

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

Contents

- Release Notes 1**
 - Concur TripLink 1**
 - Concur TripLink Hub 1
 - TripIt..... 2**
 - No Release Notes This Month..... 2
- Planned Changes..... 3**
 - Concur TripLink 3**
 - No Planned Changes This Month..... 3
 - TripIt..... 3**
 - No Planned Changes This Month..... 3
- Client Notifications..... 4**
 - Accessibility 4**
 - Accessibility Updates 4
 - In-Product User Assistance 4**
 - Client Customized Content 4
 - Gender Diversity 4**
 - Subprocessors..... 5**
 - SAP Concur Non-Affiliated Subprocessors 5
 - Supported Browsers..... 5**
 - Supported Browsers and Changes to Support 5
- Additional Release Notes and Technical Documentation 6**
 - Online Help 6**
 - SAP Concur Support Portal – Selected Users 6**
- Cases 7**

Steps for Getting a Status7

Legal Disclaimer

The information in this presentation is confidential and proprietary to SAP SE or an SAP affiliate company and may not be disclosed without the permission of SAP SE or the respective SAP affiliate company. This presentation is not subject to your license agreement or any other service or subscription agreement with SAP SE or its affiliated companies. SAP SE and its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP SE or an SAP affiliate company's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP SE and its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP SE and its affiliated companies assume no responsibility for errors or omissions in this document, except if such damages were caused by SAP SE or an SAP affiliate company's willful misconduct or gross negligence.

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.

Release Notes

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

Concur TripLink

Concur TripLink Hub

Overview

On January 16, SAP Concur launched the Concur TripLink hub. This new page simplifies activating and managing Concur TripLink connections.

BUSINESS PURPOSE/ CLIENT BENEFIT

The purpose of this feature is to consolidate Concur TripLink adoption flows that exist elsewhere into one central location.

- **Easier enrollment:** End users can activate, manage, and engage with Concur TripLink in one easy-to-find location.
- **Improved awareness:** This consolidated location for Concur TripLink will improve awareness and education of the solution and its benefits for travelers.
- **Increased adoption:** With a streamlined activation process, more employees can utilize Concur TripLink to connect their travel programs to their SAP Concur account. Increased adoption results in better visibility into spend, additional cost savings through applied negotiated rates, better Duty of Care coverage, and more booking flexibility.

End User Experience

In SAP Concur solutions, employees can see a new item in the navigation that says **TripLink**. Clicking this will navigate to the Concur TripLink Hub. This is where the consolidated experience for Concur TripLink adoption and engagement is located.

In this space, users are able to learn about the features and benefits of TripIt and activate their free TripIt Pro subscription by creating a new account or connecting to their existing account. Users are able to enable travel partner integrations, connect their frequent traveler accounts, and manage existing connections.

Configuration / Feature Activation

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

TripIt

No Release Notes This Month

Planned Changes

The items in this section are targeted for future releases. SAP Concur reserves the right to postpone implementation of – or completely remove – any enhancement/change mentioned here.

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

Concur TripLink

No Planned Changes This Month

TripIt

No Planned Changes This Month

Client Notifications

Accessibility

Accessibility Updates

SAP implements changes to better meet current Web Content Accessibility Guidelines (WCAG). Information about accessibility-related changes made to SAP Concur solutions is published on a quarterly basis. You can review the quarterly updates on the [Accessibility Updates](#) page.

In-Product User Assistance

Client Customized Content

If your company creates customized content for SAP Concur solutions through a user assistance tool such as SAP Enable Now or Concur User Assistant by WalkMe, the changes described in these release notes might affect your customized content. SAP Concur recommends reviewing the monthly release notes for all of your SAP Concur solutions as well as the Shared Changes Release Notes to confirm whether any of the planned or released changes might impact your internal, customized content.

If any changes in a release impact your content, work with your internal teams to update your content accordingly.

Gender Diversity

SAP Concur is committed to supporting gender diversity. Over time we plan to implement product changes to help ensure that SAP Concur solutions support gender non-binary users. These changes will include but are not limited to support for preferred names, non-binary gender options in travel preferences, and non-binary titles.

These planned changes reflect [SAP's commitment to supporting gender diversity](#) and enable gender non-binary users to enter consistent information when making travel arrangements and entering personal information into SAP Concur solutions.

Timelines and details about these ongoing changes will be provided in the [SAP Concur release notes](#).

Subprocessors

SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available from the SAP Sub-processors / Data Transfer Factsheets page.

▶ **To access the SAP Concur Sub-processors List:**

1. Click the following link to navigate to the *SAP Sub-processors / Data Transfer Factsheets* page:
[SAP Sub-processors / Data Transfer Factsheets](#)
2. Sign in to the SAP Support Portal using your Support User ID (S-user) and password.

NOTE: SAP customers must sign in to the SAP Support Portal using their Support User ID (S-user) and password. For information about S-User IDs, refer to [Your New Support User ID \(S-user\)](#) and to the [Learn All About S-User IDs](#) blog post.

3. On the *SAP Sub-processors / Data Transfer Factsheets* page, type "Concur" in the **Search** field.
4. In the **Title** column, click **SAP Concur Sub-processors List**.

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

Supported Browsers

Supported Browsers and Changes to Support

For information about supported browsers and planned changes to supported browsers, refer to the [Concur Travel & Expense Supported Configurations](#) guide.

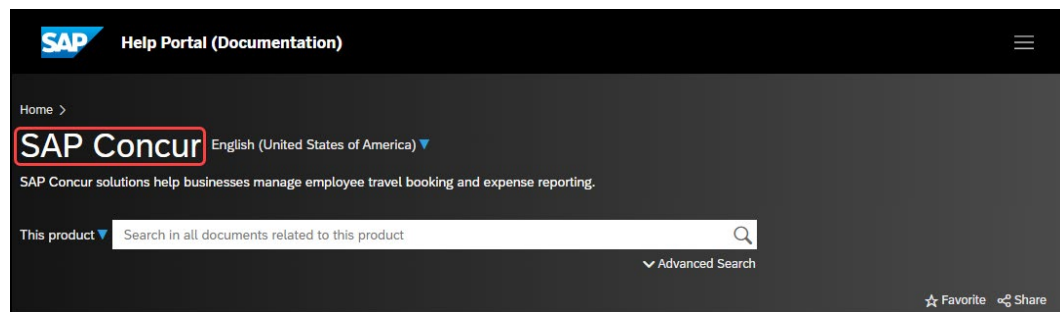
When changes to browser support are planned, information about those changes will also appear in the [Shared Changes Release Notes](#).

