

Platform Partner App Center Business Informational Presentation

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SAP Concur/Partner Shared

Non-public

Introduction- Partner Informational Meeting

The purpose of the informational meeting is to provide the SAP Concur Partners with guidance on how to make your application successful in the App Center. Information for Marketers, IT Support and Operations (billing) will be provided through out.

By the end of the session Partners will know where to market their application, how to sign clients and inform SAP Concur, along with how to receive support for their application and their clients.

Meeting is held on the 2nd Wednesday of every Month at 9:00 Pacific. If a representative from your company is unable to attend, please reach out to your Certification PM.

Please contact your Certification PM for call details or your Project Plan in Partner Place

Agenda

- Introduction
- Marketing
 - How to Market
- Signing a Client
 - LOA/eLOA
 - DNF Process
 - Concur/Partner Led Process
 - Timelines for Implementation
- Operations
 - Invoicing
- Support
 - Structure
 - Process
- What's Next
 - Alliance
- Summary

Marketing Tips

- Get social: Follow and engage with us @SAPConcur on Twitter, Facebook and LinkedIn
- Be searchable
- Tell your story
- Leverage events
- More information can be found in the [Partner Marketing Toolkit](#)

Stay in Touch



First Tuesday of the month at 8:30AM Pacific

Check <https://developer.concur.com/manage-apps/go-to-market.html> for dial-in information

QUESTIONS:

concur_appcentermarketing@sap.com

C. CONCUR | APP CENTER

Concur App Center Partner Insights

Delivering the Connected Journey Together



Welcome to our second edition of Partner Insights.

Partner Insights is our way of staying connected with you as we help businesses and their travelers discover apps and integrations that save time, save money, and make travel easier. Inside each quarterly issue, you'll find information on key partner events, product and feature launches, alerts, webinars, case studies, and more. Thank you for being a valued Concur App Center Partner!

NETWORK WITH OVER 2K ATTENDEES @ FUSION 2017

March 14-17 2017 • McCormick Place Chicago

- Register [here](#) to attend the Concur Partner Summit on Tuesday March 14th featuring keynotes from Concur leadership and breakout sessions.
- Get social! Use #ConcurFusion to promote your solution message on the Fusion social wall in

Subscribe to the Partner Insights newsletter:
concur_appcentermarketing@sap.com

Signing a Client

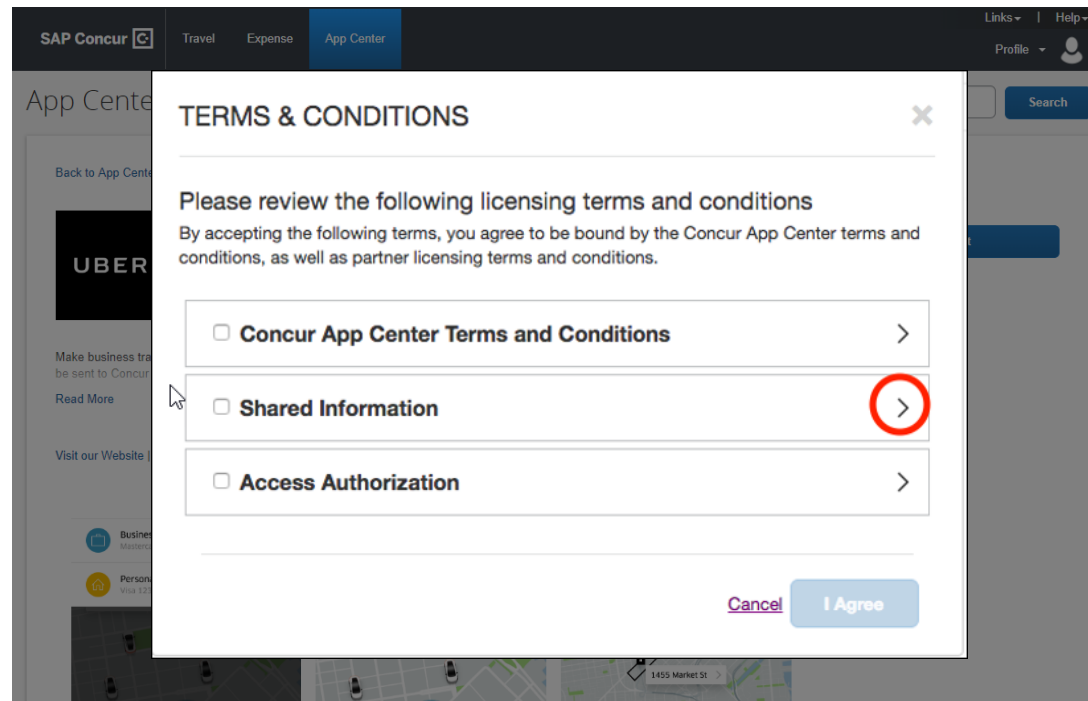
1. Letter of Authorization
2. Deal Notification Form (DNF)
3. Concur Led vs Partner Led Applications

