

# Concur App Center – EMEA Client FAQ

The [Concur App Center](#) is a single source for all the applications that integrate with Concur to extend the value of your Concur solution. These apps leverage data from Concur to provide greater insights into your total spend, simplify travel and expenses, and bring travelers closer to the perfect business trip.

If you have App Center questions not covered in this document please email [AppCenterMarketing@concur.com](mailto:AppCenterMarketing@concur.com).

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## Q: What is the Concur App Center?

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The Concur App Center is a listing of applications that offer pre-built integration with Concur. The App Center is available within Concur Solutions and at [www.concur.com/appcenter](http://www.concur.com/appcenter). There are both apps for companies and apps for individual users:

- **Apps for My Business:** Clients can discover turnkey business solutions that seamlessly integrate with Concur. Examples include apps like Taxback international, which helps companies reclaim Value Added Tax for international travel and industry solutions from IMS to help ensure compliance with international regulations for the Life Sciences industry.
- **Apps for Me:** Individual users can link apps for me to their own Concur account. Examples include Concur Mobile and a variety of apps to help users manage their travel and expenses more efficiently\*. Additionally, users with TripLink will be able to link their accounts with travel suppliers like Marriott and Airbnb so reservations made on their websites flow automatically into Concur.

*\*Note: E-receipt apps like taxi apps\*\*, food delivery, and more will be available in the EU Data Center soon.*

*(\*\*Uber is currently available for EU Data Center customers by setting up a business profile, either via the Uber app settings or on [uber.com/business/profiles/](http://uber.com/business/profiles/).)*

The Concur App Center helps companies improve spend management and compliance while making travel and expensing easier for users. Pre-built integrations allow for easy adoption and deployment.

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## Q: Will users be downloading apps in Concur?

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No, because our App Center is only about enabling the flow of data between Concur and other tools, there is nothing to download in Concur. If they don't already use an app, users would need to first set up an account with that provider (and in some cases download the provider's app on their mobile device) and then link their accounts.

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## Q: How do I access the Concur App Center?

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The App Center is available on Concur's public website, the "In-Product" solution and in Concur Mobile (only Apps for Me apps).

- Public Website: <https://www.concur.com/en-us/app-center>
- In-Product: <https://www.concursolutions.com/>
- Concur Mobile: Download the most recent version of the app.

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## Q: Who can see the Concur App Center?

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All Concur users and admins. All partner listings can be found in the public and "In-Product" App Center. The App Center within Concur Mobile currently only displays apps in the Apps for Me category. All Concur Standard, Professional, and Premium Edition clients and users have access.

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## Q: Can I manage who in my organization can see the App Center or certain applications?

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No, you are not able to disable apps for individual users or groups. Disablement is only at the company level. Experience has shown that allowing an organization to view the App Center



can often help identify needs that may not be apparent to other groups. For example, someone from Finance may browse and find a financial integration app that will save them time and money. IT or a Concur administrator may not be aware of that need.

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### Q: What is a Concur App Center Developer or Partner?

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App Center Developers and Partners have a business relationship with Concur and have built apps that integrate with Travel, Expense and/or Invoice. The apps are vetted and certified before release to ensure secure integration with Concur solutions.

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### Q: How does Concur review App Center Partners and integrations?

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Each app appearing in the App Center is reviewed by Concur before clients or end users can connect with the application. Concur reviews the application to confirm the following:

- The app requests permission to access only web services suitable for the purpose of the app (Apps for My Business).
- For apps that request access to credit card information, Concur confirms that the app provider is PCI compliant.
- The app does not generate unacceptable volumes of requests.
- The app does not generate unacceptable levels of error messages.
- The app's user interface generally conforms to the app provider's documentation.

Concur ensures that the partner informs the user of the type of data they will be sharing with the partner if they connect. This provides complete transparency to the user on the data they are sharing with the partner.

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## Q: How do I know the app I'm connecting with is secure?

