

– E-Receipt Coverage – April 3, 2020

(applies to Professional and Standard Travel)

SAP Concur has two types of e-receipt integrations: **Legacy** and **Web Service**. This section describes the differences – at a high level – but there are nuances in some vendors' integrations that are called out elsewhere in the document.

| | Legacy E-Receipts | Web Service E-Receipts |
|-----------------------------------|--|--|
| Receipt request mechanism | Discount code, credit card number, or confirmation number – Concur makes this information available to the vendor daily. | The Concur account is connected with the partner (User Connections, Enterprise Applications, TripLink). Note about TripLink vendors: Some TripLink vendors continue to use the Legacy E-Receipts receipt request mechanism in addition to connected user accounts. |
| Receipt delivery mechanism | The vendor collects all receipts requested by Concur into a single file, which it uploads to Concur daily. | The vendor posts receipts for connected users as they become available. |
| Concur handling | Concur matches each incoming e-receipt to itinerary data to deliver it to the correct user. | Concur does not need to determine the recipient of incoming receipts to itinerary data because the vendor identifies the user when posting the receipt |

Note the following:

- For hotels (and some other vendors/suppliers), the vendor may provide e-receipts for some properties but not others. In order to know if a property (or other vendor/supplier) provides e-receipts, **look for "E-Receipt Enabled" while booking in Concur Travel**.
- No vendor agreement is required unless otherwise documented.
- The changes since the last publication of this list are highlighted in yellow.

Legacy E-Receipts

Car Rental

| Vendor | Country Support for E-Receipts | Required User Actions |
|----------------|--|---|
| Avis Budget | An Avis or Budget customer based in US, Canada, Australia, New Zealand, and South America – who is participating in the e-receipt program – will receive an e-receipt for a rental from any property on the Avis/Budget platform, regardless of the geographical location of the rental property. NOTE: By default, this vendor sends "basic receipts." For more detailed e-receipts, contact Avis and request that "full receipts" be sent to Concur for your discount code. | <ul style="list-style-type: none"> User is opted-in to e-receipts Rental is booked with the discount code in a Concur Travel configuration that is opted-in to e-receipts Reservation is in the user's Trip List |

| Vendor | Country Support for E-Receipts | Required User Actions |
|---------------------------|---|---|
| Enterprise National Alamo | Customers will receive e-receipts from enabled car rental properties in US, Canada, UK, Germany, Ireland, and Spain. | <ul style="list-style-type: none"> User is opted-in to e-receipts Rental is booked with the discount code in a Concur Travel configuration that is opted-in to e-receipts Reservation is in the user's Trip List |
| Hertz | Worldwide NOTE: Clients must contact their Hertz Account Manager to enable e-receipts. The Hertz Account Manager sends an email to Sales Systems requesting Contract # be set up for Concur e-receipts. | <ul style="list-style-type: none"> User is opted-in to e-receipts Reservation is in the user's Trip List The discount code used is opted into e-receipts in Hertz's system. If the traveler makes a reservation with a discount code other than the one specified in the Concur Travel configuration, it is possible that it is not opted into e-receipts in Hertz's system. |

Hotel

| Vendor | Country Support for E-Receipts | Required User Actions |
|---|---|---|
| Choice Hotels <ul style="list-style-type: none"> - Cambria Suites - Clarion - Comfort Inn - Comfort Suites - Econo Lodge - MainStay Suites - Quality Inn - Rodeway Inn - Sleep Inn - Suburban - Extended Stay | US Canada | <ul style="list-style-type: none"> User is opted-in to e-receipts Reservation is in the user's Trip List |
| Hilton <ul style="list-style-type: none"> - Canopy - Conrad Hotels & Resorts - Curio - Doubletree - Embassy Suites - Hampton Inn - Hilton Garden Inn - Hilton Hotels & Resorts - Homewood Suites - Waldorf Astoria | Canada US Mexico Caribbean Central America South America | <ul style="list-style-type: none"> User is opted-in to e-receipts User pays at the hotel property with a credit card that appears in the Concur Profile and is opted-in to e-receipts Reservation is in the user's Trip List |
| Hyatt <ul style="list-style-type: none"> - Andaz - Grand Hyatt - Hyatt Centric - Hyatt House - Hyatt Place - Hyatt Regency - Park Hyatt | US Canada | <ul style="list-style-type: none"> User is opted-in to e-receipts Reservation is in the user's Trip List |

