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

Contents

Legal Disclaimer

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*.

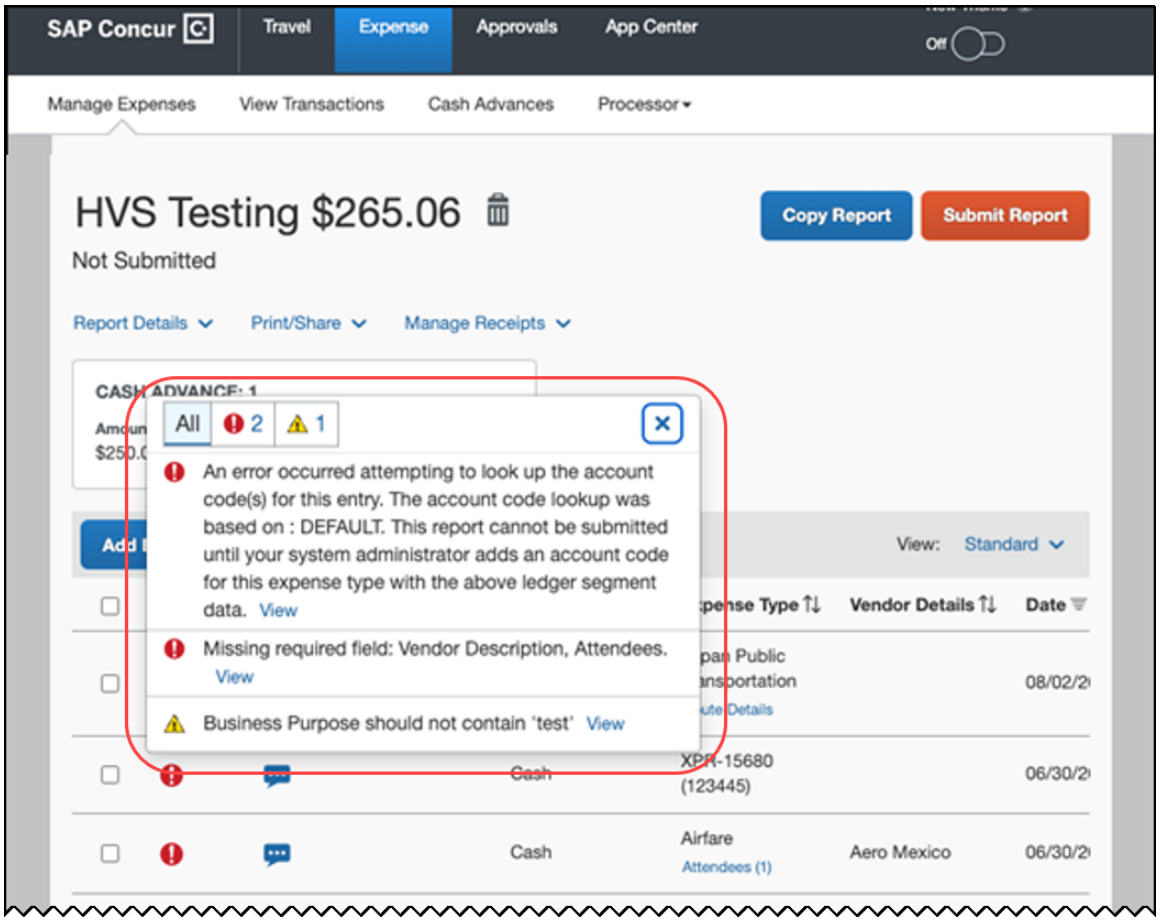
Accessibility

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

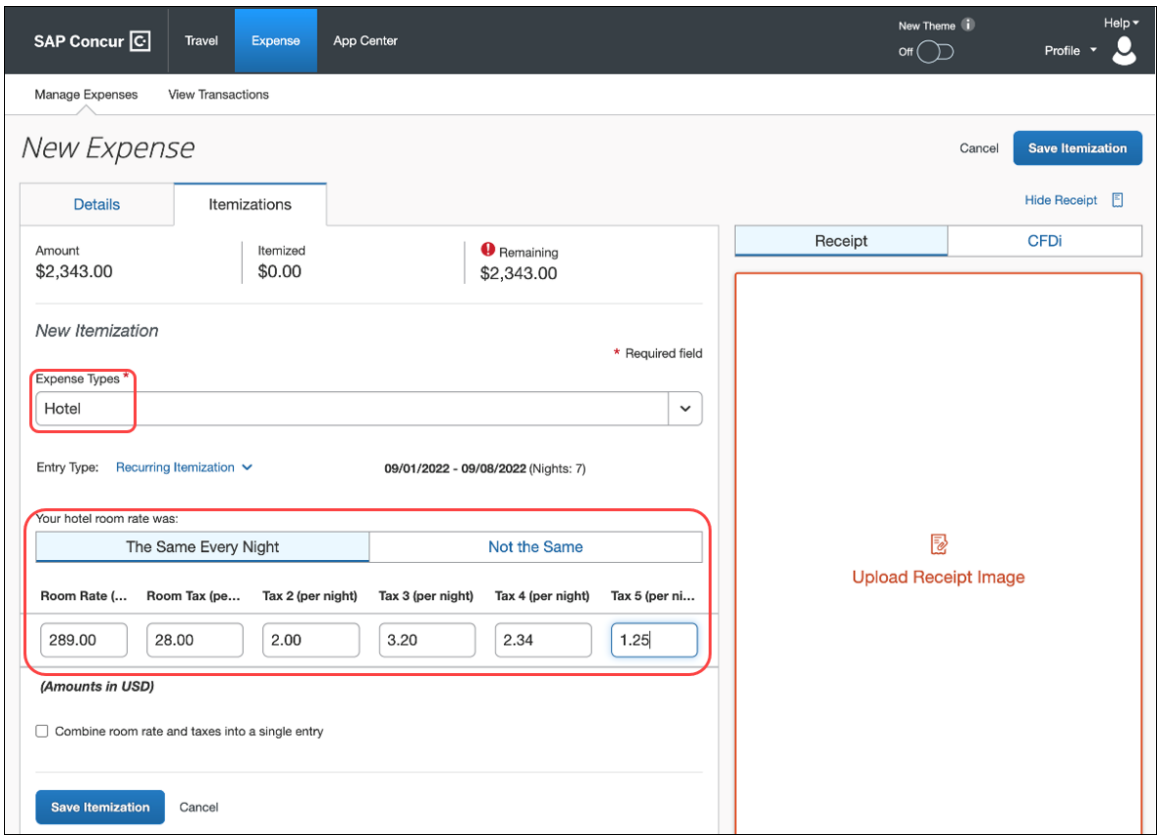
With this release, several usability enhancements are now added to the Hotel Itemization wizard. They include:

- **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.

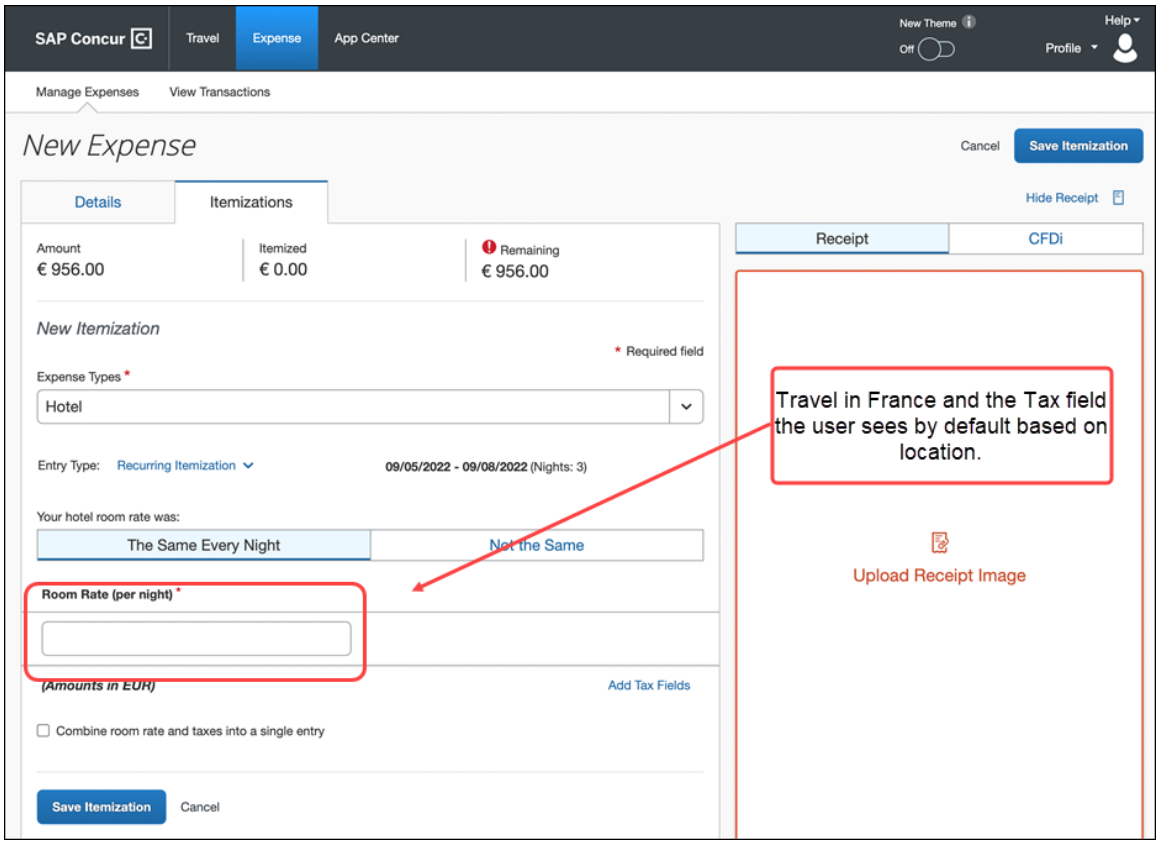


These improvements match the functionality of the legacy user interface and combine to make the task of entering a hotel expense type more logical and the identification and entry of specific tax types easier for the traveler.

