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– CLIENT FAQ –
SAP Concur's mobile app (Android / iPhone / iPad)
November 1, 2018

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Questions

General Information and Requirements

1. **How is SAP Concur's mobile app useful?**

   SAP Concur's mobile app is a natural extension of SAP Concur's full-featured, web-based service – Travel & Expense – which integrates travel and expense processes. With the mobile app, travelers can manage trips and expenses as well as book hotels, rail, and rental cars – all from a mobile device.

   The solution allows business travelers to access important travel and expense information when it isn't easy to use a laptop that's connected to the Internet, such as in a cab or in a meeting. With the mobile app, travelers can take advantage of a variety of features to manage these tasks.

   Managers can review employees' expense reports, payment and purchase requests (for clients who use Concur Invoice), trips, and requests (for clients who use Concur Request) in detail, allowing them to approve or reject reports, requests, and trips wherever they may be traveling.

   Not all features are available on all devices. Users check the available features by device here:
   http://www.concurtraining.com/customers/tech_pubs/MobileDocs/Feature_List_by_Device.pdf

2. **Does the mobile app offer the same functionality as SAP Concur's full-featured, web-based service?**

   This app is a mobile companion to Travel & Expense – offering the flexibility to perform tasks from a mobile device. While it complements SAP Concur's end-to-end solution functionality, it contains functionality that is suited to a positive mobile experience.

   Users check the available features by device here:
   http://www.concurtraining.com/customers/tech_pubs/MobileDocs/Feature_List_by_Device.pdf

3. **Why would a traveler need to manage travel, expenses, and requests using their mobile devices?**

   Business travelers can manage their itineraries and expense transactions in a timely manner and within company policies. Managers can review employees' expense reports, trips, and requests in detail, allowing them to approve or reject reports, requests, and trips wherever they may be traveling.

   With the convenience of Concur Invoice approvals on mobile devices, invoice cycle time is reduced, which reduces the risk of late payment fees and provides the opportunity to take advantage of early-pay discounts.

4. How does SAP Concur's mobile app differ from competitive offerings?

SAP Concur's mobile app encompasses Travel features (like booking hotels and transportation), Invoice, Request, and Expense features – to provide a comprehensive mobile solution for the business traveler. The mobile app makes the mobile worker more efficient and productive.

5. Is the mobile app available only to customers of Travel & Expense or can others, for example, stand-alone Travel customers, use it?

The mobile features available in Mobile are based on the SAP Concur services available to the user:

- Users with integrated Expense & Travel can access all mobile features allowed by the company's configuration.
- Users with stand-alone Travel can access the Travel-related features.
- Users with stand-alone Expense can access the Expense-related features.
- Users (approvers) with stand-alone Invoice can review, approve, or reject payment and purchase requests.
- If the company uses Concur Request, request approvers can review and approve requests. Request users can create and submit simple requests.
- If the company uses SAP Concur's messaging service, all devices can be used by travelers to check-in and request assistance from their companies.
- And so on…

Over time, additional features will be added.

Also:

- Partner Travel Management Companies (TMCs) can send trip information to SAP Concur using Web Services, enabling TMC customers – who are not SAP Concur customers – to view itineraries on SAP Concur's mobile app.
- TripLink users can also access their travel itineraries using a mobile device.

6. Can a client make the mobile app available to only certain users?

No. SAP Concur's mobile app is available for all of a client's users, based on general user roles – not a *mobile user* role.

7. In which languages is SAP Concur's mobile app supported?

For a complete list of languages, check here: http://www.concurtraining.com/customers/tech_pubs/MobileDocs/Feature_List_by_Device.pdf

The language is determined by the language specified on the mobile device. If the device's language is not supported, SAP Concur's mobile app displays in US English.

> **NOTE:** These languages apply to both Professional and Standard, even though some of these languages are not available in the web version of Standard. If the device is set to one of these languages, Mobile displays in that language.

8. **Which mobile devices can be used with the mobile app?**

   Currently, the app can be used with iPhone/iPad and Android.

   Users can check with their SAP Concur administrators about the appropriate operating systems for each device. Clients can also access the supported configuration information located on Concur Support Portal.

   Users can check the available features by device here:
   http://www.concurtraining.com/customers/tech_pubs/MobileDocs/Feature_List_by_Device.pdf

9. **Why isn't the mobile app offered for other devices?**

   SAP Concur may extend the mobile app to other platforms – based on client demand and market requirements.

