

ICAEW Accreditation Scheme

SAP Concur Invoice - Software Evaluation

Concur Technologies, Inc.

**SAP Concur Invoice
Release January 2020**



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Evaluation carried out by: John Oates, Consultant

Date: 16 January 2020



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Table of Contents

1	Summary	3
2	Approach to evaluation	3
3	Matters to consider before purchase	4
4	Evaluation conclusion	7
Functional requirements questionnaire:		
5	Global and client configuration/setup.....	8
6	Purchase and invoice management.....	12
7	Reporting	18
8	User documentation.....	21
9	Support and maintenance	23
10	SaaS security and continuity of processing.....	24

Summary

1.1 Introduction

The suitability of good invoice management software for each particular company and user will be dependent upon individual requirements. These requirements should therefore always be fully considered before software is acquired. The quality of the software developers or suppliers should also be considered at the onset. Because of the pace of software innovation related to cloud computing, it is also valuable to look at the supplier's relative position on the technology curve. Lastly, it is important to evaluate the vendor's suitability working with companies of different sizes, and their ability to modulate their solution depending on the size of their client's business.

1.2 Software under review

Fundamentally, good Invoice Management software solutions should:

- Seamlessly integrate with a range of ERP software that may already be deployed in the user's company.
- Consider the ease of use among the employee population.
- Fit the user's business size and geographic scope.

It is essential, when software is implemented, for appropriate support and training to be available that is tailored for business size and needs.

2 Approach to evaluation

2.1 Objective

To evaluate Concur® Invoice against a set of criteria developed by the ICAEW to ensure that the software meets the requirements of invoice management software.

2.2 Software/hardware utilised

The solution is provided as a Software as a Service (SaaS). The service is available to users via a standard Windows or MAC laptop accessible via browsers such as Internet Explorer, Safari, Firefox and Chrome. SAP® Concur® is also accessible using a native mobile app downloadable from the Apple or Android store.

2.3 Report structure

The report has been broken down into its main constituents in the contents page. The evaluation questionnaire was provided by the ICAEW and has been used without alteration or amendment.

3 Matters to consider before purchase

3.1 General overview

SAP Concur is a leading provider of integrated travel, expense, and invoice management solutions, driven by an aim to simplify and automate these everyday processes. With SAP Concur, an app guides employees through every trip, charges are effortlessly populated into expense reports, and invoice approvals are automated. By integrating near real-time data and using AI to audit 100% of transactions, businesses can see exactly what they're spending without worrying about blind spots in the budget. SAP Concur seeks to eliminate tedious tasks, make work easier, and help businesses run at their best.

SAP Concur provides these integrated spend management solutions for companies that range in size from small businesses of 10 employees, to large global enterprises with tens of thousands of employees.

How does it do this?

SAP Concur streamlines and automates the expense reporting, travel booking, and accounts payable processes for an organisation through an interconnected and open platform that enables business to see all sources of their spend, and links with partners to access even more data for robust analysis that enables better decision making. Along with this, SAP Concur also has an employee location and active monitoring service that integrates with its other software solutions.

SAP Concur cloud-based software and tools can be accessed from home, office or mobile locations from any web-enabled device such as a desktop, tablet or smartphone. SAP Concur solutions eliminate the paper-based and error-prone processes of managing travel, expense and invoice manually. With SAP Concur, employees can more quickly book travel, submit expense claims or invoices and supervisors, AP managers, auditors and senior management can more easily review, approve process and audit them. Ease of use is core to the SAP Concur solution to ensure high user satisfaction and a rapid employee adoption rate.

SAP Concur also offers a wide range of extended services including but not limited to end user support, administrative support, audit services and technical consultative services. Through supporting thousands of customers, SAP Concur understands the importance of high user adoption in order to maximise policy adherence, achieve high levels of corporate and legislative compliance and enable organisations with a comprehensive view of their entire company spend, regardless of source. To ensure employee satisfaction and broad adoption, many organisations augment their SAP Concur solutions with support and service, which can be customised depending on the level of change its customer will need to manage through implementation and after.

SAP Concur can also provide an additional service that prepares and updates its customer's data daily and delivers a comprehensive array of standard reports addressing common business challenges. SAP Concur can also serve as an objective and independent third party to ensure employee compliance through a fully managed receipt audit process. Customers also have the option to automate and streamline the procurement-to-pay cycle, so organisations can increase employee satisfaction, strengthen compliance and simplify the payment process.

These additional services enable organisations to be flexible, adding features and services that make sense for the business as it scales.

From the standpoint of implementation, SAP Concur solutions are built on a secure, scalable SaaS platform that requires minimal IT involvement and can be ready to use within just a few weeks and in some cases, days. This is a Multi-tenant solution, see E1.9, below. In a multi-tenancy environment, multiple customers share the same application, running on the same operating system, on the same hardware, with the same data-storage mechanism. Multi-tenant applications are expected to provide adequate isolation of security, robustness and performance between the multiple tenants.

SAP Concur has over 48,000 customers in over 150 countries. The firm has honed their implementation process working with over 2,000 companies of all sizes in the UK. As such, SAP Concur can offer small and medium-sized businesses a solution that is free to set up with short-term contract commitments. For larger or more complex organisations, SAP Concur offers solutions that are tailored accordingly to meet a multitude of complex customer requirements.

SAP Concur is experienced in integrating with ERP and accounts packages such as SAP, Oracle, MS Dynamics, Xero, Sage, QuickBooks, Netsuite and Workday.

When considering the funding of a software solution, take into account the savings that will be achieved post-implementation. With many of its customers, SAP Concur has found that the cost savings associated with accurate VAT reclaim alone is often enough to pay for the SAP Concur solution. SAP Concur states that in addition to these areas, the greatest savings are often found through greater adherence to company policy, leveraging better negotiated rates with suppliers, as well as significantly reducing the administrative burden and costs associated with managing spend. In addition to the hard cost savings, what should not be overlooked is the peace of mind in complying with HMRC regulations.

Lastly, SAP Concur has over 200 partner integrations available to help clients integrate their financial systems and manage traveller tax and immigration, VAT reclaim, employee travel spend, tax regulations and more.

3.2 Supplier background

With headquarters in Bellevue, Washington, Concur Technologies is an American SaaS company, providing travel, expense and invoice management services to businesses. SAP SE acquired Concur Technologies in September 2014 for \$8.3 billion and the deal was completed in December 2014.

Concur Technologies, Inc. was founded in 1993 in the United States and began operations in 1994. An office in the UK followed in 1997. During the last 26 years, SAP Concur has solely focused on the provision of travel, expense and invoice management solutions to other businesses.

Today, SAP Concur and its affiliates employ over 8,000 employees; Concur has over 48,000 customers in over 150 countries. At present, more than 61 million end users book travel and/or process expenses with SAP Concur. The company experiences high client satisfaction with more than 95 percent client retention. In addition to thousands of small and medium-sized businesses who are using SAP Concur to automate their spend management, SAP Concur also boasts a customer base that includes over 75% of Fortune 500 companies.

