

TripLink

User Guide

Last Revised: August 15, 2022

Applies to these SAP Concur solutions:

- Expense
 - Professional/Premium edition
 - Standard edition

- Travel
 - Professional/Premium edition
 - Standard edition

- Invoice
 - Professional/Premium edition
 - Standard edition

- Request
 - Professional/Premium edition
 - Standard edition

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Revision History

Date	Notes / Comments / Changes
August 15, 2022	Updated <i>Integration with Duty of Care Providers</i> section
June 17, 2022	Updated <i>Overview</i> section
April 4, 2022	Under TripIt section: <ul style="list-style-type: none"> ◆ Removed TripIt for Teams section due to decommission ◆ Added Spanish language support
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
December 16, 2021	Removed section on eHotel supplier
December 15, 2021	Added section on eHotel supplier
December 3, 2021	Added note on upcoming decommission of TripIt for Teams in the TripIt section
October 25, 2021	Updated <i>Features, Configuration, and TripLink Supplier Discount Code Information</i> sections
October 15, 2021	Several changes throughout including: <ul style="list-style-type: none"> ◆ Replacing My Travel Network with Travel Partner Integrations ◆ Replacing the term “supplier” with “partner” where applicable. In some cases the terms are interchangeable. ◆ Updating screenshots
July 21, 2021	Updated various sections regarding plans@concur.com retirement
May 26, 2021	Added information on TripLink Admin Controls in the <i>Features, Configuration, and FAQ</i> sections.
May 18, 2021	Added upcoming retirement note for <i>plans@concur.com</i> in various sections.
March 12, 2021	Updated <i>Features</i> section
January 27, 2021	Updated Avis AWD code description
January 11, 2021	Updated <i>Overview, Features, and TripLink Supplier Discount Code Information</i> sections
October 26, 2020	Several revisions throughout User Guide
May 7, 2020	Renamed the Authorization Request check box to Request on the guide’s title page; cover date not updated
February 5, 2020	Updated the copyright; updated China terminology to Hong Kong, China
December 7, 2019	Added Discount Code information for Delta Air Lines and Lufthansa German Airlines (LH) to the <i>TripLink Supplier Discount Code Information</i> section.

Date	Notes / Comments / Changes
November 18, 2019	Removed Air Canada and Starwood Preferred Group (SPG) from the <i>TripLink Supplier Discount Code Information</i> section. Air Canada and SPG are no longer TripLink-enabled suppliers.
September 10, 2019	Updated British Airways Discount Code information.
<i>Previous history removed for brevity</i>	

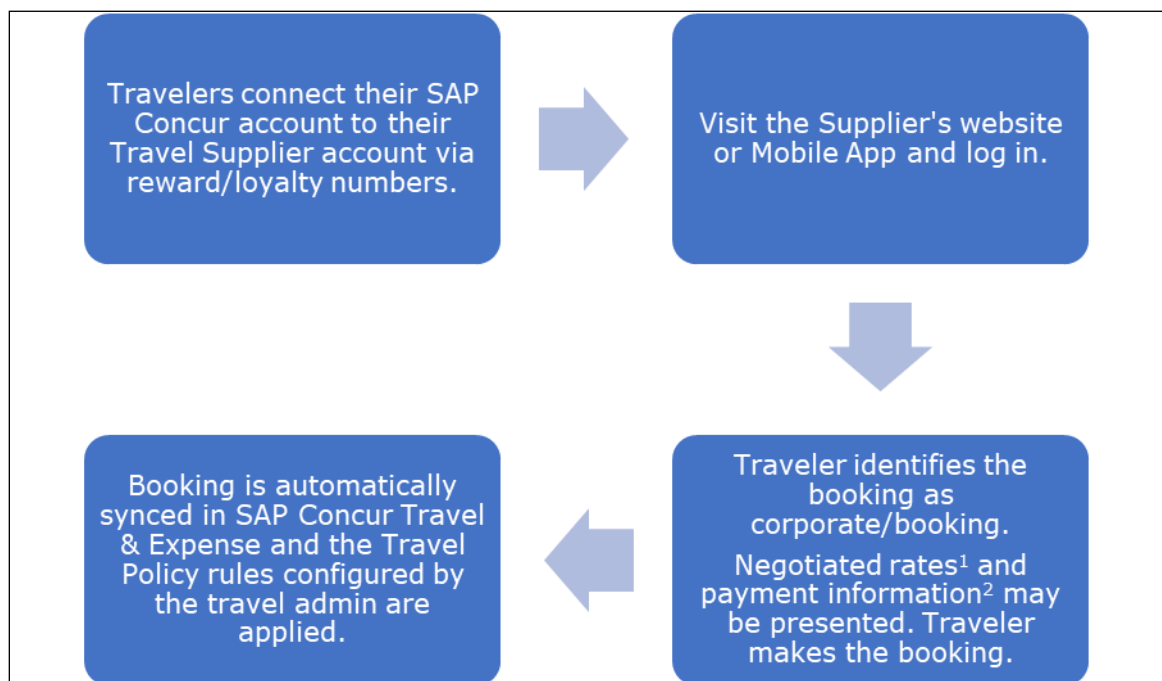
TripLink

Section 1: Overview

Concur TripLink brings outside bookings back into a client's travel and expense program through SAP Concur's Global Network of connected Partners and TripIt Pro, an award-winning, comprehensive trip management app. Complimentary subscription to TripIt Pro is provided for TripLink Users. Concur TripLink is currently available for US and EMEA datacenters.

Clients can gain visibility, apply policy and realize negotiated rates on bookings made with TripLink connected partners - the only program of its kind. When travelers use TripIt Pro for bookings made with non-TripLink partners their itineraries will become available in Concur Travel & Expense.

TripLink represents the next generation of business travel by extending the value of corporate travel programs and integrated travel and expense to all travel, capturing the travel reservations, no matter where they are booked.



NOTE: To ensure negotiated rates are being applied, a Travel Admin must obtain their company's unique discount code from partners and configure them in Concur Travel & Expense.

NOTE: The feature for pre-population the payment information is available for select partners only.

Concur TripLink has many benefits to companies and their travelers including:

- A way to capture corporate travel booked directly on participating partner sites and apps while still receiving your company's negotiated corporate discount and avoid partner distribution fees.
- The flexibility to choose how integrated travel partners are presented and communicated to your travelers, giving you control over partner direct bookings so you can ensure the capturing of blind spend, policy compliance and traveler satisfaction.
- Maximize visibility: Apply policy and audit rules when travelers need to book directly with participating partners.
- Elevate safety: Gain visibility into travel spend no matter where it happens and apply duty of care to previously invisible bookings.
- Receipts posted directly by most of TripLink partners and for those that don't post receipts, the ability to easily create expenses from itinerary events combined with SAP Concur's robust transaction matching system, Smart Expense matching. This system helps both to reduce fraud and increase traveler productivity by combining multiple sources of expense data.
- Complimentary subscription to the award-winning app, TripIt Pro.
- Optimize productivity: With TripIt Pro, travelers will receive notifications on their flight status, alerts if there are any changes, notifications telling them when to leave for the airport, and more.
- Concur TripLink can be paired with Concur Travel, Concur Expense or both.
- Travelers can have all their travel details easily accessible via SAP Concur mobile app, Concur web application, or TripIt Pro mobile app or Web (TripIt Enabled Countries Only).
- A better travel and expense experience for employees.

Please watch this video which explains the benefits of Concur TripLink:

<https://www.youtube.com/watch?v=1I1M7CoVYBo>

NOTE: In this User Guide, the word TripLink Partner is used interchangeably with TripLink Supplier.

Section 2: Getting Started with TripLink

Follow the steps outlined below to experience the benefits of TripLink:

1. Implement TripLink – TripLink needs to be turned on and configured for your company. Your Implementation Manager can do that for you.
2. Apply your Policy – Apply your policies and audit rules to direct bookings by setting up your Travel Policy, Policy Messaging, and Expense Audit Rules.

Please refer the following sections of the User Guide for more information:

- [Configure Travel Policy for Concur Travel Professional Edition](#)
 - [Configure Travel Policy for Concur Travel Standard Edition](#)
3. Apply Negotiated Rates – Ensure your negotiated rates are being applied to bookings with participating partners. To do so, contact partners to obtain your company's unique discount codes. Then, add them to your Concur Travel & Expense configuration and your discounts will be applied to your travelers' bookings.

Please visit [Concur TripLink Partners page](#) for additional information on how to determine the correct discount code for TripLink partners.

Even if your company does not have a contract with the partner, corporate travel booked by your travelers on the partner website or app will be automatically synced into Concur Travel & Expense, thereby capturing invisible spend and ensuring policy adherence.

4. Introduce TripLink – Educate Travelers about the features, benefits and how to use TripLink.
5. For Travelers – Connect your frequent traveler accounts with SAP Concur account. This can be done via the Partner's TripLink App Listing in the SAP Concur App Center or by enrolling in **Travel Partner Integrations**.
6. Travelers need to connect their TripIt account with their SAP Concur Account. They can either connect their existing account or create a new account. Once this is completed, they should log in into TripIt and activate TripIt Pro.

Please refer to the [Connecting to Concur TripLink Partners](#) section of the User Guide for more details about this configuration for Travelers.

Section 3: Features

Please note the following about the TripLink product:

- Travelers are not aware of TripLink as a separate product. Users will interact with the TripLink features through SAP Concur mobile app, Concur web application, while on a connected partner website, or (TripIt Enabled Countries Only) TripIt Pro.
- TripLink can be used with the **Travel Arranger** feature.

TripLink cannot be used with the **Guest Traveler** feature

Booking Directly on Partner Websites and Mobile Apps

Participating travel service partners offer business travelers a way to book corporate travel directly on their consumer websites with the extra benefit of providing many features of a fully managed travel program. For a full list of partners in the TripLink network, please reference [Concur TripLink Partners page](#).

For bookings made with a partner that is currently not a part of the TripLink network, users can forward their itineraries to Concur TripLink for synchronization. Please see [Itinerary Forwarding](#) for more information about this feature.

Travel admins can also contact their partner contact to request onboarding to the TripLink network.

To start using TripLink, travelers must connect their partner accounts with SAP Concur account. This can be done in two ways:

1. By enrolling in **Travel Partner Integrations**.
2. Through the Partner’s TripLink App listing in the SAP Concur App Center.

Please see the [Connecting to Concur TripLink Partners Configuration](#) section for more details.

If your company has purchased Concur TripLink and your configuration is setup on the SAP Concur US or EMEA data center, then your travelers, regardless of where they are located, will have access to the features of Concur TripLink. Please note, users may experience some restrictions due to limits on **Travel Partner Integrations** partners and TripIt Pro availability.

NOTE: Partner coverage varies based on the partner’s unique integration on their website and mobile app.

The table below provides each Partner’s availability

Air

Sr. No	Partner	Integration Availability	Languages Supported	Supported on Web	Supported on Partner Mobile App
1	American Airlines	United States, Canada	English	Yes	Yes
2	British Airways	Globally	EN, FR, DE, JP	Yes	No
3	Delta Airlines	Globally	EN, FR, DE, JP	Yes	Yes
4	Lufthansa	Globally	EN, FR, DE, JP	Yes	Yes
5	United Airlines	Globally	EN, FR, DE, JP	Yes	Yes

Hotels

Sr. No	Partner	Integration Availability	Languages Supported	Supported on Web	Supported on Partner Mobile App
1	Booking.com	Globally	EN, FR, DE, JP	Yes	No
2	Marriott International	Globally	EN, FR, DE, JP	Yes	No
3	InterContinental Hotels Group (IHG)	Globally	EN, FR, DE, JP	Yes	Yes
4	HRS Corporate Booking Portal	Globally	EN, FR, DE, JP	Yes	Yes
5	Hyatt Hotels Corporation	Globally	EN, FR, DE, JP	Yes	Yes

Car Rental

Sr. No	Partner	Integration Availability	Languages Supported	Supported on Web	Supported on Partner Mobile App
1	Avis	United States, Canada	English	Yes	Yes
2	Hertz	Globally	EN, FR, DE, JP	Yes	Yes
3	Sixt	Globally	EN, FR, DE, JP	Yes	Yes

Rail

Sr. No	Partner	Integration Availability	Languages Supported	Supported on Web	Supported on Partner Mobile App
1	Trainline Europe	Globally	EN, FR, DE	Yes	Yes

TripLink Admin Control of Partners & Policy Messaging

Admin controls in Concur TripLink provide Travel Admins the flexibility to manage the organization's policy around partner direct bookings and the messaging that the travelers see, which helps to ensure the capturing of blind spend, policy compliance and traveler satisfaction.

Different messaging preference options impact traveler communications in these ways:

- **Supplier direct booking is allowed for all suppliers:** Travelers are allowed to book directly with all integrated travel suppliers, and the travel suppliers will appear in **Travel Partner Integrations** and the **SAP Concur App Center**.
- **Supplier direct booking is allowed only for suppliers you select below:** Travelers are informed that they are allowed to book directly only with suppliers selected by the company, which will be marked as “preferred”. All suppliers will appear in **Travel Partner Integrations** and the **SAP Concur App Center**.
- **Supplier direct booking is discouraged:** Travelers will be encouraged to use the company’s preferred methods of booking, but they can still connect to suppliers in **Travel Partner Integrations** and the **SAP Concur App Center**.

Inactivating a Supplier

If necessary, you can request to inactivate an integrated travel supplier to remove it from the SAP Concur App Center and Travel Partner Integrations. We strongly discourage this as it will result in a loss in visibility you have into employee bookings made outside of your organization preferred methods, making it difficult to fulfill your duty of care and reporting responsibilities.

Instead, we suggest that you discourage travel supplier direct bookings for non-preferred travel suppliers. You can do this by:

- Setting TripLink Messaging Preferences to **Supplier direct booking is allowed** only for suppliers you select.
- Deselecting the suppliers you want to discourage.

If you would still like to set an integrated travel supplier to inactive, please create a customer support ticket with the subject line “Inactivate TripLink Supplier”.

Once a travel supplier is inactivated:

- The supplier app will be removed from the **SAP Concur App Center** and **Travel Partner Integrations**.
- Your employees will no longer be able to connect to the supplier.
- Employees who are connected will be disconnected within 30 days.
- After the exclusion, email notification will be sent to the disconnected employees.

For more details, please review the [Supplier Configuration & Policy Messaging – For Administrator \(Professional & Standard\)](#) section of this guide.

Trip Sync in Concur Travel & Expense

For Partners participating in the TripLink network, bookings made directly on these partner websites and mobile apps are automatically synced to Concur Travel & Expense.

TripLink plans appear on the trip lists for Concur Travel users and in SAP Concur’s mobile application. Users can use the Itinerary Wizard page to add TripLink bookings to existing Travel itineraries or add new Travel bookings to the itineraries created by TripLink.

Itinerary Forwarding

In instances where bookings are made on a partner that is not yet part of the TripLink network, users can share the itinerary with SAP Concur allowing visibility for duty of care and spend management by sending their itineraries to plans@tripit.com.

NOTE: The plans@concur.com email was retired on July 22, 2021.

SAP Concur recommends that travelers connect their TripIt account with their SAP Concur Account and activate their TripIt Pro subscription. Afterwards, travelers can forward travel confirmation emails from travel partners to plans@tripit.com.

