



SAP Concur 

# Partner Portal Training Guide For Enterprise App Center Partners

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INTERNAL

# Table of Contents

- [Partner Portal Overview](#)
- [Account Activation](#)
- [Logging In](#)
- [Adding New Users](#)
- [Setting Up Your Profile](#)
- [Navigating the Portal](#)
- [Accessing Your Guides](#)
- [Your Partner Place Guide](#)
- [Questions?](#)



# Partner Portal Overview

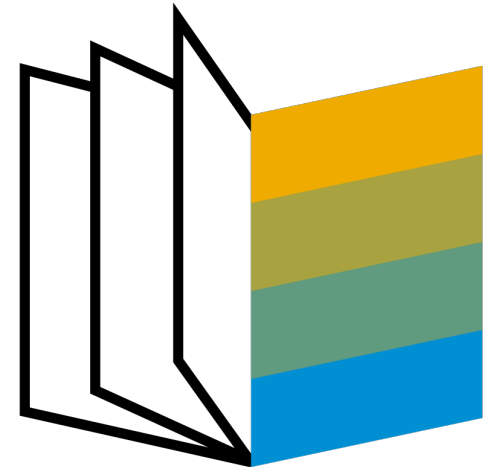
The SAP Concur Partner Portal is your go-to hub for marketing enablement resources and tools for managing your App Center partnership. Within the Portal, you'll be able to:



- Access all your key partnership resources in one place, such as the App Center Listing Form, partner branding guidelines, and your Partner Place SharePoint site



- Learn more about Concur Invoice, Concur Travel, and other SAP Concur solutions through educational videos, interactive demos, case studies, and more



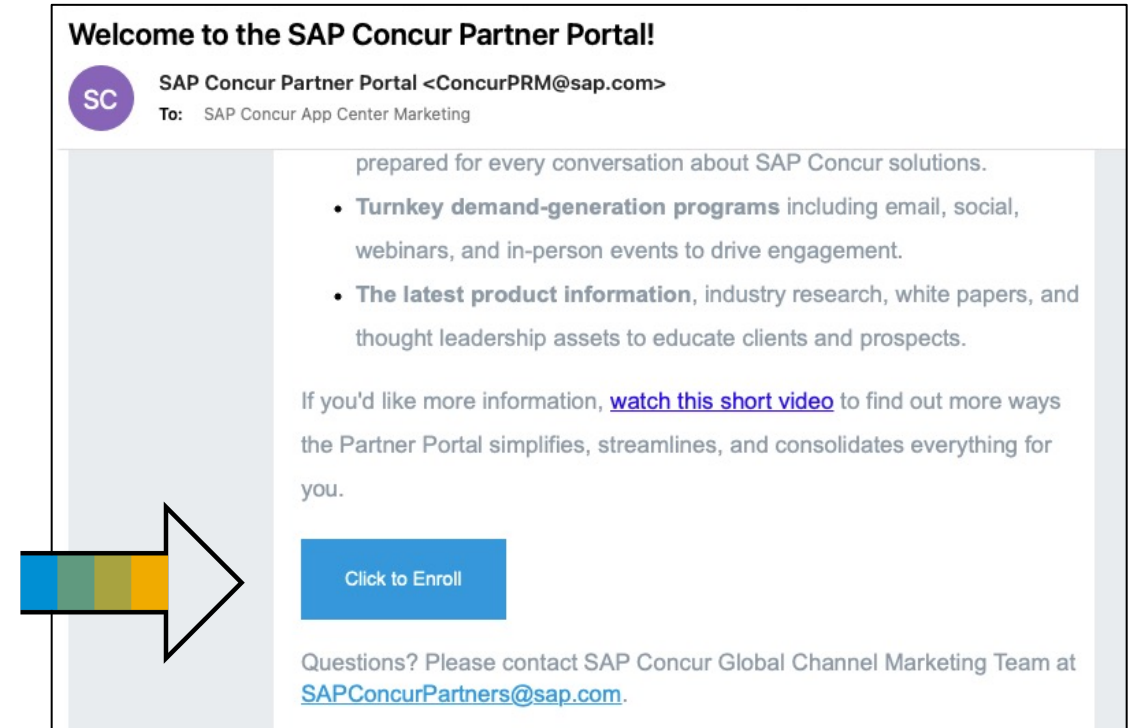
- Read about T&E industry trends, data-driven insights on hot topics, and the ways SAP Concur solutions and our partner community help our customers run at their best

# Activating Your Account

A Partner Portal account can only be activated by clicking the enrollment button in a Partner Portal invitation email from [ConcurPRM@sap.com](mailto:ConcurPRM@sap.com) or [noreply@avtk-sites.com](mailto:noreply@avtk-sites.com).

