

<b>SAP Concur Release Notes</b>	
<b>Concur Request Standard Edition</b>	
<b>Month</b>	<b>Audience</b>
Release Date: January 20, 2024 Initial Post: January 19, 2024	Client – FINAL

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# Release Notes

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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](#).

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## SAP Concur Platform

### **\*\*Ongoing\*\* Decommission of Existing Concur Request APIs (v1.0, v3.0, v3.1)**

Information First Published	Information Last Modified	Feature Target Release Date
June 2020	May 12, 2023	To be determined
Any changes since the previous monthly release will be highlighted <b>in yellow</b> in this release note.		

#### **Overview**

The **decommissioning** process for v1.0, v3.0, and v3.1 APIs is nearing completion. Clients who have not yet migrated to the Concur Request v4 APIs are encouraged to make the required developments. The decommissioning process has been ongoing since June 1st, 2021. The legacy Concur Request APIs (v1.0, v3.0, v3.1) will only be supported on a limited case-by-case basis. A new decommission date will be set, after which, the legacy APIs (v1.0, v3.0, v3.1) will no longer be accessible in Production, in accordance with the [SAP Concur API Lifecycle & Deprecation Policy](#).

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

- Deprecation – March 1, 2020 – May 31, 2021
- Decommission – Since June 1, 2021

#### **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.

**Configuration / Feature Activation**

Please work with your SAP Concur representative to move from your current legacy Concur Request APIs (v1.0, v3.0, v3.1) towards the Concur Request v4 APIs.

**\*\*Ongoing\*\* Move from the Travel Request External Validation Callout v1 to the Event Subscription Service (ESS)**

Information First Published	Information Last Modified	Feature Target Release Date
January 2023	May 12, 2023	To be determined
Any changes since the previous monthly release will be highlighted in yellow in this release note.		

**Overview**

The Travel Request External Validation Callout v1 API designed to work with the Concur Request v1 API is being decommissioned. Instead of calling the Travel Request External Validation Callout v1, the Event Subscription Services (ESS) should be used to subscribe to the Request events (<https://developer.concur.com/api-reference/ess/v4.event-subscription.html>).

**Configuration / Feature Activation**

Please work with your organization to move from the Travel Request External Validation Callout v1 to Event Subscription Services (ESS).

For new clients that want to use the Concur Request External Validation Workflow feature, please work with your SAP Concur representative to begin using the Concur Event Subscription Service and configure the Concur Request Workflow appropriately.

# Planned Changes

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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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**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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## Product Settings

### **\*\*Planned Changes\*\* Custom Audit Rules Added to Request Compliance**

Information First Published	Information Last Modified	Feature Target Release Date
December 8, 2023	--	January 2024
Any changes since the previous monthly release are highlighted in <b>yellow</b> in this release note.		

#### **Overview**

A new tab, **Custom Audit Rules**, will be added to the **Compliance Controls – Custom Audit Rules** page in Product Settings. The new tab can be used to add and manage custom audit rules in Concur Request.

Concur Request currently only uses pre-configured audit rules that can't be customized.

A custom audit rule is used to monitor information entered by Concur Request users and is triggered by an event. The administrator can tailor custom audit rules to a specific configuration and rules of the company. For example, assume that company policy dictates that a user can create a request with a start date in the past if the request includes a comment (explanation) for the request approver. In this case, the administrator can create an audit rule that compares the request start date to the request creation date and displays a message, if necessary.

Use custom audit rules to monitor the activity of Concur Request users, for example:

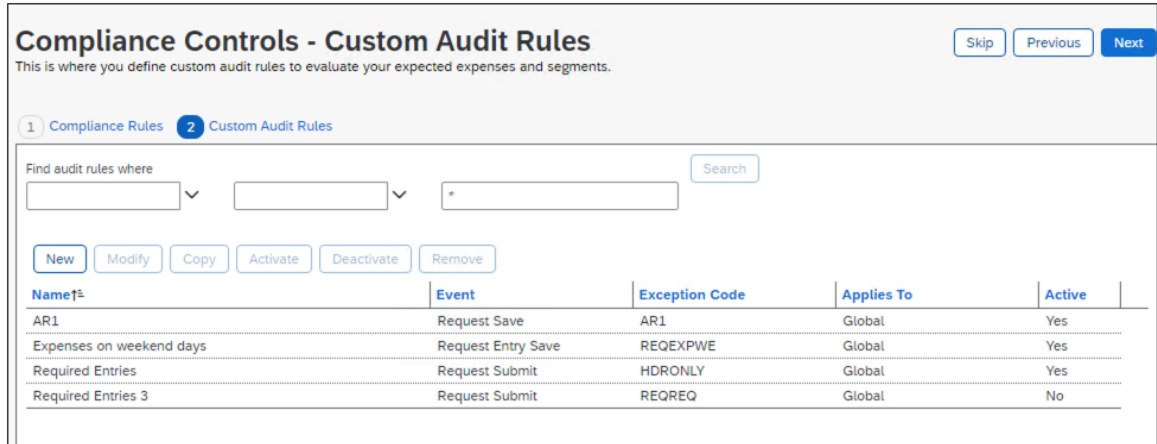
- To monitor request start/end dates
- To provide messaging for trips to certain countries
- To monitor all requests from a particular employee

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

This update will provide the ability to create custom audit rules to better manage request compliance.

