

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)**

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January 2023	May 12, 2023	To be determined
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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

CustomValidation

1 Audit Rule2 Conditions3 Exception

InsertRemove

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>AndOr</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>

Select Field

Select a field from the list. The fields that appear pertain to the Data Object you selected.

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
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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.

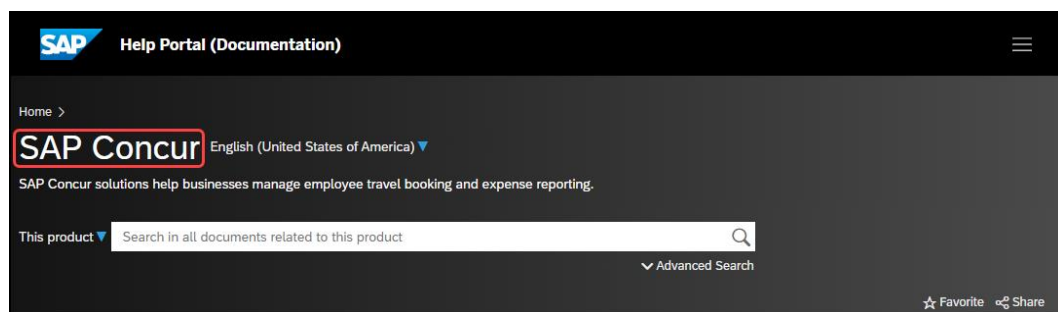
When changes to browser support are planned, information about those changes will also appear in the [Shared Changes Release Notes](#).

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.

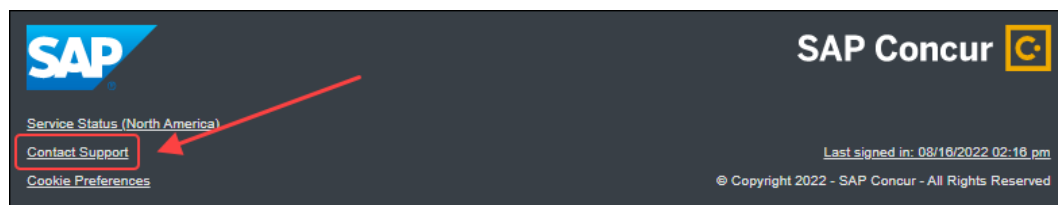
To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the [SAP Concur solutions page](#).



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.

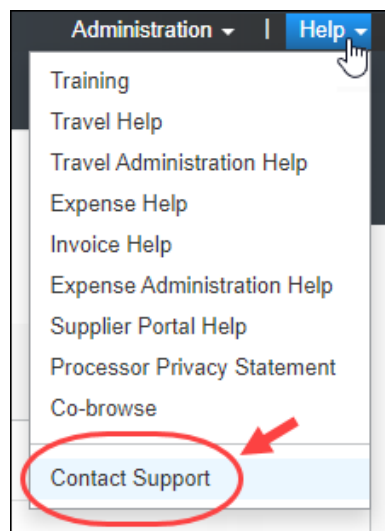
Cases

Check Support Case Status

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

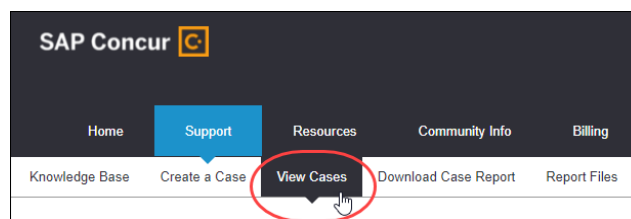
► **To check the status of a submitted case**

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

<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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Audit Rules

Audit Rule Support for Employee's Start and Termination Dates

Overview

With this release, you are now 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"/> Request	Submit Date	
Is Before		
<input type="checkbox"/> Employee	Start Date	
Is After		

☐ And ☒ Or

☐ Request

Submit Date

Is After

☐ Employee

Termination Date

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.

SAP Concur Platform

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

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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.

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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.

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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.

