SAP Concur Release Notes

Invoice Professional/Premium

Includes: Concur Invoice, Capture Processing, Invoice Pay, Purchase Requests and Purchase Orders

Month	Audience
Release Date: January 12, 2019 Update #1: Friday, January 14, 1:00 PM PST	SAP Concur Client FINAL

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Release Notes

This document contains the release notes for the Concur Invoice functionality for the professional edition.

Concur Invoice

Reminder New User Interface for Concur Invoice Available for Client Review and Opt-In

Overview

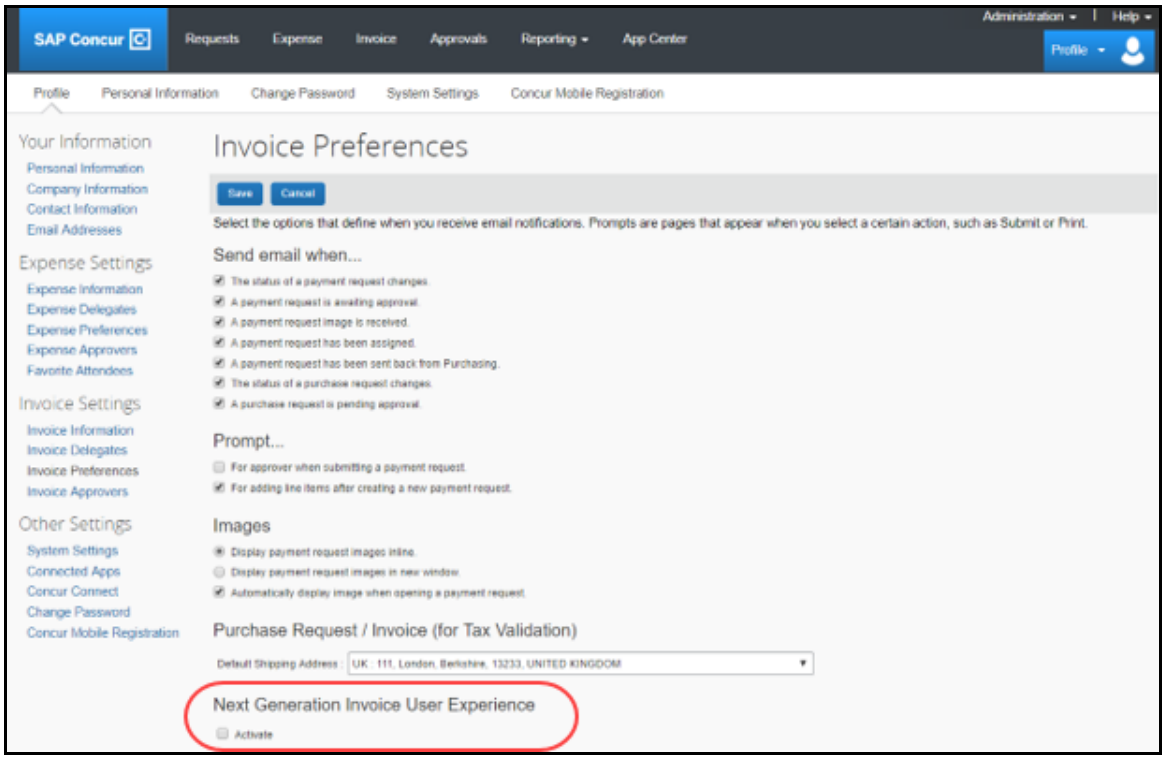
Clients still have the opportunity to familiarize themselves with the new user interface as SAP Concur prepares for general availability targeting the first quarter in 2019.

BUSINESS PURPOSE / CLIENT BENEFIT

The new Concur Invoice user interface enables clients to work more efficiently and provides them greater visibility into their invoices in flight.

Configuration / Feature Activation

Clients can activate this feature on the **Invoice Preferences** page by selecting (enabling) the **Activate** check box in the **Next Generation Invoice User Experience** section.



📖 For more information, refer to the *New User Experience for Concur Invoice Client Fact Sheet* and the ***Planned Changes** New User Interface for Concur Invoice Soon Available* release note in this document.

File Transfer Authentication

Security Update to File Transfer Authentication

Overview

SAP Concur will update an authentication setting for clients who transfer files to/from SAP Concur, targeting January 16, 2019. The updated setting will lock out user accounts after five failed authentication attempts. Some accounts are already using this setting. This change will update *all* accounts to this setting.

This authentication change does not impact the main SAP Concur application login, only the file transfer process is affected.

The affected URLs are:

- st.concursolutions.com
- st-eu.concursolutions.com
- st-cge.concursolutions.com

Clients who have been locked out of their accounts can contact SAP Concur support to unlock their accounts.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides better security for clients when accessing extract and import files.

Configuration / Feature Activation

This change will be implemented automatically.

SAP Concur Email

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

Overview

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

IMPORTANT: All Services Will Soon Be Affected

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

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

NOTE: This change affects only companies that filter incoming email based on IP addresses.

Configuration / Feature Activation

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

Ongoing Updated Email Format

Overview

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

BUSINESS PURPOSE / CLIENT BENEFIT

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

IMPORTANT

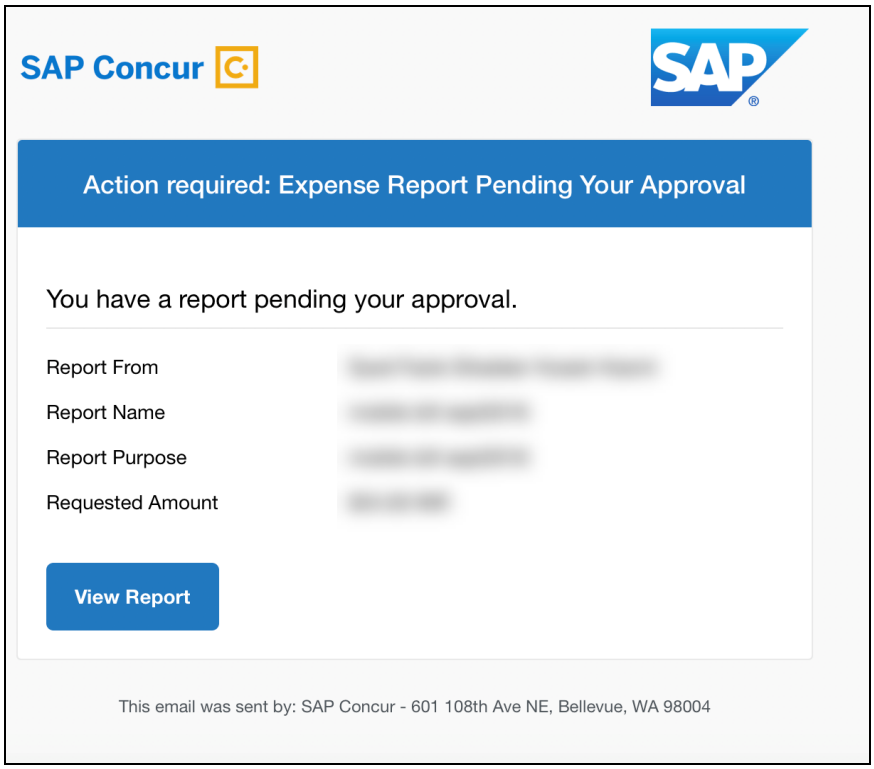
Note the following:

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

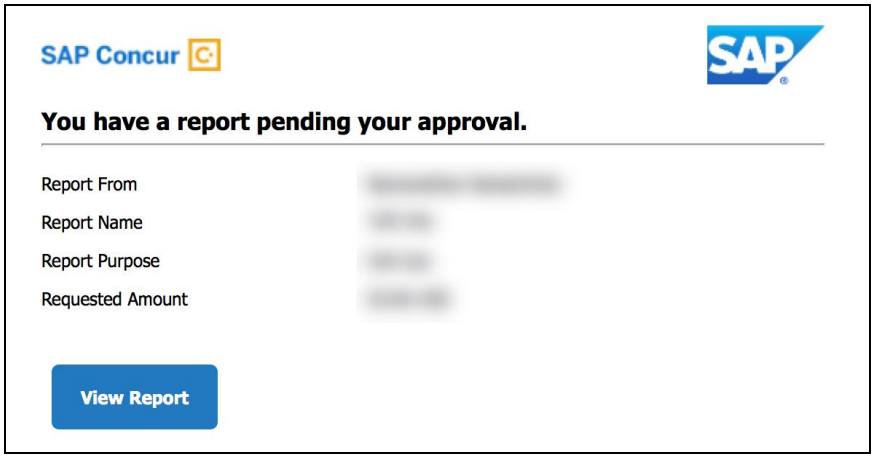
What the User Sees

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

New Format



Current Format



Configuration / Feature Activation

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

Planned Changes

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

Concur Invoice

Planned Changes New User Interface for Concur Invoice Targeted for March Release

Overview

SAP Concur will soon offer a new user experience that is particularly targeted at the Accounts Payable (AP) user who is constantly monitoring the health of the Invoice lifecycle within the system. With a new AP landing page, concepts of "call to action" and "work to zero" are being brought to the forefront to better inform AP users to ensure they are working on the highest priority task.

The new user interface in Concur Invoice that clients can now review and familiarize themselves with is targeted for general availability the first quarter in 2019.

NOTE: Contact your SAP Concur representative for more information about the Early Access program.

BUSINESS PURPOSE / CLIENT BENEFIT

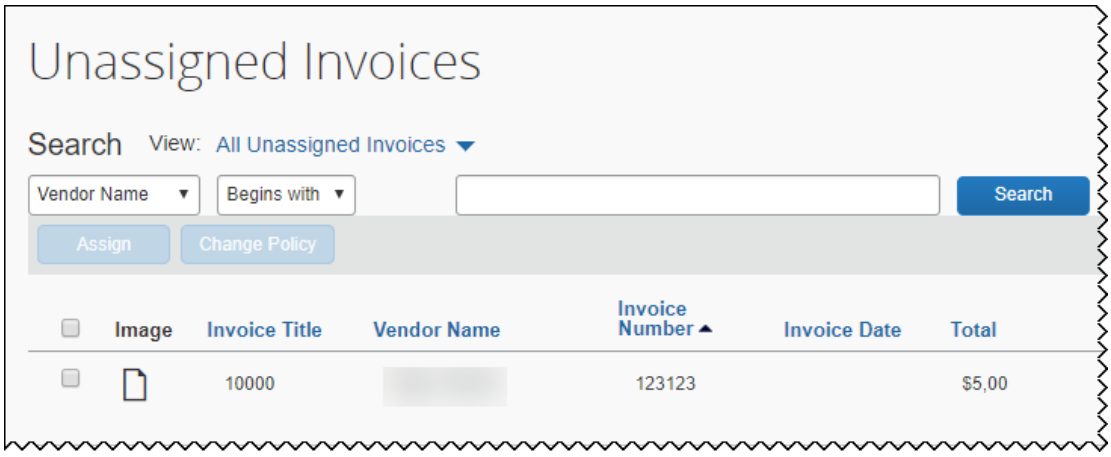
The new Concur Invoice user interface enables clients to work more efficiently and provides them greater visibility into their invoices in flight.

What the Invoice AP User and Invoice Processor See

The Invoice AP User and the Invoice Processor will now land on a new **Invoice Manager** page that provides key information about all active invoices.

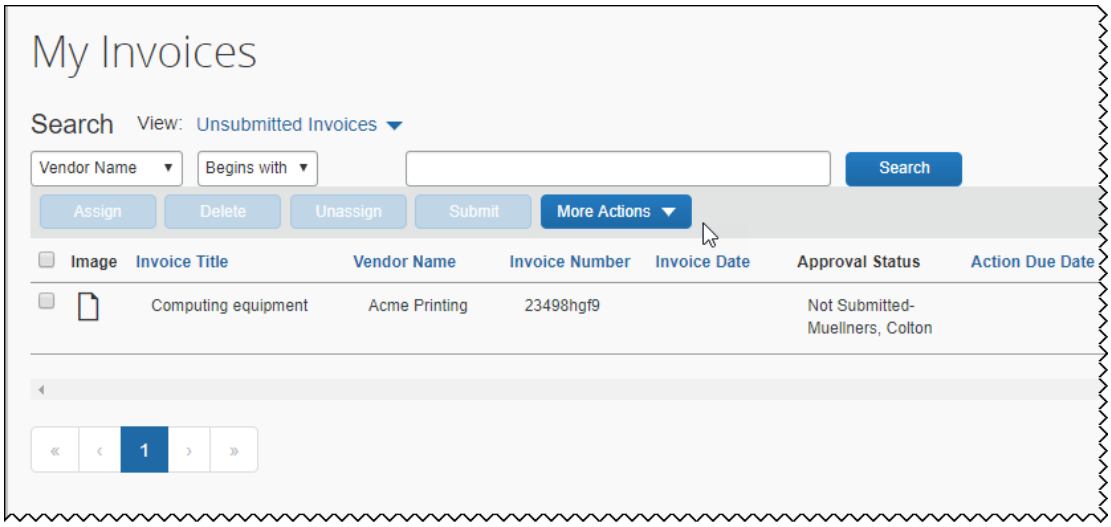
On the **Invoice Manager** tab, the Invoice AP User and Invoice Processor see new tiles and new sections including visibility into **Active Invoices** and **My Tasks** sections.

The Invoice Processor also sees a newly designed **Unassigned Invoices** page that is more modern and aligns with Next Gen UI initiatives across the SAP Concur Spend platform.



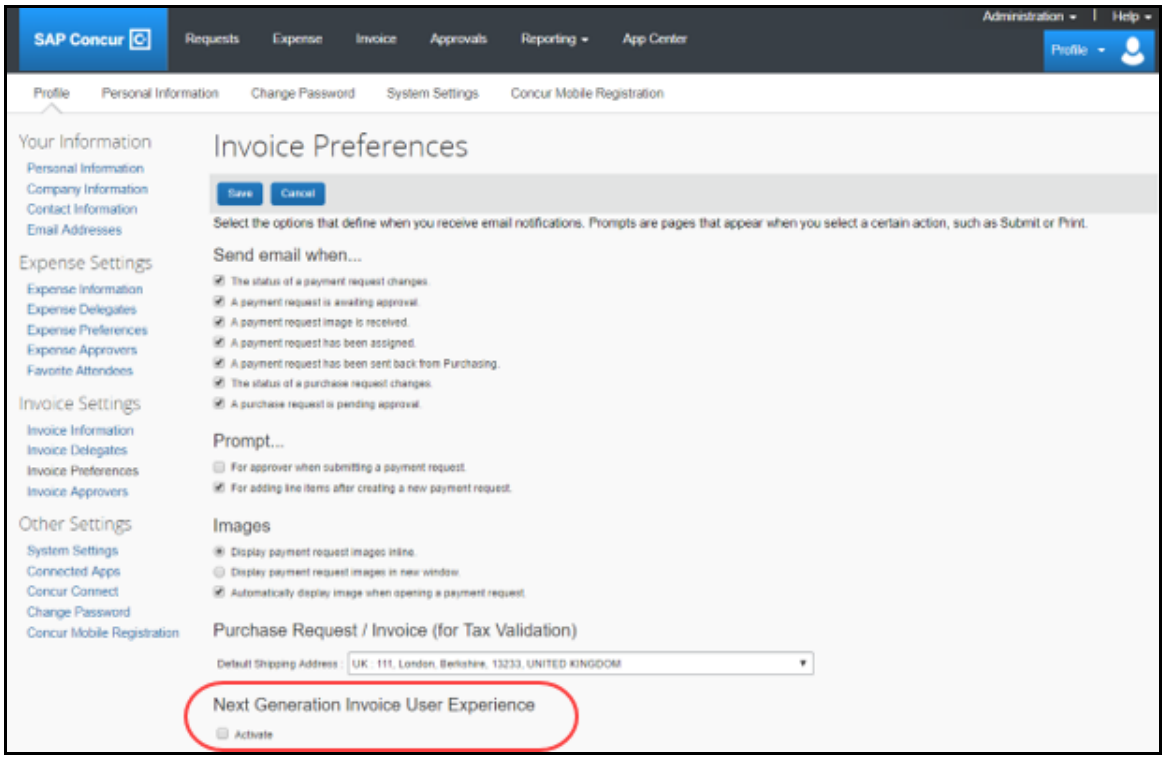
What the Invoice User Sees

Invoice users who have access to **My Requests**, will see a newly designed **My Invoices** page that is more modern and aligns with Next Gen UI initiatives across the SAP Concur Spend platform.



Configuration / Feature Activation

Clients can activate this feature on the **Invoice Preferences** page by selecting (enabling) the **Activate** check box in the **Next Generation Invoice User Experience** section.



NOTE: More information about the new Concur Invoice user interface will be made available in future release notes.

Planned Changes Payment Request(s) Renamed to Invoice(s)

Overview

In a future release, SAP Concur will replace instances of the term "payment request" and its iterations with the term "invoice" and its iterations. These changes will be made in the user interface, the Concur Invoice documentation, and in all other SAP Concur product documentation where it appears.

NOTE: This term change is targeted for the March release.

BUSINESS PURPOSE / CLIENT BENEFIT

This change helps to ensure that the terminology used in SAP Concur is consistent with industry standard terminology.

Configuration / Feature Activation

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

Invoice E-Bunsho Timestamp

Planned Changes Updated Invoice E-Bunsho Timestamp Icon

Overview

The icon for the Invoice e-Bunsho Timestamp feature will be updated from an analog clock symbol ( ) to a check mark symbol ( ).

BUSINESS PURPOSE / CLIENT BENEFIT

This change improves the usability of the feature.

What the User Sees

When the user views a list of their invoices on the **Invoice > My Requests > Payment Request List** page, if an invoice in the list includes a successfully timestamped invoice image, the e-Bunsho timestamp icon appears below the date in the **Invoice Date** column for that invoice.

Configuration / Feature Activation

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

Purchase Order

Planned Changes Import Now for PO and PO Receipt Imports

Overview

The Import Now feature enables clients to import PO and PO receipt files into Concur Invoice immediately without having to wait for an overnight scheduled import. This is beneficial for clients who need to import POs and PO receipts and work with them in the Concur Invoice product the same day they are created externally. This also allows clients to do multiple PO and PO receipt imports a day for more synchronized and up-to-date data.

NOTE: The Import Now feature is currently in an Early Adopter program. For more information, contact your SAP Concur representative.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature gives clients control over when and how frequently to import POs and PO receipts into Concur Invoice.

Configuration / Feature Activation

This enhancement is automatically available. To start using this feature, clients need to add the suffix "importnow" on their PO and PO receipt files that are transferred to their FTP site.

Current Import Naming Convention

The current naming conventions are as follows:

- PO import: poinvoice_EntityID_Date
- PO Receipt Import: purch_receipt_EntityID_Date

These naming conventions will remain as is today and the files will continue to be picked up and run on the existing schedule. Clients who wish to always import these records using the import now option should adjust their schedules accordingly and remove any scheduled jobs from the purchase order and purchase order receipt import job definitions.

Import Now Naming Convention

The Import Now naming conventions are as follows:

- PO Import: poinvoiceimportnow_EntityID_Date
- PO Receipt Import: purch_receiptimportnow_EntityID_Date

For the Import Now option, the PO receipt file is usually dependent on the PO file, so clients need to coordinate their file transfer to the FTP site so that the PO file is always transferred first before the PO receipt file to ensure the PO's are imported before the receipts. The PO receipt Import Now function will not start until any active PO import running is completed. However, once the PO files are sent with the "importnow" suffix, they will be imported immediately when they are transferred to the FTP site.

NOTE: Clients must have an FTP site to use this feature.

Vendor Management

Planned Changes Audit Trail for Vendor Changes

Overview

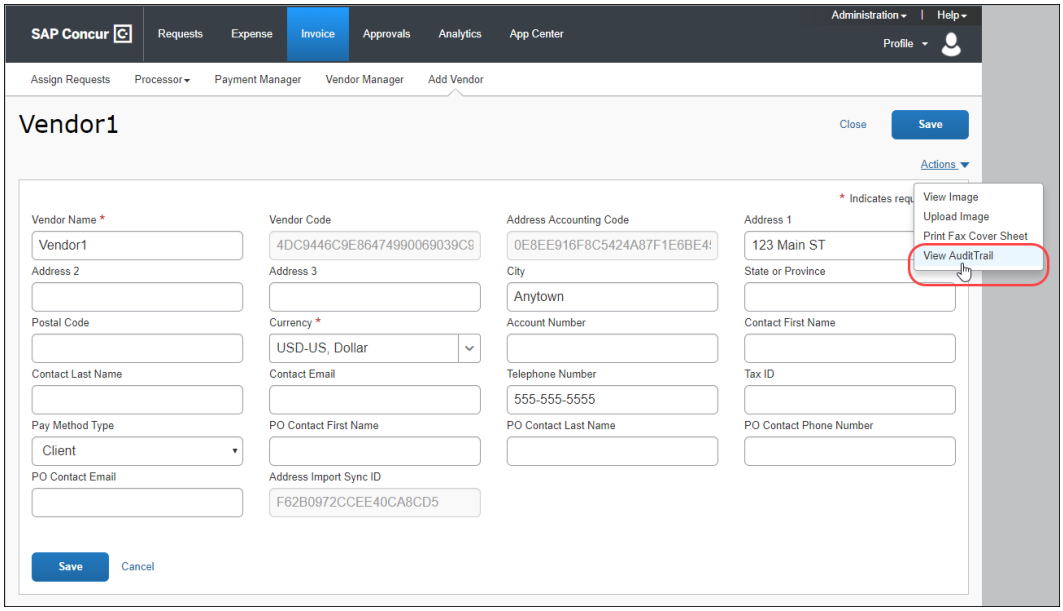
In a future release, clients with the Create and Approve Vendors feature enabled will be able to track changes to a vendor through the **Audit Trail** page within the vendor record in Vendor Manager. For example, when a vendor is approved or updated by the Vendor Manager, those actions will appear on the **Audit Trail** page.

BUSINESS PURPOSE / CLIENT BENEFIT

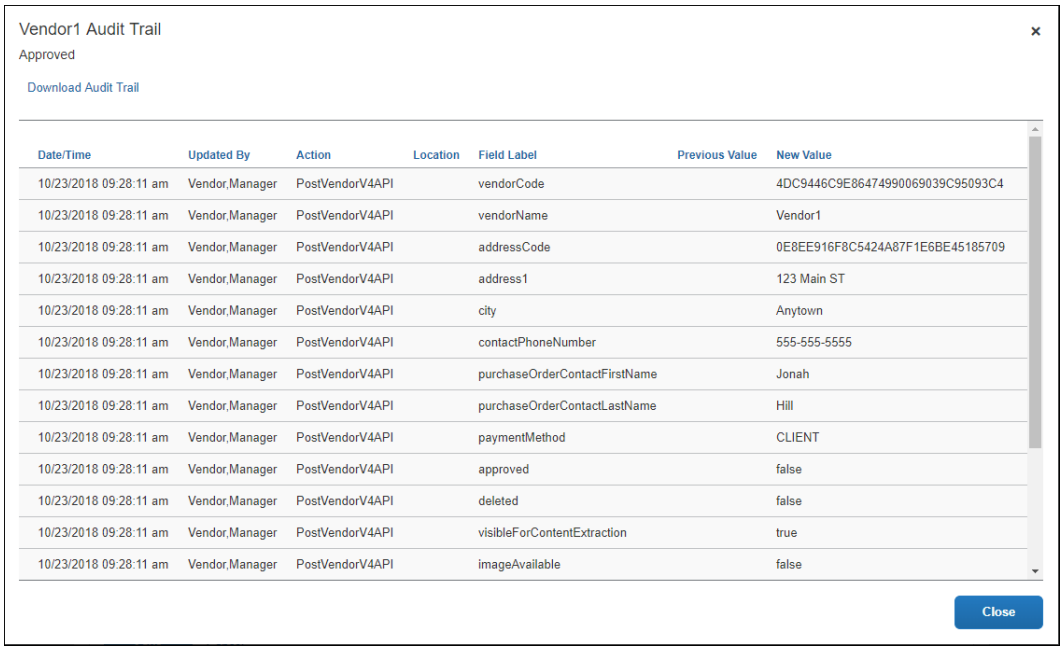
This change will enable users with the Invoice Vendor Manager role to track changes made to vendor information in Vendor Manager.

What the Invoice Vendor Manager Sees

Within an open vendor record, in the **Actions** menu, the vendor manager will see a new option, **View Audit Trail**.



After clicking the **View Audit Trail** option, the audit trail page for the vendor will appear.



Configuration / Feature Activation

This feature is automatically available; there are no additional configuration or activation steps.

Planned Changes Create and Approve Vendors Available in Test Environments

Overview

In a future release, the Create and Approve Vendors Feature will be available in test environments.

BUSINESS PURPOSE / CLIENT BENEFIT

This change enables developers and implementation teams to work with the Create and Approve Vendors feature prior to moving to a production environment.

Configuration / Feature Activation

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

Planned Changes Support for Multi-Level Connected Lists With Create and Approve Vendor

Overview

In a future release, on entities with the Create and Approve Vendors feature enabled, the vendor information form will support the use of multi-level connected lists.

NOTE: The Create and Approve Vendors feature is enabled by default on standard entities and disabled by default on professional entities.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature will enable the Invoice Configuration Administrator to customize the vendor information form with multi-level list fields.

Configuration / Feature Activation

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

Budget

Planned Changes Workflows for Budget

Overview

In a future release, workflows will be available for Budget. Workflows define how the system routes invoices, expense reports, and requests through approval and processing steps. The flexible workflow feature for Budget that SAP Concur offers allows companies to design workflows specifically tailored to their unique needs.

Without budget review, budgets may become fully consumed well before the end of a period or year leaving an organization with limited options and budget owners with, for example, exceeded budgets. In addition, early spending means that more important (to the organization) spending will be declined because lesser important spending consumed the budget early on.

Combining budget review in the workflow adds value. Audit rules and workflow step rules can help organizations to add in controls when it makes sense to fine tune to an organization's specific needs.

Equally important is the determination when a spending item is regarded as committed toward a budget. In most organizations, the commit is when a spending item is paid; it went through most if not all approval steps. In other organizations,

the commit occurs much earlier. As soon as a purchase request or an authorization request is approved it is regarded as "promised".

BUSINESS PURPOSE / CLIENT BENEFIT

This feature will provide clients with control over the budget spend to, for example, avoid exceeded budgets too early in a budget period or budget year.

Configuration / Feature Activation

The administrator needs to configure this feature on the **Workflows** page by clicking **Administration** > **Invoice** or **Expense**.

Company Administration

Planned Changes Single Sign-On (SSO) Self-Service Option Coming to SAP Concur

Overview

Single Sign-On allows users to access multiple applications using one set of login credentials. Currently, SAP Concur has two methods for signing in: with a user name and password or using SSO with identity provider (IdP) credentials, such as a user's login credentials for their organization.

SAP Concur is planning to add a Manage Single Sign-On (SSO) feature to SAP Concur which provides SAP Concur clients with a self-service option for setting up SSO for their organization. SSO is currently supported for Concur Expense, Concur Invoice, Concur Request, and Concur Travel.

Other SAP Concur products and services are outside the scope of this initial release.

The new Manage Single Sign-On (SSO) feature will be accessible from the **Administration > Company > Company Admin** page.

NOTE: This new feature does not affect Concur Travel clients who are already using the Security Keys feature.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides SAP Concur clients with a self-service option for setting up SSO.

Configuration / Feature Activation

Configuration information will be coming in a future release note.

Training Administration

Planned Changes Optimizing and Relocating the Page

Overview

To simplify the **Training Administration** page, the functionality and content will be changing.

In addition to content changes, access to the **Training Administration** page will move from **Company Admin** to **Tools**.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes will make the Training Administration feature easier to find and use.

Configuration / Feature Activation

The changes will be automatically available; additional information about potential configuration or activation steps will be provided in a later version of these release notes.

📖 For general information about the Training Administration feature, refer to the *Shared: Training Administration Setup Guide*.

Test User Admin

Planned Changes Retiring the Purge Test User Transactions Functionality

Overview

SAP Concur is retiring the functionality in the Test User Admin feature that removes the transactions of test users from Concur Expense, Concur Invoice, Concur Travel, and Concur Request.

BUSINESS PURPOSE / CLIENT BENEFIT

This change will allow SAP Concur to devote more resources to development and maintenance of features that are used by many or most of our clients.

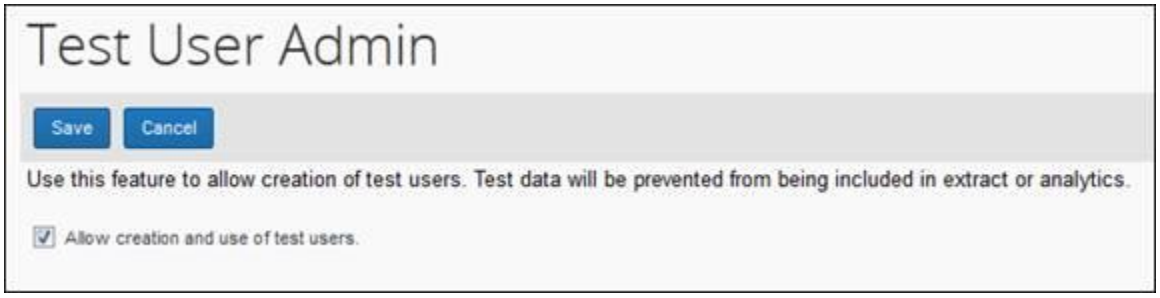
What the Admin Sees

The **Test User Admin** page will no longer display the **Purge Test User Transactions** button.

Before

NOTE: To access the page, click **Administration > Expense** (or **Invoice** or **Requests**) **> Test User Admin**.

After



Configuration / Feature Activation

The functionality will automatically be removed.

📖 For general information about the Test User Admin feature, refer to the *Shared: Test User Setup Guide*.

SAP Concur

Planned Changes New SAP Concur Sign In Page

Overview

SAP Concur is planning to add a new **Sign In** page, providing an updated login experience for users who log in with user name and password credentials. Current

Single Sign-On (SSO) users will log in without having to enter additional credentials. This feature is planned for 2019.

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

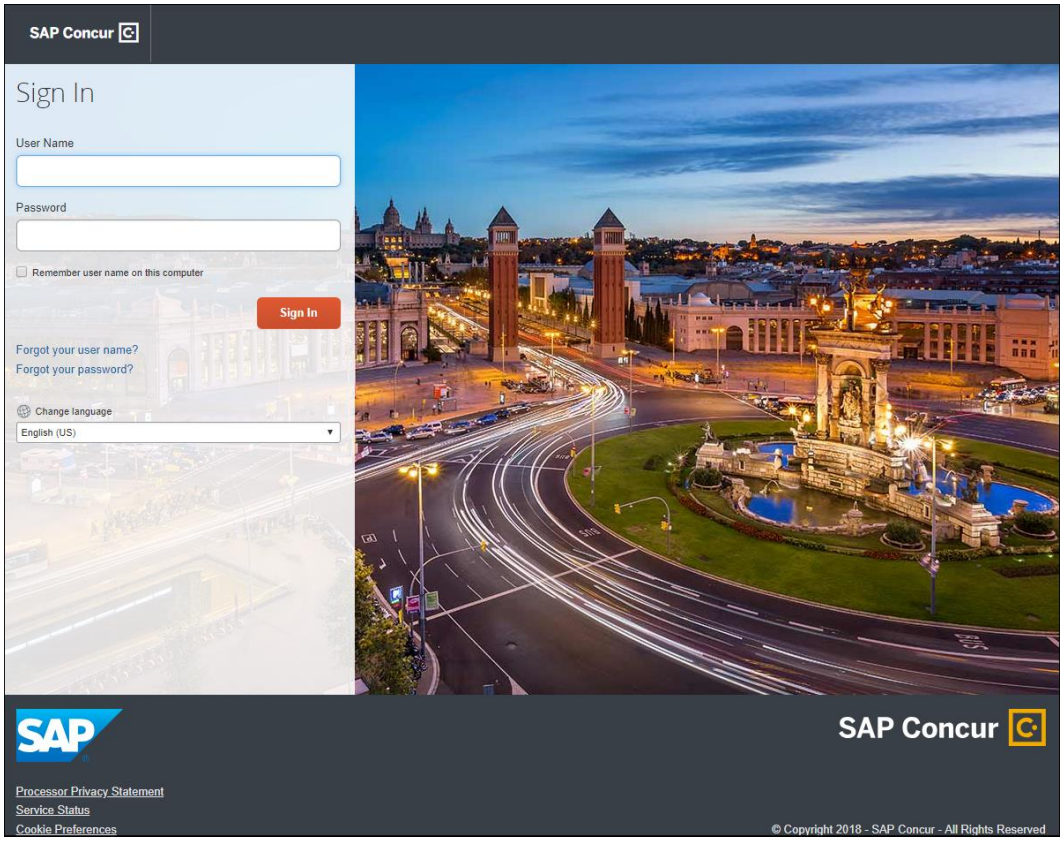
- **Two-step login**: provides enhanced security, meets current industry standards, and provides a better log in success rate
- **Multi-account login**: allows administrators to log in with multiple accounts
- **Password hint removal**: provides better security for users and SAP Concur
- **User avatar**: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

BUSINESS PURPOSE / CLIENT BENEFIT

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

What the User Sees – Current Sign In Page

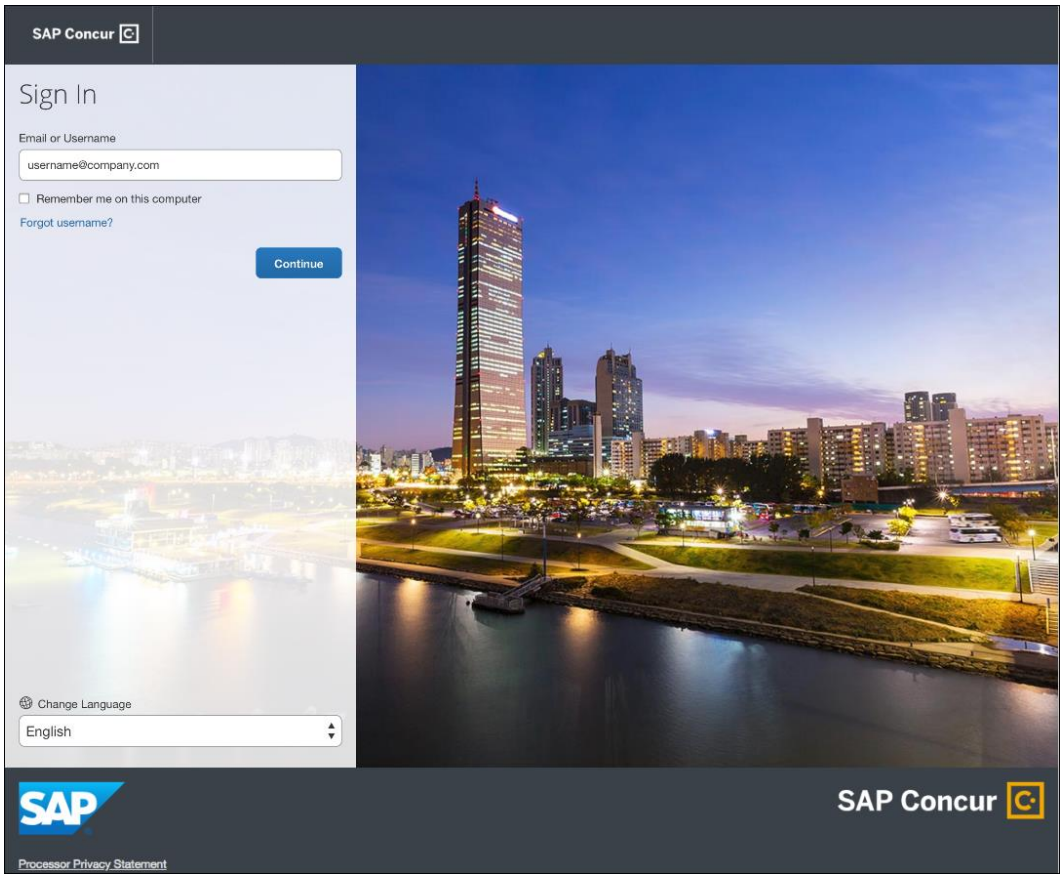
The SAP Concur **Sign In** page currently appears with **User Name** and **Password** fields, and a **Sign In** button. Once a user is authenticated, the SAP Concur **Home** page appears.



What the User Sees – New Sign In Page

The new SAP Concur **Sign In** page will have an **Email or Username** field and a **Continue** button. The user will type in their email or username. The user can select the **Remember me on this computer** check box, so their email or username is stored and will not have to be reentered the next time they log in to SAP Concur.

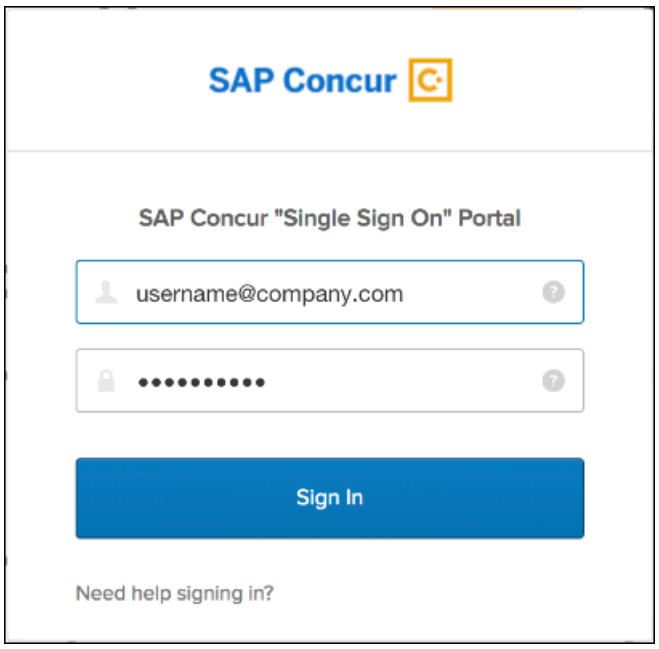
After entering their email or username, the user will then click **Continue**.



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

SSO USERS

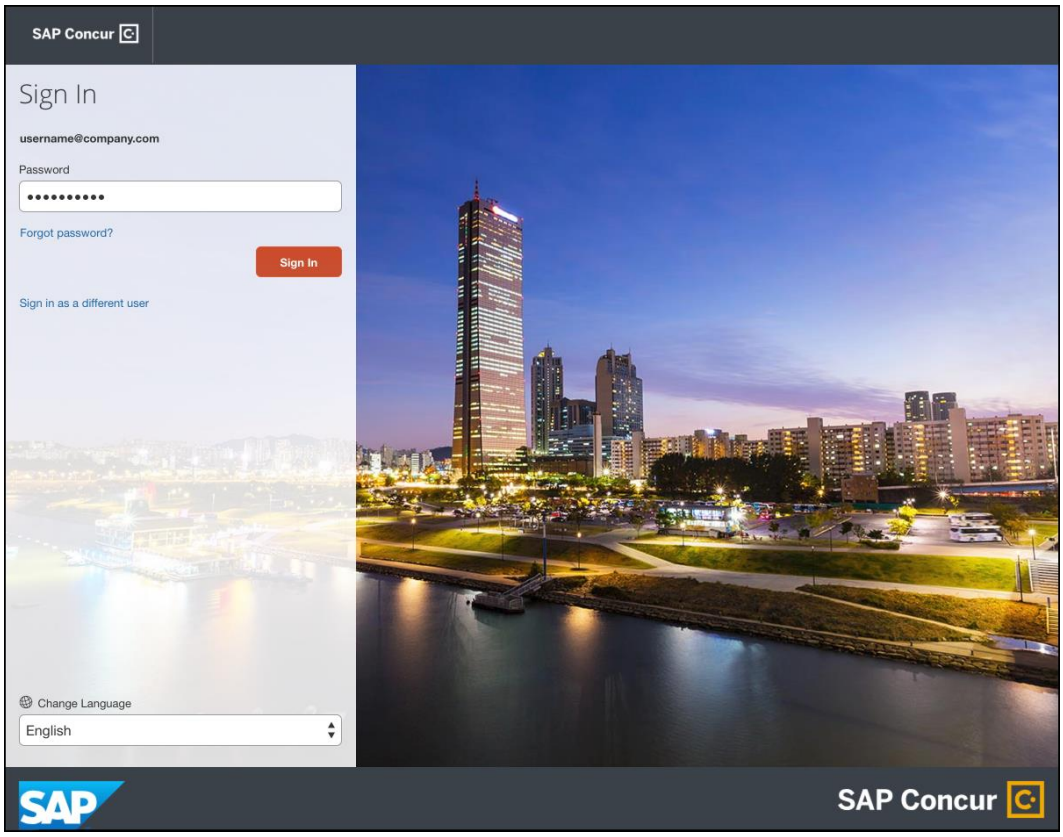
When the designated Identity Provider (IdP) Single Sign-On portal appears (similar to the one shown below), the user will enter their email or username, and their password, and then click **Sign In**. After being authenticated, the user will be directed to the SAP Concur **Home** page.



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

USERS WITH USERNAMES AND PASSWORDS

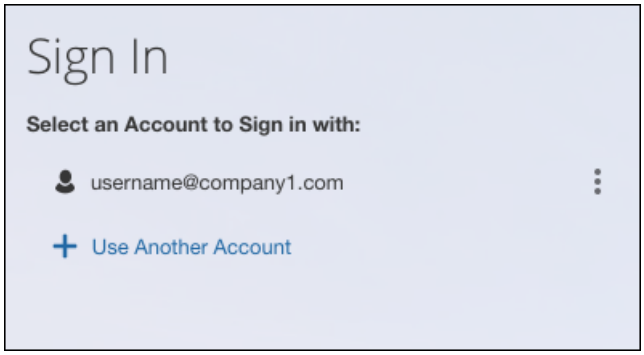
The user will be directed to an additional **Sign In** page. The user will enter a password and click **Sign In**. The system will then authenticate the user's credentials.



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

RETURN USERS

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



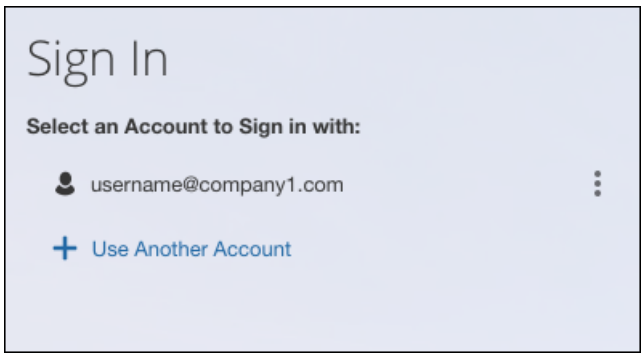
The user will click on their username, and then and then one of the following occurs:

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

USERS WITH MULTIPLE ACCOUNTS

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

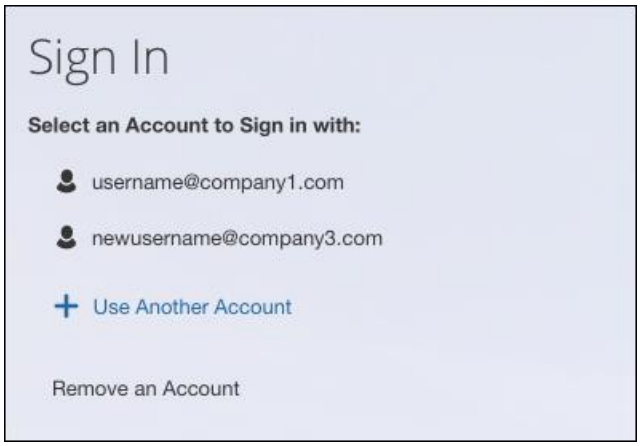
To add another account, on the **Sign In** page, the user clicks the **Use Another Account** link.



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

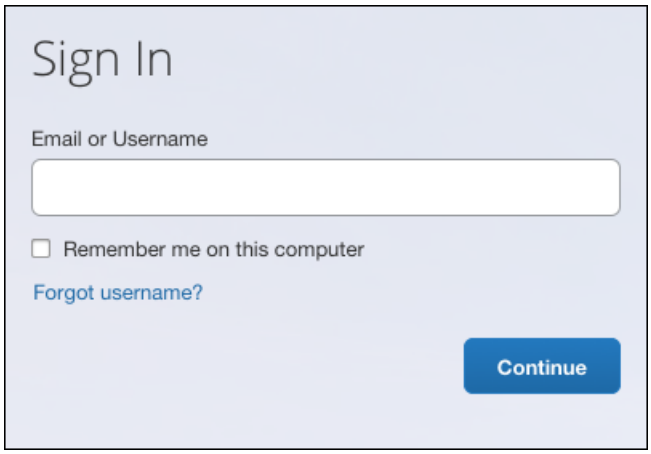
- **SSO Account**: If the user selects an account with SSO credentials, the user will enter an email, then the user will be directed to the IdP Single Sign-On portal. Once the user is authenticated, the SAP Concur **Home** page appears.
- **Username and Password**: The user is directed to an additional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

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

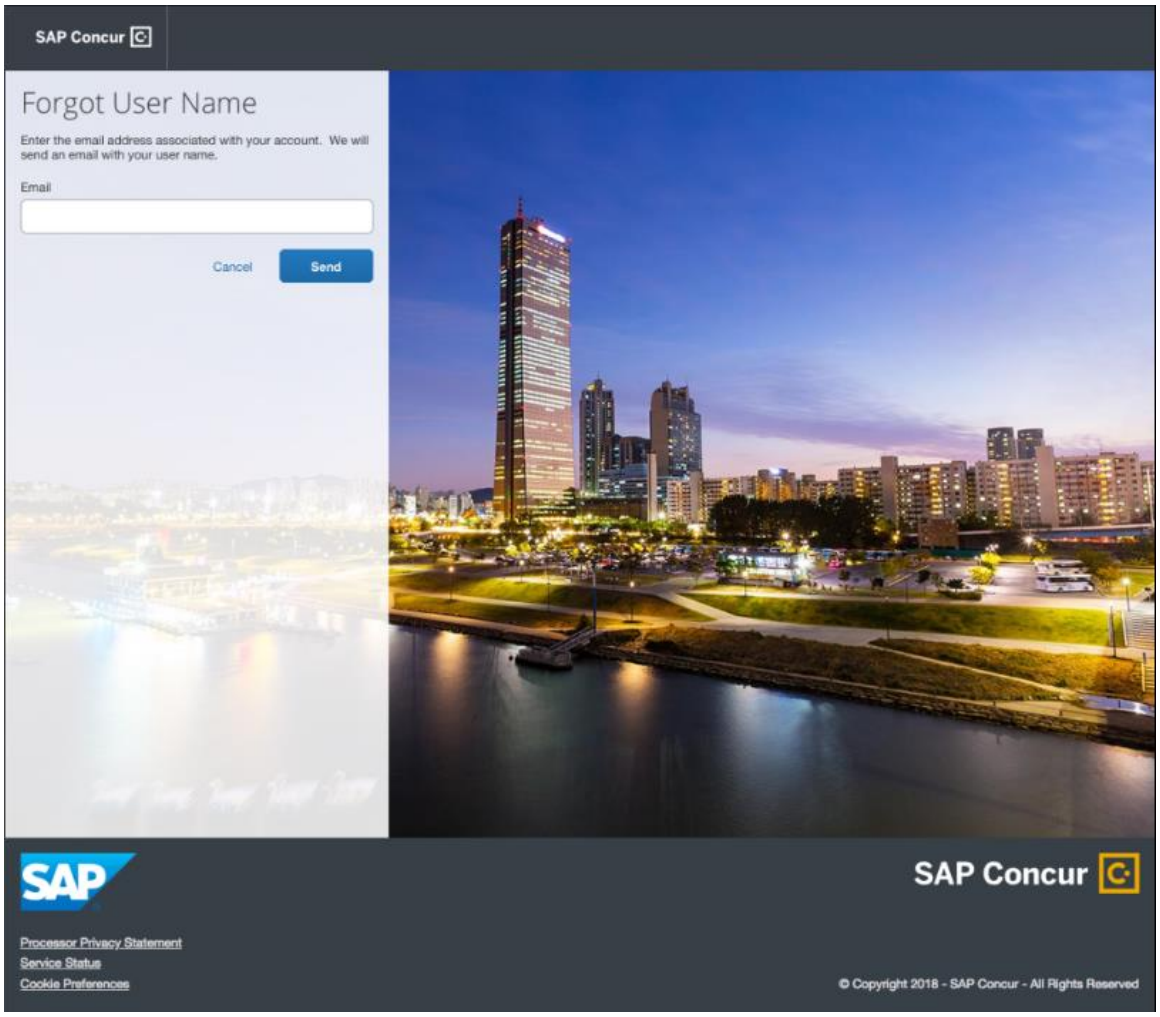


FORGOT USER NAME

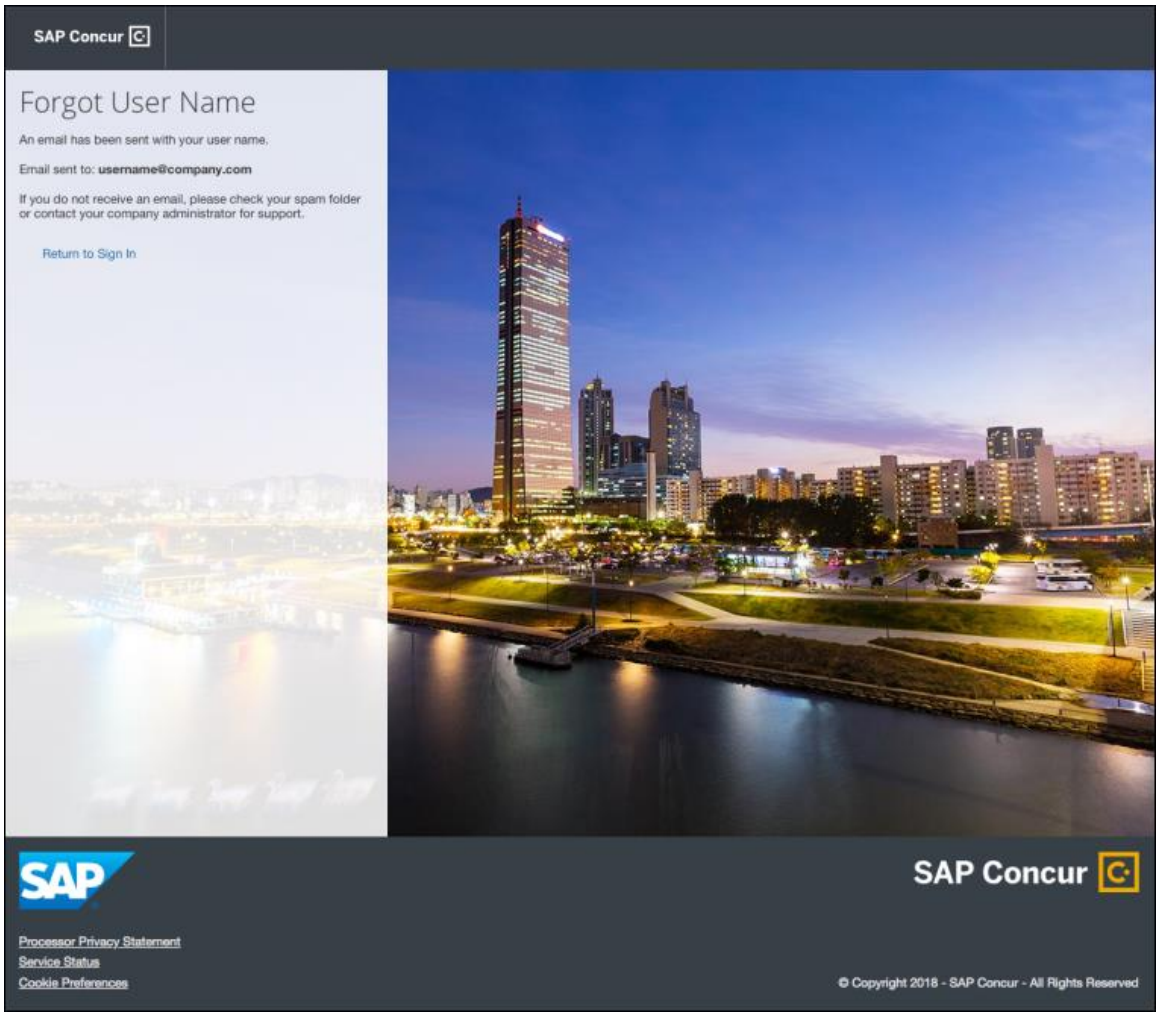
If a user forgets their user name, the user will click the **Forgot username?** link on the **Sign In** page.



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



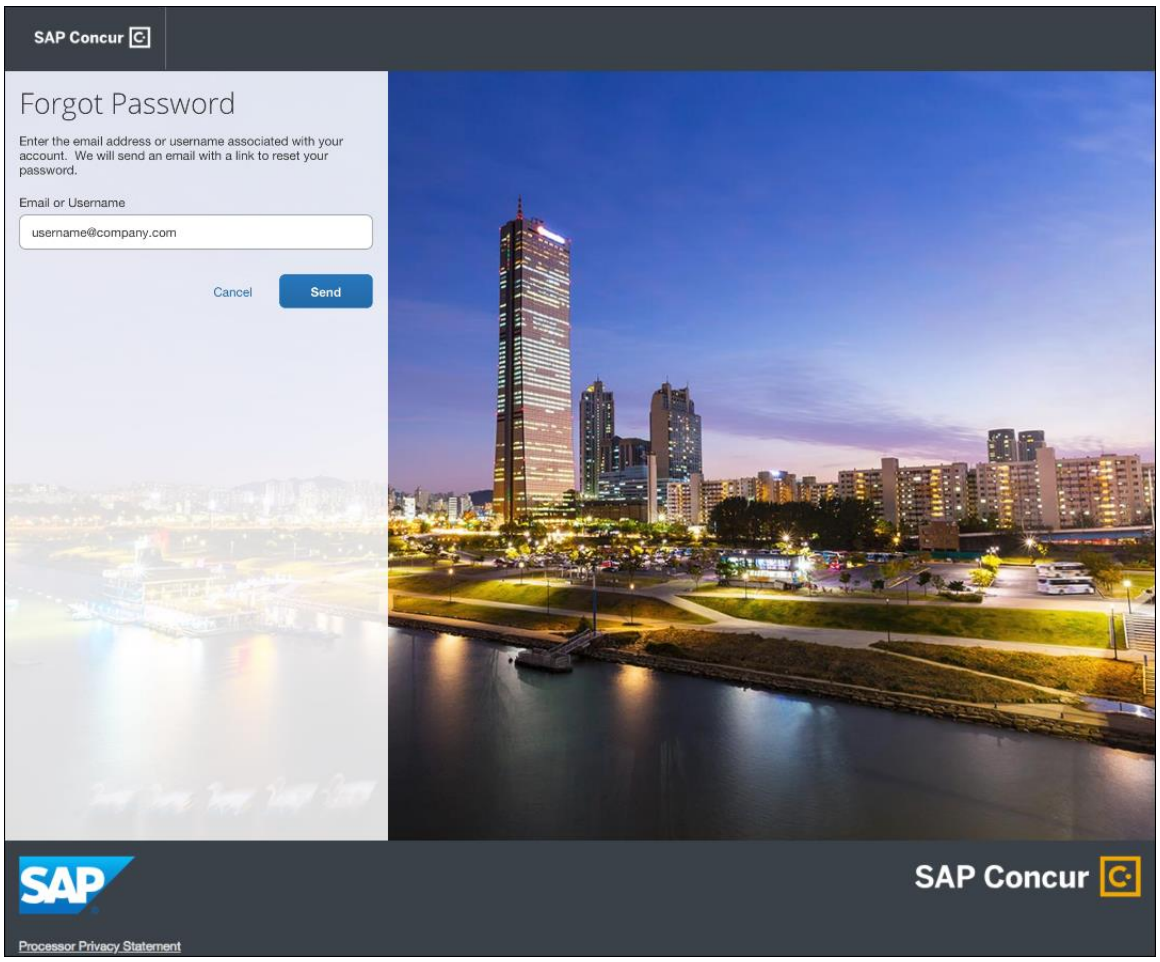
The user will see an on-screen affirmation indicating that an email was sent to them. The user will click **Return to Sign In** page to return to the **Sign In** page.



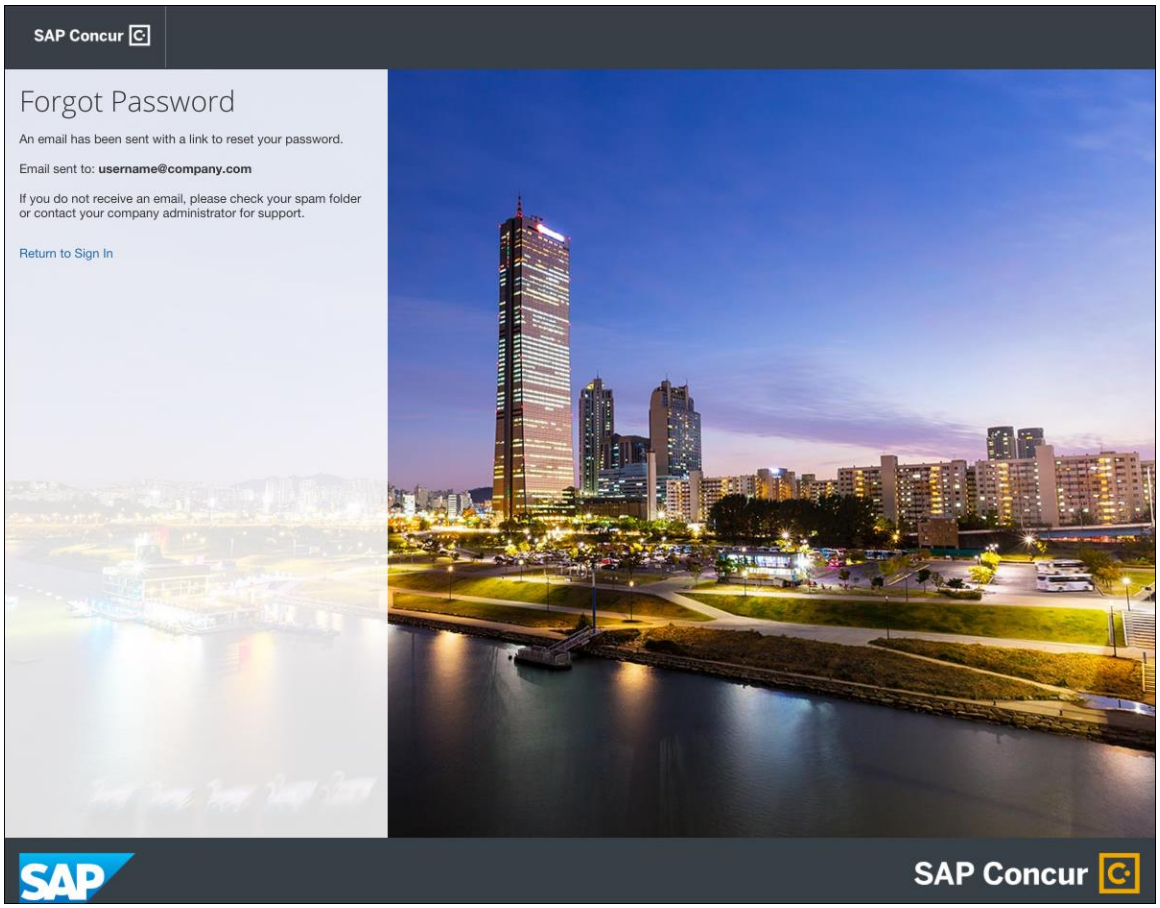
INVALID PASSWORD

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

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



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



Configuration / Feature Activation

Configuration information will be provided in a future release note.

Miscellaneous

Planned Changes Archive Deactivated User Data

Overview

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

Our overall goal is to significantly improve the performance of SAP Concur services by reducing the amount of data that is stored in our Production datastore. By reducing the data in the Production system, we can use server memory much more

efficiently, which reduces processing time for transactions. For this reason, SAP Concur is developing an archive process for users who have been deactivated by their employers for *at least three years*. The archive process moves this "deactivated" user data from our Production datastore to a separate Reporting datastore.

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

BUSINESS PURPOSE / CLIENT BENEFIT

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

IMPORTANT!

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

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

Additional Information in Future Release Notes

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

What the User Sees

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

FAQ

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

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

Q. The current policy of SAP Concur move to the Reporting datastore?

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

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

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

However, once user information is archived:

- From within User Administration, if the **Use Travel Advanced Filters** option is chosen, the user will not be visible.
- From within User Administration, if the **Use Expense Advanced Filters** option is chosen, you will be able to see the user in search results as deactivated.
    - If you click the user's name, you will receive an error message: *The selected user exists in the Concur Expense or Concur Invoice application, but the user contains conflicting or missing data. Contact SAP Concur support to request help in resolving this error.*
    - If you click the icon in the **Profile** column, you will receive the generic error message.
    - If you click the user's login ID, you will see no historical login information for that user.
- If another user has the Self-Assigning Assistant permission or the user is a Proxy who can act on behalf of a user in an assigned group and searches for the archived user, the archived user will appear as inactive. If the other user tries to act on behalf of the archived user, the employee will receive an "switching user" error message.
- From within Concur Travel administration, the user will not be searchable from User Administration. For within Concur Expense or Concur Invoice administration, the user will still be visible when viewing inactive users. Concur Expense and Invoice administration source user data from the Concur Expense entity datastores, which are not currently subject to the SAP Concur Archival process.

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

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

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

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

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

Q. Will Data Retention features work on archived users?

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

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

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

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

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

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

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

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

Configuration / Feature Activation

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

Client Notifications

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

Browser Certifications

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.

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.

SAP Concur Support Case Status

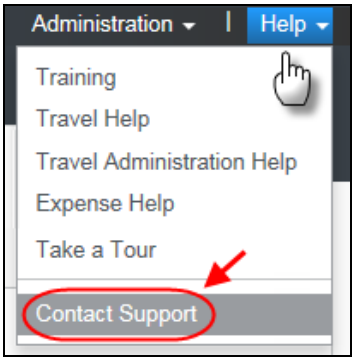
This release might resolve previously submitted support cases. You can check the status of a support case to confirm whether the case issue has been resolved.

Check Support Case Status

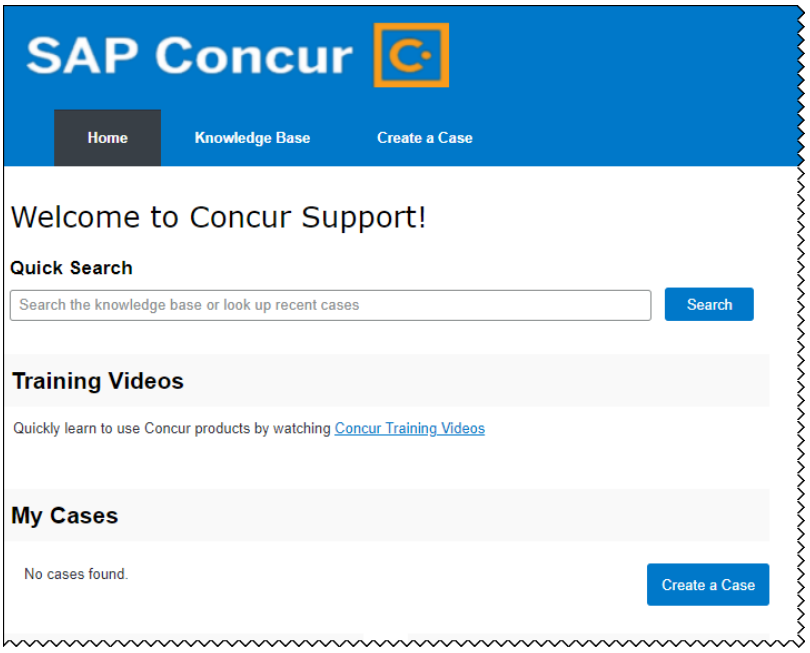
The steps in this procedure provide instructions for checking whether a case is resolved.

To check the status of a submitted case:

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



The SAP Concur support page displays.



NOTE: If the **Contact Support** option is not available in the Help menu, then your company has chosen to support the SAP Concur system internally. Please contact your internal support desk for assistance.

3. In the **Quick Search** field, enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

January Example

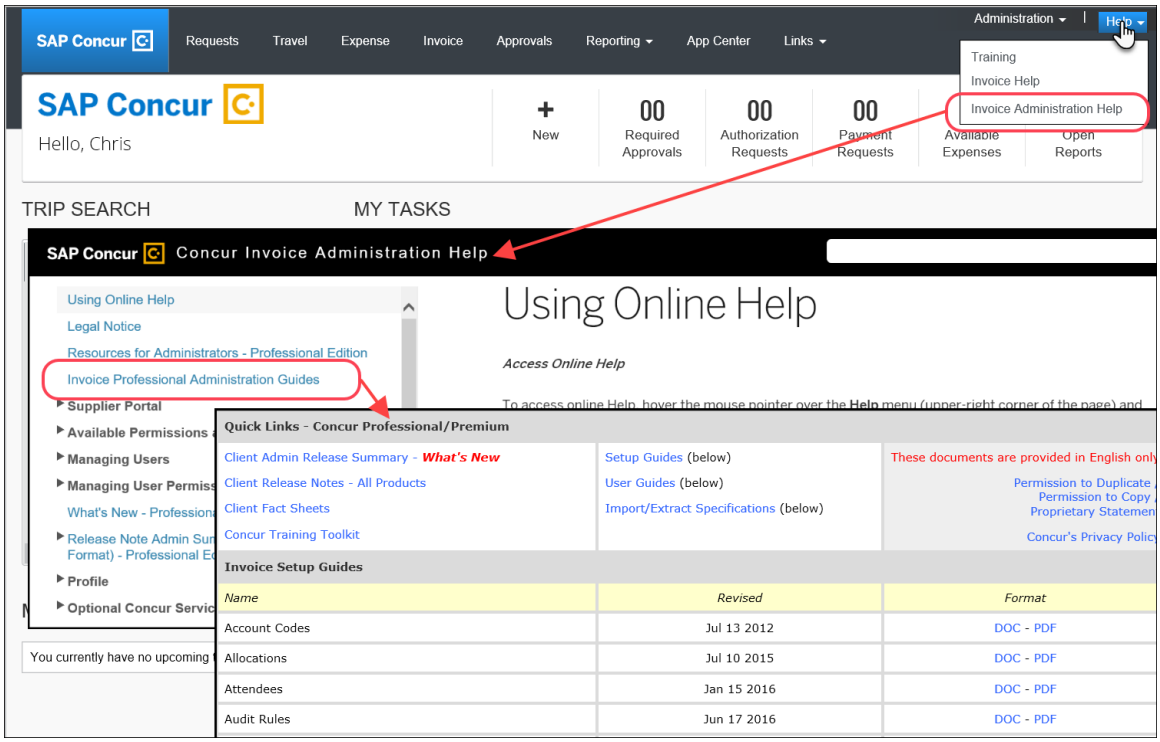
The table below contains some example cases that are resolved in this release. It is not a comprehensive list of the resolved cases.

Case ID	Description
13010733 12996888	**Invoice Processor** Processors are unable to approve invoices with cost object approval due to missing **Approve** button.
12955254	**Concur Invoice** The Unit Price on the line item level returns to zero if there are more than four digits on it while adding line items and moving to a different tab.
12371248	**Audit Rules** When the Processor modifies the header, the audit rule check *Amount Remaining to be itemized* is not fired.
12605645	**Capture Processing** Invoice Capture with VAT amount 1 - 4 triggers audit rule error that prevents auto submit.

Additional Release Notes and Other Technical Documentation

Online Help – Admins

A user who is assigned an admin role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources through **Invoice Administration Help**.



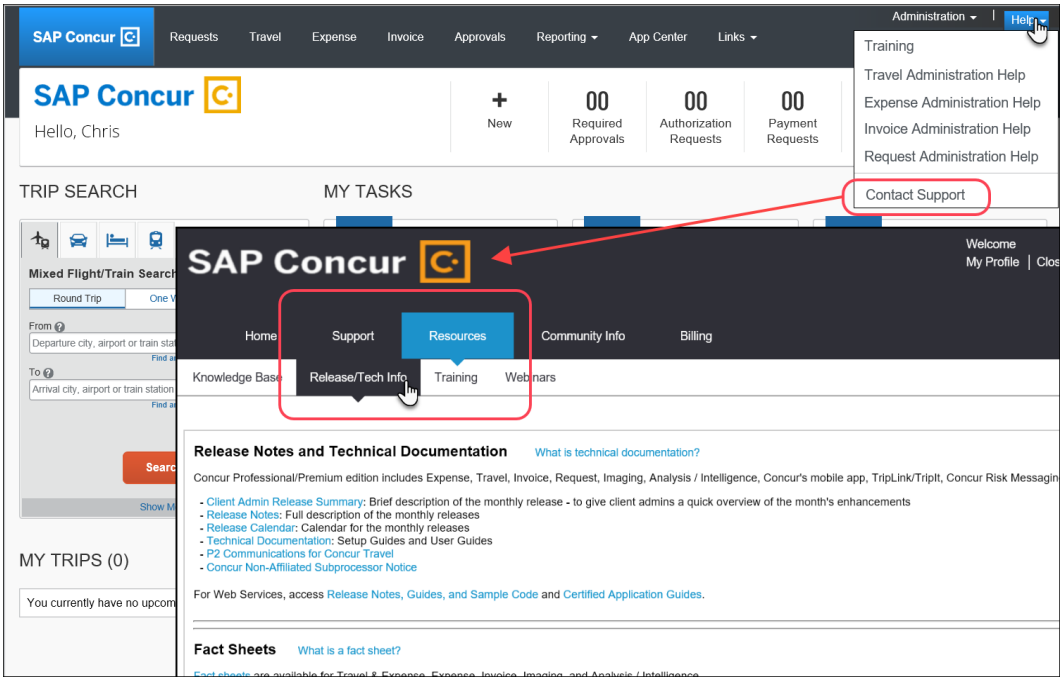
SAP Concur Support Portal – Selected Users

Users who are assigned the correct SAP Concur support portal permissions can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources through the SAP Concur support portal.

To access the SAP Concur support portal (for users with the correct permissions):

1. Click **Help > Contact Support**.

2. On the support page, click **Resources > Release/Tech Info**.



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SAP Concur Release Notes

Invoice Professional/Premium

Includes: Concur Invoice, Capture Processing, Invoice Pay, Purchase Requests and Purchase Orders

Month	Audience
Release Date: February 9, 2019 Update #3: Friday, February 22, 2:30 PM PST	SAP Concur Client FINAL

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Release Notes

This document contains the release notes for Concur Invoice functionality for professional edition.

Concur Invoice

Menu Changes to Invoice Pay and Invoice Capture Features

Overview

Several design changes have been implemented in Concur Invoice. The **Services** menu has been removed, a new menu named **Payments** has been added, and the **Invoice Capture** and **Payment Manager** options have been moved to new locations.

NOTE: The **Invoice Capture** option is only available to clients with the Invoice Capture feature enabled. The **Payments** menu is only available to users with the Invoice Payment Manager role.

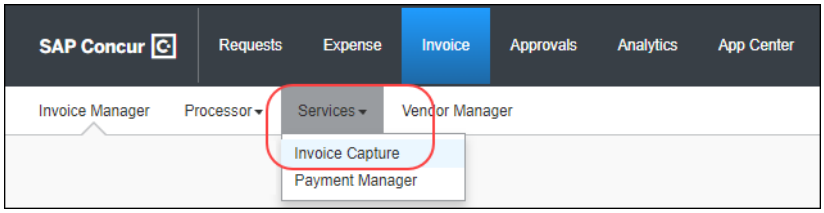
BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement makes it easier for clients to navigate to the Invoice Capture, Payment Manager, and Provider Payment Manager features.

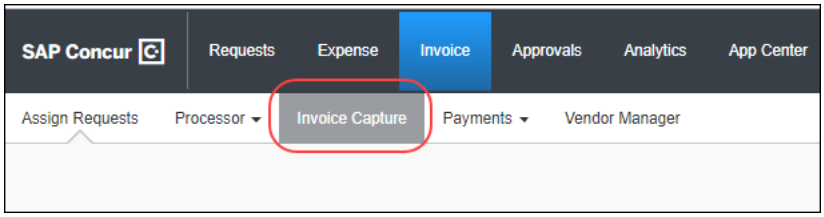
What the User sees

Users with access to the Invoice Capture feature will see the **Invoice Capture** option immediately after clicking **Invoice**.

Before

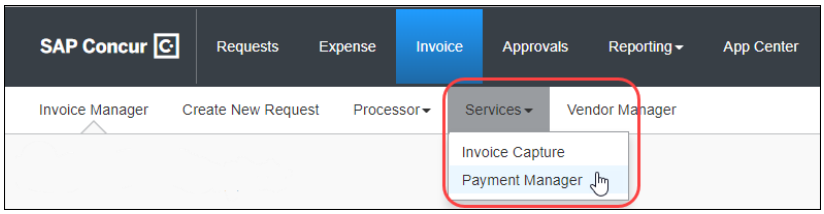


After

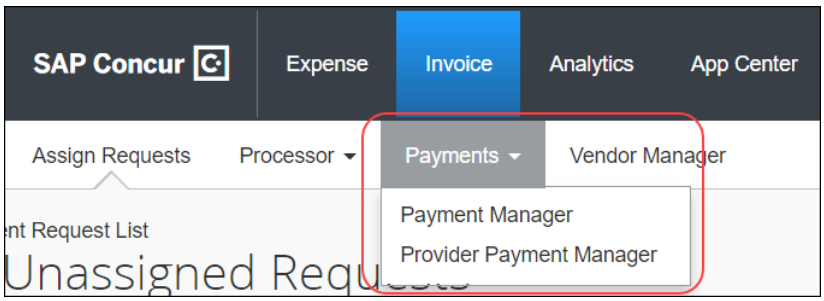


Users with the Invoice Payment Manager role will see a new menu named **Payments** and will see the **Payment Manager** and the **Provider Payment Manager** options in the **Payments** menu.

Before



After



Configuration / Feature Activation

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

Reminder New User Interface for Concur Invoice Accounts Payable Available for Client Review and Opt-In

Overview

Clients still have the opportunity to familiarize themselves with the new user interface as SAP Concur prepares for general availability targeting the second quarter in 2019.

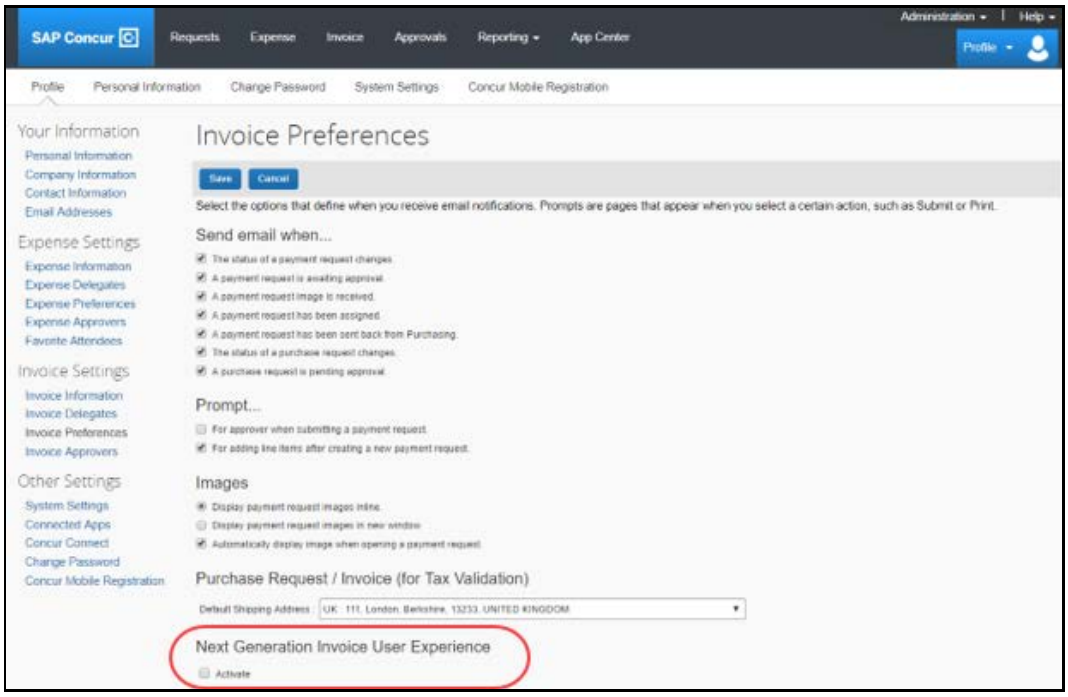
NOTE: For clients reviewing this feature, SAP Concur has now added an **Unapproved Vendor** link in the **Back Office** section of the **Invoice Manager** page. More information is available in the referenced fact sheet at the end of this release note.

BUSINESS PURPOSE / CLIENT BENEFIT

The new Concur Invoice user interface enables clients to work more efficiently and provides them greater visibility into their invoices in flight.

Configuration / Feature Activation

Clients can activate this feature on the **Invoice Preferences** page by selecting (enabling) the **Activate** check box in the **Next Generation Invoice User Experience** section.



For more information, refer to the *Concur Invoice Accounts Payable User Experience Enhancement Client Fact Sheet* and the ***Planned Changes*** *New User Interface for Concur Invoice Soon Available* release note in this document.

Invoice Pay

New Provider Payment Manager Feature

Overview

With the February release, Invoice Pay clients who have signed up with a payment provider on the App Center will be able to use the new Provider Payment Manager feature.

The Provider Payment Manager feature offers clients, who use external payment providers, the option to view details and status of their payments in SAP Concur without having to log into their providers' systems.

NOTE: Clients must have the Invoice Payment Manager role to use this feature.

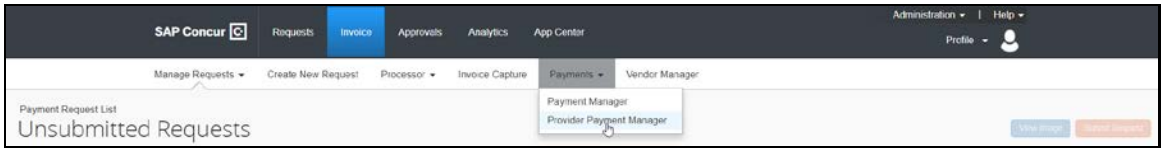
NOTE: Clients must also have a contract with a payment provider on the App Center, which is a purchased service.

BUSINESS PURPOSE / CLIENT BENEFIT

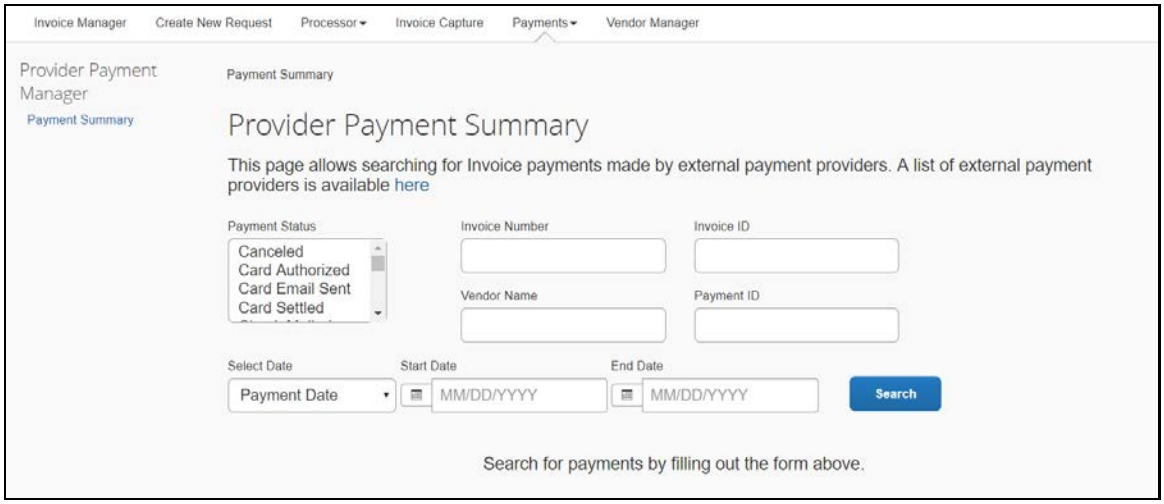
The Provider Payment Manager feature makes it easier for clients to keep track of their payments when their payments are processed by a third-party payment provider.

What the Payment Manager Sees

The user with the Invoice Payment Manager role will see a new menu, **Payments**, with a new option, **Provider Payment Manager**.



When the user selects the **Provider Payment Manager** option, they will see a new page, **Provider Payment Summary**.



Configuration / Feature Activation

To use the Provider Payment Manager feature, clients must sign up with a payment provider on the App Center.

📖 For more information, refer to the *Invoice: Invoice Pay User Guide* and the *Invoice: Payment Confirmation Extract Specification*.

Invoice Capture

Verification Page Changes for Large Documents

Overview

In previous releases of Invoice Capture, when uploaded batches containing documents with more than 500 pages were viewed on the Invoice Capture **Verification** page, clients could view every page in each document.

Beginning in this release, if a document has more than 500 pages, the first page will be displayed on the **Verification** page. To view all pages in a document, you can download the document in PDF format.

BUSINESS PURPOSE / CLIENT BENEFIT

This change improves the performance of the **Verification** page.

Configuration / Feature Activation

This change is automatically available.

Vendor Management

Audit Trail for Vendor Changes (Released February 22)

Overview

Clients with the Create and Approve Vendors feature enabled can now track changes to a vendor through the **Audit Trail** page within the vendor record in Vendor Manager. For example, when a vendor is approved or updated by the Vendor Manager, those actions appear on the **Audit Trail** page.

