

<b>SAP Concur Release Notes</b>	
<b>Concur Expense Standard Edition</b>	
<b>Month</b>	<b>Audience</b>
Release Date: January 20, 2024 Initial Post: January 19, 2024	Client <b>FINAL</b>

# Contents

- Release Notes ..... 1**
  - Expense Pay .....1**
    - Additional Card Program Now Supported for Europe .....1
  - Receipts – ExpenseIt for Web .....2**
    - ExpenseIt for Concursolutions.com .....2
  - Verify .....7**
    - Audit Profile: Enhanced Display for Multiple Auditors and Groups in Configuration .....7
- Planned Changes..... 8**
  - Miscellaneous.....8**
    - \*\*Planned Changes\*\* New Action Column Available in Expense Screens.....8
  - User Interface Changes .....12**
    - \*\*Planned Changes\*\* Update to the Report Status Indicator ..... 12
- Client Notifications..... 14**
  - Accessibility .....14**
    - Accessibility Updates ..... 14
  - Gender Diversity .....14**
  - In-Product User Assistance .....14**
    - Client Customized Content ..... 14
  - Subprocessors.....15**
    - SAP Concur Non-Affiliated Subprocessors ..... 15
  - Supported Browsers.....15**
    - Supported Browsers and Changes to Support ..... 15
- Additional Release Notes and Other Technical Documentation ..... 16**
  - Online Help .....16**

**SAP Concur Support Portal – Selected Users .....16**  
**Cases ..... 17**  
**Check Support Case Status.....17**

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# Release Notes

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This document contains the release notes for Concur Expense Standard edition.

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**NOTE:** Features and changes that apply to SAP Concur site-wide or to multiple products/services are documented in the *Shared Changes Release Notes*. For information about site-wide or shared changes in this release that might impact your SAP Concur solutions, refer to the [Shared Changes Release Notes](#).

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## Expense Pay

### Additional Card Program Now Supported for Europe

#### *Overview*

Expense Payment Manager now supports the following HSBC credit card programs issued out of Europe:

- HSBC – VISA – GBP – HBEU
- HSBC – MasterCard – EURO – HBEU
- HSBC – MasterCard – GBP – HBCE
- HSBC – MasterCard – EURO – HBCE

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

These additional options can expedite the processing of credit card expenses.

### Administrator Experience

These additional credit card programs are available to reimbursement admins on the **Manager > Configure Batches > Card Programs** (tab) > **Add New Card Program** page.

The screenshot shows a web form titled "Add New Card Program" with a close button (X) in the top right corner. The form contains the following fields and options:

- Program Name:** A text input field.
- Payment Type:** A dropdown menu.
- Program Type:** A dropdown menu, highlighted with a red circle. To its right is a blue link labeled "Verify IIN".
- Currency:** A text input field.
- Active:** A dropdown menu with "Yes" selected.
- Classic:** A checkbox.
- Global:** A checkbox.
- Buttons:** "Save" and "Cancel" buttons at the bottom right.

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**NOTE:** The HBEU cards are issued out of the United Kingdom, while the HBCE cards added are issued out of Continental Europe. Check your issued HSBC card numbers with the Bin ranges allowed for it using the **Verify IIN** link. This ensures you are selecting the correct HSBC card program type.

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### Configuration / Feature Activation

The change occurs automatically; there are no additional configuration steps.

## Receipts – ExpenseIt for Web

### ExpenseIt for Concurrency.com

#### Overview

Concur brings the power of ExpenseIt to concurrency.com. Using ExpenseIt to automatically scan and create an expense from an uploaded receipt can save users time and significantly reduce the risk of report rejections or send backs.

Previously, only available on Concur Mobile, users for companies who have purchased ExpenseIt can now upload receipts through familiar steps in Expense to automatically create expense entries for a report. To do this, ExpenseIt extracts key data from the receipt to automatically fill in expense details, while still giving users the flexibility to edit any values that require changes.

