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## **The Agenda – What We'll Cover**

- Review Preparation Steps for Use
- Review PivotPrime Report Layouts
- Set Your Default Report Settings
- Learn to Query PivotPrime
- Check Out the Report Review Library
- Talk About Getting Help through Customer Support
- Wrap-Up Important Notes

## Section 1 | Preparation Checklist

Check these off your list prior to using PivotPrime.

- ✓ Create the Concur Extract

The Accounting Extract is created as 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 has not extracted the expense report or payment request.

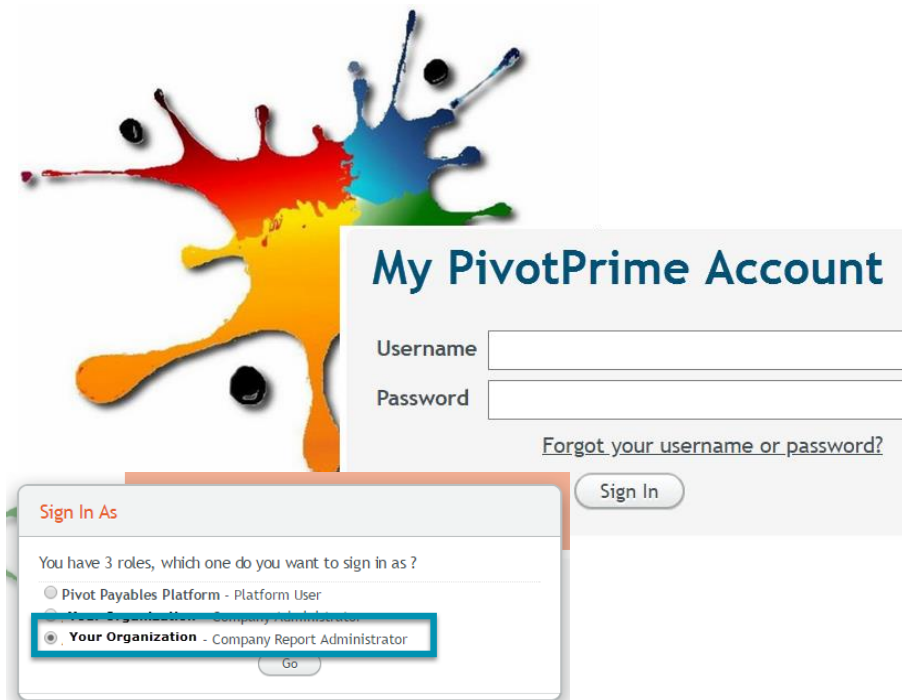
- ✓ Turn Off Browser Pop-Up Blocker

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

## Section 2 | Review Report Layouts

The first portion of the training steps you through the various PivotPrime report layouts and exports. First, we need to log in and perform a query so we can see your SAP Concur data in the PivotPrime reports.

- [www.pivotapplications.com](http://www.pivotapplications.com)
- Log in to your PivotPrime account
- Choose the 'Company Report Administrator' role



The image shows a screenshot of the PivotPrime login interface. On the left is a colorful abstract graphic. The main area is titled "My PivotPrime Account" and contains a "Username" field, a "Password" field, and a "Sign In" button. Below the password field is a link for "Forgot your username or password?". A "Sign In As" dialog box is open in the foreground, asking the user to select a role. The dialog lists three roles: "Pivot Payables Platform - Platform User", "Your Organization - Company Administrator", and "Your Organization - Company Report Administrator". The "Your Organization - Company Report Administrator" role is selected and highlighted with a blue box. A "Go" button is at the bottom of the dialog.

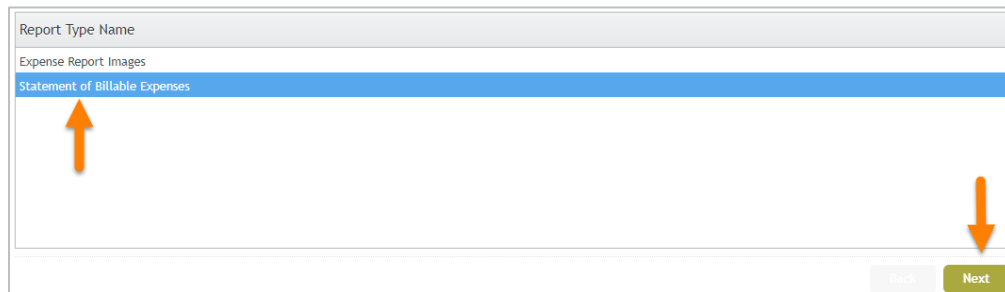
- Select **Statement of Billable Expenses**
- Set a **Beginning Date**
- Set an **Ending Date**
- Click **Query**
- Results display in the table below
- Choose a few **Accounts** by checking the box to the left.  
Your instructor will have recommendations as to which Accounts to include.
- Click **Next**

Report Type Name

Expense Report Images

**Statement of Billable Expenses**

Back Next



Accounts with Billable Expenses

Include: Expense Reports Paid Between

Beginning Date \* 12-01-2018

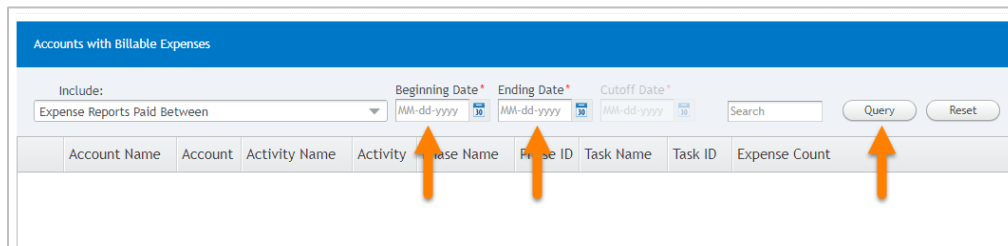
Ending Date \* 12-04-2019

Cutoff Date \* MM-dd-yyyy

Search Query Reset

Account Name	Account	Activity Name	Activity	Phase Name	Phase ID	Task Name	Task ID	Expense Count
--------------	---------	---------------	----------	------------	----------	-----------	---------	---------------

Back Next



Accounts with Billable Expenses

Include: Expense Reports Paid Between

Beginning Date \* 12-01-2018

Ending Date \* 12-04-2019

Cutoff Date \* MM-dd-yyyy

Search Query Reset

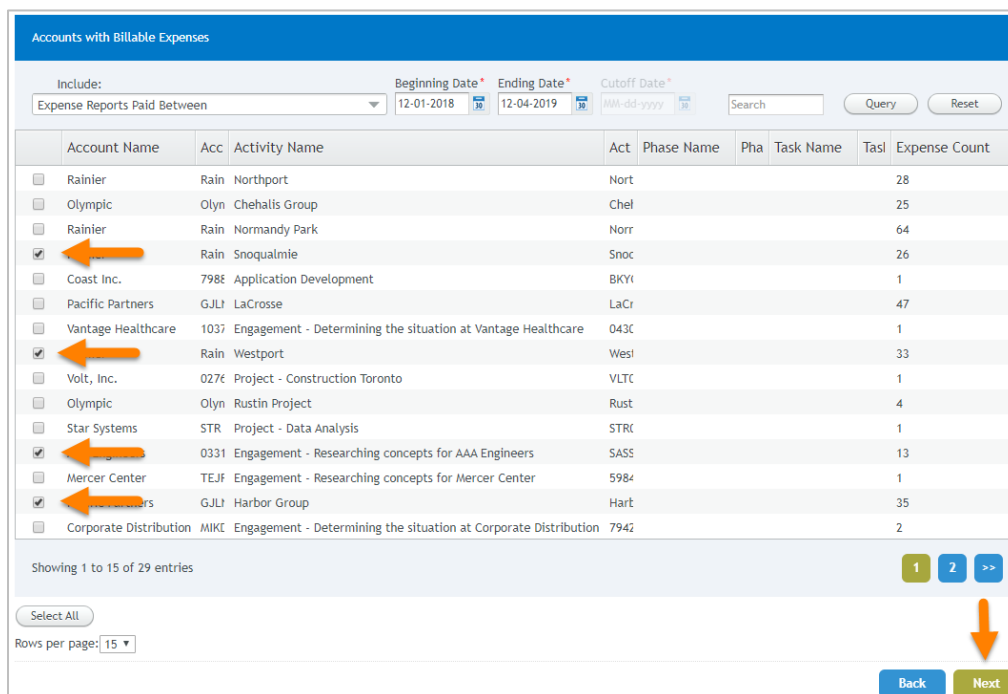
Account Name	Acc	Activity Name	Act	Phase Name	Pha	Task Name	Task ID	Expense Count
<input type="checkbox"/>	Rainier	Rain Northport	Nort					28
<input type="checkbox"/>	Olympic	Olyn Chehalis Group	Chel					25
<input type="checkbox"/>	Rainier	Rain Normandy Park	Norr					64
<input checked="" type="checkbox"/>	Rain	Rain Snoqualmie	Snoc					26
<input type="checkbox"/>	Coast Inc.	798 Application Development	BKYI					1
<input type="checkbox"/>	Pacific Partners	GJL LaCrosse	LaCr					47
<input type="checkbox"/>	Vantage Healthcare	1037 Engagement - Determining the situation at Vantage Healthcare	043C					1
<input checked="" type="checkbox"/>	Rain	Rain Westport	West					33
<input type="checkbox"/>	Volt, Inc.	027 Project - Construction Toronto	VLTG					1
<input type="checkbox"/>	Olympic	Olyn Rustin Project	Rust					4
<input type="checkbox"/>	Star Systems	STR Project - Data Analysis	STRC					1
<input checked="" type="checkbox"/>		0331 Engagement - Researching concepts for AAA Engineers	SASS					13
<input type="checkbox"/>	Mercer Center	TEJF Engagement - Researching concepts for Mercer Center	5984					1
<input checked="" type="checkbox"/>		GJL Harbor Group	Harb					35
<input type="checkbox"/>	Corporate Distribution	MIKE Engagement - Determining the situation at Corporate Distribution	7942					2

