

<b>SAP Concur Release Notes</b> <b>Concur Invoice Professional/Premium</b> Includes: Concur Invoice, Capture Processing, Invoice Pay, Purchase Requests and Purchase Orders	
<b>Month</b>	<b>Audience</b>
Release Date: April 23, 2022 Initial Post: April 22, 2022	Client <b>FINAL</b>

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# Release Notes

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This document contains the release notes for Concur Invoice for professional 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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## Test Entities | Production Sandbox Environment

### **\*\*Ongoing\*\* Audit Trail for Vendor Manager Not Migrated**

Information First Published	Information Last Modified	Feature Target Release Date
October 2021	January 21, 2022	October 1, 2021 through mid-2022
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		

#### **Overview**

Some SAP Concur users use Production Sandbox Environment (PSE) entities to set up, test, and train on new configurations prior to deploying them to their live production entity. SAP Concur plans to migrate PSEs as part of our move to Amazon Web Services (AWS).



For more information, refer to the [Sap Concur Cloud Platform Strategy FAQ](#).

When PSEs are migrated, the vendor audit trail associated with vendors in Vendor Manager, will not be migrated. The audit trail will be rebuilt as changes are made to vendor information after migration.

**NOTE:** These changes apply to PSEs once they are moved or created in the AWS environment, which will occur at a future date.

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

Once in AWS, PSEs will benefit from the same stability, monitoring capabilities, and level of performance as production entities.

#### **What the Admin Sees**

When an admin with the required permissions navigates to the **Audit Trail** page for a vendor, they will not see any entries on the **Audit Trail** page.

### **Configuration / Feature Activation**

This change occurs when a PSE is migrated to the new AWS environment; there are no configuration or activation steps.



For more information about the vendor audit trail, refer to the [Invoice: Vendor Manager User Guide](#).

*Planned Changes:* There are currently no planned changes.

## 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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**There are currently no planned changes.**

# 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.

## 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:**

- Click the following link to navigate to the *SAP Sub-processors / Data Transfer Factsheets* page:  
[SAP Sub-processors / Data Transfer Factsheets](#)
- 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 \(S-user\)](#).

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

### 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](#).

# SAP Concur Support Case Status

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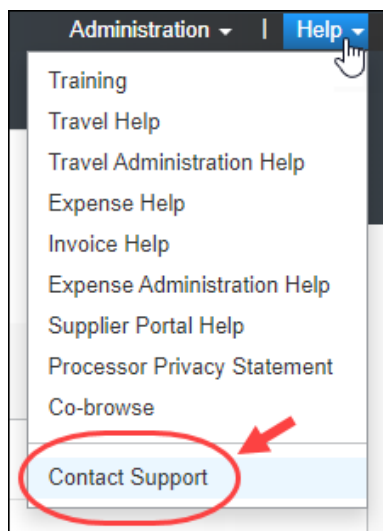
This release might resolve previously submitted support cases. You can check the status of a support case to confirm whether the case issue has been resolved.

## 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**.

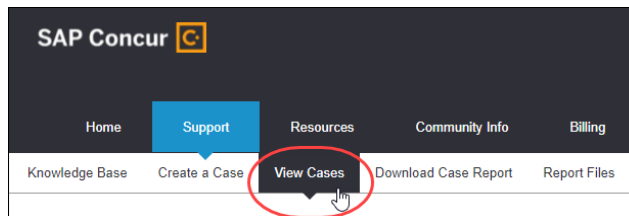


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**NOTE:** If you do not have the option to contact SAP Concur support in the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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3. Click **Support > View Cases**.



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 Support Case Status: Check Support Case Status

The screenshot displays the SAP Concur user interface for managing support cases. The top navigation bar includes 'Home', 'Support' (selected), 'Resources', 'Community Info', and 'Billing'. Below this, there are links for 'Knowledge Base', 'Create a Case', 'View Cases', 'Download Case Report', and 'Report Files'. The main content area is titled '5 - My Cases' and features a 'Printable View' link. A dropdown menu is open, showing various case filters. The main table lists cases with columns for 'Status', 'Priority', 'Contact Name', 'Site/URL/Acct. #', 'Date/Time Opened', and 'Date of Last Comment'. A 'New Case' button is located above the table. The page also includes pagination controls and a 'Show me fewer / more records per list page' option.

Action	Status	Priority	Contact Name	Site/URL/Acct. #	Date/Time Opened	Date of Last Comment
<a href="#">Edit</a>	Updated					
<a href="#">Edit</a>	Closed					
<a href="#">Edit</a>	Closed					
<a href="#">Edit</a>	Closed					
<a href="#">Edit</a>	Closed					

# 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.

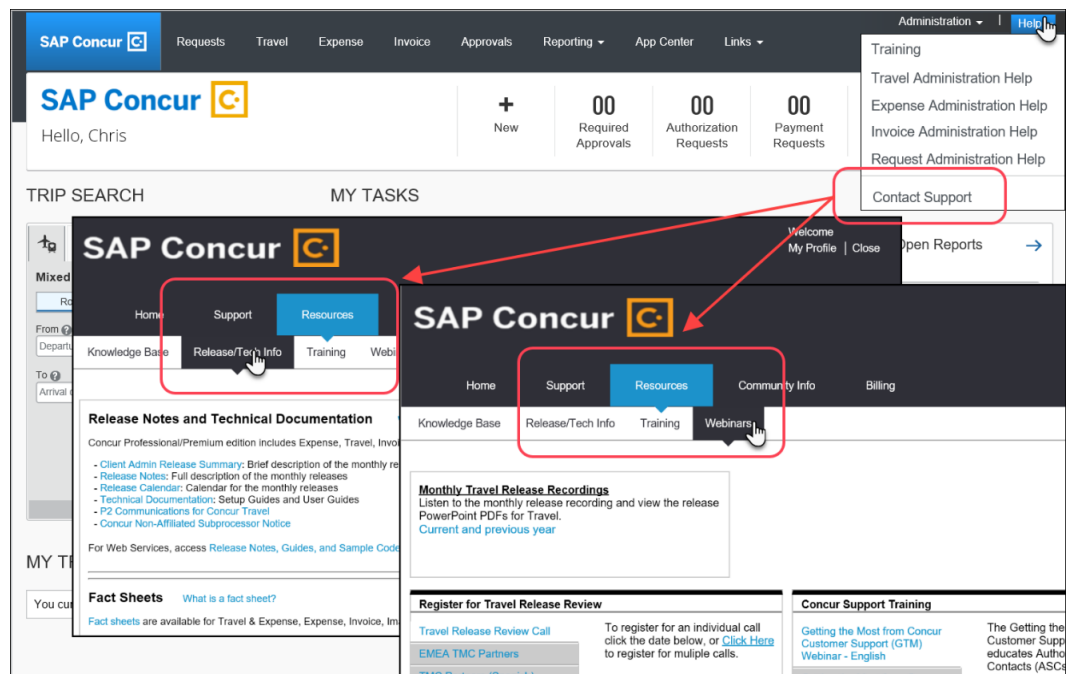
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

## 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.



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