

# Intelligent tools for smarter business travel.

A quick look at  
Concur TripLink  
and Triplt Pro.



**SAP** Concur

# Breakthroughs in travel strategy, so you can make breakthroughs around the world.



Business travel is complex enough. It's often expensive and time-consuming. And when you add in uncertainties about rising costs and what's being spent where (and how), or changing global regulations, or the dangers of everything from civil unrest to extreme weather—the complexities can become overwhelming.

But when you can clearly see every booking, every itinerary, and every digit of travel spend, you can easily keep your budget intact and your travelers safe. And they can keep their eyes on the job.

That's a breakthrough right there.

## You have the tools to take this on.

As travel continues to change for businesses and travelers—and as complexity continues to increase—capturing bookings across channels becomes more critical and traveler communication gets more challenging.

But it's still your job to keep costs in check and travelers informed. It's still your goal to help them make the best decisions for their trips, for their safety, for the business, and for the bottom line.

That's where Concur® TripLink and Triplt® Pro come in, bringing visibility, flexibility, safety, and support to all your travelers, no matter how they book.

**Concur TripLink and Triplt Pro work together to help you manage travel complexity and risk by better managing costs and safety.**



## Digging deeper into the tools.



### Keep it all under control.

We're always going to encourage your travelers to follow your policies. If you prohibit direct booking, for example, we'll guide them toward your tool—and even if they book elsewhere, Concur TripLink and Triplt Pro will capture their travel data.

If you're okay with direct bookings because you want it to be easy to find the best rate, we'll let your travelers know these tools capture everything. Either way, they'll be safe, and your budget will be sound.

Think of TripLink and Triplt Pro as a safety net for bookings made outside your travel tool. Even if your policy prohibits direct booking, travelers often do it anyway— 30% of travelers, in fact, have been forced to book travel directly with suppliers due to unexpected challenges like delays, cancellations, or the need to reroute.<sup>1</sup> You just don't find out about what they've spent or where they are until it's too late.

Now, we're not encouraging travelers to book directly with carriers or telling your team to book out of policy—but if they do make outside or direct bookings, you'll have a way to capture all the details.

Concur TripLink and Triplt Pro help you manage travel across booking channels by:

- a)** Capturing itineraries booked directly with suppliers, like airline or hotel brand websites.
- b)** Integrating the data from these bookings into your SAP Concur solution.

As a result, you get visibility into bookings no matter where they happen (even directly with suppliers), allowing you to manage compliance, control costs, and get insights for travel program decisions and future supplier negotiations.

Information like this is also critical for traveler safety—because not knowing where travelers are or where they're going simply isn't an option anymore. You must capture every itinerary detail, regardless of where or how people book.

<sup>1</sup> Source: [SAP Concur 6th Annual Global Business Travelers Research Report](#)

# Let's take an even closer look.

## What's the difference between TripLink and Triplt Pro?

**Concur TripLink** is a function on supplier websites (think Delta.com or Marriott.com) that's shown to travelers who have linked their loyalty account with their SAP Concur account. It allows them to select a business-booking path on supplier sites—to capture booking and receipt details from vendors outside your system—and sync the data with SAP Concur.

With Concur TripLink travel partner integrations, the most important thing to remember is that travelers need to enable the tool and enter their travel loyalty information. TripLink cannot do its job if employees don't follow those steps. When they do:

- This one-time enrollment allows data to be shared between TripLink travel partners and your SAP Concur solution.
- Then, when they search on supplier sites or apps, they'll see your negotiated rates (if applicable), so even direct bookings can apply corporate discounts.
- Once your travelers book a trip, itinerary details and receipts automatically flow into SAP Concur.
- They can activate their complimentary Triplt Pro subscription from the Concur TripLink hub.

**Triplt** is not a booking tool. It's an app that helps organize travel plans. **Triplt Pro** (the app's premium service) allows you to capture bookings made directly—no matter where they're made, even non-TripLink partners—bringing them into your system so you can see and manage every travel detail. With Triplt Pro:

- As soon as your travelers book a flight, hotel, car, or other reservation, Triplt captures the details via Inbox Sync—or they can forward their confirmation emails to [plans@tripit.com](mailto:plans@tripit.com).
- Triplt automatically organizes an itinerary with all the details. If it's a business trip, the traveler can select *Share with SAP Concur*.
- Their plans and receipts will become available in Concur Travel and Expense, so you can gain visibility, and travelers can easily get their expense reports started.
- Travelers can activate their complimentary Triplt Pro subscription by visiting the Concur TripLink hub (select "TripLink" in the SAP Concur main dropdown navigation menu) and creating a new or connecting an existing Triplt account.
- See Tip 3 for all the other helpful things Triplt Pro can do.

