

<b>SAP Concur Release Notes</b> <b>Concur TripLink and TripIt</b>	
<b>Month</b>	<b>Audience</b>
Release Date: April 23, 2022 Initial Post: Friday, April 22	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

### Spanish Language Support (Apr 4)

Information First Published	Information Last Modified	Feature Target Release Date
March 11, 2022	April 4, 2022	April 4, 2022
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		

#### Overview

As of April 4, TripIt is available in Spanish. TripLink users whose SAP Concur profile is set to a Spanish language will be prompted to connect to TripIt via messaging in travel alerts, the App Center, and other in-product messaging. Users whose languages are set to English, French, German, Italian, Spanish, and Japanese are prompted to connect to TripIt. This change affects all clients with TripIt Pro as part of TripLink.

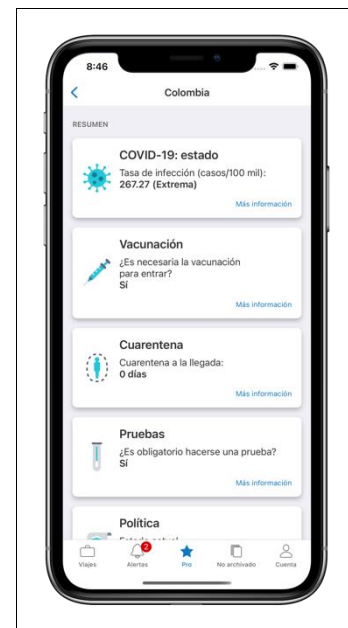
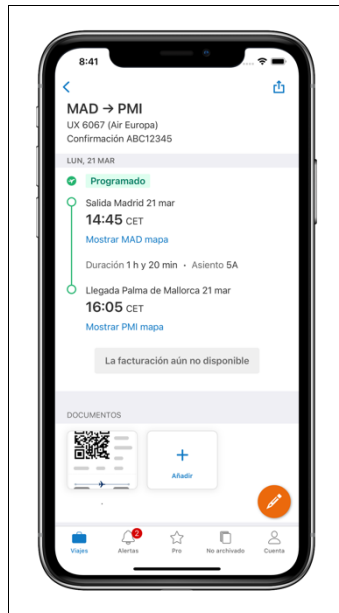
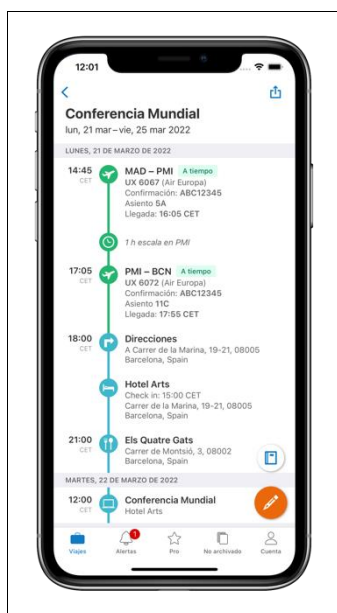
#### USER/CUSTOMER BENEFIT

TripLink customers whose language is set to Spanish can connect to TripIt.

TripIt customers in all regions can use the mobile and Mac apps in Spanish, as well as English (US and UK), French, German, and Japanese. In certain regions, the TripIt website is also available in Spanish.

## What the User Sees

If customer's device language is set to Spanish, the TripIt app will also operate in that language. The same is true for English (US or UK), French, German, and Japanese. For all other languages, the app will remain in US English.



## Configuration for Professional and Standard Travel

This feature is enabled by default. There are no configuration steps. Clients may reference [the TripLink toolkit](#) for more information on TripIt Pro, including resources to help drive adoption with their travelers following activation.

## 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 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.

## 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 in to the SAP Support Portal using your Support User ID (S-user) and password.

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**NOTE:** SAP customers must sign in to 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 \(S-user\)](#).

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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 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.

