

SAP Concur Release Notes	
Concur TripLink and TripIt	
Month	Audience
Release Date: May 21, 2022 Initial Post: Friday, May 20	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

No Release Notes This Month

TripIt

Mobile App Information Architecture Updates

Overview

The TripIt Android and iOS apps are being redesigned with new and improved information architecture. For this release, the trips list and account tab were affected.

For the trips list:

- A revised layout makes it easier for travelers to see upcoming trips, trips that have been shared by others, and past trips.
- (iOS only) A search bar is prominently positioned at the top of the screen for travelers to search for a specific trip, hotel, restaurant, or other plan.
- A refreshed visual design applying style elements from the respective operating system.

For the account tab:

- The **More** tab was renamed to **Account**.
- Personal profile information appears prominently with better organization for quicker access.

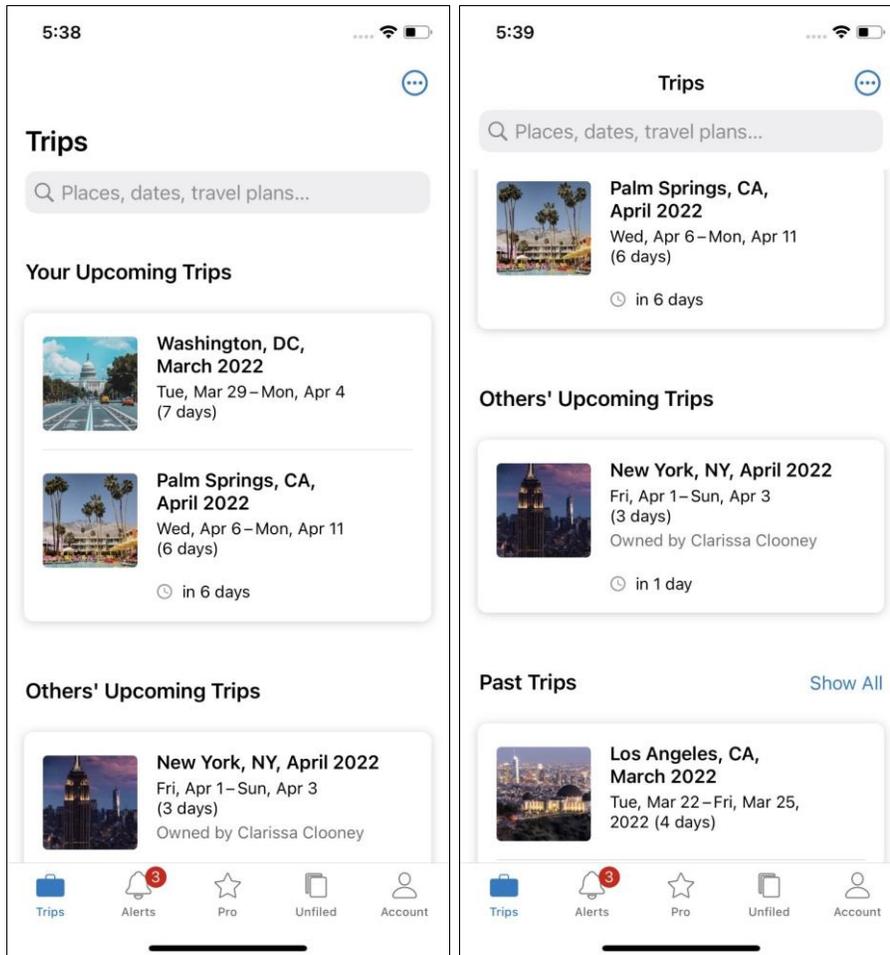
These improvements were made available with Android 11.3 and 11.4, and iOS 16.3 and 16.4.

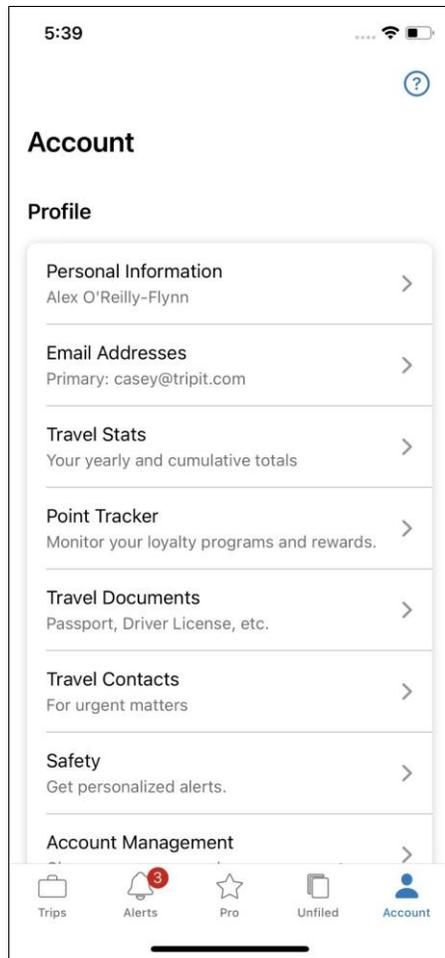
USER/CUSTOMER BENEFIT

Travelers have a better user experience with enhanced usability and navigation.

