

Concur Invoice Capture for Invoice Processors

Job Aid Guide

Department of Finance & Administration

AASIS S/4HANA Upgrade and Implementation

Financial Accounting

Last Updated: June 2026

Table of Contents

Topic	Page Number
Introduction	3
Import the Invoice to Concur via Email	4
Navigate to Concur Image Capture	5
Select Invoice Pages and Submit for Extraction	6
Verify Imported Information and Submit Invoice	9
Assign Invoice to User	16
Key Takeaways	18

Introduction

Purpose

Use this guide to upload and manage invoice images in Concur utilizing the Invoice Capture process. This process allows you to import invoice documentation automating key steps to transfer invoice information into the Concur system, so it is available for invoice processing, review, and submission.

The examples in this guide reference the standard Concur Invoice Image Capture process for processors, but the same steps generally apply across transactions with similar image capture functionality.

When to Use this Guide

Use this guide when you need to:

- Process an invoice in Concur's invoice capturing service manually
- Upload a new invoice image into Concur
- Verify the extracted invoice data
- Submit the invoice for processing

Before You Begin

This process is only to be performed by **internal** state employees designated as **invoice processors** when an invoice needs to be processed and verified sooner than the 72 hours Concurs external automated invoice capture service has to process the invoice.

Before starting this procedure, make sure you have the invoice file saved and ready to attach to an email and have access to **SAP Concur**. Follow the steps below to email and process the invoice for verification. After emailing the invoice, allow enough time for the document to upload and appear in the All-Batches screen before continuing. The recommendation is to send the invoice the day before you intend to process to minimize delays.

Once the invoice is available in Invoice Image Capture, you are ready to continue with the remainder of the process.

Concur Invoice Capture for Invoice Processors (1 of 14)

Import the Invoice to Concur via Email

Before beginning the Image Capture process within Concur, the Invoice must be sent to Concur via Email to Import the Data.

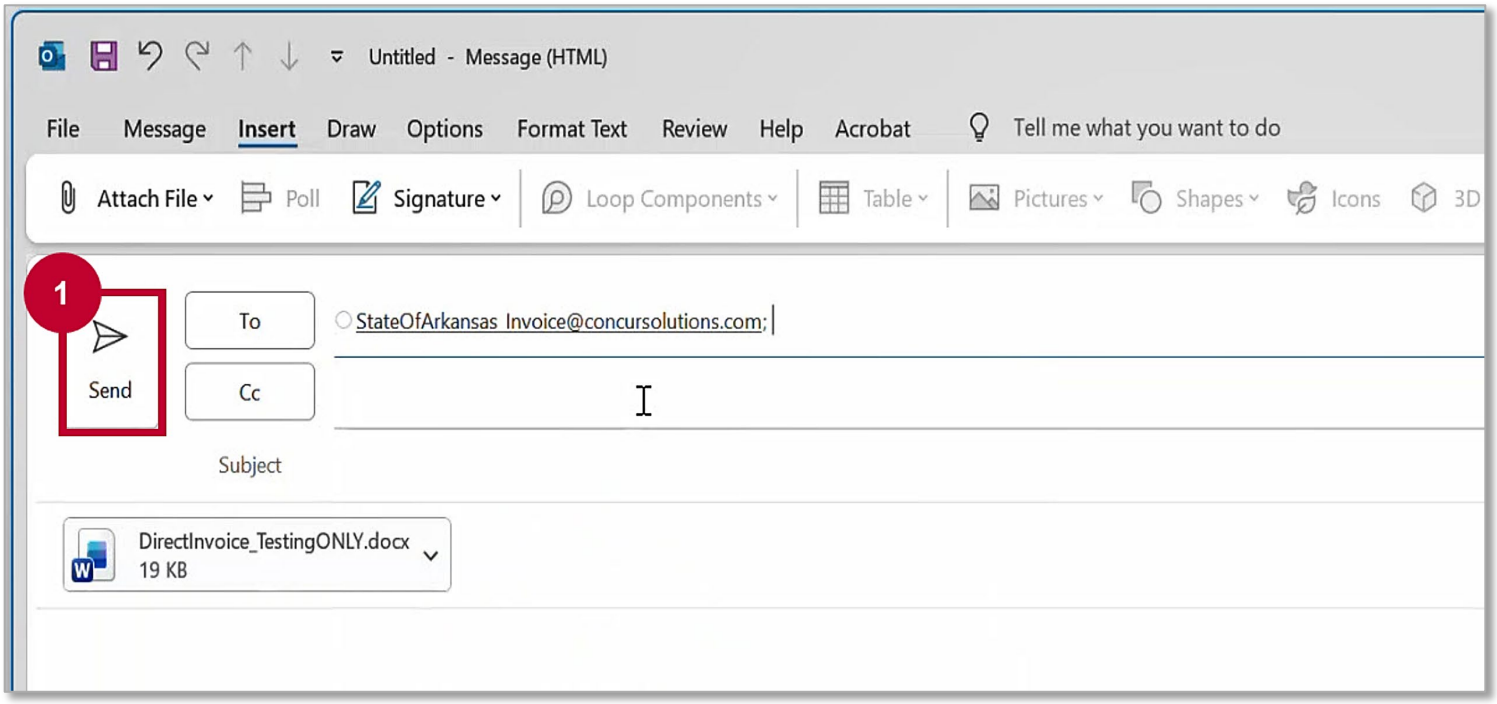
1. Send the Invoice to **Concur.**
    a. Open **Outlook** and **Create a New Email**.
    b. In the **To** field, enter the Concur Image Capture email address: Stateofarkansas_invoice@concursolutions.com

    Note: This email is only utilized by **internal** state employees when the Invoice will be manually processed by the State of Arkansas. This occurs when an invoice needs to be processed sooner than the 72-hours Concurs automated invoice capture service has to process the invoice.

    c. Attach the Invoice to the email.
        - **Acceptable Attachment Types: .**PDF, .TIF, .TIFF, .JPEG, .JPG, .PNG, .DOC, .DOCX, .XLS, .XLSX, .EML

    d. Click **Send.**

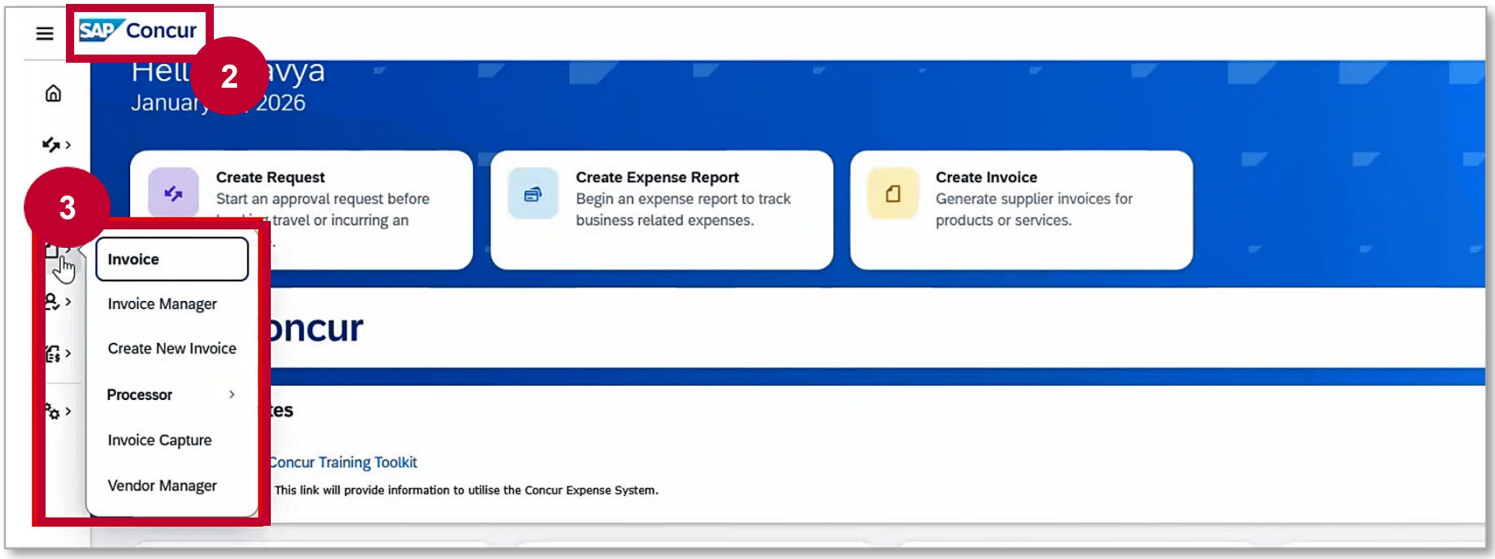
    Note: Concur will send an emailed response when it receives the invoice. "Invoice Capture email received“. Please allow time for the invoice to be received and imported into Concur Image Capture before continuing.