Letter of Authorization (LOA)

- **What it is:**
 - The LOA is a **required** document, by which a customer authorizes SAP Concur to share their secure data with App Center partners
 - It is a non-negotiable component of the implementation process and without it a customer can't deploy a partner's integration
- **Why it is needed:**
 - SAP Concur's Customer Contracts prohibit SAP Concur from sharing any customer data with 3rd parties, without written consent from the customer- the signed LOA captures required consent.
- **Where can I find it:**
 - Letter of Authorization can be accessed via the [SAP Concur Developer Portal](#) under the 'Go to Market' section
 - [Letter of Authorization FAQ](#)
- **What does a partner do with it**
 - Attach to Deal Notification Form (DNF) (Legacy and Callout)

Quick Connect and eLOA

- Partners that have developed the Quick Connect OAuth2 Frame, the LOA can be accessed within the Terms & Conditions when the client connects to the application.
- After acceptance, customers will be prompted to sign-in or create an account for the partner application
- If customer needs to review the paper LOA, it can be found here. [SAP Concur LOA](#)



Deal Notification Form (DNF)

The Deal Notification Form is **MANDATORY for ALL Deals** :

- Notifying SAP Concur, each time, when a **new** customer deal has been signed
- Access the DNF in the [Sap Concur Developer Portal](#) under the 'Go to Market' section
- You can attach the LOA to the DNF itself

LETTER OF AUTHORIZATION (LOA)

Please attach a copy of the LOA relevant to this deal.



Deal Notification Form

Please attach a signed Letter of Authorization (LOA) in the 'Attachments' field below.

PARTNER INFORMATION

Partner Company Name *

Your Company Name

Partner Contact Name

First and Last

Partner Contact Company Email Address

Partner Contact Phone Number

CONNECTOR / PRODUCT INFO

Connector/Product Name *

CUSTOMER INFORMATION

Customer Company Name *

Deal Notification Form (DNF): Revenue Share

REVENUE SHARE INFORMATION

Revenue Type *

Annual Contract Revenue Amount *

Annual contract revenue billing amount (i.e \$50,000) to end-customer. (Note: Please put your revenue share here and Concur will calculate its own share)

Minimum Annual Commitment Amount (ACE Only)

If you're a member of the ACE program, please provide the Minimum Annual Commitment Amount.

Other Services Revenue

Total revenue amount of non-connector services sold.

CONCUR INVOLVEMENT?

Concur Referred? *

Did a Concur Representative refer this lead to you?

Concur Rep Name

If Concur Rep referred, please enter name (first & last)

- Revenue Type: (Partner Contract Specific)
- Annual Contract Revenue Amount
- Minimum Annual Commitment Amount
- Other Services Revenue
- SAP Concur Involvement

Partner-Led / Self-Guided Deployment

An implementation is partner-led when an SAP Concur resource is **NOT** required to assist with the implementation of a partner's application.

