SAP Concur Release Notes **Concur Hipmunk and TripLink**	
Month	**Audience**
Release Date: January 12, 2019 Initial Post: Friday, January 11, 2:00 PM PT	Client – FINAL

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Concur Hipmunk and TripLink

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

Concur Hipmunk provides a travel solution, integrated with Concur Expense, for clients who aren't ready for a fully managed travel program and who don't have a Travel Management Company (TMC) relationship. The Concur Hipmunk solution also includes all the benefits of TripLink, including TripIt Pro. Refer to the Concur Hipmunk Mid-Cycle Release Notes page for features released between the monthly releases.

Release Notes

General

Ongoing Email Infrastructure Change - Add IP Addresses to Safe Sender List

Overview

SAP Concur is transitioning to a new email infrastructure for outbound email from our services to SAP Concur users. Because of this, companies who filter inbound email based on the sending IP address ***must*** add new IP addresses to their Safe Sender list to ensure that their users receive email from SAP Concur.

IMPORTANT: All Services Will Soon Be Affected

Initially, the issue described here affected only companies that use Concur Expense. Starting in January, email from other SAP Concur services (such as Travel and Concur Pay) will move to the new email infrastructure.

We will continue to add other services throughout the first quarter of 2019. Please monitor the release notes for more information about the timing of the additional changes.

NOTE: Remember, this change affects only companies that filter incoming email based on IP addresses.

Configuration / Feature Activation

The new IP addresses are not published publicly but they are available by contacting SAP Concur support. If your company uses Concur Expense and if your company filters incoming email based on IP address, please work with your email server management team to ensure that all required Safe Sender lists for IP addresses are updated so that your users continue to receive SAP Concur email without interruption.

Ongoing Updated Email Format

Overview

SAP Concur is in the process of updating the format of all email notifications. These changes will provide a fresher, consistent look-and-feel across all SAP Concur services.

BUSINESS PURPOSE / CLIENT BENEFIT

The intent is to provide a consistent, updated look for users.

IMPORTANT

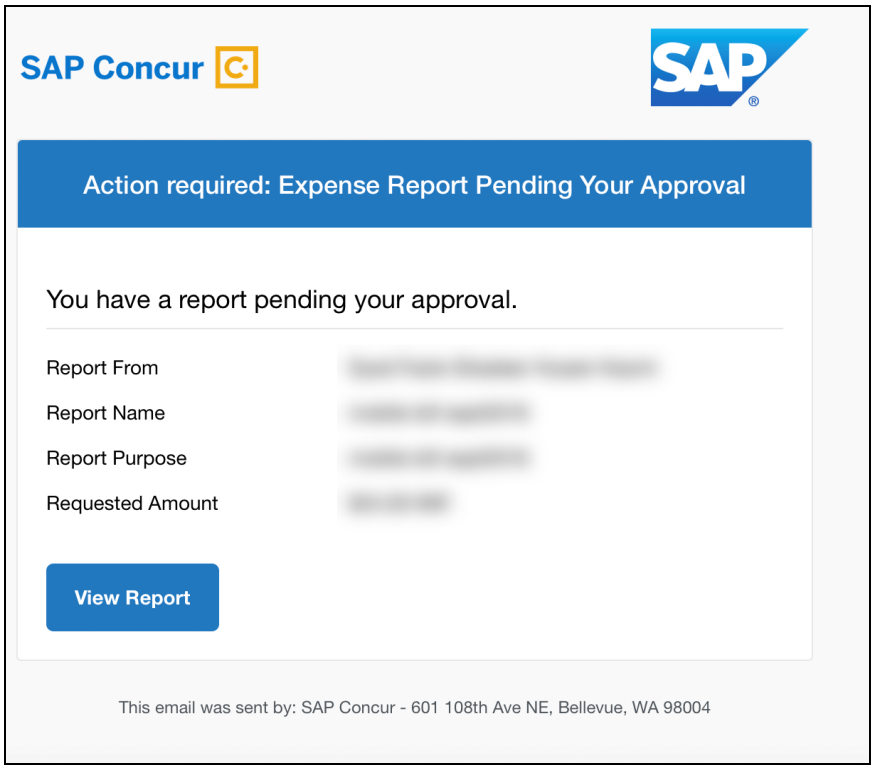
Note the following:

- Be aware that the email content has not changed – just the look and feel.
- The changes will appear over time. Each product team (Expense, Invoice, Travel, etc.) decides when to use the new format. Timing will be based on resource availability and the priority of other scheduled enhancements.
- Do not expect that all product emails will change at the same time. For example, perhaps Expense approval email will be first, and then other Expense notifications will follow.
- There is no assigned end date to the project. Expect that the changes may take longer than a year.
- Each team will provide release notes when their new emails are scheduled to appear.

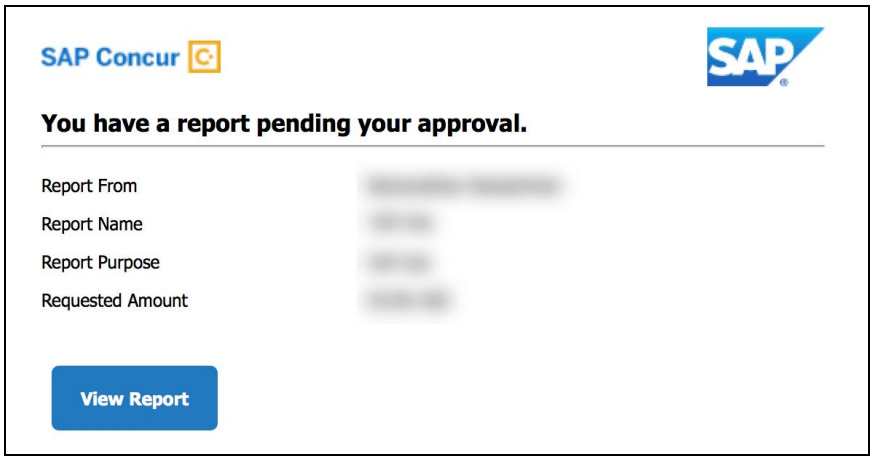
What the User Sees

The Expense approval email is shown below. Over time, all email generated from SAP Concur will have a similar look.

New email format:



Current email format:



Configuration / Feature Activation

This change will occur, over time, automatically; there are no additional configuration or activation steps.

TripLink

No New Features This Month

Concur Hipmunk

Features released between the monthly releases will be included in the Final release notes for each month. Refer to the Concur Hipmunk Mid-Cycle Release Notes page for feature details.

No New Features 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.

General

Planned Changes Archive Deactivated User Data

Overview

As SAP Concur continues to grow, steps must be taken to enhance and improve the performance of our system so that we can meet customer expectations and the needs of their business.

Our overall goal is to significantly improve the performance of SAP Concur services by reducing the amount of data that is stored in our Production datastore. By reducing the data in the Production system, we can use server memory much more efficiently, which reduces processing time for transactions. For this reason, SAP Concur is developing an archive process for users who have been deactivated by their employers for ***at least three years***. The archive process moves this "deactivated" user data from our Production datastore to a separate Reporting datastore.

NOTE: The Reporting datastore contains data that is not tied to active expense reports or travel itineraries. The information in the Reporting datastore is still available for reporting in Concur Intelligence, but it is not readily available from the SAP Concur application itself.

BUSINESS PURPOSE / CLIENT BENEFIT

Moving deactivated user data will provide faster processing time for transactions. In addition, it provides a more secure environment for inactive user's personal information.

IMPORTANT

We are currently piloting the process and evaluating the results. Our goal is to ensure that customers are not negatively affected, that we have considered all pertinent scenarios, and that the archiving process provides the desired results.

There is no targeted date for the implementation of this new process. We will announce via release notes well ahead of time.

Additional Information in Future Release Notes

This release note provides basic, general information about the process. Greater detail – for example, about reactivating an archived user, user imports, admin functions – will be provided in future release notes.

What the User Sees

This change will provide faster processing times and greater stability of the system.

FAQ

Q. How often will SAP Concur archive deactivated user data?

A. SAP Concur intends to archive deactivated user information on a reoccurring basis, similar to how we perform other system tuning tasks. Whether the archive process runs nightly, weekly, or on some other frequency will be adjusted to ensure that we obtain the benefits of the data archiving without impacting system performance.

Q. Which users will SAP Concur move to the Reporting datastore?

A. SAP Concur's current policy will be to move – from Production to Reporting – the user profile information for any user who has had their access to SAP Concur services revoked by their employer – in other words – they have been "marked inactive" in the SAP Concur system. A user must be deactivated for ***over 3 years*** without having been re-activated in order to be a candidate for archival.

Q. What impacts, if any, will I see in my Production system when a user is moved to the Reporting datastore?

A. ***For Professional Edition***, the most significant difference would occur in **Company Admin > User Administration**.

However, once user information is archived:

- From within User Administration, if the **Use Travel Advanced Filters** option is chosen, the user will not be visible.
- From within User Administration, if the **Use Expense Advanced Filters** option is chosen, you will be able to see the user in search results as deactivated.
    - If you click the user's name, you will receive an error message: *The selected user exists in the Expense or Invoice application but the user contains conflicting or missing data. Contact Concur Client Support to request help in resolving this error.*
    - If you click the icon in the **Profile** column, you will receive the generic error message.
    - If you click the user's login ID, you will see no historical login information for that user.

- If another user has the Self-Assigning Assistant permission or the user is a Proxy who can act on behalf of a user in an assigned group and searches for the archived user, the archived user will appear as inactive. If the other user tries to act on behalf of the archived user, the employee will receive an "switching user" error message.
- From within Concur Travel administration, the user will not be searchable from User Administration. For within Concur Expense or Concur Invoice administration, the user will still be visible when viewing inactive users. Concur Expense and Invoice administration source user data from the Expense entity datastores, which are not currently subject to the SAP Concur Archival process.

For Standard Edition, locate users via **Administration > Expense Settings > Users** or **Administration > Travel Settings > Manage Users**, whichever applies.

Q. What do I do if an employee leaves my company for over three years, and then returns?

A. SAP Concur plans to provide a user interface that a company's User Administrator can use to reactivate the user.

- These users will not have access to any of their past travel history.
- For Expense, the user would have access to their expense history if:
  - That history has not been removed by a Data Retention policy.
  - The HR Employee ID for the user is the same as when they were last active in the SAP Concur System.

If either of these circumstances do not apply, then the user would not have access to their previous expense reports or other Expense data.

Q. Will Data Retention features work on archived users?

A. Yes. Regardless of where the user data is located – in the Production datastore or the Reporting datastore – user data will be obfuscated as per the requirements defined in the Data Retention feature.

Q. Once a user has been archived, is there any way to restore that user?

A. SAP Concur is looking into ways to help administrators re-activate their users without opening a support case.

Q. After a user's information has been archived, will we be able to view the user's expense reports and receipts online within Concur Expense?

A. Yes. Processors will be able to search for expense reports from archived users. They can search by Report ID or Employee Name and can view all receipts from within Concur Expense once they have selected an expense report.

Please note that you will not be able to use the Proxy feature to see a former employee's expense report. You will see an error message should you attempt this.

Q. After a user's information has been archived, will an approver be able to see the archived user's expense reports that this approver approved in the past?

A. Yes, if an approver clicks **Approvals > Reports** and then clicks **View > All Reports you Approved**, then these expense reports will be visible. Approvers will be able to view the receipts for those expense reports.

Configuration / Feature Activation

The change will occur automatically; there are no additional configuration or activation steps.

Planned Changes New SAP Concur Sign In Page

Overview

SAP Concur is planning to add a new **Sign In** page, providing an updated login experience for users who log in with a user name and password credentials. Current Single Sign-On (SSO) users will log in without having to enter additional credentials. This feature is planned for 2019.

The new **Sign In** page feature includes the following:

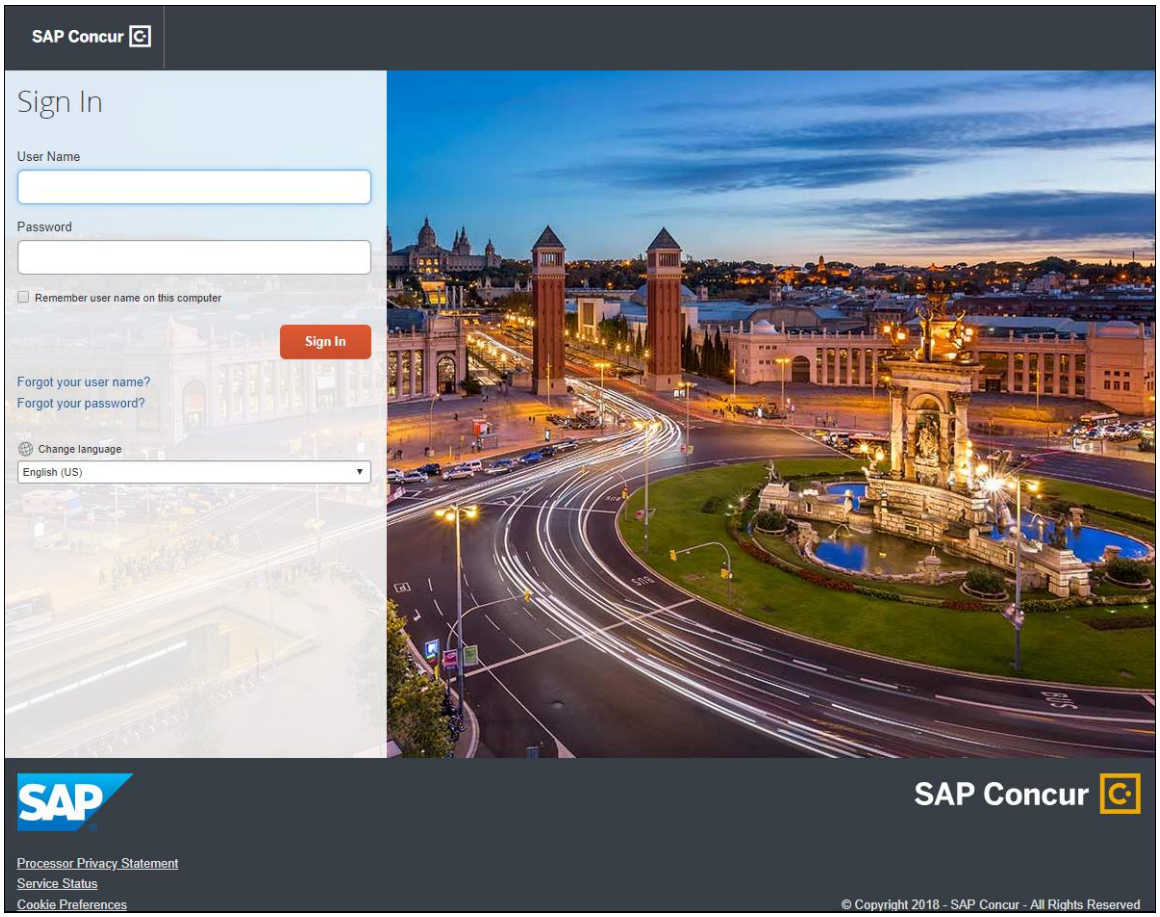
- **Two-step login:** provides enhanced security, meets current industry standards, and provides a better login success rate
- **Multi-account login:** allows administrators to log in with multiple accounts
- **Password hint removal:** provides better security for users and SAP Concur
- **User avatar:** enhances the user experience (planned for a future release)

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides better security and a faster, convenient experience for users logging in to SAP Concur products and services.

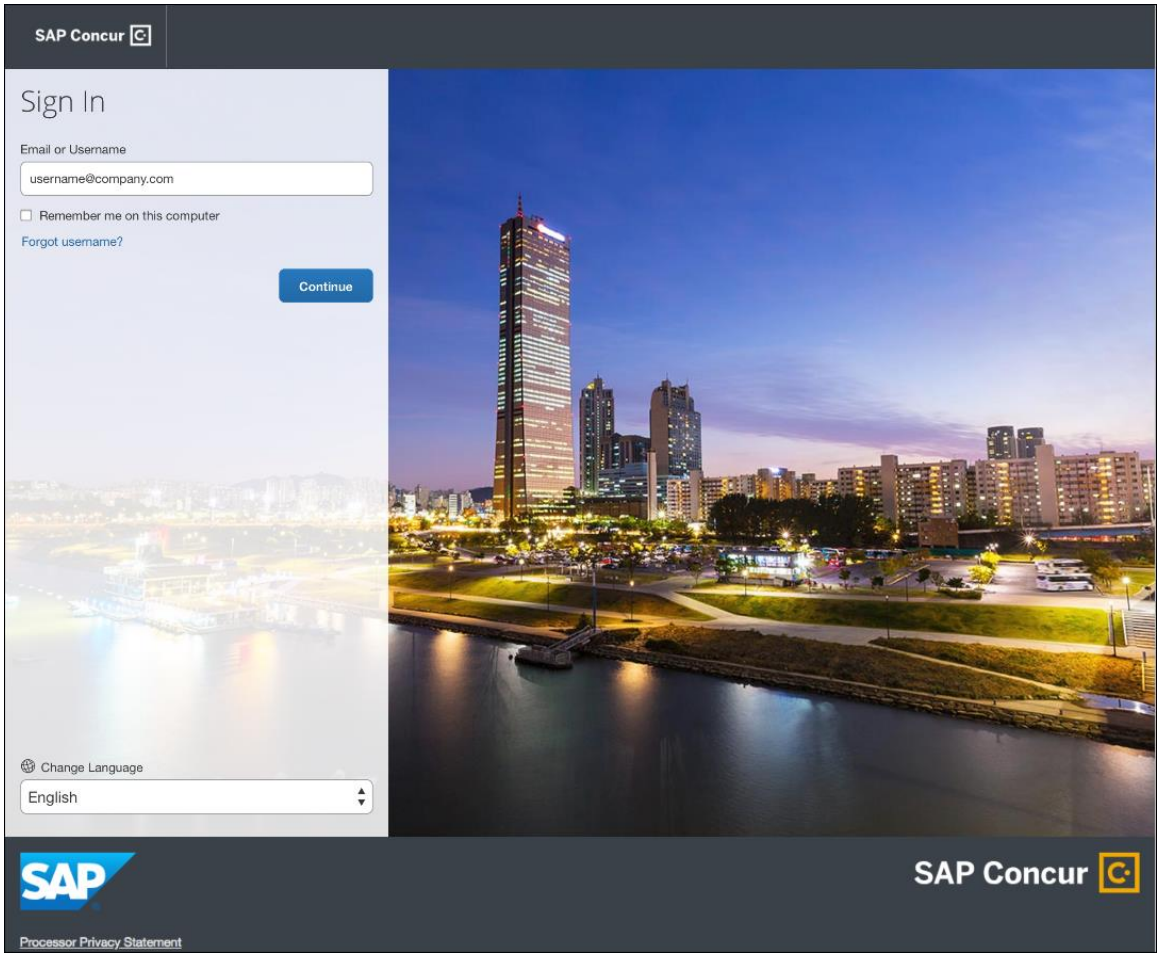
What the User Sees – Current Sign In Page

The SAP Concur **Sign In** page currently appears with **User Name** and **Password** fields, and a **Sign In** button. Once a user is authenticated, the SAP Concur **Home** page appears.



What the User Sees – New Sign In Page

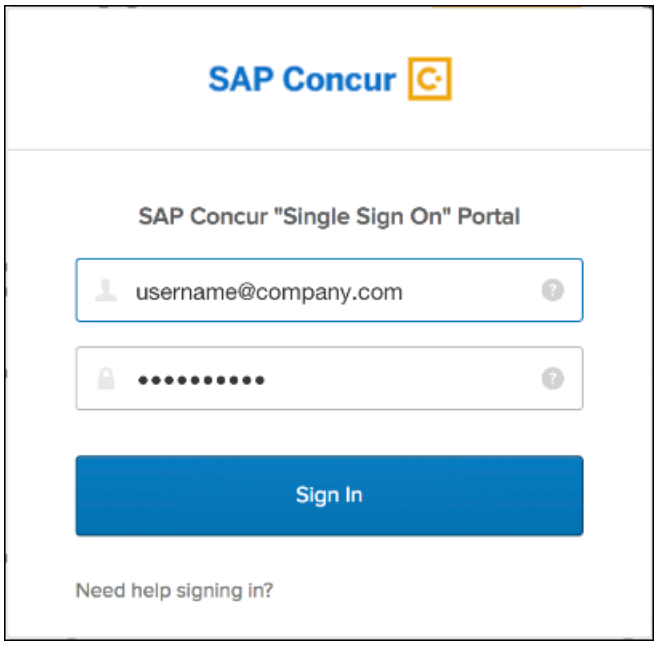
The new SAP Concur **Sign In** page will have an **Email or Username** field and a **Continue** button. The user will type in their email or username. The user can select the **Remember me on this computer** check box, so their email or username displays the next time they log in to SAP Concur. The user will then click **Continue**.



Depending on the customer's implementation of SAP Concur, users will then be directed to the designated Identity Provider (IdP) Single Sign-On portal or an additional **Sign In** page.

SSO Users

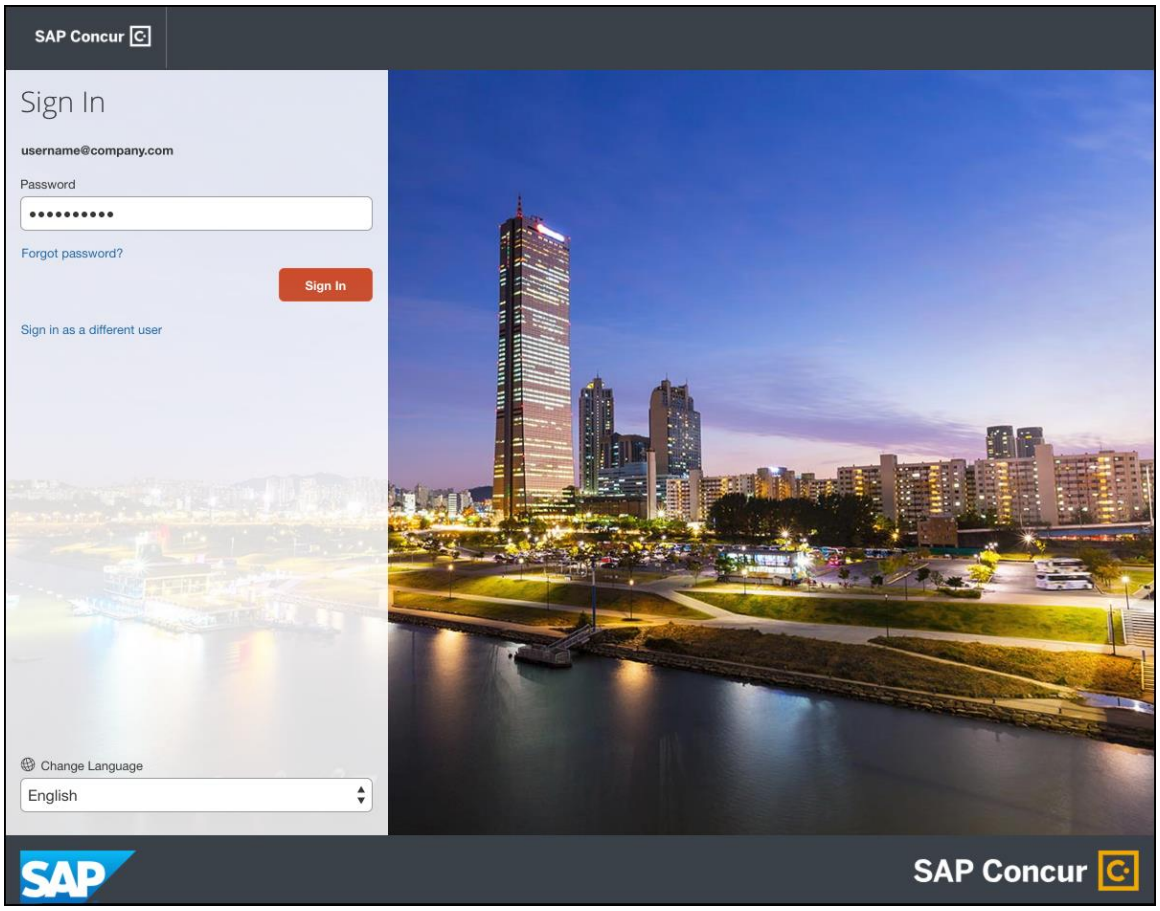
When the designated Identity Provider (IdP) Single Sign-On portal appears (similar to the one shown below), the user will enter their email or username and password, then click **Sign In**.



After being authenticated, the user will be directed to the SAP Concur **Home** page.

USERS WITH USERNAMES AND PASSWORDS

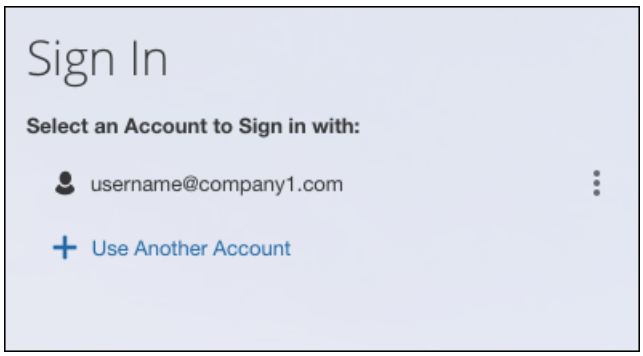
The user will be directed to an additional **Sign In** page. The user will enter a password and click **Sign In**. The system will then authenticate the user's credentials.



Once the user's password is verified, the SAP Concur **Home** page appears.

RETURN USERS

If a returning user selected the **Remember me on this computer** check box during their initial login session, they will see their email or user name display on the **Sign In** page. Users who did not select the **Remember me on this computer** check box will log in as they did initially.



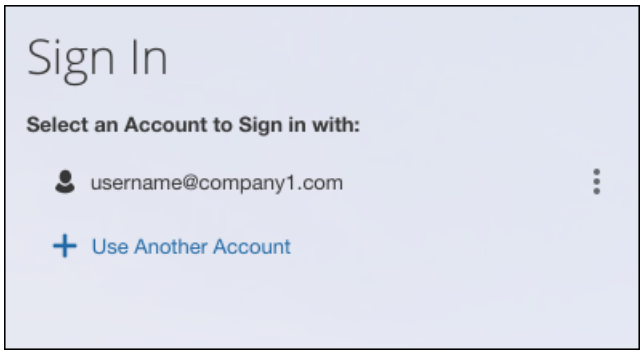
The user will click on their email or username, and then one of the following occurs:

- **SSO Users:** The user will be directed to the SAP Concur **Home** page.
- **Users with Usernames and Passwords:** On the **Sign In** page, the user will enter as password and then click **Sign In**. The user will then be directed to the SAP Concur **Home** page.

USERS WITH MULTIPLE ACCOUNTS

SAP Concur users with multiple login accounts have more than one login option depending on the user role or account they want to use. The user will first log in to SAP Concur using one of their accounts. Once successfully logged in, the user logs out of the system.

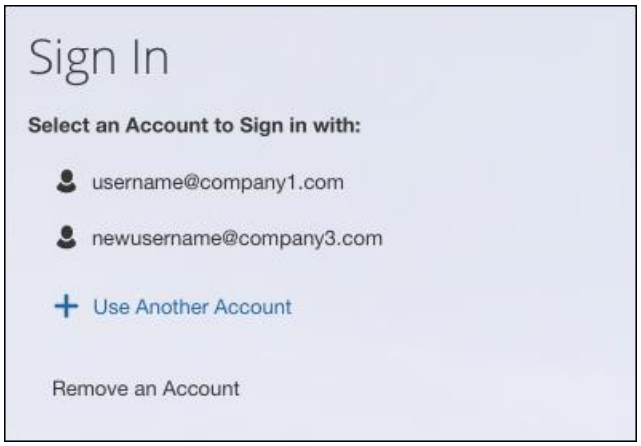
To add another account, on the **Sign In** page, the user clicks the **Use Another Account** link.



The next login step depends on the account type the user wishes to use:

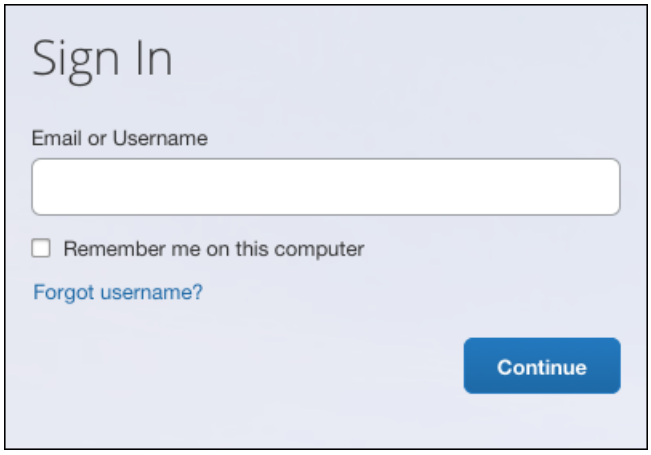
- **SSO Account:** If the user selects an account with SSO credentials, the user will enter an email, then the user will be directed to the IdP Single Sign-On portal. Once the user is authenticated, the SAP Concur **Home** page appears.
- **Username and Password:** The user is directed to an additional **Sign In** page to enter a password. The user then clicks **Sign In**. Once the user is authenticated, the SAP Concur **Home** page appears.

When all accounts are added, a return user will select the account they want to use to log in to SAP Concur.

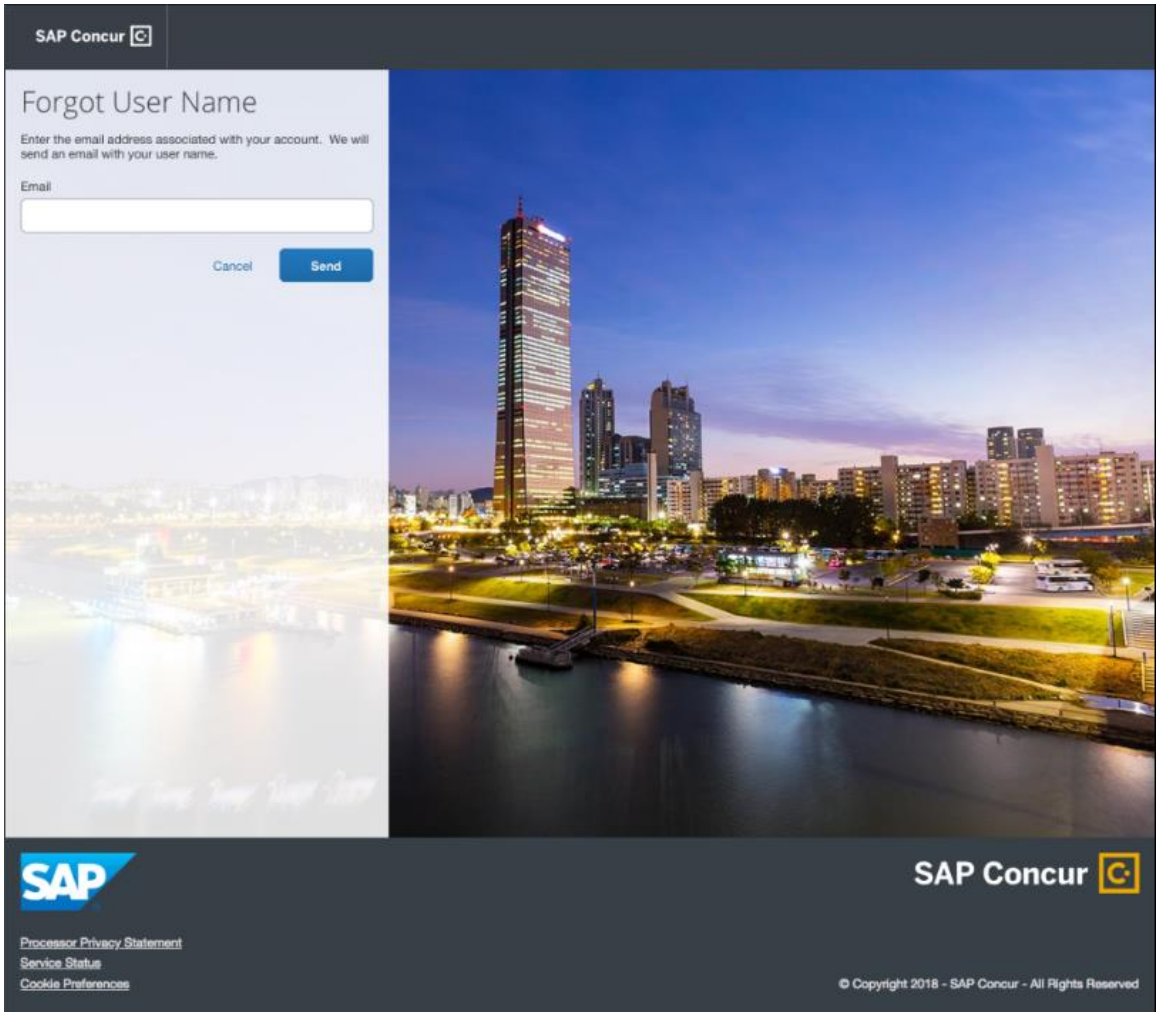


FORGOT USER NAME

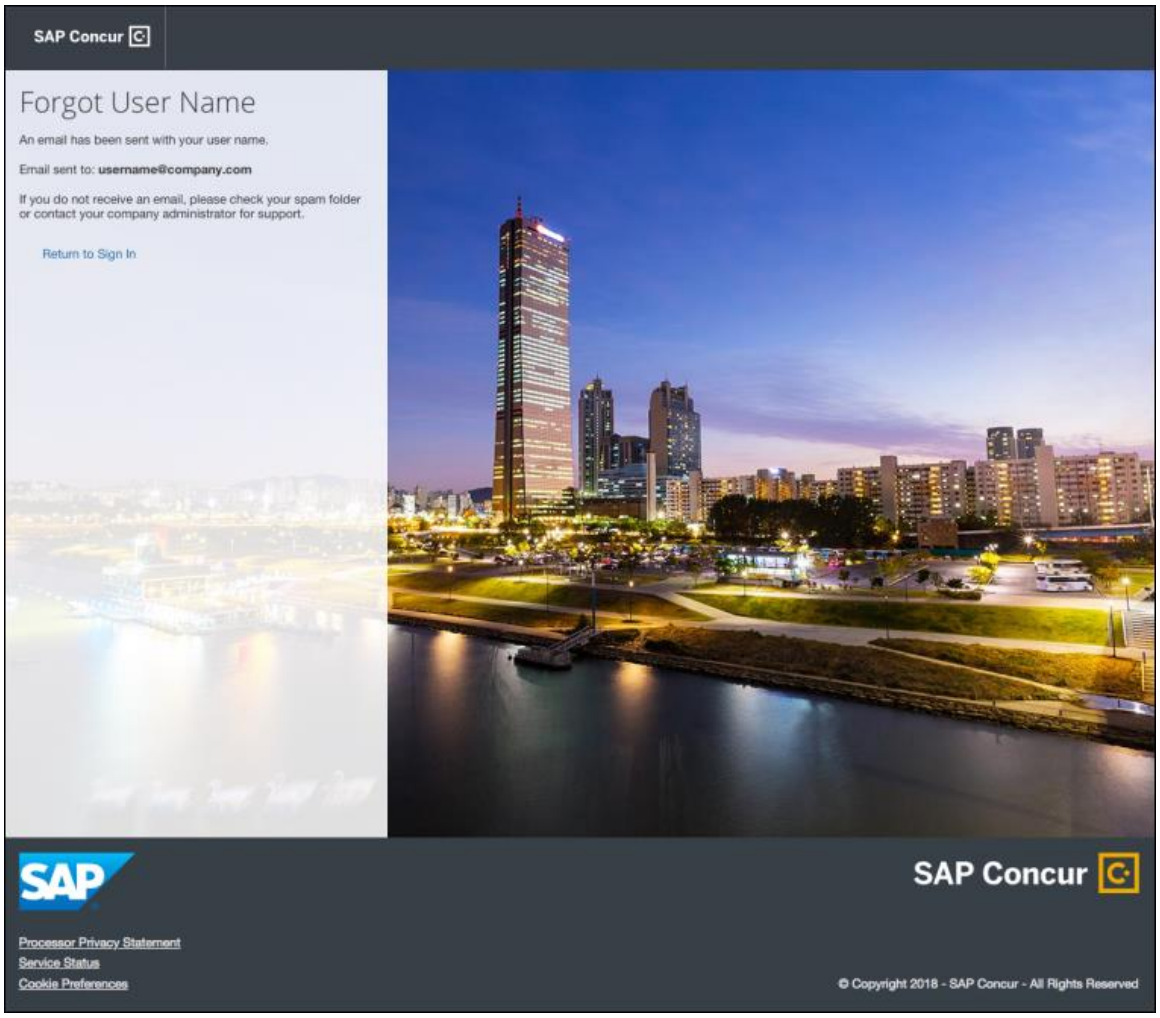
If a user forgets their user name, the user will click the **Forgot username?** link on the **Sign In** page.



Next, the **Forgot User Name** page appears, and the user will enter their email and click **Send** to have an email sent to a verified email account. This email will contain their user name.



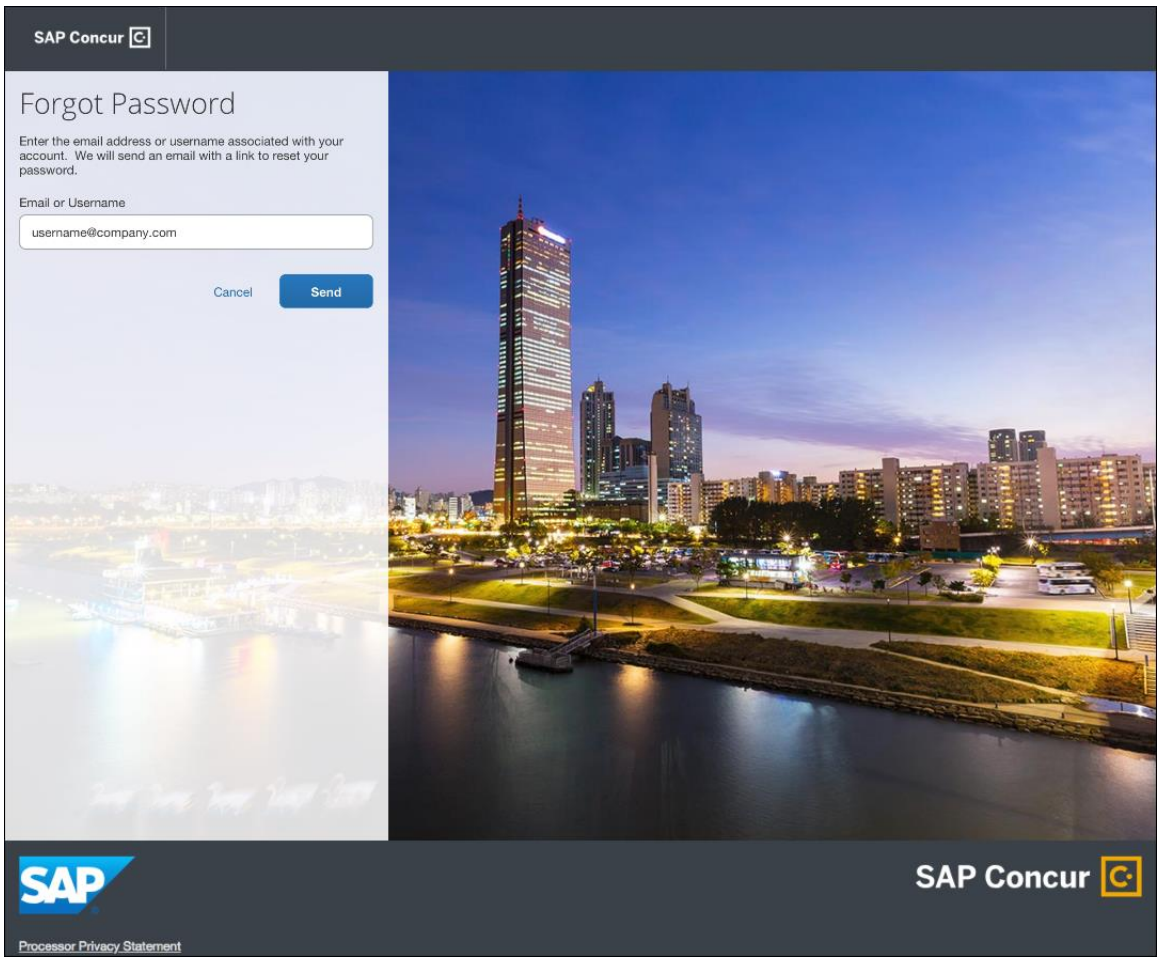
The user will see an on-screen affirmation indicating that an email was sent to them. The user will click **Return to Sign In** page to return to the **Sign In** page.



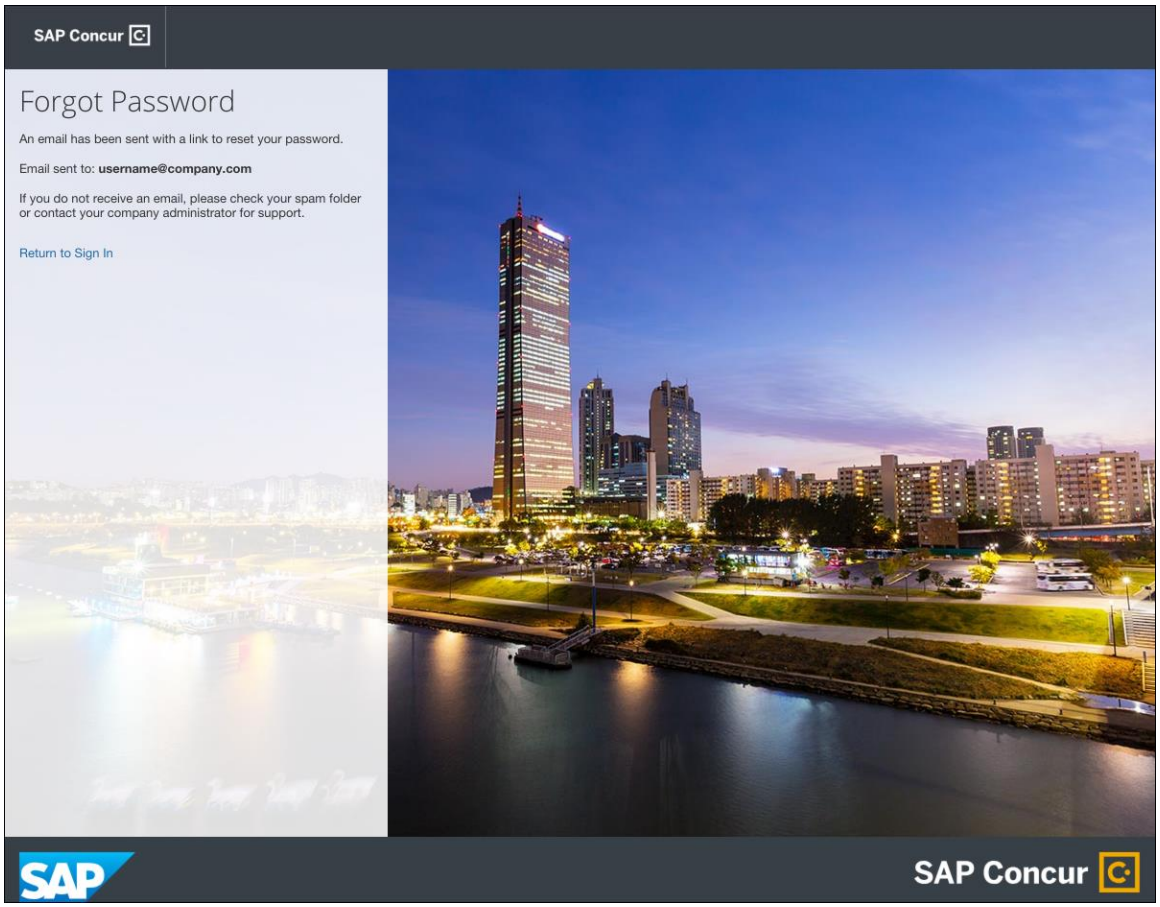
INVALID PASSWORD

If a user forgets their password, an on-screen message will appear alerting the user. The user will then click **Send** to have a password reset email sent to their verified email account.

SAP Concur compares the email address entered by the user to the email address in the user's SAP Concur profile. If the email addresses match, then SAP Concur generates a one-time sign-in token (link) that can be used for one hour.



The user will see an on-screen affirmation indicating that an email was sent to them. The user will click **Return to Sign In** page to return to the **Sign In** page.



Configuration / Feature Activation

Configuration information will be provided in a future release note.

TripLink

Planned Changes New TripLink Supplier: HRS Corporate Booking Portal

Overview

SAP Concur will be releasing a new TripLink partner for all Concur customers that have TripLink and have a corporate booking portal with HRS. The new HRS Corporate Booking Portal app listing in Concur App Center will allow travel administrators to connect their Concur environment with their dedicated HRS Corporate Booking Portal. After connecting the two systems, all users can make reservations on www.hrs.com or on the HRS iOS or Android app, receive their company's negotiated rate where available, and receive their itinerary in their Concur account.

BUSINESS PURPOSE / CLIENT BENEFIT

This integration will allow users to book directly on the HRS.com website or via the HRS app (iOS and Android), receive their company's discounted rate and automatically bring bookings into Concur without the need to email a user's itinerary to plans@concur.com, providing immediate visibility into traveler spend, duty of care, and monitoring of policy rules, if applicable.

Learn more about HRS Corporate solutions: https://corporate.hrs.com/int

TripLink App Center Listing:

https://www.concursolutions.com/nui/appcenter/listings/5c09e1b4dba771bb00adc90f

Public App Listing:

https://www.concursolutions.com/listings/5c09e1b4dba771bb00adc90f

Client Admin Reference Page:

https://www.concurtraining.com/en-us/triplink/suppliers/HRS

Integration Availability:

Global on www.HRS.com and on HRS iOS and Android Apps

Additional information will be available in future release notes.

Concur Hipmunk

No Planned Changes This Month

Client Notifications

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

The *SAP Concur Release Notes – Monthly Browser Certifications* document lists current and planned browser certifications. The document is available with the other SAP Concur monthly release notes.

The *Concur Travel & Expense Supported Configurations – Client Version* guide is available with the setup guides, user guides, and other technical documentation.

📖 For information about accessing all release notes, browser certifications, setup guides, user guides, other technical documentation, and supported configurations, refer to the *Additional Release Notes and Other Technical Documentation* section in this document.

Subprocessors

SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: SAP Concur list of Subprocessors

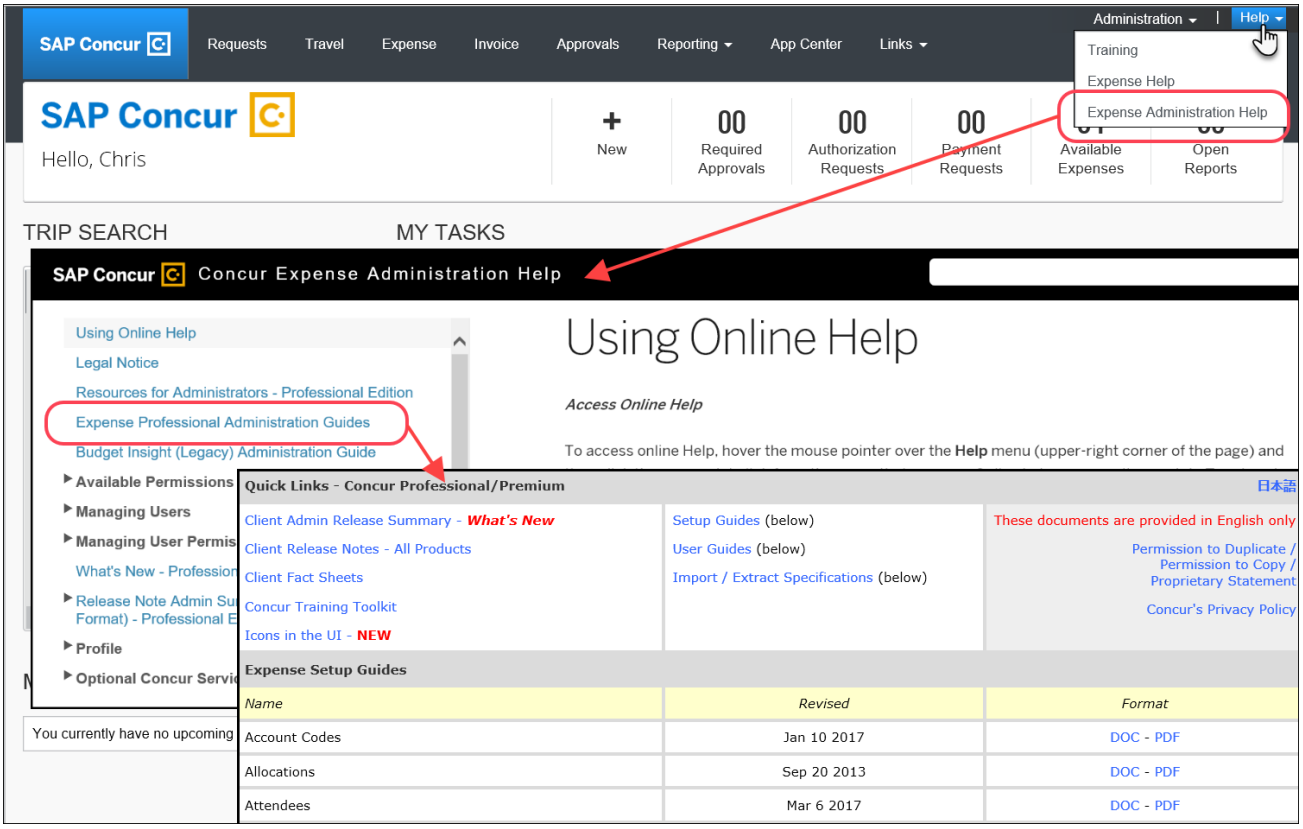
If you have questions or comments, please reach out to: Privacy-Request@Concur.com

Additional Release Notes and Technical Documentation

Professional Edition

Online Help – Admins

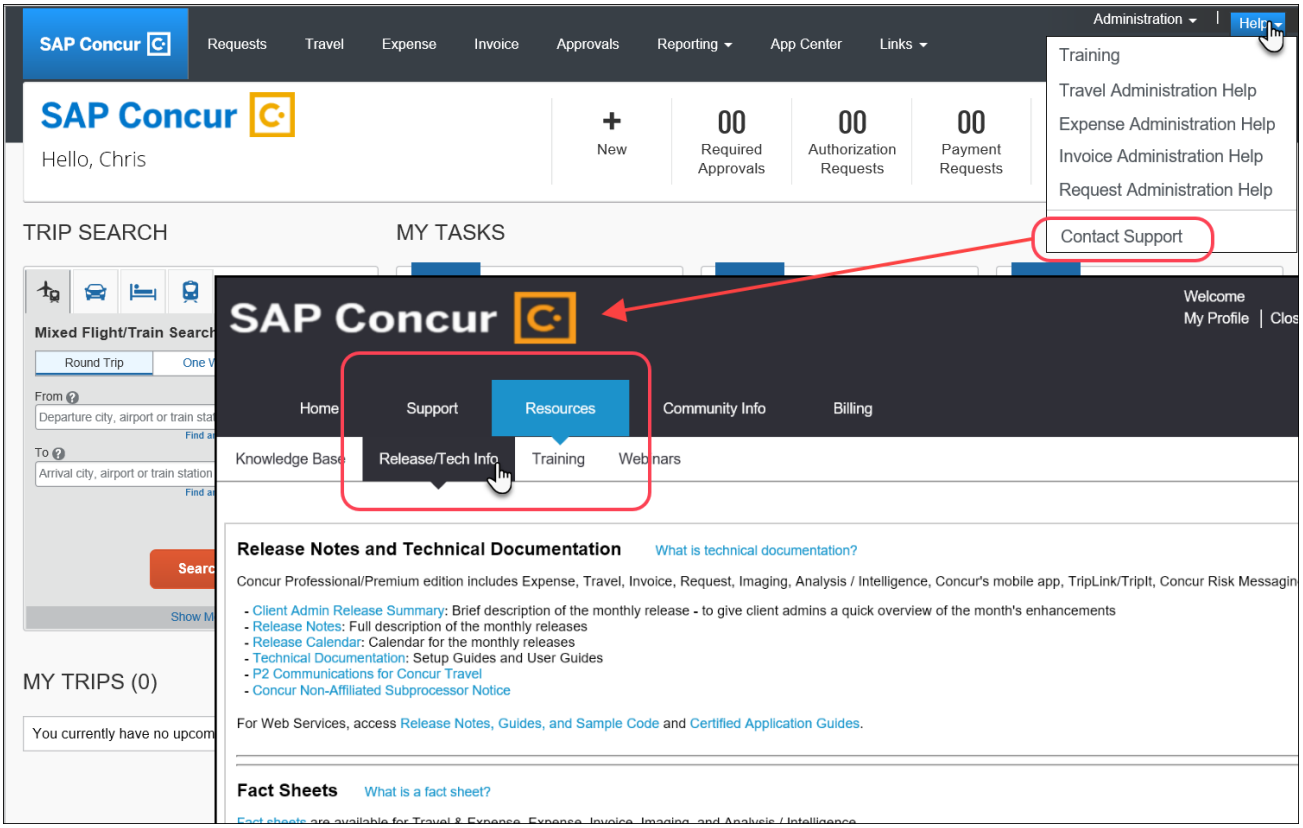
Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help in Concur.



Concur Support Portal – Selected Users

Selected users within the company can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via the Concur Support Portal.

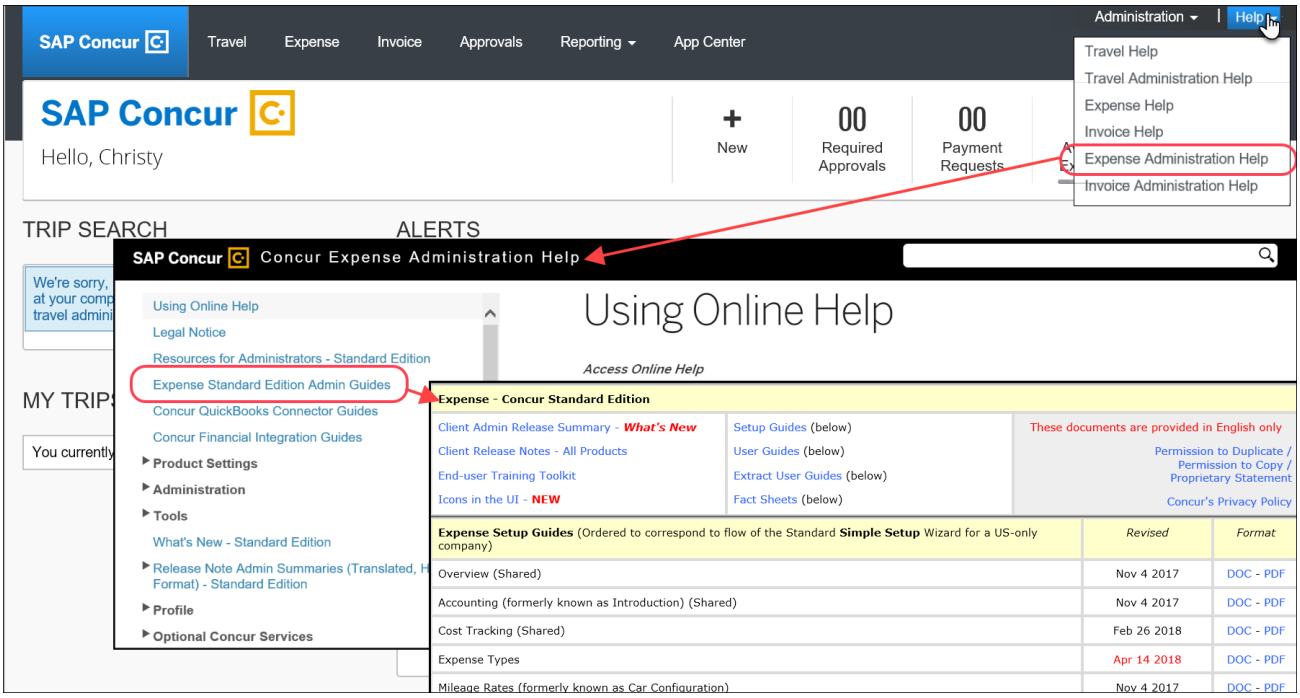
If a user has the proper Concur Support Portal permissions, then the **Contact Support** option is available to them on the **Help** menu. The user clicks **Help > Contact Support**. On the Support page, the user clicks **Resources** > **Release/Tech Info**.



Standard Edition

Online Help – Admins

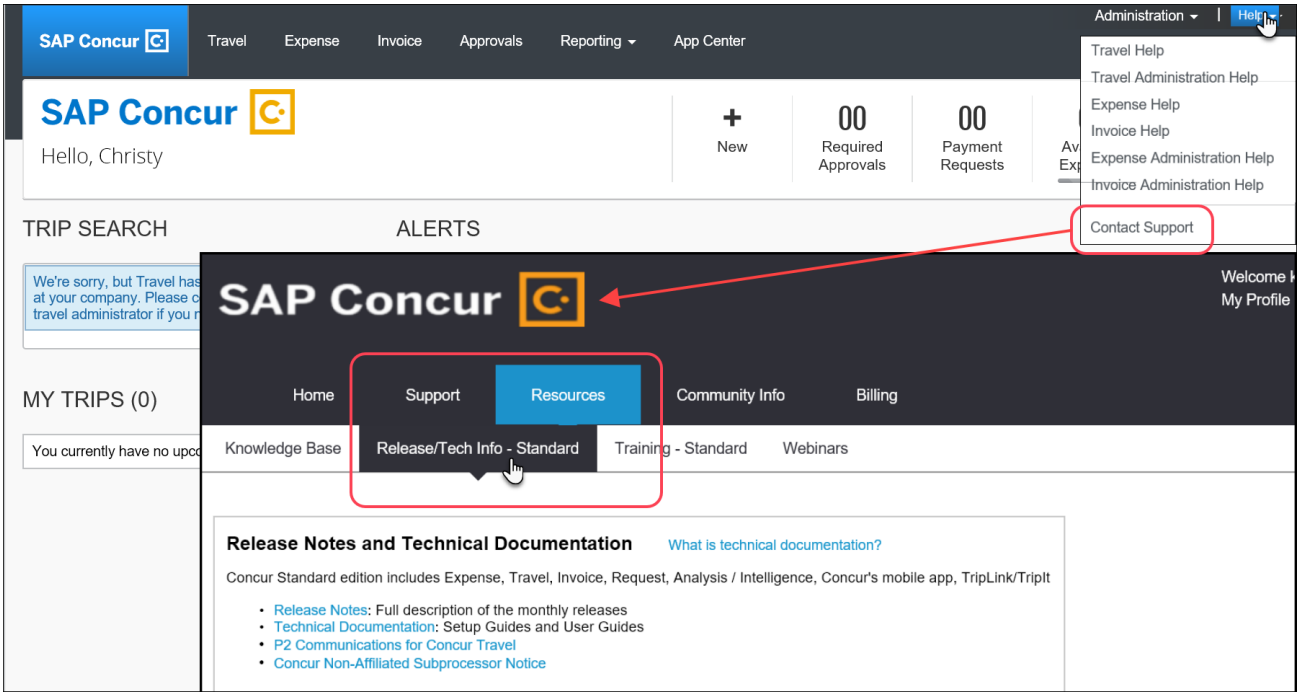
Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help in Concur.



SAP Concur Support Portal – Selected Users

Selected users within the company can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via the SAP Concur support portal.

If a user has the proper SAP Concur support portal permissions, then the **Contact Support** option is available to them on the **Help** menu. The user clicks **Help > Contact Support**. On the support page, the user clicks **Resources** > **Release/Tech Info - Standard**.



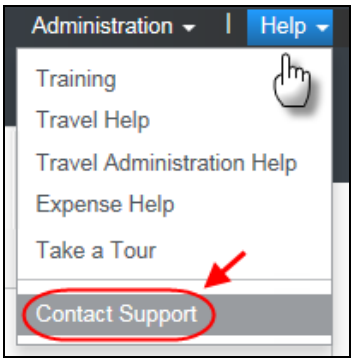
Cases

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**.



The **Concur Support** page displays.

NOTE: If you do not have the option to contact 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. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

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SAP Concur Release Notes **Concur Hipmunk and TripLink**	
Month	**Audience**
Release Date: February 9, 2019 Update #1: Tuesday, February 19, 2:30 PM PT	Client – FINAL

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Concur Hipmunk and TripLink

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

Concur Hipmunk provides a travel solution, integrated with Concur Expense, for clients who aren't ready for a fully managed travel program and who don't have a Travel Management Company (TMC) relationship. The Concur Hipmunk solution also includes all the benefits of TripLink, including TripIt Pro. Refer to the Concur Hipmunk Mid-Cycle Release Notes page for features released between the monthly releases.

Release Notes

General

New SSL Certificate for concursolutions.com

Overview

In an effort to ensure the ongoing security of our products and services, SAP Concur has issued a new concursolutions.com SSL certificate. ***The current certificate will expire on March 16, 2019.***

Any customer who has pinned this expiring certificate will need to update to the new certificate prior to March 16, 2019. If the pinned certificate is not updated prior to March 16, 2019, your organization and users will experience disruption to SAP Concur products and services.

Customers who have not pinned the certificate do not need to take any action as the new certificate is updated automatically. Most customers do not pin the certificate.

Please be aware: As an enhancement to our Security and Compliance program, this certificate will be updated on an annual basis.

BUSINESS PURPOSE / CLIENT BENEFIT

This update provides ongoing security for our products and services.

Configuration / Feature Activation

The new SSL certificate can be downloaded here:
http://assets.concur.com/concurtraining/cte/en-us/concursolutions.cert.pem

Ongoing Email Infrastructure Change - Add IP Addresses to Safe Sender List

Overview

SAP Concur is transitioning to a new email infrastructure for outbound email from our services to SAP Concur users. Because of this, companies who filter inbound email based on the sending IP address ***must*** add new IP addresses to their Safe Sender list to ensure that their users receive email from SAP Concur.

IMPORTANT: All Services Will Soon Be Affected

Initially, the issue described here affected only companies that use Concur Expense. Starting in January, email from other SAP Concur services (such as Travel and Concur Pay) will move to the new email infrastructure.

We will continue to add other services throughout the first quarter of 2019. Please monitor the release notes for more information about the timing of the additional changes.

NOTE: Remember, this change affects only companies that filter incoming email based on IP addresses.

Configuration / Feature Activation

The new IP addresses are not published publicly but they are available by contacting SAP Concur support. If your company uses Concur Expense and if your company filters incoming email based on IP address, please work with your email server management team to ensure that all required Safe Sender lists for IP addresses are updated so that your users continue to receive SAP Concur email without interruption.

Ongoing Updated Email Format

Overview

SAP Concur has provided a release note about the updated email notifications for several months. ***Be aware that we will discontinue this release note in two months.***

IMPORTANT

Note the following:

- Be aware that the email content has not changed – just the look and feel has been updated.
- The changes will appear over time. Each product team (Expense, Invoice, Travel, etc.) decides when to use the new format. Timing will be based on resource availability and the priority of other scheduled enhancements.

  NOTE: One sample from Expense is shown below. No other samples from other products will be shown in these release notes.

- Do not expect that all product emails will change at the same time. For example, perhaps Expense approval email will be first, and then other Expense notifications will follow.
- There is no assigned end date to the project. Expect that the changes may take longer than a year.

IMPORTANT for SSO Customers

For customers who use SSO, in some cases, such as the expense report status change email, a lengthy URL may be replaced with www.concursolutions.com. Since some URLs can reach 200 characters in length, the decision was made to provide the www.concursolutions.com link instead, provided a better experience for users.

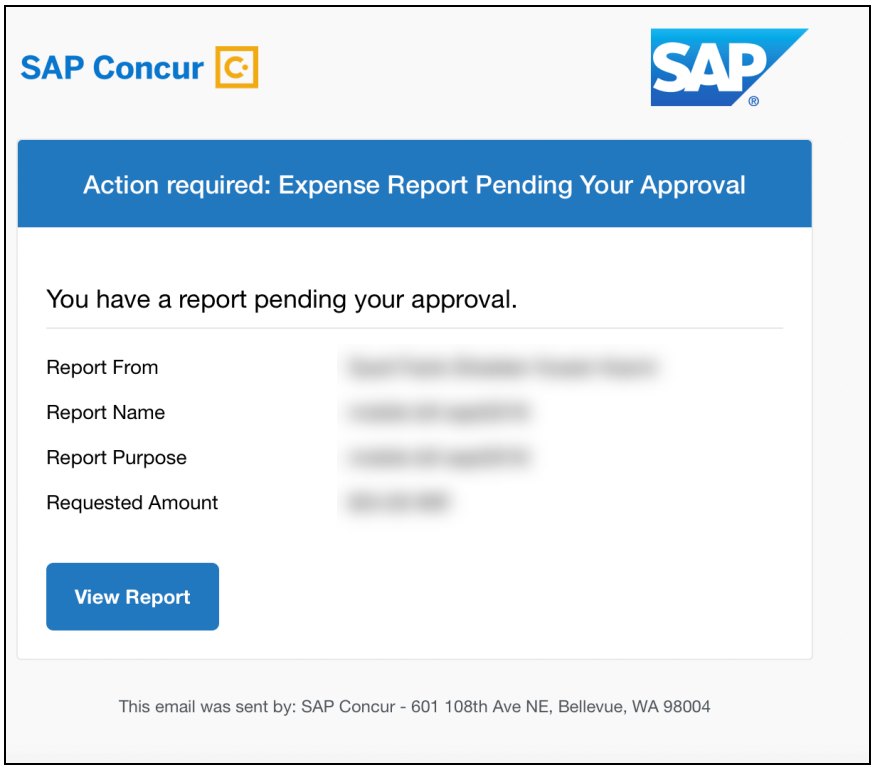
NOTE: Even though clients can define URLs that are an acceptable length, the SAP Concur system appends additional characters – primarily to satisfy mobile requirements – and those extra characters can extend the URL up to 200 characters.

The link in the email still works as it always has – redirecting the user for proper SSO authentication. The user can see the underlying URL at any time by hovering the mouse pointer over the www.concursolutions.com link.

This change does not affect those emails where the user clicks a button – instead of a link – to access Concur Expense.

What the User Sees

New email look-and-feel:



Configuration/Feature Activation

This change will occur, over time, automatically; there are no additional configuration or activation steps.

Security Questions Available When Using the SAP Concur Support Portal

Overview

Prior to 2017, Authorized Support Contacts (ASCs) using the SAP Concur support portal were required to answer security questions prior to interacting with support. This feature was retired while it was being redesigned.

As of January 3, the feature is again available.

BUSINESS PURPOSE / CLIENT BENEFIT

Customers appreciate this feature because it provides another layer of security – it prevents someone from impersonating:

- An ASC and then requesting an improper or unexpected configuration change

  – or –
- An end user and then accessing their confidential data

What the ASC Sees

ASCs can turn on the feature, as described below. Note the following about the Security Questions feature:

- It is optional and OFF by default.
- Any ASC can enable the feature for:
  - All ASCs within the company
  - All end users within the company (if they use the User Support Desk service)
  - All ASCs ***and*** end users within the company (if they use the User Support Desk service)

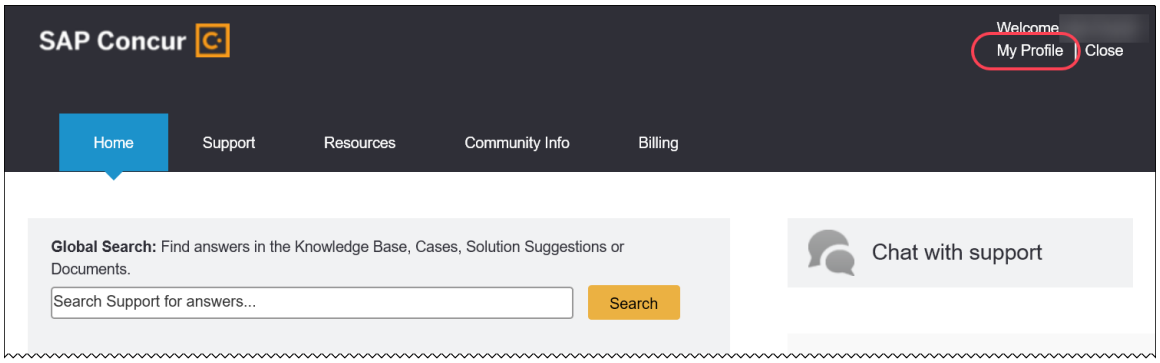
Be aware that:

- If an ASC enables the feature, then it is enabled for all the company's ASCs/end users (depending on the option selected when enabled).
- Using security questions applies to everyone, but each ASC/end user defines which security questions they answer.
- Any other ASC can change which audience has to answer the questions or even disable the feature.
- All ASCs within a company should discuss and agree on their plan for this feature. The action of the ASC enabling/disabling the feature or changing the audience is not logged. It is very important that all ASCs in a company agree on how this feature will work for their company and who can make changes.

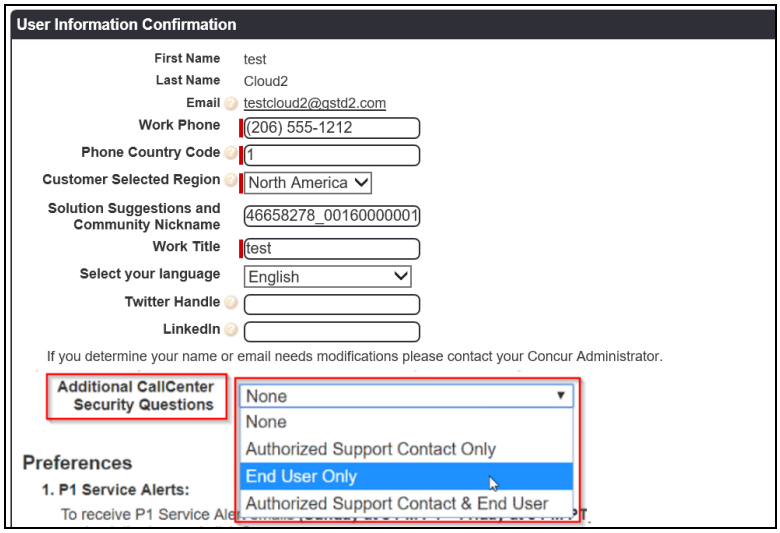
SAP Concur cannot enable this feature on behalf of a company or an ASC.

