SAP Concur Release Notes	
Expense Professional / Premium	
Month	**Audience**
Release Date: Nov 9, 2019 Initial Post: Friday, Nov 8, 9:00 AM PT	Client *FINAL*

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Release Notes

Admin

Connected List Data Type Now Available for Expense Attendee Form

Overview

Custom fields that are connected lists can now be added to the Expense Attendee forms in Forms and Fields (**Administration > Expense > Expense Admin > Forms and Fields**). The Expense Attendee forms are used to configure the attendee forms for Concur Expense, Concur Request, and Concur Invoice.

BUSINESS PURPOSE / CLIENT BENEFIT

This update provides the ability to capture, search and import attendee information from connected list fields on attendee forms.

What the Admin Sees

On the **Modify Fields** page, *Connected List* is now available for selection in the **Data Type** list for custom fields.

NOTE: Do not use custom fields to collect personal or sensitive data such as phone numbers or email addresses.

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Configuration / Feature Activation

This change will be automatically made; there will be no additional configuration or activation steps for this change.

    📖   For more information, refer to the *Expense: Attendees Setup Guide* and the *Expense: Forms and Fields Setup Guide*.

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Authentication

Ongoing Deprecation of HMAC Initiates Migration to SSO Self-Service

Information First Published	Information Last Modified	Feature Target Release Date
July 12, 2019	October 23, 2019	Phase I: July 2019 Phase II: July 2020
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

Overview

SAP Concur will soon begin the deprecation process of removing Hash-Based Message Authentication Code (HMAC) as an SSO option. The replacement service for HMAC is SAML SSO is a self-service method of setup whereby client admins have access within SAP Concur to complete their SAML connections.

Clients currently using HMAC are encouraged to migrate to the SSO self-service tool as soon as it is released (targeted for Q1 2020). The new SSO self-service tool allows multiple portals (Identity Providers) to be added.

The HMAC deprecation includes two phases:

Phase I:

- Clients need to have an Identity Provider (IdP) or a custom SAML 2.0 solution.
- Clients begin testing the new SSO self-service tool. (See below for more information.)
- Clients prepare for onboarding new clients using the new SSO self-service tool, which is targeted for release in Q1 2020.
- Once the SSO tool is available, customers will be notified via release notes about the official deprecation date of HMAC. As of the official deprecation date, no new clients can be onboarded using HMAC; new clients must be onboarded using the new SSO self-service tool.
- Existing clients using HMAC need to be migrated using the new SSO self-service tool.

Phase II:

- Clients continue migrating existing HMAC clients to the new SSO self-service tool.
- Shut down the HMAC service after everyone has migrated from HMAC to the new SSO self-service tool. Phase II is targeted to end mid-year 2020.

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BUSINESS PURPOSE / CLIENT BENEFIT

This change provides better security and improved support for users logging in to SAP Concur products and services.

Important – Migration for TMCs

Travel Management Companies (TMCs) will be largely impacted and should begin testing SAML SSO now to prepare for migration to the new SSO self-service tool.

TMCs need to set up SAML SSO instead of HMAC for their new clients. Setting up SAML SSO now allows more time for TMCs to test the SSO self-service tool and train internal staff to assist clients.

To prepare for Phase I of the HMAC deprecation:

- TMCs first need to support SAML 2.0. TMCs need to contract for or develop their SAML 2.0 solution. TMCs need to have an Identity Provider (IdP).

- Once support for SAML 2.0 is complete, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

Important – Migration for Legacy HMAC Clients

Clients should begin testing SSO immediately to prepare for migration to the new SSO self-service tool.

To prepare for Phase I of the HMAC deprecation:

- Clients need to have an Identity Provider (IdP) or a custom SAML 2.0 solution.

- Clients can configure the SSO self-service tool as soon as it is released in Q1 2020.