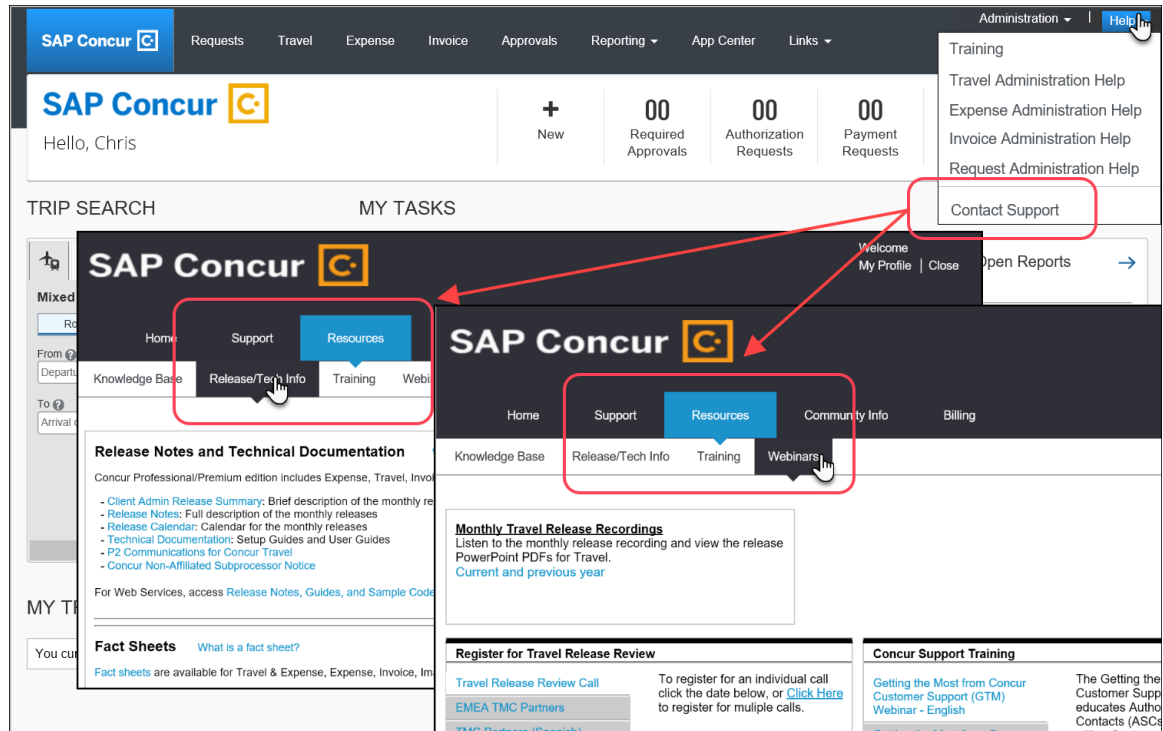
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

## 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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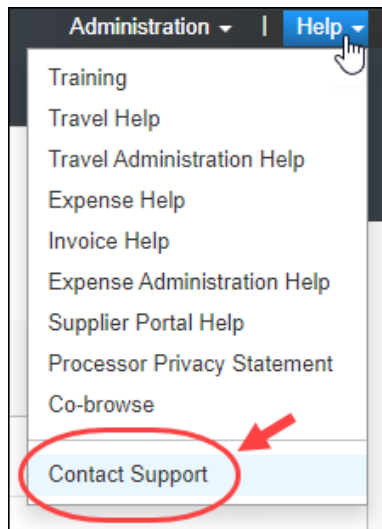
## Steps for Getting a Status

Each service release contains case resolutions.

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

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

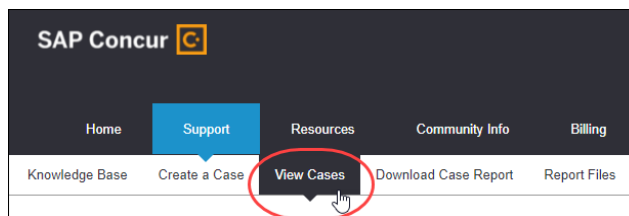
1. Click **Help > Contact Support**.



**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 interface. At the top, there is a navigation bar with 'Home', 'Support' (highlighted), 'Resources', 'Community Info', and 'Billing'. Below this is a secondary navigation bar with 'Knowledge Base', 'Create a Case', 'View Cases', 'Download Case Report', and 'Report Files'. The main content area is titled '5 - My Cases' and includes a 'Printable View' link. A dropdown menu is open, showing options: '5 - My Cases' (selected), '1 - All Open Admin Cases', '2 - All Closed Admin Cases', '3 - All Open End User Cases', '4 - All Closed End User Cases', and 'Recently Viewed Cases'. Each option has an 'Edit' link. The table below the dropdown has columns: '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'. Navigation links '<Previous Page | Next Page>' are present at the top right and bottom right of the table area.

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