

## SAP Concur Release Notes

# Invoice Professional/Premium

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

| Month   | Audience                |
|---|-------------------------|
| Release Date: January 18, 2020<br>Update #1: Thursday, January 23, 12:30 PM PST | SAP Concur Client FINAL |

## Contents

|  |           |
|--|-----------|
| <b>Release Notes</b> .....   | <b>4</b>  |
| <b>Concur Invoice</b> .....  | <b>4</b>  |
| Historical Invoices Imported With Client as Payment Method .....   | 4         |
| Connected List Data Type Now Available for Expense Attendee Form - <i>Retracted</i> .....  | 4         |
| <b>Authentication</b> .....  | <b>5</b>  |
| **Ongoing** Deprecation of HMAC Initiates Migration to SSO Self-Service .....  | 5         |
| <b>Concur Open</b> .....   | <b>6</b>  |
| Changes to Concur Open and Personalized Concur Open (Dec 19, 2019).....  | 6         |
| <b>Security Enhancements</b> .....   | <b>7</b>  |
| Support Ending for TLS v 1.1 Encryption Protocol (Jan 30, 2020) .....  | 7         |
| Graphics No Longer Supported for Printed Invoices (Jan 31, 2020).....  | 9         |
| <b>Planned Changes</b> .....   | <b>10</b> |
| <b>Concur Invoice</b> .....  | <b>10</b> |
| **Planned Changes** Invoice Users Who Can Create Invoices Will Soon Be Able to<br>Customize Columns for the Unsubmitted Invoices List View ..... | 10        |
| <b>Invoice Pay</b> .....   | <b>11</b> |
| **Planned Changes** Security Enhancements for Checks .....   | 11        |
| <b>Purchase Order</b> .....  | <b>13</b> |
| **Planned Changes** Purchase Order Processor Can Reopen Closed Purchase Orders.  | 13        |
| **Planned Changes** Purchase Orders Can be Assigned to a New Owner .....   | 13        |
| <b>Client Notifications</b> .....  | <b>15</b> |
| <b>Subprocessors</b> .....   | <b>15</b> |
| SAP Concur Non-Affiliated Subprocessors .....  | 15        |
| <b>Browser Certifications</b> .....  | <b>15</b> |

|   |           |
|---|-----------|
| Monthly Browser Certifications and Supported Configurations .....       | 15        |
| <b>SAP Concur Support Case Status.....</b>                              | <b>16</b> |
| <b>Check Support Case Status.....</b>                                   | <b>16</b> |
| January Example.....  | 17        |
| <b>Additional Release Notes and Other Technical Documentation .....</b> | <b>19</b> |
| <b>Online Help – Admins.....</b>  | <b>19</b> |
| <b>SAP Concur Support Portal – Selected Users.....</b>                  | <b>20</b> |

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# Release Notes

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

## Concur Invoice

### Historical Invoices Imported With Client as Payment Method

#### **Overview**

Clients who import historical invoices will have the payment method set to *Client* by default.

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**NOTE:** This feature was released in the December 2019 release.

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#### **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.

### 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).

## 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<br>Phase II: July 2020 |
| Any changes since the previous monthly release are highlighted <b>in yellow</b> 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.

**Concur Open****Changes to Concur Open and Personalized Concur Open (Dec 19, 2019)*****Overview***

On December 19, several changes were made to Concur Open and Personalized Concur Open.

- **Subscription Services:** Email and RSS subscriptions for service status notifications are 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 have been migrated to Personalized Concur Open.

- **Notification Email "From" Address:** The notification email address has been updated from [openupdates@concur.com](mailto:openupdates@concur.com) to [ConcurOpenUpdates@sap.com](mailto: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 is published, followed by a final RCA report that contains a more complete analysis with corrective actions. Both reports are published **only** in Personalized Concur Open.
- **Service Availability Status:** To better reflect client impact, the Performance Issue icon and Partial Performance Issue icon has been 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 was available to non-clients.

#### **Configuration / Feature Activation**

These changes occurred automatically; there are no configuration or activation steps.

## **Security Enhancements**

### **Support Ending for TLS v 1.1 Encryption Protocol (Jan 30, 2020)**

#### **Overview**

SAP Concur is announcing end-of-support for version 1.1 of the Transport Layer Security (TLS) encryption protocol. The more secure version 1.2 of TLS continues to be supported. As background, the TLS protocol allows secure back and forth communications between a phone or computer and a cloud-based service.

This change will occur on January 30, 2020.

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

SAP Concur is taking this step after careful consideration of our clients' security and the ease of upgrade to the newer, more secure version 1.2 of TLS. This end-of-support plan for TLS v 1.1 ensures that our clients are communicating with SAP Concur solutions in a safer and more secure manner using TLS v 1.2.

## What the Client Sees

If the client or user is using a TLS v 1.2-compliant browser, there will be no change in the way users interact with SAP Concur. If the browser is not TLS v 1.2 compliant, users will not be able to sign in to SAP Concur.

In general, the use of less-secure TLS connections can lead to exposed data, resulting in compromised sessions across any TLS channel of communication (for example, SAP Concur services).

### AFFECTED DEVICES

In general, browsers that use TLS to establish inbound and outbound communication channels with SAP Concur services are affected, for example connections across:

- Users attempting to log in to SAP Concur solutions
- APIs
- Bulk upload via SFTP
- Connectors
- FTP/PGP
- SAP Integrations
- Other

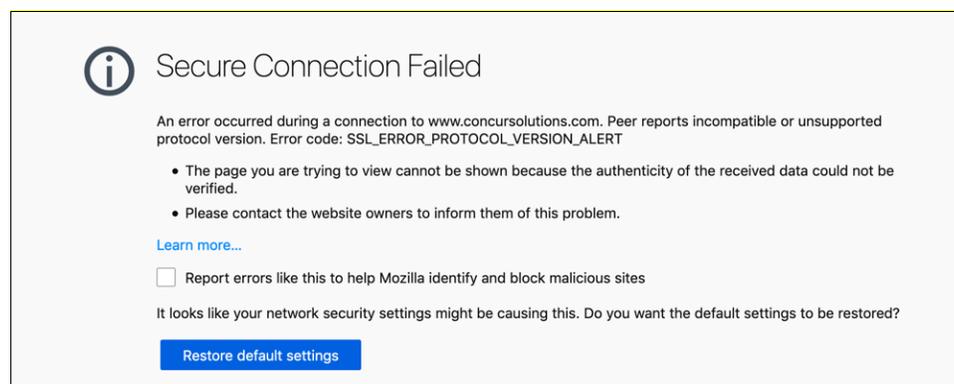
The ability of a browser to comply by upgrading to TLS v 1.2 depends on the company's support for the specific browser, for example Microsoft Edge, Google Chrome, and others.



Refer to *Client Browsers* in the [Concur Travel & Expense Supported Configurations](#) guide for information about supported browsers.

### ERROR MESSAGE

If the user attempts to connect to Concur using a non-compliant browser, they will receive an error message similar to the following:



### **Configuration / Feature Activation**

Transitioning to support for TLS v 1.2 and later might simply require updating the security settings of your browser. In most instances, the company already has the support in place and only needs to identify non-compliant browsers and upgrade those browsers to newer versions.

Please check with the department in your company that is responsible for browser compliance and ensure that they are aware of this upcoming change.



For more information, refer to the [Transport Layer Security 1.1 End of Support FAQ](#).

## **Graphics No Longer Supported for Printed Invoices (Jan 31, 2020)**

### **Overview**

Currently, clients can use the Printed Invoice feature to configure and customize their own invoices that are emailed, displayed online, or printed. Clients can also add graphics (for example, logos).

Targeted for January 31, 2020 – in order to meet security requirements – SAP Concur will no longer support graphics of any sort in invoices that are configured using the Printed Invoice feature.

### **BUSINESS PURPOSE**

This change provides greater security for SAP Concur clients.

### **What the User Sees**

The user, whether viewing or printing an invoice, will no longer see graphics (for example, logos).

### **Configuration / Feature Activation**

The change will occur automatically; the graphic will no longer be displayed.

Though not required, each company might want to review their configurations, remove the HTML code for the graphic, and make any desired formatting or layout changes.



For more information about modifying the configuration, refer to the [Invoice: Printed Invoice Configuration Setup Guide](#). The guide still refers to the ability to add graphics. This information will be removed after the release.

## Planned Changes

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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\*\* Invoice Users Who Can Create Invoices Will Soon Be Able to Customize Columns for the Unsubmitted Invoices List View**

| Information First published  | Information Last Modified | Feature Target release date |
|--|---------------------------|-----------------------------|
| January 18, 2020   | –                         | Q1 2020                     |
| Any changes since the previous monthly release are highlighted in yellow in this release note. |                           |                             |

#### **Overview**

Concur Invoice users who can create invoices will soon be able to manage and customize columns from the **Unsubmitted Invoices** list view on the **My Invoices** page. To access the feature, invoice users click on the gear icon which opens the **Manage Columns** window.

They can then drag and drop fields between the **Hidden** and the **Visible** lists depending on what they want to see in the **Unsubmitted Invoices** list view.

Some of the fields cannot be removed (hidden). A warning message appears to notify the invoice user when they try to remove (hide) such a field.

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**NOTE:** A maximum of three custom fields can be placed in the **Visible** list.

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In addition, an In-Product Message (IPM) with information about this feature will appear the first time an invoice user accesses the **Unsubmitted Invoices** list view.

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

This enhancement helps clients to customize the view they need to better manage their invoice information.

**What the User Sees**

The invoice user who can create invoices will see a new gear icon on the **Unsubmitted Invoices** list view. When the invoice 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.

**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                     |

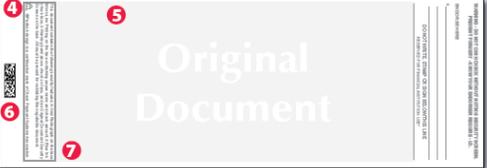
**Overview**

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.

## Current Checks vs Future Checks

| Current Front  | Future Front   |
|--|--|
|  <p>FOR SECURITY PURPOSES, THE FACE OF THIS DOCUMENT CONTAINS A BLUE BACKGROUND AND MICROPRINTING IN THE BORDER</p> <p>CHECK NO. 123456789<br/>CHECK DATE: 02/27/14</p> <p>AMOUNT<br/>\$123.50</p> <p>VOID</p> <p>DO NOT CASH IF WATERMARK IS NOT PRESENT ON THE REVERSE SIDE OF THIS DOCUMENT - HOLD AT AN ANGLE TO VIEW</p>   |  <p>FOR SECURITY PURPOSES, THE FACE OF THIS DOCUMENT CONTAINS A BLUE BACKGROUND AND MICROPRINTING IN THE BORDER</p> <p>CHECK NO. 123456789<br/>CHECK DATE: 02/27/14</p> <p>AMOUNT<br/>\$123.50</p> <p>VOID</p> <p>DO NOT CASH IF SECURITY SCREEN IS NOT PRESENT ON THE REVERSE SIDE OF THIS DOCUMENT</p>   |
| <p><b>Current checks have...</b></p> <ol style="list-style-type: none"> <li>1 Security feature patent numbers</li> <li>2 Red printed control numbers</li> <li>3 Has company logo that can only be seen under black light</li> <li>4 Microprinting on left side and right side of check reads multi-toned security</li> <li>5 Verbiage for security features</li> <li>6 Hidden watermark security feature; seen when held at an angle</li> <li>7 Terminology for security features</li> </ol> | <p><b>Future checks have...</b></p> <ol style="list-style-type: none"> <li>1 The micro-print now matches the payee name and check amount to deter and identify any alteration.</li> <li>2 Registered CPSA Padlock security feature</li> <li>3 Revised verbiage for security features</li> <li>4 Padlock security feature information</li> <li>5 Overt security screen</li> <li>6 Has 2D barcode that hold unique identifiers</li> <li>7 Terminology for security features</li> </ol> |
| Current Back   | Future Back  |
|  <p>VOID</p>   |  <p>Original Document</p>   |

### 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 Orders Can be Assigned to a New Owner**

| Information First Published  | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| October 17, 2019   | January 17, 2020          | Q1 2020                     |
| Any changes since the previous monthly release are highlighted in yellow in this release note. |                           |                             |

#### **Overview**

In a future release, users with the Purchase Order Processor role will be able to change the owner of a purchase order (PO). The new owner will see the POs that are assigned to them on the **My Purchase Orders** page.

In order to assign a PO to a new owner the following criteria must be met:

- The PO must be an SAP Concur-generated PO (imported POs cannot be reassigned using this feature).
- The new owner must have an active SAP Concur user account.

- The new owner must have the Purchase Request User role assigned to them.
- The new owner must have access to the policy and vendor associated with the relevant PO.

To support Change Order functionality, new PO owners will also be assigned as the owner of the purchase request the PO was created from. If more than one PO was created from a single purchase request, assigning a new PO owner to one PO will also assign them as the owner of the other POs associated to the same purchase request.

**BUSINESS PURPOSE / CLIENT BENEFIT**

If a PO owner is no longer an active SAP Concur user or is no longer responsible for new invoices associated with a PO, the Purchase Order Processor will be able to change the owner of the PO so that PO invoices can be routed to a new owner.

***Configuration / Feature Activation***

Configuration information will be added to this section in a future release note.

# Client Notifications

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## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: [SAP Concur list of Subprocessors](#)

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

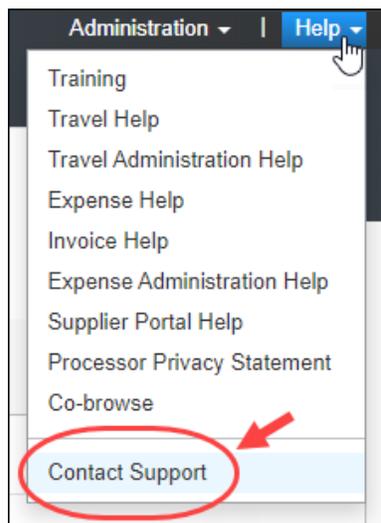
This release might resolve previously submitted support cases. You can check the status of a support case to confirm whether the case issue has been resolved.

## Check Support Case Status

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

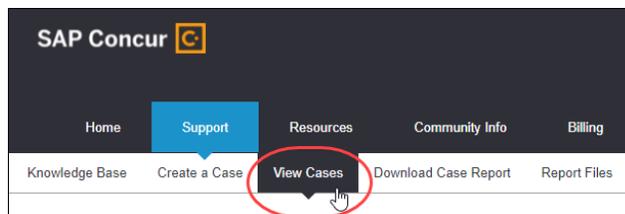
► **To check the status of a submitted case:**

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

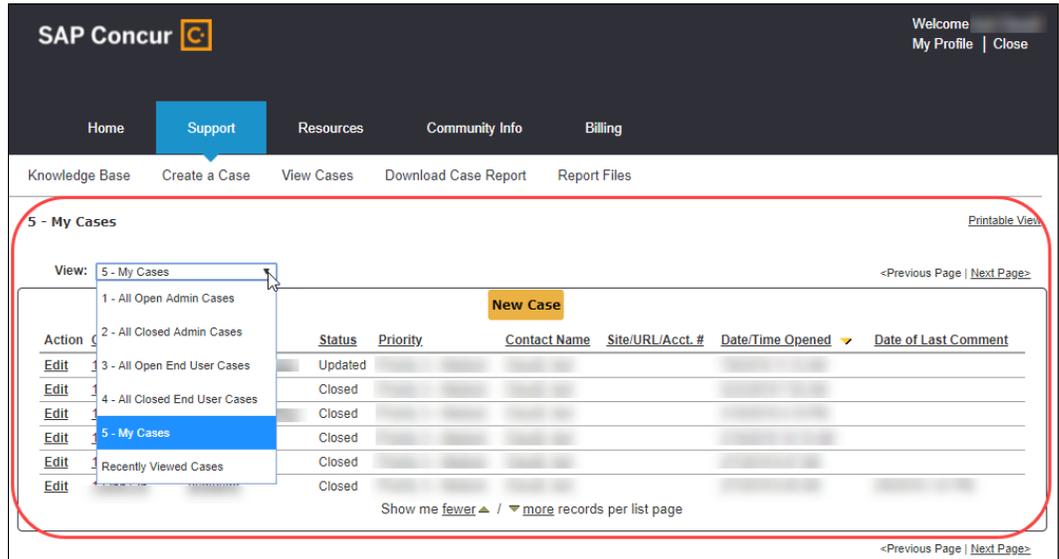


**NOTE:** If you do not have the option to contact SAP Concur support in the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



- 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.



## 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.

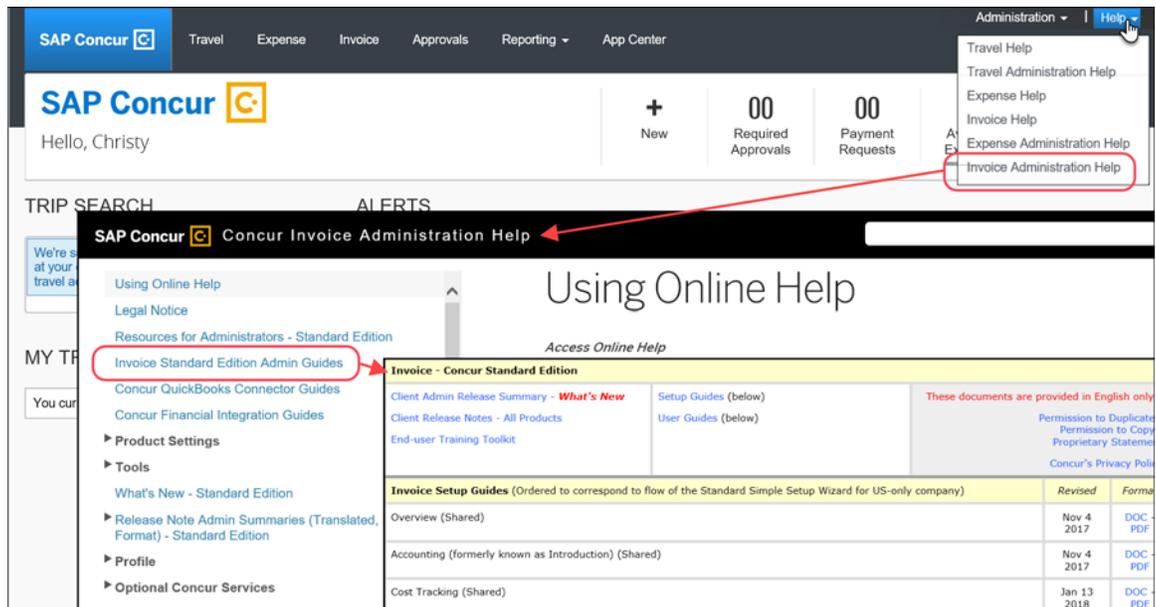
| Case ID  | Description  |
|----------|--|
| 14024477 | <b>Concur Invoice</b><br>The Invoice Processor could not update the <b>Ship To</b> address for an invoice that was matched to a PO.  |
| 14618253 | <b>Concur Invoice</b><br>The paymentrequestdigests API end point included an ExtractedDate value for invoices that were never extracted.   |
| 14781175 | <b>Concur Invoice</b><br>Invoice images did not appear.  |
| 14918610 | <b>Concur Invoice</b><br>When a user set their regional and language preferences to French, some values were not displayed in the expected format.                                 |
| 14943522 | <b>Concur Invoice</b><br>After applying a search filter to unassigned invoices and then assigning an invoice from the list, the search filter was removed and had to be reapplied. |

| Case ID  | Description   |
|----------|---|
| 14954953 | <b>Concur Invoice</b><br>On the <b>Unassigned Invoices</b> page, if a user selected the checkbox to select all of the invoices that were visible on the first page, all of the invoices on all pages were selected. |

# 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**.

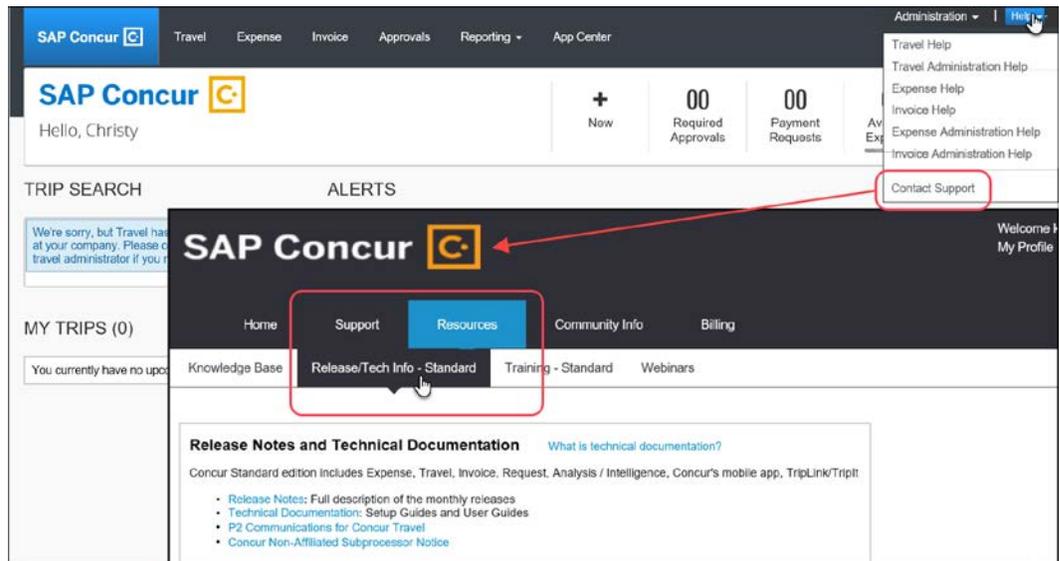


## SAP Concur Support Portal – Selected Users

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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|  |                         |
|--|-------------------------|
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| Release Date: February 15, 2020<br>Initial Post: Friday, February 14, 1:30 PM PST                | SAP Concur Client FINAL |

## Contents

- Release Notes ..... 4**
  - Concur Invoice .....4**
    - Connected List Data Type Now Available for Expense Attendee Form - *Retracted* .....4
  - Invoice Capture.....4**
    - Submit & Get Next and Submit & Quit Options Added to Concur Managed Verification ...4
  - Authentication.....5**
    - \*\*Ongoing\*\* Deprecation of HMAC Initiates Migration to SSO Self-Service .....5
  - Security Enhancements .....6**
    - Support Ending for TLS v 1.1 Encryption Protocol (Feb 20, 2020).....6
    - Graphics No Longer Supported for Printed Invoices .....8
  - File Transfer Updates .....9**
    - TLS v1.1 SSL Protocol Not Allowed for File Transfers.....9
    - HTTPS Protocol No Longer Allowed for File Transfer (Feb 24, 2020) ..... 10
- Planned Changes.....11**
  - Concur Invoice .....11**
    - \*\*Planned Changes\*\* Invoice Users Who Can Create Invoices Will Soon Be Able to Customize Columns for the Unsubmitted Invoices List View ..... 11
  - Invoice Pay .....12**
    - \*\*Planned Changes\*\* Security Enhancements for Checks ..... 12
  - Purchase Order .....14**
    - \*\*Planned Changes\*\* Purchase Order Processor Can Reopen Closed Purchase Orders. 14
    - \*\*Planned Changes\*\* Purchase Orders Can be Assigned to a New Owner ..... 14
- Client Notifications.....16**
  - Subprocessors.....16**

|   |           |
|---|-----------|
| SAP Concur Non-Affiliated Subprocessors .....                           | 16        |
| <b>Browser Certifications.....</b>                                      | <b>16</b> |
| Monthly Browser Certifications and Supported Configurations .....       | 16        |
| <b>SAP Concur Support Case Status.....</b>                              | <b>17</b> |
| <b>Check Support Case Status.....</b>                                   | <b>17</b> |
| February Example .....  | 18        |
| <b>Additional Release Notes and Other Technical Documentation .....</b> | <b>19</b> |
| <b>Online Help – Admins.....</b>  | <b>19</b> |
| <b>SAP Concur Support Portal – Selected Users.....</b>                  | <b>19</b> |

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# Release Notes

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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).

## Invoice Capture

### **Submit & Get Next and Submit & Quit Options Added to Concur Managed Verification**

#### ***Overview***

The Invoice Capture Concur Managed Verification page now includes **Submit & Get Next** and **Submit & Quit** options.

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

These options make the verification more efficient for Invoice Capture Processors.

#### ***Configuration / Feature Activation***

This change occurs automatically; 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               | October 23, 2019          | Phase I: July 2019<br>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 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.

## Security Enhancements

### Support Ending for TLS v 1.1 Encryption Protocol (Feb 20, 2020)

**Overview**

SAP Concur is announcing end-of-support for version 1.1 of the Transport Layer Security (TLS) encryption protocol. The more secure version 1.2 of TLS continues to be supported. As background, the TLS protocol allows secure back and forth communications between a phone or computer and a cloud-based service.

Refusal of TLS v.1.1 connections will commence on February 20, 2020.

### **BUSINESS PURPOSE / CLIENT BENEFIT**

SAP Concur is taking this step after careful consideration of our clients' security and the ease of upgrade to the newer, more secure version 1.2 of TLS. This end-of-support plan for TLS v 1.1 ensures that our clients are communicating with SAP Concur solutions in a safer and more secure manner using TLS v 1.2.

### **What the Client Sees**

If the client or user is using a TLS v 1.2-compliant browser, there will be no change in the way users interact with SAP Concur. If the browser is not TLS v 1.2 compliant, users will not be able to sign in to SAP Concur.

In general, the use of less-secure TLS connections can lead to exposed data, resulting in compromised sessions across any TLS channel of communication (for example, SAP Concur services).

### **AFFECTED DEVICES**

In general, browsers that use TLS to establish inbound and outbound communication channels with SAP Concur services are affected, for example connections across:

- Users attempting to log in to SAP Concur solutions
- APIs
- Bulk upload via SFTP
- Connectors
- FTP/PGP
- SAP Integrations
- Other

The ability of a browser to comply by upgrading to TLS v 1.2 depends on the company's support for the specific browser, for example Microsoft Edge, Google Chrome, and others.



Refer to *Client Browsers* in the [Concur Travel & Expense Supported Configurations](#) guide for information about supported browsers.

### **INFORMATIONAL BANNER TO DISPLAY**

An informational banner (below) will display when a user attempts to log in using a browser that does not support TLS v 1.2 and later and thus cannot negotiate a connection.

The intent is to alert the user to this upcoming change using an informational-only message with a link to additional useful information.

## Upgrade your browser to connect to Concur

To access [concur.com](https://concur.com), we recommend upgrading your browser to the latest version or contacting your organization's technical support for help.

What's happening? Your browser is using an outdated security standard (TLS 1.1). Unsupported browsers include Internet Explorer (IE) version 7 and lower, as well as IE 8, 9, and 10 with default settings. Additionally, older versions of Chrome, Safari and Firefox may not meet these standards.

[FAQs and Instructions](#)

### **Configuration / Feature Activation**

Transitioning to support for TLS v 1.2 and later might simply require updating the security settings of your browser. In most instances, the company already has the support in place and only needs to identify non-compliant browsers and upgrade those browsers to newer versions.

Please check with the department in your company that is responsible for browser compliance and ensure that they are aware of this upcoming change.



For more information, refer to the [Transport Layer Security 1.1 End of Support FAQ](#).

## **Graphics No Longer Supported for Printed Invoices**

### **Overview**

In order to meet security requirements – SAP Concur no longer supports graphics of any sort in invoices that are configured using the Printed Invoice feature.

### **BUSINESS PURPOSE**

This change provides greater security for SAP Concur clients.

### **What the User Sees**

The user, whether viewing or printing an invoice no longer sees graphics (generally logos).

### **Configuration / Feature Activation**

The change occurs automatically; the graphic will no longer be displayed.

Though not required, each company might want to review their configurations, remove the HTML code for the graphic, and make any desired formatting or layout changes.



For more information about modifying the configuration, refer to the *Invoice: Printed Invoice Configuration Setup Guide*. Information about adding graphics has been removed from the guide.

## File Transfer Updates

### TLS v1.1 SSL Protocol Not Allowed for File Transfers

#### 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 has made changes that provide greater security for those file transfers.

The TLS 1.1 (Transport Layer Security) SSL protocol has been removed from our SAP Concur file transfer system allowed list.

- This relates to the FTPS and HTTPS file transfer protocols.
- The HTTPS file transfer protocol will not be allowed beginning on February 24, 2020. If you are currently using HTTPS, we suggest migrating to SFTP with key authentication.



For more information, refer to the *HTTPS Protocol No Longer Allowed for File Transfer (Feb 24, 2020)* release note in this document.

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

#### **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](#) and the [Transport Layer Security 1.1 End of Support FAQ](#).

## **HTTPS Protocol No Longer Allowed for File Transfer (Feb 24, 2020)**

### **Overview**

This release note is intended for the 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.

Beginning February 24, 2020 at 2 PM PST, connections via the HTTPS protocol will no longer be allowed when connecting to the SAP Concur file transfer system.

- Existing HTTPS file transfer accounts must switch to SFTP with SSH Key Authentication before February 24, 2020.

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

### **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](#).

## Planned Changes

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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\*\* Invoice Users Who Can Create Invoices Will Soon Be Able to Customize Columns for the Unsubmitted Invoices List View**

| Information First published | Information Last Modified | Feature Target release date |
|-----------------------------|---------------------------|-----------------------------|
| January 18, 2020            | –                         | Q1 2020                     |

#### **Overview**

Concur Invoice users who can create invoices will soon be able to manage and customize columns from the **Unsubmitted Invoices** and **Unsubmitted PO Invoices** list views on the **My Invoices** page. To access the feature, invoice users click on the gear icon which opens the **Manage Columns** window.

They can then drag and drop fields between the **Hidden** and the **Visible** lists depending on what they want to see in the **Unsubmitted Invoices** and **Unsubmitted PO Invoices** list views.

Some of the fields cannot be removed (hidden). A warning message appears to notify the invoice user when they try to remove (hide) such a field.

---

**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 an invoice user accesses the **Unsubmitted Invoices** list view.

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

This enhancement helps clients to customize the view they need to better manage their invoice information.

**What the User Sees**

The invoice user who can create invoices will see a new gear icon when they have selected the **Unsubmitted Invoices** or **Unsubmitted PO Invoices** list view. When the invoice 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.

**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.

## Current Checks vs Future Checks

### Current Front

FOR SECURITY PURPOSES, THE FACE OF THIS DOCUMENT CONTAINS A BLUE BACKGROUND AND MICROPRINTING IN THE BORDER

CHECK NO: 18007988  
CHECK DATE: 02/27/14

AMOUNT  
\$139.50

VOID

DO NOT CASH IF WATERMARK IS NOT PRESENT ON THE REVERSE SIDE OF THIS DOCUMENT - HOLD AT AN ANGLE TO VIEW

### Future Front

FOR SECURITY PURPOSES, THE FACE OF THIS DOCUMENT CONTAINS A BLUE BACKGROUND AND MICROPRINTING IN THE BORDER

CHECK NO: 123456789  
CHECK DATE: 06/06/00

AMOUNT  
\$139.50

VOID

DO NOT CASH IF SECURITY SCREEN IS NOT PRESENT ON THE REVERSE SIDE OF THIS DOCUMENT

#### Current checks have...

- 1 Security feature patent numbers
- 2 Red printed control numbers
- 3 Has company logo that can only be seen under black light
- 4 Microprinting on left side and right side of check reads multi-toned security
- 5 Verbiage for security features
- 6 Hidden watermark security feature; seen when held at an angle
- 7 Terminology for security features

#### Future checks have...

- 1 The micro-print now matches the payee name and check amount to deter and identify any alteration.
- 2 Registered CPSA Padlock security feature
- 3 Revised verbiage for security features
- 4 Padlock security feature information
- 5 Overt security screen
- 6 Has 2D barcode that hold unique identifiers
- 7 Terminology for security features

### Current Back

VOID

### Future Back

Original Document

### 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 Orders Can be Assigned to a New Owner**

| Information First Published | Information Last Modified | Feature Target Release Date |
|-----------------------------|---------------------------|-----------------------------|
| October 17, 2019            | January 17, 2020          | Q1 2020                     |

#### **Overview**

In a future release, users with the Purchase Order Processor role will be able to change the owner of a purchase order (PO). The new owner will see the POs that are assigned to them on the **My Purchase Orders** page.

In order to assign a PO to a new owner the following criteria must be met:

- The PO must be an SAP Concur-generated PO (imported POs cannot be reassigned using this feature).
- The new owner must have an active SAP Concur user account.
- The new owner must have the Purchase Request User role assigned to them.

- The new owner must have access to the policy and vendor associated with the relevant PO.

To support Change Order functionality, new PO owners will also be assigned as the owner of the purchase request the PO was created from. If more than one PO was created from a single purchase request, assigning a new PO owner to one PO will also assign them as the owner of the other POs associated to the same purchase request.

**BUSINESS PURPOSE / CLIENT BENEFIT**

If a PO owner is no longer an active SAP Concur user or is no longer responsible for new invoices associated with a PO, the Purchase Order Processor will be able to change the owner of the PO so that PO invoices can be routed to a new owner.

***Configuration / Feature Activation***

Configuration information will be added to this section in a future release note.

# Client Notifications

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## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: [SAP Concur list of Subprocessors](#)

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

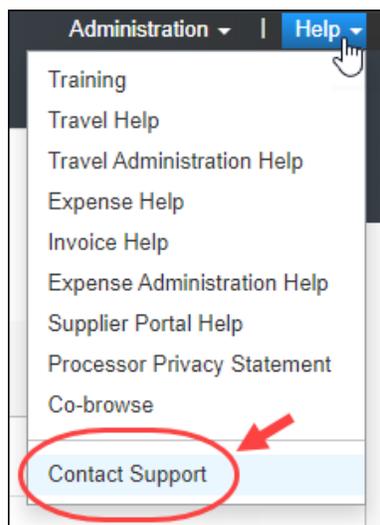
This release might resolve previously submitted support cases. You can check the status of a support case to confirm whether the case issue has been resolved.

## Check Support Case Status

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

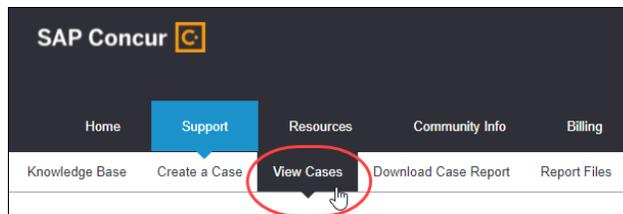
► **To check the status of a submitted case:**

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

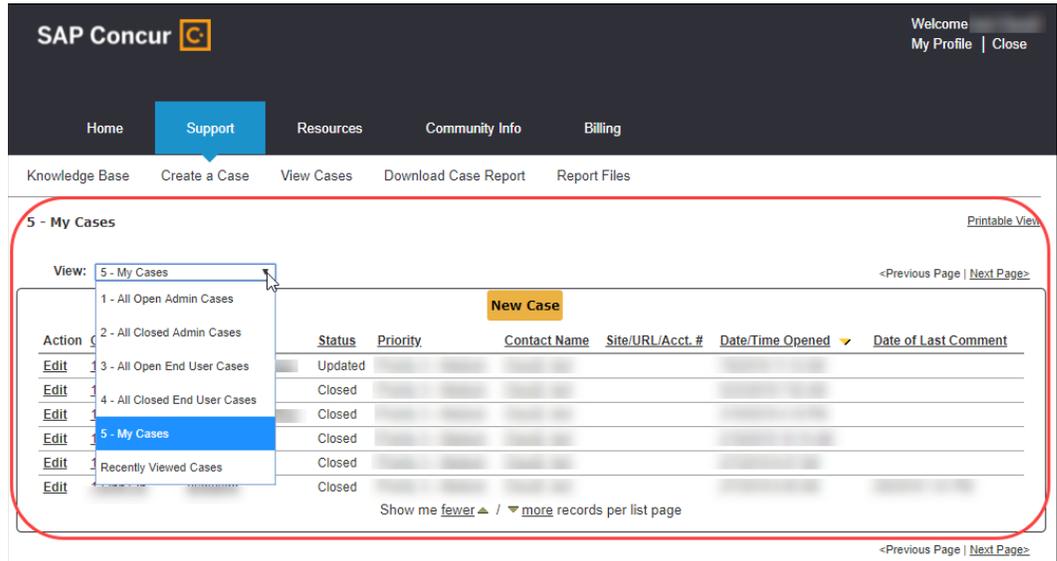


**NOTE:** If you do not have the option to contact SAP Concur support in the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



- 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.



## February Example

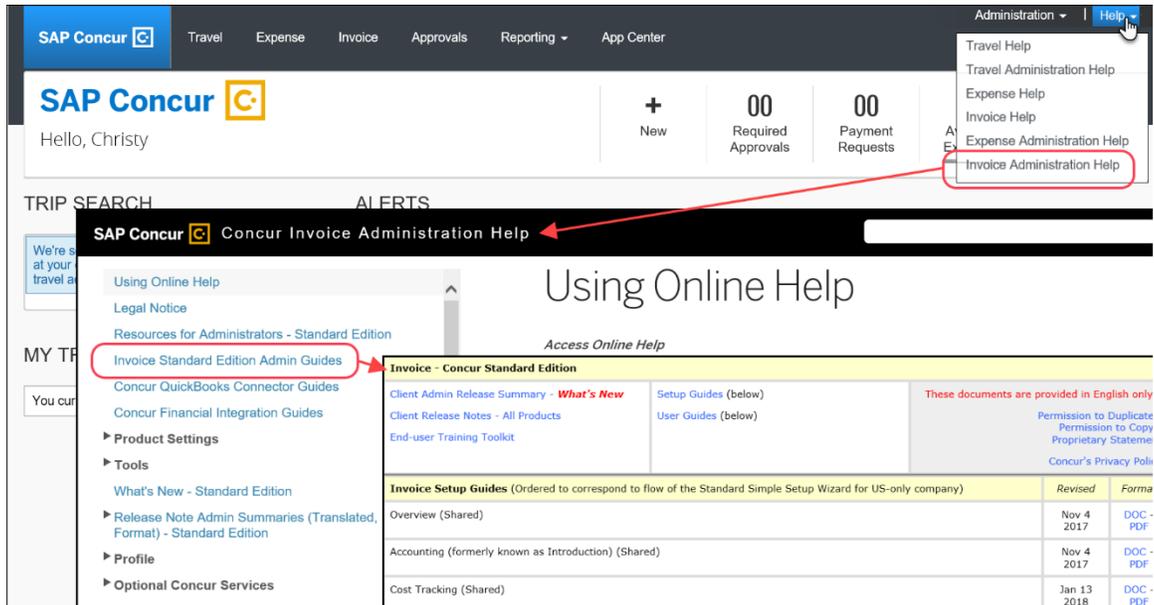
The table below contains some example cases that are resolved in this release. It is not a comprehensive list of the resolved cases.

| Case ID  | Description   |
|----------|---|
| 15088780 | <b>Concur Invoice</b><br>When invoices were sorted by vendor name, after viewing the details of a selected invoice, the list sort order was not retained. |
| 15100245 | <b>Concur Invoice</b><br>Invoices were not sorted correctly when the user clicked the column heading for the column on which they wanted to sort.         |
| 15084541 | <b>Vendor Management</b><br>The Create and Approve vendor pages did not open in Internet Explorer.  |
| 15153078 | <b>Concur Invoice</b><br>Approvers experienced time-out and application errors while attempting to approve invoices.                                      |

# 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**.



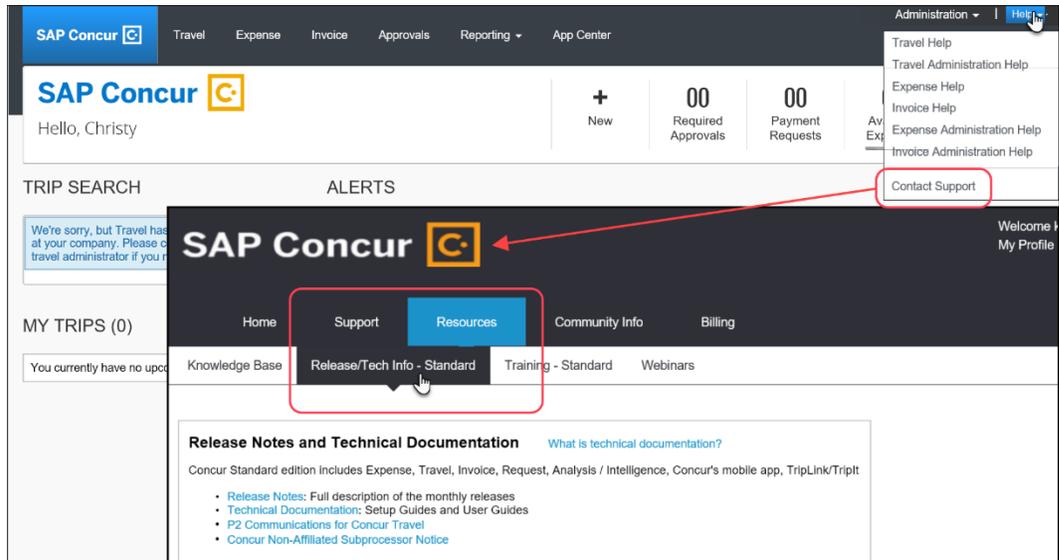
## SAP Concur Support Portal – Selected Users

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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|   |                         |
|---|-------------------------|
| <b>SAP Concur Release Notes</b>   |                         |
| <b>Invoice Professional/Premium</b>   |                         |
| Includes: Concur Invoice, Capture Processing, Invoice Pay, Purchase Requests, and Purchase Orders |                         |
| <b>Month</b>  | <b>Audience</b>         |
| Release Date: March 14, 2020<br>Update 1: Monday, April 6, 4:00 PM PST                            | SAP Concur Client FINAL |

# Contents

- Release Notes ..... 4**
- Concur Invoice .....4**
  - Customize Columns Now Available on the Unsubmitted Invoices and Unsubmitted Purchase Orders List Views..... 4
- Purchase Order .....8**
  - Purchase Orders Can be Assigned to a New Owner ..... 8
- Invoice Capture..... 14**
  - Clients Can Now Process Concur-Managed Invoice Batches (Released March 27)..... 14
- Data Retention ..... 15**
  - Manage Holds & Purge Users Description Updated (Apr 3) ..... 15
- Authentication..... 16**
  - \*\*Ongoing\*\* Deprecation of HMAC Initiates Migration to SSO Self-Service ..... 16
- Security Enhancements ..... 17**
  - Support Now Ended for TLS v 1.1 Encryption Protocol..... 17
- File Transfer Updates ..... 19**
  - \*\*Ongoing\*\* SAP Concur Legacy File Move Migration ..... 19
  - HTTPS Protocol No Longer Allowed for File Transfer ..... 20
- Miscellaneous..... 21**
  - New SSL Certificate for concursolutions.com (April 14) ..... 21
  - Modified Home Page Appears When Some Products and Services Are Unavailable (March 20)..... 22
- Planned Changes..... 24**
- Invoice Pay ..... 24**
  - \*\*Planned Changes\*\* Security Enhancements for Checks ..... 24
- Purchase Order ..... 25**

\*\*Planned Changes\*\* Purchase Order Processor Can Reopen Closed Purchase Orders. 25

|   |           |
|---|-----------|
| <b>Client Notifications</b> .....                                       | <b>26</b> |
| <b>Subprocessors</b> .....  | <b>26</b> |
| SAP Concur Non-Affiliated Subprocessors .....                           | 26        |
| <b>Browser Certifications</b> .....                                     | <b>26</b> |
| Monthly Browser Certifications and Supported Configurations .....       | 26        |
| <b>SAP Concur Support Case Status</b> .....                             | <b>27</b> |
| <b>Check Support Case Status</b> .....                                  | <b>27</b> |
| March Example .....   | 28        |
| <b>Additional Release Notes and Other Technical Documentation</b> ..... | <b>29</b> |
| <b>Online Help – Admins</b> .....                                       | <b>29</b> |
| <b>SAP Concur Support Portal – Selected Users</b> .....                 | <b>30</b> |

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# Release Notes

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

## Concur Invoice

### Customize Columns Now Available on the Unsubmitted Invoices and Unsubmitted Purchase Orders List Views

#### Overview

Concur Invoice users who can create invoices can now manage and customize columns from the **Unsubmitted Invoices** and **Unsubmitted Purchase Order** list views on the **My Invoices** page. To access the feature, invoice users click on the gear icon which opens the **Manage Columns** window.