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Concur's platform enforces several layers of security:

- OAuth 2.0 is used to control information sharing so that an app cannot access information associated with a user or customer without approval from the user or customer.
- Secure Sockets Layer (SSL) is used to manage the security of data transmissions.
- App registration and formal certification ensures only known apps may integrate with Concur.

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## Q: What is "OAuth 2.0"?

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OAuth is an open standard for authorization. OAuth provides a method for clients to access server resources on behalf of a resource owner (such as a different client or an end-user). It also provides a process for end-users to authorize third-party access to their server resources without sharing their credentials (typically, a username and password pair), using user-agent redirections.

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## Q: What types of data will flow between Concur and the integrations?

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This depends upon the integration. The types of integrations with the Concur API include: trip data, user data, expense report data, request data, invoice data, vendor data, purchase order data, and receipt data. You can find the full list of APIs and technical information about the data flowing between Concur and the APIs [here](#). Apps for Me, which are connected by individual users, only share very limited data regarding that User between Concur and the

enabled application. For Apps for My Business, you can reach out to the partner by clicking “Inquire” on their listing and then following up.

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## Q: What are the different kinds of apps available in the App Center?

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There are several types of apps available on the App Center. These are:

- **Apps for My Business** are enterprise apps that need to be procured and activated by the appropriate Concur administrator in an organization. In the App Center, individuals can learn about the apps that are available and send an inquiry to the partner. Once they have contracted with the partner and provided Concur with a signed Letter of Authorization (provided by the partner) signifying that they authorize Concur to enable the integration, the app can be enabled. There will typically be a few steps to configure the integration, depending on the application type. An example would be Taxback International, which provides an Expense integration to pull receipts and analyze them for VAT reclaim opportunities.
- **Apps for Me** are apps for individual users. Users can connect their accounts enabling relevant data to flow between the two solutions. An example would be LoungeBuddy, an app that pulls in your Concur itinerary and notifies the user of airport lounges they can access at their terminal. It’s important to note that the apps displayed on this tab are based on the client’s product configuration; for example a user with Concur Expense will only see expense related apps. Two additional types of apps you will find in the “Apps for Me” category are:

- **E-Receipt Apps** are user apps such as Starbucks, MyTaxi, and more that automatically send e-receipts of transactions back to Concur Expense to be added to an expense report. \*These are coming soon for the EU Data Center.
- **[TripLink](#) Apps** capture travel booked outside of Concur. They ensure more compliance to corporate travel policies and provide a full view of travel spend. TripLink apps will not show unless a company purchases TripLink or TripIt Pro.

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**Q: If a company is NOT a TripLink client, will they see TripLink apps in the “Apps for Me” tab?**

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No, if a company does not have TripLink they will not see Concur TripLink apps in the “Apps for Me” tab.

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**Q: Why are e-receipt apps not yet available for clients on the European Data Center?**

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E-receipt apps, such as Starbucks and MyTaxi, require additional technical configuration in order to work on the European Data Center. Rather than prevent European clients from accessing the App Center all together, Concur has decided to make the App Center available in Europe initially without e-receipt partners while technical work is completed.

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**Q: Is Uber available on the EU Data Center, and how do I connect my Concur and Uber accounts?**

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Yes, it is possible to connect your Uber account to Concur, even if you are on the EU Data Center. Here are the ways to connect your Uber account to Concur:

- **Business Profiles** (available for all clients including EU Data Center): In the Uber app, set up a Business Profile in the "Settings – Profiles" section, and select "Concur" as your expense provider. This option allows you toggle between Business and Personal Uber transactions. All Business receipts will be automatically sent to [receipts@concur.com](mailto:receipts@concur.com) and added to Concur Expense via Concur's standard emailed receipt service.
- **Standard e-receipt integration** (will NOT yet work for EU Data Center clients): To connect your account, visit the [Uber App Center](#) listing and click "connect", then login on the resulting page to connect your account. This will create a Business profile in the Uber app. When this profile is used, transactions will automatically be created with an auto-generated receipt image.

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### Q: What actions can a user take from the App Center?