The enrollment link in the email is unique to each user, and cannot be shared with colleagues.

If you cannot find your Partner Portal invitation in your inbox or junk/spam folder, please contact [sapconcurpartners@sap.com](mailto:sapconcurpartners@sap.com).

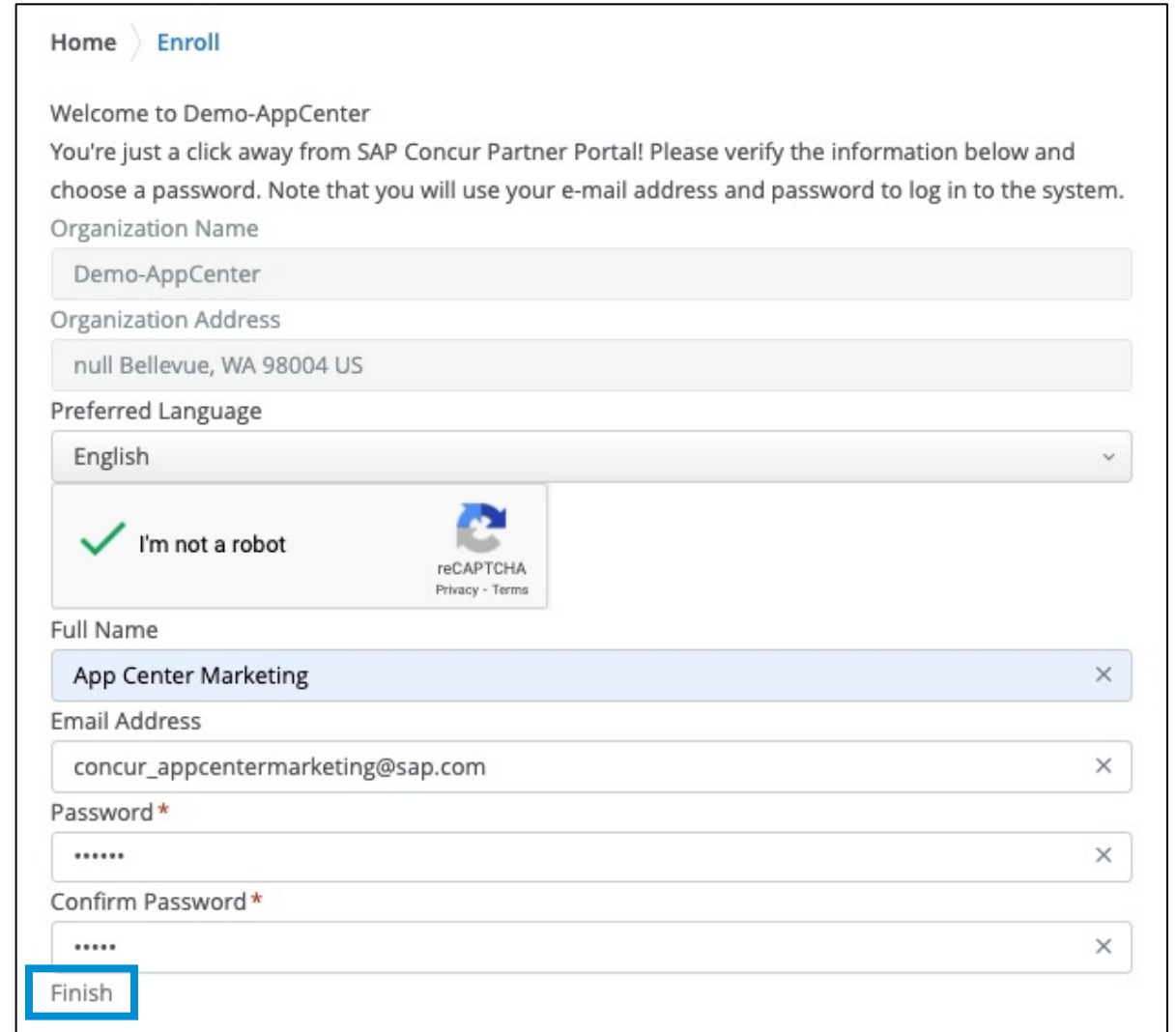


# Activating Your Account

When you click the enrollment button, you'll be redirected to the Partner Portal registration screen in your browser. Select your preferred language and add your full name, email address, and a password of your choice, then click **Finish**.