SAP Concur differentiates itself by being one of the only software suppliers in the market today to integrate the core functions of expense management, invoice, travel and risk to give an organisation full visibility into the movement of funds and employees.

3.3 Product background and suitability for user

SAP Concur solutions are improved and updated on a monthly basis – mainly based on customer feedback. As SAP Concur solutions are delivered under Software as a Service model, these updates require no work from existing clients.

3.4 Typical implementation

SAP Concur's implementation methodology is built on best practice templates from years of experience with clients worldwide. In an effort to get clients up and running as quickly as possible, SAP Concur offers many levels of system implementation to match business requirements ranging from a self-set-up Wizard based approach right through to an intensive project managed approach where their experienced implementation team will help clients with complex and global roll outs.

3.5 Software and hardware specifications

Not applicable as the solution is Software as a Service.

Access is available via any JavaScript enabled browser. The following browser versions have been specifically certified via testing that is completed regularly: Internet Explorer v10 & 11, Microsoft Edge, Mozilla Firefox v51, 52 & 53, Google Chrome v56, 57 & 58 and above or Apple Safari 5.1, 6.0, 7.0, 8.0, 9.0 & 10.0 above on supported Microsoft Windows or Apple Mac OS X platforms.

The free SAP Concur mobile app complements SAP Concur's web-based solution.

3.6 Software installation and support

Apart from the need for a client computer running a browser and an Internet connection, SAP Concur requires no additional hardware or software to be installed or maintained, with no software licenses, upgrades or IT hardware support required.

SAP Concur has built a global organisation located in regional centers in Europe, Asia and North America.

3.7 Partner network and related accreditation process

SAP Concur works with a varied group of partners and accreditation is performed on an individual basis and is led by a dedicated partner business development team in the UK and internationally.

3.8 Integration with other systems

SAP customers can take advantage of the native integration which is now available in the SAP Marketplace for download and installation.

SAP Concur Invoice can be integrated with other systems through file transfers and web services.

The Concur App Centre can be accessed at: <https://www.concur.co.uk/app-centre>.

Prospective purchasers should be aware that the integration may be the largest part of the implementation process. It is very important that integration requirements are clearly discussed prior to implementation.

3.9 Limitations

There are a number of minor limitations in the product, which while not adversely impacting upon this evaluation may be of importance to some organisations. It is important that any business contemplating the purchase of a software service reviews the functionality described and limitations therein against its detailed requirements.

- The system cannot consolidate purchase requests into a single purchase order.
- Where a user uses SAP Concur Invoice to create purchase orders then these can be approved from within the system, though where external purchase orders are imported, these cannot be so approved. SAP reported that customers are unlikely to want to import a purchase order and then route it for approval, but the option does exist to import a purchase request and then route that for approval. Practically it is more likely that a customer would have imported approved POs.
- SAP Concur has the option to automatically send out an email to suppliers or allow an individual to manually enter the email address. However, it does not currently support EDI or API transfer to suppliers' systems.
- GRNs cannot be imported as a PDF or captured via OCR, but can be imported from a finance/ERP system, which SAP Concur state is what most of their customers do.
- Users cannot undertake their own backup and restore processes. SAP Concur undertakes regular backups for their customers.
- Standby arrangements with another organisation are not available as this is not really practical as it would require significant specialist expertise and infrastructure to provide the SAP Concur service.

4 Evaluation conclusion

There were no areas for concern. SAP Concur Invoice is a strong and user-friendly invoice management platform that is well supported by Concur Technologies Inc.

In terms of the functionality that is available within the current version and the target market for this software, the service has been adequately specified and is straight-forward to use.

Disclaimer

Any organisation considering the purchase of SAP Concur Invoice should consider their requirements in the light of proposals from Concur Technologies, Inc. and potential suppliers of other similarly specified services. Whilst the contents of this document are presented in good faith, neither ICAEW, RSM UK or John Oates, Consultant can accept liability for actions taken as a result of comments made herein.

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
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5 Global and client configuration/setup

5.1 Does the system provide for the setup and maintenance of the details of the firm using the software and valid users within that firm?	Yes. As a Concur Administrator, you can access Expense and/or Invoice to maintain the system. Whether you are using the Expense and/or Invoice and is one user for both systems.	The system works stand alone as well as with the whole of Concur. There are comprehensive options
5.2 Does the system allow for role-based security for users? If yes: <ul style="list-style-type: none"> • Are these roles linked to purchase approval privileges? • Is segregation of duties enforced with respect to supplier setup and supplier payments? 	Yes. There are separate permissions which the admin can configure. Roles include: Admin, End User, Approver, Budget approver across all users. Yes Yes	Confirmed - the profiles and permissions are available for users, both invoicing and expense
5.3 Does the system provide multi-language support on a per user basis?	Yes. The User Interface is available in 28 languages	I checked this (with help!). The Spanish appeared to be good.
[See section 10 in relation to the permissions matrix and user passwords]		
5.4 What are the restrictions on more than one user working on the same client or client company at the same time?	Multiple users can be logged in at one time to the application for a given client.	Confirmed
5.5 Can a user of the system have multiple windows open at the same time on a single client-company?	Yes, but with different browsers only.	Confirmed. Apple users could use Chrome or Firefox, etc. as well as Safari
5.6 Does the system make use of global lists, e.g. countries, postcodes, currencies, suppliers, lists of products? If so, specify what is provided.	Currency, Country, Language	Confirmed

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
5.7 Does the system have the ability to manage supplier master data?	Yes, we have the ability to manage master data as a copy from your system or directly within SAP Concur	Confirmed
5.8 Does the system provide for the setup and maintenance of a firm's client details (client profiles)?	Yes. You can maintain a list of clients or suppliers that need to be tracked so that Invoices can be tracked against project department.	Confirmed
5.9 Does the system allow the entry of supplementary information? If yes: <ul style="list-style-type: none"> • Can this be uploaded and held against the client? 	Yes. Yes. Additional images, descriptions and comments can be added.	Confirmed
5.10 Does the system automatically populate information from the client profile into associated client company during creation?	Optional - This is configurable. The system supports subsidiary segregation, yet also allows for specific data to default in from the parent when needed.	Confirmed
5.11 Does the system allow all companies for a client to be? <ul style="list-style-type: none"> • Shown as a list on-screen. • The details viewed on-screen. • Details to be printed out. 	Yes -Per 1.10. The system supports subsidiary segregation, so users will see companies they only have access too, the details and be able to print.	Confirmed
5.12 Does the system incorporate dashboard functionality such that the following information is presented to the user when they login to the system: <ul style="list-style-type: none"> • A summary of all client companies that the user is involved in. • Client company status. 	Yes - The system provides a dashboard or overall Active Invoices and where there are at in their Lifecycle. Company Data displayed depends on User Permissions. User reports are also available containing their access.	Confirmed. This is very well presented through the Invoice Manager dashboard

