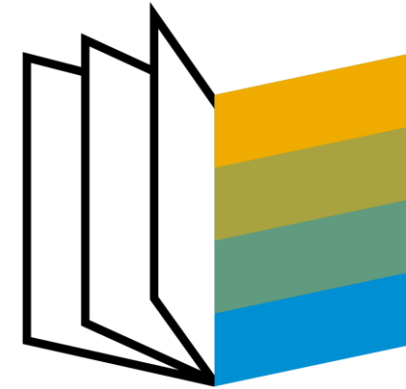


# App Center **Partner Guidebook**



INTERNAL

# Introduction

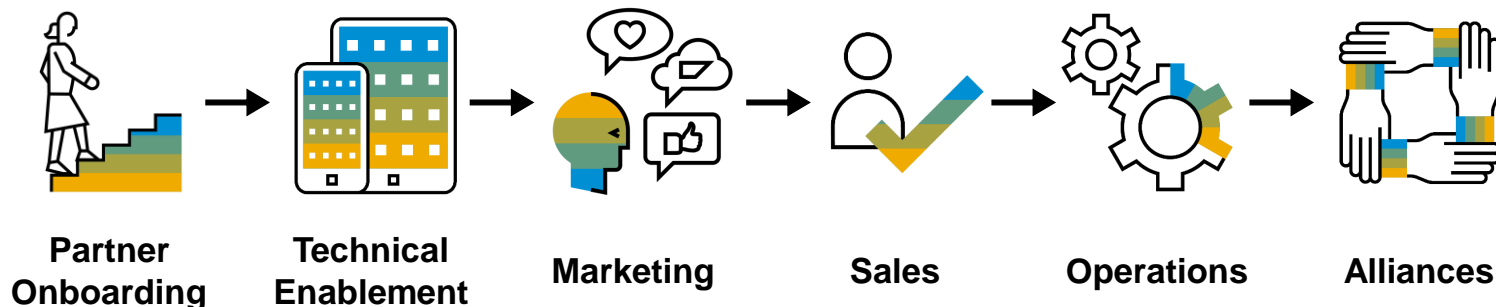
Welcome to the SAP Concur App Center! We're grateful for your partnership and thank you sincerely for making this investment with us.

Over the last 8 years we've also been investing in building what we believe is one of the most partner-centric programs of its kind in the industry. Our teams will work hand-in-hand with you throughout your journey with us – your success is our success. When the relationship works well, we're collaborating to build innovative solutions that drive better business outcomes for our mutual customers and, in turn, increase brand value and awareness for both of our organizations.

That said, the SAP Concur App Center ecosystem includes over 250 solutions which can't all be center stage, so the work has only just begun. In 2019 we helped deliver over 11,000 leads to our partner community and we want you to share in those opportunities – but we need your help. Every deal you win, every customer you implement on our integrated solution, every positive interaction you have with our client-facing teams, and every success story you share is another proof point toward winning the time and attention of our customers, our field, and our marketing teams. The ultimate goal is that your solution becomes core to the value proposition of SAP Concur which, when it goes well, can become a tremendous marketing engine for you.

To get us started on the right path, we want to make sure we provide all the resources we can to help the partnership thrive and scale. This guide is meant to serve as a playbook your organization can reference regarding how to optimize the partnership and manage the day-to-day engagement needed to build our business together.

If you have any questions that are not addressed by this guidebook, please reach out to the Alliances team at [concur\\_AppCenterAlliance@sap.com](mailto:concur_AppCenterAlliance@sap.com).



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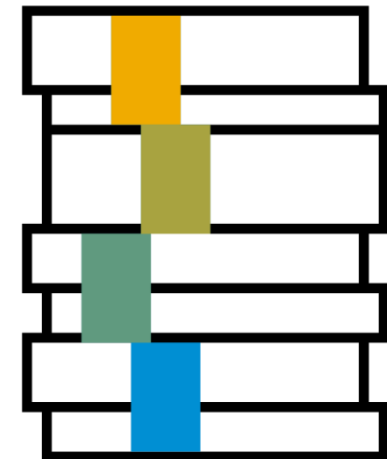


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# Quick Reference

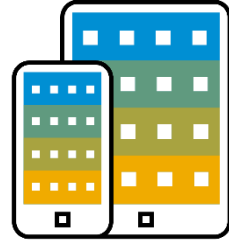
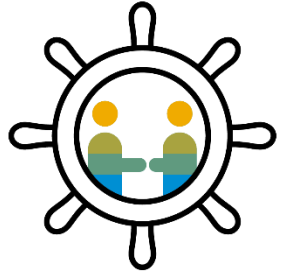


# Best Practices for App Center Success



1. Understand where your integration is most successful and effective in the [Customer Lifecycle](#)
2. Use the [Marketing Toolkit](#) and work with [concur\\_AppCenterMarketing@sap.com](mailto:concur_AppCenterMarketing@sap.com) to create the recommended Marketing content pieces and update them and your App Center listing annually
  - Newer content is more visible and pushes awareness within SAP Concur
3. Utilize [Partner Place](#) and the [Go-to-Market resources](#)
4. Assign internal resources to manage the [LOA](#) and [DNE](#) process
  - Streamlining your deal acquisition process and reporting your deals increases your reputation within the App Center
5. Prioritize prompt [Lead](#) follow-up with our sales reps and keep them in the loop with the deal process
6. [Nurture relationships](#) with SAP Concur sales reps and directors
  - Ask if, beyond leads you've received, there are any other clients they manage that would benefit from your offering
7. [Sponsor Events](#)
8. Engage regularly with the Alliance team ([concur\\_AppCenterAlliance@sap.com](mailto:concur_AppCenterAlliance@sap.com)) regarding the success and pipeline for your integration(s)
9. Be well-versed in the [Support Process](#) to ensure a smooth customer experience with your integration
10. Subscribe your team to the monthly App Center Partner Insights Newsletter for important updates like business or technology changes, upcoming events, and marketing opportunities by emailing [concur\\_AppCenterMarketing@sap.com](mailto:concur_AppCenterMarketing@sap.com)

