

SAP Concur App Center Administration Guide

Learn how to enable and administer partner apps that maximize the value of your SAP Concur solutions.



How to Enable and Administer Integrated Partner Apps

Leverage App Center solutions to optimize your program

The App Center offers over 200 certified, pre-built partner applications that help your business increase insight and control. This guide covers how to enable and manage apps which connect to and enhance the SAP Concur solutions you already have in place.

What can I find in the App Center?

User Connections:

Individual employees can link their SAP Concur accounts to a variety of end-user applications to improve their travel experience. Travelers have the ability to connect to rideshare, taxi, catering, parking, and other apps that send e-receipts to Concur Expense, helping to simplify expense reporting on the road.

TripLink Connections:

If your company uses TripLink, employees can easily connect to over 15 of the world's most popular travel suppliers such as United, Delta, Marriott, and even Airbnb. Once connected, your corporate rates and travel policies will be applied to supplier direct bookings and outside itineraries will be delivered back into your managed travel program.

Enterprise Applications:

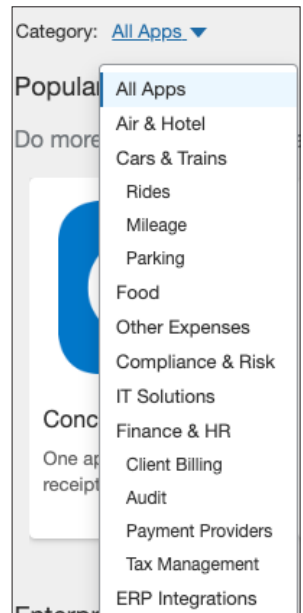
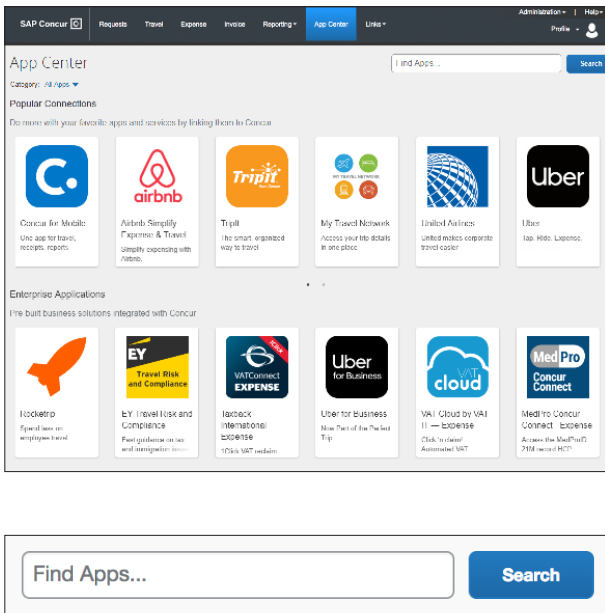
These applications can be enabled by authorized Concur administrators at a site level. There are a wide variety of integrations that make it easier to accomplish extraordinary results in your program without devoting extra time. Integrations allow you to manage tax compliance, automate invoice payments, and post expense and invoice data to your ERP, among other examples.

Partner solutions are available for an assortment of unique business needs, with integrations for various industries and geographies and options for small, mid-size, and enterprise organizations.

Access and Visibility for Your Users

How do I access the App Center?

The App Center is available at concur.com/appcenter and in the App Center tab within SAP Concur. Use the search and categories to find what you need.



In-product App Center experience:

- Connections (end user apps) are pre-filtered for users based on their location and whether they have access to Concur Travel, Concur TripLink, or Concur Expense.
- Administrators can enable many enterprise applications directly from the partners' App Center listing pages.

Need more information?

Click the "Request Information" button on any enterprise app listing to submit an inquiry to the partner and they will follow up. For general App Center questions, contact us at Concur_AppCenterMarketing@sap.com.

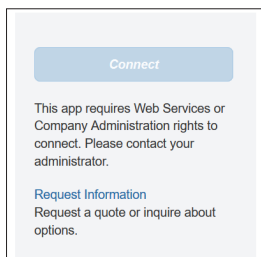
How to Enable Enterprise Applications

Enterprise app enablement requirements:

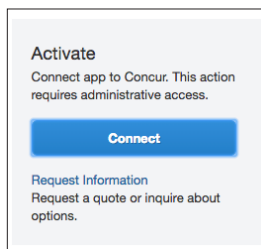
Once you have contracted with a partner to utilize their service, an authorized administrator is required to enable the application.

The individual enabling the application must first authorize the sharing of data with that application. This is done through a Letter of Authorization (LOA). Depending on the solution, the LOA may be provided to you by the partner or be included in the Terms & Conditions when you enable the app in the App Center.

