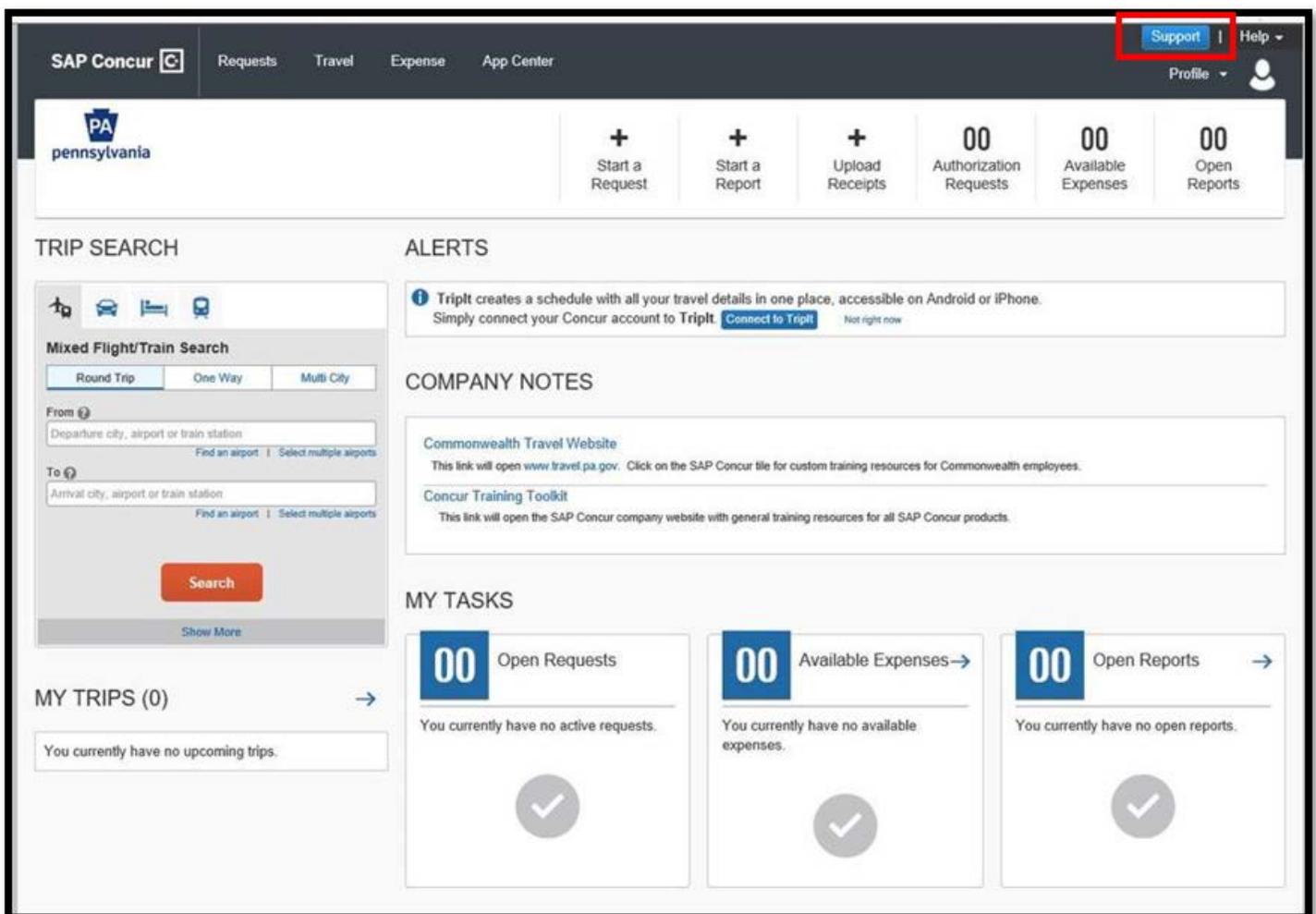


## User Guide – SAP Concur User Support

SAP Concur User Support is available for Commonwealth employees 24 hours a day, 7 days a week, 365 days a year. Help is available via online, live chat, and phone support for system navigation and SAP Concur application questions. In order to use any of the User Support options, employees must first complete the User Information Confirmation.

### User Information Confirmation

1. Sign into SAP Concur to access your home page. [Reference: SAP Concur User Guide – Signing In]
2. On the home page, click on the **Support** button.



3. SAP Concur will transfer you to the Concur Support site.

Transferring to the Concur Support site, please wait a moment...

4. Complete the required fields on the User Information Confirmation page.
  - a. First Name – this field is prepopulated with your first name.
  - b. Last Name – this field is prepopulated with your last name.
  - c. Email – this field is prepopulated with your email address.
  - d. Work Phone – enter your work phone number.
  - e. Phone Country Code – enter the number 1 in this field.
  - f. Customer Selected Region – select North America from the dropdown list.
  - g. Work Title – enter your work title.
  - h. Select your Language – this dropdown list is pre-populated with English.

