File Type – XLSX**

When the XLSX file option is selected, PivotPrime generates a ZIP file with the following contents:

- XLSX file that includes the billable expenses for the billing statement.
- One file for each expense or invoice image in the file format originally uploaded in Concur.

Some important points about the file:

- The XLSX file has one worksheet.
- There is one row in the worksheet for each billable expense.
- Each row has columns for the same fields found in the line item and sub-lines of the ‘Standard with Expense Detail as Sub-line Items’ report format.
- The Entry ID column is the same as the filename for the image.

**XLSX Benefits**

Creating the billing statement as an XLSX opens several uses not possible in a static report including:

- **Custom Formatting** –brand reports with your logo and other elements, and customize the billing statement for individual clients.
- **Modify Data** – modify the details for any expense, such as change the reimbursement rate for mileage expenses or the name of an Expense Type.
- **Organize Data** – organize data into custom layouts, such as all Airfare together with a subtotal.
- **Add Data** – add expenses or expense detail, such as time billings from another system.
- **Remove Data** – remove expenses or expense details not needed by your clients.
- **Integration** - integrate the data with other applications.

### Additional Reports

#### Expense Report Images – Billable & Non-Billable

This option pulls all receipt images – **billable and non-billable** – for expense reports in a specific date range. In the example below, PivotPrime finds 10 expense reports between May 1<sup>st</sup> and May 31<sup>st</sup> and creates one PDF for each report using the ReportID for the file name.

Each PDF contains all the receipt images from that expense report. All reports (in this case 10) are downloaded in a single ZIP file.

Report Type Name

**Expense Report Images**

Statement of Billable Expenses

Back
Next

**Expense Reports to Include**











Include: Expense Reports Paid Between Beginning Date\* 05-01-2016 30 Ending Date\* 05-31-2016 30 Cutoff Date\* MM-dd-yyyy 30

Query
Reset

Report Image Count

10

Back
Next

<input type="checkbox"/>	Name	Type	Compressed size	Password ...	Size	Ratio	Date modified
	4A2761FA4D8F4C39A699	Adobe Acrobat Document	251 KB	No	299 KB	16%	5/26/2016 10:03 AM
	6FD4389A311E481C8477	Adobe Acrobat Document	355 KB	No	404 KB	13%	5/26/2016 10:03 AM
	033C8D68C7094B2C95F6	Adobe Acrobat Document	245 KB	No	297 KB	18%	5/26/2016 10:03 AM
	783BB55DD3554AB7967F	Adobe Acrobat Document	229 KB	No	247 KB	8%	5/26/2016 10:03 AM
	4172BFD97A69459EA109	Adobe Acrobat Document	245 KB	No	297 KB	18%	5/26/2016 10:03 AM
	07243E40CAA44531914F	Adobe Acrobat Document	362 KB	No	380 KB	5%	5/26/2016 10:03 AM
	7920EE04D8D543E7A7B3	Adobe Acrobat Document	403 KB	No	499 KB	20%	5/26/2016 10:03 AM
	18333DDA2B2B4489BC44	Adobe Acrobat Document	875 KB	No	1,035 KB	16%	5/26/2016 10:03 AM
	4735950BB5E945EA83C4	Adobe Acrobat Document	689 KB	No	728 KB	6%	5/26/2016 10:03 AM
	E43232B6668D4B05BDB8	Adobe Acrobat Document	709 KB	No	772 KB	9%	5/26/2016 10:03 AM

## Data Sources

PivotPrime supports four levels of data organization that determine the billing statement result, as follows:

1. Account Name / Account ID
2. Activity Name / Activity ID
3. Phase Name / Phase ID
4. Task Name / Task ID

Each level displays as a column after a Search Query. Transaction data will display in the corresponding column based on your PivotPrime configuration.

*Note – If you would like to change your PivotPrime configuration to use additional data source levels, please email us at [help@pivotpayables.com](mailto:help@pivotpayables.com) and we'll help you with the configuration settings*

Accounts with Billable Expenses									
Include:		Beginning Date*	Ending Date*	Cutoff Date*					
Expense Reports Paid Between		05-01-2016	06-15-2016	MM-dd-yyyy		Search		Query Reset	
Account Name	Account ID	Activity Name	Activity ID	Phase Name ▲	Phase ID	Task Name	Task ID	Expense Count	
<input type="checkbox"/>	Vashon Professional Services	VSH98023A	Engagement - Result	VSH98003				1	
<input type="checkbox"/>	Vashon Professional Services	VSH98023A	Engagement - Projec	VSH98004				8	
<input type="checkbox"/>	Cascade Corp	2023CASD	Project - Phase 3 Dej	8379CASD839'				12	
<input type="checkbox"/>	Cascade Corp	2023CASD	Project - Phase 2 Dev	CASD6251KUS				11	

## Data Level Source Examples

Following are examples of how these levels are configured:

- If you need billing statements organized only by project, you would associate Account in PivotPrime to the Project field in Concur.
- Going a level deeper, if you need billing statements organized by client by project, you would associate: Account in PivotPrime to Client in Concur; and Activity in PivotPrime to Project in Concur.
- Going another level deeper, if you need billing statements organized by client by project by phase, you would associate: Account in PivotPrime to Client in Concur; Activity in PivotPrime to Project in Concur; and Phase in PivotPrime to Phase in Concur.

