

SAP Concur 

SAP Concur EMEA Flashcards
May 2022

SAP Concur Products and Services EMEA Flashcards



THE BEST RUN 

Products and Services

Table of Contents

■ Plan

Concur Request	3
Budget	4

■ Travel

Concur Travel	5
Concur TripLink.....	6

■ Capture & Manage Expenses

Concur Expense.....	7
Expenselt.....	8
Drive.....	9
Company Bill Statements	10

■ Compliance

Intelligent Audit.....	11
Concur Detect by Oversight.....	12
Concur Tax Assurance by Blue dot.	13

■ Process & Payment

Central Reconciliation	14
Expense Pay	15

■ Data Insights

Intelligence	16
Consultative Intelligence.....	17

■ Support

Concur Essential Care	18
Concur Advanced Care.....	19
Concur Select Care.....	20
Managed Rates Administration Service.....	21
User Support Desk	22
Concur User Assistant by WalkMe	23

■ Integrations

Integration Services	23
SAP Solution Integration.....	25
SAP Concur App Center	26

■ Invoice

Concur Invoice	27
Invoice Capture.....	28
Purchase Request.....	29

Concur Request

Concur® Request simplifies pre-trip approvals by showing the purpose of each trip along with estimated costs for travel bookings, other expenses, and cash advances. Concur Request delivers a more efficient process and better visibility over spending before it happens.



Benefits

- **Understand the purpose of each trip:** Concur Request allows employees to submit estimations of the cost of travel before booking and provides visibility into the purpose of each trip
- **See around the corner:** Concur Request accrues upcoming expenses before they are incurred, providing an accurate forecast of your employee spending and the ability to proactively manage it by adjusting policies and approvals
- **Anticipate cash advance:** Concur Request easily lets employees request cash advances and track planned versus actual spend, and even lets you carry over unspent funds from pre-approved cash requests

Top Functionality

- Create a seamless travel request and approval process
- Streamline trip preparation – travellers only need to enter trip details once
- Simplify cash advance – Concur Request lets you track planned versus actual spend, and even lets you carry over unspent funds from pre-approved cash requests

Best Practice Bundle

- Concur® Expense
- Budget
- Concur® Travel
- Concur® TripLink

Available in the Following Languages

Bulgarian, Chinese, Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Hungarian, Indonesian, Italian, Japanese, Norwegian, Portuguese (Brazil), Korean, Polish, Romanian, Russian, Spanish, Slovak, Swedish, Thai, and Turkish.

Budget

Budget is a tool that provides visibility and control into a company's budget within the SAP® Concur® solution. Budget is available on mobile and desktop and provides easy to use dashboards to make timely decisions.



Benefits

- **Visibility:** Budget offers real time visibility of both pre and post-spend at your fingertips and allows companies to quickly and simply identify the funds available
- **Control:** Budget provides control over who sees what, allowing customised hierarchies and permissions, as well as customised alerts when budgets are approaching spending limits
- **Proactive approach:** Customers are able to anticipate spend even before it occurs

Top Functionality

- Integrated solution with near real-time data. Budget integrates with Concur Expense, Concur Invoice, and Concur Request to aggregate employee-initiated spend
- Customisable alerts – such as, when budgets are approaching spending limits
- Control over who sees what with customer hierarchies and permissions

Best Practice Bundle

- Concur® Expense
- Concur® Invoice
- Concur® Request
- Purchase Request
- Concur® TripLink
- Concur® Travel

Available in the Following Languages

Bulgarian, Chinese, Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Hungarian, Indonesian, Italian, Japanese, Korean, Portuguese (Brazil), Norwegian, Polish, Romanian, Russian, Slovak, Spanish, Swedish, and Turkish.

Concur Travel

Concur® Travel helps organisations manage their employees' business travel experience to be the most stress-free and productive it can be. At the same time, the solution ensures compliance with guidelines and budgets as well as visibility of travel plans.



