

SAP Concur Release Notes	
Concur Expense Standard Edition	
Month	Audience
Release Date: January 22, 2022 Initial Post: Friday, January 21, 2022	Client FINAL

Contents

- Release Notes 1**
- File Transfer Updates1**
- **Ongoing** SAP Concur Legacy File Move Migration 1
- Rotating PGP Key Available for File Transfers 1
- Miscellaneous1**
- **Ongoing ** SAP Concur Homepage Changes 1
- NextGen UI2**
- **Ongoing** Updated User Interface (UI) for Concur Expense End Users 2
- Release Notes4**
- Shared Planned Changes Moving to New Shared Changes Release Notes..... 4
- Web Services Admin5**
- **Ongoing** Application Connector Username and Password Length Req Updated..... 5
- Planned Changes..... 6**
- There are no planned changes this month. 6
- Client Notifications..... 7**
- Accessibility7**
- Accessibility Updates 7
- Subprocessors.....7**
- SAP Concur Non-Affiliated Subprocessors 7
- Supported Browsers.....7**
- Supported Browsers and Changes to Support 7
- Additional Release Notes and Other Technical Documentation 8**
- Online Help8**

SAP Concur Support Portal – Selected Users8
Cases 9
Check Support Case Status.....9

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Release Notes

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

File Transfer Updates

****Ongoing** SAP Concur Legacy File Move Migration**

This feature is now documented in the [Shared Changes Release Notes](#).



For more information, refer to *Shared Planned Changes Moving to New Shared Changes Release Notes* in this document.

Rotating PGP Key Available for File Transfers

This feature is now documented in the [Shared Changes Release Notes](#).



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Miscellaneous

****Ongoing** SAP Concur Homepage Changes**

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NextGen UI

****Ongoing** Updated User Interface (UI) for Concur Expense End Users**

Information First Published	Information Last Modified	Automatic Transition Date
March 2018	Sep 17, 2020	Oct 1, 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The continued evolution of the Concur Expense solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for creating and submitting expense reports.

Concur Expense customers are now strongly encouraged to preview and then move to the NextGen UI well before the automatic transition date of **October 1, 2022**.

BUSINESS PURPOSE / CLIENT BENEFIT

The result is the next generation of the Concur Expense user interface designed to provide a modern, consistent, and streamlined user experience. This technology not only provides an enhanced user interface, but also allows us to react more quickly to customer requests to meet changing needs as they happen.

Products and Users Affected

To take advantage of these improvements, Concur Expense customers who do not move before October 1, 2022 will be automatically transitioned to the NextGen UI for Concur Expense. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes apply to:

- Concur Expense (Professional/Premium and Standard) end users only

NOTE: There are no changes for approvers, processors, or admins.

IMPORTANT: Timeline and Milestones

There are four important milestones for Concur Expense customers as they transition from the existing UI to the NextGen UI.

1. **Early Access Period:** March 2018 – July 2020

During this time, the updated UI was available to preview for customers worldwide. We encouraged administrators/power users to use the Early Access Period to preview the refreshed interface, update internal training materials, and prepare the organization for the transition.

2. **Opt-In Period:** July 2020 – September 2021

Following the Early Access Period was an open Opt-In Period. This milestone was marked by the delivery of most planned features as well as further overall product quality and stability.

Customers should use this period to plan their transition and move to the NextGen UI for Concur Expense when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

3. **Active Move Period:** October 2021 – September 2022

This is the 12-month notice period we committed to for customers to complete the transition at their own pace before the automatic transition date.

Customers are strongly encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Active Move Period.

4. **Automatic Transition Date:** October 1, 2022

All customers will be automatically transitioned to the NextGen UI.

This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support.

Transition Materials – Guides and Other Resources

We offer several guides, FAQs, release notes, and other resources to help in the transition. All the information that an organization needs to get started is available here:

- [Professional Edition](#)
- [Standard Edition](#)

The links above provide access to the following:

- **Admin guides, FAQs, transition resources:** The admin guide provides information about accessing the NextGen UI for Concur Expense and the roles/permissions required.

Along with the admin guide, there are FAQs, other resources (such as e-mail templates and other training materials), and a list of features that are not yet available in the NextGen UI for Concur Expense. All of these materials can be used to help customers prepare their users.

NOTE: To help with training needs, customers can use the admin guide and end-user guide "as is" or they can use any part of them to create training materials. Customers can cut, copy, paste, delete, or edit either guide at will.

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Expense to help users become comfortable with the new experience.

This guide will be updated as needed during the Opt-In Period as the NextGen UI is being enhanced. Admins should review the guide often.

NOTE: Like the admin guide, the organization can cut, copy, paste, delete, or edit this guide at will.

- **Release information:** During the Active Move Period, the release of enhancements will **not** be on the regular release schedule. Instead, we will provide special release notes and information about features and enhancements that are nearing release.

Get Started

Customers are encouraged to use the transition materials described above and develop a plan for the transition.

Release Notes

Shared Planned Changes Moving to New Shared Changes Release Notes

Overview

Beginning with the January 2022 draft release notes, shared (SAP Concur cross-product) changes, shared planned changes, and changes to SAP Concur core technologies are published in a new document, *Shared Changes Release Notes*. This document replaces the current *Shared Planned Changes Release Notes*.

Shared and core technology features and changes include, but are not limited to:

- Security-related changes—for example, annual security certificate renewals, changes to support for security ciphers, changes in support for security protocols, and changes to username and password requirements.
- UI design changes that impact all products—for example, changes to the functionality or appearance of the SAP Concur home page, the addition or removal of links from the site header or footer, changes to the user profile page, and theme changes that impact the overall look and feel of the SAP Concur site.
- Sign-in process changes—for example, the addition or removal of sign-in features, URL changes, domain-name changes, and changes to verified email.
- Changes to production or test environments.
- Changes that impact site-wide settings, changes to global settings, and changes to pages for configuring site-wide or global settings—for example, changes to the User Administration page, changes to Product Settings for Standard Edition, and the introduction of new administration tools.

Previous Process

SAP Concur User Assistance published the *Shared Planned Changes Release Notes* in coordination with each monthly release. This document included shared and core features and changes that SAP Concur plans to implement in the future. When those changes were officially released, the release or implementation of the change was distributed and documented in the product-specific release notes—for example, the Concur Expense, Concur Invoice, Concur Request, or Concur Travel release notes.

New Process

Beginning in January 2022, the implementation of shared and core features, and changes to existing shared and core features are now documented in the new *Shared Changes Release Notes*. This applies both when the features and changes are planned changes and when they are officially released. The shared/core release notes will no longer be distributed to product-specific release notes.

Changes that are specific to one product and that impact that product's functionality or UI for admins or for end users will continue to be documented in that product's release notes.

BUSINESS PURPOSE / CLIENT BENEFIT

This change reduces duplication of information, ensures that the product-specific release notes contain product-specific information, and provides a single source for SAP Concur shared changes and changes to core technologies.

Configuration / Feature Activation

This process change occurred automatically.



For more information and for information about the implementation of shared and core features, changes to existing shared and core features, and planned changes to shared and core features, refer to the [SAP Concur Shared Changes Release Notes](#).

Web Services Admin

****Ongoing** Application Connector Username and Password Length Req Updated**

This feature is now documented in the [Shared Changes Release Notes](#).



For more information, refer to *Shared Planned Changes Moving to New Shared Changes Release Notes* in this document.

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.

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

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

Any user can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help or directly on the SAP Help Portal.

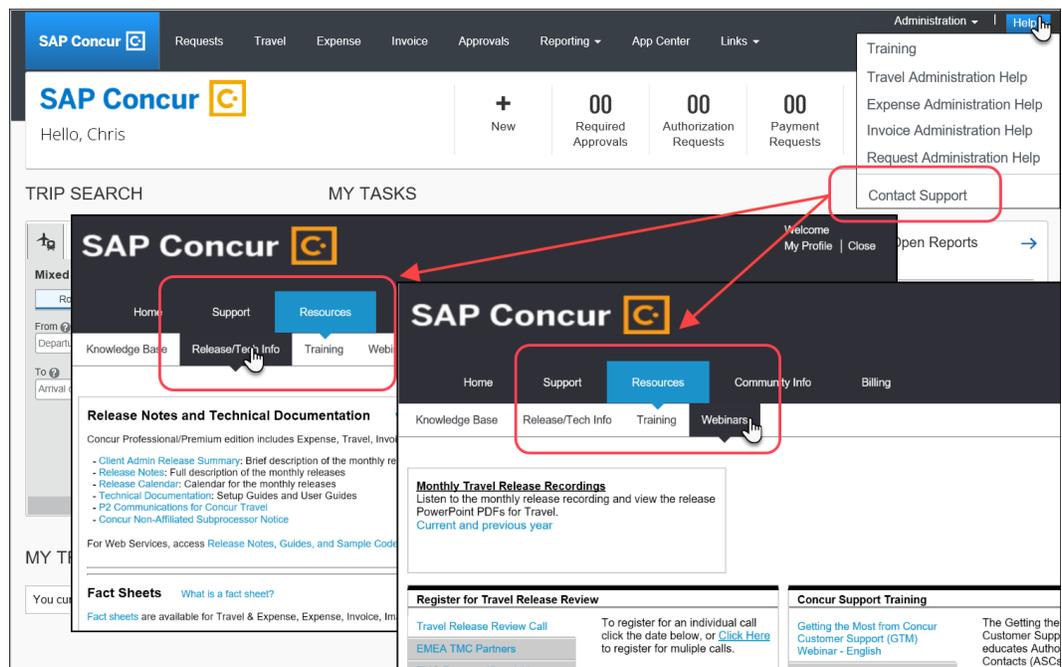
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

SAP Concur Support Portal – Selected Users

Access release notes, webinars, and other technical documentation on the SAP Concur support portal.

If you have the proper permissions, **Contact Support** appears on the **Help** menu. Click 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.



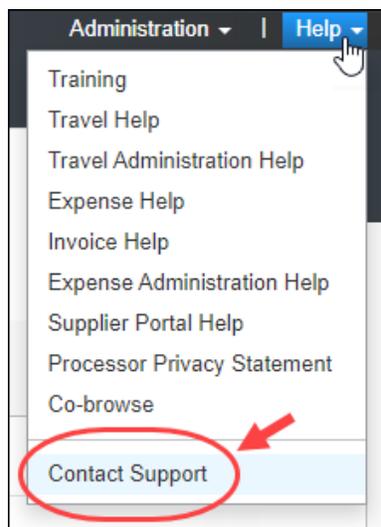
Cases

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**.

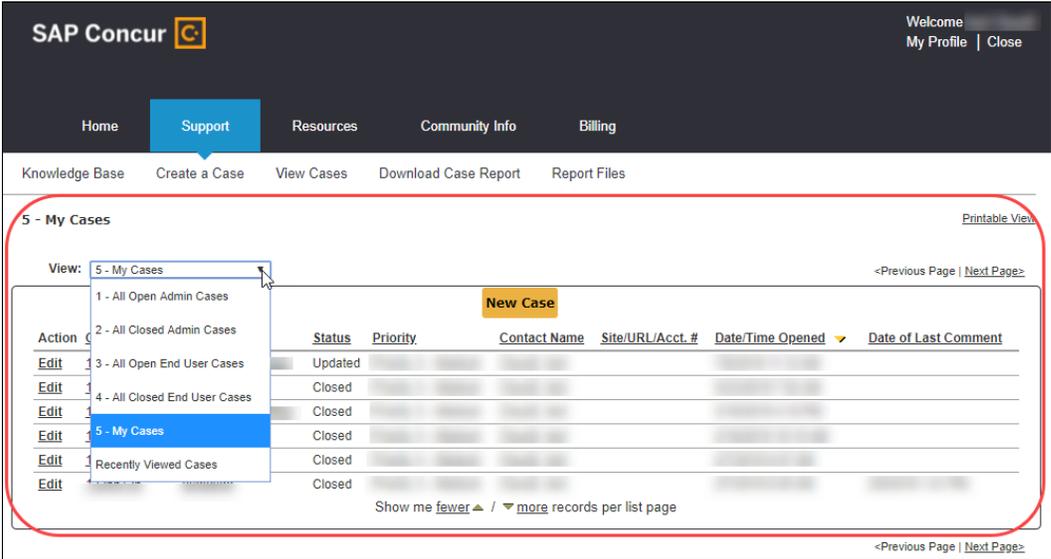


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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.



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SAP Concur Release Notes	
Concur Expense Standard Edition	
Month	Audience
Release Date: February 19, 2022 Initial Post: Friday, February 18, 2022	Client FINAL

Contents

- Release Notes 1**
 - Cards.....1**
 - New Look for Envestnet Yodlee FastLink Personal Card Sign Up..... 1
 - NextGen UI6**
 - **Ongoing** Updated User Interface (UI) for Concur Expense End Users..... 6
 - Favorites Feature now Available for JPT on NextGen UI 8
- Planned Changes.....29**
 - NextGen UI29**
 - **Planned Changes** JPT on NextGen UI Migration for JPT 1.0 Users..... 29
- Client Notifications.....31**
 - Accessibility31**
 - Accessibility Updates 31
 - Subprocessors.....31**
 - SAP Concur Non-Affiliated Subprocessors 31
 - Supported Browsers.....31**
 - Supported Browsers and Changes to Support 31
- Additional Release Notes and Other Technical Documentation32**
 - Online Help32**
 - SAP Concur Support Portal – Selected Users32**
- Cases33**
 - Check Support Case Status.....33**

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Cards

New Look for Envestnet Yodlee FastLink Personal Card Sign Up

Overview

Clients using Envestnet Yodlee FastLink to link their personal card account from within any of the Expense service editions will now see a new look when doing so. Yodlee's FastLink version 4 is now available, and its intuitive user interface will guide the client through the process of connecting their financial account to their Expense Profile quickly and securely.

The account linking experience provided by FastLink includes the following features:

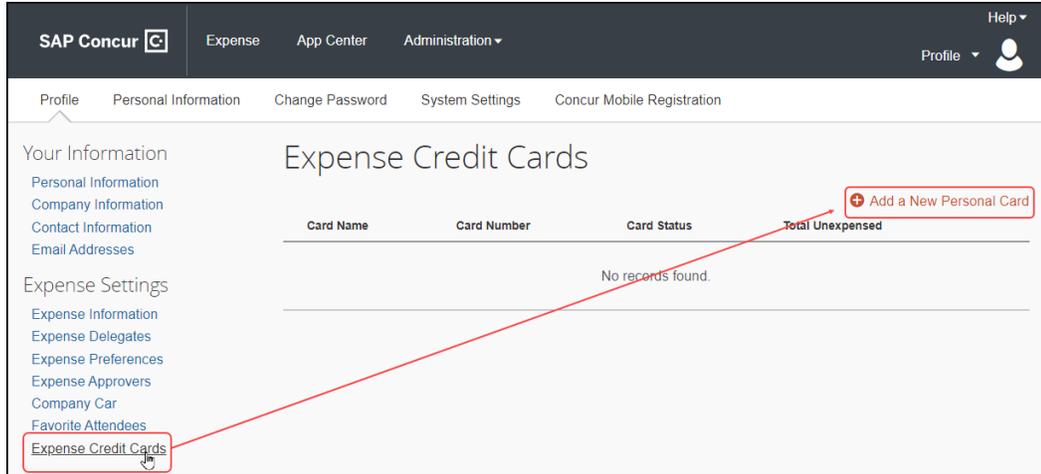
- Ability to search for sites
- Ability to enter the credentials required to access accounts, including user name, password, and provide responses to authentication mechanisms such as security questions and tokens
- Help messages and tips to assist in entering credentials
- Success page on completion of site linking
- Continuous updates to capture any changes in authentication requirements at the end sites
- Ability to remove accounts from the linking process

BUSINESS PURPOSE / CLIENT BENEFIT

This feature brings the latest Envestnet Yodlee FastLink version to all Expense editions, ensuring a quick and easy account linking experience that is secure as well.

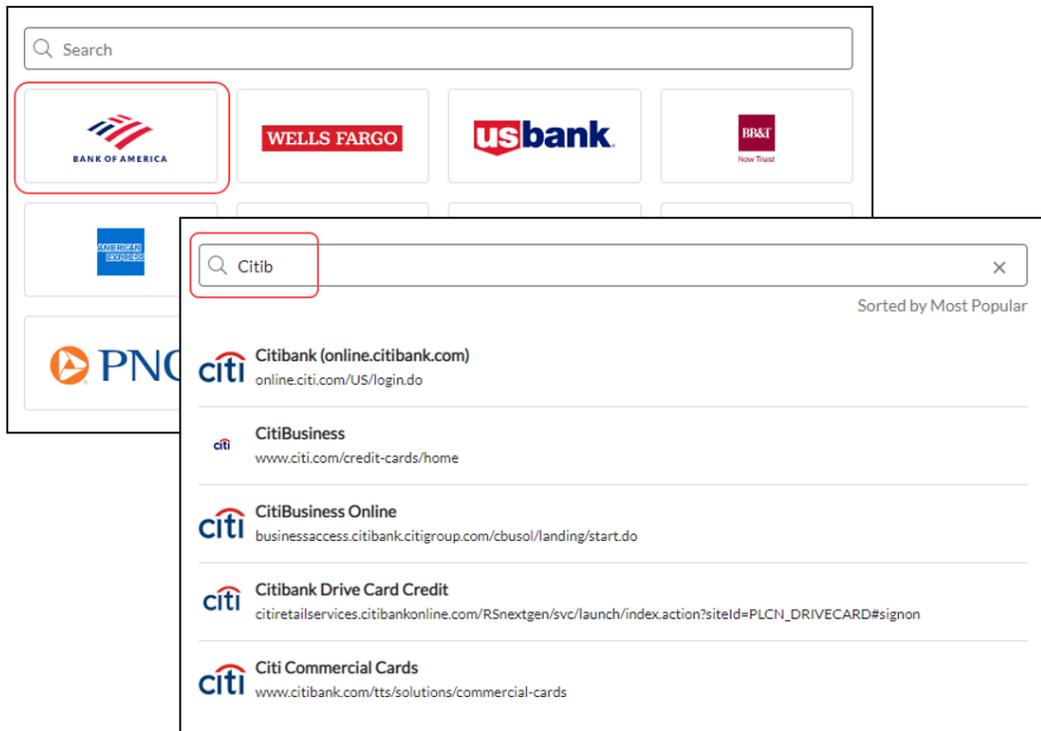
What the User Sees

The user first opens their Profile to access Expense Credit Cards and the **Add a New Personal Card** link that initiates the Yodlee FastLink process (Expense Professional shown below).



The link opens the **Concur Card Data Access User Agreement** which, on acceptance, alerts the user they are leaving the Expense service. With that action, the first FastLink screen appears.

The user may select a bank, or type in the bank of their choice.



Next, the user signs in to their bank.

The image shows two screenshots of the Citi login process. The left screenshot is the login form, and the right screenshot is the verification screen.

Left Screenshot (Login Form):

- Header: Citi logo
- Text: "You can find information about your mortgage assistance options when you sign on to Cenlar FSB's website at Citi Mortgage (Cenlar)."
- Form fields:
 - User ID: Input field containing "myUser"
 - Password: Input field with masked characters "*****" and an eye icon
 - PIN (Optional): Input field with an eye icon
- Text: "By continuing, you agree to [Yodlee's Terms of Use](#) for account linking. Your application provider's privacy notice applies to our handling of your data."
- Submit button: A blue button labeled "Submit"
- Footer: "On behalf of SAP Concur data access provided by Yodlee" and a link: "Redirect to Citibank (online.citibank.com) to Reset Password"

Right Screenshot (Verification Screen):

- Header: Citi logo
- Text: "Securely Verifying Your Login..."
- Visual: A blue circular progress indicator.

The offered credentials must be accurate or FastLink will refuse the login while offering helpful tips for successful retry.

The image shows the Citi login form with an error message displayed at the top.

Top Section (Error Message):

- Header: Citi logo
- Red box containing: "⚠ Incorrect Credentials"

Text Section:

- Text: "The credentials you've entered are incorrect. Verify that CAPS LOCK is not on and that the desired financial institution was selected."
- Text: "You can find information about your mortgage assistance options when you sign on to Cenlar FSB's website at Citi Mortgage (Cenlar)."

Form Fields:

- User ID: Input field (empty)
- Password: Input field with masked characters and an eye icon

On successful login to the bank, the user next logs in to Yodlee.

ENVESTNET
Yodlee

Username

Password

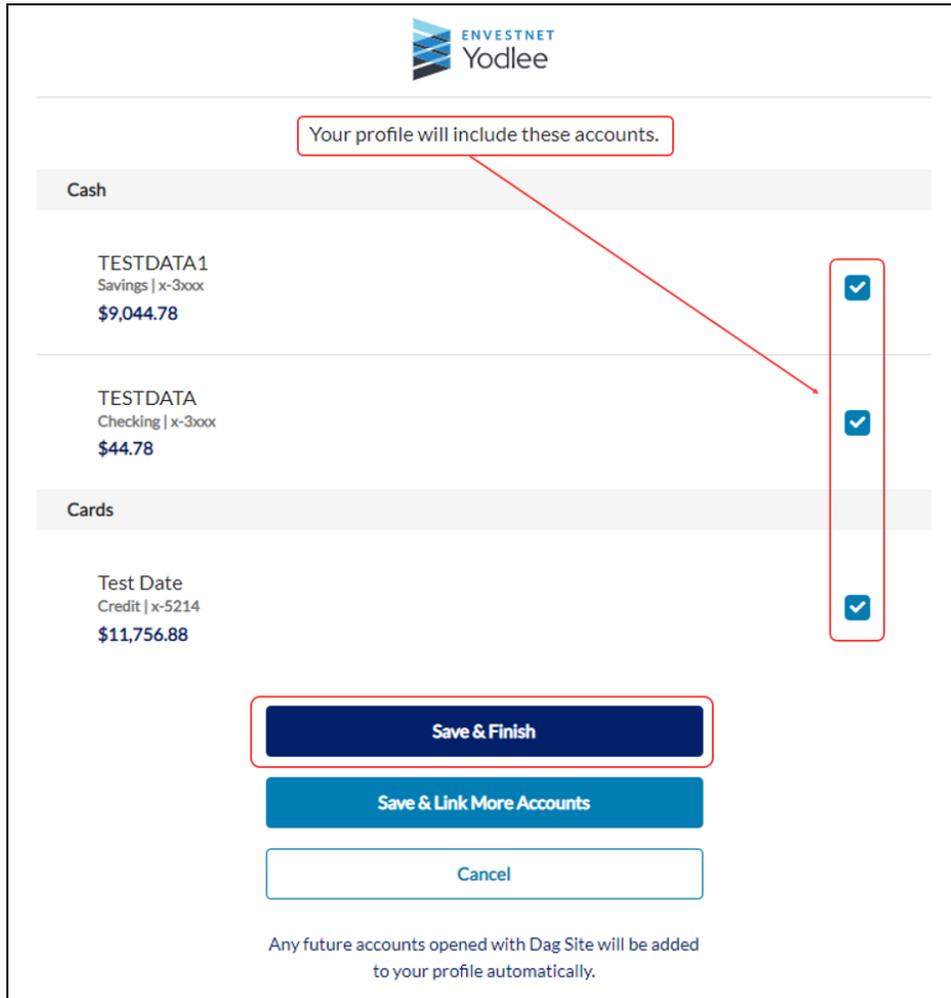
By continuing, you agree to [Yodlee's Terms of Use](#) for account linking. Your application provider's privacy notice applies to our handling of your data.

Submit

On behalf of SAP Concur
data access provided by **ENVESTNET**
Yodlee

[Redirect to Dag Site to Reset Password](#)

When working within Yodlee the user may choose and exclude accounts as needed before linking these accounts for viewing from within their Profile screen.



Click **Save and Finish** to end the session. The user is then redirected to the Expense Credit Card screen where, after refreshing, the user will see their newly linked accounts.

Configuration / Feature Activation

The feature is automatically available; there are no additional configuration or activation steps.

NextGen UI

****Ongoing** Updated User Interface (UI) for Concur Expense End Users**

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March 2018	Sep 17, 2020	Oct 1, 2022
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Products and Users Affected

To take advantage of these improvements, Concur Expense customers who do not move before October 1, 2022 will be automatically transitioned to the NextGen UI for Concur Expense. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

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Get Started

Customers are encouraged to use the transition materials described above and develop a plan for the transition.

Favorites Feature now Available for JPT on NextGen UI

Information First Published	Information Last Modified	Feature Target Release Date
February 2022	--	February 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

This change is part of the NextGen UI experience.

Overview

The **Favorites** feature for Japan Public Transport (JPT) on NextGen UI is now available. JPT on NextGen UI users can create, edit, save, and select a route from **Favorites** in Concur Expense. In addition, a **Save and Add Another** button is available on an expense report, giving users the ability to add additional expenses.

Japan Public Transport on NextGen UI is the only service that enables users to expense rail and bus travel in Japan using the NextGen UI. The ability to request and expense public transport is critical to the Japan market. A typical Japanese citizen makes multiple journeys per day and, in total, public transport represents 55% of all expenses in Japan.

BUSINESS PURPOSE / CLIENT BENEFIT

JPT on NextGen UI users now can access the Favorites feature in Concur Expense.

What the User Sees

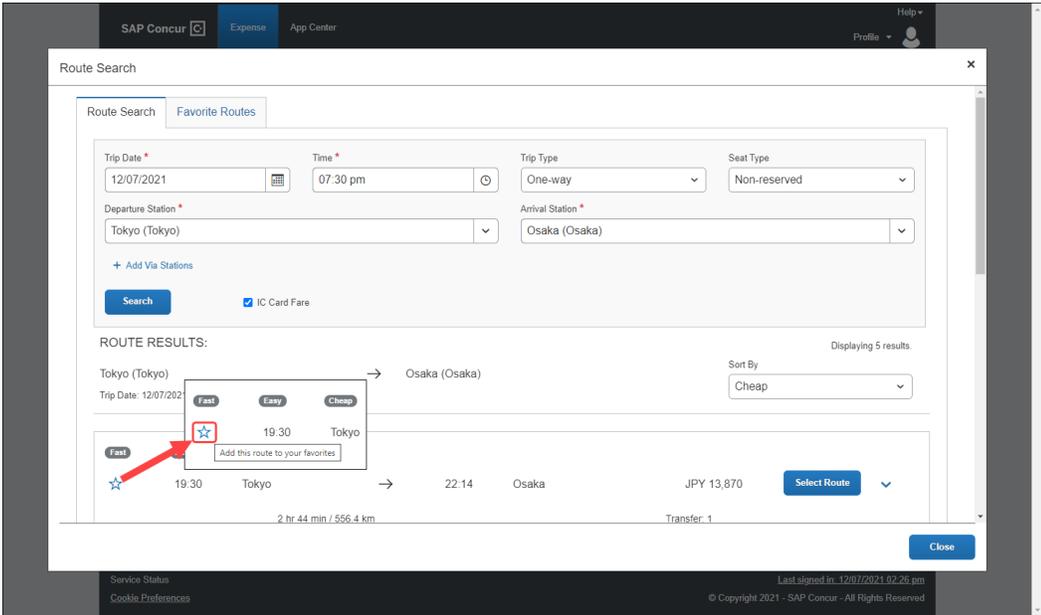
Users can add a favorite route to use when creating a JPT expense in Concur Expense.

ADDING A FAVORITE ROUTE

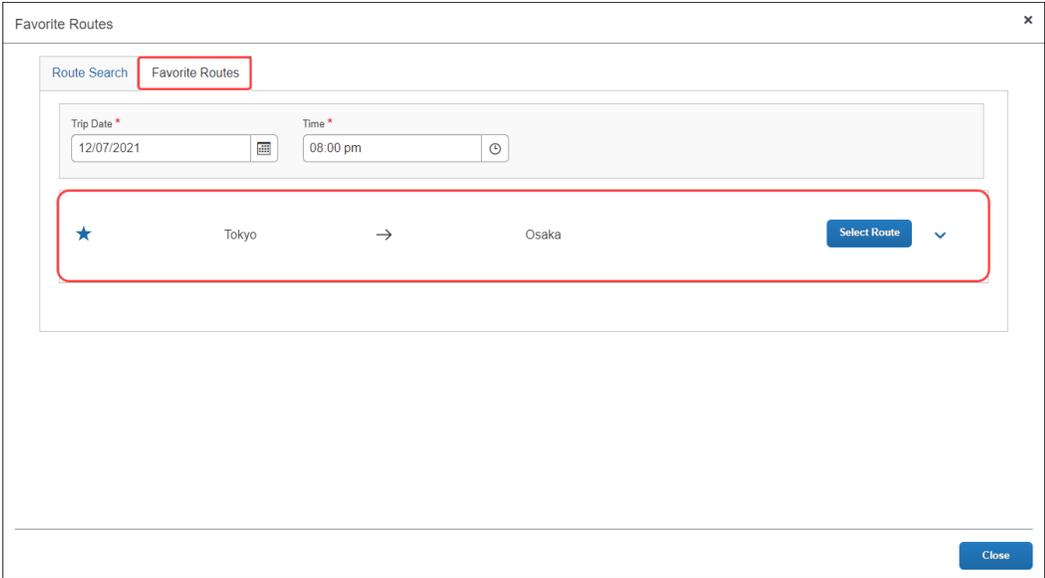
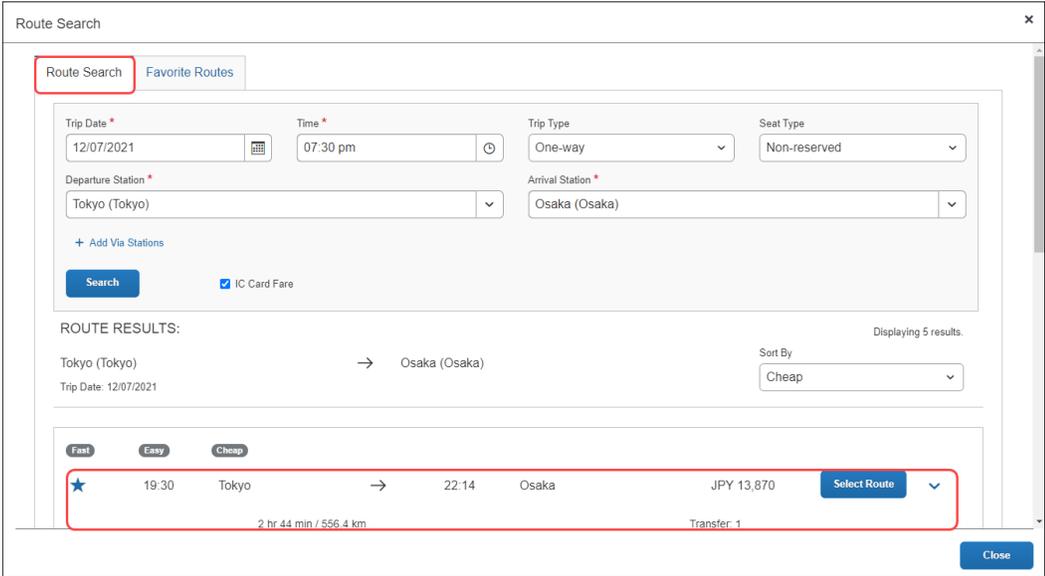
Users can configure a route they regularly use (for example, from home to work) and add it to their favorites. When they create a future JPT expense, they can then select the route from the **Favorite Routes** tab.

NOTE: Currently, there is no limit to the number of routes you can add to the **Favorite Routes** tab.

From the **Route Search** window, a user can create a route and mark it as a favorite from the **Route Search** tab.



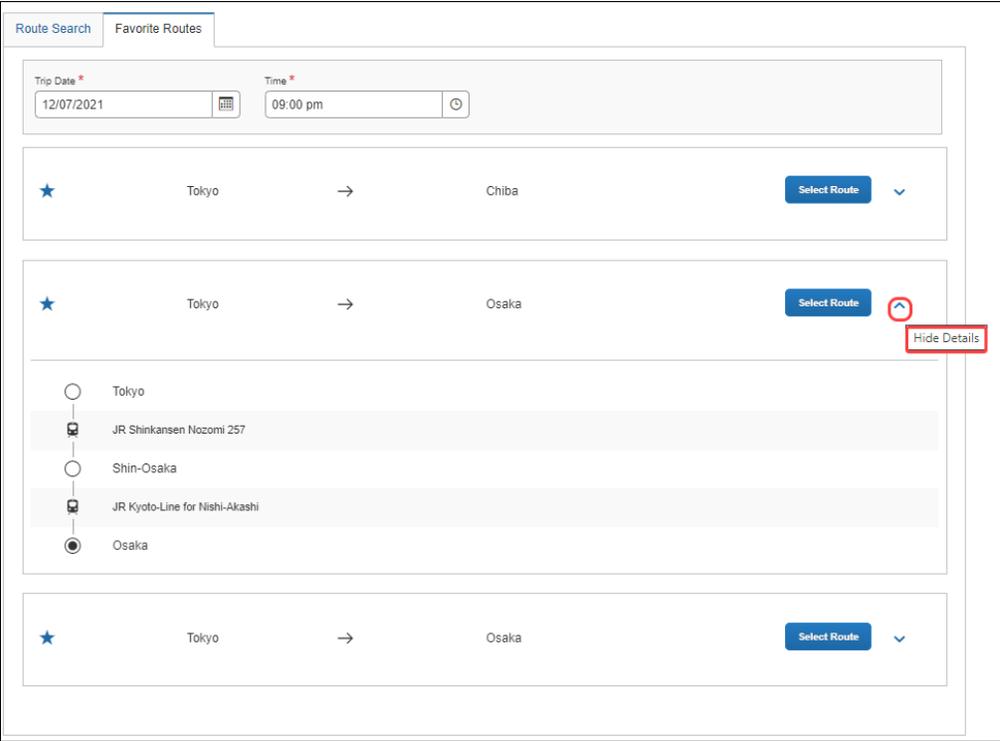
Once the user clicks the star icon, the route is favorited (the star changes from clear to blue) and added to the **Favorite Routes** tab.



NOTE: Users can click the **Show Details** toggle button to display the favorite route's details.

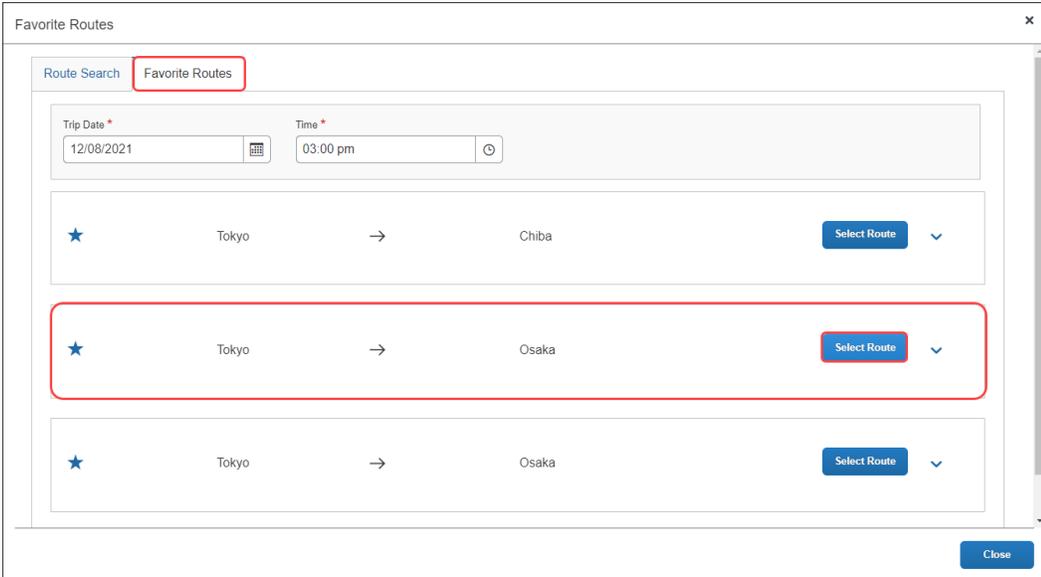


Users can then click the **Hide Details** toggle button to hide the favorite route's details.

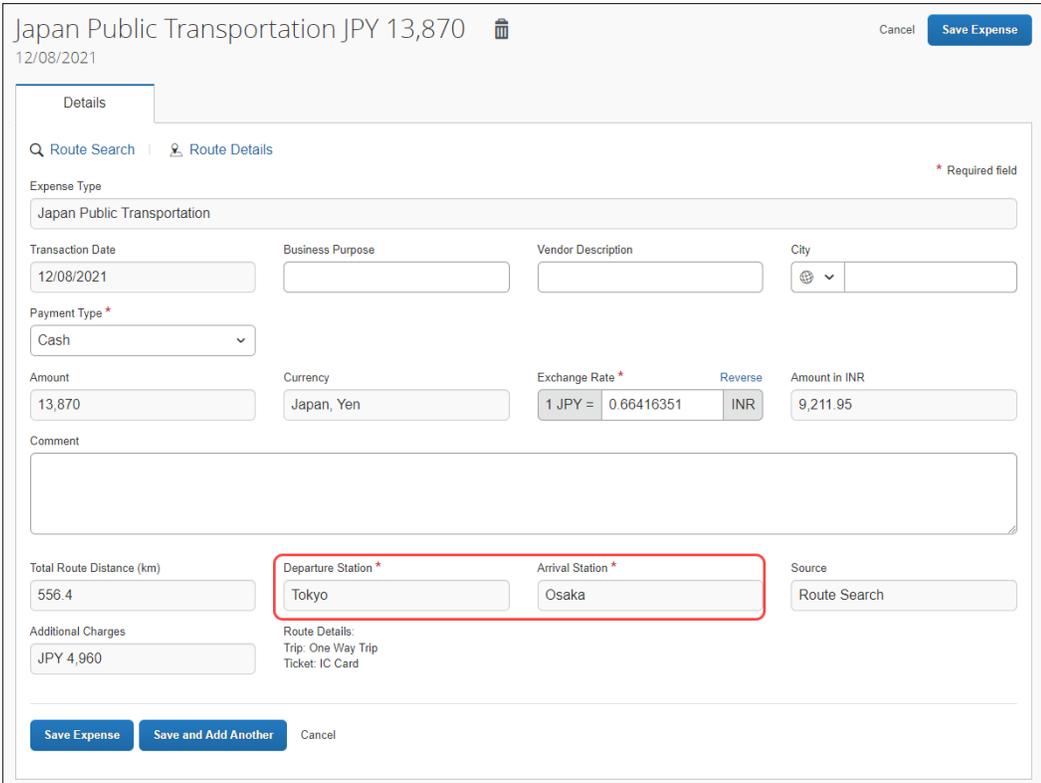


ADDING A JPT EXPENSE FROM A FAVORITE ROUTE

Users can create a JPT expense and select a favorite route (noted by the star icon).



In the expense report, the departure station and arrival station will pre-populate with the data provided from the favorite route selected.



Users can then save the expense or save the current JPT expense and add another JPT expense.

SAVING AND ADDING ANOTHER JPT EXPENSE

Users can save a JPT expense and then add another JPT expense (to the same expense report) by clicking the **Save and Add Another** button.

Japan Public Transportation JPY 13,870 Cancel **Save Expense**

12/08/2021

Details

Route Search | Route Details

Expense Type * Required field

Japan Public Transportation

Transaction Date: 12/08/2021

Business Purpose:

Vendor Description:

City:

Payment Type*: Cash

Amount: 13,870

Currency: Japan, Yen

Exchange Rate*: 1 JPY = 0.66416351 Reverse

Amount in INR: 9,211.95

Comment:

Total Route Distance (km): 556.4

Departure Station*: Tokyo

Arrival Station*: Osaka

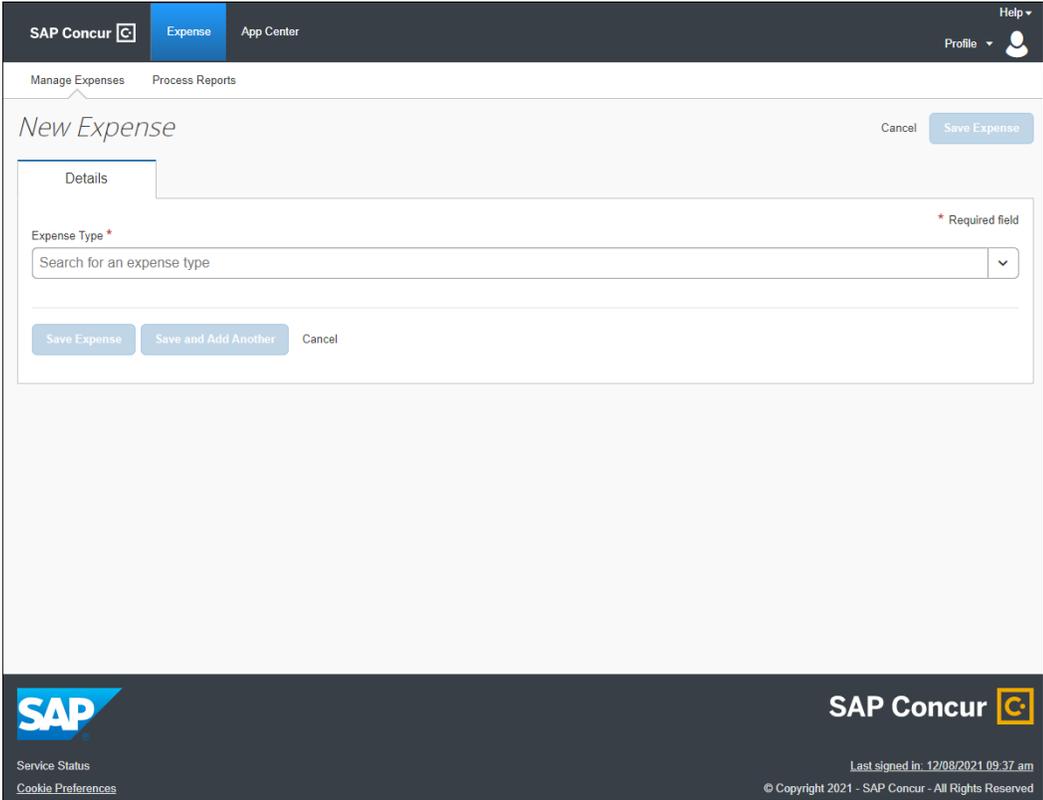
Source: Route Search

Additional Charges: JPY 4,960

Route Details:
Trip: One Way Trip
Ticket: IC Card

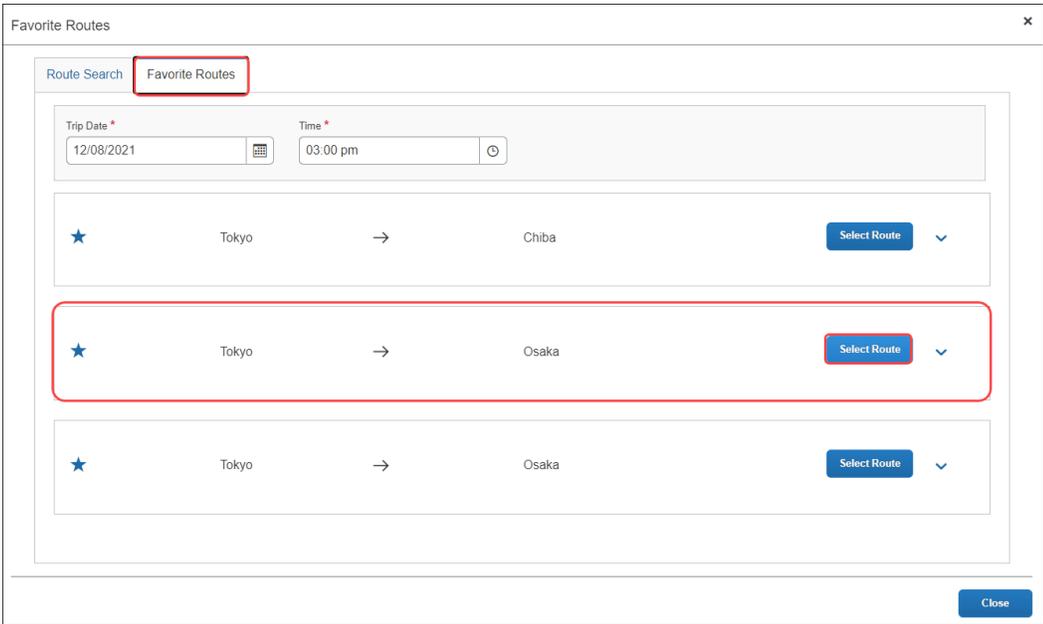
Save Expense **Save and Add Another** Cancel

The JPT expense is saved and the **New Expense** window opens.



Users can select any expense, but in this case, they select **Japan Public Transportation**.

Users can select a route using a route search OR select a favorite route on the **Favorite Routes** tab.



The JPT expense report reflects the newest JPT expense added using the **Favorites Route** tab.

Manage Expenses | Process Reports

Japan Public Transportation JPY 25,990 Cancel Save Expense

12/08/2021

Details

Q Route Search | Route Details

Expense Type * Required field

Japan Public Transportation

Transaction Date: 12/08/2021

Business Purpose:

Vendor Description:

City:

Payment Type ^{*}: Cash

Amount: 25,990

Currency: Japan, Yen

Exchange Rate ^{*}: 1 JPY = 0.66416351 Reverse

Amount in INR: 17,261.61

Comment:

Total Route Distance (km): 1121.7

Departure Station ^{*}: Tokyo

Arrival Station ^{*}: Chiba

Source: Route Search

Additional Charges: JPY 4,960

Route Details:
Trip: One Way Trip
Ticket: IC Card

Save Expense Save and Add Another Cancel

Users can choose (again) whether to save the JPT expense or clicking **Save and Add Another** to save another expense to the expense report.

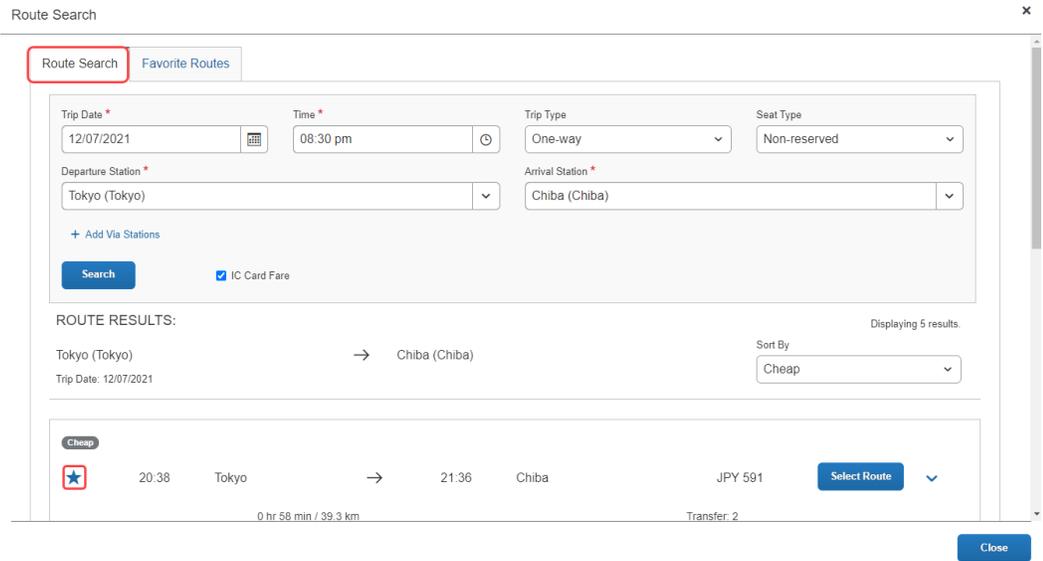
The screenshot shows the 'Manage Expenses' interface for a 'Japan Public Transportation' expense. The header includes 'Manage Expenses' and 'Process Reports' tabs. The main title is 'Japan Public Transportation JPY 25,990' with a trash icon and 'Cancel' and 'Save Expense' buttons. Below the title is the date '12/08/2021' and a 'Details' tab. The form contains several sections: 'Route Search' and 'Route Details' tabs; 'Expense Type' (Japan Public Transportation); 'Transaction Date' (12/08/2021), 'Business Purpose', 'Vendor Description', and 'City' (dropdown); 'Payment Type' (Cash); 'Amount' (25,990), 'Currency' (Japan, Yen), 'Exchange Rate' (1 JPY = 0.66416351 INR), and 'Amount in INR' (17,261.61); a 'Comment' text area; 'Total Route Distance (km)' (1121.7), 'Departure Station' (Tokyo), 'Arrival Station' (Chiba), and 'Source' (Route Search); and 'Additional Charges' (JPY 4,960). 'Route Details' shows 'Trip: One Way Trip' and 'Ticket: IC Card'. At the bottom, there are 'Save Expense', 'Save and Add Another', and 'Cancel' buttons.

DELETING A FAVORITE ROUTE FROM THE ROUTE SEARCH

Users can delete a favorite route from the **Route Search** tab by clicking the star icon to remove it as a favorite.

NOTE: The favorite route will also be deleted from the **Favorite Routes** tab.

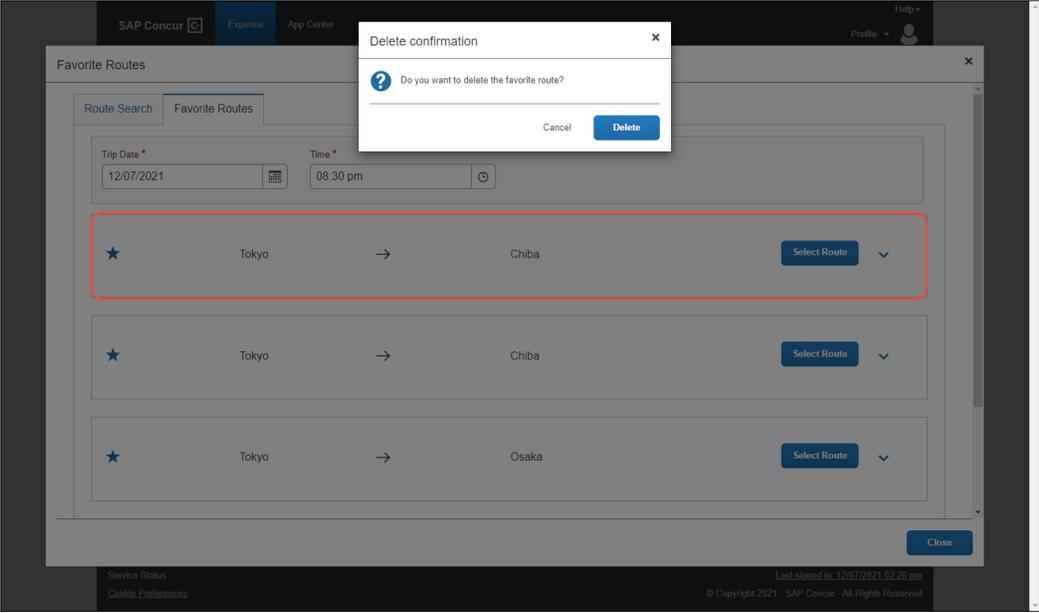
Deleting a favorite route does NOT affect any previous JPT expenses submitted using a favorite route.



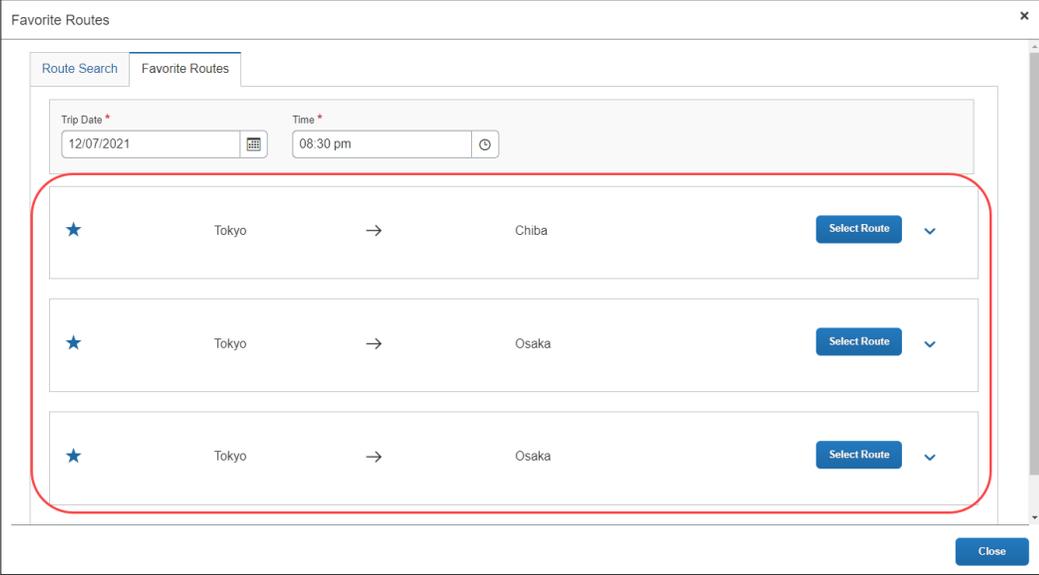
DELETING A FAVORITE ROUTE FROM THE FAVORITE ROUTES TAB

Users can delete a favorite route from the **Favorite Routes** tab by clicking the star icon to remove it as a favorite.

NOTE: Deleting a favorite route does NOT affect any previous JPT expenses submitted using a favorite route.



The route is removed and the **Favorite Routes** list tab is updated.

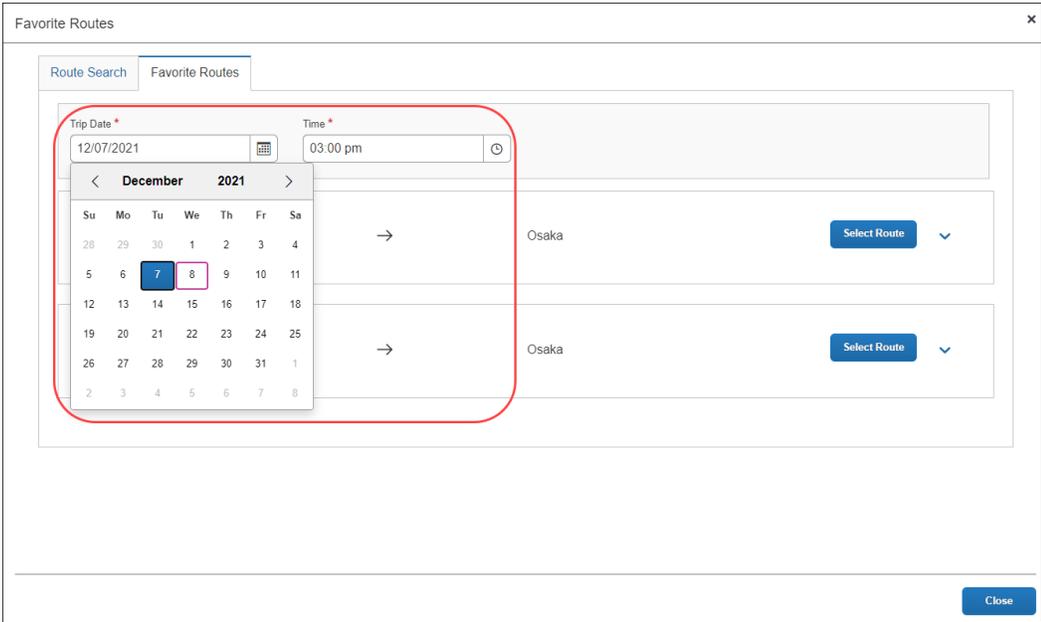


ADDING AN EXPENSE FROM A FAVORITE ROUTE FOR THE REQUESTED TRIP DATE AND TIME

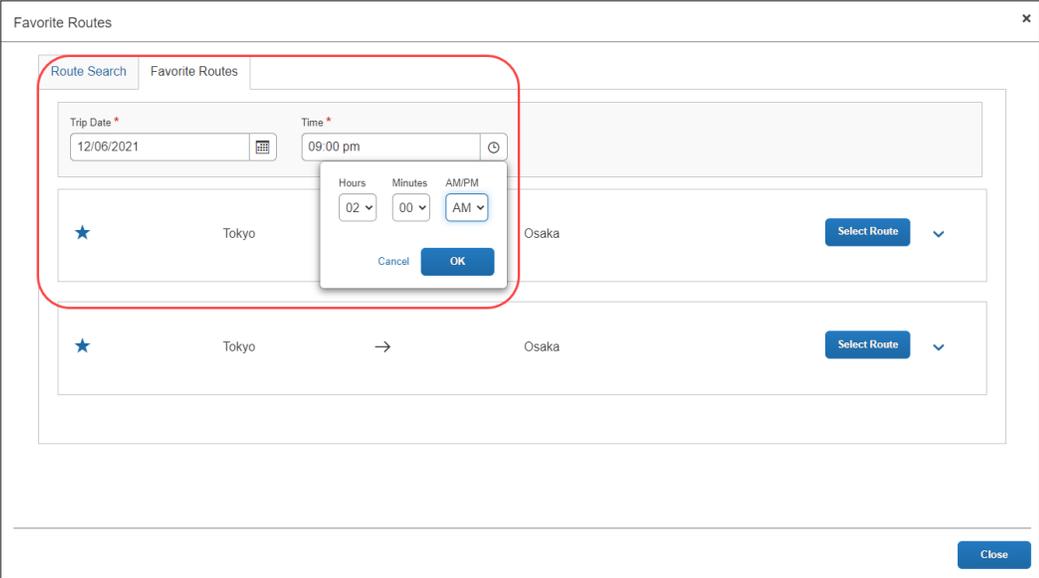
Users can create a JPT expense using the same route, but the route’s date and time changes based on the date and time traveled. Users can save time by providing route stations and route search conditions (such as seat type), and then select the target route. They want to reuse these route search conditions and route (same departure and arrival stations and lines) to create a new JPT expense.

When providing the date and time, the user may not know the precise time of the departure or arrival, for example. However, when adding a JPT expense from a favorite route for the requested trip date and time, Concur Expense will automatically update the expense report using your favorite route’s adjusted date and time.

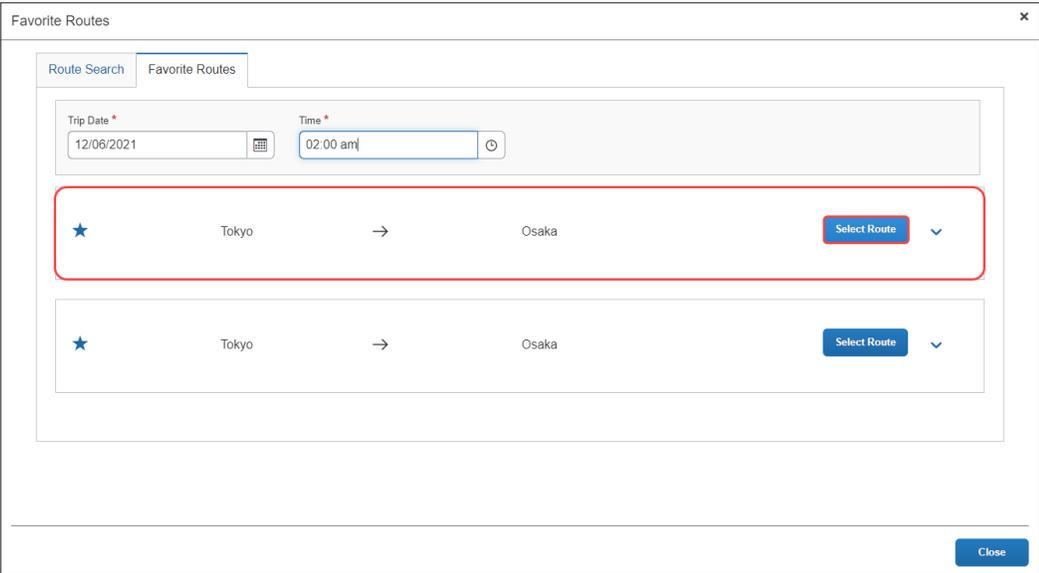
On the **Favorite Routes** tab, users can configure the trip date and time. In this example, the user selects the date.



Once the user selects the date, they then provide an approximate time for when they think took the favorite route.



The user selects the route from the **Favorite Routes** tab, with the trip date and time (they provided) applied.



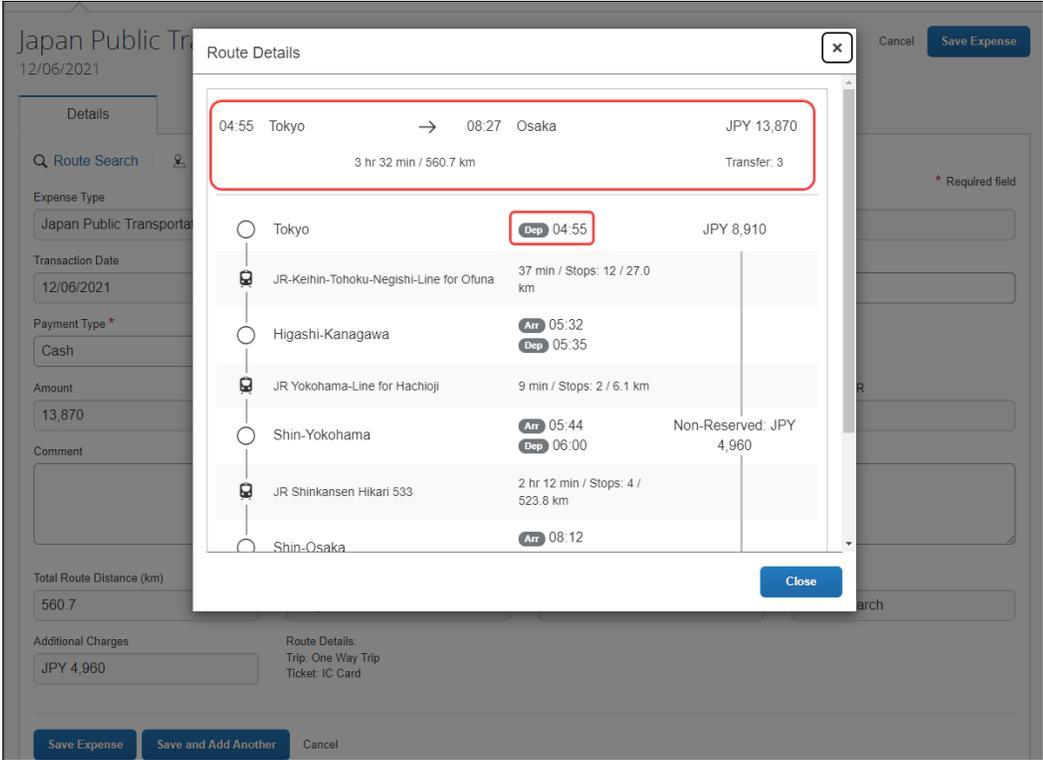
On the expense report page, the user can view the route details that have been pre-populated from the route search then click **Route Details** at the top of the report to view the selected route's details.

The screenshot shows the 'Route Details' form for an expense report titled 'Japan Public Transportation JPY 13,870' dated '12/06/2021'. The form includes several sections:

- Navigation:** 'Route Search' and 'Route Details' (highlighted with a red box).
- Expense Type:** 'Japan Public Transportation'.
- Transaction Date:** '12/06/2021'.
- Business Purpose:** (Empty field).
- Vendor Description:** (Empty field).
- City:** (Dropdown menu).
- Payment Type:** 'Cash'.
- Amount:** '13,870'.
- Currency:** 'Japan, Yen'.
- Exchange Rate:** '1 JPY = 0.66770309'.
- Reverse:** 'INR'.
- Amount in INR:** '9,261.04'.
- Comment:** (Large empty text area).
- Total Route Distance (km):** '560.7'.
- Departure Station:** 'Tokyo' (highlighted with a red box).
- Arrival Station:** 'Osaka' (highlighted with a red box).
- Source:** 'Route Search' (highlighted with a red box).
- Additional Charges:** 'JPY 4,960'.
- Route Details:** 'Trip: One Way Trip', 'Ticket: IC Card'.

Buttons at the bottom include 'Save Expense', 'Save and Add Another', and 'Cancel'.

If the trip's departure date and time are different than the favorite route's date and time specified by the user, Concur Expense will automatically adjust the time in the **Route Details** window. In the previous example, the user had entered a 2:00 a.m. departure date, but Concur Expense updated the departure time to the correct time (of 4:55) from the actual route data.



NOTE: If the favorite route is associated with a commuter pass, you will see **Commuter Pass Deduction** for the **Pass** information.

Japan Public Transportation ¥14,038 Cancel Save Expense
11/30/2021

Details

Route Search | Route Details

Expense Type * Required field
Japan Public Transportation

Transaction Date: 11/30/2021
Business Purpose:
Vendor Description:
City:

Payment Type *
Cash

Amount: 14,038
Currency: Japan, Yen

Comment:

Total Route Distance (km): 569.4
Departure Station *: Tokyo
Arrival Station *: Osaka
Source: Route Search

Additional Charges: ¥4,960
Route Details:
Trip: One Way Trip
Ticket: IC Card
Pass: Commuter Pass Deduction

ADDING A FAVORITE VIA STATION ROUTE

Users can add a favorite via station route using the same method for adding a favorite route by clicking the star icon.

Route Search Favorite Routes

Trip Date *: 12/07/2021
Time *: 09:00 pm
Trip Type: One-way
Seat Type: Non-reserved

Departure Station *: Tokyo (Tokyo)
Arrival Station *: Chiba (Chiba)

Via 1: Osaka (Osaka)
Via 2:

Search IC Card Fare

ROUTE RESULTS: Displaying 5 results

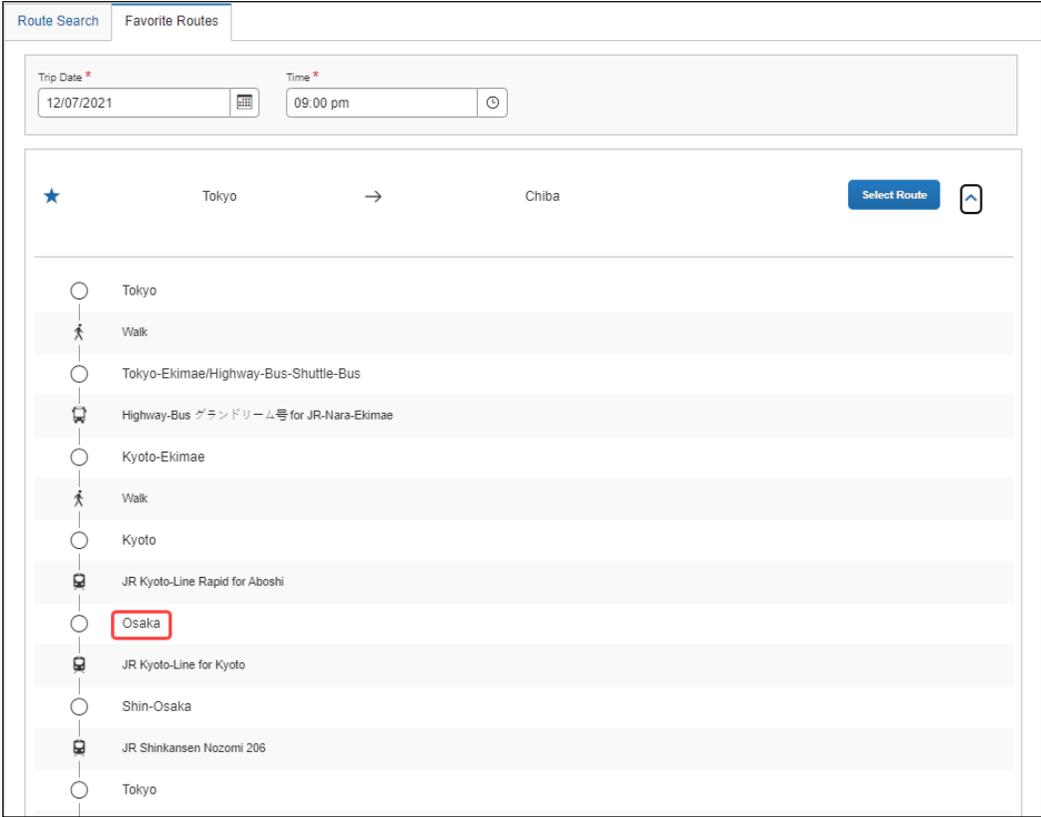
Tokyo (Tokyo) → Osaka (Osaka) → Chiba (Chiba)
Trip Date: 12/07/2021
Sort By: Cheap

21:39 Tokyo → 10:04 Chiba JPY 25,990 Select Route

Star icon

Close

Once added, the favorite via station route will be added to the **Favorite Routes** tab. You can expand the route by clicking the **Show Details** button to display the route's details, which contains the favorite via station.

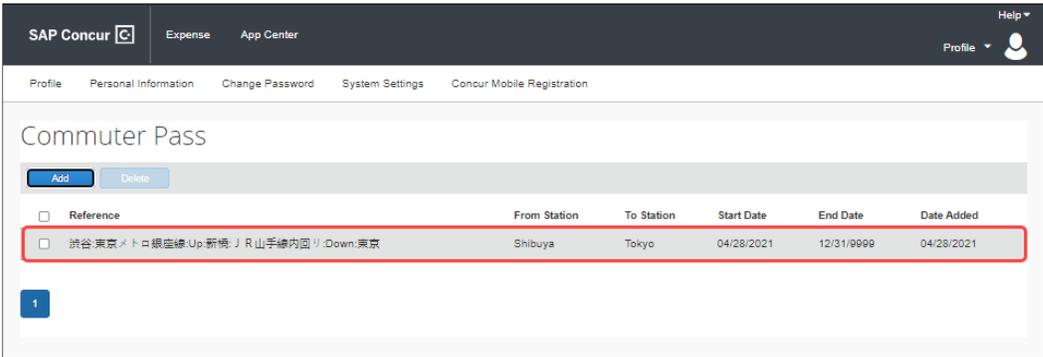


ADDING A COMMUTER PASS

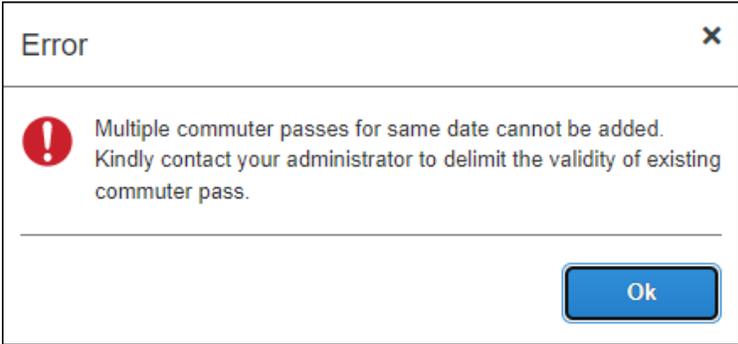
From **Profile Settings > Commuter Pass Routes**, users can add a commuter pass to their profile that can be applied to a favorite route for a JPT expense.

NOTE: Users will only be available to store one commuter pass at a time.

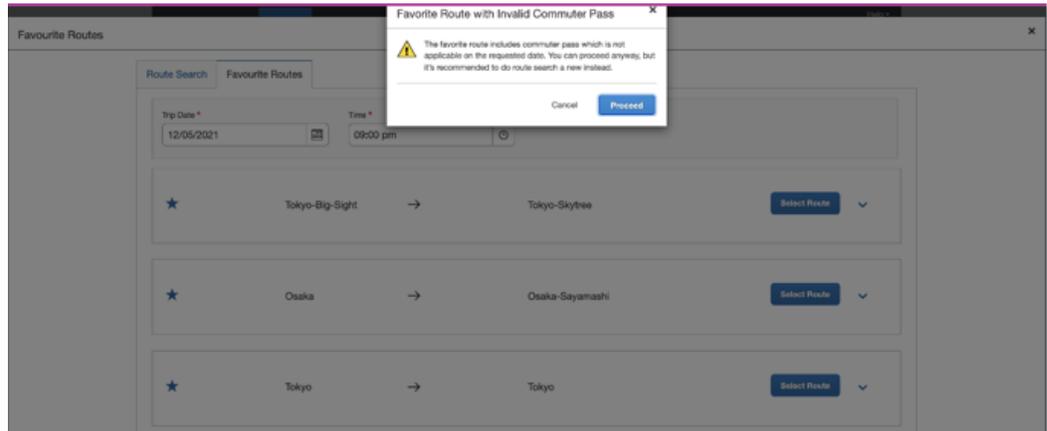
Only one commuter pass is allowed in a date period; a user cannot use multiple commuter passes for the same period. For example, if they use one route on Monday, Wednesday, and Friday, but use another route on Tuesday and Thursday, they cannot use separate passes for the two unique routes.



NOTE: If a user tries to add an additional commuter pass (when one is already stored), they will see this warning:



NOTE: If a favorite route is added to a commuter pass that is no longer valid, the user will see this warning:



The user must click **Cancel** to return to the **Favorite Routes** window and click **Proceed**.

They can then save their expense and remain in Concur Expense or log out.

Configuration / Feature Activation

The feature is automatically available; there are no additional configuration or activation steps.

NOTE: This feature will only appear for users if the JPT on NextGen UI is activated in the customer's environment.



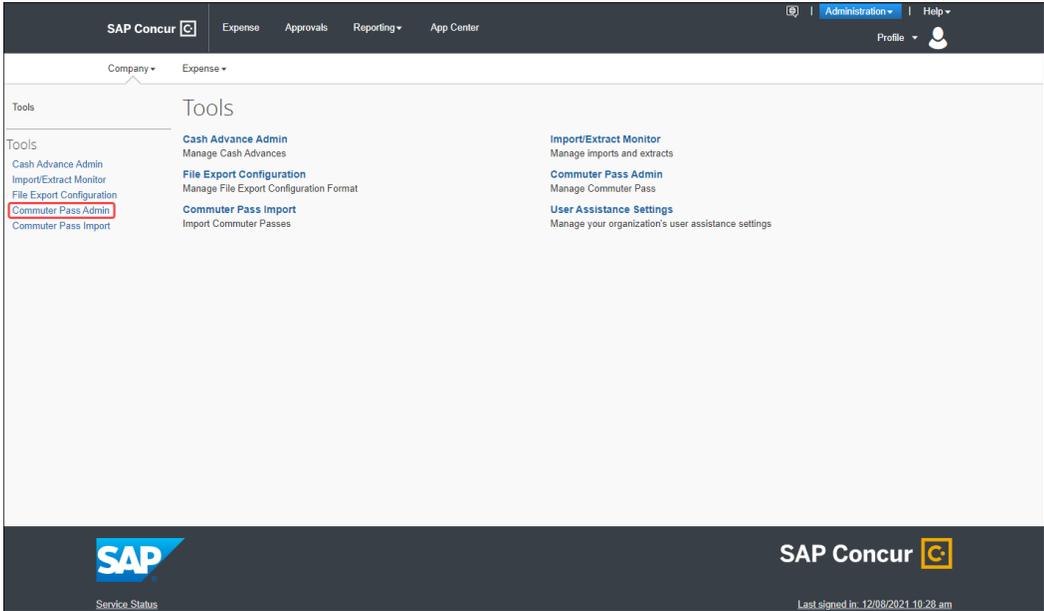
For more information, refer to the *Concur Expense: JPT on NextGen UI Setup Guide* for Professional Edition or the *Concur Expense: JPT on NextGen UI Setup Guide* for Standard Edition.

Additional Release for JPT on NextGen UI

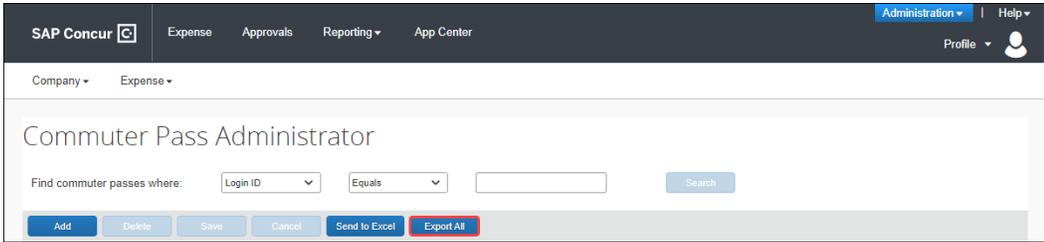
Admins can export commuter pass information in Concur Expense.

What the Admin Sees

Admins can export all commuter pass information from **Administration > Expense > Expense Settings > Capturing Spend >Commuter Passes.**



On the **Commuter Pass Administrator** page, an admin clicks the **Export All** button to export the commuter pass information to an Excel spreadsheet.



An Excel spreadsheet is downloaded to the admin’s default downloads location and then opens to show commuter pass information, such as the Employee ID, from and to station names, and so forth, for all users with a commuter pass.

EXAMPLE

The image shows a screenshot of an SAP spreadsheet window titled "Commuter Pass". The spreadsheet has columns labeled A through Q. The data is organized as follows:

1	EmployeeID	Delete?	From Station Name	To Station Name	Start Date	End Date	Reference											
2																		
3																		
4																		
5																		
6																		
7																		
8																		
9																		
10																		
11																		
12																		
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31																		
32																		

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](#).

NextGen UI

****Planned Changes** JPT on NextGen UI Migration for JPT 1.0 Users**

Information First Published	Information Last Modified	Feature Target Release Date
February 2022	--	March-April 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

This change is part of the NextGen UI experience.

Overview

Japan Public Transport (JPT) on NextGen UI is the only service that enables users to expense rail and bus travel in Japan using the NextGen UI. The ability to request and expense public transport is critical to the Japan market. A typical Japanese citizen makes multiple journeys per day and, in total, public transport represents 55% of all expenses in Japan.

Existing (legacy) JPT 1.0 clients will now be able to transition to JPT on NextGen UI, the new version of JPT 1.0. Global customers can anticipate migrating to JPT on NextGen UI in March 2022; the tentative date for Japan clients is April 2022.

BUSINESS PURPOSE / CLIENT BENEFIT

Existing (legacy) JPT 1.0 users will be able to migrate to JPT on NextGen UI to reap the benefits of the latest version.

Configuration / Feature Activation

Global customers can anticipate migrating to JPT on NextGen UI in March 2022; the tentative date for Japan clients is April 2022.

⚠ IMPORTANT! Clients who want to opt-in for the transition to JPT on NextGen UI must create a change request case. For further assistance, contact SAP Concur support or your SAP implementation coach.



For more information on the steps required before and after the migration, refer to the *Concur Expense: Japan Public Transport (JPT) on NextGen UI Migration Guide* for both the Professional and Standard Edition.

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.

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

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

Any user can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help or directly on the SAP Help Portal.

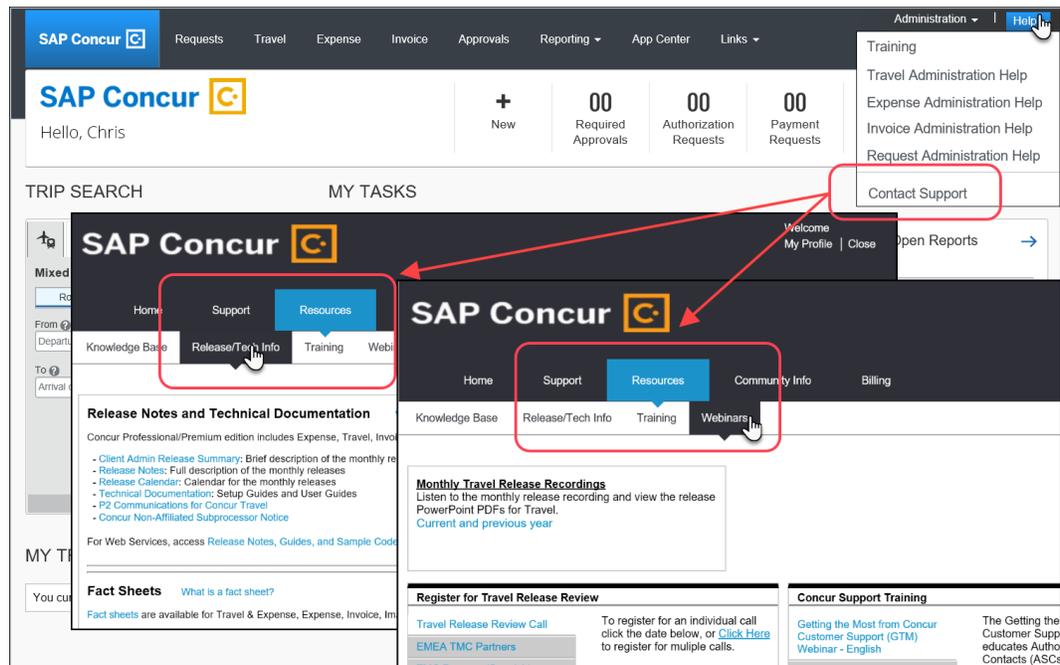
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

SAP Concur Support Portal – Selected Users

Access release notes, webinars, and other technical documentation on the SAP Concur support portal.

If you have the proper permissions, **Contact Support** appears on the **Help** menu. Click 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.



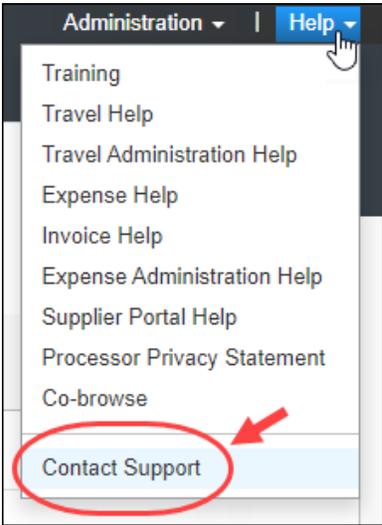
Cases

Check Support Case Status

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

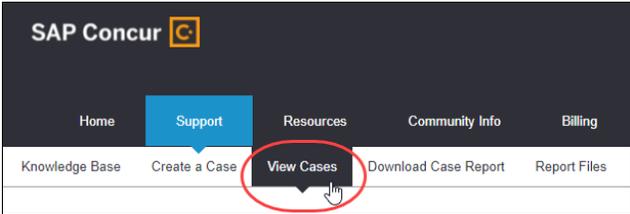
► **To check the status of a submitted case:**

- 1. Log on to <https://concursolutions.com/portal.asp>.
- 2. Click **Help > Contact Support**.

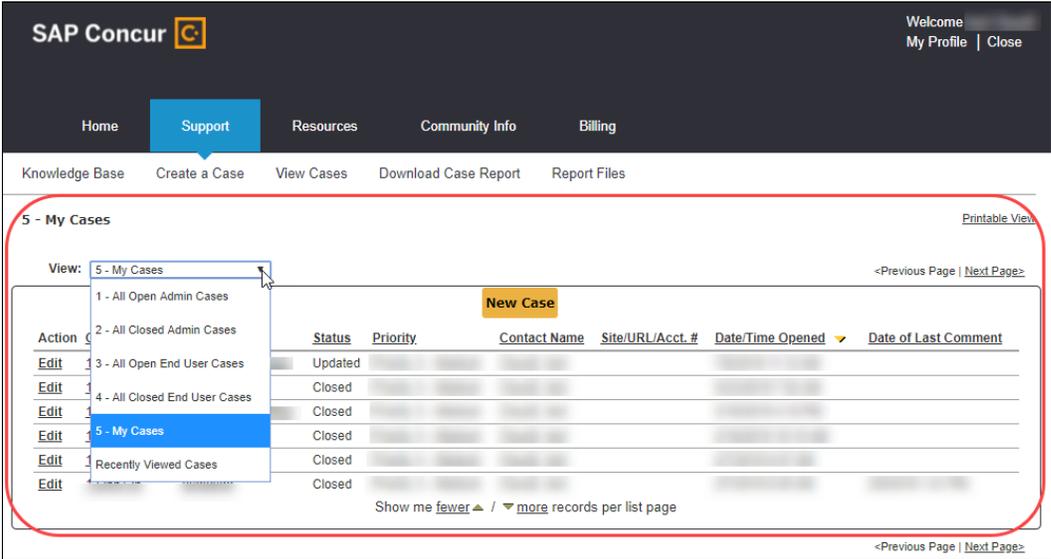


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

- 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.



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SAP Concur Release Notes	
Concur Expense Standard Edition	
Month	Audience
Release Date: March 19, 2022 Initial Post: Friday, March 18, 2022	Client FINAL

Contents

- Release Notes 1**
 - Expense Pay – Flex Edition.....1**
 - Bank Account Number for SGD Currency 1
 - Mileage.....2**
 - New Mileage Service Features..... 2
 - NextGen UI11**
 - **Ongoing** Updated User Interface (UI) for Concur Expense End Users..... 11
 - JPT on NextGen UI Migration for JPT 1.0 Users..... 13
- Planned Changes.....15**
 - Email Notifications15**
 - **Planned Changes** Update to Expense Report Link in Workflow Notifications Email . 15
- Client Notifications.....18**
 - Accessibility18**
 - Accessibility Updates 18
 - Subprocessors.....18**
 - SAP Concur Non-Affiliated Subprocessors 18
 - Supported Browsers.....18**
 - Supported Browsers and Changes to Support 18
- Additional Release Notes and Other Technical Documentation19**
 - Online Help19**
 - SAP Concur Support Portal – Selected Users.....19**
- Cases20**
 - Check Support Case Status.....20**

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Release Notes

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

Expense Pay – Flex Edition

Bank Account Number for SGD Currency

Overview

To better support SGD (Singapore Dollar) currency now and for the future, the bank account number field length has increased from a maximum of 11 digits to 14 digits.

BUSINESS PURPOSE / CLIENT BENEFIT

This change supports new beneficiary bank requirements for 12 to 14 digit account numbers.

What the Admin Sees

When the user enters the bank account number, they can enter up to 14 digits. This allows them to include a 3 digit branch code with an 11 digit account number in the **Bank Account Number** field if required by the payment provider.

NOTE: Some beneficiaries who use OCBC Bank may need to change how they store their account number. The payment provider or SAP Concur will provide additional information if your employees are required to change how they enter their OCBC bank account number in SAP Concur.

NOTE: The employee import record type 820 will now support the new account number field length of up to 14 characters.

Configuration / Feature Activation

The feature is automatically available; there are no configuration or activation steps.



For general information about this functionality, refer to the *Concur Expense: Expense Pay Flex Edition User Guide for Concur Professional/Premium*.

Mileage

New Mileage Service Features

Information First Published	Information Last Modified	Feature Target Release Date
March 2022	--	March 8, 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

These changes are part of the NextGen UI experience.

Overview

On March 8, 2022, SAP Concur Expense released functionality and UI updates to clients using the Mileage Service.

⚠ IMPORTANT: These changes are available to new Mileage Service clients only.

Mileage Service clients cannot implement a mixture of the original mileage offering with the new Mileage Service; they must use the new Mileage Service to reap the benefits described.

These updates provide clients with automatic best practice government mileage rates, and improved user interfaces and end-to-end user experience.

⚠ IMPORTANT: Your company must be using the NextGen UI for Concur Expense user interface (UI).

BUSINESS PURPOSE / CLIENT BENEFIT

These updates enhance the mileage functionality by providing:

- Automatic best practice government mileage rates
- Latest government and company rates available to the clients
 - ◆ For a client paying the government rates, the mileage service will keep these rates updated. This results in reduced rate administration (on the client's part) to maintain and manage the rates – no more manual updates. As a result, the latest rates are available in real time.
- Enhanced regulatory support
 - ◆ Support for all vehicle types and corresponding distance bands
- Simplified vehicle registration process
- Improved compliance
- Additional rates and regional rates support
- Improved user experience

What the Admin Sees

The **Mileage Configuration** page (**Administration > Expense Settings > Capturing Spend > Mileage > Edit**) displays the automated mileage rates for both a personal and company car. You can also configure custom rates for both a personal car and company car.

NOTE: Vehicles and modes of transportation listed for a personal car on both the **Automatic Rates** tab and **Company Car** tab differ based on country.

For example, one country may only have one default personal car criteria, but another country may list multiple modes of transportation for its personal car criteria. For example, the United States has a flat rate for a personal car, but Germany lists rates for a motorbike, car, moped, and cycle.

Mileage Configuration

AUTOMATIC RATES

On the **Mileage Configuration** page, the **Automatic Rates** tab opens to display the **Personal Car** tab by default.

NOTE: Previously, you had to manually change the mileage rate when the government updated its rates every year. Clients now see the latest statutory rates (updated by SAP Concur) as often as governments make new rates available.

The screenshot displays the SAP Concur Mileage Configuration interface. At the top, there are navigation tabs for 'Expense', 'Approvals', and 'App Center'. The main content area is titled 'Mileage Configuration' and includes a 'Country/Region' dropdown set to 'United States'. Below this, there are two tabs: 'Automatic Rates' (selected) and 'Custom Rates'. A note states: 'Mileage rates for this country/region will update automatically if a new rate is published.' Underneath, there are sub-tabs for 'Personal Car' and 'Company Car'. A 'Show Historic Rates' checkbox is present. A table displays the current rate:

Effective Date	Rate
01/01/2022	0.585

The footer contains the SAP logo, 'SAP Concur' branding, and copyright information: '© Copyright 2022 - SAP Concur - All Rights Reserved'. It also shows the user's last signed-in time: 'Last signed in: 03/01/2022 03:52 pm'.

Admins can also view a history of historic rates by clicking **Show Historic Rates**.

The screenshot shows the SAP Concur Mileage Configuration interface. At the top, there is a navigation bar with 'SAP Concur' logo, 'Expense', 'Approvals', and 'App Center' tabs. On the right, there are links for 'Administration', 'Help', and 'Profile'. Below the navigation bar, the page title is 'Mileage Configuration'. A 'Country/Region' dropdown menu is set to 'United States'. There are two tabs: 'Automatic Rates' and 'Custom Rates'. A note states: 'Mileage rates for this country/region will update automatically if a new rate is published.' Below this, there are two sub-tabs: 'Personal Car' and 'Company Car'. A checkbox labeled 'Show Historic Rates' is checked and highlighted with a red box. Below the checkbox is a table with two columns: 'Effective Date' and 'Rate'. The table contains the following data:

Effective Date	Rate
01/01/2022	0.585
01/01/2021	0.56
01/01/2020	0.575
01/01/2019	0.58
01/01/2018	0.545
01/01/2017	0.535

The table is also highlighted with a red box. At the bottom of the page, there is a footer with the SAP logo, 'SAP Concur' logo, 'Service Status', 'Contact Support', 'Cookie Preferences', 'Last signed in: 03/01/2022 03:52 pm', and '© Copyright 2022 - SAP Concur - All Rights Reserved'.

AUTOMATIC RATES – PERSONAL CAR EXAMPLE (UNITED STATES)

The screenshot shows the SAP Concur Mileage Configuration interface for the United States. The 'Country/Region' is set to 'United States'. The 'Automatic Rates' tab is selected, and the 'Personal Car' sub-tab is active. A table displays a single rate entry for an effective date of 01/01/2022 with a rate of 0.585. The 'Show Historic Rates' checkbox is unchecked.

Effective Date	Rate
01/01/2022	0.585

AUTOMATIC RATES – PERSONAL CAR EXAMPLE (UNITED KINGDOM)

The screenshot shows the SAP Concur Mileage Configuration interface for the United Kingdom. The 'Country/Region' is set to 'United Kingdom'. The 'Automatic Rates' tab is selected, and the 'Personal Car' sub-tab is active. A table displays multiple rate entries for various criteria, effective dates, and rates. The 'Show Historic Rates' checkbox is unchecked.

Effective Date	Criteria	Rate 0 to 10000	Rate over 10000	Rate Per Passenger
06/01/2021	Car - Electric	0.45	0.25	0.05
04/06/2011	Car - Gasoline - Over 2000cc	0.45	0.25	0.05
04/06/2011	Car - Diesel - Over 2000cc	0.45	0.25	0.05
04/06/2011	Car - Diesel - 1601-2000cc	0.45	0.25	0.05
04/06/2011	Car - Gasoline - 1401-2000cc	0.45	0.25	0.05
04/06/2011	Car - Diesel - Up to 1600cc	0.45	0.25	0.05

On the **Automatic Rates** tab, admins can also view the automatic rates for a company car on the **Company Car** tab.

Country/Region: United Kingdom

Automatic Rates | Custom Rates

Mileage rates for this country/region will update automatically if a new rate is published.

Personal Car | Company Car

Show Historic Rates

Effective Date	Criteria	Rate	Personal Rate
12/01/2021	Car - LPG - Up to 1400cc	0.09	0
12/01/2021	Car - Diesel - 1601-2000cc	0.13	0
12/01/2021	Car - Diesel - Over 2000cc	0.16	0
12/01/2021	Car - Gasoline - Over 2000cc	0.22	0
12/01/2021	Car - LPG - 1401-2000cc	0.1	0
12/01/2021	Car - LPG - Over 2000cc	0.15	0

CUSTOM RATES

Admins can configure custom rates on the **Custom Rates** tab. When the **Custom Rates** tab is clicked, you are prompted to click **OK** to turn off automatic rate updates.

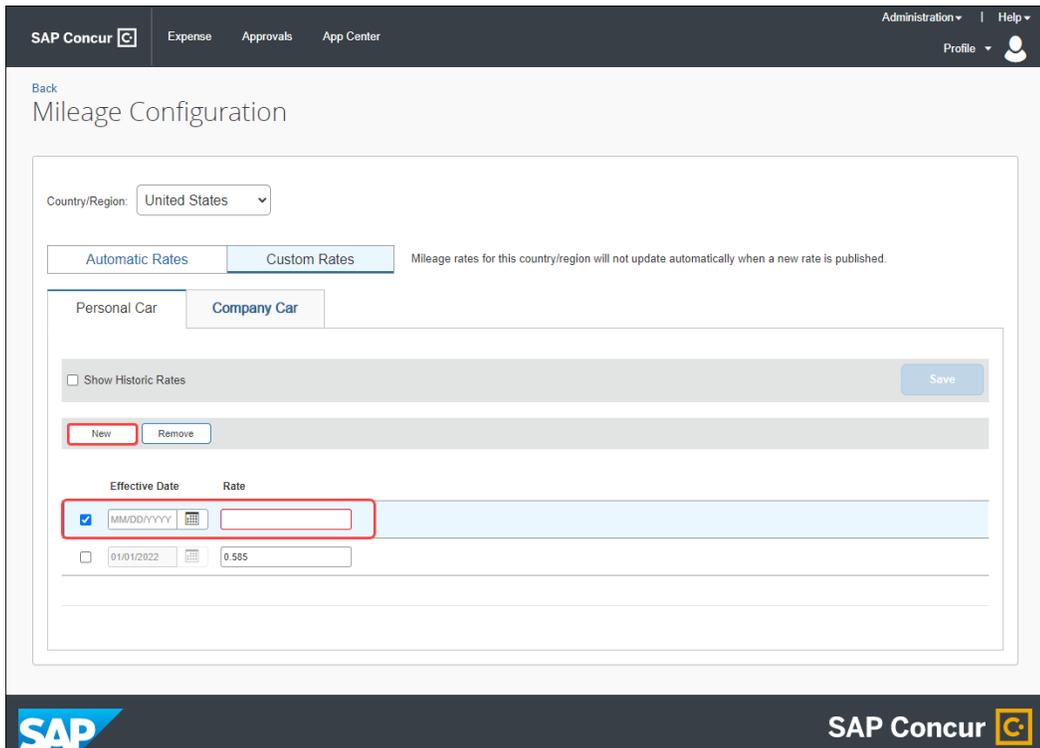
NOTE: You can opt to turn (back) on automatic rate updates by clicking the **Automatic Rates** tab.

The screenshot shows the SAP Concur Mileage Configuration interface. A dialog box is open in the center, asking "Turn off automatic rate updates?". The dialog text reads: "If you turn off automatic rate updates for this country/region, you will no longer receive automatic mileage rate updates for this country/region." There are "OK" and "Cancel" buttons at the bottom of the dialog. The background page is dimmed and shows the "Mileage Configuration" page for the "United States" country/region. It includes tabs for "Automatic Rates" and "Custom Rates", and sub-tabs for "Personal Car" and "Company Car". A "Show Historic Rates" checkbox is checked. Below it is a table with columns "Effective Date", "Rate", and "Personal Rate".

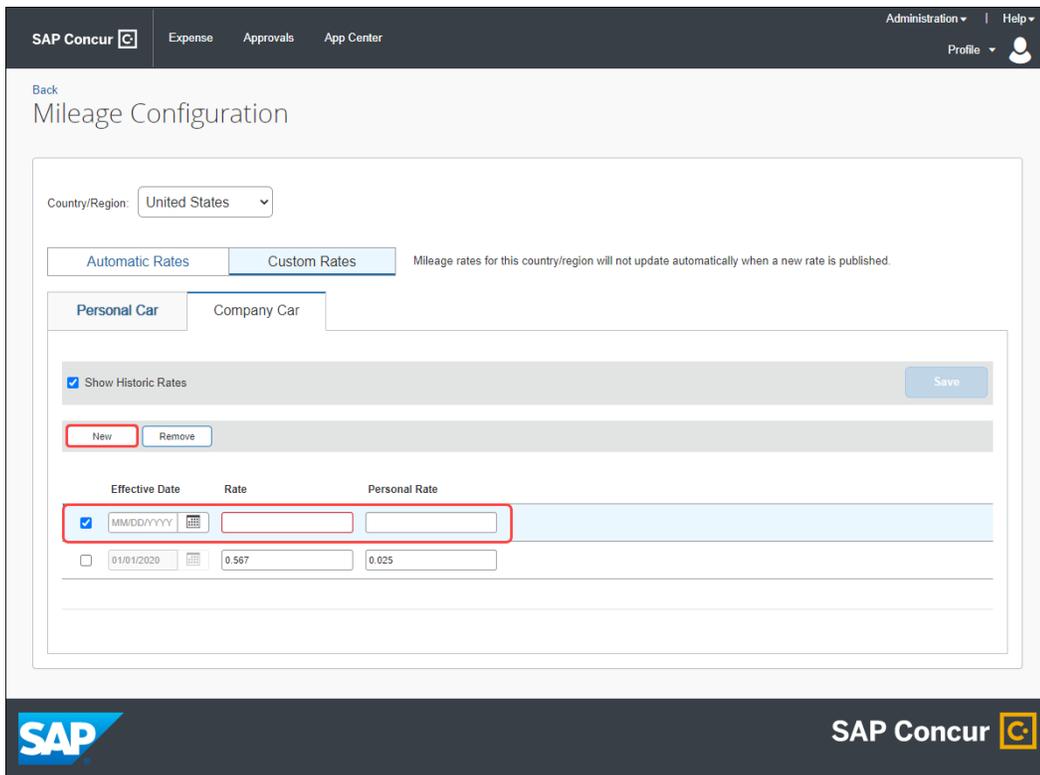
Effective Date	Rate	Personal Rate
01/01/2020	0	0

At the bottom of the page, there is a footer with the SAP logo, "SAP Concur" logo, and links for "Service Status", "Contact Support", and "Cookie Preferences". The footer also contains the text "Last signed in: 03/01/2022 03:52 pm" and "© Copyright 2022 - SAP Concur - All Rights Reserved".

On the **Custom Rates** tab, you can create a new custom rate for a personal car:



or for a company car:



Once a mileage configuration (for a personal or company car) is added to the **Custom Rates** tab, admins can edit or delete the mileage configuration.

What the User Sees

When the user logs in to their entity to report mileage for a new or existing vehicle, the government rate will be automatically applied when the expense is created.

EXAMPLE (UNITED STATES)

The screenshot shows the 'New Expense' form in SAP Concur. The form is titled 'New Expense' and has tabs for 'Details' and 'Itemizations'. The 'Details' tab is active. The form is for a 'Mileage Calculator' and includes the following fields:

- Expense Type ***: Personal Car Mileage
- Transaction Date ***: 02/21/2022
- Business Purpose ***: Sales Conference
- From Location ***: Bellevue, WA, 98004, USA
- To Location ***: Bellevue, WA, 98004, USA
- Payment Type**: Out-of-Pocket
- Distance ***: 11
- Amount**: 6.43
- Currency**: US, Dollar
- Reimbursement Rates**: USD 0.585 per mile

At the bottom of the form, there are three buttons: 'Save Expense', 'Save and Add Another', and 'Cancel'. The 'Save Expense' button is highlighted in blue.

EXAMPLE (UNITED KINGDOM)

The screenshot shows the 'New Expense' form in SAP Concur. The form is titled 'New Expense' and has tabs for 'Details' and 'Itemizations'. The 'Details' tab is active. The form includes a 'Mileage Calculator' section with the following fields:

- Expense Type ***: Personal Car Mileage
- Transaction Date ***: 02/21/2022
- Business Purpose**: (empty)
- From Location ***: Bristol
- To Location ***: London
- Payment Type**: Out-of-Pocket
- Receipt Status ***: None Selected
- Vehicle ID ***: Diesel: 1600cc or less
- Distance to Date**: 600
- Distance ***: 118
- Number of Passengers**: 1
- Amount**: 59.00
- Currency**: UK, Pound Sterling

At the bottom of the form, there are buttons for 'Save Expense', 'Save and Add Another', and 'Cancel'. A 'Show Receipt' link is also visible.

Configuration / Feature Activation

The Mileage Service update is deployed automatically ONLY to net new customer entities being created from March 8, 2022, and onward. The Mileage Service is not currently available to customers with existing legacy car mileage configurations in use. This update released on March 8, 2022.



For more information, refer to *Concur Expense: Car Configuration Setup Guide* for Professional edition, or the *Concur Expense: Mileage Rates Setup Guide* for Standard Edition.

NextGen UI

****Ongoing** Updated User Interface (UI) for Concur Expense End Users**

Information First Published	Information Last Modified	Automatic Transition Date
March 2018	Sep 17, 2020	Oct 1, 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The continued evolution of the Concur Expense solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for creating and submitting expense reports.

Concur Expense customers are now strongly encouraged to preview and then move to the NextGen UI well before the automatic transition date of **October 1, 2022**.

BUSINESS PURPOSE / CLIENT BENEFIT

The result is the next generation of the Concur Expense user interface designed to provide a modern, consistent, and streamlined user experience. This technology not only provides an enhanced user interface, but also allows us to react more quickly to customer requests to meet changing needs as they happen.

Products and Users Affected

To take advantage of these improvements, Concur Expense customers who do not move before October 1, 2022 will be automatically transitioned to the NextGen UI for Concur Expense. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes apply to:

- Concur Expense (Professional/Premium and Standard) end users only

NOTE: There are no changes for approvers, processors, or admins.

IMPORTANT: Timeline and Milestones

There are four important milestones for Concur Expense customers as they transition from the existing UI to the NextGen UI.

1. **Early Access Period:** March 2018 – July 2020

During this time, the updated UI was available to preview for customers worldwide. We encouraged administrators/power users to use the Early Access Period to preview the refreshed interface, update internal training materials, and prepare the organization for the transition.

2. **Opt-In Period:** July 2020 – September 2021

Following the Early Access Period was an open Opt-In Period. This milestone was marked by the delivery of most planned features as well as further overall product quality and stability.

Customers should use this period to plan their transition and move to the NextGen UI for Concur Expense when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

3. **Active Move Period:** October 2021 – September 2022

This is the 12-month notice period we committed to for customers to complete the transition at their own pace before the automatic transition date.

Customers are strongly encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Active Move Period.

4. **Automatic Transition Date:** October 1, 2022

All customers will be automatically transitioned to the NextGen UI.

This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support.

Transition Materials – Guides and Other Resources

We offer several guides, FAQs, release notes, and other resources to help in the transition. All the information that an organization needs to get started is available here:

- [Professional Edition](#)
- [Standard Edition](#)

The links above provide access to the following:

- **Admin guides, FAQs, transition resources:** The admin guide provides information about accessing the NextGen UI for Concur Expense and the roles/permissions required.

Along with the admin guide, there are FAQs, other resources (such as e-mail templates and other training materials), and a list of features that are not yet available in the NextGen UI for Concur Expense. All of these materials can be used to help customers prepare their users.

NOTE: To help with training needs, customers can use the admin guide and end-user guide "as is" or they can use any part of them to create training materials. Customers can cut, copy, paste, delete, or edit either guide at will.

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Expense to help users become comfortable with the new experience.

This guide will be updated as needed during the Opt-In Period as the NextGen UI is being enhanced. Admins should review the guide often.

NOTE: Like the admin guide, the organization can cut, copy, paste, delete, or edit this guide at will.

- **Release information:** During the Active Move Period, the release of enhancements will **not** be on the regular release schedule. Instead, we will provide special release notes and information about features and enhancements that are nearing release.

Get Started

Customers are encouraged to use the transition materials described above and develop a plan for the transition.

JPT on NextGen UI Migration for JPT 1.0 Users

Information First Published	Information Last Modified	Feature Target Release Date
March 2022	March 18, 2022	April 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

This change is part of the NextGen UI experience.

Overview

Japan Public Transport (JPT) on NextGen UI is the only service that enables users to expense rail and bus travel in Japan using the NextGen UI. The ability to request and expense public transport is critical to the Japan market. A typical Japanese citizen makes multiple journeys per day and, in total, public transport represents 55% of all expenses in Japan.

Existing (legacy) JPT 1.0 clients will now be able to transition to JPT on NextGen UI, the new version of JPT 1.0. Global clients can anticipate the option to migrate to JPT on NextGen UI starting in April 2022; the tentative date for Concur Japan clients starts in April 2022. Clients must plan to transition to both JPT and the NextGen UI at the same time.

BUSINESS PURPOSE / CLIENT BENEFIT

Existing (legacy) JPT 1.0 users will be able to migrate to JPT on NextGen UI to reap the benefits of the latest version.

- A change to Ekispart as the route search engine provider extends the types of public transportation to include bus stations
- The expense form has been simplified to remove the dedicated route detail tabs and use an individual expense per trip that encompasses single or combined journey legs for overall transit

- New commuter pass administrator is added for Standard clients, providing central administration by the organization in addition to the individual user access to maintain commuter pass routes

Configuration / Feature Activation

Global clients can anticipate the option to migrate to JPT on NextGen UI starting in **April 2022**; the tentative date for Japan clients starts in April 2022.

Clients must plan to activate both the NextGen UI and JPT on the NextGen UI at the same time.

- JPT on NextGen UI will NOT work for the legacy UI

⚠ IMPORTANT! JPT 1.0 (legacy) will NOT work for users on the NextGen UI.

IMPORTANT! During the opt-in period from April 2022 through September 2022, clients who want to opt-in for the transition to JPT on NextGen UI must create a change request case. For further assistance, contact SAP Concur support or your SAP implementation coach.

⚠ WARNING! If clients do not take any action, they will automatically be moved to both NextGen UI + JPT **on NextGen UI** on the mandatory cutover date, October 1, 2022. More information about this cutover date will be provided in a future release note.



For more information on the steps required before and after the migration, refer to the *Concur Expense: Japan Public Transport (JPT) on NextGen UI Migration Guide* for both the Professional and Standard Edition.

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](#).

Email Notifications

****Planned Changes** Update to Expense Report Link in Workflow Notifications Email**

Information First Published	Information Last Modified	Feature Target Release Date
February 2022	--	February 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The URL link to Concur Expense within the workflow email notifications will be updated to a new format. The new link format will allow any Concur Expense user who has access to the expense report (via the normal UI path) to click the link to go directly to that report. The new URL format will also provide improved handling for Single Sign-On (SSO) configurations and allows customers using SSO (under SAML 2.0) to benefit from this direct link.

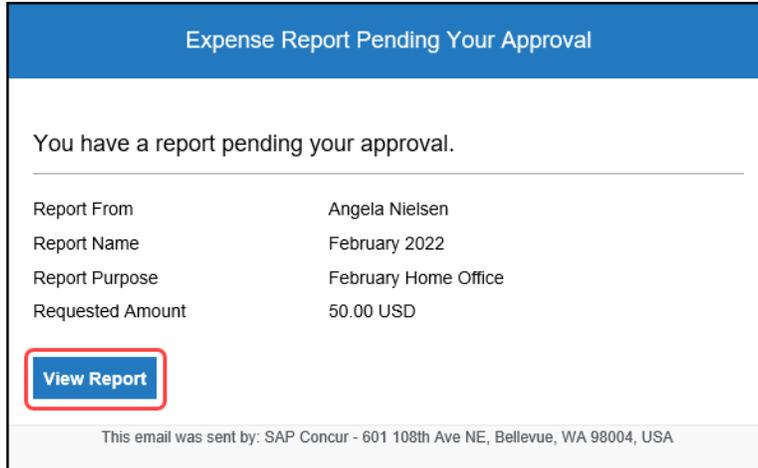
BUSINESS PURPOSE / CLIENT BENEFIT

This will allow any user who is viewing the email to also use the link to access the report IF they have authorization to view that report. The older style link is not functional for delegates that might receive a copy of the same email.

For customers using SAML 2.0 SSO, this will provide better access and support for users to go directly to the expense report rather than to the home page.

What the Approver Sees

When approvers open their workflow email to approve an expense report, they will see the same information as previously, and click **View Report** to access and approve the employee's expense report directly.



What the User Sees

When users open their workflow email, they will see the same information as previously, but can now click the link to access their expense report directly.

NOTE: Clients who use the optional URL override functionality will not see any change to their URL link or functionality, and their users will continue to be taken to the home page rather than to the specific expense report. SAP Concur encourages these customers to consider moving to the SAML 2.0 SSO authentication method and removing the URL override.

Expense Report Status Change

Your expense report listed below has changed status.

Changed By	Angela Nielsen
Report Name	January expenses
Report Date	01/02/2022
Submit Date	02/04/2022
Amount Approved	152.00 USD
Approval Status Set To	Approved
Payment Status Set To	Not Paid

Link To Expense
<https://www.concursolutions.com>

This email was sent by: SAP Concur - 601 108th Ave NE, Bellevue, WA 98004

Configuration / Feature Activation

The feature is automatically available; there are no additional configuration or activation steps.



For more information, refer to the *Shared: Single Sign-on Overview Setup Guide*.

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.

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

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

Any user can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help or directly on the SAP Help Portal.

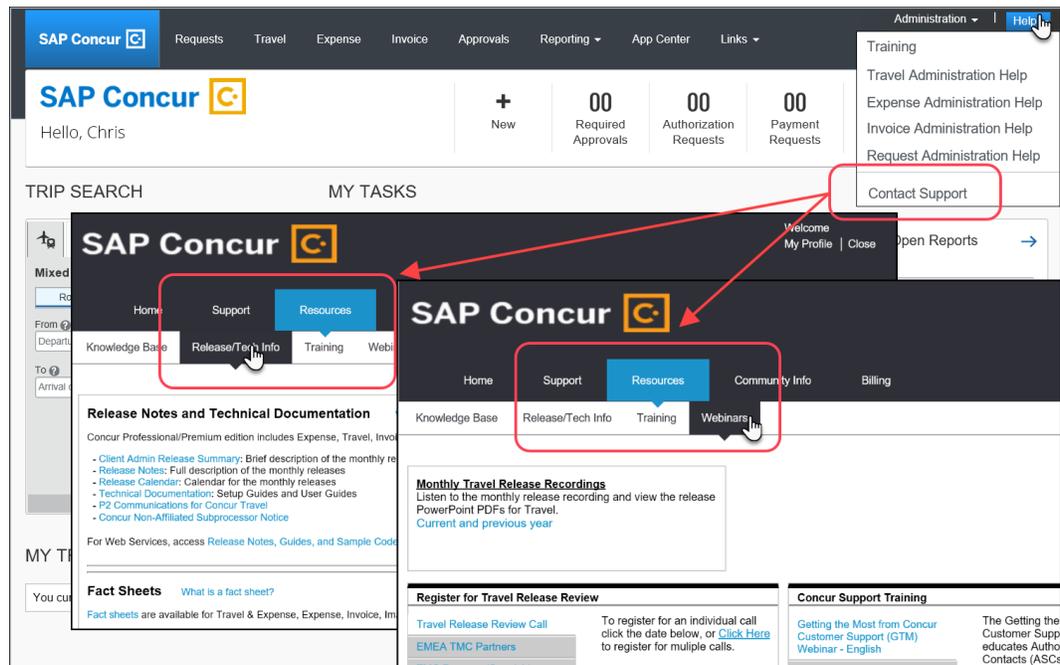
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

SAP Concur Support Portal – Selected Users

Access release notes, webinars, and other technical documentation on the SAP Concur support portal.

If you have the proper permissions, **Contact Support** appears on the **Help** menu. Click 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.



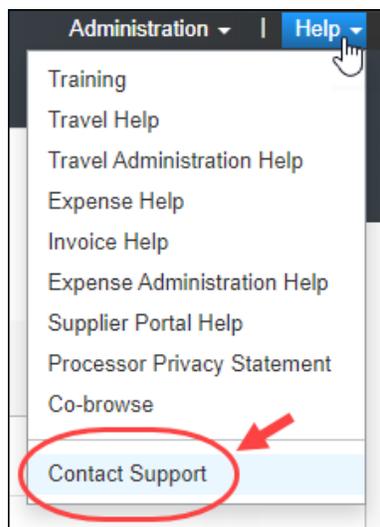
Cases

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**.

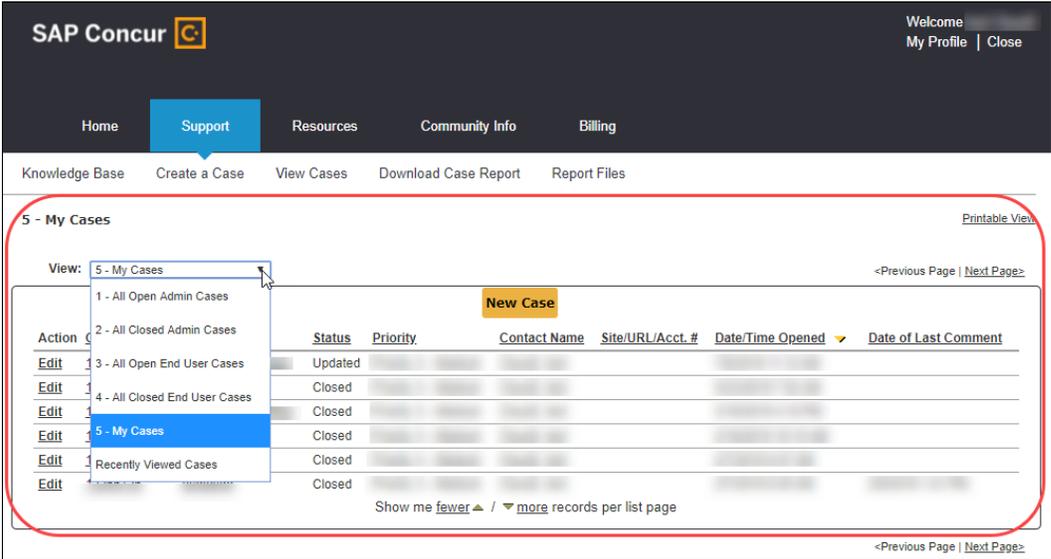


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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.



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SAP Concur Release Notes	
Concur Expense Standard Edition	
Month	Audience
Release Date: April 23, 2022 Initial Post: Friday, April 22, 2022	Client FINAL

Contents

- Release Notes 1**
 - Audit Service.....1**
 - Policy and Receipt Audit Performance Improvement 1
 - Cards.....1**
 - Reauthentication of Linked Cards to Yodlee Required 1
 - Email Notifications2**
 - Update to Expense Report Link in Workflow Notifications Email 2
 - Expense Pay4**
 - Resend Card Batch Remittance File Feature 4
 - Japan Public Transport (JPT)7**
 - NextGen UI Migration 7
 - NextGen UI9**
 - **Ongoing** Updated User Interface (UI) for Concur Expense End Users 9
- Planned Changes..... 12**
 - There are no planned changes this month. 12
- Client Notifications..... 13**
 - Accessibility13**
 - Accessibility Updates 13
 - Subprocessors.....13**
 - SAP Concur Non-Affiliated Subprocessors 13
 - Supported Browsers.....14**
 - Supported Browsers and Changes to Support 14
- Additional Release Notes and Other Technical Documentation 15**
 - Online Help15**
 - SAP Concur Support Portal – Selected Users15**

Cases 16
Check Support Case Status.....16

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Release Notes

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

Audit Service

Policy and Receipt Audit Performance Improvement

Overview

Adjustments are being made to the audit process that will improve service efficiency and turnaround times.

BUSINESS PURPOSE / CLIENT BENEFIT

Improved audit turnaround times.

What the Admin / Implementation / User Sees

There is no change to the admin or user experience.

Configuration / Feature Activation

The improvement is automatically available; there are no configuration or activation steps.

Cards

Reauthentication of Linked Cards to Yodlee Required

Overview

With this release, Yodlee has configured their card handling to work with the new Open Banking standards. This means that users who have linked their non-corporate, personal, or business cards via Yodlee will need to reauthenticate these cards to ensure that transactions continue to be available within Concur Expense.

Banks will work with Yodlee to adopt the new functionality over time. This means the card user in Concur Expense must first identify if their card is ready for

reauthentication before doing so. As of this release, the following cards may now be reauthenticated:

- Chase
- Capital One
- Schwab

If your card is not on this list, refer to upcoming release notes to determine when your card issuer is ready, and you may proceed with reauthentication.

BUSINESS PURPOSE / CLIENT BENEFIT

This update is required to ensure continued connectivity between the bank and Yodlee within Concur Expense, allowing Concur Expense card users to benefit from Yodlee's adoption of the Open Banking functionality.

What the Admin / Implementation / User Sees

There is no change to the admin or user experience.

Configuration / Feature Activation

The Concur Expense card user who has linked their non-corporate, personal, or business cards to Yodlee should reauthenticate their cards using the following steps.

1. Open **Profile > Profile Settings > Expense Credit Cards**.
2. Find the link to your bank.
3. Choose **Update Credentials / MFA**.
4. Follow the authentication steps required by your bank.

Email Notifications

Update to Expense Report Link in Workflow Notifications Email

Overview

The URL link to Concur Expense within the workflow email notifications is updated to a new format. The new link format allows any Concur Expense user who has access to the expense report (via the normal UI path) to click the link to go directly to that report. The new URL format provides improved handling for Single Sign-On (SSO) configurations and allows customers using SSO (under SAML 2.0) to benefit from this direct link.

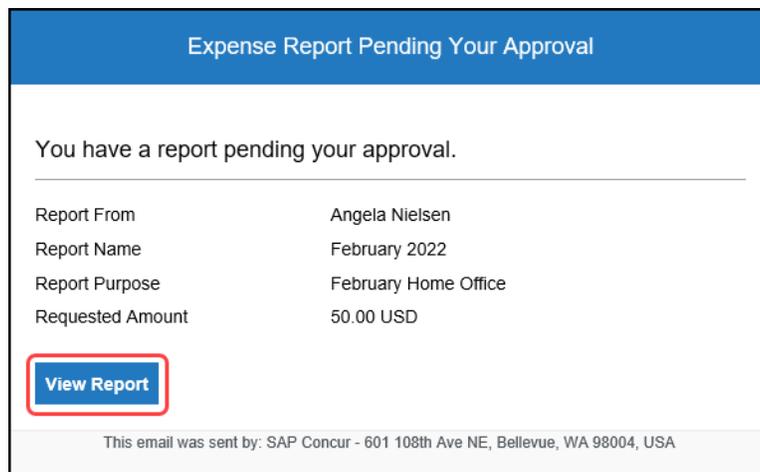
BUSINESS PURPOSE / CLIENT BENEFIT

This allows any user who is viewing the email to also use the link to access the report IF they have authorization to view that report. The older style link is not functional for delegates that might receive a copy of the same email.

For customers using SAML 2.0 SSO, this will provide better access and support for users to go directly to the expense report rather than to the home page.

What the Approver Sees

When approvers open their workflow email to approve an expense report, they will see the same information as previously, and click **View Report** to access and approve the employee’s expense report directly.



What the User Sees

When users open their workflow email, they will see the same information as previously, but can now click the link to access their expense report directly.

NOTE: Clients who use the optional URL override functionality will not see any change to their URL link or functionality, and their users will continue to be taken to the home page rather than to the specific expense report. SAP Concur encourages these customers to consider moving to the SAML 2.0 SSO authentication method and removing the URL override.

Expense Report Status Change

Your expense report listed below has changed status.

Changed By	Angela Nielsen
Report Name	January expenses
Report Date	01/02/2022
Submit Date	02/04/2022
Amount Approved	152.00 USD
Approval Status Set To	Approved
Payment Status Set To	Not Paid

Link To Expense
<https://www.concursolutions.com>

This email was sent by: SAP Concur - 601 108th Ave NE, Bellevue, WA 98004

Configuration / Feature Activation

The feature is automatically available; there are no additional configuration or activation steps.



For more information, refer to the *Shared: Single Sign-on Overview Setup Guide*.

Expense Pay

Resend Card Batch Remittance File Feature

Overview

With this release, client admins can now resend a card batch remittance/allocation file to the card company.

Corporate card banks (for example, Citi, Amex, or Bank of America) can request that remittance/allocation details be re-sent for a received payment. With the new resend button, the client can do this themselves when needed.

This feature is only available for the card companies listed in the description. It is available for both Worldline and Convera payment providers when the card program supports it.

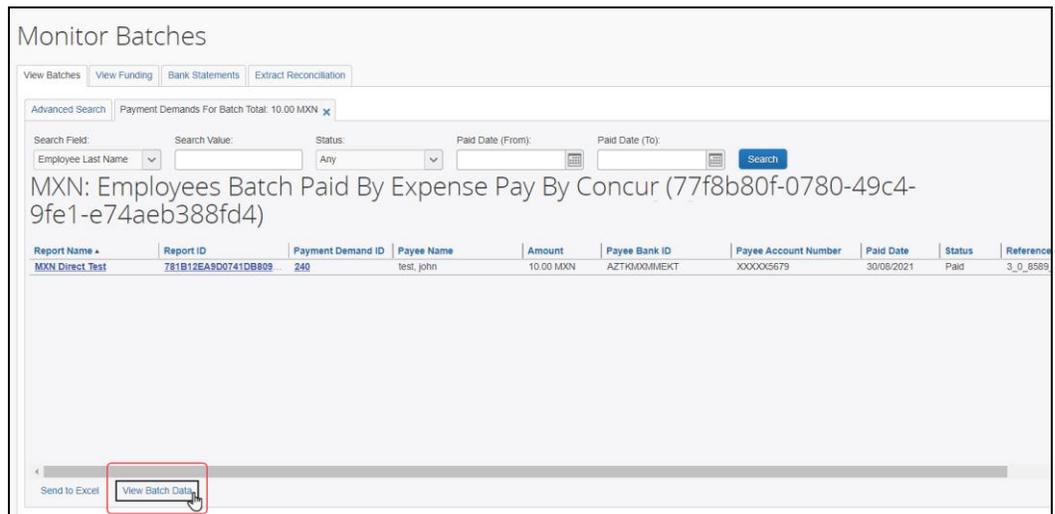
BUSINESS PURPOSE / CLIENT BENEFIT

This new feature streamlines the process for the client as these requests no longer need to be completed by SAP Concur solutions.

What the Admin Sees

▶ **To resend remittance/allocation details to a requesting card bank:**

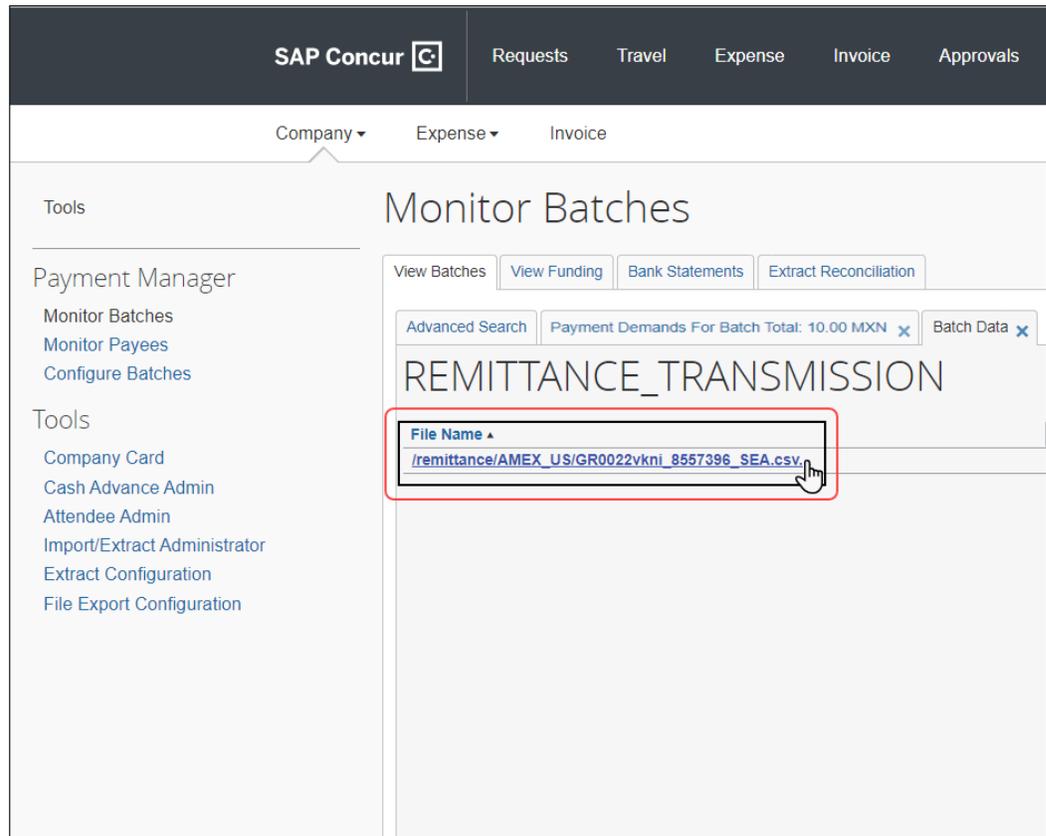
5. Go to **Payment Manager > Monitor Batches**.
6. On the **Monitor Batches** page, search and open the affected card batch.



7. Click **View Batch Data**.

NOTE: If the admin receives a message stating no batch data is available, this indicates there is no separate remittance file for their card program configuration.

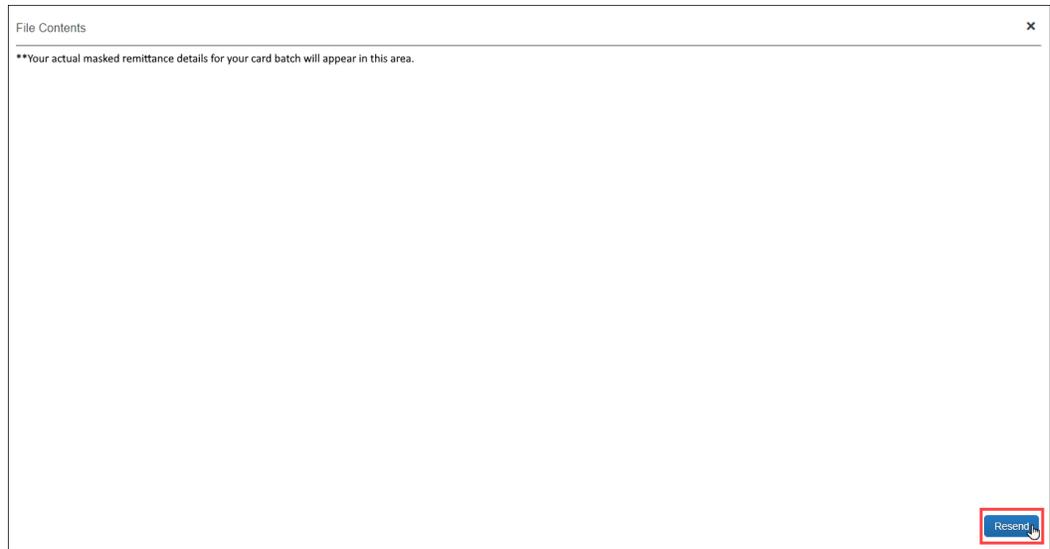
8. On the **Batch Data** tab, in the **File Name** section, click the remittance transmission link.



NOTE: On the **Batch Data** tab, the remittance transmission link may appear on the bottom half of the page, depending on which payment provider the batch is using.

9. On the **File Contents** window, click **Resend**.

NOTE: The **Resend** button is only available if the card vendor allows it.



The file has now been resent to the card company and the payment will be allocated to the card holders' accounts (provided that the third-party payment provider has completed the payment).

NOTE: Due to the variable timing of when the client sends the funds to the payment provider and when the card company receives them, the card company may request the allocation details be resent.

Configuration / Feature Activation

The feature is automatically available; there are no configuration or activation steps.



For general information about this functionality, refer to the *Concur Expense: Payment Manager for Expense Pay Global User Guide*.

Japan Public Transport (JPT)

NextGen UI Migration

This change is part of the NextGen UI experience.

Overview

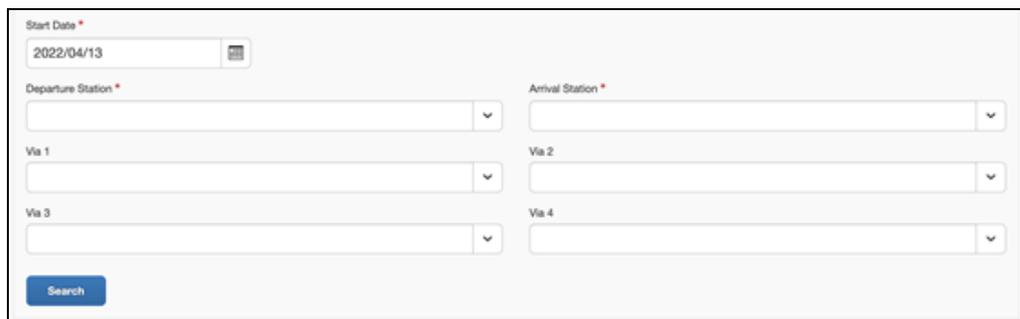
With this release, a new version of JPT is available for use with the NextGen UI.

NOTE: JPT on the current UI is not compatible with the NextGen UI.

BUSINESS PURPOSE / CLIENT BENEFIT

JPT on the NextGen UI provides the following benefits:

- A change to Ekispart as the route search engine provider extends the types of public transportation to include bus stations
- The expense form has been simplified to remove the dedicated route detail tabs and use an individual expense per trip that encompasses single or combined journey legs for overall transit
- New commuter pass administrator is added for Standard clients, providing central administration by the organization in addition to the individual user access to maintain commuter pass routes.
- Four new **Via** fields are also added for commuter pass users who need not create different passes for different stations. They can now add four stations between their departure and arrival destinations.



- For those with existing JPT users who are migrating from the current UI to NextGen UI, customer admins must modify the audit rules for the expense rules to work on both JPT in the current UI and JPT in the NextGen UI. In the NextGen UI, only the event **Entry Save** is supported. Also, manual entry is not valid; only **IC Card** and **Route Search** are supported in the **Source/Type Classification** field.

NOTE: Support for Entry Submit and Report Submit are planned.

Configuration / Feature Activation

To begin using JPT with the NextGen UI, contact SAP Concur support or your SAP implementation coach to open a change request case. Global clients can anticipate the option to migrate to JPT on NextGen UI starting in April 2022; the date for Japan clients begins in May 2022.

⚠ IMPORTANT! Clients must transition to the new version of JPT and to the NextGen UI **at the same time**. If clients do not take any action, they will automatically be moved to the new JPT when they are **automatically migrated** to the NextGen UI.



For more information on the steps required before and after the migration, refer to the [Concur Expense: Japan Public Transport \(JPT\) on NextGen UI Migration Guide](#).

NextGen UI

****Ongoing** Updated User Interface (UI) for Concur Expense End Users**

Information First Published	Information Last Modified	Automatic Transition Date
March 2018	Apr 23, 2022	Oct 1, 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The continued evolution of the Concur Expense solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for creating and submitting expense reports.

Concur Expense customers are now strongly encouraged to preview and then move to the NextGen UI well before the automatic transition date of **October 1, 2022**.

BUSINESS PURPOSE / CLIENT BENEFIT

The result is the next generation of the Concur Expense user interface designed to provide a modern, consistent, and streamlined user experience. This technology not only provides an enhanced user interface, but also allows us to react more quickly to customer requests to meet changing needs as they happen.

Products and Users Affected

To take advantage of these improvements, Concur Expense customers who do not move before October 1, 2022 will be automatically transitioned to the NextGen UI for Concur Expense. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes apply to:

- Concur Expense (Professional/Premium and Standard) end users only

NOTE: There are no changes for approvers, processors, or admins.

IMPORTANT: Timeline and Milestones

There are four important milestones for Concur Expense customers as they transition from the existing UI to the NextGen UI.

1. **Early Access Period:** March 2018 – July 2020

During this time, the updated UI was available to preview for customers worldwide. We encouraged administrators/power users to use the Early Access Period to preview the refreshed interface, update internal training materials, and prepare the organization for the transition.

2. **Opt-In Period:** July 2020 – September 2021

Following the Early Access Period was an open Opt-In Period. This milestone was marked by the delivery of most planned features as well as further overall product quality and stability.

Customers should use this period to plan their transition and move to the NextGen UI for Concur Expense when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

3. **Active Move Period:** October 2021 – September 2022

This is the 12-month notice period we committed to for customers to complete the transition at their own pace before the automatic transition date.

Customers are strongly encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Active Move Period.

4. **Automatic Transition Date:** October 1, 2022

All customers will be automatically transitioned to the NextGen UI.

This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support.

Transition Materials – Guides and Other Resources

We offer several guides, FAQs, release notes, and other resources to help in the transition. All the information that an organization needs to get started is available here:

- [Professional Edition](#)
- [Standard Edition](#)

The links above provide access to the following:

- **Admin guides, FAQs, transition resources:** The admin guide provides information about accessing the NextGen UI for Concur Expense and the roles/permissions required.

Along with the admin guide, there are FAQs, other resources (such as e-mail templates and other training materials), and a list of features that are not yet available in the NextGen UI for Concur Expense. All of these materials can be used to help customers prepare their users.

NOTE: To help with training needs, customers can use the admin guide and end-user guide "as is" or they can use any part of them to create training materials. Customers can cut, copy, paste, delete, or edit either guide at will.

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Expense to help users become comfortable with the new experience.

This guide will be updated as needed during the Opt-In Period as the NextGen UI is being enhanced. Admins should review the guide often.

NOTE: Like the admin guide, the organization can cut, copy, paste, delete, or edit this guide at will.

- **Release information:** During the Active Move Period, the release of enhancements will **not** be on the regular release schedule. Instead, we will provide special information about features and enhancements that are nearing release.

As of the May 2022 release, release notes for the NextGen UI can be found within this release note document. The statement *These changes are part of the NextGen UI experience* is displayed at the beginning of each NextGen UI release note.

Get Started

Customers are encouraged to use the transition materials described above and develop a plan for the transition.

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.

Subprocessors

SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available from the SAP Sub-processors / Data Transfer Factsheets page.

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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

Any user can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help or directly on the SAP Help Portal.

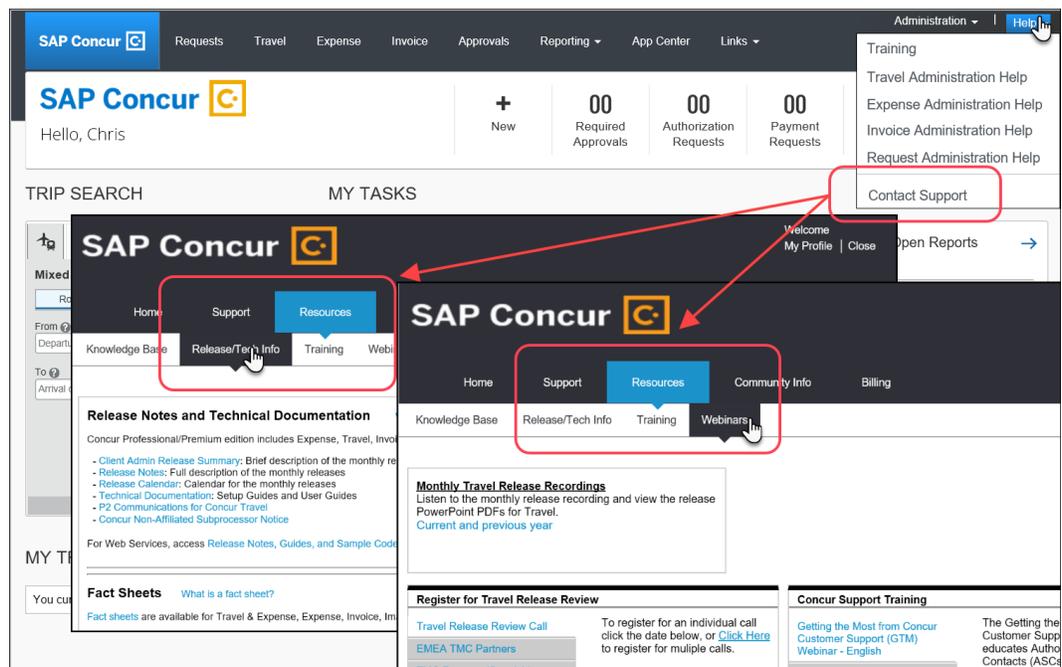
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

SAP Concur Support Portal – Selected Users

Access release notes, webinars, and other technical documentation on the SAP Concur support portal.

If you have the proper permissions, **Contact Support** appears on the **Help** menu. Click 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.



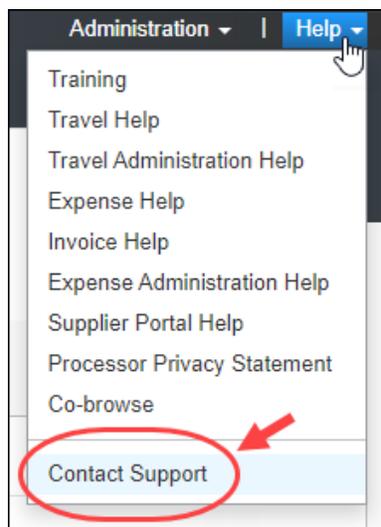
Cases

Check Support Case Status

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

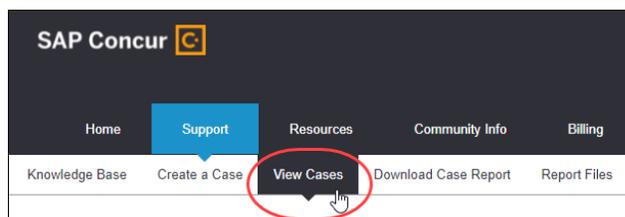
► **To check the status of a submitted case:**

1. Log on to <https://concursolutions.com/portal.asp>.
2. Click **Help** > **Contact Support**.

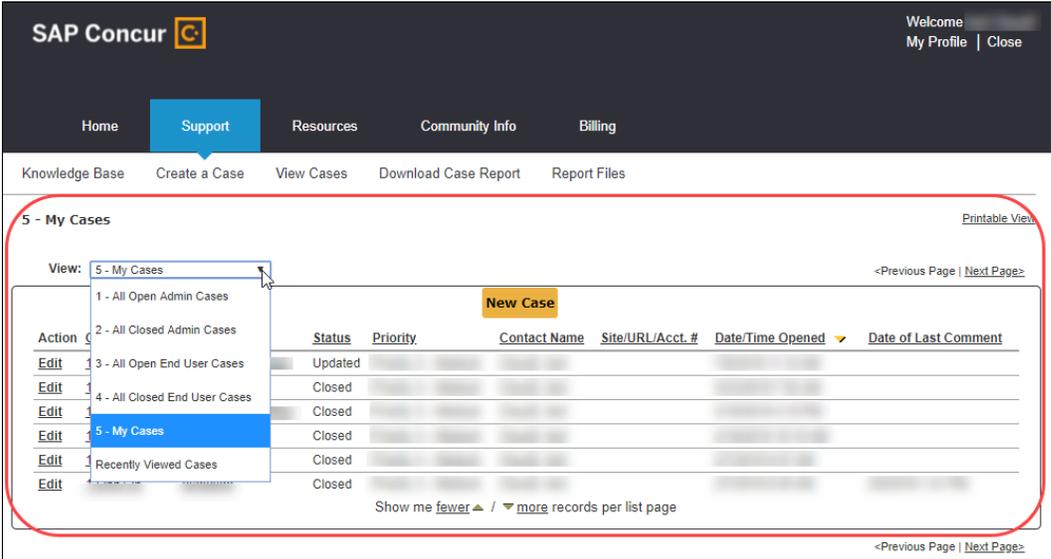


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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.



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SAP Concur Release Notes	
Concur Expense Standard Edition	
Month	Audience
Release Date: May 21, 2022 Update #1: Thursday, May 26, 1:00 p.m.	Client FINAL

Contents

- Release Notes 1**
 - Cards.....1**
 - Reauthentication of Linked Cards to Yodlee Required1
 - Expense Pay – Flex Edition.....2**
 - Branch Codes and Bank Account Number for SGD Currency.....2
 - NextGen UI3**
 - **Ongoing** Updated User Interface (UI) for Concur Expense End Users3
- Planned Changes..... 6**
 - Cards.....6**
 - **Planned Changes** AMEX GL1025: New Business Process Date Replaces Posted Date6
- Client Notifications..... 7**
 - Accessibility7**
 - Accessibility Updates7
 - Subprocessors.....7**
 - SAP Concur Non-Affiliated Subprocessors7
 - Supported Browsers.....8**
 - Supported Browsers and Changes to Support8
- Additional Release Notes and Other Technical Documentation 9**
 - Online Help9**
 - SAP Concur Support Portal – Selected Users9**
- Cases 10**
 - Check Support Case Status.....10**

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Release Notes

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

Cards

Reauthentication of Linked Cards to Yodlee Required

Overview

With this release, Yodlee has configured their card handling to work with the new Open Banking standards. This means that users who have linked their non-corporate, personal, or business cards via Yodlee will need to reauthenticate these cards to ensure that transactions continue to be available within Concur Expense.

Banks will work with Yodlee to adopt the new functionality over time. This means the card user in Concur Expense must first identify if their card is ready for reauthentication before doing so. As of this release, the following cards may now be reauthenticated:

- Bank of America (by June 25th, 2022)
- Wells Fargo (by June 30th, 2022)

If your card is not on this (or prior) lists, refer to upcoming release notes to determine when your card issuer is ready, and you may proceed with reauthentication.

BUSINESS PURPOSE / CLIENT BENEFIT

This update is required to ensure continued connectivity between the bank and Yodlee within Concur Expense, allowing Concur Expense card users to benefit from Yodlee's adoption of the Open Banking functionality.

Admin Experience and User Experience

There is no change to the admin or user experience.

Configuration / Feature Activation

The Concur Expense card user who has linked their non-corporate, personal, or business cards to Yodlee should reauthenticate their cards using the following steps.

1. Open **Profile > Profile Settings > Expense Credit Cards**.
2. Find the link to your bank.
3. Choose **Update Credentials / MFA**.
4. Follow the authentication steps required by your bank.

Expense Pay – Flex Edition

Branch Codes and Bank Account Number for SGD Currency

Overview

Previously, when an SGD (Singapore Dollar) payment was sent to the payment provider, and the beneficiary bank was HSBC or SBI, the branch code was automatically included with the account number. Organizations contractually domiciled outside of Singapore have different requirements; when branch codes are appended, payments do not succeed for these beneficiary banks.

To better support SGD currency payments, SAP Concur will no longer automatically include the branch code with the account number. SAP Concur will allow manual entry of the 3-digit branch code before the account number when needed, so that payments can succeed for all scenarios.

BUSINESS PURPOSE / CLIENT BENEFIT

This change supports successful payments to organizations contractually domiciled inside or outside Singapore where the branch code prefix is or is not required.

Configuration / Feature Activation

If your organization is contractually domiciled in Singapore and has employees using one of these specific beneficiary banks (i.e., HSBC, SBI, and OCBC Bank), the employee must update the SGD bank account to include the branch code prefix. In SAP Concur, the branch code must now be entered in the **Branch Code** field and in the beginning of the **Bank Account Number** field.

If your organization is contractually domiciled outside of Singapore, the employee should enter the bank account number without the branch code in SAP Concur.

If you are unsure if this applies to your organization, please reach out to your payment provider.



For general information about this functionality, refer to the *Concur Expense: Expense Pay Flex Edition User Guide for Concur Professional/Premium*.

NextGen UI

****Ongoing** Updated User Interface (UI) for Concur Expense End Users**

Information First Published	Information Last Modified	Automatic Transition Date
March 2018	Apr 23, 2022	Oct 1, 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The continued evolution of the Concur Expense solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for creating and submitting expense reports.

Concur Expense customers are now strongly encouraged to preview and then move to the NextGen UI well before the automatic transition date of **October 1, 2022**.

BUSINESS PURPOSE / CLIENT BENEFIT

The result is the next generation of the Concur Expense user interface designed to provide a modern, consistent, and streamlined user experience. This technology not only provides an enhanced user interface, but also allows us to react more quickly to customer requests to meet changing needs as they happen.

Products and Users Affected

To take advantage of these improvements, Concur Expense customers who do not move before October 1, 2022 will be automatically transitioned to the NextGen UI for Concur Expense. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes apply to:

- Concur Expense (Professional/Premium and Standard) end users only

NOTE: There are no changes for approvers, processors, or admins.

IMPORTANT: Timeline and Milestones

There are four important milestones for Concur Expense customers as they transition from the existing UI to the NextGen UI.

1. **Early Access Period:** March 2018 – July 2020

During this time, the updated UI was available to preview for customers worldwide. We encouraged administrators/power users to use the Early Access Period to preview the refreshed interface, update internal training materials, and prepare the organization for the transition.

2. **Opt-In Period:** July 2020 – September 2021

Following the Early Access Period was an open Opt-In Period. This milestone was marked by the delivery of most planned features as well as further overall product quality and stability.

Customers should use this period to plan their transition and move to the NextGen UI for Concur Expense when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

3. **Active Move Period:** October 2021 – September 2022

This is the 12-month notice period we committed to for customers to complete the transition at their own pace before the automatic transition date.

Customers are strongly encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Active Move Period.

4. **Automatic Transition Date:** October 1, 2022

All customers will be automatically transitioned to the NextGen UI.

This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support.

Transition Materials – Guides and Other Resources

We offer several guides, FAQs, release notes, and other resources to help in the transition. All the information that an organization needs to get started is available here:

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- **Admin guides, FAQs, transition resources:** The admin guide provides information about accessing the NextGen UI for Concur Expense and the roles/permissions required.

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- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Expense to help users become comfortable with the new experience.

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- **Release information:** During the Active Move Period, the release of enhancements will **not** be on the regular release schedule. Instead, we will provide special information about features and enhancements that are nearing release.

As of the May 2022 release, release notes for the NextGen UI can be found within this release note document. The statement *These changes are part of the NextGen UI experience* is displayed at the beginning of each NextGen UI release note.

Get Started

Customers are encouraged to use the transition materials described above and develop a plan for the transition.

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.

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Cards

****Planned Changes** AMEX GL1025: New Business Process Date Replaces Posted Date**

Information First Published	Information Last Modified	Feature Target Release Date
May 2022	--	TBD
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

SAP Concur will adjust the AMEX GL1025 import in an upcoming release to match changes by AMEX that will improve the accuracy of the transaction posted date.

WHAT WILL CHANGE IN THE IMPORT?

Currently, the GL1025's file creation date value is mapped to draw its value from the **Transaction Posted Date**. Now, AMEX has introduced a new field, **Business Process Date**, that is not only more accurate, but also retains its original value even if the file is recreated. As a result, clients will notice that a more accurate date is reflected and retained in their imports.

On this update, the **File Creation Date** field will act as a backup value for **Posted Date** if the **Business Process Date** is absent for any reason.

BUSINESS PURPOSE / CLIENT BENEFIT

This planned change makes the GL1025 import more accurate for the **Posted Date** value while ensuring a backup value is always present for the client's use.

Configuration / Feature Activation

The client using the GL1025 import file should consult with their SAP Concur representative if they have questions or concerns regarding this update.

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.

Subprocessors

SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available from the SAP Sub-processors / Data Transfer Factsheets page.

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7. On the *SAP Sub-processors / Data Transfer Factsheets* page, type "Concur" in the **Search** field.
8. 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.

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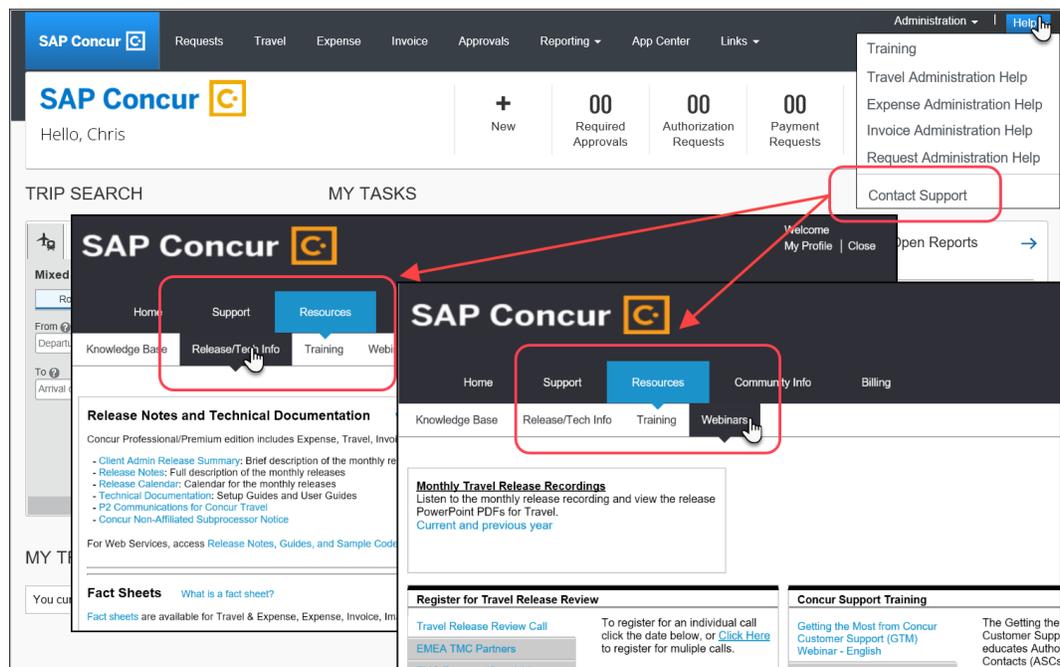
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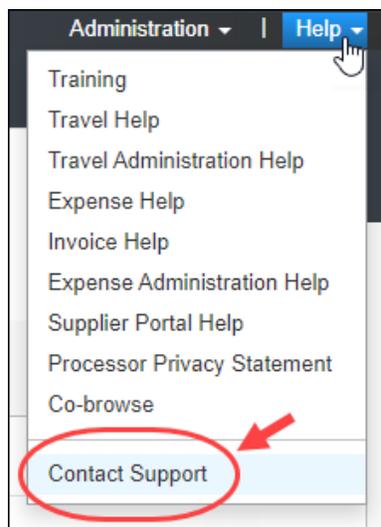
Cases

Check Support Case Status

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

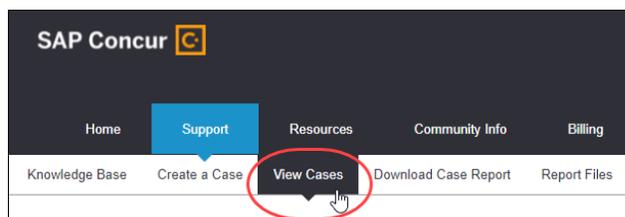
► **To check the status of a submitted case:**

1. Log on to <https://concursolutions.com/portal.asp>.
2. Click **Help** > **Contact Support**.

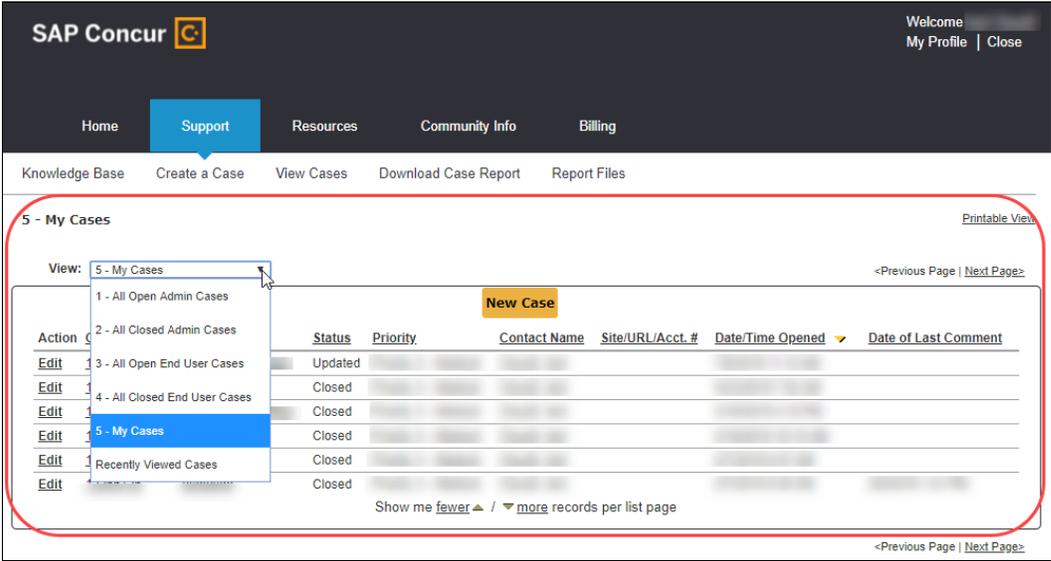


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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.



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SAP Concur Release Notes	
Concur Expense Standard Edition	
Month	Audience
Release Date: June 18, 2022 Initial Post: June 17, 2022	Client FINAL

Contents

- Release Notes 1**
 - Amazon Business Integration1**
 - Disconnection Process.....1
 - Payer Buyer Information3
 - Cards.....4**
 - AMEX GL1025: New Business Process Date Replaces Posted Date4
 - NextGen UI4**
 - **Ongoing** Updated User Interface (UI) for Concur Expense End Users4
 - Workflow: Cost Object Approver Approval Flow Details7
- Planned Changes..... 9**
 - There are no planned changes this month.....9**
- Client Notifications..... 10**
 - Accessibility10**
 - Accessibility Updates 10
 - Subprocessors.....10**
 - SAP Concur Non-Affiliated Subprocessors 10
 - Supported Browsers.....11**
 - Supported Browsers and Changes to Support 11
- Additional Release Notes and Other Technical Documentation 12**
 - Online Help12**
 - SAP Concur Support Portal – Selected Users12**
- Cases 13**
 - Check Support Case Status.....13**

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Release Notes

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Amazon Business Integration

Disconnection Process

Overview

There are now additional steps to take when disconnecting the Amazon Business account from Concur Expense. The admin is redirected to the Amazon Business page to confirm the disconnection from the Amazon Business application, after which the application will no longer have access to the Concur Expense account. The transactions before the disconnection process will be unaffected. The admin must reconnect to Concur Expense to gain access to the Amazon application and its services.

BUSINESS PURPOSE / CLIENT BENEFIT

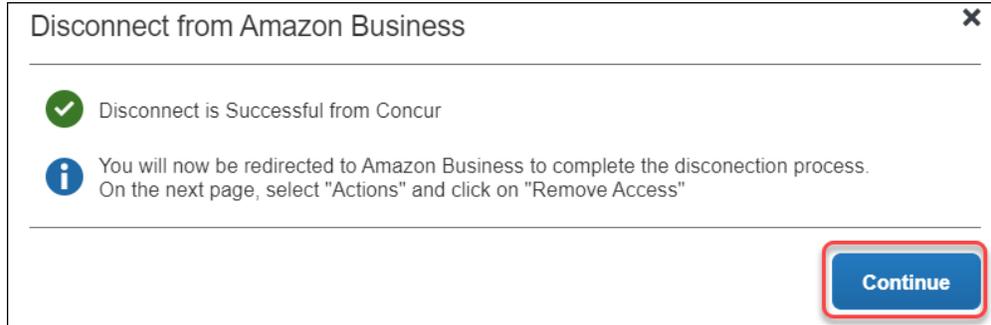
This change ensures that the tokens associated with the connection are entirely removed, and there are no issues while attempting to reconnect to Amazon Business.

Admin Experience

▶ **To disconnect from Amazon Business**

1. On the **Amazon Business Integration** page, click **Disconnect**.
2. On the **Confirm Disconnect** dialog box, click **Confirm** to disconnect the Concur Expense account from Amazon Business account.

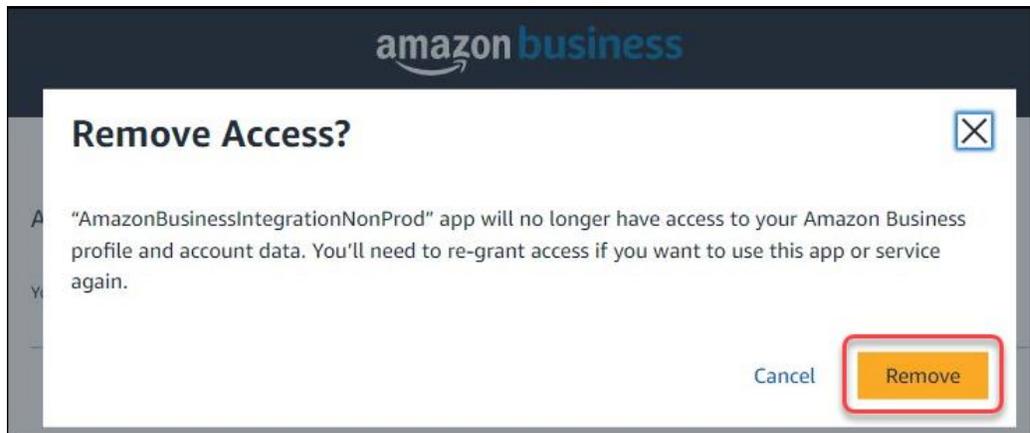
3. On the **Disconnect from Amazon Business** dialog box, click **Continue**, and you will be redirected to Amazon Business to complete the disconnection process from the Amazon Business application.



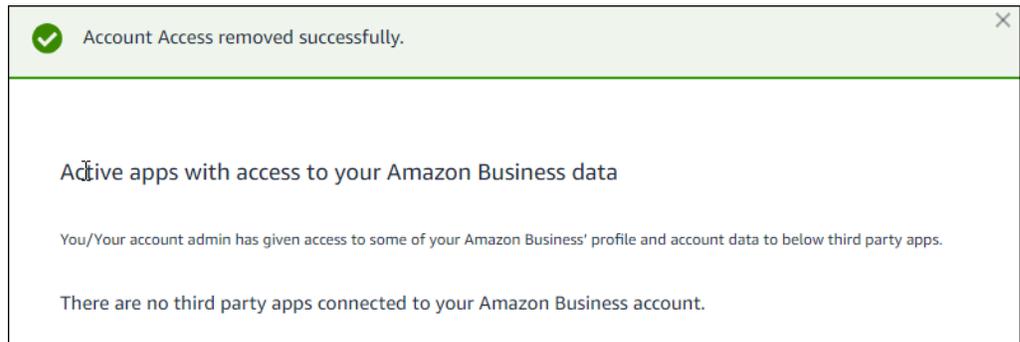
4. On the **Amazon Business** page, click **Actions > Remove Access**.



5. On the **Remove Access?** dialog box, click **Remove**. You should initiate the connection process to gain access again.



A confirmation message appears on-screen to confirm that the account access is removed from the Amazon Business account.



6. Close the confirmation message window to complete the disconnection process.

Configuration / Feature Activation

This change is automatically available.



For more information, refer to the [How to Enable Amazon Business via the SAP Concur App Center](#).

Payer Buyer Information

Overview

Concur Expense receives transaction details from Amazon Business with the email address of the buyer and the payer. The email address should match a user within Concur Expense to route the transaction details correctly. For this, the email address should be verified. If the user has not verified their email address, Concur Expense discards the transaction.

If both the payer's and buyer's email addresses are present, Concur Expense uses the payer's email address to route the user transaction.

There is an Amazon Business group account for shared payments where all users use the same payment method for Amazon purchases. In this scenario, the payer's email address will always be present and is used to send all the transaction details. The payer's email address should be verified with SAP Concur.

BUSINESS PURPOSE / CLIENT BENEFIT

This update is required to ensure that the transaction details are routed to the payer's email address for shared payment.

Configuration / Feature Activation

This change is automatically available.



For more information, refer to [How to Enable Amazon Business via the SAP Concur App Center](#).

Cards

AMEX GL1025: New Business Process Date Replaces Posted Date

Overview

SAP Concur adjusted the AMEX GL1025 import in June to match changes by AMEX that will improve the accuracy of the transaction posted date.

WHAT WILL CHANGE IN THE IMPORT?

Currently, the GL1025's file creation date value is mapped to draw its value from the **Transaction Posted Date**. Now, AMEX has introduced a new field, **Business Process Date**, that is not only more accurate, but also retains its original value even if the file is recreated. As a result, clients will notice that a more accurate date is reflected and retained in their imports.

The **File Creation Date** field now acts as a backup value for **Posted Date** if the **Business Process Date** is absent for any reason.

BUSINESS PURPOSE / CLIENT BENEFIT

This change makes the GL1025 import more accurate for the **Posted Date** value while ensuring a backup value is always present for the client's use.

Configuration / Feature Activation

The client using the GL1025 import file should consult with their SAP Concur representative if they have questions or concerns regarding this update.

NextGen UI

Ongoing Updated User Interface (UI) for Concur Expense End Users

Information First Published	Information Last Modified	Automatic Transition Date
March 2018	Apr 23, 2022	Oct 1, 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The continued evolution of the Concur Expense solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for creating and submitting expense reports.

Concur Expense customers are now strongly encouraged to preview and then move to the NextGen UI well before the automatic transition date of **October 1, 2022**.

BUSINESS PURPOSE / CLIENT BENEFIT

The result is the next generation of the Concur Expense user interface designed to provide a modern, consistent, and streamlined user experience. This technology not only provides an enhanced user interface, but also allows us to react more quickly to customer requests to meet changing needs as they happen.

Products and Users Affected

To take advantage of these improvements, Concur Expense customers who do not move before October 1, 2022 will be automatically transitioned to the NextGen UI for Concur Expense. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes apply to:

- Concur Expense (Professional/Premium and Standard) end users only

NOTE: There are no changes for approvers, processors, or admins.

IMPORTANT: Timeline and Milestones

There are four important milestones for Concur Expense customers as they transition from the existing UI to the NextGen UI.

1. **Early Access Period:** March 2018 – July 2020

During this time, the updated UI was available to preview for customers worldwide. We encouraged administrators/power users to use the Early Access Period to preview the refreshed interface, update internal training materials, and prepare the organization for the transition.

2. **Opt-In Period:** July 2020 – September 2021

Following the Early Access Period was an open Opt-In Period. This milestone was marked by the delivery of most planned features as well as further overall product quality and stability.

Customers should use this period to plan their transition and move to the NextGen UI for Concur Expense when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

3. **Active Move Period:** October 2021 – September 2022

This is the 12-month notice period we committed to for customers to complete the transition at their own pace before the automatic transition date.

Customers are strongly encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Active Move Period.

4. **Automatic Transition Date:** October 1, 2022

All customers will be automatically transitioned to the NextGen UI.

This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support.

Transition Materials – Guides and Other Resources

We offer several guides, FAQs, release notes, and other resources to help in the transition. All the information that an organization needs to get started is available here:

- [Professional Edition](#)
- [Standard Edition](#)

The links above provide access to the following:

- **Admin guides, FAQs, transition resources:** The admin guide provides information about accessing the NextGen UI for Concur Expense and the roles/permissions required.

Along with the admin guide, there are FAQs, other resources (such as e-mail templates and other training materials), and a list of features that are not yet available in the NextGen UI for Concur Expense. All of these materials can be used to help customers prepare their users.

NOTE: To help with training needs, customers can use the admin guide and end-user guide "as is" or they can use any part of them to create training materials. Customers can cut, copy, paste, delete, or edit either guide at will.

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Expense to help users become comfortable with the new experience. This guide will be updated as needed during the Opt-In Period as the NextGen UI is being enhanced. Admins should review the guide often.

NOTE: Like the admin guide, the organization can cut, copy, paste, delete, or edit this guide at will.

- **Release information:** During the Active Move Period, the release of enhancements will **not** be on the regular release schedule. Instead, we will provide special information about features and enhancements that are nearing release.

As of the May 2022 release, release notes for the NextGen UI can be found within this release note document. The statement *These changes are part of the NextGen UI experience* is displayed at the beginning of each NextGen UI release note.

Get Started

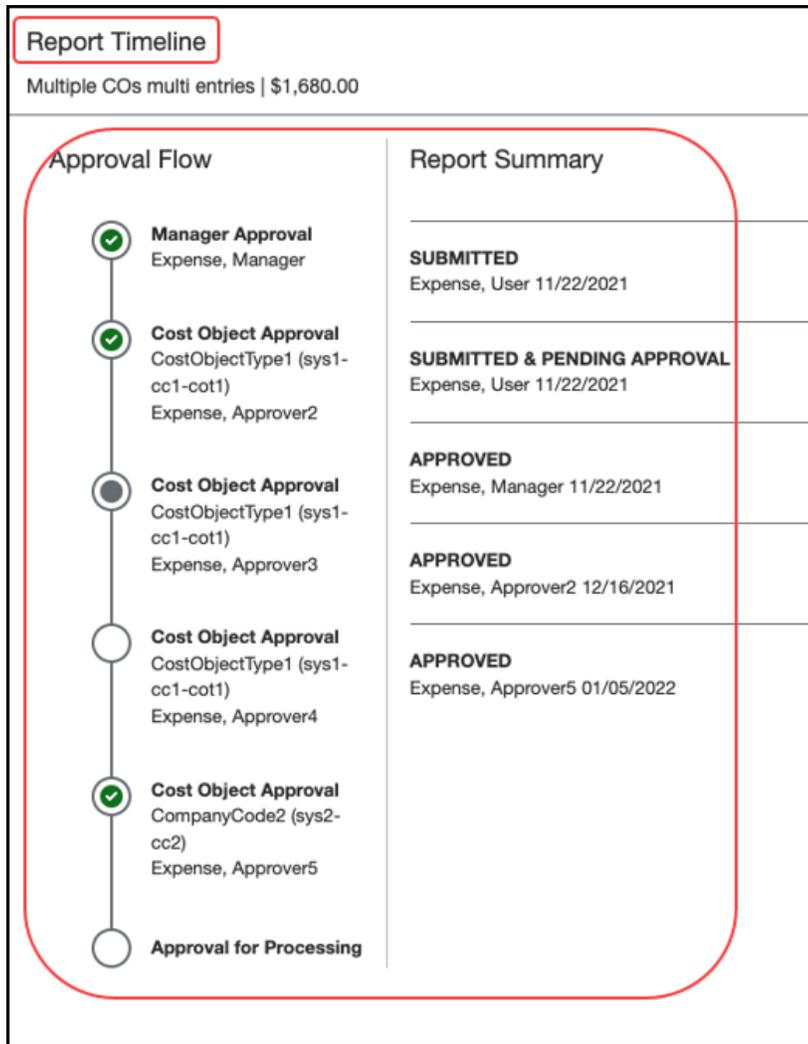
Customers are encouraged to use the transition materials described above and develop a plan for the transition.

Workflow: Cost Object Approver Approval Flow Details

This change is part of the NextGen UI experience.

Overview

With this release, detailed information for all Cost Object Approver steps associated with an expense report are now shown in the **Report Timeline** page.



To access this view of the workflow, the user selects **Report Details > Report Timeline**. The **Report Timeline** page appears with details such as the names of the approvers and the status and dates for each step of the approval flow.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides clear and complete detail of the workflow approval steps for the expense report.

Configuration / Feature Activation

The feature is automatically available; there are no additional configuration or activation steps.



For more information, refer to the *Concur Expense: Approval Routing Setup Guide for Standard Edition*.

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.

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 \(S-user\)](#).

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

Any user can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help or directly on the SAP Help Portal.

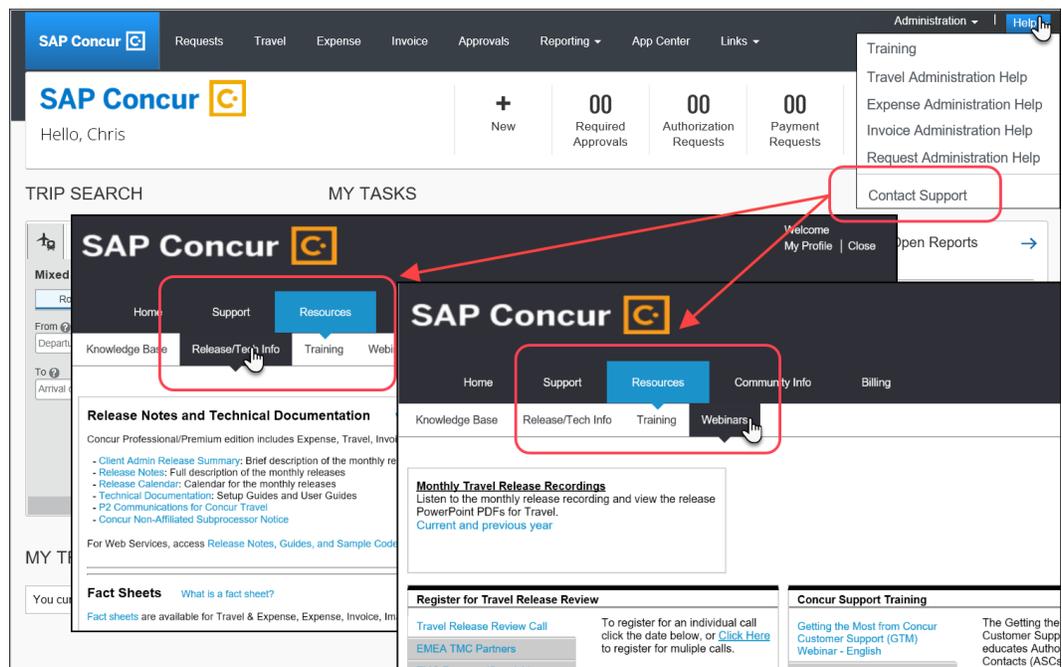
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

SAP Concur Support Portal – Selected Users

Access release notes, webinars, and other technical documentation on the SAP Concur support portal.

If you have the proper permissions, **Contact Support** appears on the **Help** menu. Click 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.



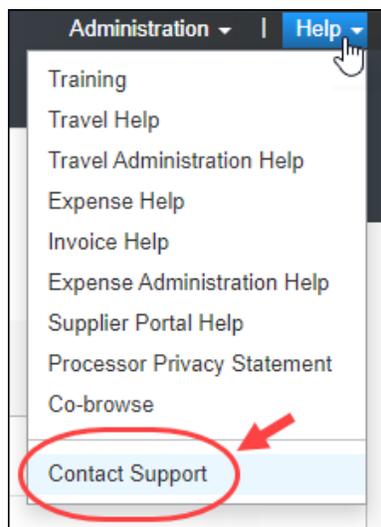
Cases

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**.

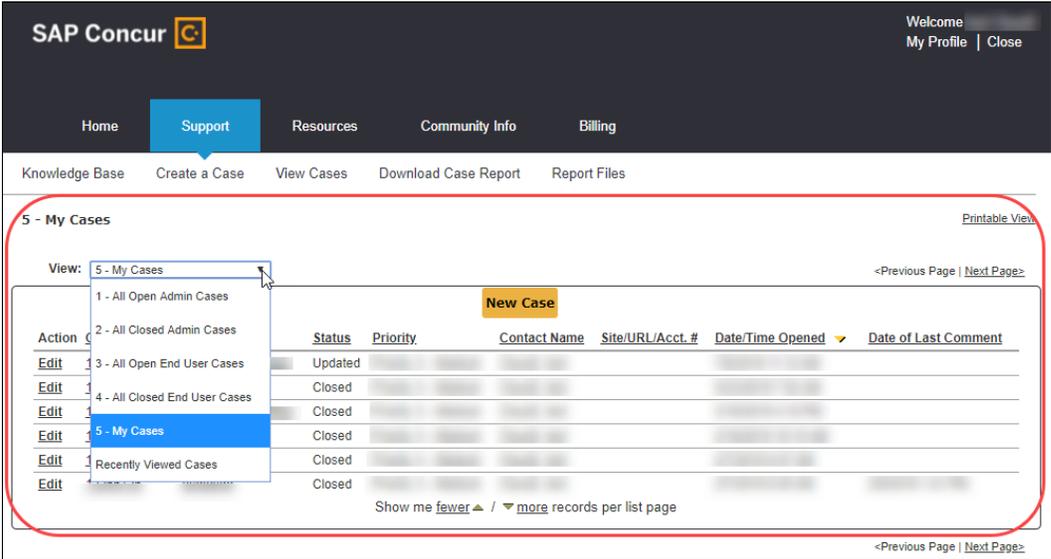


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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.



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SAP Concur Release Notes	
Concur Expense Standard Edition	
Month	Audience
Release Date: July 16, 2022 Initial Post: July 15, 2022	Client FINAL

Contents

- Release Notes 1**
 - Bank Information1**
 - (Norway) Bank Account Field Support for NOK (July/August) 1
 - Cards.....2**
 - Reauthentication of Linked Cards to Yodlee Required 2
 - Employee Import3**
 - SAP Global Identification Import Added as 315-Level Record Set..... 3
 - Expense Pay – Flex and Global Editions4**
 - Bank Account Field Updates for Several Currencies (July/August)..... 4
 - Expense Report5**
 - New Comments Column Added to Expense List View 5
 - NextGen UI6**
 - **Ongoing** Updated User Interface (UI) for Concur Expense End Users 6
- Planned Changes..... 9**
 - There are no planned changes this month.....9**
- Client Notifications..... 10**
 - Accessibility10**
 - Accessibility Updates 10
 - Subprocessors.....10**
 - SAP Concur Non-Affiliated Subprocessors 10
 - Supported Browsers.....11**
 - Supported Browsers and Changes to Support 11
- Additional Release Notes and Other Technical Documentation 12**
 - Online Help12**
 - SAP Concur Support Portal – Selected Users.....12**

Cases 13
Check Support Case Status.....13

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Bank Information

(Norway) Bank Account Field Support for NOK (July/August)

Overview

To better support our Employee Banking Only feature along with the Standard Accounting Extract (SAE), specific banking fields in Norway Krone are now required. The following user bank account fields are affected:

Bank Account Field	Description
Bank Country/Region	The country or region where the bank is located.
Bank Currency	Set to Norway Krone.
SWIFT/BIC or Local Routing	Also known as SWIFT ID, a SWIFT/BIC code is a standard format of Bank Identifier Codes. It is the unique identification code of a particular bank. The SWIFT code is 8 or 11 characters, made up of: 4 characters - bank code (only letters) 2 characters - country code (only letters) 2 characters - location code (letters and digits) 3 characters - branch code, optional ('XXX' for primary office) (letters and digits)
Account Number or IBAN	The account number as specified on the bank statement. Or the two-character country code, followed by two check digits and then the bank identifier and account number, typically derived from the domestic account number.
Re-Type Account Number or IBAN	Re-type what was entered in the Account Number or IBAN field.
Tax ID	Taxpayer Identification number used for tax purposes.
Bank Name	Name of the bank branch.
Branch Location	Bank branch location as defined by the bank.

Bank Account Field	Description
Account Type	Checking or Savings.
Status	Status of the account.
Active	Select the account status from the list.
Full Legal Name of Account Owner	The name of the original bank account holder.
Personal Address Line 1	The postal address that the employee provided for this bank account.
City	The city for the postal address.
Region	The region for the postal address.
Postal Code	The postal code for the postal address.

BUSINESS PURPOSE / CLIENT BENEFIT

These field requirement changes ensure that necessary banking information is collected and extracted so clients can successfully make payments to their employees in Norway Krone currency outside of SAP Concur.

User Experience

The employee banking user interface for employees with Norway Bank Country Region using Norway Krone currency will now see these field as required.

Configuration / Feature Activation

The feature is automatically available; there are no configuration or activation steps.



For general information about this functionality, refer to the *Concur Expense: Employee Banking Only for Expense Pay Factsheet*.

Cards

Reauthentication of Linked Cards to Yodlee Required

Overview

With this release, Yodlee has configured their card handling to work with the new Open Banking standards. This means that users who have linked their non-corporate, personal, or business cards via Yodlee will need to reauthenticate these cards to ensure that transactions continue to be available within Concur Expense.

Banks will work with Yodlee to adopt the new functionality over time. This means the card user in Concur Expense must first identify if their card is ready for reauthentication before doing so. As of this release, the following cards may now be reauthenticated:

- Citibank

If your card is not on this (or prior) lists, refer to upcoming release notes to determine when your card issuer is ready, and you may proceed with reauthentication.

BUSINESS PURPOSE / CLIENT BENEFIT

This update is required to ensure continued connectivity between the bank and Yodlee within Concur Expense, allowing Concur Expense card users to benefit from Yodlee's adoption of the Open Banking functionality.

What the Admin / Implementation / User Sees

There is no change to the admin or user experience.

Configuration / Feature Activation

The Concur Expense card user who has linked their non-corporate, personal, or business cards to Yodlee should reauthenticate their cards using the following steps.

1. Open **Profile > Profile Settings > Expense Credit Cards**.
2. Find the link to your bank.
3. Choose **Update Credentials / MFA**.
4. Follow the authentication steps required by your bank.

Employee Import

SAP Global Identification Import Added as 315-Level Record Set

Overview

A new employee import record set, *SAP Global Identification*, is now added to the employee import job at the 315-record level. The purpose of this new feature is to support end-to-end access to the [SAP Intelligent Enterprise suite](#) through a common identification attribute assigned to the user through this import.

The following fields are added through the 315-level import:

- **Field 1: Transaction Type**
This is a static numeric value always equal to 315. It indicates the Record Type.
- **Field 2: Employee ID**
The Employee ID value that is being used for the employee at this time.
- **Field 3: SAP Global ID**
The SAP Global ID value that is being used for the employee at this time.

- **Field 4 - 13: Future Use 1 - 10**
Reserved for future use.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature supports seamless access across products included in the [SAP Intelligent Enterprise suite](#).

Configuration / Feature Activation

The feature is automatically available; however, implementing this feature may require consultation with your Expense product administrator.



For more information, refer to the *Shared: Employee Import Specification Guide*.

Expense Pay – Flex and Global Editions

Bank Account Field Updates for Several Currencies (July/August)

Overview

To better support several currencies in Expense Pay Flex and Expense Pay Global, the following changes to existing fields have been implemented on the Bank Information page and will be reflected in the Standard Accounting Extract (SAE):

Global or Flex	Currency	Bank Account Field	Change Description
Flex	AUD	State / Territory	Now a required field
Flex		Bank Account Number	A 6 to 10 digit number is allowed
Flex and Global	CAD	Bank Name	Now a required field
		Bank Account Number	A 7 to 12 digit number is allowed
Flex	CHF	SWIFT/BIC Code	Now a required field
Flex	INR	State	Now a required field
Flex	JPY	Bank Account Number	A 7 to 10 digit number is allowed
Flex	MXN	RFC	A 13 or 18 digit number is allowed
		Address Line 2	Not a required field
Flex	NZD	State	Now a required field
Flex	SEK	State/Province	Now a required field

BUSINESS PURPOSE / CLIENT BENEFIT

These field requirement and format changes ensure that valid banking information is collected from employees. This will help reduce data entry errors so payment providers can successfully complete payments in these currencies for clients, with less returned and rejected payments.

Admin Experience

The user interface will indicate these fields as required for the currencies listed in the table. For account number and RFC/Tax ID digit changes, it will prevent users from saving values that are of invalid length.

Configuration / Feature Activation

The feature is automatically available; there are no configuration or activation steps.



For general information about this functionality, refer to the *Concur Expense: Expense Pay Flex Edition User Guide for Concur Professional/Premium*.

Expense Report

New Comments Column Added to Expense List View

This change is part of the NextGen UI experience.

Overview

With this release, the Expense List table view will now include a new **Comments** column. This column will display only when one or more comments created at the expense-level of the report are detected.

Seattle Sales Trip \$1,064.23 Copy Report Submit Report

Not Submitted

Report Details Print/Share Manage Receipts

Add Expense Edit Delete Copy Allocate Combine Expenses Move to

<input type="checkbox"/>	Alerts ↑	Comments ↑	Receipt ↑	Payment Type ↑	Expense Type ↑	Vendor Details ↑	Date ☰	Requested ↑
<input type="checkbox"/>				Cash	Breakfast <small>Attendees (2)</small>	Restaurant Seattle, Washington	07/08/2022	\$65.00
<input type="checkbox"/>				Cash	Hotel	Marriott Hotels Seattle, Washington	07/08/2022	\$654.23 <small>Itemized</small>
<input type="checkbox"/>				Cash	Airfare <small>Attendees (1)</small>	American Airlines Seattle, Washington	07/05/2022	\$345.00 <small>Allocated</small>
								\$1,064.23

NOTE: This feature will release shortly after the full release of July 15.

BUSINESS PURPOSE / CLIENT BENEFIT

This update gives greater visibility to alerts and comments that would normally only appear after additional navigation, speeding the expense report submittal workflow.

Configuration / Feature Activation

This enhancement is automatically available in the UI; no activation steps are needed to make it display.

NextGen UI

****Ongoing** Updated User Interface (UI) for Concur Expense End Users**

Information First Published	Information Last Modified	Automatic Transition Date
March 2018	Apr 23, 2022	Oct 1, 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The continued evolution of the Concur Expense solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for creating and submitting expense reports.

Concur Expense customers are now strongly encouraged to preview and then move to the NextGen UI well before the automatic transition date of **October 1, 2022**.

BUSINESS PURPOSE / CLIENT BENEFIT

The result is the next generation of the Concur Expense user interface designed to provide a modern, consistent, and streamlined user experience. This technology not only provides an enhanced user interface, but also allows us to react more quickly to customer requests to meet changing needs as they happen.

Products and Users Affected

To take advantage of these improvements, Concur Expense customers who do not move before October 1, 2022 will be automatically transitioned to the NextGen UI for Concur Expense. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes apply to:

- Concur Expense (Professional/Premium and Standard) end users only

NOTE: There are no changes for approvers, processors, or admins.

IMPORTANT: Timeline and Milestones

There are four important milestones for Concur Expense customers as they transition from the existing UI to the NextGen UI.

1. **Early Access Period:** March 2018 – July 2020

During this time, the updated UI was available to preview for customers worldwide. We encouraged administrators/power users to use the Early Access Period to preview the refreshed interface, update internal training materials, and prepare the organization for the transition.

2. **Opt-In Period:** July 2020 – September 2021

Following the Early Access Period was an open Opt-In Period. This milestone was marked by the delivery of most planned features as well as further overall product quality and stability.

Customers should use this period to plan their transition and move to the NextGen UI for Concur Expense when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

3. **Active Move Period:** October 2021 – September 2022

This is the 12-month notice period we committed to for customers to complete the transition at their own pace before the automatic transition date.

Customers are strongly encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Active Move Period.

4. **Automatic Transition Date:** October 1, 2022

All customers will be automatically transitioned to the NextGen UI.

This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support.

Transition Materials – Guides and Other Resources

We offer several guides, FAQs, release notes, and other resources to help in the transition. All the information that an organization needs to get started is available here:

- [Professional Edition](#)
- [Standard Edition](#)

The links above provide access to the following:

- **Admin guides, FAQs, transition resources:** The admin guide provides information about accessing the NextGen UI for Concur Expense and the roles/permissions required.

Along with the admin guide, there are FAQs, other resources (such as e-mail templates and other training materials), and a list of features that are not yet available in the NextGen UI for Concur Expense. All of these materials can be used to help customers prepare their users.

NOTE: To help with training needs, customers can use the admin guide and end-user guide "as is" or they can use any part of them to create training materials. Customers can cut, copy, paste, delete, or edit either guide at will.

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Expense to help users become comfortable with the new experience. This guide will be updated as needed during the Opt-In Period as the NextGen UI is being enhanced. Admins should review the guide often.

NOTE: Like the admin guide, the organization can cut, copy, paste, delete, or edit this guide at will.

- **Release information:** During the Active Move Period, the release of enhancements will **not** be on the regular release schedule. Instead, we will provide special information about features and enhancements that are nearing release.

As of the May 2022 release, release notes for the NextGen UI can be found within this release note document. The statement *These changes are part of the NextGen UI experience* is displayed at the beginning of each NextGen UI release note.

Get Started

Customers are encouraged to use the transition materials described above and develop a plan for the transition.

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](#).

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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.

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 \(S-user\)](#).

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

Any user can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help or directly on the SAP Help Portal.

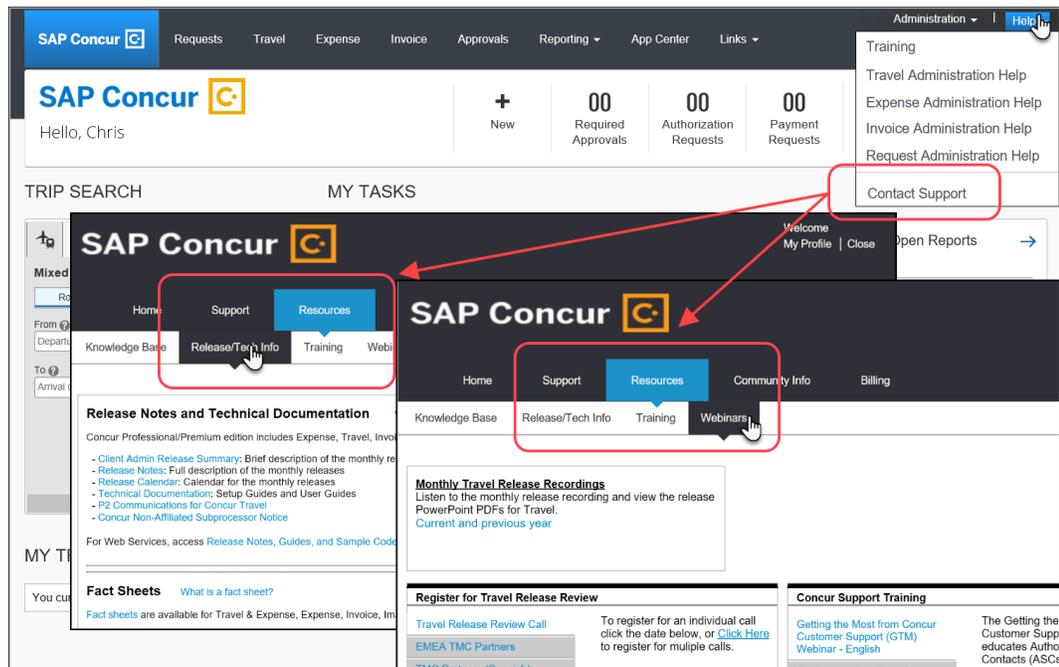
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

SAP Concur Support Portal – Selected Users

Access release notes, webinars, and other technical documentation on the SAP Concur support portal.

If you have the proper permissions, **Contact Support** appears on the **Help** menu. Click 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.



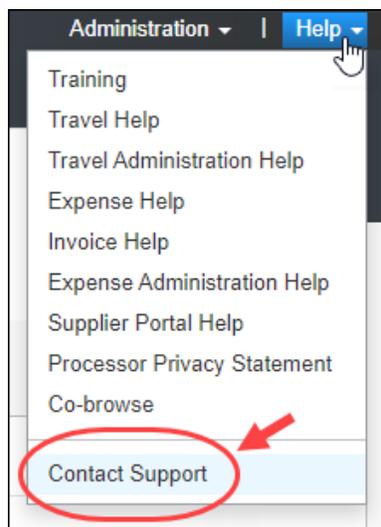
Cases

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**.

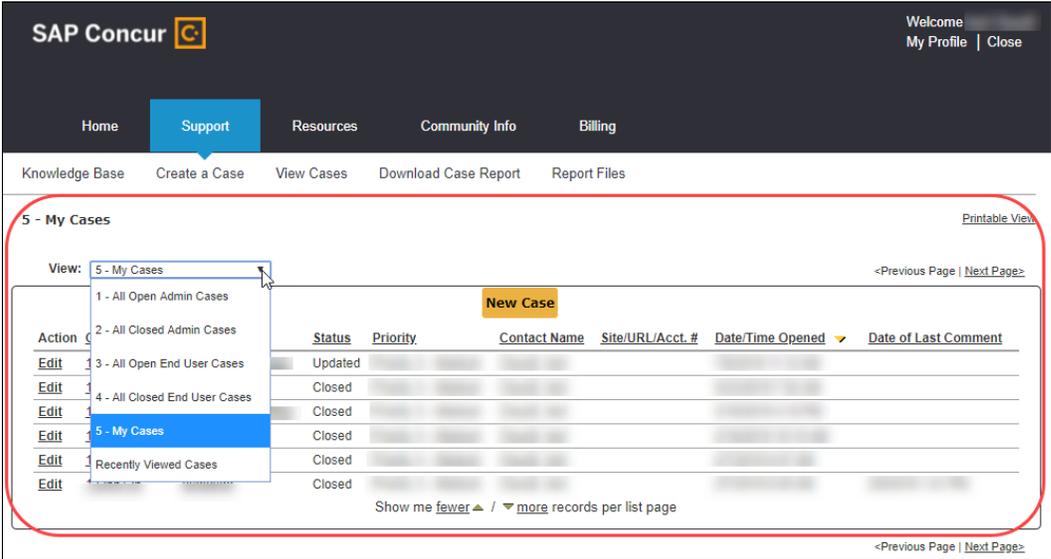


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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.



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SAP Concur Release Notes	
Concur Expense Standard Edition	
Month	Audience
Release Date: August 20, 2022 Initial Post: August 19, 2022	Client FINAL

Contents

- Release Notes 1**
 - Bank Information1**
 - (Norway) Bank Account Field Support for NOK (July/August)1
 - Enhanced Payment Validation for Banking Fields with JPY (Japanese) Katakana characters2
 - Cards.....3**
 - VISA: Processor Reference Number in VCF Specification Now Masked3
 - Expense Pay – Flex and Global Editions4**
 - Bank Account Field Updates for Several Currencies (July/August)4
 - NextGen UI5**
 - **Ongoing** Updated User Interface (UI) for Concur Expense End Users5
- Planned Changes..... 8**
 - There are no planned changes this month.....8**
- Client Notifications..... 9**
 - Accessibility9**
 - Accessibility Updates9
 - Subprocessors.....9**
 - SAP Concur Non-Affiliated Subprocessors9
 - Supported Browsers.....10**
 - Supported Browsers and Changes to Support 10
- Additional Release Notes and Other Technical Documentation 11**
 - Online Help11**
 - SAP Concur Support Portal – Selected Users11**
- Cases 12**
 - Check Support Case Status.....12**

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Release Notes

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

Bank Information

(Norway) Bank Account Field Support for NOK (July/August)

Overview

To better support our Employee Banking Only feature along with the Standard Accounting Extract (SAE), specific banking fields in Norway Krone are now required. The following user bank account fields are affected:

Bank Account Field	Description
Bank Country/Region	The country or region where the bank is located.
Bank Currency	Set to Norway Krone.
SWIFT/BIC or Local Routing	Also known as SWIFT ID, a SWIFT/BIC code is a standard format of Bank Identifier Codes. It is the unique identification code of a particular bank. The SWIFT code is 8 or 11 characters, made up of: 4 characters - bank code (only letters) 2 characters - country code (only letters) 2 characters - location code (letters and digits) 3 characters - branch code, optional ('XXX' for primary office) (letters and digits)
Account Number or IBAN	The account number as specified on the bank statement. Or the two-character country code, followed by two check digits and then the bank identifier and account number, typically derived from the domestic account number.
Re-Type Account Number or IBAN	Re-type what was entered in the Account Number or IBAN field.
Tax ID	Taxpayer Identification number used for tax purposes.
Bank Name	Name of the bank branch.
Branch Location	Bank branch location as defined by the bank.

Bank Account Field	Description
Account Type	Checking or Savings.
Status	Status of the account.
Active	Select the account status from the list.
Full Legal Name of Account Owner	The name of the original bank account holder.
Personal Address Line 1	The postal address that the employee provided for this bank account.
City	The city for the postal address.
Region	The region for the postal address.
Postal Code	The postal code for the postal address.

BUSINESS PURPOSE / CLIENT BENEFIT

These field requirement changes ensure that necessary banking information is collected and extracted so clients can successfully make payments to their employees in Norway Krone currency outside of SAP Concur.

User Experience

The employee banking user interface for employees with Norway Bank Country Region using Norway Krone currency will now see these field as required.

Configuration / Feature Activation

The feature is automatically available; there are no configuration or activation steps.



For general information about this functionality, refer to the *Concur Expense: Employee Banking Only for Expense Pay Factsheet*.

Enhanced Payment Validation for Banking Fields with JPY (Japanese) Katakana characters

Overview

For JPY Expense Pay - Flex edition payments, when any user banking field for an employee payment contains Japanese Katakana characters, the payment details are now validated to ensure that none of these characters exist in the data. Payments with Katakana characters are automatically aborted from the batch, and the user will need to resubmit their payment details without those characters.

BUSINESS PURPOSE / CLIENT BENEFIT

SAP Concur's payment processing partners for Expense Pay - Flex do not accept these or any other non-English characters in the payment data when processing

payments. Any user banking text fields containing half or full width Katakana characters will be first detected by SAP Concur and then aborted before it's sent to the payment provider. This will help reduce manual overhead, payment processing cost, and shorten the turnaround time for the employee to get notified to update their banking info to remove these characters.

User Experience

The user banking fields will be validated to check for unsupported Japanese Katakana characters when the batch of payments is ready to be sent to the payment provider. If an employee is impacted, they will receive an error message stating that their banking did not succeed and their payment was unable to be paid. These users will need to update their user banking details to use only English characters for all fields on the form.

Configuration / Feature Activation

The feature is automatically available; there are no configuration or activation steps.

Cards

VISA: Processor Reference Number in VCF Specification Now Masked

Overview

With this release, SAP Concur will mask account information found in the CT_CREDIT_CARD_TRANSACTION_PROCESSOR_REF_NO (**Processor Reference Number**) field.

162	CT_CREDIT_CARD_TRANSACTION_PROCESSOR_REF_NO	Processor Reference Number	Support for feeds that utilize the Acquirer Reference number provided to and used by the client for reconciliation Data type: Alphanumeric	64
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Concur Expense: Standard Accounting Extract V4 Specification
 Last Revised: March 1, 2022
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31

BUSINESS PURPOSE / CLIENT BENEFIT

This change ensures compliance and security.

Configuration / Feature Activation

The feature is automatically available; there are no additional configuration or activation steps.

Expense Pay – Flex and Global Editions

Bank Account Field Updates for Several Currencies (July/August)

Overview

To better support several currencies in Expense Pay Flex and Expense Pay Global, the following changes to existing fields have been implemented on the Bank Information page and will be reflected in the Standard Accounting Extract (SAE):

Global or Flex	Currency	Bank Account Field	Change Description
Flex	AUD	State / Territory	Now a required field
Flex		Bank Account Number	A 6-to-10-digit number is allowed
Flex and Global	CAD	Bank Name	Now a required field
		Bank Account Number	A 7-to-12-digit number is allowed
Flex	CHF	SWIFT/BIC Code	Now a required field
Flex	INR	State	Now a required field
Flex	JPY	Bank Account Number	A 7-to-10-digit number is allowed
Flex	MXN	RFC	A 13- or 18-digit number is allowed
		Address Line 2	Not a required field
Flex	NZD	State	Now a required field
Flex	SEK	State/Province	Now a required field

BUSINESS PURPOSE / CLIENT BENEFIT

These field requirement and format changes ensure that valid banking information is collected from employees. This will help reduce data entry errors so payment providers can successfully complete payments in these currencies for clients, with less returned and rejected payments.

Admin Experience

The user interface will indicate these fields as required for the currencies listed in the table. For account number and RFC/Tax ID digit changes, it will prevent users from saving values that are of invalid length.

Configuration / Feature Activation

The feature is automatically available; there are no configuration or activation steps.



For general information about this functionality, refer to the *Concur Expense: Expense Pay Flex Edition User Guide for Concur Professional/Premium*.

NextGen UI

****Ongoing** Updated User Interface (UI) for Concur Expense End Users**

Information First Published	Information Last Modified	Automatic Transition Date
March 2018	Apr 23, 2022	Oct 1, 2022
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To take advantage of these improvements, Concur Expense customers who do not move before October 1, 2022 will be automatically transitioned to the NextGen UI for Concur Expense. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

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Get Started

Customers are encouraged to use the transition materials described above and develop a plan for the transition.

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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

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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Additional Release Notes and Other Technical Documentation

Online Help

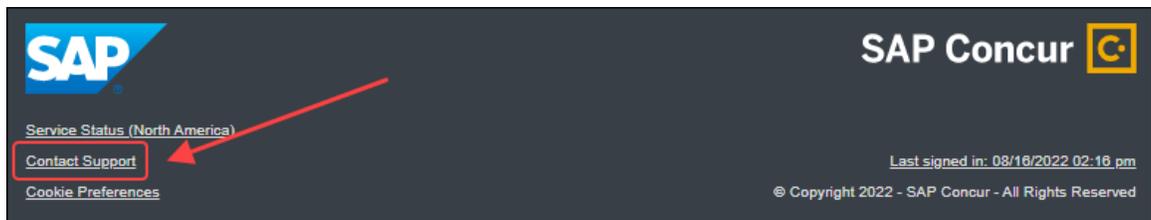
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Cases

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>.
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SAP Concur Release Notes	
Concur Expense Standard Edition	
Month	Audience
Release Date: September 17, 2022 Initial Post: September 16, 2022	Client FINAL

Contents

- Release Notes 1**
 - Accessibility1**
 - Alert Popup Redesigned to Meet Accessibility Requirements 1
 - Expenses2**
 - Enhancements to the Hotel Itemization Wizard 2
 - Personal Expense Now Labeled as Personal on the Expense List Requested Column 9
 - Prompt to Register Car When Using Mileage Expense Type 10
 - Itemizations12**
 - Display Itemizations in the Expense Report Page..... 12
 - NextGen UI14**
 - **Ongoing** Updated User Interface (UI) for Concur Expense End Users..... 14
- Planned Changes 17**
 - There are no planned changes this month.....17**
- Client Notifications 18**
 - Accessibility18**
 - Accessibility Updates 18
 - Subprocessors.....18**
 - SAP Concur Non-Affiliated Subprocessors 18
 - Supported Browsers.....19**
 - Supported Browsers and Changes to Support 19
- Additional Release Notes and Other Technical Documentation 20**
 - Online Help20**
 - SAP Concur Support Portal – Selected Users20**
- Cases 21**
 - Check Support Case Status.....21**

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Release Notes

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

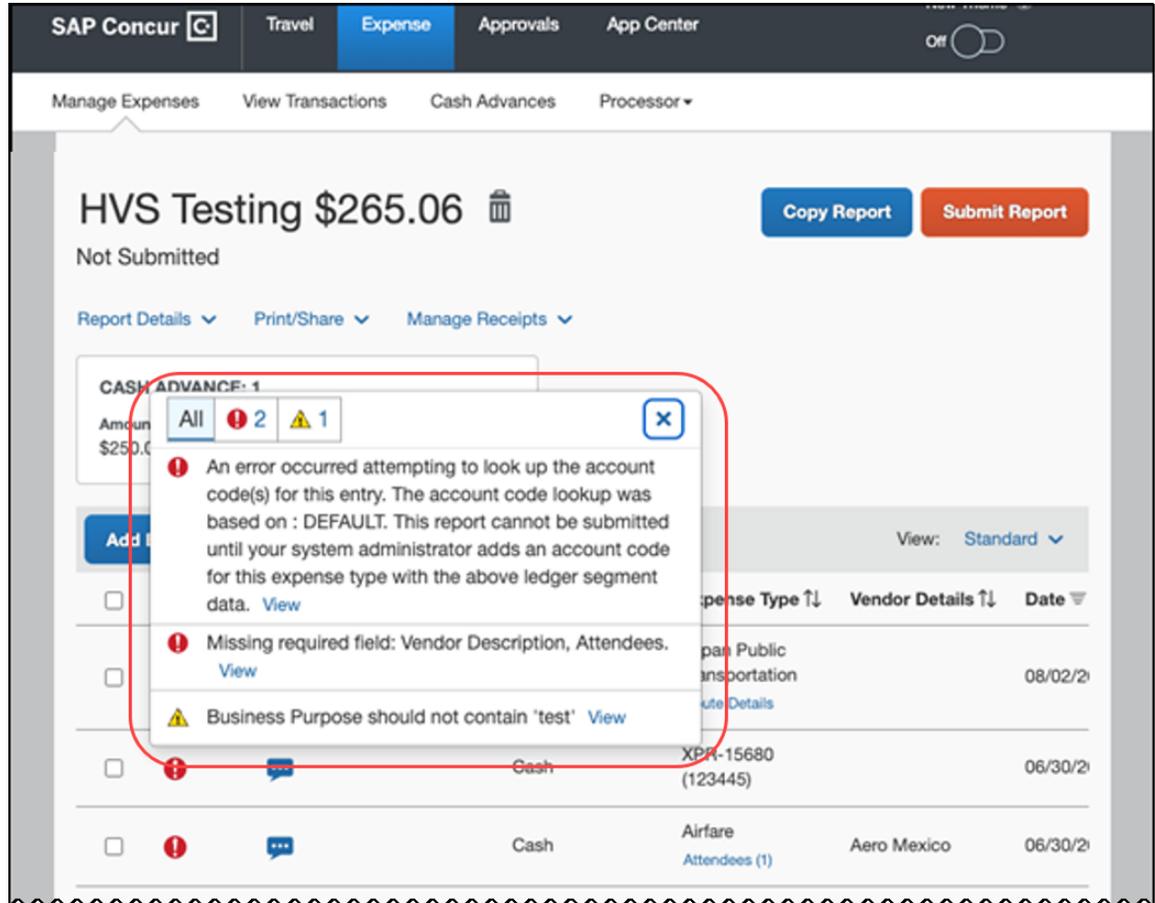
Accessibility

Alert Popup Redesigned to Meet Accessibility Requirements

This change is part of the NextGen UI experience.

Overview

The new NextGen user interface (UI) now features a redesigned popup of the alert message detailing errors in an expense report. This update conforms to accessibility requirements for all users of Expense.



BUSINESS PURPOSE / CLIENT BENEFIT

This update improves the user experience by more clearly detailing the errors blocking the creation of an expense report.

Configuration / Feature Activation

The feature is automatically available; there are no additional configuration or activation steps using an updated design that meets accessibility needs.

Expenses

Enhancements to the Hotel Itemization Wizard

This change is part of the NextGen UI experience.

Overview

With this release, several usability enhancements are now added to the Hotel Itemization wizard. They include:

- **General Accessibility Improvements:** Overall, Tax fields are now more clearly displayed and labeled for quick identification and entry, reducing confusion, and increasing the accuracy for this complex task
- **Default Tax Field Display Based on Location:** Initial display of tax fields is now based on location to display the 'expected' fields for that location
- **VAT Itemization:** Handling for VAT configuration of FULL tax, where the result is an itemization for the VAT amount
- **Add Tax Fields During Itemization:** Additional tax fields may optionally be added by the user when working within locations with many local taxes

User Experience

GENERAL ACCESSIBILITY IMPROVEMENTS

With this update, the Hotel Itemization wizard functionality is enhanced by improving the layout of tax fields for the user and adding additional tax fields they can configure to match the anticipated tax-related data contained in the hotel folio.

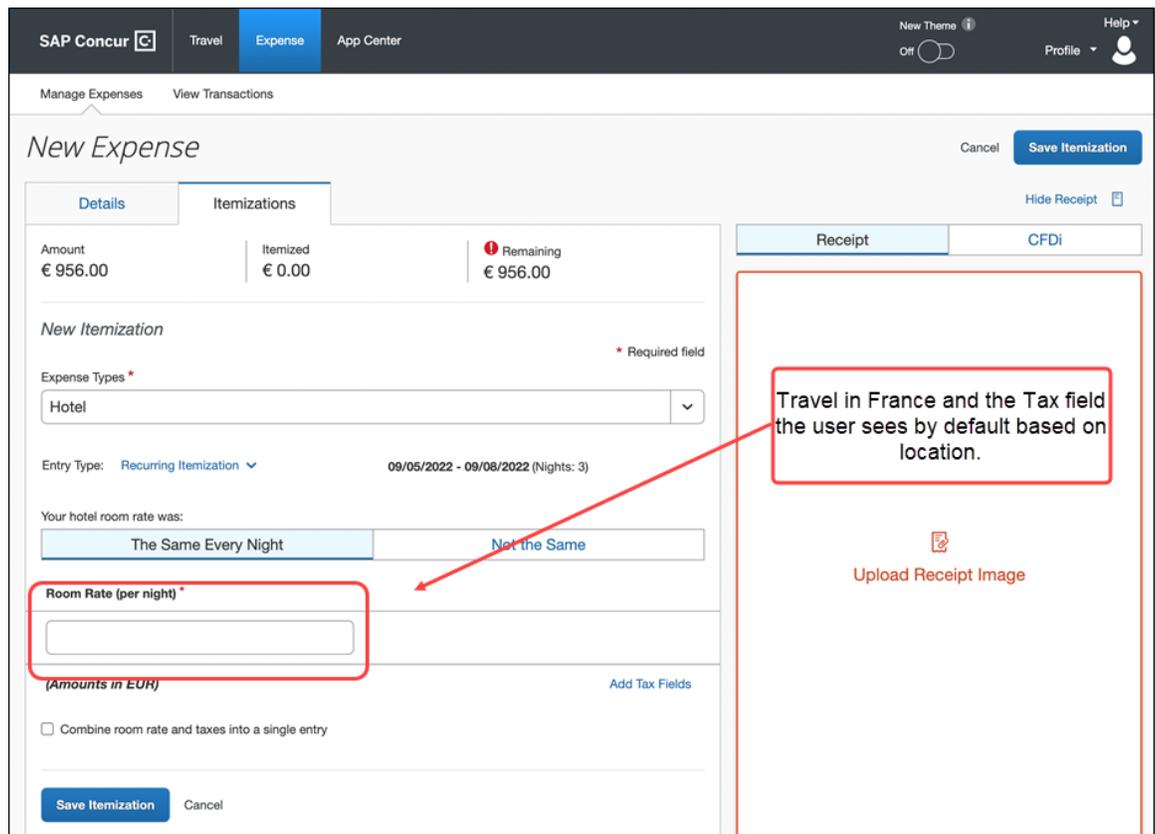
The screenshot displays the 'New Expense' wizard in SAP Concur, specifically the 'Itemizations' tab. The interface includes a top navigation bar with 'SAP Concur', 'Travel', 'Expense', and 'App Center'. The main content area shows the 'New Expense' title and a 'Save Itemization' button. Below this, there are tabs for 'Details' and 'Itemizations'. The 'Itemizations' tab is active, showing a summary of the expense: Amount \$2,343.00, Itemized \$0.00, and Remaining \$2,343.00. A 'New Itemization' section is visible, with 'Expense Types' set to 'Hotel'. Below this, the 'Entry Type' is 'Recurring Itemization' and the dates are '09/01/2022 - 09/08/2022 (Nights: 7)'. A section titled 'Your hotel room rate was:' contains a table with columns for 'Room Rate', 'Room Tax', and five tax fields (Tax 2 to Tax 5). The values in the table are: Room Rate (289.00), Room Tax (28.00), Tax 2 (2.00), Tax 3 (3.20), Tax 4 (2.34), and Tax 5 (1.25). A 'Receipt' upload area is visible on the right side of the screen, with a 'CFDi' button and an 'Upload Receipt Image' prompt.

These improvements match the functionality of the legacy user interface and combine to make the task of entering a hotel expense type more logical and the identification and entry of specific tax types easier for the traveler.

DEFAULT TAX FIELD DISPLAY BASED ON LOCATION

Logic included in this update recognizes the regional location (Country/Region and State/Province) of the expense and offers the expected tax entry fields for clear identification, guidance, and increased accuracy when entering taxes.

In the example below, the user lodging in France would see **Room Rate** as the only field in the initial view.



The same traveler lodging in Switzerland, however, would see the addition of the **Tax (per night)** field beside the **Room Rate** field for their stay:

The screenshot shows the SAP Concur 'New Expense' interface. The 'Itemizations' tab is active, showing an expense for a 'Hotel' with an amount of CHF 956.00. The 'Entry Type' is 'Recurring Itemization' for the dates 09/05/2022 - 09/08/2022 (3 nights). Under 'Your hotel room rate was:', the 'Not the Same' option is selected. A red box highlights the 'Room Rate (per night)' and 'Tax (per night)' input fields. A callout box points to these fields with the text: 'Travel in Switzerland and the Tax fields the user sees by default based on location.' The 'Receipt' and 'CFDi' tabs are visible on the right side of the form.

Tax Field Display with Differing Nightly Lodging Accommodations

For travelers reconciling different lodging for their nightly stays, the **Not the Same** tab is selected to display all 5 Tax fields which will display VAT-specific labels where appropriate.

Expense Type *
Hotel

Entry Type: Recurring Itemization 08/08/2022 - 08/11/2022 (Nights: 3)

Your hotel room rate was:

Date	Room Rate *	PST	GST	Tax 3	Tax 4	Tax 5
08/08/2022	1.00	3.00	4.00			
08/09/2022	2.00		5.00		6.00	
08/10/2022	3.00			7.00		

(Amounts in CAD)

Adding Tax Fields While Itemizing

In all instances the user may optionally add additional tax fields (**Tax 4** and **Tax 5**) to their report using the **Add Tax Fields** link. This is useful when a location has numerous daily local taxes on the hotel folio that must be accounted for.

Entry Type: Recurring Itemization 09/05/2022 - 09/08/2022 (Nights: 3)

Your hotel room rate was:

Room Rate (per night) * Tax (per night)

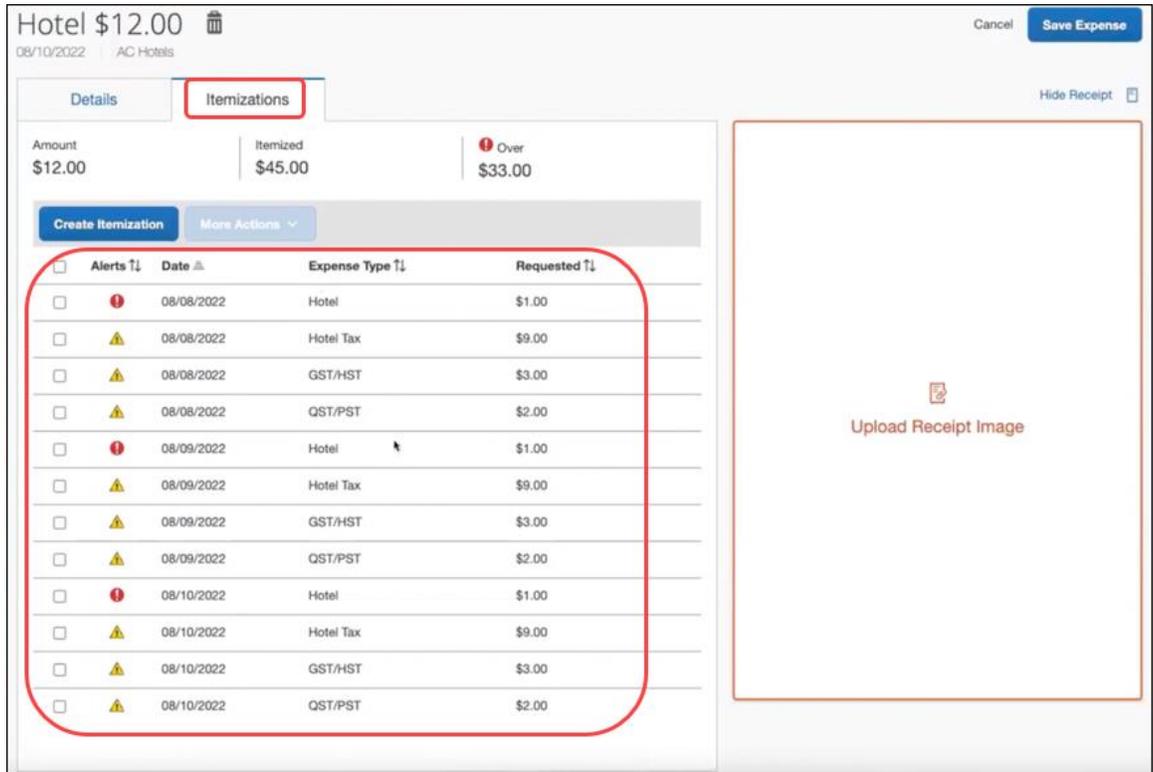
(Amounts in CHF)

Your hotel room rate was:

Room Rate (...) PST GST Tax 3 (per night) Tax 4 (per night) Tax 5 (per ni...)

(Amounts in CAD)

As before the changes included in this update, once the user saves their itemizations, the selected expense types are displayed in a list in the **Itemizations** tab for clarity and easy review prior to submitting the report.



VAT TAX FIELD ITEMIZATION

The user entering VAT values is now supported in this task in the NextGen user interface (UI) to match the legacy UI. When configured for VAT, the system replaces the first one or two Tax fields with VAT-specific fields correctly labeled to match the location and intent.

Hotel \$12.00
08/10/2022 AC Hotels

Amount \$12.00 | Itemized \$18.00 | Over \$6.00

New Itemization

Expense Type *
Hotel

Entry Type: Recurring Itemization | 08/08/2022 - 08/11/2022 (Nights: 3)

Your hotel room rate was:
The Same Every Night | Not the Same

Room Rate (per night) *	Room Tax (per night)	Tax 2 (per night)	Tax 3 (per night)

(Amounts in CAD)

Add Tax Fields

Your hotel room rate was:
The Same Every Night | Not the Same

Room Rate (...)	Room Tax (pe...)	Tax 2 (per night)	Tax 3 (per night)	Tax 4 (per night)	Tax 5 (per ni...)
289.00	28.00	2.00	3.20	2.34	1.25

(Amounts in USD)

In the example below, the Provincial Sales Tax (**PST**) and the Goods and Services Tax (**GST**) tax fields appear for the traveler lodging in Canada. The **Tax 3, 4** and **5** fields may be used for the local city taxes as needed.

Your hotel room rate was:
The Same Every Night | Not the Same

Room Rate (...)	PST	GST	Tax 3 (per night)	Tax 4 (per night)	Tax 5 (per ni...)

(Amounts in CAD)

The Harmonized Sales Tax (**HST**) supports the combined GST and PST taxes:

Your hotel room rate was:
The Same Every Night | Not the Same

Room Rate (per night) *

HST

(Amounts in CAD)

Add Tax Fields

BUSINESS PURPOSE / CLIENT BENEFIT

This update brings parity to the NextGen user interface and improves the user experience by making the entry of hotel tax easier and more accurate.

Configuration / Feature Activation

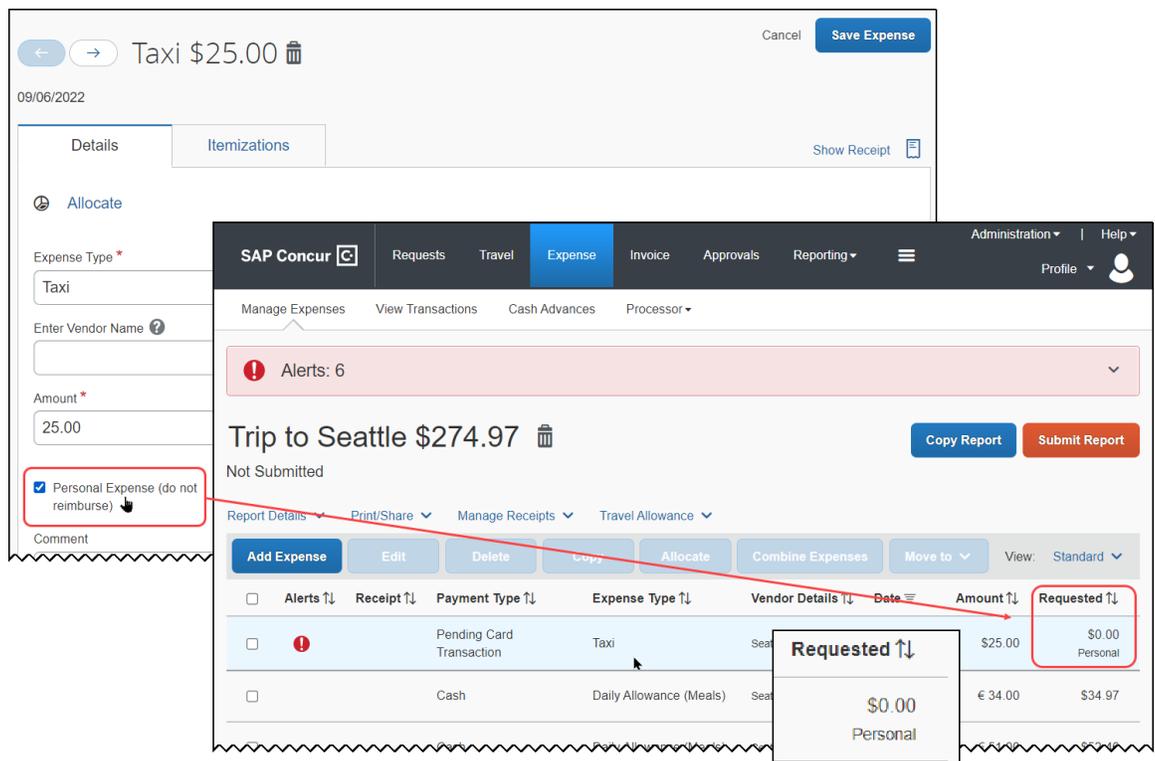
The feature is automatically available; there are no additional configuration or activation steps using an updated design that meets accessibility needs.

Personal Expense Now Labeled as Personal on the Expense List Requested Column

This change is part of the NextGen UI experience.

Overview

The new NextGen user interface (UI) will now show a **Personal** label on the expense list screen if the user has selected the **Personal Expense (do not reimburse)** option when creating an expense for their expense report.



The label appears under the **Requested** column for each expense type with this designation.

BUSINESS PURPOSE / CLIENT BENEFIT

This update clarifies the status of an expense type at the expense list level.

Configuration / Feature Activation

The feature is automatically available; there are no additional configuration or activation steps.

Prompt to Register Car When Using Mileage Expense Type

This change is part of the NextGen UI experience.

Overview

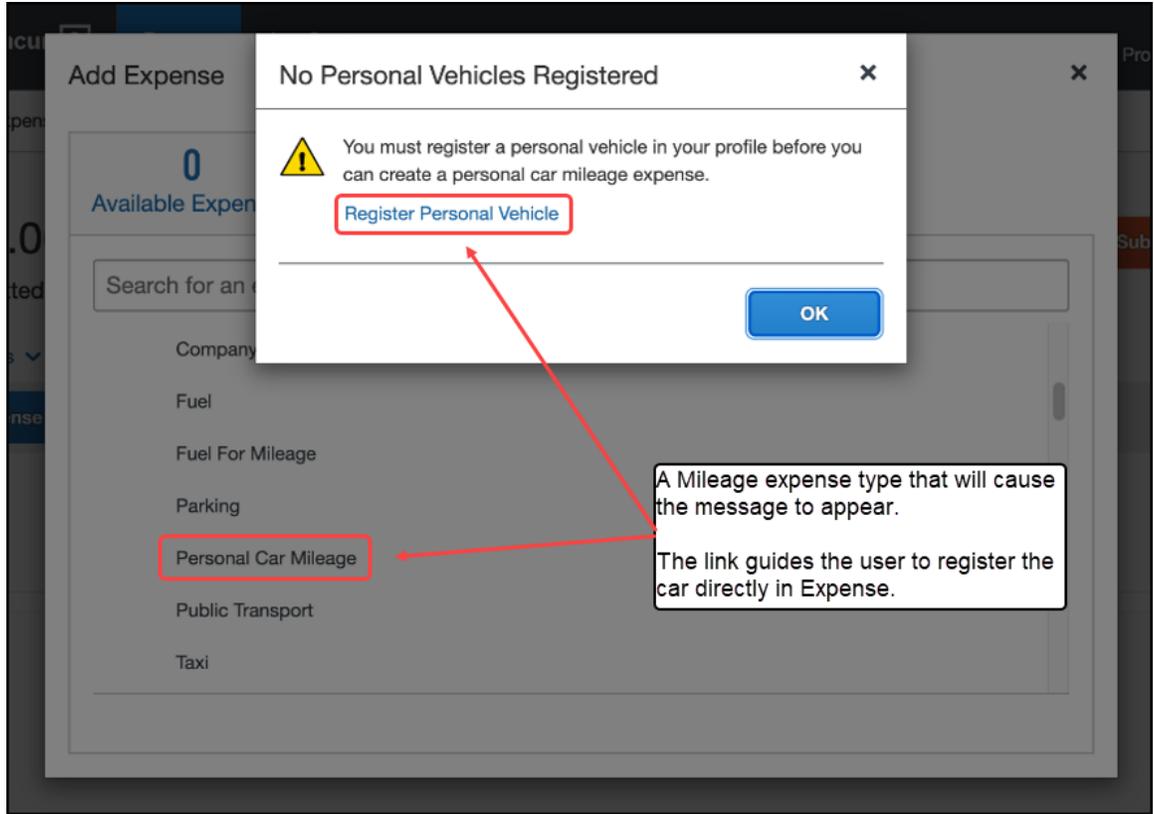
The new NextGen user interface (UI) will now, under certain conditions, display a prompt to register a car when a user enters a Mileage expense type in their expense report. This message only appears when the conditions require that a Personal or Company car be registered by the user, and they have not yet done so.

User Experience

When a user first attempts to use a Mileage expense type, the system will determine if an unregistered car condition for either a Personal or Company car exists for the user and then display the prompt.

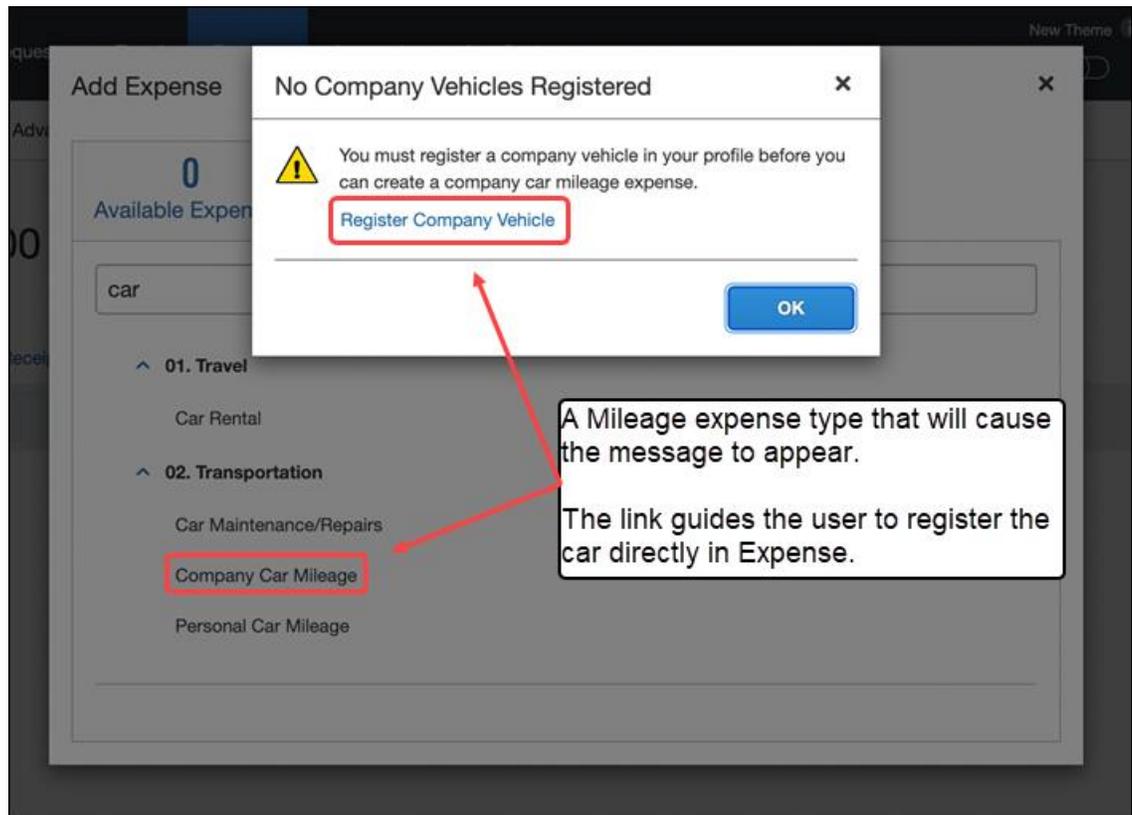
USER EXPERIENCE - PERSONAL CAR

If a Personal car registration requirement is associated with the user's configuration, a message will appear to the user explaining the requirement and including a link to perform the task of car registration.



USER EXPERIENCE - COMPANY CAR

For a Company car, the message is similar, including the message and a link.



In both scenarios the user must register the car before they can continue entering the Mileage-related expense types.

BUSINESS PURPOSE / CLIENT BENEFIT

This update prevents the user from completing a Mileage expense type when the company has configured Expense to require car registration by that user.

Configuration / Feature Activation

The feature is automatically available; there are no additional configuration or activation steps.

Itemizations

Display Itemizations in the Expense Report Page

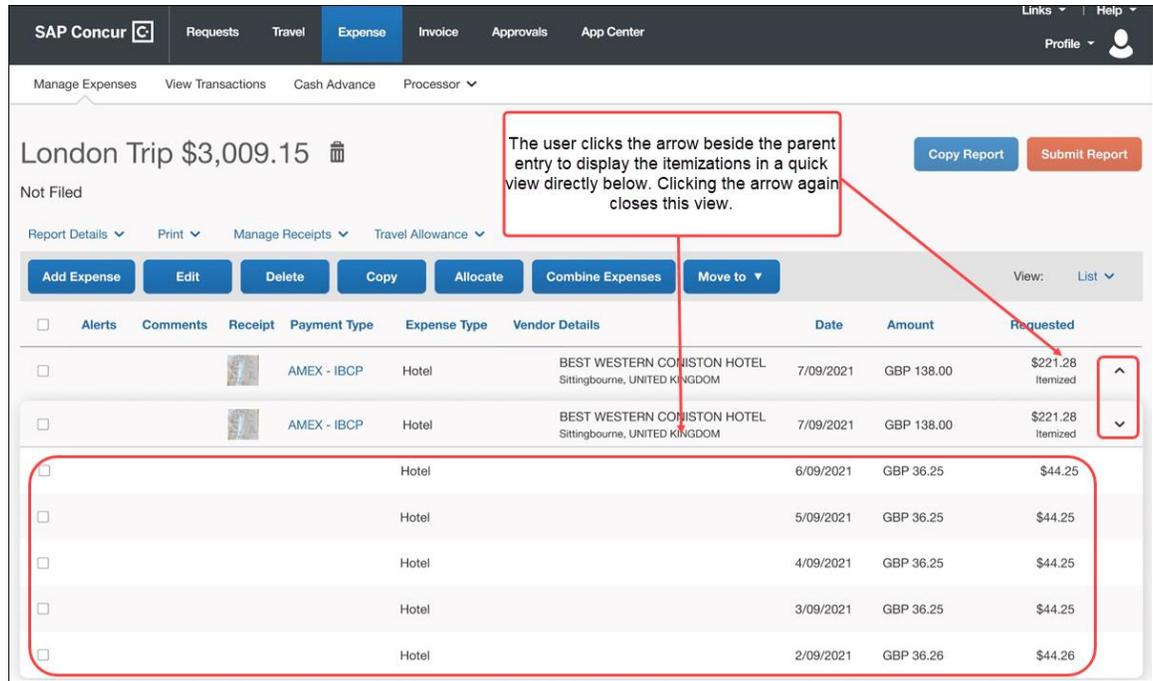
This change is part of the NextGen UI experience.

Overview

With this release, the user may now review their itemizations by opening them directly within the expense report page view.

User Experience

To open this view, the user clicks the arrow (^) to open the single-line parent entry to a multi-line view that lists all the itemizations contained in the parent entry.



If required, a scroll bar allows the user to move through the rows to view all the itemizations related to the open report.

BUSINESS PURPOSE / CLIENT BENEFIT

This update adds another viewing method to the display of the expense report, improving the user’s experience by making itemizations easily accessible for review prior to submitting the expense report.

Configuration / Feature Activation

The feature is automatically available; there are no configuration or activation steps.

NextGen UI

****Ongoing** Updated User Interface (UI) for Concur Expense End Users**

Information First Published	Information Last Modified	Automatic Transition Date
Mar 2018	Sep 16, 2022	Oct 1, 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The continued evolution of the Concur Expense solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for creating and submitting expense reports.

Concur Expense customers are now strongly encouraged to preview and then move to the NextGen UI well before the automatic transition that begins **October 1, 2022**.

BUSINESS PURPOSE / CLIENT BENEFIT

The result is the next generation of the Concur Expense user interface designed to provide a modern, consistent, and streamlined user experience. This technology not only provides an enhanced user interface, but also allows us to react more quickly to customer requests to meet changing needs as they happen.

Products and Users Affected

To take advantage of these improvements, Concur Expense customers who do not move before **October 1, 2022** will be automatically transitioned to the NextGen UI for Concur Expense **beginning October 1, 2022**. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes apply to:

- Concur Expense (Professional/Premium and Standard) end users only

NOTE: There are no changes for approvers, processors, or admins.

IMPORTANT: Timeline and Milestones

There are four important milestones for Concur Expense customers as they transition from the existing UI to the NextGen UI.

1. **Early Access Period:** March 2018 – July 2020

During this time, the updated UI was available to preview for customers worldwide. We encouraged administrators/power users to use the Early

Access Period to preview the refreshed interface, update internal training materials, and prepare the organization for the transition.

2. **Opt-In Period:** July 2020 – September 2021

Following the Early Access Period was an open Opt-In Period. This milestone was marked by the delivery of most planned features as well as further overall product quality and stability.

Customers should use this period to plan their transition and move to the NextGen UI for Concur Expense when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

3. **Active Move Period:** October 2021 – September 2022

This is the 12-month notice period we committed to for customers to complete the transition at their own pace before the automatic transition date.

Customers are strongly encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Active Move Period.

4. **Automatic Transition Date:** **Beginning** October 1, 2022

All customers will be automatically transitioned to the NextGen UI beginning October 1, 2022. This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support.

Transition Materials – Guides and Other Resources

We offer several guides, FAQs, release notes, and other resources to help in the transition. All the information that an organization needs to get started is available here:

- Professional Edition
- Standard Edition

The links above provide access to the following:

- **Admin guides, FAQs, transition resources:** The admin guide provides information about accessing the NextGen UI for Concur Expense and the roles/permissions required.

Along with the admin guide, there are FAQs, other resources (such as e-mail templates and other training materials), and a list of features that are not yet available in the NextGen UI for Concur Expense. All of these materials can be used to help customers prepare their users.

NOTE: To help with training needs, customers can use the admin guide and end-user guide "as is" or they can use any part of them to create training materials. Customers can cut, copy, paste, delete, or edit either guide at will.

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Expense to help users become comfortable with the new experience. This guide will be updated as needed during the Opt-In Period as the NextGen UI is being enhanced. Admins should review the guide often.
-

NOTE: Like the admin guide, the organization can cut, copy, paste, delete, or edit this guide at will.

- **Release information:** During the Active Move Period, the release of enhancements will **not** be on the regular release schedule. Instead, we will provide special information about features and enhancements that are nearing release.

As of the May 2022 release, release notes for the NextGen UI can be found within this release note document. The statement *These changes are part of the NextGen UI experience* is displayed at the beginning of each NextGen UI release note.

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.

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 \(S-user\)](#).

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

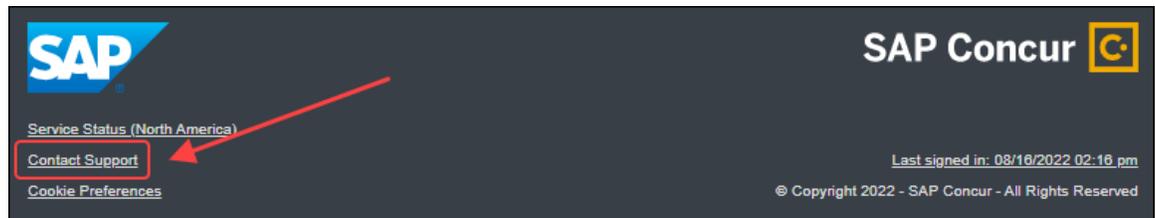
You can access release notes, setup guides, user guides, admin summaries, supported configurations, and other resources via the in-product Help menu or on the SAP Help Portal.

To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>).

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.

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SAP Concur Release Notes	
Concur Expense Standard Edition	
Month	Audience
Release Date: October 15, 2022 Initial Post: October 14, 2022	Client FINAL

Contents

- Release Notes 1**
 - Cards.....1**
 - VISA: Reduction of Required Attributes for Generating Rich Data for Cards 1
 - Japan Public Transport (JPT)1**
 - Support End Notice for Legacy JPT 1
 - NextGen UI2**
 - **Ongoing** Updated User Interface (UI) for Concur Expense End Users..... 2
- Planned Changes..... 5**
 - Bank Information5**
 - **Planned Changes** Western Union Business Solutions Rebranding to Convera 5
- Client Notifications 6**
 - Accessibility6**
 - Accessibility Updates 6
 - Subprocessors.....6**
 - SAP Concur Non-Affiliated Subprocessors 6
 - Supported Browsers.....7**
 - Supported Browsers and Changes to Support 7
- Additional Release Notes and Other Technical Documentation 8**
 - Online Help8**
 - SAP Concur Support Portal – Selected Users8**
- Cases 9**
 - Check Support Case Status.....9**

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Release Notes

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

Cards

VISA: Reduction of Required Attributes for Generating Rich Data for Cards

Overview

With this release, the attributes required to generate rich data output for company cards is now reduced in number for all import formats (except in the CDF3 format where this requirement was already present). This change allows for all card import formats to have more transactions flagged as rich data in Expense.

The attribute **Arrival Date** is now removed from the list of required attributes in the Visa format. Clients should consider if this feature change impacts the way they work with their receipts.

BUSINESS PURPOSE / CLIENT BENEFIT

This change will result in a more consistent rich data experience and more card transactions rendered in rich data format.

Configuration / Feature Activation

The feature is automatically available; there are no additional configuration or activation steps.

Japan Public Transport (JPT)

Support End Notice for Legacy JPT

All Concur Expense customers using legacy JPT (JPT 1.0) will be automatically migrated to JPT on NextGen UI (NUI) effective October 1. Support for legacy JPT ends on September 30, 2022. The team will no longer investigate or fix issues reported by CRMC tickets if the issue is reproduced on legacy JPT but not on JPT on NUI. If updates are required on the existing legacy JPT expenses, we recommend that you create new expenses on JPT on NUI and delete the old ones.

For any JPT on NUI support, authorized support contacts can submit a support case through the Customer Support portal.

NextGen UI

****Ongoing** Updated User Interface (UI) for Concur Expense End Users**

Information First Published	Information Last Modified	Automatic Transition Date
Mar 2018	Oct 7, 2022	Oct 1, 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The continued evolution of the Concur Expense solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for creating and submitting expense reports.

Concur Expense customers were strongly encouraged to preview and then move to the NextGen UI well before the automatic transition that began **October 1, 2022**.

BUSINESS PURPOSE / CLIENT BENEFIT

The result is the next generation of the Concur Expense user interface designed to provide a modern, consistent, and streamlined user experience. This technology not only provides an enhanced user interface, but also allows us to react more quickly to customer requests to meet changing needs as they happen.

Products and Users Affected

To take advantage of these improvements, Concur Expense customers who did move before October 1, 2022 are being automatically transitioned to the NextGen UI for Concur Expense beginning October 1, 2022. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes apply to:

- Concur Expense (Professional/Premium and Standard) end users only

NOTE: There are no changes for approvers, processors, or admins.

IMPORTANT: Timeline and Milestones

There are four important milestones for Concur Expense customers as they transition from the existing UI to the NextGen UI.

1. **Early Access Period:** March 2018 – July 2020

During this time, the updated UI was available to preview for customers worldwide. We encouraged administrators/power users to use the Early Access Period to preview the refreshed interface, update internal training materials, and prepare the organization for the transition.

2. **Opt-In Period:** July 2020 – September 2021

Following the Early Access Period was an open Opt-In Period. This milestone was marked by the delivery of most planned features as well as further overall product quality and stability.

Customers should use this period to plan their transition and move to the NextGen UI for Concur Expense when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

3. **Active Move Period:** October 2021 – September 2022

This is the 12-month notice period we committed to for customers to complete the transition at their own pace before the automatic transition date.

Customers are strongly encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Active Move Period.

4. **Automatic Transition Date:** Began October 1, 2022

All customers are being automatically transitioned to the NextGen UI beginning October 1, 2022. This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support.

Transition Materials – Guides and Other Resources

We offer several guides, FAQs, release notes, and other resources to help in the transition. All the information that an organization needs to get started is available here:

- [Professional Edition](#)
- [Standard Edition](#)

The links above provide access to the following:

- **Admin guides, FAQs, transition resources:** The admin guide provides information about accessing the NextGen UI for Concur Expense and the roles/permissions required.

Along with the admin guide, there are FAQs, other resources (such as e-mail templates and other training materials), and a list of features that are not yet available in the NextGen UI for Concur Expense. All of these materials can be used to help customers prepare their users.

NOTE: To help with training needs, customers can use the admin guide and end-user guide "as is" or they can use any part of them to create training materials. Customers can cut, copy, paste, delete, or edit either guide at will.

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Expense to help users become comfortable with the new experience. This guide will be updated as needed during the Opt-In Period as the NextGen UI is being enhanced. Admins should review the guide often.
-

NOTE: Like the admin guide, the organization can cut, copy, paste, delete, or edit this guide at will.

- **Release information:** During the Active Move Period, the release of enhancements will **not** be on the regular release schedule. Instead, we will provide special information about features and enhancements that are nearing release.

As of the May 2022 release, release notes for the NextGen UI can be found within this release note document. The statement *These changes are part of the NextGen UI experience* is displayed at the beginning of each NextGen UI release note.

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](#).

Bank Information

****Planned Changes** Western Union Business Solutions Rebranding to Convera**

Information First Published	Information Last Modified	Feature Target Release Date
October 2022	--	January 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Expense Pay payment provider Western Union Business Solutions (WUBS) was acquired in 2021. They have now officially rebranded as Convera.

BUSINESS PURPOSE / CLIENT BENEFIT

To support SAP Concur's payment processing partner Convera, the Expense Pay, Global Pay, and Payment Manager user interfaces and documentation will be updated to reflect the most current rebranded name.

User Experience

User interface components such as labels, messages, and documentation that show Western Union or Western Union Business Solutions will be now display Convera.

Configuration / Feature Activation

The change will be automatically available; there are no configuration or activation steps.

Client Notifications

Accessibility

Accessibility Updates

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Supported Browsers

Supported Browsers and Changes to Support

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Additional Release Notes and Other Technical Documentation

Online Help

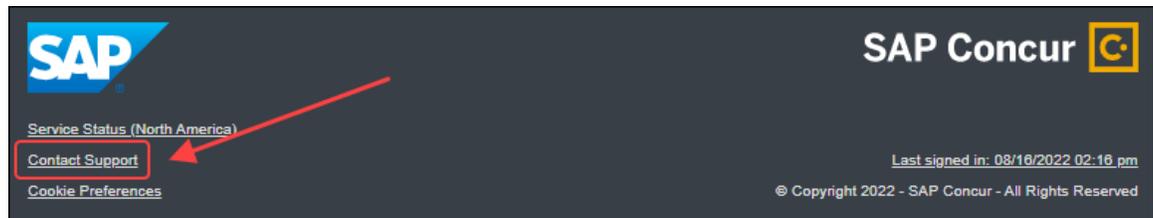
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Cases

Check Support Case Status

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SAP Concur Release Notes	
Concur Expense Standard Edition	
Month	Audience
Release Date: November 12, 2022 Initial Post: November 10, 2022	Client FINAL

Contents

- Release Notes 1**
 - User Interface Changes.....1**
 - Miscellaneous Changes to the User Interface1
- Planned Changes 3**
 - ExpensePay Payment Provider Rebranding3**
 - **Planned Changes** Bambora Rebranding to Worldline3
 - **Planned Changes** Western Union Business Solutions Rebranding to Convera4
- Client Notifications 5**
 - Accessibility5**
 - Accessibility Updates5
 - Subprocessors5**
 - SAP Concur Non-Affiliated Subprocessors5
 - Supported Browsers6**
 - Supported Browsers and Changes to Support6
- Additional Release Notes and Other Technical Documentation 7**
 - Online Help7**
 - SAP Concur Support Portal – Selected Users7**
- Cases 8**
 - Check Support Case Status.....8**

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User Interface Changes

Miscellaneous Changes to the User Interface

Overview

The following minor usability changes are part of the ongoing continuous improvement process for the user experience:

- **Receipts:** All instances of Receipt Affidavit are now changed to Receipt Declaration for the Missing Receipt Declaration function

- **Report Attachment Viewer:** To improve usability of button labels and messaging when working with attachments, the label **Append** is now replaced by **Add**, and **Detach** now replaced by **Remove**



BUSINESS PURPOSE / CLIENT BENEFIT

These changes improve the user experience in Concur Expense.

Configuration / Feature Activation

The feature is automatically available; there are no additional configuration or activation steps.

Planned Changes

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ExpensePay Payment Provider Rebranding

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Overview

Digital payments provider Worldline acquired Bambora in 2021. Instances of Bambora in the Expense Pay, Global Pay, and Payment Manger screens will be updated accordingly to support the rebrand to Worldline.

BUSINESS PURPOSE / CLIENT BENEFIT

To support SAP Concur’s payment processing partner Wordline, the Expense Pay, Global Pay, and Payment Manager user interfaces and documentation will be updated to reflect the rebranded company name.

User Experience

User interface components such as labels, email addresses, logos and notifications that show Bambora will be renamed to Worldline over the next few months.

Configuration / Feature Activation

The feature will be automatically available; there are no configuration or activation steps.

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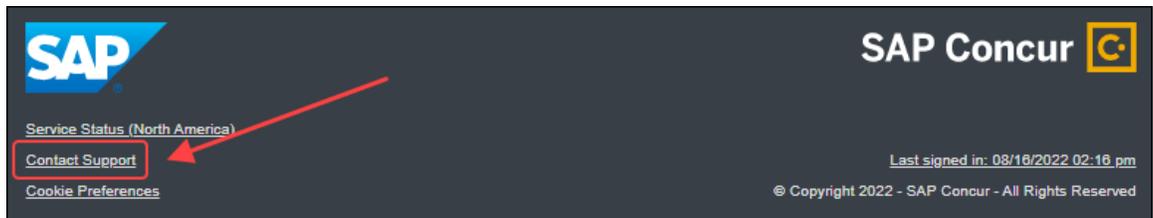
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SAP Concur Release Notes	
Concur Expense Standard Edition	
Month	Audience
Release Date: December 17, 2022 Initial Post: December 16, 2022	Client FINAL

Contents

- Release Notes 1**
 - Amazon Business Integration1**
 - Expansion and Enhancements (UK and US) 1
 - Japan Public Transport (JPT)4**
 - Round Trip Icon Added for Favorite Routes4
 - Suica IC Card Integration5
 - Receipts6**
 - Drag and Drop Multiple Receipts to Expense6
 - User Interface Changes8**
 - Miscellaneous Changes to the User Interface8
- Planned Changes 10**
 - ExpensePay Payment Provider Rebranding10**
 - **Planned Changes** Bambora Rebranding to Worldline 10
 - **Planned Changes** Western Union Business Solutions Rebranding to Convera 11
- Client Notifications 12**
 - Accessibility12**
 - Accessibility Updates 12
 - Subprocessors12**
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 - Supported Browsers13**
 - Supported Browsers and Changes to Support 13
- Additional Release Notes and Other Technical Documentation 14**
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 - SAP Concur Support Portal – Selected Users14**
- Cases 15**

Check Support Case Status.....15

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Amazon Business Integration

Expansion and Enhancements (UK and US)

Overview

With this release, SAP Concur extends its Amazon Business Integration services to the UK marketplace. As part of the update, you can now choose your marketplace, block certain payment types, and decide who receives the shared pay transaction details. For UK customers, SAP Concur also supports the inclusion of VAT receipts along with expense details.

Business Purpose / Client Benefit

This update enables Amazon Business Integration support for the UK along with the US customers.

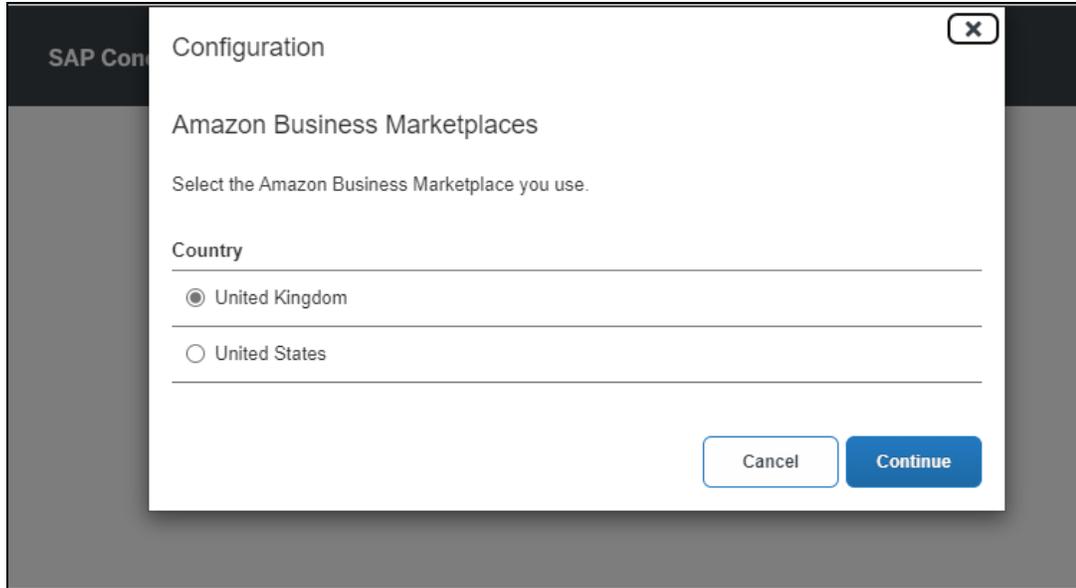
Admin Experience

The admin can configure or edit certain options while connecting to Amazon Business.

CHOOSING MARKETPLACE

The admins can now choose the marketplace while connecting to Amazon Business. The option to choose the marketplace is available only for new customers. For existing customers, the US marketplace is set by default.

NOTE: The admin can only connect to one marketplace at a time, either UK or US. To connect to a different marketplace, the admin should disconnect from the connected marketplace.



CONFIGURING PAYMENT TYPES

Admins can block certain payment types from creating an expense entry in Concur Expense.

For example, if the *Pay by Invoice* is moved to the **Not Allowed payment category**, transactions made on the connected Amazon business site, where the payment type is *Pay by Invoice*, will not be posted to Concur.

Configuration
✕

[Reset Selection to Default](#)

Payment Types

Not Allowed Payment Types i

Move to Allowed payment category

Description

Allowed Payment Types

Move to Not Allowed payment category

Description

- Amazon Points
- Amazon.com Store Card
- American Express
- Bank Account
- Cash on Delivery
- China Union Pay
- Convenience Store Payment
- Credit Memo

Transaction Routing

Amazon Business users can be placed into a group, with a shared payment method configured by the group admin. You can choose whether to route transactions to the person who places the transaction, or to the Amazon Business admin at the parent entity level.

Route transaction to admin for shared payments

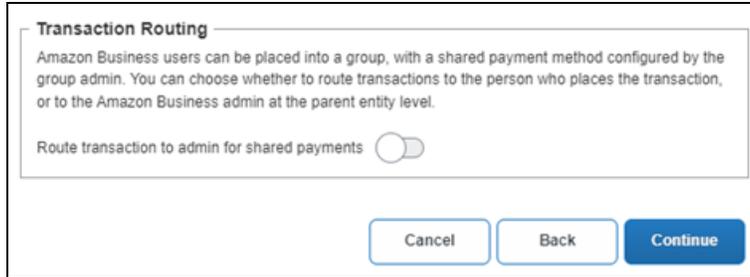
Cancel Back Continue

ROUTING SHARED PAYMENT TRANSACTIONS TO ADMIN OR REQUISITIONER

Earlier, the shared payment transactions were posted to the Amazon Business admin’s email address.

Now the admin can decide if the shared payment transactions should be routed to the person who places the transaction or to the Amazon Business admin. They can enable the Route transaction to admin for shared payments option to send the transactions to the admin. If this option is disabled, the transaction will be posted to the requisitioner (the person who places the transaction).

NOTE: For existing customers, the shared payment transactions are posted to the Amazon Business admin’s email address and this setting is enabled by default. Admins can change the setting if required.



VAT Receipts Availability

For UK customers, tax information or Value-added Tax (VAT) details are required for business expenses. Amazon now provides VAT receipts for all purchases made by UK customers. These receipts will be attached to the Amazon Business expenses created in Concur Expense.

NOTE: The VAT receipt from Amazon is only available for UK customers. For US customers, an SAP Concur-generated receipt is attached with the expense details.

Configuration / Feature Activation

The feature is automatically available; there are no additional configuration or activation steps.



For more information, refer to the [How to Enable Amazon Business via the SAP Concur App Center Guide](#).

Japan Public Transport (JPT)

Round Trip Icon Added for Favorite Routes

Overview

Previously it was not possible to distinguish between a round trip and a one-way trip in the Favorite Route section. In this release, a new icon is added to identify round trips that are registered on favorite routes.

BUSINESS PURPOSE / CLIENT BENEFIT

This update will help enhance the user experience of the favorite route page.

What the User Sees

On the **Favorite Routes** page, the  icon is displayed for round trips.

The screenshot shows a 'Route Search' interface with two tabs: 'Route Search' and 'Favorite Routes'. Below the tabs are input fields for 'Trip Date' (11/15/2022) and 'Time' (10:30 am). There are two route options listed below:

- Route 1: Toka-Dori-Chuo/Hakodate-Bus → To-Dayujima/Shizuoka-Fujieda-City. A blue 'Select Route' button is visible.
- Route 2: Toka-Dori-Chuo/Hakodate-Bus ↔ To-Dayujima/Shizuoka-Fujieda-City. A red box highlights a double-headed arrow icon between the origin and destination, indicating a bidirectional route. A blue 'Select Route' button is also visible.

Configuration / Feature Activation

The feature is automatically available; there are no additional configuration or activation steps.



For more information, refer to the [Concur Expense: JPT on NextGen UI User Guide](#).

Suica IC Card Integration

Overview

The IC Card Integration (ICCI) is an option provided by Japan Public Transport (JPT) that integrates the Suica IC card by JR East with SAP Concur. This option enables Concur Expense to draw all the trip transaction details directly from the railway company's source data. This integration eliminates the need for third-party card readers and labor to scan IC cards.

Previously, third-party card readers were installed at fixed locations, and you needed to go to the office in person to post transactions. IC cards could only store 20 transaction details, and regular office visits were required to preserve the journey history and not have to manually recreate the expenses.

NOTE: This service is only available for employees of companies that are based in Japan.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature ensures seamless integration and enhanced user experience for clients using IC cards for travel in Japan.

Configuration / Feature Activation

To enable this feature, contact SAP Concur support.



For more information, refer to the [Concur Expense: Japan IC Card Integration for Suica User Guide](#)

Receipts

Drag and Drop Multiple Receipts to Expense

Overview

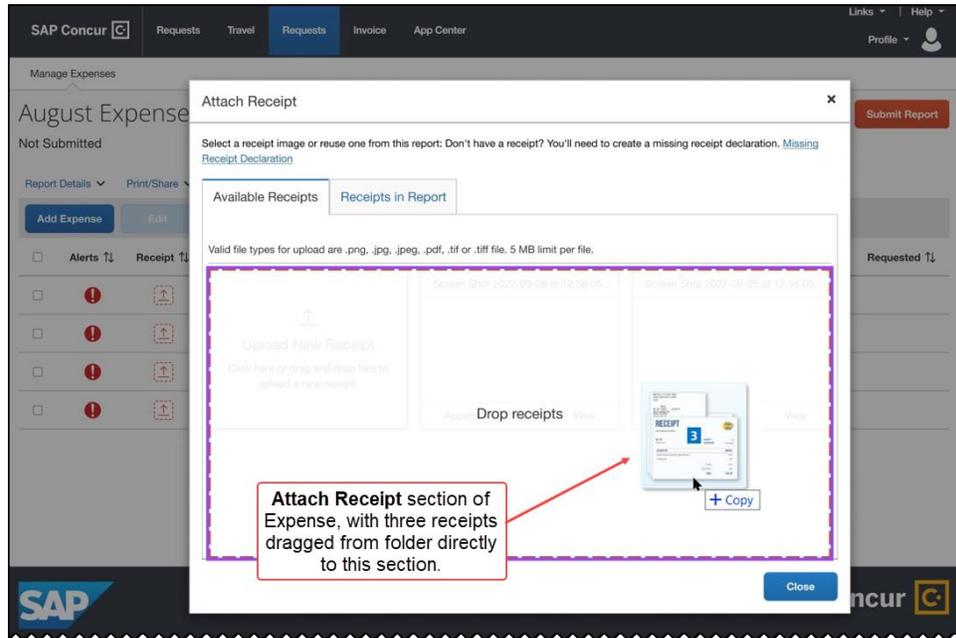
With this release, users adding receipts to their expense reports may now drag and drop one or more receipts when performing this action.

The following areas within Expense are now updated to support this feature:

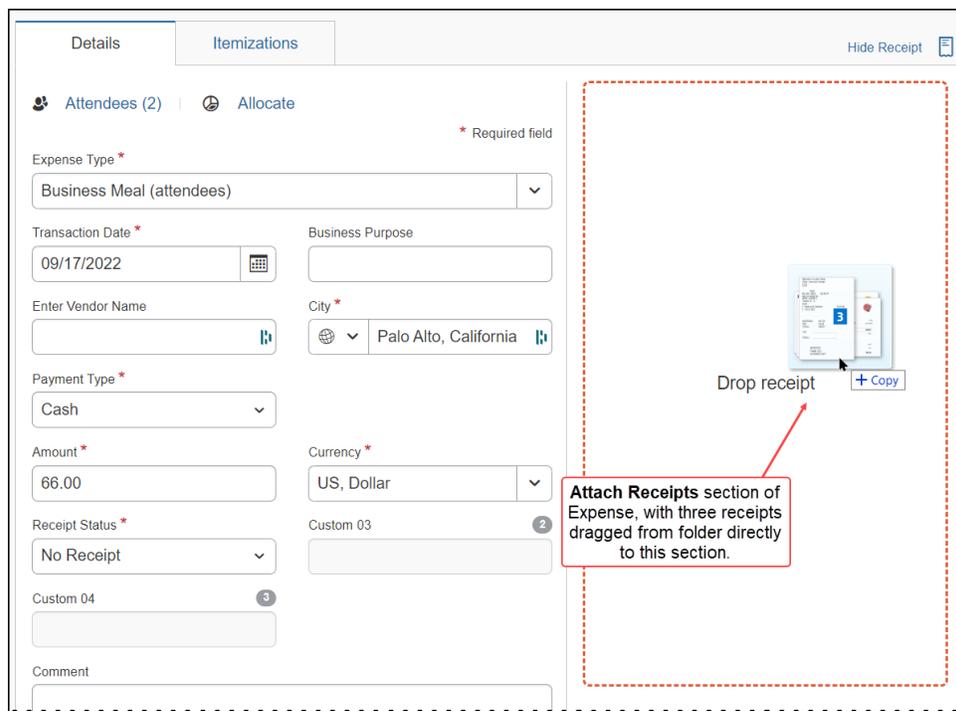
- **Available Receipts - Expense home page:** Move selected files directly from a folder on the computer to the **Available Receipts** section of the home page of Expense.



- **Attach Receipt pop-up Window:** Move selected files directly from a folder on the computer to the **Attach Receipt** section by clicking the **Receipt column** icon associated with the expense entry.



- **Inside an opened expense:** With a single expense open, the user can move the selected files directly from a folder on the computer to the expense's receipt window.



BUSINESS PURPOSE / CLIENT BENEFIT

These changes improve the user experience in Concur Expense.

Configuration / Feature Activation

The feature is automatically available; there are no additional configuration or activation steps.

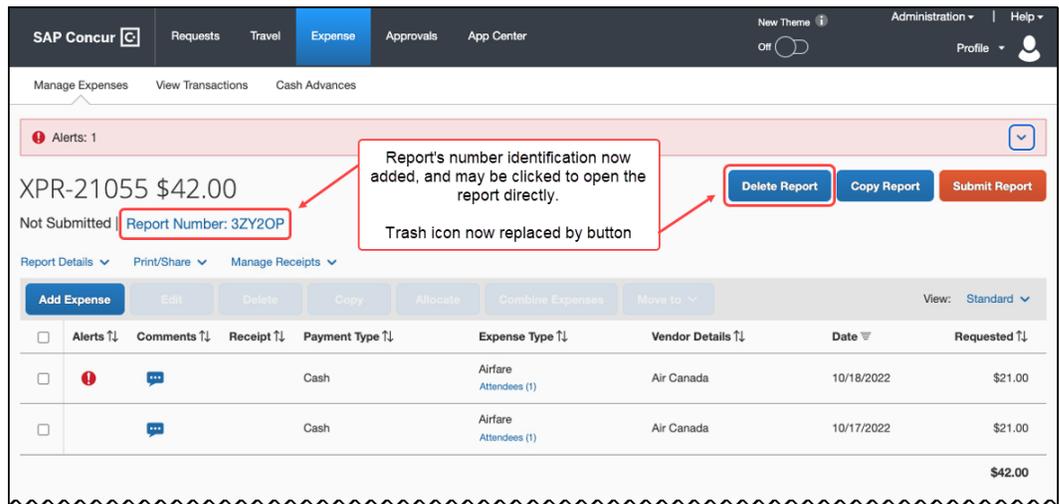
User Interface Changes

Miscellaneous Changes to the User Interface

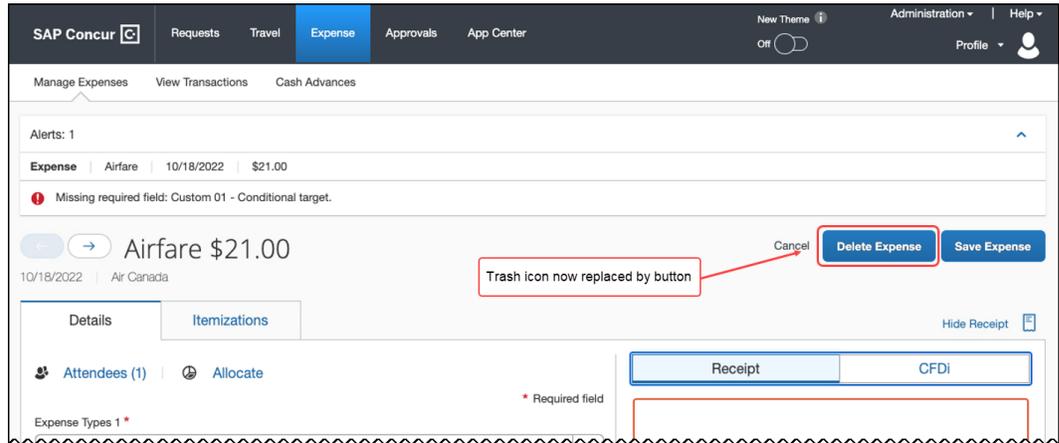
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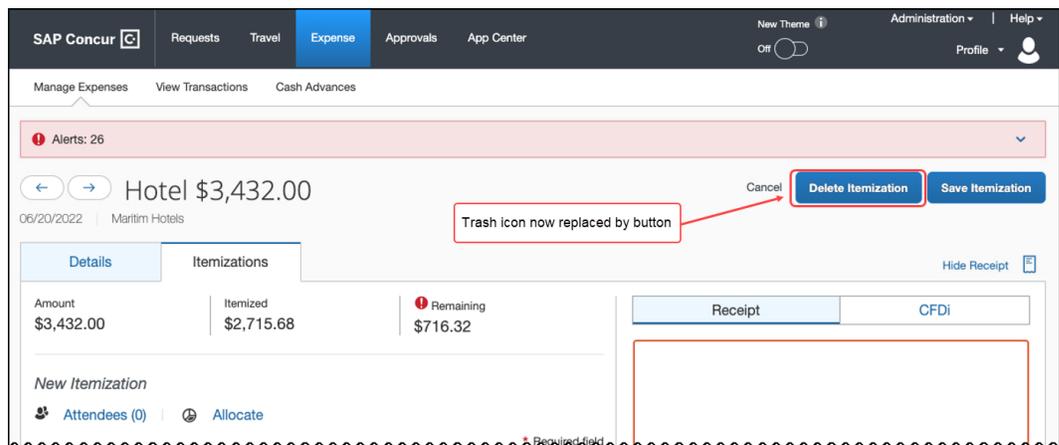
- **Report Title Page:** Improvements include replacing the original Trash icon with the **Delete Report** button and adding the report’s number, which may be clicked directly to open the report header



- **Expense Entry Page:** The trash icon is now replaced with the **Delete Expense** button.



- **Itemizations:** The trash icon is now replaced with the **Delete Expense** button.



BUSINESS PURPOSE / CLIENT BENEFIT

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ExpensePay Payment Provider Rebranding

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Digital payments provider Worldline acquired Bambora in 2021. Instances of Bambora in the Expense Pay, Global Pay, and Payment Manger screens will be updated accordingly to support the rebrand to Worldline.

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User interface components such as labels, email addresses, logos and notifications that show Bambora will be renamed to Worldline over the next few months.

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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 \(S-user\)](#).

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

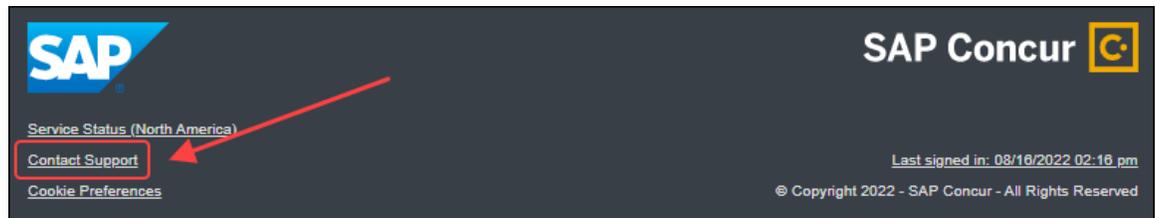
You can access release notes, setup guides, user guides, admin summaries, supported configurations, and other resources via the in-product Help menu or on the SAP Help Portal.

To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>).

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.

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