## Search

Important information about PivotPrime search queries:

### Concur Paid Status

PivotPrime copies over only Concur transactions that have been extracted from Concur. The extract date is referred to as the Paid Date. Please consult Concur with questions on the extract step.

Following are the type of PivotPrime queries:

### Expense Reports Paid Between

This query finds transactions that were **extracted between two dates**. The dates of the transactions are not considered in the query. For example, in the query below, an expense report extracted during the month of November might have expenses from an earlier date. Such as if the spender had an older expense and submitted on their November report. That earlier expense would be included in the search results.

*Query below would result in:  
All transactions that were extracted in Concur between 11-01-2018 and 11-30-2018*

Accounts with Billable Expenses

Include: Beginning Date \*   Ending Date \*   Cutoff Date \*

Expense Reports Paid Between 11-01-2018 30   11-30-2018 30   01-01-2019 30

Search   Query   Reset

### Expenses with Dates Between

This query is based on **the transaction date**. The paid date is not considered in the query however the transactions must be marked as paid.

*Query below would result in:  
All transactions that have dates between 11-01-2018 and 11-15-2018,  
regardless of when they were extracted.*

Accounts with Billable Expenses

Include: Beginning Date \*   Ending Date \*   Cutoff Date \*

Expenses with Dates Between 11-01-2018 30   11-15-2018 30   01-01-2019 30

Search   Query   Reset

## Expenses Between Paid Dates with Cutoff Dates Between

This query finds transactions that were extracted between 11-01-2018 and 12-08-2018 with a transaction date of no later than 11-30-2018.

Accounts with Billable Expenses

Include: Expenses between Paid Dates with Cutoff By Trans. Date

Beginning Date\*: 11-01-2018

Ending Date\*: 12-07-2018

Cutoff Date\*: 11-30-2018

## Expenses Between Transaction Dates with Cutoff by Paid Date

This query finds transactions with dates between 01-01-2019 and 01-31-2019 that were extracted no later than 02-15-2019.

Accounts with Billable Expenses

Include: Expenses between Trans. Dates with Cutoff By Paid Date

Beginning Date\*: 01-01-2019

Ending Date\*: 01-31-2019

Cutoff Date\*: 02-15-2019

## Search Tips

You may search on data from any level (Account, Activity, Phase, Task) using the Search field, including the ability to use a wildcard asterisk (\*). In the example below, the search is for the combination of:

- Expense Reports Paid Between: March 1<sup>st</sup> and May 31<sup>st</sup>.
- Account Name includes the following characters: cascade

Accounts with Billable Expenses

Include: Expense Reports Paid Between

Beginning Date\*: 05-01-2016

Ending Date\*: 05-31-2016

Cutoff Date\*: MM-dd-yyyy

	Account Name	Accoun	Activity Name	Activity	Phase Name	Phase II	Task Name	Task ID	Expense Count
<input type="checkbox"/>	Cascade Corp	2023CAS	Project - Phase 3 Deployment	8379CAS					6
<input type="checkbox"/>	Cascade Corp	2023CAS	Project - Phase 2 Development	CASD625					9

Showing 1 to 2 of 2 entries

Rows per page: 15



## Value Added Tax (VAT) - Domestic

The option to have PivotPrime deduct any domestic VAT from a billable expense is available.

*This feature is available only for expenses from Concur Expense; not for expenses from Concur Invoice.*

Choose the VAT option and PivotPrime runs the following process:

- Determines whether the expense has a Domestic VAT Reclaim Amount.
- Reduces the Billed Amount by the Domestic VAT Reclaim Amount.
- Displays the Billed Amount as the “Net Amount” of the expense.

### Field Context Settings Required for VAT

If you want to use the Domestic VAT option, please contact Pivot Payables so that we can arrange to set a special field context setting for this purpose.