Benefits

- **Seamless business travel:** Give your employees an easy to use, intuitive booking tool which helps them book within policy and points them towards preferred suppliers
- **Retain control:** use Concur Travel to apply and enforce your travel policy before the trip and provide finance team better visibility into spend and budgets
- **Transparency:** SAP® Concur® consolidates all of your travel data so you can control spending decisions, tighten compliance and manage employee safety

Top Functionality

- Effectively manage and control your business travellers programme – get visibility on how your business travellers are spending and improve policy compliance
- Approve, reject, and request changes during an employee's trip planning process enabling more visibility into spend
- Integrate all itineraries across channels, wherever and whenever they're booked

Best Practice Bundle

- Concur® Expense
- Concur® TripLink
- Concur® Request

Available in the Following Languages

Bulgarian, Chinese, Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Portuguese (Brazil), Polish, Russian, Romanian, Spanish, Slovak Swedish, Thai, and Turkish.

Concur TripLink

Concur® TripLink helps you manage travel across a variety of booking channels by enabling your corporate negotiated fares, capturing itineraries (and receipts for Concur® Expense customers) and integrating them into your SAP® Concur® solution.



Benefits

- **Spend Management:** All spend are captured and negotiated rates are applied to better reach your spend goals with your preferred suppliers and to adjust your budget
- **Controls and Compliance:** Stay in control of your travel programme through expanded visibility into all your business travellers bookings
- **Safety and Security:** Keep track of your travellers' plan and equip them with Triplt® Pro to get all key information in one place
- **Business Travellers Experience:** Increase employee satisfaction and productivity by providing flexible booking methods, agility with expense reporting, and mobile tools to make travel easier

Top Functionality

- Access to negotiated rates through travel partner integrations with direct suppliers
- Enhance reporting capabilities with trip data from multiple booking channels
- Apply your policies and audit rules
- Fulfill duty of care responsibilities
- Complimentary subscription for your business travellers to Triplt Pro, a travel-organising mobile app

Best Practice Bundle

- Concur® Expense
- Concur® Travel

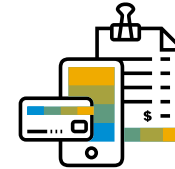
Available in the Following Countries

Australia, Belgium, Canada, Denmark, Finland, France, Germany, Hong Kong, Ireland, Japan, Luxembourg, Malaysia, Netherlands, New Zealand, Norway, Singapore, Sweden, Taiwan, UK, and USA

Languages available for Concur TripLink are English, German, and French

Concur Expense

Concur® Expense helps customers effectively manage employee spend by providing them with automation to simplify expense processes and insight to make informed decisions about spending and spend policy.



Benefits

- **Global view of spend:** Capture employee spending in one solution to ensure expense data integrity
- **Say goodbye to manual expenses:** Automate expense management and say hello to accurate expense claims that simplify the expense management process
- **Accurate expense claims:** Policies are built in so that expense management is automated and allows finance to prevent out-of policy expenses
- **Save time:** Reports are effortlessly created and manual data entry is limited so that end users and admins can focus on what matters

Top Functionality

- Connect all your spend data in a single system – such as e-receipts, credit card feeds and travel itineraries
- Automatically calculate mileage, travel allowances and taxable amounts based on your company's policies or statutory regulations
- Helps you ensure compliance to your company policy with individual configurable audit rules
- The SAP® Concur® mobile app captures receipts and even helps you convert your paper receipts into legal digital receipts as well as letting you submit/approve expense reports
- The SAP® Concur® App Center gives your organisation and your business travellers access to a broad network of partners

Best Practice Bundle

- Concur® Travel
- User Support Desk
- Expenselt®

Available in the Following Languages

Bulgarian, Chinese, Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Portuguese (Brazil), Polish, Romanian, Russian, Slovak, Spanish, Swedish, Thai, and Turkish.

Expenselt

Expenselt® leverages OCR technology and machine learning to automatically read, itemise, and categorise expenses from a receipt photo and is fully integrated into the SAP® Concur® mobile app.



Benefits

- **A picture saves a thousand minutes:** Users of Expenselt can see a timesaving of up to 55% when processing their expenses, so users get reimbursed faster
- **Stop chasing late expenses:** Automatically creates expense entries from photos of receipts. Expense reports are now created and completed on time, wherever your business travellers are
- **Reduce lost receipts:** Expense reports are easier to complete, meaning you have less misplaced receipts
- **Limit manual errors:** Information is automatically extracted from receipts through OCR technology

Top Functionality

- Expenses are populated and matched with receipts and credit card charges, eliminating manual entry errors and increases accuracy
- Expenselt uses OCR technology and intelligence to accurately categorise expenses and itemise complex receipts like hotel bills.