### Administrator Experience

On the **Compliance Controls – Custom Audit Rules** page, the new **Custom Audit Rules** tab will be displayed. On the **Custom Audit Rules** tab, administrators can create custom audit rules, modify and copy existing audit rules, and activate, deactivate, and remove audit rules.



### Configuration / Feature Activation

The change will occur automatically. In order to use this feature, custom audit rules will need to be enabled for your organization by SAP Concur.

Additional information about custom audit rules will be available in a future release note.

### \*\*Planned Changes\*\* New Assignable to Report Setting under Request Compliance

Information First Published	Information Last Modified	Feature Target Release Date
December 8, 2023	--	January 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

### Overview

A new setting, **Assignable to Report**, will be added to the **Compliance Controls – Compliance Rules** page in Product Settings.

The **Assignable to Report** setting determines how many expense reports can be associated with a request and how many requests can be associated with an expense report.

Currently, only one expense report can be assigned to one request.

## BUSINESS PURPOSE / CLIENT BENEFIT

This update will provide additional flexibility for assigning requests and expense reports to each other.

### Administrator Experience

On the **Compliance Controls-Compliance Rules** page, the **Assignable to Report** setting will be displayed in the **Request Settings** section. There will be three selections available for the **Assignable to Report** setting:

- **Unlimited** – Multiple requests can be assigned to an expense report and multiple expense reports can be assigned to a request. There is no limit to the number of requests or expense reports that can be assigned.
- **One** – Only one request can be assigned to one expense report and only one expense report can be assigned to a request. *One* is the default selection.
- **None** – Requests cannot be assigned to an expense report and expense reports cannot be assigned to a request.

The screenshot shows the 'Compliance Controls - Compliance Rules' configuration page. At the top right, there are 'Skip', 'Previous', and 'Next' buttons. Below the title, a subtitle reads 'This is where you define controls that ensure requests comply with your policies.' The main content area is divided into sections. The 'Request Settings' section is expanded and highlighted with a yellow border, showing the 'Assignable to Report' dropdown menu set to 'Unlimited'. Below this, the 'Compliance Rules' section is partially visible, showing a checkbox for 'Allow users to submit request without any segment' which is currently unchecked.

**NOTE:** The country/region list at the top of the **Compliance Rules** tab on the **Compliance Controls – Compliance Rules** page for Concur Expense in Product Settings will determine whether the **Assignable to Report** setting will apply globally or to a specific country or region.

### Configuration / Feature Activation

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



## User Interface (UI) Changes

### **\*\*Planned Changes\*\* Search Field to be Added to the Manage Requests and Approvals Pages – STATUS UPDATE**

Information First Published	Information Last Modified	Feature Target Release Date
December 1, 2023	--	Q1 2024
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		

SAP Concur continues to work on this change. With the next release, this information will be removed. When this change gets closer to a release date, this information will again appear in the release notes document.

# Client Notifications

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## 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.

## Gender Diversity

SAP Concur is committed to supporting gender diversity. Over time we plan to implement product changes to help ensure that SAP Concur solutions support gender non-binary users. These changes will include but are not limited to support for preferred names, non-binary gender options in travel preferences, and non-binary titles.

These planned changes reflect SAP's commitment to supporting gender diversity and enable gender non-binary users to enter consistent information when making travel arrangements and entering personal information into SAP Concur solutions.

Timelines and details about these ongoing changes will be provided in the [SAP Concur release notes](#).

## In-Product User Assistance

### Client Customized Content

If your company creates customized content for SAP Concur solutions through a user assistance tool such as SAP Enable Now or Concur User Assistant by WalkMe, the changes described in these release notes might affect your customized content. SAP Concur recommends reviewing the monthly release notes for all of your SAP Concur solutions as well as the Shared Changes Release Notes to confirm whether any of the planned or released changes might impact your internal, customized content.

If any changes in a release impact your content, work with your internal teams to update your content accordingly.

## 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.

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**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 \(S-user\)](#) and to the [Learn All About S-User IDs](#) blog post.

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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](mailto: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](#).

