SAP Concur

App Center Partner Orientation

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SAP Concur App Center Overview

The App Center is a collection of ISV partner integrations that help companies and their travelers drive smarter spend, easier travel, and effortless expensing within their instance of SAP Concur, a SaaS that provides travel and expense management services.

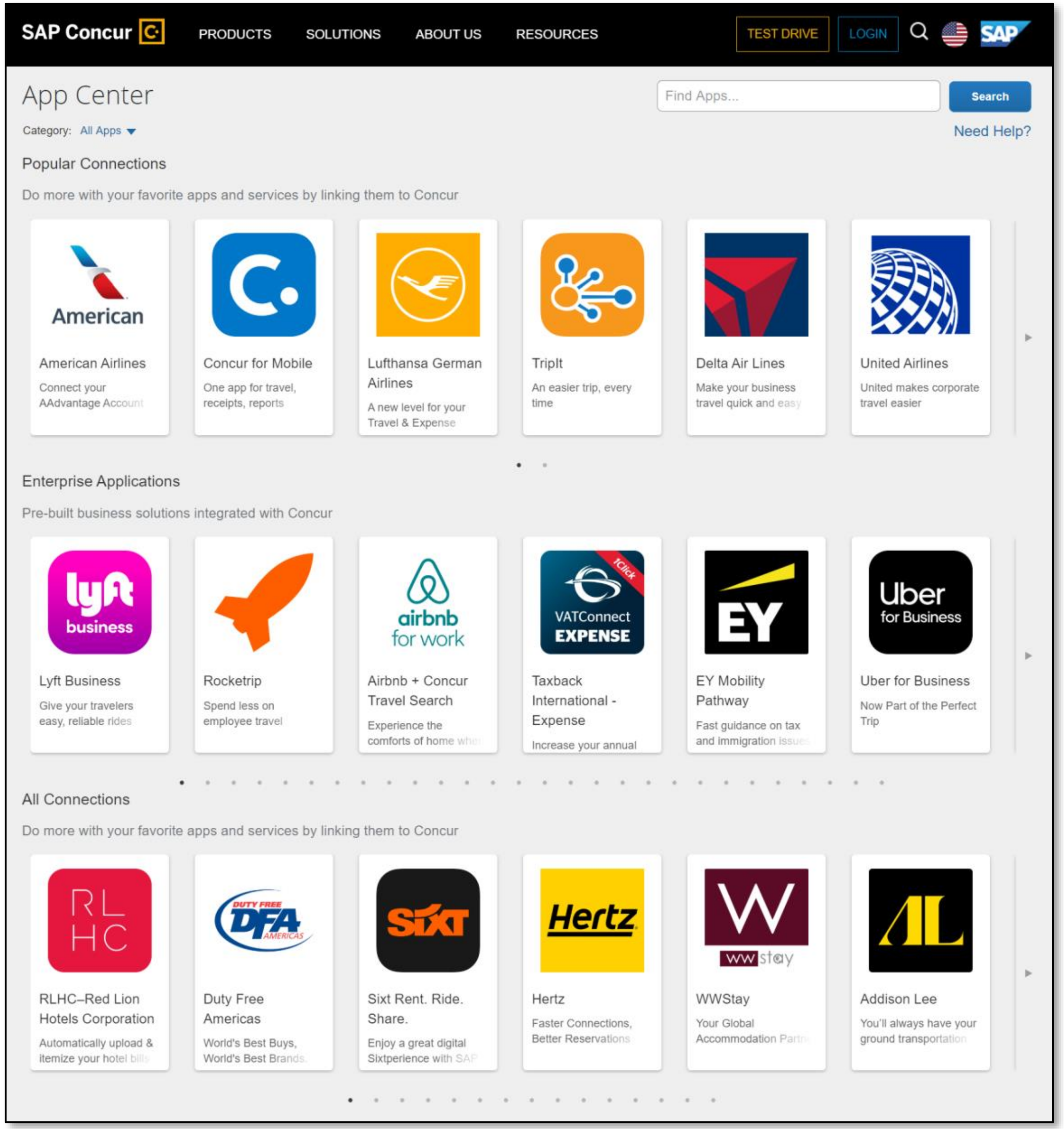
The App Center can be accessed at concur.com/appcenter. Apps are sorted by:

- **User Connections** - Apps connected by individual users

  Connections are pre-filtered for users based on their location and whether they have access to Concur Travel, Concur TripLink, or Concur Expense or Invoice

- **Enterprise Applications** - Apps authorized by a client administrator that access/push data at a company level

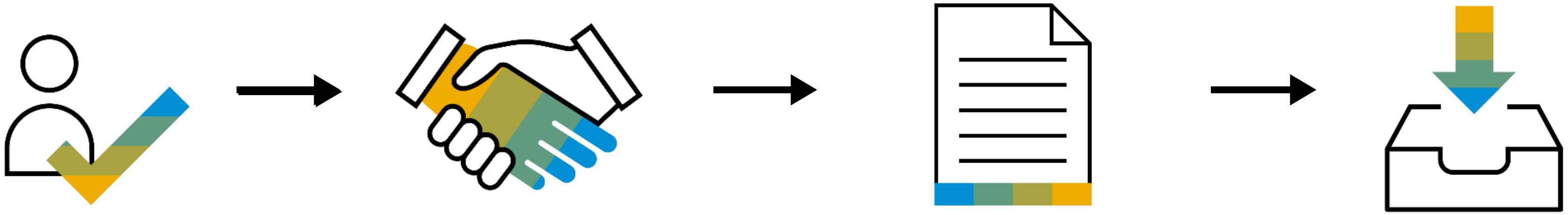
  Enterprise apps can be enabled directly from the partners' App Center listing pages



Introduction

The purpose of this orientation is to provide you as App Center 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 throughout.

By the end of the meeting, partners will know who to work with to market their application, how to sign new clients, how to inform SAP Concur of new deals, and how to receive support for their application and clients.



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

Agenda

- **Partner Guidebook**
- **Partner Place SharePoint Site**
- **Marketing**
  – Marketing Toolkit
  – Key Marketing Resources
- **Deal Process: Signing a Client**
  – LOA/eLOA
  – DNF Process
  – Concur- vs. Partner-Led Implementation
  – Timelines for Implementation
  – Cancellations
- **Operations**
  – Invoicing
- **Support**
  – Structure
  – Process
- **What's Next**
  – Alliances
- **Summary**

App Center Partner Guidebook

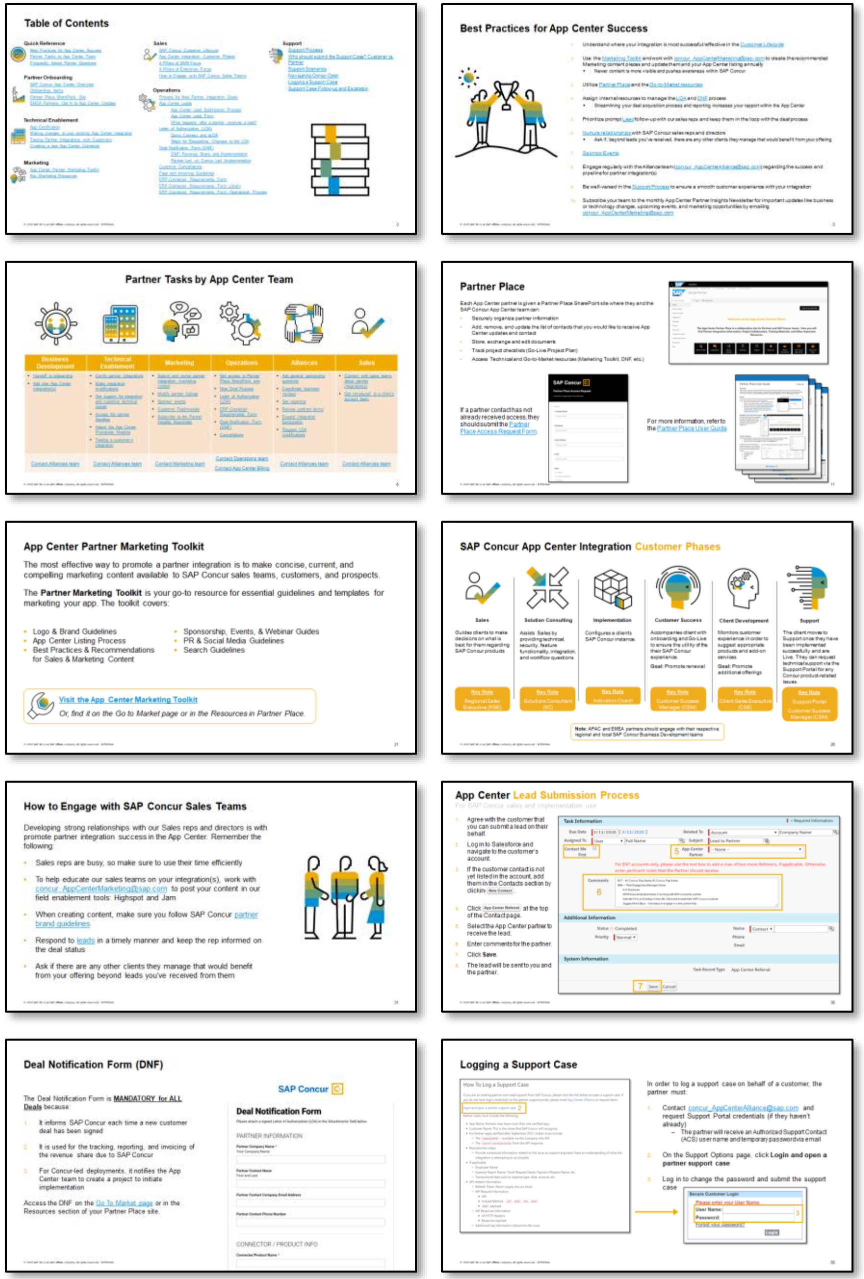
What is it?

