SAP Concur Release Notes

Concur Expense Professional / Premium

Month	Audience
Release Date: March 23, 2024 Update #1: March 26, 2024	Client FINAL

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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 <u>Shared Changes Release</u> <u>Notes</u>.

<mark>Audit Rules</mark>

Check for Expense Date Within Leave of Absence Date Range

Overview

With this release, the Audit Rules administrator may now create conditions that compare a data object date field (for example, an expense entry transaction date) against a Leave Of Absence (LOA) date range provided from the user's profile to determine if the date falls within a LOA period. Based on company policy, the resulting exception can prevent submission of the report or flag it for additional scrutiny during approval reviews.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature lets a company identify when the report's dates or expense dates conflict with company policy about incurring expenses during a leave of absence.

What the Administrator Sees

The administrator uses audit rule conditions to create a rule that compares the report date and/or expense dates found in a report against the user's LOA, by date range. The comparison is performed when the report is saved or submitted and can prevent the report from submission if the report and/or expense dates fall within the leave range and the absence type does not allow for expensing during the absence.

TYPES OF LOA

Leave of Absence information that is recorded in the user profile is classified by type of absence:

- **Voluntary:** An employee chooses to take time off from an employer (i.e. for personal reasons)
- **Mandatory:** An employer is required to grant the employee time off from work (i.e. for maternity / paternity leave, or for mandatory military service)

How the Date Ranges are Handled

The administrator uses two new date Operators, *Within Employee Mandatory Leave of Absence* and *Within Employee Voluntary Leave of Absence* when configuring the date range condition.

Audit Rules		
	xception	
Insert Remove		Select Operator
Data Object/Operator	Field/Value	Operation Select an appropriate operator for this condition.
Entry	Transaction Date	Is Not On This Day
Within Employee Voluntary Leave of A	bsence	Is now or in the past (time compare GMT)
Value	♥	Is in the future (time compared to GMT)
		Is Before
		Within Today +
	Möthic East	Within Today -
	Absence	ployee Voluntary Leave of Not Within Today -
		Not Equal
		bloyee Mandatory Leave of Is On This Day
	Absence	- Is Blank
		Equal
		Is Not Blank
		Not Within Today +
		Within Employee Voluntary Leave Absence
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~		Within Employee Mandatory Leave Absence

Note the following when using this feature:

- Both the LOA Start and End dates, and the absence type, Mandatory or Voluntary, are used
- If an employee has multiple historical LOAs, the rule will test the date as follows:
  - Between a Start and End date of a *single* range, such as Range A
  - Not between the Start date of Range A, and the End date of Range B
- A system exception appears if Expense cannot reach the user data from the user's profile service

#### Configuration / Feature Activation

Companies wishing to use this new option must:

- 1. Load LOA data into the user profile via the following API:
  - User Provisioning service
  - Identity v4.1
  - Identity v4
- 2. Create a custom audit rule employing these new conditions.

- For more information, refer to the *Concur Expense: Audit Rules Setup Guide*.
- For more information about loading LOA ranges into the user profile, refer to the User API at <u>developer.concur.com</u>.

# **Expense Pay**

# Additional AMEX Corporate Card Programs Now Supported for Europe

#### Overview

Expense Payment Manager now supports reimbursement for the following AMEX corporate credit card programs issued out of Europe:

- American Express EMEA Czechia (CZK)
- American Express EMEA Norway (NOK)
- American Express EMEA Poland (PLN)

#### BUSINESS PURPOSE / CLIENT BENEFIT

This update allows end users to automate the reimbursement process for corporate AMEX cards in these countries/currencies and 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	×
Program Name	
Payment Type	
Program Type: American Express - EMEA - Poland	<u>Verify IIN</u>
Currency PLN	
Active Yes 🗸	
Classic Z Payment Provider	
Corporation Number (CI	
	Save Cancel

#### End-User Experience

You will have to setup the card program and configure a card batch in the **Configure Batches** area of Payment Manager. To complete setting up the card program, request the **Corporation Number (CID)** from your AMEX representative, to enter in the corresponding field when setting up the card program.