They can then drag and drop fields between the **Hidden** and the **Visible** lists depending on what they want to see in the **Unsubmitted Invoices** and **Unsubmitted Purchase Order Invoices** list views.

The **Vendor Name**, **Invoice Number**, and **Invoice Date** columns cannot be removed (hidden). A warning message appears to notify the invoice user if they try to remove (hide) these columns.

#### Default Columns:

- Invoice Name
- Vendor Name
- Invoice Number
- Invoice Date
- Total
- Last Comment
- With User Since

#### Additional Columns That Can Be Added/Removed:

- Action Due Date
- Payment Status
- Approval Status

- Custom 1-20
- PO Number
- Policy Name
- Is Emergency Check Run
- Invoice Received Date
- Payment Terms
- Payment Due Date
- Payment Method
- Description
- Org Unit 1-6

**Searchable Columns:**

- Vendor Name
- Title
- PO Match Status
- Total
- Vendor Invoice Number
- PO Number

Any changes to columns in the **Manage Columns** window will be applied to both the **Unsubmitted Invoices** and **Unsubmitted Purchase Orders** list views.

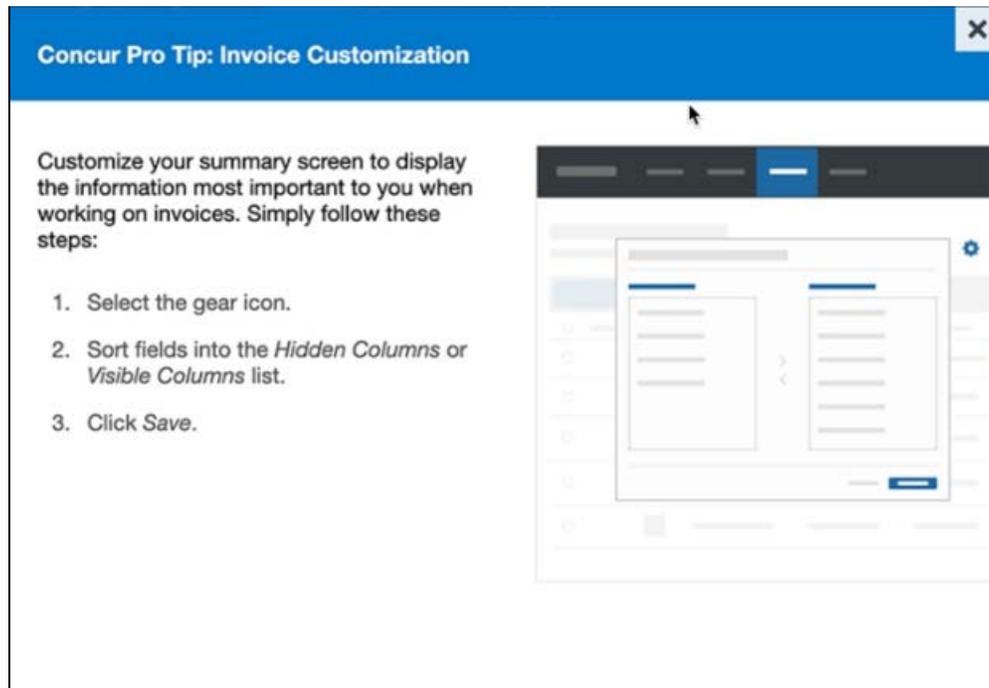
---

**NOTE:** A maximum of three custom fields can be placed in the **Visible** list.

---

In addition, if you customize columns while acting as a proxy for another user, you are customizing the view for yourself only, not the user for whom you are acting as a proxy.

An In-Product Message (IPM) with information about this feature appears the first time an invoice user accesses the **Unsubmitted Invoices** or the **Unsubmitted Purchase Order Invoices** list view.

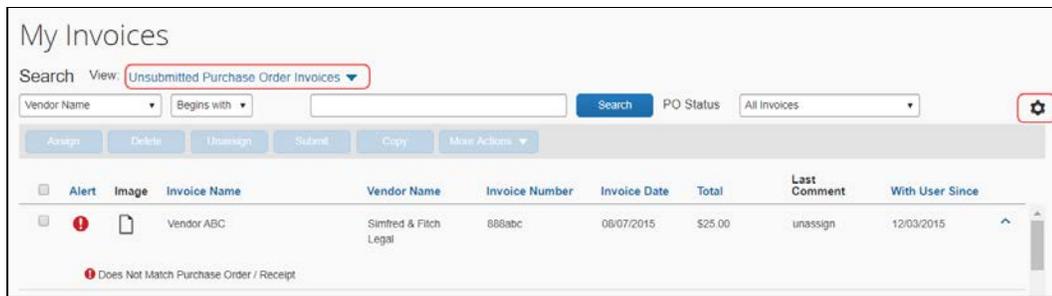
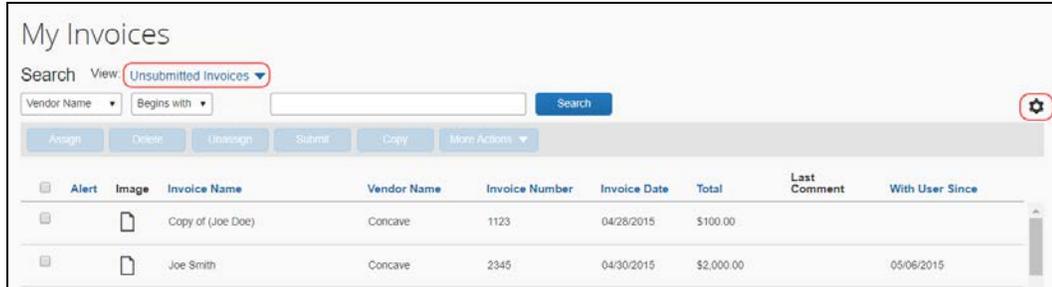


#### **BUSINESS PURPOSE / CLIENT BENEFIT**

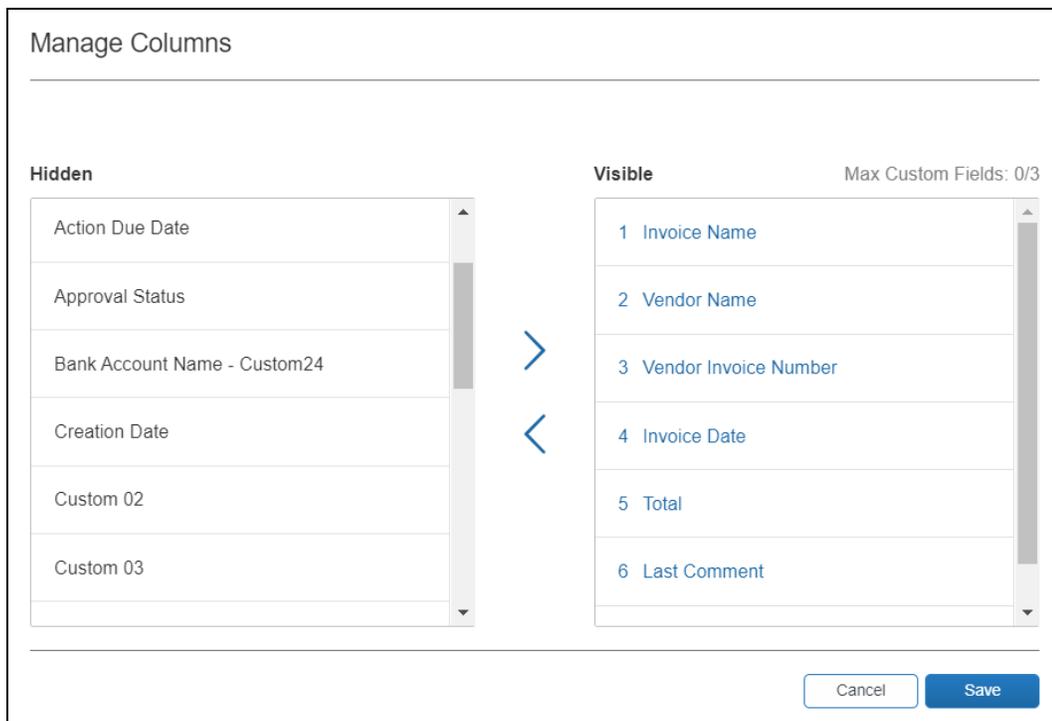
This feature is intended to help clients save time when they make decisions about which invoices to work on first by allowing them to add columns for the fields that are most important to them when they review their invoices.

**What the User Sees**

The invoice user who can create invoices will see a new gear icon when they have selected the **Unsubmitted Invoices** or **Unsubmitted Purchase Order Invoices** list view.



When the invoice 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.



For more information, refer to the [Invoice: Invoice AP User Guide](#).

## Purchase Order

### Purchase Orders Can be Assigned to a New Owner

#### Overview

Users with the Purchase Order Processor role can now change the owner of a purchase order (PO). A new PO owner can be assigned when viewing the details of a purchase order or from the **Process Purchase Orders** page. The new owner will see the POs that are assigned to them on the **My Purchase Orders** page and will be able to manage the POs in the same ways that the previous owner did.

In order to assign a PO to a new owner the following criteria must be met:

- The PO must be an SAP Concur-generated PO (imported POs cannot be reassigned using this feature).
- The new owner must have an active SAP Concur user account.
- The new owner must have the Purchase Request User role assigned to them.
- The new owner must have access to the policy and vendor associated with the relevant PO.

New PO owners will also be assigned as the owner of the purchase request the PO was created from to support Change Order functionality. If more than one PO was created from a single purchase request, assigning a new PO owner to one PO will also assign them as the owner of the other POs associated to the same purchase request.

---

**NOTE:** A new PO owner cannot be assigned to a PO if there is a Change Order pending approval.

---

#### BUSINESS PURPOSE / CLIENT BENEFIT

If a PO owner is no longer an active SAP Concur user or no longer responsible for a PO, the Purchase Order Processor can assign a new owner to manage the PO and to have new invoices associated to the PO routed to the new owner.

## What the User Sees

Users with the Purchase Order Processor role will see an **Assign New Owner** item on the **Actions** list on the **Purchase Order Details** page and on the **Process Purchase Orders** page.

▶ **To assign a new owner to a PO:**

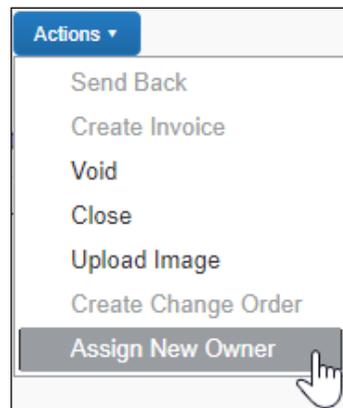
1. On the **Process Purchase Orders** page, search for the relevant POs.



2. Do one of the following:

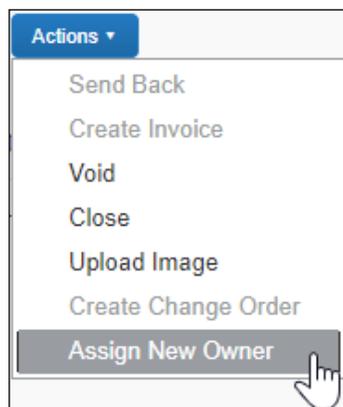
▶ **To assign a PO from the Purchase Order Details page:**

- ◆ Open the desired purchase order by double clicking it in the list or by selecting it and then clicking **Actions > Open Purchase Order**. On the **Purchase Order Details** page, click **Actions > Assign New Owner**.



► **To assign one or more POs from the Process Purchase Orders page:**

- ◆ On the **Process Purchase Orders** page, select the desired purchase orders. Click **Actions > Assign New Owner**.



The **Assign New PO Owner** window appears.

3. In the **Choose Employee** field, begin typing the new owner's name or type an asterisk (\*) for a list of available users.

 A screenshot of the "Assign New PO Owner" window. At the top, it says "Assign New PO Owner". Below that is a "Choose Employee:" label. There is a text input field containing "Last-2494". Below the input field is a dropdown list showing a search result: "Last-2494, First-2494", "Employee ID: User-2494@p0170036ou8n.com", and "Logon ID: User-2494@p0170036ou8o.ca". Below the dropdown is a "Search Employees By" dropdown menu. At the bottom right of the window are "Assign" and "Cancel" buttons.

4. Select the new owner. If desired, add an optional comment to the comment field. Click **Assign**.

### Assign New PO Owner

---

Choose Employee:

Last-2494, First-2494

The employee assigned as the new PO owner will also be assigned as the owner of the Purchase Request associated to the PO and any other POs associated to that Purchase Request.

Comment:

Original PO owner is no longer with the company.

---

Assign
Cancel

The new PO owner will appear in the following locations:

- As the Requestor on the **Process Purchase Orders** page

| Query ▾                  | Actions ▾   | Preferences           |
|--------------------------|-------------|-----------------------|
| <input type="checkbox"/> | Order No. ▲ | Requestor             |
| <input type="checkbox"/> | PO2568      | Last-2494, First-2494 |
| <input type="checkbox"/> | PO2569      | Last-2494, First-2494 |
| <input type="checkbox"/> | PO2570      | Last-2494, First-2494 |

- As the **Requested By** user on the **Purchase Order Details** page

**PURCHASE ORDER PO2568**

Transmitted to Vendor  
Requested by Last-2494, First-2494

Transmit
Preview
Actions ▾

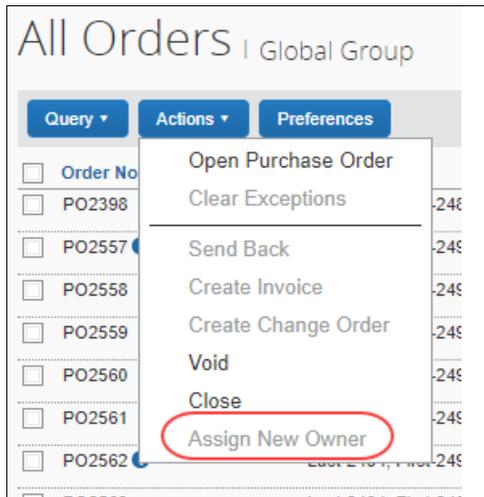
- On the the PO PDF

In addition, the action of reassigning the PO is added to the PO's audit trail.

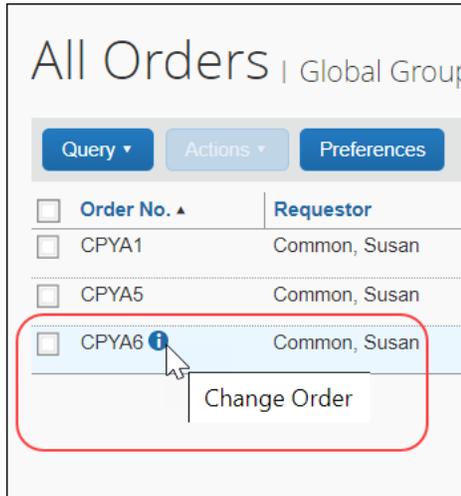
| Audit Trail         |                       |                             |   |
|---------------------|-----------------------|-----------------------------|---|
| Date/Time           | Updated By            | Action                      | Description   |
| 01.14.2020 05:04 PM | Last-2496, First-2496 | Purchase Order Reassignment | Purchase Order Reassigned from Employee: "First-2495 Last-2495" to Employee: "First-2494 Last-2494"<br>Comment: Original PO owner is no longer with the company.    |
| 12.11.2019 01:51 PM | Last-2496, First-2496 | Purchase Order Transmit     | Purchase Order Transmitted. Status changed from "Pending Transmission" to "Transmitted to Vendor"<br>Attachments: (d74ccb0b7996370bb8b9)<br>No of Attachments : (1) |

Close

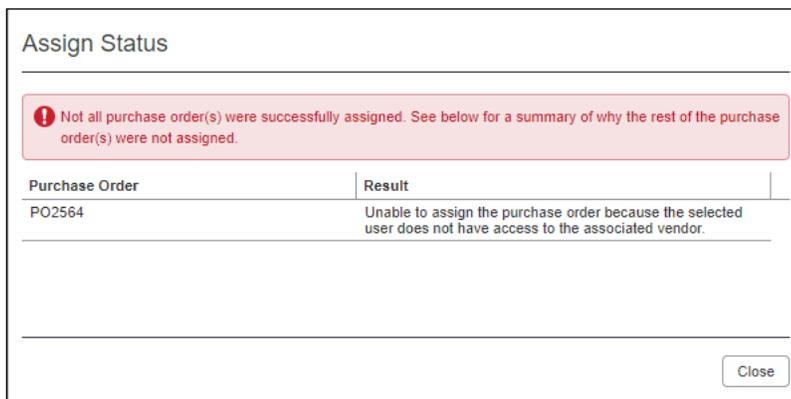
The **Assign New Owner** menu item will be unavailable if the PO has a Change Order pending approval.



If a PO has a Change Order pending approval, an information icon will appear next to the PO's order number on the **Process Purchase Orders** page.



If the new PO owner does not have access to the policy or vendor associated with the PO, an error message will appear when the Purchase Order Processor attempts to assign the PO to the new owner.



### **Configuration / Feature Activation**

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

## Invoice Capture

### Clients Can Now Process Concur-Managed Invoice Batches (Released March 27)

#### Overview

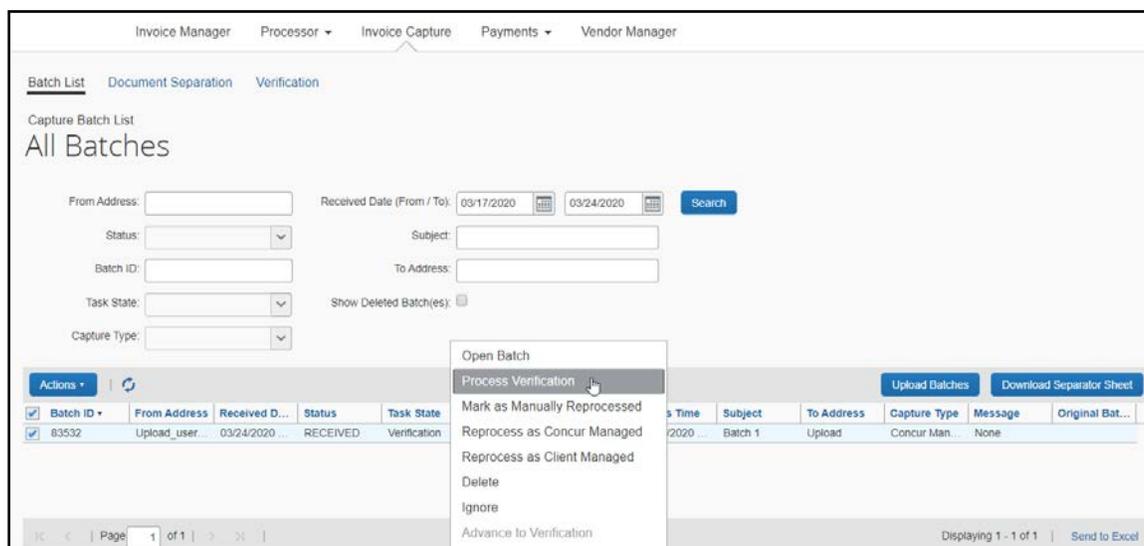
Clients, who use Concur-Managed Invoice Capture or dual support (Concur-Managed and Client-Managed Invoice Capture), now have the option to process their own invoice batches. In the **All Batches** window, clients can right-click an invoice batch and select **Process Verification** to open the invoice batch in the **Verification** window where they can process the invoices.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This feature enables clients, who use Concur-Managed Invoice Capture or dual support (Concur-Managed and Client-Managed Invoice Capture), to process high-priority invoice batches.

#### What the User Sees

When they right-click on an invoice batch on the **All Batches** page, the user will see a new list item, **Process Verification**.



Clicking **Process Verification** opens the **Verification** page.

#### Configuration / Feature Activation

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



For more information, refer to the [Invoice: Capture Processing – Dual Support User Guide](#).

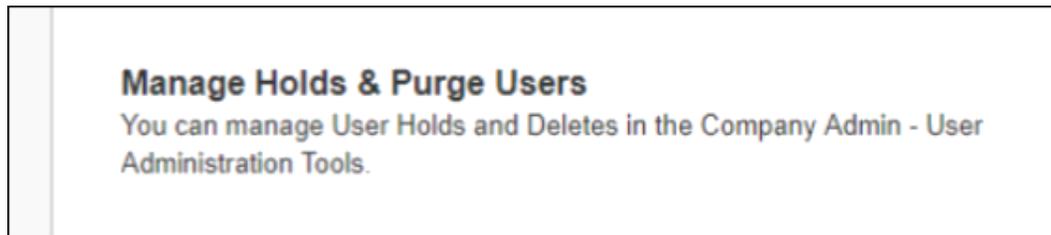
## Data Retention

### Manage Holds & Purge Users Description Updated (Apr 3)

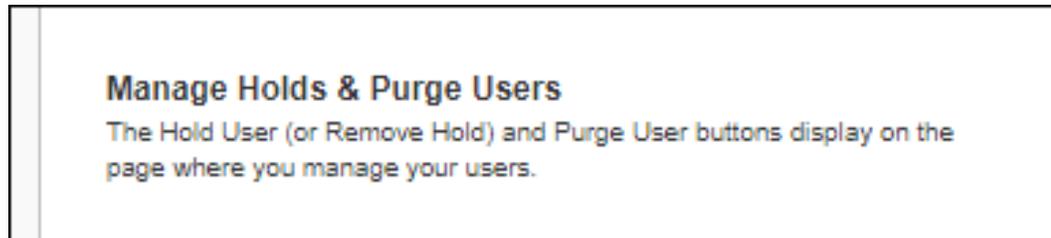
#### Overview

The description of the **Manage Holds & Purge Users** data retention feature that appears on the **Administration > Company > Data Retention** page has been updated.

#### BEFORE UPDATE



#### AFTER UPDATE



#### BUSINESS PURPOSE / CLIENT BENEFIT

This update provides more accurate information about where a user with the Data Retention Administrator role can find the **Hold User**, **Remove Hold**, and **Purge User** buttons.

#### Configuration / Feature Activation

There are no configuration or activation steps



For more information, refer to the [Shared: Data Retention Setup Guide](#) for Professional edition.

## Authentication

### **\*\*Ongoing\*\* Deprecation of HMAC Initiates Migration to SSO Self-Service**

| Information First Published | Information Last Modified | Feature Target Release Date               |
|-----------------------------|---------------------------|---|
| July 12, 2019               | March 6, 2020             | Phase I: July 2019<br>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 deprecation process of removing Hash-Based Message Authentication Code (HMAC) as an SSO option. The replacement service for HMAC is SAML SSO is a self-service method of setup whereby client admins have access within SAP Concur to complete their SAML connections.

Clients currently using HMAC are encouraged to migrate to the SSO self-service tool as soon as it is released (targeted for Q2 2020). The new SSO self-service tool allows multiple portals (Identity Providers) to be added.

The HMAC deprecation 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.)
- Travel Management Companies (TMCs) partners prepare for onboarding new SAP Concur clients using the new SSO self-service tool, which is targeted for release in Q2 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 need to be migrated using the new SSO self-service tool.

#### **Phase II:**

- Travel Management Companies (TMCs) partners continue migrating existing SAP Concur clients from the HMAC service 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 need to contract for or develop their SAML 2.0 solution. TMCs need to have an Identity Provider (IdP).
- Once support for SAML 2.0 is complete, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

***Important – Migration for Legacy HMAC Clients***

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

To prepare for Phase I of the HMAC deprecation:

- Clients need to have an Identity Provider (IdP) or a custom SAML 2.0 solution.
- Clients can configure the SSO self-service tool as soon as it is released in Q2 2020.

***More Information***

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

## Security Enhancements

### Support Now Ended for TLS v 1.1 Encryption Protocol

***Overview***

SAP Concur is announcing an end-of-support cycle for version 1.1 of the Transport Layer Security (TLS) encryption protocol, while continuing support for the more

secure version 1.2 of TLS. The TLS protocol allows secure back and forth communications between a phone or computer and a cloud-based service.

Refusal of TLS v.1.1 connections began on February 20, 2020.

### **BUSINESS PURPOSE / CLIENT BENEFIT**

SAP Concur is taking this step after careful consideration of our clients' security and the ease of upgrading to the newer, more secure version 1.2 of TLS. This end-of-support plan for TLS v 1.1 ensures that our clients are communicating with SAP Concur solutions in a safer and more secure manner using TLS v 1.2.

### **What the Client Sees**

If the client or user is using a TLS v 1.2-compliant browser, there will be no change in the way users interact with SAP Concur. If the browser is not compliant, users will not be able to sign into SAP Concur.

In general, the use of less-secure TLS connections can lead to exposed data, resulting in compromised sessions across any TLS channel of communication (for example, SAP Concur services).

### **AFFECTED DEVICES**

Browsers that use TLS to establish inbound/outbound communication channels with SAP Concur services are affected, for example:

- Users attempting to log in to SAP Concur solutions
- APIs
- Bulk upload via SFTP
- Connectors
- FTP/PGP
- SAP Integrations
- Other

The ability of a browser to upgrade to TLS v 1.2 will depend on the company's support for the specific browser for example Microsoft Edge, Google Chrome, and others.



For information about supported browsers, refer to the [Client Browsers in the Concur Travel & Expense Supported Configurations](#) guide.

**INFORMATIONAL MESSAGE**

An informational message appears when a user attempts to log in using a browser that does not support TLS v 1.2 and later and thus cannot negotiate a connection.

## Upgrade your browser to connect to Concur

To access [concursolutions.com](https://concursolutions.com), we recommend upgrading your browser to the latest version or contacting your organization's technical support for help.

What's happening? Your browser is using an outdated security standard (TLS 1.1). Unsupported browsers include Internet Explorer (IE) version 7 and lower, as well as IE 8, 9, and 10 with default settings. Additionally, older versions of Chrome, Safari and Firefox may not meet these standards.

[FAQs and Instructions](#)

The intent of the message is to alert the user to this upcoming change using an informational-only message with a link to additional useful information.

**Configuration / Feature Activation**

Transitioning to support for TLS v 1.2 and later might simply require updating the security settings of your browser. In most instances, the company already has the support in place and only needs to identify non-compliant browsers and upgrade them to newer versions.

Please check with the department in your company that is responsible for browser compliance and ensure they are aware of this upcoming change.



For more information, refer to the [Transport Layer Security 1.1 End of Support FAQ](#).

**File Transfer Updates****\*\*Ongoing\*\* SAP Concur Legacy File Move Migration**

| Applies to:                 | Expense                | Invoice                   | Request                | Travel                      | Other        |
|-----------------------------|------------------------|---------------------------|------------------------|-----------------------------|--------------|
| Edition(s)                  | Professional, Standard | Professional, Standard    | Professional, Standard | Professional, Standard      | Intelligence |
| Information First Published |                        | Information Last Modified |                        | Feature Target Release Date |              |
| March 6, 2020               |                        | --                        |                        | Ongoing in 2020             |              |

**Overview**

This release note is intended for the technical staff responsible for file transmissions with SAP Concur. For our clients and vendors participating in data exchange, SAP

Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur will begin migrating entities that currently use a legacy process for moving files to a more efficient and secure file routing process that relies on APIs.

Clients whose entities are currently configured to use the legacy process will be migrated to the more efficient process sometime between now and the end of 2020. After they are migrated to the more efficient process, clients will see the following improvement:

- With the legacy process, clients had to wait for the file move schedule to run at a specified time. With the more efficient and secure API-based process, extracts and other outbound files from SAP Concur will be available within the existing overnight processing period shortly after the files are created.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

These changes provide greater security and efficiency 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](#).

## **HTTPS Protocol No Longer Allowed for File Transfer**

### **Overview**

This release note is intended for the 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 has made changes that provide greater security for those file transfers.

As of 2 PM PST on February 24, 2020, connections via the HTTPS protocol are no longer allowed when connecting to the SAP Concur file transfer system.

- Existing HTTPS file transfer accounts must now switch to SFTP with SSH Key.

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

#### **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](#).

## **Miscellaneous**

### **New SSL Certificate for concursolutions.com (April 14)**

#### **Overview**

To ensure the ongoing security of our products and services, SAP Concur has issued a new concursolutions.com SSL certificate.

---

**NOTE:** The current certificate will expire on April 14, 2020.

---

Any client who has pinned this expiring certificate will need to update to the new certificate prior to April 14, 2020. If the pinned certificate is not updated prior to April 14, 2020, 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.

---

**⚠ Important:** 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*.

## **Modified Home Page Appears When Some Products and Services Are Unavailable (March 20)**

### **Overview**

Targeted for late March, when a user signs into SAP Concur, if some products or services are unavailable while other products and services are up and running, a modified version of the user's **Home** page appears, providing access to the products and services that are up and running.

Prior to implementing this improvement, if a user attempted to sign in to SAP Concur when one or more products or services was not available, a 503 (service unavailable) message appeared, the user's **Home** page could not be accessed, and the user had to wait until all services and products were available before signing in to SAP Concur.

---

**NOTE:** The products and services that appear on a user's **Home** page are specific to the user and they might differ from user to user.

---

### **BUSINESS PURPOSE / CLIENT BENEFIT**

This enhancement enables users to complete tasks that rely on the products and services that are up and running even when other products and services might be unavailable.

### **What the User Sees**

When the user signs in, SAP Concur determines which products and services are available to the user.

If any products and services are unavailable, SAP Concur presents the user with a modified **Home** page that includes tiles for each of the available services and a message indicating that one or more products or services are currently unavailable.

The screenshot displays the SAP Concur user interface. At the top, there is a navigation bar with the SAP Concur logo and menu items: Requests, Travel, Expense, Invoice, and App Center. On the right side of the navigation bar, there are links for 'Links', 'Help', and 'Profile'. Below the navigation bar, the main content area is titled 'ALERTS'. A red-bordered box contains the following text: 'You have been successfully logged in, but unfortunately one or more of our services appears to be unavailable at the moment. While we work to fix the outage, you still may be able to use some services.' This is followed by three bullet points: 'The tiles below show green if the service appears to be working, and red if the service appears to be unavailable.', 'You may try using a service by clicking its tile or the associated menu option. Services that show red may not function as expected.', and 'If you need a service that isn't available, you can log out and try again at a later time.' Below the alert, the section 'MY APPLICATIONS' features six application tiles: Home, Requests, Travel, Expense, Invoice, and App Center. Each tile has a green header with a white checkmark, indicating that these services are currently available. At the bottom of the page, there is a dark footer containing the SAP logo, the text 'SAP Concur', and several links: Processor Privacy Statement, Travel Policy, Service Status (North America), Contact Support, and Cookie Preferences. A copyright notice '© Copyright 2020 - SAP Concur - All Rights Reserved' is located in the bottom right corner of the footer.

**NOTE:** For users with access to Concur Open (open.concur.com), Concur Open uses a different process for determining the up and down time of products and services. As a result, it might take slightly longer for Concur Open to reflect the immediate availability of a product or service.

### **Configuration / Feature Activation**

This enhancement is 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.

## Invoice Pay

### \*\*Planned Changes\*\* Security Enhancements for Checks

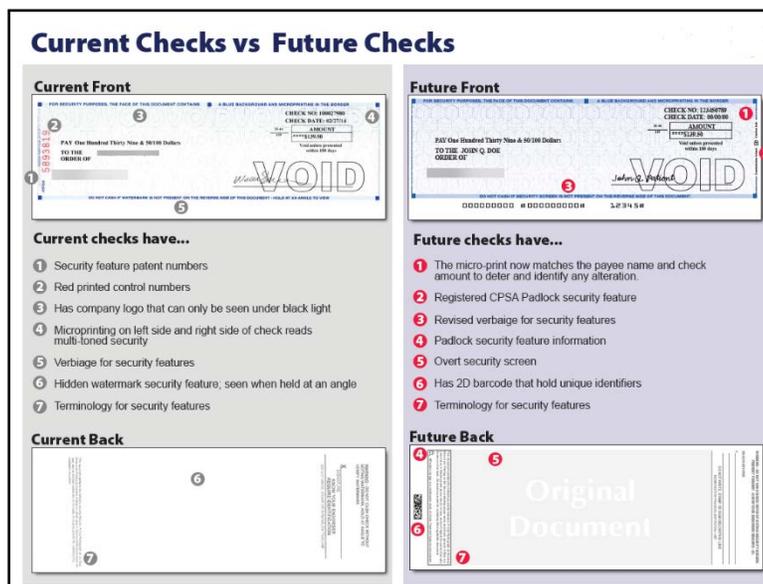
| Information First published | Information Last Modified | Feature Target release date |
|-----------------------------|---------------------------|-----------------------------|
| June 7, 2019                | December 6, 2019          | Q1 2020                     |

### 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            | —                         | May 2020                    |

**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.

# Client Notifications

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## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: [SAP Concur list of Subprocessors](#)

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

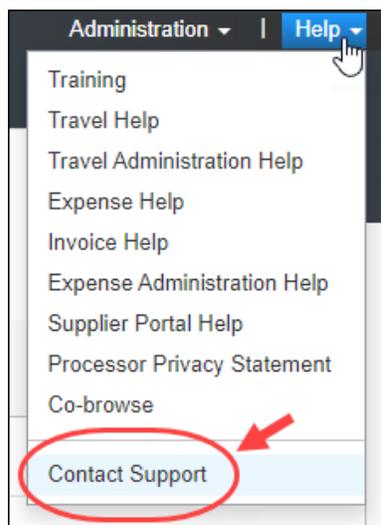
This release might resolve previously submitted support cases. You can check the status of a support case to confirm whether the case issue has been resolved.

## Check Support Case Status

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

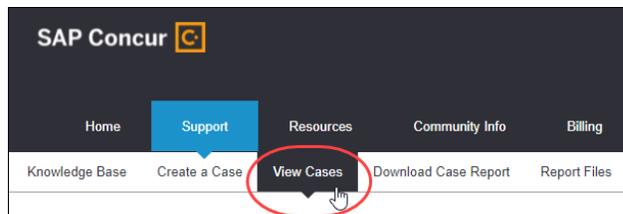
► **To check the status of a submitted case:**

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

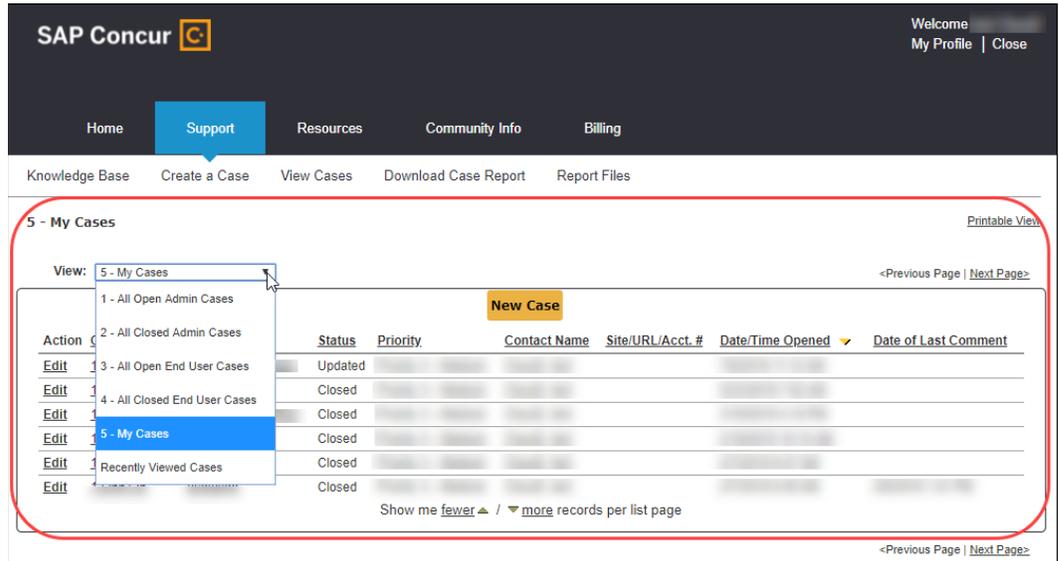


**NOTE:** If you do not have the option to contact SAP Concur support in the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



- 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.



### March Example

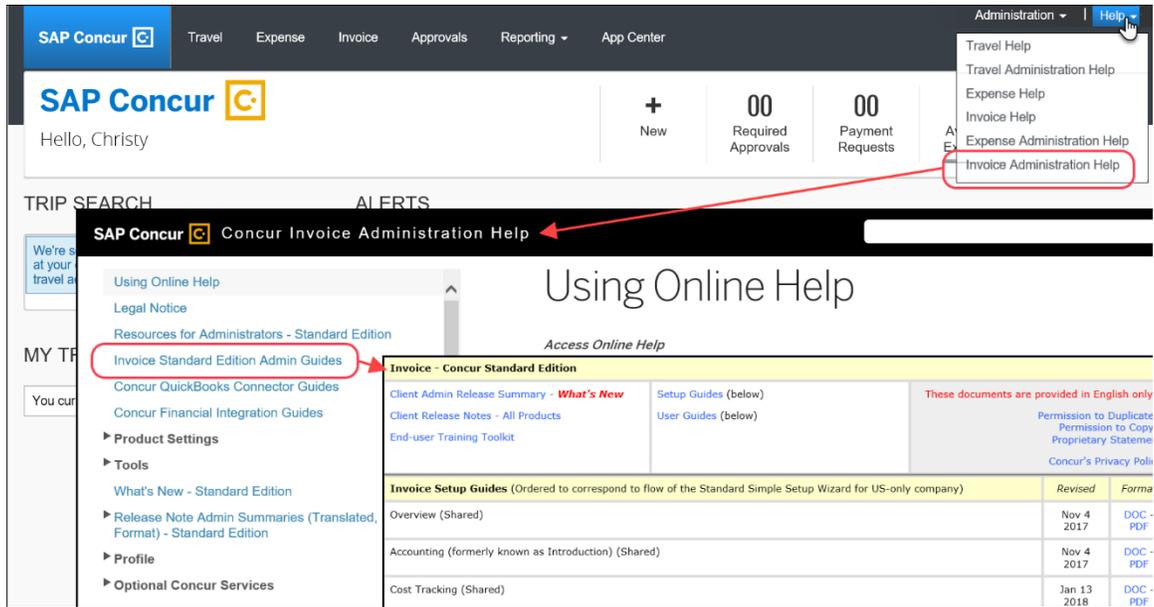
The table below contains some example cases that are resolved in this release. It is not a comprehensive list of the resolved cases.

| Case ID  | Description   |
|----------|---|
| 14690973 | <b>Invoice Capture</b><br>Invoices that were imported through Invoice Capture were not named as expected.   |
| 15000597 | <b>Concur Invoice</b><br>The <b>Net Payment Terms</b> field value was not copied from purchase orders and the payment due date was not updated correctly. |
| 15210701 | <b>Concur Invoice</b><br>Copy Down did not work as expected for invoices with no assigned owner.  |

# 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**.

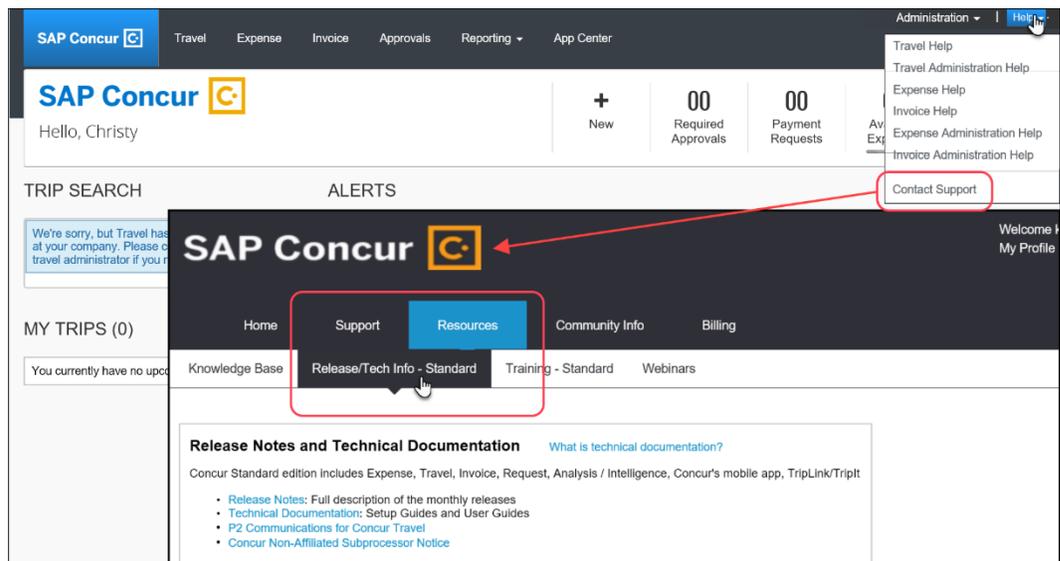


## SAP Concur Support Portal – Selected Users

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                 |
|--|--------------------------|
| Update Date: April 17, 2020<br>Initial Post: Friday, April 17, 1:00 PM PST | SAP Concur Client UPDATE |

### \*\*UPDATE\*\*

The April 2020 release has been cancelled. The next release is scheduled for May 16, 2020. Some features and changes are released outside of the monthly release schedule. This update includes the changes that were released between March 14 and April 17. For maximum visibility, these release notes will be repeated in the next month's release notes. Changes that occur after April 17 will be documented in the May release notes.