Steps for Partner-Led Deployments:

LOA (Callout Connectors/Legacy Apps)

1. Partner signs deal with customer
2. Partner provides LOA to customer for signature
3. Partner fills out [deal notification form](#) and attaches LOA
4. Partner will receive notification email from SAP Concur confirming the deal

eLOA (Quick Connect)

1. Partner signs deal with customer
2. Partner fills out [deal notification form](#)
3. Partner will receive notification email from SAP Concur confirming the deal

Concur-Led Deployment

An implementation is Concur-led when a SAP Concur resource **IS** required to deploy a partner's application

Steps for Concur-Led Deployments:

1. Partner signs deal with customer and provides LOA to customer for signature (Callout/Legacy)
2. Partner fills out [deal notification form](#) and attaches LOA
 - Partner includes the contact information for the customer's implementation/tech resource
3. SAP Concur creates a project to have a Project Manager Assigned. SAP Concur Project manager will reach out to the Partner and customer to assist with deployment.
4. SAP Concur Project manager will work with Partner and Client to perform the deployment.
 - Implementation timeline dependent on customer status.
 - Live 4-8 weeks
 - In progress configuration is dependent on main schedule.

Platform Operations – Fees and Invoicing Guidelines

Membership & App Listing Fees

- Prior to your App being listed in the App Center, the initial Membership and/or App Listing Fees must be paid in full, to go-live.

Credits

- Customer terminations must be submitted to Platform Operations within 2 weeks of cancellation date.
 - For example: Customer terms on 9/1, we must receive notification by 9/14 to receive all credit due.
 - If received past date, credit will not be authorized for that quarter(s).

Invoicing

- Invoicing is done on a quarterly basis in the arrears.
 - For example: Jan – Mar invoicing will be sent out in early Q2.
- Invoicing is based on the [Deal Notification Form\(s\)](#) (DNF) we receive upon partner signing a deal with customer.
- All billable fees are based on the Agreement signed by both parties.

QUESTIONS:

- Deal Notification Form: [SAP Partner Client Activation](#) mailbox.
- Invoicing: [App Center Billing Inquiry](#) mailbox.

Partner Support Structure

Partner = Level 1 support

- Partner to educate Client on support process
 - Client education for connector comes from Partner
 - Partner to supply Client admins and users a method to report a problem
-
- Partner **MUST** enforce the level 1 policy with customers and **NOT** ask them to call SAP Concur directly for a SAP Concur incident.

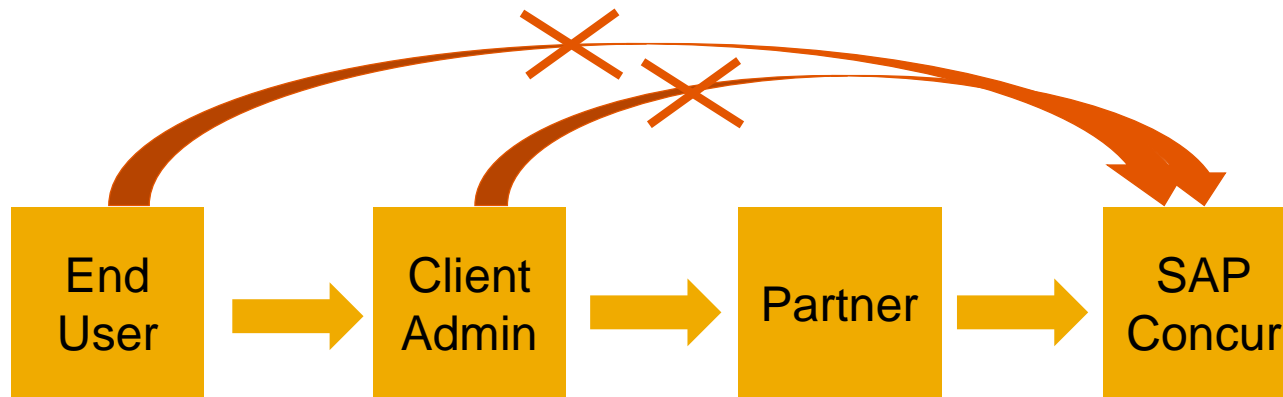
Partner Support Structure

What happens if Partner IT Support is unable to answer?

Partner opens incident to SAP Concur through [SAP Concur Developer Portal](#)

Partner is able to determine the error is on SAP Concur?

