

# Client-Facing Fact Sheet

## Uber Receipts

### September 27, 2022

This fact sheet covers the automated methods for users to send Uber receipts to their Concur Expense account. The objective of this fact sheet is to:

- Describe the connection methods and their comparative advantages/disadvantages
- Describe the steps a user must take to activate each of the methods

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## Uber E-Receipts (Receipts v4)

E-receipts are data-rich, digital receipts that are transmitted directly between Uber and Concur Expense via SAP Concur's Application Programming Interface (API). In March 2019, the original integration was updated to the Receipts v4 API for expanded availability to the EU Data Center in addition to the US Data Center and richer receipt and expense details.

### **Connection Process**

#### **OPTION 1 – WEB BROWSER METHOD:**

1. Visit the [Uber](#) listing in the **SAP Concur App Center**.
  - a. The App Center is accessible as a tab within Concur Expense\* or on the public site, [concur.com/app-center](https://concur.com/app-center).
2. If arriving via the public site on Concur.com, click **Login to Connect**. You will be re-routed to the Uber listing in Concur Expense\*\*. Click **Connect**.
3. Sign in to your Uber rider account.

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**\*Users located outside Uber's available countries:** (See [Regions Available](#)) You will not see Uber in the App Center within Concur Expense because the App Center is filtered by region. You may use the **Login to Connect** button from the listing on [concur.com](https://concur.com) to directly access the Uber page, then **Connect**. Or, connect using the method in **Option 3** below.

**\*\*Single Sign-On (SSO) users:** If connecting via the **Login to Connect** button from the public [concur.com](https://concur.com) site, you must be already logged into Concur Expense.

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#### **OPTION 2 – MOBILE APP FOR SAP CONCUR METHOD:**

1. Open the mobile app for SAP Concur mobile.
2. Tap the three lines in the top left to access the menu.
3. Tap **Connect to Apps**, then select **Uber**, then **Connect**.
4. Sign in to your Uber rider account.

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**NOTE: Option 2 is not available for users located outside Uber's available countries** (See [Regions Available](#)). You will not see Uber in within the mobile app due to location filters.

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### OPTION 3 – UBER MOBILE APP METHOD:

1. Open the Uber mobile application.
2. Tap the three lines in the top left to access the menu.
3. Tap **Payment**, then **Ride Profiles, Business**.
4. Select **Concur** as your expense provider.
5. Provide the email associated with your Concur Expense account.
6. From the verification email, click **Sign in with SAP Concur** to complete the process.

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**NOTE:** To disconnect your Uber and Concur Expense accounts, simply follow the steps in any of the three connection options and on the connection screen, click **Disconnect**.

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#### ***Functionality and Details:***

- Uber automatically sends receipt data to the **Available Expenses** section of Concur Expense. All customary expense entry data fields are filled out, making it easier to complete an expense report and match to credit card feeds (if available via your configuration).
- Concur Expense automatically generates a receipt image that accompanies the expense, on the **E-Receipt** tab of the expense entry.
- E-receipts are transmitted between Uber and SAP Concur servers by secure protocols that ensure high reliability of successful delivery.
- If you have created a business profile, only rides taken under your business profile will send receipts to Concur Expense. If you have not opted into business profiles, **all** Uber trips you take will be sent to Concur Expense.

## Receipt Image (Receipts v4)

Expense Source

Uber Technologies, Inc | February 16, 2019 | \$9.60

Source	Vendor	Date	Amount
E-Receipt	Uber Technologies, Inc San Francisco, California	02/16/2019	\$9.60

**UBER**

Uber Technologies, Inc.  
1455 Market Street  
San Francisco CA US 91403

**\$9.60**  
Apple Pay  
02/16/2019 8:43 AM  
Receipt: 01C9980

**Pick-up** 8:32 AM  
200 110th Ave NE, Bellevue, WA 98004,  
USA  
US

**Drop-off** 8:43 AM  
2445 140th Ave NE, Bellevue, WA 98005,  
USA  
US

**Car**  
Uber Ground Transport

**Duration**  
00:11:01

**Distance**  
3.85 mi

**Map**  
  
Map data ©2019 Google

Description	Amount
Trip Fare	\$7.32
Tolls, Surcharges, and Fees	\$2.28

Close

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## Uber for Business (Receipts v4)