Duplicate Emails

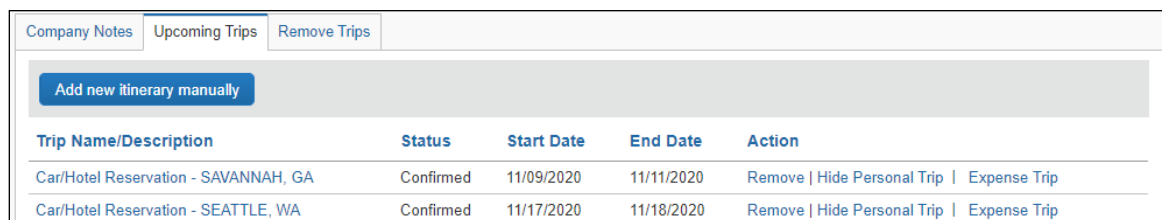
SAP Concur will avoid duplicating plans that are emailed to SAP Concur more than once or that are received by SAP Concur from multiple sources, such as from a TripLink partner and an email forwarded by the traveler to plans@tripit.com.

How to setup Itinerary Forwarding

The SAP Concur user must verify which email address they will send their travel plans from, on their **Profile > Profile Settings > Email Addresses** [Under Your Information Tab] page. SAP Concur will only accept new plans from the specified address(es). A user may verify up to 5 email addresses.

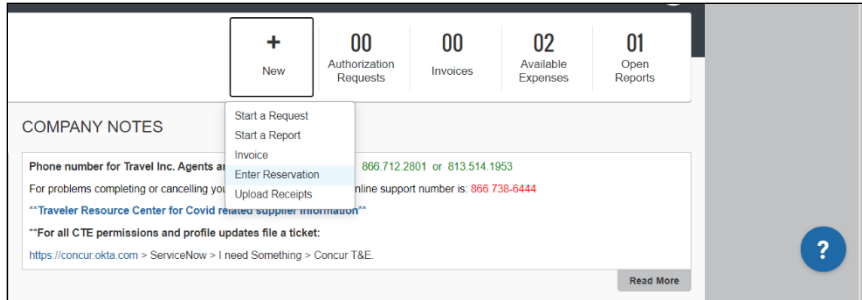
Manually Add Trip Segments to a New or Existing Itinerary

If the company has TripLink integrated with Concur Travel or Concur Travel & Expense, the user can click **Add new itinerary manually** from the **Upcoming Trips** tab on the **Travel** page:



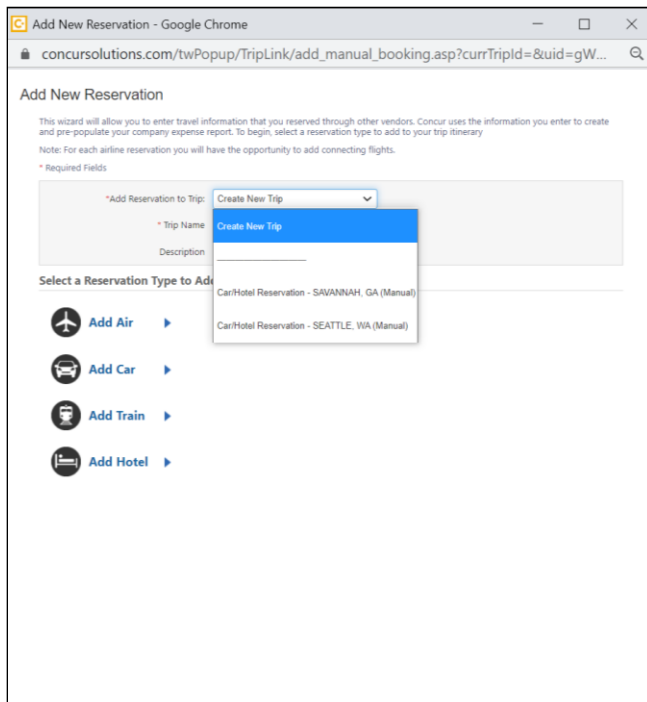
Trip Name/Description	Status	Start Date	End Date	Action
Car/Hotel Reservation - SAVANNAH, GA	Confirmed	11/09/2020	11/11/2020	Remove Hide Personal Trip Expense Trip
Car/Hotel Reservation - SEATTLE, WA	Confirmed	11/17/2020	11/18/2020	Remove Hide Personal Trip Expense Trip

If the company has TripLink integrated with Concur Expense only, the user can click on **Enter Reservation** from the **New** tab on the homepage.



After clicking on either of those options, the **Add New Reservation** window will appear and the user can select one of the following from the **Add Reservation to Trip** list:

- Create New Trip
- The trip they wish to add the manual segment to; there will be a list of trips based on trip name.



If the user selects **Create New Trip**, they are prompted to enter a trip name and description.

If the user selects an existing trip, they can proceed with adding the segment type they prefer.

After filling out the reservation form, the user has the option to **Save and Close**, or **Save and Add Another**:

Add New Reservation

FLIGHT RESERVATION INFORMATION
Seattle to New York

* Required Fields

* Ticket Number

Confirmation Number

Flight

* Airline

* Flight Number

* Departs (date/time)

* Departure Airport

* Arrives (date/time)

* Arrival Airport

Cabin

Seat Assignment

+ Add Flight

* Total Amount Charged USD

+ Save and Close + Save and Add Another

Cancellations and updates to TripLink Bookings

NOTE: Cancellations of TripLink bookings are not supported in Concur Travel. The traveler must use the booking source directly to cancel or update the TripLink booking.

User initiated cancellations and updates to an itinerary made on the partner site or partner mobile app are automatically kept up to date when a traveler books a trip directly using a TripLink connected partner.

Updates to bookings made by the partner, such as schedule changes by airlines, will also be updated in SAP Concur. Cancellations and updates made on the partner site or mobile apps that result in an update or refund will result in an update or removal of the corresponding expense.

Receipts that are posted by the partner will not be removed from a user's expense report, but new receipts will be posted that reflect the most recent state of the user's transaction history.

For itineraries that are emailed or added manually, the traveler must remove the itinerary from their trip library within SAP Concur.

NOTE: Removing a TripLink booking manually only removes the record of the booking from Concur Travel & Expense.

Concur Expense (For Expense and Travel & Expense clients only)

Clients with Concur Expense will see their TripLink segments included in the Available Expenses area.

Smart Expense Matching

Smart Expense matching is a feature that compares the information from a travel segment to expense data to determine if that segment matches an existing expense in Concur Travel & Expense. The data is scored depending on how close the match is, if the score is above a certain threshold, the expense is placed automatically into the same entry in the Available Expenses area, eliminating duplicate expenses.

TripLink segments are included in the Smart Expense matching for clients with Concur Expense. Trip Segments posted to Concur using TripLink can match with the following types of transactions:

- Credit Card
- E-Receipt
- Expense Entry (Web)
- Expense Entry (Mobile)
- ExpenseIt Entry

How to use Smart Expense Matching

1. The Expense user logs in, creates an expense report and fills out header information. On the Expense Report page, the **Available Expenses** section appears, including all the TripLink segments, Travel itinerary items (if the client uses Concur Travel), e-receipts, and any imported corporate card transactions.
2. If the user saves and re-enters the expense report, the user can re-open the **Available Expenses** section by clicking **Import Expenses**.

NOTE: Users at companies that have enabled the personal card import feature instead click on **Import Expenses > Available Expenses**.

For more resources about configuration and tutorials for Expenses, please visit the below URL.

NetGen Expense UI: <https://www.concurtraining.com/en-us/pr/nextgen/expense>

Previous UI: <https://www.concurtraining.com/en-us/pr/get-started>

E-Receipts

The user must enroll in e-receipts to use this feature. Users that enroll in **Travel Partner Integrations** are automatically enrolled to receive E-Receipts.

E-Receipt Users can receive E-Receipts for TripLink Bookings.

This feature allows e-receipts direct from the partner to be received for TripLink bookings. These e-receipts can be pulled into Expense and added to an Expense report. This applies to bookings sent to TripIt (plans@tripit.com) and those made through TripLink Partner connections.

NOTE: The plans@concur.com functionality was retired on July 22, 2021.

For a current list of E-receipt enabled partners please reference the [E-Receipt Coverage Traveler Service Guide](#).

SAP Concur recommends that travelers connect their TripIt account with their SAP Concur Account and activate their TripIt Pro subscription. Afterwards, travelers can forward travel confirmation emails from travel partners to plans@tripit.com.



For more information, refer to the [Enable E-Receipts Configuration](#) section.

Travel Arranger

Because TripLink direct bookings require a user to link their own Travel Partner account to SAP Concur and only book for themselves, Travel Arranger's need to forward bookings made for others to plans@tripit.com using a verified email address. The travel arranger is a role within Concur Travel. A travel arranger may email plans to plans@tripit.com on behalf of a traveler. The arranger must include one of the traveler's registered email addresses in the subject line of the email. The plans will be placed in the traveler's Trip Library. The emailed plans can be used with the One-Click feature to generate and pre-populate trip details into an expense report.

The arranger must verify their email address in the Email Addresses section of Profile.

Please refer [Travel Arranger](#) topic under the *TripIt* section of this guide for more details.

Please refer to the [Manage Verified Email Address and Travel Arranger](#) section of this guide for detailed steps.

Email Notifications of Travel Policy Violations

Travel Policy rules configured by the Travel Admin are applied after the booking made on the partner website / mobile app is posted to Concur Travel & Expense.

Admins can setup notification preferences for Travel Policy Violations during the Travel Policy configuration step.

This section explains the types of email notifications that different roles within Concur Travel may receive based on specific conditions or situations to alert or inform.

Manager

If the Travel Policy rule violation is set to **Notify Manager** and a user creates a TripLink itinerary that violates a rule set up in the new TripLink section of Travel Policy, then the manager will receive an email notification. This email will contain the following information:

- Alert that trip is out of policy
- Who the trip is for
- Who booked the trip
- The rule(s) that was violated
- Copy of the itinerary

User

If the rule violation is set to **Notify Manager** and a user creates a TripLink itinerary that violates a rule set up in the TripLink section of Travel Policy, then the user/arranger will receive an email notification. This email will contain the following information:

- Alert that trip is out of policy and the manager has been notified
- Who the trip is for
- Who booked the trip
- The rule(s) that were violated
- Copy of the itinerary

If the rule violation is set to Log for Reports and a user creates a TripLink itinerary that violates a rule set up in the TripLink section of Travel Policy, then the rule violation will be logged for reporting purposes.

NOTE: Cancellations of TripLink bookings are not supported in Concur Travel. The traveler must use the booking source directly to cancel or update the TripLink booking.

Reporting

For clients with Concur Intelligence, reporting is available in Concur Intelligence.

The following reports are available in the **TripLink** folder:

Report Name	Description
Invisible Spend Details	This report tracks invisible spend at the employee level. Invisible spend represents the expensed amounts that are not matched to a trip, with one

	<p>exception — any charges from TMC direct bookings are considered visible spend and will be excluded from this report.</p> <p>Like the Invisible Spend Trend Analysis report, this report filters on spend categories. If the client has not mapped the expense types to the spend categories, then no data is returned on this report.</p>
Invisible Spend Trend Analysis	<p>Concur TripLink captures data from flights, hotels, and ground transportation – no matter where travel is booked. This report provides access to that data – giving companies of all sizes insight into travel expenditures before they happen and a more complete picture of spend outside the corporate travel system.</p> <p>Invisible spend will go down over time as clients get visibility into travel spend before travel occurs through TripLink. In addition, the information can also be used to meet "duty of care" requirements as well as track spend with specific partners, providing companies with information for better negotiations.</p> <p>NOTE: SAP Concur looks at Concur Expense data where the expense is matched with a trip in order to determine visible spend. If SAP Concur finds credit card spend from TMC direct bookings, it is considered visible spend for this report; this provides the expensed amount. Then, Concur Travel provides the trip source information, like Concur Travel, TripLink, etc.</p> <p>Invisible spend represents the expensed amounts that are not matched to a trip. As described below, the only expenses that are included in this process are those with expense types that are mapped to the four spend categories listed below.</p> <p>The report also shows quarterly trends so the Travel Manager can see if invisible spend is increasing or decreasing over time. The report shows the current quarter and the previous 4 quarters based on the Sent for Payment Date.</p> <p>The client has the option to set up spend categories and then map expense types to those categories, in this case, to "group" data for reporting reasons. The new Invisible Spend Trend Analysis report filters on spend categories. <i>If the client has not mapped the expense types to the spend categories, then no data is returned on this report.</i></p>
TripLink Air Partner Summary	This report lists air trips (booking total, ticket count, and segment count).
TripLink Car Rental Partner Summary	This report lists car rentals (# of rentals, # of days, and booking total).
TripLink Details by Traveler	This report provides trip-level and segment-level details by employee. The report includes the employee ID and expense type, as well as itinerary, ticket, and booking information.
TripLink Hotel Property Partner Summary	This report lists hotel properties (# of nights, # of rooms, and booking total).
TripLink Spend Summary by Traveler	This report lists spend by traveler (air tickets and total amount, rental car days and total amount, hotel days and total amount, and the summary amount).

In the Vendor folder of Intelligence, additional reports can be sorted by the itinerary source to view TripLink vendor information. The reports are:

Report Name	Description
Airfare Details	This report provides the level of detail that is captured and available to report against for air travel. The flight detail report lists all flights during a specified timeframe. There are additional choices for selecting airline, number of days in advance (range: 1-6, 7-13, 14-20, 21+), and booking source (Travel vs. agent). Once the report is generated, managers can click on a record locator to see additional details about that trip, which includes associated hotel and car reservations.
Car Rental Details	This report provides a detailed description of car rental expenditures during a specified timeframe, enabling an organization to: <ul style="list-style-type: none"> Learn with whom the company is spending the most money and who is providing the most competitive rates for car rentals <p>NOTE: Companies can leverage this information to negotiate service commitments.</p> <ul style="list-style-type: none"> Understand how much the company or individuals are spending on rental cars
Hotel Details	This report provides hotel spending amounts during a specified timeframe. With this report, an organization can better position itself for partner negotiations by analyzing which vendors and markets are providing the most competitive prices.

TripLink also contains select reports within the **Reporting > Travel Reports** area of Concur Travel & Expense.

NOTE: The Itinerary Source for a booking is how SAP Concur received the booking. The Booking Source for a booking is where the booking originated, and is usually a GDS or travel partner name.

For more details, please see the [Concur Intelligence documentation](#).

Integration with Duty of Care Providers

Concur Locate and Active Monitoring including Risk Messaging, has been retired effective September 1, 2021.

For more information about Duty of Care Providers and retirement of Concur Locate, please see the [Evolution of Duty of Care FAQ](#).

SAP Concur provides portfolio of duty of care providers within the SAP Concur App Center. These providers are all leaders in the duty of care space and their services are enabled by the comprehensive traveler location information from Concur Travel and TripLink. For more details about the currently available providers, please see [Duty of Care Partners](#).

TripIt

TripLink users have complimentary subscription to the award-winning app – TripIt Pro.

TripIt can organize your travel plans no matter where you book. Simply forward your confirmation emails to plans@tripit.com and TripIt will create a master itinerary for every trip.

Corporate bookings forwarded to TripIt will be available immediately in Concur Travel & Expense provided that the users Concur and TripIt accounts are connected.

TripIt Pro will also provide travelers with real-time flight alerts, location guidance and helpful reminders throughout their trip.

For more details about the TripIt Pro app please see the [TripIt](#) section of the User Guide.

Section 4: Configuration

Administrator

Contact SAP Concur to purchase TripLink. SAP Concur will then activate TripLink for all users at your company.

There are two assignable TripLink related roles:

- **Report User** – This role gives the user access to the TripLink reports.
- **TripLink Travel Policy Admin** – This role gives the user access to the Travel Policy page (to set travel policy, rules, and corporate discounts).

Travel Policy

SAP Concur's extensive set of travel policy rules can also be applied to your travelers' TripLink reservations.