Partner opens incident to SAP Concur through [SAP Concur Developer Portal](#)

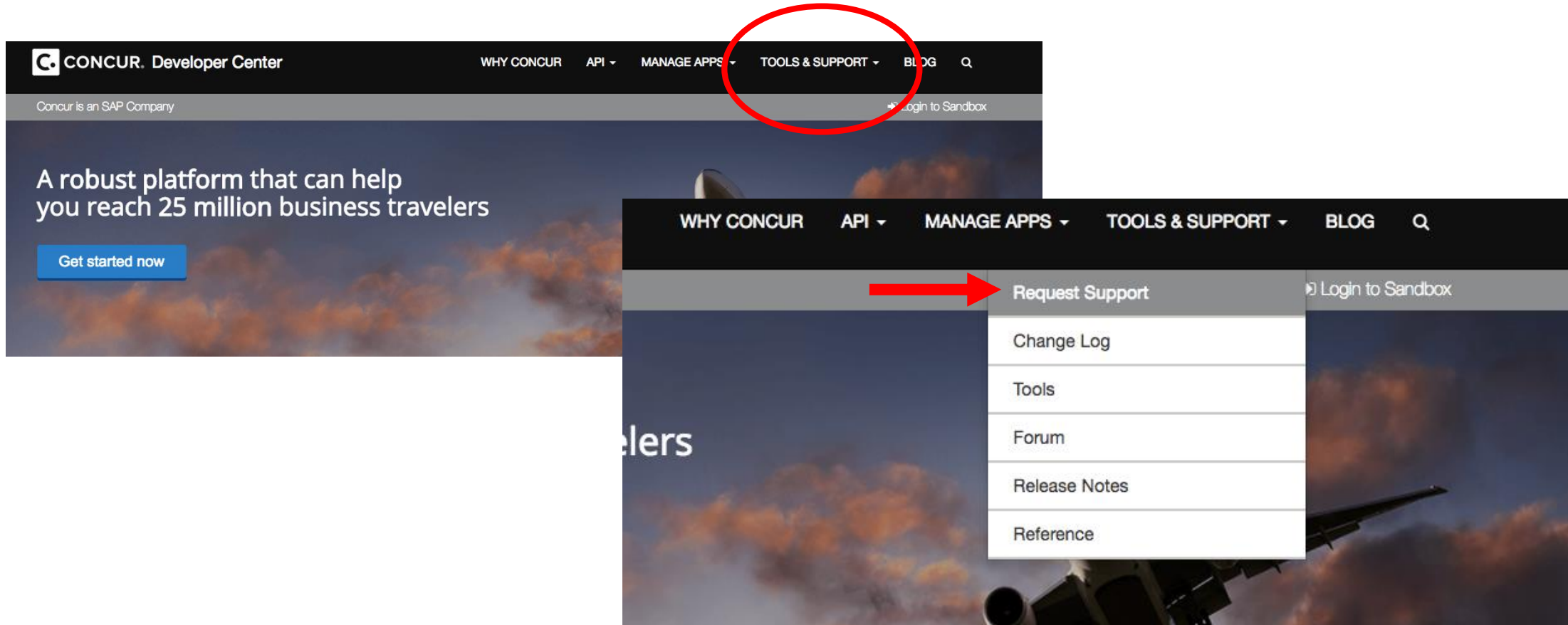


End Users and Clients should not contact SAP Concur.

Support Portal Access

Visit <https://developer.concur.com/>

- Under the “Tools and Support” Tab, select “Request Support” from the drop down menu.



Navigating Support

Find Service Status and Maintenance Schedules

Request Support

Home

Support

Request Support

Partners

Reference

Release Notes

Tools



🔧 Service Status (North America and EMEA)

Support Portals

- [Partners](#)
- [Developers \(Developer Forum\)](#)
- [Company Administrators](#)
- **Individual Users** should request assistance from their company's internal help desk or their company's Concur administrator

Maintenance Schedule

The Concur platform undergoes routine maintenance according to the following schedule. During these maintenance periods, the service may be unavailable. Unplanned maintenance is performed rarely and limited to high priority fixes



Navigating Support

Find Service Status

 Operating Normally  Outage  Partial Outage  Performance Issue  Partial Performance Issue