## Contents

|   |           |
|---|-----------|
| <b>Release Notes</b> .....  | <b>4</b>  |
| <b>Purchase Order</b> .....   | <b>4</b>  |
| Purchase Order Processor Can Reopen Closed Purchase Orders (Apr 24) .....                     | 4         |
| <b>Invoice Capture</b> .....  | <b>6</b>  |
| Clients Can Now Process Concur-Managed Invoice Batches (Mar 27) .....                         | 6         |
| <b>Data Retention</b> .....   | <b>7</b>  |
| Manage Holds & Purge Users Description Updated (Apr 3) .....                                  | 7         |
| <b>Authentication</b> .....   | <b>9</b>  |
| **Ongoing** Deprecation of HMAC Initiates Migration to SSO Self-Service .....                 | 9         |
| <b>File Transfer Updates</b> .....  | <b>11</b> |
| **Ongoing** SAP Concur Legacy File Move Migration .....                                       | 11        |
| <b>Miscellaneous</b> .....  | <b>12</b> |
| New SSL Certificate for concursolutions.com (Apr 14) .....                                    | 12        |
| Modified Home Page Appears When Some Products and Services Are Unavailable (Mar 20) .....     | 12        |
| <b>Planned Changes</b> .....  | <b>15</b> |
| <b>Concur Invoice</b> .....   | <b>15</b> |
| **Planned Changes** Distribution Button Only Visible to Users With Access to Distribute ..... | 15        |
| **Planned Changes** In Product Survey on Invoice Submit .....                                 | 16        |
| <b>Invoice Pay</b> .....  | <b>17</b> |

|   |           |
|---|-----------|
| **Planned Changes** Security Enhancements for Checks .....              | 17        |
| <b>Client Notifications</b> .....                                       | <b>18</b> |
| <b>Subprocessors</b> .....  | <b>18</b> |
| SAP Concur Non-Affiliated Subprocessors .....                           | 18        |
| <b>Browser Certifications</b> .....                                     | <b>18</b> |
| Monthly Browser Certifications and Supported Configurations .....       | 18        |
| <b>SAP Concur Support Case Status</b> .....                             | <b>19</b> |
| <b>Check Support Case Status</b> .....                                  | <b>19</b> |
| <b>Additional Release Notes and Other Technical Documentation</b> ..... | <b>21</b> |
| <b>Online Help – Admins</b> .....                                       | <b>21</b> |
| <b>SAP Concur Support Portal – Selected Users</b> .....                 | <b>22</b> |

UPDATE

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# Release Notes

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

## Purchase Order

### Purchase Order Processor Can Reopen Closed Purchase Orders (Apr 24)

#### Overview

Users with the Purchase Order Processor role can now reopen closed purchase orders (POs).

A Purchase Order Processor can reopen a PO when the following criteria PO are met:

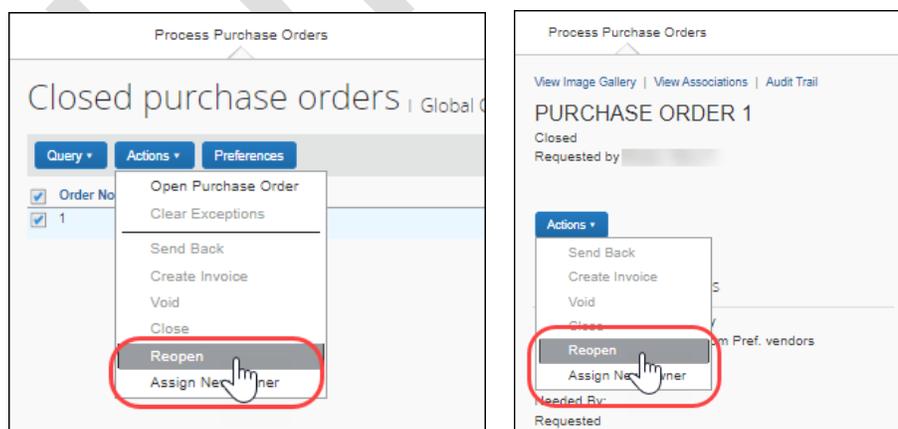
- The PO must be created in SAP Concur. Imported POs cannot be reopened.
- If the PO was created before the Reopen Purchase Orders feature was released, it cannot be reopened unless it was previously transmitted to the vendor.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This change enables the Purchase Order Processor to reopen a PO that was 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 PO from a list of POs or when they view the details of a closed PO.



After clicking **Reopen**, the **Reopen Purchase Order** window appears. The Purchase Order Processor must enter a comment to reopen the PO.

After entering a comment and clicking **OK**, the PO is reopened with the status it was in when it was closed. For example, if the status of the PO was **Transmitted to Vendor** when the PO was closed, the PO will be reopened with a status of **Transmitted to Vendor**.

These status changes are included in the audit trail for the PO.

| Audit Trail         |                 |                              |  |
|---------------------|-----------------|------------------------------|--|
| Date/Time           | Updated By      | Action                       | Description  |
| 04/18/2020 03:53 PM | Admin, Purchase | Purchase Order Status Change | Status changed from "Closed" to "Transmitted to Vendor"<br>Comment: Reopening PO 12.   |
| 04/18/2020 03:44 PM | Admin, Purchase | Purchase Order Status Change | Status changed from "Transmitted to Vendor" to "Closed"<br>Comment: I am closing this. |

A PO created before the Reopen Purchase Orders feature was released cannot be reopened unless it was previously transmitted to the vendor. If a Purchase Order Processor attempts to reopen a PO that does not meet these criteria the following message appears

### **Configuration / Feature Activation**

The Reopen Purchase Orders feature is automatically available. This feature can be enabled and disabled at the policy level. It is enabled by default.

On the **Modify Policy** or **New Policy** page, in the **PO Configuration** section, an administrator with the necessary permissions can enable (check) or disable (uncheck) the **Allow Reopen PO** check.

The screenshot shows the 'PO Configuration' section of a software interface. It contains several dropdown menus and checkboxes. The 'Allow Reopen PO' checkbox is checked and highlighted with a red circle. A mouse cursor is pointing at the checkbox. Other visible options include 'Default PO Header Form', 'Default PO Line Item Form', 'None', 'Default Purchase Order Receipt', and 'New Match Rules'.

Concur Invoice Administrators who do not have access to modify policies can request that the feature be enabled or disabled for a policy by submitting a support ticket containing the name(s) of the policy(s) for which they want to enable or disable the feature.

## Invoice Capture

### Clients Can Now Process Concur-Managed Invoice Batches (Mar 27)

#### Overview

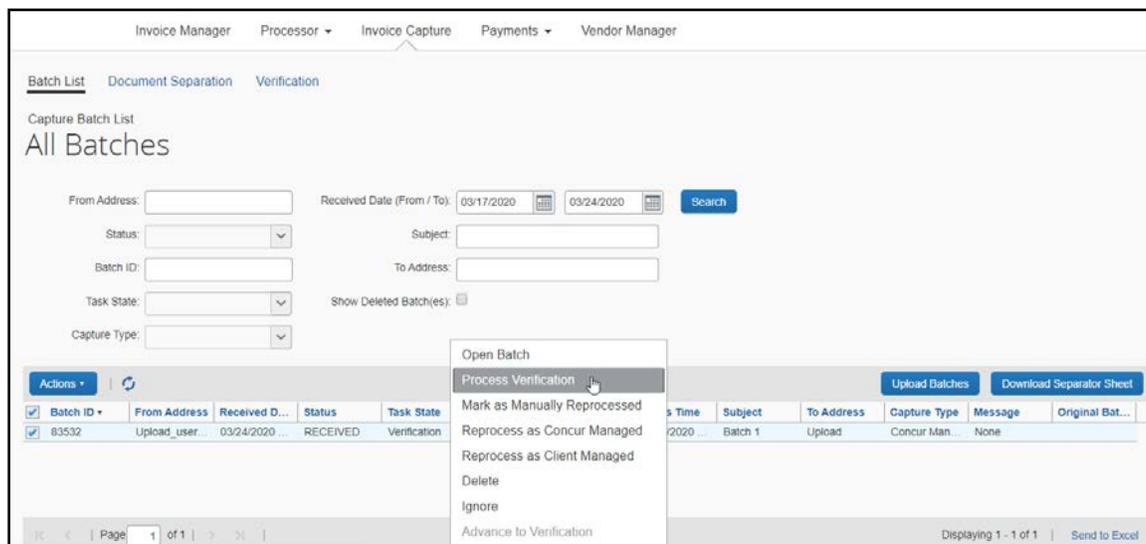
Clients, who use Concur-Managed Invoice Capture or dual support (Concur-Managed and Client-Managed Invoice Capture), now have the option to process their own invoice batches. In the **All Batches** window, clients can right-click an invoice batch and select **Process Verification** to open the invoice batch in the **Verification** window where they can process the invoices.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This feature enables clients, who use Concur-Managed Invoice Capture or dual support (Concur-Managed and Client-Managed Invoice Capture), to process high-priority invoice batches.

## What the User Sees

When they right-click on an invoice batch on the **All Batches** page, the user will see a new list item, **Process Verification**.



Clicking **Process Verification** opens the **Verification** page.

## Configuration / Feature Activation

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



For more information, refer to the [Invoice: Capture Processing – Dual Support User Guide](#).

## Data Retention

### Manage Holds & Purge Users Description Updated (Apr 3)

#### Overview

The description of the **Manage Holds & Purge Users** data retention feature that appears on the **Administration > Company > Data Retention** page has been updated.

#### BEFORE UPDATE

**Manage Holds & Purge Users**  
You can manage User Holds and Deletes in the Company Admin - User Administration Tools.

#### AFTER UPDATE

**Manage Holds & Purge Users**  
The Hold User (or Remove Hold) and Purge User buttons display on the page where you manage your users.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This update provides more accurate information about where a user with the Data Retention Administrator role can find the **Hold User**, **Remove Hold**, and **Purge User** buttons.

#### Configuration / Feature Activation

There are no configuration or activation steps



For more information, refer to the [Shared: Data Retention Setup Guide](#) for Professional edition.

## Authentication

### **\*\*Ongoing\*\* Deprecation of HMAC Initiates Migration to SSO Self-Service**

| Information First Published | Information Last Modified | Feature Target Release Date               |
|-----------------------------|---------------------------|---|
| July 12, 2019               | March 6, 2020             | Phase I: July 2019<br>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 deprecation process of removing Hash-Based Message Authentication Code (HMAC) as an SSO option. The replacement service for HMAC is SAML SSO is a self-service method of setup whereby client admins have access within SAP Concur to complete their SAML connections.

Clients currently using HMAC are encouraged to migrate to the SSO self-service tool as soon as it is released (targeted for Q2 2020). The new SSO self-service tool allows multiple portals (Identity Providers) to be added.

The HMAC deprecation 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.)
- Travel Management Companies (TMCs) partners prepare for onboarding new SAP Concur clients using the new SSO self-service tool, which is targeted for release in Q2 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 need to be migrated using the new SSO self-service tool.

#### **Phase II:**

- Travel Management Companies (TMCs) partners continue migrating existing SAP Concur clients from the HMAC service 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 need to contract for or develop their SAML 2.0 solution. TMCs need to have an Identity Provider (IdP).
- Once support for SAML 2.0 is complete, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

***Important – Migration for Legacy HMAC Clients***

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

To prepare for Phase I of the HMAC deprecation:

- Clients need to have an Identity Provider (IdP) or a custom SAML 2.0 solution.
- Clients can configure the SSO self-service tool as soon as it is released in Q2 2020.

***More Information***

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

## File Transfer Updates

### **\*\*Ongoing\*\* SAP Concur Legacy File Move Migration**

| Applies to:                 | Expense                   | Invoice                   | Request                   | Travel                      | Other        |
|-----------------------------|---------------------------|---------------------------|---------------------------|-----------------------------|--------------|
| Edition(s)                  | Professional,<br>Standard | Professional,<br>Standard | Professional,<br>Standard | Professional,<br>Standard   | Intelligence |
| Information First Published |                           | Information Last Modified |                           | Feature Target Release Date |              |
| March 6, 2020               |                           | --                        |                           | Ongoing in 2020             |              |

#### **Overview**

This release note is intended for the technical staff responsible for file transmissions with SAP Concur. For our clients and vendors participating in data exchange, SAP Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur will begin migrating entities that currently use a legacy process for moving files to a more efficient and secure file routing process that relies on APIs.

Clients whose entities are currently configured to use the legacy process will be migrated to the more efficient process sometime between now and the end of 2020. After they are migrated to the more efficient process, clients will see the following improvement:

- With the legacy process, clients had to wait for the file move schedule to run at a specified time. With the more efficient and secure API-based process, extracts and other outbound files from SAP Concur will be available within the existing overnight processing period shortly after the files are created.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

These changes provide greater security and efficiency 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](#).

## Miscellaneous

### New SSL Certificate for concursolutions.com (Apr 14)

#### Overview

To ensure the ongoing security of our products and services, SAP Concur has issued a new concursolutions.com SSL certificate.

---

**NOTE:** The current certificate will expire on April 14, 2020.

---

Any client who has pinned this expiring certificate will need to update to the new certificate prior to April 14, 2020. If the pinned certificate is not updated prior to April 14, 2020, 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.

---

**⚠ Important:** 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*.

### Modified Home Page Appears When Some Products and Services Are Unavailable (Mar 20)

#### Overview

Targeted for late March, when a user signs into SAP Concur, if some products or services are unavailable while other products and services are up and running, a

modified version of the user's **Home** page appears, providing access to the products and services that are up and running.

Prior to implementing this improvement, if a user attempted to sign in to SAP Concur when one or more products or services was not available, a 503 (service unavailable) message appeared, the user's **Home** page could not be accessed, and the user had to wait until all services and products were available before signing in to SAP Concur.

---

**NOTE:** The products and services that appear on a user's **Home** page are specific to the user and they might differ from user to user.

---

## BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement enables users to complete tasks that rely on the products and services that are up and running even when other products and services might be unavailable.

## What the User Sees

When the user signs in, SAP Concur determines which products and services are available to the user.

If any products and services are unavailable, SAP Concur presents the user with a modified **Home** page that includes tiles for each of the available services and a message indicating that one or more products or services are currently unavailable.

The screenshot displays the SAP Concur user interface. At the top, there is a navigation bar with the SAP Concur logo and menu items: Requests, Travel, Expense, Invoice, and App Center. On the right side of the navigation bar, there are links for 'Links' and 'Help', and a 'Profile' dropdown menu with a user icon.

Below the navigation bar is an 'ALERTS' section. It contains a red-bordered box with the following text:
   
You have been successfully logged in, but unfortunately one or more of our services appears to be unavailable at the moment. While we work to fix the outage, you still may be able to use some services.
   
Below this text is a bulleted list:
 

- The tiles below show green if the service appears to be working, and red if the service appears to be unavailable.
- You may try using a service by clicking its tile or the associated menu option. Services that show red may not function as expected.
- If you need a service that isn't available, you can log out and try again at a later time.

Below the alerts is a 'MY APPLICATIONS' section. It features six application tiles arranged in two rows of three. Each tile has a green header bar with a white checkmark icon in the top-left corner, indicating that the service is available. The tiles are labeled: Home, Requests, Travel, Expense, Invoice, and App Center.

At the bottom of the page, there is a dark footer bar. On the left, it contains the SAP logo and several links: Processor Privacy Statement, Travel Policy, Service Status (North America), Contact Support, and Cookie Preferences. On the right, it displays the SAP Concur logo and the copyright notice: © Copyright 2020 - SAP Concur - All Rights Reserved.

---

**NOTE:** For users with access to Concur Open (open.concur.com), Concur Open uses a different process for determining the up and down time of products and services. As a result, it might take slightly longer for Concur Open to reflect the immediate availability of a product or service.

---

***Configuration / Feature Activation***

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

UPDATE

# 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\*\* Distribution Button Only Visible to Users With Access to Distribute**

#### **Overview**

In a future release, only users with access to distribute invoices and purchase requests will see the distribution functionality. Concur Invoice users who cannot distribute invoices will not see either the **Distribution** button in the **Itemization Summary** section or the distribution functionality in the **Edit Line Item** window.

For purchase request users, the **Distribute** button in the **Request Items** section and the distribution functionality on the **Distributions** tab on the **Purchase Request** page are hidden. Depending on the configuration, the **Distributions** tab (in the **Edit Line Item** window for invoice users and on the **Purchase Request** page for the purchase request user) might be hidden.

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

This feature simplifies the user interface for invoice and purchase request users who do not have the ability to use the distribution functionality.

#### **What the User Sees**

Depending on configuration, the invoice and purchase request users will not be able to see the distribution functionality if they cannot perform distribution of invoices and purchase requests.

#### **Configuration / Feature Activation**

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

## **\*\*Planned Changes\*\* In Product Survey on Invoice Submit**

### **Overview**

In a future release, Concur Invoice will include an in-product survey that will appear when clients submit an invoice.

---

**NOTE:** Clients who have opted out of the Concur Expense survey will not receive the Concur Invoice survey. Clients who wish to be excluded from the survey will be able to contact SAP Concur support to have this functionality disabled.

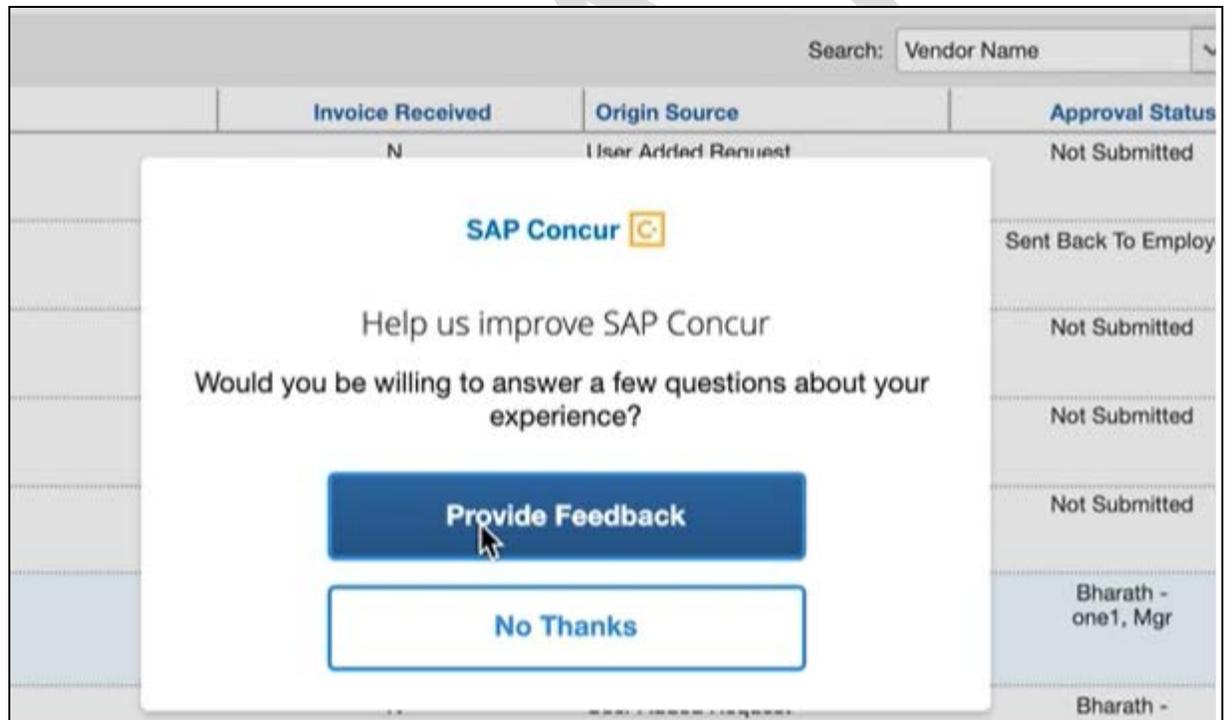
---

### **BUSINESS PURPOSE / CLIENT BENEFIT**

This feature provides clients with the opportunity to provide feedback on the Concur Invoice user interface to help improve the product.

### **What the User Sees**

When the user submits an invoice, a window appears with a question asking them to provide feedback on their experience using Concur Invoice.



### **Configuration / Feature Activation**

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

# Invoice Pay

## \*\*Planned Changes\*\* Security Enhancements for Checks

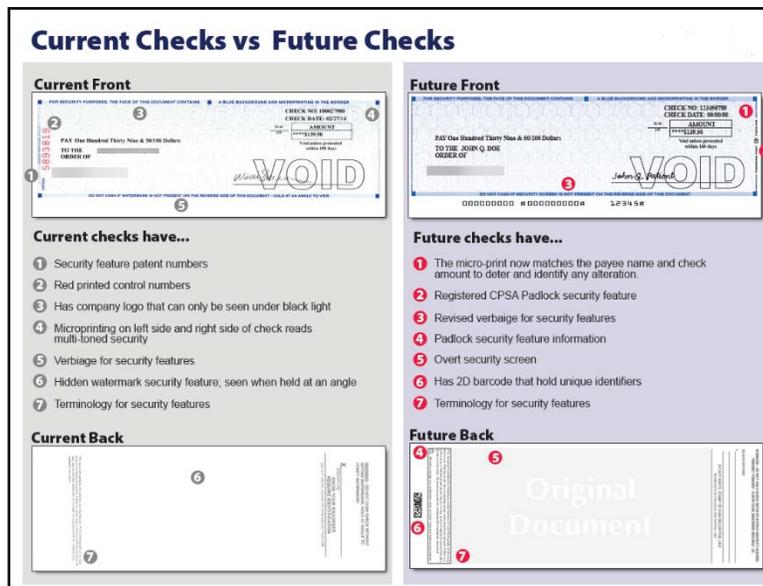
| Information First published | Information Last Modified | Feature Target release date |
|-----------------------------|---------------------------|-----------------------------|
| June 7, 2019                | December 6, 2019          | --                          |

### 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](mailto: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

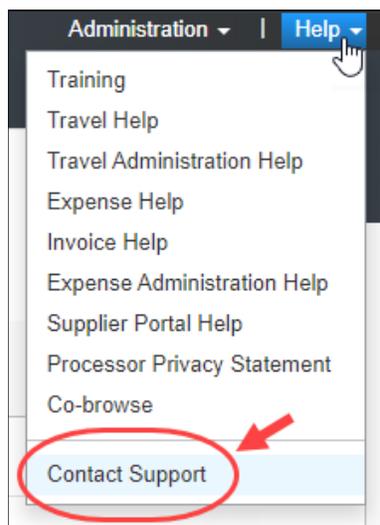
This release might resolve previously submitted support cases. You can check the status of a support case to confirm whether the case issue has been resolved.

## 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**.



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

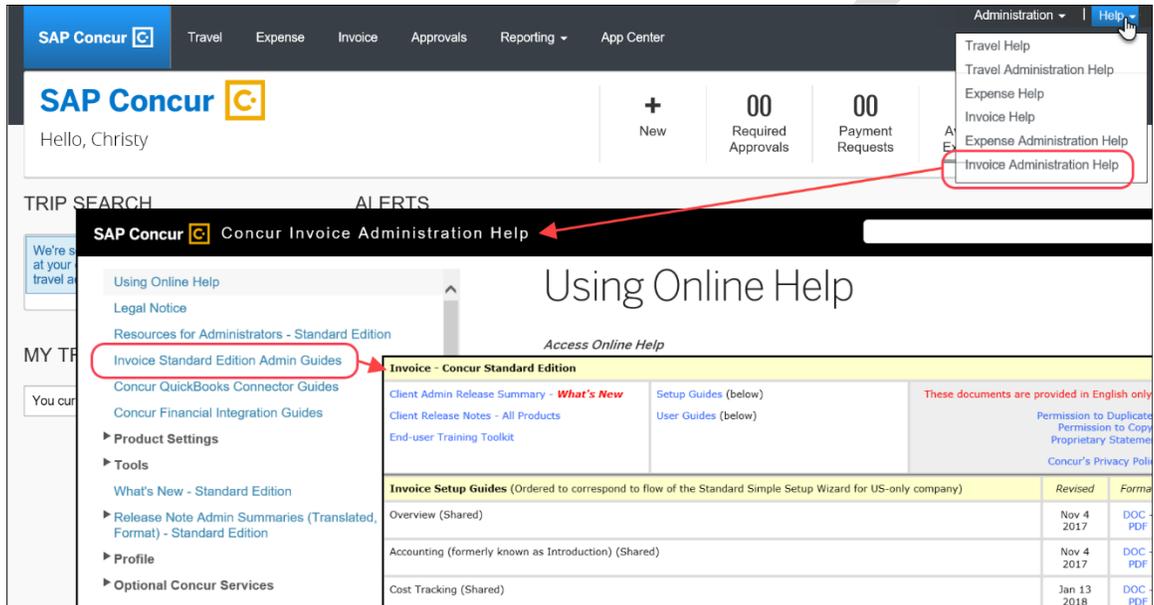
The screenshot shows the SAP Concur Support Case Status interface. The 'Support' tab is active. The 'View Cases' link is selected, leading to the '5 - My Cases' page. A dropdown menu is open, showing various view options. The table below displays a list of cases with columns for Status, Priority, Contact Name, Site/URL/Acct. #, Date/Time Opened, and Date of Last Comment. A 'New Case' button is visible above the table. The page includes navigation links for '<Previous Page' and 'Next Page>'. A large 'UPDATE' watermark is overlaid on the page.

| Action               | View                          | Status  | Priority | Contact Name | Site/URL/Acct. # | Date/Time Opened | Date of Last Comment |
|----------------------|-------------------------------|---------|----------|--------------|------------------|------------------|----------------------|
| <a href="#">Edit</a> | 1 - All Open Admin Cases      | Updated |          |              |                  |                  |                      |
| <a href="#">Edit</a> | 2 - All Closed Admin Cases    | Closed  |          |              |                  |                  |                      |
| <a href="#">Edit</a> | 3 - All Open End User Cases   | Closed  |          |              |                  |                  |                      |
| <a href="#">Edit</a> | 4 - All Closed End User Cases | Closed  |          |              |                  |                  |                      |
| <a href="#">Edit</a> | 5 - My Cases                  | Closed  |          |              |                  |                  |                      |
| <a href="#">Edit</a> | Recently Viewed Cases         | Closed  |          |              |                  |                  |                      |

# 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**.

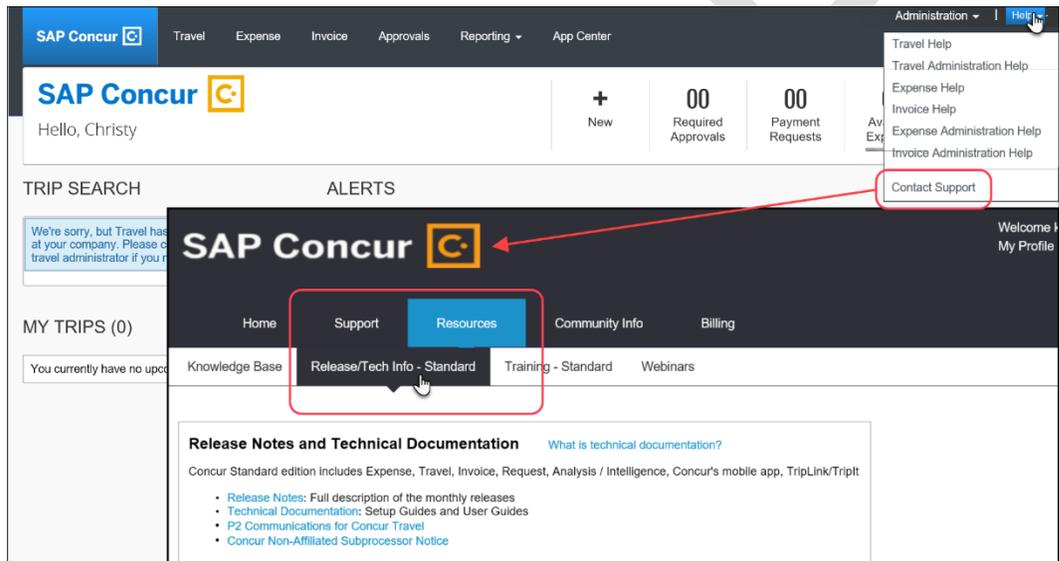


## SAP Concur Support Portal – Selected Users

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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|   |                         |
|---|-------------------------|
| <b>SAP Concur Release Notes</b>   |                         |
| <b>Invoice Professional/Premium</b>   |                         |
| Includes: Concur Invoice, Capture Processing, Invoice Pay, Purchase Requests, and Purchase Orders |                         |
| <b>Month</b>  | <b>Audience</b>         |
| Update Date: May 16, 2020<br>Initial Post: Friday, May 15, 1:00 PM PST                            | SAP Concur Client FINAL |

## Contents

- Release Notes ..... 4**
- Concur Invoice .....4**
  - Distribution Functionality Only Visible to Users With Access .....4
  - Behavior Change in Copy Down for Purchase Orders and Invoices (May 6) .....4
  - In-Product Survey on Invoice Submit (May 9).....5
- Purchase Order .....6**
  - Purchase Order Processor Can Reopen Closed Purchase Orders (Apr 24) .....6
- Invoice Capture.....9**
  - Clients Can Now Process Concur-Managed Invoice Batches (Mar 27) .....9
- Data Retention .....10**
  - Manage Holds & Purge Users Description Updated (Apr 3) ..... 10
- Language Support .....11**
  - Support for New Language (Thai)..... 11
- Authentication.....12**
  - \*\*Ongoing\*\* Deprecation of HMAC Initiates Migration to SSO Self-Service ..... 12
  - Old Sign-In Experience No Longer Available..... 13
- File Transfer Updates .....15**
  - \*\*Ongoing\*\* SAP Concur Legacy File Move Migration ..... 15
- Miscellaneous.....16**
  - Users Connecting to the US Data Center Are Redirected to us1.concursolutions.com.... 16
  - New SSL Certificate for concursolutions.com (Apr 14)..... 16
  - Modified Home Page Appears When Some Products and Services Are Unavailable (Mar 20)..... 17
- Planned Changes.....19**
- Concur Invoice .....19**

|  |           |
|--|-----------|
| **Planned Changes** Download to Excel From Unsubmitted Invoices and Unsubmitted Purchase Orders Views..... | 19        |
| <b>Invoice Pay .....</b>   | <b>19</b> |
| **Planned Changes** Security Enhancements for Checks – STATUS UPDATE .....                                 | 19        |
| <b>Client Notifications.....</b>   | <b>20</b> |
| <b>Subprocessors.....</b>  | <b>20</b> |
| SAP Concur Non-Affiliated Subprocessors .....  | 20        |
| <b>Browser Certifications.....</b>   | <b>20</b> |
| Monthly Browser Certifications and Supported Configurations .....  | 20        |
| <b>SAP Concur Support Case Status.....</b>   | <b>21</b> |
| <b>Check Support Case Status.....</b>  | <b>21</b> |
| May Example .....  | 22        |
| <b>Additional Release Notes and Other Technical Documentation .....</b>                                    | <b>23</b> |
| <b>Online Help – Admins.....</b>   | <b>23</b> |
| <b>SAP Concur Support Portal – Selected Users.....</b>   | <b>24</b> |

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# Release Notes

---

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

## Concur Invoice

### Distribution Functionality Only Visible to Users With Access

#### Overview

Only users with access to distribute invoices and purchase requests can see the distribution functionality. Concur Invoice users who cannot distribute invoices cannot see either the **Distribution** button in the **Itemization Summary** section or the distribution functionality in the **Edit Line Item** window.

For purchase request users, the **Distribute** button in the **Request Items** section and the distribution functionality on the **Distributions** tab on the **Purchase Request** page are hidden. Depending on the configuration, the **Distributions** tab (in the **Edit Line Item** window for invoice users and on the **Purchase Request** page for the purchase request user) might be hidden.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This feature simplifies the user interface for invoice and purchase request users who do not have the ability to use the distribution functionality.

#### What the User Sees

Depending on configuration, the invoice and purchase request users do not see the distribution functionality if they cannot perform distribution of invoices and purchase requests.

#### Configuration / Feature Activation

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

### Behavior Change in Copy Down for Purchase Orders and Invoices (May 6)

#### Overview

Previously when a PO and an invoice were imported, copied down, and matched, if the PO and invoice had different net payment terms, the system would honor the invoice over the PO. For example, if the net payment term was set to 10 days for the

PO and 30 days for the invoice, the invoice net payment term of 30 days would be used, delaying the payment for the PO.

With this copy down behavior change for POs and invoices, the PO takes precedence over the invoice coming in from the vendor to ensure POs are paid on time.

---

**NOTE:** This change was released on May 6.

---

**BUSINESS PURPOSE / CLIENT BENEFIT**

The change in the way payment terms are handled provides clients with flexibility when POs are used and ensures vendors can be paid on time.

**Configuration / Feature Activation**

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

## **In-Product Survey on Invoice Submit (May 9)**

**Overview**

Concur Invoice now includes an in-product survey that appears when clients submit an invoice.

---

**NOTE:** Clients who have opted out of the Concur Expense survey will not receive the Concur Invoice survey. Clients who wish to be excluded from the survey can contact SAP Concur support to have this functionality disabled.

---

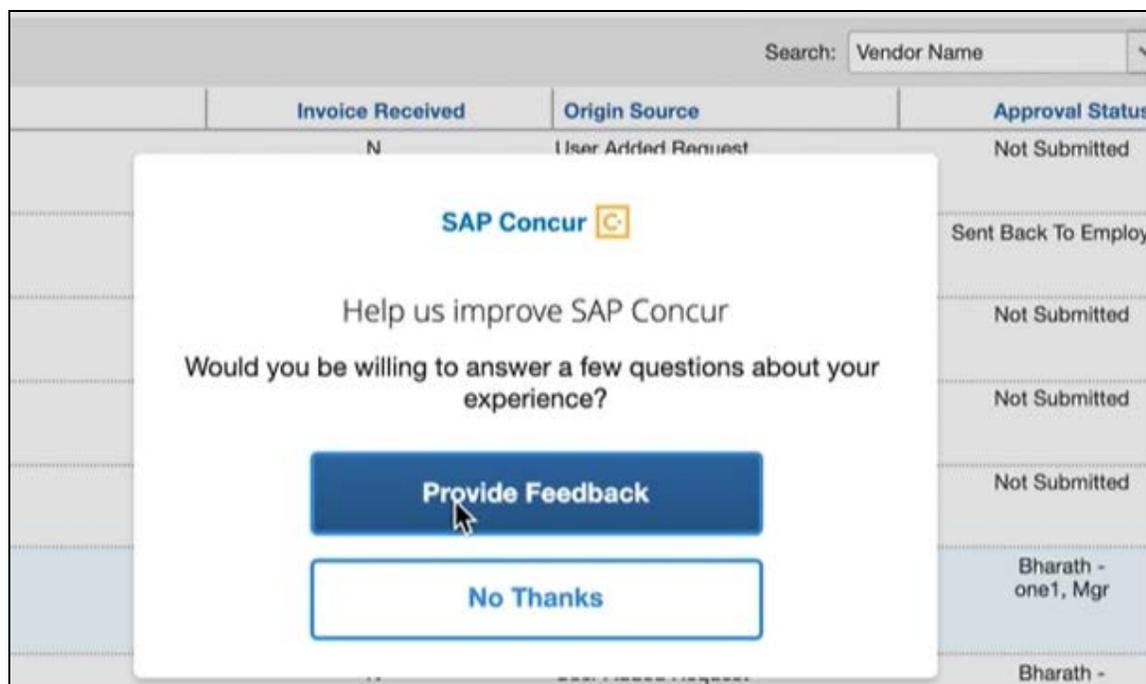
This survey is powered by Qualtrics, an SAP company.

**BUSINESS PURPOSE / CLIENT BENEFIT**

This feature provides clients with the opportunity to provide feedback on Concur Invoice to help improve the product.

### What the User Sees

When the user submits an invoice, a window appears with a question asking them to provide feedback on their experience using Concur Invoice.



### Configuration / Feature Activation

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

## Purchase Order

### Purchase Order Processor Can Reopen Closed Purchase Orders (Apr 24)

#### Overview

Users with the Purchase Order Processor role can now reopen closed purchase orders (POs).

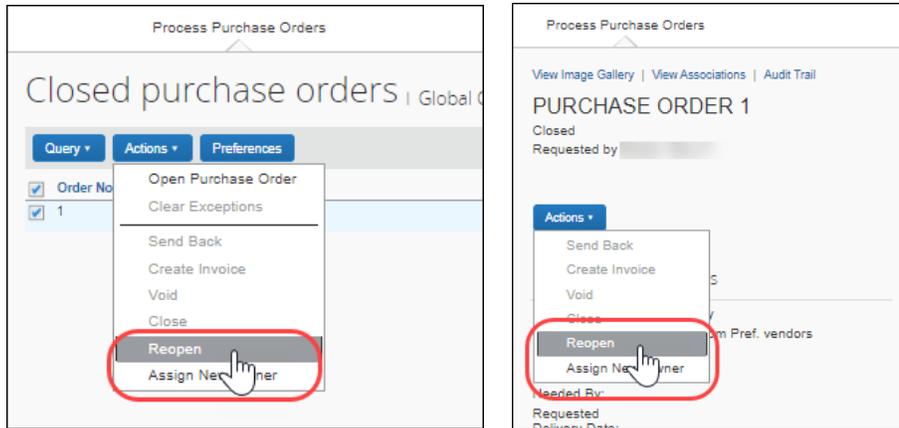
**NOTE:** If the PO was created before the Reopen Purchase Orders feature was released, it cannot be reopened unless it was previously transmitted to the vendor.

**BUSINESS PURPOSE / CLIENT BENEFIT**

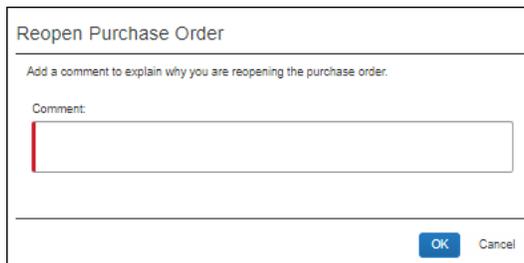
This change enables the Purchase Order Processor to reopen a PO that was incorrectly closed so that it can be processed correctly.

**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 PO from a list of POs or when they view the details of a closed PO.



After clicking **Reopen**, the **Reopen Purchase Order** window appears. The Purchase Order Processor must enter a comment to reopen the PO.

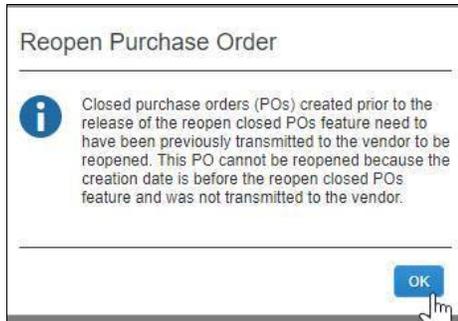


After entering a comment and clicking **OK**, the PO is reopened with the status it was in when it was closed. For example, if the status of the PO was **Transmitted to Vendor** when the PO was closed, the PO will be reopened with a status of **Transmitted to Vendor**.