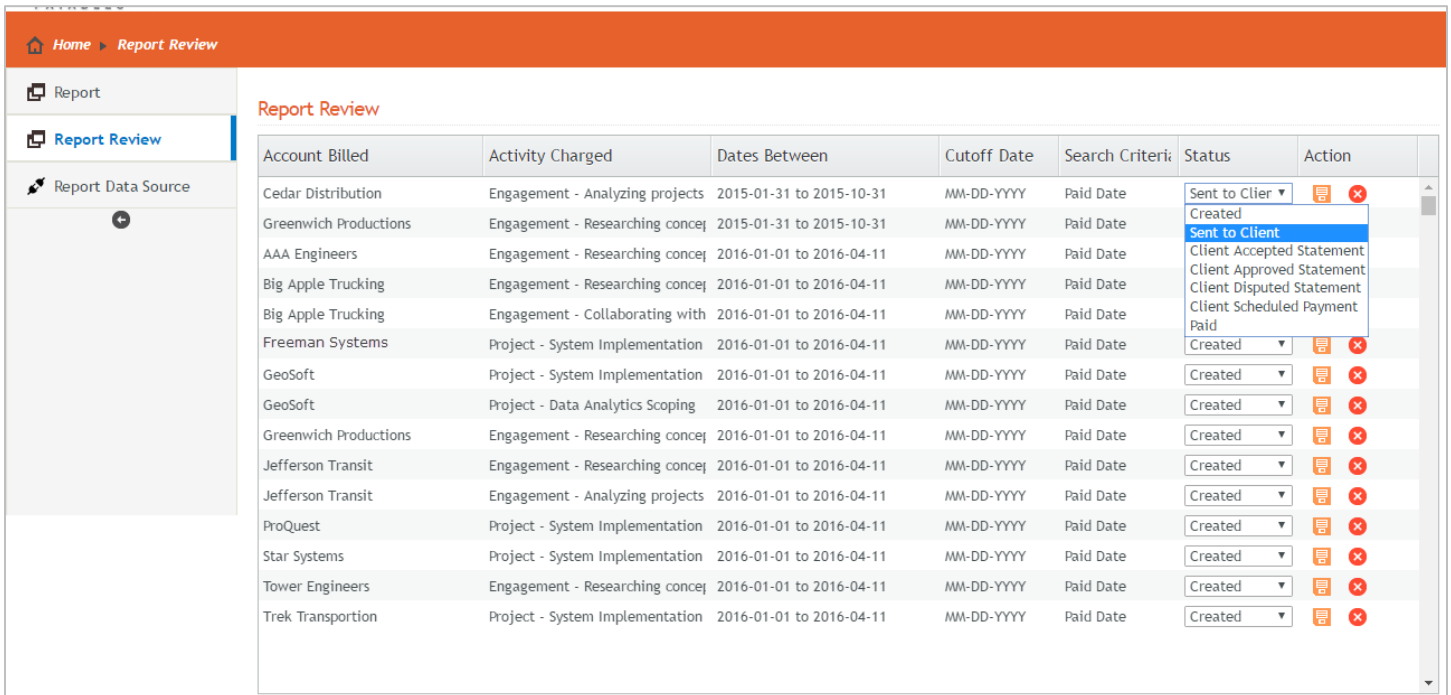
1. Original Amount: the amount of the transaction in the currency of the spend
2. Converted Amount: the original amount converted into the posting currency
3. Billed Amount: for VAT, the Billed Amount reduced by the VAT Reclaim Amount displays































<b>Total Amount Billed:</b>		<b>\$ 2,032.10</b>
<b>Billed to Account:</b>	<b>Cascade Corp</b>	
<b>Account ID:</b>	<b>2023CASD</b>	
<b>Original Amount</b>	<b>Converted Amount</b>	<b>Billed Amount</b>
<b>1</b>	<b>2</b>	<b>3</b>
<b>300.00 USD</b>	<b>\$ 300.00</b>	<b>\$ 150.00</b>
<b>14.61 CAD</b>	<b>\$ 11.21</b>	<b>\$ 11.21</b>
<b>19.46 USD</b>	<b>\$ 19.46</b>	<b>\$ 19.46</b>

## Report Review

PivotPrime maintains a list of all reports you have created. Use the Report Review option to manage reports as follows:

- **Set Status**  
Set the Status for an individual report using the drop-down menu. Save, click the square orange icon.
- **Delete Reports**  
To delete, click the round red icon.
- **Sort**



Account Billed	Activity Charged	Dates Between	Cutoff Date	Search Criteria	Status	Action
Cedar Distribution	Engagement - Analyzing projects	2015-01-31 to 2015-10-31	MM-DD-YYYY	Paid Date	Sent to Client	 
Greenwich Productions	Engagement - Researching conce	2015-01-31 to 2015-10-31	MM-DD-YYYY	Paid Date	Created	 
AAA Engineers	Engagement - Researching conce	2016-01-01 to 2016-04-11	MM-DD-YYYY	Paid Date	Sent to Client	 
Big Apple Trucking	Engagement - Researching conce	2016-01-01 to 2016-04-11	MM-DD-YYYY	Paid Date	Client Accepted Statement	 
Big Apple Trucking	Engagement - Collaborating with	2016-01-01 to 2016-04-11	MM-DD-YYYY	Paid Date	Client Approved Statement	 
Freeman Systems	Project - System Implementation	2016-01-01 to 2016-04-11	MM-DD-YYYY	Paid Date	Client Disputed Statement	 
GeoSoft	Project - System Implementation	2016-01-01 to 2016-04-11	MM-DD-YYYY	Paid Date	Client Scheduled Payment	 
GeoSoft	Project - Data Analytics Scoping	2016-01-01 to 2016-04-11	MM-DD-YYYY	Paid Date	Created	 
Greenwich Productions	Engagement - Researching conce	2016-01-01 to 2016-04-11	MM-DD-YYYY	Paid Date	Created	 
Jefferson Transit	Engagement - Researching conce	2016-01-01 to 2016-04-11	MM-DD-YYYY	Paid Date	Created	 
Jefferson Transit	Engagement - Analyzing projects	2016-01-01 to 2016-04-11	MM-DD-YYYY	Paid Date	Created	 
ProQuest	Project - System Implementation	2016-01-01 to 2016-04-11	MM-DD-YYYY	Paid Date	Created	 
Star Systems	Project - System Implementation	2016-01-01 to 2016-04-11	MM-DD-YYYY	Paid Date	Created	 
Tower Engineers	Engagement - Researching conce	2016-01-01 to 2016-04-11	MM-DD-YYYY	Paid Date	Created	 
Trek Transportation	Project - System Implementation	2016-01-01 to 2016-04-11	MM-DD-YYYY	Paid Date	Created	 

Click column headings to sort reports.