TO ENABLE

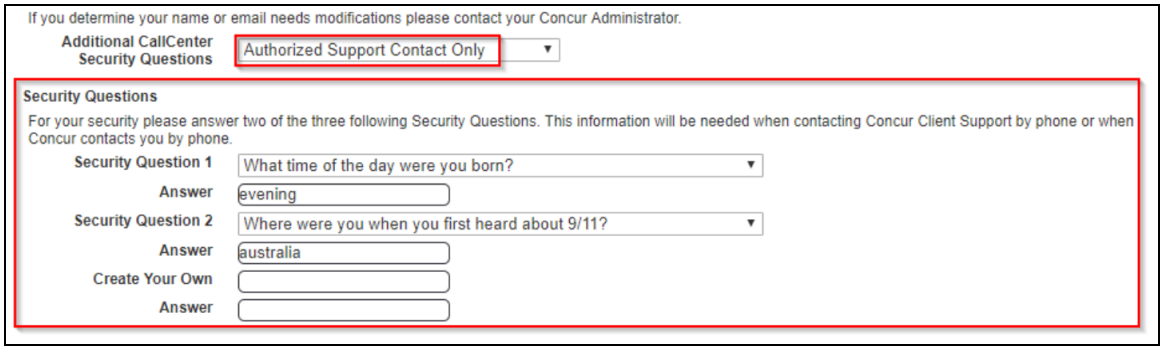
The ASC can enable/disable the feature in **My Profile** in the SAP Concur support portal.



On the **User Information Confirmation** page, the new **Additional Call Center Security Questions** section is used to enable the feature. The ASC can also define the security questions they want to answer.



When the ASC selects an option other than *None*, the section expands so the ASC can choose their desired questions.



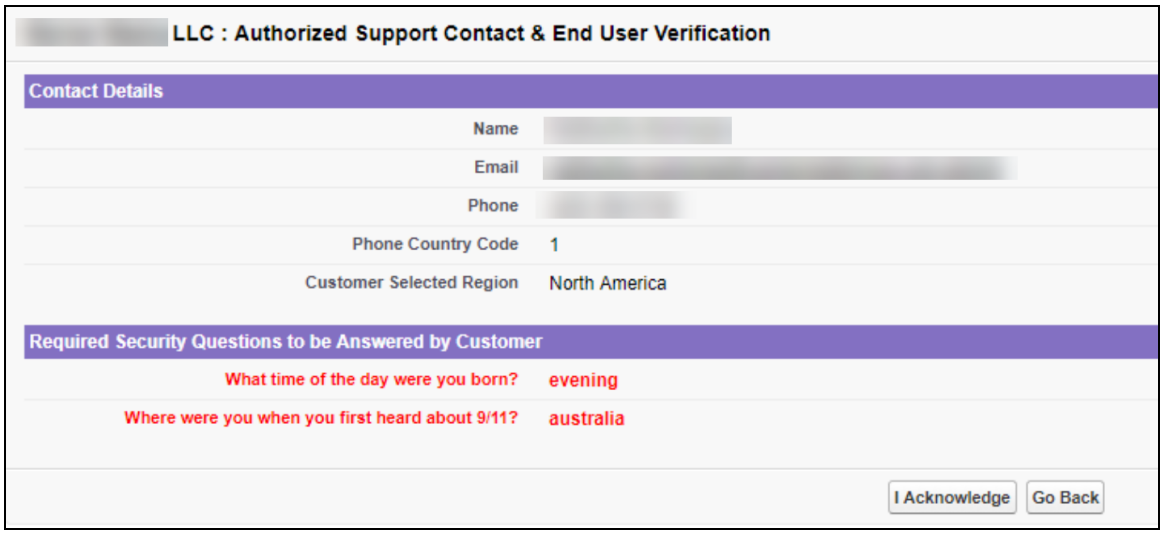
NOTE: Regarding the questions and answers provided by the ASC, they apply only to that ASC. They will be available only in that ASC's profile; they will not be seen by other ASCs or end users.

How it Works

Once the feature is enabled, when ASCs/end users (depending on the option selected when enabled) sign in to the SAP Concur support portal, they are presented with their **User Information Confirmation** page. They must answer their security questions and save.

NOTE: Once they have entered their answers, those answers are visible only to them and to SAP Concur employees.

Then, when the ASC and/or end user calls SAP Concur (or asks SAP Concur to call them back), the Support employee will access the caller's record and ask the security questions.



Then:

- If the caller answers the questions correctly, the Support employee clicks **I Acknowledge** and the call continues.
- If the caller cannot answer the questions correctly, the Support employee clicks **Go Back**. The caller is instructed to sign in to the SAP Concur support portal and review the questions/answers and make any necessary changes. The changes will be immediate and the questions can be asked again of the caller or the caller can call back once they update their questions.

Chat is not affected by the security questions. Since the user has already signed in with the proper credentials, the SAP Support employee will simply click **I Acknowledge**.

Configuration / Feature Activation

The feature is currently available.

TripLink

No New Features This Month

Concur Hipmunk

Features released between the monthly releases will be included in the Final release notes for each month. Refer to the Concur Hipmunk Mid-Cycle Release Notes page for feature details.

No New Features 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.

General

Planned Changes Archive Deactivated User Data

This information will no longer appear in the release notes.

📖 For more information about deactivated users, refer to the *General Information: Archiving Deactivated User Data Fact Sheet*.

Planned Changes New SAP Concur Sign In Page

Overview

SAP Concur is planning to add a new **Sign In** page, providing an updated login experience for users who log in with a user name and password credentials. Current Single Sign-On (SSO) users will log in without having to enter additional credentials. This feature is planned for 2019.

The new **Sign In** page feature includes the following:

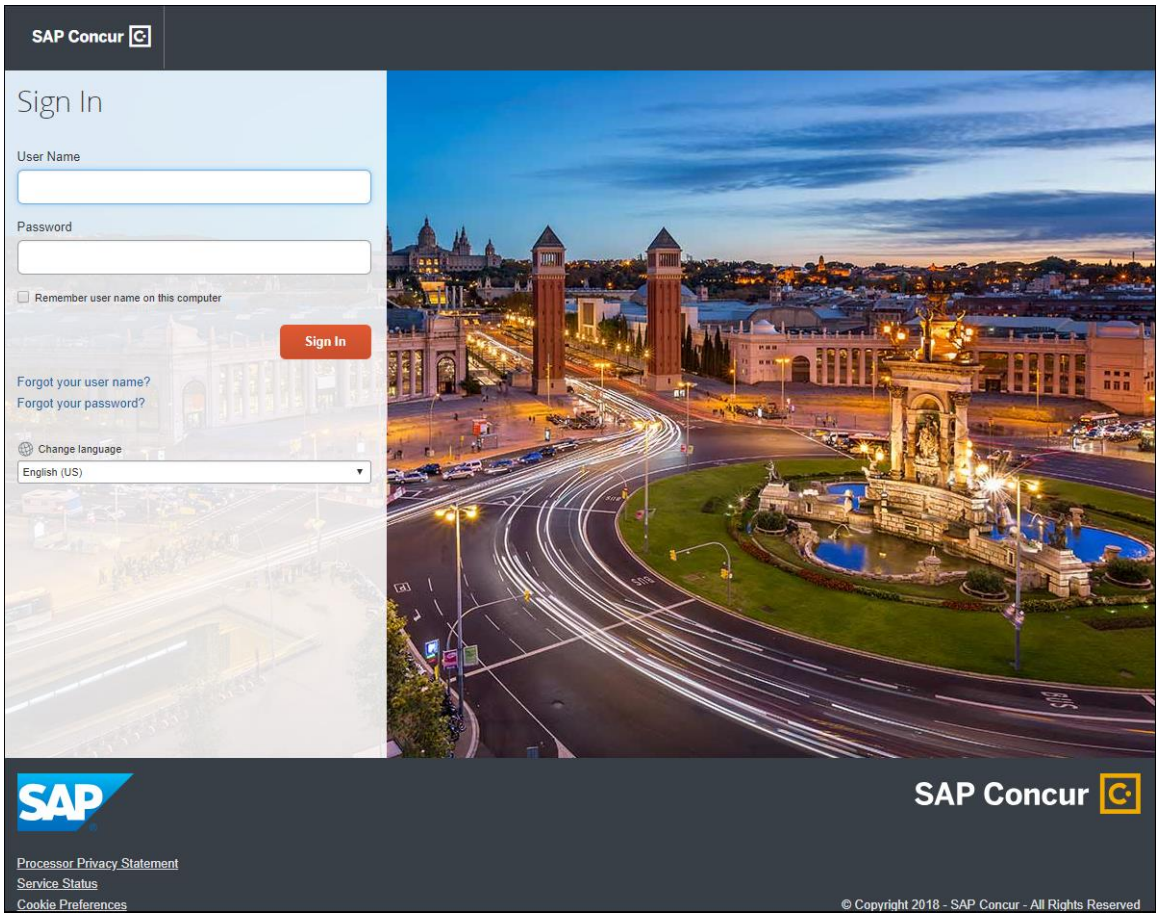
- **Two-step login:** provides enhanced security, meets current industry standards, and provides a better login success rate
- **Multi-account login:** allows administrators to log in with multiple accounts
- **Password hint removal:** provides better security for users and SAP Concur
- **User avatar:** enhances the user experience (planned for a future release)

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides better security and a faster, convenient experience for users logging in to SAP Concur products and services.

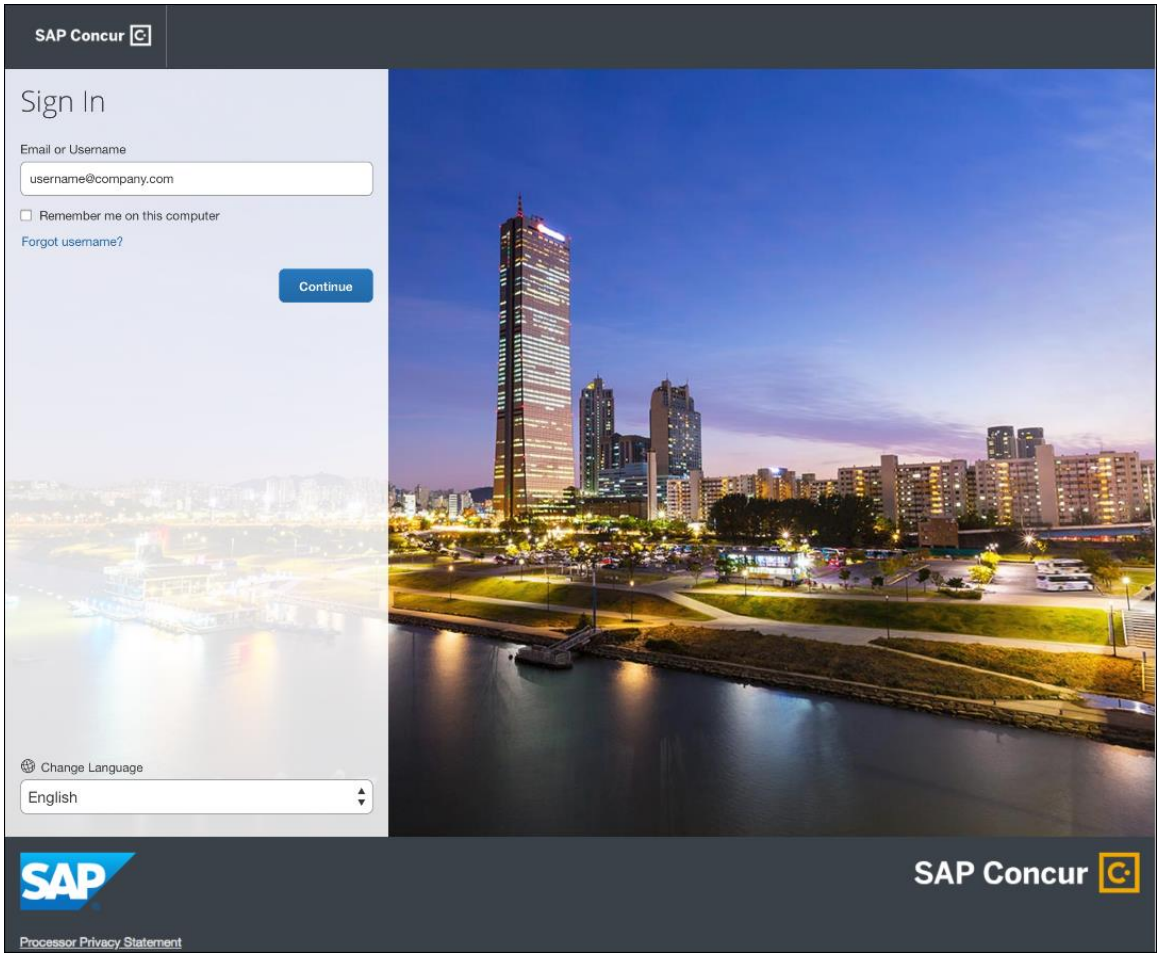
What the User Sees – Current Sign In Page

The SAP Concur **Sign In** page currently appears with **User Name** and **Password** fields, and a **Sign In** button. Once a user is authenticated, the SAP Concur **Home** page appears.



What the User Sees – New Sign In Page

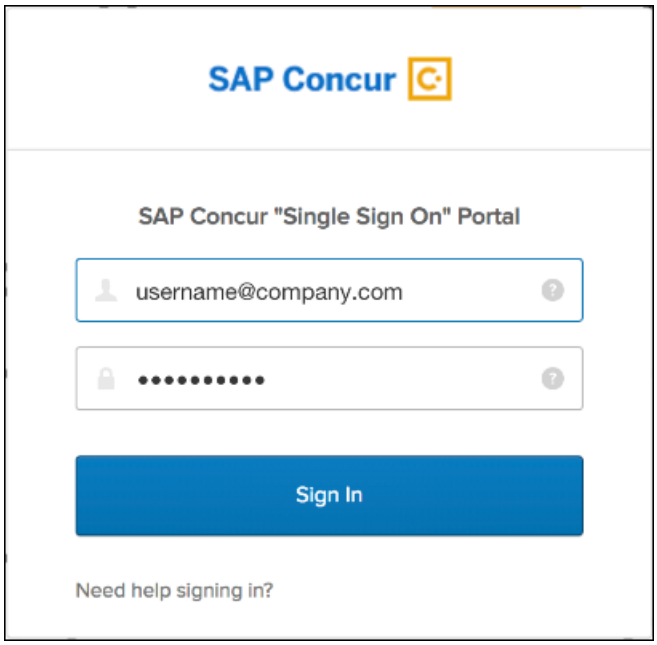
The new SAP Concur **Sign In** page will have an **Email or Username** field and a **Continue** button. The user will type in their email or username. The user can select the **Remember me on this computer** check box, so their email or username displays the next time they log in to SAP Concur. The user will then click **Continue**.



Depending on the customer's implementation of SAP Concur, users will then be directed to the designated Identity Provider (IdP) Single Sign-On portal or an additional **Sign In** page.

SSO Users

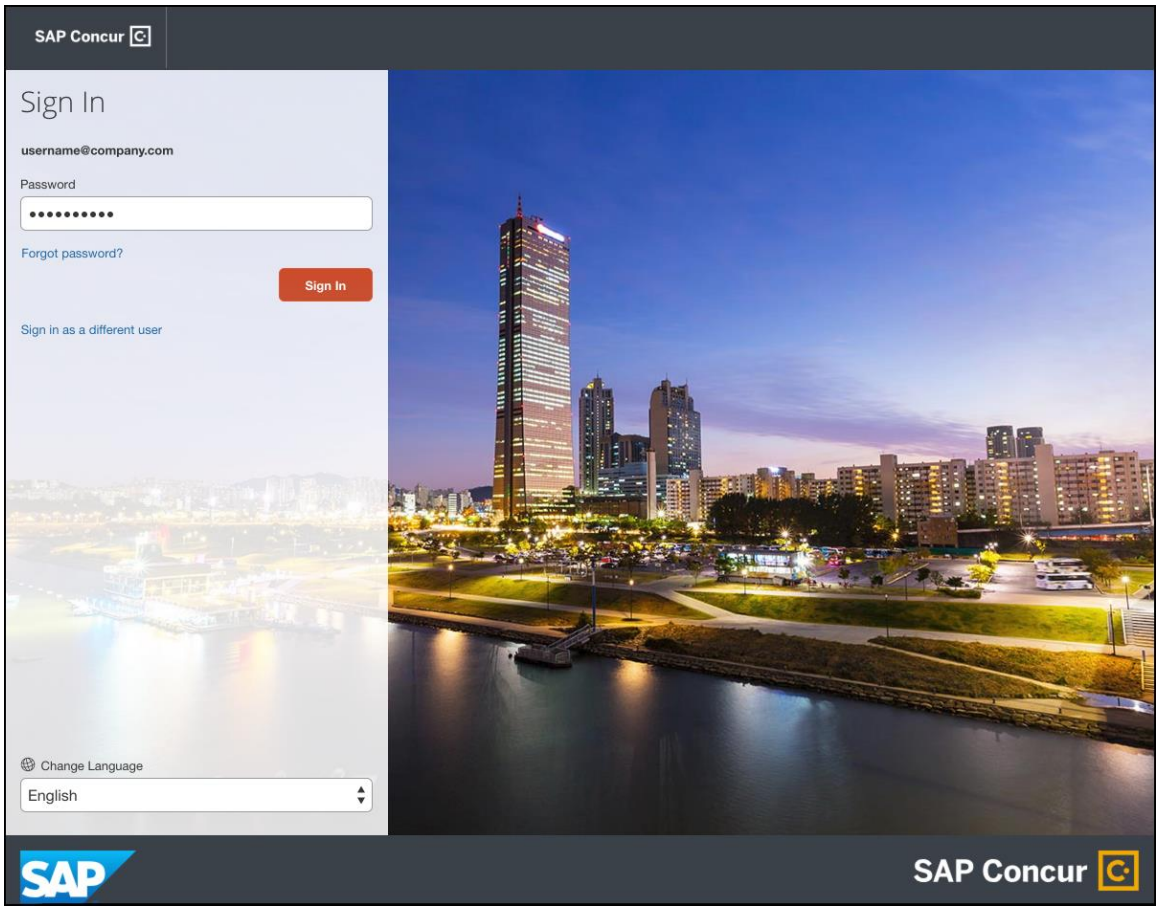
When the designated Identity Provider (IdP) Single Sign-On portal appears (similar to the one shown below), the user will enter their email or username and password, then click **Sign In**.



After being authenticated, the user will be directed to the SAP Concur **Home** page.

USERS WITH USERNAMES AND PASSWORDS

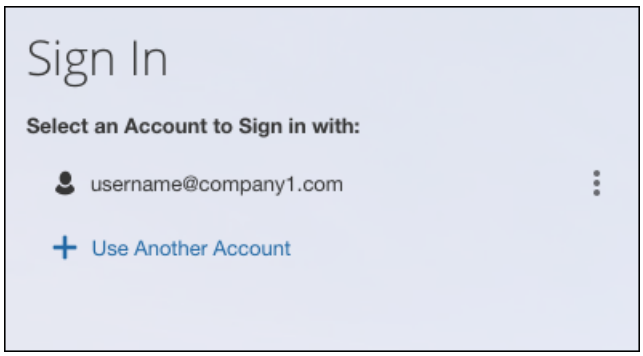
The user will be directed to an additional **Sign In** page. The user will enter a password and click **Sign In**. The system will then authenticate the user's credentials.



Once the user's password is verified, the SAP Concur **Home** page appears.

RETURN USERS

If a returning user selected the **Remember me on this computer** check box during their initial login session, they will see their email or user name display on the **Sign In** page. Users who did not select the **Remember me on this computer** check box will log in as they did initially.



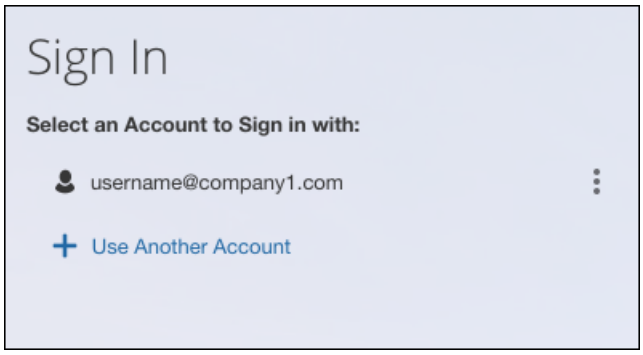
The user will click on their email or username, and then one of the following occurs:

- **SSO Users:** The user will be directed to the SAP Concur **Home** page.
- **Users with Usernames and Passwords:** On the **Sign In** page, the user will enter as password and then click **Sign In**. The user will then be directed to the SAP Concur **Home** page.

USERS WITH MULTIPLE ACCOUNTS

SAP Concur users with multiple login accounts have more than one login option depending on the user role or account they want to use. The user will first log in to SAP Concur using one of their accounts. Once successfully logged in, the user logs out of the system.

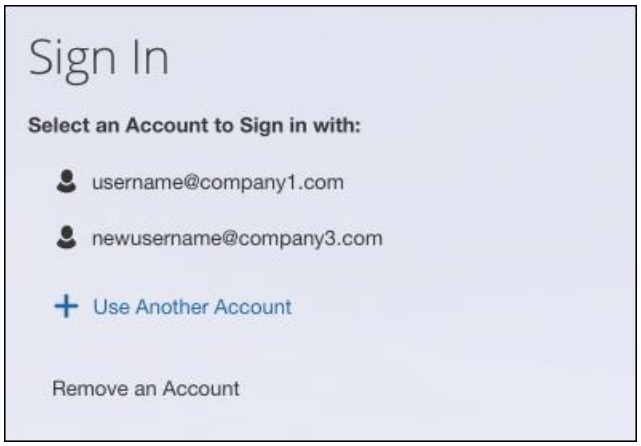
To add another account, on the **Sign In** page, the user clicks the **Use Another Account** link.



The next login step depends on the account type the user wishes to use:

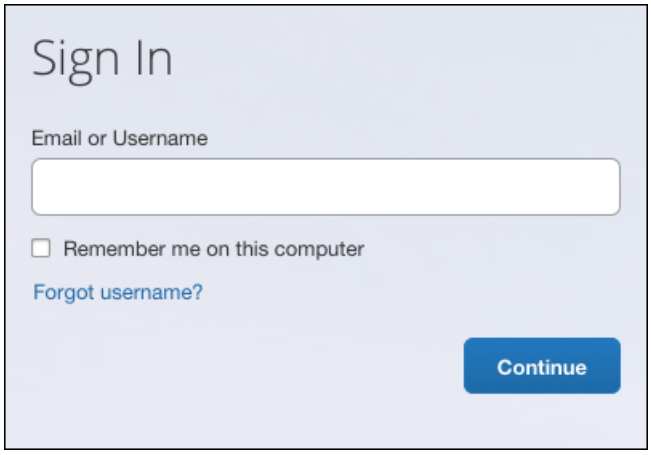
- **SSO Account:** If the user selects an account with SSO credentials, the user will enter an email, then the user will be directed to the IdP Single Sign-On portal. Once the user is authenticated, the SAP Concur **Home** page appears.
- **Username and Password:** The user is directed to an additional **Sign In** page to enter a password. The user then clicks **Sign In**. Once the user is authenticated, the SAP Concur **Home** page appears.

When all accounts are added, a return user will select the account they want to use to log in to SAP Concur.

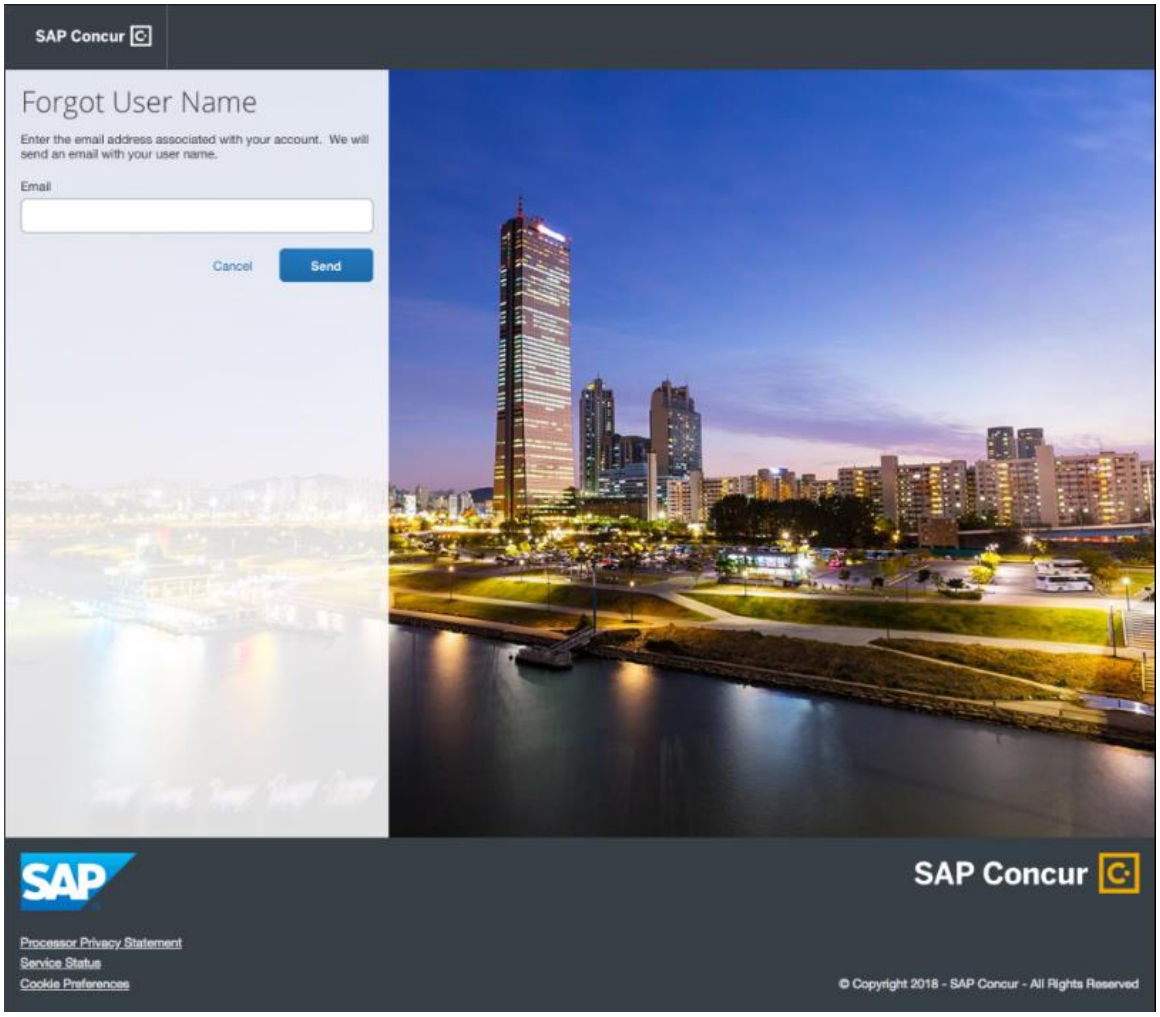


FORGOT USER NAME

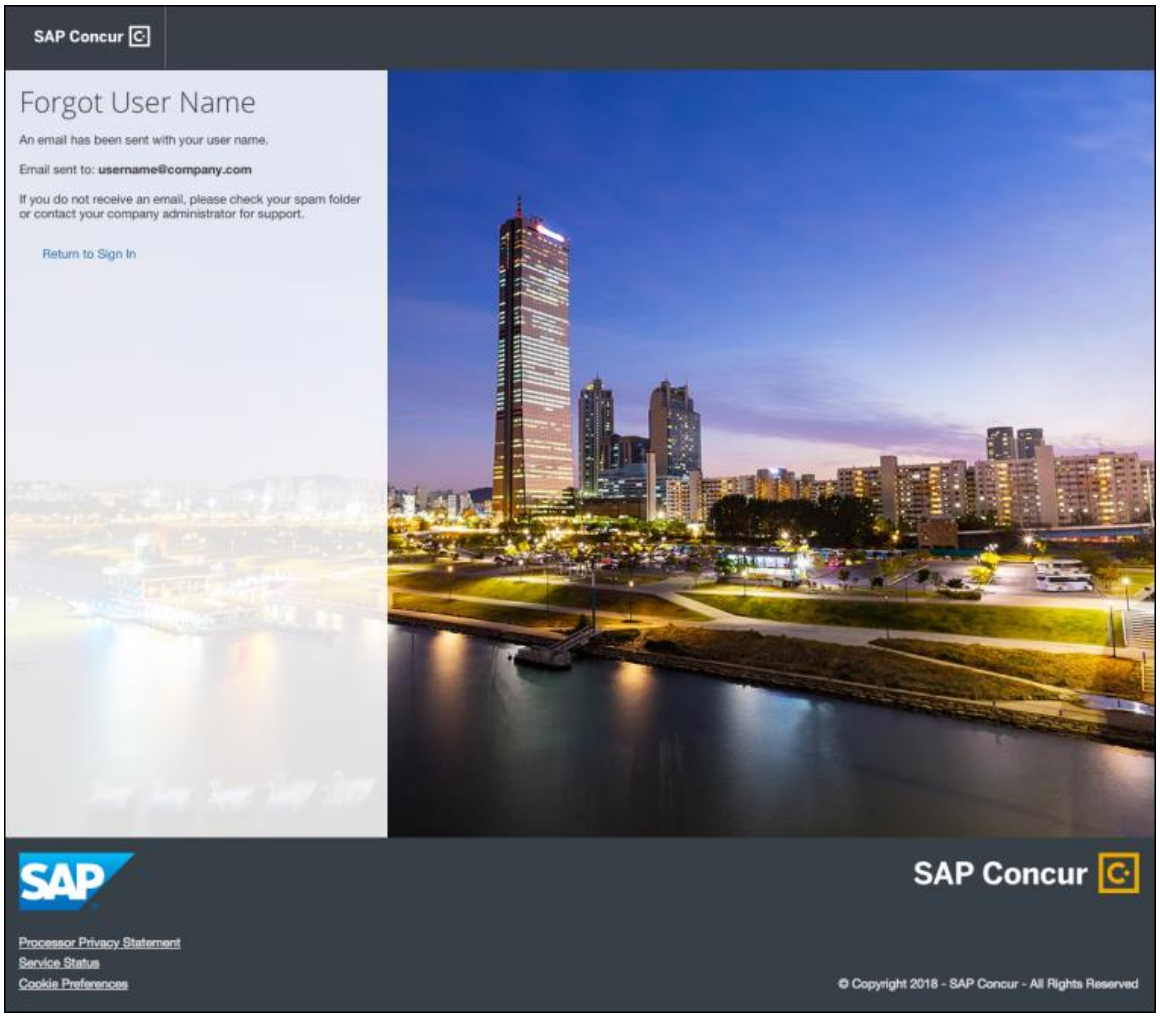
If a user forgets their user name, the user will click the **Forgot username?** link on the **Sign In** page.



Next, the **Forgot User Name** page appears, and the user will enter their email and click **Send** to have an email sent to a verified email account. This email will contain their user name.



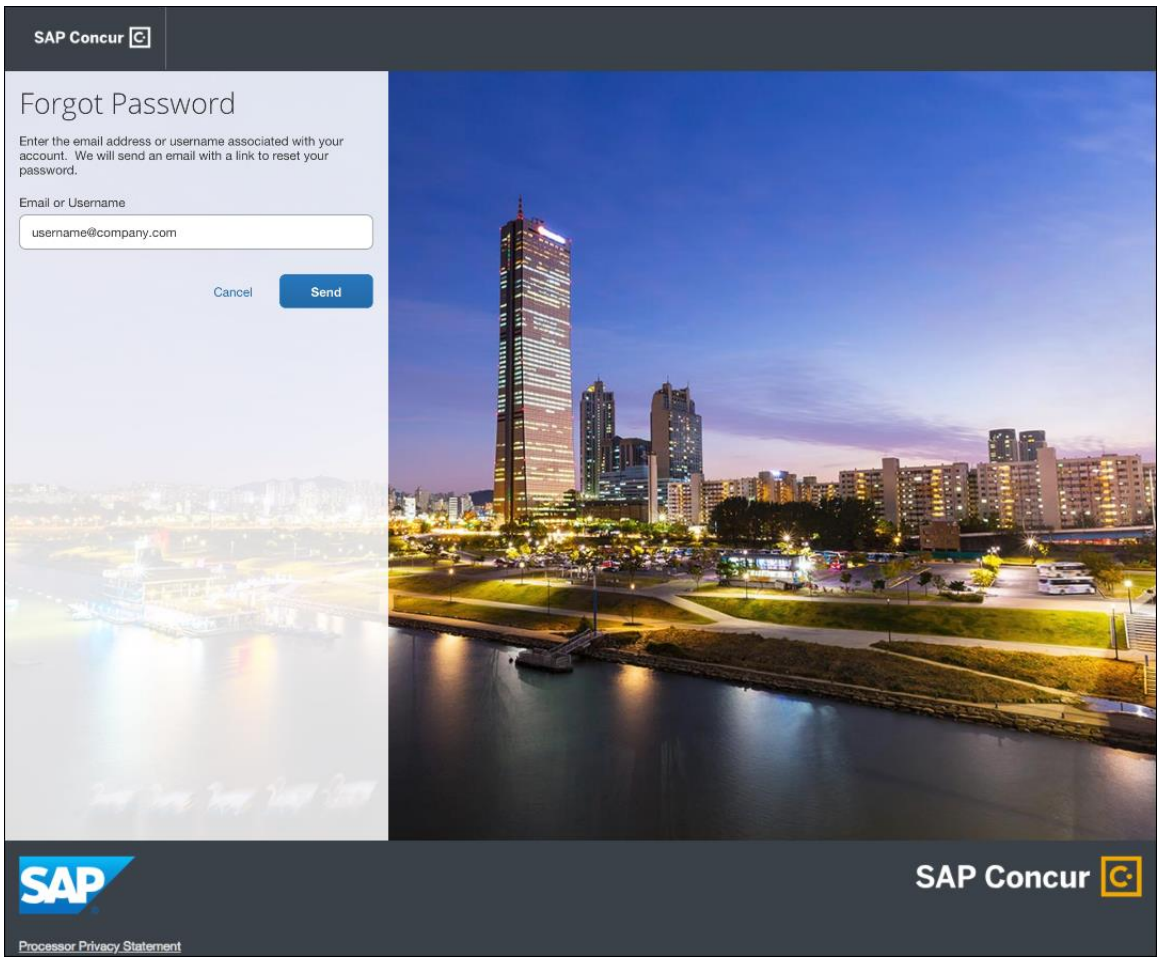
The user will see an on-screen affirmation indicating that an email was sent to them. The user will click **Return to Sign In** page to return to the **Sign In** page.



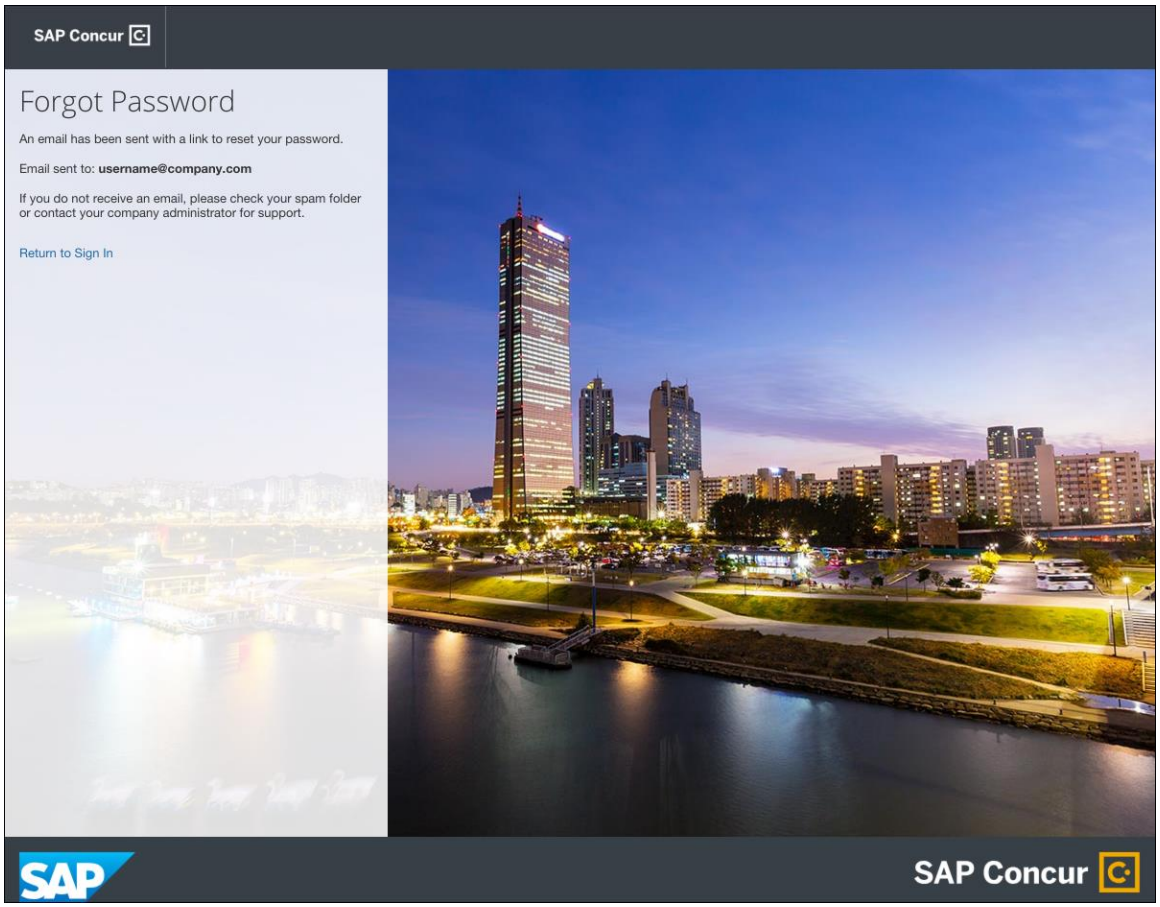
INVALID PASSWORD

If a user forgets their password, an on-screen message will appear alerting the user. The user will then click **Send** to have a password reset email sent to their verified email account.

SAP Concur compares the email address entered by the user to the email address in the user's SAP Concur profile. If the email addresses match, then SAP Concur generates a one-time sign-in token (link) that can be used for one hour.



The user will see an on-screen affirmation indicating that an email was sent to them. The user will click **Return to Sign In** page to return to the **Sign In** page.



Configuration / Feature Activation

Configuration information will be provided in a future release note.

TripLink

Planned Changes New TripLink Integration: HRS Corporate Booking Portal

Overview

SAP Concur will be releasing a new TripLink partner for all SAP Concur customers that have TripLink and have a corporate booking portal with HRS. The new **HRS Corporate Booking Portal** app listing in Concur App Center, visible only to TripLink customers, will allow travel administrators to connect their SAP Concur environment with their dedicated HRS corporate booking portal. After connecting the two systems, all users can make reservations on HRS corporate booking portal or on the HRS iOS or Android app, receive their company's negotiated rate where available, and receive their itinerary in their SAP Concur account.

BUSINESS PURPOSE / CLIENT BENEFIT

This integration will allow users to book directly on the HRS corporate booking portal or via the HRS app (iOS and Android), receive their company's discounted rate and automatically bring bookings into SAP Concur without the need to email a user's itinerary to plans@concur.com, providing immediate visibility into traveler spend, duty of care, and monitoring of policy rules, if applicable.

Learn more about HRS Corporate solutions: https://corporate.hrs.com/int

Integration Availability:

Global on HRS corporate booking portal and on HRS iOS and Android Apps

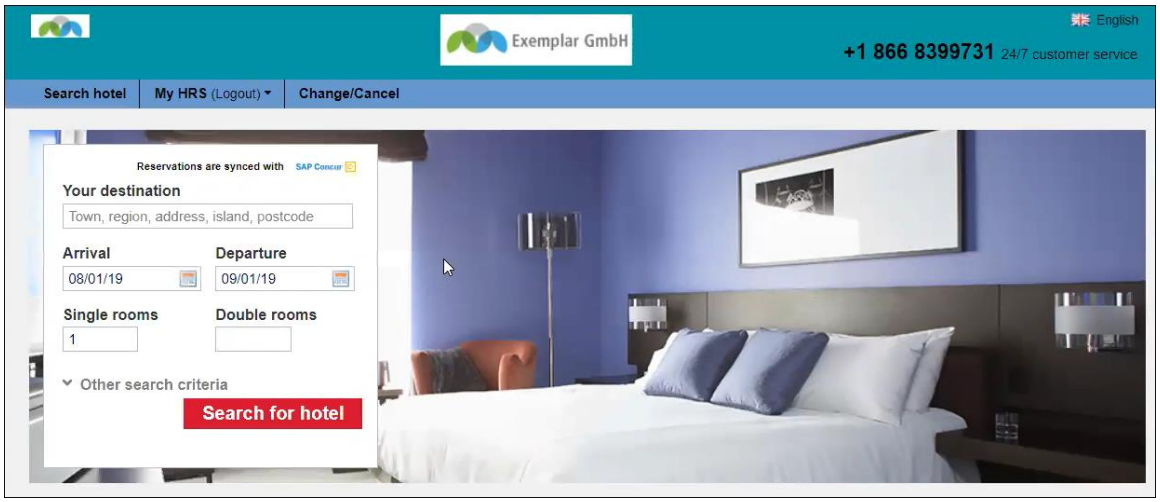
This integration works for customers that have purchased TripLink. The TripLink integration works with Concur Travel and Concur Travel and Expense.

What the User Sees

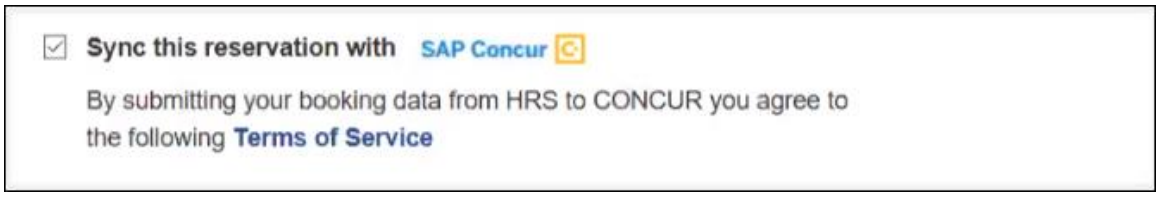
This is a company-level integration between SAP Concur and HRS corporate booking portal. Travelers making a reservation on their HRS corporate booking portal will see their reservations synced with SAP Concur, unless they clear (uncheck) the **Sync this reservation with SAP Concur** check box. This TripLink integration is unique to other TripLink supplier integrations, because it does not require individual user-level connections and thus individual SAP Concur users do not need to connect their accounts.

What will my travelers see when they book a corporate trip on HRS corporate booking portal or the HRS iOS or Android App?

After a company activates the HRS TripLink Corporate Booking Portal integration, the company's travelers will continue booking on their HRS corporate booking portal as before, taking advantage of their corporate rates with HRS. After logging in to HRS portal they will see that their reservations will be synced with SAP Concur.

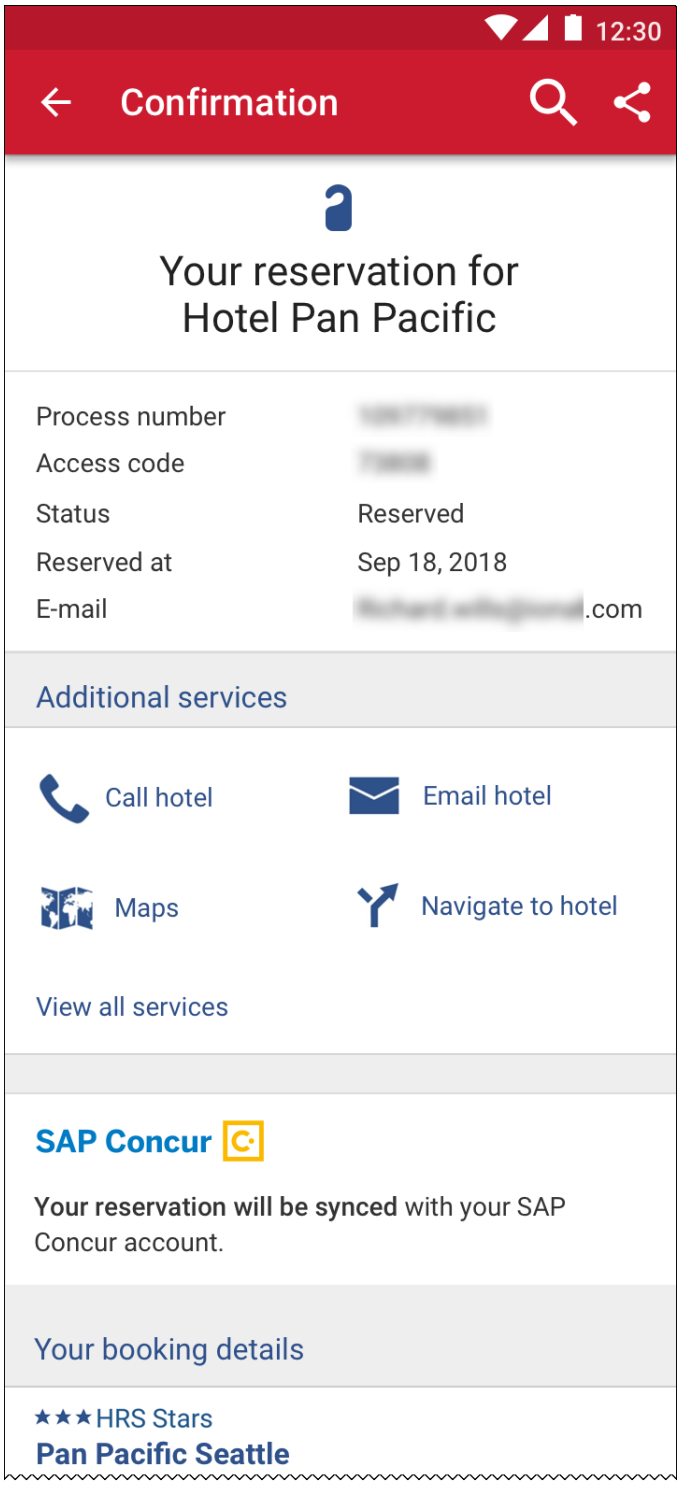


The user is reminded that the booking will be synced with their SAP Concur account prior to confirming the booking. If they clear (uncheck) the check box, their booking will not be synced with SAP Concur.



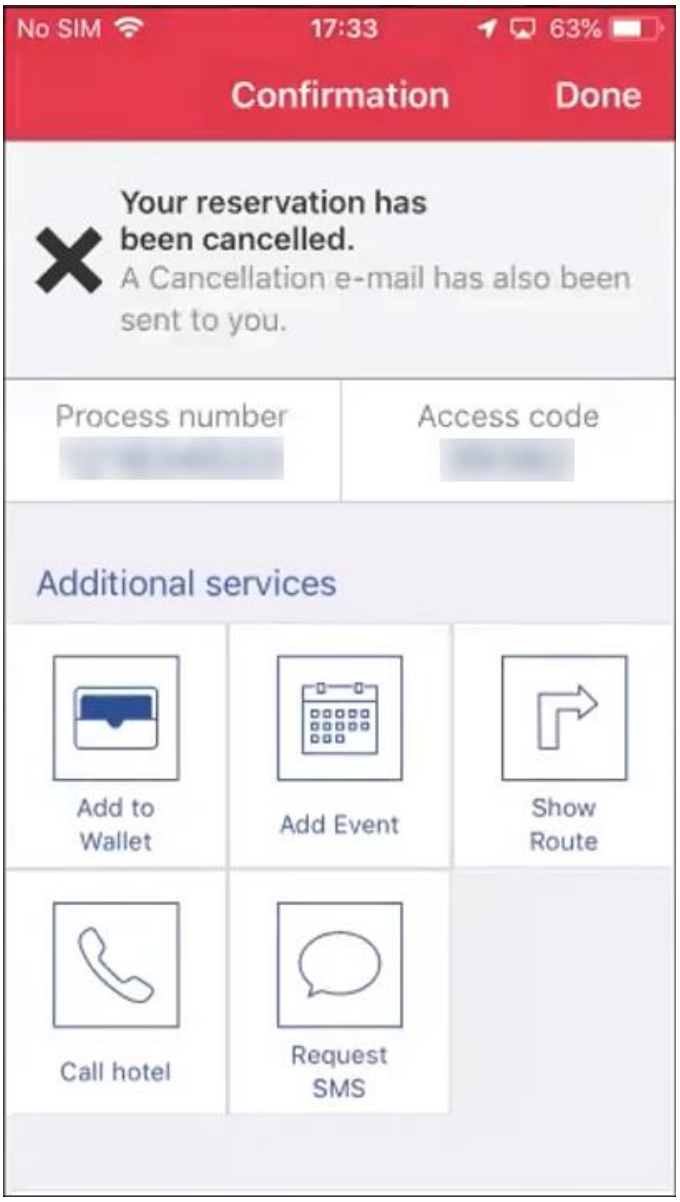
Once the traveler makes their booking, they are notified that their booking will be synced with Concur. The itinerary is immediately sent to SAP Concur and subsequent modifications will be posted as well.

Confirmation page on the HRS App:



Any updates to a reservation will be reflected in the traveler's SAP Concur account, and if the user cancels their reservation, it will be removed from their Concur Trip List.

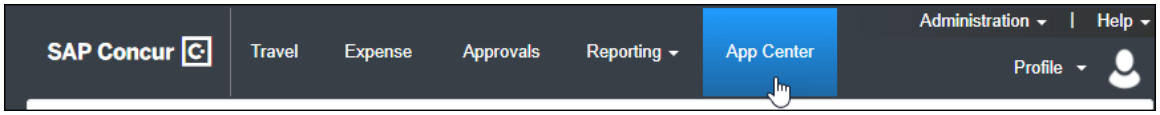
A cancelled reservation from the HRS App:



Travel Admins: Enabling the HRS Application

STEP 1: NAVIGATE TO CONCUR APP CENTER

Activating an Enterprise application requires that your company has enabled the App Center. If the App Center is enabled, you will see the **App Center** tab when logged into SAP Concur.



If the App Center tab is unavailable, please log a ticket with the Concur Helpdesk.

STEP 2: ADD OR CHECK PERMISSIONS

NOTE: This step can either be completed by your own authorized Concur Administrator with Web Services Administrator access, or you can log a ticket with the Concur Helpdesk to have this step completed for you by our SAP Concur support team.

If you do not have the appropriate Web Services Administrator permissions to activate the app, the **Connect** button will be disabled. If the **Connect** button is enabled, skip to step 3.

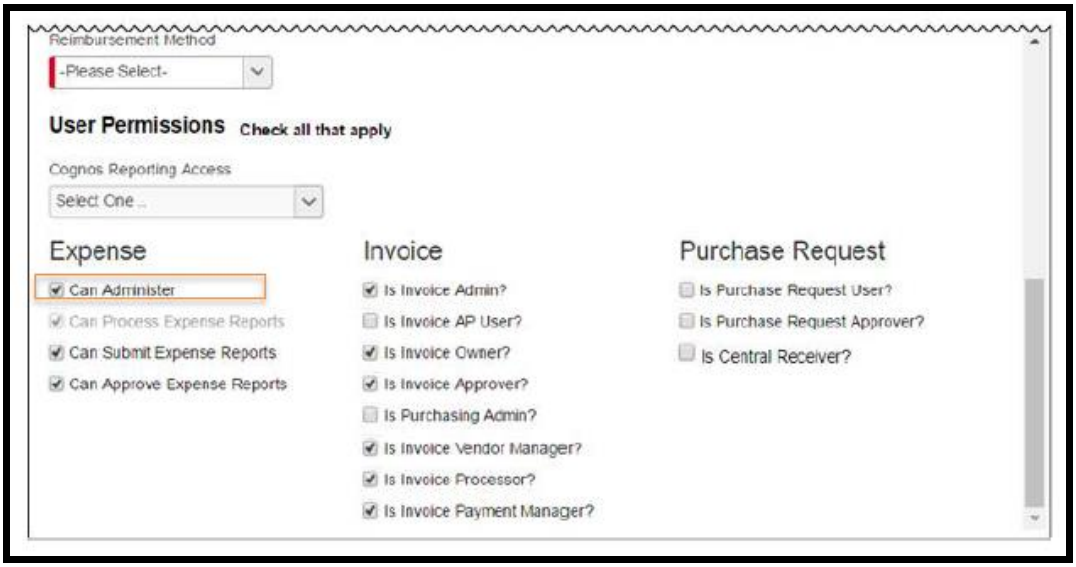
A user at your company with the appropriate permissions is required to activate the application. The instructions below provide information on adding the Web Services Administrator permissions for users that will be responsible for enabling and disabling enterprise applications.

To assign the Web Services Admin User Permission in Concur Standard Edition:

1. Click **Administration > Expense Settings**.
2. Click *Expense* in the **Product** list.
3. In the **Access To Concur** section, click **User Accounts**.

   The **Users** page appears.
4. Search for and select the user whom will activate the application.
5. Click the **Create/Edit User** button.

6. In the **User Permissions** section, select (enable) the **Can Administer** check box.

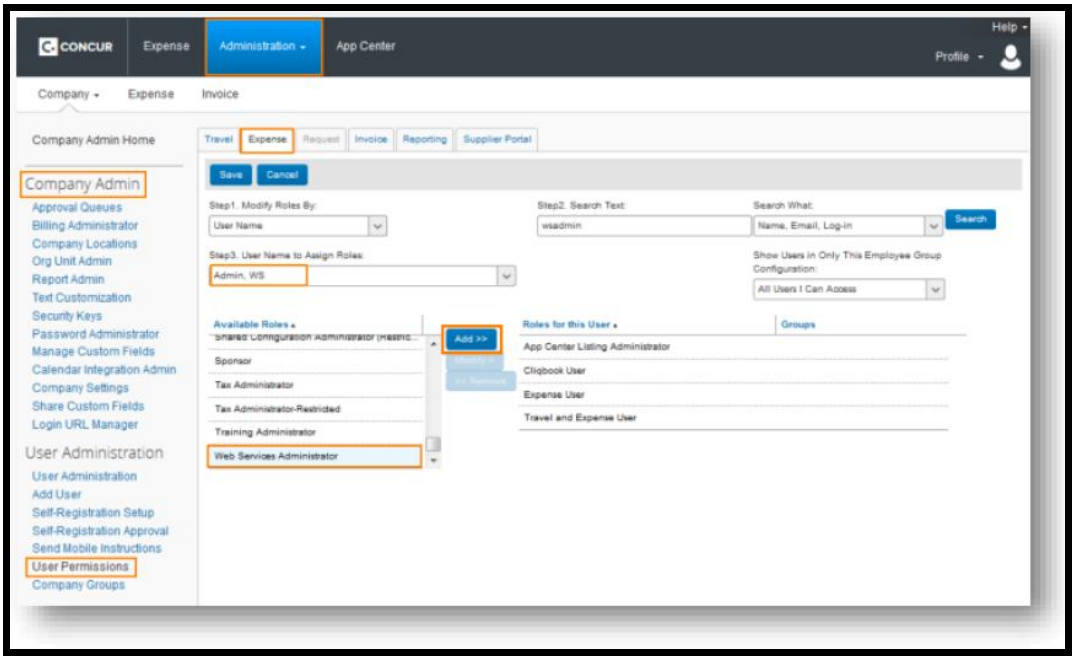


7. Click **Save**.

To assign the Web Services Admin User Profile in Concur Professional Edition:

1. Click **Administration > Company > Company Admin**.
2. Under **User Administration**, click **User Permissions** (left menu).
3. Search for the user whom will activate the application.

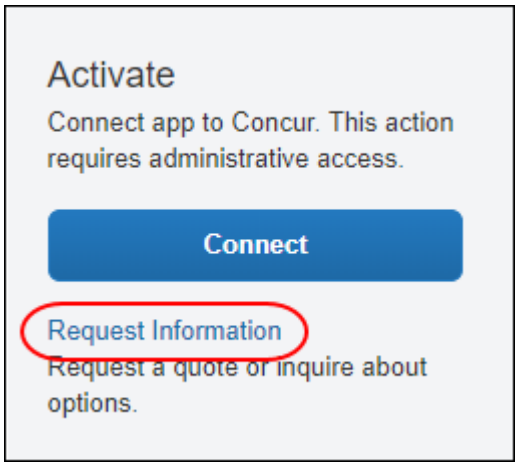
4. In the **Available Roles** list, click *Web Services Administrator*, and then click the **Add** button to assign the role to the user.

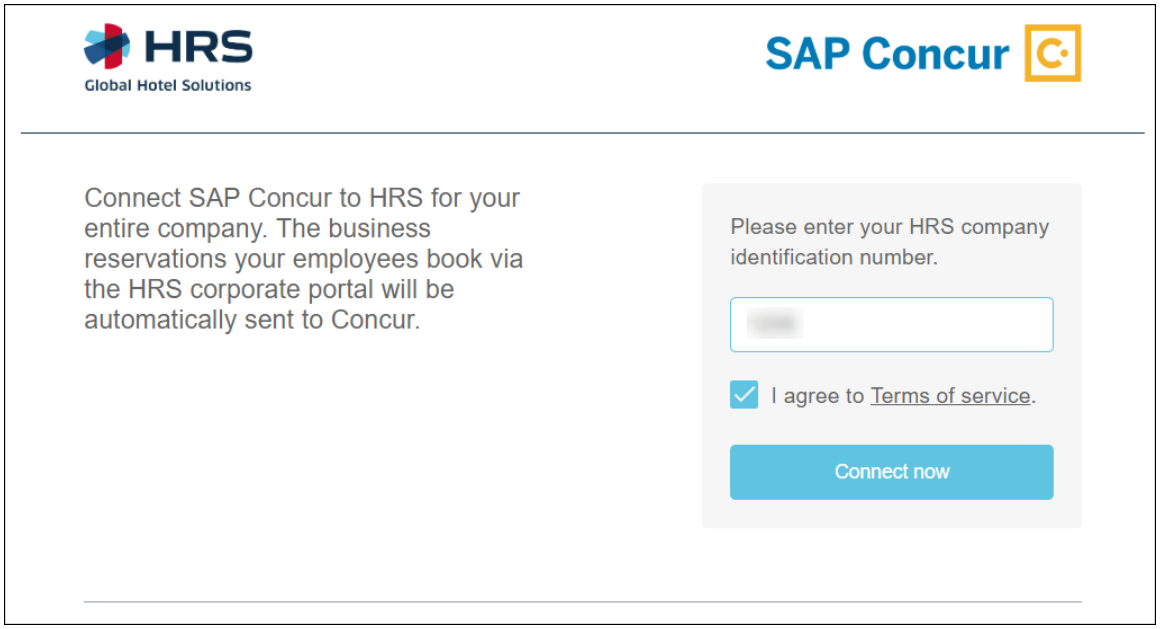


STEP 3: ENABLE THE APP

The Concur Web Services administrator may connect to the application from the App Center on behalf of the company.

Connecting to the application requires a unique HRS-issued company identification number. If you do not know your HRS-issued company identification number, contact your HRS account manager. Or, click the **Request Information** link.





Travel managers must communicate to their travelers that bookings made on the HRS corporate booking portal should be made with the traveler's First Name, Last Name and verified email address that is stored in the traveler's SAP Concur user profile so that the booking will sync with SAP Concur. In order to make a booking with email address or name that are different from those stored in a Concur Travel Profile, users will need to clear (uncheck) the **Sync this reservation with SAP Concur** checkbox.

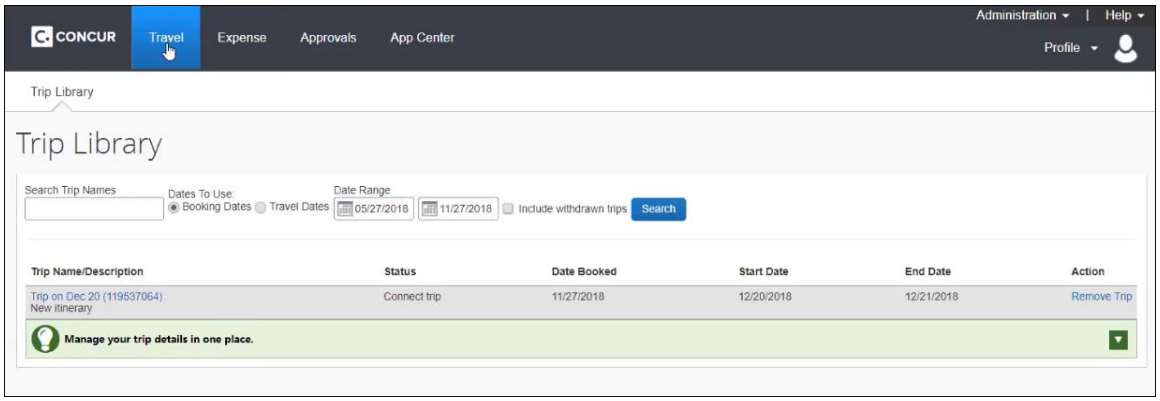
If a user's booking does not sync with SAP Concur, they should confirm that the first name, last name, and email address stored in their SAP Concur Profile are the same as the first name, last name, and email address used in the HRS Corporate booking portal. If the information matches, and the booking still does not sync, the user may need to clear their browser cookies and log in to HRS again to activate this integration.

Will changes and cancellations made on the HRS corporate booking portal or the HRS mobile apps be posted back to Concur?

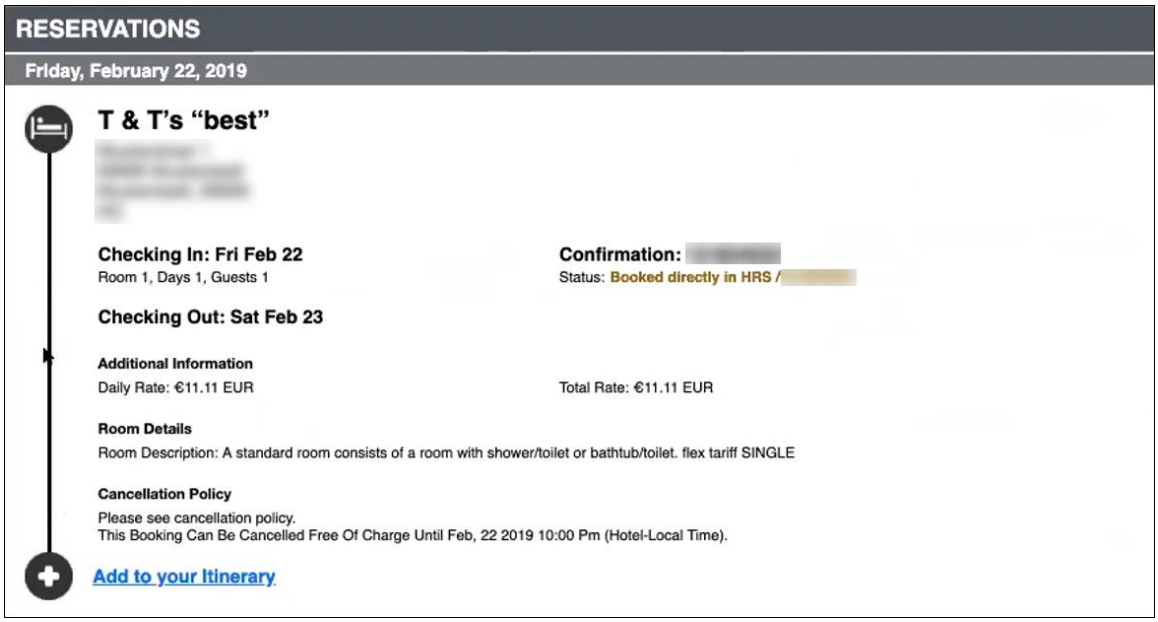
Changes to a user's reservation on their company's HRS corporate booking portal will be reflected in their SAP Concur account. HRS mobile apps do not allow changes to be made, it is recommended to cancel and create a new reservation.

Cancellations made on the corporate booking portal are posted back to SAP Concur.

Once the booking is made, the traveler will see their new booking in **Upcoming Trips/Trip Library** in SAP Concur where they can click through to see their itinerary details.



The details of the itinerary will show that the reservation was made directly with HRS.



Receiving e-receipts in Concur Expense will depend on whether the property booked through HRS has an e-receipts agreement with SAP Concur.

Concur Hipmunk

No Planned Changes This Month

Client Notifications

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

The *SAP Concur Release Notes – Monthly Browser Certifications* document lists current and planned browser certifications. The document is available with the other SAP Concur monthly release notes.

The *Concur Travel & Expense Supported Configurations – Client Version* guide is available with the setup guides, user guides, and other technical documentation.

📖 For information about accessing all release notes, browser certifications, setup guides, user guides, other technical documentation, and supported configurations, refer to the *Additional Release Notes and Other Technical Documentation* section in this document.

Subprocessors

SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: SAP Concur list of Subprocessors

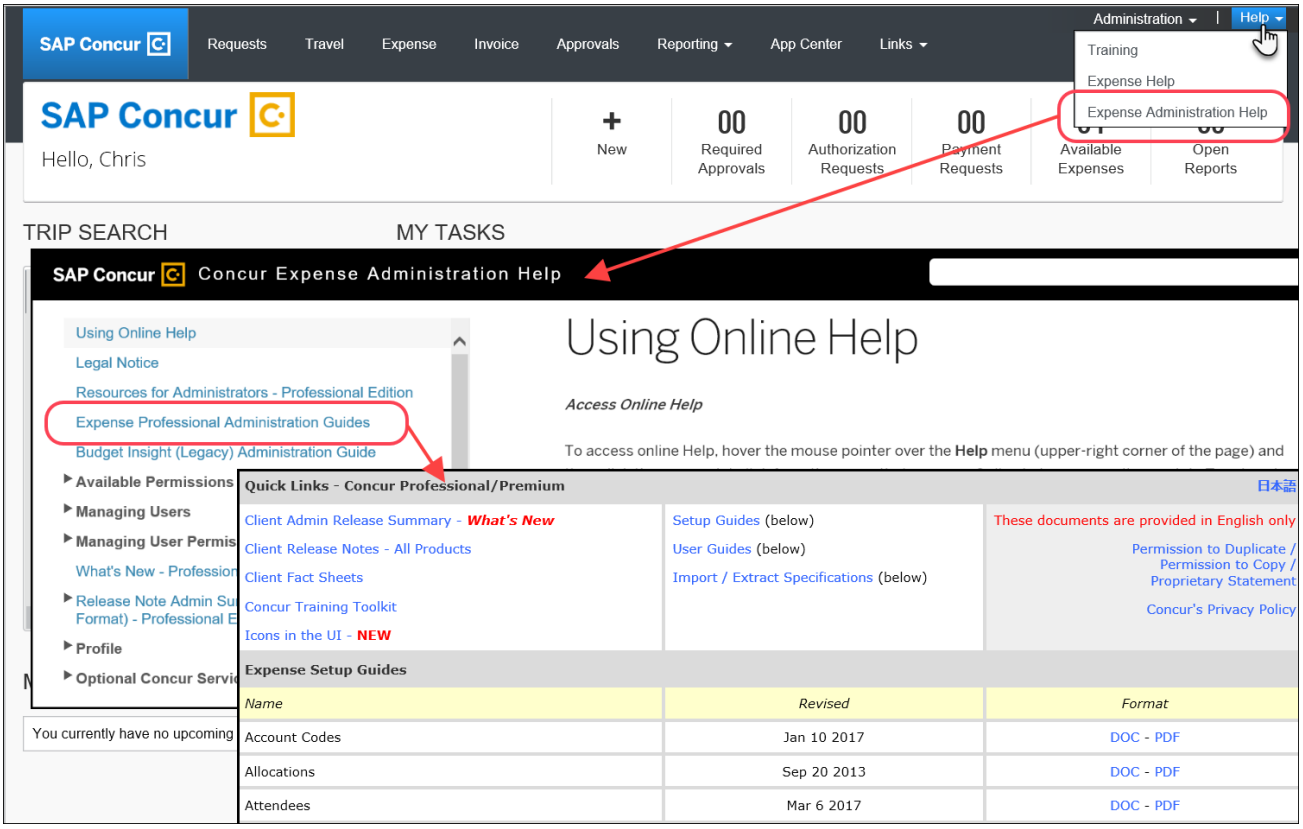
If you have questions or comments, please reach out to: Privacy-Request@Concur.com

Additional Release Notes and Technical Documentation

Professional Edition

Online Help – Admins

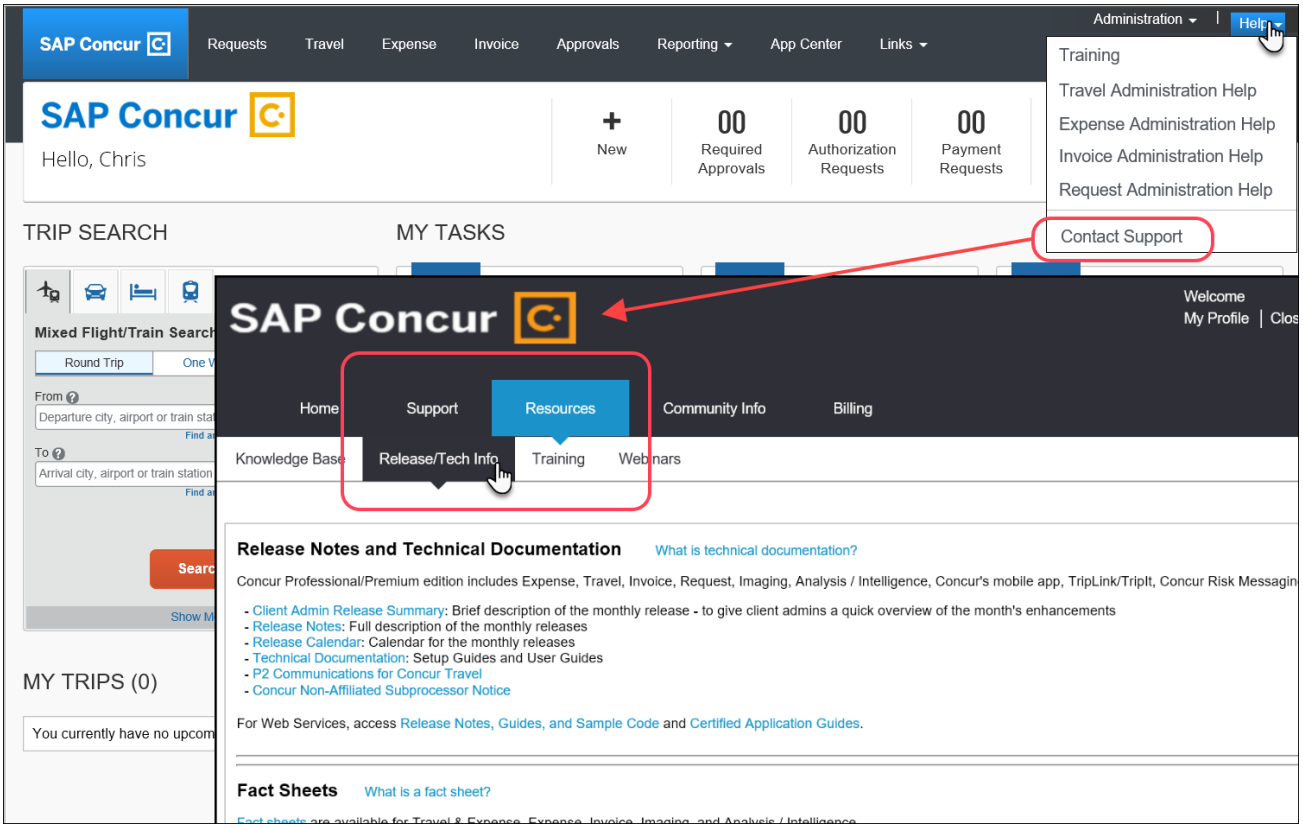
Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help in Concur.