Best Practice Bundle

- Concur® Expense
- User Support Desk
- Drive
- Intelligent Audit

Available in the Following Countries:

Argentina, Australia, Austria, Belgium, Brazil, Canada, Chile, Columbia, Denmark, Finland, France, Germany, Hong Kong, India, Ireland, Italy, Japan, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Peru, Singapore, South Africa, Spain, Sweden, Switzerland, Taiwan, UK, UAE, and USA.

Drive

Drive is an effortless way to capture and expense car mileage within the SAP® Concur® mobile app. Drive reduces self-reported mileage expenses by automatically capturing actual distance travelled to control mileage spend.

Benefits

- **Visibility:** Drive offers increased visibility when mileage is incurred through accurate and automatic distance tracking (GPS)
- **Compliance:** Reduce fraudulent and erroneous mileage reporting through auto upload – users can pre-set Drive to upload trips to Concur® Expense automatically
- **Cost savings:** Accurate distance tracking means you pay only for actual distance travelled. This can reduce fraud and reporting errors

Top Functionality

- Automated tracking – users can set their work hours in the app, and during these hours, automated tracking uses smart sensors
- User initiated tracking – users can also choose to start and stop tracking themselves
- Auto upload – users can pre-set Drive to upload trips to Concur Expense, automatically
- Marking trips as business or personal: if a user makes a personal trip during set work hours, they can mark it appropriately



Best Practice Bundle

- Concur® Expense
- Expenselt®
- Intelligent Audit

Available in the Following Countries

Argentina, Australia, Austria, Belgium, Brazil, Canada, Chile, Columbia, Denmark, Finland, France, Germany, Hong Kong, India, Ireland, Italy, Japan, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Peru, Singapore, South Africa, Spain, Sweden, Switzerland, Taiwan, UAE, UK, and USA.

Company Bill Statements

Company Bill Statements (CBS) centralises the purchase card process in Concur Expense to automate and reconcile p-card expenses offering increased visibility across all spend categories.



Benefits

- **Visibility on employee-driven spend:** all transactions are managed on one single platform allowing end-to-end reporting across all areas of business spend
- **Remain compliant:** CBS gives you the ability to define comprehensive audit and policy rules to make sure employees are spending with the right vendors, keeping spend compliant
- **Optimise processes:** Admins no longer have to re-key transactions to make sure they post to the specific GL code assignments for p-cards, ultimately reducing the time spent on expenses and increasing efficiencies

Top Functionality

- CBS automates p-card transactions by capturing detailed entries. Statements are created once card transactions are received within the statement period
- Managers are automatically notified of statements ready for approval and can see all information including policy exceptions and receipts from a single user interface
- Charges are automatically given the appropriate expense type for the purchasing card programme. Entries are auto-itemised when enhanced data is provided

Best Practice Bundle

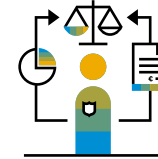
- Concur® Expense
- Expenselt®
- Budget

Available in the Following Countries

Australia, Austria, Belgium, Canada, Denmark, Finland, France, Germany, Hong Kong, Ireland, Italy, Japan, Luxembourg, Malaysia, Netherlands, New Zealand, Norway, Singapore, Spain, Sweden, Switzerland, Taiwan, UAE, UK, and USA.

Intelligent Audit

Intelligent Audit from SAP® Concur® solutions helps drive compliance, identify potential fraud, and minimises workloads by leveraging an intelligent technology solution and human auditors to help protect your business and ensure proper spend.



Benefits

- **Improve policy and tax compliance:** Ensure your policies are being adhered to and in line with your compliance requirements and local regulation (VAT& TA). The combination of human auditors backed with artificial intelligence gives you peace of mind.
- **Save time:** Let our team of global auditors resolve exceptions directly with employees and provide day-to-day support for your administrator. Your employees can focus on running the business

Top Functionality

- AI/ML technology applied with human auditors validating the technology results
- You can define audit selection criteria – special conditions, target list, random or 100% audit
- 14 languages (receipt reviews) supported by SAP Concur Auditors
- Intelligent Audit can check for a range of prohibited spend, including flight upgrades and parking fines

Best Practice Bundle

- Concur® Expense
- Expenselt®
- User Support Desk

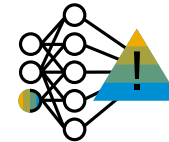
Audit Onboarding and Ongoing Admin Support Can Be Done In

English, Chinese, Portuguese, Spanish, German, French, Japanese

End User Support is in English

Concur Detect by Oversight

Concur® Detect service by Oversight uses AI and machine learning to analyse expenses pre-and/or post-payment to identify errors, waste, patterns of misuse, and fraud that would be difficult, if not impossible, to spot by human detection.