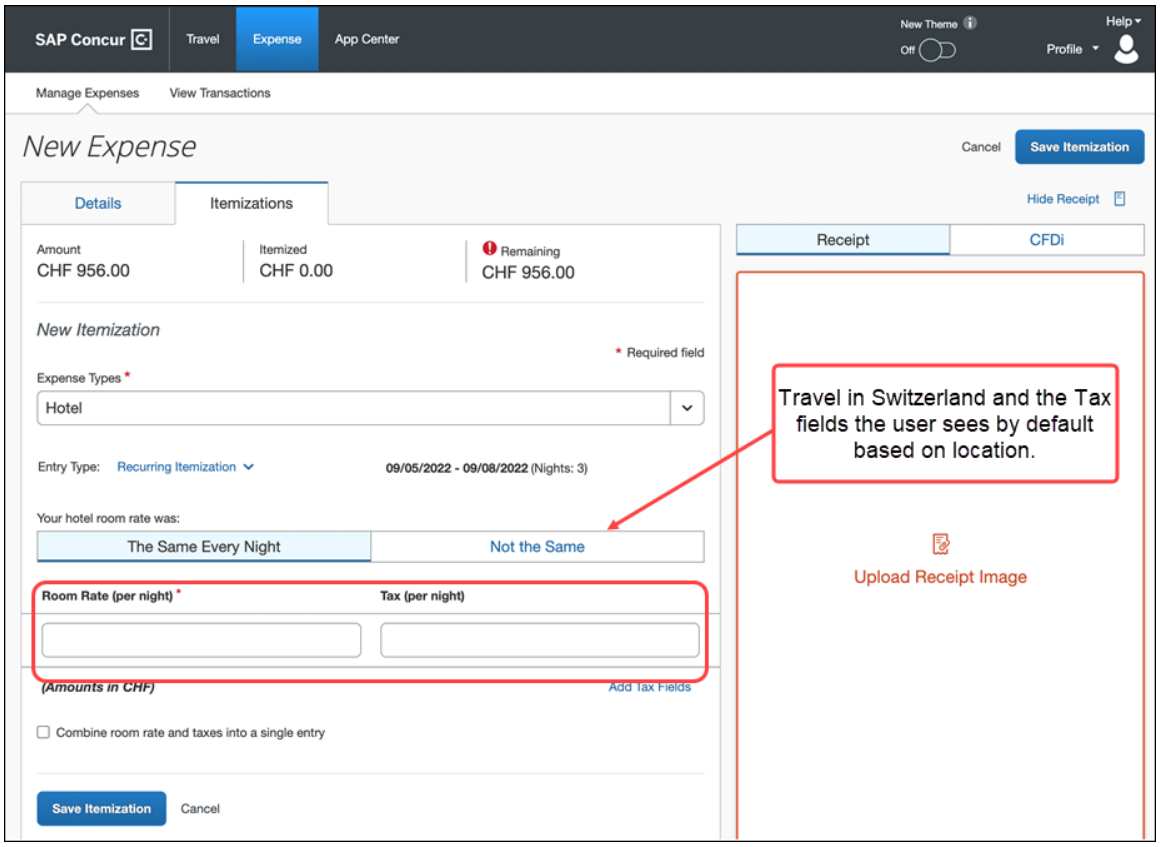
DEFAULT TAX FIELD DISPLAY BASED ON LOCATION

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.

