

<b>SAP Concur Release Notes</b>	
<b>Concur TripLink and TripIt</b>	
<b>Month</b>	<b>Audience</b>
Release Date: February 19, 2022 Initial Post: Friday, February 18	SAP Concur Client – FINAL

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# Release Notes

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Concur TripLink provides solutions to bring travel bookings from outside Concur Travel into SAP Concur solutions, and can be paired with Concur Expense, Travel, or both products. Its main features include the ability to capture itineraries through direct booking partners, capture of data from business reservations sent to TripIt, and the TripIt Pro features that are available to all travelers.

## Concur TripLink

**No Release Notes This Month**

## TripIt

### Decommissioning of TripIt for Teams (Jan 31)

Information First Published	Information Last Modified	Feature Target Release Date
November 5, 2021	February 11, 2022	January 31, 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

#### Overview

On January 31, 2022, TripIt decommissioned **TripIt for Teams** for the mobile app and website. Users no longer have access to the feature and cannot create Team trips. Users will have view and edit access for existing upcoming and past Team trips until July 1, 2022. After July 1, 2022, users will not have access to upcoming and past Team trips that they did not originally create. To retain plans shared via TripIt for Teams, users should contact the trip owner to invite them to the trip with the TripIt share function.

## **What the User Sees**

### **MOBILE APP**

In the TripIt mobile app, the **TripIt for Teams** section on the More tab no longer appears. On the **Trips** tab, users can view and edit existing or upcoming Team trips or view past Team trips until July 1, 2022. After July 1, 2022, users will not have access to upcoming or past Team trips that they did not originally create. In order to retain plans shared via TripIt for Teams, users should contact the trip owner to invite them to the trip with TripIt's share function.

### **WEB**

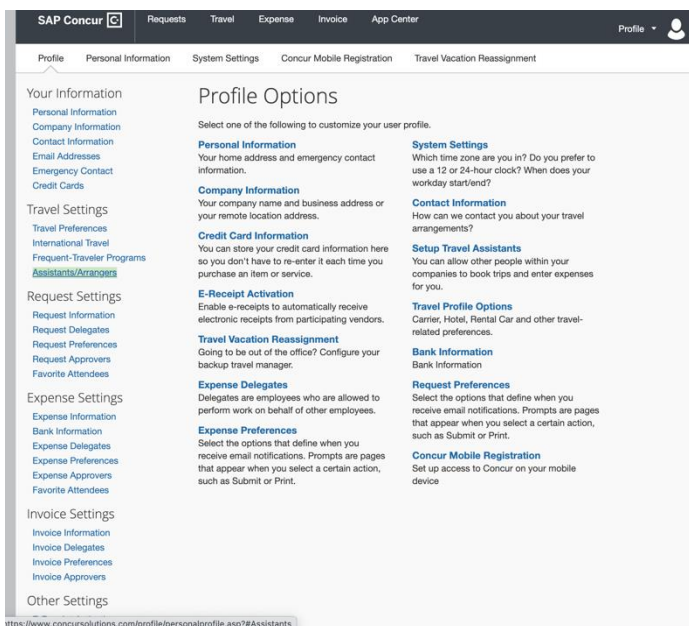
On the TripIt website, the **TripIt for Teams** tab has been removed. On the **Trips** tab, users will have view and edit access for existing upcoming and past Team trips until July 1, 2022. After July 1, 2022, users will not have access to upcoming and past Team trips that they did not originally create.

## **Configuration for Professional and Standard Travel**

An assistant/travel arranger can still set up trips in TripIt for a user by linking to the Concur Travel arranger feature. After the accounts are linked, arrangers will have visibility into their travelers' trips through a Concur Travel dashboard.

### **▶ To link a user account to an assistant/travel arranger:**

1. Log in to Concur Travel and Expense.
2. Click the **Profile** icon at the top right corner of the page.
3. Click **Profile Settings** from the dropdown menu.
4. In the left panel, click **Assistants/Arrangers** in the Travel Settings.



- In the Assistants and Travel Arrangers section of the page, click **Add an Assistant**.

- Enter the name of the name of the Arranger/Assistant and select the **Can book travel for me** option.
- Click **Save**. The assistant/travel arranger is now linked to the user's account and can help arrange travel.
- In order to arrange trips for users, the arranger can share a plan to [plans@tripit.com](mailto:plans@tripit.com) and enter the user's email address in the subject line. This creates a shared trip within TripIt for both arranger and the traveler. Also, arrangers can share plans or trips by directly inviting users to the trip with TripIt's share function or via TripIt's **Inner Circle** sharing feature.

## 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.

**IMPORTANT:** These Planned Changes may not be all of the upcoming enhancements and modifications that affect this SAP Concur product or service. The Planned Changes that apply to multiple SAP Concur products and/or services are in a consolidated document. Please review the additional Planned Changes available in the [Shared Planned Changes Release Notes](#).

### Concur TripLink

**No Planned Changes This Month**

### TripIt

**No Planned Changes This Month**

# Client Notifications

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## Accessibility

### Accessibility Enhancements

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](#) (English Only) page.

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: [SAP Concur list of Subprocessors](#)

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 Technical Documentation

## Online Help

Any user can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help or directly on the SAP Help Portal.