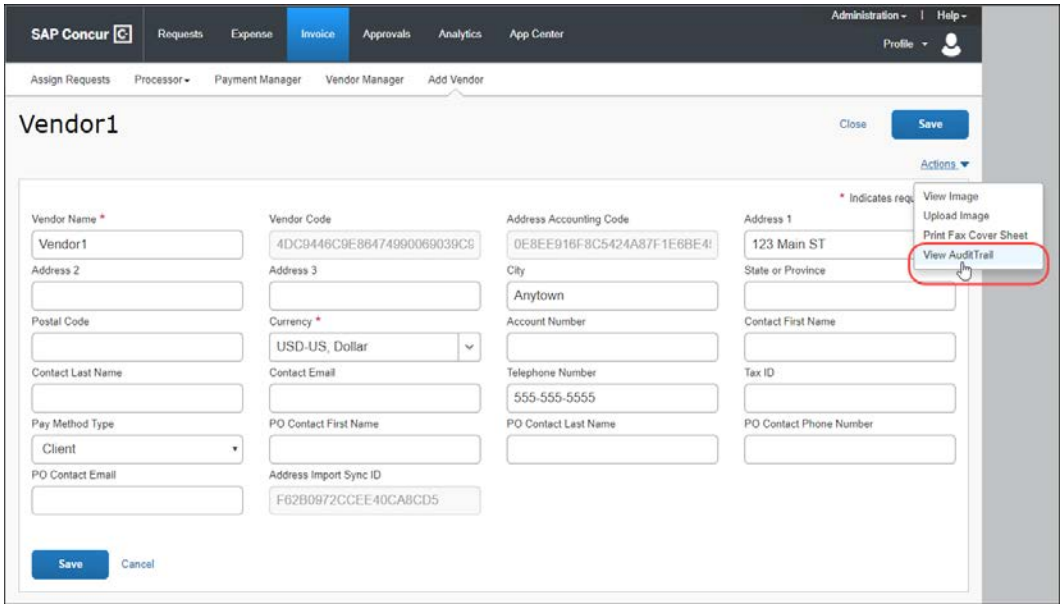
NOTE: The Create and Approve Vendors feature is *disabled* by default on Professional entities.

BUSINESS PURPOSE / CLIENT BENEFIT

This change enables users with the Invoice Vendor Manager role to track changes made to vendor information in Vendor Manager.

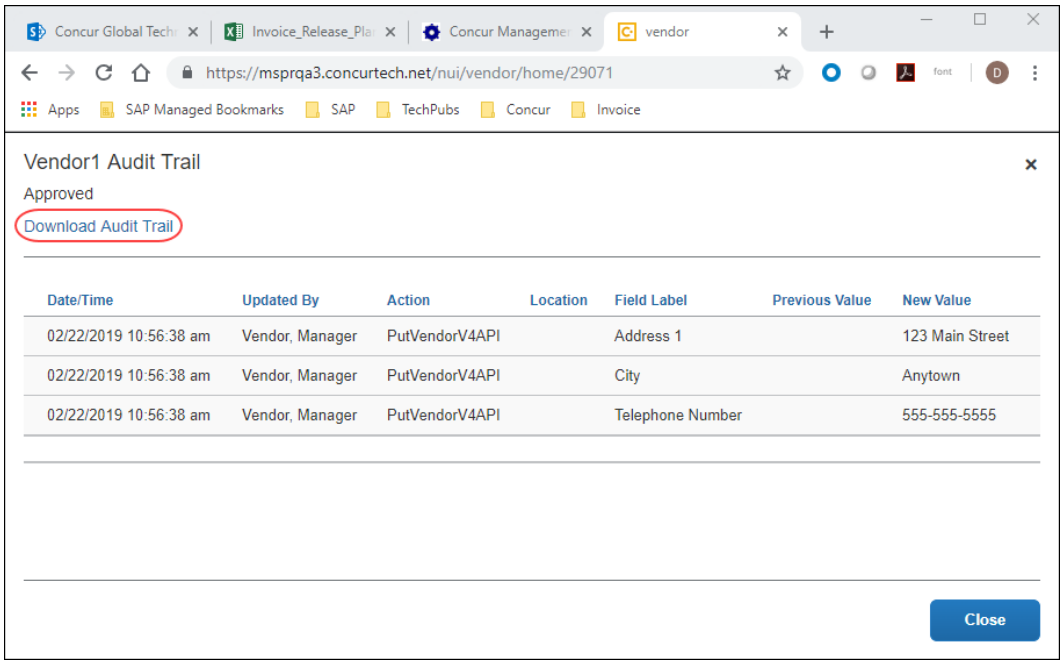
What the Vendor Manager Sees

Within an open vendor record, in the **Actions** menu, the Vendor Manager will see a new option, **View Audit Trail**.



After clicking **View Audit Trail**, the audit trail page for the selected vendor appears.

The audit trail can be downloaded to a comma-separated (.csv) file by clicking the **Download Audit Trail** link. The file is downloaded to the default download location on the local machine.



Configuration / Feature Activation

This feature is automatically available; there are no additional configuration or activation steps.

📖 For more information about the Create and Approve Vendors feature, refer to the *Invoice: Vendor Manager User Guide*.

Create and Approve Vendors Feature Available in Test Environments (Released February 22)

Overview

The Create and Approve Vendors feature is now available in test environments.

BUSINESS PURPOSE / CLIENT BENEFIT

This change enables developers and implementation teams to work with the Create and Approve Vendors feature prior to moving to a production environment.

Configuration / Feature Activation

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

Support for Multi-Level Connected Lists With Create and Approve Vendors Feature (Released January 29)

Overview

On entities with the Create and Approve Vendors feature enabled, the vendor information form now supports the use of multi-level, connected lists.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature enables the Invoice Configuration Administrator to customize the vendor information form with multi-level list fields.

Configuration / Feature Activation

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

📖 For more information, refer to the *Invoice: Vendor Manager User Guide*, the *Invoice: Forms and Fields Setup Guide*, and the *Shared: List Management Setup Guide*.

Invoice E-Bunsho Timestamp

Updated Invoice E-Bunsho Timestamp Icon

Overview

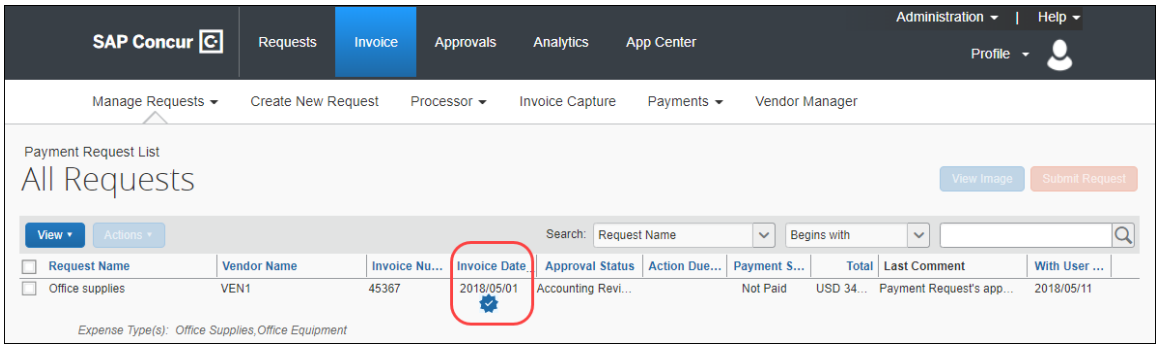
The icon for the Invoice e-Bunsho Timestamp feature has been updated from an analog clock symbol (🕒) to a check mark symbol (✔).

BUSINESS PURPOSE / CLIENT BENEFIT

This change improves the usability of the feature.

What the User Sees

When the user views a list of their invoices on the **Invoice > Manage Requests > My Requests > Payment Request List** page, if an invoice in the list includes a successfully timestamped invoice image, the e-Bunsho timestamp icon (✔) appears below the date in the **Invoice Date** column for that invoice.



Configuration / Feature Activation

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

Company Administration

New SSL Certificate for concursolutions.com

Overview

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

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

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

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

BUSINESS PURPOSE / CLIENT BENEFIT

This update provides ongoing security for our products and services.

Configuration / Feature Activation

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

SAP Concur Email

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

Overview

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

IMPORTANT: All Services Will Soon Be Affected

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

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

NOTE: This change only affects companies that filter incoming email based on IP addresses.

Configuration / Feature Activation

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

Ongoing Updated Email Format

Overview

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

IMPORTANT

Note the following:

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

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

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

IMPORTANT for SSO Clients

For clients who use SSO, a lengthy URL might be replaced with www.concursolutions.com. For example, the URL in the expense report status change email might be replaced. Because some URLs can reach 200 characters in length, the decision was made to provide the www.concursolutions.com link instead, providing a better experience for users.

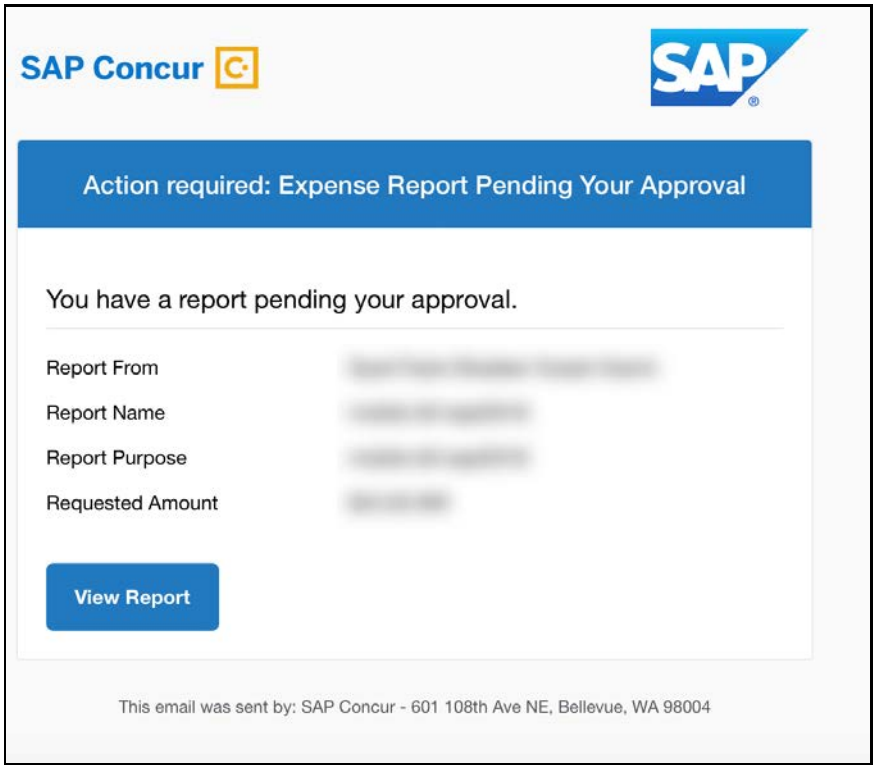
NOTE: Even though clients can define URLs that are an acceptable length, the SAP Concur system appends additional characters – primarily to satisfy mobile requirements – and those extra characters can extend the URL up to 200 characters.

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

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

What the User Sees

New email look-and-feel:



Configuration / Feature Activation

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

SAP Concur Support Portal

Security Questions Available When Using the SAP Concur Support Portal

Overview

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

As of January 3, the feature is again available.

BUSINESS PURPOSE / CLIENT BENEFIT

Clients appreciate this feature because it provides another layer of security. It prevents someone from impersonating:

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

  – or –

- An end user and then accessing their confidential data

What the ASC Sees

ASCs can turn on the Security Questions feature, as described below. The Security Questions feature:

- Is optional and OFF by default
- Can be enable by any ASC for the following users:
  - ASCs within the company
  - End users within the company (if they use the User Support Desk service)
  - ASCs and end users within the company (if they use the User Support Desk service)

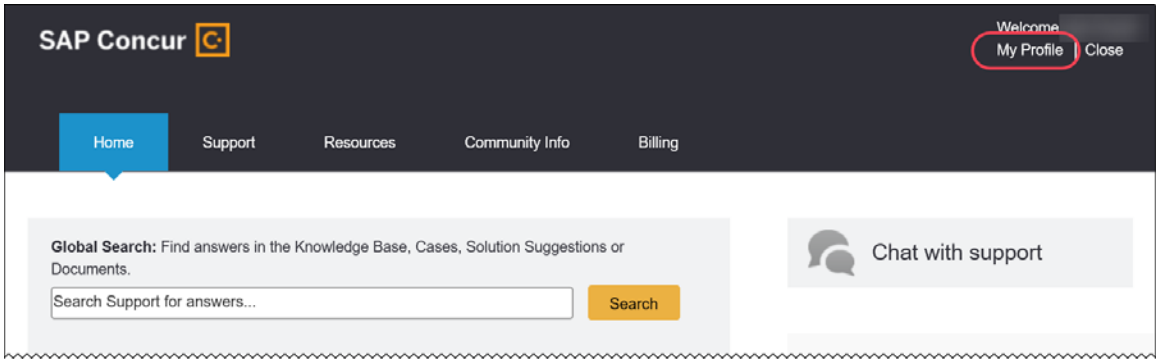
Be aware that:

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

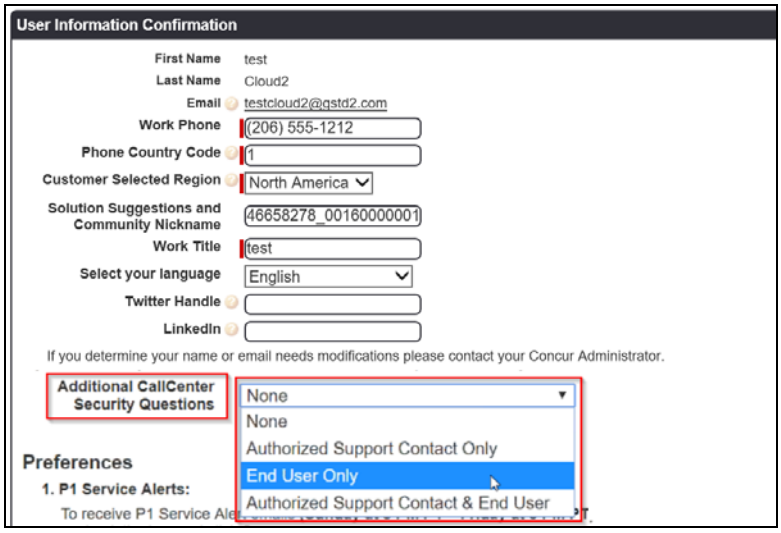
SAP Concur cannot enable this feature on behalf of a company or an ASC.

ENABLE OR DISABLE THE FEATURE

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



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



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

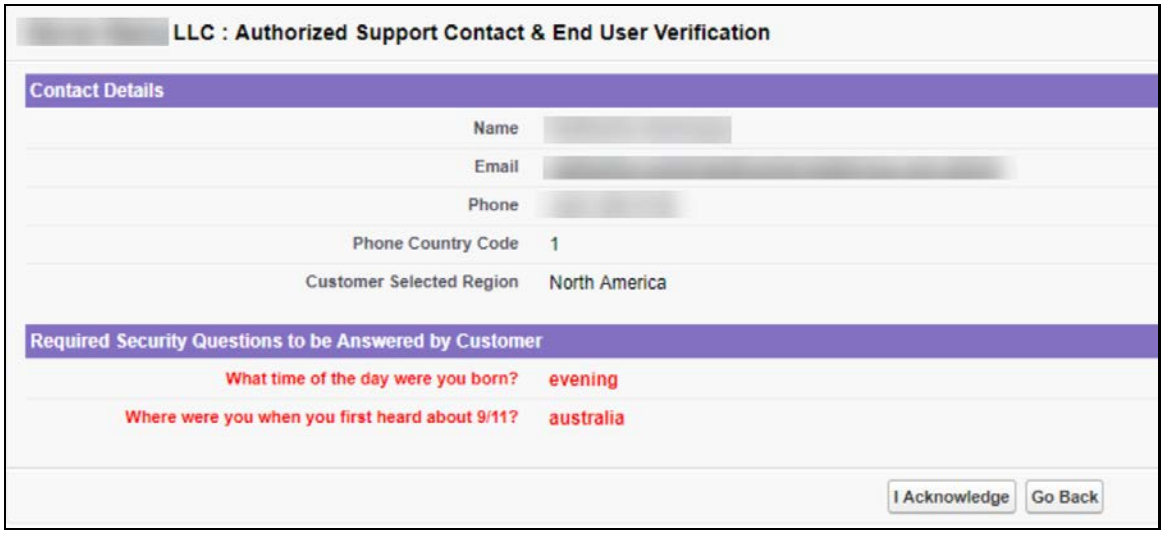
NOTE: Regarding the questions and answers provided by the ASC, they apply only to that ASC. They will be available only in that ASC's profile; they will not be seen by other ASCs or end users.

How it Works

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

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

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



Then:

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

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

Configuration / Feature Activation

The feature is currently available.

Miscellaneous

Reminder: No Personal or Sensitive Data in Custom Fields

Overview

All companies must take all reasonable steps to protect the personal and sensitive information of their employees. Per recommended security-related best practices, custom fields should not contain personal or sensitive data.

⚠ **IMPORTANT:** ***Data in custom fields is not encrypted.*** The client is solely responsible for any liability resulting or arising from improper use.

Next Steps

If your company is currently using custom fields to store personal or sensitive data (for example, Social Security numbers, family member names, or any other personally identifying information), you should plan to remove this information from your existing fields within the service and modify your current configuration.

📖 For additional information, refer to the *FAQ*.

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.

Concur Invoice

Planned Changes New User Interface for Concur Invoice Targeted for April Release

Overview

SAP Concur will soon offer a new user experience that is particularly targeted at the Accounts Payable (AP) user who is constantly monitoring the health of the Invoice lifecycle within the system. With a new AP landing page, concepts of "call to action" and "work to zero" are being brought to the forefront to better inform AP users to ensure they are working on the highest priority task.

The new user interface in Concur Invoice that clients can now review and familiarize themselves with is targeted for general availability the second quarter in 2019.

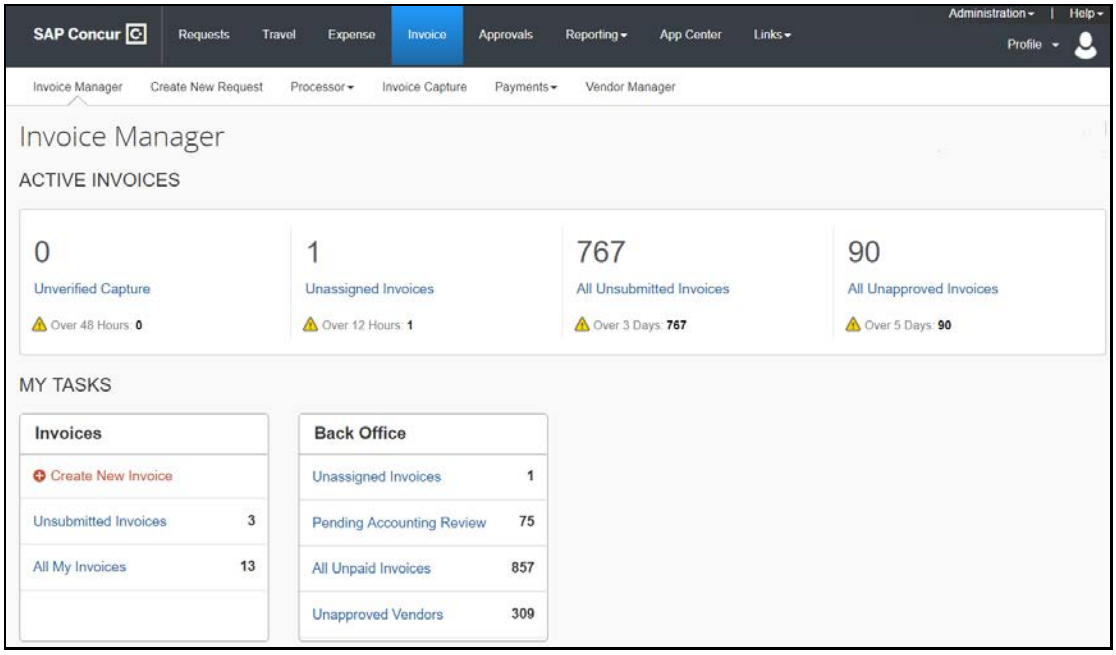
NOTE: Contact your SAP Concur representative for more information about the Early Access program.

BUSINESS PURPOSE / CLIENT BENEFIT

The new Concur Invoice user interface enables clients to work more efficiently and provides them greater visibility into their invoices in flight.

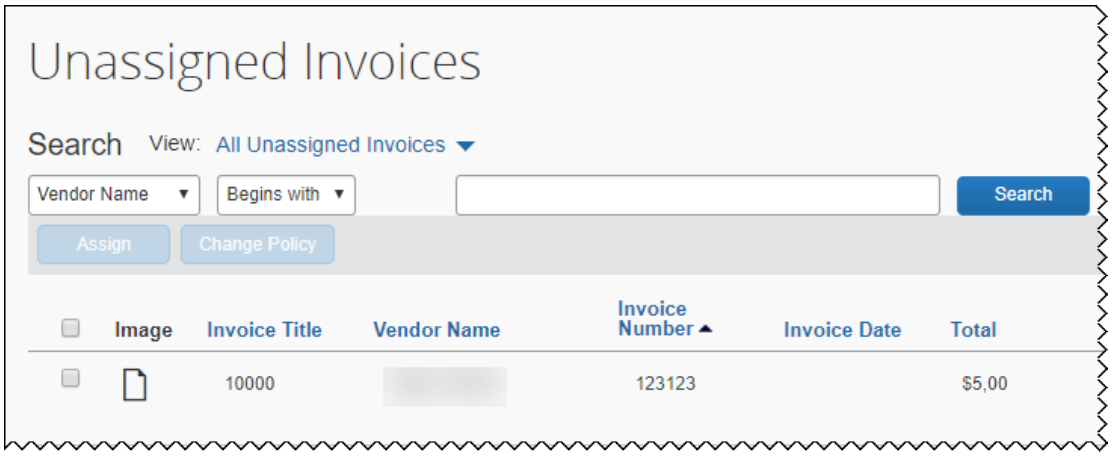
What the Invoice AP User and Invoice Processor See

The Invoice AP User and the Invoice Processor will now land on a new **Invoice Manager** page that provides key information about all active invoices.



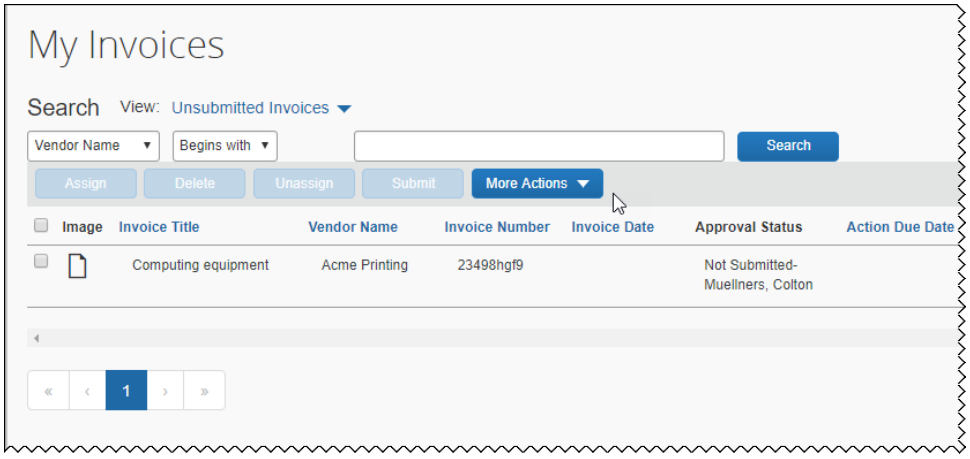
On the **Invoice Manager** tab, the Invoice AP User and Invoice Processor see new tiles and new sections including visibility into **Active Invoices** and **My Tasks** sections.

The Invoice Processor also sees a newly designed **Unassigned Invoices** page that is more modern and aligns with Next Gen UI initiatives across the SAP Concur Spend platform.



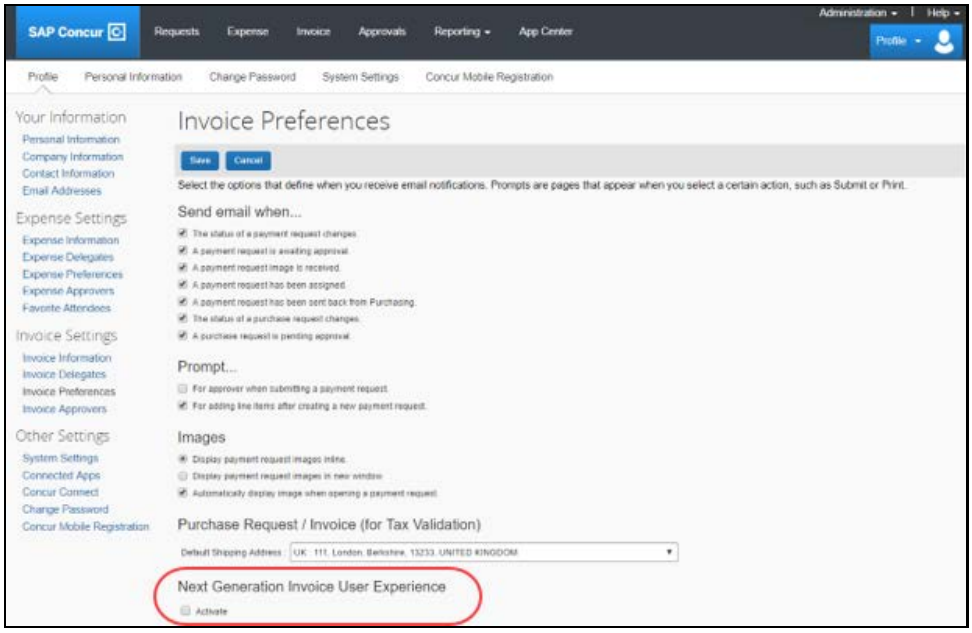
What the Invoice User Sees

Invoice users who have access to **My Requests**, will see a newly designed **My Invoices** page that is more modern and aligns with Next Gen UI initiatives across the SAP Concur Spend platform.



Configuration / Feature Activation

Clients can activate this feature on the **Invoice Preferences** page by selecting (enabling) the **Activate** check box in the **Next Generation Invoice User Experience** section.



NOTE: More information about the new Concur Invoice user interface will be made available in future release notes.

Planned Changes Payment Request(s) Renamed to Invoice(s)

Overview

In a future release, SAP Concur will replace instances of the term "payment request" and its iterations with the term "invoice" and its iterations. These changes will be made in the user interface, the Concur Invoice documentation, and in all other SAP Concur product documentation where it appears.

NOTE: The term change is targeted for the April release.

BUSINESS PURPOSE / CLIENT BENEFIT

This change helps to ensure that the terminology used in SAP Concur is consistent with industry standard terminology.

Configuration / Feature Activation

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

Purchase Order

Planned Changes Import Now for PO and PO Receipt Imports

Overview

The Import Now feature enables clients to import PO and PO receipt files into Concur Invoice immediately without having to wait for an overnight scheduled import. This is beneficial for clients who need to import POs and PO receipts and work with them in the Concur Invoice product the same day they are created externally. This also allows clients to do multiple PO and PO receipt imports a day for more synchronized and up-to-date data.

NOTE: The Import Now feature is currently in an Early Adopter program. For more information, contact your SAP Concur representative.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature gives clients control over when and how frequently to import POs and PO receipts into Concur Invoice.

Configuration / Feature Activation

This enhancement is automatically available. To start using this feature, clients need to add the suffix "importnow" on their PO and PO receipt files that are transferred to their FTP site.

Current Import Naming Convention

The current naming conventions are as follows:

- PO import: poinvoice_EntityID_Date
- PO Receipt Import: purch_receipt_EntityID_Date

These naming conventions will remain as is today and the files will continue to be picked up and run on the existing schedule. Clients who wish to always import these records using the import now option should adjust their schedules accordingly and remove any scheduled jobs from the purchase order and purchase order receipt import job definitions.

Import Now Naming Convention

The Import Now naming conventions are as follows:

- PO Import: poinvoiceimportnow_EntityID_Date
- PO Receipt Import: purch_receiptimportnow_EntityID_Date

For the Import Now option, the PO receipt file is usually dependent on the PO file, so clients must coordinate their file transfer to the FTP site so that the PO file is always transferred first before the PO receipt file to ensure the PO's are imported before the receipts. The PO receipt Import Now function will not start until any active PO import running is completed. However, once the PO files are sent with the "importnow" suffix, they will be imported immediately when they are transferred to the FTP site.

NOTE: Clients must have an FTP site to use this feature.

Budget

Planned Changes Workflows for Budget

Overview

In a future release, workflows will be available for Budget. Workflows define how the system routes invoices, expense reports, and requests through approval and processing steps. The flexible workflow feature for Budget that SAP Concur offers allows companies to design workflows specifically tailored to their unique needs.

Without budget review, budgets may become fully consumed well before the end of a period or year leaving an organization with limited options and budget owners with, for example, exceeded budgets. In addition, early spending means spending that is more important to the organization will be declined because less important spending consumed the budget early on.

Combining budget review in the workflow adds value. Audit rules and workflow step rules can help organizations to add in controls when it makes sense to fine tune to an organization's specific needs.

Equally important is the determination when a spending item is regarded as committed toward a budget. In most organizations, the commit is when a spending item is paid; it went through most if not all approval steps. In other organizations, the commit occurs much earlier. As soon as a purchase request or an authorization request is approved it is regarded as "promised".

BUSINESS PURPOSE / CLIENT BENEFIT

This feature will provide clients with control over the budget spend to, for example, avoid exceeded budgets too early in a budget period or budget year.

Configuration / Feature Activation

The administrator must configure this feature on the **Approval Routing** page.

- ***To access the Approval Routing page:***

  1. Click **Administration** > **Invoice Settings** or **Expense Settings** or **Expense & Invoice Settings**.
  2. In the **Product** list, click *Invoice* or *Expense* depending on the product you are working with.
  3. In the **Policy** section, click **Show Advanced Settings**.
  4. Click **Invoice Approvals**, **Expense Approvals**, or **Purchase Request Approvals**.

Company Administration

Planned Changes Single Sign-On (SSO) Self-Service Option Coming to SAP Concur

Overview

Single Sign-On allows users to access multiple applications using one set of login credentials. Currently, SAP Concur has two methods for signing in: with a user name and password or using SSO with identity provider (IdP) credentials, such as a user's login credentials for their organization.

SAP Concur is planning to add a Manage Single Sign-On (SSO) feature to SAP Concur which provides SAP Concur clients with a self-service option for setting up SSO for their organization. SSO is currently supported for Concur Expense, Concur Invoice, Concur Request, and Concur Travel.

Other SAP Concur products and services are outside the scope of this initial release.

The new Manage Single Sign-On (SSO) feature will be accessible from the **Administration > Company > Company Admin** page.

NOTE: This new feature does not affect Concur Travel clients who are already using the Security Keys feature.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides SAP Concur clients with a self-service option for setting up SSO.

Configuration / Feature Activation

Configuration information will be coming in a future release note.

Planned Changes New SAP Concur Sign In Page

Overview

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

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

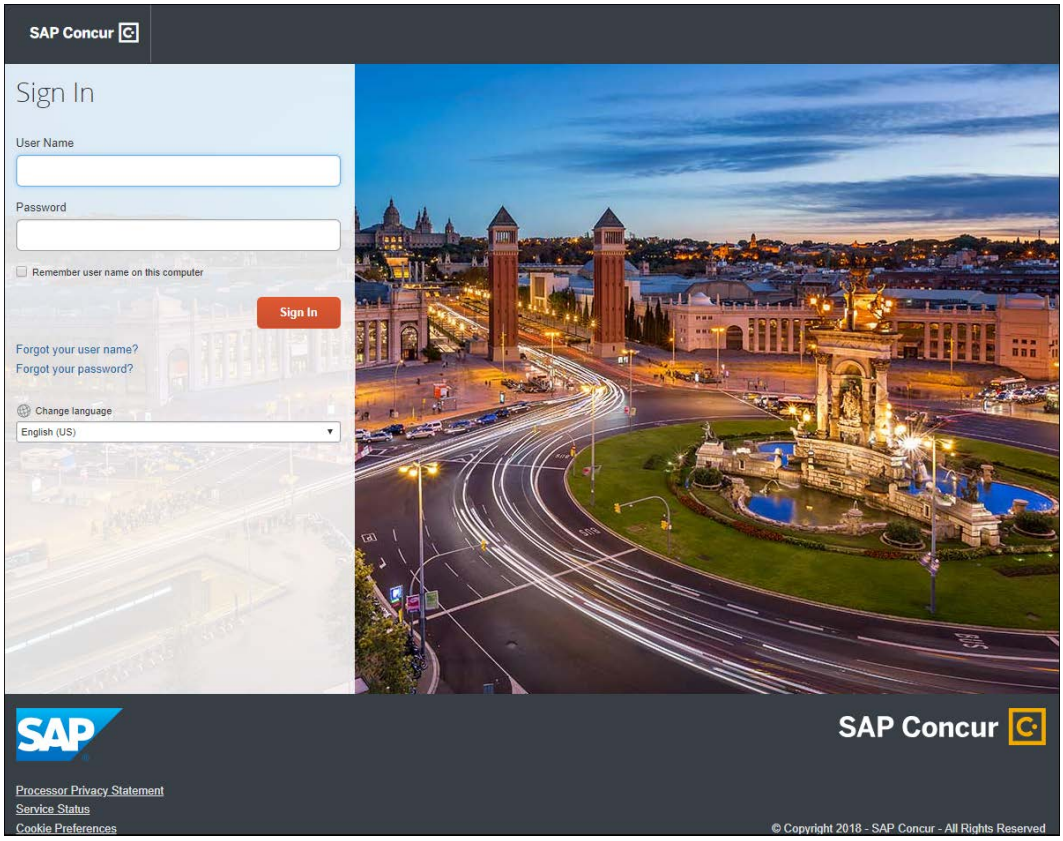
- **Two-step login**: provides enhanced security, meets current industry standards, and provides a better log in success rate
- **Multi-account login**: allows administrators to log in with multiple accounts
- **Password hint removal**: provides better security for users and SAP Concur
- **User avatar**: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

BUSINESS PURPOSE / CLIENT BENEFIT

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

What the User Sees – Current Sign In Page

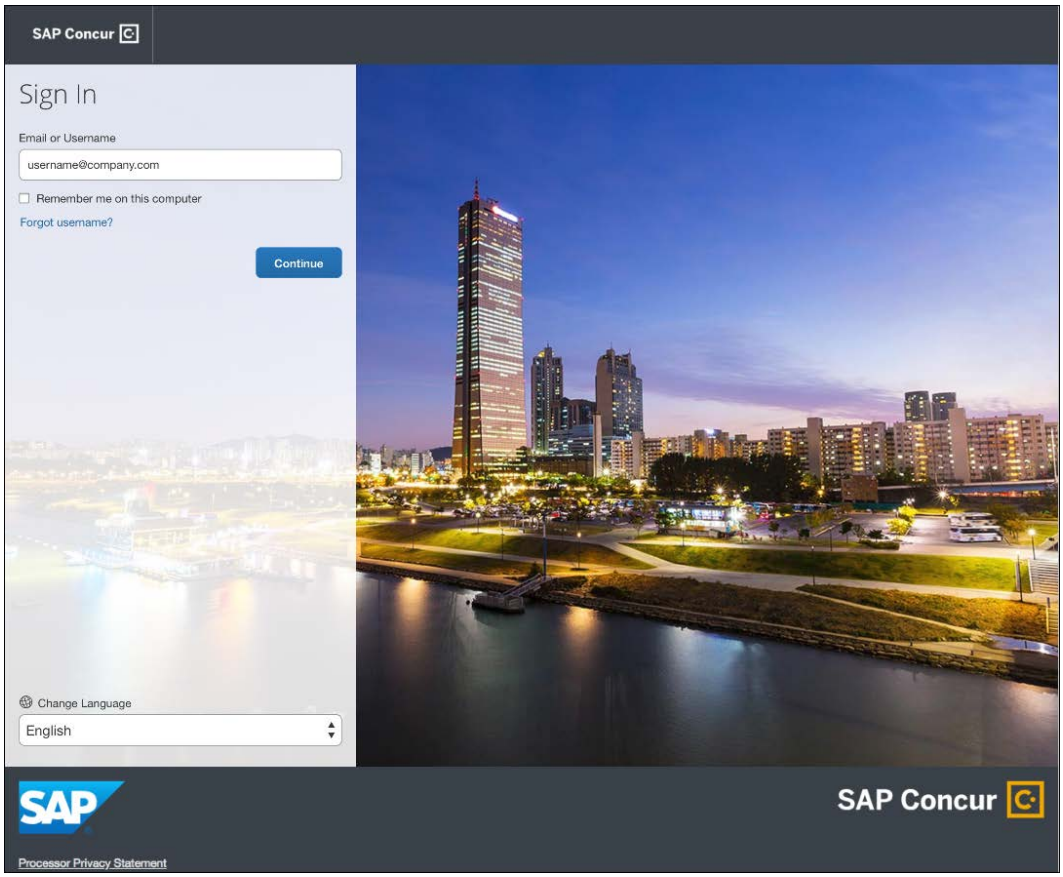
The SAP Concur **Sign In** page currently appears with **User Name** and **Password** fields, and a **Sign In** button. Once a user is authenticated, the SAP Concur **Home** page appears.



What the User Sees – New Sign In Page

The new SAP Concur **Sign In** page will have an **Email or Username** field and a **Continue** button. The user will type in their email or username. The user can select the **Remember me on this computer** check box, so their email or username is stored and will not have to be reentered the next time they log in to SAP Concur.

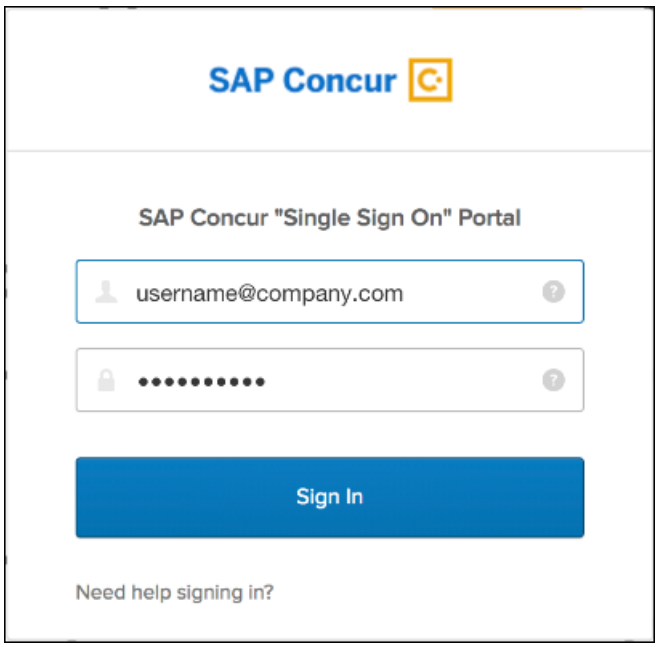
After entering their email or username, the user will then click **Continue**.



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

SSO USERS

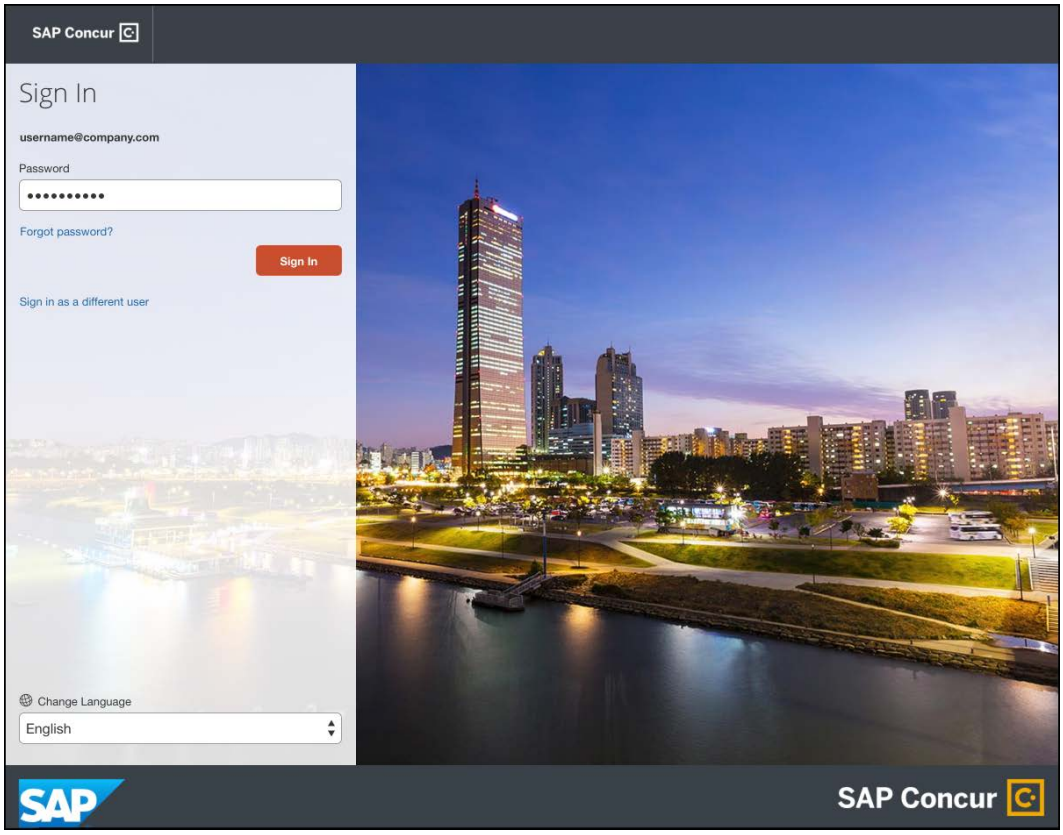
When the designated Identity Provider (IdP) Single Sign-On portal appears (similar to the one shown below), the user will enter their email or username, and their password, and then click **Sign In**. After being authenticated, the user will be directed to the SAP Concur **Home** page.



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

USERS WITH USERNAMES AND PASSWORDS

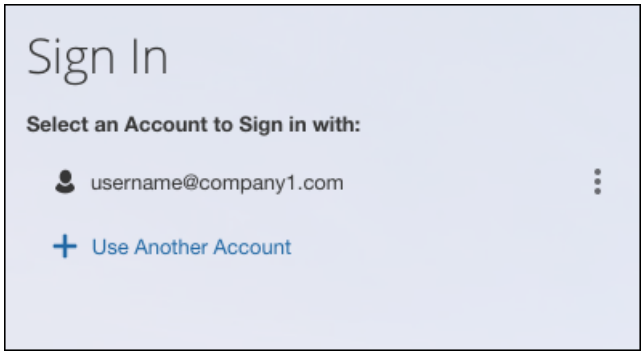
The user will be directed to an additional **Sign In** page. The user will enter a password and click **Sign In**. The system will then authenticate the user's credentials.



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

RETURN USERS

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



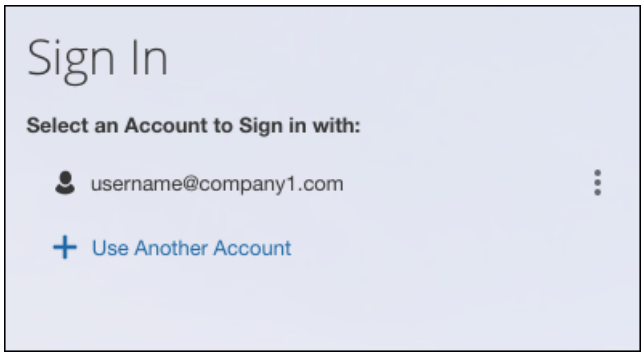
The user will click on their username, and then and then one of the following occurs:

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

USERS WITH MULTIPLE ACCOUNTS

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

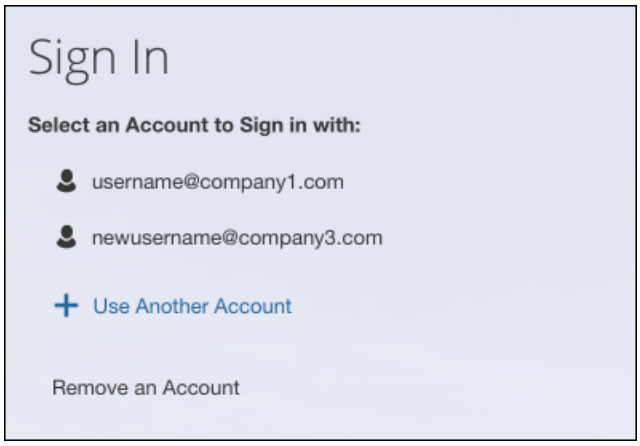
To add another account, on the **Sign In** page, the user clicks the **Use Another Account** link.



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

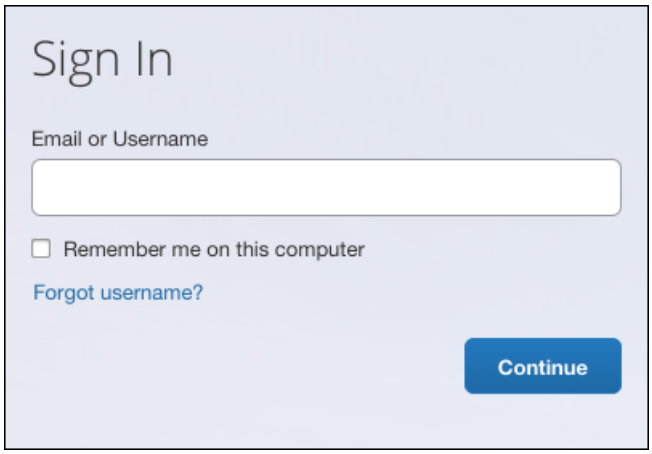
- **SSO Account**: If the user selects an account with SSO credentials, the user will enter an email, then the user will be directed to the IdP Single Sign-On portal. Once the user is authenticated, the SAP Concur **Home** page appears.
- **Username and Password**: The user is directed to an additional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

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

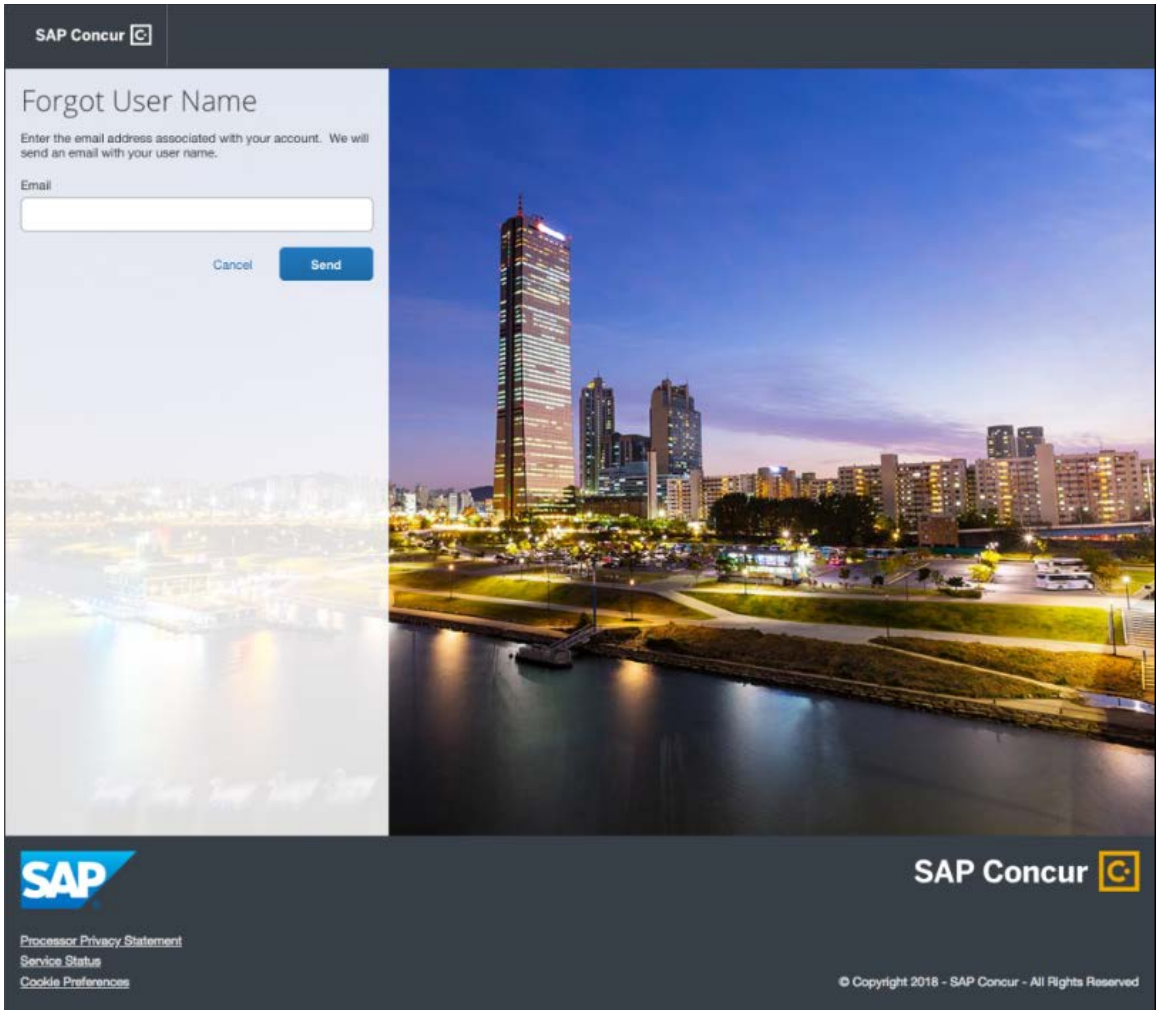


FORGOT USER NAME

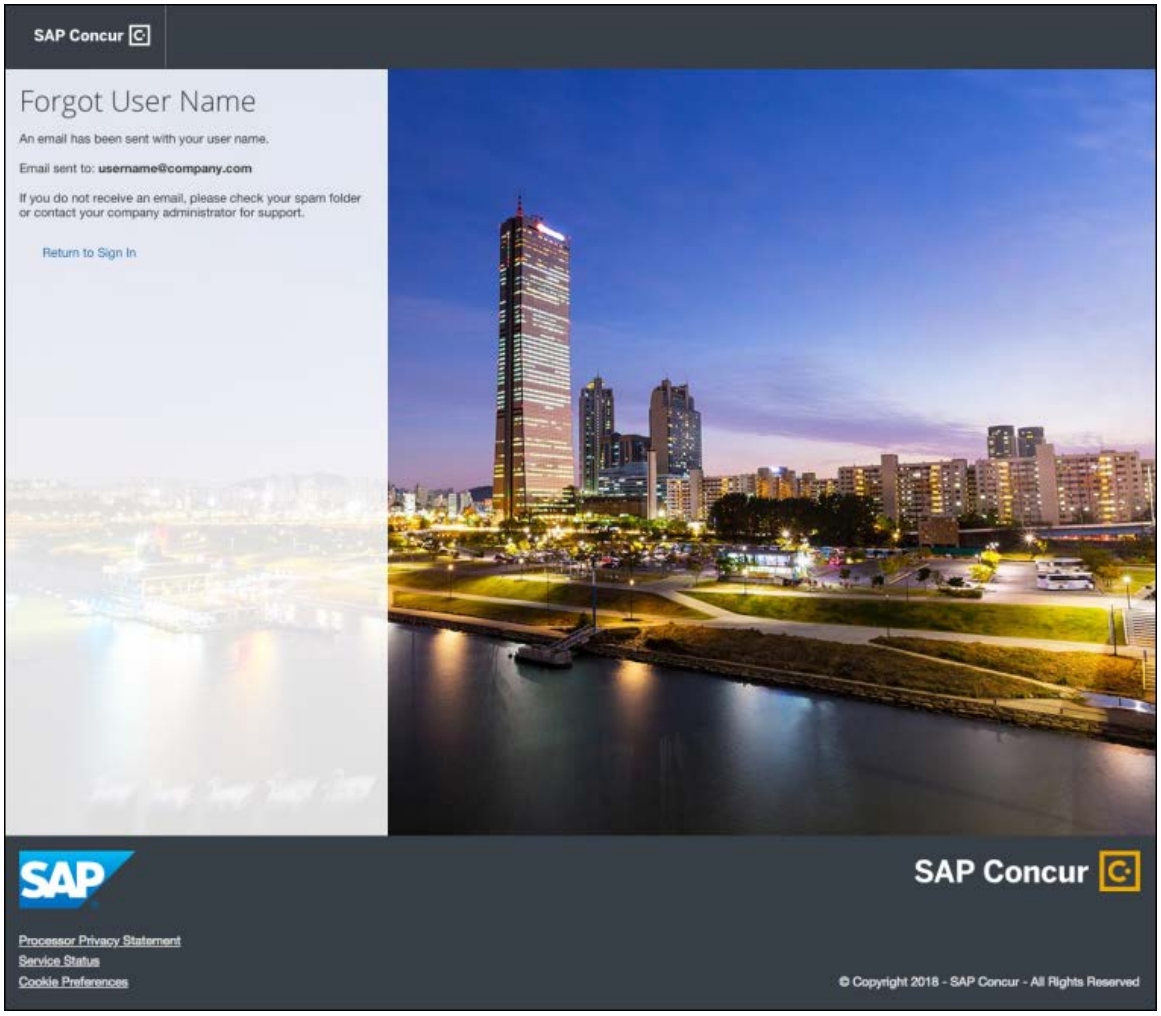
If a user forgets their user name, the user will click the **Forgot username?** link on the **Sign In** page.



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



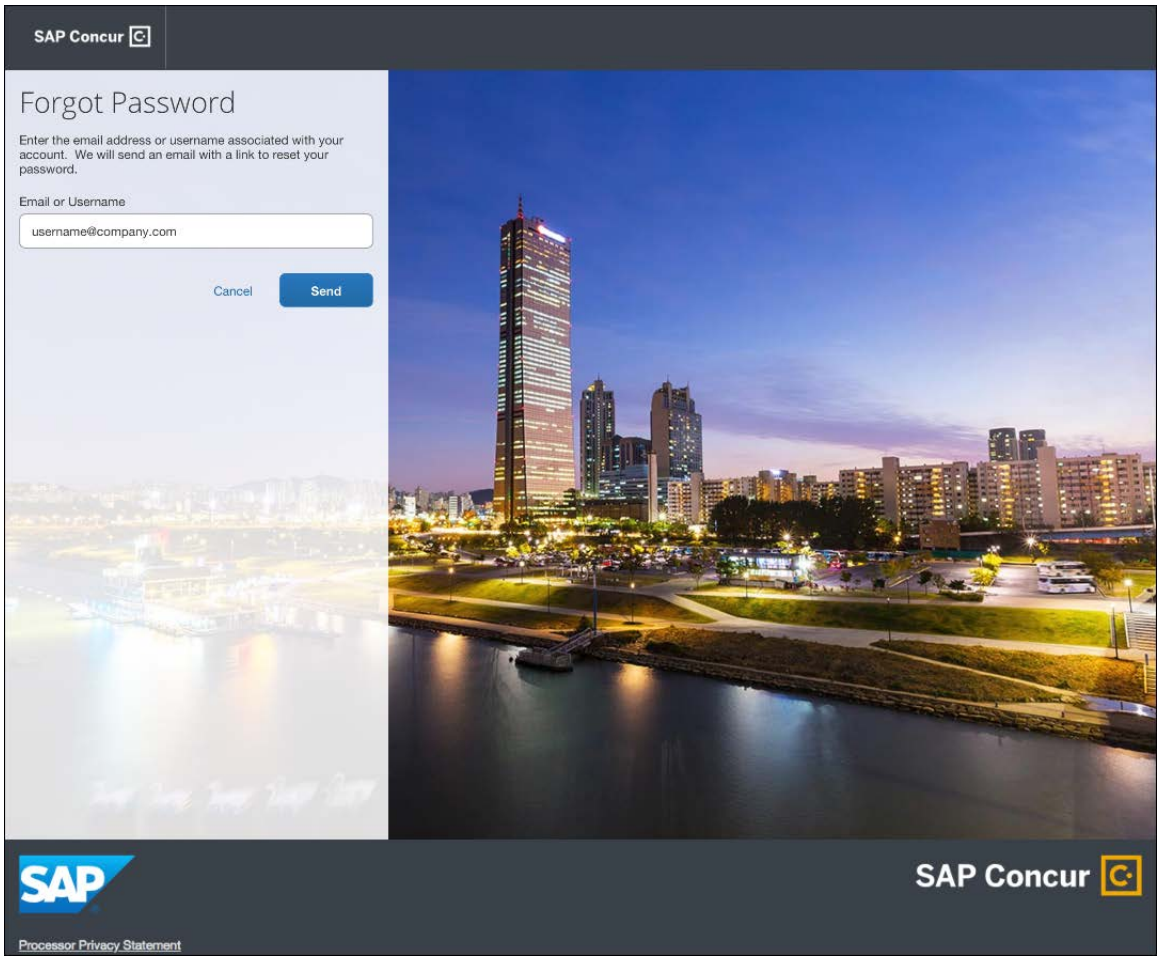
The user will see an on-screen affirmation indicating that an email was sent to them. The user will click **Return to Sign In** page to return to the **Sign In** page.



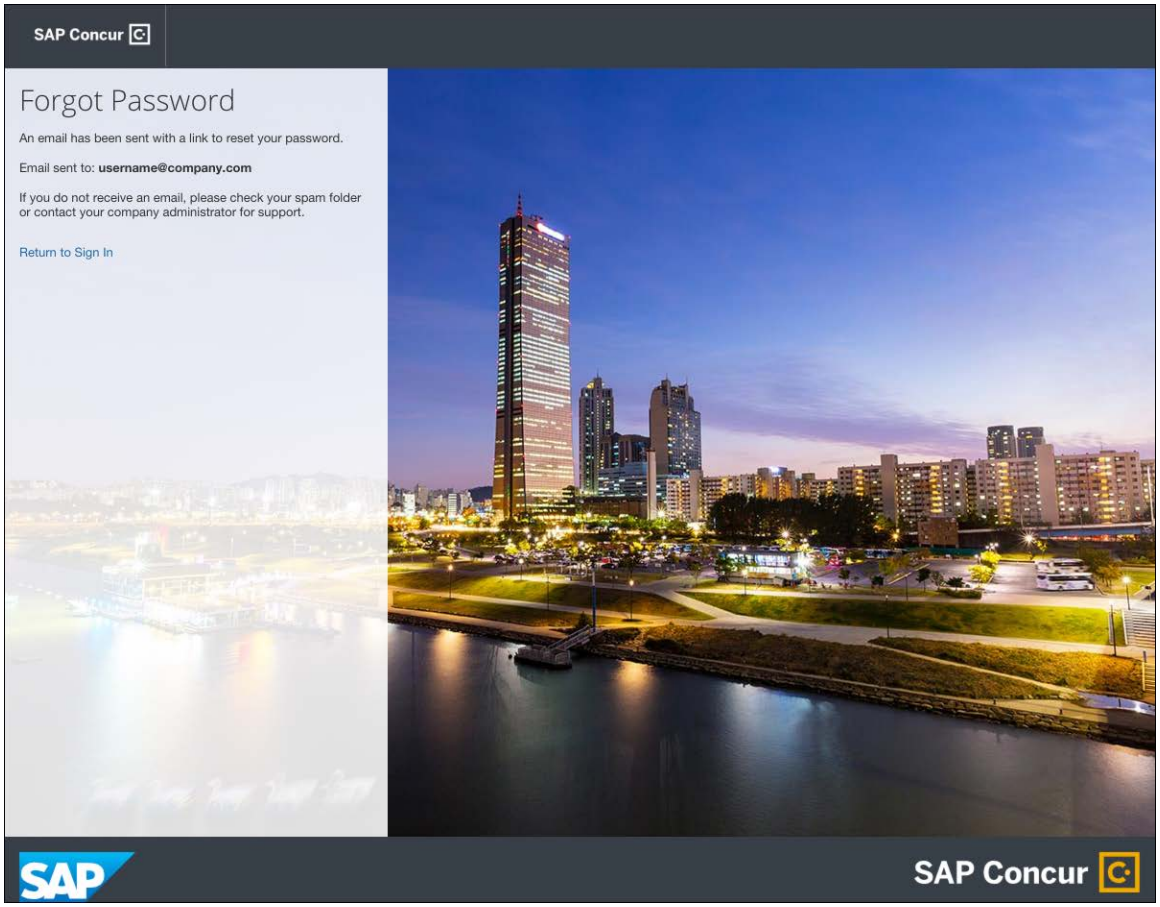
INVALID PASSWORD

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

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



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



Configuration / Feature Activation

Configuration information will be provided in a future release note.

Training Administration

Planned Changes Optimizing and Relocating the Page

Overview

To simplify the **Training Administration** page, the functionality and content will be changing.

In addition to content changes, access to the **Training Administration** page will move from **Company Admin** to **Tools**.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes will make the Training Administration feature easier to find and use.

Configuration / Feature Activation

The changes will be automatically available; additional information about potential configuration or activation steps will be provided in a later version of these release notes.

📖 For general information about the Training Administration feature, refer to the *Shared: Training Administration Setup Guide*.

Test User Admin

Planned Changes Retiring the Purge Test User Transactions Functionality

Overview

SAP Concur is retiring the functionality in the Test User Admin feature that removes the transactions of test users from Concur Expense, Concur Invoice, Concur Travel, and Concur Request.

BUSINESS PURPOSE / CLIENT BENEFIT

This change will allow SAP Concur to devote more resources to development and maintenance of features that are used by many or most of our clients.

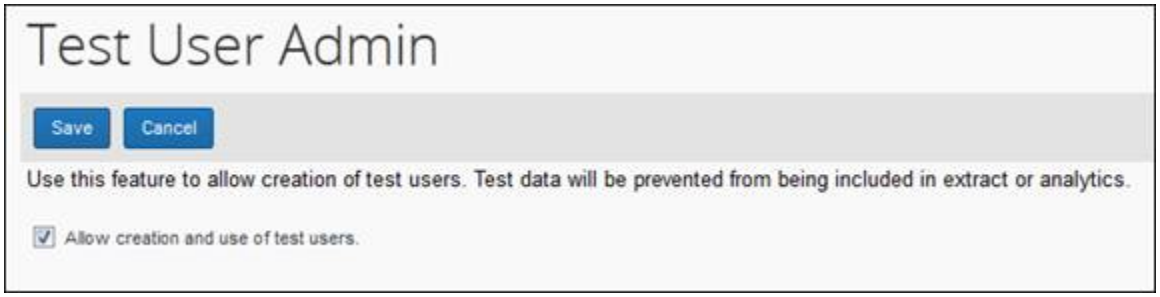
What the Admin Sees

The **Test User Admin** page will no longer display the **Purge Test User Transactions** button.

Before

NOTE: To access the page, click **Administration > Expense** (or **Invoice** or **Requests**) **> Test User Admin**.

After



Configuration / Feature Activation

The functionality will automatically be removed.

📖 For general information about the Test User Admin feature, refer to the *Shared: Test User Setup Guide*.

Miscellaneous

Planned Changes Archive Deactivated User Data

This information will no longer appear in the release notes.

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

Client Notifications

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

Browser Certifications

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.

📖 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.

SAP Concur Support Case Status

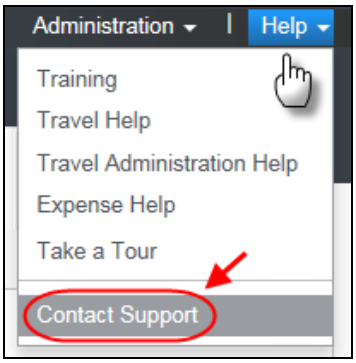
This release might resolve previously submitted support cases. You can check the status of a support case to confirm whether the case issue has been resolved.

Check Support Case Status

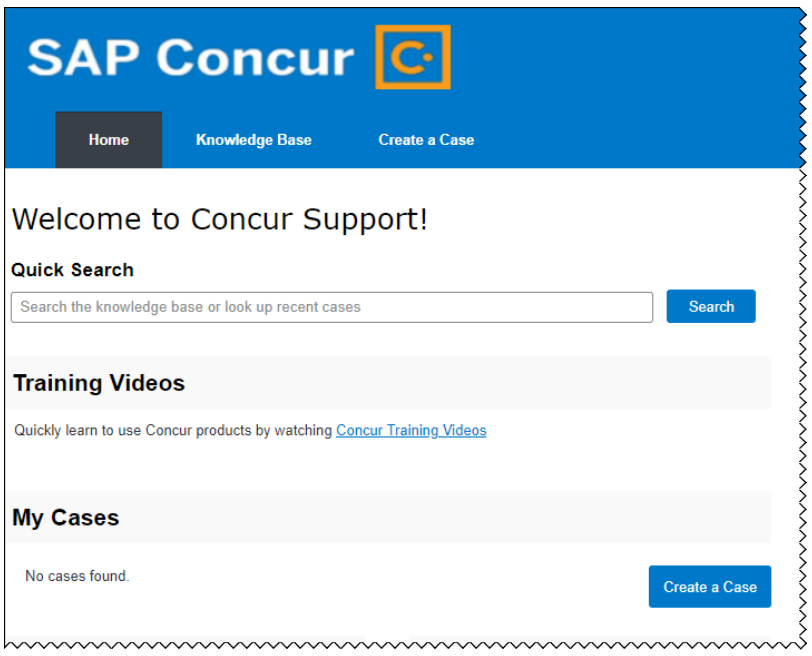
The steps in this procedure provide instructions for checking whether a case is resolved.

To check the status of a submitted case:

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



The SAP Concur support page displays.



If the **Contact Support** option is not available in the Help menu, then your company has chosen to support the SAP Concur system internally. Please contact your internal support desk for assistance.

3. In the **Quick Search** field, enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

February Example

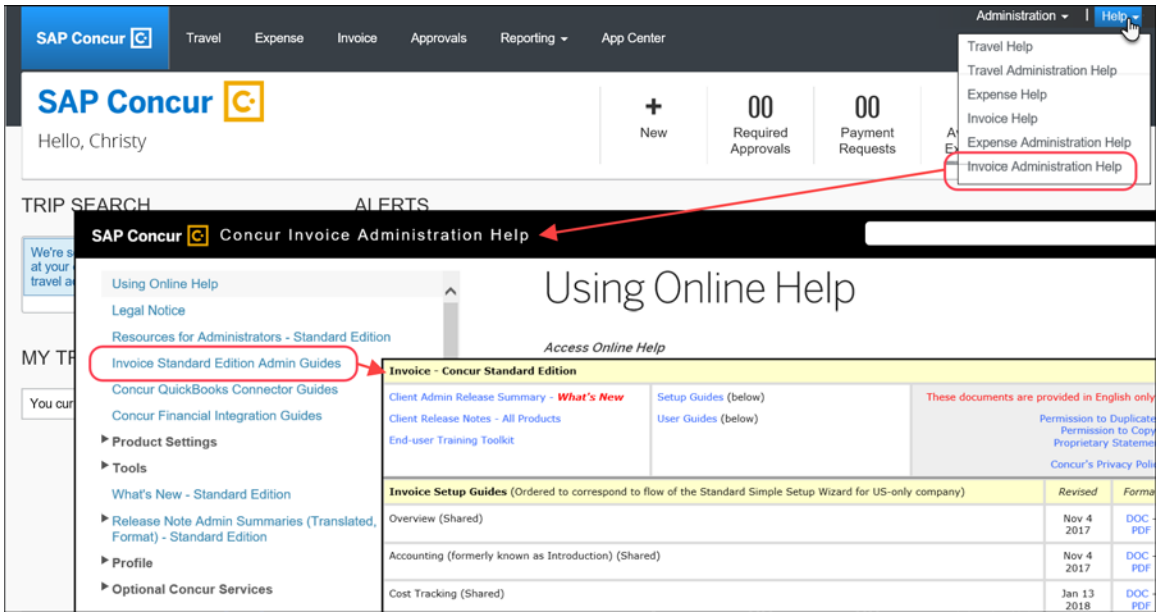
The table below contains some example cases that are resolved in this release. It is not a comprehensive list of the resolved cases.

Case ID	Description
12371248	**Audit Rules** Audit rule did not run as expected.
13148588	**Payment Manager** The **Invoice > Payment Manager > Extract Reconciliation** page did not load correctly.
13087480	**Approval Routing** Invoice Approval moved two steps forward in workflow when inadvertently clicked twice in succession.
12707361	**Create and Approve Vendors** Unable to edit vendors in Create and Approve Vendors user interface.

Additional Release Notes and Other Technical Documentation

Online Help – Admins

A user who is assigned an admin role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources through **Invoice Administration Help**.



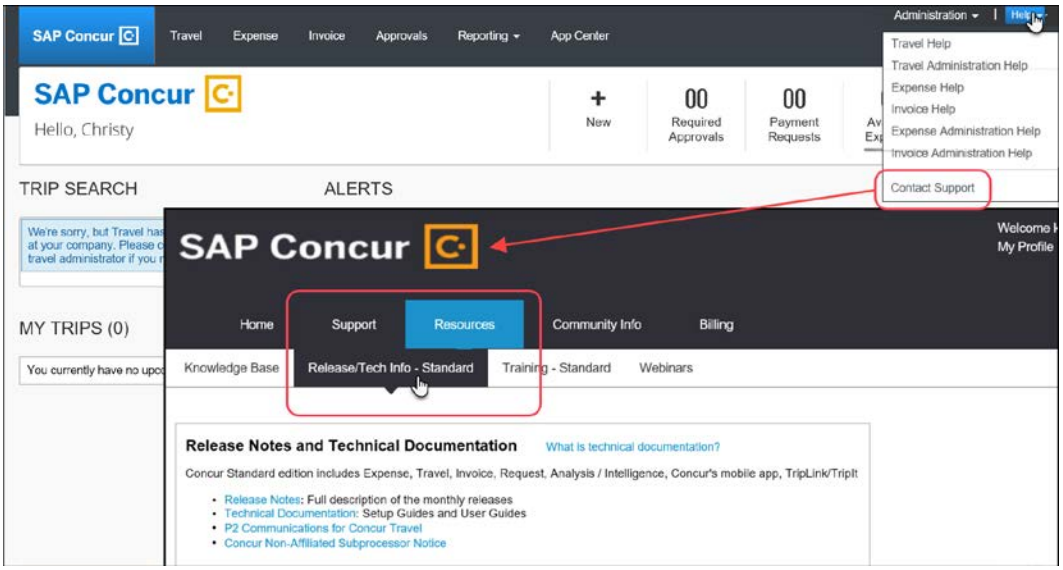
SAP Concur Support Portal – Selected Users

Users who are assigned the correct SAP Concur support portal permissions can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources through the SAP Concur support portal.

To access the SAP Concur support portal (for users with the correct permissions):

1. Click **Help > Contact Support**.

2. On the support page, click **Resources > Release/Tech Info**.



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SAP Concur Release Notes

Invoice Professional/Premium

Includes: Concur Invoice, Capture Processing, Invoice Pay, Purchase Requests and Purchase Orders

Month	Audience
Release Date: March 16, 2019 Update 1: Wednesday, April 3, 12:00 PM PST	SAP Concur Client FINAL

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Release Notes

This document contains the release notes for Concur Invoice functionality for professional edition.

Concur Invoice

Reminder New User Interface for Concur Invoice Accounts Payable Available for Client Review and Opt-In

Overview

Clients still have the opportunity to familiarize themselves with the new user interface as SAP Concur prepares for general availability targeting the second quarter in 2019.

Updates for March

For clients reviewing this feature, SAP Concur has now added the following features:

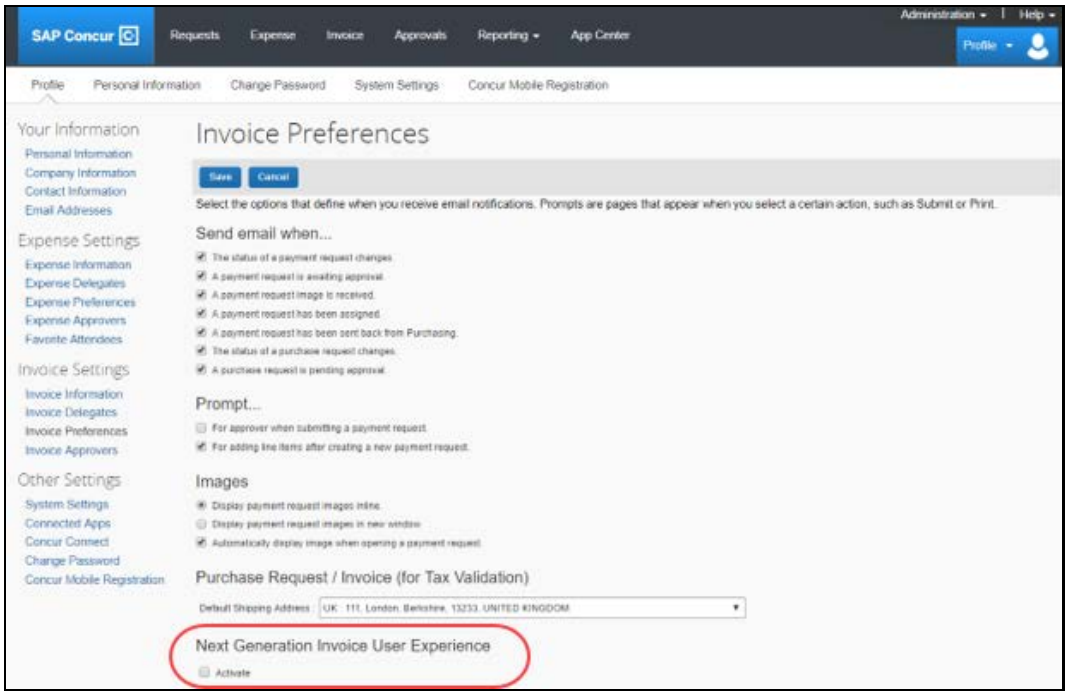
- *Title* has been renamed to *Invoice Name* in the **Search** list on the **My Invoices** page
- Window appears on submit or assign asking users if they want to go to the next invoice or return to the list of invoices
- In the **View** menu, on the **My Invoices** page, the *Purchase Order Invoices* option has been renamed to *All Sent to Purchasing* and a new *Sent to Purchasing* option has been added

BUSINESS PURPOSE / CLIENT BENEFIT

The new Concur Invoice user interface enables clients to work more efficiently and provides them greater visibility into their invoices in flight.

Configuration / Feature Activation

Clients can activate this feature on the **Invoice Preferences** page by selecting (enabling) the **Activate** check box in the **Next Generation Invoice User Experience** section.



For more information, refer to the *Concur Invoice Accounts Payable User Experience Enhancement Client Fact Sheet* and the ***Planned Changes*** *New User Interface for Concur Invoice Soon Available* release note in this document.

E-Bunsho Timestamp Feature for Invoice Generally Available (Japan)

Overview

With the e-Bunsho Timestamp feature for Japan, Invoice now supports digital timestamps of invoice images from companies and invoice service suppliers.

When this feature is enabled, rules are put in place to ensure that users provide the necessary invoice information to maintain legal compliance with Japan's e-Bunsho regulation. A user must first confirm the invoice image is the valid image for the invoice being entered before they can timestamp the image and the invoice cannot be submitted for approval until the Invoice image has been successfully timestamped.

There is a validation process for monitoring received, pending, requested, and ineligible timestamps. The validation process revalidates the successfully timestamped invoice images and displays counts and totals by date range for valid and invalid timestamped images.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature enables clients in Japan to maintain legal compliance with e-Bunsho regulations if they use digital invoices in lieu of paper invoices.

What the Admin Sees

The admin sees a new list in the Policies tool.

Configuration / Feature Activation

If you are interested in enabling this feature, contact your Account Manager or Project Manager.

📖 For more information about this feature, refer to the *Japan e-Bunsho Timestamp Feature* fact sheet for Invoice Professional.

Purchase Request

Set Default Value of Receipt Type Field on the Purchase Request Item Form

Overview

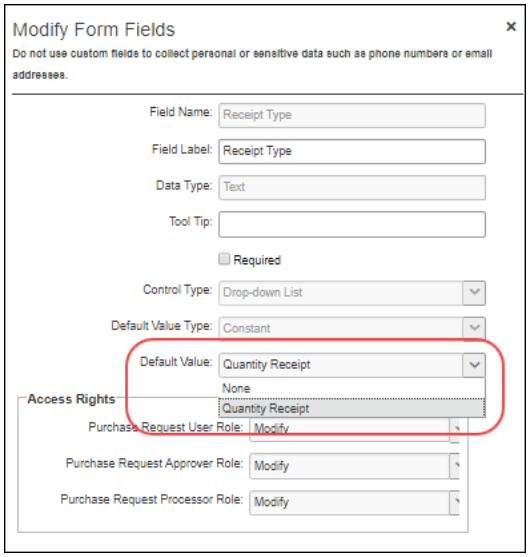
A Concur Invoice administrator with the appropriate permissions can now configure the default value for the **Receipt Type** field that appears on the Purchase Request Item form. Prior to this change, the **Receipt Type** field defaulted to **Quantity Receipt** for goods items and **None** for service items.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature enables an administrator to set the default value for the **Receipt Type** for goods items and service items to either **Quantity Receipts** or **None** to ensure that the receipt type defaults to the desired value.

What the Invoice Admin Sees

On the Concur Invoice **Forms and Fields** page, when the admin configures the **Receipt Type** field for a Purchase Request Item form, the admin can set the **Default Value Type** to **Constant** and can select the desired default value from the drop-down menu in the **Default Value** field.



Configuration / Feature Activation

This feature is automatically available; there are no additional configuration or activation steps.

Purchase Order

Purchase Order List Available for Clients Who Import Purchase Orders for Matching

Overview

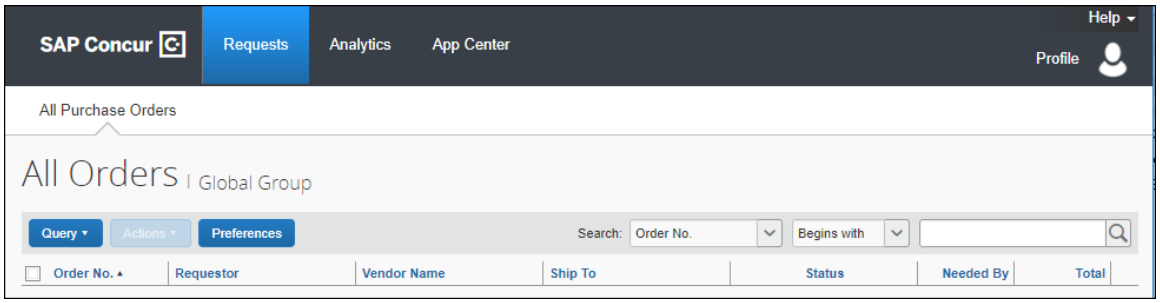
For clients who import purchase orders on entities that do not have the Purchase Request feature enabled, a user who is assigned the Purchasr Order Processor or Purchase Order Processor (Audit) role can now see a list of imported purchase orders.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature enables clients that handle purchase order invoices to more easily manage and view imported purchase orders.

What the Purchasing Admin Sees

Users with the Purchasing Order Processor or Purchase Order Processor (Audit) role see a list of imported purchase orders on the **Requests > All Purchase Orders** page.



Configuration / Feature Activation

This feature is automatically available; there are no additional configuration or activation steps.

Shipping Configuration Page Available to Purchase Order Clients

Overview

For clients who import purchase orders on entities that do not have the Purchase Request feature enabled, a user who is assigned the Invoice Configuration Administrator or Invoice Configuration Administrator (Restricted) role now has access to the **Administration > Invoice > Shipping Configuration** page.

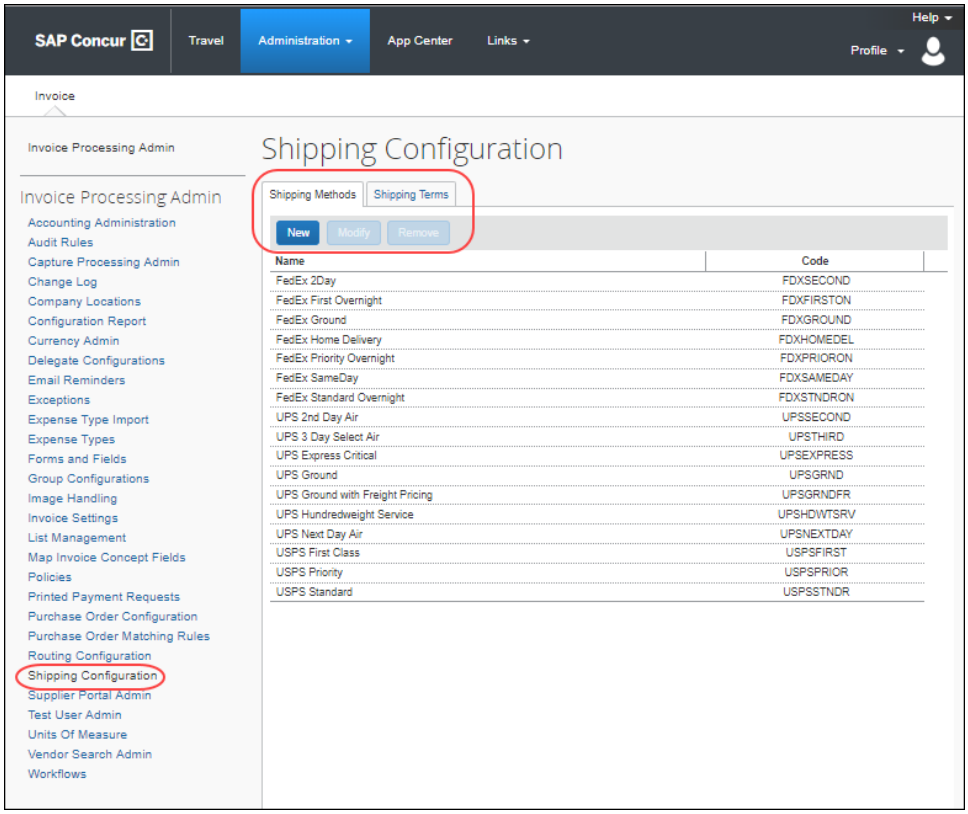
BUSINESS PURPOSE / CLIENT BENEFIT

The **Shipping Configuration** page enables clients to create shipping methods (for example, FedEx 2Day and UPS Ground) and shipping terms (for example, FOB) which can be included on purchase orders imported from an external system.

What the Purchasing Admin Sees

Users with the Invoice Configuration Administrator or Invoice Configuration Administrator (Restricted) role see **Shipping Configuration** on the **Invoice Processing Admin** menu on the **Administration > Invoice** page.

