

SAP Concur Release Notes	
Concur TripLink and TripIt	
Month	Audience
Release Date: January 22, 2022 Initial Post: Friday, January 21	SAP Concur Client – FINAL

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Release Notes

Concur TripLink provides solutions to bring travel bookings from outside Concur Travel into SAP Concur solutions, and can be paired with Concur Expense, Travel, or both products. Its main features include the ability to capture itineraries through direct booking partners, capture of data from business reservations sent to TripIt, and the TripIt Pro features that are available to all travelers.

Concur TripLink

New Supplier: Corporate Rates Club (CRC)

Overview

As of January 4, 2022, Concur TripLink customers can see a new app in the App Center for CRC. CRC is a new Concur TripLink supplier which provides a connected hotel booking portal experience sending trip itineraries and eReceipts to SAP Concur solutions. When a company enables CRC, they can search, book, or cancel hotel bookings in the CRC corporate portal.

BUSINESS PURPOSE / CLIENT BENEFIT

In extending Concur TripLink's value of capturing outside spend, customers can have more visibility into travel bookings provided by regional travel supplier portals to facilitate traveler benefits of integrated SAP Concur Travel and Expense. Customers can have a broader range to book travel and receive itineraries.

What the User Sees

Once logged in via CRC, the user can search for corporate rates to book their hotel stays. They can also review or cancel a previous booking.

Configuration / Feature Activation

The configuration steps are:

- Part 1: Professional and Standard Editions – Establish a relationship with CRC.
- Part 2: Professional and Standard Editions – Enable the CRC enterprise app in the SAP Concur App Center.

PART 1: PROFESSIONAL AND STANDARD EDITIONS – ESTABLISH A RELATIONSHIP WITH CRC

The company establishes a relationship with CRC, indicating that they are interested in their employees booking through CRC.

PART 2: PROFESSIONAL AND STANDARD EDITIONS – ENABLE IN THE SAP CONCUR APP CENTER

Permissions

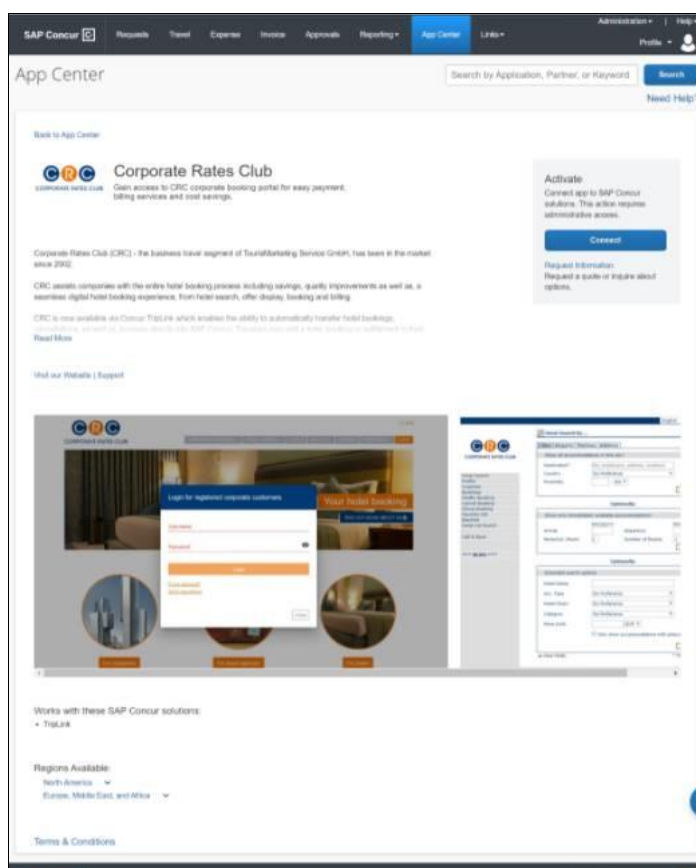
For this task, the user must have the Web Services Administrator role.

