

## Concur App Center - Client FAQ

The [Concur App Center](#) provides partner apps and services that extend the value of your Concur solution. These apps and services provide greater insights into your total spend, simplify travel and expenses, and bring travelers closer to the perfect business trip.

If you have App Center questions not covered in this document please email [AppCenterMarketing@concur.com](mailto:AppCenterMarketing@concur.com).

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## Q: What is the Concur App Center?

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The Concur App Center is a listing of applications that offer pre-built integration with Concur. The App Center is available within Concur Solutions and at [www.concur.com/appcenter](http://www.concur.com/appcenter). There are both apps for companies and apps for individual users:

- **Apps for My Business:** Clients can discover turnkey business solutions that seamlessly integrate with Concur. Examples include apps like Taxback international, which helps companies reclaim Value Added Tax for international travel and industry solutions from IMS to help ensure compliance with international regulations for the Life Sciences industry.
- **Apps for Me:** Individual users can link apps for me to their own Concur account. Examples include Uber, Lyft, Starbucks, and a variety of apps to help users manage their expenses more efficiently. Additionally, users with TripLink will be able to link their accounts with travel suppliers like IHG or Starwood so reservations made on their websites flow automatically into Concur.

The Concur App Center helps companies improve spend management and compliance while making travel and expensing easier for users. Pre-built integrations allow for easy adoption and deployment.

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## Q: Will users be downloading apps in Concur?

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

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## Q: How do I access the Concur App Center?

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The App Center is available on Concur's public website, the "In-Product" solution and in Concur Mobile (only Apps for Me apps).

- Public Website: <https://www.concur.com/en-us/app-center>
- In-Product: <https://www.concursolutions.com/>
- Concur Mobile: Download the most recent version of the app

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## Q: Who can see the Concur App Center tab?

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All Concur users and admins. All partner listings can be found in the public and "In-Product" App Center. The Concur Mobile App Center currently only displays apps in the Apps for Me category. All Concur Standard, Professional and Premium Edition clients and users have access.

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

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

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## Q: How does Concur review App Center Partners and integrations?

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

- The app requests permission to access only web services suitable for the purpose of the app (Apps for My Business).
- For apps that request access to credit card information, Concur confirms that the app provider is PCI compliant.

- The app does not generate unacceptable volumes of requests.
- The app does not generate unacceptable levels of error messages.
- The app's user interface generally conforms to the app 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.

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### Q: How do I know the app I'm connecting with is secure?

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Concur's platform enforces several layers of security:

- OAuth 2.0 is used to control information sharing so that an app cannot access information associated with a user or customer without approval from the user or customer.
- Secure Sockets Layer (SSL) is used to manage the security of data transmissions.
- App registration and formal certification ensures only known apps may integrate with Concur.

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### Q: What is "OAuth 2.0"?

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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.

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

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**Apps for Me** are end-user apps. Users can “connect” their accounts enabling relevant data to flow between the two solutions. An example would be Triplt, an app which provides an Concur Travel integration. 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 Business** 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. Once you have contracted with the partner and provided Concur with a signed Letter of Authorization (provided by the partner) signifying that you authorize Concur to enable the integration the app can be enabled. There will typically be a few steps to configure the integration, depending on the application type. An example would be Taxback International, which provides an Expense integration.

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## Q: If a company is NOT a TripLink client, will they see TripLink apps in the “Apps for Me” tab?

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

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

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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; this is for apps in the Apps for My Business category. The Apps for Me will have a “Login” button requiring them to log into their Concur account to connect their account. They can also view brochures, videos, contact information and the partner’s website for both types of apps.

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## Q: What is different about the public website experience and the “In-Product” experience?

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In the “In-Product” experience users will be able to view which end-user applications (Apps for Me) they have connected with (indicated with a green check box) and disable those integrations if desired:

The screenshot displays the Concur App Center interface. At the top, a navigation bar includes links for CONCUR, Travel, Expense, Invoice, Reporting, App Center (highlighted), and Links. On the right, there are links for Administration, Help, and a user profile. Below the navigation bar, the heading "App Center" is followed by a descriptive sentence: "Connect with services that link with your Concur account. Discover enterprise solutions pre-built to integrate with Concur. Your life just got a whole lot easier."

