

FAQ: Name or Address Change



How do I change my Ship To or Bill To address?

To request a Ship To or Bill To address change:

1. Contact your assigned client success manager (ConcurClientSuccess@sap.com) or AR analyst.
2. Please provide your registered business name or customer account number and indicate the address you would like your account to reflect.

Note: A PO box will not work for the Ship To address.

How do I request a company name change?

To request a company name change:

1. Contact your client success team (ConcurClientSuccess@sap.com) to initiate the request.
2. Please provide the following on your company letterhead (any missing information will delay processing):
 - Your current company name and the full legal name it is being changed to.
 - The addresses for notices and invoicing.
 - The reason for the change, such as rebranding, a merger, an acquisition, etc.
3. Please also provide a PDF of the registration document(s) from the Secretary of State of the appropriate government where the business is organized. You may also provide a link to the online location of the document(s).