

<b>SAP Concur Release Notes</b>	
<b>Concur TripLink and TripIt</b>	
<b>Month</b>	<b>Audience</b>
Release Date: June 18, 2022 Initial Post: Friday, June 17	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

### New Supplier: DERHOTEL

#### **Overview**

Concur TripLink customers can access a new app in the SAP Concur App Center for DERHOTEL. DERHOTEL is an Online Booking Tool supplier which provides trip itineraries and eReceipts. When a company enables Concur TripLink and the DERHOTEL integration, travelers can search, book, or cancel hotel bookings in DER Corporate Services' corporate portal.

#### **USER/CUSTOMER BENEFIT**

Customers can gain more visibility, ability to access data, and apply negotiated rates into direct corporate hotel bookings provided by regional suppliers. The corporate portal integrations facilitate traveler benefits integrated with Concur Travel and Concur Expense. Once the corporate portal integration is established, travelers will benefit from access to more properties, corporate rates, ease in booking hotel stays and automatically receive itineraries.

#### **What the User Sees**

Once logged in via DERHOTEL, the user can search for corporate rates to book. They can also review or cancel a previous booking.

English | Logout | Help

**DERHOTEL**

Hotel Search by ...

Cities | Locations | Airports | Stations | Address

Show all accommodations in this city!

Destination\*

Country

Proximity  km

Search

**Optionally:**

Show only immediately available accommodations!

Arrival  Departure

Person(s) /Room  Number of Rooms

Search

**Optionally:**

Extended search options

Hotel Name

Acc. Type

Hotel Chain

Category

Price Limit  EUR

Only show accommodations with pictures

Search

Clear Fields \* Mandatory Field

Imprint | Terms of use | Privacy Statement

After the corporate rate is booked and confirmed, the itinerary is sent to **Concur Travel Itinerary**. Users can then review their DERHOTEL confirmed itineraries in SAP Concur.

### Feature Activation

The configuration steps are:

- Part 1: Professional and Standard Editions – Establish a relationship with DERHOTEL.
- Part 2: Professional and Standard Editions – Enable the DERHOTEL enterprise app in the Concur App Center.

#### **PART 1: PROFESSIONAL AND STANDARD EDITIONS – ESTABLISH A RELATIONSHIP WITH DERHOTEL**

The company establishes a relationship with DERHOTEL, indicating that they are interested in their employees booking through DERHOTEL.

**PART 2: PROFESSIONAL AND STANDARD EDITIONS – ENABLE IN THE APP CENTER****Permissions**

For this task, the user must have the Web Services Administrator role.

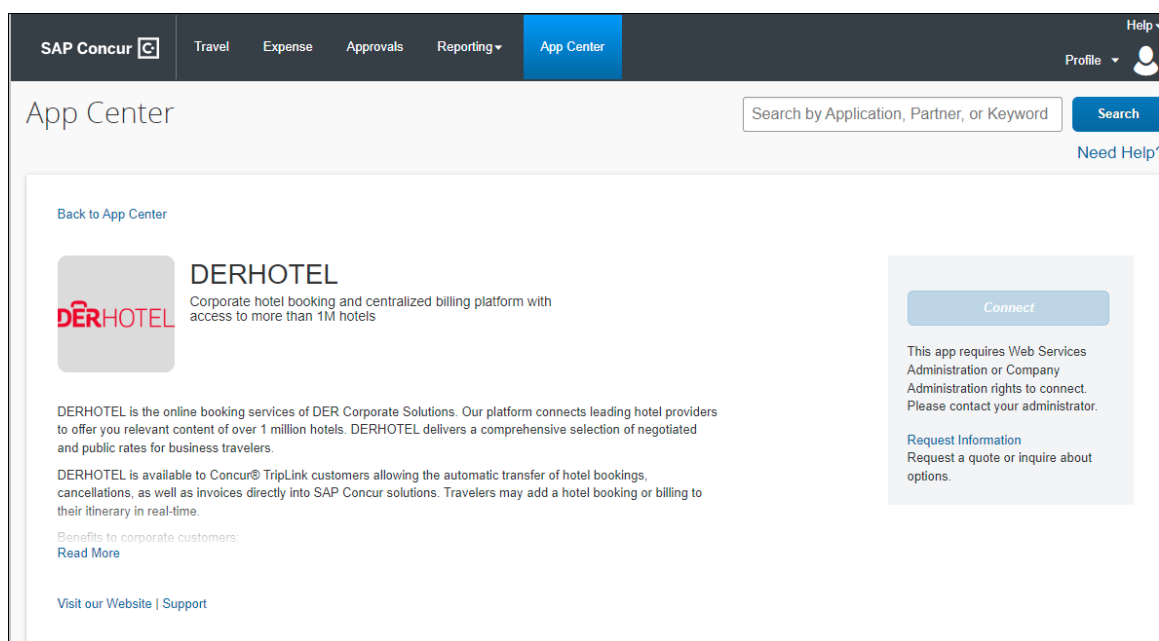
**Enable the Enterprise Application****▶ To enable the app for your company:**