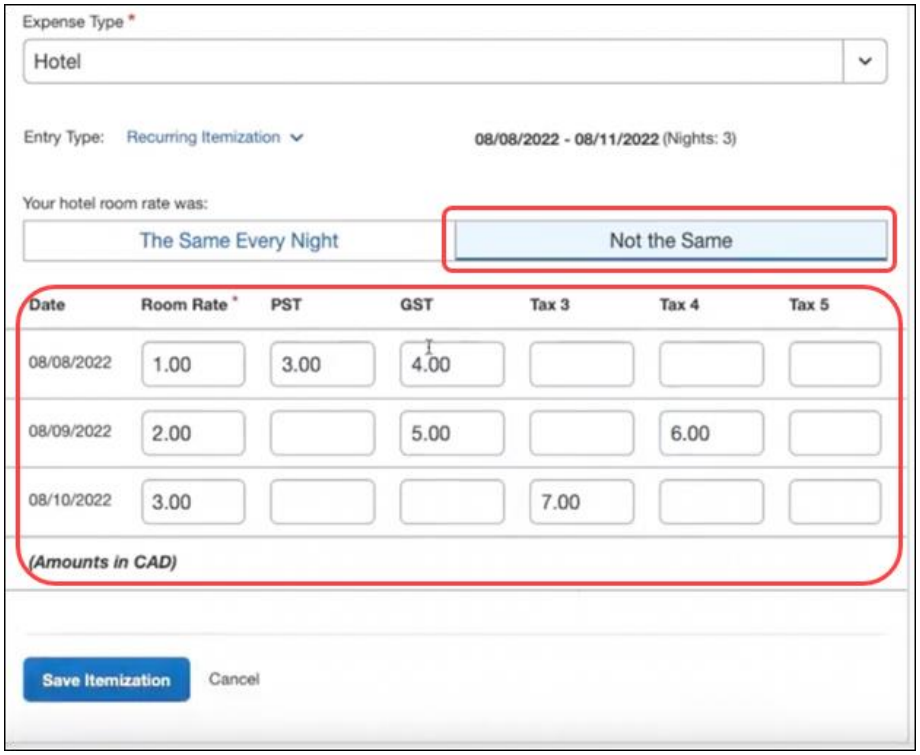


The same traveler lodging in Switzerland, however, would see the addition of the **Tax (per night)** field beside the **Room Rate** field for their stay:



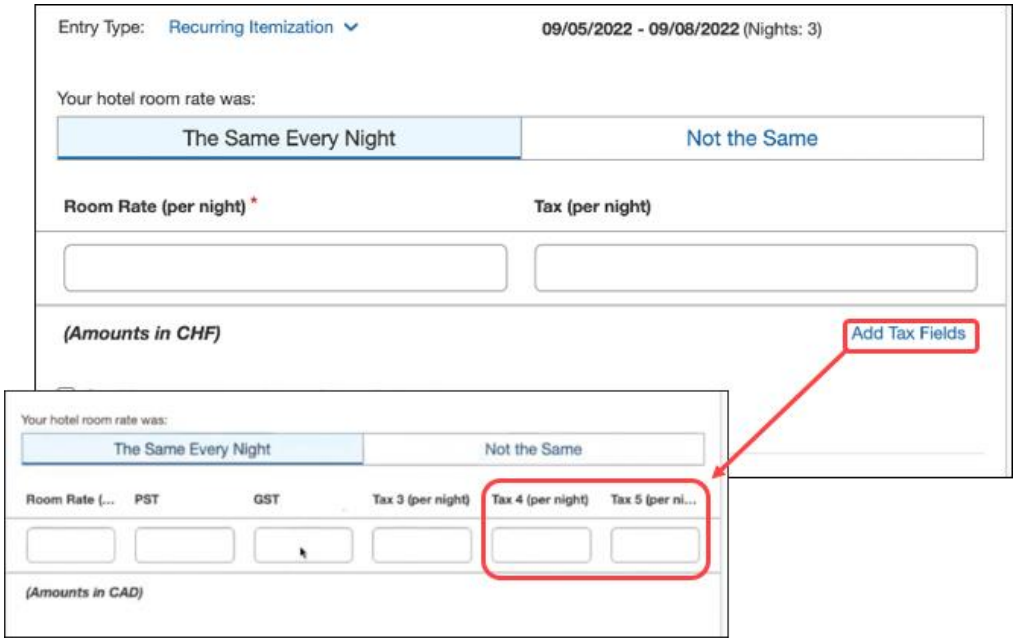
Tax Field Display with Differing Nightly Lodging Accommodations

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.