Showing 1 to 15 of 29 entries

Select All

Rows per page: 15




Back Next




- Click **Create Reports**
- Click **Download** to display a report

**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	
Olympic	Default	
Star Systems	Default	
Vantage Healthcare	Default	



**Create Reports**

**Report: Generated 3**

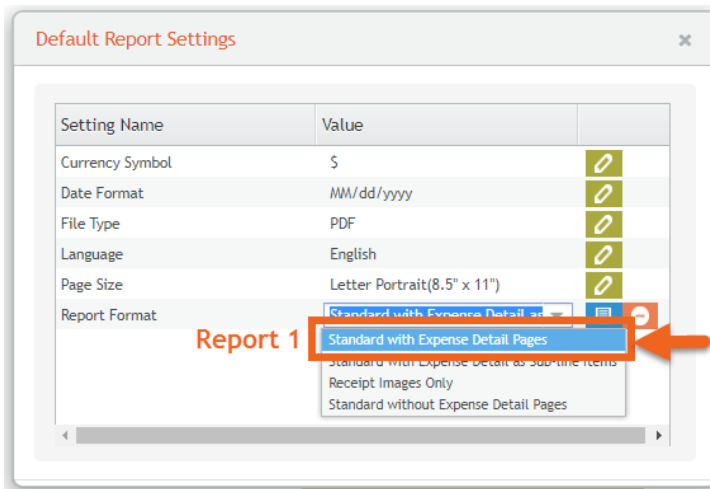
Account Billed	Activity Charged	Paid Between	
Olympic	Chehalis Group	2018-12-01 To 2019-12-04	<a href="#">Copy URL</a> <a href="#">Download</a>
Star Systems	Project - Data Analysis	2018-12-01 To 2019-12-04	<a href="#">Copy URL</a> <a href="#">Download</a>
Vantage Healthcare	Engagement - Determining the situation at Vantage Healthcare	2018-12-01 To 2019-12-04	<a href="#">Copy URL</a> <a href="#">Download</a>



This next section displays all the report formats we will generate. Report 1 below is the first report. Once you see all the options, we'll have you decide on a default.

## My Default Report

### Report 1 – Standard with Expense Detail Pages



1. This report displays one Account (Client)
2. One Activity (Project)
3. All billable expenses from all spenders found in the date query
4. Detail page for each expense, plus receipts

**Your Company Name**

**Statement of Reimbursable Expenses**

Expenses with Dates Between: 06/01/2016 through 06/29/2017 Total Amount Billed: \$ 1,887.28

Charged to Activity: **2** Project - Phase 1 Analysts & Scribe Billed to Account: **1** Cascade Corp

Activity Identifier: **3** CAS00966

Employee Name	#	Date	Type	Original Amount	Contracted Amount	Billed Amount
Hunter Kraft	1	01/06/2016	Airfare	888.00 USD	\$ 888.00	\$ 108.00
	2	01/11/2016	Breakfast	16.00 USD	\$ 16.00	\$ 16.00
	3	01/11/2016	Lunch	18.00 USD	\$ 18.00	\$ 18.00
	4	06/01/2017	Airfare	888.00 USD	\$ 888.00	\$ 108.00
	5	06/01/2017	Shower	44.00 USD	\$ 44.00	\$ 44.00
	6	06/01/2017	Breakfast	9.67 USD	\$ 9.67	\$ 9.67
	7	06/01/2017	Taxi	31.50 USD	\$ 31.50	\$ 31.50
	8	06/01/2017	Taxi	31.50 USD	\$ 31.50	\$ 31.50
	9	06/01/2017	Shower	41.00 USD	\$ 41.00	\$ 41.00
	10	06/01/2017	Lunch	46.87 USD	\$ 46.87	\$ 46.87
	11	06/01/2017	Breakfast	9.67 USD	\$ 9.67	\$ 9.67

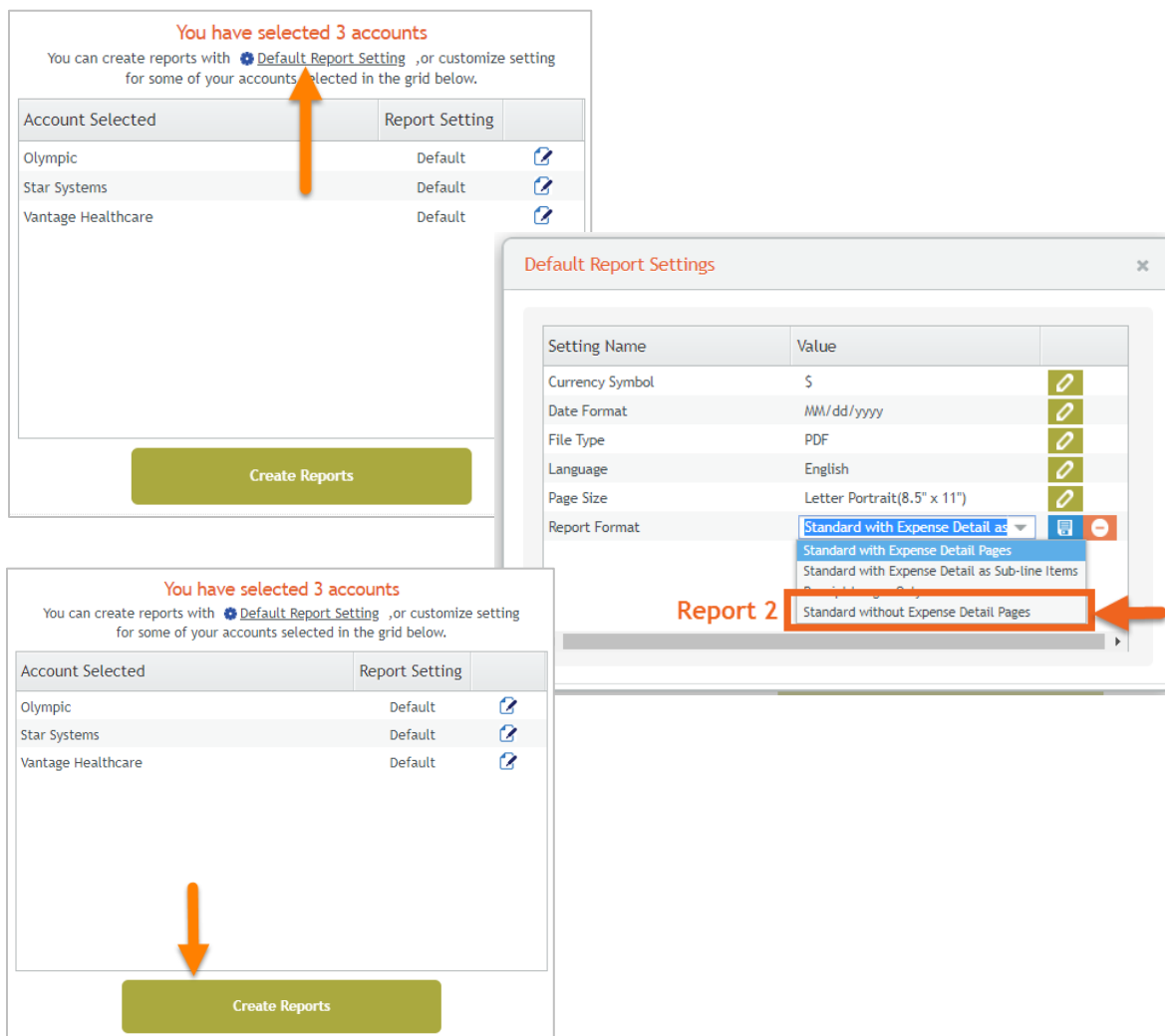




## Default Report Settings

PivotPrime includes a Default Report Setting which applies to all Accounts unless you choose an alternate layout for that specific Account. During the training, we'll have you choose the report layout that you think you'll use most often and set that as your default. You may change your default any time or set a customized profile for an individual Account.