Now let's look at a few tips to help you make the most of these solutions.





## Tip 1: Customize Concur TripLink to fit your plan and priorities.

**Use the administrative controls** for Concur TripLink travel partner integrations to:

- a)** Choose how travel partners are presented and communicated to your travelers.
- b)** Enable your policy regarding supplier-direct bookings, giving travelers flexibility and choice while maintaining compliance.

You can select your preferred integrated travel suppliers and tell employees if direct bookings with those suppliers are allowed or discouraged. And we'll back you up, tailoring the way we talk to travelers about supplier-direct bookings to your preferences.

You can also configure Concur TripLink to work do even more:

- **Enter supplier discount codes**, so your travelers can access your negotiated fares, even when booking directly on travel websites or apps.
- **Set policy rules for Concur TripLink**, so if a booking goes outside preset criteria, you and the traveler are both notified. These early alerts give the traveler time to rebook with an approved option.

### Who do we work with? Concur TripLink partner integrations:

Air	Hotel	Car/Train	Future Integrations
   	  	    	 



## Tip 2: Use turnkey reporting to better understand direct-booking spend.

With Concur TripLink reporting, you get all the data and insight you need to understand direct spending. You'll also have tools to address the actual spending behavior and shape company policy. Just look at all the reports you get:

- **Concur TripLink Details by Traveler:** Provides trip- and segment-level details by employee, plus the employee ID and expense type, as well as itinerary, ticket, and booking information.
- **Concur TripLink Spend Summary by Traveler:** Delivers complete air, car, hotel, and rail data by employee.
- **Concur TripLink by Supplier:** Shows the number of TripLink booking records by air, car, and hotel suppliers.
- **Concur TripLink Supplier Detail:** Shows details for purchased TripLink flights, hotels, car rentals, or train tickets, including traveler name, ticket number, travel date, price, etc.
- **Concur TripLink Partner Summary:** Lists air, hotel, car rental, and train trips, including data like ticket and segment count, number of rentals, number of nights and rooms, total amount, etc.
- **Invisible Spend Details\*:** Tracks invisible spend at the employee level. (Invisible spend represents the expense amounts that are not matched to a trip.) Please note that the correct spend categories must be set up to ensure accuracy. Your Consultative Reporting administrator can help.
- **Invisible Spend Trend Analysis\*:** Spotlights quarterly trends so you can see if your invisible spend is increasing or decreasing over time.
- **Concur TripLink Flight Detail:** Provides details for purchased airfare, including traveler name, ticket number, travel date, price, etc.
- **Concur TripLink Hotel Detail:** Lists lodging reservation details, like property location, length of stay, negotiated rates and more.
- **Concur TripLink Car Rental Detail:** Shows details for car rental bookings, including traveler name, travel dates, daily rate, estimated cost, and more.
- **Concur TripLink Rail Detail:** Offers details for purchased rail tickets, such as traveler name, purchase date, price, and employee ID.

Together, these reports show you the full story behind your spending, so you can bring more spending under control.

\*These reports are part of the Concur Intelligence solution.

## Tip 3: Keep your travelers one step ahead.

Triplt Pro helps travelers stay on top of ever-changing travel guidelines and regulations—while helping you support their health and safety on the road.

Take Risk Alerts, for example. This Triplt Pro feature lets your travelers know if there's a pilot strike, sudden snowstorm, or any other incident or emergency that can interrupt their travel—so they can make adjustments and keep on moving. Triplt Pro flight alerts also inform you about delays, cancellations, and gate changes, so nothing gets in the way of working on the road.

And with the latest international travel guidelines and requirements built in, travelers can get deep destination information and guidance—including visa and health/safety details—before their trip begins.

If your employees need medical assistance on the road, Triplt Pro will point out hospitals, clinics, and pharmacies close to where they're staying. It can even offer employees neighborhood safety scores, which help with:

- **Overall safety** from things like pollution, muggings, and theft, plus insight into police presence and access to medical care.
- **Potential danger** from political unrest, limited political rights, and incidences of riots and protests.
- **Women's and LGBTQ+ safety**, including likelihood of harm or discrimination, as well as the level of caution required at location.





# Know where you stand on every leg of the journey.

Concur TripLink and Triplt Pro take the complexities and concerns out of business travel. So travelers know what they're getting into, you know where they're going, and you all have a handle on the spending.

[More Resources for the Road](#)



Triplt Pro is a beloved travel-organizing app, winning first-place Judges' and People's Voice trophies at the 2025 Webby Awards.

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