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
<p>5.13 Does the system support multiple purchase categories per client company? If so:</p> <ul style="list-style-type: none"> • Can these be saved as a default for that client? • Can they be used as the default for new companies for that client? 	<p>Yes</p> <p>Yes. Custom fields using a 2 level connected list can be configured with default values copying down from the employee or vendor.</p> <p>Yes you can have a default expense type.</p> <p>However, this does not apply to spend categories.</p>	<p>Confirmed</p> <p>Confirmed</p> <p>Confirmed</p>
<p>5.14 Does the system support the assignment of purchase categories to suppliers per client company? If so:</p> <ul style="list-style-type: none"> • Can a list of these be saved as a default for that client? • Can they be used as the default for client companies? 	<p>Yes</p> <p>Yes, suppliers can be saved to have a default expense type.</p> <p>Yes, as above</p>	<p>Confirmed</p> <p>Confirmed</p> <p>Confirmed</p>
<p>5.15 Does the system support invoice management in multiple currencies?</p>	<p>Concur Invoice is available in any currency. We also work with payment providers to help companies strategically optimise their payables.</p>	<p>Confirmed</p>

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
<p>5.16 Explain what integration is available with third-party finance/accounting systems to allow the electronic transfer of information relating to:</p> <ul style="list-style-type: none"> • Purchase requests • Purchase orders • Goods receipt notes (GRNs) • Purchase invoices • Credit notes • Payment requests • Purchase payments. 	<p>We have four integration options – on demand, connector, scheduled and web services. How the client integrates is up to them but is often dependent on IT resource availability.</p> <p>We don't have a separate credit note type of invoice but can accept negative invoices which act as credits.</p> <p>Can integrate with any system that can produce a flat file.</p>	<p>Confirmed. So long as the system can accept a minimum of flat files, integration is available</p>
<p>5.17 Does the system allow the import of valid suppliers and their status (e.g. "on-Stop") from the finance system?</p> <p>If yes can this be used to control:</p> <ul style="list-style-type: none"> • The suppliers for which purchase orders can be produced? • The suppliers for which the payment of purchase invoices can be made? 	<p>Yes there is flat file import and a vendor V3 API. There is Vendor approval concept and vendor groups which can isolate which user can use which vendors.</p> <p>In general, customers will only move active suppliers into SAP Concur and use implementing Concur as an opportunity to cleanse their supplier list.</p>	<p>Confirmed</p> <p>Confirmed</p>
<p>5.18 Can this import be undertaken on a regular basis so that the status on suppliers can be kept up-to-date?</p>	<p>Yes. It is up to the client on how frequently they would like to update their supplier list. This can either be done manually, scheduled or via Web Services</p>	<p>Confirmed. Some customers carry out "ad hoc" updates, others through Web Services as required</p>

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
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6 Purchase and invoice management

<u>Purchase Requests:</u>		
6.1 Does the system support: <ul style="list-style-type: none"> • The import/upload of purchase requests from finance/ERP system • Import of a PDF • Capture via OCR 	Yes Yes Yes The import of a pdf can be sent via a dedicated email address.	Confirmed Confirmed Confirmed
6.2 If so then explain how the system validates the PR data imported.	The systems validates the incoming Purchase Request details against the Concur Invoice setup.	Confirmed
6.3 Does the system provide functionality for purchase requests to be authorised/approved before purchase orders are created?	Yes, after a PR is created in Concur Invoice it can be routed for approval.	Confirmed
6.4 If so then does this support: <ul style="list-style-type: none"> • Multi-level approvals? • Stakeholder chasing? • Approval via mobile? 	Yes, SAP Concur has a flexible workflow to allow multi-stage approval. Yes. It can also notify approvers when they have outstanding requests. Yes. Can approve via desktop or mobile.	Confirmed Confirmed Confirmed
6.5 Can the system pass details of approved purchase requests back to the source finance/ERP system for payment?	Yes, invoice details can be extracted and paid via ERP Once PO is created purchase order details can also be extracted via the PO extract.	Confirmed

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
<u>Purchase orders:</u>		
6.6 Does the system support the automatic creation of purchase orders from approved purchase requests within the system?	Yes - the solution can automatically create POs from PRs.	Confirmed. This works very efficiently
6.7 If so, does the system have the ability to consolidate multiple PRs onto a single PO?	<p>Whilst the system cannot consolidate the PRs into a single PO, SAP Concur can handle multiple POs.</p> <p>You can however create a single purchase request and bulk approve items from multiple vendors and when the PR is approved you will get a PO for each vendor</p>	Confirmed
6.8 Does the system support:	SAP Concur allows POs to be imported via FTP or API from any system.	Confirmed
<ul style="list-style-type: none"> • The import/upload of purchase orders from finance/ERP system • Import of a PDF • Capture via OCR 	We can import PDF invoices with our capture service but not POs, nor can we capture via OCR.	Confirmed
6.9 If so then explain how the system validates the PO data imported.	The systems validates the incoming PO details against the Concur Invoice setup.	Confirmed
6.10 Does the system provide the ability to code different lines on a PO to different account categories?	Yes	Confirmed
6.11 Does the system provide functionality for purchase orders to be authorised/approved?	If you are using Concur Invoice to create POs then you can approve, if you are importing external POs, you can't approve.	Confirmed

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
6.12 If so then does this support: <ul style="list-style-type: none"> • Multi-level approvals? • Stakeholder chasing? • Approval via mobile? • Routing to approver based on purchase category and/or value? 	Yes. In exactly the same way as mentioned in 2.4. Yes Yes Yes	Confirmed Confirmed Confirmed Confirmed
6.13 Can the system pass details of approved purchase orders back to the source finance/ERP system?	Yes – via PO extract	Confirmed
6.14 Once approved purchase orders have been generated can the system send these to the appropriate suppliers via: <ul style="list-style-type: none"> • Email • Fax • EDI • API to suppliers' systems 	Yes SAP Concur has the option to automatically send out an email or allow an individual to manually enter the email address. We do not currently support EDI or API transfer to suppliers' systems.	Confirmed Confirmed
6.15 Does it support different PO formats (e.g. for different subsidiaries)?	Yes	Confirmed
<u>Goods received notes (GRNs):</u>		
6.16 Does the system support: <ul style="list-style-type: none"> • The import/upload of GRNs from finance/ERP system • Import of a PDF • Capture via OCR 	Yes No. Most customers manage GRNs in their own system. No	Confirmed Confirmed Confirmed
6.17 If so then explain how the system validates the GRN data imported.	The GRN is tied to the Purchase Order and then matched to the Invoice as a 2 or 3 way match as required.	Confirmed
6.18 Does the system support the matching of partial GRNs to POs?	Yes it does through three-way match, which is a feature of Concur Invoice	Confirmed
6.19 Can the system pass details of GRNs back to the source finance/ERP system?	Yes, there is a PO Receipt extract and PO Receipt Get API	Confirmed