More Information

     For more information, refer to *Authentication | **Planned Changes** Single Sign-On (SSO) Self-Service Option* in the [Shared Planned Changes](#) release notes.
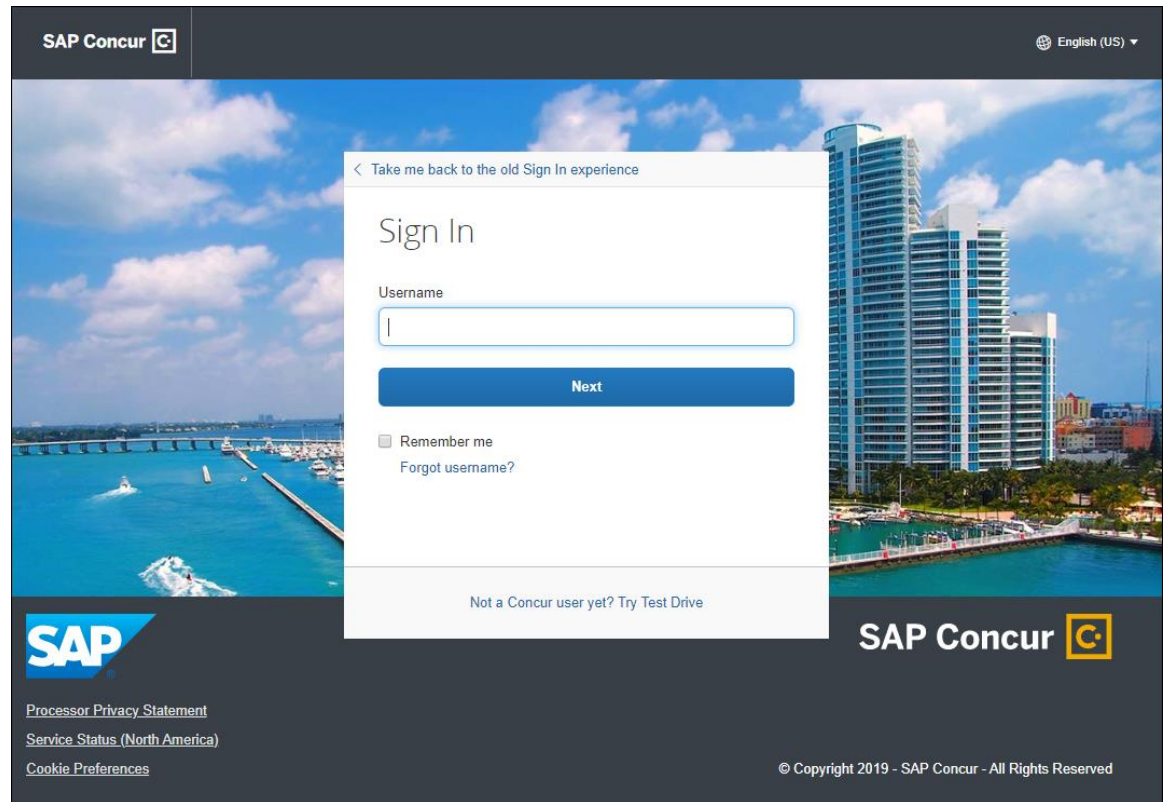
New SAP Concur Sign In Page (Oct 31)

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

Overview

In October 2019, the SAP Concur **Sign In** page will be updated, providing a new login experience for both direct SAP Concur username/password users and Single Sign-On (SSO) users. SSO users will start the SP-initiated SSO login process at

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www.concursolutions.com. This change occurred on October 31, 2019 (not on the scheduled monthly release). Initially, the new **Sign In** page is visible to only a small percentage of users. Availability will gradually increase throughout November 2019 until all SAP Concur users have the option to use the new **Sign In** page.

The new SAP Concur **Sign In** page features a two-step login process that provides enhanced security, meets current industry standards, and provides a better login success rate.

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.

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⚠ **IMPORTANT:** All clients must migrate to the new SSO service. The legacy SSO service will be available until all clients have migrated.

NOTE: The majority of existing SSO users will not see the option to use SSO on the new Sign In page because these clients have not yet migrated to the new SAP Concur SSO service. The new SSO service is independent of existing SSO services. Setting up a new SSO connection does not interrupt existing SSO connections. Existing clients can remain legacy SSO clients while migrating to the new SAP Concur SSO service.

   📖   For more information, refer to *Authentication | **Planned Changes** Single Sign-On (SSO) Self-Service Option* in the *[Shared Planned Changes](#)* release notes.

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 sign-in, for example Travel Management Companies (TMCs) or test/training users.

NOTE: 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 *Authentication | **Planned Changes** Single Sign-On (SSO) Self-Service Option* in the *[Shared Planned Changes](#)* release notes.

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What the User Sees – Legacy 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.
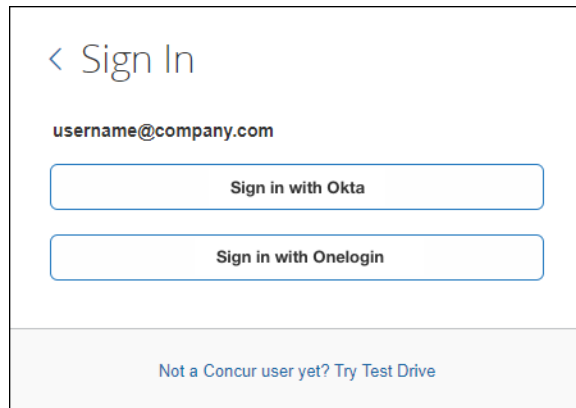

What the SSO Required User Sees – New Sign In Page Workflow

The new SAP Concur **Sign In** page has a **Username** field and a **Next** button. The user types in their username.

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

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The user then clicks **Next**.

