

SAP Concur Release Notes Concur Expense Professional / Premium	
Month	Audience
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Contents

Release Notes	1
Expense	1
Expense Payment Confirmation Import Now Supports Report Number	1
Expense Pay	2
Additional Card Program Now Supported for Europe	2
Receipts – ExpenseIt for Web	4
ExpenseIt for Concursolutions.com	4
Verify	9
Audit Profile: Enhanced Display for Multiple Auditors and Groups in Configuration	9
Planned Changes.....	10
Miscellaneous	10
Planned Changes New Action Column Available in Expense Screens.....	10
User Interface Changes.....	14
Planned Changes Update to the Report Status Indicator.....	14
Client Notifications.....	16
Accessibility.....	16
Accessibility Updates	16
Gender Diversity	16
In-Product User Assistance	16
Client Customized Content	16
Subprocessors	17
SAP Concur Non-Affiliated Subprocessors	17
Supported Browsers	17
Supported Browsers and Changes to Support	17

Additional Release Notes and Other Technical Documentation	18
Online Help	18
SAP Concur Support Portal – Selected Users	18
Cases	19
Check Support Case Status	19

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Release Notes

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

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](#).

Expense

Expense Payment Confirmation Import Now Supports Report Number

Overview

Previously, Expense Payment Confirmation Import utilized Report ID or Report Key as the expense report identifier to import an expense payment confirmation. Now, Report Number is included as an additional expense identifier for an expense report.

For example, in a file with 100 records, the third column was KEY or ID. Now, the third column supports another value NUMBER:

- If the third column is NUMBER, the system reads the Reserved1 field for a report number. Reserved1 field is now used for this purpose as NUMBER. If the report number is not available, then the system throws a validation error. Report ID field automatically becomes an optional field when NUMBER is used.
- If the third column is KEY or ID, but the client enters the report number in the Reserved1NUMBER field, then the system uses the report number as precedence to search for a report.
- If the third column is KEY or ID, but the Reserved1NUMBER field is not populated, then the system uses the existing value of report ID or KEY to search for a report.

BUSINESS PURPOSE

This update helps maintain consistency with other expense extracts and imports and when client integrations only have report number in place of Report Key or Report ID.

Administrator Experience

Use the Report Number as an expense identifier in the Reserved1/NUMBER field to import expense payment confirmations.

Configuration / Feature Activation

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

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.

Add New Card Program [X]

Program Name

Payment Type

Program Type:
 [Verify IIN](#)

Currency

Active

☐ Classic ☐ Global

Save **Cancel**

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.

Configuration / Feature Activation

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

Receipts – ExpenseIt for Web

ExpenseIt for Concursolutions.com

Overview

Concur brings the power of ExpenseIt to concursolutions.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 will now be able to 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