Benefits

- **Reduce expense report errors:** By leveraging Oversight's powerful artificial intelligence (AI) to review expense reports against receipts, anomalies and fraud are identified before reimbursement happens
- **Improves auditor efficiency:** Auditors are focused on the things that matter most, such as investigating reports with waste, fraud or misuse. They make better use of their time by automatically prioritising the most impactful violations
- **Identify patterns:** We surface our unique data sets to help decision makers identify employees who are continuously breaking policy, providing tighter controls over employees with a history of misuse

- **Detect more risk along the payment lifecycle:** Identify critical violations pre-payment and keep track of increasing patterns of bad behavior post-payments.

Top Functionality

- Analysis of 100% of expense reports
- Customise flags based on financial risk and impact specific to your business needs
- Monitors and analyses transactions within Concur Expense before and after payment
- Prioritises exceptions by confidence level and impact
- Comprehensive analytics and reporting

Best Practice Bundle

- Concur® Expense
- Expenselt®

Available in the Following Countries

Australia, Austria, Belgium, Canada, Denmark, Finland, France, Germany, Hong Kong, Ireland, Italy, Japan, Luxembourg, Malaysia, Netherlands, New Zealand, Norway, Singapore, South Africa, Spain, Sweden, Switzerland, Taiwan, UAE, UK, and USA.

Concur Tax Assurance by Blue dot

Concur® Tax Assurance service by Blue dot helps organisations comply with global tax regulations. The dynamically updated data completion and VAT/GST compliance platform is designed with sophisticated AI algorithms and intricate up-to-date tax knowledge to capture, analyse and enrich the data in 100% of Concur Expense transactions – digitising the compliance process and maximising recovery.



Benefits

- **Reduced Compliance Risk:** By utilising Blue dot's data completion and VAT compliance platform to analyse and optimise data integrity of expense transactions
- **Maximized Profitability / Improved Cash Position:** From small receipts to large invoices, eligible transactions are identified for reclaim and expense data are enriched to create a trusted transaction for optimal VAT/GST recovery
- **Increased Compliance with Tax Authorities:** Country-specific tax rules are embedded in the solution, automating compliance and optimising the recovery process for both foreign and domestic VAT/GST

Top Functionality

- Dynamically updated rates and rules engine enables access to current indirect VAT/GST rates, rules and data postings
- Configure tax rules for tax recovery interpretations specific to the organisation
- Access to tax experts around the globe who will work on your behalf to fulfil inquiries from tax authorities
- Specific dashboards and reports

Best Practice Bundle

- Concur® Expense
- Concur® Travel
- Expenselt®
- Intelligent Audit

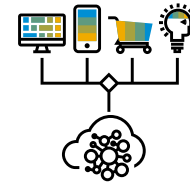
Available in the Following Countries

Blue dot technology country coverage extends to over 96% of the identified VAT/GST/HST potential in the Americas, EMEA, and APAC regions.

User Interface (UI) is in UK English only.

Central Reconciliation

The Central Reconciliation feature allows a processor to match and compare the invoices generated by a company Lodge Card against the pre-approved expenses included in the Travel Request for the travel incurred by the user associated with this Lodge Card.



Benefits

- **Time saving:** Reduces the manual reconciliation effort and administrative load
- **Speed up reconciliation:** Lodge Card statements are quickly processed and reconciled, without relying on employees filing expense reports
- **Improve accuracy:** Assists with cost control and fraud preventions

Top Functionality

- Central Reconciliation gathers charge transactions into a single view where the Central Reconciliation Processor can perform verification prior to approval
- Single view system automatically matches charges to the C.R. invoice provided by the card bill issuer
- Unmatched or “orphaned” C.R. invoices, due to an incorrect or blank Request ID or Employee ID value, are listed in a single view for review and resolution

Best Practice Bundle

- Concur® Expense
- Concur® Travel
- Concur® Request
- Intelligence

Available in the Following Languages

Bulgarian, Chinese, Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Hungarian, Indonesian, Italian, Japanese, Norwegian, Portuguese (Brazil), Korean, Polish, Romanian, Russian, Spanish, Slovak, Swedish, and Turkish.