### **BUSINESS PURPOSE / CLIENT BENEFIT**

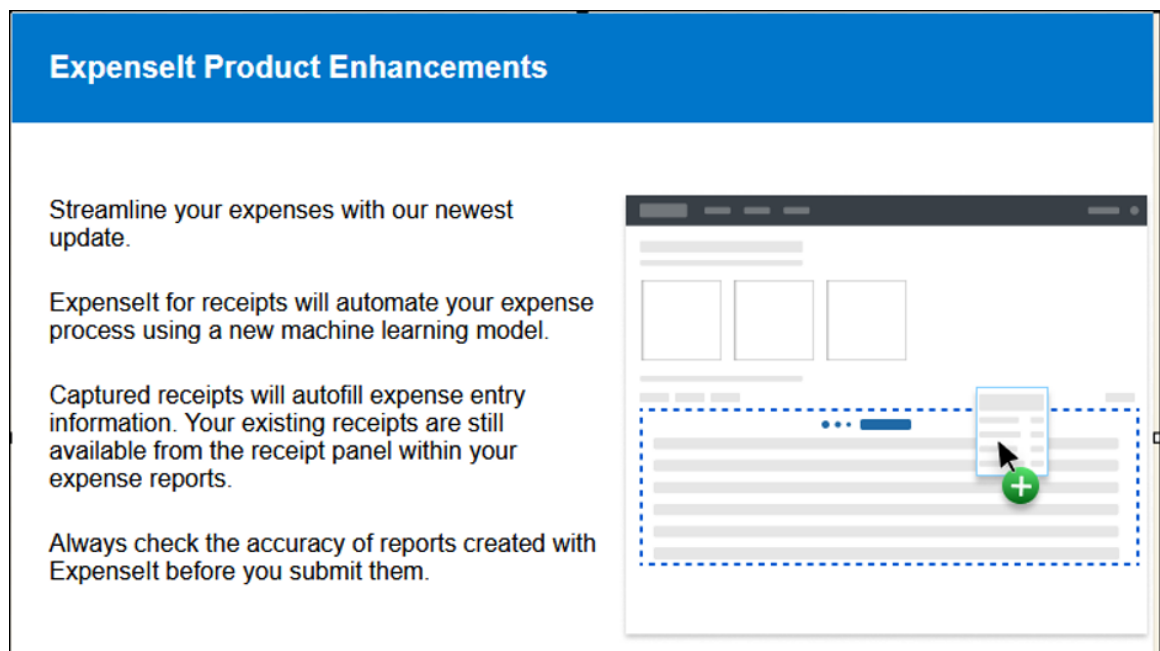
This reduces data entry effort for the end-user and provides the company with expanded awareness and benefit from ExpenseIt.

### **Release Schedule**

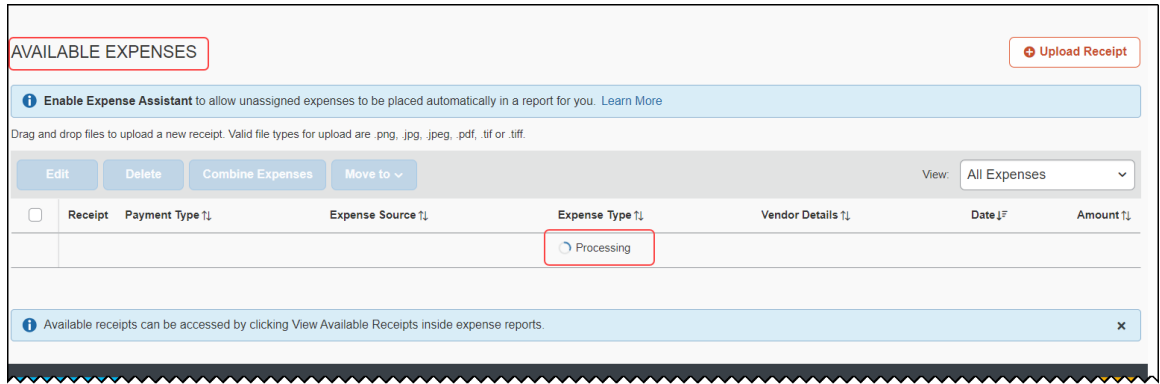
ExpenseIt for Web was released to all customers the week of December 4, 2023. Individual customers were activated over the course of that week.

### **End-User Experience**

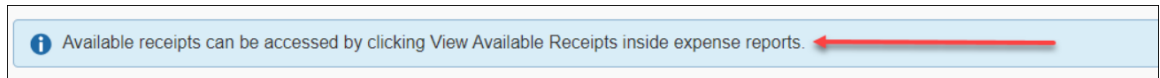
This feature alerts the ExpenseIt end-user that new functionality is available by displaying the **ExpenseIt Product Enhancements** informational window when the end-user first logs in.



For end-users with ExpenseIt, all receipts uploaded from the **Manage Expenses** page on Concur solutions.com or emailed to receipts@concur.com automatically appear for viewing on the **Available Expenses** section of the page.



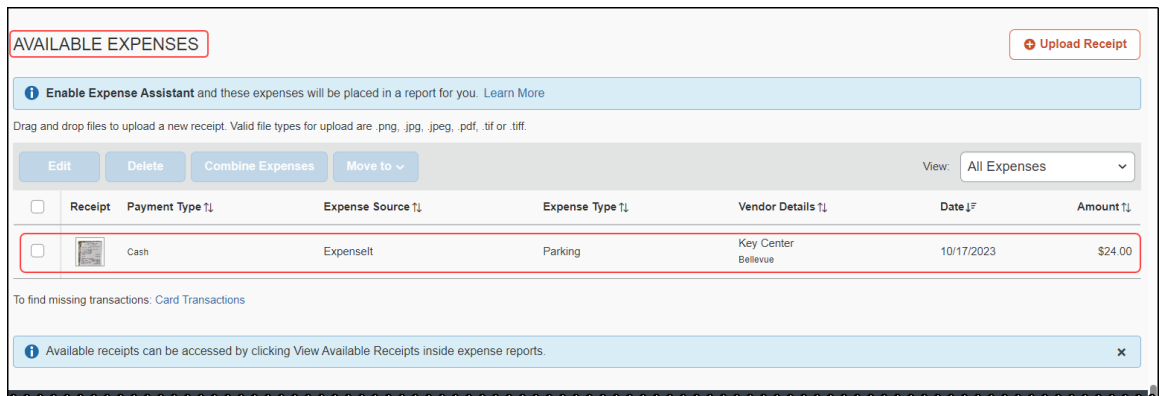
End-users can drag-n-drop receipts or use the **Upload Receipt** button to add one or more receipts at the same time, all processed by ExpenseIt. A blue bar appears under the expense table with information explaining the user interface – after review, dismiss by clicking the X to the right.