Concur Support Portal – Selected Users

Selected users within the company can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via the Concur Support Portal.

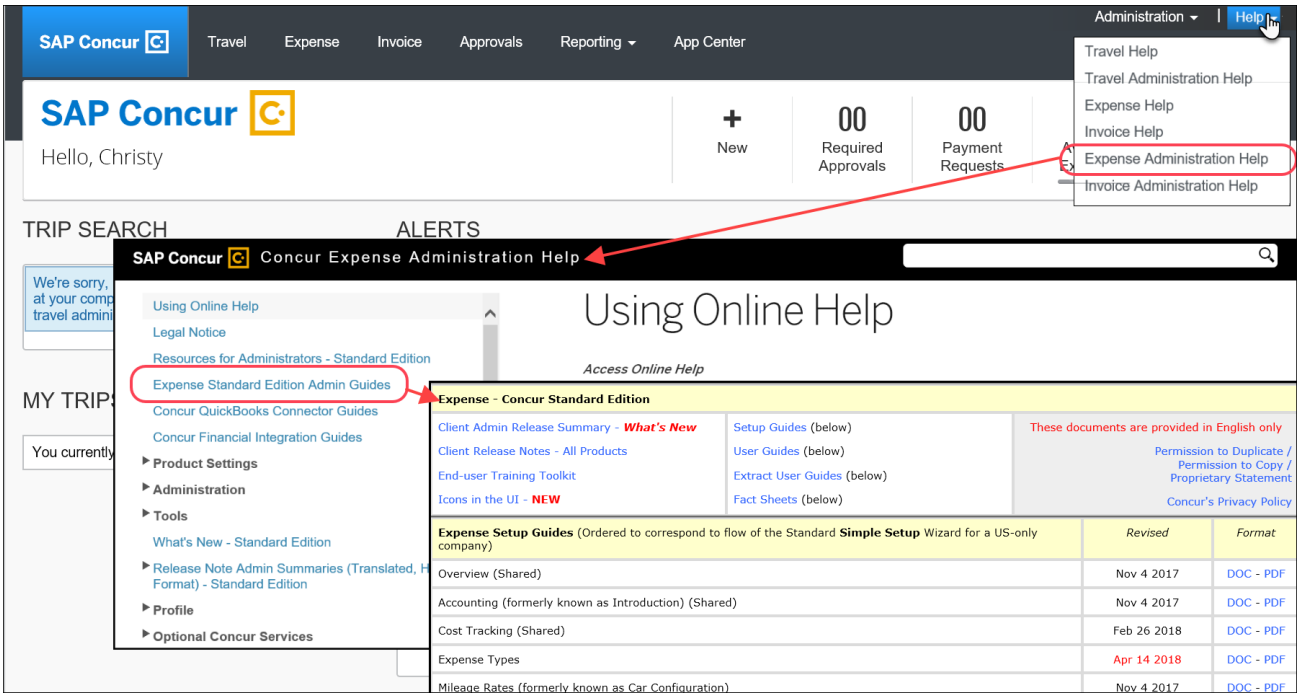
If a user has the proper Concur Support Portal permissions, then the **Contact Support** option is available to them on the **Help** menu. The user clicks **Help > Contact Support**. On the Support page, the user clicks **Resources** > **Release/Tech Info**.



Standard Edition

Online Help – Admins

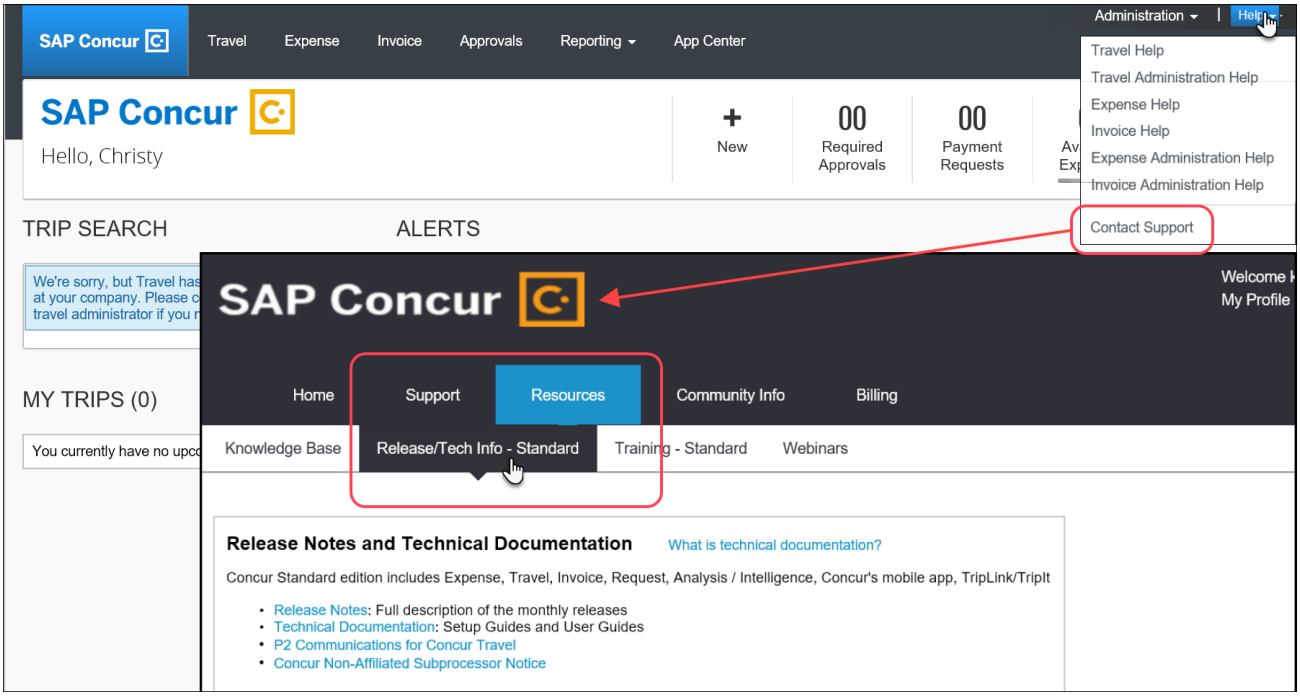
Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help in Concur.



SAP Concur Support Portal – Selected Users

Selected users within the company can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via the SAP Concur support portal.

If a user has the proper SAP Concur support portal permissions, then the **Contact Support** option is available to them on the **Help** menu. The user clicks **Help > Contact Support**. On the support page, the user clicks **Resources** > **Release/Tech Info - Standard**.



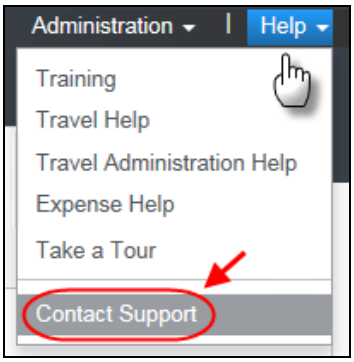
Cases

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**.



The **Concur Support** page displays.

NOTE: If you do not have the option to contact 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. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

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SAP Concur Release Notes **Concur Hipmunk and TripLink**	
Month	**Audience**
Release Date: March 16, 2019 Initial Post: Friday, March 15, 11:00 AM PT	Client – FINAL

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Concur Hipmunk and TripLink

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

Concur Hipmunk provides a travel solution, integrated with Concur Expense, for clients who aren't ready for a fully managed travel program and who don't have a Travel Management Company (TMC) relationship. The Concur Hipmunk solution also includes all the benefits of TripLink, including TripIt Pro. Refer to the Concur Hipmunk Mid-Cycle Release Notes page for features released between the monthly releases.

Release Notes

General

New SSL Certificate for concursolutions.com

Overview

In an effort to ensure the ongoing security of our products and services, SAP Concur has issued a new concursolutions.com SSL certificate. ***The current certificate will expire on March 16, 2019.***

Any customer who has pinned this expiring certificate will need to update to the new certificate prior to March 16, 2019. If the pinned certificate is not updated prior to March 16, 2019, your organization and users will experience disruption to SAP Concur products and services.

Customers who have not pinned the certificate do not need to take any action as the new certificate is updated automatically. Most customers do not pin the certificate.

Please be aware: As an enhancement to our Security and Compliance program, this certificate will be updated on an annual basis.

BUSINESS PURPOSE / CLIENT BENEFIT

This update provides ongoing security for our products and services.

Configuration / Feature Activation

Please consult with your IT department to check if this applies to you.

The new SSL certificate can be accessed here:
http://assets.concur.com/concurtraining/cte/en-us/concursolutions.cert.pem

Supply this URL to your IT department.

To save the certificate, click the link above, select all the text in the browser, copy it to a file, then name the file concursolutions.cert.pem.

Ongoing Email Infrastructure Change - Add IP Addresses to Safe Sender List

Overview

SAP Concur is transitioning to a new email infrastructure for outbound email from our services to SAP Concur users. Because of this, companies who filter inbound email based on the sending IP address ***must*** add new IP addresses to their Safe Sender list to ensure that their users receive email from SAP Concur.

IMPORTANT: All Services Will Soon Be Affected

Initially, the issue described here affected only companies that use Concur Expense. Starting in January, email from other SAP Concur services (such as Travel and Concur Pay) will move to the new email infrastructure.

We will continue to add other services throughout the first quarter of 2019. Please monitor the release notes for more information about the timing of the additional changes.

NOTE: Remember, this change affects only companies that filter incoming email based on IP addresses.

Configuration / Feature Activation

The new IP addresses are not published publicly but they are available by contacting SAP Concur support. If your company uses Concur Expense and if your company filters incoming email based on IP address, please work with your email server management team to ensure that all required Safe Sender lists for IP addresses are updated so that your users continue to receive SAP Concur email without interruption.

Ongoing Updated Email Format

Overview

SAP Concur has provided a release note about the updated email notifications for several months. ***Be aware that we will discontinue this release note after this month.***

IMPORTANT

Note the following:

- Be aware that the email content has not changed – just the look and feel has been updated.
- The changes will appear over time. Each product team (Expense, Invoice, Travel, etc.) decides when to use the new format. Timing will be based on resource availability and the priority of other scheduled enhancements.

NOTE: One sample from Expense is shown below. No other samples from other products will be shown in these release notes.

- Do not expect that all product emails will change at the same time. For example, perhaps Expense approval email will be first, and then other Expense notifications will follow.
- There is no assigned end date to the project. Expect that the changes may take longer than a year.

IMPORTANT for SSO Customers

For customers who use SSO, in some cases, such as the expense report status change email, a lengthy URL may be replaced with www.concursolutions.com. Since some URLs can reach 200 characters in length, the decision was made to provide the www.concursolutions.com link instead, provided a better experience for users.

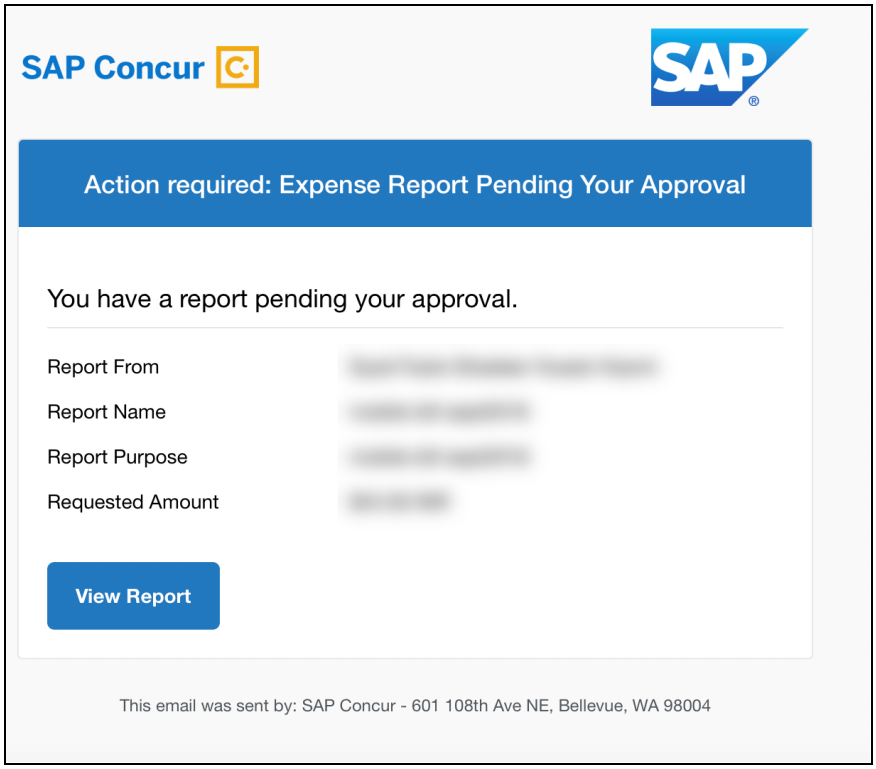
NOTE: Even though clients can define URLs that are an acceptable length, the SAP Concur system appends additional characters – primarily to satisfy mobile requirements – and those extra characters can extend the URL up to 200 characters.

The link in the email still works as it always has – redirecting the user for proper SSO authentication. The user can see the underlying URL at any time by hovering the mouse pointer over the www.concursolutions.com link.

This change does not affect those emails where the user clicks a button – instead of a link – to access Concur Expense.

What the User Sees

New email look-and-feel:



Configuration/Feature Activation

This change will occur, over time, automatically; there are no additional configuration or activation steps.

TripLink

New TripLink Integration: HRS Corporate Booking Portal

Overview

SAP Concur has released a new TripLink partner for all SAP Concur customers that have TripLink and have a corporate booking portal with HRS. The new **HRS Corporate Booking Portal** app listing in Concur App Center, visible only to TripLink customers, allows travel administrators to connect their SAP Concur environment with their dedicated HRS corporate booking portal. After connecting the two systems, all users can make reservations on HRS corporate booking portal or on the HRS iOS or Android app, receive their company's negotiated rate where available, and receive their itinerary in their SAP Concur account.

BUSINESS PURPOSE / CLIENT BENEFIT

This integration allows users to book directly on the HRS corporate booking portal or via the HRS app (iOS and Android), receive their company's discounted rate and automatically bring bookings into SAP Concur without the need to email a user's itinerary to plans@concur.com, providing immediate visibility into traveler spend, duty of care, and monitoring of policy rules, if applicable.

Learn more about HRS Corporate solutions: https://corporate.hrs.com/int

TripLink App Center Listing:

https://www.concursolutions.com/nui/appcenter/listings/5c09e1b4dba771bb00adc90f

Integration Availability:

Global on HRS corporate booking portal and on HRS iOS and Android Apps

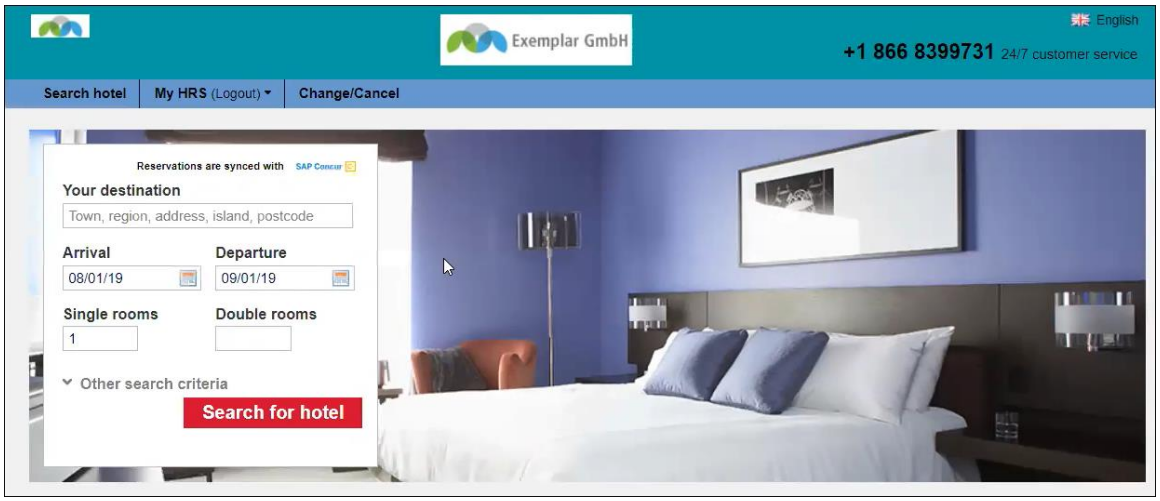
This integration works for customers that have purchased TripLink. The TripLink integration works with Concur Travel and Concur Travel and Expense.

What the User Sees

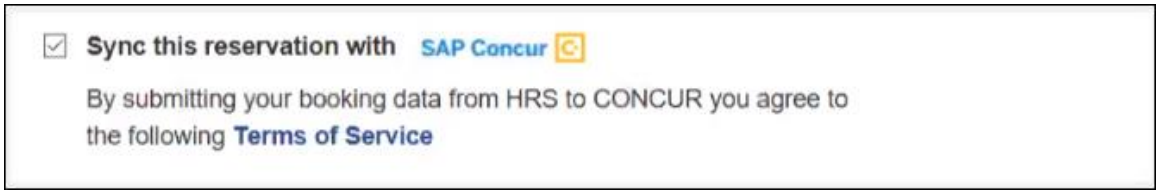
This is a company-level integration between SAP Concur and HRS corporate booking portal. Travelers making a reservation on their HRS corporate booking portal will see their reservations synced with SAP Concur, unless they clear (uncheck) the **Sync this reservation with SAP Concur** check box. This TripLink integration is unique to other TripLink supplier integrations, because it does not require individual user-level connections and thus individual SAP Concur users do not need to connect their accounts.

What will my travelers see when they book a corporate trip on HRS corporate booking portal or the HRS iOS or Android App?

After a company activates the HRS TripLink Corporate Booking Portal integration, the company's travelers will continue booking on their HRS corporate booking portal as before, taking advantage of their corporate rates with HRS. After logging in to HRS portal they will see that their reservations will be synced with SAP Concur.

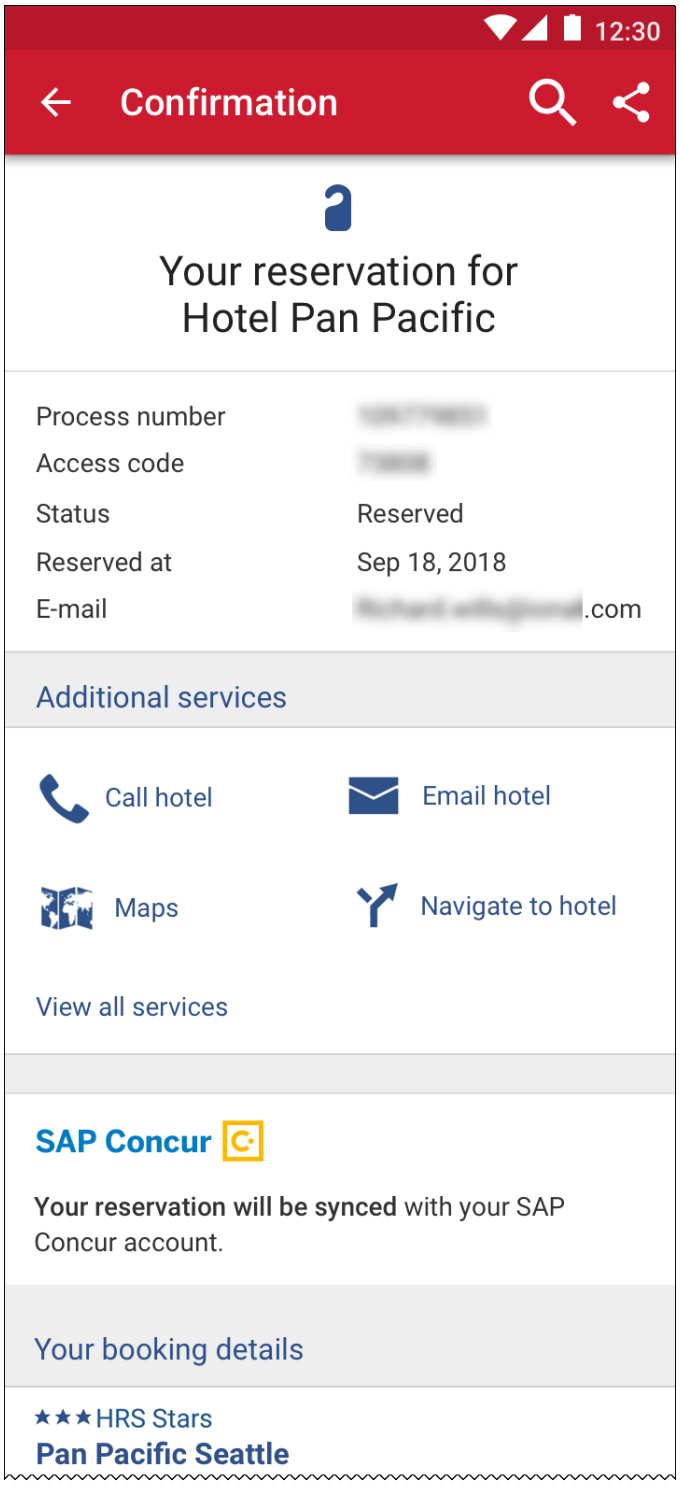


The user is reminded that the booking will be synced with their SAP Concur account prior to confirming the booking. If they clear (uncheck) the check box, their booking will not be synced with SAP Concur.



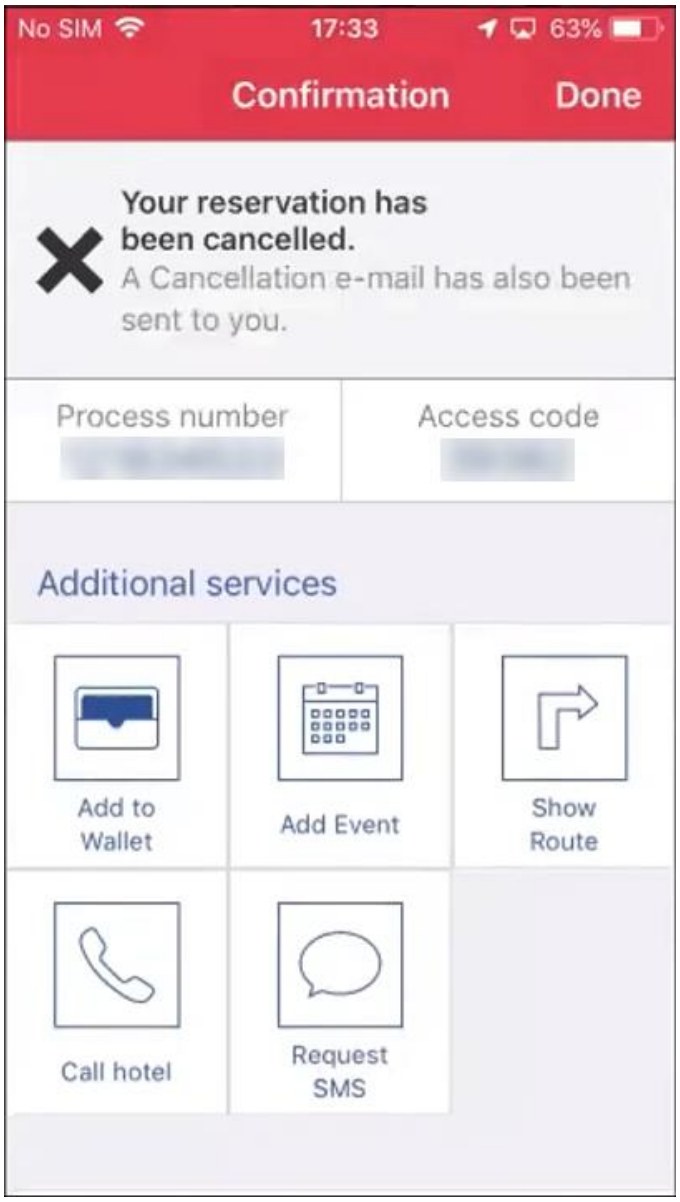
Once the traveler makes their booking, they are notified that their booking will be synced with Concur. The itinerary is immediately sent to SAP Concur and subsequent modifications will be posted as well.

Confirmation page on the HRS App:



Any updates to a reservation will be reflected in the traveler's SAP Concur account, and if the user cancels their reservation, it will be removed from their Concur Trip List.

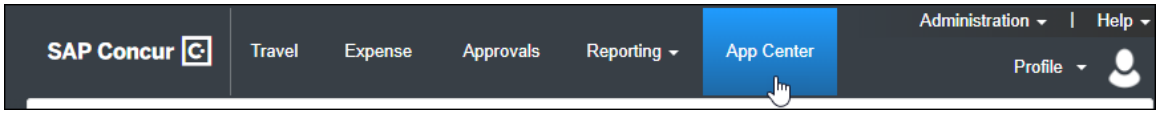
A cancelled reservation from the HRS App:



Travel Admins: Enabling the HRS Application

STEP 1: NAVIGATE TO CONCUR APP CENTER

Activating an Enterprise application requires that your company has enabled the App Center. If the App Center is enabled, you will see the **App Center** tab when logged into SAP Concur.



If the App Center tab is unavailable, please log a ticket with the Concur Helpdesk.

STEP 2: ADD OR CHECK PERMISSIONS

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A user at your company with the appropriate permissions is required to activate the application. The instructions below provide information on adding the Web Services Administrator permissions for users that will be responsible for enabling and disabling enterprise applications.

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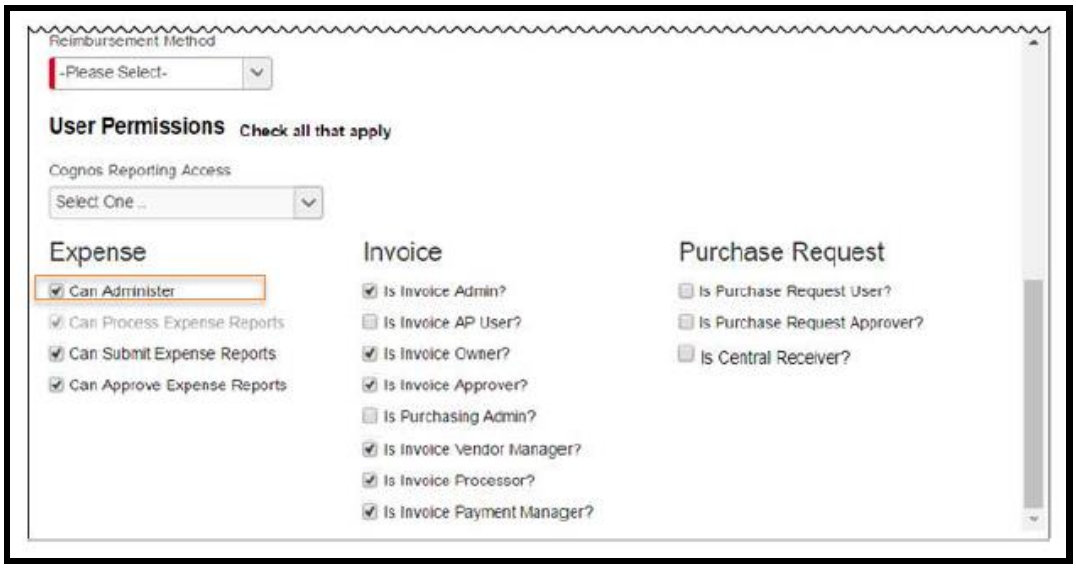
3. In the **Access To Concur** section, click **User Accounts**.

   The **Users** page appears.
4. Search for and select the user whom will activate the application.
5. Click the **Create/Edit User** button.

6. In the **User Permissions** section, select (enable) the **Can Administer** check box.

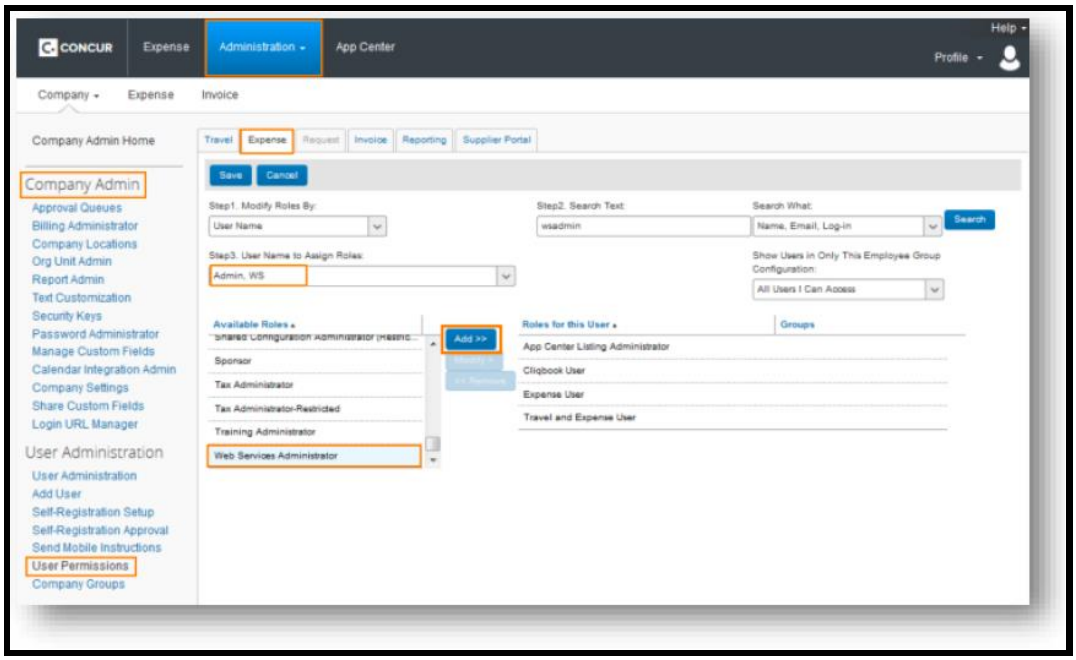


7. Click **Save**.

To assign the Web Services Admin User Profile in Concur Professional Edition:

1. Click **Administration > Company > Company Admin**.
2. Under **User Administration**, click **User Permissions** (left menu).
3. Search for the user whom will activate the application.

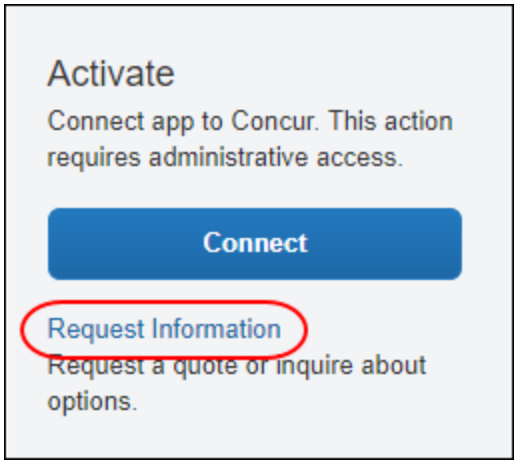
4. In the **Available Roles** list, click *Web Services Administrator*, and then click the **Add** button to assign the role to the user.

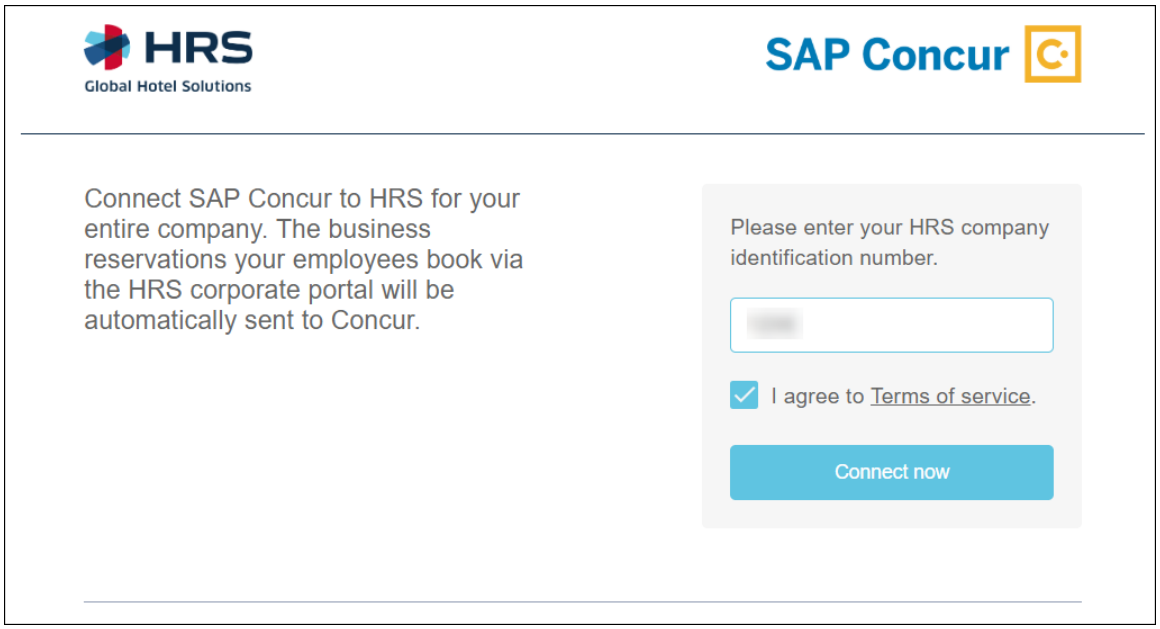


STEP 3: ENABLE THE APP

The Concur Web Services administrator may connect to the application from the App Center on behalf of the company.

Connecting to the application requires a unique HRS-issued company identification number. If you do not know your HRS-issued company identification number, contact your HRS account manager. Or, click the **Request Information** link.





Travel managers must communicate to their travelers that bookings made on the HRS corporate booking portal should be made with the traveler's First Name, Last Name and verified email address that is stored in the traveler's SAP Concur user profile so that the booking will sync with SAP Concur. In order to make a booking with email address or name that are different from those stored in a Concur Travel Profile, users will need to clear (uncheck) the **Sync this reservation with SAP Concur** checkbox.

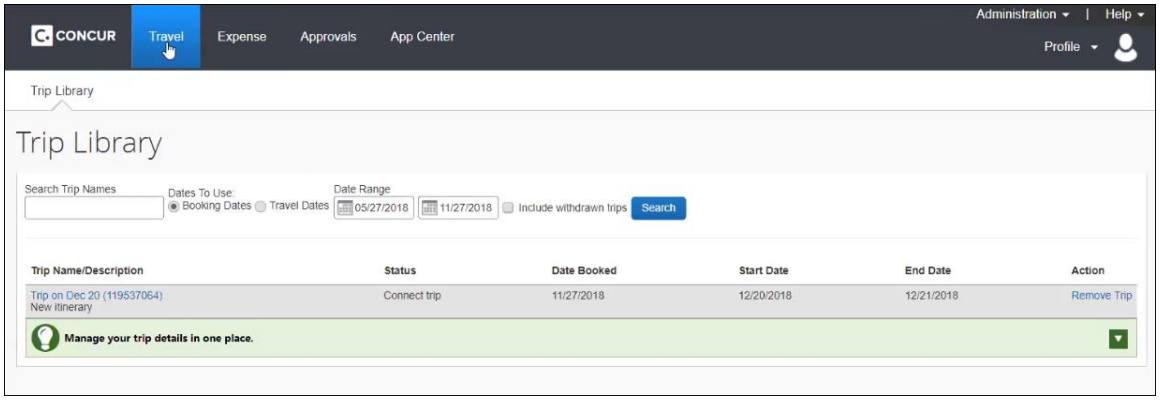
If a user's booking does not sync with SAP Concur, they should confirm that the first name, last name, and email address stored in their SAP Concur Profile are the same as the first name, last name, and email address used in the HRS Corporate booking portal. If the information matches, and the booking still does not sync, the user may need to clear their browser cookies and log in to HRS again to activate this integration.

Will changes and cancellations made on the HRS corporate booking portal or the HRS mobile apps be posted back to Concur?

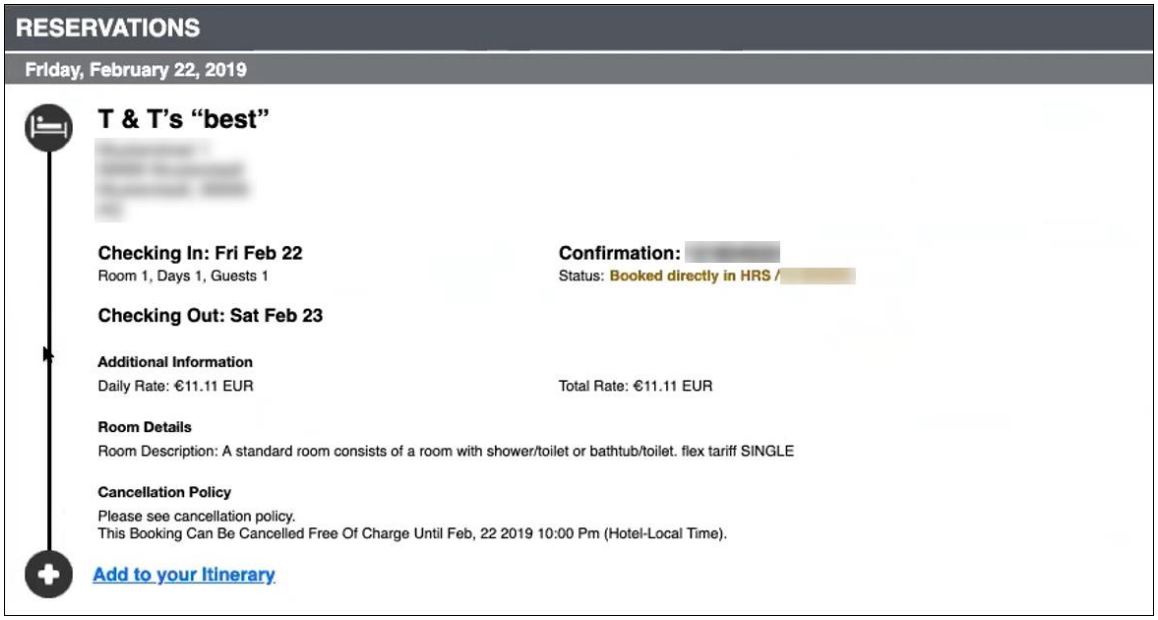
Changes to a user's reservation on their company's HRS corporate booking portal will be reflected in their SAP Concur account. HRS mobile apps do not allow changes to be made, it is recommended to cancel and create a new reservation.

Cancellations made on the corporate booking portal are posted back to SAP Concur.

Once the booking is made, the traveler will see their new booking in **Upcoming Trips/Trip Library** in SAP Concur where they can click through to see their itinerary details.



The details of the itinerary will show that the reservation was made directly with HRS.



Receiving e-receipts in Concur Expense will depend on whether the property booked through HRS has an e-receipts agreement with SAP Concur.

Concur Hipmunk

Features released between the monthly releases will be included in the Final release notes for each month. Refer to the Concur Hipmunk Mid-Cycle Release Notes page for feature details.

No New Features 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.

General

Planned Changes New Forgot Password Page and Related Feature Deprecation

Overview

SAP Concur will have a new Forgot Password feature added to the SAP Concur **Sign In** page, providing an updated login experience for users who log in with user name and password credentials.

When the new Forgot Password feature releases (targeted for May 11th), the following existing **Forgot Password** page functionality will be deprecated:

- **Security Questions:** Users will no longer receive security question prompts for login authentication.
- **On-page text:** Company custom text will no longer display.
- **Password hints:** The option, **Send me an email with my password hint**, will no longer be available.

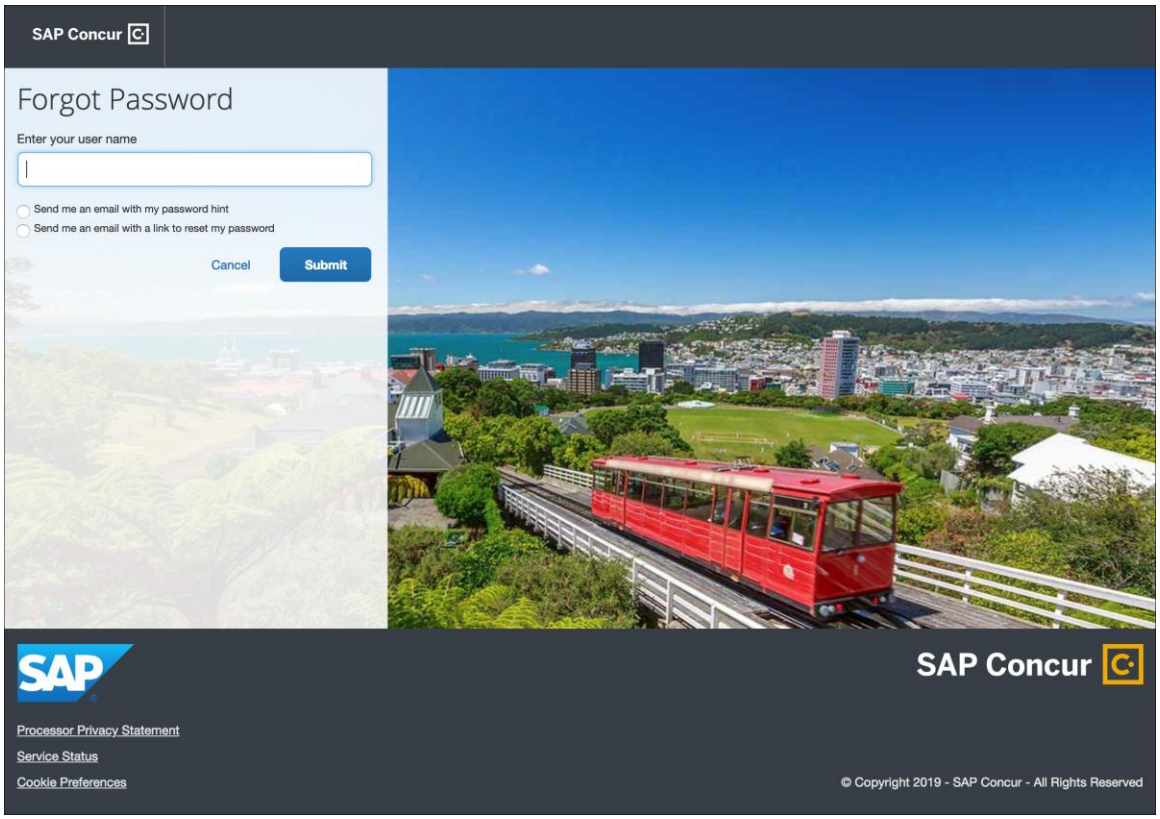
NOTE: The new Forgot Password feature is planned to release in advance of the planned New SAP Concur **Sign In** page. For more information, refer to the ***Planned Changes** New SAP Concur Sign In Page* release note in this document.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides greater security for user passwords and streamlines the user experience.

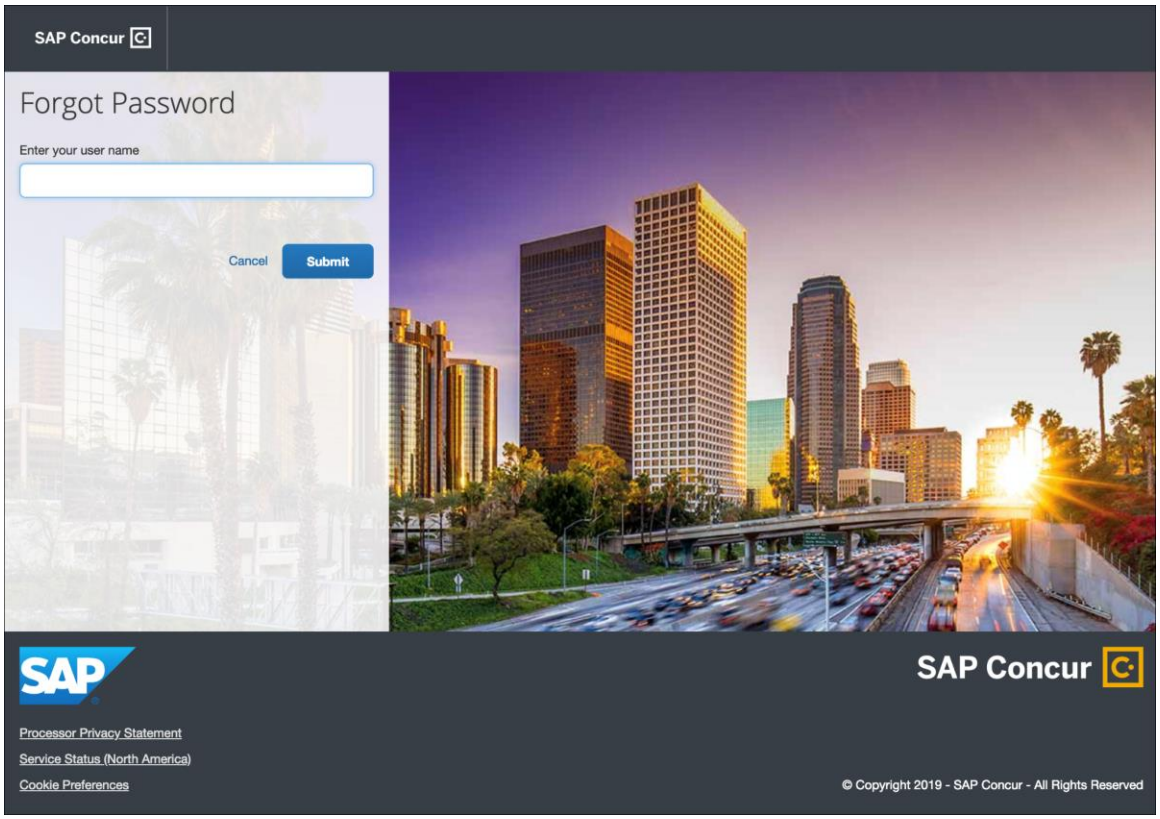
What the User Sees – Current Forgot Password Page

When a user enters a wrong password on the SAP Concur **Sign In** page (www.concursolutions.com) and clicks the **Forgot Password?** link, a **Forgot Password** page displays. This page has options for the user to have an email sent to a verified account that includes a password hint or a link to reset the password. Some companies also have custom text that displays on this page.

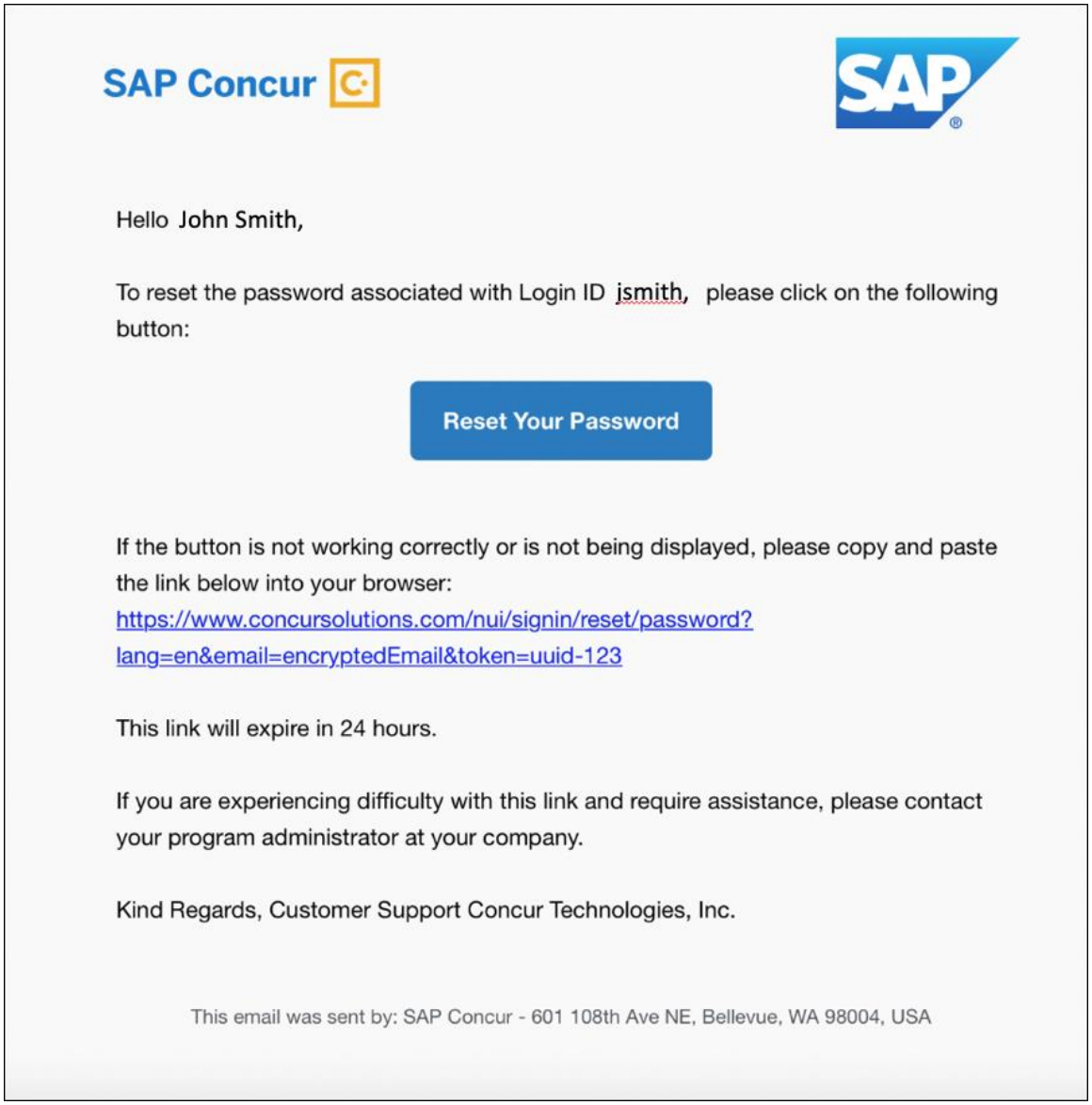


What the User Sees – New Forgot Password Page

When a user enters a wrong password on the SAP Concur **Sign In** page (www.concursolutions.com) and clicks the **Forgot Password?** link, a new **Forgot Password** page will display. The user will enter their user name and click **Submit**. A reset password notification email will then be sent to the user's verified email account.



The user will open the reset password notification email, which includes a one-time reset password link that is valid for 24 hours. The user will click the **Reset Your Password** icon in the email.



SAP Concur

Hello John Smith,

To reset the password associated with Login ID jsmith, please click on the following button:

Reset Your Password

If the button is not working correctly or is not being displayed, please copy and paste the link below into your browser:
https://www.concursolutions.com/nui/signin/reset/password?lang=en&email=encryptedEmail&token=uuid-123

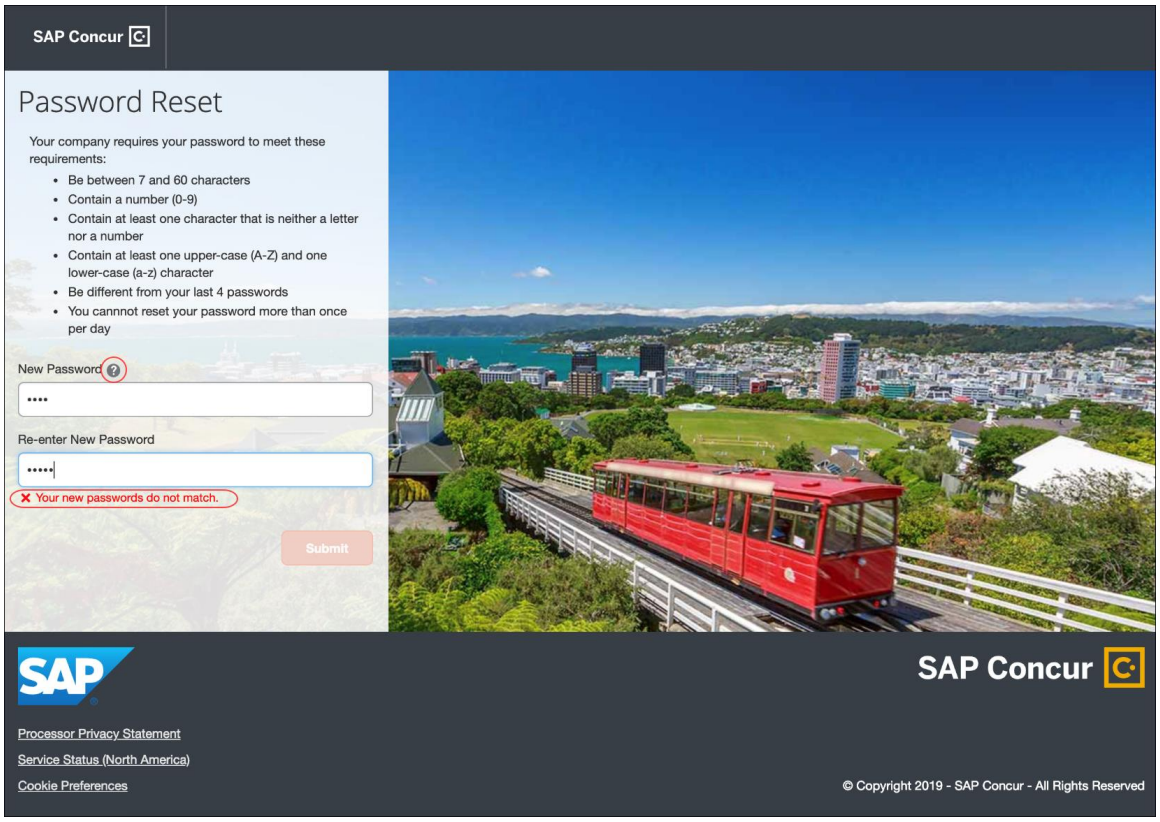
This link will expire in 24 hours.

If you are experiencing difficulty with this link and require assistance, please contact your program administrator at your company.

Kind Regards, Customer Support Concur Technologies, Inc.

This email was sent by: SAP Concur - 601 108th Ave NE, Bellevue, WA 98004, USA

The **Password Reset** page opens in the user's browser.

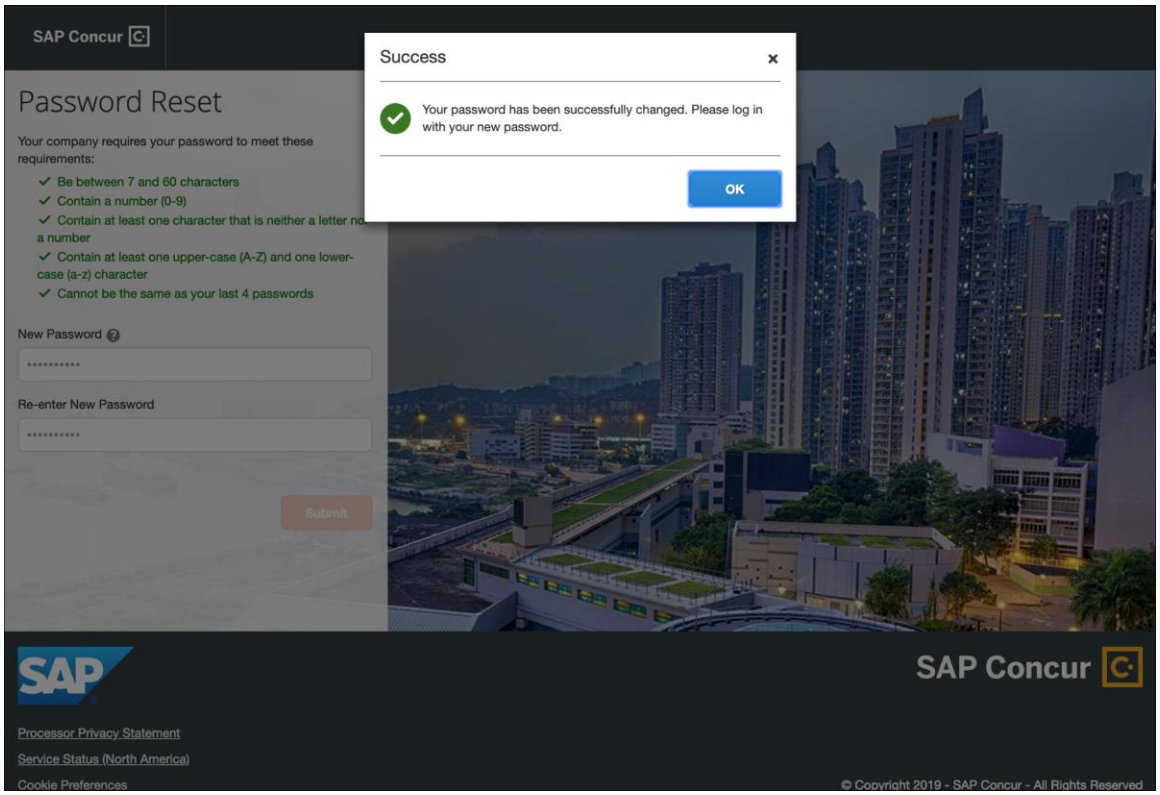


The user will see the company's password policy display on the page. The user will enter a new password in the **New Password** and **Re-enter New Password** fields. If the passwords do not match, an on-page message alerts the user.

The user can also click on the **Password Help Info** icon to view a hint to make the password stronger.

The user then clicks the **Submit** button to create the new password.

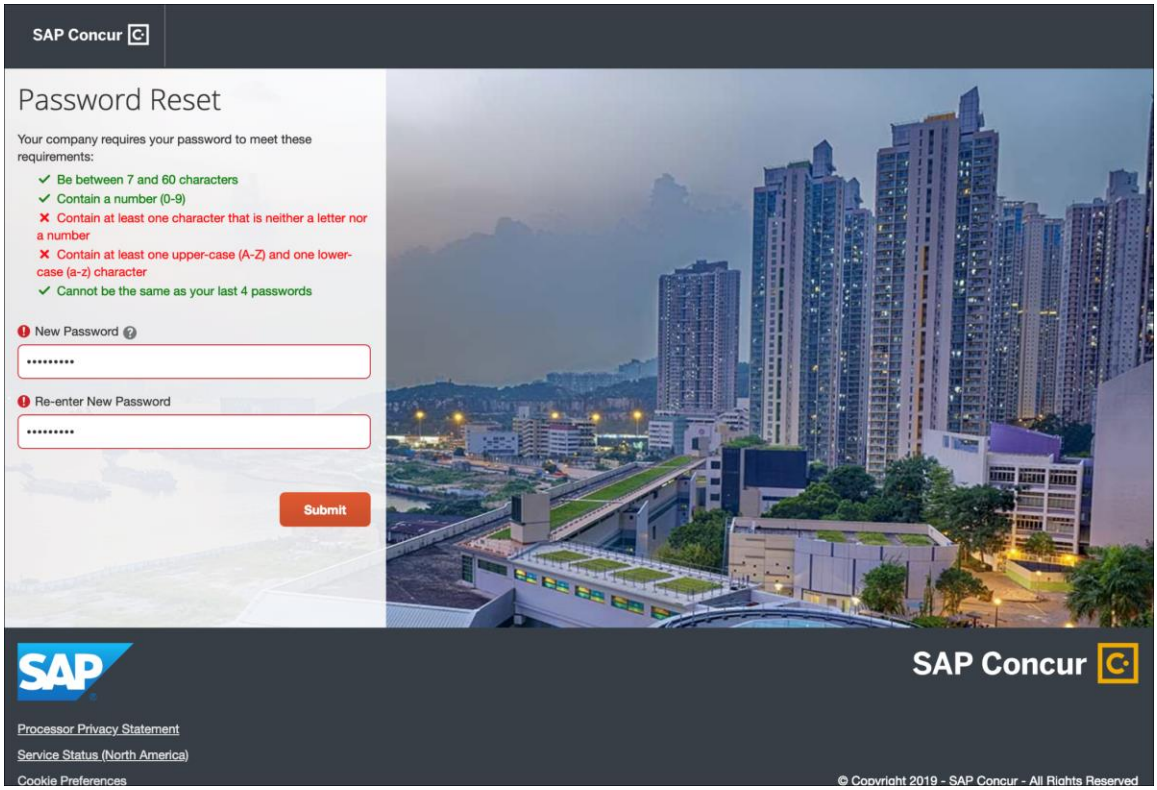
Once the password is validated, the user will see a message confirming that the new password has been successfully created.



The user will click **OK**. The user will be directed to www.concursolutions.com to log in with the new password.

FAILED PASSWORDS

If the new password fails validation, the **Password Reset** page will display errors to help the user create a password that meets their company requirements.



Configuration / Feature Activation / Feature Deprecation

Additional information will be coming in a future version of these release notes.

Planned Changes New SAP Concur Sign In Page

Overview

SAP Concur is planning to add a new **Sign In** page, providing an updated login experience for users who log in with a user name and password credentials. Current Single Sign-On (SSO) users will be able to start the SSO login process at www.concursolutions.com. This feature is planned for 2019.

The new **Sign In** page feature includes the following:

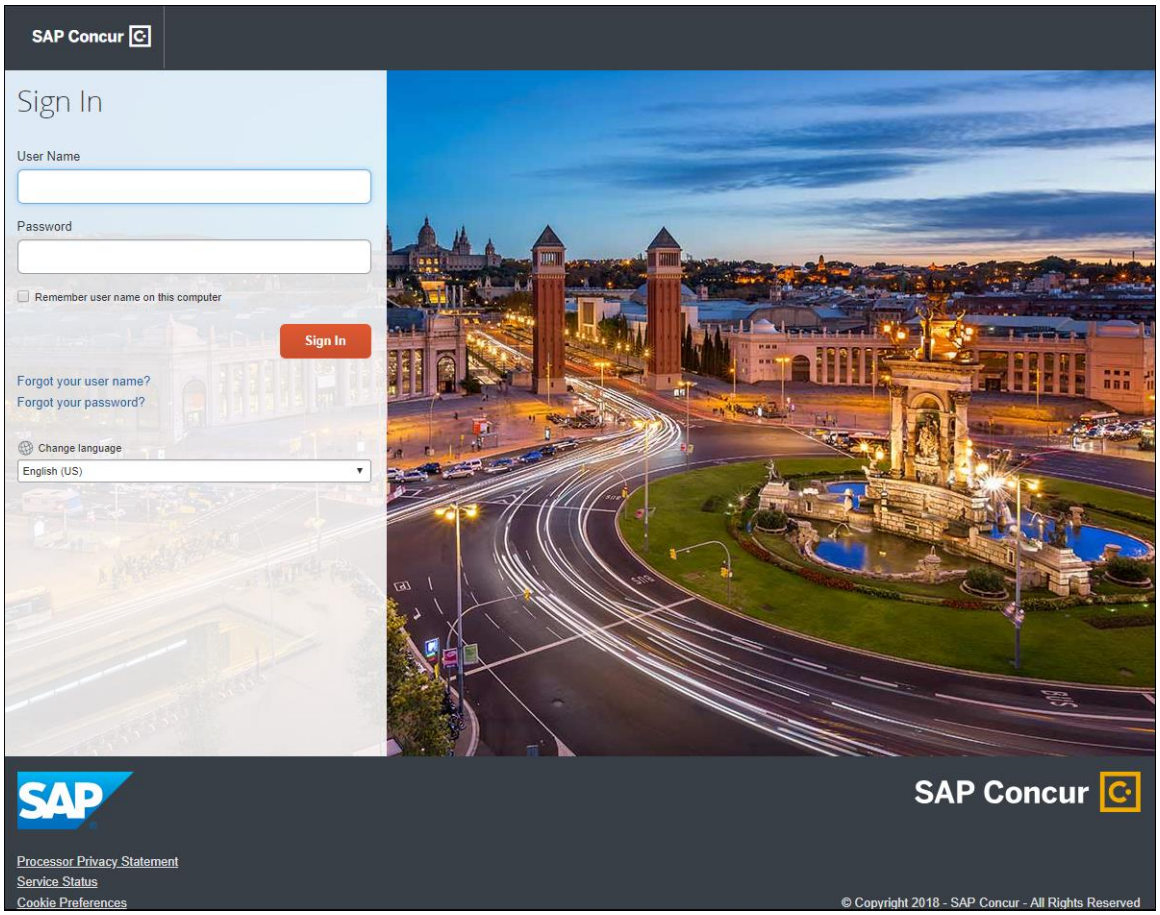
- **Two-step login:** provides enhanced security, meets current industry standards, and provides a better login success rate
- **Multi-account login:** allows administrators to log in with multiple accounts (planned for a future release)
- **User avatar:** enhances the user experience (planned for a future release)

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides better security and a faster, convenient experience for users logging in to SAP Concur products and services.

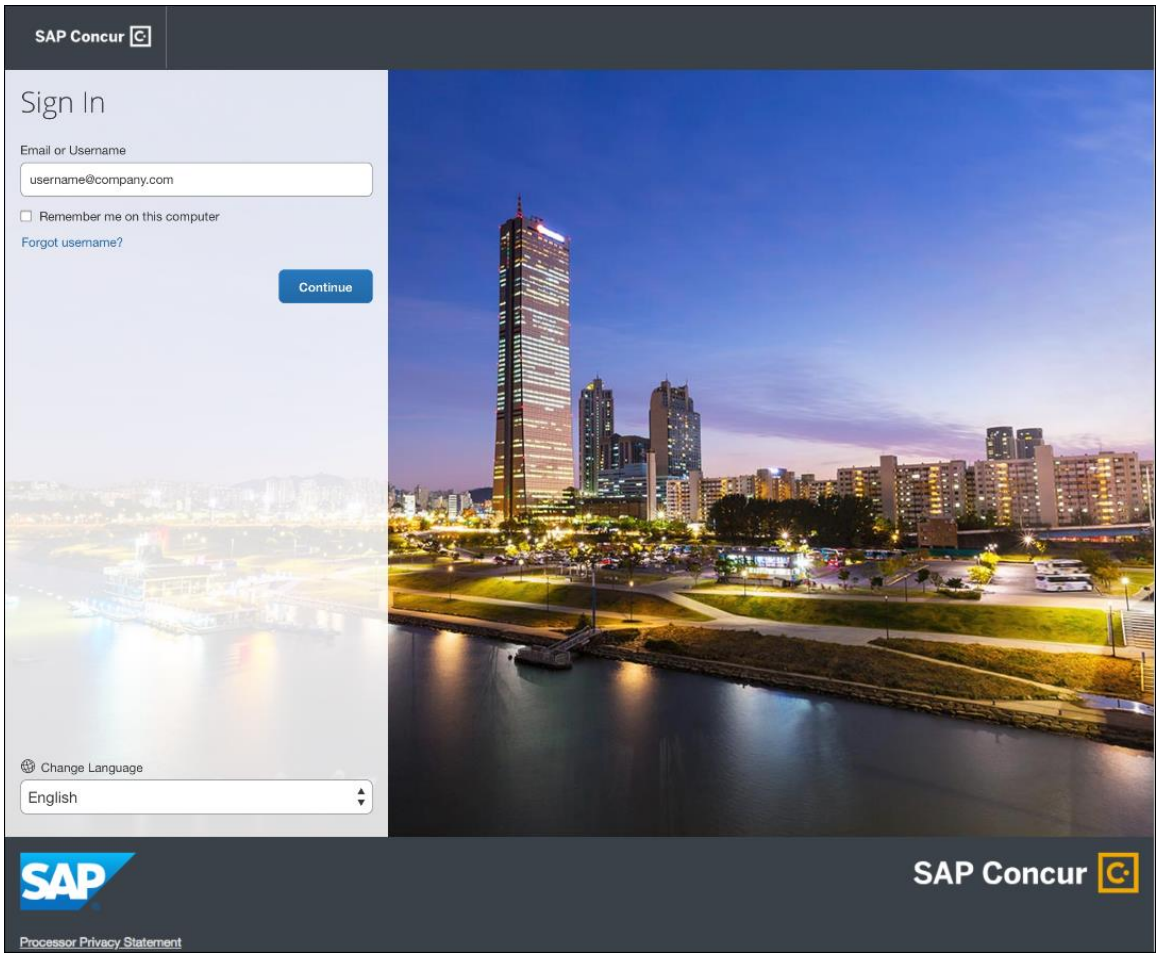
What the User Sees – Current Sign In Page

The SAP Concur **Sign In** page currently appears with **User Name** and **Password** fields, and a **Sign In** button. Once a user is authenticated, the SAP Concur **Home** page appears.



What the User Sees – New Sign In Page

The new SAP Concur **Sign In** page will have an **Email or Username** field and a **Continue** button. The user will type in their email or username. The user can select the **Remember me on this computer** check box, so their email or username displays the next time they log in to SAP Concur. The user will then click **Continue**.



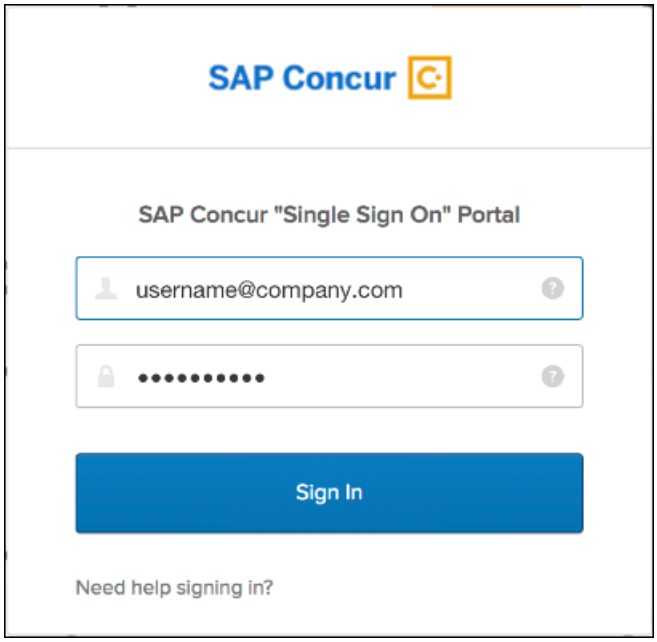
Depending on the customer's implementation of SAP Concur, users will then be directed to the designated Identity Provider (IdP) Single Sign-On portal or an additional **Sign In** page.

