

SAP Concur Release Notes Concur Request Professional/Premium	
Month	Audience
Release Date: January 20, 2024 Initial Post: January 19, 2024	Client – FINAL

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Release Notes

This document contains the release notes for Concur Request 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](#).

SAP Concur Platform

****Ongoing** Decommission of Existing Concur Request APIs (v1.0, v3.0, v3.1)**

Information First Published	Information Last Modified	Feature Target Release Date
June 2020	May 12, 2023	To be determined
Any changes since the previous monthly release will be highlighted in yellow in this release note.		

Overview

The **decommissioning** process for v1.0, v3.0, and v3.1 APIs is nearing completion. Clients who have not yet migrated to the Concur Request v4 APIs are encouraged to make the required developments. The decommissioning process has been ongoing since June 1st, 2021. The legacy Concur Request APIs (v1.0, v3.0, v3.1) will only be supported on a limited case-by-case basis. A new decommission date will be set, after which, the legacy APIs (v1.0, v3.0, v3.1) will no longer be accessible in Production, in accordance with the [SAP Concur API Lifecycle & Deprecation Policy](#).

API Timeline for v1.0, v3.0, v3.1:

- Deprecation – March 1, 2020 – May 31, 2021
- Decommission – Since June 1, 2021

BUSINESS PURPOSE / CLIENT BENEFIT

The Concur Request APIs v1.0, v3.0 and v3.1 only support the previous authentication method, which is not best security practice and does not meet the OAuth2 standards. In addition, the previous versions of the Concur Request APIs provided limited possibilities for moving a Request through the approval workflow, as well as managing custom simple & connected list fields. These issues are resolved with the new Concur Request v4 APIs.

In addition, SAP has run a backward compatibility project between the current Concur Request APIs and the new Concur Request v4 APIs (not iso-compatibility) in order to have the vast majority of use cases managed in the previous versions also be managed in the Concur Request v4 APIs.

Configuration / Feature Activation

Please work with your SAP Concur representative to move from your current legacy Concur Request APIs (v1.0, v3.0, v3.1) towards the Concur Request v4 APIs.

****Ongoing** Move from the Travel Request External Validation Callout v1 to the Event Subscription Service (ESS)**

Information First Published	Information Last Modified	Feature Target Release Date
January 2023	May 12, 2023	To be determined
Any changes since the previous monthly release will be highlighted in yellow in this release note.		

Overview

The Travel Request External Validation Callout v1 API designed to work with the Concur Request v1 API is being decommissioned. Instead of calling the Travel Request External Validation Callout v1, the Event Subscription Services (ESS) should be used to subscribe to the Request events (<https://developer.concur.com/api-reference/ess/v4.event-subscription.html>).

Configuration / Feature Activation

Please work with your organization to move from the Travel Request External Validation Callout v1 to Event Subscription Services (ESS).

For new clients that want to use the Concur Request External Validation Workflow feature, please work with your SAP Concur representative to begin using the Concur Event Subscription Service and configure the Concur Request Workflow appropriately.

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](#).

Audit Rules

****Planned Changes** Audit Rule Support for Employee's Start and Termination Dates**

Information First Published	Information Last Modified	Feature Target Release Date
December 1, 2023	--	January 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Soon you will be able to create audit rules in Concur Request based on a user's employment duration, including their employment start and termination dates. This ensures that users can create expected expenses that occur only during their employment term.

Additionally, you can create an audit rule that permits users to create expected expenses a week or so prior to their employment start, for instance, if the user has job-related expenses before their employment begins.

This feature applies to any data object with a date field. The date field will be compared to the employee object's start date or termination date.

BUSINESS PURPOSE / CLIENT BENEFIT

This update helps customers identify expected expenses that occur outside of a user's employment term and helps reduce the risk of fraudulent expected expense submissions.

Administrator Experience

When creating audit rules using date fields, the administrator will see **Start Date** and **Termination Date** listed as fields associated with the employee object.