#### Configuration / Feature Activation

# Verify

### Audit Profile: Quick Start Profiles

#### Overview

Currently, users manually configure **Checks** when creating **Audit Profiles**. From March 22 to March 24, a new feature will be available. Users can select **Add Essential Checks** to expedite the creation of profiles. This change will also be applicable to existing profiles where previously no checks were added.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This feature is being introduced to streamline the profile creation process and to avoid inconsistencies in different user profiles.

#### Administrator Experience

Currently, when a profile is being created, a user must select **Add Check** and add each check to the profile individually. This new feature enhances efficiency by adding default checks to each profile. Existing profiles which currently have no checks included, can also have checks added by clicking **Add Essential Checks**.

Selecting **Add Essential Checks** automatically adds the following checks to the profile:

- Incorrect Date
- Incorrect Amount
- Illegible receipt
- Expense type
- Duplicate receipt

#### Example

SAP Concur Home V			⑦ VA
	Add Essential Checks	د	<
Product Settings / Verify Audit Profiles / Audit Profile	The following essential checks will be added	to the profile:	
Audit Profile	Checks	Amount Trigger	
Additionic	Incorrect Date	None	* Required
Profile Name *	Incorrect Amount	None	- Kequieu
1.53	Illegible Receipt	None	
Contact Information 🔞	Incorrect Expense Type	None	
	Duplicate Receipt	None	
			Cancel Save
Checks (0)		Cancel Add Essential Checks	_
Add Delete			
Add Delete			
		17	
	Dulla add as	No Audit Checks	
		sential checks or add checks individually	
	Add C	Add Essential Checks	

Check values can also be updated by the administrator at any time, after these essential checks are added.

#### Configuration / Feature Activation

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

#### **Traveler Name Check Update**

#### Overview

Currently, the description of the traveler name check indicates that SAP Concur validates for an exact match of the traveler's name on the receipt. However, the check only confirms the presence of a traveler name.

SAP Concur will update the descriptions to accurately represent the true function of this check.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This change is being made to align the description with the functionality of the check.

#### Administrator Experience

Between March 22 and March 24, SAP Concur will update the check description of **Traveler Name** check to better reflect its functionality. This ensures the information provided matches the actual validation of the check.

Previously, the description read "We review the receipt and attempt to determine the traveler name. We compare the name on the receipt to the name from the expense report and will raise an exception if we suspect they don't match."

The updated description will read "We review the receipt and attempt to identify if a traveler name is present. We will raise an exception if a name is not present."

#### Configuration / Feature Activation

# **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 <u>Shared Changes Release Notes</u>.

# **Company Card**

#### ****Planned Changes** Enhancements to the Manage Transactions** Screen

Information First Published	Information Last Modified	Feature Target Release Date
March 2024		April 14, 2024
Any changes since the prev	ious monthly release are highlighted i	n yellow in this release note.

#### Overview

On April 14th, enhancements to the **Manage Transactions** screen will be available to the Company Card administrator for evaluation. These changes will be visible by default and the administrator may work with the new user interface and then decide to revert to the earlier version or continue with the newer version which will become the default user interface in an upcoming release.

**NOTE:** More feature information will be available in an upcoming release note.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This feature improves the company card experience by automatically displaying search results from the previous 30 days with the ability to perform a more complex search that displays hidden, visible, duplicate, and expensed transactions in a column order view familiar to administrators working in a financial statement format.

#### Administrator Experience

The Company Card administrator will see the simple search format of employee transactions of the previous 30 days. Transactions that are both hidden and visible to

employees (including transactions that are already on an expense report) will be returned.