1. On the **DERHOTEL** page, click **Connect**.

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**NOTE:** If the **Connect** button is unavailable, then you do not have the Web Services Administrator role required to enable the app.

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The screenshot displays the SAP Concur App Center interface. The top navigation bar includes 'SAP Concur', 'Travel', 'Expense', 'Approvals', 'Reporting', and 'App Center'. A search bar is located in the top right corner. The main content area features a card for the 'DERHOTEL' application. The card includes the DERHOTEL logo, a description: 'Corporate hotel booking and centralized billing platform with access to more than 1M hotels', and a 'Connect' button. Below the description, there is a 'Request Information' link. The bottom of the card has links for 'Visit our Website' and 'Support'.

The **Terms & Conditions** page appears.

**TERMS & CONDITIONS**


Please review the following licensing terms and conditions  
By accepting the following terms, you agree to be bound by the Concur App Center end-user terms, [Company Authorization to Link Services](#) terms, as well as App Licensing Terms and Conditions.

**Shared Information**  
*By connecting this application, you are authorizing to exchange data with this partner.*

**Company Authorization to Link Services**  
*Terms of use, accepted once, for all company-wide partner integrations.*

Cancel **I Agree**

2. Click **Shared Information** and **I Agree**.
3. On the DERHOTEL page, you will be prompted to enter a verification code.
4. On the **Allow SAP Concur Connection** page, do the following:
  - ◆ Enter the token/validation code in the **Verification code** field.
  - ◆ Read and then select the **I have read the Terms & Conditions** checkbox.
  - ◆ Read and then select the **I have read the Privacy Statement and consent to this agreement** checkbox.
  - ◆ Click **Submit**.



## SAP Concur connection request

Concur TripLink business app integrates **DER Touristik** booking portal with SAP Concur

Verification code


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I have read the [Terms & Conditions](#)