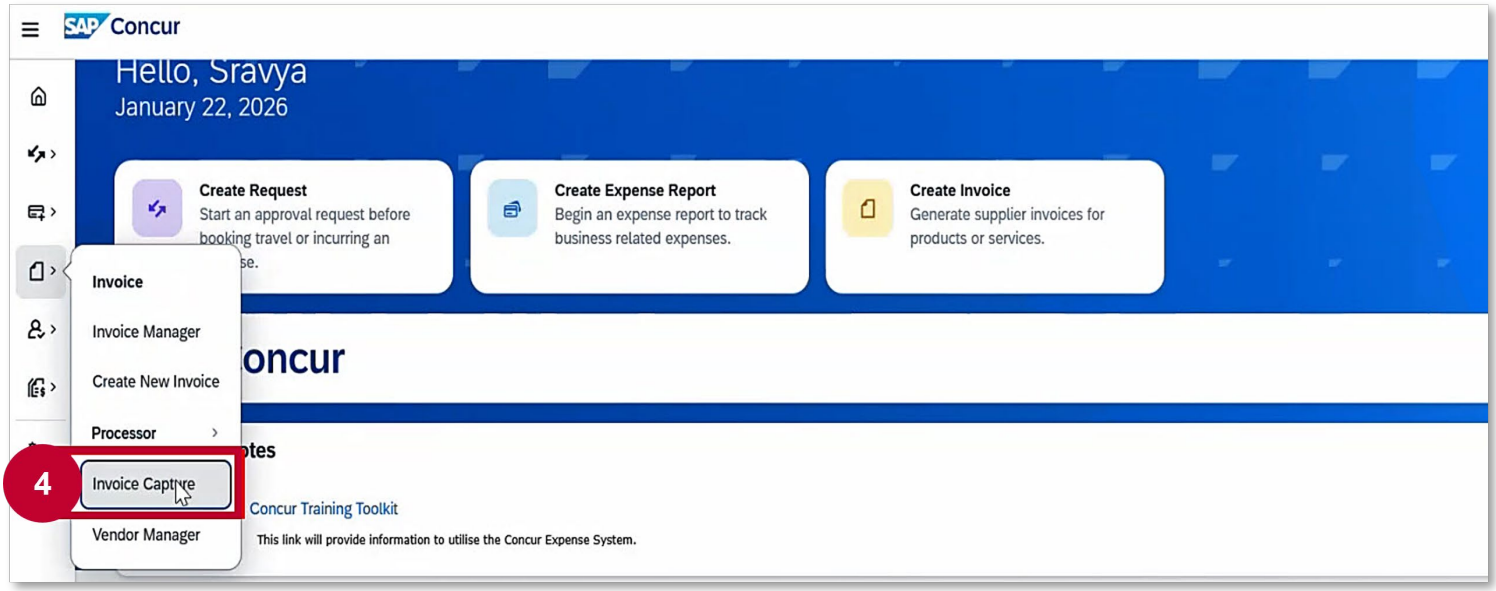
Concur Invoice Capture for Invoice Processors (2 of 14)

Navigate to Concur Image Capture

2. Log in to **Concur.**
3. In the left sidebar, click the **Invoice** icon.



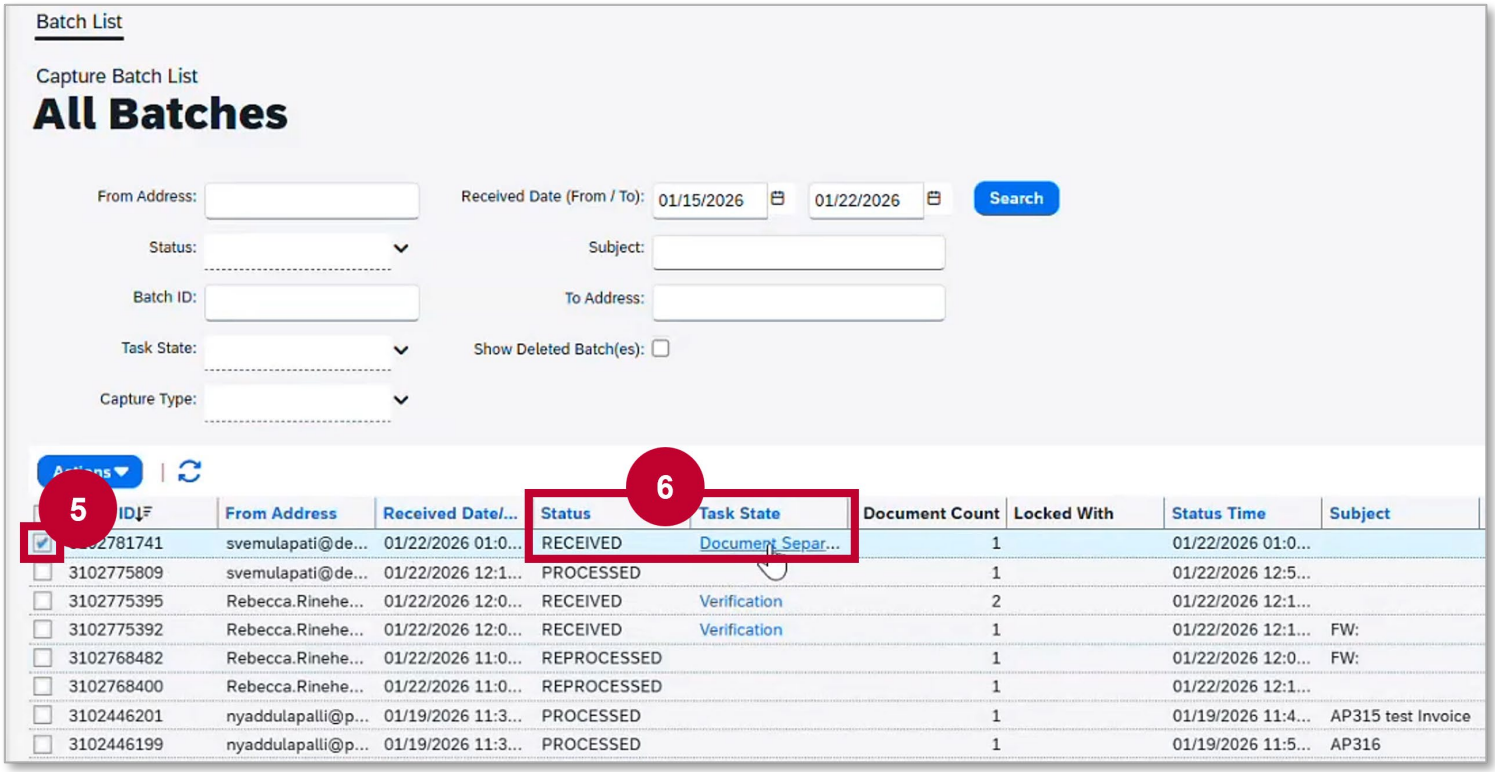
4. From the drop-down menu, select **Invoice Capture.**



Concur Invoice Capture for Invoice Processors (3 of 14)

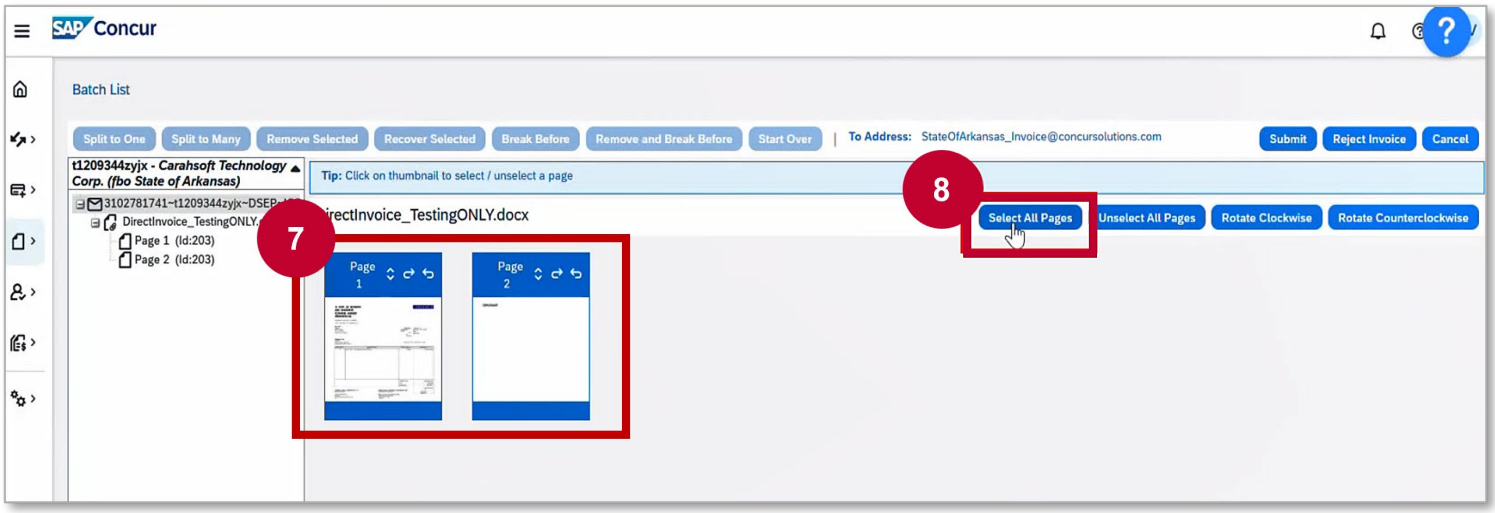
Select Invoice Pages and Submit for Extraction

5. Locate your imported invoice in the table on the **All Batches** screen.
6. Click on **Document Separation** hyperlink in your invoice row to open it.