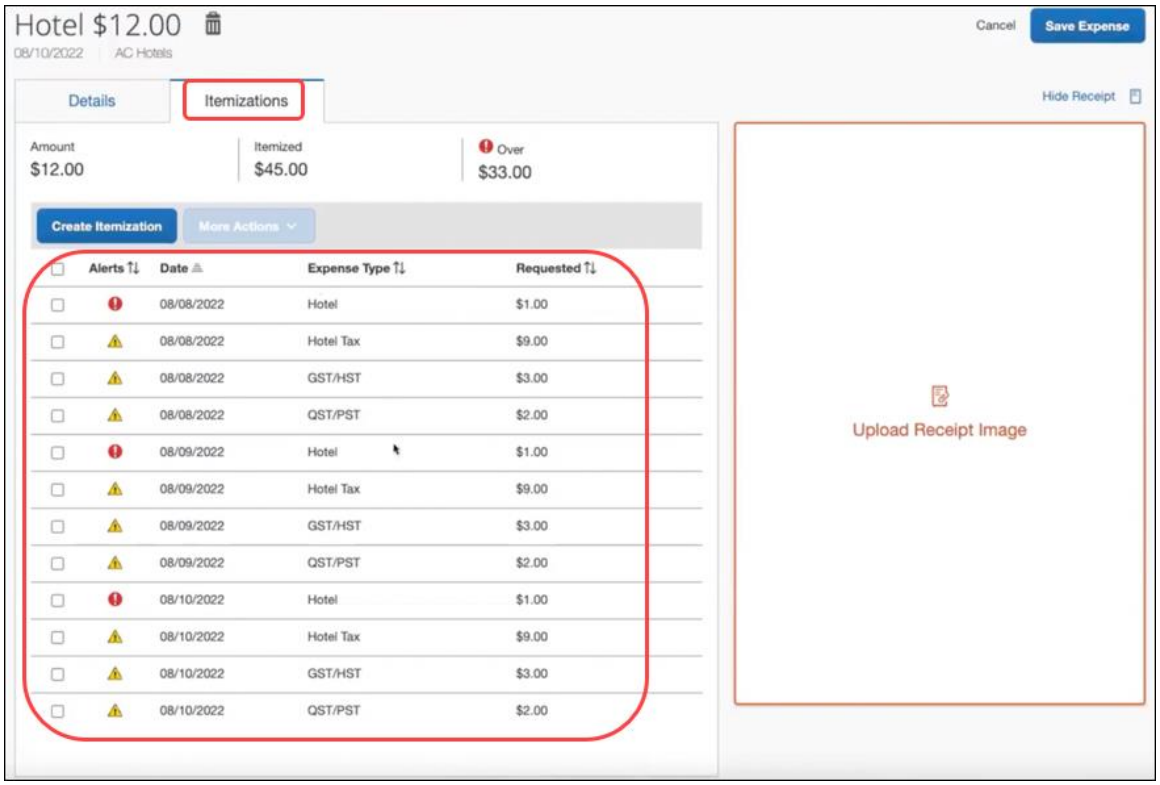


Adding Tax Fields While Itemizing

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.

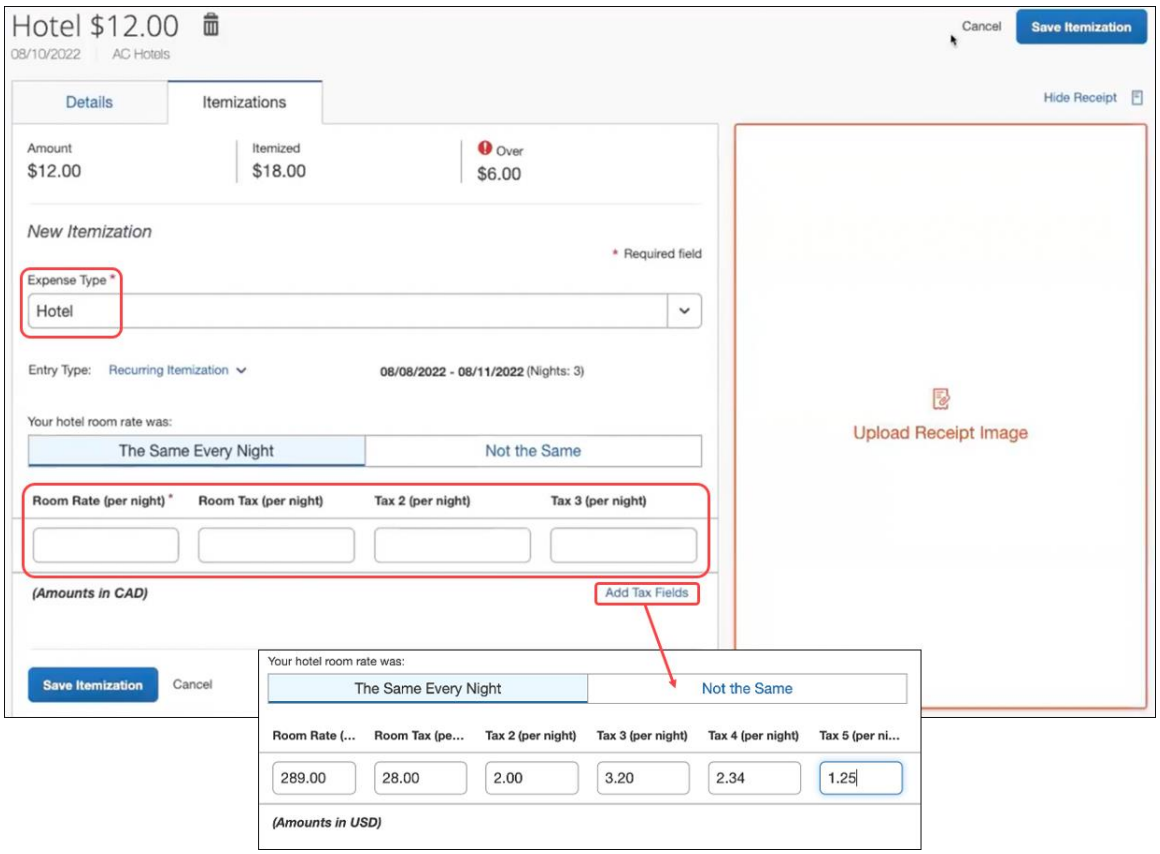


As before the changes included in this update, once the user saves their itemizations, the selected expense types are displayed in a list in the **Itemizations** tab for clarity and easy review prior to submitting the report.

