

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

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Release Notes

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

NextGen UI for Concur Request

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

Information First Published	Information Last Modified	Feature Target Release Date
November 2019	September 16, 2022	October 1, 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The continued evolution of the Concur Request solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for the request process.

Concur Request 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 Request 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 Request customers who do not move before October 1, 2022 will be automatically transitioned to the NextGen UI for Concur Request **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 will apply to:

- Concur Request (Professional/Premium and Standard) end users

NOTE: There are no changes for admins.

IMPORTANT! Timeline and Milestones

There are three important milestones for Concur Request customers as they transition from the existing UI to the NextGen UI:

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

This milestone is marked by the delivery of most planned features as well as further overall quality and stability.

Customers should use this period to plan their transition and move to the NextGen UI for Concur Request 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.

 **IMPORTANT:** When the NextGen UI is enabled, it will automatically enable the NextGen UI for both Concur Expense and Concur Request.

- **Active Move Period:** October 2021 – September 2022

This is the 12-month notice period we committed to for customers to complete the transition 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.

- **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, an FAQ, release notes, and other resources to aid 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, FAQ, transition resources:** The admin guide provides information about accessing the NextGen UI and the roles/permissions required.

Along with the admin guides, FAQ, and other resources, there is a list of features that are not yet available in the NextGen UI for Concur Request. All of these 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 otherwise edit either guide at will.

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

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

- **Release information:** During the Active Move Period, the release of the 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.

Concur Travel Integration

New TRIP Section for Self-Booked Segments

This change is part of the NextGen UI experience.

Overview

When Concur Request is integrated with Concur Travel, if a request contains self-booked segments after an online booking, the new **TRIP** section is displayed on the **Expected Expenses** page. Clicking the **TRIP** section opens the travel itinerary associated with the request in Concur Travel.

Before this update, in order to access Concur Travel from a request with self-booked segments after an online booking, you had to either click the **Itinerary Details** link on the segment details page or click *Trip Itinerary details* on the **Request Details** menu on the **Expected Expenses** page.

NOTE: Now that the **TRIP** section is available, both the **Itinerary Details** link on the segment details page and the *Trip Itinerary details* selection on the **Request Details** menu on the **Expected Expenses** page are removed. With the addition of the **TRIP** section, the **Itinerary Details** link and the *Trip Itinerary details* menu selection are no longer needed.

This update only applies to the NextGen UI for Concur Request.



For more information about the Concur Request integration with Concur Travel and self-booked segments, refer to the *Concur Request: Travel and TMC Integration Setup Guide*.

BUSINESS PURPOSE / CLIENT BENEFIT

The new **TRIP** section simplifies the navigation to Concur Travel from within a request.

End-User Experience

When a request contains self-booked segments after an online booking, the **TRIP** section is displayed above the **Expected Expenses** list on the **Expected Expenses** page.

In this example, the **TRIP** section is displayed for the Concur Travel bookings for the two self-booked segments on the request.

TEST USD 631.00

Submitted & Pending Approval | Request ID: A43W | ⚠️ Required approval date: 2022-08-26 3:00 AM

Request Details ▾ | Print/Share ▾

More Actions ▾ Recall

TRIP

USD 400.00

PNR: OYGIVH1BUS

EXPECTED EXPENSES

Expense type ↑↓	Details ↑↓	Date ☰	Amount ↑↓	Requested ↑↓
Air Ticket	Paris (PAR) - Berlin (BER) : Round Trip	2022-08-25	USD 231.00	USD 231.00
Hotel Reservation (Self Booked)	Nice, FRANCE	2022-08-25	USD 300.00	USD 300.00
Train Ticket (Self Booked)	Paris, FRANCE - Nice, FRANCE	2022-08-25	USD 100.00	USD 100.00
			USD 631.00	

Configuration / Feature Activation

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

SAP Concur Platform

****Ongoing** Retirement and Decommission of Existing Concur Request APIs (v1.0, v3.0, v3.1) (November 30, 2021)**

Information First Published	Information Last Modified	Feature Target Release Date
June 2020	December 3, 2021	June 1, 2021
Any changes since the previous monthly release will be highlighted in yellow in this release note.		