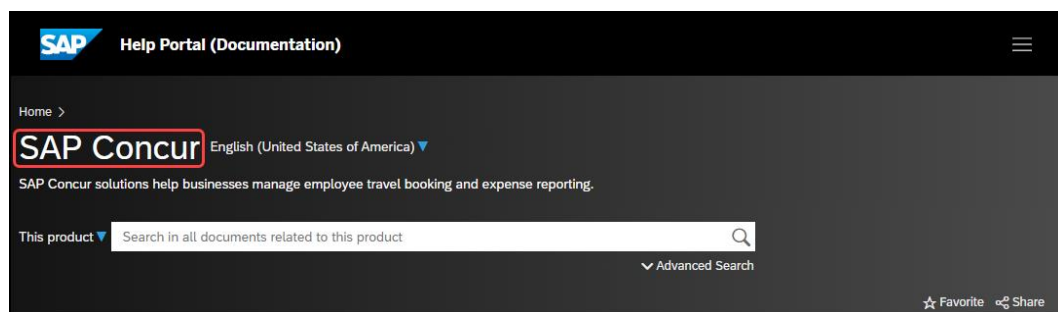
When changes to browser support are planned, information about those changes will also appear in the [Shared Changes Release Notes](#).

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.

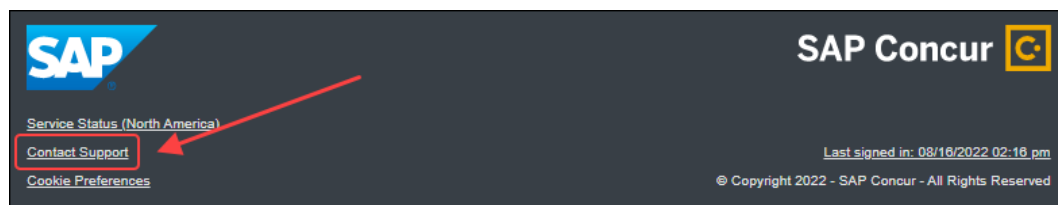
To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the [SAP Concur solutions page](#).



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.

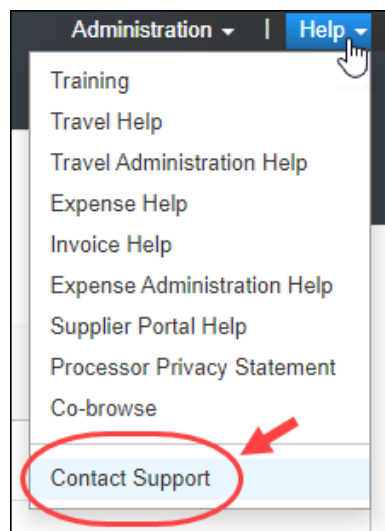
Cases

Check Support Case Status

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

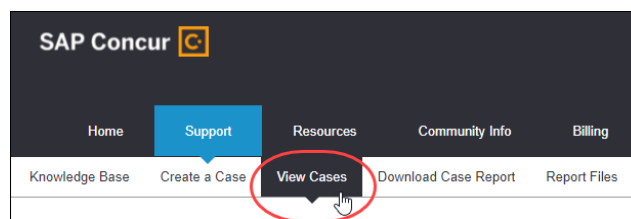
► **To check the status of a submitted case**

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

HomeSupportResourcesCommunity InfoBilling

Knowledge BaseCreate a CaseView CasesDownload Case ReportReport Files

5 - My CasesPrintable View

View: 5 - My Cases

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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					
Edit	Closed					

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

<Previous Page | Next Page>

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Month	Audience
Release: March 23, 2024 Initial Post: March 22, 2024	Client – FINAL

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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. 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**.



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.

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.

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

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](#).

There are no planned changes this month.

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

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

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3. On the *SAP Sub-processors / Data Transfer Factsheets* page, type "Concur" in the **Search** field.
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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.

