

# Concur<sup>®</sup> TripLink: Let's Get You Started

Now your business travelers can book almost anywhere — without you giving up control. Outside bookings are brought back into your program automatically. Your users also get a better experience thanks to Triplt.

THE BEST RUN



Overview

TripLink at a Glance

## Concur TripLink at a Glance

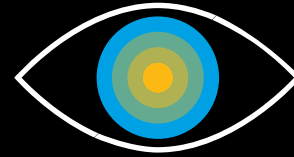
SAP Concur solutions are the world's leading integrated travel, expense, and invoice management solutions, driven by a relentless pursuit to simplify and automate these everyday processes.

With Concur TripLink, you can streamline your business travel, from start to finish.



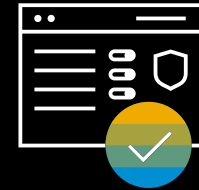
### Bring Outside Bookings into Your Travel Program

Sometimes travelers book directly with suppliers. Now you can see their itinerary, locate them, and support them.



### Gain Visibility into Spend with Different Suppliers

Now you no longer have to wonder how much invisible spend will cost you or affect your supplier relationships.



### Make Travel Management and Applying Policies Easier

Make trips simpler for everyone. Show travelers what's allowed when they book their next business trip or other exceptions.

Overview

Here's How It Works

## Here's How It Works

Concur TripLink has two key components: travel partner integrations and the Triplt Pro app.

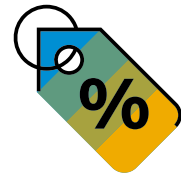


### Get Connected

Your frequent travelers enroll in travel partner integrations which includes hotel groups, airlines, car rentals, and more.

### Book Travel

Whenever they make bookings via travel partner integrations, any supplier discounted rates you've negotiated will be applied.

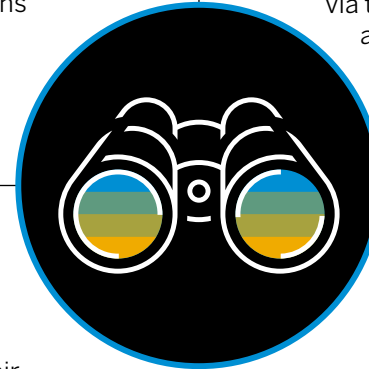


### Save Time

Their itineraries will appear automatically in Concur Travel and their receipts flow straight into Concur Expense.

### Manage Trips

Their plans are synchronized in their Triplt Pro app —which makes managing trips a whole lot easier.



### See the Bigger Picture

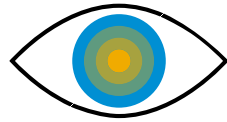
With complete visibility, you can fulfill your duty of care, extend your policies, and ensure negotiated rates are applied.

Overview

Three Key Benefits

## Now You Can Improve the Travel Experience and Performance

With Concur TripLink, you're better connected to your people and suppliers.



### Fulfill Your Duty of Care

Locate and support your travelers if they need assistance by extending your duty of care to direct bookings.



### Support Employees

Give your travelers the freedom to make bookings how they wish, in an organized way, with the information they need all in one place.



### Optimize Your Budget

Ensure your negotiated rates are applied when travelers book directly with participating suppliers.

Go-Live

Getting Up and Running

## Getting Up and Running

Follow these three steps so you can start using Concur TripLink.



### Launch Concur TripLink

Check with the Concur Implementation team if Concur TripLink has been turned on and user permissions have been assigned.

**DID YOU KNOW?** You can also get support from your assigned Implementation Project Manager.



### Apply Negotiated Rates

Ask your suppliers for your company's unique discount codes. Add them to Concur, so they are applied to bookings.

**TIP:** Utilize the reporting functionality within Reporting tool or ask Client Support to see invisible spend for airlines, hotels, and car rentals as well as spend summaries "by traveler."



### Add Your Policies

Apply your policies and audit rules to bookings made with Concur TripLink network of suppliers by setting up your Travel Policy and Expense Audit Rules.

**LEARN MORE:** Follow the [step-by-step user guide for admins](#). There are different sections for the Standard and Professional versions of Concur TripLink.\*

\*Country variations may apply

After this, you can encourage your travelers to get started. Go to the [Adoption](#) section of this eBook.



## Important Questions and Answers

As an administrator, you may have questions like these:

**How do employees enroll in Travel Partner Integrations?**

### Enrolling is Easy

Simply set up your travel network by [enrolling yourself](#) in Travel Partner Integrations and connecting your frequent traveler accounts in the SAP Concur App Center.

*For example, employees can get started by visiting the Travel Partner Integrations listing in the SAP Concur App Center and selecting Enroll. From there, they can connect their frequent traveler accounts to their favorite suppliers such as Marriott, United, Hertz, and more.*

**Which travel suppliers are part of Travel Partner Integrations?**

### Automation Saves You Time

To save time in creating your itinerary and submitting expenses, you'll be able to assign suppliers to your travel plans based on auto-populated options inputted by your admin team.

**How do employees activate their complimentary Triplt Pro subscription?**

### One Quick Click

That's all you need to do to activate your Triplt Pro subscription. As a Concur TripLink customer, you will automatically be upgraded to the pro edition, free of charge – just [click here](#).



