

### **What is Expenselt in the SAP Concur mobile app?**

Expenselt in the SAP Concur mobile app is a value-added service that turns receipts into expense line items and sends them directly to Concur Expense. This service makes submitting receipts, creating expense reports, and getting reimbursed quicker and easier by automating the process for your users.

### **What is happening to the Expenselt Pro app?**

Expenselt Pro will no longer be supported as a standalone app after December 31, 2018. Everything your users love about Expenselt is now available in the SAP Concur mobile app so expenses can be managed, from start to finish, all within a single app. The Expenselt Pro standalone app will subsequently be removed from respective app stores. Additionally, we are changing the name from Expenselt Pro to simply Expenselt to reflect the inclusion of the Expenselt functionality within the SAP Concur mobile app.

### **What is the difference between Expenselt Pro and Expenselt in the SAP Concur mobile app?**

Expenselt Pro was a standalone app. This technology has been added to the SAP Concur mobile app to provide your users with a single-app experience. This makes the SAP Concur mobile app the only app your users will need to manage their expenses.

<b>Feature</b>	<b>Expenselt Pro</b>	<b>Expenselt in SAP Concur mobile app</b>
Accessibility	Standalone app – need for user to download separate app from app store.	Within Concur for Mobile – access within the Concur mobile application.
SSO	No SSO capability	SSO capability
Hotel itemization	YES	YES
OCR	YES	YES
Human Audit	YES	YES
Country Availability	UK, US, Canada, Australia	United Kingdom, United States, Australia, New Zealand, Canada, France, Germany, Austria, Switzerland, South Africa, Sweden, Denmark, Finland, Norway, Belgium, Luxembourg, Netherlands, Hong Kong, and Singapore
Multipage Receipt Capture	YES	YES - on iOS, targeting Q1 2019 for Android
Availability	Retirement on December 31, 2018	Currently available

### **Will this transition require any downtime?**

No, this change does not require any downtime.

### **Is any data moving because of this change?**

No, data is not moving because of this change.

### **What happens to the receipts entered into the standalone app?**

Users can still manage receipts they entered prior to December 31, 2018 via the Expenselt Pro app. Users will be able to access the history or export previously captured items until January 14, 2019. However, they will not be able to enter any new receipts starting January 1, 2019. For new receipts, they will need to use the SAP Concur mobile app.

**What happens if users aren't seeing Expenselt within the SAP Concur mobile app?**

If users aren't seeing Expenselt, they will need to verify that they're using the latest version of the SAP Concur mobile app (version 9.52 or above) and update if necessary.

If they are still not seeing Expenselt, users may need to turn on Expenselt within the SAP Concur app. They can do so by tapping on the menu > choosing *Settings* > turning on the toggle for *Expenselt*. If users are still having issues after taking these steps, submit a support case to the Customer Support team.

**Does provisioning/ logging in change for users?**

Provisioning remains the same for the SAP Concur mobile app. Users will use their SAP Concur mobile log-in to access Expenselt within the SAP Concur mobile app.

**Some users have reported Expenselt is taking a long time to process receipts. What is SAP Concur doing to reduce the processing times?**

To ensure optimal processing times, SAP Concur is applying machine learning directly to the receipt image. This will allow Expenselt to process receipts on-device rather than sending them to the cloud to be processed as the current industry-standard OCR technology requires. This product enhancement is targeted for delivery in December 2018.

**Some users have reported inaccuracies with data entries and credit card matching. What is SAP Concur doing to improve Expenselt accuracy?**

The implementation of machine learning will help improve the accuracy of Expenselt. This technology will be able to determine the receipt amount, even if handwritten. Additional updates will allow users to review and edit the receipt amount in real-time so they can quickly and confidently submit expense reports. This product enhancement is targeted for delivery in December 2018.

**Some users have reported Expenselt is not opening the camera roll in chronological order. How is SAP Concur addressing this issue?**

This issue will be resolved with the release of our multipage receipt capture feature, targeted for December 2018.