Travel Policy Admin contains a section that will apply only to TripLink itineraries. This includes itineraries sent into TripIt (plans@tripit.com), added manually, or received via a web service from the TMC or a participating supplier.

This feature allows a customer to apply their corporate policy, regardless of where the trip was booked. For example, if the policy says bookings with non-preferred suppliers are out of policy, then this can apply to TripLink as well. The same could apply for rates. If the policy states that hotel rooms greater than \$200 are out of policy, this can apply to TripLink itineraries.

TripLink itineraries are already confirmed by the time they are synchronized into Concur Travel & Expense, so the two options we offer for rules are:

- **Log for Reports:** Rule violations will be logged to the TripLink – Travel Policy Exceptions report.
- **Notify Manager:** Rule violations will be logged to the TripLink – Travel Policy Exceptions report AND an email notification is sent to the user and the user’s manager, defined in the profile or by the travel class.

The rule parts available apply to all trips, all segment types (air, rail, car, hotel) and include a rule part called Booking Source. If this rule part is used, you can define policy specific to a booking source, such as United.com or Marriott.com.

- **BEST PRACTICE:** Where possible, maintain a consistent travel policy for all bookings. It is not recommended to have more stringent or less stringent policy rules for TripLink bookings than for bookings made via Concur Travel or the TMC.

TripLink Discount Codes

For most suppliers, the TripLink discount code is different than the discount code stored in the GDS systems.

Administrators can enter their company’s supplier discount codes in the **Manage Company Discounts** page, so these can be passed to the supplier for application on TripLink trips.

When users connect their SAP Concur accounts to the TripLink supplier, they authorize SAP Concur to share their travel profile information with the supplier, including their company’s corporate discount codes. The supplier can use this information to apply the corporate discount code to the user’s booking.

For Concur Expense only users, for car rental E-receipts, the relevant rental company discount code must be entered so travelers can receive e-receipts.

- **BEST PRACTICE:** Enter your company’s corporate discount codes for all TripLink suppliers. This will help to ensure that your travelers obtain your negotiated rates when they book directly with the supplier. If you are not aware whether your company has a corporate discount with a specific supplier, ask the individual within the organization who manages the travel program. If neither you, nor the travel program manager/administrator knows what corporate discount code to use for a specific supplier, contact the supplier’s sales or account management department directly.

Admin Control of Suppliers & Policy Messaging

All users with the **TripLink Travel Policy Admin** permission will be able to access and adjust the admin controls in the Manage TripLink Settings page in SAP Concur solutions as part of their Concur TripLink offering.

Concur TripLink admin controls provides users with the options to:

- Select their preferred integrated travel suppliers.

- Provide clear messaging to employees if travel supplier direct bookings are allowed or discouraged.
- Inactivate integrated travel suppliers by request.

Administrator– Professional Edition

User Roles

To assign the TripLink Admin User Roles:

1. Click **Administration > Company > Company Admin**.
2. Click **User Permissions** (left menu).
3. Click the **Travel** tab. You can modify the permissions by Groups, Rule Classes, or Users.

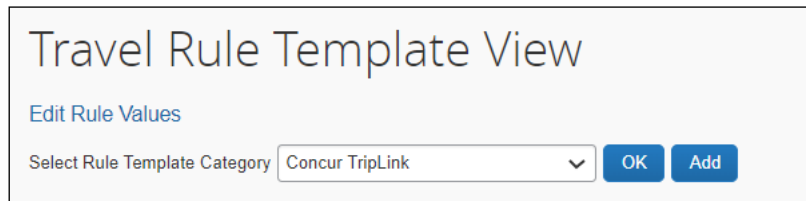
4. For users that need access to the TripLink reports, select the **Report User** role.
5. For users that need access to the Travel Policy page, select the **Trip Link Travel Policy Admin** role.
6. Click **Add** for the desired groups/rule classes/ users.
7. Click **Save**.

CLIENTS WITH CONCUR TRAVEL AND TRIPLINK

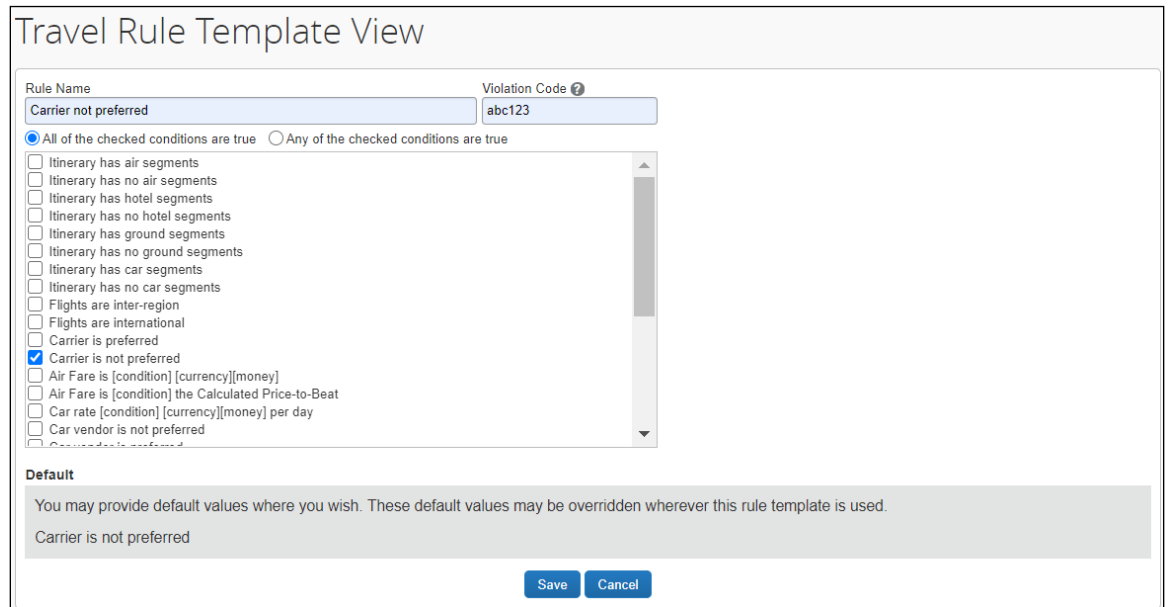
► To configure the travel policy

NOTE: To access this page, the user must have the **TripLink Travel Policy Admin** user permission.

1. Click **Administration > Travel > Travel Admin**.
2. Click Travel Rule Builder (left menu).
3. Under Select Rule Template Category, select **Concur TripLink**.



4. Click **Add**.
5. Enable desired rule(s) around TripLink compliance. For example, create a rule that says "Carrier is not preferred." You select the rule parts needed, name the rule, assign the violation code and click **Save**.



6. Click **Edit Rule Values**.

7. Choose the rule class you want to add this new rule to.
8. Scroll down to the Concur TripLink section and click **Edit**.

9. Select the box to the left of the rule to enable and choose which violation option you prefer:

NOTE: The reason code dropdown does not apply to the TripLink section rules. Anything added or selected here will be ignored.

10. Save your changes.

CLIENTS WITH CONCUR EXPENSE ONLY AND TRIPLINK

► *To configure the travel policy*

NOTE: To access this page, the user must have the **TripLink Travel Policy Admin** user permission.

1. Click **Administration > Company > Company Admin**.
2. Click **TripLink Rules Configuration**.

Company Administration

Administer Approval Queue

Here is where you reassign items from one manager to another, if a manager is unavailable for some reason.

Company Link Administrator

Administer company custom links

Group and Shared Resources Administration

Manage groups of people, and shared resources like group calendars and group contacts.

Permission Administrator

Who can access what? Setup your permissions (user classes) here.

User Administration

Here is where you add, modify and delete users.

Billing Administrator

View current and past bills.

Company Locations and Maps

Where are your offices? Modify your business locations.

Organization Unit Administration

Set up your company's organizational units/departments.

TripLink Rules Configuration

Administer your company's travel rules for TripLink

3. Select the travel class to update.
4. Select **Log for Reports** or **Notify Manager** for the desired rules, entering additional settings if necessary.

Company ▾ Travel Settings

TRAVEL RULES

Define your travel policies, determine the benchmark lowest fare and assign trip approvers.

1 Travel Rules

Travel Rules Manager Notification

Please select the travel policy you want to update. Be sure to click Save to save your changes:

Travel Policy (US) Normal ▾

Travel Rules

To enable a rule, choose Log for Reports or Notify Manager from the list. Once you have enabled a rule, you can change the values associated with it. Be sure to click Save to save your changes.

Concur TripLink

Disabled ▾ All Trips

Disabled ▾ Car vendor is not preferred

Disabled ▾ Car rate *greater than or equal to* ▾ \$ 50.00 per day

Log for reports ▾ Hotel chain is not preferred

Disabled ▾ Hotel property is not preferred

Disabled ▾ Hotel rate is *greater than or equal to* ▾ \$ 200.00

Log for reports ▾ Air carrier is not preferred

Save

5. Click **Save**.
6. Click **Manager Notification**.
7. Select the desired travel policy.
8. Enter your manager notification settings.

NOTE:A manager can be the user’s manager, or using this screen, the administrator can designate an individual specific to the rule class to receive all notifications of rule violations.

9. Click **Save**.

▶ **To set a TripLink discount code**

NOTE:Contact suppliers to obtain your company’s unique discount codes. Then, add them to your Concur Travel & Expense configuration and your discounts will be applied to your travelers’ bookings.

NOTE:To access this page, the user must have the Trip Link Travel Policy Admin user permission.

1. Click **Administration > Company > Company Admin**.

NOTE:Depending on your permissions, the page may appear immediately after you click **Administration**.

2. From the left menu **Travel Admin** section, click **Manage Corporate Discounts**. The **TripLink Discount Code** column displays for each discount.

View Travel Discounts

Company Name Choose

Choose a company travel configuration.
No Travel Config selected - manage company-wide discounts Choose

Choose a GDS Type
Sabre

+ Add System-wide Air Discount

+ Add air discount

Air Vendors

Vendor	Discount Type	Discount Code	TripLink Discount Code	Days Advance	Meeting Name	Valid From	Valid Until	Preference
No records found.								

+ Add hotel chain discount

Hotel Vendors

Vendor	Discount Code	TripLink Discount Code	CD Number	Valid From	Valid Until	Preference
No records found.						

- Edit an existing discount entry or add a new discount entry to set the **TripLink Discount Code** value.

Modify Air Contracts

Airline discount for

i This discount will be applied to all travelers in for GDS Sabre unless a travel config-level discount is available for the same vendor.

Please note: for vendors that are not available in your company's reservation system (GDS), this page can only be used to set a preference level for those vendors. Only GDS or TripLink discount codes should be entered on this page.

Vendor United ▼ Promo Code Discount Code

Vendors not available in the GDS have this background color.

Major vendors have this background color.

Company preferred carrier
 SNAP code
 ATPCO standard passenger type code
 Manual 3.75 pricing command (zone fare only)

TripLink Discount Code
 ATPCO fare filing rate code: ATPCO fare filing rate code, IMPORTANT: must contact United first for eDRA for fares to be loaded **?**

Optional information:

Zone fare class of service **?**

If zone is not available or does not quote

Do Nothing
 Shop lowest price on plane, regardless of cabin
 Shop lowest price on plane, regardless of cabin without discount

Class of service codes for "View More Air Fares" **?**

Advance Purchase Number of Days None ▼ Minimum Number of nights to stay Saturday Night Stay Required

Preference **?** Preferred ▼ Valid From Valid Until

Notes

4. Click the **Help** icon to open the **Quick Help** window.

Modify Air Contracts

Airline discount for

i This discount will be applied to all travelers in for GDS Sabre unless a travel config-level discount is available for the same vendor.

Please note: for vendors that are not available in your company's reservation system (GDS), this page can only be used to set a preference level for those vendors. Only GDS or TripLink discount codes should be entered on this page.

Vendor: Promo Code: Discount Code:

Vendors not available in the GDS have this background color. Major vendors have this background color.

Company preferred carrier
 SNAP code
 ATPCO standard passenger type code
 Manual 3.75 pricing command (zone fare only)

TripLink Discount Code
 ATPCO fare filing rate code: ATPCO fare filing rate code, IMPORTANT: must contact United first for eDRA for fares to be loaded **?**

Optional information:

Zone fare class of service: **?**

If zone is not available or does not quote

Do Nothing
 Shop lowest price on plane, regardless of cabin
 Shop lowest price on plane, regardless of cabin without discount

Class of service codes for "View More Air Fares": **?**

Advance Purchase Number of Days: Minimum Number of nights to stay: Saturday Night Stay Required

Preference: Valid From: Valid Until:

Notes:

Quick Help Close

In order to allow Concur to send your United TripLink trips to PRISM on your behalf, you must first sign an eDRA provided to you by your United Airlines sales representative. Once you have signed the eDRA, your United sales representative will load your fares to United.com. Also, the United sales representative will confirm your ATPCO fare filing rate code with you.

NOTE: The Quick **Help** window provides information on how to locate your supplier discount codes.

TripLink supplier discount code format and coverage vary by supplier. Please reference [Concur TripLink Suppliers page](#) for additional information on how to determine the correct discount code for TripLink suppliers.

Expense Audit Rules

Clients with the Concur Expense – Professional Edition product can create audit rules in Expense that apply to expense reports with itinerary items from TripLink. The administrator can use the **Entry > Booking Origin** data object to identify the TripLink items.



For more information, refer to the *Expense: Audit Rules Setup Guide*.

Administrator – Standard Edition

▶ **To assign the TripLink user roles**

1. Click **Administration > Setup**.

2. If the company has Expense or Expense and Travel, click **Expense > Users**.
3. If the user needs access to the TripLink reports, select the **Report user** check box.
4. If the user needs access to the Travel Policy page (to set travel policy, rules, and corporate discounts), select the **TripLink Travel Policy Admin** check box.
5. Click **Save**.

► **To configure the Travel Policy**

NOTE: To access this page, the user must have the **TripLink Travel Policy Admin** user permission.

1. Click **Administration > Travel Settings**.
2. Click **Travel Rules** (option 2).
3. Scroll down to the **TripLink** section.

Travel Rules

To enable a rule, choose Log for Reports or Notify Manager from the list. Once you have enabled a rule, you can change the values associated with it. Be sure to save your changes before moving on to the next step.

Concur TripLink

Disabled	▼	All Trips
Disabled	▼	Car vendor is not preferred
Disabled	▼	Car rate greater than or equal to ▼ \$ 50.00 per day
Disabled	▼	Hotel chain is not preferred
Disabled	▼	Hotel property is not preferred
Disabled	▼	Hotel rate is greater than or equal to ▼ \$ 200.00
Disabled	▼	Air carrier is not preferred

Save

4. Enable the desired rules around TripLink compliance. These rules are disabled by default.
5. To enable, choose **Notify Manager** or **Log for Reports** from the list.

- If there is a value, for example if the car rate is greater than \$50, then the fields will become editable once you select something other than **Disabled**.