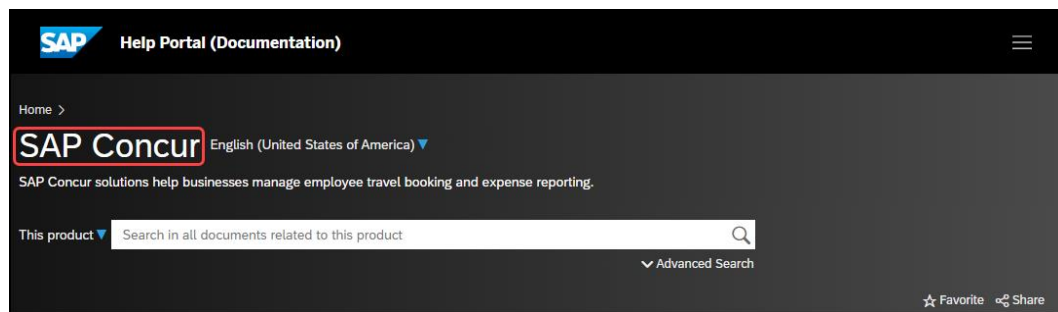
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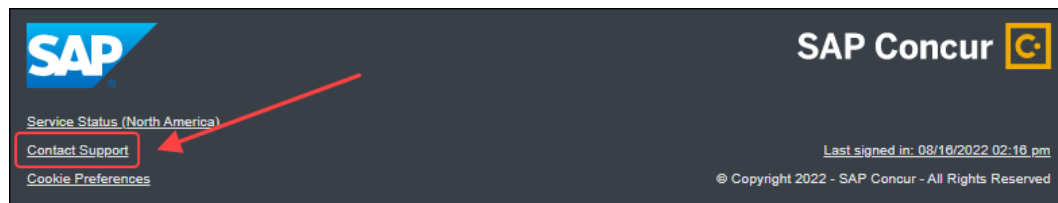
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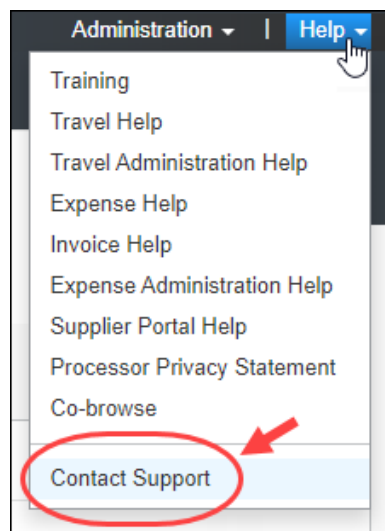
Cases

Check Support Case Status

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

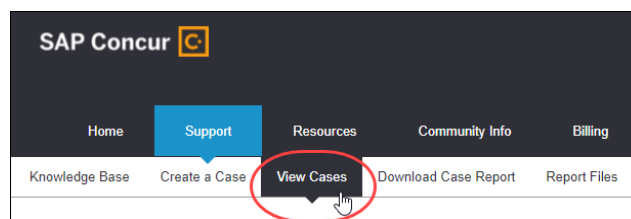
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SAP Concur

Welcome [User]
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

[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					
Edit	Closed					

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

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

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Japan Public Transport (JPT)

New Japan Public Transportation Expense Type

Overview

With this release, SAP Concur introduces the Japan Public Transportation expense type to Concur Request.

The Japan Public Transportation (JPT) feature is intended for use by both Japanese domiciled companies, and by multinational companies with employees located in Japan. The rail content sourced is specific to the Japan marketplace. The feature cannot be used with any rail content outside of Japan.

The JPT feature in Concur Request allows users to create requests with the Japan Public Transportation expense type using robust route searches to search for and select their applicable routes and to create and save regularly used routes as route favorites for easier searching when creating and submitting a JPT request.

End-User Experience

When the Japan Public Transportation feature is enabled for your organization, Japan-based users can add an expected expense for JPT on a request by selecting the new Japan Public Transportation expense type. When creating a request for JPT, you will need to select the Concur Request policy associated with the Japan Public Transportation expense type.

Create New Request

Request Policy *

JPT Request Policy

Request Name *

Japan 2024 Conference

Start Date *

04/15/2024

End Date *

04/22/2024

Purpose *

Travel to the trade conference.