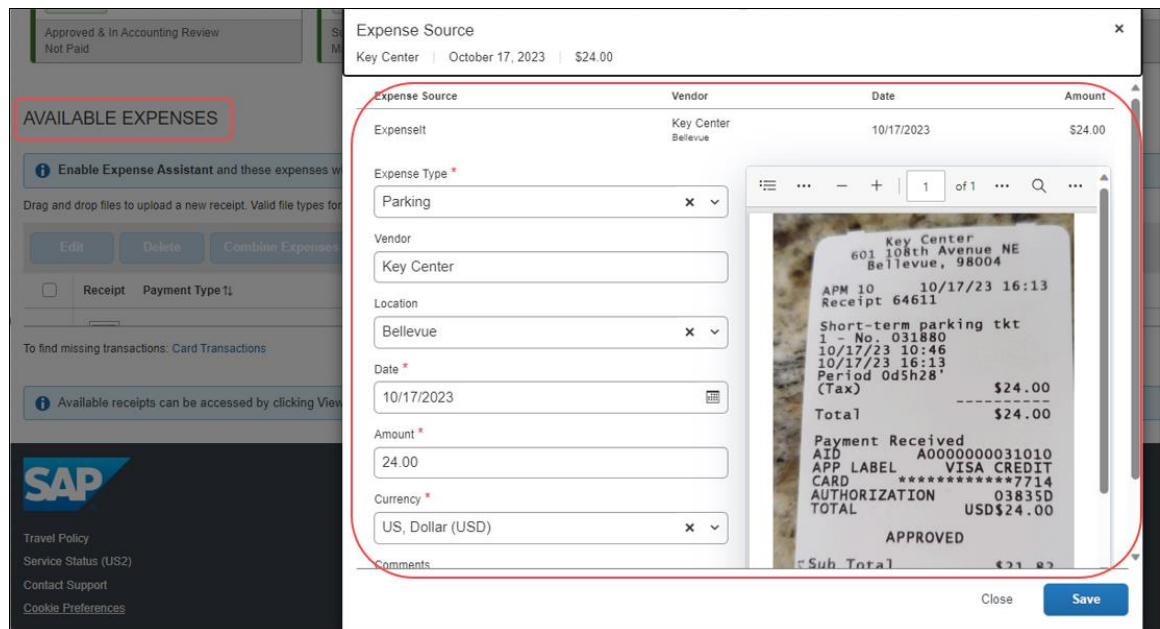
**NOTE:** Receipts uploaded via the web UI or emailed may not be eligible for digital certification per the country-specific regulatory requirements that apply for that user. These users should continue to use the same processes they employed prior to this feature to achieve a certified receipt image.

Once processed, a new expense is created for the end-user with the following fields pre-populated from data extracted or predicted from the receipt image:

Fields Pre-Populated by ExpenseIt's Data Extraction Functionality			
<b>Amount</b>	<b>Currency</b>	<b>Date</b>	<b>Expense Type</b>
<b>Location</b>	<b>Payment Type</b>	<b>Vendor</b>	



If required, the end-user can edit the ExpenseIt results by selecting the ExpenseIt item from the **Available Expenses** list. Once selected, choose **Edit** to open the expense, make any necessary changes, and then save them.



### ADDITIONAL CHANGES TO THE USER INTERFACE

ExpenseIt end-users should note that the **Available Receipts** section is no longer available in the **Manage Expenses** page. Now, all receipt images (including receipts created prior to this feature) are available and may be attached to expenses from within the expense report. To do this, open the report, select the target expense, click **Add Receipt**, and add a receipt from the new location for **Available Receipts**. Users can also use this method to add new images to an expense without processing by ExpenseIt.

### HANDLING OF NON-RECEIPT DOCUMENTS FOR THE EXPENSE REPORT

Documents to support the expense, such as approval emails, travel itineraries, registration confirmations, or other supporting documents are *not* emailed or uploaded through the **Manage Expense** page. Instead, end-users will manually attach those supporting documents to an expense or the expense report.