Find answers to these and other questions in the [TripLink Admin FAQ](#).

## Adoption: Key Messages

Employees in your organization will personally benefit from the smart and seamless functionality of Concur TripLink.

Adoption

Key Messages



### **TripLink Makes Travel Easier**

Now it's easier to book and manage every trip. They don't need to take pictures of receipts or email expenses — as these are sent through automatically.



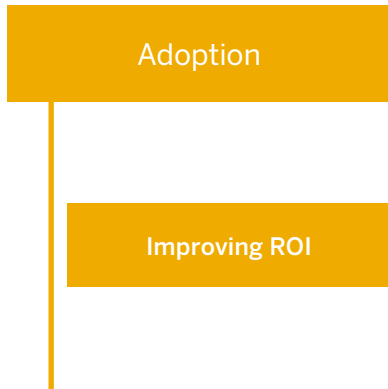
### **They Have Everything in One Place**

They get a complimentary subscription of Triplt Pro — the world's highest-rated travel organizing app. All their travel details appear in one place.



### **It's a Better Experience**

With the Triplt Pro app, they can manage their travel plans all in one place. They'll get reminders, COVID-19 updates, and up-to-date neighborhood safety scores.



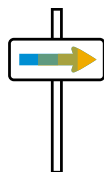
## How to Get the Greatest Return on Investment

It's essential to drive adoption. And we've got a communications plan and assets to help.



### Increase Awareness

Encourage your employees to become familiar with the advantages of Travel Partner Integrations and Triplt Pro.



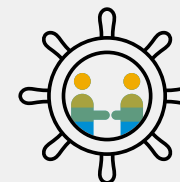
### Drive Adoption

Guide users to their profile where they can enroll in Travel Partner Integrations and add frequent traveler programs.



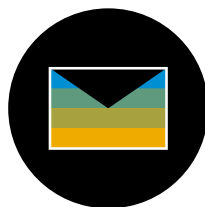
### Promote the App

Make sure your travelers are taking advantage Triplt Pro. Guide them to where they create an account.



Your [Concur TripLink Admin Toolkit](#) explains how to manage each stage — and provides you with a wealth of ready-to-go resources to get your message across.

### You can access:



### Email Templates

Customize and use [these templates](#) to explain the benefits of Concur TripLink to your travelers.



### Posters and Signs

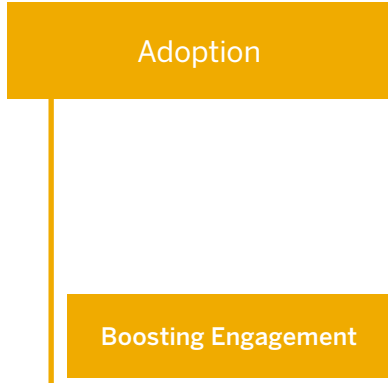
Print and put up posters or use [this digital signage](#) to grow awareness among your teams.



### Internal Communications

Use [our guides](#) to help craft messages that will encourage take-up among employees.





## What Else Will Boost Engagement?

To help you increase adoption, we'll run **in-product messaging** for your users to see when they log into their SAP Concur solutions. We'll do this automatically.

Here are some other excellent assets to help you to drive adoption:



### The Perfect Introduction

[SAP Concur Traveler Resources](#) is a great tool for educating and inspiring users to get started.



### Digging Into Detail

The [Travel Partner Integrations and Triplt FAQ](#) answers many common questions.



### Learning More

[This video](#) explores the benefits of using the Travel Partner Integrations and Triplt Pro.



Your users can also check out [Admin Toolkit](#) for more guides and videos.

## Triplt Pro: An Added-Value Business Perk for Travelers

Triplt Pro provides extra features beyond the Triplt app. It helps travelers to stay one step ahead, from planning to landing. It's a real perk for employees, while supporting your duty of care.

Triplt Pro

Additional Traveler Perk



### Keeping Life Simple

Triplt Pro organizes travel plans all in one place for your users, building automatic itineraries to support every trip.



### Alerts On-the-Go

It provides a heads-up for users as things happen throughout their trip, with real-time flight alerts and helpful reminders.



### Automatic Reporting

Triplt Pro adds your travelers' business trips to their SAP Concur account and starts expense reports for them - giving you the visibility you need and accurate reporting.

TriplT Pro

Improving the Travel Experience

## Delivering a Better Business Travel Experience

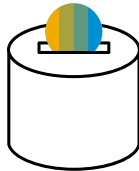


### Everyone's in the Loop

You can see each of your users travel plans, as part of your duty of care. Users can also share plans automatically with their close colleagues.

### Help as They Travel

Users get travel reminders and real-time flight alerts, as well as useful tools for finding alternative flights, checking for better seats, and much more.



### Refund Notifications

If trips are canceled, users can see confirmation that refunds have been issued. And as an admin user, you'll be able to see this, too.

Check out [this guide](#) to explore all the advantages for you and your travelers.