Expense Pay

Expense Pay provides an end-to-end expense report-to-payment process, allowing clients to streamline and automate their employee and card reimbursement processes.



Benefits

- **Decrease time to reimbursement for employees:** Leverage the ability to schedule more frequent and automated payments which are reconciled within the SAP® Concur® payment manager
- **Reduced administrative overhead:** Free up the Account Payable team to focus on tasks that deliver more value to your business
- **Better employee experience:** With full visibility for employees and finance into the life cycle and status of the expense reimbursement
- **Flexibility:** To schedule corporate card payments to optimise cash flow and maximise card rebates

Top Functionality

- Support for any ongoing queries will be managed directly by SAP Concur client support
- Supporting cross-border EURO payments with one account across all 16 countries
- Flexibility on reimbursement schedules: Different groups can choose to have different schedules for payment of cash and corporate card batches
- Full visibility to payment process within the SAP Concur UI and optional email notifications at every stage for the employee and processing team
- Quick and simple onboarding process which can take from a few hours to a few business days

Best Practice Bundle

- Concur® Expense
- Intelligence

Availability

Expense Pay is available for in country and in currency payments for any company wishing to reimburse in GBP, EURO, USD or CAD in all markets.

Intelligence

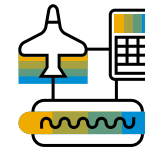
Intelligence is an addition to our standard reporting, and provides businesses with customised reports, unique dashboards, and enhanced capabilities such as scheduling and bursting.

Benefits

- **Increase visibility into spending:**
Intelligence offers detailed and customisable reports and dashboards to make informed decisions and provides visibility into spend data and behaviour
- **Monitor spend data in real time:**
See up-to-date data to drive actionable insights and manage spending proactively

Top Functionality

- Access to more than 200 standard high-level reports
- Use interactive dashboards to gain insights tailored to business needs
- Set up alerts and schedule the distribution of customised reports and dashboard to key stakeholders
- Instant access to the analytics tool



Best Practice Bundle

- Concur® Expense
- Concur® Invoice
- Concur® TripLink

Available in the Following Languages

Bulgarian, Chinese, Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Hungarian, Italian, Japanese, Korean, Norwegian, Portuguese (Brazil), Polish, Russian, Romanian, Slovak, Spanish, Swedish, and Turkish.

Consultative Intelligence

Consultative Intelligence includes all the reports/features within the Intelligence offering, plus a designated SAP® Concur® consultant to help manage the process of building the reports and dashboards your business needs.



Benefits

- **Satisfy your unique reporting needs:**
We combine the knowledge of our consultants with our technology to provide you with reports and dashboards that are tailored to your business
- **Drive strategic decision making:**
When you can access and analyse deeper data insights, you can make more informed decisions for the future
- **Do more with less:** Get outside expertise and create a lasting partnership that can save your business time and money

Top Functionality

- Configured reports and dashboards that deliver the targeted insights you and your leadership needs
- Automatically schedule reports to run and distribute on your behalf
- Access to more than 200 standard high-level reports
- Get insights from your consultant to interpret the report results

Best Practice Bundle

- Concur® Expense
- Concur® Invoice
- Concur® TripLink

Available in the Following Languages
English*

* The service is in English and can be provided in other languages on demand, those are; French, German, Italian, Spanish, and Russian

Concur Essential Care

Concur® Essential Care gives you a primary point of contact to assist you with all of your post-deployment needs. Whether you need some guidance around best practices, assistance performing minor system updates, insight into monthly releases or help with acceleration of new feature adoption, Concur Essential Care will be by your side.



Benefits

- **Save time for your administrators:** Maximise administrator time and productivity by easing workload and providing a trusted helping hand
- **Access to expertise:** Get guidance and support with configuration, deployment issues, and questions
- **Improve efficiency:** Receive tailored recommendations on the optimal ways to configure your SAP® Concur® solution

Top Functionality

- Designated Service Coordinator
- Assist with configuration requests
- Recommendations on feature adoption
- 24 hour targeted initial response time
- Monthly group release notes webinar

Best Practice Bundle

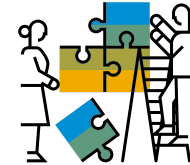
- Concur® Expense
- Concur® Invoice
- User Support Desk

Available in the Following Countries/ Languages

English, French, German, Spanish, Japanese, Mandarin, Portuguese (Brazil) support is available in limited markets and regions.