### User Information Confirmation

First Name Clone  
Last Name User40  
Email  cloneuser40@pa.gov

Work Phone

Phone Country Code 

Customer Selected Region  --None--

Work Title

Select your language

If you determine your name or email needs modifications please contact your Concur Administrator.

#### Preferences

Language Support:  
Due to high demand for specific language support, some cases may take longer to address. If working with **Client Support** in English is acceptable in times of high volume, check the **Opt In** box and click **Save**.

Opt In if support in English is acceptable

*Note: Whether you choose to Opt In or Opt Out, this will only apply to **future** cases.*

5. Click the **Save** button to continue to your User Portal. You can return to this page at any time by clicking on the **Profile** link on the User Support Portal home page.

# Support Portal Home Page

1. Within the User Support Portal, select the Home tab for access to:
  - a. **Ask me anything** – search box for typing in questions to access the Knowledge Base.
  - b. **Training Videos** – link to SAP Concur Learning Services.
  - c. **My Cases** – list of your cases. Click the **Create a Case** button to start a new case. See also Create a Case section of this guide.
  - d. **Chat with support** – start a live online chat with an SAP Concur User Support technician.
  - e. **Support Hotline** – call the hotline at 1-866-793-4040 to speak to an SAP Concur User Support technician.
  - f. **Concur Open** – view the current or past system status.
  - g. **Top Questions** – review common questions answered by SAP Concur User Support.

**SAP Concur**  Welcome Clone User40  
Profile | Close

Home Knowledge Base Create a Case

## Ask me anything

e.g. "How do I add an expense type?" 

### Training Videos

Quickly learn to use Concur products by watching [Concur Training Videos](#)

### My Cases

No cases found. 

 Chat with support

 Support Hotline:  
1-866-793-4040  
United States and Canada | Available 24/7  
[View global phone numbers](#)

### Concur Open

[View our System Status](#)

### Top Questions

#### Expense

[How do I tell if an expense is an imported company card charge?](#)  
Line items listed in your 'Available Expenses' will show with various icons that can be used to identify whether or not it is an imported company card charge. Card charges will have a circular icon with a white credit card symbol inside. Other icons, such as an airplane, car, or bed, indicate that the line item is a travel itinerary. This data can be matched with the imported card charge, but may sometimes appear before the card charge has imported.

[When should I expect to see my company card charges appear in my account?](#)  
Company card charges are imported via a feed, and can take up to 7 days for domestic charges to appear in your account. If you do not see the charges after 10 days, please reach out to Concur Support for assistance (14 days for international).

[How do I find out my report payment status?](#)  
Click on the title of the report to open it, and select the blue 'Details' link at the top of the report. From the drop down menu, select 'Report Payments'.

# Knowledge Base

1. The Knowledge Base tab contains accepted solution answers to commonly asked questions. Explore the knowledge base by typing key words or a question in the **Search** edit field or use the checkboxes on the left to filter the articles based on your particular question or search topic.

The screenshot shows the SAP Concur Knowledge Base interface. At the top, there is a blue header with the SAP Concur logo on the left and the user name 'Welcome Clone User40' with 'Profile' and 'Close' links on the right. Below the header is a navigation bar with 'Home', 'Knowledge Base' (selected), and 'Create a Case' tabs. The main content area features a search bar with a magnifying glass icon and the text 'Search Ask us anything (e.g. "How do I add an expense type?")'. To the left of the search bar are three filter panels: 'Article Type' with 'Article' (661), 'Topic' with 'Travel' (228), 'Expense' (180), 'Invoice' (11), 'Direct Connect' (4), 'TVL' (4), and 'Search'; and 'Case Type' with 'GDS Shop & Book' (105), 'Unspecified - Expense' (45), 'Direct Connect' (40), 'Profile' (25), 'Credit Card Services' (15), and 'Search'. To the right of the search bar, the language is set to 'English' and there is a 'Clear' button. Below the search bar, it shows 'Results 1-10 of about 661' and sorting options 'RELEVANCE' and 'DATE'. The search results list three KB articles, each with a document icon, a title, a date, a brief description, view counts, and a 'Quick View' link. The first article is 'How can my Concur Expense Approver be changed?' dated Aug 14, 2019, with 23922 views and 43 likes. The second is 'How is banking information added or updated on my profile?' dated Sep 30, 2019, with 13007 views and 246 likes. The third is 'How do I send receipts to the Receipt Store?' dated Sep 12, 2019.

## Create a Case

1. On the Create a Case tab, type in a topic or question in the **Subject** edit field and add a **Description**. Suggested articles from the Knowledge Base will automatically display in the right section of the page. If your question isn't answered by one of the articles, click on the **Continue Creating a Case** button.

SAP Concur 

Welcome Clone User40  
Profile | Close

Home Knowledge Base **Create a Case**

Please provide a detailed Subject and Case Description and we will search to locate an Article that answers your question. If the results do not answer your question, please click "Continue Creating a Case".

**Submit a Case**

Subject

Description

**Continue Creating a Case**

**Suggested Articles**

 Relevant articles will appear here as you type in the case details. If no results are returned, then no matches were found.