

## – E-Receipt Coverage – February 28, 2024

(applies to Professional and Standard Travel)

SAP Concur has two types of e-receipt integrations: **Legacy** and **Web Service**. This section describes the differences – at a high level – but there are nuances in some vendors’ integrations that are called out elsewhere in the document.

	<b>Legacy E-Receipts</b>	<b>Web Service E-Receipts</b>
<b>Receipt request mechanism</b>	Discount code, credit card number, or confirmation number – Concur makes this information available to the vendor daily.	The Concur account is connected with the partner (User Connections, Enterprise Applications, TripLink).  <b>NOTE:</b> Some TripLink vendors continue to use the Legacy E-Receipts receipt request mechanism in addition to connected user accounts.
<b>Receipt delivery mechanism</b>	The vendor collects all receipts requested by Concur into a single file, which it uploads to Concur daily.	The vendor posts receipts for connected users as they become available.
<b>Concur handling</b>	Concur matches each incoming e-receipt to itinerary data to deliver it to the correct user.	Concur does not need to determine the recipient of incoming receipts to itinerary data because the vendor identifies the user when posting the receipt

---

**NOTE:** Multiple SAP Concur product versions and UI themes are available, so this content might contain images or procedures that do not precisely match your implementation. For example, when SAP Fiori UI themes are implemented, home page navigation is consolidated under the SAP Concur Home menu.

---

Note the following:

- For hotels (and some other vendors/suppliers), the vendor may provide e-receipts for some properties but not others. In order to know if a property (or other vendor/supplier) provides e-receipts, **look for "E-Receipt Enabled" while booking in Concur Travel.**
- No vendor agreement is required unless otherwise documented.
- **Additions or any updates (except content deletions) since the last publication of this list are highlighted in yellow**

## Legacy E-Receipts

### Car Rental

Vendor	Country Support for E-Receipts	Required User Actions
Avis Budget	An Avis or Budget customer <b>based in US, Canada, Australia, New Zealand, and South America</b> – who is participating in the e-receipt program – will receive an e-receipt for a rental from any property on the Avis/Budget platform, regardless of the geographical location of the rental property.	<ul style="list-style-type: none"> <li>User is opted-in to e-receipts</li> <li>Reservation is in the user's Trip List</li> </ul>
Enterprise National Alamo	Customers will receive e-receipts from enabled car rental properties in US, Canada, UK, Germany, Ireland, and Spain.	<ul style="list-style-type: none"> <li>User is opted-in to e-receipts</li> <li>Reservation is in the user's Trip List</li> </ul>
Hertz	Worldwide <b>NOTE:</b> Clients must contact their Hertz Account Manager to enable e-receipts. The Hertz Account Manager sends an email to Sales Systems requesting Contract # be set up for Concur e-receipts.	<ul style="list-style-type: none"> <li>User is opted-in to e-receipts</li> <li>Reservation is in the user's Trip List</li> <li>The discount code used is opted into e-receipts in Hertz's system. If the traveler makes a reservation with a discount code other than the one specified in the Concur Travel configuration, it is possible that it is not opted into e-receipts in Hertz's system.</li> </ul>

### Hotel

Vendor	Country Support for E-Receipts	Required User Actions
<b>Choice Hotels</b> - Cambria Suites      - MainStay Suites - Clarion                - Quality Inn - Comfort Inn          - Rodeway Inn - Comfort Suites      - Sleep Inn - Econo Lodge         - Suburban Extended Stay	US Canada	<ul style="list-style-type: none"> <li>User is opted-in to e-receipts</li> <li>Reservation is in the user's Trip List</li> </ul>
<b>Hilton</b> - Canopy                - Hampton Inn - Conrad Hotels & Resorts      - Hilton Garden Inn - Curio                    - Hilton Hotels & Resorts - Doubletree            - Homewood Suites - Embassy Suites       - Waldorf Astoria	Canada US Mexico Caribbean Central America South America	<ul style="list-style-type: none"> <li>User is opted-in to e-receipts</li> <li>Reservation is in the user's Trip List</li> </ul>