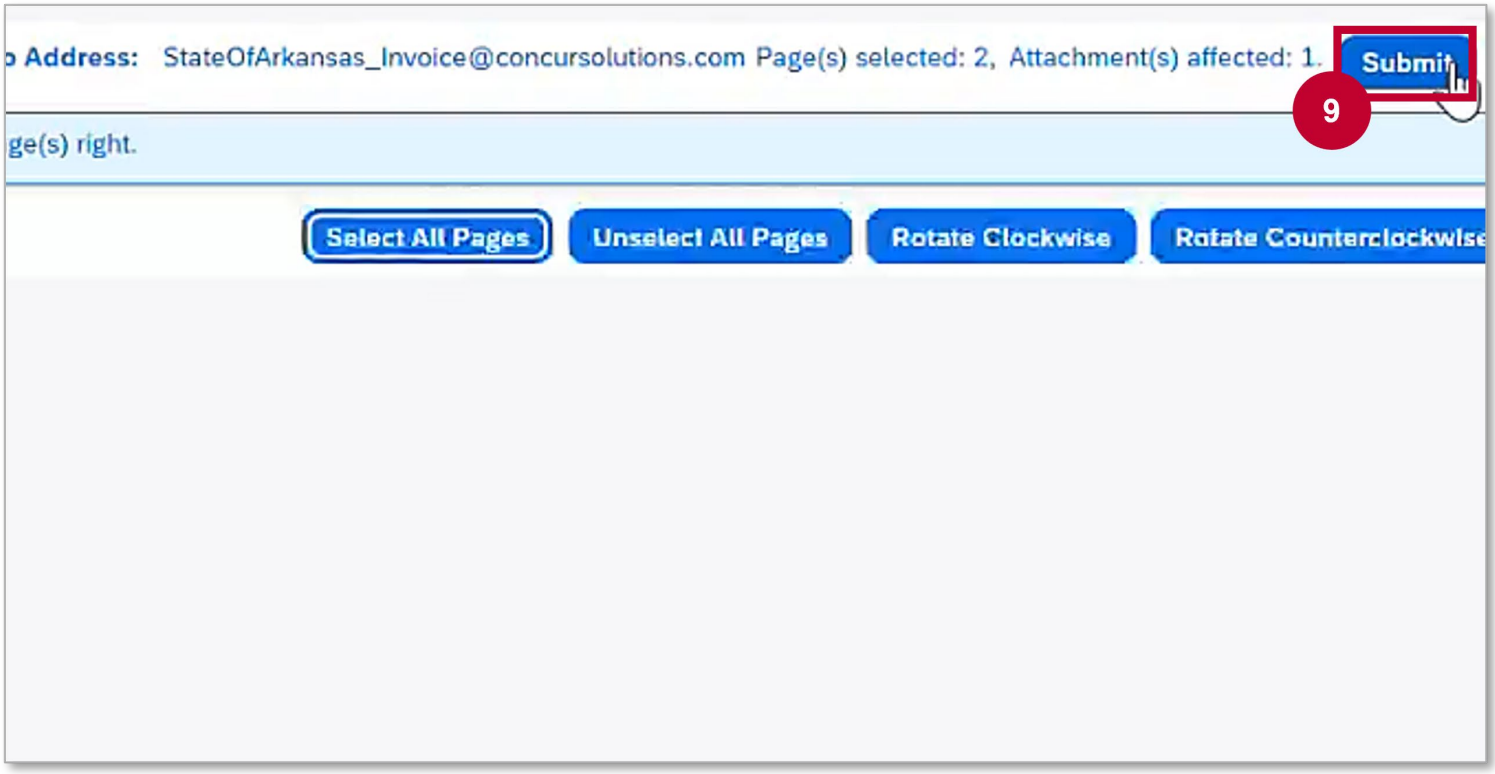
7. Confirm that all pages belonging to the invoices are present.
8. Click **Select All Pages**.

Note: Selected Pages will be highlighted in blue with a checkmark.

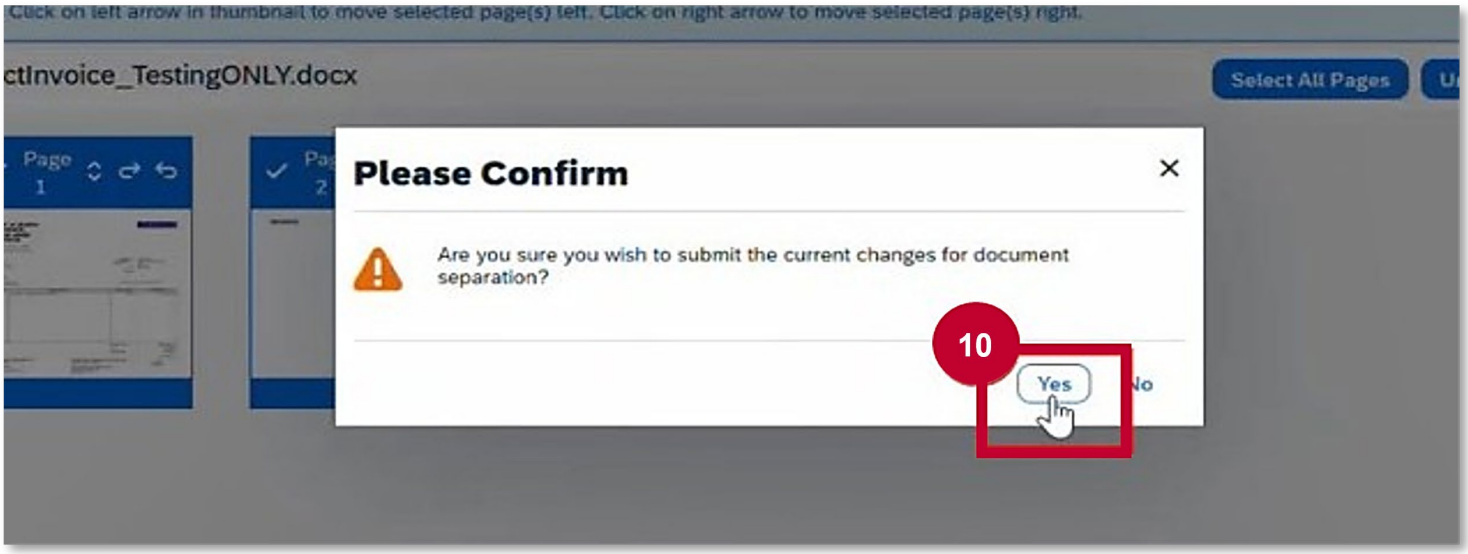


Concur Invoice Capture for Invoice Processors (4 of 14)

9. Click **Submit.**



10. When the **Please Confirm** pop-up appears asking whether you want to submit the current changes for document separation, click **Yes**. This will navigate you back to the **All-Batches** page.



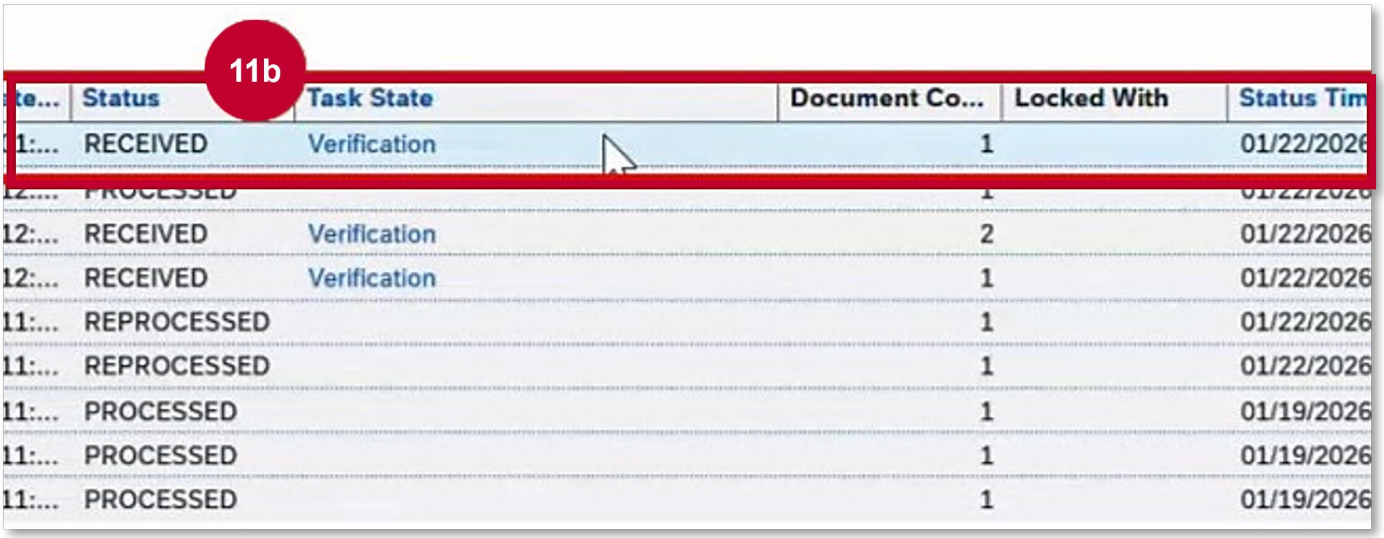
Concur Invoice Capture for Invoice Processors (5 of 14)

It is possible it may take a few minutes for the Artificial Intelligence to extract the invoice data. Processing time may vary based on document size.

11. Check the **Task Status** Column:
    a. If **Content Extraction** appears, wait a few minutes and refresh the page when it displays 'Verification' proceed to step 11b.

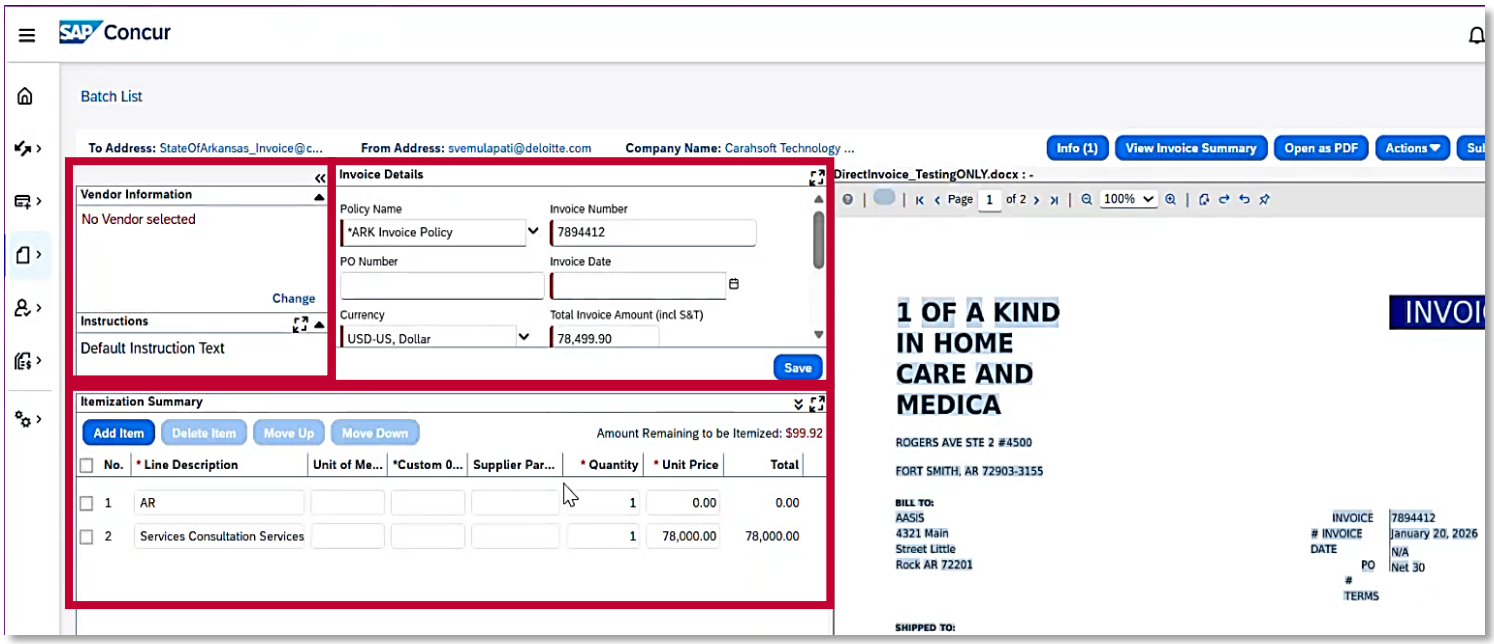


    b. When a Verification Hyperlink appears, **click** the hyperlink to continue.



