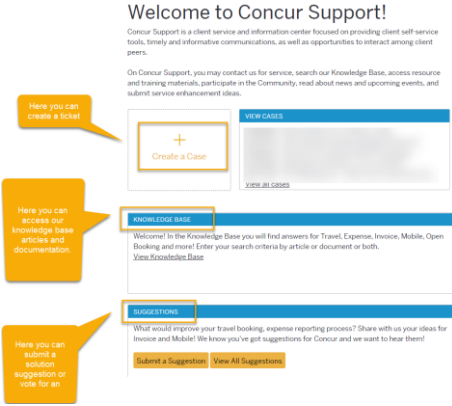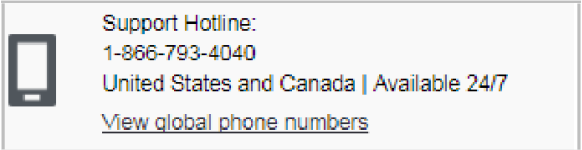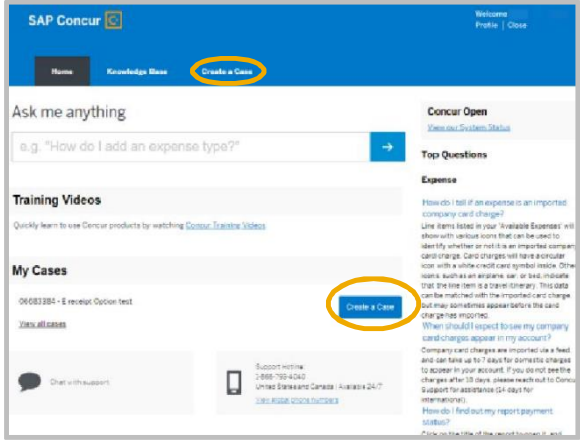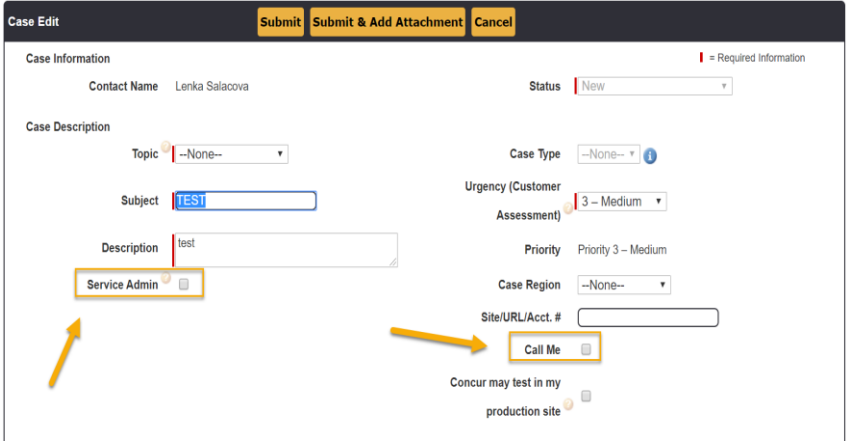# Post-Implementation Support

Quick Reference Guide

Service / How	SAP Concur Support Non-Billable	User Support Desk Billable	Service Administration Billable
What	• 24/7 support for system error and troubleshooting • https://www.concurtraining.com/customers/tech_pubs/CSP-host/GTM%20and%20Nav/Getting_the_Most_ASC_ENG.pdf	• User Support Desk provides guidance on issues that stand in the way of employee productivity. 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. • Supported languages: English, German, French, Spanish, Portuguese, Mandarin, Italian, Dutch • https://www.concur.com/en-us/user-support-desk	• Guidance and support with your configuration, deployment issues and questions. • Manage your SAP Concur solution with a designated team of experts • Best in class configuration advice • Guide continuous improvement • https://www.concur.com/en-us/service-administration
Who	Authorized Support Contacts can conveniently access the SAP Concur Portal via Single Sign On through their SAP Concur product. *Permission is assigned in SAP Concur's user's profile on demand or after implementation.	End users can contact **SAP Concur USD** via phone or ticket for any navigational questions or confirmation of their company policies and procedures.	Support for your administrators that have Authorized Support Contact and Service Admin Contact *Service Admin Contact Permission is assigned only by SAP Concur.
How	**Support Portal** The Support portal facilitates self-resolution of issues. From the portal, authorized support contacts can search the Knowledge Base, submit a case or solution suggestion, and initiate a chat session. • Home > Ask me anything search box, Training Videos, My Cases, Concur Open • Top Questions for Expense & Travel • Knowledge Base > Articles • Create a Case > Case Submission • Create Solution Suggestion 	**Phone Support** The Support Hotline for US and Canada USD customers is available 24/7/365. The Global Phone Numbers can be found on the portal home page > Call Support > View global phone numbers. Support Hotline: 1-866-793-4040 United States and Canada | Available 24/7 View global phone numbers **Case Support** End users can create and submit a case from the portal home page or the Create a Case tab. The system will guide end users through the completion of required fields and submission. To include any documents or screenshots, click the Submit & Add attachments button. 	**Case Creation in Support Portal** Service Admin Contacts can open tickets through Support Portal. They must tick the checkbox "Service Admin" in order to reach one of our Service Administration Consultants. **Release Notes** **Registration** for Live session needed (available only in English). Recordings are available in German, English and French. PDF Summaries are available in German, English, French and Spanish.