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
<u>Purchase invoices / credit-notes:</u>		
6.20 Does the system support: <ul style="list-style-type: none"> • The import/upload of PIs from finance/ERP system • Import of a PDF • Capture via OCR 	Yes the credit notes are treated as part of the extract of invoices. Yes as per 2.4	Confirmed
6.21 If so then explain how the system validates the PI data imported.	Invoices can be imported via file import or APIs and are validated against the invoice configuration.	Confirmed
6.22 Does the system provide functionality to automatically undertake a match between a purchase order, GRN, and purchase invoice? If yes: <ul style="list-style-type: none"> • Is there the flexibility to apply either 2-way or 3-way matching to different categories? 	Yes. The system does allow for 2 and 3 way match depending on the type of POs that are being raised.	Confirmed Confirmed
6.23 Can this match be subject to value tolerances?	Yes. As part of implementation, we will work with customers to define their specific tolerances.	Confirmed. User matching rules are set up which can include complete match, and amount / percentage over/under tolerances
6.24 Does the system allow purchase invoices to be matched and approved manually (subject to user permissions)?	Yes there is matching summary tab within invoice that allows clients match and un-match PO and invoice lines. This is also where they can verify how the system auto-matched things and to handle exceptions.	Confirmed
6.25 Once purchase invoices are approved can details of these approved invoices be fed back to the source finance/ERP system?	Yes there is an accounting extract process which generates an extract file and also and Invoice API to retrieve the invoice lines information including the matched PO and GRNs to those lines.	Confirmed

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
6.26 How does the system handle the situation where the match fails?	There are PO matching exceptions that can be generated and the invoices will be flagged that do not match.	Confirmed
6.27 If the match fails explain the process by which the PO, GRN and/or PI details can be amended and the transaction processed again without transaction IDs becoming duplicated.	Within the PO invoice screen there is a matching summary UI where you can view matching exceptions. You can also un-match and rematch things or update information on either PO, Invoice, or GRN to resolve the exception. There is no duplication of transaction ID's.	Confirmed
<u>Invoice payment:</u>		
6.28 Does the system have the facility to produce payment requests for authorised purchase invoices?	Yes. SAP Concur can generate payments. However most customers will choose to work with one of our fully integrated payment partners to make payments which can be found on the SAP Concur App Centre.	Confirmed
6.29 If so can the payment requests be fed back to the source finance/ERP system?	Yes via CSV, FTP or API.	Confirmed
6.30 Can system make direct payments on-line?	SAP Concur can feed invoice information into a customer's banking system. However most customers will choose to work with one of our fully integrated payment partners to make payments which can be found on the SAP Concur App Centre.	Confirmed
6.31 If so, does the system have the ability to part-pay an invoice?	Yes	Confirmed

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
6.32 If so, list the payment providers / portals with which the invoice management system integrates.	Yes – CSI, Transfermate. We are growing our payment provider ecosystem.	Confirmed
6.33 Explain how system meets the requirements of PCI/DSS?	SAP have provided a link to the “Trust Platform” which provides detail - https://view.highspot.com/viewer/5dcd2c5fdf369d6c0bd698ee	Confirmed
6.34 Once purchase invoices have been paid can the system send notification of payment to the appropriate suppliers via: <ul style="list-style-type: none"> • Email • Fax • EDI 	We can send via Email, not Fax and EDI.	Confirmed
6.35 Once purchase invoices have been paid can details of these be fed back to the source finance/ERP system?	Yes through using our Payment Confirmation Import.	Confirmed

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
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7 Reporting

<p>7.1 Does the system provide a standard set of reports? If so are the following report provided:</p> <ul style="list-style-type: none"> • List of outstanding POs by supplier by date. • List of cancelled POs. • Listing of GRNs received by date. • Part received POs. • List of POs raised where the associated PI has not yet been received. • Value of purchases from a supplier in a specified time period. • List of POs where goods received do not match the PO items/quantities. • Supplier performance report (POs fulfilled on time and in full). 	<p>SAP Concur offers the ability to build your own reports and there are free training classes you can attend. We also offer a consultative reporting service at an additional cost.</p> <p>Yes</p> <p>Yes</p> <p>This can be accomplished through a custom report</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>This can be accomplished through a custom report</p>	<p>Confirmed</p> <p>Confirmed</p> <p>Confirmed</p> <p>Confirmed</p> <p>Confirmed</p> <p>Confirmed</p> <p>Confirmed</p> <p>Confirmed</p>
<p>7.2 Can these reports be grouped into a client 'pack'?</p>	<p>All standard reports are grouped into folders related to their function. All standard reports are available to all clients/users. Each client is granted a company folder, with access limited to their entity only. Custom reports, or copies of standard reports can be stored in the company specific folder.</p>	<p>Confirmed</p>
<p>7.3 Can default user (company) text and/or logos be applied to reports? If so, is this to:</p> <ul style="list-style-type: none"> • The complete pack? • Specific documents within a pack? 	<p>Yes this is possible.</p> <p>Each report would need to be customised.</p> <p>Yes, individual reports can be customised</p>	<p>Confirmed.</p> <p>The reporting options are comprehensive. There are standard report and these can be customised</p>

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
7.4 Can documents be produced in different formats? If so, are the following supported: <ul style="list-style-type: none"> • PDF? • MS Word (DOCX) format? • Rich text (RTF)? • MS Excel (XLSX)? • Other, please specify? 	Yes Yes No No Yes csv, HTML	Confirmed Confirmed Confirmed Confirmed Confirmed
7.5 Can the system support distribution of reports via email?	Yes, we offer a consultative reporting service at an additional cost.	Confirmed
7.6 Are all reports adequately titled and dated? e.g. report name, user organisation, client name, date, page numbers.	Standard reports include report title, date, page number as appropriate. Organisation and client name are not captured unless customized to include such details	Confirmed
7.7 Do the reports provide totals where applicable?	Yes	Confirmed
7.8 Is it clear when a document or report has ended (e.g. totals or end markers)?	Yes	Confirmed. Where the report contains figures, the totals at the end show the report end
7.9 Is a report writer provided as part of the software? If so please provide details of: <ul style="list-style-type: none"> • The level of knowledge required to use it (beginner, user, expert). • The level of customisation provided. 	The software includes report authoring licenses. Report writing services can be purchased for an additional fee The level of knowledge required is dependent on the complexity of customisations required. Basic understanding of SQL queries is helpful. Custom reports and dashboards can be built from scratch using the existing data elements exposed within the Data Warehouse	Confirmed Confirmed Confirmed

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
7.10 Does the system provide a client-based supplier portal to enable the customer's suppliers to see status of orders and invoices?	Yes, suppliers can see the status of their invoice.	Confirmed
7.11 Does the system provide the ability to ascertain where a PO is in the workflow?	Workflow details are captured within the data and can be reported upon.	Confirmed
7.12 Does the system provide a dashboard showing all the various items in a client's company payment workflow, from PR through to invoice?	Yes, at login, AP Managers can see where the invoice is in the workflow.	Confirmed. Suppliers can be given their own access

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
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8 User Documentation