Concur Advanced Care

Concur® Advanced Care provides a strategic level of support via a single point of contact to help you optimise your SAP® Concur® platform and help get you the most from your solution. Whether you need some guidance or some more specific advice, your designated consultant is here to help you.



Benefits

- **Improve user satisfaction:** Make sure you get the support needed to keep your system up to date and take advantage of all the latest enhancements.
- **Streamline and improve productivity:** Our consultants understand your business needs and share best practices with you that can be tailored to your organisation
- **Stay on track:** Keep up with innovations and best practices to support your business to run smoothly
- **Onboarding assistance:** Assist with training for new authorised support contacts

Top Functionality

- Designated consultant
- Regular scheduled calls
- Strategic support
- Action plan/scorecard, KPI monitoring, and issue log (quarterly)
- Release notes consultation
- Annual remote interactive site workshop

Best Practice Bundle

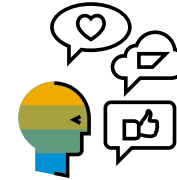
- Concur® Expense
- Concur® Invoice
- User Support Desk

Available in the Following Countries/ Languages

English, French, German, Spanish, Japanese, Mandarin, Portuguese (Brazil) support is available in limited markets and regions.

Concur Select Care

Concur® Select Care is a high-touch, proactive, consultative approach to help you realise the upmost value of your SAP® Concur® solution. It provides customers with the highest level of support via a designated Select Care Manager and a team of consultants.



Benefits

- **Enhanced collaboration:** Work with our experts for business planning and new feature adoption, and to build a tailored success plan
- **Goals achievement:** Meet with experts one-on-one, and receive ongoing best practices, consulting and configuration support.
- **Innovation:** Receive personalised guidance on release notes and access to product experts to discuss business needs as related to new feature requests
- **Save time:** Enhanced SLAs, trend analysis to proactively address risks, and release weekend support for critical issues

Top Functionality

- Designated Select Care Manager
- Access to technical and functional experts
- Regular scheduled calls
- Product roadmap reviews
- Quarterly service review
- Annual interactive site workshop (once per year)
- 24x7 VIP Crisis line
- Enhanced contractual SLAs
- Monthly release notes consultation

Best Practice Bundle

- Concur® Expense
- Concur® Travel
- Consultative Intelligence

Available in the Following Languages

English, French, and German.

Managed Rates Administration Service (MRA)

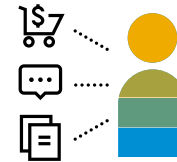
MRA provides you direct access to our experts to help manage and maintain all your rates effectively and timely.

Benefits

- **Better efficiency:** Receive guidance and support on travel allowances, VAT, taxability and deductibility and mileage rates updates
- **Save time for your admins:** Quick and efficient rate updates
- **Get answers to your specific questions:** Access to expert know how, and best practices

Top Functionality

- Efficient and seamless service to maintain and update rates through a team of expert consultants
- Travel allowance rates
 - VAT rates
 - Mileage rates
 - Taxability and deductibility

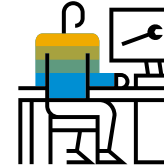


Best Practice Bundle

- Concur® Expense
- Concur® Essential Care
- User Support Desk

User Support Desk

User Support Desk provides dedicated, 24/7 support from knowledgeable SAP® Concur® experts. They help to answer questions quickly for end users to help drive adoption, compliance, and reduce the burden on SAP Concur administrators.



Benefits

- **Save time for your administrators:** You can say goodbye to time-consuming administrative tasks and get back to focusing on what really matters
- **Increase employee satisfaction:** If an employee has a question about an SAP Concur product, users simply contact us via telephone, chat, or our support portal, and our experts will solve any issues quickly, accurately, and professionally

Top Functionality

- 24/7/365 support via phone, chat, or web portal for answering employees' questions about the system
- Access to accurate reporting: You get a periodic review of your objectives and a view on your KPIs
- Support where you need it: Wherever your users are, someone will be able to answer them in their language

Best Practice Bundle

- Concur® Expense
- Expenselt®
- Drive
- Concur® Essential Care

Available in the Following Countries/ Languages

English, French, German, Spanish, Italian, Japanese, Mandarin, and Portuguese (Brazil).