### IMPORTANT: THE VERIFICATION STEP

ExpenseIt saves time and reduces manual entry errors by extracting information from a receipt image to create and display an expense; however, the technology is not always 100% accurate. Users should always scan and verify ExpenseIt results using the edit function for needed corrections.

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**NOTE:** Deleting the item and re-uploading the same image will not produce different results. Users should instead edit the available expense to correct the information.

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## DOCUMENT CERTIFICATION/TAX COMPLIANCE

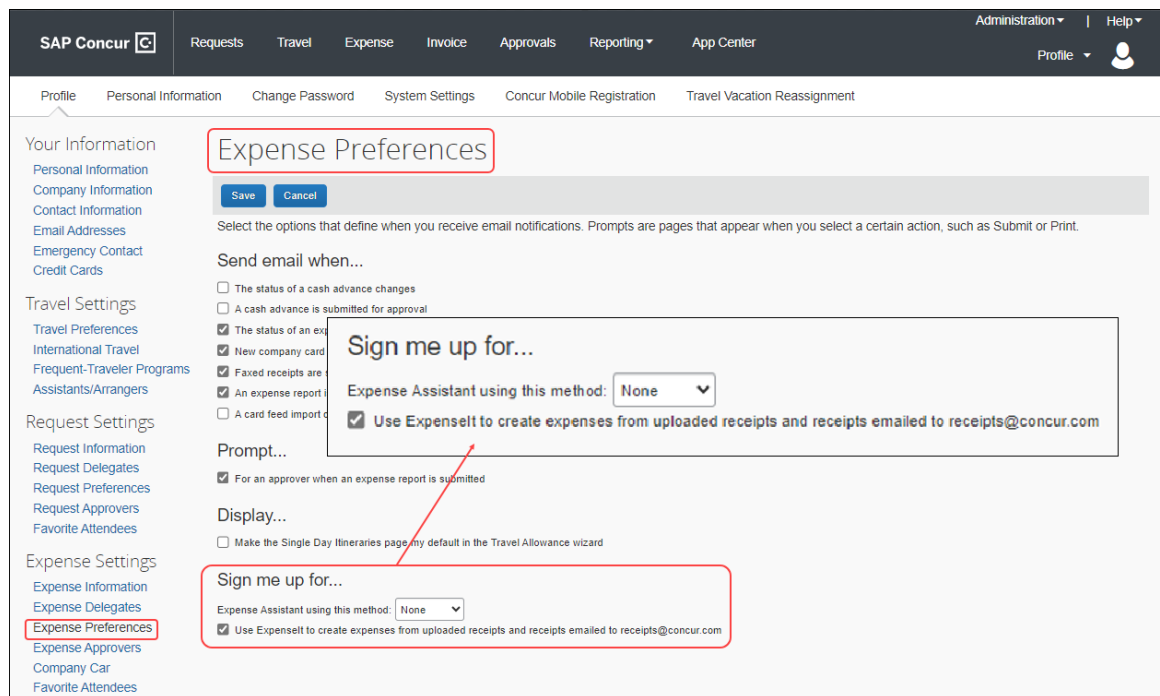
Options for providing tax compliant receipt documents are dictated by the country-specific regulatory rules, and users must continue to follow the same processes used prior to this change.

- **Receipt Digitalization:** Images uploaded on Concur Solutions.com or emailed, whether processed by ExpenseIt or as an image only, are not eligible for image certification. Users must continue to utilize Concur Mobile to create compliant images.
- **eBunsho Timestamp:** For eligible users, images uploaded on Concur Solutions.com and processed through ExpenseIt will be sent through the eBunsho timestamping process. The functionality will continue to support emailed receipts and image capture via Concur Mobile.

## DISABLING EXPENSEIT

The end-user may disable the use of ExpenseIt for the Web and remove the end-user interface and functionality described in this release note by clearing the **Use ExpenseIt to create expenses from uploaded receipts and receipts emailed to [receipts@concur.com](mailto:receipts@concur.com)** on **Profile Settings > Expense Preferences**.

**NOTE:** This Expense Preference only affects ExpenseIt for the Web and receipts that are emailed to SAP Concur. Disabling this user preference will NOT disable ExpenseIt within the Concur Mobile app.



## Configuration / Feature Activation

No end-user action is required: ExpenseIt for the Web was enabled during the week of December 4, 2023, for all end-users on entities that have purchased ExpenseIt.

# Verify

## Audit Profile: Enhanced Display for Multiple Auditors and Groups in Configuration

### Overview

Since December 6, 2023, the **Verify Audit Profile** screen has been enhanced with some user interface modifications to display the details of multiple auditors and policy groups in a structured and organized manner.

