Joule AI | PUBLIC

Activating Joule for SAP Concur solutions

A step-by-step guide for admins and IT teams to enable AI capabilities



Activating Joule is an essential step to unlock the latest AI technology supporting SAP Concur solutions, and is required to access new features and purchase Joule Premium packages.

Admin tasks

As an admin supporting SAP Concur solutions, you'll coordinate with your IT team to help ensure Joule is activated and running as quickly and easily as possible.

Follow the steps below and share the setup details with your IT team to complete activation:

- Share documentation with your IT team
- Confirm your IT team has time allocated to complete setup and integration
  (The estimated time is between 8 hours and 24 hours)

Ongoing requirement

Review and sign the AI supplement during your next contract renewal or update.

The AI terms for Joule that appear during checkout are the same ones that may already be part of your current contract for SAP Concur solutions. If they're not included yet, the terms will be added at your next contract renewal or update. These AI terms apply to all SAP contracts, no matter which products you use. If you're only using SAP Concur solutions, the AI terms cannot be changed.

Tip for admins: Activating Joule Base capabilities is self-service. If your IT team needs assistance, open a support case with SAP. Joule Base is a prerequisite for most Joule Premium packages.

IT setup tasks

Estimated time: 8 hours to 24 hours

Before getting started: Review the preconfiguration steps and scenarios specific to your IT environment to help ensure a smooth setup process. Learn more

Step 1: Visit SAP Concur App Center

- Select the "Joule Base for SAP Concur" tile
- Click on the "Visit SAP Store" button
- Select the "$0 Joule" SKU to provision Joule
- Accept AI terms in the pop-up box
- Sign up for SAP Store to receive your S-user ID
- Set up an account for SAP Business Technology Platform (SAP BTP), if the system notifies you that one does not exist

Need assistance with setting up SAP BTP?

Find answers to common questions in the following resources:

- How to set up SAP BTP
- Next steps if you already have SAP BTP

Step 2: Prepare the environment

- Set up a subaccount for SAP BTP and choose your data center region
- Activate SAP Build Work Zone in SAP BTP, if not already in place



Step 3: Configure SAP Cloud Identity Services

- Set up your identity authentication services (IAS) and identity provisioning services (IPS)
- Integrate IAS and IPS with SAP Concur solutions
- Import the user feed to IAS

Step 4: Activate Joule

- Run the booster for Joule in SAP BTP
  See the setup guide for step-by-step help
- Confirm with your admin that Joule is available to your users in SAP Concur solutions

Tip for IT teams: Joule works automatically in SAP Concur solutions once SAP BTP, IAS, IPS, and the booster are configured.

Learn how Joule works, what the AI terms mean, and how it fits into your SAP Concur experience.

Read the FAQ

To purchase Joule offline, contact your SAP representative

101289 enUS (25/10)

© 2025 SAP SE or an SAP affiliate company. All rights reserved. See Legal Notice on www.sap.com/legal-notice for use terms, disclaimers, disclosures, or restrictions related to this material.