SAP Concur Release Notes **Expense Professional / Premium**	
Month	**Audience**
Release Date: January 16, 2021 Update #2: Monday, Jan 25, 1:00 PM PT	Client ***FINAL***

Contents

Legal Disclaimer

Release Notes

Attendees

Enhanced Employee Attendee Search

These changes are also part of the NextGen UI experience. The production deployment of this change will be conducted in phases over the next few weeks. Individual customers will start seeing this change between January 15 and January 30. Production deployment to the EMEA datacenter has already been completed. The production deployment to the US and China datacenters is still planned.

Overview

Users searching for employees to add as attendees to an expense now have additional filter options that can be used to narrow search results, helping make the identification of employees accurate and efficient.

Searching for employee attendees has proven difficult as there may have been no fields available to search by other than first name and last name.

With this update, the default advanced search view for employee attendees automatically includes the addition of email addresses and country filters.

This feature update includes the following benefits:

- Accurate identification of employees, particularly for those with the same first and last name
- Improved efficiency for employee searches by providing filters that help narrow relevant search results
- Simplified employee attendee management, removing the need to use an attendee import to update attendee data for the SYSEMP attendee type
- Optional inclusion of inactive employees in attendee searches

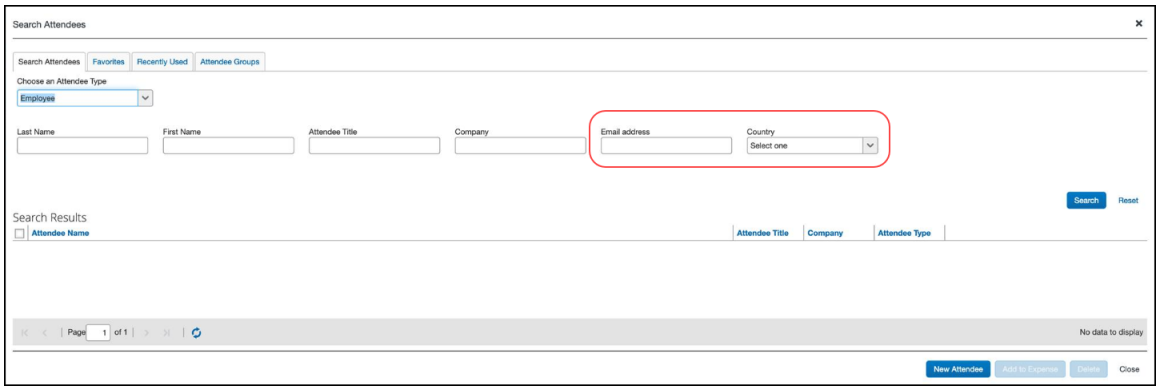
NOTE: This enhancement is specific to the employee (SYSEMP) attendee type and does not apply to other attendee types like business guest or spouse.

BUSINESS PURPOSE / CLIENT BENEFIT

This update helps make searching for employee attendees more efficient and also simplifies the management of employee attendees by removing the need to use an attendee import to update the attendee data of the SYSEMP attendee type.

What the User Sees – Current UI

When users select *Employee* in the **Attendee Type** list on the **Search Attendees** tab, they see two new fields: **Email address** and **Country** display. These new fields can be used to enhance searches for employee attendees.



In addition to selecting advanced search parameters, users must also select one of the following fields: **First Name**, **Last Name**, or **Email Address**. Completing these fields optimizes the search and narrows the criteria used to return relevant results.

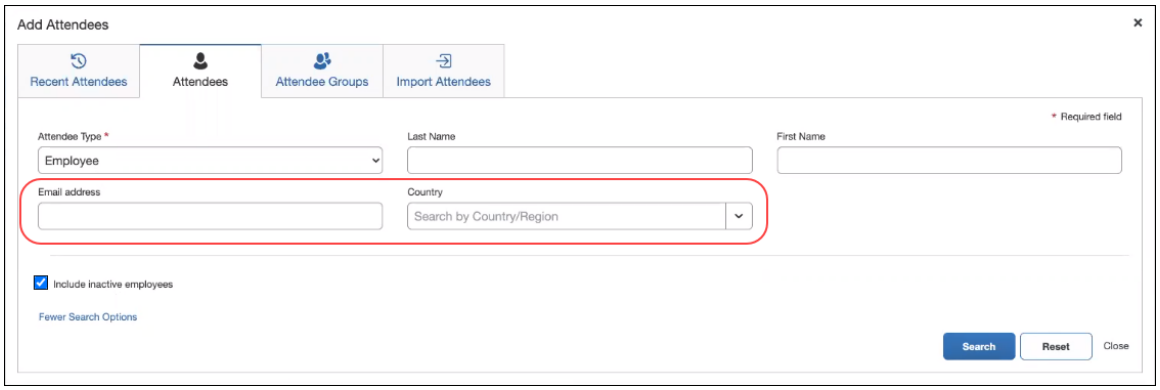
NOTE: In order for the **Email address** and **Country** fields to display automatically as searchable fields, the *Employee* option selected in the **Attendee Type** list should be mapped to SYSEMP.

Once the search is run, the search results page also includes a new column, **Country**, displaying any country associated with the attendees returned by the search.

To access the **Search Attendees** tab on the **Search Attendees** page, click the **Attendees** button on the **Details** tab for the expense.

What the User Sees – NextGen UI

When users select *Employee* in the **Attendee Type** list on the **Attendees** tab, they see two new fields: **Email address** and **Country** display once they click the **More Search Options** link. These new fields can be used to enhance searches for employee attendees.



In addition to selecting advanced search parameters, users must also select one of the following fields: **First Name**, **Last Name**, or **Email Address**. Completing these fields optimizes the search and narrows the criteria used to return relevant results.

Users can also select the **Include Inactive employees** check box to add inactive employees to the attendee search. This search option is useful when you need to add a former employee to an expense for a meal celebrating an employee's retirement, but the employee is no longer marked as active in the system.

Users can click the **Fewer Search Options** link to reduce the number of search fields on the page. To view all search fields, users can click the **More Search Options** link to restore all advanced search fields.

NOTE: In order for **Email address** and **Country** fields to display automatically as searchable fields, the *Employee* option selected in the **Attendee Type** list should be mapped to SYSEMP.

Once the search is run, the search results page also includes a new column, **Country**, displaying any country associated with the attendees returned by the search.

To access the **Attendees** tab on the **Add Attendees** page, click the **Attendees** link on the **Details** tab in the expense.

Configuration / Feature Activation

This update occurs automatically to show the additional searchable fields when the Attendee setting **Allow automatic creation of employees as attendees (SYSEMP attendee type)** is enabled. This setting is typically on for all customers, unless explicitly disabled during implementation to meet unique business needs.

For information about how to enable this setting, refer to Step 6 in the *Configuration-Overview and Procedures* section of the *Concur Expense: Attendees Setup Guide*.

OPTIONAL CONFIGURATION

Copy down may now be configured for Employee attendee type (SYSEMP) attendee fields.

If there are fields on an employee record that are beneficial to include in an attendee search (such as cost center, legal entity, or office location), admins can configure the additional fields using copy down functionality from the employee record to the attendee record. This provides additional information for use in searching for employees as well as display of attendees linked to an expense.

This new copy down option may allow simplification of the management of employee attendees by removing the need to use an attendee import to update the attendee data of the SYSEMP attendee type.

⚠ We highly recommend admins check the form field configuration for all expense attendee forms and specifically for any copy down configuration on the Employee Attendee Form referenced for the SYSEMP attendee type.

⚠ Admins, please also refer to the **Configuration Report > Attendee Forms** link accessible from the **Expense Admin** page.

📖 For general information, refer to the *Use the Forms Tab – General* section of the *Concur Expense: Attendees Setup 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	January 8, 2020	July 2020 – February 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

Support for the Director SAML service is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel will soon begin assisting customers 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 about the Single Sign-On self-service option, 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

Information First Published	Information Last Modified	Feature Target Release Date
July 12, 2019	November 25, 2020	Phase I: July 2020 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 customers 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.
- Customers will be notified via release notes about the official deprecation date of HMAC. As of the official deprecation date, no new clients can be onboarded using HMAC; new clients must be onboarded 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*.

Authentication Administration

Company Request Token Self-Service Tool

Overview

On December 8, 2020, SAP Concur released a new Company Request Token self-service tool that enables clients to generate the Company Request Token that is required to request a JSON web token (JWT) when connecting to APIs in the SAP Concur platform.

Requirements for generating a Company Request Token:

- The client must obtain a link to the new tool from SAP Concur Client Web Services (CWS).
- The client must obtain a Client ID from CWS.
- A company admin must have the Web Services Administrator permission to access the Company Request Token self-service tool through the provided link.
- For a request token to be issued, the Client ID (App ID) must be allowed to connect to the company.

Requirements for obtaining a JWT:

- The Client ID provided by SAP Concur CWS
- The client secret provided by SAP Concur CWS
- The Company UUID generated by the Company Request Token tool
- The Company Request Token generated by the Company Request Token tool

An admin with the Web Services Administrator permission can navigate to the **Company Request Tokens** page through the link provided by CWS, enter the Client ID they obtained from CWS into the **App ID** field, and then click **Submit** to generate a Company Request Token. They will also be able to generate a replacement token if one is needed.

BUSINESS PURPOSE / CLIENT BENEFIT

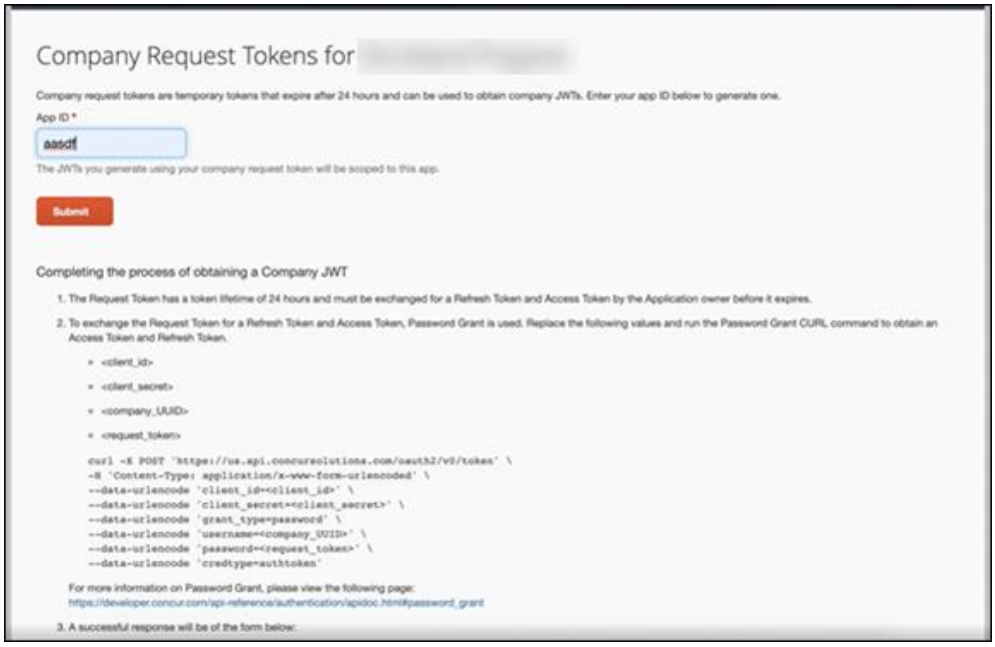
The new self-service tool enables an admin with the required permissions to generate a Company Request Token without relying on SAP Concur internal staff. The new tool also enables the admin to generate a replacement Company Request Token without assistance from SAP Concur support if their Company Request Token expires or is lost.

What the Admin Sees

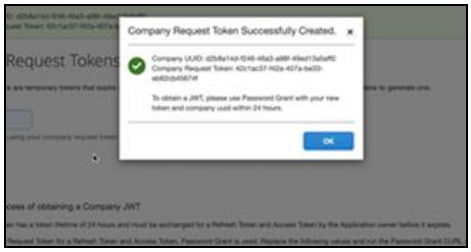
After clicking the link provided by CWS, the admin will see the **Company Request Tokens** page.

NOTE: If the admin has not yet signed in to their SAP Concur entity, they will be prompted to sign-in before seeing the **Company Request Tokens** page.

On the **Company Request Tokens** page, the admin will enter their Client ID in the **App ID** field, and then click **Submit.**



The **Company Request Token Successfully Created** dialog appears.



This dialog contains the Company UUID and the Company Request Token. The admin must copy and save both the Company UUID and the Company Request Token before signing out or navigating away from this dialog.

The admin can use the Company Request Token to generate a Company JWT, using the Password Grant process.

Instructions for the Password Grant process are on the **Company Request Token** page, as well as the SAP Concur Developer Portal.

The Company Request Token has a token expiry lifetime of 24 hours. The admin must obtain the Company JWT within that 24-hour period.

Completing the process of obtaining a Company JWT

1. The Request Token has a token lifetime of 24 hours and must be exchanged for a Refresh Token and Access Token by the Application owner before it expires.
2. To exchange the Request Token for a Refresh Token and Access Token, Password Grant is used. Replace the following values and run the Password Grant CURL command to obtain an Access Token and Refresh Token.
   - <client_id>
   - <client_secret>
   - <company_UUID>
   - <request_token>

```
curl -X POST 'https://rqa3.api.nonprod.cnqr.tech/oauth2/v0/token' \
-H 'Content-Type: application/x-www-form-urlencoded' \
--data-urlencode 'client_id=<client_id>' \
--data-urlencode 'client_secret=<client_secret>' \
--data-urlencode 'grant_type=password' \
--data-urlencode 'username=<company_UUID>' \
--data-urlencode 'password=<request_token>' \
--data-urlencode 'credtype=authtoken'
```

   For more information on Password Grant, please view the following page:
   https://developer.concur.com/api-reference/authentication/apidoc.html#password_grant
3. A successful response will be of the form below:

```
CURL response
HTTP/1.1 200 OK
Content-Type: application/json
Date: date-requested
Content-Length: 3397
Connection: Close
{
  "expires_in": "3600",
  "scope": "<app scopes>",
  "token_type": "Bearer",
  "access_token": "<access_token>",
  "refresh_token": "<refresh_token>",
  "geolocation":"https://rqa3.api.nonprod.cnqr.tech/oauth2/v0/token"
}
```

4. The Company JWT or access_token has a token lifetime of 1 hour and can be used to call Concur APIs. The Company JWT can be refreshed by calling the Refresh Grant. The application must store the refresh_token in order to be able to continue refreshing the Company JWT when it expires.

   For more information on Refresh Grant, please view the following page:
   https://developer.concur.com/api-reference/authentication/apidoc.html#refresh_token
5. If the refresh token is lost, expired or revoked, a new request token must be obtained. For reference, see information about Managing tokens in the Developer Portal at the following page:
   https://developer.concur.com/api-reference/authentication/apidoc.html

If the Company Request Token expires or is lost, the admin can access the **Company Request Tokens** page again, enter their Client ID into the **App ID** field, and then generate a replacement Company Request Token.

Configuration / Feature Activation

This feature was release on December 8. To obtain access to the Company Request Token self-service tool, contact SAP Concur Client Web Services.

NOTE: In 2021, SAP Concur plans to make this feature self-service, enabling admins with the required permissions to access the self-service tool without having to obtain a link from CWS. Development of this feature is on-going and subject to change. More information about this feature will be provided in future release notes.

Authorized Support Contacts

Security / Data Protection Contact Option Added to SAP Concur Support Portal Profile (Dec 3)

Overview

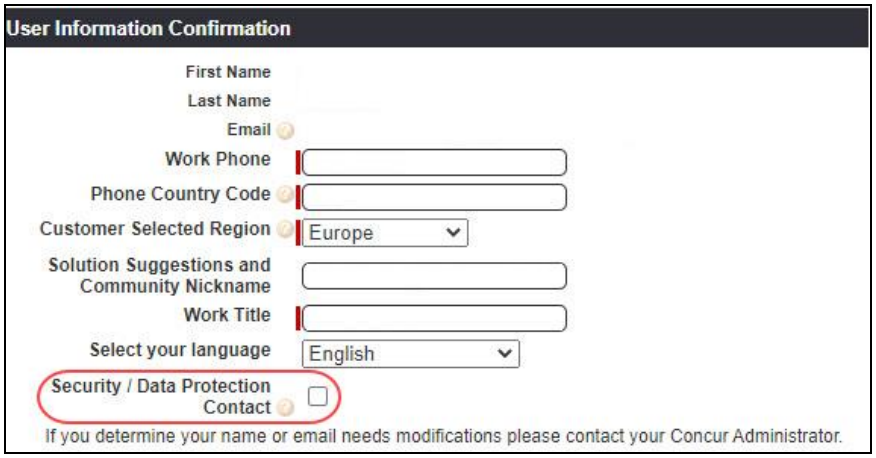
SAP Concur has added an option to the SAP Concur support portal that enables Authorized Support Contacts (ASCs) to designate whether they should be contacted regarding a security or data protection topic.

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.



Configuration / Feature Activation

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

Expense Pay - Classic

(Singapore) Process Update for Interbank GIRO Applications

Overview

For clients in Singapore, the process for submitting a completed Interbank GIRO Application has changed. Prior to this change, you mailed the application to Bank of America in Singapore. Now, the new process is for you to submit the completed application directly to your bank in Singapore.

NOTE: It is acceptable for applications that have already been submitted (to Bank of America in Singapore) prior to this announcement to use the prior process.

BUSINESS PURPOSE / CLIENT BENEFIT

This change simplifies the application process.

Configuration / Feature Activation

Please begin using this new process now.

File Transfer

Rotating PGP Key Available for File Transfers (Jan 15)

Overview

Files transferred to SAP Concur solutions must be encrypted with the SAP Concur public PGP key, concursolutionsrotate.asc.

concursolutionsrotate.asc

- Key file is available in client's root folder
- RSA 4096-bit signing and encryption subkey
- Key expires every 2 years
- Client is responsible for replacing the key before it expires
  - Next expiry date: September 4, 2022
  - SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

BUSINESS PURPOSE / CLIENT BENEFIT

The rotating public PGP key provides greater security for file transfers.

What the Administrator Sees

An administrator with the required FTP credentials can log into the FTP site to retrieve the rotating public PGP key, concursolutionsrotate.asc, from the root directory.

Configuration / Feature Activation

Your internal FTP administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

If assistance is required, please contact SAP Concur support.

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

File Transfer Updates

Ongoing SAP Concur Legacy File Move Migration

Information First Published	Information Last Modified	Feature Target Release Date
March 6, 2020	January 8, 2021	Ongoing until July 31, 2021

Overview

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

SAP Concur is in the process of 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 July 31, 2021. 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*.

Financial Integration Service

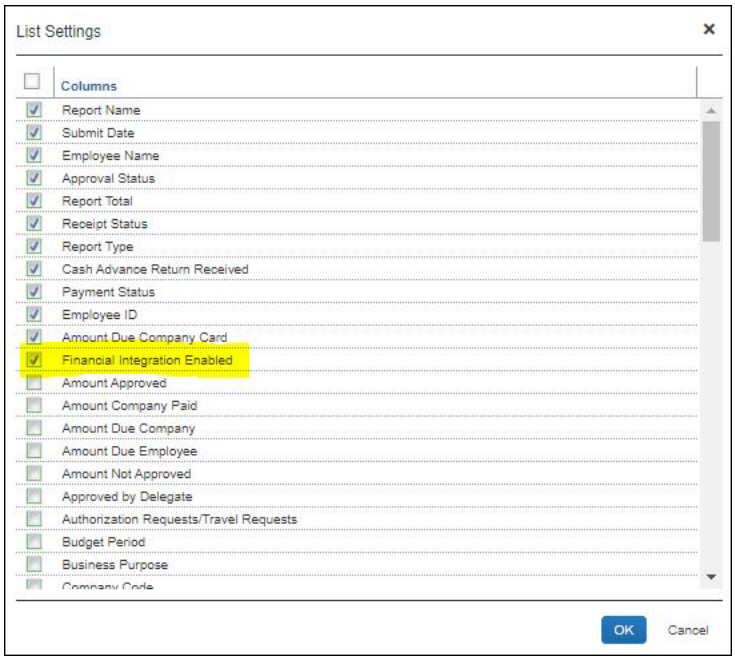
New Column Available on Expense Processor Page

Overview

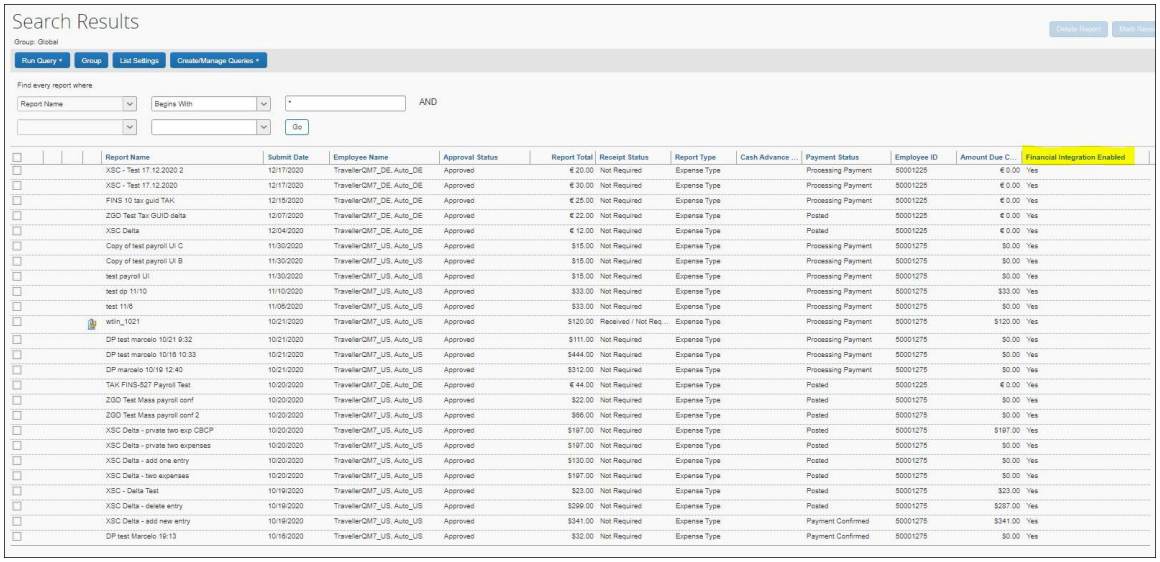
SAP has added a new column to the **List Settings** options on the Expense Processor page, labeled **Financial Integration Enabled**. This column indicates which expense reports are configured to be extracted using financial integration APIs rather than the accounting extract method. The financial integration extract method is configured at the Expense group level for Concur Expense Professional Edition, and globally for Concur Expense Standard Edition.

NOTE: This field is most valuable for customers who use more than one method to extract Concur Expense data for financial integration. This field allows the processor to identify which method was used for each report.

Clients can add this column to the Expense Processor view by selecting it in **List Settings**:



The column appears in the Expense Processor search results:



BUSINESS PURPOSE / CLIENT BENEFIT

This feature allows the processor to quickly find expense reports configured for extract using financial integration APIs.

Configuration / Feature Activation

This column is available to all clients. The Financial Integration Service is available for clients using Concur Expense Professional or Standard Edition.

📖 For more information, refer to the *Shared: Financial Integration Service Setup Guide*.

NextGen UI

Ongoing Updated User Interface (UI) for Concur Expense End Users

Information First Published	Information Last Modified	Feature Target Release Date
March 2018	June 5, 2020	TBD
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The continued evolution of the Concur Expense solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for creating and submitting expense reports.

Concur Expense customers have the ability to preview and then opt in to the NextGen UI before the mandatory move.

BUSINESS PURPOSE / CLIENT BENEFIT

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

Products and Users Affected

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

These UI changes apply to:

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

IMPORTANT: Timeline and Milestones

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

- **As of July 1, 2020, we have concluded the Early Access Period:** During this time, the updated UI was available for preview to customers worldwide. We encouraged administrators/power users to use the Early Access Period to preview the refreshed interface, update internal training materials, and prepare the organization for the transition.
- **As of July 1, 2020, we are in the Opt-In Period:** Following the Early Access Period is an open Opt-In Period. This milestone is marked by the delivery of most planned features as well as further overall quality and stability.

  Customers should use this period to plan their transition and move to the NextGen UI for Concur Expense when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

  NOTE: During the Opt-In Period, not all planned Concur Expense features from the existing UI will be available in the NextGen UI.

- **Mandatory Move to the NextGen UI for customers of Concur Expense:** ***All customers will be required to move to the NextGen UI***. This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support. We have not yet set a date when any remaining customers will be moved automatically. Customers will have at least twelve months to complete the transition after the date is announced.

  Customers are encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Opt-In Period.

Transition Materials – Guides and Other Resources

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

- Professional Edition
- Standard Edition

The links above provide access to the following:

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

  Along with the admin guide, there are FAQs, other resources (such as e-mail templates and other training materials), and there is a list of features that are

not yet available in the NextGen UI for Concur Expense. All of these can be used to help customers prepare their users.

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

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Expense to help users become comfortable with the new experience. This guide will be updated as needed during the Opt-In Period as the NextGen UI is being enhanced. Admins should review the guide often.

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

- **Release information:** During the Opt-In Period, the release of enhancements will ***not*** be on the regular release schedule. Instead, we provide special release notes and information about features and enhancements that are nearing release.

Get Started

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

More Information

Additional information will be available in future release notes.

Receipts

Fapiao Receipt Integration for China

Overview

The ability to capture and upload fapiao into Concur Expense will soon be available. The Fapiao Receipt Integration feature provides the ability to capture and upload fapiao to an expense according to Chinese regulatory or government authorities.

A fapiao is a legal receipt required for business transactions, employee reimbursement and VAT deduction. A fapiao is issued by the State Taxation Administration of the People's Republic of China but provided by the merchant.

The feature is available to new and existing clients based in China and deployed to the China datacenter. Other datacenters are not included at this time.

This feature is targeted to release on January 27, 2021.

The Fapiao Receipt Capture for China feature includes:

- Offering a fapiao solution in compliance with State Taxation Administration of the People's Republic of China and as provided by the merchant
- Providing reimbursement and VAT reporting process efficiency, reducing time to perform these tasks
- Capturing of VAT fapiao and non-VAT fapiao documents via the SAP Concur mini app in the WeChat™ app
  - Supported fapiao and documents include:
    - General VAT fapiao in paper form
    - Special VAT fapiao in paper form
    - General VAT fapiao in electronic form as stored in WeChat wallet
    - Official China Rail tickets
    - Official airline tickets issued by China Aviation
    - Official taxi fapiao
- Uploading of fapiao and documents to Concur Expense:
  - For VAT fapiao, a validation is performed against State Taxation Administration of the People's Republic of China prior to the fapiao upload
  - For VAT fapiao, a duplication check is performed prior to the fapiao upload
  - Additional documents, such as itemized receipts, can also be uploaded with each fapiao submission
- Improving efficiency when capturing and merging multiple documents into one e-receipt transaction
- Displaying fapiao information in custom fields in Concur Expense with assistance from an SAP implementation coach

📖 For more information, refer to the State Taxation Administration of the People's Republic of China.

Unsupported fapiao or documents for the initial feature release include:

- Electronic VAT fapiao in OFD format, including both general and special VAT
- Fixed amount fapiao
- Vehicle sales fapiao
- Freight Special fapiao
- Traffic fee fapiao
- Secondhand vehicle fapiao

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides a paperless receipt option that adheres to requirements and regulations for China for paper into electronic tax receipt processing and compliance.

Capturing Fapiao

To capture legal copies of original paper receipts, customers must use an SAP Concur mini program embedded in the WeChat™ mobile app. Customers can also upload fapiao information from WeChat wallet. The user takes a picture of the paper receipt within the mobile app. Once the picture is taken, the mobile app uploads the image to an approved third-party vendor for validation. A message is returned to the user in the mobile app indicating success or failure.

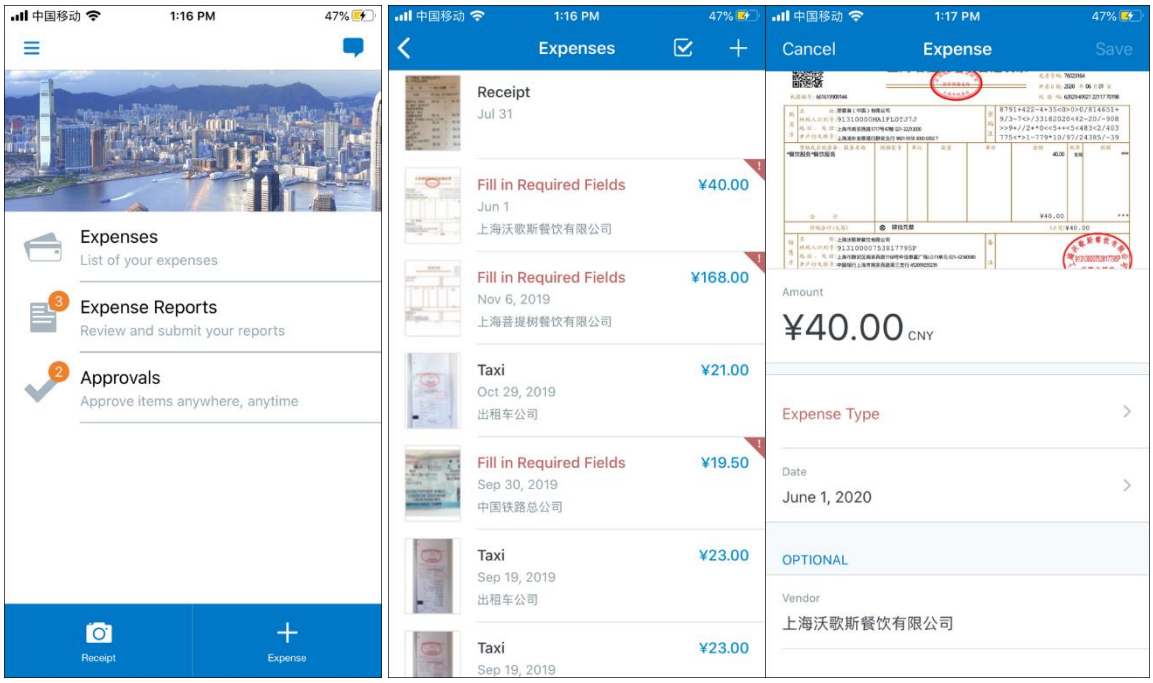
Once the image capture is verified, a **Validated** stamp 

displays on the electronic fapiao in the SAP Concur mini app in the WeChat program, indicating the fapiao is validated. The mini program also checks for duplicate entries of VAT fapiao.

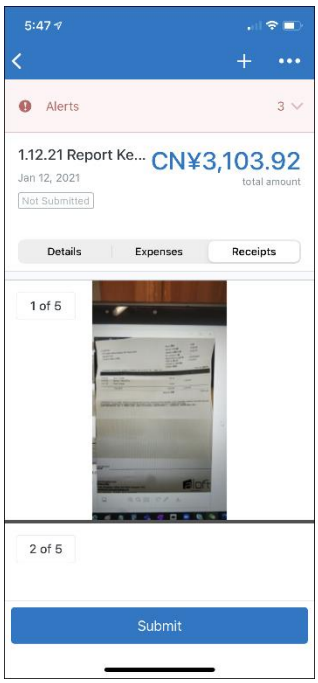
Once the fapiao is validated, users can upload the fapiao to Concur Expense by clicking the **Send to Concur** button. The fapiao also displays in the SAP Concur mini app for the applicable expense.

Once the fapiao is uploaded to Concur Expense, the fapiao displays for users in **Available Expenses**, **Available Receipts**, and in the expense list, like any other receipt.

FAPIAO IN THE SAP CONCUR MINI APP

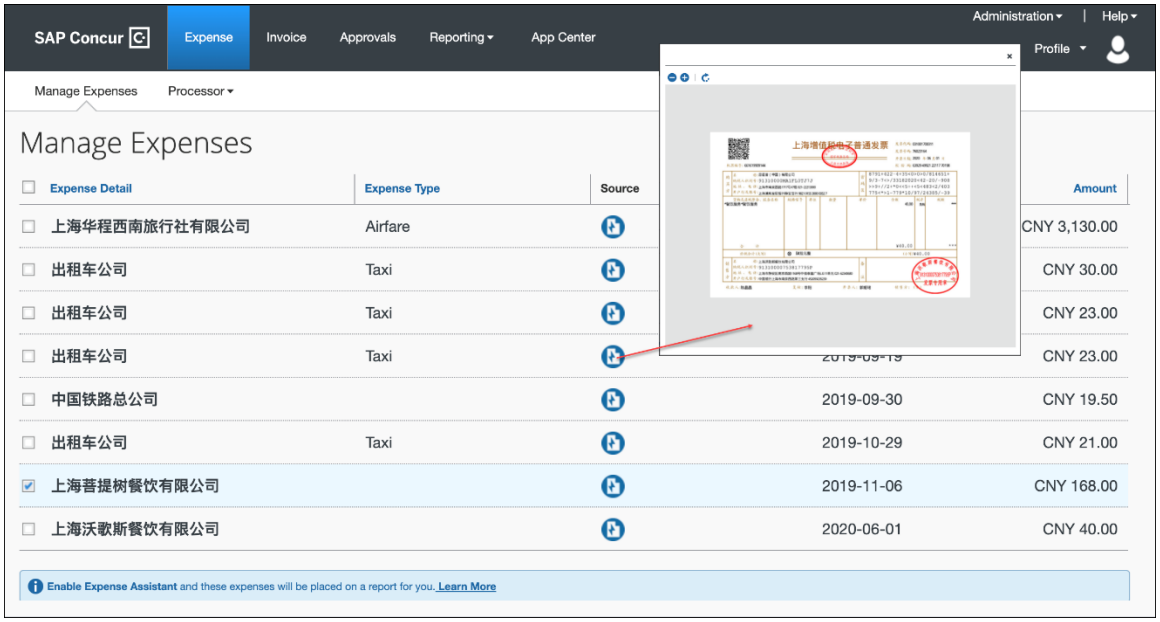


On the SAP Concur mini app, an individual e-receipt expense item within an expense report only shows one attachment at the expense item level. Additional attachment images are located at the report level. This means if an expense item has additional attachment other than the fapiao image (such as an itemized receipt), it is viewable on the Receipt tab of the expense report, as shown in the following image.

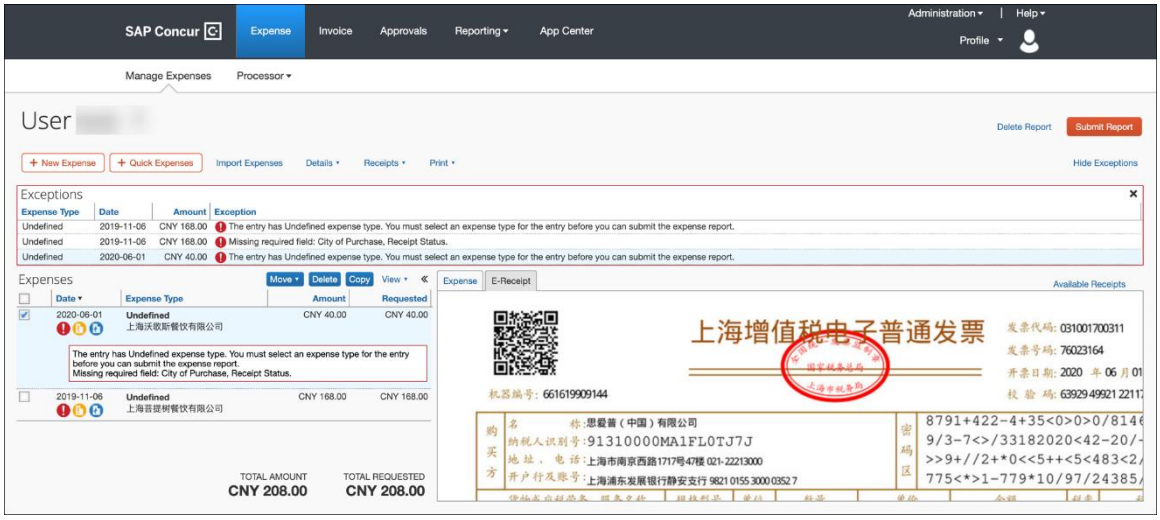


What the User Sees

The captured fapiao displays for users in Concur Expense like any other receipt.



FAPIAO ATTACHED TO AN EXPENSE REPORT



What the Admin Sees

Concur Expense will post a Standard Accounting Extract (SAE) together with fapiao details to various SAP VAT management systems for monthly VAT processing and reporting to the China's e-tax filing system.

Configuration / Feature Activation

Contact support or your implementation coach if you want to use the Fapiao Receipt Integration feature.

📖 For more information, refer to the *Concur Expense: Receipt Handling – Digital Receipts Setup Guide*.

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.

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.

Reports

Expense Entry Limit for Auto-Created Reports

Overview

With this release, the number of expense entries added to auto-created reports by Company Bill Statement or Expense Assistant is now limited to 500 entries per report.

If there are more than 500 expense entries (or sub-entries, including separately counted itemizations), another report (with the attributes) will be created to capture the additional entries. This logic repeats until all entries have been added to a report.

BUSINESS PURPOSE / CLIENT BENEFIT

This change improves the use of auto-created expense reports, as extremely large reports take an inordinate amount of time to load and display. Overly large reports may be too large to open successfully, resulting in a need for support staff to assist in splitting the report into multiple reports.

Configuration / Feature Activation

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

Travel Allowance Service

(Denmark) Updated Single Day Instead of First Day

Overview

SAP Concur has changed the rate configuration for meals between 1 – 1439 minutes from being applicable for the first day to valid for single days only (applicable for all days, **Minimum trip length in days** = 1, **Maximum trip length in days** = 1).

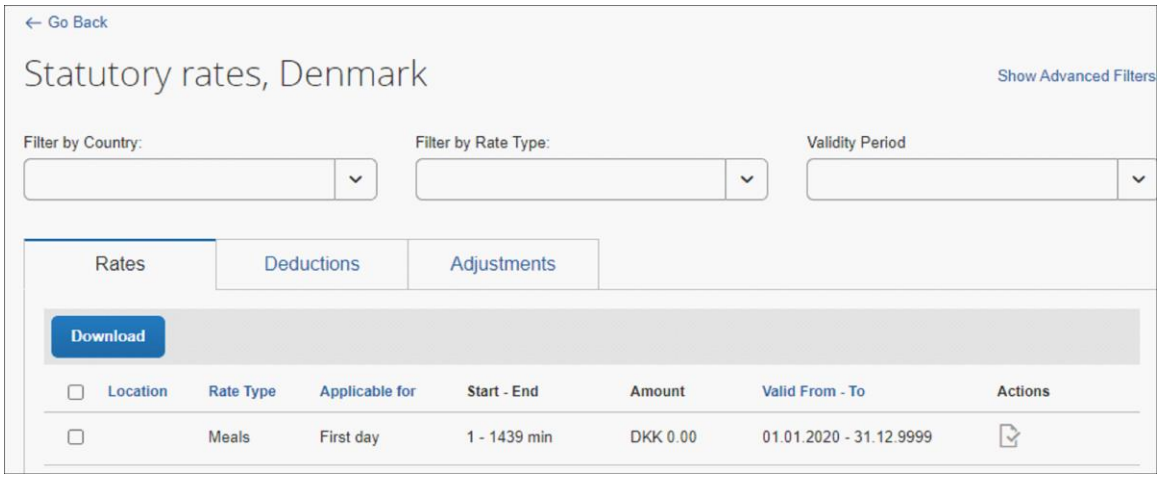
BUSINESS PURPOSE / CLIENT BENEFIT

This change supports both 24-hour and calendar-day configurations.

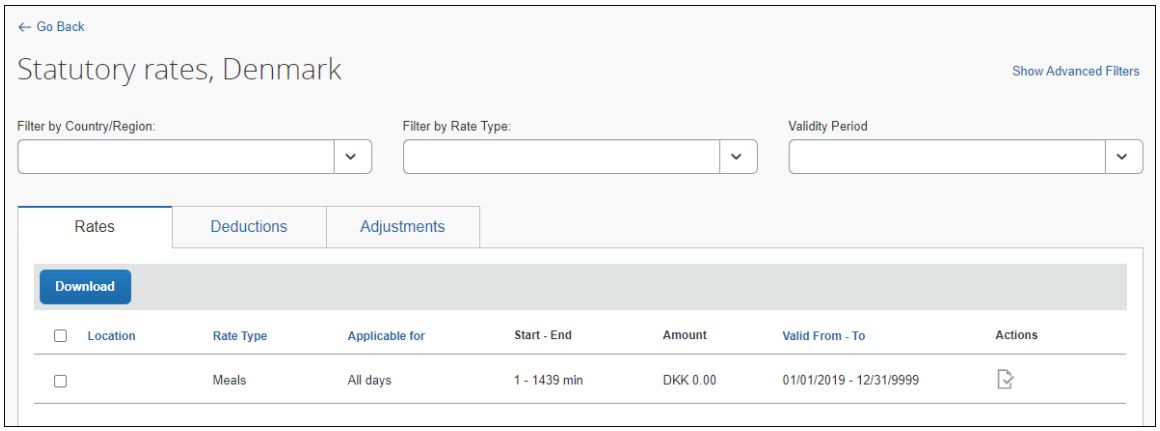
What the Admin Sees

This change displays on the **Rates** tab of the **Statutory rates, Denmark** page.

Before



After



NOTE: The difference in the valid dates shown in these before and after screenshots is a result of recently updated statutory rates and is not a result of this rate configuration change for meals between 1 – 1439 minutes.

Configuration / Feature Activation

The template is automatically updated; there are no additional configuration or activation steps.

For more information, refer to the *Concur Expense: Travel Allowance Denmark Statutory Bundle Setup Guide*.

(Norway) Updated Rounding of Deduction Amounts

Overview

SAP Concur has added a new configuration setting, **Rounding to Full Amount**, for the deductions that use the **Percentage** field. This new setting has been added to, and is selected in, ***both*** Concur-managed bundles for Norway.

When creating a generic configurable bundle, selecting the check box means deduction amounts which are calculated from deduction percentages are rounded to the next full number. If the setting is cleared, deduction amounts which are calculated from deduction percentages retain the number of decimal places used for the currency.

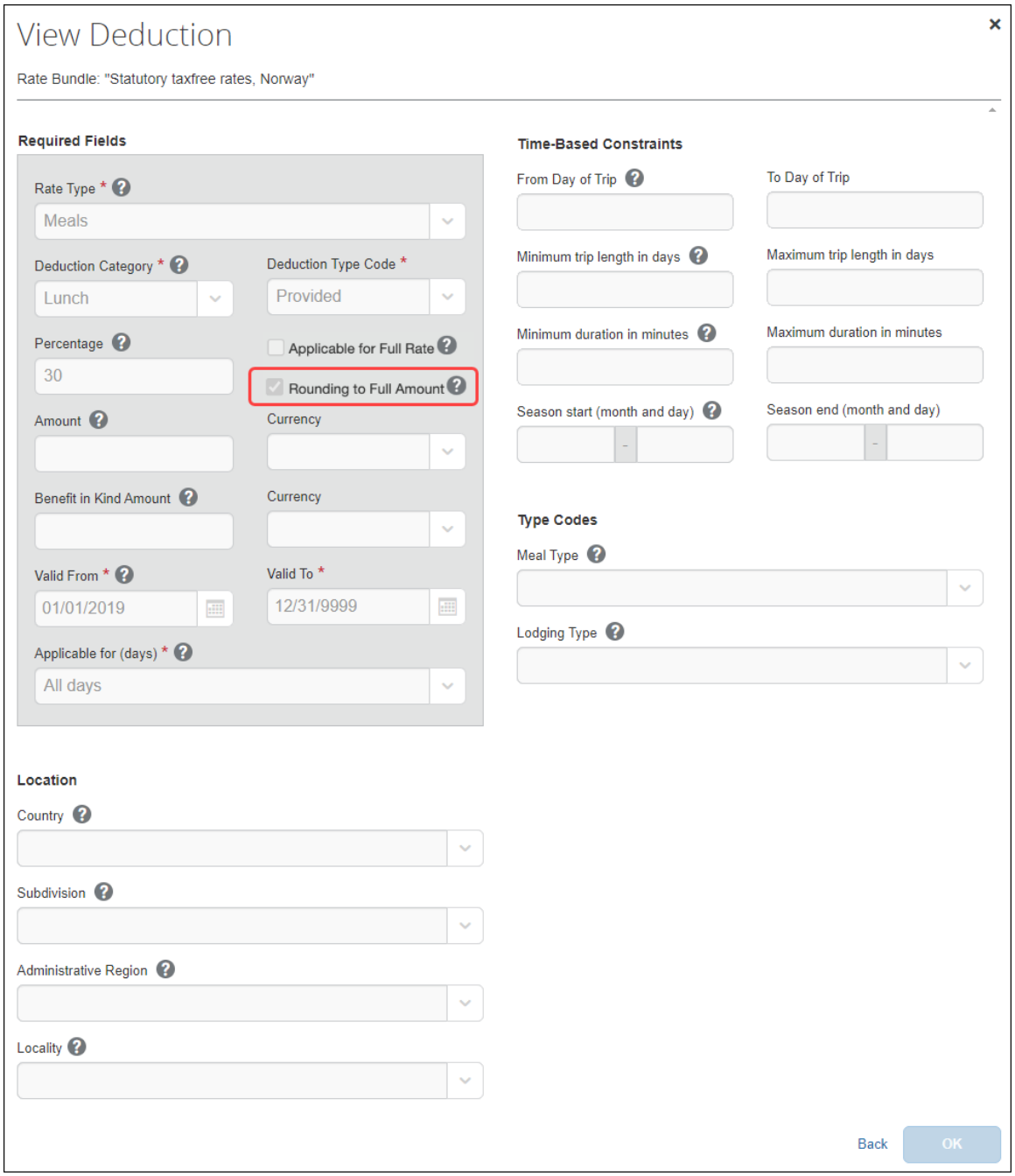
BUSINESS PURPOSE / CLIENT BENEFIT

This change supports greater configuration flexibility.

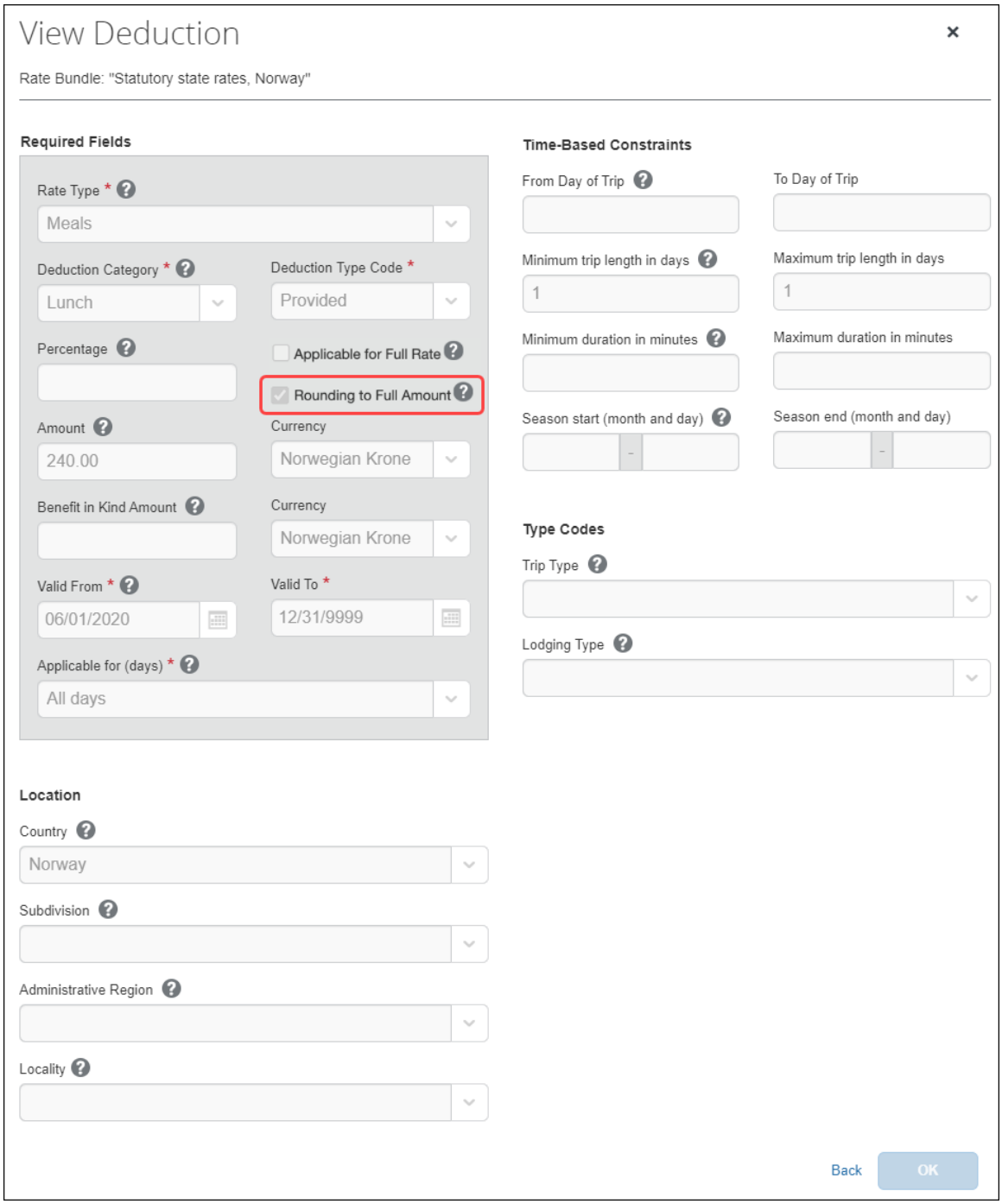
What the Admin Sees

This change displays on the **View Deduction** page.