10. **Must the mobile user have access to the Internet?**

   Yes. Internet access is required to get started the first time.

11. **If a mobile user has a mobile device but not a data plan, can they use the mobile app?**

   Yes. Users can connect over Wi-Fi.

12. **Which versions of the SAP Concur mobile app are supported on devices?**

   Currently, the app supports 32-bit code on Android devices and 32-bit or 64-bit code on the iPhone/iPad devices.

13. **Can one person use multiple devices for SAP Concur's mobile app?**

   Yes. The same signin can be used on multiple devices.

14. **Can one mobile device be used for multiple people?**

   Yes. Multiple users can use the same device.

15. **Is there a fee for the mobile app?**

   No. There is no additional charge to install or use the mobile app.

16.**If service is lost, will the device save the activity/expenses that have already been created?**

Yes.

17.**How does SAP Concur ensure that personal information remains secure?**

SAP Concur's mobile app is designed to conduct transactions without transmitting sensitive credit card or other personal data. Clients' credit card information stays in SAP Concur's secure data center only – not on the mobile device. Using established technologies and practices, SAP Concur ensures that our clients' information is safe and protected and that our services are available and perform properly, whether clients use SAP Concur's web-based service or the mobile app.

18.**Is there a Privacy Statement available on the mobile app?**

Yes. The Privacy Statement is available via the main menu.

Deployment, Installation, Configuration, and Signins/Mobile-Only Passwords

1. **How is the mobile app activated?**

SAP Concur automatically activates the mobile app for all clients.

2. **Do clients need a project team to deploy the app?**

No. SAP Concur's mobile app is activated for all users and will not require additional resources from the client's side.

3. **How does a user install SAP Concur's mobile app?**

Users can access the app in these ways:
- On the Mobile Registration page (**Profile > Profile Settings > Mobile Registration** in the web version of SAP Concur), the user can:
  - Request that an email is sent to their device, where the user opens the email and follows the instructions.
    – or –
  - Obtain the link using the appropriate "store" icon.
- On the mobile device, the user can go to appropriate store "store" and search for *Concur*.

4. **The question above describes the individual installation emails. Is there a way to send these emails to a group of users?**

    Yes. The admin can select one or more SAP Concur users and email them the instructions. This email is the same as the one that can be generated by the user on the Mobile Registration page.

    The admin uses **Administration > Company > Company Admin > Send Mobile Instructions** (left menu) in the web version of SAP Concur.

5. **How does a user sign in to the app?**

    The user can simply sign in with their email address (as shown in the user's SAP Concur profile) or SAP Concur username. SAP Concur's mobile app then determines the company's signin method and directs the user to the proper signin page.

    Depending on the company's configuration, the user can create and use a mobile-only password or will be automatically signed in via Single Sign On (SSO).

6. **For customers that use SSO, does SAP Concur support MDM and two-factor authentication?**

    No. SSO with MDM and two-factor authentication does work on the mobile app but SAP Concur **does not** provide setup or implementation support.

7. **As SAP Concur enhances the application, how will users receive software updates?**

    Users who downloaded the application from a store will automatically be notified by the store when an update is available. Users should download updates promptly.

8. **How does a user re-set their mobile-only password?**

    Users can reset the mobile-only password on the Mobile Registration page using **Profile > Profile Settings > Forgot Mobile Password (PIN)** in the web version of SAP Concur.

9. **How does an administrator re-set a mobile-only password?**

    The company's mobile administrator can clear a user's mobile-only password. When done, the user must re-enter a new mobile-only password to access the mobile app.

    To do so, the administrator can access the user's information in **Administration > Company > Company Admin** (in the web version of SAP Concur) and select the **Remote wipe mobile device** check box for the user.

    NOTE: The "wipe" process does **not** remove the mobile app from the device.

10. **What should a mobile app user do if their mobile device is lost or stolen?**

If the user signs in to the mobile app using their web credentials, then the user should immediately change that password. If the user signs in to the mobile app using a mobile-only password, the user should access **Profile > Profile Settings > Mobile Registration** (in the web version of SAP Concur) and change their mobile-only password.

Minimal information is stored locally on the mobile device, for example, information entered off-line is stored until the app reconnects to the Internet and syncs with SAP Concur. *Credit card information is never stored on the mobile device.* As an added precaution after losing a device, the company's mobile administrator may remotely wipe data from device through the User Administration tool.