# Partner Tasks by App Center Team



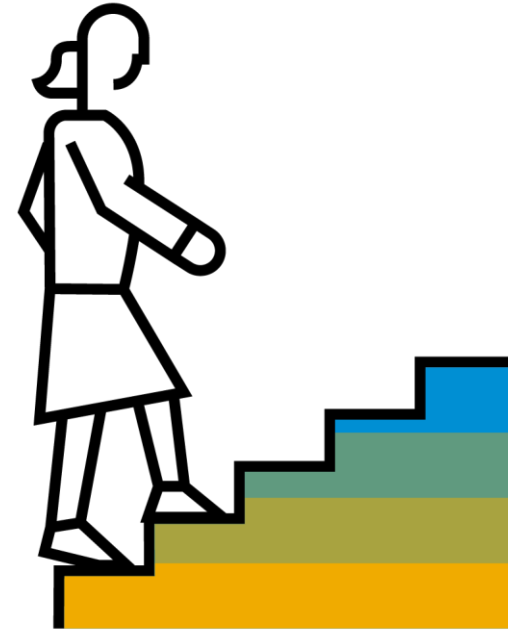
Business Development	Technical Enablement	Marketing	Sales	Operations	Alliances
<ul style="list-style-type: none"> <li>▪ <a href="#">Handoff to onboarding</a></li> <li>▪ <a href="#">Add new App Center integration(s)</a></li> </ul>	<ul style="list-style-type: none"> <li>▪ <a href="#">Certify partner integrations</a></li> <li>▪ <a href="#">Make integration modifications</a></li> <li>▪ <a href="#">Get support for integration and customer technical issues</a></li> <li>▪ <a href="#">Access the partner Sandbox</a></li> <li>▪ <a href="#">Attend the App Center Processes Meeting</a></li> <li>▪ <a href="#">Testing a customer's integration</a></li> </ul>	<ul style="list-style-type: none"> <li>▪ <a href="#">Submit and revise partner integration marketing content</a></li> <li>▪ <a href="#">Modify partner listings</a></li> <li>▪ <a href="#">Sponsor events</a></li> <li>▪ <a href="#">Customer Testimonials</a></li> <li>▪ <a href="#">Subscribe to the Partner Insights Newsletter</a></li> </ul>	<ul style="list-style-type: none"> <li>▪ <a href="#">Connect with sales teams about partner integration(s)</a></li> <li>▪ <a href="#">Get introduced to a client's account team</a></li> </ul>	<ul style="list-style-type: none"> <li>▪ <a href="#">Get access to Partner Place SharePoint site</a></li> <li>▪ <a href="#">New Deal Process</a></li> <li>▪ <a href="#">Letter of Authorization (LOA)</a></li> <li>▪ <a href="#">ERP Connector Requirements Form</a></li> <li>▪ <a href="#">Deal Notification Form (DNF)</a></li> <li>▪ <a href="#">Cancellations</a></li> </ul>	<ul style="list-style-type: none"> <li>▪ <a href="#">Ask general partnership questions</a></li> <li>▪ <a href="#">Coordinate business reviews</a></li> <li>▪ <a href="#">Get reporting</a></li> <li>▪ <a href="#">Review contract terms</a></li> <li>▪ <a href="#">Expand integration functionality</a></li> <li>▪ <a href="#">Request LOA modifications</a></li> </ul>
<a href="#">Contact Alliances team</a>	<a href="#">Contact Alliances team</a>	<a href="#">Contact Marketing team</a>	<a href="#">Contact Alliances team</a>	<a href="#">Contact Operations team</a> <a href="#">Contact App Center Billing</a>	<a href="#">Contact Alliances team</a>

# Frequently Asked Partner Questions

- [How do I engage with sales teams?](#)
- [How do I ensure that people in my organization are getting the right updates and information?](#)
- [How do I subscribe to the App Center Partner Insights Newsletter?](#)
- [What is the Partner Portal?](#)
- [What happens after a partner receives a lead?](#)
- [I know of a lead that was submitted but I have not received it. How can I be sure the App Center is sending leads to the correct address?](#)
- [How do I submit my first deal?](#)
- [How do I connect with SAP Concur implementation?](#)
- [I have a client-specific question. Where do I go?](#)
- [I have an unhappy client. Who do I go to?](#)
- [Who should I reach out to regarding reports related to my integration?](#)
- [Who do I go to for Billing information?](#)
- [I've submitted a technical issue. How can it be escalated?](#)
- [When should I, the partner, log a support case instead of the customer?](#)
- [My technical issue was submitted to R&D, who do I reach out to?](#)
- [How can I update my App Center listing?](#)
- [What should I do if I want to make changes to our app/landing page?](#)
- [How do I create a new App Center Integration?](#)



# Partner Onboarding



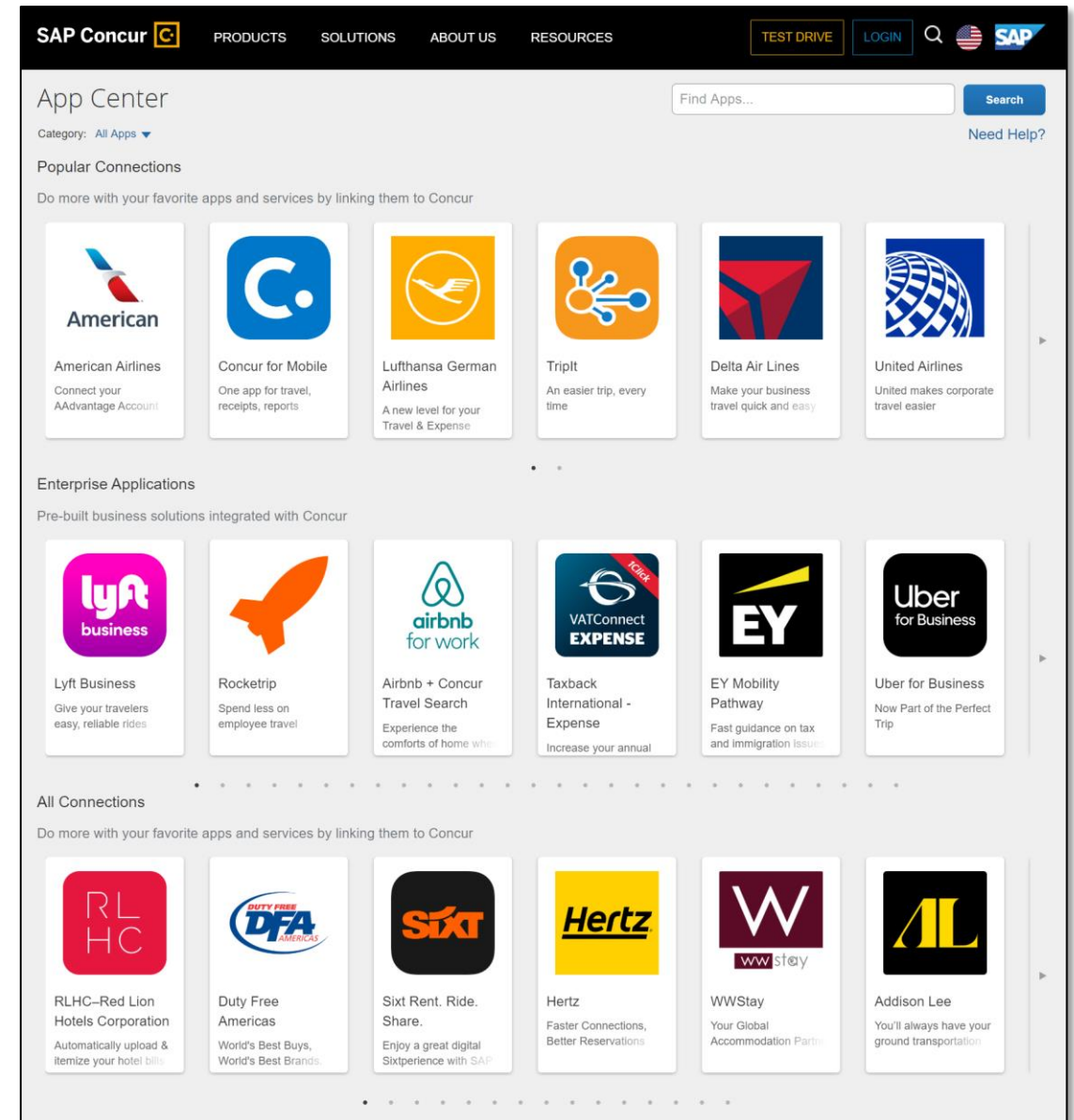


# SAP Concur App Center Overview

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](https://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



# Onboarding Items

When being onboarded, our Business Development team informs the partner about:

## App Certification

Partner Technical teams must complete the [App Certification Readiness and Scheduling](#) form.

For more information about Certification and to view Prezis regarding Enterprise and eReceipts apps, visit [this site](#).

## Partner Place SharePoint Site

The partner team receives a link to their [Partner Place SharePoint Site](#). Once a partner receives access, they should:

- Fill out missing partner contact information
- Request access for team members without access by submitting the [Partner Place Access Request Form](#). Turnaround: 2 business days

If a partner is having trouble with accessing the site, they can refer to [these instructions](#).