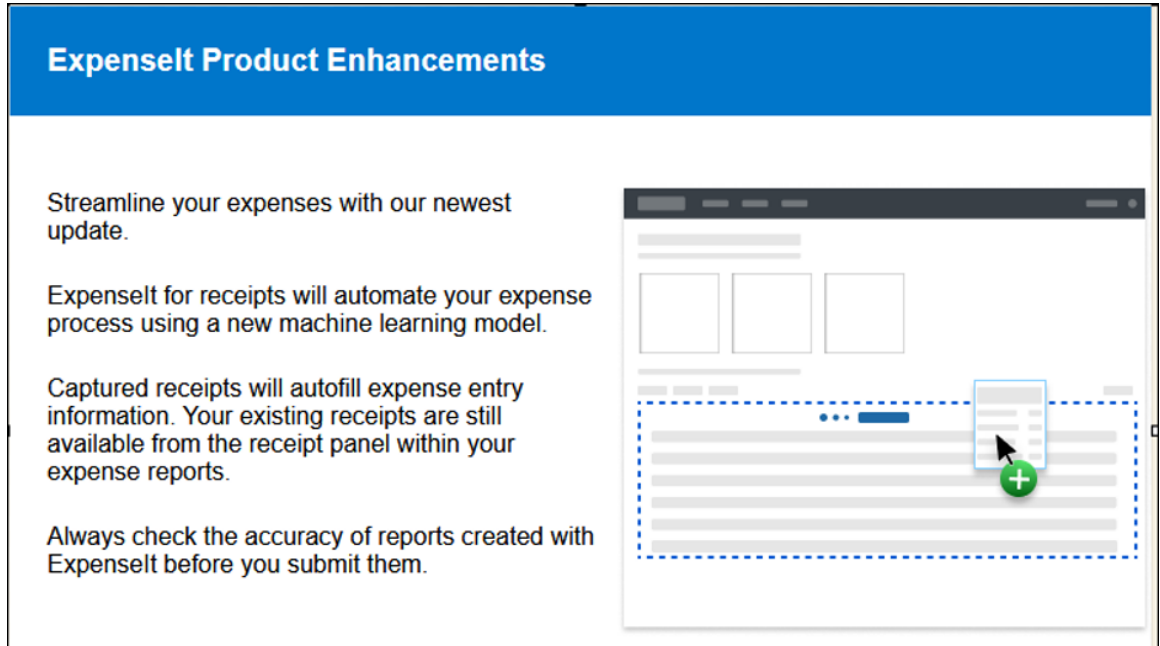
This reduces data entry effort for the end-user and provides the company with expanded awareness and benefit from ExpenseIt.

Release Schedule

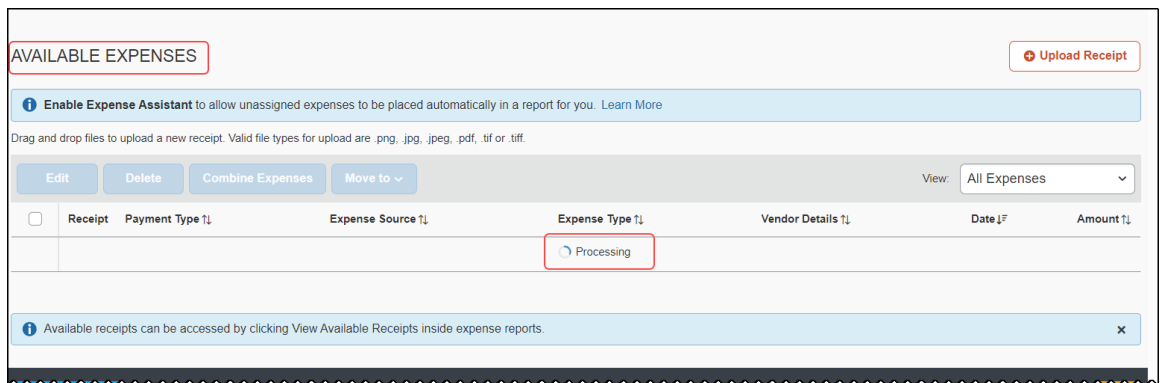
ExpenseIt for Web is released to all customers the week of January 15, 2024. Individual customers were activated over the course of this week, so not all customers were enabled on the same day.

End-User Experience



This feature will alert 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.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.

 Available receipts can be accessed by clicking View Available Receipts inside expense reports. 


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			
Amount	Currency	Date	Expense Type
Location	Payment Type	Vendor	

AVAILABLE EXPENSES


Upload Receipt

 Enable Expense Assistant and these expenses will be placed in a report for you. [Learn More](#)


Drag and drop files to upload a new receipt. Valid file types for upload are .png, .jpg, .jpeg, .pdf, .tif or .tiff.