Concur Open

[About Concur Open](#)

Service Status Dashboard

Up-to-the-minute service availability and performance information

[Subscribe to Updates](#)

North America Data Center

[EMEA Data Center](#)

[China Data Center](#)

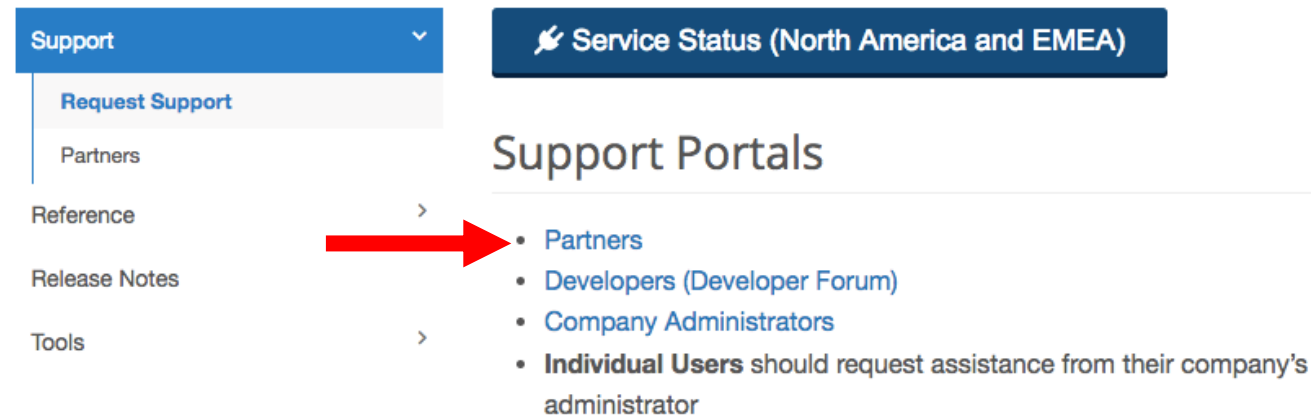
Wed Aug 22 2018 10:40:34 GMT-0400 (Eastern Daylight Time)

Service	Current Status	Aug 22	Aug 21	Aug 20	Aug 19	Aug 18	Aug 17	Aug 16	Aug 15	Aug 14	Aug 13	Aug 12	Aug 11
Expense													
Travel													
Invoice													
Request													
Imaging													
Analysis/Intelligence													
Mobile													
Locate													
Compleat (TMC Services)													

Support Portal Access (cont.)

Under “Support Portals,” select “Partners,” then click on “Partner Support Case Login”

Request Support



Support

Request Support

Partners

Reference

Release Notes

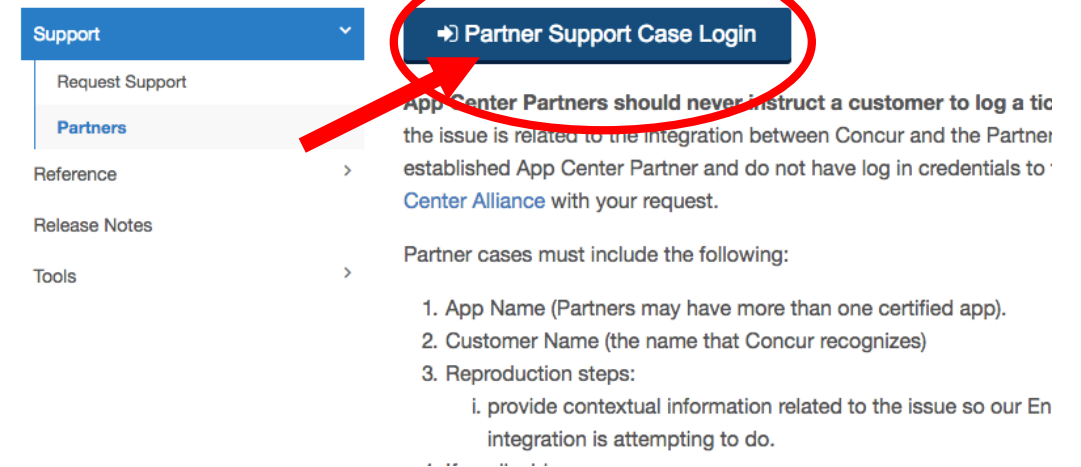
Tools

Service Status (North America and EMEA)