Additional Release Notes and Technical Documentation

Online Help

You can access release notes, setup guides, user guides, admin summaries, supported configurations, and other resources via the in-product Help menu or directly on the SAP Help Portal.

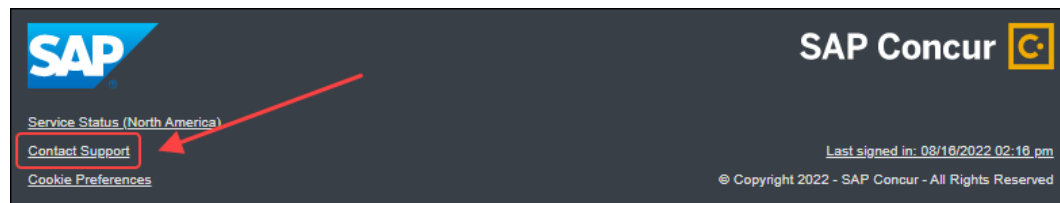
To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the [SAP Concur solutions page](#).



SAP Concur Support Portal – Selected Users

Access release notes, webinars, and other technical documentation on the SAP Concur support portal.

If you have the required permissions, **Contact Support** is available on the SAP Concur **Help** menu and in the SAP Concur page footer.



Click **Contact Support** to access the SAP Concur support portal, then click **Resources**.

- Click **Release/Tech Info** for release notes, technical documents, etc.
- Click **Webinars** for recorded and live webinars.

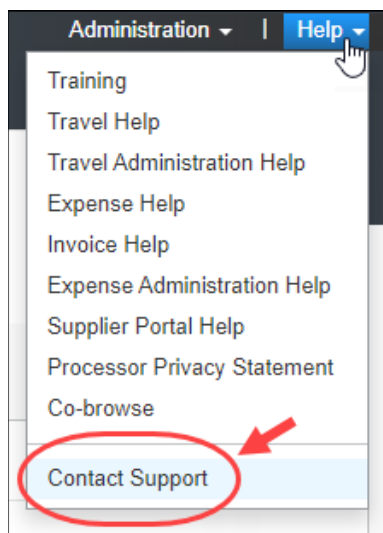
Cases

Steps for Getting a Status

Each service release contains case resolutions.

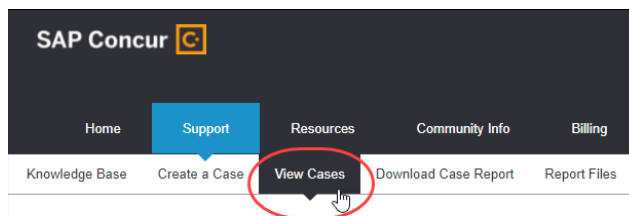
▶ **How to check the status of a submitted case**

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



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

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



- 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.

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

© 2024 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. Please see <http://global12.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP SE or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP SE or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. 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.

SAP Concur Release Notes	
Concur TripLink and TripIt	
Month	Audience
Release Date: February 24, 2024 Initial Post: Friday, February 23	SAP Concur Client – FINAL

Contents

- Release Notes 1**
 - Concur TripLink 1**
 - No Release Notes This Month 1
 - TripIt..... 1**
 - No Release Notes This Month 1
- Planned Changes..... 2**
 - Concur TripLink 2**
 - No Planned Changes This Month..... 2
 - TripIt..... 2**
 - No Planned Changes This Month..... 2
- Client Notifications..... 3**
 - Accessibility 3**
 - Accessibility Updates 3
 - Gender Diversity Planned Features and Changes 3**
 - In-Product User Assistance 3**
 - Client Customized Content 3
 - Gender Diversity 3**
 - Subprocessors 4**
 - SAP Concur Non-Affiliated Subprocessors 4
 - Supported Browsers..... 4**
 - Supported Browsers and Changes to Support 4
- Additional Release Notes and Technical Documentation 5**

Online Help5
SAP Concur Support Portal – Selected Users5
Cases 6
Steps for Getting a Status6

Legal Disclaimer

The information in this presentation is confidential and proprietary to SAP SE or an SAP affiliate company and may not be disclosed without the permission of SAP SE or the respective SAP affiliate company. This presentation is not subject to your license agreement or any other service or subscription agreement with SAP SE or its affiliated companies. SAP SE and its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP SE or an SAP affiliate company's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP SE and its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP SE and its affiliated companies assume no responsibility for errors or omissions in this document, except if such damages were caused by SAP SE or an SAP affiliate company's willful misconduct or gross negligence.

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.

Release Notes

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

Concur TripLink

No Release Notes This Month

TripIt

No Release Notes This Month

Planned Changes

The items in this section are targeted for future releases. SAP Concur reserves the right to postpone implementation of – or completely remove – any enhancement/change mentioned here.

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

Concur TripLink

No Planned Changes This Month

TripIt

No Planned Changes This Month

Client Notifications

Accessibility

Accessibility Updates

SAP implements changes to better meet current Web Content Accessibility Guidelines (WCAG). Information about accessibility-related changes made to SAP Concur solutions is published on a quarterly basis. You can review the quarterly updates on the [Accessibility Updates](#) page.

Gender Diversity Planned Features and Changes

SAP Concur is committed to supporting gender diversity. Over time we plan to implement product changes to help ensure that SAP Concur solutions support gender non-binary users. These changes will include but are not limited to support for preferred names, non-binary gender options in travel preferences, and non-binary titles.

These planned changes reflect [SAP's commitment to supporting gender diversity](#) and enable gender non-binary users to enter consistent information when making travel arrangements and entering personal information into SAP Concur solutions.

Timelines and details about these ongoing changes will be provided in the [SAP Concur release notes](#).

In-Product User Assistance

Client Customized Content

If your company creates customized content for SAP Concur solutions through a user assistance tool such as SAP Enable Now or Concur User Assistant by WalkMe, the changes described in these release notes might affect your customized content. SAP Concur recommends reviewing the monthly release notes for all of your SAP Concur solutions as well as the Shared Changes Release Notes to confirm whether any of the planned or released changes might impact your internal, customized content.