After clicking **Shipping Configuration**, the **Shipping Configuration** page appears. On the **Shipping Configuration** page, the admin can create, edit, and delete shipping methods and shipping terms.



Configuration / Feature Activation

This feature is automatically available to users with the Invoice Configuration Administrator or Invoice Configuration Administrator (Restricted); there are no additional configuration or activation steps.

Vendor Management

Audit Trail for Vendor Changes (Released February 22)

Overview

Clients with the Create and Approve Vendors feature enabled can now track changes to a vendor through the **Audit Trail** page within the vendor record in Vendor Manager. For example, when a vendor is approved or updated by the Vendor Manager, those actions appear on the **Audit Trail** page.

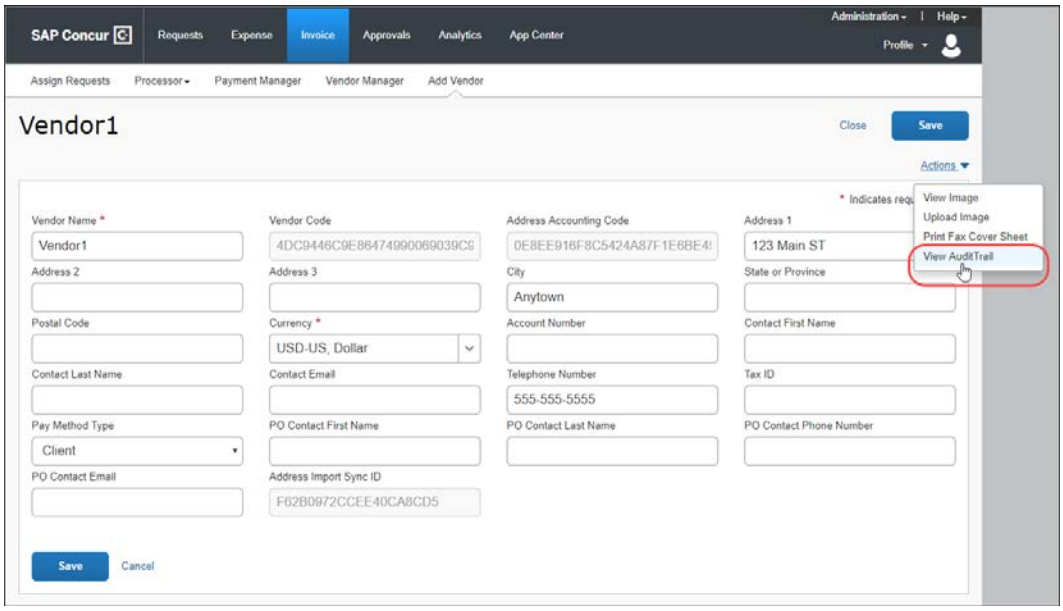
NOTE: The Create and Approve Vendors feature is *disabled* by default on Professional entities.

BUSINESS PURPOSE / CLIENT BENEFIT

This change enables users with the Invoice Vendor Manager role to track changes made to vendor information in Vendor Manager.

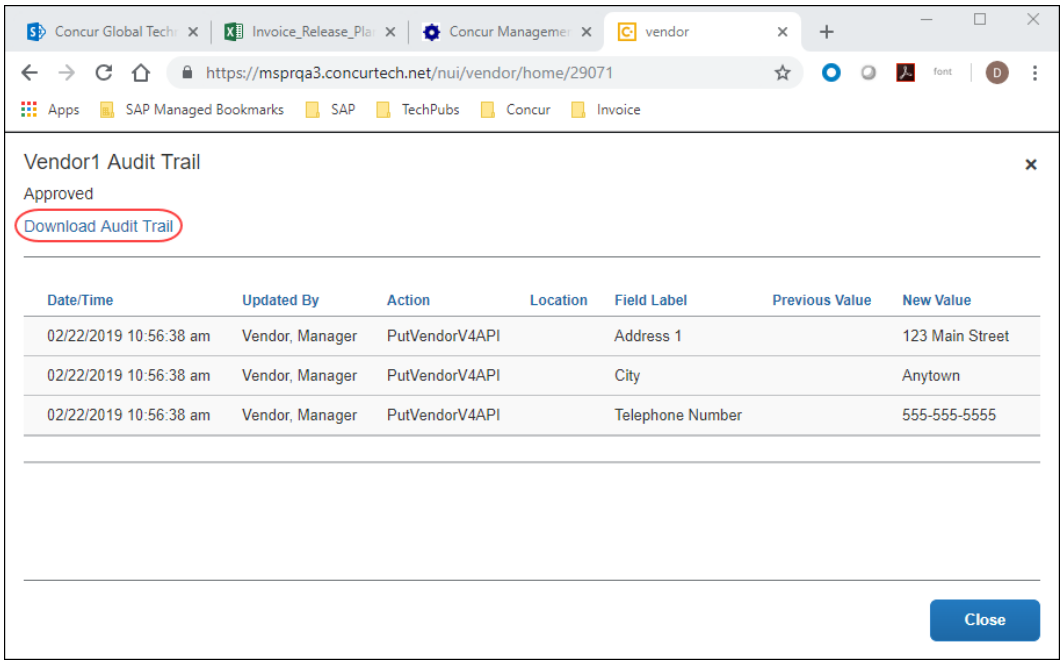
What the Vendor Manager Sees

Within an open vendor record, in the **Actions** menu, the Vendor Manager will see a new option, **View Audit Trail**.



After clicking **View Audit Trail**, the audit trail page for the selected vendor appears.

The audit trail can be downloaded to a comma-separated (.csv) file by clicking the **Download Audit Trail** link. The file is downloaded to the default download location on the local machine.



Configuration / Feature Activation

This feature is automatically available; there are no additional configuration or activation steps.

For more information about the Create and Approve Vendors feature, refer to the *Invoice: Vendor Manager User Guide*.

Create and Approve Vendors Feature Available in Test Environments (Released February 22)

Overview

The Create and Approve Vendors feature is now available in test environments.

BUSINESS PURPOSE / CLIENT BENEFIT

This change enables developers and implementation teams to work with the Create and Approve Vendors feature prior to moving to a production environment.

Configuration / Feature Activation

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

Company Administration

New SSL Certificate for concursolutions.com – Updated Date

Overview

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

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

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

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

BUSINESS PURPOSE / CLIENT BENEFIT

This update provides ongoing security for our products and services.

Configuration / Feature Activation

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

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

Supply this URL to your IT department.

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

Concur Open

Messaging for Concur Open and Personalized Concur Open

Overview

Concur Open and Personalized Concur Open users can subscribe to email notifications about the SAP Concur products they use. As part of the subscription process, SAP Concur sends a verification email to the user. The user must click **Verify** in the email in order to receive the notifications.

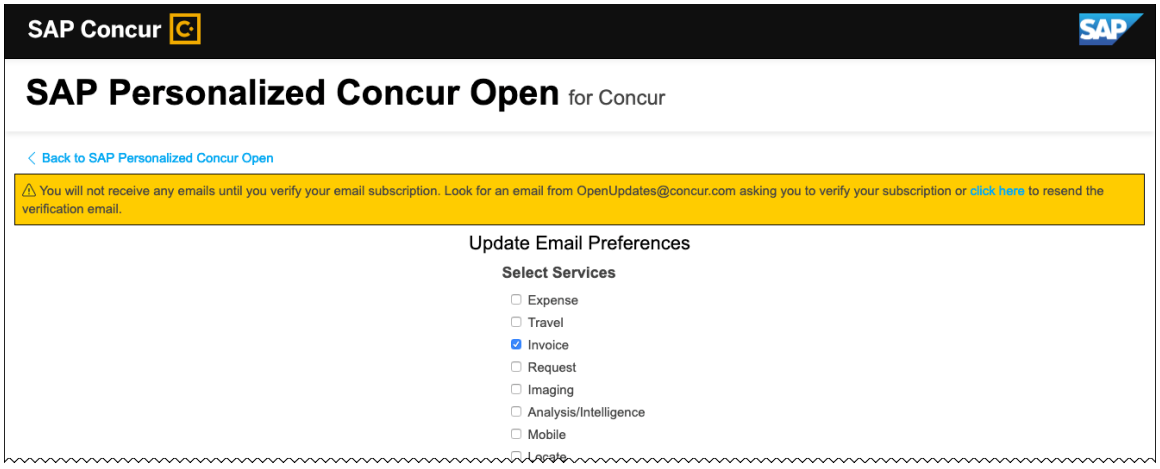
Because some users are not completing the verification step, SAP Concur has added a reminder to the subscription page.

NOTE: This message appears ***only*** if the subscriber has not responded to the verification email.

For more information about Personalized Concur Open, refer to the *Personalized Concur Open* fact sheet.

What the User Sees

The following highlighted message appears on the Personalized Concur Open subscription page.



A similar message appears for Concur Open users.

Configuration / Feature Activation

The feature is automatically on; there are no additional configuration or activation steps.

SAP Concur Email

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

Overview

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

IMPORTANT: All Services Will Soon Be Affected

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

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

NOTE: This change only affects companies that filter incoming email based on IP addresses.

Configuration / Feature Activation

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

Ongoing Updated Email Format

Overview

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

IMPORTANT

Note the following:

- The email content has not changed – just the look and feel has been updated.

- The changes will appear over time. Each product team (Expense, Invoice, Travel, etc.) decides when to use the new format. Timing will be based on resource availability and the priority of other scheduled enhancements.

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

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

IMPORTANT for SSO Clients

For clients who use SSO, a lengthy URL might be replaced with www.concursolutions.com. For example, the URL in the expense report status change email might be replaced. Because some URLs can reach 200 characters in length, the decision was made to provide the www.concursolutions.com link instead, providing a better experience for users.

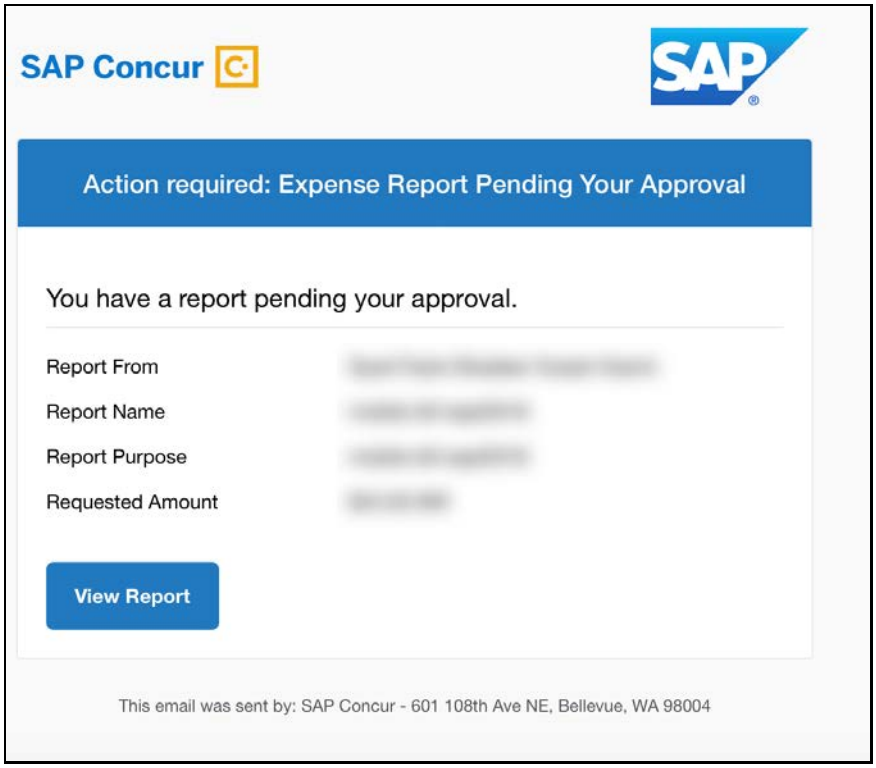
NOTE: Even though clients can define URLs that are an acceptable length, the SAP Concur system appends additional characters – primarily to satisfy mobile requirements – and those extra characters can extend the URL up to 200 characters.

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

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

What the User Sees

New email look-and-feel:



Configuration / Feature Activation

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

Miscellaneous

Reminder: No Personal or Sensitive Data in Custom Fields

Overview

All companies must take all reasonable steps to protect the personal and sensitive information of their employees. Per recommended security-related best practices, custom fields should not contain personal or sensitive data.

⚠ **IMPORTANT:** ***Data in custom fields is not encrypted.*** The client is solely responsible for any liability resulting or arising from improper use.

Next Steps

If your company is currently using custom fields to store personal or sensitive data (for example, Social Security numbers, family member names, or any other personally identifying information), you should plan to remove this information from your existing fields within the service and modify your current configuration.

📖 For additional information, refer to the *FAQ*.

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.

Concur Invoice

Planned Changes New User Interface for Concur Invoice Targeted for April Release

Overview

SAP Concur will soon offer a new user experience that is particularly targeted at the Accounts Payable (AP) user who is constantly monitoring the health of the Invoice lifecycle within the system. With a new AP landing page, concepts of "call to action" and "work to zero" are being brought to the forefront to better inform AP users to ensure they are working on the highest priority task.

The new user interface in Concur Invoice that clients can now review and familiarize themselves with is targeted for general availability the second quarter in 2019.

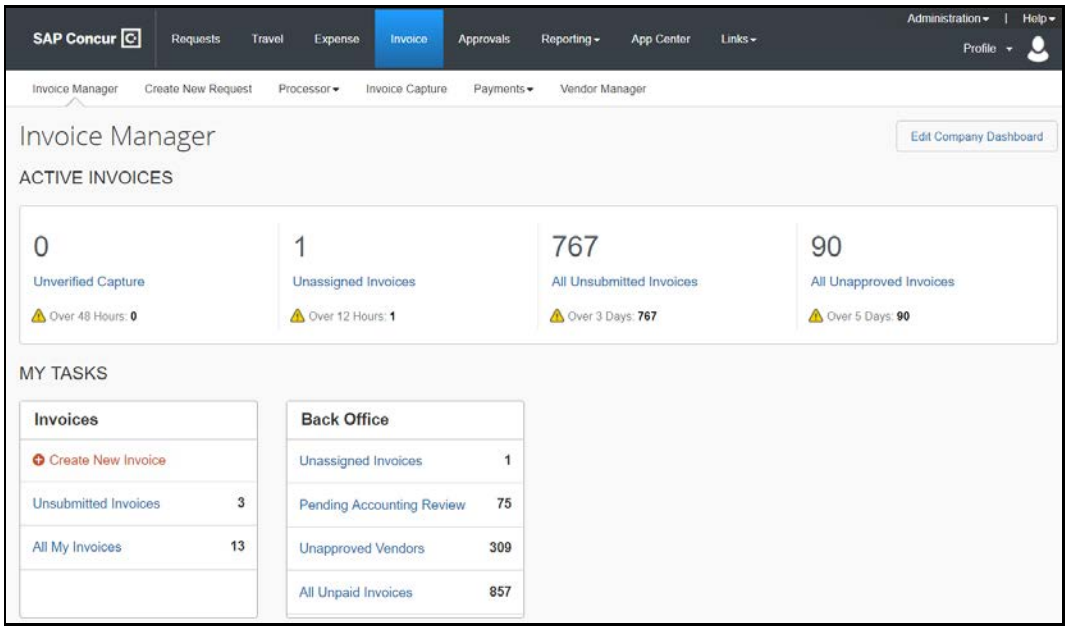
NOTE: Contact your SAP Concur representative for more information about the Early Access program.

BUSINESS PURPOSE / CLIENT BENEFIT

The new Concur Invoice user interface enables clients to work more efficiently and provides them greater visibility into their invoices in flight.

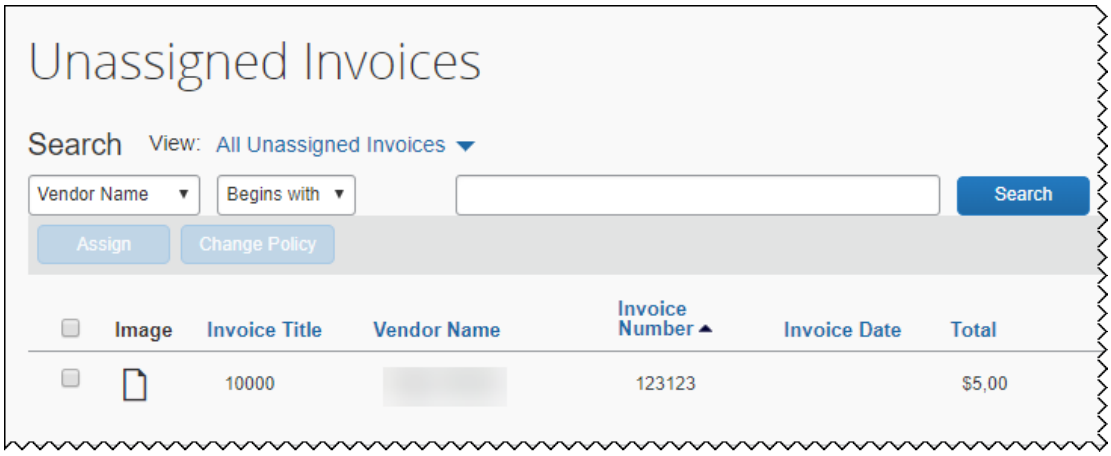
What the Invoice AP User and Invoice Processor See

The Invoice AP User and the Invoice Processor will now land on a new **Invoice Manager** page that provides key information about all active invoices.



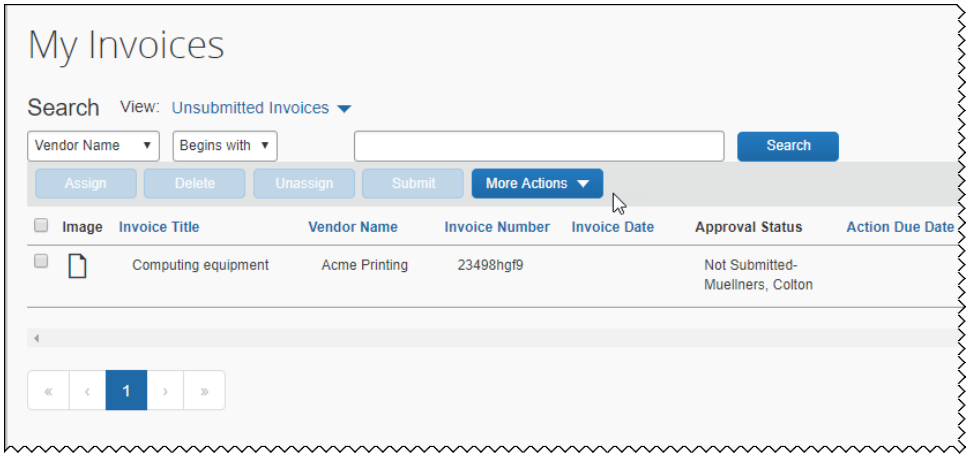
On the **Invoice Manager** tab, the Invoice AP User and Invoice Processor see new tiles and new sections including visibility into **Active Invoices** and **My Tasks** sections.

The Invoice Processor also sees a newly designed **Unassigned Invoices** page that is more modern and aligns with Next Gen UI initiatives across the SAP Concur Spend platform.



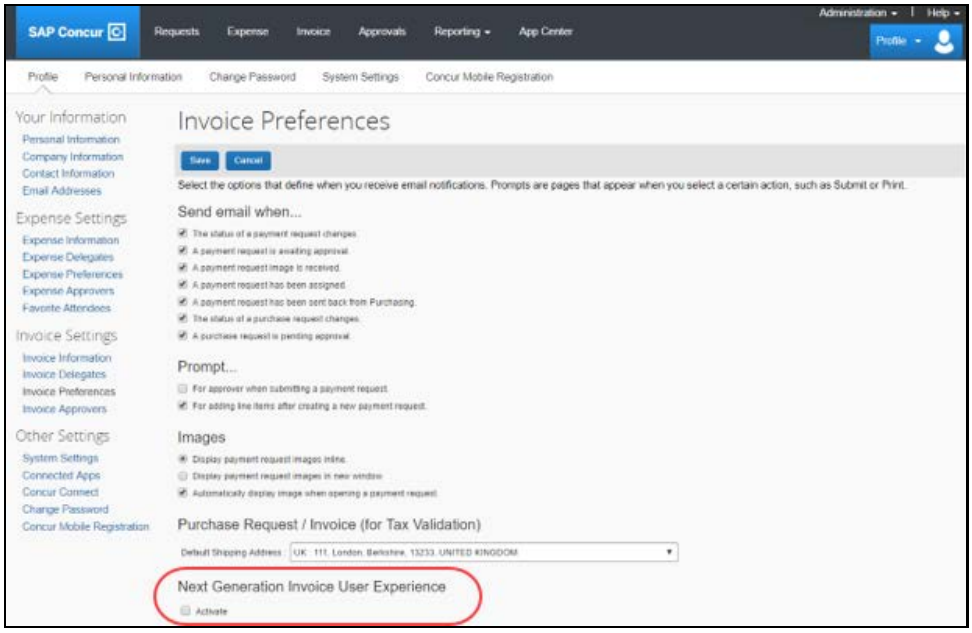
What the Invoice User Sees

Invoice users who have access to **My Requests**, will see a newly designed **My Invoices** page that is more modern and aligns with Next Gen UI initiatives across the SAP Concur Spend platform.



Configuration / Feature Activation

Clients can activate this feature on the **Invoice Preferences** page by selecting (enabling) the **Activate** check box in the **Next Generation Invoice User Experience** section.



NOTE: More information about the new Concur Invoice user interface will be made available in future release notes.

Planned Changes Payment Request(s) Renamed to Invoice(s)

Overview

In a future release, SAP Concur will replace instances of the term "payment request" and its iterations with the term "invoice" and its iterations. These changes will be made in the user interface, the Concur Invoice documentation, and in all other SAP Concur product documentation where it appears.

NOTE: The term change is targeted for the April release.

BUSINESS PURPOSE / CLIENT BENEFIT

This change helps to ensure that the terminology used in SAP Concur is consistent with industry standard terminology.

Configuration / Feature Activation

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

Purchase Order

Planned Changes Import Now for PO and PO Receipt Imports

Overview

The Import Now feature enables clients to import PO and PO receipt files into Concur Invoice immediately without having to wait for an overnight scheduled import. This is beneficial for clients who need to import POs and PO receipts and work with them in the Concur Invoice product the same day they are created externally. This also allows clients to do multiple PO and PO receipt imports a day for more synchronized and up-to-date data.

NOTE: The Import Now feature is currently in an Early Adopter program. For more information, contact your SAP Concur representative.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature gives clients control over when and how frequently to import POs and PO receipts into Concur Invoice.

Configuration / Feature Activation

This enhancement is automatically available. To start using this feature, clients need to add the suffix "importnow" on their PO and PO receipt files that are transferred to their FTP site.

Current Import Naming Convention

The current naming conventions are as follows:

- PO import: poinvoice_EntityID_Date
- PO Receipt Import: purch_receipt_EntityID_Date

These naming conventions will remain as is today and the files will continue to be picked up and run on the existing schedule. Clients who wish to always import these records using the import now option should adjust their schedules accordingly and remove any scheduled jobs from the purchase order and purchase order receipt import job definitions.

Import Now Naming Convention

The Import Now naming conventions are as follows:

- PO Import: poinvoiceimportnow_EntityID_Date
- PO Receipt Import: purch_receiptimportnow_EntityID_Date

For the Import Now option, the PO receipt file is usually dependent on the PO file, so clients must coordinate their file transfer to the FTP site so that the PO file is always transferred first before the PO receipt file to ensure the PO's are imported before the receipts. The PO receipt Import Now function will not start until any active PO import running is completed. However, once the PO files are sent with the "importnow" suffix, they will be imported immediately when they are transferred to the FTP site.

NOTE: Clients must have an FTP site to use this feature.

Budget

Planned Changes Workflows for Budget

Overview

In a future release, workflows will be available for Budget. Workflows define how the system routes invoices, expense reports, and requests through approval and processing steps. The flexible workflow feature for Budget that SAP Concur offers allows companies to design workflows specifically tailored to their unique needs.

Without budget review, budgets may become fully consumed well before the end of a period or year leaving an organization with limited options and budget owners with, for example, exceeded budgets. In addition, early spending means spending that is more important to the organization will be declined because less important spending consumed the budget early on.

Combining budget review in the workflow adds value. Audit rules and workflow step rules can help organizations to add in controls when it makes sense to fine tune to an organization's specific needs.

Equally important is the determination when a spending item is regarded as committed toward a budget. In most organizations, the commit is when a spending item is paid; it went through most if not all approval steps. In other organizations, the commit occurs much earlier. As soon as a purchase request or an authorization request is approved it is regarded as "promised".

BUSINESS PURPOSE / CLIENT BENEFIT

This feature will provide clients with control over the budget spend to, for example, avoid exceeded budgets too early in a budget period or budget year.

Configuration / Feature Activation

The administrator must configure this feature on the **Approval Routing** page.

To access the Approval Routing page:

1. Click **Administration** > **Invoice Settings** or **Expense Settings** or **Expense & Invoice Settings**.
2. In the **Product** list, click *Invoice* or *Expense* depending on the product you are working with.
3. In the **Policy** section, click **Show Advanced Settings**.
4. Click **Invoice Approvals**, **Expense Approvals**, or **Purchase Request Approvals**.

Security

Planned Changes No Future Bulk Password Resets or Updates via Import File

Overview

In a future release, the ability to reset or update user passwords through the User Import and Employee Import features, will be removed. The ability to set the password for new users during the initial import through the User Import and Employee import features will still be available.

NOTE: At this time, SAP Concur plans on providing a bulk password reset tool in the future.

USER IMPORT

The password field will remain available in the downloadable Excel template, but will only be read during an initial import of the file, or when creating a new user in the system. Subsequent uses of the field will be ignored by the system.

For general information about this functionality, refer to the *Shared: User Import User Guide*.

EMPLOYEE IMPORT

The password fields will remain available in the 100, 300, 305, and 310 records sets, but will only be read during an initial import of the file, or when creating a new user in the system. Subsequent uses of the field will be ignored by the system. The update and replace password features on the 100 record will no longer be used.

For general information about this functionality, refer to the *Shared: Employee Import Specification*.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides greater security for user passwords.

Configuration / Feature Activation

These changes occur automatically; there will be no configuration or activation steps.

Company Administration

Planned Changes Composite Logins to be Deprecated

Overview

In a future release, SAP Concur will no longer support composite login sign-in page URLs.

Composite login functionality allows users to use a login ID that does not include a domain to log in to SAP Concur products. The typical URL for a composite login page includes the name of the entity (for example, entity=pxxxxxxxxx) and is formatted as follows: https://www.concursolutions.com/signin.asp?entity=pxxxxxxxxx.

After this change is implemented, all users who use only their username to log in will need to use their **CTE Login Name** rather than their login ID to log in to SAP Concur products.

In addition, all clients will use the standard **Sign In** page to access SAP Concur products. The standard sign in page is located at the following address: https://www.concursolutions.com/nui/signin

Deprecation of the composite login pages for www.concursolutions.com is targeted for May 11, 2019.

IMPACTS TO USERS

Users who log in to a composite login page (https://www.concursolutions.com/signin.asp?entity=pxxxxxxxxx) ***and*** do not use an at (@) symbol in their user name must contact their company administrator to get their **CTE Login Name**. User passwords will remain the same.

Single Sign-On functionality is not impacted by this change. The following users will not be impacted because they do not log in using https://www.concursolutions.com:

- SAP Concur web SSO
- Concur Mobile username/password
- Concur Mobile SSO

BUSINESS PURPOSE / CLIENT BENEFIT

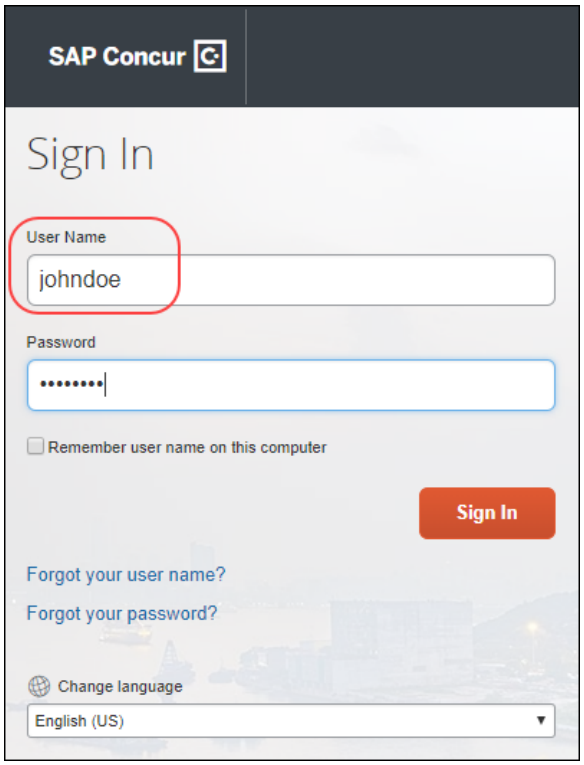
Deprecating this feature improves login stability and login success rates, while reducing login dependency.

What the User Sees

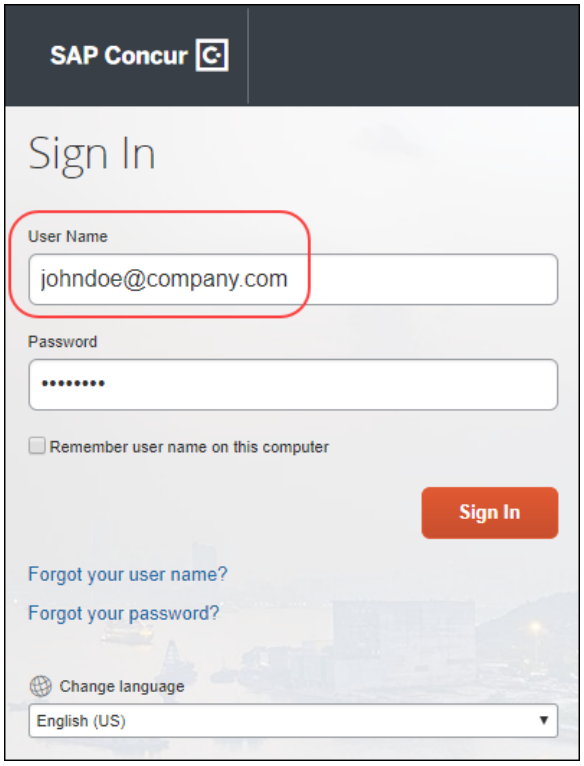
Users are currently seeing a message on composite login pages about the planned deprecation.

All users who use only their username (ex: johndoe) to log in will need to use their **CTE Login Name** rather than their login ID to log in to SAP Concur products.

BEFORE

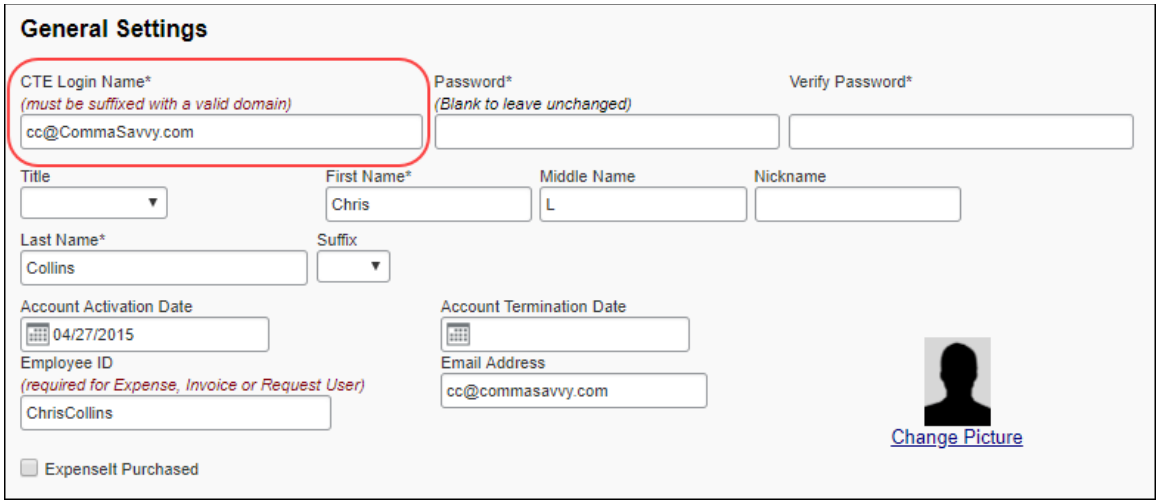


AFTER



What the Admin Sees

On the **User Administration** page, under **General Settings**, admins will see the **CTE Login Name** for each user.



NOTE: For future employee imports, include the domain name for users who previously did not have a domain name in the Concur Expense database.

Configuration / Feature Activation

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

Planned Changes Single Sign-On (SSO) Self-Service Option Coming to SAP Concur

Overview

Single Sign-On allows users to access multiple applications using one set of login credentials. Currently, SAP Concur has two methods for signing in: with a user name and password or using SSO with identity provider (IdP) credentials, such as a user's login credentials for their organization.

SAP Concur is planning to add a Manage Single Sign-On (SSO) feature to SAP Concur which provides SAP Concur clients with a self-service option for setting up SSO for their organization. SSO is currently supported for Concur Expense, Concur Invoice, Concur Request, and Concur Travel.

Other SAP Concur products and services are outside the scope of this initial release.

The new Manage Single Sign-On (SSO) feature will be accessible from the **Administration > Company > Company Admin** page.

NOTE: This new feature does not affect Concur Travel clients who are already using the Security Keys feature.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides SAP Concur clients with a self-service option for setting up SSO.

Configuration / Feature Activation

Configuration information will be coming in a future release note.

Planned Changes New SAP Concur Sign In Page

Overview

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

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

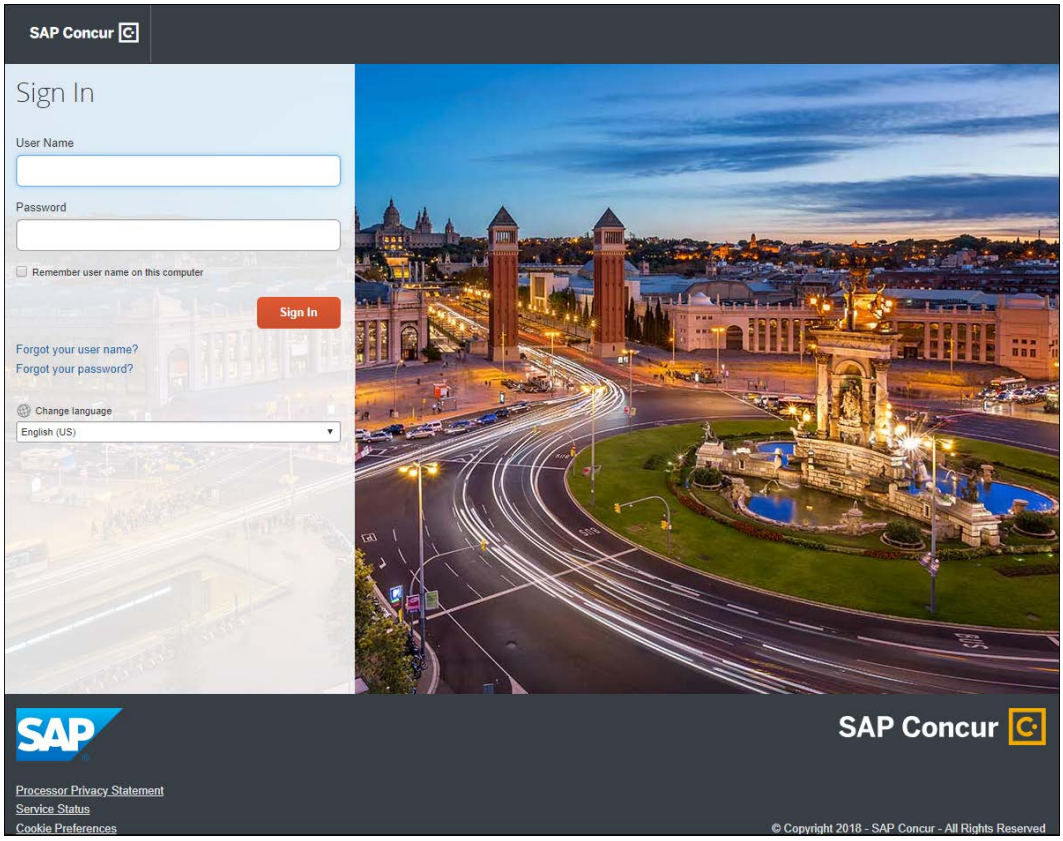
- **Two-step login**: provides enhanced security, meets current industry standards, and provides a better log in success rate
- **Multi-account login**: allows administrators to log in with multiple accounts (planned for a future release)
- **User avatar**: enhances the user experience (planned for a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

BUSINESS PURPOSE / CLIENT BENEFIT

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

What the User Sees – Current Sign In Page

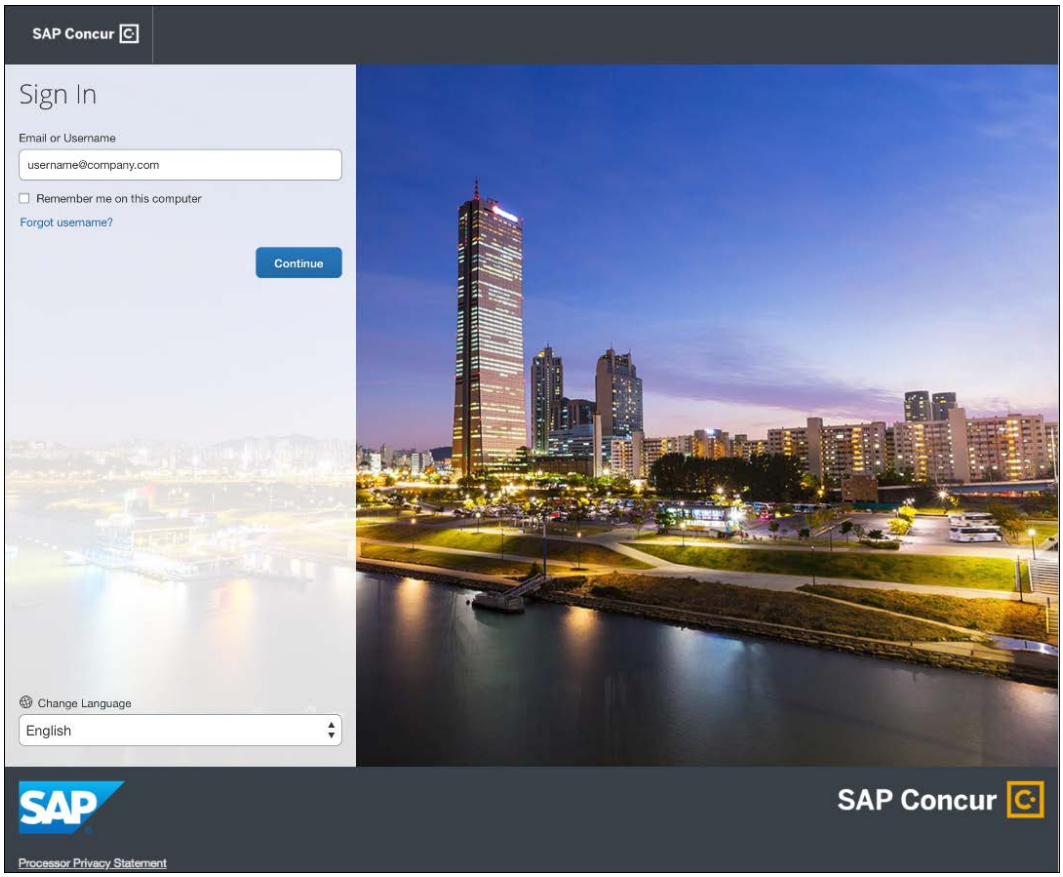
The SAP Concur **Sign In** page currently appears with **User Name** and **Password** fields, and a **Sign In** button. Once a user is authenticated, the SAP Concur **Home** page appears.



What the User Sees – New Sign In Page

The new SAP Concur **Sign In** page will have an **Email or Username** field and a **Continue** button. The user will type in their email or username. The user can select the **Remember me on this computer** check box, so their email or username is stored and will not have to be reentered the next time they log in to SAP Concur.

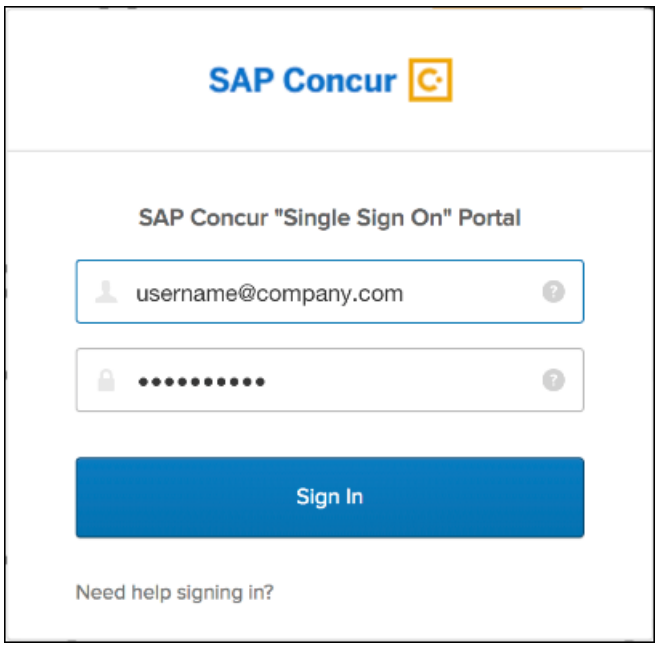
After entering their email or username, the user will then click **Continue**.



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

SSO USERS

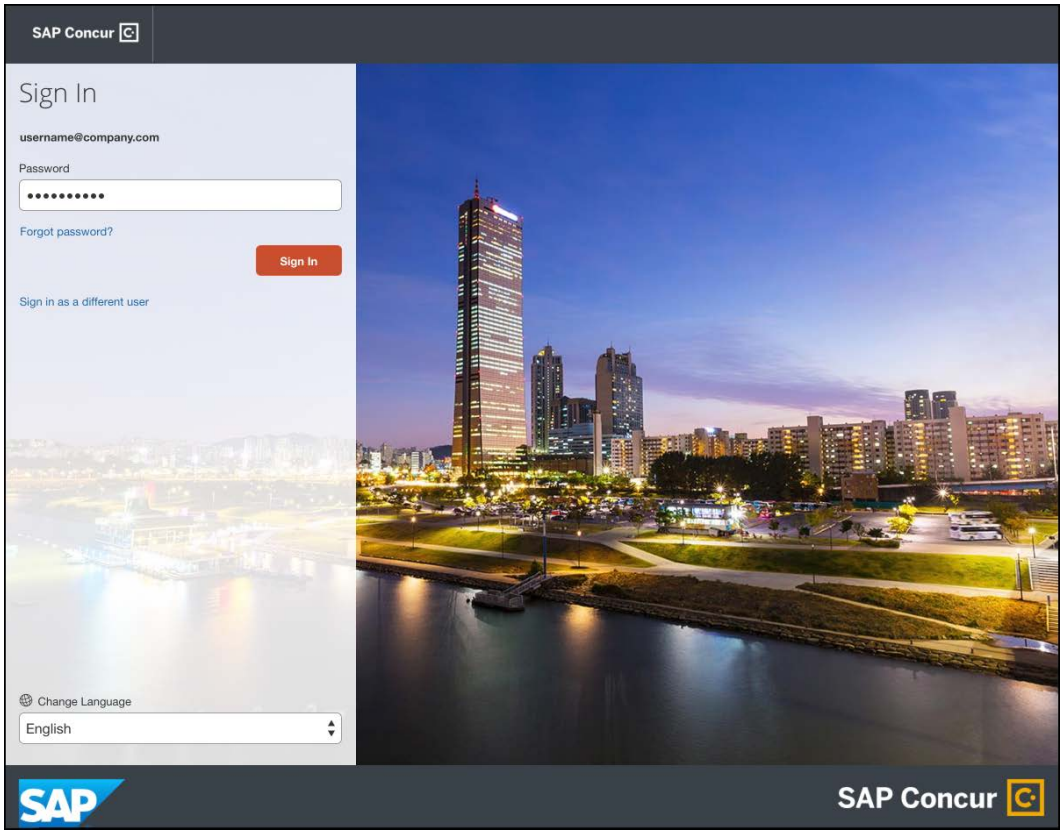
When the designated Identity Provider (IdP) Single Sign-On portal appears (similar to the one shown below), the user will enter their email or username, and their password, and then click **Sign In**. After being authenticated, the user will be directed to the SAP Concur **Home** page.



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

USERS WITH USERNAMES AND PASSWORDS

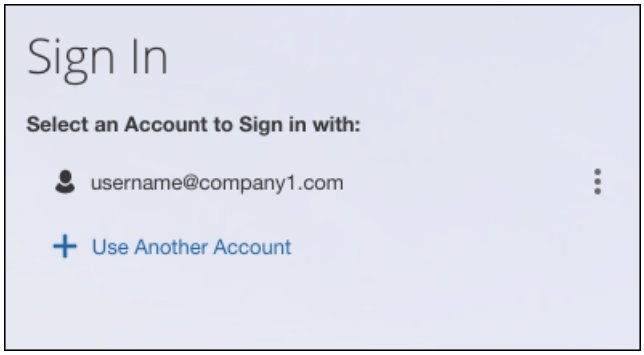
The user will be directed to an additional **Sign In** page. The user will enter a password and click **Sign In**. The system will then authenticate the user's credentials.



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

RETURN USERS

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



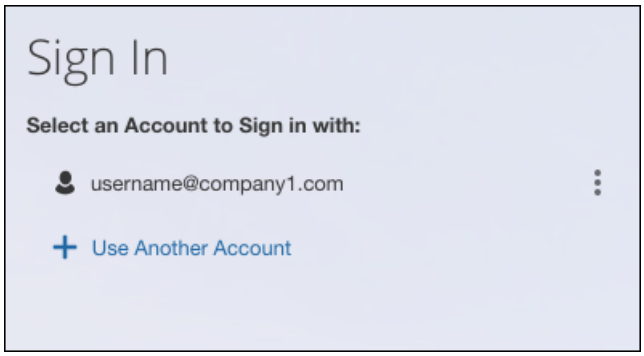
The user will click on their username, and then and then one of the following occurs:

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

USERS WITH MULTIPLE ACCOUNTS

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

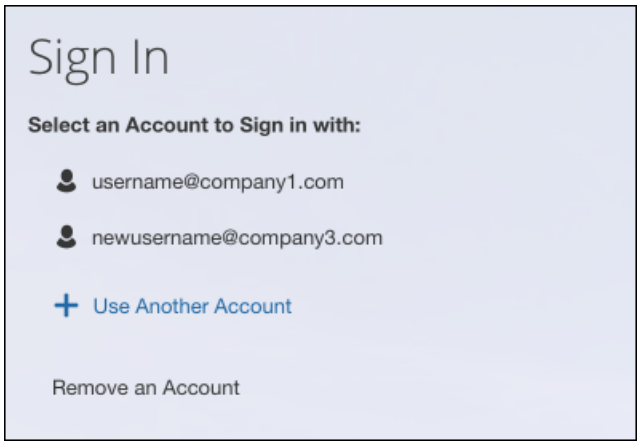
To add another account, on the **Sign In** page, the user clicks the **Use Another Account** link.



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

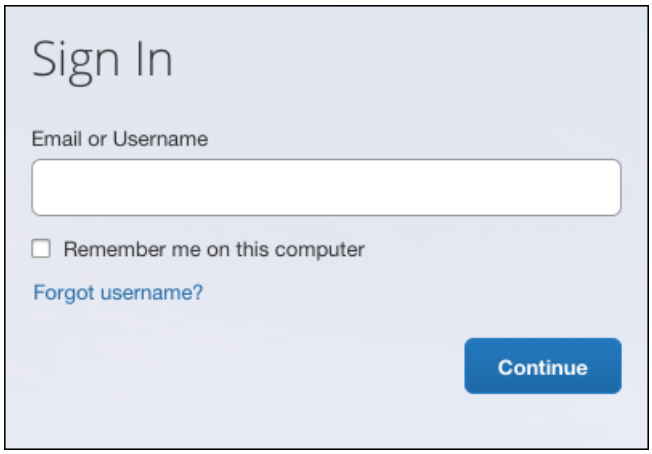
- **SSO Account**: If the user selects an account with SSO credentials, the user will enter an email, then the user will be directed to the IdP Single Sign-On portal. Once the user is authenticated, the SAP Concur **Home** page appears.
- **Username and Password**: The user is directed to an additional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

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

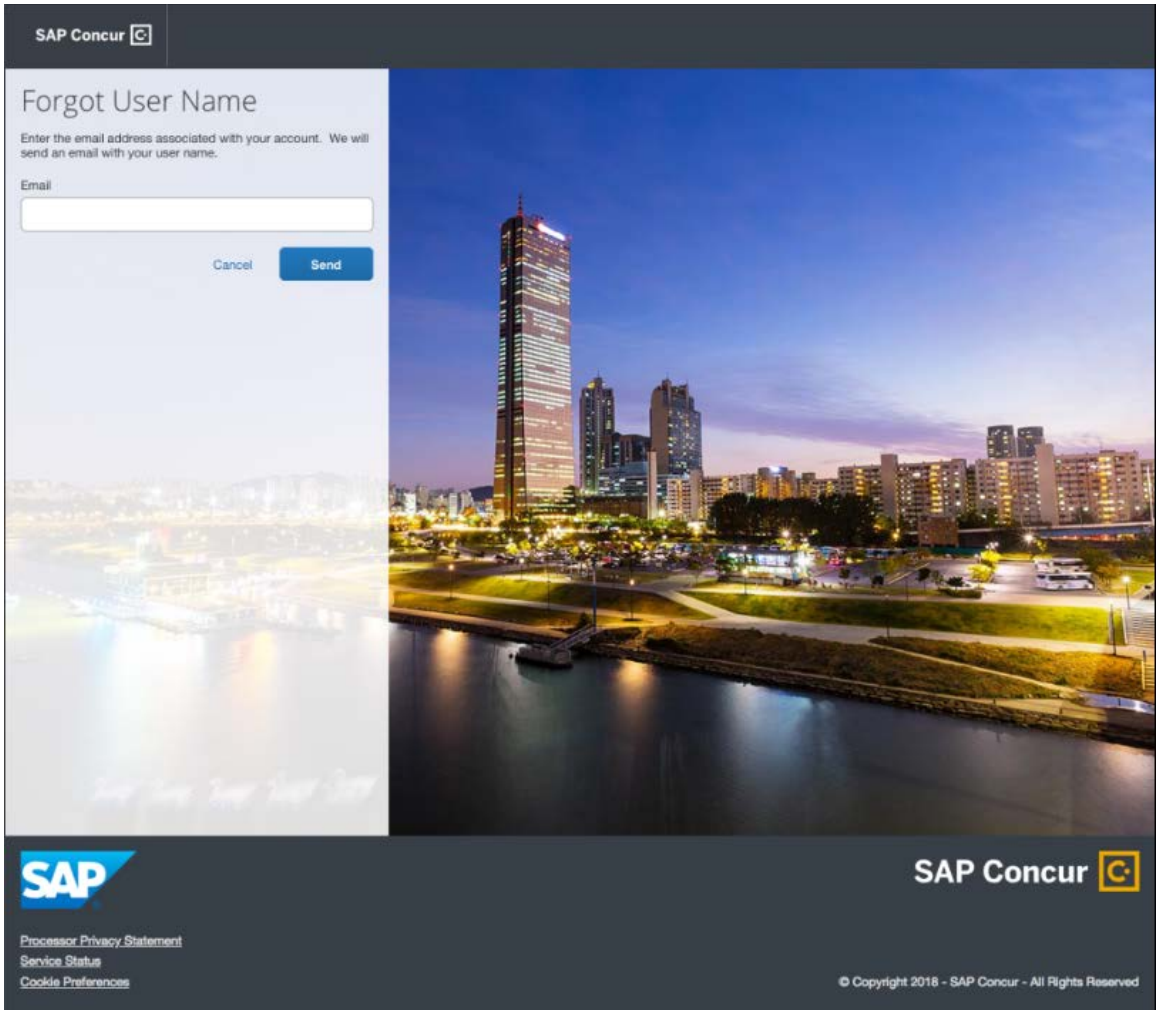


FORGOT USER NAME

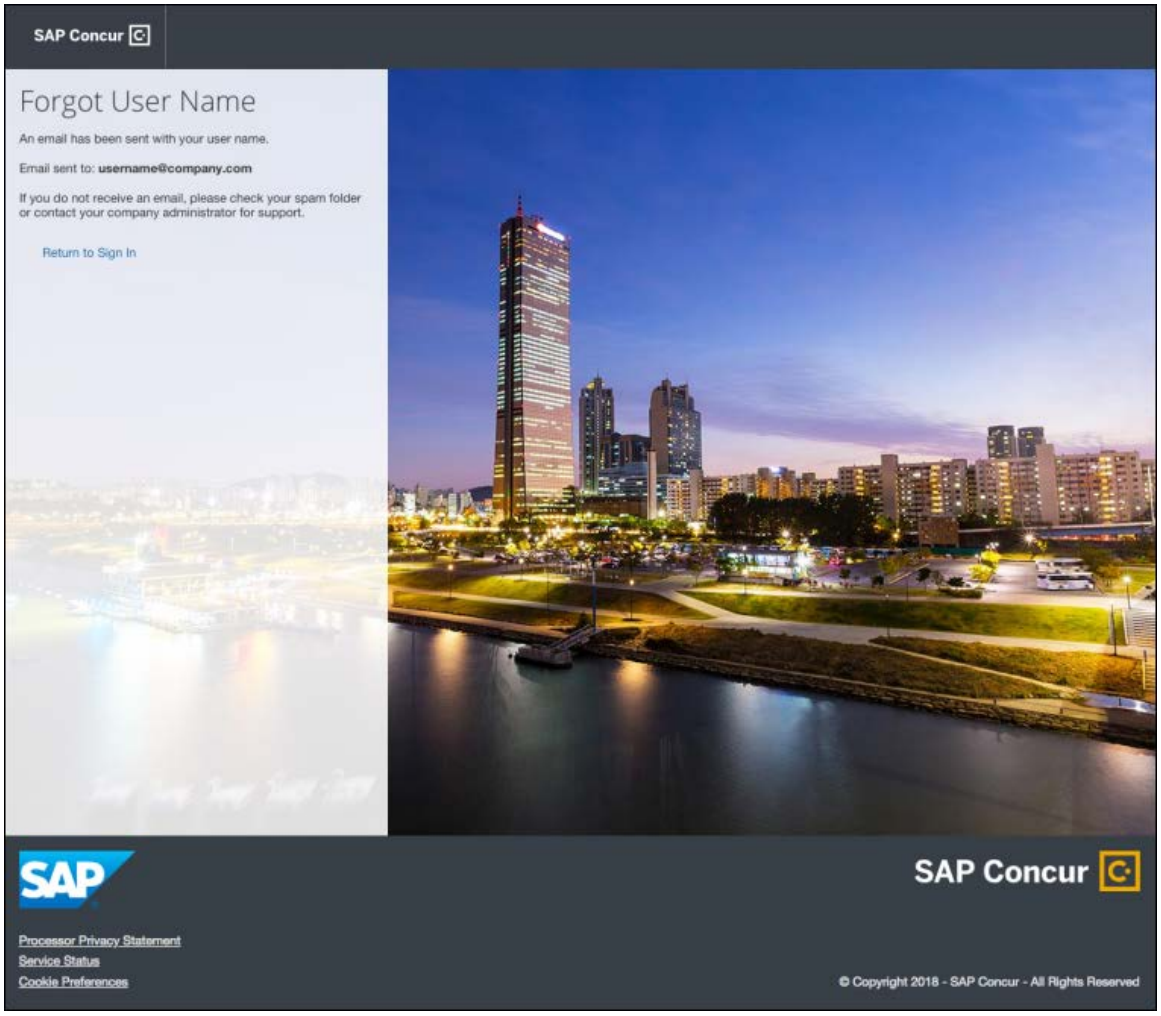
If a user forgets their user name, the user will click the **Forgot username?** link on the **Sign In** page.



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



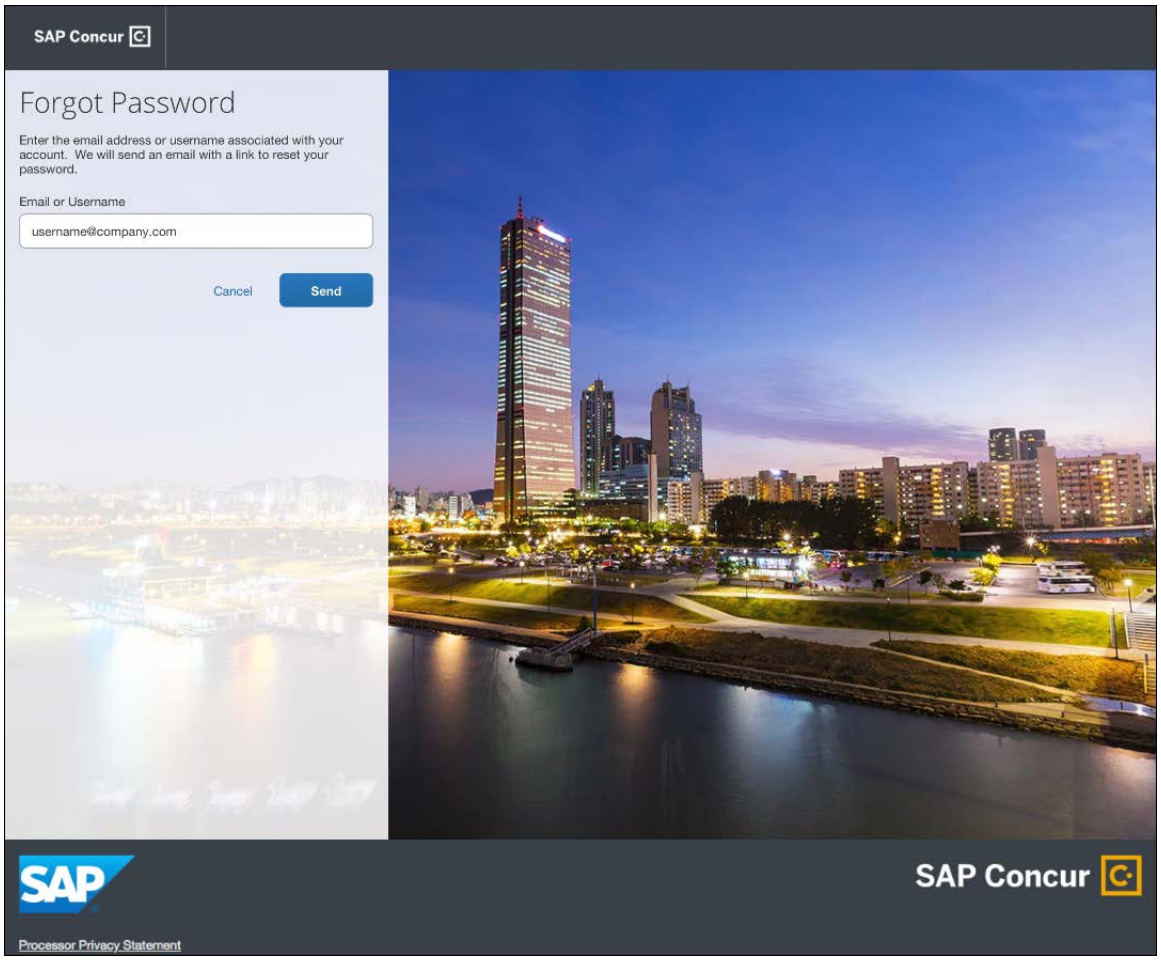
The user will see an on-screen affirmation indicating that an email was sent to them. The user will click **Return to Sign In** page to return to the **Sign In** page.



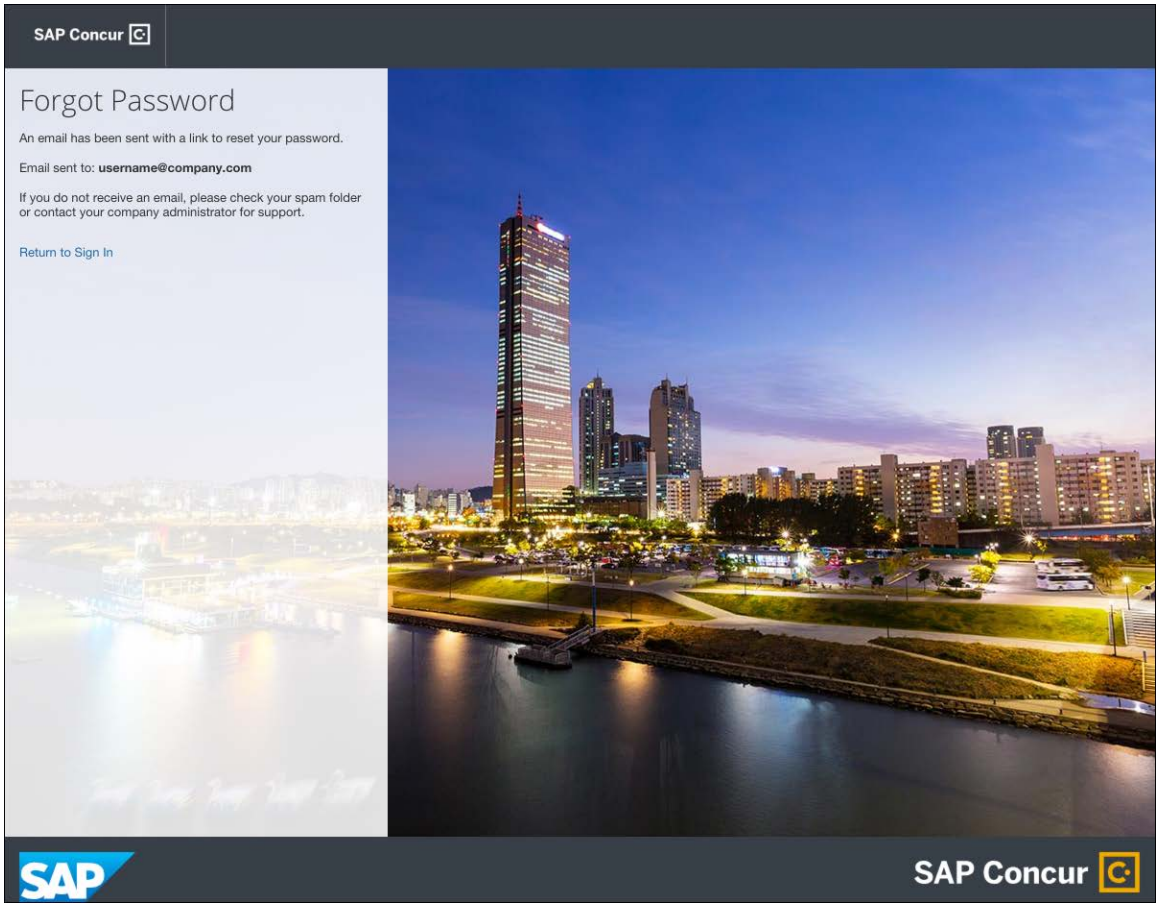
INVALID PASSWORD

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

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



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



Configuration / Feature Activation

Configuration information will be provided in a future release note.

Planned Changes New Forgot Password Page and Related Feature Deprecation

Overview

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

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

- **Security Questions:** Users will no longer receive security question prompts for login authentication.

- **On-page text:** Company custom text will no longer be displayed.
- **Password hints:** The option, **Send me an email with my password hint**, will no longer be available.

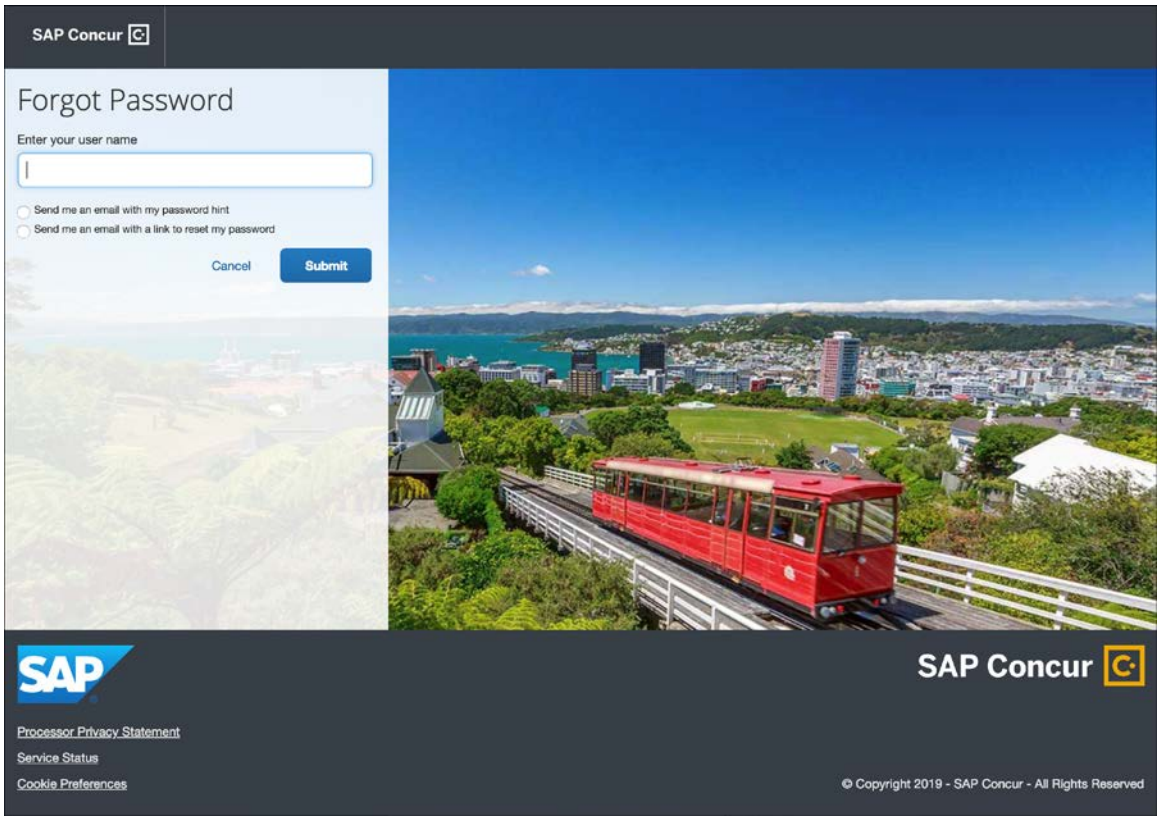
NOTE: SAP Concur currently plans to release the Forgot Password feature in advance of the planned New SAP Concur **Sign In** page. For more information, refer to the **Planned Changes** *New SAP Concur Sign In Page* release note in this document.

BUSINESS PURPOSE / CLIENT BENEFIT

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

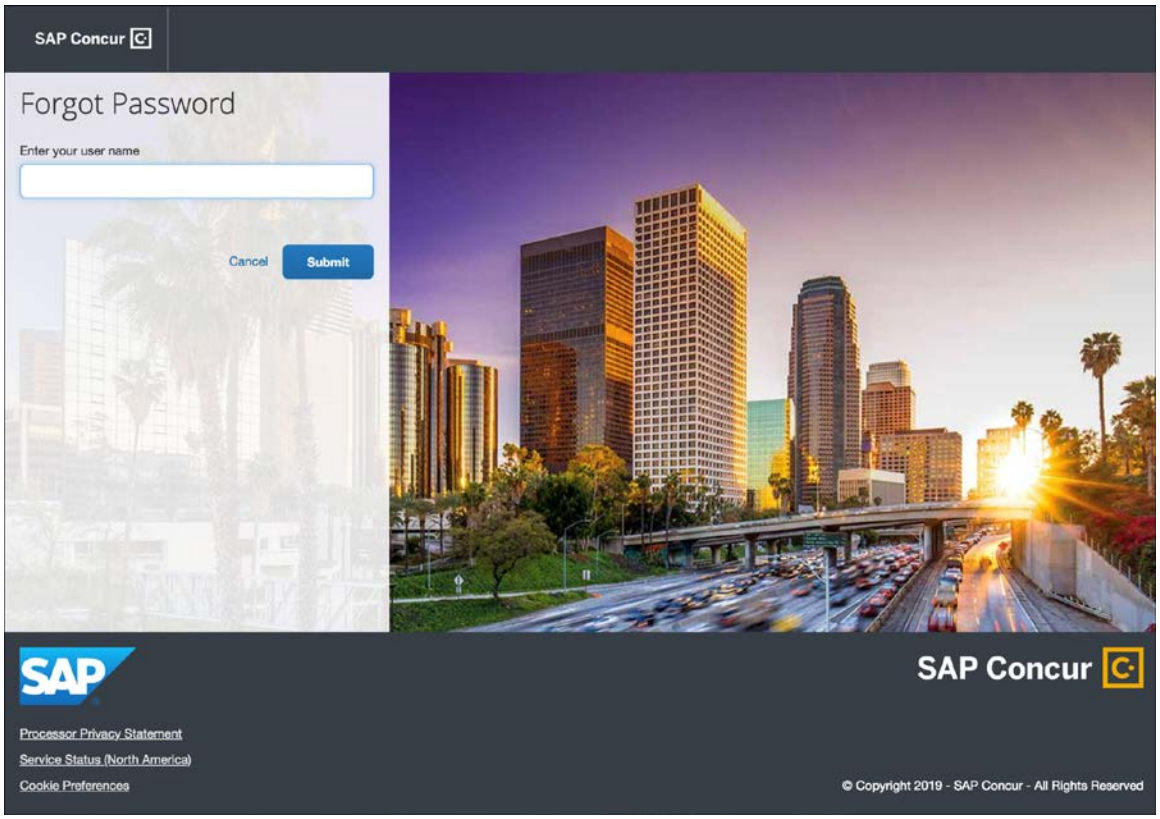
What the User Sees – Current Forgot Password Page

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

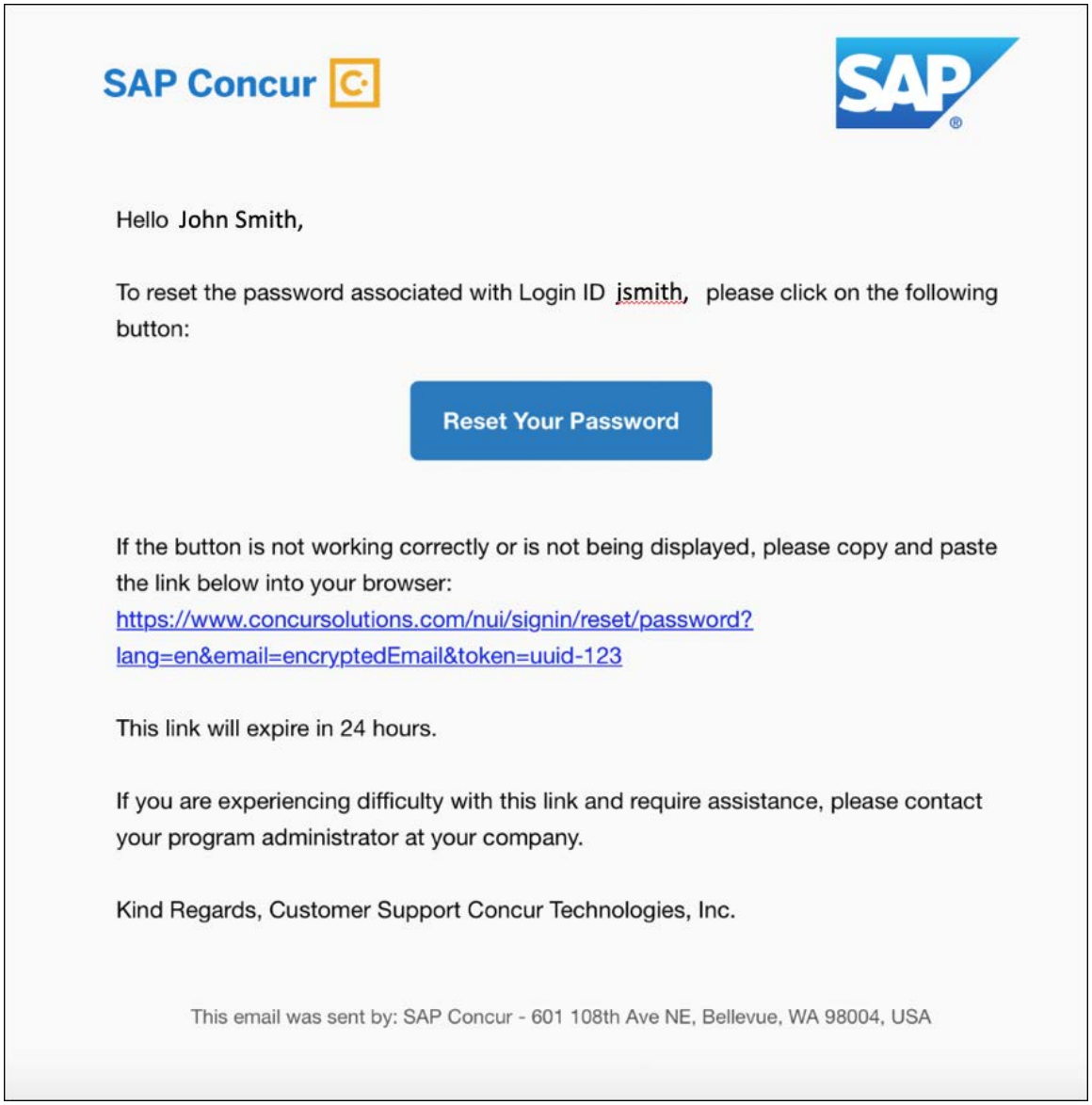


What the User Sees – New Forgot Password Page

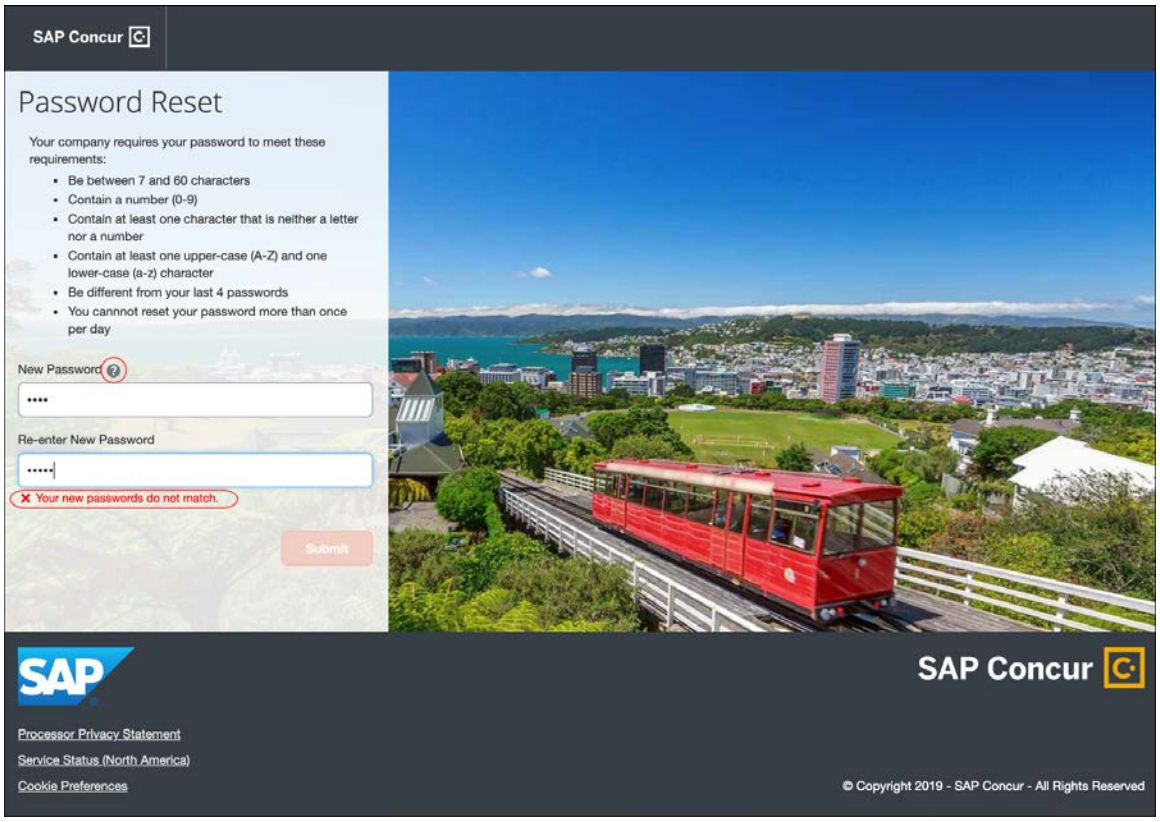
When a user enters an incorrect password on the SAP Concur **Sign In** page (www.concursolutions.com) and clicks the **Forgot Password?** link, a new **Forgot Password** page will display. The user will enter their user name and click **Submit**. A reset password notification email will then be sent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



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



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

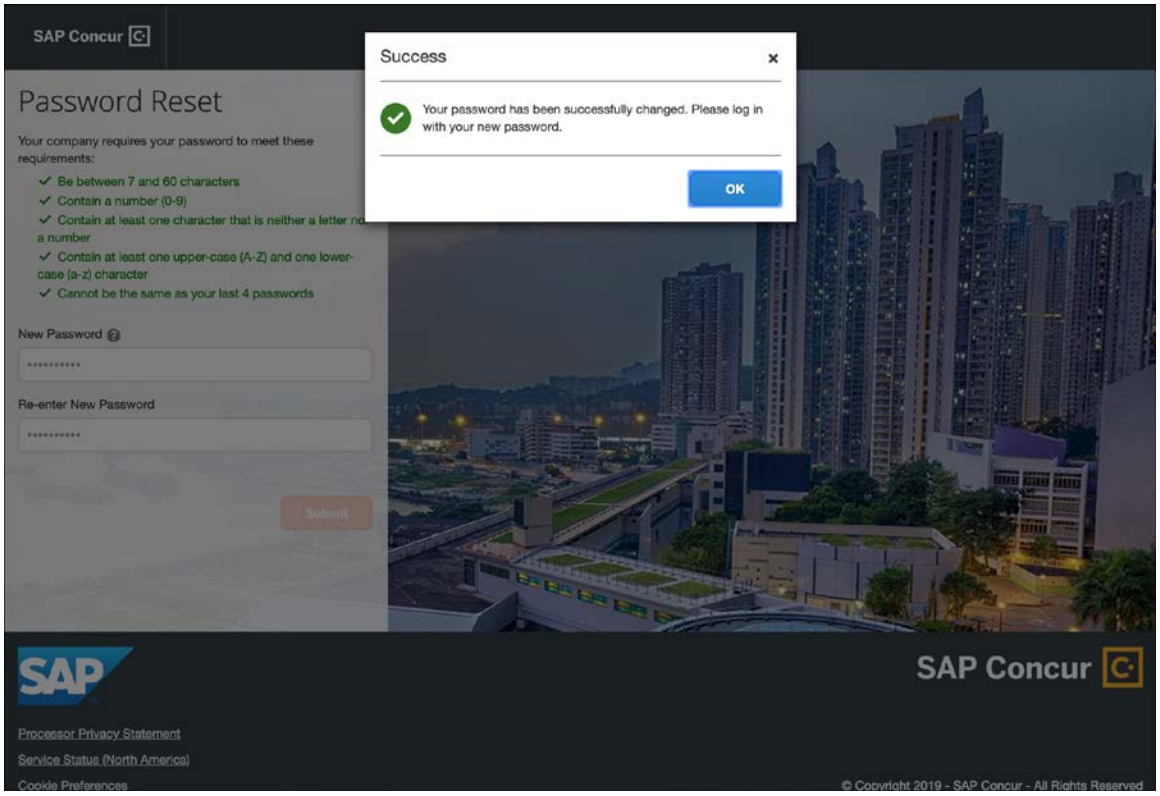


The user will see the company's password policy display on the page. The user will enter a new password in the **New Password** and **Re-enter New Password** fields. If the passwords do not match, an on-page message alerts the user.

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

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

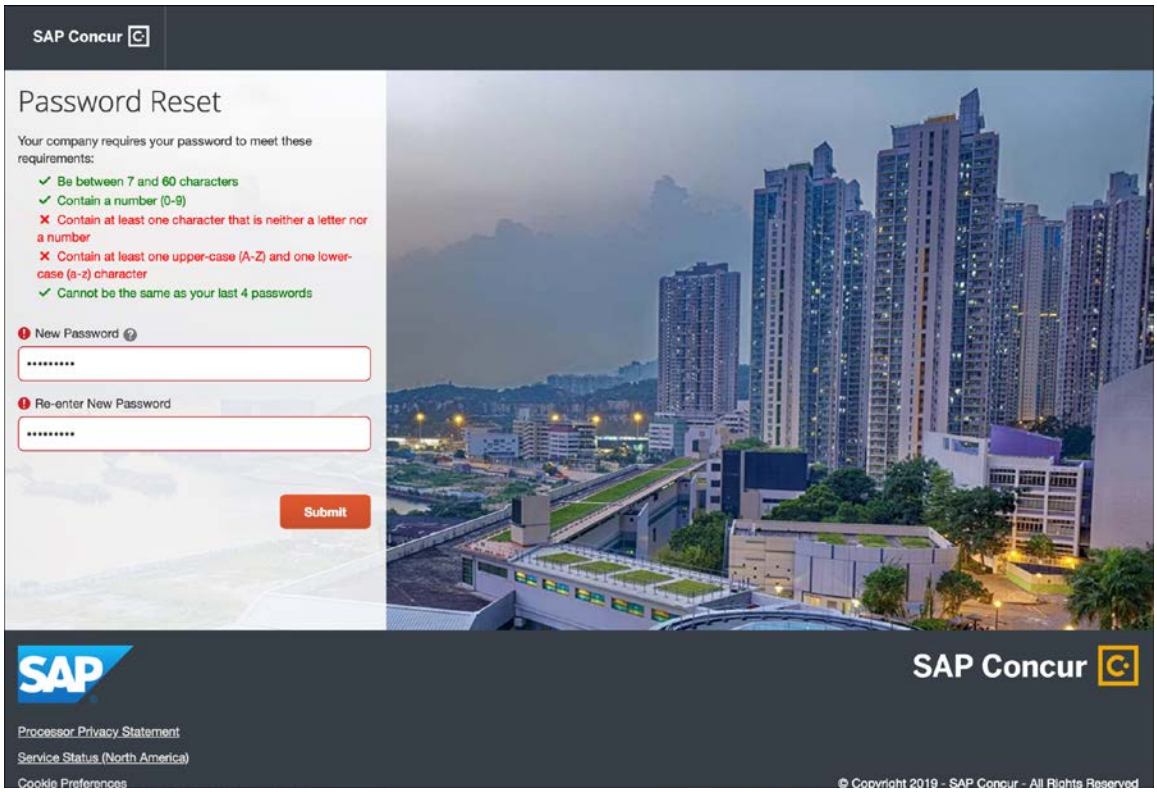
Once the password is validated, the user will see a message confirming that the new password has been successfully created.