Overview

As of May 31, 2021, the existing Concur Request APIs (v1.0, v3.0 and v3.1) are deprecated. On June 1, 2021, SAP began retiring these APIs in accordance with the [SAP Concur API Lifecycle & Deprecation Policy](#). These APIs are replaced by the Concur Request v4 APIs. SAP will no longer support these APIs after retirement.

As of November 30, 2021, the retirement phase for the existing Concur Request APIs (v1.0, v3.0 and v3.1) is completed.

Decommissioning of the v1.0, v3.0, and v3.1 APIs will start three months after retiring the APIs. The specific dates for decommissioning are dependent on the individual client's API migration.

API Timeline for v1.0, v3.0, v3.1:

- Deprecation – March 1, 2020 – May 31, 2021
- Retirement – June 1, 2021 – November 30, 2021
- Decommission – starts after 3 months of inactivity at the retired state

BUSINESS PURPOSE / CLIENT BENEFIT

The Concur Request APIs v1.0, v3.0 and v3.1 only support the previous authentication method, which is not best security practice and does not meet the OAuth2 standards. In addition, the previous versions of the Concur Request APIs provided limited possibilities for moving a Request through the approval workflow, as well as managing custom simple & connected list fields. These issues are resolved with the new Concur Request v4 APIs.

In addition, SAP has run a backward compatibility project between the current Concur Request APIs and the new Concur Request v4 APIs (not iso-compatibility) in order to have the vast majority of use cases managed in the previous versions also be managed in the Concur Request v4 APIs.

UI Changes

Updates for Requests without Expected Expenses or Segments Due to Policy

This change is part of the NextGen UI experience.

Overview

If the request policy selected for a request is not associated with any expense types or segment types, the request header information is displayed on the request instead of the **Expected Expenses** section.

Before this update, to view the request header fields, the user had to navigate to the **Edit Request Header** page (**Expected Expenses** page > **Request Details** menu > **Edit Request Header**).

With this update, you can view the request header information without having to navigate to the **Edit Request Header** page.

BUSINESS PURPOSE / CLIENT BENEFIT

This change improves the user experience for clients who have only configured the Request Header for requests by removing the **Expected Expenses** section from this type of request.

End-User Experience

When you create a request on the **Create New Request** page and select a request policy that is not associated with any expense types or segment types, after you click the **Create** button, the request opens with the request header fields displayed on the page instead of the **Expected Expenses** section.

The screenshot displays the 'Manage Requests' interface for a request titled 'Industry Conference'. The status is 'Not Submitted' with a Request ID of '3J46'. The 'Request Policy' is set to 'Simple Request'. The 'Start Date' is '05/15/2023' and the 'End Date' is '05/17/2023'. The 'Request Name' is 'Industry Conference', the 'Country' is 'UNITED STATES (US)', and the 'City' is 'US' with 'Orlando, Florida' listed below it. A comment field contains the text: 'I need to attend an industry conference to stay up to date with the latest trends in our field.' At the top right, there are 'More Actions' and 'Submit Request' buttons. At the bottom left, there is a 'Save' button.

For this type of request, the request header fields are already displayed on the request, so the **Edit Request Header** selection will not be available on the **Request Details** menu.

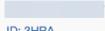
Because no expected expenses or segments can be added to this type of request, no currency symbol or amount will be displayed to the right of the request name on the request, like they are for requests that can have expected expenses and segments.

On the **Manage Requests** page, the **Requested** and **Approved** columns will be blank for any request assigned a request policy that has no expense types or segment types enabled for the policy.

Manage Requests

REQUEST LIBRARY View Not Submitted ▾

[Create New Request](#)

Request Type ↑↓	Request Name ↑↓	Status ↑↓	Request Dates ↑↓	Requested ↑↓	Approved ↑↓
Travel	 ID: 3HPV	Not Submitted	2022-08-30	€ 623,93	€ 623,93
Travel	 ID: 3HQV	Not Submitted	2022-08-30	€ 12,00	€ 12,00
Travel	 ID: 3HRA	Not Submitted	2022-08-30		
Travel	 ID: 3HLV	Not Submitted	2022-08-18		
Travel	 ID: 3HR7	Not Submitted	2022-08-16		
Travel	 ID: 3HQ3	Not Submitted	2022-08-09	€ 123,00	€ 123,00