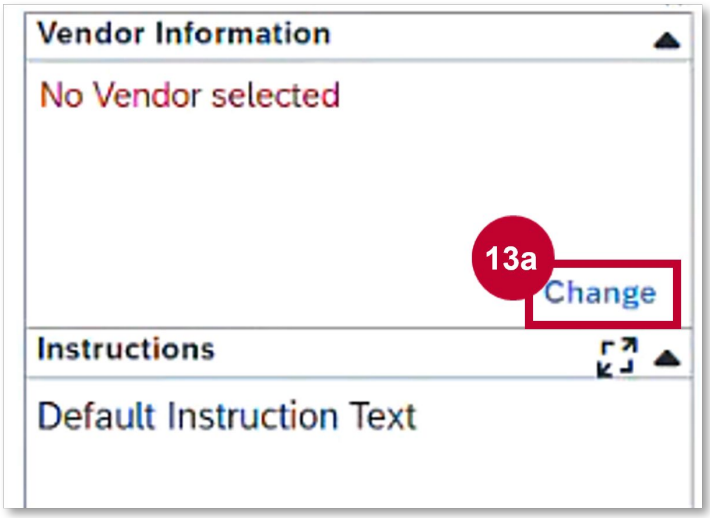
Verify Imported Information and Submit Invoice

Prior to submitting the Invoice, you must confirm the Vendor Information, Invoice Details, and Itemization Summary sections on the **Details screen** are completely and accurately completed. Incomplete or inaccurate fields will cause discrepancies in reporting.



12. Verify **Vendor Information** Imported Correctly showcasing Name, Address and Phone Number.
    a. If the Vendor Information section is complete proceed to **Step 14.**
    b. If the Vendor Information was not completely or accurately captured by the Invoice Capture, continue to **Step 13** below.

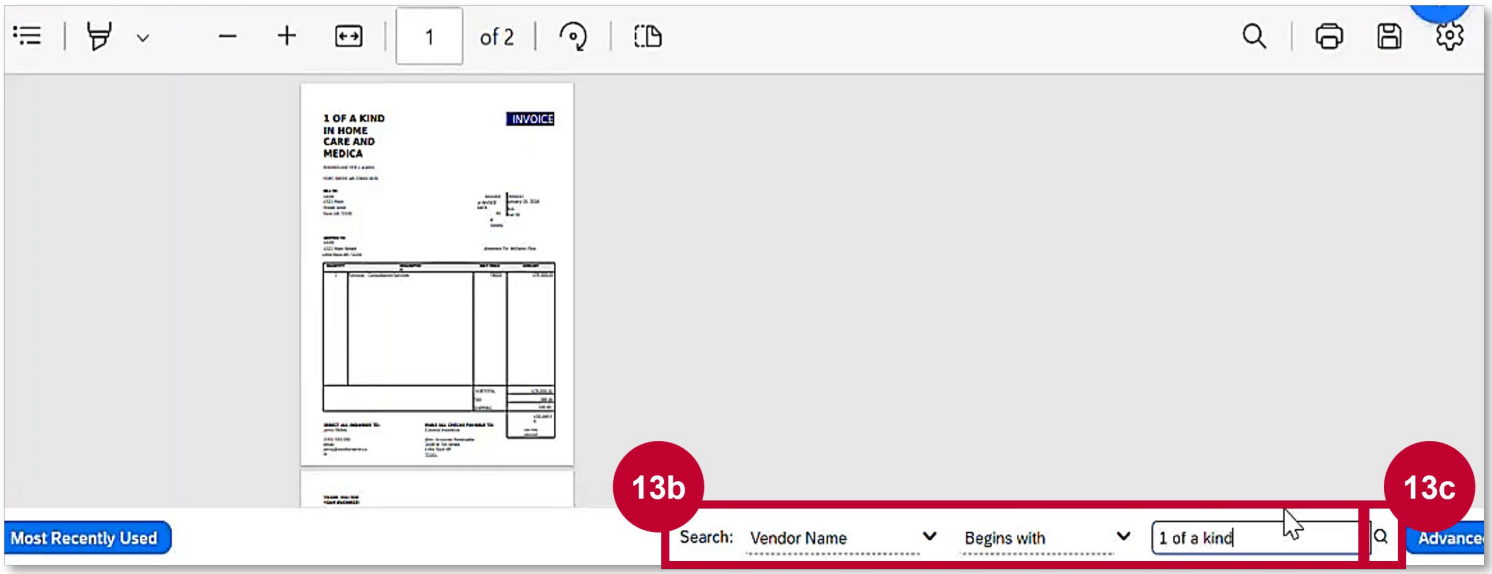
13. Update the **Vendor Information.**
    a. Click **Change** in the bottom-right corner of the Vendor Information section.



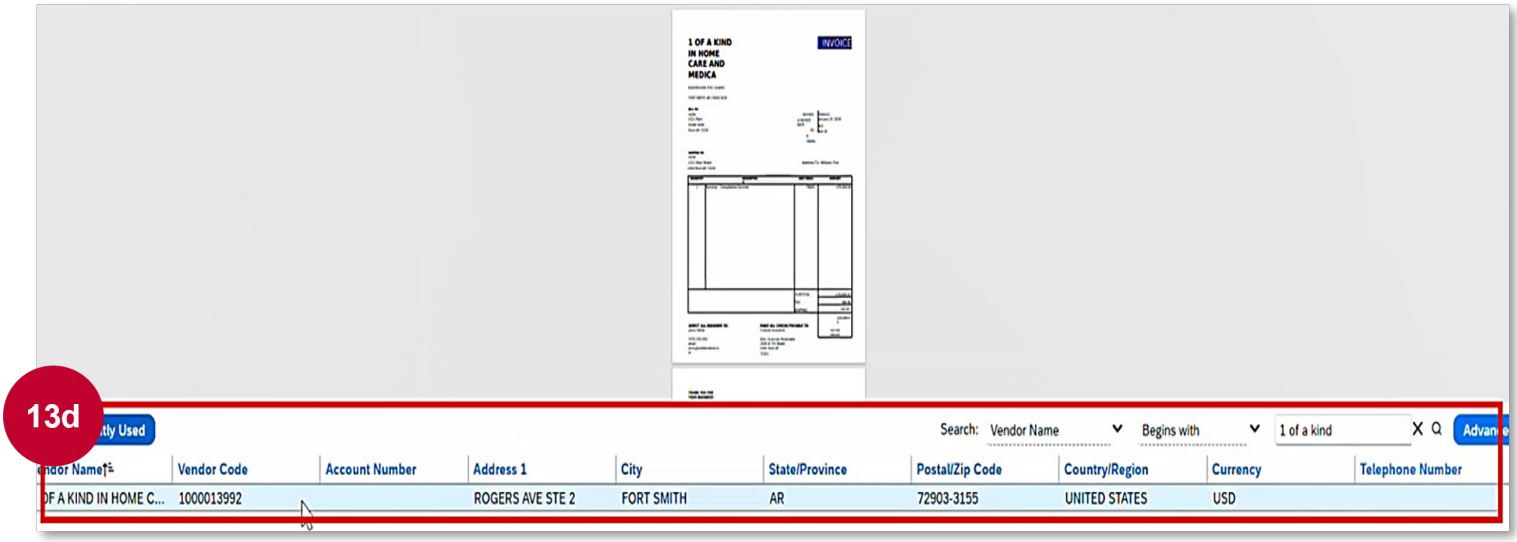
Concur Invoice Capture for Invoice Processors (7 of 14)

b. Enter the **Vendor Name** in the search bar.

c. Click the **Magnifying Glass** icon to search.