Manage Card Programs	Manage Accounts	Manage Transactions	Preview M age Transactions	anage Lodge Transactions	Mercha	nt Code Mapping	Settings	View Import Logs	Check CR Acco
Some transactions m	and for it to appear in Concu	appear in Concur. Learn more							
Start Date * 🚱 02/03/2024	End Date * 🕑 03/04/2024	East 4 Dig	its of Card, Name on Card or Employ	vee ID Amount (Min	imum) 🛛	Amount (Maxir	num) 🥹	Search 0	open Filters
Release to Employee	Hide for Employe								
	Date @t=		Status		L	ast 4 Digits of Ca	rd Assign	nee Name	
	02/15/2024		Visible to Employee		1359 D08 CRTester				
kul	02701020		Assigned to a Report						
	02/15/2024		Hidden for Employee		1358 D08 CRTester				
			Potential Duplicate						
D.	02/15/2024		Hidden for Employee		1358 D08 CRTester		RTester		
L.	02.1512024		Posted Prior to Assignment Dat	e	1300 D00 CK lester				
	02/15/2024		Hidden for Employee		1358 D08 CRTester				
	VE AVECUN	Ŭ.	Potential Duplicate						
	02/15/2024	(	Hidden for Employee	)		10	58 DOS C	DTurter	
	02/15/2024		Posted Prior to Assignment Dat	e		13	00 008 0	K IESEEF	
	02/15/2024		Hidden for Employee				59 DOB CI		

From this simple format, the administrator clicks **Open Filters** to refine the search:

Start Date * @		End Date * 🚱		Last 4 Digits of Card, Name on Card or Employ-	te ID	Amount (Minimum) 🚱	Amount (Maximum) 6	)		
02/03/2024	8	03/04/2024	8	1234						
Merchant/Vendor				Status		Sub-Status				
				All	~	Potential Duplicate		~	Search	Close Filter

The Last 4 Digits... search now combines the logic for *all* the potential typed values:



Duplicate transactions are displayed using the **Potential Duplicate** attribute, and the informational window includes a link to release the transaction to the employee:

/lerchant/Vendor		Status All	*	Sub-Status Potential Duplicate	Search Close Filter
Release to Employee	Hide for Employee				
0	Date @fil	Status		Transaction Hidden ×	
	02/15/2024	Visible to Employee Assigned to a Report		Potential Duplicate	
0	02/15/2024	Hidden for Employee Potential Duplicate		There is already a transaction in Concur with similar attributes. Therefore, this transaction was identified by our system as a duplicate during	
	02/15/2024	Hidden for Employee Posted Prior to Assignment Date		import and hidden. Releasing this transaction will make it visible to the user for addition to an	
P5	02/15/2024	Hidden for Employee		Release this transaction	

Transactions both already assigned to a report or posted prior to assignment date are clearly marked. For some status types, hovering a cursor opens an informational window describing the condition, action, and links to take action as needed:

Date @†1	Status	Last 4 Digits of Card Assignee Name
02/15/2024	Visible to Employee	
02/10/2024	Assigned to a Report	Transaction Hidden ×
02/15/2024	Hidden for Employee	Posted Prior to Assignment Date
02/10/2024	Potential Duplicate	This transaction has been hidden because it is
02/15/2024	Hidden for Employ	posted prior to card assignment date minus
02/15/2024	Posted Prior to Assignm	transaction release period.
02/15/2024	Hidden for Employee	Releasing this transaction will make it visible to
02/10/2024	Potential Duplicate	the user for addition to an expense report.
02/15/2024	Hidden for Employee	Release this transaction
02/15/2024	Posted Prior to Assignment Date	Card assignment date: 02/29/2024
02/15/2024	Hidden for Employee	Currently configured transaction release period:
02/15/2024	Posted Prior to Assignment Date	5 (days)
02/15/2024	Hidden for Employee	Modify Transaction Release Setting
02/15/2024	Potential Duplicate	Please note: Existing transactions imported prior
	Hidden for Employee	to modifying this setting will need to be
02/15/2024	Posted Prior to Assignment Date	manually released.

#### Moving Between the Two Manage Transactions Windows

In the figures above both the **Manage Transactions** and **Preview Manage Transactions** tabs are shown for clarity. Only a *single* tab will be displayed for the benefit of the administrator, who may move from the new user interface to the original interface using the **Revert to prior experience** link.

r in Concur. Learn More	Use Previous Experience	×
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#### Configuration / Feature Activation

The change to the new user interface is visible by default and the administrator may revert to the original interface as needed. Note the new interface will display at any time the administrator moves from the screen and back again in a single session.

#### ****Planned Changes** Updates to New Card Account Pending** Assignment Email

Information First Published	Information Last Modified	Feature Target Release Date		
March 2024		April 4, 2024		
Any changes since the previous monthly release are highlighted in yellow in this release note.				

