

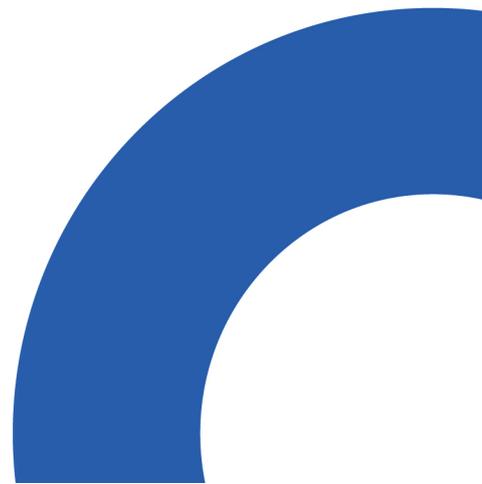


# Invoice Management

## User Guide

*August 2020*

This guide describes the standard version of the Invoice Management module. Please note that your company configuration has been customized specifically for your use.



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Traveldoo

79-83 rue Baudin

92300 Levallois-Perret

France

[www.traveldoo.com](http://www.traveldoo.com)

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# 1 About Invoice Management

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This guide is intended for invoice managers - users who process invoices received from various sources and who approve those invoices for payment.

In this guide, the term *invoice* refers to an itemised bill relating to business travel, such as those from travel suppliers, payment services or travel management companies. The invoice includes the cost of the travel services (air, rail, hotel and car rental) and any service fees. Invoice data is held in data files that are imported into the invoice management system via an automated process.

Invoice managers have the Invoice Manager option enabled in their user profile in the Administration tool. This option permits access to the Invoice icon in the top menu:



*Figure 1: Invoice icon*

Selecting the Invoice icon displays the user interface of the Invoice module.

The invoice management process consists of these phases:

- **processing:** reconciling, adjusting, checking for disparities, allocating costs
- **approval:** approving (or disputing) invoices for payment
- **export** (optional): exporting invoice data to an external accounting system for further analysis or payment

The processing, approval and export phases are all capable of being automated, but also allow for some manual intervention.

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**Note:** If you have the Extraction module enabled (indicated by the  icon in the top menu bar), you can create a report listing details of imported invoices relating to a specified date range. For more information, see the [Data Extraction User Guide](#).

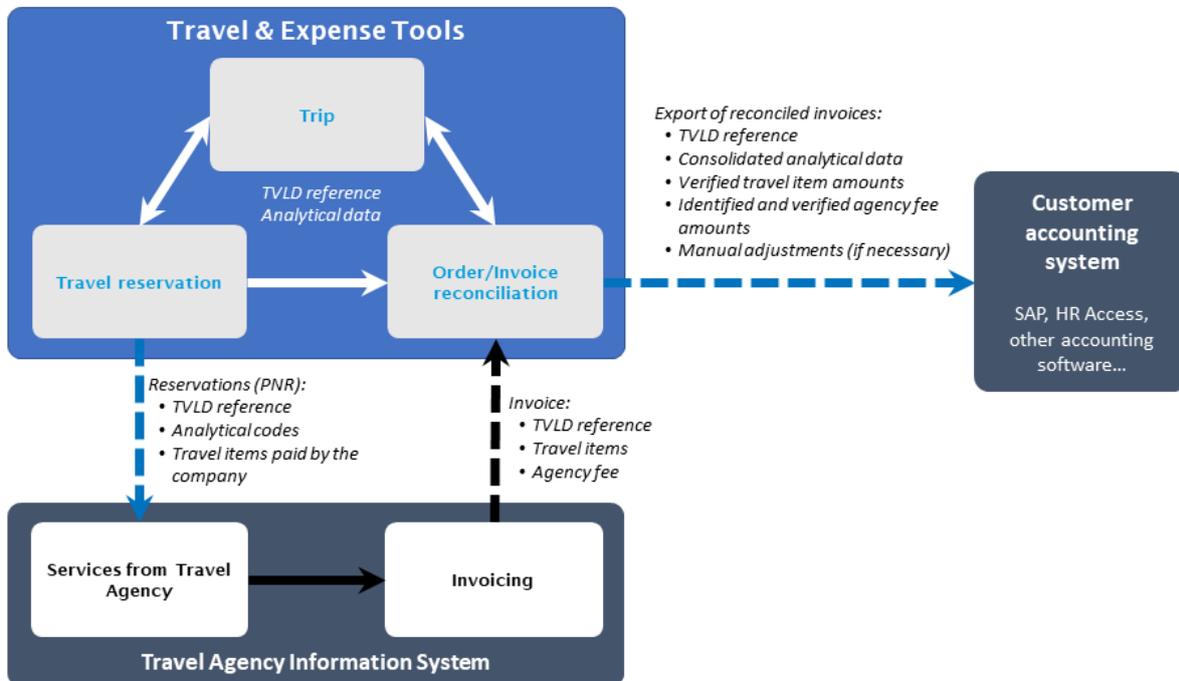
If you also have the Interface module enabled (indicated by the  icon in the top menu bar), you can monitor the success or otherwise of the invoice import operation. You can also create a report showing details of any import errors.

Contact your system administrator or Customer Support for information on enabling these modules.