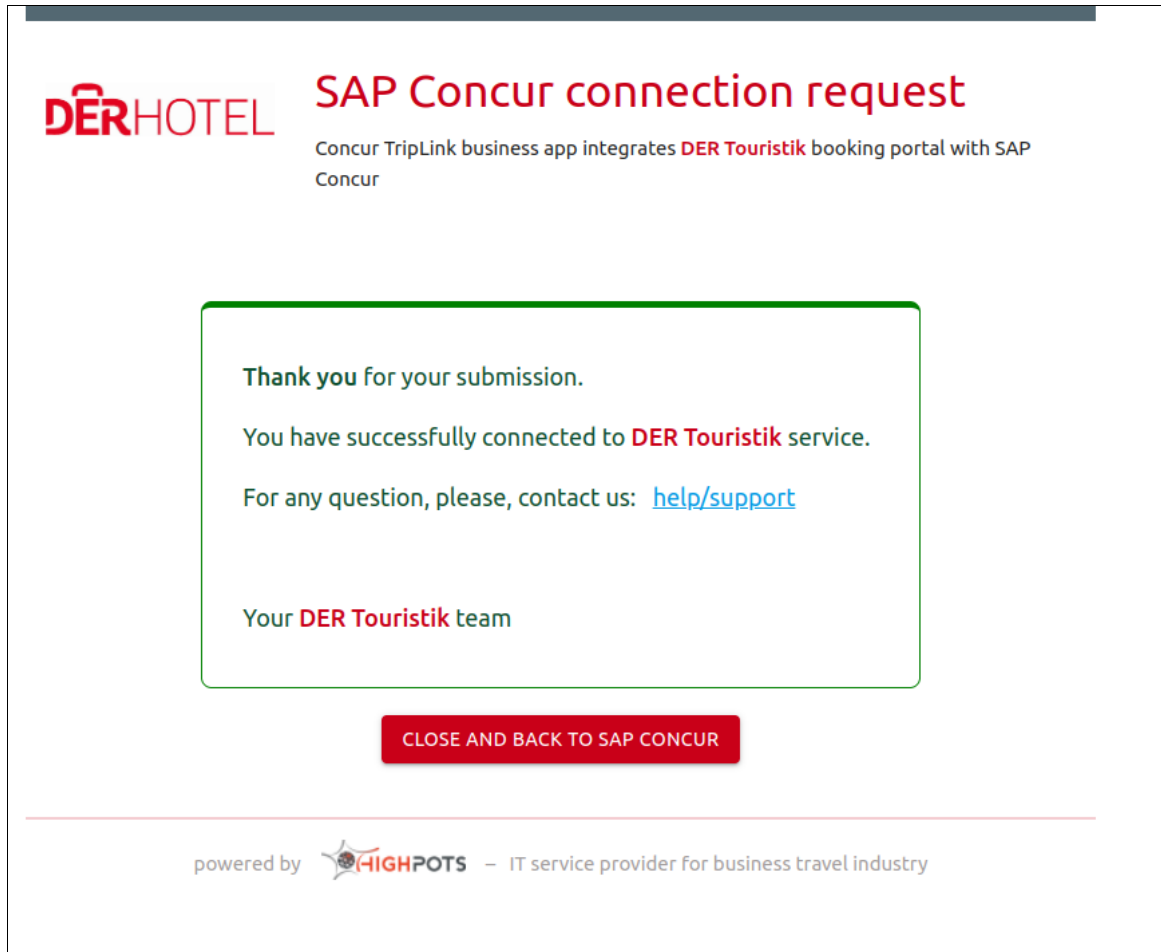
I have read the [Privacy Statement](#) and consent to this agreement

**CANCEL** **SUBMIT** [help/support](#)

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powered by  - IT service provider for business travel industry

If the connection is successful, the following page appears and the **Connect** button label changes to **Connected**.



The screenshot shows a confirmation page for the SAP Concur connection. At the top left is the DERHOTEL logo. The main heading is "SAP Concur connection request". Below this, it states "Concur TripLink business app integrates DER Touristik booking portal with SAP Concur". A central green-bordered box contains the following text: "Thank you for your submission.", "You have successfully connected to DER Touristik service.", "For any question, please, contact us: [help/support](#)", and "Your DER Touristik team". Below this box is a red button labeled "CLOSE AND BACK TO SAP CONCUR". At the bottom, it says "powered by HIGHPOTS - IT service provider for business travel industry".



Refer to the *Corporate Online Booking Tool for Concur TripLink Setup Guide* for more information.

## TripIt

**No Release Notes This Month**



## 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

#### Decommission of Security Wait Times Feature

Information First Published	Information Last Modified	Feature Target Release Date
June 17, 2022	--	June 28, 2022
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		

#### Overview

SAP Concur will decommission the Security Wait Times feature within TripIt Pro mobile application effective June 28, 2022.

The removal is due to low usage and low airport availability, as SAP Concur focuses on improving higher volume features. Users of the Security Wait Times feature and who travel in the following airports will no longer receive security wait times: Denver, Orlando, Austin-Bergstrom, Phoenix Sky Harbor, Baltimore, and Indianapolis.

As a contingency, travelers in affected airports can use the MyTSA app to obtain access to airport security information on any mobile device. The app is available for free. For more information, visit: <https://www.tsa.gov/mobile>

#### Feature Activation

This feature will be decommissioned. There are no configuration 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.

## 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:**

5. Click the following link to navigate to the *SAP Sub-processors / Data Transfer Factsheets* page:  
[SAP Sub-processors / Data Transfer Factsheets](#)
6. 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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7. On the *SAP Sub-processors / Data Transfer Factsheets* page, type "Concur" in the **Search** field.
8. 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.