The user is directed to a **Sign In** page with one or multiple Identity Provider (IdP) options. The user clicks on the provider they want to use for SSO authentication.
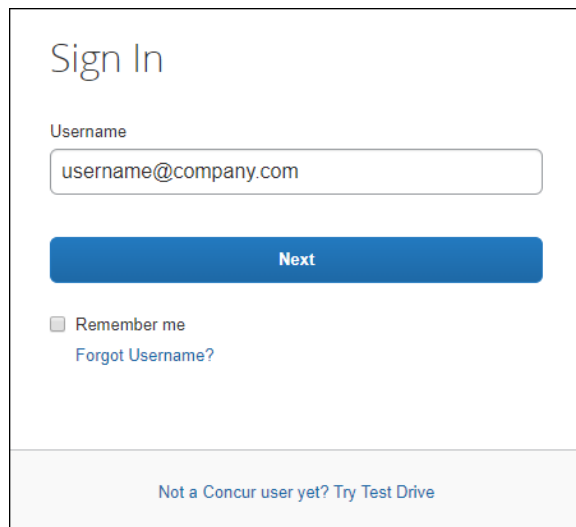
After being authenticated, the user is directed to the SAP Concur **Home** page.

What the SSO Optional User Sees – New Sign In Page Workflow

The new SAP Concur **Sign In** page has a **Username** field and a **Next** button. The user types in their username.

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

The user then clicks **Next**.

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The user can choose to sign-in using SSO or with a username/password.

If the user clicks **Sign in with SSO**, the user is directed to the SAP Concur **Home** page.

If the user clicks **Sign in with your password**, the user is directed to a **Sign In** page with a **Password** field. The user enters their password and clicks **Sign In**.

The system then authenticates the user's credentials. Once the user's password is verified, the SAP Concur **Home** page appears.

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What the User with Username/Password Sees – New Sign In Page Workflow
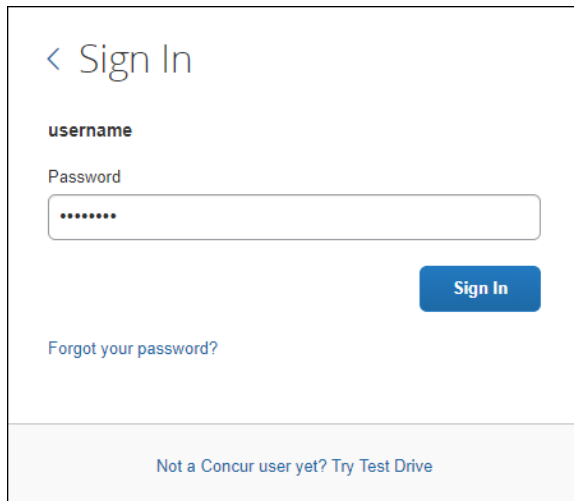
The new SAP Concur **Sign In** page has a **Username** field and a **Next** button. The user types in their username and clicks **Next**.
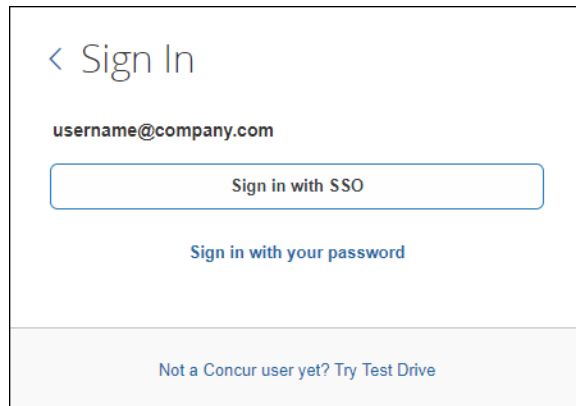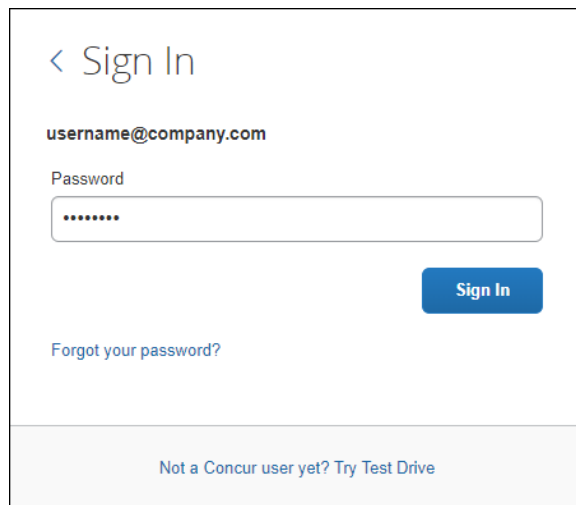
Sign In

Username

username

Next

☐ Remember me
Forgot Username?

Not a Concur user yet? Try Test Drive

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

The user is then directed to a **Sign In** page with a **Password** field.