RATE BUNDLE: "STATUTORY TAXFREE RATES, NORWAY"



RATE BUNDLE: "STATUTORY STATE RATES, NORWAY"



Configuration / Feature Activation

The templates are automatically updated; there are no additional configuration or activation steps.

For more information, refer to the *Concur Expense: Travel Allowance Norway Statutory Bundles Setup Guide*.

(Sweden) Updated Extended Trip Adjustment Rate

Overview

SAP Concur has removed the half-day calculation for the last day of extended trips and replaced it with a time criterion of 19:00. On the last day of an extended trip, if the traveler arrives after 19:00, then the system provides a rate of 70% (of a full-day meal rate). If the traveler arrives before 19:00, then the system does not provide an allowance.

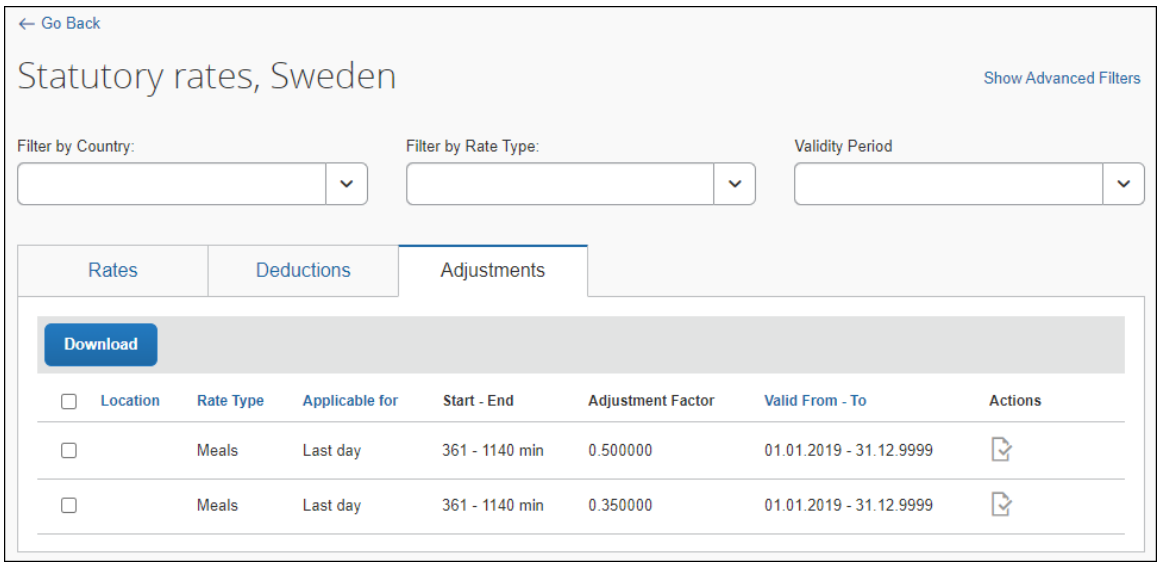
BUSINESS PURPOSE / CLIENT BENEFIT

This change reflects the expected system behavior.

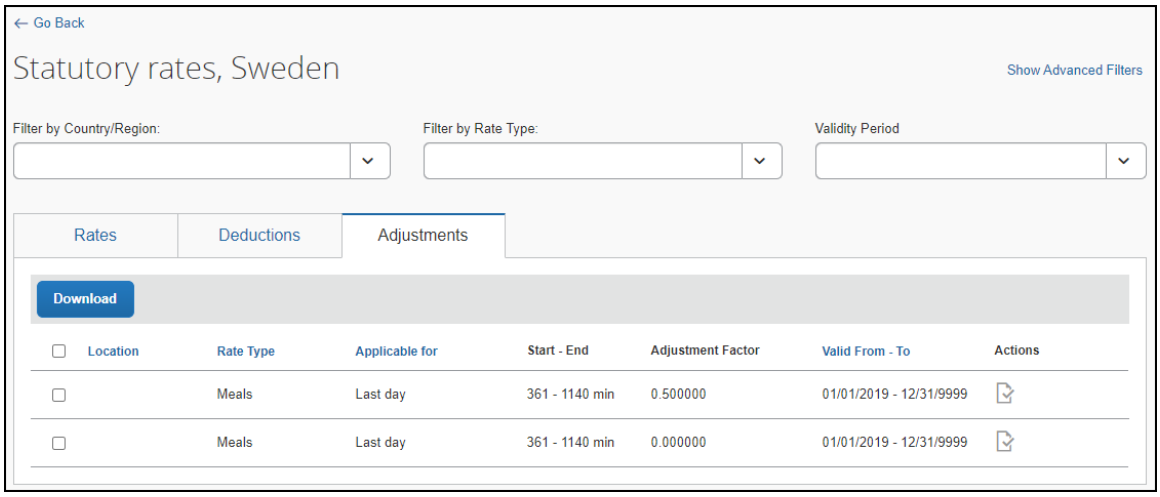
What the Admin Sees

This change displays on the **Adjustments** tab of the **Statutory rates, Sweden** page.

Before



After



Configuration / Feature Activation

The template is automatically updated; there are no additional configuration or activation steps.

For more information, refer to the *Concur Expense: Travel Allowance Sweden Statutory Bundle Setup 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 may not be all of the upcoming enhancements and modifications that affect this SAP Concur product or service. The Planned Changes that apply to multiple SAP Concur products and/or services are in a consolidated document. Please review the additional Planned Changes available in the *Shared Planned Changes Release Notes*.

API

Planned Changes Launch External URL v4 Callout – New

Information First Published	Information Last Modified	Feature Target Release Date
November 2020	Jan 8, 2021	Q1 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

API information will no longer be duplicated in these product-specific release notes.

📖 For further information on this new API, refer to the **SAP Concur Developer Center** (https://developer.concur.com).

Cards

Planned Changes Company Cards Settings to be Deprecated

Information First Published	Information Last Modified	Feature Target Release Date
January 2020	--	March 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Three cards settings will be removed from the **Company Cards > Settings** page.

The following settings will be deprecated:

- **Allow employees to view additional information (Level 3 data) for company card transactions**
- **Enable card changes on my Concur home page**

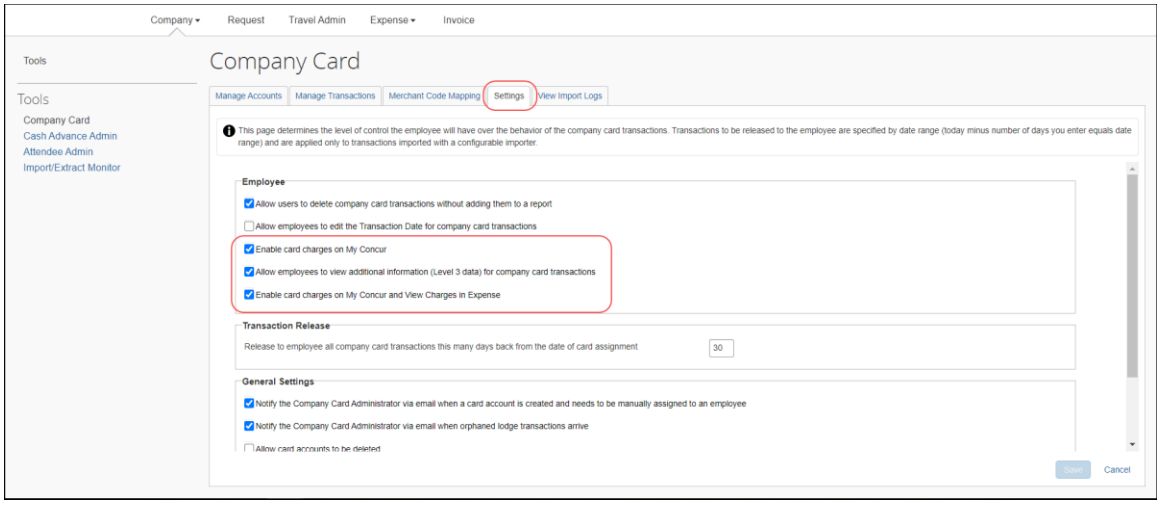
- **Enable card charges on my Concur home page and View Charges in Expense**

BUSINESS PURPOSE / CLIENT BENEFIT

This change simplifies card configuration by removing settings that are no longer used or relevant.

What the Admin Sees

When the three card settings are removed, admins will no longer see them on the **Company Card > Settings** page.



To access the **Settings** page, click **Administration > Company > Tools > Company Card > Settings**.

Configuration / Feature Activation

This change will occur automatically.

Client Notifications

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

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

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

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

Subprocessors

SAP Concur Non-Affiliated Subprocessors

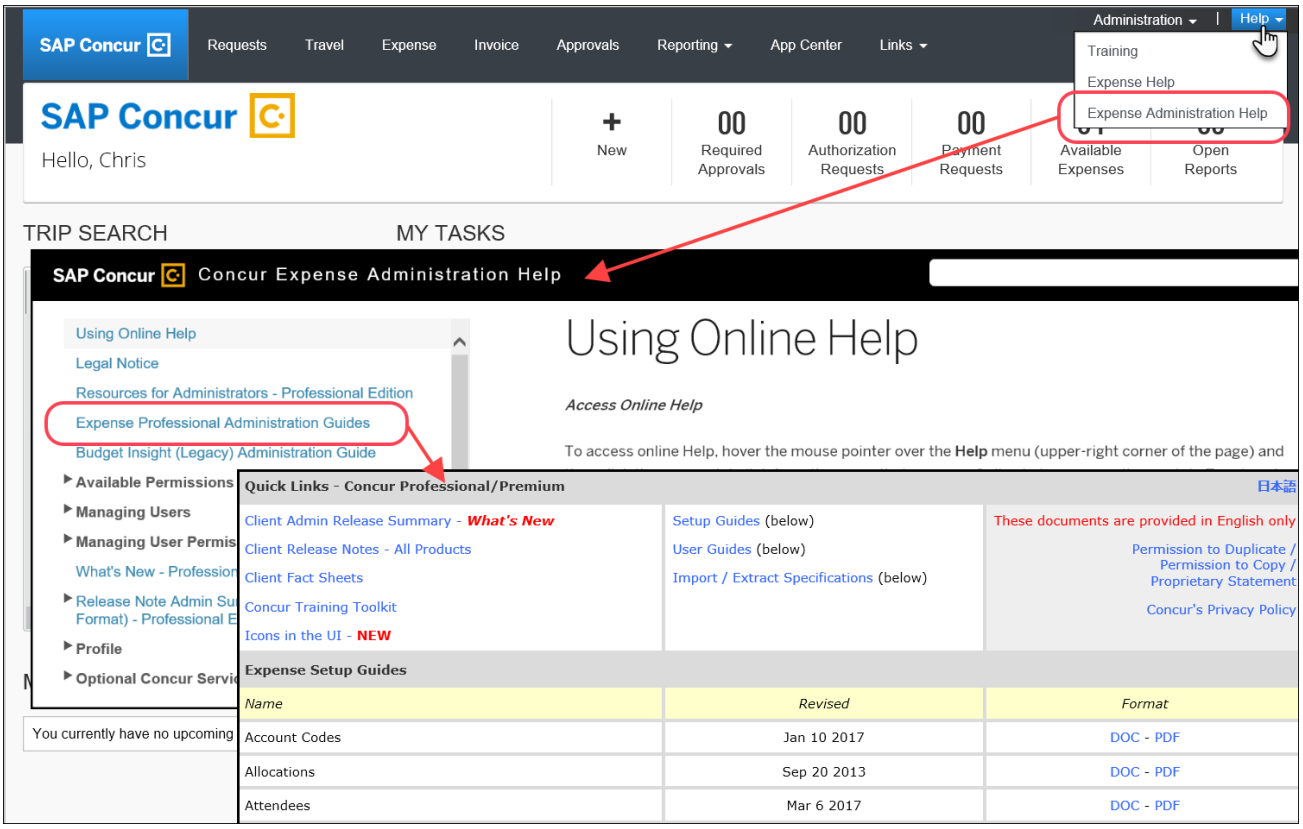
The list of non-affiliated subprocessors is available here: SAP Concur list of Subprocessors

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

Additional Release Notes and Other Technical Documentation

Online Help – Admins

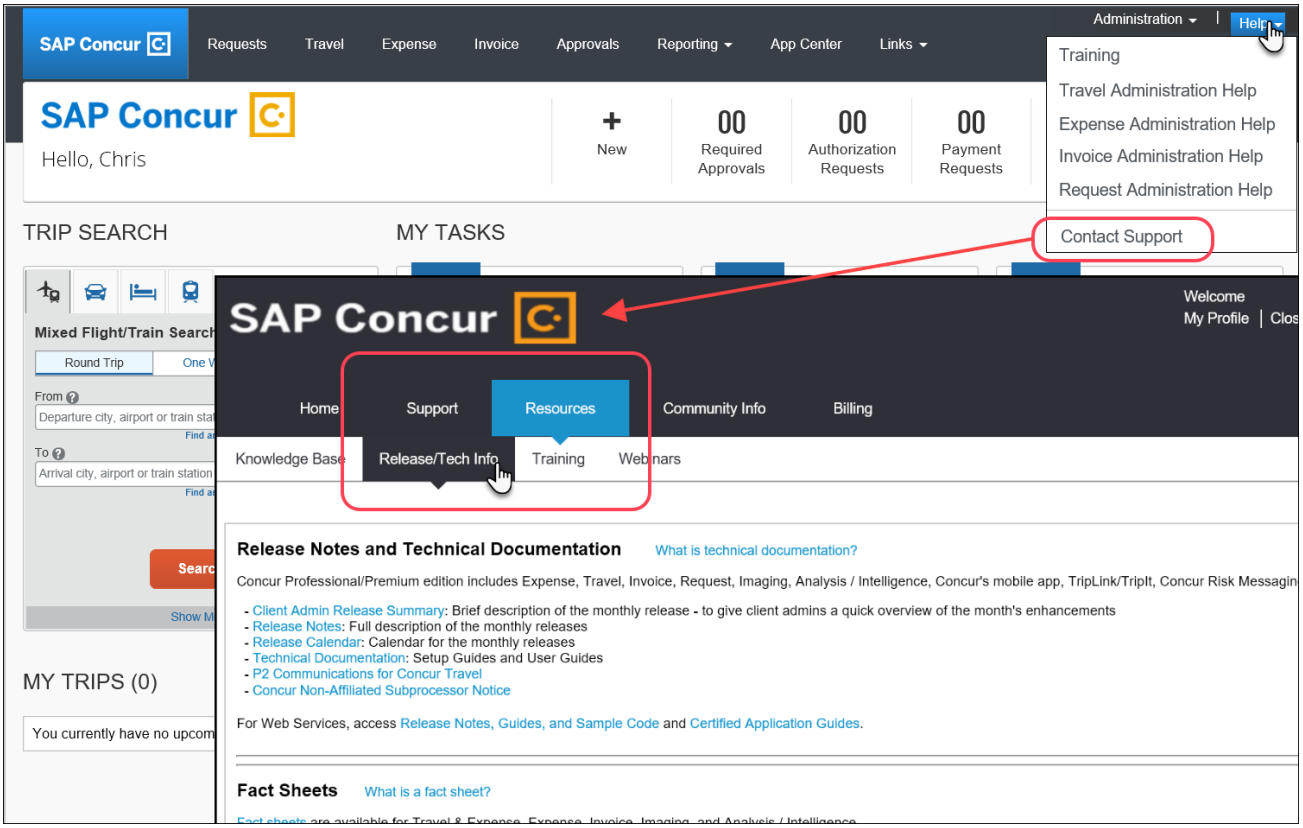
Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help.



SAP Concur Support Portal – Selected Users

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

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



Cases

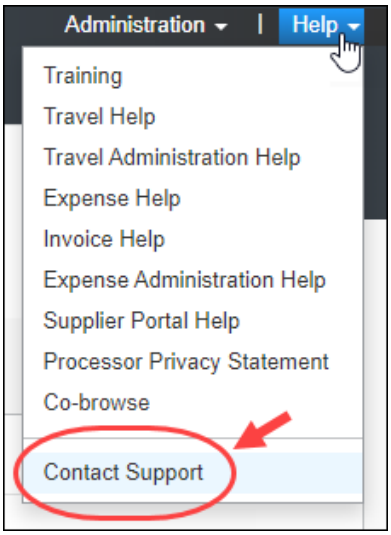
Check Support Case Status

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

To check the status of a submitted case

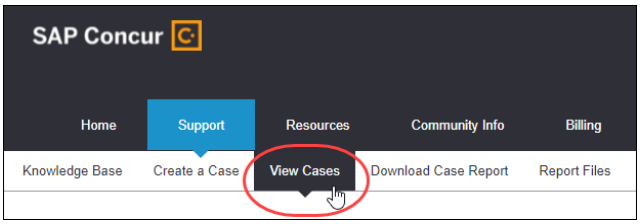
1. Log on to https://concursolutions.com/portal.asp.

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

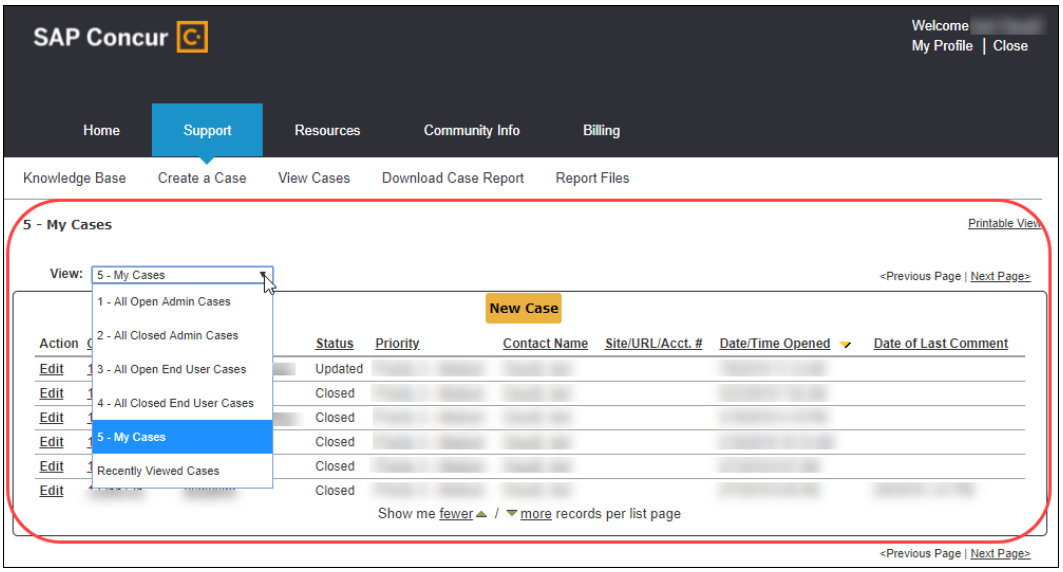


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

2. Click **Support > View Cases**.



3. 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.



SAP Concur Release Notes **Expense Professional / Premium**	
Month	**Audience**
Release Date: February 20, 2021 Initial Post: Friday, Feb 19, 12:00 PM PT	Client ***FINAL***

Contents

Legal Disclaimer

Release Notes

Attendees

Enhanced Employee Attendee Search

These changes are also part of the NextGen UI experience. The production deployment of this change will be conducted in phases over the next few weeks. Individual customers will start seeing this change between January 15 and January 30. Production deployment to the EMEA datacenter has already been completed. The production deployment to the US and China datacenters is still planned.

Overview

Beginning with the January 2021 release, users searching for employees to add as attendees to an expense now have additional filter options that can be used to narrow search results, helping make the identification of employees accurate and efficient.

Searching for employee attendees has proven difficult as there may have been no fields available to search by other than first name and last name.

With this update, the default advanced search view for employee attendees automatically includes the addition of email addresses and country filters.

This feature update includes the following benefits:

- Accurate identification of employees, particularly for those with the same first and last name
- Improved efficiency for employee searches by providing filters that help narrow relevant search results
- Simplified employee attendee management, removing the need to use an attendee import to update attendee data for the SYSEMP attendee type
- Optional inclusion of inactive employees in attendee searches

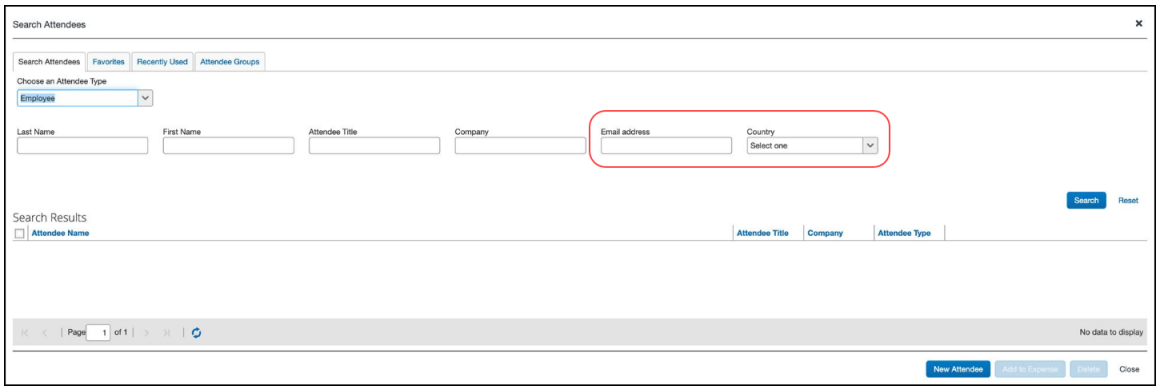
NOTE: This enhancement is specific to the employee (SYSEMP) attendee type and does not apply to other attendee types like business guest or spouse.

BUSINESS PURPOSE / CLIENT BENEFIT

This update helps make searching for employee attendees more efficient and also simplifies the management of employee attendees by removing the need to use an attendee import to update the attendee data of the SYSEMP attendee type.

What the User Sees – Current UI

When users select *Employee* in the **Attendee Type** list on the **Search Attendees** tab, they see two new fields: **Email address** and **Country** display. These new fields can be used to enhance searches for employee attendees.



In addition to selecting advanced search parameters, users must also select one of the following fields: **First Name**, **Last Name**, or **Email Address**. Completing these fields optimizes the search and narrows the criteria used to return relevant results.

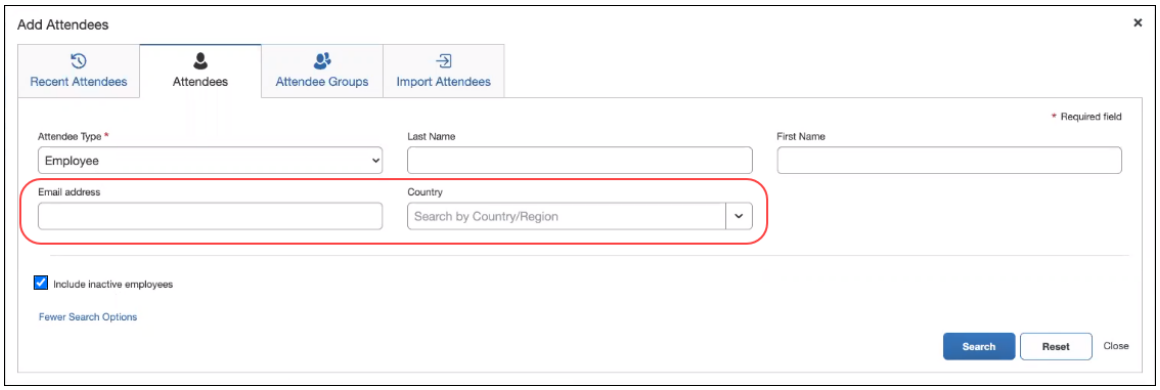
NOTE: In order for the **Email address** and **Country** fields to display automatically as searchable fields, the *Employee* option selected in the **Attendee Type** list should be mapped to SYSEMP.

Once the search is run, the search results page also includes a new column, **Country**, displaying any country associated with the attendees returned by the search.

To access the **Search Attendees** tab on the **Search Attendees** page, click the **Attendees** button on the **Details** tab for the expense.

What the User Sees – NextGen UI

When users select *Employee* in the **Attendee Type** list on the **Attendees** tab, they see two new fields: **Email address** and **Country** display once they click the **More Search Options** link. These new fields can be used to enhance searches for employee attendees.



In addition to selecting advanced search parameters, users must also select one of the following fields: **First Name**, **Last Name**, or **Email Address**. Completing these fields optimizes the search and narrows the criteria used to return relevant results.

Users can also select the **Include Inactive employees** check box to add inactive employees to the attendee search. This search option is useful when you need to add a former employee to an expense for a meal celebrating an employee's retirement, but the employee is no longer marked as active in the system.

Users can click the **Fewer Search Options** link to reduce the number of search fields on the page. To view all search fields, users can click the **More Search Options** link to restore all advanced search fields.

NOTE: In order for **Email address** and **Country** fields to display automatically as searchable fields, the *Employee* option selected in the **Attendee Type** list should be mapped to SYSEMP.

Once the search is run, the search results page also includes a new column, **Country**, displaying any country associated with the attendees returned by the search.

To access the **Attendees** tab on the **Add Attendees** page, click the **Attendees** link on the **Details** tab in the expense.

Configuration / Feature Activation

This update occurs automatically to show the additional searchable fields when the Attendee setting **Allow automatic creation of employees as attendees (SYSEMP attendee type)** is enabled. This setting is typically on for all customers, unless explicitly disabled during implementation to meet unique business needs.

For information about how to enable this setting, refer to Step 6 in the *Configuration-Overview and Procedures* section of the *Concur Expense: Attendees Setup Guide*.

OPTIONAL CONFIGURATION

Copy down may now be configured for Employee attendee type (SYSEMP) attendee fields.

If there are fields on an employee record that are beneficial to include in an attendee search (such as cost center, legal entity, or office location), admins can configure the additional fields using copy down functionality from the employee record to the attendee record. This provides additional information for use in searching for employees as well as display of attendees linked to an expense.

This new copy down option may allow simplification of the management of employee attendees by removing the need to use an attendee import to update the attendee data of the SYSEMP attendee type.

⚠ We highly recommend admins check the form field configuration for all expense attendee forms and specifically for any copy down configuration on the Employee Attendee Form referenced for the SYSEMP attendee type.

⚠ Admins, please also refer to the **Configuration Report > Attendee Forms** link accessible from the **Expense Admin** page.

📖 For general information, refer to the *Use the Forms Tab – General* section of the *Concur Expense: Attendees Setup 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	January 8, 2020	July 2020 – February 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

Support for the Director SAML service is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel will soon begin assisting customers 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 about the Single Sign-On self-service option, 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

Information First Published	Information Last Modified	Feature Target Release Date
July 12, 2019	November 25, 2020	Phase I: July 2020 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 customers 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.
- Customers will be notified via release notes about the official deprecation date of HMAC. As of the official deprecation date, no new clients can be onboarded using HMAC; new clients must be onboarded 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 Added to SAP Concur Support Portal Profile (Dec 3)

Overview

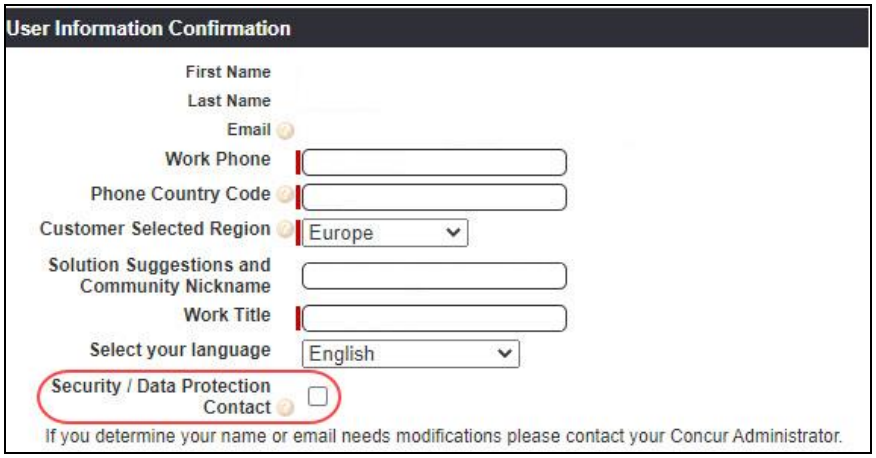
SAP Concur has added an option to the SAP Concur support portal that enables Authorized Support Contacts (ASCs) to designate whether they should be contacted regarding a security or data protection topic.

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.



Configuration / Feature Activation

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

Cards

AirPlus Lodge / Virtual Card Account Numbers Require Updating

Overview

With the January 2021 release, the **Account Number** field on the **Modify Card Account** page was updated to allow configuration of account numbers with as few as 12 digits. Previously, the **Account Number** field would only allow configuration for account numbers at least 14 digits or more.

This change occurred because AirPlus will begin to change the length of their lodge and virtual card account numbers from 16 digits to 12 digits in March 2021.

BUSINESS PURPOSE / CLIENT BENEFIT

This change ensures that lodge accounts with account numbers as few as 12 digits can be configured. This change also helps ensure that AirPlus account numbers can be updated in Concur Expense and that there is no disruption in the processing of card transactions for AirPlus clients.

Configuration / Feature Activation

Company Card admins need to update account numbers for AirPlus lodge and virtual card accounts to ensure there is no disruption in processing of card transactions. AirPlus AIDA virtual accounts are configured the same as lodge accounts.

To modify lodge account numbers:

1. Access the **Company Card** page by clicking **Administration > Tools > Company Card**.
2. On the **Company Cards** page, click **Manage Accounts**.
3. Select **Diversion and Lodge Accounts** in the **Show Only** drop-down and click **Search**.
4. Select the desired account and click **Modify**. The **Modify Card Account** page appears.
5. In the **Account Number** field, type in the new account number.
6. Click **Save**.

For general information about this functionality, refer to the *Concur Expense: Lodge Card 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	January 8, 2021	Ongoing until July 31, 2021

Overview

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

SAP Concur is in the process of 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 July 31, 2021. 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*.

Rotating PGP Key Available for File Transfers (Jan 15)

Overview

Files transferred to SAP Concur solutions must be encrypted with the SAP Concur public PGP key, concursolutionsrotate.asc.

concursolutionsrotate.asc

- Key file is available in client's root folder
- Key ID 40AC5D35
- RSA 4096-bit signing and encryption subkey
- Key expires every 2 years
- Client is responsible for replacing the key before it expires
  - Next expiry date: September 4, 2022
  - SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key (key ID D4D727C0) remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- mft-us.concursolutions.com
- vs.concursolutions.com
- st-eu.concursolutions.com
- mft-eu.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

The rotating public PGP key provides greater security for file transfers.

What the Administrator Sees

An administrator with the required FTP credentials can log into the FTP site to retrieve the rotating public PGP key, concursolutionsrotate.asc, from the root directory.

Configuration / Feature Activation

Your internal FTP administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

If assistance is required, please contact SAP Concur support.

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

NextGen UI

Ongoing Updated User Interface (UI) for Concur Expense End Users

Information First Published	Information Last Modified	Feature Target Release Date
March 2018	June 5, 2020	TBD
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The continued evolution of the Concur Expense solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for creating and submitting expense reports.

Concur Expense customers have the ability to preview and then opt in to the NextGen UI before the mandatory move.

BUSINESS PURPOSE / CLIENT BENEFIT

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

Products and Users Affected

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

These UI changes apply to:

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

IMPORTANT: Timeline and Milestones

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

- **As of July 1, 2020, we have concluded the Early Access Period:** During this time, the updated UI was available for preview to customers worldwide. We encouraged administrators/power users to use the Early Access Period to preview the refreshed interface, update internal training materials, and prepare the organization for the transition.
- **As of July 1, 2020, we are in the Opt-In Period:** Following the Early Access Period is an open Opt-In Period. This milestone is marked by the

delivery of most planned features as well as further overall quality and stability.

Customers should use this period to plan their transition and move to the NextGen UI for Concur Expense when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

NOTE: During the Opt-In Period, not all planned Concur Expense features from the existing UI will be available in the NextGen UI.

- **Mandatory Move to the NextGen UI for customers of Concur Expense:** ***All customers will be required to move to the NextGen UI***. This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support. We have not yet set a date when any remaining customers will be moved automatically. Customers will have at least twelve months to complete the transition after the date is announced.

  Customers are encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Opt-In Period.

Transition Materials – Guides and Other Resources

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

- Professional Edition
- Standard Edition

The links above provide access to the following:

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

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

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

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Expense to help users become comfortable with the new experience. This guide will be updated as needed during the Opt-In Period as the NextGen UI is being enhanced. Admins should review the guide often.

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

- **Release information:** During the Opt-In Period, the release of enhancements will ***not*** be on the regular release schedule. Instead, we provide special release notes and information about features and enhancements that are nearing release.

Get Started

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

More Information

Additional information will be available in future release notes.

Receipts

Fapiao Receipt Integration for China

Overview

As of January 27, 2021, the ability to capture and upload fapiao into Concur Expense is available. The Fapiao Receipt Integration feature provides the ability to capture and upload fapiao to an expense according to Chinese regulatory or government authorities.

A fapiao is a legal receipt required for business transactions, employee reimbursement and VAT deduction. A fapiao is issued by the State Taxation Administration of the People's Republic of China but provided by the merchant.

The feature is available to new and existing clients based in China and deployed to the China datacenter. Other datacenters are not included at this time.

The Fapiao Receipt Integration feature includes:

- Offering a fapiao solution in compliance with State Taxation Administration of the People's Republic of China and as provided by the merchant
- Providing reimbursement and VAT reporting process efficiency, reducing time to perform these tasks
- Capturing of VAT fapiao and non-VAT fapiao documents via the SAP Concur mini app in the WeChat™ app
  - Supported fapiao and documents include:
    - General VAT fapiao in paper form
    - Special VAT fapiao in paper form

    - General VAT fapiao in electronic form as stored in WeChat wallet
    - Official China Rail tickets
    - Official airline tickets issued by China Aviation
    - Official taxi fapiao
- Uploading of fapiao and documents to Concur Expense:
    - For VAT fapiao, a validation is performed against State Taxation Administration of the People's Republic of China prior to the fapiao upload
    - For VAT fapiao, a duplication check is performed prior to the fapiao upload
    - Additional documents, such as itemized receipts, can also be uploaded with each fapiao submission
- Improving efficiency when capturing and merging multiple documents into one e-receipt transaction
- Displaying fapiao information in custom fields in Concur Expense with assistance from an SAP implementation coach

📖 For more information, refer to the State Taxation Administration of the People's Republic of China.

Unsupported fapiao or documents for the initial feature release include:

- Electronic VAT fapiao in OFD format, including both general and special VAT
- Fixed amount fapiao
- Vehicle sales fapiao
- Freight Special fapiao
- Traffic fee fapiao
- Secondhand vehicle fapiao

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides a paperless receipt option that adheres to requirements and regulations for China for paper into electronic tax receipt processing and compliance.

Requirements

Users must use the SAP mini app in the WeChat™ mobile app, specifically built for fapiao capture. The SAP Concur mini app in the WeChat mobile app is the only compliant means of fapiao capture and upload to Concur Expense. For VAT fapiao, captured fapiao in the WeChat app satisfies government requirements on fapiao authenticity and uniqueness.

Capturing Fapiao

To capture legal copies of original paper receipts, customers must use an SAP Concur mini program embedded in the WeChat™ mobile app. Customers can also upload fapiao information from WeChat wallet. The user takes a picture of the paper receipt

within the mobile app. Once the picture is taken, the mobile app uploads the image to an approved third-party vendor for validation. A message is returned to the user in the mobile app indicating success or failure.

Once the image capture is verified, a **Validated** stamp 

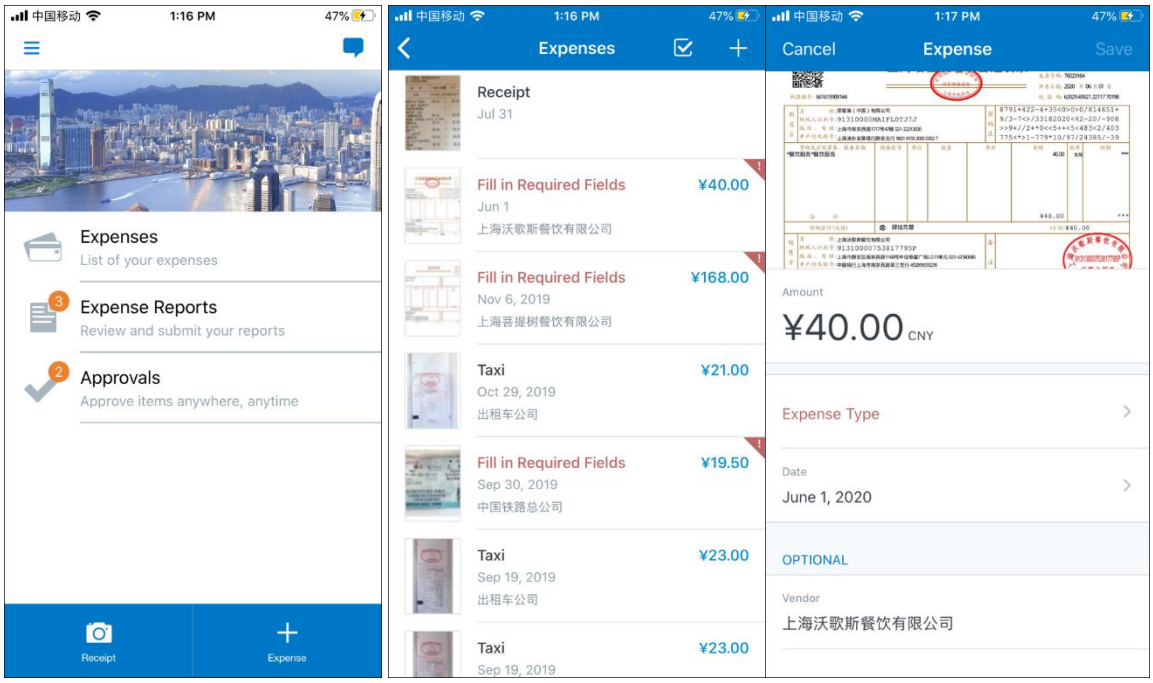
displays on the electronic fapiao in the SAP Concur mini app in the WeChat program, indicating the fapiao is validated. The mini program also checks for duplicate entries of VAT fapiao.

Once the fapiao is validated, users can upload the fapiao to Concur Expense by clicking the **Send to Concur** button. The fapiao also displays in the SAP Concur mini app for the applicable expense.

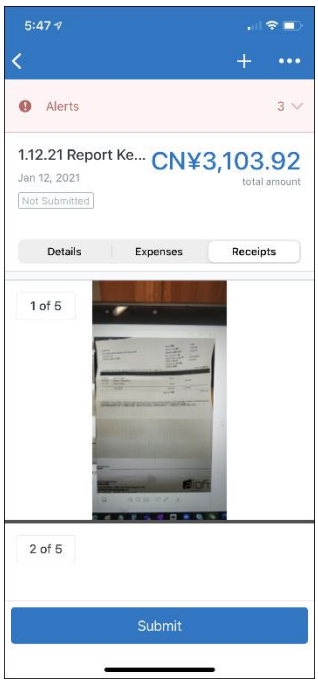
Once the fapiao is uploaded to Concur Expense, the fapiao displays for users in **Available Expenses**, **Available Receipts**, and in the expense list, like any other receipt.

⚠ **IMPORTANT:** SAP cannot guarantee compliance of fapiao receipts if users are not using the SAP Concur mini app in the WeChat™ mobile app to capture and upload receipts to Concur Expense.

FAPIAO IN THE SAP CONCUR MINI APP

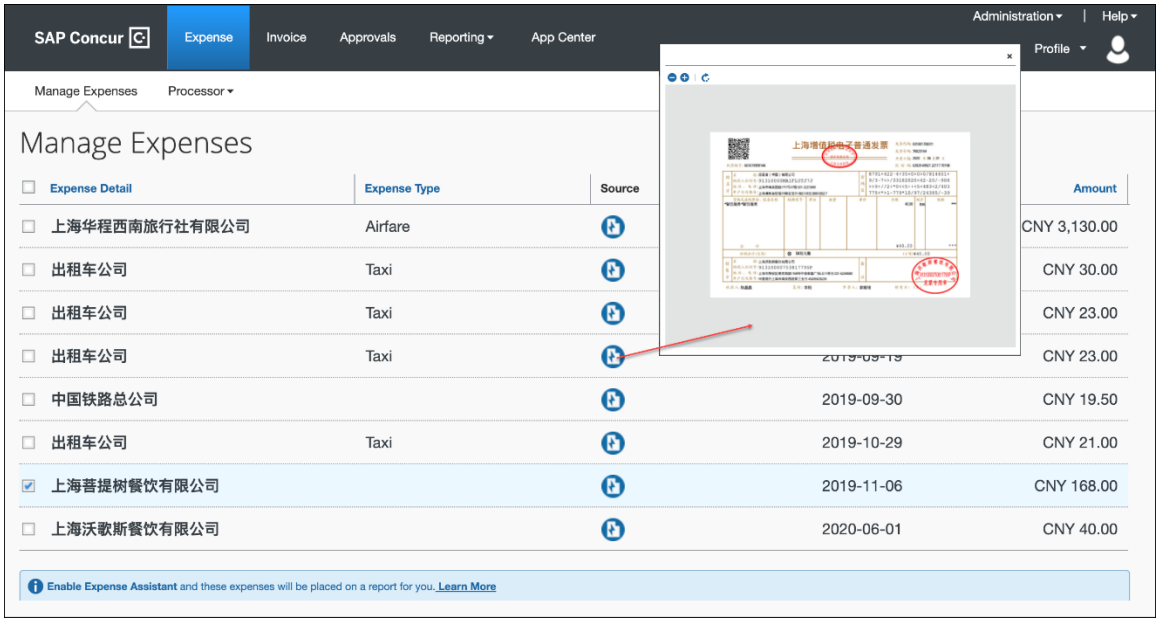


On the SAP Concur mini app, an individual e-receipt expense item within an expense report only shows one attachment at the expense item level. Additional attachment images are located at the report level. This means if an expense item has additional attachment other than the fapiao image (such as an itemized receipt), it is viewable on the **Receipts** tab of the expense report, as shown in the following image.

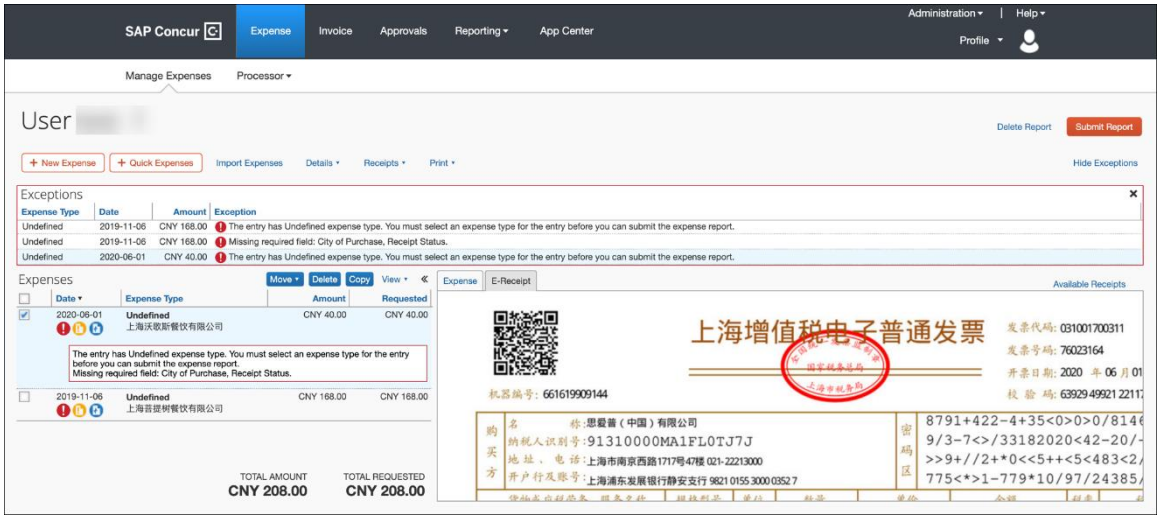


What the User Sees

The captured fapiao displays for users in Concur Expense like any other receipt.



FAPIAO ATTACHED TO AN EXPENSE REPORT



What the Admin Sees

Concur Expense posts a Standard Accounting Extract (SAE) together with fapiao details to various SAP VAT management systems for monthly VAT processing and reporting to China's e-tax filing system.

Configuration / Feature Activation

Contact support or your implementation coach if you want to use the Fapiao Receipt Integration feature.

📖 For more information, refer to the *Concur Expense: Receipt Handling – Digital Receipts Setup Guide*.

Release Notes

Preview Release Notes No Longer Published

Overview

SAP Concur Technical Publications no longer publish the preview release notes. This change was made to streamline our client communication. With this change, only two sets of release notes are published for each monthly release cycle: draft release notes and final release notes.

NOTE: This change went into effect January 1, 2021.

The 2021 Release Calendar has been 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.