## Expense Report Images Report – Billable & Non-Billable

This option pulls all receipt images – *billable and non-billable* – for expense reports in a specific date range. In the example below, PivotPrime finds 10 expense reports between May 1<sup>st</sup> and May 31<sup>st</sup> and creates one PDF for each report using the ReportID for the file name.

Each PDF contains all the receipt images from that particular expense report. All reports (in this case 10) are downloaded in a single ZIP file.

Report Type Name

**Expense Report Images**

Statement of Billable Expenses

Back
Next

**Expense Reports to Include**











Include: Expense Reports Paid Between Beginning Date\* 05-01-2016 Ending Date\* 05-31-2016 Cutoff Date\* MM-dd-yyyy

Query
Reset

Report Image Count

10

Back
Next

<input type="checkbox"/>	Name	Type	Compressed size	Password ...	Size	Ratio	Date modified
	4A2761FA4D8F4C39A699	Adobe Acrobat Document	251 KB	No	299 KB	16%	5/26/2016 10:03 AM
	6FD4389A311E481C8477	Adobe Acrobat Document	355 KB	No	404 KB	13%	5/26/2016 10:03 AM
	033C8D68C7094B2C95F6	Adobe Acrobat Document	245 KB	No	297 KB	18%	5/26/2016 10:03 AM
	783BB55DD3554AB7967F	Adobe Acrobat Document	229 KB	No	247 KB	8%	5/26/2016 10:03 AM
	4172BFD97A69459EA109	Adobe Acrobat Document	245 KB	No	297 KB	18%	5/26/2016 10:03 AM
	07243E40CAA44531914F	Adobe Acrobat Document	362 KB	No	380 KB	5%	5/26/2016 10:03 AM
	7920EE04D8D543E7A7B3	Adobe Acrobat Document	403 KB	No	499 KB	20%	5/26/2016 10:03 AM
	18333DDA2B2B4489BC44	Adobe Acrobat Document	875 KB	No	1,035 KB	16%	5/26/2016 10:03 AM
	4735950BB5E945EA83C4	Adobe Acrobat Document	689 KB	No	728 KB	6%	5/26/2016 10:03 AM
	E43232B666BD4B05BD88	Adobe Acrobat Document	709 KB	No	772 KB	9%	5/26/2016 10:03 AM

## Administrative Tools

### Adding New Users

There are two ways to add new users:

- Option 1 – Pivot Payable’s Customer Support Team – Completes All Steps – Recommended!
- Option 2 – Company Administrator – Completes All Steps

*Note - the Invitation process automatically issues a No Reply email from [pivotpayables@ecwise.com](mailto:pivotpayables@ecwise.com) to the new user. Please inform the new users to ignore this email.*

### Option 1 – Ask the Pivot Payables’ Customer Support Team!

The Pivot Payables’ customer support team can create accounts for you. Here’s what we need for each user:

- First and last name
- Email address
- PivotPrime Roles needed:
  - Report Administrator
  - Company Administrator
    - Both of the above

Send the information to [help@pivotpayables.com](mailto:help@pivotpayables.com). We will send each new user a confirmation email with their account log in and temporary password.

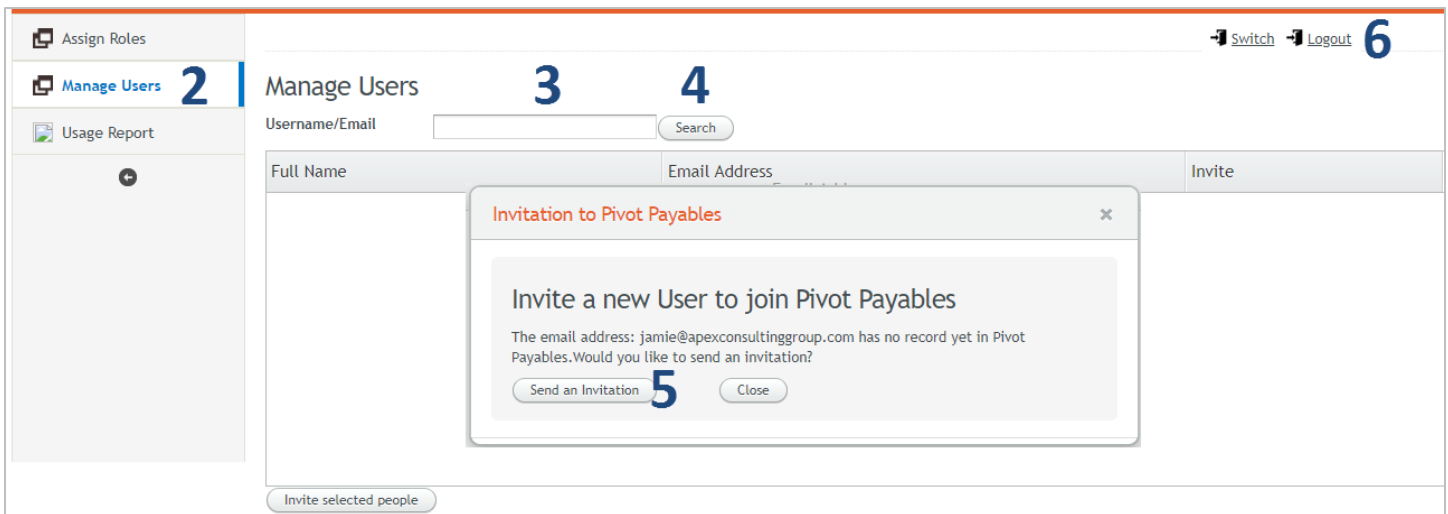
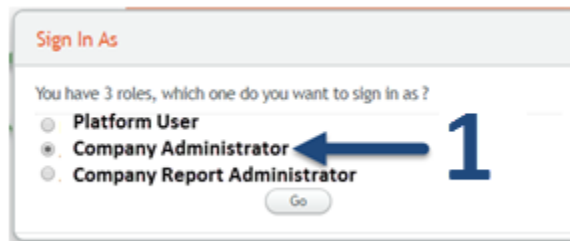
*Note – Please inform users they can ignore the system-generated email [pivotpayables@ecwise.com](mailto:pivotpayables@ecwise.com)*