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## The Invoice Management Workflow

A typical workflow for invoice management is shown below. The illustration describes the workflow for invoices from a travel agency; a similar workflow would exist for invoices from a travel service supplier or payment card issuer:



**Figure 2: Invoice management workflow**

When a trip is booked in the Travel tool, a corresponding order reference (in the form TVLDxx-nnnn) is created. This reference is transmitted to the travel agency handling the ticketing, and is registered in the agency's invoice data.

The files containing the invoice statements are transmitted from the travel agency via the inbound interface, specified during initial configuration by the Traveldoo Implementation team. The service items associated with the order reference, as well as the agency fees, are automatically reconciled with (that is, matched with) the order reference.

If automated reconciliation does not succeed (for example, if the order reference is not found in an invoice file), the Invoice module attempts an adjustment to match a service item with user details found in the invoice statement, such as an Employee ID or a name-and-surname combination. If automated adjustment is not successful, manual adjustment is possible via the user interface of the Invoice module (see [Adjusting an Invoice](#) on page 12).

For analytical purposes, the cost of a service item (airfare, train fare etc.) in an invoice can be distributed between two or more cost objects, such as cost centres, project codes or company departments. For more information, see [Performing Cost Allocation](#) on page 13.

The Invoice module workflow configuration allows for invoices to be automatically approved if no anomalies are detected (see [Configuring Invoice Management](#) on the facing page). If anomalies are detected, or if manual approval is specified in the configuration, you can manually approve or dispute an invoice (see [Approving or Disputing Invoices](#) on page 17). Manual approval involves verifying that the travel-related expenses, agency fees, budgetary cost allocations and related

receipts are valid before approving the invoice. You can also recall an approved or disputed invoice, provided that it has not been exported to an external accounting system.

Approved and disputed invoices can optionally be exported to your company's accounting system, either for payment (approved invoices) or further action (disputed invoices). The files containing invoice data for export are transmitted to the accounting system via the outbound interface, specified during initial configuration by the Implementation team. The export process is performed from the Expense module - for more information, see the [Expense User Guide](#).

## Configuring Invoice Management

Configuration of the Invoice module is done by means of the Administration tool. Initial configuration, such as setting up the billing process and the interfaces with travel agencies, suppliers, payment companies and accounting systems, is performed by the Traveledoo Implementation team.

Some other administration tasks can be performed by your company's system administrator, namely:

### Org tab

- custom fields setting: assigning invoice custom fields (for cost allocation) to an Organisation Unit
- workflow properties setting: configuring the default invoice approval process as: automated, automated including deleted values, or manual
- technical resources setting: assigning the invoice statement inbound interface to an Organisation Unit

### Users tab

- user profile (Usage Rights): enabling the Invoice Manager setting for the user or users who will have access to the Invoice module

These tasks are described in the *Administration Guide*, available from Customer Support, or [here](#) (Support sign-in required).



# 2 Processing Invoices

Invoice data takes the form of .csv or .xml files. These files are stored daily in the directory specified for the inbound interface in the Administration tool, and then imported into the invoice management system by an automated process.

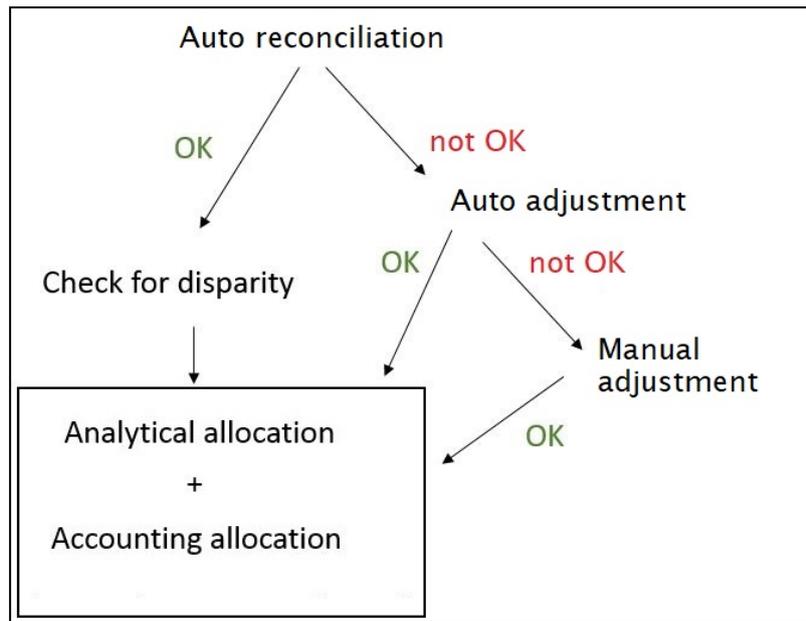
The inbound interface is assigned to an Organisation Unit in the Administration tool. Doing so makes the invoices accessible to a particular user or group of users, ready for processing. These invoices are listed on the first screen of the Invoice module:

Due date	Reference	Issuer	Order References	Billed	Variance	Status
29/06/2016	TVLD-10687_12	TOTAL HOLDING TRECK	TVLDTR-1127	€11.26		✓ >
29/06/2016	TVLD-10687_10	TOTAL HOLDING TRECK	TVLDTR-1127	€11.26		✓ >
29/06/2016	TVLD-10687_9	TOTAL HOLDING TRECK	TVLDTR-1125	€150.00		✓ >

! Another invoice has already been reconciled with the same order (TVLDTR-1125).