Planned Changes

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

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

Cards

Planned Changes Company Cards Settings to be Deprecated – STATUS UPDATE

Information First Published	Information Last Modified	Feature Target Release Date
January 2021	February 9, 2021	N/A
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

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

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

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

Subprocessors

SAP Concur Non-Affiliated Subprocessors

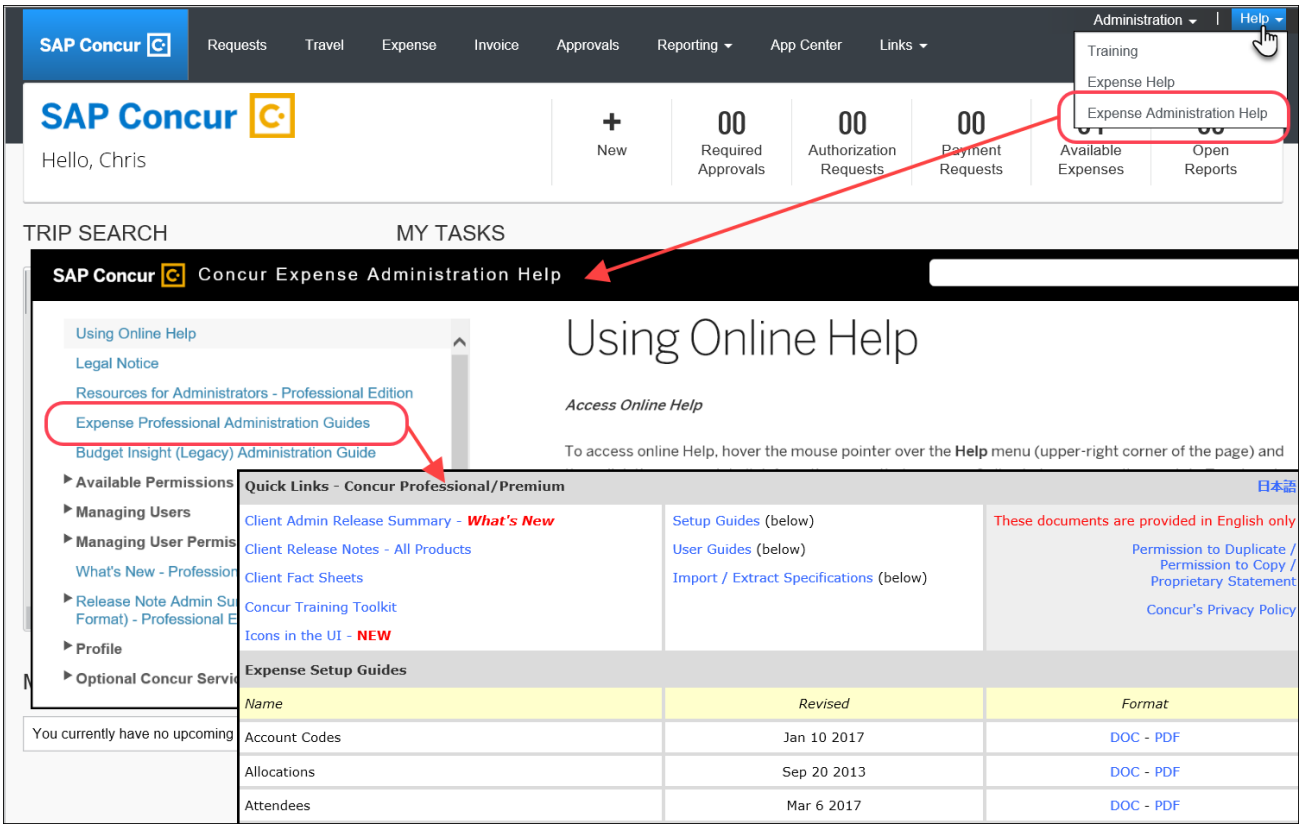
The list of non-affiliated subprocessors is available here: SAP Concur list of Subprocessors

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

Additional Release Notes and Other Technical Documentation

Online Help – Admins

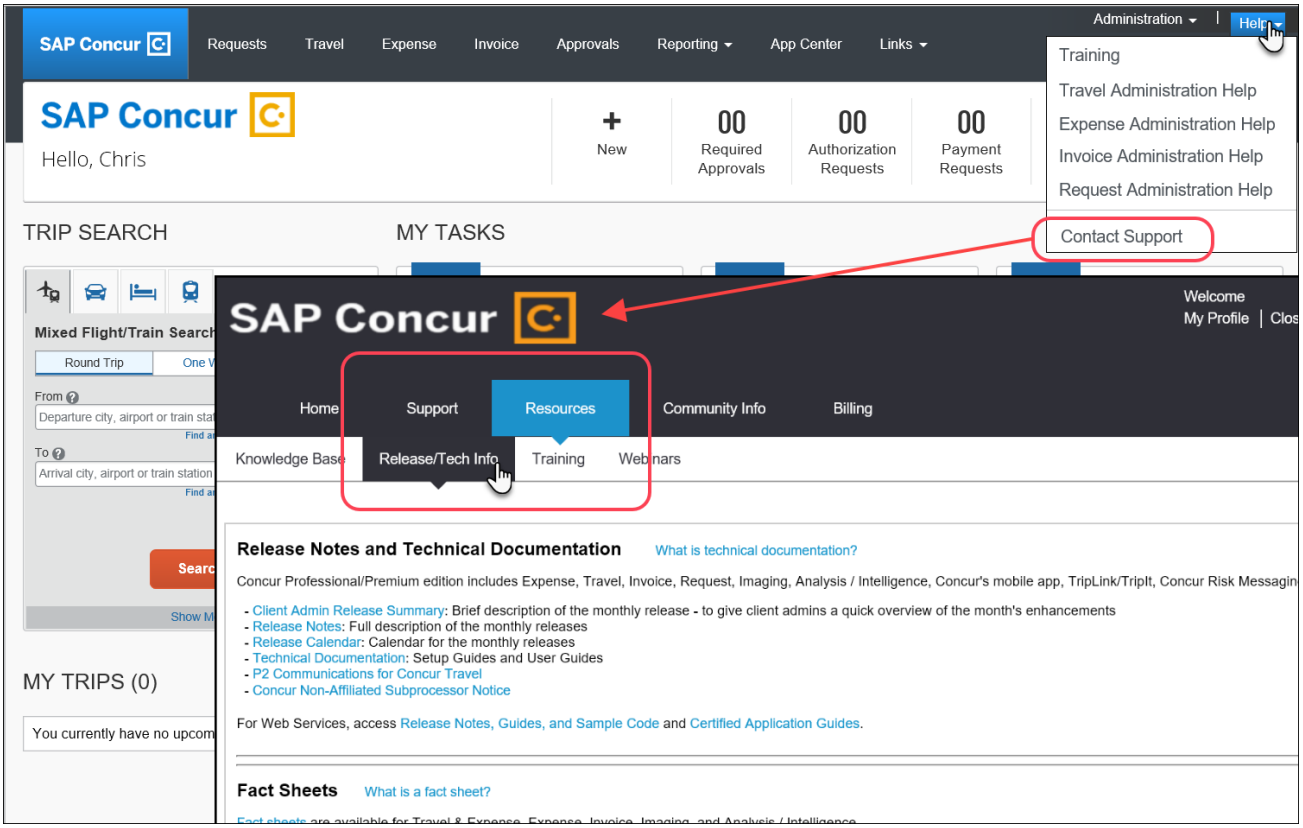
Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help.



SAP Concur Support Portal – Selected Users

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

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



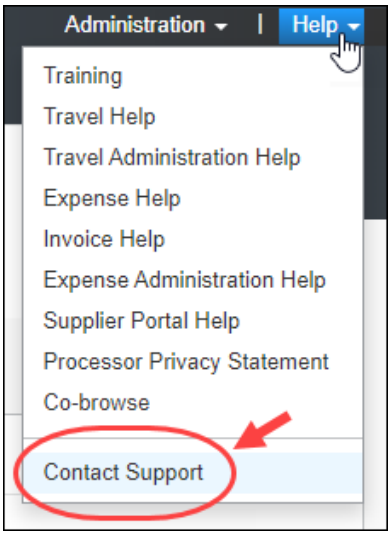
Cases

Check Support Case Status

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

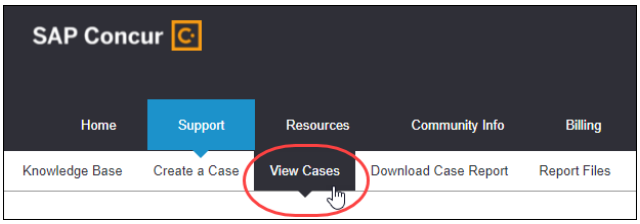
To check the status of a submitted case

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

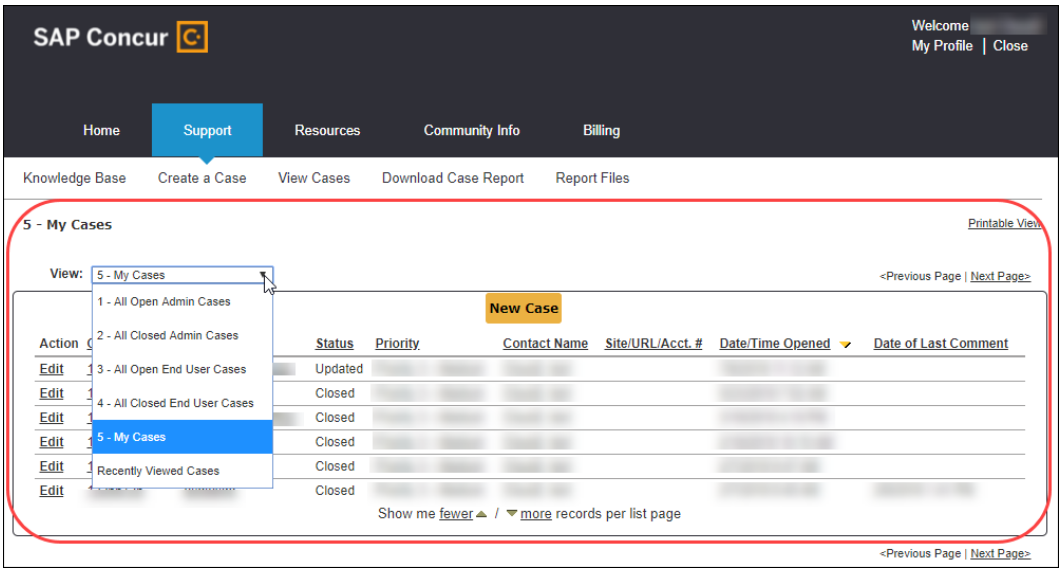


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



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



SAP Concur Release Notes **Expense Professional / Premium**	
Month	**Audience**
Release Date: March 20, 2021 Update 1: Thursday, April 1, 10:00 AM PT	Client ***FINAL***

Contents

Legal Disclaimer

Release Notes

Audit Rules

New Fields

This change is part of the NextGen UI experience.

Overview

This feature will improve the expense routing experience for approvers and auditors by providing configurable audit rules based on the **Reason Code** and the **Comparison Fare Amount** for the overlimit airfare expense type.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides the ability to configure Concur Expense audit rules to create an alert to the reviewer when the submitted airfare amount exceeds the organization's travel policy.

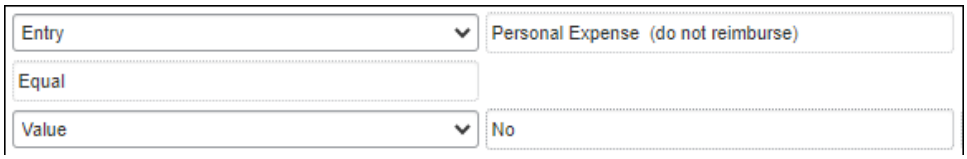
What the Concur Admin Sees

On the **Conditions** page, Concur Admin can configure the following field(s)/value(s).

NOTE: Remember to include these common conditions as needed to omit some types of expenses or situations:

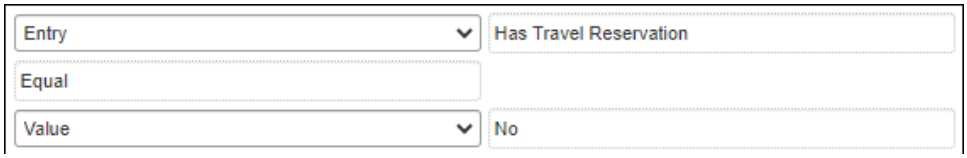
- **Expense Type**: Specify *Airfare Overlimit*; this will ensure an audit rule only applies to an airfare expense type that identifies the over limit itemization.

- **Personal Expense (do not reimburse)**: Select *No* to ensure the rule only regards expenses that are not already marked as personal.



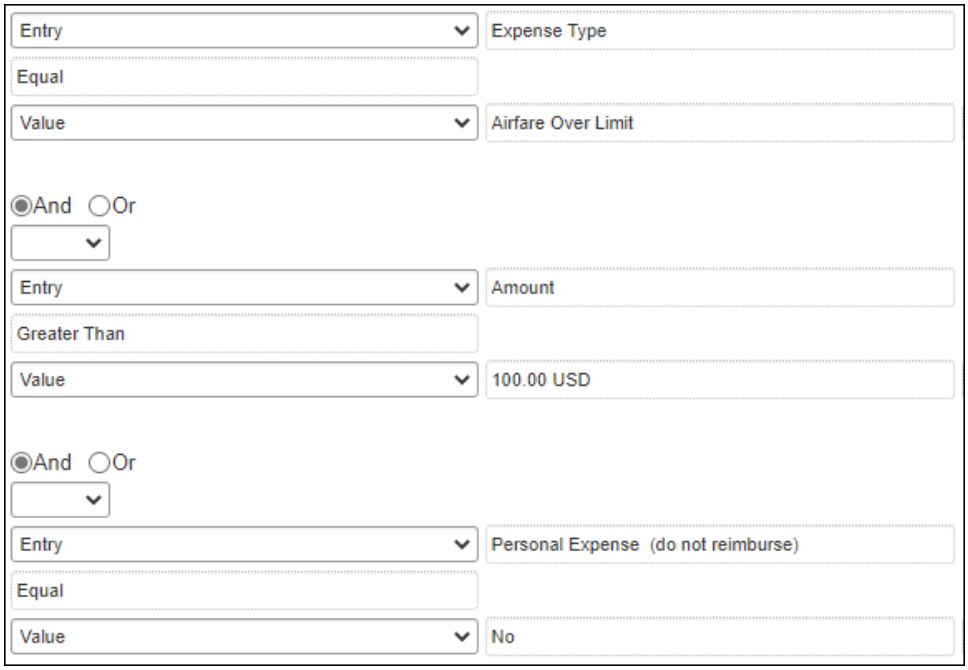
- **Parent expenses**: Select Transaction Type not equal to Expense with itemization (total) to ensure regular and itemizations are the ones reviewed by the rule.

- **Expenses with no associated travel reservation**

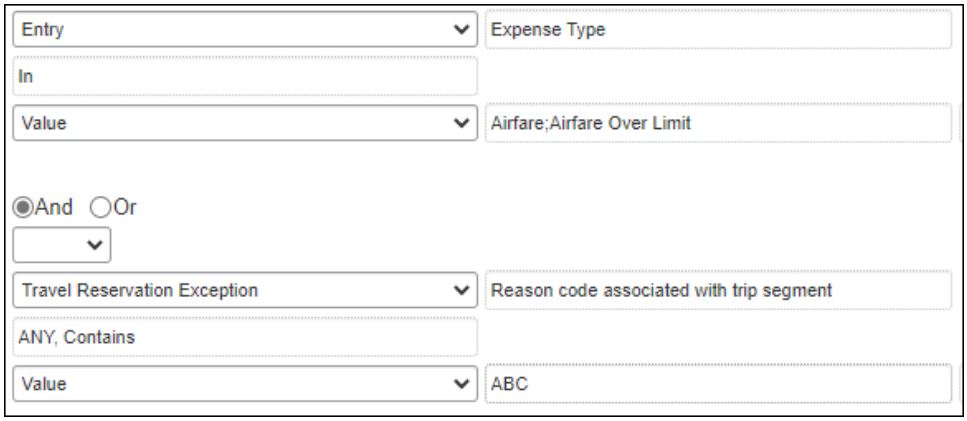


- **Example 1: Expenses where Airfare Over limit exceeds a predefined policy amount.**

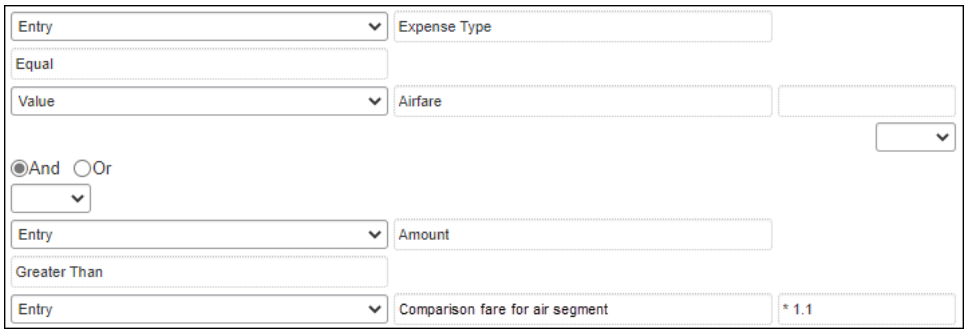
  For example, your organization may have a $100 threshold for overlimit airfare expenses. In addition, your organization may build additional conditions for this audit rule based on your policy requirements.



- **Example 2: Any airfare expenses with specific reason code**

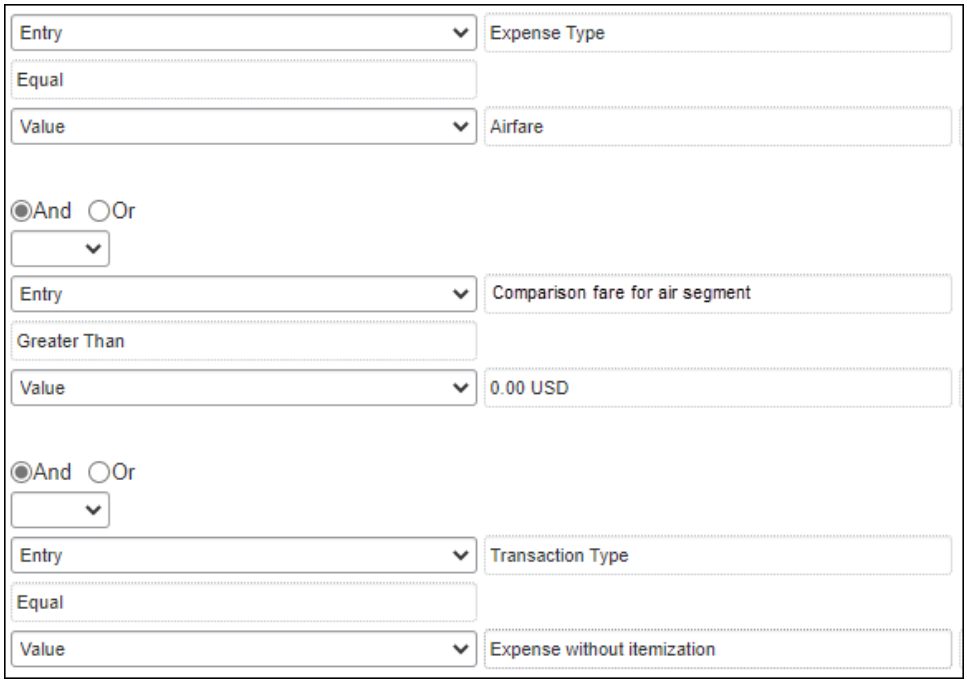


- **Example 3: Overlimit amount exceeds 10% tolerance**
- This type of rule could identify expenses that exceed a certain tolerance to be flagged for audit.



- **Example 4: Incorrect expense type or itemization required**

  This type of Entry Save audit rule could identify airfare expenses that should be itemized by the employee into Airfare and Airfare Overlimit itemizations.



Configuration / Feature Activation

To enable this functionality, contact SAP Concur support.

📖 For more detailed information about air comparison fare, refer to the *Client Fact Sheet Air Comparison Fare.*

📖 For more information, refer to the *Concur Expense: Audit Rules Setup Guide.*

📖 For general information about this functionality, refer to the *Concur Expense: Workflow – General Information Setup Guide.*

Authentication

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 25, 2020	Phase I: July 2020 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 customers 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.
- Customers will be notified via release notes about the official deprecation date of HMAC. As of the official deprecation date, no new clients can be onboarded using HMAC; new clients must be onboarded 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*.

Cards

Company Bill Statements Now Available in NextGen UI With New Look

These changes are part of the NextGen UI experience.

Overview

With this release, clients who have migrated to the NextGen UI for Concur Expense are now able to access Company Bill Statement (CBS) reports. CBS has been updated with a new look and the purchasing card owner now has gained visibility and clarity on tasks that need to be performed. While the user interface (UI) has been improved with new elements and messaging, the basic functionality of creating Company Bill Statement reports remains the same.

Company Bill Statements includes the following enhancements:

- Manual creation of a statement report from **Available Expenses**

- Reduced number of unassigned purchase card transactions displaying in **Available Expenses** (including when an expense type is undefined)
- Improved visibility of unassigned purchase card transactions using a new **All Expenses** filter in **Available Expenses**, which includes the display of all purchase cards
- Clarified messaging to inform users when selections cannot be moved to a single report
- The ability for delegates and proxy roles to view the statement report

NOTE: This feature was listed in the Planned section of the Opt-in Period Release Information page: Company Bill Statements is being updated with a new look and feel as a supported component of NextGen UI for Concur Expense. With migration to the NextGen UI, the purchasing card owner gains visibility and clarity on the tasks to be performed.

📖 For more information, refer to the *NextGen UI for Concur Expense – End User Transition Guide*.

BUSINESS PURPOSE / CLIENT BENEFIT

This change allows existing clients who use Company Bill Statement reports to migrate to the NextGen UI for Concur Expense and benefit from the new enhancements.

Configuration / Feature Activation

This update is automatically available to Company Bill Statements users that have the NextGen UI for Concur Expense enabled.

UPDATED: Lodge Accounts Now Configurable for 12-Digit Account Numbers

Overview

With the January 2021 release, the **Account Number** field on the **Create New Card Account** page was updated to allow configuration of account numbers with as few as 12 digits. Previously, the **Account Number** field would only allow configuration for account numbers at least 14 digits or more.

This change occurred because AirPlus will separate Virtual Cards from the Company Account and implement new 12-digit account numbers for them in March 2021.

BUSINESS PURPOSE / CLIENT BENEFIT

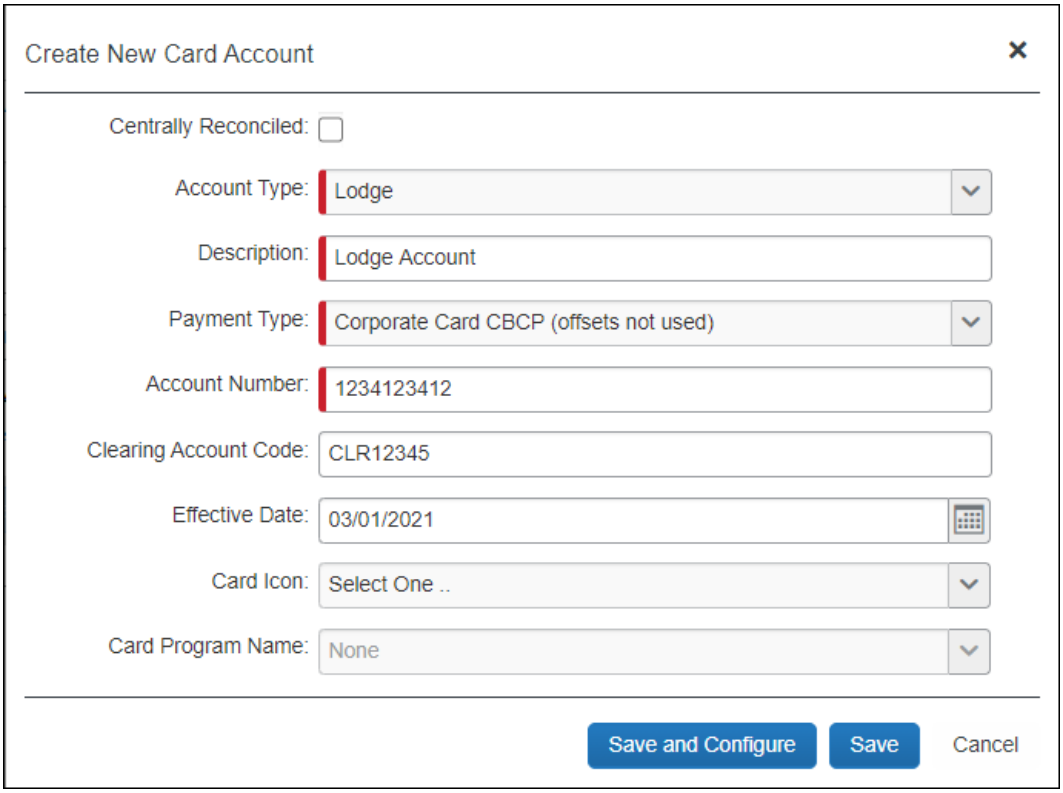
This change ensures that lodge accounts with account numbers as few as 12 digits can be configured. This change also helps ensure that there is no disruption in the processing of card transactions for AirPlus clients.

Configuration / Feature Activation

Company card admins will need to create new lodge accounts for new 12-digit Virtual Card account numbers provided by AirPlus. AirPlus Virtual Card accounts are configured the same as lodge accounts.

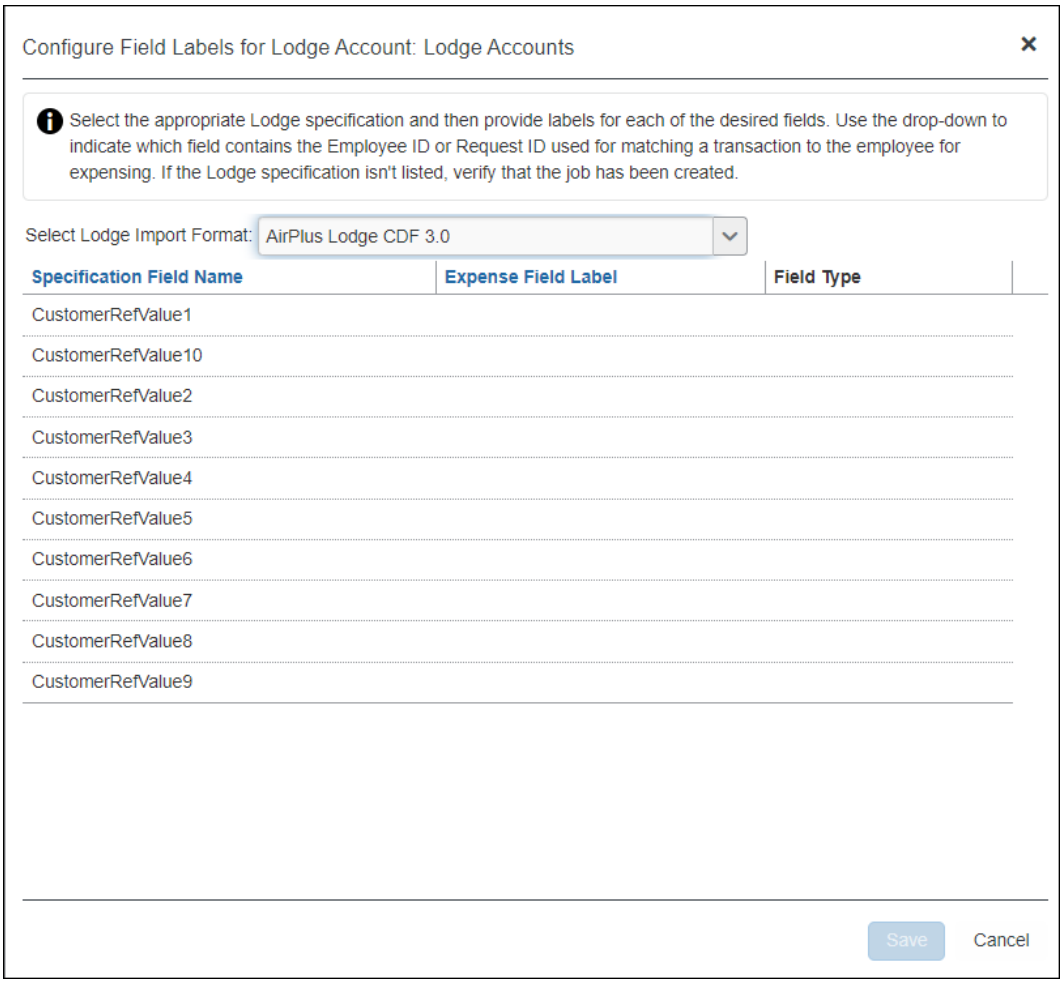
To create a lodge account:

1. Access the **Company Card** page by clicking **Administration > Company > Tools > Company Card**.
2. On the **Company Cards** page, click **Manage Accounts**.
3. Click **New**. The **Create New Card Account** page appears.



4. Complete the required fields.

5. Click **Save and Configure**. The **Configure Expense Field Labels for Lodge Account** page appears.



6. Complete the fields.

7. Click **Save**.

For general information about this functionality, refer to the *Concur Expense: Lodge Card Setup Guide*.

Custom Fields

New Fields and Copydown

This change is part of the NextGen UI experience.

Overview

Concur Expense has introduced the ability for Concur Admin to copy down the **Reason Code** and **Air Comparison Fare** fields from Concur Travel data to use in Concur Expense custom fields for expense reports, so an employee does not need to manually input the same information previously provided in Concur Travel.

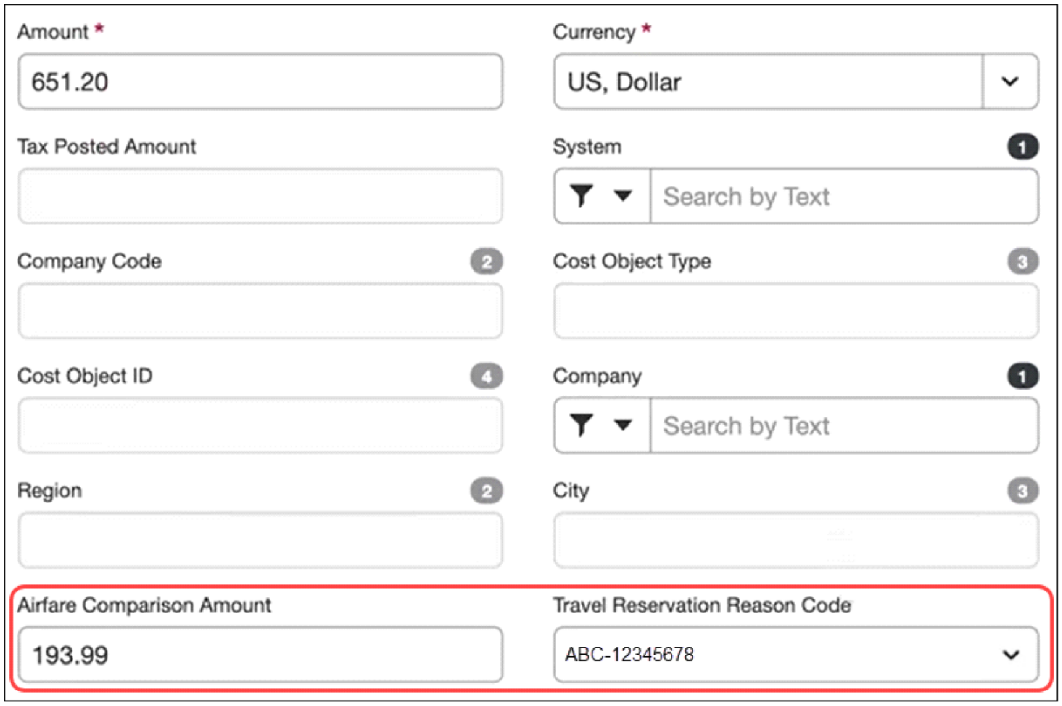
Copydown fetches the data for the **Reason Code** and **Air Comparison Fare** in real time from the reservation and displays the information in the expense report.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature copies down the **Airfare Comparison Amount** and **Travel Reservation Reason Code** as shown in the **Forms and Fields > Forms** configuration from a reservation in Concur Travel into Concur Expense in real time. With these fields available, expense reports can be configured to display these fields.

What the User Sees

When the **Reason** and **Comparison Fare** fields are copied down, they display as custom fields in the expense report.



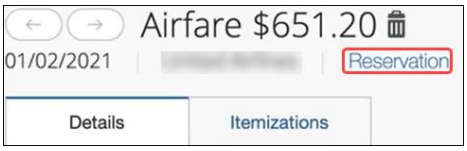
NOTE: This new copydown option is only available for use with the NextGen UI for Concur Expense. Creating a Concur Expense custom field for other purposes does not require the NextGen Expense UI.

⚠ **IMPORTANT:** When Comparison Fare is copied down, if the **Air Comparison Fare** is unavailable or equal to zero in the Concur Travel data, the value will default to zero on the expense report. The **Air Comparison Fare** will not appear on the **Expense Source** page.

You can view a linked travel reservation via an expense report in NextGen UI for Concur Expense.

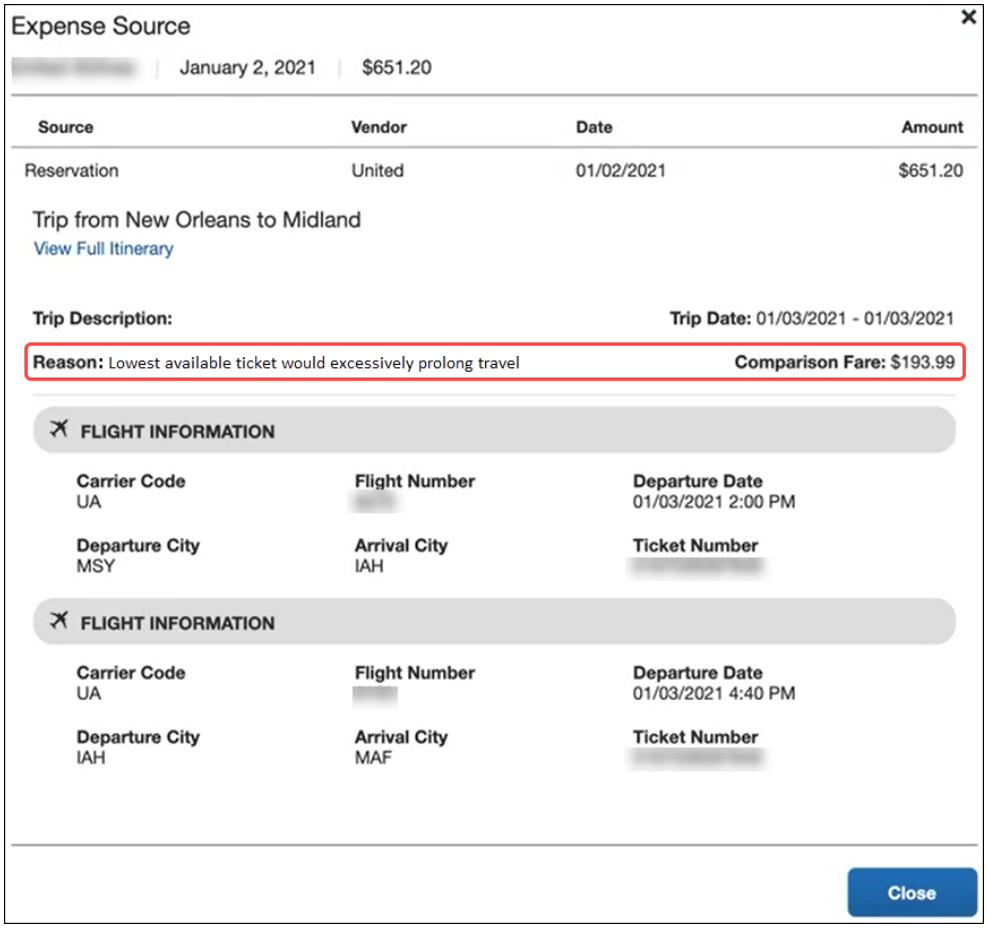
To view a linked travel reservation in NextGen for Concur Expense:

1. Open an expense report.
2. Click the **Reservation** link (on the expense report) to view the reservation on the **Expense Source** page.



The **Expense source** page displays both the **Reason** description and **Comparison Fare** fields.

NOTE: If one or both of these fields are not available (null/blank) in the Concur Travel data, the field(s) will not appear in this view.

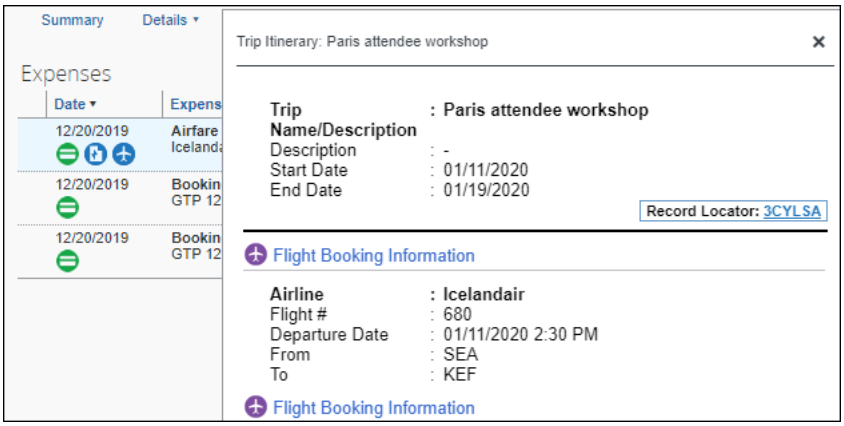


Processors currently use the older UI and will move to the NextGen UI in the future.

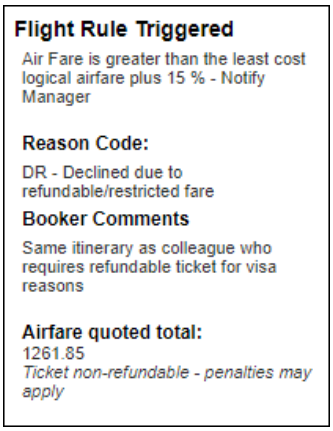
To view a linked travel reservation in the older UI:

1. Open an expense report.
2. Click on the **airfare** icon (on the expense row) to view the air segments.

3. Click on the the **Record Locator** link.



4. In the new window, scroll down to see any recorded reasons and air comparison fare.



To view air comparison fare on e-receipt:

1. Open an expense in the right pane.
2. Click on the **E-receipt** tab.

Configuration / Feature Activation

To enable this functionality, contact SAP Concur support.

For more detailed information about air comparison fare, refer to the *Client Fact Sheet Air Comparison Fare*.

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

Expense Pay – Classic

(HKD) Adoption of new e-DDA System for Hong-Kong

Overview

The classic **Expense Pay** solution from SAP Concur made changes required to support electronic Direct Debit Authorization (E-DDA) process for the Hong Kong Dollar (HKD).

A unique "Debtor's Reference" number is now required to be submitted using the Direct Debit Authorization form which is sent to the SAP Concur processing bank.

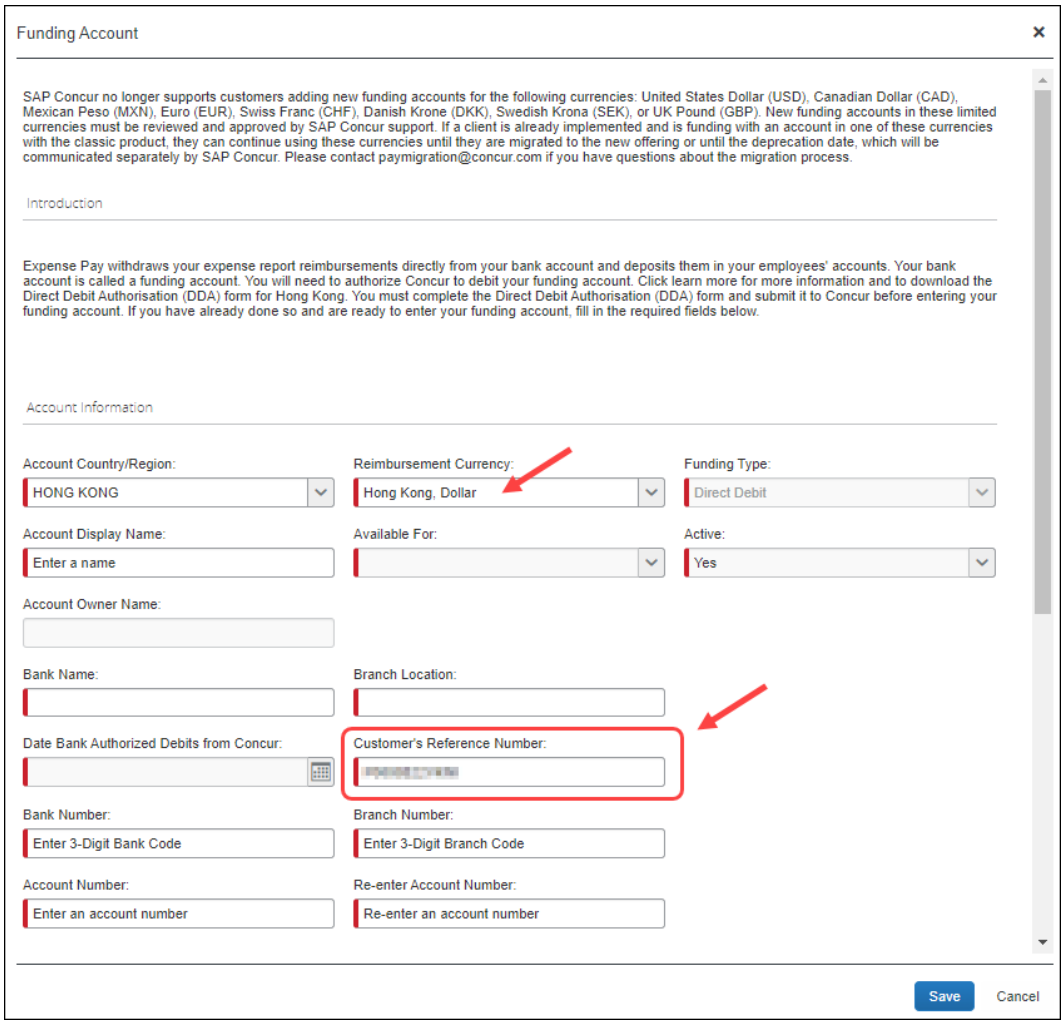
This unique reference number will be provided to you by SAP Concur implementation or support resources and will be displayed in the new **Customer's Reference Number field** on the **Funding Account** page in Concur Expense.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes maintain compliance with the requirements of the Hong Kong Monetary Authority (HKMA).

What the Admin Sees

The new field, **Customer's Reference Number**, displays on the **Funding Account** page.



⚠ **IMPORTANT:** The value of the new field, **Customer's Reference Number**, on the **Funding Account** page must match the "Debtor's Reference" number from the ***Direct Debit Authorization*** form.

Configuration / Feature Activation

The new field, **Customer's Reference Number**, displays automatically on the **Funding Account** page when the reimbursement currency selected is *Hong Kong, Dollar*; there is no configuration needed to make the new field display.

PRE-EXISTING FUNDING ACCOUNTS

No client action is required for existing HKD funding accounts. The new field will be populated by SAP Concur with the identification (ID) number which was previously used on the Direct Debit Authorization form.

NEW FUNDING ACCOUNTS

For new HKD funding accounts, SAP Concur will provide implementation assistance.

📖 For more information, refer to the *Concur Expense: Expense Pay Classic User Guide* and the *Concur Expense: Payment Manager for Expense Pay Classic User Guide*.

Expense Reports

Auto Itemizations for End Users

This change is part of the NextGen UI experience for Professional edition clients.

Overview

For end users using the NextGen UI, this feature provides visibility into the difference between the booked airfare and the comparison fare as defined in the company policy configuration by automatically itemizing the expense.

This feature compares the actual airfare amount with the comparison fare or allowable amount to determine whether the spend exceeded the allowable amount and if so, itemize the expense and display the amount that is over the limit. This is accomplished by itemizing an **Airfare** (expense type) into **Airfare** and **Airfare Overlimit** (itemizations) amounts.

⚠ **IMPORTANT:** Only the expense linked to an airfare reservation (or itinerary) source will be itemized. A credit card charge or an e-receipt ***alone*** will not be itemized by this feature.

BUSINESS PURPOSE / CLIENT BENEFIT

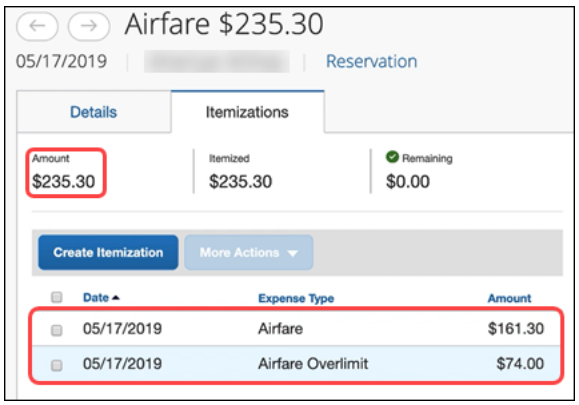
Users no longer need to manually itemize airfare and airfare overlimit amounts.

What the User Sees

When the airfare expense is moved from Available Expenses onto an expense report, it could be automatically itemized.

Users will see the booked airfare's amount, Air Comparison Fare, and the *difference* between both fares.

In the example below, the traveler has booked airfare in the amount of $235.30. On the **Itemizations** tab of the expense report, the comparison fare is itemized into the as allowed amount as **Airfare** ($161.30) and the overlimit amount, **Airfare Overlimit** ($74.00). The **Airfare Overlimit** is the cost difference between the booked airfare and the Air Comparison Fare amount.



NOTE: The **Airfare** expense type is used by this feature. If the client has given this expense type a new name, such as **Air Ticket**, then one of the itemization expense types will match that name. For example, the itemizations will display as **Air Ticket** and **Airfare Overlimit**. Else, just as the client renamed **Airfare** to **Air Ticket**, they may name the new expense type **Air Ticket Overlimit** rather than using the SAP Concur best practice name of **Airfare Overlimit.** In this case, the clients itemized expense types would display as **Air Ticket** and **Air Ticket Overlimit**.

Configuration / Feature Activation

To request this feature, contact SAP Concur support.

For more information, refer to the *Air Comparison Fare Fact Sheet*.

File Transfer Updates

Ongoing SAP Concur Legacy File Move Migration

Information First Published	Information Last Modified	Feature Target Release Date
March 6, 2020	January 8, 2021	Ongoing until July 31, 2021

Overview

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

SAP Concur is in the process of 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 July 31, 2021. 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*.

Rotating PGP Key Available for File Transfers (Jan 15)

Overview

Files transferred to SAP Concur solutions must be encrypted with the SAP Concur public PGP key, concursolutionsrotate.asc.

concursolutionsrotate.asc

- Key file is available in client's root folder
- Key ID 40AC5D35
- RSA 4096-bit signing and encryption subkey
- Key expires every 2 years
- Client is responsible for replacing the key before it expires
  - Next expiry date: September 4, 2022
  - SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key (key ID D4D727C0) remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- mft-us.concursolutions.com
- vs.concursolutions.com
- st-eu.concursolutions.com
- mft-eu.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

The rotating public PGP key provides greater security for file transfers.

What the Administrator Sees

An administrator with the required FTP credentials can log into the FTP site to retrieve the rotating public PGP key, concursolutionsrotate.asc, from the root directory.

Configuration / Feature Activation

Your internal FTP administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

If assistance is required, please contact SAP Concur support.

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

Help Menu

Service Description Guide Link Added to the Help Menu

Overview

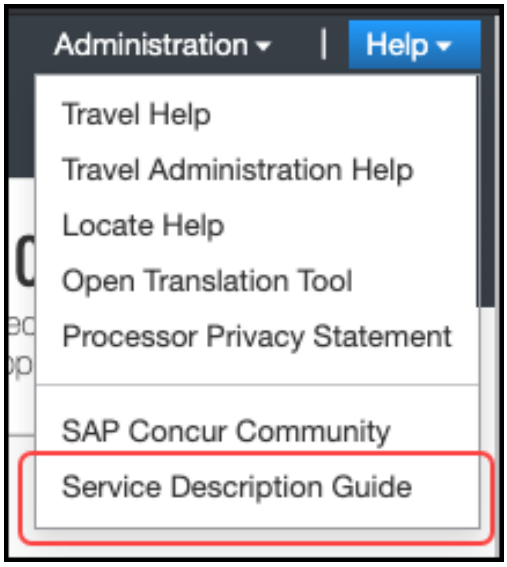
SAP Concur has added the **Service Description Guide** link to the **Help** menu on the SAP Concur home page. This change is provided in accordance with SAP Concur Legal requirements.

BUSINESS PURPOSE/CLIENT BENEFIT

This update allows access to the Service Description guide from within SAP Concur products.

What the User Sees

To access the **Service Description Guide** link, click **Help** (upper-right corner) on the SAP Concur home page and then click the **Service Description Guide** link.



The **Service Description Guide – SAP Concur** page appears.

Configuration/Feature Activation

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

NextGen UI

Ongoing Updated User Interface (UI) for Concur Expense End Users

Information First Published	Information Last Modified	Feature Target Release Date
March 2018	June 5, 2020	TBD
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The continued evolution of the Concur Expense solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for creating and submitting expense reports.

Concur Expense customers have the ability to preview and then opt in to the NextGen UI before the mandatory move.

BUSINESS PURPOSE / CLIENT BENEFIT

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

Products and Users Affected

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

These UI changes apply to:

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

IMPORTANT: Timeline and Milestones

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

- **As of July 1, 2020, we have concluded the Early Access Period:** During this time, the updated UI was available for preview to customers worldwide. We encouraged administrators/power users to use the Early Access Period to preview the refreshed interface, update internal training materials, and prepare the organization for the transition.
- **As of July 1, 2020, we are in the Opt-In Period:** Following the Early Access Period is an open Opt-In Period. This milestone is marked by the delivery of most planned features as well as further overall quality and stability.

  Customers should use this period to plan their transition and move to the NextGen UI for Concur Expense when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

  NOTE: During the Opt-In Period, not all planned Concur Expense features from the existing UI will be available in the NextGen UI.

