

<b>SAP Concur Release Notes</b> <b>Analytics Essentials and Analytics</b> <i>Available to Concur Standard</i>	
<b>Month</b>	<b>Audience</b>
Release Date: January 2020 <i>Initial Post: Tuesday, January 28, 9:45 AM PT</i>	Client <b>FINAL</b>

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# Release Notes

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## Concur Hipmunk

### Hipmunk and Concur Hipmunk to be Retired January 23, 2020

#### **Overview**

In 2016, Hipmunk was acquired by SAP Concur as part of our commitment to offer consumer-grade products to corporate customers.

As a travel product, Hipmunk was widely acknowledged to be a leader in travel metasearch. It helped users take the agony out of travel planning and gave SAP Concur an additional option for an integrated travel and expense solution for our small business customers.

As SAP Concur's approach to providing travel solutions has evolved, we have made the decision to retire the Hipmunk product. The current plan is to stop supporting Hipmunk on January 23, 2020.

SAP Concur is grateful for having Hipmunk as part of our product portfolio and thanks the travelers and partners that have joined us on the journey.



For more information about the retirement of Hipmunk and Concur Hipmunk, and what to expect when Hipmunk and Concur Hipmunk are retired, refer to the *Concur Hipmunk Retirement FAQ*.

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

When Hipmunk and Concur Hipmunk are retired, clients will no longer be able to access Hipmunk or Concur Hipmunk. Your Hipmunk and Concur Hipmunk users will still have access to Concur TripLink with TripIt Pro and all their existing itineraries. For users of our Analytics or Analytics Essentials reporting solution, if there are any Hipmunk reports you wish to keep for reference, please be sure to run the report and export it to Microsoft Excel prior to midnight January 22, 2020 PST.

# Client Notifications

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## Browser Certifications and Supported Configurations

### Monthly Browser Certifications and Supported Configurations

The *SAP Concur Release Notes – Monthly Browser Certifications* document lists current and planned browser certifications. The document is available with the other SAP Concur monthly release notes.

The *Concur Travel & Expense Supported Configurations – Client Version* guide is available with the setup guides, user guides, and other technical documentation.

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

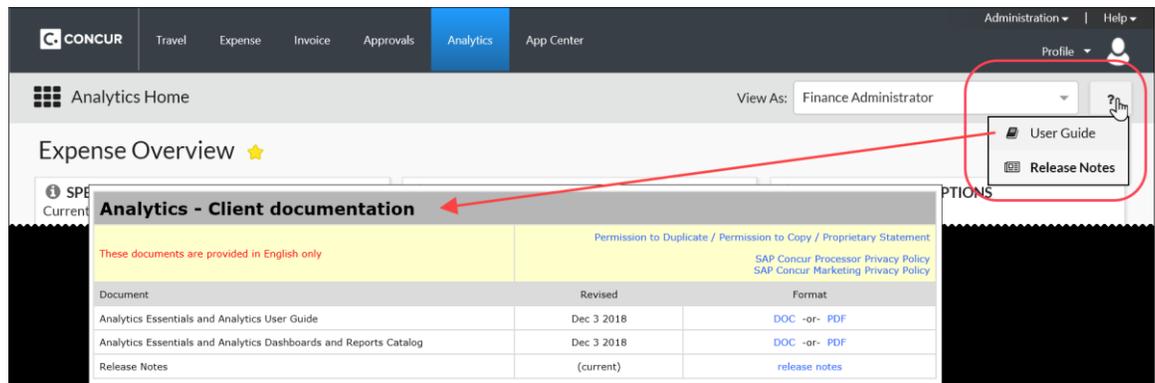
The list of non-affiliated subprocessors is available here: [SAP Concur list of Subprocessors](#)

If you have questions or comments, please reach out to: [Privacy-Request@Concur.com](mailto:Privacy-Request@Concur.com)

# User Guide, Catalog, and Release Notes

## Available Here

To access the help documentation, the user can click  in the upper-right corner of the page and then - in the **Format** column - either click the **DOC** or **PDF** links.



The screenshot shows the SAP Concur Analytics Home interface. The top navigation bar includes 'CONCUR', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Analytics', and 'App Center'. The 'Analytics' tab is active. In the top right corner, there is a 'Profile' dropdown menu and a 'Help' icon (a question mark in a square). A red circle highlights the 'Help' icon and the 'Profile' dropdown menu. A red arrow points from the 'Help' icon to the 'User Guide' and 'Release Notes' links in the 'Format' column of the table below.