Figure 3: Invoices ready for processing

The processing flow works like this:



**Figure 4: Processing flow for invoices**

The various stages of the processing phase are:

- **Auto reconciliation:** If the invoice has been given an order reference (in the form TVLDxx-*nnnn*), an automated process tries to match the invoice to the corresponding trip booked in the Travel database.
- **Check for disparity:** If the trip is found via the order reference, the invoice management system checks for any disparity between the invoice amount and the trip booking amount in the Travel database. The tolerance can be configured by means of the Billing Tolerance Rules in the Administration tool.
- **Auto adjustment:** If automated reconciliation does not succeed (for example, if the order reference is not found in an invoice file), the invoice management system attempts an automated adjustment to match a service item with user details found in the invoice statement, such as an Employee ID or a name-and-surname combination.
- **Manual adjustment:** If automated adjustment does not succeed, you can make adjustments manually - see [Adjusting an Invoice](#) on page 12.
- **Analytical allocation:** Invoices can be associated with a set of custom fields which can be used to categorise the item costs - see [Performing Cost Allocation](#) on page 13.
- **Accounting allocation:** Invoices can be associated with the codes used in General Ledger (GL) accounts, for example in the accounting section of an enterprise resource planning (ERP) suite. Doing so means that, when invoice data is exported to an accounting system, these codes can be used for analysis purposes in the accounting software. For more information, see [Exporting Invoices to an Accounting System](#) on page 21.

At the end of the processing phase, an invoice is ready for the approval phase, which is described under [Approving or Disputing Invoices](#) on page 17.

## Viewing a List of Invoices for Processing

When you select the  (Invoice) icon in the top menu bar, the first screen you see in the Invoice module is the list of invoices that have been automatically imported and which are at the "pending processing" stage. These are invoices that have been imported from a digital statement and which have not yet been reconciled, not had costs allocated, or which are ready for approval:

Due date	Reference	Issuer	Order References	Billed	Variance	Status
29/06/2016	TVLD-10687_12	TOTAL HOLDING TRECK	TVLDTR-1127	€11.26		✓
29/06/2016	TVLD-10687_10	TOTAL HOLDING TRECK	TVLDTR-1127	€11.26		✓
29/06/2016	TVLD-10687_9	TOTAL HOLDING TRECK	TVLDTR-1125	€150.00		✓

Another invoice has already been reconciled with the same order (TVLDTR-1125).

**Figure 5: Invoices pending processing**

Item	Description
1	Search field - search for invoices by all or part of Reference or Order Reference. Applies to both pending and processed invoices.
2	Filtering by stage reached in processing phase: <ul style="list-style-type: none"> <li>• <b>Pending:</b> not yet processed</li> <li>• <b>Processed:</b> sent for accounting</li> </ul>
3	Filtering by status. For pending invoices the options are: <ul style="list-style-type: none"> <li>• <b>All</b></li> <li>• <b>To be adjusted:</b> invoices requiring adjustment before reconciliation</li> <li>• <b>Must be completed:</b> Invoices for which cost allocation must be completed before approval can be given</li> <li>• <b>Can be completed:</b> Invoices for which cost allocation can be completed before approval</li> <li>• <b>Reconciled:</b> invoices that have been matched with traveller trips</li> <li>• <b>Adjusted:</b> invoices that have been adjusted and are awaiting approval</li> </ul> For processed invoices the options are: <ul style="list-style-type: none"> <li>• <b>All</b></li> <li>• <b>Approved:</b> invoices that have been approved</li> <li>• <b>Disputed:</b> invoices that have been marked as disputed and are awaiting resolution</li> <li>• <b>Reconciled:</b> invoices that have been matched with traveller trips</li> </ul>

Item	Description
4	<ul style="list-style-type: none"><li>• <b>Adjusted:</b> invoices that have been adjusted and are awaiting approval</li></ul> Filtering by tolerance or price variance. If a tolerance value has been set in the fare usage rules in the Administration tool, the options are: <ul style="list-style-type: none"><li>• <b>All</b></li><li>• <b>Out of tolerance:</b> invoices that exceed the authorised tolerance</li><li>• <b>In tolerance:</b> invoices that are within the defined tolerance</li><li>• <b>No variance:</b> invoices where the amount invoiced matches the amount of the original booking</li></ul> If no tolerance value has been defined, the options are: <ul style="list-style-type: none"><li>• <b>All</b></li><li>• <b>With variance:</b> invoices where the amount invoiced (Billed column) is different from the amount of the original booking</li><li>• <b>No variance:</b> invoices where the amount invoiced matches the amount of the original booking</li></ul>
5	Options to approve or dispute selected invoices (enabled when an invoice ready for approval is selected).
6	Check boxes to select all, some or a single invoice for approval or disputing.
7	Date when invoice is due for payment.
8	Invoice reference: this can be a number or a text description, to identify the invoice.
9	Company issuing the invoice (e.g. a travel agency).
10	Order reference: unique identifier of the trip.
11	Invoice amount.
12	If the amount invoiced is different from the amount of the original reservation, this column shows the difference.
13	See <a href="#">Invoice Status</a> on the facing page.

