

Admin FAQ: Expenselt in the SAP Concur Mobile App

Expenselt has been integrated with the SAP Concur mobile app for all customers. SAP Concur has retired the Expenselt and Expenselt Pro standalone mobile apps and subsequently removed them from respective app stores.

This change resulted from customer feedback and provides a simpler user experience as well as allows us to be more responsive and innovative in the future.

While the place your users will access Expenselt has changed, the functionality has not. It's the same Expenselt users know and love—plus several improvements!

This FAQ will help give more detail on what has changed and what this change means for you and your users.

What is Expenselt in the SAP Concur mobile app? Expenselt in the SAP Concur mobile app is a value-added service that turns receipts into expense line items and sends them directly to Concur Expense. This service makes submitting receipts, creating expense reports, and getting reimbursed quicker and easier by automating the process for your users.

What is happening to the Expenselt Pro app? The Expenselt Pro standalone app is no longer supported. Everything your users love about Expenselt is now available in the SAP Concur mobile app. This means expenses can be managed, from start to finish, all within a single app. Subsequently, the Expenselt Pro standalone app has been removed from respective app stores.

Additionally, we are changing the name from Expenselt Pro to simply Expenselt to reflect the inclusion of the Expenselt functionality within the SAP Concur mobile app.

What is the difference between Expenselt Pro and Expenselt in the SAP Concur mobile app? Expenselt Pro was a standalone app. This technology has been added to the SAP Concur mobile app to provide your users with a single-app experience. This makes the SAP Concur mobile app the only app your users will need to manage their expenses.

Feature	Expenselt Pro	Expenselt in SAP Concur mobile app
Accessibility	Standalone app – need for user to download separate app from app store.	Access within the SAP Concur mobile application.
SSO	No SSO capability	SSO capability
Hotel itemization	YES	YES
OCR	YES	YES
Human Audit	YES	YES
Country Availability	UK, US, Canada, Australia	United Kingdom, United States, Australia, New Zealand, Canada, France, Germany, Austria, Switzerland, South Africa, Sweden, Denmark, Finland, Norway, Belgium, Luxembourg, Netherlands, Hong Kong, and Singapore
Multipage Receipt Capture	YES on iOS	YES - on iOS and Android
Availability	Retirement on December 31, 2018	Currently available

Was any data moved because of this change?

No, data was not moved as a result of this change.

How will my end users know the standalone app is no longer supported?

During the months leading up to the retirement of the Expenselt Pro standalone app, users saw messages notifying them of the transition and end of support when they opened the app.

How do I roll this out to my users?

Your users already have access to Expenselt in the SAP Concur mobile app. Let your users know that the Expenselt Pro app is no longer supported and remind them to use the SAP Concur mobile app moving forward. Visit the [Administrator Resource Page](#) to access resources to help you communicate this information to your users.

Don't forget to adjust any onboarding programs to remove the mention of the Expenselt Pro standalone app. If you have users operating in languages that are not yet supported, or who rely on multipage capture, you may want to provide special instructions based on their expected experiences.

What happens if my users don't see Expenselt within the SAP Concur mobile app?

If users aren't seeing Expenselt, they will need to verify that they're using the latest version of the SAP Concur mobile app (version 9.52 or above) and update if necessary.

If they are still not seeing Expenselt, users may need to turn on Expenselt within the SAP Concur app. They can do so by tapping on the menu > choosing *Settings* > turning on the toggle for *Expenselt*.

If users are still having issues after taking these steps, please submit a support case through the Customer Support Portal with the credentials of one or more users who do not see Expenselt (ideally, their original credentials).

**Does provisioning/
logging in change for
users?**

Provisioning remains the same for the SAP Concur mobile app. Users will use their SAP Concur mobile log-in to access Expenselt within the SAP Concur mobile app.

**How will this affect
billing?**

The amount your company is billed will not change. On your invoice from SAP Concur, the line item will simply read *Expenselt*.

**Will the way my
organization gets
support in SAP Concur
mobile be the same?**

Authorized Support Contacts (ASCs) will continue to receive support from the SAP Concur mobile support team. ASCs can call, chat, or email to contact this support team. End users should continue to access support how they always have, either through your company's Concur administrator or User Support Desk (USD) service if you have purchased it.

**Does this mean that
"Mobile" on Concur
Open now reflects
Expenselt uptime?**

Yes, SAP Concur mobile app uptime reflected on Concur Open includes Expenselt availability.

**Will reporting include
Expenselt metrics?**

All of the same metrics that you had access to before within reporting will continue to be available to you.

ABOUT SAP CONCUR

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