If any changes in a release impact your content, work with your internal teams to update your content accordingly.

Gender Diversity

SAP Concur is committed to supporting gender diversity. Over time we plan to implement product changes to help ensure that SAP Concur solutions support gender non-binary users. These changes will include but are not limited to support for

preferred names, non-binary gender options in travel preferences, and non-binary titles.

These planned changes reflect [SAP's commitment to supporting gender diversity](#) and enable gender non-binary users to enter consistent information when making travel arrangements and entering personal information into SAP Concur solutions.

Timelines and details about these ongoing changes will be provided in the [SAP Concur release notes](#).

Subprocessors

SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available from the SAP Sub-processors / Data Transfer Factsheets page.

▶ **To access the SAP Concur Sub-processors List:**

1. Click the following link to navigate to the *SAP Sub-processors / Data Transfer Factsheets* page:
[SAP Sub-processors / Data Transfer Factsheets](#)
2. Sign in to the SAP Support Portal using your Support User ID (S-user) and password.

NOTE: SAP customers must sign in to the SAP Support Portal using their Support User ID (S-user) and password. For information about S-User IDs, refer to [Your New Support User ID \(S-user\)](#) and to the [Learn All About S-User IDs](#) blog post.

3. On the *SAP Sub-processors / Data Transfer Factsheets* page, type "Concur" in the **Search** field.
4. In the **Title** column, click **SAP Concur Sub-processors List**.

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

Supported Browsers

Supported Browsers and Changes to Support

For information about supported browsers and planned changes to supported browsers, refer to the [Concur Travel & Expense Supported Configurations](#) guide.

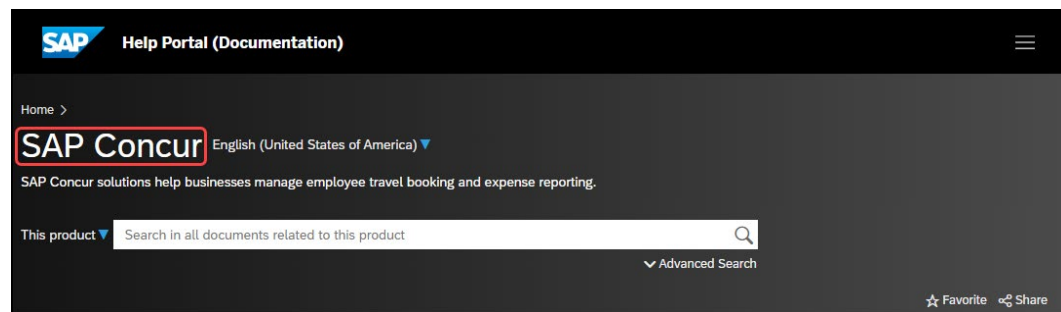
When changes to browser support are planned, information about those changes will also appear in the [Shared Changes Release Notes](#).

Additional Release Notes and Technical Documentation

Online Help

You can access release notes, setup guides, user guides, admin summaries, supported configurations, and other resources via the in-product Help menu or directly on the SAP Help Portal.

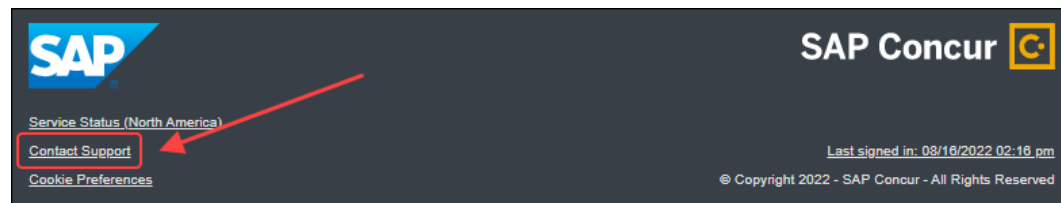
To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the [SAP Concur solutions page](#).



SAP Concur Support Portal – Selected Users

Access release notes, webinars, and other technical documentation on the SAP Concur support portal.

If you have the required permissions, **Contact Support** is available on the SAP Concur **Help** menu and in the SAP Concur page footer.



Click **Contact Support** to access the SAP Concur support portal, then click **Resources**.

- Click **Release/Tech Info** for release notes, technical documents, etc.
- Click **Webinars** for recorded and live webinars.

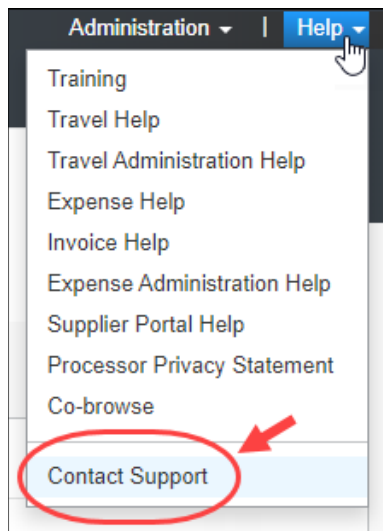
Cases

Steps for Getting a Status

Each service release contains case resolutions.

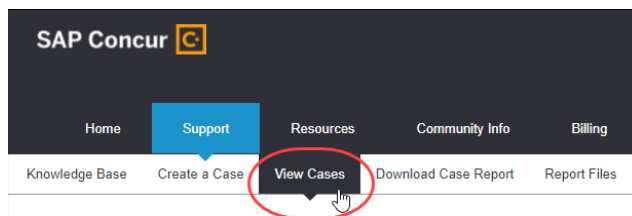
▶ **How to check the status of a submitted case**

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



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

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



- In the table, view the desired type of cases based on the **View** list selection. Search results are limited to each company's own cases.

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

© 2023 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. Please see <http://global12.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP SE or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP SE or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. 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.