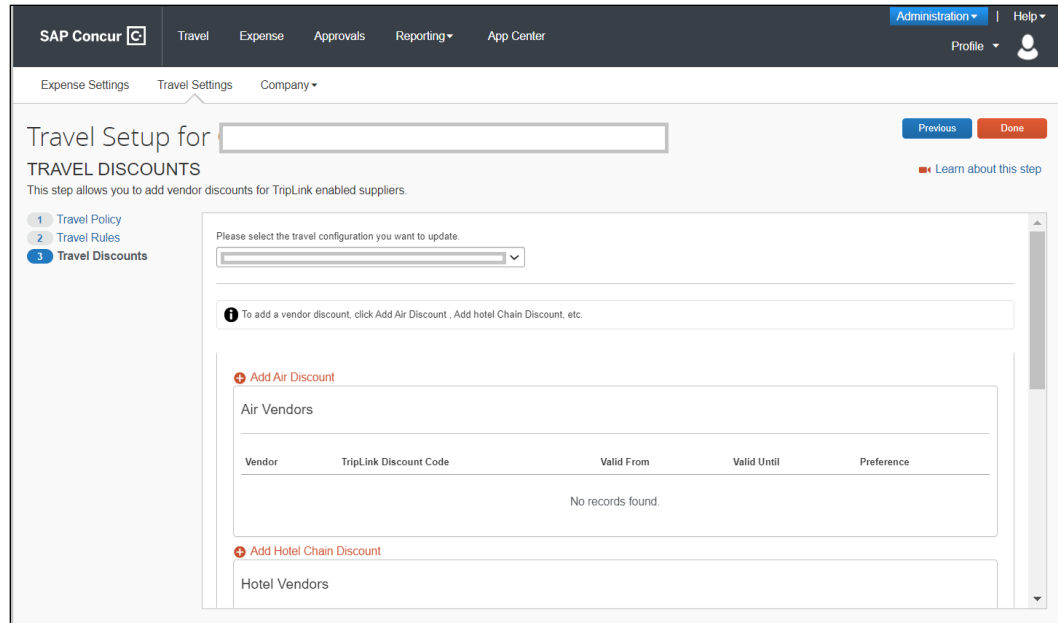
- Click **Save**.

► **To enter TripLink supplier discount codes**

NOTE: Contact suppliers to obtain your company's unique discount codes. Then, add them to you Concur Travel & Expense configuration and your discounts will be applied to your travelers' bookings.

NOTE: To access this page, the user must have the **TripLink Travel Policy Admin** user permission.

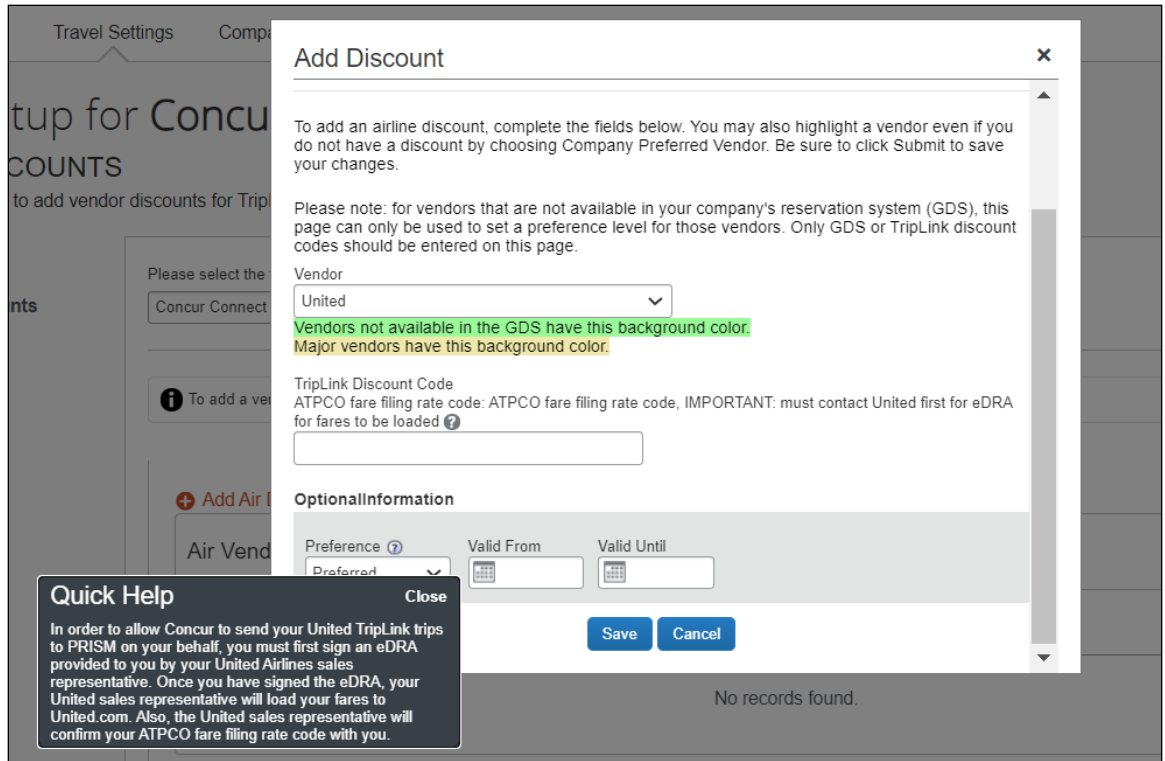
- Click **Administration > Travel Settings**.
- Click **Travel Discounts** (option 3)



3. Click **Add <vendortype> discount** for the desired supplier type.
4. Fill in these fields:

Field	Description
Vendor	Select the desired Supplier.
TripLink Discount Code	Enter the discount code for the Supplier.
Preference	Dropdown list with fields: Most Preferred, Preferred, Less Preferred, Not Preferred
Valid From	The start date for the discount code.
Valid Until	The expiration date for the discount code.

5. Click the **Help** icon to open the **Quick Help** window.



NOTE: The **Quick Help** window provides instructions on how to locate your supplier discount code.

6. Click **Save**.
7. (Optional) Repeat for each supplier.


TripLink supplier discount code format and coverage vary by supplier. Please view the [Concur TripLink Suppliers page](#) for additional information on how to determine the correct discount code for TripLink suppliers.

Terminating a TripLink User


When a user with TripLink is terminated, itineraries from the connected suppliers in Travel Partner Integrations, and itineraries from TripIt will stop flowing into Concur Travel & Expense .

In Professional Edition, the user is terminated when the **Termination Activation Date** set in User Administration has passed.

NOTE: It is the responsibility of the Travel Admin to terminate a TripLink User who is no longer a part of their organization. Failure to do so can result in the user's itineraries from connected suppliers to continue synchronization into Concur Travel & Expense.

 For more information, refer to the *Shared: User Administration User Guide*.

In Standard Edition, the user is terminated when the **Active** check box on their user account is cleared.

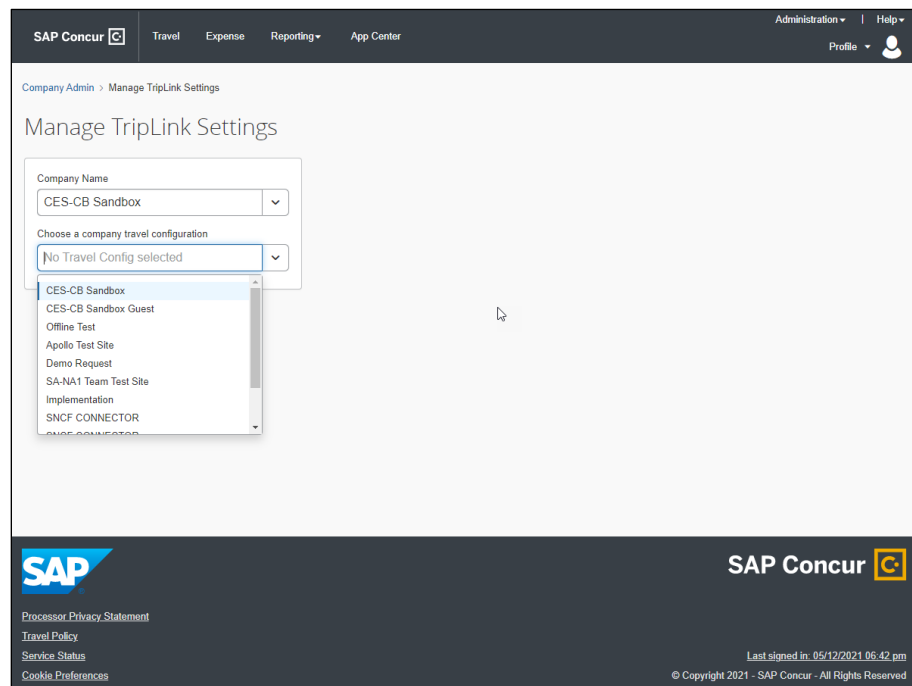
 For more information, refer to the *Shared: Users Setup Guide for Concur Travel & Expense Standard Edition*.

Supplier Configuration & Policy Messaging – For Administrator (Professional)

Travel Admins can set TripLink Messaging Preferences.

► **To do so**

1. Click **Administration > Company > Company Admin**.
2. Under **Travel Administration**, click **Manage TripLink Settings**.
3. Select the company name from the **Company Name** dropdown and then choose a company travel configuration from the next dropdown.



4. Set the TripLink Messaging and Supplier Preferences.

Company Admin > Manage TripLink Settings

Cancel Save Changes

Manage TripLink Settings

Company Name
CES-CB Sandbox

Choose a company travel configuration
CES-CB Sandbox

TripLink Messaging Preferences

Your selected messaging preference will impact the way we communicate to your users about booking directly with suppliers. It will not impact which suppliers your users are able to connect to their SAP Concur account. [Learn More](#)

Please select the messaging option that best aligns with your policy:

- Supplier direct booking is allowed for all suppliers
- Supplier direct booking is allowed only for suppliers you select below
- Supplier direct booking is discouraged

[View History](#)

Air Suppliers

Name	Supplier Status	Allow
United	Active	<input checked="" type="checkbox"/>
Lufthansa	Active	<input checked="" type="checkbox"/>

5. Click **Save Changes**.

NOTE: The company travel configuration list will contain active and inactive travel configurations. Make sure you are choosing the correct active configuration.

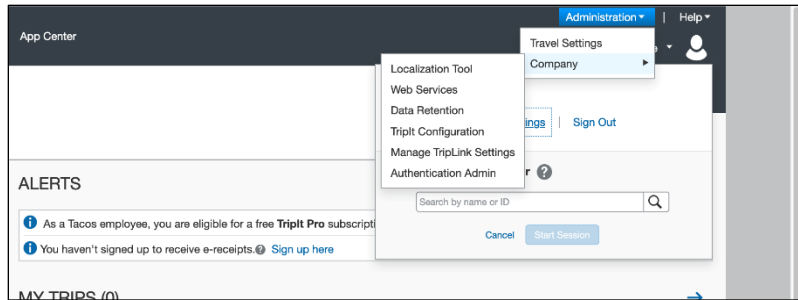
For detailed description of each messaging preference, please view the [Admin Controls Policy and Messaging changes in Travel Partner Integrations and SAP Concur App Center](#) section.

Supplier Configuration & Policy Messaging – For Administrator (Standard)

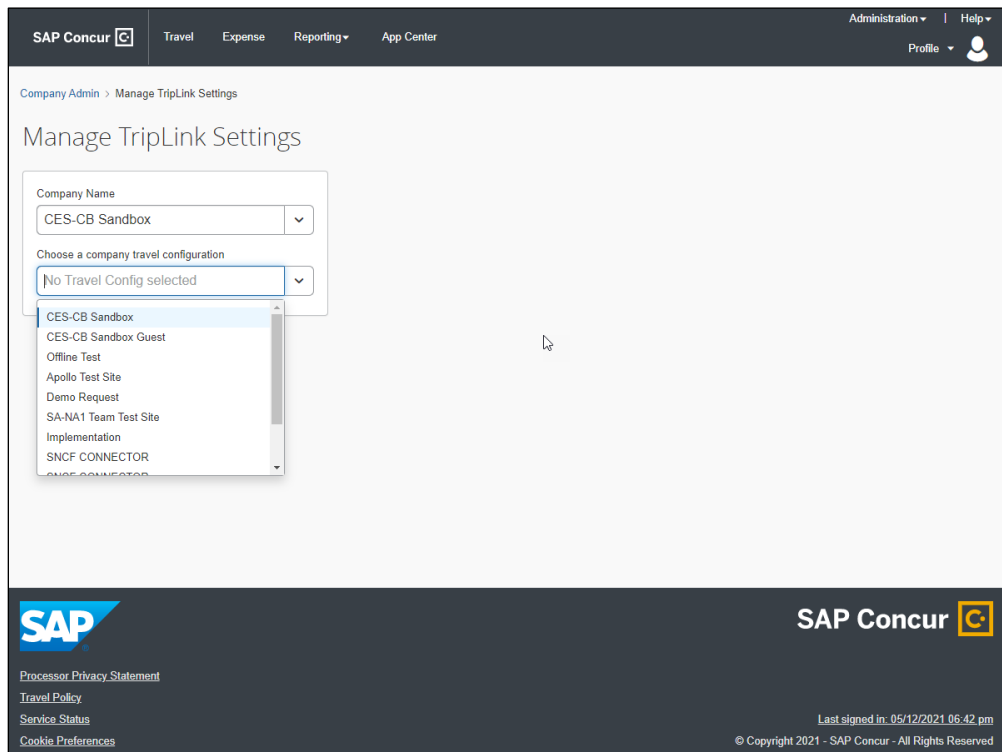
Travel Admins can set TripLink Messaging Preferences.

► **To do so**

1. Click **Administration > Company > Manage TripLink Settings**.



2. Select the company name from the **Company Name** dropdown and then choose a company travel configuration from the next dropdown.



3. Set the TripLink Messaging and Supplier Preferences.

Company Admin > Manage TripLink Settings

Cancel Save Changes

Manage TripLink Settings

Company Name
CES-CB Sandbox

Choose a company travel configuration
CES-CB Sandbox

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[View History](#)

Air Suppliers

Name	Supplier Status	Allow
United	Active	<input checked="" type="checkbox"/>
Lufthansa	Active	<input checked="" type="checkbox"/>

4. Click **Save Changes**.

NOTE: The company travel configuration list will contain active and inactive travel configurations. Make sure you are choosing the correct active configuration.

For detailed description of each messaging preference, please view the [Admin Controls Policy and Messaging changes in Travel Partner Integrations and SAP Concur App Center](#) Section.

User

Connecting to Concur TripLink Partners

For Travelers to start using TripLink, they must connect their Partner accounts with SAP Concur. This can be done in two ways -

- By enrolling in **Travel Partner Integrations** using the traveler's loyalty account number for the partner.
- Through the Partner's TripLink App listing in the SAP Concur App Center.