- Click the **Default Report Setting**
- Choose **Standard without Expense Detail Pages**
- Save settings
- Click **Create Reports**



The image shows two screenshots of the PivotPrime interface. The top screenshot shows a grid of accounts with an orange arrow pointing to the 'Default Report Setting' column header. The bottom screenshot shows the 'Default Report Settings' dialog box with a dropdown menu open for 'Report Format', and an orange arrow pointing to the 'Standard without Expense Detail Pages' option.

**Top Screenshot: Account Selection**

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	
Olympic	Default	
Star Systems	Default	
Vantage Healthcare	Default	

**Create Reports**

**Bottom Screenshot: Default Report Settings**

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 as	

Report 2

- Standard with Expense Detail Pages
- Standard with Expense Detail as Sub-line Items
- Standard without Expense Detail Pages

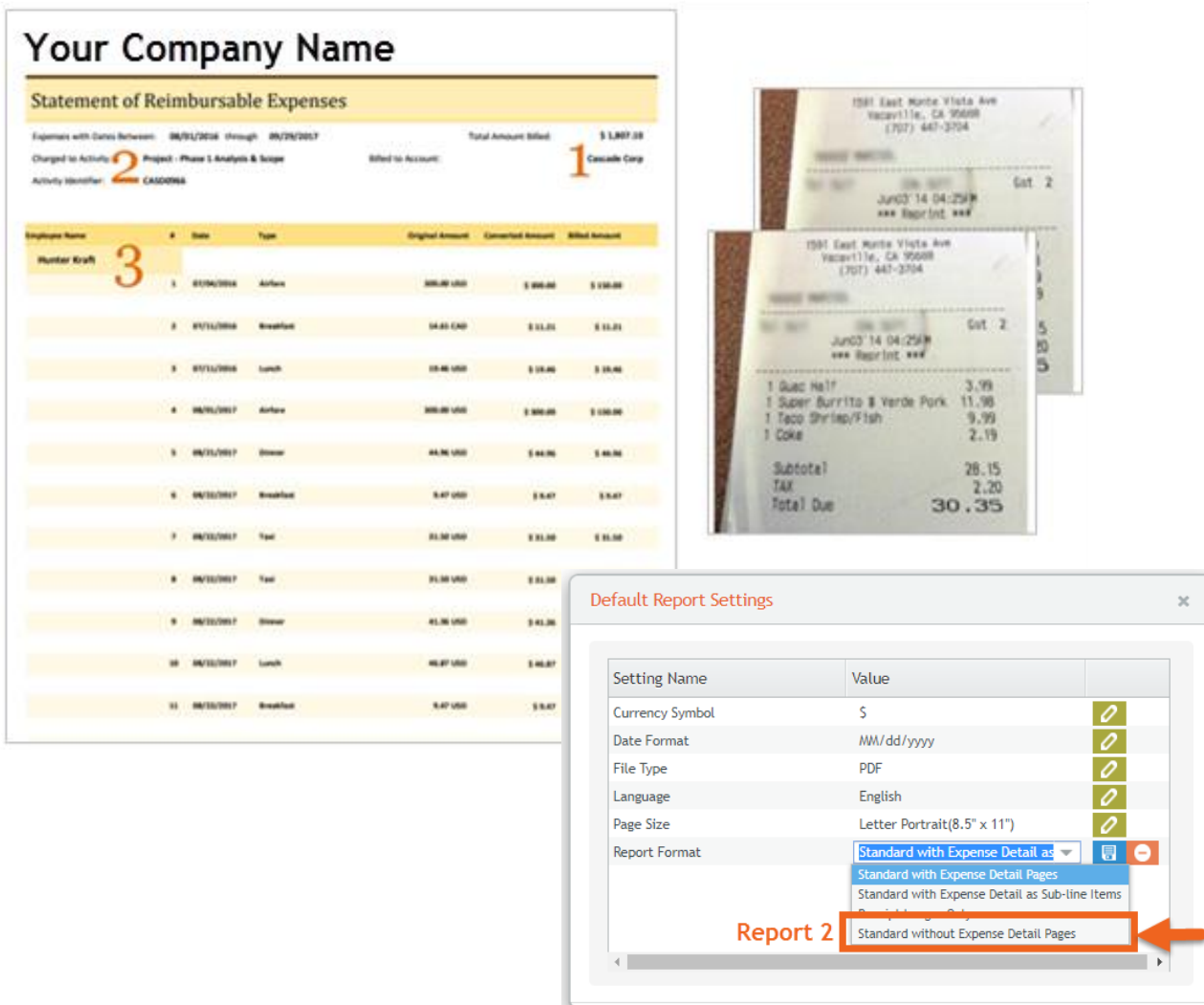
**Create Reports**

Repeat the previous steps to generate all the report options.

## My Default Report

### Report 2 – Standard without Expense Detail Pages

1. This report displays one Account (Client)
2. One Activity (Project)
3. All billable expenses from all spenders found in the date query plus receipts



The image shows a screenshot of a 'Statement of Reimbursable Expenses' report and a 'Default Report Settings' dialog box. The report is titled 'Your Company Name' and 'Statement of Reimbursable Expenses'. It displays a table of expenses with columns for Employee Name, Date, Type, Original Amount, Converted Amount, and Billed Amount. The report also shows a total amount billed of \$1,897.08. The dialog box shows the 'Report Format' dropdown menu with 'Standard without Expense Detail Pages' selected, highlighted by a red box and an arrow labeled 'Report 2'.

Employee Name	#	Date	Type	Original Amount	Converted Amount	Billed Amount
Number Kraft	3	01/04/2016	Airfare	200.00 USD	\$ 200.00	\$ 130.00
	2	01/11/2016	Breakfast	14.40 USD	\$ 14.40	\$ 11.01
	3	01/11/2016	Lunch	12.40 USD	\$ 12.40	\$ 10.00
	4	06/10/2017	Airfare	200.00 USD	\$ 200.00	\$ 130.00
	5	06/10/2017	Shower	44.00 USD	\$ 44.00	\$ 40.00
	6	06/10/2017	Breakfast	9.47 USD	\$ 9.47	\$ 9.47
	7	06/10/2017	Taxi	21.00 USD	\$ 21.00	\$ 21.00
	8	06/10/2017	Taxi	21.00 USD	\$ 21.00	\$ 21.00
	9	06/10/2017	Shower	41.00 USD	\$ 41.00	\$ 41.00
	10	06/10/2017	Lunch	46.07 USD	\$ 46.07	\$ 46.07
	11	06/10/2017	Breakfast	9.47 USD	\$ 9.47	\$ 9.47

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 without Expense Detail Pages	

## ☐ My Default Report

### Report 3 – Standard with Expense Detail as Sub-line items

1. This report displays one Account (Client)
2. One Activity (Project)
3. All billable expenses from all spenders found in the date query
4. Details included in Summary rather than on their own page
5. Business purpose

*Note – This is the only PDF report that includes the Business Purpose data. The spreadsheet also includes this — plus receipts*

**Your Company Name**

**Statement of Reimbursable Expenses**

Expenses with Dates Between: 06/01/2018 through 06/30/2017 Total Amount Billed: \$ 947.58







Charged to Activity: 2 Application Development Billed to Account: 1 Client Inc.

Activity Identifier: 2 MY02788

Employee Name	#	Date	Type	Original Amount	Converted Amount	Billed Amount
Kyle Freeman	3					
Charge Back	4	06/06/2018	Airfare	410.00 USD	\$ 410.57	\$ 104.78
Charge Back		06/07/2018	Airfare	300.00 USD	\$ 300.00	\$ 104.00
Charge Back		06/07/2018	Airfare	300.00 USD	\$ 300.00	\$ 104.00
Charge Back		06/07/2018	Office Supplies/Software	110.40 USD	\$ 110.40	\$ 10.20
Charge Back		06/07/2018	Office Supplies/Software	110.40 USD	\$ 110.40	\$ 10.20
<b>Total</b>						<b>\$ 947.58</b>