SAP Concur Release Notes Concur TripLink and TripIt	
Month	Audience
Release Date: March 23, 2024 Initial Post: Friday, March 22	SAP Concur Client – FINAL

Contents

- Release Notes 1**
 - Concur TripLink 1**
 - Integration of Trainline into TripLink Hub (March 14) 1
 - TripIt..... 3**
 - No Release Notes This Month..... 3
- Planned Changes..... 4**
 - Concur TripLink 4**
 - No Planned Changes This Month..... 4
 - TripIt..... 4**
 - TripIt Inbox Sync for Microsoft 365 Email 4
- Client Notifications..... 6**
 - Accessibility 6**
 - Accessibility Updates 6
 - In-Product User Assistance 6**
 - Client Customized Content 6
 - Gender Diversity 6**
 - Subprocessors..... 7**
 - SAP Concur Non-Affiliated Subprocessors 7
 - Supported Browsers..... 7**
 - Supported Browsers and Changes to Support 7
- Additional Release Notes and Technical Documentation 8**
 - Online Help 8**
 - SAP Concur Support Portal – Selected Users 8**
- Cases 9**

Steps for Getting a Status9

Legal Disclaimer

The information in this presentation is confidential and proprietary to SAP SE or an SAP affiliate company and may not be disclosed without the permission of SAP SE or the respective SAP affiliate company. This presentation is not subject to your license agreement or any other service or subscription agreement with SAP SE or its affiliated companies. SAP SE and its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP SE or an SAP affiliate company's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP SE and its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP SE and its affiliated companies assume no responsibility for errors or omissions in this document, except if such damages were caused by SAP SE or an SAP affiliate company's willful misconduct or gross negligence.

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.

Release Notes

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

Concur TripLink

Integration of Trainline into TripLink Hub (March 14)

Overview

Targeted for March 14, Trainline will be available in the Concur TripLink Hub. This allows users to connect to Trainline and make bookings directly through their website.

BUSINESS PURPOSE/ CLIENT BENEFIT

This addition allows users to connect to Trainline directly in the TripLink Hub, offering a streamlined solution for users to manage their connections to SAP Concur partners.

End User Experience












With Trainline available directly through the Concur TripLink Hub, users can create and manage their trips in one location. This change is also part of the Support Non-Loyalty Partners in the TripLink Hub initiative.

Once logged into TripLink Hub, **Trainline Europe** can be added through the **Available Programs** section. A list of available programs appears and clicking **Add Program** next to **Trainline Europe** will add this to the **Manage Connections** section.

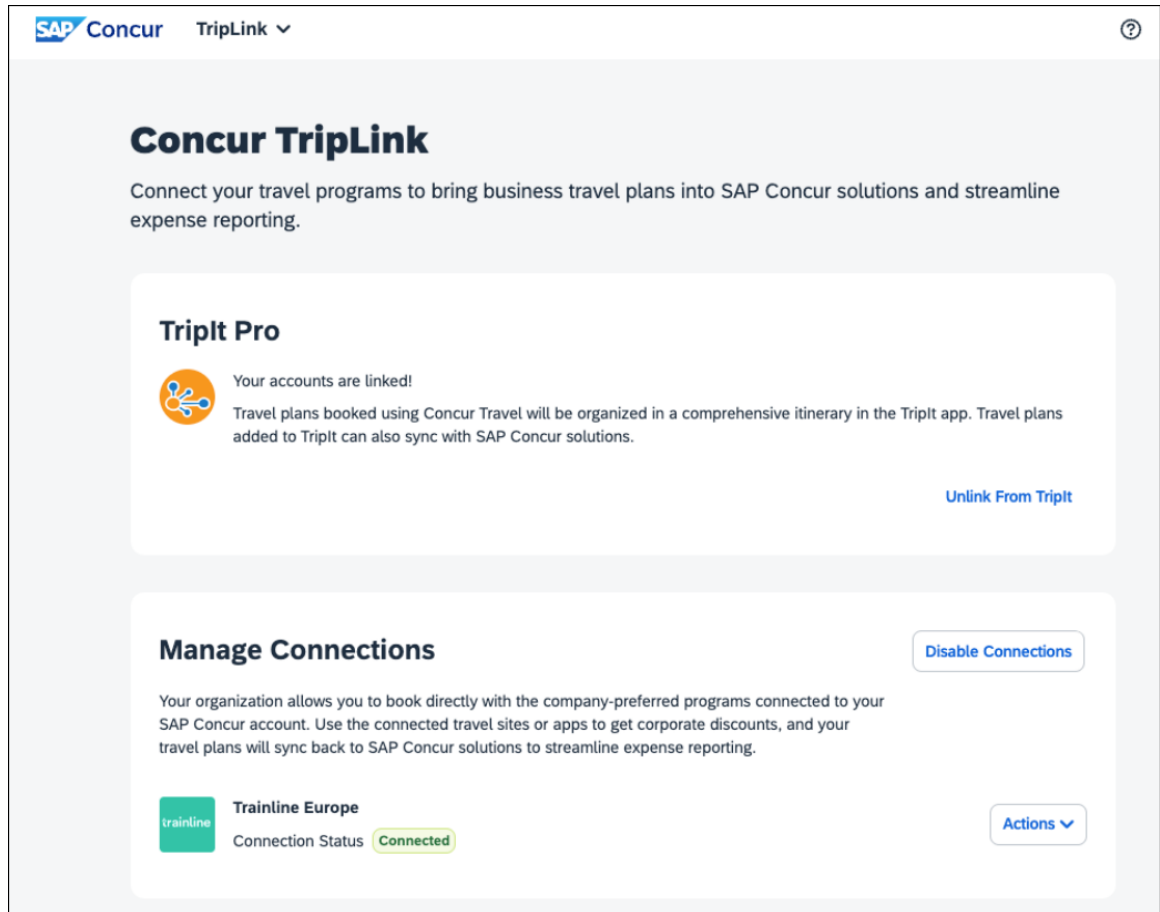
Available Programs

Enable Connections to SAP Concur

Book directly with the travel programs connected to your SAP Concur account. Book through the connected travel sites or apps to get corporate discounts, and your travel plans will sync back to SAP Concur solutions to streamline expense reporting. Enable connections today. [Enable](#)

	American Airlines	Add Program
	Avis	Add Program
	Delta	Add Program
	Hertz	Add Program
	Hyatt	Add Program
	Intercontinental Hotels Group	Add Program
	Lufthansa	Add Program
	Marriott International	Add Program
	Sixt	Add Program
	Trainline Europe	Add Program
	United	Add Program

Once added, **Trainline Europe** will be visible in the **Manage Connections** section. It will be possible to book directly through the website or app.