Edit Delete Combine Expenses Move to ▾

View: All Expenses ▾

<input type="checkbox"/>	Receipt	Payment Type <small>⌵</small>	Expense Source <small>⌵</small>	Expense Type <small>⌵</small>	Vendor Details <small>⌵</small>	Date <small>⌵</small>	Amount <small>⌵</small>
<input type="checkbox"/>		Cash	ExpenseIt	Parking	Key Center Bellevue	10/17/2023	\$24.00

To find missing transactions: Card Transactions

 Available receipts can be accessed by clicking View Available Receipts inside expense reports. ×

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.

The screenshot shows the SAP ExpenseIt interface. On the left, the 'AVAILABLE EXPENSES' section is highlighted with a red box. It includes a table with columns for Expense Source, Vendor, Date, and Amount. The table contains one entry: Expense Source: ExpenseIt, Vendor: Key Center, Date: 10/17/2023, Amount: \$24.00. Below the table, there are buttons for 'Edit', 'Delete', and 'Combine Expenses'. There is also a section for 'Receipt' and 'Payment Type'. On the right, the 'Expense Source' form is open, showing the details of the selected expense. The form includes fields for Expense Type (Parking), Vendor (Key Center), Location (Bellevue), Date (10/17/2023), Amount (\$24.00), and Currency (US Dollar). A receipt image is also displayed within the form, showing a parking receipt from Key Center for \$24.00. The receipt includes details such as 'Short-term parking tkt', '1 - No. 031880', '10/17/23 10:46', '10/17/23 16:13', 'Period 0d5h28', and 'Total \$24.00'. The receipt is signed 'APPROVED'.

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.

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.

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** 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.

The screenshot shows the SAP Concur web interface. The top navigation bar includes links for Requests, Travel, Expense, Invoice, Approvals, Reporting, and App Center. The left sidebar contains a 'Profile' dropdown and a list of settings categories: Personal Information, Change Password, System Settings, Concur Mobile Registration, and Travel Vacation Reassignment. Under 'System Settings', there are sub-sections for Your Information, Travel Settings, Request Settings, and Expense Settings. The 'Expense Settings' section is expanded, showing 'Expense Information', 'Expense Delegates', 'Expense Preferences' (highlighted with a red box), 'Expense Approvers', 'Company Car', and 'Favorite Attendees'. The main content area is titled 'Expense Preferences' (also highlighted with a red box). It contains a 'Save' and 'Cancel' button, a description of email notification prompts, and several checkboxes for sending emails. The checkbox 'Use ExpenseIt to create expenses from uploaded receipts and receipts emailed to receipts@concur.com' is checked. A red box highlights this checkbox, and a red arrow points from it to the 'Expense Preferences' section in the sidebar. There are also sections for 'Sign me up for...' with a dropdown menu set to 'None'.

Configuration / Feature Activation

No end-user action is required: ExpenseIt is automatically enabled the week of January 15, 2024, 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.

