SAP Concur [C·]

7 Tips to Alleviate the Strain
for SAP Concur Administrators

You know the basics. Now make sure you're taking advantage of all the features within SAP® Concur® solutions. Use this tip sheet when you need some quick ideas on how to alleviate the strain of onboarding and training new users, as well as how to build a reputable spend management program.

1

Join our digital community to connect with peers.
Whether you want to take your travel and spend management knowledge to the next level, introduce best practices to your organization, or just get a question answered, the SAP Concur customer community can help you find success. Connect with thousands of other admins to exchange tips and tricks, forge connections, and solve challenges.

2

Access the Client Admin Training Series on-demand webinars.
Each webinar highlights best practices, good-to-know information, product-specific tips and more. Register just once to view the whole library.

3

Utilize our training toolkit for quick steps, demos, and product features.
Provides end users and administrators with quick steps for features, as well as product demonstrations – covering all product features from creating a travel reservation to creating and submitting expense reports.

4

Leverage in-product guidance to enhance end-user onboarding experience.
Concur® User Assistant by WalkMe generates self-service guidance and content within the SAP Concur user interface, providing Admins with another way to drive end-user adoption and enforce policy.

5

Check Concur Open for service status updates and incidents.
Concur Open is the SAP Concur service status dashboard which displays known and widespread outages and incidents for select SAP Concur services, data centers, and incident history for the past 20 days. View the status of your account's services and receive updates that matter to you.

6

Learn how to use reports to track your KPIs.
Review these recommended reports and decide which you'll use to track your progress. Find the report folder, report name, why you should measure it, what you should be looking for, and tips on how to improve. There are also resources to access reporting guides and training videos on SAP Concur reporting tools.

7

Contact your Client Success Manager for tips on how to optimize your solution.
We recommend having a conversation with your Client Success Manager at least once a year to ensure you're getting the most out of your SAP Concur solutions.

Learn more at concur.com

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