These status changes are included in the audit trail for the PO.

| Audit Trail         |                 |                              |  |
|---------------------|-----------------|------------------------------|--|
| Date/Time           | Updated By      | Action                       | Description  |
| 04/18/2020 03:53 PM | Admin, Purchase | Purchase Order Status Change | Status changed from "Closed" to "Transmitted to Vendor"<br>Comment: Reopening PO 12.   |
| 04/18/2020 03:44 PM | Admin, Purchase | Purchase Order Status Change | Status changed from "Transmitted to Vendor" to "Closed"<br>Comment: I am closing this. |

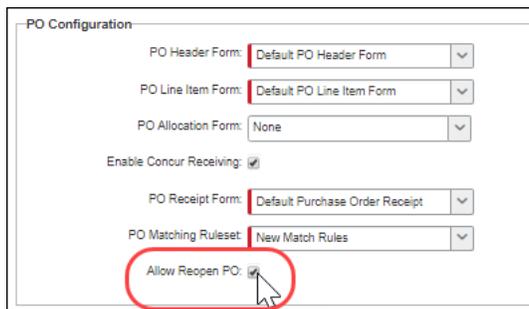
A PO created before the Reopen Purchase Orders feature was released cannot be reopened unless it was previously transmitted to the vendor. If a Purchase Order Processor attempts to reopen a PO that does not meet these criteria the following message appears.



### **Configuration / Feature Activation**

The Reopen Purchase Orders feature is automatically available. This feature can be enabled and disabled at the policy level. It is enabled by default.

On the **Modify Policy** or **New Policy** page, in the **PO Configuration** section, an administrator with the necessary permissions can enable (check) or disable (uncheck) the **Allow Reopen PO** check.



Concur Invoice Administrators who do not have access to modify policies can request that the feature be enabled or disabled for a policy by submitting a support ticket containing the name(s) of the policy(s) for which they want to enable or disable the feature.

## Invoice Capture

### Clients Can Now Process Concur-Managed Invoice Batches (Mar 27)

#### Overview

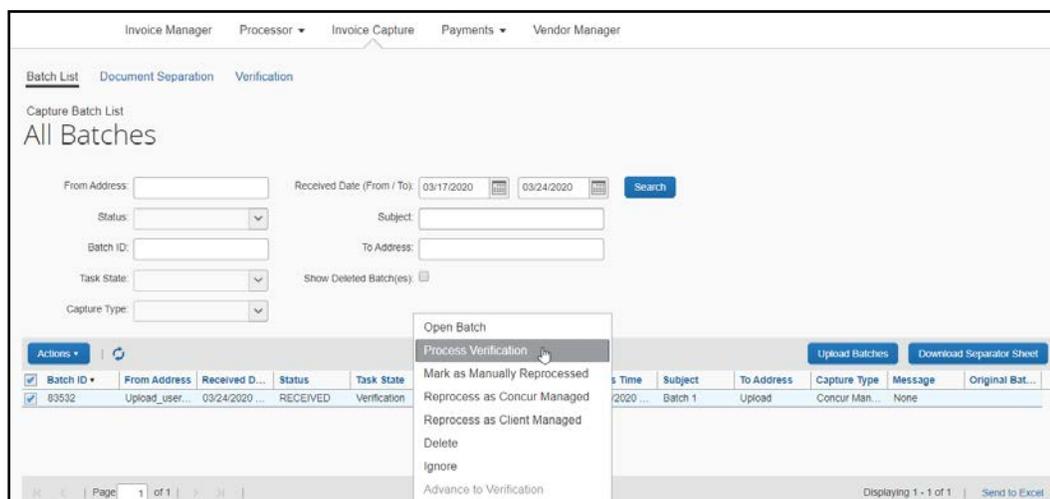
Clients, who use Concur-Managed Invoice Capture or dual support (Concur-Managed and Client-Managed Invoice Capture), now have the option to process their own invoice batches. In the **All Batches** window, clients can right-click an invoice batch and select **Process Verification** to open the invoice batch in the **Verification** window where they can process the invoices.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This feature enables clients, who use Concur-Managed Invoice Capture or dual support (Concur-Managed and Client-Managed Invoice Capture), to process high-priority invoice batches.

#### What the User Sees

When they right-click on an invoice batch on the **All Batches** page, the user will see a new list item, **Process Verification**.



Clicking **Process Verification** opens the **Verification** page.

#### Configuration / Feature Activation

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



For more information, refer to the [Invoice: Capture Processing – Dual Support User Guide](#).

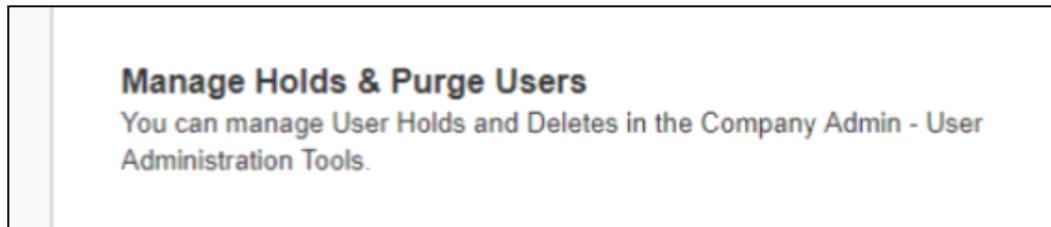
## Data Retention

### Manage Holds & Purge Users Description Updated (Apr 3)

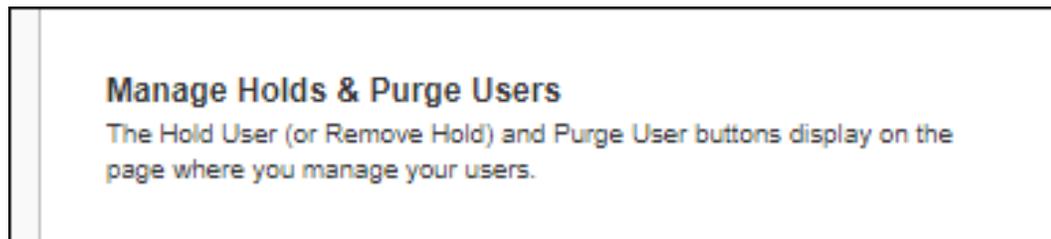
#### Overview

The description of the **Manage Holds & Purge Users** data retention feature that appears on the **Administration > Company > Data Retention** page has been updated.

#### Before Update



#### After Update



#### BUSINESS PURPOSE / CLIENT BENEFIT

This update provides more accurate information about where a user with the Data Retention Administrator role can find the **Hold User**, **Remove Hold**, and **Purge User** buttons.

#### Configuration / Feature Activation

There are no configuration or activation steps.



For more information, refer to the [Shared: Data Retention Setup Guide](#) for Professional edition.

# Language Support

## Support for New Language (Thai)

### Overview

With this release, SAP Concur now supports the following language:

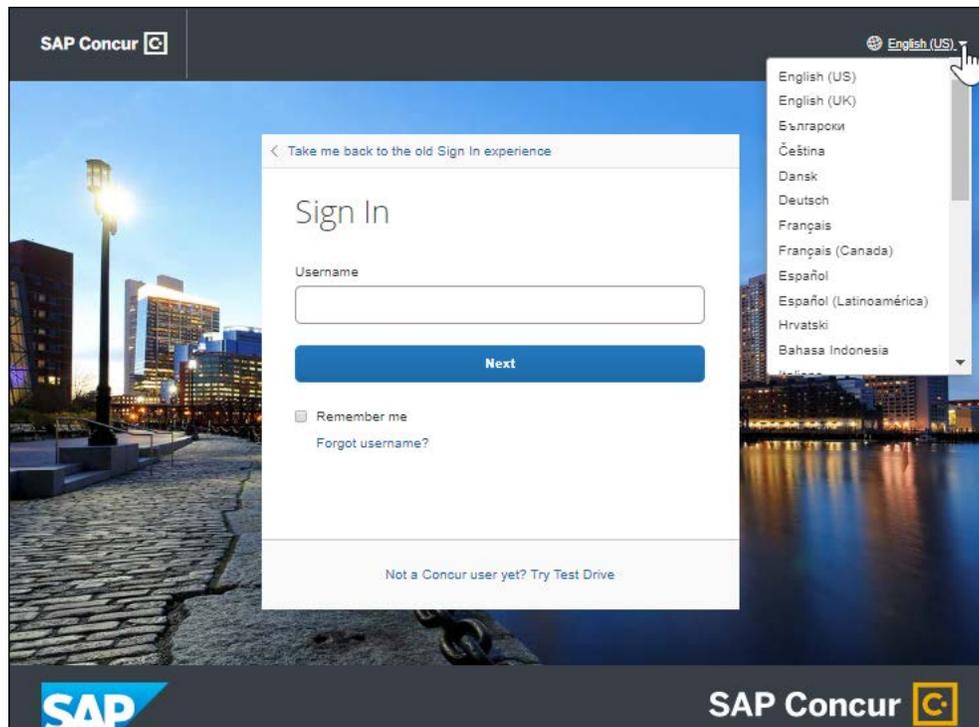
- Thai

### BUSINESS PURPOSE / CLIENT BENEFIT

This change enables users to configure the SAP Concur solutions UI text to display in Thai.

### What the User Sees

This language must be enabled to appear on the list. If the language is enabled, when a user opens the SAP Concur solutions **Sign In** page and then clicks to view the available languages list, Thai appears in the list.



### Configuration / Feature Activation

To enable this language, contact SAP Concur support.

## Authentication

### **\*\*Ongoing\*\* Deprecation of HMAC Initiates Migration to SSO Self-Service**

| Information First Published | Information Last Modified | Feature Target Release Date               |
|-----------------------------|---------------------------|---|
| July 12, 2019               | March 6, 2020             | Phase I: July 2019<br>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 deprecation process of removing Hash-Based Message Authentication Code (HMAC) as an SSO option. The replacement service for HMAC is SAML SSO is a self-service method of setup whereby client admins have access within SAP Concur to complete their SAML connections.

Clients currently using HMAC are encouraged to migrate to the SSO self-service tool as soon as it is released (targeted for Q2 2020). The new SSO self-service tool allows multiple portals (Identity Providers) to be added.

The HMAC deprecation 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.)
- Travel Management Companies (TMCs) partners prepare for onboarding new SAP Concur clients using the new SSO self-service tool, which is targeted for release in Q2 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 need to be migrated using the new SSO self-service tool.

#### **Phase II:**

- Travel Management Companies (TMCs) partners continue migrating existing SAP Concur clients from the HMAC service 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 need to contract for or develop their SAML 2.0 solution. TMCs need to have an Identity Provider (IdP).
- Once support for SAML 2.0 is complete, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

***Important – Migration for Legacy HMAC Clients***

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

To prepare for Phase I of the HMAC deprecation:

- Clients need to have an Identity Provider (IdP) or a custom SAML 2.0 solution.
- Clients can configure the SSO self-service tool as soon as it is released in Q2 2020.

***More Information***

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

**Old Sign-In Experience No Longer Available*****Overview***

On October 31, 2019, SAP Concur introduced a new experience for users signing into SAP Concur.

Since introducing the new sign-in experience, users have been able to choose between signing in through the new **Sign In** page and reverting to the old sign-in

experience. Beginning with the May release, the old sign-in experience is no longer available.

### **BUSINESS PURPOSE / CLIENT BENEFIT**

The new sign-in experience provides better security and is faster and more convenient for users logging in to SAP Concur products and services. This change makes the sign-in experience uniform for all users.

### **What the User Sees**

Beginning on October 31, 2019, users were incrementally given access to the new sign-in experience.

When a user opened the SAP Concur **Sign In** page, they saw the new **Sign In** page, and, at the top of the page, they saw a **Take me back to the old Sign In experience** link.

When the user clicked the **Take me back to the old Sign In experience** link, they saw the legacy **Sign In** page.

Beginning with the May release, users no longer see the message at the top of the new **Sign In** page, and they cannot revert to the old experience.

### **Configuration / Feature Activation**

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

## **File Transfer Updates**

### **\*\*Ongoing\*\* SAP Concur Legacy File Move Migration**

| <b>Information First Published</b> | <b>Information Last Modified</b> | <b>Feature Target Release Date</b> |
|------------------------------------|----------------------------------|------------------------------------|
| March 6, 2020                      | --                               | Ongoing in 2020                    |

### **Overview**

This release note is intended for the technical staff responsible for file transmissions with SAP Concur. For our clients and vendors participating in data exchange, SAP Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur will begin migrating entities that currently use a legacy process for moving files to a more efficient and secure file routing process that relies on APIs.

Clients whose entities are currently configured to use the legacy process will be migrated to the more efficient process sometime between now and the end of 2020. After they are migrated to the more efficient process, clients will see the following improvement:

- With the legacy process, clients had to wait for the file move schedule to run at a specified time. With the more efficient and secure API-based process, extracts and other outbound files from SAP Concur will be available within the existing overnight processing period shortly after the files are created.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com

### **BUSINESS PURPOSE / CLIENT BENEFIT**

These changes provide greater security and efficiency 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](#).

## Miscellaneous

### Users Connecting to the US Data Center Are Redirected to us1.concursolutions.com

#### Overview

Beginning in May, users who connect to the US Data Center through www.concursolutions.com will be redirected to us1.concursolutions.com.

---

**NOTE:** This change does not impact the Base URI (Instance URL) used in API calls to the SAP Concur solutions US Data Center.

---

#### BUSINESS PURPOSE / CLIENT BENEFIT

This change makes the format of the URL for SAP Concur data centers consistent from one data center to another. For example, users connecting to the EMEA data center are redirected to eu1.concursolutions.com.

#### Configuration / Feature Activation

Users are automatically redirected. There are no configuration or activation steps.

### New SSL Certificate for concursolutions.com (Apr 14)

#### Overview

To ensure the ongoing security of our products and services, SAP Concur has issued a new concursolutions.com SSL certificate.

---

**NOTE:** The previous certificate expired on April 14, 2020.

---

Any client who pinned an expired certificate must update to the new certificate. If the pinned certificate has not been updated, your organization and users will experience disruption to SAP Concur products and services.

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

---

 **Important:** 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*.

## **Modified Home Page Appears When Some Products and Services Are Unavailable (Mar 20)**

### **Overview**

When a user signs into SAP Concur, if some products or services are unavailable, a modified version of the user's **Home** page appears, providing access to the products and services that are up and running.

Prior to implementing this improvement, if a user attempted to sign in to SAP Concur when one or more products or services was not available, a 503 (service unavailable) message appeared, the user's **Home** page could not be accessed, and the user had to wait until all services and products were available before signing in to SAP Concur.

---

**NOTE:** The products and services that appear on a user's **Home** page are specific to the user and they might differ from user to user.

---

### **BUSINESS PURPOSE / CLIENT BENEFIT**

This enhancement enables users to complete tasks that rely on the products and services that are up and running even when other products and services might be unavailable.

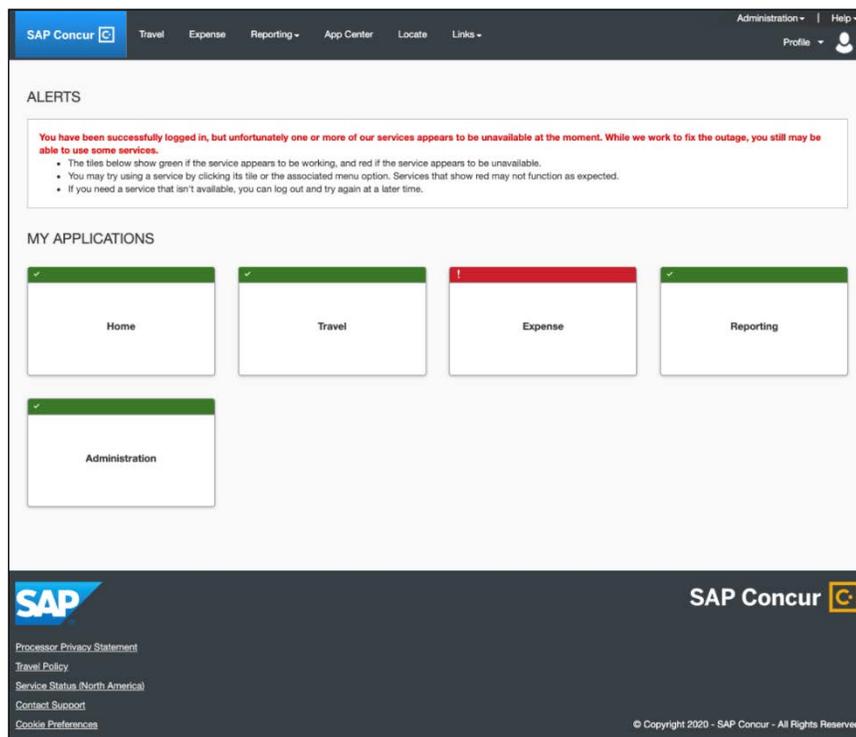
### **What the User Sees**

When the user signs in, SAP Concur determines which products and services are available to the user.

When the user signs in, SAP Concur determines which products and services are available to the user. If any products and services are unavailable, SAP Concur presents the user with a modified **Home** page that includes tiles for each service.

Services that are up and running are signified by a green bar and checkmark at the top of the tile. Services that are not available are signified by a red bar and exclamation point at the top of the tile.

In addition, a message displays indicating that one or more products or services are currently unavailable.



**NOTE:** For users with access to Concur Open (open.concur.com), Concur Open uses a different process for determining the up and down time of products and services. As a result, it might take slightly longer for Concur Open to reflect the immediate availability of a product or service.

### **Configuration / Feature Activation**

This enhancement is 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\*\* Download to Excel From Unsubmitted Invoices and Unsubmitted Purchase Orders Views**

##### **Overview**

In a future release, clients will be able to export data from the **Unsubmitted Invoices** and **Unsubmitted Purchase Orders** views on the **My Invoices** page.

##### **BUSINESS PURPOSE / CLIENT BENEFIT**

This feature provides clients with flexibility in how they work with invoice data.

##### **What the User Sees**

The user will see a **Download to Excel** button in the **Unsubmitted Invoices** and **Unsubmitted Purchase Orders** views on the **My Invoices** page.

##### **Configuration / Feature Activation**

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

### Invoice Pay

#### **\*\*Planned Changes\*\* Security Enhancements for Checks – STATUS UPDATE**

SAP Concur is currently in the process of re-evaluating this change. With the next release, this information will be removed. If this change is again considered, information will appear in the release notes document.

# Client Notifications

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## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: [SAP Concur list of Subprocessors](#)

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

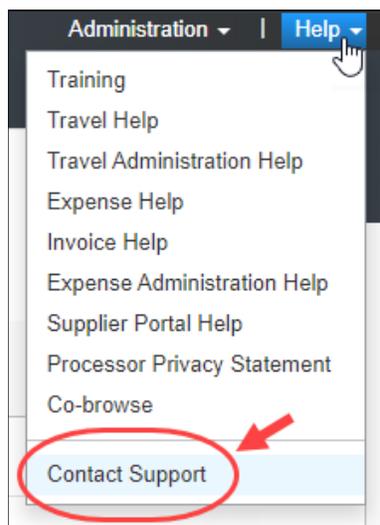
This release might resolve previously submitted support cases. You can check the status of a support case to confirm whether the case issue has been resolved.

## Check Support Case Status

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

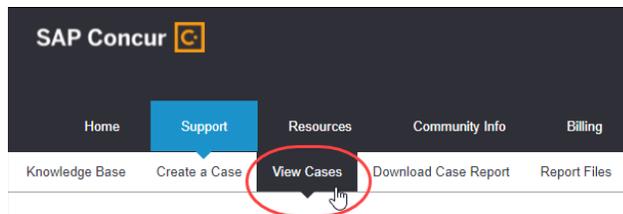
► **To check the status of a submitted case:**

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

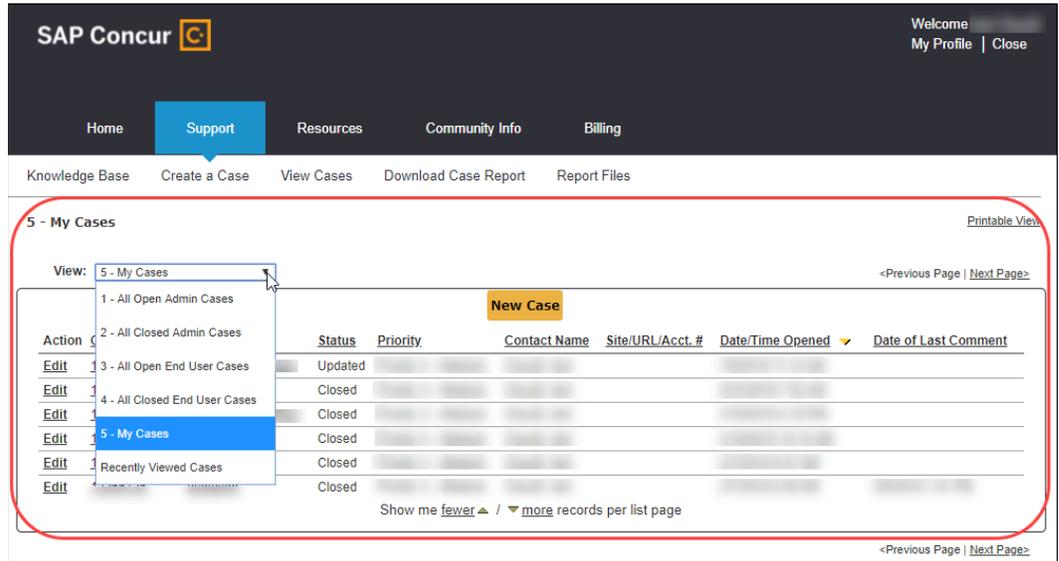


**NOTE:** If you do not have the option to contact SAP Concur support in the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



- 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.



## 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.

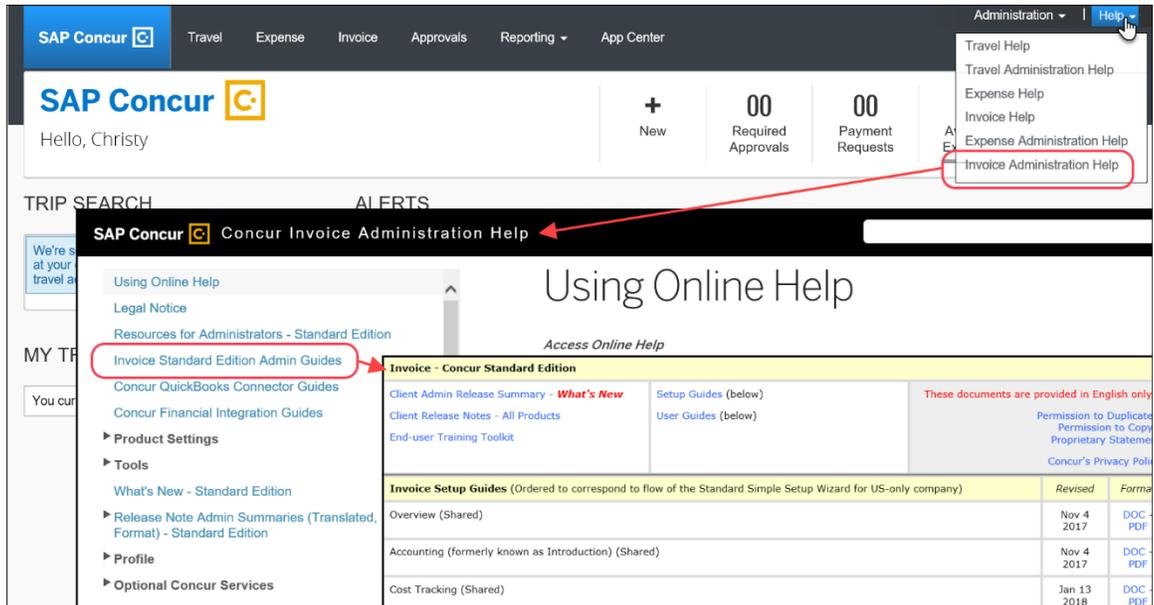
**NOTE:** The contents of this table are intended for SAP Concur employees only; do not distribute this information outside of SAP Concur.

| Case ID  | CRMC #      | Defect # | Description   | Client            |
|----------|-------------|----------|---|-------------------|
| 15093542 | CRMC-143927 | CAP-4762 | <b>Invoice Capture</b><br>Some reprocessed Invoice Capture batches are failing. | Harris Federation |

# 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**.

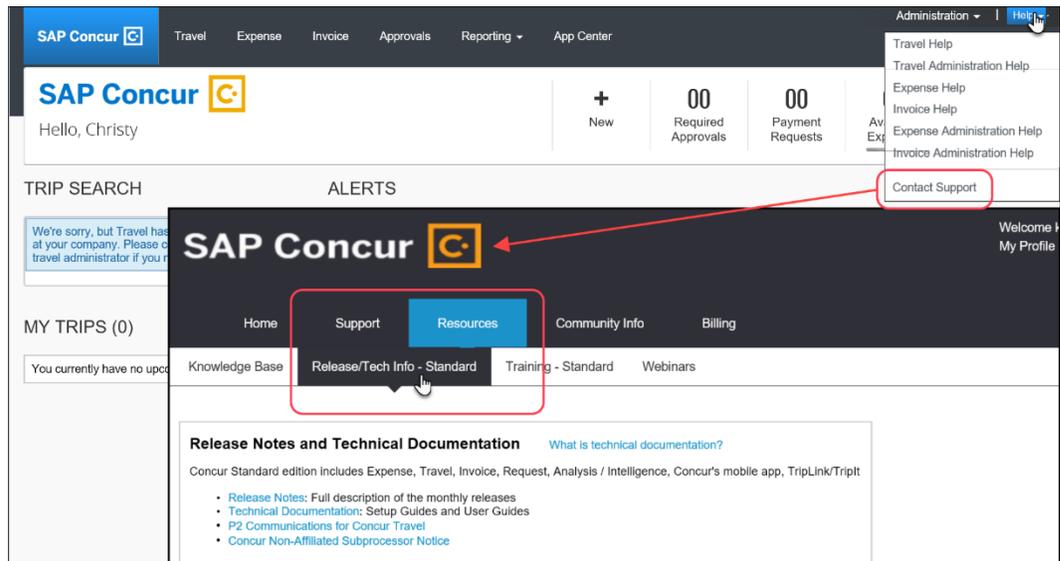


## SAP Concur Support Portal – Selected Users

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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| <b>SAP Concur Release Notes</b>  |              |
|--|--------------|
| <b>Invoice Professional/Premium</b>  |              |
| Includes: Concur Invoice, Capture Processing, Invoice Pay, Purchase Requests, and Purchase Orders  |              |
| Month  | Audience     |
| Release Date: June 24, 2020<br>Update #1: Wednesday, June 24, 3:30 PM PST  | Client FINAL |
| Some features scheduled for the June 20, 2020 release did not pass our quality control guidelines, therefore, it was a limited release. Those features were successfully deployed on June 24, 2020 in both the EMEA and NA (US) data centers. The CCPS and China data centers will be updated on a future date. Refer to the release notes for the June release details. |              |

## Contents

- Release Notes ..... 4**
  - Data Retention .....4**
    - Country Code Now Obfuscated When User Data Is Removed.....4
  - Language Support .....4**
    - Updated: Support for New Language (Thai).....4
  - Authentication.....6**
    - \*\*Ongoing\*\* Deprecation of HMAC Initiates Migration to SSO Self-Service .....6
  - File Transfer Updates .....8**
    - \*\*Ongoing\*\* SAP Concur Legacy File Move Migration .....8
  - Miscellaneous.....9**
    - SAMLv2 SSO Certificate Expiring (June 25).....9
    - Some TLSv1.2 Ciphers No Longer Supported (Jun 22) .....9
    - \*\*Ongoing\*\* New URL for US Data Center us1.concursolutions.com ..... 10
- Planned Changes.....12**
  - Concur Invoice .....12**
    - \*\*Planned Changes\*\* Download to Excel From Several List Views on My Invoices Page ..... 12
    - \*\*Planned Changes\*\* Import Now Feature Supports Email Notification..... 13
- Client Notifications.....15**
  - Subprocessors.....15**
    - SAP Concur Non-Affiliated Subprocessors ..... 15

|   |           |
|---|-----------|
| <b>Browser Certifications.....</b>                                      | <b>15</b> |
| Monthly Browser Certifications and Supported Configurations .....       | 15        |
| <b>SAP Concur Support Case Status.....</b>                              | <b>16</b> |
| <b>Check Support Case Status.....</b>                                   | <b>16</b> |
| <b>Additional Release Notes and Other Technical Documentation .....</b> | <b>18</b> |
| <b>Online Help – Admins.....</b>  | <b>18</b> |
| <b>SAP Concur Support Portal – Selected Users.....</b>                  | <b>19</b> |

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# Release Notes

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

## Data Retention

### Country Code Now Obfuscated When User Data Is Removed

#### **Overview**

As of June 2, 2020, when user data is removed in accordance with a data retention policy, the country code associated with removed users is obfuscated by setting the country code to XX (Inactive).

Previously, the country code for removed users was set to US by default.

---

**NOTE:** This change does not impact records for users that were removed before June 2, 2020.

---

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

This improves reporting by consistently setting the country code data for removed users to a code designated for that purpose.

#### **Configuration / Feature Activation**

There are no configuration or activation steps; this change occurs automatically.

## Language Support

### Updated: Support for New Language (Thai)

#### **Overview**

With the May release (May 16), SAP Concur added support for the following language:

- Thai

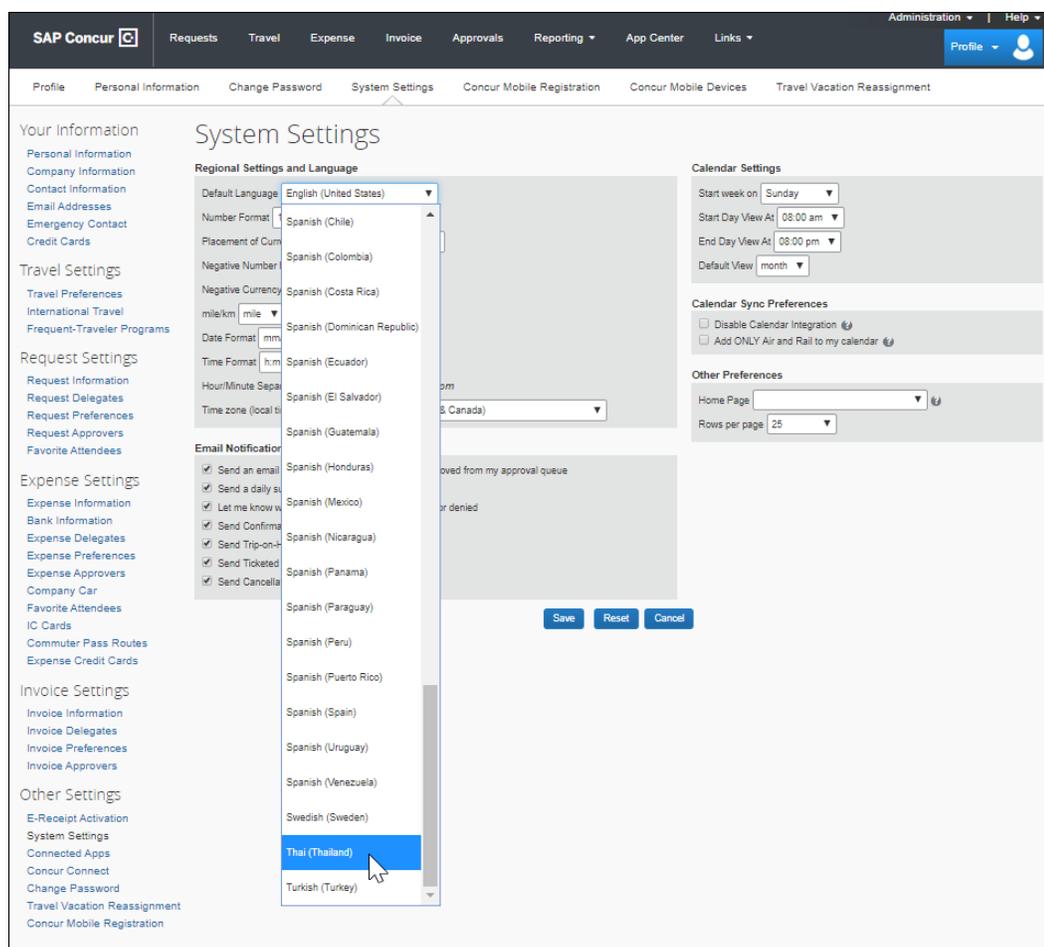
## BUSINESS PURPOSE / CLIENT BENEFIT

This change enables users to configure Thai as the default language for the UI text in SAP Concur solutions. Selecting Thai as the default language might also change some regional settings.

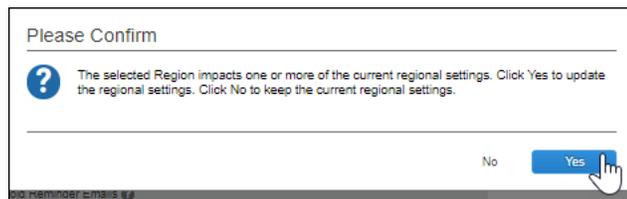
**NOTE:** For Thai to appear on the **Default Language** list on the **System Settings** page, Thai must be enabled by an SAP Concur technician.

## What the User Sees

After the language is enabled by SAP Concur, when a user clicks **Profile > Profile Settings > System Settings**, and then clicks on the **Default Language** list, they see **Thai (Thailand)** on the list.



When the user selects Thai (Thailand) from the **Default Language** list, the following message appears:




---

**NOTE:** This message appears whenever a new language is selected from the **Default Language** list.

---

After the user clicks **Yes**, the default language is set to the selected language and some regional settings (such as **mile/km**) might also change.

### **Configuration / Feature Activation**

To enable Thai (Thailand), contact SAP Concur support.

## **Authentication**

### **\*\*Ongoing\*\* Deprecation of HMAC Initiates Migration to SSO Self-Service**

| <b>Information First Published</b> | <b>Information Last Modified</b> | <b>Feature Target Release Date</b>        |
|------------------------------------|----------------------------------|---|
| July 12, 2019                      | March 6, 2020                    | Phase I: July 2019<br>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 deprecation process of removing Hash-Based Message Authentication Code (HMAC) as an SSO option. The replacement service for HMAC is SAML SSO is a self-service method of setup whereby client admins have access within SAP Concur to complete their SAML connections.

Clients currently using HMAC are encouraged to migrate to the SSO self-service tool as soon as it is released (targeted for Q2 2020). The new SSO self-service tool allows multiple portals (Identity Providers) to be added.

The HMAC deprecation includes two phases:

#### **Phase I:**

---

#### **SAP Concur Release Notes**

Release Date: June 24, 2020

Some features scheduled for the June 20, 2020 release did not pass our quality control guidelines, therefore, it was a limited release. Those features were successfully deployed on June 24, 2020 in both the EMEA and NA (US) data centers. The CCPS and China Update #1: Wednesday, June 24, 3:30 PM PST

- 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.)
- Travel Management Companies (TMCs) partners prepare for onboarding new SAP Concur clients using the new SSO self-service tool, which is targeted for release in Q2 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 need to be migrated using the new SSO self-service tool.

#### **Phase II:**

- Travel Management Companies (TMCs) partners continue migrating existing SAP Concur clients from the HMAC service 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 need to contract for or develop their SAML 2.0 solution. TMCs need to have an Identity Provider (IdP).
- Once support for SAML 2.0 is complete, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

#### ***Important – Migration for Legacy HMAC Clients***

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

To prepare for Phase I of the HMAC deprecation:

- Clients need to have an Identity Provider (IdP) or a custom SAML 2.0 solution.
- Clients can configure the SSO self-service tool as soon as it is released in Q2 2020.

### More Information



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

## File Transfer Updates

### \*\*Ongoing\*\* SAP Concur Legacy File Move Migration

| Information First Published | Information Last Modified | Feature Target Release Date |
|-----------------------------|---------------------------|-----------------------------|
| March 6, 2020               | --                        | Ongoing in 2020             |

### Overview

This release note is intended for the technical staff responsible for file transmissions with SAP Concur. For our clients and vendors participating in data exchange, SAP Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur will begin migrating entities that currently use a legacy process for moving files to a more efficient and secure file routing process that relies on APIs.

Clients whose entities are currently configured to use the legacy process will be migrated to the more efficient process sometime between now and the end of 2020. After they are migrated to the more efficient process, clients will see the following improvement:

- With the legacy process, clients had to wait for the file move schedule to run at a specified time. With the more efficient and secure API-based process, extracts and other outbound files from SAP Concur will be available within the existing overnight processing period shortly after the files are created.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com

### BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security and efficiency 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](#).

## Miscellaneous

### SAMLv2 SSO Certificate Expiring (June 25)

#### Overview

The certificate provided by the SAP Concur SAMLv2 service, which is used to establish a Single-Sign On (SSO) connection with an IdP, **will expire on June 25<sup>th</sup>, 2020**. Unless the certificate is renewed before the June 25, 2020 expiration date, the certificate expiration might prevent users from being able to successfully sign in to SAP Concur products.

SAP Concur solutions offer SSO to help make the user sign-in process easier and more secure. SSO requires that trust be established between the Identity Provider (IdP) and the Service Provider (SP). This trust is established in part by cryptographic use of certificates provided by the service provider, in this case, SAP Concur solutions.

#### BUSINESS PURPOSE / CLIENT BENEFIT

To ensure that the SSO certificate adheres to the latest security standards and processes, the certificate is configured to expire and be renewed periodically.

#### Configuration / Feature Activation

For detailed information about scenarios where an expired SSO certificate might prevent users from connection to SAP Concur solutions, and for steps to renew the certificate, refer to the [SAP Concur SAMLv2 SSO Certificate Expiration Fact Sheet](#).

### Some TLSv1.2 Ciphers No Longer Supported (Jun 22)

#### Overview

To ensure the ongoing security of our products and services, beginning on June 22, 2020, SAP Concur solutions will no longer support connections to \*.concursolutions.com and \*api.concursolutions.com that use the following TLSv1.2 ciphers:

- AES256-GCM-SHA384

- AES128-GCM-SHA256

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

This update provides ongoing security for our products and services.

#### **Configuration / Feature Activation**

In order to ensure that connections to \*.concur solutions.com and \*api.concur solutions.com are not disrupted, clients and partners who connect to \*.concur solutions.com or \*api.concur solutions.com through an application that uses an unsupported cipher must upgrade the application to a supported cipher before June 22, 2020.

The following ciphers are supported:

- TLS-AES-256-GCM-SHA384
- TLS-CHACHA20-POLY1305-SHA256
- TLS-AES-128-GCM-SHA256
- TLS-AES-128-CCM-8-SHA256
- TLS-AES-128-CCM-SHA256
- ECDHE-ECDSA-AES256-GCM-SHA384
- ECDHE-ECDSA-AES128-GCM-SHA256
- ECDHE-RSA-AES256-GCM-SHA384
- ECDHE-RSA-AES128-GCM-SHA256
- ECDHE-ECDSA-CHACHA20-POLY1305
- ECDHE-RSA-CHACHA20-POLY1305
- ECDHE-ECDSA-AES256-SHA384
- ECDHE-ECDSA-AES128-SHA256
- ECDHE-RSA-AES256-SHA384
- ECDHE-RSA-AES128-SHA256
- ECDHE-RSA-AES256-SHA
- ECDHE-RSA-AES128-SHA

#### **\*\*Ongoing\*\* New URL for US Data Center us1.concur solutions.com**

| Information First Published  | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| May 15, 2020   | June 5, 2020              | May 2020 and Q3 2020        |
| Any changes since the previous monthly release are highlighted in yellow in this release note. |                           |                             |

## **Overview**

Beginning in May, users can connect to the US Data Center through [www.concursolutions.com](http://www.concursolutions.com) or through a new URL, [us1.concursolutions.com](http://us1.concursolutions.com). In addition, targeted for Q3, users connecting to the US Data Center through [www.concursolutions.com](http://www.concursolutions.com) will be redirected to [us1.concursolutions.com](http://us1.concursolutions.com).

---

**NOTE:** This change does not impact the Base URI (Instance URL) used in API calls to the SAP Concur solutions US Data Center.

---

### **BUSINESS PURPOSE / CLIENT BENEFIT**

The [us1.concursolutions.com](http://us1.concursolutions.com) URL is consistent with the URL for other data centers. For example, users connecting to the EMEA data center are redirected to [eu1.concursolutions.com](http://eu1.concursolutions.com).

### **Configuration / Feature Activation**

There are no 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\*\* Download to Excel From Several List Views on My Invoices Page**

#### **Overview**

In a future release, clients will be able to export data by clicking the Download to Excel link in the following list views on the My Invoices page:

- Unsubmitted Invoices
- Unsubmitted Purchase Orders
- All Unassigned Invoices
- Unassigned Invoices Created by Me
- All Assigned Invoices

There is no maximum number of items that can be exported, but the export process might take some time if there are many items to be exported.

---

**NOTE:** If the client leaves the **My Invoices** page while the export process is in progress, the export will be canceled. However, clients will be able to open an invoice on the **My Invoices** page while the export is running.

---

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

This feature provides clients with flexibility in how they work with invoice data.

#### **What the User Sees**

The user will see a **Download to Excel** link in all the list views listed in the *Overview* section of this release note. The following images show examples of the **Download to Excel** link.