Configuration / Feature Activation

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

TripIt

No Release Notes This Month

Planned Changes

The items in this section are targeted for future releases. SAP Concur reserves the right to postpone implementation of – or completely remove – any enhancement/change mentioned here.

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

Concur TripLink

No Planned Changes This Month

TripIt

TripIt Inbox Sync for Microsoft 365 Email

Information First Published	Information Last Modified	Feature Target Release Date
March 15, 2024	--	April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Targeted for the April release, **Inbox Sync** will be available for e-mail addresses that use Microsoft 365. This change removes the need for manual e-mail forwarding and connecting an e-mail account and TripIt will automatically import a user's travel plans.

BUSINESS PURPOSE/ CLIENT BENEFIT

This change is being made to allow for a more streamlined end user experience.

End User Experience

With **Inbox Sync**, travel plans are automatically added to TripIt from mails received to a user's inbox. It will also update itineraries from booking confirmations, removing the manual need to add them.

Enabling Inbox Sync:

- **From the TripIt app:** In the TripIt app, visit the **Account** tab, tap the name (top of page), then select the e-mail address(es) you wish to authorize. Enable the **Inbox Sync** toggle, then follow the prompts to sign into your e-mail account and authorize.

- **From web:** Sign in to tripit.com and visit your **Profile**. Click **Account > Security > Manage Account**. Select the e-mail address(es) you wish to authorize, then click **Activate Inbox Sync**. Follow the prompts to sign into your e-mail account.

Configuration / Feature Activation

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

Client Notifications

Accessibility

Accessibility Updates

SAP implements changes to better meet current Web Content Accessibility Guidelines (WCAG). Information about accessibility-related changes made to SAP Concur solutions is published on a quarterly basis. You can review the quarterly updates on the [Accessibility Updates](#) page.

In-Product User Assistance

Client Customized Content

If your company creates customized content for SAP Concur solutions through a user assistance tool such as SAP Enable Now or Concur User Assistant by WalkMe, the changes described in these release notes might affect your customized content. SAP Concur recommends reviewing the monthly release notes for all of your SAP Concur solutions as well as the Shared Changes Release Notes to confirm whether any of the planned or released changes might impact your internal, customized content.

If any changes in a release impact your content, work with your internal teams to update your content accordingly.

Gender Diversity

SAP Concur is committed to supporting gender diversity. Over time we plan to implement product changes to help ensure that SAP Concur solutions support gender non-binary users. These changes will include but are not limited to support for preferred names, non-binary gender options in travel preferences, and non-binary titles.

These planned changes reflect [SAP's commitment to supporting gender diversity](#) and enable gender non-binary users to enter consistent information when making travel arrangements and entering personal information into SAP Concur solutions.

Timelines and details about these ongoing changes will be provided in the [SAP Concur release notes](#).

Subprocessors

SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available from the SAP Sub-processors / Data Transfer Factsheets page.

▶ **To access the SAP Concur Sub-processors List:**

1. Click the following link to navigate to the *SAP Sub-processors / Data Transfer Factsheets* page:
[SAP Sub-processors / Data Transfer Factsheets](#)
2. Sign in to the SAP Support Portal using your Support User ID (S-user) and password.

NOTE: SAP customers must sign in to the SAP Support Portal using their Support User ID (S-user) and password. For information about S-User IDs, refer to [Your New Support User ID \(S-user\)](#) and to the [Learn All About S-User IDs](#) blog post.

3. On the *SAP Sub-processors / Data Transfer Factsheets* page, type "Concur" in the **Search** field.
4. In the **Title** column, click **SAP Concur Sub-processors List**.

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

Supported Browsers

Supported Browsers and Changes to Support

For information about supported browsers and planned changes to supported browsers, refer to the [Concur Travel & Expense Supported Configurations](#) guide.

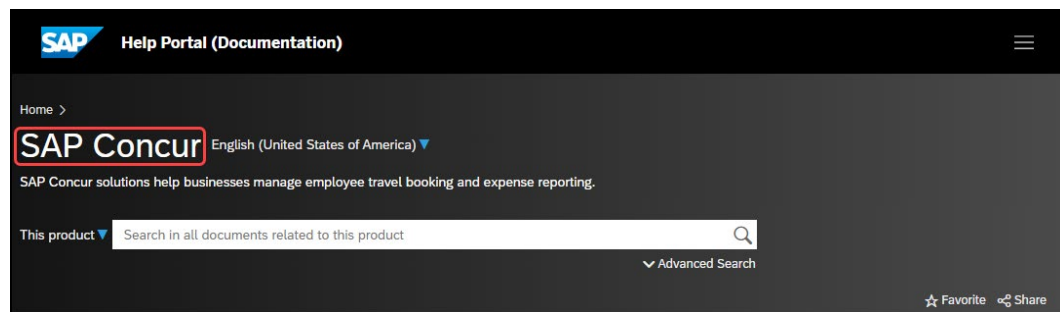
When changes to browser support are planned, information about those changes will also appear in the [Shared Changes Release Notes](#).

Additional Release Notes and Technical Documentation

Online Help

You can access release notes, setup guides, user guides, admin summaries, supported configurations, and other resources via the in-product Help menu or directly on the SAP Help Portal.

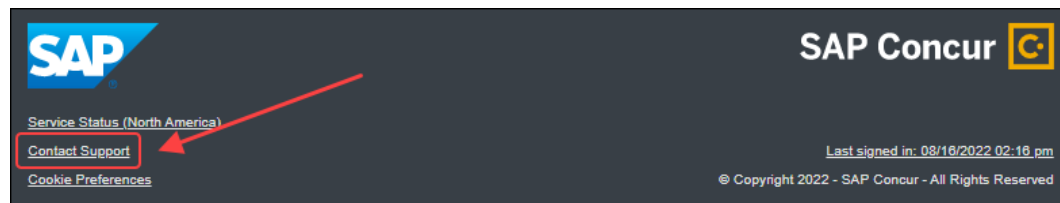
To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the [SAP Concur solutions page](#).



SAP Concur Support Portal – Selected Users

Access release notes, webinars, and other technical documentation on the SAP Concur support portal.