## Marketing Next Steps

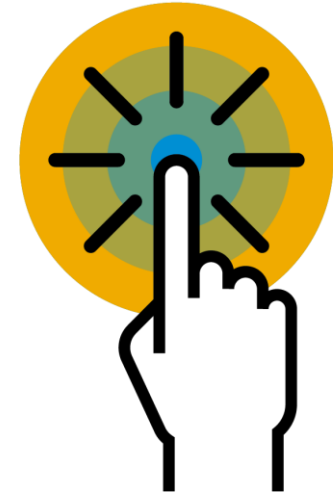
The App Center Marketing team ([concur\\_AppCenterMarketing@sap.com](mailto:concur_AppCenterMarketing@sap.com)) will reach out to the partner team to collaborate on the partner's App Center listing(s) and related marketing content.

Visit the [Go-to-Market page](#) with a special focus on the "Marketing Your App" section.

## App Center Orientation

The App Center will send an invitation to the App Center Orientation meeting (Zoom meeting link [here](#)). Attendance is required before your app can be certified to go live in the App Center. The meeting is held monthly, and you can attend any time after your initial meeting to refresh your knowledge. The slides for the presentation can be viewed [here](#).

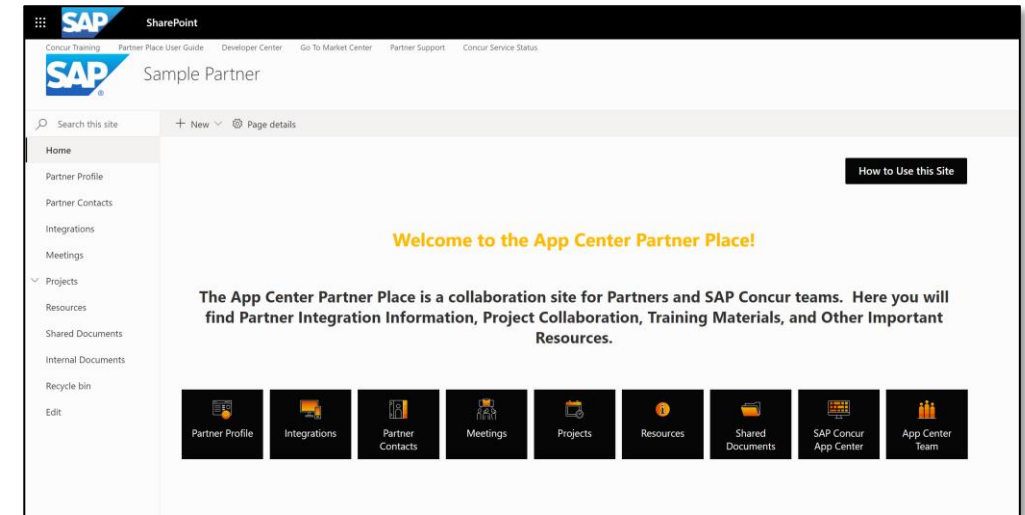
**Your alliance, marketing, and finance contacts should attend this meeting.** Be sure you have provided this contact info so they can receive invitations to the meeting.



# Partner Place

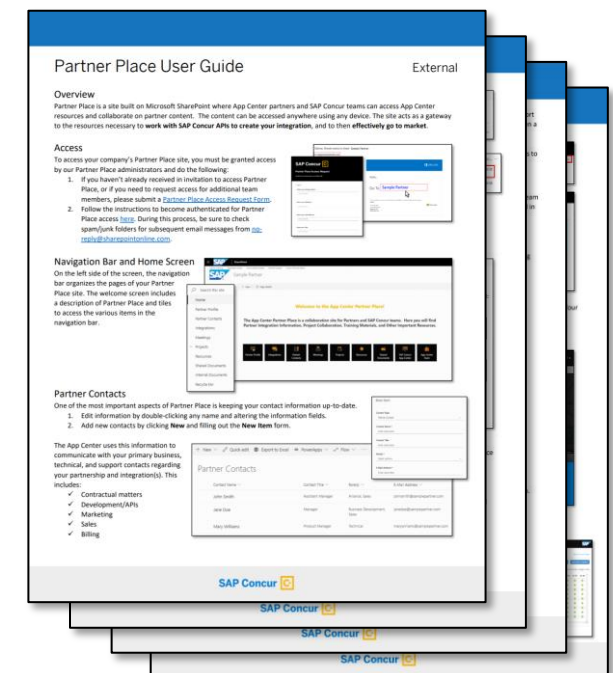
Each App Center partner is given a Partner Place SharePoint site where they and the SAP Concur App Center team can:

- 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](#).

For more information, refer to the [Partner Place User Guide](#).



# Updating Partner Contact Information

In order to ensure that App Center communications are directed toward the right team members, partners are required to keep their contact information up-to-date. To do so:

1. Access your Partner Place site and go to the Partner Contacts tab on the left
2. Add, update, or remove contacts as necessary, being sure that someone is designated as the primary business, technical, and support contact

The screenshot displays the SAP Partner Place interface for a 'Sample Partner'. The left sidebar contains navigation links: Home, Partner Profile, Partner Contacts (highlighted with an orange box and arrow), Integrations, Meetings, Projects, Resources, and Shared Documents. The main content area is titled 'Partner Contacts' and features a table of contacts. The table has columns for Contact Name, Contact Title, Role(s), E-Mail Address, Contact Time Zone, and three primary contact checkboxes: Primary Business, Primary Technical, and Primary Support. An orange box highlights the primary contact checkboxes, and an orange arrow points down to them.


Contact Name	Contact Title	Role(s)	E-Mail Address	Contact Time Zone	Primary Business	Primary Technical	Primary Support
Jane Doe	Manager	Business Development, Sales	janedoe@samplepartner.com	EST	✓		
John Smith	Assistant Manager	Alliance, Sales	johnsmith@samplepartner.com	EST			✓
Mary Williams	Product Manager	Technical	marywilliams@samplepartner.com	EST		✓	


# EMEA Partners: Opt In to App Center Updates


SAP Concur must comply with GDPR to send marketing communications to partners, including:

- Newsletters
- Event invitations
- Important maintenance or outage notifications

If you work for an App Center partner headquartered in EMEA and will need to receive App Center updates, please [opt in here](#).

SAP Concur 

THE BEST RUN 



## SAP Concur Partner

### Email Opt-In Form

If your company is based in EMEA, please fill out the form to ensure you can receive emails from SAP Concur. Make sure you don't miss out on important partnership updates and notifications!

By clicking "submit" below, I agree that Concur Technologies, Inc. can use my name and contact details to communicate with me about matters pertaining to our SAP Concur partnership, in accordance with the [SAP Concur Privacy Statement](#).

Business Email

USA

# The Partner Portal

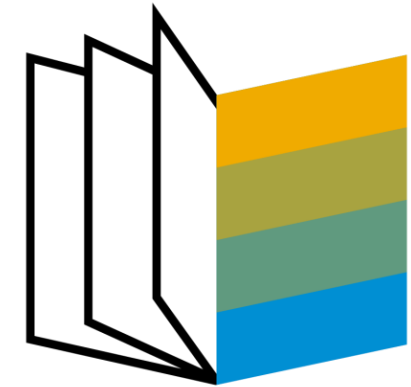
When an App Center partner with an Enterprise integration goes live in the App Center, their organization gains access to the Partner Portal, a hub for marketing enablement resources and tools for managing their App Center partnership. Within the Portal, partners can:



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



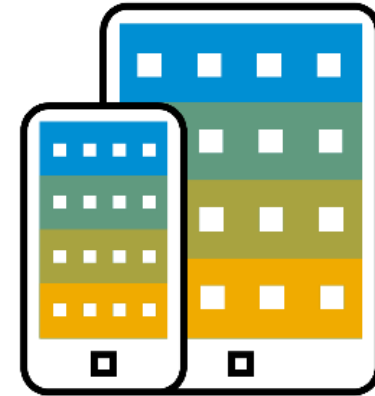
- Learn more about SAP Concur solutions through educational videos, interactive demos, case studies, and more



- 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

If you've received a Partner Portal invitation and would like to learn more, see the [Partner Portal Training Guide](#).