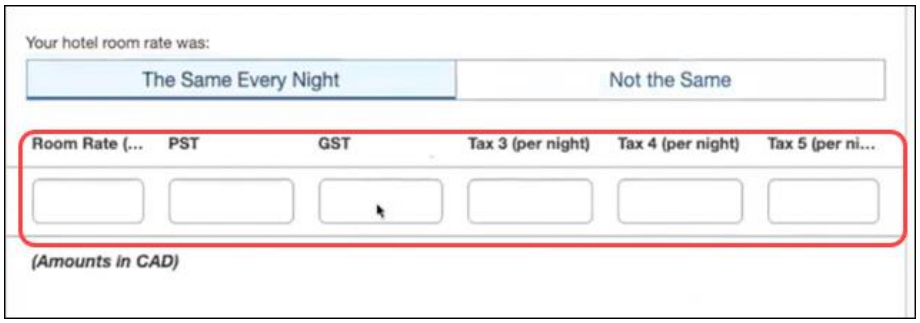


VAT Tax Field Itemization

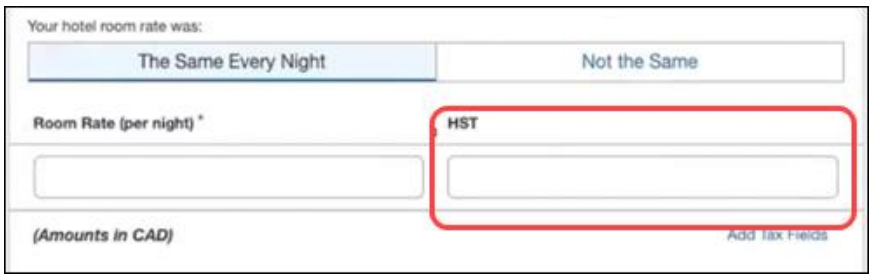
The user entering VAT values is now supported in this task in the NextGen user interface (UI) to match the legacy UI. When configured for VAT, the system replaces the first one or two Tax fields with VAT-specific fields correctly labeled to match the location and intent.



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.



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



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

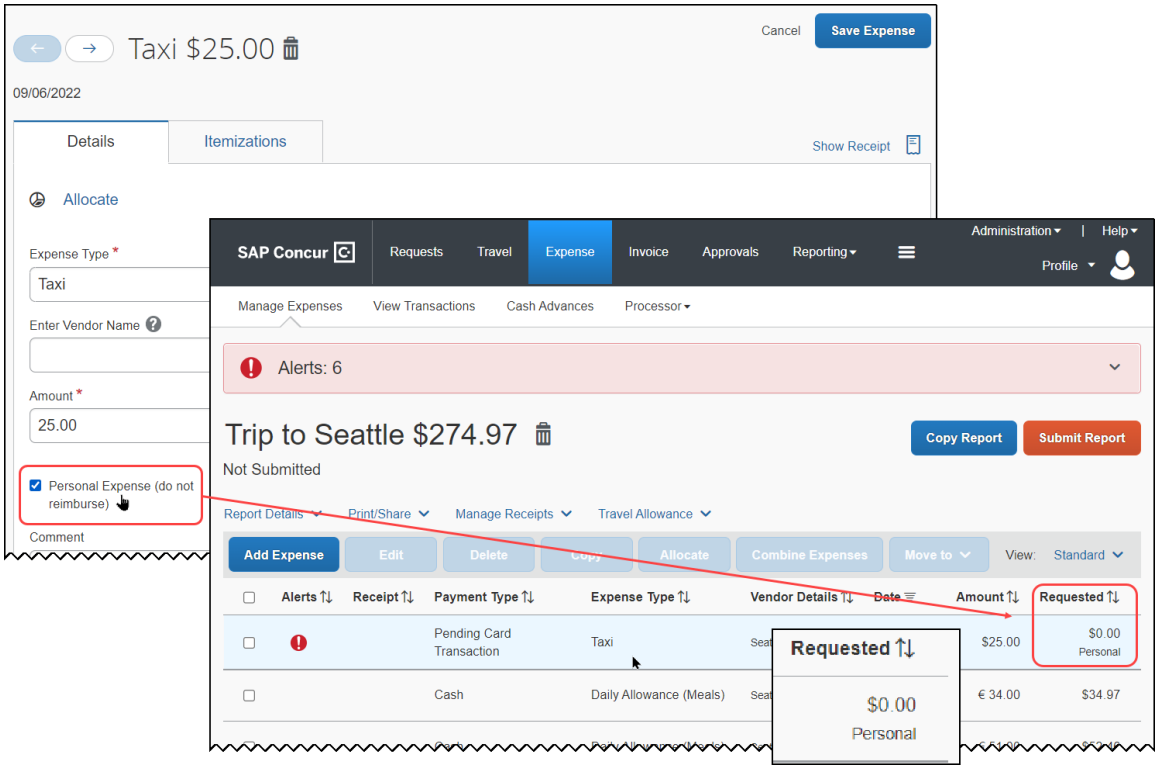
The feature is automatically available; there are no additional configuration or activation steps using an updated design that meets accessibility needs.