## Invoice Status

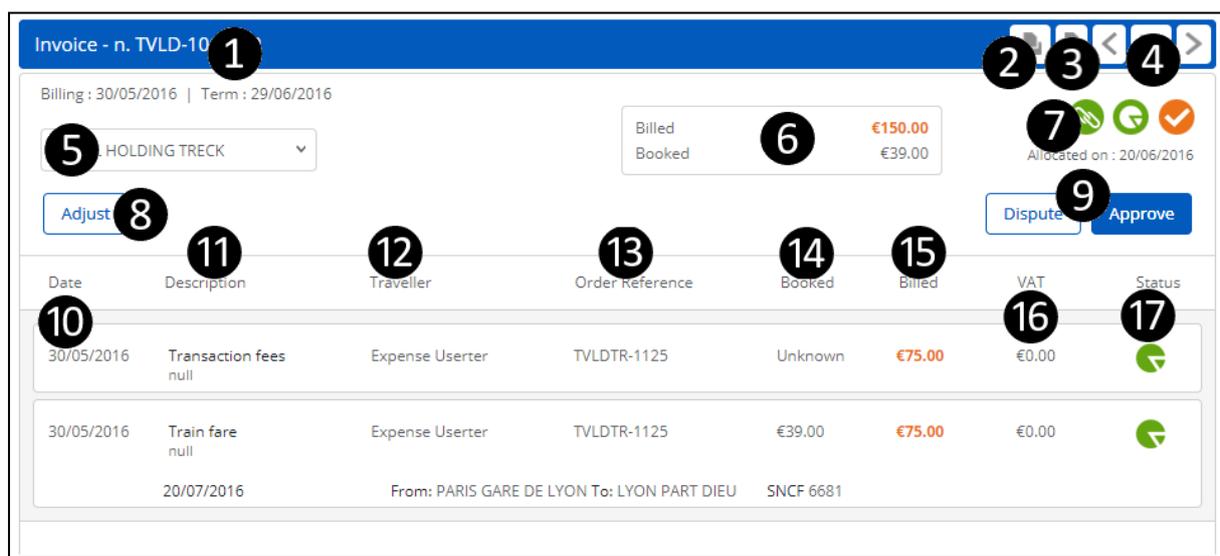
These are the status indicators for an invoice in the "Invoices pending processing" list.

### Invoice status

Status	Description
	Waiting for reconciliation
	Reconciled
	Waiting for approval (further action may be required, e.g. completing cost allocation)
	One of: <ul style="list-style-type: none"> <li>• Cost allocation completed</li> <li>• No mandatory fields, but optional cost allocation fields may be completed</li> </ul>
	Disputed
	Waiting for approval
	Approved
 	Previous stage not completed

## Viewing an Individual Invoice

From the **Invoices pending processing** list, select an invoice to see its details:



The screenshot shows the details of an invoice (Invoice - n. TVLD-10) with the following elements highlighted by numbered callouts:

- 1**: Invoice title "Invoice - n. TVLD-10"
- 2**: Navigation icons (back, forward, search, etc.)
- 3**: Billing date "30/05/2016" and Term "29/06/2016"
- 4**: "Billed" amount "€150.00" and "Booked" amount "€39.00"
- 5**: "HOLDING TRECK" dropdown menu
- 6**: "Adjust" button
- 7**: "Dispute" and "Approve" buttons
- 8**: "Allocated on: 20/06/2016" text
- 9**: "Dispute" button
- 10**: Table header "Date"
- 11**: Table header "Description"
- 12**: Table header "Traveller"
- 13**: Table header "Order Reference"
- 14**: Table header "Booked"
- 15**: Table header "Billed"
- 16**: Table header "VAT"
- 17**: Table header "Status"

Date	Description	Traveller	Order Reference	Booked	Billed	VAT	Status
30/05/2016	Transaction fees null	Expense Userter	TVLDTR-1125	Unknown	€75.00	€0.00	
30/05/2016	Train fare null	Expense Userter	TVLDTR-1125	€39.00	€75.00	€0.00	
20/07/2016	From: PARIS GARE DE LYON To: LYON PART DIEU		SNCF 6681				