NOTE: If a company has not used the planned feature, Manage Single Sign-On, to migrate to the new SSO service at SAP Concur, users will be directed to a password login page to log in using a username and password. For more information, refer to the **Planned Changes** *Single Sign-On (SSO) Self-Service Option Coming to SAP Concur* release note in this document.

NOTE: Once the planned feature, Manage Single Sign-On, is released for general availability, companies who have test/training users should leave the SSO enforcement setting as *SSO Optional* on the **Manage Single Sign-On** page. Test/training users will then be directed to an intermediate password login page to log in at www.concursolutions.com using existing SSO or enter their password. If a company selects *SSO Required* on the new **Manage Single Sign-On** page, then all test/training users will be blocked and directed to log in at www.concursolutions.com with a username and password.

SSO USERS

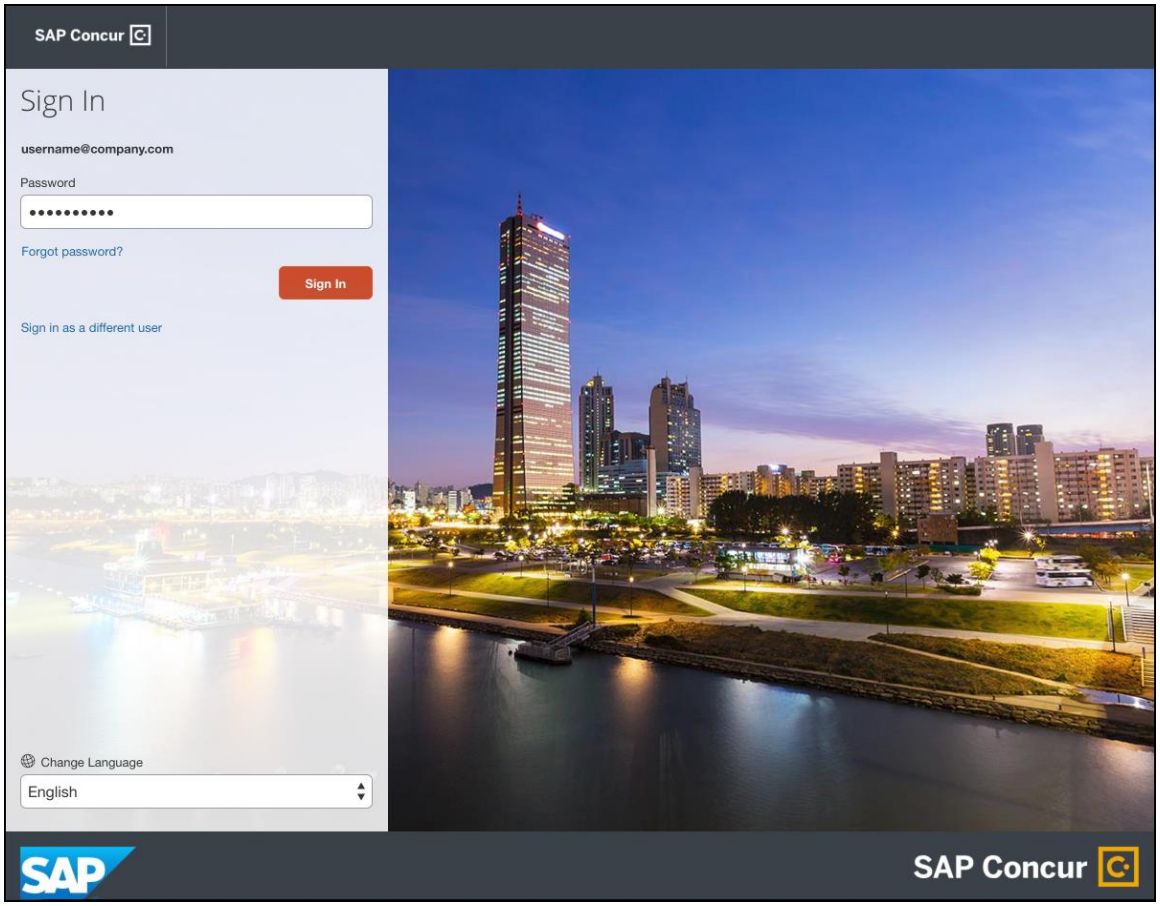
When the designated Identity Provider (IdP) Single Sign-On portal appears (similar to the one shown below), the user will enter their email or username and password, then click **Sign In**.



After being authenticated, the user will be directed to the SAP Concur **Home** page.

USERS WITH USERNAMES AND PASSWORDS

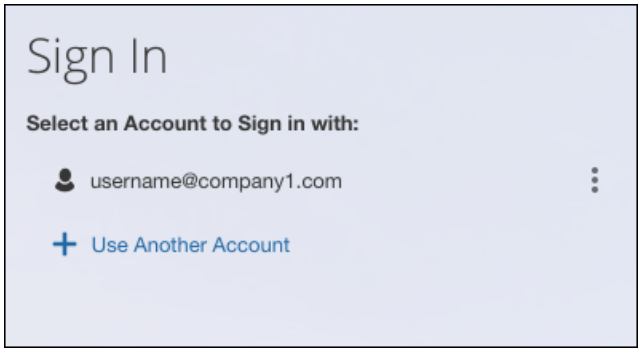
The user will be directed to an additional **Sign In** page. The user will enter a password and click **Sign In**. The system will then authenticate the user's credentials.



Once the user's password is verified, the SAP Concur **Home** page appears.

RETURN USERS

If a returning user selected the **Remember me on this computer** check box during their initial login session, they will see their email or user name display on the **Sign In** page. Users who did not select the **Remember me on this computer** check box will log in as they did initially.



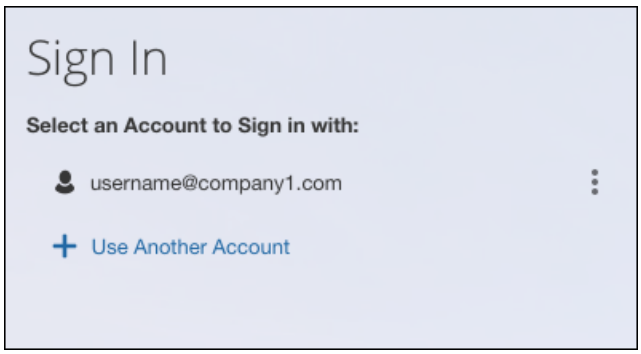
The user will click on their email or username, and then one of the following occurs:

- **SSO Users:** The user will be directed to the SAP Concur **Home** page.
- **Users with Usernames and Passwords:** On the **Sign In** page, the user will enter as password and then click **Sign In**. The user will then be directed to the SAP Concur **Home** page.

USERS WITH MULTIPLE ACCOUNTS

SAP Concur users with multiple login accounts have more than one login option depending on the user role or account they want to use. The user will first log in to SAP Concur using one of their accounts. Once successfully logged in, the user logs out of the system.

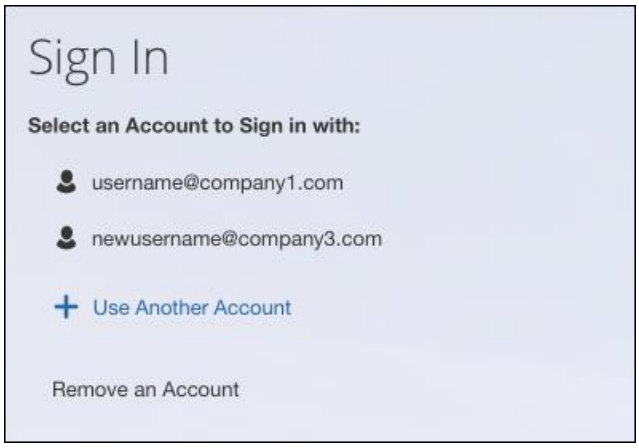
To add another account, on the **Sign In** page, the user clicks the **Use Another Account** link.



The next login step depends on the account type the user wishes to use:

- **SSO Account:** If the user selects an account with SSO credentials, the user will enter an email, then the user will be directed to the IdP Single Sign-On portal. Once the user is authenticated, the SAP Concur Home page appears.
- **Username and Password:** The user is directed to an additional **Sign In** page to enter a password. The user then clicks **Sign In**. Once the user is authenticated, the SAP Concur **Home** page appears.

When all accounts are added, a return user will select the account they want to use to log in to SAP Concur.



FORGOT PASSWORD

For more information about **Forgot Password** functionality, refer to ***Planned Changes ** New Forgot Password Page and Related Feature Deprecation* in this document.

Configuration / Feature Activation

Configuration information will be provided in a future release note.

TripLink

No Planned Changes This Month

Concur Hipmunk

No Planned Changes This Month

Client Notifications

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

The *SAP Concur Release Notes – Monthly Browser Certifications* document lists current and planned browser certifications. The document is available with the other SAP Concur monthly release notes.

The *Concur Travel & Expense Supported Configurations – Client Version* guide is available with the setup guides, user guides, and other technical documentation.

📖 For information about accessing all release notes, browser certifications, setup guides, user guides, other technical documentation, and supported configurations, refer to the *Additional Release Notes and Other Technical Documentation* section in this document.

Subprocessors

SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: SAP Concur list of Subprocessors

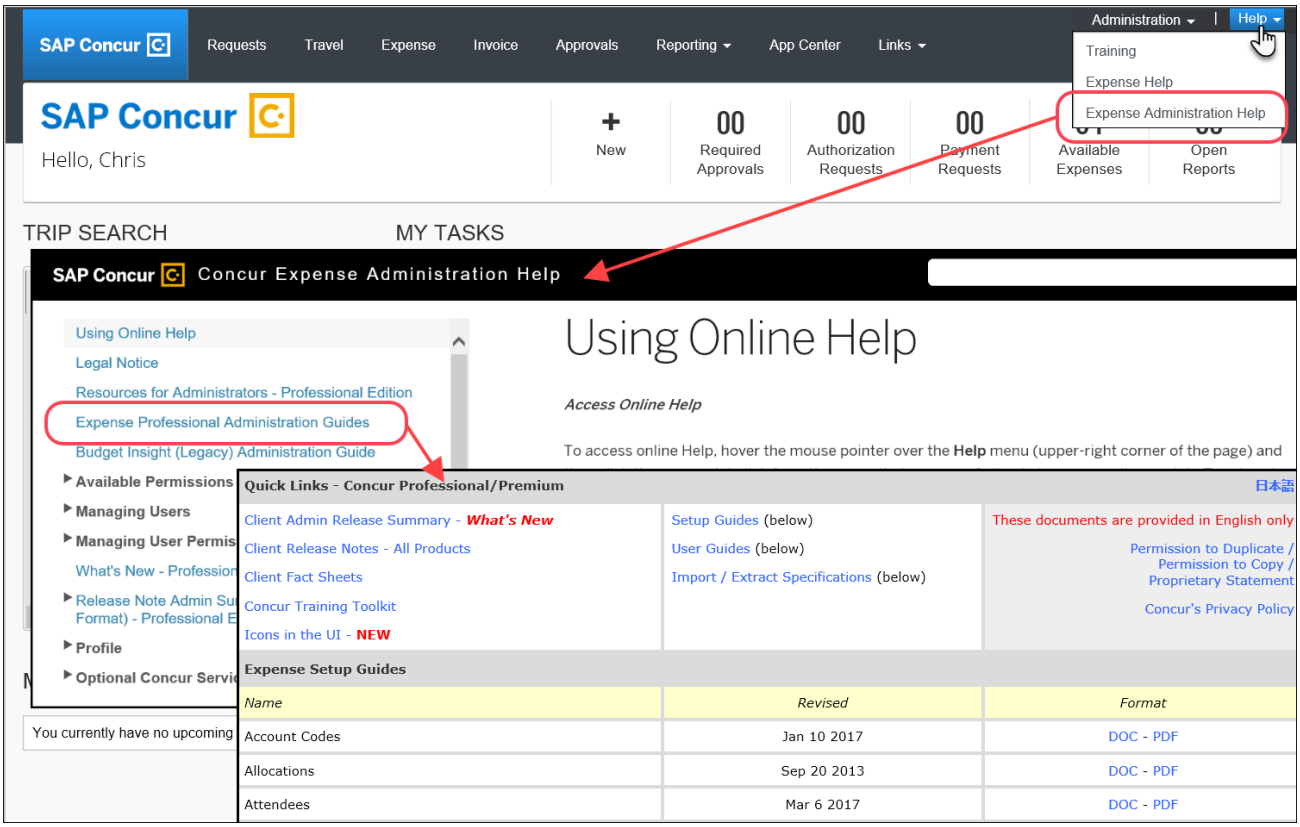
If you have questions or comments, please reach out to: Privacy-Request@Concur.com

Additional Release Notes and Technical Documentation

Professional Edition

Online Help – Admins

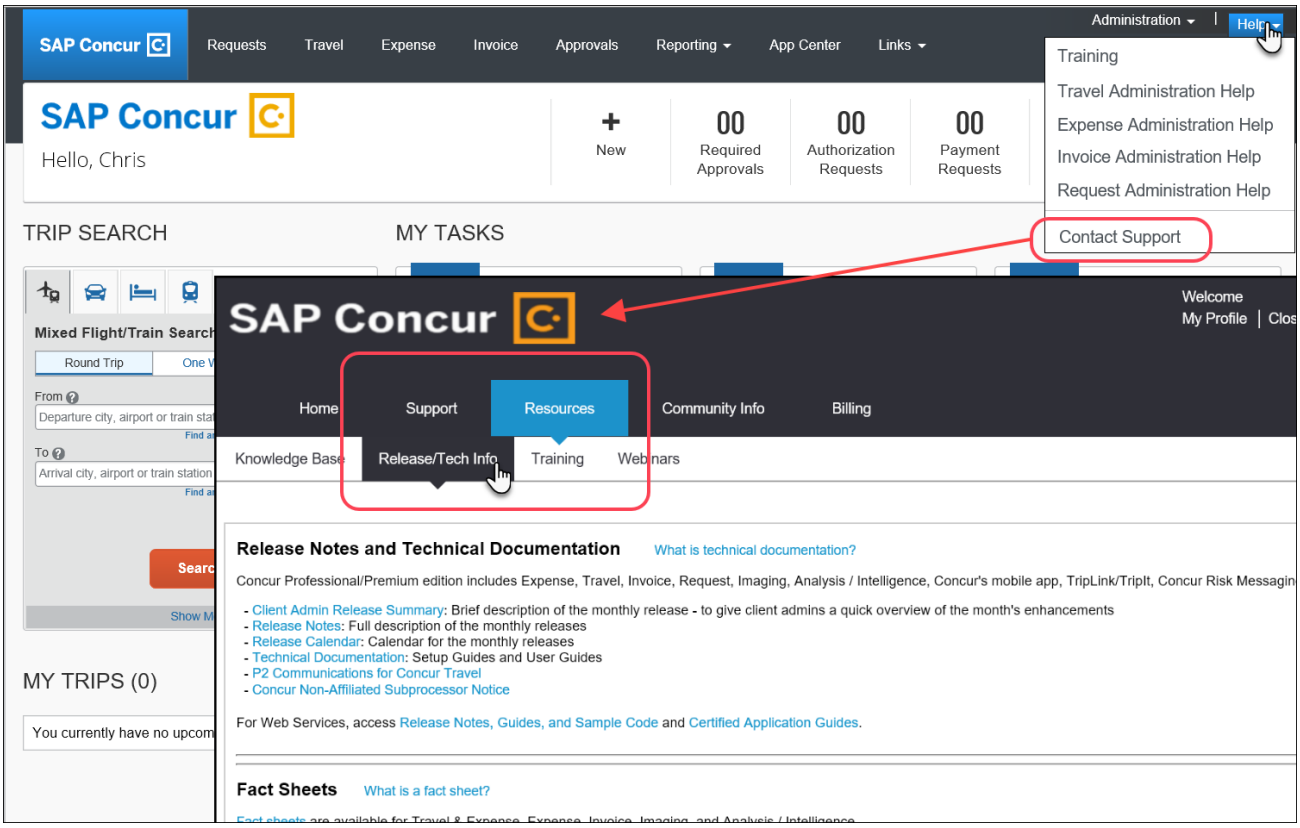
Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help in Concur.



Concur Support Portal – Selected Users

Selected users within the company can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via the Concur Support Portal.

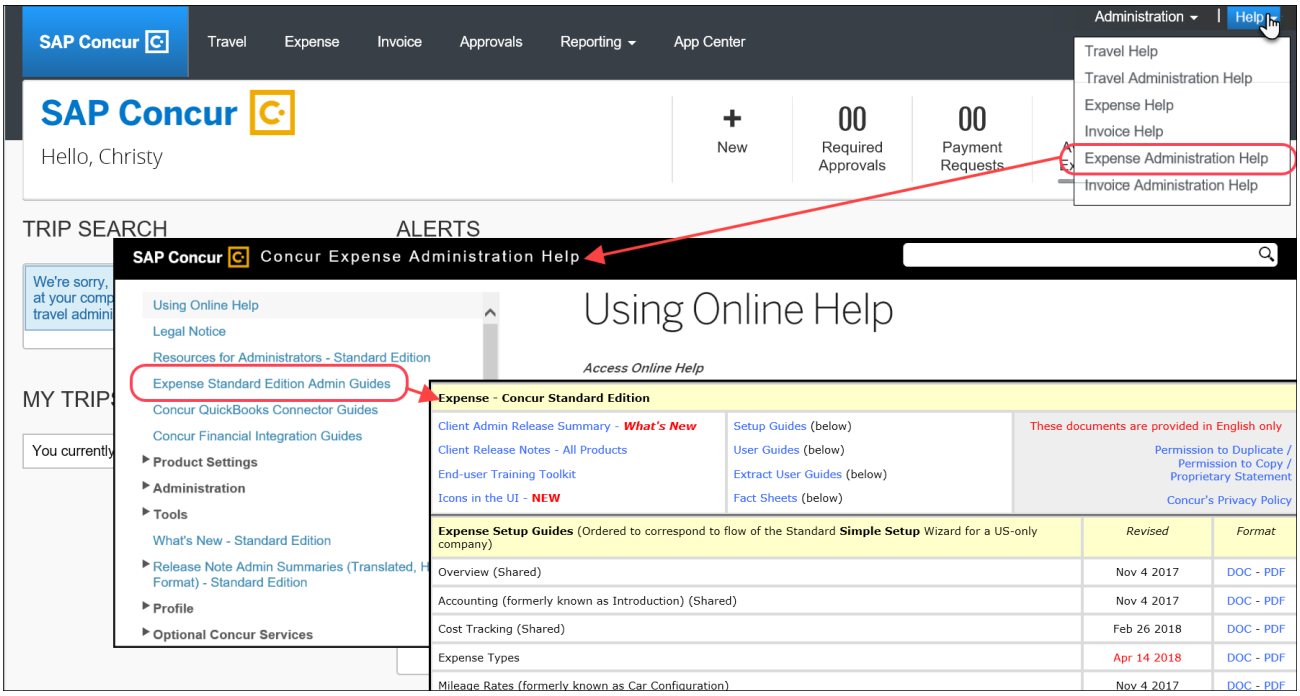
If a user has the proper Concur Support Portal permissions, then the **Contact Support** option is available to them on the **Help** menu. The user clicks **Help > Contact Support**. On the Support page, the user clicks **Resources** > **Release/Tech Info**.



Standard Edition

Online Help – Admins

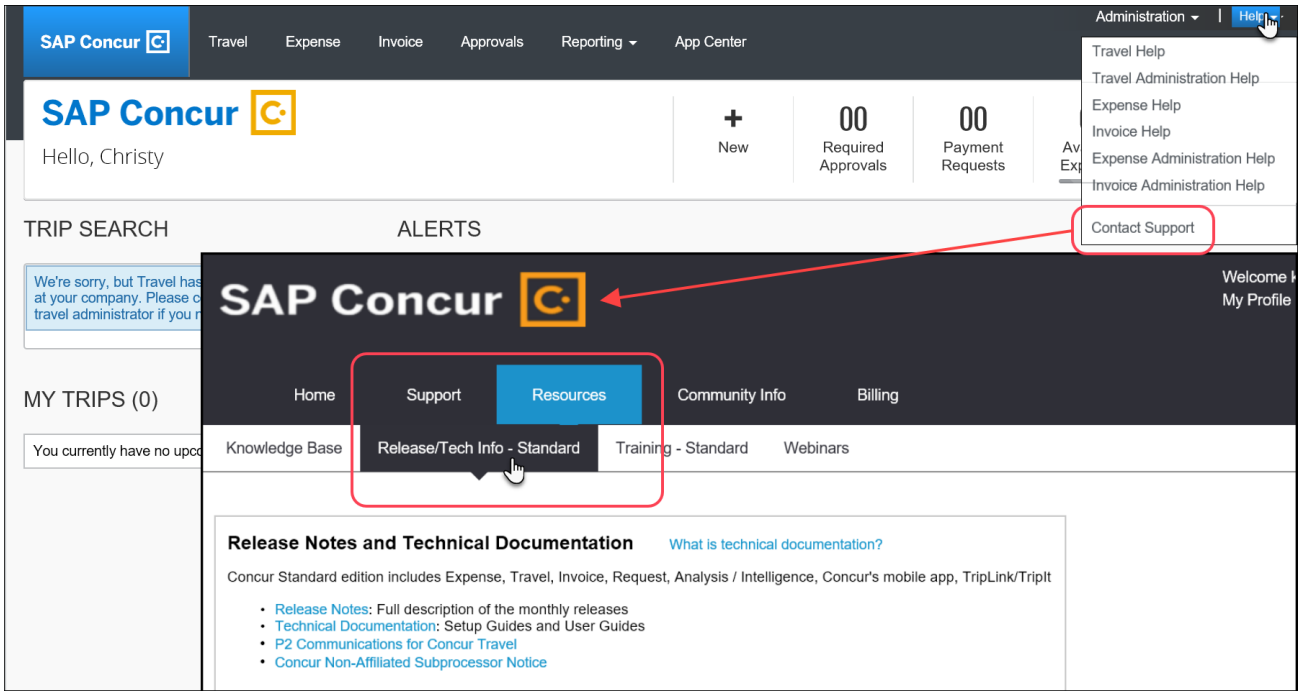
Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help in Concur.



SAP Concur Support Portal – Selected Users

Selected users within the company can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via the SAP Concur support portal.

If a user has the proper SAP Concur support portal permissions, then the **Contact Support** option is available to them on the **Help** menu. The user clicks **Help > Contact Support**. On the support page, the user clicks **Resources** > **Release/Tech Info - Standard**.



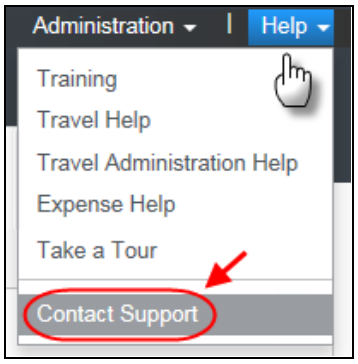
Cases

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**.



The **Concur Support** page displays.

NOTE: If you do not have the option to contact 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. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

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SAP Concur Release Notes **Concur Hipmunk and TripLink**	
Month	**Audience**
Release Date: April 13, 2019 Initial Post: Friday, April 12, 11:00 AM PT	Client – FINAL

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Concur Hipmunk and TripLink

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

Concur Hipmunk provides a travel solution, integrated with Concur Expense, for clients who aren't ready for a fully managed travel program and who don't have a Travel Management Company (TMC) relationship. The Concur Hipmunk solution also includes all the benefits of TripLink, including TripIt Pro. Refer to the Concur Hipmunk Mid-Cycle Release Notes page for features released between the monthly releases.

Release Notes

General

Ongoing Email Infrastructure Change - Add IP Addresses to Safe Sender List

Overview

SAP Concur is transitioning to a new email infrastructure for outbound email from our services to SAP Concur users. Because of this, companies who filter inbound email based on the sending IP address ***must*** add new IP addresses to their Safe Sender list to ensure that their users receive email from SAP Concur.

IMPORTANT: All Services Will Soon Be Affected

Initially, the issue described here affected only companies that use Concur Expense. Starting in January, email from other SAP Concur services (such as Travel and Concur Pay) will move to the new email infrastructure.

We will continue to add other services throughout the first quarter of 2019. Please monitor the release notes for more information about the timing of the additional changes.

NOTE: Remember, this change affects only companies that filter incoming email based on IP addresses.

Configuration / Feature Activation

The new IP addresses are not published publicly but they are available by contacting SAP Concur support. If your company uses Concur Expense and if your company filters incoming email based on IP address, please work with your email server management team to ensure that all required Safe Sender lists for IP addresses are updated so that your users continue to receive SAP Concur email without interruption.

TripLink

No New Features This Month

Concur Hipmunk

Features released between the monthly releases will be included in the Final release notes for each month. Refer to the Concur Hipmunk Mid-Cycle Release Notes page for feature details.

No New Features 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.

General

Planned Changes Authentication: Authentication: Forgot Password Feature, Security Questions, and Password Custom Text

These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

In a future release, SAP Concur will add a new Forgot Password feature to the SAP Concur **Sign In** page, providing an updated experience for users who log in with user name and password credentials.

NOTE: This change does not affect customers that use SSO to log in to SAP Concur.

Currently, depending on a company's configuration, there may be several other options available for the forgotten password process. When the new Forgot Password feature becomes available (targeted for May 11), those additional options will be removed. They are:

- **Security Questions:** Users will no longer receive security question prompts for login authentication.
- **On-page text:** Company custom text will no longer display.
- **Password hints:** The option, **Send me an email with my password hint**, will no longer be available.

All of these options are described on the following pages.

NOTE: The new Forgot Password feature is planned for release in advance of the planned New SAP Concur **Sign In** page. For more information, refer to the ***Planned Changes** Authentication: New SAP Concur Sign In Page* release note in this document.

BUSINESS PURPOSE / CLIENT BENEFIT

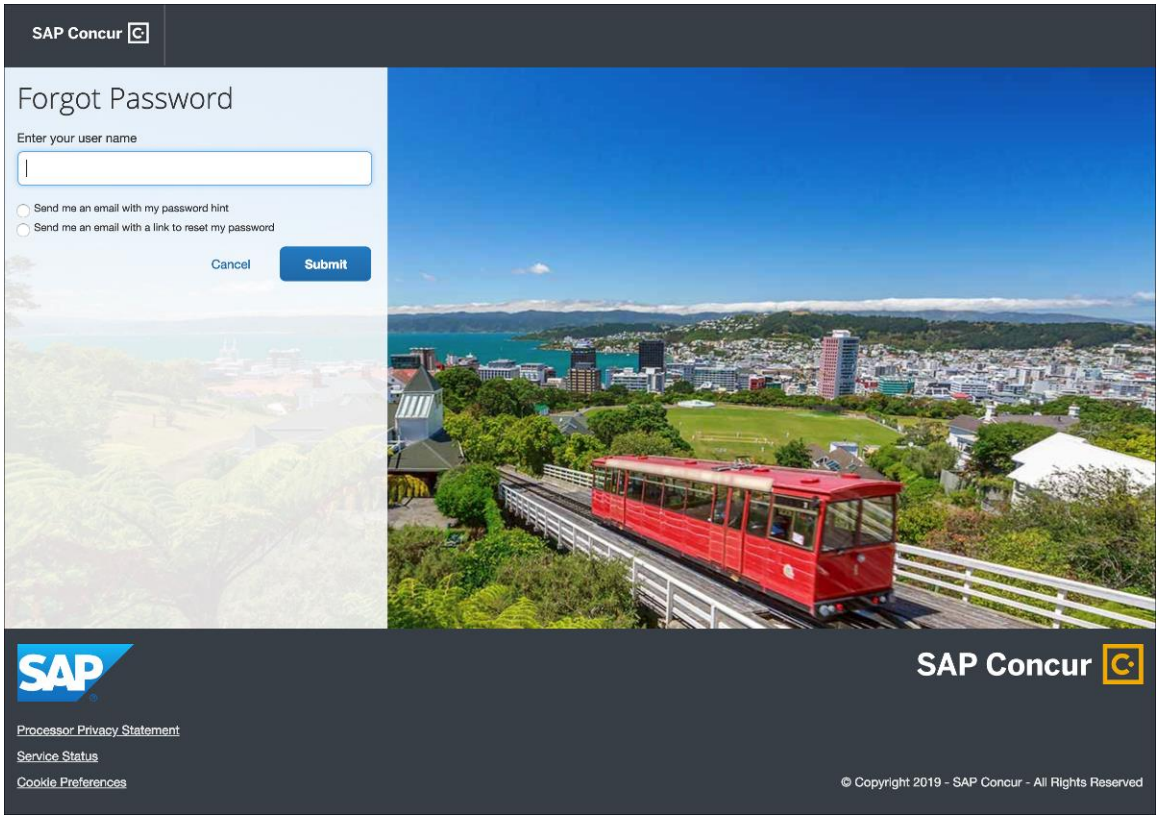
This feature provides greater security for user passwords and streamlines the user experience.

What the User Sees – Current Forgot Password Page and Process

Currently, if a user cannot remember their password and if the user clicks **Forgot your password?** on the SAP Concur **Sign In** page, the **Forgot Password** page displays.

Currently, additional options may be available, depending on the company's configuration. They are:

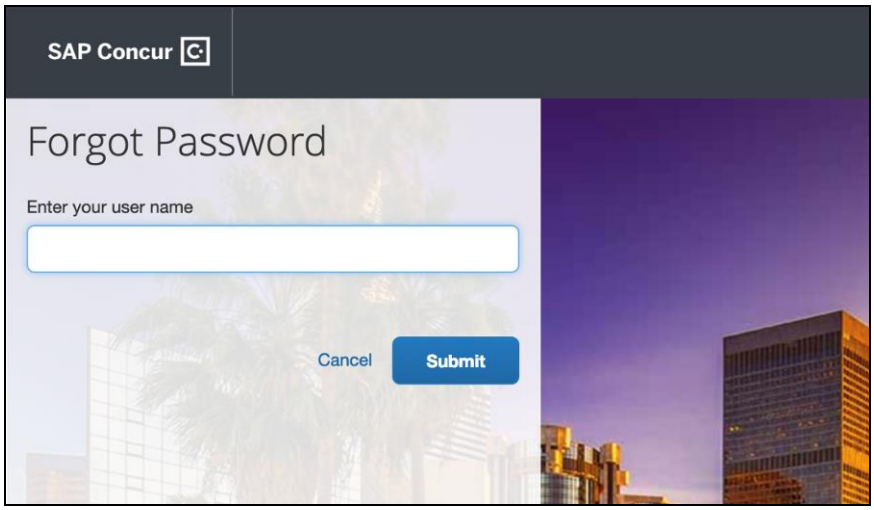
- The user may have an email sent to a verified email account that includes a password hint.
- The company may require the user to answer a set of security questions prior to getting an email with a link to reset their password.
- The company may also have custom text that displays on this page.



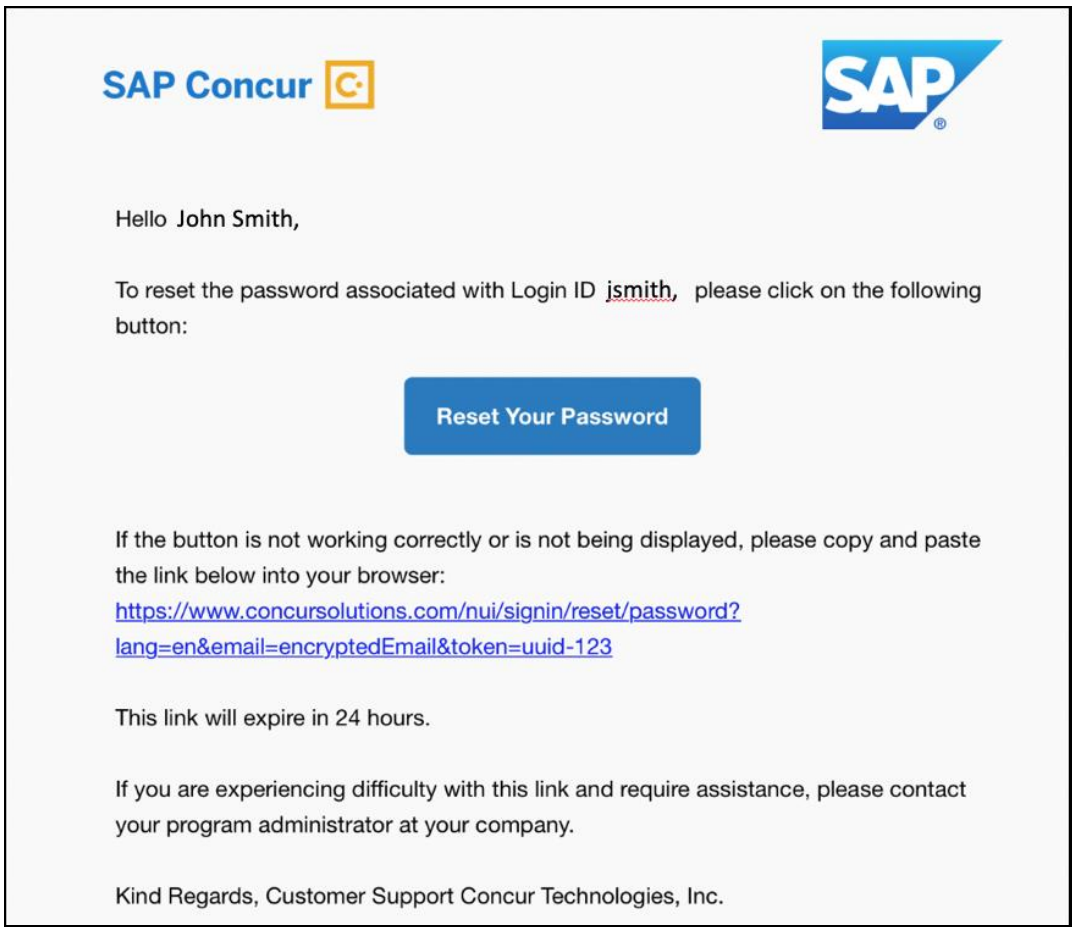
What the User Sees – New Forgot Password Page and Process

With the new feature, if a user cannot remember their password and if the user clicks **Forgot your password?** on the SAP Concur **Sign In** page, the **Forgot Password** page displays.

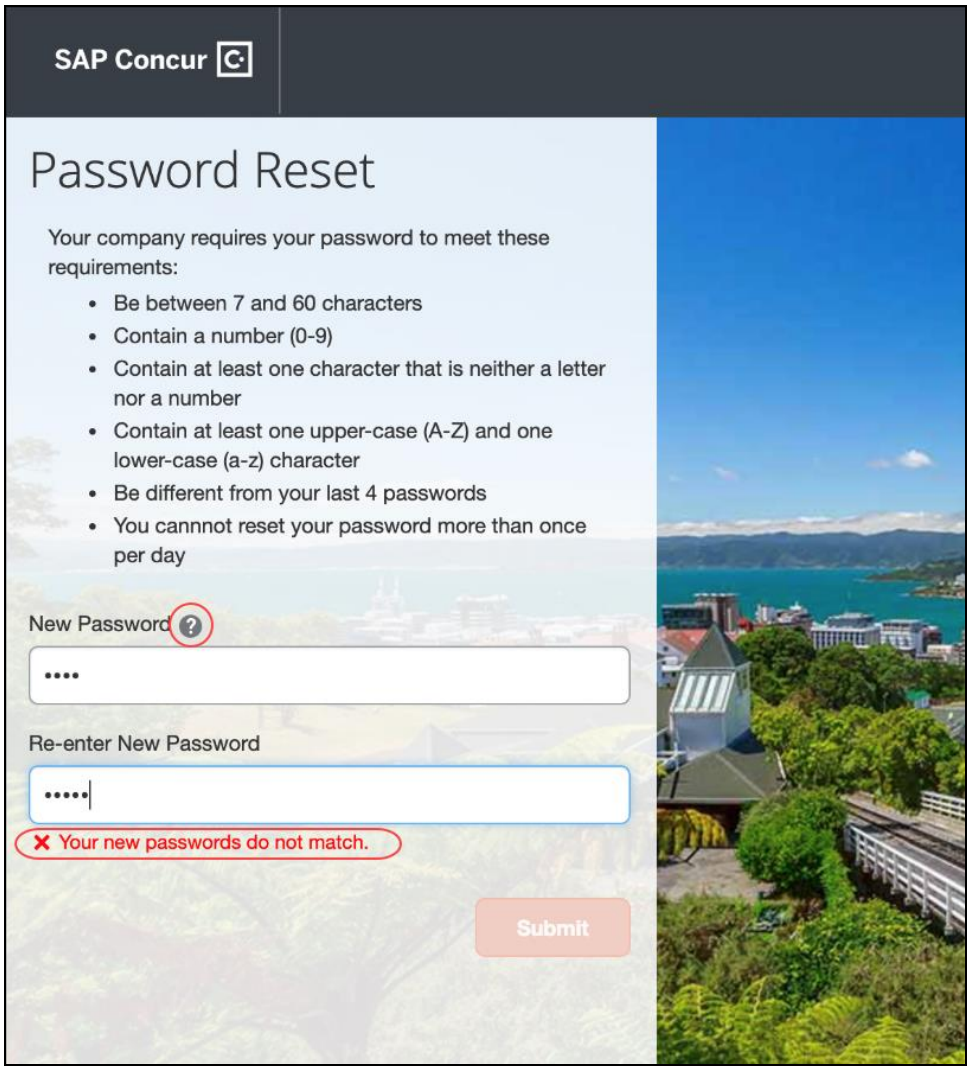
The user has only ***one*** option – the user will enter their user name and click **Submit**. If an SAP Concur account is found for the specified user name, a reset password email will be sent to the user's associated email address.



The user will open the reset password notification email, which includes a one-time reset password link that is valid for 24 hours. The user will click **Reset Your Password** in the email.



The **Password Reset** page opens in the user's browser.

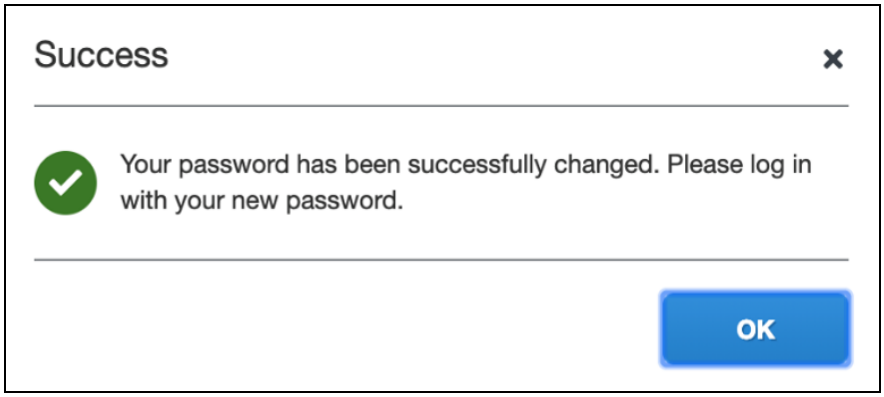


The company's password policy displays on the page. The user will enter a new password in the **New Password** and **Re-enter New Password** fields. If the passwords do not match, an on-page message alerts the user.

The user can also click **Password Help Info** to view a hint to make passwords stronger.

The user then clicks **Submit** to create the new password.

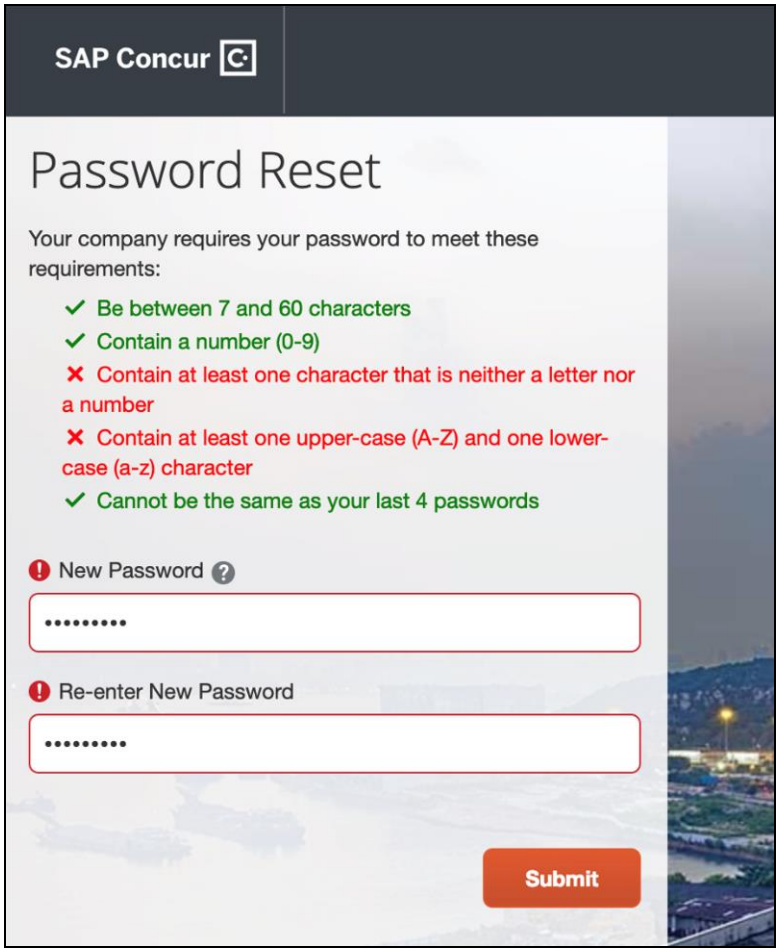
Once the password is validated, the user will see a message confirming that the new password has been successfully created.



The user will click **OK**. The user will be directed to www.concursolutions.com to log in with the new password.

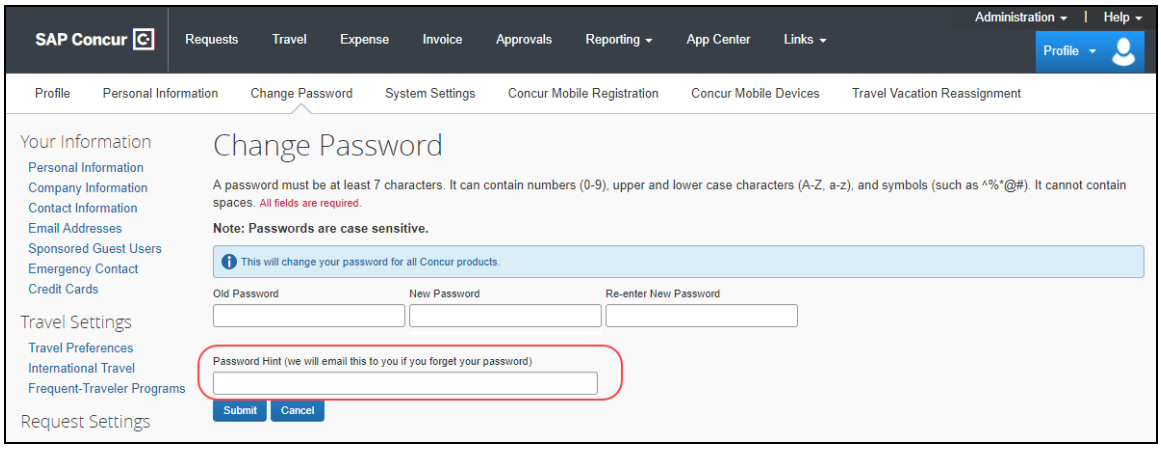
Failed Passwords

If the new password fails validation, the **Password Reset** page will display errors to help the user create a password that meets their company requirements.



Feature to be Removed – Password Hint

Currently, in **Profile > Profile Settings > Change Password**, the user can create a password hint. Then, if the user forgets their password and selects the **Send me an email with my password hint** option on the **Forgot Password** page, then an email that includes the hint will be sent to a verified email account.



When the new Forgot Password feature becomes available, this field will be removed from Profile.

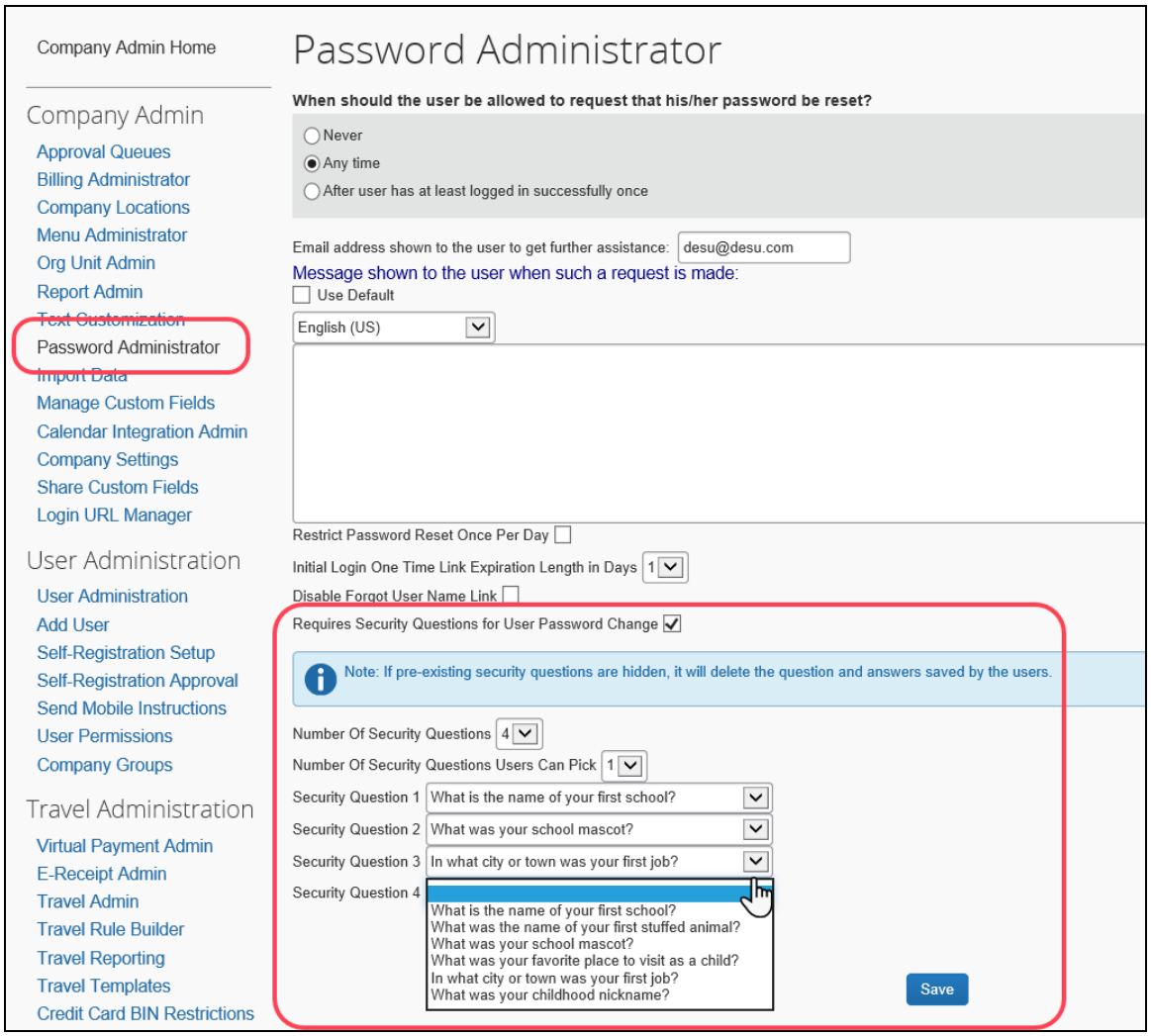
Feature to be Removed – Security Questions (Professional Edition)

Currently, depending on the company's configuration, the company may be able to configure security questions for users who have forgotten their passwords. If so, the Security Question functionality involves three parts:

- Company admin security question configuration
- End user security question configuration
- Security question challenge

SECURITY QUESTION CONFIGURATION

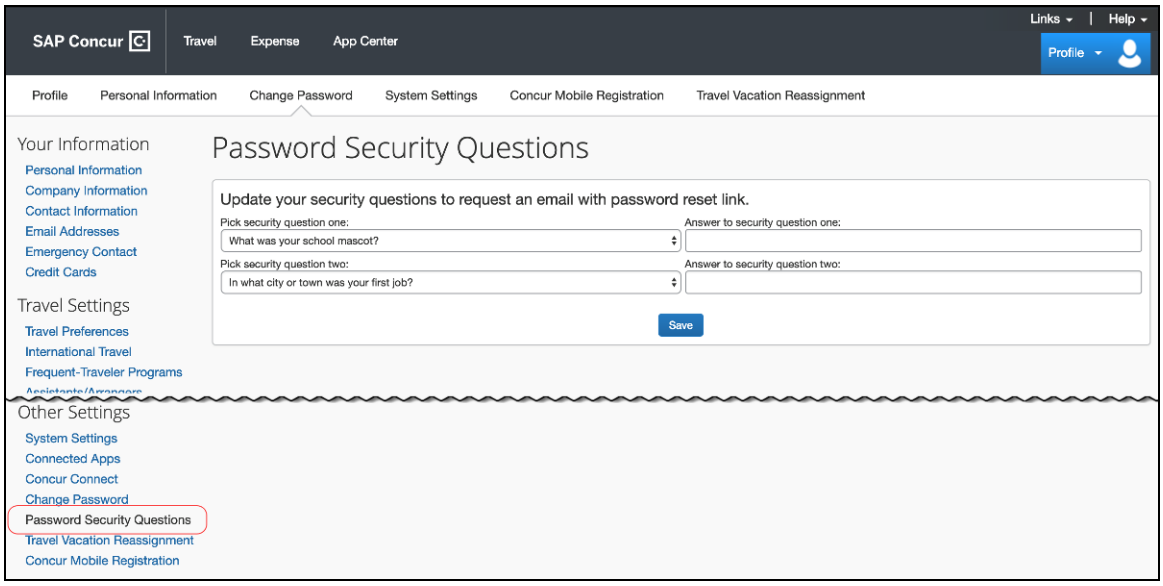
If the company's configuration allows, the **Password Administrator** page is available, which allows the admin to configure the questions. To access the page, the admin clicks **Administration > Company > Company Admin > Password Administrator**.



When the new Forgot Password feature becomes available, this section of the page will be removed.

END-USER CONFIGURATION

Currently, once the admin activates the security questions, the **Password Security Questions** page appears in Profile. It allows users to manage the security questions they will answer if they forget their password. To access the page, the user clicks **Profile > Profile Settings**. In the **Other Settings** section, the user clicks **Password Security Questions**.



When the new Forgot Password feature becomes available, this page and menu option will be removed.

SECURITY QUESTION CHALLENGE

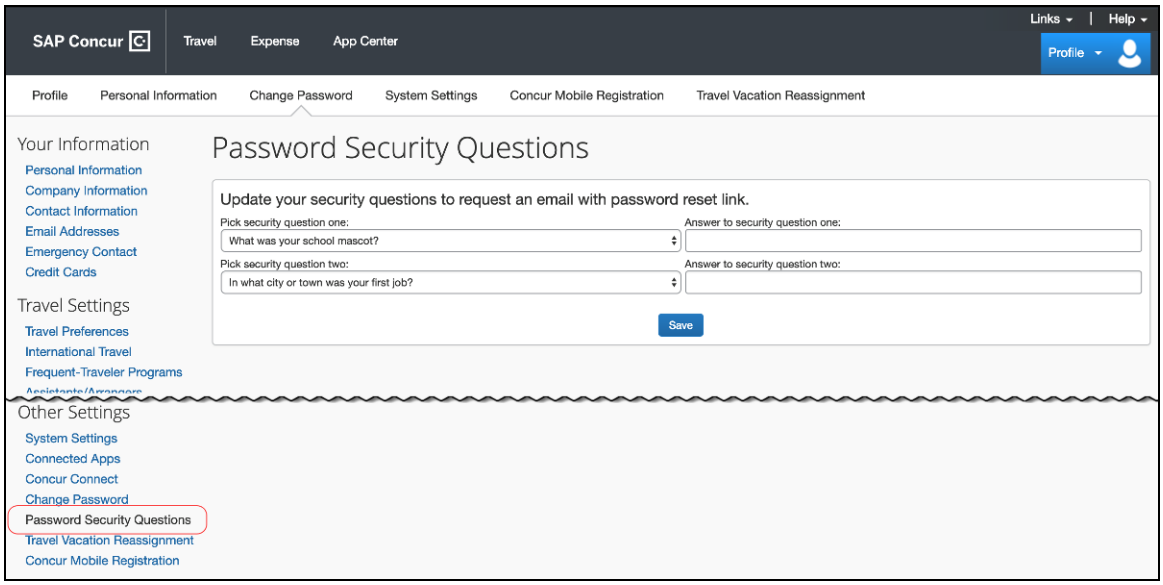
Currently, once configuration is complete, end users are challenged by security questions before a password reset link is sent out or before a password changed is saved.

When the new Forgot Password feature becomes available, this page will be removed.

Feature to be Removed – Security Questions (Standard Edition)

Currently, depending on the company's configuration, the company may be able to require users who have forgotten their passwords to answer security questions. If so, the Security Question functionality involves end-user configuration in Profile.

To access the page, the user clicks **Profile > Profile Settings**. In the **Other Settings** section, the user clicks **Password Security Questions**.

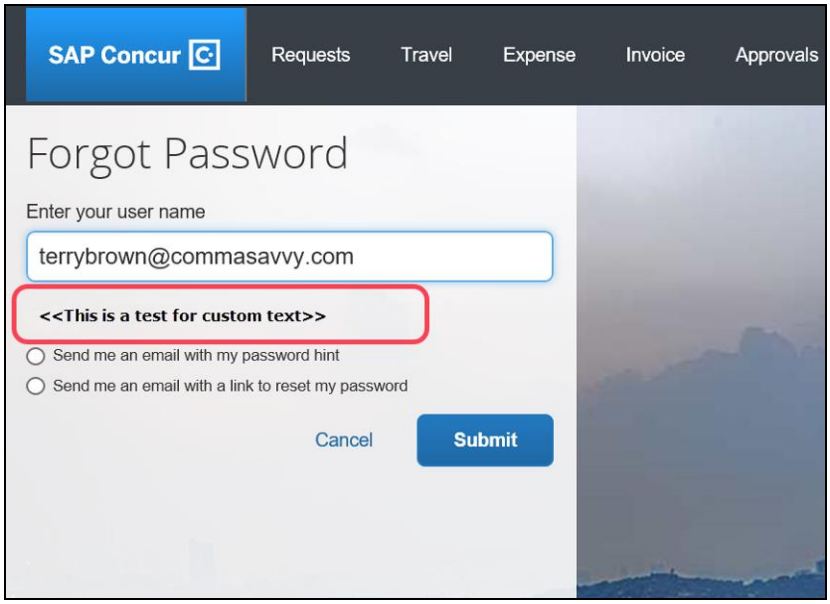


Then, the user is challenged by security questions before a password reset link is sent out or before a password changed is saved.

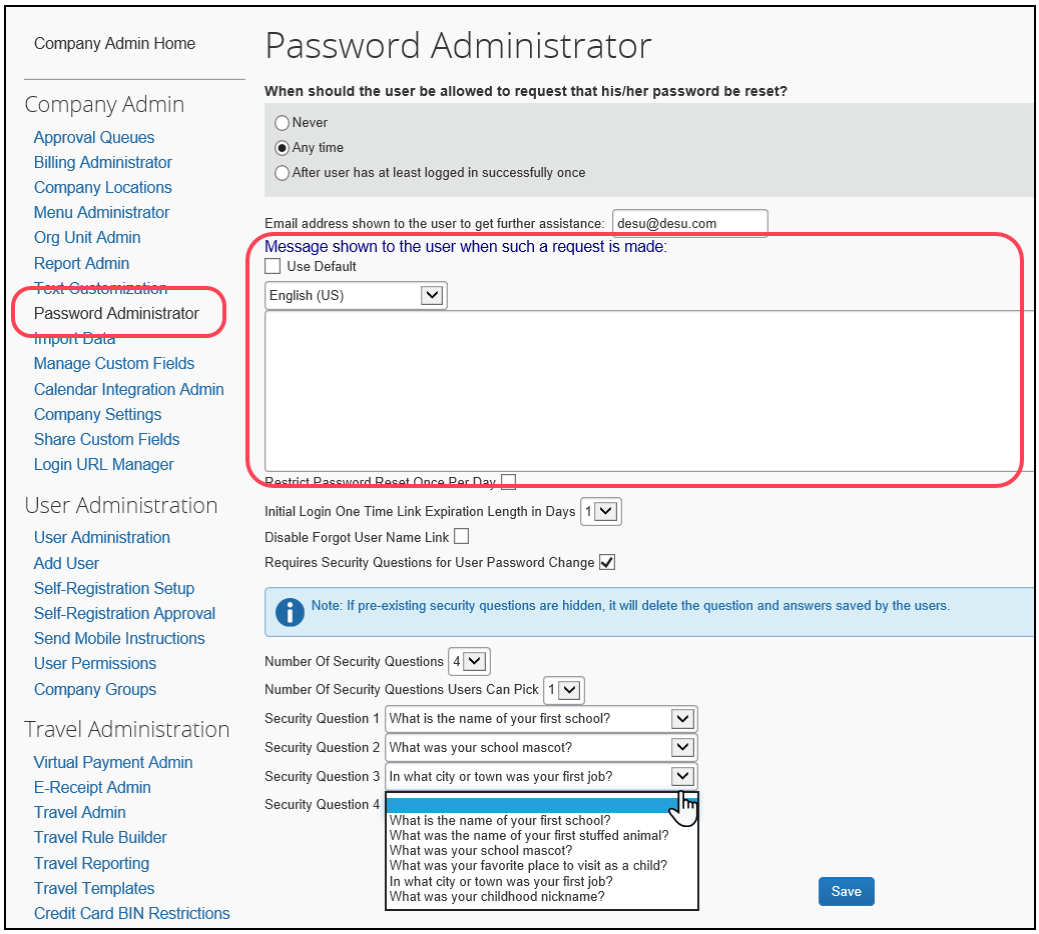
When the new Forgot Password feature becomes available, the **Password Security Questions** page and menu option will be removed, along with the security questions.

Feature to be Removed – Custom Text on the Forgot Password Page (Professional Edition)

Currently, depending on the company's configuration, the company may be able to provide custom text on the **Forgot Password** page.



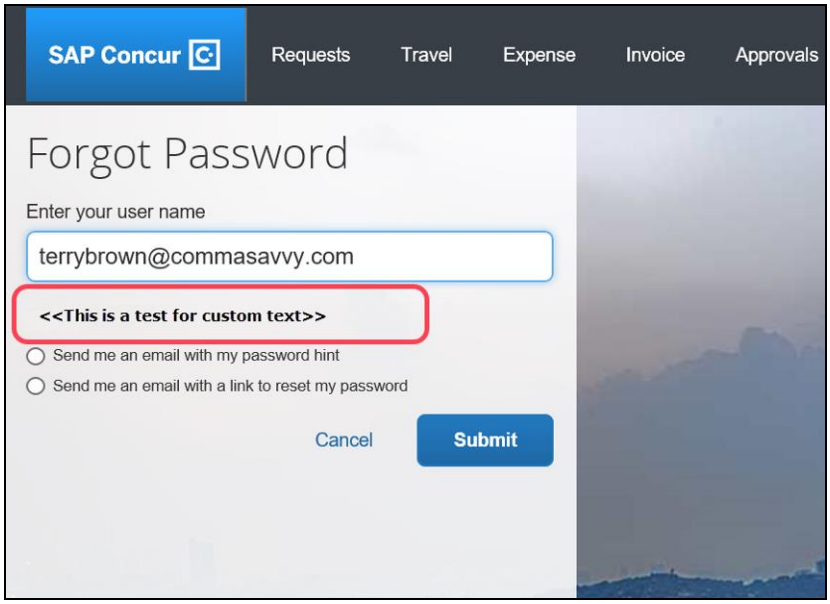
If the company's configuration allows, the **Password Administrator** page is available, which allows the admin to define the custom text. To access the page, the admin clicks **Administration > Company > Company Admin > Password Administrator**.



When the new Forgot Password feature becomes available, this section of the page will be removed.

Feature to be Removed – Custom Text on the Forgot Password Page (Standard Edition)

Currently, depending on the company's configuration, the company may be able to display custom text on the **Forgot Password** page.



When the new Forgot Password feature becomes available, this text will be removed.

Configuration / Feature Activation / Feature Deprecation

This feature will be automatically available. There are no configuration steps.

Planned Changes Authentication: New SAP Concur Sign In Page

These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

SAP Concur is planning to add a new **Sign In** page, providing an updated login experience for users who log in with a user name and password credentials. Current Single Sign-On (SSO) users will be able to start the SSO login process at www.concursolutions.com. This feature is planned for 2019.

The new **Sign In** page feature includes the following:

- **Two-step login:** provides enhanced security, meets current industry standards, and provides a better login success rate
- **Multi-account login:** allows administrators to log in with multiple accounts (planned for a future release)

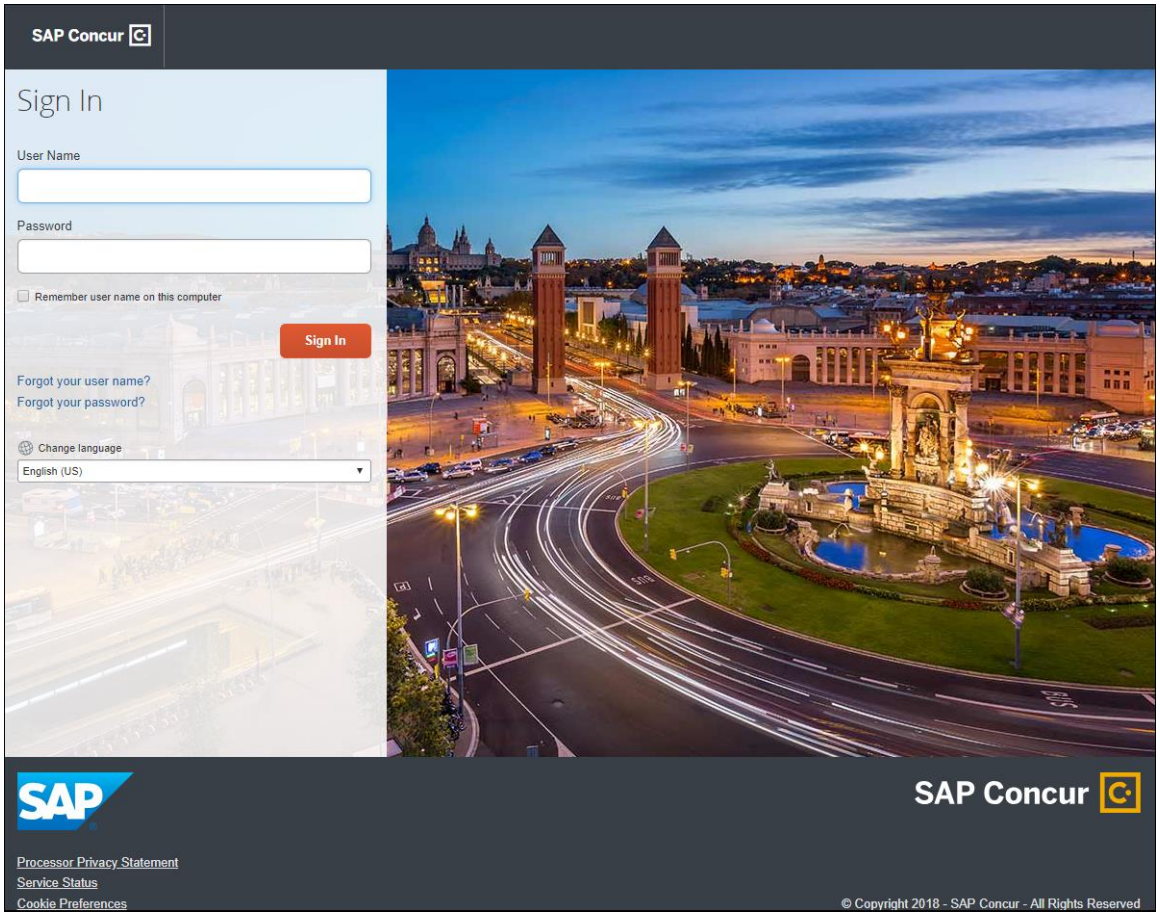
- **User avatar:** enhances the user experience (planned for a future release)

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides better security and a faster, convenient experience for users logging in to SAP Concur products and services.

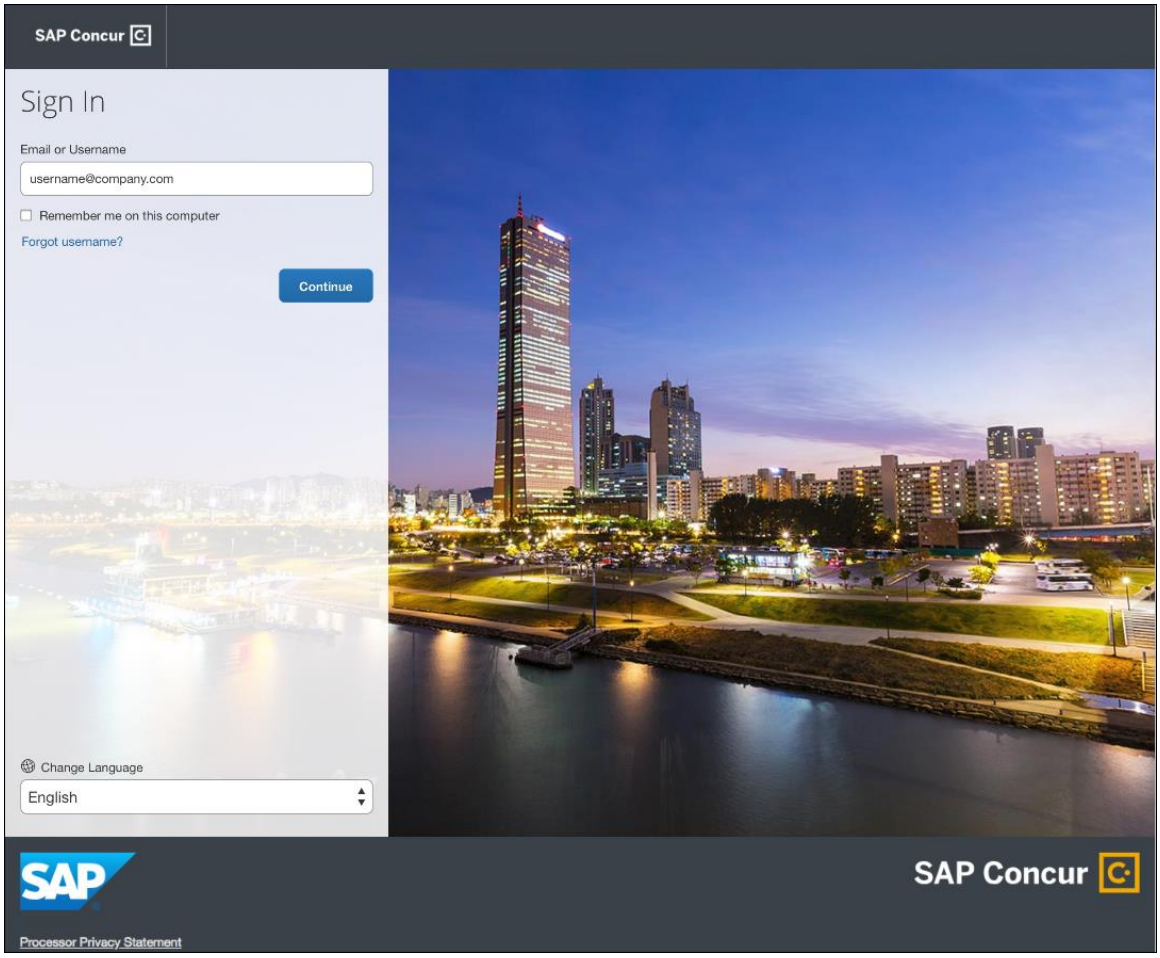
What the User Sees – Current Sign In Page

The SAP Concur **Sign In** page currently appears with **User Name** and **Password** fields, and a **Sign In** button. Once a user is authenticated, the SAP Concur **Home** page appears.



What the User Sees – New Sign In Page

The new SAP Concur **Sign In** page will have an **Email or Username** field and a **Continue** button. The user will type in their email or username. The user can select the **Remember me on this computer** check box, so their email or username displays the next time they log in to SAP Concur. The user will then click **Continue**.



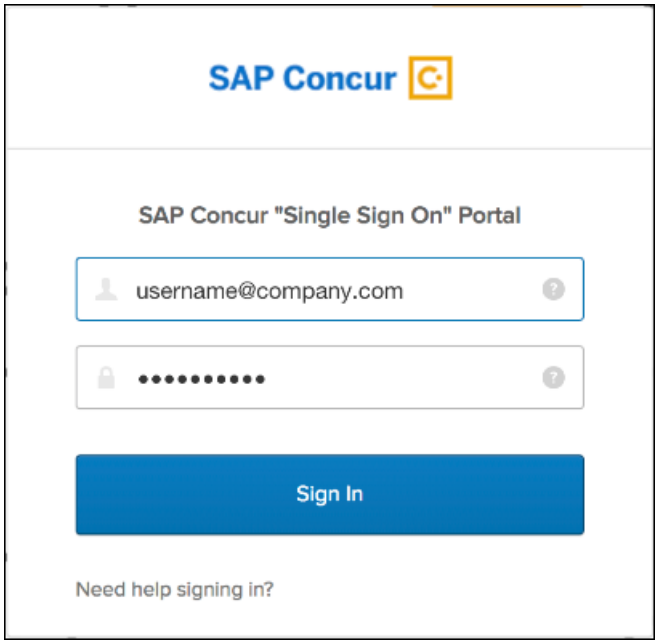
Depending on the customer's implementation of SAP Concur, users will then be directed to the designated Identity Provider (IdP) Single Sign-On portal or an additional **Sign In** page.

NOTE: If a company has not used the planned feature, Manage Single Sign-On, to migrate to the new SSO service at SAP Concur, users will be directed to a password login page to log in using a username and password. For more information, refer to the ***Planned Changes** Single Sign-On (SSO) Self-Service Option Coming to SAP Concur* release note in this document.