If you'd like to make changes to your personal information, this can be done after you've activated your account.

*Note: If you do not click Finish after entering your information, your account will not be activated.*



The screenshot shows the 'Enroll' page of the Demo-AppCenter. At the top, there are links for 'Home' and 'Enroll'. Below this is a welcome message and instructions. The form contains several fields: 'Organization Name' (filled with 'Demo-AppCenter'), 'Organization Address' (filled with 'null Bellevue, WA 98004 US'), 'Preferred Language' (a dropdown menu set to 'English'), a reCAPTCHA verification box with a green checkmark and the text 'I'm not a robot', 'Full Name' (filled with 'App Center Marketing'), 'Email Address' (filled with 'concur\_appcentermarketing@sap.com'), 'Password' (masked with dots), and 'Confirm Password' (masked with dots). Each of the last four fields has a small 'x' icon in the top right corner. At the bottom left of the form, there is a blue button labeled 'Finish'.


Home > Enroll

Welcome to Demo-AppCenter  
You're just a click away from SAP Concur Partner Portal! Please verify the information below and choose a password. Note that you will use your e-mail address and password to log in to the system.

Organization Name  
Demo-AppCenter

Organization Address  
null Bellevue, WA 98004 US

Preferred Language  
English

✓ I'm not a robot   
reCAPTCHA  
Privacy - Terms

Full Name  
App Center Marketing

Email Address  
concur\_appcentermarketing@sap.com

Password \*  
.....

Confirm Password \*  
.....

Finish

# Activating Your Account

After clicking Finish, you'll be taken to a page where you can invite coworkers to join the Partner Portal.

If you'd like to explore the Portal before adding your colleagues, select **Click Here to Login**.

To immediately add users to your account, enter their first name, last name, and email address, then select **Send Invitations**. You'll be able to add more coworkers once you've logged in.

**Save and Generate Enrollment Code** will generate a unique enrollment link you can then share with your coworker. They will not receive an email invitation.

The screenshot shows the 'Enroll' page in the SAP Partner Portal. At the top, there are navigation links for 'Home' and 'Enroll'. A message states 'Congratulations, Your enrollment is complete' with a blue-bordered button labeled 'Click here to login'. Below this is a tip: 'Tip: For this to work, they'll need to have the same e-mail domain as you, e.g. sap.com'. There are two main action buttons: 'No, not at this time' and 'Send invitations' (which is highlighted with a blue border). Below the 'Send invitations' button is a button labeled 'Save and generate enrollment code'. The form includes three input fields: 'First Name' (containing 'Sample'), 'Last Name' (containing 'User'), and 'Email Address' (containing '123@sap.com').

Home > Enroll

Congratulations, Your enrollment is complete

[Click here to login](#)

Tip: For this to work, they'll need to have the same e-mail domain as you, e.g. **sap.com**

No, not at this time

Just plug in their name and e-mail address below and we'll send them an invitation with instructions.

First Name \* Last Name \* Email Address \*

Sample User 123@sap.com

[Send invitations](#) [Save and generate enrollment code](#)

