





iProConference 2015



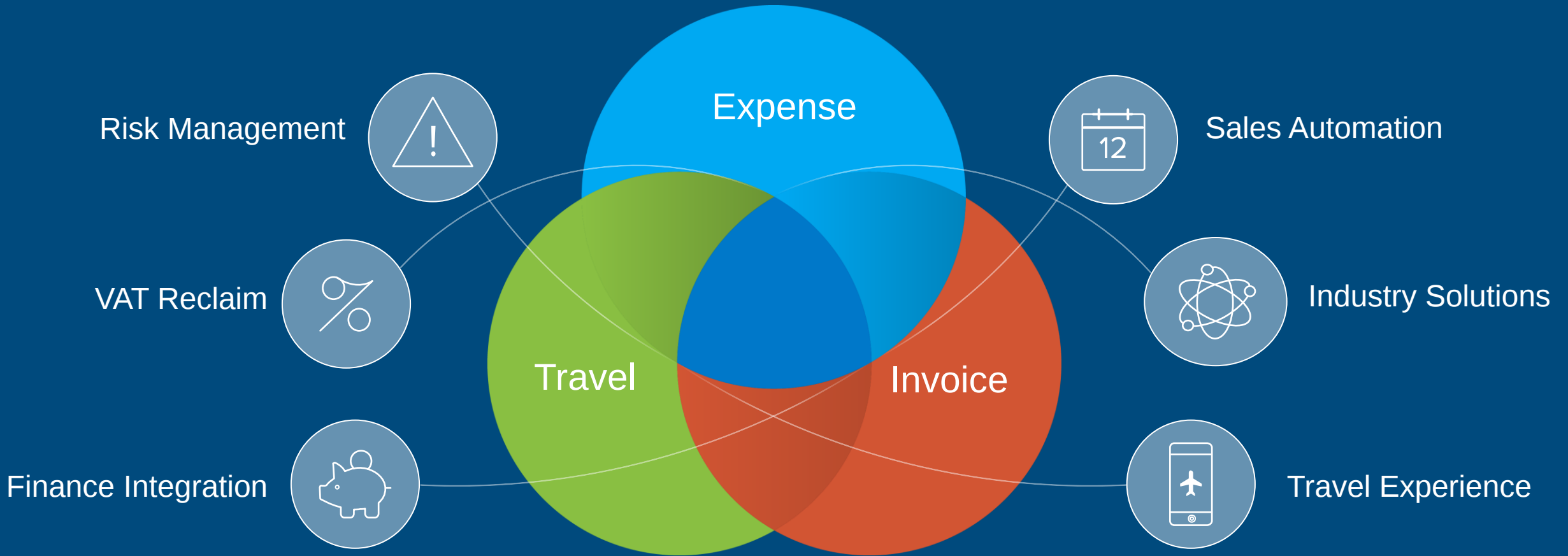
Adrian Lloyd
adrian.lloyd@concur.com
[@AdiLloyd](#)



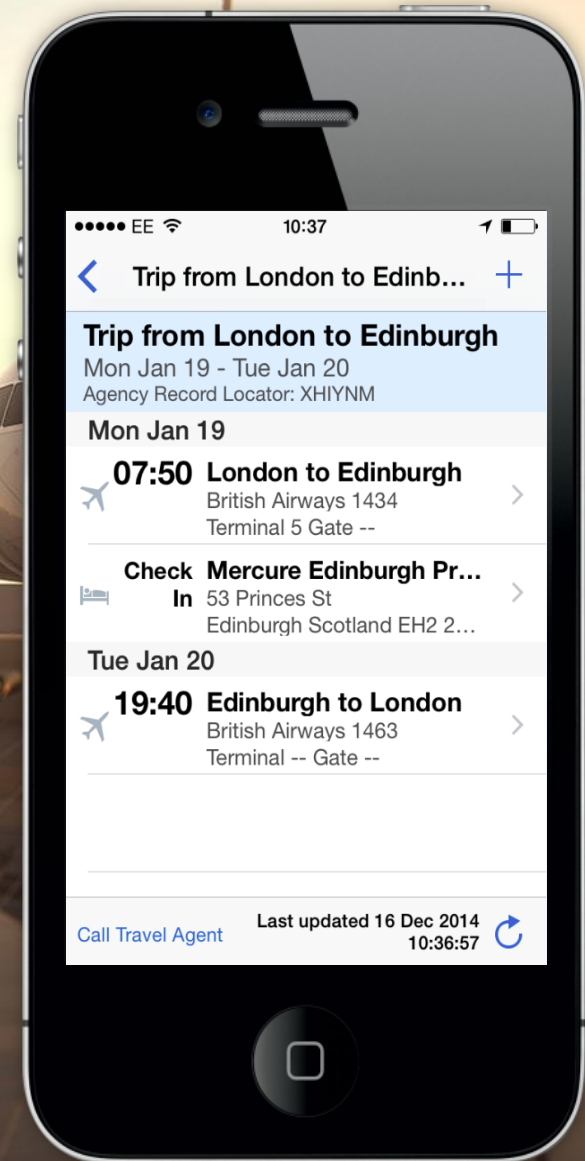
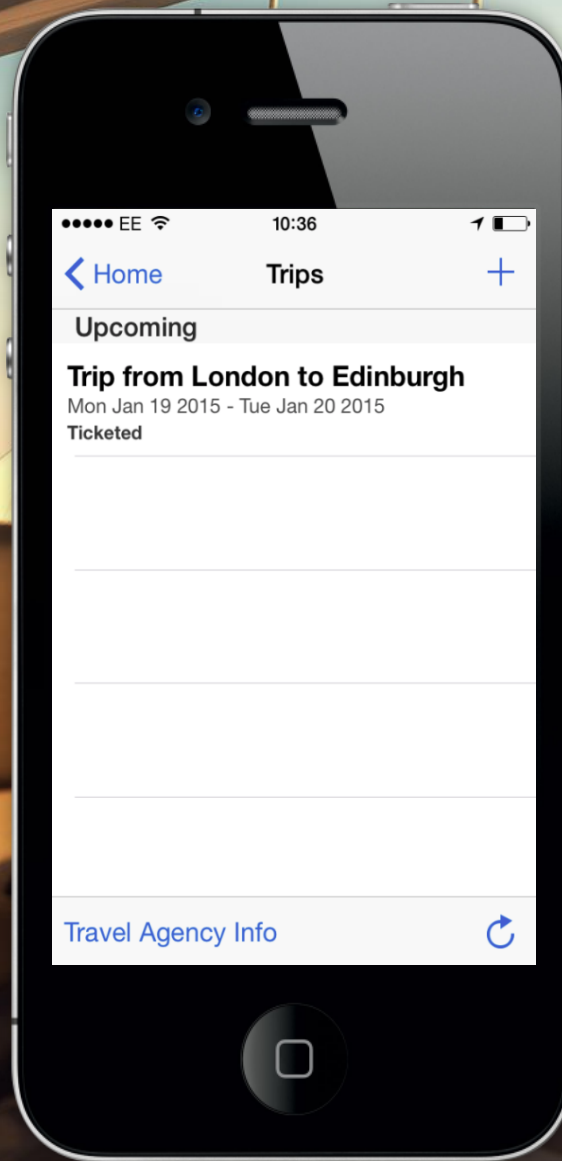
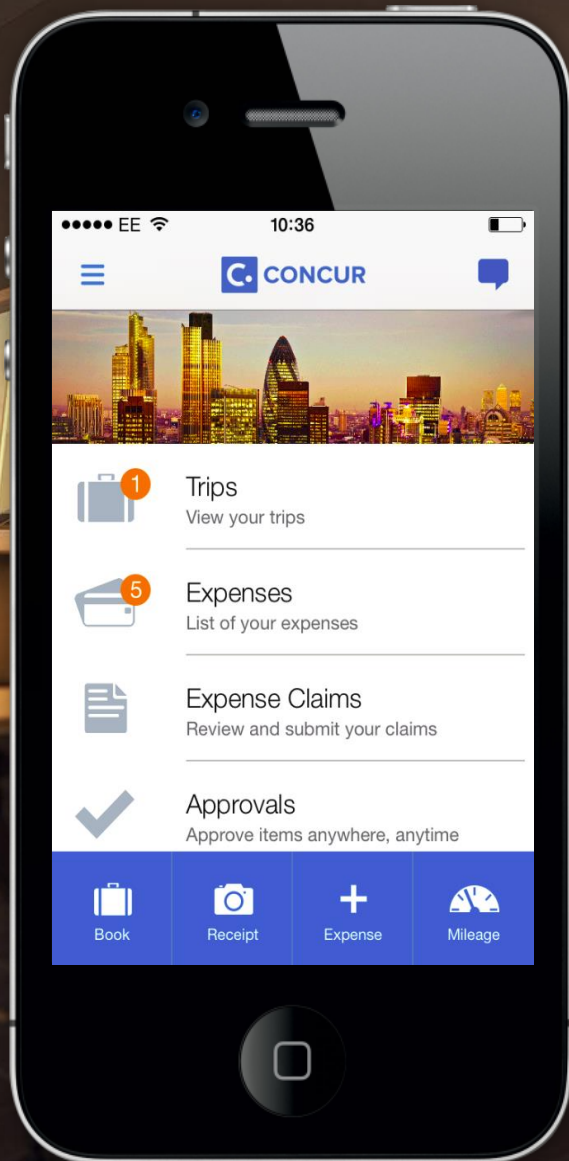
Jan Preston
Jan@uniglobepreferred.co.uk