## Unsubmitted Invoices List View

| Alert | Image | Invoice Name   | Vendor Name | Invoice Number | Invoice Date | Total      | Last Comment | With User Since |
|-------|-------|--|-------------|----------------|--------------|------------|--------------|-----------------|
|       |       | Office Supplies  | Vendor5     | 30945h         | 06/11/2019   | \$75.00    |              |                 |
|       |       | Conference materials                                       | Vendor7     | 2454           | 06/11/2019   | \$285.00   |              | 06/23/2019      |
|       |       | Vendor_1<br>0740200EC14045320F0089F0C0C30<br>0F11-00224887 | Vendor_1    | 98324987       | 09/27/2019   | \$1,914.39 |              | 09/27/2019      |
|       |       | Office Supplies  | Vendor_1    | 35973          | 03/19/2020   | \$30.00    |              |                 |
|       |       | Office Supplies  | VEN1        | 35683          | 03/19/2020   | \$30.00    |              |                 |
|       |       | Office Supplies  | VEN1        | 243297         | 03/19/2020   | \$30.00    |              |                 |
|       |       | Office Supplies  | VEN1        | an5482         | 03/29/2020   | \$30.00    |              |                 |
|       |       | Office Supplies  | VEN1        | 9407           | 03/29/2020   | \$30.00    |              |                 |
|       |       | Office Supplies  | VEN1        | 32452368       | 03/29/2020   | \$0.00     |              |                 |

## Unsubmitted Purchase Order Invoices List View

| Alert | Image | Invoice Name           | Vendor Name | Invoice Number | Invoice Date | Total    | Last Comment | With User Since |
|-------|-------|------------------------|-------------|----------------|--------------|----------|--------------|-----------------|
|       |       | supplies for reception | Vendor5     | 25540234       | 06/11/2019   | \$80.00  |              |                 |
|       |       | Conference materials   | Vendor7     | 2454           | 06/11/2019   | \$285.00 |              | 06/23/2019      |

### Configuration / Feature Activation

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

## \*\*Planned Changes\*\* Import Now Feature Supports Email Notification

### Overview

In a future release and based on role and setting, clients who have performed an import by using the Import Now feature will receive an email notification with information about the success of the import.

### BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement helps clients keep track of successful Import Now email notifications.

### **Configuration / Feature Activation**

To activate the Email Notification feature, the admin must select (enable) the **Email Notification on Success** option on the **Import/Extract Administrator** 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](mailto: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

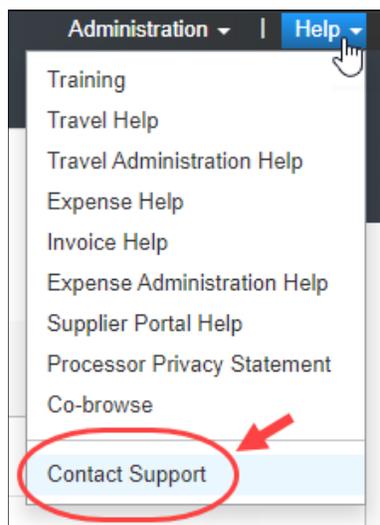
This release might resolve previously submitted support cases. You can check the status of a support case to confirm whether the case issue has been resolved.

## Check Support Case Status

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

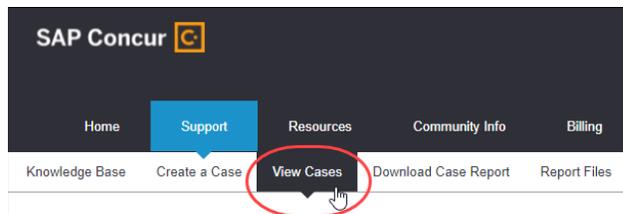
► **To check the status of a submitted case:**

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**.



### SAP Concur Release Notes

Release Date: June 24, 2020

Some features scheduled for the June 20, 2020 release did not pass our quality control guidelines, therefore, it was a limited release. Those features were successfully deployed on June 24, 2020 in both the EMEA and NA (US) data centers. The CCPS and China Update #1: Wednesday, June 24, 3:30 PM PST

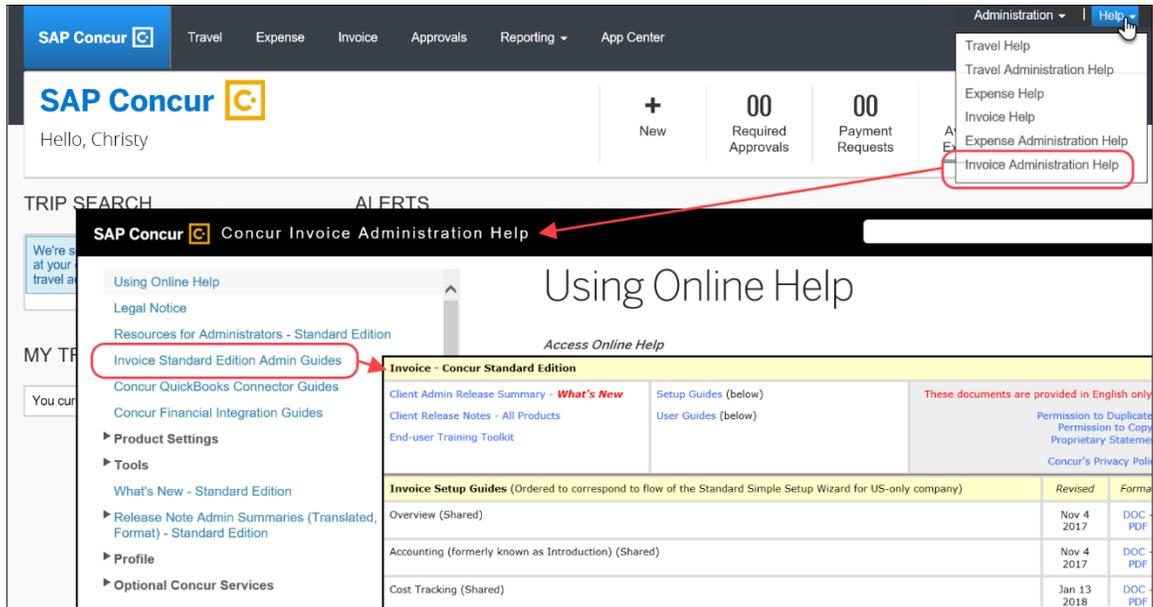
- In the table, view the desired type of cases based on the **View** list selection. Search results are limited to each company's own cases.

The screenshot shows the SAP Concur Support Case Status interface. The top navigation bar includes 'Home', 'Support', 'Resources', 'Community Info', and 'Billing'. Below this, there are links for 'Knowledge Base', 'Create a Case', 'View Cases', 'Download Case Report', and 'Report Files'. The main content area is titled '5 - My Cases' and features a 'View:' dropdown menu with the following options: '5 - My Cases', '1 - All Open Admin Cases', '2 - All Closed Admin Cases', '3 - All Open End User Cases', '4 - All Closed End User Cases', and 'Recently Viewed Cases'. The '5 - My Cases' option is currently selected. To the right of the dropdown is a 'New Case' button. Below the dropdown is a table with the following columns: 'Action', 'Status', 'Priority', 'Contact Name', 'Site/URL/Acct. #', 'Date/Time Opened', and 'Date of Last Comment'. The table contains several rows of case data, with the first row showing 'Updated' status. At the bottom of the table, there is a pagination control: 'Show me fewer / more records per list page'. The interface also includes 'Previous Page' and 'Next Page' navigation links.

# 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**.

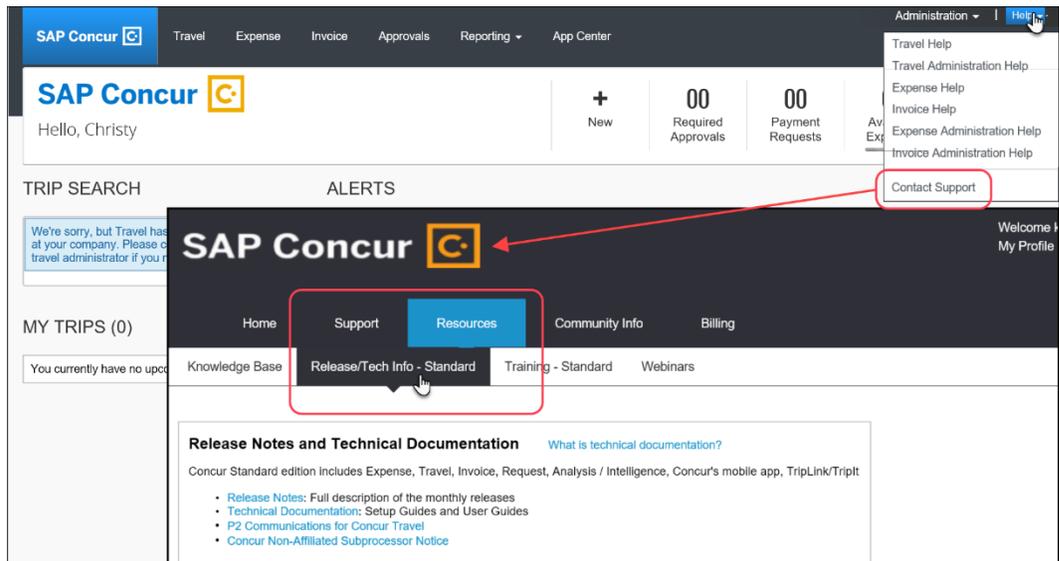


## SAP Concur Support Portal – Selected Users

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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|   |                 |
|---|-----------------|
| <b>SAP Concur Release Notes</b>   |                 |
| <b>Invoice Professional/Premium</b>   |                 |
| Includes: Concur Invoice, Capture Processing, Invoice Pay, Purchase Requests, and Purchase Orders |                 |
| <b>Month</b>  | <b>Audience</b> |
| Release Date: July 18, 2020<br>Initial Post: Friday, July 17, 3:00 PM PST                         | Client FINAL    |

## Contents

|   |           |
|---|-----------|
| <b>Release Notes .....</b>  | <b>4</b>  |
| <b>Concur Invoice .....</b>   | <b>4</b>  |
| Download as Excel From All My Invoices and Deleted Invoices List Views on My Invoices Page (Jul 2)..... | 4         |
| <b>Authentication.....</b>  | <b>5</b>  |
| **Ongoing** Deprecation of Director SAML Service and Migration to SAML v2.....                          | 5         |
| **Ongoing** Deprecation of HMAC and Migration to SAML v2 and the SSO Self-Service Tool.....             | 7         |
| <b>File Transfer Updates .....</b>  | <b>9</b>  |
| **Ongoing** SAP Concur Legacy File Move Migration.....  | 9         |
| <b>List Import .....</b>  | <b>10</b> |
| Start Date and End Date in List Import Will No Longer Be Stored .....                                   | 10        |
| <b>Image Handling.....</b>  | <b>10</b> |
| Imaging XML API Error Updates .....   | 10        |
| <b>Miscellaneous.....</b>   | <b>11</b> |
| SAMLv2 SSO Certificate Expired (Jun 25) .....   | 11        |
| Updated: Some TLSv1.2 Ciphers No Longer Supported (Jun 22) .....  | 11        |
| <b>Planned Changes.....</b>   | <b>13</b> |
| <b>Concur Invoice .....</b>   | <b>13</b> |
| **Planned Changes** Supplier Portal Deprecation .....   | 13        |
| **Planned Changes** Download as Excel From All Sent to Purchasing List View on My Invoices Page .....   | 14        |
| **Planned Changes** Import Now Feature Supports Email Notification.....                                 | 14        |
| <b>Client Notifications.....</b>  | <b>15</b> |
| <b>Subprocessors.....</b>   | <b>15</b> |

|   |           |
|---|-----------|
| SAP Concur Non-Affiliated Subprocessors .....                           | 15        |
| <b>Browser Certifications.....</b>                                      | <b>15</b> |
| Monthly Browser Certifications and Supported Configurations .....       | 15        |
| <b>SAP Concur Support Case Status.....</b>                              | <b>16</b> |
| <b>Check Support Case Status.....</b>                                   | <b>16</b> |
| July Example .....  | 17        |
| <b>Additional Release Notes and Other Technical Documentation .....</b> | <b>18</b> |
| <b>Online Help – Admins.....</b>  | <b>18</b> |
| <b>SAP Concur Support Portal – Selected Users.....</b>                  | <b>19</b> |

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# Release Notes

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

## Concur Invoice

### Download as Excel From All My Invoices and Deleted Invoices List Views on My Invoices Page (Jul 2)

#### Overview

Clients can now export data by clicking the **Download as Excel** link in the following list views on the **My Invoices** page:

- All My Invoices

---

**NOTE:** The maximum number of invoices that can be exported from the **All My Invoices** list view is 12500.

---

- My Deleted Invoices

There is a limit to the number of invoices that can be exported from the **All My Invoices** list view. The other list views do not have this limit, but the export process might take some time if there are many items to be exported.

---

**NOTE:** If the client leaves the **My Invoices** page while the export process is in progress, the export will be canceled. However, clients will be able to open an invoice on the **My Invoices** page while the export is running.

This feature released July 2, 2020.

---

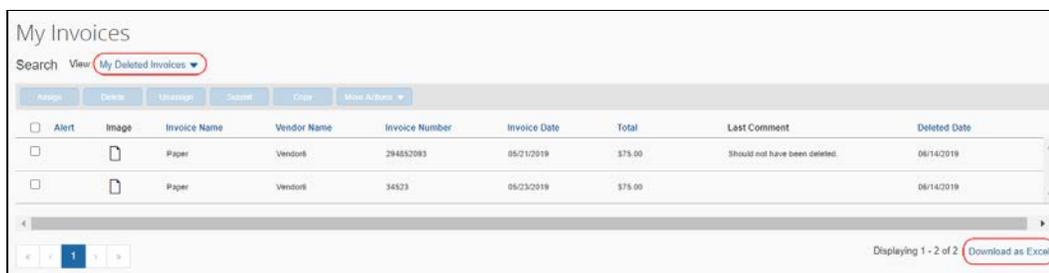
#### BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides clients with flexibility in how they work with invoice data.

#### What the User Sees

The user will see a **Download as Excel** link in the **All My Invoices** and **My Deleted Invoices** list views of the **My Invoices** page.

#### Example of My Deleted Invoices List View



### Configuration / Feature Activation

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



For more detailed information, refer to the [Invoice: AP User Guide](#).

## Authentication

### \*\*Ongoing\*\* Deprecation of Director SAML Service and Migration to SAML v2

| Information First Published   | Information Last Modified | Feature Target Release Date |
|---|---------------------------|-----------------------------|
| July 10, 2020   | --                        | July – December 2020        |
| Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note. |                           |                             |

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

### Overview

Support for the Director SAML service is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel will soon begin assisting clients who currently use Director SAML to migrate to SAP Concur SAML v2 SSO (SAML v2).

Clients currently using Director SAML are encouraged to migrate to SAML V2 as soon as possible.

Deprecation of support for the Director SAML service is dependent on the following requirements:

- SAP Concur technicians and TMCs assist existing SAP Concur clients to migrate from the Director SAML service to SAML V2.
- All clients that currently rely on the Director SAML service have migrated from Director SAML to SAML V2.

Migration from Director SAML to SAML V2 requires the following general steps:

- The client identifies an admin to act as the SSO admin and assigns the proper permission/role.

- The SSO admin coordinates with their SAP Concur technician to obtain the SAP Concur SP metadata.
- The SSO admin configures the SSO settings at the IdP based on information from SP metadata.
- The SSO admin retrieves IdP metadata from the IdP and delivers the metadata to the SAP Concur technician.
- The SSO admin adds a few testing users and tests the new SSO connection.
- With successful testing, the company rolls out SSO to their SAP Concur users.



For more detailed information about migrating to SAML v2, refer to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

### **BUSINESS PURPOSE / CLIENT BENEFIT**

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

### **Configuration / Feature Activation**

#### **MIGRATION FOR TMCs**

TMCs will be significantly impacted by this change and should begin testing now to prepare for migration to SAML V2.

TMCs must set up SAML v2 instead of Director SAML for their new clients. Setting up SAML v2 now allows more time for TMCs to test the new configuration and train internal staff to assist clients.

To prepare for the deprecation of Director SAML:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 compliant SSO is established, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

#### **MIGRATION FOR LEGACY DIRECTOR SAML CLIENTS**

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for the deprecation of Director SAML:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients must coordinate with an SAP Concur technician to complete migration to SAML v2.



For more information, refer to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

## **\*\*Ongoing\*\* Deprecation of HMAC and Migration to SAML v2 and the SSO Self-Service Tool**

| Information First Published  | Information Last Modified | Feature Target Release Date               |
|--|---------------------------|---|
| July 12, 2019  | July 17, 2020             | Phase I: July 2020<br>Phase II: July 2021 |
| 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 support for Hash-Based Message Authentication Code (HMAC) is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel are currently assisting clients who use HMAC to migrate to SAP Concur SAML v2 SSO (SAML v2).

In Q3 of 2020, SAP Concur plans to provide a self-service tool that will enable client admins to setup their SAML v2 connections without involving an SAP Concur support representative.

---

**NOTE:** SAML v2 supports the use of multiple identity providers (IdPs).

---

The HMAC deprecation includes two phases:

#### **Phase I:**

- Clients must have an identity provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients begin testing authentication using SAML v2.
- TMCs prepare to onboard new SAP Concur clients to SAML v2.
- Once the SSO self-service 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 to SAML v2.
- Existing clients using HMAC must migrate to SAML v2.

#### **Phase II:**

- TMCs have migrated all existing SAP Concur clients from the HMAC service to SAML v2.
- The HMAC service is deprecated. Phase II is targeted to end mid-year in 2021.

**BUSINESS PURPOSE / CLIENT BENEFIT**

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

**Configuration / Feature Activation****MIGRATION FOR TMCs**

TMCs will be significantly impacted and should begin testing now to prepare for migration to SAML v2.

TMCs must set up SAML v2 instead of HMAC for their new clients. Setting up SAML v2 now allows more time for TMCs to test SAML v2 and to train internal staff to assist clients.

To prepare for Phase I of the HMAC deprecation:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 compliant SSO is established, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

**MIGRATION FOR LEGACY HMAC CLIENTS**

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for Phase I of the HMAC deprecation:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients can coordinate with SAP Concur support now to complete migration to SAML v2.
- When it is released, clients can configure the SSO self-service tool. The self-service tool is targeted for release in Q3 of 2020.



For more information, refer to *Authentication | \*\*Planned Changes\*\* Single Sign-On (SSO) Self-Service Option* in the [Shared Planned Changes](#) release notes and to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

## File Transfer Updates

### **\*\*Ongoing\*\* SAP Concur Legacy File Move Migration**

| Information First Published | Information Last Modified | Feature Target Release Date |
|-----------------------------|---------------------------|-----------------------------|
| March 6, 2020               | --                        | Ongoing in 2020             |

#### **Overview**

This release note is intended for the technical staff responsible for file transmissions with SAP Concur. For our clients and vendors participating in data exchange, SAP Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur will begin migrating entities that currently use a legacy process for moving files to a more efficient and secure file routing process that relies on APIs.

Clients whose entities are currently configured to use the legacy process will be migrated to the more efficient process sometime between now and the end of 2020. After they are migrated to the more efficient process, clients will see the following improvement:

- With the legacy process, clients had to wait for the file move schedule to run at a specified time. With the more efficient and secure API-based process, extracts and other outbound files from SAP Concur will be available within the existing overnight processing period shortly after the files are created.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

These changes provide greater security and efficiency 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](#).

## List Import

### Start Date and End Date in List Import Will No Longer Be Stored

#### Overview

Beginning with the July release, Start Date and End Date information that is included in the *concur-standard.xml* or *concur-standard-71.xml* import definition files is no longer stored by SAP Concur solutions.

---

**NOTE:** You do not need to update your import definition files in response to this change. Start Date and End Date information in the definition files is not stored but will not cause any issues during import of other data in the files.

---

#### BUSINESS PURPOSE / CLIENT BENEFIT

The Start Date and End Date information is not referenced or used by SAP Concur solutions and does not need to be stored.

#### Configuration / Feature Activation

There are no configuration or activation steps; this change occurs automatically.

## Image Handling

### Imaging XML API Error Updates

#### Overview

SAP is updating the Concur Imaging XML API to clarify two error codes. The service currently returns an HTTP 200 code even when the API returns an error 500 in the XML response. This update corrects the HTTP error code, returning HTTP 500 if the API response includes the 500 error code. Additionally, the Imaging response error code 503 (Storage Unavailable) will be changed to error code 122, to reduce confusion with the HTTP 503 error code.

The Imaging XML API is separate from the Imaging v1.0 or v3.0 APIs, and very few clients are using it. SAP has reached out individually to those clients in order to coordinate this change.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This update supports better monitoring of the Imaging XML API.

## **Configuration / Feature Activation**

This update is targeted for July 2020. SAP has contacted clients affected by this change.

## **Miscellaneous**

### **SAMLv2 SSO Certificate Expired (Jun 25)**

#### **Overview**

The certificate provided by the SAP Concur SAMLv2 service, which is used to establish a Single-Sign On (SSO) connection with an IdP, **expired on June 25<sup>th</sup>, 2020**. A new certificate is available for renewal. Users might be prevented from successfully signing in to SAP Concur products if the expired certificate is not renewed.

SAP Concur solutions offer SSO to help make the user sign-in process easier and more secure. SSO requires that trust be established between the Identity Provider (IdP) and the Service Provider (SP). This trust is established in part by cryptographic use of certificates provided by the service provider, in this case, SAP Concur solutions.

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

To ensure that the SSO certificate adheres to the latest security standards and processes, the certificate is configured to expire and be renewed periodically.

#### **Configuration / Feature Activation**

For detailed information about scenarios where an expired SSO certificate might prevent users from connection to SAP Concur solutions, and for steps to renew the certificate, refer to the [SAP Concur SAMLv2 SSO Certificate Expiration Fact Sheet](#).

### **Updated: Some TLSv1.2 Ciphers No Longer Supported (Jun 22)**

#### **Overview**

On June 22, 2020, SAP Concur solutions removed support for connections to \*.concursolutions.com and \*api.concursolutions.com that use the following TLSv1.2 ciphers:

- AES256-GCM-SHA384
- AES128-GCM-SHA256

In response to the needs of our clients, support for these ciphers was restored on June 25.

**Configuration / Feature Activation**

There are no configuration or activation steps; this change occurs automatically.

# Planned Changes

---

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

**IMPORTANT:** These Planned Changes 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\*\* Supplier Portal Deprecation**

#### **Overview**

Targeted for the October 2020 release, the Supplier Portal feature will be retired, and suppliers will no longer be able to use this functionality. The Supplier Portal enables suppliers to perform self-serve tasks without needing to interact with their buyer (Concur Invoice client), such as checking the status of an invoice, search for their buyers, and view the buyer contact information if direct contact is required.

After the retirement of the Supplier Portal, suppliers who sign in to the Supplier Portal will receive a message about the retirement. Clients who try to send the invitation link out to suppliers will also receive a message about the retirement. Clients who are using the Supplier Portal are encouraged to reach out to any suppliers who are actively using it with alternate instructions on how to interact with their buyers.

As Concur Invoice moves forward, we are committed to identifying the best solution to deliver on our clients' business needs.

---

**NOTE:** At this point, new clients will not be offered the Supplier Portal feature.

---

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

This feature is being deprecated due to low usage.

#### **Configuration / Feature Activation**

This change will occur automatically; there are no configuration steps.

## **\*\*Planned Changes\*\* Download as Excel From All Sent to Purchasing List View on My Invoices Page**

### **Overview**

In a future release, clients will be able to export data by clicking the **Download as Excel** link in the **All Sent to Purchasing** list view on the **My Invoices** page:

There is no maximum number of items that can be exported, but the export process might take some time if there are many items to be exported.

---

**NOTE:** If the client leaves the **My Invoices** page while the export process is in progress, the export will be canceled. However, clients will be able to open an invoice on the **My Invoices** page while the export is running.

---

### **BUSINESS PURPOSE / CLIENT BENEFIT**

This feature provides clients with flexibility in how they work with invoice data.

### **What the User Sees**

The user will see a **Download as Excel** link in **All Sent to Purchasing** list view of the **My Invoices** page.

### **Configuration / Feature Activation**

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

## **\*\*Planned Changes\*\* Import Now Feature Supports Email Notification**

### **Overview**

In a future release and based on role and setting, clients who have performed an import by using the Import Now feature will receive an email notification with information about the success of the import.

### **BUSINESS PURPOSE / CLIENT BENEFIT**

This enhancement helps clients keep track of successful Import Now email notifications.

### **Configuration / Feature Activation**

To activate the Email Notification feature, the admin must select (enable) the **Email Notification on Success** option on the **Import/Extract Administrator** 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](mailto: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

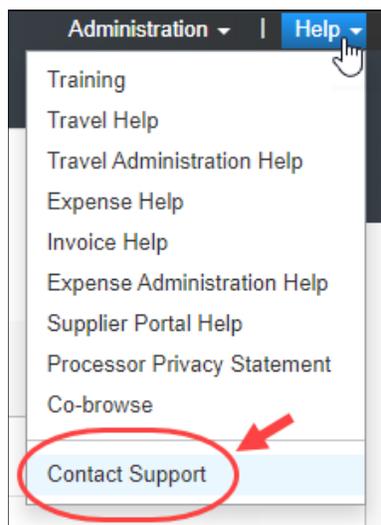
This release might resolve previously submitted support cases. You can check the status of a support case to confirm whether the case issue has been resolved.

## Check Support Case Status

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

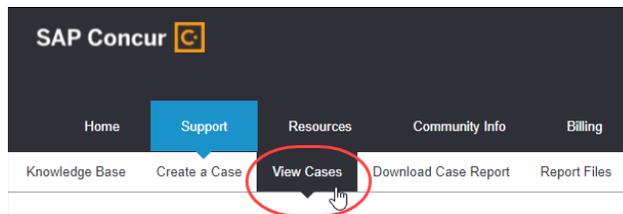
► **To check the status of a submitted case:**

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

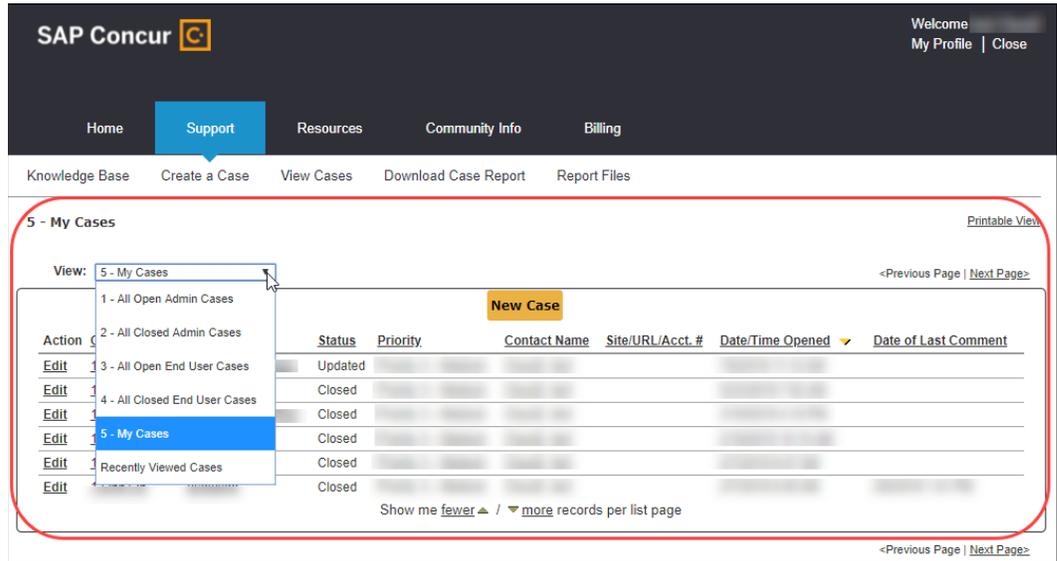


**NOTE:** If you do not have the option to contact SAP Concur support in the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



- 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.



## July Example

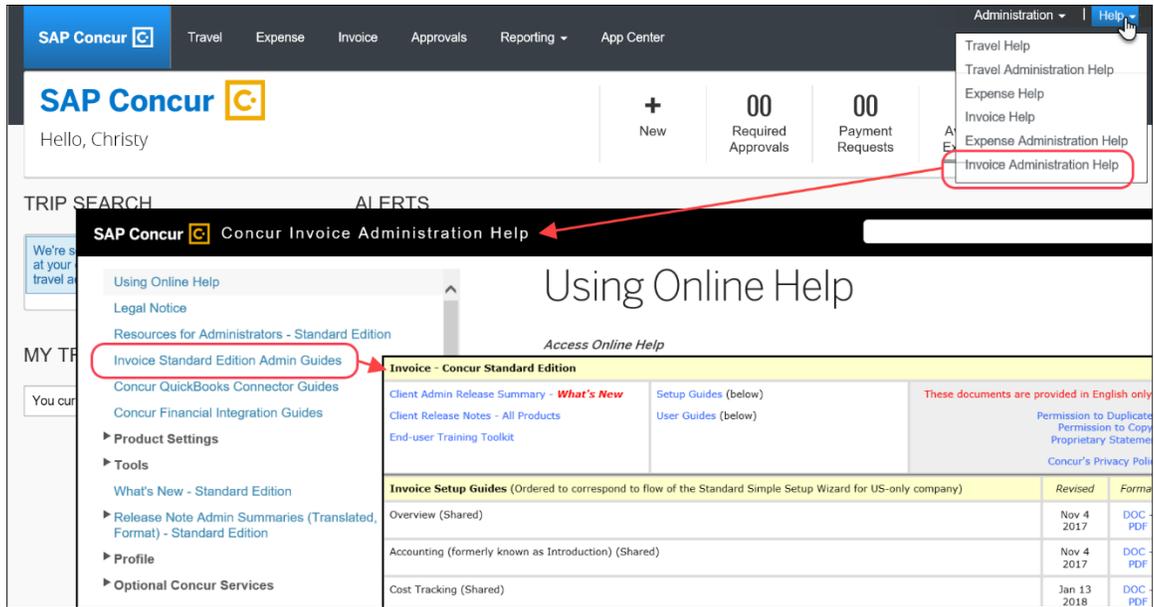
The table below contains some example cases that are resolved in this release. It is not a comprehensive list of the resolved cases.

| Case ID  | Description   |
|----------|---|
| 15677845 | <b>User Administration</b><br>After an admin removed a role from a user's profile and saved the change, the role was not removed. |
| 15797187 | <b>Vendor Manager</b><br>Vendor form did not load when <b>Enable Create and approval for Invoice Vendor</b> was enabled.          |
| 15844966 | <b>Purchase Request</b><br>An admin who was acting as a proxy for a Purchase Request user, could not end the proxy session.       |

# 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**.

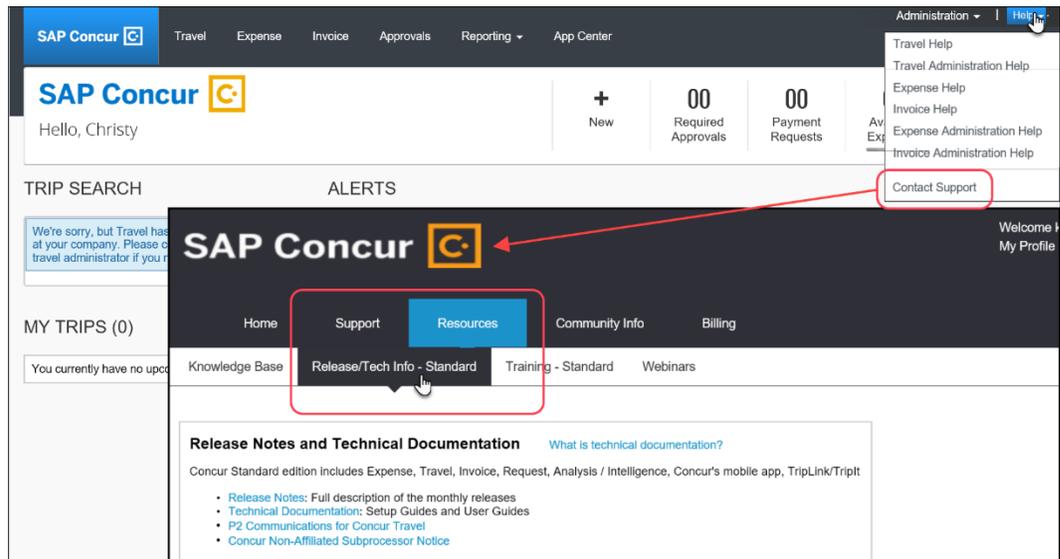


## SAP Concur Support Portal – Selected Users

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

# Concur Invoice Professional/Premium

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

| Month   | Audience     |
|---|--------------|
| Release Date: August 15, 2020<br>Initial Post: Friday, August 14, 1:00 PM PST | Client FINAL |

## Contents

|   |           |
|---|-----------|
| <b>Release Notes</b> .....  | <b>4</b>  |
| <b>Concur Invoice</b> .....   | <b>4</b>  |
| Import Now Feature Supports Email Notification.....   | 4         |
| <b>Authentication</b> .....   | <b>4</b>  |
| **Ongoing** Deprecation of Director SAML Service and Migration to SAML v2.....                          | 4         |
| **Ongoing** Deprecation of HMAC and Migration to SAML v2 and the SSO Self-Service Tool.....             | 6         |
| <b>File Transfer Updates</b> .....  | <b>8</b>  |
| **Ongoing** SAP Concur Legacy File Move Migration .....   | 8         |
| <b>Simplified Chinese</b> .....   | <b>9</b>  |
| Terminology Changes – Simplified Chinese .....  | 9         |
| <b>Miscellaneous</b> .....  | <b>10</b> |
| SSL Certificates for us.api.concursolutions.com and emea.api.concursolutions.com Expiring (Aug 21)..... | 10        |
| <b>Planned Changes</b> .....  | <b>11</b> |
| <b>Concur Invoice</b> .....   | <b>11</b> |
| **Planned Changes** Supplier Portal Deprecation .....   | 11        |
| **Planned Changes** Download as Excel From All Sent to Purchasing List View on My Invoices Page .....   | 12        |
| <b>Client Notifications</b> .....   | <b>13</b> |
| <b>Subprocessors</b> .....  | <b>13</b> |
| SAP Concur Non-Affiliated Subprocessors .....   | 13        |
| <b>Browser Certifications</b> .....   | <b>13</b> |
| Monthly Browser Certifications and Supported Configurations .....                                       | 13        |

**SAP Concur Support Case Status.....14**  
    **Check Support Case Status.....14**  
        August Example ..... 15

**Additional Release Notes and Other Technical Documentation .....16**  
    **Online Help – Admins.....16**  
    **SAP Concur Support Portal – Selected Users.....17**

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# Release Notes

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

## Concur Invoice

### Import Now Feature Supports Email Notification

#### Overview

When Purchase Order and Purchase Order Receipt import files that have been processed through the Import Now file processing method return errors and successfully complete, email notifications will now be sent to users with the Import/Extract Monitor role.

#### BUSINESS PURPOSE / CLIENT BENEFIT

Clients that process Purchase Order and Purchase Order Receipt import files through the Import Now file processing method no longer have to log in to an SAP Concur entity to check the status of processed files. Email notifications are sent with the status after the files are processed. This functionality is in parity with the other import jobs.

#### Configuration / Feature Activation

No additional configuration is required to enable this feature for email notifications when the import files complete with errors.

---

**NOTE:** There is a setting to enable or disable email notifications when the import files complete successfully without errors. Contact SAP Concur support to enable or disable email notifications for successfully completed files.

---

## Authentication

### \*\*Ongoing\*\* Deprecation of Director SAML Service and Migration to SAML v2

| Information First Published   | Information Last Modified | Feature Target Release Date |
|---|---------------------------|-----------------------------|
| July 10, 2020   | --                        | July – December 2020        |
| Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note. |                           |                             |

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

## Overview

Support for the Director SAML service is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel will soon begin assisting clients who currently use Director SAML to migrate to SAP Concur SAML v2 SSO (SAML v2).

Clients currently using Director SAML are encouraged to migrate to SAML V2 as soon as possible.

Deprecation of support for the Director SAML service is dependent on the following requirements:

- SAP Concur technicians and TMCs assist existing SAP Concur clients to migrate from the Director SAML service to SAML V2.
- All clients that currently rely on the Director SAML service have migrated from Director SAML to SAML V2.

Migration from Director SAML to SAML V2 requires the following general steps:

- The client identifies an admin to act as the SSO admin and assigns the proper permission/role.
- The SSO admin coordinates with their SAP Concur technician to obtain the SAP Concur SP metadata.
- The SSO admin configures the SSO settings at the IdP based on information from SP metadata.
- The SSO admin retrieves IdP metadata from the IdP and delivers the metadata to the SAP Concur technician.
- The SSO admin adds a few testing users and tests the new SSO connection.
- With successful testing, the company rolls out SSO to their SAP Concur users.



For more detailed information about migrating to SAML v2, refer to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

### **BUSINESS PURPOSE / CLIENT BENEFIT**

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

### **Configuration / Feature Activation**

#### **MIGRATION FOR TMCs**

TMCs will be significantly impacted by this change and should begin testing now to prepare for migration to SAML V2.

TMCs must set up SAML v2 instead of Director SAML for their new clients. Setting up SAML v2 now allows more time for TMCs to test the new configuration and train internal staff to assist clients.

To prepare for the deprecation of Director SAML:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 compliant SSO is established, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

### MIGRATION FOR LEGACY DIRECTOR SAML CLIENTS

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for the deprecation of Director SAML:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients must coordinate with an SAP Concur technician to complete migration to SAML v2.



For more information, refer to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

## **\*\*Ongoing\*\* Deprecation of HMAC and Migration to SAML v2 and the SSO Self-Service Tool**

| Information First Published  | Information Last Modified | Feature Target Release Date               |
|--|---------------------------|---|
| July 12, 2019  | July 17, 2020             | Phase I: July 2020<br>Phase II: July 2021 |
| 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 support for Hash-Based Message Authentication Code (HMAC) is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel are currently assisting clients who use HMAC to migrate to SAP Concur SAML v2 SSO (SAML v2).

In Q3 of 2020, SAP Concur plans to provide a self-service tool that will enable client admins to setup their SAML v2 connections without involving an SAP Concur support representative.

---

**NOTE:** SAML v2 supports the use of multiple identity providers (IdPs).

---

The HMAC deprecation includes two phases:

**Phase I:**

- Clients must have an identity provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients begin testing authentication using SAML v2.
- TMCs prepare to onboard new SAP Concur clients to SAML v2.
- Once the SSO self-service 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 to SAML v2.
- Existing clients using HMAC must migrate to SAML v2.

**Phase II:**

- TMCs have migrated all existing SAP Concur clients from the HMAC service to SAML v2.
- The HMAC service is deprecated. Phase II is targeted to end mid-year in 2021.

**BUSINESS PURPOSE / CLIENT BENEFIT**

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

**Configuration / Feature Activation**

**MIGRATION FOR TMCs**

TMCs will be significantly impacted and should begin testing now to prepare for migration to SAML v2.

TMCs must set up SAML v2 instead of HMAC for their new clients. Setting up SAML v2 now allows more time for TMCs to test SAML v2 and to train internal staff to assist clients.

To prepare for Phase I of the HMAC deprecation:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 compliant SSO is established, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

**MIGRATION FOR LEGACY HMAC CLIENTS**

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for Phase I of the HMAC deprecation:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients can coordinate with SAP Concur support now to complete migration to SAML v2.
- When it is released, clients can configure the SSO self-service tool. The self-service tool is targeted for release in Q3 of 2020.



For more information, refer to *Authentication | **\*\*Planned Changes\*\*** Single Sign-On (SSO) Self-Service Option* in the [Shared Planned Changes](#) release notes and to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

## File Transfer Updates

### **\*\*Ongoing\*\* SAP Concur Legacy File Move Migration**

| Information First Published | Information Last Modified | Feature Target Release Date |
|-----------------------------|---------------------------|-----------------------------|
| March 6, 2020               | --                        | Ongoing in 2020             |

#### **Overview**

This release note is intended for the technical staff responsible for file transmissions with SAP Concur. For our clients and vendors participating in data exchange, SAP Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur will begin migrating entities that currently use a legacy process for moving files to a more efficient and secure file routing process that relies on APIs.

Clients whose entities are currently configured to use the legacy process will be migrated to the more efficient process sometime between now and the end of 2020. After they are migrated to the more efficient process, clients will see the following improvement:

- With the legacy process, clients had to wait for the file move schedule to run at a specified time. With the more efficient and secure API-based process, extracts and other outbound files from SAP Concur will be available within the existing overnight processing period shortly after the files are created.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

These changes provide greater security and efficiency 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](#).

## Simplified Chinese

### Terminology Changes – Simplified Chinese

#### Overview

With the August release, the following terms will be updated in the Simplified Chinese version of the SAP Concur user interface:

| English Term    | UI Location                                | Previous Simplified Chinese Term | Updated Simplified Chinese Term |
|-----------------|--|----------------------------------|---------------------------------|
| Invoice         | Name of the SAP Concur product / home page | 发票                               | 对公支付                            |
| Invoice         | Generic term in Concur Invoice             | 发票                               | 付款单                             |
| Payment Manager | Concur Invoice component / Invoice menu    | 付款经理                             | 付款管理                            |
| Vendor Manager  | Concur Invoice component / Invoice menu    | 供应商经理                            | 供应商管理                           |

**NOTE:** These changes might impact your company's internal documentation and training materials.

#### BUSINESS PURPOSE / CLIENT BENEFIT

These changes improve the accuracy and consistency of the Simplified Chinese version of the SAP Concur user interface.

## Configuration / Feature Activation

These changes occur automatically; There are no configuration or activation steps.

## Miscellaneous

### SSL Certificates for us.api.concursolutions.com and emea.api.concursolutions.com Expiring (Aug 21)

#### Overview

To ensure the ongoing security of our products and services, the current SSL certificates for us.api.concursolutions.com and emea.api.concursolutions.com are being renewed.

---

**NOTE:** The current certificates will expire on August 21, 2020.

---

Clients who have not pinned the SSL certificates do not need to take any action as the certificates will be renewed automatically. Most clients do not pin the certificates.

Clients who have pinned the expiring certificates must renew the certificates before August 21, 2020. If the pinned certificates are not updated before August 21, 2020, connections to SAP Concur products through SAP integration with Concur Services (SAP ICS) and Web Services might be disrupted. Please consult with your IT department to confirm whether this applies to you.

---

 **Important!** Because SSL certificates are renewed on a regular basis to ensure the security of our products, pinning them is not recommended.

---

#### BUSINESS PURPOSE / CLIENT BENEFIT

This update provides ongoing security for our products and services.