The Partner Guidebook is a collection of partner-specific topics and processes. It is both a destination resource and a medium to access other essential App Center resources, such as key Developer Portal pages and the Marketing Toolkit. Some topics include:

- Best practices for App Center success
- How to update an existing (or certify a new) App Center integration
- How to create and update Marketing content and App Center listings
- How to engage with sales teams
- The deal notification process (Leads, LOA, DNF, ERP Connector Requirements Form)
- Logging a support case

How should it be used?

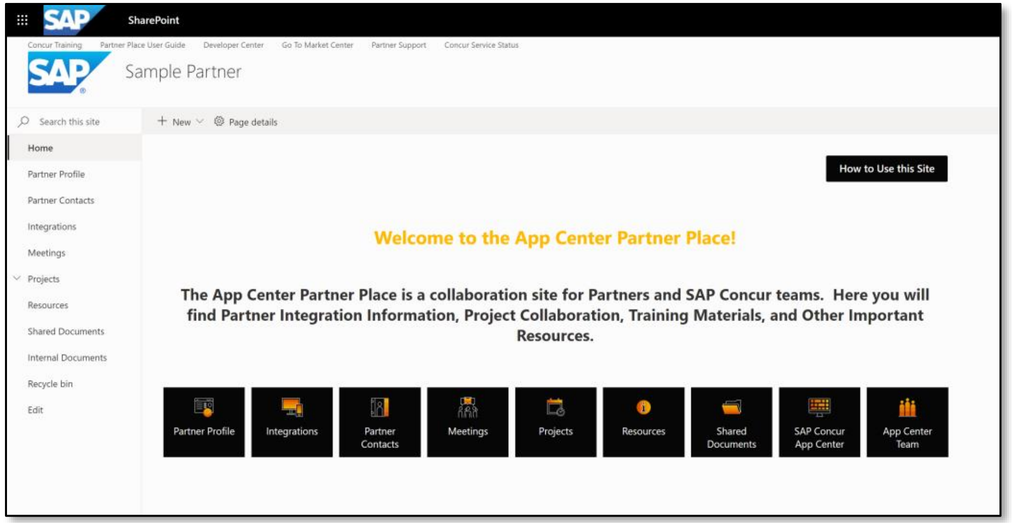
Partners will be instructed to refer to the Partner Guidebook for answers to their App Center questions. The guidebook provides information on who to reach out to regarding each topic, if necessary.



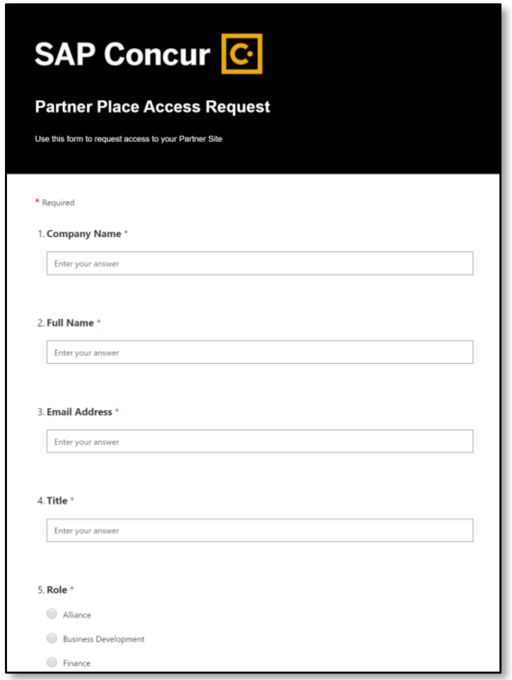
Partner Place

Each App Center partner is given a Partner Place SharePoint site where they and the SAP Concur App Center team can:

- Securely organize **partner information**
- Update the list of **contacts** that is to receive App Center updates
- Store, exchange, and edit **documents** with the App Center team
- Track **project checklists** (Go-Live Project Plan)
- Access Technical and Go-to-Market **resources** (Marketing Toolkit, DNF, etc.)



If a partner contact has not already received access, they should submit the Partner Place Access Request Form.


SAP Concur

Partner Place Access Request

Use this form to request access to your Partner Site

* Required

1. Company Name *

Enter your answer

2. Full Name *

Enter your answer

3. Email Address *

Enter your answer

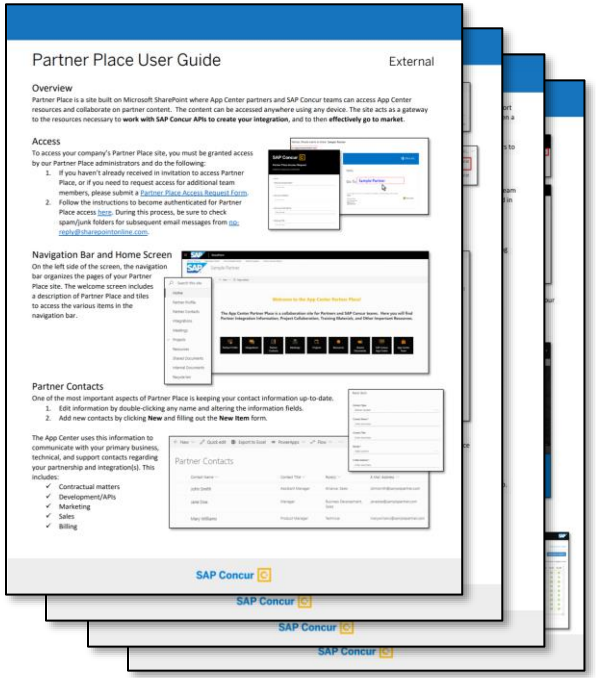
4. Title *

Enter your answer

5. Role *

- Alliance
- Business Development
- Finance

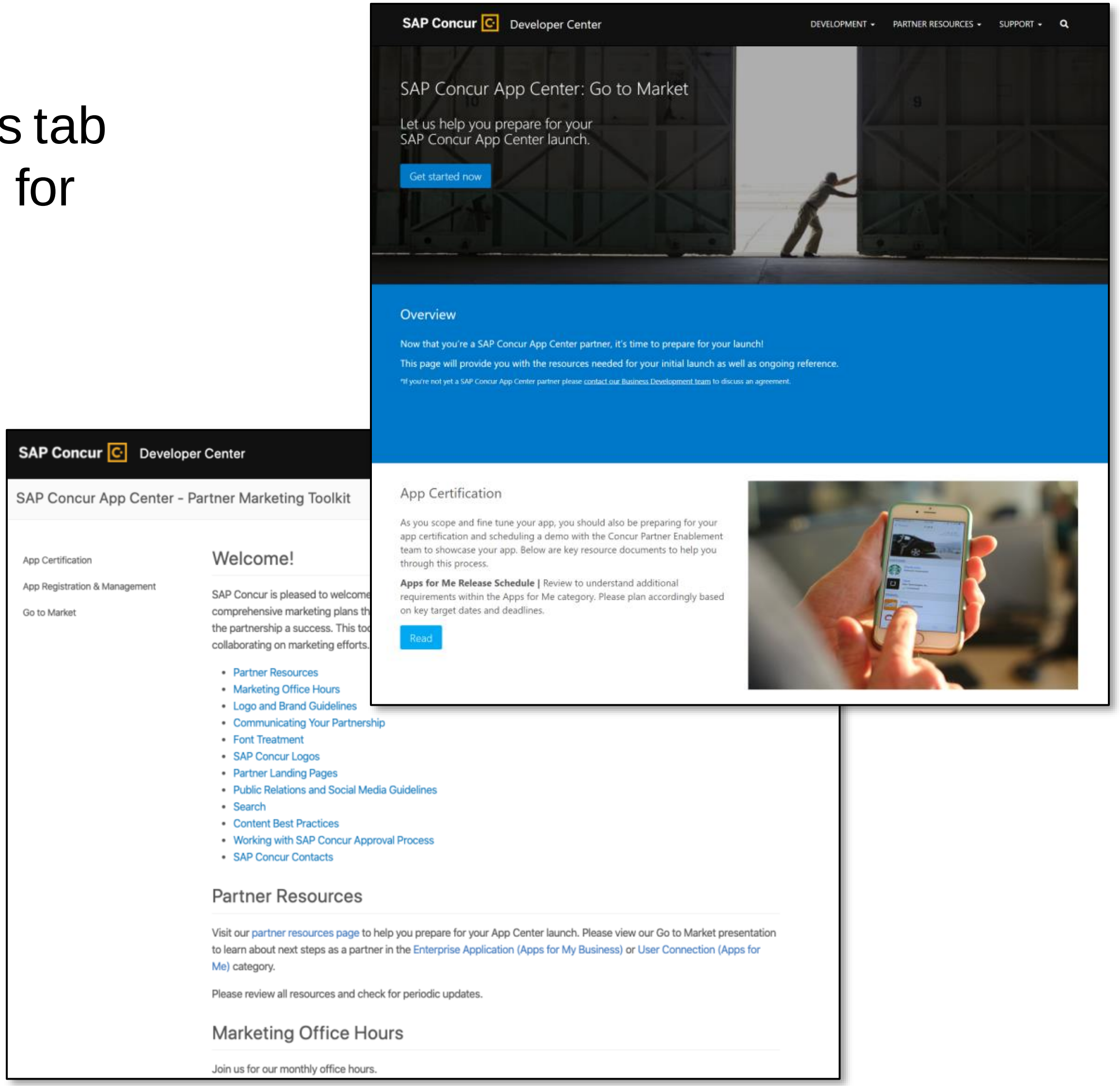
For more information, refer to the Partner Place User Guide.