**Option 2 – Company Administrator – Completes All Steps**

This process is done completely by the Company Administrator.

*Note – Please inform users they can ignore the system-generated email [pivotpayables@ecwise.com](mailto:pivotpayables@ecwise.com)*

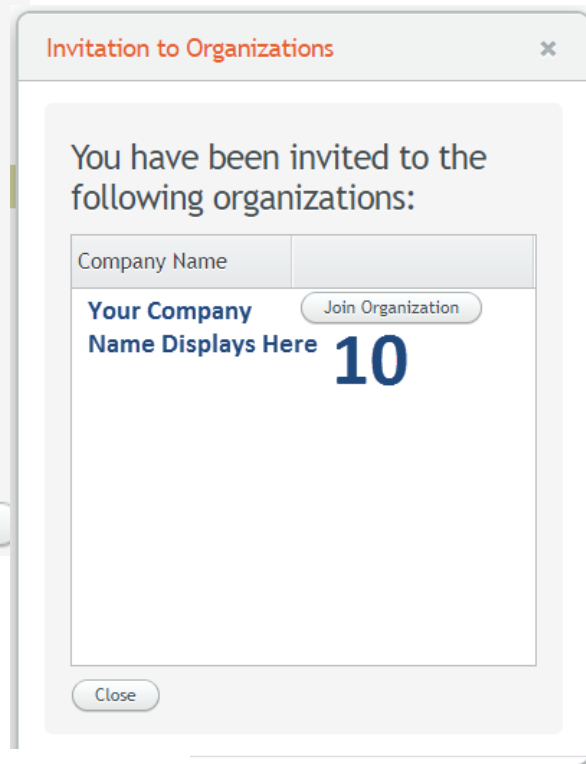
1. Log in as Company Administrator
2. Go to Manage Users
3. Enter email address for new user
4. Click Search
5. Click Send an Invitation
6. Log out



7. Click the Register link on the landing page  
DO NOT LOG IN

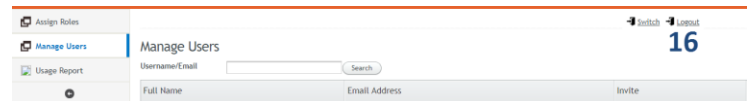
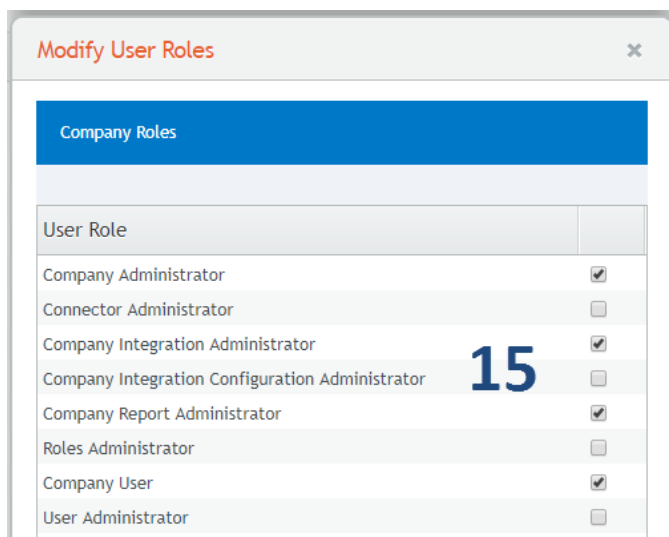
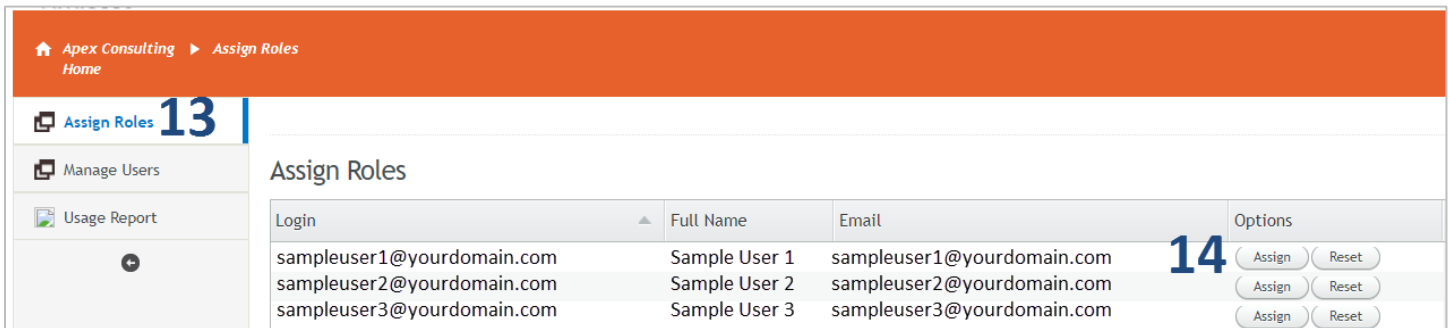
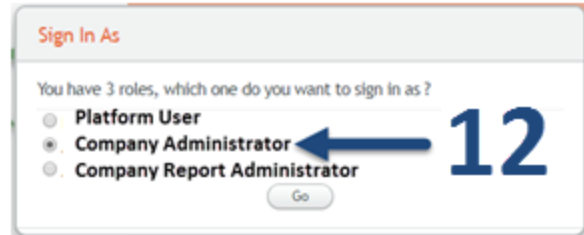