| Vendor | Country Support for E-Receipts | Required User Actions |
|--|--------------------------------|---|
| InterContinental Hotels Group (IHG) - Candlewood Suites - Crowne Plaza - Holiday Inn - Holiday Inn Express - Hotel Indigo - InterContinental - Staybridge Suites NOTE: E-Receipts for Kimpton properties are not yet supported. | Global | <ul style="list-style-type: none"> • User is opted-in to e-receipts • User pays at the hotel property with a credit card that appears in the Concur Profile and is opted-in to e-receipts • Reservation is in the user's Trip List |
| La Quinta (now part of Wyndham Hotels and Resorts) NOTE: La Quinta (now part of Wyndham Hotels and Resorts) informed Concur in April 2019 that they have migrated to a new reservation and property management system. The new backend system does not support the legacy La Quinta E-Receipt functionality. Concur users are not getting E-Receipts from their stays at La Quinta properties. Concur is working with Wyndham to explore options for E-Receipts integrations. | US | <ul style="list-style-type: none"> • User is opted-in to e-receipts • User pays at the hotel property with a credit card that appears in the Concur Profile and is opted-in to e-receipts • Reservation is in the user's Trip List |
| Marriott - AC Hotels - Autograph - Courtyard - Edition - Fairfield Inn & Suites - JW Marriott - Marriott Hotels - Aloft Hotels - Element - Four Points - Le Meridien - Sheraton - Marriott Vacation Club - Moxy - Renaissance Hotels - Residence Inn - Ritz-Carlton - Springhill Suites - TownePlace Suites - St Regis - The Luxury Collection - W Hotels - Westin | Many properties worldwide. | <ul style="list-style-type: none"> • User is opted-in to e-receipts • User pays at the hotel property with a credit card that appears in the Concur Profile and is opted-in to e-receipts • Reservation is in the user's Trip List |
| Radisson Hotel Group - Country Inns & Suites - Park Inn - Park Plaza - Radisson - Radisson Collection - Radisson Blu - Radisson Red | Global | <ul style="list-style-type: none"> • User is opted-in to e-receipts • Reservation is in the user's Trip List |

Web-Service E-Receipts

The country support changes often. Access the most current information by visiting the vendor listing in the **User Connections** section of the SAP Concur App Center.

Air

| Vendor | Description | Country Support for E-Receipts |
|-------------------|-------------|--|
| American Airlines | Air | TripLink: Canada, US |
| British Airways | Air | TripLink: Worldwide |
| Delta Airlines | Air | TripLink: Worldwide |
| Lufthansa | Air | TripLink: North America, South America, Europe, and Africa |
| United | Air | TripLink: North America & Europe |

Hotel and Other Housing

| Vendor | Description | Country Support for E-Receipts |
|-----------------------|---------------------------------|-------------------------------------|
| Airbnb | Non-traditional housing options | TripLink: Worldwide |
| HotelTonight | Last-minute hotel deals | Worldwide |
| HRS | Hotel / Resort | TripLink: Worldwide |
| Lido Group | Hotel / Resort | Australia, New Zealand |
| Omni Hotels & Resorts | Hotel / Resort | TripLink: US, UK, DE, FR, CA and AU |
| Red Lion Hotels | Hotel / Resort | US |
| WWStay | Hotel / Resort | Worldwide |

Car Rental

| Vendor | Description | Country Support for E-Receipts |
|--------------------------|--------------------------------|--------------------------------|
| Carzonrent India Pvt Ltd | Car Rental / Chauffeured rides | India |
| Sixt | Car Rental | TripLink: Worldwide |

Ground / Taxi / Limo

| Vendor | Description | Country Support for E-Receipts |
|----------------|----------------------|--------------------------------|
| Addison Lee | Ground / Taxi / Limo | US and UK |
| Allocab | Ground / Taxi | France |
| Automatic Labs | Ground / Mileage | US |

