



SAP Concur 

Partner Portal Training Guide For Enterprise App Center Partners

January 4, 2021

INTERNAL

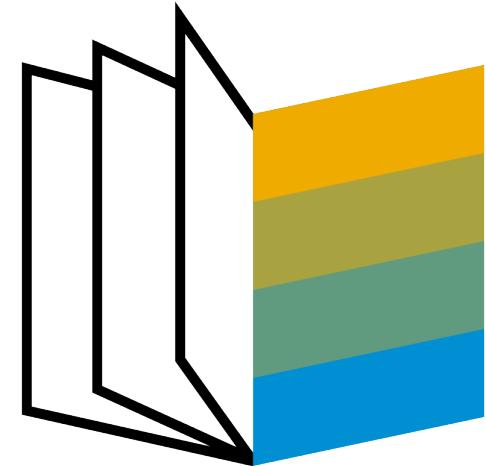
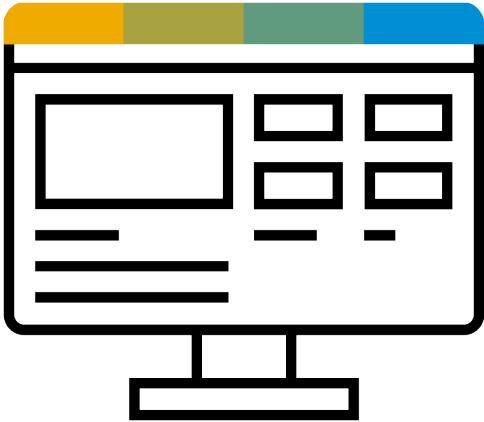
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Partner Portal Overview

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:



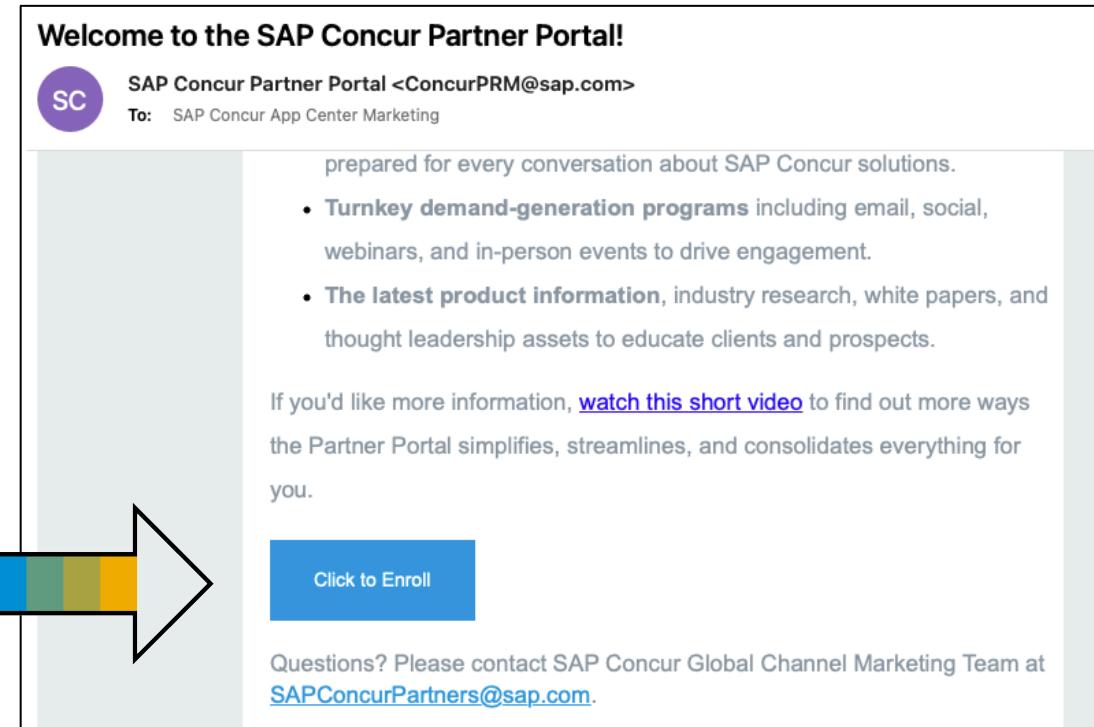
- Access all your key partnership resources in one place, such as the App Center Listing Form, partner branding guidelines, and your Partner Place SharePoint site
- Learn more about Concur Invoice, Concur Travel, and other SAP Concur solutions through educational videos, interactive demos, case studies, 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 or 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.