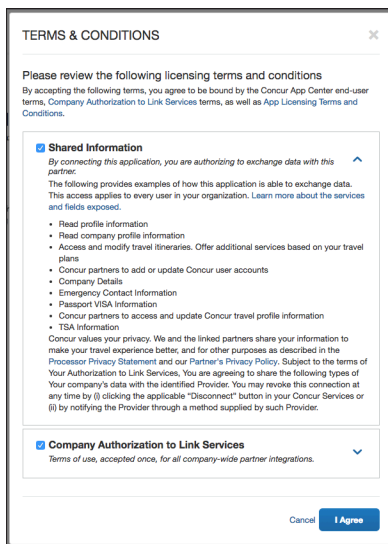
Non-admin view



Company admin/web services admin view



Terms & Conditions pop-up with electronic Letter of Authorization



Data sharing and security:

All partners must go through a certification process prior to being listed in the App Center. Data is only shared upon completing the connection process and is limited to only information necessary for the integration. The "Shared Information" section of the Terms & Conditions outlines data exposed to the partner. A link is provided to view individual fields that are exposed.

How to Enable Enterprise Applications

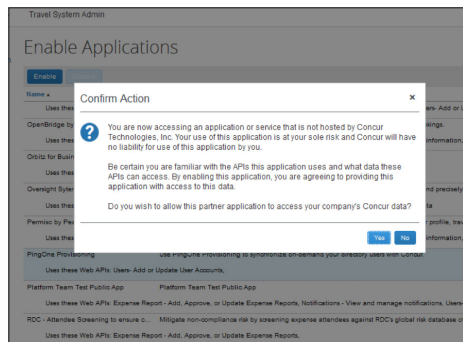
Depending on the app, it will be enabled in one of two ways:

Enablement via the App Center listing:

1. Click “Connect” on the partner’s App Center listing page.
2. Check the boxes to accept the terms and click “I agree”.
3. In the resulting pop-up, enter in the activation code or login information provided by the partner after contracting with them. In some cases, you will be prompted to create a new login.
4. Follow the instructions provided by the partner to complete your activation in the following screens.
5. Done! Data can now flow between the solutions.

Enablement via the Enable Partner Applications settings:

1. Work with the partner to sign a contract, submit a signed LOA, and plan your roll-out.
2. In the SAP Concur Administration menu, click Company >> Web Services >> Enable Partner Applications.
3. Select the partner app you are connecting and then click “Enable” at the top of the page, then “Yes” to confirm.
4. Inform the partner. They will need to take additional steps to complete your roll-out.



Enterprise application disablement:

If you need to disconnect an enterprise application, you can do that by returning to the same pages and then selecting the option to disconnect.

How Users Enable Connection Applications

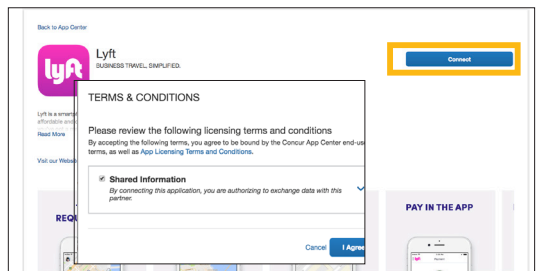
What actions can employees take from the App Center?

Individual employees can connect to approved user applications or inquire with partners whose solutions are relevant to their department's needs.

Employees cannot download apps via the App Center and there are no transactions facilitated in the App Center – it is simply a place to discover and connect to apps.

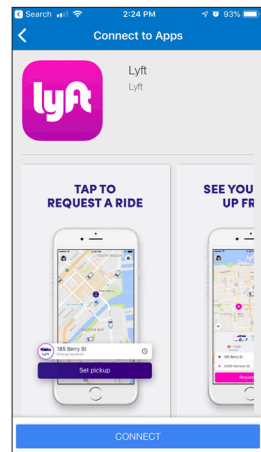
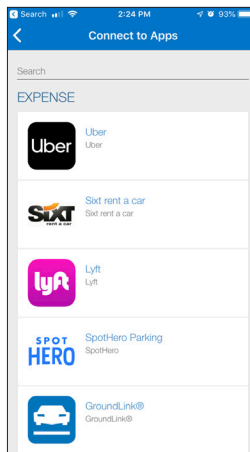
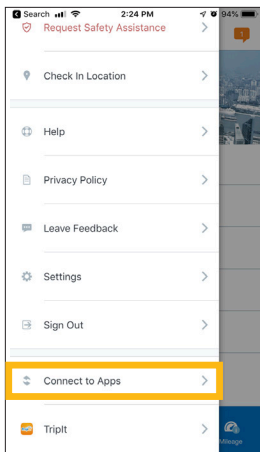
How to enable a connection app via the App Center:

Click “Connect”, accept the T&Cs, and then follow the instructions in the pop-up to login or create an account.