Comment

31/500

0/500

Cancel

Create Request

After selecting the policy and creating the request, select the *Japan Public Transportation* expense type from the **Add expected expenses and/or travel plans** dialog.

Add expected expenses and/or travel plans ✕

Search for an expense type

▼ 01. Travel Expenses

- Hotel Reservation

▼ 02. Transportation

- Air Ticket
- Car Rental
- Railway Ticket
- Japan Public Transportation**

After selecting the *Japan Public Transportation* expense type, a new dialog, **Route Search**, opens.

On the **Route Search** tab, you need to search for the route associated with your trip by providing the required JPT route search criteria:

- Trip Date: The date the trip occurs.
- Time: The time the trip occurs.
- Trip type: The type of trip taken – **One-way** or **Round Trip**.
- Seat Type: The user has three options: **Non-reserved**, **Reserved**, or **Green (first class)**.
- Departure Station: as you type, Concur Request deploys a search and filter list, allowing you to select the appropriate departure station.
- Arrival Station: as you type, Concur Request deploys a search and filter list, allowing you to select the appropriate arrival station.

The **IC Card Fare** check box indicates whether the user ("traveler") paid for their ticket using their travel card or if the ticket was purchased from the ticket counter. When the check box is selected (enabled), it means the ticket was paid for with the traveler's travel card. The **IC Card Fare** checkbox is selected by default.

When you click **Search**, Concur Request returns a maximum of five route results in the **Route Results** section of the **Route Search** tab.

Route Search

Route Search

Favourite Routes

Trip Date *

04/15/2024

Time *

08:00 am

Trip Type

One-way

Seat Type

Non-reserved

Departure Station *

Shi-Bunka-Kaikan-Higashi/Saga-City-Bus...

Arrival Station *

Ginza (Tokyo)

Via 1

Via 2

Remove Via Stations

Search

☒ IC Card Fare

ROUTE RESULTS:

Displaying 5 results.

Sort By

Cheap

Shi-Bunka-Kaikan-Higashi/S → Ginza (Tokyo)

Trip Date: 04/15/2024 08:00 am

Fast

Cheap

☆ 08:17

Shi-Bunka-Kaikan-Higashi/Saga-City-Bus

→ 14:47

Ginza

¥24,028

Select R...

6 hr 30 min / 1,229.5 km

Transfer: 4

In the **Route Results** section, you can click the down arrow next to the **Select Route** button to expand the route details. Click the **Select Route** button to select the route for your JPT expected expense.

Fast

Cheap

☆

08:17

Shi-Bunka-Kaikan-Higashi/Saga-City-Bus → 14:47

Ginza

¥24,028

Select Route

^

6 hr 30 min / 1,229.5 km

Transfer: 4

○

Shi-Bunka-Kaikan-Higashi/Saga-City-Bus

Dep 08:17

¥160

Saga-City-Bus 二俣線(金立公民館前 - 佐賀城跡) for Sagajo-Ato

10 min / Stops: 4 / 2.0 km

↓

○

Saga-Eki-Bus-Center/Saga-City-Bus

Arr 08:27

Dep 08:28

Walk

5 min

○

Saga

Arr 08:33

Dep 08:46

¥14,550

Non-Reserved (advance purchase):

¥1,000

JR Ltd.Exp. Relay-Kamome 8

39 min / Stops: 2 / 53.6 km

○

Hakata

Arr 09:25

Dep 09:36

Non-Reserved: ¥8,140

JR Shinkansen Nozomi 18

4 hr 49 min / Stops: 9 / 1,168.1 km

○

Shinagawa

Arr 14:25

Dep 14:35

JR Ueno-Tokyo-Line for Mito

5 min / 4.9 km

○

Shimbashi

Arr 14:40

Dep 14:46

¥178

Tokyo-Metro-Ginza-Line for Asakusa

1 min / 0.9 km

↓

●

Ginza

Arr 14:47

Clicking the **Select Route** button adds the route to the JPT expected expense on the expected expense details page. Click **Save** to save your JPT expected expense.