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

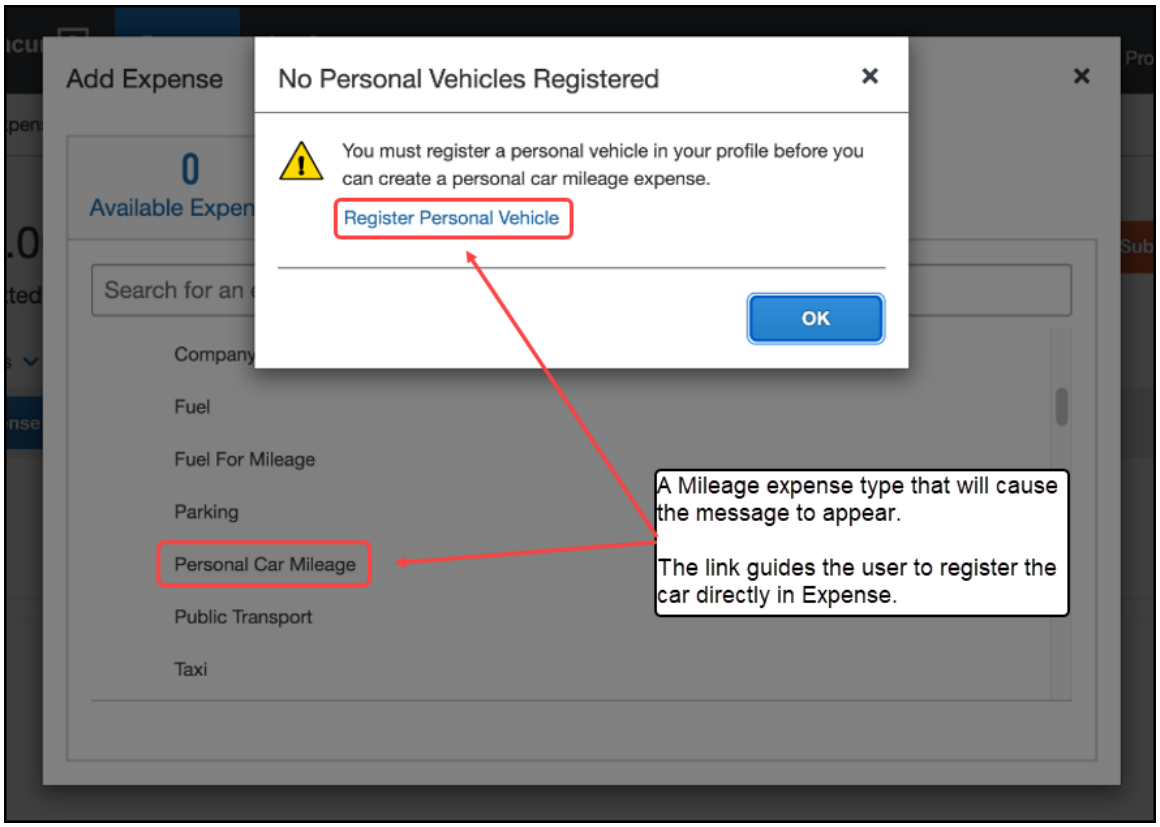
The new NextGen user interface (UI) will now, under certain conditions, display a prompt to register a car when a user enters a Mileage expense type in their expense report. This message only appears when the conditions require that a Personal or Company car be registered by the user, and they have not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