8. Complete the following fields *on behalf of* the new user.
  - a. Login Name: recommend user's email address, all lower case
  - b. Telephone: not required or used
  - c. Password: 8 characters or more; one capital letter; one numeric characterPress the TAB key after entering the 'Confirm Password' field
9. Click 'Create an Account'
10. Click 'Join Organization'
11. Click 'Logout' in upper right of screen



**11**  
[Switch](#) [Logout](#) [Contact Us](#)

12. Log back in as the Company Administrator
13. Go to 'Assign Roles'
14. Locate the new user and click 'Assign'
15. Assign Roles as follows:
  - a. Company User  
All users need this role
  - b. Company Report Administrator  
Allows user to generate PivotPrime reports
  - c. Company Administrator  
Allows user to invite others, assign roles, and change passwords
16. Log out in upper right



17. Last step!  
Log in as the new user and confirm their account works and they have the roles you assigned in step 15.

## Usage Logging and Reporting

PivotPrime tracks each time a user logs in – recording the Login Name, and the date and time – allowing the **Company Administrator** to monitor usage by user.

### View Account Usage

Using the **Account Usage** menu, a Company Administrator can view a report that lists each user login. The report includes this information:

- User (Login) Name
- Full Name
- Email
- Login Date and Time

The administrator can filter the report by specifying a date/time range, or the Login Name.

1. Log into PivotPrime, select the **Company Administrator** role.
2. Select the **Account Usage** menu.
3. Filter by **Date/Time**, or by **Login Name**, or by both **Date/Time** and **Login Name**:
  - a. To filter by **Date/Time**, enter the date (and if you like, time) for Start and End.
    - Use the date format MM-dd-yyyy (and, add THH:mm:ss to the date to indicate the hour, minute, and second for the time).
    - For example, to indicate between midnight and noon on the 1<sup>st</sup> of January 2017, use: 01-01-2017T00:00:00 for Start and 01-01-2017T12:00:00 for End.
  - b. To filter by **Login Name**, enter the desired Login Name.
4. Select **Query** to activate the filter.



## Getting Help from Pivot Payables

Our support team is available to assist you and answer questions. Send your inquiry to [help@pivotpayables.com](mailto:help@pivotpayables.com) and we will be touch right away.

### Pre-Help Checklist

Not seeing your Concur data in PivotPrime? Here are some common causes. Before you contact us, please go through all these steps – in order – to confirm your processes are correct for the results you’re expecting to see in PivotPrime.

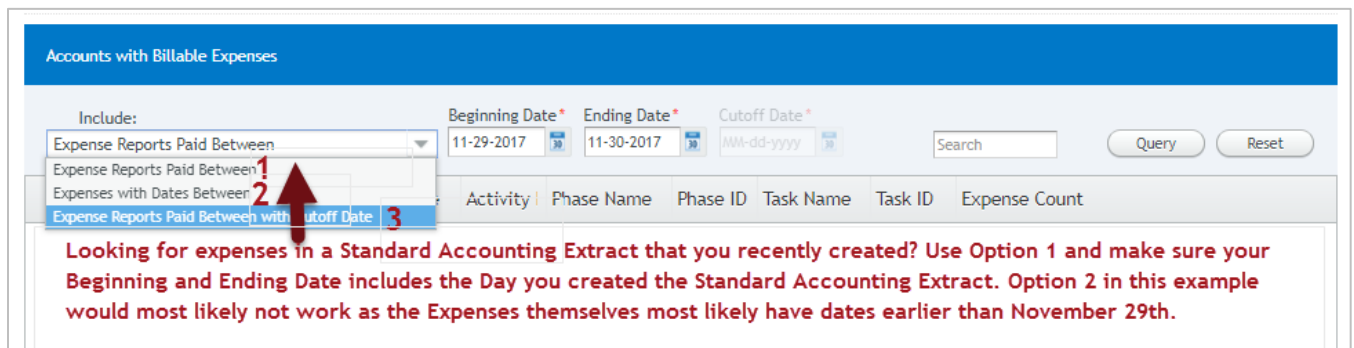
#### Step 1 – Disable your browser pop-up blocker

PivotPrime cannot display the results of the data query if the Pop Up Blocker is enabled.