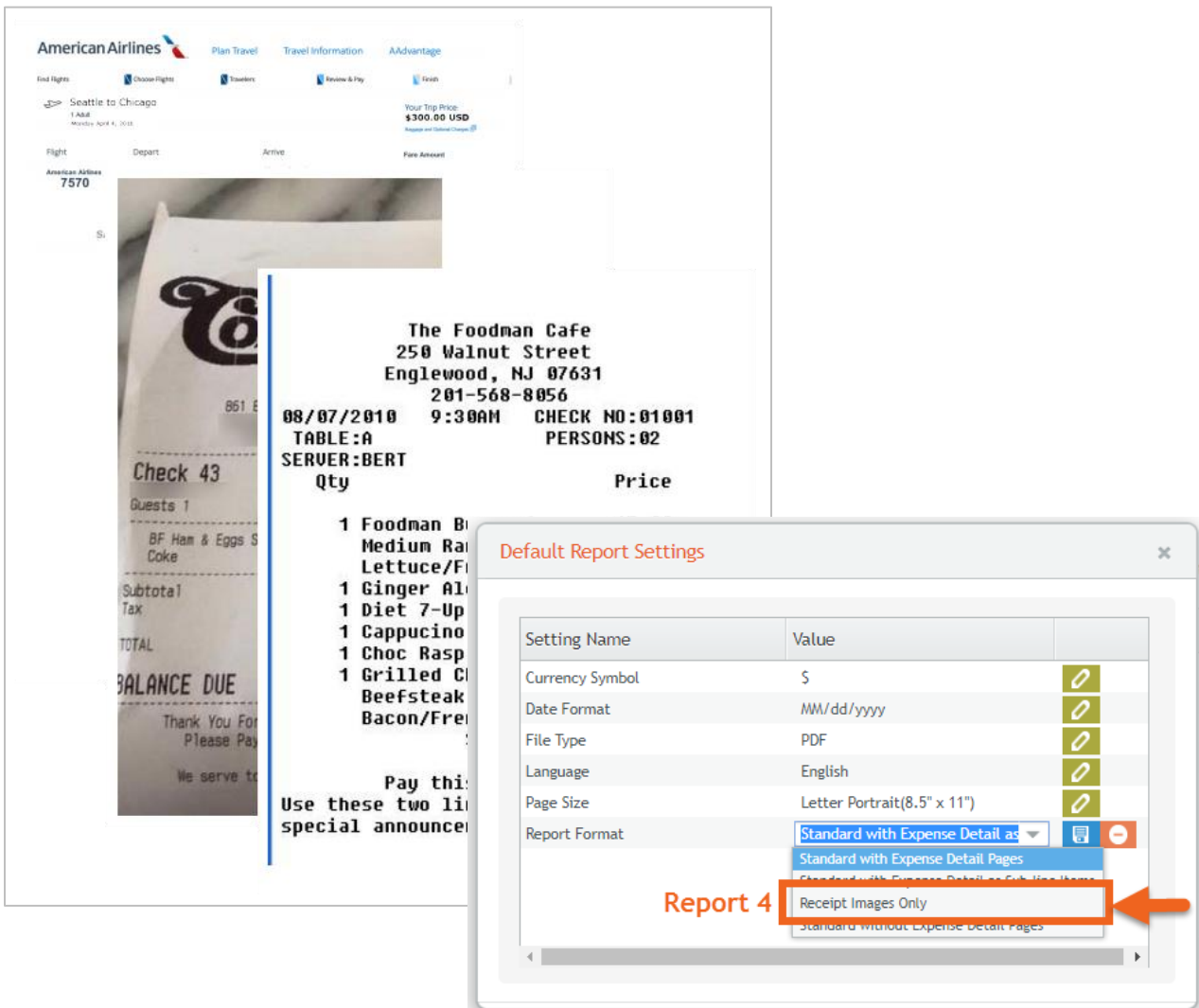
**Default Report Settings**

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 as Sub-line Items	

**Report 3** (indicated by an orange box and arrow pointing to the selected report format)

My Default Report  
Report 4 – Receipts Images Only

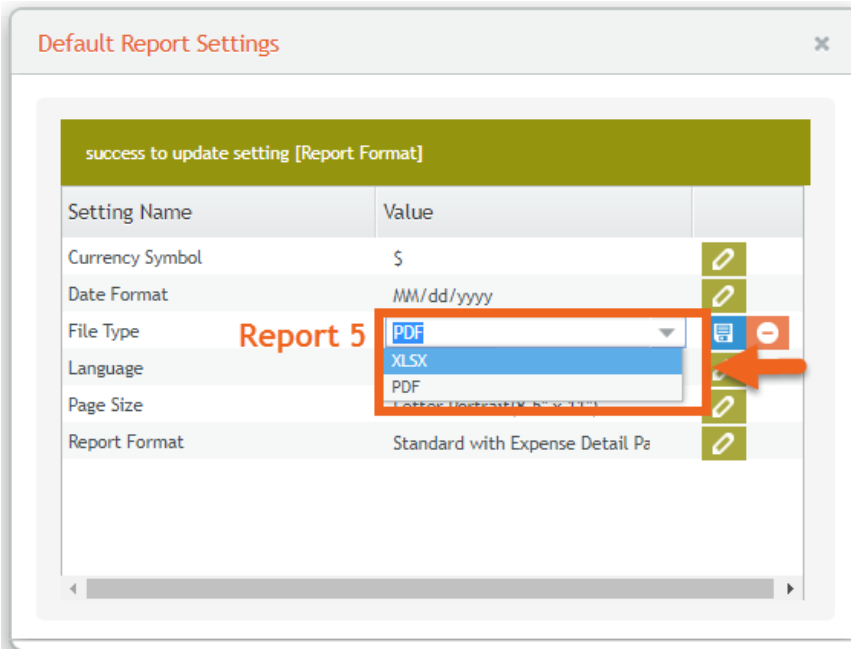
1. This report displays just the receipts for a specific Account and Activity



The screenshot shows an American Airlines flight page for Seattle to Chicago. A receipt from 'The Foodman Cafe' is overlaid on the page. The receipt details include: 08/07/2010 9:30AM CHECK NO: 01001, TABLE: A, SERVER: BERT, PERSONS: 02. The receipt lists items such as 1 Foodman Breakfast, 1 Medium Raisin, 1 Ginger Ale, 1 Diet 7-Up, 1 Cappuccino, 1 Choc Rasp, and 1 Grilled Chicken Breast with Bacon/Fries. A 'Default Report Settings' dialog box is open, showing a table of settings. The 'Report Format' dropdown is set to 'Receipt Images Only', which is highlighted with a red box and an arrow labeled 'Report 4'.

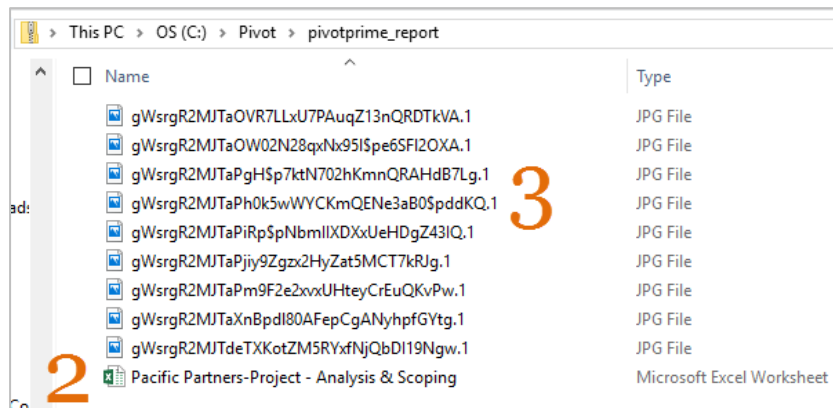
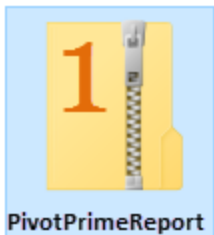
Setting Name	Value	
Currency Symbol	\$	
Date Format	MM/dd/yyyy	
File Type	PDF	
Language	English	
Page Size	Letter Portrait(8.5" x 11")	
Report Format	Standard with Expense Detail as	
	Standard with Expense Detail Pages	
	Standard with Expense Detail as PDF	
	Standard without Expense Detail Pages	

## ☐ My Default Report Report 5 –XLSX/Spreadsheet



1. Creates a ZIP file
2. One XLSX/Spreadsheet
3. Individual receipt images
4. This report displays one Account (Client)
5. One Activity (Project)
6. All billable expenses for the date query from all spenders

*Note – The Description column in this report is the Business Purpose from Concur. This and Report 3 are the only reports that include the Business Purpose data.*





A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Employee	Type	Date	Original Amount	Converted Amount	Billed Amount	Vendor	Location	Journey Distance	Journey File	Description	Entry ID	Account Name	Account ID	Activity Name
Hunter Kraft	Personal Car Mileage	08-14-2016	5.18 USD	5.18 USD	5.18 USD		Cleveland, Ohio		9 340 Alder	Onsite Meetings - BC Office	gWsrgr2m Pacific Partners	GJLN8431JEAB	Project - Ana	
Hunter Kraft	Lunch	08-14-2016	14.98 CAD	11.57 USD	11.57 USD	Sunset Grill	Cleveland, Ohio		23	Onsite Meetings - BC Office	gWsrgr2m Pacific Partners	GJLN8431JEAB	Project - Ana	
Hunter Kraft	Dinner	08-14-2016	38.8 CAD	29.96 USD	29.96 USD	Oasis Barbecue	Cleveland, Ohio			Onsite Meetings - BC Office	gWsrgr2m Pacific Partners	GJLN8431JEAB	Project - Ana	
Hunter Kraft	Hotel	08-15-2016	120 CAD	92.74 USD	92.74 USD	Marriott Hotels	Trenton, New York			Consulting Onsite	gWsrgr2m Pacific Partners	GJLN8431JEAB	Project - Ana	
Jesse Parker	Airfare	08-04-2016	300 USD	300 USD	150 USD	Alaska Airlines	Seattle, Washington			Onsite Consulting	gWsrgr2m Pacific Partners	GJLN8431JEAB	Project - Ana	
Jesse Parker	Dinner	08-07-2016	23.19 USD	23.19 USD	23.19 USD	Pacific Broiler	Seattle, Washington			Onsite Consulting	gWsrgr2m Pacific Partners	GJLN8431JEAB	Project - Ana	
Jesse Parker	Breakfast	08-08-2016	8.75 USD	8.75 USD	8.75 USD	City Bakery	Seattle, Washington			Onsite Consulting	gWsrgr2m Pacific Partners	GJLN8431JEAB	Project - Ana	
Jesse Parker	Lunch	08-08-2016	26.9 USD	26.9 USD	26.9 USD	Dash Point Grill	Seattle, Washington			Onsite Consulting	gWsrgr2m Pacific Partners	GJLN8431JEAB	Project - Ana	
Jesse Parker	Car Rental	08-10-2016	160 USD	160 USD	80 USD	Enterprise	Seattle, Washington			Onsite Consulting	gWsrgr2m Pacific Partners	GJLN8431JEAB	Project - Ana	

## Customized Report Settings – Account Level

Each Account may have a unique/customized profile setting. This is useful for specific clients who want a report layout that is different from your default. The Customized options are set using the edit icon to the right of the Account. Below, the Nichols Group has a customized report layout whereas Franchise Medical Center uses the Default setting.

