

What is Drive?

Drive is an SAP® Concur® mobile app feature that effortlessly captures and expenses car mileage. Using a combination of technologies, Drive captures mileage for you – meaning, you no longer have to mess with your odometer and manually input routes.

With Drive, you can turn your car mileage into expenses in real time, with just a few clicks. All this eliminates guesswork and allows you to spend less time on expense reporting.

What are the benefits of using Drive?

With Drive, you can:

- Capture car mileage without clicking a button or opening the app.
- Turn mileage into expenses with a few clicks.
- Use GPS-enabled technology without excessive battery drain.
- Pair with your car's Bluetooth for more accurate capturing.
- Turn mileage capture on and off whenever you'd like.

How is Drive different from the existing SAP Concur mileage feature?

Drive captures mileage and turns it into an expense for you, so you don't need to manually map routes, calculate miles, or input trips one by one.

How can I start using Drive in the mobile app?

SETUP DRIVE

Before using Drive, please be sure that you have a registered personal vehicle in your SAP Concur profile. To register a vehicle or confirm a registration:

- Sign into the web version of SAP Concur solutions.
- Click to Profile > Profile Settings > Expense Settings then select **Personal Car**.
- If you do not have a personal vehicle registered, please select **New** to add one.

Once this is complete, go to the SAP Concur mobile app. On the home screen, select the **Mileage** icon in the lower-right corner and click **Enable Drive**. If you do not see this option, please confirm with your admin that your company has purchased Drive.

How do I set up Drive?

On the home screen of the app, tap the **Mileage** icon in the lower-right corner then tap **Enable Drive**. Next select one of two trip capturing options:

Scheduled Capture

- Select this option to capture mileage during a defined set of hours and days. Drive will automatically detect the start and end of your trips during your set time periods. Captured mileage will be stored for your review at the end of the day.

User Initiated Capture

- Select this option for on-demand trip capturing – giving you control to start and stop mileage capturing. Be sure to activate **Drive-ready** mode before beginning your trip by tapping **Mileage > Start**. When your trip is finished, tap **Stop** or allow Drive to detect when the trip ends to terminate tracking automatically.
- Note: Please leave the SAP Concur mobile app running in the background to ensure mileage is being accurately recorded.

What are the recommended device settings for using Drive?

We recommend the following settings for your device:

iOS and Android

- SIM Service – ON
- Mobile Internet – ON
- WiFi Service – ON
- Location Permission - Always Allowed

iOS Only

- Motion – ON
- Precise Location (iOS version 14 or above) – ON

Note: Drive requires frequent location updates while running actively or in the background. iOS may display a warning regarding this usage. Please continue to allow the app to access location services when you encounter this message.

How can I improve my Drive experience?

Drive offers several options to improve your mileage capturing and expensing experience:

Add Directly to Expenses

- Select this option to automatically upload mileage and have expenses created for you. If you choose to leave this option off, you will need to review captured mileage on the app or remove personal segments before uploading only reimbursable routes.

Traffic Mode

- Select this option for driving in heavy traffic or making frequent short stops without capturing being terminated.

Improve Accuracy

- Use Bluetooth – connect the app to your car for improved tracking performance.
- Use Motion (iOS only) - turn ON this option for enhanced speed measurement.

What are the best practices for using Drive?

We recommend doing the following when using Drive:

- Keep the SAP Concur mobile app running in the background when using Drive.
 - Be sure to have GPS connection available when you start a trip to avoid a delayed start to tracking.
 - Open the app once a day to reconcile captured mileage.
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How is the start of a trip determined?

Drive is capable of automatically detecting the start of a trip. It relies on the speed and distance of your movement based on GPS feedback.

In order to minimize the number of false trip detections (e.g. walking or running), a certain distance is required to determine whether or not it should start capturing mileage. As a result, it could take up to one mile (1.6 kilometers), or longer in rare cases, before capturing starts.

How is the end of a trip determined?

Once you have been stopped in the same location for seven minutes (or 15 minutes if Traffic Mode is ON), the trip will end. Alternatively, you can stop capturing mileage by tapping Stop on the home screen.