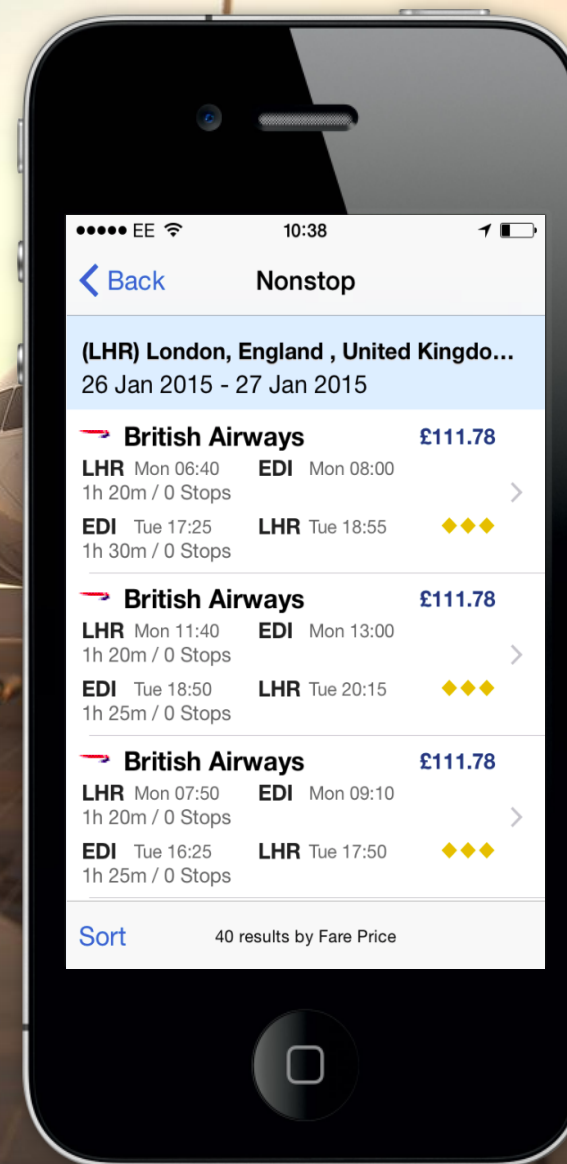
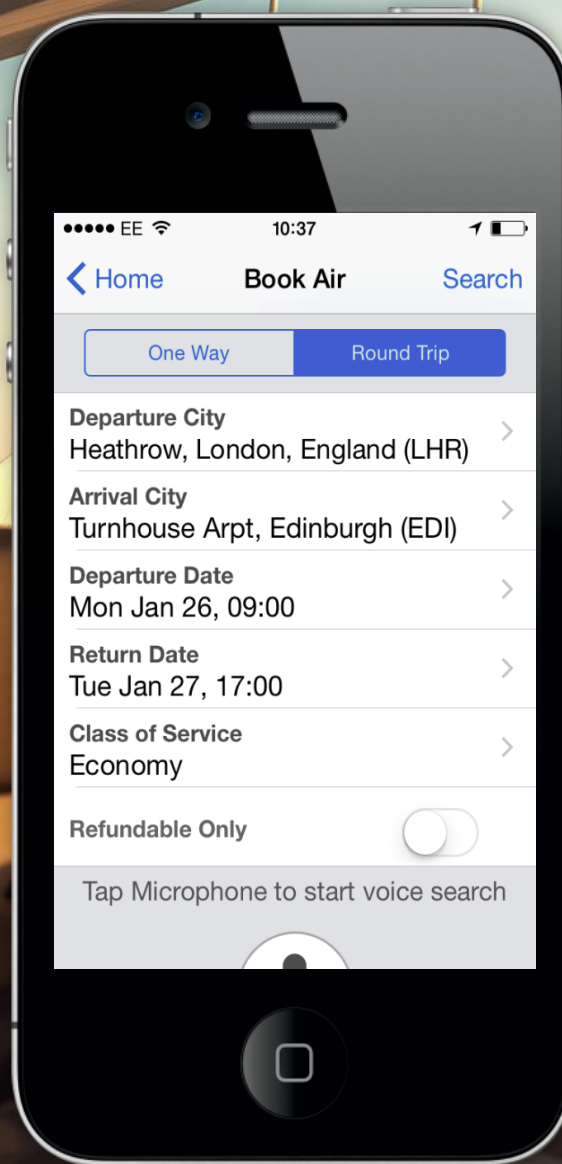
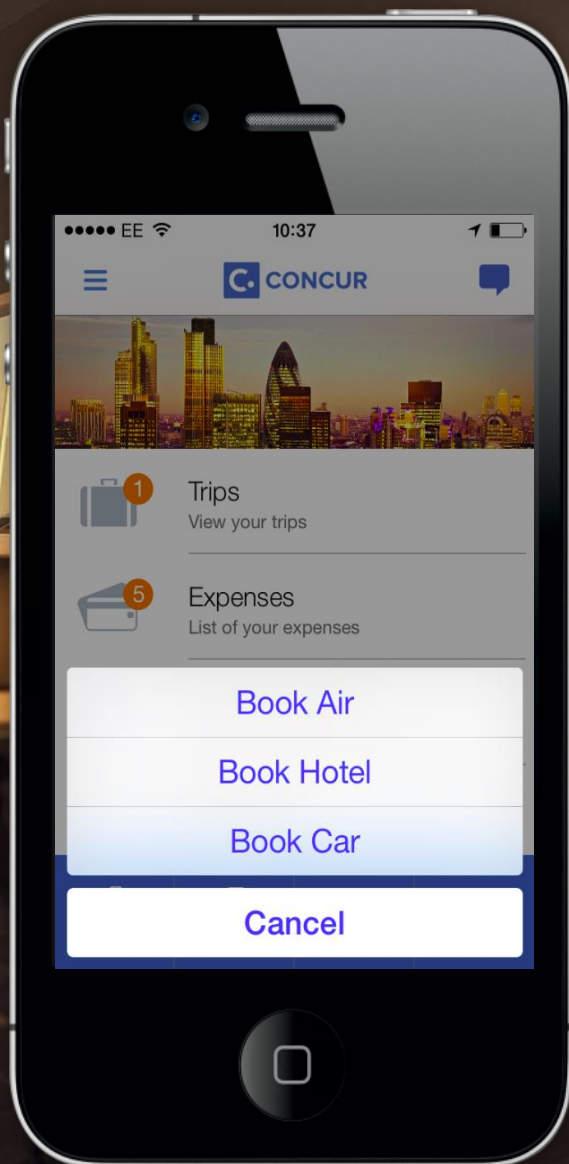


