


The SAP Concur Administrator's Guide to Success

Continue to drive business and end-user adoption forward with tools to help optimize your SAP® Concur® solutions.


Improve your speed-to-productivity with Training Resources

Steps to access training materials:


- 1 Log into **SAP Concur solutions**
- 2 **Help** on the right-hand top menu
- 3 Select either **Expense Help** or **Invoice Help**
- 4 Find **Resources for Users - Standard Edition**
- 5 Click on **Standard Training Toolkit**

 View training materials for end-users under **Get Started** and for Administrators under **Learn to Administer**


Access the **Standard Training Toolkit** to:



View basic training for end-users



Learn to be an administrator



Learn more about reporting

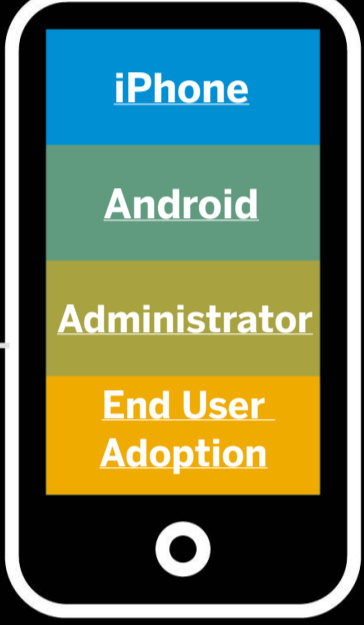


HELPFUL TIP
Bookmark the [Admin Resource Center](#) for Administrators and the [End-User Support Center](#) for users for quick access to trainings, FAQs, community connections, and more!

Drive end-user adoption with the Mobile App

Once in the Standard Training Toolkit, navigate to the top menu and hover over **Related Products** to find **Mobile**. Here you can view training for Concur mobile, as well as guides to drive user adoption.

Click each to access mobile resources



DID YOU KNOW?

61%

of travelers book and pay for travel on a mobile device.¹

Optimize efficiency and performance with Reporting

Find resources for the reporting service your organization purchased on the Standard Training Toolkit homepage under **Learn About Reporting**.



Not sure which reporting platform you have?
First, login to SAP Concur solutions. From the top black bar, you will either see **Analytics**, or **Reporting** with a drop-down to show **Analysis** or **Intelligence**. You must have reporting permissions to see these options.

System questions? Utilize your Contact Resources

Have a question or unresolved issue, but not sure who to reach out to?

For support questions, such as:

For functional questions, such as:

“ I get an error when I try adding a new user. **”**


“ Mileage is not easy to report. **OR** I want to review my contract. **”**

You should reach out to **SAP Concur Support**. You can access support by navigating to **Help** on the upper right of your screen, then click on **Contact Support**. You can call or chat with support, or create a case for assistance.


You should reach out to your **Client Success Manager**. We recommended reviewing your services at least once a year so your Client Success Manager can evaluate usage and help answer questions to optimize your experience with SAP Concur solutions.

Connect with peers in the SAP Concur Customer Community


Join a culture of collaboration, where you can:



Leverage collective brain power



Elevate your professional brand



Stay competitive through continuous learning

JOIN TODAY!