If the administrator selects the **Remote wipe mobile device** check box for the user, the next time a user signs into the mobile app (either through manual signin or auto-signin), all mobile data will be cleared from the device.

NOTE: The "wipe" process does *not* remove the mobile app from the device.

Expenses and Expense Reports

1. **Are all Expense-related features available on all devices?**

The features differ by device, client configuration, and user permissions.

- **By device:** For example, devices without cameras cannot capture receipt images.

- **By client configuration:** For example, the client configuration may or may not allow certain types of expenses. Also, some features (menu options) may appear on the device but are unavailable (gray) to the user.

- **By user permissions:** For example, only Expense approvers can see the features related to Expense approvals.

Users can check the available features by device here: http://www.concurtraining.com/customers/tech_pubs/MobileDocs/Feature_List_by_Device.pdf

2. **Which functions can a user perform with regards to managing their expenses and reports?**

Among other things – mobile users can add, view, and edit expenses and expense reports (including report status and expense details); create mobile "quick" expenses (for items such as meals) as well as edit or delete them; take a picture of the associated receipt; create new expense reports; attach downloaded credit card transactions and mobile "quick" expenses to an expense report; and submit reports.

Users can check the available features by device here: http://www.concurtraining.com/customers/tech_pubs/MobileDocs/Feature_List_by_Device.pdf

3. **What is a mobile "quick" expense and how is it different from a regular expense?**

Mobile users can create mobile "quick" expenses. Unlike regular expenses, mobile "quick" expenses are not yet added to an expense report. Think of a mobile quick expense as a placeholder or a notepad. Assume that the user has a couple free minutes and a receipt in their hand. The user can generate a mobile quick expense using basic information such as date, amount, expense type, and then attach the receipt image. The user can save the mobile quick expense and then add it to a report later when they have more time to provide additional details, such as, attendees, car mileage, and itemizations.

Mobile users can also create expenses while a report is open, automatically adding the expense to the report.

4. **How much information can be edited by the user?**

Mobile users can edit report header fields and most expense fields *if* the expense is attached to a report. When using lists, the same list data is available on the mobile device as is available in the web version of Expense.

5. **Can a user itemize an expense using the mobile app?**

Mobile users can itemize an expense *if* the expense is added to a report, if allowed in the client configuration.

6. **Can a user remove itemizations from an expense?**

Yes. Itemizations can be removed via the mobile device.

7. **Can a user add attendees using the mobile app?**

Mobile users can add attendees to an expense *if* the expense is added to a report. The user can:
- Search the user's contact list on the mobile device
- Search for attendees in the user's *favorites* attendee list
- Search for attendees in all company attendee lists
- Search an external source (if this feature is available on the web version or Expense)
- Add the attendee manually
- Add attendees from the device calendar (iPhone only)

8. **Can users enter personal car mileage?**

Mobile users can add fixed-rate and variable-rate mileage expenses, if allowed in the client configuration.

9. **Can a user delete expenses using a mobile device?**

That depends.

- **Deleting an expense from the expense list:** The expense list contains mobile quick expenses (expense created on the mobile device and not yet added to a report) and card transactions.

    - A user can delete a mobile quick expense.

    - In some cases, the user must access the web version of SAP Concur to delete card transactions - assuming the user's company allows the user to do so.

- **Deleting an expense from an expense report:** A report may contain all kinds of expenses.

    - If the user deletes a mobile quick expense or a card transaction from an expense report, it is not really deleted; it is moved back to the pool of expenses on the **Expenses** screen (the expense list).

    - If the user deletes any other type of expense from an expense report, it is truly deleted. (This is consistent with the web version of Expense.)

10. **How does a user delete a mobile expense?**

A mobile quick expense (expense created on the mobile device and not yet added to a report) can be deleted only on the mobile device itself from the **Expenses** screen (the expense list). Once deleted from the mobile device, it will no longer appear online or be available for import into an expense report.

If a user deletes an expense in the web version of SAP Concur and that expense was originally a mobile quick expense – that expense it not deleted from the system – instead, it moves back to the "pool" of mobile quick expenses on the user's device. The user must then delete it using the mobile device.

11. **Can a delegate manage a user's expenses and reports via the mobile app?**

The mobile app does not support delegates or proxies.

12. **Do all expenses entered on the mobile device appear with the special icon when viewed in the web version of Expense?**

No. Only mobile quick expenses will have the icon. Expenses added to an open report will not have the icon. Mobile quick expenses usually contain minimal information; the icon could remind the user to add any missing information.