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.

SAP Concur C 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

Full Name
App Center Marketing

Email Address
concur_appcentermarketing@sap.com

Password
.....

Confirm Password
.....

I'm not a robot

FINISH

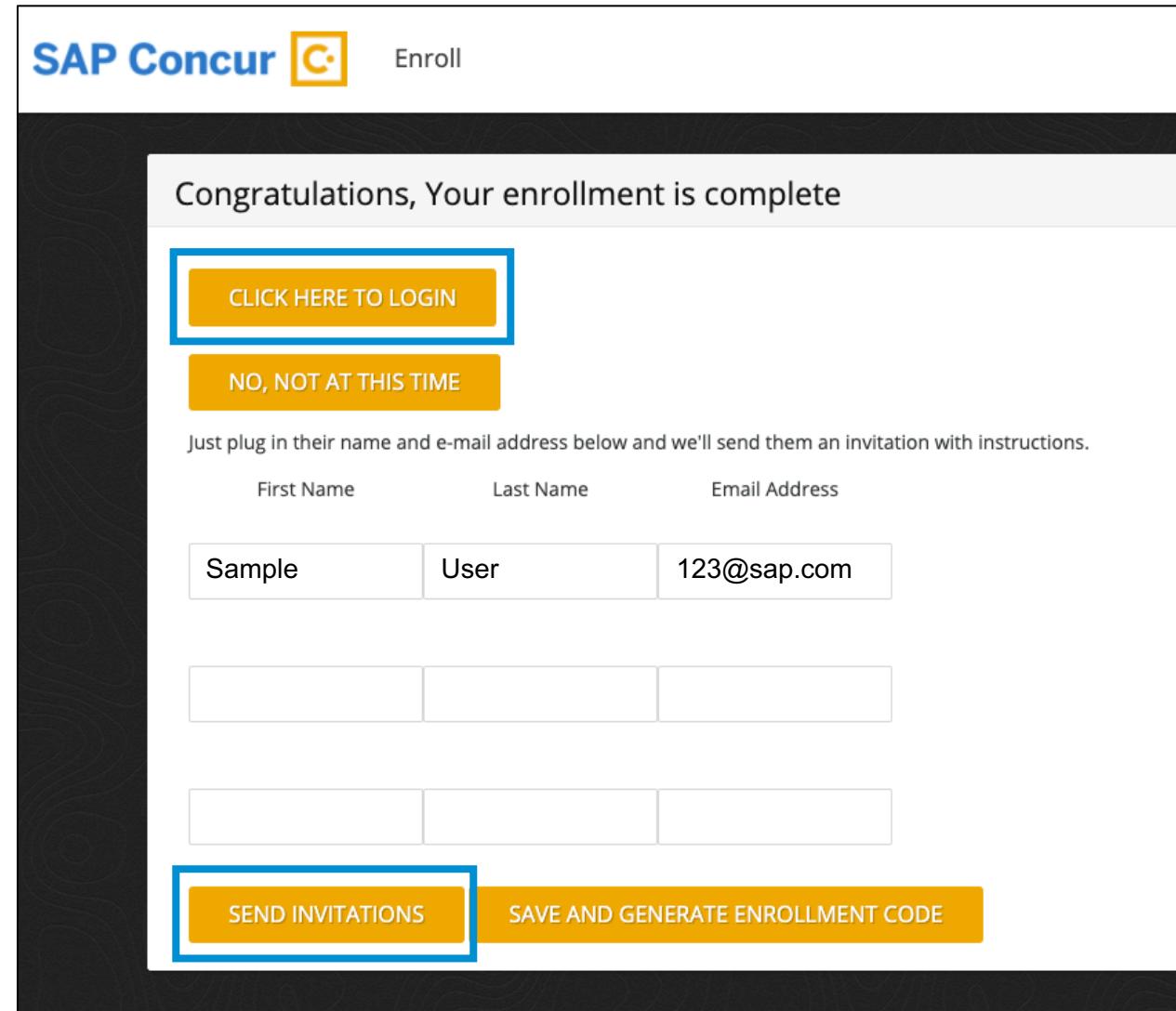
Activating Your Account

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.

