SAP Concur App Center
Partner Policies

SAP Concur App Center partners are expected to align with the following policies pertaining to the business, operational, marketing, and technical aspects of the partnership. For the avoidance of doubt, in the event of a conflict between these policies and the partner's Platform Member Agreement, the terms of the Agreement will prevail.

SAP PARTNER CODE OF CONDUCT

SAP Concur App Center partners are expected to be familiar with and adhere to the requirements of the SAP Partner Code of Conduct.

LOA & DNF CONTRACTUAL OBLIGATION

As required under applicable App Center partner agreements, a Deal Notification Form (DNF) must be submitted for each new customer that signs a contract with a partner for their App Center application. Revenue share amounts invoiced to the partner, if any, will be determined by the information found in the DNF. A Letter of Authorization (LOA) or eLOA is required for each new customer as well. SAP Concur account teams will not begin implementation work until the DNF and LOA have been received. Failure to submit the DNF and confirm receipt of the eLOA or LOA may result in the partner's App Center listing(s) being pulled and the termination of the partnership.

CUSTOMER CANCELLATIONS AND CREDITS

For a customer to be cancelled and removed from future invoices, App Center partners must submit the App Center Cancellations form. Partners should submit the Cancellations form within 14 days of the customer's cancelling date. For a customer to be removed from the current quarter's invoice, the form must be submitted within 14 days of the quarter end. It is the partner's responsibility to submit a cancellation form for any customer that no longer uses their service, no matter the reason.

Credits will not be issued for customer cancellations for which a form was not submitted within the above parameters. If the partner wishes to discuss potential credits, they may email concur_AppCenter_BillingInquiry@sap.com with the pertaining invoice attached.

COUNTRIES LISTED FOR PRODUCT AVAILABILITY

Partners are expected to inform the App Center of their global product availability, including:

1. In which countries the application has functionality.
2. In which countries the partner has a physical presence or resource.
3. In which languages they can provide support.

SAP Concur has the right to revise or adjust the information provided based on the experience of our mutual clients with the application.

CURRENCY EXCHANGE FOR PLATFORM FEES

App Center platform fees for partner companies outside of the United States are billed with the currency exchange rate used by SAP Concur as a whole, unless otherwise indicated in their contract. The exchange rate is updated annually in mid-January.

MARKETING BRAND GUIDELINES

Partners must adhere to the brand and logo-usage guidelines detailed in the App Center Partner Marketing Toolkit.

MARKETING CONTENT REFRESH

App Center partners will demonstrate that they have a process for reviewing the marketing materials they have made available to SAP Concur teams by refreshing their marketing content with the App Center team at least every 12 months, regardless of whether the content has been changed. This is to maintain regular, current partner content within the SAP Concur content platforms.

APP CENTER LISTINGS

Also documented in the "Project Plan" section of Partner Place on SharePoint

In order to be listed in the App Center, a partner's business must:

1. Have a fully executed App Center partnership agreement
2. Complete certification sign-off
3. Finalize all required listing and marketing deliverables, including review by SAP Concur App Center Marketing team
   a. Enterprise Applications must submit a brochure that speaks to the integration with SAP Concur solutions as well as include a mention of the partnership on the partner website
   b. Partners must provide a link to their current, applicable, privacy statement

4. Pay all partner dues
   a. Applicable fees (including Membership and App Center Listing Fees) are due upon contract signing.
5. Attend the Partner Orientation meeting (required for Enterprise Applications only)

Note: User Connection apps are released coinciding with our monthly SAP Concur release dates. See the release schedule here.

An application listing page may be removed from the App Center for reasons including:

1. The partner is in breach of the partnership contract.
2. The partner has not paid its annual Member fees.
3. The partner application is not functioning properly. In this case, the App Center team may temporarily remove the app to prevent new customers from finding it and attempting to connect before it is fixed.
4. The partner fails to provide reliable support for their application.
5. The partner misrepresents SAP Concur and/or the partnership or integration functionality.
6. The partner is in breach of a separate contract with SAP Concur or SAP SE.
7. The partner or SAP Concur decide to terminate the partnership.
8. The partner company goes out of business.

DEVELOPMENT / CERTIFICATION TIMELINE

The duration of time to complete the certification program will vary depending on the partner integration. The following is an estimate of this timeline based on an average of projects in recent years:

- 4 to 8 weeks to complete "Quick Connect," or the authentication flow with which customers connect to the integration.
- 4 weeks to complete the actual integration, which can be developed concurrently with Quick Connect to some degree if the Partner has the resources.

For more information, see the Enterprise App Development & Certification Prezi and the App Certification page of the SAP Concur Developer Center.

SANDBOXES & CONSULTING SERVICES

Sandboxes are provided to partners during our certification process. Concur reserves the right to limit access to a single sandbox per partner at a time. During this period, a Certification PM will work with the partner to set up and configure the requested sandboxes. Once certification is complete, the partner becomes the administrator of their sandboxes, which enables them with rights to make changes. SAP Concur will continue to update the sandboxes to help keep the following up to date:

1. SAP Concur software and production versions
2. Additional software required to support SAP Concur applications
3. Security updates

If partners need to make changes in SAP Environments outside of the these updates, consulting services will need to be purchased. The process to do so is as follows:

1. Email concur_AppCenterAlliance@sap.com requesting the necessary changes with details on the business use case.
2. SAP Concur will review the request and provide a written statement of estimated hours.
3. The partner agrees to the estimate and purchases the hours at a rate of $250 per hour.
4. An SAP Concur consultant will reach out to the partner to complete the work.
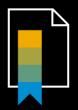
API LIFECYCLE & DEPRECATION

Partner development teams should be familiar with the API Lifecycle & Deprecation Policy. We may make periodic updates to this policy, at which time we will notify those who have agreements with us.