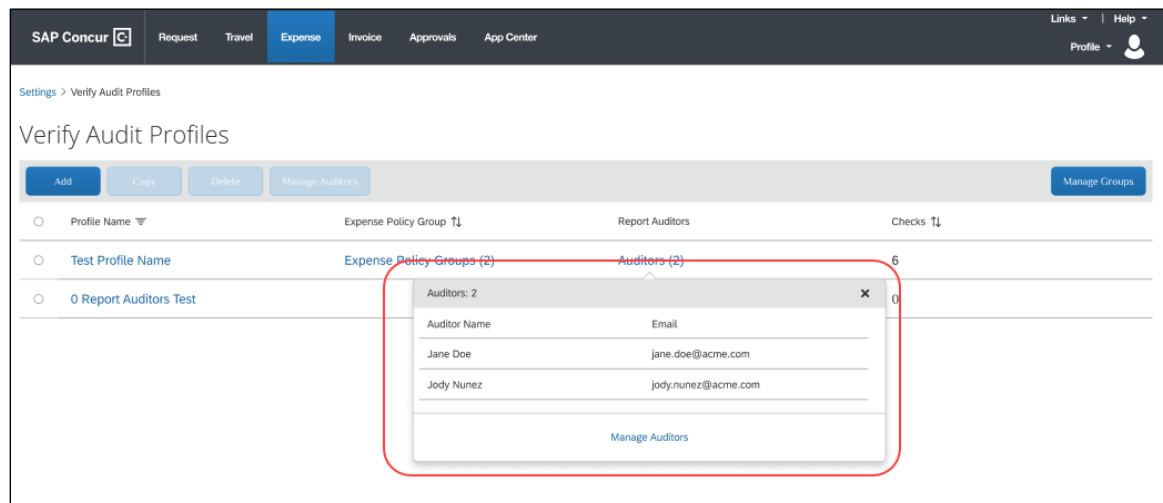
### BUSINESS PURPOSE / CLIENT BENEFIT

This feature helps to streamline and improve user experience by presenting diverse auditor and group information in a structured, organized way. This update mitigates information overload, allows easy retrieval of details, and ensures a clutter-free interface. This is beneficial when dealing with multiple auditors and groups.

### Administrator Experience

The **Verify Audit Profile** screen is updated to display details of policy groups and auditors in a more structured format.

### Example



### Configuration / Feature Activation

The change occurs automatically; there are no additional configuration steps.

## Planned Changes

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The items in this section are targeted for future releases. SAP Concur reserves the right to postpone implementation of – or completely remove – any enhancement/change mentioned here.

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**NOTE:** The planned changes listed in this document are specific to this product. For information about planned site-wide or shared changes that might impact your SAP Concur solutions, refer to the [Shared Changes Release Notes](#).



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## Miscellaneous

### **\*\*Planned Changes\*\* New Action Column Available in Expense Screens**

Information First Published	Information Last Modified	Feature Target Release Date
January 19, 2024	--	February 20, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

#### **Overview**

Targeted for late February 2024, users will use two new action columns indicated by  and , to perform single click actions or multiple actions such as edit, copy, or delete on the Expense screens, such as editing expense, itemizations, allocations, or travel diaries.

The current behavior where the user clicks the Expense rows to trigger an action will no longer be available after late February 2024.

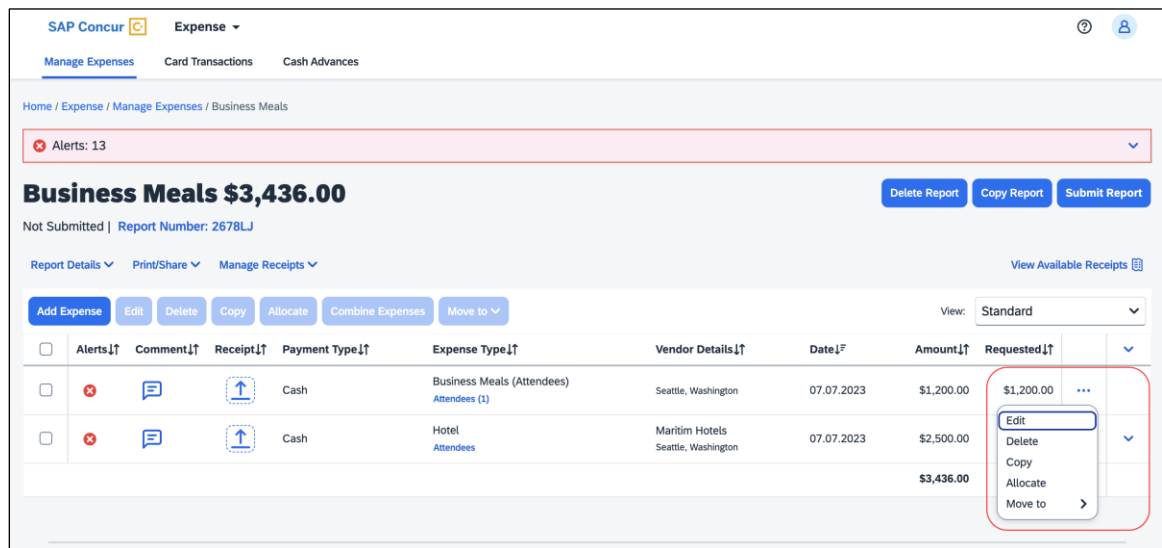
#### **BUSINESS PURPOSE / CLIENT BENEFIT**

This update will allow users to execute actions easily and will improve user experience for keyboard and screen reader users.