#### Overview

On April 4th, the email notifying the client of unassigned card accounts that require assignment will be changed. At that time, the text will be modified and a link to assign the accounts will be provided directly in the body of the email.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This feature improves the company card experience by clearly describing the error, the required action, and directing the administrator to the page using a link.

#### Administrator Experience

The Company Card administrator will see a modified email detailing the results of the card import.

P Concur C The following import contained one or more new card ar automatically assigned to an employee. Click here to view your Unassigned Card Accounts or go t	
> Manage Accounts. You can then assign the cards to users as needed.	
Import Name: cdf3 Import	
Run Number : 730	
Run date: 2024-01-22 07:39:23 GMT	
Link To Expense: https://integration.concursolutions.com	

In that email, modified text explaining that the import has unassigned card accounts that require assignment will be seen and a link that opens the **Manage Accounts** page where the unassigned accounts are listed will be available.

Compar	ny Card					
Manage Card Program	Manage Accounts	Manage Transactio	ns Preview Manage Transactions	Manage Lodge Transactions	Merchant Code Mapping	Se
Search By Card Program Type	Any	~				
Search In	Name on Card	<b>~</b>				
Show Only	Unassigned Individual Ad	counts 🗸				
( New Modify	Include Deleted Accoun Include Cancelled Accoun Assign Unassign	ints	tore			
Name on Card†≞	Account Type	Last Segm	Payment Ty			
ADRIAN NORTH	Individual	5678	Corporate C			
AirPlus Lodge Accou	nt Individual	3123	Corporate C			
ALLISON TAYLOR	Individual	8191	Corporate C			

Clicking **Assign Cards** (upper-right corner) lets the administrator begin this task.

#### Configuration / Feature Activation

The change will occur automatically; there are no additional configuration steps.

# **Expense Pay**

### ****Planned Changes** Enhanced User Interface in Payment** Manager

Information First Published	Information Last Modified	Feature Target Release Date	
March 2024		April 2024	
Any changes since the prev	in yellow in this release note.		

#### Overview

In an upcoming release, SAP Concur will enhance the **Funding Accounts** and **View Funding** screens to provide easier access to relevant information and to remove outdated elements from the user interface.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This feature will provide faster access to relevant information on screen in a simplified manner and reduces the number of clicks required to view the necessary information.

#### Administrator Experience

Navigate to the **Payment Manager > Configure Batches > Funding Account** screen to see the following updates:

- The **Bank ID** column will display the term **Provider Account** instead of **Global Account**.
- The **Account Number** column will not be populated with the **Provider Account ID** for Convera accounts.
- Removed the following columns: **Pay Cycle**, **Funding Type**, **On Hold**, **Active Date**, and **Test** as they are no longer in use or don't provide useful information.
- Added a new column labeled **Provider**. It will display the provider name **Worldline** or **Convera**, based on which provider was selected in the account.

Navigate to the **Payment Manager > Monitor Batches > View Funding** screen to see the following updates:

• Rearranged the **Global Funding** tab to be placed first as it contains more relevant information. The other two tabs **Direct Debit** and **Pre Fund** are no longer in use and hence, they will be removed from the UI.

- The Global Funding tab will be renamed to Provider Funding Amounts.
- The **Bank Statements** tab will be removed as it will not be in use any longer.

#### Configuration / Feature Activation

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

# Localization

### **Planned Changes** Removal of Expense Types Descriptions

Information First Published	Information Last Modified	Feature Target Release Date	
March 2024		April 12, 2024	
Any changes since the prev	in yellow in this release note.		

#### Overview

As of April 12th, 2024, SAP Concur will deprecate the descriptions for expense types. Currently, there is no possibility to set the descriptions for expense types in the Concur user interface or APIs, but these descriptions do display in the **Localization** tab in Concur Expense settings.

However, the localized text is not used within SAP Concur.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This feature prepares the client who uses the localization area for expense types for future feature enhancements.

#### Administrator Experience

In the **Administration > Expense > Expense Admin > Localization** tab, administrators will no longer see the contents in the **Description** and **Source Value** columns. All default descriptions (and any translated values) will be removed.