#### Step 2 – Confirm the ‘Include’ setting is correct

Choosing Option 2 instead of Option 1 can result in no Query results. Here’s why:

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.



Accounts with Billable Expenses

Include: Expense Reports Paid Between Beginning Date \* 11-29-2017 Ending Date \* 11-30-2017 Cutoff Date \* MM-dd-yyyy Search Query Reset

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

Activity Phase Name Phase ID Task Name Task ID Expense Count

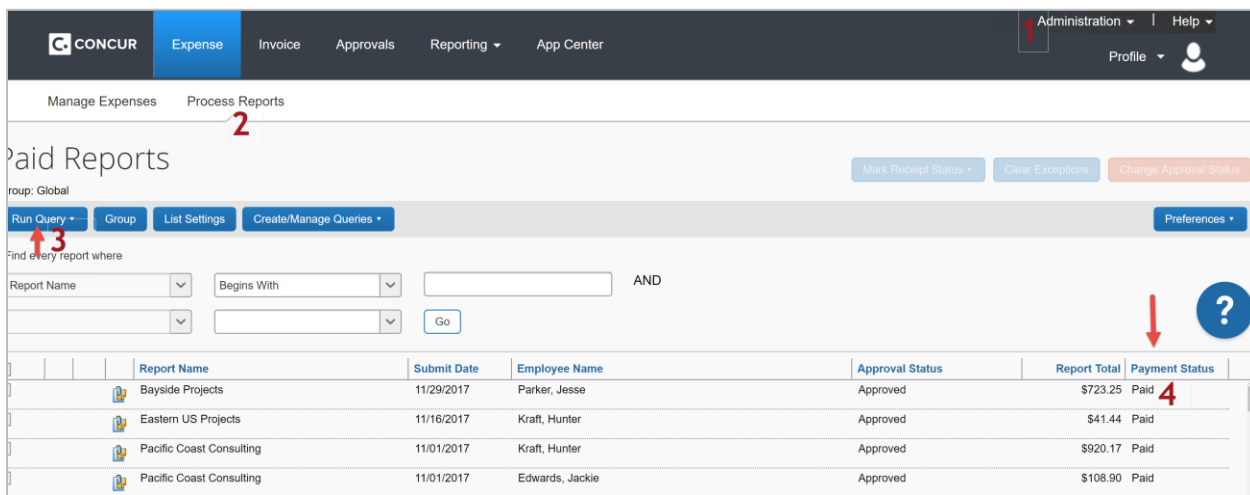
Looking for expenses in a Standard Accounting Extract that you recently created? Use Option 1 and make sure your Beginning and Ending Date includes the Day you created the Standard Accounting Extract. Option 2 in this example would most likely not work as the Expenses themselves most likely have dates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

### Step 3 – Confirm the Concur Extract Process

PivotPrime can only access transactions and images that have been extracted from Concur. To verify this by:

1. Log in as a Concur Administrator
2. Choose the Process Reports option
3. Run a Query on All Paid Reports
4. Status must be Paid

*Note - If you do not see the report listed as Paid then it's not part of a Standard Accounting Extract.*



Management interface showing 'Paid Reports' with search filters and a table of report details.

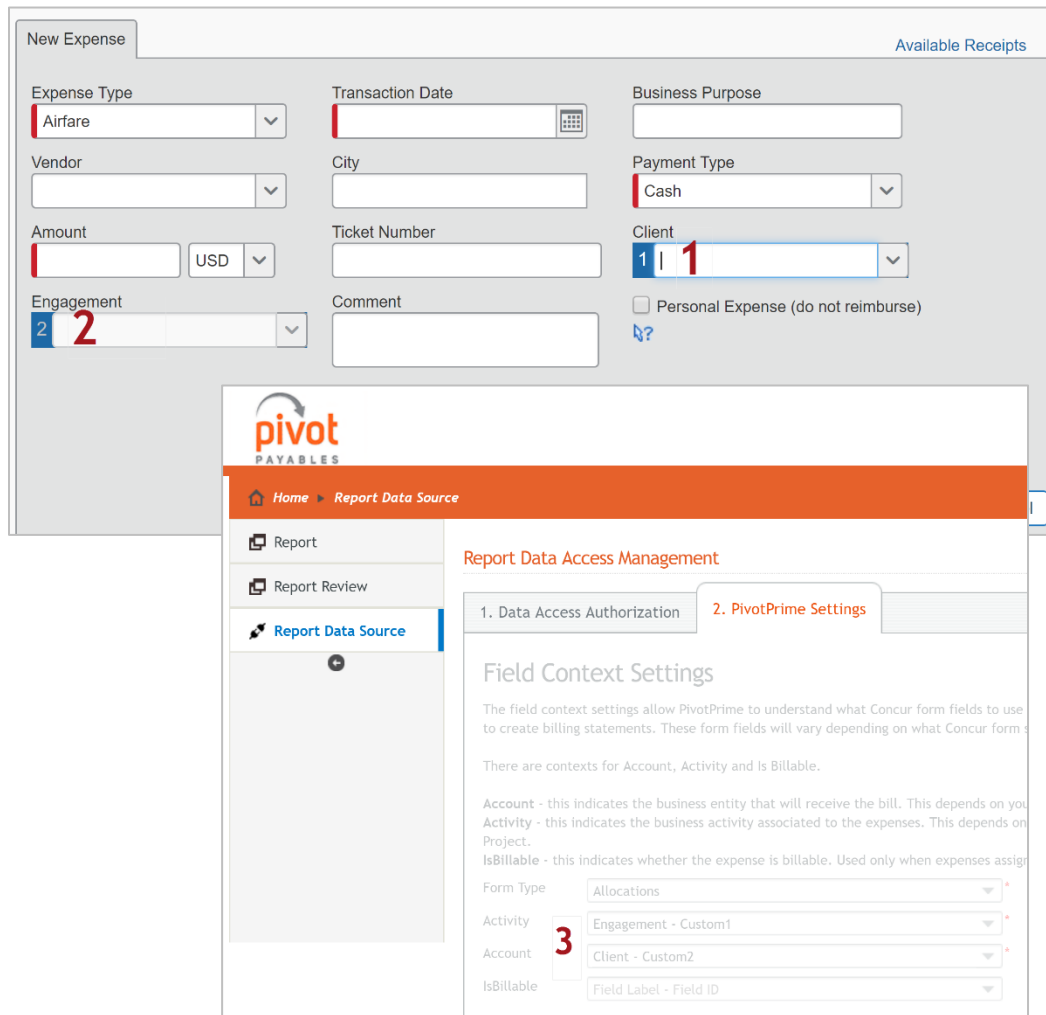
Report Name	Submit Date	Employee Name	Approval Status	Report Total	Payment Status
Bayside Projects	11/29/2017	Parker, Jesse	Approved	\$723.25	Paid
Eastern US Projects	11/16/2017	Kraft, Hunter	Approved	\$41.44	Paid
Pacific Coast Consulting	11/01/2017	Kraft, Hunter	Approved	\$920.17	Paid
Pacific Coast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