You have selected 2 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	
Franchise Medical Center	Default	
Nichols Group	Customized	

↑

Create Reports




## 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 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

## Section Headings

PivotPrime has three Section Headings which when applied, organize the data by either:

- Employee Name
- Expense Type
- Activity

The report key is applied to all the PivotPrime report layouts.

Employee Name	#	Date	Type	Original Amount	Converted Amount	Billed Amount
<b>Jackie Edwards</b>						
	1	03/01/2018	Breakfast	9.47 USD	\$ 9.47	\$ 9.47
	2	03/01/2018	Personal Car Mileage	19.55 USD	\$ 19.55	\$ 19.55
Expense Type	#	Date	Type	Original Amount	Converted Amount	Billed Amount
<b>Airfare</b>						
	1	08/01/2017	Airfare	300.00 USD	\$ 300.00	\$ 150.00
	2	08/03/2017	Airfare	225.00 USD	\$ 225.00	\$ 225.00
<b>Total</b>	<b>Total</b>					<b>\$ 375.00</b>

**Statement of Reimbursable Expenses**

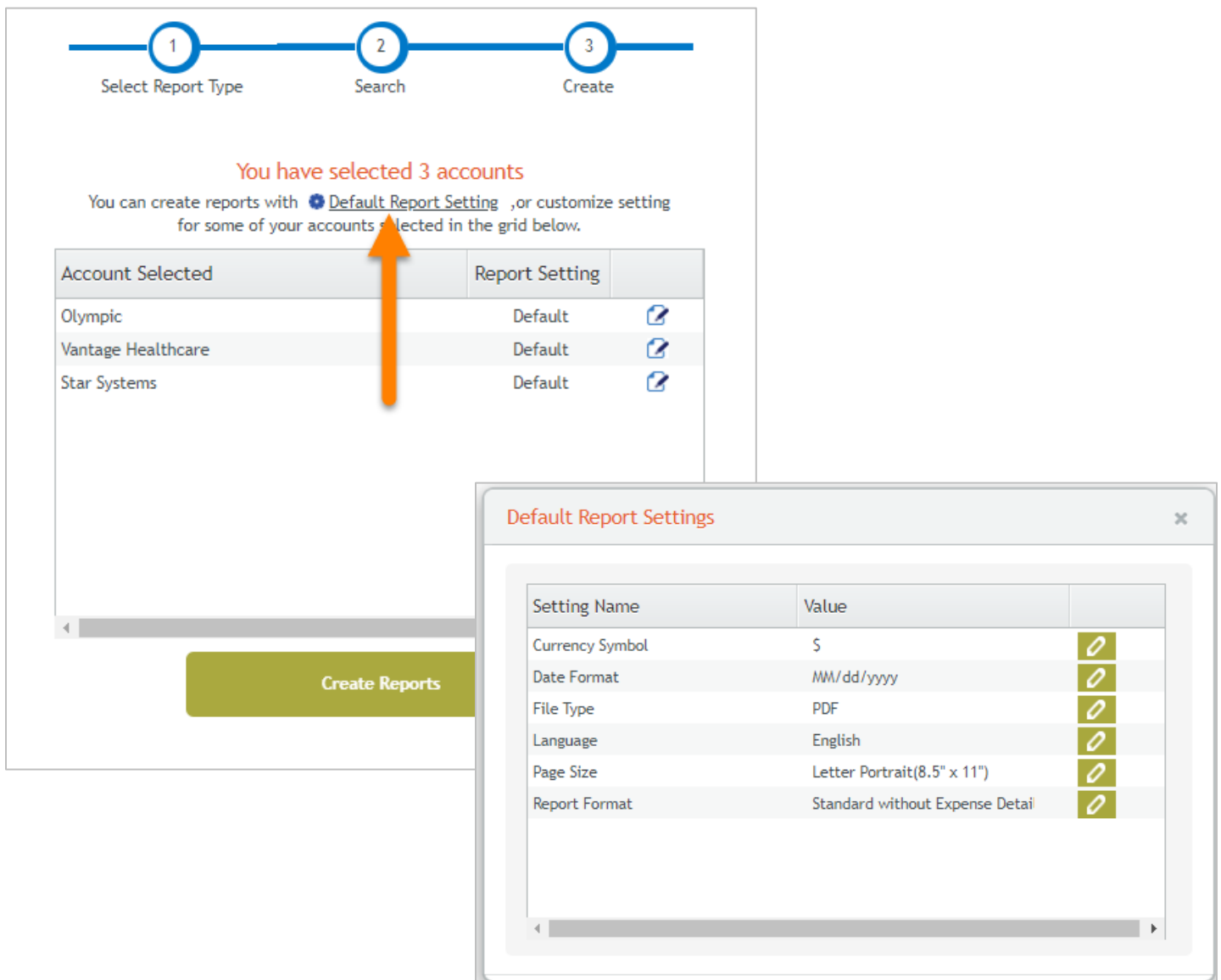
Expense Reports Paid Between: 11/01/2016 through 12/14/2016 Total Amount Billed: \$ 343.74

Billed to Account: Cascade Corp




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

### Section 3 | Default Report Settings

Before moving forward to the next part of the training, let's check and make your Default Report Settings are configured to a report layout and type that will be the most-often used. You or any of your PivotPrime users may change the Default Report Setting any time.









The screenshot shows a three-step process: 1. Select Report Type, 2. Search, and 3. Create. Below the steps, a message states "You have selected 3 accounts" and provides instructions on how to create reports using a default report setting or customize settings for specific accounts. A table lists the selected accounts and their current report settings.

Account Selected	Report Setting	
Olympic	Default	
Vantage Healthcare	Default	
Star Systems	Default	

An orange arrow points from the "You have selected 3 accounts" message to the table. Below the table is a green "Create Reports" button.

An inset window titled "Default Report Settings" shows a table of settings:

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 without Expense Detail	



## Section 4 | Data Queries

PivotPrime displays transactions that are extracted from SAP Concur when those fields are mapped in PivotPrime.

### Extracted Expense Reports & Payment Requests

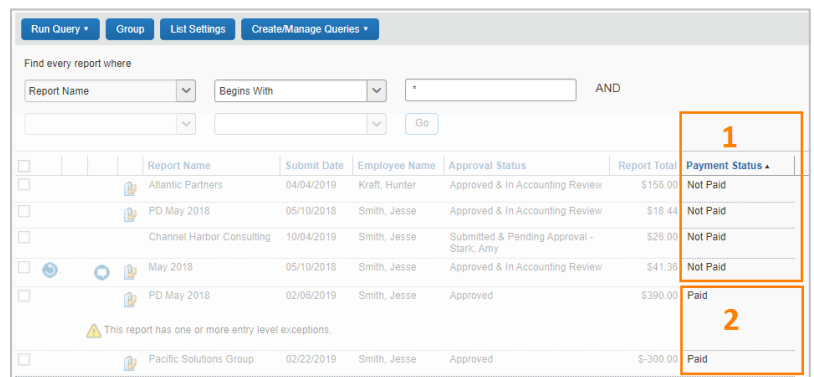
- Paid Status/Extracted

Transactions must be included on Expense Reports/Payment Requests that have been extracted from SAP Concur.