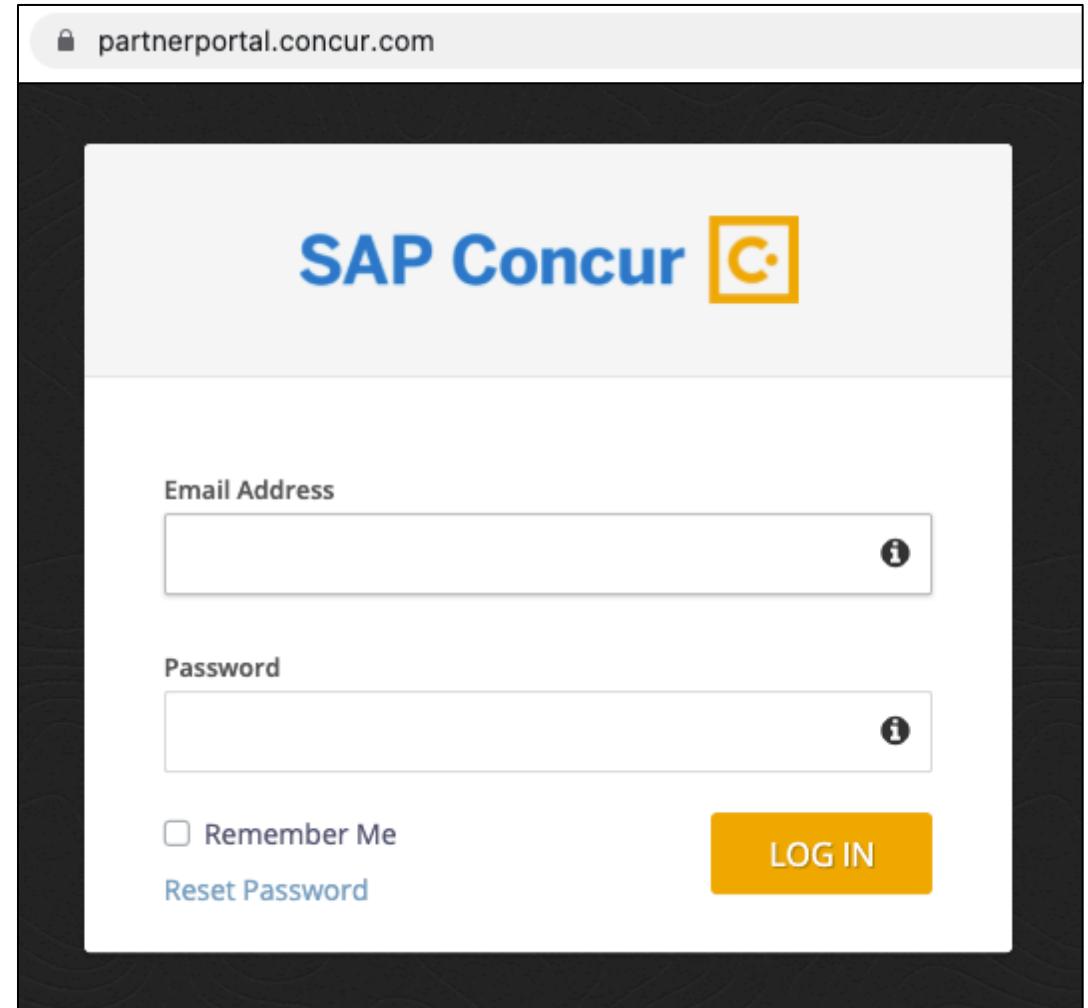


Logging In

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:

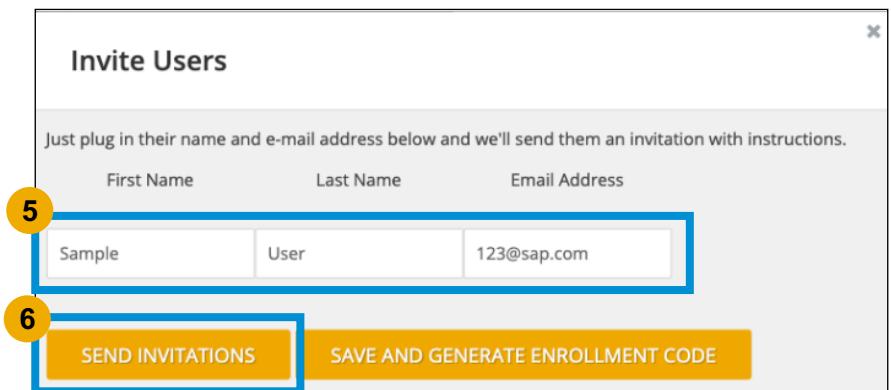
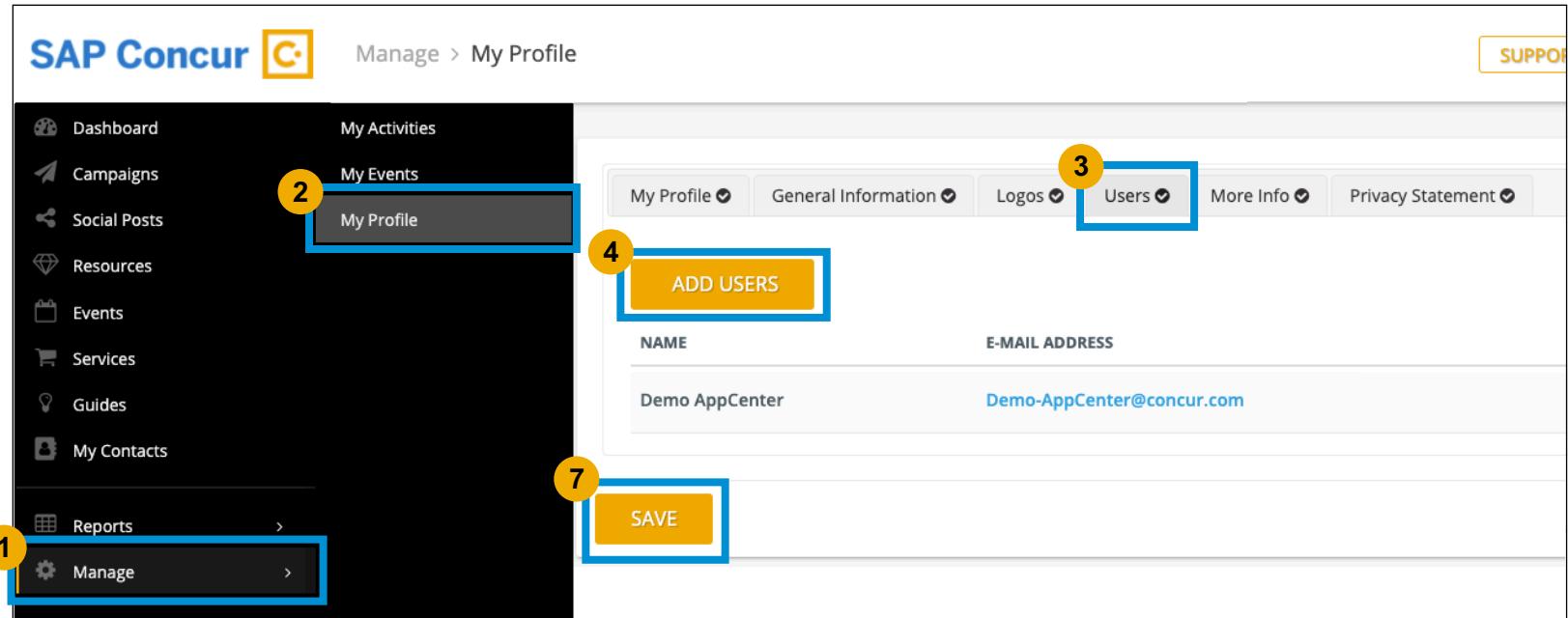
1. Go to <https://partnerportal.concur.com>
2. Enter your work email address
3. Enter the password you set when you activated your account
4. Click **Log In**

To reset your password, click the Reset Password link. For technical assistance, contact sapconcurpartners@sap.com.