## Step 5 – Confirm PivotPrime is mapped properly to your Concur fields

To check, open the Paid 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 application. 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: [Empty]
- Business Purpose: [Empty]
- Vendor: [Empty]
- City: [Empty]
- Payment Type: Cash
- Amount: [Empty] USD
- Ticket Number: [Empty]
- Client: 1 | 1
- Engagement: 2 | 2
- Comment: [Empty]
- 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

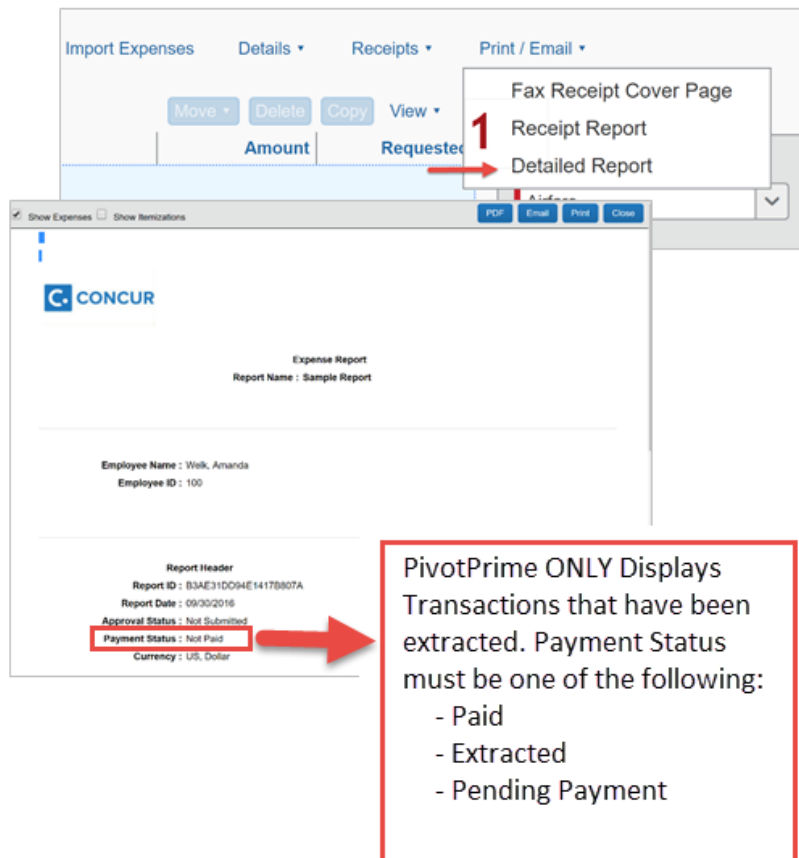
### Step 6 – Still no data in PivotPrime? Let’s get to the bottom of this!

1. Print a Detailed Report from Concur and check the Payment Status. The Payment Status must be one of the following:
  - a. Paid
  - b. Extracted
  - c. Pending Payment

**If not one of the above then the expense report has not been extracted from SAP Concur and the expenses will not be available in PivotPrime.**

2. If the Payment Status is one of the above then send the PDF to [help@pivotpayables.com](mailto:help@pivotpayables.com).

*Notes – Please download the PDF to your local computer and then attach that PDF to the email. Do not send the email directly from within the Concur application.*



PivotPrime ONLY Displays Transactions that have been extracted. Payment Status must be one of the following:

- Paid
- Extracted
- Pending Payment