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On each App Center Partner listing on the public website, an "Inquire" button will be available for users to click to complete an inquiry form that will be submitted directly to the App Center Partner; this is for apps in the Apps for My Business category. The Apps for Me will have a "Login" button requiring them to log into their Concur account to connect their account. They can also view brochures, videos, contact information and the partner's website for both types of apps.

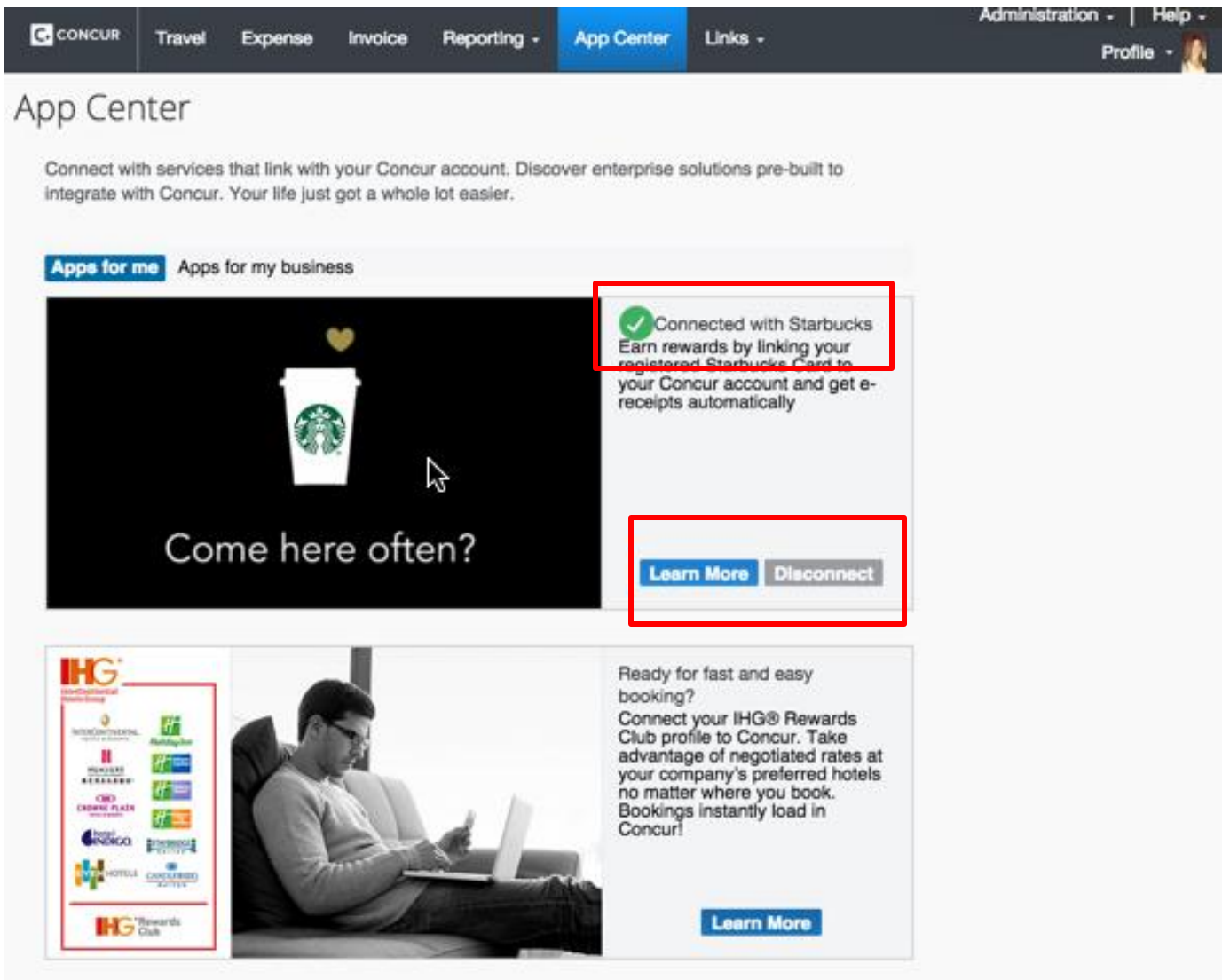


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## Q: What is different about the public website experience and the “In-Product” experience?