Document	Revised	Format
Analytics Essentials and Analytics User Guide	Dec 3 2018	DOC -or- PDF
Analytics Essentials and Analytics Dashboards and Reports Catalog	Dec 3 2018	DOC -or- PDF
Release Notes	(current)	release notes

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<p><b>SAP Concur Release Notes</b></p> <p><b>Analytics Essentials and Analytics</b></p> <p>Available to Concur Standard</p>	
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Release Date: January 2020 Update #1: Friday, January 31, 10:15 AM PT	Client <b>FINAL</b>

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# Release Notes

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## Concur Hipmunk

### Hipmunk and Concur Hipmunk Retired on January 23, 2020

#### Overview

In 2016, Hipmunk was acquired by SAP Concur as part of our commitment to offer consumer-grade products to corporate customers.

As a travel product, Hipmunk was widely acknowledged to be a leader in travel metasearch. It helped users take the agony out of travel planning and gave SAP Concur an additional option for an integrated travel and expense solution for our small business customers.

As SAP Concur's approach to providing travel solutions has evolved, we have made the decision to retire the Hipmunk product. SAP Concur discontinued support for Hipmunk on January 23, 2020.

SAP Concur is grateful for having Hipmunk as part of our product portfolio and thanks the travelers and partners that have joined us on the journey.



For more information about the retirement of Hipmunk and Concur Hipmunk, refer to the *Concur Hipmunk Retirement FAQ*.

#### Configuration / Feature Activation

Clients can no longer access Hipmunk, Concur Hipmunk, or the Hipmunk reports in our Analytics or Analytics Essentials reporting solution. Your Hipmunk and Concur Hipmunk users will still have access to Concur TripLink with TripIt Pro and all their existing itineraries.

### Removed: Hipmunk Travel Overview Dashboard, Hipmunk Offered Savings Report, and Hipmunk Search Usage Report

With this release, Analytics Essentials and Analytics users – due to the retirement of Concur Hipmunk and Hipmunk on January 23, 2020 - will no longer have access to the **Hipmunk Travel Overview** dashboard and **Hipmunk Offered Savings** and **Hipmunk Search Usage** reports within Analytics.



For more information about the retirement of Hipmunk and Concur Hipmunk, refer to the *Concur Hipmunk Retirement FAQ*.

# Client Notifications

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## Browser Certifications and Supported Configurations

### Monthly Browser Certifications and Supported Configurations

The *SAP Concur Release Notes – Monthly Browser Certifications* document lists current and planned browser certifications. The document is available with the other SAP Concur monthly release notes.

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## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

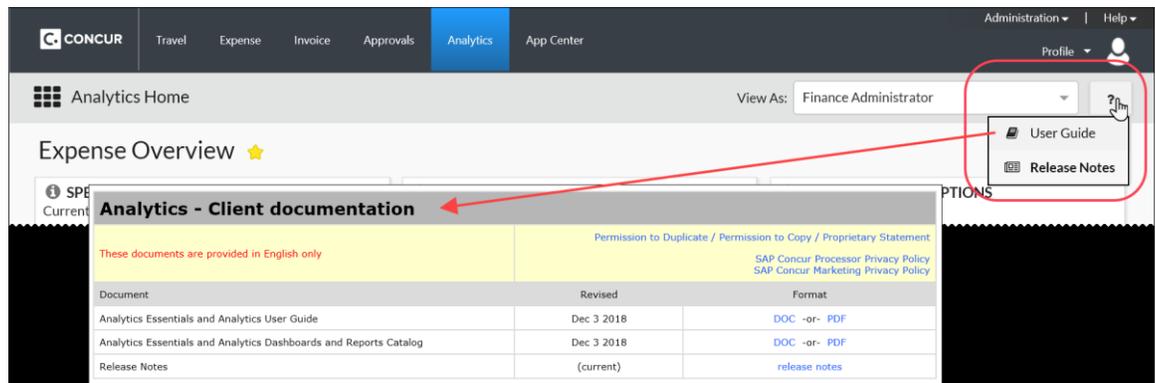
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Release Date: March 2020 Initial Post: Tuesday, March 31, 8:30 AM PT	Client <b>FINAL</b>

