SAP Concur Release Notes	
Concur Detect by AppZen	
Month	**Audience**
Release Date: January 19, 2022 Initial post: Friday, January 21	SAP Concur Client ***FINAL***

** FINAL **

The enhancements and changes described in this document may or may not be included in this release. SAP Concur reserves the right to postpone implementation of – or completely remove – any enhancement/change mentioned here.

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Release Notes

Expense Audit - Workbench Enhancements

Direct link for Expense Reports

To get the full value out of AppZen's Audit solution, auditors sometimes need to review the original expense report from within their Expense Management System (EMS). We have simplified that process by adding a direct link within the report details page where auditors can conveniently view these additional details within the EMS before they approve or reject an expense report within AppZen. By doing so, auditors can save time by not having to manually switch to the other application.

NOTE: This feature is available for all SAP Concur customers.

Login Screen Enhancements

We have adjusted the proportion of the information content on the **Login** page. Previously the screen was divided into two equal halves with informational data on the left side and product login on the right.

The information screen will now comprise two-thirds of the screen and product login will comprise the remaining third. The information side of the screen will provide insights and value offered from the AppZen community, education and promotion organizations.
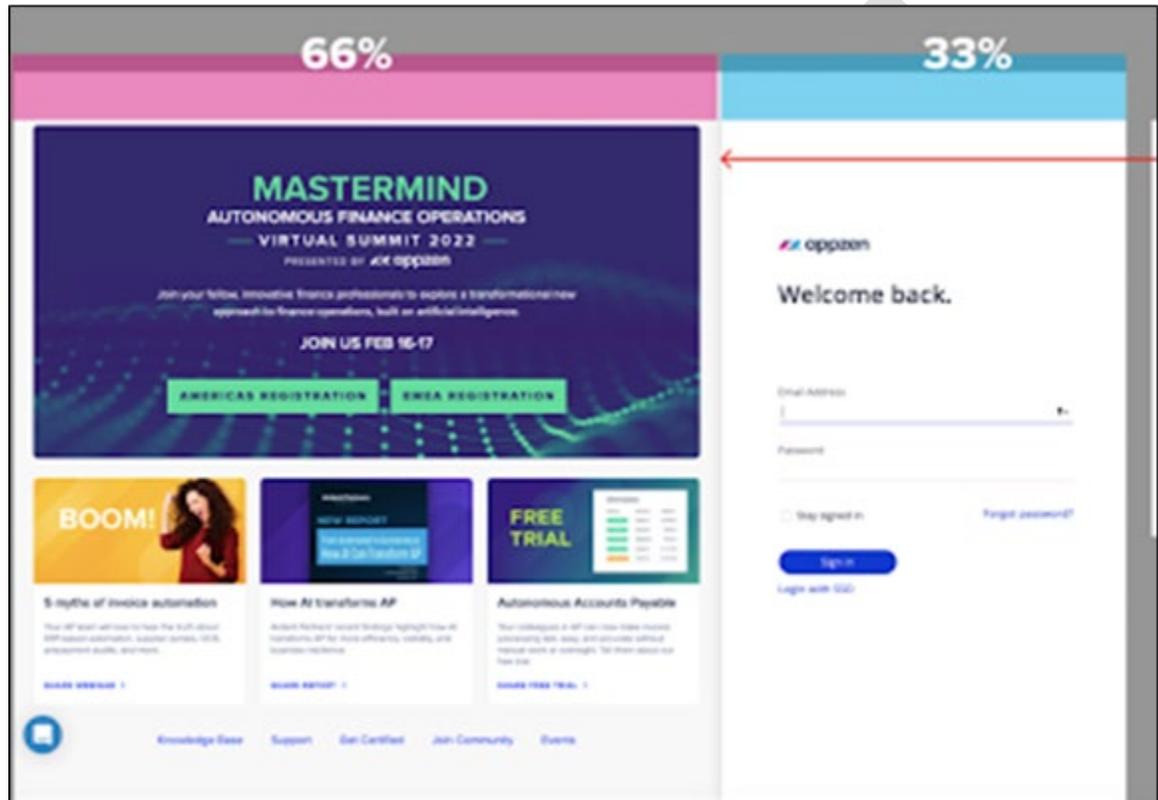
Upgraded Log4j to 2.17.1

Detect AppZen uses the Apache Log4j logging framework to capture data and provide important details for error analysis and diagnostic capabilities. Detect AppZen has followed the guidance from Apache to upgrade to 2.17.1 to protect our customer's data vulnerabilities identified in the previous version.

Improvements to Concur User Sync Task

Concur User Sync Task is the process used by Detect AppZen to synchronize users from the Concur Expense Management System to Detect AppZen. This process keeps Concur Expense and Detect AppZen aligned and in sync with one another in terms of the user profiles that are created from Concur Expense.

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These improvements will help reduce the user hierarchy inconsistencies that may occur due to failures in the user sync process. This is a major benefit to our Team Intelligence product consumers.

- If the user sync task fails, Detect AppZen will manage the process to complete the synchronization process. It will restart the synchronization from the point of failure, rather than starting again from the beginning, a significant time savings.

- Also, Detect AppZen will revoke access for users that are deactivated in Concur Expense. This keeps Detect AppZen aligned with the Concur Expense Management System.

NOTE: The process of revoking access for deactivated users will be released in phases.

Enhancements Based on Customer Feedback

False Positive checkbox selection

We now ensure that the **FPOS** check box on the **Risk Details** page is selected when approving or rejecting a high risk report. There were instances where Auditors were able to see the **Risk is incorrect - False Positive** option as enabled even though they didn't provide False Positive as feedback for that line. We have made improvements to make this functionality work as expected for seamless user experience.