# Technical Enablement



# App Certification

All details about App Certification can be found on the [SAP Concur Developer Portal](#).

To certify an app, the partner's technical team must complete the [App Certification Readiness and Scheduling](#) form.

Once completed, a technical project manager will be assigned to:

1. Guide the partner through the scoping & design of the integration
2. Answer integration questions about APIs & core products
3. Provide guidance on best practices, including recommended user interface and authentication processes
4. Host end-to-end walkthroughs to complete the certification

The above will be documented via the Project Plan and Checklist on the partner's SharePoint Partner Place site.

**The partner is expected to maintain continuity after the certification project begins.**

Any reengagement after a delay may require the partner to wait for available certification resources.





# Making changes to your existing App Center integration

All partner integrations are subject to change and evolution. It's important that partners make sure they inform the App Center when these changes are made so as to avoid technical issues and negative feedback from customers. Common changes to partner integrations include modification of:

- Data fields in the APIs
  - Using fields beyond those designated as viable by Technical Enablement during certification may break your integration
- The app's landing page
- Infrastructure changes that require modification of SAP Concur's approved senders list

If a partner makes changes to their integration or app landing page, they should submit an [integration change intake form](#).

## Partner Adjustments not Requiring certification

This form is to be used by Partners to inform SAP Concur of adjustments made to their certified integration after their initial deployment. For example, the partner should let SAP Concur know about adjustments to their Landing Page or logistics surrounding the existing, certified integration, frequency of API calls, etc. If a whitelist infrastructure change has been made, please log a Support ticket for the Support team to adjust.

Partner Name \*

Submit Date \*

Technical Lead First and Last Name \*

Technical Lead email address \*

Technical Lead phone number \*

Application Name

Describe changes made to the integration \*

# Testing Partner Integrations with Customers

Partner applications do not necessarily need to be tested in a customer's testing environment because many integrations **obtain data** from the customer's site and **process that data** on the partner's side (i.e. the presence of the partner's application has no impact on the normal use of the Concur site by obtaining data). However, some Enterprise applications **send data** to the customer's Concur site. If the customer wants to ensure the accuracy of this data by testing an Enterprise application prior to production use, here are the options:

## Test User

- This functionality completely separates the data between test and production while allowing the customer to be confident that their testing is being done within a production infrastructure
- Only available for Enhanced configurations (aka "Professional Edition")

## Test Sites

- Only available for Enhanced configurations (aka "Professional Edition")

## Deploying the app during implementation

- If the partner's application cannot be tested using the Test User functionality and the customer is **still in implementation**, then the customer can deploy the app in their site *during* implementation, which is a production site in a **testing state**. This state remains until it is moved to production.

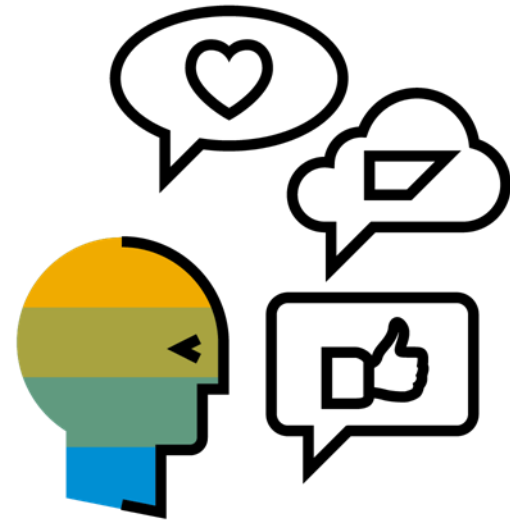
Reach out to [concur\\_AppCenterAlliance@sap.com](mailto:concur_AppCenterAlliance@sap.com) with any questions regarding test entities.

# Creating a new App Center Connector

If a partner has a new connector they would like to add to the App Center, they should engage with the Alliances team ([concur\\_AppCenterAlliance@sap.com](mailto:concur_AppCenterAlliance@sap.com)) to discuss opportunity and revenue potential. They should NOT engage with the Certification PM that they worked with for their previous certification. If the Alliance team agrees to move forward, they will:

1. Coordinate with the Technical Enablement, Certification, and Legal teams to (if necessary):
  - Request new scopes
  - Coordinate contract modifications
2. Business Development will send an email that provides the partner with a link to request a Certification call.
  - Technical Enablement will review the submitted form and assign it to a Certification PM on the App Center team.
  - A Certification PM will reach out to the partner.

# Marketing



# App Center Partner Marketing Toolkit

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

The **Partner Marketing Toolkit** is your go-to resource for essential guidelines and templates for marketing your app. The toolkit covers:

- Logo & Brand Guidelines
- App Center Listing Process
- Best Practices & Recommendations for Sales & Marketing Content
- Sponsorship, Events, & Webinar Guides
- PR & Social Media Guidelines
- Search Guidelines



[Visit the App Center Marketing Toolkit](#)

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

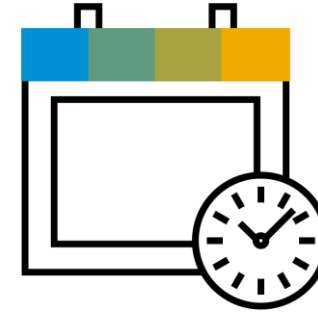
# Key Marketing Resources



## Partner 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



## Monthly Meetings

- [Marketing Office Hours](#)
  - First Tuesday of every month at 8:30am PST
  - Open forum for marketing questions
- App Center Orientation
  - Second and fourth Wednesday of every month at 9:00am PST
  - Learn about the business processes and requirements for App Center partners



**Email:** [concur\\_AppCenterMarketing@sap.com](mailto: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
<ul style="list-style-type: none"><li>▪ Brochures (<b>required</b> for Enterprise applications)</li><li>▪ Landing page covering the integration (<b>required</b> for Enterprise Applications)</li><li>▪ Brief demo &amp; video overviews</li><li>▪ Customer testimonials and case studies (submit via this <a href="#">form</a>)</li><li>▪ Slides to integrate into sales presentations (<a href="#">template</a>)</li></ul>	<ul style="list-style-type: none"><li>▪ Highspot (SAP employees only)</li><li>▪ App Center Jam group (SAP employees only)</li><li>▪ SAP Concur App Center listings</li><li>▪ Concur.com</li><li>▪ Your own website</li><li>▪ Google</li></ul>

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](mailto:concur_AppCenterMarketing@sap.com) and plan on a 10-day turnaround for the marketing content review process.

# Sales





# SAP Concur App Center Integration Customer Phases



## Sales

Guides clients to make decisions on what is best for them regarding SAP Concur products

### Key Role

Regional Sales Executive (RSE)  
Net new customers

Customer Sales Executive (CSE)  
Existing Customers

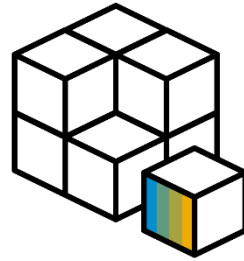


## Solution Consulting

Assists Sales by addressing technical, security, feature functionality, integration, and workflow questions

### Key Role

Solutions Consultant (SC)



## Implementation

Configures a client's SAP Concur instance (IPM) or guides the implementation project for new App Center integrations (Activation Coach)

### Key Role

Implementation Project Manager (IPM)  
Net new customers

Activation Coach  
Existing customers



## SMB Customer Success

Accompanies client with onboarding and Go-Live to ensure the utility of their SAP Concur experience

Promote retention, renewal, and ongoing optimization

### Key Role

Customer Success Manager (CSM)

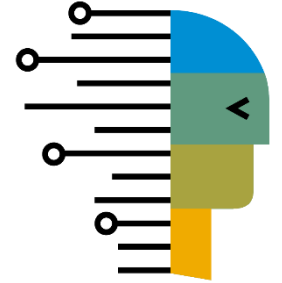


## ENT Client Development

Monitors customer experience in order to suggest appropriate optimizations and best practices