#### Configuration / Feature Activation

For clients who have not pinned the certificates (most clients), there are no configuration steps. The certificates are automatically renewed.

For clients who have pinned the expiring certificate. The new SSL certificate can be accessed by clicking on following link:

<https://assets.concur.com/concurtraining/cte/en-us/api.concursolutions.pem>

---

**NOTE:** The landing page contains two certificates, the server certificate and an intermediate certificate.

---

# 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\*\* Supplier Portal Deprecation**

#### **Overview**

Targeted for the October 2020 release, the Supplier Portal feature will be retired, and suppliers will no longer be able to use this functionality. The Supplier Portal enables suppliers to perform self-serve tasks without needing to interact with their buyer (Concur Invoice client), such as checking the status of an invoice, search for their buyers, and view the buyer contact information if direct contact is required.

After the retirement of the Supplier Portal, suppliers who sign in to the Supplier Portal will receive a message about the retirement. Clients who try to send the invitation link out to suppliers will also receive a message about the retirement. Clients who are using the Supplier Portal are encouraged to reach out to any suppliers who are actively using it with alternate instructions on how to interact with their buyers.

As Concur Invoice moves forward, we are committed to identifying the best solution to deliver on our clients' business needs.

---

**NOTE:** At this point, new clients will not be offered the Supplier Portal feature.

---

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

This feature is being deprecated due to low usage.

#### **Configuration / Feature Activation**

This change will occur automatically; there are no configuration steps.

## **\*\*Planned Changes\*\* Download as Excel From All Sent to Purchasing List View on My Invoices Page**

### **Overview**

In a future release, clients will be able to export data by clicking the **Download as Excel** link in the **All Sent to Purchasing** list view on the **My Invoices** page:

There is no maximum number of items that can be exported, but the export process might take some time if there are many items to be exported.

---

**NOTE:** If the client leaves the **My Invoices** page while the export process is in progress, the export will be canceled. However, clients will be able to open an invoice on the **My Invoices** page while the export is running.

---

### **BUSINESS PURPOSE / CLIENT BENEFIT**

This feature provides clients with flexibility in how they work with invoice data.

### **What the User Sees**

The user will see a **Download as Excel** link in **All Sent to Purchasing** list view of the **My Invoices** page.

### **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](mailto: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

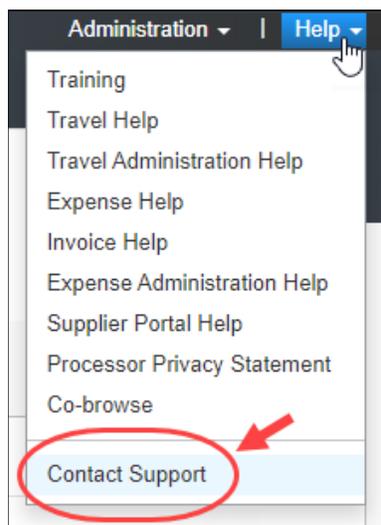
This release might resolve previously submitted support cases. You can check the status of a support case to confirm whether the case issue has been resolved.

## Check Support Case Status

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

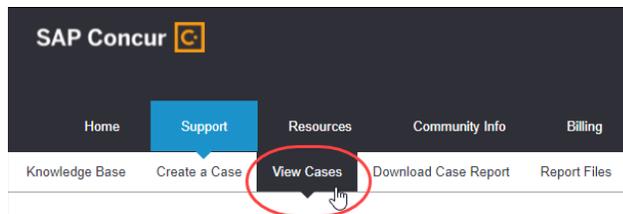
► **To check the status of a submitted case:**

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

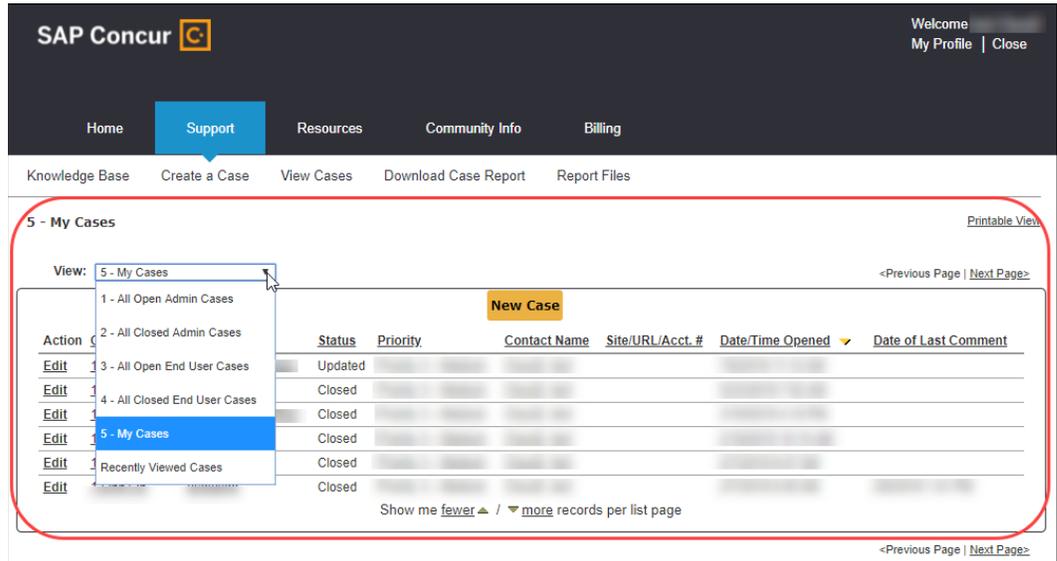


**NOTE:** If you do not have the option to contact SAP Concur support in the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



- 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.



### August Example

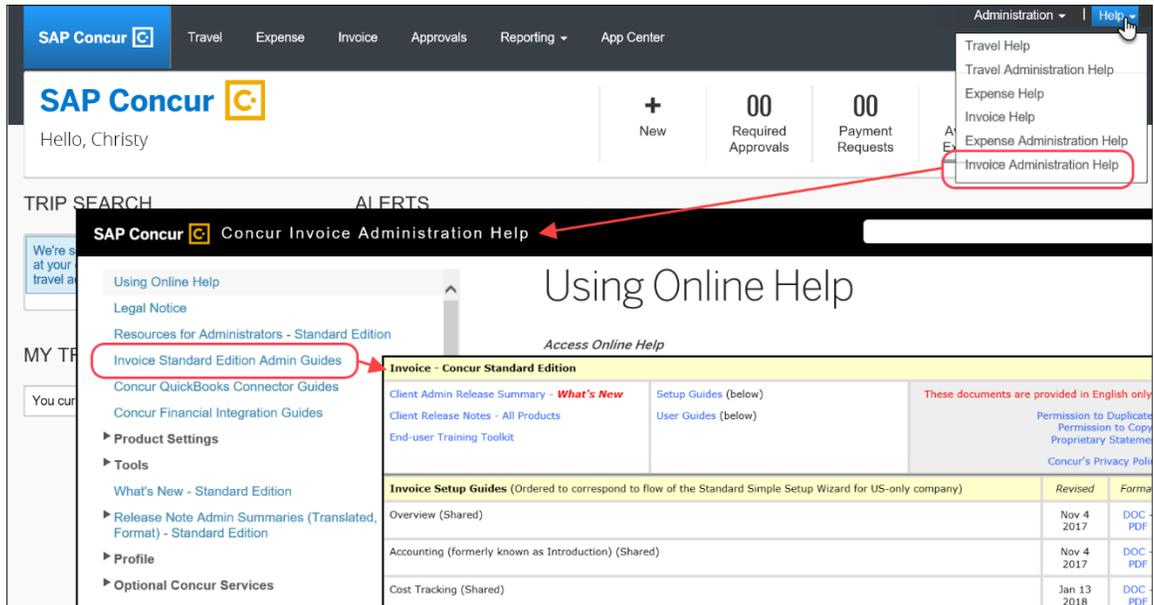
The table below contains some example cases that are resolved in this release. It is not a comprehensive list of the resolved cases.

| Case ID  | Description  |
|----------|--|
| 15872386 | <b>Concur Invoice</b><br>In the <b>My Invoices</b> list, the employee name was displayed in the <b>Approval Status</b> column when no name or the name of the approver should have been displayed.           |
| 15928731 | <b>Concur Invoice</b><br>In Internet Explorer, when a user who was acting as a proxy for another user clicked <b>Download as Excel</b> , an error was returned, and the downloaded file could not be opened. |

# 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**.

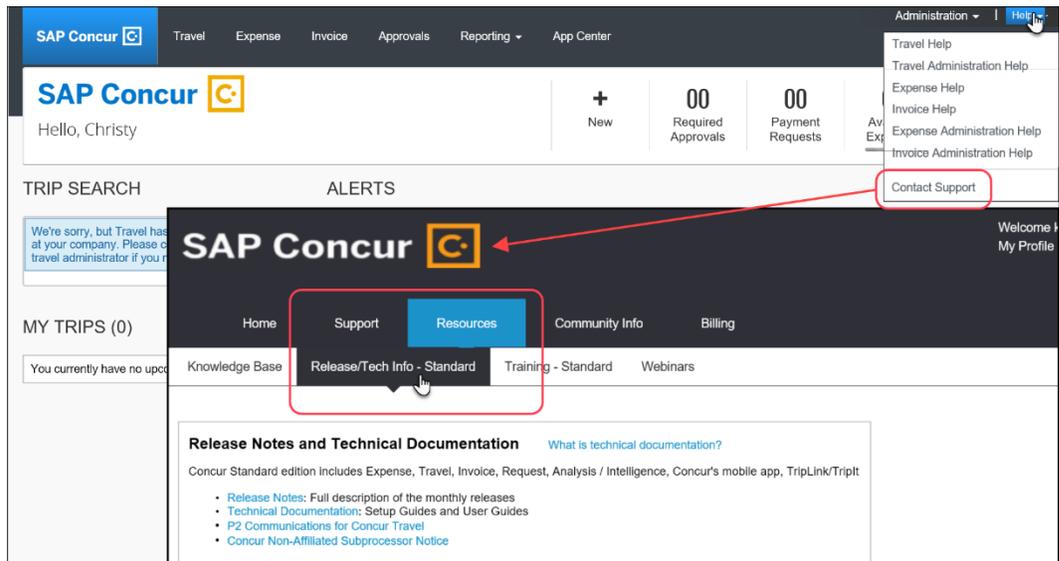


## SAP Concur Support Portal – Selected Users

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

# Concur Invoice Professional/Premium

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

| Month  | Audience     |
|--|--------------|
| Release Date: September 19, 2020<br>Update #1: Thursday, September 24, 1:00 PM PST | Client Final |

## Contents

|   |           |
|---|-----------|
| <b>Release Notes</b> .....  | <b>4</b>  |
| <b>Concur Invoice</b> .....   | <b>4</b>  |
| Payment Due Date Now Available in All List Views on My Invoices and Unassigned Invoices Pages (Sep 23)..... | 4         |
| Customize Columns Now Available on the All My Invoices List View (Aug 26).....                              | 5         |
| Audit Rule Behavior Improved to Check Duplicate Invoices (Sep 2) .....                                      | 7         |
| <b>Authentication</b> .....   | <b>8</b>  |
| **Ongoing** Deprecation of Director SAML Service and Migration to SAML v2.....                              | 8         |
| **Ongoing** Deprecation of HMAC and Migration to SAML v2 and the SSO Self-Service Tool.....                 | 10        |
| <b>File Transfer Updates</b> .....  | <b>12</b> |
| **Ongoing** SAP Concur Legacy File Move Migration .....   | 12        |
| <b>Planned Changes</b> .....  | <b>13</b> |
| <b>Concur Invoice</b> .....   | <b>13</b> |
| **Planned Changes** Supplier Portal Deprecation .....   | 13        |
| **Planned Changes** Download as Excel From All Sent to Purchasing List View on My Invoices Page .....       | 14        |
| <b>Client Notifications</b> .....   | <b>15</b> |
| <b>Subprocessors</b> .....  | <b>15</b> |
| SAP Concur Non-Affiliated Subprocessors .....   | 15        |
| <b>Browser Certifications</b> .....   | <b>15</b> |
| Monthly Browser Certifications and Supported Configurations .....   | 15        |
| <b>SAP Concur Support Case Status</b> .....   | <b>16</b> |
| <b>Check Support Case Status</b> .....  | <b>16</b> |

September Example ..... 17

**Additional Release Notes and Other Technical Documentation .....18**

**Online Help – Admins .....18**

**SAP Concur Support Portal – Selected Users .....19**

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# Release Notes

---

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

## Concur Invoice

### Payment Due Date Now Available in All List Views on My Invoices and Unassigned Invoices Pages (Sep 23)

#### Overview

Concur Invoice users can now add the **Payment Due Date** field to all list views on the **My Invoices** and **Unassigned Invoices** pages that have column preferences functionality.

To access the feature, users click on the gear icon which opens the **Manage Columns** window.



Users can then drag and drop the **Payment Due Date** field between the **Hidden** and the **Visible** lists depending on what they want to see in the list views.

---

**NOTE:** This feature was released on September 23, 2020.

---

#### BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement makes it easier for clients to see when the payment is due and which makes their payment planning easier.

#### What the User Sees

The Concur Invoice user sees the **Payment Due Date** field in the **Manage Columns** window when they open any list view that has column preferences on the **My Invoices** and **Unassigned Invoices** pages.

#### Configuration / Feature Activation

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

## Customize Columns Now Available on the All My Invoices List View (Aug 26)

### Overview

Concur Invoice users who can create invoices can now manage and customize columns from the **All My Invoices** list view on the **My Invoices** page.

---

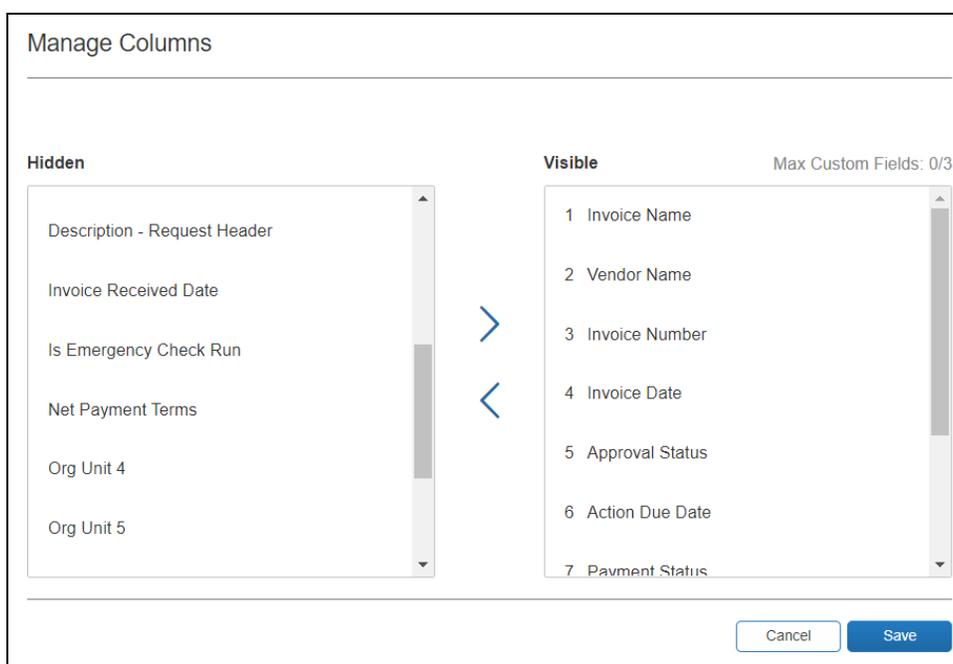
**NOTE:** This feature was released on August 26, 2020.

---

To access the feature, users click on the gear icon which opens the **Manage Columns** window.



Users can drag and drop fields between the **Hidden** and the **Visible** lists depending on what they want to see in the **All My Invoices** list view.



The **Vendor Name**, **Invoice Number**, and **Invoice Date** columns cannot be removed (hidden). A warning message appears if a user tries to remove (hide) these columns.

### Default Columns:

- Invoice Name
- Vendor Name

- Invoice Number
- Invoice Date
- Total
- Last Comment
- With User Since

**Additional Columns That Can Be Added/Removed**

- Action Due Date
- Payment Status
- Approval Status
- Custom 1-20
- PO Number
- Policy Name
- Is Emergency Check Run
- Invoice Received Date
- Payment Terms
- Payment Method
- Description
- Org Unit 1-6

**Searchable columns:**

- Vendor Name
- Title
- Total
- Vendor Invoice Number

---

**NOTE:** A maximum of three custom fields can be placed in the **Visible** list.

---

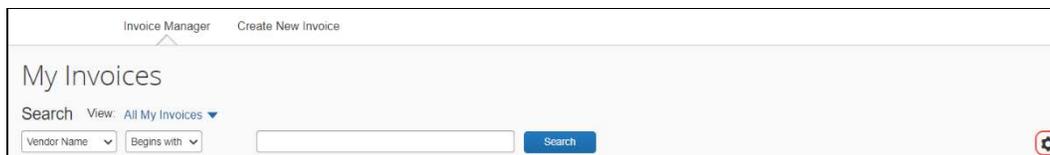
In addition, if you customize columns while acting as a proxy for another user, you are customizing the view for yourself only, not the user for whom you are acting as a proxy.

**BUSINESS PURPOSE / CLIENT BENEFIT**

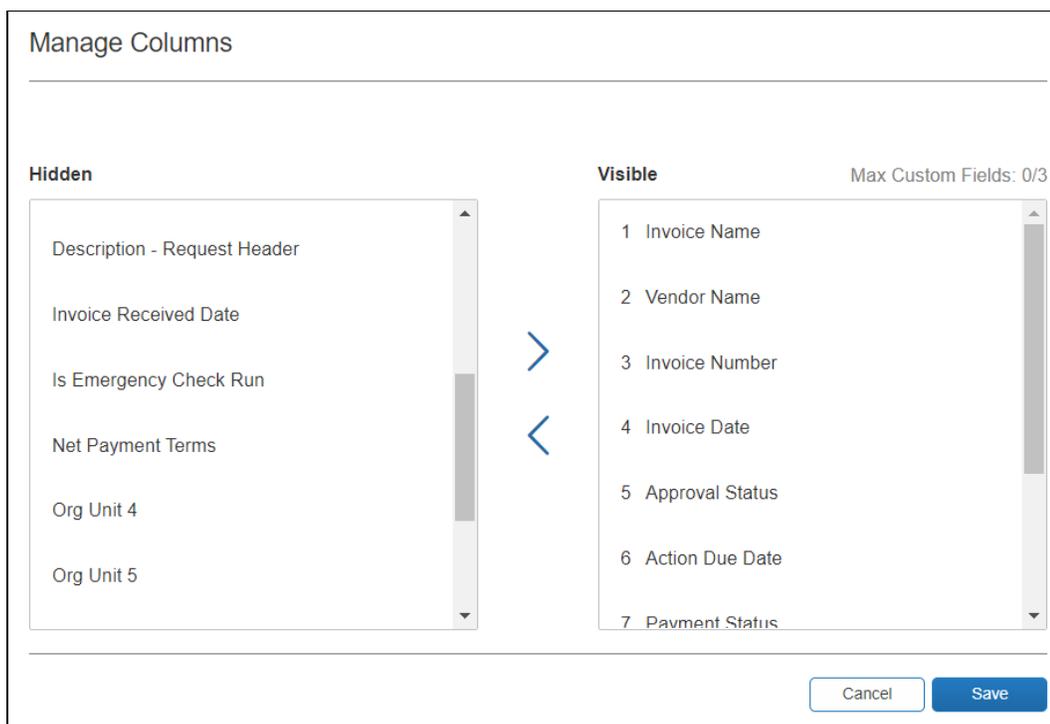
This feature is intended to help clients save time when they make decisions about which invoices to work on first by allowing them to add columns for the fields that are most important to them when they review their invoices.

## What the User Sees

A user who can create invoices will see a new gear icon when they have selected the **All My Invoices** list view.



When the 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.



For more information, refer to the [Invoice: AP User Guide](#).

## Audit Rule Behavior Improved to Check Duplicate Invoices (Sep 2)

### Overview

Provided the **Is Duplicate** audit rule is configured, AP users can now see the **Duplicate** icon before they open an invoice and a duplicate message appears when they open the invoice on the **Unassigned Invoices** page. This enhancement makes

it easier for AP users to check if an invoice is a duplicate before it is opened or edited.

---

**NOTE:** This feature released September 2, 2020.

---

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

This enhancement enables clients to more quickly establish if an invoice is a duplicate.

#### **Configuration / Feature Activation**

This change is automatically available. However, to take advantage of this enhancement the **Is Duplicate** audit rule must be configured.

## **Authentication**

### **\*\*Ongoing\*\* Deprecation of Director SAML Service and Migration to SAML v2**

| <b>Information First Published</b>  | <b>Information Last Modified</b> | <b>Feature Target Release Date</b> |
|---|----------------------------------|------------------------------------|
| July 10, 2020   | --                               | July – December 2020               |
| Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note. |                                  |                                    |

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

#### **Overview**

Support for the Director SAML service is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel will soon begin assisting clients who currently use Director SAML to migrate to SAP Concur SAML v2 SSO (SAML v2).

Clients currently using Director SAML are encouraged to migrate to SAML V2 as soon as possible.

Deprecation of support for the Director SAML service is dependent on the following requirements:

- SAP Concur technicians and TMCs assist existing SAP Concur clients to migrate from the Director SAML service to SAML V2.
- All clients that currently rely on the Director SAML service have migrated from Director SAML to SAML V2.

Migration from Director SAML to SAML V2 requires the following general steps:

- The client identifies an admin to act as the SSO admin and assigns the proper permission/role.

- The SSO admin coordinates with their SAP Concur technician to obtain the SAP Concur SP metadata.
- The SSO admin configures the SSO settings at the IdP based on information from SP metadata.
- The SSO admin retrieves IdP metadata from the IdP and delivers the metadata to the SAP Concur technician.
- The SSO admin adds a few testing users and tests the new SSO connection.
- With successful testing, the company rolls out SSO to their SAP Concur users.



For more detailed information about migrating to SAML v2, refer to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

### **BUSINESS PURPOSE / CLIENT BENEFIT**

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

### **Configuration / Feature Activation**

#### **MIGRATION FOR TMCs**

TMCs will be significantly impacted by this change and should begin testing now to prepare for migration to SAML V2.

TMCs must set up SAML v2 instead of Director SAML for their new clients. Setting up SAML v2 now allows more time for TMCs to test the new configuration and train internal staff to assist clients.

To prepare for the deprecation of Director SAML:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 compliant SSO is established, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

#### **MIGRATION FOR LEGACY DIRECTOR SAML CLIENTS**

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for the deprecation of Director SAML:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients must coordinate with an SAP Concur technician to complete migration to SAML v2.



For more information, refer to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

## **\*\*Ongoing\*\* Deprecation of HMAC and Migration to SAML v2 and the SSO Self-Service Tool**

| Information First Published  | Information Last Modified | Feature Target Release Date               |
|--|---------------------------|---|
| July 12, 2019  | July 17, 2020             | Phase I: July 2020<br>Phase II: July 2021 |
| 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 support for Hash-Based Message Authentication Code (HMAC) is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel are currently assisting clients who use HMAC to migrate to SAP Concur SAML v2 SSO (SAML v2).

In Q3 of 2020, SAP Concur plans to provide a self-service tool that will enable client admins to setup their SAML v2 connections without involving an SAP Concur support representative.

---

**NOTE:** SAML v2 supports the use of multiple identity providers (IdPs).

---

The HMAC deprecation includes two phases:

#### **Phase I:**

- Clients must have an identity provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients begin testing authentication using SAML v2.
- TMCs prepare to onboard new SAP Concur clients to SAML v2.
- Once the SSO self-service 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 to SAML v2.
- Existing clients using HMAC must migrate to SAML v2.

#### **Phase II:**

- TMCs have migrated all existing SAP Concur clients from the HMAC service to SAML v2.
- The HMAC service is deprecated. Phase II is targeted to end mid-year in 2021.

**BUSINESS PURPOSE / CLIENT BENEFIT**

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

**Configuration / Feature Activation****MIGRATION FOR TMCs**

TMCs will be significantly impacted and should begin testing now to prepare for migration to SAML v2.

TMCs must set up SAML v2 instead of HMAC for their new clients. Setting up SAML v2 now allows more time for TMCs to test SAML v2 and to train internal staff to assist clients.

To prepare for Phase I of the HMAC deprecation:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 compliant SSO is established, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

**MIGRATION FOR LEGACY HMAC CLIENTS**

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for Phase I of the HMAC deprecation:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients can coordinate with SAP Concur support now to complete migration to SAML v2.
- When it is released, clients can configure the SSO self-service tool. The self-service tool is targeted for release in Q3 of 2020.



For more information, refer to *Authentication | \*\*Planned Changes\*\* Single Sign-On (SSO) Self-Service Option* in the [Shared Planned Changes](#) release notes and to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

## File Transfer Updates

### **\*\*Ongoing\*\* SAP Concur Legacy File Move Migration**

| Information First Published | Information Last Modified | Feature Target Release Date |
|-----------------------------|---------------------------|-----------------------------|
| March 6, 2020               | --                        | Ongoing in 2020             |

#### **Overview**

This release note is intended for the technical staff responsible for file transmissions with SAP Concur. For our clients and vendors participating in data exchange, SAP Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur will begin migrating entities that currently use a legacy process for moving files to a more efficient and secure file routing process that relies on APIs.

Clients whose entities are currently configured to use the legacy process will be migrated to the more efficient process sometime between now and the end of 2020. After they are migrated to the more efficient process, clients will see the following improvement:

- With the legacy process, clients had to wait for the file move schedule to run at a specified time. With the more efficient and secure API-based process, extracts and other outbound files from SAP Concur will be available within the existing overnight processing period shortly after the files are created.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

These changes provide greater security and efficiency 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](#).

# 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\*\* Supplier Portal Deprecation**

#### **Overview**

Targeted for the October 2020 release, the Supplier Portal feature will be retired, and suppliers will no longer be able to use this functionality. The Supplier Portal enables suppliers to perform self-serve tasks without needing to interact with their buyer (Concur Invoice client), such as checking the status of an invoice, search for their buyers, and view the buyer contact information if direct contact is required.

After the retirement of the Supplier Portal, suppliers who sign in to the Supplier Portal will receive a message about the retirement. Clients who try to send the invitation link out to suppliers will also receive a message about the retirement. Clients who are using the Supplier Portal are encouraged to reach out to any suppliers who are actively using it with alternate instructions on how to interact with their buyers.

As Concur Invoice moves forward, we are committed to identifying the best solution to deliver on our clients' business needs.

---

**NOTE:** At this point, new clients will not be offered the Supplier Portal feature.

---

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

This feature is being deprecated due to low usage.

#### **Configuration / Feature Activation**

This change will occur automatically; there are no configuration steps.

## **\*\*Planned Changes\*\* Download as Excel From All Sent to Purchasing List View on My Invoices Page**

### **Overview**

In a future release, clients will be able to export data by clicking the **Download as Excel** link in the **All Sent to Purchasing** list view on the **My Invoices** page:

There is no maximum number of items that can be exported, but the export process might take some time if there are many items to be exported.

---

**NOTE:** If the client leaves the **My Invoices** page while the export process is in progress, the export will be canceled. However, clients will be able to open an invoice on the **My Invoices** page while the export is running.

---

### **BUSINESS PURPOSE / CLIENT BENEFIT**

This feature provides clients with flexibility in how they work with invoice data.

### **What the User Sees**

The user will see a **Download as Excel** link in **All Sent to Purchasing** list view of the **My Invoices** page.

### **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](mailto: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

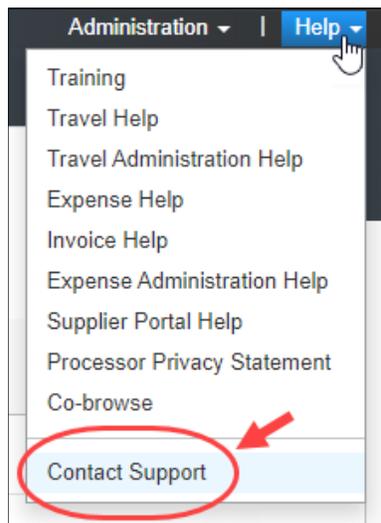
This release might resolve previously submitted support cases. You can check the status of a support case to confirm whether the case issue has been resolved.

## Check Support Case Status

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

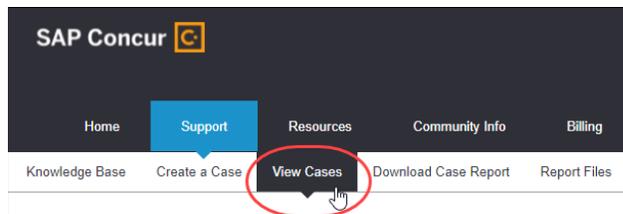
► **To check the status of a submitted case:**

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

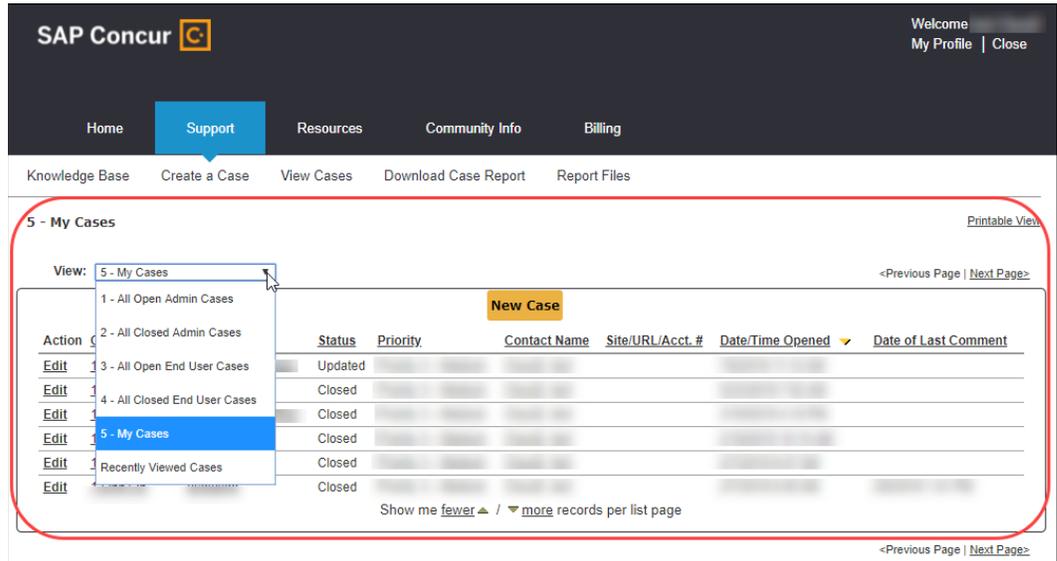


**NOTE:** If you do not have the option to contact SAP Concur support in the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



- 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.



## 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.

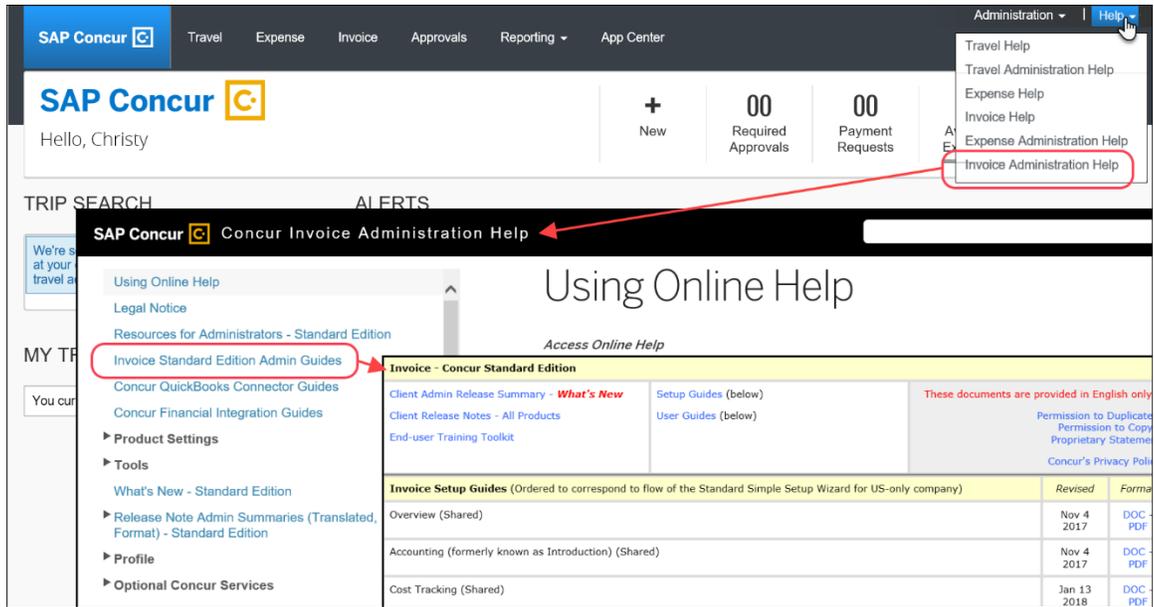
**NOTE:** The contents of this table are intended for SAP Concur employees only; do not distribute this information outside of SAP Concur.

| Case ID                          | Description  |
|----------------------------------|--|
| 15532162                         | <b>Concur Invoice</b><br>Custom printed report displayed "System, Concur" instead of the correct approver name.  |
| 15956251                         | <b>Concur Invoice</b><br>The <b>Total</b> column was missing from the <b>Unsubmitted Invoices</b> page.  |
| 16036384                         | <b>Concur Invoice</b><br>Invoices stayed in <b>Pending Cost Object Approval</b> status if the <b>Prompt For Approver When Submitting an Invoice</b> setting was enabled for the COA. |
| 16098697<br>16093667<br>16110373 | <b>Concur Invoice</b><br>API PUT method returned HTTP 400 and 405 errors.  |

# 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**.

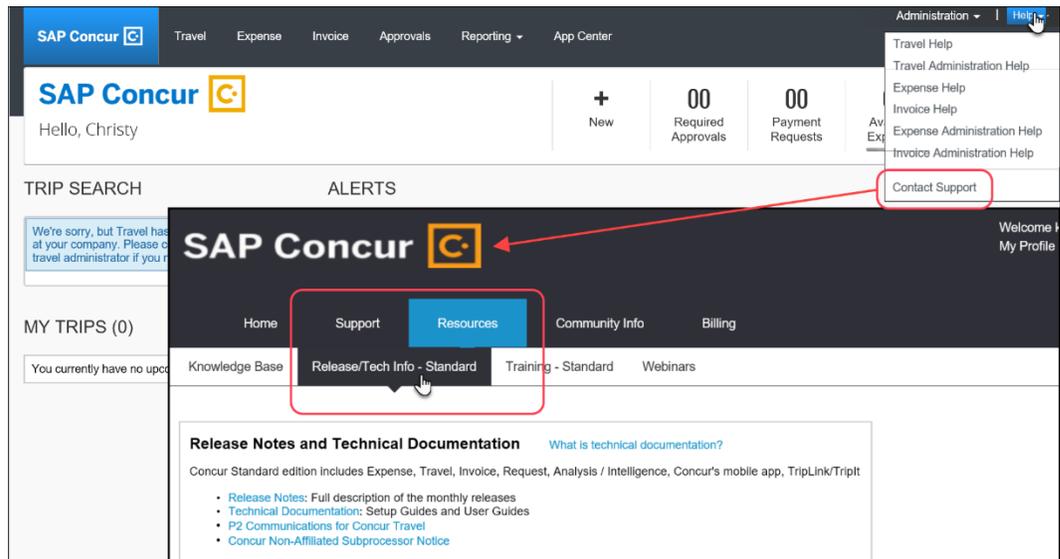


## SAP Concur Support Portal – Selected Users

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

# Concur Invoice Professional/Premium

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

| Month  | Audience     |
|--|--------------|
| Release Date: October 17, 2020<br>Update #1: Monday, October 19, 4:00 PM PST | Client FINAL |

## Contents

|   |           |
|---|-----------|
| <b>Release Notes</b> .....  | <b>4</b>  |
| <b>Concur Invoice</b> .....   | <b>4</b>  |
| Payment Due Date Now Available in All List Views on My Invoices and Unassigned Invoices Pages (Sep 23)..... | 4         |
| Supplier Portal Retirement.....   | 5         |
| <b>Authentication</b> .....   | <b>6</b>  |
| **Ongoing** Deprecation of Director SAML Service and Migration to SAML v2.....                              | 6         |
| **Ongoing** Deprecation of HMAC and Migration to SAML v2 and the SSO Self-Service Tool.....                 | 8         |
| <b>File Transfer Updates</b> .....  | <b>10</b> |
| Support for Two SSH Transfer Ciphers Removed From File Transfer for Customers and Vendors (Oct 13) .....    | 10        |
| **Ongoing** SAP Concur Legacy File Move Migration.....  | 11        |
| <b>Planned Changes</b> .....  | <b>12</b> |
| <b>Concur Invoice</b> .....   | <b>12</b> |
| **Planned Changes** Download as Excel From All Sent to Purchasing List View on My Invoices Page .....       | 12        |
| <b>Client Notifications</b> .....   | <b>13</b> |
| <b>Subprocessors</b> .....  | <b>13</b> |
| SAP Concur Non-Affiliated Subprocessors .....   | 13        |
| <b>Browser Certifications</b> .....   | <b>13</b> |
| Monthly Browser Certifications and Supported Configurations .....   | 13        |
| <b>SAP Concur Support Case Status</b> .....   | <b>14</b> |
| <b>Check Support Case Status</b> .....  | <b>14</b> |

October Example..... 15

**Additional Release Notes and Other Technical Documentation .....16**

**Online Help – Admins .....16**

**SAP Concur Support Portal – Selected Users .....17**

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# Release Notes

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

## Concur Invoice

### Payment Due Date Now Available in All List Views on My Invoices and Unassigned Invoices Pages (Sep 23)

#### Overview

Concur Invoice users can now add the **Payment Due Date** field to all list views on the **My Invoices** and **Unassigned Invoices** pages that have column preferences functionality.

To access the feature, users click on the gear icon which opens the **Manage Columns** window.



The screenshot shows the 'My Invoices' interface. At the top, there is a search bar with a 'Search' button and a gear icon in the top right corner. Below the search bar is a table with the following columns: Alert, Image, Invoice Name, Vendor Name, Invoice Number, Invoice Date, Approval Status, Action Due Date, Payment Status, Total, Last Comment, and With User Since. The table contains two rows of invoice data.

| Alert                    | Image | Invoice Name    | Vendor Name | Invoice Number | Invoice Date | Approval Status                | Action Due Date | Payment Status | Total   | Last Comment | With User Since |
|--------------------------|-------|-----------------|-------------|----------------|--------------|--------------------------------|-----------------|----------------|---------|--------------|-----------------|
| <input type="checkbox"/> |       | Office Supplies | VEH1        | 324572368      | 03/20/2020   | Not Submitted<br>Common, Susan |                 | Not Paid       | \$0.00  |              |                 |
| <input type="checkbox"/> |       | Office Supplies | VEH1        | 5437           | 03/20/2020   | Not Submitted<br>Common, Susan |                 | Not Paid       | \$30.00 |              |                 |

Users can then drag and drop the **Payment Due Date** field between the **Hidden** and the **Visible** lists depending on what they want to see in the list views.

---

**NOTE:** This feature was released on September 23, 2020.

---

#### BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement makes it easier for clients to see when the payment is due which makes their payment planning easier.

## What the User Sees

The Concur Invoice user sees the **Payment Due Date** field in the **Manage Columns** window when they open any list view that has column preferences on the **My Invoices** and **Unassigned Invoices** pages.

The screenshot shows the 'Manage Columns' window with two columns: 'Hidden' and 'Visible'. The 'Hidden' column contains the following items: Custom 01, Invoice Received Date, Net Payment Terms, **Payment Due Date** (highlighted with a red circle), Payment Method Type, and PO Number. The 'Visible' column contains the following items: 1 Invoice Name, 2 Vendor Name, 3 Invoice Number, 4 Invoice Date, 5 Total, and 6 Last Comment. The 'Max Custom Fields: 0/3' indicator is visible in the top right of the 'Visible' column. At the bottom right, there are 'Cancel' and 'Save' buttons.

## Configuration / Feature Activation

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

## Supplier Portal Retirement

### Overview

The Supplier Portal feature will soon be retired, and suppliers will no longer be able to use this functionality. The Supplier Portal enables suppliers to perform self-serve tasks without needing to interact with their buyer (Concur Invoice client), such as checking the status of an invoice, search for their buyers, and view the buyer contact information if direct contact is required.

---

**NOTE:** This feature is targeted to release the week of October 19, 2020.

---

With the retirement of the Supplier Portal, suppliers who sign into the Supplier Portal will receive a message about the retirement. Clients who try to send the invitation link out to suppliers will also receive a message about the retirement. Clients who

are using the Supplier Portal are encouraged to reach out to any suppliers who are actively using it with alternate instructions on how to interact with their buyers.

As Concur Invoice moves forward, we are committed to identifying the best solution to deliver on our clients' business needs.

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

This feature is being retired due to low usage.

#### **Configuration / Feature Activation**

This change will be automatically available; there are no additional configuration steps.

## **Authentication**

### **\*\*Ongoing\*\* Deprecation of Director SAML Service and Migration to SAML v2**

| Information First Published  | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| July 10, 2020  | --                        | July – December 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**

Support for the Director SAML service is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel will soon begin assisting clients who currently use Director SAML to migrate to SAP Concur SAML v2 SSO (SAML v2).

Clients currently using Director SAML are encouraged to migrate to SAML V2 as soon as possible.