- Note: For the policy that applies to APIs deprecated prior to August 2021, see: https://developer.concur.com/tools-support/deprecation-policy-legacy.html.

API Version Status

- **Active:** An active API version is the most current and fully supported API. It is the recommended version for everyone to use.
- **Deprecated:** A deprecated API version has been superseded by a newer API version. New apps will be denied access to deprecated APIs. Concur may permit existing apps to have access to deprecated API for a limited time after deprecation.
- **Decommissioned:** A decommissioned API version is no longer available on production.

API Lifespan and State Change
- **Minimum Lifespan:** We will provide a minimum lifespan for APIs of 24 months in the active or deprecated status before announcing a decommissioned state.
- **Deprecated -> Decommissioned:** Once an API transitions from an active to deprecated status, we will maintain the API in the deprecated state for a minimum of 12 months before transitioning the API to decommissioned state.
- **Decommissioned:** Decommissioned APIs are no longer supported and any and all documentation may be deleted at our discretion.
- **Exceptions:** There may be exceptions where we are not able to satisfy the foregoing minimum lifespan or minimum deprecated state duration. This is including but not limited to:
  - Where required by law or regulatory authority.
  - Where required by a third party licensor.
  - To address a security risk.
  - To address a claim by a third party of intellectual property infringement.
  - Where the associated SAP Concur product has entered end of life.
  - Where the API or the associated application have no adoption and are therefore being deleted.

API Version Status Table

Active	Deprecated	Decommissioned
API is live in production.	**API is live in production.**	API is no longer available in production.
Documentation: Available for review two weeks prior to launch. Posted on day of launch.	**Documentation:** Deprecated status indicated and posted on day of deprecation.	**Documentation:** N/A
Support: Updated with bug fixes and new features are available.	**Support:** Updated with bug fixes for a minimum of 12 months.	**Support:** None.
Release Notes: Notify two weeks prior to launch. Announce availability when in production.	**Release Notes:** Notify 30 days prior to deprecation. Announce when deprecated. Time period is at least 12 months in this status.	**Release Notes:** Notify 30 days prior to decommissioning.

INTEGRATION FUNCTIONALITY EXPANSION

If a partner would like to expand their integration's utilization of our APIs, they must present a business case that includes:

1. The integration scenario – can it be achieved?
2. The customer pain point that expanded functionality will solve
3. How many joint (SAP Concur & partner) customers want the functionality
4. How much the partner will be charging the customer for this functionality
5. The proposed revenue share with SAP Concur

The business case should be sent to concur_AppCenterAlliance@sap.com, who will share it with the App Center Business Development team for review. Once/if approved, the partner will fill out a request for certification, and an amendment will be drafted to outline the new scope of the APIs and any new commercial terms.

IMPLEMENTATION SUPPORT

If a partner signs a contract with an existing SAP Concur client, the client's product instance may require some reconfiguration. To request these changes, the partner must instruct the client to submit a support ticket with SAP Concur support to request the necessary changes. If the required changes will require more than 4 hours from a support resource, the partner must notify the client that they will be billed for the additional implementation hours.

TECHNICAL SUPPORT

Level 1 Support: The Partner

In the case of a customer technical 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.

- 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 to request support credentials.

CIP TRAINING RESOURCES

If a partner is interested in implementing SAP Concur for mutual clients, they must meet the requirements delineated in the Certified Implementation Partner Program, with which there are associated fees. To pursue or learn more about this type of partnership, they may email concur_AppCenterAlliance@sap.com, who will connect them with CIP Program team.

WEB SERVICES

Partners agree to abstain from building integrations or connections that mirror their App Center connector using Web Services (access to SAP Concur APIs via a client's direct license), unless provided SAP Concur's written approval. In addition, if the partner has already built existing Web Services integrations or connections, the partner agrees to make best efforts to migrate willing customers from Web Services to the App Center Connector in a timely manner and in accordance with the client's expectations.

PCI COMPLIANCE

SAP Concur partners that are processing payment card data, cardholder data, or sensitive authentication data related to such card transactions are expected to appropriately secure said data. SAP Concur expects such partners to comply with the PCI DSS and conduct an assessment every year to confirm the effectiveness of its security policies, procedures, and controls, per the terms of the agreement. Partners are also expected to provide the most recent version of this assessment to SAP Concur upon request.

ACQUISITION

In the case that the partner company is acquired during the term of their partner agreement, partner is required to notify SAP Concur per the terms of there Member Agreement, and to also email such notice to Concur_Notices@SAP.com.

REPERCUSSIONS OF NOT COMPLYING WITH APP CENTER PARTNER POLICIES

SAP Concur reserves the right, at any time, to suspend a partner's connectivity between their App Center application and any SAP Concur service using the SAP Concur Platform and/or suspend any rights or licenses granted under the partnership agreement if SAP, in its sole discretion, determines (i) there is an actual or threatened risk to the security of customer data or any SAP Concur Property or (ii) that the partner has materially breached this partnership agreement, engaged in unlawful or prohibited activity, or engaged in activity that has caused harm or may lead to harm to SAP Concur or its affiliates, any SAP Concur property, or any SAP Concur customer or any of its users. SAP Concur agrees to promptly re-establish the connection once the issues that gave rise to the suspension are resolved. In no event will any such suspension give rise to any liability of SAP Concur to the partner or to any joint customer or its users for a refund or damages.