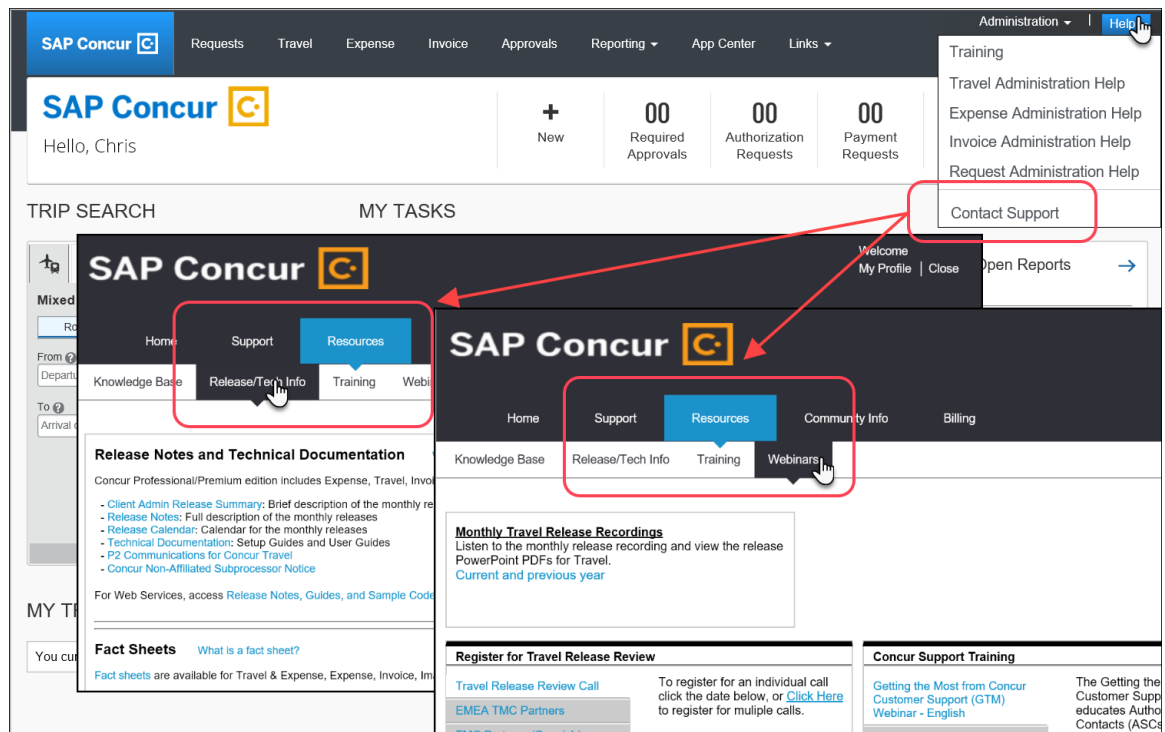
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

## SAP Concur Support Portal – Selected Users

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

If you have the proper permissions, **Contact Support** appears on the **Help** menu. Click 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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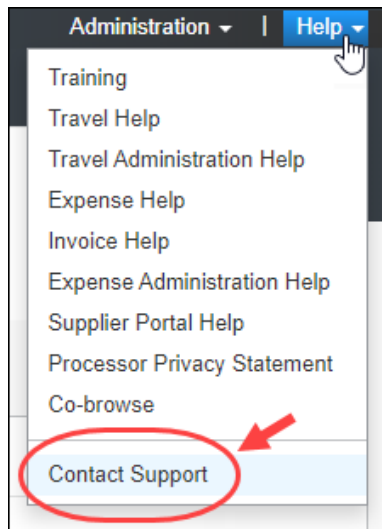
## Steps for Getting a Status

Each service release contains case resolutions.

► **How to check the status of a submitted case**

1. Log on to <https://concursolutions.com/portal.asp>.

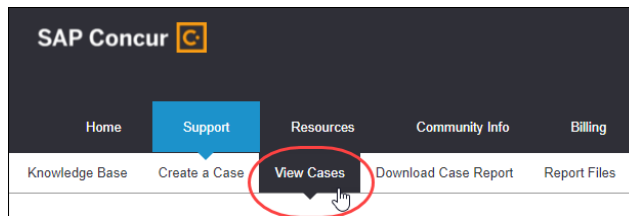
1. Click **Help > Contact Support**.



**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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2. Click **Support > View Cases**.



- 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.

The screenshot shows the SAP Concur user interface. At the top, there is a navigation bar with 'SAP Concur' logo and a 'Support' tab selected. Below this is a secondary navigation bar with links for 'Knowledge Base', 'Create a Case', 'View Cases', 'Download Case Report', and 'Report Files'. The main content area is titled '5 - My Cases' and features a table of cases. A dropdown menu is open over the 'View:' field, listing several options: '1 - All Open Admin Cases', '2 - All Closed Admin Cases', '3 - All Open End User Cases', '4 - All Closed End User Cases', '5 - My Cases' (which is highlighted), and 'Recently Viewed Cases'. Each option has an 'Edit' link next to it. The table below has columns for 'Status', 'Priority', 'Contact Name', 'Site/URL/Acct. #', 'Date/Time Opened', and 'Date of Last Comment'. A 'New Case' button is visible above the table. At the bottom of the table area, there is a pagination control: 'Show me fewer / more records per list page'. The page also includes 'Previous Page' and 'Next Page' navigation links.

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