### Key Role

Customer Engagement Executive (CEE)



## Support

The client moves to Support once they have been implemented successfully and are Live. They can request technical support via the Support Portal for any Concur product-related issues

### Key Resource

Support Portal

**Note:** APAC and EMEA partners should engage with their respective regional and local SAP Concur Business Development teams

## 4 Priorities of SMB Focus



### **Spurring Sustainable Growth**

Overcome the complexity that accompanies growth and stay on a prosperous path



### **Controlling Spend and Maximizing Profitability**

Gain the power to cut costs companywide and ensure that revenue continues to rise



### **Empowering Your Enterprise with Data**

Achieve greater financial success by making better data-driven decisions







### **Increasing Efficiency and Optimizing Performance**

Automate your processes to save time, lower costs, and improve employee productivity

**SAP Concur supports over 25,000 small and midsize businesses in North America.**

# 4 Pillars of Enterprise Focus

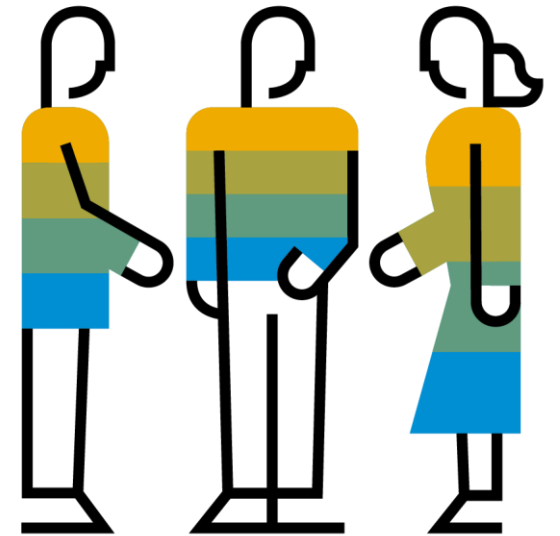
Conversation-ready data, metrics, and content tailored to customer's business outcomes

			
Controls & Compliance	Spend Governance	Employee Experience	Expansion & Optimization
General Definitions across Markets, Segments & Industries			
Internal Guidelines	Spend Channels	Employee Engagement	Regional Expertise
Regulatory Requirements	Review Processes	Retention	Leveraging Data
Fraud Risk	Who, What, Where Spending	Productivity	Industry Focus
Policy Guidelines	Spend Analysis	Job Satisfaction	M&A
Employee Safety		Safety & Security	
Industry Focus tailoring coming soon			

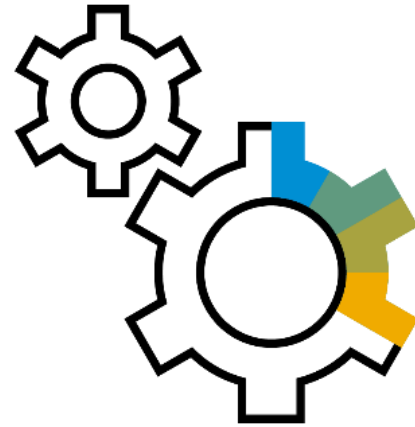
# How to Engage with SAP Concur Sales Teams

Developing strong relationships with our Sales reps and directors will promote your integration's success in the App Center. Remember the following:

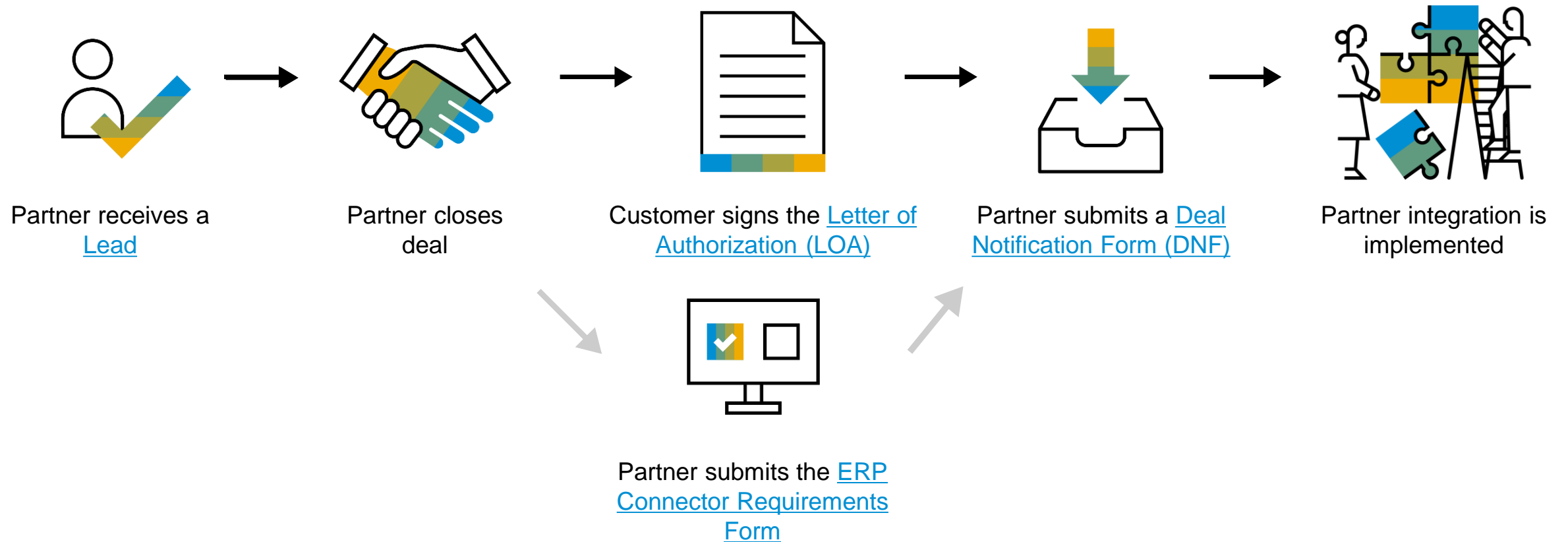
- Sales reps are busy, so make sure to use their time efficiently
- To help educate our sales teams on your integration(s), work with [concur\\_AppCenterMarketing@sap.com](mailto:concur_AppCenterMarketing@sap.com) to post your content in our field enablement tools: Highspot and Jam
- When creating content, make sure you follow SAP Concur [partner brand guidelines](#)
- Respond to [leads](#) in a timely manner and keep the rep informed on the deal status
- Ask if there are any other clients they manage that would benefit from your offering beyond leads you've received from them



# Operations



# Process for New App Center Partner Integration Deals



# 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.

Task Information

Due Date

3/11/2020 [ 3/11/2020 ]

Related To

Account

Company Name

Assigned To

User

Full Name

Subject

Lead to Partner

Contact Me

First

5 App Center Partner

-- None --

For ENT accounts only, please use the text box to add a max of two more Referrers, if applicable. Otherwise, enter pertinent notes that the Partner should receive.

6

Comments

ENT -- #2 Concur Rep Name, #3 Concur Rep Name  
SMN + Field Engagement Manager Name  
- # of Employee  
- ERP/Financial System Name, if working with ERP connector partner  
- Indicate if it is an Existing or New Biz Client and include their SAP Concur products  
- Suggest Next Steps – best steps to engage or seek partner help

Additional Information

Status

Completed

Priority

Normal

Name

Contact

Phone

Email

System Information

Task Record Type

App Center Referral

7

Save

Cancel



# 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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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

[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](mailto: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](#)

From SAP Concur Client/Prospect →

# What happens after a partner receives a lead?

1. If the lead was submitted by a sales rep, both the partner and the sales rep who submitted the lead will receive the Lead Form email.
  - a. **Note:** If a customer submits a lead, the partner will be responsible for reaching out to the customer.
2. A lead is considered accepted if the partner doesn't email [concur\\_PartnerClientActivation@sap.com](mailto:concur_PartnerClientActivation@sap.com) within 10 days. The partner has 10 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:
  - a. It is a duplicate lead: someone already sent a lead for this customer, or the same rep submitted it twice by accident.
  - b. The partner is already working with the customer and had them in the pipeline before the lead was received.