Figure 6: Viewing invoice details

Item	Description								
1	Invoice reference: this can be a number or a text description, to identify the invoice.  <b>Billing:</b> invoice issue date. <b>Term:</b> invoice due date.								
2	Option to print the invoice, for example as a receipt for billing purposes.								
3	Creates a PDF copy of the invoice, for example as a receipt for billing purposes.								
4	Navigation options:  <table border="1"> <thead> <tr> <th>Icon</th> <th>Function</th> </tr> </thead> <tbody> <tr> <td></td> <td>Displays previous invoice in list.</td> </tr> <tr> <td></td> <td>Displays list of invoices pending processing.</td> </tr> <tr> <td></td> <td>Displays next invoice in list.</td> </tr> </tbody> </table>	Icon	Function		Displays previous invoice in list.		Displays list of invoices pending processing.		Displays next invoice in list.
Icon	Function								
	Displays previous invoice in list.								
	Displays list of invoices pending processing.								
	Displays next invoice in list.								
5	Name of travel agency or supplier issuing the invoice. Select to see identifier and address.								
6	Amount billed by the invoice. In the case of a discrepancy between this amount and the total cost of the travel bookings plus the service fees, it also shows the travel booking total (Booked) and the amount of the discrepancy (Over billed).								
7	Indicates the processing stage that the invoice has reached - see <a href="#">Invoice Status</a> on the previous page.								
8	Enables manual adjustment to match invoice with traveller and trip details - see <a href="#">Adjusting an Invoice</a> on page 12.								
9	Enables approval or disputing of invoice - see <a href="#">Approving or Disputing Invoices</a> on page 17.								
10	Transaction date of service item.								
11	Description of service item: service type (air fare, train fare etc.) or service fee.  Service details may also be included, such as: air or train journey origin and destination, carrier, flight or train number; hotel name, address and check-in/check-out dates, etc.								
12	Traveller name.								
13	Order reference: unique identifier of the trip.								
14	Booking cost of this service item.								
15	Amount billed for this service item.								
16	VAT amount for this service item.								
17	Indicates the processing status of this service item - see <a href="#">Service Item Status</a> on the facing page.								

## Service Item Status

These are the status indicators for an individual service item on an invoice display.

### Service item status

Status	Description
	<p>One of the following (move the mouse pointer over the icon to see which one applies):</p> <ul style="list-style-type: none"> <li>• <b>No cost allocation requested; cost allocation has not been set up for this invoice:</b> no invoice custom fields have been defined in the set up of the Organization Unit (or parent).</li> <li>• <b>No mandatory cost allocation fields, but optional fields may be completed.</b></li> <li>• <b>This item should be adjusted to proceed further with cost allocation:</b> see <a href="#">Adjusting an Invoice</a> on the next page and make the adjustment before continuing.</li> </ul>
	<p><b>Cost allocation not completed:</b> see <a href="#">Performing Cost Allocation</a> on page 13.</p>
	<p>One of:</p> <ul style="list-style-type: none"> <li>• <b>Cost allocation completed.</b></li> <li>• <b>Mandatory cost allocation fields are completed. Optional fields may be completed:</b> see <a href="#">Performing Cost Allocation</a> on page 13.</li> </ul>

## Reconciling Invoices

When a traveller books a trip, the order is referenced internally by a tracking identifier, known as the *order reference*, with the format TVLDxx-nnnn. This reference is then transmitted to the travel agency or supplier to be registered in the invoice for the trip.

When the invoice arrives in the invoice management system, the service items associated with the reference, together with the associated agency or supplier fees, are matched up with the trip details via an automated reconciliation process. Manual intervention is necessary only in the event of exceptions (see [Adjusting an Invoice](#) on the next page).

The order reference is shown in the corresponding column of the invoice displays, for example:

Invoices pending processing							#
Due date	Reference	Issuer	Order References	Billed	Variance	Status	
<input type="checkbox"/> 29/06/2016	TVLD-10687_12	TOTAL HOLDING TRACK	TVLDTR-1127	€11.26		<input checked="" type="checkbox"/> >	
<input type="checkbox"/> 29/06/2016	TVLD-10687_10	TOTAL HOLDING TRACK	TVLDTR-1127	€11.26		<input checked="" type="checkbox"/> >	
<input type="checkbox"/> 29/06/2016	TVLD-10687_9	TOTAL HOLDING TRACK	TVLDTR-1125	€150.00		<input checked="" type="checkbox"/> >	

 Another invoice has already been reconciled with the same order (TVLDTR-1125).

**Figure 7: Order references**

## Checking for Disparity

If the trip is found via the order reference, the invoice management system checks for any disparity between the invoice amount and the trip booking amount in the Travel database. The tolerance can be configured by means of the Billing Tolerance Rules in the Administration tool. Tolerances can be configured individually for services and for agency fees, and can be based on any combination of date range, location, service type and cabin class.

If a disparity does not fall within the tolerance range, the over-charged amount is highlighted in the list of invoices waiting to be processed.

Due date	Reference	Issuer	Order References	Billed	Variance	Status
22/05/2016	656561512	Agence de voyage	TVLDTR-1081	€1,392.49	€25.00	⚠

⚠ This invoice contains 2 items whose amount exceeds the tolerated variances.

**Figure 8: Over-charged amounts**

You can choose to designate such an invoice as "Disputed" - see [Disputing an Invoice](#) on page 18.

## Adjusting an Invoice

If automated reconciliation does not succeed (for example, if the order reference is not found in an invoice file), the invoice management system attempts an automated adjustment to match a service item with user details found in the invoice statement, such as an Employee ID or a name-and-surname combination.

If automated adjustment of an item does not succeed, an Adjust button is displayed so that you can make the adjustment manually:

Date	Description	Traveller	Order Reference	Booked	Billed	VAT	Status
24/08/2015	Car rental null			Unknown	€125.34	€0.00	⚠

⚠ This item does not match any trip service.  
⚠ This item has not been adjusted automatically because there is no matching employee.

**Figure 9: Adjust button on an invoice**

Selecting the Adjust button displays a window where you can match the reference with the traveller name:

**Adjust an invoice** X

Adjusting an invoice enables to manually consolidate its analytical allocations when no purchase order can be matched.