The main content area is divided into two tabs: "Apps for me" (selected) and "Apps for my business". Under the "Apps for me" tab, there are two app cards:

- Starbucks:** The card features a Starbucks logo and the text "Come here often?". To the right of the card, a status box indicates "Connected with Starbucks" with a green checkmark. Below this, it says "Earn rewards by linking your registered Starbucks Card to your Concur account and get e-receipts automatically". At the bottom of this card, there are two buttons: "Learn More" and "Disconnect".
- IHG Rewards:** The card features the IHG Rewards Club logo and a photo of a man sitting on a couch using a laptop. To the right of the card, it says "Ready for fast and easy booking? Connect your IHG® Rewards Club profile to Concur. Take advantage of negotiated rates at your company's preferred hotels no matter where you book. Bookings instantly load in Concur!". At the bottom of this card, there is a "Learn More" button.

The public website experience will not display which apps the user is connected to.

For both the “In-Product” and public website App Center, the Apps for My Business will only display the app listing and the option to “Inquire” with the partner.

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**Q: I’m an Administrator. What if I don’t want my users to download an app from the Concur App Center?**

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Users cannot download apps 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 partner. If you have concerns about your users being able to connect with any of the Apps for Me apps, please contact us at [AppCenterMarketing@concur.com](mailto:AppCenterMarketing@concur.com).

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**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?**

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Travel booking controls, content and search results are still defined by you. Travelers will only see TripLink supplier listings if you have enabled the TripLink service. Admins may also disable certain Apps for Me so that users are not able to connect their accounts. If you still have concerns, please contact [AppCenterMarketing@concur.com](mailto:AppCenterMarketing@concur.com).

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**Q: What happens if a user clicks on, “Inquire” in the “Apps for my Business tab?**

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If a user clicks the, “Inquire” button, they will be taken to a contact form. If the form is submitted, the partner will reach out to the contact and engage with them for more information about their app. All Apps for My Business integrations require an authorized

contract and Concur Administrator engagement.

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

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“In-Product” messaging will make it clear that “Apps for my Business” are enterprise apps. By offering visibility of “Apps for my Business” 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 have the need to integrate Concur Travel & Expense with a CRM or ERP system, if they see a connection is available in the App Center they can communicate that to their company for further review of the solution.

While there may be many areas of the business that determine if an app 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 app being enabled without the Concur Administrator’s authorization post a contract signature.

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### Q: Is there a cost for the App Center?

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Access to the App Center is free of charge. If a company chooses to connect with an app from “Apps for my Business,” 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 Apps for Me 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.



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

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Not necessarily. There may be Apps for My Business 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.

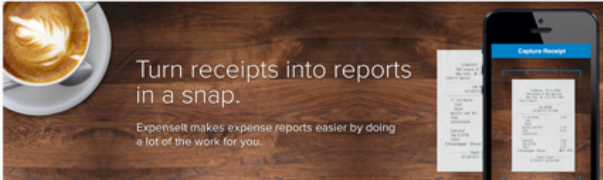
Apps for Me displayed are based on the client's product configuration; for example a user with Concur Travel only will not see expense-related apps.

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## Q: Is the App Center available to all countries and regions?

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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.



ExpenseIt Pro

Turn receipts into reports in a snap.

ExpenseIt makes expense reports easier by doing a lot of the work for you.

Turn receipts into expense reports in a snap. ExpenseIt Pro® works with Concur® Expense and makes it easier to manage your monthly T&E budget by making it easier for your travelers to complete their expense reports. Travelers simply snap a photo of a receipt with their smartphone, and ExpenseIt Pro auto-magically creates and categorizes an expense entry and even itemizes hotel bills. Your travelers don't have to do any typing to get an expense entry started, so expense reports get done faster, and you get a more accurate view into your T&E spend at the end of every month.