Go to Market Resources Page

The Go to Market page, accessible from the Resources tab of your Partner Place site or via [direct link](), is the home for documents and links to help partners with:

- App Certification
- Marketing Your App
- Deploying Your App for Customers



Key Marketing Resources

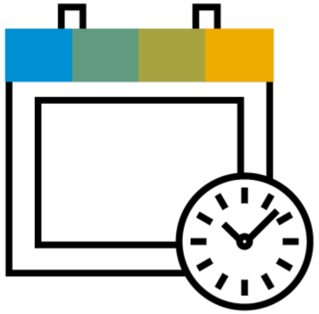
App Center Partner Marketing Toolkit

Your go-to resource for essential guidelines and templates for marketing your app. The toolkit covers:

- Logo & Brand Guidelines
- App Center Listing Process
- Marketing Best Practices & Recommendations
- Events & Sponsorships Guides
- PR, Social Media, & SEO Guidelines

Visit the App Center Marketing Toolkit

Or, find it on the Go to Market page or in the Resources in Partner Place.



Marketing Office Hours

- First Tuesday of every month at 8:30am PST
- Open forum for marketing questions

For any Marketing questions, contact: concur_AppCenterMarketing@sap.com

Recommended Marketing Content

The most effective way to promote a partner integration is to make **concise**, **current**, and **compelling** marketing content available to the SAP Concur Sales teams, customers, and prospects.

Recommended partner content	Where content is surfaced
▪ Brochures (**required** for Enterprise applications) ▪ Landing page covering the integration (**required** for Enterprise Applications) ▪ Brief demo & video overviews ▪ Customer testimonials and case studies (submit via this form) ▪ Slides to integrate into sales presentations (template)	▪ Highspot (SAP employees only) ▪ App Center Jam group (SAP employees only) ▪ SAP Concur App Center listings ▪ Concur.com ▪ Your own website ▪ Google

During onboarding, the App Center marketing team works with partners to ensure you have essential, correctly-branded marketing pieces.

To edit or send additional marketing content, email the edited/new content to concur_AppCenterMarketing@sap.com and plan on a 10-day turnaround for the marketing content review process.

App Center Listing Creation and Update Process

1

Send your completed content to concur_AppCenterMarketing@sap.com for review. This includes your:

- **App Center listing form** (link)
  - **Tip:** Make sure to pay attention to the character limits and be sure your long description includes a call to action
- **Listing images**
  - **Tip:** size requirements are at the bottom of the listing form
- **Brochure & Landing Page Links**
  - **Required** for Enterprise Applications

2

The App Center Marketing team will review your content for clarity, ease of reading, and consistency with the SAP Concur brand guidelines.

We will return it with any comments or suggestions.

Please plan for a **10 to 14-day turnaround** window for the review process.

3

Once your content is finalized, your listing will be queued for launch on an agreed-upon date.

Your app must be certified prior to launch.

User Connection apps are launched on the SAP Concur release dates.

Process for New App Center Integration Deals

Partner receives a Lead → Partner closes deal → Customer signs the Letter of Authorization (LOA) → Partner submits a Deal Notification Form (DNF) → Partner integration is implemented

App Center Leads

Partners can receive leads from both SAP Concur Sales Reps and SAP Concur clients/prospects.

Sales Reps

1. Manually submit leads through Salesforce.
2. The next slide (App Center Lead Submission Process) details instructions for SAP Concur distribution teams. You can include the slide on your presentation decks for meetings with SAP Concur sales teams.

Clients and Prospects

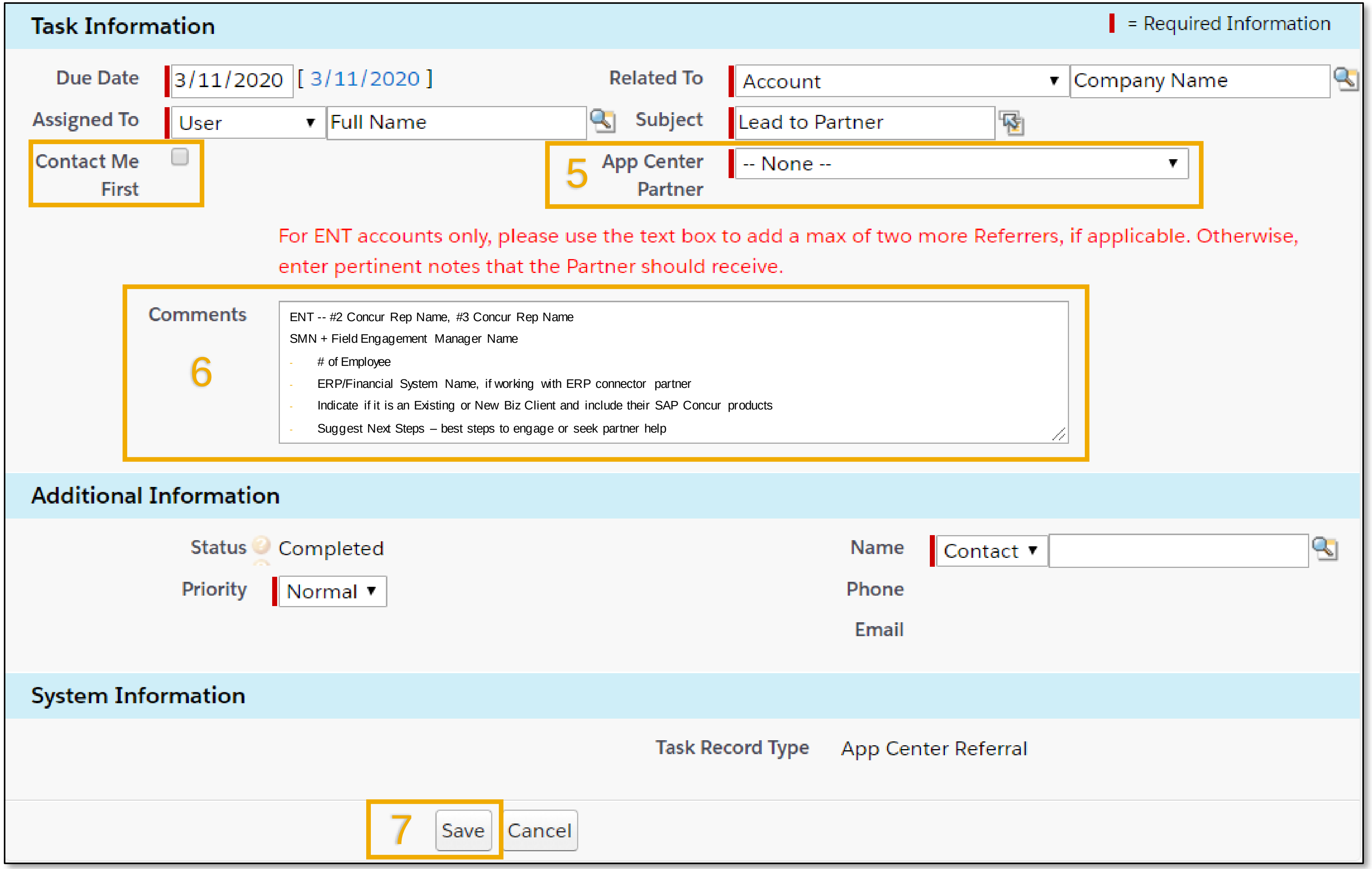
1. Submit leads by clicking the **Request More Information** button on the partner's App Center listing.

Review details of the lead submission process for SAP Concur distribution teams and clients on the Developer Portal.

App Center Lead Submission Process

For SAP Concur distribution team use

1. Agree with the customer that you can submit a lead on their behalf.
2. Log in to Salesforce and navigate to the customer's account.
3. If the customer contact is not yet listed in the account, add them in the Contacts section by clicking New Contact .
4. Click App Center Referral at the top of the Contact page.
5. Select the App Center partner to receive the lead.
6. Enter comments for the partner.
7. Click **Save**.
8. The lead will be sent to the partner. You will both receive a notification email.



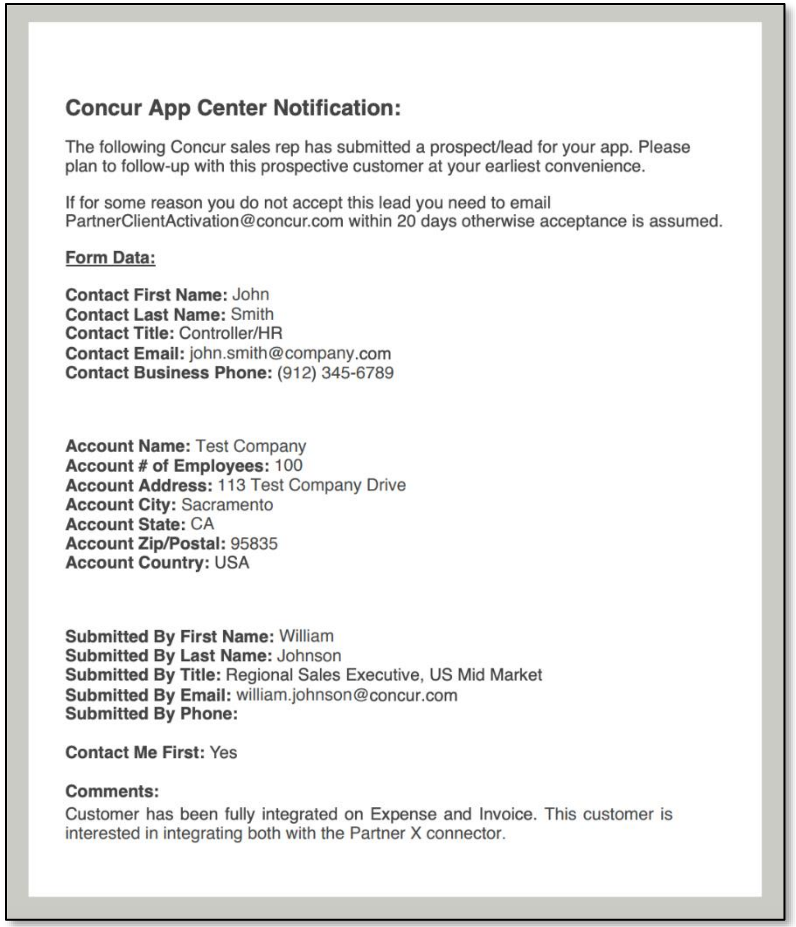
App Center Lead Form

Leads are sent from Marketo, the marketing automation tool utilized by SAP Concur. The email details will include:

- From: appcenterreferral@sap.com
- Sender: Concur App Center Referral
- Subject: AppCenter Inquiry Submission
- Domain: et.concur.com, concur.com

If a partner knows SAP Concur leads for their connectors are being sent, but they are not receiving them, they should:

- Email concur_PartnerClientActivation@sap.com and inquire about what partner email address was marked as the recipient for Leads on the App Center Listing Form.
- Provide the App Center with the correct email address. Our team will update the address so Leads are sent there.