Concur User Assistant by WalkMe

Concur® User Assistant service by WalkMe provides you with customisable digital adoption platform that drives outcomes and increases return on investment. It helps guide your end-user through the SAP® Concur® solution enabling an effortless and seamless experience.



Benefits

- **Increase solution adoption:** Users learn by doing which helps make training memorable
- **Improve employee experience:** Employees are empowered, engaged and informed
- **Accelerate onboarding:** Accelerate the onboarding by driving user adoption

Top Functionality

- Content covering general use cases end-to-end, new user onboarding and significant product changes
- Client-specific tailored content deployed at individual client level
- Client specific access to WalkMe Insights analytics dashboard
- Different types of assistance, from pop-ups and walk-through's to on-demand information

Best Practice Bundle

- Concur® Expense
- Concur® Travel
- User Support Desk
- Concur® Essential Care

Concur User Assistant Can Provide Guidance for the Following Solutions

Concur Travel, Concur Expense, Concur Invoice, Concur Request, and Budget

Available in the Following Countries/Languages

Concur User Assistant is translated in all languages that the SAP Concur product supports.

Integration Services

Besides standard integrations, on demand, or with FTP (File Transfer Protocol), SAP® Concur® has additional solutions to help you flow data between any systems (financial, HR, accounting) and SAP Concur.

Connectors

More than 50 connectors that are pre-built and cloud-based integration option to automate data flows.

Key Benefits

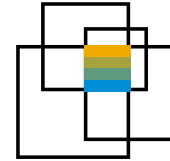
- Seamless integration
- Continual communication between systems
- No maintenance or manual intervention
- Effortless integration

Extract Services

Provides you with file-based accounting and spend management data in the file formats that you need.

Key Benefits

- Flexible mapping and conversion to support the vast majority of customer-specific integration use cases
- Integration experts provide initial build and ongoing support to speed up and streamline your file-based integration



Web Services

Is an option for customers to build connections over the internet via an application program interface (API).

Key Benefits

- Near real-time data exchange alternative that can be used for multiple systems and various objectives

SAP Solution Integration

The SAP® Concur® and SAP® integration is a native end-to-end integration, meaning near real-time data synchronisation between systems with no manual interaction required and customers reimbursing employees faster, without errors and delays.



Benefits

- **Accurate financial postings:** Near real-time data synchronisation between systems means no manual interaction required and your organisation can reimburse employees faster, without errors and delays caused by middleware
- **Visibility across your SAP solutions:** Synchronisation between your solutions to give you a view in near real time on everything you need
- **Minimising the risk of posting errors:** By automation keeping master data in both systems in sync
- **Eliminate manual processes:** Including file uploads and downloads

Top Functionality

- Direct integration with SAP ERP and SAP S/4HANA® Cloud
- Data synchronisation that automates updates from the SAP ERP application or SAP S/4HANA to SAP Concur solutions
- Intuitive, integrated process monitoring for quick and efficient identification and correction of financial posting issues
- Flexible mapping and conversion to support specific integration use cases
- Fast implementation at no cost

SAP Concur App Center

The SAP® Concur® App Center has 250+ apps and SAP® Concur® has a partner ecosystem of over 700 partners. Our partners enable you to do more with your SAP Concur solutions. Our open platform makes it possible for partners to develop apps and services that easily integrate with SAP Concur solutions and extend the value of our product



Benefits

- **Employee satisfaction:** Your employees have their favorite brands that can be connected allowing data to flow seamlessly
- **Control cost and maximise value:** Limit risks and comply with global regulations with some of our specialised partners
- **Enforce internal and external regulatory requirements:** By using best-in-class technology through our network of partners. Assisting you with cross-border immigration and tax, or a life science partner that track healthcare attendee spend

Top Functionality

- Consulting & SI Partners
- User Connections: End users apps such as Uber, FreeNow, Air Refund
- Enterprise Applications: they are authorised by an administrator. For example: Rocket Trip, CIBT visas

Concur Invoice

Concur® Invoice eliminates piles of paperwork and drastically improves processing time for your back-office employees by efficiently automating your invoice process, while allowing you to better predict and manage cash flow and purchasing policies. Integrated with Concur® Travel and Concur® Expense, it provides a greater visibility and a holistic view of spend across the organisation.