Connecting via the SAP Concur mobile application.

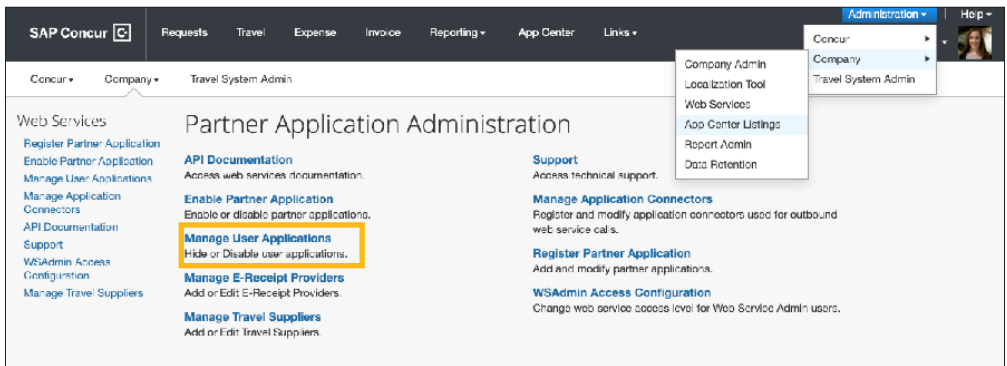
You can connect to certain user applications via the SAP Concur mobile application. To access this feature, select the “settings” menu in the top left, and then click “Connect to Apps”.



How to Manage User Connection Applications

How to access the Manage User Applications menu:

In the SAP Concur Administration menu, click “Company” >> “Web Services” >> “Manage User Applications”.



Disabling applications in the Manage User Applications settings:

- Hides the listing tile from the App Center for all of your company's SAP Concur users
- Completely removes the ability for anyone to connect to the app
- Existing connections will be disabled.

Manage User Apps			
Check the box on the right to disable applications. Disabling removes these app listings from the App Center within your company's instance of SAP Concur and prevents users from connecting. Any existing connections will also be disabled.			Filter apps by status All
Application	Short Description	Status	Actions
Uber Website: https://uber.com/ Connect URL: https://redem.uber.com/concur-w/	Traveling for business has never been easier. Connect your Uber account to SAP Concur and your business trip receipts will automatically be sent to Concur Expense.	Active	<input type="checkbox"/> Disable application
Lyft Website: https://www.lyft.com/forbusiness Connect URL: https://www.lyft.com/concur/redirect	With Lyft, you can focus on doing your best work while traveling for business.	Active	<input type="checkbox"/> Disable application
Addison Lee Website: http://www.addison-lee.com/ Connect URL: https://set.addison-lee.com/auth/sign-in?from=concur-login	Book your ride through the Addison Lee app or web booking site, travel in style, and automatically expense it through Concur.	Active	<input type="checkbox"/> Disable application

Partner Applications Available in the App Center

What partners are available in the App Center?

There are over 250 partner applications available in the SAP Concur App Center. Here are some examples of available partner integrations:

Solution	How do they work?	Partners
Concur TripLink Air & Hotel Suppliers	Bring outside bookings into Concur Travel to provide a complete view of spend, apply policy and negotiated rates, and help you deliver on Duty of Care.	Visit concur.com/triplink for a list of current and "coming soon" suppliers
Cross-Border Payroll Tax	Integrate with Concur Travel and Concur Expense to provide visibility and notifications when employees risk triggering payroll tax requirements through travel to other regions.	EY, Deloitte, Monaeo
ERP Integrations	Save time on manual processes and reduce errors through pre-built integrations to a variety of financial systems. Available financial systems include Microsoft Dynamics, Sage and Sage Intacct, Oracle NetSuite, SAP ERPs, QuickBooks, and more.	Axosnet, Celigo, Cloudsnap, DataMap.tools, Ryvit, Sand Solutions, Wipfli
Duty of Care	Integrate with Concur Travel and Concur TripLink, providing real-time, actionable insights to assist and protect global workforces from health and security threats.	Anvil, Healix, International SOS, Terra Dotta, WorldAware
Ground Transport	Provide increased reporting on ground transportation travel and spend and send e-receipts to travelers' Concur Expense accounts for simple expensing.	Uber for Business, Lyft Business
Life Sciences Compliance	Easily add healthcare professionals to line items in Concur Expense and Concur Invoice	MedPro Systems, IQVIA, Veeva
Mexico CFDI	Streamline compliance with Mexican Tax regulations requiring 3rd party validation of all digital invoices & receipts (CFDIs).	Axosnet
Parking	Simplify parking reservations and send e-receipts to Concur Expense.	The Parking Spot, SpotHero
Payment Providers	Connect with Concur Invoice to automate and integrate invoice processing to achieve payment optimization.	Visit the Payment Provider category in the App Center
Time Tracking & Client Billing	Easily track time and expenses related to projects in order to create billing statements for clients.	eBillity, Pivot Payables
Travel Cost Savings	Reduce travel costs by rewarding employees for spending less when they book travel.	Rocketrip, Tripkicks
US Sales & Use Tax	Automate the calculation, accrual, and reporting process for indirect taxes on invoices submitted through Concur Invoice.	Avalara, Thomson Reuters, Vertex
Visas & Passports	Pull itinerary data from Concur Travel to notify travelers of required travel documents, and if necessary, help obtain them.	EY, Deloitte, CIBTvisas, VisaHQ

