

Partner Place User Guide

External

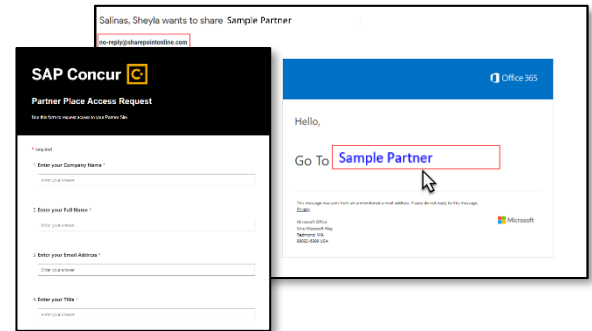
Overview

Partner Place is a site where App Center partners and SAP Concur teams can access App Center resources and collaborate on partner content. The content can be accessed anywhere using any device. The site acts as a gateway to the resources necessary to **work with SAP Concur APIs to create your integration**, and to then **effectively go to market**.

Access

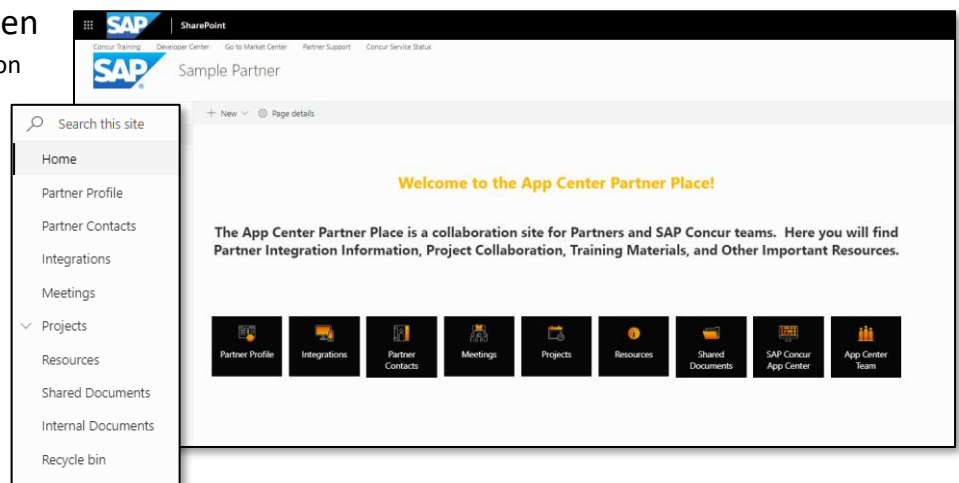
To access your company's Partner Place site, you must be granted access by our Partner Place administrators and do the following:

1. If you haven't already received an invitation to access Partner Place, or if you need to request access for additional team members, please submit a [Partner Place Access Request Form](#).
2. Follow the instructions to become authenticated for Partner Place access [here](#). During this process, be sure to check the spam/junk folders for subsequent email messages.



Navigation Bar and Home Screen

On the left side of the screen, the navigation bar organizes the pages of your Partner Place site. The welcome screen includes a description of Partner Place and tiles to access the various items in the navigation bar.



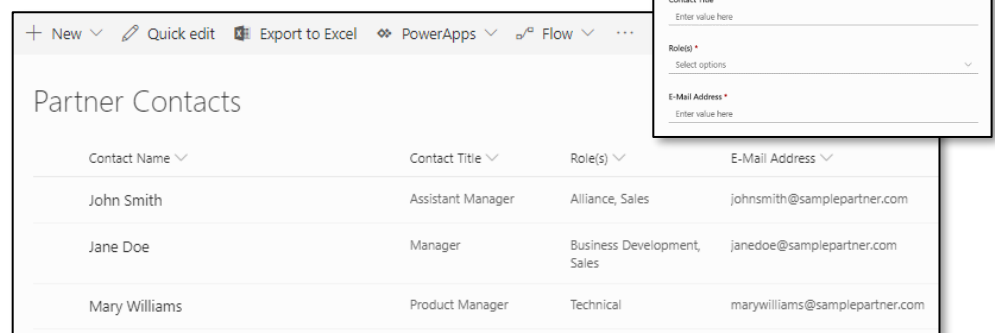
Partner Contacts

One of the most important aspects of Partner Place is keeping your contact information up-to-date.

1. Edit information by double-clicking any name and altering the information fields.
2. Add new contacts by clicking **New** and filling out the **New Item** form.