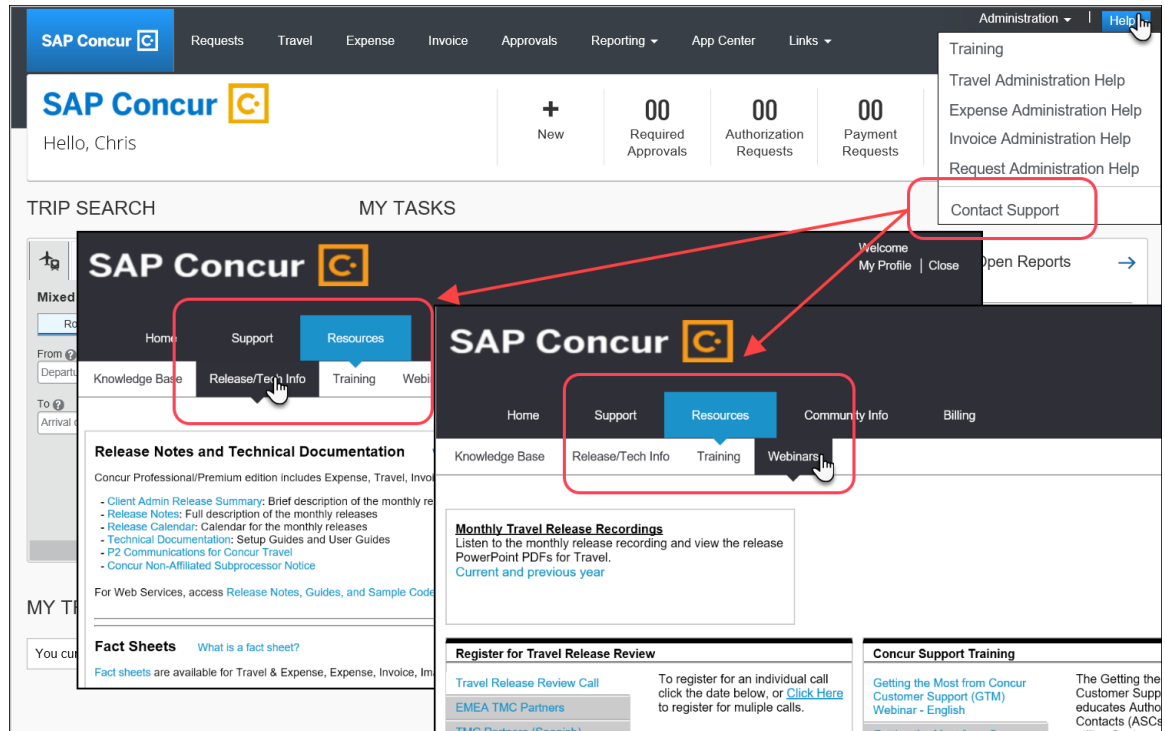
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

## 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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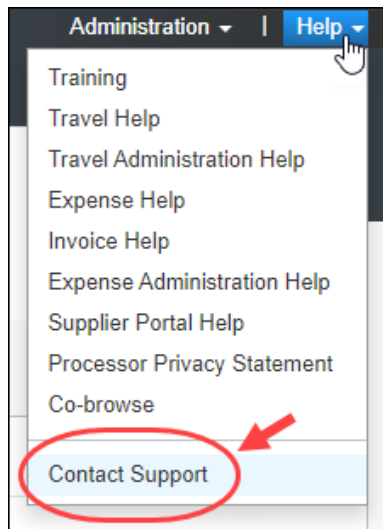
## Steps for Getting a Status

Each service release contains case resolutions.

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

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

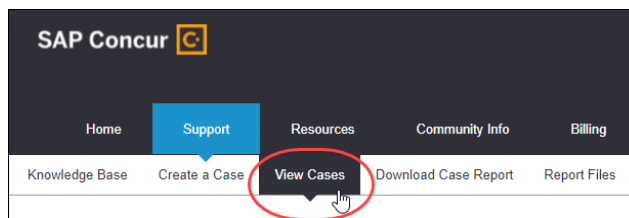
1. Click **Help > Contact Support**.



**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 Support 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 'View:' 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. To the right of the dropdown is a 'New Case' button. Below the dropdown is a table of cases with columns: 'Status', 'Priority', 'Contact Name', 'Site/URL/Acct. #', 'Date/Time Opened', and 'Date of Last Comment'. The table contains several rows of data, with the first row showing 'Updated' status. At the bottom of the table, 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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