If you have the required permissions, **Contact Support** is available on the SAP Concur **Help** menu and in the SAP Concur page footer.



Click **Contact Support** to access the SAP Concur support portal, then click **Resources**.

- Click **Release/Tech Info** for release notes, technical documents, etc.
- Click **Webinars** for recorded and live webinars.

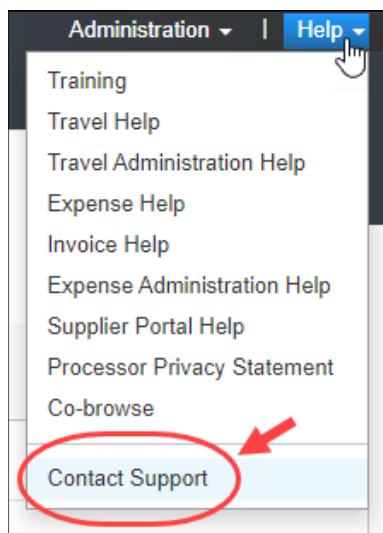
Cases

Steps for Getting a Status

Each service release contains case resolutions.

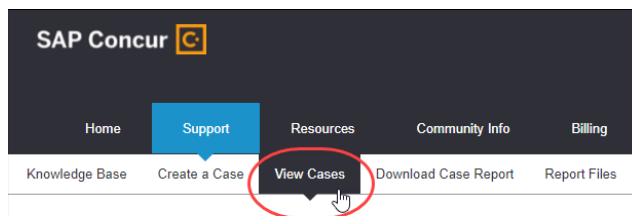
▶ **How to check the status of a submitted case**

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

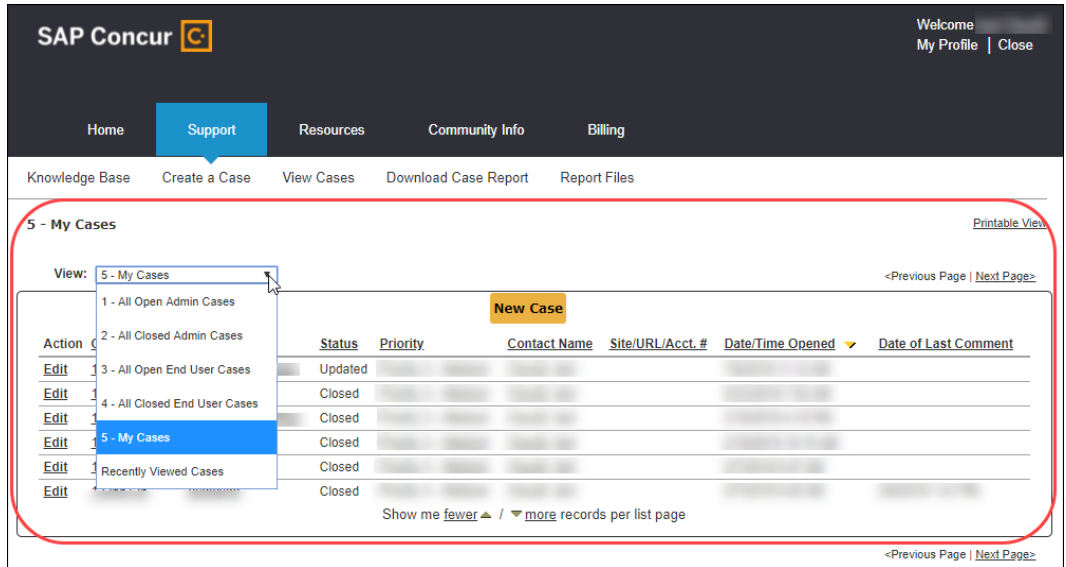


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



- 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.



© 2024 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. Please see <http://global12.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP SE or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP SE or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. 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.

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

Contents

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

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

Legal Disclaimer

The information in this presentation is confidential and proprietary to SAP SE or an SAP affiliate company and may not be disclosed without the permission of SAP SE or the respective SAP affiliate company. This presentation is not subject to your license agreement or any other service or subscription agreement with SAP SE or its affiliated companies. SAP SE and its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP SE or an SAP affiliate company's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP SE and its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP SE and its affiliated companies assume no responsibility for errors or omissions in this document, except if such damages were caused by SAP SE or an SAP affiliate company's willful misconduct or gross negligence.

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.

Release Notes

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

Concur TripLink

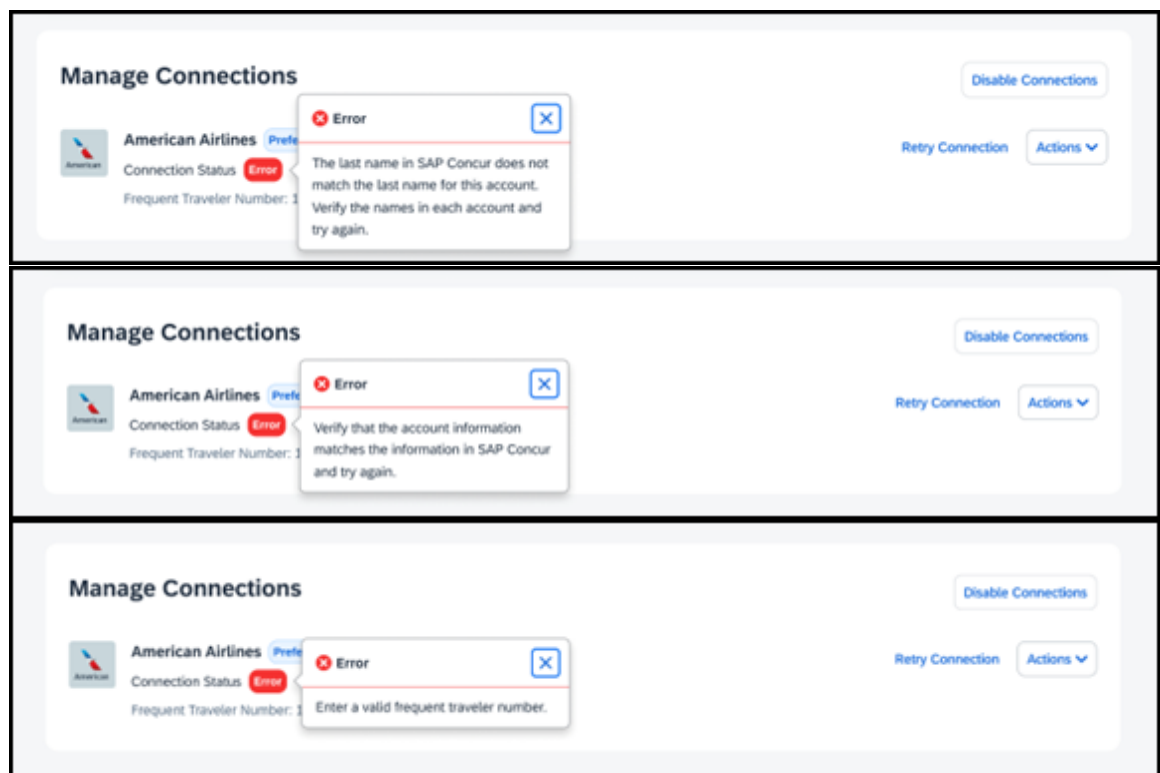
Concur TripLink Hub Connection Status Update