TRAVEL PARTNER INTEGRATIONS

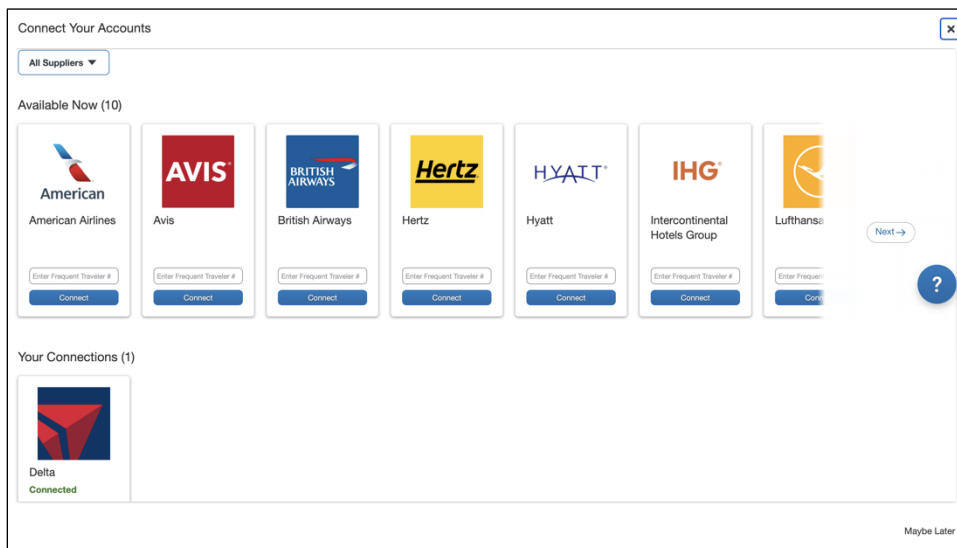
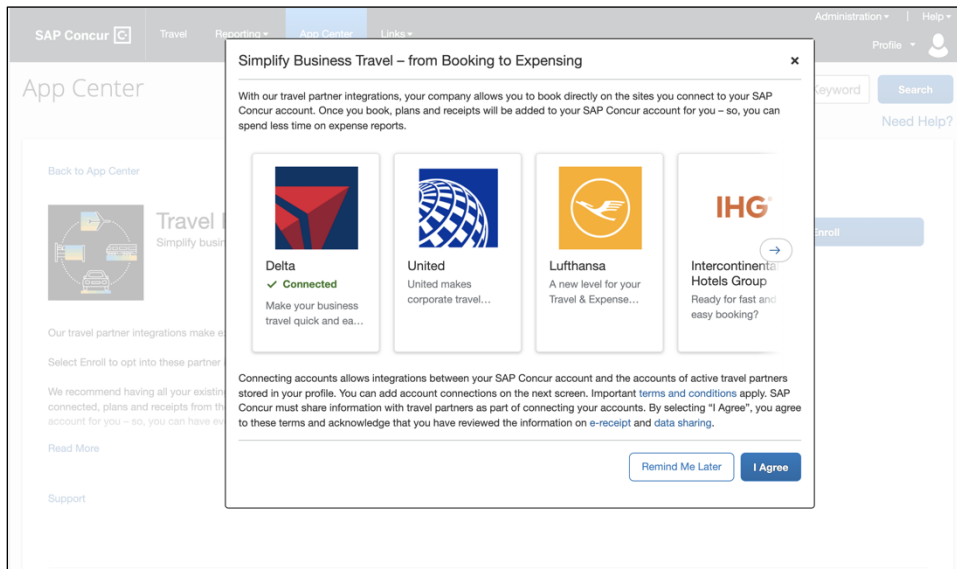
A traveler can enroll in **Travel Partner Integrations** from three places:

- Within the SAP Concur App Center through the Travel Partner Integrations app center listing.
- From their Profile (**Frequent Traveler Programs** section).

- From an in-product prompt displayed to select users upon sign in to Concur Travel & Expense.

Travel Partner Integrations Enrollment from SAP Concur App Center or In-Product Prompt

Any frequent traveler accounts that the user has entered in the Travel Preferences section of their Profile for available or soon to be available TripLink partner will be displayed in the Travel Partner Integrations enrollment screen. If the user enrolls in Travel Partner Integrations and later adds a frequent traveler account in Travel Preferences for a TripLink available partner, the user will then be connected to that partner.

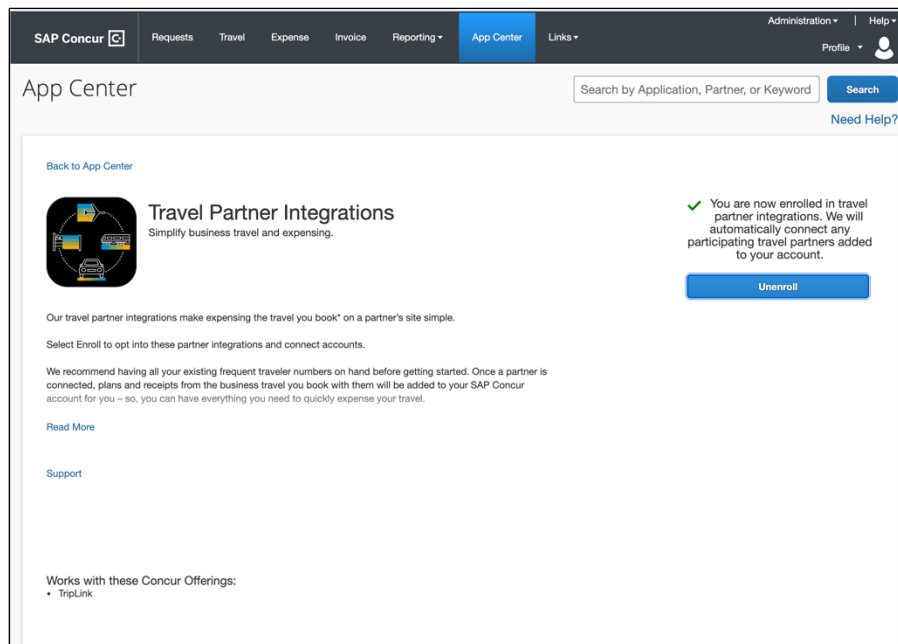


By clicking **I Agree** the user is agreeing to the terms and conditions and sharing of data with the TripLink partners they are connecting with. The user is also agreeing to opt into e-Receipts if not previously enrolled.

The user will see a window confirming their enrollment in Travel Partner Integrations. Travel Partner Integrations then contacts the participating TripLink partners (where the user has a frequent traveler account) to connect the SAP Concur user to the partner's user account and will subsequently begin to receive email notifications as to whether or not the connection to the partner is successful.

If a connection is not successful, the user should verify that their name and loyalty numbers match between their SAP Concur and partner accounts.

Users have the option to unenroll from Travel Partner Integrations, which opts them out of future connections, they can manage the individual connections with partners directly in SAP Concur App Center with each partner app listing.















Travel Partner Integrations Enrollment from Profile

Users can enter their travel partner loyalty numbers in Profile. Then they can choose to enroll in the Travel Partner Integrations program.

In the **Frequent-Traveler Programs** section of Profile, the user clicks **I Agree** to begin the connection process.

Frequent-Traveler Programs

Your Frequent Traveler, Driver, and Hotel Guest Programs + Add a Program

	American Airlines AA Advantage	Search this vendor	<input type="text"/>		
	Delta SkyMiles	Search this vendor	<input type="text"/>		
	Intercontinental Hotels Group (6C) Rewards Club	Search this vendor	<input type="text"/>		
	Marriott International (EM) Marriott (All) (EM) Marriott Bonvoy	Search this vendor	<input type="text"/>		

Travel Partner Integrations

When you allow travel partner integrations, we'll be able to add plans and receipts for the business travel you book to your SAP Concur account. Bookings must be made on participating and connected sites for the integration to work. This will help you spend less time managing and expensing your trips.

Connecting accounts allows integrations between your SAP Concur account and the accounts of participating travel partners stored in your profile. You can add account connections by selecting **Add an Account**. Important [terms and conditions](#) apply. SAP Concur must share information with travel partners as part of connecting your accounts. Select **Enroll** below if you would like to allow these integrations. By enrolling, you agree to these terms and acknowledge that you have reviewed the information on [e-receipts](#) and [data sharing](#).













[Purchase a Deutsche Bahn Bahn Card](#)

Travel Partner Integrations then contacts the participating TripLink partners (where the user has a rewards number) to connect the SAP Concur user to the partner's user account. The user should ensure reward program numbers are entered in their Profile for use in all Concur Travel services, including TripLink.


The user sees a window confirming their enrollment in Travel Partner Integrations:

Frequent-Traveler Programs

Your Frequent Traveler, Driver, and Hotel Guest Programs + Add a Program

	American Airlines AA Advantage	Search this vendor	<input type="text"/>		
	Delta SkyMiles	Search this vendor	<input type="text"/>		
	Intercontinental Hotels Group (6C) Rewards Club	Search this vendor	<input type="text"/>		
	Marriott International (EM) Marriott (All) (EM) Marriott Bonvoy	Search this vendor	<input type="text"/>		

You're Enrolled ✕

 Before booking travel, please confirm your organization's preferred booking methods and connect travel partners. To help you get started, we'll automatically connect any participating travel partners added to your SAP Concur account. Visit the **App Center** to connect more accounts.

You're currently all integrations by vis

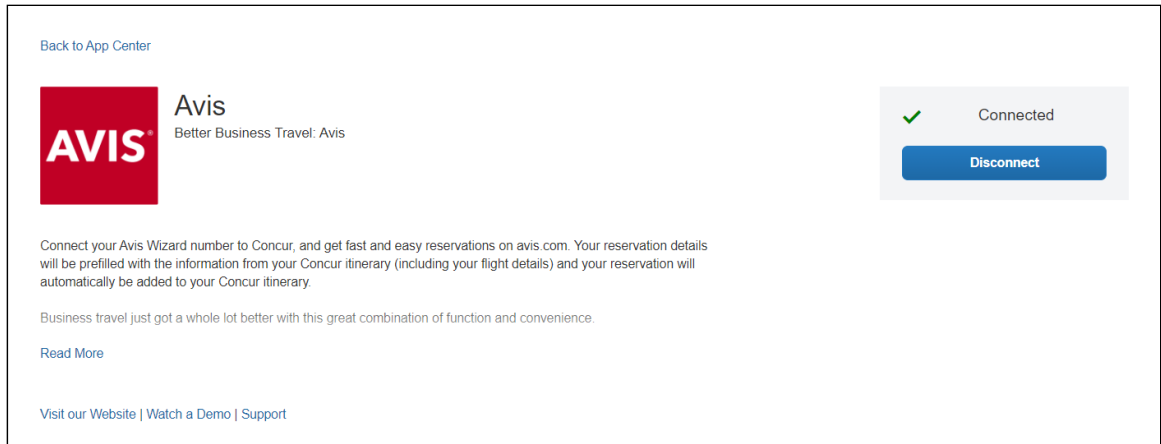
[Purchase a Deutsche](#)

Advantage Programs



Concur account for you. You can end individual also unenroll below to prevent future connections.


Enrollment Confirmation

For all methods of enrolling in Travel Partner Integrations, the connection status for each connected partner will be reflected in that partner's listing in the SAP Concur App Center (typically within 30 minutes).



The user will also receive an email confirming the status of connections within two hours.



Hello 

You have successfully connected a travel partner account to your SAP Concur profile.

Partner: American Airlines
Connection Status: Successful
Frequent Traveler Number: *****80

What does this mean?
You're allowed to book business travel directly on this partner's site. Once you book, plans and receipts will be added to your SAP Concur account – eliminating the need to find and import them yourself. We will also save you time by starting your expense report and organizing receipts for you.

Connect more travel partners to simplify business travel – from booking to expensing.

[Connect More Accounts](#)

Safe travels,
SAP Concur

The privacy policy for the partner you have connected is provided below for your reference:

- **American Airlines:** [Privacy Policy](#)

You may disconnect an account from your SAP Concur profile at any time. Simply visit the [SAP Concur App Center](#), find a travel partner, and click **Disconnect**.

Learn more about our travel partner integrations on [Concur Training](#).

Once the user has successfully connected their SAP Concur account with their partner account, they will now be identified as a corporate user when they log in to the partner's website or mobile apps (where applicable). The partner will either present the user with the option between a business or leisure booking or will default to a business booking with identifiers to alert the user that their booking will be shared to Concur Travel & Expense. For bookings that are identified as Leisure, the booking will not be shared to Concur Travel & Expense and the negotiated rates (if applicable) will not be applied.

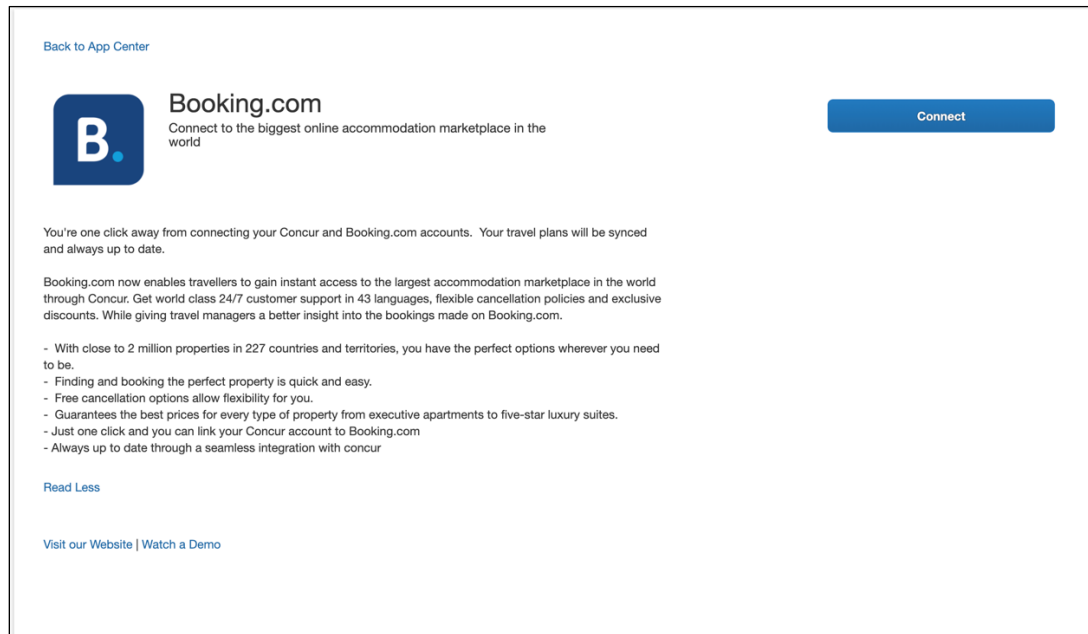
PARTNER'S TRIPLINK APP LISTING IN THE SAP CONCUR APP CENTER

Users can also connect to any TripLink partner individually using the partner's TripLink apps available in the SAP App Center.

This is the only method to connect to partners that do not offer reward numbers and these listings are an additional option to connect for partners who do have reward number programs if the traveler is not enrolled in Travel Partner Integrations.

Most partners also offer a way for travelers who are not already a part of their rewards program to easily join the partner rewards program and link their account in one step. This functionality is only available from the SAP App Center.

The user sees the partner's TripLink application on the Apps for Me **SAP Concur App Center** page.



The user clicks **Connect** and then accepts the Access Authorization.

TERMS & CONDITIONS ✕

Please review the following licensing terms and conditions

By accepting the following terms, you agree to be bound by the Concur App Center end-user terms, as well as [App Licensing Terms and Conditions](#).

Shared Information
By connecting this application, you are authorizing to exchange data with this partner. ▼

Cancel
I Agree

The user will then be redirected to the Partner’s website where they can login or signup. The user's SAP Concur account will be connected to their partner account, allowing the user to receive booking information immediately upon confirmation as well as to receive e-receipts.

If the partner offers a reward program, and the user is an existing member of the partner rewards program, the user accepts the Access Authorization, enters their loyalty number (if not already entered in their Profile) then clicks **Connect** to link their SAP Concur account with the travel partner.

The SAP Concur App Center can also be used by a User to disconnect from a partner. Once the user has successfully connected their SAP Concur account with their partner account, they will now be identified as a corporate user when they login on the partner’s website or mobile apps (where applicable). The partner will either present the user with the option between a business or leisure booking or will default to a business booking with identifiers to alert the user that their booking will be shared to Concur Travel & Expense. For bookings that are identified as Leisure, the booking will not be shared to Concur Travel & Expense and the negotiated rates (if applicable) will not be applied.

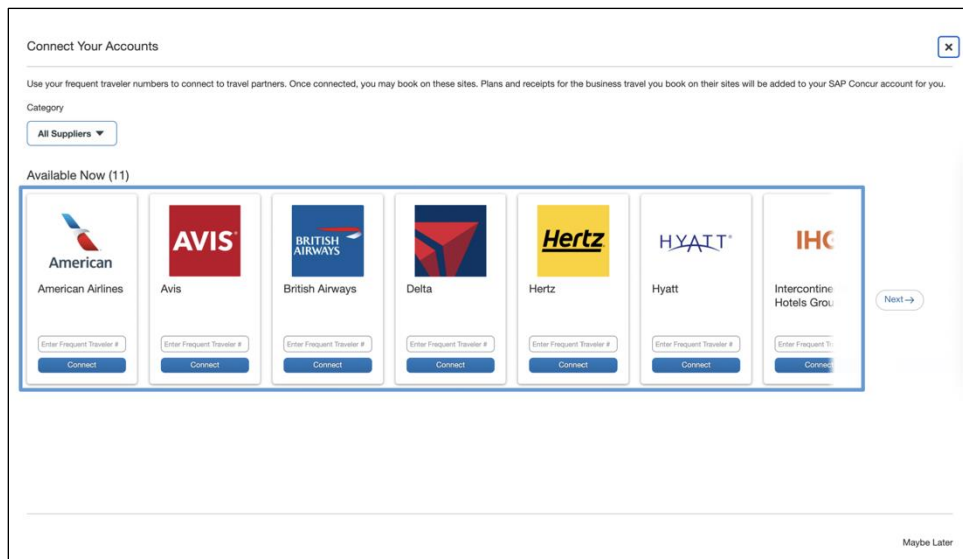
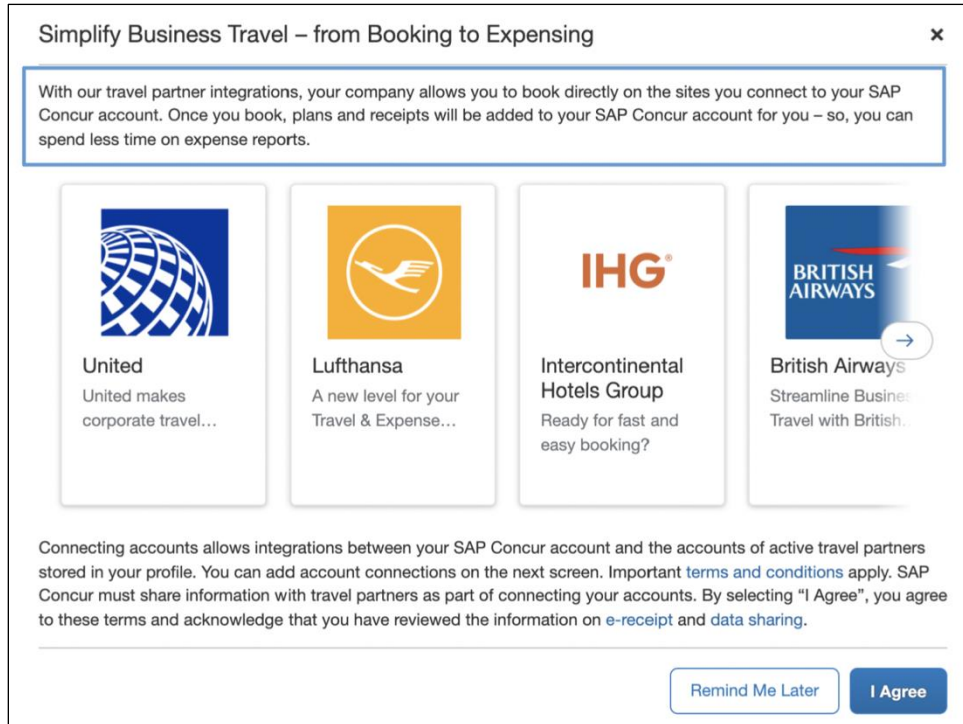
Admin Controls Policy and Messaging changes in Travel Partner Integrations and SAP Concur App Center

The employee visible changes to the messaging and presentation of suppliers are effective June 14, 2021.

Different messaging preference options impact traveler communications in the following ways:

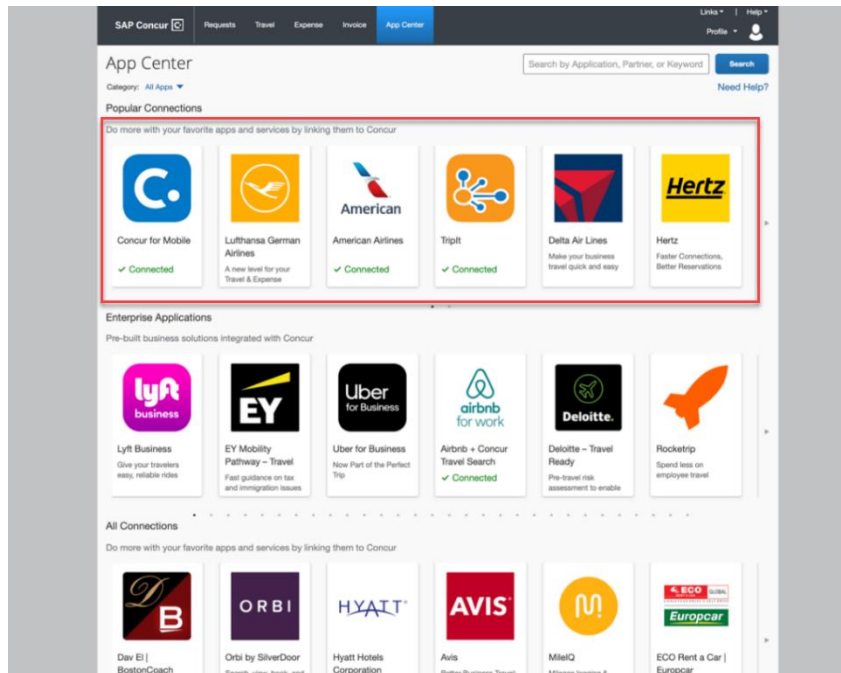
- **Option 1: Supplier direct booking is allowed for all suppliers:** Travelers will be informed that they are allowed to book directly with all integrated travel suppliers, and all travel suppliers will appear in connection prompts and the SAP Concur App Center.

Connection Prompt:



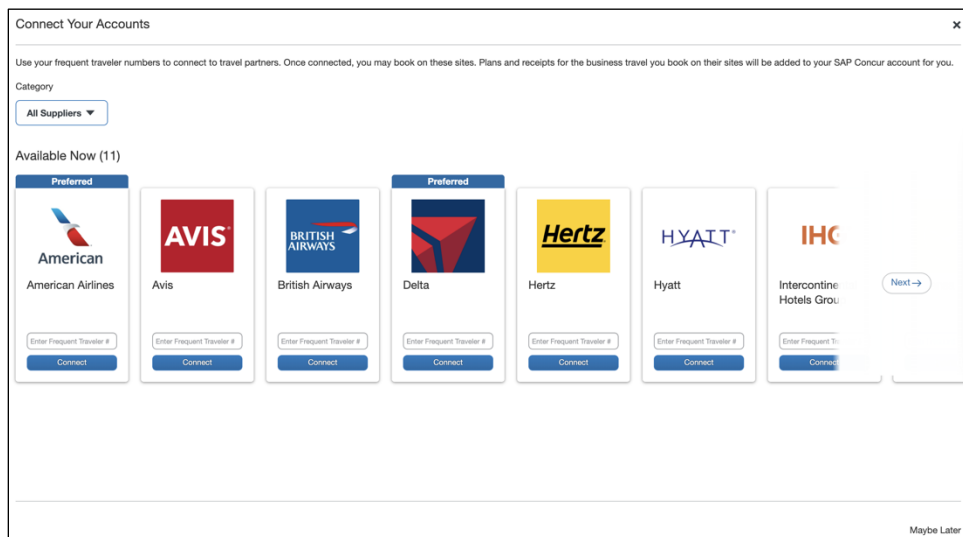
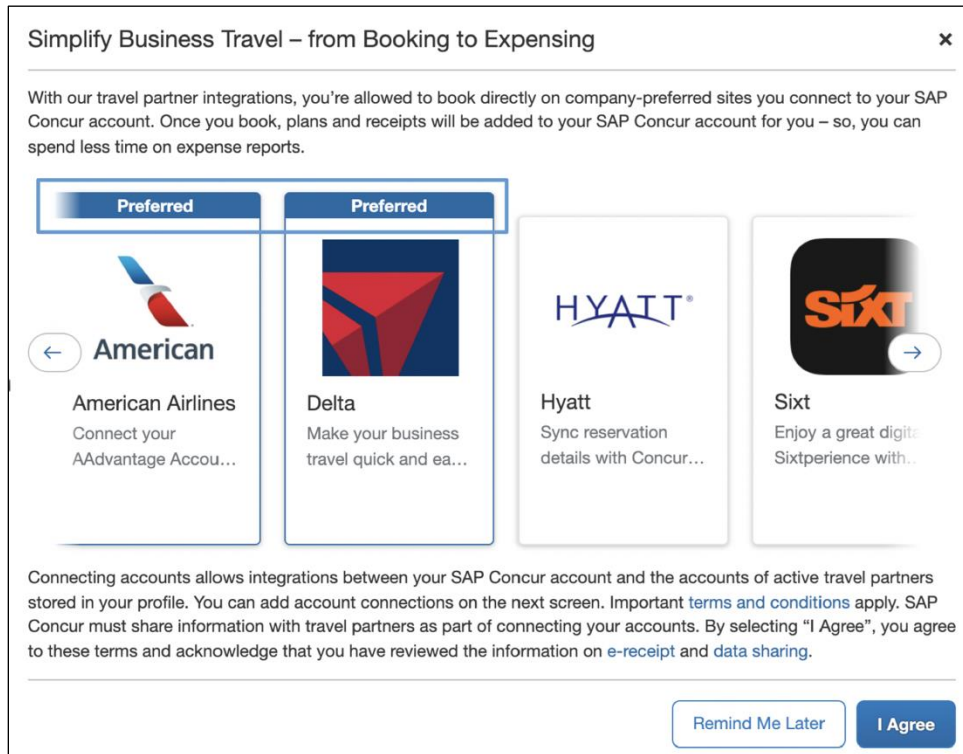
All Suppliers are equally promoted.

SAP Concur App Center:

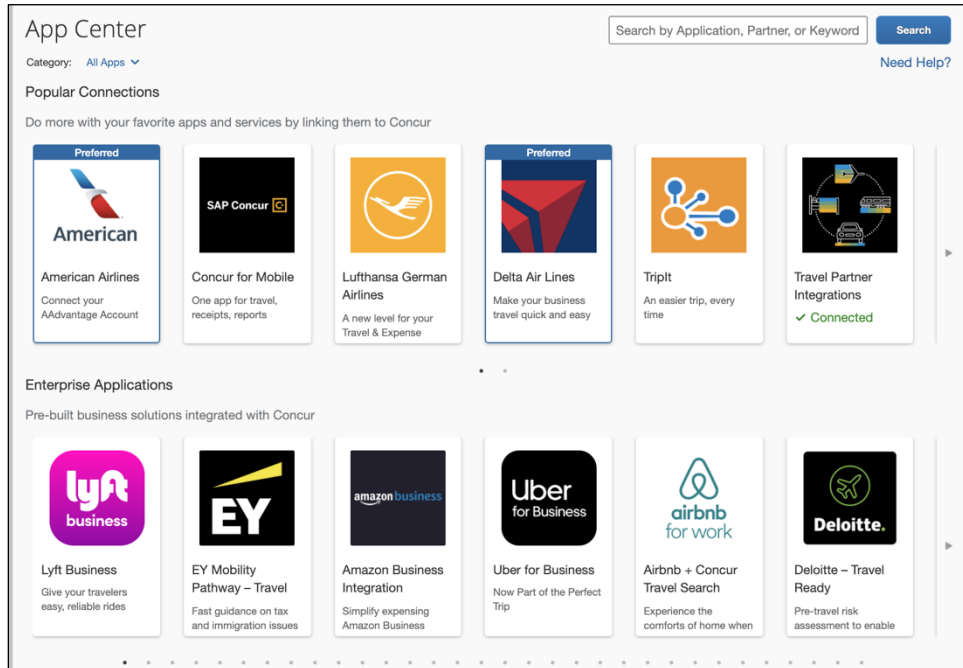


- Option 2: Supplier direct booking is allowed only for suppliers you select below:** Travelers will be informed that they are allowed to only book directly with suppliers selected by the company, which will be marked with “preferred” labeling to the end-user. However, to continue to capture blind spend, all suppliers will appear in connection prompts and the SAP Concur App Center.

Connection Prompt:

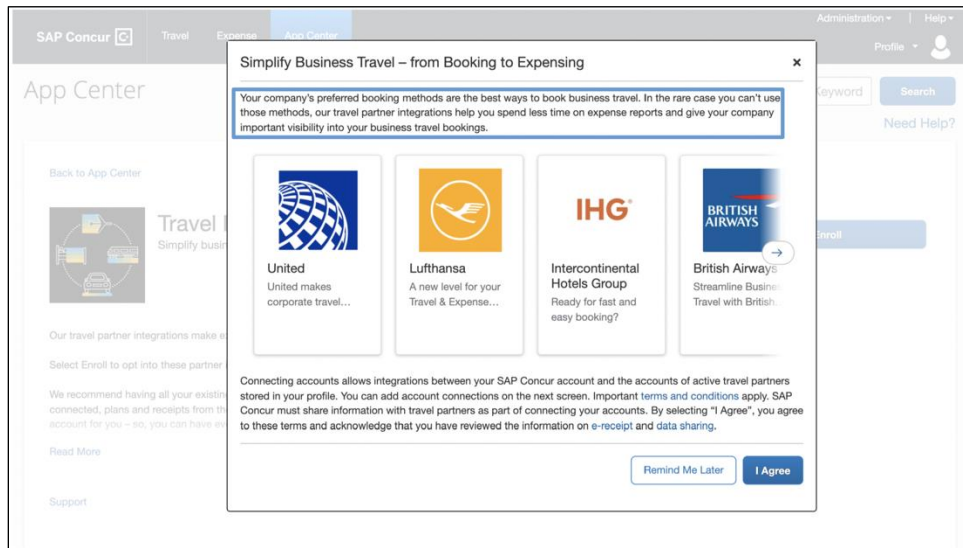


SAP Concur App Center:

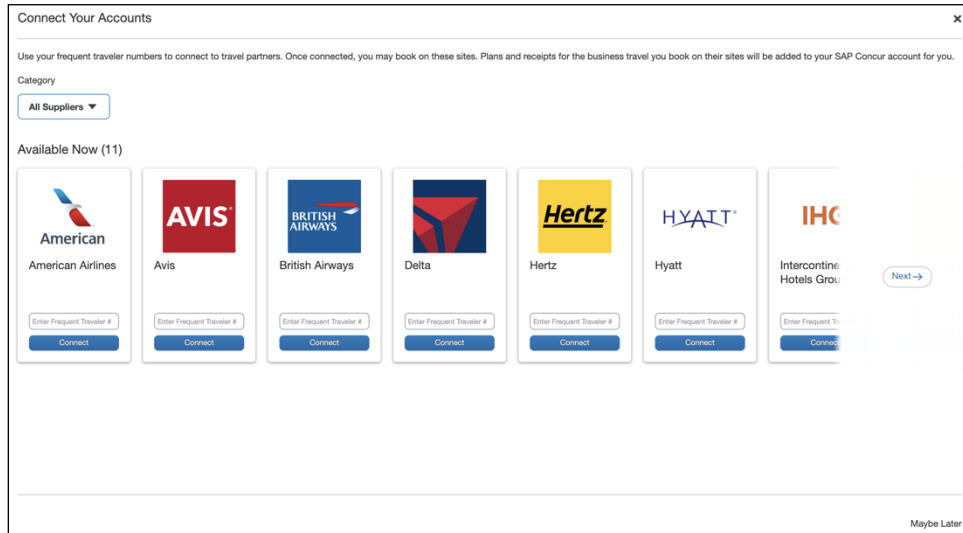


- **Option 3: Supplier direct booking is discouraged:** Travelers will be encouraged to use the company's preferred methods of booking, but they can still connect to suppliers in connection prompts and the SAP Concur App Center.