An ecosystem of app partners.











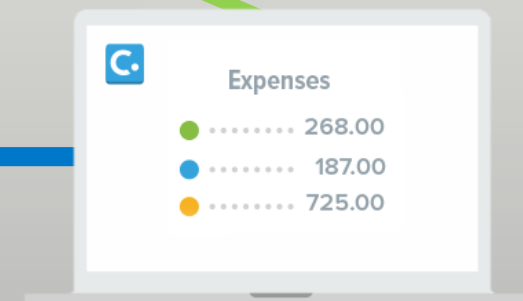
plans@concur.com



Supplier Connection



Online Booking Tool





Travel

Arrangers

Trip Library

Templates

Tools

Booking for myself | [Book for a guest](#)

Air/Rail Search

☒ Round Trip ☐ One Way ☐ Multi-Segment

Departure City ?

LHR - Heathrow - London, England

[Find an airport](#) | [Select multiple airports](#)

Arrival City ?

[Find an airport](#) | [Select multiple airports](#)

Search

[Show More](#)

Or, tell us in your words what you want to do

e.g. flight from JFK to Paris on Tuesday

Search

Company Notes

Upcoming Trips

Trips Awaiting Approval

Remove Trips

[Add new itinerary manually](#)

Policy for Expense Claims

UK Standard Policy

Trip Name/Description

Status

Start Date

End Date

Action

Trip LHR to SIN (LYFKZQ)

Withdrawn

05/01/2015

11/01/2015

Trip from London to Edinburgh (XHIYNM)

Needs Expense Report
Ticketed

19/01/2015

20/01/2015

[Cancel Trip](#) | [Expense](#)

Manage your trip details in one place.



Trip from London to Edinburgh

Delete Claim

Submit Claim

+ New Expense

+ Quick Expenses

Expenses

☐ Date Expense

Concur has found the following matching transactions

We have matched the following items because they may be for the same expense. We just need you to verify that each matching piece of data is actually for the same expense. If the items are not a match please click Decline Match. If they are a match simply click Continue and Concur will combine your data into one expense entry per match.

Smart Expenses Created: 3

Source	Expense Detail	Date	Amount
	Airfare British Airways	16/12/2014	£111.78
	Dinner Cafe Monte	20/01/2015	£45.76
	Office Supplies/Software Office Warehouse	20/01/2015	£68.23

Matches that Need Confirmation: 1

1. Undefined

[Decline Match](#) From Credit Card

Date : 20/01/2015
Vendor : AccorHotels
Rate : £86.00
Amount : £212.16 (1 Night)

 From Trip Info

Check-in Date : 19/01/2015
Check-out Date : 20/01/2015
Rate : £75.00 per Night
Amount : (Nights)

Continue

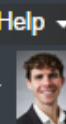
Cancel

TOTAL AMOUNT

£0.00

TOTAL REQUESTED

£0.00



Trip from London to Edinburgh

Delete Claim

Submit Claim

+ New Expense

+ Quick Expenses

Import

Details

Receipts

Print / Email

Show Exceptions

Expenses

Move

Delete

Copy

View

<<

New Expense

Available Receipts

☐	Date	Expense	Amount	Requested
--------------------------	------	---------	--------	-----------

Adding New Expense

☐	>	20/01/2015	Hotel AccorHotels, Edinburgh, Lothian	£212.16	£206.83
☐		20/01/2015	Dinner Cafe Monte, Edinburgh, Lothian F	£45.76	£45.76
☐		20/01/2015	Office Supplies/Software Office Warehouse, Edinburgh, Lc	£68.23	£68.23
☐		16/12/2014	Airfare British Airways, London, Greater	£111.78	£111.78

Expense

To create a new expense, click the appropriate expense type below or type the expense type in the field above. To edit an existing expense, click the expense on the left side of the page.

01. Travel Expenses

Daily Allowance
Friends & Family Allowance
Hotel
Incidentals
Laundry of Uniforms
Pressing

02. Transportation

Airfare
Airline Fees
Car Maintenance/Repairs
Car Rental
Company Car Mileage
Fuel
Fuel For Mileage
Parking
Personal Car Mileage
Public Transport
Taxi
Tolls/Road Charges
Train

03. Meals

Alcoholic Beverages

...03. Meals

Breakfast
Dinner
Individual Meals
Lunch
Subsistence Allowance

04. Entertainment

Entertainment - Clients
Entertainment - Lunch/Dinner
Entertainment - Staff
Entertainment - Staff (With Clients)

05. Office Expenses

Courier/Shipping/Freight
Office Equipment/Hardware
Office Supplies/Software
Postage
Printing/Photocopying/Stationery

06. Communications

Internet/Online Fees
Mobile Phone
Telephone/Fax

07. Fees

...07. Fees

Currency Exchange Fees
Medical Fees
Passports/Visa Fees

08. Other

Cash Withdrawal
Eye Test & Glasses
Gifts - Clients
Gifts - Staff
Miscellaneous
Newspapers/Magazines/Books
Professional Subscriptions
Seminar/Course fees
Staff Awards/Incentives
Subsistence - Supplier Off Site
Tips/Gratuities
Tuition Reimbursement