---

Billed Invoice

Date	Description	Billed
06/09/2015	Avis Location de Voitures SAS	€125.34

---

Adjustment

Reference \*

Traveller \*

*Figure 10: Manual adjustment of an invoice*

To adjust an invoice manually:

1. Select the  (Invoice) icon at the top of the screen.
2. From the **Invoices pending processing** list, select an invoice to adjust. (Tip: Select the first one in the list, then use the > control at the top to sequence through the invoices to find the ones with an **Adjust** button.)
3. On the invoice display, select the **Adjust** button.
4. In the **Adjust an invoice** window, fill in the order reference in the **Reference** field, or the traveller name and surname in the **Traveller** field, or both.
5. Select **Adjust**.

**Note:** Depending on your company settings and implementation with your travel agency and lodge card supplier, custom labels may be pushed in place of the order reference (TVLDxx-*nnnn*). These references can then be recovered from the statement feed and saved in the invoice, which will be considered as “automatically adjusted” (that is, not reconciled with an existing trip in the Travel database, but still having all required data entered).

## Performing Cost Allocation

For each invoice, the service items can be associated with a set of custom fields, which are used to categorise the item costs (for example, by business unit or project code).

When an invoice is reconciled, any custom fields associated with the corresponding trip are copied to the invoice, provided that the custom fields set up in the Travel module are also set up in the Invoice module.

**Note:** Invoice custom fields are set up by the system administrator. For more information, see the *Administration Guide*, available from Customer Support.

For each service item on an invoice, the Status column indicates the cost allocation status.

**Service item status**

Status	Description
	<p>One of the following (move the mouse pointer over the icon to see which one applies):</p> <ul style="list-style-type: none"> <li>• <b>No cost allocation requested; cost allocation has not been set up for this invoice:</b> no invoice custom fields have been defined in the set up of the Organization Unit ( or parent).</li> <li>• <b>No mandatory cost allocation fields, but optional fields may be completed.</b></li> <li>• <b>This item should be adjusted to proceed further with cost allocation:</b> see <a href="#">Adjusting an Invoice</a> on page 12 and make the adjustment before continuing.</li> </ul>
	<p><b>Cost allocation not completed:</b> see below.</p>
	<p>One of:</p> <ul style="list-style-type: none"> <li>• <b>Cost allocation completed.</b></li> <li>• <b>Mandatory cost allocation fields are completed. Optional fields may be completed.</b></li> </ul>

Where cost allocation is possible or required, selecting the icon displays a window where you can select the trip purpose and allocate the item cost to the categories defined by the custom fields, for example:

Cost Allocation
X

Purpose

1-Standard ▼

Depending on your company settings, analytical and accounting allocations may vary depending on the trip purpose.

---

Business unit \*

▼

Cost Center \*

Engineering
▼

Project Code \*

Project 1
▼

Cancel

Save

**Figure 11: Example of cost allocation for an invoice item**

To perform cost allocation for an invoice item:

1. Select the  (Invoice) icon at the top of the screen.
2. From the **Invoices pending processing** list, select the invoice for which you want to perform cost allocation. (Tip: In the list, select the first one with a  icon, then use the > control at the top to sequence through the invoices. Those for which cost allocation still needs to be completed have a  icon in the Status column.)
3. In the Status column of the selected invoice, select the icon shown in the preceding table.
4. In the Cost Allocation window:
  - If there is a Purpose field, select the trip purpose or leave the default setting.
  - Fill in the custom fields with the relevant information, or select an option from the drop-down lists. The \* character indicates a mandatory field.
5. Select **Save**.

## System Messages During Processing

During the processing phase, certain conditions can cause system messages to be displayed. This section gives more information on these messages.

**Accounting allocation settings are incomplete. Those values are mandatory for processing an invoice.**

When approving or disputing an invoice, missing accounting data has been detected as indicated in the popup window. Forward a request to the system administrator to complete the configuration.

**An analytical section value is unknown. Please enter valid data.**

During reconciliation, an anomaly has been found in the cost allocations included with the line items of an invoice file (for example, a cost centre in the invoice record does not exist in the invoice management system). Automated reconciliation is stopped so that the situation can be corrected. This might require a manual adjustment to be made see [Adjusting an Invoice](#) on page 12) or a missing custom field value to be supplied (see [Performing Cost Allocation](#) on page 13).

**Another invoice has already been reconciled to the same purchase order (*reference*). Other invoices have been reconciled to the same order (*reference*).**

These messages indicate that one or more other invoices have already been reconciled with the trip corresponding to this invoice. This is for information only.

**At least one analytical value has expired.**

During processing, at least one deleted custom field value for cost allocation has been retrieved. Depending on the workflow, invoice approval may be completed or halted. If approval is halted, a valid custom field value must be supplied (see [Performing Cost Allocation](#) on page 13).

**These fees exceed the maximum amount authorised by your company (max: *nnn*).**

Your company has specified a price cap for a travel service or agency fees, and the invoice contains an amount that exceeds this cap. Approve or dispute the invoice manually - see [Approving or Disputing Invoices](#) on page 17.

**This invoice contains *n* item(s) whose amount exceeds the tolerated variance.**

Your company has specified a tolerance amount or percentage for a particular service type, and the invoice contains one or more service items where the amount exceeds the tolerance. Approve or dispute the invoice manually - see [Approving or Disputing Invoices](#) on page 17.