8.1	<p>List the different forms which user documentation is provided in. e.g. hard copy reference manual / Quick start guide / On-screen help?</p>	<p>SAP Concur provides on-screen Help as well as End-user Training Materials - Flash demos and guides that cover the most important tasks in SAP Concur - from booking a trip to submitting an expense report.</p> <p>SAP Concur QuickStart guides provide step-by-step instructions, screenshots, and additional information to help you get up and running quickly. These can be viewed online or download, customised, and distribute internally.</p> <p>Interactive Training Tutorials provide interactive, hands-on experience with key SAP Concur procedures. Audio is included.</p>	<p>Confirmed – there is a full range of help screens within the product, plus a full range of documentation available via a dedicated customer training web site.</p>
8.2	Is the documentation clearly laid out and understandable?	Yes.	Confirmed
8.3	Is the documentation comprehensive and accurate?	Yes.	Confirmed
8.4	Is there an index to the documentation?	Yes.	Confirmed
8.5	Is it easy to locate specific topics in the documentation when required?	Yes.	Confirmed
8.6	Is it easy to follow through all procedures in the documentation?	Yes.	Confirmed
8.7	<p>Does the documentation include:-</p> <ul style="list-style-type: none"> • A tutorial section? • A guide to basic functions? • Pictures of screens? • FAQ's & answers? 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	All confirmed

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
8.8 Does the documentation clearly specify the actions to be taken by users at each important stage of using the system?	Yes.	Confirmed

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
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9 Support and maintenance

9.1	What IT infrastructure is required to operate the system?	No specific IT infrastructure is required to operate the system, as long as the customer has good internet access, and suitable devices, such as Laptops, SmartPhones and Tablets to access the system. For information user and administrative access is via a JavaScript enabled browser such as Internet Explorer, Microsoft Edge, Mozilla Firefox, Google Chrome or Apple Safari on Microsoft Windows or Apple Mac OS X platforms	Confirmed. No infrastructure is required as such as the product is browser-based.
9.2	How is the system licensed?	SAP Concur is supplied as Software as a Service (SAAS). It is subscribed to based on the number of transactions over an agreed time period.	Confirmed – requirements should be discussed prior to contract.
9.3	What hosting options are available?	SAP Concur solutions are only provided as software as a service. Hosting is done solely by SAP Concur.	Confirmed
9.4	Do any specific tasks have to be performed by the administrator of the system?	Not to the infrastructure or to the solution, only to the configuration.	Confirmed
9.5	Are there any restrictions on the level of data that is maintained on the system?	There are no restrictions on the level of the data.	Confirmed
9.6	Does the system warn the user when space is becoming short?	SAP Concur will automatically add additional disk space as required.	Noted

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
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10 SaaS Security of Processing

10.1 Are different levels of security provided to control access to the product/ service?	Yes – security is role-based, with the basic roles of traveller, approver, back office and various administrative roles. Data access can be controlled via groups, enabling a hierarchy of administrative rights to be established.	Confirmed
10.2 What forms of user authentication are supported e.g. user names, passwords certificates, tokens etc?	<p>Default is a userid/password pair with configurable password policy settings for a company.</p> <p>SAP Concur supports email based password reset link emails, password 'hints' only, or force back-office intervention.</p> <p>SAP Concur also supports SAML and HMAC based Single Sign On (SSO) via encrypted token exchange and has partnered with several authentication partners.</p>	Confirmed
10.3 What is the proposed product/service availability percentage?	99.5% SLA is the contractual commitment	Confirmed
10.4 Is the service available 24x7 or are there downtime periods for maintenance?	Up to 4 hours per week maintenance, though the system may be available during the maintenance period, as SAP Concur has the ability to upgrade pools of servers individually.	Noted
10.5 Is a service level agreement offered regarding service availability?	Yes	Confirmed
10.6 Is the customer made aware of maintenance periods in advance?	Yes	Noted

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
<p>10.7 Does the product/service require the use of any technologies that may be considered as a security risk? e.g. ActiveX, JavaScript, Cookies.</p> <p>If so, describe how the user can mitigate this risk.</p>	<p>The interface uses AJAX / JavaScript.</p> <p>The application uses Cookies for session navigation – however, there is no user identifiable information contained in any cookies. The cookies can be deleted, though they will be rebuilt upon the next access.</p>	<p>Confirmed</p>
<p>10.8 Where the product/service relies upon downloading and running an executable program, has that program been secured with a digital certificate to verify the source and integrity of the program?</p>	<p>As a SaaS service SAP Concur does not require the downloading and running of a file.</p> <p>Users may download specific mobile applications, such as Concur Mobile to operate on their mobile, smartphone, tablet devices. These apps are available and secure download enabled via download sites such as the Apple App Store.</p>	<p>Confirmed</p>
<p>10.9 Is data for different customers/companies kept:-</p> <ul style="list-style-type: none"> • On separate servers? • In different databases? • In separate database tables? • In a database with data for other customers and companies using identification codes with each record? 	<p>No</p> <p>No</p> <p>Yes. Concur Expense data is contained in separate tables/instances for each customer.</p> <p>No</p>	<p>Noted - SAP Concur's SaaS infrastructure is shared amongst all clients.</p>
<p>10.10 How is it ensured that data for different customers and companies is reliably identifiable and only accessed by authorised users for each customer/company?</p>	<p>SAP Concur uses a company designator to distinguish between customers. The application logically separates the data for each customer.</p> <p>Application access is via userid/password pair (user maintained), or SSO via SAML or HMAC. The userid format/domain is unique to the company, as well.</p>	<p>Noted</p>

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
	There are no administrative userids – application access is role based, so an administrative role is assigned to a user.	
10.11 Are there any situations where users from one customer/company can work with data from another customer/company?	Not if they are truly independent entities. If the companies are all a part of the same implementation (they are subsidiaries, for example), then yes.	Noted
10.12 What are the implications of the Data Protection Act over information held by the service provider?	The safekeeping and proper handling of private information is a key component of SAP Concur's services. This evidenced through several audits and certifications, including Safe Harbor, TRUSTe, SSAE16, ISAE3402, ISO27001, and PCI. SAP Concur collects only the minimum necessary personally identifiable information (PII) and uses it only for agreed upon purposes. SAP Concur has enacted the following safeguards related to PII: <ul style="list-style-type: none"> • Encrypted when transmitted over public networks • Encrypted when stored in databases and flat files • Encryption of e-mail messages sent from Concur Travel & Expense to customers* • Encryption of e-receipt data sent from merchants to SAP Concur • Accessible only by vetted, authorized personnel • Storage of PII prohibited on SAP Concur workstations • Published privacy policies * E-mail messages to users are encrypted with server-to-server TLS for customers whose e-mail servers support it – this includes messages about incoming charges, items to approve, and traveller itineraries.	Noted. Note also that a new Data Protection Act (GDPR) became law in May 2018. This has a significant impact on all IT contracts and suppliers. Potential customers are advised to take legal advice on this. This will have a significant impact on all IT contracts and suppliers. Potential customers are advised to take legal advice on this