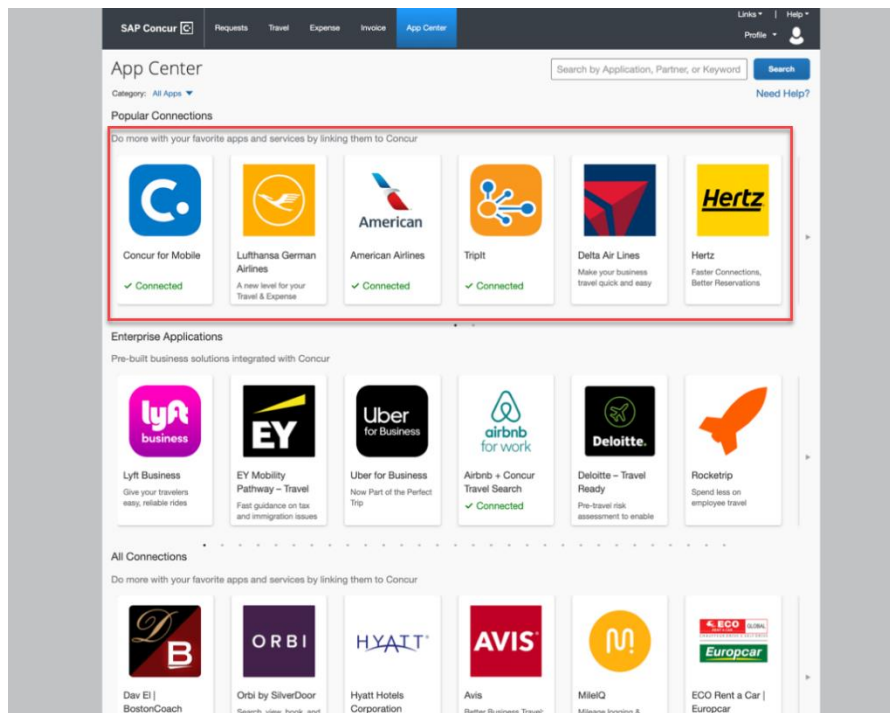
Connection Prompt:



Messaging Discourages Direct Bookings:



SAP Concur App Center:



TripLink Messaging Preference History

Administrators can access messaging preference history through the **View History** option.

► **To do so**

1. Select the Company Name and Company Travel Configuration under **Manage TripLink Settings**.
2. Click **View History**.

Company Admin > Manage TripLink Settings

Cancel Save Changes

Manage TripLink Settings

Company Name
TLControls5

Choose a company travel configuration
TLControls5

TripLink Messaging Preferences

Your selected messaging preference will impact the way we communicate to your users about booking directly with suppliers. It will not impact which suppliers your users are able to connect to their SAP Concur account. [Learn More](#)

Please select the messaging option that best aligns with your policy.

Supplier direct booking is allowed for all suppliers
 Supplier direct booking is allowed only for suppliers you select below
 Supplier direct booking is discouraged

[View History](#)

Company Admin > Manage TripLink Settings > Messaging Preference History

TripLink Messaging Preference History

TLControls5

Change History

Date Changed	Preference Setting
12-May-2021	Supplier direct booking is only allowed for select active suppliers
12-May-2021	Supplier direct booking is only allowed for select active suppliers
12-May-2021	Supplier direct booking is allowed for all active suppliers
12-May-2021	Supplier direct booking is only allowed for select active suppliers
12-May-2021	Supplier direct booking is allowed for all active suppliers
07-May-2021	Supplier direct booking is only allowed for select active suppliers
07-May-2021	Supplier direct booking is only allowed for select active suppliers
07-May-2021	Supplier direct booking is only allowed for select active suppliers
07-May-2021	Supplier direct booking is only allowed for select active suppliers
07-May-2021	Supplier direct booking is only allowed for select active suppliers

Navigation: < 1 >

Manage Verified Email Address and Travel Arranger

Once the Concur Travel & Expense administrator has enabled TripLink for a user account, each user must perform the following steps to activate the itinerary forwarding functionality. If the user has already verified an email address for use with emailed receipts, they will not need to complete these steps. TripLink and the emailed receipts functionality use the same verified email addresses.

To verify one or more email addresses

1. Click **Profile** > **Profile Settings**.
2. Click **Email Addresses**.
3. Click **Add an Email Address**.
4. Enter an email address that will be sending itineraries to SAP Concur (plans@tripit.com).
5. Select whether you want this email to be included in travel notifications.
6. Click **OK**.

The screenshot shows the 'Email Addresses' page with a dark header and a 'Go to top' link. Below the header, there is a message: 'Please add at least one email address. [Required]'. There are five blue links: 'How do I add an email address?', 'How do I verify my email address?', 'Why should I verify my email address?', 'If I am a travel arranger or delegate, what do I need to do?', and 'I would like to have someone arrange travel or delegate expense on my behalf, what do I need to do?'. On the right side, there is a red plus icon and the text 'Add an email address'. Below this is a table with the following columns: 'Email Address', 'Verification Status', 'Verify', 'Contact?', and 'Actions'. The table contains one row for 'Email 1' with the email address '██████████@sap.com', a green checkmark and the text 'Verified', a 'Disable Verification' link, 'Yes' under 'Contact?', and an edit icon in the 'Actions' column. Below the table, there is a form with a text input field labeled 'Enter email address' and a radio button selection for 'Contact for Travel Notifications?' with 'Yes' selected and 'No' unselected. To the right of the form are 'OK' and 'Cancel' buttons.

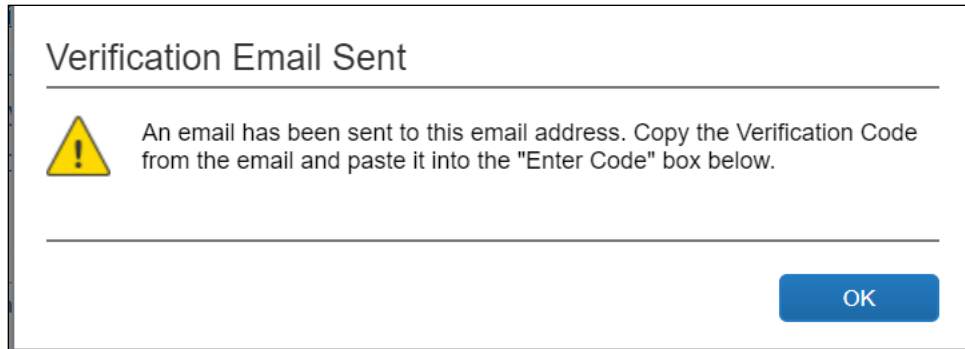
	Email Address	Verification Status	Verify	Contact?	Actions
Email 1	██████████@sap.com	✓ Verified	Disable Verification	Yes	✎

You will then see the email address added with a verification status of Not Verified and a link to **Verify**.

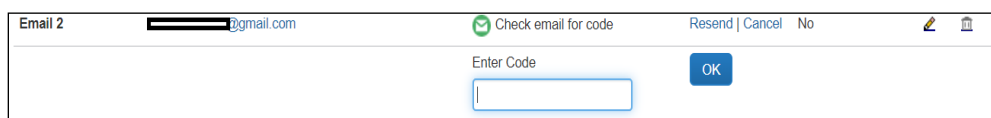
The screenshot shows the 'Email Addresses' page with a dark header and a 'Go to top' link. Below the header, there is a message: 'Please add at least one email address. [Required]'. There are five blue links: 'How do I add an email address?', 'How do I verify my email address?', 'Why should I verify my email address?', 'If I am a travel arranger or delegate, what do I need to do?', and 'I would like to have someone arrange travel or delegate expense on my behalf, what do I need to do?'. On the right side, there is a red plus icon and the text 'Add an email address'. Below this is a table with the following columns: 'Email Address', 'Verification Status', 'Verify', 'Contact?', and 'Actions'. The table contains two rows: 'Email 1' with the email address '██████████@sap.com', a green checkmark and the text 'Verified', a 'Disable Verification' link, 'Yes' under 'Contact?', and an edit icon in the 'Actions' column; and 'Email 2' with the email address '██████████@gmail.com', a grey checkmark and the text 'Not Verified', a 'Verify' link, 'No' under 'Contact?', and edit and delete icons in the 'Actions' column. Below the table, there is a form with a text input field labeled 'Enter email address' and a radio button selection for 'Contact for Travel Notifications?' with 'Yes' selected and 'No' unselected. To the right of the form are 'OK' and 'Cancel' buttons.

	Email Address	Verification Status	Verify	Contact?	Actions
Email 1	██████████@sap.com	✓ Verified	Disable Verification	Yes	✎
Email 2	██████████@gmail.com	⊖ Not Verified	Verify	No	✎ 🗑

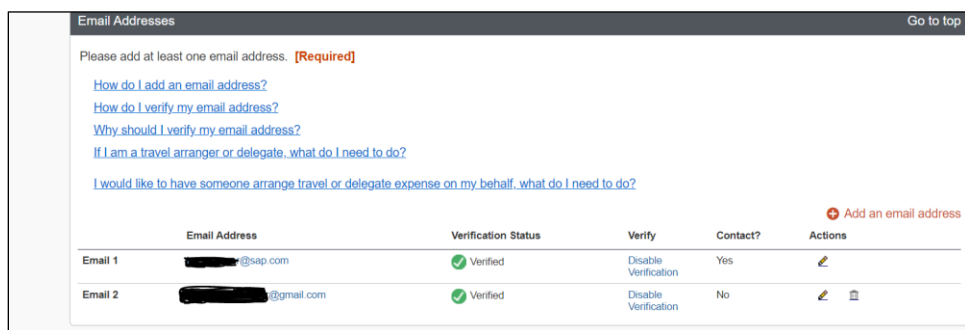
7. Click **Verify** to generate an email to the address.



8. Open the email, then return to the **Profile**.
9. In the **Email Addresses** area, enter the code from the email.



10. Click **OK**. The process is complete. The email Verification Status shows **Verified**.



NOTE: The plans@concur.com functionality was retired on July 22, 2021.

NOTE: Once the travel arranger has verified their email address in the **Email Addresses** section of the profile, they may start emailing plans to plans@tripit.com on behalf of the traveler.

Enable E-Receipts

To allow partners to post receipts on their behalf, the user must enable e-receipts. The easiest way to do so is by enrolling in Travel Partner Integrations which will activate e-receipts automatically.

If the user is not enrolled in Travel Partner Integrations, they can also enable e-receipts independently in their Profile.

► **To enable e-receipts**

1. Click **Profile > Profile Settings**.
2. Click **E-Receipt Activation**.

Profile Options

Select one of the following to customize your user profile.

Personal Information Your home address and emergency contact information.	System Settings Which time zone are you in? Do you prefer to use a 12 or 24-hour clock? When does your workday start/end?
Company Information Your company name and business address or your remote location address.	Contact Information How can we contact you about your travel arrangements?
Credit Card Information You can store your credit card information here so you don't have to re-enter it each time you purchase an item or service.	Setup Travel Assistants You can allow other people within your companies to book trips and enter expenses for you.
E-Receipt Activation Enable e-receipts to automatically receive electronic receipts from participating vendors.	Travel Profile Options Carrier, Hotel, Rental Car and other travel-related preferences.
Travel Vacation Reassignment Going to be out of the office? Configure your backup travel manager.	Expense Delegates Delegates are employees who are allowed to perform work on behalf of other employees.
Request Preferences Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.	Expense Preferences Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.
Concur Mobile Registration Set up access to Concur on your mobile device	

3. Click the **E-Receipt Activation** link to enroll to receive E-Receipts from participating partners.

E-Receipt Activation

Receiving e-receipts can save you time by pre-populating your expense report. To enable e-receipts with participating suppliers and to find out more, [click here](#).

Please note that this setting does not control all e-receipts. E-receipts delivered by a Concur App Center partner with which you have connected your Concur account, and certain TripLink suppliers, are controlled through the App Center or your My Travel Network settings. For more information, contact your company's Concur account administrator.

To ensure e-receipts delivery for TripLink hotel partners IHG and Marriott, the user should also ensure the credit card they use to check out at the hotel is entered in their SAP Concur Travel Profile.

Section 5: TripLink Supplier Discount Code Information

TripLink supplier discount code format and coverage vary by supplier. The following tables provide additional information on how to determine the correct discount code for TripLink suppliers.

American Airlines

Supplier Name for Discount Code	What does the code look like and where can a customer find it?	Supplier contact for support if the code cannot be identified.
Corporate Contract Number (Tour code) / Discount Code	A TripLink Discount Code is different from a discount code that you might have on file for American with a travel agency or in GDS systems. Your TripLink Discount Code, provided by American, is alphanumeric and specific to the region where contracted rates are available, along with where a customer is based.	<p>If you do not know your American Airlines TripLink Discount Code(s), ask the individual within your organization who manages your travel program or send an email to your American Airlines Account Manager including "TripLink Discount Code" in the subject line.</p> <p>In order to begin using TripLink, please submit a new PRISM eDRA form. An eDRA (electronic Data Release Authorization) is an agreement with which a corporation directs a travel agency to send booking data to PRISM and authorizes PRISM to share data with an airline to facilitate corporate reporting.</p> <p>For more information, including how to set up an eDRA form for TripLink, refer to: https://www.concurtraining.com/en-us/triplink/suppliers/americanairlines</p>

British Airways (BA)

Supplier Name for Discount Code	What does the code look like and where can a customer find it?	Supplier contact for support if the code cannot be identified.
British Airways Discount Code It is known as the Corporate HQ External reference	Your British Airways TripLink Discount Code is not the same as the British Airways GDS code. The British Airways Discount Code is alpha numeric and specific to the region where contracted or discounted rates are available and where the customer is based (i.e. a US-based traveler will have a US-specific British Airways Discount Code).	<p>To register for British Airways-Triplink access on ba.com, please complete this registration request form. You will be provided with your British Airways Discount Code(s), which you can then enter in the TripLink Discount Code field in Concur Travel & Expense Admin.</p> <p>If you do not know your company's British Airways Discount Code, ask the individual within your organization who manages the travel program or complete this form. Once the code is shared, you will need to complete the Registration form with these details.</p>

Delta Airlines

eCredits and gift cards can be used on delta.com for business bookings. A business traveler who previously cancelled a Delta Airlines business flight and was issued an eCredit by Delta Airlines may now apply the eCredit to a new business flight. These eCredits can be used with another eCredits, credit cards or with gift cards.