09. Relocation/Ex-Pat

Ex Pat Expenses
Relocation Expenses

TOTAL AMOUNT

£437.93

TOTAL REQUESTED

£432.60



CONCUR

Travel

Expense

Invoice

App Centre

Help

Profile

Travel

Arrangers

Trip Library

Templates

Tools

Trip Summary

✈️

Select Flights

Round Trip

LON - EDI

Outbound: Mon, 19/01/2015

Return: Tue, 20/01/2015

🚗

Select a Car

Remove

Days: 1

EDI - Terminal

Pick-up: Mon, 19/01/2015

Drop-off: Tue, 20/01/2015

🏨

Select a Hotel

Remove

Nights: 1

Edinburgh, United Kingdom

Check-in: Mon, 19/01/2015

Check-out: Tue, 20/01/2015

✅

Finalize Trip

Change Flight Search

From:

LON - London Area Airports - London

Find an airport | Select multiple airports

To:

EDI - Edinburgh Airport - Edinburgh

London, United Kingdom To Edinburgh, United Kingdom

Mon, 19 Jan - Tue, 20 Jan

Print / Email

Hide matrix

All 113 results	British Airways ♦♦♦	RYAN Air	EC East Coast	Multiple Carriers	flybe Flybe	Virgin Atlantic	Multiple Carriers	KLM
Nonstop 75 results	81.04 50 results	35.98 2 results	51.60 12 results	--	110.40 2 results	114.78 9 results	--	--
1 stop 38 results	--	--	--	78.30 9 results	131.72 4 results	--	197.80 6 results	370.53 19 results

Baggage Fee Policies

Show fare display legend

Shop by Fares

Shop by Schedule

Sorted By: Policy - Most Compliant

Expand All Details

Displaying: 113 out of 157 results.

<< Previous | Page: 1 of 12 | Next >> | All

Price	Carrier	Depart	Arrive	Stops	Duration	
Starting From: £81.04	British Airways†	LGW EDI	7:05 → EDI 10:45 → LCY	8:35 12:05	0 0	1h 30m 1h 20m
Fares	✓	+ Operated by BA City Flyer				
Compare	→	♦♦♦	More like this + Show fares			
Starting From: £87.04	British Airways†	LGW EDI	10:00 → EDI 10:45 → LCY	11:25 12:05	0 0	1h 25m 1h 20m
Fares	✓	+ Operated by BA City Flyer				
Compare	→	♦♦♦	More like this + Show fares			

Global Distribution Systems (GDS)

- Amadeus
- Sabre
- Travelport
 - *Apollo*
 - *Galileo*
 - *Worldspan*



Direct Connects

Air	Rail	Hotel	Ground Transportation
Aer Lingus Southwest Airlines Air Canada Interjet Travelfusion Cleartrip	Thetrainline.com Evolvi Deutsche Bahn SNCF Amtrak VIA Rail	Premier Inn Hilton Hotel.de HRS AOT The Hotel Network CDS Cleartrip HCorpo Teldar iAlbatros The Lido Group	Sixt Hertz Addison Lee GroundScope Talixo Deem Ground Limos Limos.com GroundSpan Transvip SummitQwest Tandem



Terminology

- Online Booking Tool (OBT)
- Global Distribution System (GDS)
- Low Cost Carrier (LCC)
- Hotel Booking Agents (HBA)
- Travel Management Company (TMC)
- Pseudo City Code (PCC)
- Passenger Name Record (PNR)
- Passive Segment

DEMO



Jan Preston

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Concur Triplink

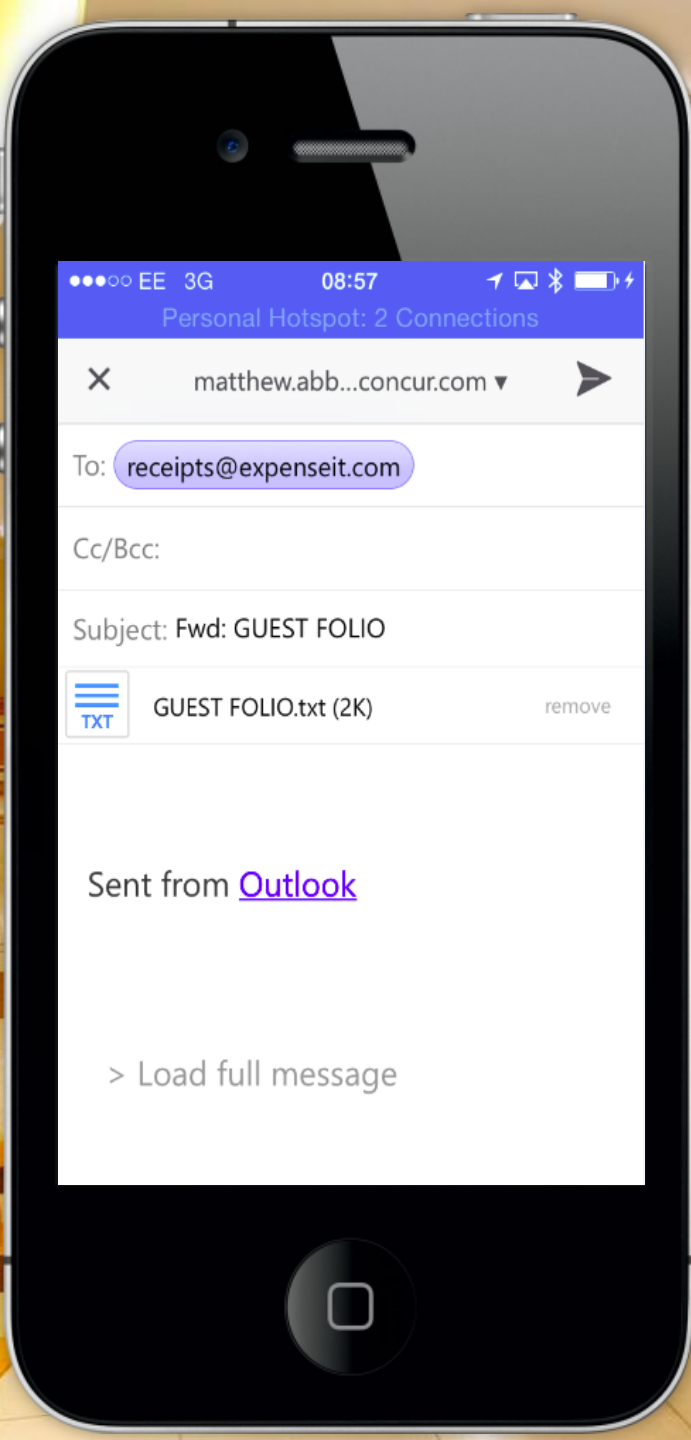


DID YOU KNOW?

40-50% of employee travel is booked outside of corporate travel systems.*

Concur TripLink enables you to capture 100% of employee travel information.

*PhoCusWright's U.S. Business Traveler:
Managed, Unmanaged, and Rogue 2012 report.



TripLink SMB Messaging Framework

- Concur TripLink provides companies with total visibility into all business travellers' itineraries, no matter where they're booked;
- Concur TripLink gives crystal clear price targets for every trip; and incentivizes travelers to save, by rewarding them when they make smart travel purchases that cost less than their targets.