- **Mandatory Move to the NextGen UI for customers of Concur Expense:** ***All customers will be required to move to the NextGen UI***. This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support. We have not yet set a date when any remaining customers will be moved automatically. Customers will have at least twelve months to complete the transition after the date is announced.

  Customers are encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Opt-In Period.

Transition Materials – Guides and Other Resources

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

- Professional Edition
- Standard Edition

The links above provide access to the following:

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

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

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

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Expense to help users become comfortable with the new experience. This guide will be updated as needed during the Opt-In Period as the NextGen UI is being enhanced. Admins should review the guide often.

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

- **Release information:** During the Opt-In Period, the release of enhancements will ***not*** be on the regular release schedule. Instead, we provide special release notes and information about features and enhancements that are nearing release.

Get Started

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

More Information

Additional information will be available in future release notes.

Policies

New Setting for Travel Allowance Options in Expense Report Headers

This change is part of the NextGen UI experience for Professional edition clients.

Overview

For clients using the NextGen UI, a new policy setting, **Disable Travel Allowance**, is available.

NOTE: When users have a choice of policies, they may edit the policy on the report after they have put in travel allowance data. In this case, audit rules remain an important means of communicating to users when there is an undesirable combination of policy and travel allowance expenses.

NOTE: Users under actuals versus limits travel allowance configuration will still be able to select travel allowance on the relevant meals or lodging expenses that fall under that configuration. In this case, users they will see the warning that a travel allowance itinerary is required and thus be guided to clear the selection(s) or to edit the policy.

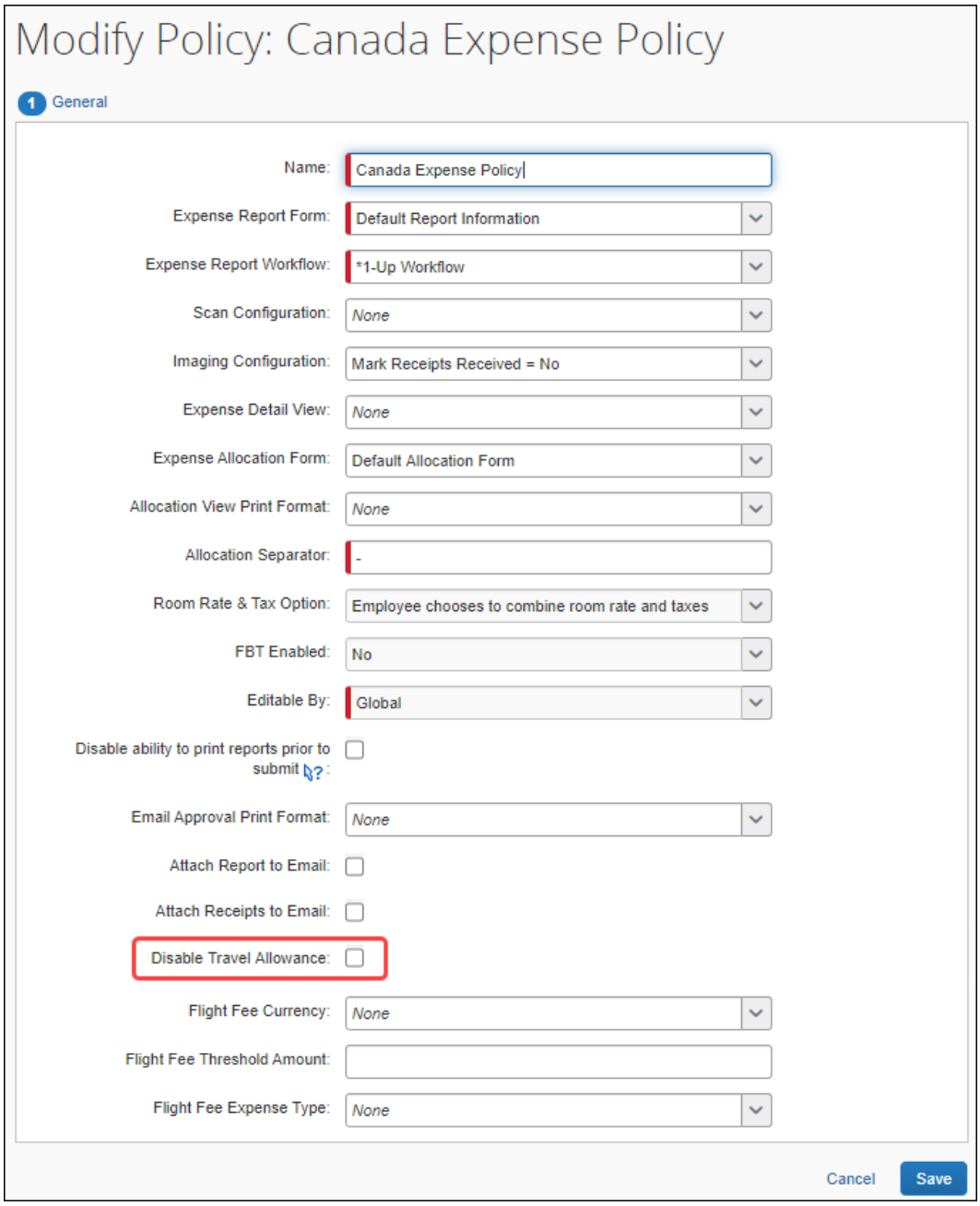
BUSINESS PURPOSE / CLIENT BENEFIT

This change gives admins the ability to configure each policy to prompt or not prompt the user for travel allowances.

What the Concur Admin Sees

The new policy setting, **Disable Travel Allowance**, displays on the **General** step of the **Modify Policy** and **New Policy** pages.

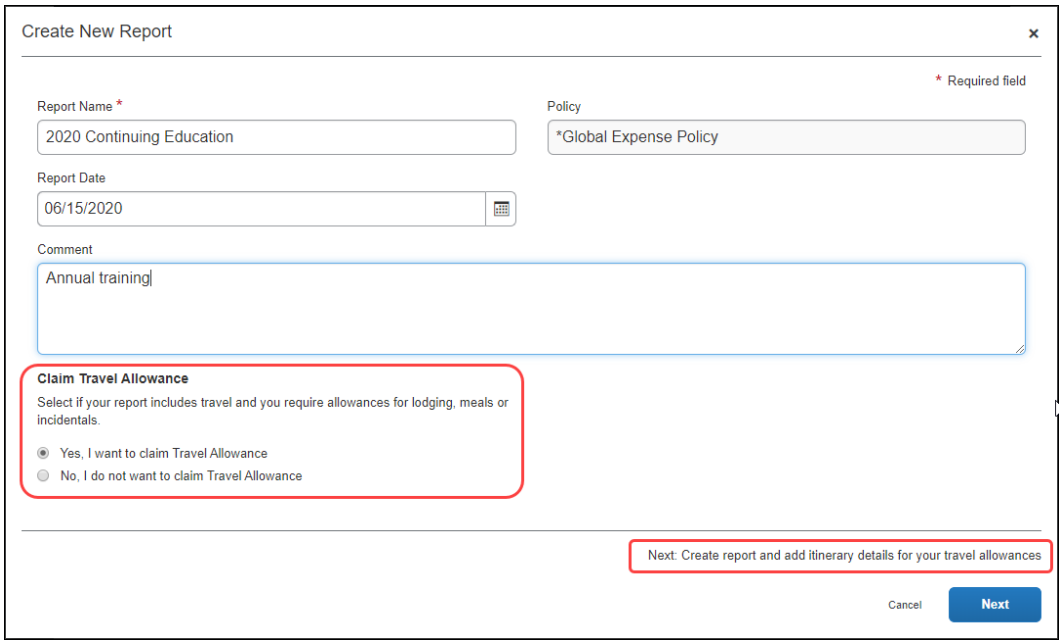
EXAMPLE



What the User Does Not See

When this new setting is selected, users will not see the **Claim Travel Allowance** section on the **Create New Report** page – this page is also known as the report header, neither will users see the **Travel Allowance** menu at the top of the report.

CREATE NEW REPORT



EXPENSE REPORT

Configuration / Feature Activation

The new setting is automatically available; there are no configuration or activation steps. For help editing your policies, contact SAP Concur support.

For more information, such as how to edit an existing policy, refer to the *Concur Expense: Policies Setup Guide*.

Processor Queries

Additional Fields Available

Overview

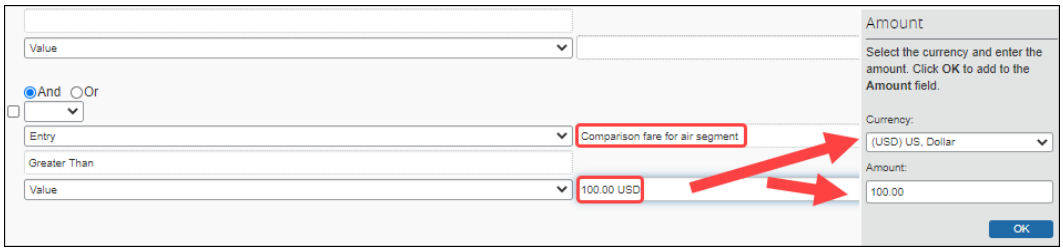
For processors, this feature allows the creation of custom queries based on the air comparison fare expense type.

BUSINESS PURPOSE / CLIENT BENEFIT

Processors can conveniently search for expense reports that contain the air comparison fare expense type.

What the Processor Sees

The **Comparison fare for air segment** field/value is available when creating custom queries.

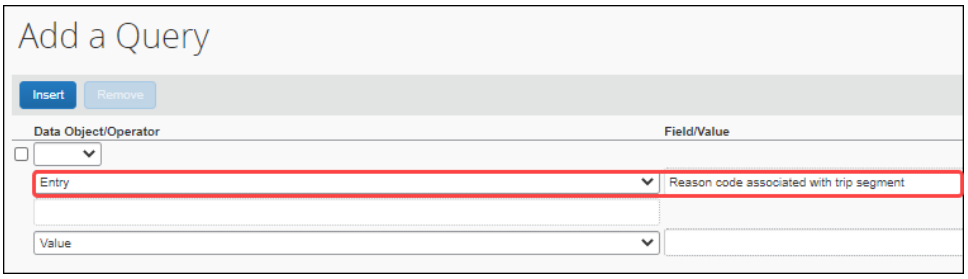


Configuration / Feature Activation

The new fields automatically display when creating or editing queries.

- ***To configure a query for expense reports with airfare overlimit expense types:***

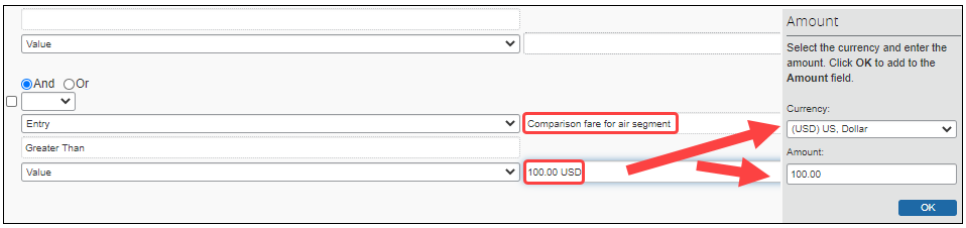
1. On the **Add a Query** page, create an entry with the value of **Reason code associated with trip segment**.



2. Add an additional entry for **Comparison fare for air segment** and specify your organization's airfare cost threshold.

NOTE: The **Amount** section will display when you click the corresponding **Value** field for **Comparison fare for air segment**. Specify the currency and dollar amount for the comparison airfare threshold.

If you want to return results that exceed the cost threshold, select **Greater than** as shown.



3. Click **Save**.

Workflow

New Fields

This change is part of the NextGen UI experience.

Overview

Concur Expense now has options for creating and editing workflows that address airfare overlimit scenarios.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides the ability to configure a step in the Concur Expense workflow routing to enable an approver or processor to evaluate and then accept or reject an overlimit airfare expense.

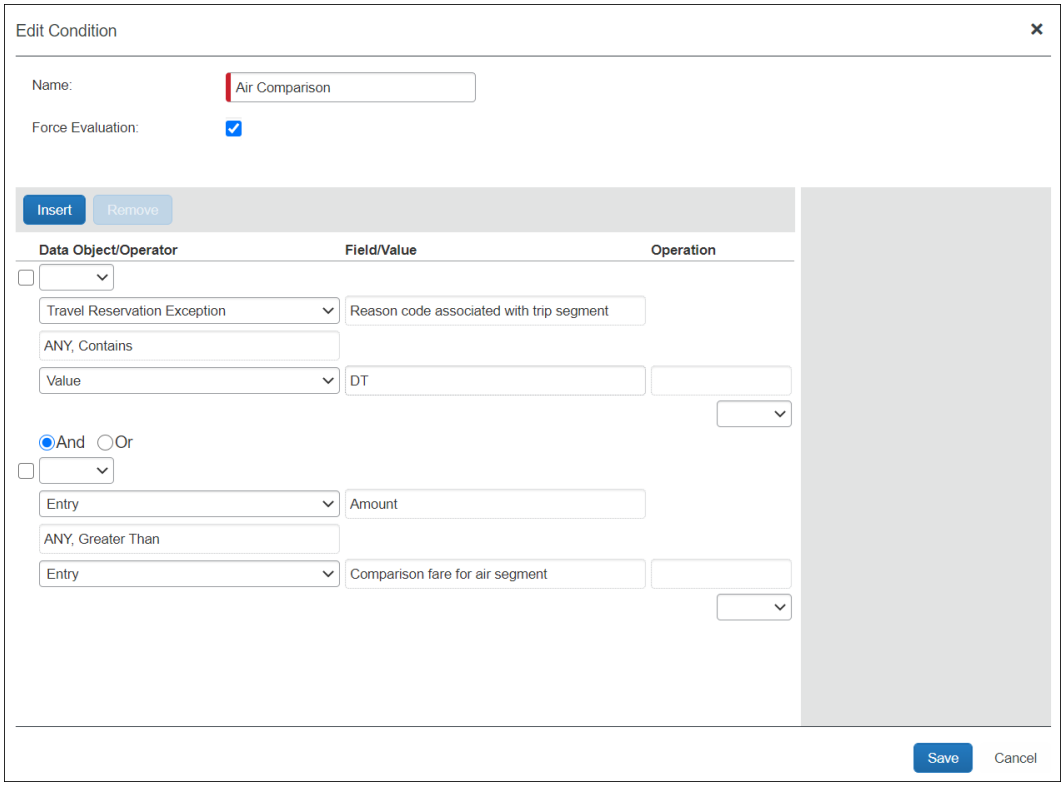
What the Concur Admin Sees

Expense administrators can create a new audit rule using the new **Data Object** condition to include the overlimit airfare expense type and overlimit amount. You may also want to update your approval workflow to add new steps or skip steps based on the presence of exceptions created by new audit rules.

The following table lists the new options that have been added.

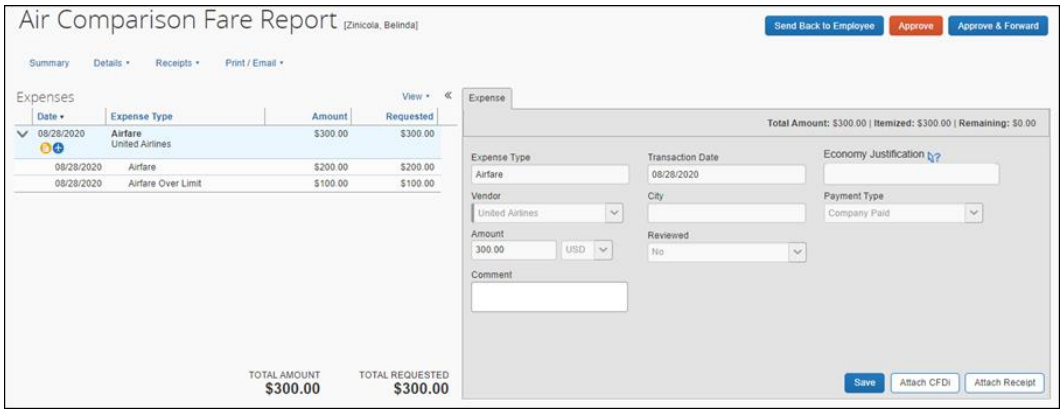
Data Object	Field	Description
Travel Reservation Exception	Reason code associated with trip segment	All of the reason codes associated to the trip segment for an expense

Data Object	Field	Description
Entry	Comparison fare for air segment	Air Comparison Fare amount associated to the trip segment for an expense. **NOTE**: This value will be considered zero if no Air Comparison Fare information was received from Concur Travel.



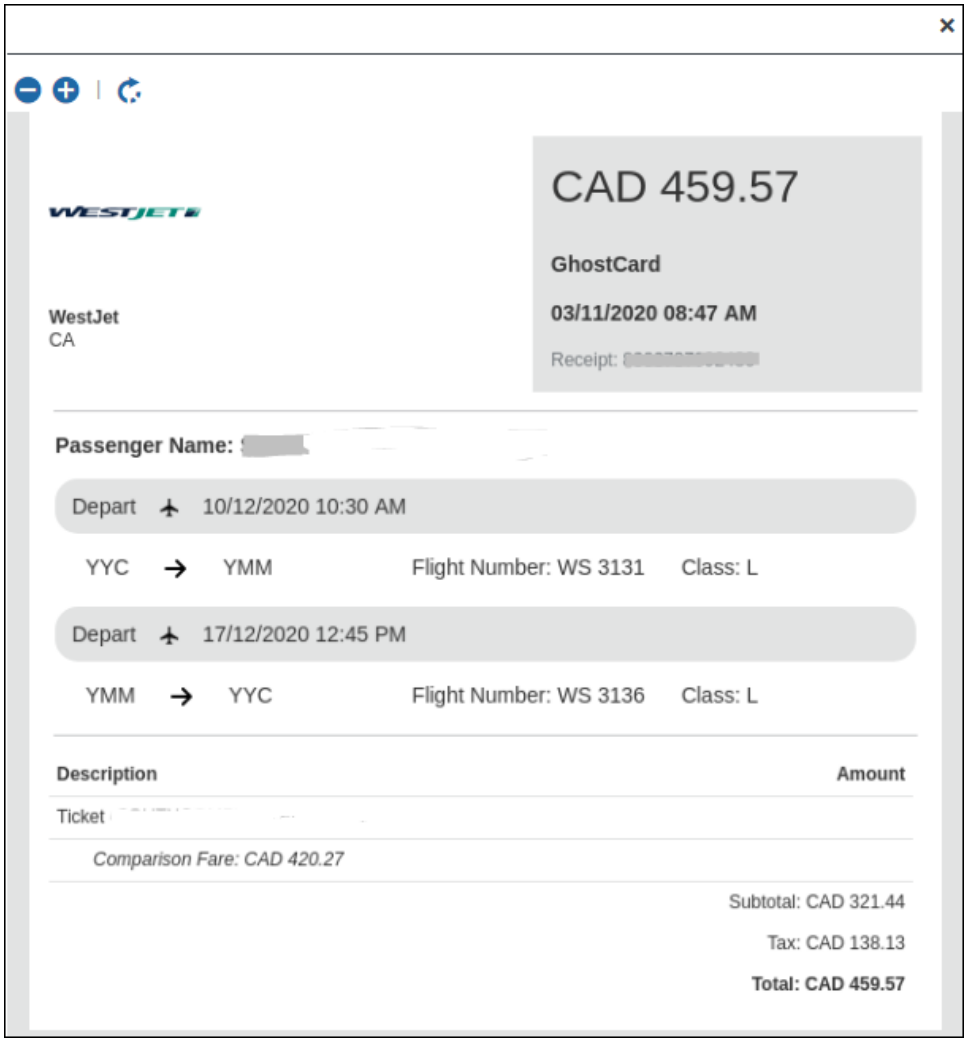
What the Approver Sees

Approvers can view an itemized airfare expense and see the following:



NOTE: Approvers may see the air comparison fare on the airfare e-receipt, but cannot see it on the travel reservation on the current UI. Processors can see both on the current UI.

Approvers may also view the travel reservation for an airfare expense and view the comparison fare amount (if present) on the e-receipt.



Processors may additionally open the linked travel reservation view of the trip itinerary via the record locator hyperlink.

Configuration / Feature Activation

To enable this functionality, contact SAP Concur support.

For more detailed information about the air comparison fare, refer to the *Client Fact Sheet Air Comparison Fare*.

For more information, refer to the *Concur Expense: Workflow – General Information Setup 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 may not be all of the upcoming enhancements and modifications that affect this SAP Concur product or service. The Planned Changes that apply to multiple SAP Concur products and/or services are in a consolidated document. Please review the additional Planned Changes available in the *Shared Planned Changes Release Notes*.

Audit

Planned Changes Concur Verify Roles

Information First Published	Information Last Modified	Feature Target Release Date
March 2021	--	Q2 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

In preparation for an upcoming release of new functionality in expense report auditing, three new roles will be added to the **Roles** section of the **User Permissions > Expense tab** under the **Company Admin Home** page. These roles currently have no impact on permissions but will be used in the future:

- **Verify Administrator**: Allows user to configure Concur Verify. More information will be provided when Concur Verify is released.
- **Verify Reports Auditor**: Allows user to audit Concur Verify policy and receipt issues as part of the audit process.
- **Verify Events Auditor**: Allows user to audit Concur Verify anomaly and fraud events.

BUSINESS PURPOSE / CLIENT BENEFIT

These roles will support new functionality that will leverage artificial intelligence to identify exceptions for auditors to review. This will improve compliance and provide a more efficient and effective auditing experience.

Configuration / Feature Activation

These roles are automatically enabled and no configuration is required.

Workflow

Planned Changes New Option: Automatically Assign Authorized Approvers

Information First Published	Information Last Modified	Feature Target Release Date
Mar 2021	—	Apr 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

A new setting labeled **Automatically assign authorized approvers**, if enabled, will ensure that all Authorized Approval steps in the workflow are pre-populated with an assigned **Authorized Approver**.

Without this new setting, when there are multiple authorized approvers to choose from, the user is required to select a name before the report may proceed to the next workflow step.

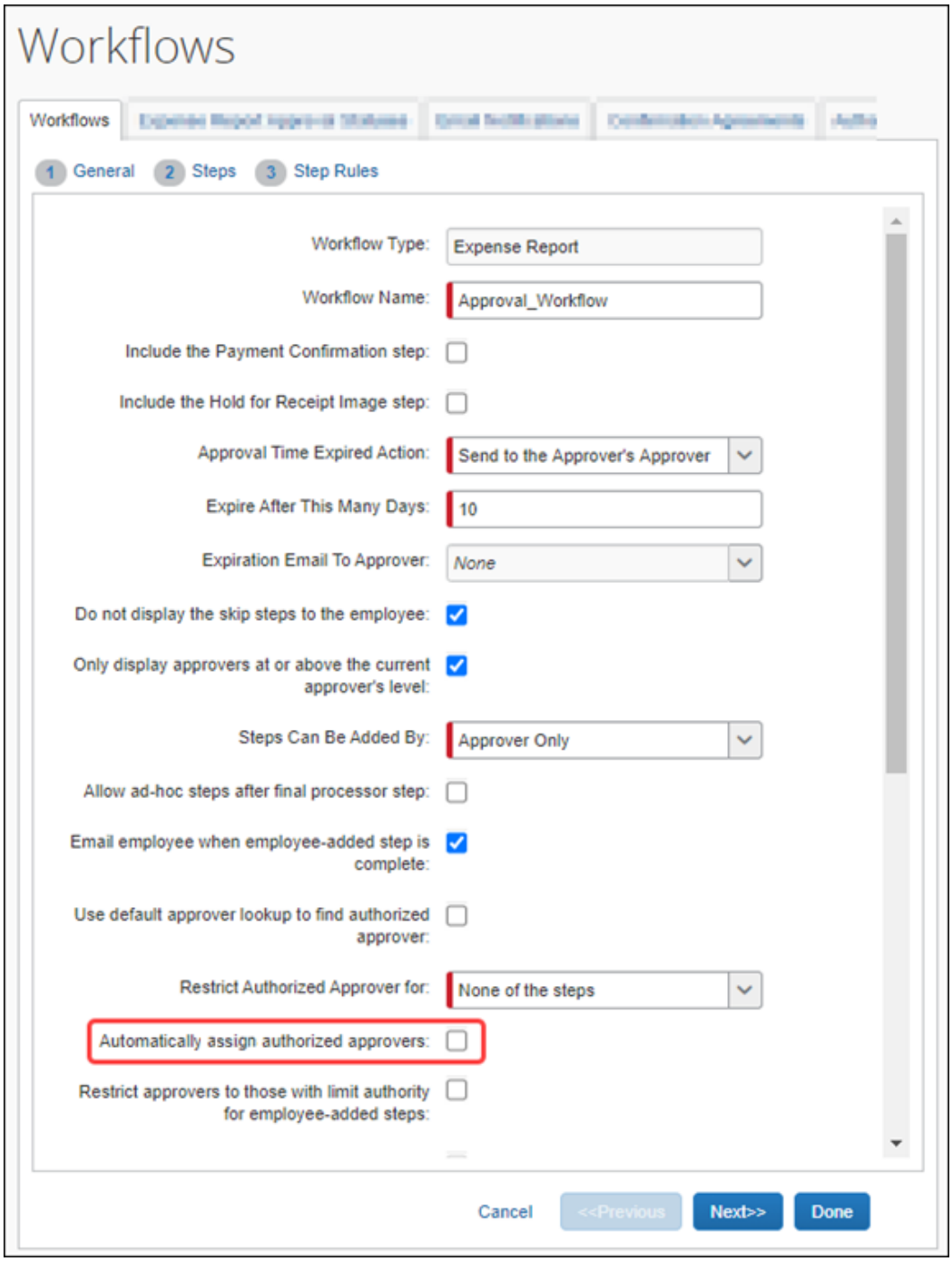
NOTE: The user can still review the approval flow and elect to edit the step to select another name from the list of possible authorized approvers.

BUSINESS PURPOSE / CLIENT BENEFIT

Use of this setting ensures that all authorized approval steps have an assigned approver for the expense report, without user action. For most organizations, there is typically one choice per step or a small number of possible approvers where any one is eligible.

What the Concur Admin Sees

A new setting, **Automatically assign authorized approvers**, will display on the **Workflows** tab of the **Workflows** page.



By default, the setting will not be checked.

Configuration / Feature Activation

After this setting becomes available and after reviewing the following considerations, to enable this new setting, contact SAP Concur support.

Important considerations before enabling this setting:

- If there are multiple possible Authorized Approvers that could be assigned to a specific Authorized Approver workflow step, the system will order the choices alphabetically by last name, followed by first name (if there is more than one person with the same last name) and then select the first choice from the alphabetized list.

- Enabling this setting is not recommended when there might be large numbers of possible approvers for some workflow steps. In this situation, the user needs to select the appropriate approver for the report rather than sending all reports to the alphabetically-first approver.

- The individual **Expense Preferences** page setting, **Prompt ... For an approver when an expense report is submitted**, will display the approval flow to the user for review during the submit process when checked. This can encourage the user to verify that the appropriate approver is assigned to each step prior to submitting the expense report.

- Use of this feature is optimized by configuring the workflow to allow users to edit approvers, so this is strongly recommended. Refer to the **Approver Editable By** setting (**Workflow** (tab) **> Steps > Add Workflow Step**).
- Clients who currently use the pre-existing setting, **Use default approver lookup to find authorized approver**, should choose to either retain that setting or use this new setting instead. We recommend that these two settings are ***not*** used in tandem.

📖 For more information, you will be able to refer to the *Concur Expense: Workflow – General Information Setup Guide* and the *Concur Expense Workflow – Authorized Approvers Setup Guide*.

Client Notifications

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

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

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

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

Subprocessors

SAP Concur Non-Affiliated Subprocessors

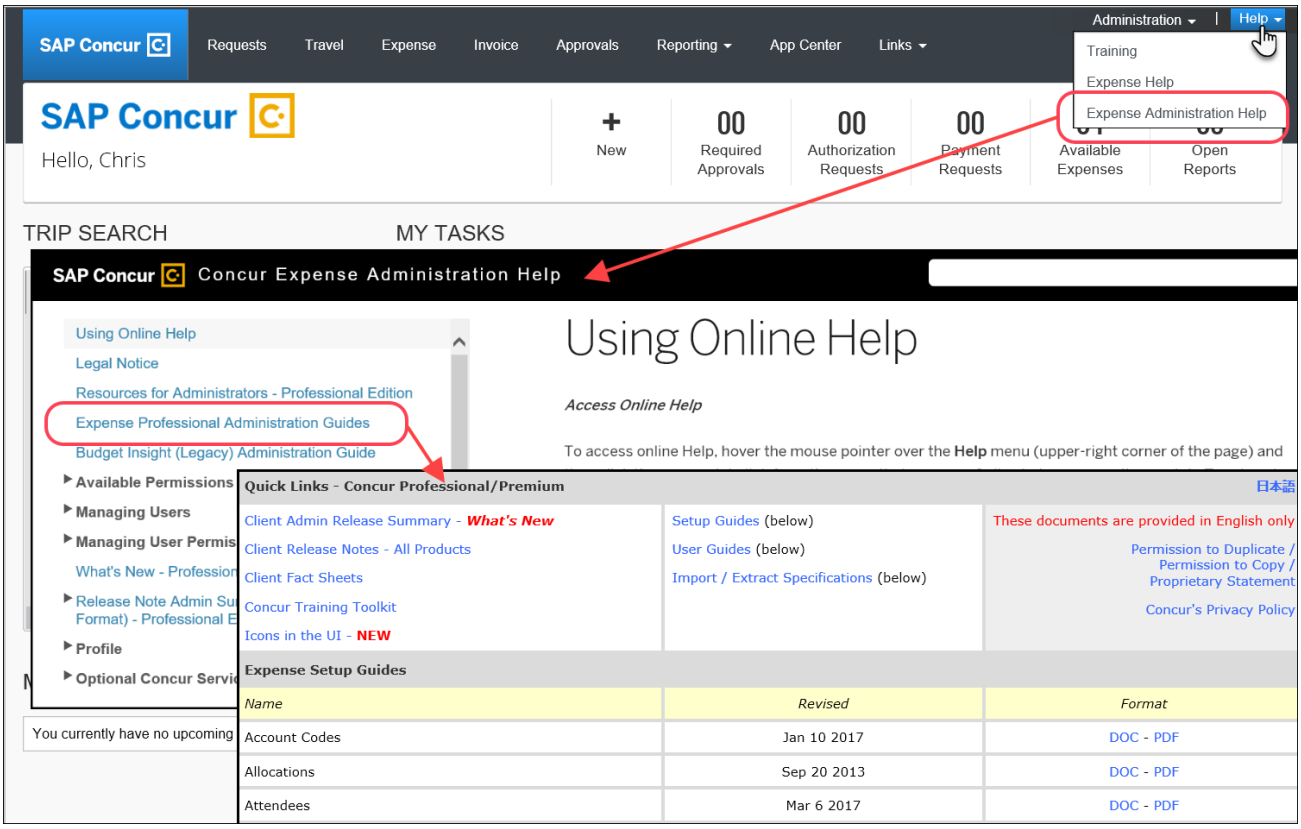
The list of non-affiliated subprocessors is available here: SAP Concur list of Subprocessors

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

Additional Release Notes and Other Technical Documentation

Online Help – Admins

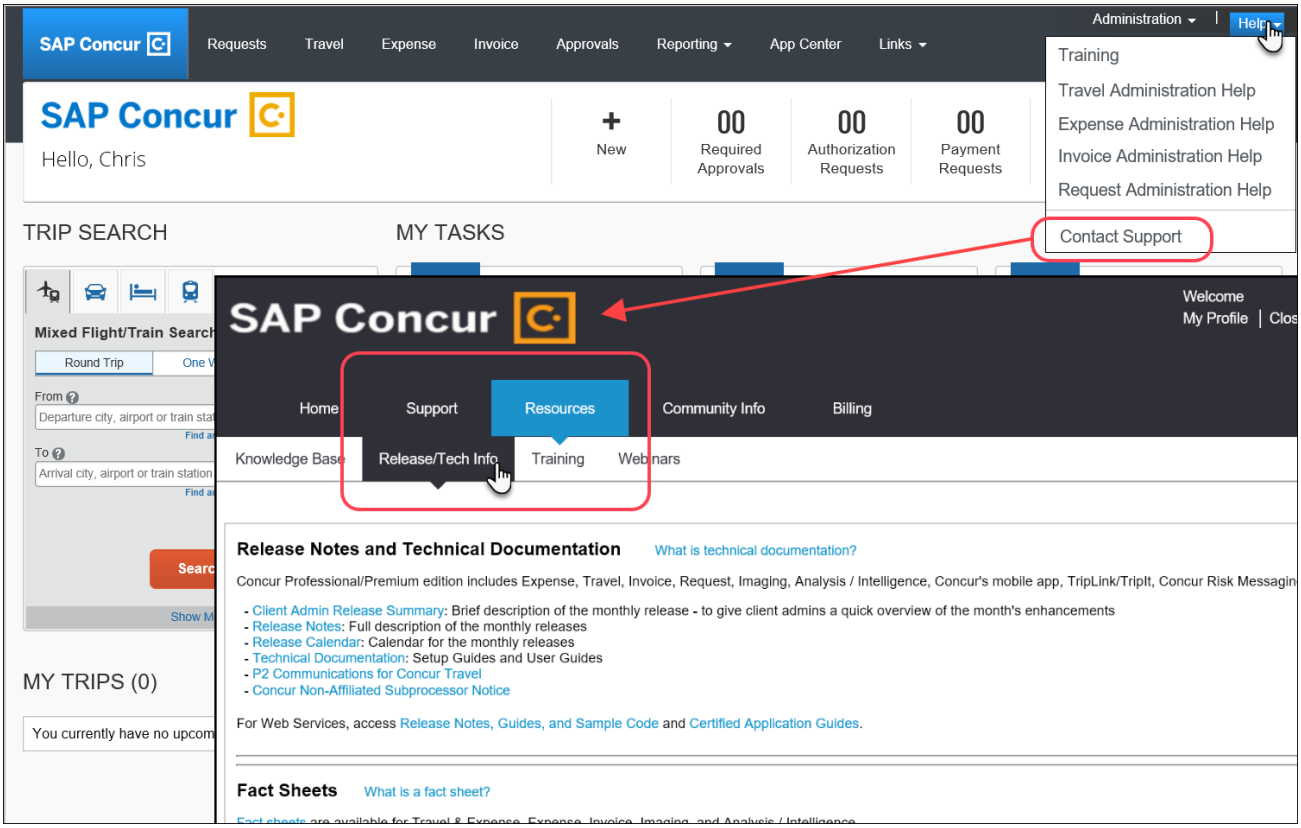
Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help.



SAP Concur Support Portal – Selected Users

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

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



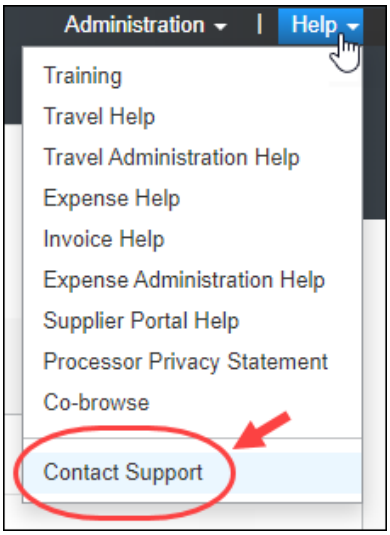
Cases

Check Support Case Status

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

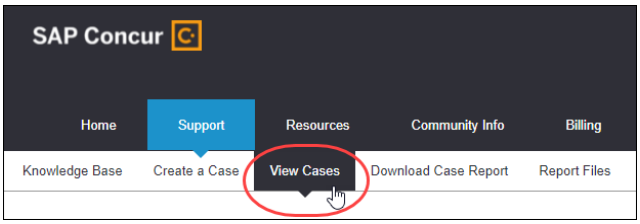
To check the status of a submitted case

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

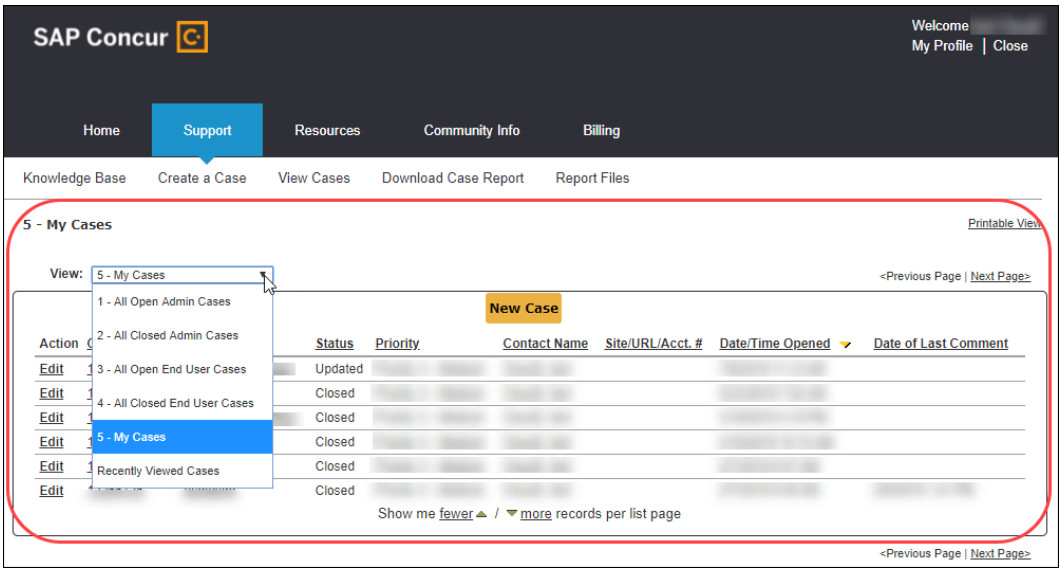


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



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



SAP Concur Release Notes **Expense Professional / Premium**	
Month	**Audience**
Release Date: April 17, 2021 Update #1: Wednesday, April 28, 1:00 PM PT	Client ***FINAL***

Contents

Legal Disclaimer

Release Notes

Audit

Verify Roles

Information First Published	Information Last Modified	Feature Target Release Date
March 2021	April 9, 2021	Q2 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

In preparation for an upcoming release of new functionality in expense report auditing, three new roles have been added to the **Roles** section of the **User Permissions > Expense tab** under the **Company Admin Home** page. These roles currently have no impact on permissions but will be used in the future:

- **Verify Administrator**: Allows user to configure Verify. More information will be provided when Verify is released.
- **Verify Reports Auditor**: Allows user to audit Verify policy and receipt issues as part of the audit process.
- **Verify Events Auditor**: Allows user to audit Verify anomaly and fraud events.

BUSINESS PURPOSE / CLIENT BENEFIT

These roles will support new functionality that will leverage artificial intelligence to identify exceptions for auditors to review. This will improve compliance and provide a more efficient and effective auditing experience.

Configuration / Feature Activation

These roles are automatically enabled and no configuration is required.

Audit Rules

Digital Compliance Validation Date (e-Bunsho) (Early May)

Overview

Administrators will soon be able to configure audit rules based on the date value in the **Digital Compliance Validation Date** field. Once the audit rule is configured, administrators will be able to compare the receipt timestamp date to the expense entry transaction date and can send alerts to users/groups and stop the flow of expenses reports when regulations are not met.

Currently, this **Digital Compliance Validation Date** field is the e-Bunsho timestamp date used in Japan.

Digital Compliance Validation Date field considerations:

- Field calculation is based on the calendar day (business day logic is not included).
- Dates used in the number of day calculation are based on the GMT time zone. We recommend making audit rules for one day less than desired to account for the time difference between the GMT and JST time zones.
- Audit rules and compliance validations will be based on information provided by the user for the transaction date. Because users can edit transaction dates, responsibility is with the user to ensure the transaction date is accurate based on receipt information.
- Admins will have the ability to create multiple audit rules for comparing the transaction date to the receipt timestamp date.

This field will be available to new and existing clients.

This feature is targeted to release by early May.

BUSINESS PURPOSE / CLIENT BENEFIT

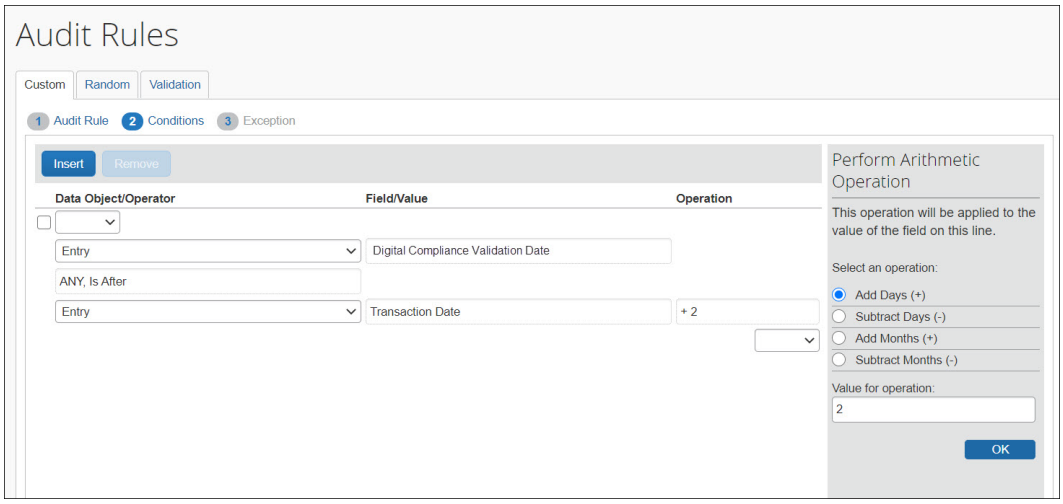
Configuring audit rules for this field helps reduce manual reviews needed to compare the number of calendar days between the expense entry transaction date and the receipt timestamp date.

What the Admin Sees

On the **Conditions** page, the Expense Admins can configure values for the **Digital Compliance Validation Date** field.

The e-Bunsho digital compliance validation date is based in Greenwich Mean Time (GMT). User transaction dates are likely based in Japanese Standard Time (JST). Configuration of the audit rule should account for the time difference. We recommend making audit rules for one day less than desired to account for the time difference between the GMT and JST time zones.

For example, if you are trying to flag instances where the digital compliance validation date is more than 3 days after the transaction date, we suggest setting the value to 2 to account for the time difference.



Configuration / Feature Activation

This field will automatically be available as a configuration choice. The administrator can add the field using normal processes.

📖 For more information, refer to the *Concur Expense: Audit Rules Setup Guide.*

Authentication

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 25, 2020	Phase I: July 2020 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 customers 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.
- Customers will be notified via release notes about the official deprecation date of HMAC. As of the official deprecation date, no new clients can be onboarded using HMAC; new clients must be onboarded 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*.

View Previous Changes Added to Manage Single Sign-On Page (Mar 23)

Overview

On March 23, the **View Previous Changes** feature was added to the **Administration > Company > Authentication Admin >Manage Single Sign-On** page. This feature enables the Authentication Admin to view a table that lists SAP Concur Single Sign-On (SSO) configuration changes, view details about those changes, and revert (reinstate) deleted configurations.

The **View Previous Changes** table can display the last 100 changes. Changes that are listed in the table include:

- Adding a configuration
- Deleting a configuration
- Editing the name in the **Custom IdP Name** field
- Editing the URL in the **Logout URL** field

BUSINESS PURPOSE / CLIENT BENEFIT

This change enables the Authentication Admin to view and track changes made to the SSO configuration over time and to revert (reinstate) configurations that were previously deleted.

What the Authentication Admin Sees

After the admin clicks **View Previous Changes**, a table that lists previous changes appears.

—View Previous Changes

Date	Change	Entity ID	Name	Logout URL
03/19/2021	Edit (view)	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test	https://concursolutions.com
03/19/2021	Add (view)	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test	https://concur.com
03/19/2021	Delete (view)	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test	https://concur.com
03/19/2021	Add (view)	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test	https://concur.com
03/19/2021	Delete (view)	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test	https://concur.com
03/18/2021	Add (view)	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test	https://concur.com
03/18/2021	Delete (view)	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test	https://concur.com
03/18/2021	Add (view)	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test	https://concur.com
03/18/2021	Delete (view)	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test	https://concur.com
03/17/2021	Edit (view)	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test	https://concur.com
03/17/2021	Add (view)	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test 123	https://concur.com
03/17/2021	Delete (view)	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test 123	https://concur.com
03/17/2021	Add (view)	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test 123	https://concur.com

The admin can view additional details about each change by clicking the **view** link for the relevant change.

—View Previous Changes

Date	Change	Entity ID
03/19/2021	Edit (view)	https://app.on
03/19/2021	Add (view)	https://app.on
03/19/2021	Delete (view)	https://app.on
03/19/2021	Add (view)	https://app.on

The **View Previous Changes** page for the associated list item appears. The detalis that appear on the page differ depending on the kind of change that was made.

ADD CONFIGURATION DETAILS

The detalis that are displayed on the **View Previous Changes** page when a configuration is added include:

- Date Changed

- Type of change (Delete)
- Company that was changed
- Name and UUID for the user who made the change
- Entity ID
- Friendly name
- Logout URL
- Metadata

EDITED CONFIGURATION DETAILS

The details displayed on the **View Previous Changes** page when a configuration is edited include:

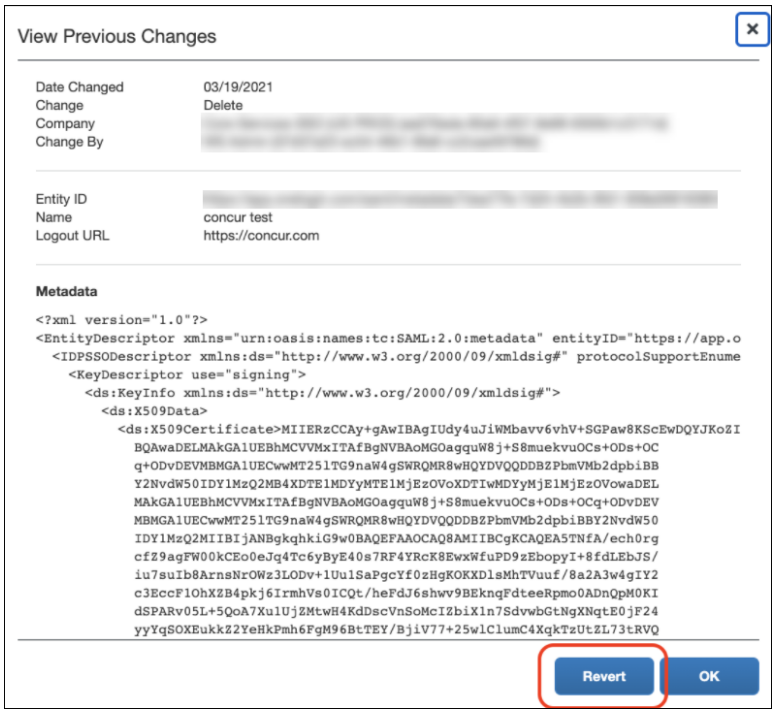
- Date Changed
- Type of change (Edit)
- Company that was changed
- Name and UUID for the user who made the change
- Current Entity ID
- Current friendly name
- Current Logout URL
- Previous Entity ID
- Previous friendly name
- Previous Logout URL
- Metadata

DELETED CONFIGURATION DETAILS

The detalis that are displayed on the **View Previous Changes** page when a configuration is deleted include:

- Date Changed
- Type of change (Add)
- Company that was changed
- Name and UUID for the user who made the change
- Entity ID
- Friendly name
- Logout URL
- Metadata

For configurations that are deleted, the **View Previous Changes** page includes a **Revert** button that enables you to reinstate the deleted configuration.



After a deleted configuration is reinstated, it is available to users during the sign-in process.

Configuration / Feature Activation

This feature is automatically available; there are no configuration steps to enable the feature.

📖 For more information, refer to the *Shared: Single Sign-On Setup Guide*.

Cards

Lodge Accounts Now Configurable for 12-Digit Account Numbers

Overview

With the January 2021 release, the **Account Number** field on the **Create New Card Account** page was updated to allow configuration of account numbers with as few as 12 digits. Previously, the **Account Number** field would only allow configuration for account numbers at least 14 digits or more.

This change occurred because AirPlus separated Virtual Cards from the Company Account and implemented new 12-digit account numbers for them in March 2021.

