

Getting the Most from SAP Concur Support Quick Reference Guide

Authorized Support Contact

SAP Concur Support provides assistance for up to 5 company-designated Authorized Support Contacts (ASC).

- Minimum of 2 required
- ASC Permissions managed by your company's Concur Administrator
- ASC Permission grants access to SAP Concur Support Portal, Chat, and Phone Support

ASC Management

Standard Edition

ASC Permission via User Permissions

1. From SAP Concur, navigate to *Administration > Expense or Invoice or Expense & Invoice Settings > User Accounts*.
2. In the *Search* box, enter user's data and click magnifying glass icon.
3. Double click on user's name to open.
4. Scroll to *User Permissions* section.
5. Select the following permission based on your product:
 - *Can Administer* (for Travel only or Expense only customers)
 - *Is Invoice Admin* (for Invoice only customers)
 - *Travel & Expense Administrator* (for Travel and Expense customers)
6. Click *Save*.

Professional Edition

ASC Permission Via User Administration (Best Practice)

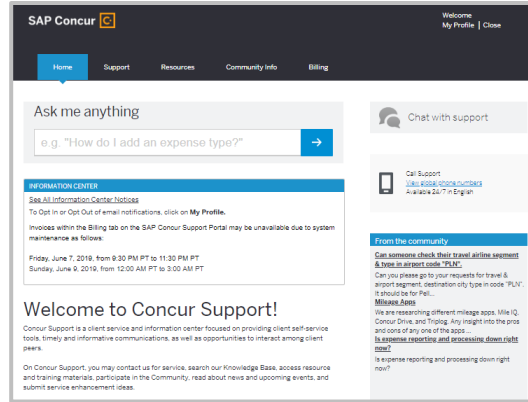
1. In SAP Concur, navigate to *Administration > Company > Company Admin > User Administration*.
2. In the *Search Text* box, enter user's data that corresponds with your selection in the *Search What* drop-down and click *Search*.
3. To open, click on user's *Last / First name* link.
4. Select *Authorized Support Contact* box.
5. Click *Save*.

ASC Permission Via Permission Administrator

- (Available for Travel customers)
1. In SAP Concur, navigate to *Administration > Company > Company Admin > Permission Administrator*.
 2. Click *Travel* tab.
 3. Select *Modify Permissions by: Permissions*.
 4. Select *Permission Name: Authorized Support Contact*.
 5. Find and select user to update and click *Add or Remove*.
 6. Click *Save*.

SAP Concur Support Portal

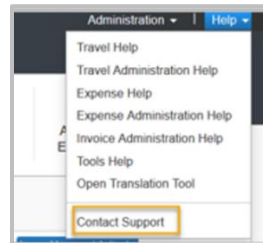
The SAP Concur Support Portal is a customer service and information center for ASCs.



- Home > *Ask Me Anything* search box & *Information Center*
- Support > Case Management & Chat
- Resources > Knowledge Base, Release/Tech Info, Training, & Webinars
- Community > Solution Suggestions & Community
- Billing > Online Invoices

SAP Concur Support Portal Access

Contact Support link will appear within SAP Concur for convenient access to the SAP Concur Support Portal via Single Sign-On (SSO). To activate this access, click *Help > Contact Support*.

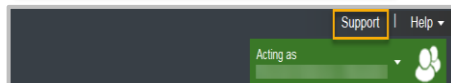
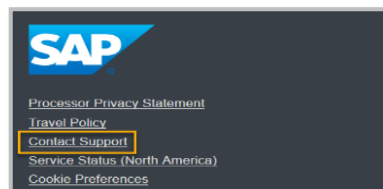


Alternate Contact Support Link Locations and Trusted Site

The *Contact Support* link may appear at the bottom of the page or as *Support* next to the *Help* tab.

To allow access, ensure pop-up blocker is disabled and add one of the following as a trusted site in your browser settings:

- Standard Edition – <https://concur.secure.force.com/CteStandard/>
- Professional Edition – <https://concur.secure.force.com/CteSupport/>



My Profile Options and Preferences

Language Options

In addition to English, the SAP Concur Support Portal offers 7 localization options for ASCs: Chinese (Simplified), French, German, Japanese, Korean, Portuguese (Brazilian), and Spanish.

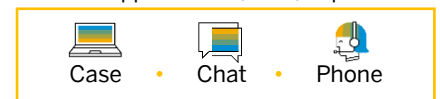
Profile Preferences

The following Profile Preferences to opt in/opt out of are offered:

- Service Alerts
- Language Support
- Information Center Notices
- Case Calls

Request Support

ASCs can contact SAP Concur Support for assistance by creating a case in the SAP Concur Support Portal, chat, or phone.



The preferred method to report an issue, ask a question or make a request is to create a case. This provides the most efficient results by allowing detailed information and relevant documents to be included.

Customer Responsibility

ASCs are encouraged to review the Knowledge Base in the SAP Concur Support Portal for a possible solution prior to contacting SAP Concur Support for assistance. If you are experiencing a performance issue outside of the Saturday standard maintenance window, please check [Concur Open](#) or your inbox if subscribed to Personalized Concur Open Updates.

Customer Response Levels

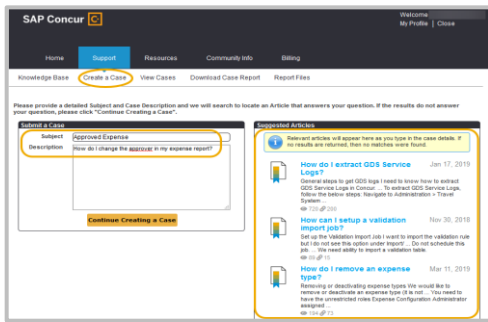
The priority determines the maximum length of time for initial response, ongoing communications, and targeted resolutions.

- All cases default to P3.
- Once SAP Concur Support reviews the case, a priority is assigned.
- 24x7 Mission Critical Support for P1 and P2 issues (English only).
- Non-Mission Critical Support for P3 and P4 issues during business hours (English only) – Monday to Friday 8 am to 6 pm (Local Time Zone), excluding local holidays.

For detailed information, refer to the [Support Policy for SAP Cloud Services](#).

Case Support

Create and submit a case from the SAP Concur Support Portal home page or by clicking *Support* tab.



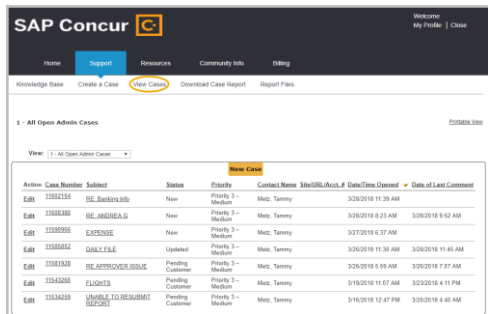
Creating a Case

The system prompts to complete required fields through submission, including attaching documents or screenshots. For attachments, click *Submit & Add Attachment* button.



Updating a Case

To view a submitted case, navigate to *Support > View Cases*. To open existing case, click *Case Number* or *Subject* link.



To update a case, click *Add Comment* in *Case Comments* section. To close a case, click *Close Case*, select *Close* under *Status*, and click *Submit*.



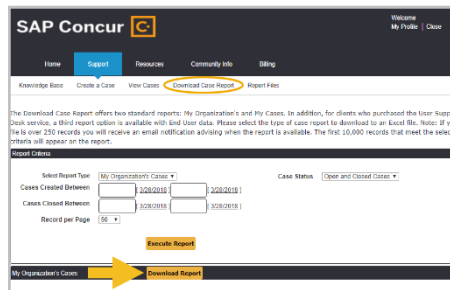
Pending Customer Status

If SAP Concur Support requires additional information to resolve a case, status will change to Pending Customer. The *Case Comments* section will specify what is needed to proceed. No progress can be made until case is updated with requested information. Should customers choose not to respond, case will automatically close in 30 days. However, case can be re-opened within 7 days of closure. After that time, a new case must be created.

Case Reports

1. To download a report, click *Support* tab along the top menu bar.
2. Click *Download Case Report* link.
3. Choose from *Select Reports* drop-down list.
4. Click *Download Report* and an Excel file will be created.

Note: If there are more than 250 cases, an e-mail notification will be sent when file has finished downloading.

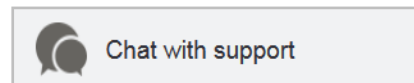


24/7 Chat & Phone Support

Chat with Support

On the Support Portal home page, click *Chat with Support* and select from options of Expense, Travel, Invoice, or Concur Request based on assistance needed.

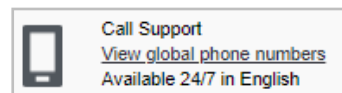
Once selected, a dialog box will display while waiting for Support representative to accept the Chat.



Phone Support

If all Support representatives are engaged with other customers, a callback feature will be offered to reserve your place in the queue by entering a phone number.

Global Phone Numbers can be found on the *Support Portal home page > Call Support > View global phone numbers*.

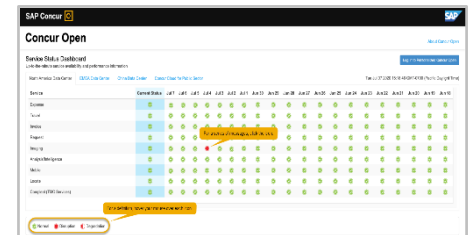


Saturday Standard Maintenance Window

- **North America Data Center**
 - 12 AM to 3 AM UTC
 - 5 PM to 8 PM PST/PDT
- **EMEA Data Center**
 - 9 PM to 12 AM UTC
 - 11 PM to 2 AM CET/CEST
- **China Data Center**
 - 3 PM to 6 PM UTC
 - 11 PM to 2 AM SGT

Concur Open and Personalized Concur Open

Concur Open and Personalized Concur Open (PCO), Service Status Dashboard, displays availability status 24/7 for SAP Concur solutions. Service status can be viewed by day for the most recent 20 days.



Message Types

When a P1 incident occurs, click icon to view a series of detailed messages regarding incident. Below are types of messages associated with a service not operating normally.

Message Type	Message Description
Issue Identified	Marks the start of the incident and provides preliminary information regarding the potential user impact.
Issue Status Update	Confirms the accuracy of the <i>Issue Identified</i> message and describes the service impact. Updates are sent approximately every hour and provide more details.
Issue Resolved	Marks the end of an incident and indicates the service has returned to normal.
Issue Identified and Resolved	Marks the end of an incident and indicates the service has returned to normal.
Root Cause Analysis (PCO only)	Provides detailed information about the cause of the incident, resolution, and corrective actions taken to ensure prevention of future occurrences.

Subscribe to Updates

The Personalized Concur Open subscription feature allows customers to sign up and receive real-time e-mail or RSS notifications about service issues that are specific to your company. E-mails are sent from ConcurOpenUpdates@sap.com for all subscribed preferences.

To subscribe to updates through e-mail, *Navigate to Concur Open > Log in to Personalized Concur Open > Click Subscribe to Updates > Enter e-mail address > Select your preferences > Click Update Preferences*.



Refer to the [Concur Training Library](#) for additional information.