Support Portals

- Partners
- Developers (Developer Forum)
- Company Administrators
- Individual Users should request assistance from their company's administrator

Request Support - Partners



Support

Request Support

Partners

Reference

Release Notes

Tools

Partner Support Case Login

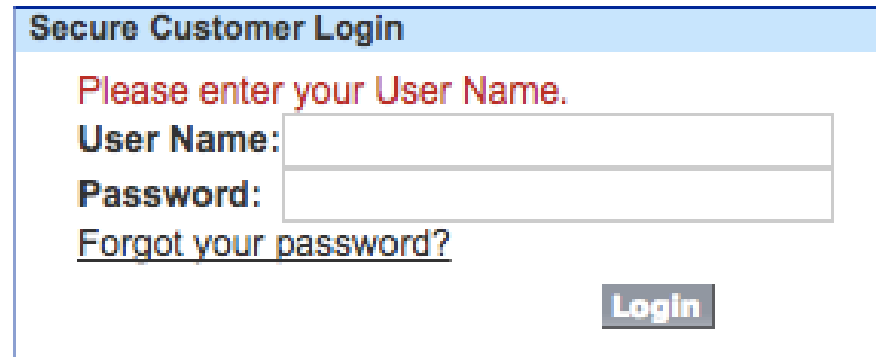
App Center Partners should never instruct a customer to log a ticket if the issue is related to the integration between Concur and the Partner established App Center Partner and do not have log in credentials to Center Alliance with your request.

Partner cases must include the following:

1. App Name (Partners may have more than one certified app).
2. Customer Name (the name that Concur recognizes)
3. Reproduction steps:
 - i. provide contextual information related to the issue so our En integration is attempting to do.

Support Portal Log In

- Your User Name & Temporary Password as an Authorized Support Contact (ACS) will be sent to you via email by SAP Concur. Please login to change your password and submit a support case.



The image shows a login form titled "Secure Customer Login". It contains a red error message "Please enter your User Name." above the "User Name:" label. The "User Name:" and "Password:" labels are positioned to the left of two stacked input fields. Below the input fields is a link that says "Forgot your password?". A "Login" button is located at the bottom right of the form.

Secure Customer Login

Please enter your User Name.

User Name:

Password:

[Forgot your password?](#)

Login

- E-mail concur_appcenteralliance@sap.com to gain access.

Support Portal Log In- Home Page

Articles to search for common issues and resolution

Case Listing

Create a new case

Case Listing

Recent Items

Search

Cases

Go!

Advanced Search...

Create a Case

My Cases

Case Number	Case Owner	Priority	Account Name	Date/Time Opened
12141505	Scott Meier	Priority 3 - Medium	Center Account	7/5/2018 9:14 AM



My Accounts Cases



Case Number	Case Owner	Priority	Account Name	Date/Time Opened
12141505	Scott Meier	Priority 3 - Medium	Center Account	7/5/2018 9:14 AM




Home | Cases | Articles

Support Portal Creating a New Case


Case Description

Topic  Platform Partner 


Case Type  --None-- 


Urgency  (Customer  3 – Medium 


Assessment)

Subject 

Priority Priority 3 – Medium


Description 


Case Region 

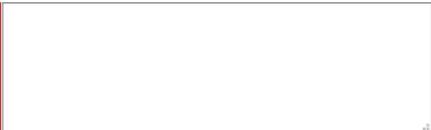
Site/URL/Acct. # 

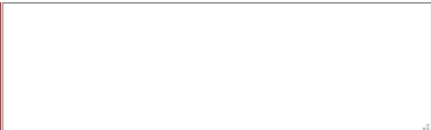
Call Me ☐

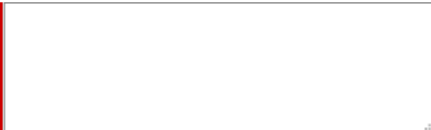
Partner Support Bugs | Issues

User 


Expected Results 


Re- 


Creation Steps 


Actual Results 


CC Information (Email Addresses of Persons To Be CC'd On Case Updates)