What the User Sees

Redesign examples:





Feature Activation

This feature is enabled by default. There are no configuration steps.

iOS Home Screen Widget

Overview

In 2021, Apple iOS 14 introduced the home screen widget, and TripIt built on this capability to offer a widget in the small size. With iOS 16.5, TripIt now displays a medium-size widget for travelers.

The widget appears on the home screen of the iPhone and shows essential information about the upcoming travel plan in the itinerary.

The increased size of the medium widget allows for the following information:

- If a plan's safety level exceeds the personal threshold set by the traveler, a notifier will appear.
- Air plans may include secondary action that links to the airport map.

- Lodging plans may include a secondary action that links to a map of nearby cafes. Car rental plans may include a secondary action that links to nearby gas stations.
- Restaurant and activity plans may include a secondary action that links to Navigator for wayfinding.

Travelers with TripIt Pro will see additional information such as flight status as it becomes available.

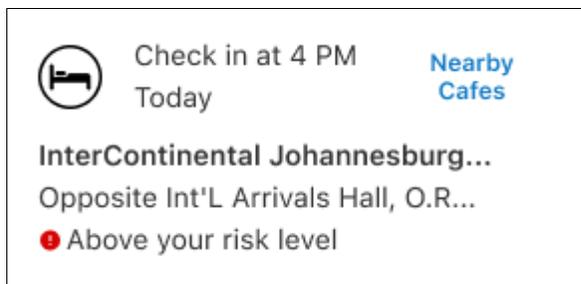
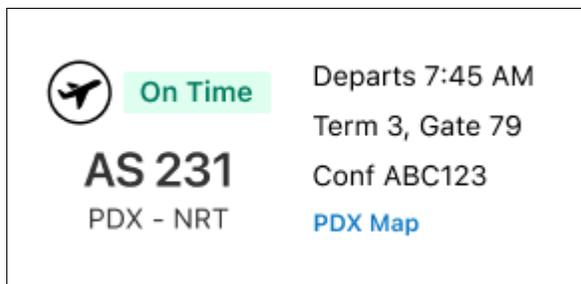
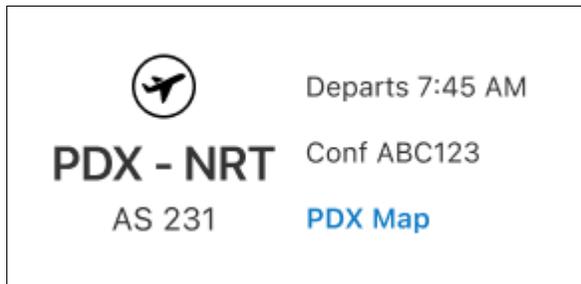
USER/CUSTOMER BENEFIT

At a glance, travelers see essential information about the upcoming plan in the itinerary directly on the home screen of their phones, without needing to go to the app. Travelers can tap the widget to be taken directly into the app for more details.

For travelers who have installed the medium iOS Smart Stack, the TripIt widget should appear at appropriate moments during the trip.

What the User Sees

Home screen widget examples:



 Drop off by 4 PM
December 21 Nearby Gas

Enterprise Rent-a-Car
3155 E Burnside St, Portland, OR

 Departs at 3:45 PM
Today

Train 435	Scheduled Arrival
Coach 13	10:00 PM GMT
Seat 9C	-16:45

 3:45 PM
Today Navigator

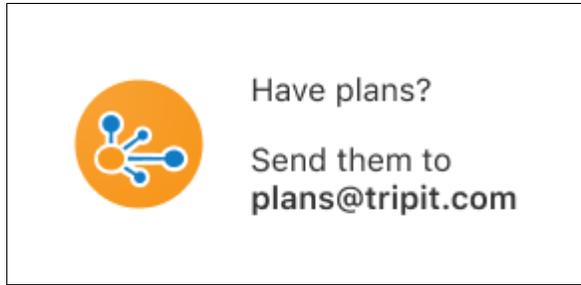
Laurelhurst Market
3155 E Burnside St, Portland, OR
● Above your risk level

 3:45 PM
Today Navigator

SAP Sapphire 2022
3155 E Burnside St, Portland, OR
● Above your risk level

 Departs at 3:45 PM
Today

Royal Shuttle & Towncar Services
3155 E Burnside St, Portland, OR



Feature Activation

This feature is enabled by default. There are no configuration 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.