Expense Admin	Localizat	tion				
Expense Admin	Edit Localization Exp	ort Localization	Import Localization			
Accounting Administration Appearance Admin Attendee Import Templates	Source Language:		Target Language: English			
Attendees Audit Rules Audit Workbench Car Configuration Change Log	Find text in: English Save Cancel	~	Find text containing:	Search		
Company Info	Source Value ^{†=}	Exp	ense Type	Source Value	Description	Last Modified
Configuration Report	01. Travel	01.	Travel	Travel	Travel	03/01/2024
Currency Admin Custom Localization	02. Transportation	02.	Transportation			09/18/2020
Delegate Configurations	03. Meals and Entertai	nment 03.	Meals and Entertainment	Meals and Entertainment	Meals and Entertainment	09/18/2020
Email Reminders	04. Office Expenses	04.	Office Expenses	Office	Office	09/18/2020
Exceptions	05. Communications	05.	Communications			09/18/2020
Expense Type Import	06. Fees	06.	Fees			09/18/2020
Expense Types Feature Hierarchies	07. Other	07.	Other	Rename type with a similar exp	Rename type with a similar exp	09/18/2020
Forms and Fields	08. Relocation/Ex-Pat	08.	Relocation/Ex-Pat			09/18/2020
Group Configurations	09. Cash Advance	09.	Cash Advance	Parent expense type for cash a	Parent expense type for cash a	09/18/2020
Imaging Settings	Agency Booking Fees	Age	ncy Booking Fees			09/18/2020
Localization	Air Fare	Air	are	Canada airfare. Eligible for Pre	Canada airfare. Eligible for Pre	09/18/2020
Locations	Airfare en	Airf	are en	Eligible for Prepop. All charges	Eligible for Prepop. All charges	04/19/2023
Map Expense Concept Fields	Airfare Ticket Tax	Airf	are Ticket Tax			09/18/2020
Payment Types	Airling Food	A 1.41	no Fooe			04/06/2022

**NOTE:** Administrators must save any translations or texts that was used in the localization area for expense types.

#### Configuration / Feature Activation

# **Miscellaneous**

#### **Planned Changes** Keyboard Shortcuts for Expense Screens

Information First Published	Information Last Modified	Feature Target Release Date		
March 8, 2024		March 26, 2024		
Any changes since the previous monthly release are highlighted in yellow in this release n				

#### Overview

Targeted for March 26th, 2024, SAP Concur will enable convenient keyboard shortcuts in selective Concur Expense screens such as **Expense Home**, **Report Page**, and **Expense Entry Page**.

**NOTE:** This feature will currently be available in English only.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This update will offer users a more convenient way to navigate the expense application faster, ultimately improving productivity, efficiency, and user satisfaction.

#### End-User Experience

On selective Expense screens such as **Expense Home**, **Report Page**, and **Expense Entry Page**, press **SHIFT** + / to view the available shortcuts and to toggle the keyboard shortcuts ON or OFF.

SAP Concur Expense 🗸					⑦ AE
_		Keyboard Shortcuts	×		0
Manage Expenses Card Transactions	Cash Ad	On			
Home / Expense / Manage Expenses					
Manage Expenses		Expense Home			
manage Expenses		Action	Keyboard Shortcut		
Report Library		Show Keyboard Shortcuts	✿ /		
		Create New Report	n		
		Upload New Receipt	u	View:	Active Reports 🗸
XPR-49059	Те	Scroll to Report Library	X c		
02/12/2024	02	Scroll to Available Expenses	₹ e		
\$40.00	\$				
Not Submitted					
Available Expenses					Upload Receipt
<b>1</b> Enable Expense Assistant and these expe	nses will be	placed in a report for you. Learn More			
Drag and drop files to upload a new receipt. Valid	file types fo	or upload are .png, .jpg, .jpeg, .pdf, .tif or .tiff.			