‹ Sign In

username

Password

••••••••

Sign In

Forgot your password?

Not a Concur user yet? Try Test Drive

The user enters their password and clicks **Sign In**.

The system then authenticates the user's credentials. Once the user's password is verified, the SAP Concur **Home** page appears.

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Return Users

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

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

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

Configuration / Feature Activation

This update automatically occurs; there are no feature configuration steps.

Central Reconciliation

Deprecation of Show Central Reconciliation Invoices in Expense

Overview

In December, SAP Concur will deprecate the following policy setting:

- Show Central Reconciliation Invoices in Expense

The checkbox will be removed from the Concur Expense policy configuration options and the corresponding feature will no longer be supported.

The feature will not be implemented in the NextGen Expense UI.

BUSINESS PURPOSE / CLIENT BENEFIT

The deprecation of this functionality will allow SAP Concur to focus on features that are used by a greater number of clients.

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What the Admin/Implementation/User Sees

The **Modify Policy** pages will no longer show the setting.

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Configuration / Feature Activation

In December, this setting will be automatically removed; there are no configuration or activation steps.

  For general information about this functionality, refer to the *Shared: Central Reconciliation Setup Guide*.

E-Receipts

No Longer Automatically Accepted as Receipts

⚠ **IMPORTANT:** Administrator action will be required for successful uninterrupted use of e-receipts.

Overview

E-receipt technology is evolving quickly. Today, the receipt handling rules are hardcoded to accept e-receipts to meet image requirements. Moving forward, as e-receipts become more common, and legislation about them becomes more complex, this is not a valid assumption for all countries and circumstances.

Clients who want to maintain their current system behavior, that is to continue to accept e-receipts to meet image requirements, will need to configure a custom receipt rule.

BUSINESS PURPOSE / CLIENT BENEFIT

This change allows clients who use e-receipts to continue to comply with regulatory and contractual requirements for documentation to substantiate an expense.

What the Admin Sees

Prior to this change, a Concur Expense administrator could configure receipt limit rules to trigger an image required condition. This is likely a decision based on a client's geography/country.

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Admins who want to accept e-receipts as valid receipt images will configure a receipt limit rule condition as **Entry --> Has E-Receipt --> Equal --> Value -->No** so that the receipt image required will be triggered when there is no e-receipt on an expense entry.

Admins who do not want to accept e-receipts as valid receipt images will not have a condition in the receipt limit rules for e-receipts. If there is no condition configured to exclude entries with e-receipts, having an e-receipt on a report entry would mark the receipt as required.

What the User Sees

Expense entry receipt requirements are based on rule configuration and users will not see any change in the way in which receipts required or associated exceptions display.

Configuration / Feature Activation

With the November release, this change is automatically made; there are no additional configuration or activation steps for this change.

   For general information about e-receipt functionality, refer to the *Expense: E-Receipts Setup Guide*.

Expense Pay – Global

Funding Account Page Changes

Overview

SAP Concur has made the following changes on the **Funding Account** page:

- The **Account Currency** field has been renamed to **Reimbursement Currency**.

- The **Funding Type** drop-down has been removed from the screen.

- The **Payment-Processing Partner** field has been added to a new section of the page, **Payment-Processing Partner Details**. The field displays available payment processing partners. If only one payment processing

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partner is available for selected reimbursement currency, the partner is defaulted.

NOTE: The functionality of the page has *not* changed.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes maintain readability and accuracy of the information displayed.

What the User Sees

The **Funding Account** page displays aesthetic edits.

Example

Configuration / Feature Activation

The changes are automatically available; there are no configuration or activation steps.

     For more information, refer to the *Expense: Payment Manager for Expense Pay Global User Guide*.

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File Transfer Updates

New SAP Concur IP Address (EMEA) (Nov 23)

Overview

This release note is intended for technical staff responsible for file transmissions with SAP Concur. For our customers and vendors participating in data exchange through various secure file transfer protocols, SAP Concur is making changes that provide greater security for those file transfers.

SAP Concur will change the IP address for st-eu.concursolutions.com from 84.14.175.233 to 46.243.56.11 on November 23, 2019 during the Europe, the Middle East, and Africa (EMEA) region's maintenance window.

Clients whose file transfers protocols use the SAP Concur DNS endpoint (st-eu.concursolutions.com) to connect are not impacted by this change.

Clients who connect via IP address will need to connect to the SAP Concur DNS endpoint (st-eu.concursolutions.com) or the new IP address as of November 23, 2019.

SAP Concur recommends connecting to DNS endpoint st-eu.concursolutions.com to avoid connection issues if the SAP Concur IP address changes.

This announcement pertains to the following file transfer DNS endpoint:

- st-eu.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides greater security for file transfers.

Configuration / Feature Activation

This change will be made by SAP Concur on November 23, 2019 during the EMEA maintenance window. For assistance, contact SAP Concur support.