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In the “In-Product” experience users will be able to view which end-user applications (Apps for Me) they have connected with (indicated with a green check box) and disable those integrations if desired:



The screenshot displays the Concur App Center interface. At the top, a navigation bar includes links for CONCUR, Travel, Expense, Invoice, Reporting, App Center (highlighted), and Links. On the right, there are links for Administration, Help, and Profile. Below the navigation bar, the heading "App Center" is followed by a sub-heading "Connect with services that link with your Concur account. Discover enterprise solutions pre-built to integrate with Concur. Your life just got a whole lot easier."

Two tabs are visible: "Apps for me" (selected) and "Apps for my business".

The first app card is for Starbucks. It features a Starbucks cup icon and the text "Come here often?". A green checkmark icon is present in the top right corner of the card, indicating it is connected. The text next to the checkmark reads: "Connected with Starbucks. Earn rewards by linking your registered Starbucks Card to your Concur account and get e-receipts automatically." Below this text are two buttons: "Learn More" (highlighted with a red box) and "Disconnect" (highlighted with a red box).

The second app card is for IHG Rewards Club. It features a grid of IHG hotel logos on the left and a photo of a man sitting on a couch using a laptop on the right. The text on the right reads: "Ready for fast and easy booking? Connect your IHG® Rewards Club profile to Concur. Take advantage of negotiated rates at your company's preferred hotels no matter where you book. Bookings instantly load in Concur!" Below this text is a "Learn More" button.

The public website experience will not display which apps the user is connected to.



For both the “In-Product” and public website App Center, the Apps for My Business will only display the app listing and the option to “Inquire” with the partner.

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**Q: I’m an Administrator. What if I don’t want my users to download an app from the Concur App Center?**

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Users cannot download apps directly from the Concur App Center, it’s simply a means to open a secure gateway to share relevant data between their Concur account and their account with the partner. If you have concerns about your users being able to connect with any of the Apps for Me apps, you’re able to disable them following the instructions [here](#).

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**Q: I’m an Administrator. I’m not sure I want my users to see certain apps because I’m concerned that will encourage them to book out of policy – will it?**

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Travel booking controls, content and search results are still defined by you. Travelers will only see TripLink supplier listings if you have enabled the TripLink service. You can disable Apps for Me (user applications) following the instructions [here](#).

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**Q: What happens if a user clicks on “Inquire” in the “Apps for my Business tab?**

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If a user clicks the “Inquire” button, they will be taken to a contact form. If the form is submitted, the partner will reach out to the contact and engage with them for more information about their app. All Apps for My Business integrations require an authorized contract and Concur Administrator engagement.

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### Q: Is there a cost for the App Center?

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Access to the App Center is free of charge. If a chooses to connect with an app from “Apps for my Business,” they first have to contract with that App Center partner directly, where there may be a cost. These transactions are between you and the partner and are not facilitated within the App Center. Some of the Apps for Me will have costs associated with using that partner’s service. The users can procure the service directly from the partner but again, those transactions are not facilitated within the App Center.

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### Q: Are all of the apps listed relevant to my organization?

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Not necessarily. There may be Apps for My Business which are relevant only for a particular vertical industry or region. Advanced filtering and search functionality will be delivered as the number of listings grows to enable you to easily find the apps that are most relevant.