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

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 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.

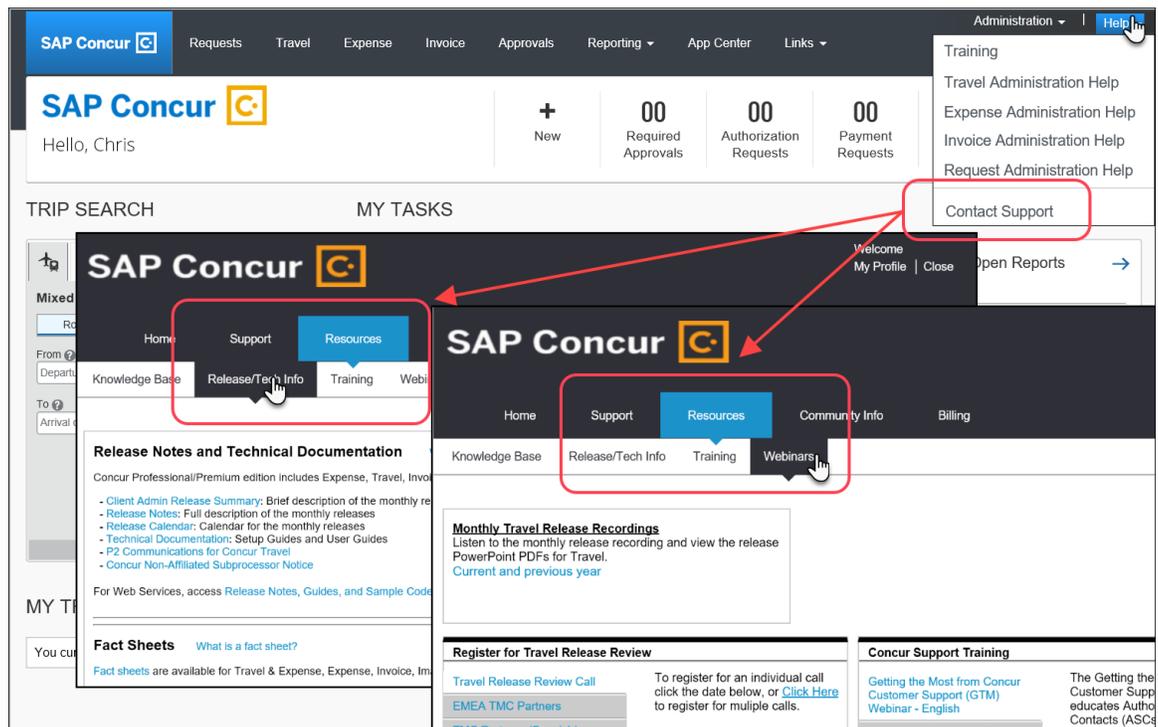
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

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

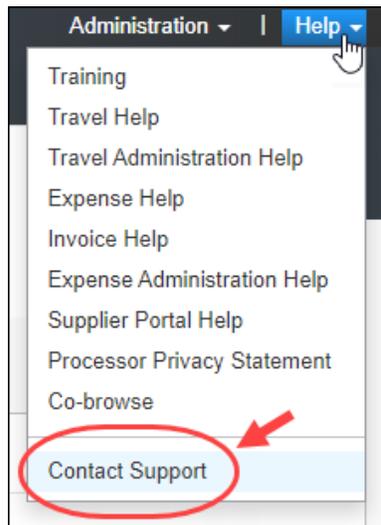
Steps for Getting a Status

Each service release contains case resolutions.

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

5. 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 user interface. At the top, there is a navigation bar with 'Home', 'Support' (highlighted), 'Resources', 'Community Info', and 'Billing'. Below this is a secondary navigation bar with 'Knowledge Base', 'Create a Case', 'View Cases', 'Download Case Report', and 'Report Files'. The main content area is titled '5 - My Cases' and includes a 'Printable View' link. A dropdown menu is open, showing options: '5 - My Cases' (selected), '1 - All Open Admin Cases', '2 - All Closed Admin Cases', '3 - All Open End User Cases', '4 - All Closed End User Cases', and 'Recently Viewed Cases'. Each option has an 'Edit' link. To the right of the dropdown is a 'New Case' button. Below the dropdown is a table with columns: 'Status', 'Priority', 'Contact Name', 'Site/URL/Acct. #', 'Date/Time Opened', and 'Date of Last Comment'. The table contains several rows of case data. At the bottom of the table area, there is a pagination control: 'Show me fewer / more records per list page'. Navigation links '<Previous Page | Next Page>' are visible at the top right and bottom right of the content area.

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