Concur App Center Notification:

The following Concur sales rep has submitted a prospect/lead for your app. Please plan to follow-up with this prospective customer at your earliest convenience.

If for some reason you do not accept this lead you need to email PartnerClientActivation@concur.com within 20 days otherwise acceptance is assumed.

Form Data:

Contact First Name: John
Contact Last Name: Smith
Contact Title: Controller/HR
Contact Email: john.smith@company.com
Contact Business Phone: (912) 345-6789

Account Name: Test Company
Account # of Employees: 100
Account Address: 113 Test Company Drive
Account City: Sacramento
Account State: CA
Account Zip/Postal: 95835
Account Country: USA

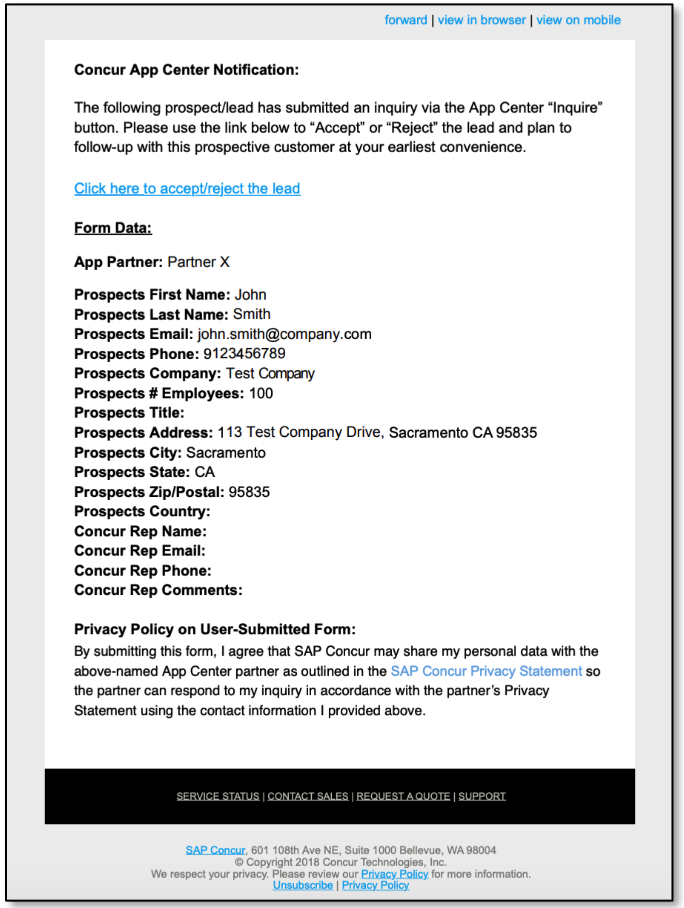
Submitted By First Name: William
Submitted By Last Name: Johnson
Submitted By Title: Regional Sales Executive, US Mid Market
Submitted By Email: william.johnson@concur.com
Submitted By Phone:

Contact Me First: Yes

Comments:
Customer has been fully integrated on Expense and Invoice. This customer is interested in integrating both with the Partner X connector.

from SAP Concur Sales Rep

From SAP Concur Client/Prospect



forward | view in browser | view on mobile

Concur App Center Notification:

The following prospect/lead has submitted an inquiry via the App Center "Inquire" button. Please use the link below to "Accept" or "Reject" the lead and plan to follow-up with this prospective customer at your earliest convenience.

Click here to accept/reject the lead

Form Data:

App Partner: Partner X

Prospects First Name: John
Prospects Last Name: Smith
Prospects Email: john.smith@company.com
Prospects Phone: 9123456789
Prospects Company: Test Company
Prospects # Employees: 100
Prospects Title:
Prospects Address: 113 Test Company Drive, Sacramento CA 95835
Prospects City: Sacramento
Prospects State: CA
Prospects Zip/Postal: 95835
Prospects Country:
Concur Rep Name:
Concur Rep Email:
Concur Rep Phone:
Concur Rep Comments:

Privacy Policy on User-Submitted Form:
By submitting this form, I agree that SAP Concur may share my personal data with the above-named App Center partner as outlined in the SAP Concur Privacy Statement so the partner can respond to my inquiry in accordance with the partner's Privacy Statement using the contact information I provided above.

SERVICE STATUS | CONTACT SALES | REQUEST A QUOTE | SUPPORT

SAP Concur, 601 108th Ave NE, Suite 1000 Bellevue, WA 98004
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We respect your privacy. Please review our Privacy Policy for more information.
Unsubscribe | Privacy Policy

What happens after a partner receives a lead?

1. Both the partner and the sales rep who submitted the lead will receive the lead form email. **If a *customer* submits a lead, the partner will be responsible for reaching out to the customer.** A lead is considered accepted if the partner doesn't email concur_PartnerClientActivation@sap.com within 20 days. The partner has 20 days to reject the lead.
   - The partner should accept the lead as soon as possible. Sales reps will likely submit a lead to a competitor if the first choice partner is not responsive. The partner should only reject a lead if:
     1. It is a duplicate lead: someone already sent a lead for this customer, or the same rep submitted it twice by accident.
     2. The partner is already working with the customer and had them in the pipeline before the lead was received.

2. If the partner closes the deal, they send the client the Letter of Authorization (LOA). The client then sends it back to the partner. The partner can skip this step if they have developed the framework for OAuth 2.0. In this case, the client will sign an eLOA when they connect to your integration in the App Center.

3. When the partner receives the LOA, they submit a Deal Notification Form (DNF) with the LOA attached. Once complete one of two implementation types will begin:
   - **Concur-Led Deployment (rarer implementation type):** When the DNF is received, the App Center Operations team creates an internal project that is then assigned to an SAP Concur implementation consultant. This consultant works with the partner to complete the integration.
   - **Partner-Led / Self-Guided Deployment (more common):** No project is created. The partner carries out the deployment of their integration without the involvement of the SAP Concur Implementation team.

Letter of Authorization (LOA)

What is it?

- **The LOA is a required agreement** by which a customer authorizes SAP Concur to securely share their 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 is it 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 this required consent.

Where is it found?

- The Letter of Authorization can be found on the Go to Market page, located in the Resource section of your Partner Place site.
- The Letter of Authorization FAQ is also linked on the Go to Market page.

CUSTOMER AUTHORIZATION TO LINK SERVICES AND EXCHANGE CUSTOMER DATA

The undersigned entity ("Customer") and Concur Technologies, Inc. or one or more Concur affiliates (collectively, "Concur") are parties to a business services agreement (the "Agreement"), under which Concur has been retained to provide certain Concur business services to Customer (the "Service"). In connection with the Service, Concur may obtain access to information with respect to Customer and its agents and affiliates, and each of their respective employees, agents, and users of the Service (collectively, the "Customer Data"). The following Customer Authorization to Link Services and Exchange Customer Data (the "Authorization") governs the use of the Concur's platform services. For purposes of this Agreement "You" shall mean you as the business, government entity, or entities on whose behalf you are accepting this Authorization, and Concur shall mean Concur Technologies, Inc. or one or more Concur affiliates.

You have also entered into an arrangement with ______________________

the provider of certain products or services (the "Provider) that will integrate with the Service and access and use certain Customer Data ("Provider Services").

Notwithstanding anything to the contrary in the Agreement or otherwise, You hereby:

(a) authorize Concur to link the Service with the Provider Services through Concur's API (a description of which can be found at https://developer.concur.com/api-reference/index.html); authorize Concur and Providers to exchange Customer Data relating to the Service and Provider's Service between the Service and Provider's Service; and allow Concur and Providers to use Customer Data for purposes described in their respective agreements with You.
(b) represent and warrant that You (i) have the authority to allow this linking and exchange of Customer Data, (ii) have and will obtain consents and/or authorizations from data subjects and/or Providers for this exchange and use of Customer Data, if required by applicable law, (iii) have and will provide accurate and appropriate notices to data subjects and/or Providers regarding this exchange and use of Customer Data, if required by applicable law, and (iv) will use any Customer Data in compliance with the Agreement with Concur and respective agreements with Providers and in accordance with any notices, statements, or agreements You have provided to data subjects;
(c) confirm that Concur's linking of the Service with the Provider Services under this Authorization shall not be deemed to be part of the Service, with the understanding that Concur will handle and protect Exchanged Data received from Provider in accordance with the Agreement;
(d) waive, release, and forever discharge Concur and all of its officers, directors, employees, shareholders, agents, authorized resellers, and affiliates of the foregoing, and all of their respective successors and assigns, from any and all claims and causes of action, whether known or unknown, which You may have arising out of or relating to 1) Concur's disclosure, delivery, and/or provision of any and all Customer Data through Concur's API to the Provider, 2) receipt of Customer Data from the Provider in accordance with this Authorization and 3) Provider's activities or use of Customer Data; and
(e) indemnify and hold harmless Concur and all of its officers, directors, employees, shareholders, agents, authorized resellers, and affiliates of the foregoing, and all of their respective successors and assigns, from and against any and all loss, damage, liability, and expense arising from any claim brought against any such indemnified party by any third party to the extent the claim relates to any breach of Your representation and warranties, in whole or in part, in section (b) of this Authorization.

This Authorization: (i) shall be binding upon Customer and its successors, assigns and transferees by operation of law or otherwise unless and until revoked by means of a written notice by Customer to Concur; (ii) shall be made and construed in accordance with the laws of the jurisdiction in which the Agreement is governed, without regard to conflicts of laws principles; and (iii) may be executed and transmitted with facsimile signatures, which shall be fully binding and effective for all purposes.