Adding New Users

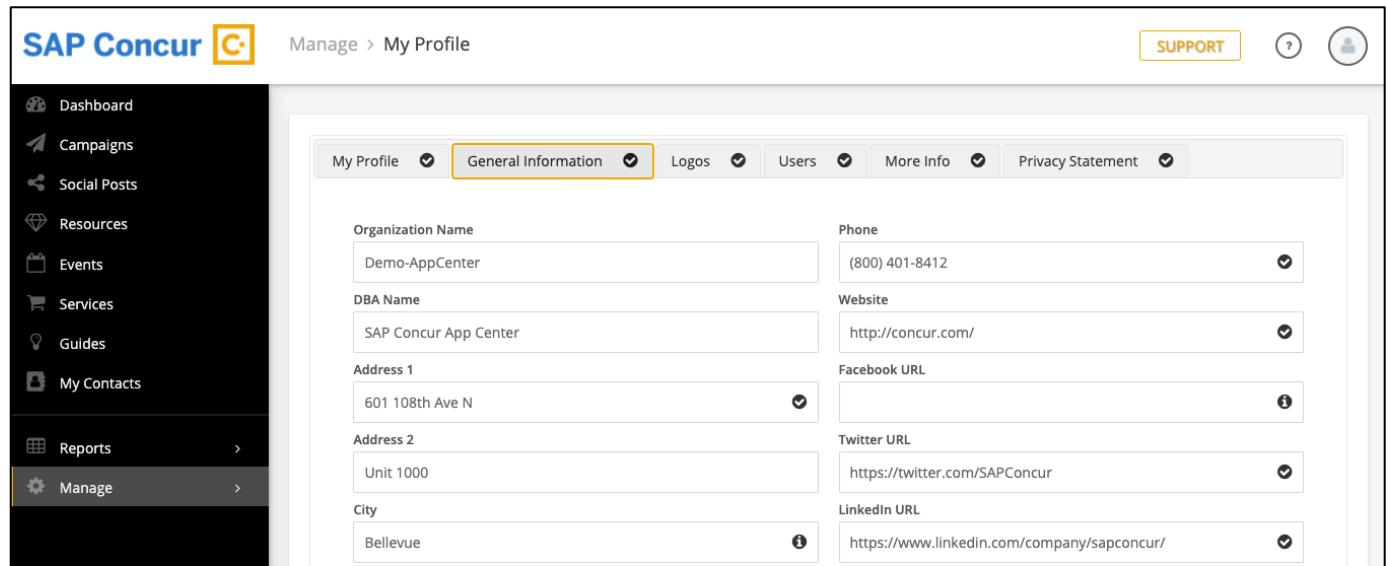
1. In the left navigation pane, select **Manage**
2. Select **My Profile**
3. Select the **Users** tab
4. Click the **Add Users** button
5. In the pop-up, add each colleague's first name, last name, and email
6. Click **Send Invitations** (or **Send and Generate Enrollment Code** to bypass sending an email invite)
7. Back in the Users tab, click **Save**



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:

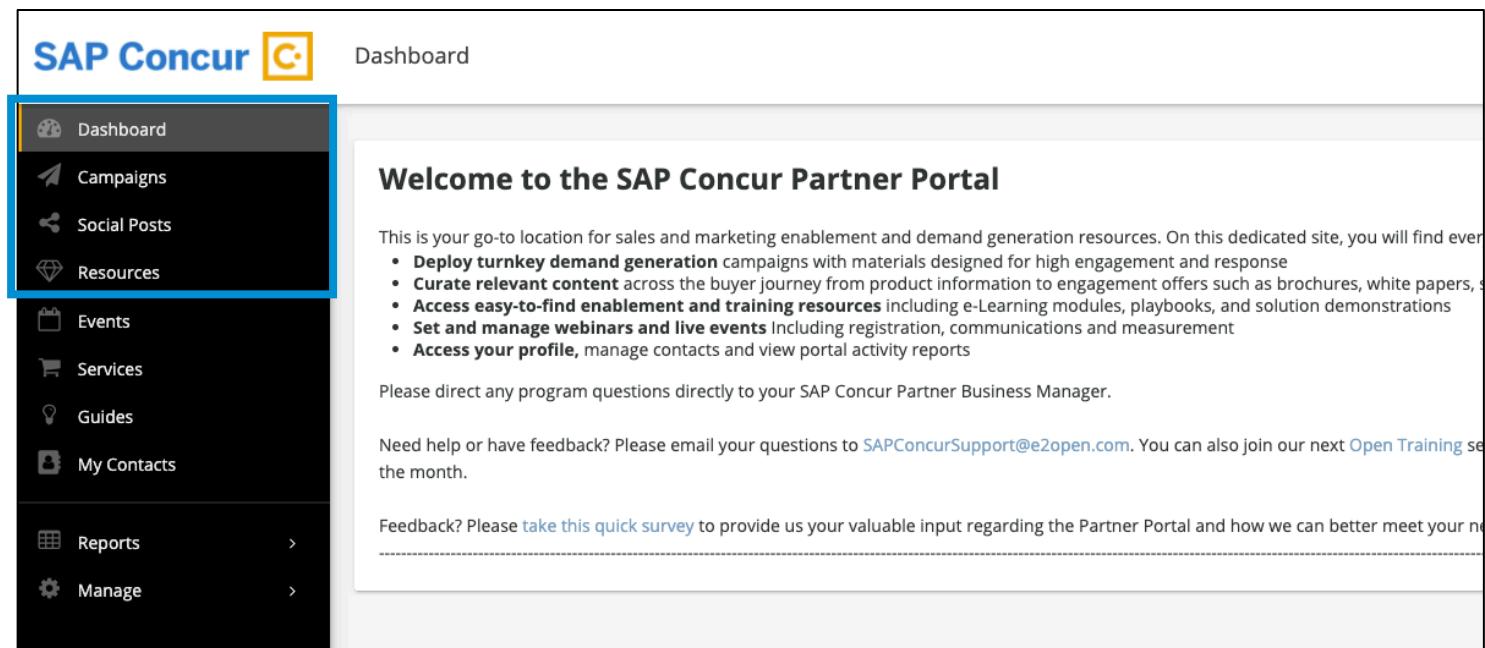
1. In the left navigation pane, select **Manage**
2. Select **My Profile** from the menu
3. Complete your personal profile using the **My Profile** tab
4. Complete your company's profile using the **General Information** tab
5. If you are prompted to enter a Privacy Policy, go to the **Privacy Statement** tab and add a link to your company's Privacy Policy or copy and paste the full Privacy Policy into the text box
 - *Note: This is required for all partners by default in case they use the Portal to host events, but the event feature is designed for Distribution partners who sell SAP Concur solutions, and does not apply to App Center partners*



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.