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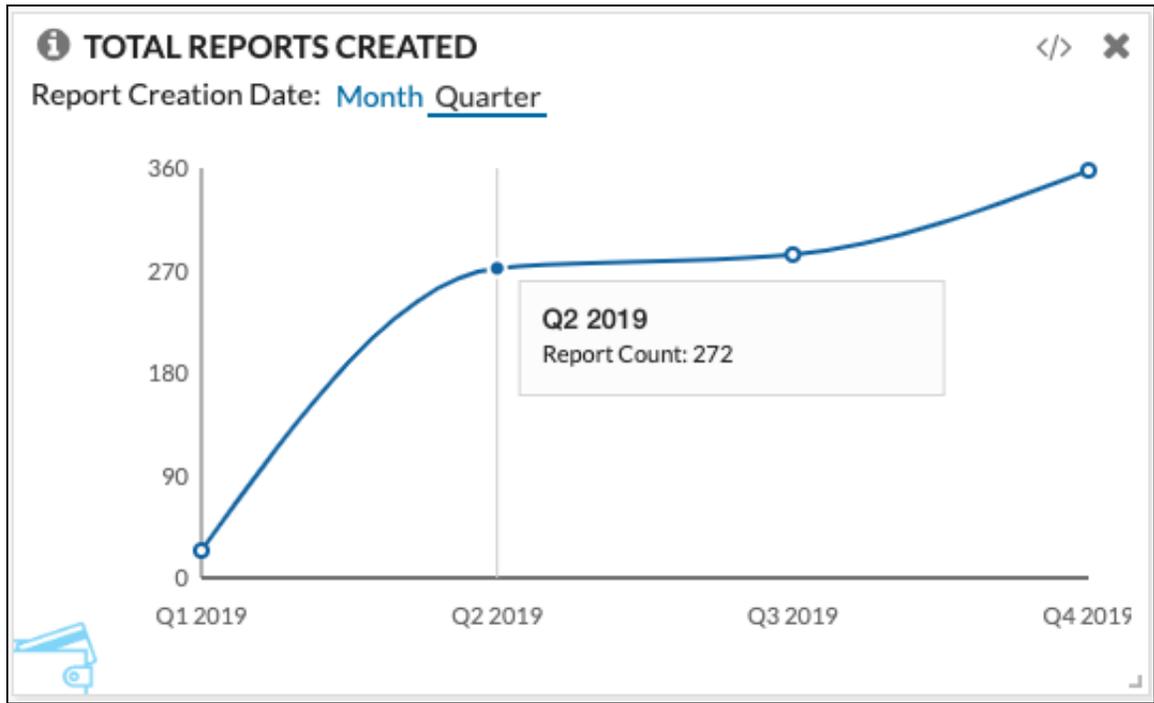
# Release Notes

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## New Tile

### Executive Briefing Tile: Total Reports Created

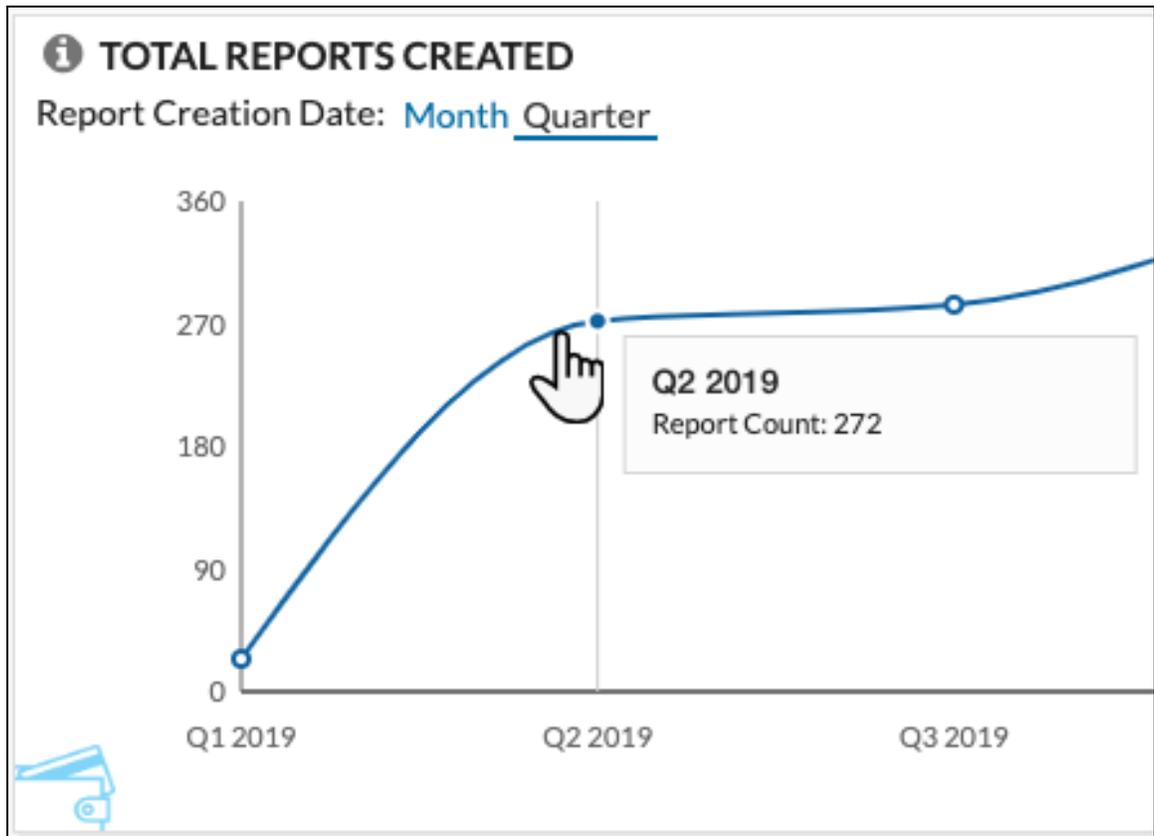
With this release, Analytics Essentials and Analytics users can access the new **Total Reports Created** tile. This tile provides information about total reports created for the selected period (month, quarter).