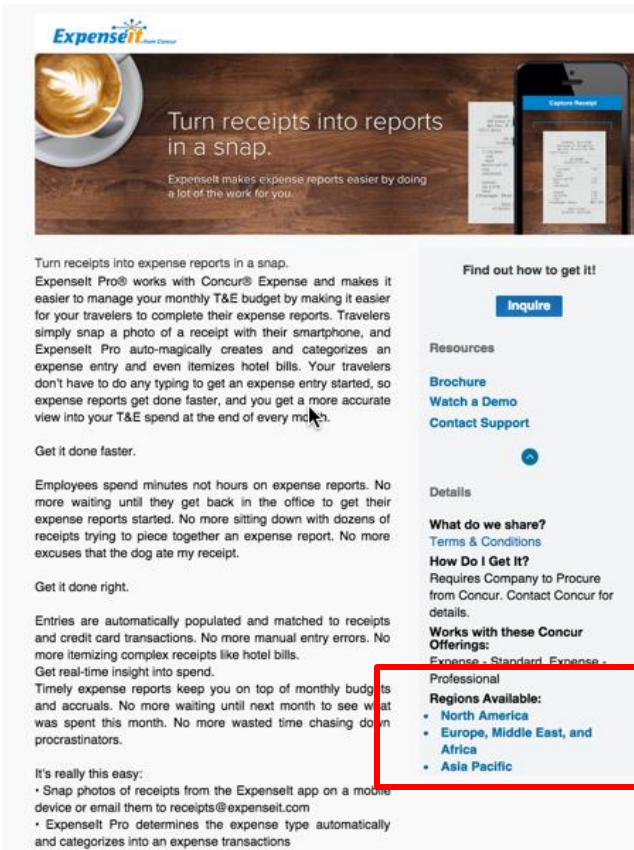
Apps for Me displayed are based on the client’s product configuration; for example, a user with Concur Travel only will not see expense-related apps.

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### Q: Is the App Center available to all countries and regions?

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Yes. Regional availability will be noted in the details page of each app listing in the App Center. Note that the public [App Center](#) will initially be available in English and [Japanese](#).



**ExpenseIt Pro**

Turn receipts into reports in a snap.

ExpenseIt makes expense reports easier by doing a lot of the work for you.

Turn receipts into expense reports in a snap. ExpenseIt Pro® works with Concur® Expense and makes it easier to manage your monthly T&E budget by making it easier for your travelers to complete their expense reports. Travelers simply snap a photo of a receipt with their smartphone, and ExpenseIt Pro auto-magically creates and categorizes an expense entry and even itemizes hotel bills. Your travelers don't have to do any typing to get an expense entry started, so expense reports get done faster, and you get a more accurate view into your T&E spend at the end of every month.

Get it done faster.

Employees spend minutes not hours on expense reports. No more waiting until they get back in the office to get their expense reports started. No more sitting down with dozens of receipts trying to piece together an expense report. No more excuses that the dog ate my receipt.

Get it done right.

Entries are automatically populated and matched to receipts and credit card transactions. No more manual entry errors. No more itemizing complex receipts like hotel bills. Get real-time insight into spend.

Timely expense reports keep you on top of monthly budgets and accruals. No more waiting until next month to see what was spent this month. No more wasted time chasing down procrastinators.

It's really this easy:

- Snap photos of receipts from the ExpenseIt app on a mobile device or email them to [receipts@expenseit.com](mailto:receipts@expenseit.com)
- ExpenseIt Pro determines the expense type automatically and categorizes into an expense transactions

Find out how to get it!

[Inquire](#)

Resources

- [Brochure](#)
- [Watch a Demo](#)
- [Contact Support](#)

Details

**What do we share?**  
[Terms & Conditions](#)

**How Do I Get It?**  
Requires Company to Procure from Concur. Contact Concur for details.

**Works with these Concur Offerings:**  
Expense - Standard, Expense - Professional

**Regions Available:**

- North America
- Europe, Middle East, and Africa
- Asia Pacific

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## Q: Why is the App Center only now becoming available on the European data center?

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The App Center has always been available to clients around the world in the public site, [www.concur.com/app-center](http://www.concur.com/app-center). However, there was extra technical configuration required to get the apps live and working in the European data center.

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## Q: Are you planning a version of the App Center that only shows apps for my country?

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Yes. One of the goals for 2016 and beyond is to make public versions of the App Center available in various languages and only include apps that have gone through a rigorous vetting process to make sure that they are fully available and supported in each country. The [Japanese](#)



[version](#) of the App Center launched very successfully in September 2015, with more international versions to follow.