←

→

Japan Public Transportation

¥24,028

Cancel

Save

04/15/2024

Allocate Route Search Route Details

Transaction Date

04/15/2024

Description

Transaction Amount

24,028

Currency

Japan, Yen (JPY)

Comment

0/2000

Total Route Distance (km)

1229.5

Departure Station

Shi-Bunka-Kaikan-Higashi/...

Arrival Station

Ginza

Source

Route Search

Additional Charges

¥9,140

Route Details:

Trip: One-Way Trip

Trip Attribute: Fast | Cheap

Ticket: IC Card

Save

Cancel

On the **Favorite Routes** tab you can select a favorite route noted by the star icon.

The screenshot shows a 'Favourite Routes' dialog box. It has a title bar with the text 'Favourite Routes' and a close button (X). Below the title bar, there are two tabs: 'Route Search' and 'Favourite Routes'. The 'Favourite Routes' tab is selected. Inside the dialog, there are two input fields: 'Trip Date *' with the value '04/15/2024' and a calendar icon, and 'Time *' with the value '09:00 am' and a clock icon. Below these fields, there is a section containing a blue star icon, the text 'Tokyo → Osaka', a blue button labeled 'Select R...', and a blue dropdown arrow. At the bottom right of the dialog, there is a blue button labeled 'Close'.

Approver/Processor Experience

When viewing a JPT request in Approvals, approvers and processors can select the **Route Details** link displayed in the JPT expected expense to view the route details; this gives them the opportunity to verify if the route complies with the organization's travel policies.

SAP Concur Approvals ▾ ? ua

Approvals Home **Requests** Claims

Home / Approvals / Requests / Japan 2024 Conference

Japan 2024 Conference ¥24,028

William Never | Submitted & Pending Approval | Request ID: 334G

Request Details ▾ Print ▾ Attachments ▾

EXPECTED EXPENSES

Add Edit Delete Allocate

<input type="checkbox"/>	Expense type↑	Details↑	Date↓	Amount↓	Requested↓
<input type="checkbox"/>	Japan Public Transportation	Route Details	04/15/2024	¥24,028	¥24,028

Route Details ✕

Fast **Cheap**

08:17 Shi-Bunka-Kaikan-Higashi/Saga-City-Bus → 14:47 Ginza ¥24,028

6 hr 30 min / 1,229.5 km Transfer: 4

○ Shi-Bunka-Kaikan-Higashi/Saga-City-Bus **Dep** 08:17 ¥160
 ↓
 🚌 Saga-City-Bus 二俣線(金立公民館前 - 佐賀城跡) for Sagajo-Ato 10 min / Stops: 4 / 2.0 km
 ○ Saga-Eki-Bus-Center/Saga-City-Bus **Arr** 08:27 **Dep** 08:28
 ↓
 🚶 Walk 5 min
 ¥14.550

Administrator Experience

In order to use the Japan Public Transportation expense type in Concur Request, the Japan Public Transportation feature must be enabled for Concur Expense and Concur Request.

When the Japan Public Transportation feature is enabled for your organization, the new Japan Public Transportation expense type is available for selection on the

Expense Types tab in Request Policies (**Administration > Request > Request Policies**).

Modify Request Policy: JPT Request Policy

1 General 2 Segments 3 **Expense Types** 4 Print Formats

<input type="checkbox"/> Enable for these Expense Types	Request Entry Form	Supplier List	Amount Calculation Formula	Show Cost per Attendee	Include user as an attendee by default	Display the Add New Attendees button from the attendee table
<input type="checkbox"/> Hotels	Default Re...	None		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Hotel Tax	Default Re...	None		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Incidentals	Default Re...	None		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Incidentals Allowance	Default Re...	None		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Individual Meals	Default Re...	None		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Individual Meals - Within Muni	Default Re...	None		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Internet/Online Fees	Default Re...	None		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Japan Public Transportation	Default Re...	None		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Laundry	Default Re...	None		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Lunch	Default Re...	None		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Marketing/Promotional Costs	Default Re...	None		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Medical Fees	Default Re...	None		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Miscellaneous	Default Re...	None		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Cancel <<Previous Next>>

To enable the Japan Public Transportation expense type, open the applicable active request policy in Request Policies. On the **Expense Types** tab, select (enable) the check box for the Japan Public Transportation expense type, and then save your changes to the request policy.