**NOTE:** This new tile is not part of the default dashboards but can be added to a dashboard. The ability to add tiles to a custom dashboard is available **only** to Analytics users.

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This tooltip shows the total report count for the period.



**NOTE:** Reports created and then deleted are included in the count.



For more information on accessing this tile and more, refer to the *Analytics Essentials and Analytics Dashboards and Reports Catalog*.

## Miscellaneous

### Modified Home Page Appears When Some Products and Services Are Unavailable (Late March)

#### Overview

Targeted for late March, when a user signs into SAP Concur, if some products or services are unavailable while other products and services are up and running, a modified version of the user's **Home** page appears, providing access to the products and services that are up and running.

Prior to implementing this improvement, if a user attempted to sign in to SAP Concur when one or more products or services was not available, a 503 (service unavailable)

message appeared, the user's **Home** page could not be accessed, and the user had to wait until all services and products were available before signing in to SAP Concur.

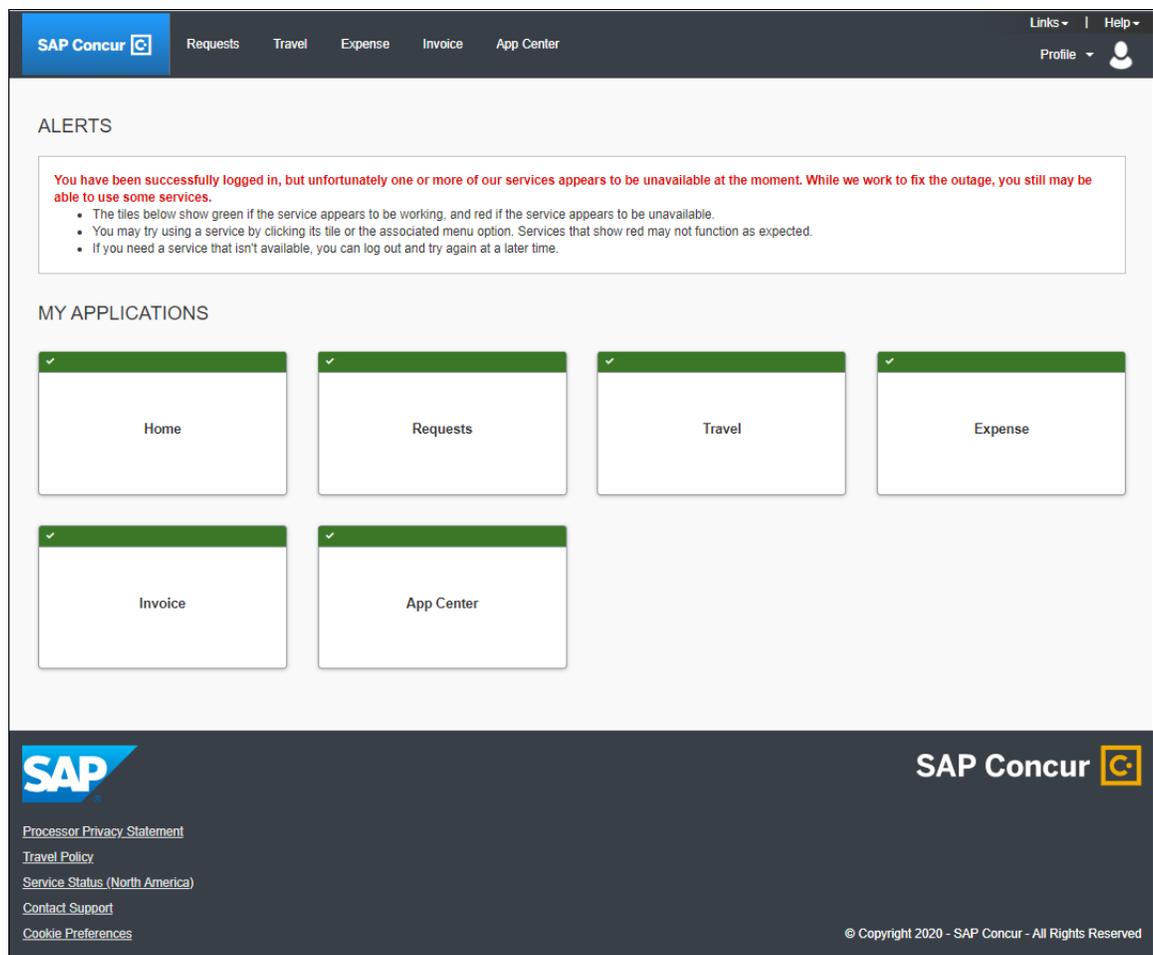
**NOTE:** The products and services that appear on a user's **Home** page are specific to the user and they might differ from user to user.