Enable the Enterprise Application

► **To enable the app for your company:**

1. On the **CRC** page, click **Connect**.

NOTE: If the **Connect** button is unavailable, then you do not have the Web Services Administrator role required to enable the app.



The **Terms & Conditions** page appears.

TERMS & CONDITIONS


Please review the following licensing terms and conditions
By accepting the following terms, you agree to be bound by the Concur App Center end-user terms, [Company Authorization to Link Services](#) terms, as well as App Licensing Terms and Conditions.

Shared Information
By connecting this application, you are authorizing to exchange data with this partner.

Company Authorization to Link Services
Terms of use, accepted once, for all company-wide partner integrations.

Cancel **I Agree**

2. Click **Shared Information** and then click **I Agree**.
3. On the CRC page, you will be prompted to enter a verification code.
4. On the **Allow SAP Concur Connection** page, do the following:
 - ◆ Enter the token/validation code in the **Verification code** field.
 - ◆ Read and then select the **I have read the Terms & Conditions** checkbox.
 - ◆ Read and then select the **I have read the Privacy Statement and consent to this agreement** checkbox.
 - ◆ Click **Submit**.


 **SAP Concur connection request**
CORPORATE RATES CLUB

Concur TripLink business app integrates CRC® booking portal with SAP Concur

Verification code

I have read the [Terms & Conditions](#) I have read the [Privacy Statement](#) and consent to this agreement

CANCEL **SUBMIT** [help/support](#)

powered by  **HIGHPOTS** – IT service provider for business travel industry

When the connection is successful, the confirmation page appears and the **Connect** button label changes to **Connected**.

TripIt

No Release Notes 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.

IMPORTANT: These Planned Changes may not be all of the upcoming enhancements and modifications that affect this SAP Concur product or service. The Planned Changes that apply to multiple SAP Concur products and/or services are in a consolidated document. Please review the additional Planned Changes available in the [Shared Planned Changes Release Notes](#).

Concur TripLink

No Planned Changes This Month

TripIt

CLQ 89393: ***Planned Changes***Decommissioning of TripIt for Teams (Jan 31)

Information First Published	Information Last Modified	Feature Target Release Date
November 5, 2021	November 5, 2021	January 31, 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Targeted for January 31, 2022, TripIt will decommission **TripIt for Teams** for the mobile app and website. Users will no longer have access to the feature or be able to create Team trips. SAP Concur users who are part of a TripIt for Teams team can use it up until January 31, 2022. After January 31, 2022, users will not have access to TripIt for Teams. Users will have view and edit access for existing upcoming and past Team trips until July 1, 2022. After July 1, 2022, users will not have access to upcoming and past Team trips that they did not originally create. To retain plans shared via TripIt for Teams, users should contact the trip owner to invite them to the trip with the TripIt share function.

What the User Sees

MOBILE APP

In the TripIt mobile app, the **TripIt for Teams** section on the More tab will no longer appear. On the **Trips** tab, users can view and edit existing or upcoming Team trips or view past Team trips until July 1, 2022. After July 1, 2022, users will not have access to upcoming or past Team trips that they did not originally create. In order to retain plans shared via TripIt for Teams, users should contact the trip owner to invite them to the trip with TripIt's share function.