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

FAILED PASSWORDS

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



Configuration / Feature Activation / Feature Deprecation

Additional information will be provided in a future version of the release notes.

Training Administration

Planned Changes Optimizing and Relocating the Page

Overview

To simplify the **Training Administration** page, the functionality and content will be changing.

In addition to content changes, access to the **Training Administration** page will move from **Company Admin** to **Tools**.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes will make the Training Administration feature easier to find and use.

Configuration / Feature Activation

The changes will be automatically available; additional information about potential configuration or activation steps will be provided in a later version of these release notes.

📖 For general information about the Training Administration feature, refer to the *Shared: Training Administration Setup Guide*.

Test User Admin

Planned Changes Retiring the Purge Test User Transactions Functionality

Overview

SAP Concur is retiring the functionality in the Test User Admin feature that removes the transactions of test users from Concur Expense, Concur Invoice, Concur Travel, and Concur Request.

BUSINESS PURPOSE / CLIENT BENEFIT

This change will allow SAP Concur to devote more resources to development and maintenance of features that are used by many or most of our clients.

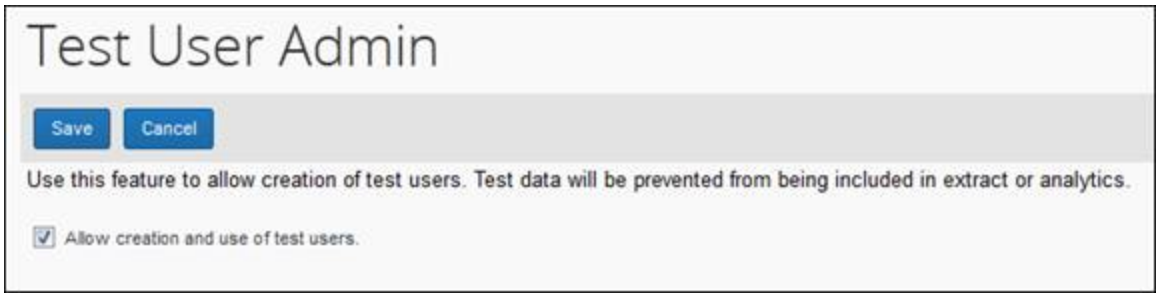
What the Admin Sees

The **Test User Admin** page will no longer display the **Purge Test User Transactions** button.

Before

NOTE: To access the page, click **Administration > Expense** (or **Invoice** or **Requests**) **> Test User Admin**.

After



Configuration / Feature Activation

The functionality will automatically be removed.

📖 For general information about the Test User Admin feature, refer to the *Shared: Test User Setup Guide*.

Client Notifications

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

Browser Certifications

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.

📖 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.

SAP Concur Support Case Status

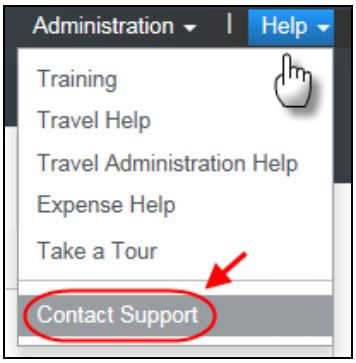
This release might resolve previously submitted support cases. You can check the status of a support case to confirm whether the case issue has been resolved.

Check Support Case Status

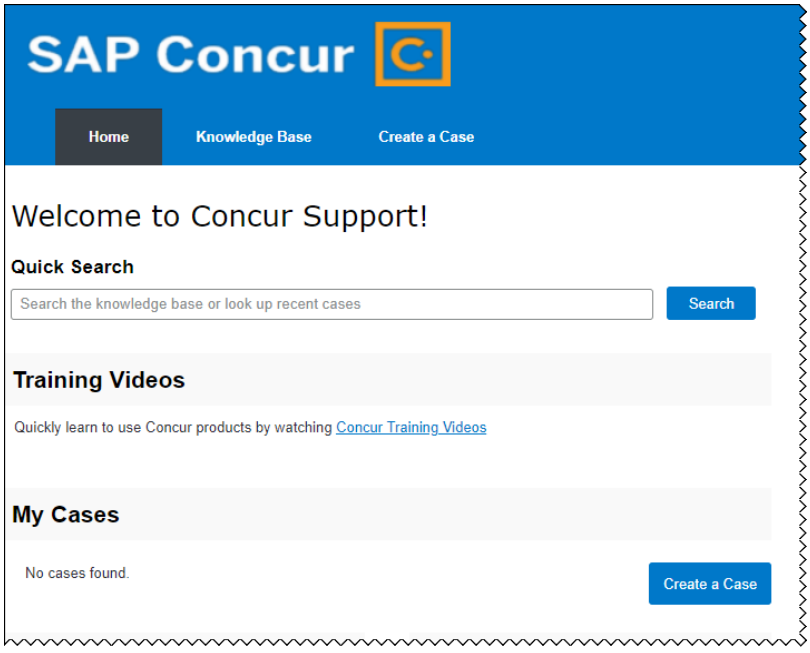
The steps in this procedure provide instructions for checking whether a case is resolved.

To check the status of a submitted case:

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



The SAP Concur support page displays.



If the **Contact Support** option is not available in the Help menu, then your company has chosen to support the SAP Concur system internally. Please contact your internal support desk for assistance.

3. In the **Quick Search** field, enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

March Example

The table below contains some example cases that are resolved in this release. It is not a comprehensive list of the resolved cases.

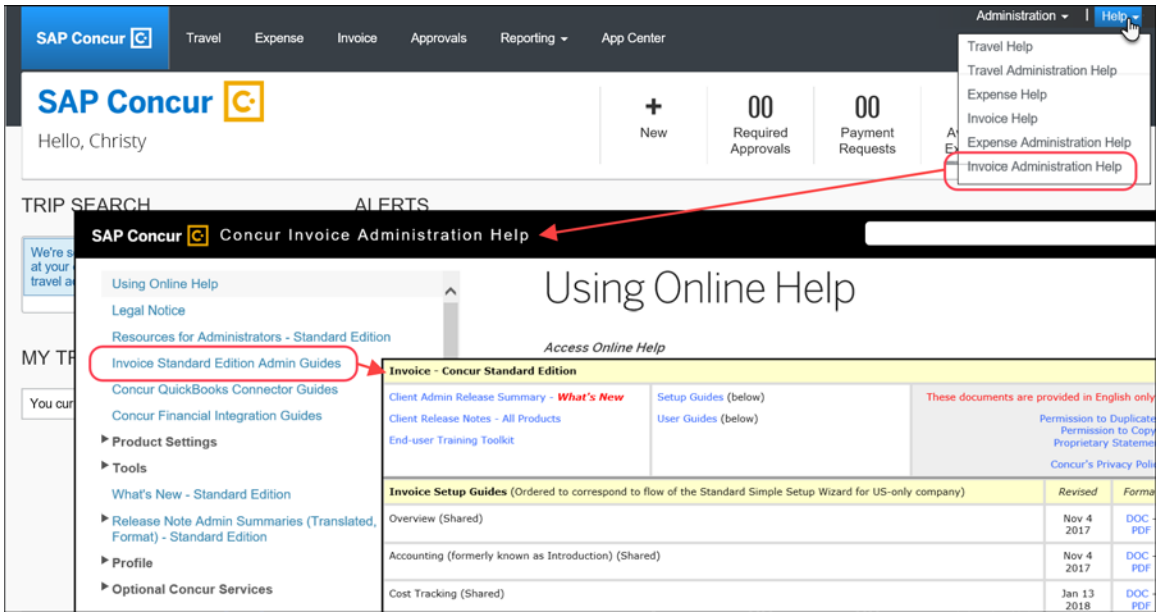
NOTE: The contents of this table are intended for SAP Concur employees only; do not distribute this information outside of SAP Concur.

Case ID	CRMC #	Defect #	Description	Client
13220210	CRMC-130630	EXP-27176	**List Management** In List Management, some numerical item codes that contained a dot were incorrectly rounded up or down.	Eversheds Sutherland (International) LLP
13303301 13290435	CRMC-130450 CRMC-130285	INV-31554	**Auditing** An audit rule that was configured to run when an invoice was submitted, was incorrectly triggered by a different event.	Chemical Financial Corp., Nihon Unisys, LTD.
13243690	CRMC-130007	INV-31577	**Invoice Approval** Invoice Approvers received "Unexpected System Error" messages and experienced slow performance in Concur Invoice.	PetVet Care Centers
13210613	CRMC-130000	INV-31454	**Capture Processing** On the **Email Administration** tab, in some cases, when the **Alias Name** was updated, the change was not saved.	The Kellen Company
12955001	CRMC-129650	INV-31643	**Expense Types** The Tax Code was not updated when the Expense Type was changed in an invoice line item.	DAIWA LIFENEXT CO., LTD.

Additional Release Notes and Other Technical Documentation

Online Help – Admins

A user who is assigned an admin role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources through **Invoice Administration Help**.

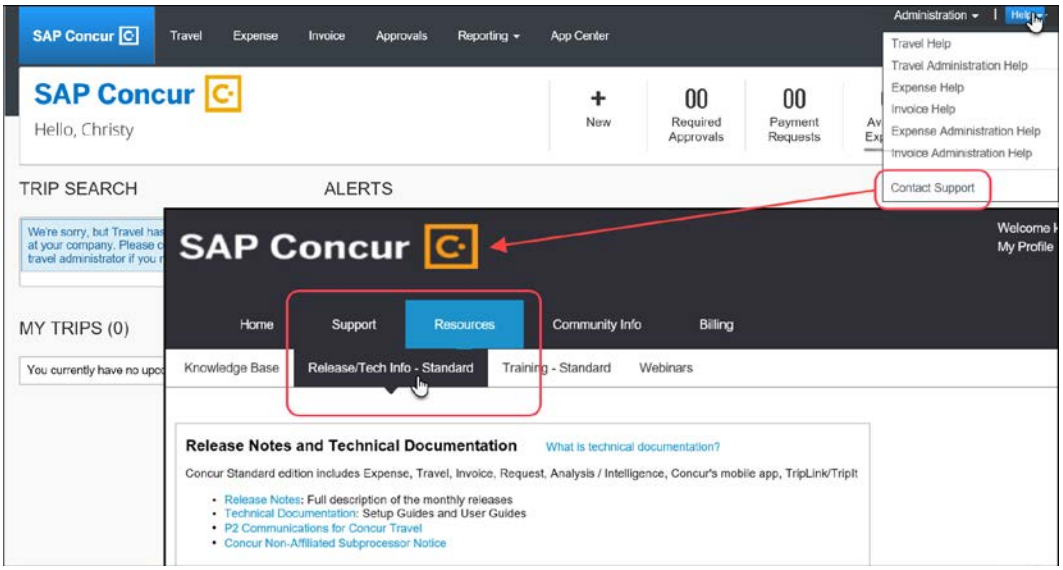


SAP Concur Support Portal – Selected Users

Users who are assigned the correct SAP Concur support portal permissions can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources through the SAP Concur support portal.

To access the SAP Concur support portal (for users with the correct permissions):

1. Click **Help > Contact Support**.
2. On the support page, click **Resources > Release/Tech Info**.



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SAP Concur Release Notes

Invoice Professional/Premium

Includes: Concur Invoice, Capture Processing, Invoice Pay, Purchase Requests and Purchase Orders

Month	Audience
Release Date: April 13, 2019 Update 1: Thursday, April 18, 5:00 PM PST	SAP Concur Client FINAL

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Release Notes

This document contains the release notes for Concur Invoice functionality for professional edition.

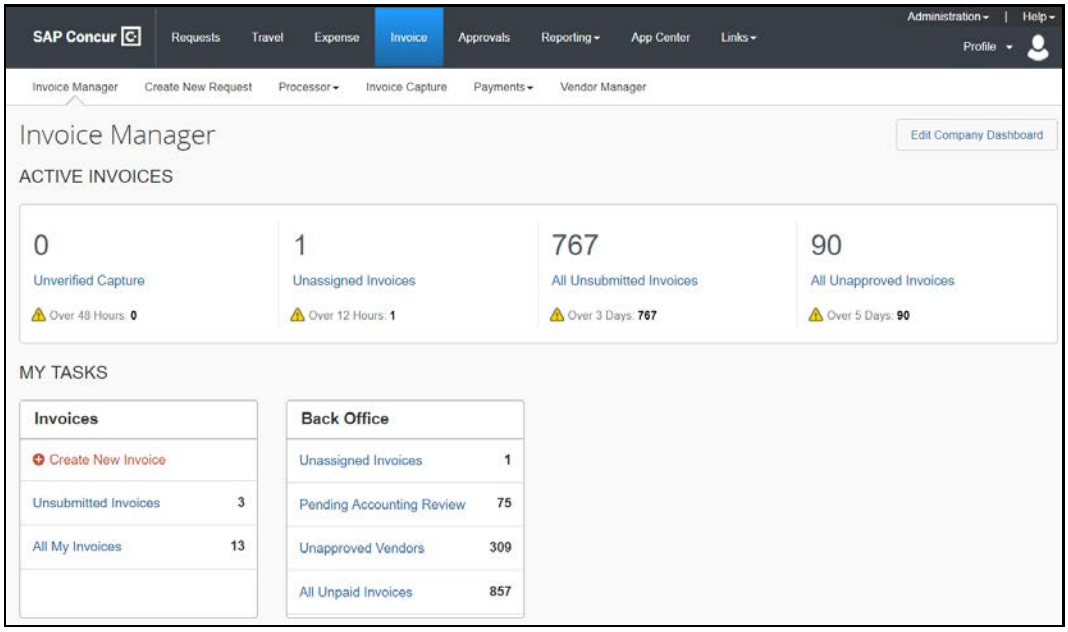
Concur Invoice

New User Experience Enhancements for Concur Invoice

Overview

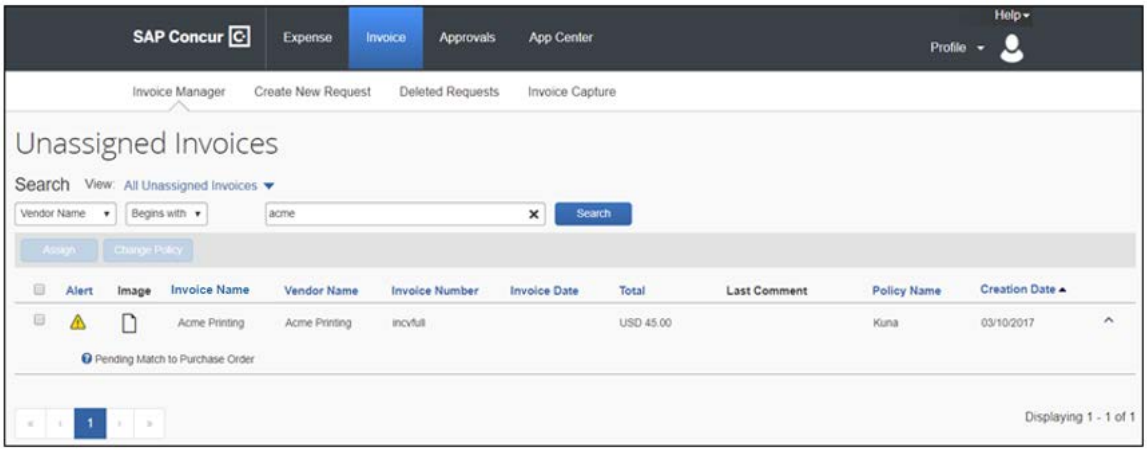
SAP Concur now offers a new user experience that is particularly targeted at the Accounts Payable (AP) user who is constantly monitoring the health of the Invoice lifecycle within the system. With a new AP landing page, concepts of "call to action" and "work to zero" are being brought to the forefront to better inform AP users to ensure they are working on the highest priority task.

The new landing page, **Invoice Manager**, contains links to important tasks the AP user needs to perform daily, such as assign and submit invoices. The **Invoice Manager** page is also available for the Invoice Processor with links similar to the AP user. The following image shows all the options available on the page if you have several roles. This means that the **Invoice Manager** page will differ depending on the role the user has.



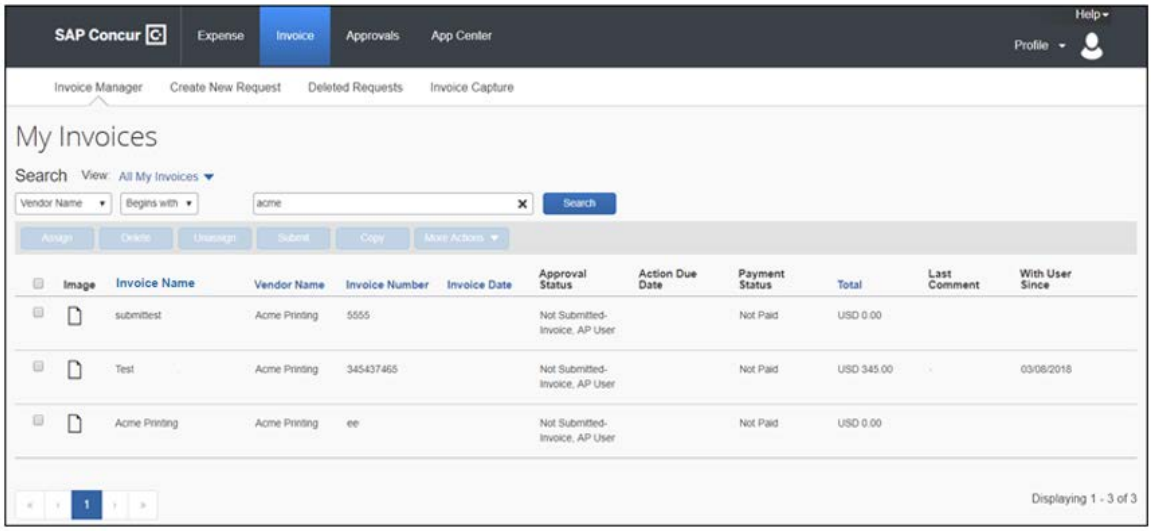
NOTE: SAP Concur has utilized existing group and policy configuration in the legacy user interface when displaying counts and cards on the new **Invoice Manager** page to ensure clients continue to see only what they are supposed to.

Another new page, **Unassigned Invoices**, appears when AP users click on the **Unassigned Invoices** link on the **Invoice Manager** page.

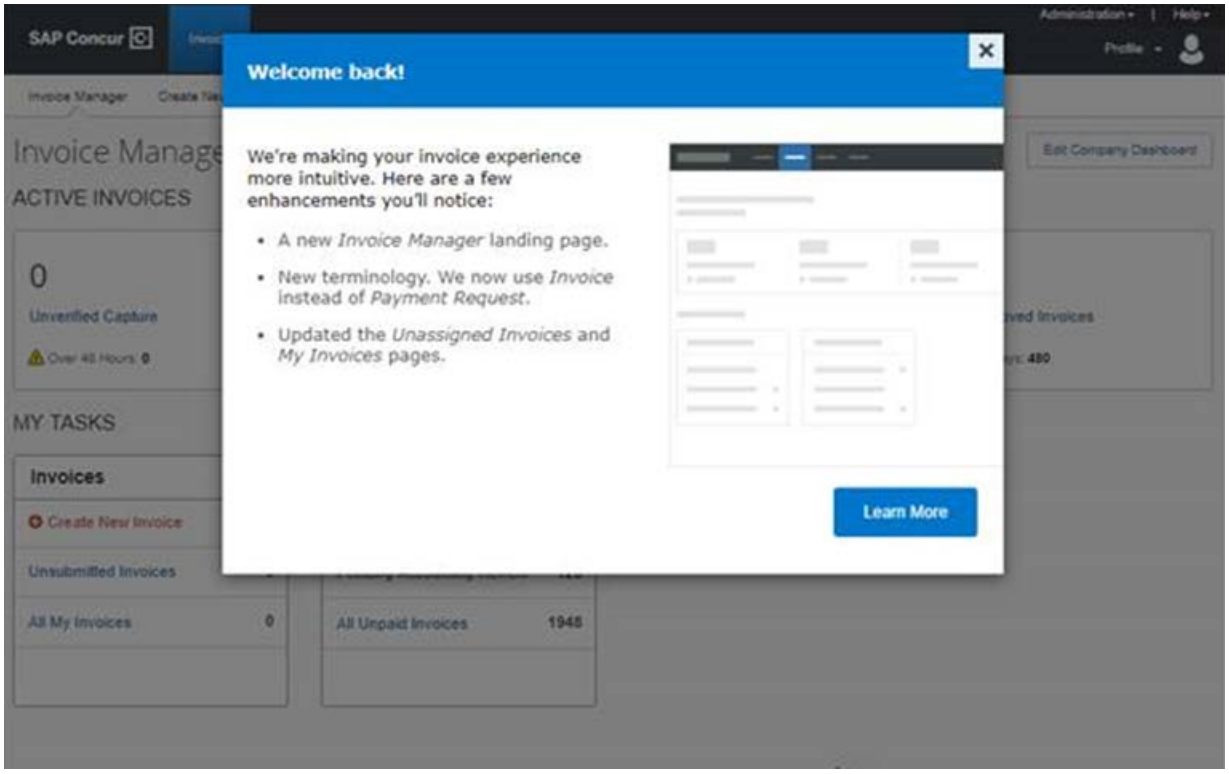


In addition, Concur Invoice has added a new **My Invoices** page, which is accessed by clicking **My Tasks** > **Unsubmitted Invoices** or **All My Invoices** from the **Invoice Manager** page**.**

NOTE: Non-AP users are directed to the **My Invoices** page when they click the **Invoice** tab. The **Invoice Manager** page is not accessible to them.



The first time a user logs in to Concur Invoice, they will see a **Welcome back!** window with information about the new user experience. Users can click the **Learn More** button to read more about the new user experience. This window will only appear once for a user and will be removed from the product in the near future.



BUSINESS PURPOSE / CLIENT BENEFIT

The new Concur Invoice user experience enables clients to work more efficiently and provides them greater visibility into their invoices in flight.

Term Changes

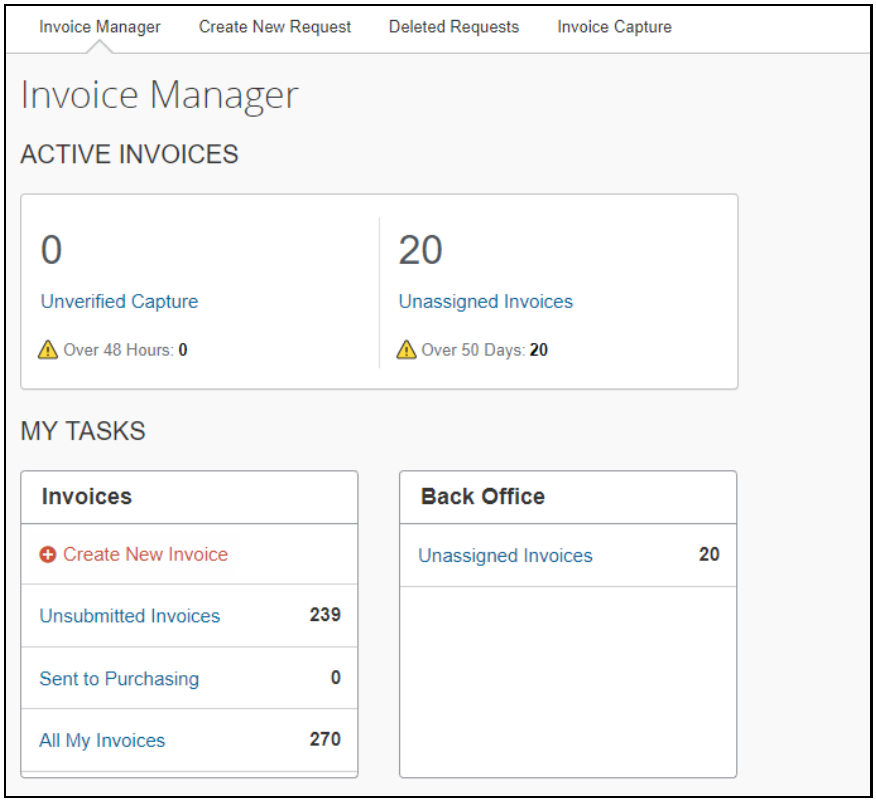
With the new user experience, several terms have changed name. These terms are listed in the table below.

Previous Term	New Term
Request ID	Invoice ID
Request Name	Invoice Name
Payment request or Payment Request	Invoice
Payment Request Type	Policy

NOTE: At this point, imports, extracts, and any customizations performed by clients are not included in the term change. In addition, the term *Request Key* will not change either.

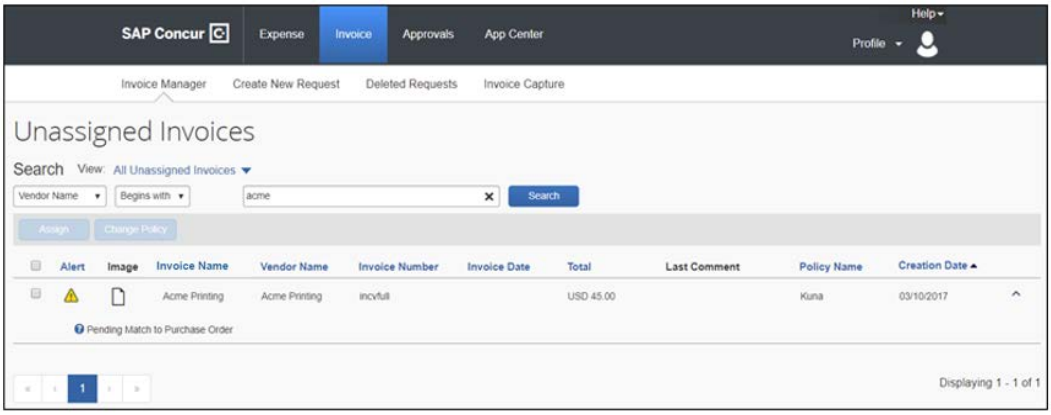
What the Invoice AP User Sees

The Invoice AP User will see a new **Invoice Manager** page when they click on the **Invoice** tab.

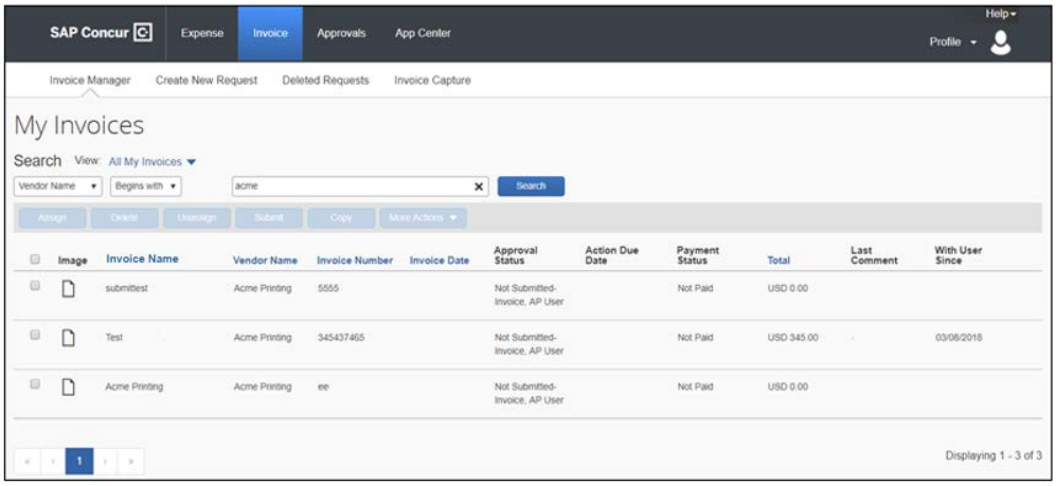


NOTE: The **Sent to Purchasing** link will only display if the user also has the Invoice Purchasing User role and the **Unverified Capture** link will only display if the user has the Client managed Capture Verifier role.

In addition, they will see a new **Unassigned Invoices** page.

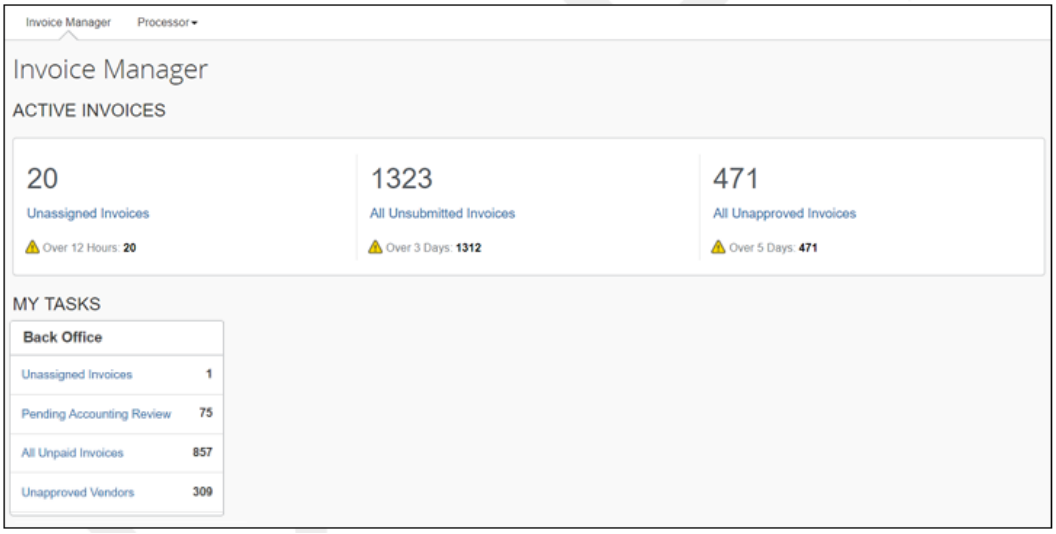


The **My Request** page has been redesigned and renamed to the **My Invoices** page.



What the Invoices Processor and Invoice Processor (Audit) See

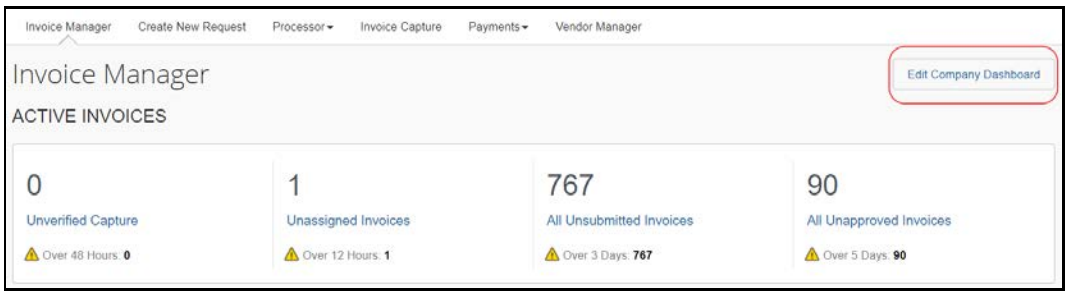
The Invoice Processor will see a new **Invoice Manager** page when clicking the **Invoice** tab.



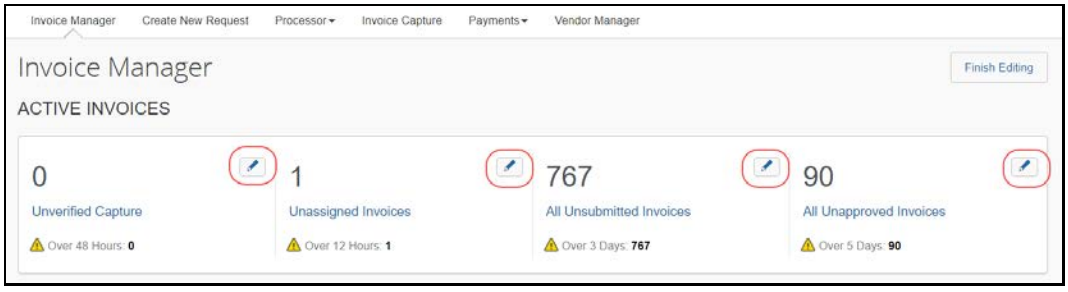
NOTE: The **Unapproved Vendors** link will only display if the user also has the Invoice Vendor Manager role.

What the Invoice Configuration Administrator Sees

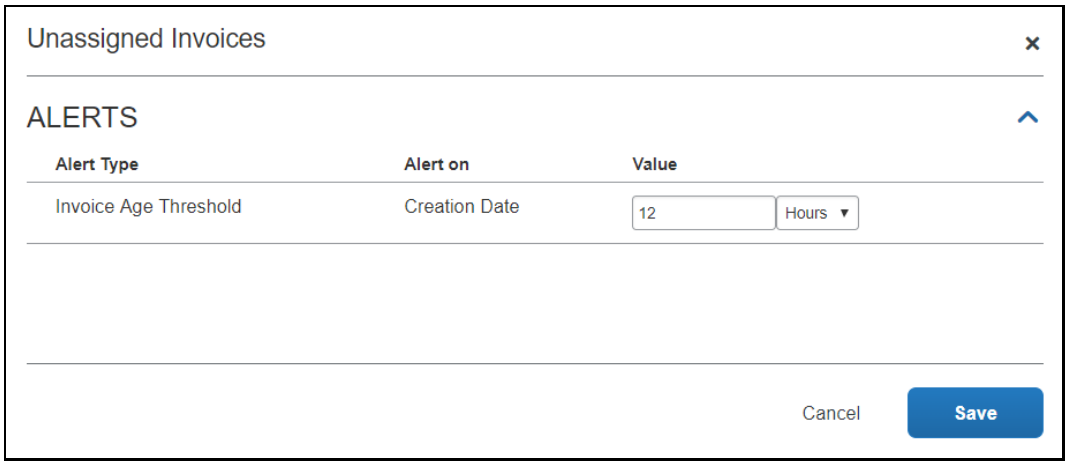
Apart from seeing everything that the AP user and Invoice Processor see, the user with the Invoice Configuration Administrator role will also see an **Edit Company Dashboard** button in Invoice Manager.



When they click this button, the tiles in the **Active Invoices** section will display an editing icon.



Clicking the editing icon, the Invoice Configuration Administrator will see an **Unassigned Invoices** window where they can define how long an invoice should be unassigned before showing the user an alert.



Once the Invoice Configuration Administrator has finished editing and clicked **Save**, they are returned to the **Invoice Manager** page and can click the **Finish Editing** button.

What the Invoice User Sees

Concur Invoice users who have access to the **My Requests** page will see a newly designed **My Invoices** page that is more modern and aligns with Next Gen UI initiatives across the SAP Concur Spend platform. Many of the items in the **Actions**

menu are now buttons, one for each action, and images are more easily accessible in their own **Image** column.

Configuration / Feature Activation

This feature is automatically available; no configuration or activation is required.

📖 For more information, refer to the *Concur Invoice Accounts Payable User Experience Enhancement Client Fact Sheet*.

Purchase Request

Vendor Field in PR Line Item Defaults to Previously Selected Vendor

Overview

When line items are added to a new or existing purchase request on the **Purchase Details** page, after the first line item is added, the **Vendor** field for subsequent line items defaults to the previous selected vendor.

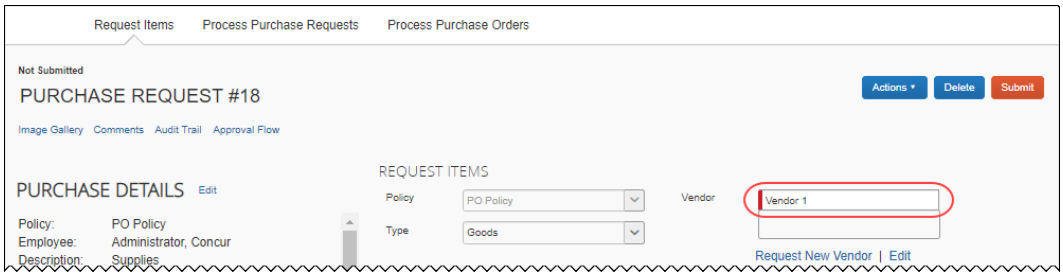
Prior to this change, the vendor had to be manually selected each time a new purchase request line item was added.

BUSINESS PURPOSE / CLIENT BENEFIT

This change reduces the number of steps required to add subsequent line items, to a purchase request making the process of creating and updating purchase requests more efficient and less time consuming.

What the Purchase Request User Sees

On the **Purchase Details** page, after adding the first line item to a purchase request, when subsequent line items are added, the user sees the previously selected vendor name in the **Vendor** field.



Configuration / Feature Activation

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

Payment Manager

Payment Confirmation Extract Available Without Invoice Pay

Overview

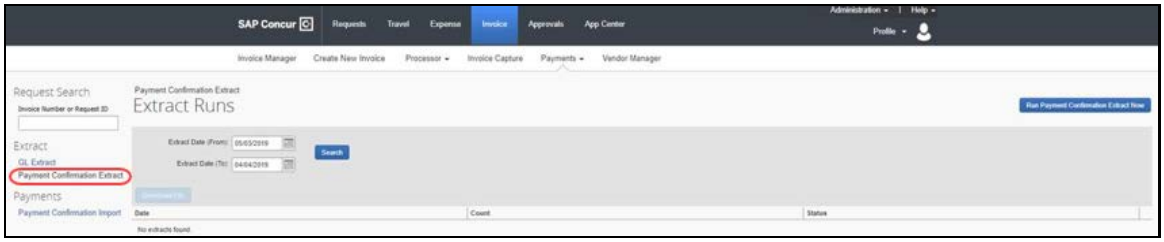
With this release, payment managers will be able to use the Payment Confirmation Extract without Invoice Pay being enabled. This is helpful for Concur Invoice provider pay users so that they can export provider payment information together with SAP Concur payment data.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature enables clients, who use the payment provider, to download payment confirmation extract data to reconcile their ERP.

What the Payment Manager Sees

Payment managers will see the **Payment Confirmation Extract** link in the **Extract** section of the Payment Manager.



Configuration / Feature Activation

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

Invoice Pay

Updated Direct Debit Request Form (Australia)

Overview

The Direct Debit Request form for Invoice Pay clients in Australia has been updated to more accurately reflect the name of the service agreement. The text that was in the **Service Agreement** field of the form is "Concur Business Service Agreement (BSA) and Service Description Guide (SDG)" and the current text is "Agreement for the SAP Concur Service."

NOTE: Other minor changes have been made to this form, such as updating our company logo.

BUSINESS PURPOSE / CLIENT BENEFIT

The new text more accurately covers the various SAP Concur client contracts.

What the Admin Sees

Clients cannot directly access this form, but when it is provided to them, they will see an updated Service Agreement name.

Budget

Workflows for Budget Now Available

Overview

Workflows are now available for Budget. Workflows define how the system routes invoices, expense reports, and requests through approval and processing steps. The flexible workflow feature for Budget that SAP Concur offers allows companies to design workflows specifically tailored to their unique needs.

Without budget review, budgets may become fully consumed well before the end of a period or year leaving an organization with limited options and budget owners with, for example, exceeded budgets. In addition, early spending means that more important (to the organization) spending will be declined because lesser important spending consumed the budget early on.

Combining budget review in the workflow adds value. Audit rules and workflow step rules can help organizations to add in controls when it makes sense to fine tune to an organization's specific needs.

Equally important is the determination when a spending item is regarded as committed toward a budget. In most organizations, the commit is when a spending

item is paid; it went through most if not all approval steps. In other organizations, the commit occurs much earlier. As soon as a purchase request or an authorization request is approved it is regarded as committed.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature will provide clients with control over the budget spend to, for example, avoid exceeded budgets too early in a budget period or budget year.

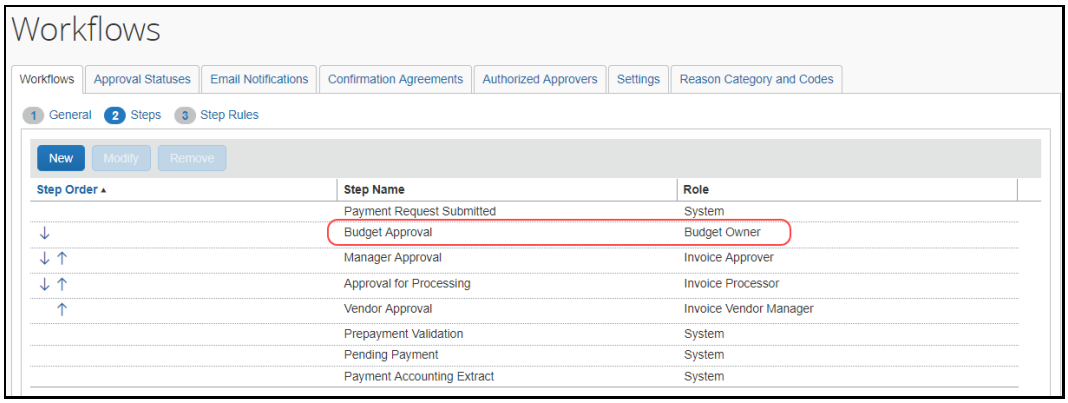
IMPORTANT TO NOTE

Clients should note the following:

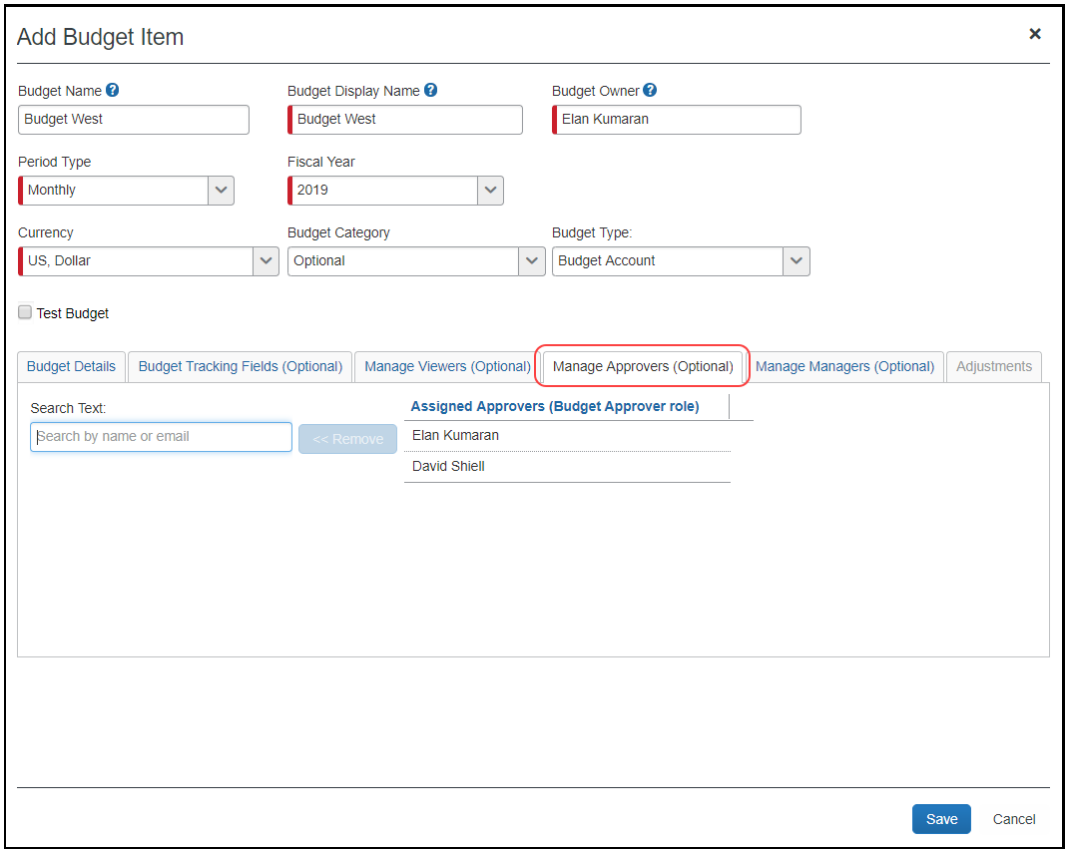
- If clients are using the old Concur Expense user interface, the budget approval step does not display the budget approver on the mobile app until after the step in the workflow. This also means that the budget approval step does not work if clients use the mobile app to approve expense reports that include budget.
- Japanese clients who use e-Bunsho and China Data Center clients must use the old Concur Expense UI. Thus, SAP Concur recommends that these clients do not approve budgets on the mobile app.
- The approval flow windows on mobile, available for Concur Invoice only, do not display the budget approver until after the budget approval step is completed. However, this does not prevent anyone from approving invoices for Budget.

What the Admin Sees

The admin will see the new *Budget Approval* step available in the Workflows tool.



In addition, they will see a new **Manage Approvers (Optional)** tab in the **Add Budget Item** and **Modify Budget Item** windows in Budget Items.

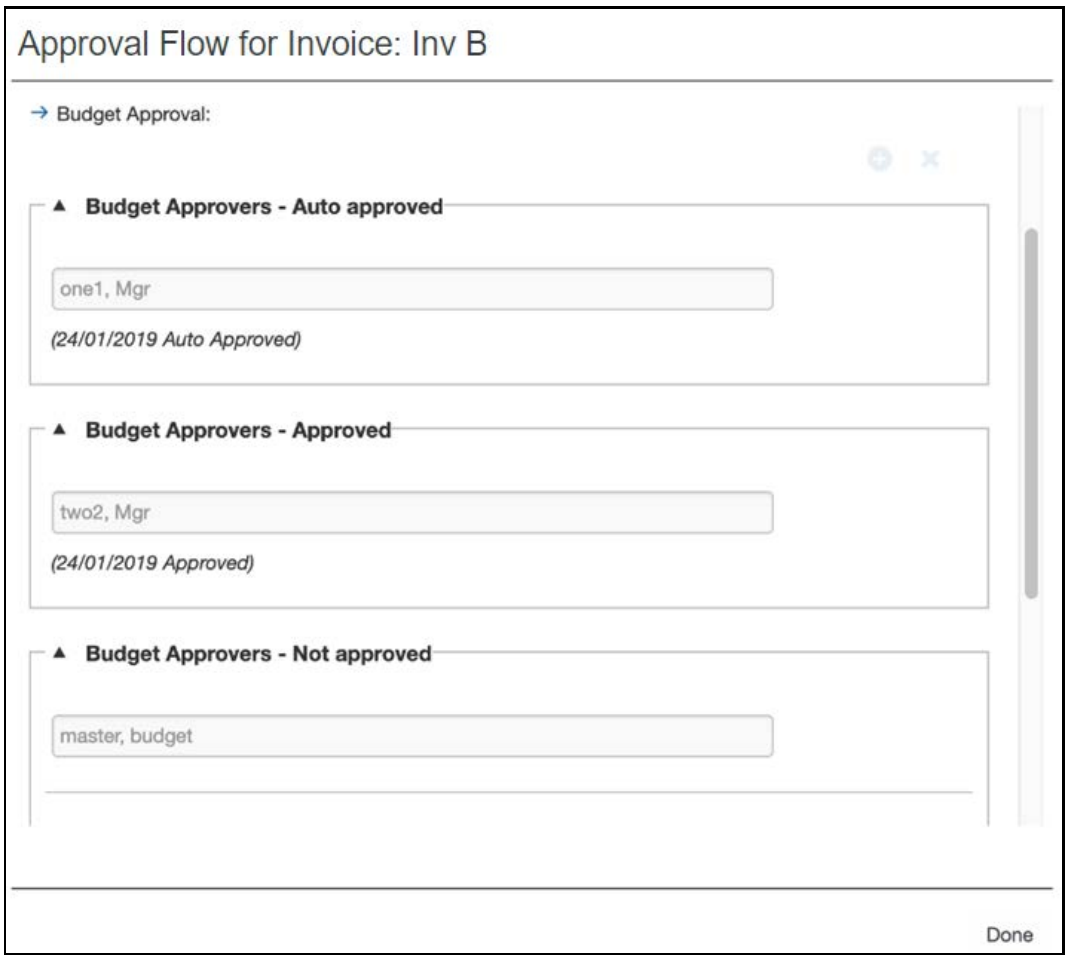


NOTE: There is a limit of five budget approvers per budget item.

What the Approver Sees

The approver will see the budget approvers in the **Approval Flow** window. The window displays budgets that are approved, auto approved, and not approved.

NOTE: Concur Expense and purchase request on mobile do not have the approval flow windows.



Configuration / Feature Activation

The administrator needs to configure this feature on the **Workflows** page by clicking **Administration** > **Invoice** or **Expense**.

📖 For more information, refer to the Concur Budget Workflow Client Fact Sheet.

SAP Concur Email

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

Overview

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

IMPORTANT: All Services Will Soon Be Affected

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

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

NOTE: This change only affects companies that filter incoming email based on IP addresses.

Configuration / Feature Activation

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

Miscellaneous

Reminder: No Personal or Sensitive Data in Custom Fields

Overview

All companies must take all reasonable steps to protect the personal and sensitive information of their employees. Per recommended security-related best practices, custom fields should not contain personal or sensitive data.

⚠ **IMPORTANT:** ***Data in custom fields is not encrypted.*** The client is solely responsible for any liability resulting or arising from improper use.

Next Steps

If your company is currently using custom fields to store personal or sensitive data (for example, Social Security numbers, family member names, or any other personally identifying information), you should plan to remove this information from your existing fields within the service and modify your current configuration.

📖 For additional information, refer to the *FAQ*.

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.

Purchase Order

Planned Changes Import Now for PO and PO Receipt Imports

Overview

The Import Now feature enables clients to import PO and PO receipt files into Concur Invoice immediately without having to wait for an overnight scheduled import. This is beneficial for clients who need to import POs and PO receipts and work with them in the Concur Invoice product the same day they are created externally. This also allows clients to do multiple PO and PO receipt imports a day for more synchronized and up-to-date data.

NOTE: The Import Now feature is currently in an Early Adopter program. For more information, contact your SAP Concur representative.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature gives clients control over when and how frequently to import POs and PO receipts into Concur Invoice.

Configuration / Feature Activation

This enhancement is automatically available. To start using this feature, clients need to add the suffix "importnow" on their PO and PO receipt files that are transferred to their FTP site.

Current Import Naming Convention

The current naming conventions are as follows:

- PO import: poinvoice_EntityID_Date
- PO Receipt Import: purch_receipt_EntityID_Date

These naming conventions will remain as is today and the files will continue to be picked up and run on the existing schedule. Clients who wish to always import these records using the import now option should adjust their schedules accordingly and remove any scheduled jobs from the purchase order and purchase order receipt import job definitions.

Import Now Naming Convention

The Import Now naming conventions are as follows:

- PO Import: poinvoiceimportnow_EntityID_Date
- PO Receipt Import: purch_receiptimportnow_EntityID_Date

For the Import Now option, the PO receipt file is usually dependent on the PO file, so clients must coordinate their file transfer to the FTP site so that the PO file is always transferred first before the PO receipt file to ensure the PO's are imported before the receipts. The PO receipt Import Now function will not start until any active PO import running is completed. However, once the PO files are sent with the "importnow" suffix, they will be imported immediately when they are transferred to the FTP site.

NOTE: Clients must have an FTP site to use this feature.

Authentication

Planned Changes No Future Bulk Password Resets or Updates via Import File

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

Overview

In a future release, the ability to reset or update user passwords through the User Import and Employee Import features, will be removed. The ability to set the password for new users during the initial import through the User Import and Employee import features will still be available.

USER IMPORT

The password field will remain available in the downloadable Excel template, but will only be read during an initial import of the file, or when creating a new user in the system. Subsequent uses of the field will be ignored by the system.

For general information about this functionality, refer to the *Shared: User Import User Guide*.

EMPLOYEE IMPORT

The password fields will remain available in the 100, 300, 305, and 310 records sets, but will only be read during an initial import of the file, or when creating a new user in the system. Subsequent uses of the field will be ignored by the system. The update and replace password features on the 100 record will no longer be used.

📖 For general information about this functionality, refer to the *Shared: Employee Import Specification*.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides greater security for user passwords.

Configuration / Feature Activation

These changes occur automatically; there will be no configuration or activation steps.

Planned Changes Composite Logins to be Deprecated

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

Overview

In a future release, SAP Concur will no longer support composite login sign-in page URLs.

Composite login functionality allows users to use a login ID that does not include a domain to log in to SAP Concur products.

All users who use only their username (ex: johndoe) to log in will need to use their **CTE Login Name** rather than their login ID to log in to SAP Concur products.

NOTE: The **CTE Login Name** mentioned here is the login name that appears in the **CTE Login Name** field in **Administration > Company > Company Administration > User Administration**.

SAP Concur will no longer support composite login sign-in page URLs. The typical URL for a composite login page includes the name of the entity (ex: entity=pxxxxxxxxx) and looks like this: https://www.concursolutions.com/signin.asp?entity=pxxxxxxxxx.

All clients will be using the standard **Sign In** page to access SAP Concur products. The standard sign in page is https://www.concursolutions.com/nui/signin.

Deprecation of the composite login pages for www.concursolutions.com is targeted for May 11, 2019.

NOTE: The employee import and other utilizations of composite logins are not yet being deprecated and will continue to function as they do currently. Only the user-facing portion of composite login is being deprecated at this time.

IMPACTS TO USERS

Users who log in to a composite login page (https://www.concursolutions.com/signin.asp?entity=pxxxxxxxxx) ***and*** do not use the at (@) symbol in their user name will need to click the **Forgot your user name?** link on the **Sign In** page to retrieve their user name without assistance (preferred) or contact their company administrator to get their **CTE Login Name**. User passwords remain the same.

Single Sign-On functionality is not impacted by this change. The following users will not be impacted because they do not log in using https://www.concursolutions.com:

- SAP Concur web SSO
- Concur mobile username/password
- Concur mobile SSO

BUSINESS PURPOSE / CLIENT BENEFIT

Deprecating this feature improves login stability and login success rates, while reducing login dependency.

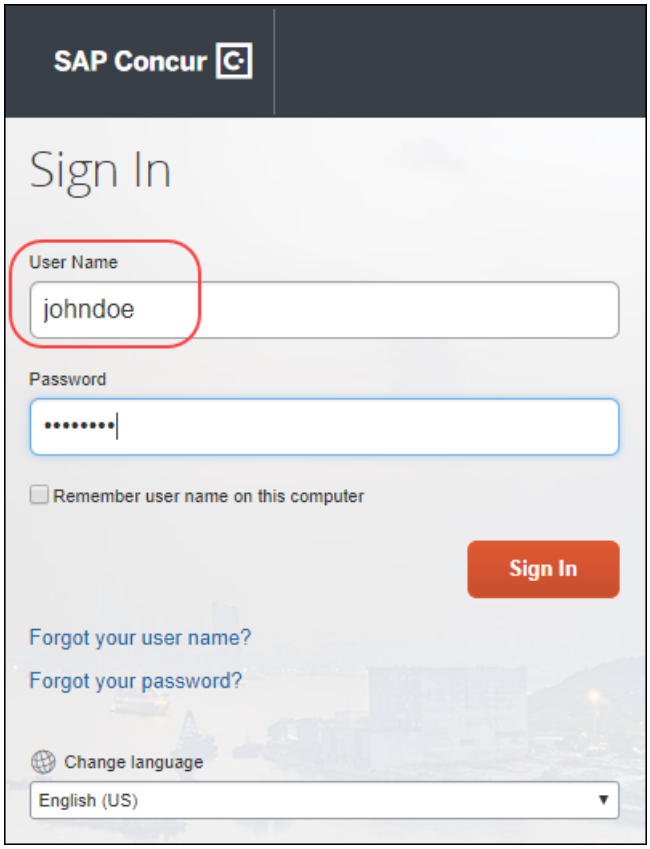
What the User Sees

Users are currently seeing a message on composite login pages about the planned deprecation.

After the composite login feature is deprecated, these users will automatically be redirected to the **Sign In** page, https://www.concursolutions.com/nui/signin, and must use their full user name to sign in. User passwords remain the same.

BEFORE

The **Sign In** page when composite logins are supported.

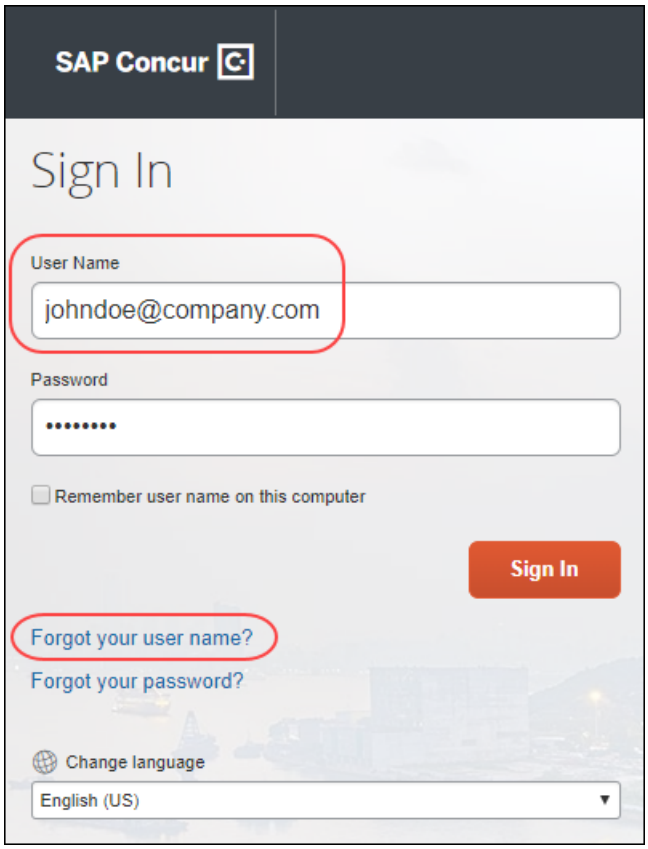


AFTER

On the new **Sign In** page, users who do not know their full user name can find it using one of the following options:

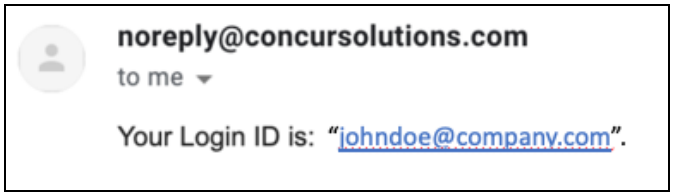
- Click the **Forgot your user name?** link
- Contact their company administrator

Users will be able to retrieve their user name, without assistance, by clicking the **Forgot your user name?** link on the **Sign In** page.



On the **Forgot User Name** page, the user will enter a valid email address associated with the SAP Concur account, then click the **Send E-mail** button.

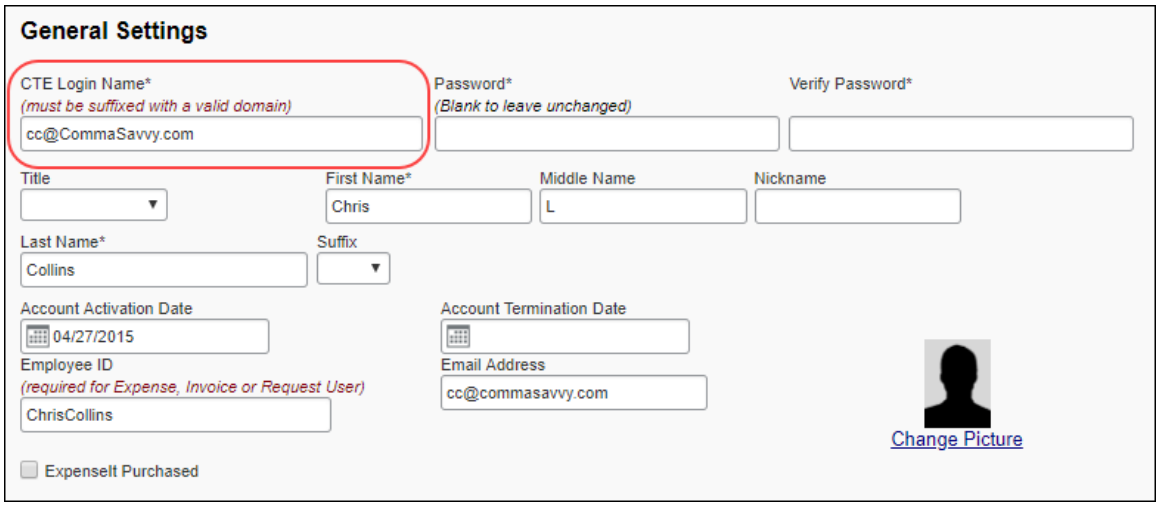
If the specified email address is associated with an SAP Concur account, an email will be sent to that address with the full user name included (as Login ID).



If the user chooses to contact their company administrator to get their full user name or if the **Forgot your user name?** option was unsuccessful, the company administrator can look up the user's full user name (visible to admins as in the **CTE Login Name**) and provide it to them.

What the Admin Sees

On the **User Administration** page, under **General Settings**, admins will see the **CTE Login Name** for each user.



NOTE: For future employee imports, include the domain name for users who previously did not have a domain name in the Concur Expense database.

Configuration / Feature Activation

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

Planned Changes Single Sign-On (SSO) Self-Service Option Coming to SAP Concur

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

Overview

Single Sign-On allows users to access multiple applications using one set of login credentials. Currently, SAP Concur has two methods for signing in: with a user name and password or using SSO with identity provider (IdP) credentials, such as a user's login credentials for their organization.

SAP Concur is planning to add a Manage Single Sign-On (SSO) feature to SAP Concur products which provides clients with a self-service option for setting up SSO for their organization. SSO is currently supported for Concur Expense, Invoice, Request, and Travel.

The new Manage Single Sign-On (SSO) feature is a replacement tool for clients using existing SSO configuration on the **Security Keys** page and a new tool for clients that now want to implement SSO at their organization. Existing SSO configuration on the **Security Keys** page and the new SSO Self-Service tool will both be available until everyone has migrated to the new SSO Self-Service tool.

Other SAP Concur products and services are outside the scope of this initial release.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides SAP Concur clients with a self-service option for setting up SSO.

Configuration / Feature Activation

Configuration information will be coming in a future release note.

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

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

Overview

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

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

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

- **Security Questions:** Users will no longer receive security question prompts for login authentication.

- **On-page text:** Company custom text will no longer display.
- **Password hints:** The option, **Send me an email with my password hint**, will no longer be available.

All of these options are described on the following pages.

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

BUSINESS PURPOSE / CLIENT BENEFIT

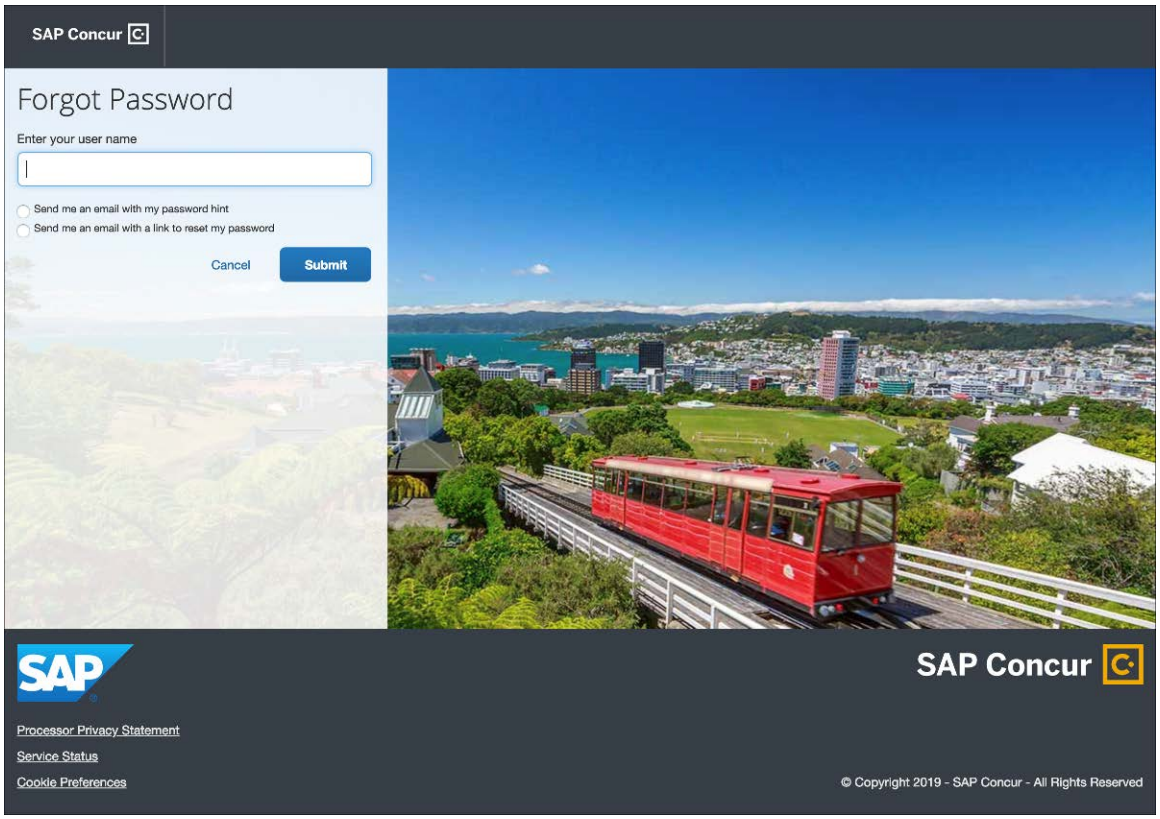
This feature provides greater security for user passwords and streamlines the user experience.

What the User Sees – Current Forgot Password Page and Process

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

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

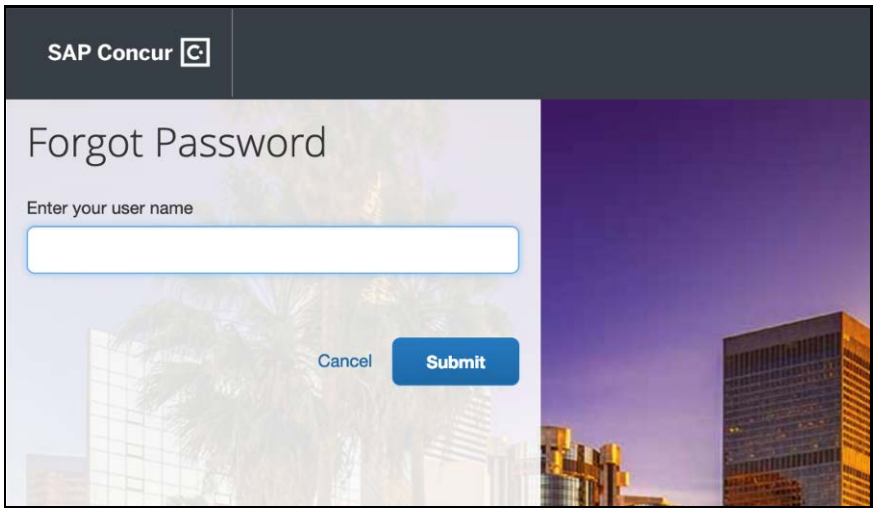
- The user may have an email sent to a verified email account that includes a password hint.
- The company may require the user to answer a set of security questions prior to getting an email with a link to reset their password.
- The company may also have custom text that displays on this page.



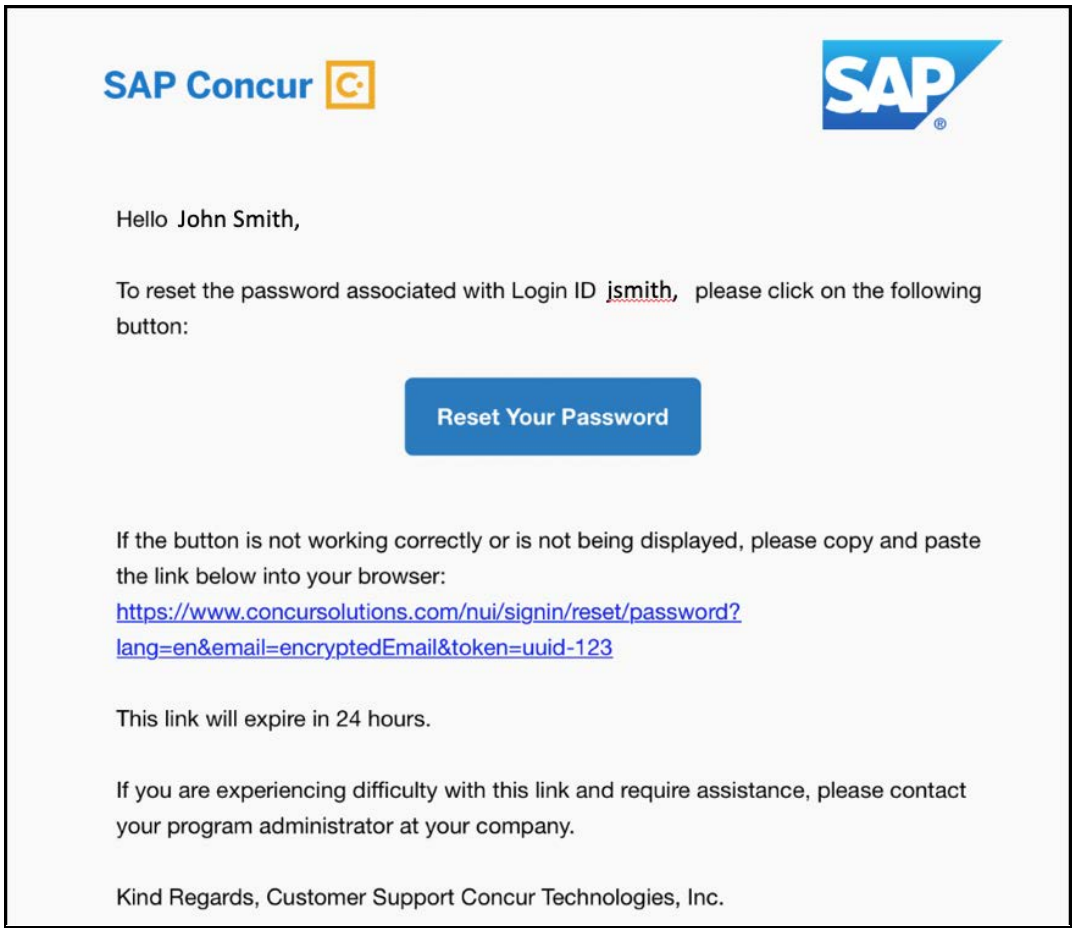
What the User Sees – New Forgot Password Page and Process

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

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



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



SAP Concur

Hello John Smith,

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

Reset Your Password

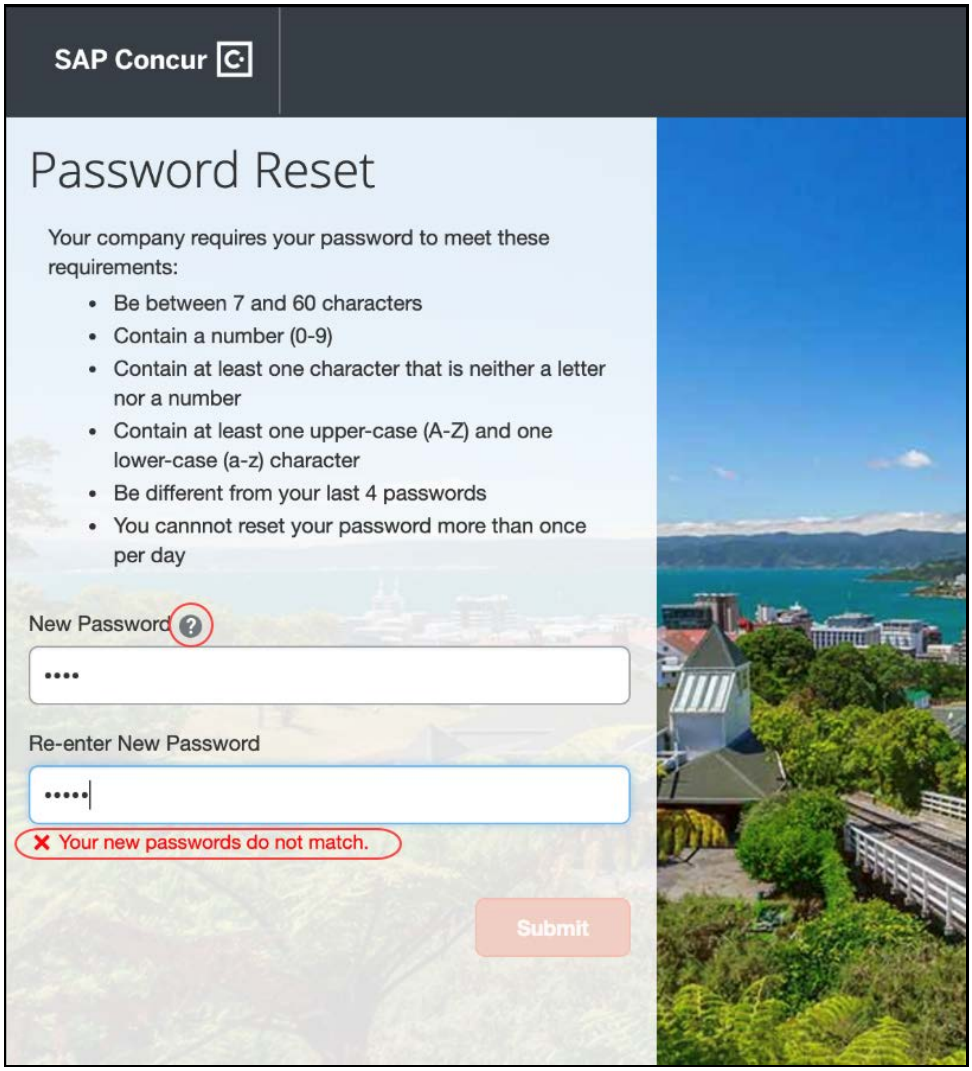
If the button is not working correctly or is not being displayed, please copy and paste the link below into your browser:
https://www.concursolutions.com/nui/signin/reset/password?lang=en&email=encryptedEmail&token=uuid-123

This link will expire in 24 hours.

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

Kind Regards, Customer Support Concur Technologies, Inc.

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

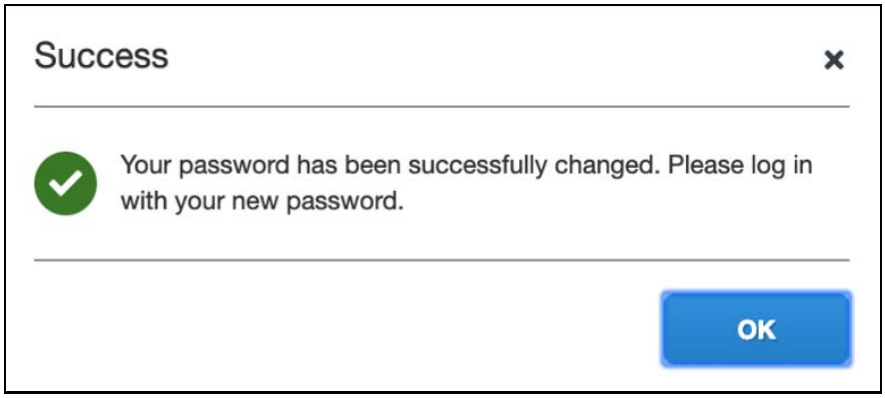


The company's password policy displays on the page. The user will enter a new password in the **New Password** and **Re-enter New Password** fields. If the passwords do not match, an on-page message alerts the user.

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

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

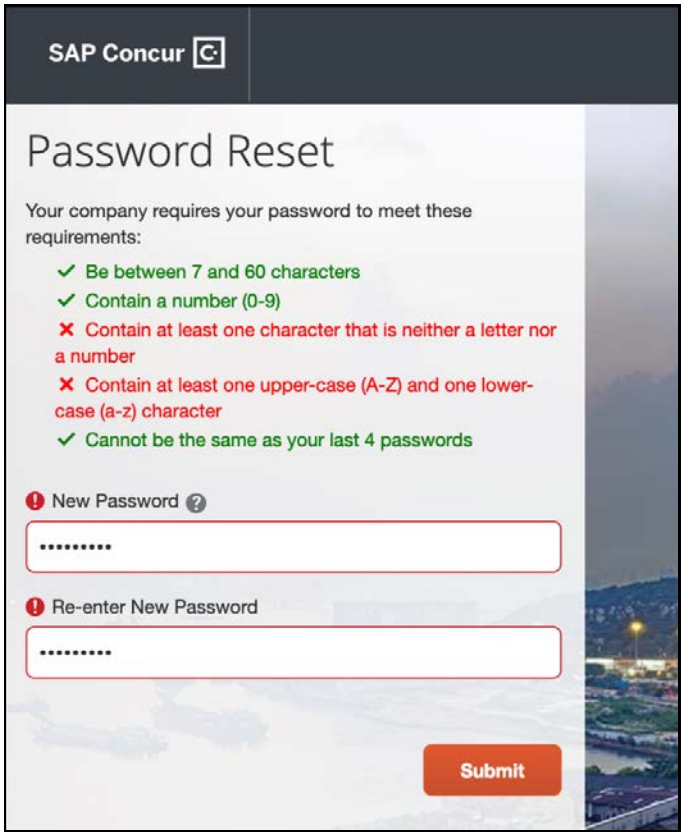
Once the password is validated, the user will see a message confirming that the new password has been successfully created.



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

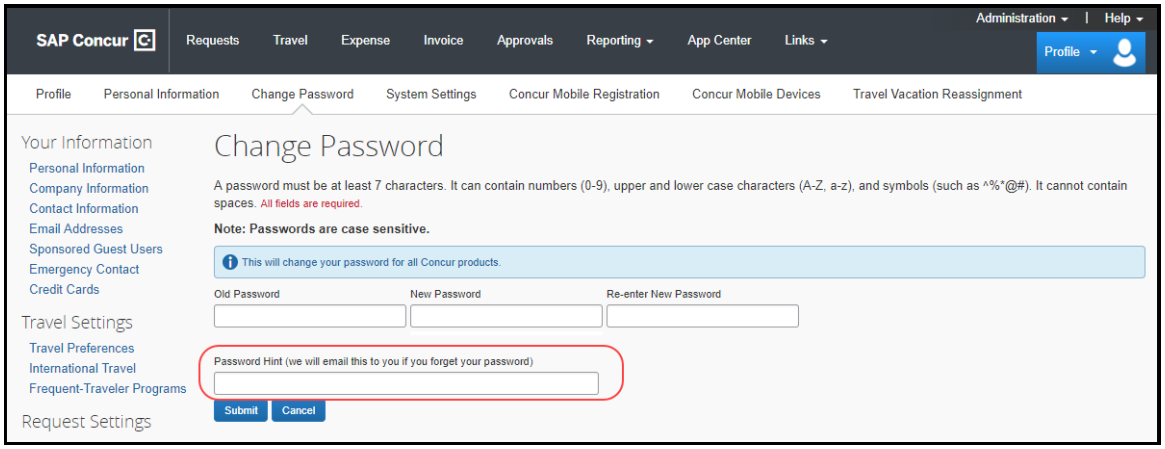
FAILED PASSWORDS

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



Feature to be Removed – Password Hint

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



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

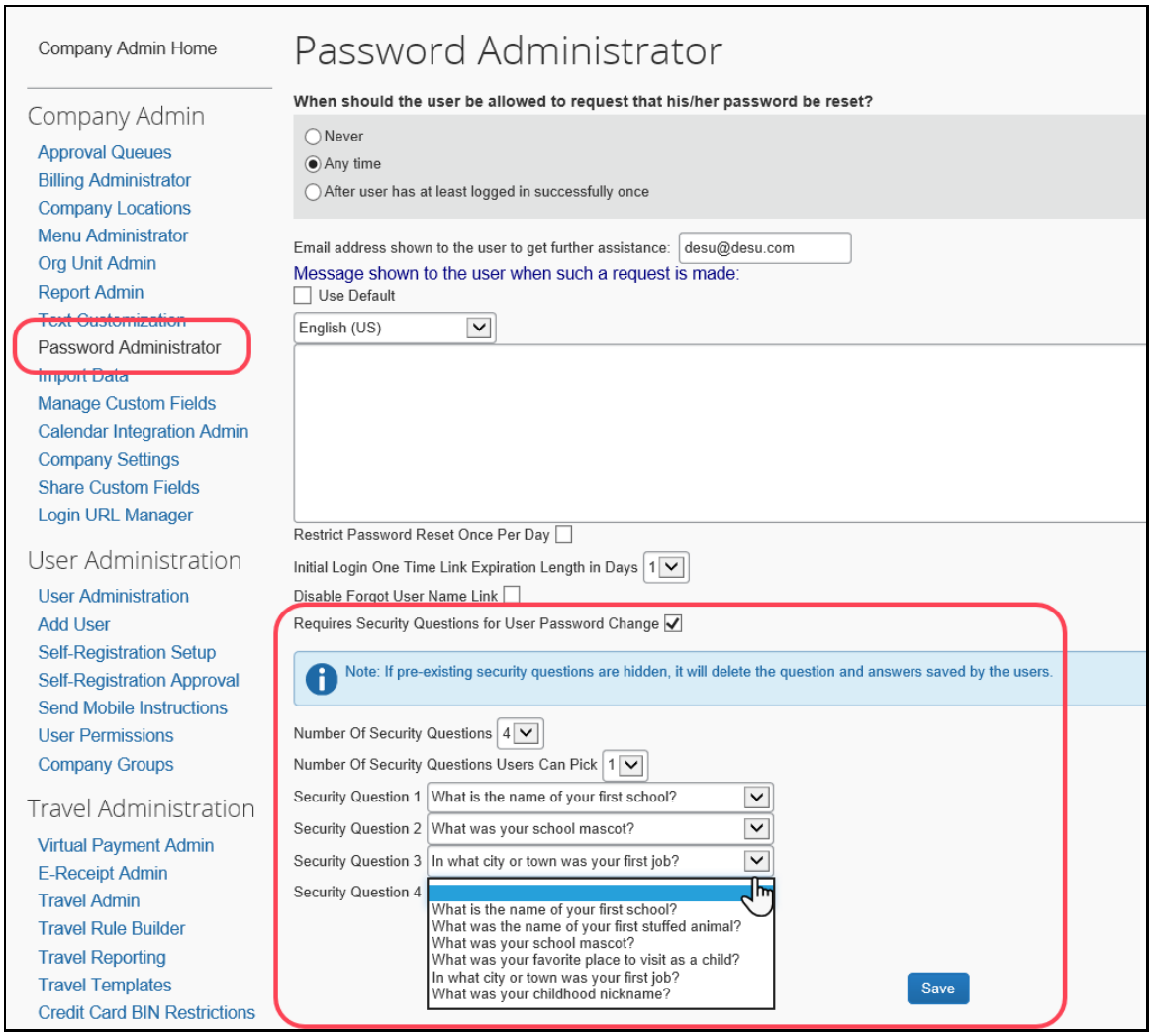
Feature to be Removed – Security Questions

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

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

SECURITY QUESTION CONFIGURATION

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

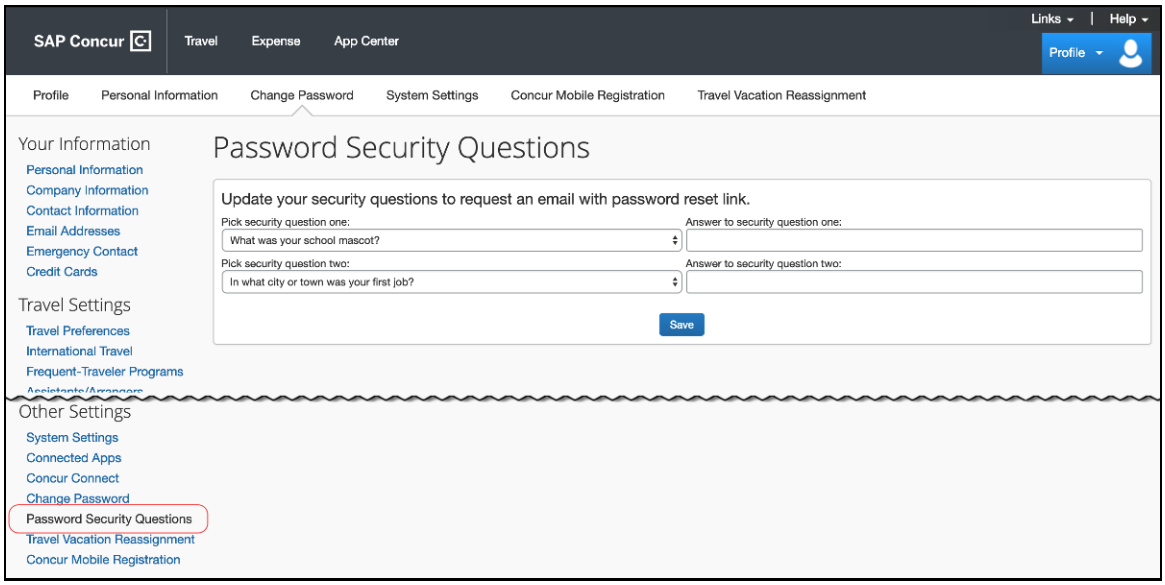


When the new Forgot Password feature becomes available, this section of the page will be removed.