Benefits

- **Consolidate spend:** You get actionable insight to your organisation spend before, during and after it occurs with easy-to-use reports and dashboards to help identify opportunities to better manage your cashflow
- **Predictable cash flow:** Empower your leaders to better predict and manage cash flow thanks to an efficient automated invoice process that starts with purchase authorisation
- **Reduce invoice processing time:** By capturing e-invoices or using OCR technology to turn paper invoices into electronic files, you free up time and resources to focus on more value-added activities

Top Functionality

- Invoice Capture uses OCR technology and SAP Leonardo Machine Learning
- SAP® Concur® 3-Way Match automates the time-intensive and error-prone process of matching invoices, POs, and goods received
- SAP Concur Attendee Tracking – allows you to see the complete spend for each individual at an event or meeting
- Mobile functionality to allow review and approval of invoices whenever and wherever necessary to ensure timely processing

Best Practice Bundle

- Invoice Capture
- User Support Desk
- Purchase Request

Available in the Following Countries

Australia, Belgium, Canada, Denmark, Finland, Hong Kong, Ireland, Japan, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Singapore, South Africa, South Korea, Sweden, UAE, UK, and United States.

Invoice Capture

Invoice Capture leverages integrated OCR and machine learning capabilities, to automatically capture invoice data and converts paper, fax, and e-mails into a digital file which can be easily received, verified and coded.



Benefits

- **Centralise receipts:** Invoice Capture uses intelligent technologies to extract and capture all your invoices automatically routing them to a single location to eliminate data entry
- **Remove human errors:** Your suppliers mail or email invoices directly to SAP® Concur®—and we'll take care of sorting, scanning, and data verification for accuracy before adding them to your normal workflow

Top Functionality

- Paper/Email PDF – receive invoices from multiple sources and in multiple formats e.g. Microsoft® Word, Microsoft® Excel, csv, pdf, zip etc.
- OCR Learning – capture data from incoming invoices automatically and learn in the process
- Invoice Capture Service – outsource the verification of capture data to SAP Concur

Best Practice Bundle

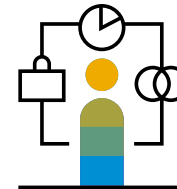
- Concur® Invoice
- Concur® Expense
- Intelligence

Available in the Following Countries

Australia, Belgium, Canada, Denmark, Finland, Hong Kong, Ireland, Japan, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Singapore, South Africa, South Korea, Sweden, UAE, UK, and United States.

Purchase Request

Purchase Request helps simplify everyday goods and services purchases by automating the creation, approval, tracking and transmission of POs to vendors. Purchase Request provides a simple, easy to use and mobile enabled process that lets organisations track all spend against budget, discourage out of policy spending and control indirect spend.



Benefits

- **Control spend before it happens:** Approve purchase requests before a PO is created so you can see and authorise spend before it happens so you can strengthen compliance and get ahead of rogue spending
- **Assists in accurately forecasting budgets:** Ensure budgets are spent as intended
- **Compare invoice to POs:** Specify goods and services expectations with vendors and use the matching feature to compare orders and receive goods

Top Functionality

- One Purchase Request, Multiple Vendor Purchases – order multiple vendor purchases under a single purchase request
- Mobile Approvals – approve purchase requests on any mobile device
- Budget Tracking – track spend against budget in real-time for all purchases before the spend is approved
- Transmit POs Electronically – transmit purchase orders electronically to vendors

Best Practice Bundle

- Concur® Invoice
- Concur® Expense
- Budget
- Intelligence

Available in the Following Countries

Australia, Belgium, Canada, Denmark, Finland, Hong Kong, Ireland, Japan, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Singapore, South Africa, South Korea, Sweden, UAE, UK, and United States.

About SAP Concur

SAP® Concur® is the world's leading brand for integrated travel, expense, and invoice management solutions, driven by a relentless pursuit to simplify and automate these everyday processes. The highly-rated SAP® Concur® mobile app guides employees through business trips, charges are directly populated into expense reports, and invoice approvals are automated. By integrating near real-time data and using AI to analyse transactions, businesses can see what they're spending, improve compliance, and avoid possible blind spots in the budget. SAP Concur solutions help eliminate yesterday's tedious tasks, make today's work easier, and support businesses to run at their best.

Learn more at concur.co.uk or at the SAP Concur [blog](#)

THE BEST RUN 