WEB

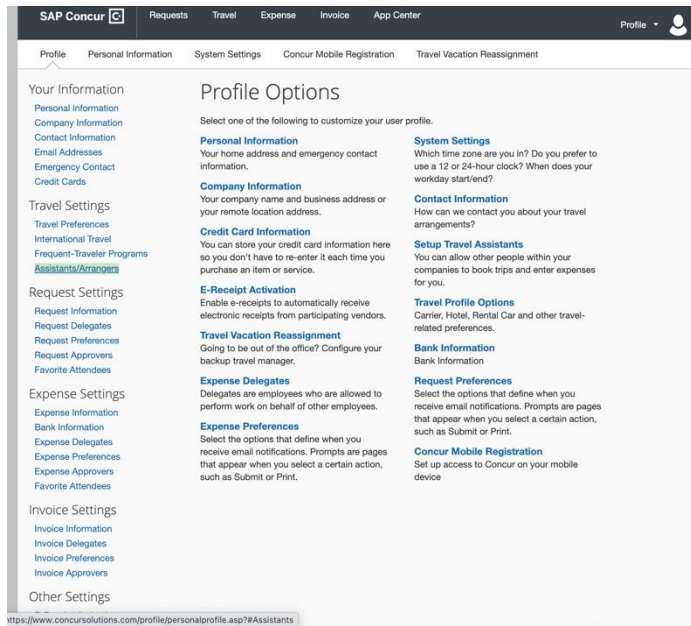
On the TripIt website, the **TripIt for Teams** tab will be removed. On the **Trips** tab, users will have view and edit access for existing upcoming and past Team trips until July 1, 2022. After July 1, 2022, users will not have access to upcoming and past Team trips that they did not originally create.

Configuration for Professional and Standard Travel

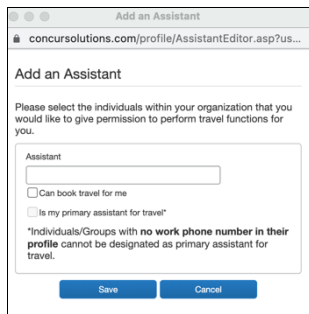
An assistant/travel arranger can still set up trips in TripIt for a user by linking to the Concur Travel arranger feature. After the accounts are linked, arrangers will have visibility into their travelers' trips through a Concur Travel dashboard.

▶ To link a user account to an assistant/travel arranger:

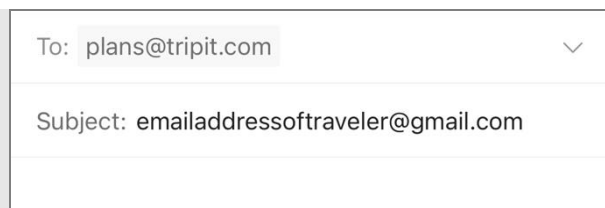
1. Log in to Concur Travel and Expense.
2. Click the **Profile** icon at the top right corner of the page.
3. Click **Profile Settings** from the dropdown menu.
4. In the left panel, click **Assistants/Arrangers** in the Travel Settings.



5. In the Assistants and Travel Arrangers section of the page, click **Add an Assistant**.



6. Enter the name of the name of the Arranger/Assistant and select the **Can book travel for me** option.
7. Click **Save**. The assistant/travel arranger is now linked to the user's account and can help arrange travel.
8. In order to arrange trips for users, the arranger can share a plan to plans@tripit.com and enter the user's email address in the subject line. This creates a shared trip within TripIt for both arranger and the traveler. Also, arrangers can share plans or trips by directly inviting users to the trip with TripIt's share function or via TripIt's **Inner Circle** sharing feature.



Client Notifications

Accessibility

Accessibility Enhancements

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](#) (English Only) page.

Subprocessors

SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: [SAP Concur list of Subprocessors](#)

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 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.