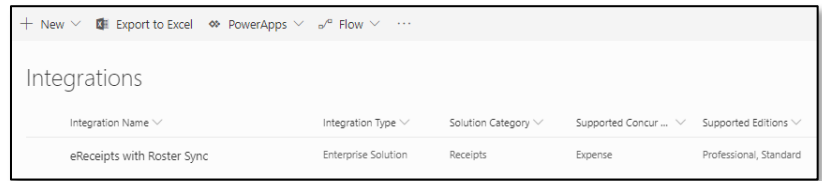
The App Center uses this information to communicate with your primary business, technical, and support contacts regarding your partnership and integration(s). This includes:

- ✓ Contractual matters
- ✓ Development/APIs
- ✓ Marketing
- ✓ Sales
- ✓ Billing



Integrations

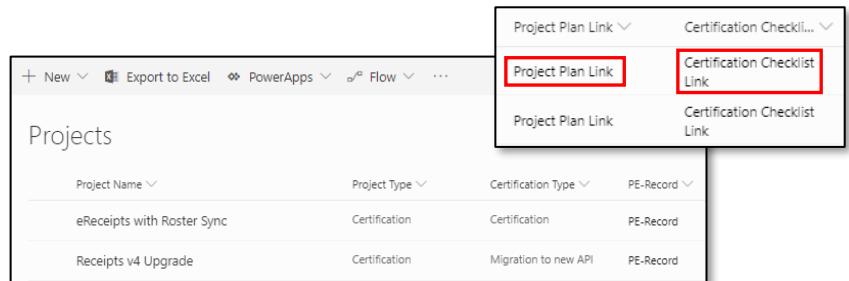
View the functional and technical specifications of your App Center integration(s).



Integration Name	Integration Type	Solution Category	Supported Concur	Supported Editions
eReceipts with Roster Sync	Enterprise Solution	Receipts	Expense	Professional, Standard

Projects

View a list of certification projects. Each project includes links to a project plan and a certification checklist.



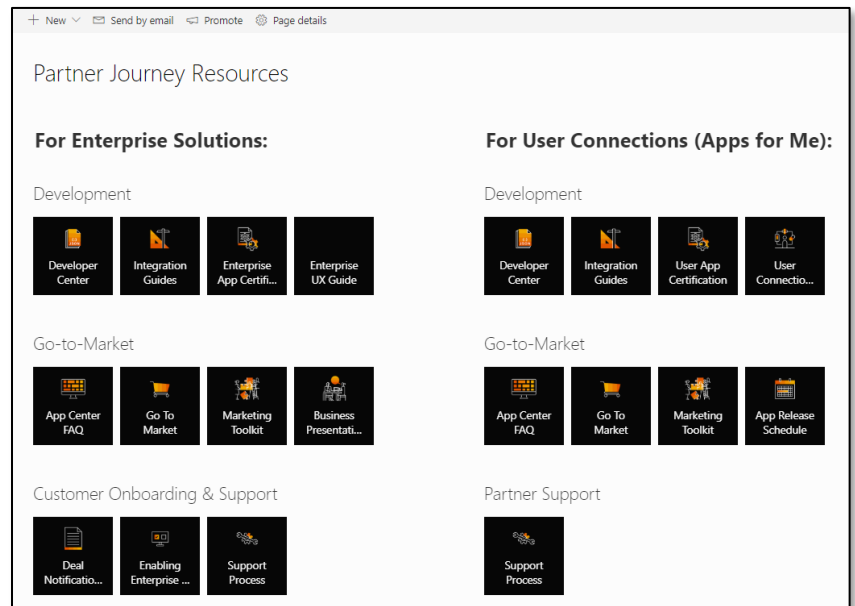
Project Name	Project Type	Certification Type	PE-Record
eReceipts with Roster Sync	Certification	Certification	PE-Record
Receipts v4 Upgrade	Certification	Migration to new API	PE-Record

Resources

Find links for Development, Go-to-Market, Customer Onboarding, and Support. These resources exist to:

- ✓ Inform technical and marketing teams.
- ✓ Encourage teams to collaborate in preparation for their integration's launch in the App Center.