Audit Rules

Custom

Validation

1 Audit Rule

2 Conditions

3 Exception

Insert

Remove

Data Object/Operator	Field/Value	Operation
<input type="checkbox"/> <div></div>		
<div>Request</div>	<div>Submit Date</div>	
<div>Is Before</div>		
<div>Employee</div>	<div>Start Date</div>	<div></div>
<div></div>		<div></div>
<div><div><div>And</div><div>Or</div></div></div>		
<input type="checkbox"/> <div></div>		
<div>Request</div>	<div>Submit Date</div>	
<div>Is After</div>		
<div>Employee</div>	<div>Termination Date</div>	<div></div>
<div></div>		<div></div>

Oldest Cash Advance Date

Start Date

Termination Date

Cancel

<<Previous

Next>>

End-User Experience

Users may encounter exceptions due to audit rules that use their employment start or termination date.

Configuration / Feature Activation

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

Cost Objects

****Planned Changes** Cost Object Fields Editable for Self-Booked Segments**

Information First Published	Information Last Modified	Feature Target Release Date
July 21, 2023	December 1, 2023	February 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

With the September 2022 release, the ability to configure cost object fields for travel segments on a request was added to Concur Request. Currently, these cost object fields are read-only for self-booked travel segments, and when self-booked travel segments are updated after the trip has been changed in Concur Travel, the cost object field values are deleted.

With this update, cost object fields on self-booked travel segments will be editable. Also, if self-booked travel segments on a request are updated following changes to the associated trip in Concur Travel, the values of the cost object fields in the self-booked segments will be retained.

BUSINESS PURPOSE / CLIENT BENEFIT

This update ensures cost object fields are handled the same way for all travel segments on a request, regardless of whether the travel segments are self-booked.

End-User Experience

If you need to modify cost object field values in self-booked travel segments on a request, you will be able to edit the field values.

When the trip associated with self-booked travel segments in a request is updated in Concur Travel, the existing cost object field values in the self-booked travel segments will no longer be deleted. These cost objects field values will be retained.

Configuration / Feature Activation

These changes will occur automatically; there are no additional configuration steps.

Request Assistant

****Planned Changes** New Request Assistant for Request Cost Estimates with Generative AI**

Information First Published	Information Last Modified	Feature Target Release Date
January 19, 2024	--	March 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

SAP Concur plans to introduce Request Assistant to Concur Request. Request Assistant will be an optional feature based on generative AI technology that provides travel cost estimates for a request. The cost estimates will be based on the trip information you provide, and the cost estimates can be reviewed before being added to the request. Once the cost estimates are accepted, Request Assistant will create the request with expected expenses and/or segments automatically.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature helps automate the request creation process when travel costs need to be evaluated and provides an easier end user experience.

End-User Experience

When creating a new request, you will select the applicable request policy, the start and end date of the trip, the travel services, the city you plan to travel from, and the city you plan to travel to. Request Assistant will then generate plausible travel cost estimates for the services you requested.

You will then review the generated travel cost estimates, and either:

- make changes and let Request Assistant regenerate the travel costs estimates again for your review.
- accept the generated travel cost estimates and let Request Assistant create the request with expected expenses and/or segments based on the generated estimates automatically.

You may then send the request for approval.

Configuration / Feature Activation

Opt-in for Request Assistant is currently targeted for March 2024. When Request Assistant becomes available, you will need to contact SAP Concur to enable the feature for your organization.

User Interface (UI) Changes

****Planned Changes** Search Field to be Added to the Manage Requests and Approvals Pages – STATUS UPDATE**

Information First Published	Information Last Modified	Feature Target Release Date
December 1, 2023	--	Q1 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

SAP Concur continues to work on this change. With the next release, this information will be removed. When this change gets closer to a release date, this information will again appear in the release notes document.

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 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 [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.