Additionally, in the in-product App Center, you will be able to filter by specific countries, for example your home country, countries you're planning to visit, or if you're an admin, you can view apps for the home countries of your global users.

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## Q: What does the App Center look like?

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What you'll see in the public [App Center](#):

The screenshot displays the Concur App Center interface. At the top, there is a yellow banner with the SAP logo and the text "Concur is now part of SAP. Learn more" and "About SAP". Below this is the Concur logo. A large blue banner reads "Welcome to the Concur App Center" with the tagline "Apps that you and the boss will love." and a button to "Find transportation apps".

Below the welcome banner is a "Featured Apps" section with three promotional tiles: Starbucks with the text "Come here often?", Taxback International with the text "Need to find the meaning in your data? Get the insight for that.", and Oversight.

The main content area is titled "Explore Our Apps" and "Apps" with a pagination control showing 1 through 9. A sidebar on the left lists categories: "Apps For Me", "My Travel & Expenses", "Apps for My Business", "Finance/Accounting", "Sales/Service Automation", "Compliance/Audit/Legal", "Travel Management", "IT/Administration", and "Life Sciences".

The main grid displays the following app tiles:

- Starbucks**: E-receipts Plus Rewards
- Taxback International**: A click away from minimizing cost through smarter VAT recovery.
- Oversight**: Detect high risk transactions and potential policy violations.
- Concur Connector for Dynamics GP**: Integrate expense data between Concur and Microsoft Dynamics GP.
- InterContinental Hotels Group**: Ready for test and easy booking?
- Meridian VAT Tracker**: VAT Tracker + Concur turn VAT Potential into Reality.
- Starwood Hotels and Resort**: You get the Starpoints, Concur gets the details.
- HDS Concur Connect**: Real-time access to ALL reportable HDN and HDN inside Concur.

What you'll see in the "In-Product" [App Center](#):



CONCUR Travel Expense Invoice Reporting - **App Center** Links -

## App Center

Connect with services that link with your Concur account. Discover enterprise solutions pre-built to integrate with Concur. Your life just got a whole lot easier.

Apps for me **Apps for my business**

< All Finance/Accounting Sales/Marketing Compliance/Audit/Legal Travel Management >



**Taxback International**

A click away from minimizing cost through smarter VAT recovery. Seamlessly integrate Concur Expense with Taxback International. Taxback International will provide a Free VAT Refund report and outline steps to recover the VAT.

[Learn More](#)



**HEALTHCARE DATA SOLUTIONS**

Real-time access to ALL reportable HCPs and HCOs inside Concur. Healthcare Data Solutions is Concur's App Center Partner of the Year 2013-2015 because we serve more life sciences customers than any other partner, with a 97% retention rate.

Concur App Center Partner of the Year – 2013, 2014 & 2015

[Learn More](#)



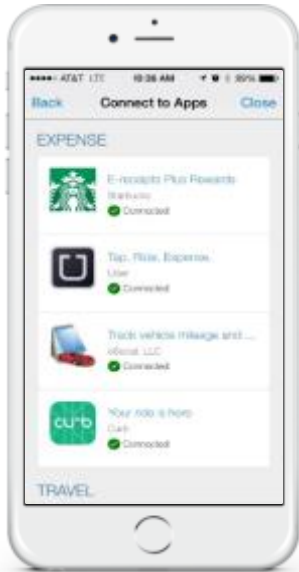
**Need to find the meaning in your data?  
Get the Insight for that.**

Detect high risk transactions and potential policy violations. Expense integration that leverages pre-defined analytics to identify potential fraud, waste and abuse within your T&E program.

T&E Fraud and Compliance Insights **Oversight**

[Learn More](#)

What you'll see in the Mobile App Center:



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**Q: I don't see an application I'd really like to have. Who can I talk to?**

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Please email [AppCenterMarketing@concur.com](mailto:AppCenterMarketing@concur.com) with your App Center Partner recommendation.

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**Q: Who can I contact for other questions?**

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If you have additional questions or would like to discuss the Concur App Center, please email [AppCenterMarketing@Concur.com](mailto:AppCenterMarketing@Concur.com).