BUSINESS PURPOSE / CLIENT BENEFIT

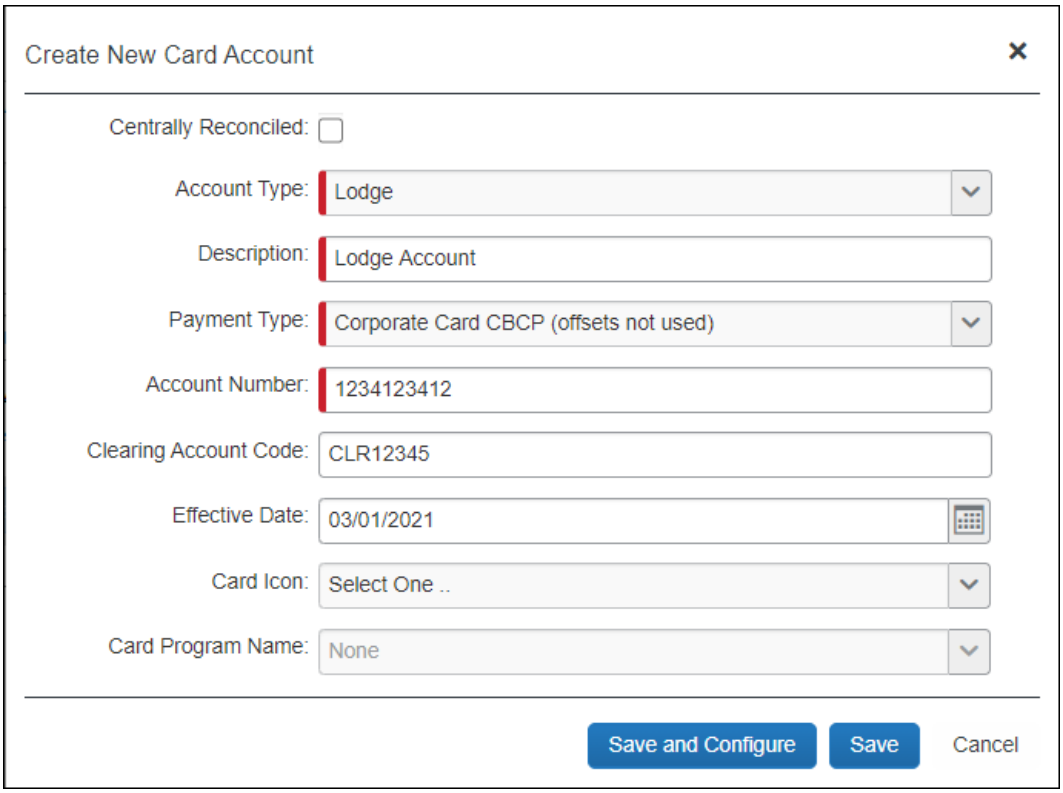
This change ensures that lodge accounts with account numbers as few as 12 digits can be configured. This change also helps ensure that there is no disruption in the processing of card transactions for AirPlus clients.

Configuration / Feature Activation

Company card admins will need to create new lodge accounts for new 12-digit Virtual Card account numbers provided by AirPlus. AirPlus Virtual Card accounts are configured the same as lodge accounts.

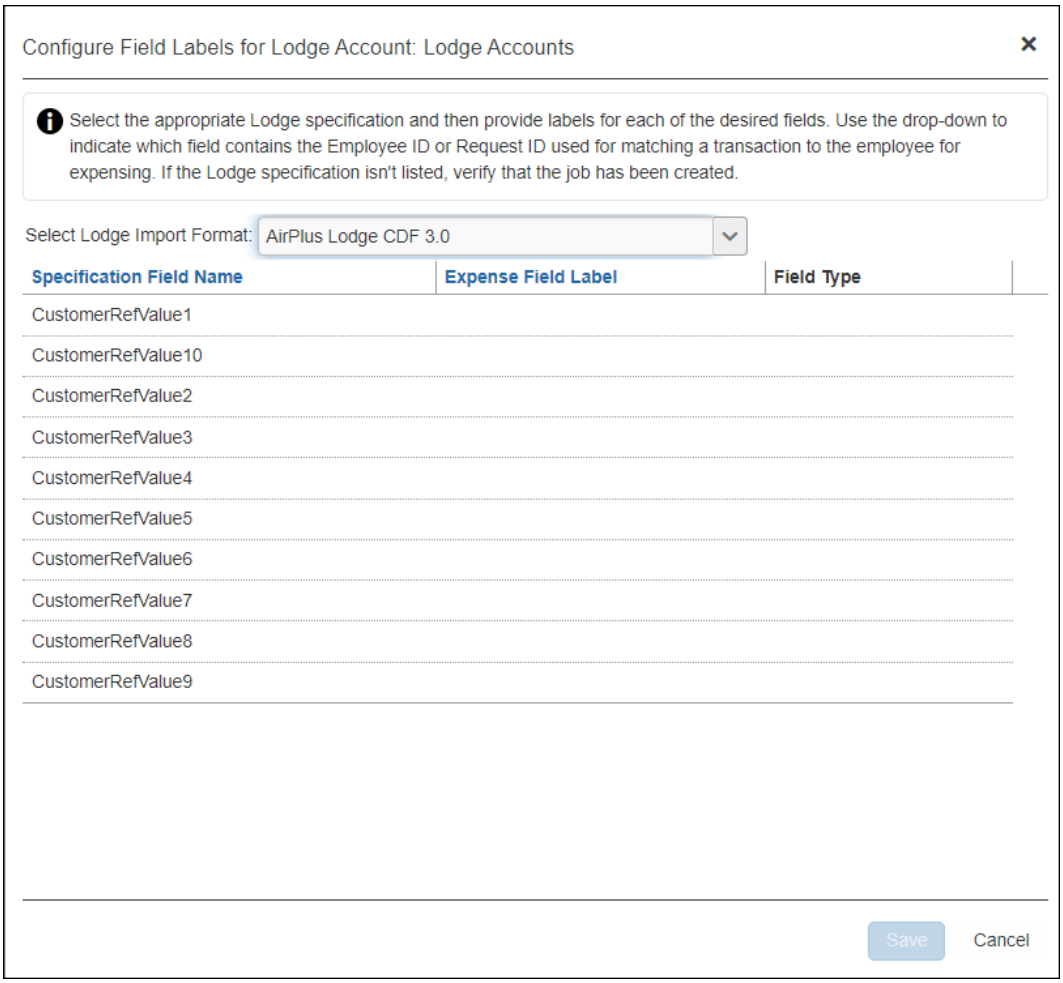
To create a lodge account:

1. Access the **Company Card** page by clicking **Administration > Company > Tools > Company Card**.
2. On the **Company Cards** page, click **Manage Accounts**.
3. Click **New**. The **Create New Card Account** page appears.



4. Complete the required fields.

5. Click **Save and Configure**. The **Configure Expense Field Labels for Lodge Account** page appears.



6. Complete the fields.

7. Click **Save**.

For general information about this functionality, refer to the *Concur Expense: Lodge Card Setup Guide*.

Expense Pay - Classic

(Singapore) Process Update Reversed for Interbank GIRO Applications

Overview

In January 2021, for clients in Singapore, the process for submitting a completed Interbank GIRO Application changed to you submitting the completed application

directly to your bank in Singapore. As of this release, that process update has been reversed by SAP Concur.

BUSINESS PURPOSE / CLIENT BENEFIT

This change aligns with current client expectations.

Configuration / Feature Activation

Please continue using the earlier process of mailing your applications to the Bank of America in Singapore.

Expense Pay – Global

(CAD and USA) Bambora Compliance Changes

Overview

The Expense Pay – Global payment-processing partner, Bambora, now requires a bank reference letter to complete onboarding activity.

To comply with the Bambora changes, Concur Expense indicates ***where*** in the user interface (UI) to download and upload the bank reference letter (and that it is ***required***.)

Also to help clarify what documents are required , the "**Registration Documents**" label in the Concur Expense UI has been changed to read "**Business Registration Documents (i.e. certificate of incorporation, non-profit registration, etc.)**"

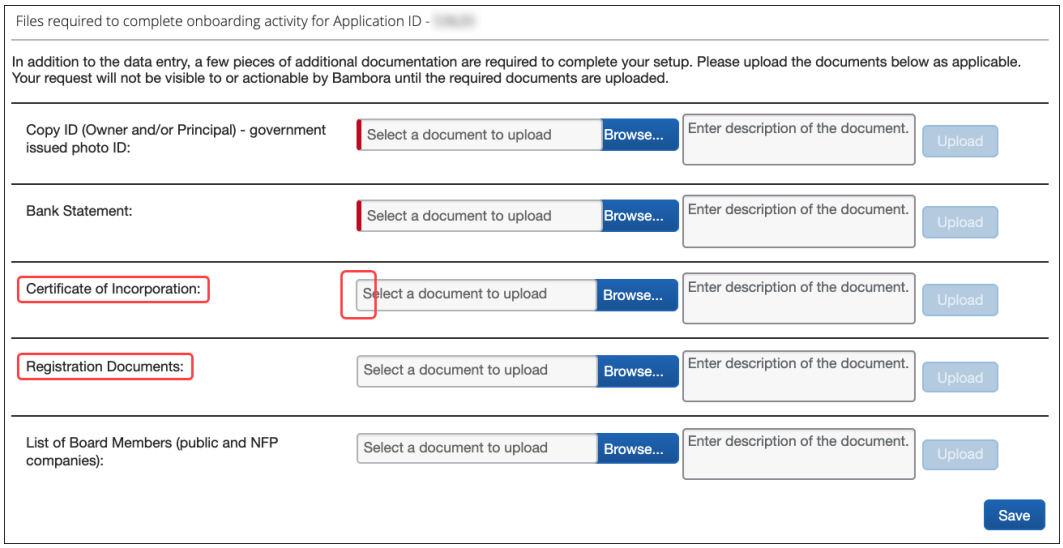
BUSINESS PURPOSE / CLIENT BENEFIT

These changes reflect routine maintenance of the onboarding UI.

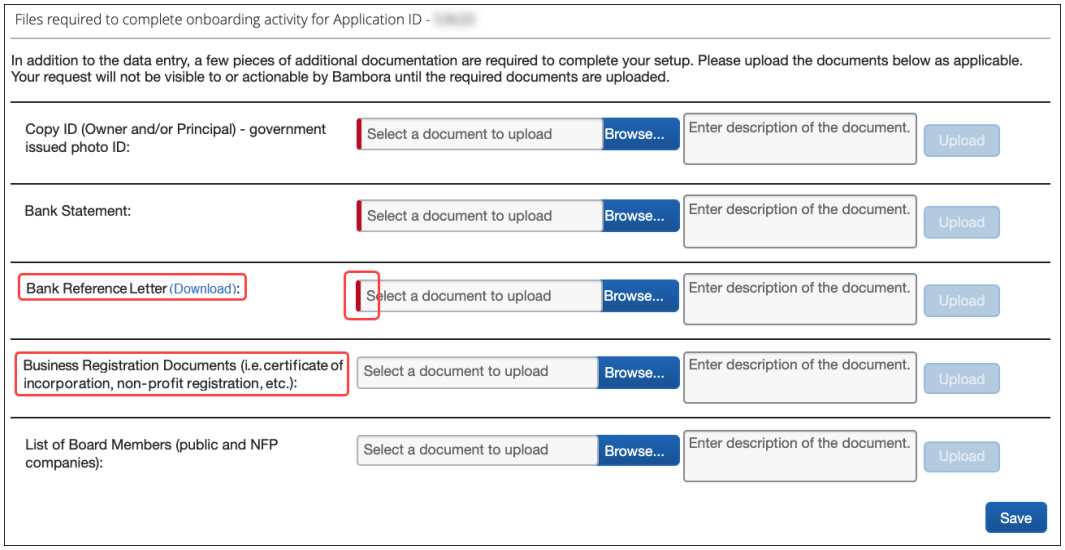
What the Admin Sees

The admin sees two renamed fields and a new requirement indicator in the onboarding UI.

BEFORE (EXAMPLE)



AFTER (EXAMPLE)



Configuration / Feature Activation

These changes display automatically where applicable in the UI.

(EUR) Additional SEPA Banking Countries Supported

Overview

With this change, we are expanding the list of euro (EUR) countries that can be selected by users on the **Bank Information** page in Profile. The list now includes most European Union (EU) countries and European Economic Area (EEA) countries where Single Euro Payment Area (SEPA) Scheme is currently supported.

The additional bank countries/regions are:

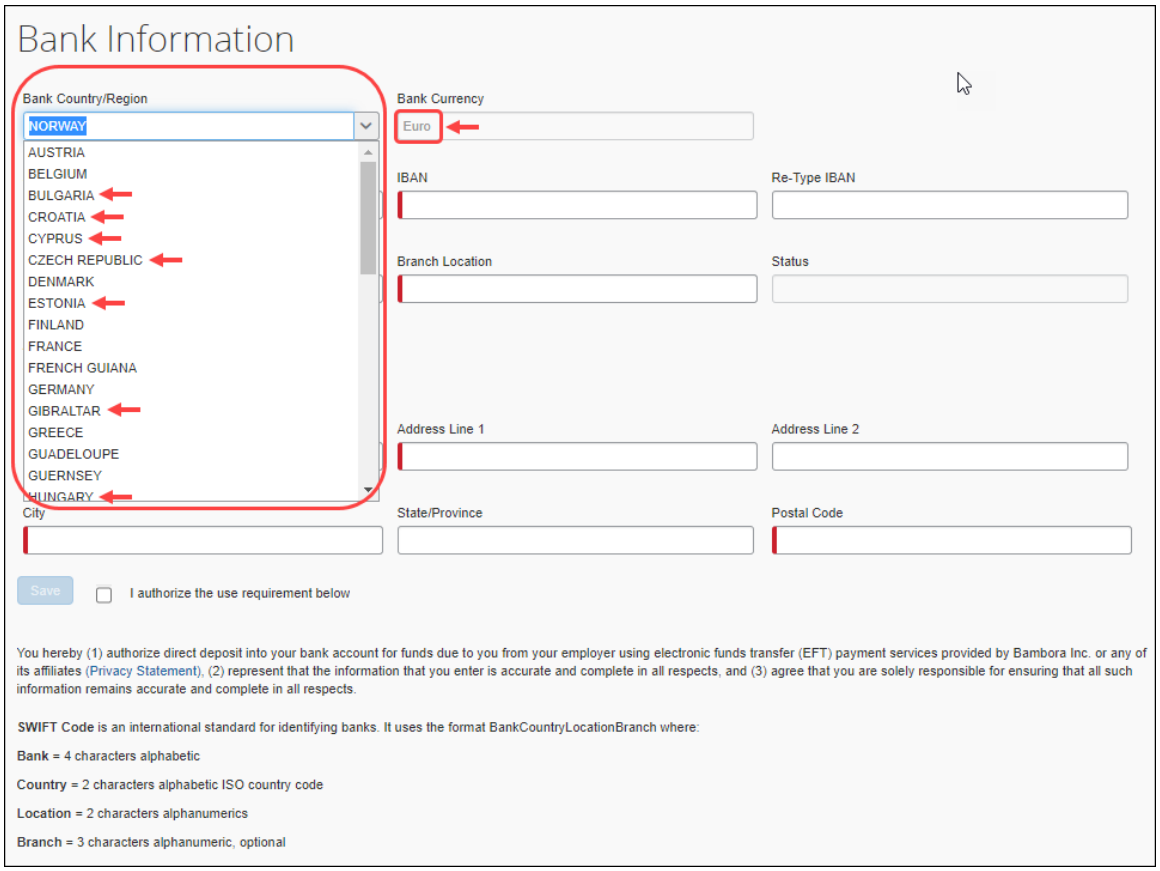
- Åland Islands
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Estonia
- Gibraltar
- Guernsey
- Hungary
- Iceland
- Isle of Man
- Jersey
- Latvia
- Liechtenstein
- Lithuania
- Malta
- Monaco
- Norway
- Romania
- Saint Barthélemy
- Saint Martin(French part)
- San Marino
- Slovakia
- Slovenia

BUSINESS PURPOSE / CLIENT BENEFIT

This change allows clients with employees in these countries to enter their banking information so Expense Pay - Global can process their euro reimbursements moving forward instead of having to process those transactions outside of Concur Expense.

What the User Sees

The expanded **Country** list displays on the **Profile > Profile Settings > Bank Information** page.



NOTE: USD and GBP users will see additional countries now supported.

Configuration / Feature Activation

The change is automatically available; there are no configuration or activation steps, however client admins may need to update batch schedules to include employees for these countries.

For general information, refer to the *Bank Information* topic in the end user Help.

File Transfer Updates

Ongoing Mandatory SFTP with SSH Key Authentication

Information First Published	Information Last Modified	Feature Target Release Date
April 9, 2021	April 16, 2021	Ongoing in 2021

Overview

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

As of April 10, 2021, non-SFTP (Secure File Transfer Protocol) protocols and SFTP password authentication are not allowed to connect to SAP Concur for file transfers:

- Non-SFTP file transfer accounts must switch to SFTP with SSH Key Authentication.
- SFTP file transfer accounts that use password authentication must switch to SSH key authentication.
- SFTP password reset requests require the client to provide an SSH key for authentication.

⚠ **IMPORTANT**: If you are not using SFTP with SSH Key Authentication, you must take action to avoid disruption of your file transfer connections.

On April 12, 2021, SAP started disabling non-compliant file transfer connections. The process of disabling non-compliant accounts will continue throughout 2021. If you have multiple file transfer connections configured, this change applies to all of your file transfer connections.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.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*.

Ongoing SAP Concur Legacy File Move Migration

Information First Published	Information Last Modified	Feature Target Release Date
March 6, 2020	January 8, 2021	Ongoing until July 31, 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

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

SAP Concur is in the process of 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 July 31, 2021. 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*.

Rotating PGP Key Available for File Transfers

Overview

Files transferred to SAP Concur products must be encrypted with the SAP Concur public PGP key, concursolutionsrotate.asc.

concursolutionsrotate.asc

- Key file is available in client's root folder
- Key ID 40AC5D35
- RSA 4096-bit signing and encryption subkey
- Key expires every 2 years
- Client is responsible for replacing the key before it expires
  - Next expiry date: September 4, 2022
  - SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key (key ID D4D727C0) remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- mft-us.concursolutions.com
- vs.concursolutions.com
- st-eu.concursolutions.com
- mft-eu.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

The rotating public PGP key provides greater security for file transfers.

What the Administrator Sees

An administrator with the required file transfer credentials can log into the file transfer site to retrieve the rotating public PGP key, concursolutionsrotate.asc, from the root directory.

Configuration / Feature Activation

Your internal file transfer administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

If assistance is required, please contact SAP Concur support.

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

NextGen UI

Ongoing Updated User Interface (UI) for Concur Expense End Users

Information First Published	Information Last Modified	Feature Target Release Date
March 2018	June 5, 2020	TBD
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The continued evolution of the Concur Expense solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for creating and submitting expense reports.

Concur Expense customers have the ability to preview and then opt in to the NextGen UI before the mandatory move.

BUSINESS PURPOSE / CLIENT BENEFIT

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

Products and Users Affected

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

These UI changes apply to:

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

IMPORTANT: Timeline and Milestones

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

- **As of July 1, 2020, we have concluded the Early Access Period:** During this time, the updated UI was available for preview to customers worldwide. We encouraged administrators/power users to use the Early Access Period to preview the refreshed interface, update internal training materials, and prepare the organization for the transition.
- **As of July 1, 2020, we are in the Opt-In Period:** Following the Early Access Period is an open Opt-In Period. This milestone is marked by the

delivery of most planned features as well as further overall quality and stability.

Customers should use this period to plan their transition and move to the NextGen UI for Concur Expense when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

NOTE: During the Opt-In Period, not all planned Concur Expense features from the existing UI will be available in the NextGen UI.

- **Mandatory Move to the NextGen UI for customers of Concur Expense:** ***All customers will be required to move to the NextGen UI***. This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support. We have not yet set a date when any remaining customers will be moved automatically. Customers will have at least twelve months to complete the transition after the date is announced.

  Customers are encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Opt-In Period.

Transition Materials – Guides and Other Resources

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

- Professional Edition
- Standard Edition

The links above provide access to the following:

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

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

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

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Expense to help users become comfortable with the new experience. This guide will be updated as needed during the Opt-In Period as the NextGen UI is being enhanced. Admins should review the guide often.

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

- **Release information:** During the Opt-In Period, the release of enhancements will ***not*** be on the regular release schedule. Instead, we provide special release notes and information about features and enhancements that are nearing release.

Get Started

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

More Information

Additional information will be available in future release notes.

Reports

New Report Number Field

Overview

Concur Expense now offers a new, shorter identifier for an expense report: The report number is a six-character alphanumeric number that is a unique identifier for an expense report. This new identifier supplements the existing Report ID, which is a twenty-character unique identifier. The report number is populated for all expense reports created after March 31, 2020.

This new field primarily targets the NextGen UI for Concur Expense, but has some support in other locations to assist customers that are still transitioning to the new UI:

Area	Visibility	Configuration
Expense List for Employee	NextGen UI only	No configuration required
Report Header	NextGen UI only	For more information, refer to the *Concur Expense: Forms and Fields Setup Guide for Professional Edition* (English Only).
Printed Expense Report	Both current and NextGen UI for all types of users	For more information, refer to the *Concur Expense: Printed Reports Configuration Setup Guide for Professional Edition* (English Only).
Processor	Current UI	Refer to the *Report Number Column for Processors* section in this document.

📖 Please refer to the following release notes in the *Reports* section in this document: *Report Number Column for Processors*, *Report Number Field for Expense Report Header*, *Report Number Field for Printed Reports*.

BUSINESS PURPOSE / CLIENT BENEFIT

This shorter report number makes communication about specific expense reports easier for users, approvers, and processors.

Report Number Column for Processors

Overview

Processors now have the option to add a new **Report Number** column to the **Process Reports** page. The **Report Number** column displays a six-character alphanumeric number that is a unique identifier for an expense report, which helps make identifying and tracking of specific expense reports easier.

Processors who want to view the report number can add this column to their individual list settings for the report list. Processors may also use the report number in search filters to quickly identify and process expense reports.

BUSINESS PURPOSE / CLIENT BENEFIT

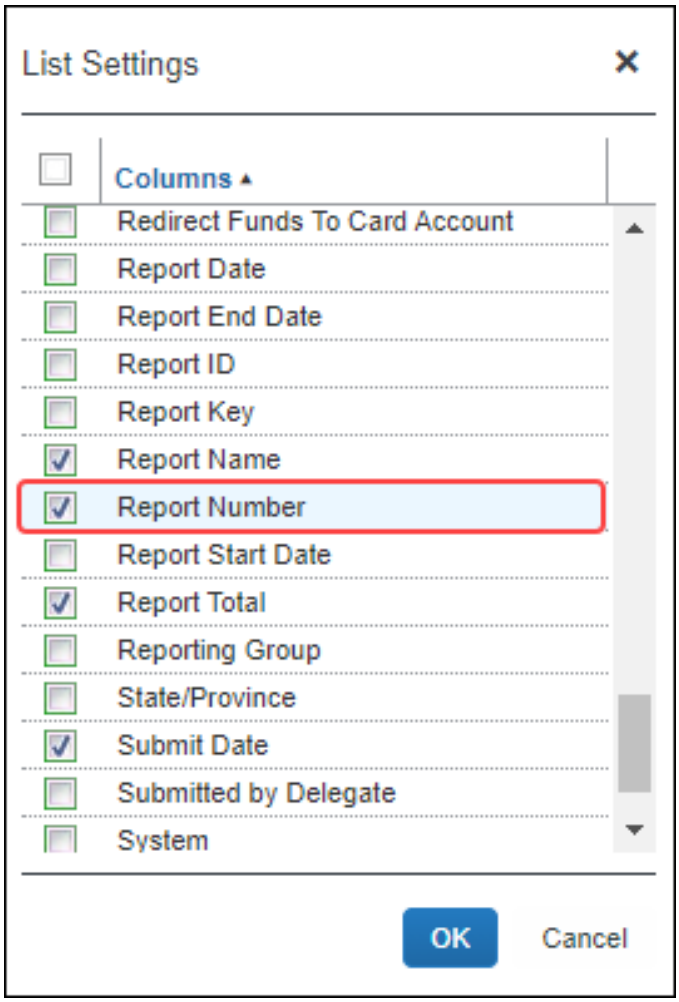
This shorter report number makes communication about specific expense reports easier for users, approvers, and processors.

What the Processor Sees

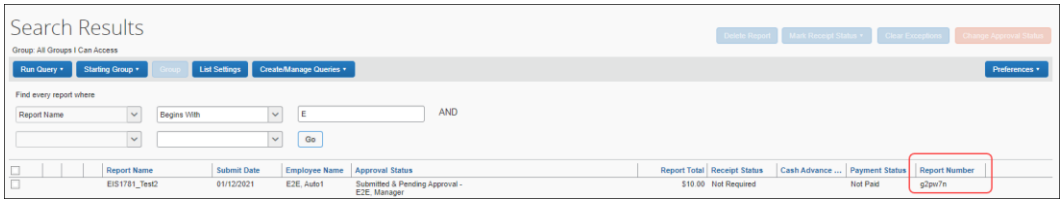
To access the **Process Reports** page, click **Expense > Processor > Process Reports**.

ADD AND VIEW REPORT NUMBER COLUMN

Processors see a new **Report Number** column on the **List Settings** page. On the **List Settings** page, select the **Report Number** check box, then click **OK**.

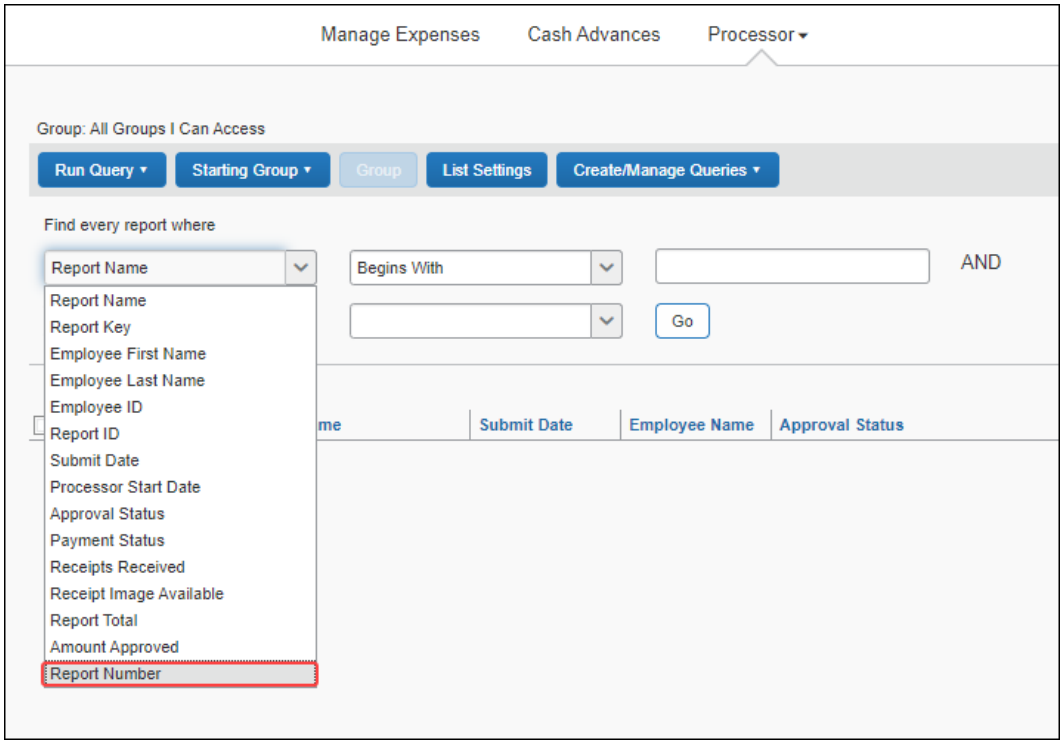


The **Report Number** column now appears in the report list on the **Process Reports** page.



SEARCH BY REPORT NUMBER

Processors can also use the report number as a filter in searches. In the **Find every report where** list, select **Report Number**.



Configuration / Feature Activation

The **Report Field** column is automatically available for use by the processor.

For general information about this functionality, refer to the *Concur Expense: Processor User Guide*.

Report Number Field for Expense Report Header

Overview

Report Header may now include Report Number as the report identifier. Report Number is a new unique 6-character (alphanumeric) report identifier introduced as part of the NextGen UI. This field is visible on the report header if configured on the form in NextGen UI.

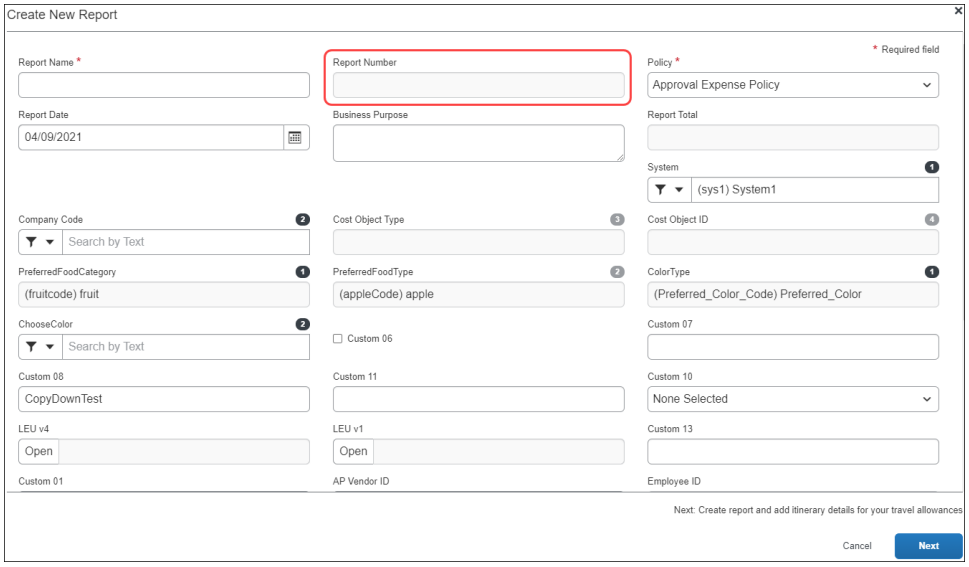
BUSINESS PURPOSE / CLIENT BENEFIT

This shorter number makes identifying and tracking specific expense reports easier for users, approvers, and processors.

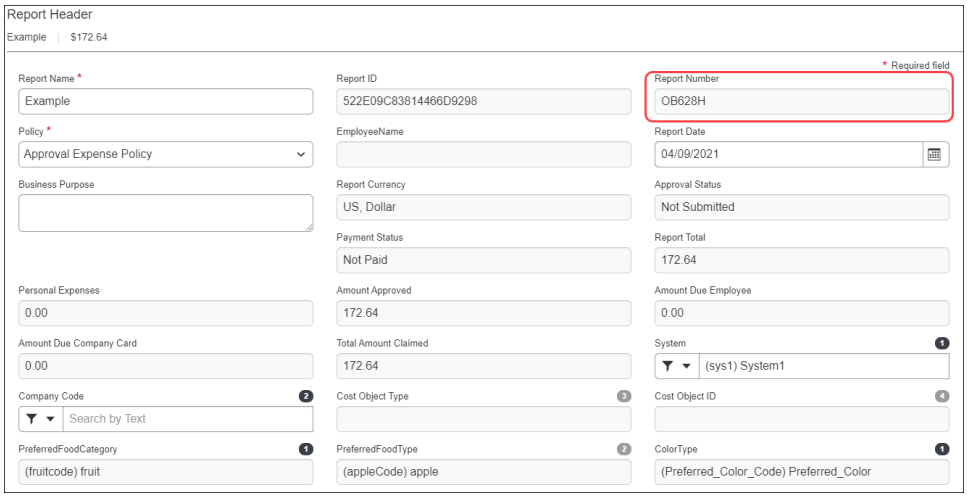
What the User Sees

If configured with this change, users will see the **Report Number** field as an available field when creating an expense report.

EXAMPLE – REPORT NUMBER FIELD ON EXPENSE REPORT

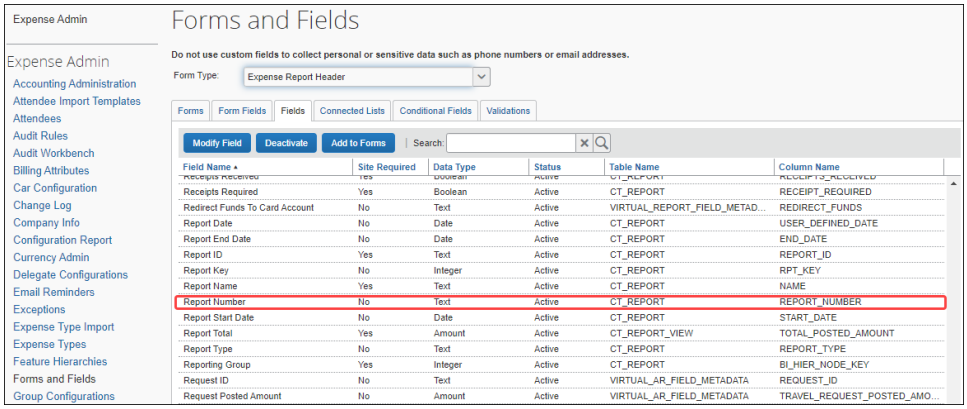


EXAMPLE – REPORT NUMBER ON SAVED EXPENSE REPORT



What the Concur Admin Sees

Concur Admin sees the **Report Number** field on the **Forms and Fields** page:



Configuration / Feature Activation

This new field is not added to the expense report header form automatically. Concur Admin will need to add the **Report Number** field to the expense report header.

For more information, refer to the *Concur Expense: Forms and Fields Setup Guide* for Professional Edition.

Report Number Field for Printed Reports

Overview

Printed reports may now include Report Number as the report identifier. Report Number is a new unique 6-character (alphanumeric) report identifier introduced as part of the NextGen UI. This field is visible on a printed report for users under either current or NextGen UI.

BUSINESS PURPOSE / CLIENT BENEFIT

This shorter number makes identifying and tracking specific expense reports easier for users, approvers, and processors.

What the User Sees

When users print an expense report, current UI users will see a new field: **Report Number**. For the NextGen Expense UI, users may see a new field.

BEFORE (EXAMPLE)

Expense Report

Report Name :

Employee Name :
Employee ID :

Report Header
Policy :
Report Id :
Report Date :
Approval Status :
Currency :

Lunch

Transaction Date	Expense Type	Business Purpose	Vendor	City of Purchase	Payment Type	Amount
03/16/2021	Lunch	Eating			Cash	$17.96

AFTER (EXAMPLE)

Expense Report

Report Name : [redacted]

Employee Name : [redacted]
Employee ID : [redacted]

Report Header

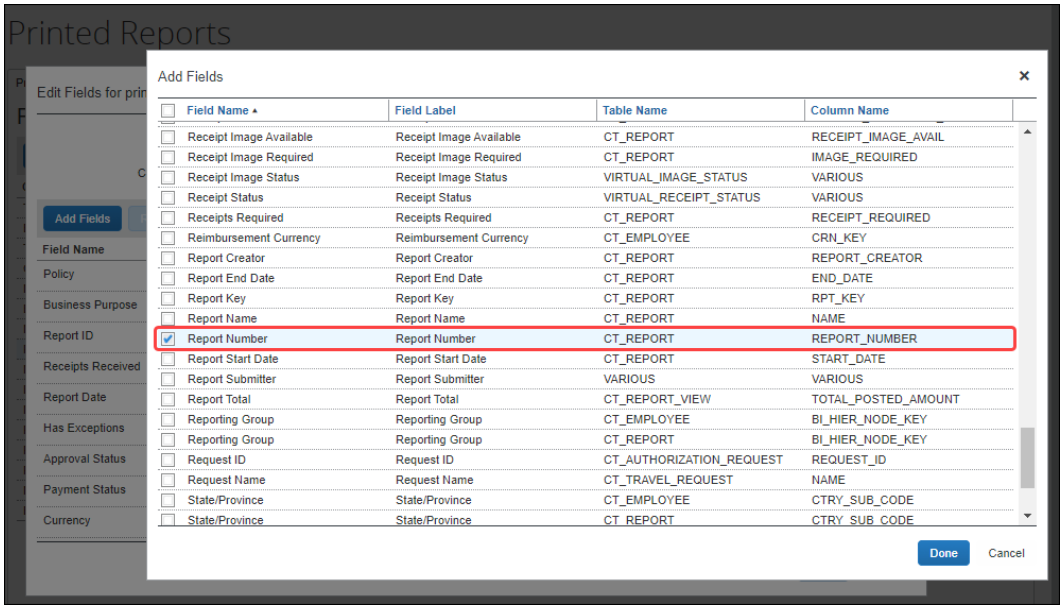
Policy : [redacted]
Business Purpose : [redacted]
Report Id : [redacted]
Receipts Received : [redacted]
Report Date : [redacted]
Approval Status : [redacted]
Payment Status : [redacted]
Currency : [redacted]
Report Number : 123456

Lunch

Transaction Date	Expense Type	Business Purpose	Vendor
01/07/2021	Lunch		

What the Admin Sees

The admin sees the new report number field on the **Printed Reports** page.



Configuration / Feature Activation

This new field is not added to printed reports automatically. Print formats must be updated to add this optional field to the printed report.

Concur Admin will need to add the **Report Number** field to their printed reports.

For more information, refer to the *Concur Expense: Printed Reports Configuration Setup Guide* for Professional Edition.

Workflow

New Option: Automatically Assign Authorized Approvers

Overview

A new setting labeled **Automatically assign authorized approvers**, if enabled, ensures that all Authorized Approval steps in the workflow are pre-populated with an assigned **Authorized Approver**.

Without this new setting, when there were multiple authorized approvers to choose from, the user was required to select a name before the report could proceed to the next workflow step.

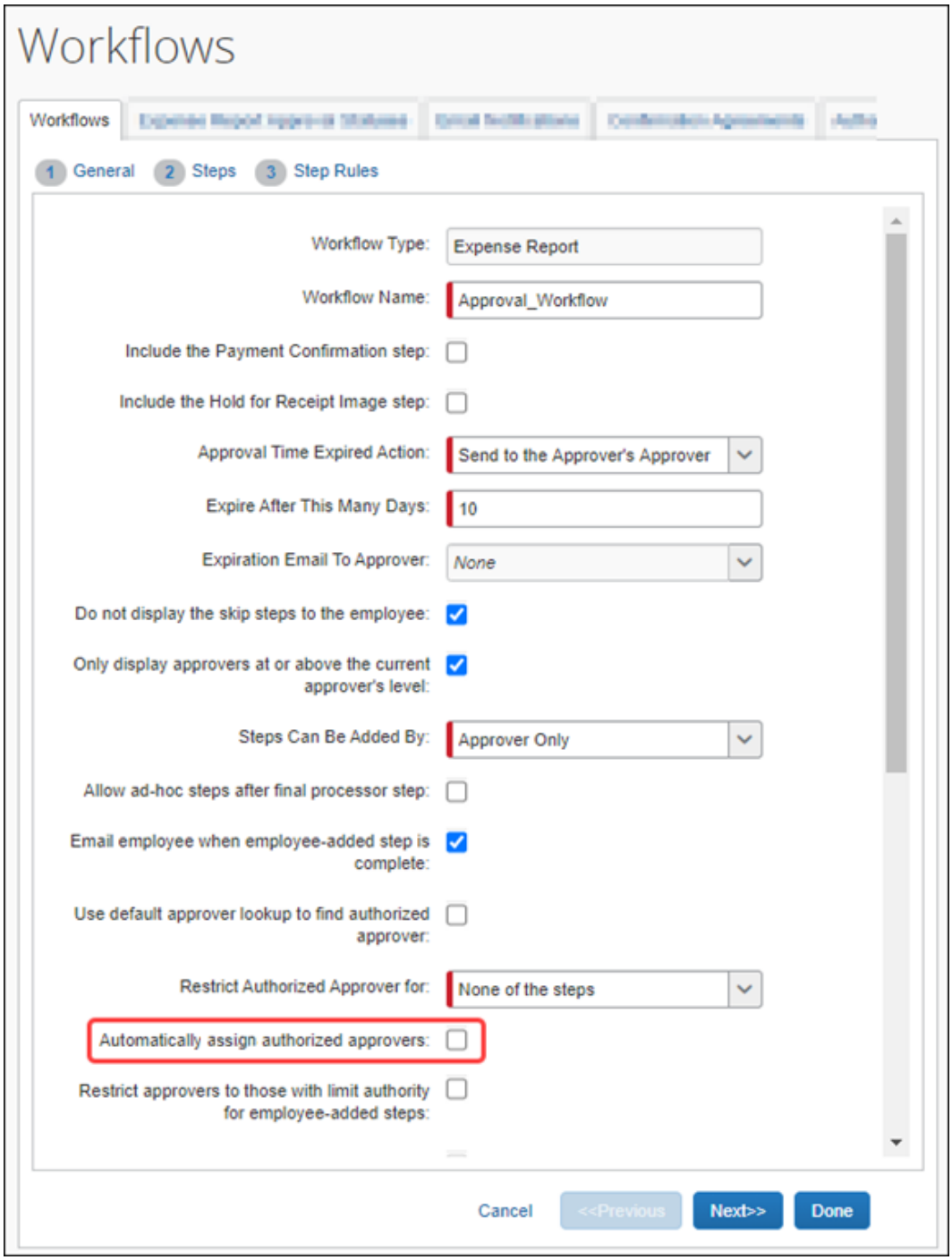
NOTE: The user can still review the approval flow and elect to edit the step to select another name from the list of possible authorized approvers.

BUSINESS PURPOSE / CLIENT BENEFIT

Use of this setting ensures that all authorized approval steps have an assigned approver for the expense report, without user action. For most organizations, there is typically one choice per step or a small number of possible approvers where any one is eligible.

What the Concur Admin Sees

A new setting, **Automatically assign authorized approvers**, displays on the **Workflows** tab of the **Workflows** page.



By default, the setting is not checked.

Configuration / Feature Activation

After reviewing the following considerations, to enable this new setting, contact SAP Concur support.

Important considerations before enabling this setting:

- If there are multiple possible Authorized Approvers that could be assigned to a specific Authorized Approver workflow step, the system will order the choices alphabetically by last name, followed by first name (if there is more than one person with the same last name) and then select the first choice from the alphabetized list.

- Enabling this setting is not recommended when there might be large numbers of possible approvers for some workflow steps. In this situation, the user needs to select the appropriate approver for the report rather than sending all reports to the alphabetically-first approver.

- The individual **Expense Preferences** page setting, **Prompt ... For an approver when an expense report is submitted**, will display the approval flow to the user for review during the submit process when checked. This can encourage the user to verify that the appropriate approver is assigned to each step prior to submitting the expense report.

- Use of this feature is optimized by configuring the workflow to allow users to edit approvers, so this is strongly recommended. Refer to the **Approver Editable By** setting (**Workflow** (tab) **> Steps > Add Workflow Step**).
- Clients who currently use the pre-existing setting, **Use default approver lookup to find authorized approver**, should choose to either retain that setting or use this new setting instead. We recommend that these two settings are ***not*** used in tandem.

📖 For more information, refer to the *Concur Expense: Workflow – General Information Setup Guide* and the *Concur Expense Workflow – Authorized Approvers Setup 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 may not be all of the upcoming enhancements and modifications that affect this SAP Concur product or service. The Planned Changes that apply to multiple SAP Concur products and/or services are in a consolidated document. Please review the additional Planned Changes available in the *Shared Planned Changes Release Notes*.

Security

Planned Changes Concursolutions.com SSL Certificate Renewal (May 26)

Information First Published	Information Last Modified	Feature Target Release Date
April 2021	--	May 26, 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

To ensure the ongoing security of our products and services, the concursolutions.com SSL certificate is updated on an annual basis. The current certificate was issued on April 14, 2020 and will expire when SAP Concur issues a new certificate on May 26, 2021.

Clients who have not pinned the expiring certificate do not need to take any action as their expiring certificate will be renewed automatically. ***Most clients do not pin the certificate.***

SAP Integration with Concur Solutions (SAP ICS) clients and all other clients who have pinned the expiring certificate must update to the new certificate before the new certificate is issued on May 26, 2021.

Clients who have pinned the certificate and do not update it with the new certificate by May 26, 2021 will experience disruption to SAP Concur products and services.

BUSINESS PURPOSE / CLIENT BENEFIT

Annual certificate renewal provides ongoing security for our products and services.

Configuration / Feature Activation

The new SSL certificate can be accessed through the following URL:

http://assets.concur.com/concurtraining/cte/en-us/concursolutions.cert.pem

To obtain the certificate, a client's IT department can:

- View the certificate by clicking the link, select all the text in the browser window, copy and paste the text into a plain text file, and then name the file concursolutions.cert.pem or concursolutions.cert.cer.

- Click the link, right-click the web page, and then click **Save as** in the context menu. Save the file with the file name concursolutions.cert.pem or concursolutions.cert.cer.

- Obtain the certificate from Akamai, our provider, using the following OpenSSL command:

  ```
  openssl s_client -connect global-wc.concursolutions.com.edgekey-staging.net:443v
  ```

NOTE: If you are not sure whether your concursolutions.com certificate is pinned, consult with your IT department.