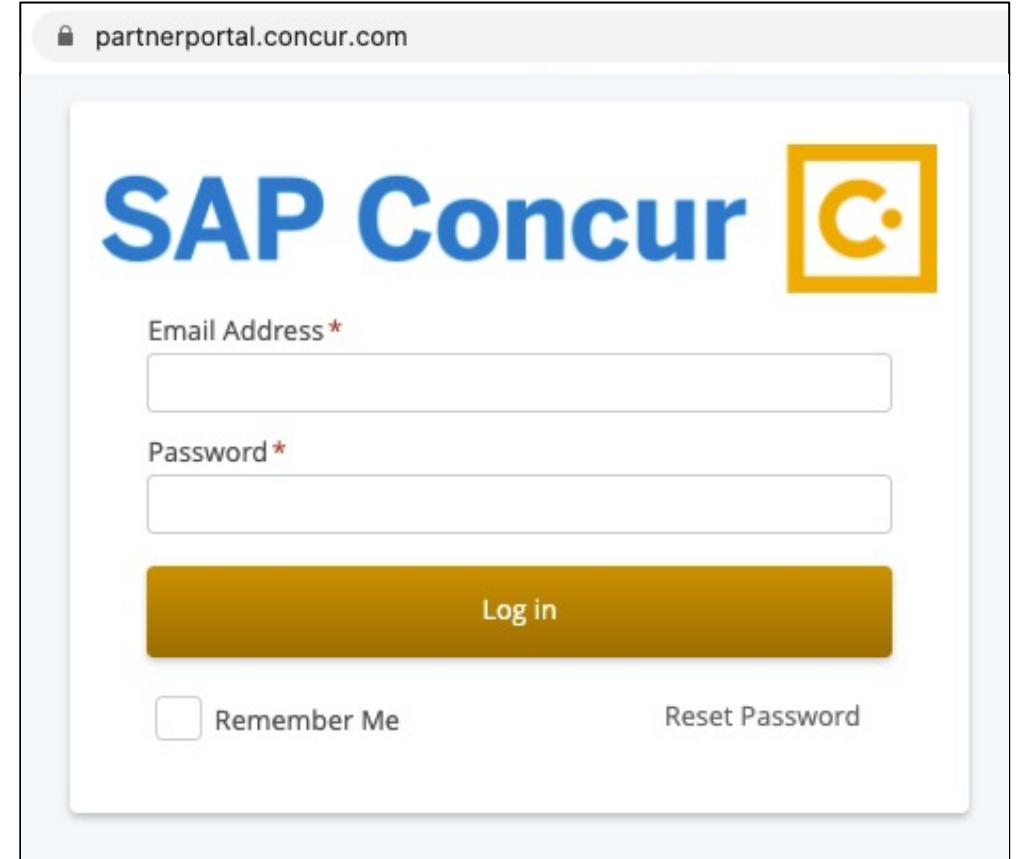


# Logging In

After you've activated your account using the enrollment link in your invitation email, you can log in to the Portal by following these steps:

1. Go to <https://partnerportal.concur.com>
2. Enter your work email address
3. Enter the password you set when you activated your account
4. Click **Log In**


To reset your password, click the Reset Password link. For technical assistance, contact [sapconcurpartners@sap.com](mailto:sapconcurpartners@sap.com).

A screenshot of the SAP Concur Partner Portal login page. The browser address bar shows 'partnerportal.concur.com'. The page features the 'SAP Concur' logo in blue text and a yellow square icon with a white 'C' inside. Below the logo, there are two input fields: 'Email Address' with a red asterisk and 'Password' with a red asterisk. A large yellow 'Log in' button is positioned below the password field. At the bottom, there is a checkbox labeled 'Remember Me' and a link labeled 'Reset Password'.

# Adding New Users

1. In the Menu dropdown, select **My Portfolio**
2. Select **My Profile**
3. Scroll down to the Users section and click **Add Users**
4. In the pop-up, add your colleague's first name, last name, and email
5. Click **Send Invitations** (or **Send and Generate Enrollment Code** to bypass sending an email invite)
6. Follow the same process to invite more users

The screenshot displays the SAP Concur Partner Portal interface. At the top, the 'Menu' dropdown is open, with 'My Portfolio' selected (indicated by a blue bar and a yellow circle with the number 1). Within the 'My Portfolio' submenu, 'My Profile' is highlighted (indicated by a blue box and a yellow circle with the number 2). Below the menu, the 'Users' section is visible, featuring a table with two rows of user data. An 'Add Users' button is located in the top right corner of the 'Users' section (indicated by a blue box and a yellow circle with the number 3). A pop-up window titled 'Invite Users' is shown at the bottom, containing a tip about email domains and input fields for 'First Name', 'Last Name', and 'Email Address' (indicated by a blue box and a yellow circle with the number 4). The pop-up also includes two buttons: 'Send invitations' and 'Save and generate enrollment code'.

