

SAP Concur Release Notes	
Concur TripLink and TripIt	
Month	Audience
Release Date: April 20, 2024 Initial Post: Friday, April 19	SAP Concur Client – FINAL

Contents

- Release Notes 1**
 - Concur TripLink 1**
 - Concur TripLink Hub Connection Status Update..... 1
 - TripIt..... 2**
 - TripIt Risk Alerts 2
- Planned Changes..... 3**
 - Concur TripLink 3**
 - **Planned Changes** Travel Partner Integrations Removed from App Center..... 3
 - **Planned Changes** Amtrak Integration with TripLink (April 24)..... 4
 - TripIt..... 5**
 - No Planned Changes This Month..... 5
- Client Notifications..... 6**
 - Accessibility 6**
 - Accessibility Updates 6
 - In-Product User Assistance 6**
 - Client Customized Content 6
 - Gender Diversity 6**
 - Subprocessors..... 7**
 - SAP Concur Non-Affiliated Subprocessors 7
 - Supported Browsers..... 7**
 - Supported Browsers and Changes to Support 7
- Additional Release Notes and Technical Documentation 8**

Online Help8
SAP Concur Support Portal – Selected Users8
Cases 9
Steps for Getting a Status9

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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, Concur 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

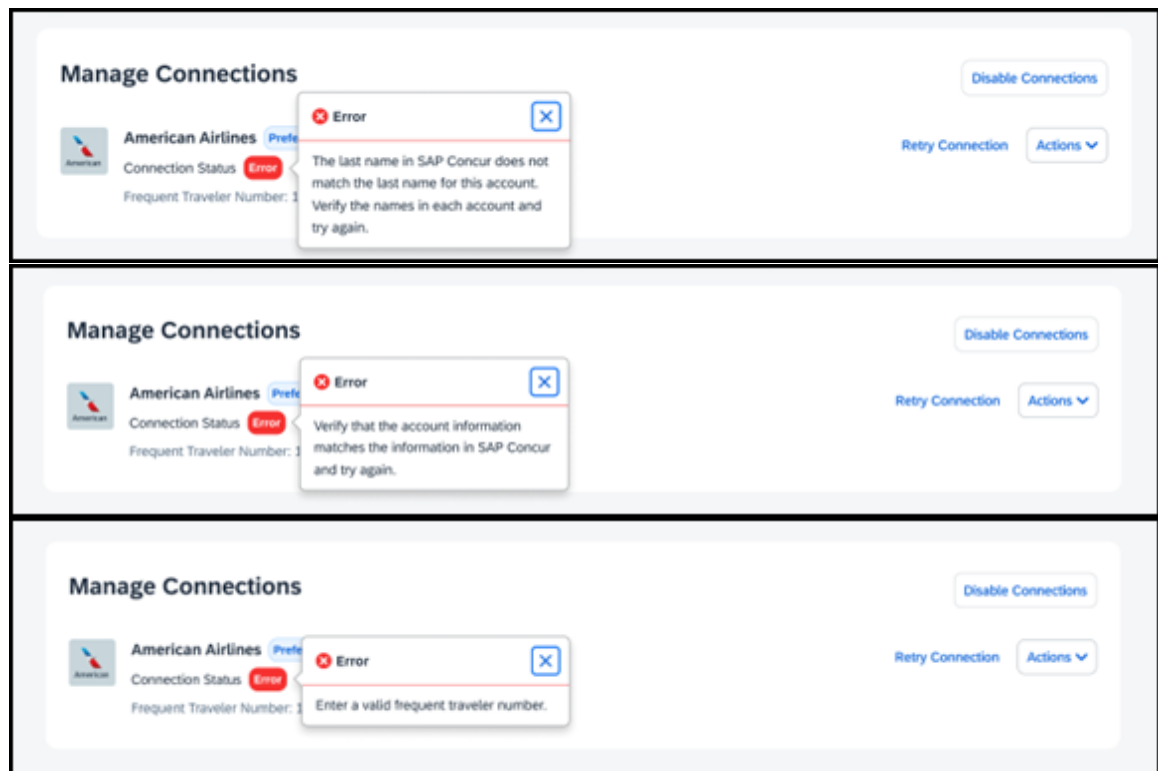
Concur TripLink Hub Connection Status Update