Deprecation of support for the Director SAML service is dependent on the following requirements:

- SAP Concur technicians and TMCs assist existing SAP Concur clients to migrate from the Director SAML service to SAML V2.
- All clients that currently rely on the Director SAML service have migrated from Director SAML to SAML V2.

Migration from Director SAML to SAML V2 requires the following general steps:

- The client identifies an admin to act as the SSO admin and assigns the proper permission/role.

- The SSO admin coordinates with their SAP Concur technician to obtain the SAP Concur SP metadata.
- The SSO admin configures the SSO settings at the IdP based on information from SP metadata.
- The SSO admin retrieves IdP metadata from the IdP and delivers the metadata to the SAP Concur technician.
- The SSO admin adds a few testing users and tests the new SSO connection.
- With successful testing, the company rolls out SSO to their SAP Concur users.



For more detailed information about migrating to SAML v2, refer to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

### **BUSINESS PURPOSE / CLIENT BENEFIT**

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

### **Configuration / Feature Activation**

#### **MIGRATION FOR TMCs**

TMCs will be significantly impacted by this change and should begin testing now to prepare for migration to SAML V2.

TMCs must set up SAML v2 instead of Director SAML for their new clients. Setting up SAML v2 now allows more time for TMCs to test the new configuration and train internal staff to assist clients.

To prepare for the deprecation of Director SAML:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 compliant SSO is established, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

#### **MIGRATION FOR LEGACY DIRECTOR SAML CLIENTS**

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for the deprecation of Director SAML:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients must coordinate with an SAP Concur technician to complete migration to SAML v2.



For more information, refer to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

## **\*\*Ongoing\*\* Deprecation of HMAC and Migration to SAML v2 and the SSO Self-Service Tool**

| Information First Published  | Information Last Modified | Feature Target Release Date               |
|--|---------------------------|---|
| July 12, 2019  | October 9, 2020           | Phase I: July 2020<br>Phase II: July 2021 |
| 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 support for Hash-Based Message Authentication Code (HMAC) is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel are currently assisting clients who use HMAC to migrate to SAP Concur SAML v2 SSO (SAML v2).

In November of 2020, SAP Concur plans to provide a self-service tool that will enable client admins to setup their SAML v2 connections without involving an SAP Concur support representative.

---

**NOTE:** SAML v2 supports the use of multiple identity providers (IdPs).

---

The HMAC deprecation includes two phases:

#### **Phase I:**

- Clients must have an identity provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients begin testing authentication using SAML v2.
- TMCs prepare to onboard new SAP Concur clients to SAML v2.
- Once the SSO self-service 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 to SAML v2.
- Existing clients using HMAC must migrate to SAML v2.

#### **Phase II:**

- TMCs have migrated all existing SAP Concur clients from the HMAC service to SAML v2.
- The HMAC service is deprecated. Phase II is targeted to end mid-year in 2021.

**BUSINESS PURPOSE / CLIENT BENEFIT**

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

**Configuration / Feature Activation****MIGRATION FOR TMCs**

TMCs will be significantly impacted and should begin testing now to prepare for migration to SAML v2.

TMCs must set up SAML v2 instead of HMAC for their new clients. Setting up SAML v2 now allows more time for TMCs to test SAML v2 and to train internal staff to assist clients.

To prepare for Phase I of the HMAC deprecation:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 compliant SSO is established, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

**MIGRATION FOR LEGACY HMAC CLIENTS**

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for Phase I of the HMAC deprecation:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients can coordinate with SAP Concur support now to complete migration to SAML v2.
- When it is released, clients can configure the SSO self-service tool. **The self-service tool is targeted for release in November of 2020.**



For more information, refer to *Authentication | \*\*Planned Changes\*\* Single Sign-On (SSO) Self-Service Option* in the [Shared Planned Changes](#) release notes and to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

## File Transfer Updates

### Support for Two SSH Transfer Ciphers Removed From File Transfer for Customers and Vendors (Oct 13)

#### Overview

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

On October 13, 2020, support for the following SSH transfer ciphers was removed for file transfers:

- 3des-cbc
- blowfish-cbc

This announcement pertains to the following file transfer DNS endpoints:

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

---

**NOTE:** While these ciphers were not listed in our supported cipher list, they were not blocked until October 13th.

This change does not affect supported ciphers for PGP encryption.

---

#### BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security for file transfers.

#### Configuration / Feature Activation

These changes occurred automatically. If you have been using one of the unsupported ciphers, you must move to a supported cipher in order to restore service.



For a list of the supported SSH transfer ciphers, refer to the [Shared: File Transfer for Customers and Vendors User Guide](#).

**\*\*Ongoing\*\* SAP Concur Legacy File Move Migration**

| Information First Published | Information Last Modified | Feature Target Release Date |
|-----------------------------|---------------------------|-----------------------------|
| March 6, 2020               | --                        | Ongoing in 2020             |

**Overview**

This release note is intended for the technical staff responsible for file transmissions with SAP Concur. For our clients and vendors participating in data exchange, SAP Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur will begin migrating entities that currently use a legacy process for moving files to a more efficient and secure file routing process that relies on APIs.

Clients whose entities are currently configured to use the legacy process will be migrated to the more efficient process sometime between now and the end of 2020. After they are migrated to the more efficient process, clients will see the following improvement:

- With the legacy process, clients had to wait for the file move schedule to run at a specified time. With the more efficient and secure API-based process, extracts and other outbound files from SAP Concur will be available within the existing overnight processing period shortly after the files are created.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com

**BUSINESS PURPOSE / CLIENT BENEFIT**

These changes provide greater security and efficiency for file transfers.

**Configuration / Feature Activation**

If assistance is required, please contact SAP Concur support.



For more information, the [Shared: File Transfer for Customers and Vendors User Guide](#).

# 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\*\* Download as Excel From All Sent to Purchasing List View on My Invoices Page**

#### **Overview**

In a future release, clients will be able to export data by clicking the **Download as Excel** link in the **All Sent to Purchasing** list view on the **My Invoices** page:

There is no maximum number of items that can be exported, but the export process might take some time if there are many items to be exported.

---

**NOTE:** If the client leaves the **My Invoices** page while the export process is in progress, the export will be canceled. However, clients will be able to open an invoice on the **My Invoices** page while the export is running.

---

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

This feature provides clients with flexibility in how they work with invoice data.

#### **What the User Sees**

The user will see a **Download as Excel** link in **All Sent to Purchasing** list view of the **My Invoices** page.

#### **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](mailto: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

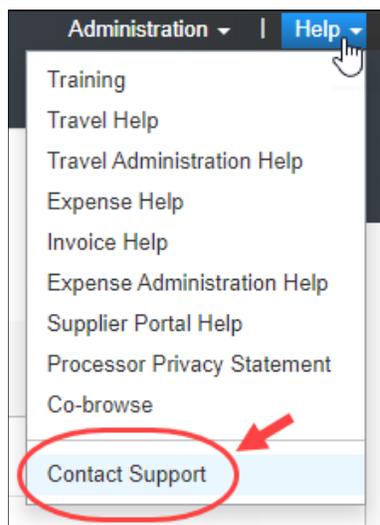
This release might resolve previously submitted support cases. You can check the status of a support case to confirm whether the case issue has been resolved.

## Check Support Case Status

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

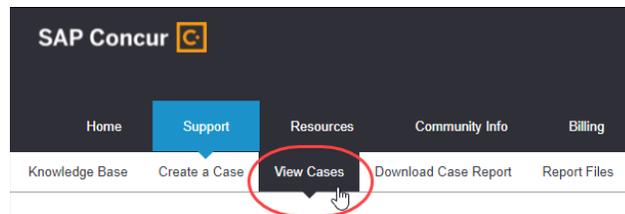
► **To check the status of a submitted case:**

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

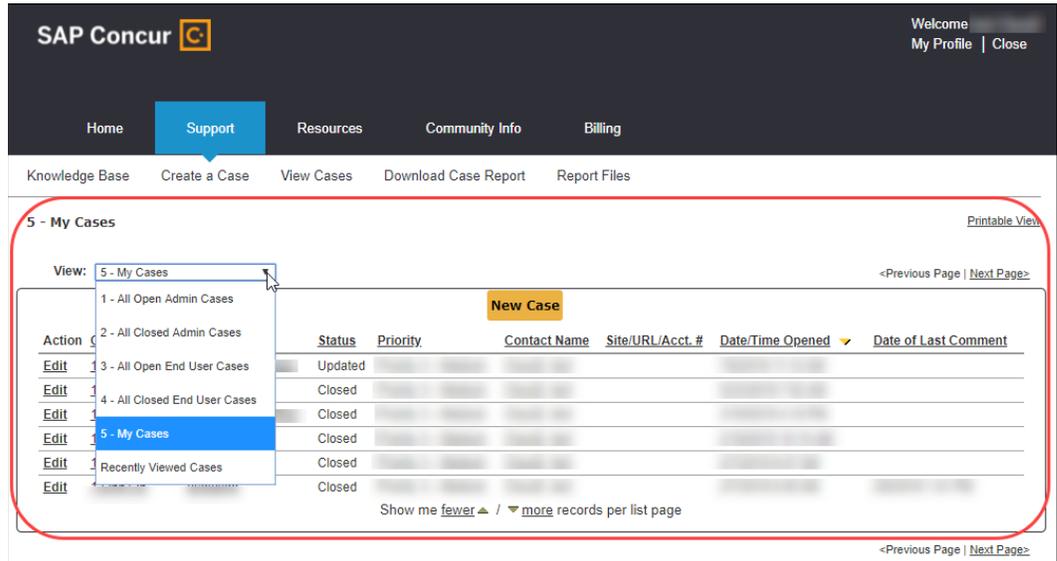


**NOTE:** If you do not have the option to contact SAP Concur support in the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



- 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.



### October Example

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

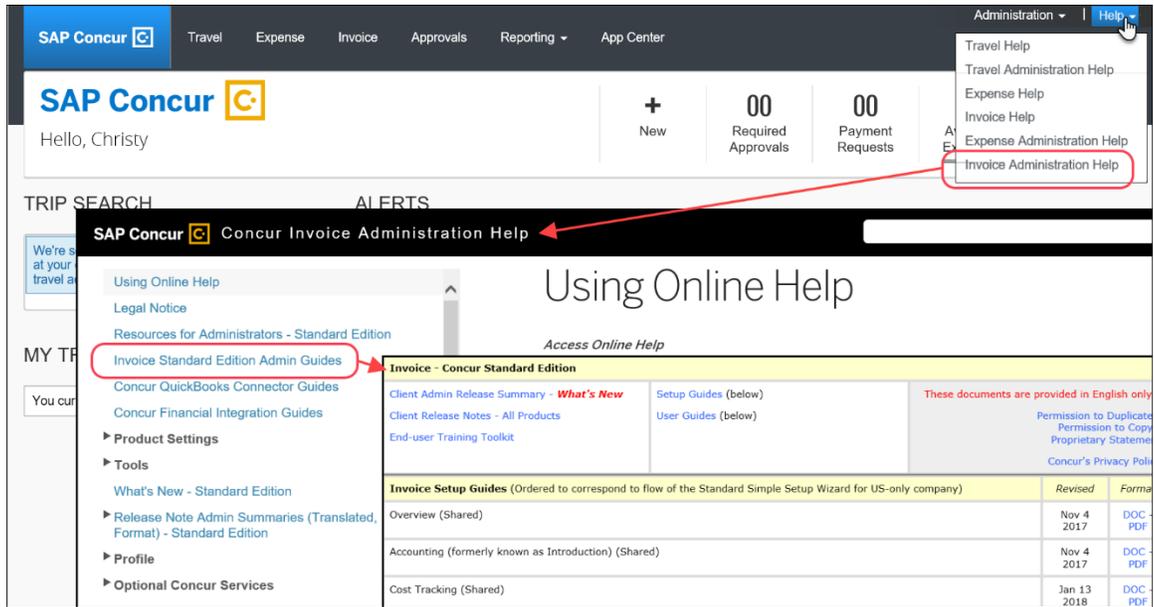
**NOTE:** The contents of this table are intended for SAP Concur employees only; do not distribute this information outside of SAP Concur.

| Case ID  | CRMC #                     | Defect #                   | Description  | Client  |
|----------|----------------------------|----------------------------|--|---|
| 16076541 | CRMC-153181                | INV-34432                  | <b>Concur Invoice</b><br>When German was the language selected for display, some data on the <b>Invoice Manager</b> page was not properly aligned. | Kronos Worldwide, Inc.                                |
| 16044883 | CRMC-153895<br>CRMC-154511 | OPI-5133803<br>OPI-5143926 | <b>Concur Invoice</b><br>An application error appeared when the Invoice Approver viewed approved invoices by month or quarter.                     | Guaranteed Rate, Inc.,<br>REDCAPE HOTEL GROUP PTY LTD |
| 16212514 | CRMC-154886                | OPI-5130557                | <b>Concur Invoice</b><br>API PUT method returned HTTP 400 and 405 errors.  | Apex CIS, LLC   |

# 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**.

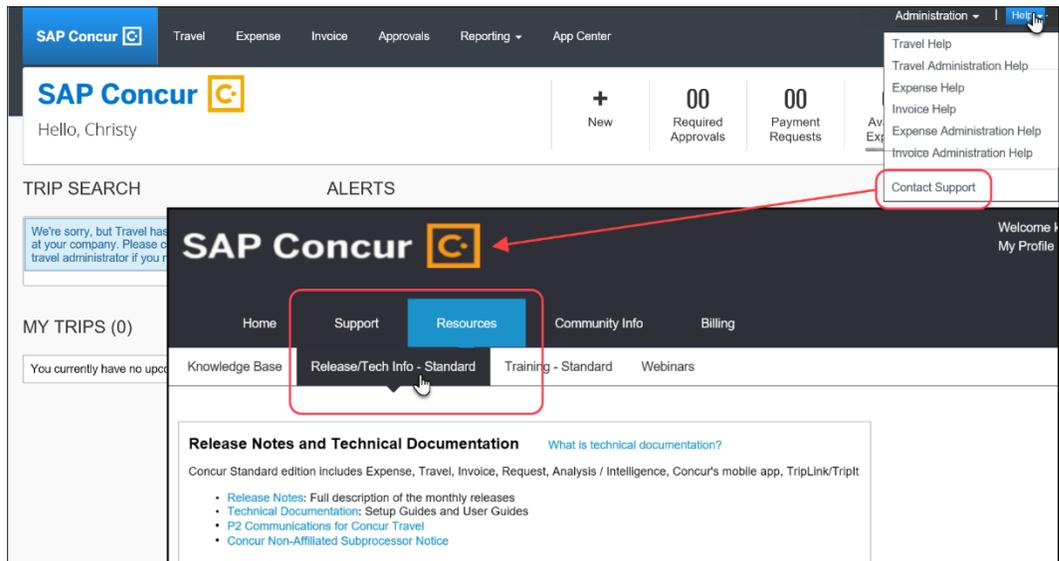


## SAP Concur Support Portal – Selected Users

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

# Concur Invoice Professional/Premium

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

| Month   | Audience     |
|---|--------------|
| Release Date: November 14, 2020<br>Initial Post: Friday, November 13, 2:30 PM PST | Client FINAL |

## Contents

|   |           |
|---|-----------|
| <b>Release Notes</b> .....  | <b>4</b>  |
| <b>Concur Invoice</b> .....   | <b>4</b>  |
| Supplier Portal Retirement (Oct 19).....  | 4         |
| <b>Capture Processing</b> .....   | <b>5</b>  |
| Open as PDF Option Now a Button on Verification Page.....   | 5         |
| <b>Invoice Pay</b> .....  | <b>6</b>  |
| Provider Payment Manager Start and End Date Fields Replaced by Date Range Field (Nov 5).....                | 6         |
| <b>Employee Import</b> .....  | <b>8</b>  |
| 720 Alignment With 710 for Negative Approval Limits.....  | 8         |
| <b>Security</b> .....   | <b>9</b>  |
| Updated: End of Support for Insecure Protocols and Ciphers in F5 Client SSL Profiles for VIPs (Oct 7) ..... | 9         |
| Malicious Domains Alert .....   | 9         |
| <b>Authentication</b> .....   | <b>11</b> |
| Single Sign-On (SSO) Self-Service Option .....  | 11        |
| **Ongoing** Deprecation of Director SAML Service and Migration to SAML v2.....                              | 15        |
| **Ongoing** Deprecation of HMAC and Migration to SAML v2 and the SSO Self-Service Tool.....                 | 16        |
| <b>File Transfer Updates</b> .....  | <b>18</b> |
| Support for Two SSH Transfer Ciphers Removed From File Transfer for Clients and Vendors (Oct 13) .....      | 18        |
| **Ongoing** SAP Concur Legacy File Move Migration.....  | 19        |
| <b>User Interface</b> .....   | <b>20</b> |
| Updating Country and Countries Labels.....  | 20        |
| <b>Authorized Support Contacts</b> .....  | <b>21</b> |

|  |           |
|--|-----------|
| Online Scheduling for SAP Concur Support .....   | 21        |
| <b>Planned Changes.....</b>  | <b>23</b> |
| <b>Concur Invoice .....</b>  | <b>23</b> |
| **Planned Changes** Download as Excel From All Sent to Purchasing List View on My<br>Invoices Page ..... | 23        |
| <b>Client Notifications.....</b>   | <b>24</b> |
| <b>Subprocessors.....</b>  | <b>24</b> |
| SAP Concur Non-Affiliated Subprocessors .....  | 24        |
| <b>Browser Certifications.....</b>   | <b>24</b> |
| Monthly Browser Certifications and Supported Configurations .....  | 24        |
| <b>SAP Concur Support Case Status.....</b>   | <b>25</b> |
| <b>Check Support Case Status.....</b>  | <b>25</b> |
| November Example .....   | 26        |
| <b>Additional Release Notes and Other Technical Documentation .....</b>                                  | <b>27</b> |
| <b>Online Help – Admins.....</b>   | <b>27</b> |
| <b>SAP Concur Support Portal – Selected Users.....</b>   | <b>28</b> |

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# Release Notes

---

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

## Concur Invoice

### Supplier Portal Retirement (Oct 19)

#### **Overview**

The Supplier Portal feature is now retired, and suppliers can no longer use this functionality.

The Supplier Portal enabled suppliers to perform self-serve tasks without needing to interact with their buyer (Concur Invoice client), such as checking the status of an invoice, searching for their buyers, and viewing the buyer contact information if direct contact is required.

---

**NOTE:** This change occurred on October 19, 2020.

---

With the retirement of the Supplier Portal, suppliers who sign into the Supplier Portal will receive a message about the retirement. Clients who try to send the invitation link out to suppliers will also receive a message about the retirement. Clients who are using the Supplier Portal are encouraged to reach out to any suppliers who are actively using it with alternate instructions on how to interact with their buyers.

As Concur Invoice moves forward, we are committed to identifying the best solution to deliver on our clients' business needs.

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

This feature is being retired due to low usage.

#### **Configuration / Feature Activation**

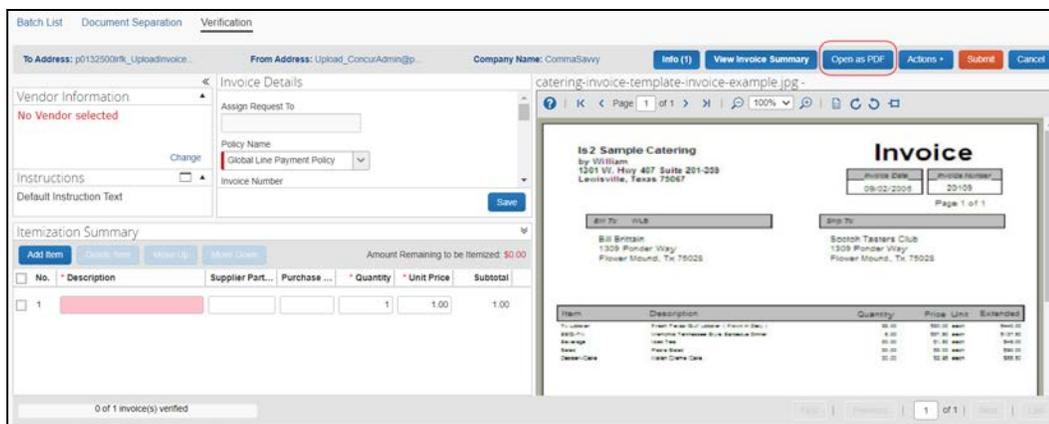
This change occurred automatically; there are no additional configuration steps.

## Capture Processing

### Open as PDF Option Now a Button on Verification Page

#### Overview

When clients open an invoice as a PDF on the **Verification** page, they will now do so by clicking the **Open as PDF** button instead of clicking **Actions > Open as PDF**.



**NOTE:** When clients access the **Verification** page, the default view shows the PDF in a separate browser window.

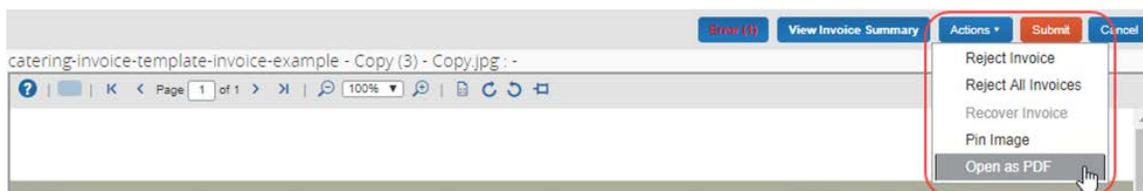
#### BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement reduces the number of clicks the client needs to perform, which reduces the time spent opening invoices.

#### What the User Sees

The user sees that the **Open as PDF** option in the **Action** menu is now a button on the **Verification** page.

#### BEFORE



**AFTER****Configuration / Feature Activation**

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

**Invoice Pay****Provider Payment Manager Start and End Date Fields Replaced by Date Range Field (Nov 5)****Overview**

The **Start Date** and **End Date** fields that appeared on the **Provider Payment Summary** page have been replaced with a single **Select Date Range** field.

---

**NOTE:** The change was implemented on November 5, 2020.

---

**BUSINESS PURPOSE / CLIENT BENEFIT**

This change brings more consistency to the **Provider Payment Manager** page.

**What the Invoice Payment Manager Sees**

A user with the Invoice Payment Manager role sees the **Select Date Range** field on the **Provider Payment Summary** page.

Previously, the user entered a start date and an end date. The user can now select either a single start date, or a range of dates in the **Select Date Range** field.

**Before**

Invoice Manager Create New Request Processor Invoice Capture Payments Vendor Manager

Provider Payment Manager  
Payment Summary

### Provider Payment Summary

This page allows searching for Invoice payments made by external payment providers. A list of external payment providers is available [here](#)

Payment Status  
Canceled  
Card Authorized  
Card Email Sent  
Card Settled

Invoice Number Invoice ID  
Vendor Name Payment ID

Select Date Start Date End Date  
Payment Date MM/DD/YYYY MM/DD/YYYY Search

Search for payments by filling out the form above.

**After**

Invoice Manager Create New Invoice Processor Invoice Capture Payments Vendor Manager

Provider Payment Manager  
Payment Summary

### Provider Payment Summary

This page allows searching for Invoice payments made by external payment providers. A list of external payment providers is available [here](#)

Payment Status  
Canceled  
Card Authorized  
Card Email Sent  
Card Settled

Invoice Number Invoice ID  
Vendor Name Payment ID

Select Date Select Date Range  
Payment Date MM/DD/YYYY - MM/DD/YYYY Search

Search for payments by filling out the form above.

To select a start date, either type the date into the field following the format MM/DD/YYYY, or click the calendar icon (📅) and then select a single date.

Provider Payment Summary

This page allows searching for Invoice payments made by external payment providers. A list of external payment providers is available [here](#)

Payment Status  
Canceled  
Card Authorized  
Card Email Sent  
Card Settled

Invoice Number Invoice ID  
Vendor Name Payment ID

Select Date Select Date Range  
Payment Date 11/05/2020 Search

November 2020

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
|    | 1  | 2  | 3  | 4  | 5  | 6  |
| 8  | 9  | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 1  | 2  | 3  | 4  | 5  |
| 6  | 7  | 8  | 9  | 10 | 11 | 12 |

by filling out the form above.

SAP

To select a date range, either type the date range into the field following the format MM/DD/YYYY - MM/DD/YYYY, or click the calendar icon and then select the desired start and end dates.

Provider Payment Summary

This page allows searching for Invoice payments made by external payment providers. A list of external providers is available [here](#)

Payment Status: Canceled, Card Authorized, Card Email Sent, Card Settled

Invoice Number:

Invoice ID:

Vendor Name:

Payment ID:

Select Date: Payment Date

Select Date Range: 11/05/2020 - 11/13/2020

Search

by filling out the form above.

SAP

### Configuration / Feature Activation

There are no configuration or activation steps.

## Employee Import

### 720 Alignment With 710 for Negative Approval Limits

#### Overview

The **Authorized Approver With Level Import** (Record Type 720) format now accepts negative numbers in field 15 (**Approval Limit**) to align with the **Cost Object Approver Import** (Record Type 710) format which already accepted negative numbers.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This change improves functional consistency.

#### Configuration / Feature Activation

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



For general information about this functionality, refer to the [Shared: Employee Import Specification](#).

## Security

### Updated: End of Support for Insecure Protocols and Ciphers in F5 Client SSL Profiles for VIPs (Oct 7)

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

#### Overview

In early October, the SAP Concur networking team noted that their configuration of the Content Delivery System had been blocking the protocols in the list that follows for some time.

As such, the notice to clients that we would be making a change to our F5 Client SSL profile was superfluous, as those aspects of the existing profile were not actually available. SAP Concur did make changes to the F5 Client SSL profile on October 7 as well, in the interest of maintaining a strong security profile

This means that there was no new effect for clients, as the following protocols had already previously been blocked:

- SSL v2
- SSL v3
- TLS v1.0
- TLS v1.1
- 3DES cipher suite

#### BUSINESS PURPOSE / CLIENT BENEFIT

This update provides ongoing security for our products and services.

#### Configuration / Feature Activation

There are no configuration or activation steps.

## Malicious Domains Alert

#### Overview

Please refer to the following table for a list of potential malicious domains. This list is not exhaustive and is meant as an initial warning about the existence of possible fraudulent sites that use some false derivative of the SAP Concur solutions brand within the domain name.

| Malicious Domains |                   |                |                   |
|-------------------|-------------------|----------------|-------------------|
| concursupport.com | conchur.com       | congur.com     | concus.com        |
| concurhr.com      | conbur.com        | conur.com      | concur.red        |
| concurlogin.com   | soncur.com        | concur.one     | cconcur.com       |
| concur.vip        | concue.com        | confur.com     | concur.social     |
| conchr.com        | concut.com        | boncur.com     | concur.nz         |
| concurr.com       | concur.ae         | concor.com     | oncur.com         |
| concure.com       | conciur.com       | concur.me      | concuur.com       |
| concura.com       | concur.is         | concur.digital | cioncur.com       |
| coconcur.com      | concur.consulting | concar.com     | concur.solutions  |
| concurl.com       | concur.tech       | concur.pro     | concurf.com       |
| concurb.com       | concur.biz        | concur.gr      | cponcur.com       |
| concurrn.com      | concur.design     | concir.com     | concup.com        |
| concuri.com       | cuncur.com        | cancur.com     | concru.com        |
| concur.s.com      | concur.cm         | voncur.com     | cpncur.com        |
| concurz.com       | concur.cc         | concwrr.com    | connectconcur.com |
| concuir.com       | concr.com         | comncur.com    | concur.jp         |
| doncur.com        | concur.sk         | concur.ch      | colcur.com        |
| conccur.com       | condur.com        | concur.so      | concer.com        |
| concur.store      | concur.bz         | concur.be      | conaur.com        |
| concur.az         | concur.by         | cencur.com     | coincur.com       |
| cocur.com         | consur.com        | corcur.com     | cocnur.com        |

### **What Should Clients Do?**

Clients should avoid these domains in the context of working with SAP Concur solutions. While some domains may be registered, it is recommended to err on the side of caution.

### **BUSINESS PURPOSE / CLIENT BENEFIT**

This alert provides ongoing security for our products and services.

### **Configuration / Feature Activation**

There are no configuration or activation steps.



For more information about web domains, refer to the [Concur Travel & Expense Supported Configurations](#) document.

## Authentication

### Single Sign-On (SSO) Self-Service Option

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

#### Overview

With the November release, SAP Concur is adding a Single Sign-On (SSO) self-service tool to SAP Concur products. This new tool enables clients to set up SSO for their organization without assistance from SAP Concur support. SSO is currently supported for Concur Expense, Concur Invoice, Concur Request, and Concur Travel.

SSO enables users to access multiple applications using one set of login credentials. Currently, SAP Concur has two methods for signing in:

- Username and password
- SSO with Identity Provider (IdP) credentials, such as a user's login credentials for their organization

The new SSO self-service tool will eventually replace the existing SSO configuration process, enabling clients to implement SSO at their organization. The existing SSO configuration process 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 SSO self-service tool will include the following features:

- A self-service option for setting up SSO at your organization; this new feature is automatically available to all clients
- The new SAP Concur SAML v2 SSO (SAML v2) 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

---

**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 will provide new SAP Concur clients with a self-service option for setting up SSO. It will also provide an option for existing SSO clients who must eventually migrate to the new SAML v2 service to manage SSO for their users.

### **Important – Migration for Legacy SSO Clients**

Legacy SSO clients will be able to use the SSO self-service tool to migrate to the new SAML v2 service. Company admins will configure the feature and connect to the new SSO service on the **Manage Single Sign-On** page.

The screenshot displays the 'Manage Single Sign-On for Concur' interface. At the top, there is a navigation bar with 'SAP Concur' and various menu items like 'Requests', 'Expense', 'Invoice', 'Approvals', 'Analytics', and 'App Center'. A breadcrumb trail shows 'Company Admin > Authentication Admin > Manage Single Sign-On'. A blue information banner at the top states: 'Please complete testing before changing the SSO Setting to SSO Required.' Below this, the 'Enable SSO' section shows 'SSO Setting' as 'SSO Optional'. The 'Get SAP Concur Metadata' section offers to 'Copy or download SAP Concur metadata and add it to your Identity Provider (IdP)'. It includes a text input field with 'https://us.api.concursolutions.com/ssr' and a 'Copy URL' button. An 'OR' section provides a 'Download' button for 'Download SAP Concur metadata'. The 'IdP Metadata' section has buttons for 'Add', 'Edit', 'Delete', and 'View Metadata', with a message: 'No IdP Metadata. Add one or more IdPs' metadata'. A 'Rollout Instructions' box contains two sections: '1. Test SSO' with a recommendation to test 'SSO Optional' before changing to 'SSO Only', and '2. User Rollout' with a note to ensure users know how to sign in using SSO. The footer includes the SAP logo, 'SAP Concur', and links for 'Processor Privacy Statement', 'Service Status', 'Contact Support', and 'Cookie Preferences'. A copyright notice at the bottom right reads: '© Copyright 2020 - SAP Concur - All Rights Reserved'.

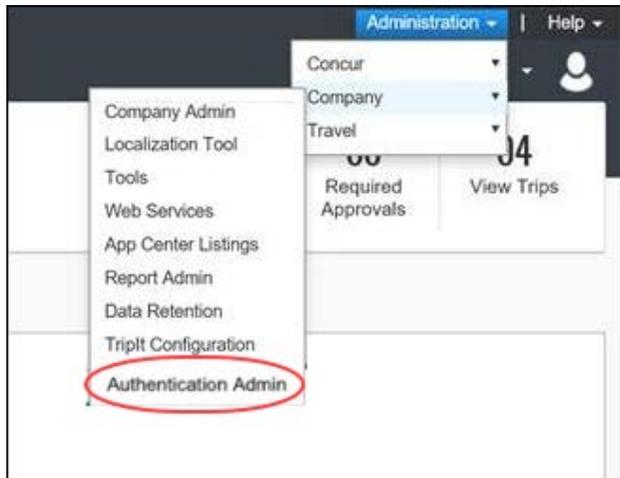
**NOTE:** The new SAML v2 service is independent of existing SSO services. Setting up a new SSO connection on SAML v2 does not interrupt existing SSO connections. Existing clients can remain legacy SSO clients while migrating to the new SAML v2 service.

### What the Admin Sees

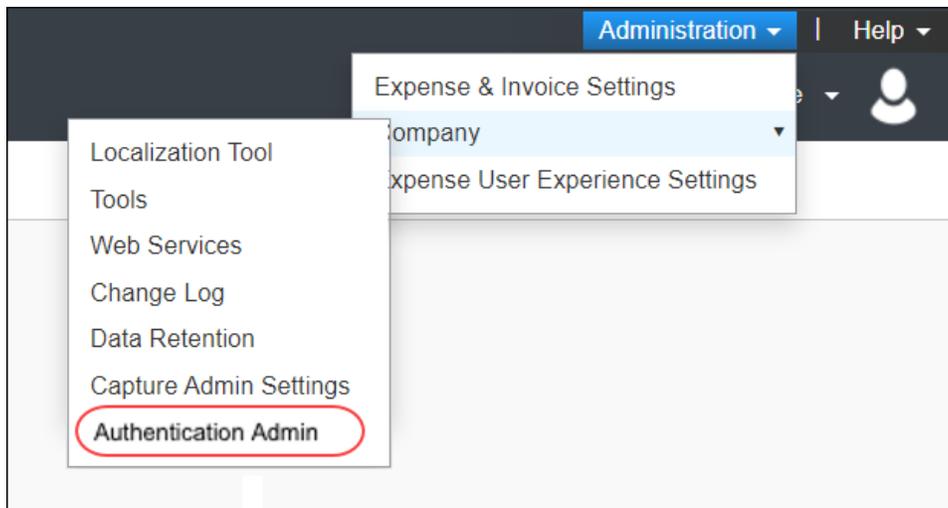
A user with the required permissions will see a new **Authentication Admin** list item when they click **Administration > Company**.

The items in the **Administration** and **Company** lists vary depending on which SAP Concur products your company uses and which edition your company uses.

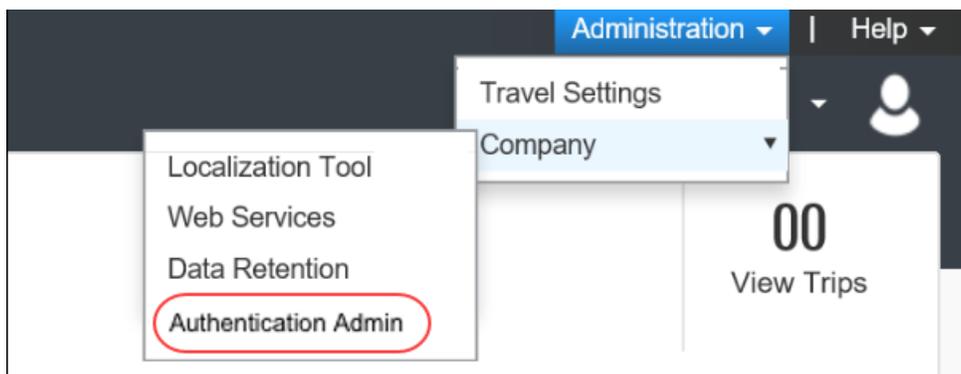
#### Professional Edition Example



#### Standard Edition Example

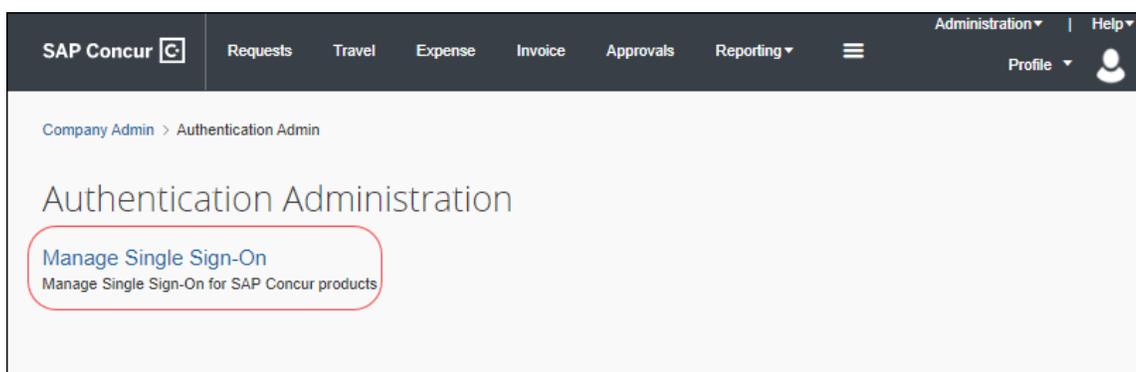


## Travel Only Example



After clicking **Authentication Admin**, the **Authentication Administration** page appears.

The new SSO self-service tool is accessed by clicking the **Manage Single Sign-On** link on the **Authentication Admin** page.



## Configuration / Feature Activation

This feature is automatically available to users with the required permissions.



For more information about migrating to SAML v2, refer to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

## **\*\*Ongoing\*\* Deprecation of Director SAML Service and Migration to SAML v2**

| Information First Published  | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| July 10, 2020  | --                        | July – December 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**

Support for the Director SAML service is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel will soon begin assisting clients who currently use Director SAML to migrate to SAP Concur SAML v2 SSO (SAML v2).

Clients currently using Director SAML are encouraged to migrate to SAML V2 as soon as possible.

Deprecation of support for the Director SAML service is dependent on the following requirements:

- SAP Concur technicians and TMCs assist existing SAP Concur clients to migrate from the Director SAML service to SAML V2.
- All clients that currently rely on the Director SAML service have migrated from Director SAML to SAML V2.

Migration from Director SAML to SAML V2 requires the following general steps:

- The client identifies an admin to act as the SSO admin and assigns the proper permission/role.
- The SSO admin coordinates with their SAP Concur technician to obtain the SAP Concur SP metadata.
- The SSO admin configures the SSO settings at the IdP based on information from SP metadata.
- The SSO admin retrieves IdP metadata from the IdP and delivers the metadata to the SAP Concur technician.
- The SSO admin adds a few testing users and tests the new SSO connection.
- With successful testing, the company rolls out SSO to their SAP Concur users.



For more detailed information about migrating to SAML v2, refer to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

### **BUSINESS PURPOSE / CLIENT BENEFIT**

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

## Configuration / Feature Activation

### MIGRATION FOR TMCs

TMCs will be significantly impacted by this change and should begin testing now to prepare for migration to SAML V2.

TMCs must set up SAML v2 instead of Director SAML for their new clients. Setting up SAML v2 now allows more time for TMCs to test the new configuration and train internal staff to assist clients.

To prepare for the deprecation of Director SAML:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 compliant SSO is established, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

### MIGRATION FOR LEGACY DIRECTOR SAML CLIENTS

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for the deprecation of Director SAML:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients must coordinate with an SAP Concur technician to complete migration to SAML v2.



For more information, refer to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

## **\*\*Ongoing\*\* Deprecation of HMAC and Migration to SAML v2 and the SSO Self-Service Tool**

| Information First Published  | Information Last Modified | Feature Target Release Date               |
|--|---------------------------|---|
| July 12, 2019  | November 13, 2020         | Phase I: July 2020<br>Phase II: July 2021 |
| 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 support for Hash-Based Message Authentication Code (HMAC) is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel are currently assisting clients who use HMAC to migrate to SAP Concur SAML v2 SSO (SAML v2).

With the November release, targeted for November 14, SAP Concur will provide a Single Sign-On self-service option that enables client admins to setup their SAML v2 connections without involving an SAP Concur support representative.

---

**NOTE:** SAML v2 supports the use of multiple identity providers (IdPs).

---

The HMAC deprecation includes two phases:

**Phase I:**

- Clients must have an identity provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients begin testing authentication using SAML v2.
- TMCs prepare to onboard new SAP Concur clients to SAML v2.
- Once the Single sign-On self-service option 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 to SAML v2.
- Existing clients using HMAC must migrate to SAML v2.

**Phase II:**

- TMCs have migrated all existing SAP Concur clients from the HMAC service to SAML v2.
- The HMAC service is deprecated. Phase II is targeted to end mid-year in 2021.

**BUSINESS PURPOSE / CLIENT BENEFIT**

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

**Configuration / Feature Activation**

**MIGRATION FOR TMCs**

TMCs will be significantly impacted and should begin testing now to prepare for migration to SAML v2.

TMCs must set up SAML v2 instead of HMAC for their new clients. Setting up SAML v2 now allows more time for TMCs to test SAML v2 and to train internal staff to assist clients.

To prepare for Phase I of the HMAC deprecation:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).

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

### **MIGRATION FOR LEGACY HMAC CLIENTS**

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for Phase I of the HMAC deprecation:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients can coordinate with SAP Concur support now to complete migration to SAML v2.
- When it is released, clients can choose to use the Single Sign-On self-service option. The Single Sign-On self-service option is targeted for release with the SAP Concur November release.



For more information, refer to the [Single Sign-On \(SSO\) Self-Service Option](#) release note in this document and to the [Shared: Single Sign-On Overview](#) and the [Shared: Single Sign-On Setup Guide](#).

## **File Transfer Updates**

### **Support for Two SSH Transfer Ciphers Removed From File Transfer for Clients and Vendors (Oct 13)**

#### **Overview**

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

On October 13, 2020, support for the following SSH transfer ciphers was removed for file transfers:

- 3des-cbc
- blowfish-cbc

This announcement pertains to the following file transfer DNS endpoints:

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

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**NOTE:** While these ciphers were not listed in our supported cipher list, they were not blocked until October 13th.

This change does not affect supported ciphers for PGP encryption.

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#### **BUSINESS PURPOSE / CLIENT BENEFIT**

These changes provide greater security for file transfers.

#### **Configuration / Feature Activation**

These changes occurred automatically. If you have been using one of the unsupported ciphers, you must move to a supported cipher in order to restore service.