NOTE: Once the planned feature, Manage Single Sign-On, is released for general availability, companies who have test/training users should leave the SSO enforcement setting as *SSO Optional* on the **Manage Single Sign-On** page. Test/training users will then be directed to an intermediate password login page to log in at www.concursolutions.com using existing SSO or enter their password. If a company selects *SSO Required* on the new **Manage Single Sign-On** page, then all test/training users will be blocked and directed to log in at www.concursolutions.com with a username and password.

SSO Users

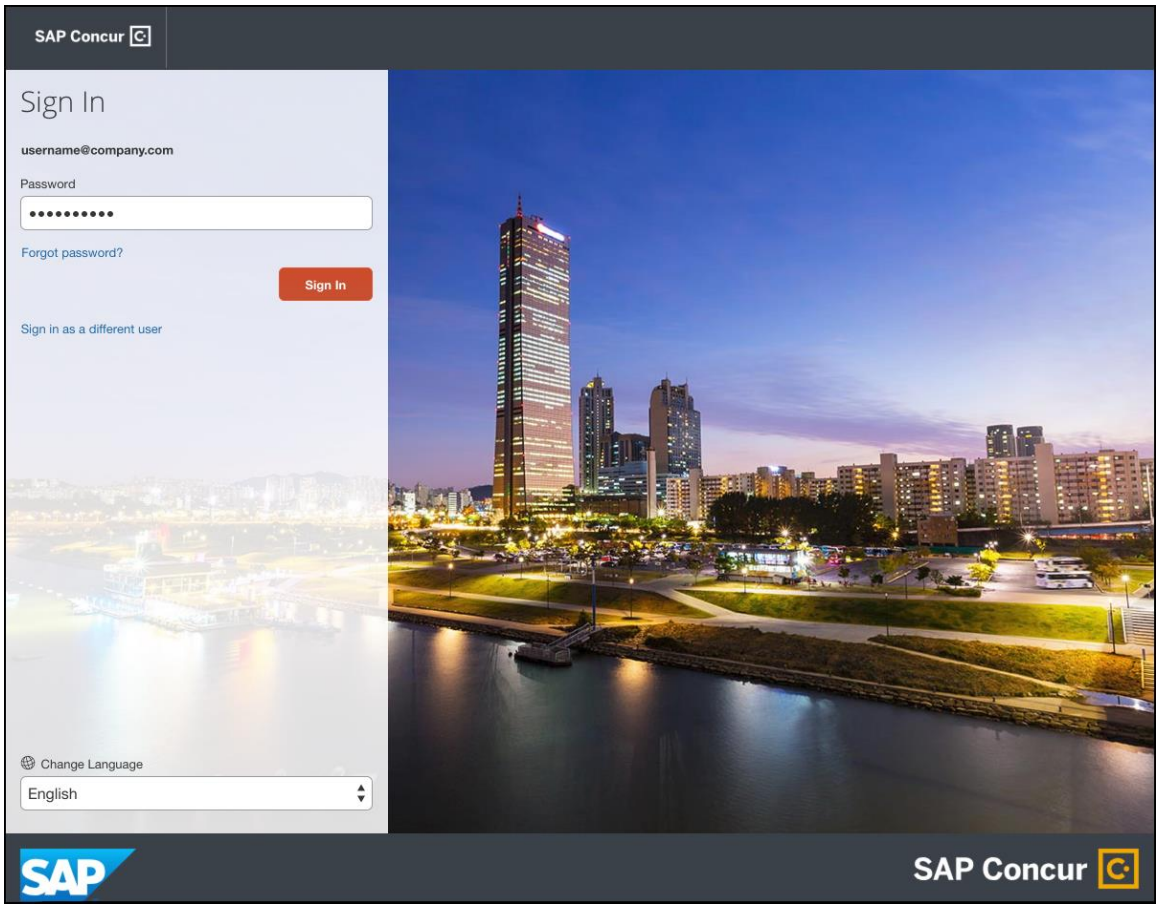
When the designated Identity Provider (IdP) Single Sign-On portal appears (similar to the one shown below), the user will enter their email or username and password, then click **Sign In**.



After being authenticated, the user will be directed to the SAP Concur **Home** page.

USERS WITH USERNAMES AND PASSWORDS

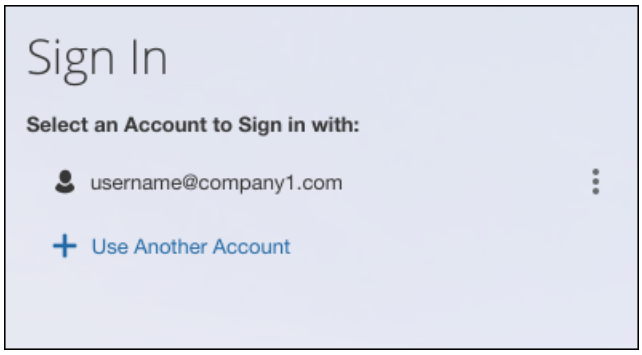
The user will be directed to an additional **Sign In** page. The user will enter a password and click **Sign In**. The system will then authenticate the user's credentials.



Once the user's password is verified, the SAP Concur **Home** page appears.

RETURN USERS

If a returning user selected the **Remember me on this computer** check box during their initial login session, they will see their email or user name display on the **Sign In** page. Users who did not select the **Remember me on this computer** check box will log in as they did initially.



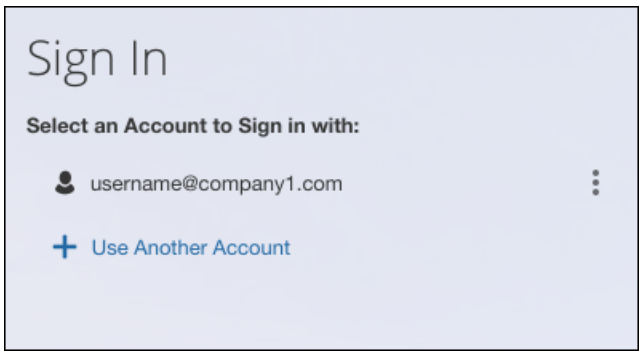
The user will click on their email or username, and then one of the following occurs:

- **SSO Users:** The user will be directed to the SAP Concur **Home** page.
- **Users with Usernames and Passwords:** On the **Sign In** page, the user will enter as password and then click **Sign In**. The user will then be directed to the SAP Concur **Home** page.

USERS WITH MULTIPLE ACCOUNTS

SAP Concur users with multiple login accounts have more than one login option depending on the user role or account they want to use. The user will first log in to SAP Concur using one of their accounts. Once successfully logged in, the user logs out of the system.

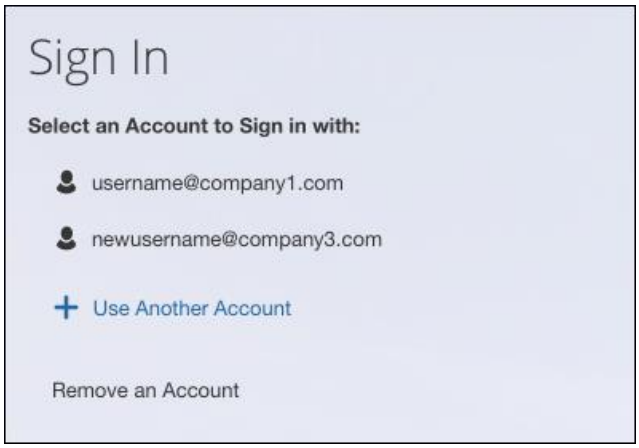
To add another account, on the **Sign In** page, the user clicks the **Use Another Account** link.



The next login step depends on the account type the user wishes to use:

- **SSO Account:** If the user selects an account with SSO credentials, the user will enter an email, then the user will be directed to the IdP Single Sign-On portal. Once the user is authenticated, the SAP Concur Home page appears.
- **Username and Password:** The user is directed to an additional **Sign In** page to enter a password. The user then clicks **Sign In**. Once the user is authenticated, the SAP Concur **Home** page appears.

When all accounts are added, a return user will select the account they want to use to log in to SAP Concur.



FORGOT PASSWORD

For more information about **Forgot Password** functionality, refer to ***Planned Changes ** New Forgot Password Page and Related Feature Deprecation* in this document.

Configuration / Feature Activation

Configuration information will be provided in a future release note.

Planned Changes SAP Concur Product Access Changes

Overview

Customers will need to access SAP Concur products and services via the following domains:

- *.concursolutions.com
- *.concurcdc.cn

This change is targeted for June 8, 2019.

SAP Concur recommends clients migrate to one of the domains at their earliest convenience, if they are not already using one of them.

Please contact appsec@sap.com for any questions regarding this change.

BUSINESS PURPOSE / CLIENT BENEFIT

This change will allow customers to access SAP Concur services in a consistent, secure manner.

TripLink

No Planned Changes This Month

Concur Hipmunk

No Planned Changes This Month

Client Notifications

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

The *SAP Concur Release Notes – Monthly Browser Certifications* document lists current and planned browser certifications. The document is available with the other SAP Concur monthly release notes.

The *Concur Travel & Expense Supported Configurations – Client Version* guide is available with the setup guides, user guides, and other technical documentation.

📖 For information about accessing all release notes, browser certifications, setup guides, user guides, other technical documentation, and supported configurations, refer to the *Additional Release Notes and Other Technical Documentation* section in this document.

Subprocessors

SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: SAP Concur list of Subprocessors

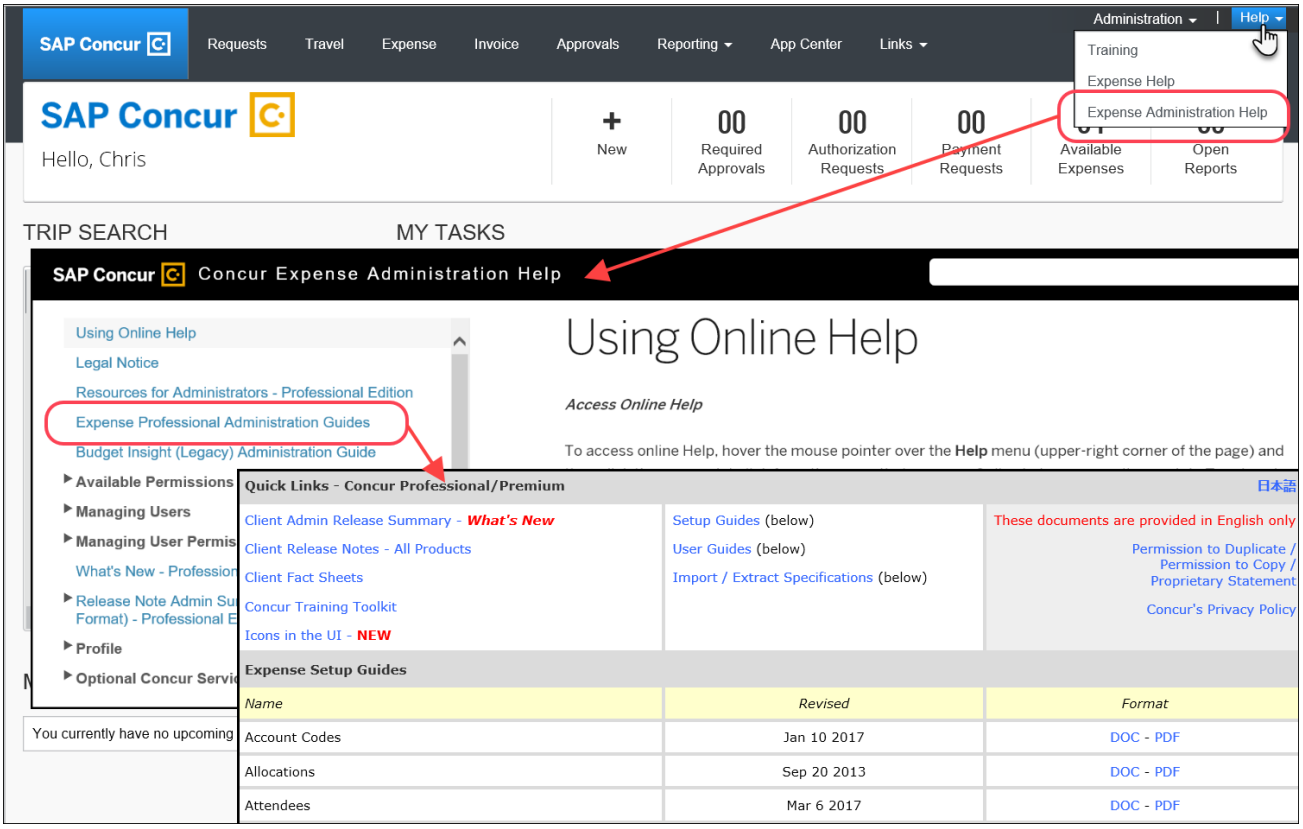
If you have questions or comments, please reach out to: Privacy-Request@Concur.com

Additional Release Notes and Technical Documentation

Professional Edition

Online Help – Admins

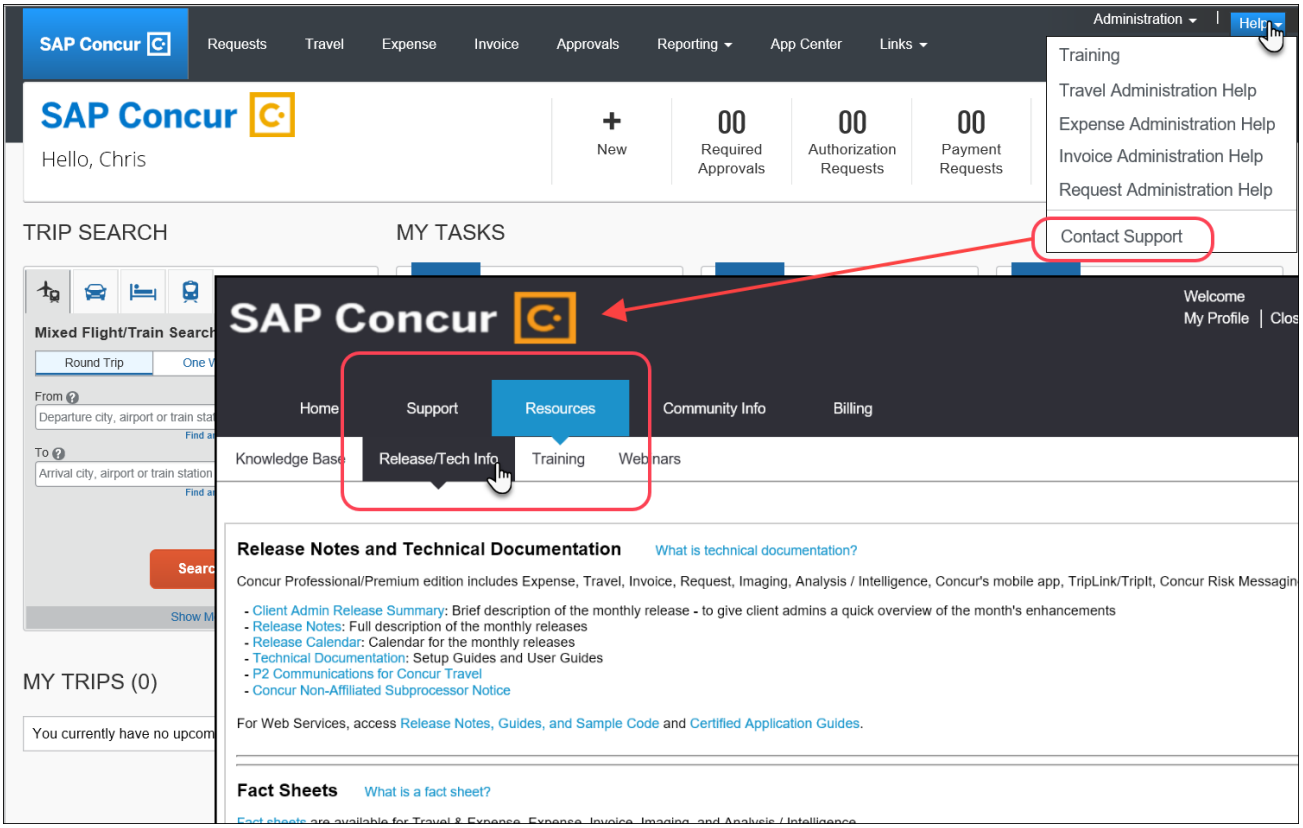
Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help in Concur.



Concur Support Portal – Selected Users

Selected users within the company can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via the Concur Support Portal.

If a user has the proper Concur Support Portal permissions, then the **Contact Support** option is available to them on the **Help** menu. The user clicks **Help > Contact Support**. On the Support page, the user clicks **Resources** > **Release/Tech Info**.



Standard Edition

Online Help – Admins

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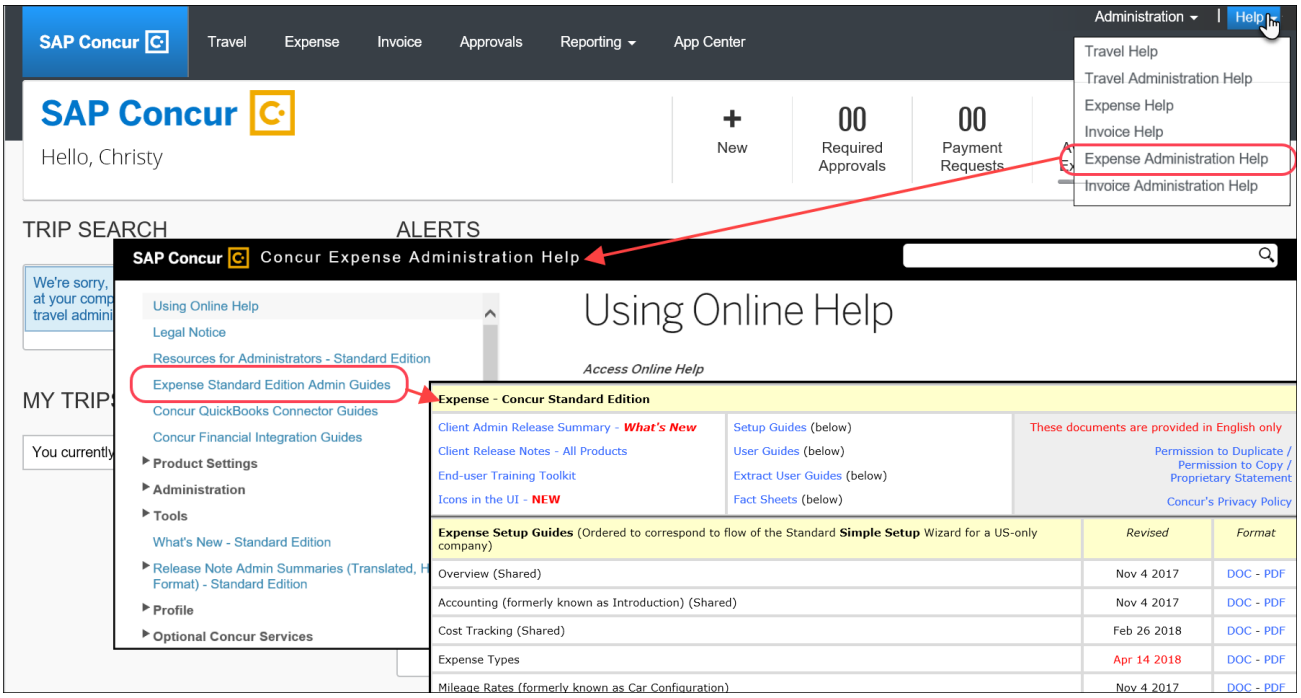
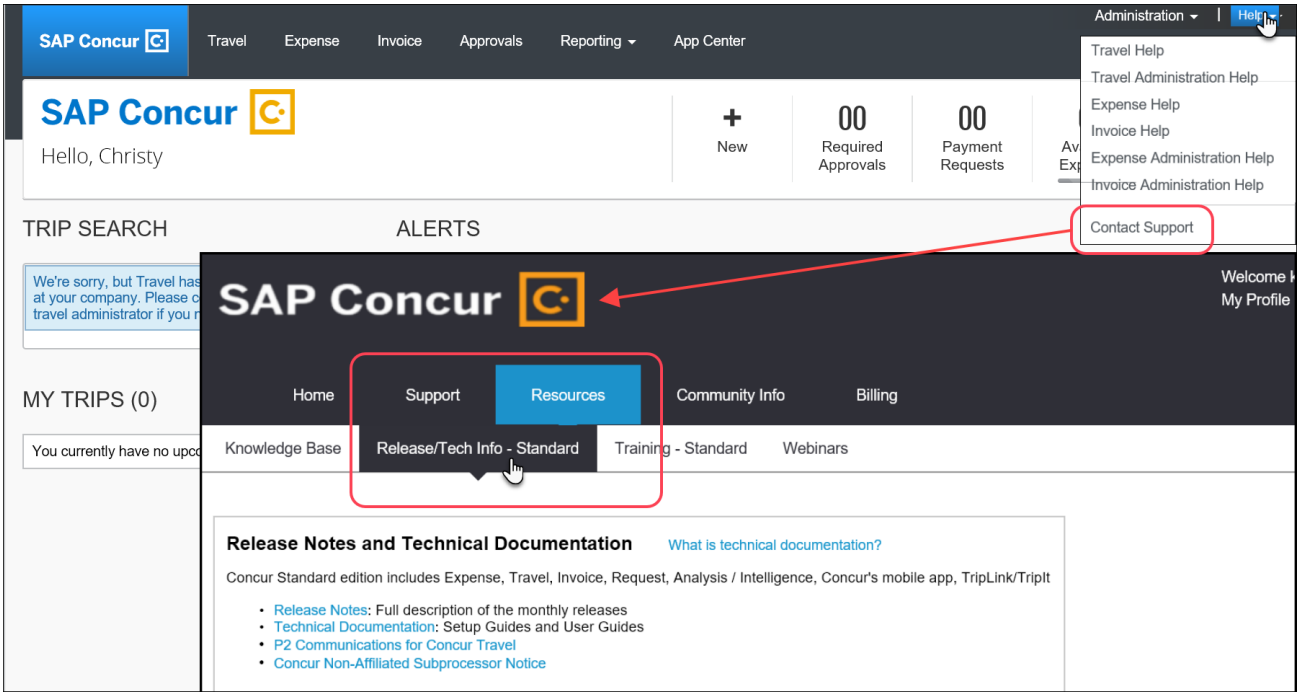


SAP Concur Support Portal – Selected Users

Selected users within the company can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via the SAP Concur support portal.

If a user has the proper SAP Concur support portal permissions, then the **Contact Support** option is available to them on the **Help** menu. The user clicks **Help > Contact Support**. On the support page, the user clicks **Resources** > **Release/Tech Info - Standard**.



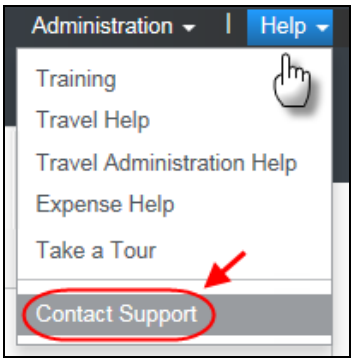
Cases

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**.



The **Concur Support** page displays.

NOTE: If you do not have the option to contact 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. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

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SAP Concur Release Notes **Concur Hipmunk and TripLink**	
Month	**Audience**
Release Date: May 11, 2019 Initial Post: Friday, May 10, 11:00 AM PT	Client – FINAL

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Concur Hipmunk and TripLink

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

Concur Hipmunk provides a travel solution, integrated with Concur Expense, for clients who aren't ready for a fully managed travel program and who don't have a Travel Management Company (TMC) relationship. The Concur Hipmunk solution also includes all the benefits of TripLink, including TripIt Pro. Refer to the Concur Hipmunk Mid-Cycle Release Notes page for features released between the monthly releases.

Release Notes

General

Authentication: Forgot Password Feature, Security Questions, and Password Custom Text

These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

With this release, SAP Concur will add a new Forgot Password feature to the SAP Concur **Sign In** page, providing an updated experience for users who log in with user name and password credentials.

NOTE: This change does not affect customers that use SSO to log in to SAP Concur.

Currently, depending on a company's configuration, there may be several other options available for the forgotten password process. With this release, those additional options will be removed. They are:

- **Security Questions:** Users will no longer receive security question prompts for login authentication.
- **On-page text:** Company custom text will no longer display.
- **Password hints:** The option, **Send me an email with my password hint**, will no longer be available.

All of these options are described on the following pages.

NOTE: The new Forgot Password feature is planned for release in advance of the planned New SAP Concur **Sign In** page. For more information, refer to the ***Planned Changes** Authentication: New SAP Concur Sign In Page* release note in this document.

BUSINESS PURPOSE / CLIENT BENEFIT

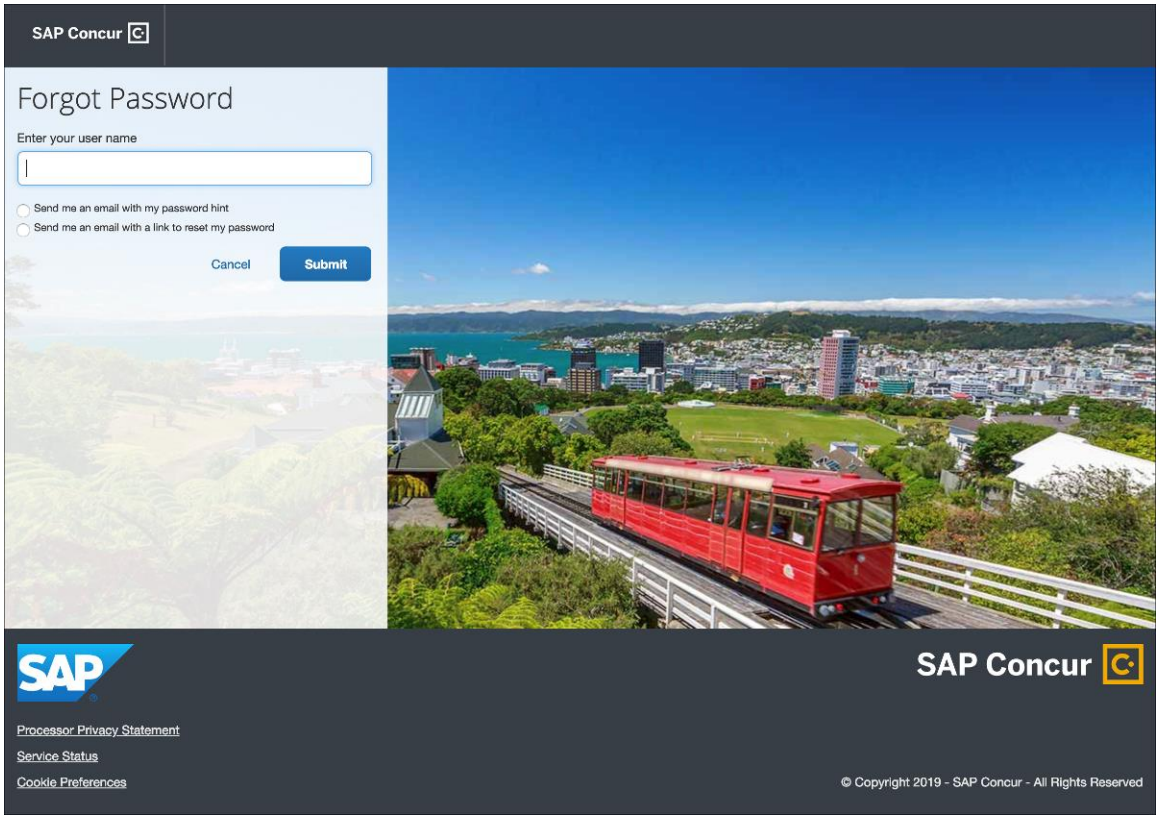
This feature provides greater security for user passwords and streamlines the user experience.

What the User Sees – Current Forgot Password Page and Process

Currently, if a user cannot remember their password and if the user clicks **Forgot your password?** on the SAP Concur **Sign In** page, the **Forgot Password** page displays.

Currently, additional options may be available, depending on the company's configuration. They are:

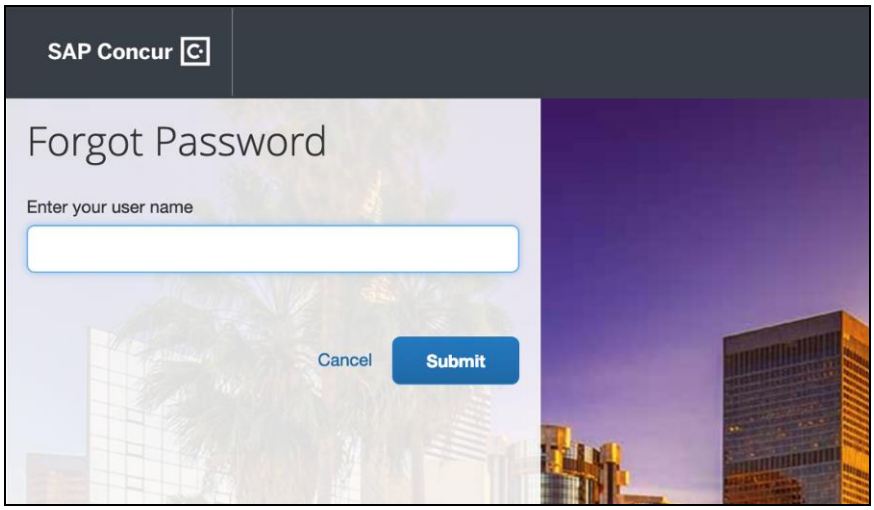
- The user may have an email sent to a verified email account that includes a password hint.
- The company may require the user to answer a set of security questions prior to getting an email with a link to reset their password.
- The company may also have custom text that displays on this page.



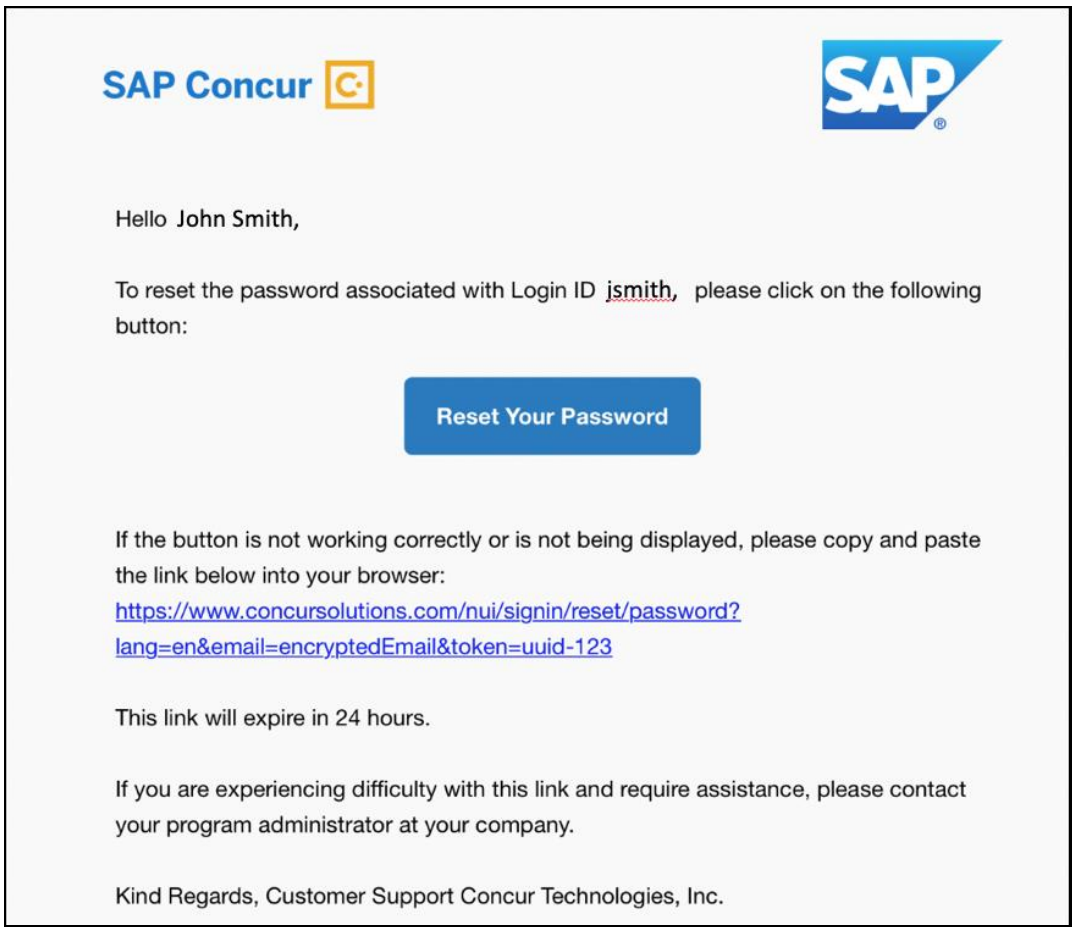
What the User Sees – New Forgot Password Page and Process

With the new feature, if a user cannot remember their password and if the user clicks **Forgot your password?** on the SAP Concur **Sign In** page, the **Forgot Password** page displays.

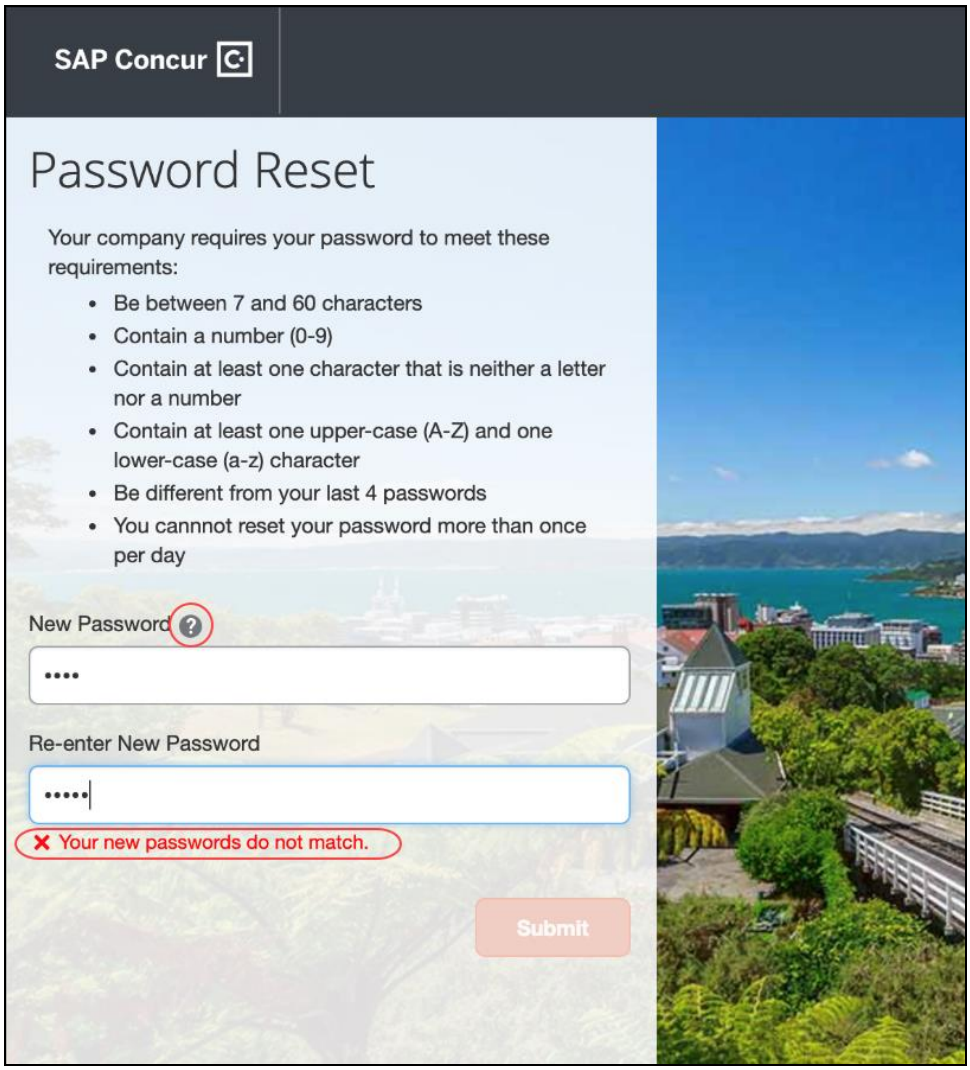
The user has only ***one*** option – the user will enter their user name and click **Submit**. If an SAP Concur account is found for the specified user name, a reset password email will be sent to the user's associated email address.



The user will open the reset password notification email, which includes a one-time reset password link that is valid for 24 hours. The user will click **Reset Your Password** in the email.



The **Password Reset** page opens in the user's browser.

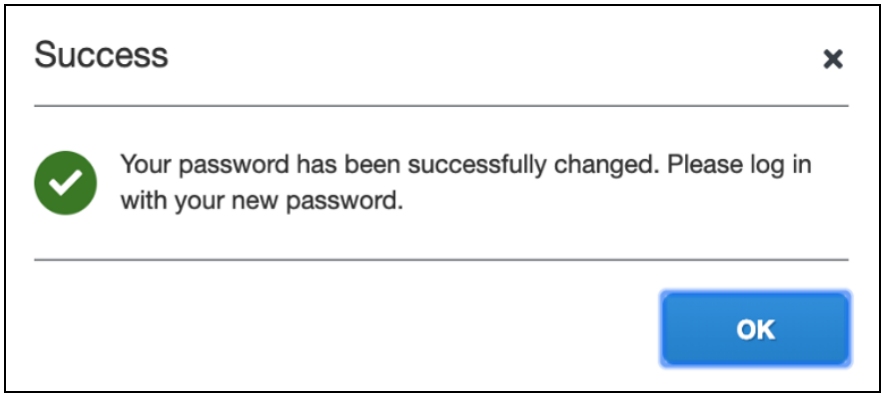


The company's password policy displays on the page. The user will enter a new password in the **New Password** and **Re-enter New Password** fields. If the passwords do not match, an on-page message alerts the user.

The user can also click **Password Help Info** to view a hint to make passwords stronger.

The user then clicks **Submit** to create the new password.

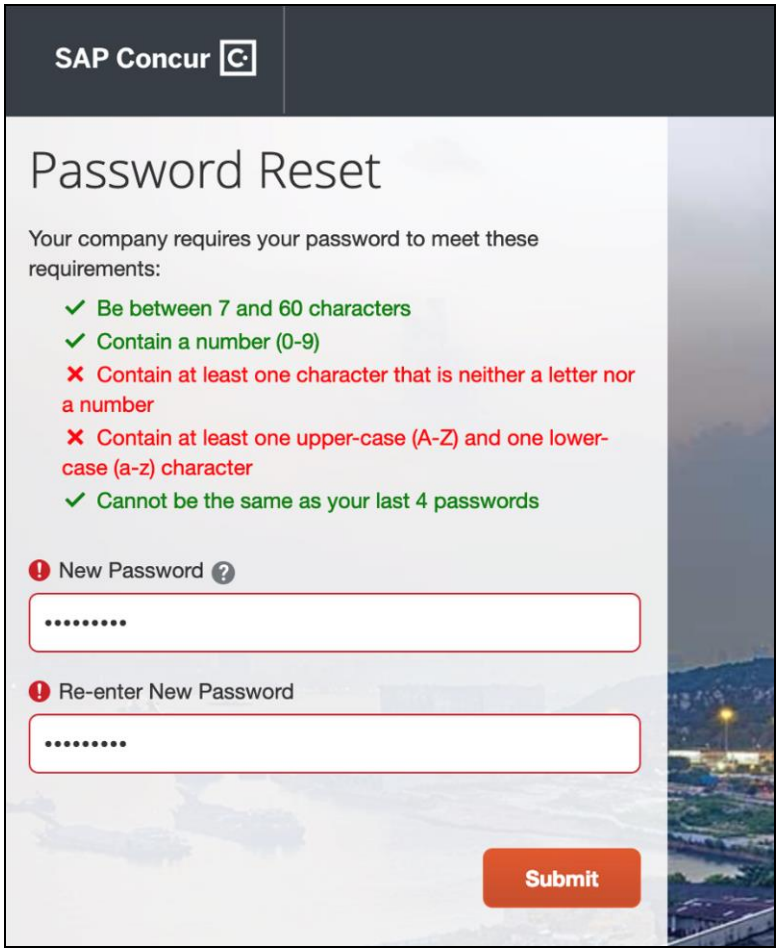
Once the password is validated, the user will see a message confirming that the new password has been successfully created.



The user will click **OK**. The user will be directed to www.concursolutions.com to log in with the new password.

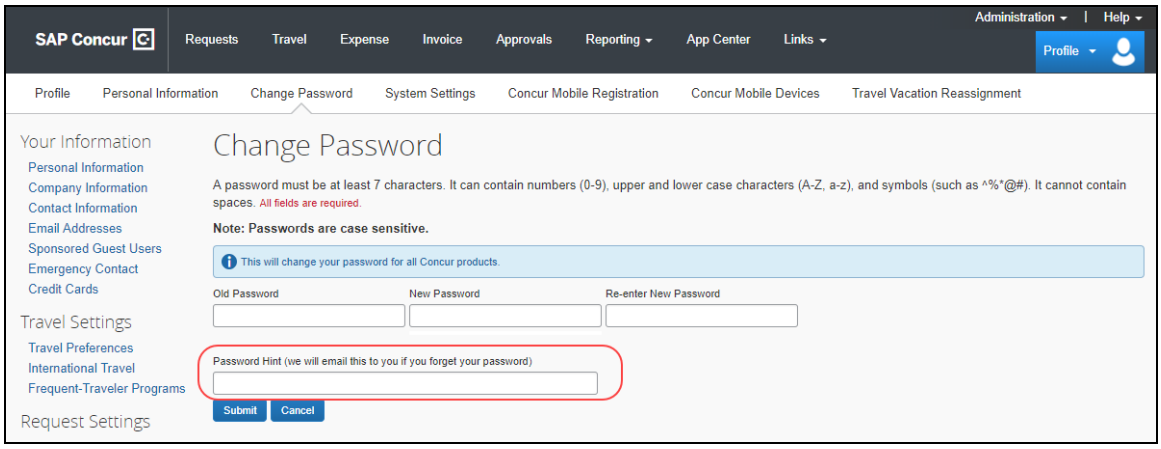
Failed Passwords

If the new password fails validation, the **Password Reset** page will display errors to help the user create a password that meets their company requirements.



Feature to be Removed – Password Hint

Currently, in **Profile > Profile Settings > Change Password**, the user can create a password hint. Then, if the user forgets their password and selects the **Send me an email with my password hint** option on the **Forgot Password** page, then an email that includes the hint will be sent to a verified email account.



When the new Forgot Password feature becomes available, this field will be removed from Profile.

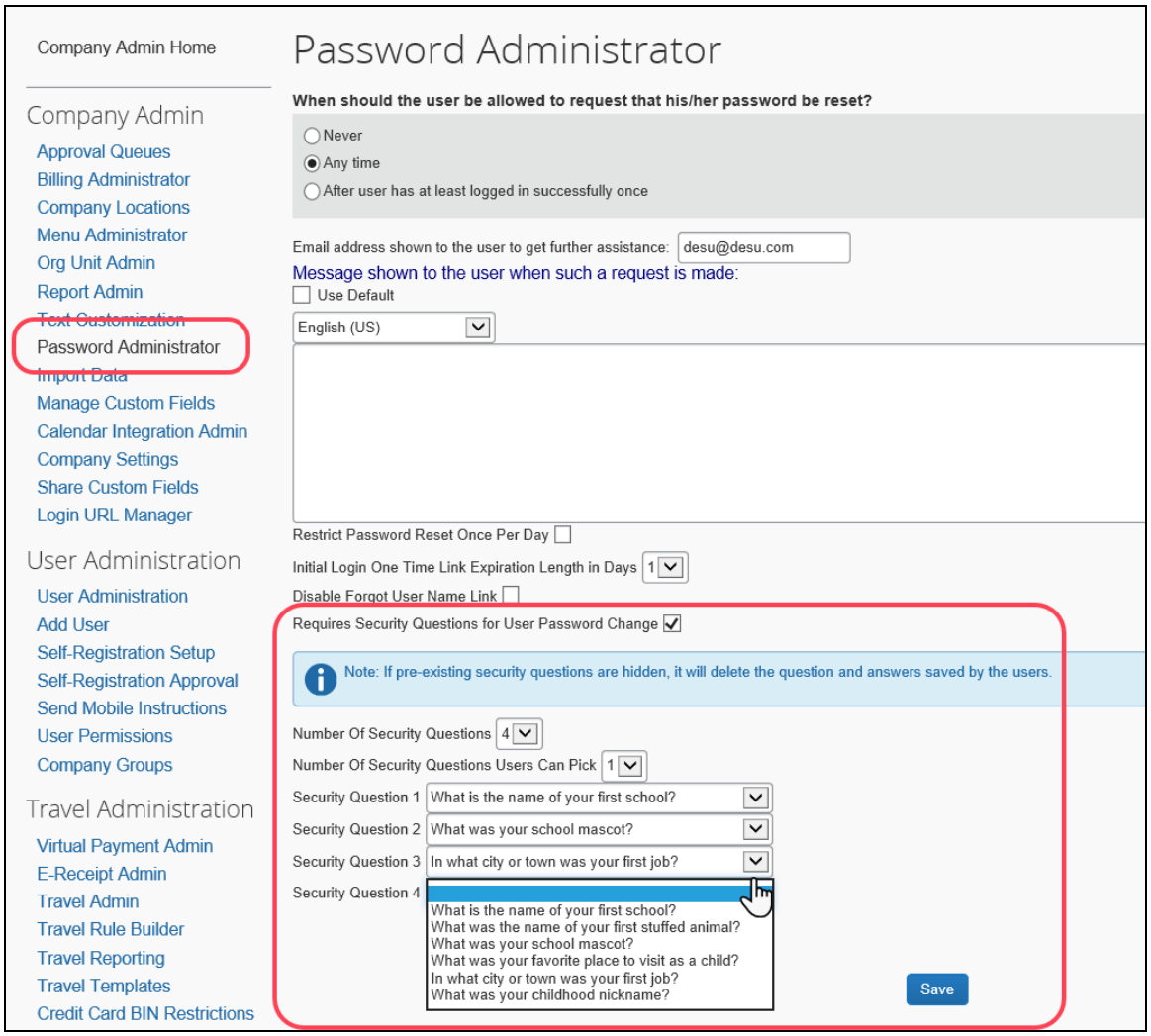
Feature to be Removed – Security Questions (Professional Edition)

Currently, depending on the company's configuration, the company may be able to configure security questions for users who have forgotten their passwords. If so, the Security Question functionality involves three parts:

- Company admin security question configuration
- End user security question configuration
- Security question challenge

SECURITY QUESTION CONFIGURATION

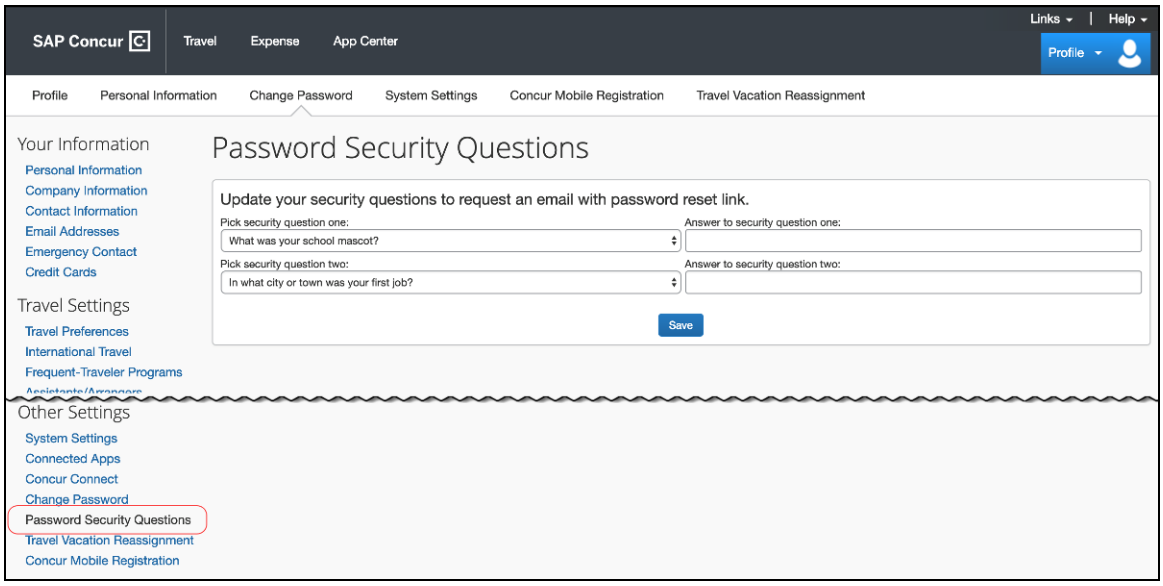
If the company's configuration allows, the **Password Administrator** page is available, which allows the admin to configure the questions. To access the page, the admin clicks **Administration > Company > Company Admin > Password Administrator**.



When the new Forgot Password feature becomes available, this section of the page will be removed.

END-USER CONFIGURATION

Currently, once the admin activates the security questions, the **Password Security Questions** page appears in Profile. It allows users to manage the security questions they will answer if they forget their password. To access the page, the user clicks **Profile > Profile Settings**. In the **Other Settings** section, the user clicks **Password Security Questions**.



When the new Forgot Password feature becomes available, this page and menu option will be removed.

SECURITY QUESTION CHALLENGE

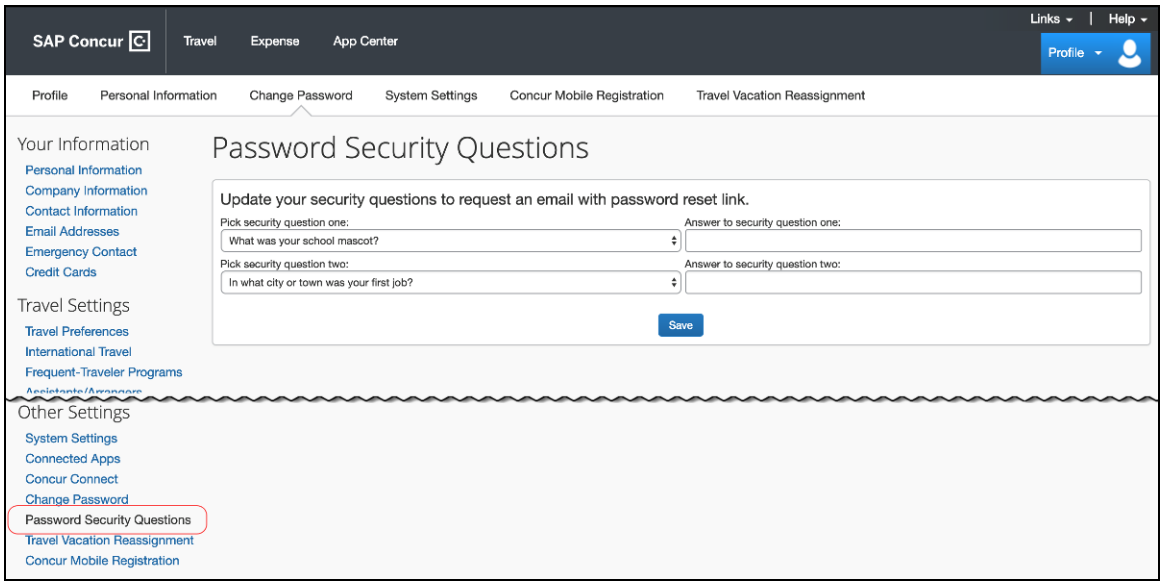
Currently, once configuration is complete, end users are challenged by security questions before a password reset link is sent out or before a password changed is saved.

When the new Forgot Password feature becomes available, this page will be removed.

Feature to be Removed – Security Questions (Standard Edition)

Currently, depending on the company's configuration, the company may be able to require users who have forgotten their passwords to answer security questions. If so, the Security Question functionality involves end-user configuration in Profile.

To access the page, the user clicks **Profile > Profile Settings**. In the **Other Settings** section, the user clicks **Password Security Questions**.

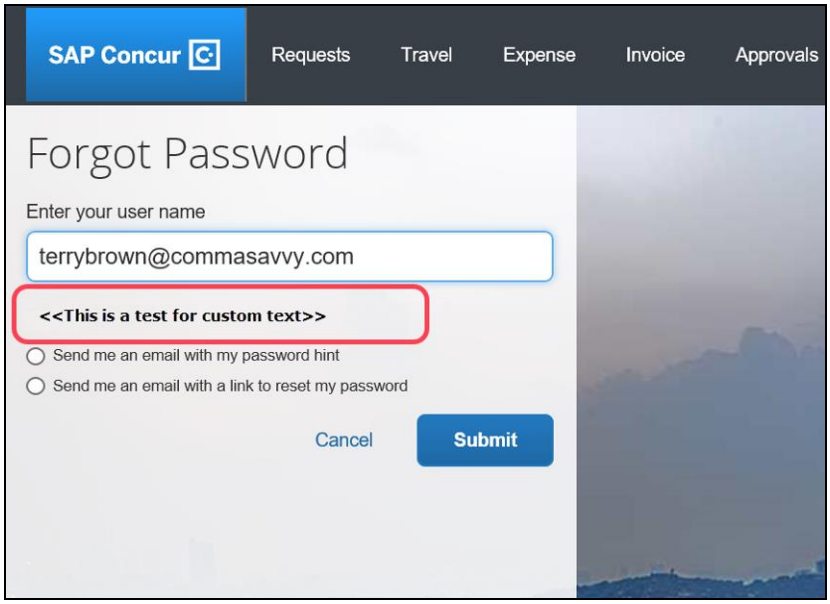


Then, the user is challenged by security questions before a password reset link is sent out or before a password changed is saved.

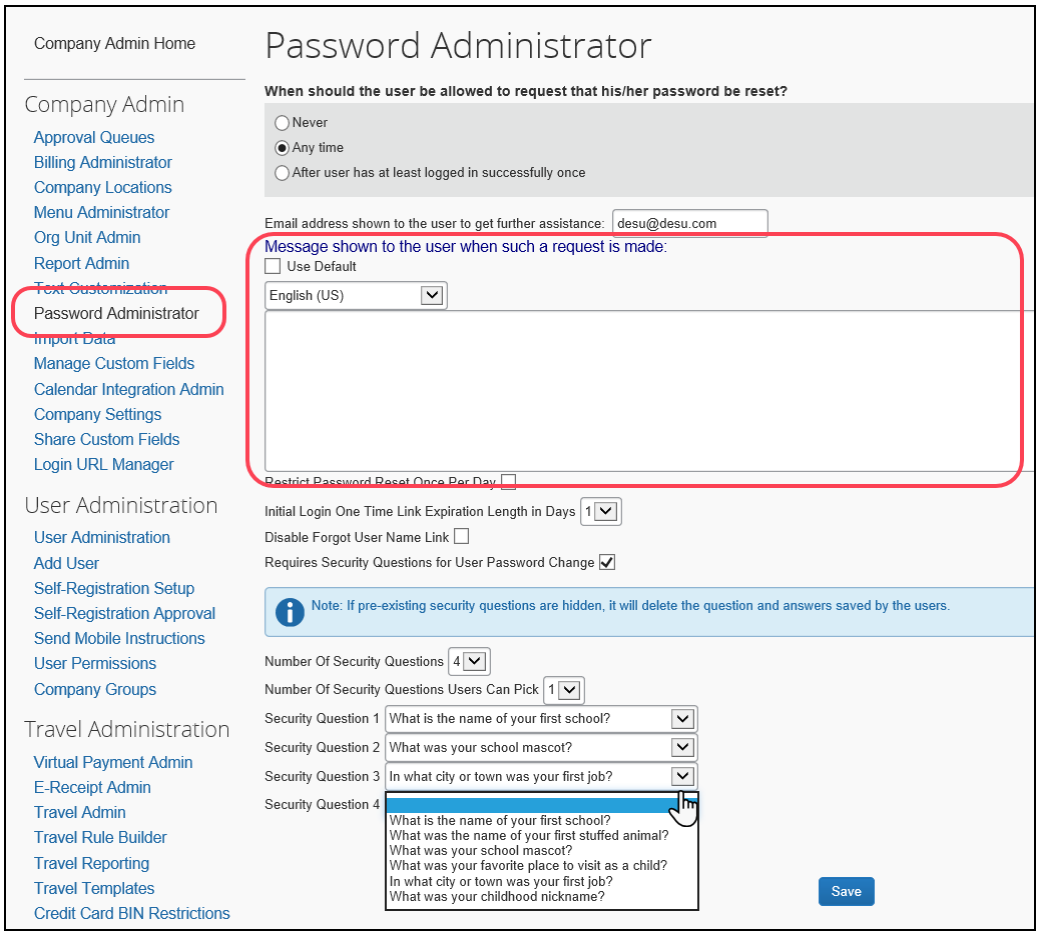
When the new Forgot Password feature becomes available, the **Password Security Questions** page and menu option will be removed, along with the security questions.

Feature to be Removed – Custom Text on the Forgot Password Page (Professional Edition)

Currently, depending on the company's configuration, the company may be able to provide custom text on the **Forgot Password** page.



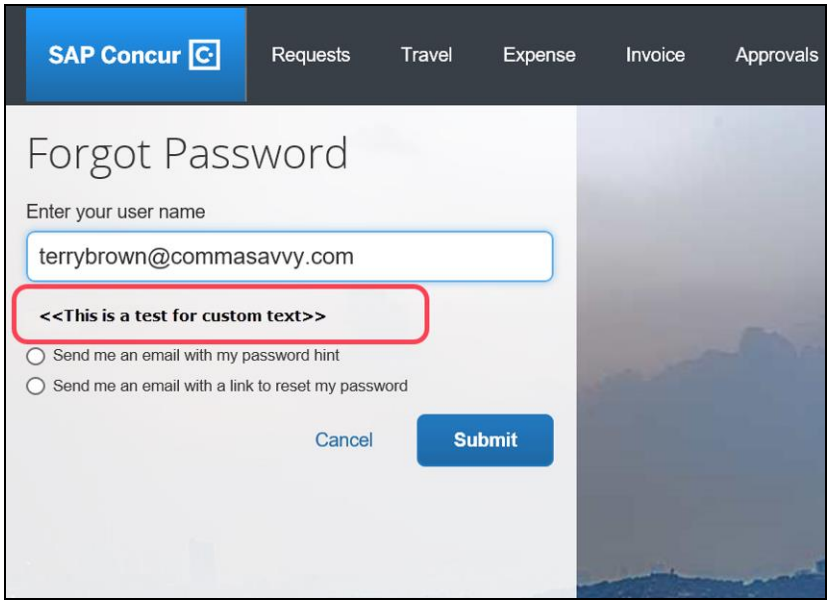
If the company's configuration allows, the **Password Administrator** page is available, which allows the admin to define the custom text. To access the page, the admin clicks **Administration > Company > Company Admin > Password Administrator**.



When the new Forgot Password feature becomes available, this section of the page will be removed.

Feature to be Removed – Custom Text on the Forgot Password Page (Standard Edition)

Currently, depending on the company's configuration, the company may be able to display custom text on the **Forgot Password** page.



When the new Forgot Password feature becomes available, this text will be removed.

Configuration / Feature Activation

This feature will be automatically available. There are no configuration steps.

Ongoing Email Infrastructure Change - Add IP Addresses to Safe Sender List

Overview

SAP Concur is transitioning to a new email infrastructure for outbound email from our services to SAP Concur users. Because of this, companies who filter inbound email based on the sending IP address ***must*** add new IP addresses to their Safe Sender list to ensure that their users receive email from SAP Concur.

IMPORTANT: All Services Will Soon Be Affected

Initially, the issue described here affected only companies that use Concur Expense. Starting in January, email from other SAP Concur services (such as Travel and Concur Pay) will move to the new email infrastructure.

We will continue to add other services. Please monitor the release notes for more information about the timing of the additional changes.

NOTE: Remember, this change affects only companies that filter incoming email based on IP addresses.

Configuration / Feature Activation

The new IP addresses are not published publicly but they are available by contacting SAP Concur support. If your company uses Concur Expense and if your company filters incoming email based on IP address, please work with your email server management team to ensure that all required Safe Sender lists for IP addresses are updated so that your users continue to receive SAP Concur email without interruption.

TripLink

No New Features This Month

Concur Hipmunk

Features released between the monthly releases will be included in the Final release notes for each month. Refer to the Concur Hipmunk Mid-Cycle Release Notes page for feature details.

New Tile and Reports for Concur Hipmunk in Analytics

Overview

A new dashboard tile and two new reports have been added to Analytics for Concur Hipmunk:

- Dashboard Tile: Hipmunk Offered Savings
- Report: Hipmunk Offered Savings Details
- Report: Hipmunk Search Usage Details

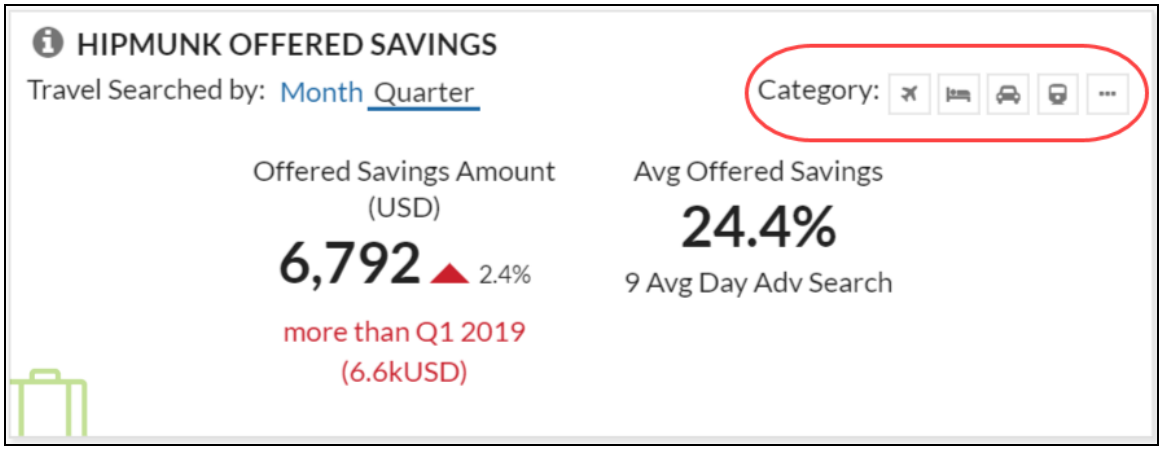
BUSINESS PURPOSE / CLIENT BENEFIT

The new tile and reports provide additional visibility into Hipmunk offered savings and Hipmunk search usage.

Dashboard Tile: Hipmunk Offered Savings

This tile shows the total amount of negotiated savings offered to users for utilizing Hipmunk partner suppliers to book travel. Additional values are displayed for comparison to previous period, savings percentage, number of events leading to a booking event, and average number of days in advance the search occurred from the start of travel.

The secondary filters are used to filter travel values by *Air*, *Lodging*, *Ground Transportation*, *Rail*, and *Other*.



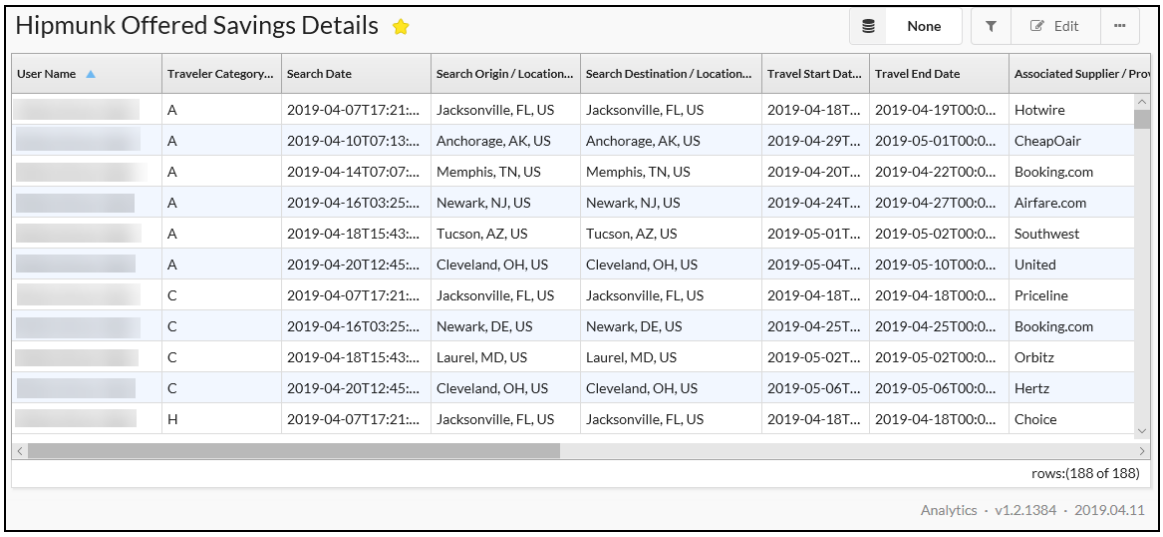
NOTE: By default, the Hipmunk offered savings shown on this tile represents all categories.

Once the user has selected all the desired categories, then the Hipmunk offered savings will be updated accordingly.

Report: Hipmunk Offered Savings Details Report

This report shows details for all Hipmunk travel searches conducted by users during the selected period, which led to a supplier booking click through (to another site). Additional columns display offered savings amounts and percentages.

NOTE: These values represent travel search events but **do not** guarantee booking, completion of travel, or expense reimbursement.



Hipmunk Offered Savings Details

User Name	Traveler Category...	Search Date	Search Origin / Location...	Search Destination / Location...	Travel Start Dat...	Travel End Date	Associated Supplier / Prov
	A	2019-04-07T17:21:...	Jacksonville, FL, US	Jacksonville, FL, US	2019-04-18T...	2019-04-19T00:0...	Hotwire
	A	2019-04-10T07:13:...	Anchorage, AK, US	Anchorage, AK, US	2019-04-29T...	2019-05-01T00:0...	CheapOair
	A	2019-04-14T07:07:...	Memphis, TN, US	Memphis, TN, US	2019-04-20T...	2019-04-22T00:0...	Booking.com
	A	2019-04-16T03:25:...	Newark, NJ, US	Newark, NJ, US	2019-04-24T...	2019-04-27T00:0...	Airfare.com
	A	2019-04-18T15:43:...	Tucson, AZ, US	Tucson, AZ, US	2019-05-01T...	2019-05-02T00:0...	Southwest
	A	2019-04-20T12:45:...	Cleveland, OH, US	Cleveland, OH, US	2019-05-04T...	2019-05-10T00:0...	United
	C	2019-04-07T17:21:...	Jacksonville, FL, US	Jacksonville, FL, US	2019-04-18T...	2019-04-18T00:0...	Priceline
	C	2019-04-16T03:25:...	Newark, DE, US	Newark, DE, US	2019-04-25T...	2019-04-25T00:0...	Booking.com
	C	2019-04-18T15:43:...	Laurel, MD, US	Laurel, MD, US	2019-05-02T...	2019-05-02T00:0...	Orbitz
	C	2019-04-20T12:45:...	Cleveland, OH, US	Cleveland, OH, US	2019-05-06T...	2019-05-06T00:0...	Hertz
	H	2019-04-07T17:21:...	Jacksonville, FL, US	Jacksonville, FL, US	2019-04-18T...	2019-04-18T00:0...	Choice

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Filter data by:

- Search Dates
- User Name
- Travel Category

Group the date by:

- User Name
- Travel Category
- Search Destination/Location

Report: Hipmunk Search Usage Details Report

This report shows details for all Hipmunk travel searches conducted by users during the selected period.

NOTE: These values represent travel search events, but **do not** guarantee completion of travel or expense reimbursement.

Hipmunk Search Usage Details

User Name	Traveler Category...	Search Date	Search Origin / Location...	Search Destination / Location...	Travel Start Date	Travel End Date	Avg Days Advance
Abdulrahman Iqbal	A	2019-04-01T17:21:...	Bismarck, ND, US	Jacksonville, FL, US	2019-04-18T00:00:0...	2019-04-19T00:0...	16
Abdulrahman Iqbal	A	2019-04-02T17:21:...	Bismarck, ND, US	Jacksonville, FL, US	2019-04-18T00:00:0...	2019-04-19T00:0...	15
Abdulrahman Iqbal	A	2019-04-04T17:21:...	Bismarck, ND, US	Jacksonville, FL, US	2019-04-18T00:00:0...	2019-04-19T00:0...	13
Abdulrahman Iqbal	A	2019-04-05T17:21:...	Bismarck, ND, US	Jacksonville, FL, US	2019-04-18T00:00:0...	2019-04-19T00:0...	12
Abdulrahman Iqbal	A	2019-04-06T17:21:...	Bismarck, ND, US	Jacksonville, FL, US	2019-04-18T00:00:0...	2019-04-19T00:0...	11
Abdulrahman Iqbal	A	2019-04-07T17:21:...	Bismarck, ND, US	Jacksonville, FL, US	2019-04-18T00:00:0...	2019-04-19T00:0...	10
Abdulrahman Iqbal	A	2019-04-07T17:21:...	Jacksonville, FL, US	Jacksonville, FL, US	2019-04-18T00:00:0...	2019-04-19T00:0...	10
Abdulrahman Iqbal	A	2019-04-08T07:13:...	Oklahoma City, OK, US	Anchorage, AK, US	2019-04-29T00:00:0...	2019-05-01T00:0...	20
Abdulrahman Iqbal	A	2019-04-09T07:07:...	Providence, RI, US	Memphis, TN, US	2019-04-20T00:00:0...	2019-04-22T00:0...	10
Abdulrahman Iqbal	A	2019-04-10T03:25:...	Albuquerque, NM, US	Newark, NJ, US	2019-04-24T00:00:0...	2019-04-27T00:0...	13
Abdulrahman Iqbal	A	2019-04-10T07:13:...	Anchorage, AK, US	Anchorage, AK, US	2019-04-29T00:00:0...	2019-05-01T00:0...	18

rows:(582 of 582)

Analytics · v1.2.1384 · 2019.04.11

Filter data by:

- Search Dates
- User Name
- Travel Category

Group the date by:

- User Name
- Travel Category
- Search Destination/Location

Configuration / Feature Activation

These features are automatically available; there are no additional configuration or activation steps for the reports.

For the Hipmunk Offered Savings tile, the tile is not part of the default dashboards but can be added to a dashboard. The ability to add tiles to a dashboard is available only to Analytics users.

📖 For more information about the new reports and accessing the Hipmunk Offered Savings tile, refer to the *Analytics Essentials and Analytics Dashboards and Reports Catalog*.

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.

General

Planned Changes Authentication: New SAP Concur Sign In Page

These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

SAP Concur is planning to add a new **Sign In** page, providing an updated login experience for users who log in with a user name and password credentials. Current Single Sign-On (SSO) users will be able to start the SSO login process at www.concursolutions.com. This feature is planned for 2019.