You'll get a notification indicating the end of a trip. If you start moving again, you'll get another notification to indicate the start of a trip.

How does Bluetooth improve Drive's accuracy?

When you pair Drive to your car's Bluetooth, it will only capture mileage when connected during the times you've set. This helps avoid mistaken mileage capturing while riding the bus or carpooling with a coworker.

How do I connect my car's Bluetooth to Drive?

To use Bluetooth, select **Scheduled** when enabling Drive. You can then manage your Bluetooth connection in your Drive settings by tapping Use Bluetooth.

During set up, you will need to be both paired and connected to the device you wish to use. Previously paired but not currently connected devices will not be available.

How many Bluetooth devices can I set up to initiate mileage capturing?

iOS Devices

Only one Bluetooth device can be connected.

Android Devices

You may connect multiple devices.

Will using other Bluetooth apps on my phone interfere with mileage capturing?

For the most part, other Bluetooth-enabled apps won't interfere with Drive.

Certain vehicles will prevent Drive from capturing mileage if the trip was started while on a phone call using your car's Bluetooth. Once the trip is started, there is no interference with mileage capture and cell phone use while driving.

How is my mileage expensed?

POST CAPTURING

Mileage captured by Drive is turned into an expense and can be attached to a report just like any other expense. You have the choice to have mileage uploaded to Concur® Expense for you as soon as it's captured or review and send it yourself. You can manage this preference with the Add Directly to Expenses toggle in your Drive settings.

Note: You should submit all outstanding mileage before signing out of the SAP Concur mobile app. Signing out before doing so could result in loss of data.

How do I delete personal mileage?

Concur Expense assumes all mileage captured with Drive is a business expense. If personal mileage is recorded, you can delete it from your list of available expenses.

Am I able to save the mileage captured by Drive to an expense report and submit the expense report from the web version as well?

Yes. You have the flexibility to view your mileage, save it to the appropriate expense report, and submit the report on both web and mobile.

Can I update the distance of a trip captured by Drive?

In cases where the captured distance is less than the actual trip traveled, there is an option to manually adjust the total mileage of a trip. Once a mileage expense has moved into a report, the Distance field can be revised.

Note: Depending on your company policy, the adjustment could be capped at 110% of the captured distance.

Will my company have access to my location if I enable mileage capture?

Your company will only have access to the mileage uploaded to Concur Expense. Data for mileage that isn't a part of a trip isn't stored. You can delete captured mileage up until the point you decide to submit for reimbursement. Once submitted, the route become visible to your approver and auditor.

Can I use Drive to expense mileage on my company car?

No. Drive currently supports only personal car mileage expenses.

TROUBLESHOOTING

Why do I see straight-line tracking on my route map?

You could see straight-line tracking on your route map in two scenarios:

Start of a trip

- This is due to the connection between the last known standby location and the first moving GPS point recorded.

During a trip

- Drive is programmed to periodically capture locations while capturing mileage. This means that not all detailed movements are recorded. This is done to limit battery consumption while still providing accurate tracking. After a trip ends, the captured locations are connected by straight lines to create a route map. You might notice a straight line when Drive connects two locations that are farther apart due to either interference or temporary loss of GPS signals.
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What happens if I lose a GPS signal while Drive is capturing mileage?

If you lose GPS connectivity for an extensive distance, the app will attempt to estimate the distance of the optimal route between the point of last GPS connectivity and the next GPS connection.

Why is Drive consuming so much of my device's battery?

When Drive is activated, higher battery consumption is expected due to constant connection to GPS for location updates, especially during active capturing of mileage. We recommend having your phone charged or a portable charger available when needed.

What are the reasons why my Drive settings get reset?

Since Drive settings and captured mileage (if not automatically uploaded) are stored locally on the device, there are events that could result in loss of data and setting preferences. These are:

- Signing out or back into the app
- Mobile OS update
- Device restart/reset/crash
- Changes in app structure

Are there countries in which Drive doesn't work?

Drive is generally available where there is a GPS signal, with the exception of China and South Korea. Tracking is not officially supported in these countries.

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