

– Client Fact Sheet – End-User Feedback Survey June 12, 2023

(applies to Expense and Travel, Professional and Standard Editions)

Overview

The End-User Feedback Survey is used to collect feedback from Expense or Travel end users. All survey data is anonymized so that individual responses cannot be traced back to a specific user.

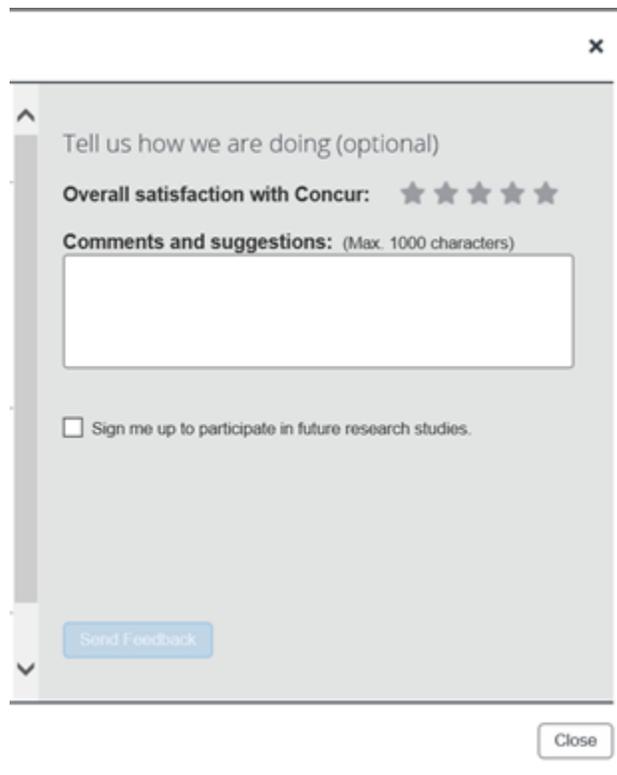
The survey data is used by:

- SAP Concur to identify opportunities for product improvement
- Customers to evaluate end-user satisfaction with SAP Concur as well as with the company's T&E policy

What the User Sees

Concur Travel

The survey page is presented to the user after they submit an expense report or a trip; however, the survey appears no more than once every 30 days.

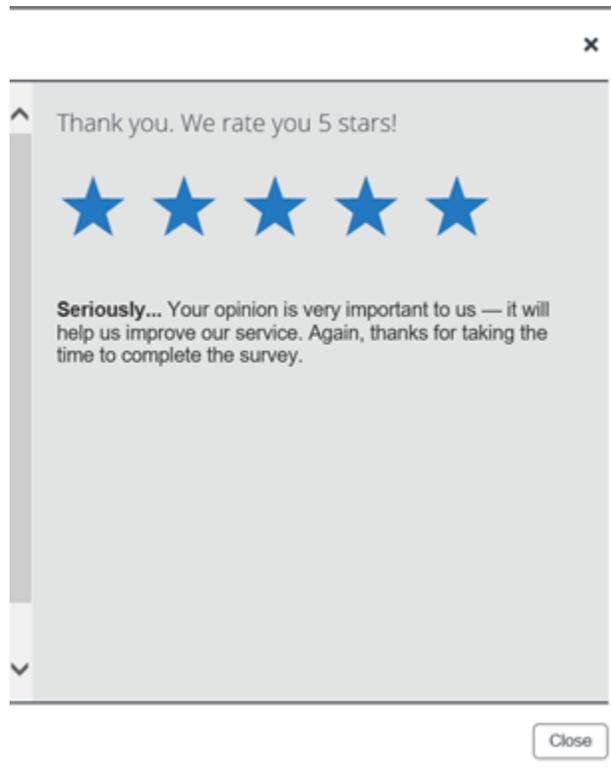


The screenshot shows a feedback survey form with the following elements:

- A close button (X) in the top right corner.
- A scroll bar on the left side.
- The heading "Tell us how we are doing (optional)".
- A rating section: "Overall satisfaction with Concur:" followed by five stars, with the first four stars filled.
- A text input field: "Comments and suggestions: (Max. 1000 characters)".
- A checkbox: "Sign me up to participate in future research studies." (unchecked).
- A "Send Feedback" button at the bottom left.
- A "Close" button at the bottom right.

To complete the survey, the user clicks the desired star rating, enters comments (if desired), check the **Sign me up to participate in future research studies** check box (if desired), and clicks **Send Feedback**.

A confirmation screen – titled **We rate you 5 stars!** – appears.



Note the following:

- Five stars appear on the confirmation page. Be aware that SAP Concur has **not** changed the user's rating of SAP Concur to five stars. This screen is simply a "thank you" for users assisting SAP Concur by completing the survey.
- Completing the survey is not required. When the survey window appears, users can choose to not participate by simply closing the window.

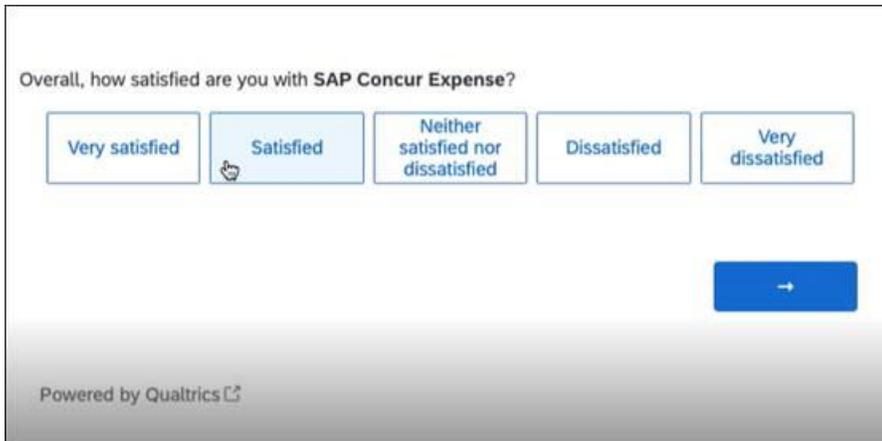
Concur Expense

A short survey appears intermittently and enables the user to provide feedback on their experience with Concur Expense. This survey collects more actionable feedback that can be used by the SAP Concur product teams to prioritize and improve the features they deliver.

After submitting an Expense Report, on an intermittent basis, the user sees the following message:



If the user clicks **Provide Feedback**, a short series of screens similar to the following appear, enabling the user to provide feedback about their experience.



NOTE: Clients can choose to opt-out of the user feedback mechanism. If a client previously opted out of the 5-star rating system, they will automatically be opted-out of the new survey. To opt back into the mechanism, contact your SAP Concur representative.

Configuration / Feature Activation

Note the following:

- The survey is ON by default.
- The survey applies to the entire company; it cannot be restricted to specific groups or roles.

Disable the Survey

Since SAP Concur uses the survey data to enhance the user experience and drive product improvements, best practice is to **not** disable it. However, if the customer wants to disable the survey, note that there is a separate setting for Expense and for Travel.

To disable the survey, the customer must contact SAP Concur support:

- To disable the Travel survey, SAP Concur will change the associated module property.
- To disable the Expense survey, SAP Concur will change the associated site setting.