Get it done faster.

Employees spend minutes not hours on expense reports. No more waiting until they get back in the office to get their expense reports started. No more sitting down with dozens of receipts trying to piece together an expense report. No more excuses that the dog ate my receipt.

Get it done right.

Entries are automatically populated and matched to receipts and credit card transactions. No more manual entry errors. No more itemizing complex receipts like hotel bills. Get real-time insight into spend. Timely expense reports keep you on top of monthly budgets and accruals. No more waiting until next month to see what was spent this month. No more wasted time chasing down procrastinators.

It's really this easy:

- Snap photos of receipts from the ExpenseIt app on a mobile device or email them to [receipts@expenseit.com](mailto:receipts@expenseit.com)
- ExpenseIt Pro determines the expense type automatically and categorizes into an expense transactions

Find out how to get it!

[Inquire](#)

Resources

- [Brochure](#)
- [Watch a Demo](#)
- [Contact Support](#)

Details

**What do we share?**  
[Terms & Conditions](#)

**How Do I Get It?**  
Requires Company to Procure from Concur. Contact Concur for details.

**Works with these Concur Offerings:**  
Expense • Standard Expense • Professional

**Regions Available:**

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

## Q: What does the App Center look like?

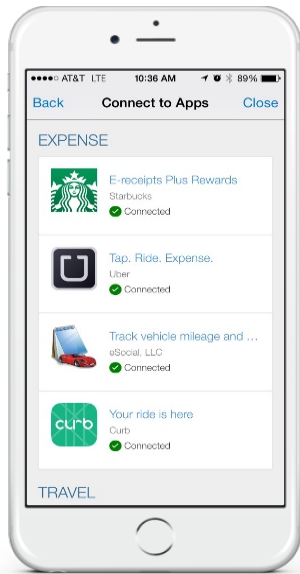
What you'll see in the public [App Center](#):

The screenshot shows the public Concur App Center homepage. At the top, there's a yellow banner with the SAP logo and text: "Concur is now part of SAP. Learn more" and "About SAP". Below this is the Concur logo. A large blue banner reads "Welcome to the Concur App Center" and "Apps that you and the boss will love." with a button "Find transportation apps". Below this is a "Featured Apps" section with three cards: Starbucks Rewards, Taxback International, and Oversight. The main section is "Explore Our Apps" with a sidebar menu (My Travel & Expenses, Finance/Accounting, Sales/Service Automation, Compliance/Audit/Legal, Travel Management, IT/Administration, Life Sciences) and a grid of app cards including Starbucks Rewards, Taxback International, Oversight, Concur Connector for Dynamics GP, InterContinental Hotels Group, Meridian VAT Tracker, Starwood Hotels and Resort, and HDS Concur Connect.

What you'll see in the “In-Product” [App Center](#):

The screenshot shows the in-product Concur App Center interface. At the top is a navigation bar with "CONCUR" and tabs for Travel, Expense, Invoice, Reporting, App Center (selected), and Links. Below the header is the "App Center" title and a description: "Connect with services that link with your Concur account. Discover enterprise solutions pre-built to integrate with Concur. Your life just got a whole lot easier." There are two tabs: "Apps for me" and "Apps for my business" (selected). Below the tabs is a filter menu with "All", "Finance/Accounting", "Sales/Marketing", "Compliance/Audit/Legal", and "Travel Management". The main content area displays three app cards: Taxback International (with a "Learn More" button), Healthcare Data Solutions (with a "Learn More" button and text "Concur App Center Partner of the Year – 2013, 2014 & 2015"), and Oversight (with a "Learn More" button).

What you'll see in the Mobile App Center:



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

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Please email [AppCenterMarketing@concur.com](mailto:AppCenterMarketing@concur.com) with your App Center Partner recommendation.

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Q: Who can I contact for other questions?

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If you have additional questions or would like to discuss the Concur App Center, please email [AppCenterMarketing@Concur.com](mailto:AppCenterMarketing@Concur.com).