SAP Concur Expense V					0	AE
Manage Expenses Card Transactions Cash Ad	Keyboard Shortcuts	×				
Manage Expenses Card Transactions Cash Ad	On					
Home / Expense / Manage Expenses / XPR-49059	Demort Dege					
Alerts: 2	Report Page	Keyboard Shortcut				~
	Action					
1 There are cash advances available to add to this repor	Show Keyboard Shortcuts	<b>企</b> /				×
VDD 40050 \$40.00	Go to Expense Home	g e				
XPR-49059 \$40.00	Add Expense	n	Delete Report	Copy Report S	iubmit R	eport
Not Submitted   Report Number: 6N4ZS6	View report header	1				
Report Details V Print/Share V Manage Receipts V	Submit Report	S		View Availab	ole Recei	ipts 🗎
Add Expense Edit Delete Copy Allocate	Copy Report	c	View:	Detail		~
☐ Alerts↓↑ Receipt↓↑ Payment Type↓↑ Ex	Delete Report	d L	Amount↓↑	Receipt Status↓↑	Date	
	Toggle Receipt Panel	℃ 2 tle,				
Cash Lu		ning	\$40.00 gton	Ν	02/0:	

lanage Expenses Card Transactions Cash Ad			
	On		
e / Expense / Manage Expenses / XPR-49059 / Lunch	Expense Entry Page		
lerts: 1	Action	Keyboard Shortcut	
You must attach a receipt image to this expense.	Show Keyboard Shortcuts		
D Lunch \$40.00	Go to Expense Home	g e	Cancel Delete Expense Save Exper
1/2024	Go to Report Page	g c	
Details Itemizations	Save Expense	S S	Hide Receipt
	Delete Expense	d	
Allocate	Toggle Receipt Panel	τ 2	
xpense Type *	Upload New Receipt	u	CFDi
unch	View Attendees	р	
ansaction Date *	View Allocations	а	
02/01/2024			
ty	Enter Vendor Name		
Seattle, Washington X	<b>v</b>		

#### Configuration / Feature Activation

# Reports

# **Planned Changes** Preferred Name for Expense Submitter

	Information First Published	Information Last Modified	Feature Target Release Date	
	March 15, 2024		Q2, 2024	
Any changes since the previous monthly release are highlighted in yellow in this release no				

#### Overview

Targeted for the second quarter of 2024, Concur Expense will support preferred names for users submitting expenses. The users will be able to view the preferred name that has been setup for approvers, company attendees, and other elements that display a name field, if the preferred name has been configured for the user.

Today, in Concur Expense, users can set a preferred name for themselves. In the second quarter of 2024, Concur will display the preferred name for approvers, company attendees, and other names that an expense submitter will see in the system.

For example, if a user with expense approver permissions has specified a preferred name, this preferred name will display to users submitting expenses, when selecting an approver, or when viewing the timeline for an expense report.

Similarly, if another user in the same company has specified a preferred name in Concur Expense, an expense submitter will see the preferred name when searching for an attendee, and when the user has been added as an attendee to an expense.

#### BENEFIT

This update will offer users the flexibility to set up their own preferred names at work, compared to using their given first names and improves user satisfaction.

#### End-User Experience

The user who is an expense submitter will see the preferred names that is configured for other employees that they interact with in the system, if their locale supports preferred name. This preferred name will appear in places where the users may have seen the given name of the employee previously.

#### Configuration / Feature Activation

# 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 <u>Accessibility Updates</u> page.

# **Gender Diversity**

### **Gender Diversity Planned Features and Changes**

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 <u>SAP's commitment to supporting gender diversity</u> 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 <u>SAP</u> <u>Concur release notes</u>.

# **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:

- Click the following link to navigate to the SAP Sub-processors / Data Transfer Factsheets page: <u>SAP Sub-processors / Data Transfer Factsheets</u>
- 2. Sign in to the SAP Support Portal using your Support User ID (S-user) and password.

**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 <u>Your New Support User ID (S-user)</u> and to the <u>Learn All</u> <u>About S-User IDs</u> 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: <u>Privacy-Request@Concur.com</u>

# **Supported Browsers**

#### Supported Browsers and Changes to Support

For information about supported browsers and planned changes to supported browsers, refer to the <u>Concur Travel & Expense Supported Configurations</u> guide.

When changes to browser support are planned, information about those changes will also appear in the <u>Shared Changes Release Notes</u>.

# 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 <u>SAP Concur solutions page</u>.

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# **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 <a href="https://concursolutions.com/portal.asp">https://concursolutions.com/portal.asp</a>.
  - 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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