BRITISH AIRWAYS

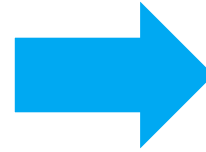
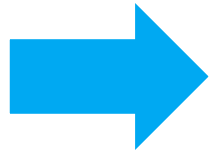
thetrainline.com

AVIS

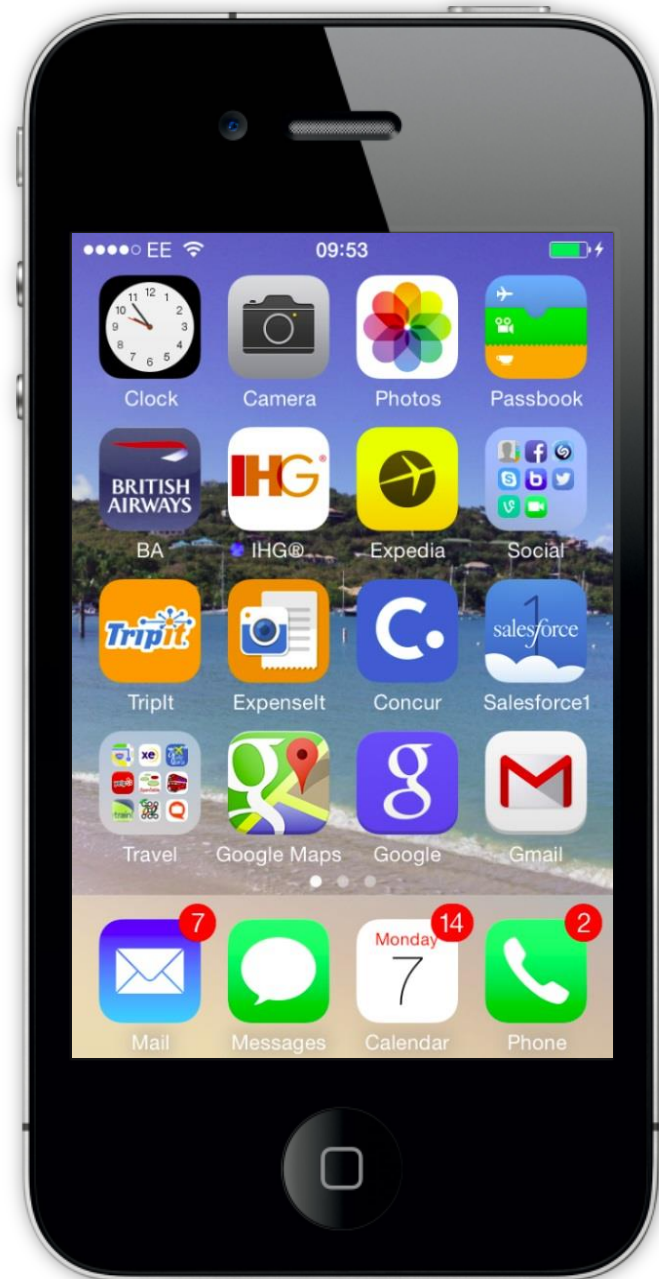
IHG[®]
InterContinental
Hotels Group

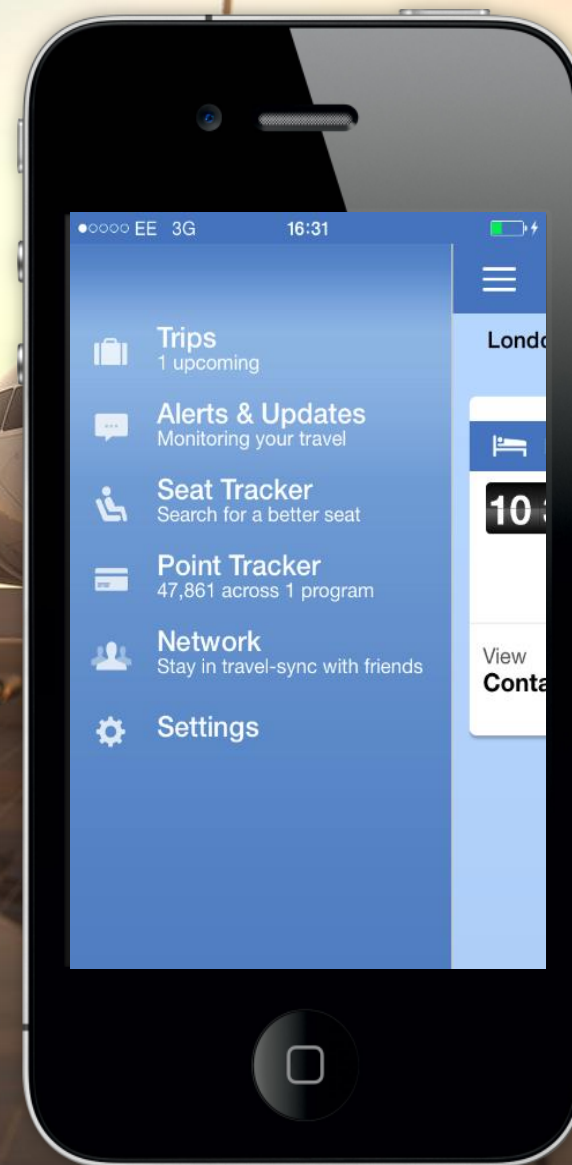
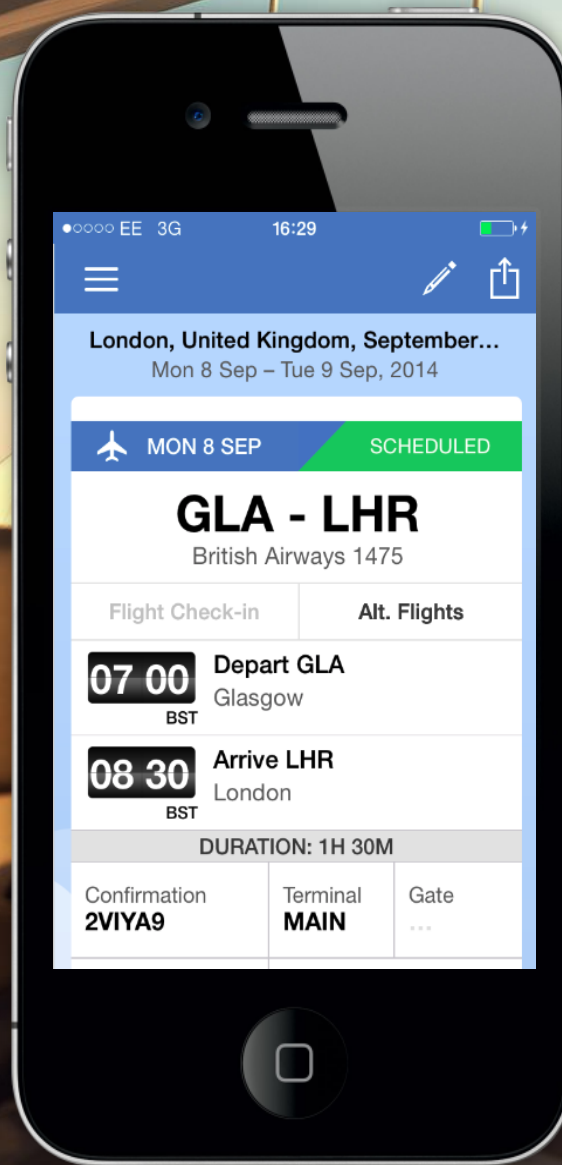
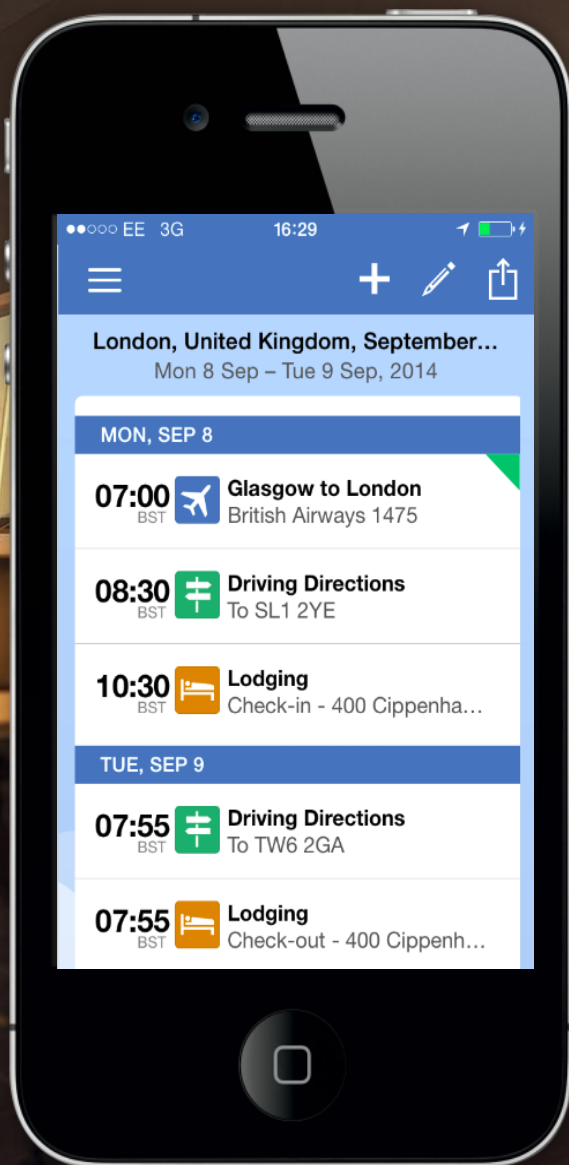
starwood
Hotels and
Resorts