EXECUTED by Customer acting under due and proper authority.

Name:
(full legal name of Customer) ______________________

Signature: ______________________

Signed by: (insert name) ______________________

Title: ______________________

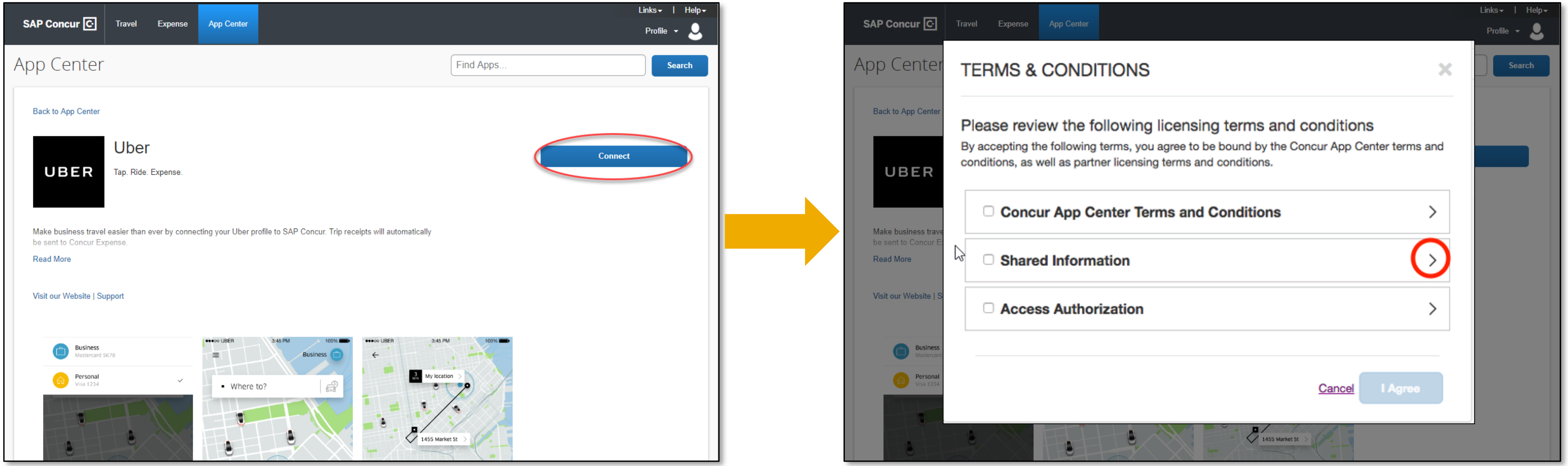
Date Signed: ______________________

INSTRUCTIONS:
AFTER COMPLETION, PROVIDER TO SEND THIS CUSTOMER AUTHORIZATION TO LINK SERVICES AND EXCHANGE CUSTOMER DATA TO: CONCUR_PARTNERCLIENTACTIVATION@SAP.COM

Last Update: April 8, 2019

Quick Connect and eLOA

- Partners that have developed to the OAuth 2.0 framework (Quick Connect) no longer need customers to sign a physical LOA and to attach that LOA to the DNF
- With Quick Connect, customers can electronically sign the LOA by accepting the Terms & Conditions accessed via the **Connect** button in the partners' App Center listing(s)
- After accepting, customers will be prompted to sign in or create an account for the partner application
- If a customer needs to review the paper LOA, it can be found [here]()



SAP Concur

Deal Notification Form (DNF)

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

1. It informs SAP Concur each time a new customer deal has been signed
2. It is used for tracking, reporting, and invoicing the revenue share of partner integrations due to SAP Concur
3. For Concur-led deployments, it notifies the App Center team to create a project to initiate implementation

You can access the DNF on the Go To Market page, which is also linked in the Resources section of your Partner Place site.

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 *

Brand
For example: Sage or Deltek

ERP Edition
For example: (Sage) 100, 300 or (Deltek) Costpoint

Concur Expense or Invoice
Select

DNF: Revenue Share and Implementation

<u>Revenue Type</u> – The cadence of customer payment as it pertains to their contract with the partner

There are three options:

- **Annual Contract Value** – When the partner charges a **consistent/recurring** annual connector fee
- **Quarterly Revenue Sheet** – The App Center sends an Excel file with all the partner's customers on a quarterly basis. The partner must fill this out with the pertinent information and return to concur_AppCenter_BillingInquiry@sap.com.
- **Flat-Fee** – When the customer pays a one-time connector fee

<u>Annual Contract Revenue Amount</u> – The annual billing amount charged to the customer for the integration

SAP Concur will calculate the revenue share from this value.

<u>Deployment & Configuration Type</u> – Whether the implementation is **Partner-Led** (guided independently by the partner) or **Concur-Led** (requires an SAP Concur implementation project)

If you're unsure if your integration is Concur- or Partner-led, you can reach out to concur_AppCenterAlliance@sap.com.

REVENUE SHARE INFORMATION

Revenue Type *

Select

Annual Contract Revenue Amount *

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

Currency *

Please put the currency of the revenue (EUR, USD, GBP, etc)

Minimum Annual Commitment Amount (ACE Only)

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

CONCUR INVOLVEMENT?

Concur Referred? *

Did a Concur Representative refer this lead to you?

Select

Concur Rep Name

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

DEPLOYMENT / CONFIGURATION

Deployment & Configuration Type *

Partner-Led/Self guided (No assistance from Concur is needed)

Concur-Led, project queue timeline is 4-6 weeks (Concur assistance is needed)

Select

Deployment & Configuration Types

Partner-Led

An implementation is Partner-Led (or Self-Guided) when an SAP Concur resource is **NOT** required to assist with the implementation of a partner application. The partner is expected to assist the customer in implementation.

1. Partner signs a deal with a customer
2. Partner fills out a Deal Notification Form (DNF)
3. Partner receives email notification from SAP Concur confirming the deal
4. Partner instructs customer to deploy integration by:
   - Clicking “Connect” on the partner’s App Center listing and virtually agreeing to the LOA
   - Giving partner-specific instruction on how to implement the integration

Concur-Led

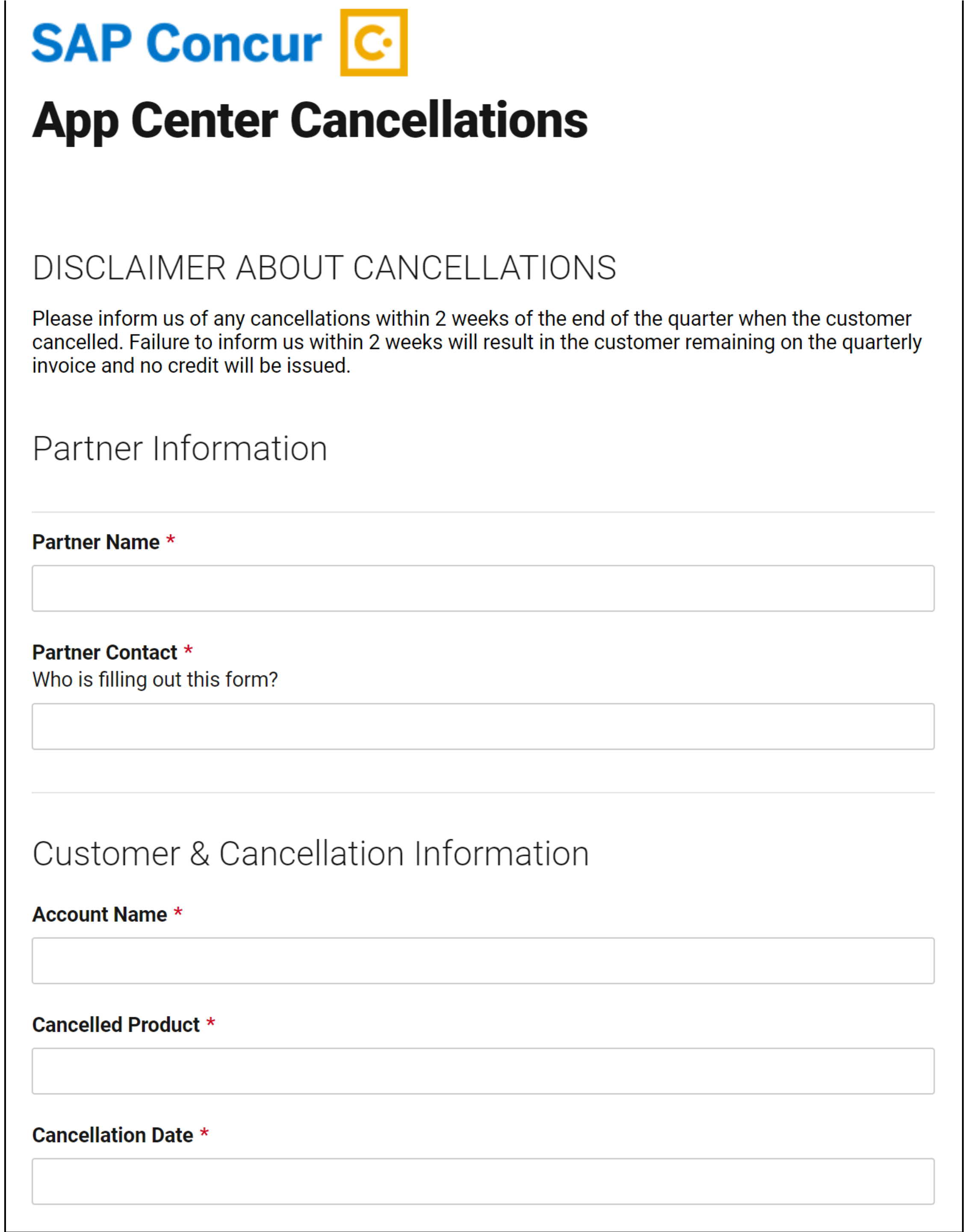
An implementation is Concur-led when a SAP Concur resource **IS** required to deploy a partner’s application. Both SAP Concur and the partner assist the customer in implementation.

