

<b>SAP Concur Release Notes</b> <b>Concur Request Professional/Premium</b>	
<b>Month</b>	<b>Audience</b>
Release: March 23, 2024 Initial Post: March 22, 2024	Client – FINAL

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# Release Notes

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This document contains the release notes for Concur Request Professional edition.

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**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](#).

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## Cost Objects

### Cost Object Fields Editable for Self-Booked Segments

#### **Overview**

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

With this update, cost object fields on self-booked travel segments are now 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 are now 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 can now 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 are no longer be deleted. These cost objects field values are now retained.

#### **Configuration / Feature Activation**

These changes occurred automatically; there are no additional configuration steps.

# Request Assistant

## Request Cost Estimates with Generative AI

### Overview

With this release, SAP Concur introduces Request Assistant to Concur Request. Request Assistant is an optional feature based on generative AI technology that provides travel cost estimates. The parameters of the planned trip may be altered, and the cost estimates generated again for your review and comparison. When accepted, Request Assistant will create the request with expected expenses automatically.

### BUSINESS PURPOSE / CLIENT BENEFIT

Request Assistant improves user experience by using a simplified user interface and generative AI technology to provide travel cost estimates for easier review and comparison, and by automatically creating requests with expected expenses based on the generated cost estimates.

### Administrator Experience

To enable Request Assistant for a policy, the **Request Cost Estimate Assistant** checkbox must be enabled for a policy in **Administration > Request > Request Policies**.

The screenshot shows the 'View Request Policy: Request Estimate Policy' configuration page in SAP Concur. The page has a left sidebar with 'Request Admin' and various sub-links. The main content area has tabs for 'General', 'Segments', 'Expense Types', 'Print Formats', and 'Auto Submit Conditions'. The 'General' tab is active, showing various policy settings. The 'Request Cost Estimate Assistant' checkbox is checked and highlighted with a red box. Other settings include Name, Type, Request Workflow, Request Header Form, Editable By, Agency Notification, Agency Last Approval Notification, Agency Recall After Approval Notification, Disable Ability to Create New Requests, Enable Cancellation, Enable Post Approval Trip Update, Disable Travel Allowance, Agency Pre-Approval Cancellation Notification, and Agency Post-Approval Cancellation Notification.

No other changes are needed on the **Segments, Expense Types, Print Formats,** and **Auto Submit Conditions** tabs. Save the change in the policy by clicking the **Next** button on all tabs, and then clicking the **Done** button.

---

**NOTE:** The Request Configuration Administrator (Restricted) role can enable the **Request Cost Estimate Assistant** checkbox by clicking on the **View** button when the appropriate policy is selected in **Administration > Request > Request Policies**.

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For more information about Request Assistant, refer to the *Concur Request: Policies and Groups Setup Guide*.

### **End-User Experience**

#### **▶ To use Request Assistant to create a new request:**

1. On the **Create New Request** page select the policy from the **Request Policy** list that has Request Assistant enabled. Make sure the **Request Assistant is ON** toggle is enabled.

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**NOTE:** If you disable Request Assistant using the **Request Assistant is ON** toggle and later start to create a new request on the **Create New Request page**, the **Request Assistant is ON** toggle will be disabled until enabled again.

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2. Select the travel services by enabling the appropriate checkboxes.
3. Enter the name of the request in the **Request Name** field.
4. Select the start date of the trip in the **Start Date** field.
5. Select the end date of the trip in the **End Date** field.
6. Select the city you plan to travel from in the **From City** list.
7. Select the city you plan to travel to in the **Main Destination City** list.

8. Click the **Next** button to generate travel cost estimates.

Create New Request

Request Name \*

Start Date \*

MM/DD/YYYY

From City \*

Request Policy \*

Request Estimate Policy

End Date \*

MM/DD/YYYY

Main Destination City \*

Request Assistant is On

Select the services to estimate: \*

Flight

Train

Hotel

Taxi

Cancel

Next

You then review the generated travel estimates, and either:

- Make changes and let Request Assistant regenerate the travel costs estimates again for your review by clicking the **Regenerate** button.
- Accept the generated travel cost estimates and let Request Assistant create the request with expected expenses based on the generated estimates automatically by clicking the **Create Request** button.

Request Assistant

✕

✦ Request Estimate

\$1,500.00

"I need to travel from Paris, FRANCE to Prague, CZECH REPUBLIC from 03/14/2024 to 03/22/2024. I require Flight, Hotel."

Flight

\$300.00

Paris, FR - Prague, CZ

The base cost for a round-trip flight from Paris, FR (Charles de Gaulle Airport) to Prague, CZ (Václav Havel Airport Prague) is typically around 300 USD. This is based on average prices for tickets booked in advance.

Class

Any class

Connection

Any connection

Any connection

Direct

One Stop

Hotel

\$1,200.00

Prague, CZ

The average cost for a mid-range hotel in Prague is around 150 USD per night. For the duration of your stay (8 nights), this would be 1200 (8\*150) USD.