**This analytical value is expired.**

**This analytical value is unknown.**

One of these messages is displayed when an invalid value for a custom field has been detected, either because the value has been deleted (expired) or because the value does not exist in the invoice management system (unknown). Validity checks are made only for custom fields of type List, Closed Long List and Read Only.

**This invoice contains *nnn* reimbursement(s) or negative line(s).**

The traveller cancelled the booking, and the invoice is a credit note containing a refund amount. This is for information only.

**This invoice has been adjusted as there is no matching purchase order.**

During reconciliation, no matching order reference was found for the invoice, so automated reconciliation was not possible. However, the traveller details (such as name or employee ID) were found, so the invoice was adjusted automatically. This is for information only.

**This invoice has over-charging compared to the purchase order.**

The traveller reserved the trip for a certain price, but the ticket price in the invoice is slightly different. The invoice display shows the over-charged amount. Approve or dispute the invoice manually - see [Approving or Disputing Invoices](#) on page 17.

**This item does not match any trip service.**

The invoice item does not correspond to a service (air, rail, hotel or car) in the associated trip. Depending on the workflow, invoice approval may be completed or halted. A further message may indicate the cause of the issue.

**This service fee exceeds the maximum amount authorised by your company (max: *nnn*).**

Your company has specified a price cap for a travel service or agency fees, and the invoice contains an amount that exceeds this cap. Approve or dispute the invoice manually - see [Approving or Disputing Invoices](#) on page 17.

## 3 Approving or Disputing Invoices

An invoice is automatically approved if *all* of the following are true:

- the default invoice approval process is set to Automated in the Administration tool (see [Configuring Invoice Management](#) on page 3)
- the invoice has been reconciled to an order
- the invoice complies with your company's allowed price variances (billing tolerance rules)
- cost allocation (where required) is complete

In all other cases, manual approval or disputing is required. This is done via the **Approve** or **Dispute** buttons, which are displayed on:

- the "Invoices pending processing" screen when one or more invoices are selected
- the Invoice screen for a selected invoice

Date	Description	Traveller	Order Reference	Booked	Billed	VAT	Status
30/05/2016	Transaction fees null	Expense Userster	TVLDTR-1125	Unknown	€75.00	€0.00	
30/05/2016	Train fare null	Expense Userster	TVLDTR-1125	€39.00	€75.00	€0.00	

20/07/2016 From: PARIS GARE DE LYON To: LYON PART DIEU SNCF 6681

Figure 12: Approving or disputing an invoice

### Approving an Invoice

You can approve an invoice manually if it contains service items that match order references, and where the invoiced amount matches the amount of the reservation (or is within the configured tolerance).

To approve an invoice manually:

1. Select the  (Invoice) icon at the top of the screen.
2. Do one of the following:
  - Select the check box (if shown) next to the invoice to approve.
  - Select the invoice line to display the invoice details.
3. Click the **Approve** button.
4. Click the **Validate** button to confirm approval.

On the "Invoices pending processing screen", the invoice moves from the "Pending" category to "Processed".

In the Status column, the  icon indicates that the invoice is approved.

## Disputing an Invoice

If an invoice has no matching order reference, or if the invoiced amount does not match the amount for the booking, you can mark the invoice as disputed and manually resolve the situation with the travel agency or supplier.

Depending on your company settings, the invoice screen might require further information to be filled in before you can mark the invoice as disputed.

If you export invoice data to your company accounting system (see [Exporting Invoices to an Accounting System](#) on page 21), disputed invoices are included in the batch together with approved invoices.

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**Note:** A credit request that relates to a disputed invoice is sent to the supplier via an offline process. The corresponding credit invoice is processed via the digital statement and the Invoice module.

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To mark an invoice as disputed:

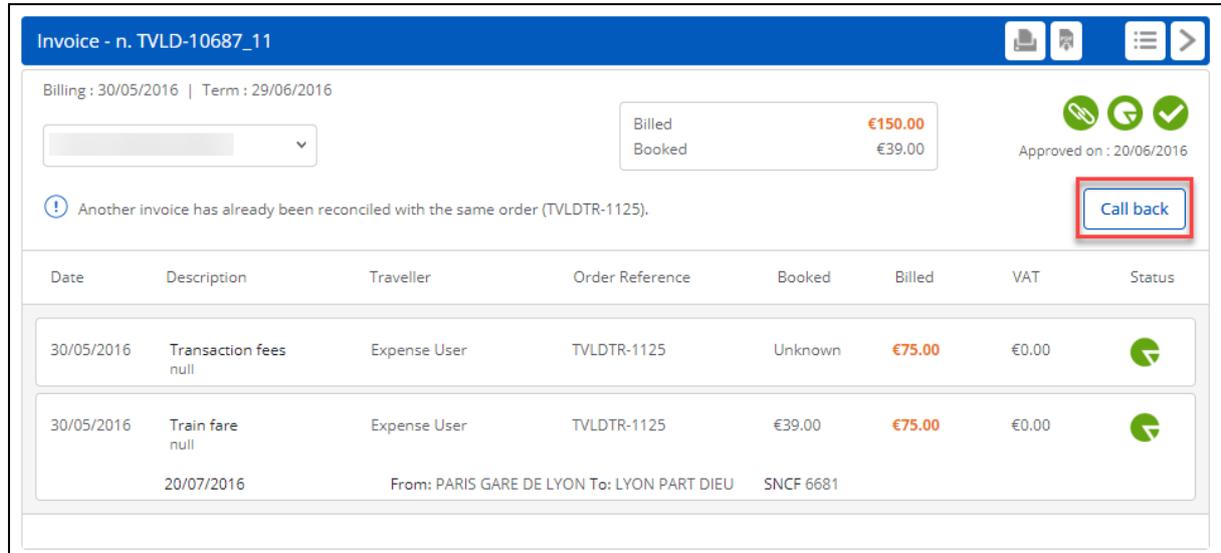
1. Select the  (Invoice) icon at the top of the screen.
2. Do one of the following:
  - Select the check box (if shown) next to the invoice to dispute.
  - Select the invoice line to display the invoice details.
3. On the invoice details screen, select the **Dispute** button.
4. In the "Dispute invoice" window, select **Dispute**.