     For general information about file transfer functionality, refer to the *Shared: File Transfer for Customers and Vendors User Guide*.

Support Ended for Unsecure SSH Protocol Algorithms/Ciphers (Oct 14)

Overview

This release note is intended for technical staff responsible for file transmissions with SAP Concur. For our customers and vendors participating in data exchange through various secure file transfer protocols, SAP Concur made changes that provide greater security for those file transfers.

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As of 8 AM PDT, October 14, 2019, SAP Concur no longer supports the following unsecure SSH protocol algorithms/ciphers:

- (key exchange) diffie-hellman-group-exchange-sha1
- (encryption) aes128-cbc
- (encryption) aes192-cbc
- (encryption) aes256-cbc
- (message authentication code) hmac-md5
- (message authentication code) hmac-sha1-96
- (message authentication code) hmac-md5-96

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.concursolutions.com
- st-cge.concursolutions.com
- st-cge-dr.concursolutions.com
- vs.concursolutions.com
- vs.concurcdc.cn

If assistance is required, please contact SAP Concur support.

      For more information, refer to the *Shared: File Transfer for Customers and Vendors User Guide*.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security for file transfers.

Next Generation (NextGen) Expense

Ongoing New User Interface for Concur Expense End Users

Information First Published	Information Last Modified	Feature Target Release Date
March 2018	—	TBD
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Update: In order to respond to and take advantage of feedback from customers, and to align with SAP Concur's commitment to ensure a smooth and successful transition, we are working on a revised deployment strategy for Next Generation Expense.

Overview

SAP Concur is dedicated to the consistent improvement of our products, not only the features they provide, but also the experience of using those features. How users

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interact with technology changes over time, along with needs and expectations. We are constantly listening to our customers and soliciting feedback on how we can improve the user experience.

NextGen Expense is the continued evolution of the SAP Concur user experience. It was built from extensive user research and data analytics that include 680 1:1 conversations, 58 usability studies, 3,000+ survey responses, and 1.3B monthly user actions.

Customers will have the ability to preview and then opt in to NextGen Expense before the mandatory cutover.

BUSINESS PURPOSE / CLIENT BENEFIT

The result is the next generation of the Expense user interface designed to provide a modern, consistent, and streamlined user experience. This technology not only provides an enhanced UI, but also allows SAP Concur to react more quickly to customer requests to meet changing needs as they happen.

Products and Users Affected

In order to take advantage of these improvements, Expense customers will be required to transition to NextGen Expense. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes apply to:

- All editions of Concur Expense (Professional/Premium and Standard)
- End users; there are no changes for approvers, processors, or admins

IMPORTANT: Timeline and Milestones

There are three important milestones for customers as they transition from the existing UI to NextGen Expense.

- **We are currently in the Preview Period:** During this time, the new UI is available to customers worldwide. We encourage administrators/power users to use the Preview Period to become familiar with the new interface and process flows. This is also an excellent time to begin updating internal training materials and preparing the organization for the mandatory transition.

   NOTE: During the Preview Period, not all features from the existing UI will be available in NextGen Expense. New features and enhancements will continue to become available. ***The Preview Period is not intended to be the final product; it is intended to let customers get a head start on learning about the new UI and preparing for the transition.***

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- **General Availability (Opt In Period):** Following the Preview Period is General Availability. During this period, NextGen Expense will be complete; all features from the existing UI will be available.

  Customers should use this period to execute their organization's transition plan to the NextGen Expense UI.

- **Mandatory Cutover to NextGen Expense:** A*ll customers will be required to move to NextGen Expense*. This ensures that SAP Concur continues to offer a consistent user experience for all customers and allows for superior product support.

  Customers are encouraged to complete the tasks necessary to ensure a smooth transition for their organization during the Preview Period and then transition during General Availability.

Transition Materials – Guides and Other Resources

SAP Concur offers several guides, FAQs, release notes, and other resources to aid in the transition. All of the information that an organization needs to get started is available here:

- [Professional Edition](#)
- [Standard Edition](#)

The links above provide access to the following:

- **Admin guides, FAQs, transition resources:** The admin guide provides information about accessing NextGen Expense and the roles/permissions required.

  Along with the admin guide, there are FAQs, other resources (such as email templates and other training materials), and a list of features that are not yet available in NextGen Expense. All of these can be used to help customers prepare their users for NextGen Expense.

  NOTE: To help with training needs, customers can use the admin guide and end-user guide "as is" or they can use any part of them to create training materials. Customers can cut, copy, paste, delete, or otherwise edit either guide at will.

- **End-User guide:** This guide compares the existing UI to NextGen Expense to help users become comfortable with the new experience. This guide will be updated regularly during the Preview Period as the UI is being finalized and enhanced. Admins should review the guide often.

  NOTE: Like the admin guide, the organization can cut, copy, paste, delete, or otherwise edit this guide at will.