13.Do expense types have to be mapped for the mobile app? Are there defined expense types in the mobile app that need to be mapped to the client's configuration?

No. By default, the expense types used for the mobile app are the same as the expense types used in the web version of SAP Concur. However, the full list of expense types may be cumbersome so the client may want to shorten the list for mobile users.

To do so, the client contacts Concur Client Support for assistance.

14.Does everything in a client's configuration appear on the mobile device (for example, vendor lists, or attendee lists)?

Lists are generally available but some parts of the configuration are not currently available in the mobile app. The user enters that information once the mobile expenses are imported into an expense report in the web version of SAP Concur.

Users can check the available features by device here:
http://www.concurtraining.com/customers/tech_pubs/MobileDocs/Feature_List_by_Device.pdf

15.Can a user capture an image of the receipt and attach the image to the expense?

Yes. All receipt images, captured by the mobile device's camera, will upload into Travel & Expense immediately or the next time the mobile app connects to the Internet. Once the digital image is imported into an expense report, the receipt image is treated like other receipt images and can be viewed (in a PDF viewer) by the user, approver, and processor.

16.Does a user need to allow access to the device camera?

The permission to allow SAP Concur to access the device camera should automatically be set on install. If the user sees a black/blank screen when attempting to capture a receipt image, the permission might not have been set. To resolve, the user accesses the device settings, selects SAP Concur, and manually grants the permission to camera.

17.Does a digital photo of a receipt meet IRS guidelines for expense documentation?

Yes.

18.Does it take a long time to upload the receipt images?

When the user takes a receipt image and attaches it to either an expense, SAP Concur will compress the image. This increases the performance of loading receipt images and reduces the file size by automatically resizing the image. The image quality is retained while performance is enhanced.

19.What functionality is available for Expense managers with regards to expense report approval?

Approvers can view employee expense reports including expense details, report header information, receipt images, attendees, itemizations, and exceptions. Managers can approve or reject the *entire* expense report from their mobile device. (Just like the web version, managers must enter a comment when rejecting a report.)

Managers cannot, however, adjust expense amounts. That task must be completed using the web version of SAP Concur. (This is assuming that the company's configuration allows approvers to adjust amounts.)

20.Are all Expense approval workflows available in the mobile app?

SAP Concur's mobile app does not currently support dynamic workflow. If an approver needs to select the next approver, they will see a message that the mobile app does not support this workflow; therefore, the report must be approved using the web version of Expense.

If the web version of Expense is configured so that an approver can send the expense report directly to Accounting Review, bypassing all remaining approvers, then the approver can do the same using the mobile app.

If the web version of Expense is configured so that the user can select their approver on submit, then the user can do the same using the mobile app. However, that approver cannot select a different approver.

Travel

1. With SAP Concur's mobile app, can a user manage their trip itinerary?

A user can view their itineraries, with details about flights, hotels, rental cars, vendors, and maps. Mobile users can search for and book air, rental car, hotel, and Amtrak, if allowed in the client's configuration.

Note the following:
*   If Concur Request is integrated with Concur Travel:
    ♦   The user ***cannot book travel using the mobile device***. The user must book travel in the web version of SAP Concur to ensure the proper interaction between Request and Travel.
    ♦   The user cannot book from an approved request, if the Approve Then Book process is used.
*   Users cannot book flights if the feature is deactivated by the company's TMC.

Users can check the available features by device here:
http://www.concurtraining.com/customers/tech_pubs/MobileDocs/Feature_List_by_Device.pdf

2. **Will a user incur a charge by using the mobile app?**

   There are no additional booking fees applied based on the mobile device. Any fees that would be incurred while using the web version of SAP Concur will also be incurred while using a mobile device.

3. **Can a user change their itinerary?**

   Yes. A user can change their itinerary such as add or cancel hotels or rental cars.

4. **Can a user manage their hotel reservations?**

   Yes. The user can book hotel from the mobile device home screen or from an existing itinerary. Either way, the search results include rates, images, descriptions, cancellation policy, star rankings, maps, hotel policy, and hotel facilities.

   NOTE: Depending on the company's configuration, a user may not be able to book a hotel unless they are adding it to an existing itinerary.

5. **I cancelled my hotel reservation using the mobile app, but I did not receive a notification email?**

   Email is not generated when you cancel a hotel reservation using the mobile app. The cancellation number appears on mobile but there is no follow-up email notification.