On the "Invoices pending processing screen", the invoice moves from the "Pending" category to "Processed".

In the Status column, the  icon indicates that the invoice is disputed.

## Recalling an Approved or Disputed Invoice

If you need to cancel approval or disputing of an invoice, you can do so by recalling it, provided that it has not yet been exported to an accounting system.



The screenshot shows an invoice details page for 'Invoice - n. TVLD-10687\_11'. The page includes a header with the invoice number and a navigation bar. Below the header, there is a section for 'Billing: 30/05/2016 | Term: 29/06/2016'. A summary box shows 'Billed €150.00' and 'Booked €39.00'. A note indicates 'Approved on: 20/06/2016'. A warning message states 'Another invoice has already been reconciled with the same order (TVLDTR-1125)'. A 'Call back' button is highlighted with a red box. Below this is a table with columns: Date, Description, Traveller, Order Reference, Booked, Billed, VAT, and Status.

Date	Description	Traveller	Order Reference	Booked	Billed	VAT	Status
30/05/2016	Transaction fees null	Expense User	TVLDTR-1125	Unknown	€75.00	€0.00	
30/05/2016	Train fare null	Expense User	TVLDTR-1125	€39.00	€75.00	€0.00	
20/07/2016	From: PARIS GARE DE LYON To: LYON PART DIEU		SNCF 6681				

**Figure 13: Recalling an invoice**

To recall an invoice:

1. Select the  (Invoice) icon at the top of the screen.
2. On the "Invoices pending processing" screen, select the "Processed" category.
3. From the list, select the invoice to recall.
4. On the invoice details screen, select **Call back**.
5. In the Callback invoice window, select **Call back**.

On the "Invoices pending processing screen", the invoice moves from the "Processed" category to "Pending".



## 4 Exporting Invoices to an Accounting System

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Details of approved and disputed invoices can optionally be exported to your company's accounting system for further analysis or for payment.

The invoice data to be exported is first grouped together in a batch, which can also include data relating to expense claims and cash advance requests. Once the batch is complete, it is closed ready for export.

For export purposes, an invoice can be associated with the General Ledger (GL) codes used in your company's accounting system. In this way, when invoice data is exported to the accounting system, the codes can be used for analysis purposes in the accounting software. Different types of GL mapping rules are defined by the system administrator: charge account rules (for amounts without tax), VAT account rules (for VAT amounts) and supplier account rules (for total amounts with tax). For more information, see the *Administration Guide*, available from Customer Support.

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**Note:** The export feature requires the user performing the export to have Export Manager rights. Contact your system administrator or Support if you need to arrange this.

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The export process is described in the [Expense User Guide](#).



# Glossary

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## A

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### **adjustment**

The process of matching a service item in an invoice with a particular traveller. Adjustment is used if the reconciliation process does not succeed.

## C

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### **cost allocation**

The process of distributing the cost of a service item between two or more cost objects, such as cost centres, project codes, company departments or similar.

### **custom field**

A user-defined field that can be displayed in addition to the standard fields of the Travel and Expense tools. Invoices can be associated with a set of custom fields in the invoice management system, and these fields can be used to categorise the service item costs.

## G

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### **general ledger (GL)**

In accounting software, the main repository for accounting data transferred from the individual modules of the accounting system. The GL mapping rules in the Administration tool enable Traveledoo expense types to be mapped to the codes used in the general ledger.

## I

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### **inbound interface**

A data connection, used by the Invoice module for importing invoices from an external information system to the invoice management system.

### **invoice**

An itemised bill from a travel agency, travel supplier or payment card company. The invoice includes the cost of the travel services (air, rail, hotel

and car rental) and any service fees from the company issuing the invoice.

**invoice manager**

A user who processes invoices from an invoice issuer and who approves those invoices for payment.

**O**

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**order**

An online travel reservation.

**order reference**

A trip identifier, in the format TVLDxx-nnnn, which corresponds to a travel reservation.

**outbound interface**

A data connection, used by the Invoice module for exporting invoice data from the invoice management system to an external accounting system.

**R**

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**reconciliation**

The process of matching the service items associated with an order reference with the corresponding trip.

**S**

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**service item**

The record of a particular travel service, such as an airfare, train fare, hotel bill etc.