airbnb



plans@concur.com







Hello, John

+
New**00**
Payment
Requests**01**
Available
Expenses**01**
Open
Claims

MY TRIPS (1)



MY TASKS

08-09
SEP

Hotel in Slough

More



Status



Confirmed

[Expense this trip](#)[Remove this trip](#)[Hide personal trip](#)**01**

Available Expenses

09/09 **Millennium Copthorne**
£79.00**01**

Open Claims

20/09 **September expenses**
£17.30



Manage Expenses

View Transactions

Hotel in Slough

Delete Claim

Submit Claim

+ New Expense

+ Quick Expenses

Import

Details ▾

Receipts ▾

Print / Email ▾

Expenses

Move ▾

Delete

Copy

View ▾



☐	Date ▾	Expense	Amount	Requested
--------------------------	--------	---------	--------	-----------

Adding New Expense

☐	09/09/2014	Hotel Millennium Copthorne, Slough, E	£79.00	£79.00
☐	09/08/2014	Hotel	£79.00	£79.00

TOTAL AMOUNT
£79.00TOTAL REQUESTED
£79.00

New Expense

Receipt Store

Expense

To create a new expense, click the appropriate expense type below or type the expense type in the field above. To edit an existing expense, click the expense on the left side of the page.

✓ Recently Used Expense Types

Fuel For Mileage

Personal Car Mileage

Entertainment - Staff

Parking

Train

All Expense Types

01. Travel

Airfare

Airline Fees

Car Rental

Hotel

Train

02. Transportation

Company Car Mileage

Fuel

Fuel For Mileage

Parking

Personal Car Mileage

Public Transport

...03. Meals and Entertainment

Entertainment - Staff

Gifts - Clients

Gifts - Staff

Individual Meals

Lunch

Staff Awards/Incentives

04. Office Expenses

Courier/Shipping/Freight

Newspapers/Books/Magazines

Office Equipment/Hardware

Office Supplies/Software

Postage

...06. Fees

Currency Exchange Fees

Medical Fees

Passport/Visa Fees

Professional Subscriptions/Dues

07. Other

Car Maintenance/Repairs

Ex Pat Expenses

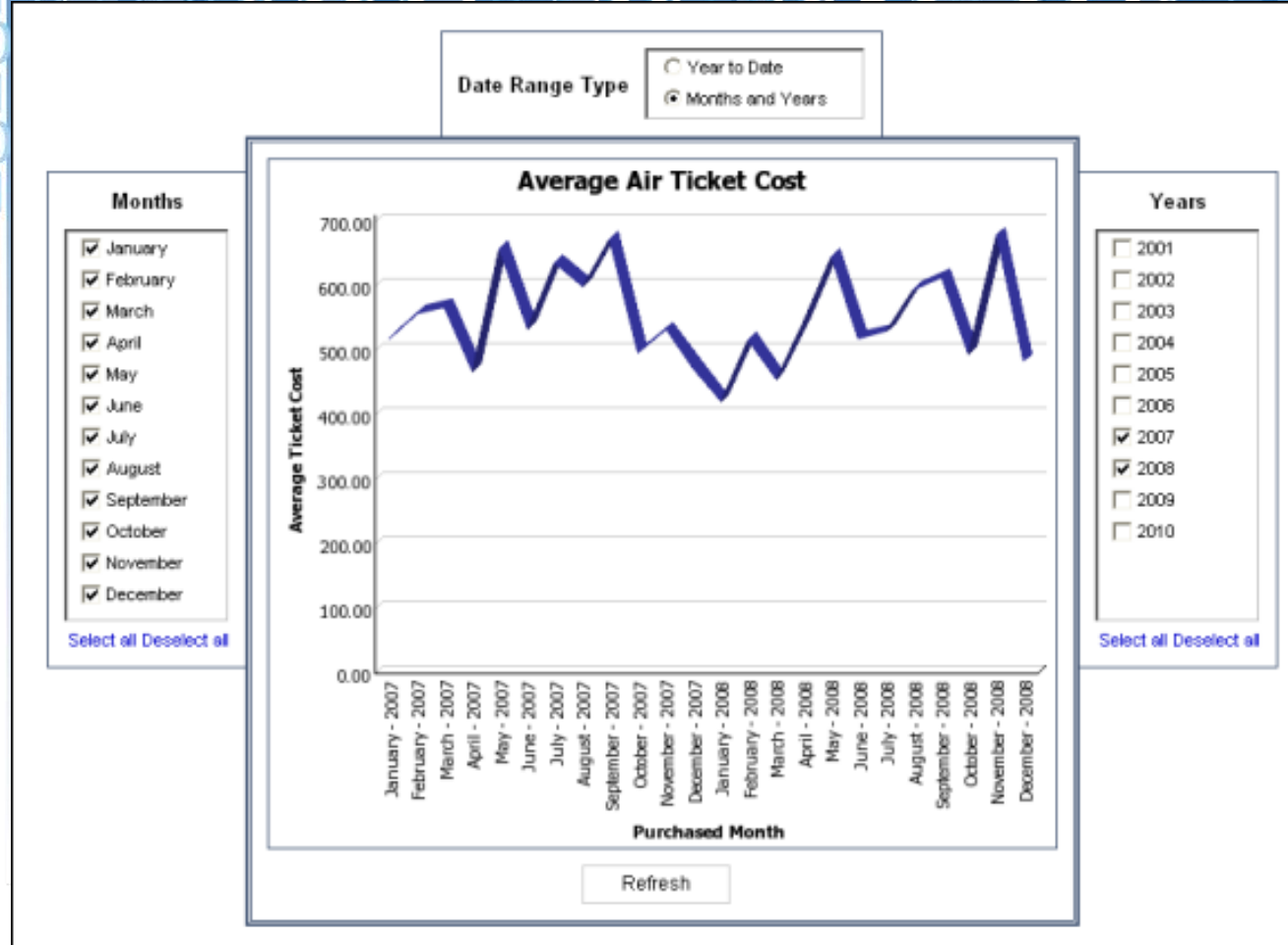
Friends & Family Allowance

Incidentals Allowance

Laundry

Marketing/Promotional Costs

Miscellaneous



Top 10 City Pairs