Client Notifications

Accessibility

Accessibility Updates

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

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

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

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

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

Subprocessors

SAP Concur Non-Affiliated Subprocessors

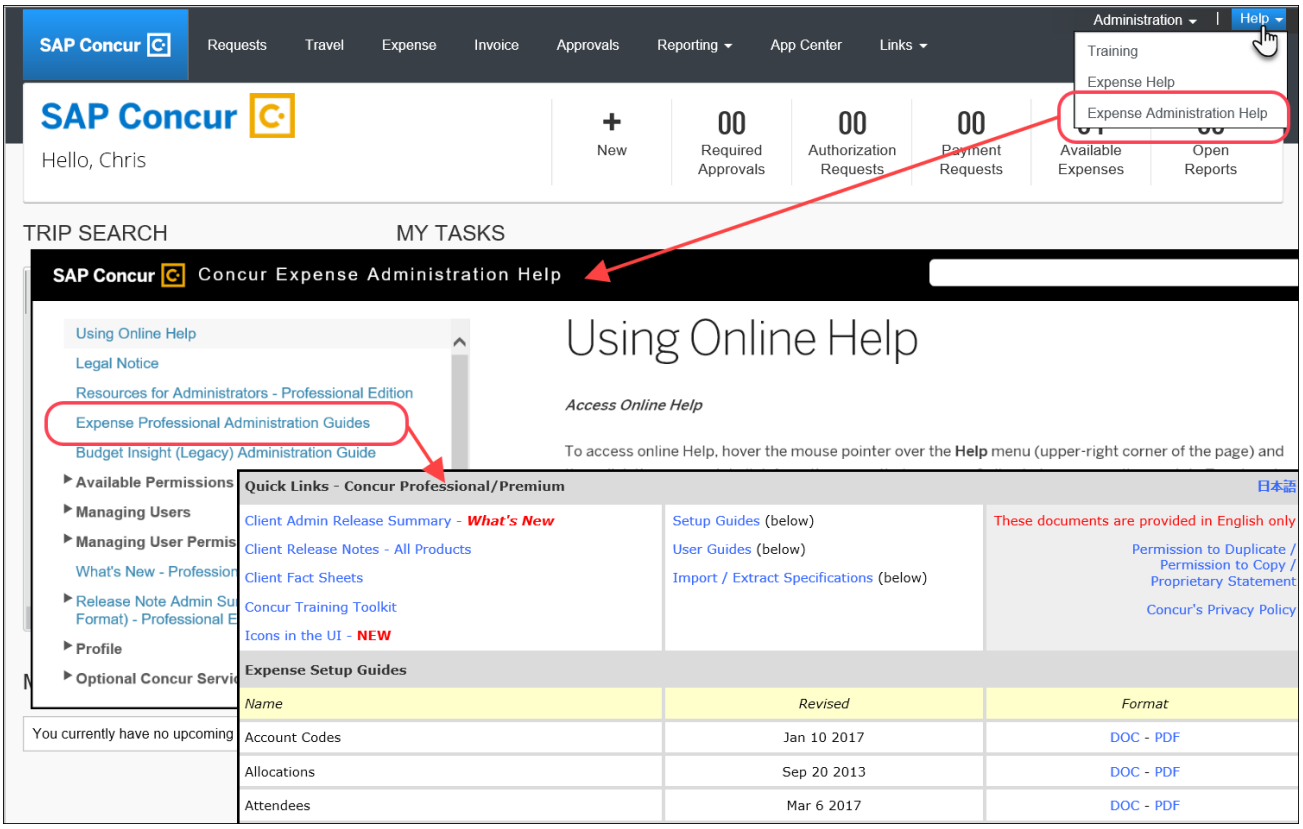
The list of non-affiliated subprocessors is available here: SAP Concur list of Subprocessors

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

Additional Release Notes and Other Technical Documentation

Online Help – Admins

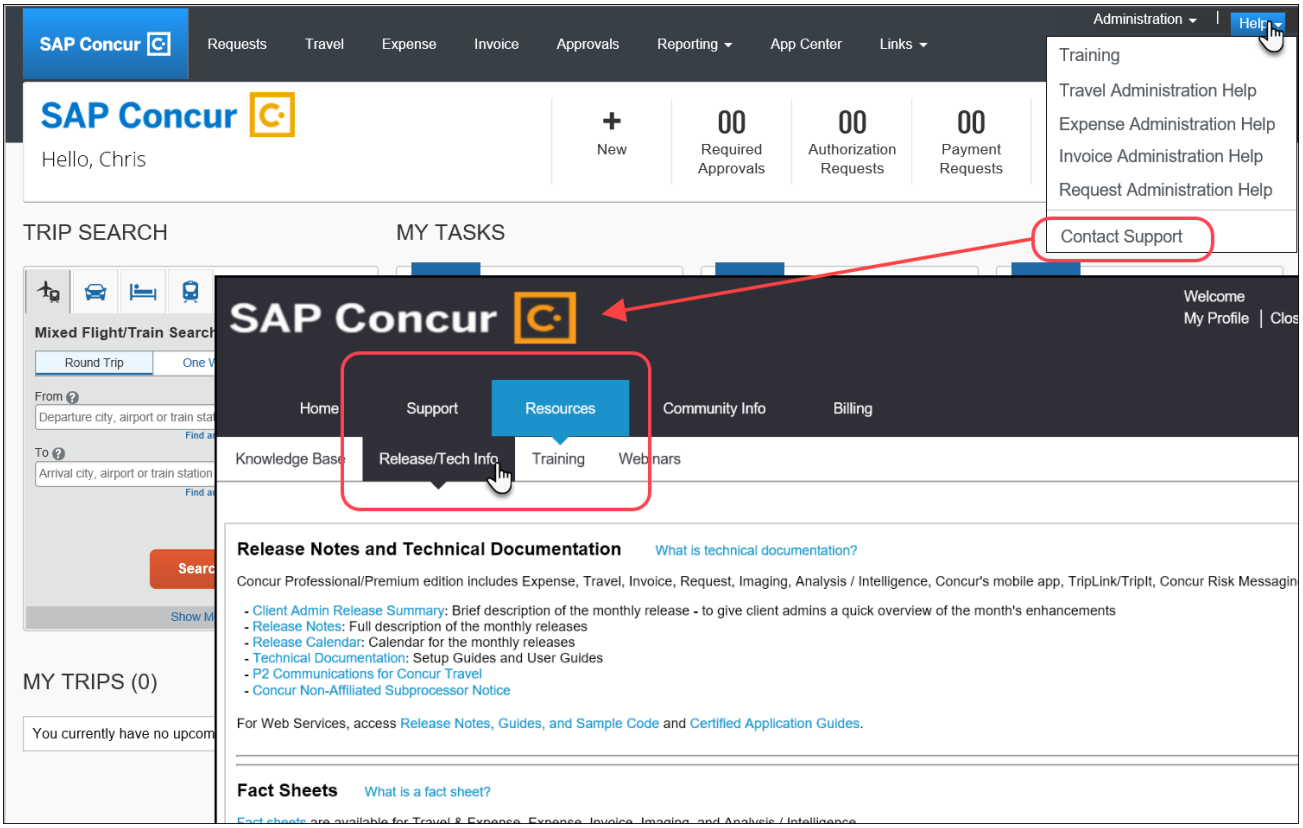
Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help.



SAP Concur Support Portal – Selected Users

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

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



Cases

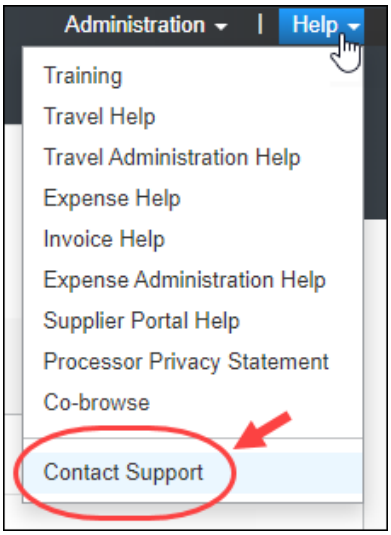
Check Support Case Status

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

To check the status of a submitted case

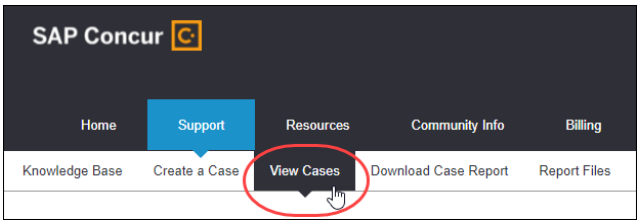
1. Log on to https://concursolutions.com/portal.asp.

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

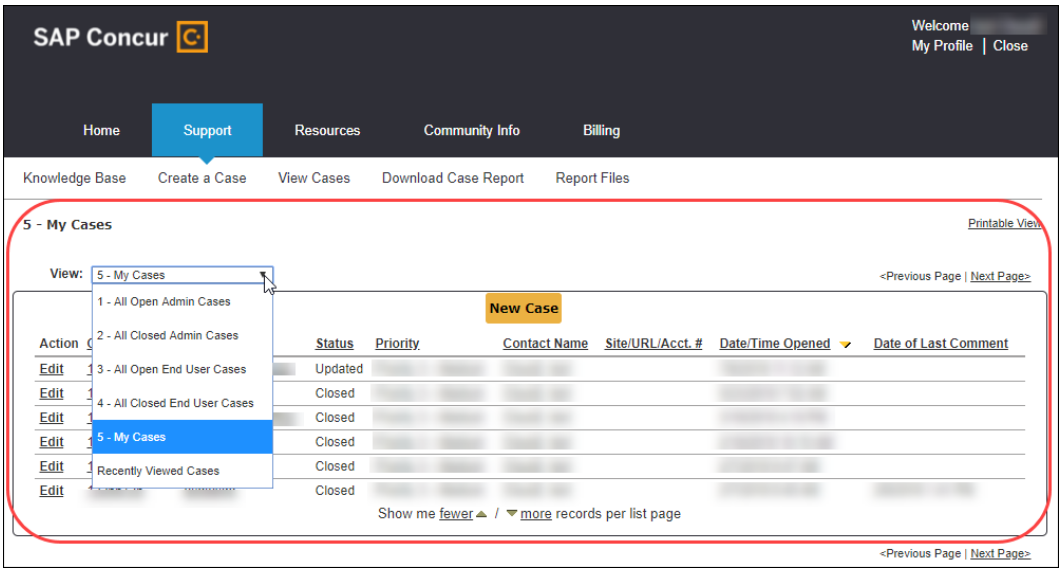


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

2. Click **Support > View Cases**.



3. 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.



SAP Concur Release Notes **Expense Professional / Premium**	
Month	**Audience**
Release Date: May 22, 2021 Initial Post: Friday, May 21, 12:00 PM PT	Client ***FINAL***

Contents

Legal Disclaimer

Release Notes

Audit Rules

Digital Compliance Validation Date (e-Bunsho) – STATUS UPDATE

SAP Concur continues to work on this change. With the next release, this information will be removed. When this change gets closer to a release date, this information will again appear in the release notes document.

Authentication

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 25, 2020	Phase I: July 2020 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 customers 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.
- Customers will be notified via release notes about the official deprecation date of HMAC. As of the official deprecation date, no new clients can be onboarded using HMAC; new clients must be onboarded 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*.

File Transfer Updates

Ongoing Mandatory SFTP with SSH Key Authentication

Information First Published	Information Last Modified	Feature Target Release Date
April 9, 2021	April 16, 2021	Ongoing in 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

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

As of April 10, 2021, non-SFTP (Secure File Transfer Protocol) protocols and SFTP password authentication are not allowed to connect to SAP Concur for file transfers:

- Non-SFTP file transfer accounts must switch to SFTP with SSH Key Authentication.
- SFTP file transfer accounts that use password authentication must switch to SSH key authentication.
- SFTP password reset requests require the client to provide an SSH key for authentication.

⚠ **IMPORTANT**: If you are not using SFTP with SSH Key Authentication, you must take action to avoid disruption of your file transfer connections.

On April 12, 2021, SAP started disabling non-compliant file transfer connections. The process of disabling non-compliant accounts will continue throughout 2021. If you have multiple file transfer connections configured, this change applies to all of your file transfer connections.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.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*.

Ongoing SAP Concur Legacy File Move Migration

Information First Published	Information Last Modified	Feature Target Release Date
March 6, 2020	January 8, 2021	Ongoing until July 31, 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

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

SAP Concur is in the process of 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 July 31, 2021. 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*.

Rotating PGP Key Available for File Transfers

Overview

Files transferred to SAP Concur products must be encrypted with the SAP Concur public PGP key, concursolutionsrotate.asc.

concursolutionsrotate.asc

- Key file is available in client's root folder
- Key ID 40AC5D35
- RSA 4096-bit signing and encryption subkey
- Key expires every 2 years
- Client is responsible for replacing the key before it expires
  - Next expiry date: September 4, 2022
  - SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key (key ID D4D727C0) remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- mft-us.concursolutions.com
- vs.concursolutions.com
- st-eu.concursolutions.com
- mft-eu.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

The rotating public PGP key provides greater security for file transfers.

What the Administrator Sees

An administrator with the required file transfer credentials can log into the file transfer site to retrieve the rotating public PGP key, concursolutionsrotate.asc, from the root directory.

Configuration / Feature Activation

Your internal file transfer administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

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

User Profile Picture and Picture Upload Feature Removed

Overview

The ability for users to upload a profile picture on the **My Profile – Personal Information** page was removed on May 3 and, with the May release, profile pictures that were previous uploaded will no longer appear in the SAP Concur page header or on the user's profile page when viewed by the user or by a Company Admin.

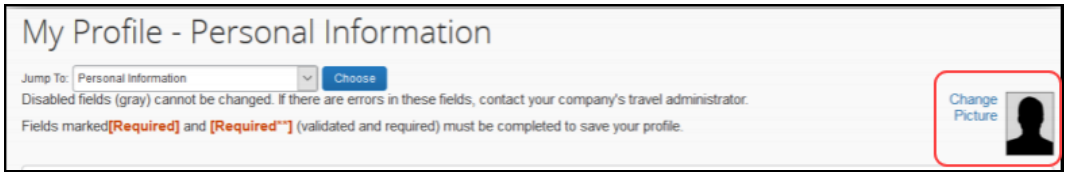
BUSINESS PURPOSE / CLIENT BENEFIT

This feature was underutilized and the cost of maintaining it was not offset by its value to our clients.

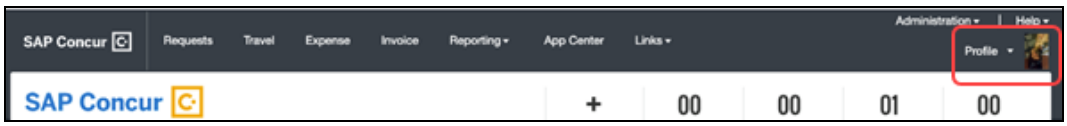
What the User Sees

BEFORE REMOVAL

Prior to May 3, 2021, when a user navigated to their profile page by clicking **Profile > Profile Settings > Personal Information**, they saw the **Change Picture** link in the upper right corner of the **My Profile – Personal Information** page.

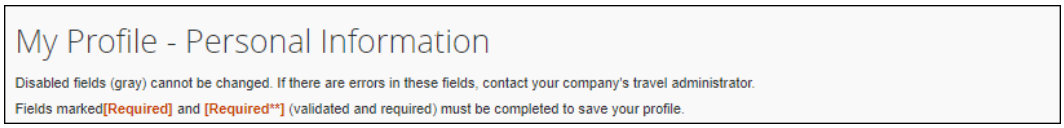


If a user uploaded a profile picture, the user would see their profile picture on the **My Profile – Personal Information** page and in the SAP Concur page header.

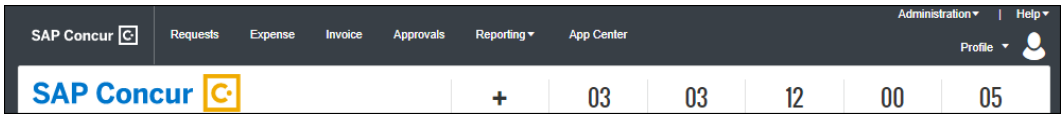


AFTER REMOVAL

As of May 3, 2021, users no longer see the link on the **My Profile – Personal Information** page.



In addition, if they previously uploaded a profile picture, with the May release, the picture no longer appears in the SAP Concur page header.



What the Admin Sees

With the May release, the admin no longer sees the user's profile picture on the user's profile page.

Configuration / Feature Activation

There are no configuration steps; this feature was automatically removed.

NextGen UI

Ongoing Updated User Interface (UI) for Concur Expense End Users

Information First Published	Information Last Modified	Feature Target Release Date
March 2018	June 5, 2020	TBD
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The continued evolution of the Concur Expense solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for creating and submitting expense reports.

Concur Expense customers have the ability to preview and then opt in to the NextGen UI before the mandatory move.

BUSINESS PURPOSE / CLIENT BENEFIT

The result is the next generation of the Concur Expense user interface designed to provide a modern, consistent, and streamlined user experience. This technology not

only provides an enhanced user interface, but also allows us to react more quickly to customer requests to meet changing needs as they happen.

Products and Users Affected

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

These UI changes apply to:

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

IMPORTANT: Timeline and Milestones

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

- **As of July 1, 2020, we have concluded the Early Access Period:** During this time, the updated UI was available for preview to customers worldwide. We encouraged administrators/power users to use the Early Access Period to preview the refreshed interface, update internal training materials, and prepare the organization for the transition.
- **As of July 1, 2020, we are in the Opt-In Period:** Following the Early Access Period is an open Opt-In Period. This milestone is marked by the delivery of most planned features as well as further overall quality and stability.

  Customers should use this period to plan their transition and move to the NextGen UI for Concur Expense when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

  NOTE: During the Opt-In Period, not all planned Concur Expense features from the existing UI will be available in the NextGen UI.

- **Mandatory Move to the NextGen UI for customers of Concur Expense:** ***All customers will be required to move to the NextGen UI***. This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support. We have not yet set a date when any remaining customers will be moved automatically. Customers will have at least twelve months to complete the transition after the date is announced.

  Customers are encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Opt-In Period.

Transition Materials – Guides and Other Resources

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

- Professional Edition
- Standard Edition

The links above provide access to the following:

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

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

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

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Expense to help users become comfortable with the new experience. This guide will be updated as needed during the Opt-In Period as the NextGen UI is being enhanced. Admins should review the guide often.

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

- **Release information:** During the Opt-In Period, the release of enhancements will ***not*** be on the regular release schedule. Instead, we provide special release notes and information about features and enhancements that are nearing release.

Get Started

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

More Information

Additional information will be available in future release notes.

Security

Concursolutions.com SSL Certificate Renewal (May 26)

Overview

To ensure the ongoing security of our products and services, the concursolutions.com SSL certificate is updated on an annual basis. The current certificate was issued on April 14, 2020 and will expire when SAP Concur issues a new certificate on May 26, 2021.

Clients who have not pinned the expiring certificate do not need to take any action as their expiring certificate will be renewed automatically. ***Most clients do not pin the certificate.***

SAP Integration with Concur Solutions (SAP ICS) clients and all other clients who have pinned the expiring certificate must update to the new certificate before the new certificate is issued on May 26, 2021.

Clients who have pinned the certificate and do not update it with the new certificate by May 26, 2021 will experience disruption to SAP Concur products and services.

BUSINESS PURPOSE / CLIENT BENEFIT

Annual certificate renewal provides ongoing security for our products and services.

Configuration / Feature Activation

The new SSL certificate can be accessed through the following URL:

http://assets.concur.com/concurtraining/cte/en-us/concursolutions.cert.pem

To obtain the certificate, a client's IT department can:

- View the certificate by clicking the link, select all the text in the browser window, copy and paste the text into a plain text file, and then name the file concursolutions.cert.pem or concursolutions.cert.cer.
- Click the link, right-click the web page, and then click **Save as** in the context menu. Save the file with the file name concursolutions.cert.pem or concursolutions.cert.cer.
- Obtain the certificate from Akamai, our provider, using the following OpenSSL command:

  ```
  openssl s_client -connect global-wc.concursolutions.com.edgekey-staging.net:443v
  ```

NOTE: If you are not sure whether your concursolutions.com certificate is pinned, consult with your IT department.

Planned Changes

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

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

Central Reconciliation

Planned Changes Can Configure New Matching Service for Cards

Overview

A new matching service is available for Central Reconciliation that utilizes key data points in the card feed and custom fields to improve match rates. The service allows each card to use one of four matching strategies:

- **Reconcile on Employee** – This is the default method of matching prior to the instruction of this new service for clients who use Concur Expense without Concur Request. This employee-based strategy searches for the Employee ID in configured field. This is the default strategy (not new) for clients who use Concur Expense without Concur Request.
- **Reconcile on Employee (Enhanced)** – This strategy goes beyond the *Reconcile on Employee* method by continuing to loop all custom fields and financial data to match a valid unique target id.
- **Reconcile on Request** – This is the default method of matching prior to the instruction of this new service for clients who use Concur Request with Concur Expense. This request-based strategy searches for the Request ID in configured field. This is the default strategy (not new) for clients who use Concur Expense with Concur Request.

  NOTE: Only clients who have Concur Request will see this strategy in the list.

- **Reconcile on Request (Enhanced)** – This strategy goes beyond the *Reconcile on Request* method by continuing to loop all custom fields and financial data to match a valid unique target id.

  NOTE: Only clients who have Concur Request will see this strategy in the list.

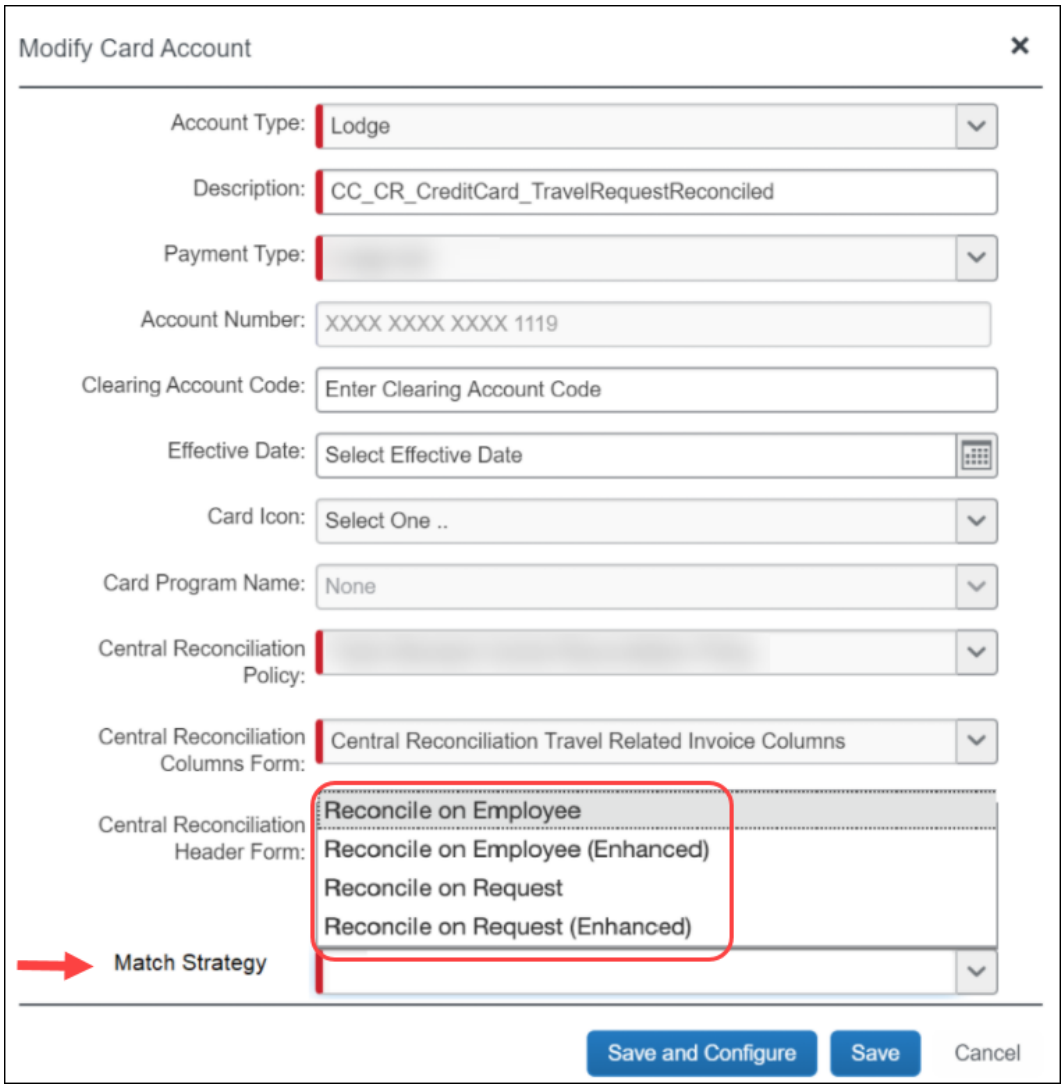
BUSINESS PURPOSE / CLIENT BENEFIT

This service reduces unmatched invoices and provides flexible (per-card) strategies for clients who use Central Reconciliation.

What the Client Admin Sees

The Company Card Admin can now select a matching strategy for each card account.

Example



Configuration / Feature Activation

The feature will be automatically available; however, be sure to use the **Configure Field Labels for Lodge Account** page to assign a **Field Type** of *Employee ID* or *Request ID* that corresponds to your selected matching strategy.

For more information, refer to the *Concur Expense: Company Card Admin User Guide*.

Mileage

Planned Changes New Mileage Features

Information First Published	Information Last Modified	Feature Target Release Date
May 2021	--	June 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

SAP Concur will soon offer functionality and UI updates to Mileage.

These changes will enhance the mileage functionality by providing the following:

- Improved vehicle configuration options
- Ability to register a vehicle for mileage expenses based on a region of country
- Improved rate management options:
  - View automatic mileage rates
  - View, edit, and delete custom mileage rates
  - View historical rates for automatic and custom mileage rates
  - Turn on/off custom mileage rates
- New options for mileage expenses on expense reports

BUSINESS PURPOSE / CLIENT BENEFIT

These updates will enhance the Mileage functionality by providing:

- Automatic rate updates
- Improved vehicle registration user experience
- New functionality to close regulatory gaps
- Mileage pre-approval through Request

Configuration / Feature Activation

Configuration information will be provided in a future release note.

When these changes become available, for more information, refer to *Concur Expense: Car Configuration Setup Guide* for Professional edition, or the *Concur Expense: Mileage Rates Setup Guide for Standard Edition*.

Standard Accounting Extract

Planned Changes Change to the PAID_DATE Field

Information First Published	Information Last Modified	Feature Target Release Date
May 2021	—	August 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

In the Standard Accounting Extract (SAE), currently the value of the PAID_DATE field may be either the date when the report is extracted, or the date when the payment is confirmed. We plan to change the SAE (versions 2 and 3) so that this date is always the date that the report is extracted and not overwrite the value with the date that the payment confirmation is received.

More information will be provided in future versions of these release notes.

BUSINESS PURPOSE / CLIENT BENEFIT

This change targets improving analytics and other use cases for anyone relying on the value in this field.

Configuration / Feature Activation

The change will be made automatically; there will be no configuration or activation step.

📖 For more information, refer to the *Concur Expense: Standard Accounting Extract, Version 2 Specification,* or the *Concur Expense: Standard Accounting Extract, Version 3 Specification*.

Client Notifications

Accessibility

Accessibility Updates

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

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

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

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

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

Subprocessors

SAP Concur Non-Affiliated Subprocessors

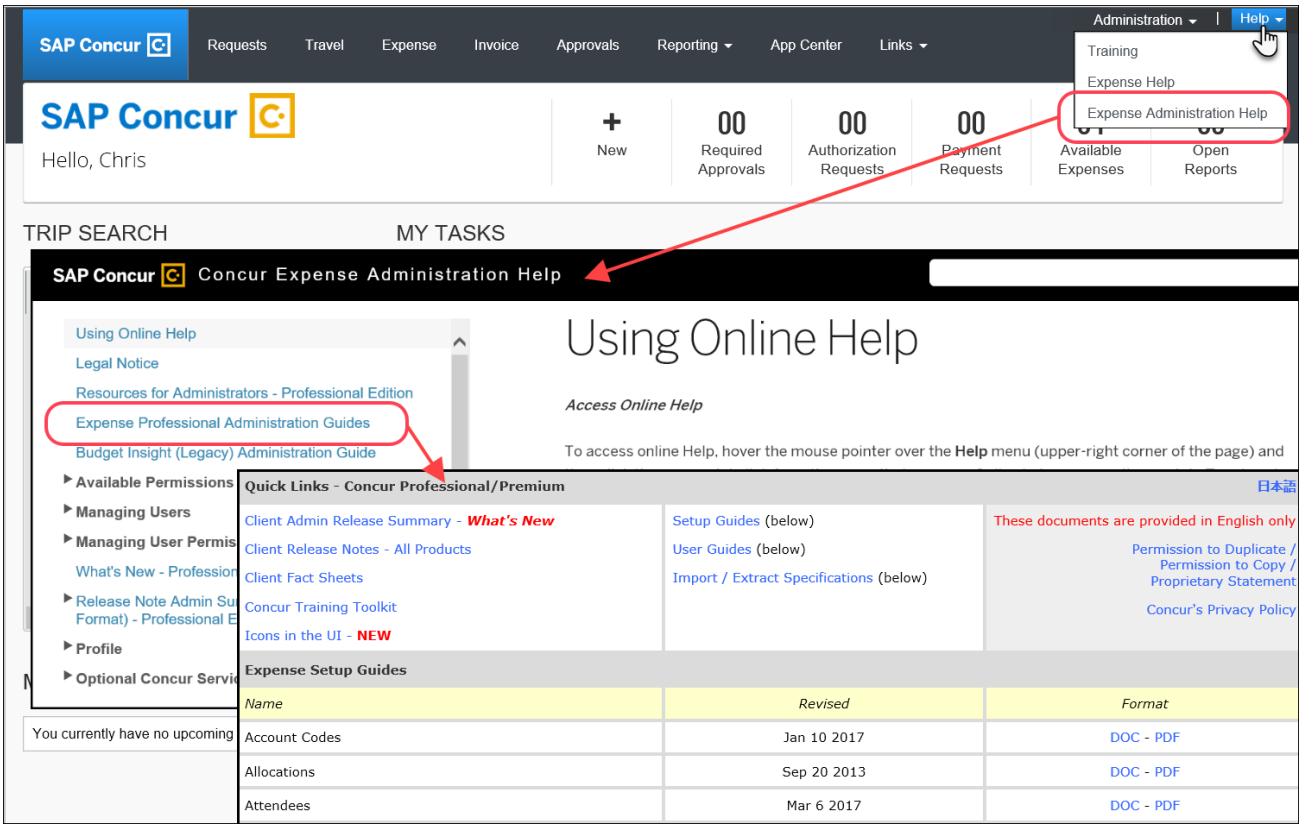
The list of non-affiliated subprocessors is available here: SAP Concur list of Subprocessors

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

Additional Release Notes and Other Technical Documentation

Online Help – Admins

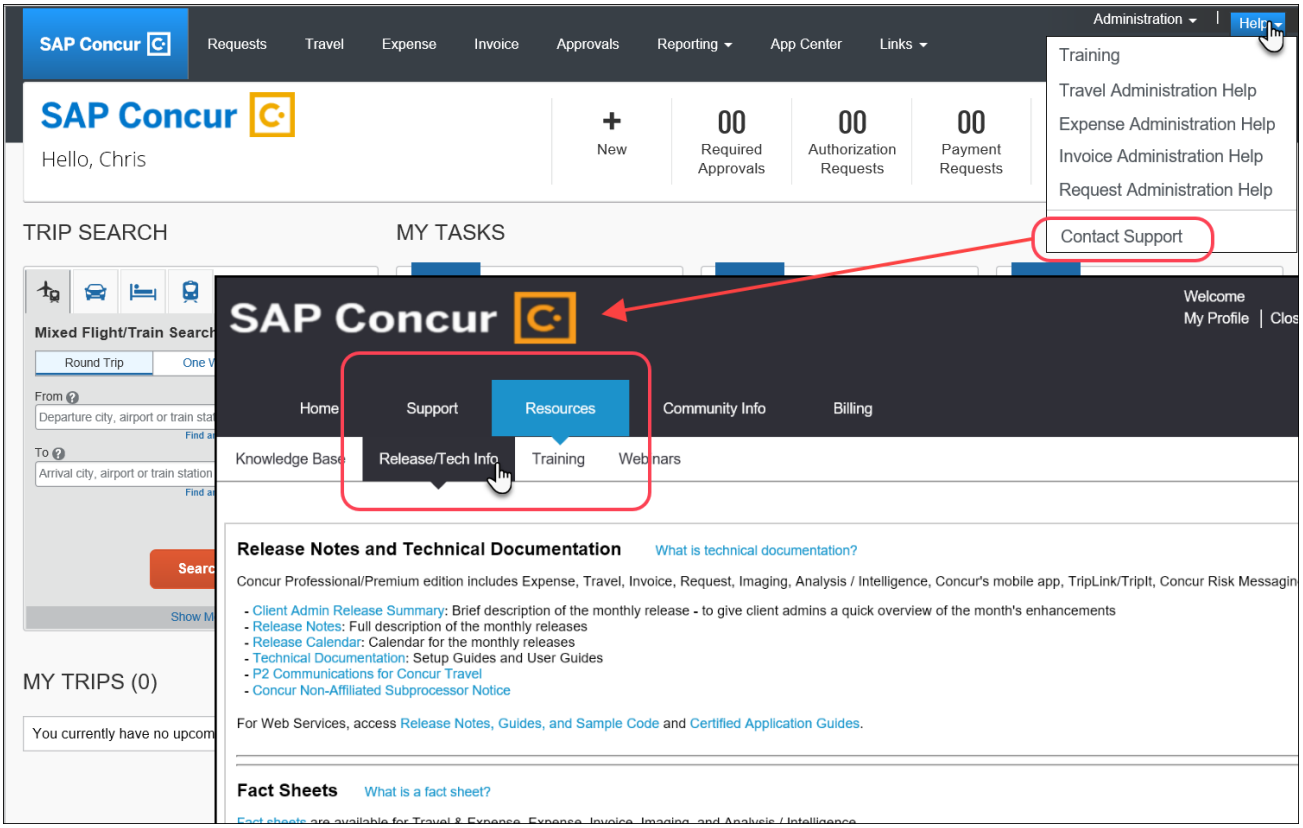
Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help.



SAP Concur Support Portal – Selected Users

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

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



Cases

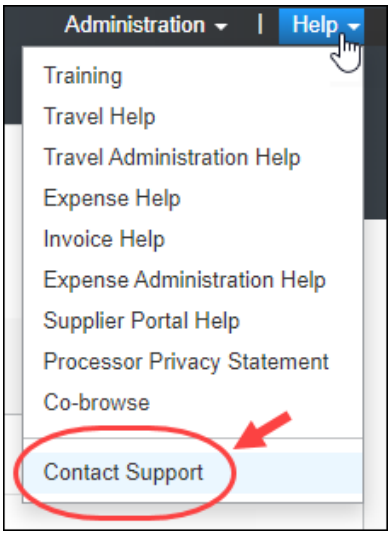
Check Support Case Status

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

To check the status of a submitted case

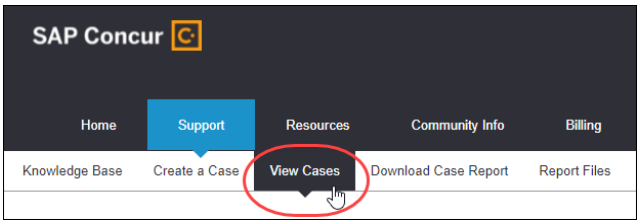
1. Log on to https://concursolutions.com/portal.asp.

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

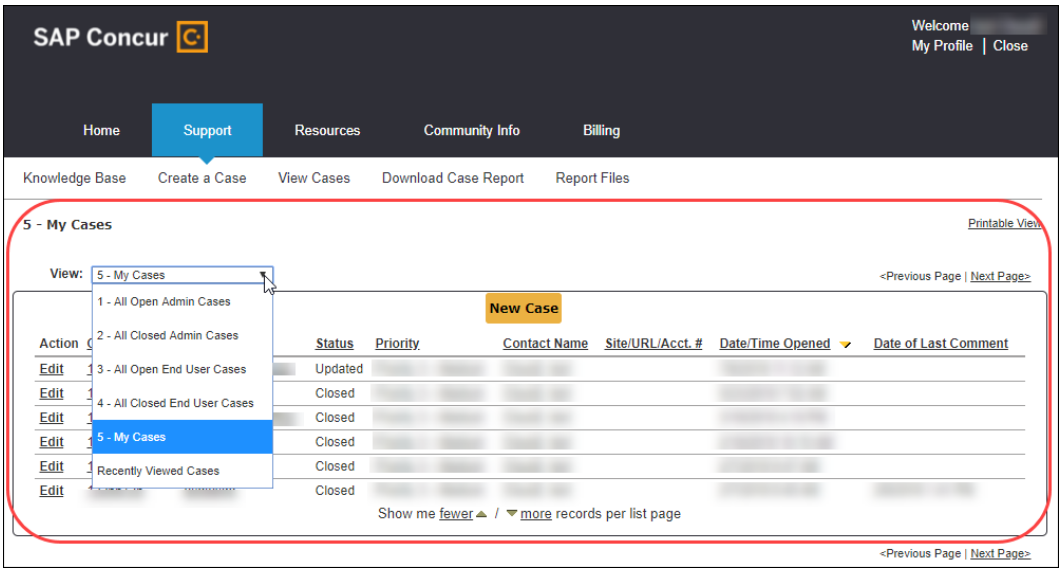


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

2. Click **Support > View Cases**.



3. 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.



SAP Concur Release Notes **Expense Professional / Premium**	
Month	**Audience**
Release Date: June 19, 2021 Initial Post: Friday, June 18, 12:00 PM PT	Client ***FINAL***

Contents

Legal Disclaimer

Release Notes

Authentication

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 25, 2020	Phase I: July 2020 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 customers 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.
- Customers will be notified via release notes about the official deprecation date of HMAC. As of the official deprecation date, no new clients can be onboarded using HMAC; new clients must be onboarded 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*.

Central Reconciliation

Can Configure New Matching Service for Cards

Overview

A new matching service is available for Central Reconciliation that utilizes key data points in the card feed and custom fields to improve match rates. The service allows each card to use one of four matching strategies:

- **Reconcile on Employee** – This is the default method of matching prior to the instruction of this new service for clients who use Concur Expense without Concur Request. This employee-based strategy searches for the Employee ID in configured field. This is the default strategy (not new) for clients who use Concur Expense without Concur Request.
- **Reconcile on Employee (Enhanced)** – This strategy goes beyond the *Reconcile on Employee* method by continuing to loop all custom fields and financial data to match a valid unique target id.
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  NOTE: Only clients who have Concur Request will see this strategy in the list.

- **Reconcile on Request (Enhanced)** – This strategy goes beyond the *Reconcile on Request* method by continuing to loop all custom fields and financial data to match a valid unique target id.

  NOTE: Only clients who have Concur Request will see this strategy in the list.

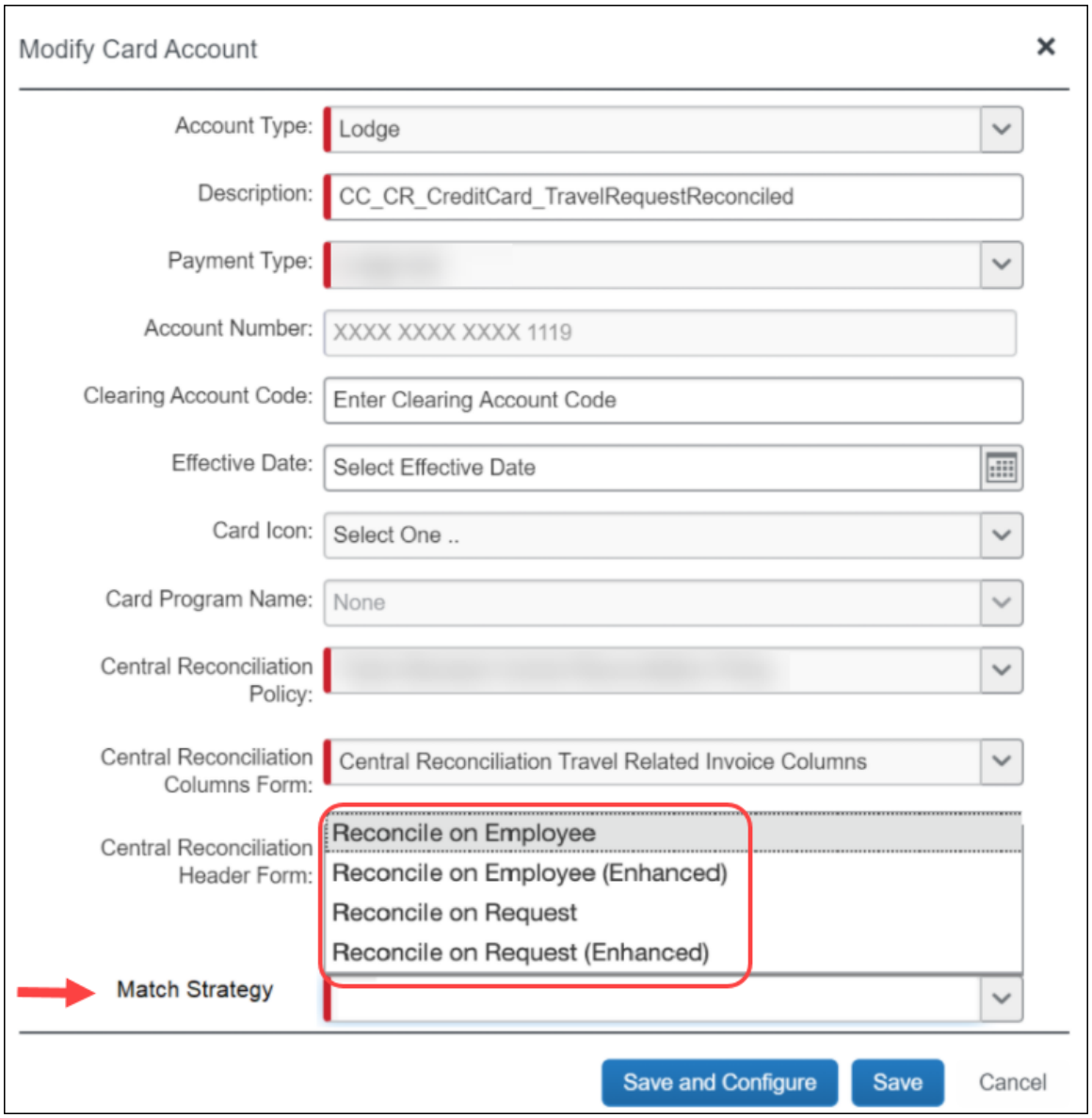
BUSINESS PURPOSE / CLIENT BENEFIT

This service reduces unmatched invoices and provides flexible (per-card) strategies for clients who use Central Reconciliation.

What the Client Admin Sees

The Company Card Admin can now select a matching strategy for each card account.

Example



Configuration / Feature Activation

The feature is automatically available; however, be sure to use the **Configure Field Labels for Lodge Account** page to assign a **Field Type** of *Employee ID* or *Request ID* that corresponds to the selected matching strategy.

For more information, refer to the *Concur Expense: Company Card Admin User Guide*.

Expense Reports from Concur Request

New Admin Settings

These changes are part of the NextGen UI experience.

Overview

Two new settings in Concur Request can impact Concur Expense:

- **Auto-Create Report** - Expense reports are automatically created from approved requests, based on the request's start date
- **Create Report from Request with Expected Expenses** - Expense reports created from a request may optionally create expenses based on the request's expected expenses

The path to these settings is **Administration > Request > Request Policies**.

⚠ **IMPORTANT:** The **Create Report from Request with Expected Expenses** and **Auto-Create Report** functionality is only available in the NextGen UI for Concur Request and Concur Expense.

BUSINESS PURPOSE / CLIENT BENEFIT

Since the admin for Concur Request may be a different person from the admin for Concur Expense, this release note informs the Concur Expense admin of these new settings.

📖 For more information, refer to the *Concur Request Professional Release Notes*.

File Transfer Updates

Ongoing Mandatory SFTP with SSH Key Authentication

Information First Published	Information Last Modified	Feature Target Release Date
April 9, 2021	April 16, 2021	Ongoing in 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

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

As of April 10, 2021, non-SFTP (Secure File Transfer Protocol) protocols and SFTP password authentication are not allowed to connect to SAP Concur for file transfers:

- Non-SFTP file transfer accounts must switch to SFTP with SSH Key Authentication.
- SFTP file transfer accounts that use password authentication must switch to SSH key authentication.
- SFTP password reset requests require the client to provide an SSH key for authentication.

⚠ **IMPORTANT**: If you are not using SFTP with SSH Key Authentication, you must take action to avoid disruption of your file transfer connections.

On April 12, 2021, SAP started disabling non-compliant file transfer connections. The process of disabling non-compliant accounts will continue throughout 2021. If you have multiple file transfer connections configured, this change applies to all of your file transfer connections.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.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*.

Ongoing SAP Concur Legacy File Move Migration

Information First Published	Information Last Modified	Feature Target Release Date
March 6, 2020	January 8, 2021	Ongoing until July 31, 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

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

SAP Concur is in the process of 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 July 31, 2021. 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*.

Rotating PGP Key Available for File Transfers

Overview

Files transferred to SAP Concur products must be encrypted with the SAP Concur public PGP key, concursolutionsrotate.asc.

concursolutionsrotate.asc

- Key file is available in client's root folder
- Key ID 40AC5D35
- RSA 4096-bit signing and encryption subkey
- Key expires every 2 years
- Client is responsible for replacing the key before it expires
  - Next expiry date: September 4, 2022
  - SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key (key ID D4D727C0) remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP

key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- mft-us.concursolutions.com
- vs.concursolutions.com
- st-eu.concursolutions.com
- mft-eu.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

The rotating public PGP key provides greater security for file transfers.

What the Administrator Sees

An administrator with the required file transfer credentials can log into the file transfer site to retrieve the rotating public PGP key, concursolutionsrotate.asc, from the root directory.

Configuration / Feature Activation

Your internal file transfer administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

If assistance is required, please contact SAP Concur support.

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

Localization

Translations for Cash Advance Term

Overview

With the June release, SAP Concur is changing the following terms in the Brazilian Portuguese version of the SAP Concur user interface to bring consistency in translation of the term "Cash Advance":

English Term	Current BR Portuguese Term	Updated BR Portuguese Term
Cash Advances	Adiantamentos de viagem	Adiantamentos
Cash Advance	Adiantamento em espécie	Adiantamento

NOTE: This change might impact your company's internal documentation or training materials.

BUSINESS PURPOSE / CLIENT BENEFIT

These revisions provide a more accurate translation and improved user experience in Brazilian Portuguese.

Configuration / Feature Activation

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

Miscellaneous

Updated Naming Convention for Sub-URLs

Overview

As part of our overall cloud platform strategy, SAP is implementing a more consistent naming convention for the URLs used to connect to SAP Concur solutions, based on data center. Users will continue to be able to access www.concursolutions.com and will be routed automatically to the correct URL or single sign-on (SSO) as part of their sign-in process.

📖 For more information about our overall cloud platform strategy, refer to the *SAP Concur Cloud Platform Strategy FAQ*.

No customer data is planned to leave the North America or EMEA regional data center to which it is assigned at any time before, during or after this change.

TARGETED FOR MID-JUNE 2021

- SAP will deploy us.concursolutions.com. It is functionally identical to the existing www.concursolutions.com.
- SAP will deploy eu.concursolutions.com. It is functionally identical to the existing eu1.concursolutions.com.

NOTE: SAP is planning to remove eu1.concursolutions.com. There is currently no target date for that removal. Most clients will not be impacted by the removal of this URL. They will be able to sign in using the same method they use today. Future communications will provide more information on the removal of this URL.

TARGETED FOR MID-JUNE 2021

- SAP will deploy us2.concursolutions.com and eu2.concursolutions.com and plans to use these URLs for future customer migration to the AWS cloud platform.

📖 For more information, refer to the *SAP Concur Cloud Platform Strategy FAQ*.

- SAP will update www.concursolutions.com to automatically redirect users to the appropriate URL or SSO. Users will be directed to their established home data center (for example, eu.concursolutions.com, eu2.concursolutions.com, us.concursolutions.com, or us2.concursolutions.com). No customer data is planned to leave the North America or EMEA regional data center to which it is assigned at any time before, during or after this change.

RESTRICTED ACCESS / ALLOW LISTS

In rare cases, clients who restrict or filter access from their corporate network to specific URLs, might need to update their configuration to enable users to connect to the new URLs. For example, clients who have an allow list configured, might need to add the new URLs to their list. The information in this release note should be provided to your technical resource so that they can take appropriate action to allow access to these new URLs.

NOTE: It is not a best practice to only allow specific URLs. If restricted access is a requirement, SAP recommends allowing *.concursolutions.com to avoid having to make these adjustments in the future.

BUSINESS PURPOSE / CLIENT BENEFIT

This change supports future URL consistency across all global regions, and a central URL that redirects users to the appropriate data center.

What the User Sees

Users who connect to an SAP Concur entity by navigating to www.concursolutions.com will be redirected to the appropriate URL or single sign-on (SSO) as part of their sign-in process.

Configuration / Feature Activation

These changes occur automatically; there are no configuration or activation steps. However, in rare cases, clients who restrict or filter access from their corporate network to specific URLs, might need to update their configuration to enable users to connect to the new URLs.

NextGen UI

Ongoing Updated User Interface (UI) for Concur Expense End Users

Information First Published	Information Last Modified	Feature Target Release Date
March 2018	June 5, 2020	TBD
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The continued evolution of the Concur Expense solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for creating and submitting expense reports.

Concur Expense customers have the ability to preview and then opt in to the NextGen UI before the mandatory move.

BUSINESS PURPOSE / CLIENT BENEFIT

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

Products and Users Affected

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

These UI changes apply to:

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

IMPORTANT: Timeline and Milestones

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

- **As of July 1, 2020, we have concluded the Early Access Period:** During this time, the updated UI was available for preview to customers worldwide. We encouraged administrators/power users to use the Early Access Period to preview the refreshed interface, update internal training materials, and prepare the organization for the transition.
- **As of July 1, 2020, we are in the Opt-In Period:** Following the Early Access Period is an open Opt-In Period. This milestone is marked by the

delivery of most planned features as well as further overall quality and stability.

Customers should use this period to plan their transition and move to the NextGen UI for Concur Expense when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

NOTE: During the Opt-In Period, not all planned Concur Expense features from the existing UI will be available in the NextGen UI.

- **Mandatory Move to the NextGen UI for customers of Concur Expense:** ***All customers will be required to move to the NextGen UI***. This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support. We have not yet set a date when any remaining customers will be moved automatically. Customers will have at least twelve months to complete the transition after the date is announced.

  Customers are encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Opt-In Period.

Transition Materials – Guides and Other Resources

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

- Professional Edition
- Standard Edition

The links above provide access to the following:

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

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

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

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Expense to help users become comfortable with the new experience. This guide will be updated as needed during the Opt-In Period as the NextGen UI is being enhanced. Admins should review the guide often.

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

- **Release information:** During the Opt-In Period, the release of enhancements will ***not*** be on the regular release schedule. Instead, we provide special release notes and information about features and enhancements that are nearing release.

