

Concur App Center FAQ

Q: What is the Concur App Center?

A: The Concur App Center is a listing of applications that offer pre-built integrations with Concur.

The Concur App Center includes:

- **Apps for My Company:** Clients can discover turnkey business solutions that seamlessly integrate with Concur. In the App Center you will see applications like those from CIBT which will automatically alert travelers if they require a Visa based on their travel plans or vertical industry solutions from Cegedim and other healthcare data providers to help ensure compliance with international regulations for the Life Sciences industry.
- **Apps for Me:** Individuals can discover apps that they can link to their own Concur account. Examples include Triplt and a variety of apps to help them manage their expenses more efficiently. Additionally, if you are using Concur Open Booking, your users will be able to link their accounts with travel suppliers like Avis so reservations made on Avis.com flow automatically into Concur and TripltPro.

The Concur App Center adds value to existing Concur solutions, the overall T&E process, and the traveler experience. Pre-built integrations allow for easy adoption and deployment.

Q: Will users be downloading apps into Concur?

A: 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 application, users would need to first set up an account with that provider (and in some cases download the provider's application on their mobile device) and then link their accounts.

Q: How do I access the Concur App Center?

A: The App Center is available on Concur's public website: www.concur.com/appcenter. It will also be available as a tab within the Concur product ("In-Product") starting in June 2013.

Q: Who can see the App Center?

A: Everyone. All partner listings can be found at www.concur.com/appcenter. When the “In-Product” capabilities are launched, all Concur Standard, Professional and Premium Edition clients and users will have access. Concurforce users will not have access to the App Center In-Product.

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

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

Q: How does Concur review App Center Partners and integrations? What does the review process look like?

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

- The application requests permission to access only web services suitable for the purpose of the application.
- For applications that request access to credit card information, Concur confirms that the application provider is PCI compliant.
- The application does not generate unacceptable volumes of requests.
- The application does not generate unacceptable levels of error messages.
- The application’s user interface generally conforms to the application 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.

Q: How do I know the application I’m connecting with is secure and safe?

A: Concur's platform enforces several layers of security:

- OAuth 2.0 is used to control information sharing so that an application cannot access information associated with a user or customer without approval from the user or customer.
- SSL is used to manage the security of data transmissions.
- Application registration ensures only known applications may integrate with Concur.

Q: What is “OAuth 2.0?”

A: 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.

Q: There are two tabs in the in-product App Center, “Apps for Me,” and “Apps for My Company.” What’s the difference?

A: **Apps for Me** are end-user apps. Users can “connect” their accounts enabling relevant data to flow between the two solutions.

For example: if the user has a Triplt account and wants their Concur Travel itineraries to flow into Triplt automatically they would click the “Connect” button on the Triplt listing in the “Apps for Me” tab. They would be prompted to enter their Triplt login credentials and once saved, their itineraries will flow into Triplt automatically. This is a one-time setup process for the user. Also, if a company is a Concur Open Booking customer, then the user will be able to link Concur to their accounts with travel suppliers so any itineraries booked on the supplier’s website automatically flow into Concur.

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 Travel only, will not see expense-related apps.

Apps for My Company 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. To enable the integration, you will need to contract with the partner and provide Concur with a signed Letter of Authorization (provided by the partner) signifying that you authorize Concur to enable the integration. There will typically be some steps to configure the integration, depending on the application.

Q: If a company is NOT a Concur Open Booking customer, will they see Concur Open Booking apps in the “Apps for Me” tab?

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

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

A: 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. They can also view brochures, videos, contact information and the partner’s website.

Q: What is different about the public website experience and the in-product experience?

A: In the in-product view users will be able to see which end-user applications they have connected with (indicated with a green check box) and disable those integrations if desired:



Q: I'm an Administrator. What if I don't want my User to download an App from the Concur App Center?

A: Users CANNOT download applications 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 provider. If you have concerns about your users being able to connect with any of the applications in the Apps for Me tab, please contact us at AppCenterMarketing@concur.com. As with any other Concur product feature, your feedback is essential to us.

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?