- Reports/Payment Requests that do not meet the criteria have a Paid Status of:
  - Not Paid

2. Reports/Payment Requests that meet the criteria have a Paid Status of one of the following:

- Extracted
- Paid
- Pending Payment
- Processing Payment
- Sent for Payment



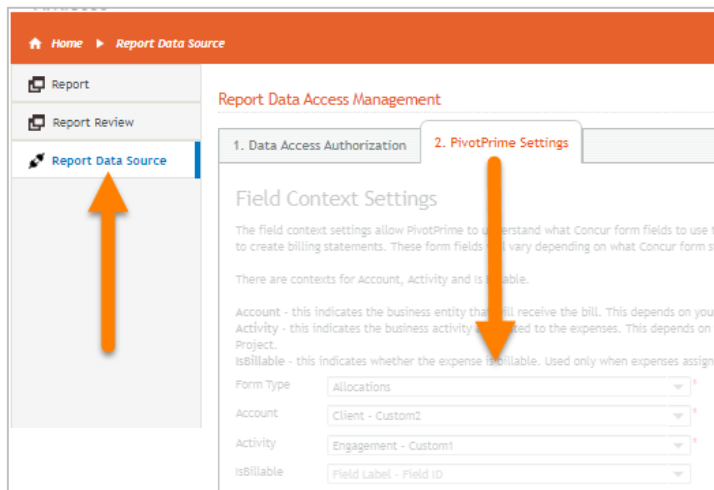
Report Name	Submit Date	Employee Name	Approval Status	Report Total	Payment Status
Atlantic Partners	04/04/2019	Kraft, Hunter	Approved & In Accounting Review	\$156.00	Not Paid
PD May 2018	05/10/2018	Smith, Jesse	Approved & In Accounting Review	\$18.44	Not Paid
Channel Harbor Consulting	10/04/2019	Smith, Jesse	Submitted & Pending Approval - Stark, Amy	\$26.00	Not Paid
May 2018	05/10/2018	Smith, Jesse	Approved & In Accounting Review	\$41.38	Not Paid
PD May 2018	02/06/2019	Smith, Jesse	Approved	\$390.00	Paid
This report has one or more entry level exceptions.					
Pacific Solutions Group	02/22/2019	Smith, Jesse	Approved	\$-300.00	Paid

### Field Mapping Settings

- PivotPrime Settings

PivotPrime is mapped to specific fields related to your SAP Concur entity and displays these field values in reports. To view your settings:

- Report Data Source > PivotPrime Settings > Field Context Settings



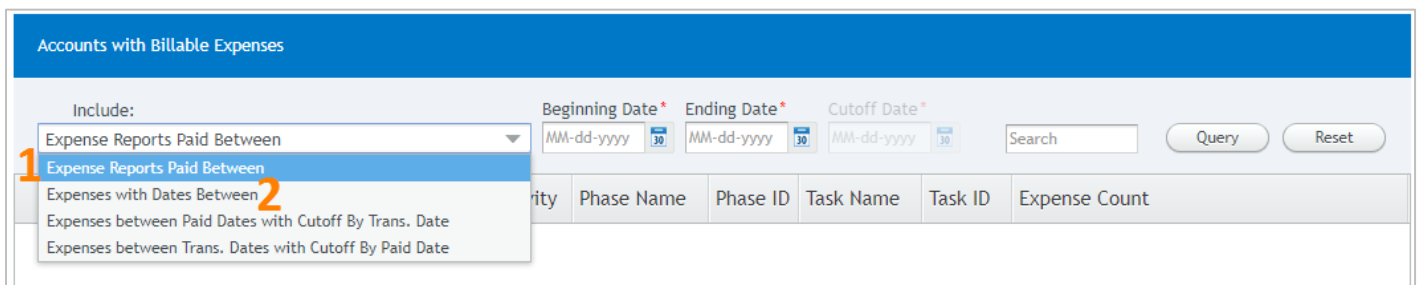
### Single Level Queries - Paid Date/Extract Date & Transaction Date

**1. Expense Reports Paid Between**

The result of this query are transactions included in Expense Reports/Payment Requests extracted in a specific date range.

**2. Expenses with Dates Between**

The result of this query are transactions with dates in a specific date range. The transactions must be included in Expense Reports/Payment Requests that have been extracted.

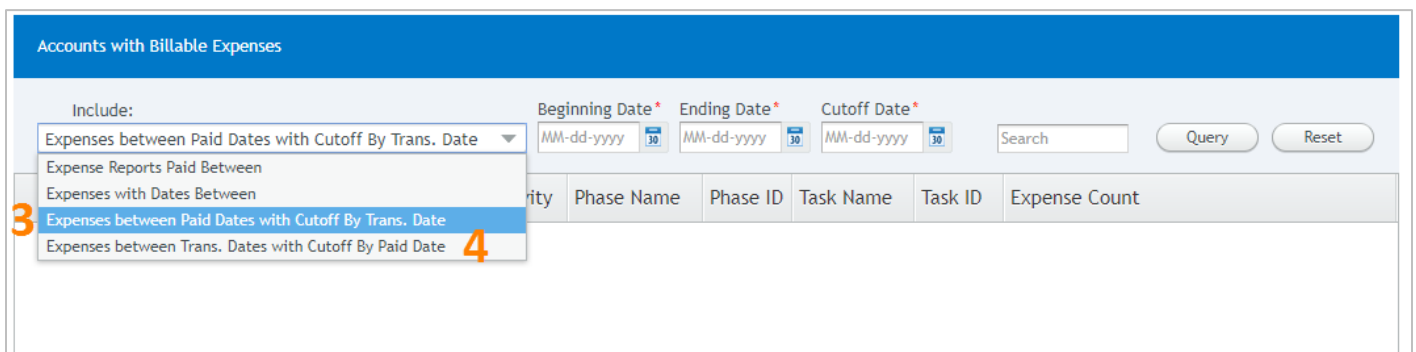


### Two Level Queries – Combinations of Paid Date/Extract Date & Transaction Date

**1. Expense between Paid Dates with Cutoff by Trans Date**

The result of this query are transactions:

- Included in Expense Reports/Payment Requests extracted in a specific date range
- Where the last/most recent transaction is on or before the Cutoff Date



**2. Expense between Trans. Dates with Cutoff by Paid**

The result of this query are transactions:

- Where the transactions are within a specific date range
- Included in Expense Reports/Payment Requests extracted on or before the Cutoff Date

## Best Practices

It's important to distinguish the two ways you'll use PivotPrime:

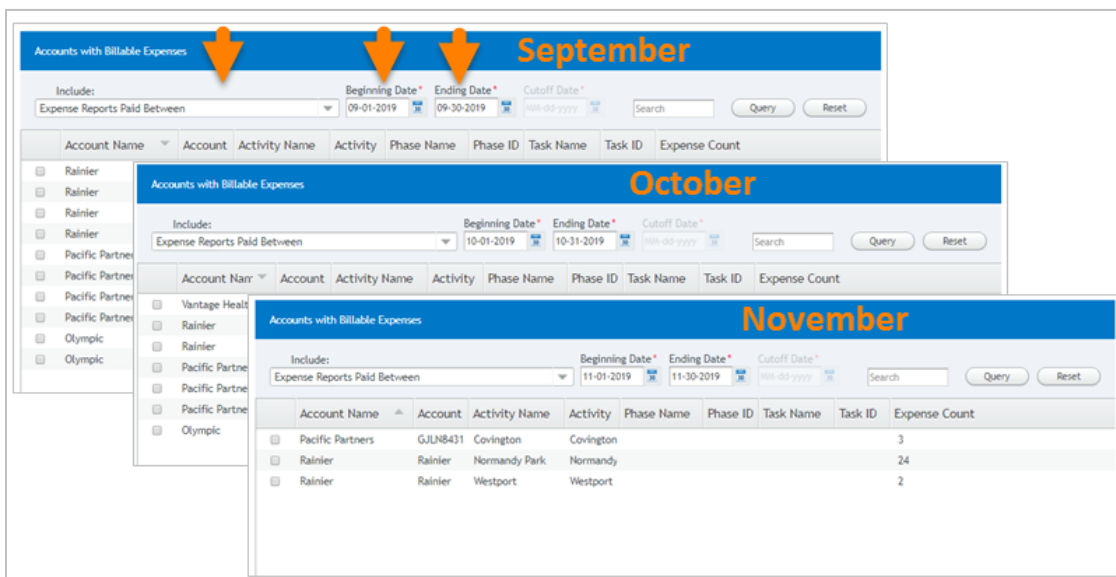
- To Bill Expenses  
To create backup documentation to forward on to the recipient/client for reimbursement.
- To Find Expenses  
To generate PivotPrime reports to help locate an expense, receipt, etc.

### Best Practices | Billing Expenses

For billing, it's critical to capture all expenses while at the same time, avoid duplicate expenses. The following recommendation ensures your billing will be accurate:

- **Include** – Set to **Expense Reports Paid Between**
- Set **Beginning Date** and **Ending Date** values consistently.
  - By the month
  - By the week
  - For the first half of the month; then last half of the month

In the example, the September query captures August expenses that may have been submitted late.