Get Started

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

More Information

Additional information will be available in future release notes.

Security

Ongoing Changes to Some Email Subdomains

Information First Published	Information Last Modified	Feature Target Release Date
June 11, 2021	--	Beginning on June 1, 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

SAP is adopting the Domain-based Message Authentication (DMARC) email security protocol for all email sent from SAP. As a result, the email addresses for some email sent from SAP Concur organizations will no longer be sent from the @sap.com root domain, but will instead be sent from a subdomain of sap.com, such as @example.sap.com where "example" is the subdomain.

If your organization maintains an allow list for email addresses, you can update your allow list to include email from the following domains to ensure that you receive emails sent from the sap.com root domain and subdomains of the sap.com root domain:

- @info.sap.com
- @mail.sap.com
- @*sap.com
  - If your internal configuration allows it, adding @*sap.com can minimize the need for future updates by allowing all emails from the sap.com domain and from subdomains of the sap.com domain. For example, if your allow list includes @*sap.com you do not need to add @info.sap.com or @mail.sap.com because @*sap.com encompasses those subdomains.

> ⚠ **IMPORTANT!** Consult with your IT department before adding @*sap.com to your allow list as some configurations might not permit the use of this entry.

The following types of email communications from SAP Concur solutions are not impacted by this change:

- 1:1 e-mail communication that you have with your SAP Concur account team or other SAP representatives. These e-mails will continue to come from @sap.com.
- System e-mails (for example expense report approvals and travel bookings) that come from concursolutions.com, tripit.com, or other SAP Concur products and solutions
- SAP Concur support updates (such as case notifications)

BUSINESS PURPOSE / CLIENT BENEFIT

DMARC compliance provides better security for emails sent from SAP to its customers.

Configuration / Feature Activation

This change occurs automatically. If your organization maintains an allow list for email addresses, the allow list might need to be updated to include emails from additional subdomains such as @mail.sap.com and @info.sap.com or from @*sap.com.

📖 For more information, refer to the *SAP Concur client communication* about this change. For a list of email addresses used to send notifications from SAP Concur solutions, refer to *Concur Travel & Expense Supported Configurations*.

Web Services Administration

Ongoing Application Connector Username and Password Length Requirements Updated

Information First Published	Information Last Modified	Feature Target Release Date
June 18, 2021	--	August 31, 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Beginning on August 31, 2021, the length of the username and password associated with an application connector must be at least 10 characters long and not more than 50 characters long. To avoid disruption of callouts through application connections, usernames and passwords that do not meet these requirements must be updated before August 31, 2021.

Application connection usernames and passwords can be updated by an administrator with the Company Admin or Web Services Admin role.

NOTE: For admins working with Standard entities, a user with the Concur Expense **Can Administer** permission has the **Web Services Administrator** role.

BUSINESS PURPOSE / CLIENT BENEFIT

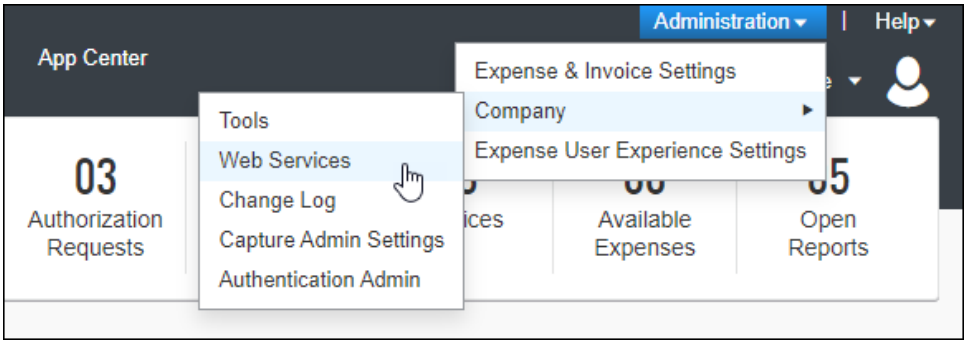
Enforcing password and username length restrictions improves the security standards for callouts made through the application connector.

Configuration / Feature Activation

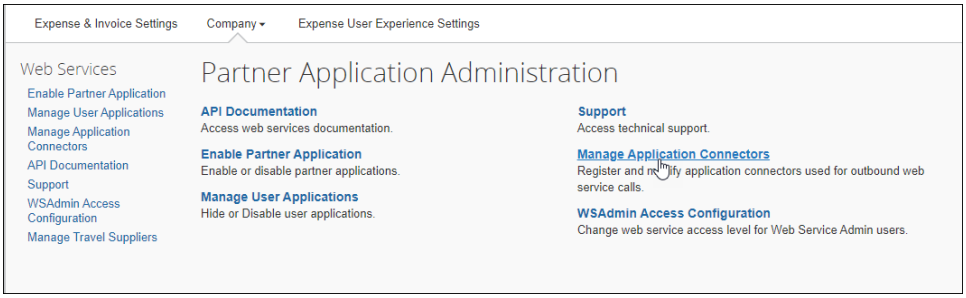
Usernames and passwords for application connectors are configured on the **Manage Application Connectors** page.

To change the username and password for an application connector:

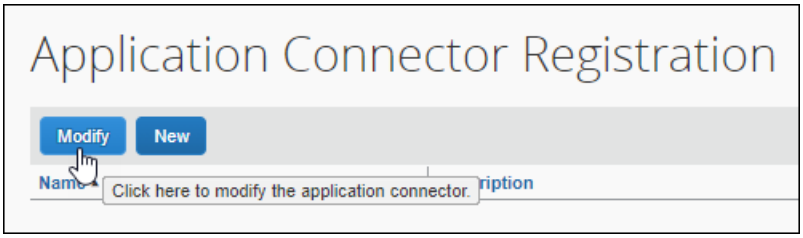
1. Click **Administration > Company > Web Services**.



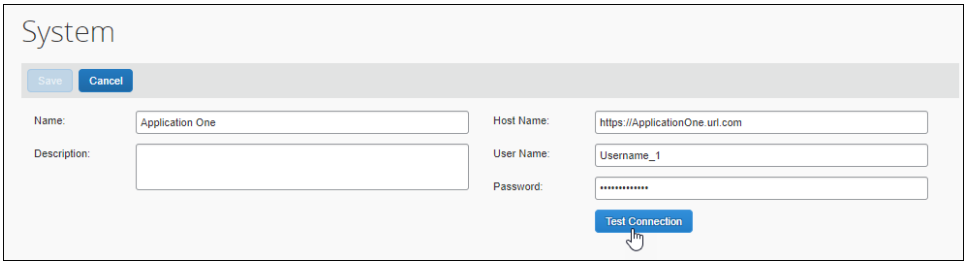
2. Click **Manage Application Connectors**.



3. Choose the application connector you want to update and then click **Modify**.



4. Enter the new username and password and then click **Test Connection**.



5. Click **Save**.

NOTE: After you update the username and password for an application connector, you must click **Test Connection** to verify the changes before the application connector can be used for any of the callout services.

For more information, refer to *Callouts and Application Connectors* on the SAP Concur Developer Center.

Planned Changes

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

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

Audit Rules

Planned Changes Image Certification Date (e-Bunsho)(By Q3 2021)

Overview

Administrators will be able to configure audit rules based on the date value in the **Image Certification Date** field. Once the audit rule is configured, administrators will be able to compare the receipt timestamp date to the expense entry transaction date and send alerts to users/groups and stop the flow of expenses reports when regulations are not met.

Currently, the **Image Certification Date** field is the e-Bunsho timestamp date used in Japan.

Image Certification Date field considerations:

- Field calculation is based on the calendar day (business day logic is not included).
- Dates used in the number of day calculation are based on the GMT time zone. We recommend making audit rules for one day less than desired to account for the time difference between the GMT and JST time zones.
- Audit rules and compliance validations will be based on information provided by the user for the transaction date. Because users can edit transaction dates, responsibility is with the user to ensure the transaction date is accurate based on receipt information.
- Admins will have the ability to create multiple audit rules for comparing the transaction date to the receipt timestamp date.

This field will be available to new and existing clients.

This feature will release by Q3 2021.

BUSINESS PURPOSE / CLIENT BENEFIT

Configuring audit rules for this field will help reduce manual reviews needed to compare the number of calendar days between the expense entry transaction date and the receipt timestamp date.

What the Admin Sees

On the **Conditions** page, the Expense Admins will configure values for the **Image Certification Date** field.

The e-Bunsho image certification date is based in Greenwich Mean Time (GMT). User transaction dates are likely based in Japanese Standard Time (JST). Configuration of the audit rule should account for the time difference. We recommend making audit rules for one day less than desired to account for the time difference between the GMT and JST time zones.

<A screenshot is planned for a future update of this release note.>

Configuration / Feature Activation

This field will automatically be available as a configuration choice. The administrator will be able to add the field using normal processes.

📖 For more information, refer to the *Concur Expense: Audit Rules Setup Guide.*

Cards

Planned Changes Redirect Funds in NextGen UI With New Look (Jun 22)

Information First Published	Information Last Modified	Feature Target Release Date
June 2021	—	June 22, 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

These changes are part of the NextGen UI experience.

Overview

This feature allows clients who have migrated to the NextGen UI for Concur Expense (NGE) to be able to use the Redirect Funds option. Redirect Funds has been updated with a new look and more logical placement in the flow of the expense report submission process. While the user interface (UI) has been improved with new elements and messaging, the basic functionality of redirecting funds to a card payment remains the same.

The Redirect Funds option allows an employee to "redirect" payments due from the company to the employee to instead be paid to the card provider on behalf of the employee. This option is only available to an employee with an Individually

Billed/Company Paid (IBCP) card where the employee is expected to pay the card provider directly for personal charges.

Redirect Funds includes the following enhancements:

- Move of the user input from the report header to the report totals page shown during the report submission process. The new design puts redirect funds into the submission process so that it is presented to the user at the right moment to know what amount is possible for redirection and thus logically make the choice
- Inactive card accounts are filtered out of the list of available cards for selection
- View of currency exchange rate and amount information when the card account currency is different than the user's reimbursement currency, to aid the user in typing in an appropriate amount in card currency that will be redirected.

NOTE: This change is mentioned on the Opt-In Period Release Information page:

Planned	
Approx. Target Date	**Enhancement/Feature**
June 22, 2021	Features/Enhancements: • Redirect Funds (Professional only) • Edit Multiple Expenses and Itemizations

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BUSINESS PURPOSE / CLIENT BENEFIT

This saves time for the user since it allows reimbursement to be conveniently directed to cover personal charges on the card when submitting an expense report.

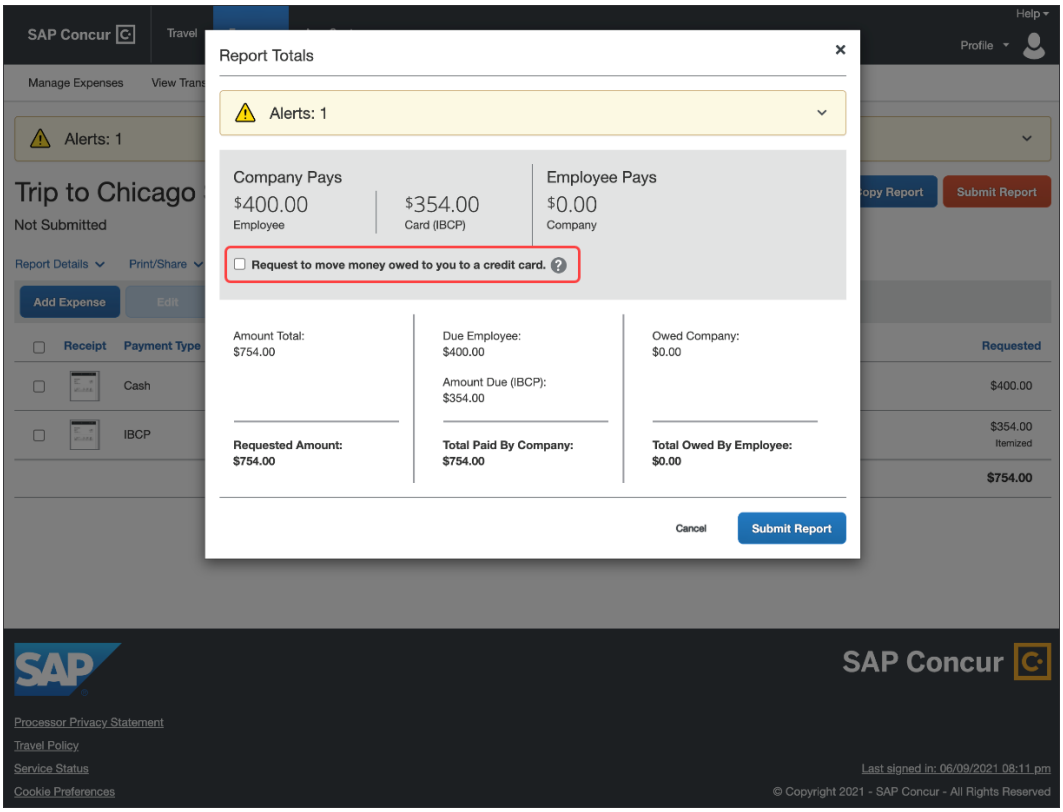
This aids the company card program administrator by making it easier for users to pay and thus keep their card accounts current.

What the User Sees

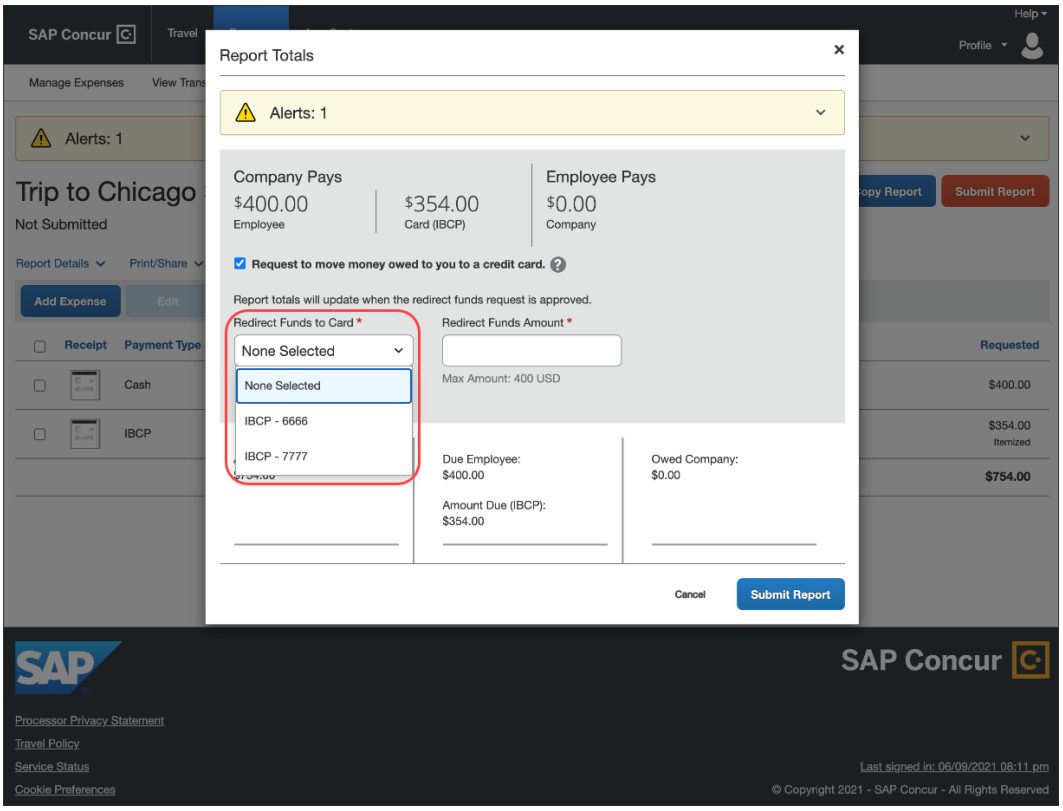
During the expense report submission process, the user may check the box on the **Report Totals** page to elect to redirect funds to a card payment.

To Redirect Funds When Creating an Expense Report

1. From the **Report Totals** page, select **Request to move money owed to you to a credit card**.

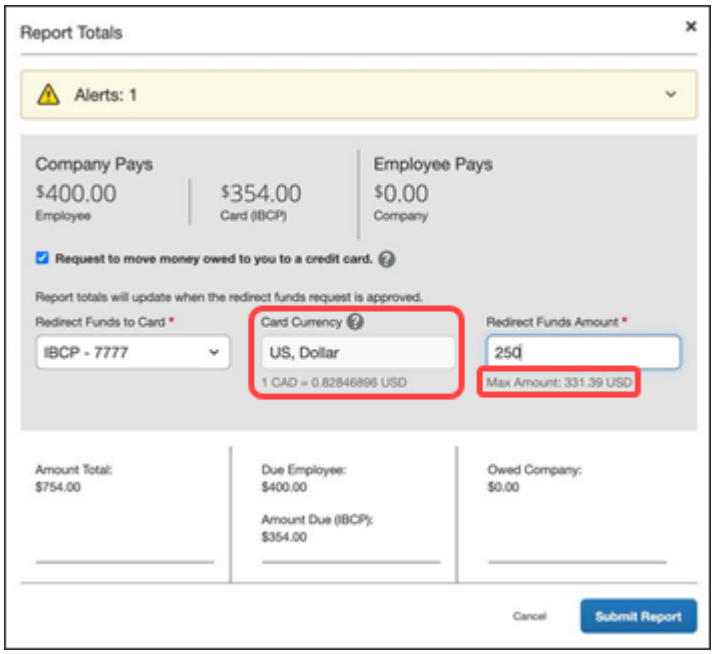


2. If you have more than one company card account, from the **Redirect Funds to Card** list, select the desired card.

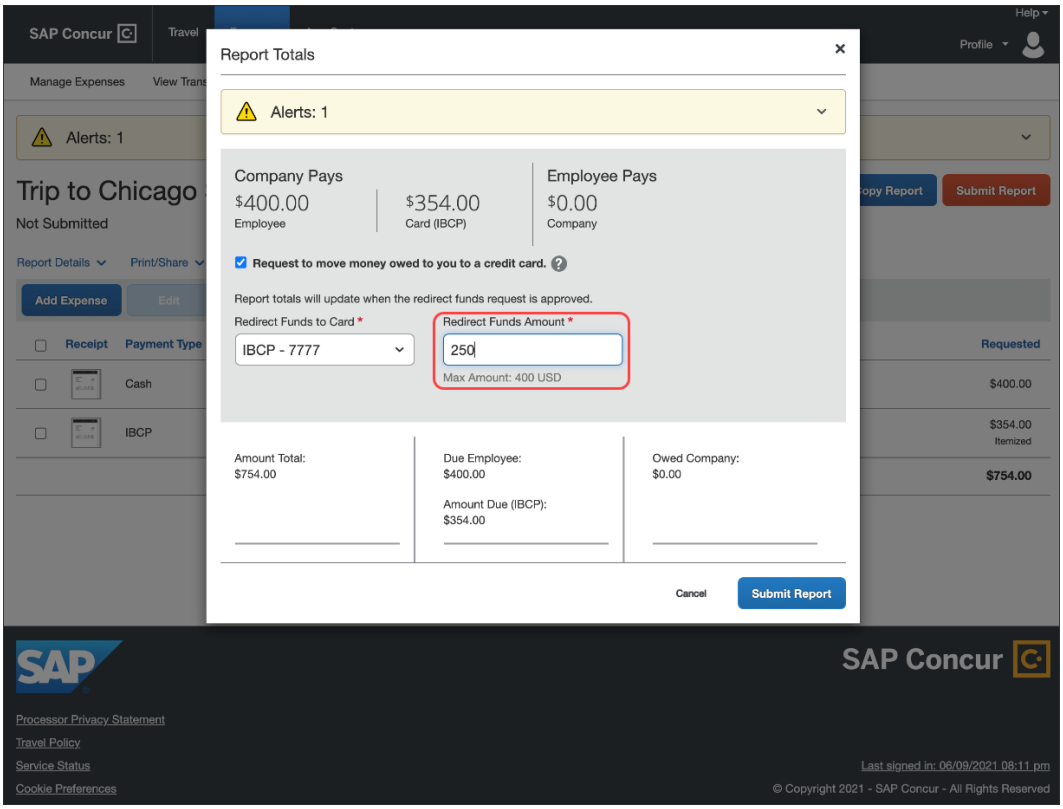


NOTE: If your reimbursement currency is different than the billing currency of the selected card, you will see additional currency information to assist you with the entry of the amount.

Example



3. In the **Redirect Funds Amount** field, enter the amount to be redirected as a card payment.



4. Click **Submit Report**.

Configuration / Feature Activation

When redirect funds has already been configured, the changes will be visible automatically; there will be no configuration or activation steps.

For more information, refer to the *Concur Expense: Payment Types Setup Guide*.

Expense Reports

Planned Changes Edit Multiple Expenses and Itemizations (Jun 22)

Information First Published	Information Last Modified	Feature Target Release Date
June 2021	—	June 22 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

These changes are part of the NextGen UI experience.

Overview

This feature will allow users to select multiple expenses in an expense report and edit common elements across all lines at once.

NOTE: This change is mentioned on the Opt-In Period Release Information page:

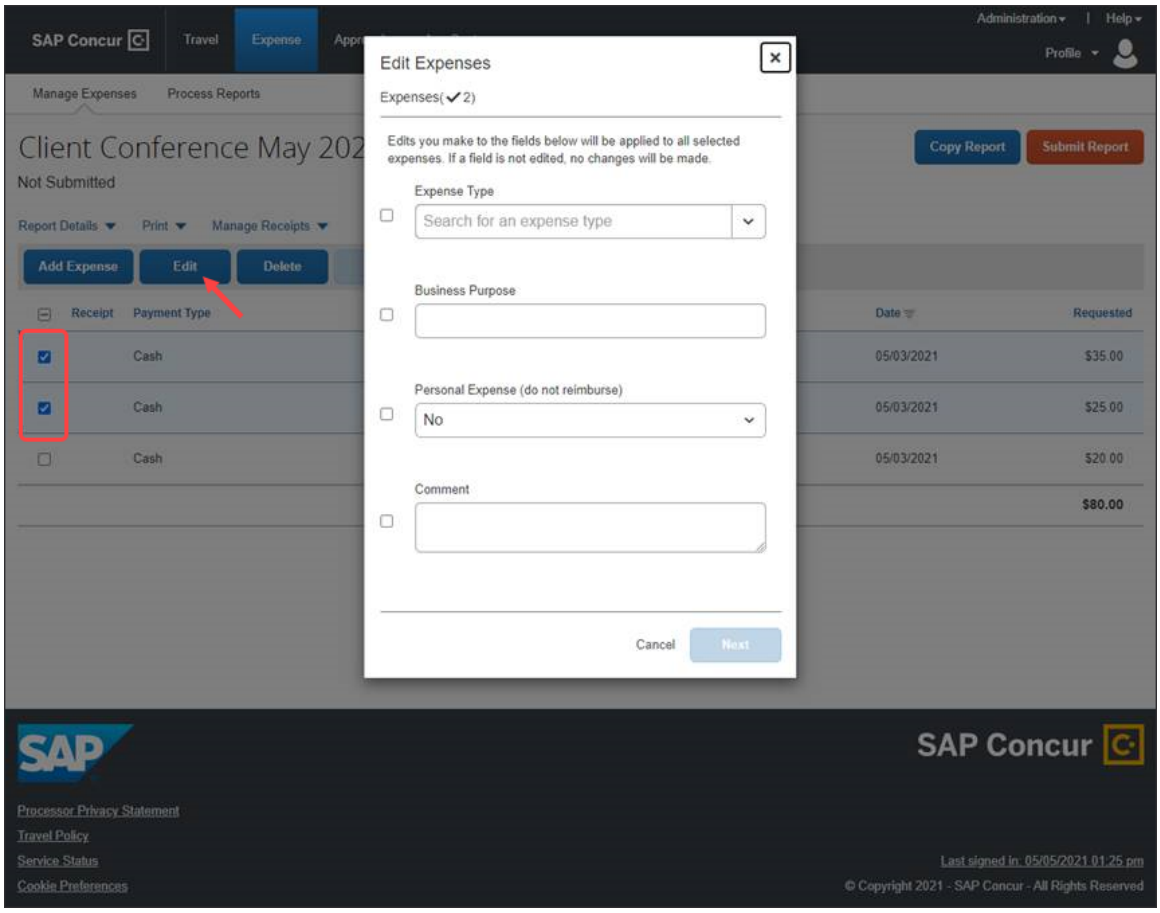
Planned	
Approx. Target Date	**Enhancement/Feature**
June 22, 2021	Features/Enhancements: • Redirect Funds (Professional only) • Edit Multiple Expenses and Itemizations

BUSINESS PURPOSE / CLIENT BENEFIT

This functionality simplifies repetitive data entry for expense reports and streamlines expense report creation for users.

What the User Sees

On an expense report, after selecting two or more expenses and clicking **Edit**, the common fields will display and be editable on the **Edit Expenses** page.



Configuration / Feature Activation

The functionality will be available automatically; there will be no configuration or activation steps.

Mileage

Planned Changes New Mileage Features

Information First Published	Information Last Modified	Feature Target Release Date
May 2021	--	2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

SAP Concur continues to work on this change. With the next release, this information will be removed. When this change gets closer to a release date, this information will again appear in the release notes document.

Miscellaneous

Planned Changes 5-Star Rating Replaced with New Survey

Information First Published	Information Last Modified	Feature Target Release Date
June 18, 2021	--	August 1, 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Beginning on August 1, 2021, Concur Expense end users will see a new survey when submitting Expense Reports.

Currently, after submitting an Expense Report, a message appears intermittently asking the user to rate their experience from 1 to 5 stars. Beginning on August 1, after submitting an Expense Report, a short survey will intermittently appear enabling the user to provide feedback on their experience.

BUSINESS PURPOSE / CLIENT BENEFIT

The new survey will collect more actionable feedback that can be used by the SAP Concur product teams to prioritize and improve the features they deliver.

Configuration / Feature Activation

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

NOTE: Clients can choose to opt-out of the user feedback mechanism. If a client has opted out of the 5-star rating system, they will automatically be opted-out of the new survey.

Profile

Planned Changes (Canada) New Personal Address Requirements for Bank Information

Information First Published	Information Last Modified	Feature Target Release Date
June 2021	--	July 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

For Canadian users who enter ***or update*** their **Bank Information** page in Profile, new fields will display. Some of the new fields will be required to comply with local banking regulations.

The following fields are impacted by this change:

- Personal Address Line 1 (required)
- Personal Address Line 2 (optional)
- City (required)
- Province (required)
- Postal Code (required)

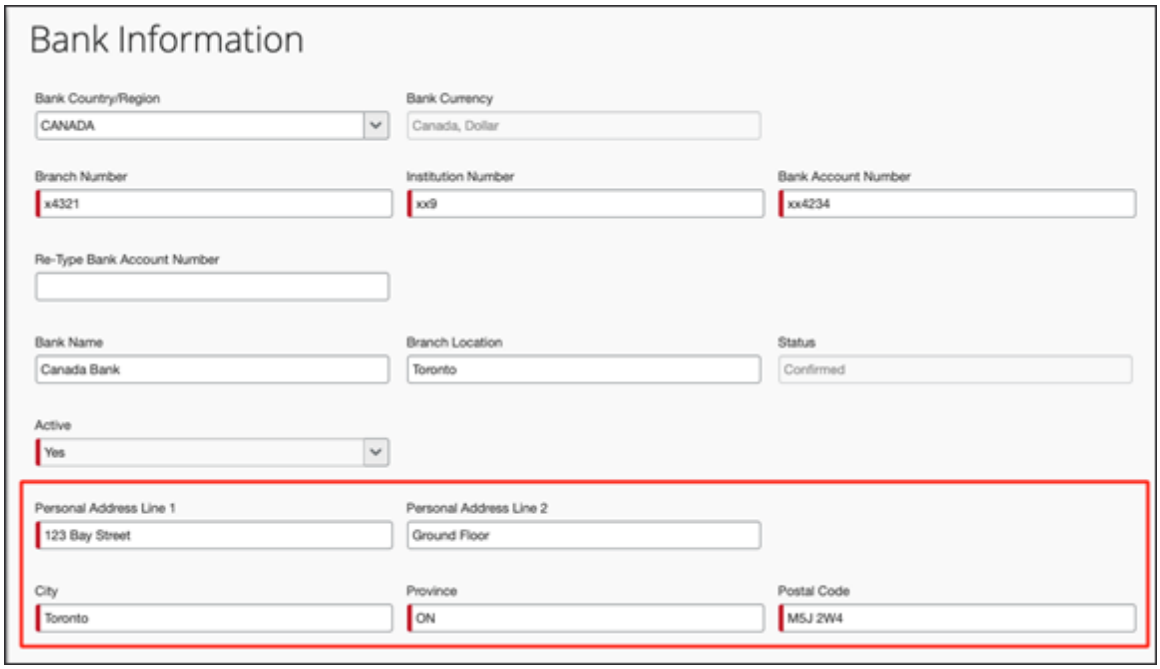
NOTE: Users who have already entered bank information are not required to take any action at this time. However, they will be required to complete the required fields if they update their **Bank Information** page in Profile.

BUSINESS PURPOSE / CLIENT BENEFIT

Concur Expense must contain all information that may be required for payment processing.

What the User Sees

For Canadian users, new fields will display on the **Banking Information** page in Profile (**Profile > Profile Settings > Bank Information**).



Configuration / Feature Activation

These fields will be automatically available; there will be no configuration or activation steps.

Standard Accounting Extract

Planned Changes Change to the PAID_DATE Field

Information First Published	Information Last Modified	Feature Target Release Date
May 2021	—	August 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

In the Standard Accounting Extract (SAE), currently the value of the PAID_DATE field may be either the date when the report is extracted, or the date when the payment is confirmed. We plan to change the SAE (versions 2 and 3) so that this date is always the date that the report is extracted and not overwrite the value with the date that the payment confirmation is received.

More information will be provided in future versions of these release notes.

BUSINESS PURPOSE / CLIENT BENEFIT

This change targets improving analytics and other use cases for anyone relying on the value in this field.

Configuration / Feature Activation

The change will be made automatically; there will be no configuration or activation step.

📖 For more information, refer to the *Concur Expense: Standard Accounting Extract, Version 2 Specification,* or the *Concur Expense: Standard Accounting Extract, Version 3 Specification*.

Client Notifications

Accessibility

Accessibility Updates

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

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

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

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

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

Subprocessors

SAP Concur Non-Affiliated Subprocessors

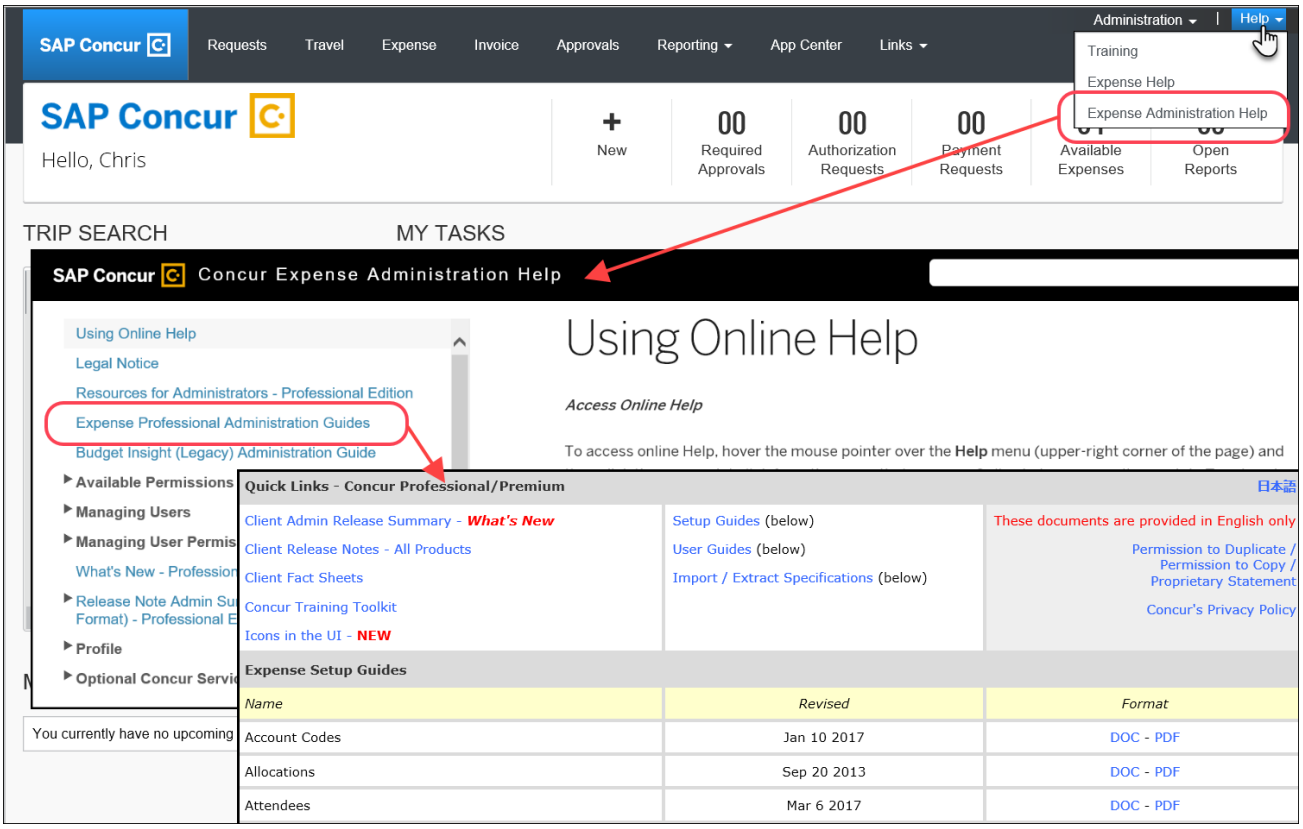
The list of non-affiliated subprocessors is available here: SAP Concur list of Subprocessors

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

Additional Release Notes and Other Technical Documentation

Online Help – Admins

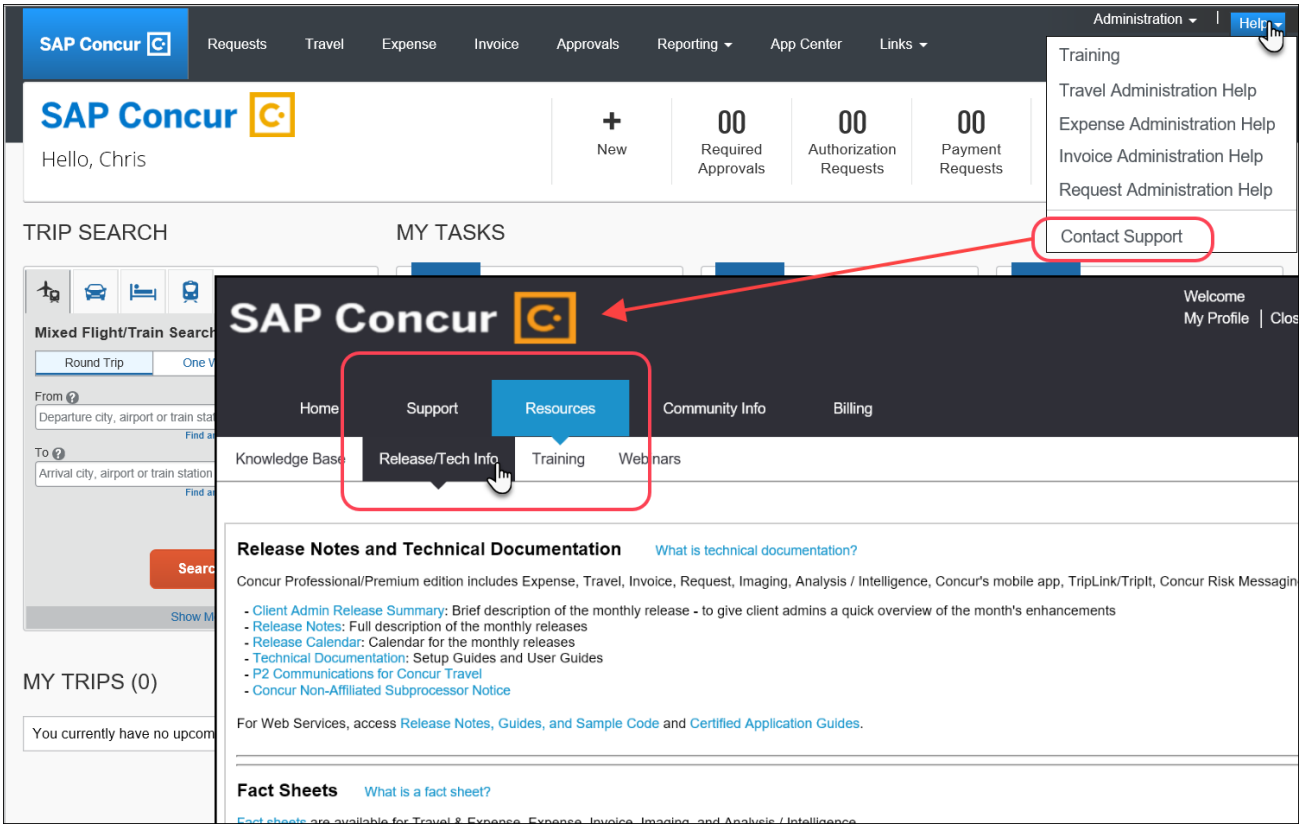
Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help.



SAP Concur Support Portal – Selected Users

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

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



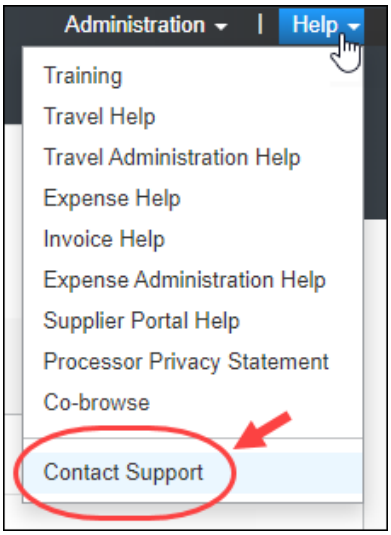
Cases

Check Support Case Status

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

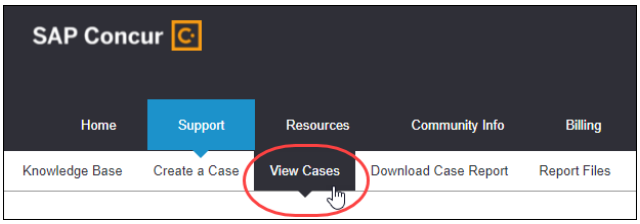
To check the status of a submitted case

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

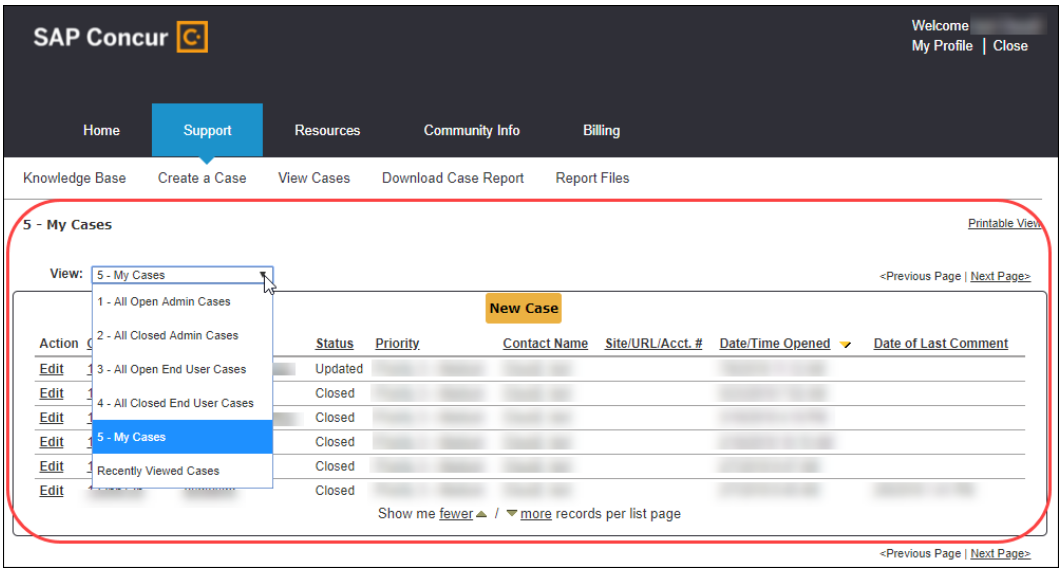


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



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



SAP Concur Release Notes **Expense Professional / Premium**	
Month	**Audience**
Release Date: July 17, 2021 Update #1: Wednesday, July 21, 3:00 PM PT	Client ***FINAL***

Contents

Legal Disclaimer

Release Notes

Audit Rules

Image Certification Date (e-Bunsho)

Overview

Administrators can configure audit rules based on the date value in the **Image Certification Date** field. Once the audit rule is configured, administrators can compare the receipt timestamp date to the expense entry transaction date and send alerts to users/groups and stop the flow of expenses reports when regulations are not met.

Currently, the **Image Certification Date** field is the e-Bunsho timestamp date used in Japan.

Image Certification Date field considerations:

- Field calculation is based on the calendar day (business day logic is not included).
- Dates used in the number of day calculation are based on the GMT time zone. We recommend making audit rules for one day less than desired to account for the time difference between the GMT and JST time zones.
- Audit rules and compliance validations are based on information provided by the user for the transaction date. Because users can edit transaction dates, responsibility is with the user to ensure the transaction date is accurate based on receipt information.
- Admins have the ability to create multiple audit rules for comparing the transaction date to the receipt timestamp date.

This field is to new and existing clients.

This feature was released in July 2021.

BUSINESS PURPOSE / CLIENT BENEFIT

Configuring audit rules for this field helps reduce manual reviews needed to compare the number of calendar days between the expense entry transaction date and the receipt timestamp date.

What the Admin Sees

On the **Conditions** page, the Expense Admins configure values for the **Image Certification Date** field.

The e-Bunsho image certification date is based in Greenwich Mean Time (GMT). User transaction dates are likely based in Japanese Standard Time (JST). Configuration of

the audit rule should account for the time difference. We recommend making audit rules for one day less than desired to account for the time difference between the GMT and JST time zones.

<A screenshot is planned for a future update of this release note.>

Configuration / Feature Activation

This field is automatically available as a configuration choice. The administrator can add the field using normal processes.

📖 For more information, refer to the *Concur Expense: Audit Rules Setup Guide.*

Authentication

Support for HMAC Now Deprecated

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) has been deprecated.

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).

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

HMAC is now deprecated and can no longer be configured. Clients can 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*.

Cards

Redirect Funds in NextGen UI With New Look (Jun 22)

These changes are part of the NextGen UI experience.

Overview

This feature allows clients who have migrated to the NextGen UI for Concur Expense (NGE) to be able to use the Redirect Funds option. Redirect Funds has been updated with a new look and more logical placement in the flow of the expense report submission process. While the user interface (UI) has been improved with new elements and messaging, the basic functionality of redirecting funds to a card payment remains the same.

The Redirect Funds option allows an employee to "redirect" payments due from the company to the employee to instead be paid to the card provider on behalf of the employee. This option is only available to an employee with an Individually Billed/Company Paid (IBCP) card where the employee is expected to pay the card provider directly for personal charges.

Redirect Funds includes the following enhancements:

- Move of the user input from the report header to the report totals page shown during the report submission process. The new design puts redirect funds into the submission process so that it is presented to the user at the right moment to know what amount is possible for redirection and thus logically make the choice
- Inactive card accounts are filtered out of the list of available cards for selection
- View of currency exchange rate and amount information when the card account currency is different than the user's reimbursement currency, to aid the user in typing in an appropriate amount in card currency that will be redirected.

NOTE: This update was published on the Opt-In Period Release Information page. The detailed description of this change is below and also covered in the end user transition guide for NextGen UI.

BUSINESS PURPOSE / CLIENT BENEFIT

This saves time for the user since it allows reimbursement to be conveniently directed to cover personal charges on the card when submitting an expense report.

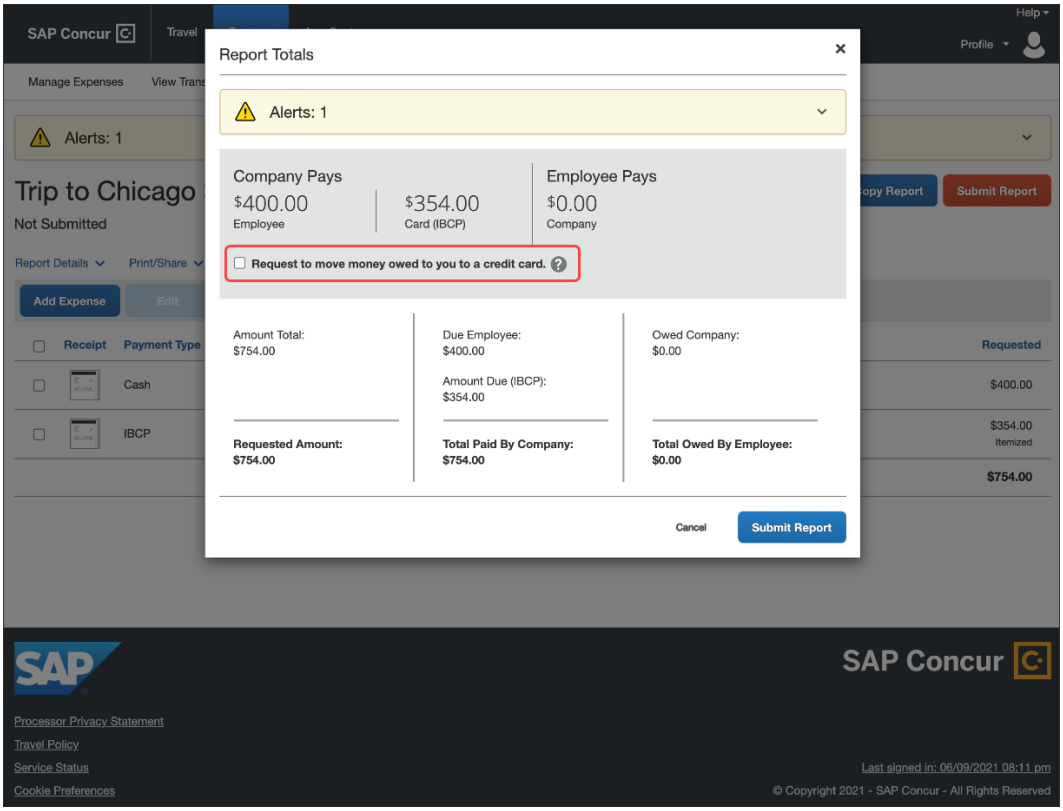
This aids the company card program administrator by making it easier for users to pay and thus keep their card accounts current.