Overview

With the April release, Concur TripLink is introducing more detailed connection status messages. This improvement provides users with a deeper understanding of their connection status and assists them in identifying actionable steps for quick issue resolution, promoting a smoother user engagement on TripLink Hub.

End User Experience

This feature enhances user understanding of their connection status. When a user attempts to set up a connection on the TripLink Hub and there is an error, user will see the connection status error with actionable steps to resolve the issue.



Configuration / Feature Activation

There are no configuration steps. The migration will occur automatically.

TripIt

TripIt Risk Alerts

Overview

With this release, Concur TripIt is introducing a new feature. Risk Alerts will provide proactive notifications about events that have the potential to disrupt the trip.

BUSINESS PURPOSE/ CLIENT BENEFIT

Risk Alerts will deliver relevant and timely information about potentially disruptive events so the traveler can determine next steps, reach out to appropriate contacts, or make alternate plans as necessary. This is part of TripIt's Health and Safety initiative and adds value to TripIt Pro.

End User Experience

With this change, users will be informed if there are some events or circumstances that would upset their journey or travel plans.

The risk alerts reach the user as push notifications on their mobile device. Within the app, travelers will see indicators on the trip timeline and on the flight details screens. They can also see details of the risk alert in the app: summary/title, date(s), more information, action/advice as appropriate, and impacted carriers when applicable.

The type of situations that risk alerts will notify the traveler of are:

- Weather (for example, thunderstorms, snowstorms, tornados, etc.)
- Political unrest (for example, protests)
- Labor action (for example, strikes)
- Communication and technology outages
- Airport incidents (for example, runway closures, walkouts by airport staff)

Configuration / Feature Activation

There are no configuration steps. The migration will occur automatically.

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

****Planned Changes** Travel Partner Integrations Removed from App Center**

Information First Published	Information Last Modified	Feature Target Release Date
April 12, 2024	--	Q2,2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Currently, users are able to enroll in Travel Partner Integrations through the TripLink Hub, the **Travel Profile** or the **App Center** app listing. To streamline and centralize the enrollment process for Travel Partner Integrations within Concur, Travel Partner Integrations app listing will be removed from the **App Center**, hence reducing one point of access.

End User Experience

Users won't see Travel Partner Integrations app in **App Center** anymore. To enroll in Travel Partner Integrations, users need to enable their connections on the TripLink Hub or **Travel Profile**.

Configuration / Feature Activation

There are no configuration steps. The change will occur automatically.

****Planned Changes** Amtrak Integration with TripLink (April 24)**

Information First Published	Information Last Modified	Feature Target Release Date
April 12, 2024	April 19, 2024	April 24, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