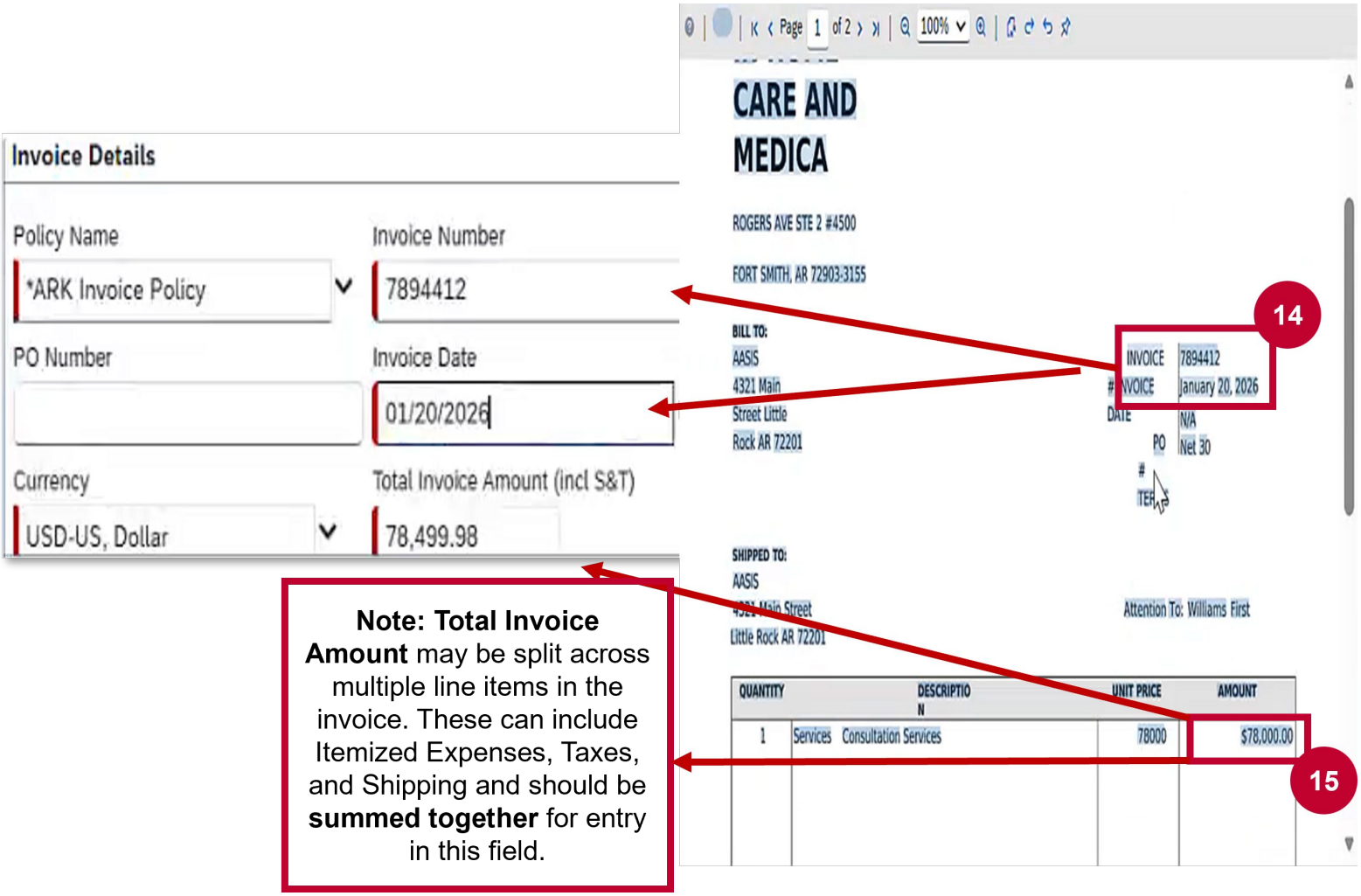


d. Select the correct vendor from the search results.



Concur Invoice Capture for Invoice Processors (8 of 14)

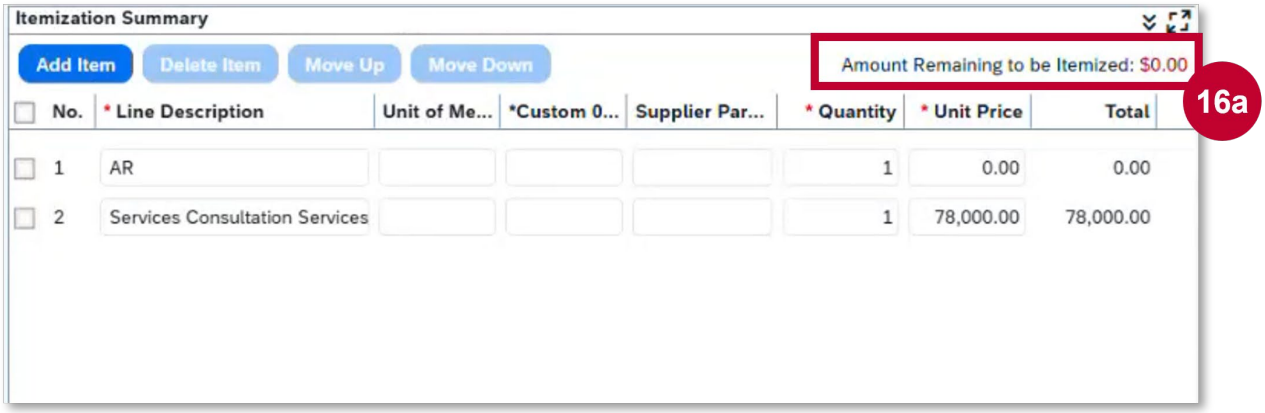
14. Verify all **Invoice Details** fields imported correctly from the document by cross referencing with the **Invoice Preview** on the right side of the screen, including:
    - Vendor Information
    - Policy Name
    - Invoice Number
    - PO Number (if applicable)
    - Invoice Date
    - Currency
    - Total Invoice Amount
    - Tax (if applicable)
    - Comments (if applicable)
    - Employee Last Name (if applicable)
15. If **any** fields are blank or inaccurate complete them by cross-referencing with **Invoice Preview.**



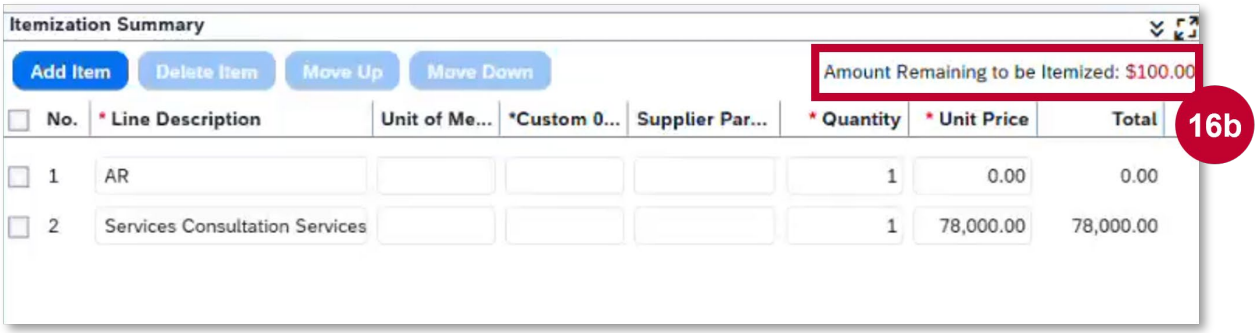
Note: Total Invoice Amount may be split across multiple line items in the invoice. These can include Itemized Expenses, Taxes, and Shipping and should be **summed together** for entry in this field.

Concur Invoice Capture for Invoice Processors (9 of 14)

16. Verify the **Itemization Summary Information**
    a. Confirm that **Amount Remaining to Be Itemized** equals **$0.00**, if it is proceed directly to **Step 17.**



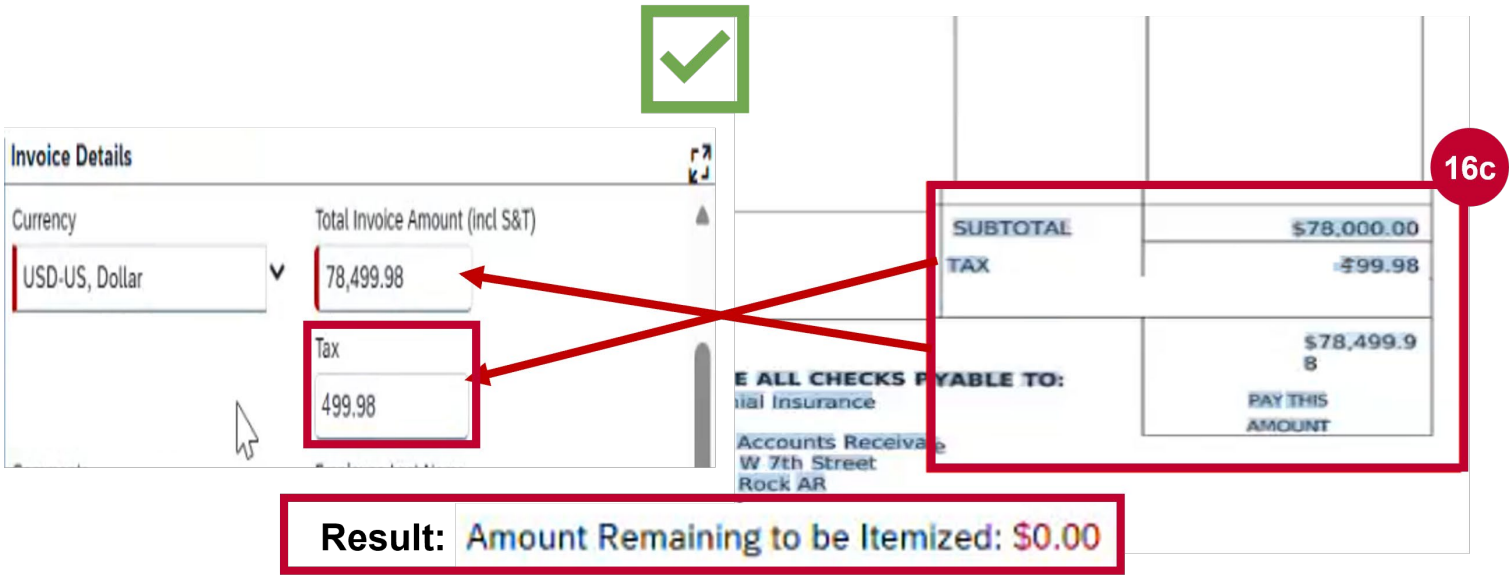
    b. If the amount is not **$0.00**, this indicates a discrepancy in the Invoice Details compared to what the physical invoice reads.