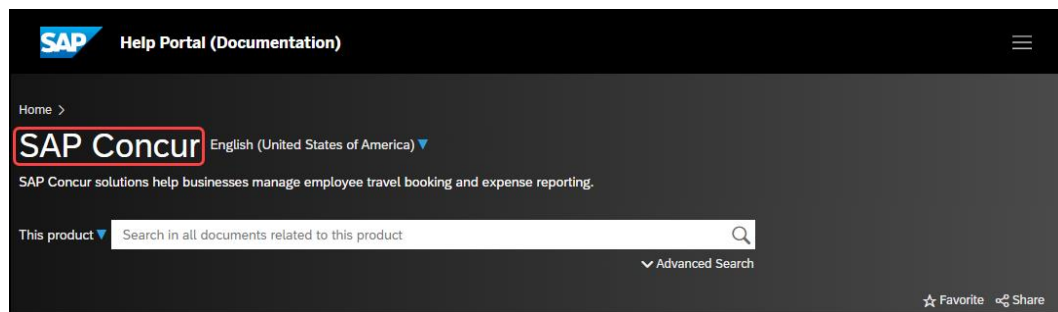
# Additional Release Notes and Other Technical Documentation

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## 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 directly on the SAP Help Portal.

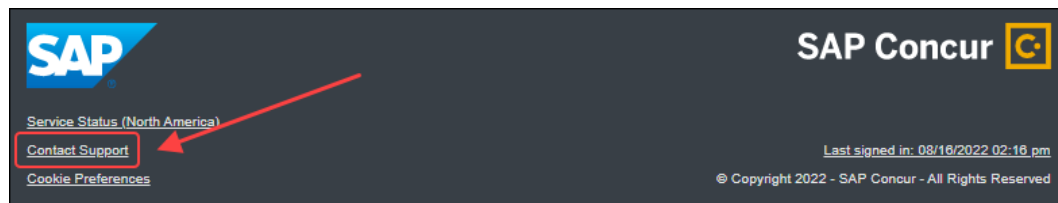
To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the [SAP Concur solutions page](#).



## 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

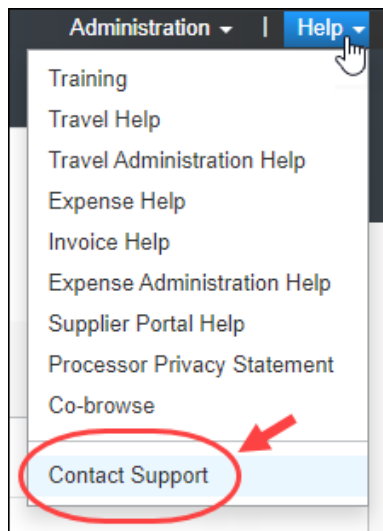
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## Check Support Case Status

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**.

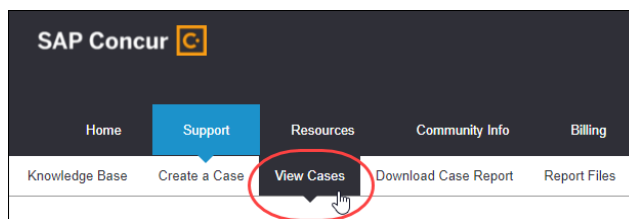


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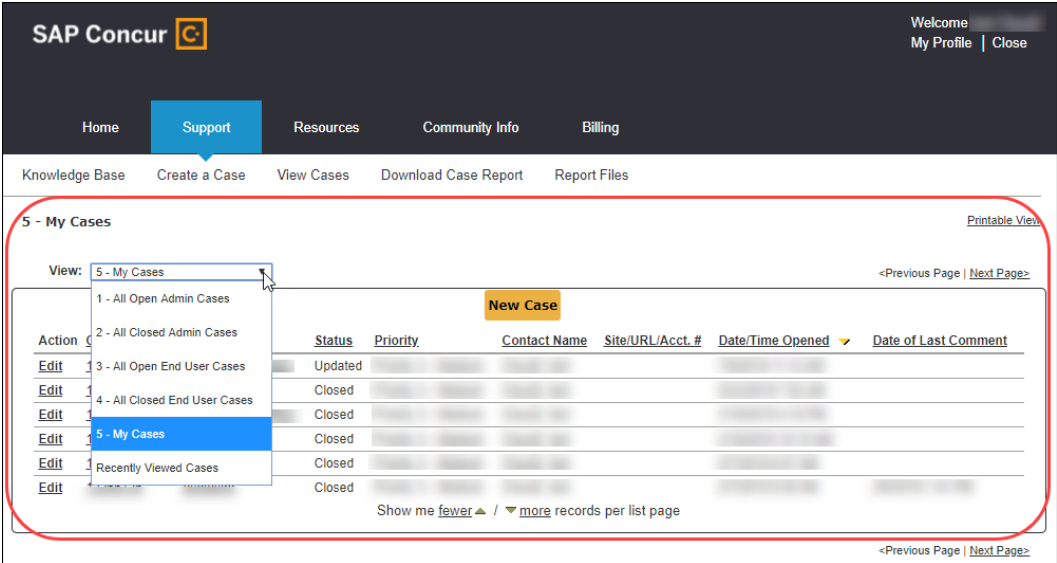
**NOTE:** If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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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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