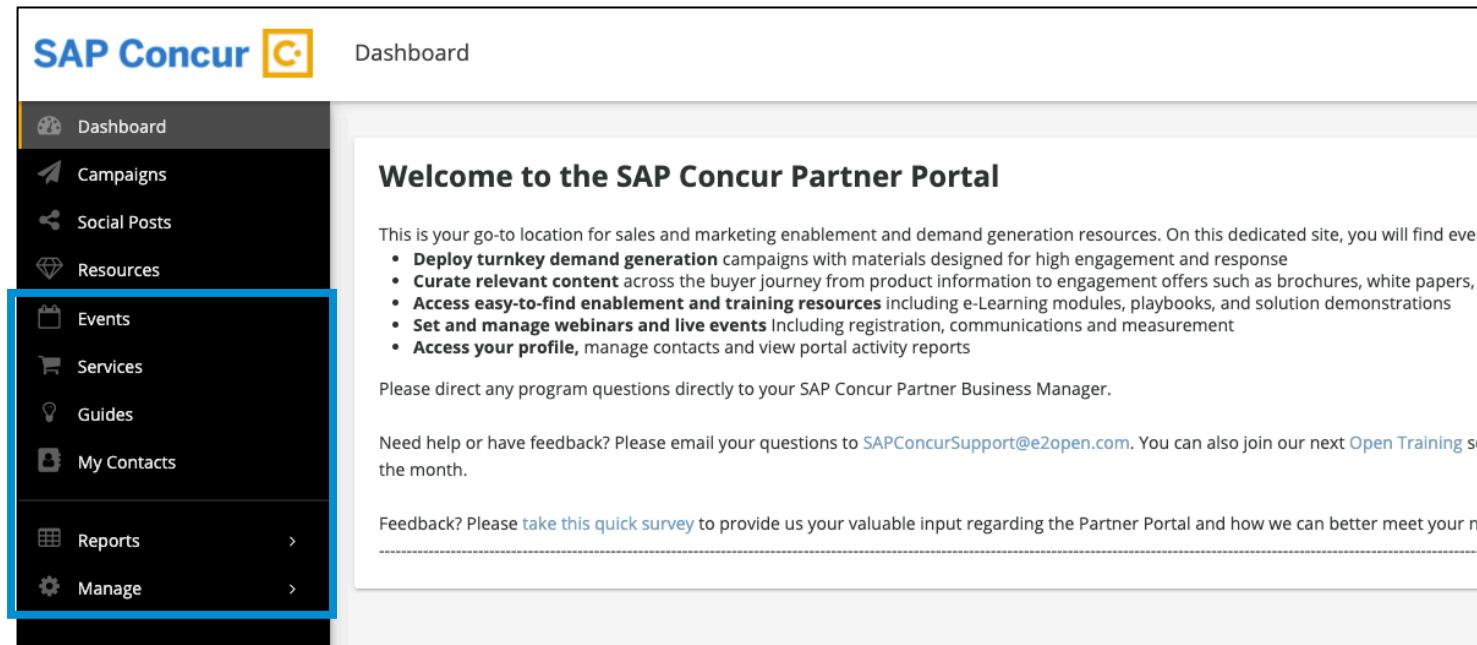
- **Dashboard:** This is your Partner Portal home page, where you can see the most popular new assets on the Portal and contact technical support
- **Campaigns:** Distribution partners can select from premade demand generation campaigns to sell SAP Concur solutions
- **Social Posts:** Distribution partners who connect social accounts can use this feature to leverage premade social posts about SAP Concur solutions
- **Resources:** Available to all partners, this feature allows you to filter all available content in the Portal by keyword, industry, SAP Concur solution, etc.



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Navigating the Partner Portal