- **Release information:** During the Preview Period, the release of enhancements will *not* be on the regular SAP Concur release schedule. Instead, SAP Concur provides special release notes and information about features and enhancements that are nearing release.

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Get Started

Customers are encouraged to use the transition materials described above and develop a plan for the transition.

More Information

Additional information will be available in future release notes.

Profile

Personal Credit Cards Page Renamed to Expense Credit Cards

Overview

With this release, the **Personal Credit Cards** page in Profile settings is renamed to **Expense Credit Cards**. The **Personal Credit Cards** link under **Expense Settings** in Profile settings is also renamed to **Expense Credit Cards**.

This update is only a visible change and does not change any functionality. This update occurs for new and existing users.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides clarity for users when they are connecting company-issued credit cards that are not available in the normal corporate feed.

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What the User Sees

BEFORE

Before, users would click the **Personal Credit Cards** link under **Expense Settings** in Profile to view the **Personal Credit Cards** page.
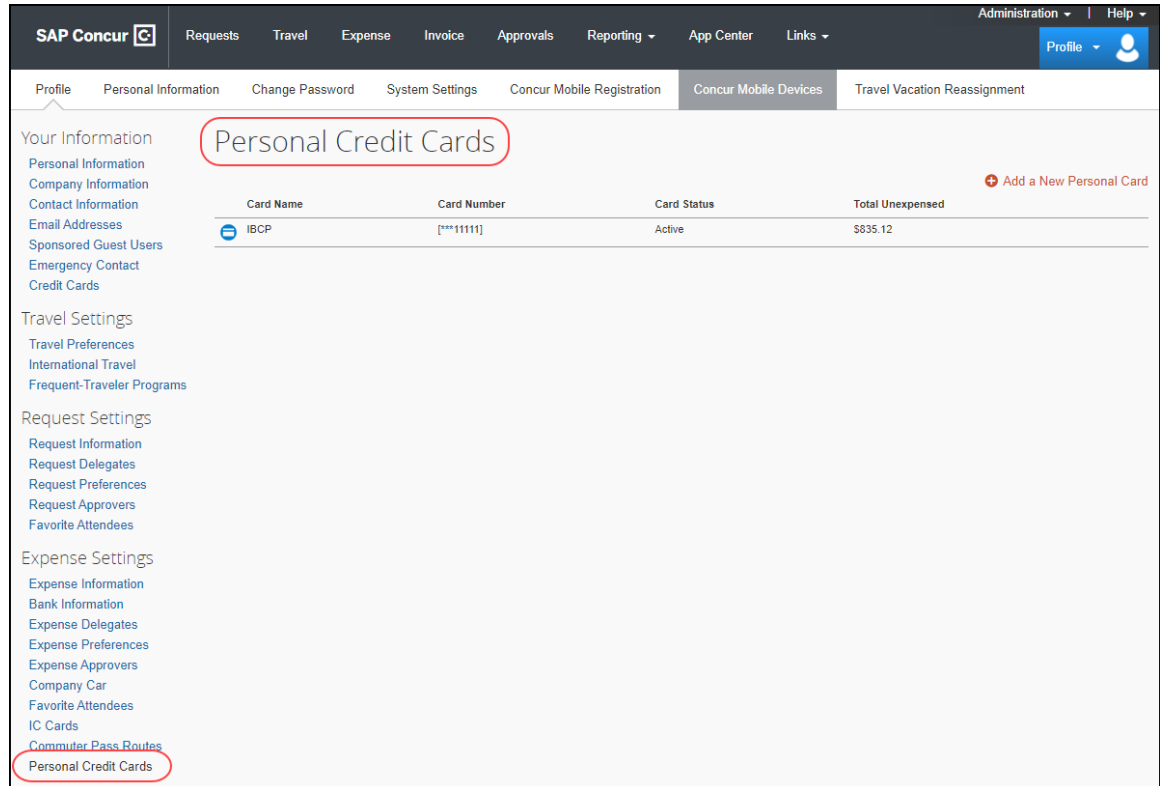
AFTER

Users see an **Expense Credit Cards** link under **Expense Settings** in Profile, and the page is renamed to **Expense Credit Cards**.

Configuration / Feature Activation

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

Quick Expense

Ongoing Quick Expense v3 Retirement

Information First Published	Information Last Modified	Feature Target Release Date
September 2019	—	March 31, 2020
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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Overview

Effective March 31, 2020, the Quick Expense v3 API will be retired. We encourage all current users to migrate to Quick Expense v4 as soon as possible. Please note that after the API is in a retired state the API will be decommissioned in a future release.

Please refer to the deprecation policy for definitions and additional information.

BUSINESS PURPOSE/CLIENT BENEFIT

This update will remove an outdated API.

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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*.