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
	<p>SAP Concur policies and practices follow many privacy laws, including the following:</p> <ul style="list-style-type: none"> • Australia Information Privacy Principles • The European Union General Data Protection Regulation (GDPR) • United Kingdom Data Protection Act of 2018 • Canada PIPEDA (Personal Information Protection and Electronic Documents Act) • Hong Kong Data Protection Principles • Hong Kong Monetary Authority Supervisory Policy Manual • Singapore Personal Data Privacy Act • Monetary Authority of Singapore (MAS) • United States and State PII (Personally Identifiable Information) privacy, security, and information protection (Massachusetts, California CCPA) • SAP (and SAP Concur) audited to BS-10012:2017 – Personal Information Management standard • By configuring Data Retention, clients can simplify their compliance with data privacy regulations by removing data. Removal involves anonymizing, deleting, or obfuscating the data. • SAP Concur has internal-use Read and Change access logging on personal data fields to meet GDPR requirements. 	<p>ISO27001, SOC1 & SOC2 certificates observed</p>

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
<p>10.13 Does the application software:-</p> <ul style="list-style-type: none"> • Require any client software to be installed on the user's computer? • Work entirely within Internet Browser software on the user's computer? 	<p>Adobe PDF Reader to view receipts.</p> <p>Entirely browser based, no downloads or client software required, with the exception of Adobe PDF Reader to view receipt images.</p>	<p>Noted</p> <p>Confirmed</p>
<p>10.14 Are communications between the user's computer and the software service encrypted:-</p> <ul style="list-style-type: none"> • User log in data only? • All data exchanged between user client and software service? 	<p>Yes – SSL: TLS 1.2 \ 256-bit or greater</p> <p>Entire session SSL encrypted</p> <p>Yes. All user session encrypted via SHA 256 bit or greater, and any files exchanged are encrypted as well.</p>	<p>Confirmed</p> <p>Confirmed</p>
<p>10.15 What security steps are taken to prevent and detect intrusion attempts?</p> <ul style="list-style-type: none"> • Is firewall hardware and software used to protect the live systems from unauthorised access? • Which monitoring software is used to create alerts when intrusion attempts are suspected? • Are designated staff responsible for receiving and urgently responding to these alerts? • Have clear procedures been established for identifying and responding to security incidents? • Is all security sensitive software, such as operating systems and databases, kept up to date with the latest 	<p>Yes – SAP Concur utilises three separate firewalls: one at the edge, the second between the web servers and the application servers, and the last ahead of the RDBMS.</p> <p>SAP Concur's IDS/IPS (<i>Intrusion Detection and Prevention Systems</i>)" are Checkpoint.</p> <p>Events are logged for multiple systems, aggregated, and staff are alerted via pager.</p> <p>Yes</p> <p>Yes. SAP Concur has adopted incident management best practices as prescribed by the Carnegie Mellon CERT, and by the SANS Institute, with a formal SIRT plan in place.</p> <p>Yes. SAP Concur utilises an automated patch management tool. Updates are applied as required and per availability of</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
<p>software patches? Please indicate how regularly updates are applied.</p> <ul style="list-style-type: none"> • List procedures and software tools in place to prevent or detect and eliminate interference from malicious code, such as viruses? 	<p>updates. All patches go through our change management process, even emergency patches.</p> <p>Centrally managed enterprise security solutions and host IDS, network IDS, and IPS solutions. Multiple firewalls, hardened servers, multiple AV solutions, DLP (<i>Data Loss Prevention</i>) appliances. Regular internal/external penetration tests.</p>	<p>Noted.</p>
<p>10.16 Is a system log maintained by the service provider that details</p> <ul style="list-style-type: none"> • User access • User activity • Error messages • Security violations? 	<p>Yes, administrative as well</p> <p>Yes, administrative as well, all changes are logged</p> <p>Yes</p> <p>Yes</p>	<p>Confirmed</p> <p>Confirmed</p> <p>Confirmed</p> <p>Confirmed</p>
<p>10.17 Is this log available to the customer?</p>	<p>Yes, customers have access to the access and activity logs concerning their entities.</p>	<p>Confirmed</p>
<p>10.18 Have been any successful unauthorised access attempts been made during the last year? If Yes:-</p> <ul style="list-style-type: none"> • What was the effect on the business and users? • What steps are in place to prevent this happening in future? 	<p>No</p>	<p>Noted</p>
<p>10.19 Is penetration testing regularly carried out by (please indicate frequency of tests):-</p> <ul style="list-style-type: none"> • Staff specialising in this field? • External specialists? 	<p>Yes. Weekly internal penetration tests (automated via third-party appliance), and quarterly PCI level penetration tests performed externally by a PCI DSS ASV (approved auditor). Annual AVA (Application Vulnerability Assessment) performed externally by a third-party.</p> <p>Yes. Internal tests performed by security specialist.</p> <p>Yes. Quarterly external</p>	<p>All noted</p>

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
<ul style="list-style-type: none"> Are procedures in place to ensure that any weaknesses found by penetration testing are addressed quickly? If penetration testing by a specialist is not performed regularly, please indicate the main procedures in place to identify weaknesses? 	<p>tests performed by a PCI DSS ASV (approved auditor).</p> <p>Yes. Formal, audited, procedures are in place to immediately correct any weaknesses found.</p> <p>Not applicable.</p>	
<p>10.20 Are security procedures regularly reviewed? Please indicate frequency of reviews.</p>	<p>Yes. Procedures are reviewed at least annually internally. Procedures are reviewed externally at least quarterly by one of the four audits we undergo on behalf of our customers:</p> <ul style="list-style-type: none"> SOC 1 Type II – 6 month audit period. Only shared with customers with a production entity. SOC 2 Type II – 6 month audit period ISO27001:2013 ISO 20000 ISO 9001 PCI DSS <p>All audits and certificates are made available via the SAP.com trust centre. https://www.sap.com/about/trust-center.html</p>	<p>Noted</p> <p>ISO27001, SOC1 & SOC2 certificates observed</p>
<p>10.21 Are users automatically logged off after a preset time not using the system?</p> <ul style="list-style-type: none"> Can the time period be changed? Can any information be viewed without being logged in, including after logging off, if so what information? 	<p>Yes.</p> <p>Yes. The time period is configurable by company.</p> <p>No. Nothing is stored on the workstation. Cookies contain session navigation information only.</p>	<p>Confirmed. The default is 20 minutes.</p> <p>Confirmed</p> <p>Confirmed</p>

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
<p>10.22 Data validation</p> <ul style="list-style-type: none"> • To what extent is data input by users validated by scripts or routines in the browser, or other client software, before transmission to the server? • To what extent is data input by users validated by routines running on the server before data files are updated? • Does the above validation ensure that data entered in all input boxes: <ul style="list-style-type: none"> - Cannot be longer than a maximum length? - Cannot contain unaccepted characters such as semi-colons etc? 	<p>Basic JavaScript browser level validations.</p> <p>Extensive validation, as SAP Concur developers code to eliminate OWASP (<i>Open Web Application Security Project; an online community dedicated to web application security</i>) vulnerabilities. SAP Concur utilises Parameter Validation and Input Protection, where each URL sent to the client contains a one way hash with key values. The digest contains the user's session id, screen, action and all key values. SAP Concur also utilises robust input field validation and filtering, and defensive techniques to avoid script/sql/xml injection</p> <p>Yes, above data validation ensure only proper length and formatted data is entered.</p>	<p>Confirmed</p> <p>Noted</p> <p>Both confirmed</p>
<p>10.23 Are any data files, such as budgets or price updates, imported by users validated by routines running on the server before main data files are updated?</p>	<p>Yes. Uploaded files are checked for validity before being processed.</p>	<p>Confirmed</p>
<p>10.24 Are system messages clear?</p>	<p>Yes, though they do not contain sensitive or secure information.</p>	<p>Confirmed</p>
<p>10.25 Are user responses properly structured to ensure that erroneous input does not lead to inappropriate actions?</p>	<p>Yes, the user interface includes 'tool tips' (hover over instructions), as well as policy-based audit rules and accompanying informational messages (hard stop and warning).</p>	<p>Confirmed</p>

