

## Contact Information for SAP Concur's User Support Desk

### Online Submission - Available 24/7/365

- Users can enter the end-user support portal by logging into SAP Concur with your existing credentials and clicking on the **Contact Support** option in the Help menu in the upper right-hand corner of SAP Concur. Once in the end-user support portal, click "+Create a Case."
- Please use the **Contact Support** option noted above to check status of, update, and open new cases online. Cases can be created 24/7/365.

### Live Chat - Available 24/7/365

- At this time, support is provided in English only.
- To get to Chat, click on the **Contact Support** option within the Help menu of your SAP Concur Program and then "Chat with support."

### Phone Support - Available in English 24/7/365

- US, Canada and Puerto Rico – 1 866 793 4040
- To access the complete list of contact telephone numbers depending on country from which you are calling:
  - Click the **Contact Support** option within the Help menu of your SAP Concur Program to access the end-user support portal.
  - Click the "View global phone numbers" link in the "Support hotline" box on the right side of the screen.
  - Select the telephone number that corresponds to the country from which you are calling.

###