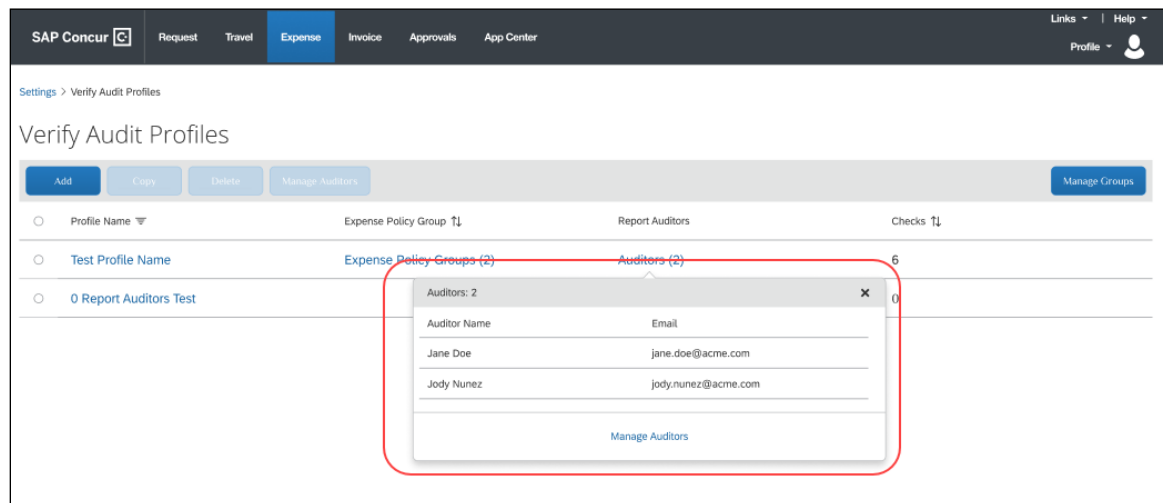
BUSINESS PURPOSE / CLIENT BENEFIT

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

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.



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](#).

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 screenshot shows the SAP Concur Expense screen. At the top, there's a navigation bar with 'SAP Concur' and 'Expense' tabs. Below it, there are tabs for 'Manage Expenses', 'Card Transactions', and 'Cash Advances'. The main header shows 'Business Meals \$3,436.00' with buttons for 'Delete Report', 'Copy Report', and 'Submit Report'. Below this, there's a 'Report Details' section with 'Print/Share' and 'Manage Receipts' options. A table of expenses is displayed with columns: Alerts, Comment, Receipt, Payment Type, Expense Type, Vendor Details, Date, Amount, and Requested. A dropdown menu is open for the first row, showing options: Edit, Delete, Copy, Allocate, and Move to.

Alerts	Comment	Receipt	Payment Type	Expense Type	Vendor Details	Date	Amount	Requested	
⚠	💬	📄	Cash	Business Meals (Attendees) Attendees (1)	Seattle, Washington	07.07.2023	\$1,200.00	\$1,200.00	⋮
⚠	💬	📄	Cash	Hotel Attendees	Maritim Hotels Seattle, Washington	07.07.2023	\$2,500.00		⋮
							\$3,436.00		

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

SAP Concur Expense

Manage ExpensesCard TransactionsCash Advances

07.07.2023Maritim Hotels

DetailsItemizations

Amount\$2,500.00Itemized\$2,236.00Remaining\$264.00

Create ItemizationEditDeleteCopyAllocate

	Alerts	Date	Expense Type	Requested	
<input type="checkbox"/>		04.07.2023	Hotel	\$400.00	...
<input type="checkbox"/>		04.07.2023	Hotel Tax	\$12.00	EditDeleteCopyAllocate
<input type="checkbox"/>		05.07.2023	Hotel	\$400.00	
<input type="checkbox"/>		05.07.2023	Hotel Tax	\$12.00	
<input type="checkbox"/>		05.07.2023	Business Meals (Attendees)	\$1,000.00	...
<input type="checkbox"/>		06.07.2023	Hotel	\$400.00	...
<input type="checkbox"/>		06.07.2023	Hotel Tax	\$12.00	...

Receipt

SAP Concur Expense

Attendees

Business Meals (Attendees)\$1,200.00

Alerts: 3

Amount\$1,200.00Attendees: 1\$1,200.00Remaining\$0.00

AddRemoveCreate GroupCopy from Request

	Alerts	Attendee Name	Attendee Title	External ID	Status	Company	Custom 08	Attendee Entry Custom 1	Custom 13	Attendee Entry Custom
<input type="checkbox"/>		NGE, Christian		christian@ng		e.com		None Selected		