SAP Concur  SAP Concur Partner Portal

× Menu

Filter navigation

My Portfolio

2 My Profile

1 Dashboard

Activities and Assets

My Portfolio

Reports

My Activities

My Events

My Contacts

3 Add Users

First Name	Last Name	E-mail Address
Danielle	Martin	concur_appcentermarketing@sap.com
Demo	AppCenter	Demo-AppCenter@concur.com

We're offline

Invite Users

Tip: For this to work, they'll need to have the same e-mail domain as you, e.g. **concur.com**

Just plug in their name and e-mail address below and we'll send them an invitation with instructions.

4

First Name \* Last Name \* Email Address \*

Send invitations Save and generate enrollment code



# Setting Up Your Profile

A complete profile will allow you to personalize your Partner Portal account and share the latest information about your organization with the App Center team. To access your profile:

1. In the Menu dropdown, select **My Portfolio**
2. Select **My Profile**
3. Complete your personal profile in the **Personal Information** section
4. Complete your company's profile in the **Organization Information** section

The screenshot displays the 'Organization Information' form within the SAP Concur Partner Portal. The breadcrumb trail at the top reads: Home > My Portfolio > My Profile > Organization Information. The form is divided into two main sections: 'Basic Details' and 'Advanced Details'.

**Basic Details**

- Organization Name:** Demo-AppCenter
- Address 1 \*:** 601 108th Ave NE
- Address 2:** Unit 1000
- City \*:** Bellevue
- Postal Code:** 98004
- Country \*:** United States
- State / Province \*:** Washington
- Phone:** (800) 401-8412
- Website:** https://www.concur.com/app-center
- Facebook URL:** https://www.facebook.com/SAPConcur/
- Twitter URL:** https://twitter.com/SAPConcur
- LinkedIn URL:** https://www.linkedin.com/company/sapconcur/

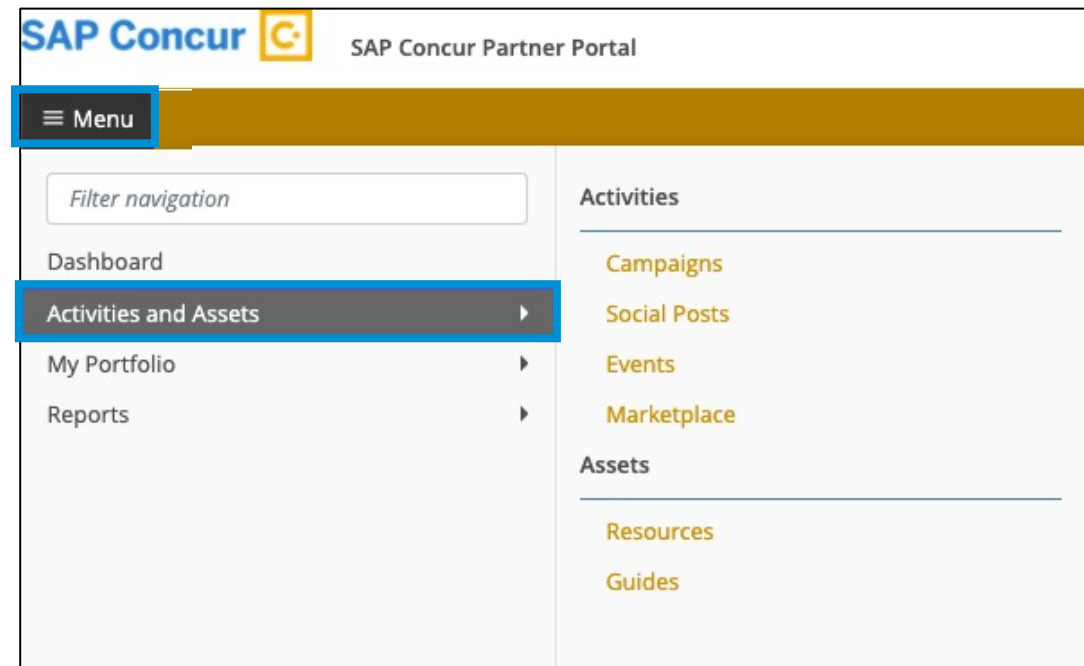
**Advanced Details**

- Company Logo:** A large image placeholder showing the SAP Concur logo. An 'Upload' button is located at the top right of this section.
- DBA Name:** SAP Concur App Center
- Email Footer:** A large text area for additional contact information.
- Company Color:** A color selection dropdown menu.
- Company description:** A text area at the bottom of the form.