Account Name	Account	Activity Name	Activity	Phase Name	Phase ID	Task Name	Task ID	Expense Count
Pacific Partners	GJLNB431	Covington	Covington					3
Rainier	Rainier	Normandy Park	Normandy					24
Rainier	Rainier	Westport	Westport					2

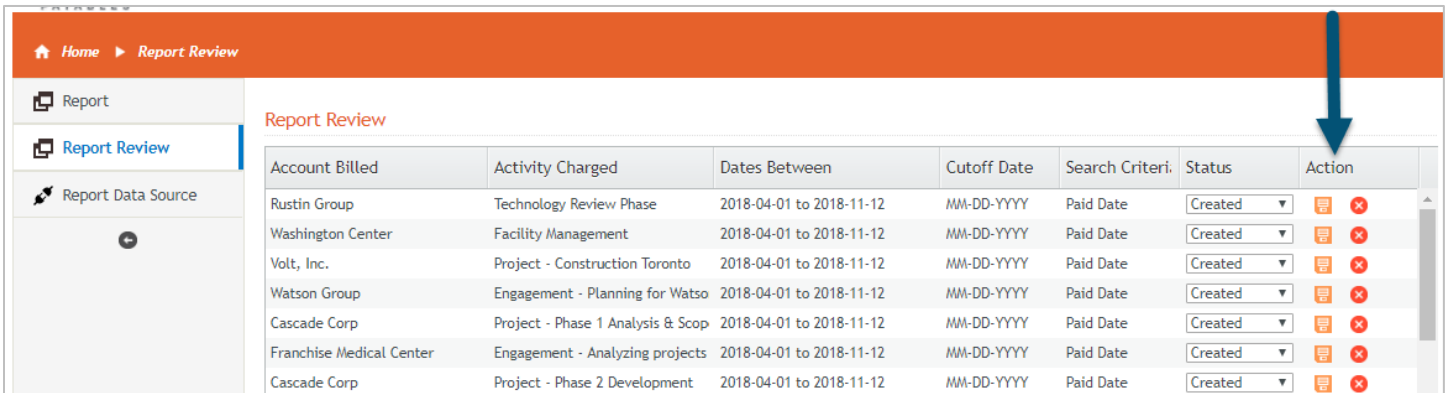
### Best Practices | To Find Expenses















We encourage you to use PivotPrime to practice running reports and to locate expenses. Your subscription allows an unlimited number of reports. The best practice here is that you always return the PivotPrime configuration (such as the Default Report Settings) to their original settings.

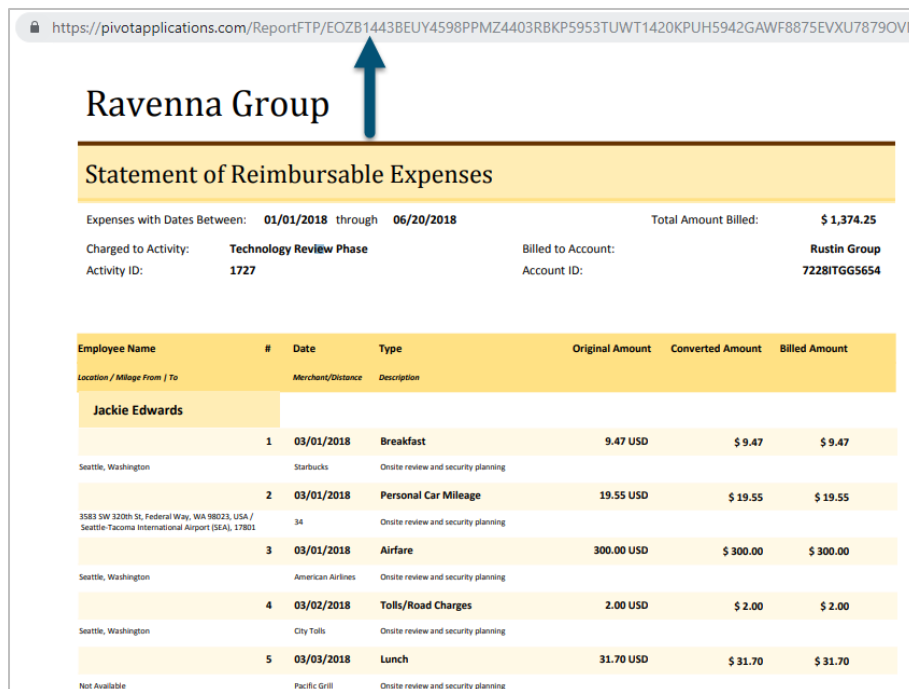
## Section 5 | Report Review – Library

As a convenience, PivotPrime maintains a log of previously generated reports so you can quickly view an earlier file. Each time you generate a PDF, it is added to this list.

- Click the orange disk to view the report
- Click the red circle to delete the report from the list



Account Billed	Activity Charged	Dates Between	Cutoff Date	Search Criteri	Status	Action
Rustin Group	Technology Review Phase	2018-04-01 to 2018-11-12	MM-DD-YYYY	Paid Date	Created	 
Washington Center	Facility Management	2018-04-01 to 2018-11-12	MM-DD-YYYY	Paid Date	Created	 
Volt, Inc.	Project - Construction Toronto	2018-04-01 to 2018-11-12	MM-DD-YYYY	Paid Date	Created	 
Watson Group	Engagement - Planning for Watso	2018-04-01 to 2018-11-12	MM-DD-YYYY	Paid Date	Created	 
Cascade Corp	Project - Phase 1 Analysis & Scop	2018-04-01 to 2018-11-12	MM-DD-YYYY	Paid Date	Created	 
Franchise Medical Center	Engagement - Analyzing projects	2018-04-01 to 2018-11-12	MM-DD-YYYY	Paid Date	Created	 
Cascade Corp	Project - Phase 2 Development	2018-04-01 to 2018-11-12	MM-DD-YYYY	Paid Date	Created	 



https://pivotapplications.com/ReportFTP/EOZB1443BEUY4598PPMZ4403RBKP5953TUWT1420KPUH5942GAWF8875EVXU7879OVN

### Ravenna Group

#### Statement of Reimbursable Expenses

Expenses with Dates Between: **01/01/2018** through **06/20/2018** Total Amount Billed: **\$ 1,374.25**

Charged to Activity: **Technology Review Phase** Billed to Account: **Rustin Group**  
 Activity ID: **1727** Account ID: **7228ITGG5654**

Employee Name	#	Date	Type	Original Amount	Converted Amount	Billed Amount
<b>Jackie Edwards</b>						
	1	03/01/2018	Breakfast	9.47 USD	\$ 9.47	\$ 9.47
Seattle, Washington			Starbucks			
	2	03/01/2018	Personal Car Mileage	19.55 USD	\$ 19.55	\$ 19.55
3583 SW 320th St, Federal Way, WA 98023, USA / Seattle-Tacoma International Airport (SEA), 17801			34			
	3	03/01/2018	Airfare	300.00 USD	\$ 300.00	\$ 300.00
Seattle, Washington			American Airlines			
	4	03/02/2018	Tolls/Road Charges	2.00 USD	\$ 2.00	\$ 2.00
Seattle, Washington			City Tolls			
	5	03/03/2018	Lunch	31.70 USD	\$ 31.70	\$ 31.70
Not Available			Pacific Grill			

## Section 6 | Wrap Up Conversation

Here are some important points as we conclude today's training:

- **PivotPrime is Shared**  
You each have your own account and with it, permissions to Create Reports, Administer, or both. Beyond that, your changes apply to everyone's experience. If you change the Default Setting, you change it for everyone.
- **PivotPrime Reports are Static**  
This Training Guide covers all the various PivotPrime report layouts available. These are essentially different layouts of the same SAP Concur data. The PivotPrime User Guide also details these reports.
- **PivotPrime checks for new SAP Concur data (closed batches/extracted expense reports and payment requests) periodically.** The time it takes to move that data over depends on several things. Among them, the overall data traffic across all customers so time of day is a consideration. A best practice is to expect your PivotPrime data the day after you process your SAP Concur expense reports.
- **Extract Date Subject to SAP Concur Process**  
Closing the batch in Concur at the end of the day may result in a Paid Date for the following day as the date/time stamp happens sometime after the batch is closed.

## Section 7 | 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 Pop-up Blockers

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

#### Step 2 – Confirm ‘Include’ Setting is Correct

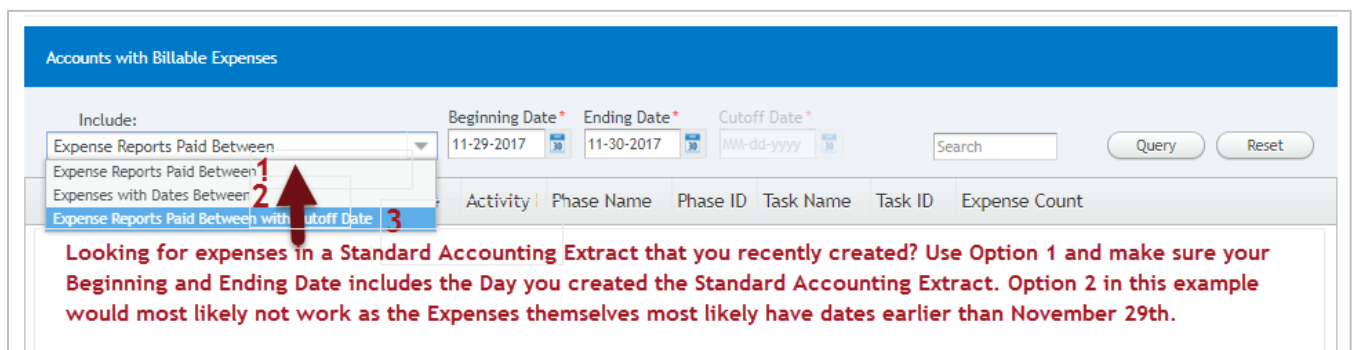
Choosing Option 2 instead of Option 1 can result in no Query results. Here’s why:

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

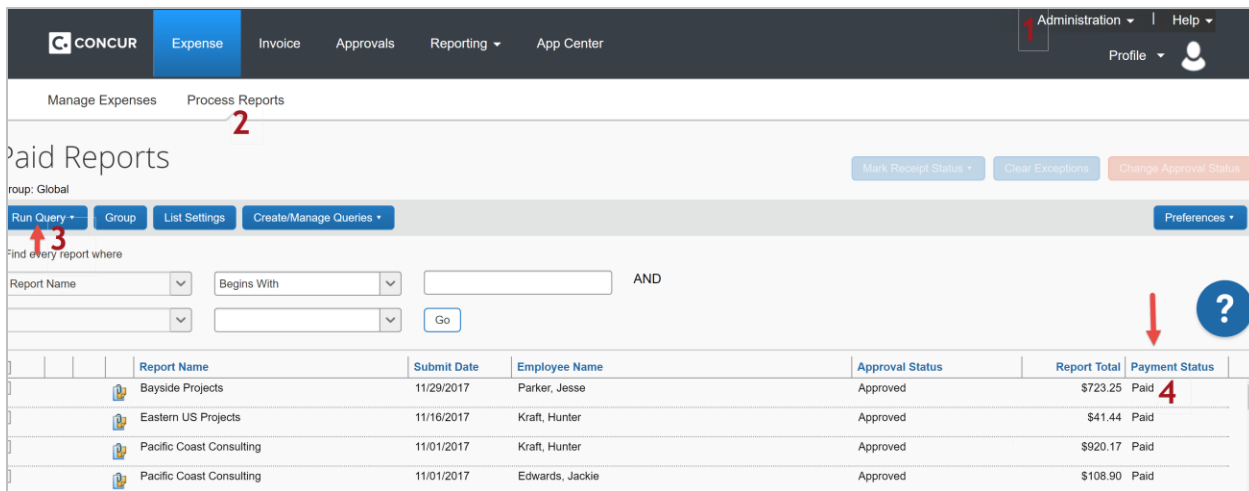
This option works similar to the Expense Reports Paid Between option. It includes billable expenses in expense reports marked as Paid (extracted from Concur) within the specified date range, AND have a Transaction Date on or before the specified cutoff date.

### Step 3 – Confirm Extract Process Completed

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, Sent for Payment, or Payment Confirmed

*Note - If you do not see the status as one of the above, then it has not been Extracted in Concur.*



CONCUR Expense Invoice Approvals Reporting App Center Administration Help Profile

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

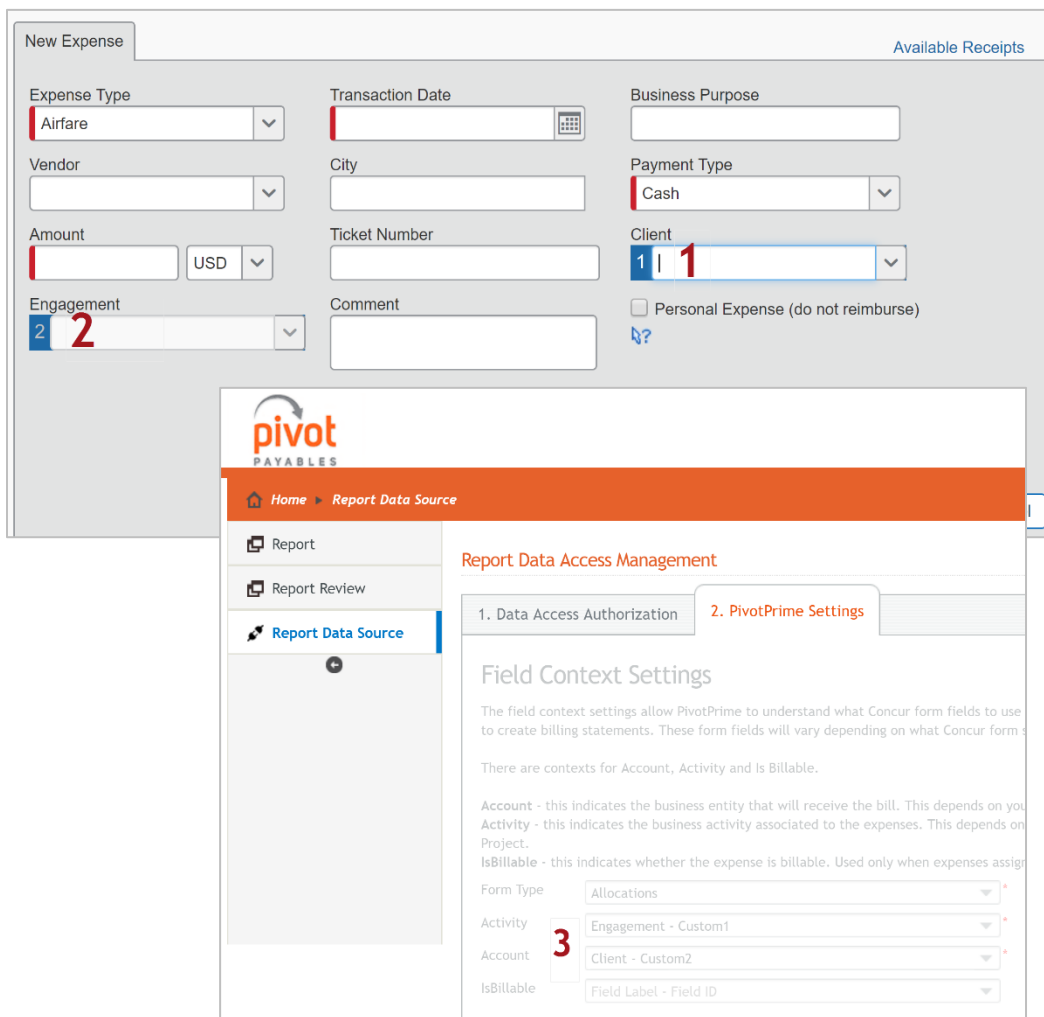
Report Name	Submit Date	Employee Name	Approval Status	Report Total	Payment Status
Bayside Projects	11/29/2017	Parker, Jesse	Approved	\$723.25	Paid
Eastern US Projects	11/16/2017	Kraft, Hunter	Approved	\$41.44	Paid
Pacific Coast Consulting	11/01/2017	Kraft, Hunter	Approved	\$920.17	Paid
Pacific Coast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

## Step 4 – Confirm PivotPrime Mapping

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.*



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 Fields:**

- 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 - Field Context Settings:**

The field context settings allow PivotPrime to understand what Concur form fields to use to create billing statements. These form fields will vary depending on what Concur form 5

There are contexts for Account, Activity and Is Billable.

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

Form Type: Allocations

Activity: Engagement - Custom1

Account: Client - Custom2

IsBillable: Field Label - Field ID



### Step 5 – Still No Data in PivotPrime?

Let's get to the bottom of this! We need three favors.

1. Print a Detailed Report from Concur and check the Payment Status.

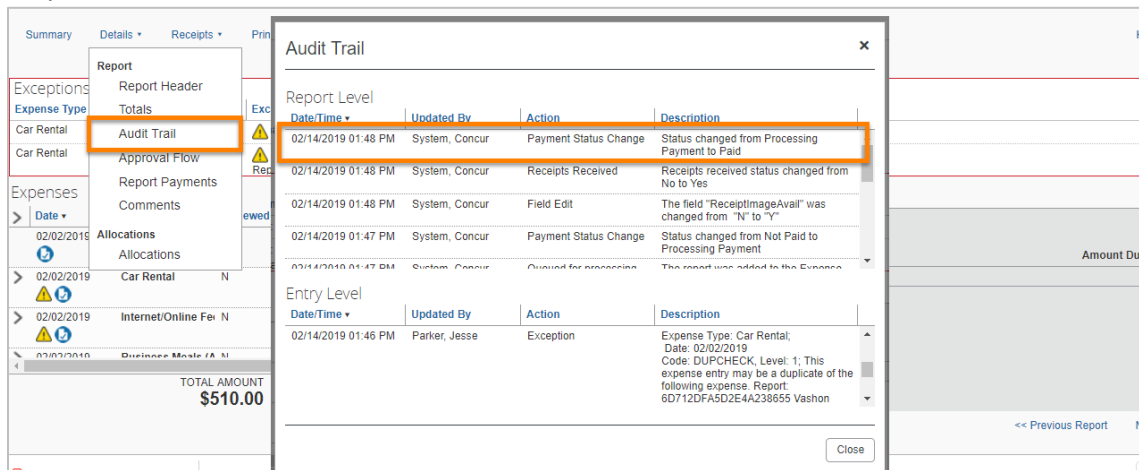
The Payment Status must be one of the following:

- Extracted
- Paid
- Pending Payment
- Processing Payment
- Sent for Payment



A Payment Status of Approved, In Accounting Review, etc. mean the extract step has not been performed.

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 out some of the transactions that are on Expense Report but are NOT in the PivotPrime report.

Send the above to [help@pivotpayables.com](mailto:help@pivotpayables.com).