When a user is creating a request and selects this request policy, the Japan Public Transportation expense type will be available for selection in the request.

Configuration / Feature Activation

Work with your SAP Concur representative to enable this feature in Concur Request.



For more information about the Japan Public Transportation feature in Concur Request, refer to the *Concur Request: Japan Public Transport Setup Guide*.



For more information about the Japan Public Transportation feature in Concur Expense, refer to the *Concur Expense: JPT on NextGen UI Setup Guide* and *Concur Expense: JPT on NextGen UI User Guide*.

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: There are no planned changes this month.

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](#).

There are no planned changes this month.

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 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.

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.

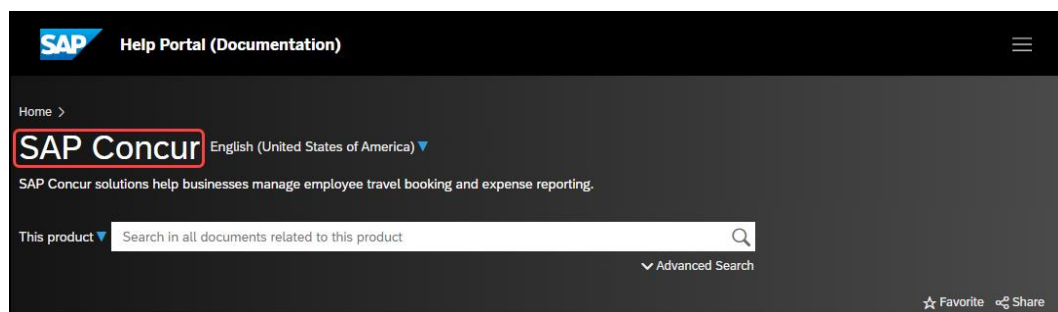
When changes to browser support are planned, information about those changes will also appear in the [Shared Changes Release Notes](#).

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.

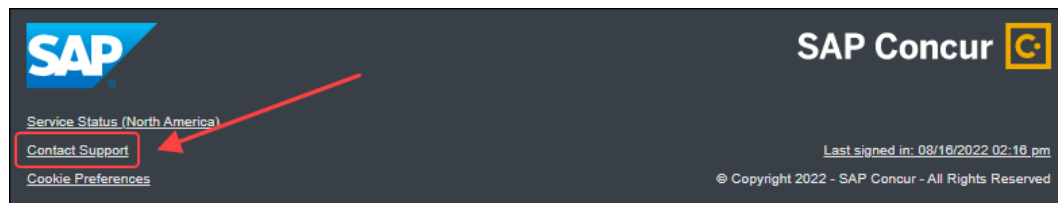
To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the [SAP Concur solutions page](#).



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.

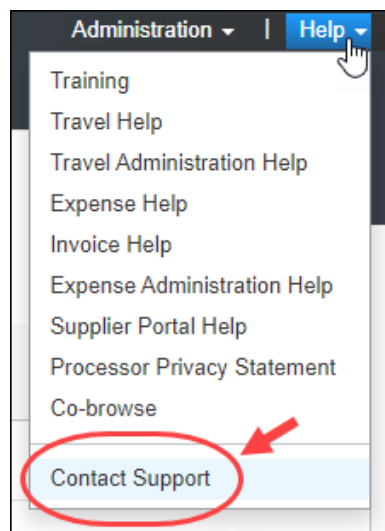
Cases

Check Support Case Status

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

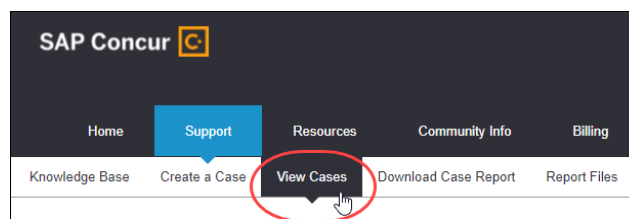
► **To check the status of a submitted case**

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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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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