# Navigating the Partner Portal

The Partner Portal is used by organizations across the global SAP Concur partner ecosystem, including Service partners, Travel Management Companies, VARs, Financial Services providers, and Travel Suppliers. As such, not all areas of the Portal will be relevant to App Center partners.

- **Dashboard:** This is your Partner Portal home page, where you can see the most popular new assets on the Portal and contact technical support
- **Activities and Assets**
  - **Campaigns:** Distribution partners can select from premade demand generation campaigns to sell SAP Concur solutions
  - **Social Posts:** Distribution partners can use this feature to leverage premade social posts about SAP Concur solutions
  - **Events:** Enables Distribution partners to host turnkey SAP Concur webinars through the Partner Portal
  - **Marketplace:** Distribution partners can purchase add-on services to manage their SAP Concur customer lists and lead generation efforts
- **Resources:** Available to all partners, this feature allows you to filter all available content in the Portal by keyword, audience, industry, etc.
- **Guides:** Available to all partners, this is your go-to location for SAP Concur enablement and partnership resources, all organized by category (unless you're looking for a specific resource, we recommend browsing content through **Guides** instead of **Resources**)



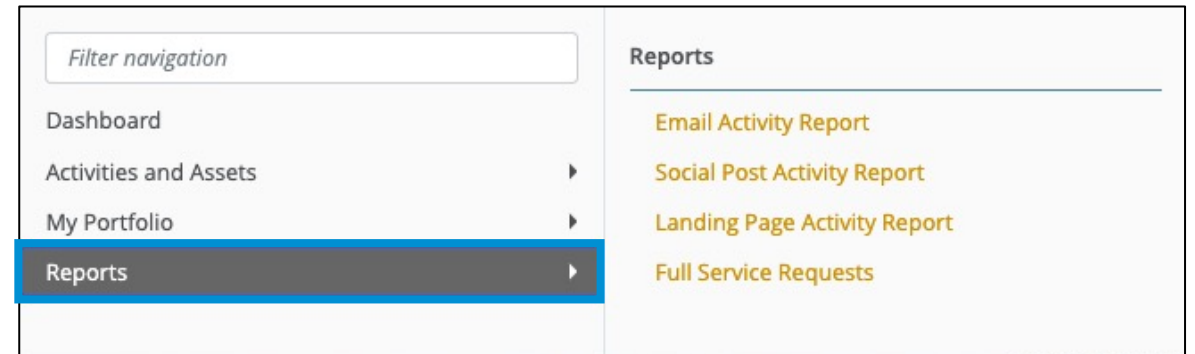
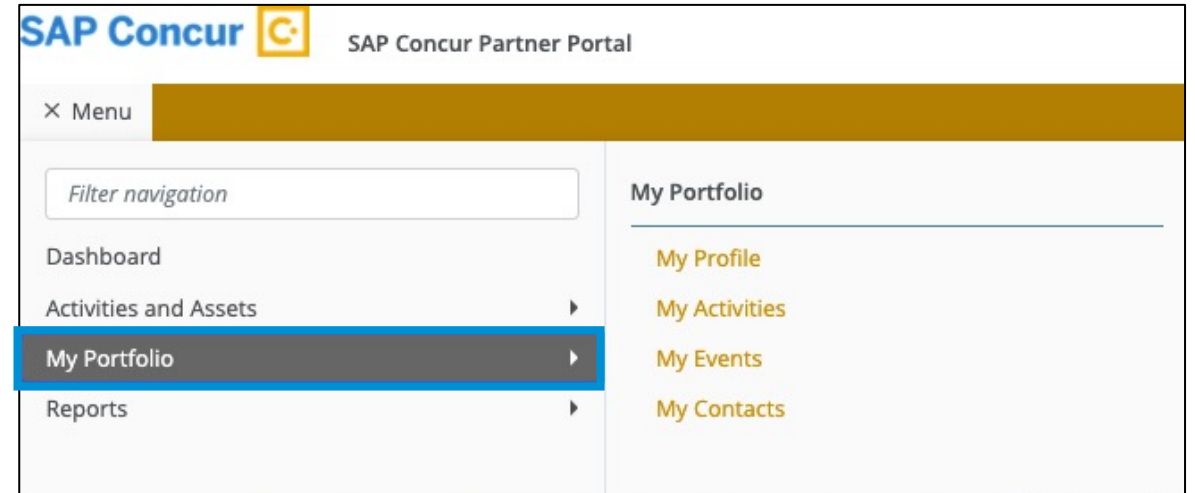
# Navigating the Partner Portal