Overview

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

End User Experience

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



Configuration / Feature Activation

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

TripIt

TripIt Risk Alerts

Overview

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

BUSINESS PURPOSE/ CLIENT BENEFIT

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

End User Experience

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

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

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

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

Configuration / Feature Activation

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

Planned Changes

The items in this section are targeted for future releases. SAP Concur reserves the right to postpone implementation of – or completely remove – any enhancement/change mentioned here.

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

Concur TripLink

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

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

Overview

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

End User Experience

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

Configuration / Feature Activation

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

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

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

Overview

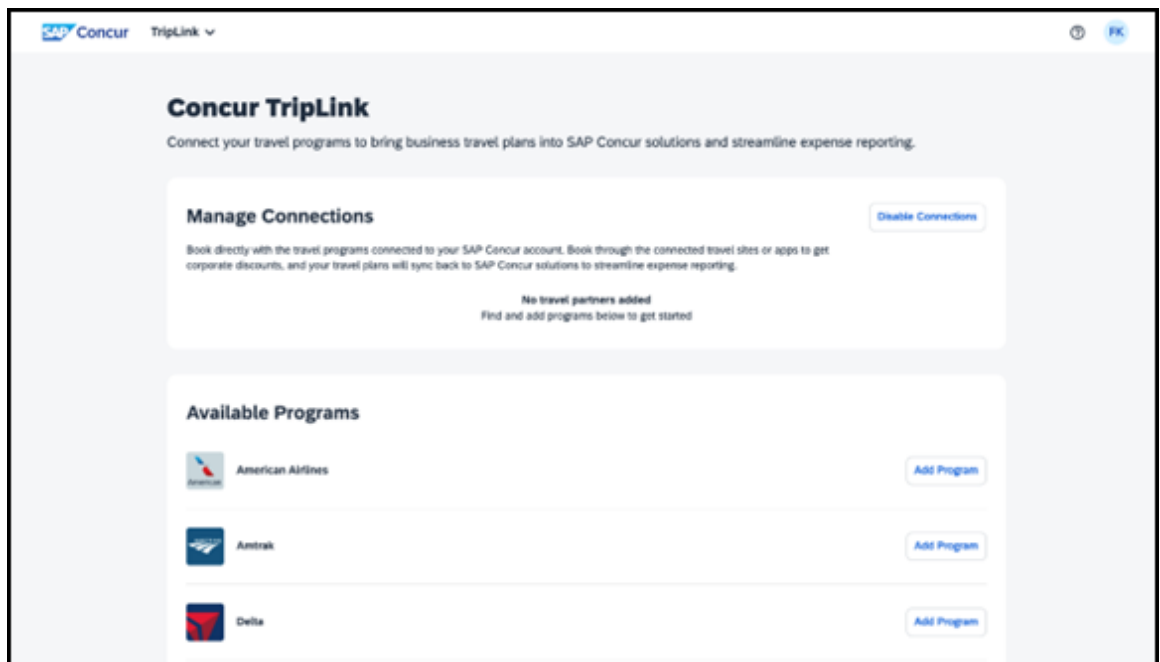
From April 24, Concur TripLink will activate another partner, Amtrak, in our ecosystem. Users will be able to connect their Amtrak loyalty account with their SAP Concur account, to have their business reservations booked directly with Amtrak with their receipts, being available in SAP Concur accounts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

End User Experience

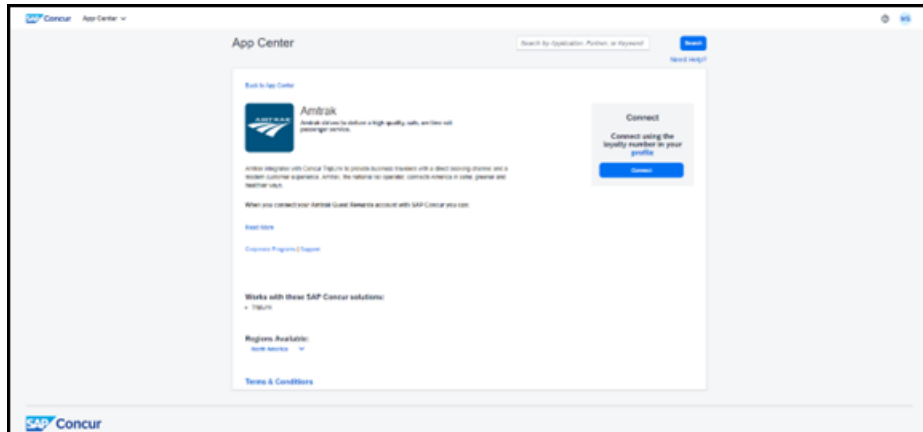
This integration will enable users to book directly with Amtrak, while receiving their company's corporate rate and having itineraries and receipts posted to their account in SAP Concur solutions. This enables companies to fulfill their duty of care needs by knowing where their employees are traveling,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

Configuration / Feature Activation

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



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



TripIt

No Planned Changes This Month

Client Notifications

Accessibility

Accessibility Updates

SAP implements changes to better meet current Web Content Accessibility Guidelines (WCAG). Information about accessibility-related changes made to SAP Concur solutions is published on a quarterly basis. You can review the quarterly updates on the [Accessibility Updates](#) page.