# Letter of Authorization (LOA)

## What is it?

- **The LOA is a required document** 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 3<sup>rd</sup> parties without written consent from the customer—the signed LOA captures this required consent.

## Where can I find it?

- 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.

## What does the partner do with it?

- Partners should attach completed LOAs to the [Deal Notification Form](#) (unless their integration is set up with the OAuth 2.0 framework).

**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) \_\_\_\_\_

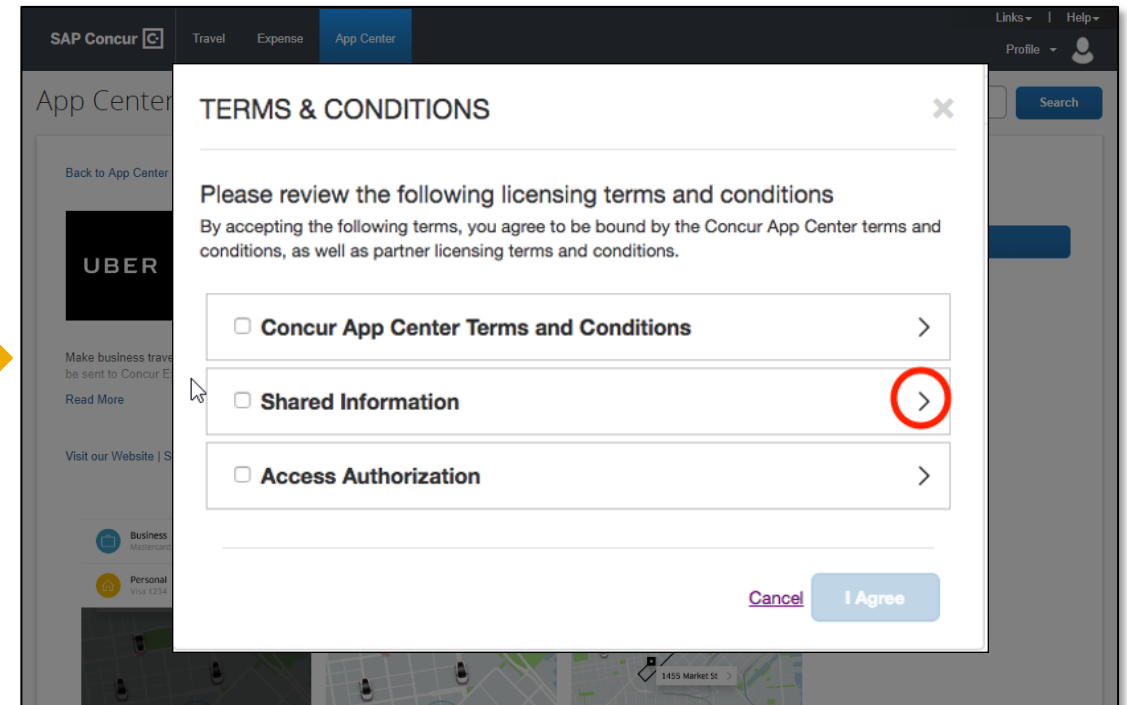
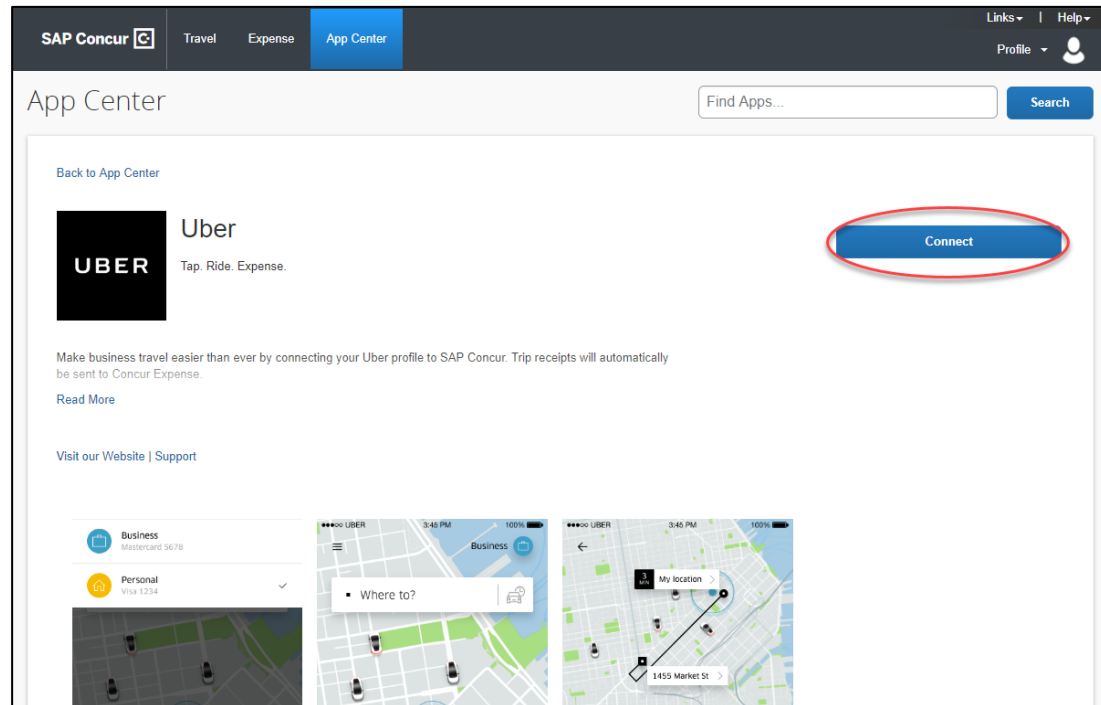
Title: \_\_\_\_\_

Date Signed: \_\_\_\_\_

**INSTRUCTIONS:**  
AFTER COMPLETION, PROVIDER TO SEND THIS CUSTOMER AUTHORIZATION TO LINK SERVICES AND EXCHANGE CUSTOMER DATA TO: [CONCUR\\_PARTNERCLIENTACTIVATION@SAP.COM](mailto: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](#)



# Steps for Requesting Changes to the LOA

1. Before beginning this process, partners should send the customer a copy of [Letter of Authorization FAQ](#) to clarify any outstanding concerns.
2. If the customer still requests changes, have them track the desired language changes on the LOA and send the redlined version to [concur\\_AppCenterAlliance@sap.com](mailto:concur_AppCenterAlliance@sap.com).
3. The Alliances team will consult the SAP Concur legal team to review requested changes and provide a response to the partner.
  - **Note:** SAP Concur's legal team will never accept full omission of sections of the LOA.

**\*Quick Connect and eLOA** change requests will also follow the above steps. LOAs with approved changes will be kept on file at SAP Concur, and will supersede the Terms and Conditions the customer agrees to through Quick Connect. The customer will still need to click through eLOA steps.

# ERP Connector Requirements Form

For ERP Connector Partners only

To assist SAP Concur implementation with the configuration of a new client's instance, **ERP connector partners** must submit an [ERP Connector Requirements Form](#). See the description in the yellow box.

The partner should submit the requirements form as early as possible in each new customer deal's implementation process.

- **Note:** You may not know all of the information yet. That's okay! The purpose of the form, first and foremost, is for SAP Concur implementation to be made aware that there is an ERP connector partner involved in this new customer's instance.