- **My Portfolio**

- **My Profile:** Update your personal and company information and invite coworkers to join the Partner Portal
- **My Activities:** Provides an overview for Distribution partners of the social posts and campaigns they've scheduled through the Portal
- **My Events:** Enables Distribution partners to see the turnkey SAP Concur webinars they've scheduled through the Portal
- **My Contacts:** Distribution partners use this section to manage their prospect and customer contacts for SAP Concur sales campaigns and events
  - Note: SAP Concur does not have visibility into contact data

- **Reports**

- Provides performance data on Distribution campaigns and events deployed through the Partner Portal

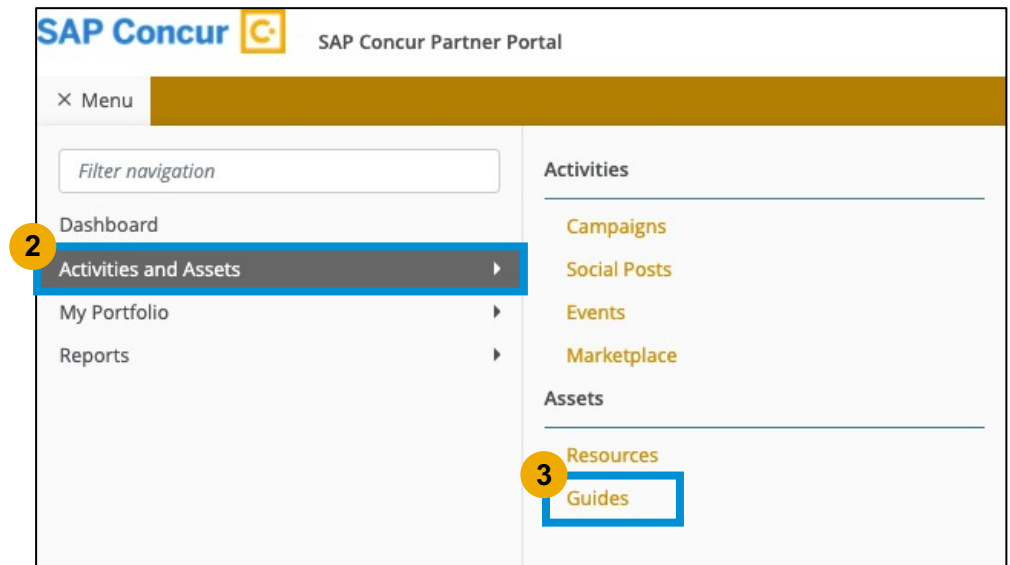
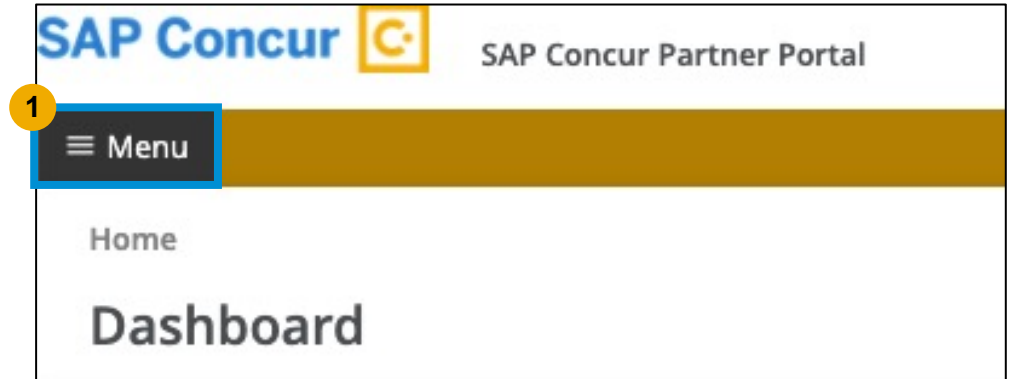


# Accessing Your Guides

The **Guides** section of the Partner Portal is your one-stop shop for App Center partnership resources, educational content about SAP Concur solutions, and marketing enablement tools.