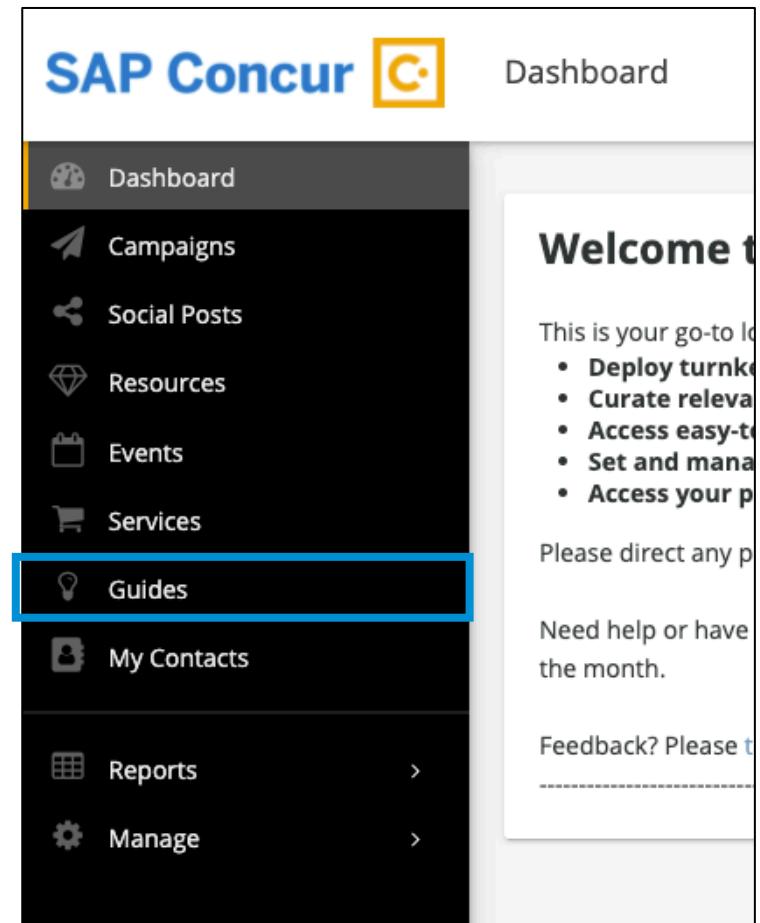
- **Events:** Enables Distribution partners to host turnkey SAP Concur webinars through the Partner Portal
- **Services:** Distribution partners can purchase add-on services to manage their SAP Concur customer lists and access premium lead generation tools
- **Guides:** Available to all partners, this 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**
- **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
- **Manage:** Use **My Profile** to update your personal and company information and invite coworkers to join the 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, select **Guides** in the left navigation menu.



Accessing Your Guides

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

- 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 right of a guide to add it to your favorites. Saved favorites are stored in the **My Favorites** view in the left-hand Guides menu.

The screenshot shows the SAP Concur Guides interface. On the left, a sidebar titled 'Guides' includes a search bar, a language dropdown set to 'English', and several filtering options: 'QUICK VIEWS', 'Recommended', and 'My Favorites' (which is highlighted with a blue border). Below these are 'REFINE BY' sections for 'Audiences', 'Vertical Industries', 'Products', and 'Activity Types'. A large 'SEARCH' button is at the bottom of the sidebar. The main area is titled 'All Results' and shows three featured guides: 'Partner Marketing Assets in Partner Place' (with a thumbnail of a woman in a cafe), 'Guide: Introduction to SAP Concur Solutions' (with a thumbnail of a person holding a tablet displaying a travel app), and 'Key App Center Partnership Resources' (with a thumbnail of three people at a table). Each guide card includes a 'NEW' and 'FEATURED' badge, a brief description, and a 'View All' link. To the right of the guides, there is a 'Sort By: Featured' dropdown and a small 'SUPPORT' button with a user icon. In the bottom right corner of the interface, there is a yellow box with the text 'We're offline' and a small speaker icon.

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](#).

The screenshot shows a sidebar with various icons for navigation. The main content area displays a blurred image of a woman working at a desk in an office. Overlaid on the image is the title "Partner Marketing Assets in Partner Place". Below the image, there is descriptive text and two blue rectangular boxes under the heading "Downloadable Resources".

GuidesPartner Marketing Assets in Partner Place

SUPPORT

Partner Marketing Assets in Partner Place

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.

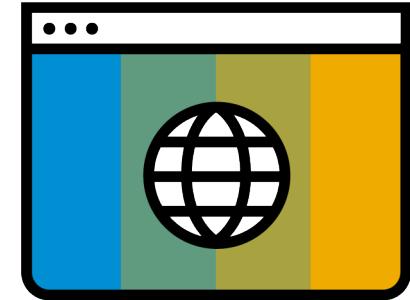
For more on authenticating your Partner Place account and logging in, see this guide:
<https://sway.office.com/uzyl6NeUjUsJVPNs>

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>

Downloadable Resources

	Hyperlink (External) Partner Place Site
	Hyperlink (External) Partner Place Marketing Content

Thanks for using the Partner Portal!



Questions? Contact:

- Partner Portal assistance: SAPConcurPartners@sap.com
- Report a technical issue with the Partner Portal: 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
- General App Center Alliance questions: concur_AppCenterAlliance@sap.com