**BUSINESS PURPOSE / CLIENT BENEFIT**

This enhancement enables users to complete tasks that rely on the products and services that are up and running even when other products and services might be unavailable.

**What the User Sees**

When the user signs in, SAP Concur determines which products and services are available to the user. If any products and services are unavailable, SAP Concur presents the user with a modified **Home** page that includes tiles for each of the available services and a message indicating that one or more products or services are currently unavailable.



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**NOTE:** For users with access to Concur Open (open.concur.com), Concur Open uses a different process for determining the up and down time of products and services. As a result, it might take slightly longer for Concur Open to reflect the immediate availability of a product or service.

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***Configuration / Feature Activation***

This enhancement is automatically available; there are no additional configuration or activation steps.

# Client Notifications

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## Browser Certifications and Supported Configurations

### Monthly Browser Certifications and Supported Configurations

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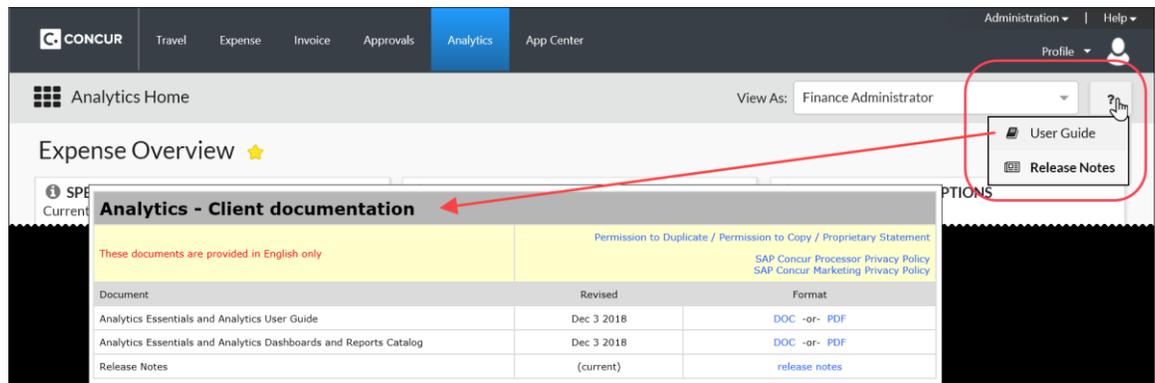
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The main content area displays 'Expense Overview' and a table titled 'Analytics - Client documentation'. The table has columns for 'Document', 'Revised', and 'Format'. The table content is as follows:

Document	Revised	Format
Analytics Essentials and Analytics User Guide	Dec 3 2018	DOC -or- PDF
Analytics Essentials and Analytics Dashboards and Reports Catalog	Dec 3 2018	DOC -or- PDF
Release Notes	(current)	release notes

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