Configuration / Feature Activation

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

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](#)

▶ **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

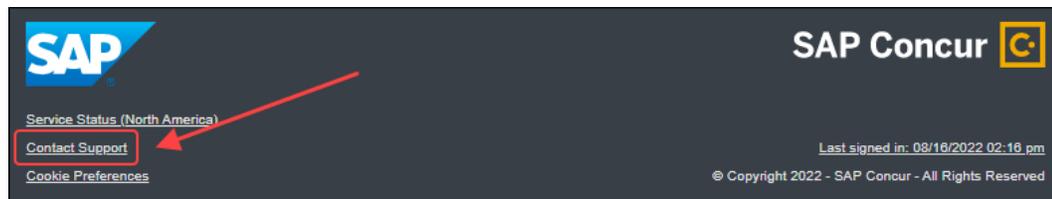
You can access release notes, setup guides, user guides, admin summaries, supported configurations, and other resources via the in-product Help menu or on the SAP Help Portal.

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.

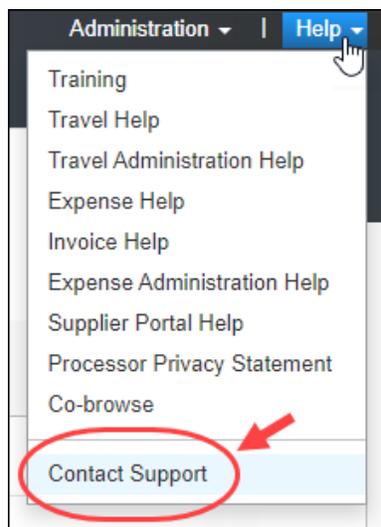
Cases

Check Support Case Status

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

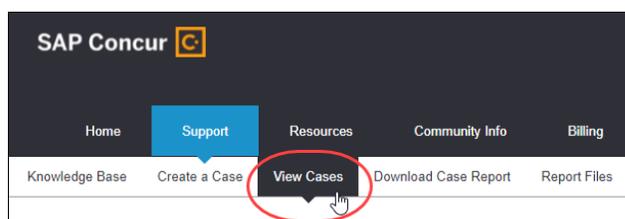
► **To check the status of a submitted case**

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

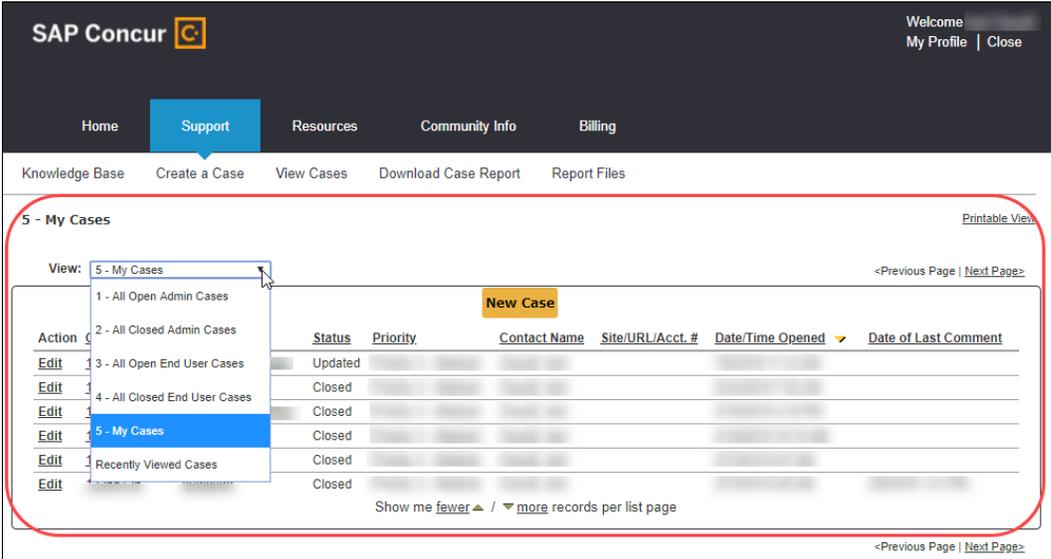


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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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