Supplier Name for Discount Code	What does the code look like and where can a customer find it?	Supplier contact for support if the code cannot be identified.
Delta Corporate Ticket Designator	A Delta Air Lines TripLink Discount Code is different from a discount code that you might have on file for Delta with a travel agency or in GDS systems.	<p>If you do not know your Delta Air Lines Corporate Ticket Designator, ask the individual within your organization who manages your travel program or send an email to your Delta Air Lines Sales Account Executive and include "Delta Air Lines TripLink Discount Code" in the subject line.</p> <p><u>Setup for central form of payment (Corporate Ghost Card) –</u></p> <p>SAP Concur added a new permission to Corporate Ghost Card setup, called, "Allow Form of Payment API Access." This is defaulted to off (unchecked) for all existing and new cards.</p> <p>In order to show the user only one mandatory form of payment, ensure "Allow Form of Payment API Access" is checked. When the field is unchecked, Delta shows the user all the cards from their Concur Travel & Expense profile as well as any cards in their Delta SkyMiles profile. If there are duplicates, they only show one card</p>

Lufthansa

Supplier Name for Discount Code	What does the code look like and where can a customer find it?	Supplier contact for support if the code cannot be identified.
<p>TripLink Discount Code number (combined CLID and CUG)</p>	<p>Your Lufthansa TripLink Discount Code is not the same as the Lufthansa GDS code. The TripLink Discount Code is a combination of your CLID (Client Identifier) and CUG (Closed User Group). The conditions of your corporate contract are stored within the 6 to 12-digit (alphanumeric) CUG. The Client Identifier is 13-digits (alphanumeric). Your TripLink discount code is the CLID, plus the CUG with no spaces in between the two numbers. Your code could be between 19 and 25 digits. It is important that the codes be entered in exactly that order, CLID + CUG to avoid any problems with the discount code entry.</p>	<p>Lufthansa Group requires consent from Concur TripLink travel managers before making corporate fares available to travelers on LH.com. If consent is granted, Travel Managers will need to add the Lufthansa Client Identifier (CLID) and the Closed User Group (CUG) code to the Concur Travel & Expense configuration.</p> <p>Email your Lufthansa Group Account Manager and copy triplink@lufthansa-group.com to request CLID and CUG, subject line for the email 'Triplink Discount Code Request', confirming acceptance that corporate fares are available and bookable on LH.com.</p> <p>If in agreement, the TripLink Discount Code number (combined CLID and CUG) will be provided by your Lufthansa Group Account Manager within approximately two weeks.</p> <p>PRISM eDRA for US-based Customers and Lufthansa Group Global Customers</p> <p>Lufthansa will send PRISM data directly. To allow Lufthansa Group to send your TripLink trips to PRISM on your behalf, you must first process an eDRA provided to you by your Lufthansa Group Account Manager.</p>

United Airlines

Supplier Name for Discount Code	What does the code look like and where can a customer find it?	Supplier contact for support if the code cannot be identified.
ATPCO fare filing rate code	You must contact your United sales representative to acquire your ATPCO fare filing rate code before entering it into the Concur TripLink Discount Code field. Even if you already know your ATPCO fare filing rate code, you must sign an eDRA with United and United has to file your fares on United.com.	<p>Process the United Airlines Prism eDRA</p> <p>Contact your United sales manager who will email you an eDRA to process for PRISM reporting.</p> <p><u>Setup for central form of payment (Corporate Ghost Card) –</u></p> <p>SAP Concur added a new permission to Corporate Ghost Card setup, called, “Allow Form of Payment API Access.” This is defaulted to off (unchecked) for all existing and new cards.</p> <p>In order to show the user only one mandatory form of payment, ensure “Allow Form of Payment API Access” is checked. When the field is unchecked, United shows the user all the cards from their Concur Travel & Expense profile as well as any cards in their United MileagePlus profile. If there are duplicates, they only show one card</p>

Marriott International

Supplier Name for Discount Code	What does the code look like and where can a customer find it?	Supplier contact for support if the code cannot be identified.
Marriott Corporate Rate Code	The three letter Marriott rate access code that you enter into the TripLink Discount Code field is the same as the rate access code that is entered in the GDS translation tables.	<ol style="list-style-type: none"> 1. Customers using a TMC: To find the Marriott GDS rate access code, ask the individual within the organization who manages the hotel/travel program. For those customers setting up a SAP Concur account and using a Travel Management Company/Travel Agency to implement TripLink, the Travel Management Company/Travel Agency can contact Marriott's GDS Help Desk at 1-800-831-3100, option #2 for assistance with these codes. 2. Customers not using a TMC: To find the 3-character code Marriott corporate rate code, ask the individual within the organization who manages the hotel/travel program. If this person is not available or unaware if such a program exists, please contact the Marriott Business Travel Center at 402-390-3640 or businessstravelcenter@marriott.com.

InterContinental Hotels Group (IHG)

Supplier Name for Discount Code	What does the code look like and where can a customer find it?	Supplier contact for support if the code cannot be identified.
IHG Corporate ID Number (CorpID)	<p>The Corporate ID number is 9-digits and numeric and it is not the same number that you use for GDS bookings.</p> <p>NOTE: If the code obtained is not 9-digits, insert zeros in front of the number to make it 9-digits.</p>	If your company doesn't have negotiated rates with IHG but would like to learn more, or if you are a TMC and your client would like to set up negotiated rates, please email channels@ihg.com and ask for the IHG Corporate ID number. Be sure to include the company name in the request.

Hyatt

Supplier Name for Discount Code	What does the code look like and where can a customer find it?	Supplier contact for support if the code cannot be identified.
Hyatt Corporate ID number	The Hyatt Corporate ID number is a 5-7-digit numeric number.	If you do not know your Hyatt Corporate ID number, ask the individual within your organization who manages the hotel/travel program, or email your Hyatt account manager, and ask them to resend the Corporate ID number.

Avis

Supplier Name for Discount Code	What does the code look like and where can a customer find it?	Supplier contact for support if the code cannot be identified.
AWD (Avis Worldwide Discount) Number	<p>An AWD number is a total of seven characters, beginning with one alpha character and followed by six numeric characters. Example: A001100</p> <p>In case an incorrect or no AWD number has been stored in SAP Concur, Avis will use a default AWD number for TripLink users.</p>	<p>If you do not know your company's AWD number, contact your Avis account manager. If your company doesn't have negotiated rates with Avis, but would like to learn more, please visit www.avis.com/corpaccount for info on the Avis corporate account, and visit www.Avis.com/smallbiz for info on an Avis small business account.</p> <p>If you need help identifying your account manager, contact Customer Service via phone</p> <ul style="list-style-type: none"> • In the US & Canada: 1-800-352-7900 • Or visit: www.avis.com/concur

Hertz

Supplier Name for Discount Code	What does the code look like and where can a customer find it?	Supplier contact for support if the code cannot be identified.
CDP (Corporate Discount Program) Code	The Hertz Corporate Discount Program number, also referred to as the Counter Discount Program (CDP) number, can be from one to seven digits long (no alpha characters). The CDP is the same number that you would use in the GDS.	If you do not have a CDP, and would like to get one, visit the Hertz Small Business Rewards page, if you're a small business with national rental car needs. If you are interested in a global car program, please email the Business Rewards Sales Team at businessrewardssalesteam@hertz.com or call 888-777-3807.

Sixt

Supplier Name for Discount Code	What does the code look like and where can a customer find it?	Supplier contact for support if the code cannot be identified.
CD Code (Corporate Discount Code)	A Sixt CD code is a 5-7 digit numeric code numerically identical to the Sixt GDS code. However, GDS integrations require a « SX » in front of the actual CD numeric code (e.g. CD code 9860588 needs to be entered as SX9860588 in the GDS). When entering the Sixt CD code into the TripLink Discount Code field, do not insert, "SX," in front of the CD Code number. Use only the CD Code number.	If you do not know your company's Sixt CD Code, contact your Sixt account manager. If your company doesn't have negotiated rates with Sixt, but would like to learn more, visit Sixt Rent a Car . Sixt country-specific hotlines can also be contacted for CD Code inquiries: USA German France

Section 6: TripIt

TripIt is an award-winning, comprehensive trip management service that helps travelers organize and share their travel plans, no matter where they book. TripIt gives travelers the tools to combine all of their travel plans – whether booked within or outside their managed travel program – into master itineraries that can be accessed via Concur Travel & Expense, on the web or on mobile apps.

Concur TripLink users have complimentary subscription to TripIt Pro (US and EMEA Data Centers only).

TripIt Pro is available in English (US), English (UK), French, German, Spanish, and Japanese languages. Users must have their language settings set to one of those languages in order to connect to TripIt.

NOTE: TripIt for Teams was decommissioned on January 31, 2022.

TripLink users need to connect their TripIt account with their SAP Concur Account. They can either connect their existing account or create a new account. Once this is completed, they can login into TripIt and activate TripIt Pro.



The detailed steps for the TripIt Configuration and TripIt Pro Activation can be found at [SAP Concur Customers – TripIt Help Center](#).

Itinerary Forwarding

For partners that are not yet part of the TripLink network, users can share the itinerary with SAP Concur allowing visibility for duty of care and reservation management. TripIt and TripIt Pro users can send their itineraries to plans@tripit.com.

After they have connected their SAP Concur and TripIt accounts, travelers can forward travel confirmation emails from travel partners to plans@tripit.com. SAP Concur will automatically merge those segments with Concur Travel or TMC booked segments and create a consolidated itinerary. The data from these itineraries will also flow through to the expense report and to the management information reporting available to your company.

Travel Arranger

A travel arranger designated in Concur can add travel plans to their authorized traveler's TripIt account via plans@tripit.com.

NOTE: Both the Concur Travel Arranger and traveler must be TripIt users.

NOTE: The Concur Travel Arranger must be designated as such in the Assistants/Travel Arrangers section of their Concur Travel profile settings.

NOTE: The email address used for both the travel arranger and traveler must be verified in the **Email Addresses** section of their Concur Travel profile settings.

Detailed [set-up instructions](#) can be found on the TripIt website.

(TripIt Enabled Countries Only) Download TripIt Pro and Connect Concur Travel & Expense to TripIt Pro

▶ **To download TripIt Pro App**

- **iPhone/iPad:** On the device, users can go to the App Store and search for TripIt.
- **Android:** Users can go to the Google Play Store and search for TripIt.

▶ **To link TripIt Pro to Concur Travel & Expense**

Once the company has purchased TripIt, the user can link TripIt Pro to Concur Travel & Expense in the following ways:

- TripIt App in the SAP Concur App Center.
- From an in-product prompt displayed to select users upon sign-in to Concur Travel & Expense.
- Through Banners and Inline messages on the Home and Travel pages.

NOTE: During this setup process, users will have the option to make all SAP Concur trips public (default) or private in TripIt. Private trips are not shared with any connections, groups, or integrated applications that the user has previously established in TripIt.

More assistance for TripIt can be found using the [TripIt help system](#).

Section 7: Frequently Asked Questions (FAQs) and Additional Resources

Q. Why can't I find My Travel Network (MTN) in the SAP Concur App Center?

A. My Travel Network is now called **Travel Partner Integrations**. Users can find the Travel Partner Integration app in the SAP Concur App Center. Travel Partner Integrations will continue to have all functionality of My Travel Network.

Q. Why are negotiated rates not displayed when I access the TripLink's Partner partners site?

A. To see your company rates in any TripLink Partner site/app:

- ◆ Check if the correct reward number is setup under your profile.

- ◆ Make sure you are enrolled in Travel Partner Integrations.
- ◆ Check with your Travel Administrator that the TripLink Discount Code is setup for your company.
- ◆ To see your company rates, configuration of TripLink Discount Code is a requirement. Travel Admins should follow these steps to see TripLink Discount Code.
 - 1) Click Administration > Company > Company Admin
 - 2) Click Manage Corporate Discounts under Travel Admin (left menu)

Q. Which report can I run to see a list of users, who have linked their SAP Concur and TripIt account?

A. The following Travel Reports will provide the users who have connected their SAP Concur and TripIt accounts:

- ◆ TripIt Connected Users Detail
- ◆ TripIt Connected Users Summary

To access these reports please use the following steps:

- 1) Log in to Concur Travel & Expense.
- 2) Click on **Reporting > Travel Reports**.
- 3) Click the Report Name.

Q. What should I do if I do not have an existing rewards number?

A. If the user does not have an existing rewards number, they can click **Click here to create a new account** in the Partner's app listing in SAP Concur App Center. They are redirected to the partner site to create their rewards number account. Where possible, the partners pre-fill the rewards enrollment form with relevant information from the SAP Concur profile to save the user's time.

When the user completes their enrollment, their SAP Concur account is automatically linked with the travel partner, and the travel partner adds the new rewards number into the user's profile.

For partner's that do not have this feature in Concur Travel & Expense, visit the partner's website for more information on how to enroll in their loyalty programs. Once the user has a rewards number, the user can either connect to the partner by adding the reward number in the partner's App Center listing, or for users already enrolled in Travel Partner Integrations all they need to do is add the rewards number in their Travel Profile.

Q. How do I disconnect a partner?

A. The SAP Concur App Center can be used by a user to disconnect a Partner.

Q. Why did a personal trip show up under my Trip Library?

A. The user may have inadvertently identified the booking as a business trip on the connected partner's website or mobile app when they made the booking. If your company allows bookings or expenses to be removed, the user can remove the booking in Concur Travel & Expense. This will NOT result in a cancellation of the booking on the partner site.

The itinerary was sent to plans@tripit.com and the user has their SAP Concur account linked to TripIt, so the itinerary synced to the user's SP Concur Travel & Expense Trip Library.

User has auto-import feature turned on in TripIt.

Q. Why are the changes to my trip not updating in Concur Travel & Expense?

A. Changes to the trips made in one of our TripLink Partners should sync automatically into Concur Travel & Expense.

The change will not sync if the trip is already expensed.

Q. What does an allowed partner look like versus a discouraged partner?

A. Please refer the [Admin Controls Policy and Messaging changes in Travel Partner Integrations and SAP Concur App Center](#) section for detailed description and screenshots.

Q. What happens when you release a new Concur TripLink supplier connection?

A. There is outreach prior to the launch of each new Concur TripLink integrated travel partner, including e-mails and in-product announcements in SAP Concur solutions. Please also watch the external roadmap, available through the SAP Roadmap Explorer, for upcoming supplier and feature launches and recent innovations with Concur TripLink.

You can access and adjust TripLink Messaging Preferences for all integrated travel partners that are currently live or coming soon. When a new partner integration is announced, it will also be available in your messaging preferences to adjust.

Q. Do I have an option to remove a supplier from appearing in Travel Partner Integrations and the SAP Concur App Center? How do I inactivate a supplier?

A. If necessary, you can request to inactivate an integrated travel supplier to remove it from the SAP Concur App Center and Travel Partner Integrations. We strongly discourage this as it will result in a loss in visibility that you have into employee bookings made outside of your organization preferred methods. This makes it difficult to fulfill your duty of care and reporting responsibilities.

Instead, we suggest that you discourage travel supplier direct bookings for non-preferred travel partners. You can do this by:

- ◆ Setting TripLink Messaging Preferences to **Supplier direct booking is allowed** only for suppliers you select below.
- ◆ Deselecting the suppliers you want to discourage.

If you would still like to set an integrated travel supplier to inactive, please create a customer support **ticket** with the subject line "Inactivate TripLink Supplier".

Q. What happens when a TripLink Supplier is inactivated?

A. When a TripLink Supplier is inactivated:

- ◆ The supplier app will be removed from the SAP Concur App Center and Travel Partner Integrations.
- ◆ Your employees will no longer be able to connect to the supplier.
- ◆ Employees who are connected will be disconnected within 30 days.

Q. If I take no action, what will my Concur TripLink admin controls messaging preference be set to?

A. By default, your messaging preference is set to **supplier direct booking is allowed for all suppliers**. Travelers will be allowed to book directly with all integrated travel partners, and the travel partners will appear in Travel Partner Integrations and the SAP Concur App Center.

Q. Why do I see more travel configurations than I currently use?

A. The system cannot sort which configurations are active only, and all travel configurations will display, active and inactive. Choose the active configuration you want to update. Please note that not all inactive configurations will be labeled as inactive, old, or deactivated.



Refer to the [Concur TripLink Admin FAQ](#) for more resources on Concur TripLink Admin.



Refer to the [Travel Partner Integrations and TripIt FAQ](#) for more resources on Travel Partner Integrations and TripIt.

Refer to the [Concur TripLink Admin Controls FAQ](#) for more resources on TripLink Admin Controls of Suppliers and Policy Messaging