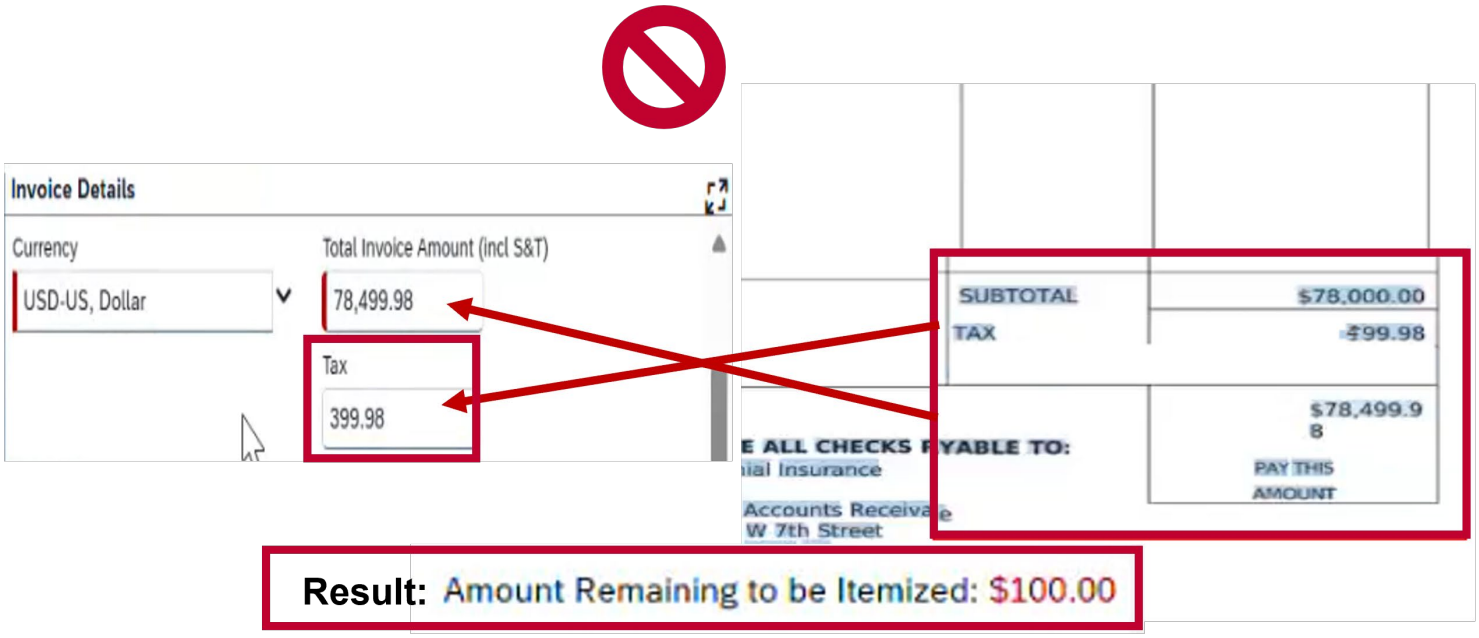


Concur Invoice Capture for Invoice Processors (10 of 14)

c. Review the following fields in the **Invoice Details** section and confirm they match the invoice exactly and correct fields as needed before continuing:
   - Total Invoice Amount
   - Tax

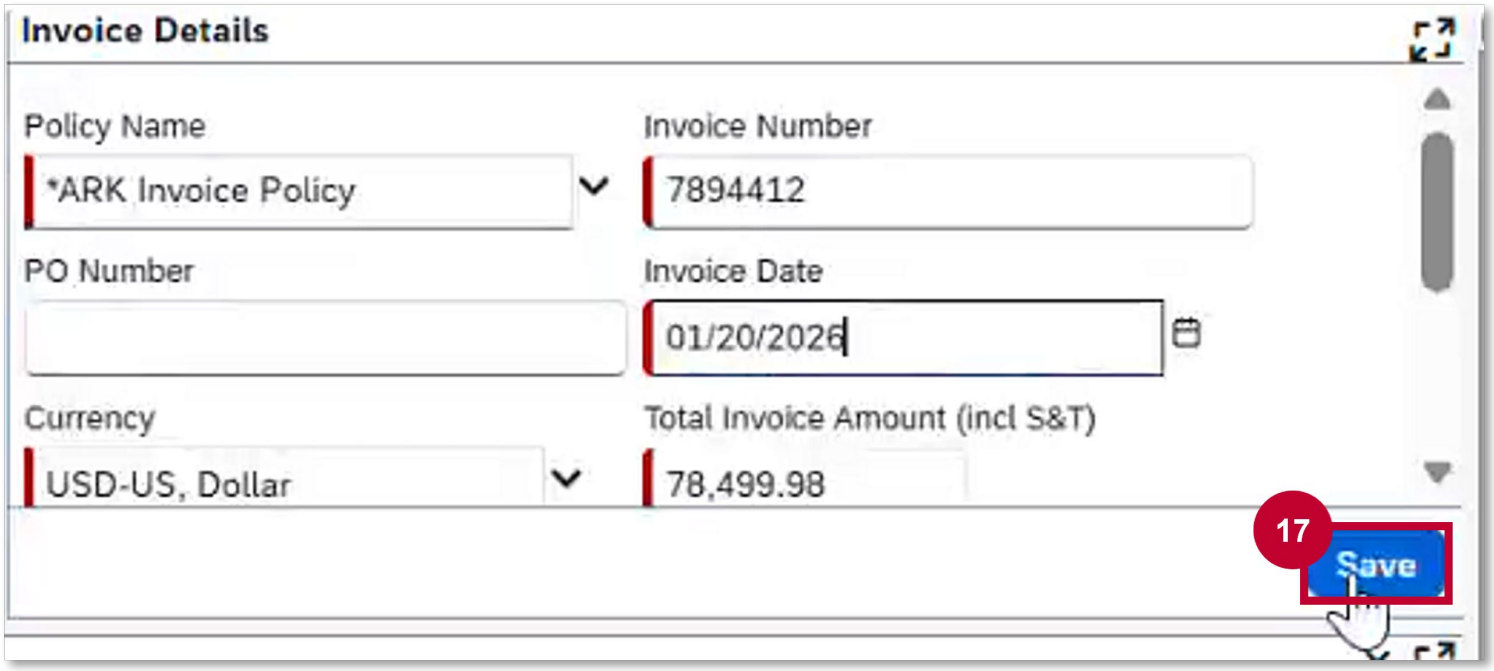
The example below illustrates the correct and incorrect tax field entries for the specified invoice, which cause a discrepancy in the **Amount Remaining to be Itemized**.



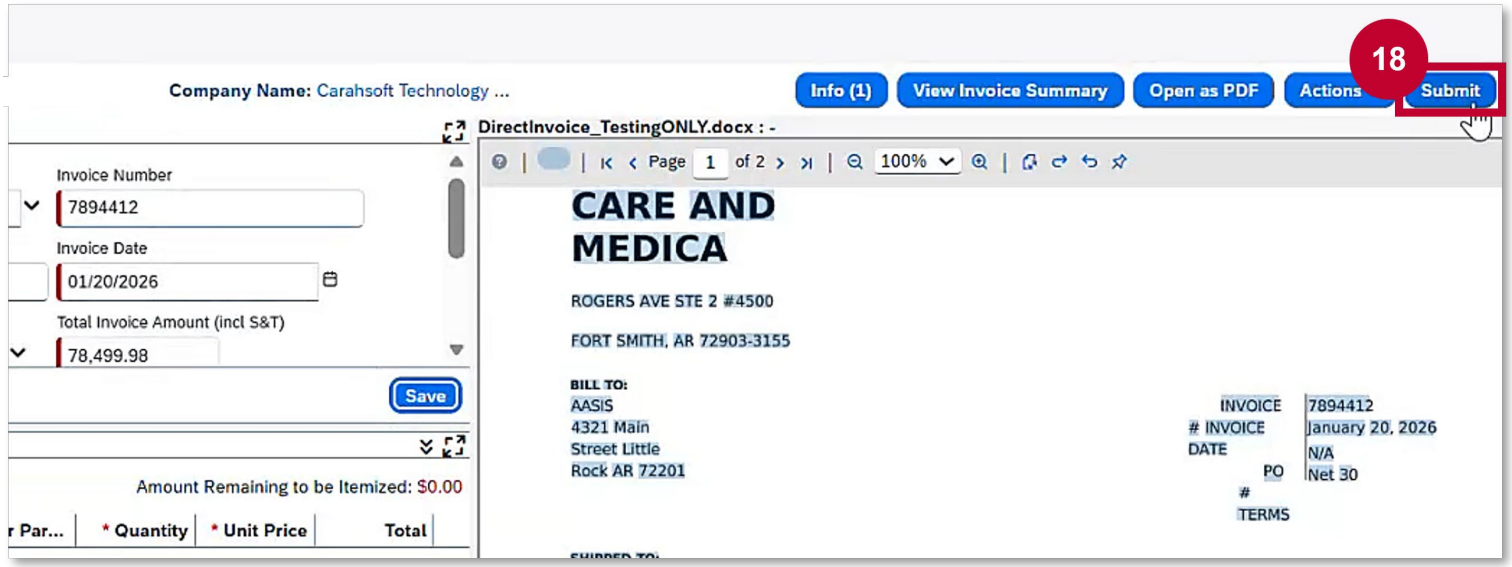


Concur Invoice Capture for Invoice Processors (11 of 14)