6. **Can a user see hotel properties that are company-preferred?**

   Yes. A maximum of 30 results are returned, sorted as follows:
   - First: All company-preferred properties sorted by preference level, and then secondary sorted by distance
   - Next: All properties that are not company-preferred but have rooms in compliance, and then secondary sorted by distance (Note that these properties may also have non-compliant rooms)
   - Next: All properties that are not company approved and have no rooms in compliance, and then secondary sorted by distance

7. **Can a user see hotel properties that support e-receipts?**

   No.

8. **If a user books a hotel room after business hours but the user's manager is not available to approve the reservation, will the reservation be confirmed?**

   If the client's workflow does not allow a user to book a hotel without manager approval, the user must contact the hotel or travel agent directly.

9. **Can a user manage their ground transportation?**

    Yes. A user can book Amtrak or rent a car using the mobile app. The user receives a car confirmation and an updated itinerary (if applicable).

10. **How does a user rent a car?**

    The user can rent a car from the home screen or from an existing itinerary. Either way, the search results provide a list of available cars, rates, images, and vendor phone numbers.

    NOTE: Depending on the company's configuration, a user may not be able to book a car unless they are adding it to an existing itinerary.

11. **Will GPS information be available on all mobile devices?**

    The GPS capability depends on the device **and** provider.

    If a client is having issues with GPS, there are several troubleshooting steps that the user should take:

    - First, does the user have a third-party mapping application like Google Maps installed?
        - If so, does it recognize the user's GPS?
        - If not, then the user's mobile device may not have GPS.

        NOTE: In some office buildings, GPS signal is too weak to determine location. The user should stand by a window or go outside to test it.

    - If the device is a Verizon phone, note that Verizon has locked the GPS on many models so that it works **only** with Verizon VZNavigator. However, Verizon has published ROM updates that unlock some of their premium models, so using Google Maps may be possible.

        Note that updating the ROM on a device may remove all of the user's contacts, email messages, and other data.

        For more information, the user must contact Verizon directly.

12. **What functionality is available for travel managers (trip approvers) with regards to trip approval?**

    Travel managers can approve trips.

13. **Do mobile bookings that require manager approval trigger the approval email?**

    Just like the web version of SAP Concur, the trip is flagged for approval, it is placed in the approval queue, and the manager is sent an approval email.

14. What corporate card information is stored on the Mobile device?

The **only** piece of card information that is held on the mobile device is the name the user has set up for the corporate card (in Profile in the web version of SAP Concur) and the last 4 digits. The full card number is never displayed on the device.

15. If the company uses a ghost card, can the user use it for the mobile app?

Yes. It will be presented to the user as a form of payment. The user can use it or any other card that is listed in their profile.

NOTE: A *ghost* card is a specific type of company credit card.

16. If a company uses only ghost cards for booking travel, can a user book travel if only a ghost card is available?

Yes.

17. Sometimes, a TMC can affect a client's ability to use a feature. For instance, if a TMC partner does not support a particular feature, then that feature is not available to the client. Is this the case with the mobile app?

The only feature that TMCs can affect is the ability to book flight if the TMC uses Sabre.

TMCs can enable non-SAP Concur clients to use SAP Concur's mobile app by sending itineraries to SAP Concur's itinerary database using web services. For additional information about web services, refer to the Concur Support Portal.

18. Does the mobile app support client-defined (custom) trip fields?

Yes.

Payment Requests (Concur Invoice)

1. Which Invoice features are available using SAP Concur's mobile app?

A payment approver can use SAP Concur's mobile app to view line items, header information, vendor information, and images. The approver can then approve the payment request or send it back to the invoice owner.

Purchase requests can also be approved on a mobile device.

Users can check the available features by device here: http://www.concurtraining.com/customers/tech_pubs/MobileDocs/Feature_List_by_Device.pdf

Requests (Concur Request)

1. **Which Request features are available for a user using SAP Concur's mobile app?**

   A request user can use SAP Concur's mobile app to create and submit a request, adding 5 segment types: Air ticket, Train ticket, Hotel, Car rental, or Miscellaneous.

   Users can check the available features by device here:
   http://www.concurtraining.com/customers/tech_pubs/MobileDocs/Feature_List_by_Device.pdf

2. **Which Request features are available for an approver using SAP Concur's mobile app?**

   A request approver can use SAP `'s mobile app to view header, segment, and expected expense information as well as images. The approver can then approve the request or send it back to the request user. Additional features will be added over time.