Authentication

Planned Changes Single Sign-On (SSO) Self-Service Option Date Change – STATUS UPDATE

This feature is no longer targeted for October 2019 and is not targeted for the current release. This release note has been moved to the *Shared Planned Changes Release Notes*.

Company Cards

Planned Changes Amex Business Card Connection (US)

Information First Published	Information Last Modified	Feature Target Release Date
May 2019	October 23, 2019	Q1 2020
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

SAP Concur will soon offer an American Express (Amex) business card connection. The Amex Business Card direct connect feature will allow customers to connect Amex business credit cards while in Concur Expense.

The Amex Business Card feature provides the following functionality:

- Provides an automatic daily refresh of transactions from Amex to SAP Concur (Concur Expense users do not need to sign into Amex to refresh transactions)
- Offers compatibility with SAP Concur Expense Assistant
- Allows the primary card holder to manage transactions without having to view all supplemental card transactions
- Supports Delegate and Proxy capabilities on transactions
- Provides transaction currency handling for foreign transactions

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- Includes viewing available transactions
- Includes Concur Analytics for Standard reporting (including unsubmitted transactions)

NOTE: Planned enhancements include card administration capabilities and mass registration by the primary card holder.

NOTE: The new Amex Business Card Connection is only for American Express Business cards. This feature does not apply to any existing or future Amex corporate card programs.

This feature is targeted for ==Q1 2020==. Additional countries will be included in future releases.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides SAP Concur customers with a business card connector.

Configuration / Feature Activation

Configuration information will be provided in a future release note.

File Transfer Updates

Planned Changes Source IP Checking (EMEA) – STATUS UPDATE

This feature is no longer targeted for October 2019 and is not targeted for the current release. This release note has been moved to the *Shared Planned Changes Release Notes*.

Miscellaneous

Planned Changes Custom Fields in Combined Expenses

Information First Published	Information Last Modified	Feature Target Release Date
November 2019	—	January 2020
Any changes since the previous monthly release are highlighted ==in yellow== in this release note.		

Overview

Users often combine two expense-related items, such as a card transaction with a manually created expense entry. During the merge process, most fields are either copied or ignored based on precedence rules, to ensure that the most important information persists.

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Currently – for custom fields – this process may cause unexpected results *if* the two items (in this case, card transaction and expense) use different expense entry forms. The result might be that the custom field data on the manually created expense entry is deleted, when the desired result would be for it to persist.

Targeted for the January release, this process will change. Data in custom fields will persist:

- Whether or not the combining items use the same expense entry forms
- If the data types (list, text, etc.) are the same

Initially, this change will apply only to custom fields that are the List or Text data type. Over time, other data types will be included.

BUSINESS PURPOSE / CLIENT BENEFIT

This change will save time for user's who may have to re-renter data in custom fields.

What the User Sees

When merging expense entries, the user's custom field data remains, so the user does not have to re-enter it.

Configuration / Feature Activation

This change will occur automatically. There are no additional configuration or activation steps.

Planned Changes Discontinue Workflow Emails for Inactive Users

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

Overview

Currently, Concur Expense sends workflow emails (for example, about status changes) to all users, including inactive users.

Targeted for the December release, Concur Expense will no longer send workflow emails to inactive users.

NOTE: If you wish to discontinue *email reminders* to inactive employees, include that as a condition in the email reminder rules.

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BUSINESS PURPOSE / CLIENT BENEFIT

Inactive users cannot access Concur Expense so receiving Expense workflow emails is likely not necessary.

What the User Sees

Inactive users will no longer receive workflow emails.

Configuration / Feature Activation

This change will occur automatically. There are no additional configuration or activation steps.

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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

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Additional Release Notes and Other Technical Documentation

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.

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.

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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**.

