



PUBLIC

# Concur TripLink hub

## Frequently Asked Questions

**Topic:** Concur TripLink has a new home within SAP Concur solutions to help streamline end-user enrollment.

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## FREQUENTLY ASKED QUESTIONS

### What is happening?

Concur TripLink has a new home in SAP Concur solutions to help streamline employee enrollment and engagement. Need introductory information on Concur TripLink? [Read the Concur TripLink FAQ.](#)

### What will this look like?


In SAP Concur solutions, you will see a new tab in the main navigation that says “TripLink.” Selecting this tab will bring you to the Concur TripLink hub. Here, you will find sections for the component parts of Concur TripLink where your employees can learn about their functions and enable each one.

1. Triplt Pro – Employees can read about the functions and benefits of Triplt, learn about their free subscription to Triplt Pro, and either create a new Triplt account or connect to their existing account.
2. Travel partner integrations – Employees can read about what travel partner integrations are, enable the integrations, connect their frequent traveler accounts, and manage existing connections.

### Concur TripLink

Connect your travel programs to bring business travel plans into SAP Concur solutions and streamline expense reporting.

#### TripIt Pro




Link your SAP Concur account to your own TripIt account and get a subscription to TripIt Pro for free (normally 49 USD/year), courtesy of your company. TripIt Pro provides additional features that make travel easier, such as alerts for flight changes, reminders to leave for the airport, gate-to-gate walking directions, and more. [Get more info.](#)

[Link to TripIt](#)

#### Manage Connections


##### Enable Connections to SAP Concur

Your organization allows you to book directly with the company-preferred programs connected to your SAP Concur account. Use the connected travel sites or apps to get corporate discounts, and your travel plans will sync back to SAP Concur solutions to streamline expense reporting. Enable connections today.

**Delta**  
Frequent Traveler Number: 69307434

[Enable](#)


[Actions](#) ▾

**Intercontinental Hotels Group** Preferred  
Frequent Traveler Number: 9854654654


[Enable](#)

[Actions](#) ▾

#### Available Programs

**Avis**

[Add Program](#)

**United**

[Add Program](#)

## What are the benefits?

- Easier enrollment – Now in one central location, travelers can get set up, manage, and engage with Concur TripLink. It's easy to find and access the hub within SAP Concur solutions. Here, employees can learn about Concur TripLink, enroll in travel partner integrations, connect their frequent traveler accounts, and activate their complimentary Triplt Pro subscriptions.
- Improved awareness – This consolidated “home” for Concur TripLink will improve awareness and education of the solution and its benefits for your travelers.
- Increased connections – With a streamlined connection process, more of your employees can take advantage of the benefits they already have, giving your organization better return on your investment. Increased adoption means:
  - More itineraries are captured across outside channels, so you get better visibility into employees' travel behaviors and spend
  - Increased cost savings, because negotiated rates are applied to supplier-direct bookings
  - Better Duty of Care coverage, with the ability to locate employees while they are traveling
  - Improved policy compliance that's reinforced as supplier-direct bookings are flagged when they flow back into SAP Concur solutions
  - Happier travelers, with booking flexibility as well as travel perks like their free Triplt Pro subscription

## What else is new?

We are introducing the name “Concur TripLink” to your travelers. While as a customer (or SAP Concur administrator), you've been familiar with the name, your travelers have only seen language about Triplt Pro and “travel partner integrations.” Now, we're joining these connections under the Concur TripLink name, as you are familiar with it, to make it easier to understand and easier for you to talk about with your travelers.

## Now, what's the **best** way for my employees to activate their complimentary Triplt Pro subscription and connect to Concur TripLink travel partner integrations?

The easiest way for your travelers to do both is by signing in to [concursolutions.com](https://concursolutions.com), then selecting the TripLink tab in the main navigation.

- For Triplt Pro, at the top of the page, users can connect a new or existing Triplt account to their SAP Concur account. If they're signing up for a new Triplt account, they'll receive an email asking them to verify their email address. After they connect, they should download the Triplt app and start forwarding their confirmation emails to [plans@tripit.com](mailto:plans@tripit.com).
- Further down the page, they can opt in to Concur TripLink travel partner integrations, which authorizes connections between their SAP Concur account and their travel loyalty accounts. After

enabling travel partner integrations, employees can add their frequent traveler numbers for each supplier they have an account with. They can also delete or disable existing connections.

### **Are there any other ways for my travelers to enroll in Concur TripLink travel partner integrations?**

Yes, the previous methods for enrolling in Concur TripLink travel partner integrations are still available.