Rating

Any rating

Regenerate

Back

Cancel

Create Request



You may then interact with the created request like you would with a request created without using Request Assistant.

SAPConcur

Requests

?

TN

Manage Requests

Home / Requests / Manage Requests / Business Conference

Business Conference € 1,400.00

Copy Request

Submit Request

Not Submitted | Request ID: 7JJC

Request Details

Print/Share

EXPECTED EXPENSES

Add

Edit

Delete

Allocate

<input type="checkbox"/>	Expense type	Details	Date	Amount	Requested
<input checked="" type="checkbox"/>	Air Ticket	Prague, CZECH REPUBLIC - Seattle, Washington : Round Trip	03/18/2024	€ 800.00	€ 800.00
<input type="checkbox"/>	Hotel Reservation	Seattle, Washington	03/18/2024	€ 600.00	€ 600.00
					€ 1,400.00

Configuration / Feature Activation

Request Assistant is automatically available to all clients except for China data center and PSCC clients.

## 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

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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.

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**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](#).

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**There are 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.

## 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 [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.

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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 \(S-user\)](#) and to the [Learn All About S-User IDs](#) blog post.

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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](#).

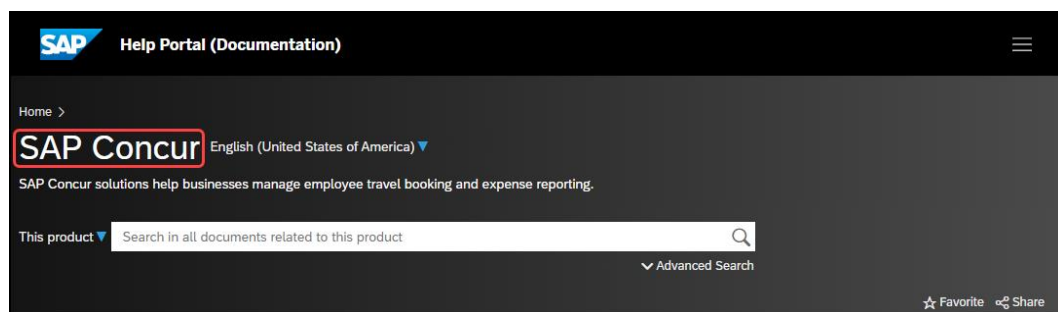
# Additional Release Notes and Other Technical Documentation

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## 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.

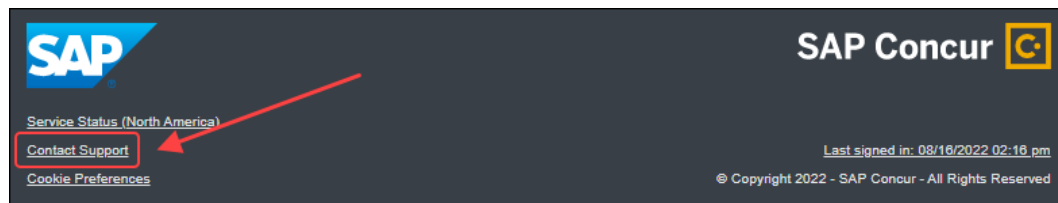
To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the [SAP Concur solutions page](#).



## 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.

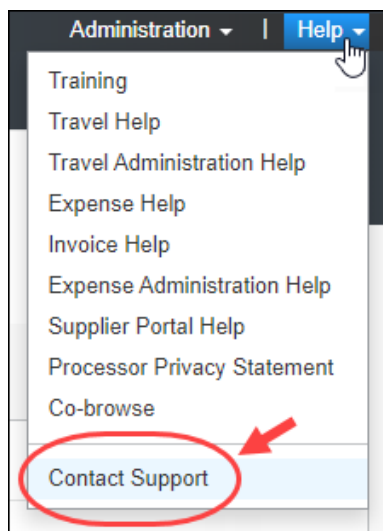
# Cases

## Check Support Case Status

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

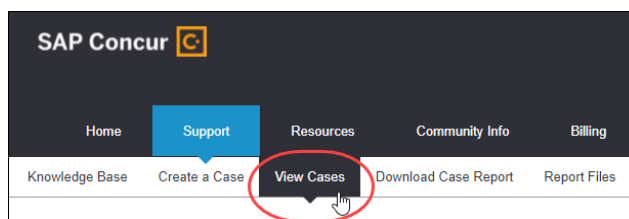
► **To check the status of a submitted case**

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

<Previous Page | Next Page>

Edit

1 - All Open Admin Cases

Edit

2 - All Closed Admin Cases

Edit

3 - All Open End User Cases

Edit

4 - All Closed End User Cases

Edit

5 - My Cases

Edit

Recently Viewed Cases

New Case

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

Show me fewer / more records per list page

<Previous Page | Next Page>

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