For a list of the supported SSH transfer ciphers, refer to the [Shared: File Transfer for Customers and Vendors User Guide](#).

### **\*\*Ongoing\*\* SAP Concur Legacy File Move Migration**

| Information First Published | Information Last Modified | Feature Target Release Date |
|-----------------------------|---------------------------|-----------------------------|
| March 6, 2020               | --                        | Ongoing in 2020             |

#### **Overview**

This release note is intended for the technical staff responsible for file transmissions with SAP Concur. For our clients and vendors participating in data exchange, SAP Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur will begin migrating entities that currently use a legacy process for moving files to a more efficient and secure file routing process that relies on APIs.

Clients whose entities are currently configured to use the legacy process will be migrated to the more efficient process sometime between now and the end of 2020. After they are migrated to the more efficient process, clients will see the following improvement:

- With the legacy process, clients had to wait for the file move schedule to run at a specified time. With the more efficient and secure API-based process, extracts and other outbound files from SAP Concur will be available within the existing overnight processing period shortly after the files are created.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

These changes provide greater security and efficiency for file transfers.

## Configuration / Feature Activation

If assistance is required, please contact SAP Concur support.



For more information, the [Shared: File Transfer for Customers and Vendors User Guide](#).

## User Interface

### Updating Country and Countries Labels

#### Overview

Instances of Country or Countries in the user interface are being updated to Country/Region and Countries/Regions, respectively.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This change provides a better global user experience.

#### What the User Sees

The user sees updated labels in the user interface.

#### Example

The screenshot shows the 'New Vendor' form in the SAP Concur system. The form includes fields for Vendor Name, Vendor Code, Address 2, Address 3, Postal Code, Contact First Name, Tax Id, and PO Contact Phone Number. The 'Country' field is highlighted with a red circle, and its dropdown menu is open, displaying a list of countries and regions such as AFGHANISTAN, ALAND ISLANDS, ALBANIA, ALGERIA, AMERICAN SAMOA, ANDORRA, ANGOLA, ANGUILLA, and ANTARCTICA. The dropdown menu is titled 'Search by Country/Region'.

## Configuration / Feature Activation

There are no configuration or activation steps; this change occurs automatically.

## Authorized Support Contacts

### Online Scheduling for SAP Concur Support

#### Overview

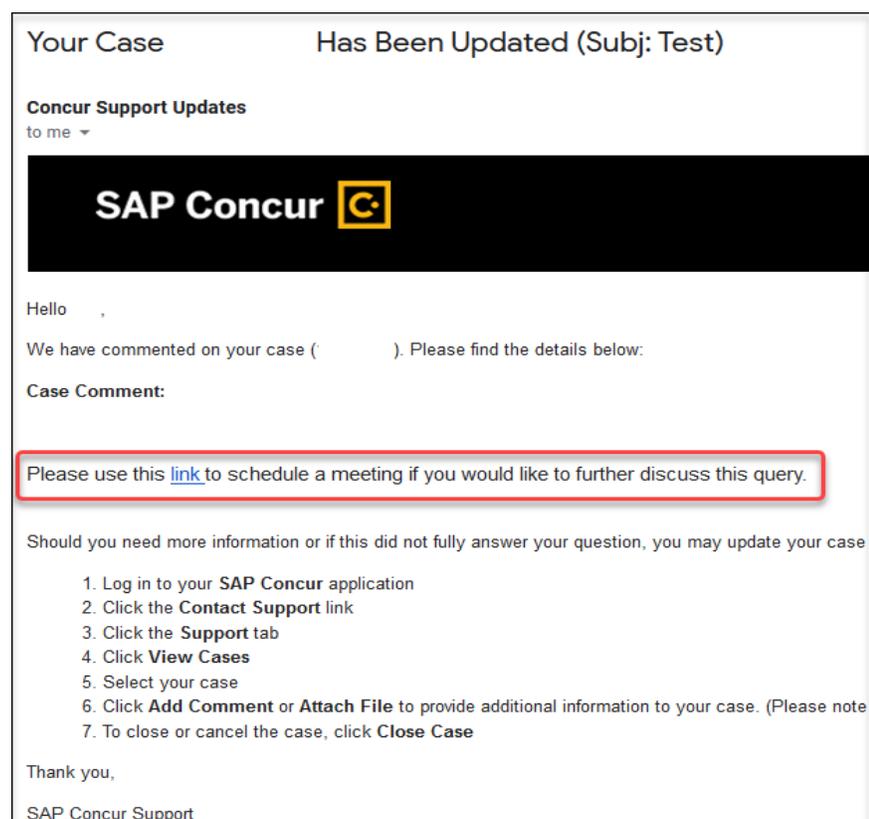
SAP Concur support has implemented an online scheduling feature that allows Authorized Support Contacts (ASCs) to schedule a meeting with a support engineer.

#### BUSINESS PURPOSE / CLIENT BENEFIT

Online scheduling enables ASCs to schedule a meeting with a support engineer.

#### What the ASCs See

ASCs will see a new scheduling link option in their case update notification emails.



An ASC can click on the link and schedule a meeting with a support engineer.

The scheduling page will show the availability of a support engineer and allow the ASC to select a date and time.

**SAP Concur**  

## Schedule a Meeting

Meeting with SAP Concur Support  
Zoom  
30 minute meeting

with 

< October 2020 >

| SUN | MON | TUE | WED | THU | FRI       | SAT |
|-----|-----|-----|-----|-----|-----------|-----|
|     |     |     |     | 1   | 2         | 3   |
| 4   | 5   | 6   | 7   | 8   | 9         | 10  |
| 11  | 12  | 13  | 14  | 15  | 16        | 17  |
| 18  | 19  | 20  | 21  | 22  | <b>23</b> | 24  |
| 25  | 26  | 27  | 28  | 29  | 30        | 31  |

Select a time

10:30 AM 11:00 AM

Display times in  
America/Pacific/Los\_Angeles

First Name

Last Name

Email

Phone Number

You may invite others from your organization. Provide their email addresses here, separated by commas.

Add any notes for the meeting participants.

**Agree & Schedule Meeting**

Your e-mail and/or phone number will be used for the purpose of sending you a calendar invite of your meeting and may be stored in our contact management system. If your organization is already a customer, by clicking to submit this form, you consent to your e-mail and/or phone number being used in this manner. If your organization are not already a customer, by clicking to submit this form, you agree that Concur Technologies, Inc. and its affiliates ("SAP Concur") may use your information to book your desired appointment, including sending you a calendar invite of the appointment and that SAP Concur will treat your information in accordance with its [Privacy Policy](#). Your consent may be withdrawn and your preferences changed through the Preference Center referenced in the Privacy Policy.

SAP Concur - 601 108th Ave NE, Bellevue, WA 98004, USA

### Configuration / Feature Activation

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

# Planned Changes

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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\*\* Download as Excel From All Sent to Purchasing List View on My Invoices Page**

#### **Overview**

In a future release, clients will be able to export data by clicking the **Download as Excel** link in the **All Sent to Purchasing** list view on the **My Invoices** page:

There is no maximum number of items that can be exported, but the export process might take some time if there are many items to be exported.

---

**NOTE:** If the client leaves the **My Invoices** page while the export process is in progress, the export will be canceled. However, clients will be able to open an invoice on the **My Invoices** page while the export is running.

---

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

This feature provides clients with flexibility in how they work with invoice data.

#### **What the User Sees**

The user will see a **Download as Excel** link in **All Sent to Purchasing** list view of the **My Invoices** page.

#### **Configuration / Feature Activation**

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

# Client Notifications

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## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: [SAP Concur list of Subprocessors](#)

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

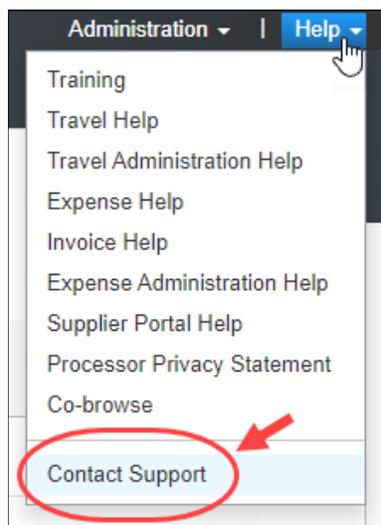
This release might resolve previously submitted support cases. You can check the status of a support case to confirm whether the case issue has been resolved.

## Check Support Case Status

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

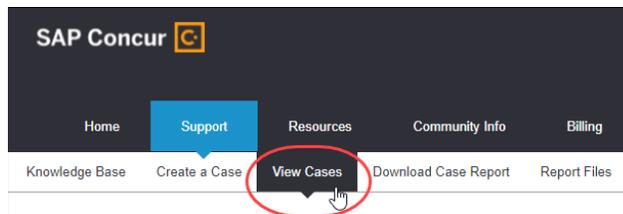
► **To check the status of a submitted case:**

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

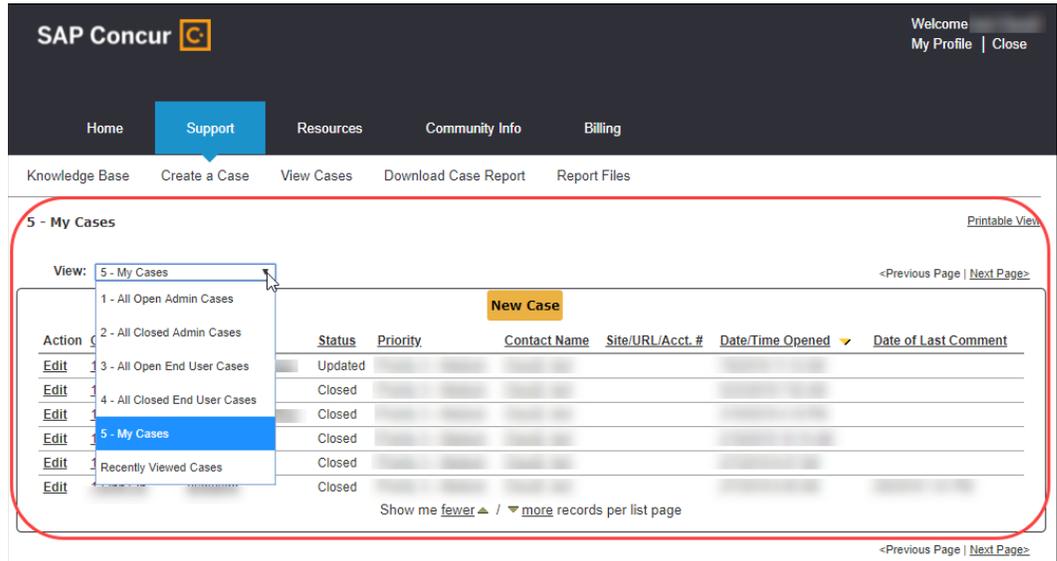


**NOTE:** If you do not have the option to contact SAP Concur support in the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



- 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.



### November Example

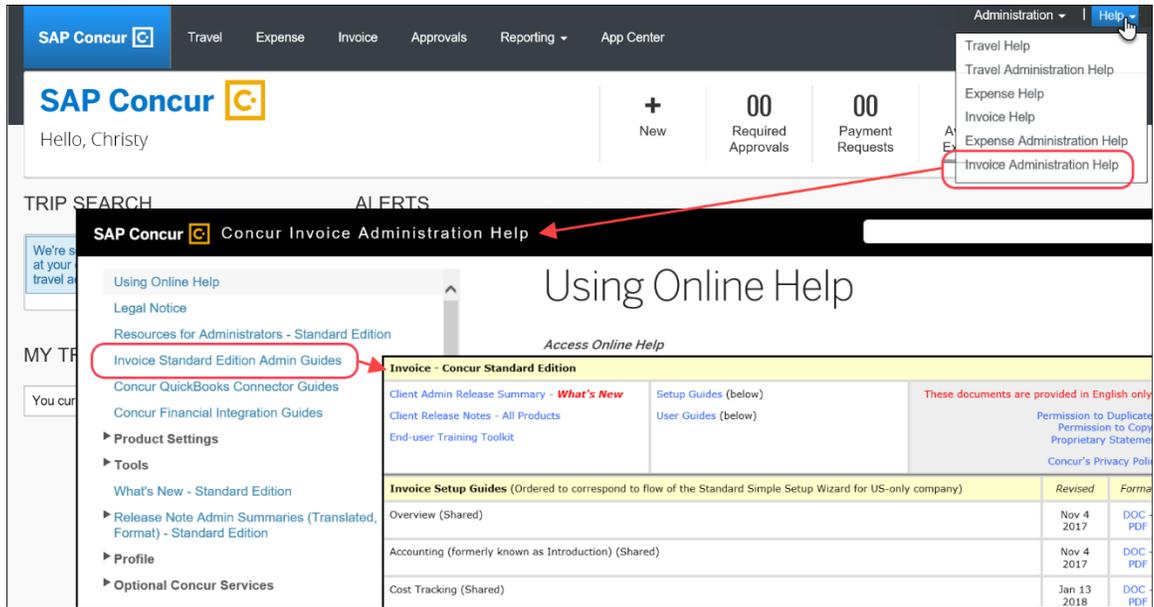
The table below contains some example cases that are resolved in this release. It is not a comprehensive list of the resolved cases.

| Case ID  | Description  |
|----------|--|
| 15993792 | <b>Concur Invoice</b><br>The Payment Request Detail response contained a NULL ExtractDate.                             |
| 16141845 | <b>Concur Invoice</b><br>When a Company Admin attempted to view workflow configuration, an Application Error appeared. |
| 16212514 | <b>Concur Invoice</b><br>Some API methods returned HTTP 400 and 405 errors.  |

# 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**.

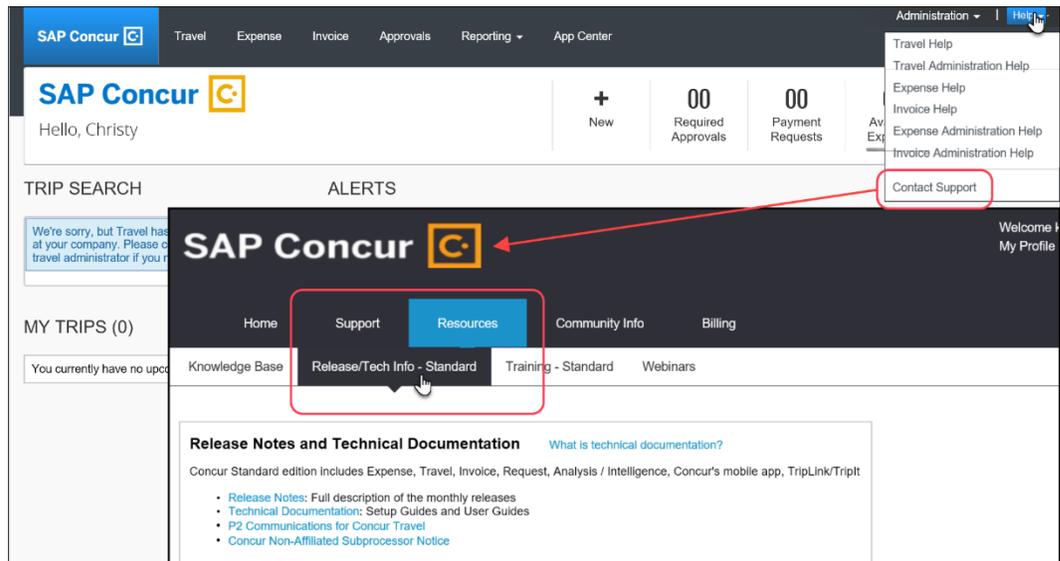


## SAP Concur Support Portal – Selected Users

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

# Concur Invoice Professional/Premium

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

| Month   | Audience     |
|---|--------------|
| Release Date: December 5, 2020<br>Initial Post: Friday, December 4, 2:00 PM PST | Client FINAL |

## Contents

|   |           |
|---|-----------|
| <b>Release Notes</b> .....  | <b>4</b>  |
| <b>Authentication</b> .....   | <b>4</b>  |
| **Ongoing** Deprecation of Director SAML Service and Migration to SAML v2.....                              | 4         |
| **Ongoing** Deprecation of HMAC and Migration to SAML v2 and the SSO Self-Service Tool.....                 | 6         |
| <b>Authorized Support Contacts</b> .....  | <b>8</b>  |
| Security / Data Protection Contact Option to be Added to SAP Concur Support Portal Profile (Dec 3) .....    | 8         |
| <b>Concur APIs</b> .....  | <b>9</b>  |
| List v4 API Available .....   | 9         |
| List Item v4 API Available .....  | 9         |
| <b>Custom Fields</b> .....  | <b>10</b> |
| Connected List Data Type Now Available for Expense Attendee Form .....                                      | 10        |
| <b>File Transfer Updates</b> .....  | <b>11</b> |
| **Ongoing** SAP Concur Legacy File Move Migration.....  | 11        |
| <b>Financial Integration</b> .....  | <b>12</b> |
| Financial Integration Service Now Available .....   | 12        |
| <b>Release Notes</b> .....  | <b>13</b> |
| Preview Release Notes No Longer Published .....   | 13        |
| <b>Security</b> .....   | <b>13</b> |
| Updated: End of Support for Insecure Protocols and Ciphers in F5 Client SSL Profiles for VIPs (Oct 7) ..... | 13        |
| <b>User Interface</b> .....   | <b>14</b> |
| Updating Country and Countries Labels.....  | 14        |
| <b>Planned Changes</b> .....  | <b>15</b> |
| <b>Concur Invoice</b> .....   | <b>15</b> |

|   |           |
|---|-----------|
| **Planned Changes** Download as Excel From All Sent to Purchasing List View on My Invoices Page ..... | 15        |
| <b>Client Notifications.....</b>  | <b>16</b> |
| <b>Subprocessors.....</b>   | <b>16</b> |
| SAP Concur Non-Affiliated Subprocessors .....   | 16        |
| <b>Browser Certifications.....</b>  | <b>16</b> |
| Monthly Browser Certifications and Supported Configurations .....                                     | 16        |
| <b>SAP Concur Support Case Status.....</b>  | <b>17</b> |
| <b>Check Support Case Status.....</b>   | <b>17</b> |
| December Example .....  | 18        |
| <b>Additional Release Notes and Other Technical Documentation .....</b>                               | <b>19</b> |
| <b>Online Help – Admins.....</b>  | <b>19</b> |
| <b>SAP Concur Support Portal – Selected Users.....</b>  | <b>20</b> |

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# Release Notes

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

## Authentication

### **\*\*Ongoing\*\* Deprecation of Director SAML Service and Migration to SAML v2**

| Information First Published  | Information Last Modified | Feature Target Release Date |
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Support for the Director SAML service is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel will soon begin assisting clients who currently use Director SAML to migrate to SAP Concur SAML v2 SSO (SAML v2).

Clients currently using Director SAML are encouraged to migrate to SAML V2 as soon as possible.

Deprecation of support for the Director SAML service is dependent on the following requirements:

- SAP Concur technicians and TMCs assist existing SAP Concur clients to migrate from the Director SAML service to SAML V2.
- All clients that currently rely on the Director SAML service have migrated from Director SAML to SAML V2.

Migration from Director SAML to SAML V2 requires the following general steps:

- The client identifies an admin to act as the SSO admin and assigns the proper permission/role.
- The SSO admin coordinates with their SAP Concur technician to obtain the SAP Concur SP metadata.
- The SSO admin configures the SSO settings at the IdP based on information from SP metadata.
- The SSO admin retrieves IdP metadata from the IdP and delivers the metadata to the SAP Concur technician.
- The SSO admin adds a few testing users and tests the new SSO connection.
- With successful testing, the company rolls out SSO to their SAP Concur users.



For more information about the Single Sign-On self-service option, refer to the [Shared: Single Sign-On Overview](#) and the [Shared: Single Sign-On Setup Guide](#).

### **BUSINESS PURPOSE / CLIENT BENEFIT**

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

### **Configuration / Feature Activation**

#### **MIGRATION FOR TMCs**

TMCs will be significantly impacted by this change and should begin testing now to prepare for migration to SAML V2.

TMCs must set up SAML v2 instead of Director SAML for their new clients. Setting up SAML v2 now allows more time for TMCs to test the new configuration and train internal staff to assist clients.

To prepare for the deprecation of Director SAML:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 compliant SSO is established, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

#### **MIGRATION FOR LEGACY DIRECTOR SAML CLIENTS**

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for the deprecation of Director SAML:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients must coordinate with an SAP Concur technician to complete migration to SAML v2.



For more information, refer to the [Shared: Single Sign-On Overview](#) and the [Shared: Single Sign-On Setup Guide](#).

## **\*\*Ongoing\*\* Deprecation of HMAC and Migration to SAML v2 and the SSO Self-Service Tool**

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|--|---------------------------|--|
| July 12, 2019  | November 25, 2020         | Phase I: July 2020<br>Phase II: July 1, 2021 |
| 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 support for Hash-Based Message Authentication Code (HMAC) is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel are currently assisting clients who use HMAC to migrate to SAP Concur SAML v2 SSO (SAML v2).

SAP Concur provides a Single Sign-On self-service option that enables client admins to setup their SAML v2 connections without involving an SAP Concur support representative.



For more information about the Single Sign-On self-service option, refer to the [Shared: Single Sign-On Overview](#) and the [Shared: Single Sign-On Setup Guide](#).

---

**NOTE:** SAML v2 supports the use of multiple identity providers (IdPs).

---

The HMAC deprecation includes two phases:

#### **Phase I:**

- Clients must have an identity provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients begin testing authentication using SAML v2.
- TMCs prepare to onboard new SAP Concur clients to SAML v2.
- 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 to SAML v2.
- Existing clients using HMAC must migrate to SAML v2.

#### **Phase II:**

- TMCs have migrated all existing SAP Concur clients from the HMAC service to SAML v2.
- The HMAC service is deprecated. Phase II is targeted to end mid-year in 2021.

**BUSINESS PURPOSE / CLIENT BENEFIT**

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

**Configuration / Feature Activation****MIGRATION FOR TMCs**

TMCs will be significantly impacted and should begin testing now to prepare for migration to SAML v2.

TMCs must set up SAML v2 instead of HMAC for their new clients. Setting up SAML v2 now allows more time for TMCs to test SAML v2 and to train internal staff to assist clients.

To prepare for Phase I of the HMAC deprecation:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 compliant SSO is established, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

**MIGRATION FOR LEGACY HMAC CLIENTS**

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for Phase I of the HMAC deprecation:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients can coordinate with SAP Concur support now to complete migration to SAML v2.
- **Clients can choose to use the Single Sign-On self-service option.**



For more information about the Single Sign-On self-service option, refer to the [Shared: Single Sign-On Overview](#) and the [Shared: Single Sign-On Setup Guide](#).

## Authorized Support Contacts

### Security / Data Protection Contact Option to be Added to SAP Concur Support Portal Profile (Dec 3)

#### Overview

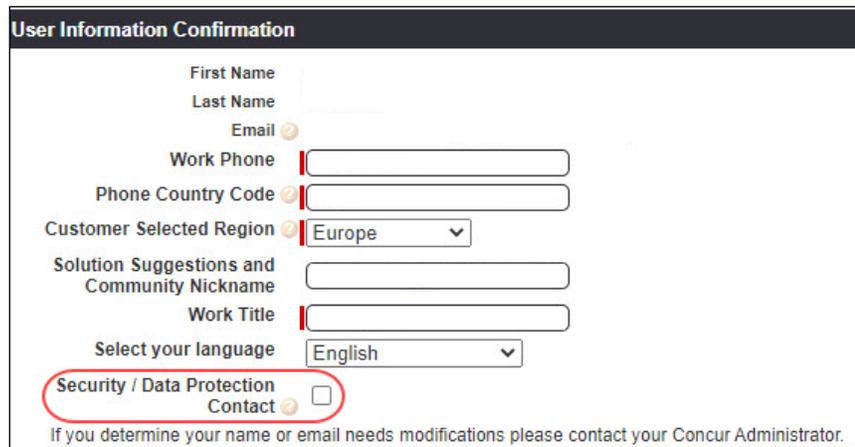
SAP Concur has added an option to the SAP Concur support portal that enables Authorized Support Contacts (ASCs) to designate whether they should be contacted regarding a security or data protection topic.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement gives clients more control over who in their company is contacted regarding security or data protection topics and provides greater control over which notifications an ASC receives.

#### What the User Sees

This option is available to ASCs on the **My Profile** page in the SAP Concur support portal.



**User Information Confirmation**

First Name

Last Name

Email

Work Phone

Phone Country Code

Customer Selected Region

Solution Suggestions and Community Nickname

Work Title

Select your language

**Security / Data Protection Contact**

If you determine your name or email needs modifications please contact your Concur Administrator.

#### Configuration / Feature Activation

There are no configuration or activation steps; this change occurred automatically.

## Concur APIs

### List v4 API Available

#### **Overview**

A new version of the List API is available. The List v4 API enables you to view your configured lists and create new lists within SAP Concur products.

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

The List v4 API uses more secure and modern, fine-grained methods. This API uses Universal Unique Identifiers (UUIDs) and uses JSON instead of XML. Also, authentication to the List v4 API can be performed with a User or Company access token, providing the opportunity to apply the principle of least privilege.

#### **Configuration / Feature Activation**

To configure this API, you must be an Expense, Invoice, Shared or Request Configuration Administrator.

### List Item v4 API Available

#### **Overview**

A new version of the List Item API is available. The List Item v4 API provides solutions to retrieve and manage list items.

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

The List Item v4 API uses more secure and modern, fine-grained methods. This API uses Universal Unique Identifiers (UUIDs) and uses JSON instead of XML. Also, authentication to the List Item v4 API can be performed with a User or Company access token, providing the opportunity to apply the principle of least privilege.

#### **Configuration / Feature Activation**

To configure this API, you must be an Expense, Invoice, Shared or Request Configuration Administrator.

## Custom Fields

### Connected List Data Type Now Available for Expense Attendee Form

#### Overview

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

---

**NOTE:** Connected list fields are not included in the attendee import process.

---

#### BUSINESS PURPOSE / CLIENT BENEFIT

This update enhances the attendee functionality to allow connected list type custom fields.

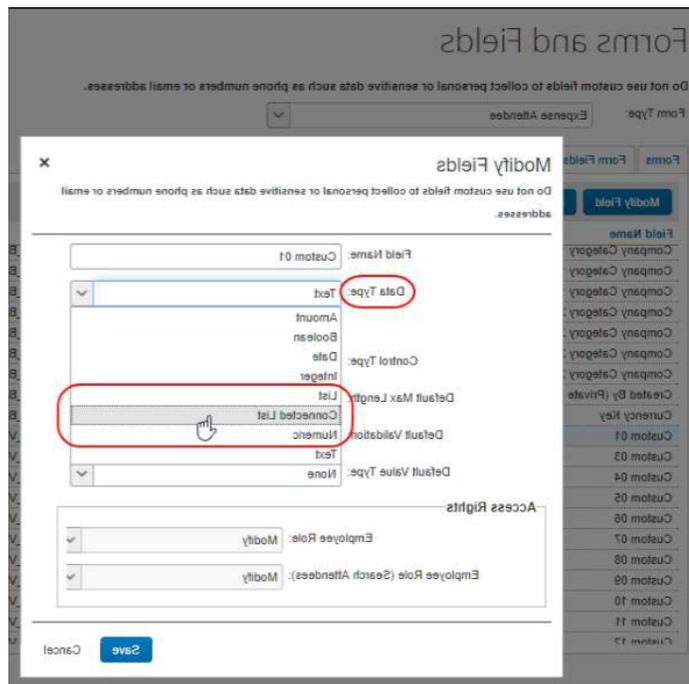
#### What the Admin Sees

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

---

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

---



### **Configuration / Feature Activation**

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



For more information, refer to the [Invoice: Attendees Setup Guide](#) and the [Invoice: Forms and Fields Setup Guide](#).

## **File Transfer Updates**

### **\*\*Ongoing\*\* SAP Concur Legacy File Move Migration**

| <b>Information First Published</b> | <b>Information Last Modified</b> | <b>Feature Target Release Date</b> |
|------------------------------------|----------------------------------|------------------------------------|
| March 6, 2020                      | --                               | Ongoing in 2020                    |

#### **Overview**

This release note is intended for the technical staff responsible for file transmissions with SAP Concur. For our clients and vendors participating in data exchange, SAP Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur will begin migrating entities that currently use a legacy process for moving files to a more efficient and secure file routing process that relies on APIs.

Clients whose entities are currently configured to use the legacy process will be migrated to the more efficient process sometime between now and the end of 2020. After they are migrated to the more efficient process, clients will see the following improvement:

- With the legacy process, clients had to wait for the file move schedule to run at a specified time. With the more efficient and secure API-based process, extracts and other outbound files from SAP Concur will be available within the existing overnight processing period shortly after the files are created.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

These changes provide greater security and efficiency for file transfers.

### **Configuration / Feature Activation**

If assistance is required, please contact SAP Concur support.



For more information, the [Shared: File Transfer for Customers and Vendors User Guide](#).

# Financial Integration

## Financial Integration Service Now Available

### Overview

The Financial Integration Service (FIS) allows an external system to interact with financial documents generated from SAP Concur, for financial postings into their financial system.

This service provides an automated solution to request available data objects such as approved expense reports, cash advances, and invoices. The objects can be imported to the client internal ERP, and then the integration can send posting confirmation back into Concur Expense and/or Concur Invoice.

The Financial Integration Service works with custom connectors, applications from the SAP Concur App Center, and client-built integrations.



For more information, refer to the *Shared: Financial Integration Service Setup Guide*.

### BUSINESS PURPOSE / CLIENT BENEFIT

With FIS there are several benefits:

- A complete end to end workflow of the expense report and spend visibility between SAP Concur and ERP.
- The client ERP can now send posting feedback to SAP Concur via bi-directional communication.
- Posting feedback is captured in SAP Concur where reports can be either modified or sent back to employee for correction, and reposted to the ERP.
- Improved accuracy and synchronization between systems.
- No more overnight processing as this process provides the client with near real-time posting and feedback.

### Configuration / Feature Activation

This integration is available for clients using Concur Expense Professional or Standard Edition and/or Concur Invoice Professional or Standard Edition. Some configuration steps are only visible to SAP Concur internal staff.



For more information, refer to the *Shared: Financial Integration Service Setup Guide*.



The Financial Integration Service is based on the Financial Integration API. For more information, refer to the [Financial Integration API documentation](#).

## Release Notes

### Preview Release Notes No Longer Published

#### Overview

Starting with the January 2021 release, SAP Concur Technical Publications will no longer publish the preview release notes. This change is being made to streamline our client communication. With this change, only two sets of release notes will be published for each monthly release cycle: draft release notes and final release notes.

---

**NOTE:** This change will go into effect January 1, 2021.

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The [2021 Release Calendar](#) will be updated to reflect this change.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This change simplifies the release notes communications.



For more information about the publishing dates for the draft and final release notes, refer to the [2021 Release Calendar](#).

## Security

### Updated: End of Support for Insecure Protocols and Ciphers in F5 Client SSL Profiles for VIPs (Oct 7)

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

#### Overview

In early October, the SAP Concur networking team noted that their configuration of the Content Delivery System had been blocking the protocols in the list that follows for some time.

As such, the notice to clients that we would be making a change to our F5 Client SSL profile was superfluous, as those aspects of the existing profile were not actually available. SAP Concur did make changes to the F5 Client SSL profile on October 7 as well, in the interest of maintaining a strong security profile

This means that there was no new effect for clients, as the following protocols had already previously been blocked:

- SSL v2
- SSL v3
- TLS v1.0

- TLS v1.1
- 3DES cipher suite

### **BUSINESS PURPOSE / CLIENT BENEFIT**

This update provides ongoing security for our products and services.

### **Configuration / Feature Activation**

There are no configuration or activation steps.

## **User Interface**

### **Updating Country and Countries Labels**

#### **Overview**

Instances of Country or Countries in the user interface are being updated to Country/Region and Countries/Regions, respectively.

### **BUSINESS PURPOSE / CLIENT BENEFIT**

This change provides a better global user experience.

#### **What the User Sees**

The user sees updated labels in the user interface.

#### **Example**

The screenshot shows the 'New Vendor' form in the SAP Concur system. The form is titled 'New Vendor' and has a navigation bar at the top with links for 'Invoice Manager', 'Processor', 'Payments', 'Vendor Manager', and 'Add Vendor'. The form contains several input fields: 'Vendor Name' (with a red asterisk), 'Vendor Code', 'Address 2', 'Address 3', 'Postal Code', 'Contact First Name', 'Tax Id', and 'PO Contact Phone Number'. A dropdown menu for 'Country' is open, showing a search bar 'Search by Country/Region' and a list of countries including Afghanistan, Alaska, Albania, Algeria, American Samoa, Andorra, Angola, and Anguilla. The dropdown menu is highlighted with a red box.

### **Configuration / Feature Activation**

There are no configuration or activation steps; this change occurs automatically.

# Planned Changes

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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\*\* Download as Excel From All Sent to Purchasing List View on My Invoices Page**

#### **Overview**

In a future release, clients will be able to export data by clicking the **Download as Excel** link in the **All Sent to Purchasing** list view on the **My Invoices** page.

There is no maximum number of items that can be exported, but the export process might take some time if there are many items to be exported.

---

**NOTE:** If the client leaves the **My Invoices** page while the export process is in progress, the export will be canceled. However, clients will be able to open an invoice on the **My Invoices** page while the export is running.

---

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

This feature provides clients with flexibility in how they work with invoice data.

#### **What the User Sees**

The user will see a **Download as Excel** link in **All Sent to Purchasing** list view of the **My Invoices** page.

#### **Configuration / Feature Activation**

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

# Client Notifications

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## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: [SAP Concur list of Subprocessors](#)

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

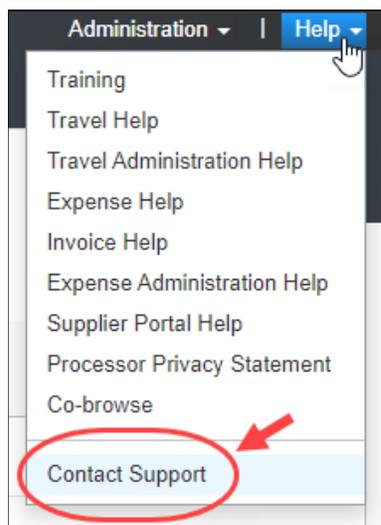
This release might resolve previously submitted support cases. You can check the status of a support case to confirm whether the case issue has been resolved.

## Check Support Case Status

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

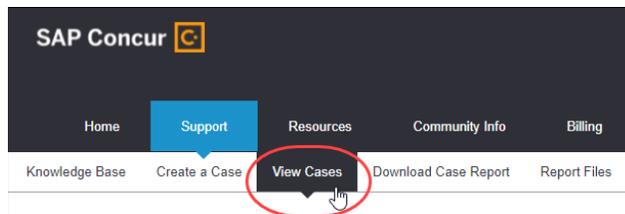
► **To check the status of a submitted case:**

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

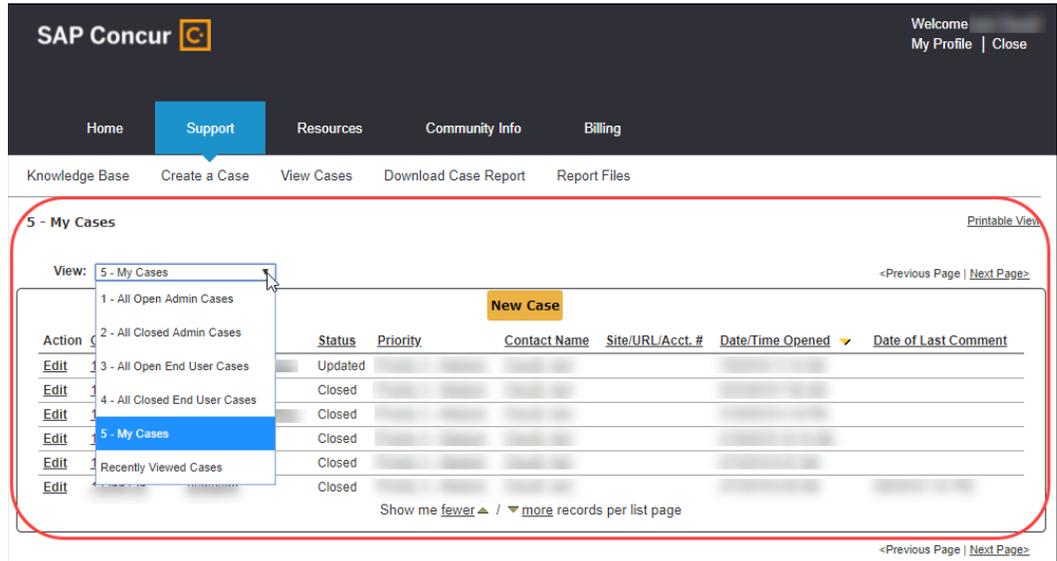


**NOTE:** If you do not have the option to contact SAP Concur support in the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



- 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

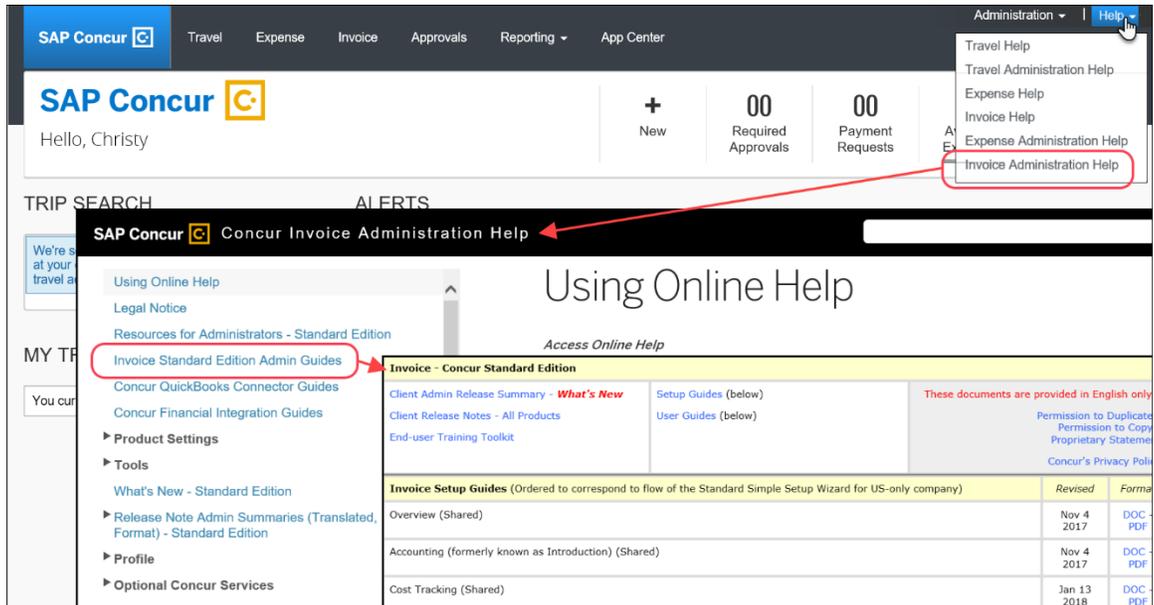
The table below contains some example cases that are resolved in this release. It is not a comprehensive list of the resolved cases.

| Case ID  | Description  |
|----------|--|
| 16141845 | <b>Concur Invoice</b><br>When the admin attempted to view the invoice workflow configuration, the following message appeared:<br>Sorry, Concur is currently unavailable. |
| 16337737 | <b>Concur Invoice</b><br>After adding or editing invoice distributions, the changes were not saved.  |
| 16324923 | <b>Concur Invoice</b><br>When an approver chose to view a list of invoices filtered by This Month/This Quarter, an "Application Error" appeared.                         |

# 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**.

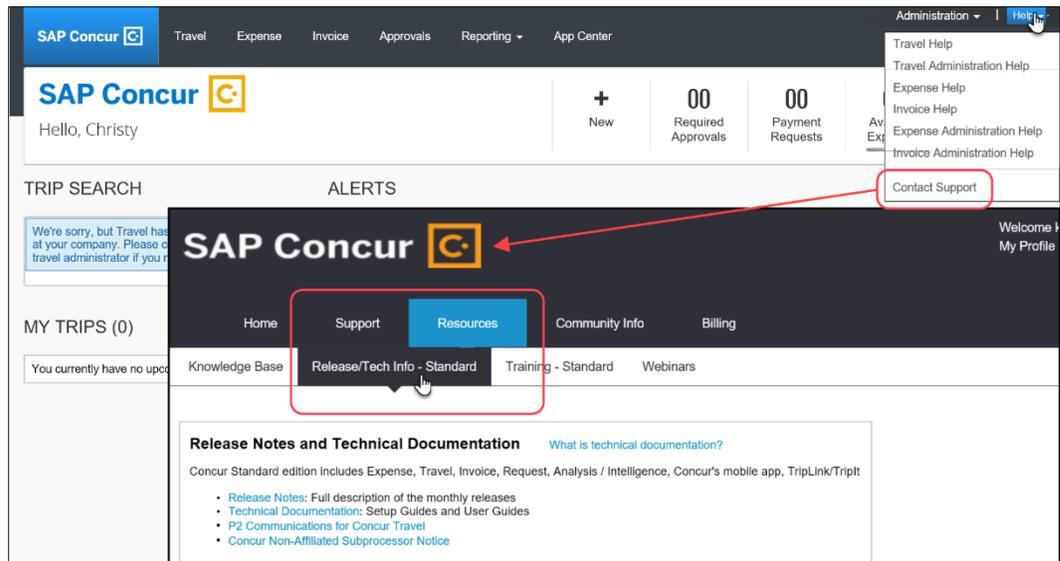


## SAP Concur Support Portal – Selected Users

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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