Vendor	Country Support for E-Receipts	Required User Actions
<p><b>Hyatt</b></p> <ul style="list-style-type: none"> <li>- Andaz</li> <li>- Grand Hyatt</li> <li>- Hyatt Centric</li> <li>- Hyatt House</li> <li>- Hyatt Place</li> <li>- Hyatt Regency</li> <li>- Park Hyatt</li> </ul>	<p>US Canada</p>	<ul style="list-style-type: none"> <li>• User is opted-in to e-receipts</li> <li>• Reservation is in the user’s Trip List</li> </ul>
<p><b>InterContinental Hotels Group (IHG)</b></p> <ul style="list-style-type: none"> <li>- Candlewood Suites</li> <li>- Crowne Plaza</li> <li>- Holiday Inn Express</li> <li>- Hotel Indigo</li> <li>- InterContinental</li> <li>- Staybridge Suites</li> </ul> <p><b>NOTE:</b> E-Receipts for Kimpton properties are not yet supported.</p>	<p>Global</p>	<ul style="list-style-type: none"> <li>• User is opted-in to e-receipts</li> <li>• User pays at the hotel property with a credit card that appears in the Concur Profile and is opted-in to e-receipts</li> <li>• Reservation is in the user’s Trip List</li> </ul>
<p><b>Marriott</b></p> <ul style="list-style-type: none"> <li>- AC Hotels</li> <li>- Autograph</li> <li>- Courtyard</li> <li>- Edition</li> <li>- Fairfield Inn &amp; Suites</li> <li>- JW Marriott</li> <li>- Marriott Hotels</li> <li>- Aloft Hotels</li> <li>- Element</li> <li>- Four Points</li> <li>- Le Meridien</li> <li>- Sheraton</li> <li>- Marriott Vacation Club</li> <li>- Moxy</li> <li>- Renaissance Hotels</li> <li>- Residence Inn</li> <li>- Ritz-Carlton</li> <li>- Springhill Suites</li> <li>- TownePlace Suites</li> <li>- St Regis</li> <li>- The Luxury Collection</li> <li>- W Hotels</li> <li>- Westin</li> </ul>	<p>Many properties worldwide.</p>	<ul style="list-style-type: none"> <li>• User is opted-in to e-receipts</li> <li>• User pays at the hotel property with a credit card that appears in the Concur Profile and is opted-in to e-receipts</li> <li>• Reservation is in the user’s Trip List</li> </ul>
<p><b>Radisson Hotel Americas</b></p> <ul style="list-style-type: none"> <li>- Country Inns &amp; Suites</li> <li>- Park Inn</li> <li>- Park Plaza</li> <li>- Radisson</li> <li>- Radisson Collection</li> <li>- Radisson Blu</li> <li>- Radisson Red</li> </ul> <p><b>NOTE:</b> E-Receipts for Radisson properties outside of the Americas are not supported as of June 2021. Concur will work with Radisson to close this gap in the future.</p>	<p>United States, Canada, Latin America, and the Caribbean</p>	<ul style="list-style-type: none"> <li>• User is opted-in to e-receipts</li> <li>• Reservation is in the user’s Trip List</li> </ul>

---

## Web-Service E-Receipts

The country support changes often. Access the most current information by visiting the vendor listing in the **User Connections** section of the SAP Concur App Center.

### ***Air***

<b>Vendor</b>	<b>Description</b>	<b>Country Support for E-Receipts</b>
American Airlines	Air	TripLink: Canada, US
British Airways	Air	TripLink: Worldwide
Delta Airlines	Air	TripLink: Worldwide
Lufthansa	Air	TripLink: North America, South America, Europe, and Africa
United	Air	TripLink: North America & Europe

### ***Hotel and Other Housing***

<b>Vendor</b>	<b>Description</b>	<b>Country Support for E-Receipts</b>
Lido Group	Hotel / Resort	Australia, New Zealand
Red Lion Hotels	Hotel / Resort	US
WWStay	Hotel / Resort	Worldwide

### ***Car Rental***

<b>Vendor</b>	<b>Description</b>	<b>Country Support for E-Receipts</b>
Carzonrent India Pvt Ltd	Car Rental / Chauffeured rides	India
Sixt	Car Rental	TripLink: Worldwide

### ***Ground / Taxi / Limo***

<b>Vendor</b>	<b>Description</b>	<b>Country Support for E-Receipts</b>
Addison Lee	Ground / Taxi / Limo	US and UK
Allocab	Ground / Taxi	France
Automatic Labs	Ground / Mileage	US
TripLog	Ground / Mileage	North America, Falkland Islands, Saint Helena, South Georgia & the South Sandwich Islands, Gibraltar, Ireland, South Africa, UK, Australia, Christmas Island, Cocos Islands, Federated States of Micronesia, Guam, New Zealand, Norfolk Island, Pitcairn, Singapore, USA Minor Outlying Islands