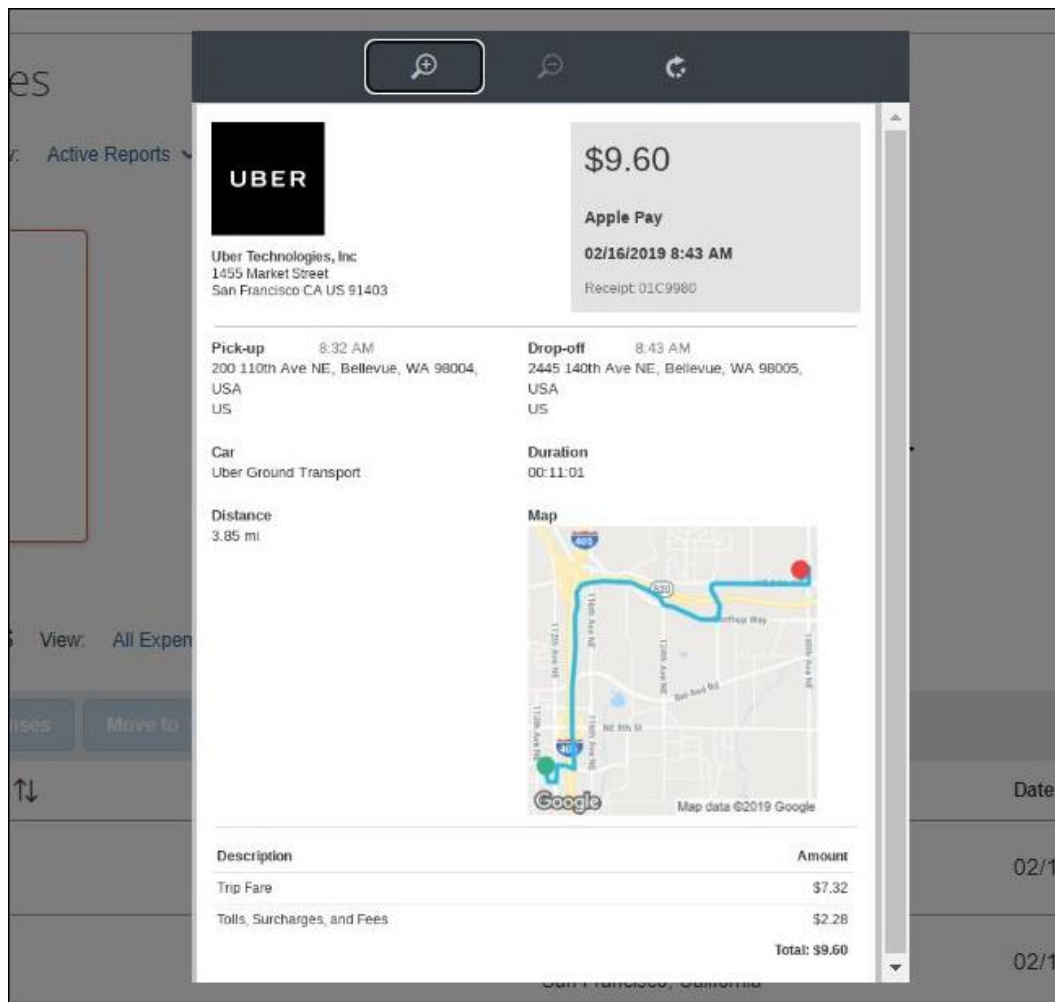
### Connection Process

1. The SAP Concur company admin visits the Uber for Business listing in the SAP Concur App Center.
2. The admin clicks **Login** and/or **Connect** to create or connect their Uber for Business account.
3. Upon accepting, email invitations are automatically sent to employees using the email addresses from their SAP Concur roster.
4. Employees click on the link in the email invitation sent by Uber. This walks them through connecting their Uber Business Profile to their Concur Expense account.

## Functionality

- Uber automatically sends receipt data to the **Available Expenses** section of Concur Expense. Key expense entry data fields are filled out, making it easier to complete an expense report and match to credit card feeds (if available via your configuration).
- The Uber for Business integration has features such as global availability across the SAP Concur US and EU data centers, easier login, and richer receipt image rendering.
- If you have previously connected via the user connection integration, you can accept the corporate invitation to automatically upgrade to the Uber for Business application.

## RECEIPT IMAGE (RECEIPTS V4)



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## Receipts Not Appearing

If receipts are not arriving to your Concur Expense account, SAP Concur support can verify if receipts/e-receipts have arrived but cannot determine if they were sent by Uber. To verify whether Uber sent the receipts:

- For Uber e-receipts, find contact information at <https://help.uber.com>.
- For Uber for Business, please contact Uber via email at [business-support@uber.com](mailto:business-support@uber.com).

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## Uber Profile Settings

The Uber Business Profile settings will be different depending on the method selected.

The user experience may be different on other phone platforms.

## Uber Business Profile after e-receipt activation:

