

SAP Concur Release Notes Concur Expense Standard Edition	
Month	Audience
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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](#).

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

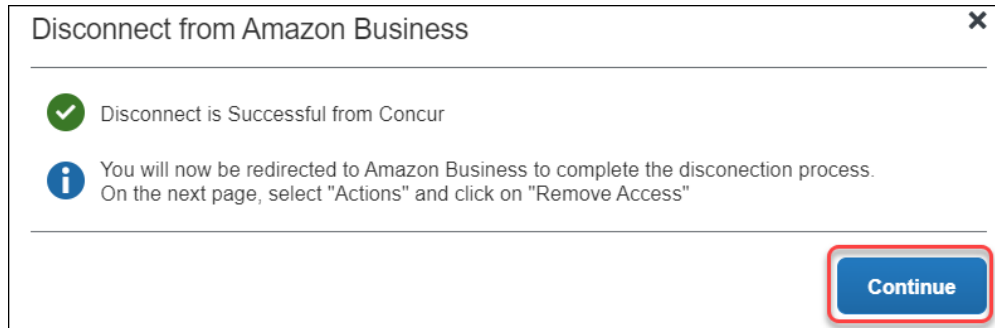
This change ensures that the tokens associated with the connection are entirely removed, and there are no issues while attempting to reconnect to Amazon Business.

Admin Experience

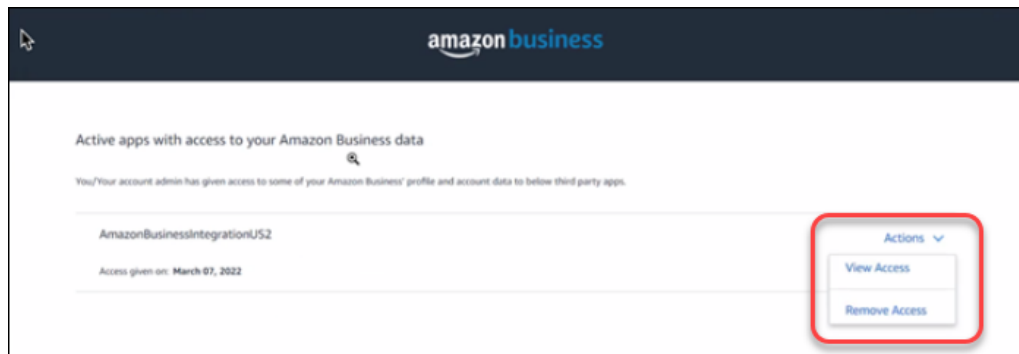
▶ **To disconnect from Amazon Business**

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.

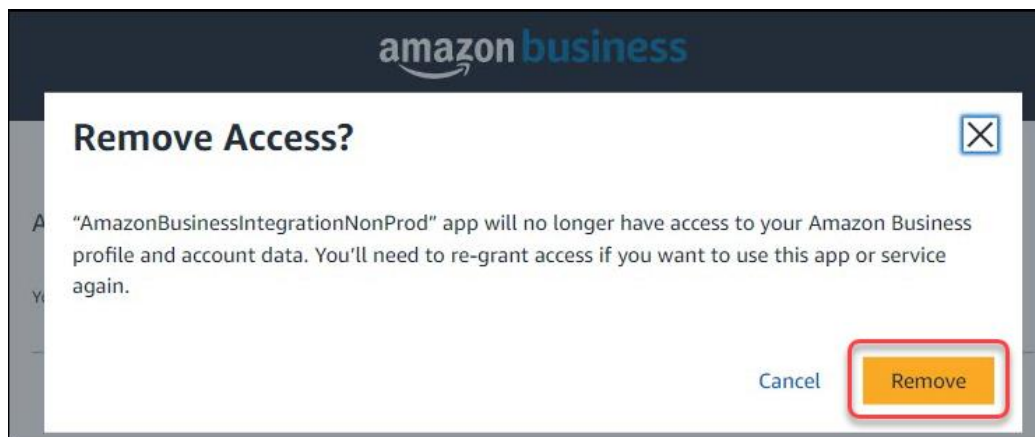
3. On the **Disconnect from Amazon Business** dialog box, click **Continue**, and you will be redirected to Amazon Business to complete the disconnection process from the Amazon Business application.



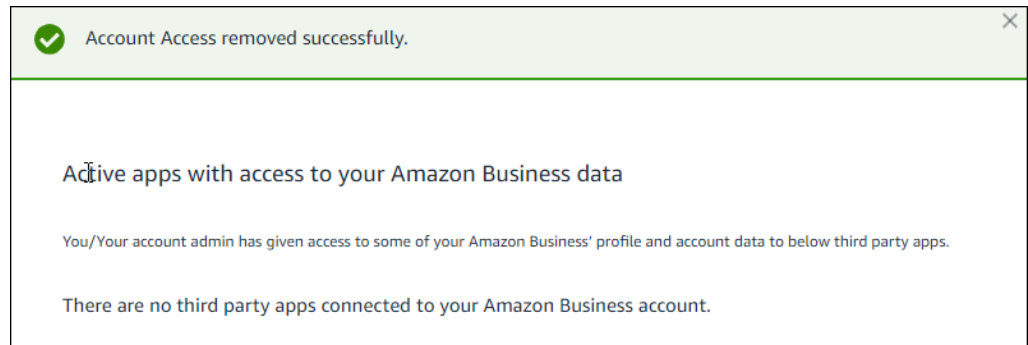
4. On the **Amazon Business** page, click **Actions > Remove Access**.



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

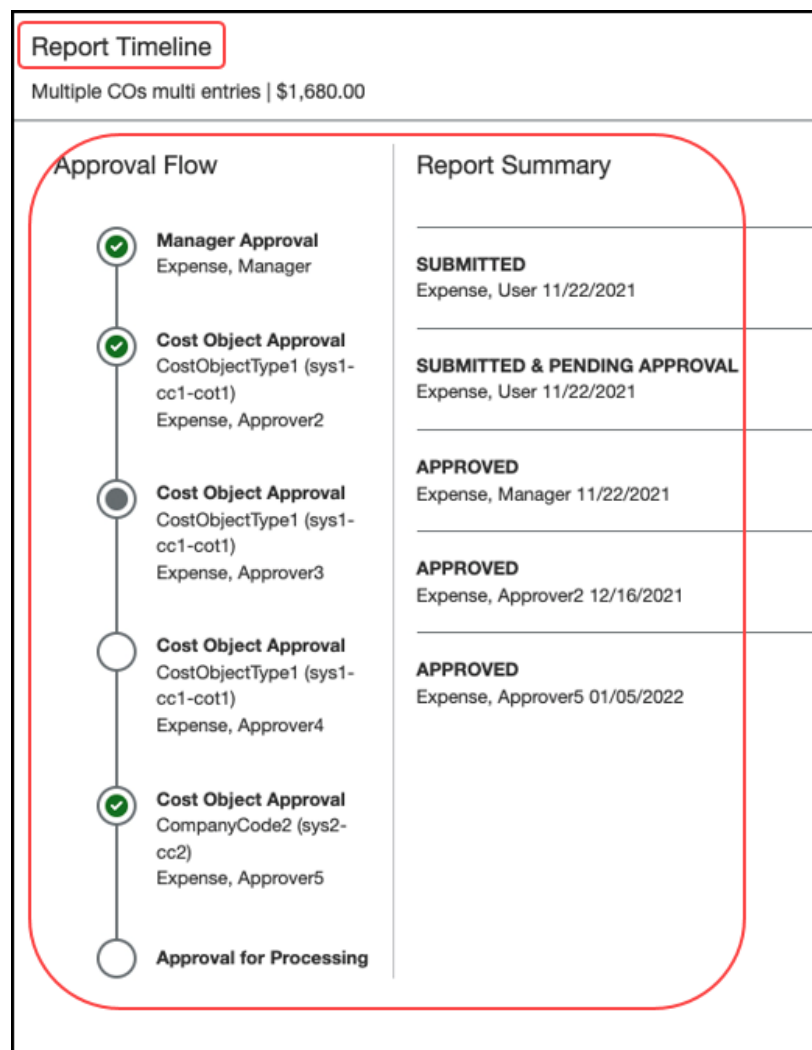
Customers are encouraged to use the transition materials described above and develop a plan for the transition.

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.

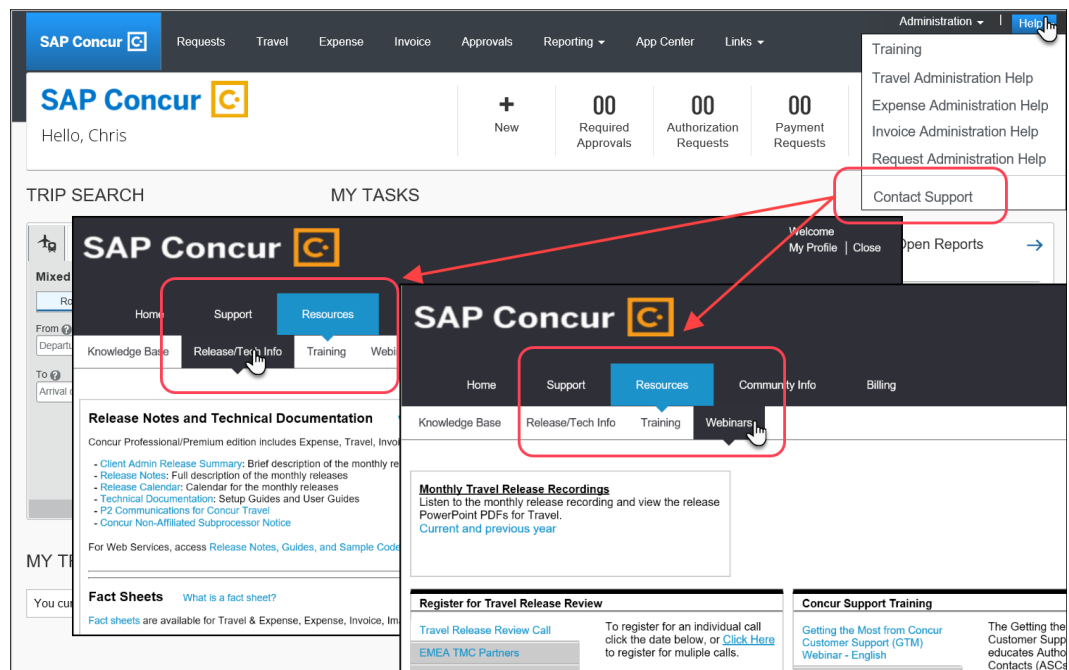
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

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.



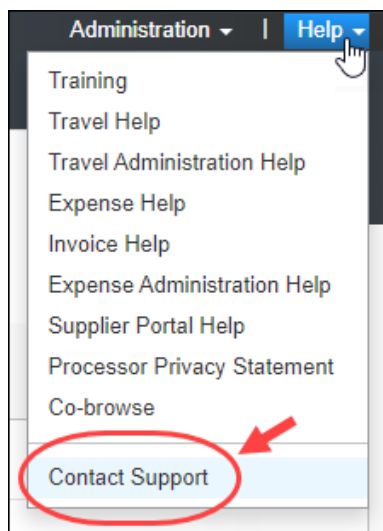
Cases

Check Support Case Status

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

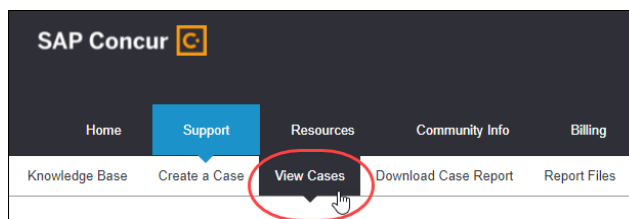
► **To check the status of a submitted case:**

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.

SAP Concur 

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5 - My Cases [Printable View](#)

View: 5 - My Cases

1 - All Open Admin Cases

2 - All Closed Admin Cases

3 - All Open End User Cases

4 - All Closed End User Cases

5 - My Cases

6 - Recently Viewed Cases

[New Case](#)

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

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