To adopt the App Center **ERP Connector Requirements Form** process:

1. Submit this form for every client you sign, including any unique instructions for their implementation. Once received, our Operations team will attach it to:
  - The client's Salesforce Customer Account
  - The client's Expense and/or Invoice implementation project

Once the integration project is underway and a go-live date is secured, submit a [Deal Notification Form \(DNF\)](#). This should always be submitted before the customer goes live.

## ERP Connector Requirements Form

for App Center Partners

The purpose of this form is to supply SAP Concur Implementation teams with information about your integration's capabilities and limitations with the ERP system. Please include any unique requirements that would influence how implementation teams should configure your client's site.

Date Submitted



### Partner Information

Partner

Implementation Contact

Email

Phone

### Customer Information

Is this a new or existing SAP Concur customer?

Customer Name

Customer Primary Contact



# 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 the tracking, reporting, and invoicing of 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

# DNF: Revenue Share and Implementation

**Revenue Type** – 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](mailto:concur_AppCenter_BillingInquiry@sap.com).
- **Flat-Fee** – When the customer pays a one-time connector fee

**Annual Contract Revenue Amount** – The annual billing amount charged to the customer for the integration

SAP Concur will calculate the revenue share from this value.

**Deployment & Configuration Type** – 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](mailto: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](#).

### 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 Partner Integration \*

For ERP partners, please indicate the specific ERP being cancelled (i.e. Quickbooks or Intacct)

Cancellation Date \*

Reason for Cancellation \*

Additional Detail \*

Please provide additional detail as to why the customer cancelled the product

☐ Send me a copy of my responses

Submit

# 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 for the SAP Concur revenue share.
  - If the form is received past this date, a credit will not be authorized for that quarter.
  - A [cancellation form](#) must be submitted to fully cancel a customer.

**For questions regarding the Deal Notification Form, contact:**

[SAP Partner Client Activation](#)

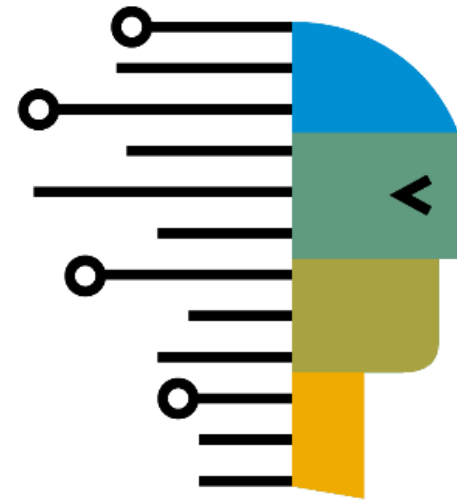
## Invoicing

- 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.

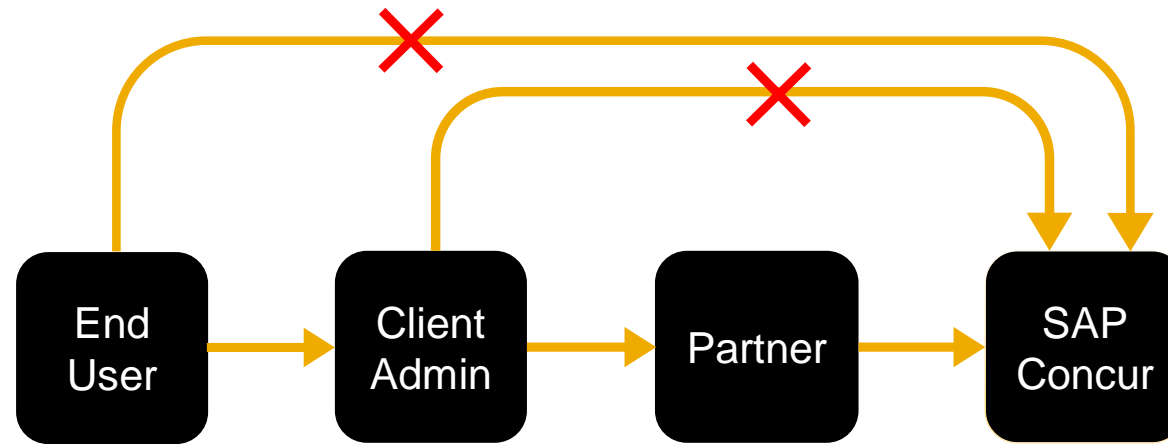
**For questions regarding Invoicing, contact:**

[App Center Billing Inquiry](#)

# Support



# 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

# Who should submit the Support Case? Customer vs. Partner

If an issue is not simply between the customer's SAP Concur instance and the integration, but has something to do with the SAP Concur functionality, a ticket should be submitted.

## **A CUSTOMER should only submit a case if:**

- There is a glitch in their SAP Concur instance
- An SAP Concur report is not pulling correctly