END-USER CONFIGURATION

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

In the **Other Settings** section, the user clicks **Password Security Questions**.



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

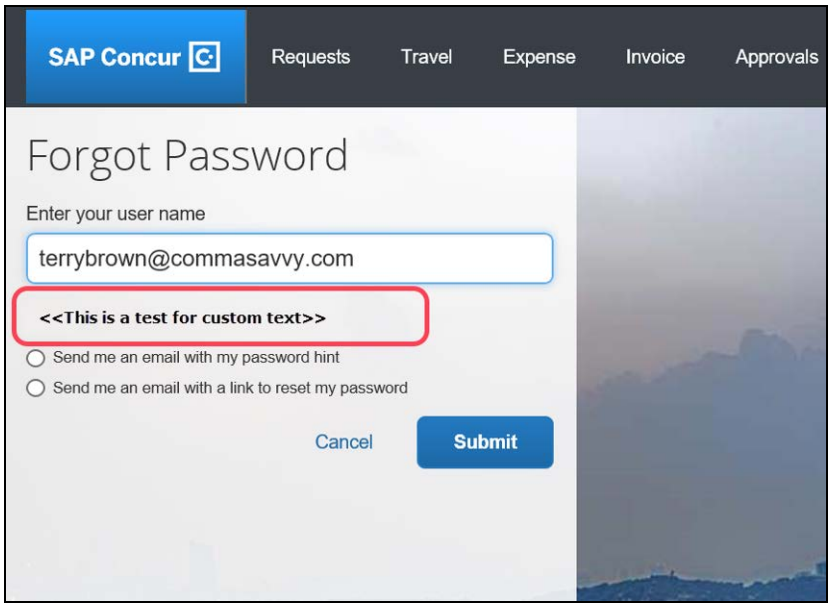
SECURITY QUESTION CHALLENGE

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

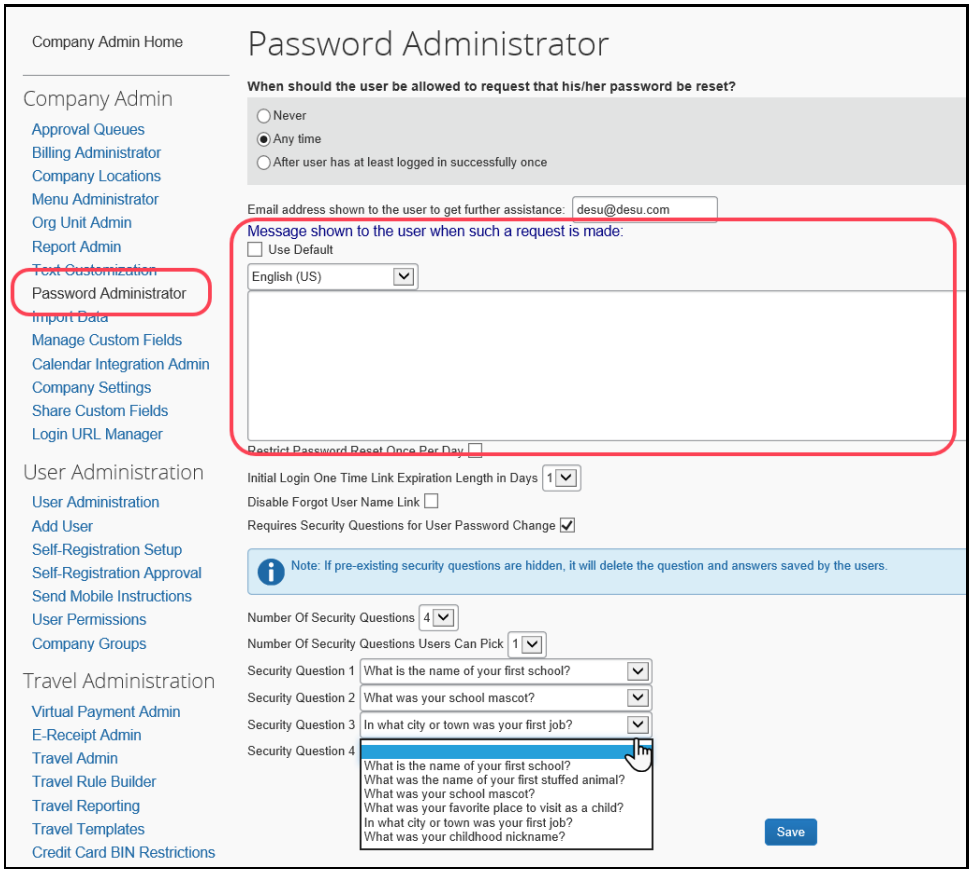
When the new Forgot Password feature becomes available, this page will be removed.

Feature to be Removed – Custom Text on the Forgot Password Page

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



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



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

Configuration / Feature Activation / Feature Deprecation

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

Company Administration

Planned Changes SAP Concur Product Access Changes

Overview

Beginning in a future release (targeted for June), clients will access SAP Concur products and services via the following domains:

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

This change is targeted for June 8, 2019.

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

BUSINESS PURPOSE / CLIENT BENEFIT

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

Configuration / Feature Activation

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

Planned Changes New SAP Concur Sign In Page

Overview

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

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

- **Two-step login**: provides enhanced security, meets current industry standards, and provides a better log in success rate

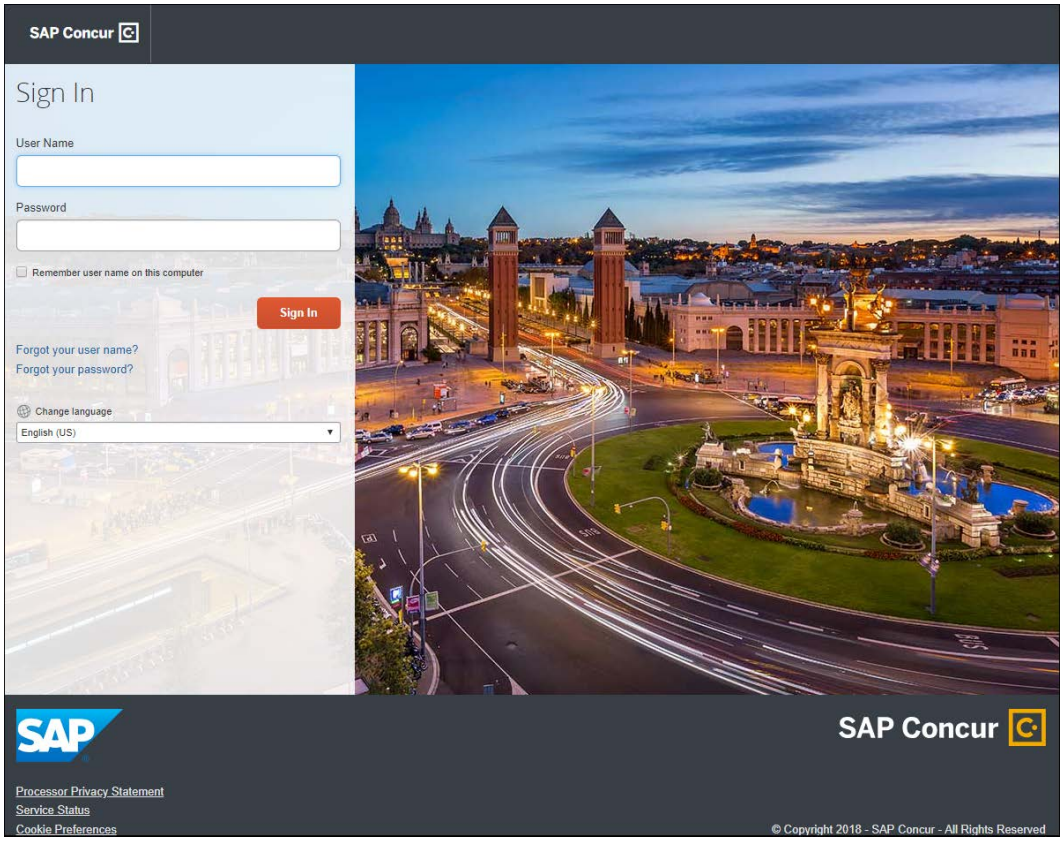
- **Multi-account login**: allows administrators to log in with multiple accounts (planned for a future release)
- **User avatar**: enhances the user experience (planned for a future release)

BUSINESS PURPOSE / CLIENT BENEFIT

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

What the User Sees – Current Sign In Page

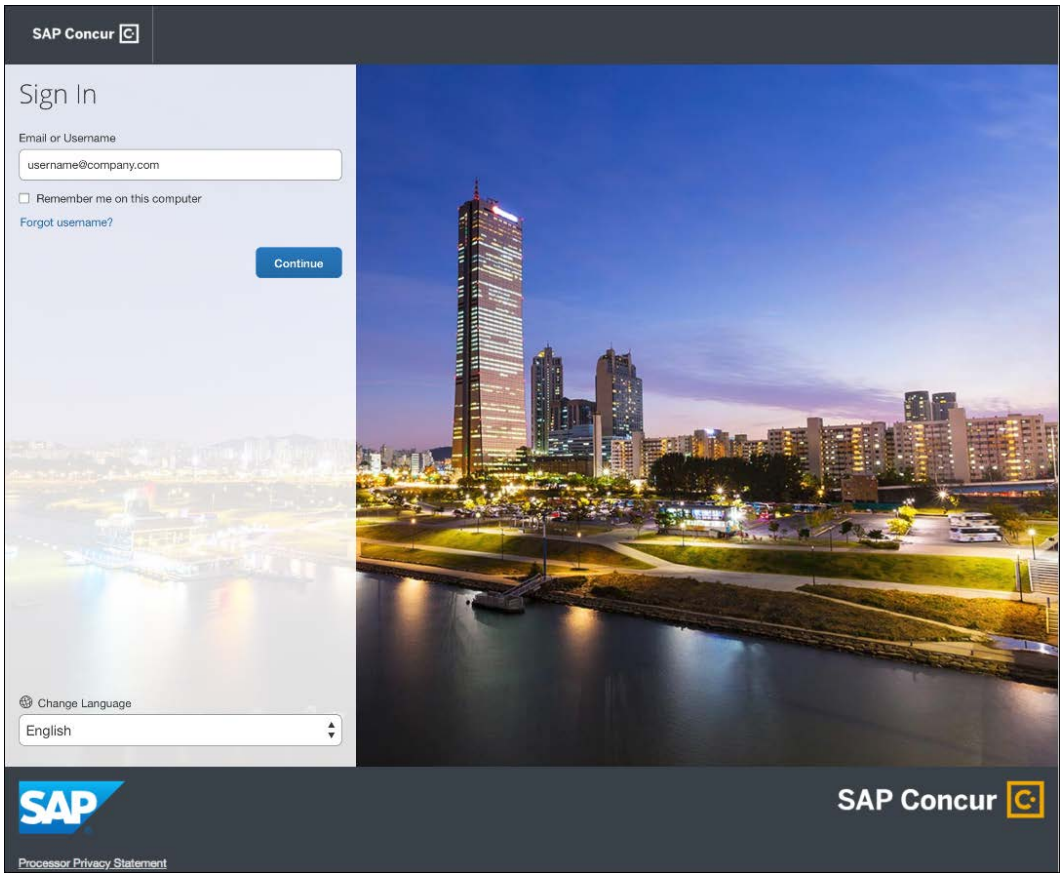
The SAP Concur **Sign In** page currently appears with **User Name** and **Password** fields, and a **Sign In** button. Once a user is authenticated, the SAP Concur **Home** page appears.



What the User Sees – New Sign In Page

The new SAP Concur **Sign In** page will have an **Email or Username** field and a **Continue** button. The user will type in their email or username. The user can select the **Remember me on this computer** check box, so their email or username is stored and will not have to be reentered the next time they log in to SAP Concur.

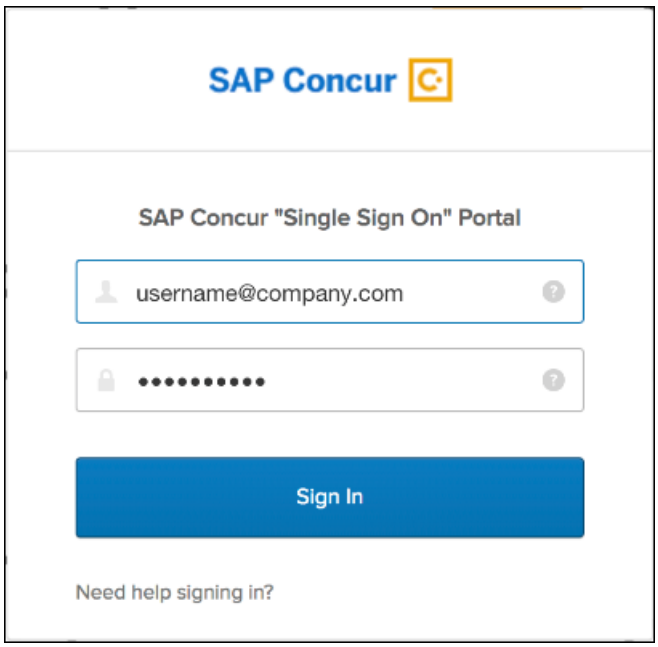
After entering their email or username, the user will then click **Continue**.



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

SSO USERS

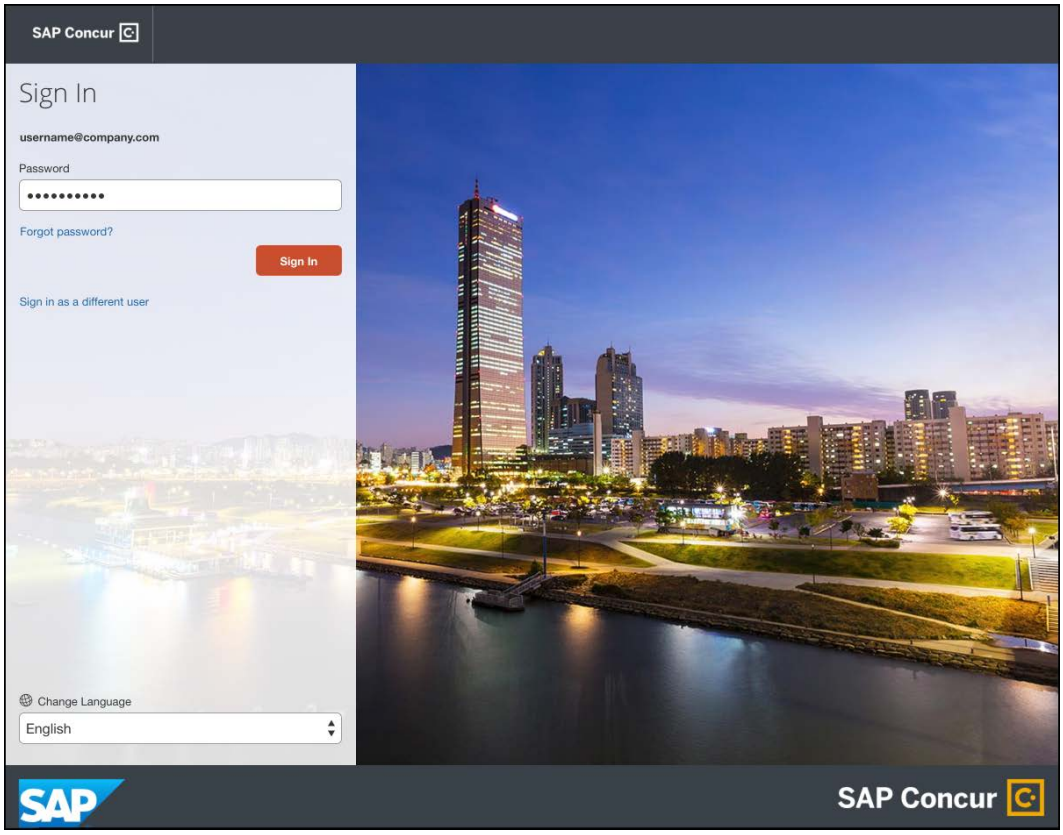
When the designated Identity Provider (IdP) Single Sign-On portal appears (similar to the one shown below), the user will enter their email or username, and their password, and then click **Sign In**. After being authenticated, the user will be directed to the SAP Concur **Home** page.



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

USERS WITH USERNAMES AND PASSWORDS

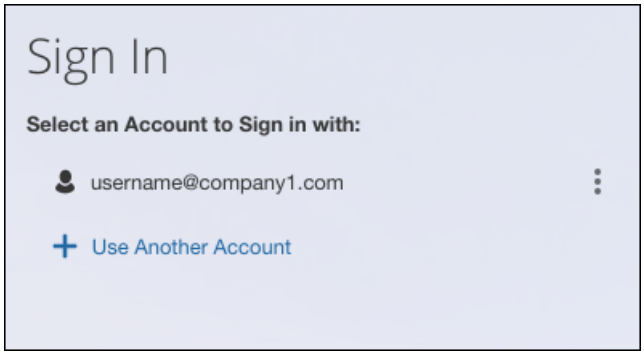
The user will be directed to an additional **Sign In** page. The user will enter a password and click **Sign In**. The system will then authenticate the user's credentials.



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

RETURN USERS

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



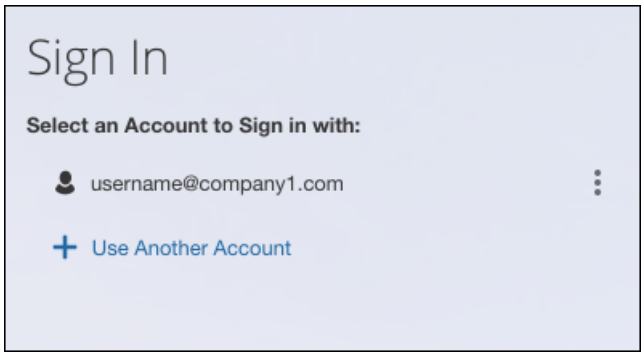
The user will click on their username, and then and then one of the following occurs:

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

USERS WITH MULTIPLE ACCOUNTS

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

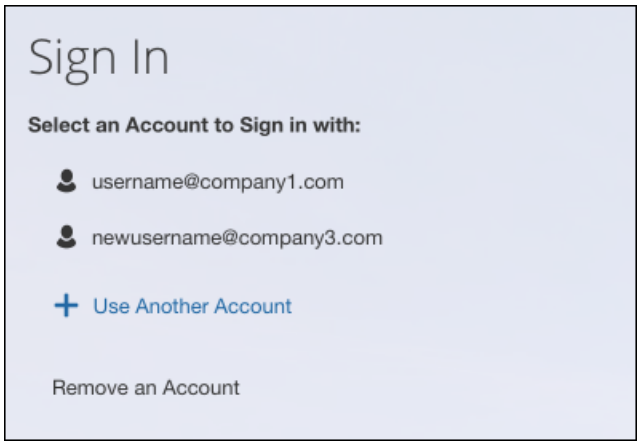
To add another account, on the **Sign In** page, the user clicks the **Use Another Account** link.



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

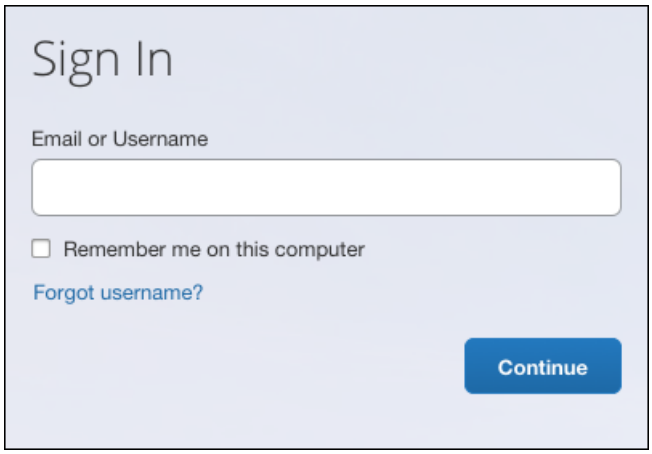
- **SSO Account**: If the user selects an account with SSO credentials, the user will enter an email, then the user will be directed to the IdP Single Sign-On portal. Once the user is authenticated, the SAP Concur **Home** page appears.
- **Username and Password**: The user is directed to an additional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

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

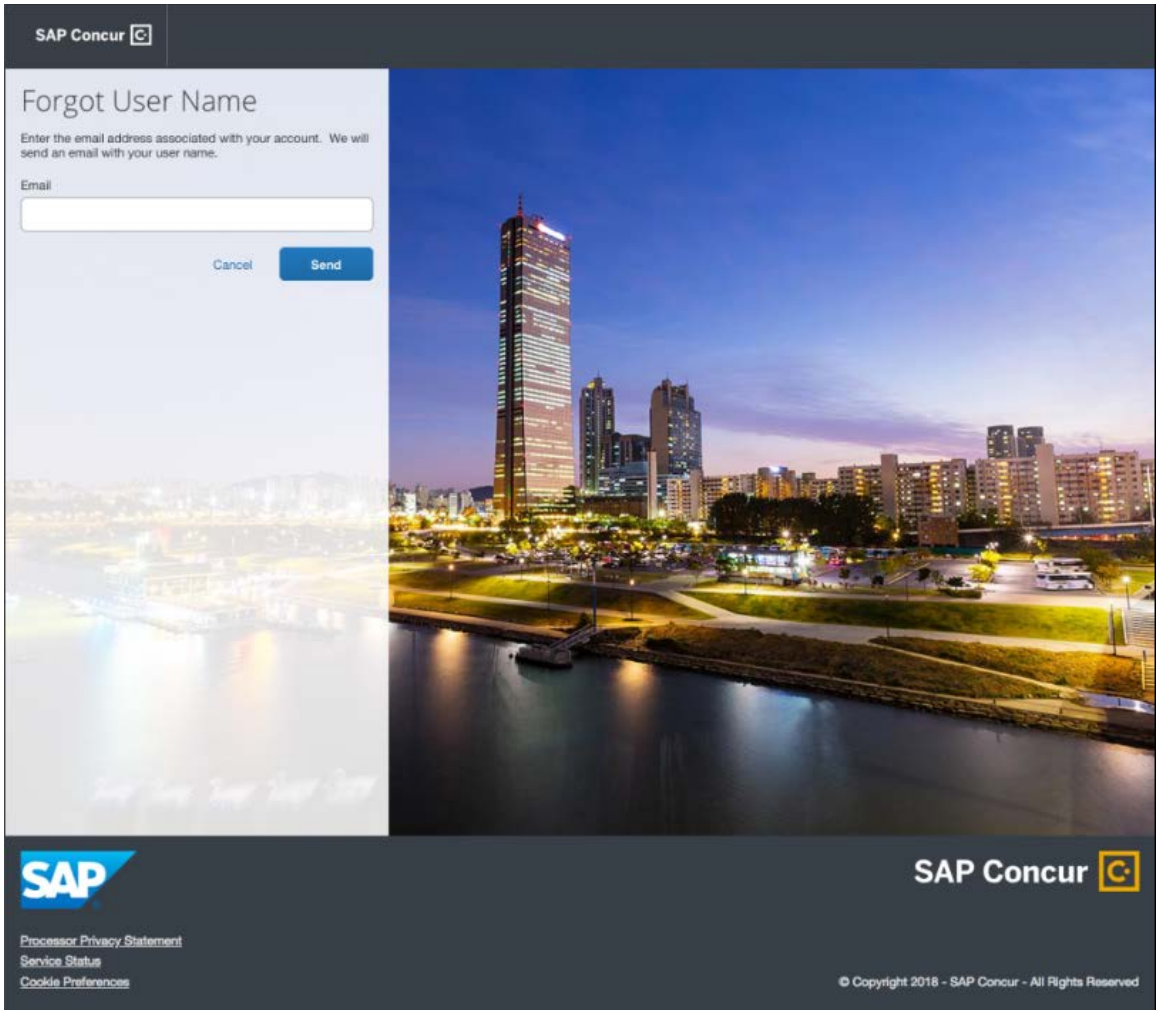


FORGOT USER NAME

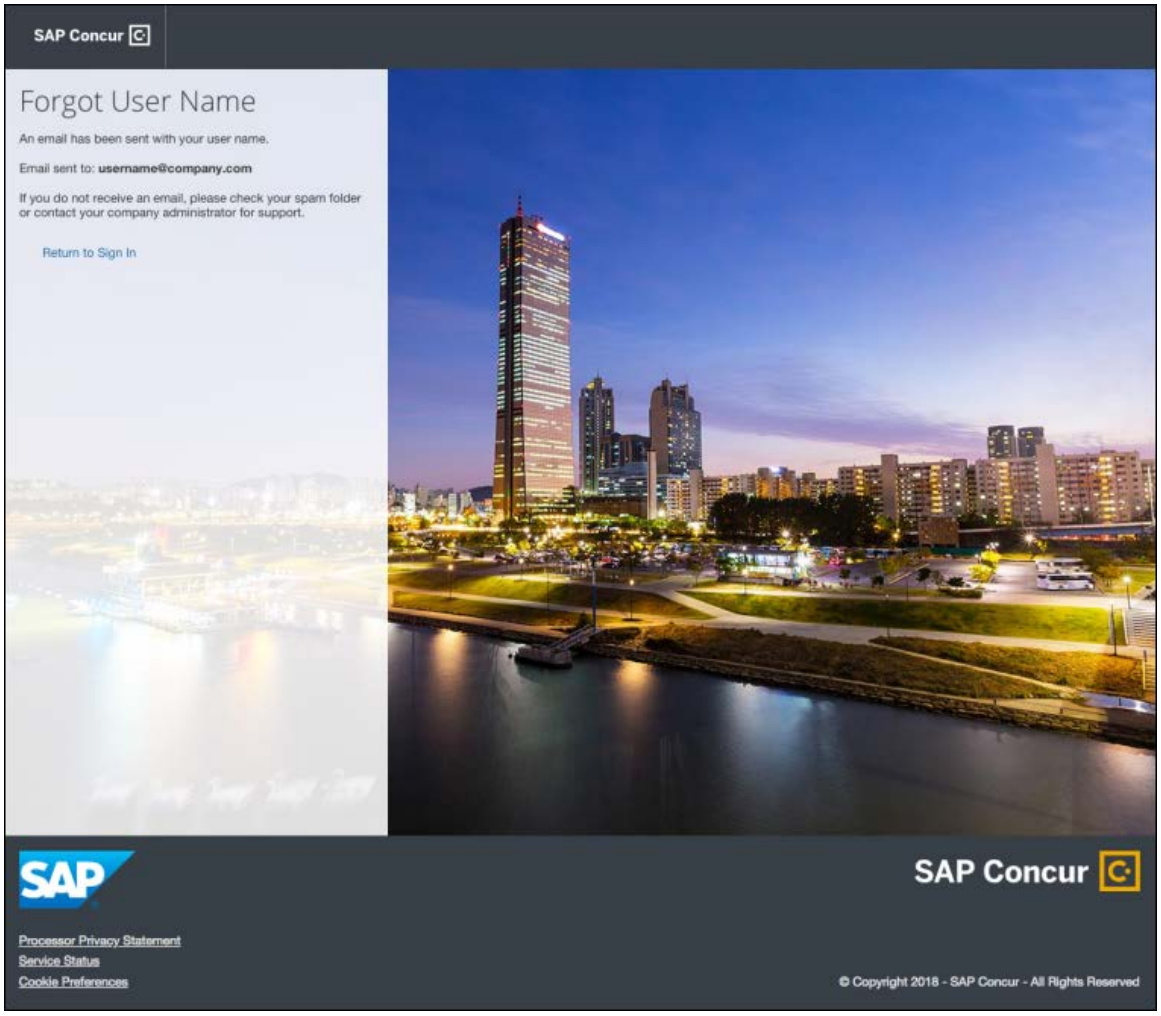
If a user forgets their user name, the user will click the **Forgot username?** link on the **Sign In** page.



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



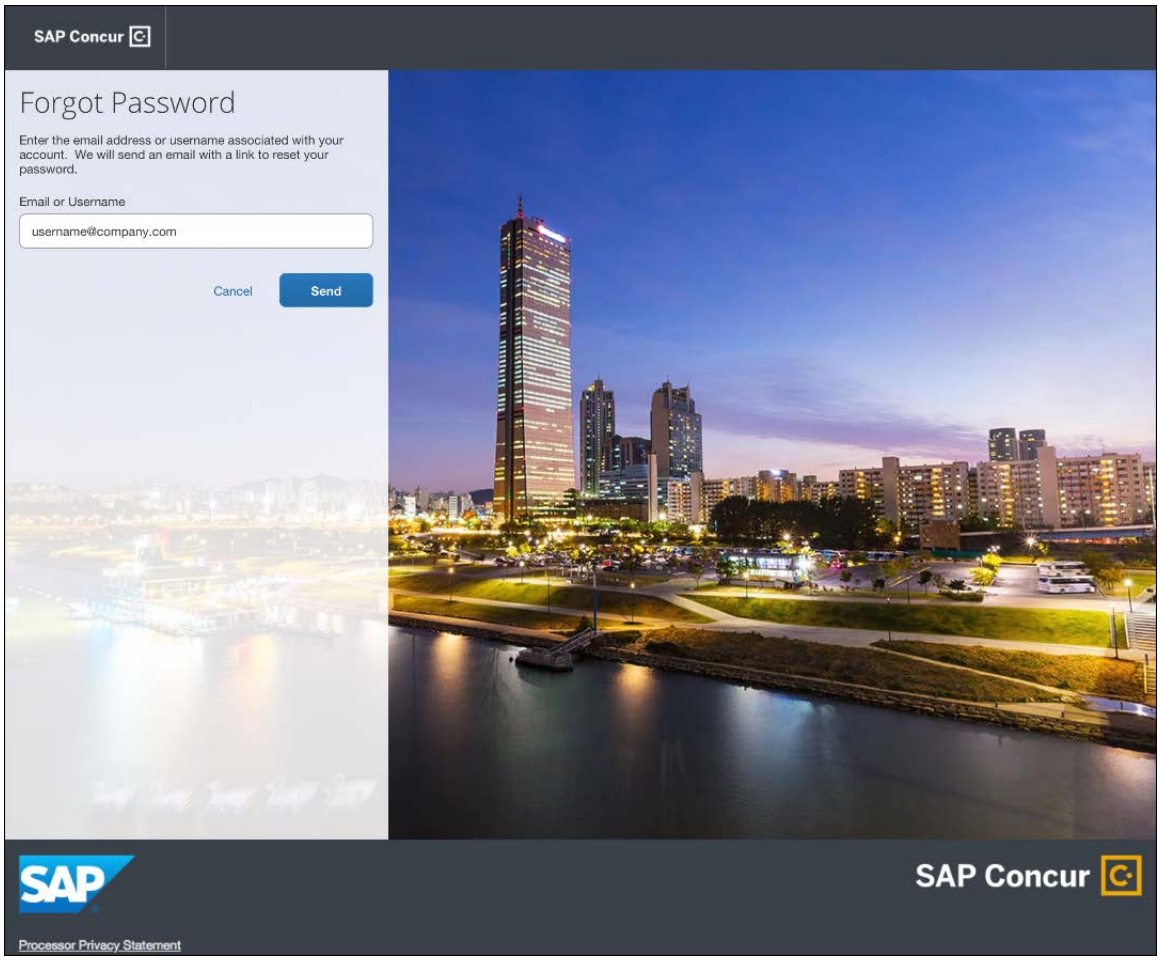
The user will see an on-screen affirmation indicating that an email was sent to them. The user will click **Return to Sign In** page to return to the **Sign In** page.



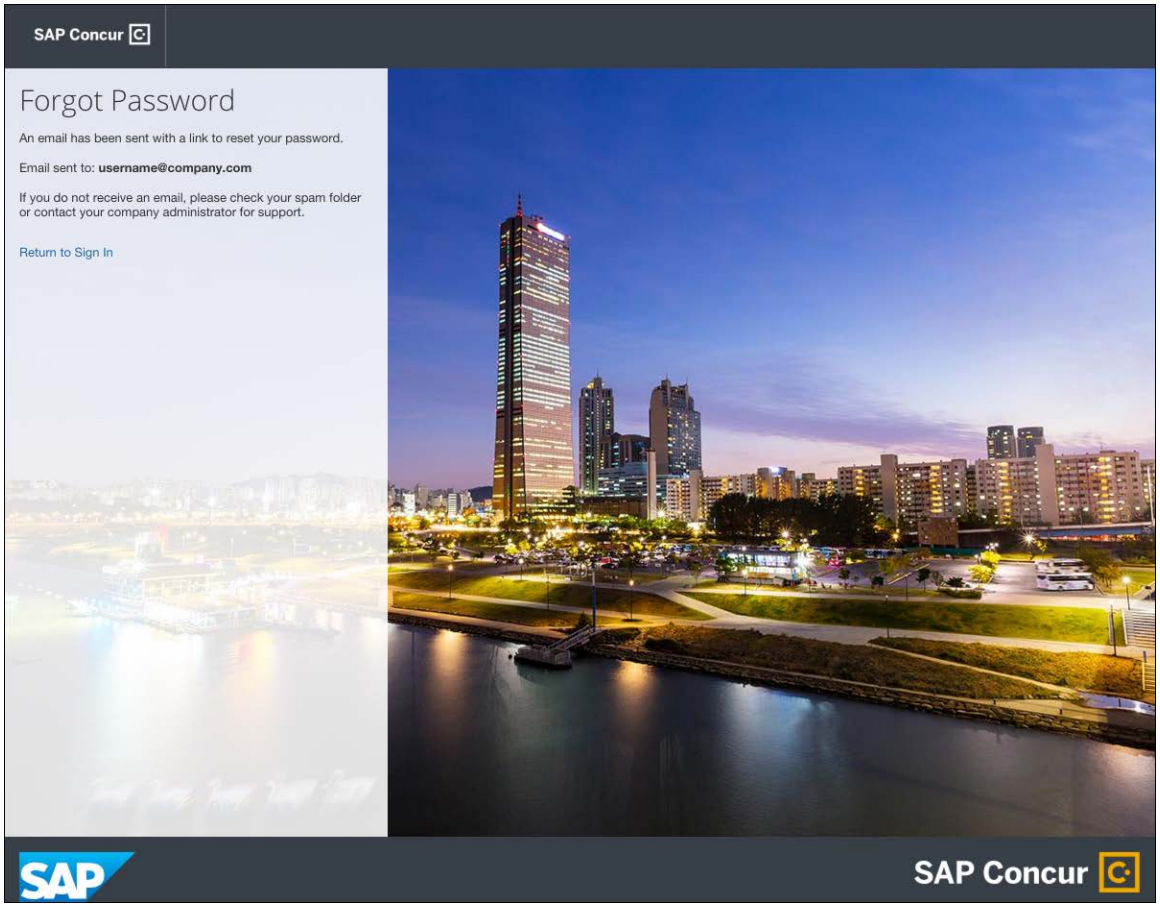
INVALID PASSWORD

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

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



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



Configuration / Feature Activation

Configuration information will be provided in a future release note.

Training Administration

Planned Changes Optimizing and Relocating the Page

Overview

To simplify the **Training Administration** page, the functionality and content will be changing.

In addition to content changes, access to the **Training Administration** page will move from **Company Admin** to **Tools**.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes will make the Training Administration feature easier to find and use.

Configuration / Feature Activation

The changes will be automatically available; additional information about potential configuration or activation steps will be provided in a later version of these release notes.

📖 For general information about the Training Administration feature, refer to the *Shared: Training Administration Setup Guide*.

Test User Admin

Planned Changes Retiring the Purge Test User Transactions Functionality

Overview

SAP Concur is retiring the functionality in the Test User Admin feature that removes the transactions of test users from Concur Expense, Concur Invoice, Concur Travel, and Concur Request.

BUSINESS PURPOSE / CLIENT BENEFIT

This change will allow SAP Concur to devote more resources to development and maintenance of features that are used by many or most of our clients.

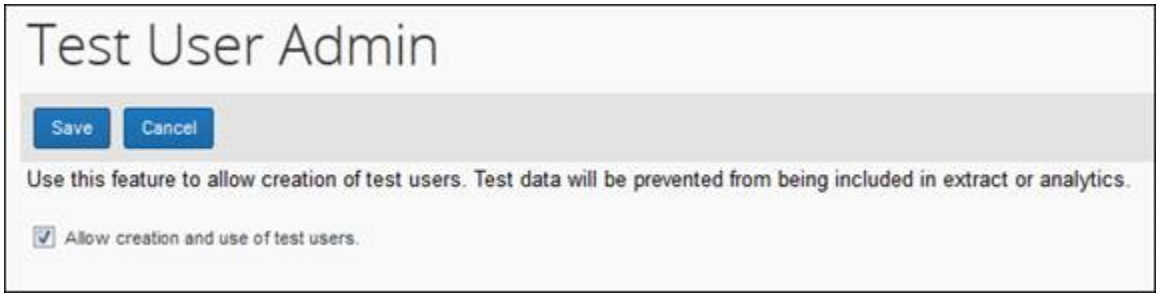
What the Admin Sees

The **Test User Admin** page will no longer display the **Purge Test User Transactions** button.

Before

NOTE: To access the page, click Administration > Expense (or Invoice or Requests) > Test User Admin.

After



Configuration / Feature Activation

The functionality will automatically be removed.

📖 For general information about the Test User Admin feature, refer to the *Shared: Test User Setup Guide*.

Client Notifications

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

Browser Certifications

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.

📖 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.

SAP Concur Support Case Status

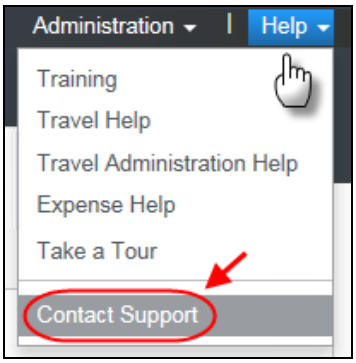
This release might resolve previously submitted support cases. You can check the status of a support case to confirm whether the case issue has been resolved.

Check Support Case Status

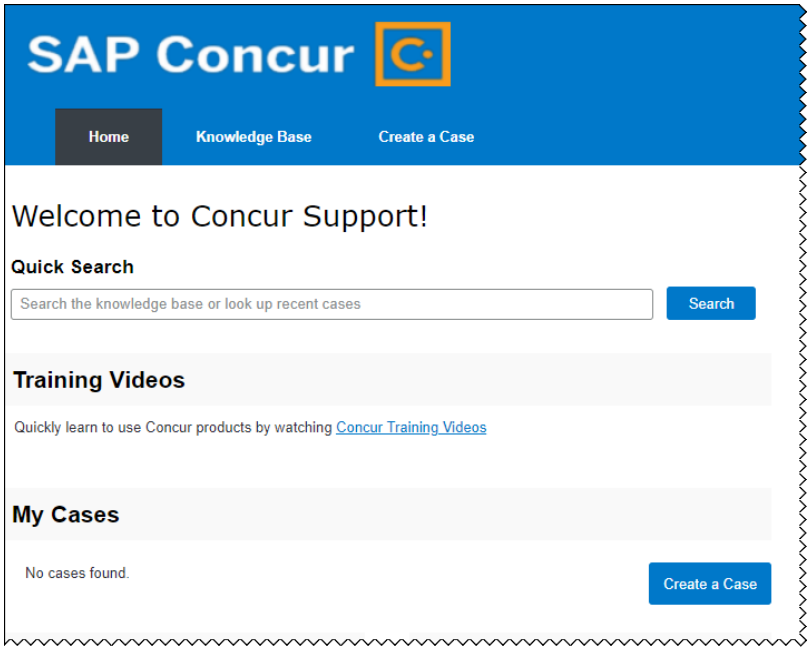
The steps in this procedure provide instructions for checking whether a case is resolved.

To check the status of a submitted case:

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



The SAP Concur support page displays.



If the **Contact Support** option is not available in the Help menu, then your company has chosen to support the SAP Concur system internally. Please contact your internal support desk for assistance.

3. In the **Quick Search** field, enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

April Example

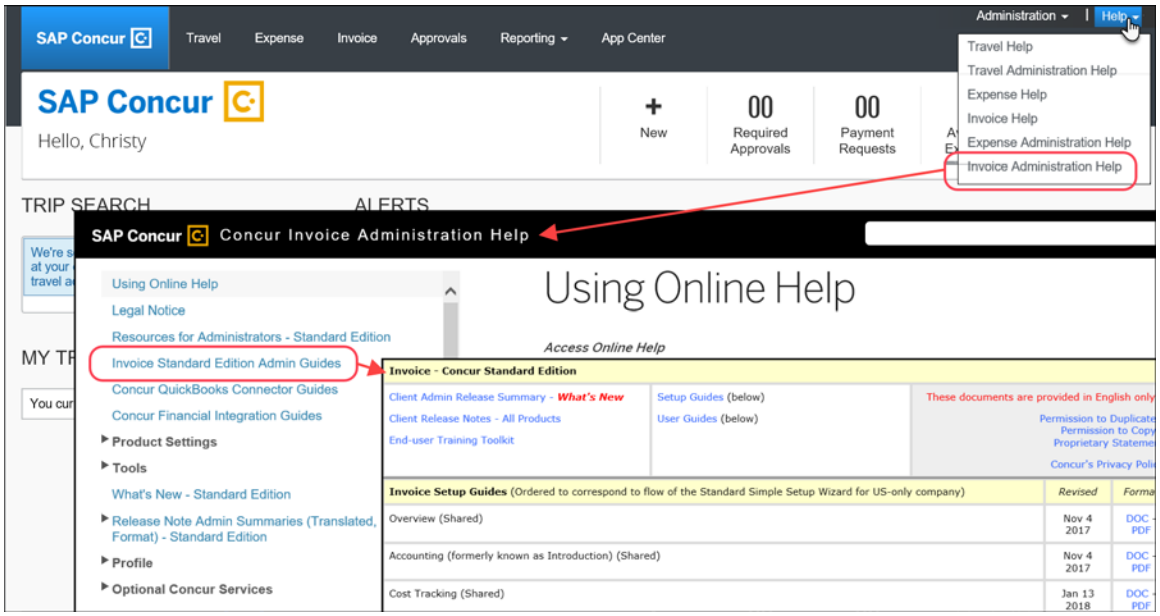
The table below contains some example cases that are resolved in this release. It is not a comprehensive list of the resolved cases.

Case ID	Description
13229527	**Vendor Manager** Vendor information page with custom connected list field did not open in Vendor Manager.
13231353	**Invoice Pay** Request total did not match payment demand total.
13394522	**Invoice Import** Purchase order import via API was stopped with a "Waiting for PO" message if the supplied PO number did not already exist in Concur Invoice.
13462486	**Purchase Request** If PRs were approved in bulk and automatically transmitted, a PR error could have caused an incorrect PO to be generated.
13512492	**Concur Invoice** Recurring invoices were not created as scheduled.

Additional Release Notes and Other Technical Documentation

Online Help – Admins

A user who is assigned an admin role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources through **Invoice Administration Help**.



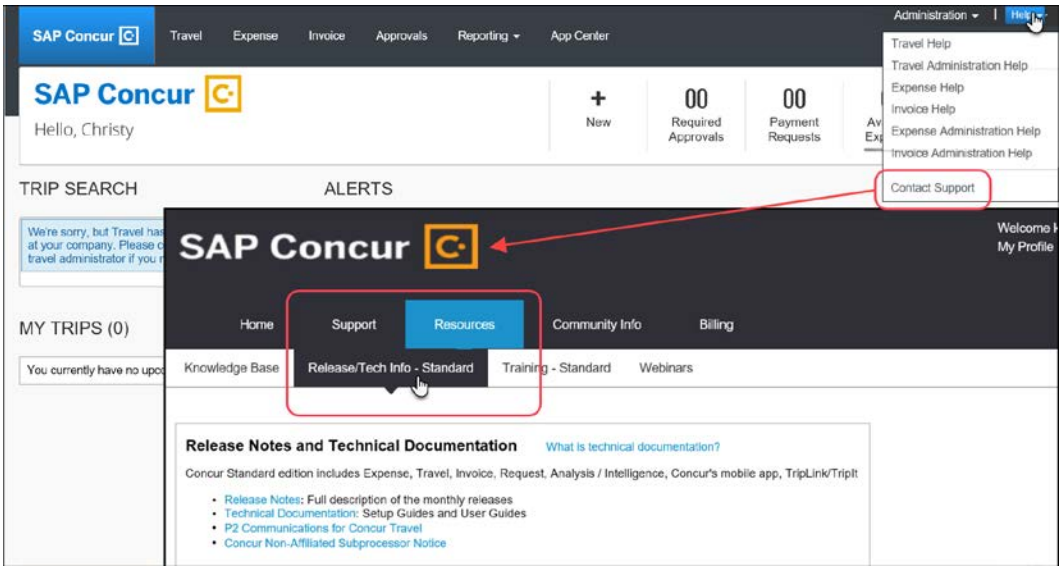
SAP Concur Support Portal – Selected Users

Users who are assigned the correct SAP Concur support portal permissions can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources through the SAP Concur support portal.

To access the SAP Concur support portal (for users with the correct permissions):

1. Click **Help > Contact Support**.

2. On the support page, click **Resources > Release/Tech Info**.



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SAP Concur Release Notes

Invoice Professional/Premium

Includes: Concur Invoice, Capture Processing, Invoice Pay, Purchase Requests and Purchase Orders

Month	Audience
Release Date: May 11, 2019 Update 1: Tuesday, May 14, 11:30 AM PST	SAP Concur Client FINAL

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Release Notes

This document contains the release notes for Concur Invoice functionality for professional edition.

Concur Invoice

Payment Request(s) Renamed to Invoice(s) on Admin Pages

Overview

In the April release, SAP Concur replaced instances of the term "payment request" and its iterations with the term "invoice" and its iterations. These changes were made for the end user in the user interface, the Concur Invoice documentation, and in all other SAP Concur product documentation where it appears.

Starting in the May release, this term change will occur over time for the admin users.

The following terms will also change names:

- Request ID -> Invoice ID
- Payment Request -> Invoice
- Request Name -> Invoice Name
- Payment Request Type -> Policy

NOTE: At this point, imports, extracts, and any customizations performed by clients are not included in the term change. In addition, the term *Request Key* will not change.

BUSINESS PURPOSE / CLIENT BENEFIT

This change helps to ensure that the terminology used in SAP Concur is consistent with industry standard terminology.

Configuration / Feature Activation

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

Column Headers Anchored on My Invoices and Unassigned Invoices Pages

Overview

Column Headers are now "anchored" on the **My Invoices** and **Unassigned Invoices** pages for better visibility as they scroll through invoices. This means that clients can scroll to the end of a page with many invoices and still see the column headings.

NOTE: This feature was released on April 25.

BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement makes it easier for clients to view the information they need in their daily work.

What the User Sees

Users who can access the **My Invoices** and **Unassigned Invoices** pages will see the column header anchored.

Configuration / Feature Activation

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

Purchase Request

New Icon Indicates Purchase Request Includes Comments

Overview

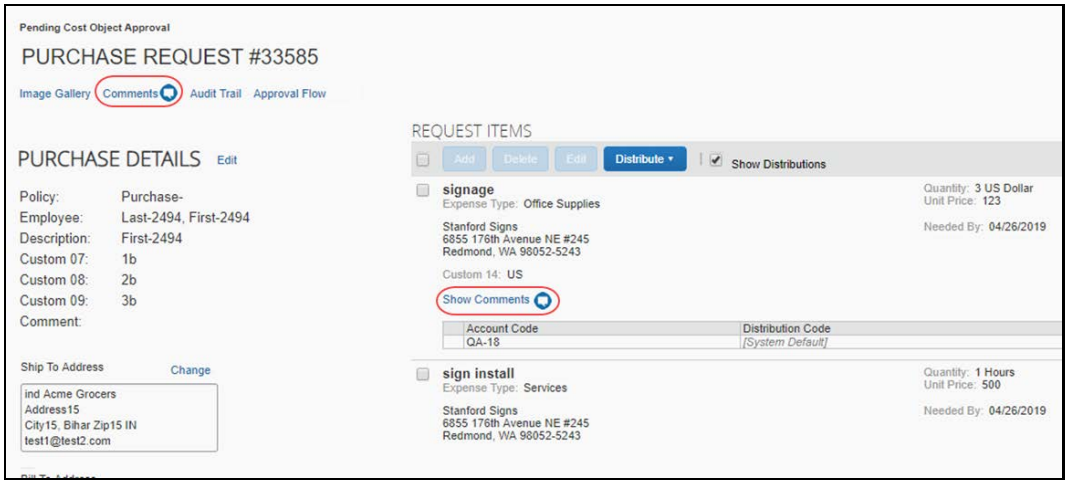
Clients can enter comments at the header and line item levels in a purchase request (PR). Beginning in this release, when a user with the Purchase Request Approver, User, or Processor role views purchase request details, if comments have been added to the PR, an icon is displayed.

BUSINESS PURPOSE / CLIENT BENEFIT

This change makes purchase request processing more efficient and ensures that the Purchase Request Approver, User, and Processor are alerted to the presence of comments.

What the Purchase Request Approver, User and Processor See

If comments have been added to the header of a PR, the comment icon appears at the header level. If comments have been added to a PR line item, the comment icon appears at the line item level.



The comment icon helps the Purchase Request Approver, User, and Processor easily identify which PR items have related comments so they do not need to click on each item to check for comments.

Configuration / Feature Activation

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

View Vendor Details Link Available In Purchase Request

Overview

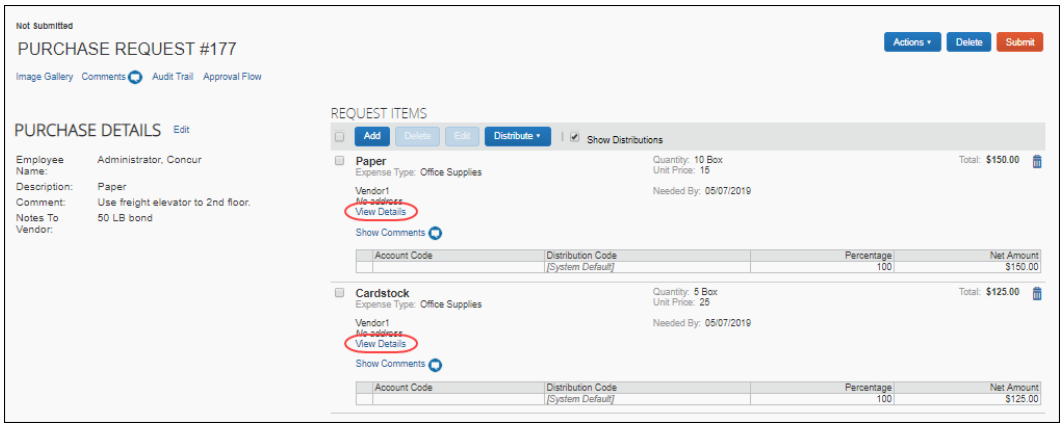
A **View Details** link has been added to Purchase Request. The **View Details** link enables Purchase Request Users, Approvers, and Processors to view more detailed information about the vendor assigned to a purchase request (PR) line item.

BUSINESS PURPOSE / CLIENT BENEFIT

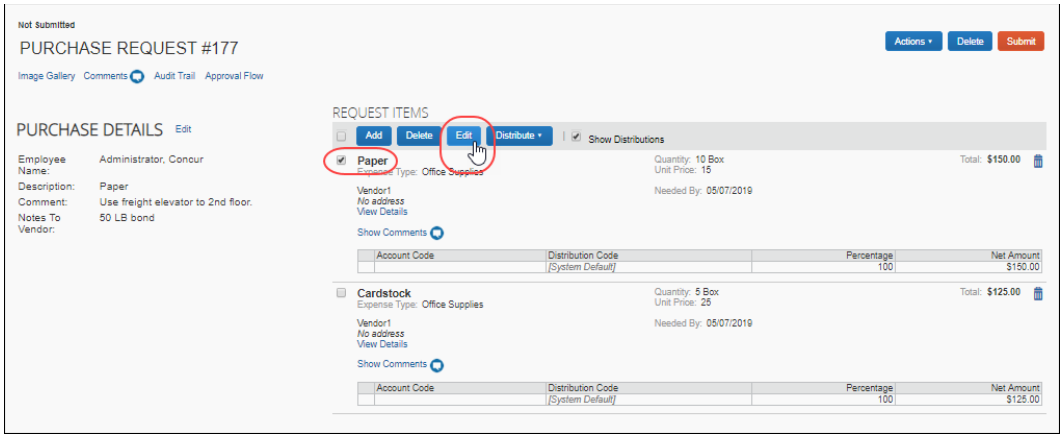
This change provides greater visibility into the details of the purchase request.

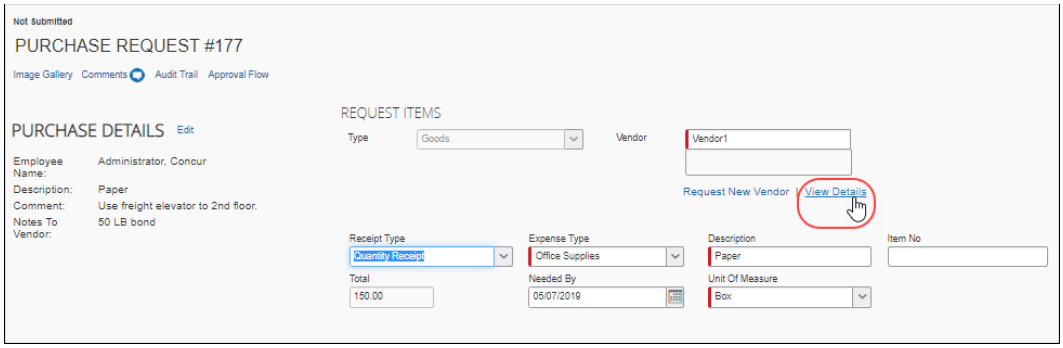
What the Purchase Request User, Approver, and Processor See

When the Purchase Request User, Approver, or Processor view the **Request Items** list within the details of a purchase request, the **View Details** link appears under the vendor address within each request item row.



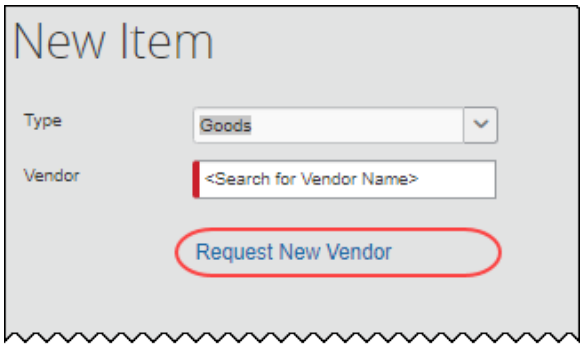
When users with one of the required roles select a request item row and then click the **Edit** button, the **View Details** link appears under the **Vendor** field in the details for the selected request item.



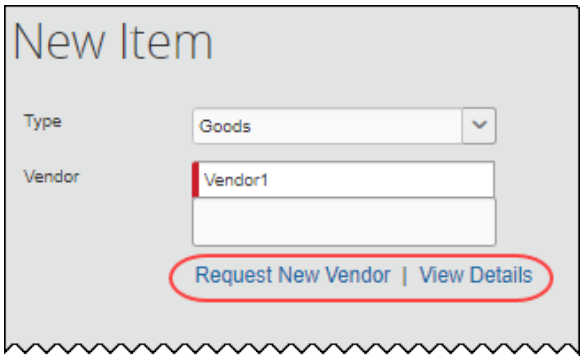


The **View Details** link also appears when items are added to the cart when creating a new purchase request.

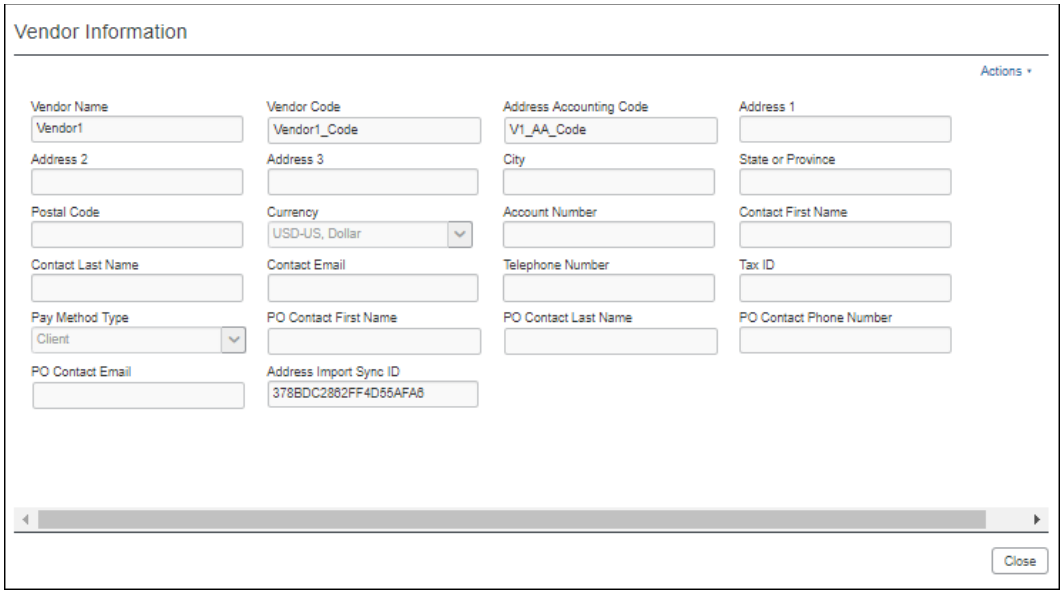
Prior to assigning a vendor to items in the cart, the **View Details** link is not visible.



After a vendor has been selected, the **View Details** link appears.



When the Purchase Request User, Approver, or Processor clicks the **View Details** link within a request item or when adding items to the cart for a new purchase request, the vendor information page appears.



Configuration / Feature Activation

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

Authentication

No Future Bulk Password Resets or Updates via Import File

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

Overview

User passwords can no longer be reset or updated through the User Import and Employee Import features. You can still set the password for new users during the initial import through the User Import and Employee import features.

USER IMPORT

The password field is still available in the downloadable Excel template, but is only read during the initial import of the file, or when creating a new user in the system. Subsequent uses of the field are ignored by the system.

📖 For general information about this functionality, refer to the *Shared: User Import User Guide*.

EMPLOYEE IMPORT

The password fields are still available in the 100, 300, 305, and 310 records sets, but they are only read during the initial import of the file, or when creating a new user in the system. Subsequent uses of the fields are ignored by the system. The update and replace password features on the 100 record are no longer used.

📖 For general information about this functionality, refer to the *Shared: Employee Import Specification*.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security for user passwords.

Configuration / Feature Activation

These changes have been made automatically; there are no configuration or activation steps.

Forgot Password Feature, Security Questions, and Password Custom Text

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

Overview

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

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

Depending on a company's configuration, several other options for the forgotten password process might have been available. With this release, those additional options will be removed. The additional options that will be removed are as follows:

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

These options are described in this release note.

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

BUSINESS PURPOSE / CLIENT BENEFIT

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

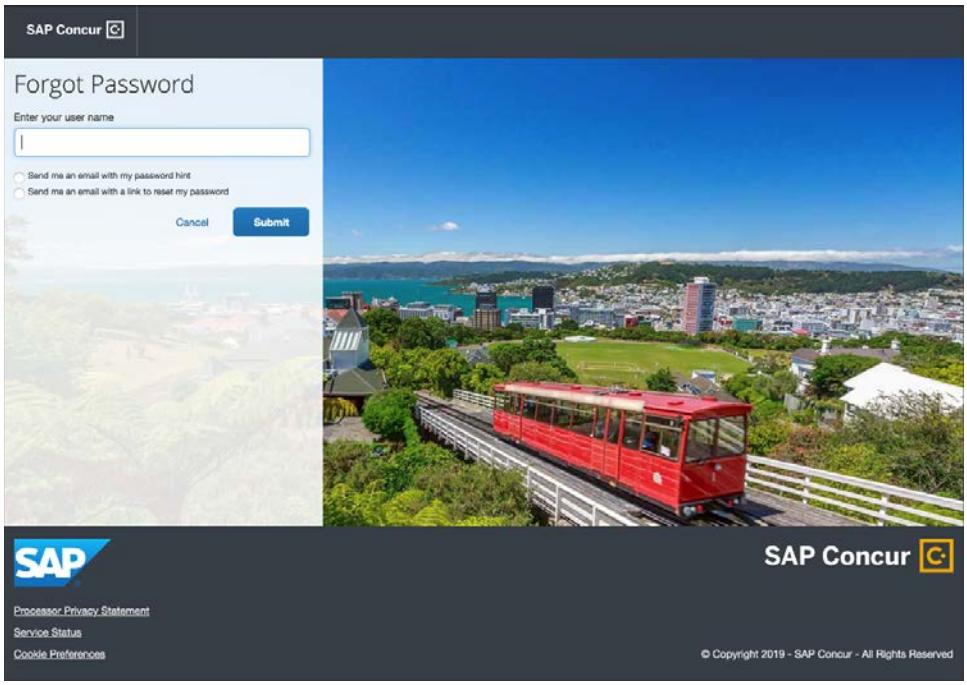
What the User Sees – Previous Forgot Password Page and Process

Previously, if a user could not remember their password and if they clicked **Forgot your password?** on the SAP Concur **Sign In** page, the **Forgot Password** page displayed.

Additional options might also have been available, depending on the company's configuration. The possible options were:

- The user could have an email sent to a verified email account that includes a password hint.
- The company could have required the user to answer a set of security questions prior to getting an email with a link to reset their password.

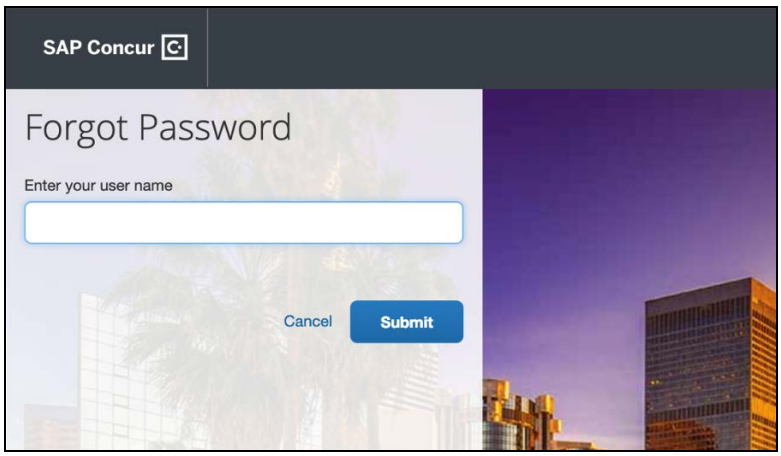
- The company might also have had custom text on this page.



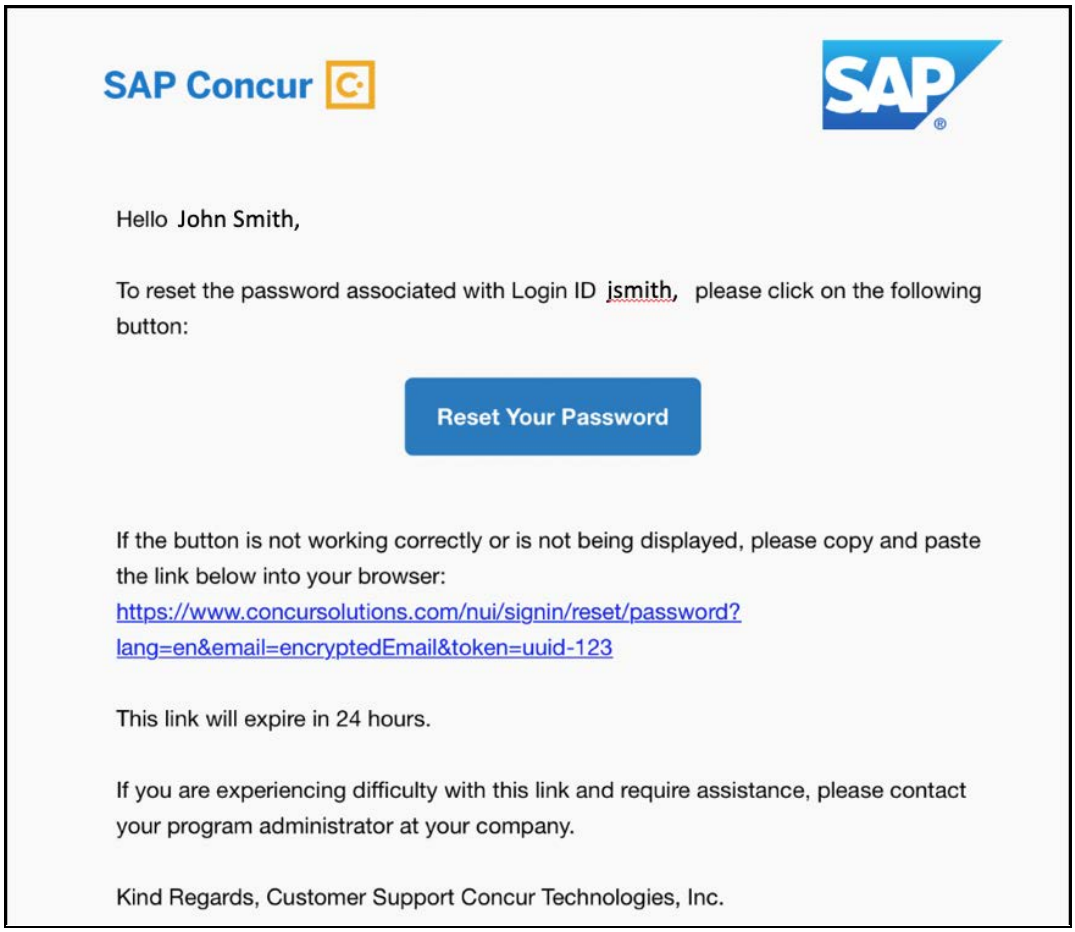
What the User Sees – New Forgot Password Page and Process

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

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



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



SAP Concur

Hello John Smith,

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

Reset Your Password

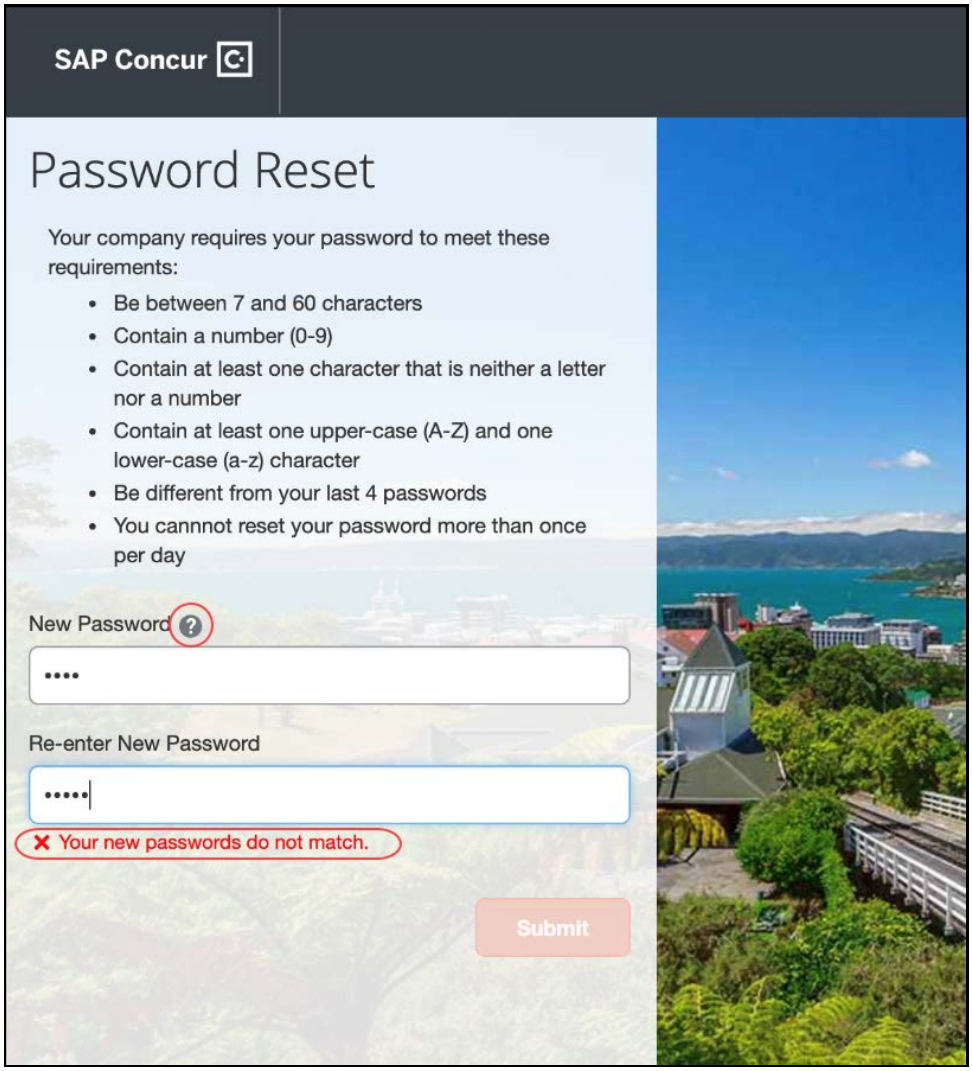
If the button is not working correctly or is not being displayed, please copy and paste the link below into your browser:
https://www.concursolutions.com/nui/signin/reset/password?lang=en&email=encryptedEmail&token=uuid-123

This link will expire in 24 hours.

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

Kind Regards, Customer Support Concur Technologies, Inc.

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

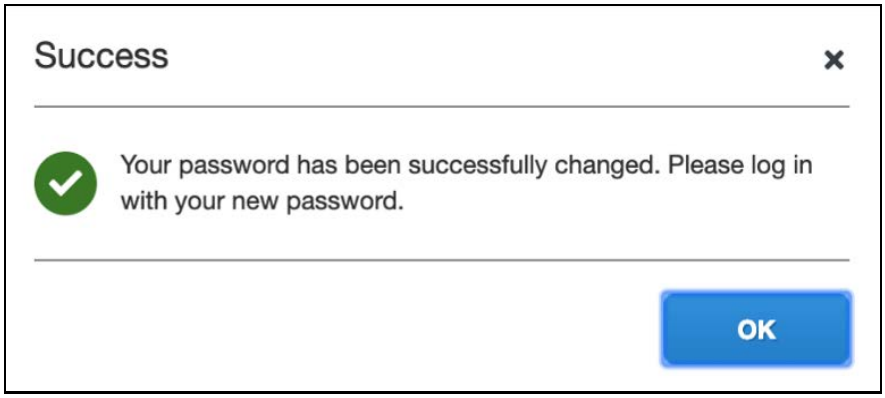


The company's password policy displays on the page. The user enters a new password in the **New Password** and **Re-enter New Password** fields. If the passwords do not match, an on-page message alerts the user.

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

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

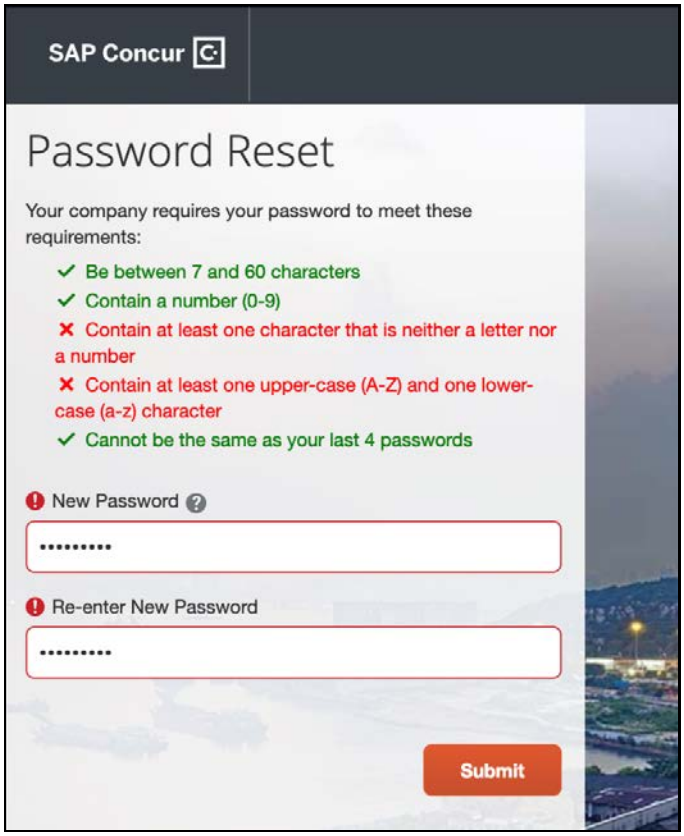
Once the password is validated, the user sees a message confirming that the new password has been successfully created.



The user clicks **OK**. The user is then directed to www.concursolutions.com to log in with the new password.

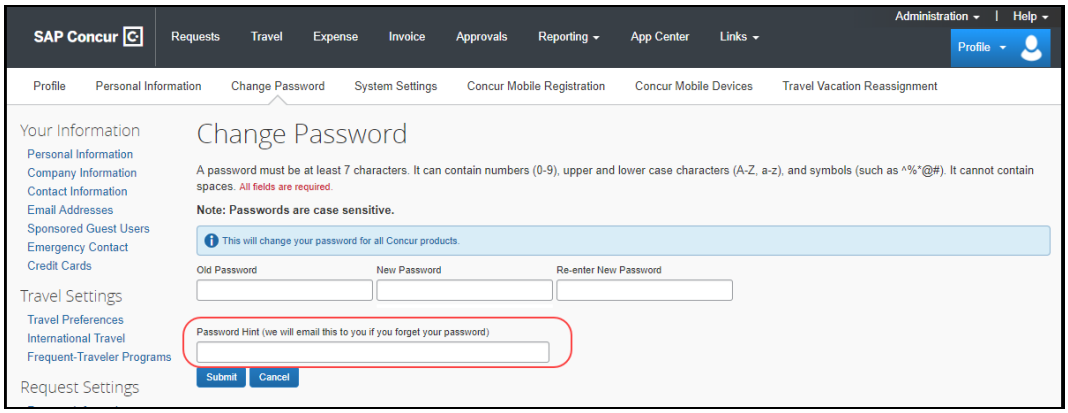
FAILED PASSWORDS

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



Feature Removed – Password Hint

In **Profile > Profile Settings > Change Password**, the user could create a password hint. Then, if the user forgot their password and selected the **Send me an email with my password hint** option on the **Forgot Password** page, an email that included the hint was sent to a verified email account.



With this release, the **Password Hint** field will be removed from the **Profile** page.

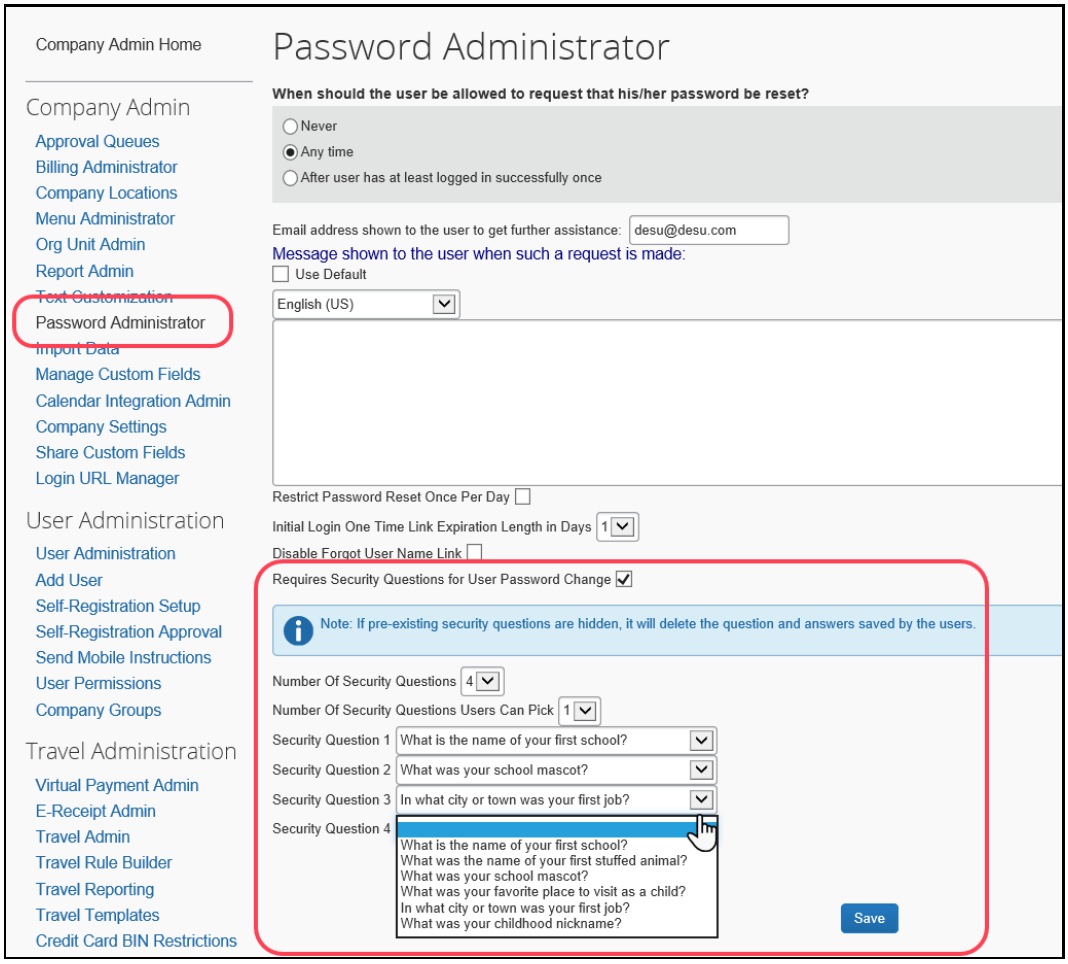
Feature Removed – Security Questions

Depending on the company's configuration, the company might have configured security questions for users who forgot their passwords. The Security Question functionality involved three parts:

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

SECURITY QUESTION CONFIGURATION

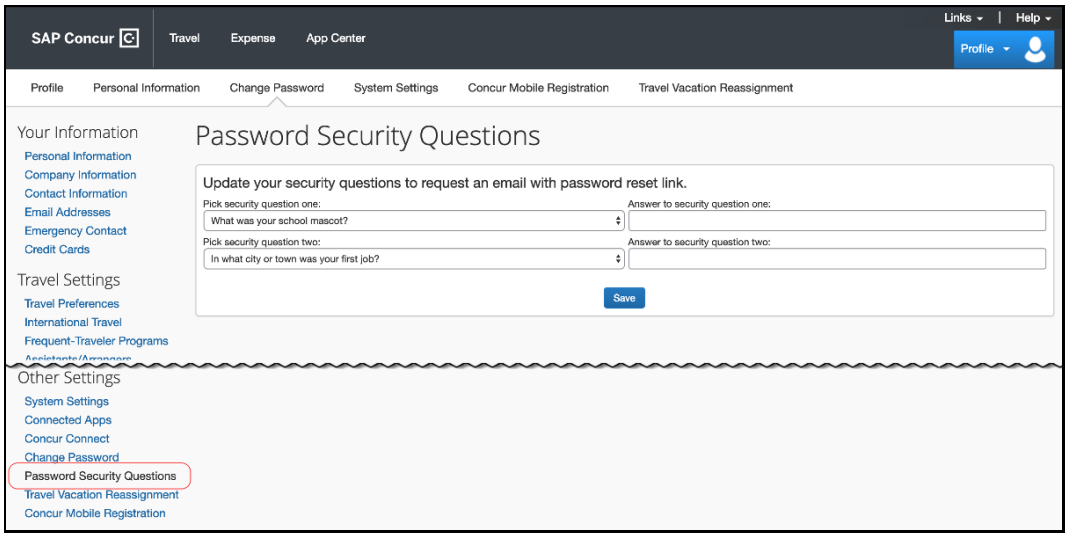
If the company's configuration allowed, the **Password Administrator** page was available. It enabled the admin to configure security questions. To access the page, the admin clicked **Administration > Company > Company Admin > Password Administrator**.