All Fares Purchased Between Jan 1, 2010 and May 6, 2010

Booking Currency	City Pair	Station One Name	Station Two Name	Distance	Airline	Booking Total	# Trips	Avg Fare
USD	Munich - Seattle	Munich	Seattle	5,319	British Airways	45,607.60	4	11,401.90
					Delta	11,048.60	1	11,048.60
	Munich - Seattle					56,656.20	5	11,331.24
	Koeln Bonn Arpt - Seattle	Koeln Bonn Arpt	Seattle	5,024	British Airways	23,735.20	2	11,867.60
	Koeln Bonn Arpt - Seattle					23,735.20	2	11,867.60
	Barcelona - Portland	Barcelona	Portland	5,543	British Airways	12,200.00	1	12,200.00
	Barcelona - Portland					12,200.00	1	12,200.00
	Arlanda Arpt - Seattle	Arlanda Arpt	Seattle	4,713	British Airways	11,729.60	1	11,729.60
	Arlanda Arpt - Seattle					11,729.60	1	11,729.60
	Heathrow - Seattle	Heathrow	Seattle	4,846	British Airways	11,542.20	1	11,542.20
	Heathrow - Seattle					11,542.20	1	11,542.20
USD						115,853.20	10	11,586.32

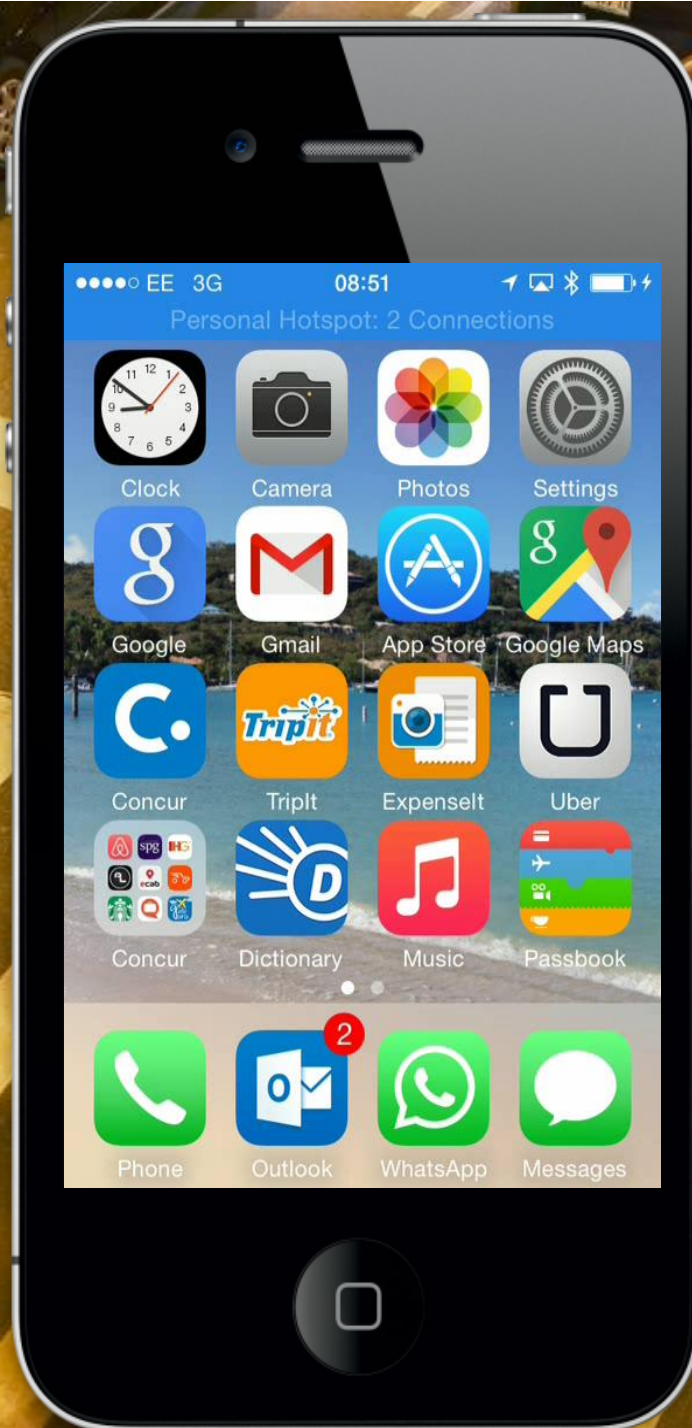
Hotel Expense Exceeds Reserved Rate

Sent for Payment Date Between Jan 1, 2010 and Jun 18, 2010

Average Tax Rate: 20%

Reporting Currency: USD

Employee	Report Name	Report ID	Transaction Date	Vendor	City/Location	Country	Payment Type	Amount Difference	Expense Amount	Reservation Rate
<name>	Business Expenses	12AD63C632324AB38620	Mar 3, 2010	Westin Hotels and Resorts	Toronto	Canada	American Express	9.30	228.59	219.29
Employee ID: <ID>								9.30	228.59	219.29
<name>	EMEA Extended Leadership	34810FE2666F49E180BB	Apr 21, 2010	COPTHORNE HOTEL SLOUGH WINDSOR	Slough	United Kingdom	American Express	0.21	111.28	111.07
Employee ID: <ID>								0.21	111.28	111.07
<name>	Trip from Minneapolis/St. Pau...	6D2658A4870D49D9B4C3	Mar 16, 2010	Marriott Hotels	Detroit City apt	United States of America	American Express	5.00	124.00	119.00
Employee ID: <ID>								5.00	124.00	119.00



Browse All Apps

Works With ▶ Category ▶ App Type ▶ Clear

App Concurge



Addison Lee



Airbnb



Alanda Consummate Spend



Avis



Axosnet de Mexico



borderFile (Blackspark)