## New Features Keep Everything Fresh

TripIt Pro is being enhanced continually. Here are some of the latest exciting features:



### Add Meetings Easily

Users can forward their meetings to [plans@tripit.com](mailto:plans@tripit.com) and they'll be added to their trip itinerary automatically.



### Just Ask Alexa

New ways are being added to access travel information with enhanced TripIt skills for Amazon Alexa and Google Assistant.



### Carbon Footprint

The TripIt Pro app tracks carbon emissions for flights and suggests ways to offset the environmental impact.

TripIt Pro

New Features

## Getting Your Team to Use Triplt Pro

It's simple for your users to take advantage of their complimentary Triplt Pro subscription.

Triplt Pro

Getting Started

Your users should download the free Triplt app [here](#). The app is available in the Google Play and Apple Store and in the following languages: English (US, UK), French, German, Spanish, and Japanese.

1

Next, ask them to log into [concur.com](https://concur.com), click the App Center tab, then select the Triplt icon. From here, they should select Connect.

2

As soon as they select Connect, they will be automatically upgraded to Triplt Pro courtesy of your company.

3

You can also share a step-by-step guides and FAQs with your team in one of the languages listed above.

## Providing Help and Support for Your Users

We've got resources to help you to answer questions and support your users.

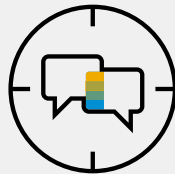
Triplt Pro

Providing Support



### Travel Made Easy

See how Triplt Pro connects with Travel Partner Integrations and [makes trips better](#) for your travelers.



### FAQ for Admins

Here's an [FAQ specifically for admins in EMEA](#). The following languages are available: [French](#), [German](#) and British English.



### Triplt Help Center

From COVID-19 guidelines, to updates and support – if you have more questions, try the Triplt Pro Help Center, which is available [in English](#) and [in German](#).

## Enhance Compliance with New Admin Controls

Concur TripLink Admin Controls is a new feature which allows you to manage your policy around supplier direct bookings with a variety of pre-populated messages which are automatically conveyed to your end-users.

New Admin Controls

Overview



### Highlight Preferred Suppliers

Select your preferred travel suppliers, so they can be prioritized for end-users.



### Be Clear About Policy

Use clear messaging to let travelers know if travel supplier direct bookings are allowed.



### Turn Off Certain Suppliers

Certain travel suppliers can be inactivated within the system if needed, by request.

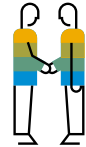
## Adding Value to Your Business

By utilizing the new admin functionality, you can add value to your business by improving traveler satisfaction and ensuring policy compliance.



### Gain Greater Visibility

Bookings made outside of your organization's preferred methods are now visible for a 360-degree view of all bookings.



### Flexibility on Partners

Personalize how travel suppliers are presented and communicated to your travelers.



### Improve Traveler Satisfaction

Give end-users peace of mind when booking their business travel as they will be following policy as part of the process.



### Manage Your Policy

Extend your policy holistically to improve compliance and enhance the overall employee experience.

New Admin Controls

Business Value

Take a look at [this guide](#) to find out even more advantages for you and your travelers.



## Tailor Your Solution to Meet the Needs of Your Business

You can now select different messaging options for particular suppliers. Once a company has been chosen in the Manage TripLink Settings screen, you can choose a company travel configuration and three messaging options will be displayed to you for your employees.

### **1** **OPTION ONE** **Supplier direct booking is allowed for all suppliers**

Messaging is displayed to say employees are allowed to book directly with all travel suppliers and they will appear in Travel Partner Integrations and the SAP Concur App Center.

### **2** **OPTION TWO** **Supplier direct booking allowed only for selected suppliers**

Employees are informed that they are allowed to book directly only with the travel suppliers selected by the company, which will be marked as preferred.

### **3** **OPTION THREE** **Supplier direct booking is discouraged**

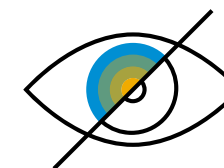
Messaging displayed will encourage employees to use the company's other preferred methods of booking, but they can still connect to travel suppliers in Travel Partner Integrations and the SAP Concur App Center.

New Admin Controls

Tailor Your Solution

### **Inactivating a Concur TripLink Supplier**

If necessary, you can request to inactivate a Concur TripLink supplier and remove it from the SAP Concur App Center and Travel Partner Integrations. This is strongly discouraged, as it may result in a loss of visibility into bookings made outside of your organization. Instead, we suggest that you select Option 2 and discourage supplier direct bookings for specific travel partners.



### **Find Out More About Admin Controls**

To find out more about Admin Controls, check out our [FAQ sheet](#), where you will find answers to any questions you may have and how these new controls can benefit your business.

## Thank You

With Concur TripLink and Triplt Pro you'll improve the travel booking process for both yourself and your employees, allowing bookings to be made anytime or anywhere, freeing up your time for value-add activities.

### Ongoing Support

Got a question or need advice? Just ask your SAP Concur representative.

### Systems Issues

Visit the [support page](#) to raise a case and/or ask your Service Coordinator.



Contact Us

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[www.concur.com](http://www.concur.com)

Welcome Pack: Concur TripLink enUS (22/02)

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