With this release, the security configuration section of the page has been removed.

END-USER CONFIGURATION

If the admin activated the security questions, the **Password Security Questions** page appeared in Profile. It enabled users to manage the security questions they were prompted to answer if they forgot their password. To access the page, the user clicked **Profile > Profile Settings**. In the **Other Settings** section, the user clicked **Password Security Questions**.



With this release, this page and menu option have been removed.

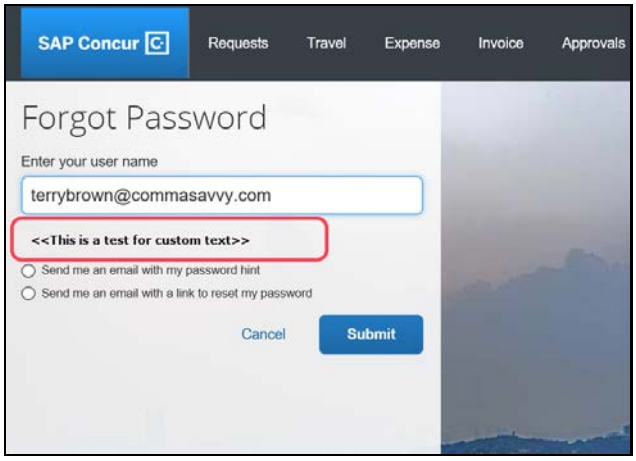
SECURITY QUESTION CHALLENGE

After configuration of the security questions was complete, end users were challenged by security questions before a password reset link is sent out or before a password changed was saved.

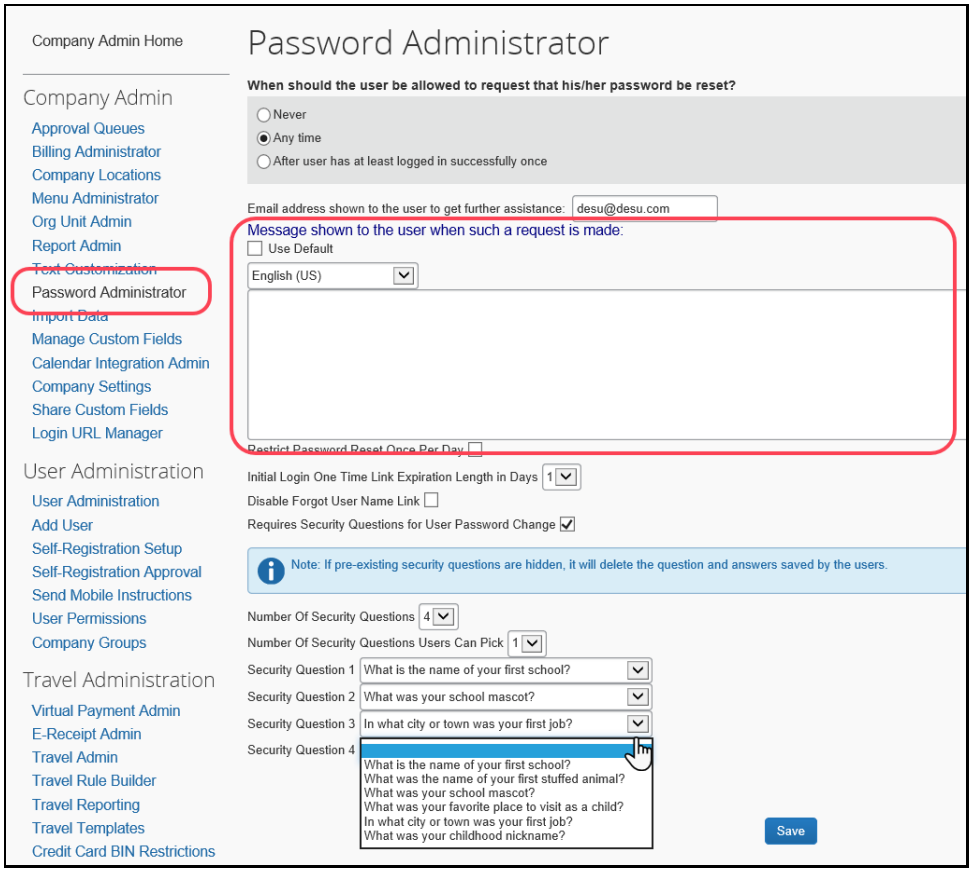
With this release, this page has been removed.

Feature Removed – Custom Text on the Forgot Password Page

Depending on their configuration, client could have provided custom text on the **Forgot Password** page.



If the **Password Administrator** page was available in Profile, it enabled the admin to define the custom text. To access the page, the admin clicked **Administration > Company > Company Admin > Password Administrator**.



With this release, this section of the page has been removed.

Configuration / Feature Activation / Feature Deprecation

This feature is automatically available. There are no configuration steps.

Composite Logins Deprecated

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

Overview

With this release, SAP Concur no longer supports composite login sign-in page URLs.

Composite login functionality allowed users to log in to SAP Concur products using a login ID that did not include a domain name.

All users who use only their username (ex: johndoe) to log in must now use their **CTE Login Name** rather than their login ID to log in to SAP Concur products.

NOTE: The **CTE Login Name** is the login name that appears in the **CTE Login Name** field in **Administration > Company > Company Administration > User Administration**.

The typical URL for a composite login page includes the name of the entity (ex: entity=pxxxxxxxxx) and looks like this: https://www.concursolutions.com/signin.asp?entity=pxxxxxxxxx.

All clients will now use the standard **Sign In** page to access SAP Concur products. The standard sign in page is located at the following address: https://www.concursolutions.com/nui/signin

IMPORTANT!

Only the user-facing portion of composite logins is being deprecated at this time. The employee import (scheduled, overnight) and the user import (on-demand, spreadsheet) are not affected. The import will succeed, and the full username will be formed just as it is currently. When composite login information is no longer accepted in the imports, information and instructions will be provided in the release notes.

IMPACTS TO USERS

Users who log in to a composite login page (https://www.concursolutions.com/signin.asp?entity=pxxxxxxxxx) ***and*** do not use the at (@) symbol in their user name must click the **Forgot your user name?** link on the **Sign In** page to retrieve their user name without assistance (preferred) or contact their company administrator to get their **CTE Login Name**. User passwords remain the same.

Single Sign-On functionality is not impacted by this change. The following users will not be impacted because they do not log in using https://www.concursolutions.com:

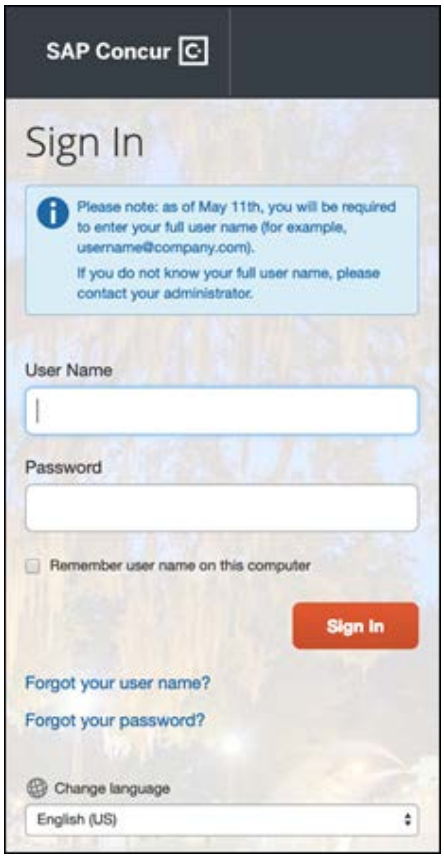
- SAP Concur web SSO
- Concur mobile username/password
- Concur mobile SSO

BUSINESS PURPOSE / CLIENT BENEFIT

Deprecating this feature improves login stability and login success rates, while reducing login dependency.

What the User Sees

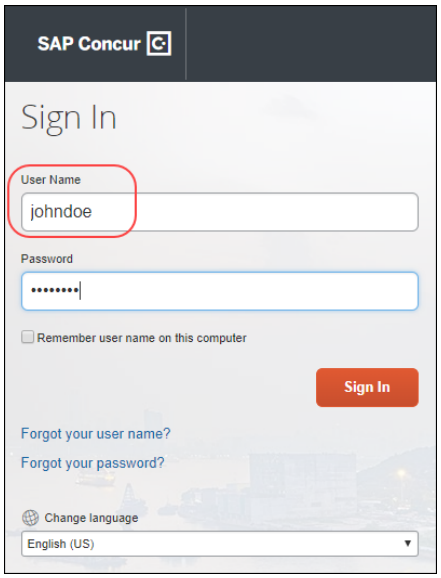
Users currently see a message on composite login pages about the deprecation.



For this release, the message will be removed and users will automatically be redirected to the **Sign In** page, https://www.concursolutions.com/nui/signin. They must use their full user name to sign in. User passwords remain the same.

BEFORE

The **Sign In** page prior to the change.

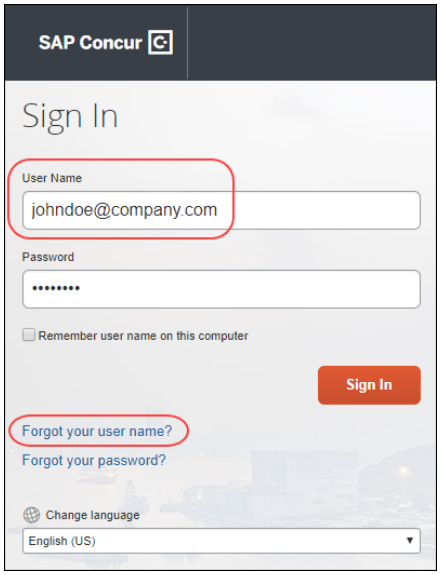


AFTER

On the new **Sign In** page, users who do not know their full user name can find it using one of the following options:

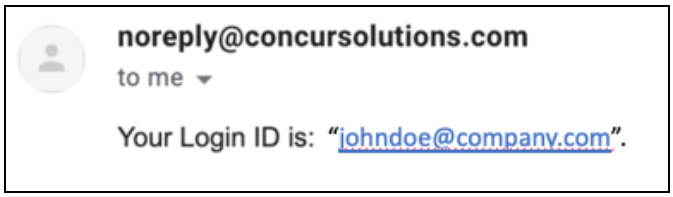
- Click the **Forgot your user name?** link
- Contact their company administrator

Users can retrieve their user name, without assistance, by clicking the **Forgot your user name?** link on the **Sign In** page.



On the **Forgot User Name** page, the user enters a valid email address associated with the SAP Concur account, then clicks the **Send E-mail** button.

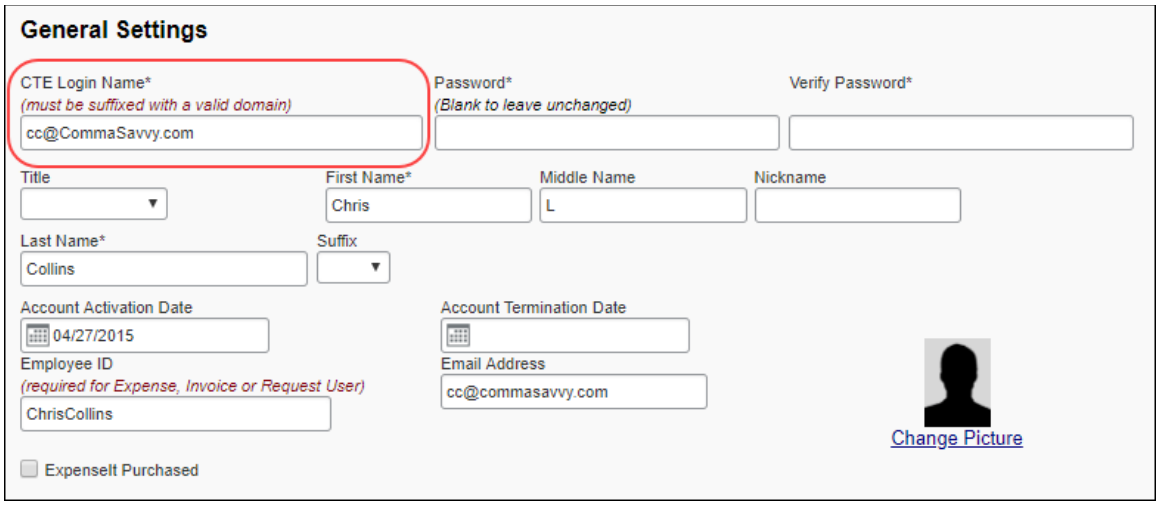
If the specified email address is associated with an SAP Concur account, an email is sent to that address with the full user name included (as Login ID).



If the user chooses to contact their company administrator to get their full user name or if the **Forgot your user name?** option was unsuccessful, the company administrator can look up the user's full user name (visible to admins as in the **CTE Login Name**) and provide it to them.

What the Admin Sees

On the **User Administration** page, under **General Settings**, admins see the **CTE Login Name** for each user.



NOTE: For future employee imports, include the domain name for users who previously did not have a domain name in the Concur database.

Configuration / Feature Activation

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

Concur Administration

Employee and User Import Column (Amadeus User Permission) Deprecated

Overview

The Amadeus user permission column has been deprecated from the Travel Addendum Import (Record Type 350) Format for user imports and for employee imports.

This column remains in the flat file and Excel import file, but it is no longer active and any values it contains will be ignored by the system.

BUSINESS PURPOSE / CLIENT BENEFIT

This change supports work done by the Concur Travel development teams.

Configuration / Feature Activation

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

📖 For general information about this functionality, refer to the *Shared: Employee Import Specification* and the *Shared: User Import User Guide.*

SAP Concur Email

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

Overview

SAP Concur is transitioning to a new email infrastructure for outbound email from our services to SAP Concur users. Because of this, companies that filter inbound

email based on the sending IP address *must* add new IP addresses to their Safe Senders list to ensure that their users receive email from SAP Concur.

IMPORTANT: All Services Will Soon Be Affected

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

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

NOTE: This change only affects companies that filter incoming email based on IP addresses.

Configuration / Feature Activation

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

Miscellaneous

Reminder: No Personal or Sensitive Data in Custom Fields

Overview

All companies must take all reasonable steps to protect the personal and sensitive information of their employees. Per recommended security-related best practices, custom fields should not contain personal or sensitive data.

⚠ **IMPORTANT:** ***Data in custom fields is not encrypted.*** The client is solely responsible for any liability resulting or arising from improper use.

Next Steps

If your company is currently using custom fields to store personal or sensitive data (for example, Social Security numbers, family member names, or any other personally identifying information), you should plan to remove this information from your existing fields within the service and modify your current configuration.

📖 For additional information, refer to the *FAQ*.

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.

Concur Invoice

** Planned Changes** All Assigned Invoices View Now Available

Overview

AP Users will soon be able to view all assigned invoices to keep track of invoices they have assigned. This option will be available when they select the **All Assigned Invoices** option from the **View** list on the **Unassigned Invoices** page.

BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement will provide clients with a view of their assigned invoices and, thereby, giving me them more control over invoices that they manage.

What the AP User Sees

The AP User will see a new option, **All Assigned Invoices**, in the **View** list of the **Unassigned Invoices** page.

Configuration / Feature Activation

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

** Planned Changes ** Sorting With User Since Column

Overview

Targeted for after the May release, clients will be able to sort on the **With User Since** column by clicking it when they are on a page that contains this column.

BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement will make it easier for clients to view the information they need in their daily work.

What the User Sees

The user will see that the **With User Since** column header is clickable on pages that contain this column.

Configuration / Feature Activation

This change will be automatically available; there are no additional configuration or activation steps.

Purchase Order

Planned Changes Import Now for PO and PO Receipt Imports

Overview

The Import Now feature enables clients to import PO and PO receipt files into Concur Invoice immediately without having to wait for an overnight scheduled import. This is beneficial for clients who need to import POs and PO receipts and work with them in the Concur Invoice product the same day they are created externally. This also allows clients to do multiple PO and PO receipt imports a day for more synchronized and up-to-date data.

NOTE: The Import Now feature is currently in an Early Adopter program. For more information, contact your SAP Concur representative.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature gives clients control over when and how frequently to import POs and PO receipts into Concur Invoice.

Configuration / Feature Activation

This enhancement is automatically available. To start using this feature, clients need to add the suffix "importnow" on their PO and PO receipt files that are transferred to their FTP site.

Current Import Naming Convention

The current naming conventions are as follows:

- PO import: poinvoice_EntityID_Date
- PO Receipt Import: purch_receipt_EntityID_Date

These naming conventions will remain as is today and the files will continue to be picked up and run on the existing schedule. Clients who wish to always import these records using the import now option should adjust their schedules accordingly and remove any scheduled jobs from the purchase order and purchase order receipt import job definitions.

Import Now Naming Convention

The Import Now naming conventions are as follows:

- PO Import: poinvoiceimportnow_EntityID_Date
- PO Receipt Import: purch_receiptimportnow_EntityID_Date

For the Import Now option, the PO receipt file is usually dependent on the PO file, so clients must coordinate their file transfer to the FTP site so that the PO file is always transferred first before the PO receipt file to ensure the PO's are imported before the receipts. The PO receipt Import Now function will not start until any active PO import running is completed. However, once the PO files are sent with the "importnow" suffix, they will be imported immediately when they are transferred to the FTP site.

NOTE: Clients must have an FTP site to use this feature.

Authentication

Planned Changes Single Sign-On (SSO) Self-Service Option Coming to SAP Concur

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

Overview

Single Sign-On allows users to access multiple applications using one set of login credentials. Currently, SAP Concur has two methods for signing in: with a user name and password or using SSO with identity provider (IdP) credentials, such as a user's login credentials for their organization.

SAP Concur is planning to add a Manage Single Sign-On (SSO) feature to SAP Concur products which provides clients with a self-service option for setting up SSO for their organization. SSO is currently supported for Concur Expense, Invoice, Request, and Travel.

The new Manage Single Sign-On (SSO) feature is a replacement tool for clients using existing SSO configuration on the **Security Keys** page and a new tool for clients that now want to implement SSO at their organization. Existing SSO configuration on the **Security Keys** page and the new SSO Self-Service tool will both be available until everyone has migrated to the new SSO Self-Service tool.

Other SAP Concur products and services are outside the scope of this initial release.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides SAP Concur clients with a self-service option for setting up SSO.

Configuration / Feature Activation

Configuration information will be coming in a future release note.

Planned Changes New SAP Concur Sign In Page

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

Overview

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

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

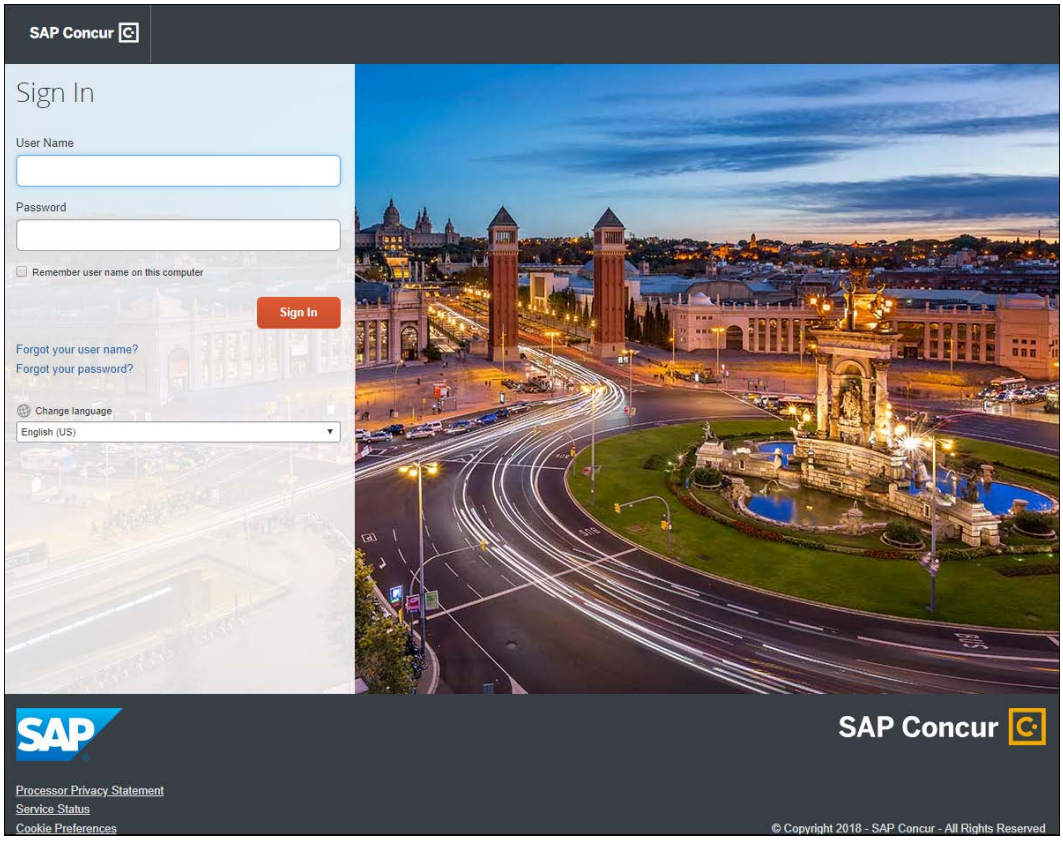
- **Two-step login**: provides enhanced security, meets current industry standards, and provides a better log in success rate
- **Multi-account login**: allows administrators to log in with multiple accounts (planned for a future release)
- **User avatar**: enhances the user experience (planned for a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

BUSINESS PURPOSE / CLIENT BENEFIT

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

What the User Sees – Current Sign In Page

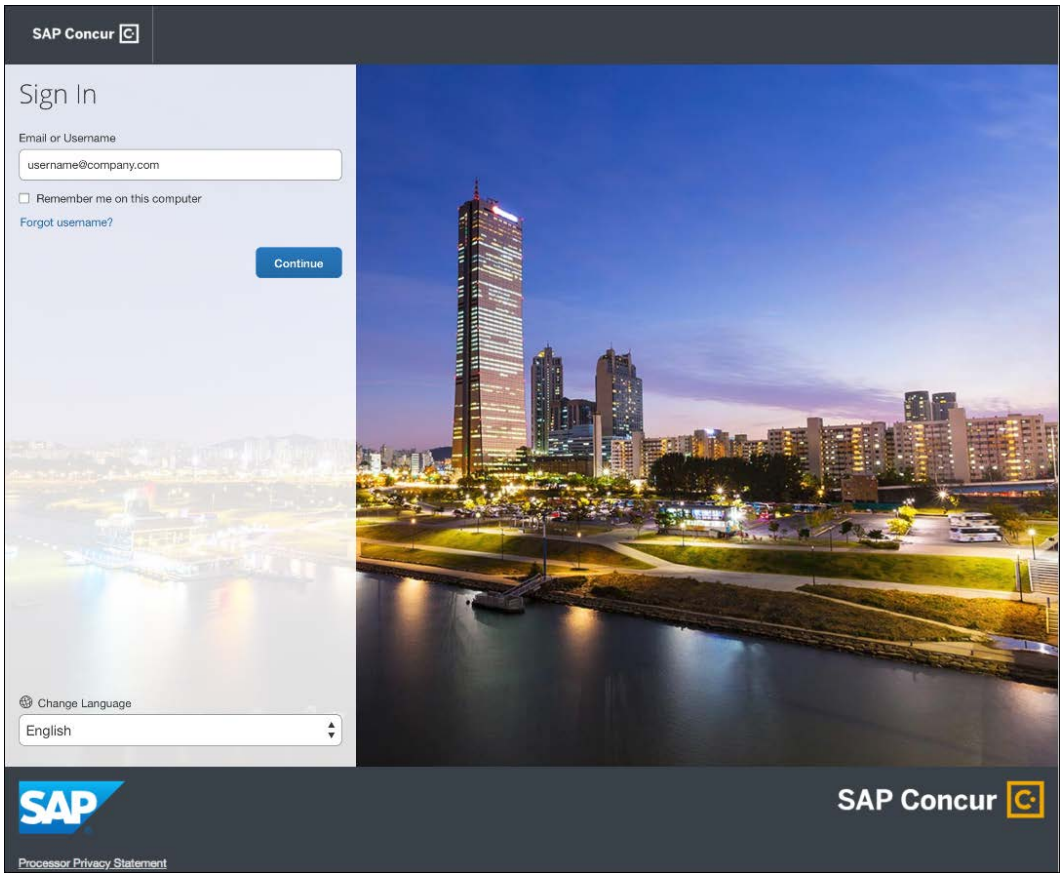
The SAP Concur **Sign In** page currently appears with **User Name** and **Password** fields, and a **Sign In** button. Once a user is authenticated, the SAP Concur **Home** page appears.



What the User Sees – New Sign In Page

The new SAP Concur **Sign In** page will have an **Email or Username** field and a **Continue** button. The user will type in their email or username. The user can select the **Remember me on this computer** check box, so their email or username is stored and will not have to be reentered the next time they log in to SAP Concur.

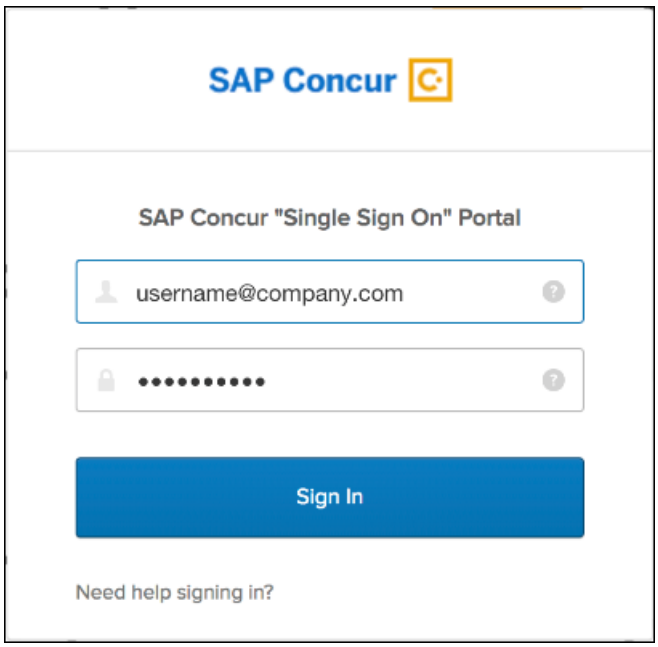
After entering their email or username, the user will then click **Continue**.



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

SSO USERS

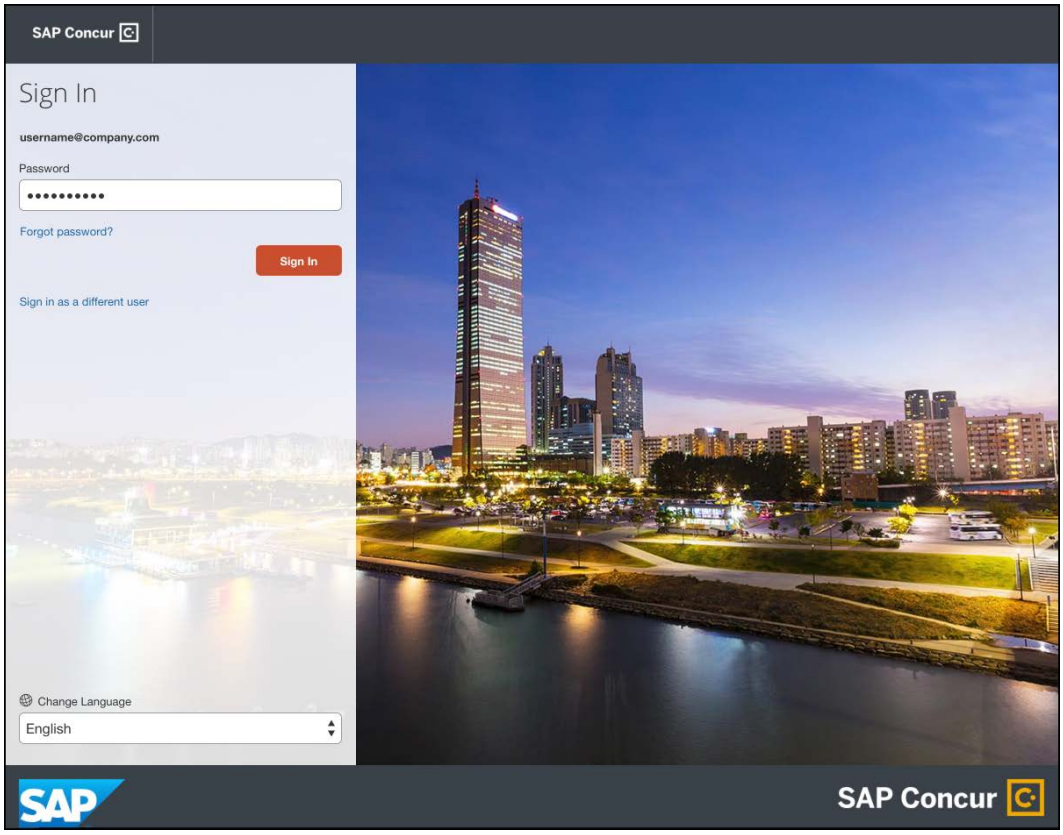
When the designated Identity Provider (IdP) Single Sign-On portal appears (similar to the one shown below), the user will enter their email or username, and their password, and then click **Sign In**. After being authenticated, the user will be directed to the SAP Concur **Home** page.



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

USERS WITH USERNAMES AND PASSWORDS

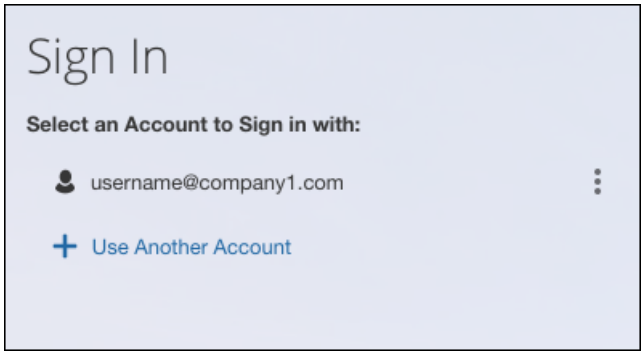
The user will be directed to an additional **Sign In** page. The user will enter a password and click **Sign In**. The system will then authenticate the user's credentials.



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

RETURN USERS

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



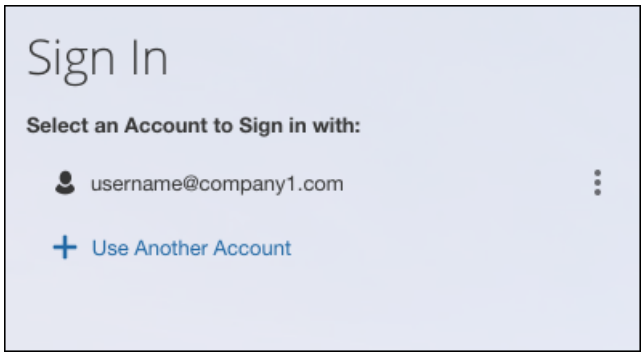
The user will click on their username, and then and then one of the following occurs:

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

USERS WITH MULTIPLE ACCOUNTS

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

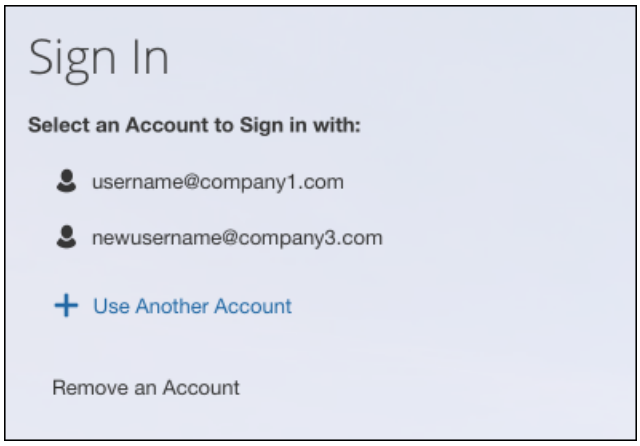
To add another account, on the **Sign In** page, the user clicks the **Use Another Account** link.



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

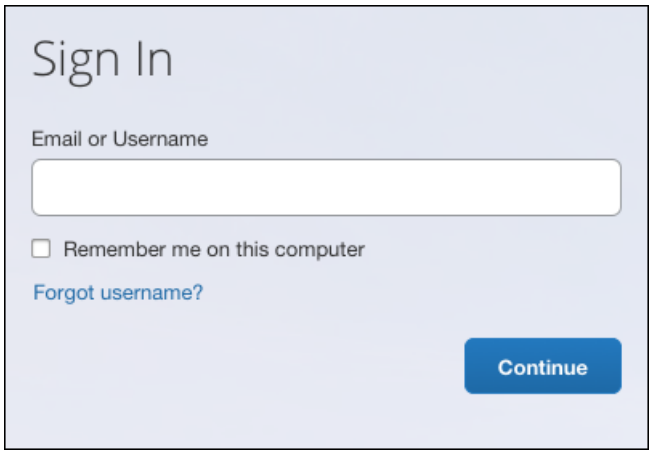
- **SSO Account**: If the user selects an account with SSO credentials, the user will enter an email, then the user will be directed to the IdP Single Sign-On portal. Once the user is authenticated, the SAP Concur **Home** page appears.
- **Username and Password**: The user is directed to an additional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

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

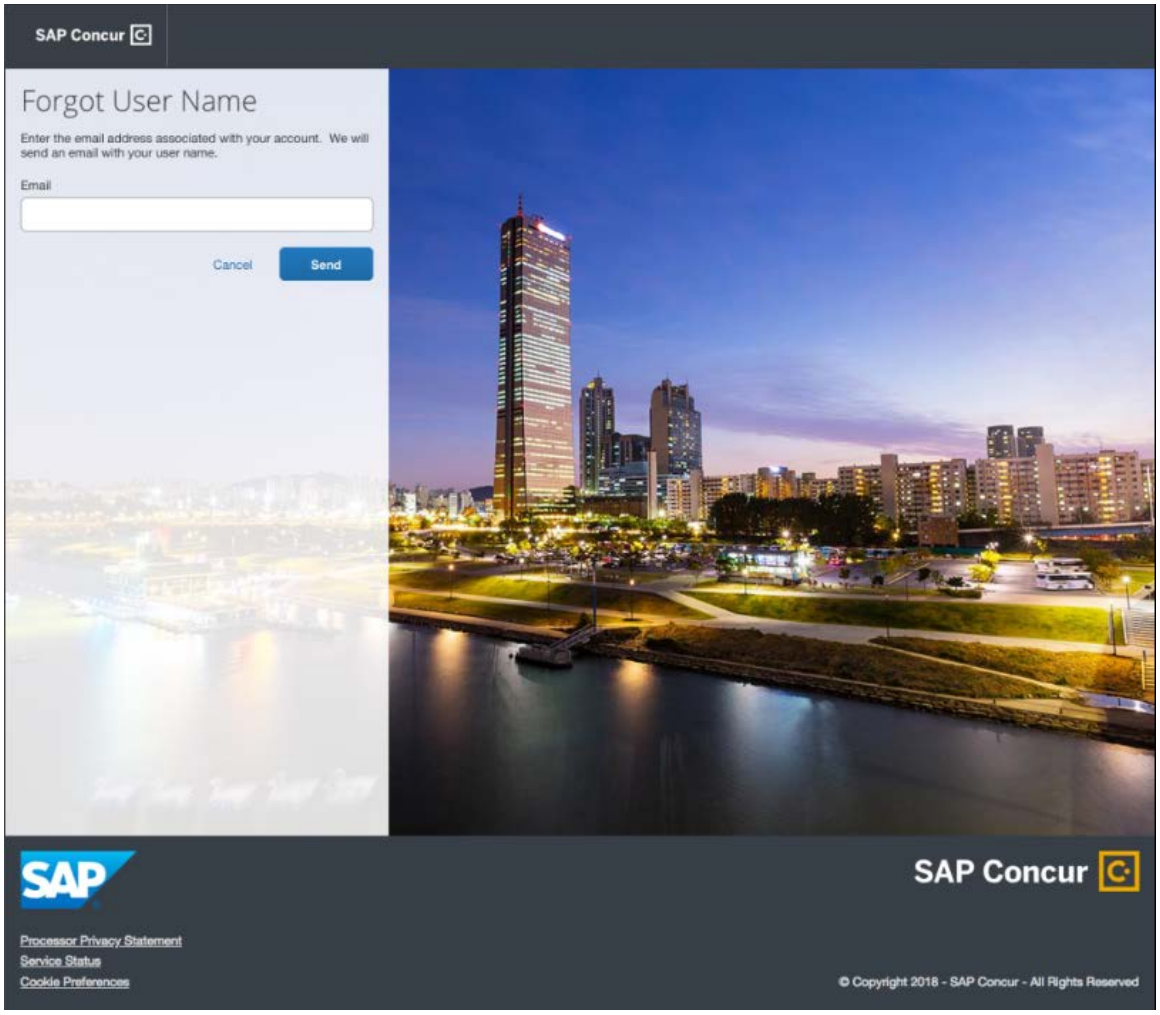


FORGOT USER NAME

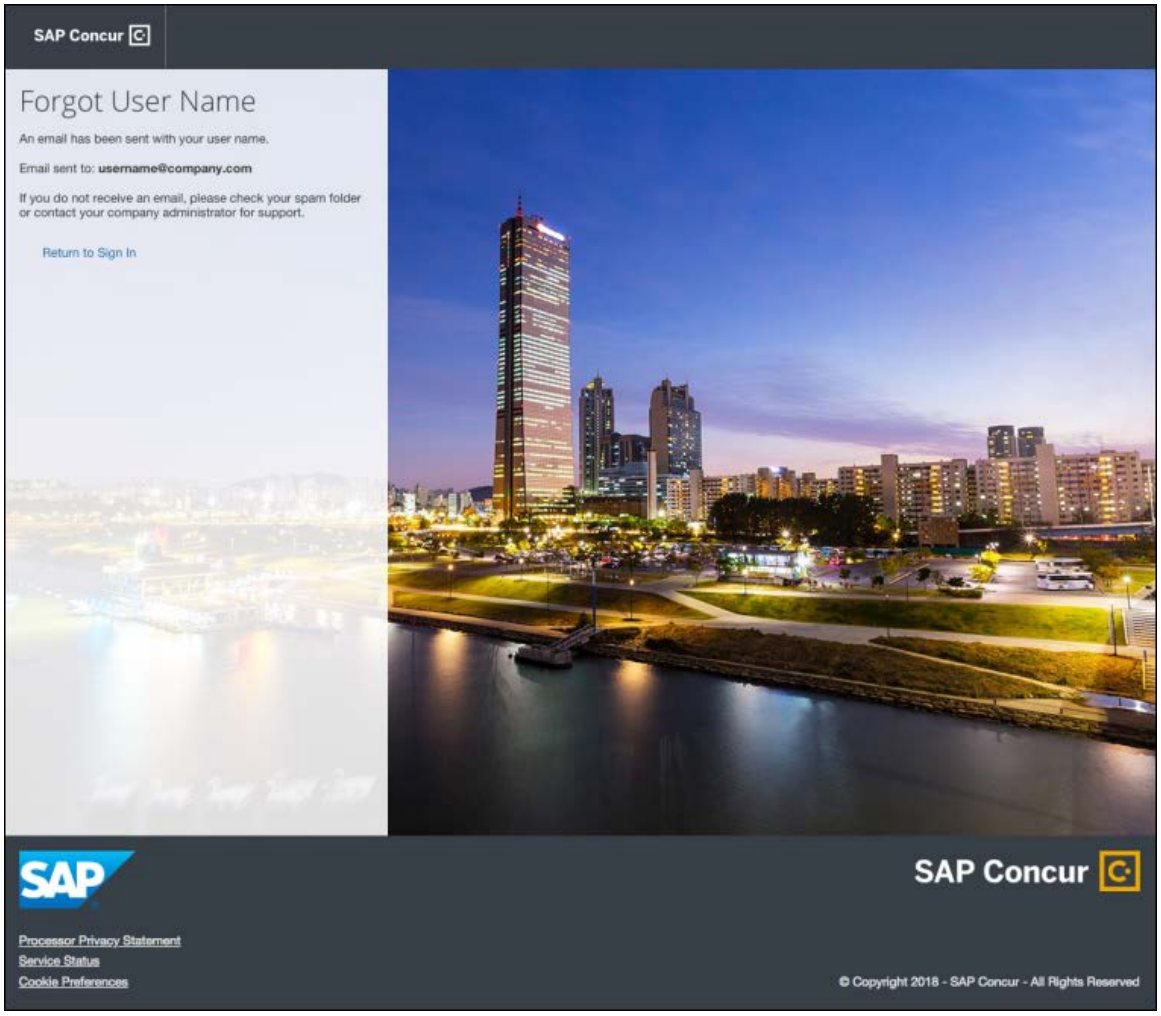
If a user forgets their user name, the user will click the **Forgot username?** link on the **Sign In** page.



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



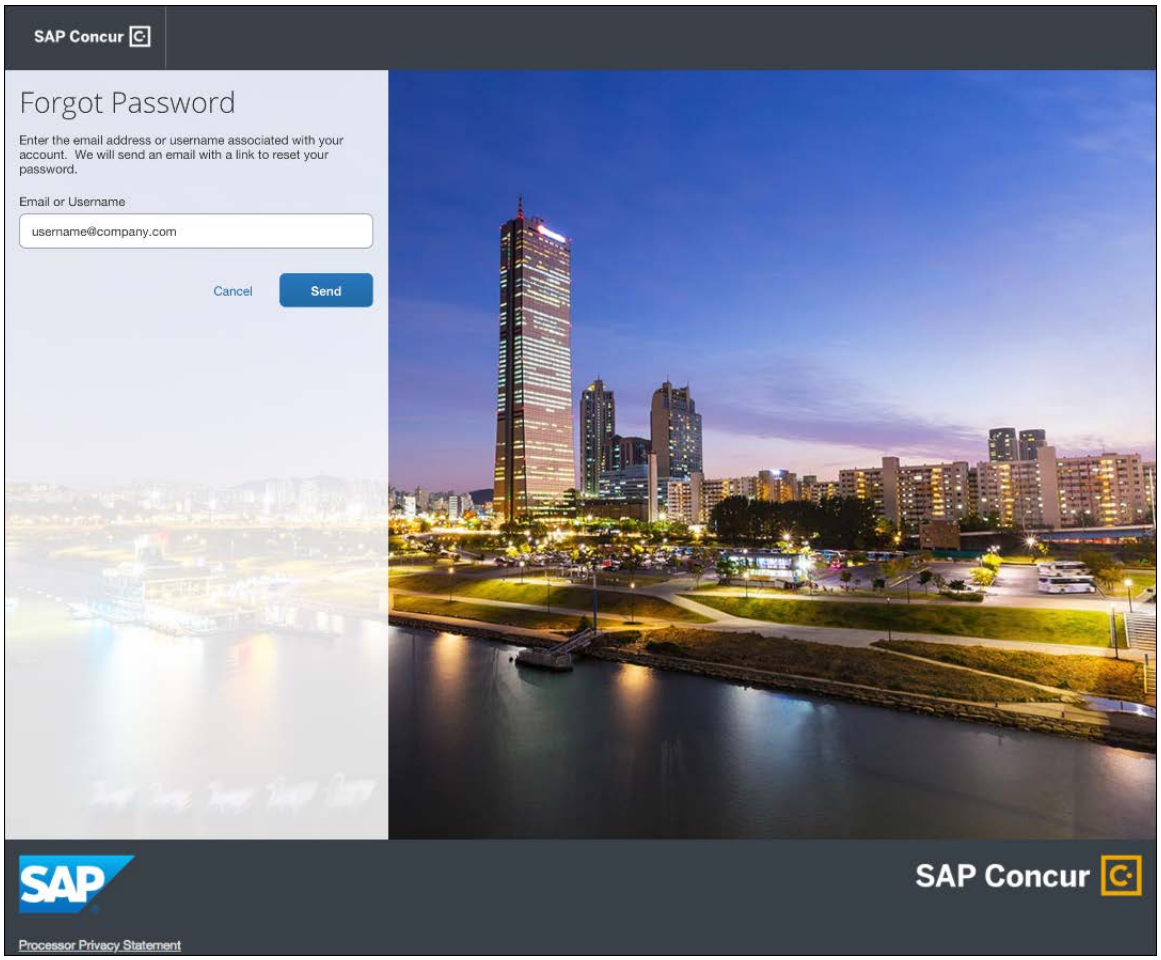
The user will see an on-screen affirmation indicating that an email was sent to them. The user will click **Return to Sign In** page to return to the **Sign In** page.



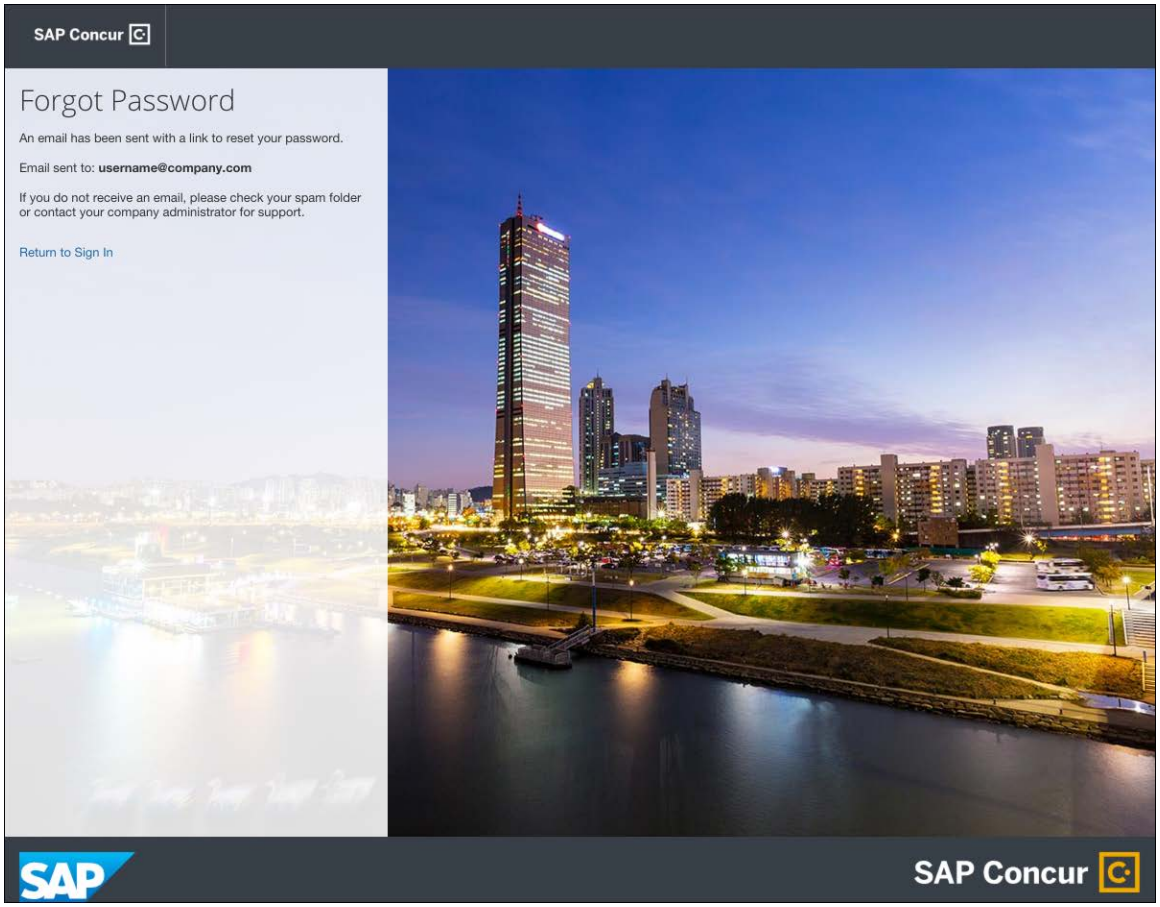
INVALID PASSWORD

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

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



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



FORGOT PASSWORD

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

Configuration / Feature Activation

Configuration information will be provided in a future release note.

Company Administration

Planned Changes SAP Concur Product Access Changes

Overview

Beginning in a future release (targeted for June), clients will access SAP Concur products and services via the following domains:

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

This change is targeted for June 8, 2019.

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

BUSINESS PURPOSE / CLIENT BENEFIT

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

Configuration / Feature Activation

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

Training Admin

Planned Changes Optimizing and Relocating the Page Removed

SAP Concur is currently in the process of re-evaluating this change. With the May release, this item will be removed from the release notes. If this project is considered again, information will appear in the release notes.

Test User Admin

Planned Changes Retiring the Purge Test User Transactions Functionality Removed

SAP Concur is currently in the process of re-evaluating this change. With the May release, this item will be removed from the release notes. If this project is considered again, information will appear in the release notes.

Client Notifications

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

Browser Certifications

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.

📖 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.

SAP Concur Support Case Status

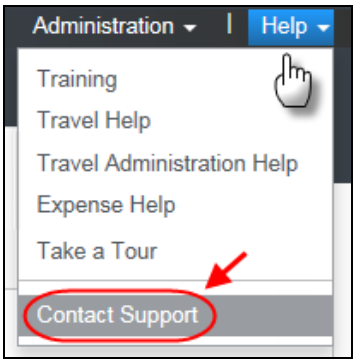
This release might resolve previously submitted support cases. You can check the status of a support case to confirm whether the case issue has been resolved.

Check Support Case Status

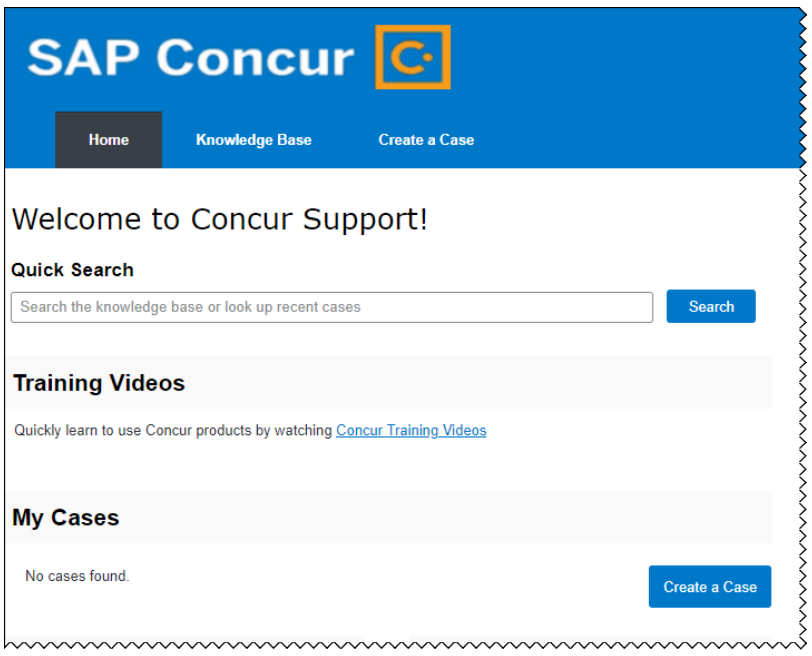
The steps in this procedure provide instructions for checking whether a case is resolved.

To check the status of a submitted case:

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



The SAP Concur support page displays.



If the **Contact Support** option is not available in the Help menu, then your company has chosen to support the SAP Concur system internally. Please contact your internal support desk for assistance.

3. In the **Quick Search** field, enter your **Case ID**.

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

May Example

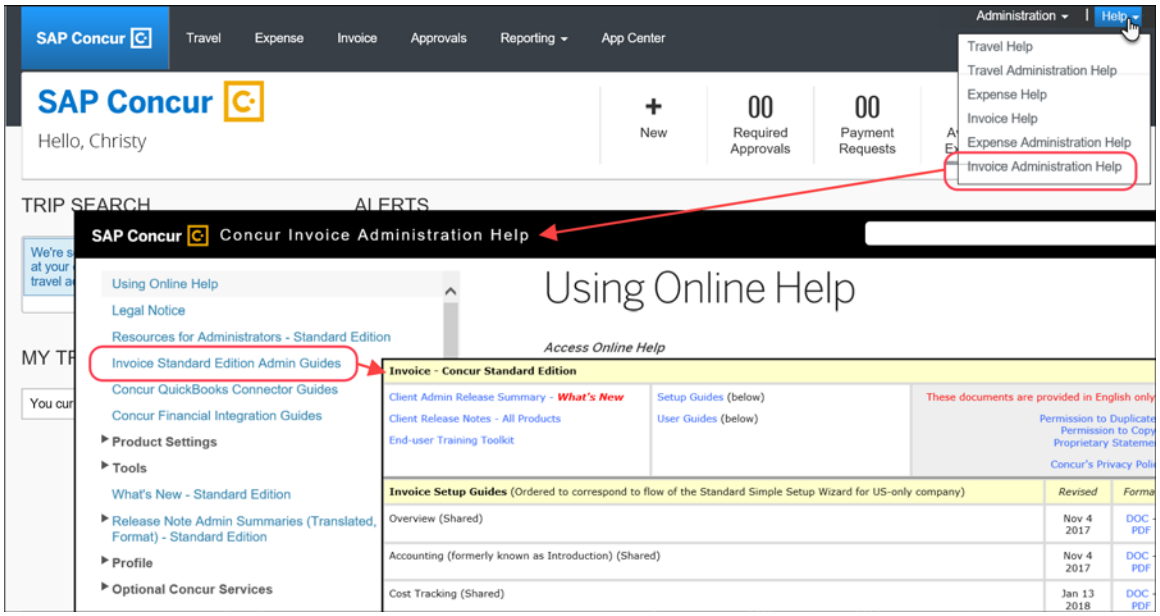
The table below contains some example cases that are resolved in this release. It is not a comprehensive list of the resolved cases.

Case ID	Description
13122120	**Vendor Management** Vendor Group did not restrict vendor access when the user attempted to change a vendor on an invoice.
13008683	**Concur Invoice** If an invoice was created through the API, and if the assigned invoice owner was not found in the system, a random user within the system was assigned to the invoice.
13629172	**Concur Invoice** Purchase Order and Matching Summary tabs were missing from the UI after clicking "Next Invoice" or "Previous Invoice".
13629265	**Concur Invoice** Search by Total was not functioning correctly on list pages.
13633334 13631221	**Concur Invoice** Users with the Invoice Purchasing User role did not have access to the Invoice tab.
13657048	**Concur Invoice** Searching on an employee name that contained Japanese characters did not return the expected results.

Additional Release Notes and Other Technical Documentation

Online Help – Admins

A user who is assigned an admin role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources through **Invoice Administration Help**.



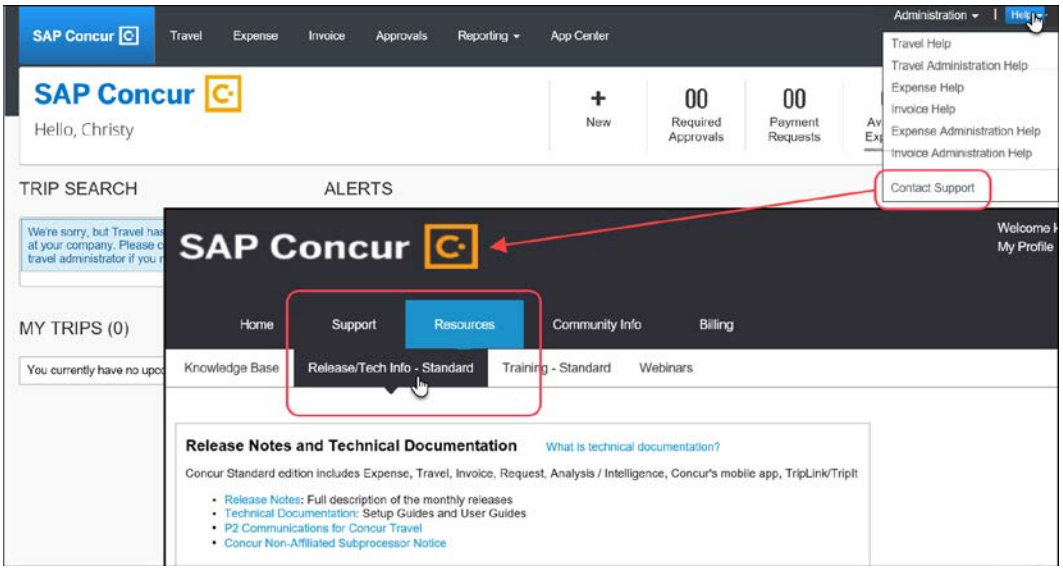
SAP Concur Support Portal – Selected Users

Users who are assigned the correct SAP Concur support portal permissions can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources through the SAP Concur support portal.

To access the SAP Concur support portal (for users with the correct permissions):

1. Click **Help > Contact Support**.

2. On the support page, click **Resources > Release/Tech Info**.



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SAP Concur Release Notes

Invoice Professional/Premium

Includes: Concur Invoice, Capture Processing, Invoice Pay, Purchase Requests and Purchase Orders

Month	Audience
Release Date: June 8, 2019 Initial Post: Friday, June 7, 1:00 PM PST	SAP Concur Client FINAL

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Release Notes

This document contains the release notes for Concur Invoice functionality for professional edition.

Concur Invoice

Default Bill To Address Field Added To Invoice Policies

Overview

With this release, users with the Invoice Configuration Administrator role can add a default Bill To address to an invoice (payment request) header or line item policy.

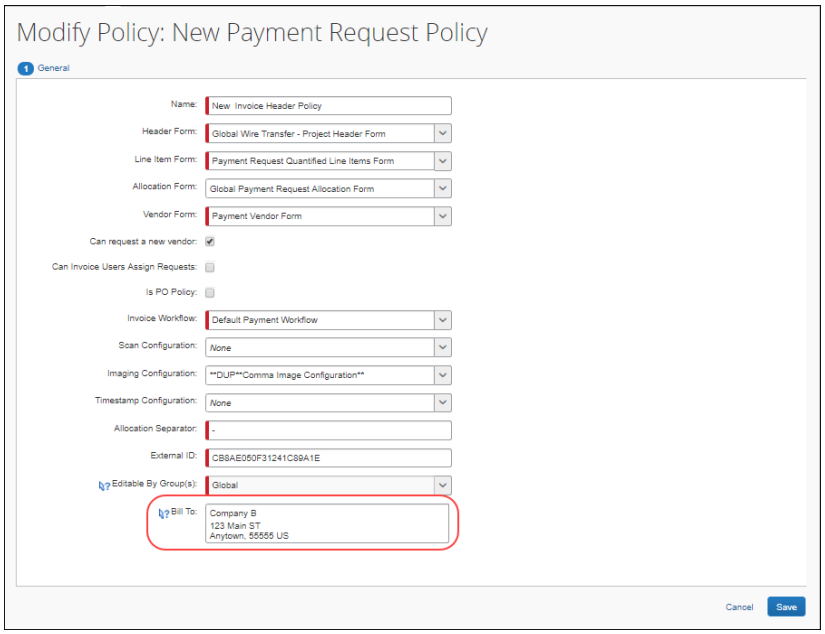
BUSINESS PURPOSE / CLIENT BENEFIT

The feature enables clients to configure the default Bill To address that is associated with new invoices based on the group policy the invoice owner is assigned to.

For more information about configuring policies and groups, refer to the *Invoice: Policies Setup Guide* and the *Invoice: Group Configurations Setup Guide*.

What the Invoice Configuration Administrator Sees

When configuring an invoice (payment request) header or line item policy, the Invoice Configuration Administrator sees a new **Bill To** on the **Modify Policy** page.



Configuration / Feature Activation

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

All Assigned Invoices View Now Available

Overview

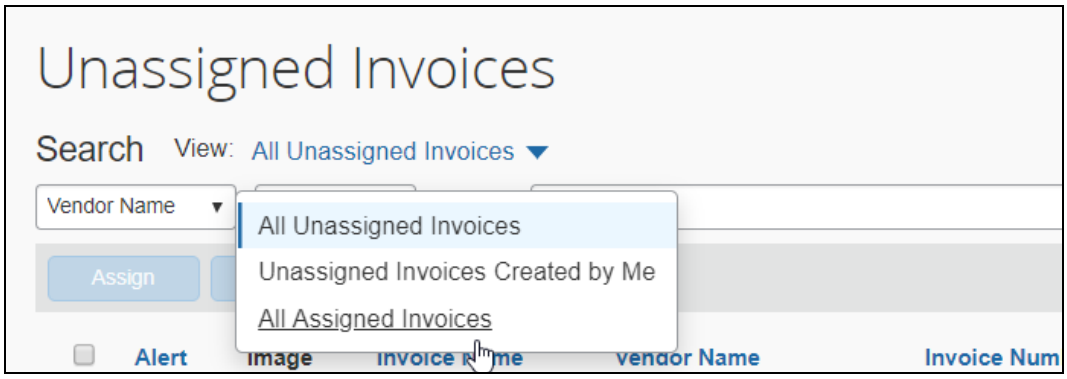
AP Users can view all assigned invoices to keep track of invoices they have assigned. This option is available when they select the **All Assigned Invoices** option from the **View** list on the **Unassigned Invoices** page.

BUSINESS PURPOSE / CLIENT BENEFIT

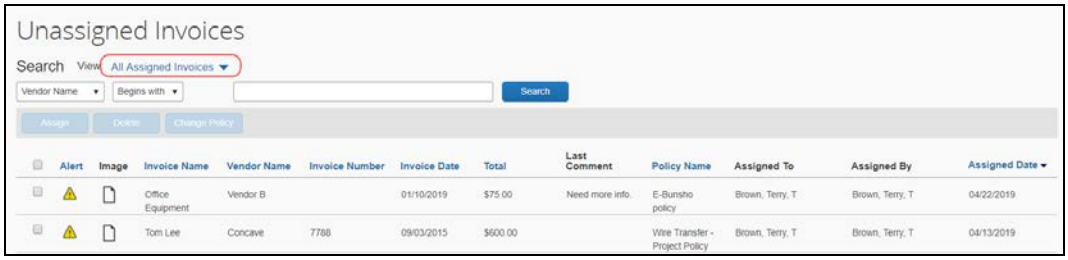
This enhancement provides clients with a view of their assigned invoices, giving them greater control over invoices that they manage.

What the AP User Sees

The AP User will see a new option, **All Assigned Invoices**, in the **View** list of the **Unassigned Invoices** page.



When the AP User selects the **All Assigned Invoices** option, they will see all assigned invoices that they have assigned.



Configuration / Feature Activation

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

📖 For more information, refer to the *Invoice: AP User Guide*.

Sorting With User Since Column

Overview

Clients can now sort on the **With User Since** column by clicking it when they are on a page that contains this column.

BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement makes it easier for clients to view the information they need in their daily work.

What the User Sees

The user sees that the **With User Since** column header is clickable on pages that contain this column.

Configuration / Feature Activation

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

Sorting Approval Status Column

Overview

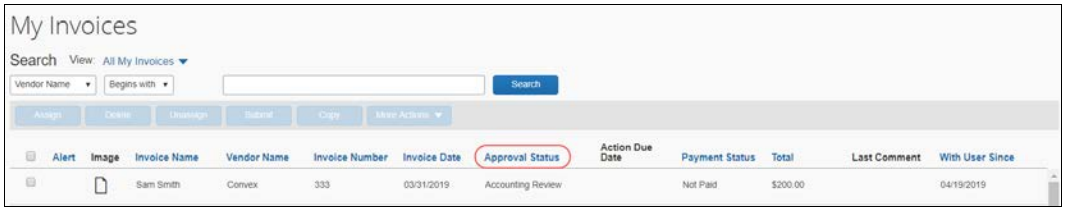
Clients can now sort on the **Approval Status** column by clicking it when they are on a page that contains this column.

BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement makes it easier for clients to view the information they need in their daily work.

What the User Sees

The user sees that the **Approval Status** column header is clickable on pages that contain this column.



Configuration / Feature Activation

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

Purchase Orders

New Fields and Statuses Added to PO Matching Pages

Overview

New fields and statuses have been added to the **Invoices matched to this Purchase Order**, **Purchase Order Associations**, and **Matching Summary** pages to provide a more complete picture of the related records and balances.

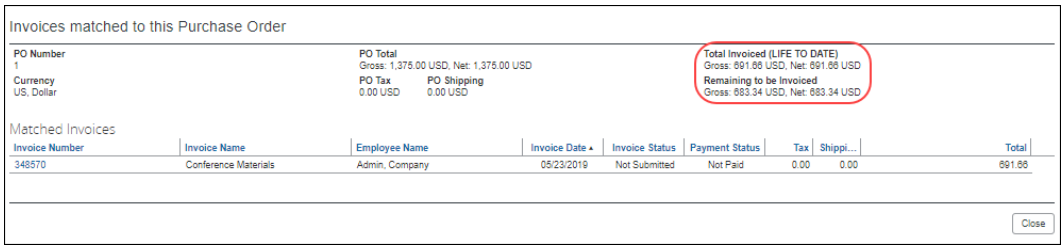
BUSINESS PURPOSE / CLIENT BENEFIT

This change makes reconciling invoices and purchase orders (PO) more efficient for those purchase orders that receive multiple invoices against them over time, such as blanket orders. Without having to do manual calculations or estimations, users will be able to quickly see how much of the PO balance is remaining to be invoiced or if the PO is over invoiced. The new status fields enable users to see how far along the related invoices are in processing.

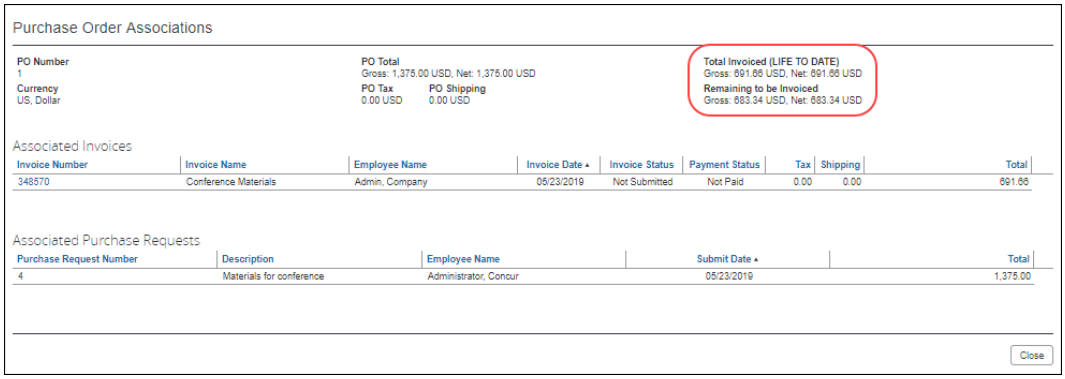
What the User Sees

When a user with the appropriate permissions views the **Invoices matched to this Purchase Order** page, or the **Purchase Order Associations** page, they see the total invoiced (life to date) and the amount remaining to be invoiced for the purchase order.

Invoices matched to this Purchase Order

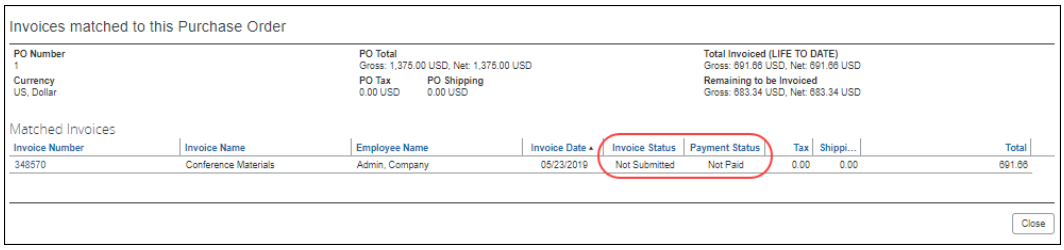


Purchase Order Associations

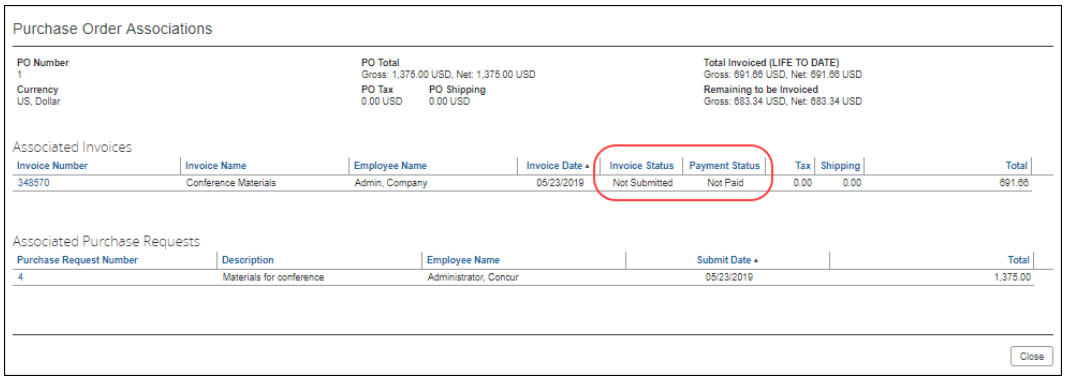


In the **Matched Invoices** section of the **Invoices matched to this Purchase Order** page and in the **Associated Invoices** section of the **Purchase Order Association** page, users now see the invoice status and payment status for the related invoices.

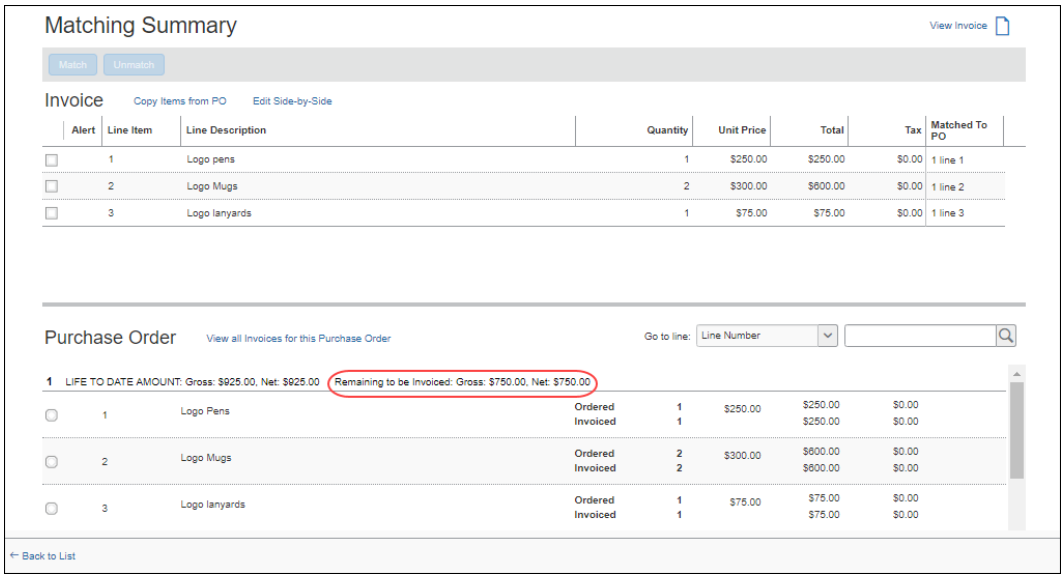
Invoices matched to this Purchase order



Purchase Order Association



And on the **Purchase Order** section on the **Matching Summary** tab for an invoice, the user now sees the amount remaining to be invoiced.



Configuration / Feature Activation

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

Import Now for PO and PO Receipt Imports

This feature is targeted to release the week after the June release.

Overview

The Import Now feature enables clients to import PO and PO receipt files into Concur Invoice immediately without having to wait for an overnight scheduled import. This is

beneficial for clients who need to import POs and PO receipts and work with them in the Concur Invoice product the same day they are created externally. This also allows clients to do multiple PO and PO receipt imports a day for more synchronized and up-to-date data.

NOTE: The Import Now feature is only available for US clients.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature gives clients control over when and how frequently to import POs and PO receipts into Concur Invoice.

Configuration / Feature Activation

This enhancement is automatically available. To start using this feature, clients need to add the suffix "importnow" on their PO and PO receipt files that are transferred to their FTP site.

CURRENT IMPORT NAMING CONVENTION

The current naming conventions are as follows:

- PO import: poinvoice_EntityID_Date
- PO Receipt Import: purch_receipt_EntityID_Date

These naming conventions will remain as is today and the files will continue to be picked up and run on the existing schedule. Clients who wish to always import these records using the import now option should adjust their schedules accordingly and remove any scheduled jobs from the purchase order and purchase order receipt import job definitions.

IMPORT NOW NAMING CONVENTION

The Import Now naming conventions are as follows:

- PO Import: poinvoiceimportnow_EntityID_Date
- PO Receipt Import: purch_receiptimportnow_EntityID_Date

For the Import Now option, the PO receipt file is usually dependent on the PO file, so clients must coordinate their file transfer to the FTP site so that the PO file is always transferred first before the PO receipt file to ensure the PO's are imported before the receipts. The PO receipt Import Now function will not start until any active PO import running is completed. However, once the PO files are sent with the "importnow" suffix, they will be imported immediately when they are transferred to the FTP site.

NOTE: Clients must have an FTP site to use this feature.

Filter Matched and Unmatched POs on My Invoices Page

Overview

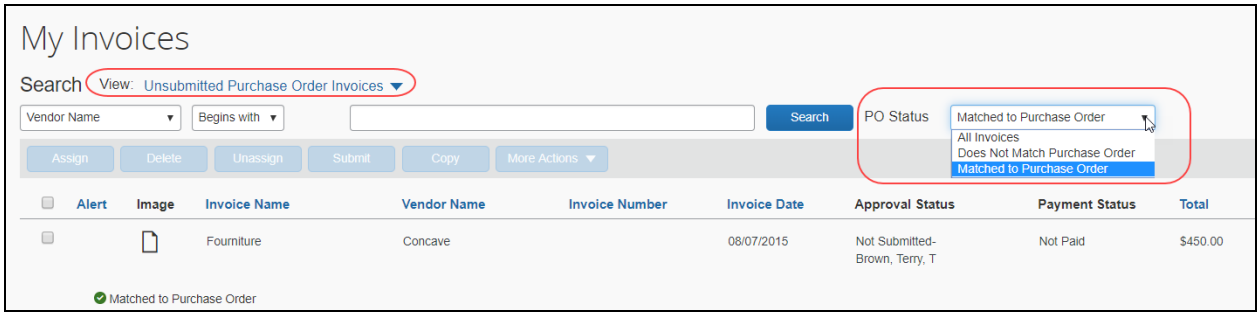
With this release, AP users will be able to filter invoices based on whether or not they are matched to a purchase order to more quickly find the information they need.

BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement makes it easier for clients to see whether an invoice has been matched to a purchase order.

What the AP User Sees

The AP user will see a new list, **PO Status**, with three options on the on the **My Invoices** page when they have selected the **Unsubmitted Purchase Order Invoices** view.



Configuration / Feature Activation

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

Invoice Pay

Invoice Pay v4 API Available

Overview

SAP Concur is releasing the Invoice Pay v4 API for payment partner use.

BUSINESS PURPOSE / CLIENT BENEFIT

The Invoice Pay API gives payment providers that are App Center partners the ability to integrate with SAP Concur to make invoice payments. This API allows payment providers to retrieve a list of payments that are authorized to be processed by them and send back the status of those payments to SAP Concur.

Configuration / Feature Activation

The Invoice Pay v4 API will be available to partners who have contracted with SAP Concur.

📖 For more information, refer to the SAP Concur Developer Portal.

Invoice E-Bunsho Timestamp

Invoices Can Now be Audited for Digital Compliance

Overview

Users with the Invoice Configuration Administrator role can now configure custom audit rules to ensure invoices maintain compliance with e-Bunsho regulations regarding whether an invoice image is timestamped and how soon the invoice image was timestamped after being received.

BUSINESS PURPOSE / CLIENT BENEFIT

This change enables an Invoice Configuration Administrator to enforce compliance with e-Bunsho rules when invoices are saved or submitted in Concur Invoice.

What the Invoice Configuration Administrator Sees

When configuring an audit rule to run when an invoice is submitted or saved, the Invoice Configuration Administrator can now select **Is Digitally Compliant** from the **Select Field** list after selecting **Request** under **Data Object/Operator** on the **Conditions** page.

Depending on how the rule is configured, the **Is Digitally Compliant** operator can be used to check for invoice images with or without a timestamp and can be configured to check for whether an invoice image was timestamped within a specified number of days.

Custom audit rules can be configured to present an informational warning to an Invoice user who is saving or submitting an invoice. They can also be configured to prevent the user from saving or submitting an invoice that does not meet the criteria specified by the rule.

Configuration / Feature Activation

This change is automatically available.

Concur Administration

SAP Concur Product Access Changes

Overview

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

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

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

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

BUSINESS PURPOSE / CLIENT BENEFIT

This change allows clients to access SAP Concur services in a consistent, secure manner.

Configuration / Feature Activation

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

SAP Concur Email

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

Overview

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

IMPORTANT: All Services Will Soon Be Affected

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

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

NOTE: This change only affects companies that filter incoming email based on IP addresses.

Configuration / Feature Activation

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

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.

Concur Invoice

Planned Changes Assigned Invoice Retains Existing Ship To Address

Overview

Currently, when an invoice was assigned to a new owner, the new owner's default Ship To address overwrites the preexisting Ship To address. In a future release, if an invoice with a designated Ship To address is assigned to a new owner, the preexisting Ship To address will be retained.

BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement ensures that the correct Ship To address is assigned to an invoice after it is assigned to a new owner.

What the User Sees

When the user opens the assigned invoice, the user sees the originally specified Ship To address.

Configuration / Feature Activation

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

Invoice Pay

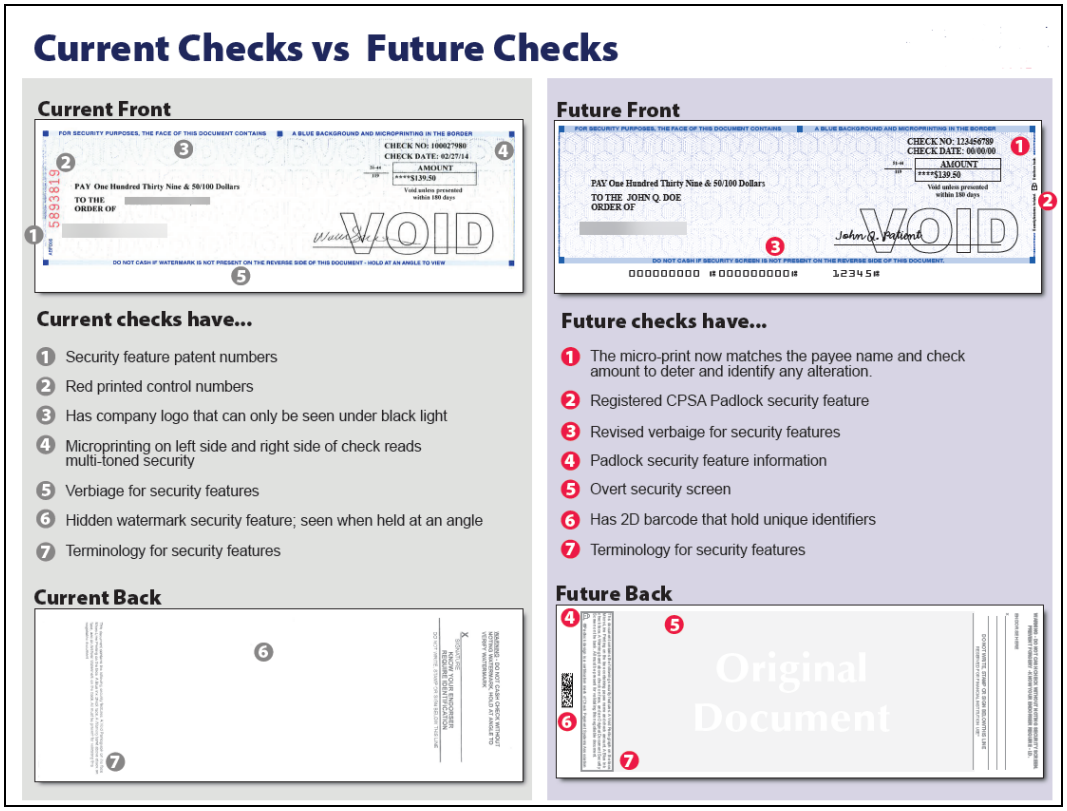
Planned Changes Security Enhancements for Checks

Overview

In a future release, checks generated by Invoice Pay will provide security enhancements based on the latest industry standards.

Clients will be able to order sample checks by creating a Salesforce ticket and then processing and verifying the checks with their bank.

The image below shows what the checks look like now and what the checks will look like when this feature releases.



BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement will provide more security when clients process checks.

Configuration / Feature Activation

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

Capture Processing

Planned Changes View Capture Email

Overview

In a future release, invoice users will be able to view and access the original batch email associated with an invoice that was emailed to Invoice Capture Processing. This change will enable the user to review the original email for notes from the supplier or to confirm when an invoice entered the system through capture processing.

NOTE: Attachments to the original email will not be available as part of this feature.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides clients with greater visibility into where an invoice came from and how best to manage or process the invoice.

What the User Sees

The user will see a new option in the **Actions** menu.

Configuration / Feature Activation

This change is automatically available to clients with the Capture Processing feature; there are no additional configuration or activation steps.

Authentication

Planned Changes Change in IP Restrictions

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

Overview

When a user signs in to SAP Concur, one of the validation processes includes checking for and adhering to any IP Restrictions (IPRs). IPRs are specific IPs or IP ranges that are defined by a company to restrict the IPs from which their users can sign in to SAP Concur. An IPR can be a string that contains a list of acceptable IP addresses and/or IP address patterns, for example: "170.242.6.43;170.243.70.42;170.243.70.43;171.159.*.*".

NOTE: IPRs are set and modified only by SAP Concur, using a Module Property. Though Module Properties are technically Travel settings, this one can be included in any custom configuration of Travel, Expense, Invoice, or Request. So, companies can use IPRs, even if they do not use Travel.

Currently, IPRs are set for each of a company's travel configurations, which creates maintenance issues for companies with many travel configurations and provides opportunities for errors. In addition, new travel configurations are not automatically included and can easily be forgotten.

Targeted for the August release, SAP Concur will change this setting from a configuration-level setting to a company-level setting. With this change, one set of IPRs will apply to the entire company.

Very few clients will be affected by this change. In addition, all of the affected clients will be contacted individually – in advance – by SAP Concur to make any required settings changes.

BUSINESS PURPOSE / CLIENT BENEFIT

Clients who use IPRs can be assured that the IPRs apply to the entire company.

What the User Sees

The user will see no difference in signing in or using any SAP Concur service.

Configuration / Feature Activation

This change will occur automatically; there are no additional configuration or activation steps. In addition, those clients who are affected by this change will be contacted by SAP Concur.

Planned Changes Single Sign-On (SSO) Self-Service Option Coming to SAP Concur (Q3 2019)

(Release note updated: June 8th)

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

Overview

Single Sign-On allows users to access multiple applications using one set of login credentials. Currently, SAP Concur has two methods for signing in: with a user name and password or using SSO with identity provider (IdP) credentials, such as a user's login credentials for their organization.

SAP Concur is planning to add a Manage Single Sign-On (SSO) feature to SAP Concur products which provides clients with a self-service option for setting up SSO for their organization. SSO is currently supported for Concur Expense, Invoice, Request, and Travel.

The new Manage Single Sign-On (SSO) feature is a replacement tool for clients using an existing SSO configuration on the **Security Keys** page and a new tool for clients that want to implement SSO at their organization. The existing SSO configuration on the **Security Keys** page and the new SSO Self-Service tool will both be available until everyone has migrated to the new SSO Self-Service tool.

Other SAP Concur products and services are outside the scope of this initial release.

This feature is targeted for Q3 2019.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides SAP Concur clients with a self-service option for setting up SSO and for existing SSO clients who must eventually migrate to the new SSO service to manage SSO for their users.

Important – Migration for Legacy SSO Clients

The Manage Single Sign-On feature is the tool that legacy SSO clients will use to migrate to the new SSO service. Client admins will configure the feature and connect to the new SSO service on the **Manage Single Sign-On** page.

In order for legacy SSO clients to use the new SAP Concur **Sign In** page, they must first migrate to the new SSO service included with this feature.

For more information, refer to the ***Planned Changes** New SAP Concur Sign In Page* release note in this document.

Configuration / Feature Activation

Configuration information will be coming in a future release note.

Planned Changes New SAP Concur Sign In Page

(Release note updated: June 8th)

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

Overview

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

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

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides better security and a faster, more 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 log in 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 log in at www.concursolutions.com and some will log in using their existing SSO login methods. Only the user interface (UI) on www.concursolutions.com will be changing for legacy SSO clients.
- If clients are enforcing SSO login for all users, then users will not be affected.

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

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

Impacts to TMC and Test Users

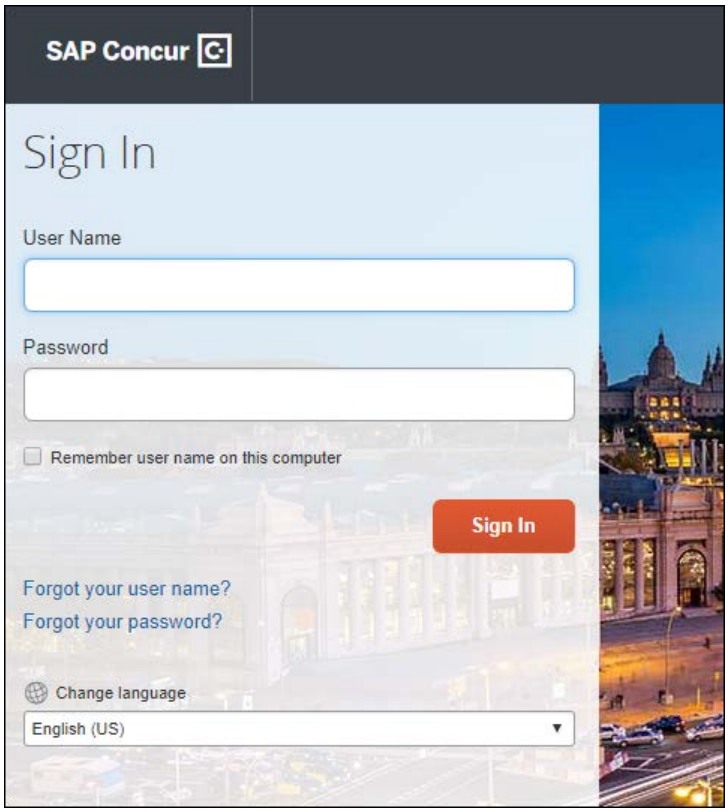
SSO enforcement affects all users. The SSO setting is a company-wide setting. Once the Manage Single Sign-On feature is released for general availability, there will be two options for the SSO setting. Most clients will use the *SSO Required* setting to enforce SSO for all users. However, an *SSO Optional*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

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

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

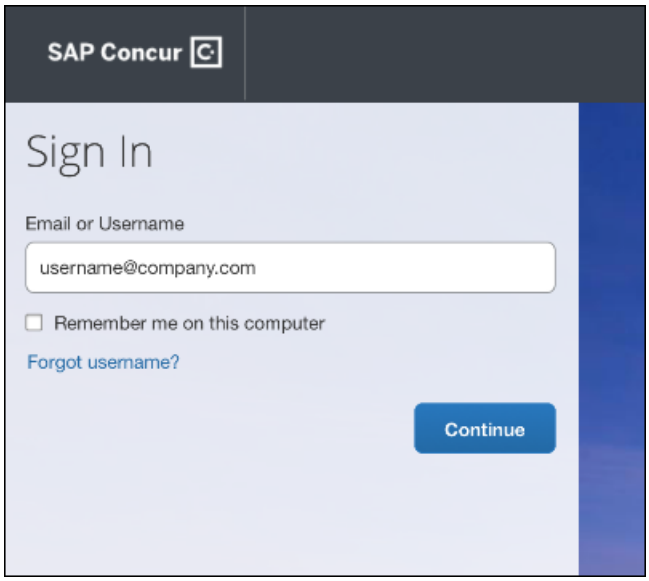
What the User Sees – Current Sign In Page Workflow

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



What the SSO User Sees – New Sign In Page Workflow

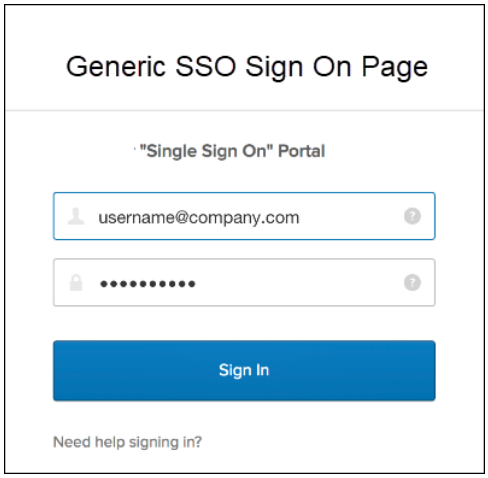
The new SAP Concur **Sign In** page will have an **Email or Username** field and a **Continue** button. The user will type in their email.

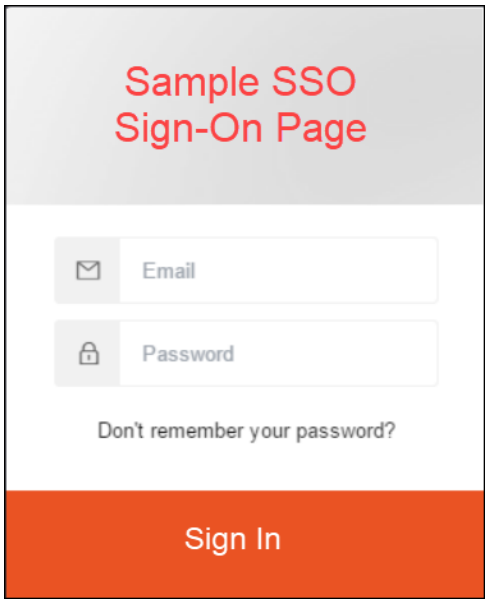


The user can select the **Remember me on this computer** check box, so their email displays the next time they log in to SAP Concur.

The user will then click **Continue**.

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

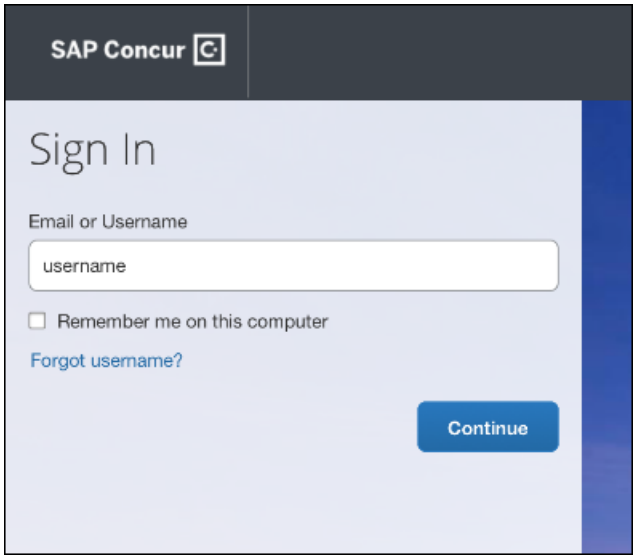




After being authenticated, the user will be directed to the SAP Concur **Home** page.

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

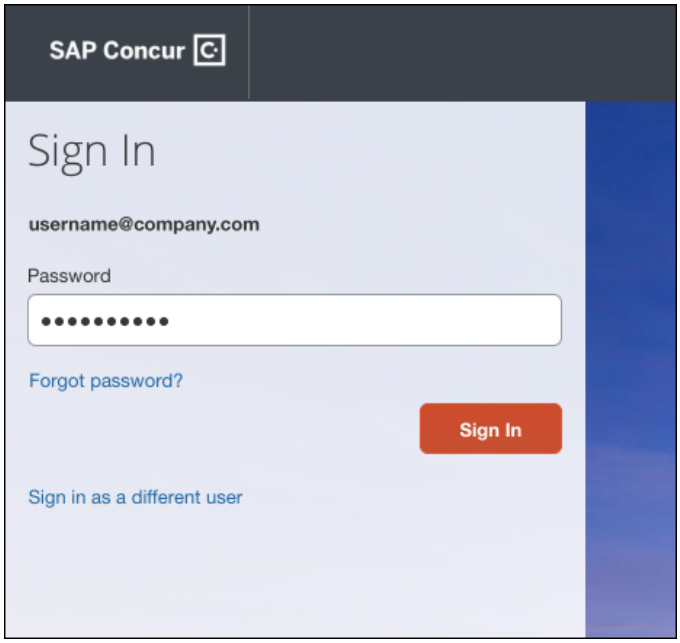
The new SAP Concur **Sign In** page will have an **Email or Username** field and a **Continue** button. The user will type in their username.



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

The user will then click **Continue**.

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



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

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

Return Users

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

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

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

Configuration / Feature Activation

Configuration information will be provided in a future release note.

FTP Updates

Planned Changes Source IP Checking (EMEA)

Overview

Beginning July 15th, 2019, SAP Concur will implement source Internet Protocol (IP) checking for all Europe, Middle East, and Africa (EMEA) file transfer accounts.

New Clients

During new client implementation, SAP Concur will add IP addresses for new clients to the SAP Concur access control list (ACL).

Existing Clients

Please contact SAP Concur support by July 1st, 2019 to have your source IP addresses added to the SAP Concur access control list (ACL).

NOTE: SAP Concur will add IP addresses from recent successful logins to the SAP Concur access control list (ACL).

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security for file transfers.

Configuration / Feature Activation

Please contact SAP Concur support for further assistance.

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

NOTE: The *Shared: File Transfer for Customers and Vendors User Guide* has been relocated from the fact sheets landing page to the user guides landing page.

Planned Changes Mandatory SFTP with SSH Key Authentication

Overview

Non-SFTP (Secure File Transfer Protocol) protocols and password authentication will eventually be deprecated.

New Clients

New file transfer accounts must use SFTP with Secure Shell (SSH) Key Authentication.

Existing Clients

Existing non-SFTP file transfer accounts will be required to switch to SFTP with SSH Key Authentication.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security for file transfers.

Configuration / Feature Activation

If assistance is required, please contact SAP Concur support.

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

NOTE: The *Shared: File Transfer for Customers and Vendors User Guide* has been relocated from the fact sheets landing page to the user guides landing page.

Client Notifications

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

Browser Certifications

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.

📖 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.

SAP Concur Support Case Status

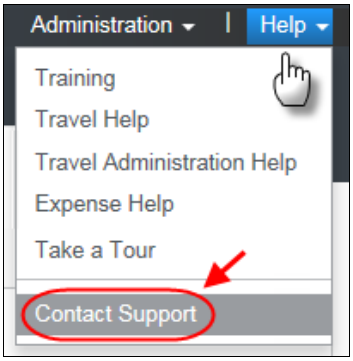
This release might resolve previously submitted support cases. You can check the status of a support case to confirm whether the case issue has been resolved.

Check Support Case Status

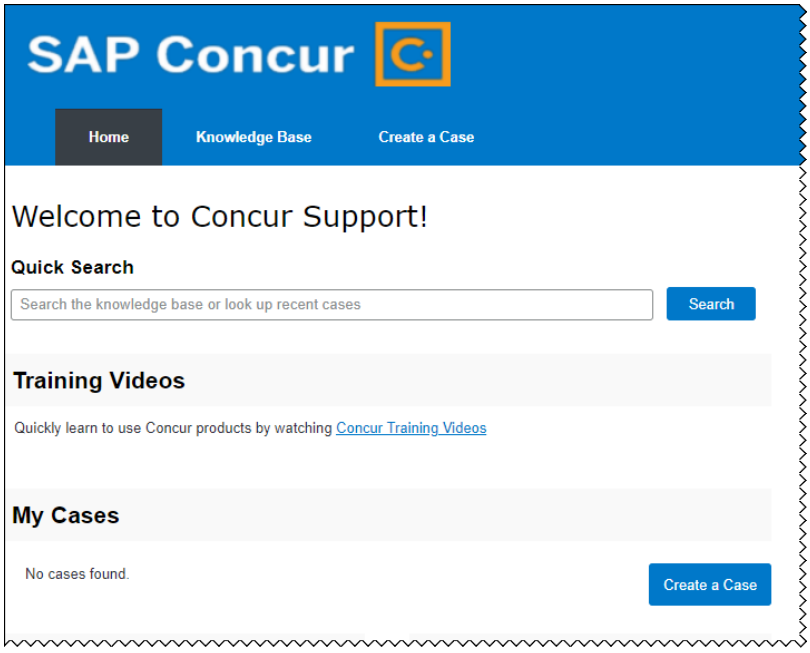
The steps in this procedure provide instructions for checking whether a case is resolved.

To check the status of a submitted case:

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



The SAP Concur support page displays.



If the **Contact Support** option is not available in the Help menu, then your company has chosen to support the SAP Concur system internally. Please contact your internal support desk for assistance.

3. In the **Quick Search** field, enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

June Example

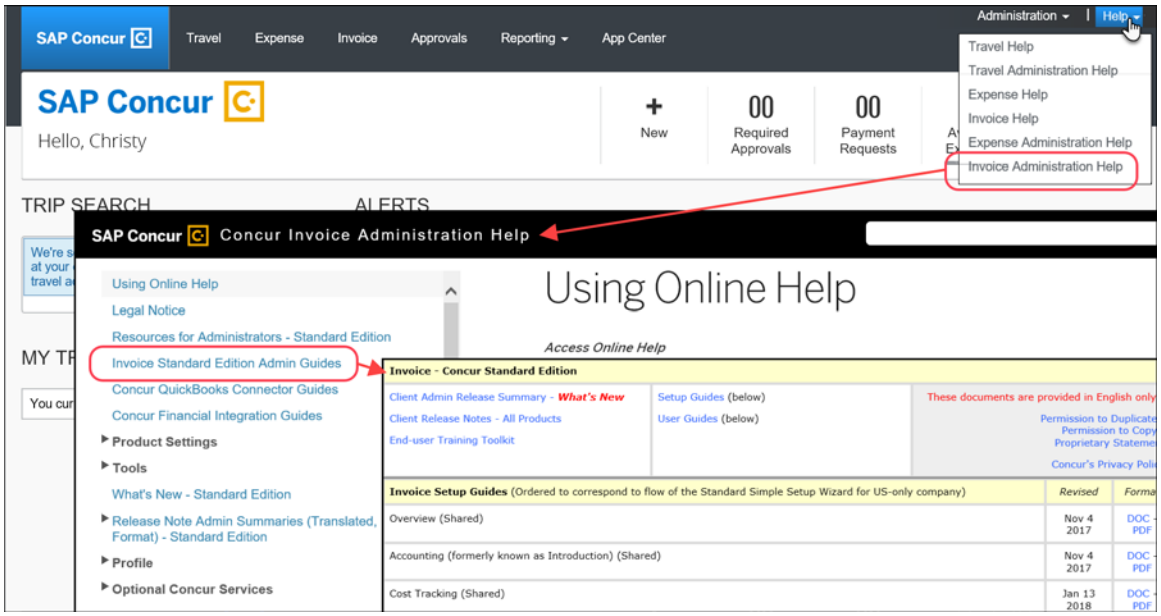
The table below contains some example cases that are resolved in this release. It is not a comprehensive list of the resolved cases.

Case ID	Description
13217877	**Concur Invoice** Duplicate invoices were intermittently created by the system when an Invoice user created an invoice.
13595482	**Concur Invoice** After bulk editing the start and end dates of multiple line items for an invoice, the line item dates in the edited invoices were incorrect or displayed as "NaN/NaN/NaN".
13733729	**Concur Invoice** When an invoice was created from a purchase order, the **Purchase Order** and **Matching Summary** tabs were not available until the invoice was saved.
13782364	**Concur Invoice** User received a "Sorry, something went wrong." message after clicking the **Invoice** tab.
13784206	**Concur Invoice** When importing banking information using an .XLXS format file, an "Error Processing vendor banking import file." message appeared and the data was not imported.
13818619	**Concur Invoice** On the **Unassigned Invoices** page, the **Delete** button was grayed out.
13854503	**Concur Invoice** The **Invoice Manager** did not load in Google Chrome.
13858787	**Concur Invoice** On the **Unassigned Invoices** page, when a user attempted to assign an invoice, the **Assign Invoices** screen appeared, but clicking the **Assign** button had no effect.

Additional Release Notes and Other Technical Documentation

Online Help – Admins

A user who is assigned an admin role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources through **Invoice Administration Help**.

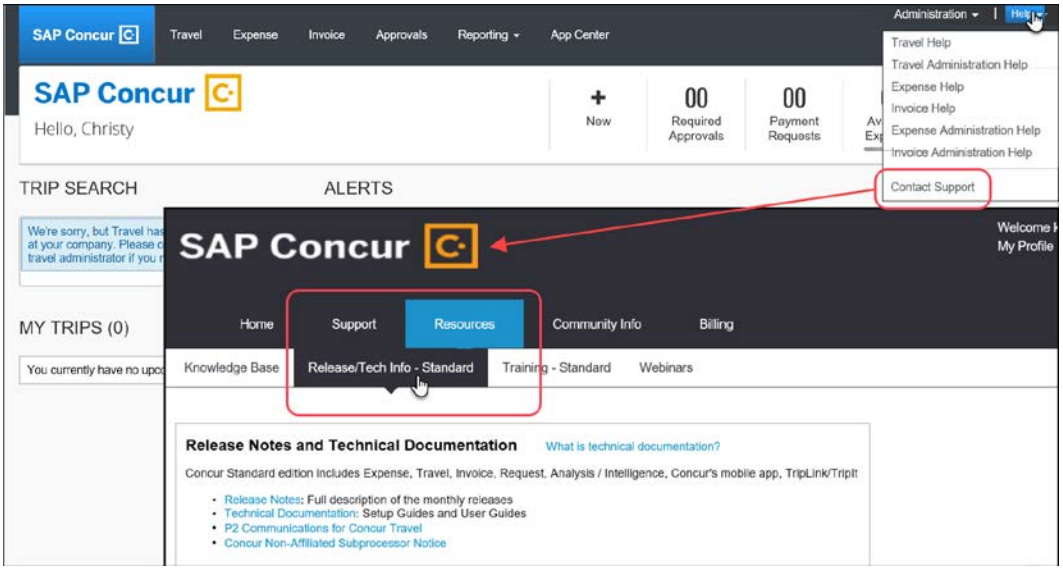


SAP Concur Support Portal – Selected Users

Users who are assigned the correct SAP Concur support portal permissions can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources through the SAP Concur support portal.

To access the SAP Concur support portal (for users with the correct permissions):

1. Click **Help > Contact Support**.
2. On the support page, click **Resources > Release/Tech Info**.



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SAP Concur Release Notes

Invoice Professional/Premium

Includes: Concur Invoice, Capture Processing, Invoice Pay, Purchase Requests and Purchase Orders

Month	Audience
Release Date: July 20, 2019 Initial Post: Friday, July 19, 8:15 AM PT	SAP Concur Client FINAL

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Release Notes

General

July 2019 Release Cancelled

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

SAP Concur Release Notes

Invoice Professional/Premium

Includes: Concur Invoice, Capture Processing, Invoice Pay, Purchase Requests and Purchase Orders

Month	Audience
Release Date: August 17, 2019 Initial Post: Friday, August 16, 1:30 PM PST	SAP Concur Client FINAL

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Release Notes

This document contains the release notes for Concur Invoice functionality for professional edition.

Concur Invoice

Assigned Invoice Retains Existing Ship To Address

Overview

In previous releases, when an invoice was assigned to a new owner, the new owner's default Ship To address overwrote the preexisting Ship To address. Beginning in this release, if an invoice with a designated Ship To address is assigned to a new owner, the preexisting Ship To address is retained.

BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement ensures that the correct Ship To address is assigned to an invoice when the invoice is assigned to a new owner.

What the User Sees

When the user opens the assigned invoice, the user sees the originally specified Ship To address.

NOTE: The **Ship To** address field only appears if Purchase Order, Purchase Request, and/or tax validation is enabled.

Configuration / Feature Activation

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

Purchase Order

Voided PO-Based Invoices Can Now Be Re-Invoiced With PO Amount and Quantities

Overview

Previously, when a PO-based invoice was voided, the PO and the goods receipt quantities and totals remained associated with the voided invoice. That meant that if

a replacement invoice came in, it could not be matched to those quantities and the client had to create a duplicate PO for the correct or replacement invoice.

In the June release, SAP Concur released a feature improvement where the voided invoice remains associated with the PO, but the quantity and amount can now be invoiced on a replacement invoice. While Concur Invoice still shows those voided invoices, Concur Invoice fully unmatches the lines for re-invoicing. When a new invoice is created, it has the same purchase order referenced on it.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature improves the handling of PO-based invoices when they need to be voided.

Configuration / Feature Activation

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

Capture Processing

View Capture Email

Overview

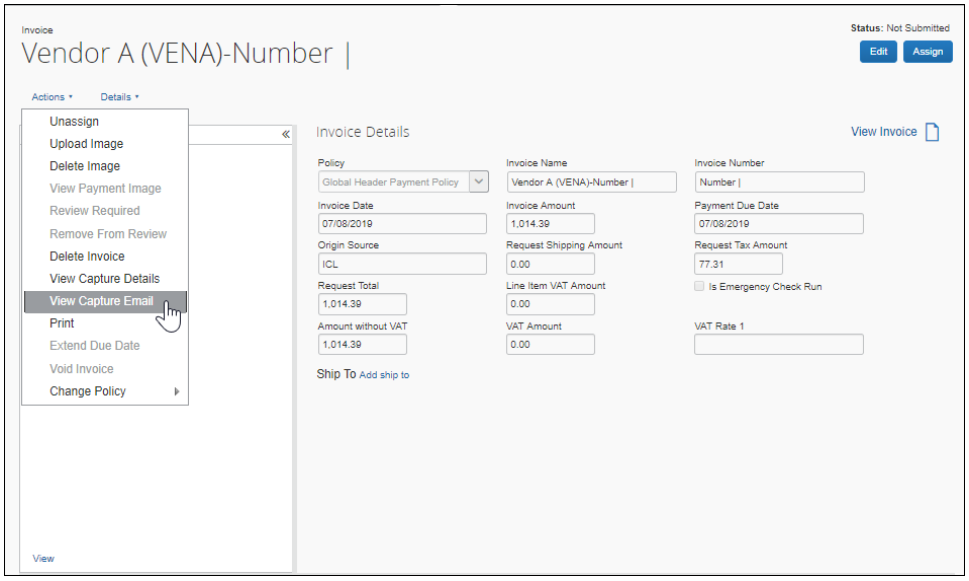
Concur Invoice users who have access to invoice details can now view and access the original batch email associated with an invoice that was emailed to Invoice Capture Processing. This change enables invoice users, approvers, and processors to review the original email for notes from the supplier.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides clients with greater visibility into how best to manage or process the invoice.

What the User Sees

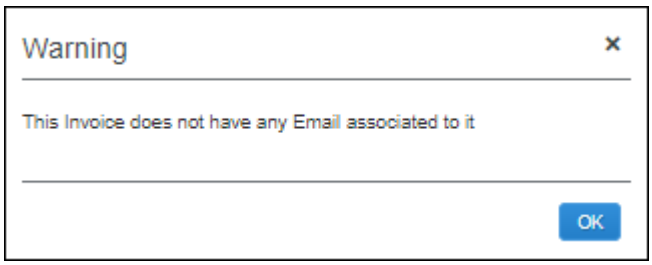
When viewing the details for an invoice that was created through Capture Processing, the user sees a new option, **View Capture Email**, on the **Actions** menu.



When they click **View Capture Email**, a copy of the email body opens in PDF format.

NOTE: Information about the sender and receiver of the email is omitted from the PDF and attachments to the original email are not available when viewing the email through **View Capture Email**.

If there is no batch email associated with the invoice, the following message appears.



Configuration / Feature Activation

This change is automatically available to clients with the Capture Processing feature; there are no additional configuration or activation steps.

Authentication

Ongoing Deprecation of HMAC Initiates Migration to SSO Self-Service

Information First Published	Information Last Modified*	Feature Target Release Date
July 12, 2019	—	Phase I: July 2019 Phase II: July 2020

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

Overview

SAP Concur will soon begin the process of removing Hash-Based Message Authentication Code (HMAC) as an SSO option. The replacement service for HMAC is SAML SSO which will be a self-service method of setup whereby Company Admins will 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. The new SSO self-service tool will be offered as a free feature to all clients. The new SSO self-service tool allows multiple portals (Identity Providers) to be added.

The HMAC deprecation process 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. Testing can begin as soon as July 2019 if preparation steps have been met. (See below for more information.)
- Clients prepare for onboarding new clients using the new SSO self-service tool, which is targeted to release in September 2019.
- As of November 1, 2019, no new clients will be onboarded using HMAC. New clients will 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.

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 must contract for or develop their SAML 2.0 solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 is complete, TMCs that require more information can open a case with SAP Concur support. The new SSO self-service tool will be offered as a free feature to all clients. 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 must 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.

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

Company Administration

XML Profile Sync ID Field in the Employee Import 350 Record Updated

Overview

The functionality of the unique, client-assigned Concur Travel user identifier field, **XML Profile Synchronization ID**, in the 350 record has changed. This field is now for updates only. With this change, blanks and spaces intended to remove existing

data are ignored as values during import. This means that it is no longer possible to bulk delete this data for many users with a single employee/user import file.

This change does not impact edits to the **XML Profile Synchronization ID** field via the **User Administration** page for one-at-a-time updates, or, for Concur Travel clients, via the import tool (**Administration > Travel System Admin > Import Data**) for bulk updates.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides greater security for client data.

Configuration / Feature Activation

This change is automatically implemented; there are no configuration or activation steps.

📖 For more information, refer to the *Shared: Employee Import Specification* and the *Shared: User Import User Guide*.

Use of HTML Is Deprecated From the Company Info Headline Field

Overview

When configuring messages that appear to users in the **Company Notes** section of the home page, the use of HTML tags in the **Headline** field is no longer supported. HTML tags added to the **Headline** field will display as plain text in the **Company Notes** section of the home page. In addition, URLs in the **Headline** field are no longer automatically converted into live links.

The following functionality is not impacted by this change:

- The current functionality of the **Company Info** field
- The current functionality of the Concur Travel-specific configuration for notes
- The current functionality of the **URL** field; Text in the **Headline** field will display as a clickable link in the **Company Notes** section of the home page if a URL is entered in the **URL** field.

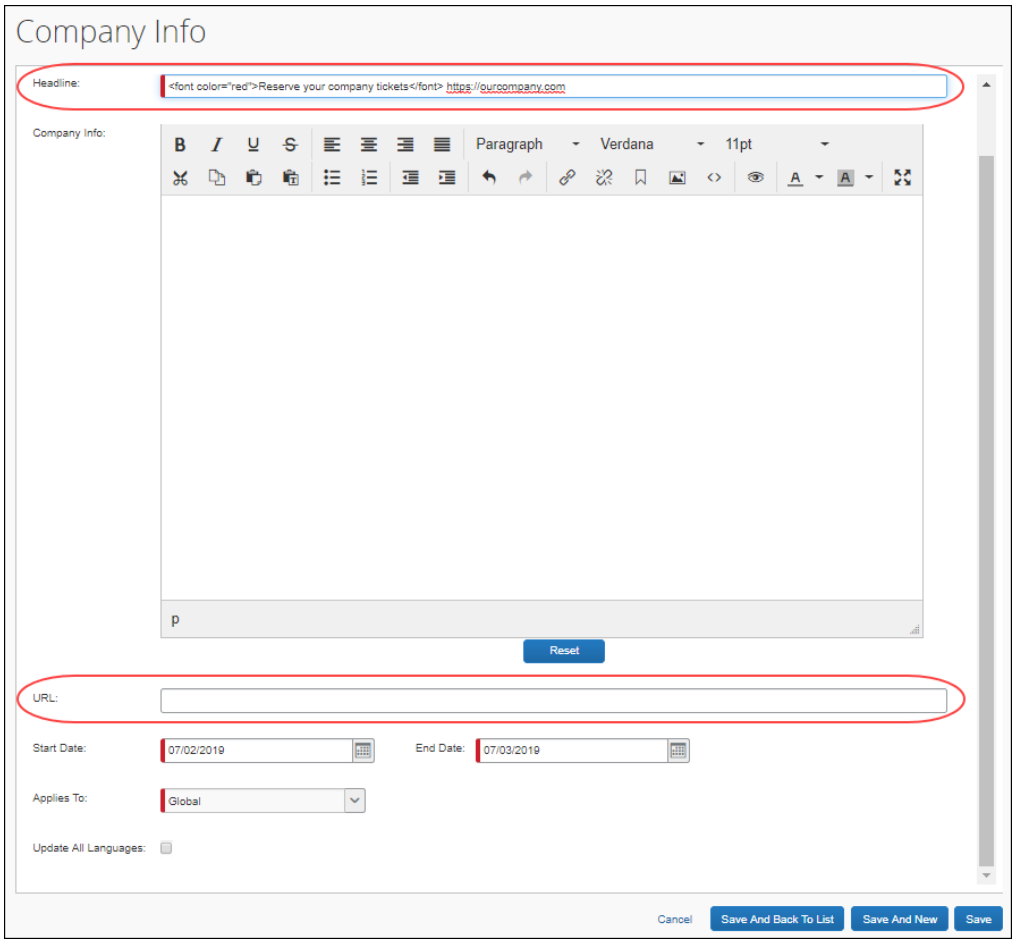
NOTE: Pre-existing company notes containing HTML tags will continue to honor the HTML tags and will have clickable links; however, if the configuration is updated, the updated configuration will be subject to the new restrictions.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides greater security for company data.

What the Admin Sees

HTML tags in the company info **Heading** field display as plain text in the **Company Notes** section on the home page. This includes hyperlinks.

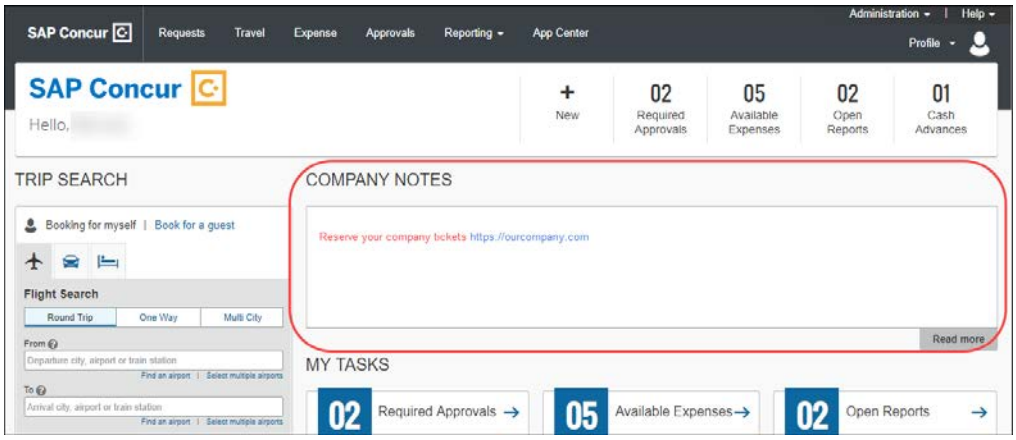


What the User Sees

If HTML tags have been entered in the headline field during configuration, the user sees the HTML tags and any other text as plain text.

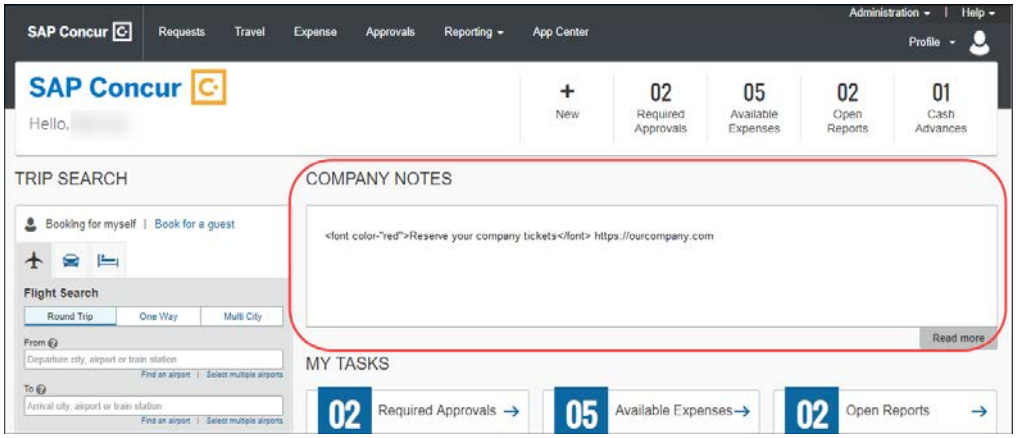
NOTE: If a URL has been added to the URL field during configuration of the company info, all of the headline text displays as a link to that URL.

Before Example



After Example

NOTE: This example shows how the heading text displays if no URL is entered into the **URL** field during configuration.



Configuration / Feature Activation

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

📖 For more information, refer to the *Shared: Company Info User Guide.*

SAP Concur Support

Screen Sharing for Authorized Support Contacts

Overview

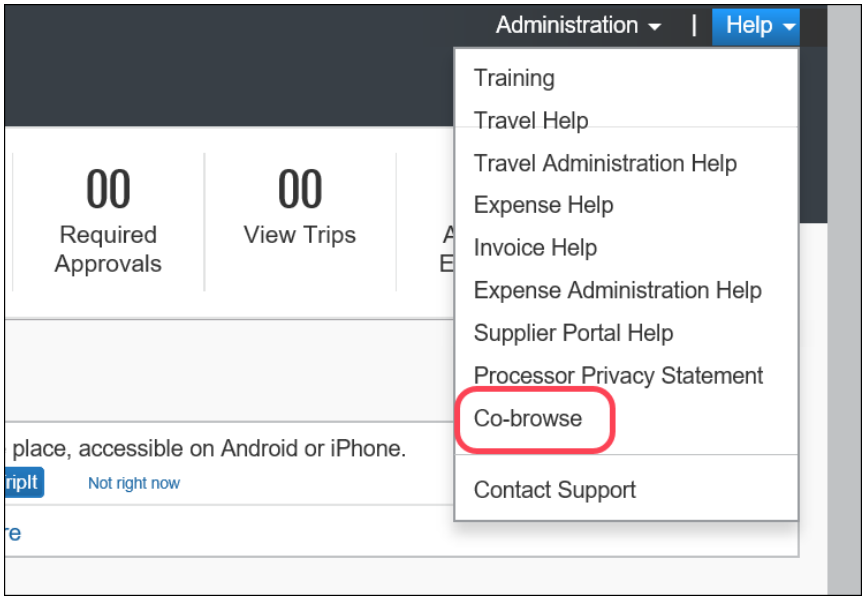
SAP Concur support is implementing the Co-browse feature, a screen-share application that is available to all clients with Authorized Support Contacts (ASCs).

BUSINESS PURPOSE / CLIENT BENEFIT

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

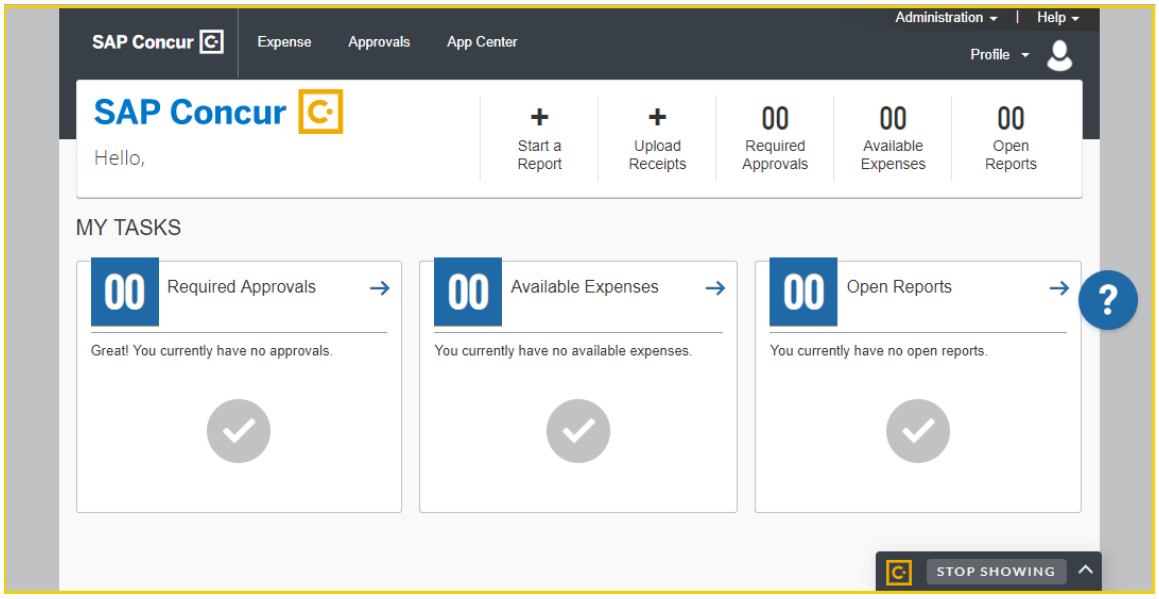
How it Works

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



Once the feature is fully implemented, if an ASC contacts SAP Concur support and if SAP Concur support believes a screen sharing session could be helpful, SAP Concur support will invite the ASC to click the link and share their screen.

The pages shared with SAP Concur support will have a yellow border, clearly indicating to the ASC that they are sharing the screen.



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

Note the following:

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

Configuration / Feature Activation

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

SSH Protocol

Support Ending for Unsecure SSH Protocol Algorithms/Ciphers

Overview

SAP Concur will no longer support the following unsecure SSH protocol algorithms/ciphers:

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

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.concurcdc.cn

⚠ **IMPORTANT:** SAP Concur continues to support existing client usage of these unsecure SSH protocol algorithms/ciphers until August 30, 2019.

If assistance is required, please contact SAP Concur support.

📖 For more information, refer to the *Shared: File Transfer for Customers and Vendors User Guide*. (This guide is located with the other Expense, Invoice, and/or Request setup and user guides.)

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security for file transfers.

FTP Updates

Source IP Checking (EMEA)

Overview

This feature is no longer targeted for the current release. This release note has been moved to the *Shared Planned Changes* release notes.

Product Documentation

Shared Planned Changes Release Notes Consolidated

Overview

With this release, SAP Concur has consolidated the Shared Planned Changes release notes into one document, instead of having the Planned Changes information repeated in several sets of release notes.

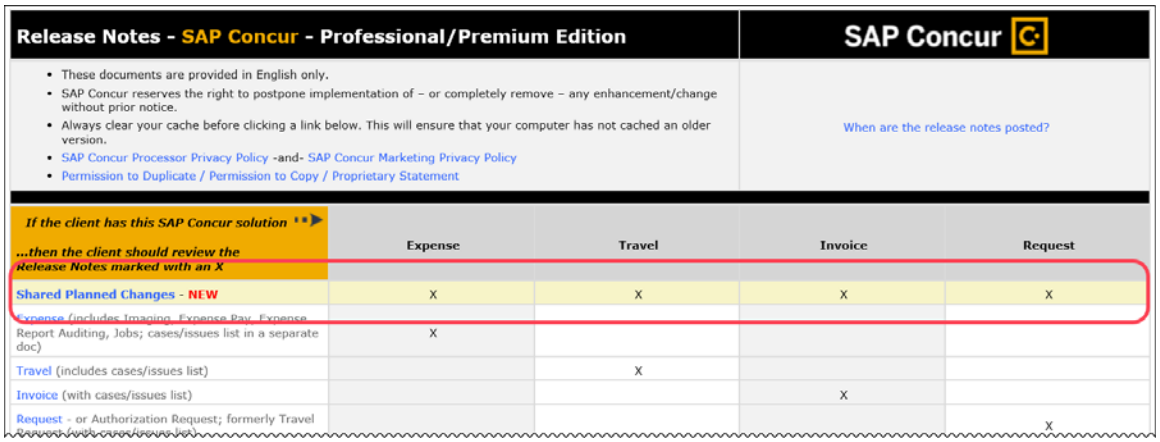
This consolidated Planned Change information is provided ***in addition to*** the product-specific Planned Changes release notes. For example, if a planned change applies only to Travel, it will only be available in the Travel release notes. So, users are encouraged to read the product-specific release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

BUSINESS PURPOSE / CLIENT BENEFIT

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

What the User Sees

Users can access the new Shared Planned Changes release notes document on the *SAP Concur Professional Release Notes* landing page.



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

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

When are the release notes posted?

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

Configuration / Feature Activation

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

SAP Concur Email

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

Information First Published	Information Last Modified*	Feature Target Release Date
October 19, 2018	—	Ongoing

Overview

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

IMPORTANT: All Services Will Soon Be Affected

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

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

NOTE: This change only affects companies that filter incoming email based on IP addresses.

Configuration / Feature Activation

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

Miscellaneous

Updates for Concur Open and Personalized Concur Open

Overview

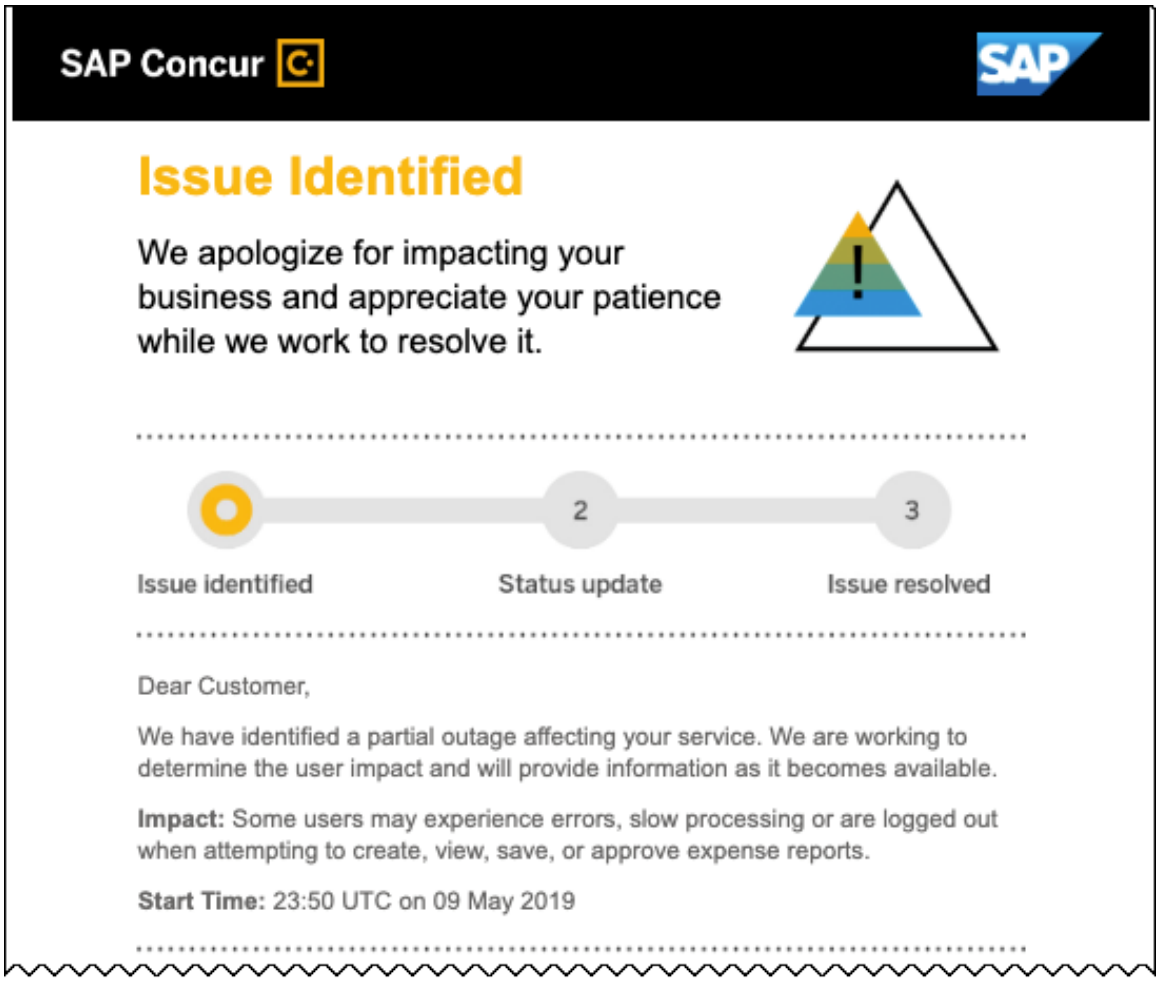
Over the next several weeks, users will see several enhancements to Concur Open and Personalized Concur Open.

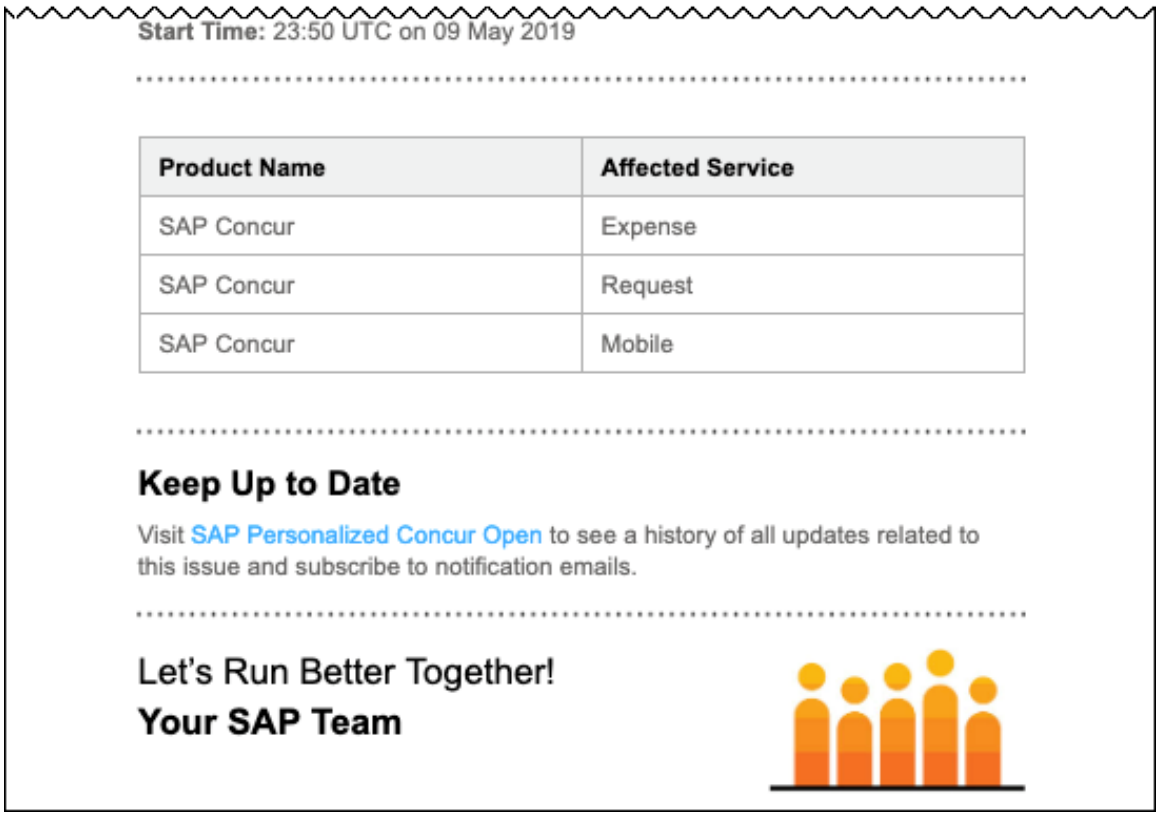
What the User Sees

SUBSCRIBER EMAIL (CONCUR OPEN AND PERSONALIZED CONCUR OPEN)

The email sent to subscribers has been rebranded and styled to match the SAP experience while displaying an easier-to-read content layout.

The content of the subscriber email has not changed, but the look-and-feel and the headings have been updated.





Start Time: 23:50 UTC on 09 May 2019

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

Keep Up to Date

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

Let's Run Better Together!
Your SAP Team

The current and new headings are:

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

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

SERVICE STATUS DASHBOARD (CONCUR OPEN AND PERSONALIZED CONCUR OPEN)

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

SERVICE STATUS HISTORY DASHBOARD (PERSONALIZED CONCUR OPEN)

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

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

Configuration / Feature Activation

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

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 might not list 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 listed in a consolidated document. Please review the additional Planned Changes available in the *Shared Planned Changes* release notes.

Concur Invoice

Planned Changes New Configurable Summary Screen Views

Overview

In a future release, the AP User will be able to manage columns they want to display on the **Unassigned Invoices** list pages.

BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement helps client to customize the view they need to better manage their invoice information.

Configuration / Feature Activation

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

Configuration / Feature Activation

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

Invoice Pay

Planned Changes Security Enhancements for Checks

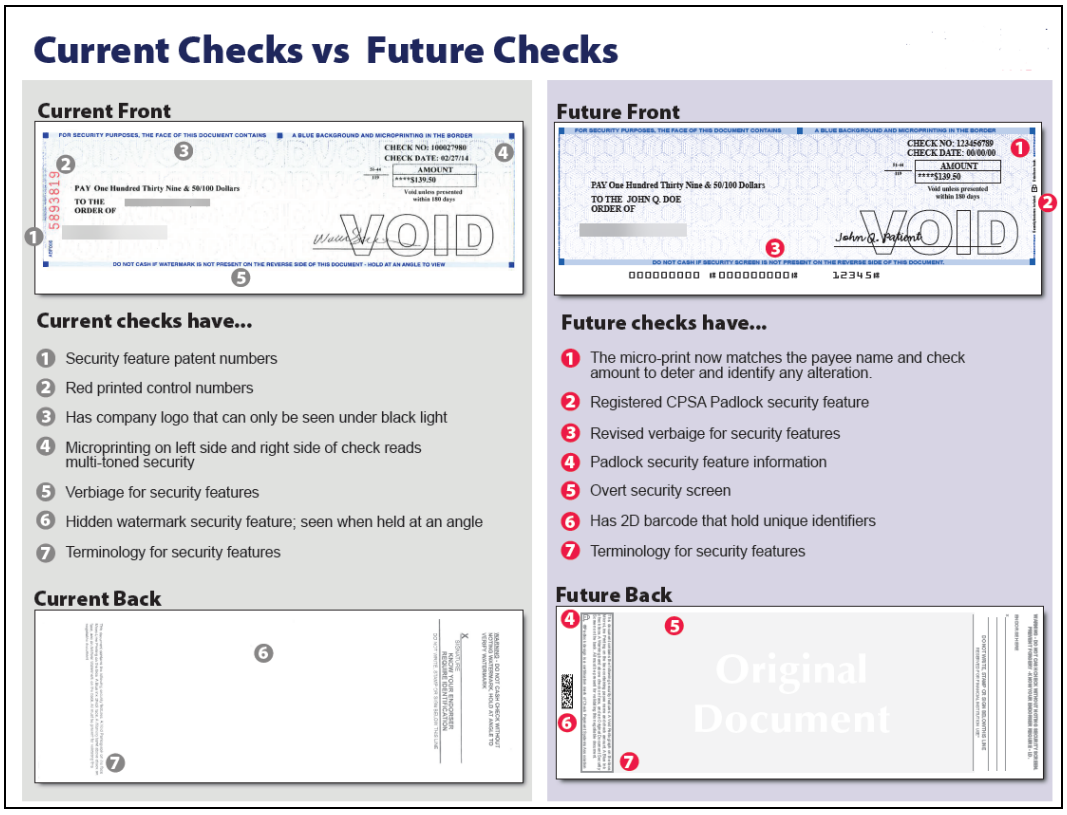
Information First published	Information Last Modified	Feature Target release date
June 7, 2019	—	Q3 2019

Overview

In a future release, checks generated by Invoice Pay will provide security enhancements based on the latest industry standards.

Clients will be able to order sample checks by creating a Salesforce ticket and then processing and verifying the checks with their bank.

The following image shows what the checks look like now and what the checks will look like when this feature releases.



BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement will provide more security when clients process checks.

Configuration / Feature Activation

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

Client Notifications

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

Browser Certifications

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.

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.

SAP Concur Support Case Status

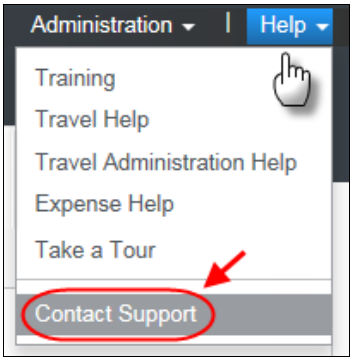
This release might resolve previously submitted support cases. You can check the status of a support case to confirm whether the case issue has been resolved.

Check Support Case Status

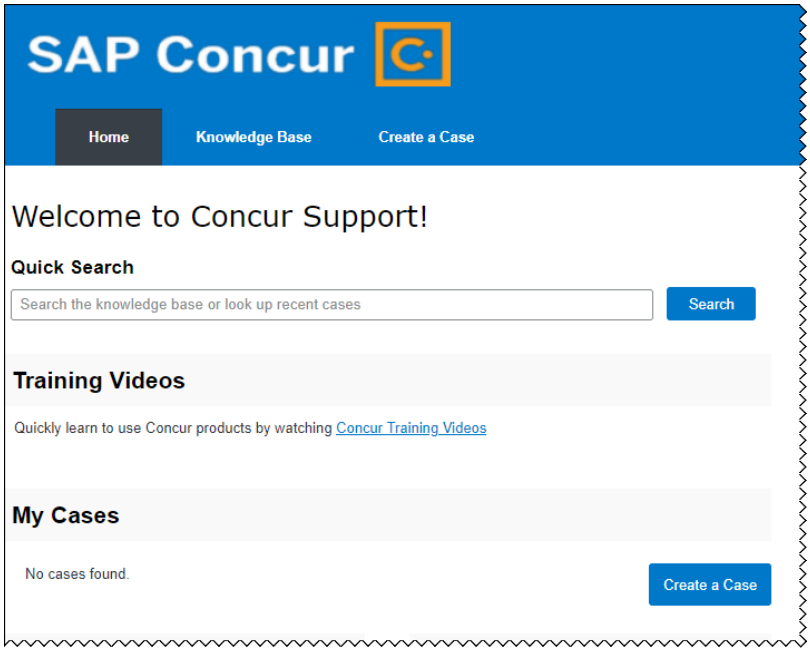
The steps in this procedure provide instructions for checking whether a case is resolved.

To check the status of a submitted case:

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



The SAP Concur support page displays.



If the **Contact Support** option is not available in the Help menu, then your company has chosen to support the SAP Concur system internally. Please contact your internal support desk for assistance.

3. In the **Quick Search** field, enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

August Example

The table below contains some example cases that are resolved in this release. It is not a comprehensive list of the resolved cases.

NOTE: The contents of this table are intended for SAP Concur employees only; do not distribute this information outside of SAP Concur.

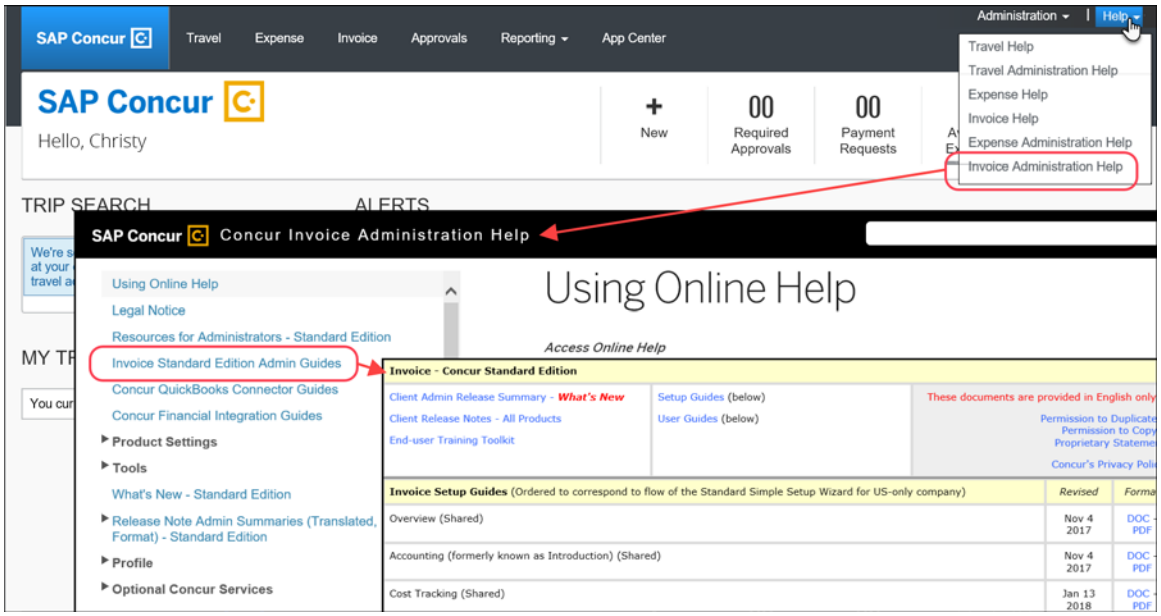
Case ID	Description
13465449	**Concur Invoice** Client is not able to view invoices in the unassigned queue.
13650789	**Purchase Order** Line item invoiced quantities on deleted invoices are still being applied to purchase orders.
13693881	**Concur Invoice** The invoice amount on the change status email notification for payment approval is incorrect.
13717176	**Concur Invoice (NextGen)** Invoice in NextGen view shows data display issue by having overlapping text.
13726826	**Concur Invoice** The invoice date on the change status email notification for payment approval is incorrect.
13740003	**Concur Invoice** The item code is not displayed correctly in a custom field, which was configured in List Management.
13762743	**Concur Invoice** Client does not receive any results when they search on employee name with Japanese characters on the **Assign Invoices** page, which appears when they click the **Assign** button.
13796852	**Standard Accounting Extract** The allocation account code is not captured completely in the Standard Accounting Extract.
13819155	**Purchase Request** An "Unexpected System Error" appeared when the user attempted to view a purchase request they were attempting to delete.

Case ID	Description
13854506	**Concur Invoice** If the VAT amount for an invoice line item changed, the VAT amount was not updated in the system. As a result, the total and line item amounts were not equal.
13870187	**Approval Workflow** A delegate approver was able to approve their invoice, even though the **Allow delegated approvers to approve their own request** setting was not selected in the approval workflow flow.
13937465	**Concur Invoice** Invoice Configuration Administration (Restricted) role unable to save expense type.
13981664	**Concur Invoice** The number of unverified captures displayed on the **Invoice Manager** page, was incorrect.
14040898 14055427	**Purchase Order** Approval notifications generated errors or were not received if the email attachment exceeded 7 MB.
14093427	**Concur Invoice** After configuring and saving a custom file export format in **Product Settings > File Export**, the exported Excel table does not reflect the format changes.

Additional Release Notes and Other Technical Documentation

Online Help – Admins

A user who is assigned an admin role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources through **Invoice Administration Help**.

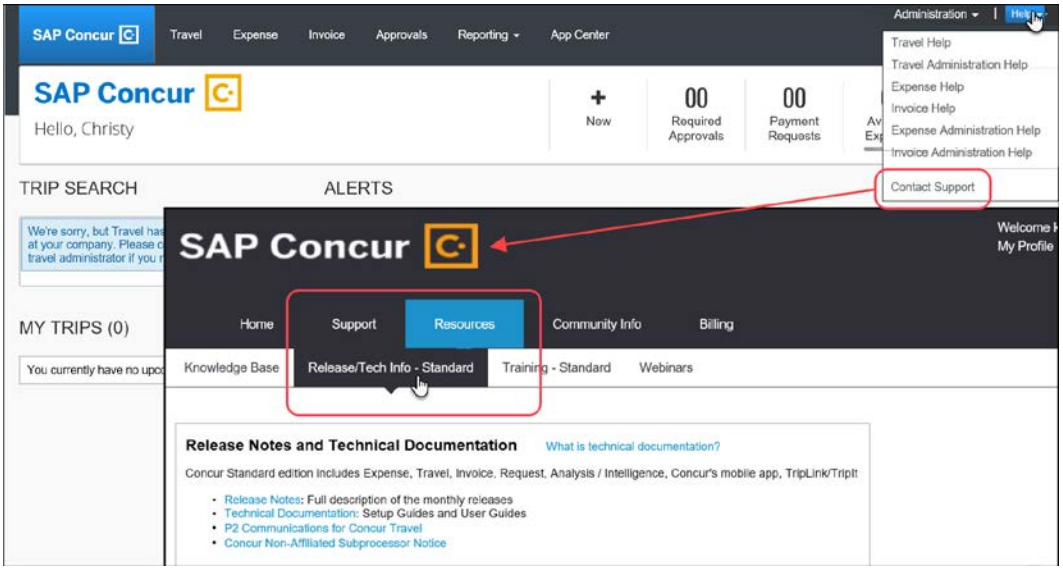


SAP Concur Support Portal – Selected Users

Users who are assigned the correct SAP Concur support portal permissions can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources through the SAP Concur support portal.

To access the SAP Concur support portal (for users with the correct permissions):

1. Click **Help > Contact Support**.
2. On the support page, click **Resources > Release/Tech Info**.



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SAP Concur Release Notes

Invoice Professional/Premium

Includes: Concur Invoice, Capture Processing, Invoice Pay, Purchase Requests and Purchase Orders

Month	Audience
Release Date: September 21, 2019 Initial Post: Friday, September 20, 3:00 PM PST	SAP Concur Client FINAL

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Release Notes

This document contains the release notes for Concur Invoice functionality for professional edition.

Purchase Order Matching

Behavior Change When Manually Adding PO-Based Invoice Line Items

Overview

Beginning with the August release, when clients add PO-based invoice line items manually, the information is no longer copied down and defaulted to the PO line items until the matching process is completed. Previously, line item data was copied down by line sequence, which could be overwritten when the purchase order was saved, after the full line association logic was run.

BUSINESS PURPOSE / CLIENT BENEFIT

This change ensures information is not displayed incorrectly before the PO lines are saved.

Configuration / Feature Activation

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

File Transfer Updates

Source IP Checking (EMEA)

Overview

This release note is intended for technical staff responsible for file transmissions with SAP Concur. For clients 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 implement source Internet Protocol (IP) checking for all European, the Middle Eastern, and African (EMEA) file transfer accounts on October 21st, 2019.

This announcement pertains to the following file transfer DNS endpoint:

- st-eu.concursolutions.com

IP addresses from recent successful logins will be added by SAP Concur to the SAP Concur ACL. Please contact SAP Concur support to have any additional, required IP addresses added to the SAP Concur access control list (ACL).

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security for file transfers.

Configuration / Feature Activation

Please contact SAP Concur support for further assistance.

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

NOTE: The *Shared: File Transfer for Customers and Vendors User Guide* has been relocated from the fact sheets landing page to the user guides landing page.

SSH Protocol

Support Ending for Unsecure SSH Protocol Algorithms/Ciphers (Oct 14, 2019)

Overview

This release note is intended for technical staff responsible for file transmissions with SAP Concur. For our clients 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.

As of 8 AM PDT, October 14, 2019, SAP Concur will no longer support 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.

Authentication

New SAP Concur Sign In Page (End of October)

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 www.concursolutions.com.

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. This feature is targeted for late October 2019.

BUSINESS PURPOSE / CLIENT BENEFIT

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

Important – Migration for Legacy SSO Clients

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

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

- If legacy SSO clients are not enforcing SSO login for all users, some of their users will login at www.concursolutions.com and some will login using their

existing SSO login methods. Only the user interface (UI) on www.concursolutions.com will be changing for legacy SSO clients.

- If clients are enforcing SSO login for all users, then users will not be affected.

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

NOTE: The new SAML2 service is independent of existing SSO services. Setting up a new SSO connection on SAML2 does not interrupt existing SSO connections. Existing clients can remain legacy SSO clients while migrating to the new SAML2 service.

📖 Refer to the *Single Sign-On (SSO) Self-Service Option (End of October)* release note in this document.

Impacts to TMC and Test Users

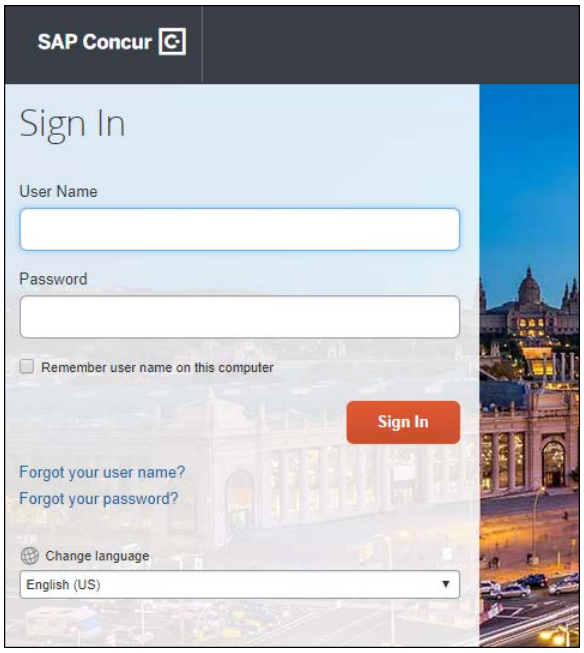
SSO enforcement affects all users. The SSO setting is a company-wide setting. Once the Manage Single Sign-On feature is released for general availability, there will be two options for the SSO setting. Most clients will use the *SSO Required* setting to enforce SSO for all users. However, an *SSO Optional* setting will be available for those clients who need more than one 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*.

📖 Refer to the *Single Sign-On (SSO) Self-Service Option (End of October)* release note in this document.

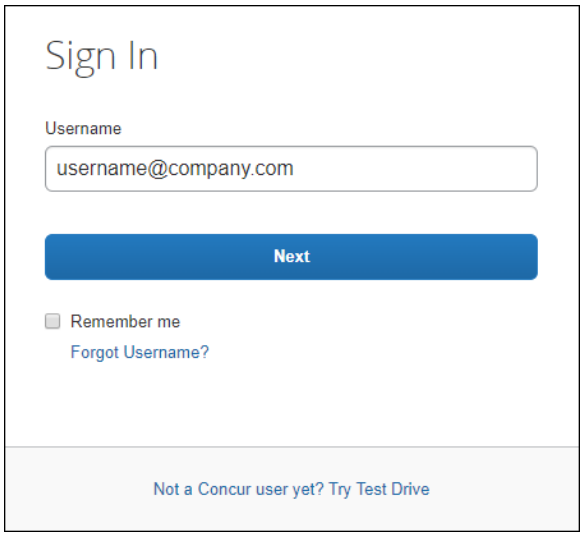
What the User Sees – Legacy Sign In Page Workflow

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

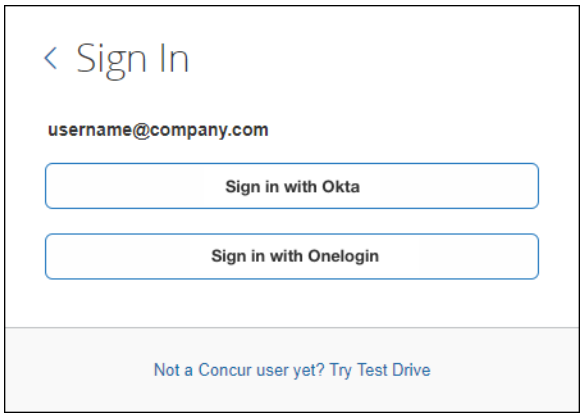
The new SAP Concur **Sign In** page has a **Username** field and a **Next** button. The user types in their username.



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

The user then clicks **Next**.

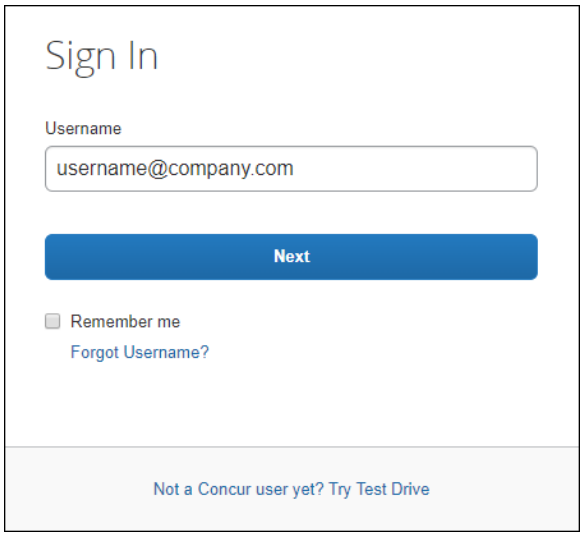
The user is directed to a **Sign In** page with one or multiple Identity Provider (IdP) options. The user clicks on the provider they want to use for SSO authentication.



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

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

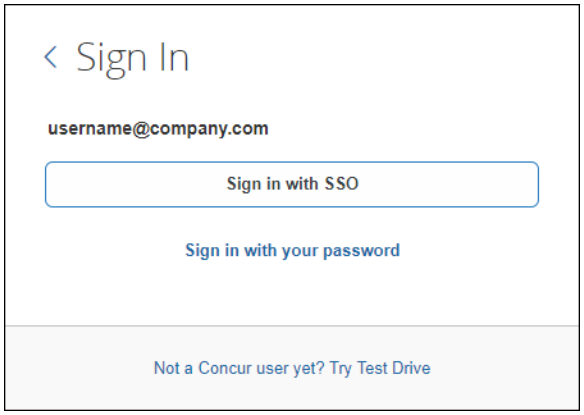
The new SAP Concur **Sign In** page has a **Username** field and a **Next** button. The user types in their username.



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

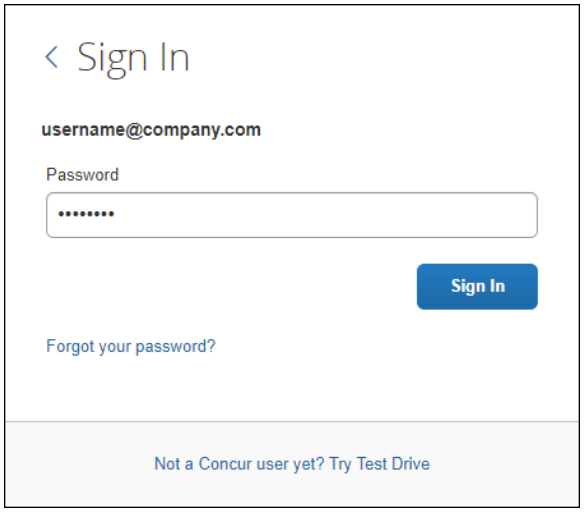
The user then clicks **Next**.

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.

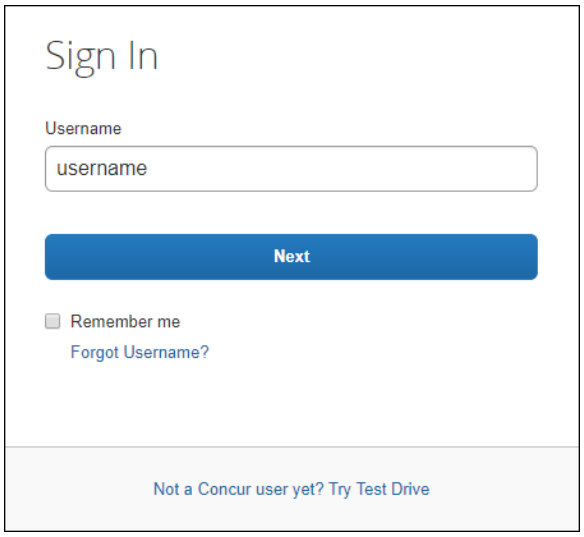
If the user clicks **Sign in with your password**, the user is directed to a **Sign In** page with a **Password** field. The user enters their password and clicks **Sign In**.



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

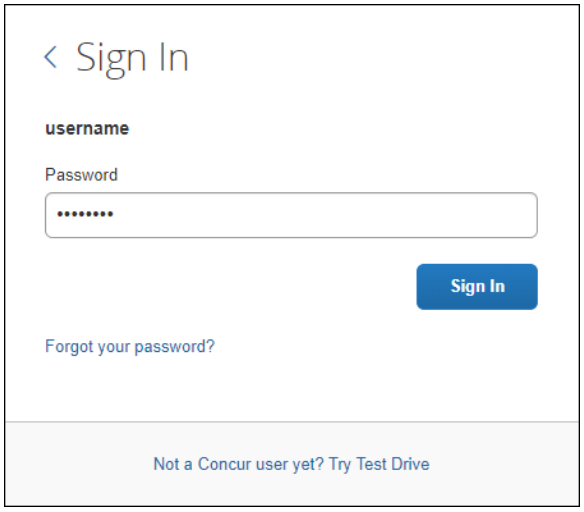
What the User with Username/Password Sees – New Sign In Page Workflow

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



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.



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.

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.

Single Sign-On (SSO) Self-Service Option (End of October)

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

Overview

Single Sign-On allows users to access multiple applications using one set of login credentials. Currently, SAP Concur has two methods for signing in: with a user name and password or using SSO with Identity Provider (IdP) credentials, such as a user's login credentials for their organization.

Targeted for the end of October 2019 (not the scheduled monthly release date), SAP Concur is planning to add a Manage Single Sign-On (SSO) feature to SAP Concur products which provides clients with a self-service option for setting up SSO for their organization. SSO is currently supported for Concur Expense, Invoice, Request, and Travel.

The new Manage Single Sign-On (SSO) feature is a replacement tool for clients using existing SSO configuration and a new tool for clients that now want to implement SSO at their organization. Existing SSO configuration and the new SSO Self-Service tool will both be available until everyone has migrated to the new SSO Self-Service tool.

NOTE: Currently, SSO can be configured using the **Security Keys** page.

The new Manage SSO feature includes the following:

- A free, self-service option for setting up SSO at your organization; this new feature is automatically available to all clients
- The new SAML2 service which complies with SAML 2.0 and is a current industry standard

- Encrypted SAML assertion to address privacy and security concerns
- Enforcement of SSO at the company level (the ability to select SSO as optional is also available)
- The ability to upload multiple Identity Provider (IdP) metadata
- The ability to download SAP Concur Service Provider metadata

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NOTE: Supported IdPs include any IdP that can send SAP Concur standard SAML 2.0 SAML assertions, such as: ADFS, Azure AD, Okta, Ping, G Suite, Sitemaster, Centrify, OneLogin, and VMWare Workplace One.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides SAP Concur clients with a self-service option for setting up SSO and for existing SSO clients who must eventually migrate to the new SSO service to manage SSO for their users.

Important – Migration for Legacy SSO Clients

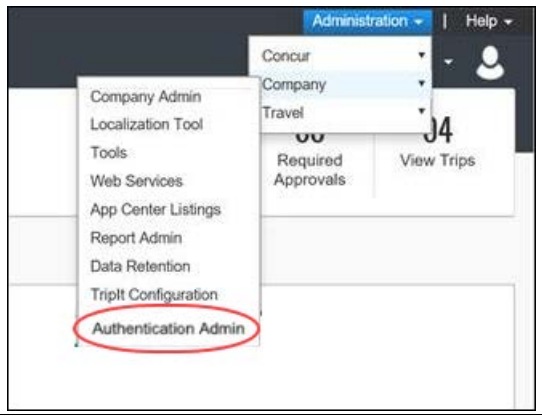
The Manage Single Sign-On feature is the tool that legacy SSO clients will use to migrate to the new SSO service. Client admins will configure the feature and connect to the new SSO service on the **Manage Single Sign-On** page.

NOTE: The new SAML2 service is independent of existing SSO services. Setting up a new SSO connection on SAML2 does not interrupt existing SSO connections. Existing clients can remain legacy SSO clients while migrating to the new SAML2 service.

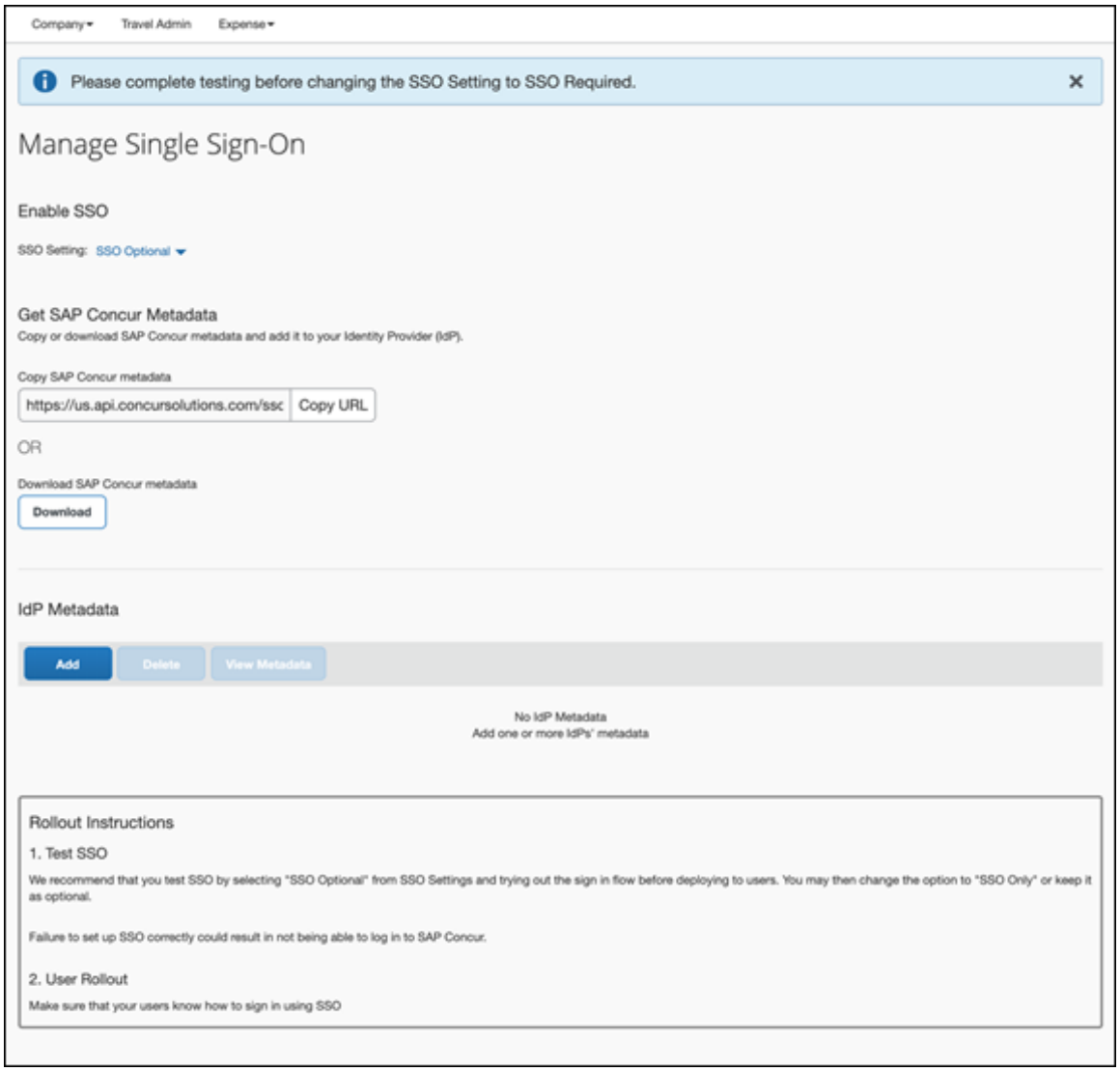
📖 Refer to the *New SAP Concur Sign In Page (End of October)* release note in this document.