A: Travel booking controls, content and search results are still defined by you. Travelers will only see Open Booking supplier listings if you have enabled the Open Booking service. If you still have concerns, please contact AppCenterMarketing@concur.com.

Q: What happens if a user clicks on, “inquire,” in the “Apps for my Company” tab?

A: If a user clicks the, “inquire” button, they will be taken to a contact form. If the form is submitted, the listing provider will reach out to the contact and engage with them.

Q: Why do I want end-users to see “Apps for my Company?”

A: In-product messaging will make it clear that “Apps for my Company” are enterprise applications. By offering visibility of “Apps for my Company” to the user-base, you may discover that there are additional needs among your traveling community for specific integrations with Concur Travel & Expense. For example, a sales person may see the need to integrate Concur Travel & Expense with Salesforce CRM. A sales representative may see that the connection is available in the App Center, and escalate that need internally.

While there may be many areas of the business that determine if an application is a good fit for their business requirements, they will always require the involvement of the Concur Administrator to activate an application so there is no risk of an enterprise application being deployed without the Concur Administrator’s authorization.

Q: Is there a cost for the App Center?

A: Access to the App Center is free of charge. It is available on www.concur.com, and a feature within the Concur product.

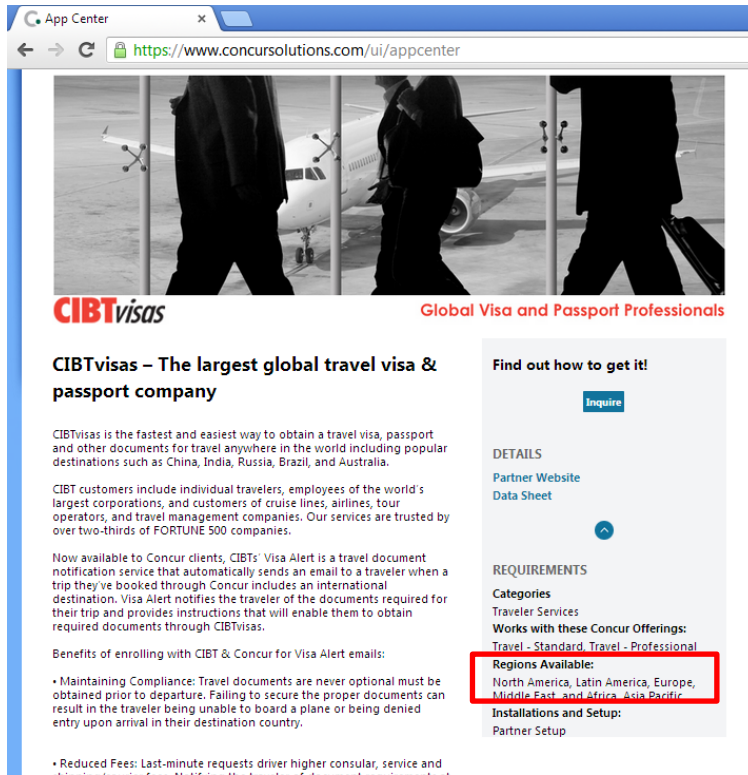
If a company chooses to connect with an app from “Apps for my Company,” they first have to contract with that App Center Partner directly, where there may be a cost. These transactions are between you and the partner and are not facilitated within the App Center. Some of the individual apps will have 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 today.

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

A: Not necessarily. There may be applications 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.

Q: Will the App Center be available to all countries and regions?

A: Yes. Regional availability will be noted in the details page of each App listing in the App Center.
Note that the App Center will initially be available in English only.



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

A: Please email AppCenterMarketing@concur.com with your App Center Partner recommendation. We will be happy to work with you to ensure the App Center has the content and solutions you'll find most useful.

Q: How will the App Center look?

A: What you'll see in www.concur.com/appcenter:

Introducing the Concur App Center.

Apps that you and the boss will love.

Planes. Trains. Black cars, too!

Our ground transportation apps let you book the way you want.

[Learn more](#)

Featured Apps



Apps For Me

My Travel & Expenses

Apps For My Company

Finance/Accounting

Sales/Service Automation

Compliance

Travel

Traveler Services

IT/Administration

More Apps



All of your travel plans in one place.