Detect AppZen Metrics Report

An issue was observed where reports marked as False Positives were not showing under Detect AppZen Report Metric's fields **# of Lines Marked as FPOS** and **FPOS lines / Expense Lines Processed**. We now ensure that False Positive lines are counted only if the auditor provides False Positive as feedback when approving, rejecting, or when the risk feedback option is enabled.

Expense Reports stuck in 'Pending Auto Audit'

Recently, there were few instances (in Chrome River) observed where the expense report's audit status was **Pending Auto Audit**, even though the risk score was assigned to those reports. This occurred due to unavailability of some of the services. This has now been resolved to avoid such occurrences in the future.

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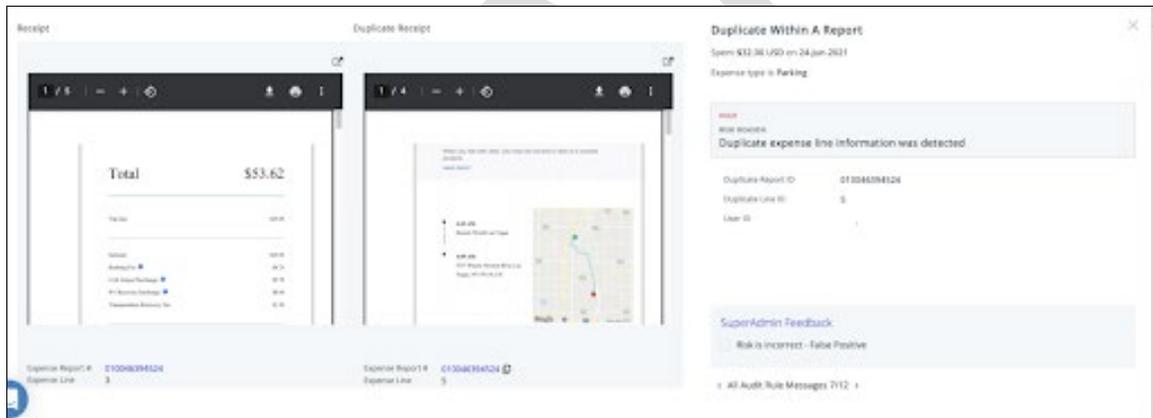Initial post: Friday, January 21

Audit Model/Rule Enhancements

Unauthorized Expense Model/Rule

We have updated many categories within the Unauthorized Expenses Model/Rule. These include: Prescription Glasses, Personal Expenses, First Class (for Train Expense types), Gaming, Gift Cards, Electronic Devices, Clothes, Alcohol, and Cigarettes.

We have improved the following categories for Chinese language: Gaming, Electronic Devices, Clothes, Alcohol, and Cigarettes.
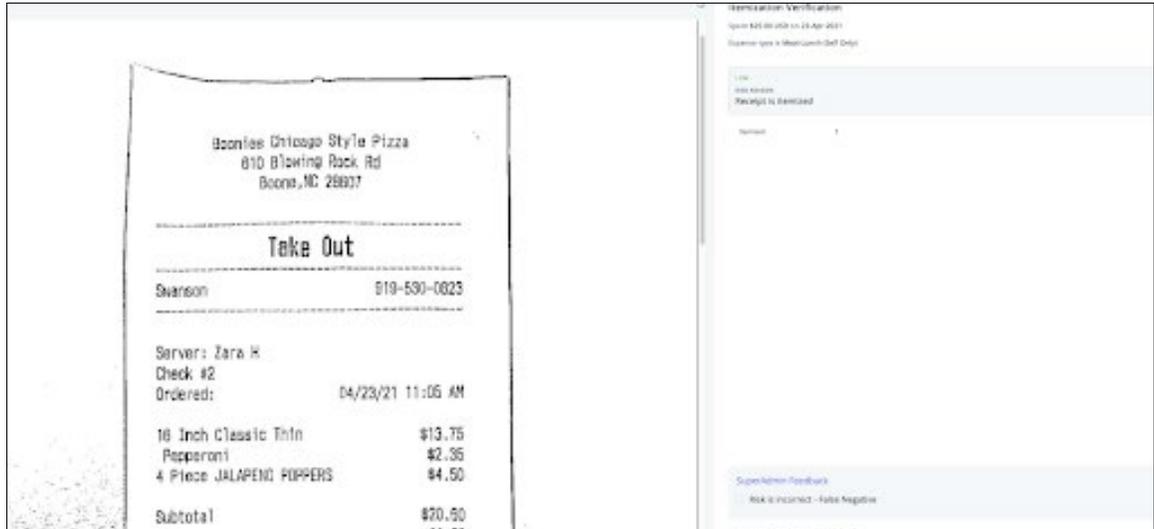
Duplicate Within a Report

Duplicates within a Report analyzes receipts for the date, amount, merchants, and reference numbers to find duplicate claims within a single report. There have been a few instances where the receipts were similar but not identical (for example, Reference IDs were not same), yet they were flagged for Duplicate. We have now strengthened our AI to reduce the false positives and assist our customers more efficiently.

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Receipt Itemization Verification

We have enhanced the **Receipt Itemization Verification** model/rule. Some expense reports were flagged when the receipt attached to it was, in fact, itemized. With a focus on expense reports with United States Dollar (USD) currency, we have improved the model/rule to flag receipts more accurately and reduce false positives.

Receipt Verification Model/Rule

We have improved the capability of our OCR in amount detection from handwritten receipts. Our OCR can now read amounts from handwritten receipts. This improvement comes specifically around decimal positions.

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