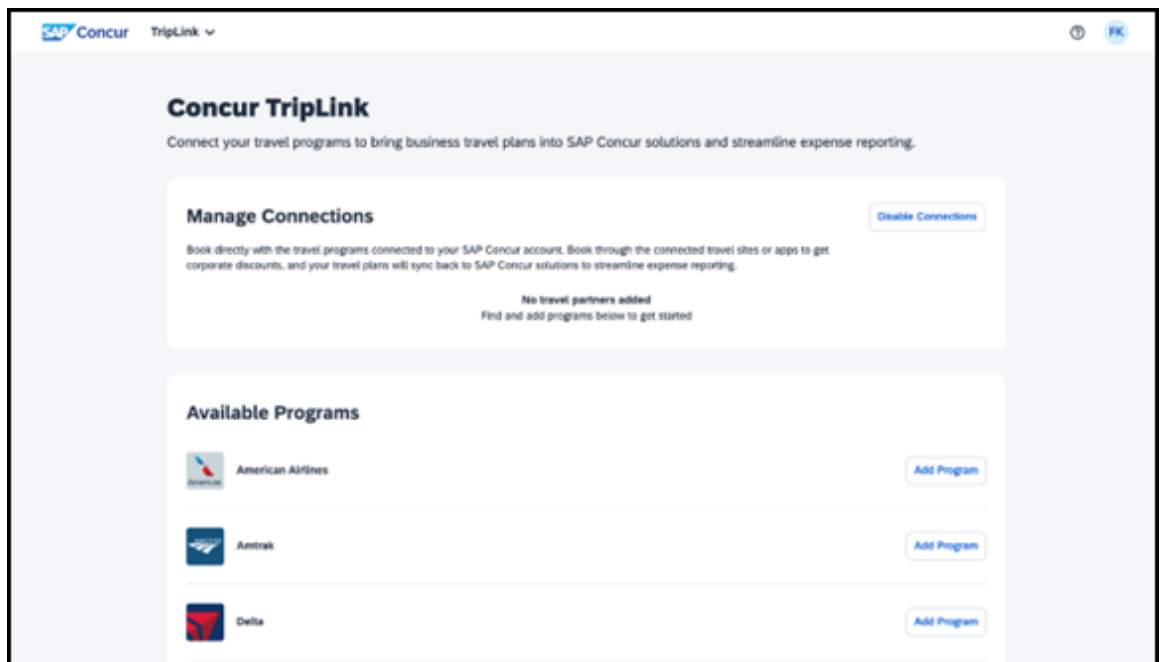
From April 24, Concur TripLink will activate another partner, Amtrak, in our ecosystem. Users will be able to connect their Amtrak loyalty account with their SAP Concur account, to have their business reservations booked directly with Amtrak with their receipts, being available in SAP Concur accounts automatically.

End User Experience

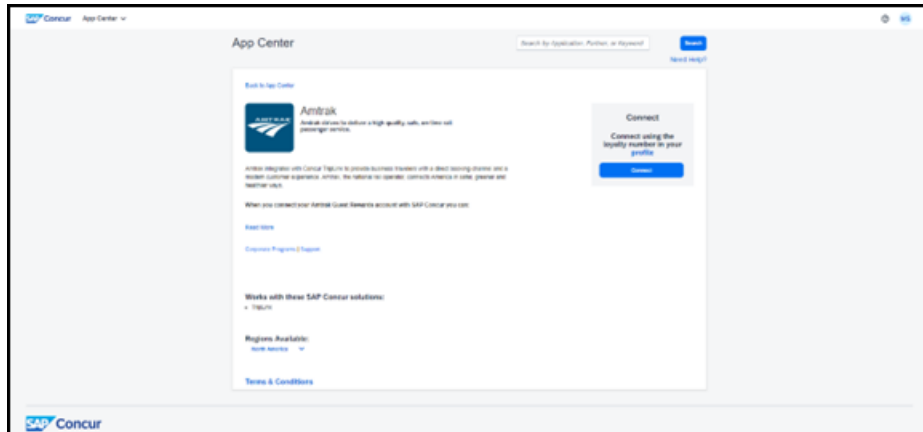
This integration will enable users to book directly with Amtrak, while receiving their company's corporate rate and having itineraries and receipts posted to their account in SAP Concur solutions. This enables companies to fulfill their duty of care needs by knowing where their employees are traveling, being aware of upcoming spend to manage budget and knowing that travelers are getting the best rate by having their corporate discounted rate applied.

Configuration / Feature Activation

There are no configuration steps. However, the end users will have to connect their Amtrak loyalty account with their SAP Concur account, which can be easily done through the TripLink Hub.



It can also be done through the App Center, by searching for Amtrak and entering their loyalty number.



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.

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.

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](#).

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

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.