<b>Vendor</b>	<b>Description</b>	<b>Country Support for E-Receipts</b>
BostonCoach/Dav El	Chauffeured rides	Worldwide
Brunel	Ground / Taxi / Limo	United Kingdom
BTM Corporate (Voll)	Ground / Taxi / Limo / Ride Sharing	Brazil (works globally, but for Brazillian clients)
Cabcharge	Ground / Taxi	Australia
Carey (Carey)	Ground / Chauffeured rides	Worldwide
Embarque (Carey)	Ground / Chauffeured rides	US, UK
DiDi	Ground / Taxi	China
DiDi Japan	Ground / Taxi	Japan
SmartRyde (DLGB, Inc.)	Ground / Taxi	North America, Argentina, Bolivia, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Venezuela, Australia, Bangladesh, Cambodia, China, Fiji, Guam, Hong Kong, India, Indonesia, Japan, South Korea, Malaysia, Myanmar, Nepal, New Zealand, Palestine, Singapore, Taiwan, Thailand, Vietnam, Afghanistan, Armenia, Austria, Belgium, Croatia, Czech Republic, Denmark, Egypt, Ethiopia, Finland, France, Germany, Greece, Greenland, Hungary, Iceland, Iran, Iraq, Ireland, Israel, Italy, Jordan, Kenya, Netherlands, Norway, Pakistan, Poland, Portugal, Russia, South Africa, Spain, Sweden, Switzerland, Turkey, Ukraine, UAE, UK
Flyte Tyme World Transportation	Ground / Taxi / Limo	Worldwide
German Transfer	Ground / Taxi / Limo	Austria, Belgium, Denmark, France, Germany, Italy, Luxembourg, Netherlands, Norway, Spain, Switzerland
Gett	Ground / Taxi / Limo	57 cities worldwide
GoCatch	Ground / Taxi / Ride Sharing	Australia
Grab	Ground / Taxi	Indonesia, Malaysia, Philippines, Singapore, Thailand and Vietnam
Green Tomato Cars	Eco-Friendly Ground / Taxi / Ride Sharing	UK, Singapore
GroundLink	Ground / Taxi / Limo	Worldwide

<b>Vendor</b>	<b>Description</b>	<b>Country Support for E-Receipts</b>
ingogo	Ground / Taxi	Australia
JapanTaxi	Ground / Taxi	Japan
Kapten	Ground / Ride Sharing	UK, France, Portugal
Lyft	Ground / Ride Sharing	US
Marcel	Ground / Chauffeured rides	France
MileIQ (Mobile Data Labs)	Ground / Mileage	US
FREE NOW	Ground / Taxi	Worldwide
Ola Cabs	Ground / Taxi / Limo	India
SnapCar	Ground / Taxi / Limo	France
SummitQwest	Ground / Taxi	Germany
Taiwan Taxi Co., Ltd	Ground / Taxi	China, Taiwan, Hong Kong, Japan, Korea
Taksee	Ground / Taxi	Spain
Uber	Ground / Ride Sharing	Worldwide

### ***Rail***

<b>Vendor</b>	<b>Description</b>	<b>Country Support for E-Receipts</b>
Voyages-SNCF	Rail	Europe
Trainline EU	Rail	Europe

### ***Parking***

<b>Vendor</b>	<b>Description</b>	<b>Country Support for E-Receipts</b>
ParkWhiz	Parking	US
SkyParkSecure	Parking	UK
SpotHero	Parking	US
The Parking Spot	Parking	US
WallyPark	Parking	Canada, US

### ***Other***

<b>Vendor</b>	<b>Description</b>	<b>Country Support for E-Receipts</b>
Booking.com	Lodging, air, car, and other travel booking.	TripLink: Worldwide
Breather	Booking flexible workspaces	US, Canada, UK

<b>Vendor</b>	<b>Description</b>	<b>Country Support for E-Receipts</b>
Business Table	Business meal reservations	France
Cater Nation	Food ordering and catering	US
delivery.com	Food, laundry, and other delivery services	US
DUFL	Bag packing, shipping, and laundering	Worldwide
Ele.me	Catering & meal compliance management services	China
Egencia	<b>Not available for new integrations; available for existing integrated clients through Nov 2018</b>	
EmailXpenC by GlobeXpenC	Report expenses via Excel and email	Worldwide
ezCater	Business meeting food ordering	US
Global WiFi	Wi-Fi access	Japan
Grubhub	Food delivery service	US
Seamless (Grubhub)	Food delivery service	US (New York City)
Meituan	Catering & meal compliance management services	China
STREAMED by Klavis Inc.	Photo capture and expense receipts	Japan
Technically Sound (DBA prayerletters.com)	Send printed ministry newsletters	North America
Travisa	Passport and visa assistance	US, Canada and UK
Xeis	CFDi Capture (Mexican Tax compliance)	Mexico
Xerox	Scan receipts	AMAS, LATAM, EMEA
Youtel GmbH	Global Wi-Fi access	Worldwide