To access your guides:

1. Click the Menu button on the top left of the homepage
2. In the menu drop-down, click Activities and Assets
3. In the Assets menu, select **Guides**



# Accessing Your Guides

Your Guides organize resources by topic to make browsing simple. You'll see four featured guides at the top of your list:

- Tour the New SAP Concur Partner Portal
- Partner Marketing Assets in Partner Place
- Introduction to SAP Concur Solutions
- Key App Center Partnership Resources

Each core SAP Concur solution (Concur Expense, Concur Invoice, etc.) has its own guide as well.

Click the heart icon on the upper left of a guide to add it to your favorites. Saved favorites are stored in the **My Favorites** view in the top navigation.

The screenshot displays the 'Guides' section of the SAP Concur interface. On the left, there is a 'Filter Results' sidebar with options for 'Search by Keyword', 'Language' (set to English), 'Audiences' (Business, Partner Representative, Technical), and 'Vertical Industries' (Agriculture, Business Services, Construction & Real Estate, Education, Energy, Raw Materials & Utilities, Federal Government, Finance, Government, Hardware, Healthcare, Leisure & Hospitality, Libraries, Manufacturing, Media & Internet, Non-Profit & Professional Orgs). Below the filters are 'Search' and 'Reset' buttons. The main content area shows a grid of four featured guides. Each guide card includes a heart icon, a title, a brief description, and a 'Resources' count. The guides are: 'TOUR THE NEW SAP CONCUR PARTNER PORTAL' (1 Resource), 'EXAMPLE: PARTNER MARKETING ASSETS IN PARTNER PLACE' (2 Resources), 'KEY APP CENTER PARTNERSHIP RESOURCES (APP CENTER)', and 'INTRODUCTION TO SAP CONCUR SOLUTIONS (APP CENTER)'. A 'Sort By' dropdown at the top right shows 'Featured' selected, with other options being 'Recommended', 'My Favorites', and 'View All'.

# Your Partner Place Guide

Every App Center partner has a “Partner Place” SharePoint site that contains a go-live project plan, a library for file-sharing between your organization and the App Center team, and links to key resources. Within your “Partner Marketing Assets in Partner Place” Guide on the Partner Portal, you’ll find:

- **Partner Place Site:** Hyperlink to your organization’s Partner Place site
- **Partner Place Marketing Content:** Hyperlink to your organization’s Marketing folder in Partner Place, which typically contains your App Center Listing Form and any content or graphics shared between your company and the App Center Marketing team

For more on accepting your Partner Place invitation and logging in, see [this guide](#).



If you don’t have access to your team’s Partner Place site, fill out the [Partner Place Access Request Form](#).

## Guide Description

Log in to Partner Place to view key App Center partner resources, update your contact list, and share files with our Alliances, Business Development, Marketing, and Technical Enablement teams.

For more on authenticating your Partner Place account and logging in, see this guide: <https://sway.office.com/uzyl6NeUjUsJVPNs>

If you cannot access the links below and you haven’t received a Partner Place invitation, submit a request through the Partner Place Access Request Form: <https://bit.ly/3hvQoui>

Resource Type	Resource Name & Description	Date Created	Linked Campaigns
 Hyperlink (External)	<b>Partner Place Site</b> Log in to Partner Place to discover key partner resources, update your partnership contacts, and view marketing content for your integration.	1/6/2021 11:27:41 PM	<b>Example: Partner Marketing Partner Place</b>
 Hyperlink (External)	<b>Partner Place Marketing Content</b> Your Marketing folder in Partner Place hosts your App Center marketing content, including any marketing collateral you’ve shared with us and your App Center listing form.	1/6/2021 11:28:08 PM	<b>Example: Partner Marketing Partner Place</b>



# Thanks for using the Partner Portal!

## Questions? Contact:

- Partner Portal assistance: [SAPConcurPartners@sap.com](mailto:SAPConcurPartners@sap.com)
- Report a technical issue with the Partner Portal: [SAPConcurPartnerPortal@e2open.com](mailto:SAPConcurPartnerPortal@e2open.com)
- Partner Place SharePoint site:
  - [How to accept an invite and log in](#)
  - Get access: [Partner Place Access Request Form](#)
- General App Center Marketing questions: [concur\\_AppCenterMarketing@sap.com](mailto:concur_AppCenterMarketing@sap.com)
- General App Center Alliance questions: [concur\\_AppCenterAlliance@sap.com](mailto:concur_AppCenterAlliance@sap.com)