The new **Sign In** page feature includes the following:

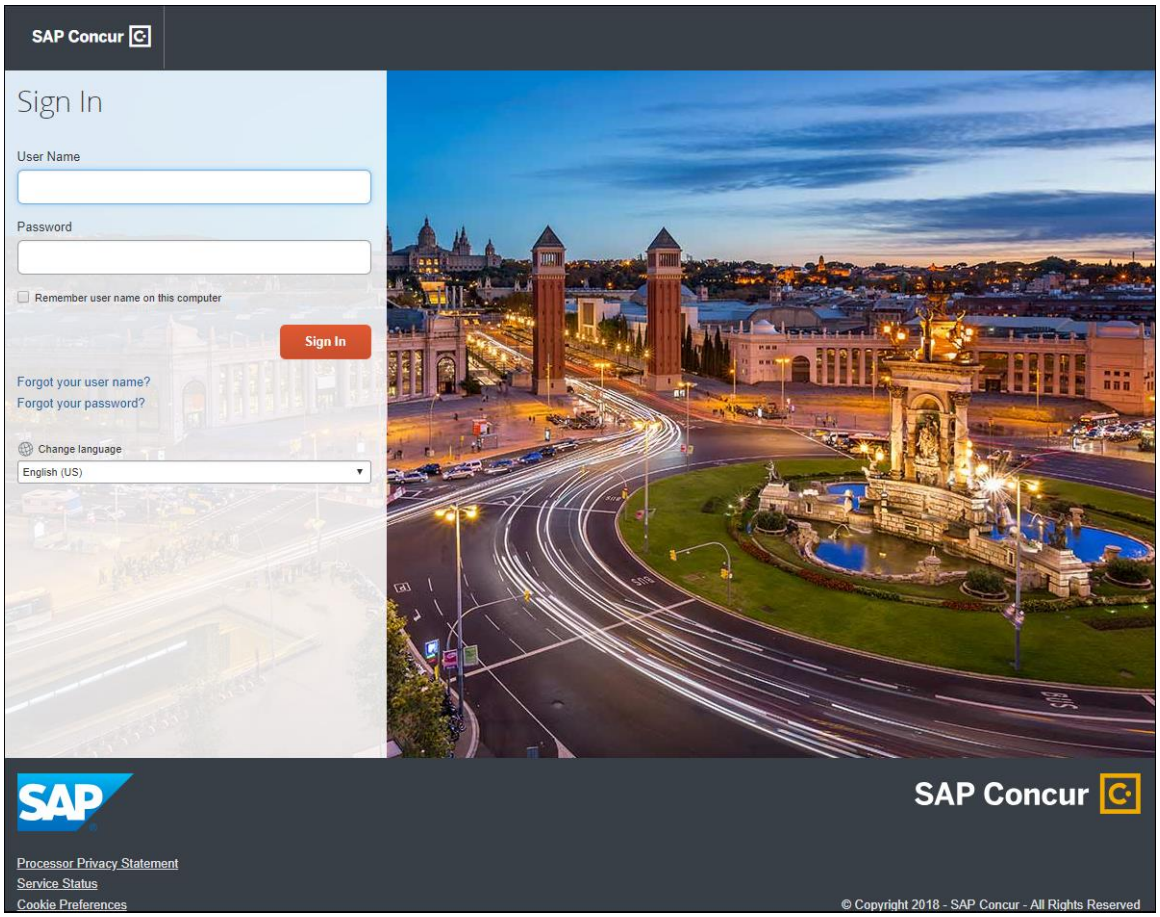
- **Two-step login:** provides enhanced security, meets current industry standards, and provides a better login success rate
- **Multi-account login:** allows administrators to log in with multiple accounts (planned for a future release)
- **User avatar:** enhances the user experience (planned for a future release)

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides better security and a faster, convenient experience for users logging in to SAP Concur products and services.

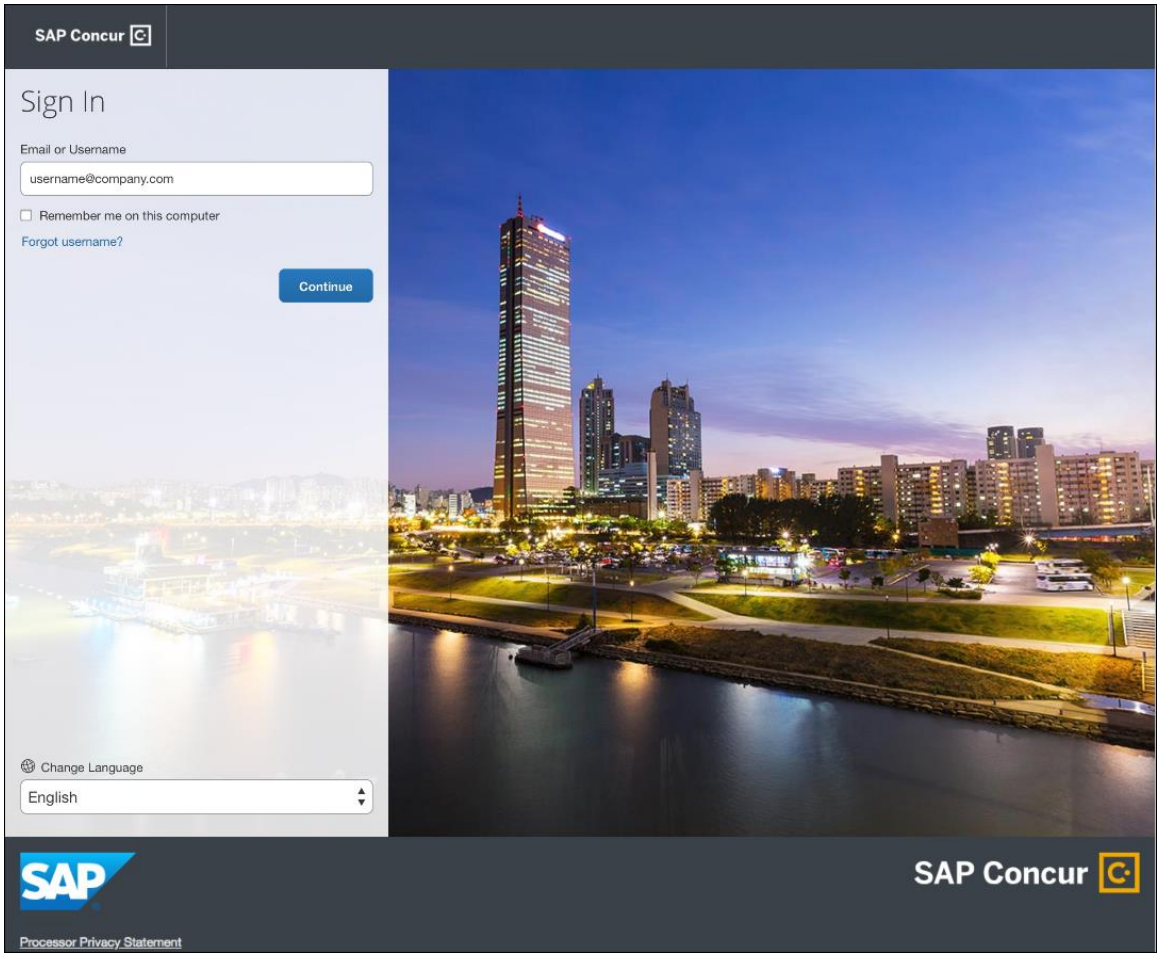
What the User Sees – Current Sign In Page

The SAP Concur **Sign In** page currently appears with **User Name** and **Password** fields, and a **Sign In** button. Once a user is authenticated, the SAP Concur **Home** page appears.



What the User Sees – New Sign In Page

The new SAP Concur **Sign In** page will have an **Email or Username** field and a **Continue** button. The user will type in their email or username. The user can select the **Remember me on this computer** check box, so their email or username displays the next time they log in to SAP Concur. The user will then click **Continue**.



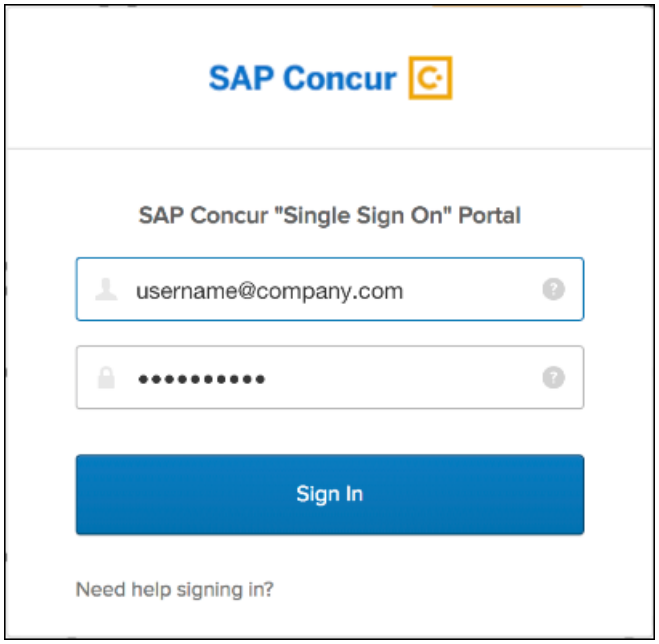
Depending on the customer's implementation of SAP Concur, users will then be directed to the designated Identity Provider (IdP) Single Sign-On portal or an additional **Sign In** page.

NOTE: If a company has not used the planned feature, Manage Single Sign-On, to migrate to the new SSO service at SAP Concur, users will be directed to a password login page to log in using a username and password. For more information, refer to the ***Planned Changes** Single Sign-On (SSO) Self-Service Option Coming to SAP Concur* release note in this document.

NOTE: Once the planned feature, Manage Single Sign-On, is released for general availability, companies who have test/training users should leave the SSO enforcement setting as *SSO Optional* on the **Manage Single Sign-On** page. Test/training users will then be directed to an intermediate password login page to log in at www.concursolutions.com using existing SSO or enter their password. If a company selects *SSO Required* on the new **Manage Single Sign-On** page, then all test/training users will be blocked and directed to log in at www.concursolutions.com with a username and password.

SSO Users

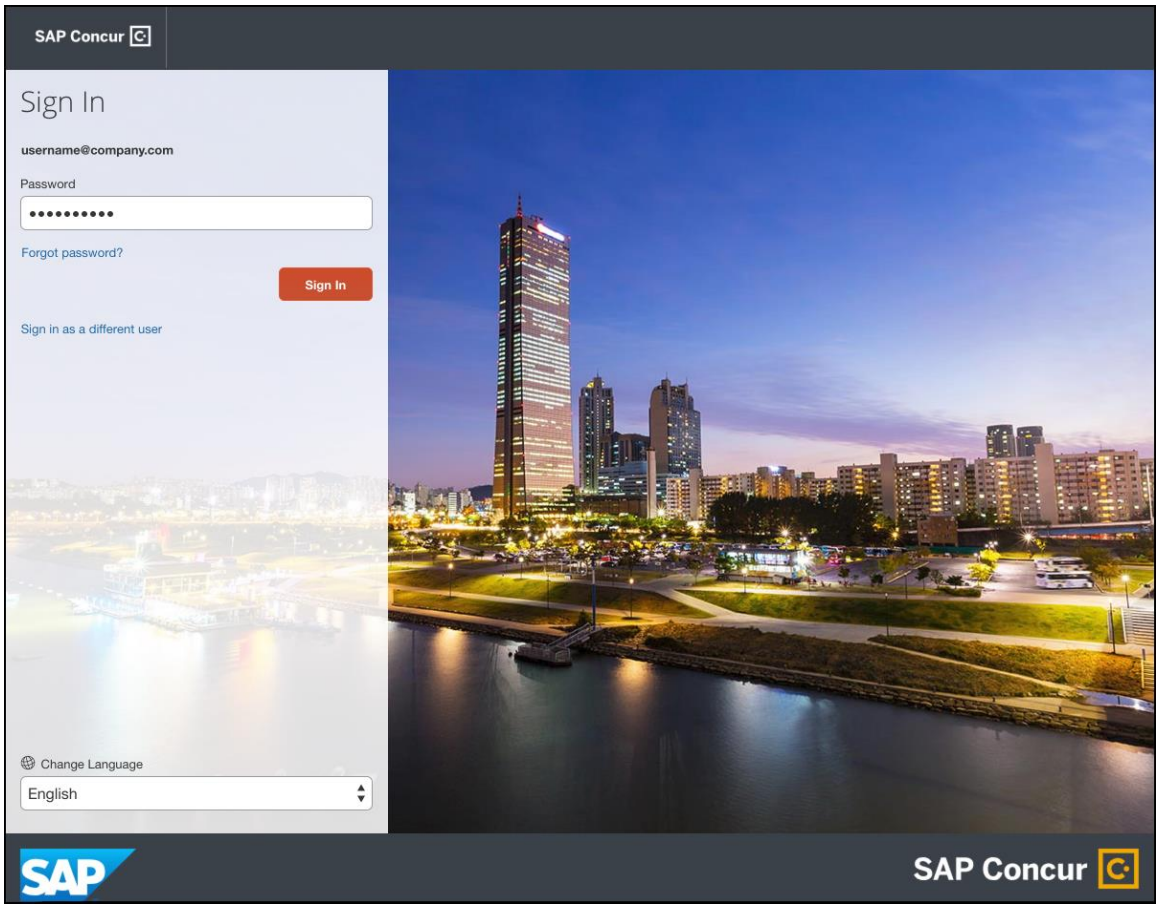
When the designated Identity Provider (IdP) Single Sign-On portal appears (similar to the one shown below), the user will enter their email or username and password, then click **Sign In**.



After being authenticated, the user will be directed to the SAP Concur **Home** page.

USERS WITH USERNAMES AND PASSWORDS

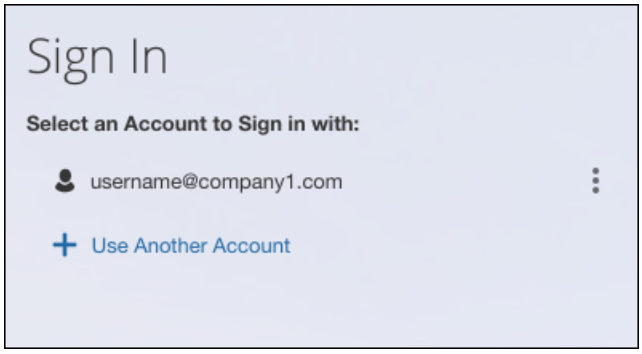
The user will be directed to an additional **Sign In** page. The user will enter a password and click **Sign In**. The system will then authenticate the user's credentials.



Once the user's password is verified, the SAP Concur **Home** page appears.

RETURN USERS

If a returning user selected the **Remember me on this computer** check box during their initial login session, they will see their email or user name display on the **Sign In** page. Users who did not select the **Remember me on this computer** check box will log in as they did initially.



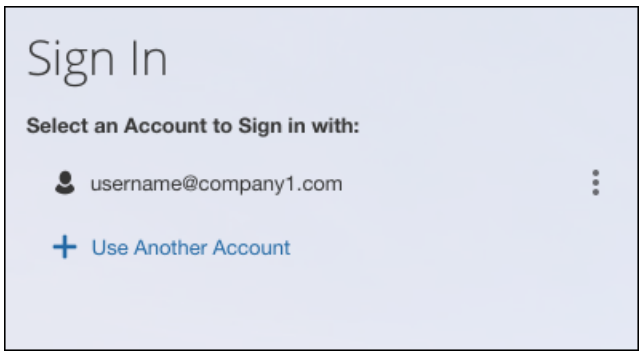
The user will click on their email or username, and then one of the following occurs:

- **SSO Users:** The user will be directed to the SAP Concur **Home** page.
- **Users with Usernames and Passwords:** On the **Sign In** page, the user will enter as password and then click **Sign In**. The user will then be directed to the SAP Concur **Home** page.

USERS WITH MULTIPLE ACCOUNTS

SAP Concur users with multiple login accounts have more than one login option depending on the user role or account they want to use. The user will first log in to SAP Concur using one of their accounts. Once successfully logged in, the user logs out of the system.

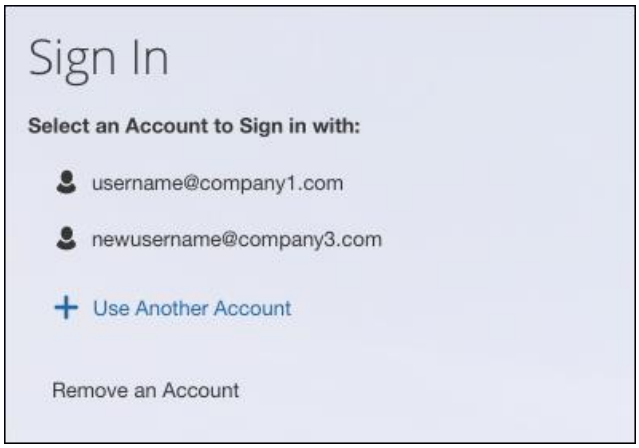
To add another account, on the **Sign In** page, the user clicks the **Use Another Account** link.



The next login step depends on the account type the user wishes to use:

- **SSO Account:** If the user selects an account with SSO credentials, the user will enter an email, then the user will be directed to the IdP Single Sign-On portal. Once the user is authenticated, the SAP Concur Home page appears.
- **Username and Password:** The user is directed to an additional **Sign In** page to enter a password. The user then clicks **Sign In**. Once the user is authenticated, the SAP Concur **Home** page appears.

When all accounts are added, a return user will select the account they want to use to log in to SAP Concur.



FORGOT PASSWORD

For more information about **Forgot Password** functionality, refer to *Forgot Password Feature, Security Questions, and Password Custom Text* in this document.

Configuration / Feature Activation

Configuration information will be provided in a future release note.

Planned Changes SAP Concur Product Access Changes

Overview

Customers will need to access SAP Concur products and services via the following domains:

- *.concursolutions.com
- *.concurcdc.cn

This change is targeted for June 8, 2019.

SAP Concur recommends clients migrate to one of the domains at their earliest convenience, if they are not already using one of them.

Please contact appsec@sap.com for any questions regarding this change.

BUSINESS PURPOSE / CLIENT BENEFIT

This change will allow customers to access SAP Concur services in a consistent, secure manner.

TripLink

Planned Changes Sixt Rent a Car E-Receipts

Overview

TripLink users that have their SAP Concur account connected to Sixt rent a car (Sixt) will receive detailed e-receipt information in Concur Expense when renting cars using Sixt.

Sixt has already started posting data-only e-receipts to SAP Concur, and in future enhancements, Sixt will add Sixt-generated invoices as images to the e-receipts.

NOTE: Sixt is only posting e-receipts to SAP Concur for their e-billing customers, which is the default.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides enhanced e-receipt content from Sixt for e-receipt processing in Concur Expense.

Configuration / Feature Activation

The feature will be automatically available to users that have e-receipts enabled in SAP Concur; there will be no additional configuration or activation steps.

📖 For more information about e-receipts, refer to the *Expense: E-Receipts Setup Guide*.

Concur Hipmunk

No Planned Changes This Month

Client Notifications

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

The *SAP Concur Release Notes – Monthly Browser Certifications* document lists current and planned browser certifications. The document is available with the other SAP Concur monthly release notes.

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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

Additional Release Notes and Technical Documentation

Professional Edition

Online Help – Admins

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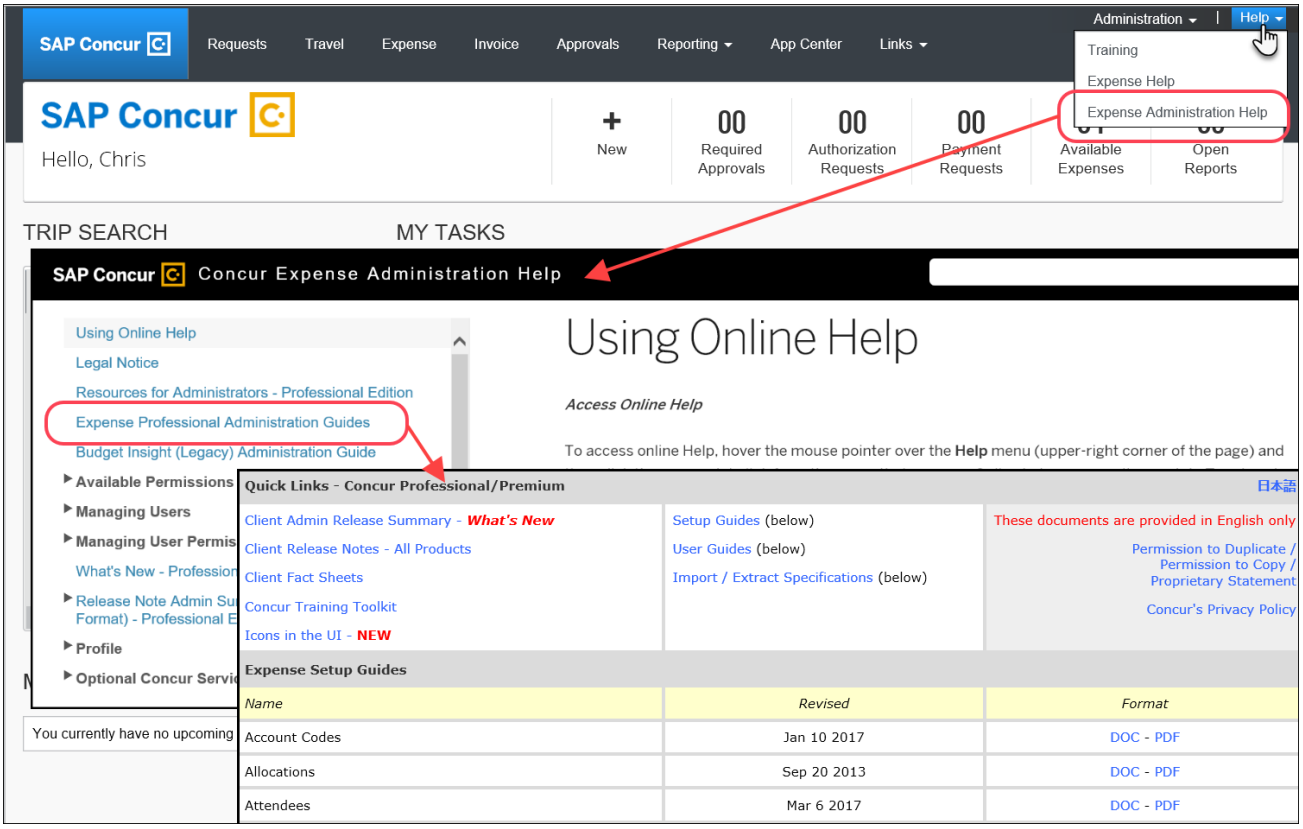
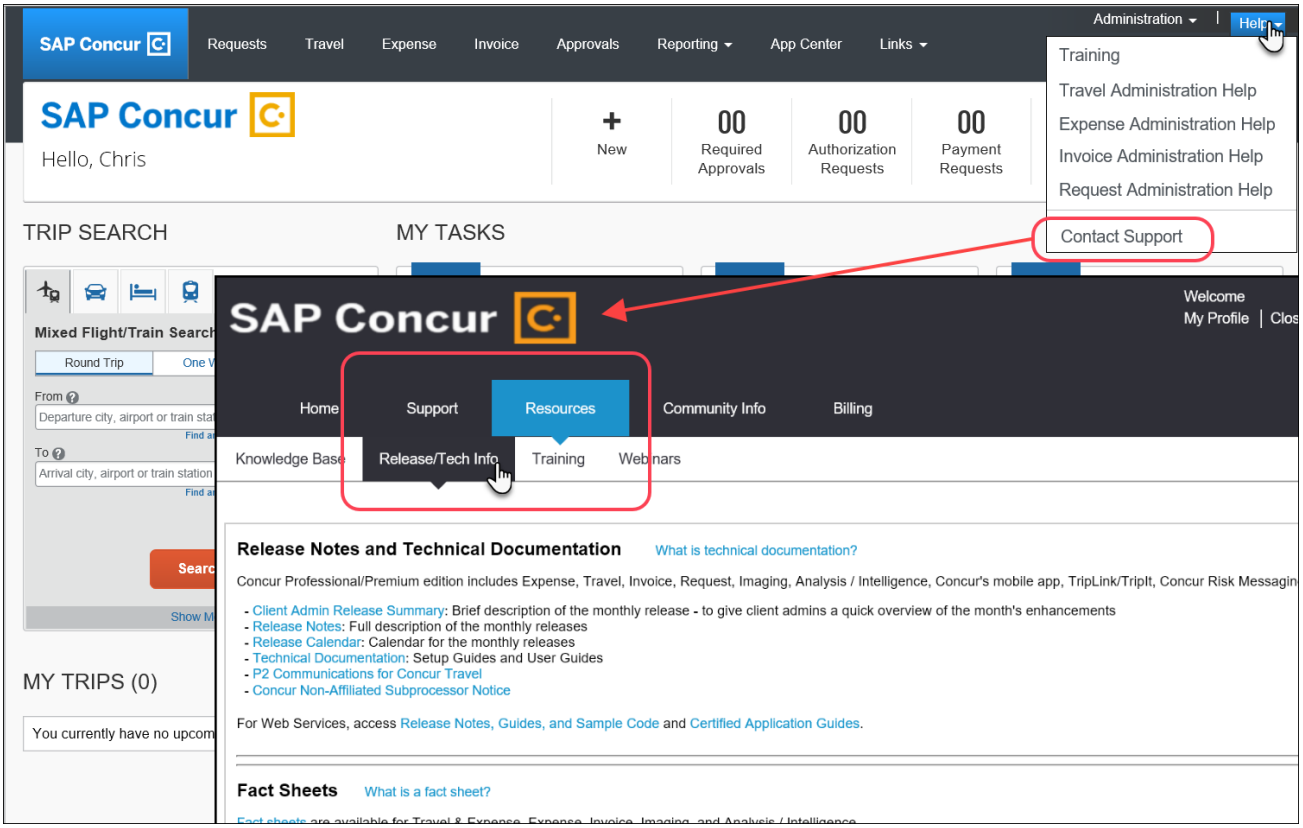


Concur Support Portal – Selected Users

Selected users within the company can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via the Concur Support Portal.

If a user has the proper Concur Support Portal permissions, then the **Contact Support** option is available to them on the **Help** menu. The user clicks **Help > Contact Support**. On the Support page, the user clicks **Resources** > **Release/Tech Info**.



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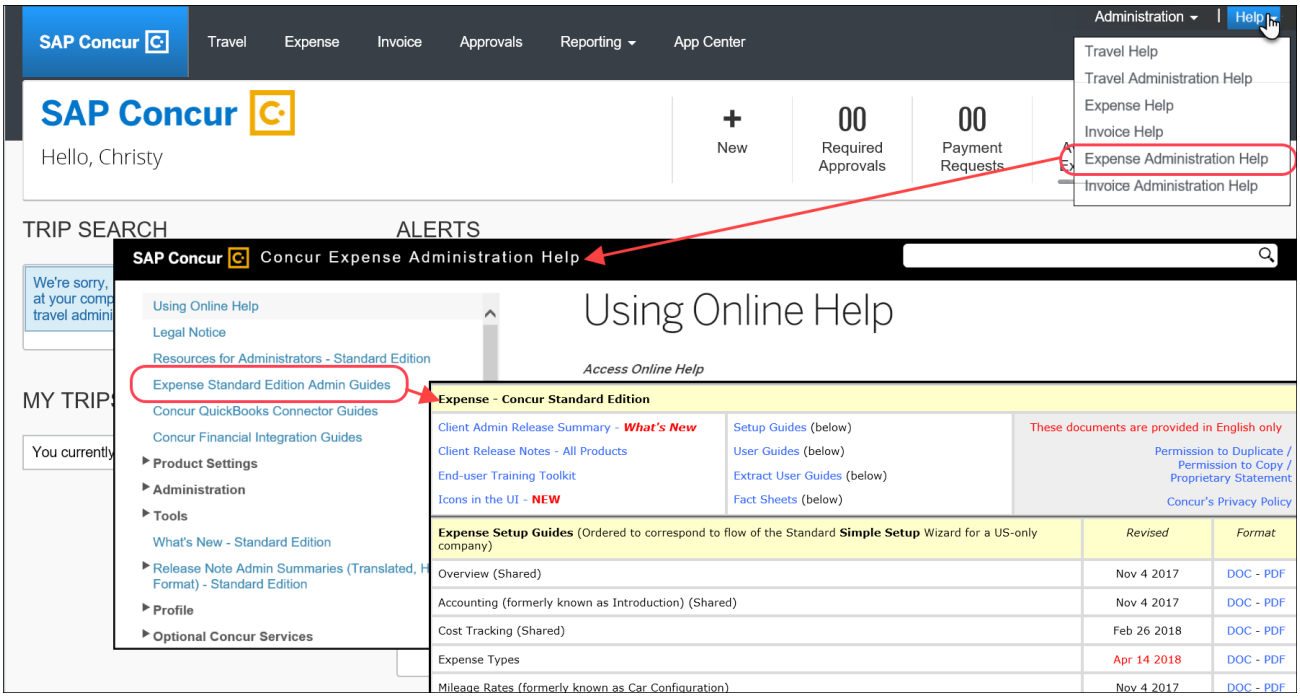

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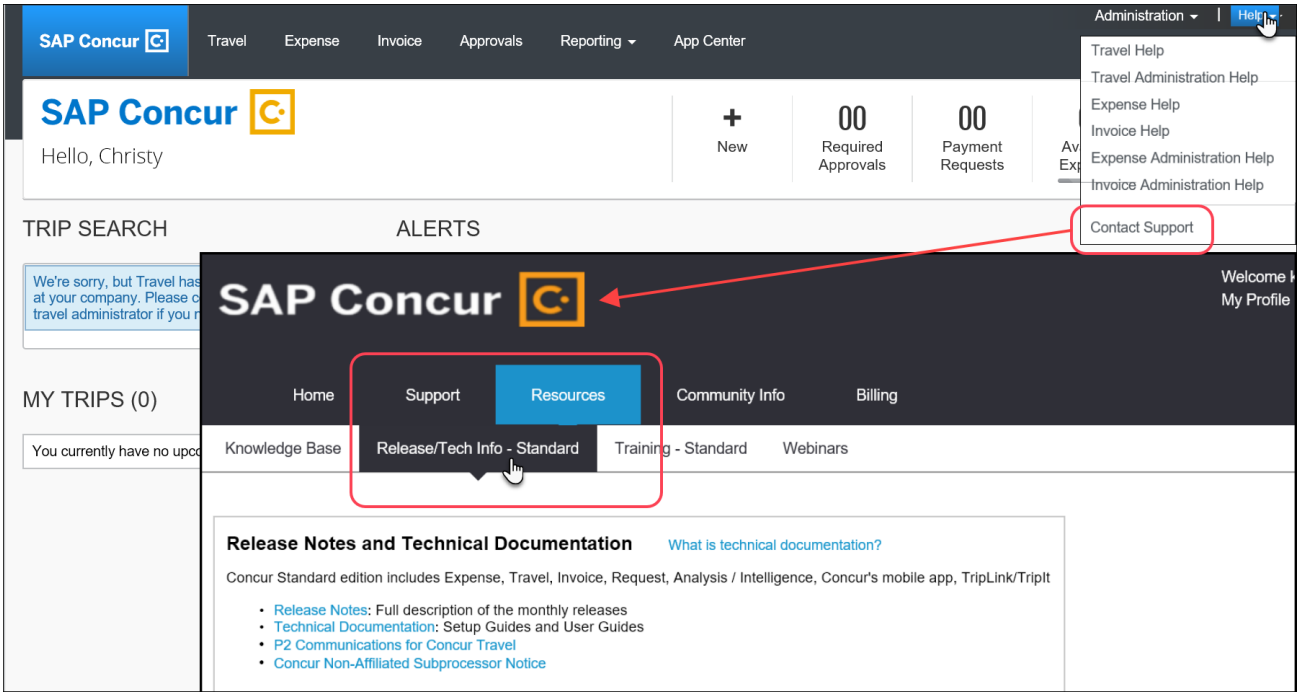


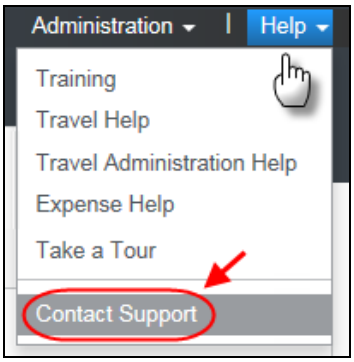
Cases

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**.



The **Concur Support** page displays.

NOTE: If you do not have the option to contact 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. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

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SAP Concur Release Notes **Concur Hipmunk and TripLink**	
Month	**Audience**
Release Date: June 8, 2019 Initial Post: Friday, June 7, 11:00 AM PT	Client – FINAL

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All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

Concur Hipmunk and TripLink

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

Concur Hipmunk provides a travel solution, integrated with Concur Expense, for clients who aren't ready for a fully managed travel program and who don't have a Travel Management Company (TMC) relationship. The Concur Hipmunk solution also includes all the benefits of TripLink, including TripIt Pro. Refer to the Concur Hipmunk Mid-Cycle Release Notes page for features released between the monthly releases.

Release Notes

General

Ongoing Email Infrastructure Change - Add IP Addresses to Safe Sender List

Overview

SAP Concur is transitioning to a new email infrastructure for outbound email from our services to SAP Concur users. Because of this, companies who filter inbound email based on the sending IP address ***must*** add new IP addresses to their Safe Sender list to ensure that their users receive email from SAP Concur.

IMPORTANT: All Services Will Soon Be Affected

Initially, the issue described here affected only companies that use Concur Expense. Starting in January, email from other SAP Concur services (such as Travel and Concur Pay) will move to the new email infrastructure.

We will continue to add other services. Please monitor the release notes for more information about the timing of the additional changes.

NOTE: Remember, this change affects only companies that filter incoming email based on IP addresses.

Configuration / Feature Activation

The new IP addresses are not published publicly but they are available by contacting SAP Concur support. If your company uses Concur Expense and if your company filters incoming email based on IP address, please work with your email server management team to ensure that all required Safe Sender lists for IP addresses are updated so that your users continue to receive SAP Concur email without interruption.

SAP Concur Product Access Changes

Overview

With this release, customers must access SAP Concur products and services via the following domains:

- *.concursolutions.com
- *.concurcdc.cn

SAP Concur recommends clients migrate to one of the domains at their earliest convenience, if they are not already using one of them.

Please contact appsec@sap.com for any questions regarding this change.

BUSINESS PURPOSE / CLIENT BENEFIT

This change will allow customers to access SAP Concur services in a consistent, secure manner.

Configuration / Feature Activation

The change occurs automatically; there are no additional configuration or activation steps.

TripLink

No New Features This Month

Concur Hipmunk

Features released between the monthly releases will be included in the Final release notes for each month. Refer to the Concur Hipmunk Mid-Cycle Release Notes page for feature details.

No New Features 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.

General

Planned Changes Authentication: New SAP Concur Sign In Page

(Release note updated: June 8th)

These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

In a future release, the SAP Concur **Sign In** page will be updated, providing a new login experience for both direct Concur username/password users and Single Sign-On (SSO) users. SSO users will be able to start the SP-initiated SSO login process at www.concursolutions.com.

The new **Sign In** page feature will include a two-step login process that will provide enhanced security, meet current industry standards, and provide a better login success rate. This feature is planned for 2019.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides better security and a faster, convenient experience for users logging in to SAP Concur products and services.

Important – Migration for Legacy SSO Clients

For legacy SSO clients who have not yet migrated to the new SSO service, their users can still login as usual once the new service is released.

Once the new SSO service is released, the following will occur:

- If legacy SSO clients are not enforcing SSO login for all users, some of their users will login at www.concursolutions.com and some will login using their existing SSO login methods. Only the user interface (UI) on www.concursolutions.com will be changing for legacy SSO clients.
- If clients are enforcing SSO login for all users, then users will not be affected.

Eventually all clients must migrate to the new SSO service. The legacy SSO service will be available until all clients have migrated.

📖 Refer to the *Authentication | **Planned Changes** Single Sign-On (SSO) Self-Service Option Coming to SAP Concur* release note in this document.

Impacts to TMC and Test Users

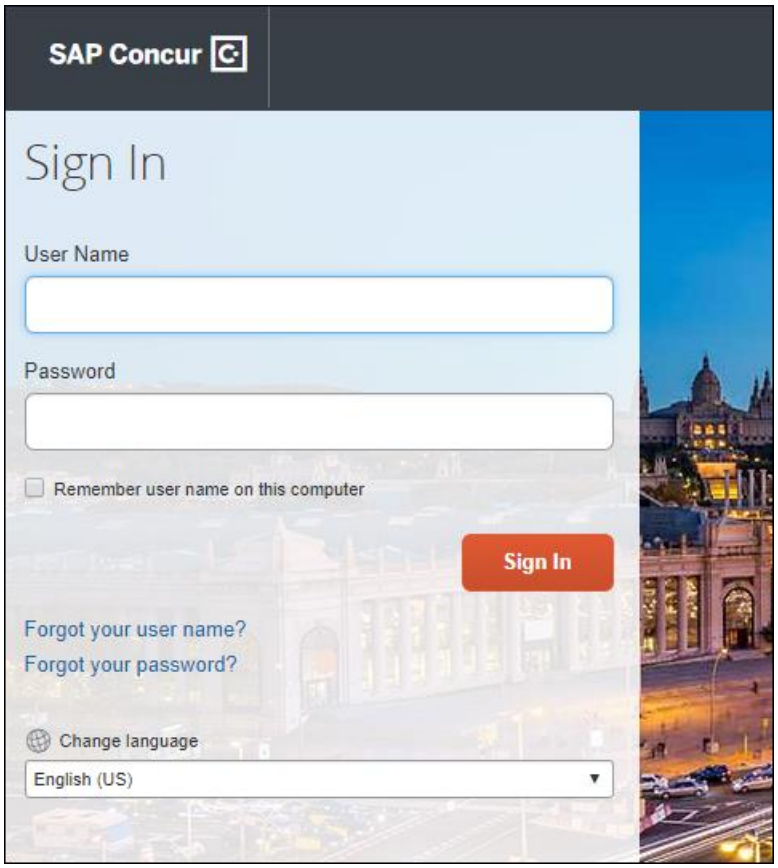
SSO enforcement affects all users. The SSO setting is a company-wide setting. Once the Manage Single Sign-On feature is released for general availability, there will be two options for the SSO setting. Most clients will use the *SSO Required* setting to enforce SSO for all users. However, an *SSO Optional* setting will be available for those clients who need more than one login, for example Travel Management Companies (TMCs) or test/training users.

NOTE: (Note for Professional Edition only) The **Is a Test User** setting in a user's profile does not determine how or whether a user can login to SAP Concur; this setting determines what the test user can see once logged into SAP Concur and ensures their test data will not affect real (production) data. For general information about this functionality, refer to the *Shared: Test User Setup Guide*.

📖 For more information, refer to the *Authentication | **Planned Changes** Single Sign-On (SSO) Self-Service Option Coming to SAP Concur* release note in this document.

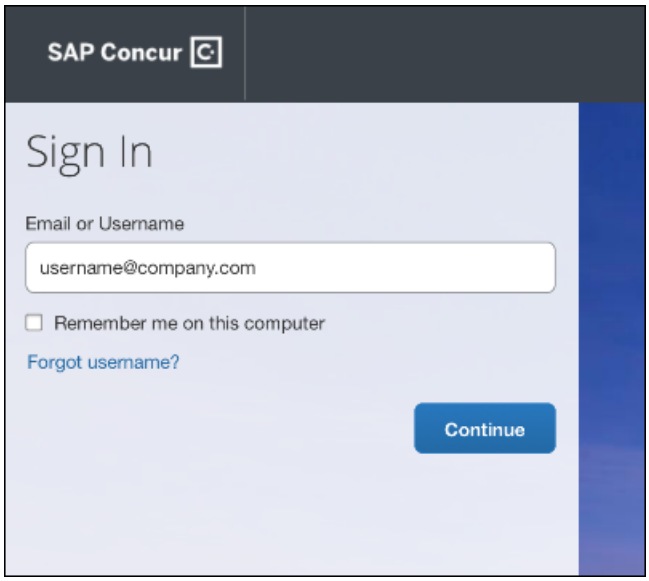
What the User Sees – Current Sign In Page Workflow

The SAP Concur **Sign In** page currently appears with **User Name** and **Password** fields, and a **Sign In** button. Once a user is authenticated, the SAP Concur **Home** page appears.



What the SSO User Sees – New Sign In Page Workflow

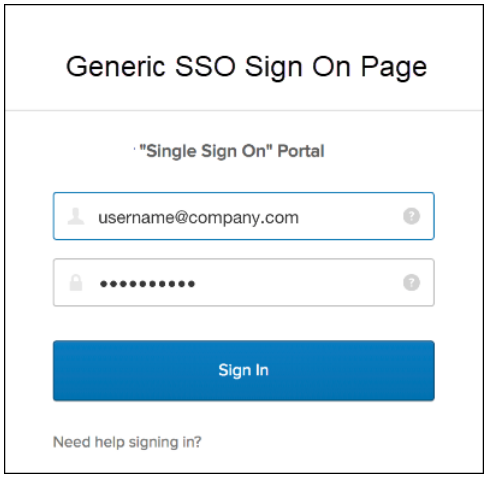
The new SAP Concur **Sign In** page will have an **Email or Username** field and a **Continue** button. The user will type in their email.

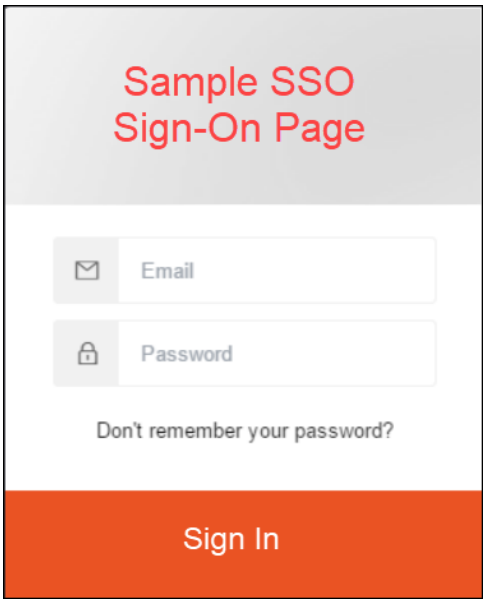


The user can select the **Remember me on this computer** check box, so their email displays the next time they log in to SAP Concur.

The user will then click **Continue**.

The users will then be directed to their companies designated Identity Provider (IdP) SSO portal for authentication (the following examples are generic as each SSO portal page will be different for each company). The user will enter their email and password, then click **Sign In**.

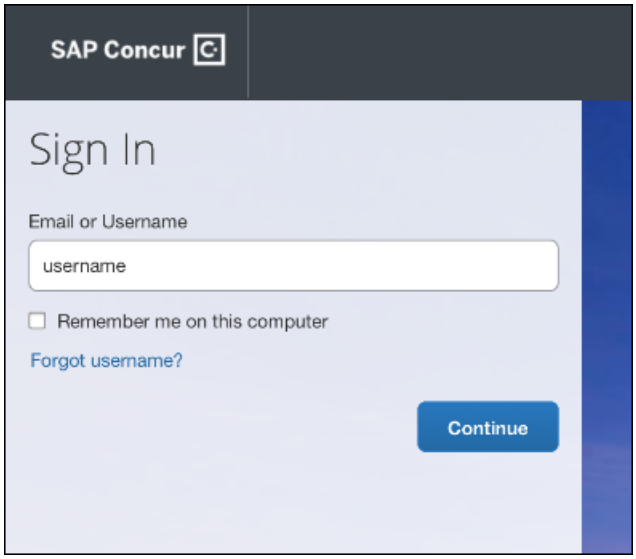




After being authenticated, the user will be directed to the SAP Concur **Home** page.

What the User with Username/Password Sees – New Sign In Page Workflow

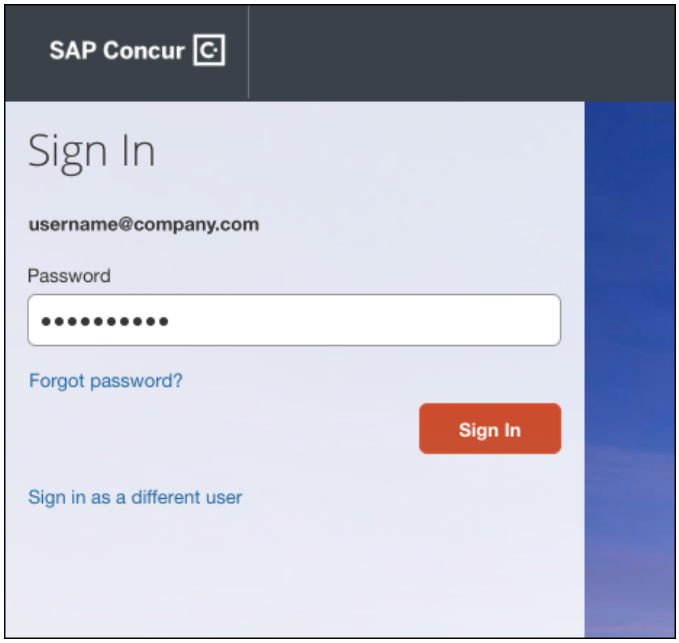
The new SAP Concur **Sign In** page will have an **Email or Username** field and a **Continue** button. The user will type in their username.



The user can select the **Remember me on this computer** check box, so their username displays the next time they log in to SAP Concur.

The user will then click **Continue**.

The user will then be directed to an additional **Sign In** page.



The user will enter a password and click **Sign In**. The system will then authenticate the user's credentials.

Once the user's password is verified, the SAP Concur **Home** page appears.

Return Users

If a returning user selected the **Remember me on this computer** check box during their initial login session, they will see their email or username display on the **Sign In** page. Users who did not select the **Remember me on this computer** check box will log in as they did initially.

The user will click on their email or username, and then one of the following occurs:

- **SSO Users:** The user will be directed to the SAP Concur **Home** page.
- **Users with Usernames and Passwords:** The user is directed to another **Sign In** page where the user will enter a password and then click **Sign In**. The user will then be directed to the SAP Concur **Home** page.

Configuration / Feature Activation

Configuration information will be provided in a future release note.

TripLink

Planned Changes Sixt Rent a Car E-Receipts

Overview

TripLink users that have their SAP Concur account connected to Sixt rent a car (Sixt) will receive detailed e-receipt information in Concur Expense when renting cars using Sixt.

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Configuration / Feature Activation

The feature will be automatically available to users that have e-receipts enabled in SAP Concur; there will be no additional configuration or activation steps.

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Concur Hipmunk

No Planned Changes This Month

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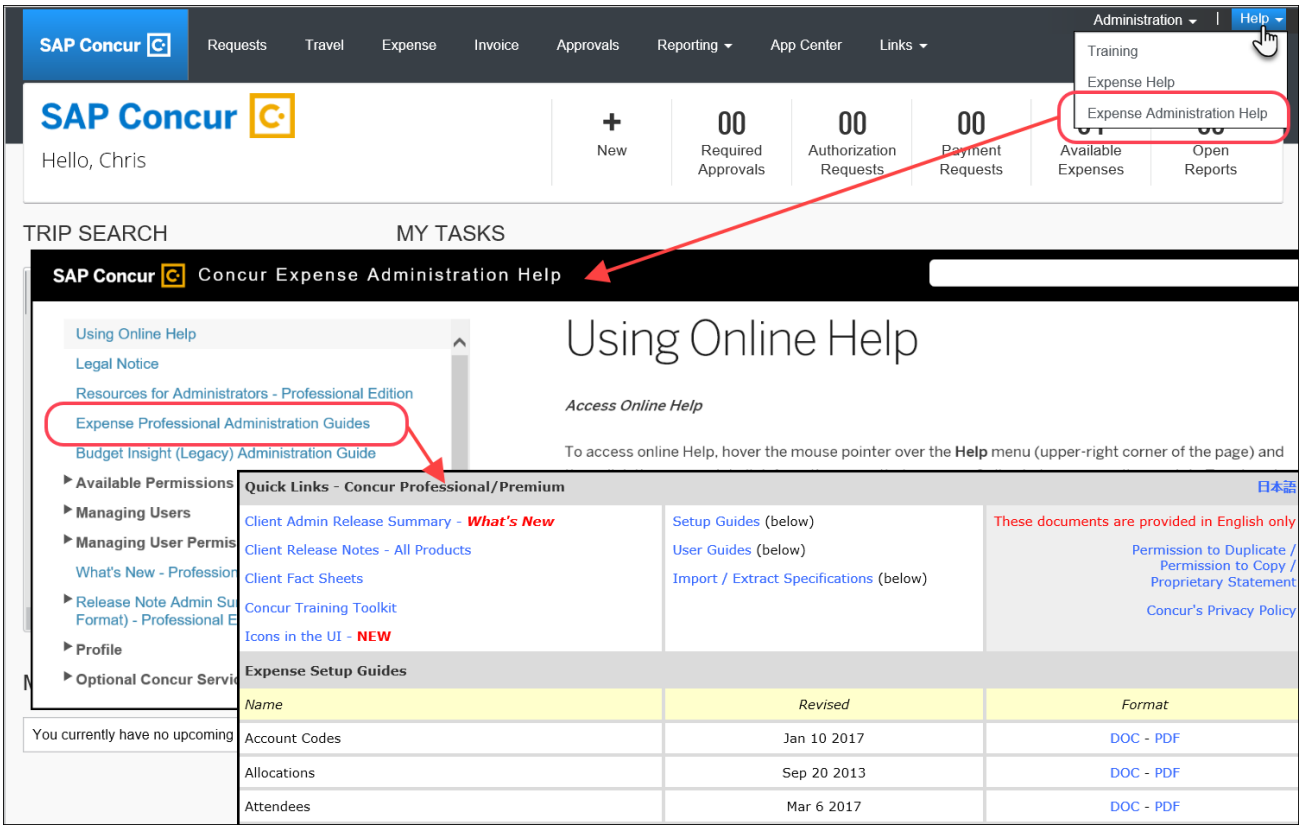

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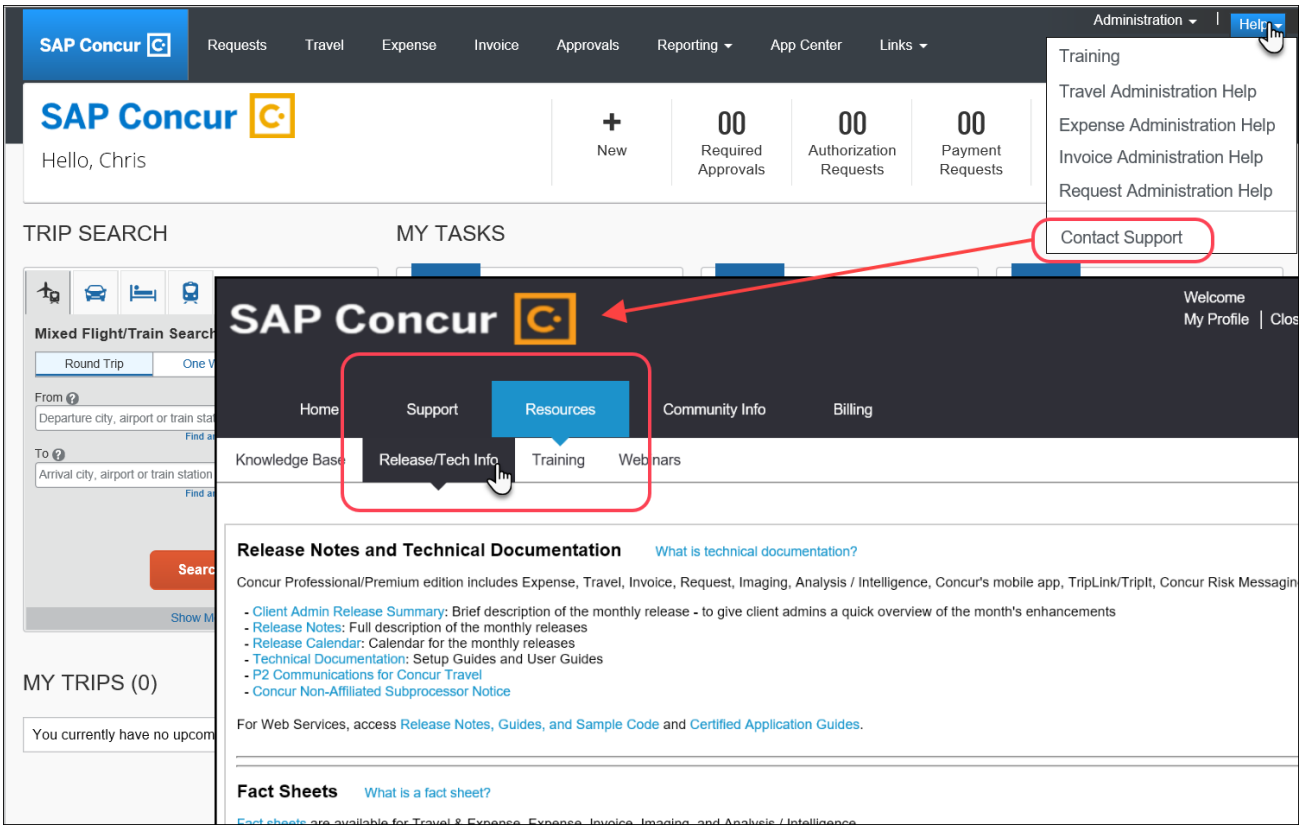

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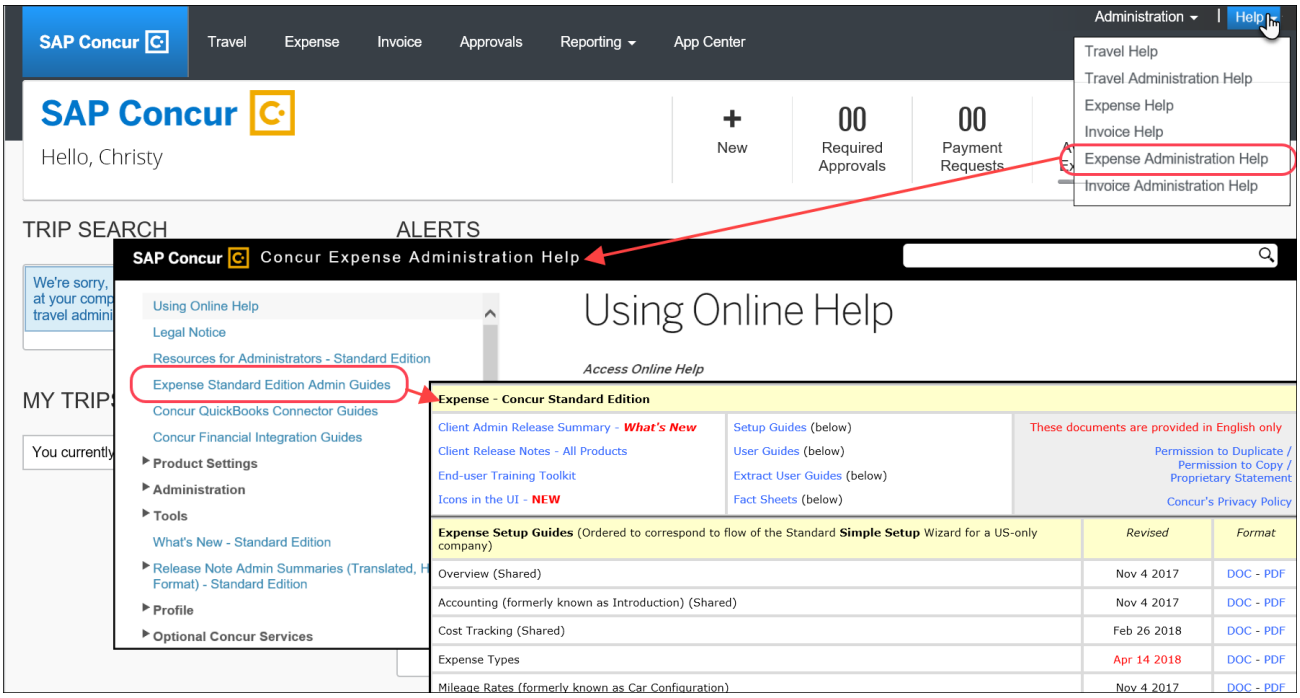

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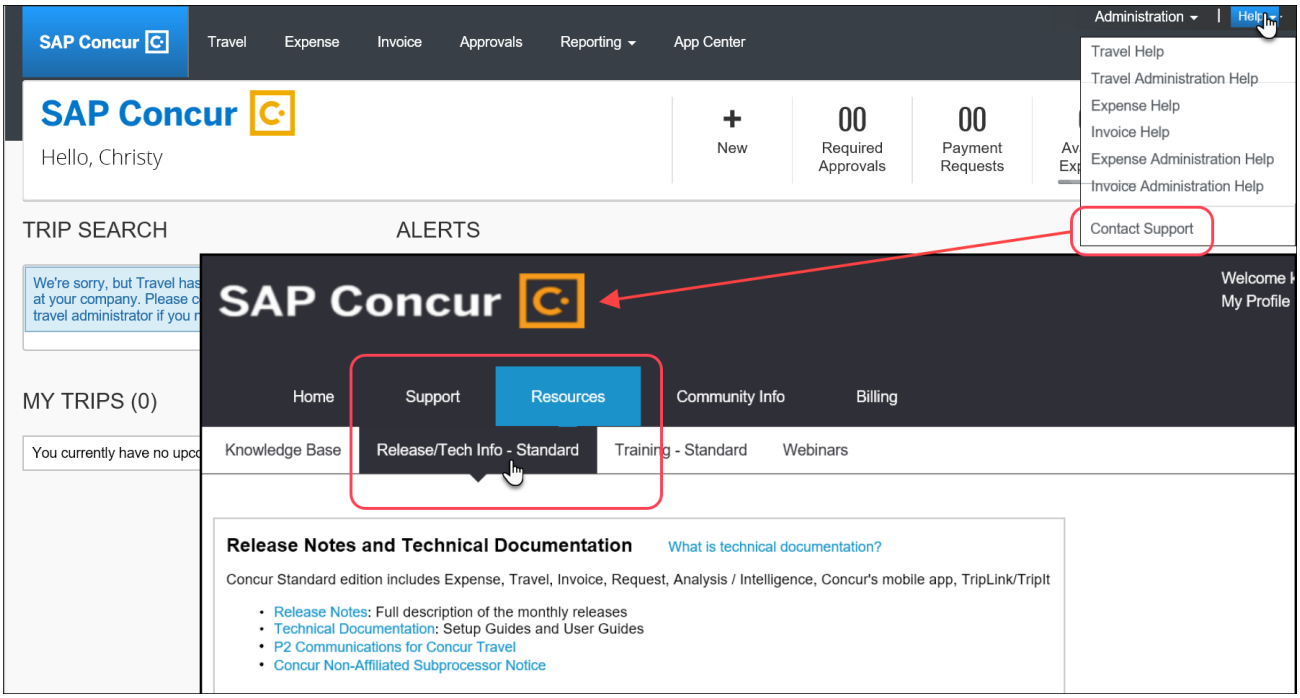

Cases

Steps for Getting a Status

Each service release contains case resolutions.

How to check the status of a submitted case

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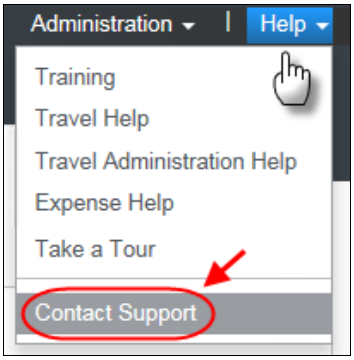
2. Click **Help > Contact Support**.



The **Concur Support** page displays.

NOTE: If you do not have the option to contact 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. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

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SAP Concur Release Notes **Concur Hipmunk and TripLink**	
Month	**Audience**
Release Date: July 20, 2019 Initial Post: Friday, July 19, 8:15 AM PT	Client – FINAL

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Release Notes

General

July 2019 Release Cancelled

The July 2019 release is cancelled. The next release is scheduled for August 2019.

SAP Concur Release Notes **Concur Hipmunk and TripLink**	
Month	**Audience**
Release Date: August 17, 2019 Initial Post: Friday, August 16, 9:00 AM PT	Client – FINAL

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Release Notes

General

Introducing Screen Sharing for Authorized Support Contacts

Overview

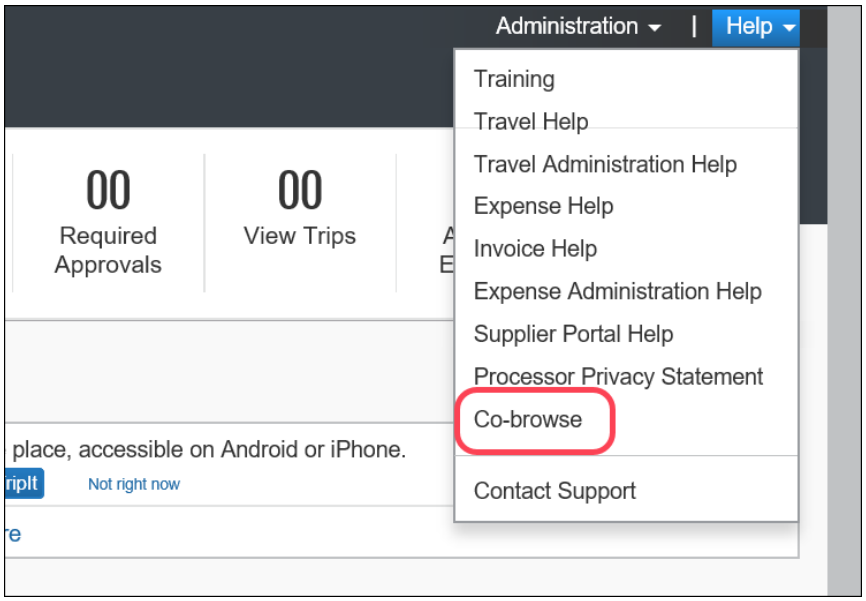
SAP Concur support is implementing the Co-browse feature, a screen-share application that is available to all Authorized Support Contacts (ASCs).

BUSINESS PURPOSE / CLIENT BENEFIT

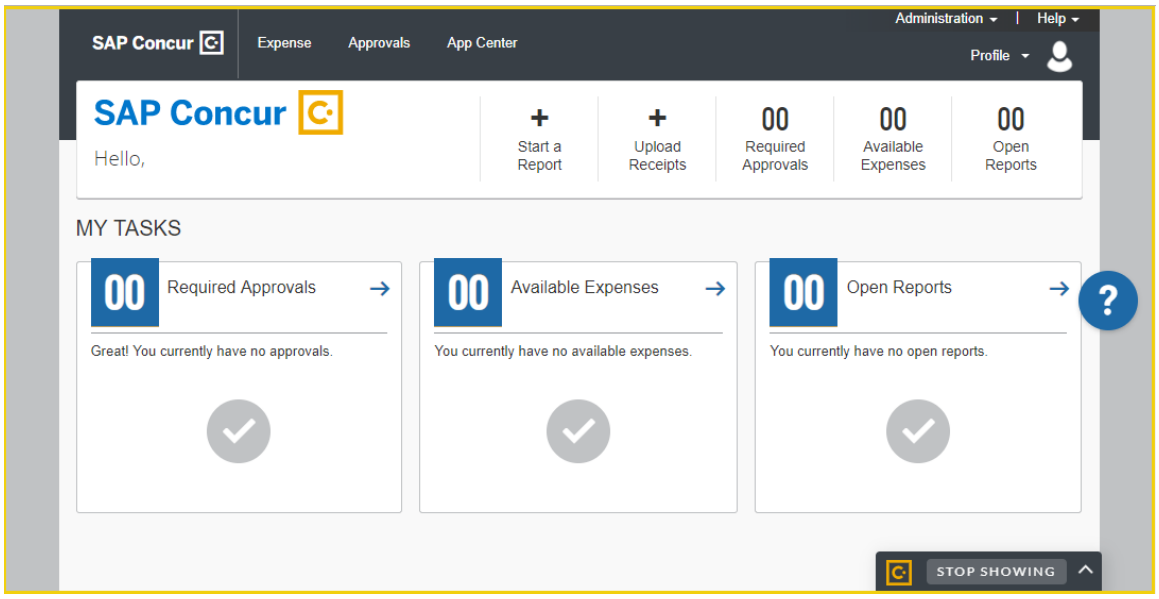
Screen sharing often makes a problem easier to describe, easier to understand, and quicker to resolve – saving time for ASCs and SAP Concur support.

How it Works

While the new feature is being phased in, ASCs may see the new **Co-browse** option on their **Help** menu.



Once the feature is fully implemented, if an ASC contacts SAP Concur support and if the Support Engineer believes a screen sharing session would be helpful, the Support Engineer will invite the ASC to click the link and share their screen. The pages shared with the Support Engineer will have a yellow border, clearly indicating to the ASC that they are sharing the screen.



The Co-browse feature allows the Support Engineer to see the concursolutions.com web page on the ASC's computer but no other webpage or application that may be running on the ASC's computer. The ASC can stop sharing the screen at any time.

Note the following:

- If the ASC clicks the **Co-browse** link but is ***not*** on a call (or live chat) with SAP Concur support, there is no screen sharing. The process works only when the ASC and the Support Engineer are working together and ASC provides permission.
- There is no way for the Support Engineer to access the ASC's screen without the ASC's permission.
- The Support Engineer cannot control the ASC's screen – Co-browse provides view-only access.
- The Support Engineer cannot see, collect, or record any personal information like passwords, credit cards, or passport details.
- The Support Engineer does not record the screen-sharing sessions.
- If the ASC clicks the **Co-browse** link before full implementation, the Support Engineer will inform the ASC that the feature is not yet available.

Configuration / Feature Activation

The feature is automatically enabled for ASCs. There are no additional configuration or activation steps.

Ongoing Email Infrastructure Change - Add IP Addresses to Safe Sender List

Overview

SAP Concur is transitioning to a new email infrastructure for outbound email from our services to SAP Concur users. Because of this, companies who filter inbound email based on the sending IP address ***must*** add new IP addresses to their Safe Sender list to ensure that their users receive email from SAP Concur.

IMPORTANT: All Services Will Soon Be Affected

Initially, the issue described here affected only companies that use Concur Expense. Starting in January, email from other SAP Concur services (such as Travel and Concur Pay) will move to the new email infrastructure.

We will continue to add other services. Please monitor the release notes for more information about the timing of the additional changes.

NOTE: Remember, this change affects only companies that filter incoming email based on IP addresses.

Configuration / Feature Activation

The new IP addresses are not published publicly but they are available by contacting SAP Concur support. If your company uses Concur Expense and if your company filters incoming email based on IP address, please work with your email server management team to ensure that all required Safe Sender lists for IP addresses are updated so that your users continue to receive SAP Concur email without interruption.

Shared Planned Changes Release Notes Consolidated

Overview

With this release, SAP Concur will consolidate the shared Planned Changes release notes into one document, instead of having the Planned Changes information repeated in several sets of release notes.

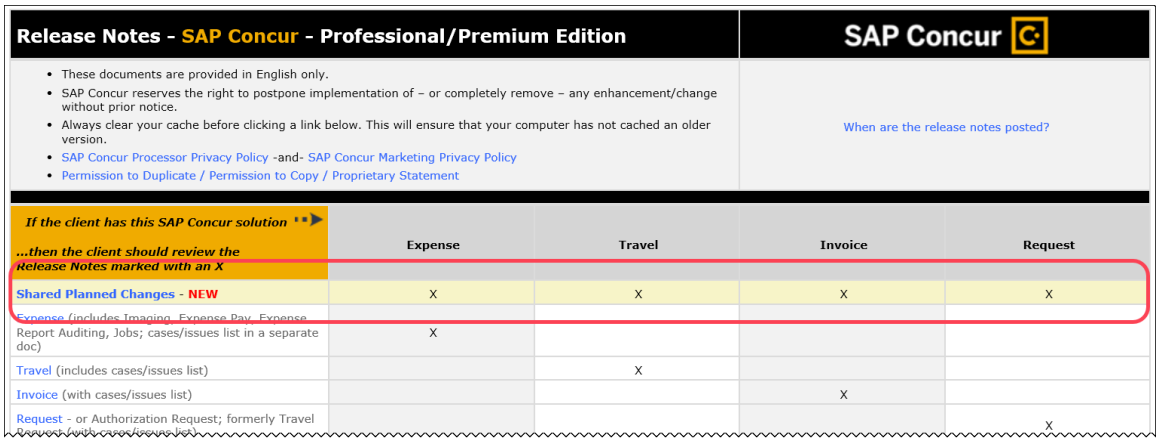
This consolidated Planned Change information is provided ***in addition to*** the product-specific Planned Changes release notes. For example, if a planned change applies only to Travel, it will only be available in the Travel release notes. So, users are encouraged to read the product-specific release notes as well as the Shared Planned Changes.

BUSINESS PURPOSE / CLIENT BENEFIT

This change allows users to find shared Planned Changes release notes in one place. It also makes it easier for clients to keep track of updates to the Planned Changes release notes.

What the User Sees

Professional edition users can access the new shared Planned Changes release notes document on the *SAP Concur Professional Release Notes* landing page.



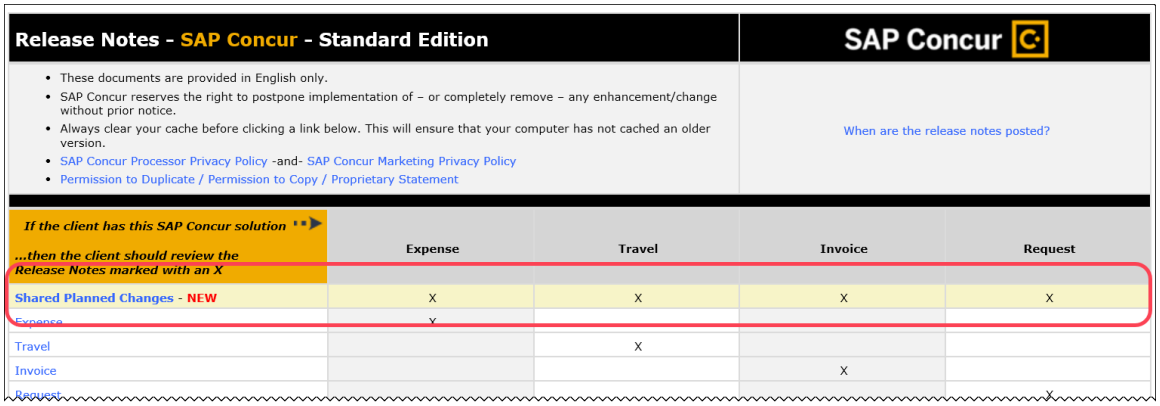
Release Notes - SAP Concur - Professional/Premium Edition | SAP Concur

- These documents are provided in English only.
- SAP Concur reserves the right to postpone implementation of – or completely remove – any enhancement/change without prior notice.
- Always clear your cache before clicking a link below. This will ensure that your computer has not cached an older version.
- SAP Concur Processor Privacy Policy -and- SAP Concur Marketing Privacy Policy
- Permission to Duplicate / Permission to Copy / Proprietary Statement

When are the release notes posted?