## End-User Experience

All the existing Expense screens where you can perform actions will have new actions columns. This column will always be visible. A dropdown list will display all the actions that you can perform by selecting a single row of data.

A button link will display for single actions. For multiple actions, a **See more** (⋮) button will display with a dropdown list embedded in it.

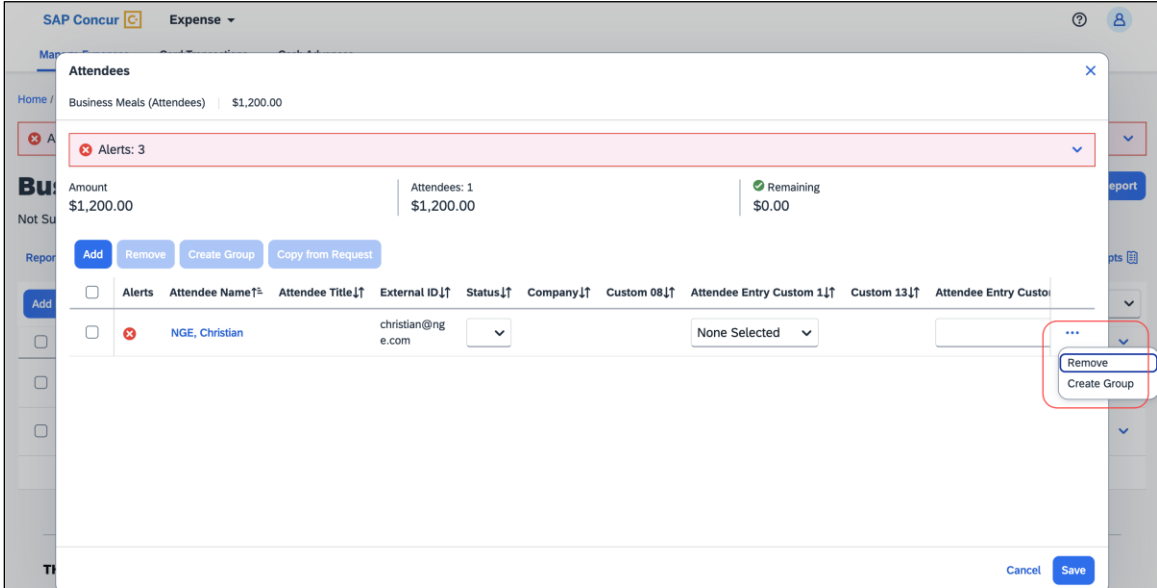
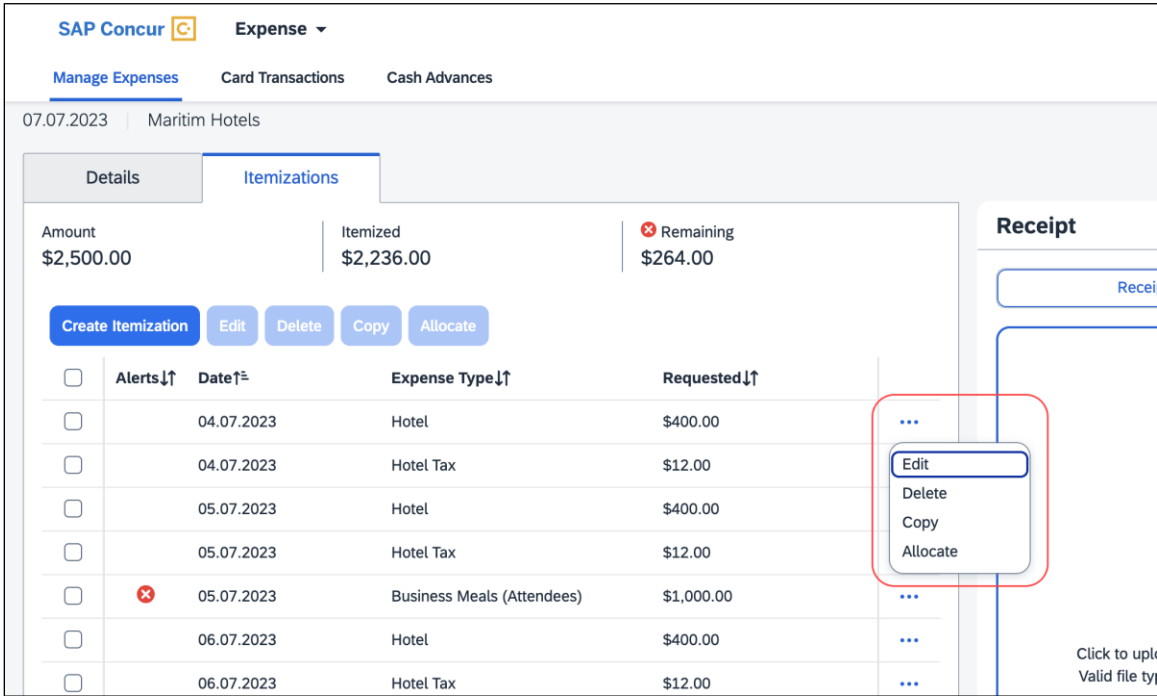