RemoveCreate Group

CancelSave

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

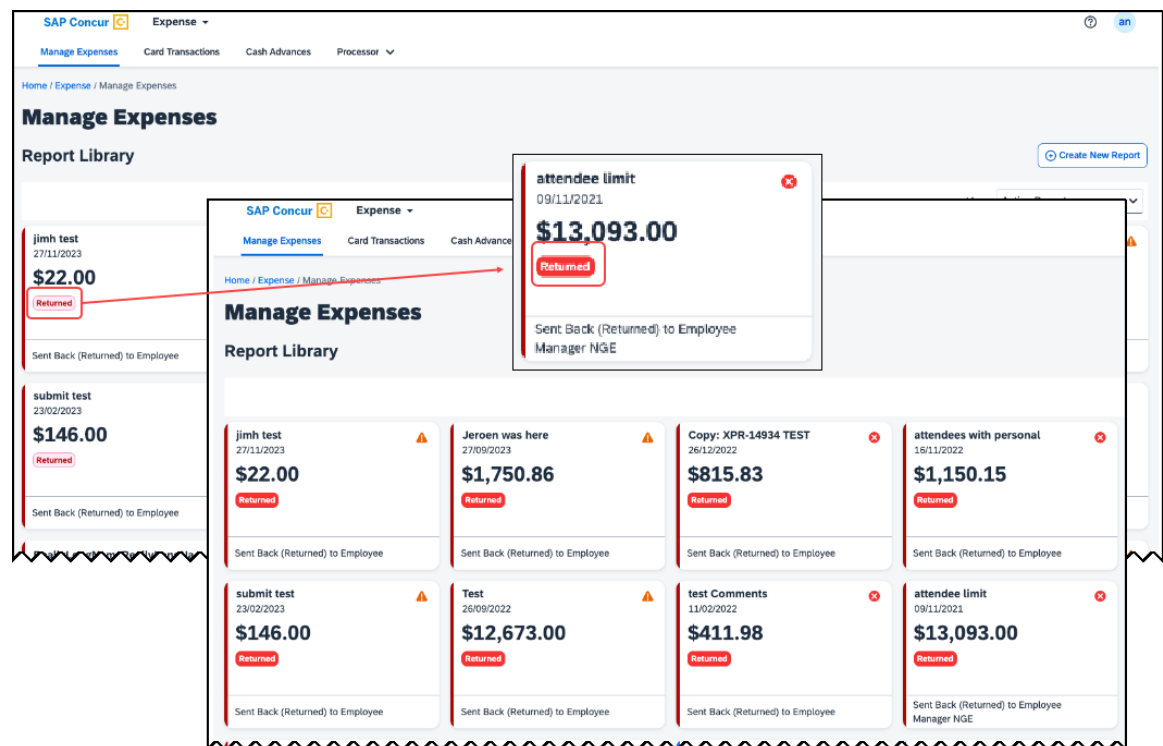
In an upcoming release, the rectangular indicator that shows the status of an expense report will be changed. With the change, this indicator will be more prominent and easier to read than the prior version.

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

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.

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.

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

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.

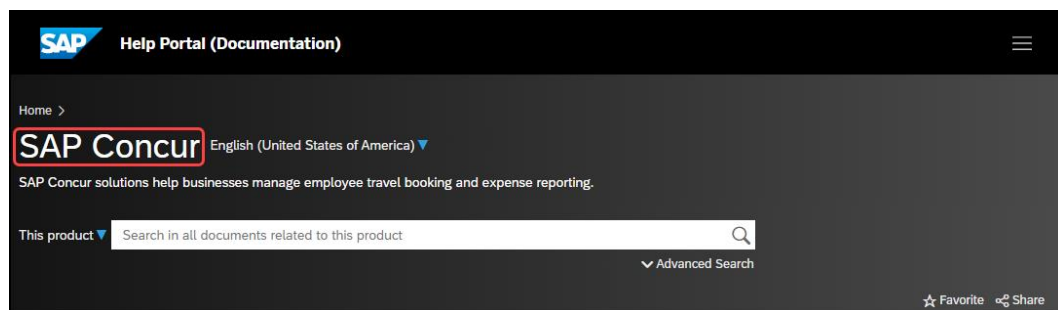
When changes to browser support are planned, information about those changes will also appear in the [Shared Changes Release Notes](#).

Additional Release Notes and Other Technical Documentation

Online Help

You can access release notes, setup guides, user guides, admin 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

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**.

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.

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