- Development** – These resources are for technical developers using SAP Concur APIs to create App Center integrations.
 - Developer Center** – Discover how to build apps with SAP Concur APIs.
 - Integration Guides** – Gain a better understanding of SAP Concur APIs in specific use cases and workflows.
 - Enterprise App Certification** – Learn what to expect during the certification process.
 - Enterprise/User Connection UX Guide** – Build out the connection process between a customer's SAP Concur instance and your Enterprise Solution/User Connection.
- Go-to-Market** – These resources are for marketers when preparing integrations for launch.
 - App Center FAQ** – Find answers to over 20 questions frequently asked about the App Center.
 - Go To Market** – Prepare your app for launch. Learn how to showcase your app to SAP Concur, market your app and prepare its listing in the App Center, and deploy your app to customers.
 - Marketing Toolkit** – Learn detailed logo and brand guidelines, PR and social media guidelines, best practices for customer-facing marketing content, and more.
 - Business Presentation (Enterprise Solutions)** – View instructions regarding the Letter of Authorization and Deal Notification Form that SAP Concur must receive for each client that connects with your integration.
 - App Release Schedule (User Connections)** – Partners with User Connections should be familiar with these listing requirements and deadlines before going live in the App Center.



Partner Journey Resources

For Enterprise Solutions:

Development

- Developer Center
- Integration Guides
- Enterprise App Certifi...
- Enterprise UX Guide

Go-to-Market

- App Center FAQ
- Go To Market
- Marketing Toolkit
- Business Presentati...

Customer Onboarding & Support

- Deal Notificatio...
- Enabling Enterprise ...
- Support Process

For User Connections (Apps for Me):

Development

- Developer Center
- Integration Guides
- User App Certification
- User Connectio...

Go-to-Market

- App Center FAQ
- Go To Market
- Marketing Toolkit
- App Release Schedule

Partner Support

- Support Process

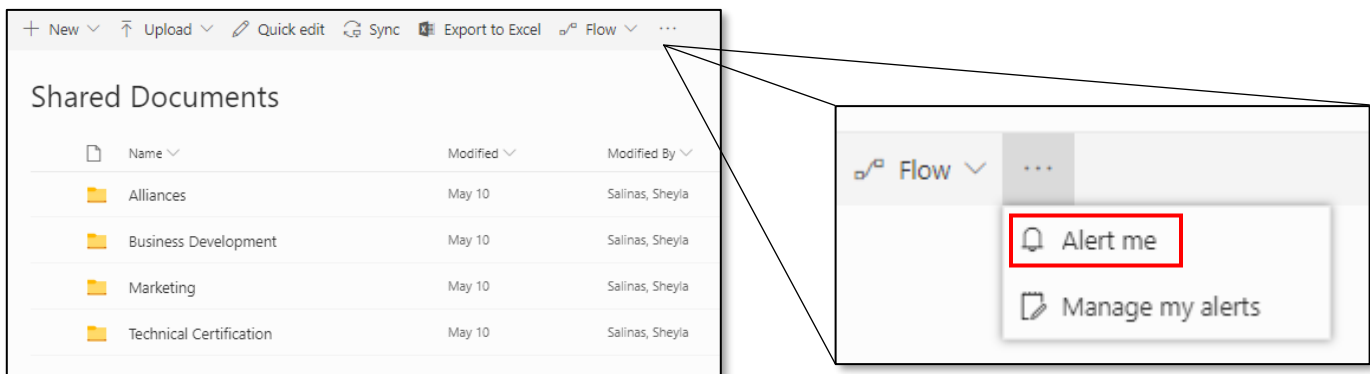
3. **Customer Onboarding & Support** – Submit new customer deal forms, enable applications, and access SAP Concur support
 - a. **Deal Notification Form (DNF)** – Access and submit the mandatory form that must be sent SAP Concur to notify when a new customer deal has been signed.
 - b. **Enabling Enterprise Solutions** – View and follow the steps for enabling an enterprise application.
 - c. **Support Process** – Familiarize yourself with the avenues for Partners, Company Administrators, and Individual Users to receive SAP Concur support, and learn steps for logging a Support Case.

Shared Documents

Keeping your marketing materials up to date is another key purpose of Partner Place. The Shared Documents page allows your team to collaborate on marketing content with the App Center marketing team. Your most up to date Marketing content can be found in the Marketing Folder, and can be viewed and edited by you and the App Center team in real time. To receive email or text notifications when the content is modified:

1. Go to the Marketing Folder.
2. Click the ellipses icon and select “Alert me”.

For more information on how to update or make additions to your existing listing and marketing collateral, contact our marketing team at concur_AppCenterMarketing@sap.com.