We Are Life Sciences by Design



Fast and easy enrollment. Better business travel.



Replicon: Integrated time, travel, & expense management




Easily Book Private Car Service with Limos.com for Business



CIBTvisas – The largest global travel visa & passport company

What you'll see "in-product:"



My ConcurTravelExpenseInvoiceReportingLocateAdministrationProfileApp Center

Concur App Center

Your rewards.

Connect your existing travel rewards programs to your Concur profile.

One itinerary.


Get all your bookings in one complete itinerary, however you book.

Effortlessly expensed.

Expenses from connected travel partners flow directly into your expense reports.

Apps for meApps for my company

Running behind on business traveler payroll compliance?




BLACKSPARK

Address payroll compliance for your business travelers.

Get ahead of business traveler payroll compliance! For both U.S. domestic and international travel, borderFile is an end-to-end solution to automate your compliance process.

[LEARN MORE](#)




Cloud-based Software for the Global Life Sciences Industry

Streamline expense reporting with Veeva-Concur Integration.

The Veeva CRM-Concur integration enables users to capture expenses in Veeva CRM and automatically post to Concur, eliminating the need to duplicate work and improving accuracy.

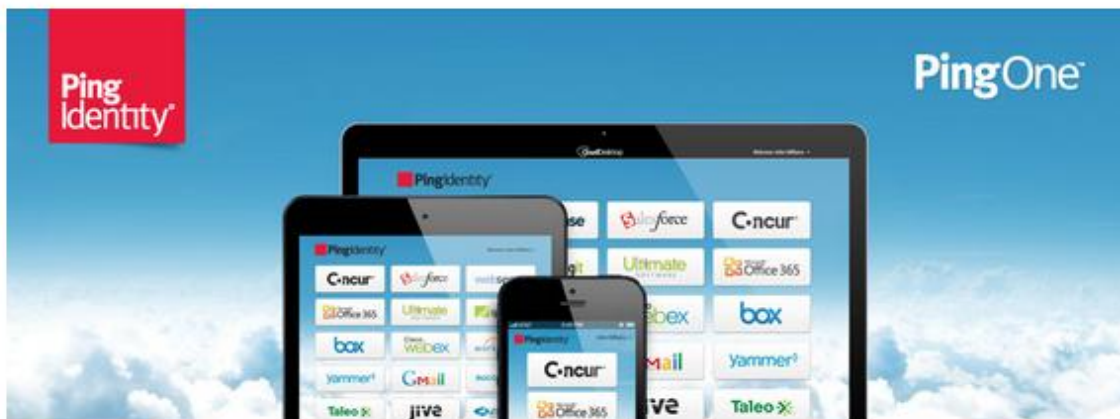
[LEARN MORE](#)

Mobile Expenses



Manage employees' wireless bills, automatically.

← Back to Apps



PingOne: Cloud SSO to Concur... Done Right

PingOne™, Ping Identity's Identity as a Service, connects people to the cloud simply and securely. Only PingOne enables standard-based single sign-on (SSO) and automated user management to Concur while ensuring identity information is safe and secure behind your firewall where it belongs.

PingOne Delivers:

- Stronger Security. One link from the enterprise directory to Concur, without exposing sensitive user passwords.
- Centralized Access Control. One place for IT to manage single sign-on, access and user provisioning -- all provided from a simple SaaS-based management console.
- One Click Access. Users login just once, gaining immediate access to Concur and all of their cloud applications at the office or on the go.

PARTNER INFORMATION



Ping Identity
+1.877.898.2905 or +1.303.468.28
[Contact information](#)

Find out how to get it!

[Inquire](#)

DETAILS

[Partner Website](#)



REQUIREMENTS

Categories

User Management

Works with these Concur Offerings:

Expense - Standard, Expense - Professional,
Invoice - Standard, Invoice - Professional

Regions Available:

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

Installations and Setup:

Partner Setup

If you have additional questions or would like to discuss the app center, please email AppCenterMarketing@Concur.com.