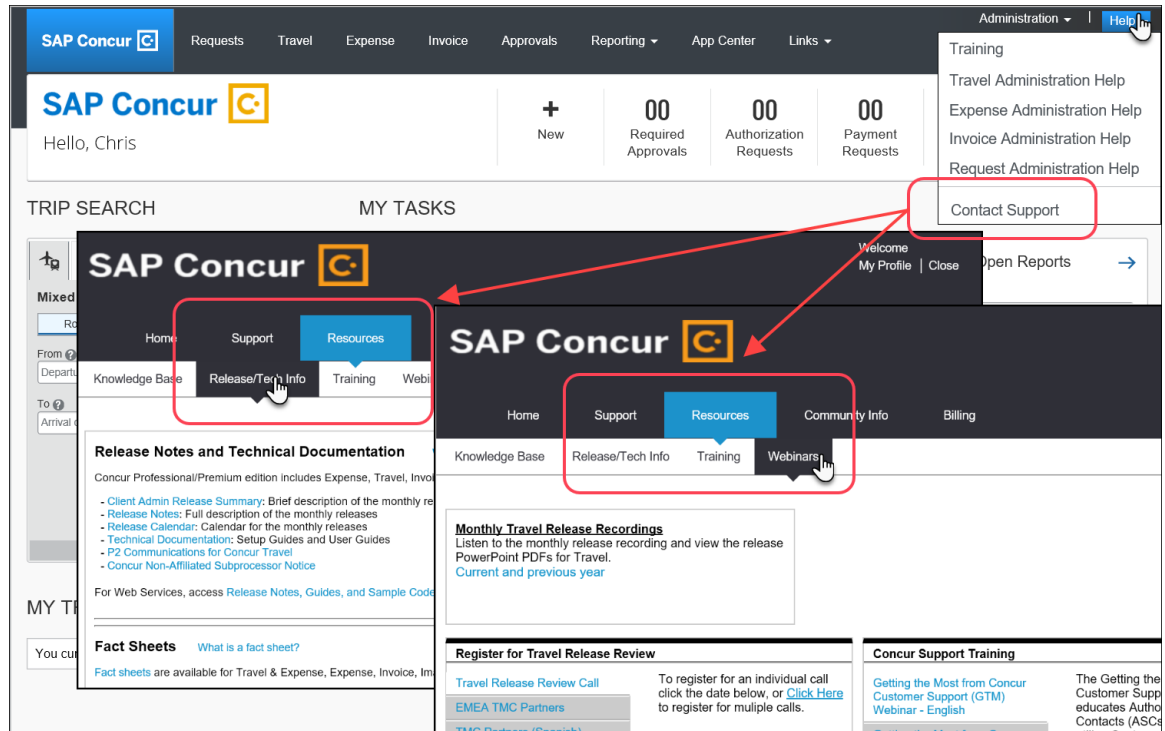
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

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

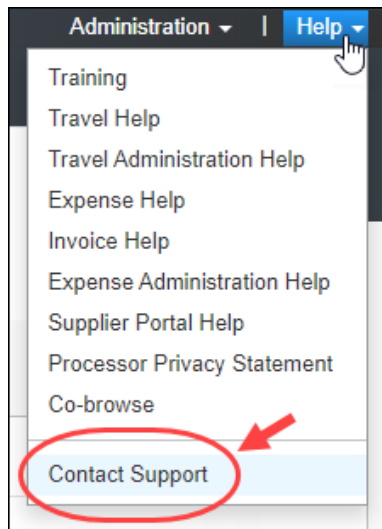
Steps for Getting a Status

Each service release contains case resolutions.

► **How to check the status of a submitted case**

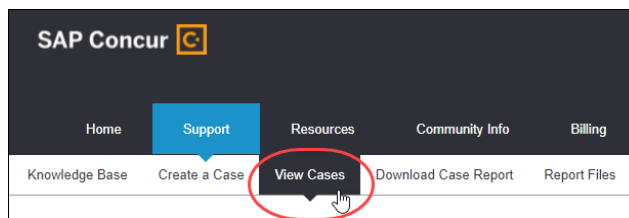
1. Log on to <https://concursolutions.com/portal.asp>.

1. 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.

2. 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.

The screenshot shows the SAP Concur interface for 'My Cases'. A dropdown menu is open, showing various view options. The 'View' dropdown is currently set to '5 - My Cases'. The table below lists several case categories with their respective statuses and actions.

Action	View	Status	Priority	Contact Name	Site/URL/Acct. #	Date/Time Opened	Date of Last Comment
Edit	1 - All Open Admin Cases	Updated					
Edit	2 - All Closed Admin Cases	Closed					
Edit	3 - All Open End User Cases	Closed					
Edit	4 - All Closed End User Cases	Closed					
Edit	5 - My Cases	Closed					
Edit	Recently Viewed Cases	Closed					

Additional UI elements include a 'New Case' button, a 'Printable View' link, and pagination controls: '<Previous Page | Next Page>'. A note at the bottom of the table area says 'Show me fewer / more records per list page'.

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