1. Partner signs a deal with a customer
2. Partner has the customer sign the Letter of Authorization (LOA)
3. Partner fills out a Deal Notification Form (DNF) and attaches the LOA
   - Partner includes the contact information for the customer’s implementation/tech resource
4. SAP Concur creates a project and assigns a Project Manager
5. Once assigned, the SAP Concur Project Manager reaches out to the partner and customer to assist with deployment (within 4 to 6 weeks)
6. SAP Concur Project Manager works with the partner and customer to assist with implementation
   - Implementation timeline is dependent on whether the customer’s SAP Concur instance is Live or still in implementation
     - Live – Within 4-8 weeks
     - In Progress – Timeline is dependent on their Configuration is dependent on main schedule.

Customer Cancellations

- If a customer cancels your service, please submit a cancellation form within 2 weeks of the end of the quarter.
- If a customer cancellation notification is not sent within 2 weeks of the end of a quarter, the customer won’t be removed from that quarter’s invoice.
- Further information on credits and cancellations can be found on the next slide.

You can access the customer cancellation form here.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App Center Cancellations

DISCLAIMER ABOUT CANCELLATIONS

Please inform us of any cancellations within 2 weeks of the end of the quarter when the customer cancelled. Failure to inform us within 2 weeks will result in the customer remaining on the quarterly invoice and no credit will be issued.

Partner Information

Partner Name *

Partner Contact *
Who is filling out this form?

Customer & Cancellation Information

Account Name *

Cancelled Product *

Cancellation Date *

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 in order to go-live.

Credits

- Customer terminations must be submitted within 2 weeks of the end of the quarter. For example:
    - If a customer terminates on 9/1, we must receive notification by 10/14 for the partner to avoid being invoiced the SAP Concur revenue share for that quarter.
    - If the form is received past this date, a credit will not be authorized for that quarter(s).
    - A cancellation form must be submitted to fully cancel a customer.

For questions regarding the Cancellation Form, contact:

App Center Partner Client Activation

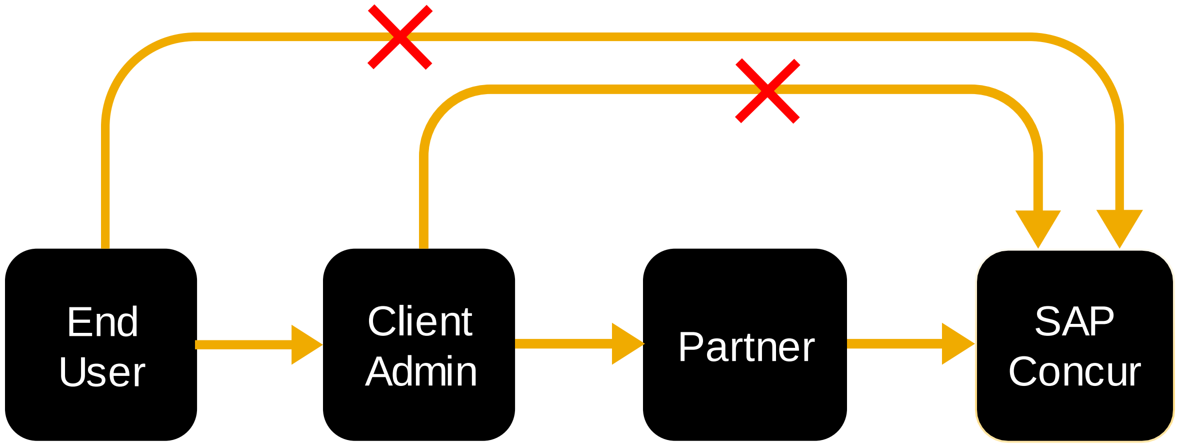
Invoicing

- 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 when partners sign deals with customers.
- All billable fees are based on the Partner Agreement signed by both parties.
- Pre-billing files can be sent to partners that want to ensure Invoices are correct before being submitted.

For questions regarding Invoicing, contact:

App Center Billing Inquiry

Support Process



Level 1 Support: The Partner

In the case of a customer issue, the partner is always the first line of support. The partner is responsible for:

- Educating the customer about their App Center integration
- Supplying customer admins and users with a method to report a problem
  - Note: This should coincide with the **Support** link on the partner integration's App Center listing
- Educating the customer on the support process
- Enforcing the level 1 policy with customers and **NOT** asking them to contact SAP Concur directly

Level 2 Support: SAP Concur

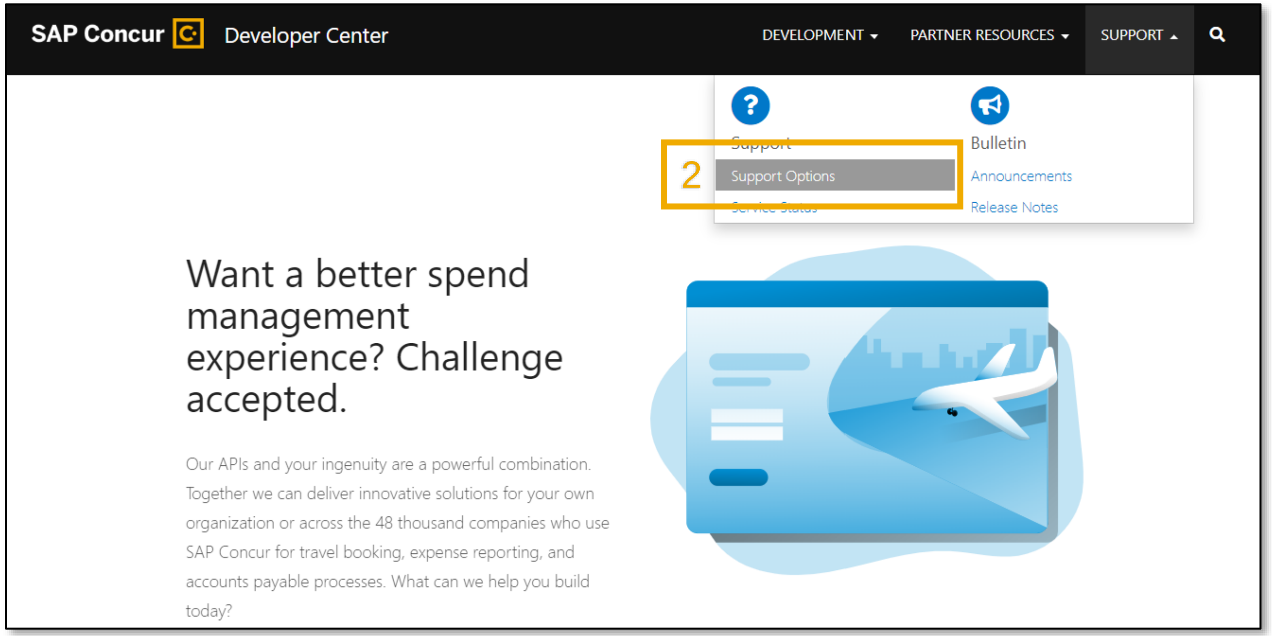
If the partner is unable to resolve the customer issue, or if they are able to determine whether the error will require an SAP Concur resource, **the partner should submit a support ticket to SAP Concur through the support portal**.

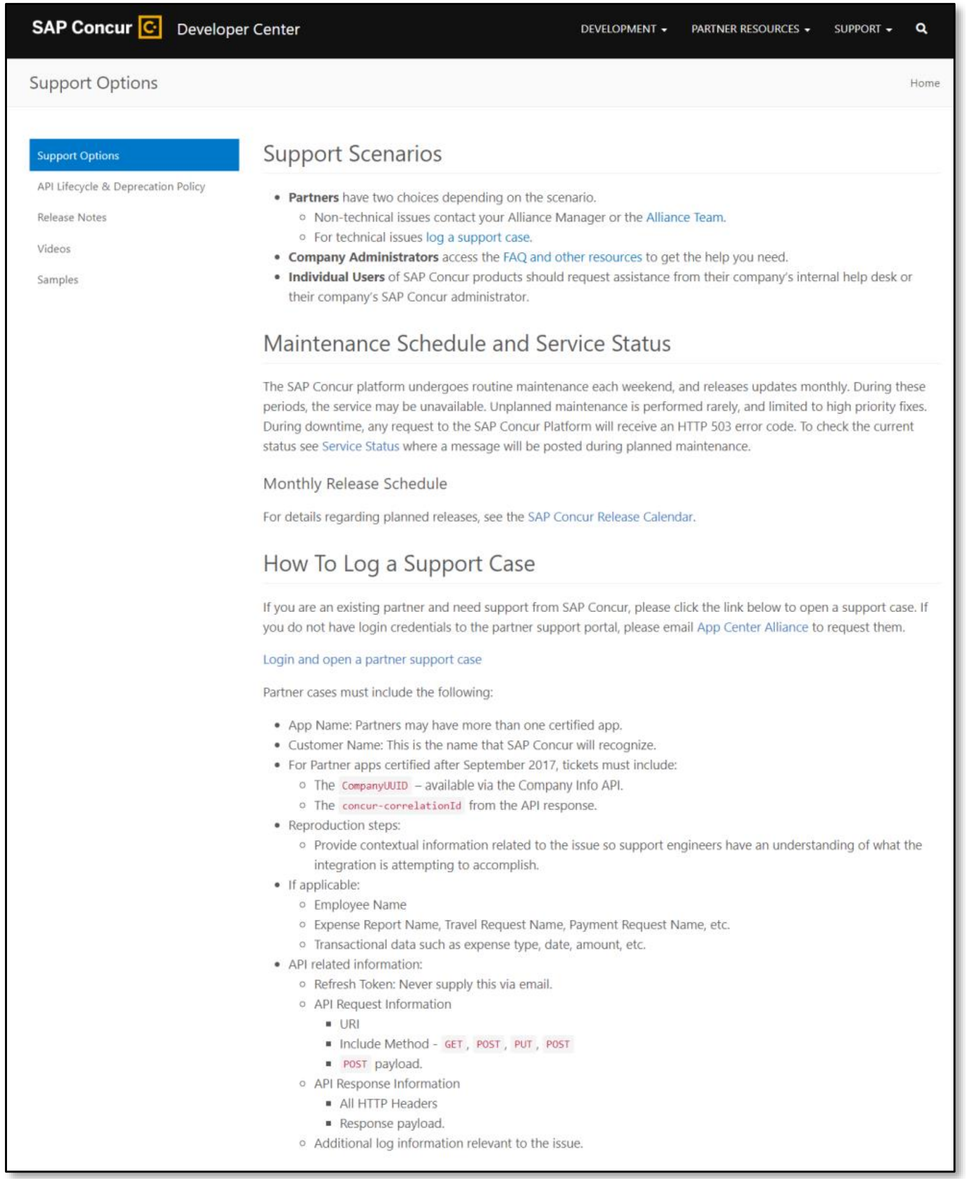
Note: End users and customers should **NOT** contact SAP Concur with partner integration support issues