What the Admin Sees

Once the proper permissions are assigned (as described in the configuration information below), the admin sees a new **Authentication Admin** menu option in the **Administration > Company** menu.



The **Authentication Admin** menu has a **Manage Single Sign-On** menu item. When clicked, the **Manage Single Sign-On** page appears.



Configuration / Feature Activation

CLIENTS *WITH* CONCUR TRAVEL

For clients who also have Concur Travel, the new **Authentication Admin** menu automatically appears for all users who have the Company Administration (Travel) permission.

To provide access to additional users, the client can assign the Company Administration (Travel) permission using **Administration > Company > Company Admin > User Permissions** (left menu) and then click the **Travel** tab.

CLIENTS *WITHOUT* CONCUR TRAVEL

For clients who do not have Concur Travel, to obtain the proper permissions, call SAP Concur support for assistance. SAP Concur support will assign the proper permissions for the desired users.

Once the proper permissions are assigned, the **Authentication Admin** menu option appears for those users.

📖 For more information, refer to the *Shared: Manage SSO Setup Guide*, which will be published after the feature is available.

Ongoing Deprecation of HMAC Initiates Migration to SSO Self-Service

Information First Published	Information Last Modified	Feature Target Release Date
July 12, 2019	September 20, 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, 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 the end of October; not on the scheduled monthly release date). The new SSO self-service tool is offered as a free feature to all clients. The new SSO self-service tool allows multiple portals (Identity Providers) to be added.

The HMAC deprecation process includes two phases:

Phase I:

- Clients must 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 at the end of October 2019 (not on the scheduled monthly release date).
- Once the SSO tool is available, clients 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 must 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.

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 must 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 must support SAML 2.0. TMCs must contract for or develop their SAML 2.0 solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 is complete, TMCs that require more information can open a case with SAP Concur support. The new SSO self-service tool is offered as a free feature to all clients. TMCs do not have 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 must 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 at the end of October 2019 (not on the scheduled monthly release date).

Refer to the *Single Sign-On (SSO) Self-Service Option (End of October)* release note in this document.

Miscellaneous

Change in IP Restrictions

Overview

When a user signs in to SAP Concur, one of the validation processes includes checking for and adhering to any IP Restrictions (IPRs). IPRs are specific IPs or IP ranges that are defined by a company to restrict the IPs from which their users can sign in to SAP Concur. An IPR can be a string that contains a list of acceptable IP addresses and/or IP address patterns, for example: "170.242.6.43;170.243.70.42;170.243.70.43;171.159.*.*".

NOTE: IPRs are set and modified only by SAP Concur, using a Module Property. Though Module Properties are technically Travel settings, this one can be included in any custom configuration of Concur Travel, Expense, Invoice, or Request. So, companies can use IPRs, even if they do not use Travel.

Currently, IPRs are set for each of a company's travel configurations, which creates maintenance issues for companies with many travel configurations and provides opportunities for errors. In addition, new travel configurations are not automatically included and can easily be forgotten.

With this release, SAP Concur will change this setting from a configuration-level setting to a company-level setting. With the change, one set of IPRs will apply to the entire company.

Very few clients will be affected by this change. In addition, all of the affected clients will be contacted individually – in advance – by SAP Concur to make any required settings changes.

BUSINESS PURPOSE / CLIENT BENEFIT

Clients who use IPRs can be assured that the IPRs apply to the entire company.

What the User Sees

The user will see no difference in signing in or using any SAP Concur service.

Configuration / Feature Activation

This change occurs automatically; there are no additional configuration or activation steps. In addition, clients who are affected by this change will be contacted by SAP Concur.

Expanding the SAP Concur Quick Help Tool for Administrators

Overview

For clients who use the SAP Concur Quick Help, be aware that it will be expanded with this release. Quick Help helps manage diverse client expectations with a wide variety of support resources in the form of multi-step tutorials, help videos, and documents that are easily available when they log into their SAP Concur resources.

In addition to self-service content, the Quick Help tool makes it easier for the client's SAP Concur admin to contact SAP Concur for assistance via chat and phone.

Quick Help has been available on limited admin pages to the client's SAP Concur admin and – with the September release – we are expanding it to all pages. That is, if a user has an admin role/permission, then that user will see the Quick Help on all pages.

This tool is free of charge to all clients who have Expense, Invoice, Request, or Travel.

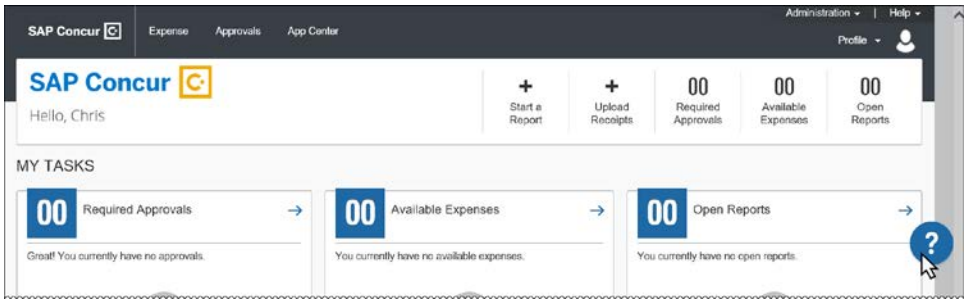
📖 For more information about this tool, refer to this video: SAP Concur Professional Edition Quick Help

BUSINESS PURPOSE / CLIENT BENEFIT

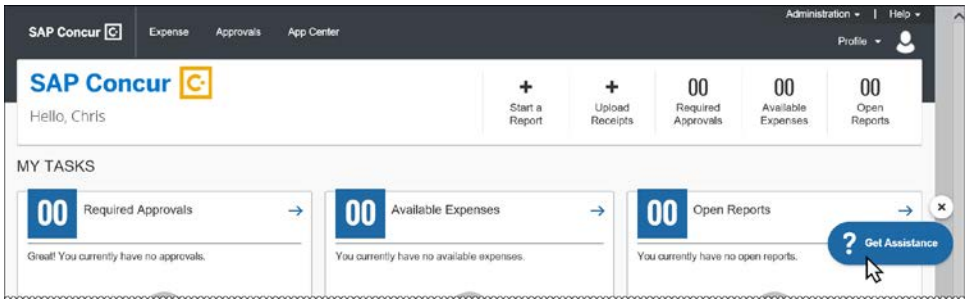
SAP Concur Quick Help tool is used to accelerate client onboarding and to create a quick and efficient way for clients to find easy-to-access help on their own while they're logged into their SAP Concur site.

What the Admin Sees

The admin can access Quick Help by logging into their site and hovering the mouse pointer over the question mark in the blue circle on the right.



The admin then clicks the expanded blue circle that says **Get Assistance**. This launches the Quick Help panel on the right side of the page.



Configuration / Feature Activation

For clients who already use the tool, the enhancement is automatically available; there are no additional configuration or activation steps.

For clients who are interested in using the SAP Concur Quick Help, contact SAP Concur support for assistance activating the tool.

Screen Share for Companies With the User Support Desk Service

Overview

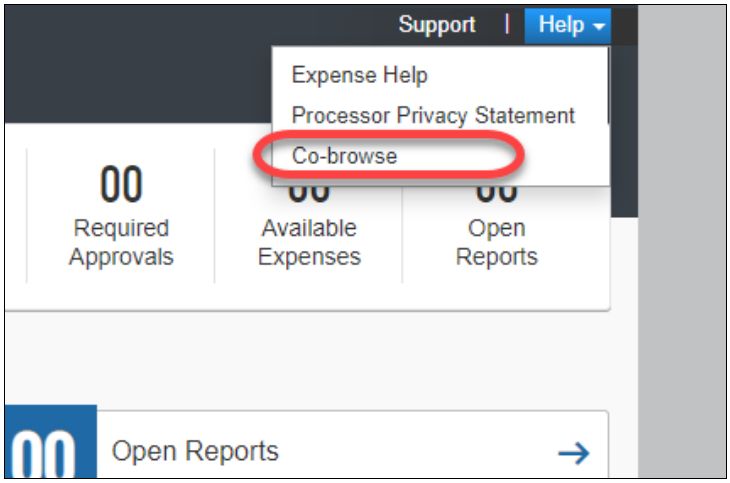
Recently, SAP Concur support introduced the Co-browse feature for all Authorized Support Contacts (ASCs). With this release, SAP Concur End User Support will provide the same screen-share service for companies that use the User Support Desk (USD) service. USD is an SAP Concur service that provides direct Help Desk services for the company's end users. These end users will now be able to use the Co-browse feature.

BUSINESS PURPOSE / CLIENT BENEFIT

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

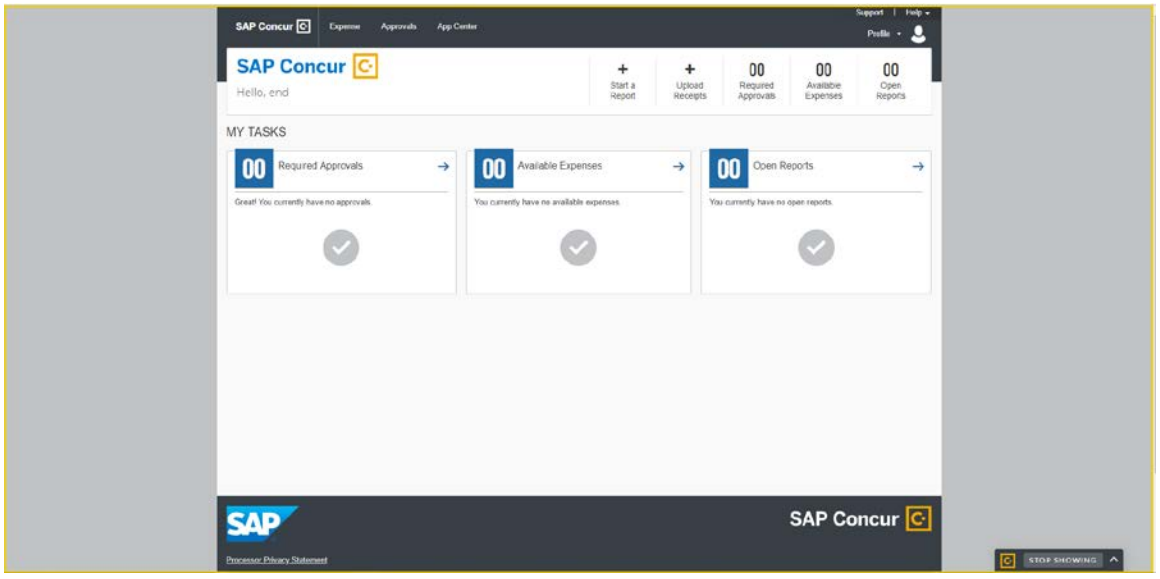
What the User Sees

End users will see the new **Co-browse** option on their **Help** menu, if their company uses the USD service.



If an end user (using the USD service) contacts SAP Concur support and if the Support Engineer believes a screen sharing session would be helpful, the Support Engineer will invite the user to click the link and share their screen.

The pages shared with the Support Engineer will have a yellow border, clearly indicating to the user that they are sharing the screen.



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

Note the following:

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

Configuration / Feature Activation

The feature is automatically enabled for end users in companies that use the User Support Desk service. There are no additional configuration or activation steps.

Planned Changes

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

IMPORTANT: These Planned Changes might not list 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 listed in a consolidated document. Please review the additional Planned Changes available in the *Shared Planned Changes* release notes.

Concur Invoice

Planned Changes New Configurable Summary Screen Views

Information First published	Information Last Modified	Feature Target release date
August 16, 2019	—	—

Overview

In a future release, the AP User will be able to manage columns they want to display on the **Unassigned Invoices** list pages.

BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement helps client to customize the view they need to better manage their invoice information.

Configuration / Feature Activation

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

Invoice Pay

Planned Changes Security Enhancements for Checks

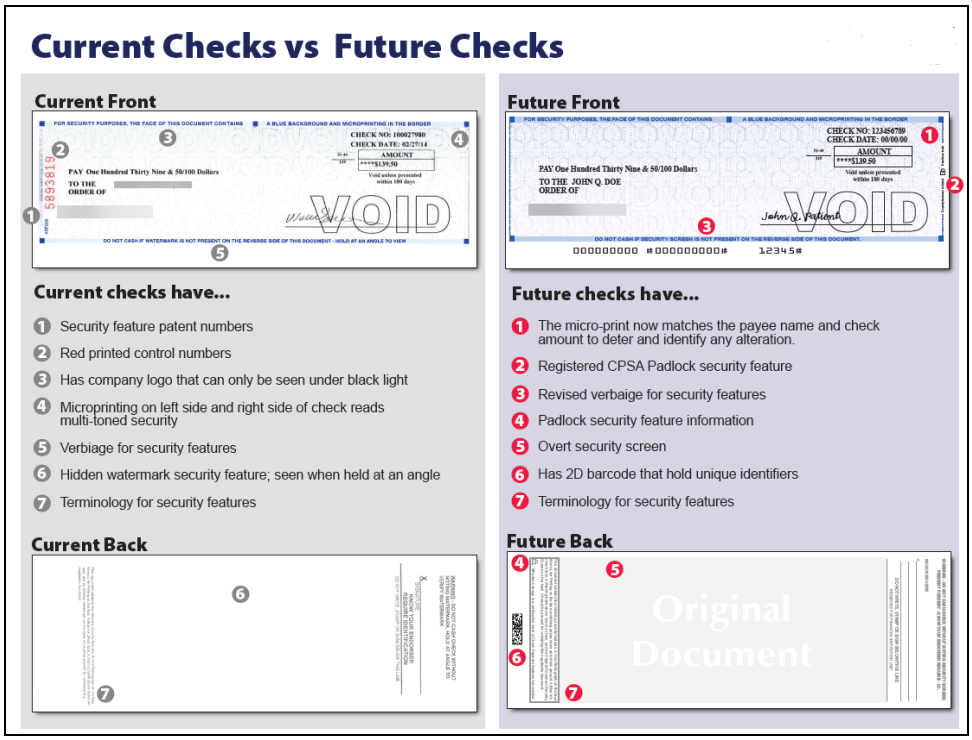
Information First published	Information Last Modified	Feature Target release date
June 7, 2019	—	Q3 2019

Overview

In a future release, checks generated by Invoice Pay will provide security enhancements based on the latest industry standards.

Clients will be able to order sample checks by creating a Salesforce ticket and then processing and verifying the checks with their bank.

The following image shows what the checks look like now and what the checks will look like when this feature releases.



BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement will provide more security when clients process checks.

Configuration / Feature Activation

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

Client Notifications

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

Browser Certifications

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.

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.

SAP Concur Support Case Status

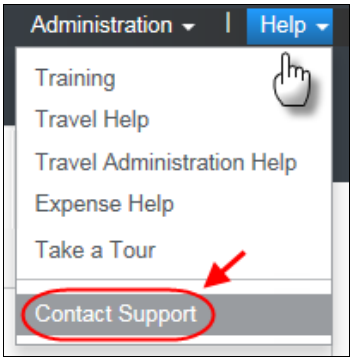
This release might resolve previously submitted support cases. You can check the status of a support case to confirm whether the case issue has been resolved.

Check Support Case Status

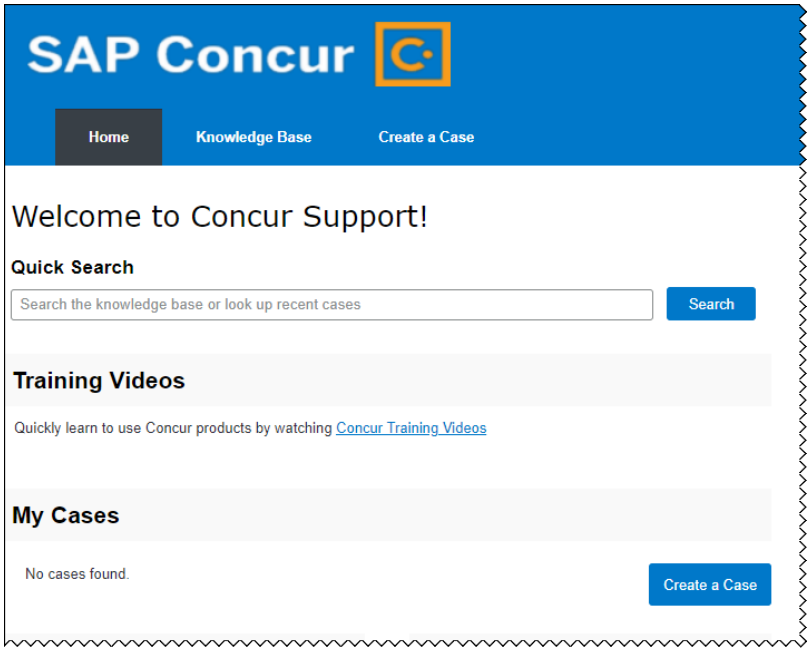
The steps in this procedure provide instructions for checking whether a case is resolved.

To check the status of a submitted case:

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



The SAP Concur support page displays.



If the **Contact Support** option is not available in the Help menu, then your company has chosen to support the SAP Concur system internally. Please contact your internal support desk for assistance.

3. In the **Quick Search** field, enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

September Example

The table below contains some example cases that are resolved in this release. It is not a comprehensive list of the resolved cases.

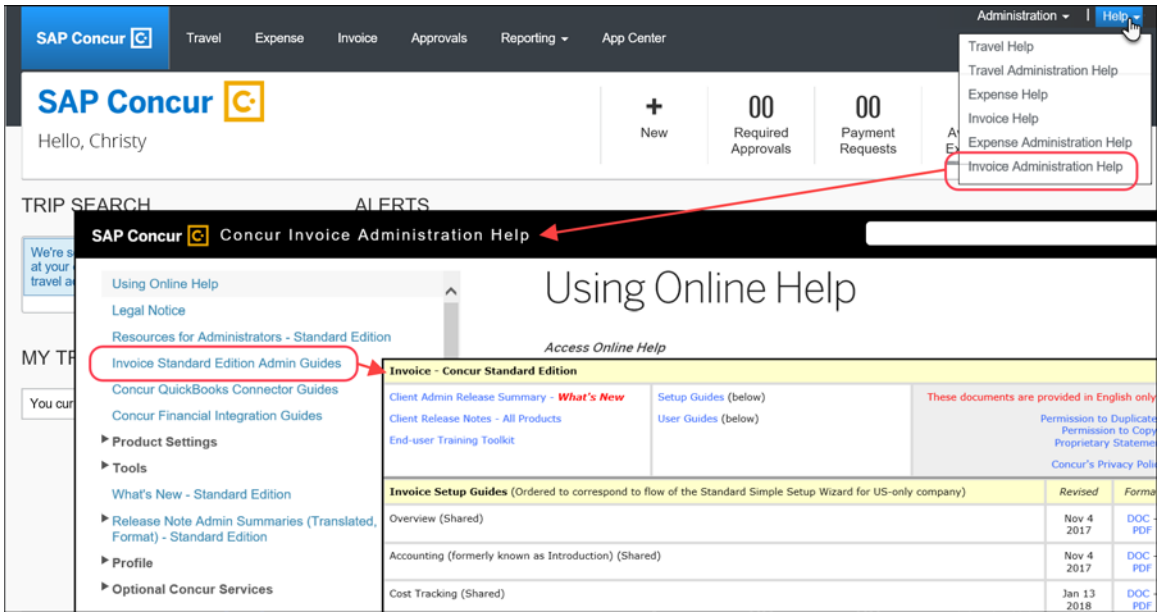
Case ID	Description
13796852	**Concur Invoice** The character limit on the Allocation Account Code field in the payment request extract caused the Allocation Account Code to be truncated if it exceeded the limit.
14042437	**Concur Invoice** An application error appeared when a user attempted to print an invoice report that was created by a user that no longer existed in the system.
14095195	**Concur Invoice** When a user attempted to search for deleted invoices, if the search contained Japanese characters, no invoices were returned.
14139671	**Invoice Capture** When data from specific captured invoices was entered the following erroneous error appeared: "The data you entered appears to contain executable script or code."
14323234	**Concur Invoice** An application error appeared when adding tax rates on the **Tax Authorities** tab in Tax Administration.
14302542	**Concur Invoice** Application errors appeared when performing various actions such as opening an invoice in the Unassigned Invoices queue or from an Invoice Capture batch.
14347377 14352213	**Concur Invoice** The ERP Liability Account Code did not appear to be retained after it was added and saved on the **File Export – Select Format** page.
14335906	**Concur Invoice** The Cost Object Approver did not have the option to approve invoices that were in **Pending Cost Object Approval** status if the invoice approval timeout interval had been reached.

Case ID	Description
14409163	**Concur Invoice** Invoices that were approved at the same time, were added to different pay batches based on whether the invoice due date was in the past, present, or future.

Additional Release Notes and Other Technical Documentation

Online Help – Admins

A user who is assigned an admin role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources through **Invoice Administration Help**.

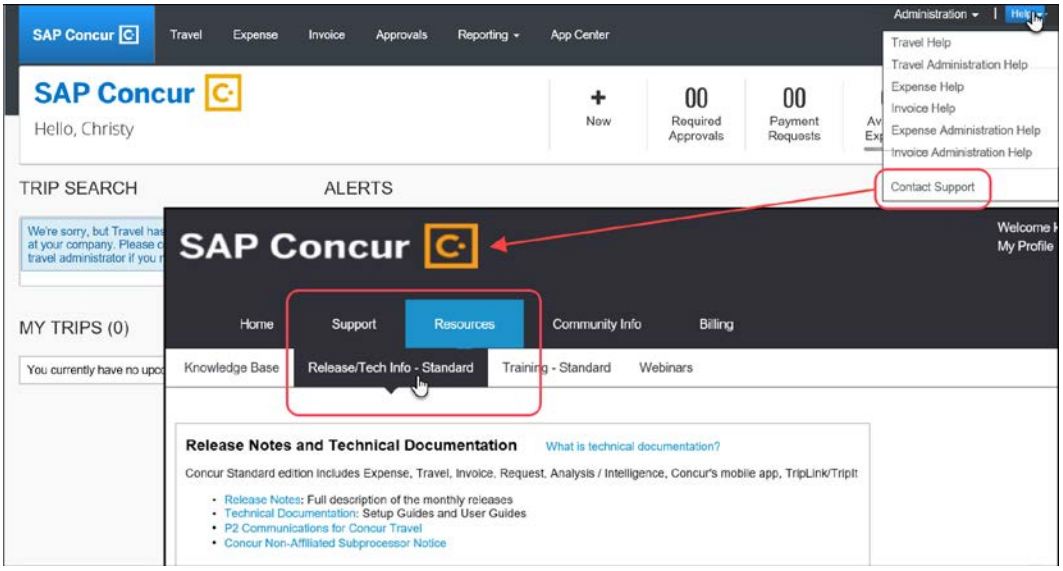


SAP Concur Support Portal – Selected Users

Users who are assigned the correct SAP Concur support portal permissions can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources through the SAP Concur support portal.

To access the SAP Concur support portal (for users with the correct permissions):

1. Click **Help > Contact Support**.
2. On the support page, click **Resources > Release/Tech Info**.



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SAP Concur Release Notes

Invoice Professional/Premium

Includes: Concur Invoice, Capture Processing, Invoice Pay, Purchase Requests and Purchase Orders

Month	Audience
Release Date: Oct 12, 2019 Initial Post: Thursday, Oct 3, 8:15 AM PT	SAP Concur Client FINAL

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Release Notes

General

October 2019 Release Cancelled

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

SAP Concur Release Notes

Invoice Professional/Premium

Includes: Concur Invoice, Capture Processing, Invoice Pay, Purchase Requests and Purchase Orders

Month	Audience
Release Date: November 9, 2019 Update #1: Thursday, January 23, 2020 3:30 PM PST	SAP Concur Client FINAL

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Release Notes

This document contains the release notes for Concur Invoice functionality for professional edition.

Concur Invoice

Connected List Data Type Now Available for Expense Attendee Form - *Retracted*

In the November 2019 release notes, the *Connected List Data Type Now Available for Expense Attendee Form* release note was accidentally published before the official release of this new functionality, which is currently targeted for a future release.

The Connected List data type functionality is part of the planned future direction of the product that is currently on our longer-range roadmap. More information will be published about this functionality when the entire feature is ready to be officially released.

This connected list functionality will not be universally supported for attendee records and will only be available for very specific use cases for employee attendees (SYSEMP).

File Transfer Updates

(EMEA) Source IP Checking

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*.

(EMEA) New SAP Concur IP Address

Overview

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

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.

Authentication

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*.

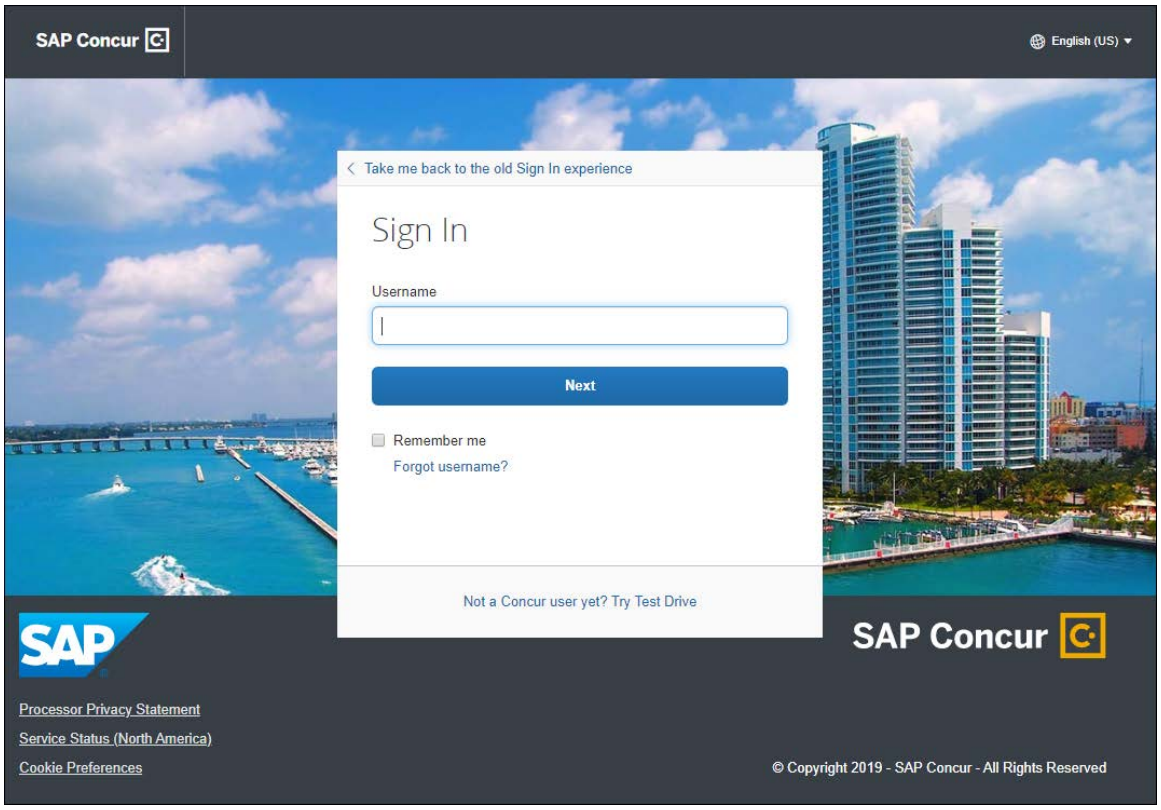
New SAP Concur Sign In Page (October 31)

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

Overview

SAP Concur now has a new **Sign In** page, 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 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, more 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.

⚠ **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

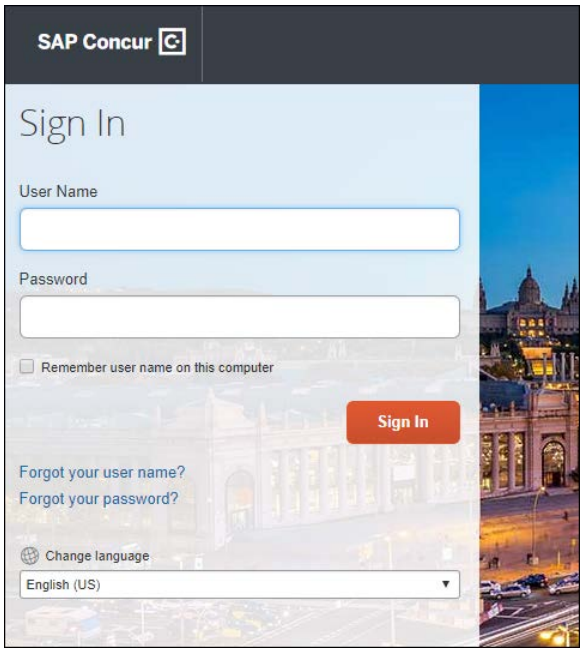
SSO enforcement affects all users. The SSO setting is a company-wide setting. Once the Manage Single Sign-On feature is released for general availability, there will be two options for the SSO setting. Most clients will use the *SSO Required* setting to enforce SSO for all users. However, an *SSO Optional* 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.

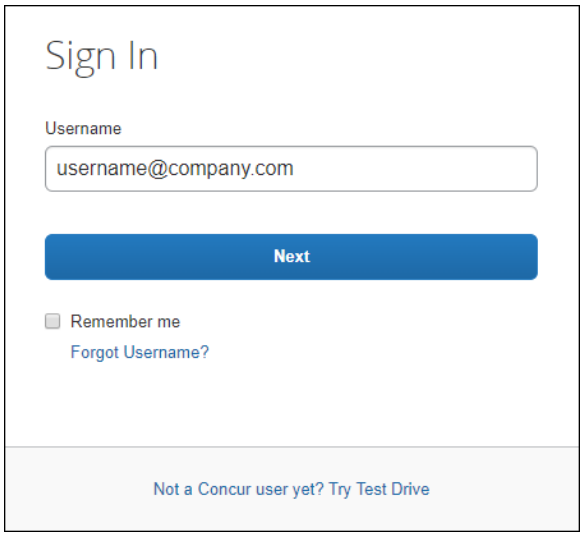
What the User Sees – Legacy Sign In Page Workflow

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

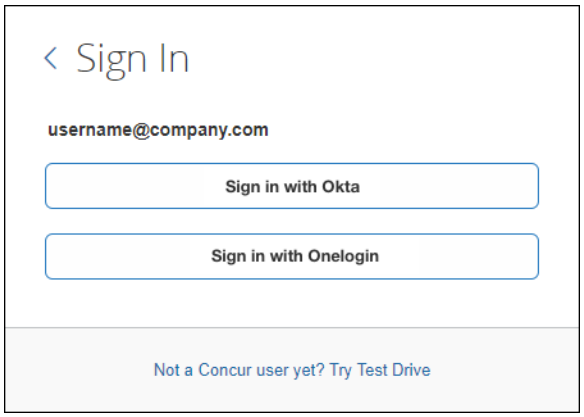
The new SAP Concur **Sign In** page has a **Username** field and a **Next** button. The user types in their username.



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

The user then clicks **Next**.

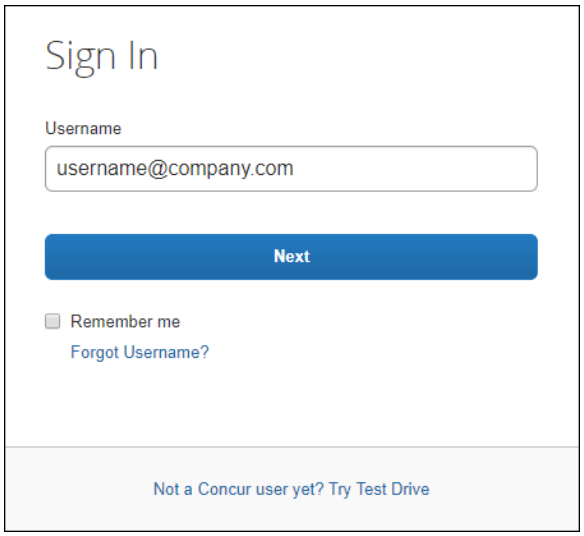
The user is directed to a **Sign In** page with one or multiple Identity Provider (IdP) options. The user clicks on the provider they want to use for SSO authentication.



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

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

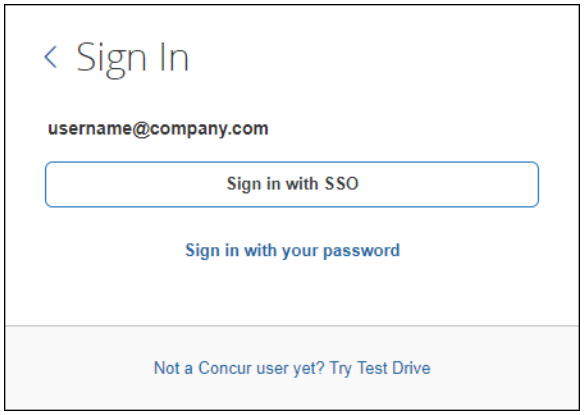
The new SAP Concur **Sign In** page has a **Username** field and a **Next** button. The user types in their username.



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

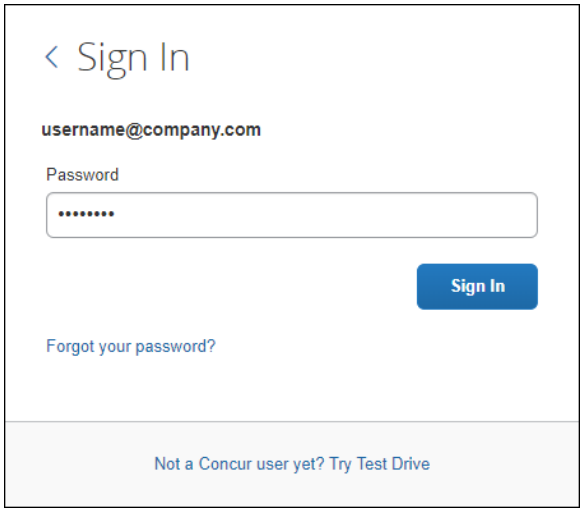
The user then clicks **Next**.

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



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

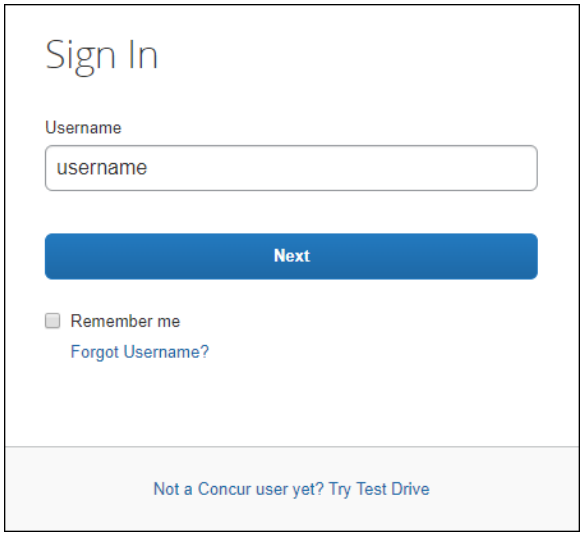
If the user clicks **Sign in with your password**, the user is directed to a **Sign In** page with a **Password** field. The user enters their password and clicks **Sign In**.



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

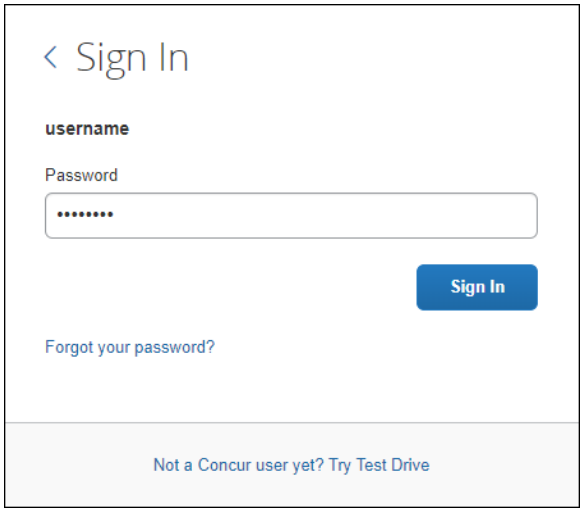
What the User with Username and Password Sees – New Sign In Page Workflow

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



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.



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.

Return Users

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

The user clicks 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.

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, a self-service method of setup where 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, clients 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 must 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.

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 must 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 must first support SAML 2.0. TMCs must contract for or develop their SAML 2.0 solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 is complete, TMCs that require more information can open a case with SAP Concur support. TMCs do not have 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 must 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.

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

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 might not list 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 listed in a consolidated document. Please review the additional Planned Changes available in the *Shared Planned Changes* release notes.

Concur Invoice

Planned Changes New Configurable Summary Screen Views

Information First published	Information Last Modified	Feature Target release date
August 16, 2019	—	—

Overview

In a future release, the AP User will be able to manage columns they want to display on the **Unassigned Invoices** list pages.

BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement helps client to customize the view they need to better manage their invoice information.

Configuration / Feature Activation

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

Invoice Pay

Planned Changes Security Enhancements for Checks

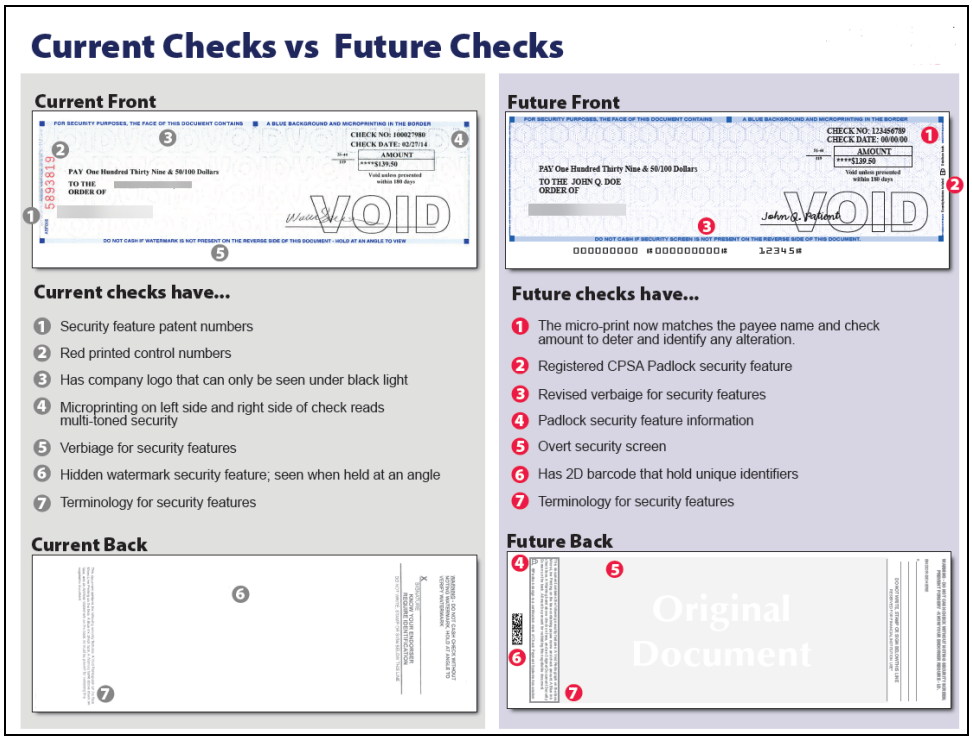
Information First published	Information Last Modified	Feature Target release date
June 7, 2019	—	Q3 2019

Overview

In a future release, checks generated by Invoice Pay will provide security enhancements based on the latest industry standards.

Clients will be able to order sample checks by creating a Salesforce ticket and then processing and verifying the checks with their bank.

The following image shows what the checks look like now and what the checks will look like when this feature releases.



BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement will provide more security when clients process checks.

Configuration / Feature Activation

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

Purchase Order

Planned Changes Purchase Order Processor Can Reopen Closed Purchase Orders

Overview

In a future release, users with the Purchase Order Processor role will have the ability to reopen closed purchase orders.

BUSINESS PURPOSE / CLIENT BENEFIT

This change enables the Purchase Order Processor to reopen a purchase order that has been incorrectly closed so that it can be processed correctly.

What the Purchase Order Processor Sees

A user with the Purchase Order Processor role sees a new list item, **Reopen**, in the **Actions** menu when they select a closed purchase order from a list of purchase orders.

Configuration / Feature Activation

Configuration information will be added to this section in a future release note.

Planned Changes Purchase Order Processor Can Assign New PO Owner

Overview

In a future release, users with the Purchase Order Processor role will have the ability to change the owner of a purchase order.

BUSINESS PURPOSE / CLIENT BENEFIT

If a purchase order owner is no longer an active SAP Concur user or is no longer responsible for new invoices associated with a purchase order, this feature enables the Purchase Order Processor to change the owner of the purchase order so that purchase order invoices can be routed to a new owner.

Configuration / Feature Activation

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

Client Notifications

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

Browser Certifications

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.

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.

SAP Concur Support Case Status

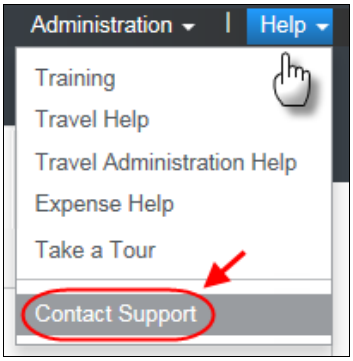
This release might resolve previously submitted support cases. You can check the status of a support case to confirm whether the case issue has been resolved.

Check Support Case Status

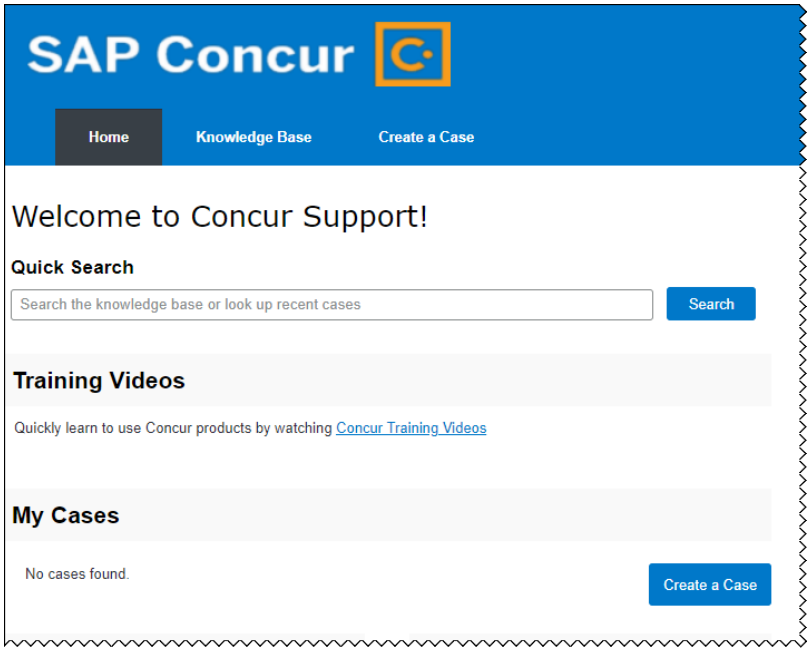
The steps in this procedure provide instructions for checking whether a case is resolved.

To check the status of a submitted case:

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



The SAP Concur support page displays.



If the **Contact Support** option is not available in the Help menu, then your company has chosen to support the SAP Concur system internally. Please contact your internal support desk for assistance.

3. In the **Quick Search** field, enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

November Example

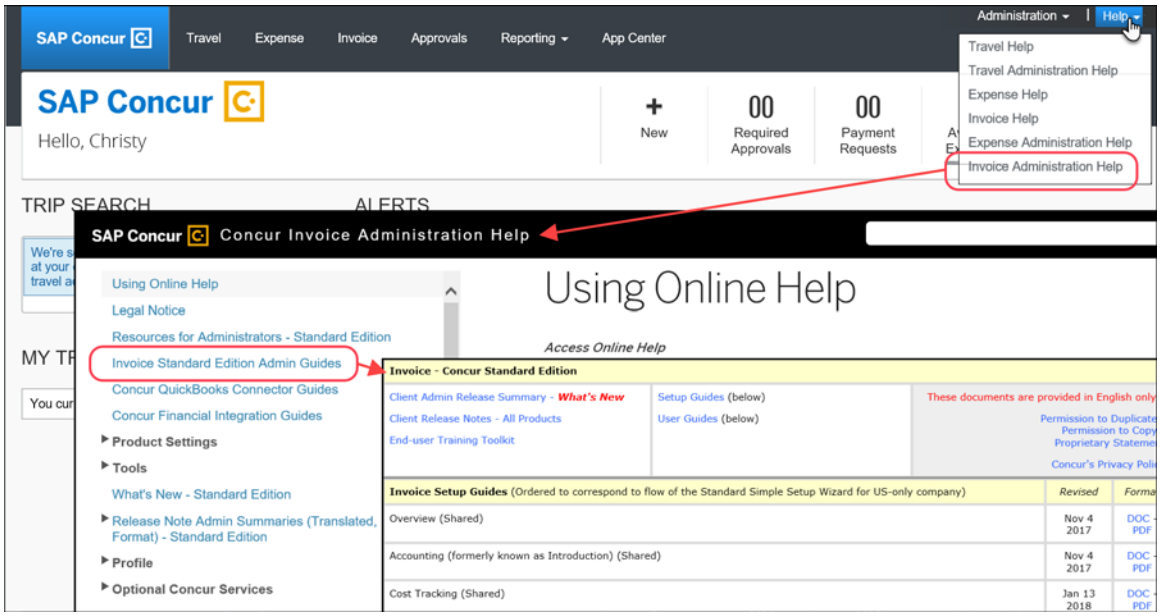
The table below contains some example cases that are resolved in this release. It is not a comprehensive list of the resolved cases.

Case ID	Description
14523116	**Concur Invoice** The following message appeared when the administrator attempted to select multiple funding groups in **Payment Group Configuration**: Unable to remove some of the payment groups as they were selected on a funding account.
14656702	**Invoice Capture** On the Invoice Capture **Verification** page, the entire invoice was highlighted instead of the field data.
14560021	**Invoice Capture** The default expense type associated with a vendor was not correctly assigned to the first line item for Invoice Capture Concur Managed invoices.
14255980	**Concur Invoice** When the administrator attempted to change the order of Print Formats on the **Modify Policy Print Formats** page, an Application Error appeared.
14508726	**Concur Invoice** When users clicked on **Approvals** Home, the **Approvals** page did not load.
14332752	**Invoice Pay** The following error appeared when payments were issued through Invoice Pay: Unexpected error trying to process invoice <invoice_number>, this item will be requeued for the next job run.
14093427	**Concur Invoice** Although the custom GL file format was enabled on the **File Export – Select** Format page and the GL file export format was customized, the GL data was extracted to the default format.

Additional Release Notes and Other Technical Documentation

Online Help – Admins

A user who is assigned an admin role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources through **Invoice Administration Help**.

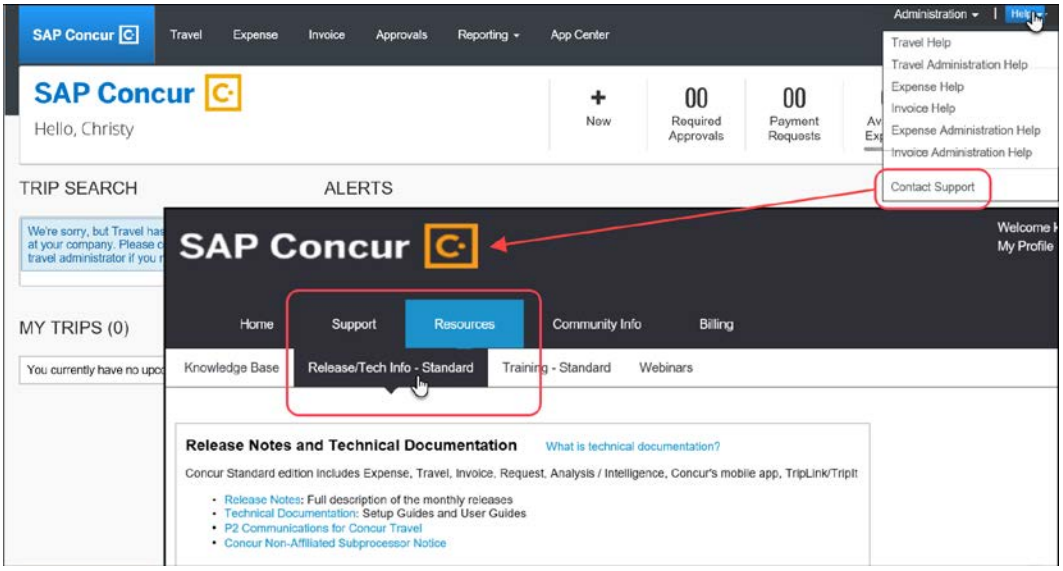


SAP Concur Support Portal – Selected Users

Users who are assigned the correct SAP Concur support portal permissions can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources through the SAP Concur support portal.

To access the SAP Concur support portal (for users with the correct permissions):

1. Click **Help > Contact Support**.
2. On the support page, click **Resources > Release/Tech Info**.



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SAP Concur Release Notes

Invoice Professional/Premium

Includes: Concur Invoice, Capture Processing, Invoice Pay, Purchase Requests and Purchase Orders

Month	Audience
Release Date: December 7, 2019 Update #2: Friday, December 13, 2:00 PM PST	SAP Concur Client FINAL

Effective date for these changes:

- December 7 for clients using the EMEA, China, and PSCC data centers
- December 13 for clients using the US (North America) data center

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Release Notes

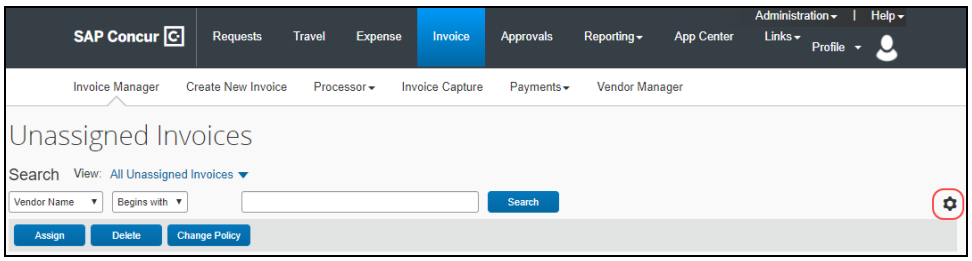
This document contains the release notes for Concur Invoice functionality for professional edition.

Concur Invoice

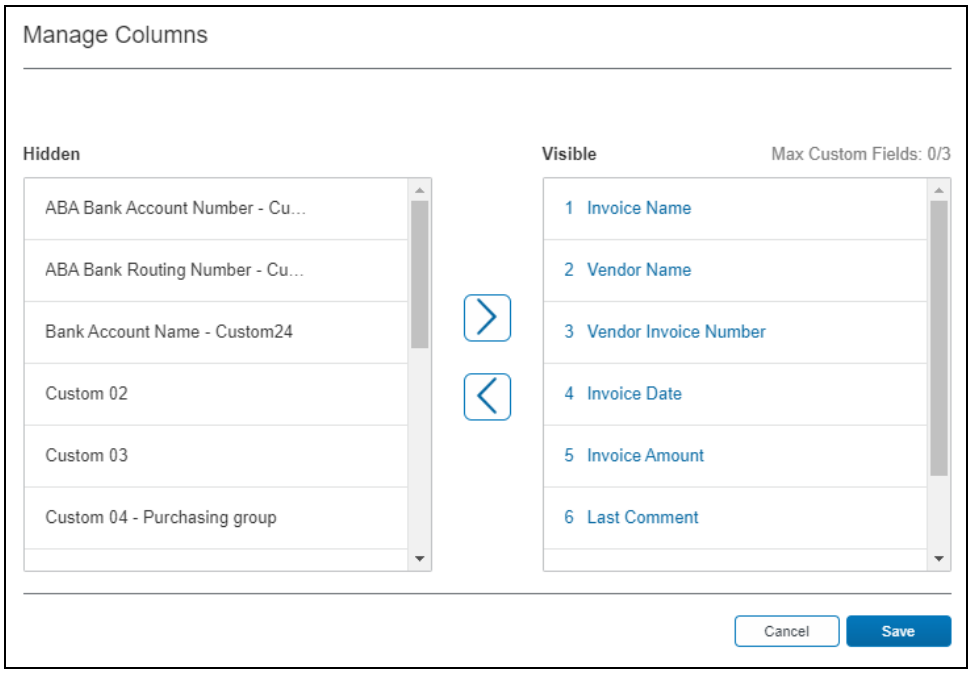
AP Users Can Customize Columns on Unassigned Invoices Page

Overview

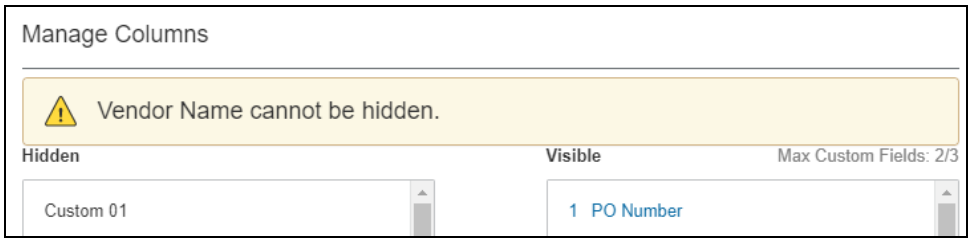
AP users can manage and customize columns from the **Unassigned Invoices** list pages. To access the feature, AP users click on the gear icon to access the **Manage Columns** window.



Then they can drag and drop fields between the **Hidden** and the **Visible** lists depending on what they want to see on the **Unassigned Invoices** page.



Some of the fields cannot be removed (hidden). A warning message appears to notify the AP user.



NOTE: A maximum of three custom fields can be placed in the **Visible** list.

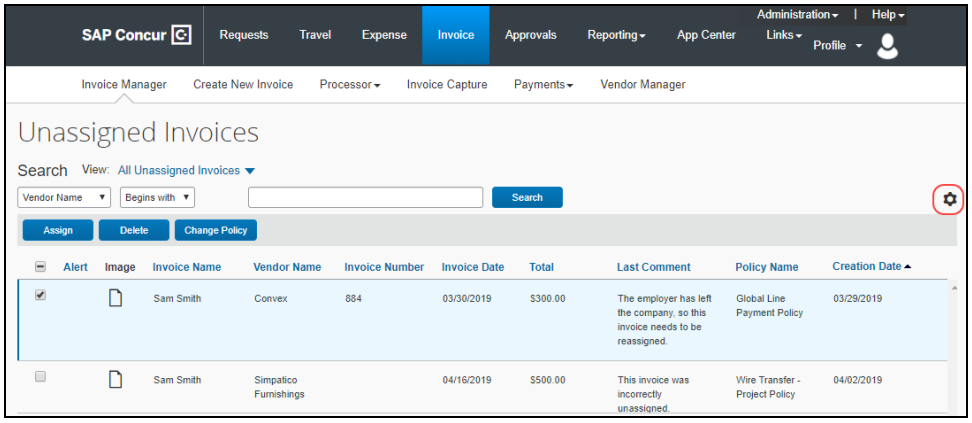
In addition, an In-Product Message (IPM) with information about this feature will appear the first time AP users log in to the **Unassigned Invoices** page.

BUSINESS PURPOSE / CLIENT BENEFIT

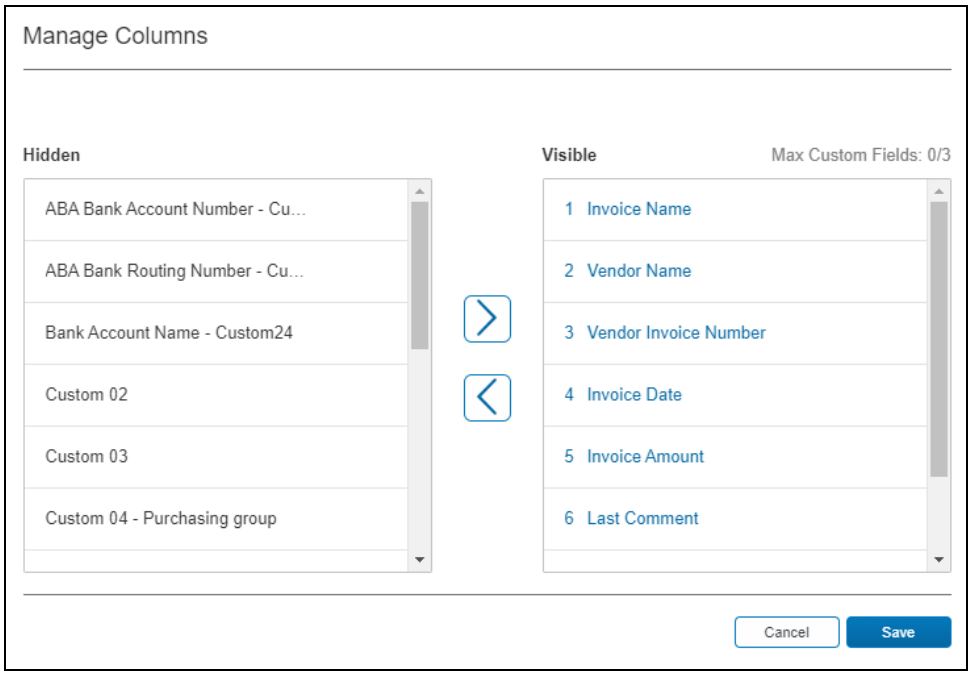
This enhancement helps clients to customize the view they need to better manage their invoice information.

What the AP User Sees

The AP user sees a new gear icon on the **Unassigned Invoices** page.



When the AP user clicks the gear icon, the **Manage Columns** window appears.



Configuration / Feature Activation

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

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 clients 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 changed the IP address for st-eu.concursolutions.com from 84.14.175.233 to 46.243.56.11 on November 23, 2019.

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 must connect to the SAP Concur DNS endpoint (st-eu.concursolutions.com) or the new IP address.

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

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 was made by SAP Concur on November 23, 2019. 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*.

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, a self-service method of setup where 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, clients 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 must 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.

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 must 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 must first support SAML 2.0. TMCs must contract for or develop their SAML 2.0 solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 is complete, TMCs that require more information can open a case with SAP Concur support. TMCs do not have 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 must 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.

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

Miscellaneous

Changes to Concur Open and Personalized Concur Open

Overview

Targeted for December 19, several changes will be made to Concur Open and Personalized Concur Open.

- **Subscription Services:** Email and RSS subscriptions for service status notifications will be available *only* through Personalized Concur Open, which displays the service issues specific to a client's organization. Current Concur Open subscriptions for SAP Concur clients will be migrated to Personalized Concur Open.
- **Notification Email From Address:** The notification email address will be updated from openupdates@concur.com to ConcurOpenUpdates@sap.com. Clients should ensure that they have added the @sap.com domain to their Safe Sender List and that users have updated any personal email inbox rules.
- **Root Cause Analysis (RCA) Reports:** After each incident, a preliminary RCA report will be published, followed by a final RCA report that contains a more complete analysis with corrective actions. Both reports will be published *only* in Personalized Concur Open.
- **Service Availability Status:** To better reflect client impact, the Performance Issue icon and Partial Performance Issue icon will be removed from Concur Open and Personalized Concur Open.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide better information for clients while also removing some of the information that is currently available to non-clients.

Configuration / Feature Activation

These changes will occur automatically; there are no additional configuration or activation steps.

Language Selection Page Deprecated

Overview

After a user selects a different language from the **Change language** list and then signs in with their credentials to SAP Concur, a page appears prompting them to

confirm which language to use as it applies to the current session (for example, their latest selection or what is specified as default in their profile), or whether they want to use the latest selected language for the current session and also update the default language in their profile to that selection.

Targeted for this release, this page will no longer appear. Instead, any language that the user selects from the **Change language** list will be used for the current session. To update their default language, the user can make the change under Profile Settings.

BUSINESS PURPOSE / CLIENT BENEFIT

Removal of this page removes the recurrence of preferred language issues and simplifies the user experience.

Configuration / Feature Activation

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

Pause Delegation Feature Retired

Overview

Previously, delegates/proxies/assistants/arrangers who acted on behalf of others and who also had any of several administrative roles/permissions could pause their act-as session while they completed admin tasks. This feature was a benefit for the admin who might be testing configuration changes or simply who must multi-task. Unfortunately, this feature also has security implications as described below in the *What the User Sees* section of this release note.

Due to internal security changes, the feature has been retired.

BUSINESS PURPOSE / CLIENT BENEFIT

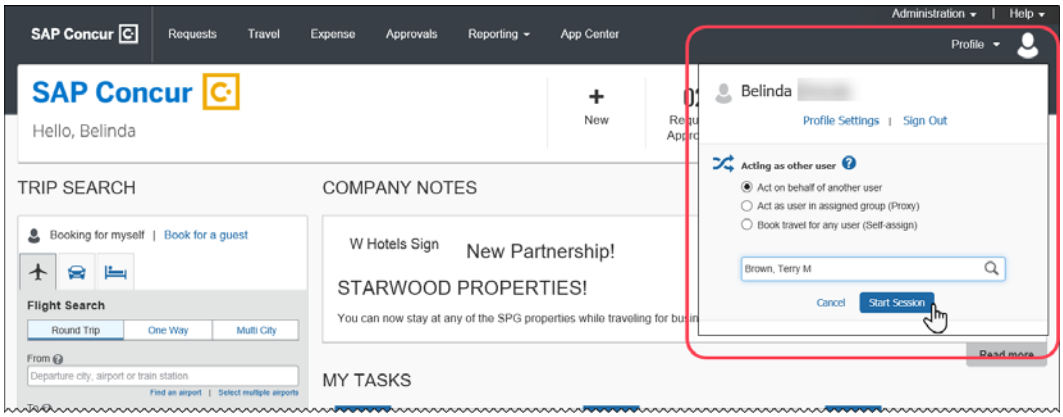
Retiring this feature closes a potential security gap.

What the User Sees

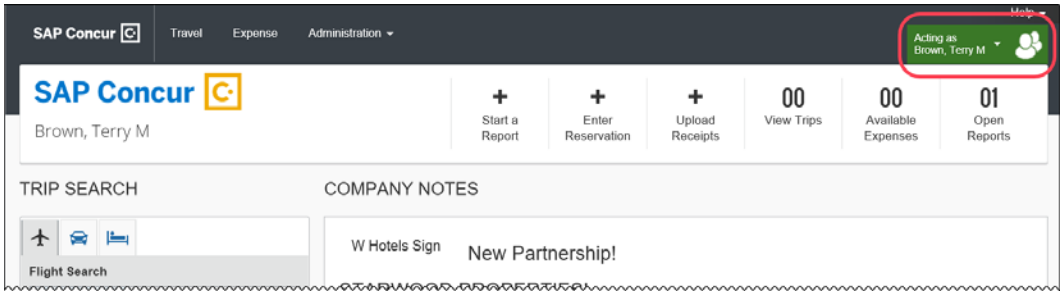
PRIOR TO THIS RELEASE

Prior to this December release, the feature worked as follows.

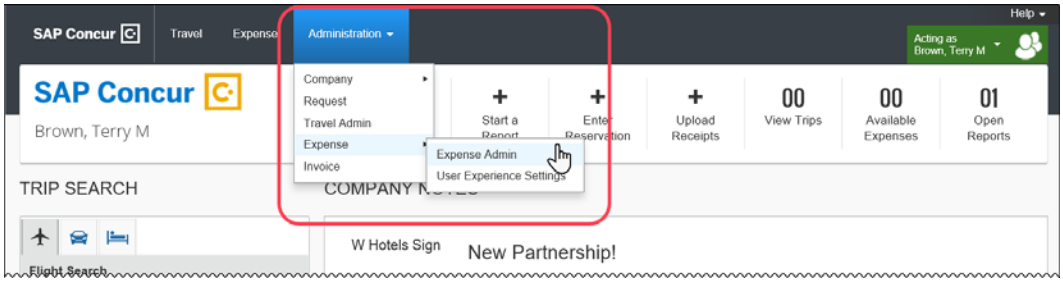
The delegate/proxy/assistant/arranger started the act-as session by selecting a user and clicking **Start Session**.



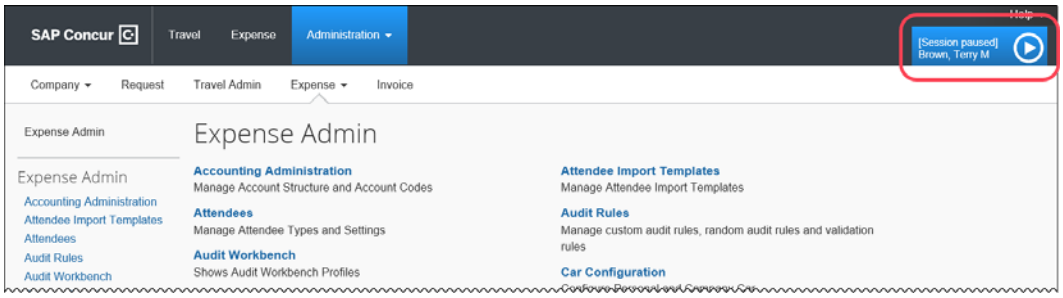
The green **Acting as** box appeared on the right side of the page.



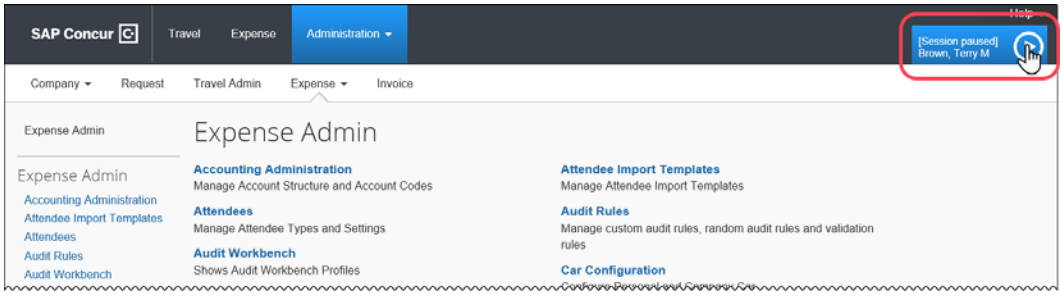
The **Administration** menu was also available. The delegate/proxy/assistant/arranger (who is also an admin) could start an admin session, for example, Company Admin, Travel Admin, Company Card Administrator, etc.



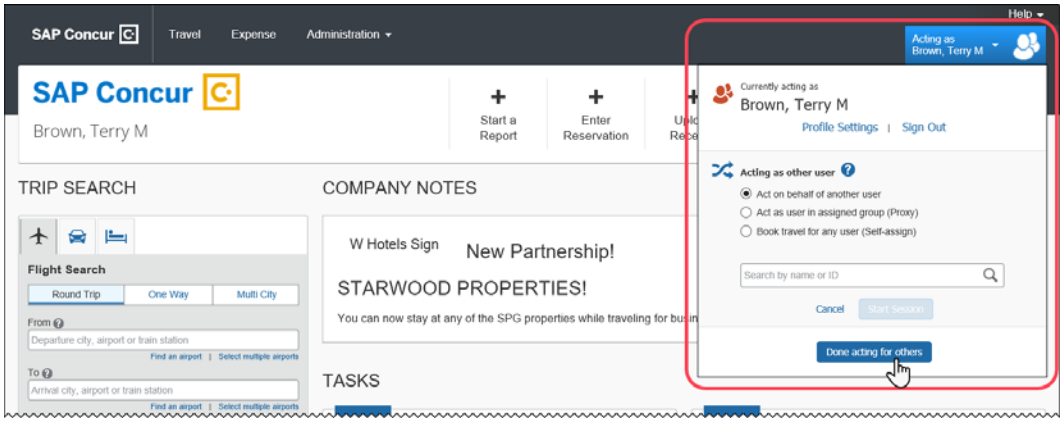
When the admin selected a menu option, the act-as session was paused and the green **Acting as** box changed to blue.



When the admin wanted to resume the act-as session, they clicked the arrow in the blue box.



When the user wanted to end the act-as session, they clicked **Done acting for others**.



SECURITY CHANGE

The security change does not support this feature because it does not allow a single user to have two sessions running at the same time in the same browser.

WITH THE CHANGE

Beginning with the December release, the **Administration** menu is not available during an act-as session.

Workaround

There are two workarounds. Select the one that works best in your work environment.

- **Two browsers:** Use two browsers at the same time. Sign in to one browser (for example, Chrome) to complete your delegate/proxy/assistant/arranger tasks and sign in to a different browser (for example, Internet Explorer) to complete your admin tasks.
- **Incognito/Private window of the same browser:** Your browser may allow you to work in an incognito or private window. The name of this feature differs by browser. For more information, review your browser Help for:
  - Microsoft Edge - InPrivate window
  - Internet Explorer - InPrivate Browsing
  - Chrome - Incognito window
  - Firefox - Private window

Configuration / Feature Activation

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

Planned Changes

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

IMPORTANT: These Planned Changes might not list 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 listed in a consolidated document. Please review the additional Planned Changes available in the *Shared Planned Changes* release notes.

Concur Invoice

Planned Changes Historical Invoices Soon Imported With Client as Payment Method

Information First published	Information Last Modified	Feature Target release date
November 22, 2019	—	—

Overview

In a future release, clients who import historical invoices will have the *Client* payment method set as default.

BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement protects clients from duplicate payments being performed.

Configuration / Feature Activation

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

Invoice Pay

Planned Changes Security Enhancements for Checks

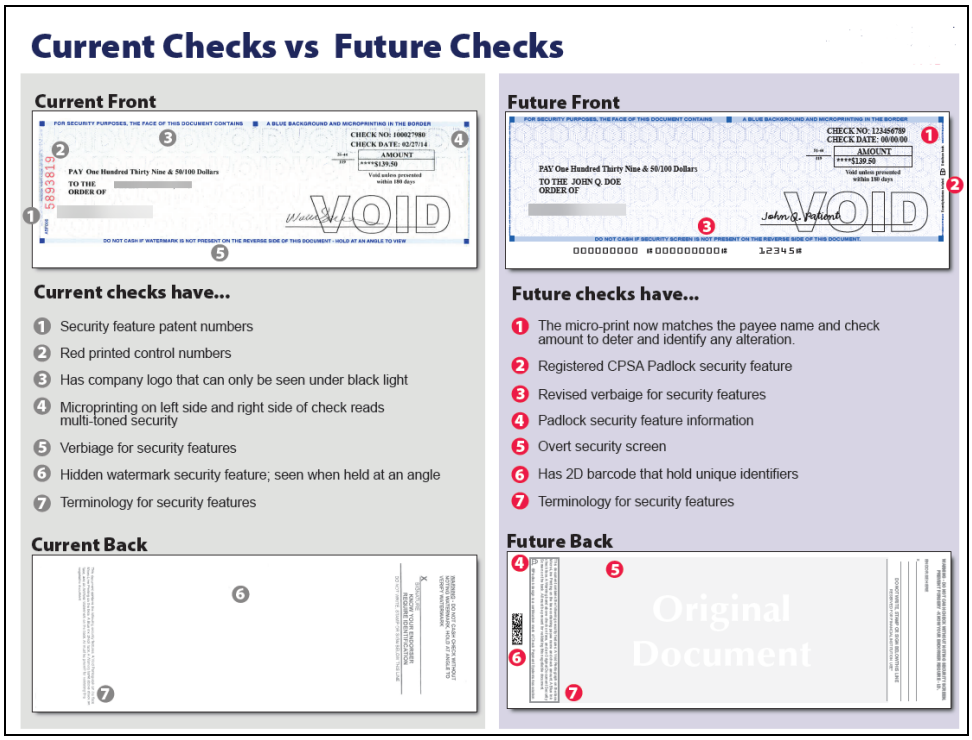
Information First published	Information Last Modified	Feature Target release date
June 7, 2019	December 6, 2019	Q1 2020

Overview

In a future release, checks generated by Invoice Pay will provide security enhancements based on the latest industry standards.

Clients will be able to order sample checks by creating a Salesforce ticket and then processing and verifying the checks with their bank.

The following image shows what the checks look like now and what the checks will look like when this feature releases.



BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement will provide more security when clients process checks.

Configuration / Feature Activation

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

Purchase Order

Planned Changes Purchase Order Processor Can Reopen Closed Purchase Orders

Information First published	Information Last Modified	Feature Target release date
October 17, 2019	—	—

Overview

In a future release, users with the Purchase Order Processor role will have the ability to reopen closed purchase orders.

BUSINESS PURPOSE / CLIENT BENEFIT

This change enables the Purchase Order Processor to reopen a purchase order that has been incorrectly closed so that it can be processed correctly.

What the Purchase Order Processor Sees

A user with the Purchase Order Processor role sees a new list item, **Reopen**, in the **Actions** menu when they select a closed purchase order from a list of purchase orders.

Configuration / Feature Activation

Configuration information will be added to this section in a future release note.

Planned Changes Purchase Order Processor Can Assign New PO Owner

Information First published	Information Last Modified	Feature Target release date
October 17, 2019	December 6, 2019	Q1 2020

Overview

In a future release, users with the Purchase Order Processor role will have the ability to change the owner of a purchase order.

BUSINESS PURPOSE / CLIENT BENEFIT

If a purchase order owner is no longer an active SAP Concur user or is no longer responsible for new invoices associated with a purchase order, this feature enables the Purchase Order Processor to change the owner of the purchase order so that purchase order invoices can be routed to a new owner.

Configuration / Feature Activation

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

Client Notifications

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

Browser Certifications

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.

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.

SAP Concur Support Case Status

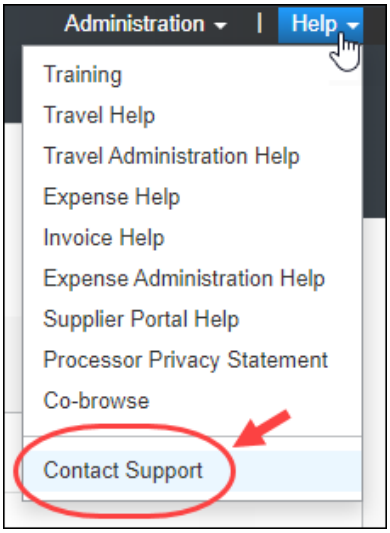
This release might resolve previously submitted support cases. You can check the status of a support case to confirm whether the case issue has been resolved.

Check Support Case Status

The steps in this procedure provide instructions for checking whether a case is resolved.

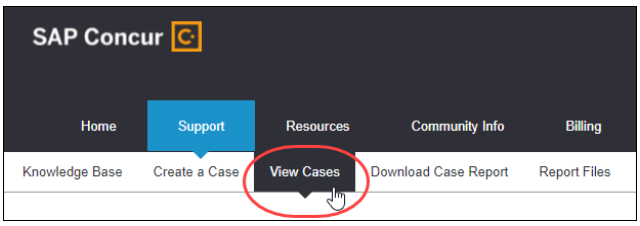
To check the status of a submitted case:

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

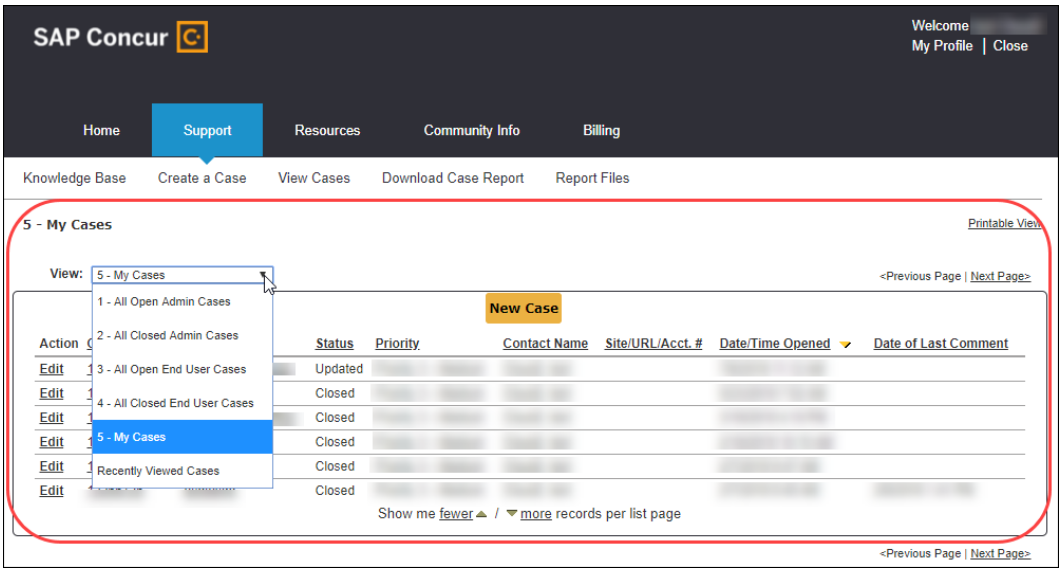


NOTE: If you do not have the option to contact SAP Concur support in the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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.



December Example

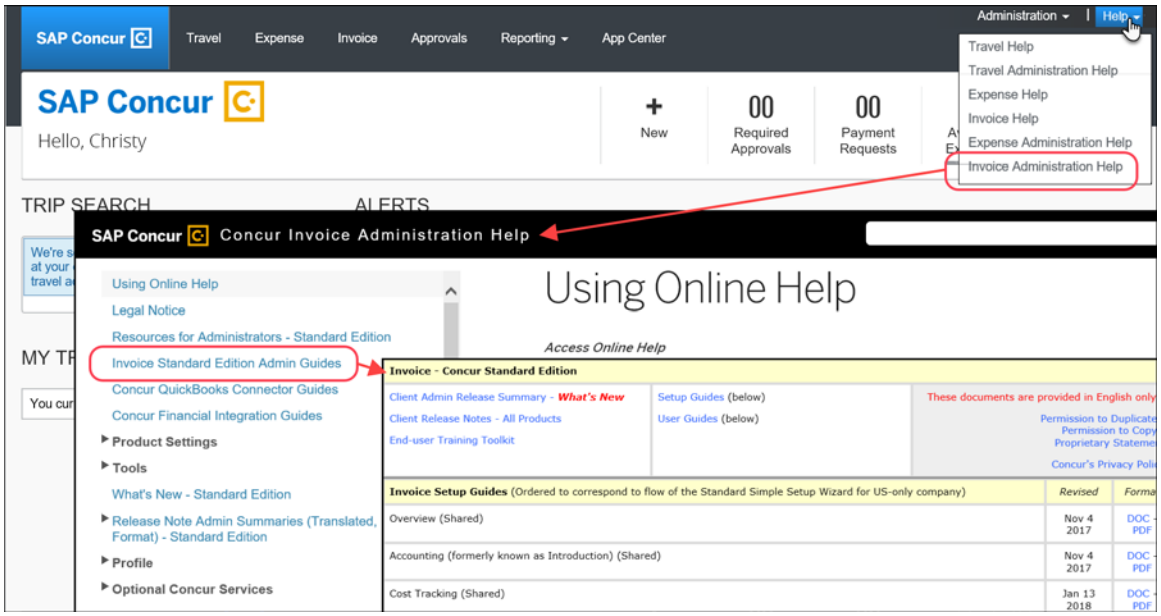
The table below contains some example cases that are resolved in this release. It is not a comprehensive list of the resolved cases.

Case ID	Description
14062214	**Concur Invoice** Approval and payment statuses were not localized as expected.
14600594	**Concur Invoice** **Next** and **Previous** navigation buttons were missing when viewing invoice details.
14702556	**Concur Invoice** Company names that included the ampersand (&) symbol, did not display correctly.
14768484	**Concur Invoice** The **Invoices Pending your Approval** page did not load and an application error appeared.
14859081	**Concur Invoice** Invoices did not display on the **My Invoices** page.

Additional Release Notes and Other Technical Documentation

Online Help – Admins

A user who is assigned an admin role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources through **Invoice Administration Help**.

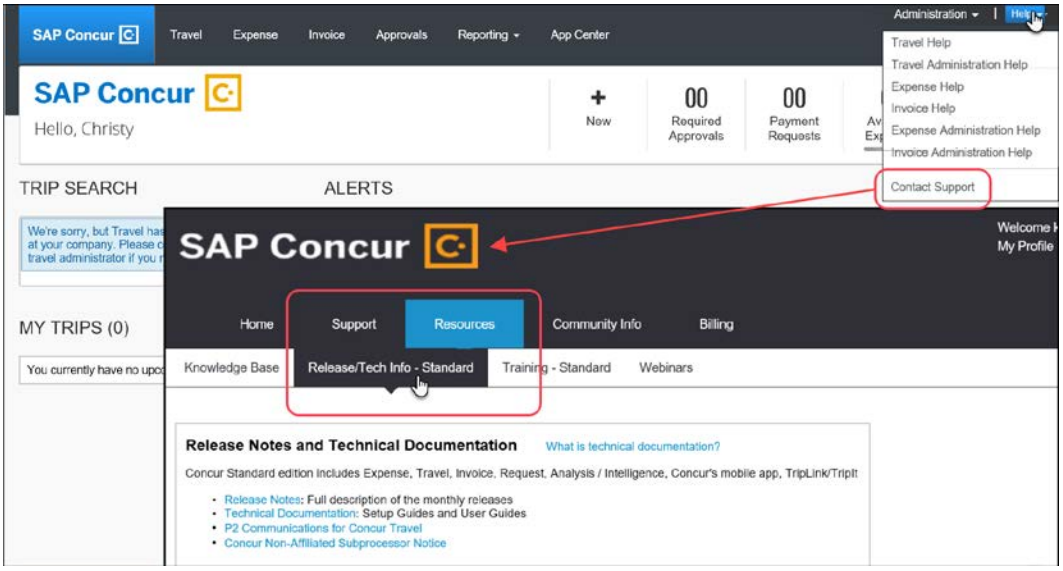


SAP Concur Support Portal – Selected Users

Users who are assigned the correct SAP Concur support portal permissions can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources through the SAP Concur support portal.

To access the SAP Concur support portal (for users with the correct permissions):

1. Click **Help > Contact Support**.
2. On the support page, click **Resources > Release/Tech Info**.



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