If the client has this SAP Concur solution ...then the client should review the Release Notes marked with an X	Expense	Travel	Invoice	Request
Shared Planned Changes - NEW	X	X	X	X
Expense (includes Imaging, Expense Pay, Expense Report Auditing, Jobs; cases/issues list in a separate doc)	X			
Travel (includes cases/issues list)		X		
Invoice (with cases/issues list)			X	
Request - or Authorization Request; formerly Travel Request (with cases/issues list)				X

Standard edition users can access the new shared Planned Changes release notes document on the *SAP Concur Standard Release Notes* landing page.



Release Notes - SAP Concur - Standard Edition | SAP Concur

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If the client has this SAP Concur solution ...then the client should review the Release Notes marked with an X	Expense	Travel	Invoice	Request
Shared Planned Changes - NEW	X	X	X	X
Expense	X			
Travel		X		
Invoice			X	
Request				X

Configuration / Feature Activation

The change is automatically enabled. There are no additional configuration or activation steps.

Updates for Concur Open and Personalized Concur Open

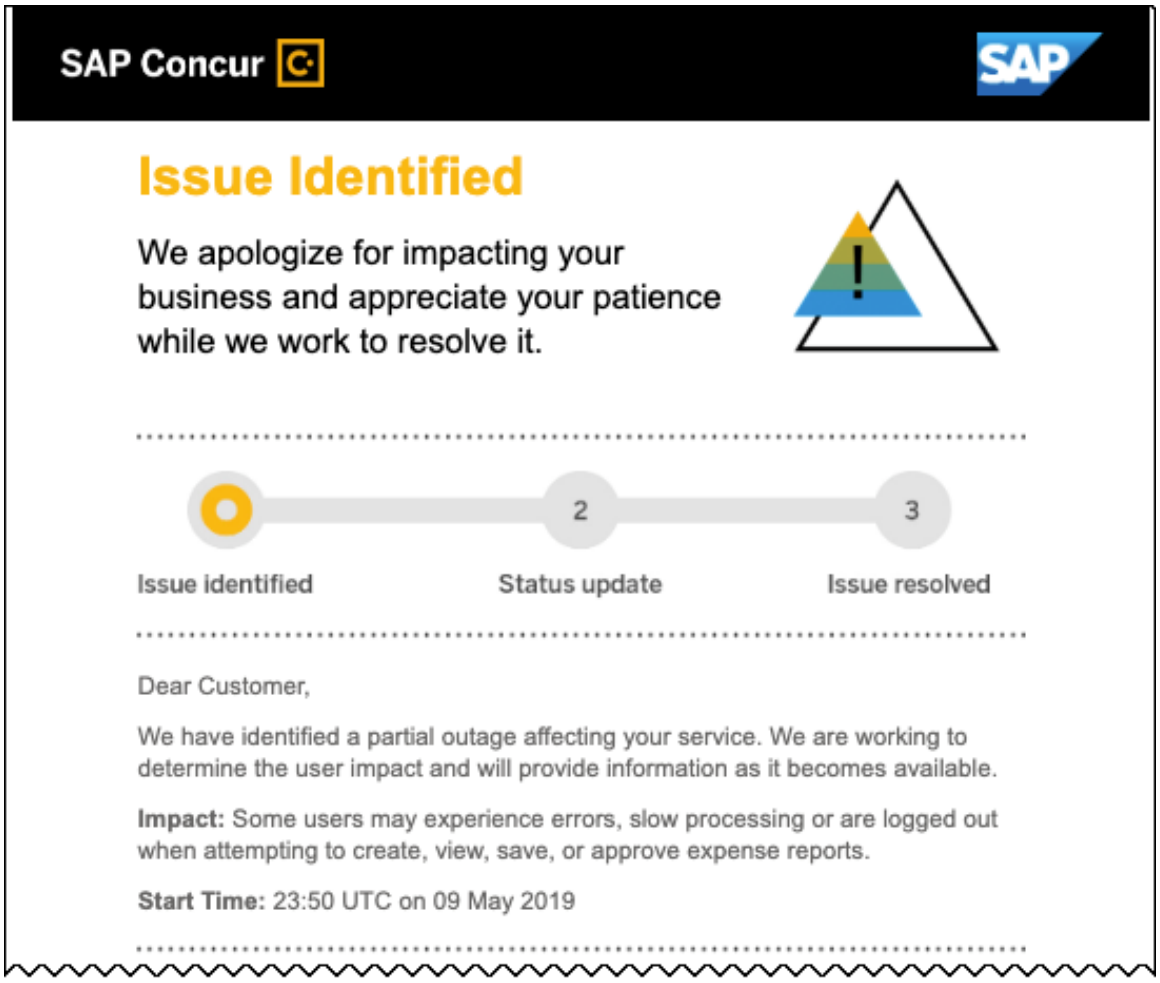
Overview

Over the next several weeks, users will see several enhancements to Concur Open and Personalized Concur Open.

What the User Sees

SUBSCRIBER EMAIL (CONCUR OPEN AND PERSONALIZED CONCUR OPEN)

The email sent to subscribers has been rebranded and styled to match the SAP experience while displaying an easier-to-read content layout. The content of the subscriber email has not changed, but the look-and-feel and the headings have been updated.



Start Time: 23:50 UTC on 09 May 2019

Product Name	Affected Service
SAP Concur	Expense
SAP Concur	Request
SAP Concur	Mobile

Keep Up to Date

Visit SAP Personalized Concur Open to see a history of all updates related to this issue and subscribe to notification emails.

Let's Run Better Together!
Your SAP Team

The current and new headings are:

Current Heading	New Heading
Initial Impact Assessment	Issue Identified
Confirmed Impact	Status Update
Update	
Resolved	Issue Resolved
After the Fact	Issue Identified and Resolved

NOTE: Just as before, subscriber email for Concur Open and Personalized Concur Open are provided in English only.

Service Status Dashboard (Concur Open and Personalized Concur Open)

When a user clicks the red or partial red dot to view status information on the **Service Status Dashboard** page, the information appears just as before but the headings have been updated to match the new subscriber email (as shown in the table above).

SERVICE STATUS HISTORY DASHBOARD (PERSONALIZED CONCUR OPEN)

Just as before, the link in the lower-left corner of the Personalized Concur Open **Service Status Dashboard** page provides access to the **Service Status History Dashboard** page. On that page:

- The current column heading of **Detailed RCA** has been changed to **Root Cause Analysis**.
- A link to view the Root Cause Analysis report for each P1 will appear in the **Root Cause Analysis** column.

Configuration / Feature Activation

These enhancements will be automatically available. There are no additional configuration or activation steps.

TripLink

Sixt Rent a Car E-Receipts

Overview

TripLink users that have their SAP Concur account connected to Sixt rent a car (Sixt) will receive detailed e-receipt information in Concur Expense when renting cars using Sixt.

Sixt has already started posting e-receipts to SAP Concur that include Sixt-generated invoices as images.

NOTE: Sixt is only posting e-receipts to SAP Concur for their e-billing customers, which is the default.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides enhanced e-receipt content from Sixt for e-receipt processing in Concur Expense.

Configuration / Feature Activation

The feature is automatically available to users that have e-receipts enabled in SAP Concur; there are no additional configuration or activation steps.

📖 For more information about e-receipts, refer to the *Expense: E-Receipts Setup Guide*.

Concur Hipmunk

Features released between the monthly releases will be included in the Final release notes for each month. Refer to the Concur Hipmunk Mid-Cycle Release Notes page for feature details.

No New Features 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*.

TripLink

No TripLink-Specific Planned Changes This Month

Concur Hipmunk

No Hipmunk-Specific Planned Changes This Month

Client Notifications

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

The *SAP Concur Release Notes – Monthly Browser Certifications* document lists current and planned browser certifications. The document is available with the other SAP Concur monthly release notes.

The *Concur Travel & Expense Supported Configurations – Client Version* guide is available with the setup guides, user guides, and other technical documentation.

📖 For information about accessing all release notes, browser certifications, setup guides, user guides, other technical documentation, and supported configurations, refer to the *Additional Release Notes and Other Technical Documentation* section in this document.

Subprocessors

SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: SAP Concur list of Subprocessors

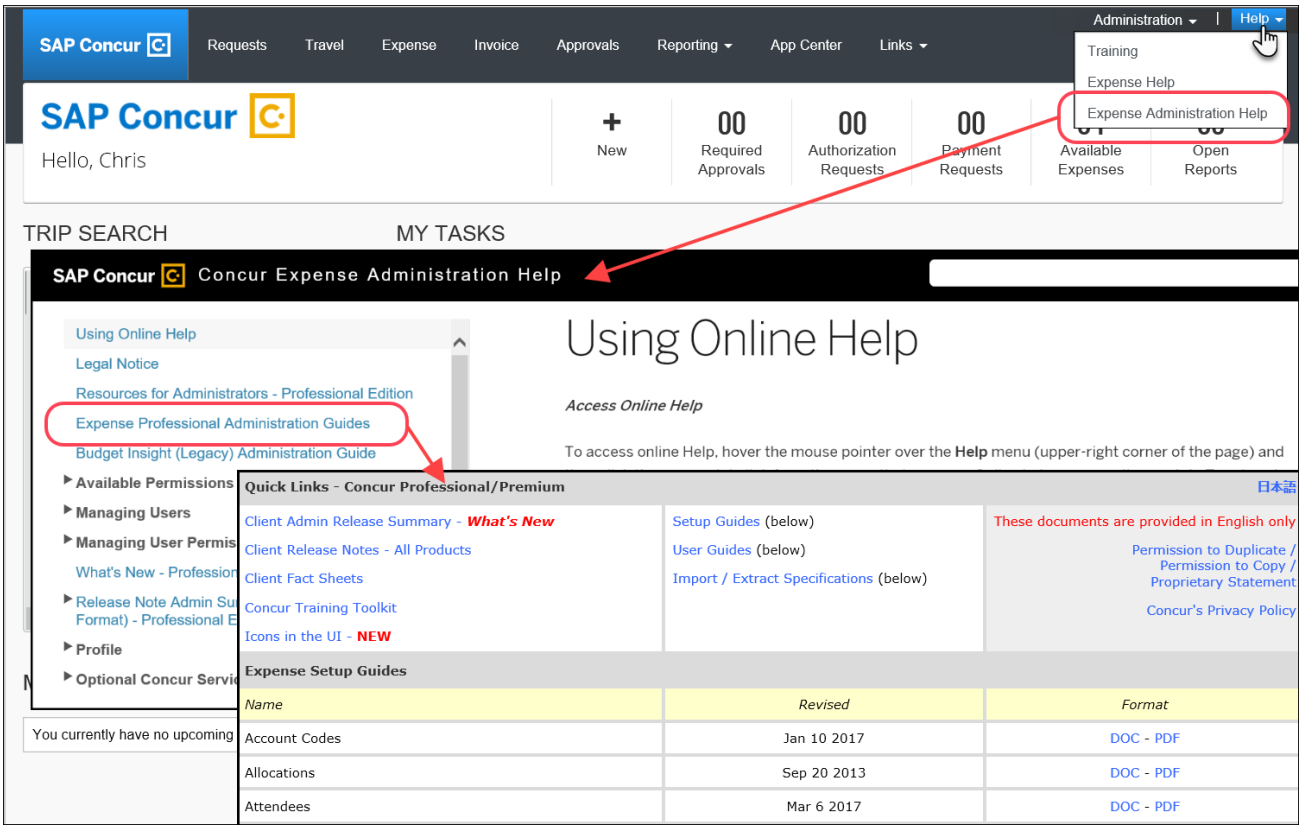
If you have questions or comments, please reach out to: Privacy-Request@Concur.com

Additional Release Notes and Technical Documentation

Professional Edition

Online Help – Admins

Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help in Concur.



Concur Support Portal – Selected Users

Selected users within the company can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via the Concur Support Portal.

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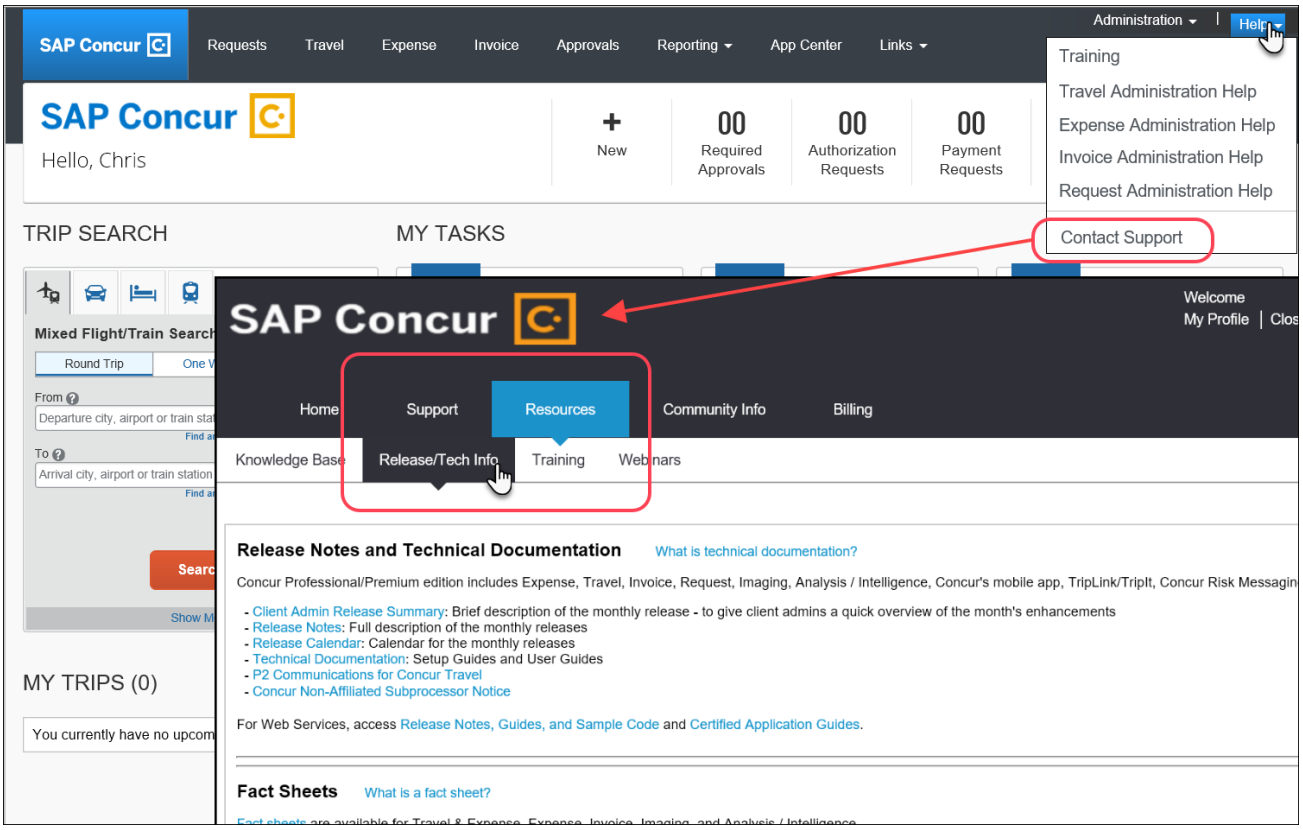

Standard Edition

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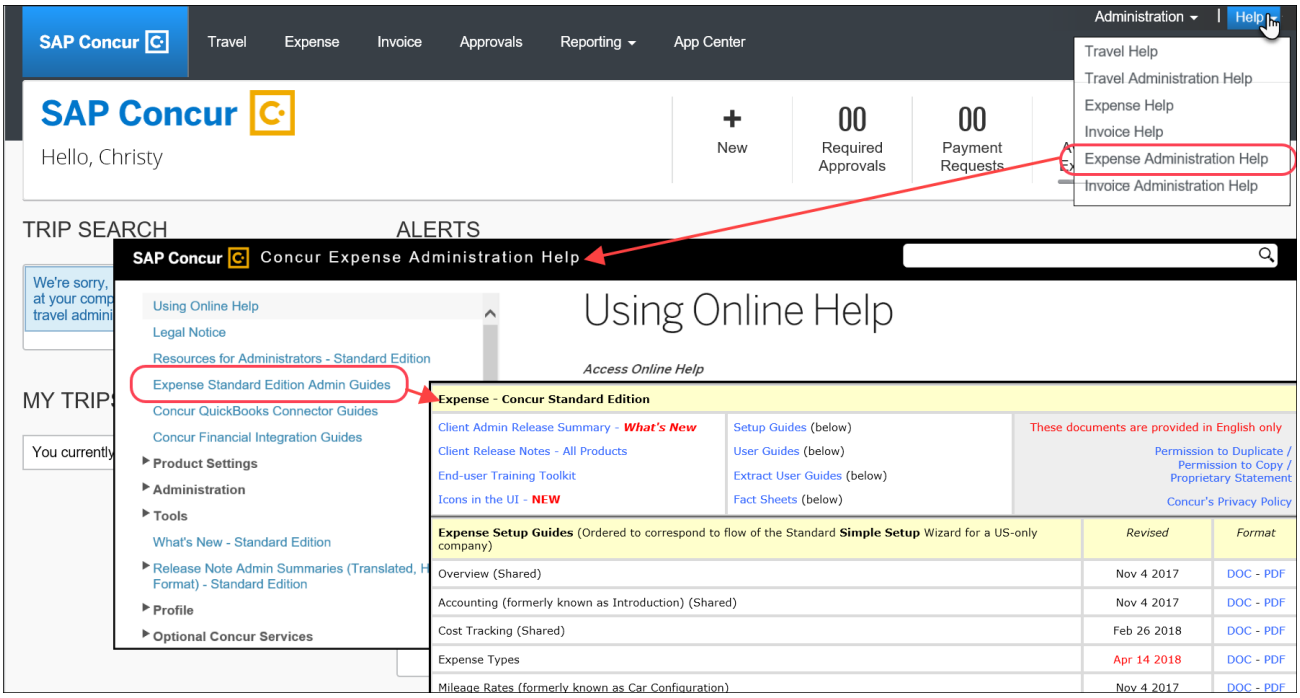

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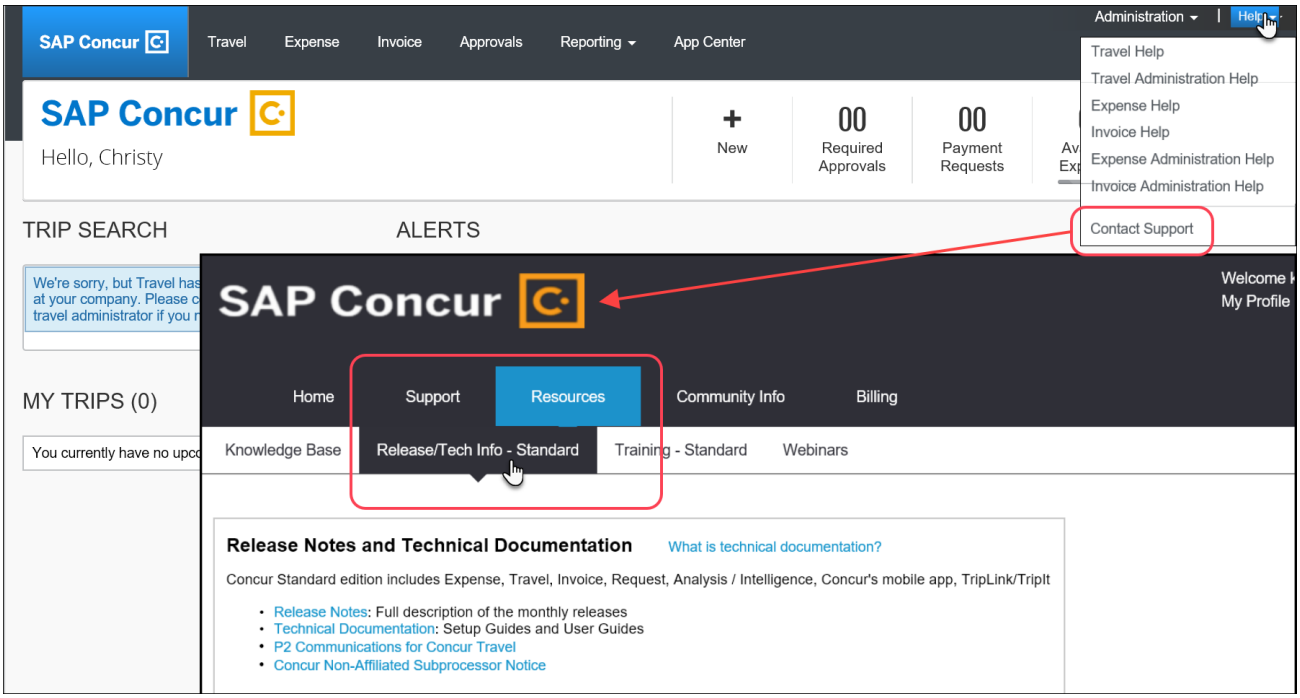

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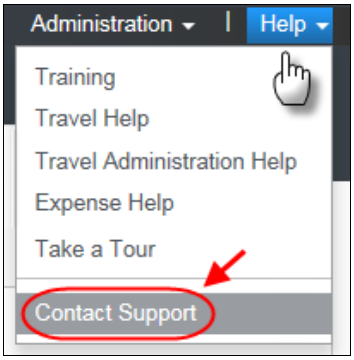

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SAP Concur Release Notes **Concur Hipmunk and TripLink**	
Month	**Audience**
Release Date: September 21, 2019 Initial Post: Friday, September 20, 7:30 AM PT	Client – FINAL

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Concur Hipmunk **3**

No New Features This Month 3

Planned Changes **4**

TripLink **4**

No TripLink-Specific Planned Changes This Month 4

Concur Hipmunk **4**

No Hipmunk-Specific Planned Changes This Month 4

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Release Notes

General

Ongoing Email Infrastructure Change - Add IP Addresses to Safe Sender List

Information First Published	Information Last Modified	Feature Target Release Date
July 2019	—	Ongoing
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

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TripLink

No New Features This Month

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TripLink

No TripLink-Specific Planned Changes This Month

Concur Hipmunk

No Hipmunk-Specific Planned Changes This Month

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Additional Release Notes and Technical Documentation

Professional Edition

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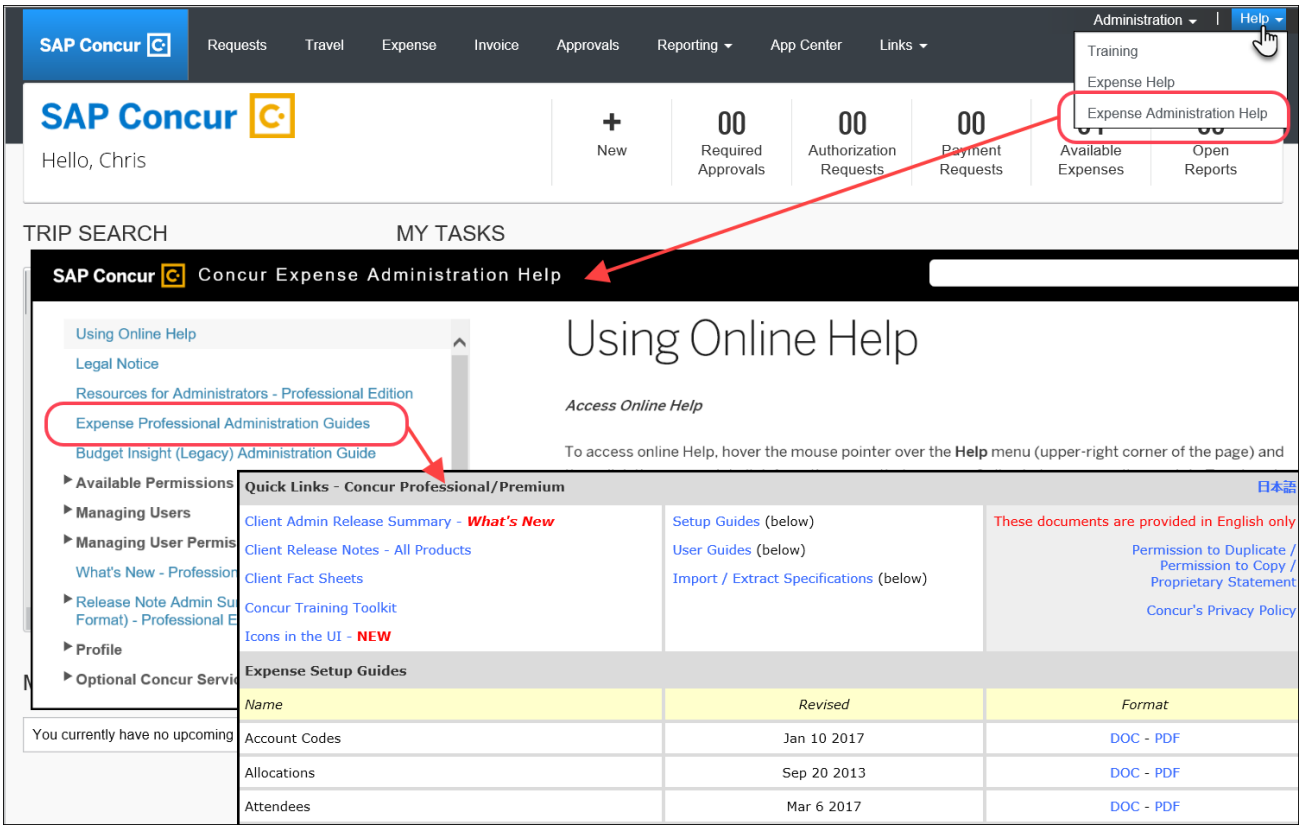

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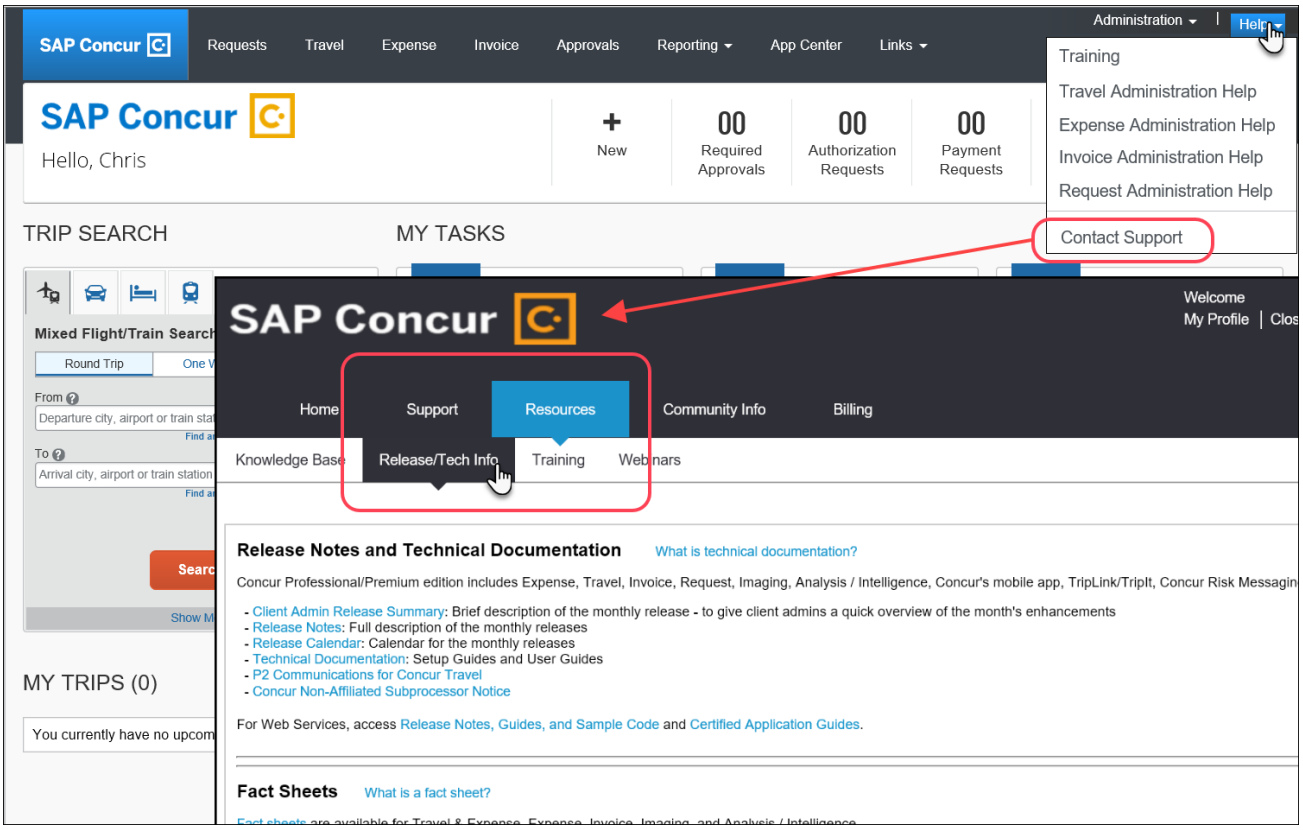

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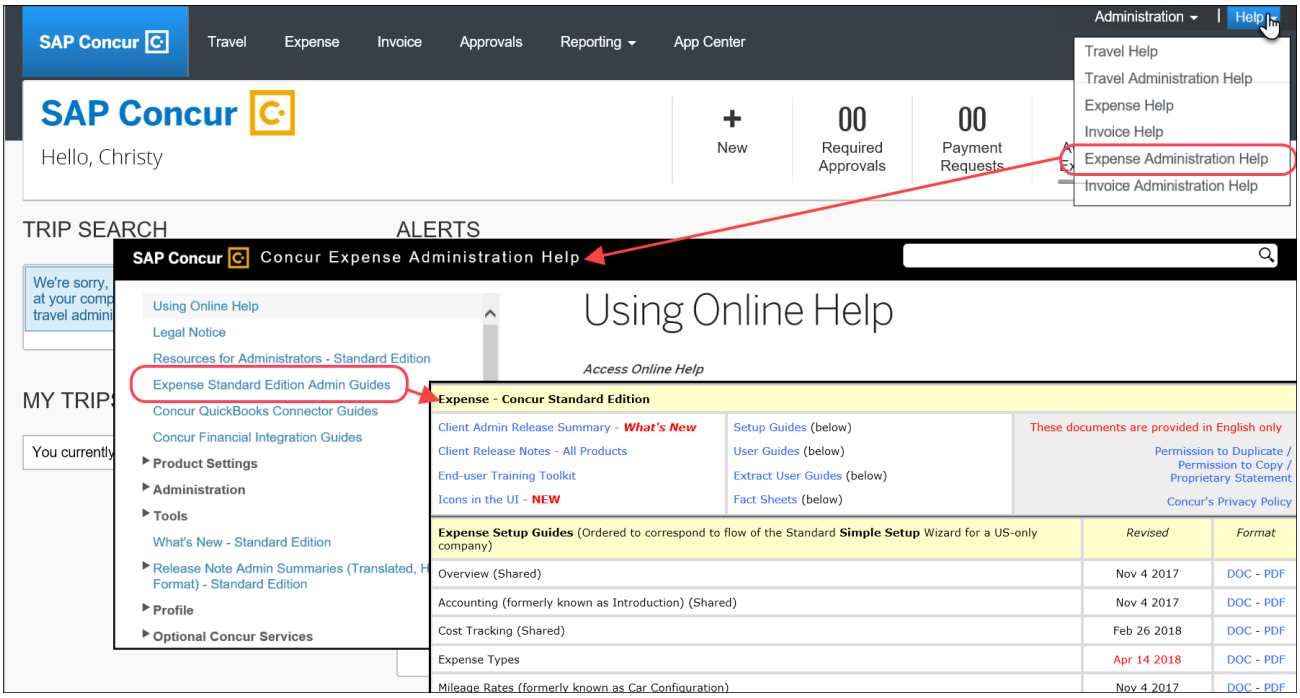

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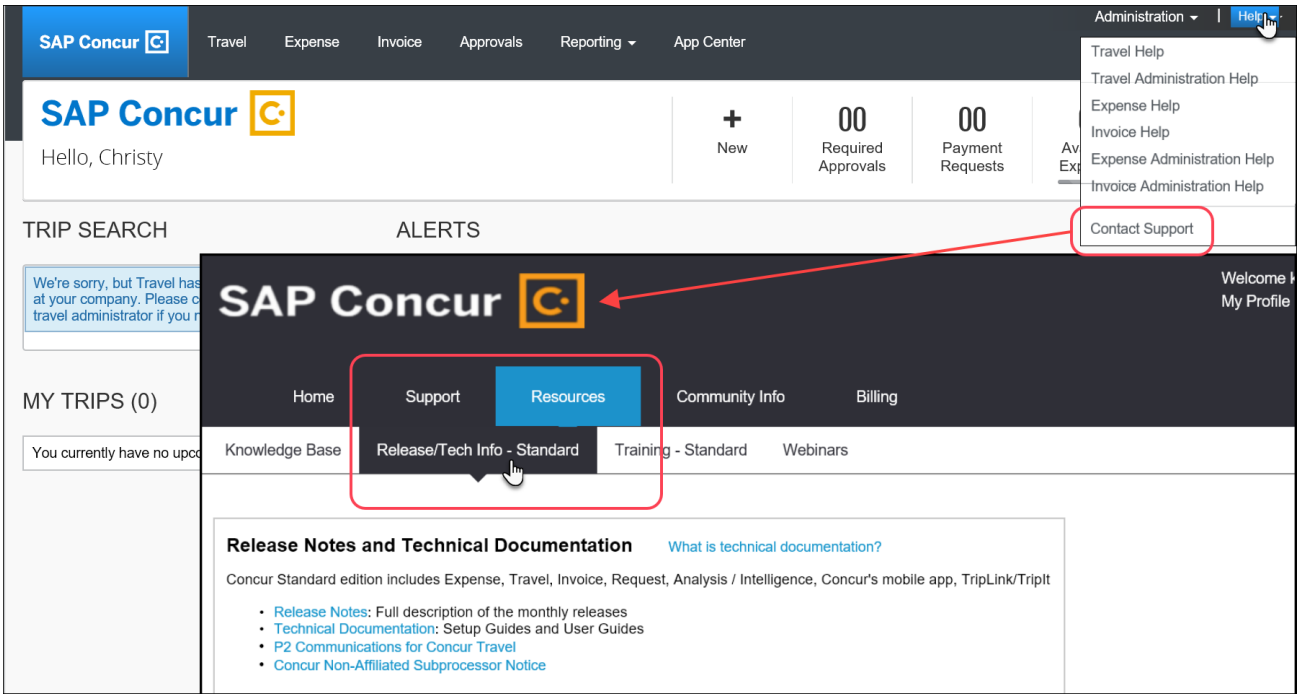

Cases

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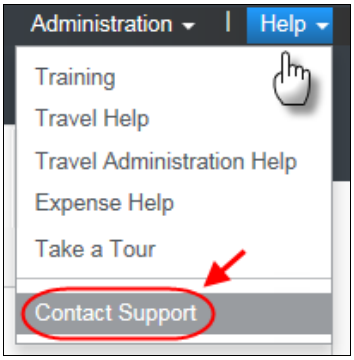

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SAP Concur Release Notes **Concur Hipmunk and TripLink**	
Month	**Audience**
Release Date: October 12, 2019 Initial Post: Thursday, October 3, 8:15 AM PT	Client – FINAL

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Release Notes

General

October 2019 Release Cancelled

The October 2019 release is cancelled. The next release is scheduled for November 2019.

SAP Concur Release Notes **Concur Hipmunk and TripLink**	
Month	**Audience**
Release Date: November 9, 2019 Initial Post: Friday, November 8, 10:00 AM PT	Client – FINAL

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Release Notes

General

Ongoing Email Infrastructure Change - Add IP Addresses to Safe Sender List

Information First Published	Information Last Modified	Feature Target Release Date
July 2019	—	Ongoing
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

SAP Concur is transitioning to a new email infrastructure for outbound email from our services to SAP Concur users. Because of this, companies who filter inbound email based on the sending IP address ***must*** add new IP addresses to their Safe Sender list to ensure that their users receive email from SAP Concur.

IMPORTANT: All Services Will Soon Be Affected

Initially, the issue described here affected only companies that use Concur Expense. Starting in January, email from other SAP Concur services (such as Travel and Concur Pay) will move to the new email infrastructure.

We will continue to add other services. Please monitor the release notes for more information about the timing of the additional changes.

NOTE: Remember, this change affects only companies that filter incoming email based on IP addresses.

Configuration / Feature Activation

The new IP addresses are not published publicly but they are available by contacting SAP Concur support. If your company uses Concur Expense and if your company filters incoming email based on IP address, please work with your email server management team to ensure that all required Safe Sender lists for IP addresses are updated so that your users continue to receive SAP Concur email without interruption.

TripLink

No New Features This Month

Concur Hipmunk

Features released between the monthly releases will be included in the Final release notes for each month. Refer to the Concur Hipmunk Mid-Cycle Release Notes page for feature details.

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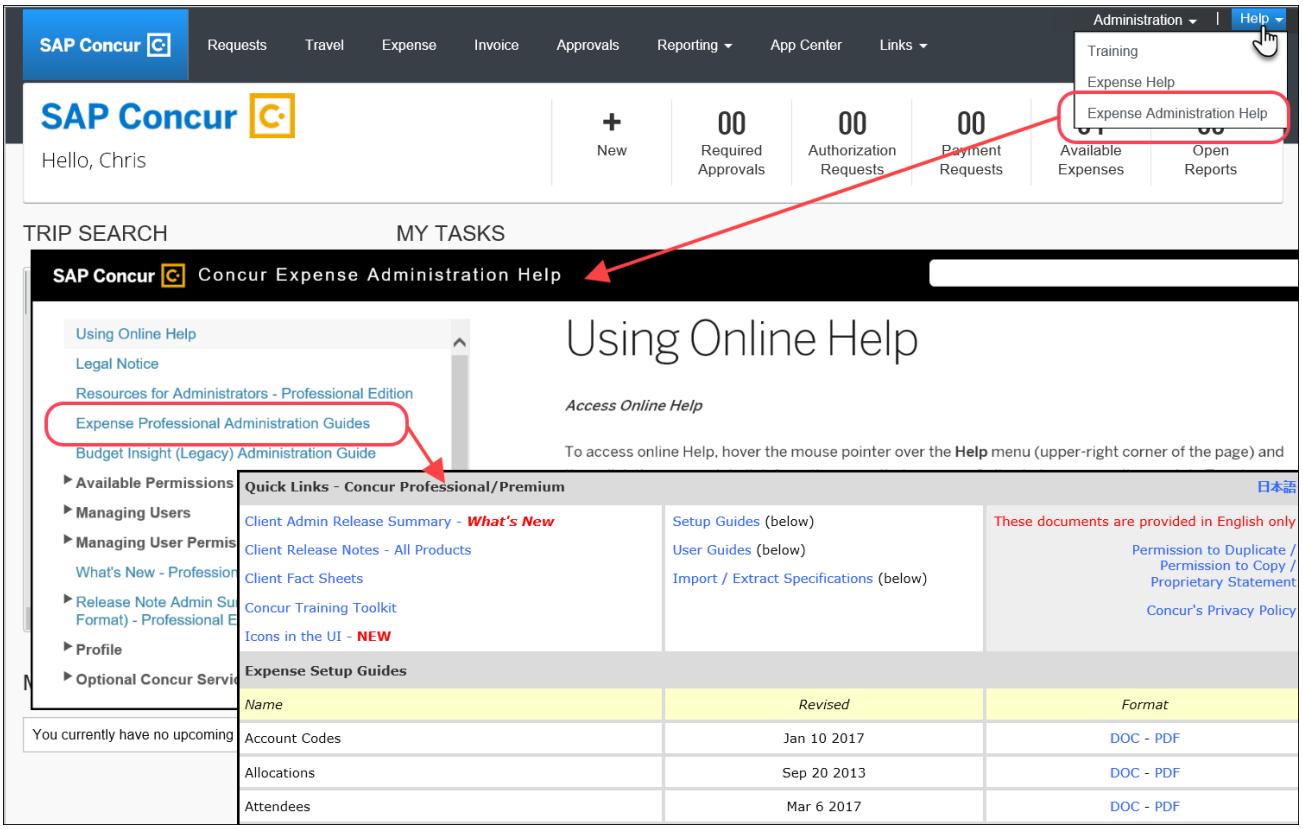

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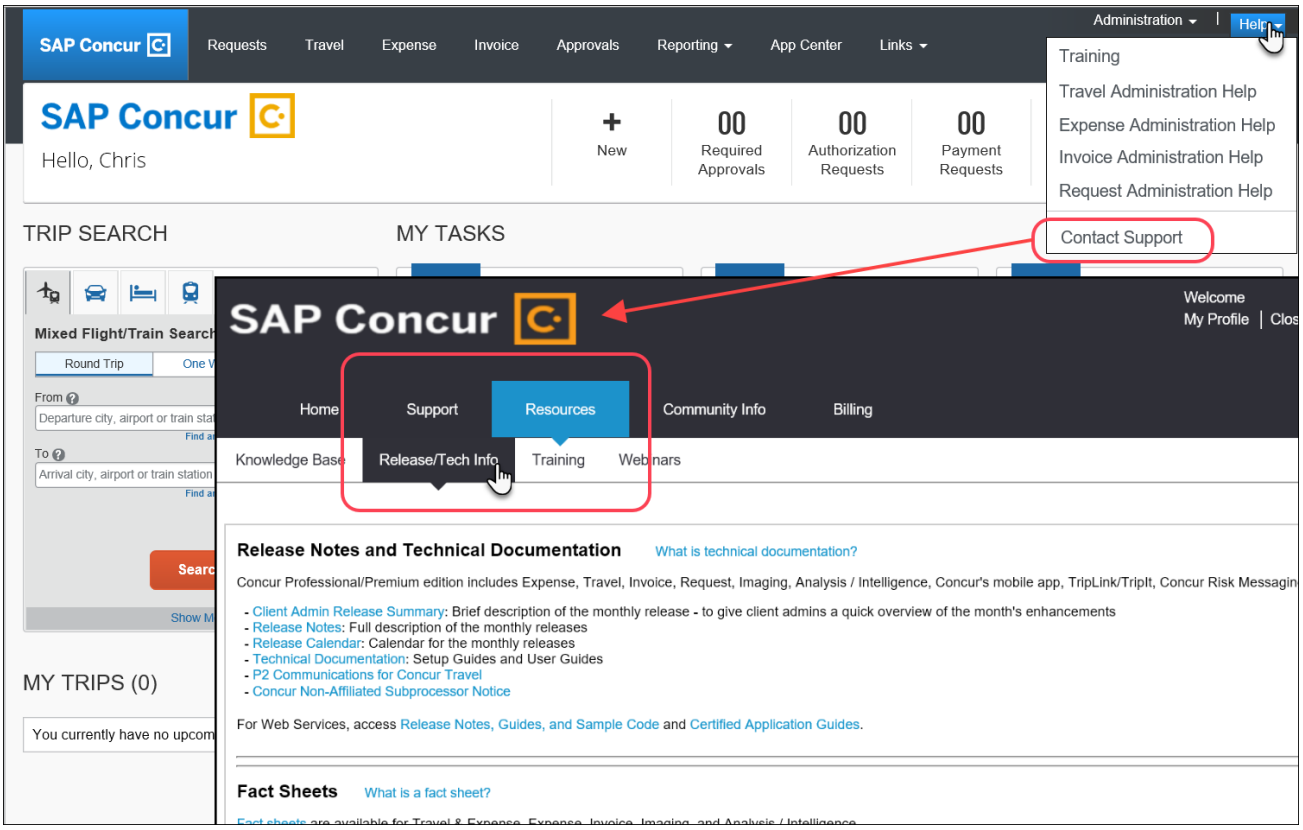

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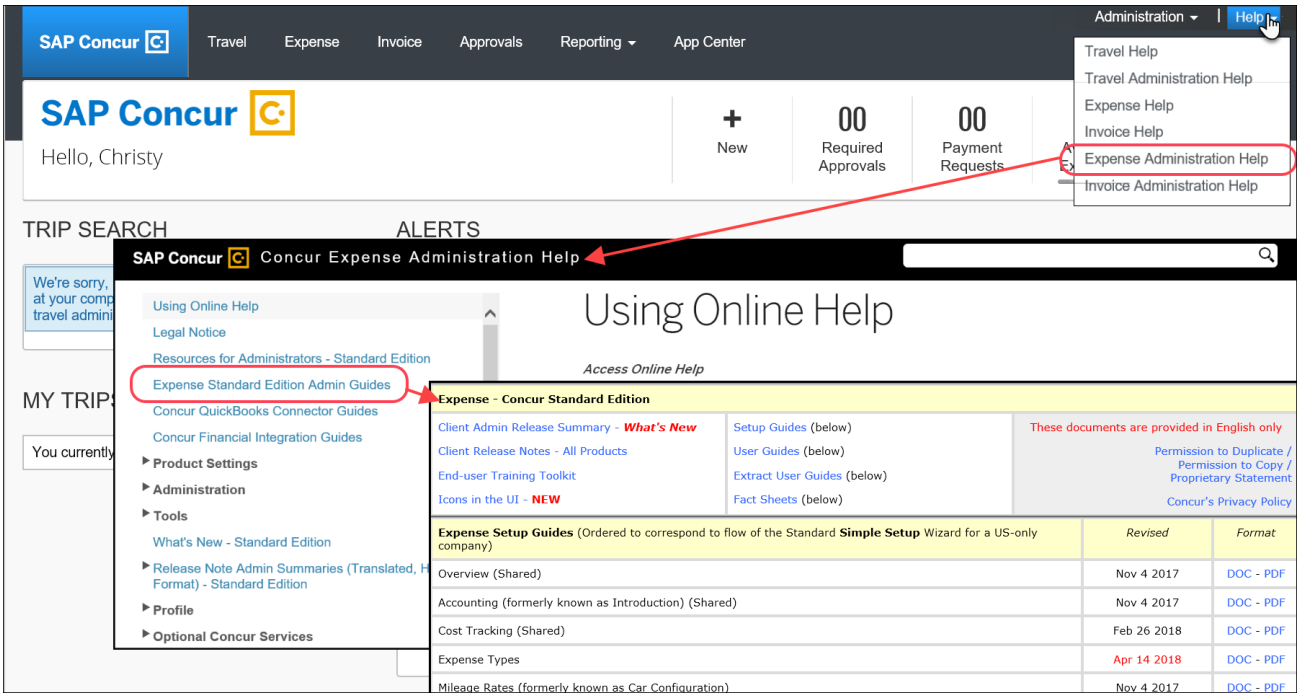

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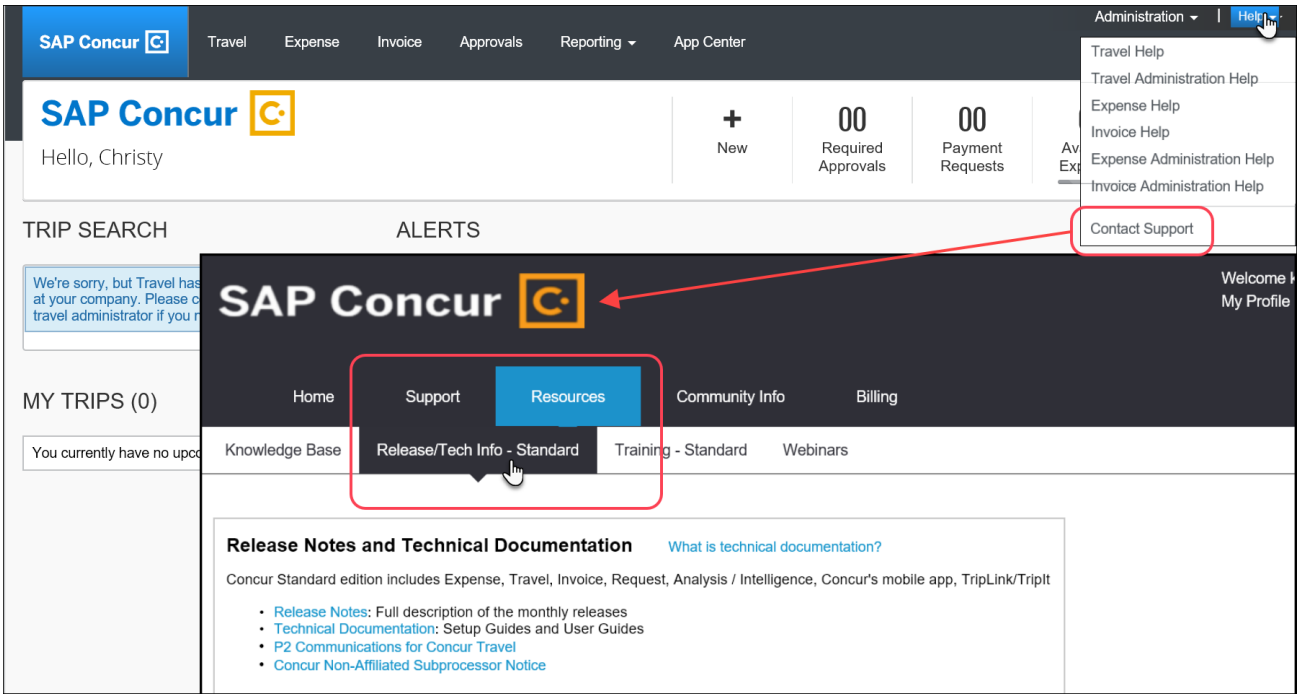

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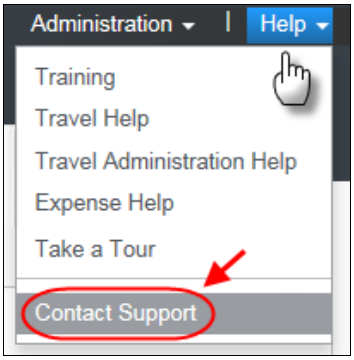

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SAP Concur Release Notes **Concur Hipmunk and TripLink**	
Month	**Audience**
Release Date: December 7 & 13, 2019 Update #1: Monday, December 9, 5:00 PM PT	Client – FINAL
Effective date for these changes: • December 7 for customers using the EMEA, China, and PSCC data centers • December 13 for customers using the US (North America) data center	

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Release Notes

TripLink

New TripLink Supplier: Delta Air Lines

Overview

SAP Concur will be releasing a new Concur TripLink partner for all Concur customers that have TripLink. The My Travel Network application and the new Delta Air Lines application, both will be available from the Concur App Center, will allow users to connect their SAP Concur account with Delta. After connecting their accounts, users can make reservations on Delta.com and Delta Mobile Apps, receive their company's negotiated rate where available, and receive their itineraries and receipts in their SAP Concur account.

This update is targeted for December 9, 2019.

BUSINESS PURPOSE / CLIENT BENEFIT

The integration will allow users to book directly on Delta.com and Delta Android and iPhone apps, and will automatically bring bookings into SAP Concur without a need to email to plans@concur.com or plans@tripit.com, providing immediate visibility into traveler spend and monitoring for policy rules, if applicable. The integration also delivers further traveler flexibility through the automatic posting e-receipts for each booking and any booking modifications.

All airlines which are bookable on Delta.com are in scope.

https://pro.delta.com/content/agency/us/en/agent-resources/partner-information/codeshare-partners.html

Learn more about Delta at: www.delta.com

For more information about setting up your Delta Air Lines TripLink Discount Code, refer to:

https://www.concurtraining.com/en-us/triplink/suppliers/delta

What the user sees

Travelers will be connected from their enrollment in My Travel Network if they have entered their Delta SkyMiles number into their Concur Traveler Profile. Connections will be re-tried by Delta on a regular basis to account for any profile updates, or a traveler can visit the Delta Air Lines App Center Listing to initiate the connection immediately if they change their profile to resolve a matching issue.

Users that are not a Delta SkyMiles member can enroll by visiting:

https://www.delta.com/profile/enrolllanding.action

Enroll in My Travel Network here:

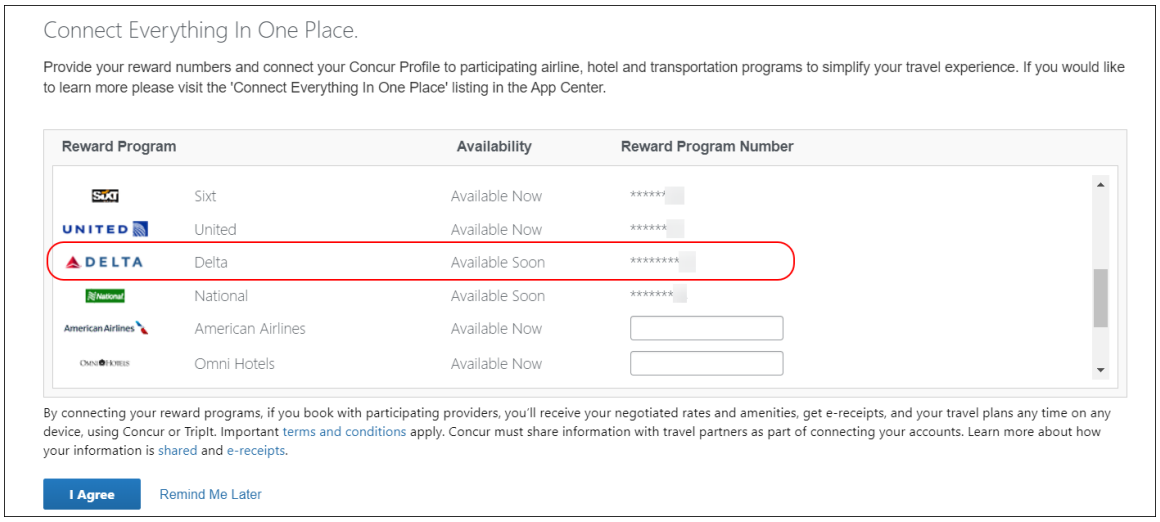
https://www.concursolutions.com/nui/appcenter/listings/560c29ba34857ae301684cee

Delta TripLink App Center Listing:

https://www.concursolutions.com/nui/appcenter/listings/5dbae7a4ef16ef001b910c0d

BEST PRACTICE WHEN CONNECTING CONCUR AND PARTNER ACCOUNTS

Make sure the travelers last name and loyalty number match between the two accounts to avoid a connection error. Accents, apostrophes and hyphens in last names may sometimes be the cause of a mismatch issue.



Users will receive an email notifying them of their connection status:

Concur <donotreply@concursolutions.com>

Updates to Your Concur Account Connections

SAP Concur

Dear ,

Thank you for enrolling in My Travel Network and connecting your reward programs to your Concur profile. Check below to see the status of your connections:

Connection Status	Partner	Loyalty #
✓	DELTA	********

Travel partners who have not been connected with Concur will not be shown, you will receive this email when a new partner is connected.

With your reward accounts connected to your Concur profile, you will receive your company's negotiated rates and deal with less paperwork because travel partners will send itemized e-receipts to Concur, starting your expense report for you. Also, your travel reservations will be available in Concur and TripIt where you can access them anytime, anywhere.

If you have additional reward programs that you'd like to connect, be sure to add them into your Concur profile in the Frequent Traveler Programs section.

If a connection between your reward account and your Concur profile was unsuccessful, we suggest you verify your first and last name, email address and reward number.

If you are unable to login to your reward account, you may need to contact the partner directly to reactivate your account with them. We will also automatically attempt to connect your reward account again in 48 hours.

Safe travels,

The Concur team

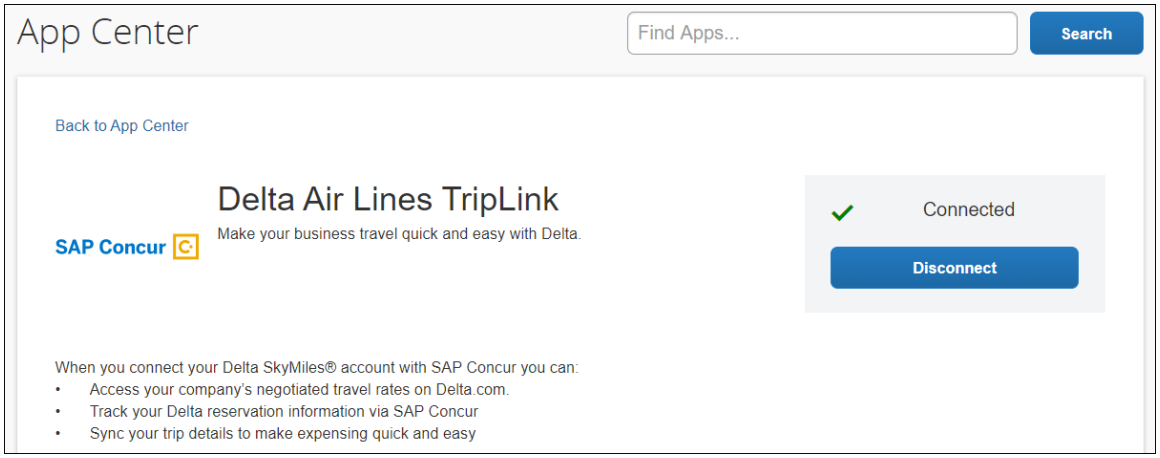
Please be sure to review the applicable terms and privacy policies for these partners as noted below:

- **Delta:** Privacy Policy

If you would like to disconnect a reward account from your Concur profile, please visit the Concur App Center, find that reward program and click "Disconnect".

Click here for more information about My Travel Network and TripIt Pro.

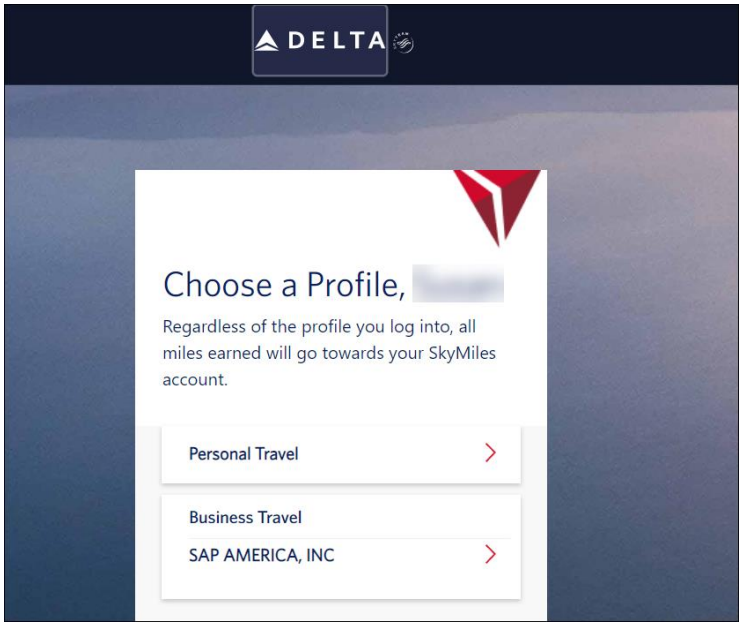
Travelers can also confirm that they are connected in the **Concur App Center >** Delta Air Lines App Center listing. If the traveler chooses to disconnect their SAP Concur and Delta accounts, they can click **Disconnect** in the Delta app listing.



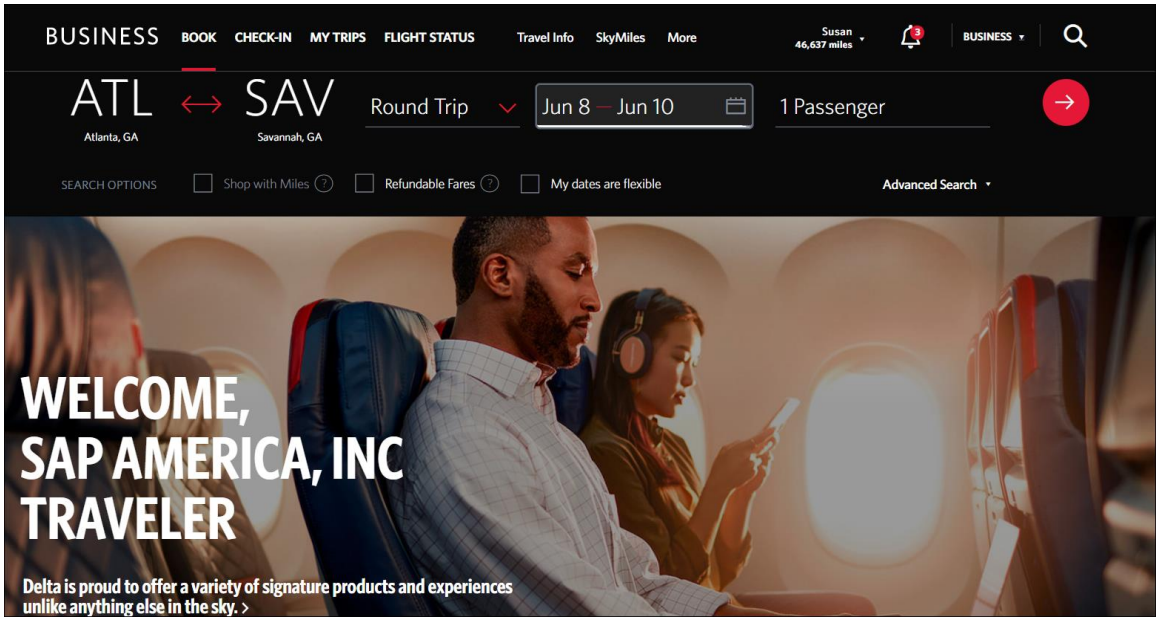
What will my travelers see when they book a corporate/business trip on Delta.com?

When a connected user signs on to Delta.com with their SkyMiles account, they will be presented with the option to choose between making a Personal Travel booking or a Business Travel booking. If the user chooses the **Business Travel** profile option, they will be presented with their company's negotiated rates (if applicable), their itinerary will be posted to Concur Travel when their booking is completed and Delta will post receipts to Concur Expense. To make the booking process easier, Delta will also present the user with the credit cards the user has stored in their Concur Travel Profile. If a company has configured mandatory corporate cards / ghost cards for their users, that would be the only option the user will have for payment.

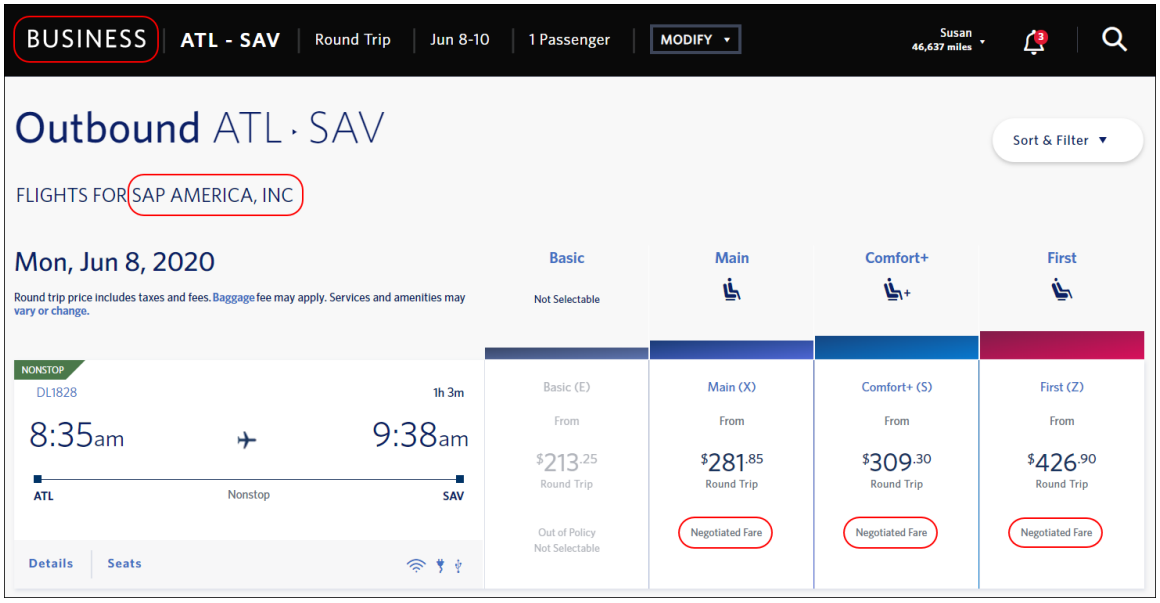
If the user chooses the **Personal Travel** profile option, no data will be shared to or from SAP Concur.



When the traveler begins the booking process, they will be limited to booking for only one traveler. E-credits will not be available to be applied to Business Travel bookings. The traveler will see reminders throughout the Business Travel booking process that their booking will be synced with SAP Concur, including a "BUSINESS" identifying header throughout the booking path. The user will be identified as a traveler for their company – the company name will be identified by the corporate contract that is in place with Delta for their negotiated rates. If there is not a corporate contract in place, the company name will be based on the traveler's SAP Concur profile.

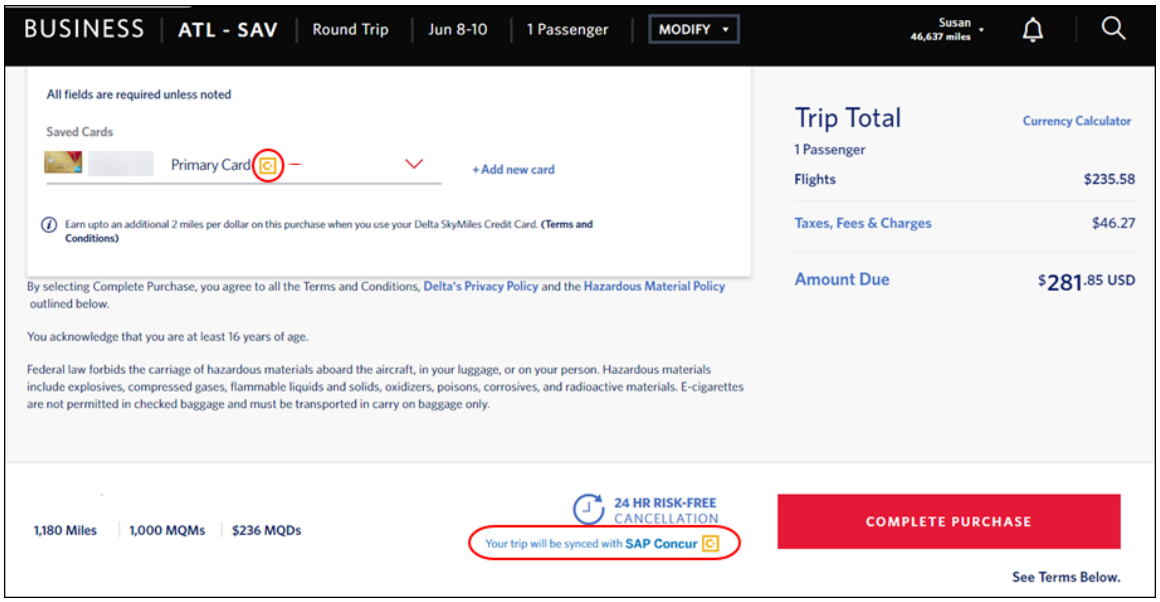


If the traveler's company has negotiated rates with Delta, they will be identified on the search results page with "Negotiated Fare" in the listing. The user will continue to see the "Business" header and that the flights being searched for are for their specific company.

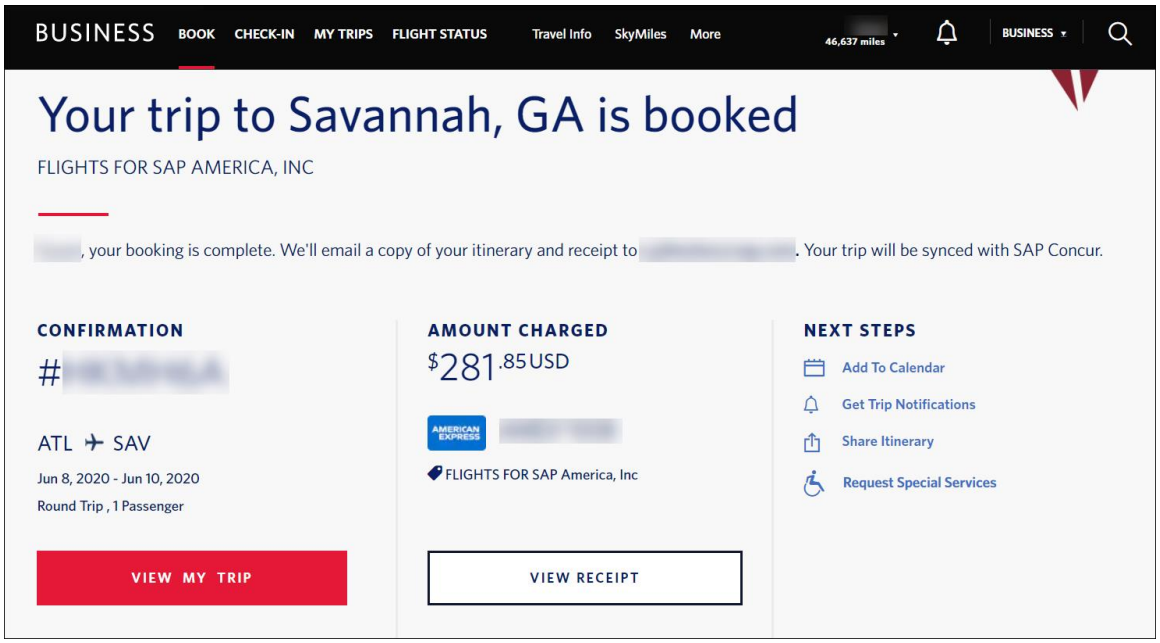


Once the user chooses their flights and arrives on the **Express Checkout** page, any credit cards the user has listed in their SAP Concur account will be presented for use during booking combined with any payment methods the user has in their Delta SkyMiles account. Credit cards from SAP Concur will be denoted with an SAP Concur logo and will be listed above any forms of payment from the user's personal account. If your company has configured a corporate ghost card as a mandatory form of payment, that will be the only option the user will be presented with in the Business Travel booking path.

Next to the **Complete Purchase** button, the user will be reminded that their "trip will be synced with SAP Concur".