| Vendor | Description | Country Support for E-Receipts |
|---------------------------------|-------------------------------------|--|
| TripLog | Ground / Mileage | North America, Falkland Islands, Saint Helena, South Georgia & the South Sandwich Islands, Gibraltar, Ireland, South Africa, UK, Australia, Christmas Island, Cocos Islands, Federated States of Micronesia, Guam, New Zealand, Norfolk Island, Pitcairn, Singapore, USA Minor Outlying Islands |
| BostonCoach/Dav El | Chauffeured rides | Worldwide |
| Brunel | Ground / Taxi / Limo | United Kingdom |
| BTM Corporate (Voll) | Ground / Taxi / Limo / Ride Sharing | Brazil (works globally, but for Brazillian clients) |
| Cabcharge | Ground / Taxi | Australia |
| Carey (Carey) | Ground / Chauffeured rides | Worldwide |
| Embarque (Carey) | Ground / Chauffeured rides | US, UK |
| DiDi | Ground / Taxi | China |
| DiDi Japan | Ground / Taxi | Japan |
| SmartRyde (DLGB, Inc.) | Ground / Taxi | North America, Argentina, Bolivia, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Venezuela, Australia, Bangladesh, Cambodia, China, Fiji, Guam, Hong Kong, India, Indonesia, Japan, South Korea, Malaysia, Myanmar, Nepal, New Zealand, Palestine, Singapore, Taiwan, Thailand, Vietnam, Afghanistan, Armenia, Austria, Belgium, Croatia, Czech Republic, Denmark, Egypt, Ethiopia, Finland, France, Germany, Greece, Greenland, Hungary, Iceland, Iran, Iraq, Ireland, Israel, Italy, Jordan, Kenya, Netherlands, Norway, Pakistan, Poland, Portugal, Russia, South Africa, Spain, Sweden, Switzerland, Turkey, Ukraine, UAE, UK |
| Flyte Tyme World Transportation | Ground / Taxi / Limo | Worldwide |
| German Transfer | Ground / Taxi / Limo | Austria, Belgium, Denmark, France, Germany, Italy, Luxembourg, Netherlands, Norway, Spain, Switzerland |
| Gett | Ground / Taxi / Limo | 57 cities worldwide |

| Vendor | Description | Country Support for E-Receipts |
|---------------------------|---|---|
| GoCatch | Ground / Taxi / Ride Sharing | Australia |
| Grab | Ground / Taxi | Indonesia, Malaysia, Philippines, Singapore, Thailand and Vietnam |
| Green Tomato Cars | Eco-Friendly Ground / Taxi / Ride Sharing | UK, Singapore |
| GroundLink | Ground / Taxi / Limo | Worldwide |
| ingogo | Ground / Taxi | Australia |
| JapanTaxi | Ground / Taxi | Japan |
| Kapten | Ground / Ride Sharing | UK, France, Portugal |
| Lyft | Ground / Ride Sharing | US |
| Marcel | Ground / Chauffeured rides | France |
| MileIQ (Mobile Data Labs) | Ground / Mileage | US |
| FREE NOW | Ground / Taxi | Worldwide |
| Ola Cabs | Ground / Taxi / Limo | India |
| SnapCar | Ground / Taxi / Limo | France |
| SummitQwest | Ground / Taxi | Germany |
| Taiwan Taxi Co., Ltd | Ground / Taxi | China, Taiwan, Hong Kong, Japan, Korea |
| Taksee | Ground / Taxi | Spain |
| Uber | Ground / Ride Sharing | Worldwide |

Rail

| Vendor | Description | Country Support for E-Receipts |
|--------------|-------------|--------------------------------|
| Voyages-SNCF | Rail | Europe |
| Trainline EU | Rail | Europe |

Parking

| Vendor | Description | Country Support for E-Receipts |
|------------------|-------------|--------------------------------|
| ParkWhiz | Parking | US |
| SkyParkSecure | Parking | UK |
| SpotHero | Parking | US |
| The Parking Spot | Parking | US |
| WallyPark | Parking | Canada, US |

Other

| Vendor | Description | Country Support for E-Receipts |
|---|--|--------------------------------|
| Booking.com | Lodging, air, car, and other travel booking. | TripLink: Worldwide |
| Breather | Booking flexible workspaces | US, Canada, UK |
| Business Table | Business meal reservations | France |
| Cater Nation | Food ordering and catering | US |
| delivery.com | Food, laundry, and other delivery services | US |
| DUFL | Bag packing, shipping, and laundering | Worldwide |
| Ele.me | Catering & meal compliance management services | China |
| Egencia | Not available for new integrations; available for existing integrated clients through Nov 2018 | |
| EmailXpenC by GlobeXpenC | Report expenses via Excel and email | Worldwide |
| ezCater | Business meeting food ordering | US |
| Global WiFi | Wi-Fi access | Japan |
| Grubhub | Food delivery service | US |
| Seamless (Grubhub) | Food delivery service | US (New York City) |
| Meituan | Catering & meal compliance management services | China |
| STREAMED by Klavis Inc. | Photo capture and expense receipts | Japan |
| Technically Sound (DBA prayerletters.com) | Send printed ministry newsletters | North America |
| Travisa | Passport and visa assistance | US, Canada and UK |
| Xeis | CFDi Capture (Mexican Tax compliance) | Mexico |
| Xerox | Scan receipts | AMAS, LATAM, EMEA |
| Youtel GmbH | Global Wi-Fi access | Worldwide |