The updated Expense screens and their actions are:

- Reports list
  - View
- Available Expenses
  - View
  - Delete
  - Move To
- Available Expenses > Add Expense
  - View
  - Add to Report
- Cash Advance
  - Remove
- Request
  - Remove
- Attendees
  - Remove
  - Create Group

- Attendees Favorite Group
  - Add
  - Remove
- Recent Attendees
  - Add
- Attendees Group
  - Add
- Allocations
  - Edit
  - Remove
- Report Entries
  - Edit
  - Delete
  - Copy
  - Allocate
  - Move to
- Report Entries (once the report is submitted)
  - View
- Itemizations List
  - Edit
  - Delete
  - Allocate
  - Copy
- Itemizations List (once the report is submitted)
  - View
- Travel Diary
  - Edit
  - Delete

**FOR EXAMPLE**



**Configuration / Feature Activation**

The change occurs automatically; there are no additional configuration steps.

# User Interface Changes

## \*\*Planned Changes\*\* Update to the Report Status Indicator

Information First Published	Information Last Modified	Feature Target Release Date
January, 2024	--	January 30, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

### Overview

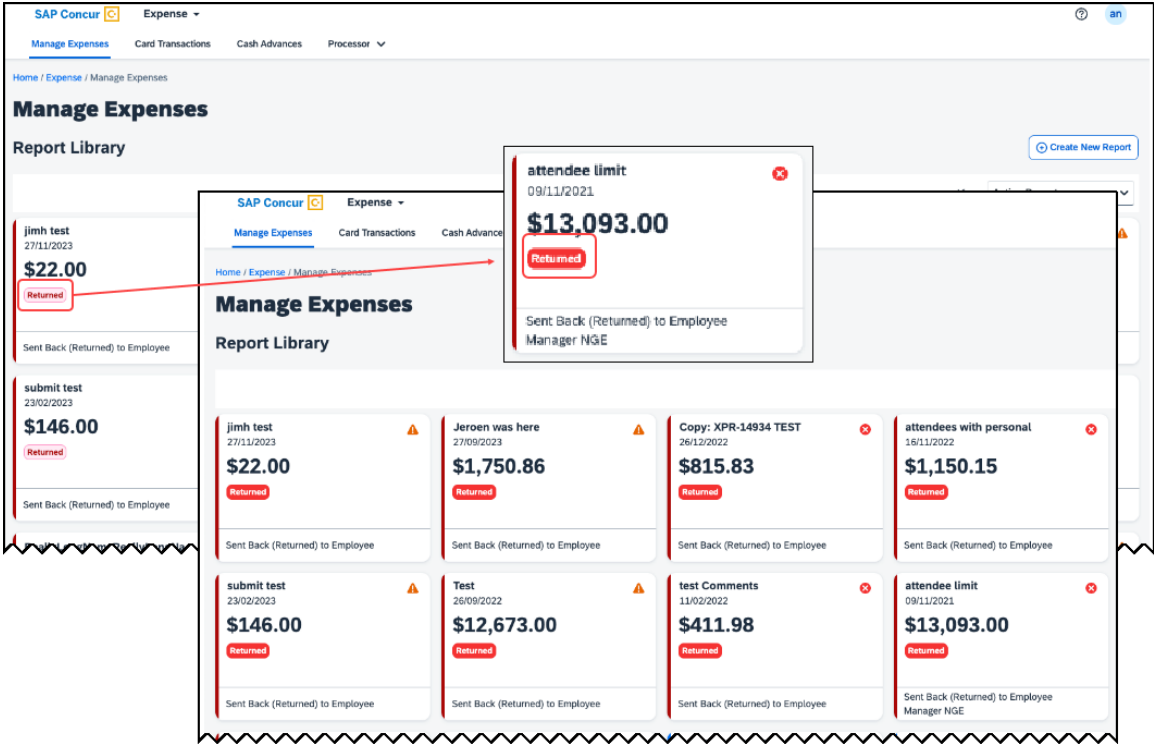
In an upcoming release, the rectangular indicator that shows the status of an expense report will be changed. With the change, this indicator will be more prominent and easier to read than the prior version.

### BUSINESS PURPOSE / CLIENT BENEFIT

This feature improves the user’s accessibility to the status information of the expense report by providing greater visibility.

### End-User Experience

The end-user will see, in selected screens, a solid color background and white text in the tiles that display the status of the expense report.