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
<p>10.26 Are all data entries or file insertions and updates controlled to ensure that should part of a data entry fail the whole transaction fails?</p> <ul style="list-style-type: none"> • Are alerts sent to technical support staff when incidents occur to enable data update problems to be investigated and resolved? • Are messages provided to users clearly explaining whether the data entry or file upload has been processed successfully or not? 	<p>Yes. These files are processed in a batch fashion, and thresholds for failure (number of allowable error records) are configurable.</p> <p>Success/failure emails are generated for each upload, with a detailed error log also generated. A test-user role is available to enable testing of import/export formats without affecting production data.</p> <p>Yes – emails are generated with success/failure information for each upload.</p>	<p>Confirmed</p> <p>Confirmed</p> <p>Confirmed</p>
<p>10.27 Explain the procedures in place to ensure the security of customer data held by the service provider, in particular:-</p> <ul style="list-style-type: none"> • Procedures to prevent unauthorised access from staff or contractors, working for the service provider or any other people with access to the service provider's internal systems? • Is there sufficient segregation of duties preventing system developers from accessing and changing live applications and data files? • Are there sufficient review and approval procedures covering system operations staff when emergency changes need to be made to live applications and data? • Is an audit trail always maintained of these emergency changes? • What procedures are in place when members of staff leave to 	<p>SAP Concur has a dedicated Security and Risk Management group. This group has been chartered according to ISO 27001 ISMS standards. SAP Concur is in its sixteenth year of ISO 27001 certification.</p> <p>Yes. SAP Concur has a formal, documented and audited (by ISO 27001, ISO 20000, SOC1 & SOC2, PCI DSS) access control process.</p> <p>Yes. SAP Concur practices (and is audited on said usage) segregation of duties. Developers do not have access to production systems, personnel that build systems do not audit them, etc.</p> <p>Yes. SAP Concur has a formal, audited change control process including a change control board, with emergency provisions in place.</p> <p>Yes. The entire change control process is managed by an automated ticketing system. Automatic process in place upon termination with security personnel to remove all</p>	<p>All noted - ISO27001, SOC1 & SOC2 certificates observed</p>

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
ensure that their system access is stopped?	access.	
10.28 What are the physical controls over the:- <ul style="list-style-type: none"> • Premises? • Fileservers? • Communications equipment? 	Access to the Information Services data centres (collocated with a tier IV service provider – SAP Concur has a cage in each facility with SAP Concur owned and operated equipment contained within) and internal SAP Concur Operations Centre is controlled with electronic security badges using proximity key cards. Only specifically authorised personnel are granted access to the server rooms.	Noted
10.29 Is Internet communication traffic monitored to identify potential problems before they happen?	Yes. SAP Concur utilises both F5 load balancers as well as Checkpoint IDS/IPS appliances.	Noted
10.30 What procedures are in place to prevent a break in Internet Connection (at the server, client or in between) from causing data corruption?	<p>Data is committed once fully received. SAP Concur performs a save with every 'enter' as well as with every specific 'Save' operation. Messages to the user are clear as to whether an action has been performed (or not).</p> <p>Further, SAP Concur generates a hash of the URL and sends it down with every page. If the hash comes back differently, we assume that the transaction is has either been tampered with or is incomplete in some way, and it is not accepted.</p>	Noted
10.31 Is there a clear indication in the software or accompanying documentation of the extent to which the customer or the service provider is responsible for backups and recovery?	Yes. SAP Concur's documentation clarifies its responsibility for backup and recovery of customer data that is incorporated into the service.	Confirmed

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
<p>10.32 Backups by service provider Explain the backup procedures applied by the service provider including:</p> <ul style="list-style-type: none"> • Are backup procedures automatic? • What is backed up and how frequently? 	<p>Yes, SAP Concur maintains a backup policy, process, and audit schedule for client information and critical infrastructure.</p> <p>Data is backed up nightly to disk. Backups are AES256-encrypted and stored locally, as well as copied to a secondary data center for remote storage in a data archive. Each month, a full backup (stored offsite) of critical data is made of the following systems.</p> <ul style="list-style-type: none"> - File Servers - Domain Controllers - Databases 	<p>Confirmed – no user intervention required</p> <p>Noted</p>
<ul style="list-style-type: none"> • The backup media used for the main backups? • Are backups kept for a sufficient time in case problems, such as data corruption, are not identified until a while later? Please indicate how long backups are kept before they are overwritten. • Where backups are located and whether there are always at least two up to date backups stored at a different location to the service provider's main server location? 	<p>Data is backed up nightly to disk. Backups are AES256-encrypted and stored locally, as well as copied to a secondary data center for remote storage in a data archive. Backup media for SAP Concur's online services are fully encrypted with AES-256.</p> <p>Yes. The full backups are retained for one year for historical reference, and then overwritten. Tapes are inventoried quarterly.</p> <p>Backups are located at each of our four data centres, and offsite at an industry leading media storage service.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p>

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
<ul style="list-style-type: none"> How frequently backups are tested? 	<p>An engineer performs restorations from tape and/or near-line storage on a regular basis, typically once or twice per month.</p>	<p>Noted</p>
<p>10.33 Backups by users</p> <ul style="list-style-type: none"> Is it possible for users to download a backup of their own data? If so, is the downloaded data in a format which can be viewed with relative ease in other software such as PC based spreadsheets or databases? Is the user forced or prompted to backup at certain intervals? Can the intervals be customised? If sole responsibility for backups rests with users, explain the system, documentation and training support available to ensure that adequate backups are taken and can be used for recovery. 	<p>Yes. Our Standard Accounting Extract, delivered daily or weekly (or on demand via web service), contains all transactional information for posting and reimbursement, and can be used as backup.</p> <p>Yes, queries can be developed to extract information from the data warehouse in several formats including XLS and CSV.</p> <p>No. SAP Concur does not require users to backup their data –</p> <p>Not applicable</p> <p>Not applicable</p>	<p>Confirmed</p> <p>Confirmed</p> <p>Confirmed – no user intervention required</p> <p>N/A</p>
<ul style="list-style-type: none"> Are there facilities to test recovery with user managed backups? 	<p>Not applicable.</p> <p>Users cannot undertake their own backup and restore processes. SAP Concur undertake regular backups for their customers.</p>	<p>Confirmed</p>
<p>10.34 Are contingency plans in place to enable a quick recovery from:-</p> <ul style="list-style-type: none"> Database or application software corruption? Hardware failure or theft? 	<p>Yes. SAP Concur has an annually tested DRP in place. Transactions are replicated in near-real time between our four tier IV data centres.</p> <p>Yes</p>	<p>All noted</p>