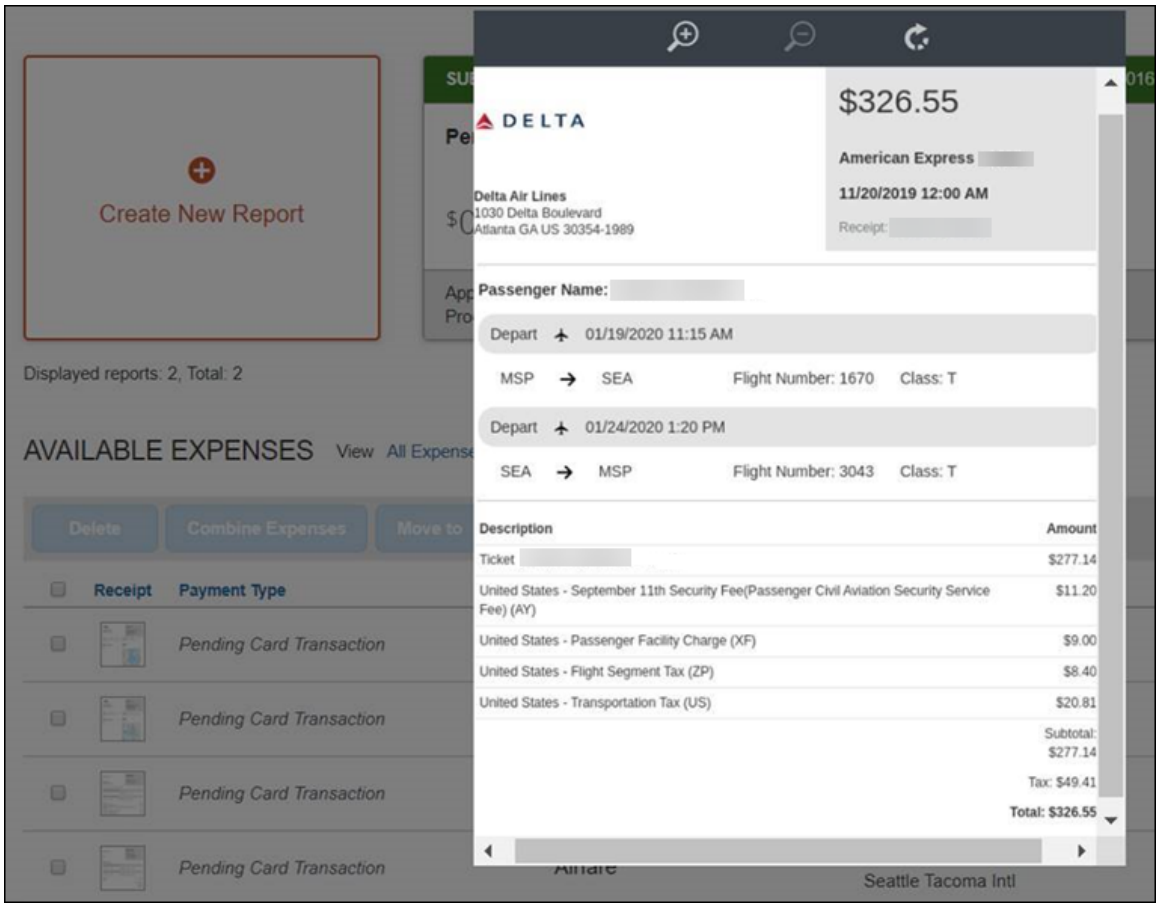


When the user completes their Business Travel booking, they will be reminded that their trip will be "Synced with SAP Concur" and was booked on behalf of their company.



Once the booking is completed on Delta.com or the Delta apps, the traveler will see their new booking in **Upcoming Trips** in Concur Travel. When they click through to the itinerary, the trip information will be available to them including the total charges, taxes and fees, and departure and arrival details. Any ancillary services purchased with the bookings (like premium seats) will also appear in SAP Concur.

In Concur Expense, the receipt for the airfare paid will be posted by Delta when they process the user's credit card, which is done on a daily basis.



Will changes and cancellations made on Delta.com be posted back to Concur?

Any changes made on www.delta.com or in the mobile iPhone and Android apps to an itinerary that was synced to SAP Concur will be posted back to SAP Concur. This includes schedule changes, seat updates, cancellations and ticket exchanges. When the user goes to Concur Travel and Expense after making changes to their itinerary, they will see the billing updates and itinerary changes reflected in their SAP Concur itinerary and receipts. Changes made by calling Delta Customer Service will also be posted back to a traveler's SAP Concur account.

All cancellations and modifications to a booking will be subject to the booking terms and conditions.

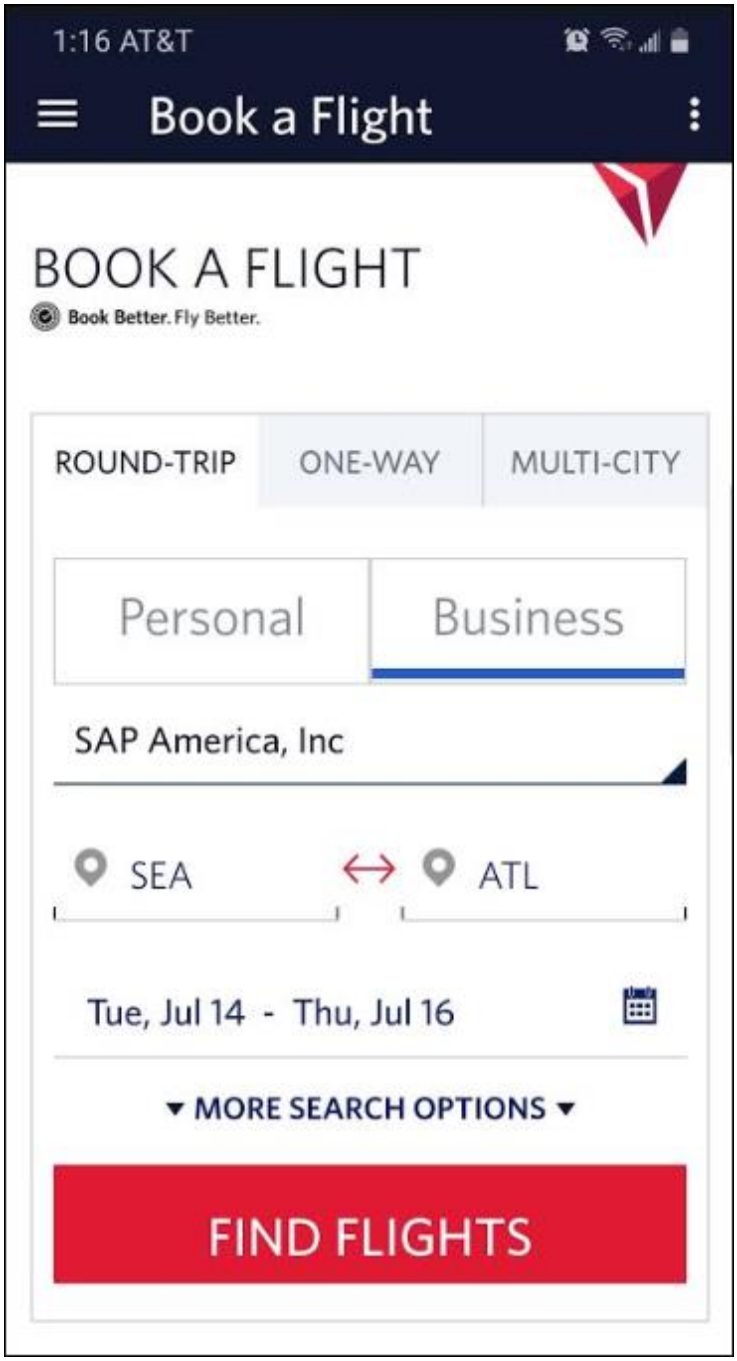
TripLink bookings, because they are booked on a partner site need to be cancelled and modified on the partner site. By deleting or removing the itinerary from SAP Concur, no action will be posted back to the partner and your ticket will still be valid.

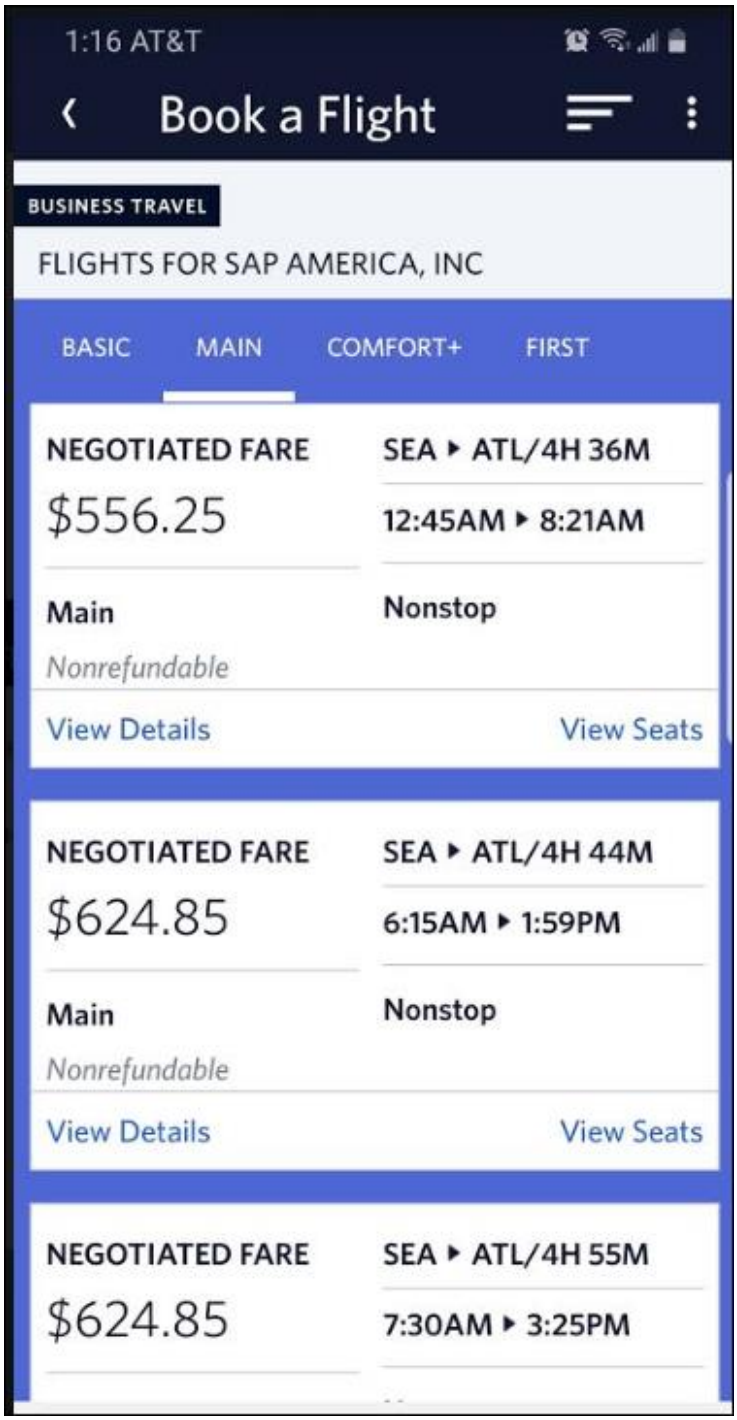
What will my travelers see when they book a corporate/business trip on the Delta iPhone or Android app?

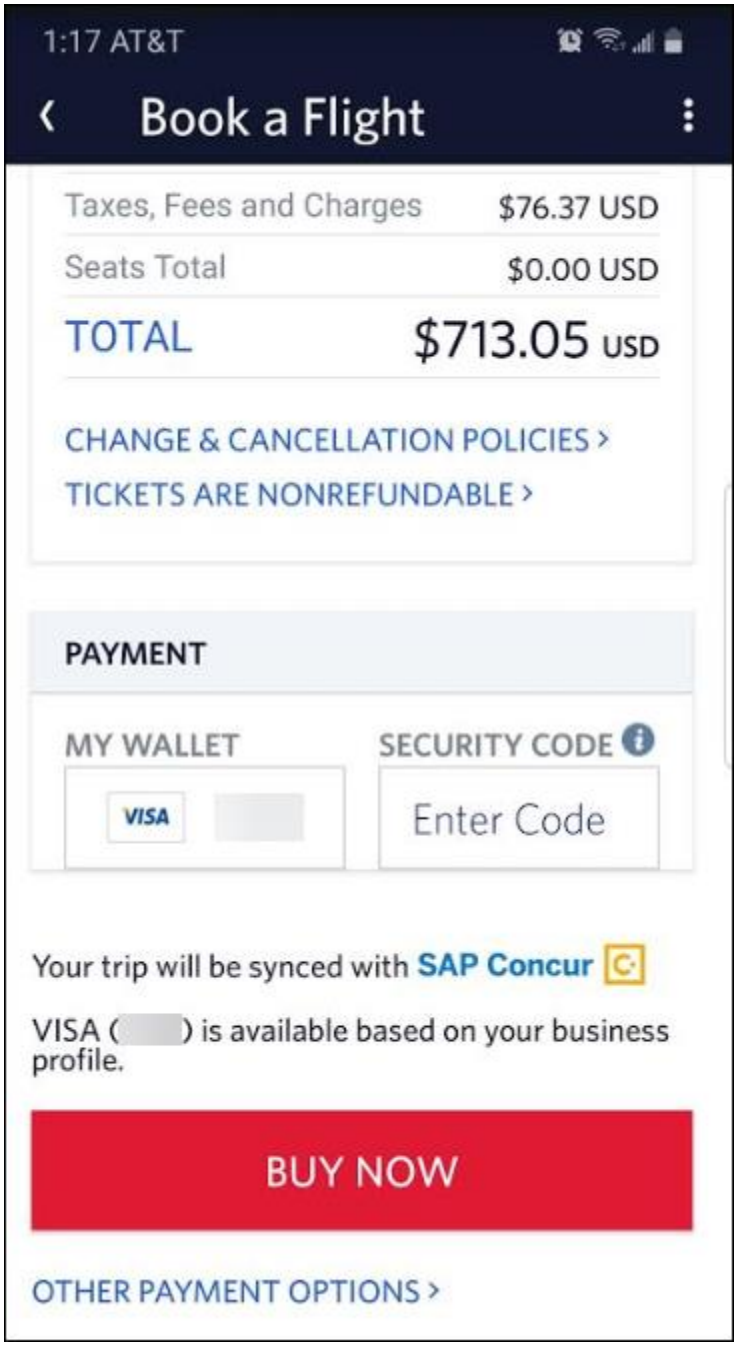
Bookings made on the Delta mobile apps for both iPhone and Android will follow a similar customer experience, just with less screen real estate!

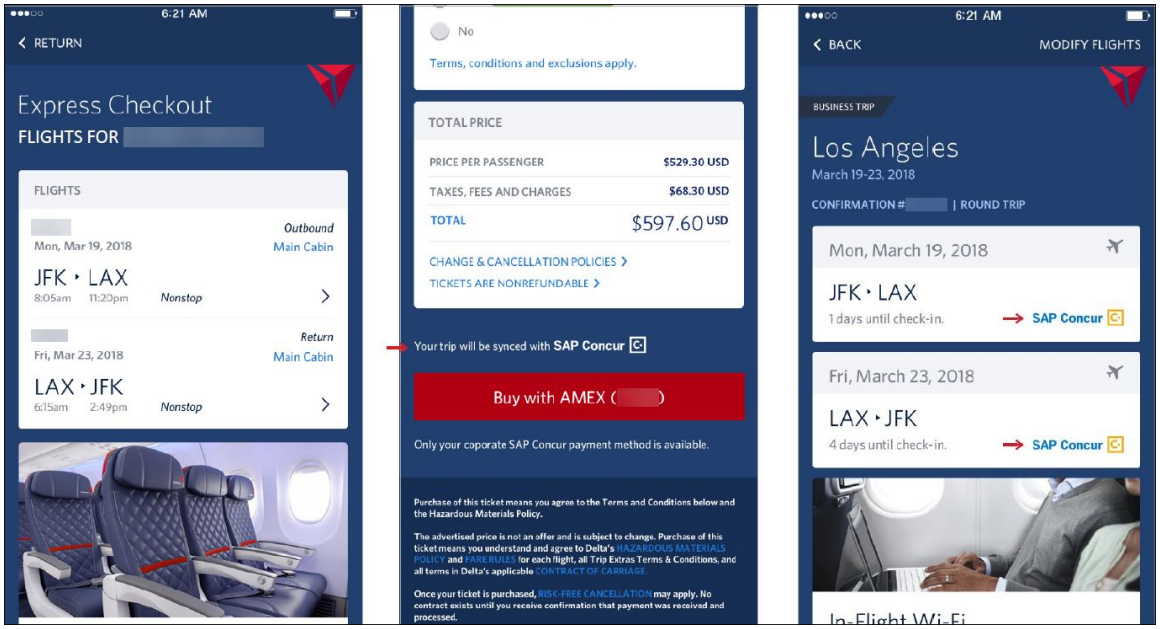
Users that connect their Delta SkyMiles and SAP Concur accounts via My Travel Network or Delta App Listing will be connected to Delta regardless of where they book. When they log into the Delta app, they will be presented with the option to choose between making a Personal Travel or Business Travel booking. As with the Delta.com flow described above, the user, if they choose the **Business Travel** profile option, will be presented with their company's negotiated rates (if applicable), their itinerary will be posted to Concur Travel when their booking is completed, and Delta will post receipts to Concur Expense. To make the booking process easier, Delta will also present the user with the credit cards the user has stored in their Concur Travel Profile. If a company has configured mandatory corporate cards / ghost cards for their users, those cards would be the only option the user will have for payment. Any changes that the user makes to their confirmed Delta booking, made on either the desktop site or the mobile apps, will be posted to SAP Concur.

Throughout the mobile Business Travel booking experience, the user will be reminded that they are making flights on behalf of their company, they will see their company's negotiated rates, have their form of payment from SAP Concur made available, and receive confirmation that their booking will be synced to SAP Concur.




1:16 AT&T
Book a Flight
BUSINESS TRAVEL
FLIGHTS FOR SAP AMERICA, INC
BASIC
MAIN
COMFORT+
FIRST
NEGOTIATED FARE
$556.25
SEA ▸ ATL/4H 36M
12:45AM ▸ 8:21AM
Main
Nonrefundable
Nonstop
View Details
View Seats
NEGOTIATED FARE
$624.85
SEA ▸ ATL/4H 44M
6:15AM ▸ 1:59PM
Main
Nonrefundable
Nonstop
View Details
View Seats
NEGOTIATED FARE
$624.85
SEA ▸ ATL/4H 55M
7:30AM ▸ 3:25PM

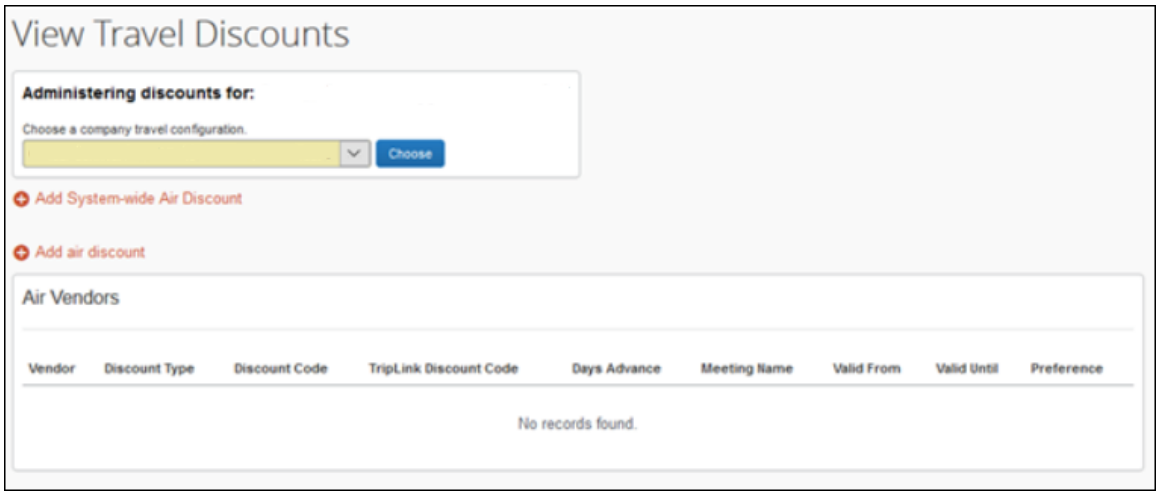

1:17 AT&T
Book a Flight
Taxes, Fees and Charges
$76.37 USD
Seats Total
$0.00 USD
TOTAL
$713.05 USD
CHANGE & CANCELLATION POLICIES ›
TICKETS ARE NONREFUNDABLE ›
PAYMENT
MY WALLET
SECURITY CODE
VISA
Enter Code
Your trip will be synced with SAP Concur
VISA ( ) is available based on your business profile.
BUY NOW
OTHER PAYMENT OPTIONS ›



How do I make sure my travelers get our company's negotiated rate when they book directly on Delta.com?

The TripLink supplier discount code format and coverage vary by supplier. You must have a corporate contract with Delta in order to receive negotiated rates on Delta.com for your TripLink users. The code is your company's corporate ticket designator that will be provided in your corporate contract. To add your discount code in concursolutions.com, have your Travel Admin go to **Administration > Company > Company Admin** and choose **Manage Corporate Discounts** from the left side menu.

Choose the Travel configurations where the Delta TripLink Discount Code should apply. Make sure that your company's corporate ticket designator is entered in the **TripLink Discount Code**.



Once this is done, your connected Delta TripLink travelers will now see and be able to choose from your company's negotiated rates when they make a business booking on Delta.com or Delta mobile apps.

New TripLink Supplier: Lufthansa German Airlines

Overview

SAP Concur has released a new Concur TripLink partner for all SAP Concur customers that have TripLink. The My Travel Network application and the new Lufthansa German Airlines application allow users to connect their SAP Concur account with Lufthansa. After connecting their accounts, users can make reservations on Lufthansa, receive their company's negotiated rate where available, and receive booking data and receipts in their SAP Concur account.

BUSINESS PURPOSE / CLIENT BENEFIT

The integration allows users to book directly on the Lufthansa website or Lufthansa mobile apps, and automatically brings bookings into SAP Concur without the need to email to plans@concur.com, providing immediate visibility into traveler spend and monitoring for policy rules, if applicable. The integration also delivers further traveler flexibility through the automatic generation of an e-receipt for each booking.

All airlines which are bookable on Lufthansa.com are in scope: Lufthansa, Austrian Airlines, Swiss International Air Lines, Brussels Airlines, and Eurowings. Also, codeshare partners can be booked on Lufthansa marketing flight numbers.

Learn more about Lufthansa: http://www.lufthansa.com

TripLink App Center Listing:

https://www.concursolutions.com/nui/appcenter/listings/5b36796832b2a810006cefad

Client Admin Reference:

https://www.concurtraining.com/en-us/triplink/suppliers/lufthansa

What the User Sees

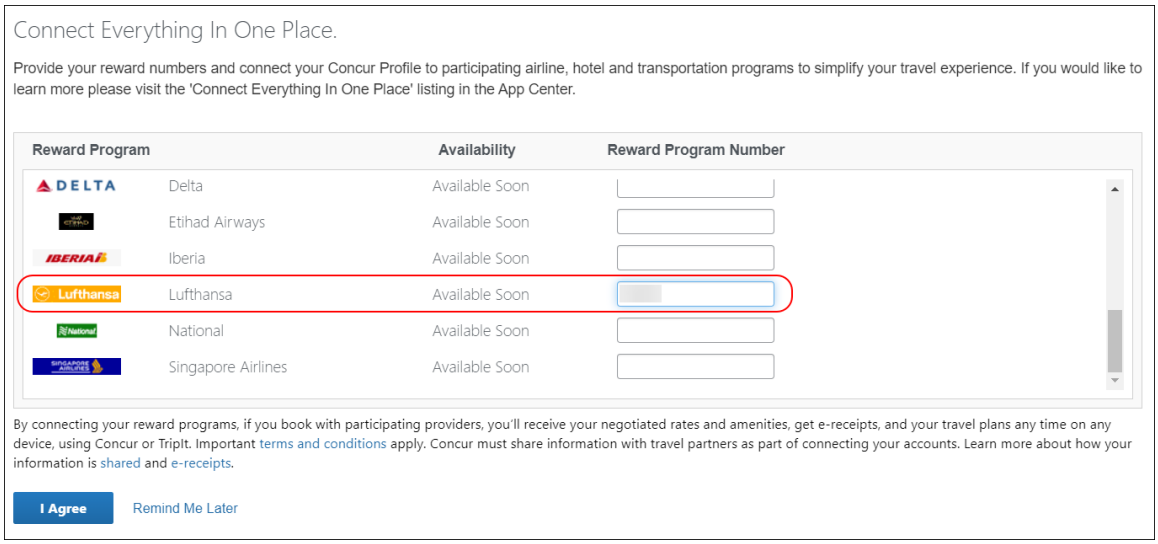
Travelers will be connected from their enrollment in My Travel Network if they have entered their Lufthansa Miles & More number into their Concur Traveler Profile. Connections will be retried by Lufthansa on a scheduled basis to account for any profile updates, or a traveler can visit the Lufthansa App Center Listing to initiate this immediately if they change their profile to resolve a matching issue.

Users that are not a Lufthansa Miles & More member can enroll by visiting:

https://www.miles-and-more.com/row/en/account/enrolment.html

BEST PRACTICE WHEN CONNECTING SAP CONCUR AND PARTNER ACCOUNTS

Make sure the travelers last name and loyalty number match between the two accounts to avoid a connection error.



Users will receive an email notifying them of their connection status:

SAP Concur

Dear ,

Thank you for enrolling in My Travel Network and connecting your reward programs to your Concur profile. Check below to see the status of your connections:

Connection Status	Partner	Loyalty #
✓	Lufthansa	**********

Travel partners who have not been connected with Concur will not be shown, you will receive this email when a new partner is connected.

With your reward accounts connected to your Concur profile, you will receive your company's negotiated rates and deal with less paperwork because travel partners will send itemized e-receipts to Concur, starting your expense report for you. Also, your travel reservations will be available in Concur and TripIt where you can access them anytime, anywhere.

If you have additional reward programs that you'd like to connect, be sure to add them into your Concur profile in the Frequent Traveler Programs section.

If a connection between your reward account and your Concur profile was unsuccessful, we suggest you verify your first and last name, email address and reward number.

If you are unable to login to your reward account, you may need to contact the partner directly to reactivate your account with them. We will also automatically attempt to connect your reward account again in 48 hours.

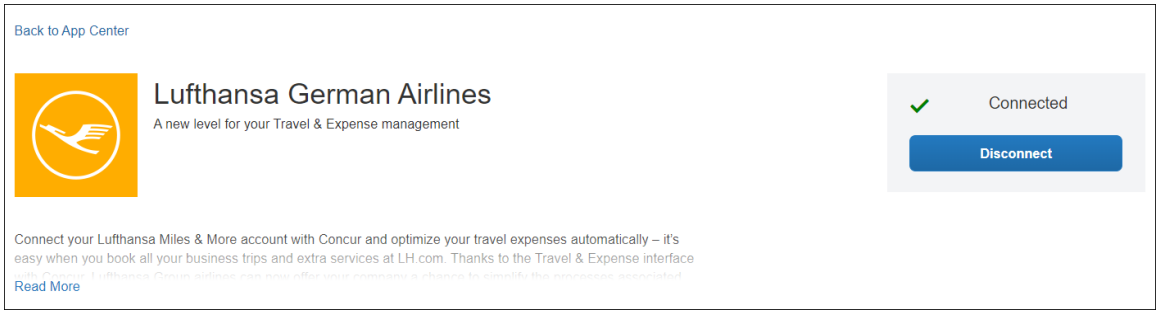
Safe travels,

The Concur team

Travelers can also confirm that they are connected in the **Concur App Center >** Lufthansa German Airlines App Center listing. If the traveler chooses to disconnect their Concur and Lufthansa account, they can click **Disconnect** in the Lufthansa App Center listing.

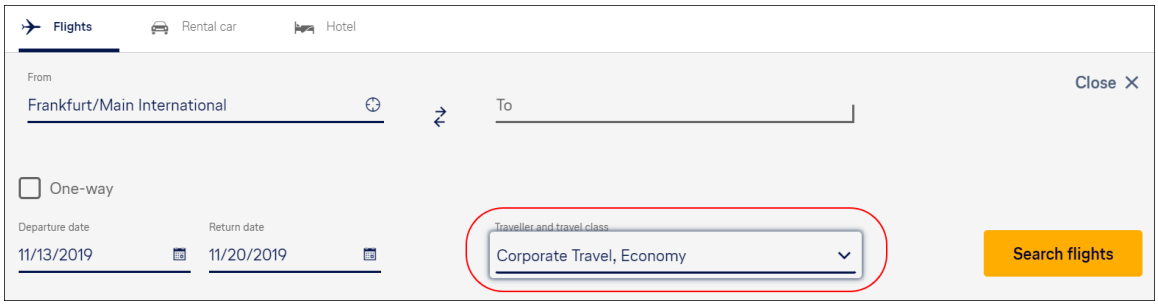
In-product Listing:

https://www.concursolutions.com/nui/appcenter/listings/5b36796832b2a810006cefad



What will my travelers see when they book a corporate trip on Lufthansa.com or Lufthansa mobile apps?

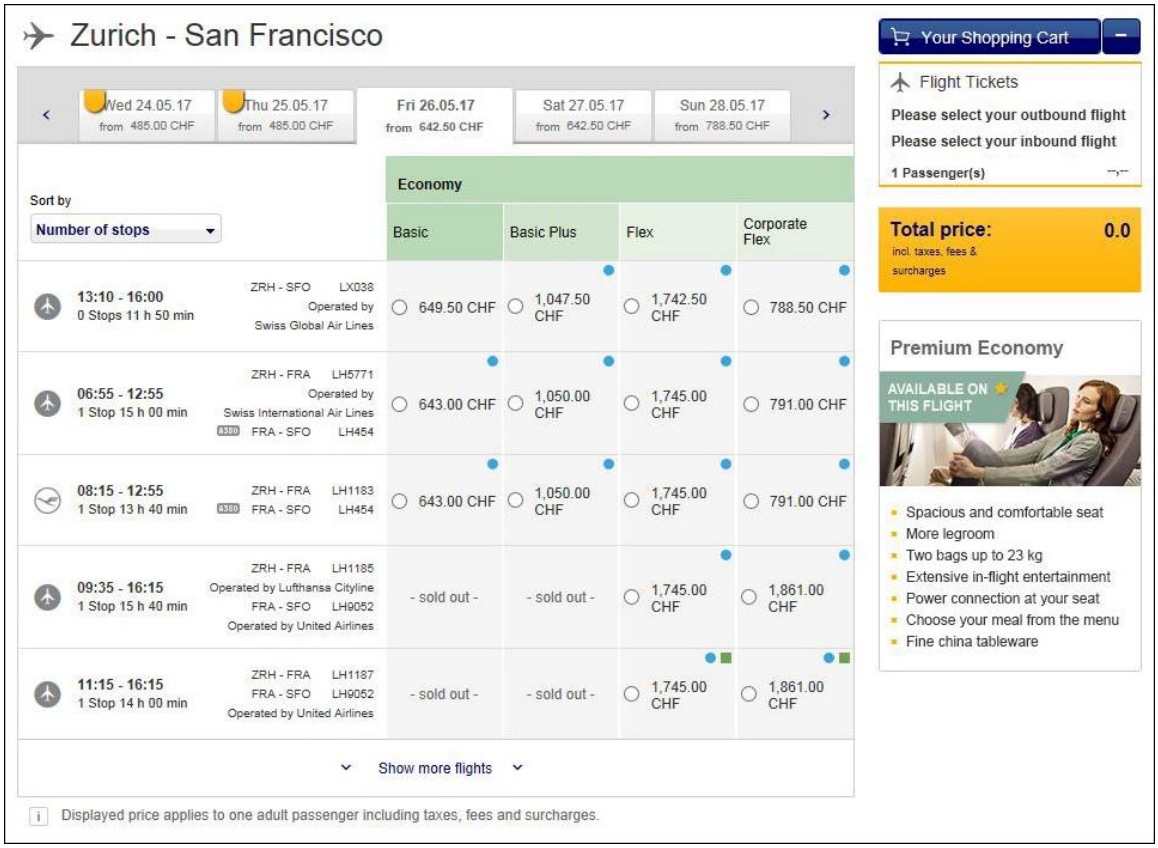
When a connected user signs on to Lufthansa.com with their Miles & More account, they will see the Corporate Travel option pre-selected, which will be the default view for SAP Concur travelers.

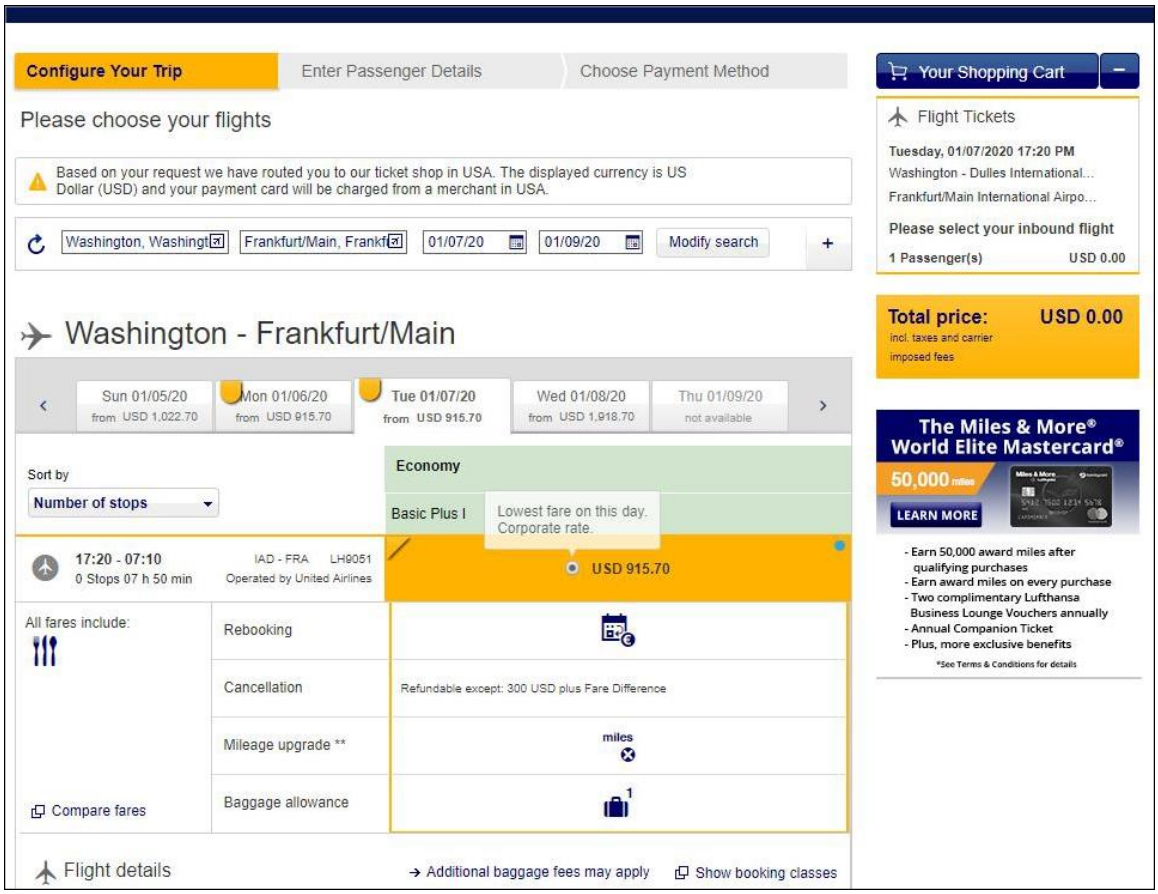


IMPORTANT: Users should sign in to Lufthansa.com with their Miles & More credentials and not with their Lufthansa iD credentials.

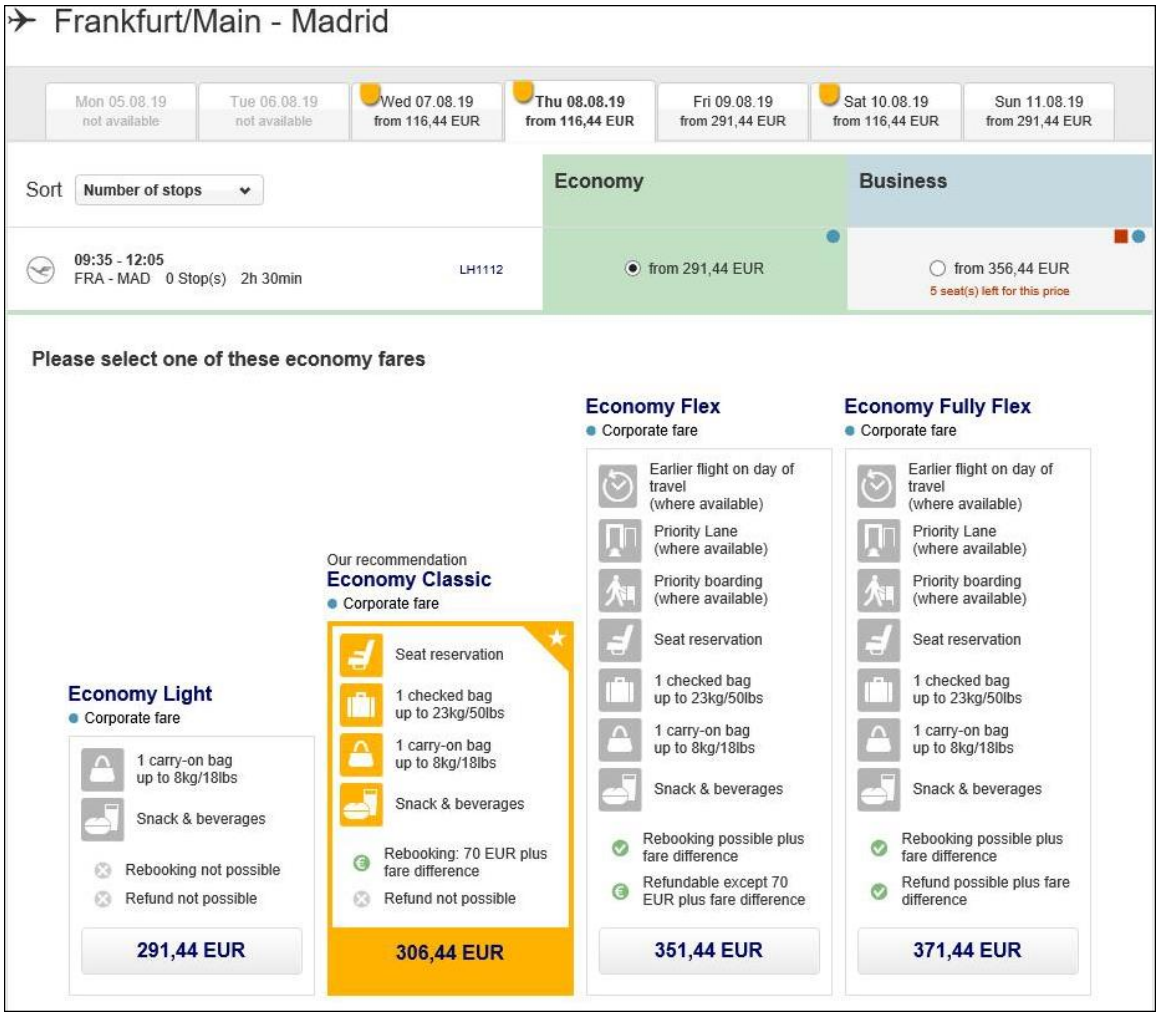
When the traveler begins the booking process, they will be limited to booking for only one traveler. Awards travel will not be available for corporate bookings. The traveler will see reminders throughout the booking process that their booking will be synced with SAP Concur and that they are booking a corporate rate (if applicable). If the traveler's company has negotiated rates with Lufthansa, a corporate rate will be identified with a blue dot.

Rate display for international fares:

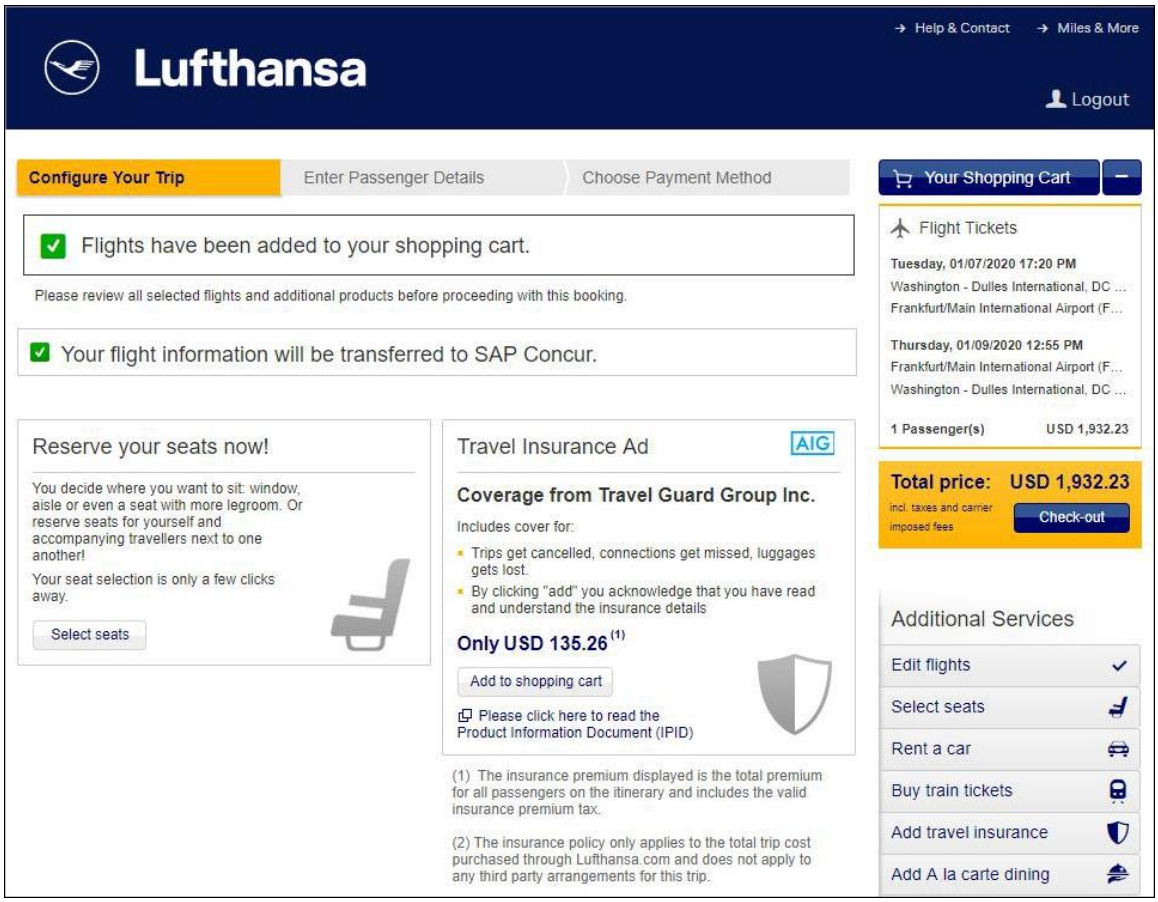



Configure Your Trip
Enter Passenger Details
Choose Payment Method
Your Shopping Cart
Please choose your flights
Flight Tickets
Tuesday, 01/07/2020 17:20 PM
Washington - Dulles International...
Frankfurt/Main International Airpo...
Please select your inbound flight
1 Passenger(s)
USD 0.00
Based on your request we have routed you to our ticket shop in USA. The displayed currency is US Dollar (USD) and your payment card will be charged from a merchant in USA.
Washington, Washingt
Frankfurt/Main, Frankf
01/07/20
01/09/20
Modify search
Total price:
USD 0.00
incl. taxes and carrier imposed fees
Washington - Frankfurt/Main
Sun 01/05/20
from USD 1,022.70
Mon 01/06/20
from USD 915.70
Tue 01/07/20
from USD 915.70
Wed 01/08/20
from USD 1,918.70
Thu 01/09/20
not available
The Miles & More® World Elite Mastercard®
50,000 miles
LEARN MORE
Sort by
Number of stops
Economy
Basic Plus I
Lowest fare on this day. Corporate rate.
17:20 - 07:10
0 Stops 07 h 50 min
IAD - FRA LH9051
Operated by United Airlines
USD 915.70
- Earn 50,000 award miles after qualifying purchases
- Earn award miles on every purchase
- Two complimentary Lufthansa Business Lounge Vouchers annually
- Annual Companion Ticket
- Plus, more exclusive benefits
*See Terms & Conditions for details
All fares include:
Rebooking
Cancellation
Refundable except: 300 USD plus Fare Difference
Mileage upgrade **
miles
Baggage allowance
Compare fares
Flight details
Additional baggage fees may apply
Show booking classes

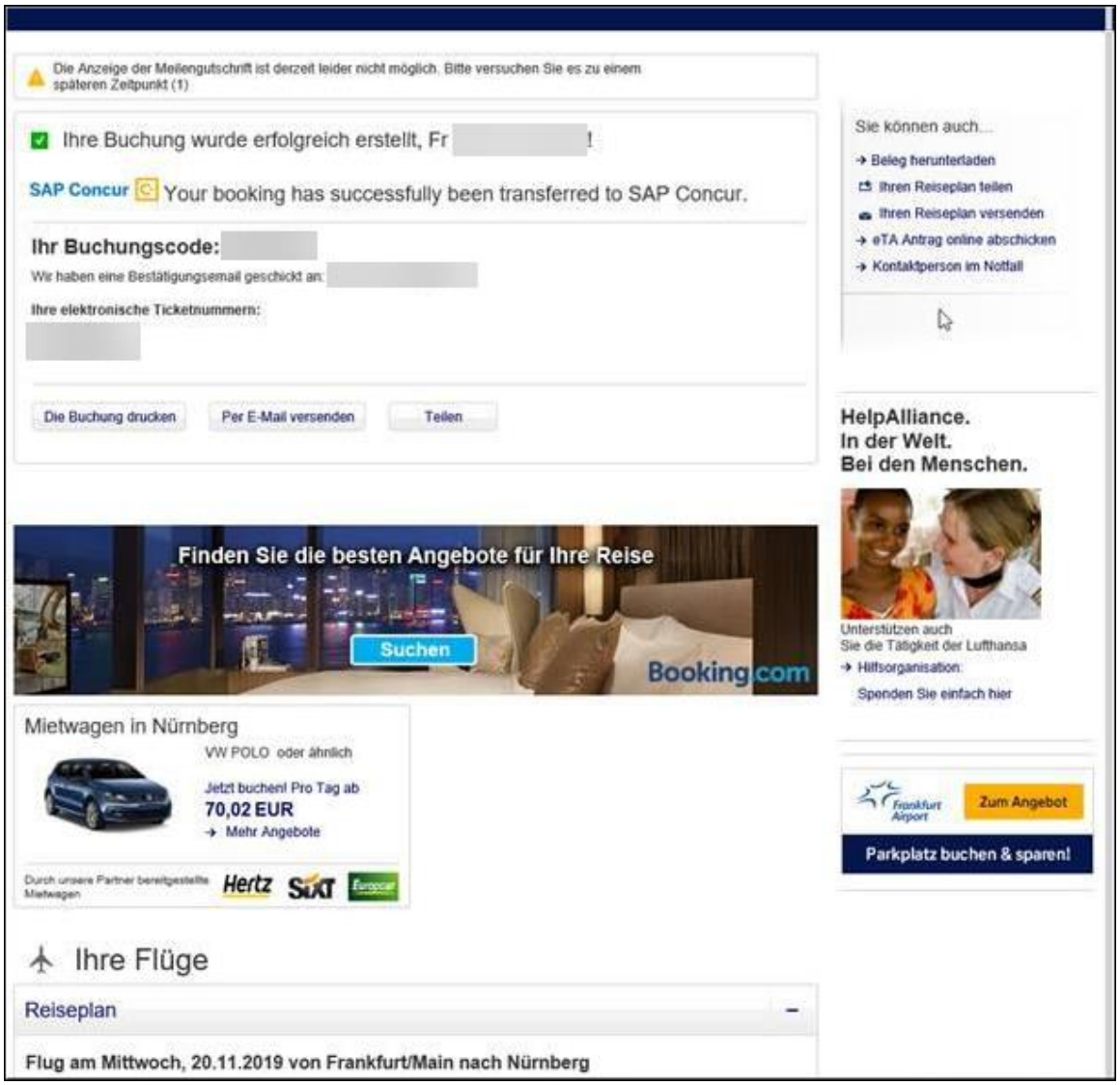
Rate display for European fares:



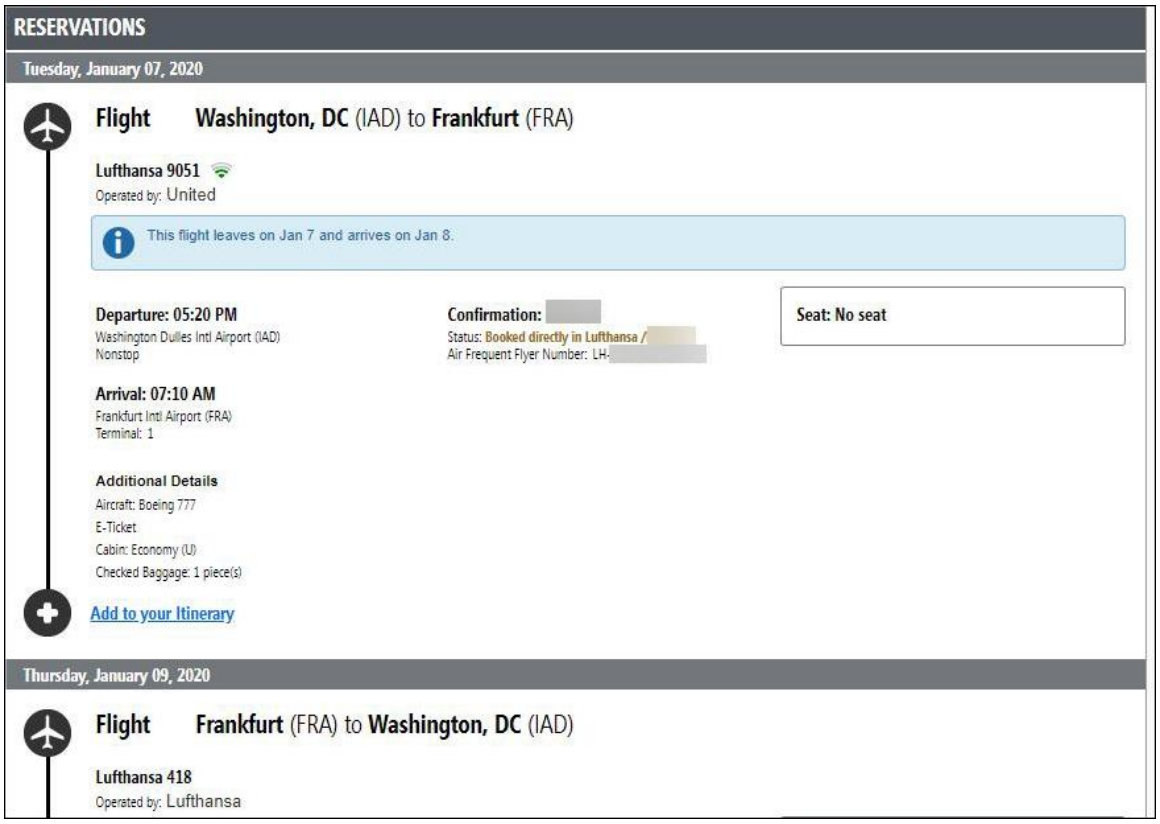
Travelers are reminded that their booking will be synced with SAP Concur:



Once the booking is confirmed, the traveler is alerted that their trip will appear in their SAP Concur account:



Once the booking is made, the traveler will see their new booking in **Upcoming Trips** in Concur Travel. When they click through to the itinerary, the trip information will be available to them, including the total charges, taxes and fees, and departure and arrival details. Any ancillary services purchased with the bookings (like premium seats) will not appear in SAP Concur.



In Concur Expense, the receipt for the airfare paid will be automatically generated by SAP Concur. If the traveler booked an ancillary charge, it will not automatically appear in Concur Expense and the user will need to create a new expense item separately.

Will changes and cancellations made on Lufthansa.com or Lufthansa mobile apps be posted back to SAP Concur?

Any changes made on Lufthansa.com or Lufthansa mobile apps to an itinerary that was synced to SAP Concur will be posted back to SAP Concur. This includes schedule changes, cancellations, and ticket exchanges. When the user goes to Concur Travel and Expense after making changes to their itinerary, they will see the billing updates and itinerary changes reflected in their SAP Concur itinerary and receipts. Changes made by calling Lufthansa Customer Service will also be posted back to a traveler's SAP Concur account.

Cancellations and changes made on LH.com and on the mobile app will sync with SAP Concur. If a cancellation is made within 24 hours, the booking will be fully refunded. However, in EMEA, a nonrefundable credit card fee will still be charged. In the US, the cancellation will be refunded in full.

Cancellations made after the 24-hour window will be subject to the booking terms and conditions.

Concur Hipmunk

Features released between the monthly releases will be included in the Final release notes for each month. Refer to the Concur Hipmunk Mid-Cycle Release Notes page for feature details.

No New Features 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*.

TripLink

No TripLink-Specific Planned Changes This Month

Concur Hipmunk

No Hipmunk-Specific Planned Changes This Month

Client Notifications

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

The *SAP Concur Release Notes – Monthly Browser Certifications* document lists current and planned browser certifications. The document is available with the other SAP Concur monthly release notes.

The *Concur Travel & Expense Supported Configurations – Client Version* guide is available with the setup guides, user guides, and other technical documentation.

📖 For information about accessing all release notes, browser certifications, setup guides, user guides, other technical documentation, and supported configurations, refer to the *Additional Release Notes and Other Technical Documentation* section in this document.

Subprocessors

SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: SAP Concur list of Subprocessors

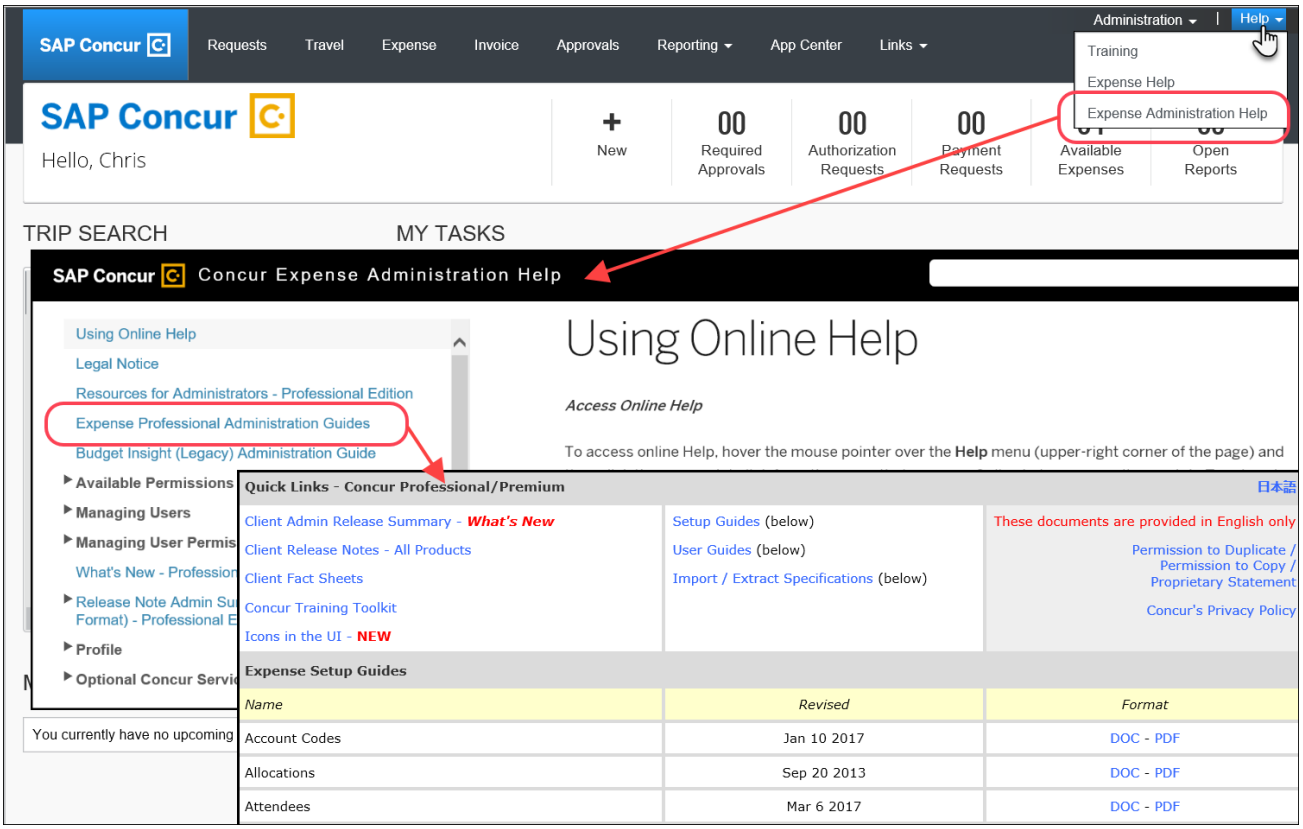
If you have questions or comments, please reach out to: Privacy-Request@Concur.com

Additional Release Notes and Technical Documentation

Professional Edition

Online Help – Admins

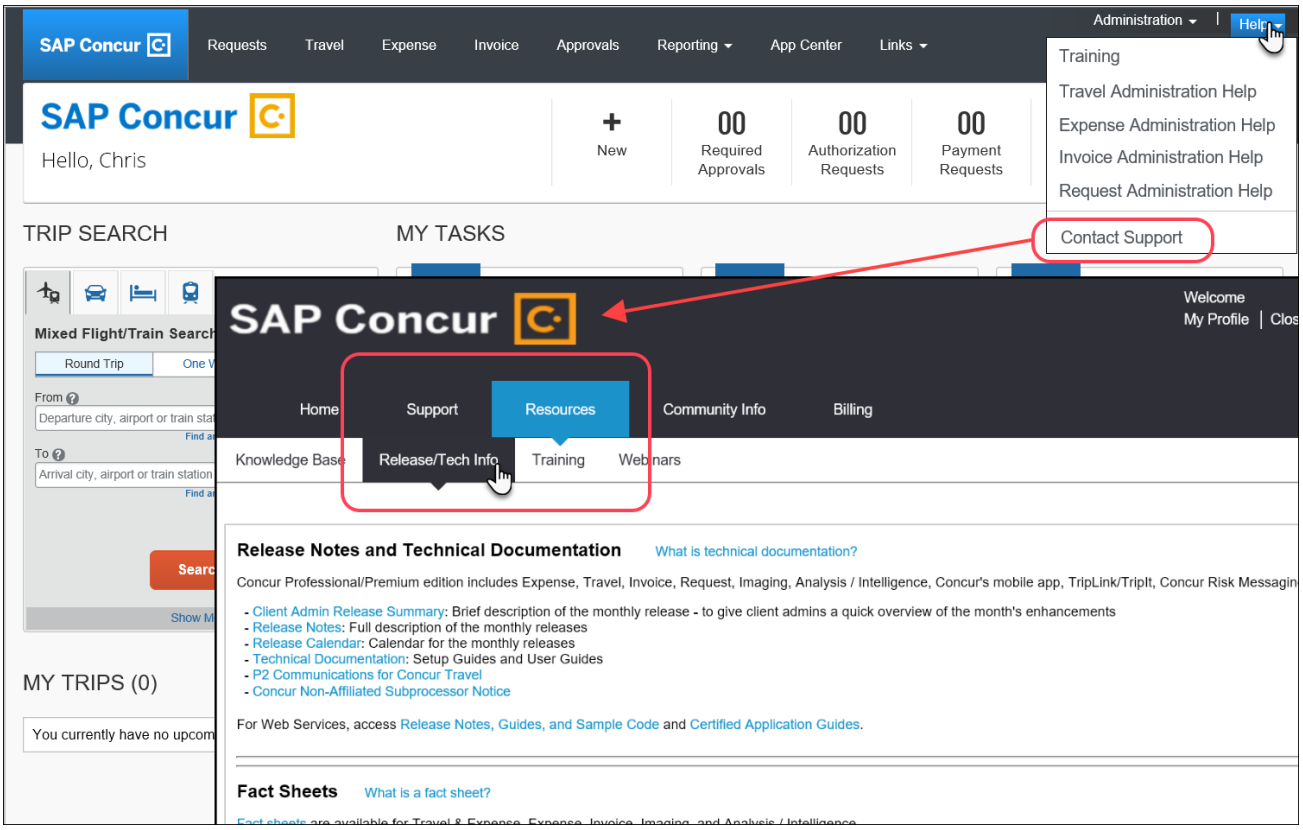
Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help in Concur.



Concur Support Portal – Selected Users

Selected users within the company can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via the Concur Support Portal.

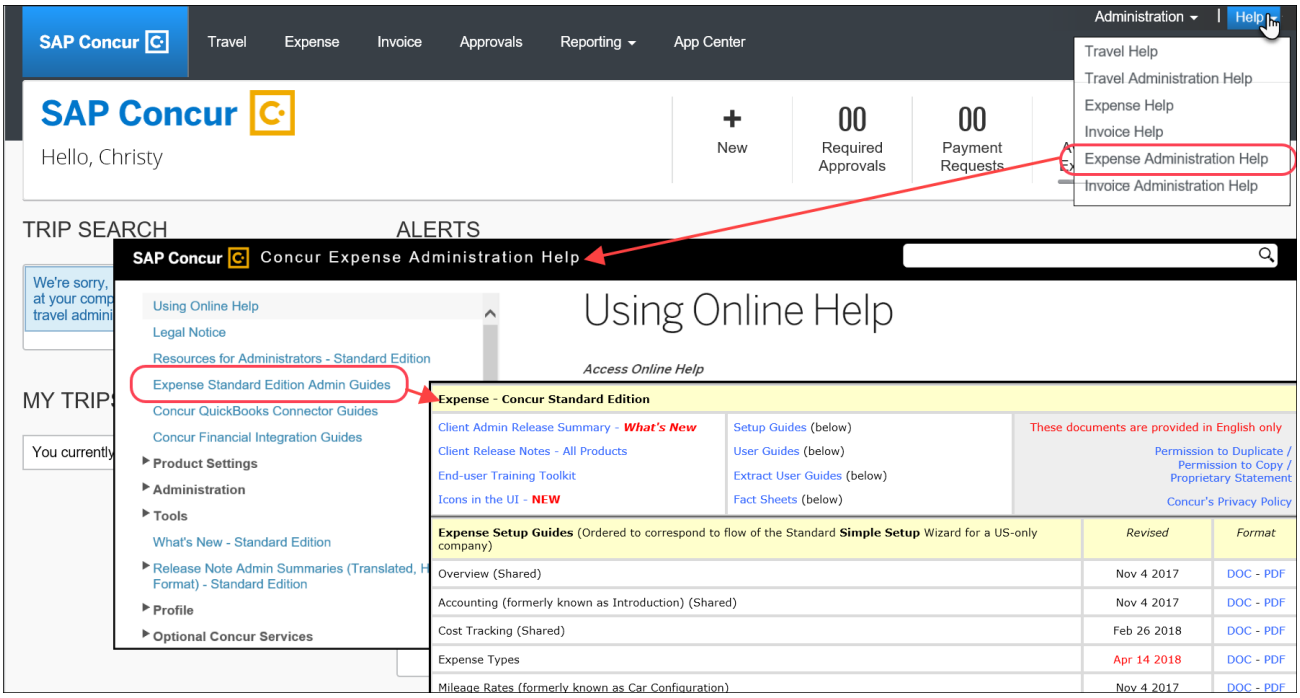
If a user has the proper Concur Support Portal permissions, then the **Contact Support** option is available to them on the **Help** menu. The user clicks **Help > Contact Support**. On the Support page, the user clicks **Resources** > **Release/Tech Info**.



Standard Edition

Online Help – Admins

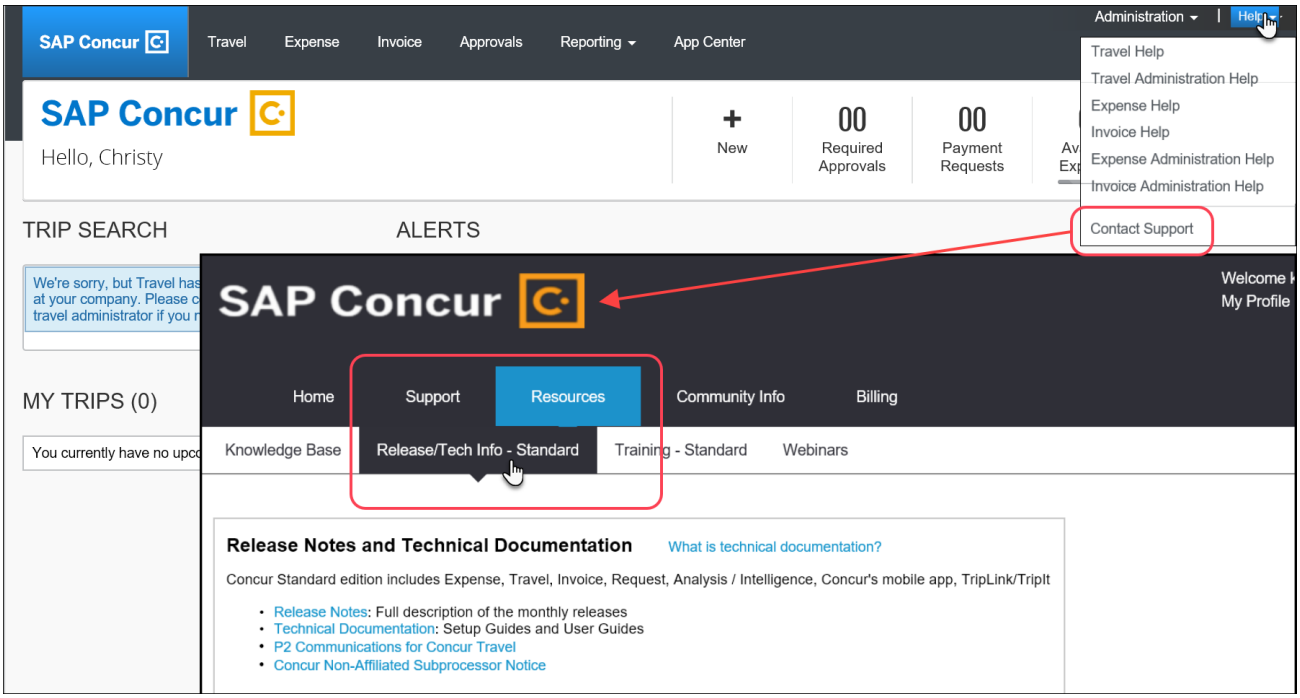
Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help in Concur.



SAP Concur Support Portal – Selected Users

Selected users within the company can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via the SAP Concur support portal.

If a user has the proper SAP Concur support portal permissions, then the **Contact Support** option is available to them on the **Help** menu. The user clicks **Help > Contact Support**. On the support page, the user clicks **Resources** > **Release/Tech Info - Standard**.



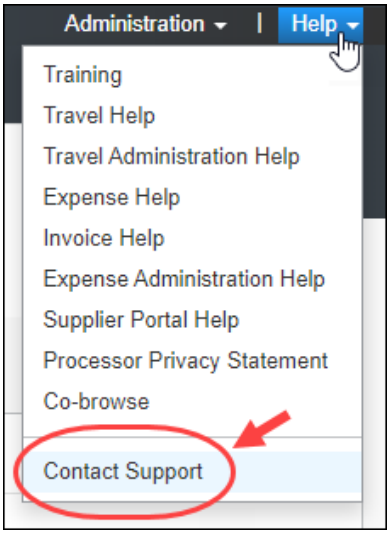
Cases

Steps for Getting a Status

Each service release contains case resolutions.

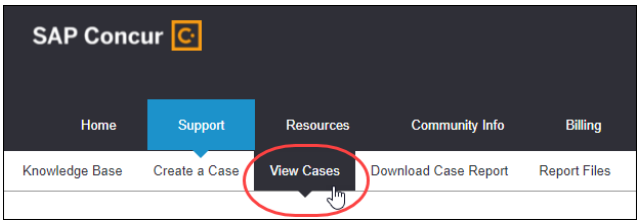
How to check the status of a submitted case

1. Log on to https://concursolutions.com/portal.asp.
2. Click **Help > Contact Support**.

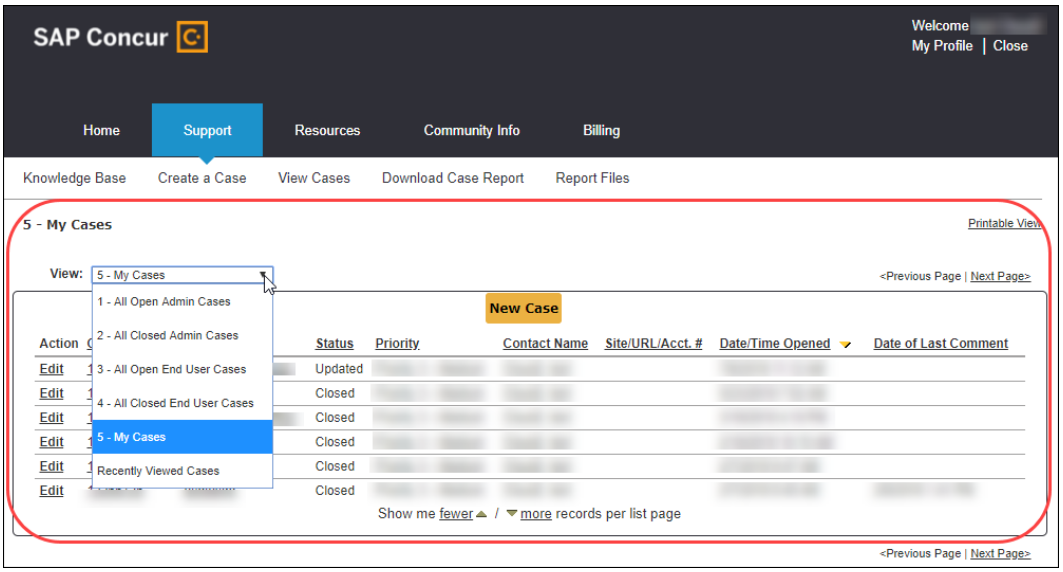


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



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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