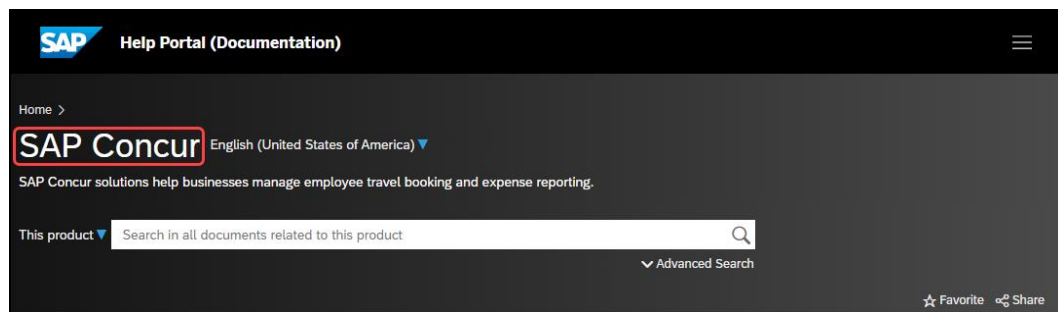
When changes to browser support are planned, information about those changes will also appear in the [Shared Changes Release Notes](#).

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.

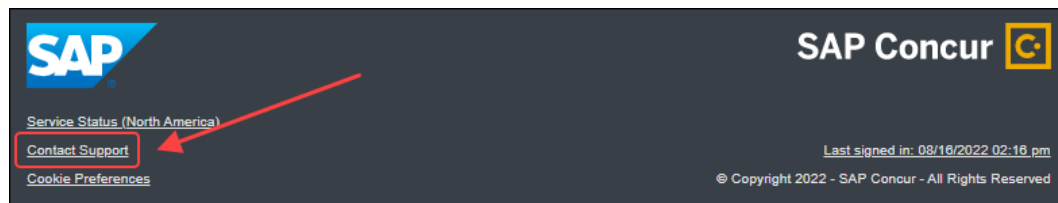
To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the [SAP Concur solutions page](#).



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.

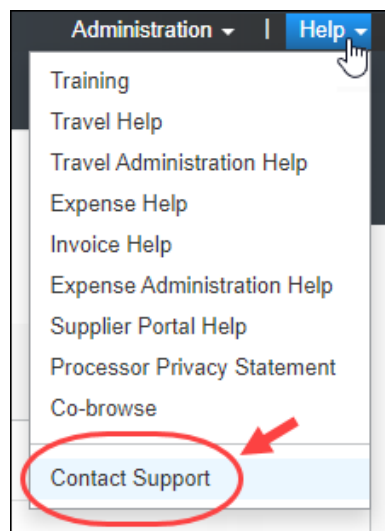
Cases

Check Support Case Status

The steps in this procedure provide instructions for checking whether a case is resolved.

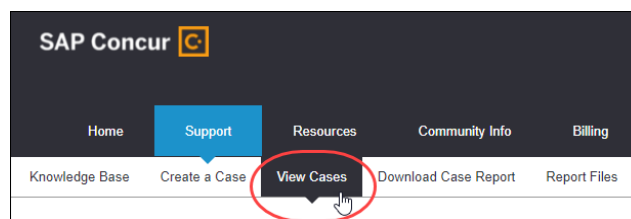
► **To check the status of a submitted case**

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.

SAP Concur

Welcome
My Profile | Close

Home

Support

Resources

Community Info

Billing

Knowledge Base

Create a Case

View Cases

Download Case Report

Report Files

5 - My Cases

Printable View

View: 5 - My Cases

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1 - All Open Admin Cases

2 - All Closed Admin Cases

3 - All Open End User Cases

4 - All Closed End User Cases

5 - My Cases

Recently Viewed Cases

New Case

Action	Status	Priority	Contact Name	Site/URL/Acct. #	Date/Time Opened	Date of Last Comment
Edit	Updated					
Edit	Closed					
Edit	Closed					
Edit	Closed					
Edit	Closed					

Show me [fewer](#) / [more](#) records per list page

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