

<b>SAP Concur Release Notes</b> <b>Concur TripLink and TripIt</b>	
<b>Month</b>	<b>Audience</b>
Release Date: July 16, 2022 Initial Post: Friday, July 15	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

### TripLink in Spain

#### **Overview**

As of July 12, Concur TripLink will be supported in Spain. Customers and users located in Spain can now purchase TripLink and will also have a free subscription to TripIt Pro as part of their Concur TripLink offering. The TripIt mobile app and web experience is available in Spanish. TripIt also supports confirmation emails in Spanish from thousands of suppliers around the world.

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

Customers and users can manage travel across a variety of booking channels by capturing itineraries and integrating them into their SAP Concur solution. These integrations increase visibility to outside bookings, and providing more control of their travel program, fulfilling duty of care responsibilities, saving costs, and increasing flexibility for their employees..

#### **Feature Activation**

Access to TripIt is enabled by default. There are no configuration steps. Clients may reference the following FAQ (English, Spanish) to learn more about TripIt's availability in EMEA. Clients may also reference the TripLink toolkit for more information on Concur TripLink and TripIt Pro, including resources to help drive adoption with their travelers following activation.

## 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

**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.

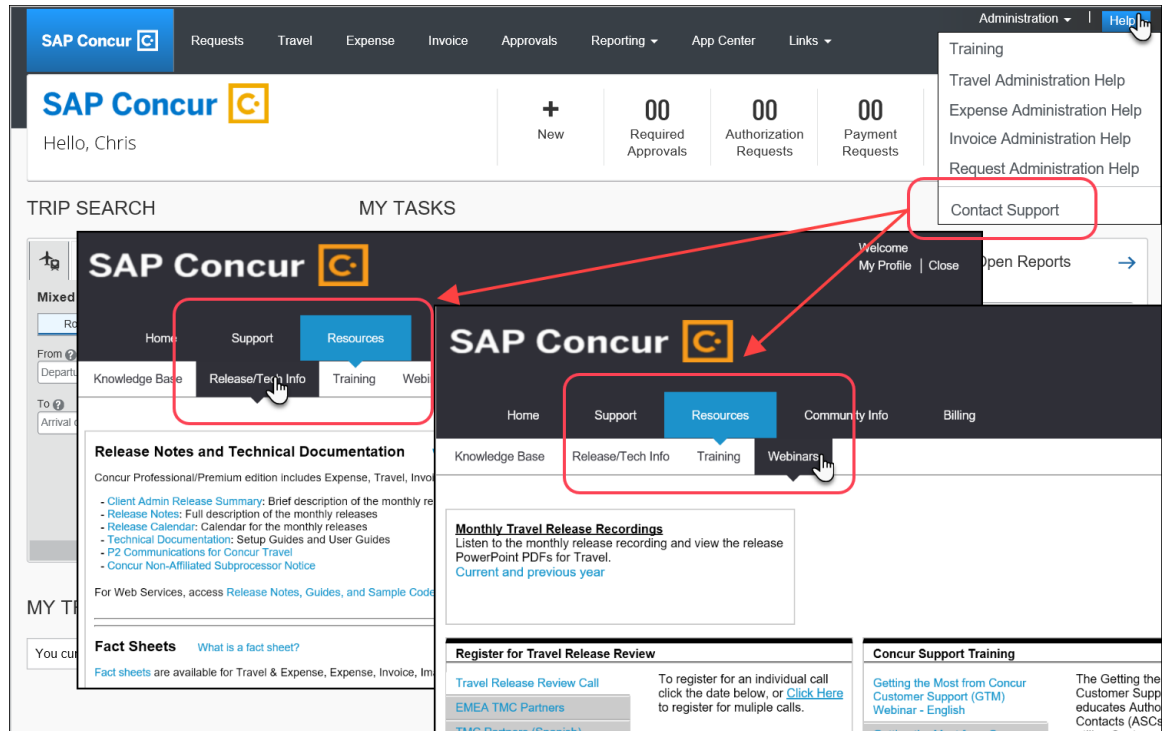
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

## 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

## Steps for Getting a Status

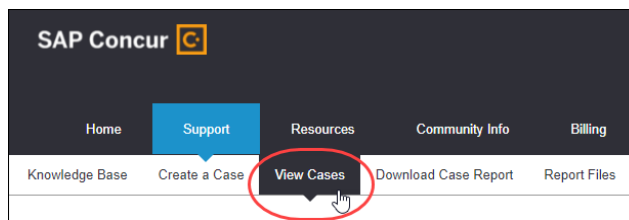
Each service release contains case resolutions.

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

1. Log on to <https://concursolutions.com/portal.asp>.
2. 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.

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.

Action	View	Status	Priority	Contact Name	Site/URL/Acct. #	Date/Time Opened	Date of Last Comment
<a href="#">Edit</a>	1 - All Open Admin Cases	Updated					
<a href="#">Edit</a>	2 - All Closed Admin Cases	Closed					
<a href="#">Edit</a>	3 - All Open End User Cases	Closed					
<a href="#">Edit</a>	4 - All Closed End User Cases	Closed					
<a href="#">Edit</a>	5 - My Cases	Closed					
<a href="#">Edit</a>	Recently Viewed Cases	Closed					
<a href="#">Edit</a>		Closed					



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