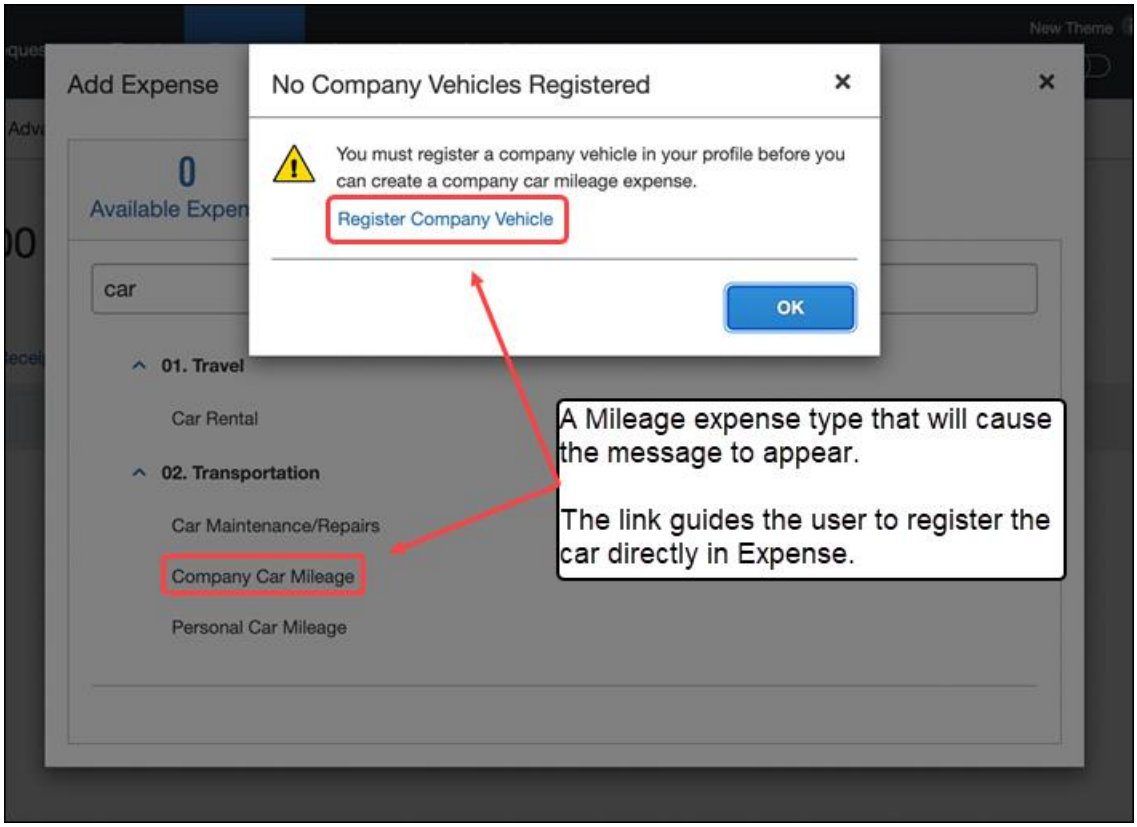
USER EXPERIENCE - PERSONAL CAR

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.


Add Expense
No Personal Vehicles Registered
You must register a personal vehicle in your profile before you can create a personal car mileage expense.
Register Personal Vehicle
OK
0
Available Expen
Search for an
Company
Fuel
Fuel For Mileage
Parking
Personal Car Mileage
Public Transport
Taxi
A Mileage expense type that will cause the message to appear.
The link guides the user to register the car directly in Expense.

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

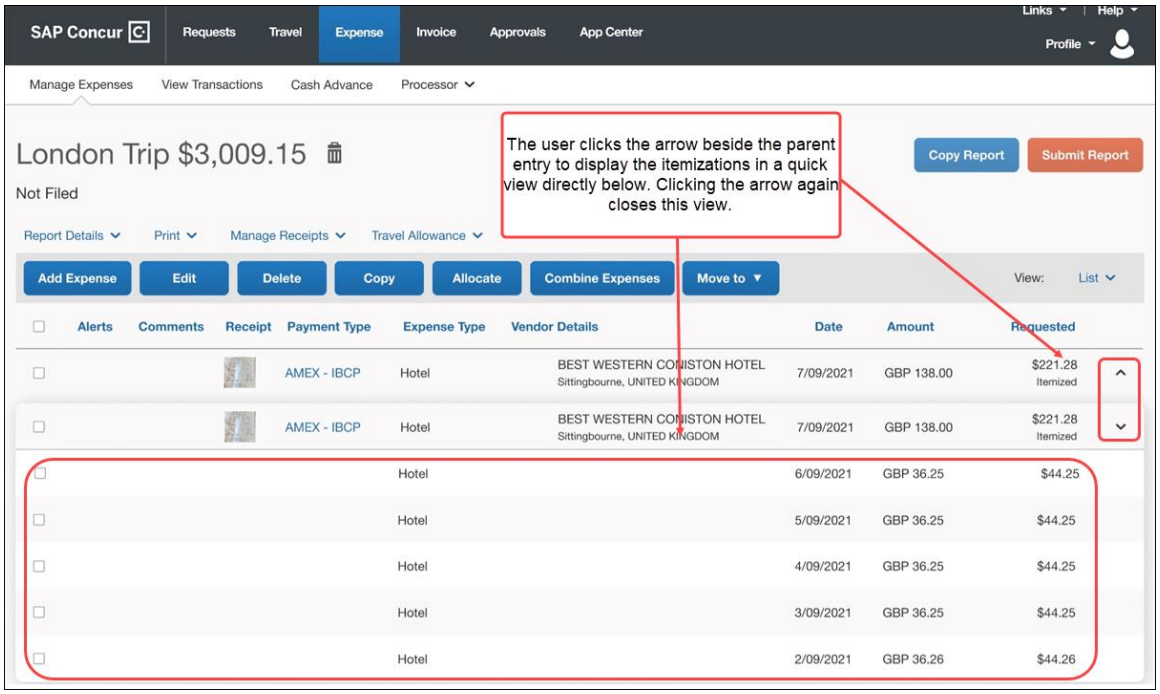
This change is part of the NextGen UI experience.

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

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.