In-Product User Assistance

Client Customized Content

If your company creates customized content for SAP Concur solutions through a user assistance tool such as SAP Enable Now or Concur User Assistant by WalkMe, the changes described in these release notes might affect your customized content. SAP Concur recommends reviewing the monthly release notes for all of your SAP Concur solutions as well as the Shared Changes Release Notes to confirm whether any of the planned or released changes might impact your internal, customized content.

If any changes in a release impact your content, work with your internal teams to update your content accordingly.

Gender Diversity

SAP Concur is committed to supporting gender diversity. Over time we plan to implement product changes to help ensure that SAP Concur solutions support gender non-binary users. These changes will include but are not limited to support for preferred names, non-binary gender options in travel preferences, and non-binary titles.

These planned changes reflect [SAP's commitment to supporting gender diversity](#) and enable gender non-binary users to enter consistent information when making travel arrangements and entering personal information into SAP Concur solutions.

Timelines and details about these ongoing changes will be provided in the [SAP Concur release notes](#).

Subprocessors

SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available from the SAP Sub-processors / Data Transfer Factsheets page.

▶ **To access the SAP Concur Sub-processors List:**

1. Click the following link to navigate to the *SAP Sub-processors / Data Transfer Factsheets* page:
[SAP Sub-processors / Data Transfer Factsheets](#)
2. Sign in to the SAP Support Portal using your Support User ID (S-user) and password.

NOTE: SAP customers must sign in to the SAP Support Portal using their Support User ID (S-user) and password. For information about S-User IDs, refer to [Your New Support User ID \(S-user\)](#) and to the [Learn All About S-User IDs](#) blog post.

3. On the *SAP Sub-processors / Data Transfer Factsheets* page, type "Concur" in the **Search** field.
4. In the **Title** column, click **SAP Concur Sub-processors List**.

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

Supported Browsers

Supported Browsers and Changes to Support

For information about supported browsers and planned changes to supported browsers, refer to the [Concur Travel & Expense Supported Configurations](#) guide.

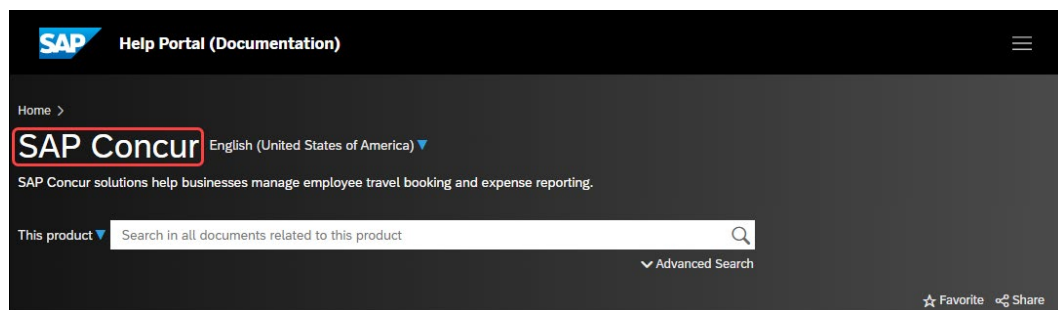
When changes to browser support are planned, information about those changes will also appear in the [Shared Changes Release Notes](#).

Additional Release Notes and Technical Documentation

Online Help

You can access release notes, setup guides, user guides, admin summaries, supported configurations, and other resources via the in-product Help menu or directly on the SAP Help Portal.

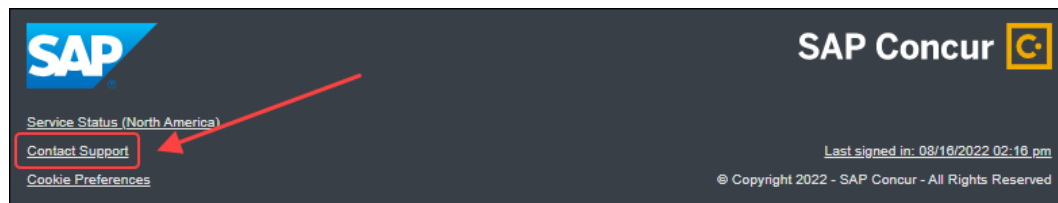
To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the [SAP Concur solutions page](#).



SAP Concur Support Portal – Selected Users

Access release notes, webinars, and other technical documentation on the SAP Concur support portal.

If you have the required permissions, **Contact Support** is available on the SAP Concur **Help** menu and in the SAP Concur page footer.



Click **Contact Support** to access the SAP Concur support portal, then click **Resources**.

- Click **Release/Tech Info** for release notes, technical documents, etc.
- Click **Webinars** for recorded and live webinars.

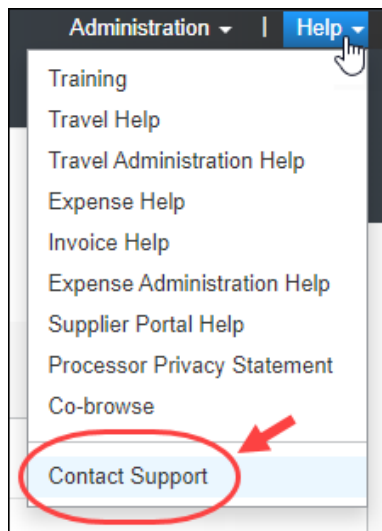
Cases

Steps for Getting a Status

Each service release contains case resolutions.

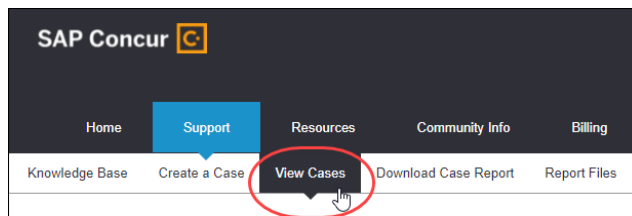
► **How to check the status of a submitted case**

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



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

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



- In the table, view the desired type of cases based on the **View** list selection. Search results are limited to each company's own cases.

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

© 2023 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. Please see <http://global12.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP SE or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP SE or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. 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.