Support Scenarios

To access technical support information and links:

1. Go to the [SAP Concur Developer Center]
2. Click on the **Support** dropdown menu and select **Support Options**

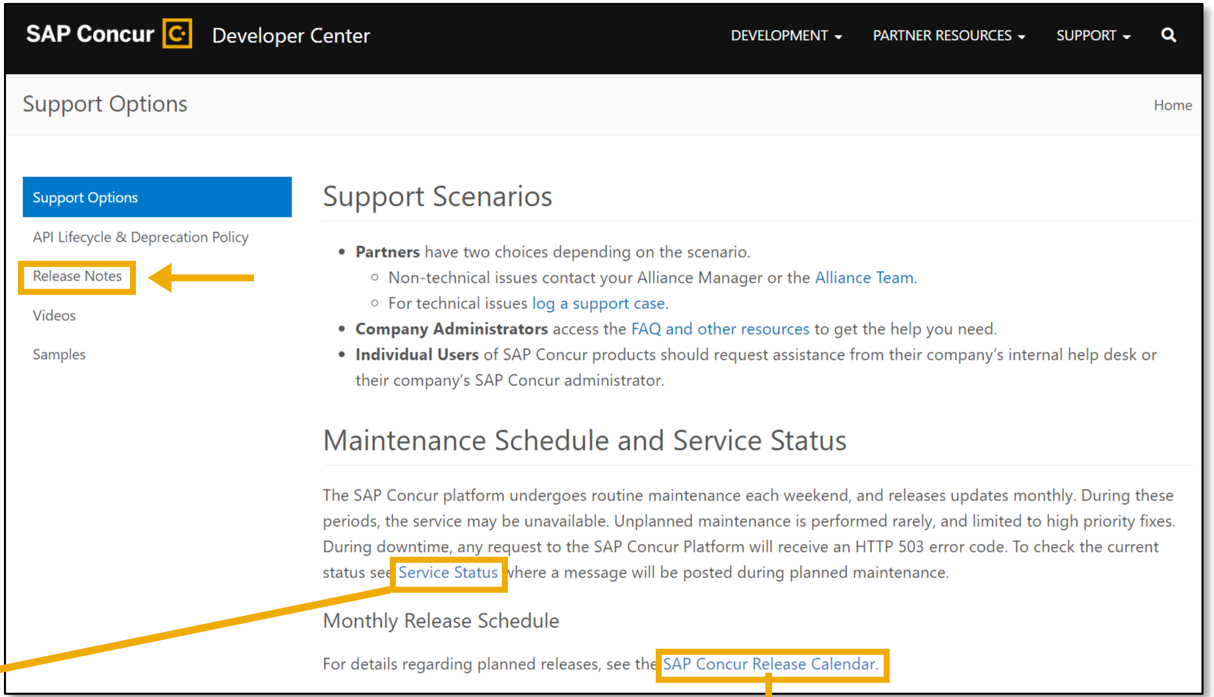


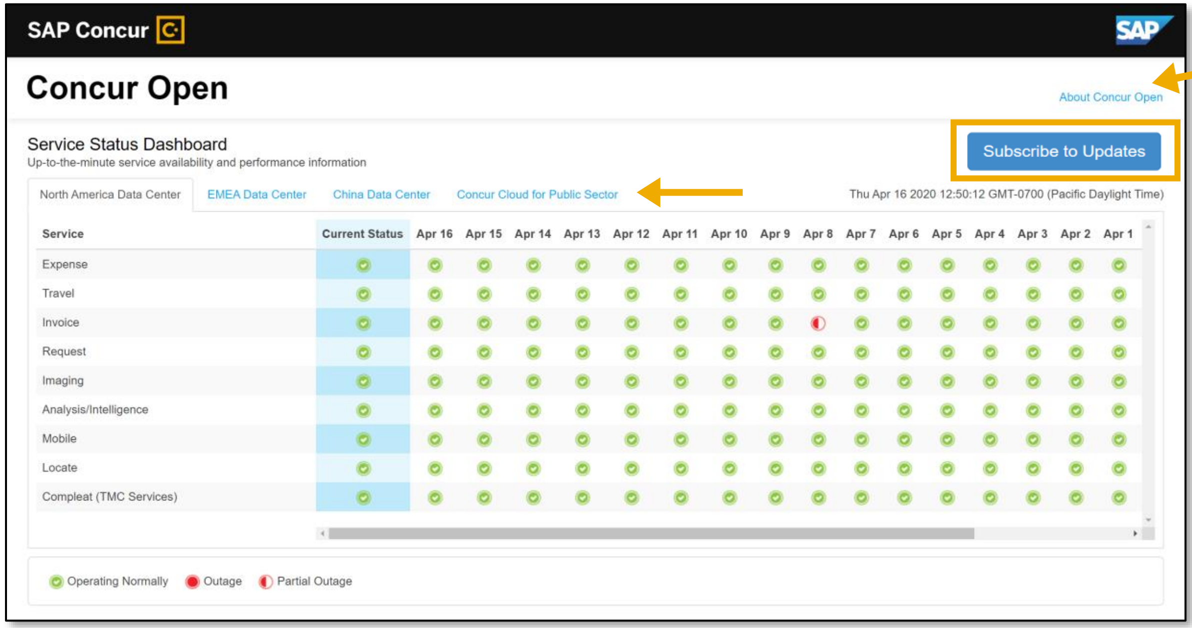


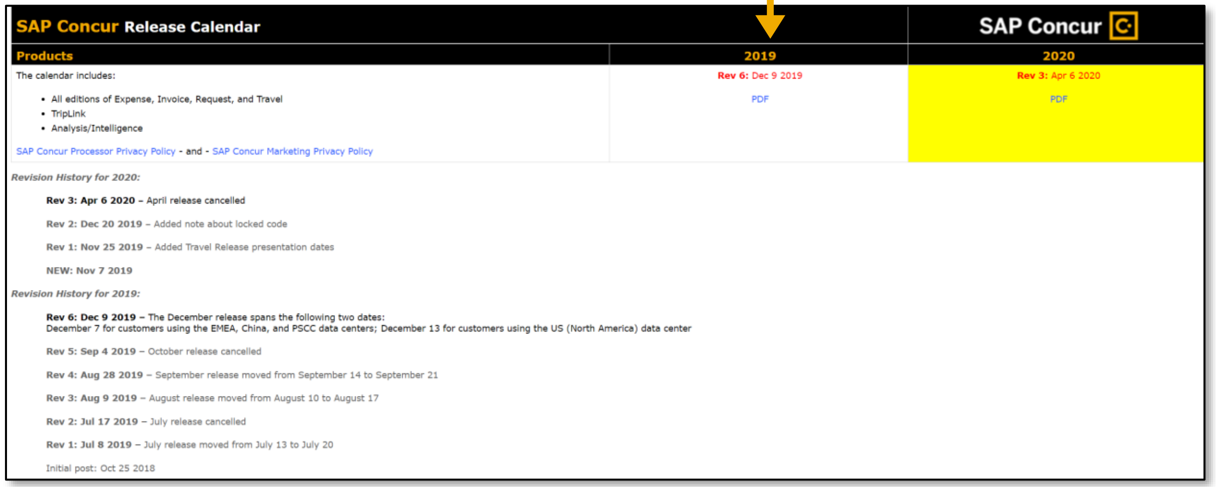
Navigating Concur Open

Concur Open includes resources for partners stay up-to-date on routine maintenance on the SAP Concur platform.