17. Click **Save** in the **Invoice Details Section**.

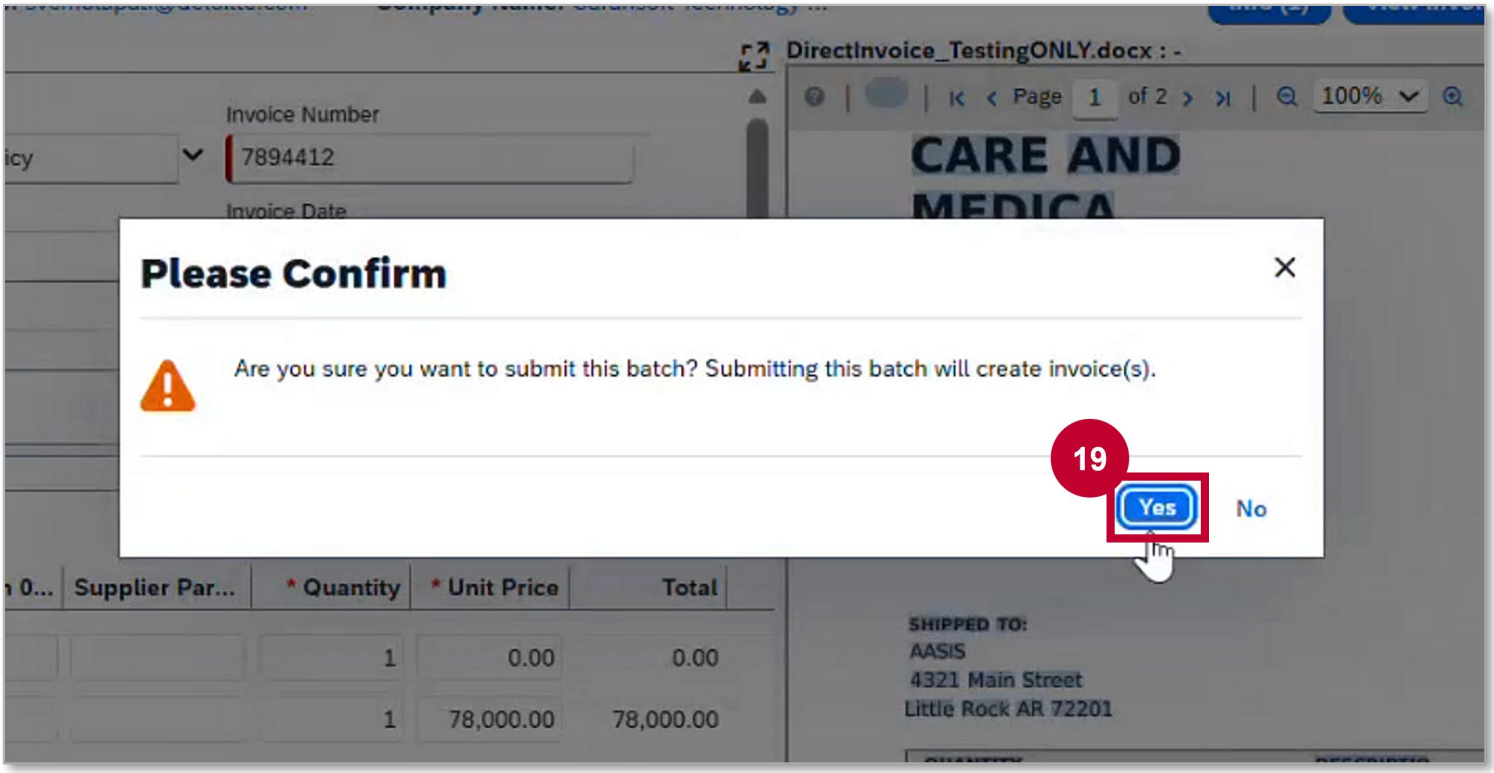


18. Click **Submit.**



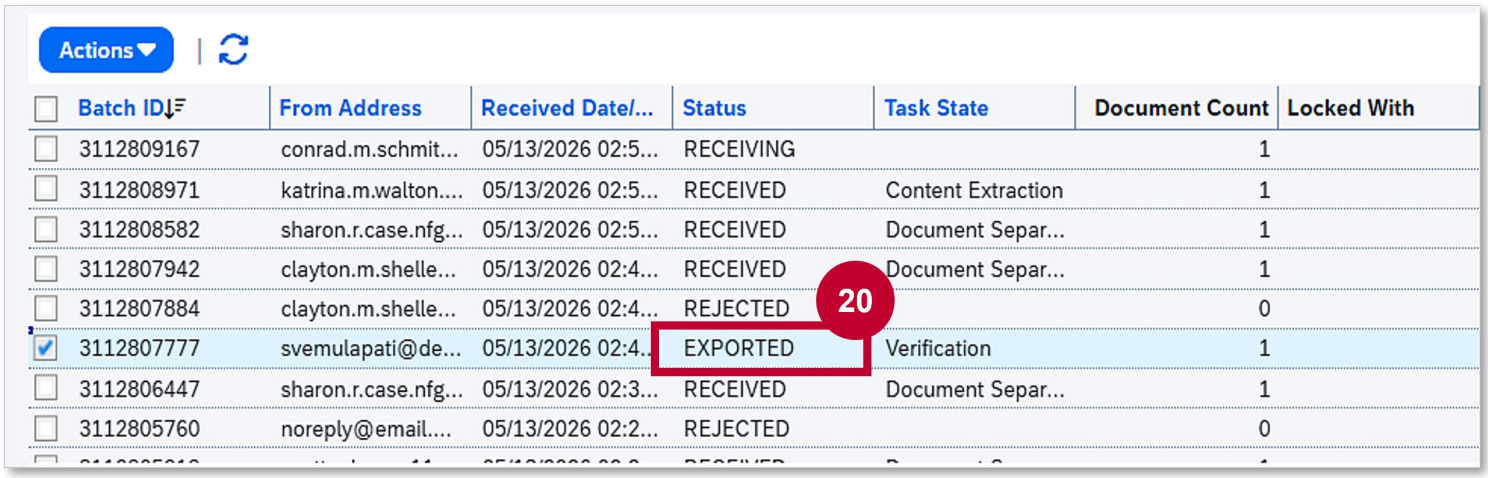
Concur Invoice Capture for Invoice Processors (12 of 14)

19. A pop-up will appear to confirm your action stating “Are you sure you want to submit this batch? Submitting this batch will create invoice(s).” Click **Yes**.



You will automatically be redirected to the **All-Batches** screen.

20. Locate your line item in the Batch List and confirm the Status has changed from **Received** to **Exported.** After a minute refresh the page. The Status should change from **Exported** to **Processed.**

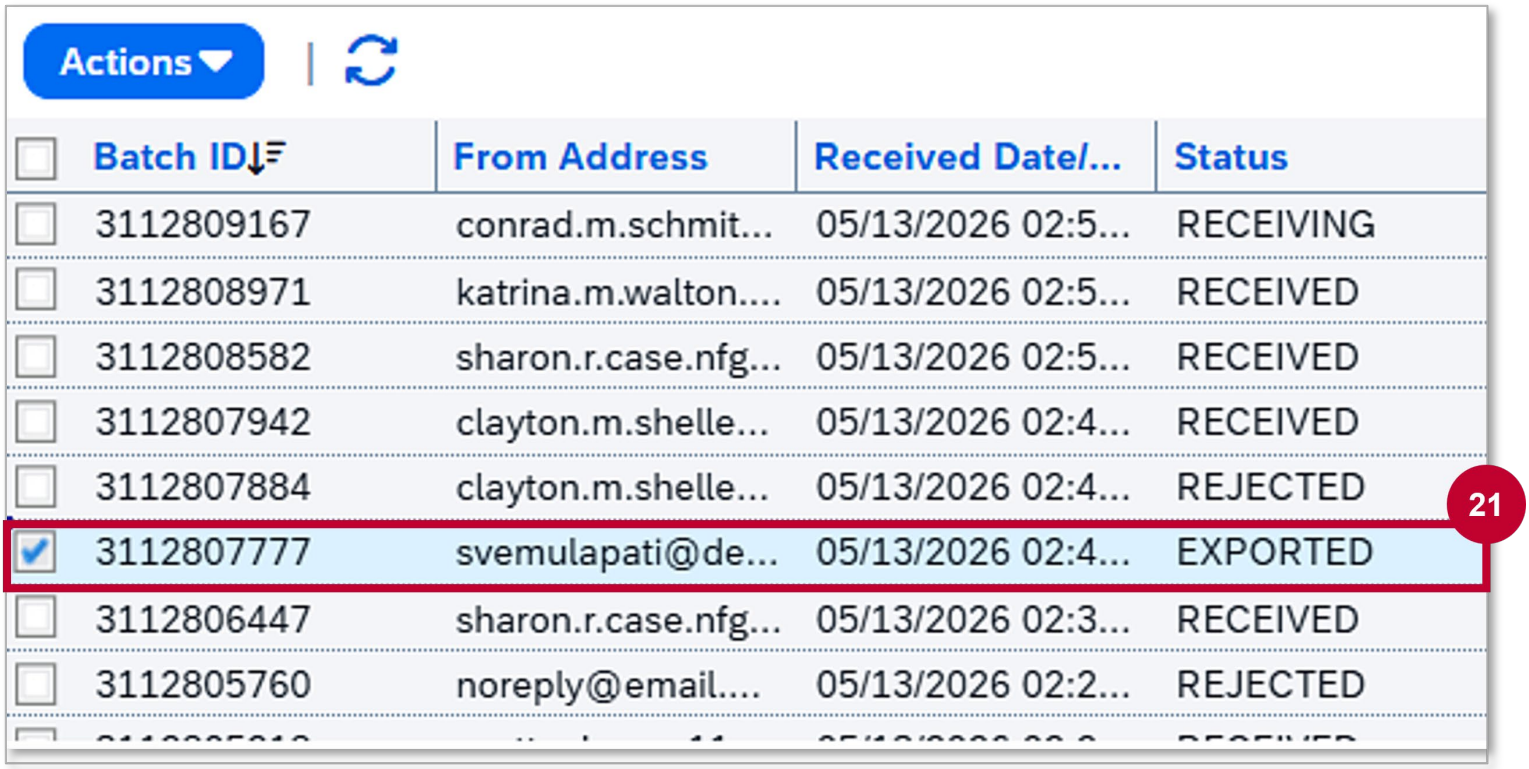


The invoice has now been successfully created but needs to be assigned for processing.