#### **1. From the SAP Concur App Center.**

- Sign in to [concursolutions.com](https://concursolutions.com).
- Select *App Center* from the navigation, then find the *Travel Partner Integrations* listing.
- Select *Enroll* and enter the frequent traveler accounts. Select *I agree*.

#### **2. From their SAP Concur profile.**

- Sign in to [concursolutions.com](https://concursolutions.com).
- Select *Profile* in the upper right corner, then select *Profile Settings*.
- Select *Frequent-Traveler Programs* in the left column. Select *I agree*.
- Select *Add a Program* and enter their frequent traveler accounts. Click *Save*.

### **Are there any other ways for my travelers to activate their complimentary Triplt Pro subscription?**

Yes, the previous method for activating their complimentary Triplt Pro subscription is still available.

#### **1. Through the pop-up.**

- Sign in to [concursolutions.com](https://concursolutions.com). From the home page, they may receive a pop up that prompts them to connect a new or existing Triplt account to activate their complimentary Triplt Pro subscription.

#### **2. From the prompt under Alerts on the home page**

- Sign in to [concursolutions.com](https://concursolutions.com). In the Alerts section of the home page, they may see a prompt to activate their Triplt Pro subscription.
- Click *Learn more* and *Activate*.
- Connect a new or existing Triplt account to activate their complimentary Triplt Pro subscription.

#### **3. From the SAP Concur App Center.**

- Sign in to [concursolutions.com](https://concursolutions.com).
- Select *App Center* from the navigation, then find the *Triplt* listing.
- Select *Learn more*, then *Connect* to connect a new or existing Triplt account to activate their complimentary Triplt Pro subscription.

### **Are all Concur TripLink travel partner integrations present on this page?**

Most Concur TripLink travel partner integrations are present on this page. However, two suppliers that do not connect via loyalty accounts will not be present initially—Booking.com and Trainline. Travelers can connect directly with Booking.com and Trainline Europe via Concur TripLink by visiting their listings in the SAP Concur App Center.

### **Will Concur TripLink admin controls be available on this page?**

Yes, messaging based on your Concur TripLink admin controls preferences will be displayed in multiple places on the page. In addition, if you have designated specific suppliers as “preferred” in Concur TripLink admin controls settings, this designation will be indicated next to each travel partner.

We’ll use your messaging preference to tailor the way we talk about supplier-direct bookings to your employees, giving you flexibility to choose how suppliers are presented and. Here are how the different messaging preference options impact traveler communications:

- Supplier-direct booking is allowed for all suppliers: Travelers are allowed to book directly with all integrated travel partners.
- 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”.
- Supplier-direct booking is discouraged: Travelers will be encouraged to use the company’s preferred methods of booking, but they can still link their SAP Concur and frequent traveler accounts.

To adjust the admin controls settings for your organization, a TripLink Travel Policy Admin can access TripLink Messaging Preferences under Administration. The exact path differs between Standard or Professional edition.

### **Will this be available on the SAP Fiori with Horizon visual theme as well as the legacy (Concur Gateway) theme?**

Yes, the Concur TripLink hub will be available on both themes.

### **How can I help increase Concur TripLink enrollment with my travelers?**

We have resources for you to leverage to help drive end user enrollment. These resources will make it simple to communicate what Concur TripLink is, what your users need to do, and why they should care.

- [End User Getting Started Guide](#) – with simple steps to get set up
- [Admin Messaging Guide](#) – with instructions and email templates you can copy + paste to share with your employees

These resources and more can be found on Concur Training, on the:

- [Admin Toolkit page](#)
- [Traveler Resources page](#)

### **Will this new feature be supported by Concur User Assistant by WalkMe?**

Yes. For customers who have enabled Concur User Assistant by WalkMe (Standard or Custom), a guided walk-through will be made available and can be accessed in the **Help** menu under **Explore Interactive Help**.

If you have purchased Concur User Assistant by WalkMe - Custom, you will be able to download any new Standard solutions that support the Concur TripLink hub. SAP Concur recommends reviewing SAP Concur product and shared release notes to confirm whether any planned or released changes impact customized content.

Please note that Concur User Assistant by WalkMe is not available to Concur Travel-only customers.

### **How can I learn more about Concur User Assistant by WalkMe?**

Learn more about this digital adoption platform by visiting our [resource page](#) where you can find a [Learn More Guide](#) and FAQs for [Admins](#) and [End Users](#).