Best Practices for Identifying and Rolling Out Apps

How can I identify which apps would be best for my business?

Follow these tips to find the most beneficial apps for your company:

- **Review your data:** Work with your SAP Concur account team to review your App Center Insights Dashboard to see potential savings areas in your company's spend history.
- **Ask your account team:** Your account team can suggest apps that are relevant for you.
- **Learn from your peers:** Join the SAP Concur Community at community.concur.com and attend SAP Concur events like Fusion, Fusion Exchange, and User Groups to get help from other customers.
- **Explore App Center resources:** Visit the App Center at concur.com/appcenter or our Resources page at go.concur.com/app-center-resources.

What are some best practices to roll out apps to my users?

To ensure a successful roll out, follow these 5 key steps:

1. **Champions:** Start at the top by securing an Executive Sponsor, then look outside of IT for early adopters who can help promote change.
2. **Content:** Inside the SAP Concur App Center, you'll find brochures with messaging you can use for your communications. Let employees know how the solution will affect them and the way they work.
3. **Social:** Promote and educate employees about the change using options like video conferences, webinars, social pages, chat tools, and lunch-and-learns.
4. **Rewards:** Highlight quick wins; reward and spotlight power users in your organization and how they're benefiting from the apps.
5. **Resources:** Know who to ask when you or your employees have questions.
 - **Your App Center partner** is your first line of support, as they know the ins and outs of their integrations with SAP Concur solutions. If they can't provide the solution, they will log a ticket on your behalf.
 - **Your peers** in the SAP Concur Community at community.concur.com.
 - **Your SAP Concur account team** and the App Center team are happy to help answer general App Center or partner questions.

Application Support Process & Resources

Where do I find support for App Center applications?

App Center partners provide first-level support for their integrations with SAP Concur. To contact App Center partners for application support, please follow these steps:

1. Go to the SAP App Center at concur.com/appcenter or within the App Center tab in the SAP Concur product.
2. Use the search bar to find the partner application
3. Click on the partner's App Center listing tile
4. Click on the blue "Support" link found in the middle of the page
5. The Support link will give you the App Center partner's contact information for support. If the App Center partner needs to work with SAP Concur to solve the issue, they will submit a case on your behalf.

[Visit our Website](#) | [Watch a Demo](#) | [Brochure](#) | [Support](#)

For SAP Concur support questions that do not relate to App Center partners, please contact SAP Concur Support. Visit concur.com/en-us/support for details.

Where can I find more resources about the App Center?

Here are some additional resources to help optimize your App Center experience:

- Visit our resources page at go.concur.com/app-center-resources for links to the App Center FAQ, an App Center brochure, and partner brochures and select case studies.
- For more information about how to connect apps and the partner support process, visit concur.com/app-center/help.
- Search "SAP Concur App Center" on YouTube to see how other customers are using partner applications.
- Contact us at Concur_AppCenterMarketing@sap.com for general App Center questions.

Learn How Other Customers Are Using Apps.

Search “SAP Concur App Center” on YouTube.



“We’ve saved at least 13% with **Rocketrip** and help incentivize employees to follow our policies.”

Sunshine Starks
Travel & Expense Manager
Alteryx



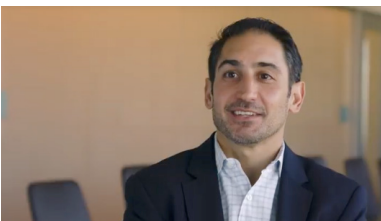
“**Axosnet** helps us comply with Mexico tax regulations and quickly get our tax department information they need.”

Kate Rilling
Manager, Worldwide Travel & Expense
ServiceNow



“With **Taxback International**, we went from reclaiming €30,000 in VAT per year to €400,000 per year.”

Daniel Cole
Global Director Travel
Electrolux



“The **SAP Concur Platform** has allowed us to stay compliant and reduce risk across the world.”

Amir Jafari
VP Finance/Corporate Controller
ServiceNow

Learn More at
concur.com/appcenter

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