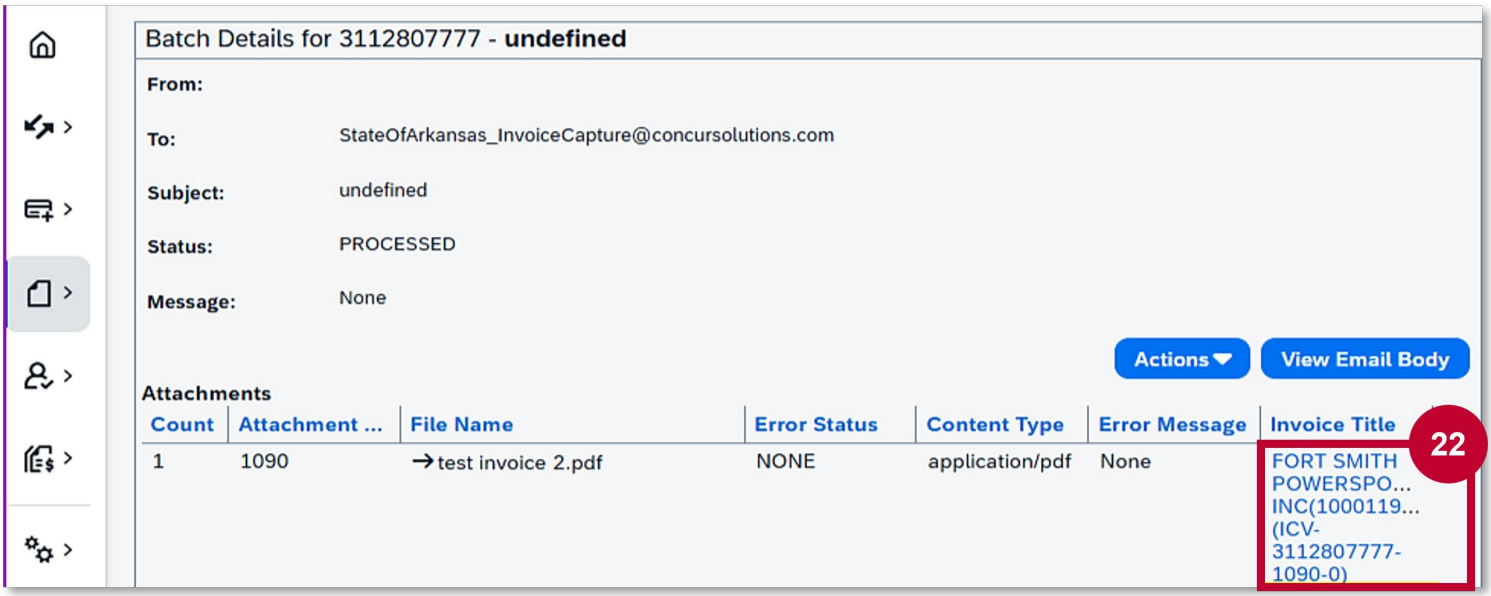
Concur Invoice Capture for Invoice Processors (13 of 14)

Assign Invoice to User

21. Click directly on the **Line Item** to open its batch details.

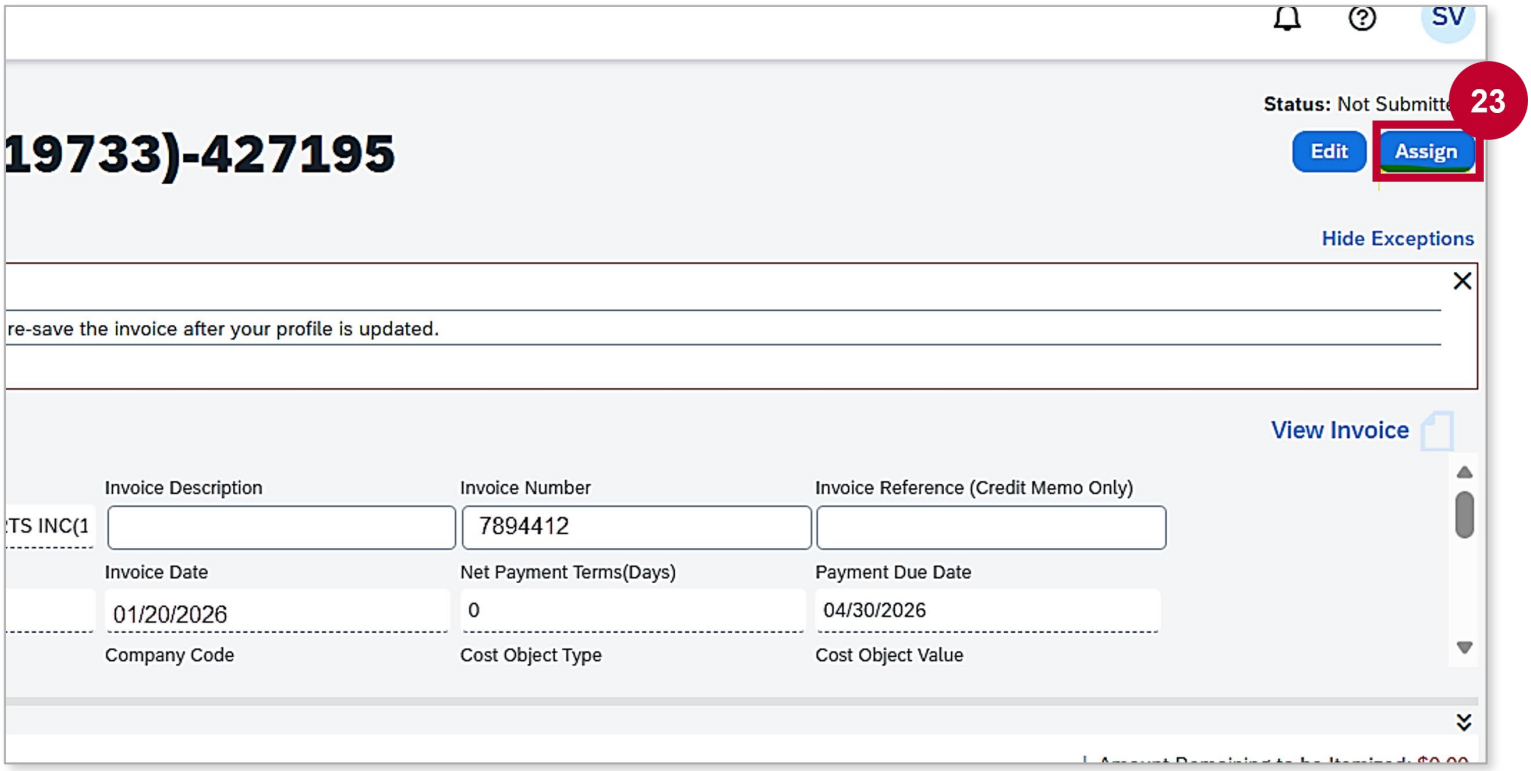


22. Click on the **Invoice Title** hyperlink in the Attachment table to open the invoice.



Concur Invoice Capture for Invoice Processors (14 of 14)

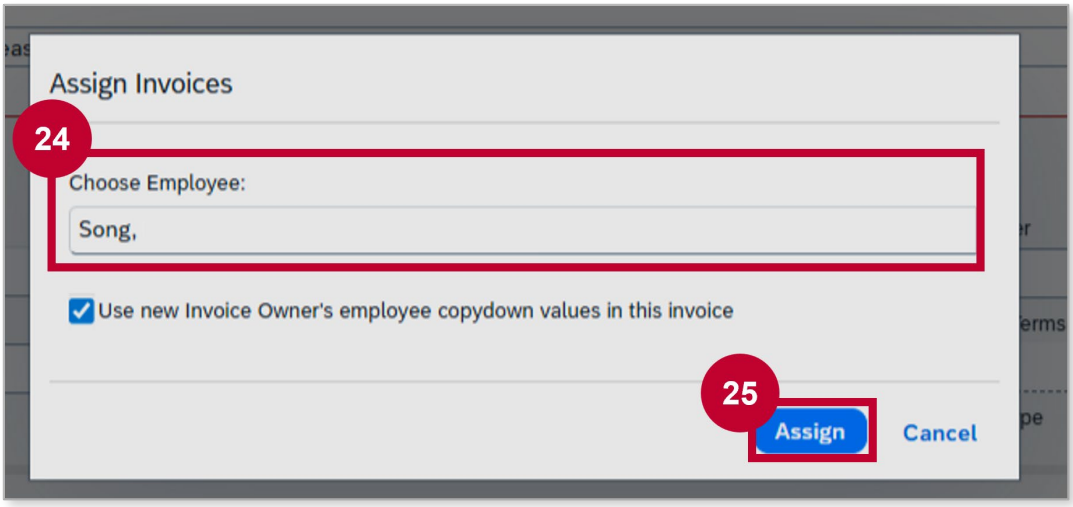
23. In the top right corner, click **Assign**.



An **Assign Invoices** pop-up will appear. In the pop-up:

24. Select an employee to assign the invoice to by typing their **Last Name** in the **Choose Employee** field. This allows the invoice to receive additional coding and review before it is submitted for final approval and processing

25. Click **Assign**.



Key Takeaways

Tips and Notes

- **Uploading Timing:** After emailing an Invoice to Concur Image Capture, allow time for the document to upload and appear in All Batches before beginning Invoice Review.
- **Required Fields:** Fields marked with a red vertical line or asterisk (*) are required. These fields must be completed before the invoice can be submitted.
- **Imported Data:** Information captured from the Invoice Image may populate automatically within the fields. **Always** review the imported values for accuracy before submitting.
- **Invoice Details: Always** cross-reference key fields such as Invoice Number or Date against the original invoice as typos can cause incorrect submissions and delays.

Outcome

You have successfully processed an invoice utilizing Concur's Invoice Capture feature. You can repeat this process on any future invoices.

Related Training

Use these resources if you need more detailed instruction:

- Concur Essentials – Invoice ILT
- Concur Invoice Capture QRG

WBTs can be accessed via MyAR Careers under the My AR Learning tile.

- Click here for a video demonstration on how to enroll in a WBT.
- Password reset requests for MyAR Careers should be submitted to arcareers@arkansas.gov. You can also call the Help Desk at 501-682-1800.