***Configuration / Feature Activation***

These changes will be automatically available after January 30, 2024; there are no configuration or activation steps.



# Client Notifications

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## Accessibility

### Accessibility Updates

SAP implements changes to better meet current Web Content Accessibility Guidelines (WCAG). Information about accessibility-related changes made to SAP Concur solutions is published on a quarterly basis. You can review the quarterly updates on the [Accessibility Updates](#) page.

## Gender Diversity

SAP Concur is committed to supporting gender diversity. Over time we plan to implement product changes to help ensure that SAP Concur solutions support gender non-binary users. These changes will include but are not limited to support for preferred names, non-binary gender options in travel preferences, and non-binary titles.

These planned changes reflect [SAP's commitment to supporting gender diversity](#) and enable gender non-binary users to enter consistent information when making travel arrangements and entering personal information into SAP Concur solutions.

Timelines and details about these ongoing changes will be provided in the [SAP Concur release notes](#).

## In-Product User Assistance

### Client Customized Content

If your company creates customized content for SAP Concur solutions through a user assistance tool such as SAP Enable Now or Concur User Assistant by WalkMe, the changes described in these release notes might affect your customized content. SAP Concur recommends reviewing the monthly release notes for all of your SAP Concur solutions as well as the Shared Changes Release Notes to confirm whether any of the planned or released changes might impact your internal, customized content.

If any changes in a release impact your content, work with your internal teams to update your content accordingly.

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available from the *SAP Sub-processors / Data Transfer Factsheets* page.

▶ **To access the SAP Concur Sub-processors List:**

1. Click the following link to navigate to the *SAP Sub-processors / Data Transfer Factsheets* page:  
[SAP Sub-processors / Data Transfer Factsheets](#)
2. Sign into the SAP Support Portal using your Support User ID (S-user) and password.

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**NOTE:** SAP customers must sign into the SAP Support Portal using their Support User ID (S-user) and password. For information about S-User IDs, refer to [Your New Support User ID \(S-user\)](#) and to the [Learn All About S-User IDs](#) blog post.

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3. On the *SAP Sub-processors / Data Transfer Factsheets* page, type "Concur" in the **Search** field.
4. In the **Title** column, click **SAP Concur Sub-processors List**.

If you have questions or comments, please reach out to: [Privacy-Request@Concur.com](mailto:Privacy-Request@Concur.com)

## Supported Browsers

### Supported Browsers and Changes to Support

For information about supported browsers and planned changes to supported browsers, refer to the [Concur Travel & Expense Supported Configurations](#) guide.

When changes to browser support are planned, information about those changes will also appear in the [Shared Changes Release Notes](#).

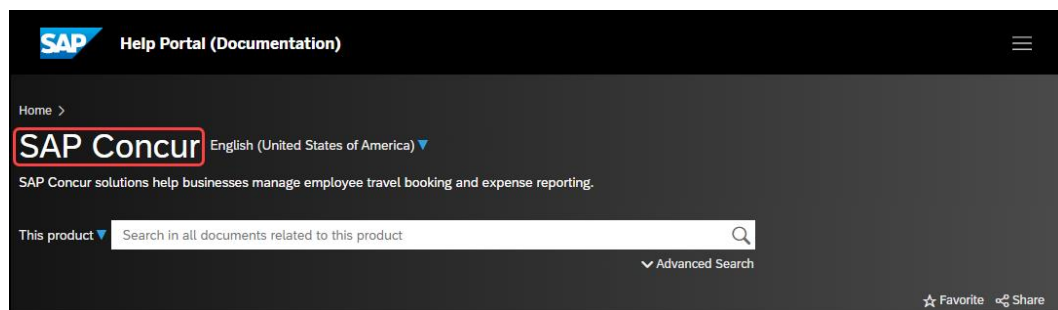
# Additional Release Notes and Other Technical Documentation

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## Online Help

You can access release notes, setup guides, user guides, administrator summaries, supported configurations, and other resources via the in-product Help menu or directly on the SAP Help Portal.

To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the [SAP Concur solutions page](#).



## SAP Concur Support Portal – Selected Users

Access release notes, webinars, and other technical documentation on the SAP Concur support portal.

If you have the required permissions, **Contact Support** is available on the SAP Concur **Help** menu and, in the SAP Concur page footer.



Click **Contact Support** to access the SAP Concur support portal, then click **Resources**.

- Click **Release/Tech Info** for release notes, technical documents, etc.
- Click **Webinars** for recorded and live webinars.

# Cases

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## Check Support Case Status

The steps in this procedure provide instructions for checking whether a case is resolved.

▶ **To check the status of a submitted case:**

1. Log on to <https://concursolutions.com/portal.asp>.
2. Click **Help** > **Contact Support**.

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**NOTE:** If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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3. Click **Support** > **View Cases**.
4. In the table, view the desired type of cases based on the **View** list selection. Search results are limited to each company's own cases.

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