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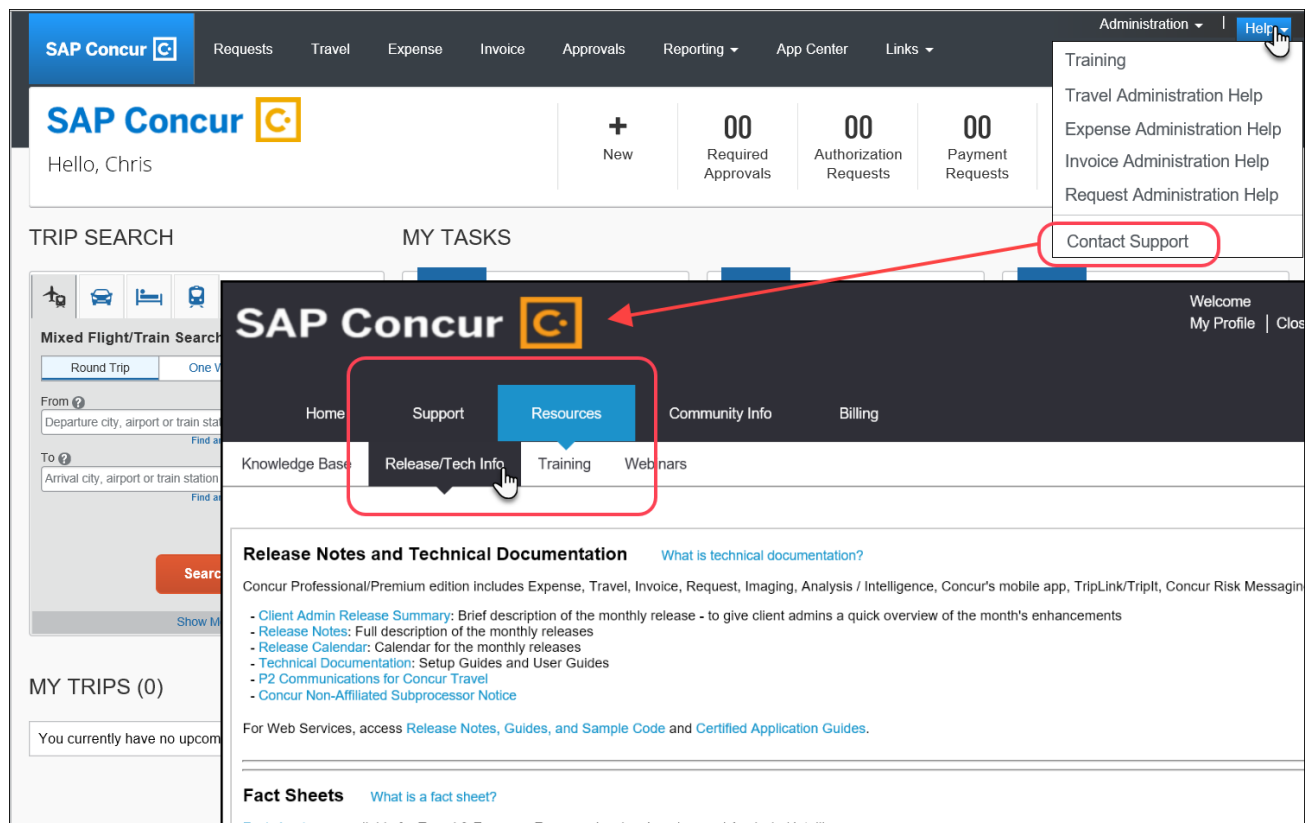
Cases

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.

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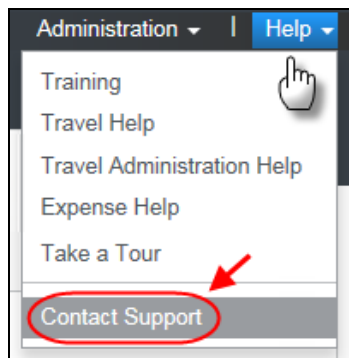
The **Concur Support** page displays.
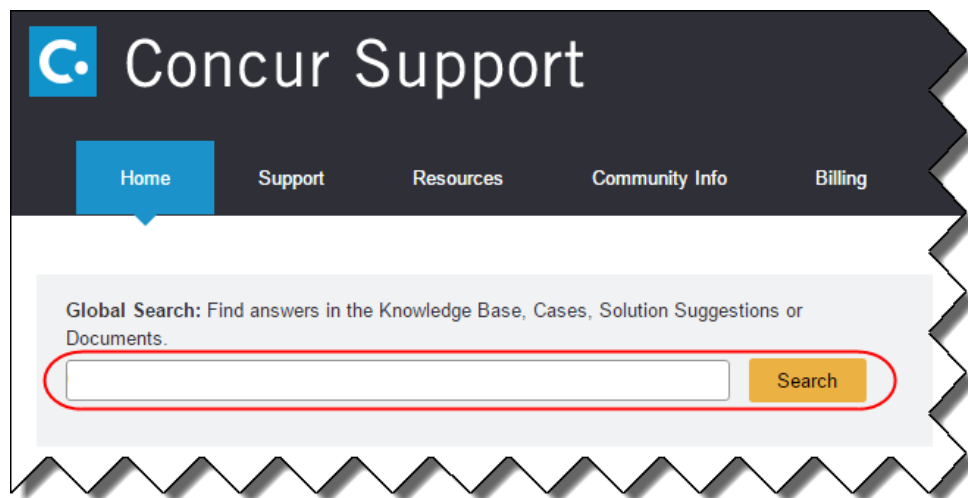
NOTE: If you do not have the option to contact Support under the Help menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

2. Enter your **Case ID**.

3. Click **Search**. Search results are limited to each company's own cases.

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Example

This release's (case) fixes include, *but are not limited to*, the following:

Case ID	Description
11673115	**Smart Expenses** Attendees were removed when a match between a manual entry and smart expense was accepted. *The code has been updated and this issue is no longer reproducible.*

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