Internal Documents

Partners will not have access to this tab, as this folder is for documents internal to SAP Concur.

Key Takeaways:

- ✓ Keep your Partner Contacts page up to date with the most current business, technical, and support contacts.
- ✓ Use Partner Place to access resources for your Technical and Marketing teams.
- ✓ Regularly update your marketing content with the App Center Marketing team (at least once per year).

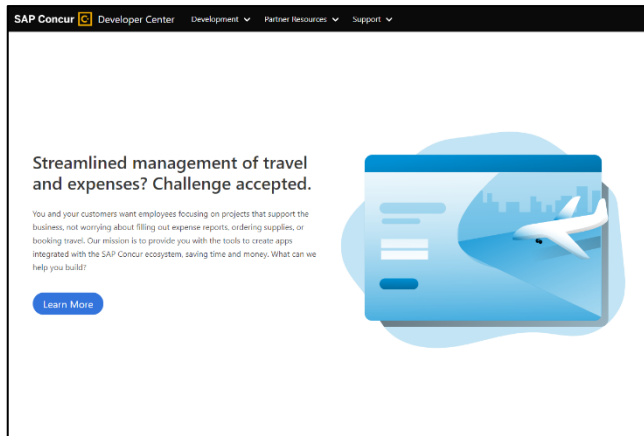
Contact concur_AppCenterAlliance@sap.com with any other questions regarding Partner Place and your SAP Concur partnership.

Partner Place Toolbar

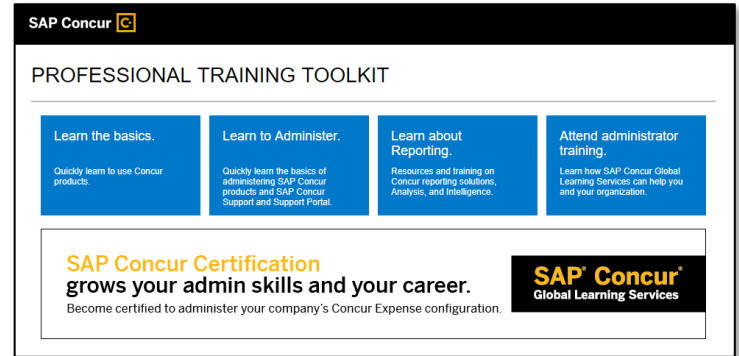
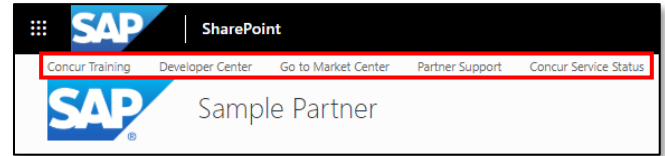
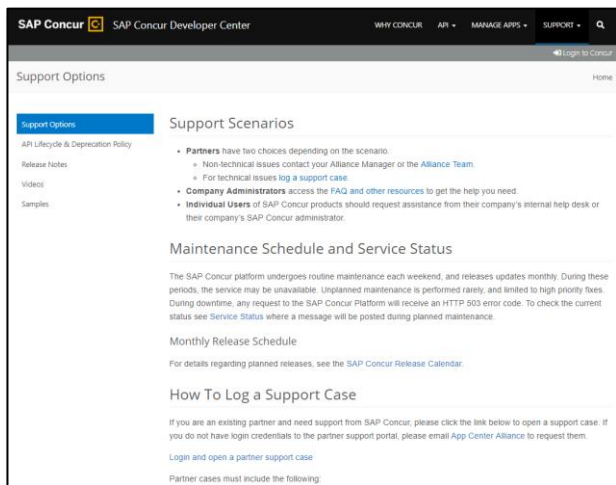
At the top of the Partner Place screen, there is a horizontal toolbar with various links to the resources mentioned in the Resources section.

Concur Training: Explore learning tools to increase comprehension and utility of the SAP Concur partnership

Developer Center: Arm your developers with references for how to best build apps and services with the SAP Concur APIs.



Partner Support: Learn the best route to address your support questions. Find Support Scenarios, the Maintenance Schedule and Service Status, and How to Log a Support Case.



Go to Market Center: Learn about App Certification, Marketing Your App, Deploying Your App for Customers, and our monthly office hours (Marketing Support Meeting, Business Information Review Meeting)



Concur Service Status: View when there is scheduled maintenance