Brittenford Intacct Connector



Brittenford Microsoft DynamicsGP



Cegedim AggregateSpend360



Cegedim OneKey Connector



Centrify



CIBTvisas



Concur Connector for NetSuite



Concur Connector for Salesforce

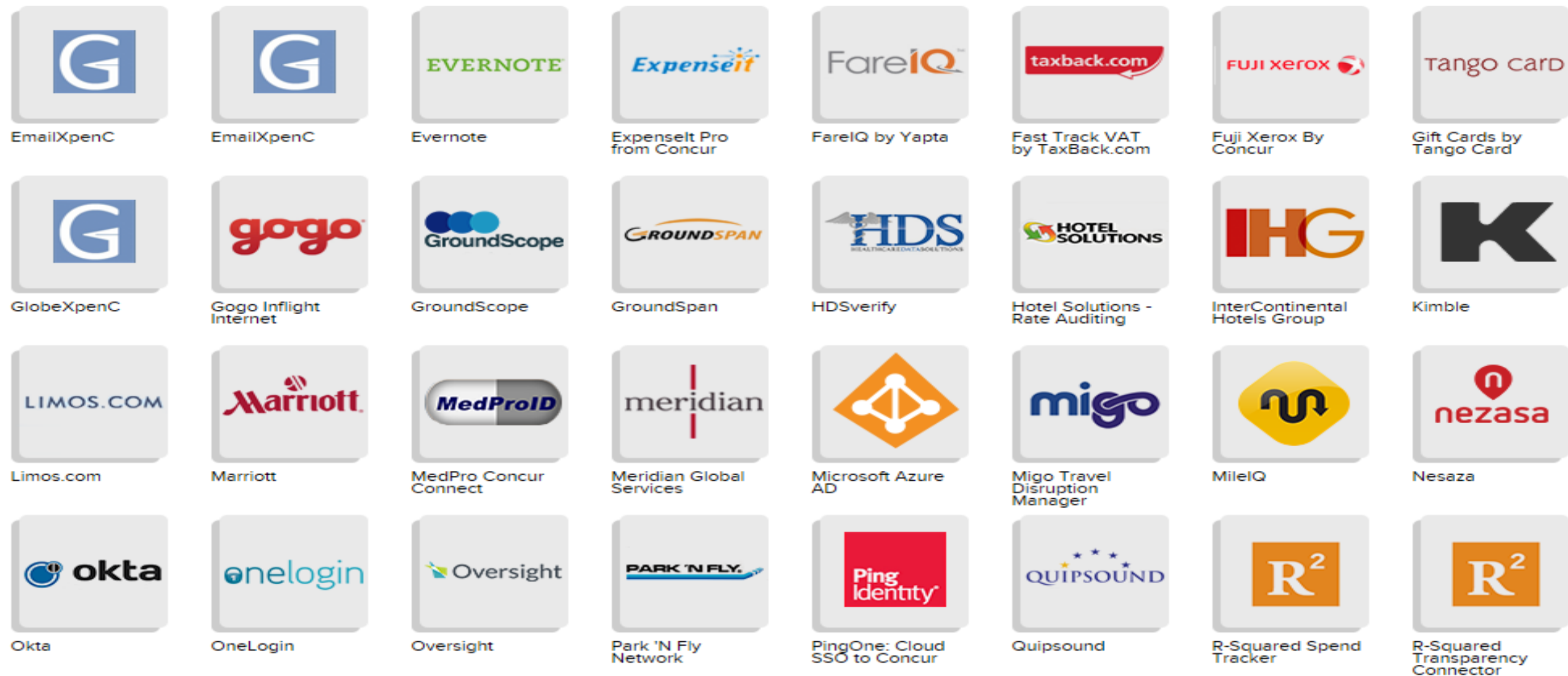


Concur Financial Connectors



Concur for Box







RDC



RED COFID by
ATEB Servicios



Replicon



Ricoh ICE for
Concur



SeatID



shopnfly



SignUp4



Starbucks



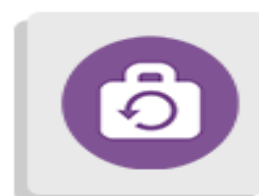
Starwood
Preferred Guest
(SPG)



StayInFront CRM



SummitLink



T&E VAT
Retriever by
Cash Back



TangoCard
Rewards



TBoxConnector
Concur+Workday



The Hotel
Network



The Lido Group



Thomson Reuters
ONESOURCE



TMX by
Blackspark



Travefy



Travelfusion



TravelSHARK



TravelText



TravelText
Enterprise



Travisa E-receipt,
Visa Services



tripBAM



tripBAM



Tripcierge



TripIt from
Concur



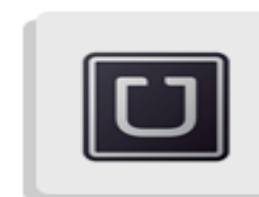
TripLingo



TripLingo
"Business Class"



Trover



Uber

Web Services

- [Access Token](#)
- [Attendee](#)
- [Company Notification Subscription Resource](#)
- [Connection Requests](#)
- [Digital Tax Invoices](#)
- [Expense Report](#)
- [Extract](#)
- [Imaging](#)
- [Insights](#)
- [Invoice Vendors](#)
- [Itinerary: TMC and Third-Party Developers](#)
- ▾ [Itinerary: TripLink Suppliers](#)
 - [Booking Resource \(TripLink\)](#)
 - [Booking Object Elements \(TripLink\)](#)

Itinerary: TripLink Suppliers

Description

The Concur Itinerary Web Service allows TripLink - Open Booking suppliers to view and create travel related events in the Concur Travel system. Suppliers can post bookings for their travel type, and get itinerary details.

This documentation is designed for use by the TripLink - Open Booking Suppliers. TMCs and third party developers should use the [TMC Itinerary Web Service](#) documentation instead.

Works With These Concur Products

- **Travel** for Concur Professional/Premium
- **Travel** for Concur Standard
- **Expense** for Concur Professional/Premium
- **Expense** for Concur Standard

Concur Connect API Structure

Refer to **Web Services** > [Core Concepts](#) for:

- Detailed information regarding the format, structure and process of making calls to a Concur Web Service.

Web Services

- [Access Token](#)
- ▶ [Attendee](#)
- ▶ [Company Notification Subscription Resource](#)
- ▶ [Connection Requests](#)
- ▶ [Digital Tax Invoices](#)
- ▶ [Expense Report](#)
- ▶ [Extract](#)
- ▶ [Imaging](#)
- ▶ [Insights](#)
- ▶ [Invoice Vendors](#)
- ▶ [Itinerary: TMC and Third-Party Developers](#)
- ▶ [Itinerary: TripLink Suppliers](#)

Travel Profile

Description

The Travel Profile Web service consists of a set of resources that provide travel profile functionality customize in specific ways for developers, travel suppliers, and travel management companies (TMCs).

Developers, travel suppliers, and travel management companies (TMCs):

- View travel information.

Travel suppliers and TMCs:

- Update travel loyalty information.
- Developers who are not registered as travel suppliers or TMCs with Concur cannot access loyalty program or discount information.

Travel suppliers:

- Subscribe to notifications for travel profile and form of payment information changes. To obtain notifications, the Concur users must grant access to their travel profile using the [Web OAuth 2.0](#)



Capture all travel spend



Simplify the travel experience



Keep track of your
biggest assets: your
people



Visibility of your
outstanding liabilities