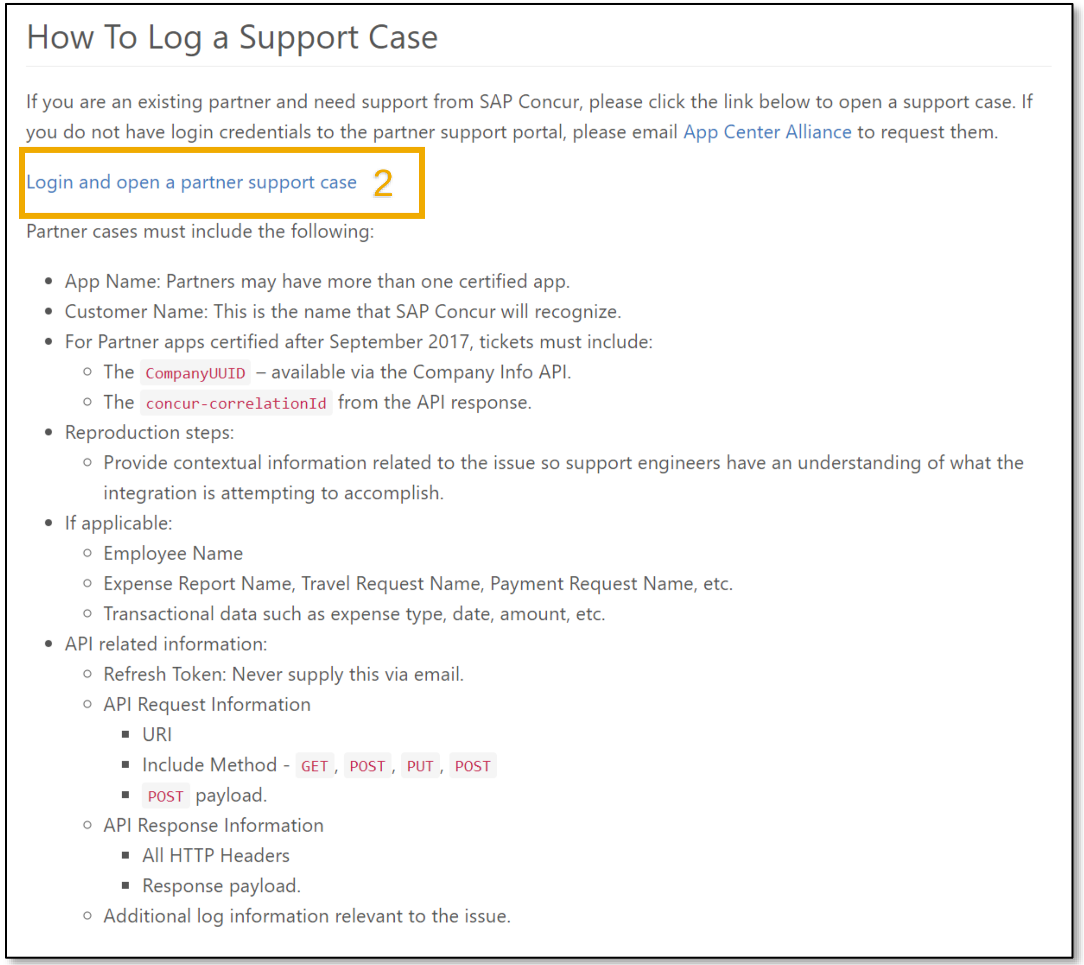
- **Service Status Dashboard**: Review scheduled maintenance to understand when and why there will be outages that affect your integrations and customers.
  - To receive notification regarding this schedule, log in and click **Subscribe to Updates.**
  - If you subscribe to updates, you'll get a **Root Cause Analysis (RCA)** for the service outage.
- **Release Calendar**: See when SAP Concur releases occurred. Specific modifications can be viewed in the **Release Notes**.







Logging a Support Case



How To Log a Support Case

If you are an existing partner and need support from SAP Concur, please click the link below to open a support case. If you do not have login credentials to the partner support portal, please email App Center Alliance to request them.

Login and open a partner support case 2

Partner cases must include the following:

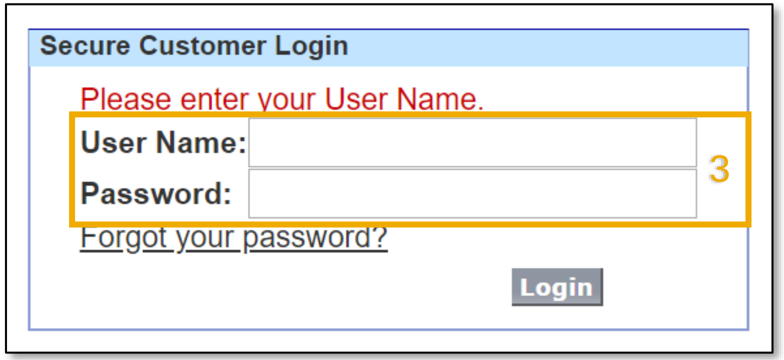
- App Name: Partners may have more than one certified app.
- Customer Name: This is the name that SAP Concur will recognize.
- For Partner apps certified after September 2017, tickets must include:
  - The `CompanyUUID` – available via the Company Info API.
  - The `concur-correlationId` from the API response.
- Reproduction steps:
  - Provide contextual information related to the issue so support engineers have an understanding of what the integration is attempting to accomplish.
- 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.
  - API Request Information
    - URI
    - Include Method - `GET`, `POST`, `PUT`, `POST`
    - `POST` payload.
  - API Response Information
    - All HTTP Headers
    - Response payload.
  - Additional log information relevant to the issue.

In order to log a support case on behalf of a customer, the partner must:

1. Contact concur_AppCenterAlliance@sap.com and request Support Portal credentials (if they haven't already done so).
   - The partner will receive an Authorized Support Contact (ACS) user name and temporary password via email.

2. On the Support Options page, click **Login and open a partner support case.**

3. Log in to change the password and submit the support case.



continued…

Logging a Support Case

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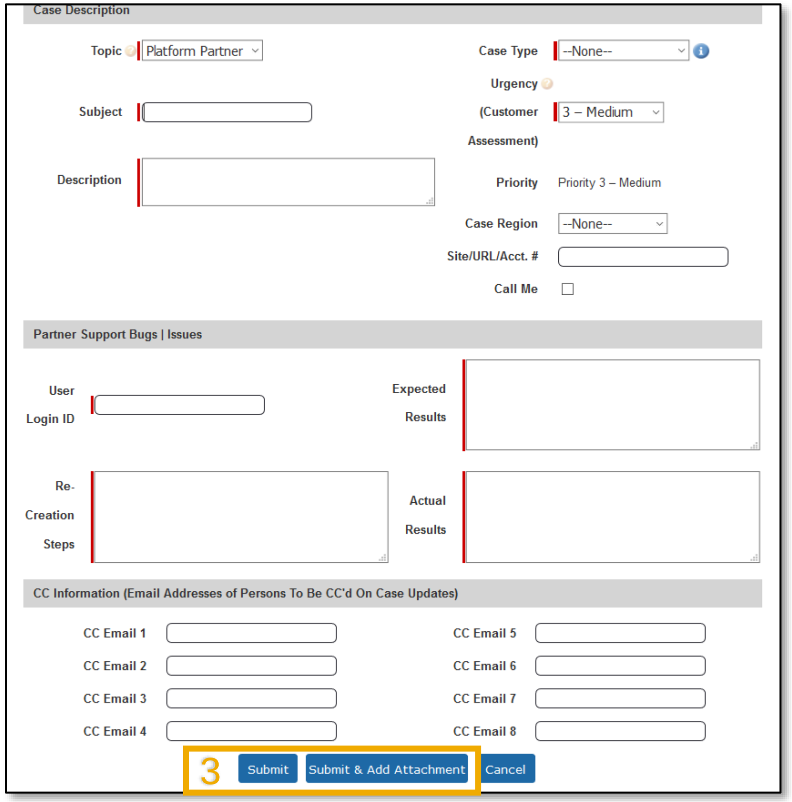
On the Support Portal home page:

1. Click **Create a Case.**
2. Include the details outlined in How to Log a Support Case.
3. Click **Submit** or **Submit & Add Attachment.**
   - Once submitted, an SAP Concur resource will be assigned to address the customer issue.



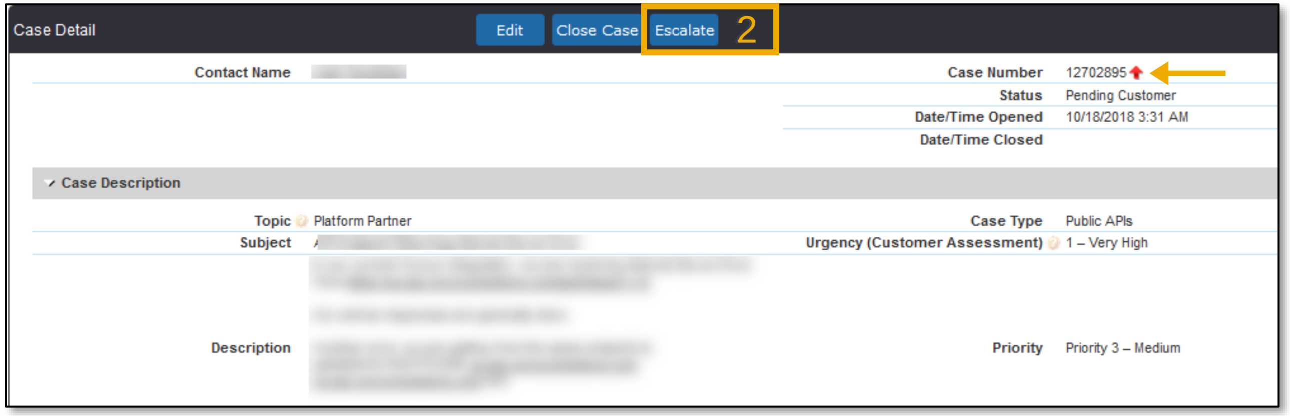
Support Case Follow-up and Escalation

Once a case has been submitted, it will appear in the My Cases section of the Support Portal home page.

If a case becomes urgent, it can be escalated. To escalate a support case:

1. Click on the case number
2. In the Case Detail window that appears, click **Escalate**
   - SAP Concur will be notified of the escalation
   - A red arrow will appear next to the case number

If the partner is for whatever reason unable to get in touch with the support resource assigned to the case, they should reach out to PartnerApplicationSupport@sap.com and CC concur_AppCenterAlliance@sap.com. Be sure to include the Case Number and details regarding the desired information.



What’s Next?

If you have any questions regarding this meeting, you can further familiarize yourself with its contents in the Partner Guidebook.

You can refer to the Alliances team for help with:

- Expanding integration functionality
- Adding a new connector
- Ask questions related to the LOA and DNF
- Contract questions

For questions regarding the above, contact:

App Center Alliances

Key Contacts and Links

App Center Aliases

Marketing	concur_AppCenterMarketing@sap.com
Client Activation	concur_PartnerClientActivation@sap.com
Billing	concur_AppCenter_BillingInquiry@sap.com
Alliance	concur_AppCenterAlliance@sap.com
Support	PartnerApplicationSupport@sap.com

Links

Developer Portal:	https://developer.concur.com/
SAP Concur Training:	https://www.concurtraining.com/

Thank you.

Contact information:

concur_AppCenterAlliance@sap.com