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
<ul style="list-style-type: none"> • Fire, flood and other disasters? • Communication failures? • How often are these plans tested? • What is the longest period of time envisaged that service may not be available? • Are contingency plans documented? • How often are these plans reviewed and updated? • If transaction records are dated and time stamped are the times used local to the user or based on where the server is located? 	<p>Yes</p> <p>Yes – multiple communications vendors at our tier IV data centres</p> <p>Annually</p> <p>RPO 4 hours, RTO 48 hours</p> <p>Yes</p> <p>Annually</p> <p>Based upon the Server using NTP time synchronisation</p>	
<p>10.35 Application change management:-</p> <ul style="list-style-type: none"> • Do application changes automatically apply to all customers and users? • Are users able to test beta versions of the application before new versions go into live use? • Are users given notice before application changes are applied to the live system? • Are there sufficient internal testing and approval procedures applied by the service provider before all application changes are put into live use? 	<p>Yes. Every customer is on the same version. New features are opt-in and turned off by default. New release every month.</p> <p>Yes. Test user functionality enables testing of new feature before turning on for the entire community.</p> <p>Yes – release notes are published every month.</p> <p>Yes. SAP Concur utilises automated testing, and approximately 300,000 automated test scripts are performed on each release, every month. The application is scanned with IBM Watchfire's AppScan with every release.</p>	<p>All noted</p>

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
<ul style="list-style-type: none"> • Are users informed when they next login of the application changes that have gone into live use? • Are sufficient application and data backups maintained to enable a roll back to an earlier version if recent application changes cause problems? 	<p>Notification to the actual user of most features will be done by the customer after their testing/validation.</p> <p>Yes</p>	
<p>10.36 Reliance on key staff</p> <ul style="list-style-type: none"> • What steps been taken to avoid undue reliance on individual members of staff? • Are there any individual members of staff whose leaving or illness would significantly reduce, or even stop, the service provider's ability to provide a full and reliable service to customers? 	<p>SAP Concur attempts to maintain sufficient depth within its staff for such contingencies. SAP Concur has nearly 8000 employees today.</p> <p>No</p>	<p>All noted</p>
<p>10.37 What protection is in place to enable users to able to access their accounting and other data if the service provider should experience serious difficulties, cease trading or decide to stop providing the service?</p>	<p>Our customer's data is their data – they have access to it and may download it at any time while using the service.</p> <p>SAP Concur also provides its customers with access to their data upon termination of the relationship by either side, in a commercially reasonable format determined within 30 days after such termination.</p>	<p>Noted</p>
<p>10.38 Do these arrangements include:-</p> <ul style="list-style-type: none"> • Standby arrangements for another organisation to continue providing the full service? 	<p>Not at this time.</p>	<p>Noted. If the SAP Concur system were to become unavailable for a period of time, much of the basic information would also be in organisation's financial systems.</p>

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
<ul style="list-style-type: none"> • Minimal arrangements to at least enable customers to access their data for a sufficient period of time to extract data copies, produce reports and make alternative arrangements? • Up to date copy of system documentation, source code, scripts, database schema and procedures lodged with a third party under an Escrow agreement? 	<p>Yes – contractually our customers have access to their data upon termination of either side, with a copy of the data being provided upon request in a commercially acceptable format.</p> <p>No – as SaaS, our customers do not have an escrow agreement with SAP Concur.</p>	<p>Noted</p> <p>N/A</p>
<p>10.39 If the system is hosted by another party are there arrangements in place for this third party to continue providing a hosting service in the short term to allow time for customers to negotiate their own arrangements?</p> <ul style="list-style-type: none"> • If so how long does the arrangement allow? 	<p>SAP Concur utilises a third-party for co-location of its equipment, but all equipment is owned and operated by SAP Concur. SAP Concur has contingency plans in case our co-location provider ceases business.</p>	<p>Noted</p>
<p>10.40 Is there a user group or committee in existence with sufficient information and understanding to take the lead in setting up arrangements, should the service provider cease trading or decide to stop providing the service?</p>	<p>No. There is not an independent SAP Concur User group. However SAP Concur holds several SAP Concur Fusion events. International and local country events are held, and customers invited to attend. At these events SAP Concur executives, product and support teams meet and present to customers. Customers and end users are invited regularly, for example at specific times within the SaaS application to provide feedback on functionality and usage. In addition the SAP Concur Account Management team work directly with customers to ensure customers achieved maximum benefit for their SAP Concur investment, and also enable direct feedback on customer needs and requirements. There is also a SAP Concur Facebook social media site where topical items are blogged commented upon. A SAP Concur Client User Group</p>	<p>N/A</p>

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

Question	Supplier Response	Evaluator's Comment
	on LinkedIn is also in existence with updates and messaging forum capability.	
10.41 Are there any licence or trading agreements which would become invalid should the service provider go into administration or cease trading? <ul style="list-style-type: none"> • If so what steps have been taken to protect customers from the impact of this situation arising? 	No	Noted
10.42 What payment options are available for using the software / service?	Subscriber model based on monthly base charges and incremental transactions.	Confirmed
10.43 Where online subscription is used, is its use for setting-up or renewing a subscription clear and straightforward to use?	Yes	Confirmed
10.44 Where online payment is used, what type of security is used to protect sensitive information?	TLS 1.2 encryption of user sessions, and encryption of PII in storage and transfer.	Confirmed
10.45 Where online subscription / payment is used, is an invoice provided to the customer and, if so, in what format?	There is no online subscription for the product currently.	N/A
10.46 When subscriptions (if applicable) need to be renewed, what advance notice is provided and what is the time limit for renewal?	SAP Concur's services are provided with a fixed initial period which will extend after expiration of the initial term until either party elects to terminate with up to 90 days' notice.	Noted
10.47 Is there a procedure for late renewal and is there a time limit after which subscriptions cannot be renewed?	As noted above, SAP Concur's contracts are typically continuing until a party elects to terminate after the fixed initial period.	Noted
10.48 How soon after creating or renewing a subscription (if applicable) can the system / service be used?	There is typically a small configuration window for new subscribers which is dependent upon the service offering. As noted above, there are no fixed renewals so access is not lost after the fixed initial term.	Noted

Functional requirements questionnaire
Product: SAP Concur Invoice Management Version: January 2020

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10.49 What notifications / confirmations are provided to the customer regarding subscriptions and payments?	SAP Concur provides statements with billing summaries that identify the subscriber's usage in the applicable billing period.	Confirmed
10.50 To what extent are users able to access their accounting and other data if:- <ul style="list-style-type: none"> • They miss one or two payments? • They cease being customers? 	SAP Concur provides a reasonable grace period for late payments. If there remains a failure to pay, in the absence of a good faith dispute, within a reasonable time after written notice, SAP Concur reserves the right to suspend access to the service. Thirty days to notify SAP Concur after termination of whether they want their data back. After that, SAP Concur will wipe their online data, and their offline data will be cycled out over the next year as backup tapes are recycled.	Noted