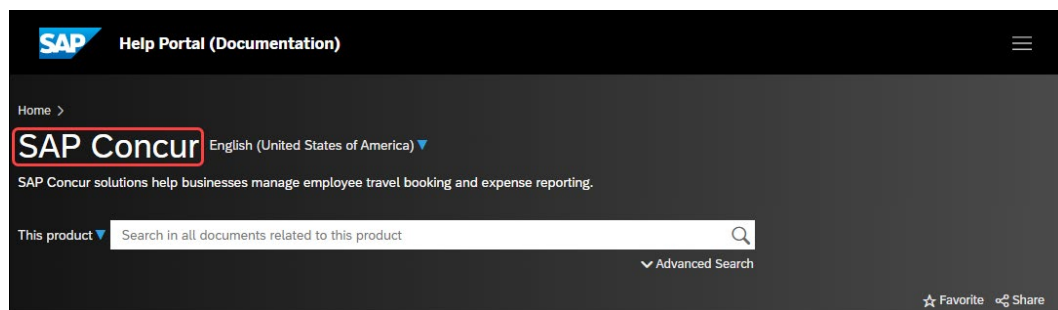
When changes to browser support are planned, information about those changes will also appear in the [Shared Changes Release Notes](#).

Additional Release Notes and Technical Documentation

Online Help

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.

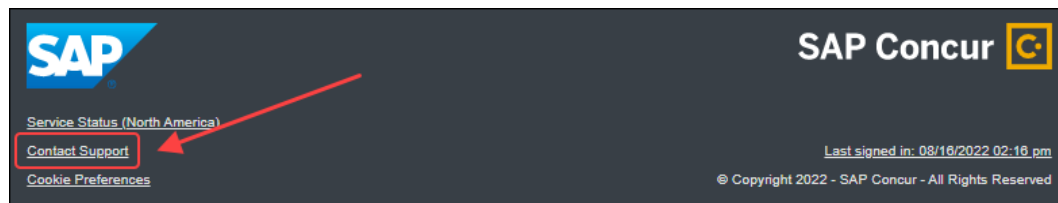
To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the [SAP Concur solutions page](#).



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.

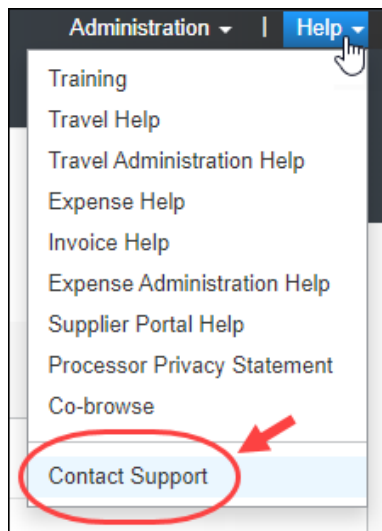
Cases

Steps for Getting a Status

Each service release contains case resolutions.

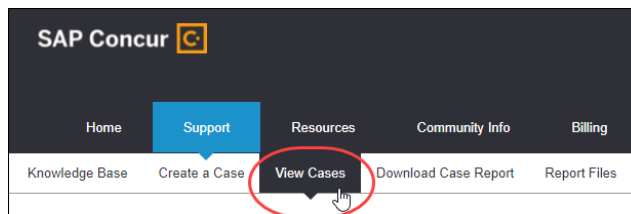
► **How to check the status of a submitted case**

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



- 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 Support interface. The top navigation bar includes '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 features a 'View:' dropdown menu. The dropdown menu is open, showing options: '1 - All Open Admin Cases', '2 - All Closed Admin Cases', '3 - All Open End User Cases', '4 - All Closed End User Cases', '5 - My Cases' (highlighted), and 'Recently Viewed Cases'. Each option has an 'Edit' link to its left. 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 link to 'Printable View...', navigation links '<Previous Page | Next Page>', and a pagination control 'Show me fewer / more records per list page'.

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