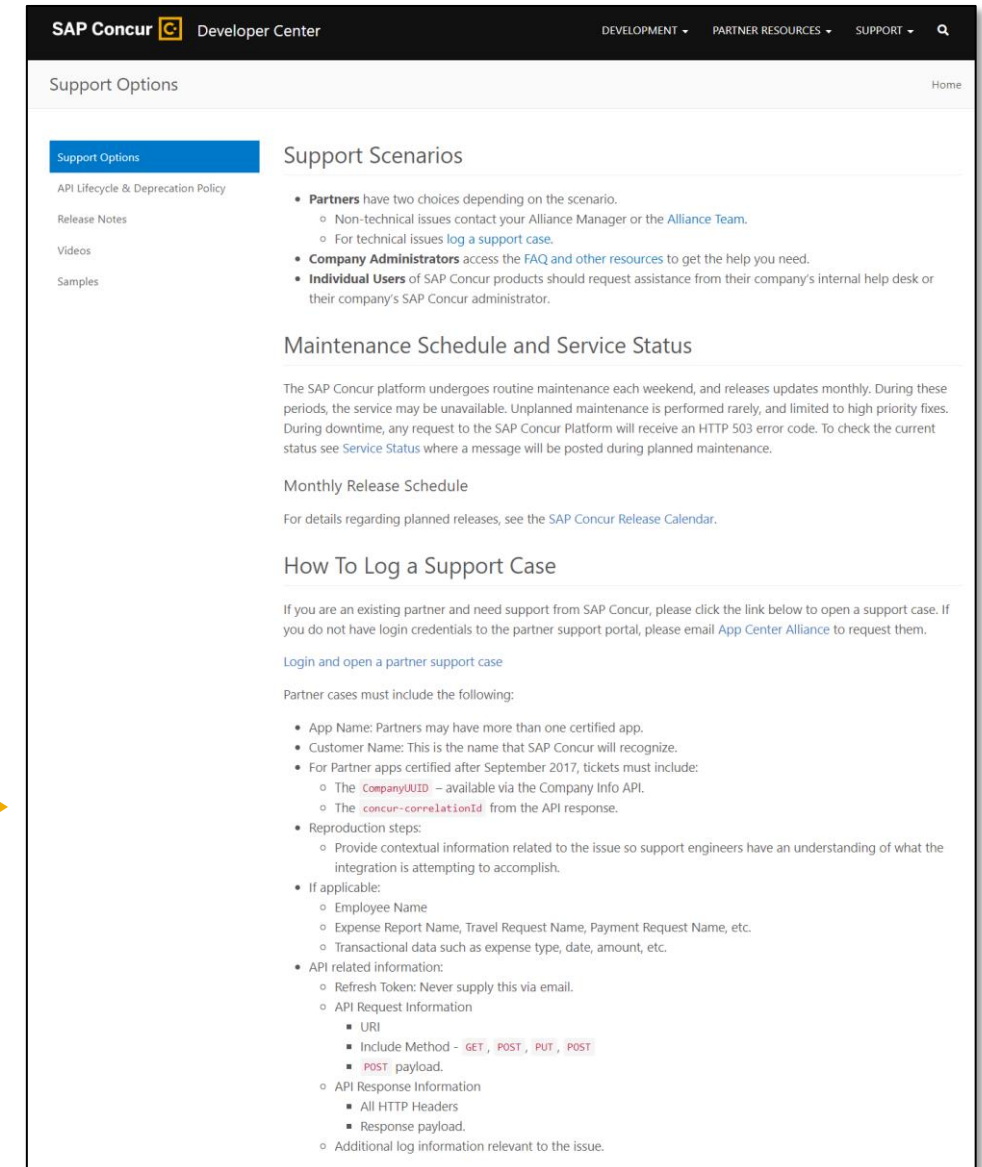
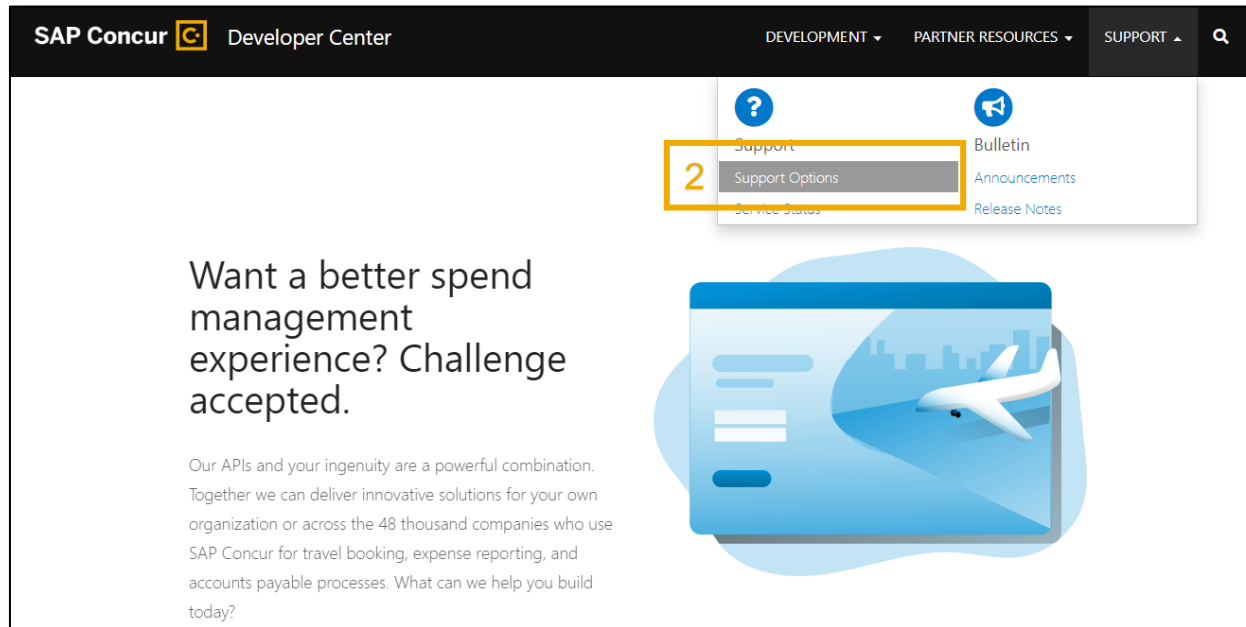
## **The PARTNER should submit the case if:**

- A customer is receiving an error from the partner's callouts
- Partner data is not populating correctly to the connector, but all is correct on the partner side

# 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**.

**SAP Concur** **Concur Open**

Service Status Dashboard  
Up-to-the-minute service availability and performance information

North America Data Center | **EMEA Data Center** | China Data Center | Concur Cloud for Public Sector

Thu Apr 16 2020 12:50:12 GMT-0700 (Pacific Daylight Time)

**Subscribe to Updates**

Service	Current Status	Apr 16	Apr 15	Apr 14	Apr 13	Apr 12	Apr 11	Apr 10	Apr 9	Apr 8	Apr 7	Apr 6	Apr 5	Apr 4	Apr 3	Apr 2	Apr 1
Expense	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally
Travel	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally
Invoice	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally
Request	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally
Imaging	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally
Analysis/Intelligence	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally
Mobile	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally
Locate	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally
Compleat (TMC Services)	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally

Operating Normally | Outage | Partial Outage

**SAP Concur** **Developer Center**

DEVELOPMENT | PARTNER RESOURCES | SUPPORT | Home

Support Options

Support Scenarios

Maintenance Schedule and Service Status

Monthly Release Schedule

For details regarding planned releases, see the **SAP Concur Release Calendar**.

**SAP Concur Release Calendar**

Products	2019	2020
The calendar includes: <ul style="list-style-type: none"><li>All editions of Expense, Invoice, Request, and Travel</li><li>Triplink</li><li>Analysis/Intelligence</li></ul> <a href="#">SAP Concur Processor Privacy Policy</a> and <a href="#">SAP Concur Marketing Privacy Policy</a>	<b>Rev 6: Dec 9 2019</b> <a href="#">PDF</a>	<b>Rev 3: Apr 6 2020</b> <a href="#">PDF</a>

Revision History for 2020:

- Rev 3: Apr 6 2020** - April release cancelled
- Rev 2: Dec 20 2019** - Added note about locked code
- Rev 1: Nov 25 2019** - Added Travel Release presentation dates
- NEW: Nov 7 2019**

Revision History for 2019:

- Rev 6: Dec 9 2019** - The December release spans the following two dates: December 7 for customers using the EMEA, China, and PSCC data centers; December 13 for customers using the US (North America) data center
- Rev 5: Sep 4 2019** - October release cancelled
- Rev 4: Aug 28 2019** - September release moved from September 14 to September 21
- Rev 3: Aug 9 2019** - August release moved from August 10 to August 17
- Rev 2: Jul 17 2019** - July release cancelled
- Rev 1: Jul 8 2019** - July release moved from July 13 to July 20
- Initial post: Oct 25 2018



# 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](mailto:AppCenterAlliance@sap.com) 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, the partner must:

1. Verify that support credentials have been acquired.
  - During certification, the App Center technical enablement team provides support credentials to the contacts already collected in the partner's Salesforce account. Each partner contact receives an Authorized Support Contact (ASC) username and temporary password via email.
  - After certification, if additional team members require support credentials, a team member who already has support portal access must request the access on their behalf via a partner support case.
  - If all ASC's have left the company, the partner contact can reach out to [concur\\_AppCenterAlliance@sap.com](mailto:concur_AppCenterAlliance@sap.com) to request support credentials.
2. On the Support Options page, click **Login and open a partner support case**.
3. Log in and submit the support case.
  - Note: If this is the first time logging in with a new set of support credentials, the user will have to change their password.



Secure Customer Login

Please enter your User Name.

User Name:

Password:  3

[Forgot your password?](#)

Login

continued...

# 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](#)

Partner cases must include the following: **2**

- 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.

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.

The screenshot shows the SAP Concur Support Case form. The form is divided into several sections: 'Case Description', 'Partner Support Bugs | Issues', and 'CC Information'. The 'Case Description' section includes fields for 'Topic', 'Case Type', 'Urgency', 'Subject', 'Description', 'Priority', 'Case Region', 'Site/URL/Acct. #', and 'Call Me'. The 'Partner Support Bugs | Issues' section includes fields for 'User', 'Expected Results', 'Re-creation Steps', and 'Actual Results'. The 'CC Information' section includes fields for 'CC Email 1' through 'CC Email 8'. The 'Submit' and 'Submit & Add Attachment' buttons are highlighted with a yellow box and the number 3.

# 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](mailto:PartnerApplicationSupport@sap.com) and CC [concur\\_AppCenterAlliance@sap.com](mailto:concur_AppCenterAlliance@sap.com).