CC Email 1 


CC Email 2 


CC Email 3 

CC Email 4 

CC Email 5 

CC Email 6 

CC Email 7 

CC Email 8 

Submit

Submit & Add Attachment


Cancel

- Opening a new case please enter the following information:
 - App Name (Partners may have more than one certified app).
 - Customer Name (the name that Concur recognizes).
 - For Partner apps certified after September 2017, tickets must include the Entity Code (via the Company Info API) & the Correlation ID from the API response.
 - Reproduction steps:
 - provide contextual information related to the issue so our Engineers have an understanding of what your integration is attempting to do.
 - If applicable:
 - Employee Name
 - Expense Report Name, Travel Request Name, Payment Request Name, etc.
 - Transactional data such as expense type, date, amount, etc.
 - API-related information:
 - Refresh Token (never supply this via email)
 - URL being requested
 - include Method (GET, POST, PUT)
 - POST Body (if applicable)
 - API Response
 - Additional log information relevant to the issue (do not send more than is necessary)

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
Support Portal Escalating a Case

SAP Concur  Partners

Home

Cases

Articles


Welcome, 
Close

Create a Case

My Cases

Case Number	Case Owner	Priority	Account Name	Date/Time Opened
12141505	Scott Meier	Priority 3 – Medium	Center Account	7/5/2018 9:14 AM

Recent Items



Search

Cases

Go!

[Advanced Search...](#)

My Accounts Cases

Case Number	Case Owner	Priority	Account Name	Date/Time Opened
12141505	Scott Meier	Priority 3 – Medium	Center Account	7/5/2018 9:14 AM

Home | Cases | Articles

Click on Case Number

Support Portal Escalating a Case

Case Detail

Edit Close Case Escalate

Contact Name

Case Number 12702895 ↑

Status Pending Customer

Date/Time Opened 10/18/2018 3:31 AM

Date/Time Closed

Case Description

Topic Platform Partner

Subject

Case Type Public APIs

Urgency (Customer Assessment) 1 – Very High

Description

Priority Priority 3 – Medium

Case Region

Site/URL/Acct. #

Call Me ☐

Concur may test in my production site ☐

Partner Support Bugs | Issues

User Login ID New Auth

Expected Results Image URL

Re-Creation Steps

Actual Results

CC Information (Email Addresses of Persons To Be CC'd On Case Updates)

CC Email 1

CC Email 2

CC Email 3

CC Email 4

CC Email 5

CC Email 6

CC Email 7

CC Email 8

System Information

Created By 10/18/2018 3:31 AM

Last Modified By Scott Meier, 10/22/2018 12:44 PM

Edit Close Case Escalate

Red Arrow will appear on escalated cases

Click “Escalate” button to escalate case.

Support Reminders

- Support Process
 - Partner is first level support. Train clients who use your application on the support process
- Support Portal
 - <https://developer.concur.com/tools-support/requesting-partner-support.html>
- Support Escalation
 - PartnerApplicationSupport@SAP.com
 - Provide ticket number when escalating
 - Provide more information around problem, for example the problem is now being experienced by 4 Clients, not 1.
- SAP Concur Training
 - <https://www.concurtraining.com/>

What's Next?

- Expand Functionality
- Add New Connector
- Questions on DNF/eLOA/LOA
- Contract Questions

Alliance Team - Dedicated team to help with questions after certification

QUESTIONS:

Alliance Email

• concur_appcenteralliance@sap.com

Summary

Thank you for joining the SAP Concur Partner Business Meeting.

Contact information for:

Marketing concur_appcentermarketing@sap.com

Billing concur_appcenter_billinginquiry@sap.com

Alliance concur_appcenteralliance@sap.com

Support PartnerApplicationSupport@sap.com

Developer Portal: <https://developer.concur.com/>

SAP Concur Training: <https://www.concurtraining.com/>

Thank you.

Contact information:

Alyson Nawossa, Alyson.Nawossa@sap.com

Appendix

Follow all of SAP Concur



Learn more at concur.com

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