What the User Sees

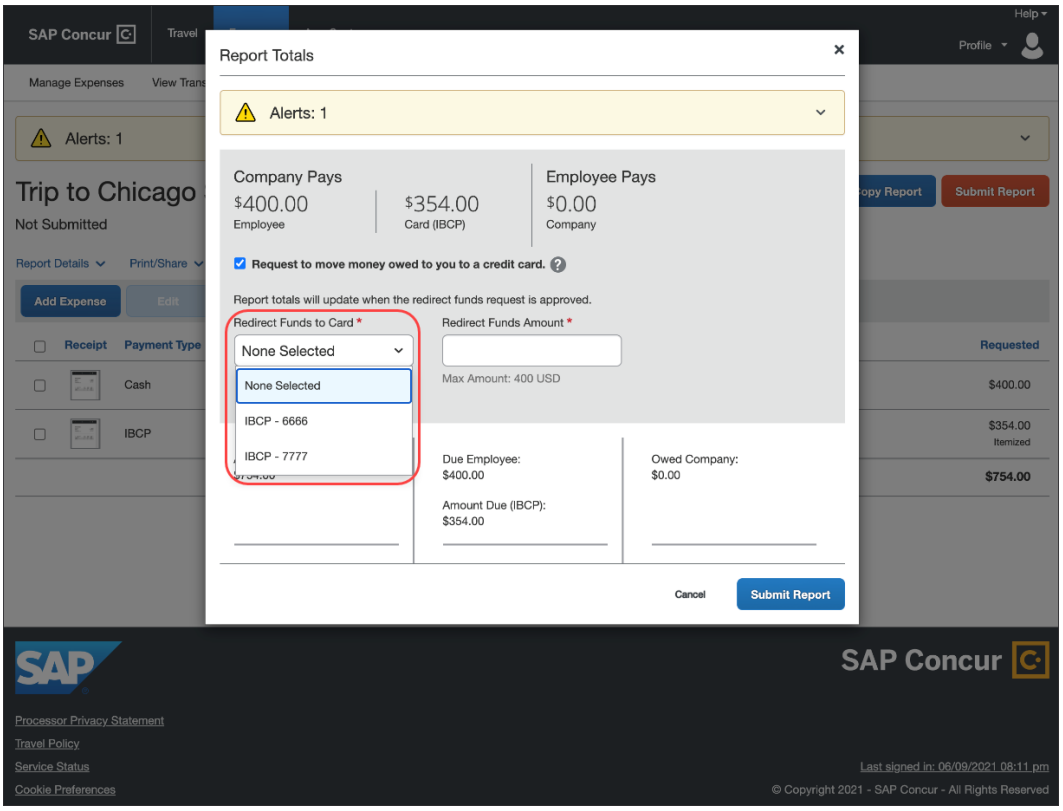
During the expense report submission process, the user may check the box on the **Report Totals** page to elect to redirect funds to a card payment.

To Redirect Funds When Creating an Expense Report

1. From the **Report Totals** page, select **Request to move money owed to you to a credit card**.

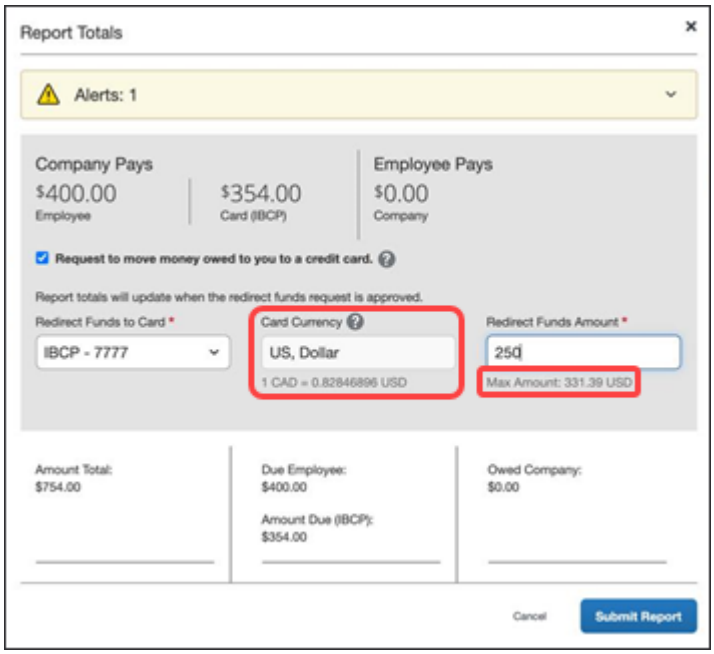


2. If you have more than one company card account, from the **Redirect Funds to Card** list, select the desired card.

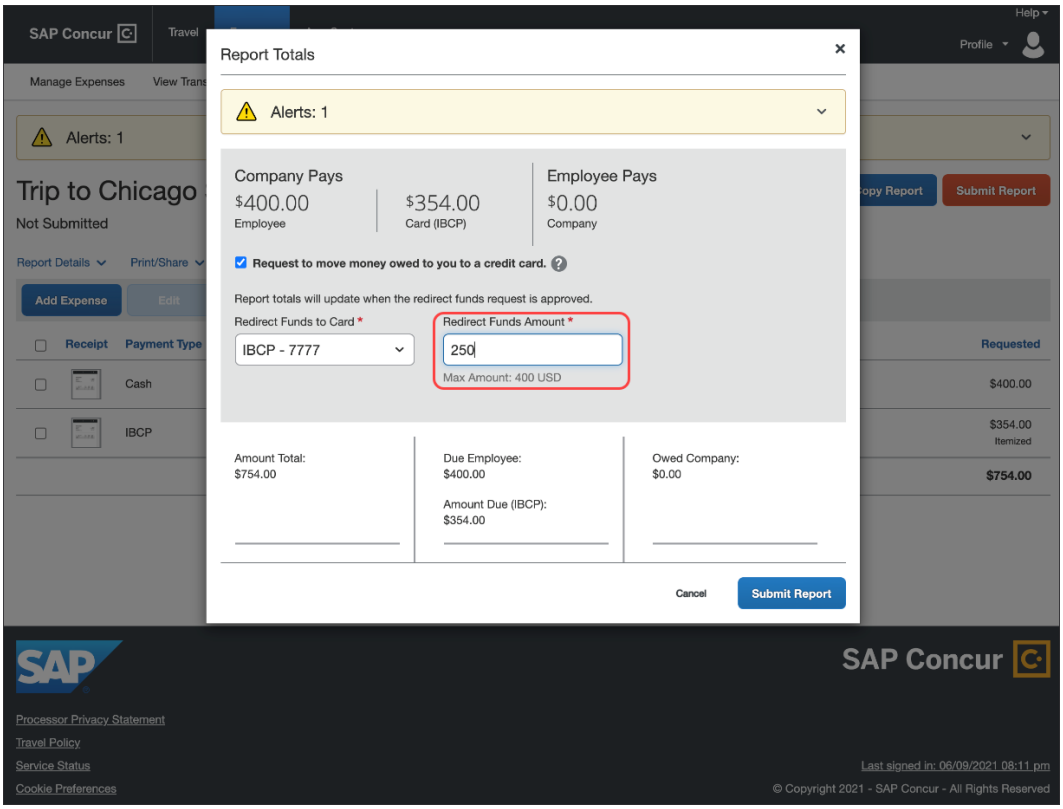


NOTE: If your reimbursement currency is different than the billing currency of the selected card, you will see additional currency information to assist you with the entry of the amount.

Example



3. In the **Redirect Funds Amount** field, enter the amount to be redirected as a card payment.



4. Click **Submit Report**.

Configuration / Feature Activation

When redirect funds has already been configured, the changes are visible automatically under NextGen UI; there are no additional configuration or activation steps to show this in NextGen UI if it has already been configured for the company.

📖 For more information, refer to the *Concur Expense: Payment Types Setup Guide*.

Cookie Preferences and User Consent

Explicit Cookie Consent and Zero Cookie Load Expanded to More Jurisdictions (July 1)

Overview

To ensure that SAP Concur solutions meet the user cookie consent requirements of the European Union (EU), European Economic Area (EEA), European Free Trade Association (EFTA), the United Kingdom (UK), and Brazil, on July 1, 2021, SAP implemented explicit cookie consent and zero cookie load for SAP Concur solutions in those jurisdictions.

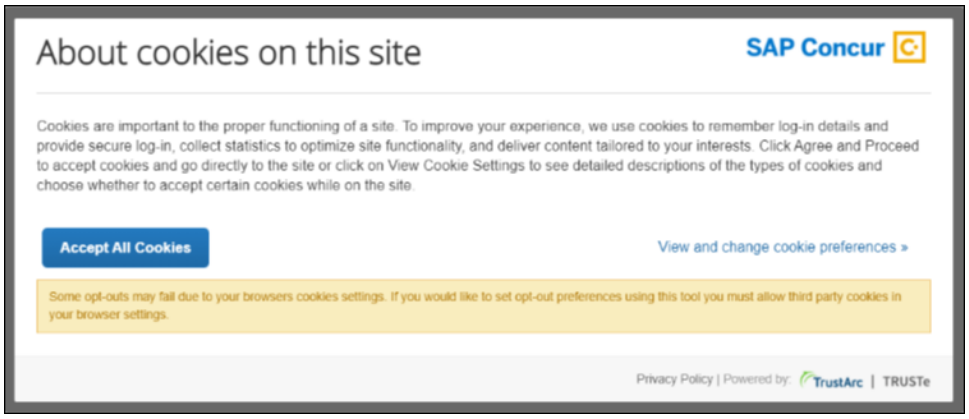
- **Explicit cookie consent:** The user must agree to allow cookies to be stored on their device by responding affirmatively to a request for consent.
- **Zero cookie load**: The user must provide explicit cookie consent before any cookies can be saved to their device.

BUSINESS PURPOSE / CLIENT BENEFIT

This change ensures that SAP Concur sites comply with the cookie consent requirements of the listed jurisdictions and enables users to choose which cookies are downloaded to their devices by SAP Concur solutions.

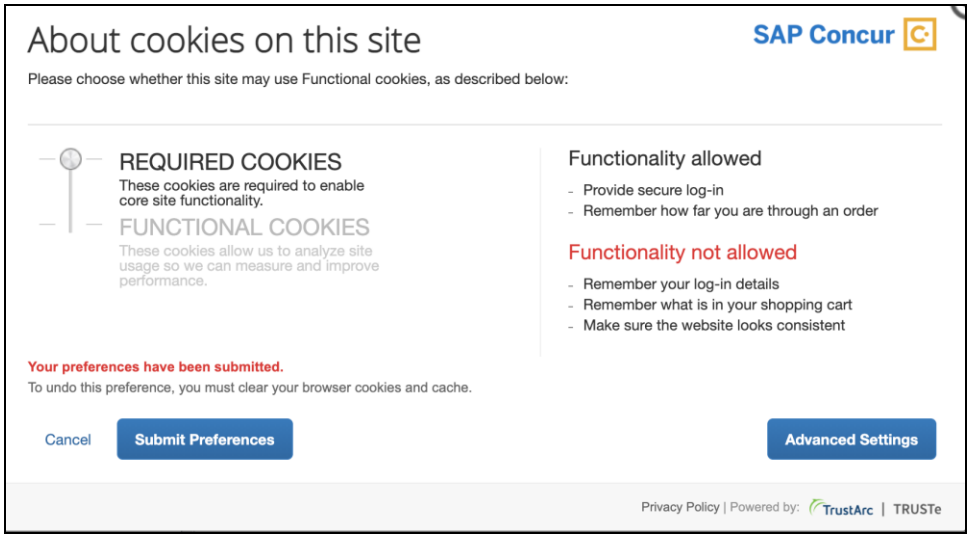
What the User Sees

The first time a user in one of the listed jurisdictions visits their SAP Concur site, the **About cookies on this site** page appears:



The user can click **Accept All Cookies** to accept all cookies and proceed or click **View and change cookie preferences**.

If the user clicks **View and change cookie preferences**, a page similar to the following appears:



On the **About cookies on this site** page, the user can choose which cookies can be downloaded to their device. The default setting is **Required Cookies**.

If a user does not consent to receive the minimum required cookies, they will not be able to proceed to their SAP Concur site.

NOTE: The page the user sees after they consent to receive cookies depends on how authentication is configured at their organization. For example, they might see the SAP Concur sign in page, or they might see the SAP Concur Home page.

Configuration / Feature Activation

There are no activation steps. The first time a user in one of the listed jurisdictions visits their SAP Concur site, they must consent to receive cookies in order to proceed to the site.

📖 For more information, refer to the *Cookie Preferences and User Consent Fact Sheet*.

Expense Reports

Edit Multiple Expenses and Itemizations (Jun 22)

These changes are part of the NextGen UI experience.

Overview

This feature allows users to select multiple expenses in an expense report and edit common elements across all lines at once.

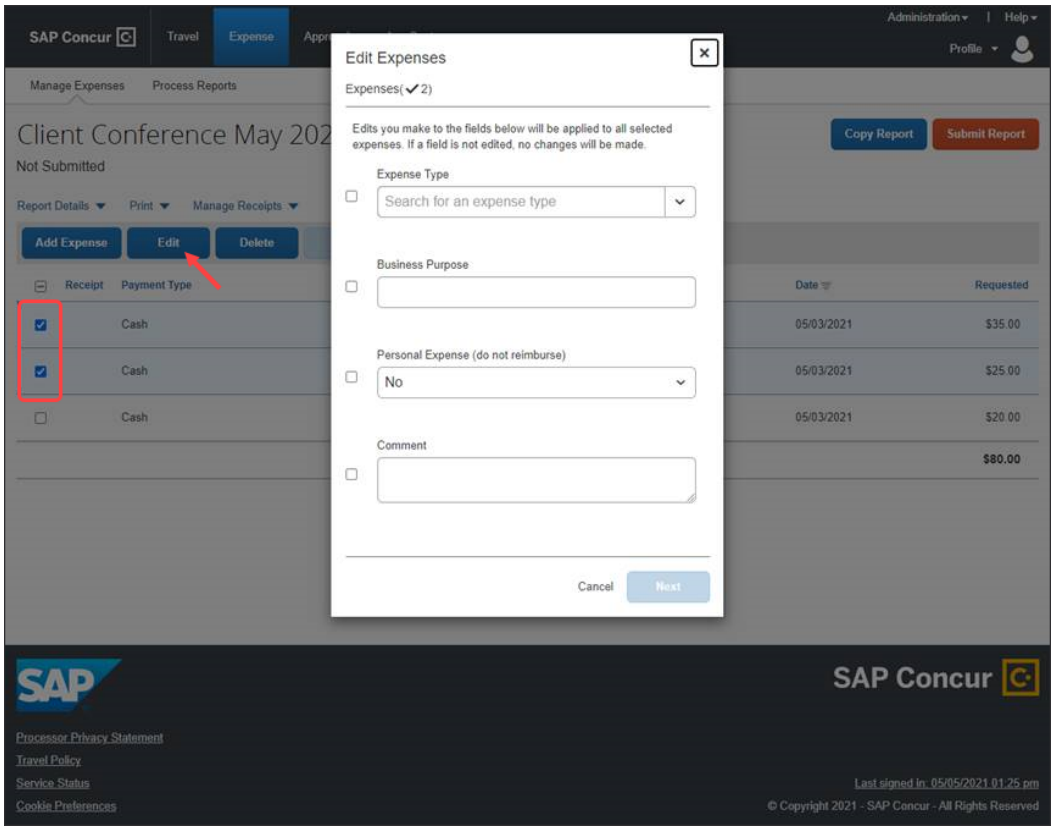
NOTE: This update was published on the Opt-In Period Release Information page. The detailed description of this change is below and also covered in the end user transition guide for NextGen UI.

BUSINESS PURPOSE / CLIENT BENEFIT

This functionality simplifies repetitive data entry for expense reports and streamlines expense report creation for users.

What the User Sees

On an expense report, after selecting two or more expenses and clicking **Edit**, the common fields display and are editable on the **Edit Expenses** page.



Configuration / Feature Activation

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

File Transfer Updates

Ongoing Mandatory SFTP with SSH Key Authentication

Information First Published	Information Last Modified	Feature Target Release Date
April 9, 2021	April 16, 2021	Ongoing in 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

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

As of April 10, 2021, non-SFTP (Secure File Transfer Protocol) protocols and SFTP password authentication are not allowed to connect to SAP Concur for file transfers:

- Non-SFTP file transfer accounts must switch to SFTP with SSH Key Authentication.
- SFTP file transfer accounts that use password authentication must switch to SSH key authentication.
- SFTP password reset requests require the client to provide an SSH key for authentication.

⚠ **IMPORTANT**: If you are not using SFTP with SSH Key Authentication, you must take action to avoid disruption of your file transfer connections.

On April 12, 2021, SAP started disabling non-compliant file transfer connections. The process of disabling non-compliant accounts will continue throughout 2021. If you have multiple file transfer connections configured, this change applies to all of your file transfer connections.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.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*.

Ongoing SAP Concur Legacy File Move Migration

Information First Published	Information Last Modified	Feature Target Release Date
March 6, 2020	July 9, 2021	Ongoing until January 24, 2022

Overview

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

SAP Concur is in the process of 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 January 24, 2022. 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*.

Rotating PGP Key Available for File Transfers

Overview

Files transferred to SAP Concur products must be encrypted with the SAP Concur public PGP key, concursolutionsrotate.asc.

concursolutionsrotate.asc

- Key file is available in client's root folder
- Key ID 40AC5D35
- RSA 4096-bit signing and encryption subkey
- Key expires every 2 years
- Client is responsible for replacing the key before it expires
  - Next expiry date: September 4, 2022
  - SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key (key ID D4D727C0) remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- mft-us.concursolutions.com
- vs.concursolutions.com
- st-eu.concursolutions.com
- mft-eu.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

The rotating public PGP key provides greater security for file transfers.

What the Administrator Sees

An administrator with the required file transfer credentials can log into the file transfer site to retrieve the rotating public PGP key, concursolutionsrotate.asc, from the root directory.

Configuration / Feature Activation

Your internal file transfer administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

If assistance is required, please contact SAP Concur support.

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

Localization

Translations for Cash Advance Term

Overview

With the June release, SAP Concur is changing the following terms in the Brazilian Portuguese version of the SAP Concur user interface to bring consistency in translation of the term "Cash Advance":

English Term	Current BR Portuguese Term	Updated BR Portuguese Term
Cash Advances	Adiantamentos de viagem	Adiantamentos
Cash Advance	Adiantamento em espécie	Adiantamento

NOTE: This change might impact your company's internal documentation or training materials.

BUSINESS PURPOSE / CLIENT BENEFIT

These revisions provide a more accurate translation and improved user experience in Brazilian Portuguese.

Configuration / Feature Activation

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

Mileage Service

Fuel for Mileage (July 21)

Overview

SAP Concur releases a new Mileage Service update that allows a company to track and reclaim fuel and mileage taxes. The feature for fuel Value-Added Tax (VAT) reclaim lets a user record mileage expenses and fuel expenses on the same expense report (also known as a claim) to allow tracking of the reclaimable VAT paid on the fuel that will be used during mileage journeys.

⚠ **IMPORTANT**: This feature applies to Mileage Service (new mileage) customers only.

This change does **NOT** affect nor apply to current Concur Expense Professional customers using the existing mileage.

As a result of this change, a **Fuel for Mileage** expense type can be created by an admin for users to reclaim fuel and mileage taxes.

NOTE: For UK clients, an admin can also activate the Fuel for Mileage Placeholder configuration by updating the UK Expense Policy, UK Tax Configuration, and the VAT Receipt Required Check audit rule to exclude Personal Car Mileage.

An admin can also create the following for new Mileage Service users to use:

- **Fuel for Mileage** entry form
- **Mileage – No Receipt** entry form
- **Fuel Type** simple list
- **Mileage (Placeholder)** UK Tax Group
- **FUELFORM** Audit Rule

BUSINESS PURPOSE / CLIENT BENEFIT

This update enhances the Mileage Service functionality by allowing users to:

- Add Fuel for Mileage expenses via the Quick Expenses grid
- Add mileage expenses via the Mileage grid
- Reclaim fuel and mileage taxes

Configuration / Feature Activation

This Mileage Service update is deployed automatically but does require an admin to configure specific settings for the user. This change releases on July 21, 2021.

For more information on fuel configuration procedures for the Fuel for Mileage feature in the Mileage Service, refer to *Concur Expense: Car Configuration Setup Guide* for Professional edition, or the *Concur Expense: Mileage Rates by Policy Group Setup Guide for Concur Standard Edition*.

NextGen UI

Ongoing Updated User Interface (UI) for Concur Expense End Users

Information First Published	Information Last Modified	Feature Target Release Date
March 2018	June 5, 2020	TBD
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The continued evolution of the Concur Expense solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for creating and submitting expense reports.

Concur Expense customers have the ability to preview and then opt in to the NextGen UI before the mandatory move.

BUSINESS PURPOSE / CLIENT BENEFIT

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

Products and Users Affected

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

These UI changes apply to:

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

IMPORTANT: Timeline and Milestones

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

- **As of July 1, 2020, we have concluded the Early Access Period:** During this time, the updated UI was available for preview to customers worldwide. We encouraged administrators/power users to use the Early Access Period to preview the refreshed interface, update internal training materials, and prepare the organization for the transition.
- **As of July 1, 2020, we are in the Opt-In Period:** Following the Early Access Period is an open Opt-In Period. This milestone is marked by the delivery of most planned features as well as further overall quality and stability.

  Customers should use this period to plan their transition and move to the NextGen UI for Concur Expense when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

  NOTE: During the Opt-In Period, not all planned Concur Expense features from the existing UI will be available in the NextGen UI.

- **Mandatory Move to the NextGen UI for customers of Concur Expense:** ***All customers will be required to move to the NextGen UI***. This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support. We have not yet set a date when any remaining customers will be moved automatically. Customers will have at least twelve months to complete the transition after the date is announced.

Customers are encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Opt-In Period.

Transition Materials – Guides and Other Resources

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

- Professional Edition
- Standard Edition

The links above provide access to the following:

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

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

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

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Expense to help users become comfortable with the new experience. This guide will be updated as needed during the Opt-In Period as the NextGen UI is being enhanced. Admins should review the guide often.

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

- **Release information:** During the Opt-In Period, the release of enhancements will ***not*** be on the regular release schedule. Instead, we provide special release notes and information about features and enhancements that are nearing release.

Get Started

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

More Information

Additional information will be available in future release notes.

Profile

(Canada) New Personal Address Requirements for Bank Information

Overview

For Canadian users who enter ***or update*** their **Bank Information** page in Profile, new fields display. Some of the new fields are required to comply with local banking regulations.

The following fields are impacted by this change:

- Personal Address Line 1 (required)
- Personal Address Line 2 (optional)
- City (required)
- Province (required)
- Postal Code (required)

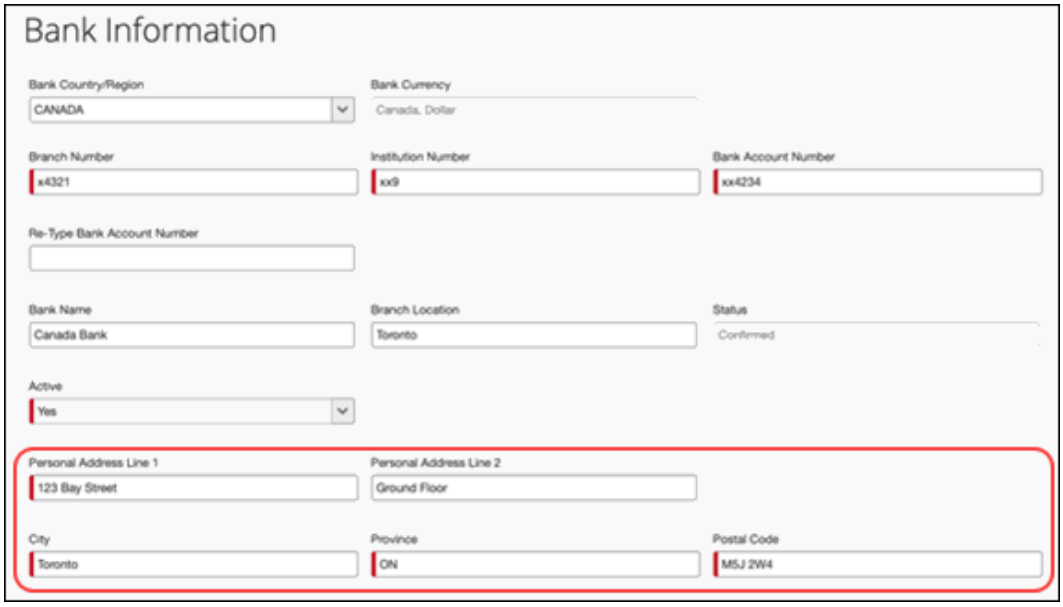
NOTE: Users who have already entered bank information are not required to take any action at this time. However, they will be required to complete the required fields if they update their **Bank Information** page in Profile.

BUSINESS PURPOSE / CLIENT BENEFIT

Concur Expense must contain all information that may be required for payment processing.

What the User Sees

For Canadian users, new fields display on the **Banking Information** page in Profile (**Profile > Profile Settings > Bank Information**).



Configuration / Feature Activation

These fields are automatically available; there are no configuration or activation steps.

(Mexico) New Personal Address Requirements for Bank Information

Overview

For Mexican users who enter ***or update*** their **Bank Information** page in Profile, new fields display. Some of the new fields are required to comply with local banking regulations.

The following fields are impacted by this change:

- Swift Code (required)
- RFC (required)
- Phone Number (optional)

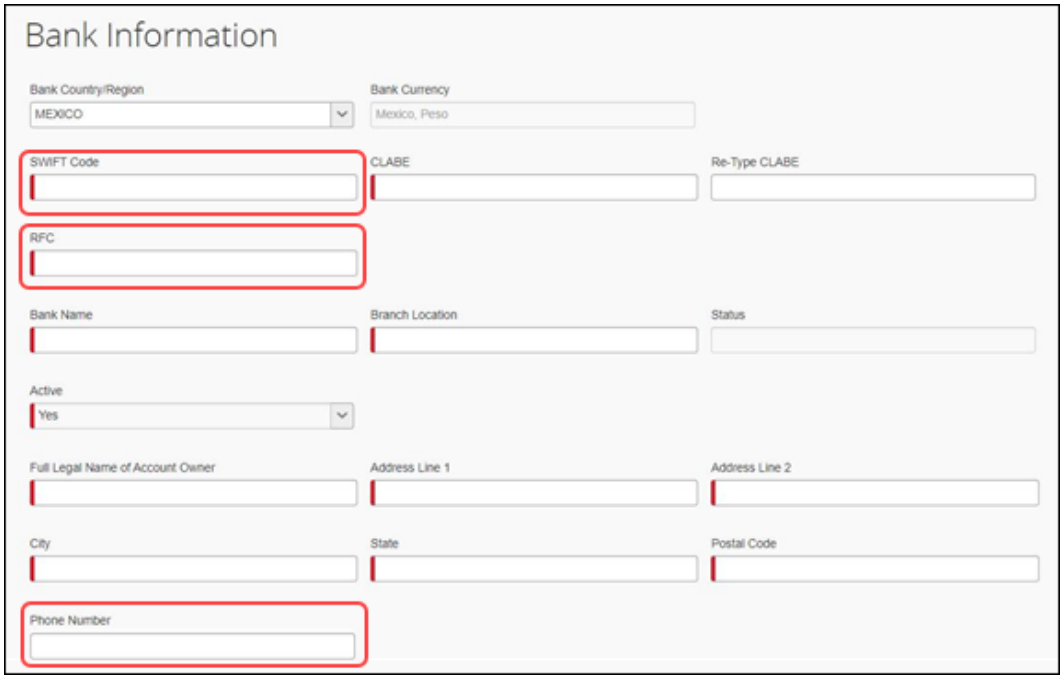
NOTE: Users who have already entered bank information are not required to take any action at this time. However, they will be required to complete the required fields if they update their **Bank Information** page in Profile.

BUSINESS PURPOSE / CLIENT BENEFIT

Concur Expense must contain all information that may be required for payment processing.

What the User Sees

For Mexican users, new fields display on the **Banking Information** page in Profile (**Profile > Profile Settings > Bank Information**).



Configuration / Feature Activation

These fields are automatically available; there are no configuration or activation steps.

Security

Ongoing Changes to Some Email Subdomains

Information First Published	Information Last Modified	Feature Target Release Date
June 11, 2021	June 18, 2021	Beginning on June 1, 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

SAP is adopting the Domain-based Message Authentication (DMARC) email security protocol for all email sent from SAP. As a result, the email addresses for some email sent from SAP Concur organizations will no longer be sent from the @sap.com root domain, but will instead be sent from a subdomain of sap.com, such as @example.sap.com where "example" is the subdomain.

If your organization maintains an allow list for email addresses, you can update your allow list to include email from the following domains to ensure that you receive

emails sent from the sap.com root domain and subdomains of the sap.com root domain:

- @info.sap.com
- @mail.sap.com
- @*sap.com
  - If your internal configuration allows it, adding @*sap.com can minimize the need for future updates by allowing all emails from the sap.com domain and from subdomains of the sap.com domain. For example, if your allow list includes @*sap.com you do not need to add @info.sap.com or @mail.sap.com because @*sap.com encompasses those subdomains.

⚠ **IMPORTANT!** Consult with your IT department before adding @*sap.com to your allow list as some configurations might not permit the use of this entry.

The following types of email communications from SAP Concur solutions are not impacted by this change:

- 1:1 e-mail communication that you have with your SAP Concur account team or other SAP representatives. These e-mails will continue to come from @sap.com.
- System e-mails (for example expense report approvals and travel bookings) that come from concursolutions.com, tripit.com, or other SAP Concur products and solutions
- SAP Concur support updates (such as case notifications)

BUSINESS PURPOSE / CLIENT BENEFIT

DMARC compliance provides better security for emails sent from SAP to its customers.

Configuration / Feature Activation

This change occurs automatically. If your organization maintains an allow list for email addresses, the allow list might need to be updated to include emails from additional subdomains such as @mail.sap.com and @info.sap.com or from @*sap.com.

📖 For more information, refer to the *SAP Concur client communication* about this change. For a list of email addresses used to send notifications from SAP Concur solutions, refer to *Concur Travel & Expense Supported Configurations*.

Test Entities

UI Frame Change

Overview

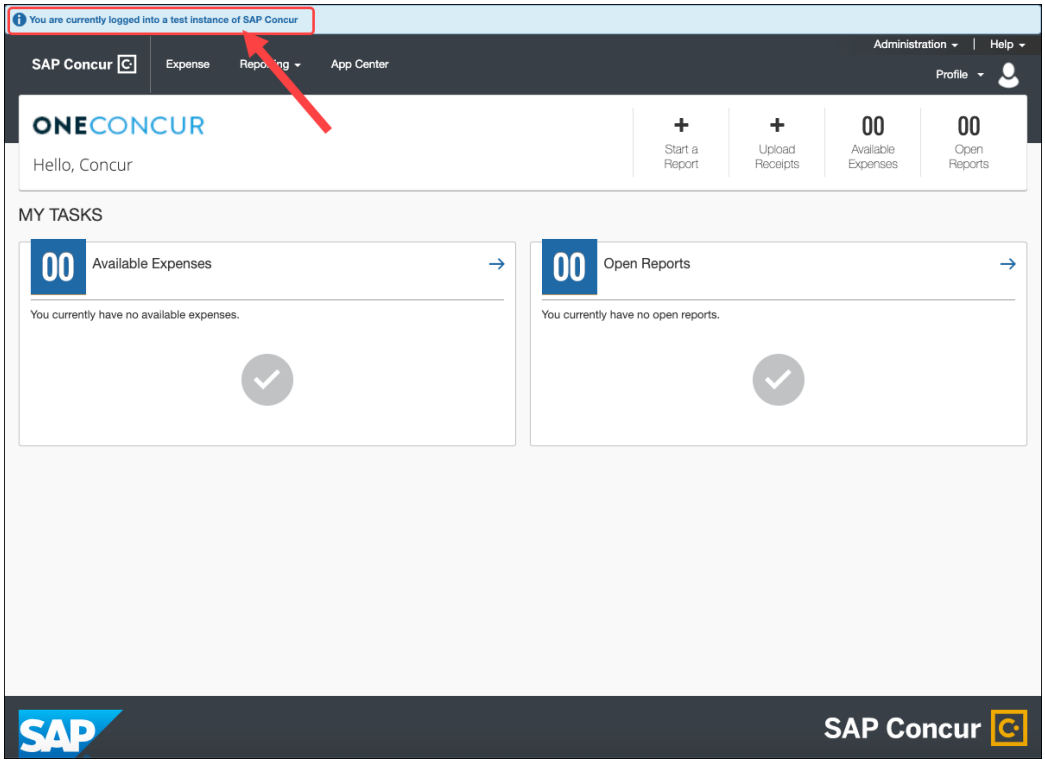
When end users, approvers, processors, and admins log in to an SAP Concur test entity, they will notice the global banner across the top of the page has changed and that the UI web frame has a unique, identifying color.

Prior to implementing this change, logged-in users saw only a blue global banner across the top of the page. Users might have had issues distinguishing between the test environment and production environment.

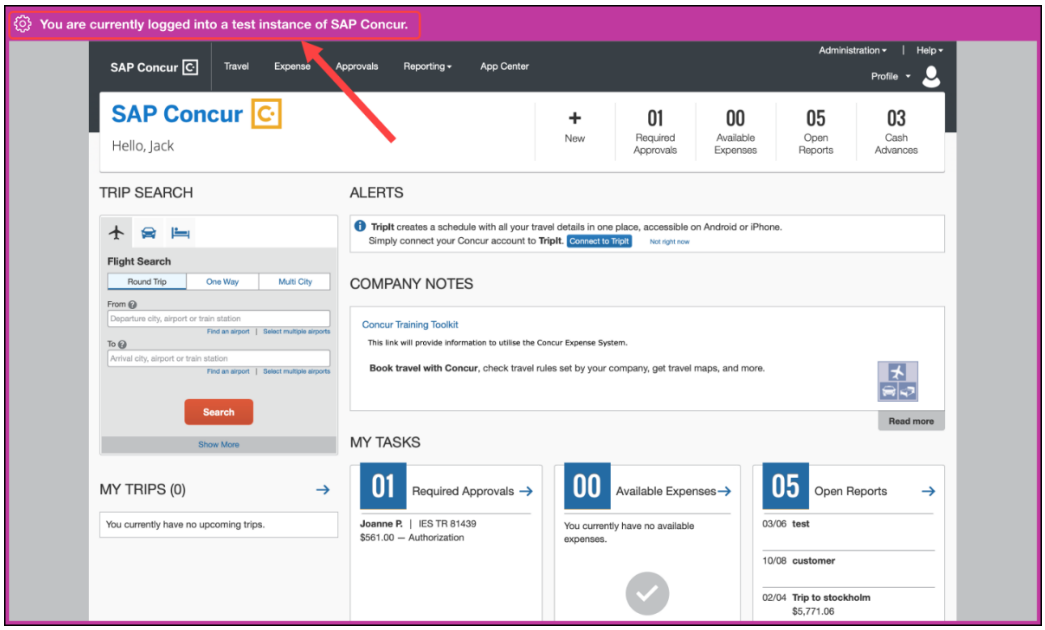
BUSINESS PURPOSE / CLIENT BENEFIT

All SAP Concur users now see a more distinct difference between a test entity and production entity. These changes help users to clearly distinguish between test and production entities. These changes might also reduce the likelihood of logging in to the wrong entity and performing critical tasks such as configuration updates and data changes.

BEFORE EXAMPLE



AFTER EXAMPLE



Configuration / Feature Activation

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

Travel Allowance Service

Incidental Deduction Category Available in the Generic Configurable Bundle

Overview

For clients using the new Travel Allowance Service (TAS) when a ***new*** generic configurable bundle is created, it will include *Incidental* in the list of available deduction categories.

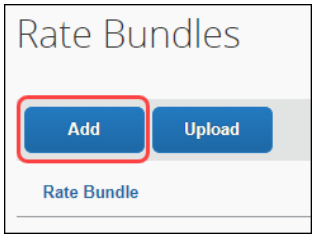
NOTE: TAS is a limited availability feature. The classic Travel Allowance feature remains available to all clients.

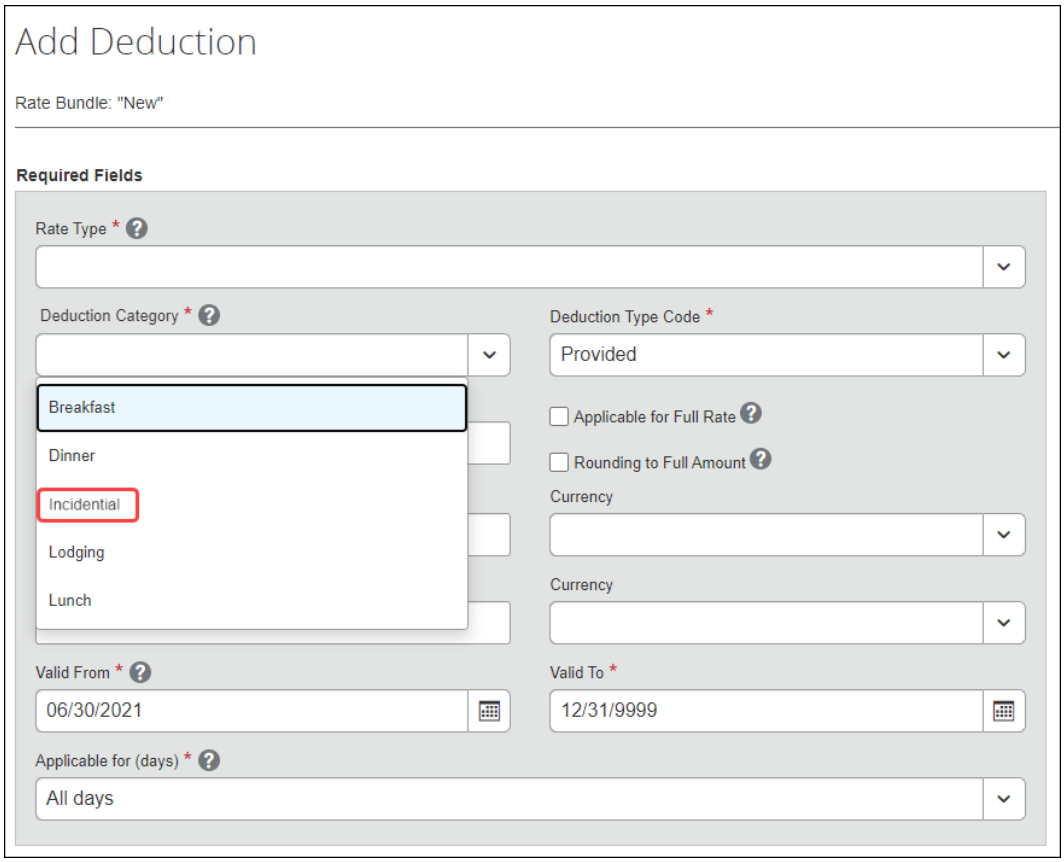
BUSINESS PURPOSE / CLIENT BENEFIT

This change allows greater flexibility when creating custom bundles.

What the Admin Sees

For newly added bundles, on the **Add Deduction** page, the **Deduction Category** list now includes *Incidental*.





Configuration / Feature Activation

The change displays automatically for newly added (custom) bundles.

For general information about travel allowance solutions, refer to the *Travel Allowance* (classic) and *Travel Allowance Service* (NextGen UI) guides.

Web Services Administration

Ongoing Application Connector Username and Password Length Requirements Updated

Information First Published	Information Last Modified	Feature Target Release Date
June 18, 2021	July 9, 2021	October 4, 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Beginning on October 4, 2021, the length of the username and password associated with an application connector must be at least 10 characters long and not more than 50 characters long. To avoid disruption of callouts through application connections, usernames and passwords that do not meet these requirements must be updated before October 4, 2021.

Application connection usernames and passwords can be updated by an administrator with the Company Admin or Web Services Admin role.

NOTE: For admins working with Standard entities, a user with the Concur Expense **Can Administer** permission has the **Web Services Administrator** role.

BUSINESS PURPOSE / CLIENT BENEFIT

Enforcing password and username length restrictions improves the security standards for callouts made through the application connector.

What the User Sees

This change impacts the following callout types:

- Fetch Attendee
- Fetch List
- Launch External URL
- Event Notification.

If the username and password are not updated before the new requirement is put into place on October 4, 2021, users might experience disruptions when working in Concur Expense and Concur Request. The type of disruption they experience will depend on the type of connector the experience relies on.

- Fetch Attendee
  - Expense item: When a user is adding an attendee to an expense item, the attendee field will be empty and the user will not be able to search for an attendee.
- Fetch List

- Expense item: When a user is updating an expense item, fields attached to a Fetch List callout will be empty. As a result, the expense item will generate errors and be incomplete. If the report is submitted in this state, it might be flagged for auditing.
- Report header: When a user is creating a report header, fields attached to a Fetch List callout will be empty. As a result, the user might not be able to create and finish the report.

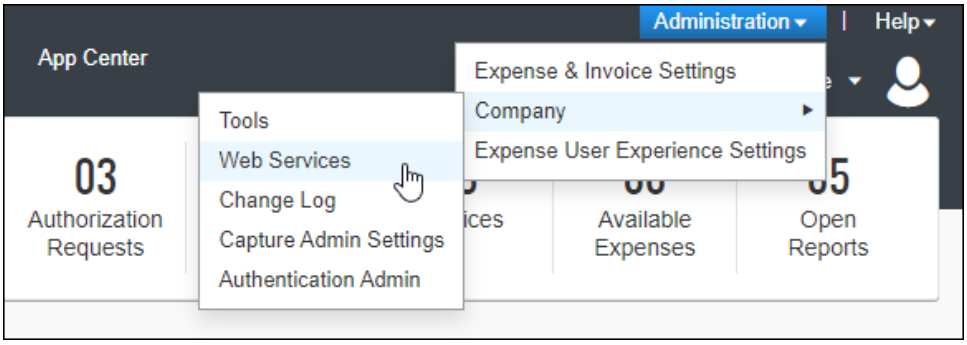
- Launch External URL
  - Expense item: When a user is updating an expense item field, fields attached to a Launch External URL callout will not trigger the URL to be launched. As a result, the user will be unable to search or select the associated list information for inclusion in the field, the expense item will be incomplete, and it will generate errors. If the report is submitted in this state, it might be flagged for auditing.
  - Report header: When a user is creating a report header, fields attached to a Launch External URL callout will not trigger the URL to be launched. As a result, the user will be unable to search or select the associated list information for inclusion in the report, the report might not be created, and the user might not be able to finish the report.
  - Allocation: When a user is updating an allocation field, fields attached to a Launch External URL callout will not trigger the URL to be launched. As a result, the user will be unable to search or select the associated list information, the allocation will generate errors and will be incomplete. The user might be able to submit the report but it might be flagged for auditing or the user might not be able to submit the report.
- Event notification v1.0
  - When a report is submitted, the event attached to notifications might not be triggered. As a result, the report will stay in the Pending External Validate state.

What the Admin Sees

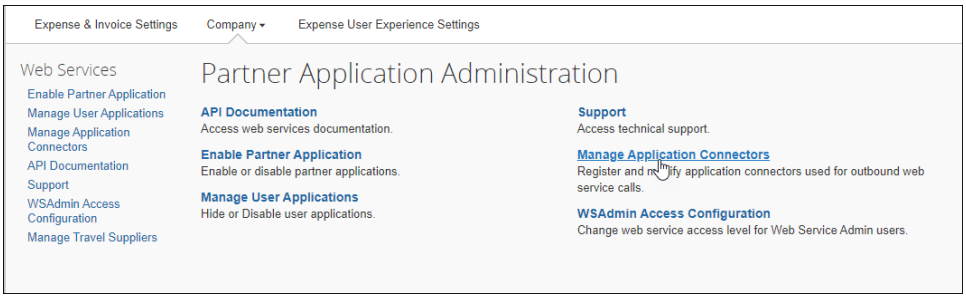
Usernames and passwords for application connectors are configured on the **Manage Application Connectors** page.

To change the username and password for an application connector:

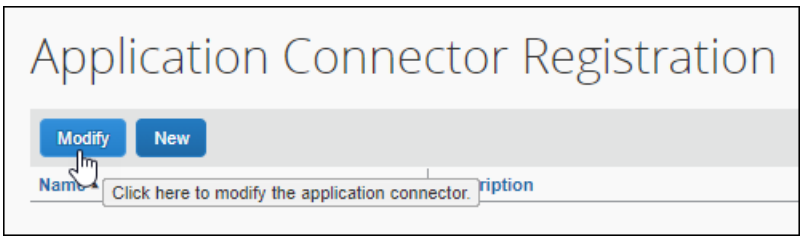
1. Click **Administration > Company > Web Services**.



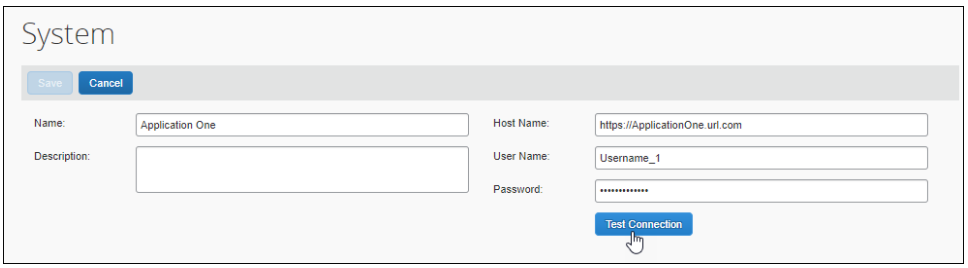
2. Click **Manage Application Connectors**.



3. Choose the application connector you want to update and then click **Modify**.



4. Enter the new username and password and then click **Test Connection**.



5. Click **Save**.

NOTE: After you update the username and password for an application connector, you must click **Test Connection** to verify the changes before the application connector can be used for any of the callout services.

Configuration / Feature Activation

The username and password requirements will be changed automatically.

To avoid disruption of callouts through application connections, usernames and passwords that do not meet these requirements must be updated before October 4, 2021.

For more information, refer to *Callouts and Application Connectors* on the SAP Concur Developer Center.

Planned Changes

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

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

App Center

Planned Changes Amazon Business Integration

Information First Published	Information Last Modified	Feature Target Release Date
July 9, 2021	July 16, 2021	August 2, 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

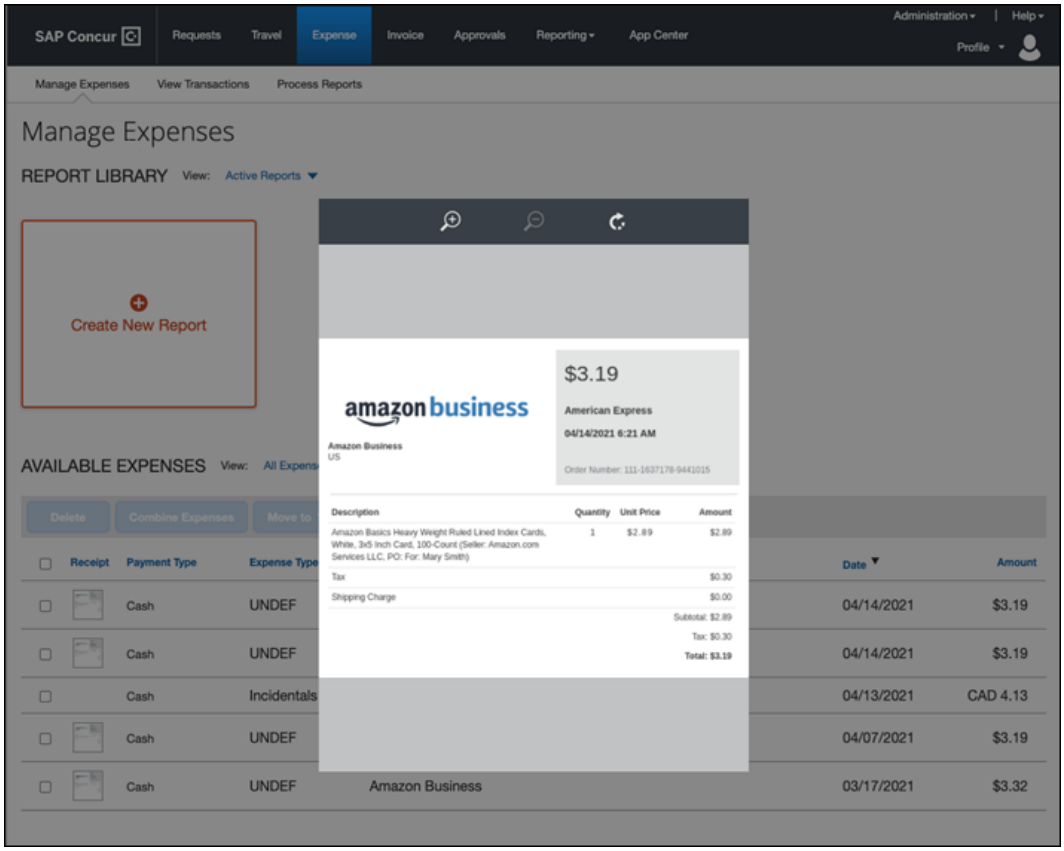
Targeted for August 2, 2021, SAP Concur solutions is excited to announce that Amazon Business will be integrated with SAP Concur. With this integration, companies are now able to offer their employees, who purchase items through Amazon Business, the ability to add their expenses to an expense report, view the e-receipt, and then submit, rather than needing to import receipts or filling out forms for each expense.

BUSINESS PURPOSE/CLIENT BENEFIT

This integration allows employees to easily purchase items through Amazon Business and then submit their expenses in Concur Expense.

What the User Sees

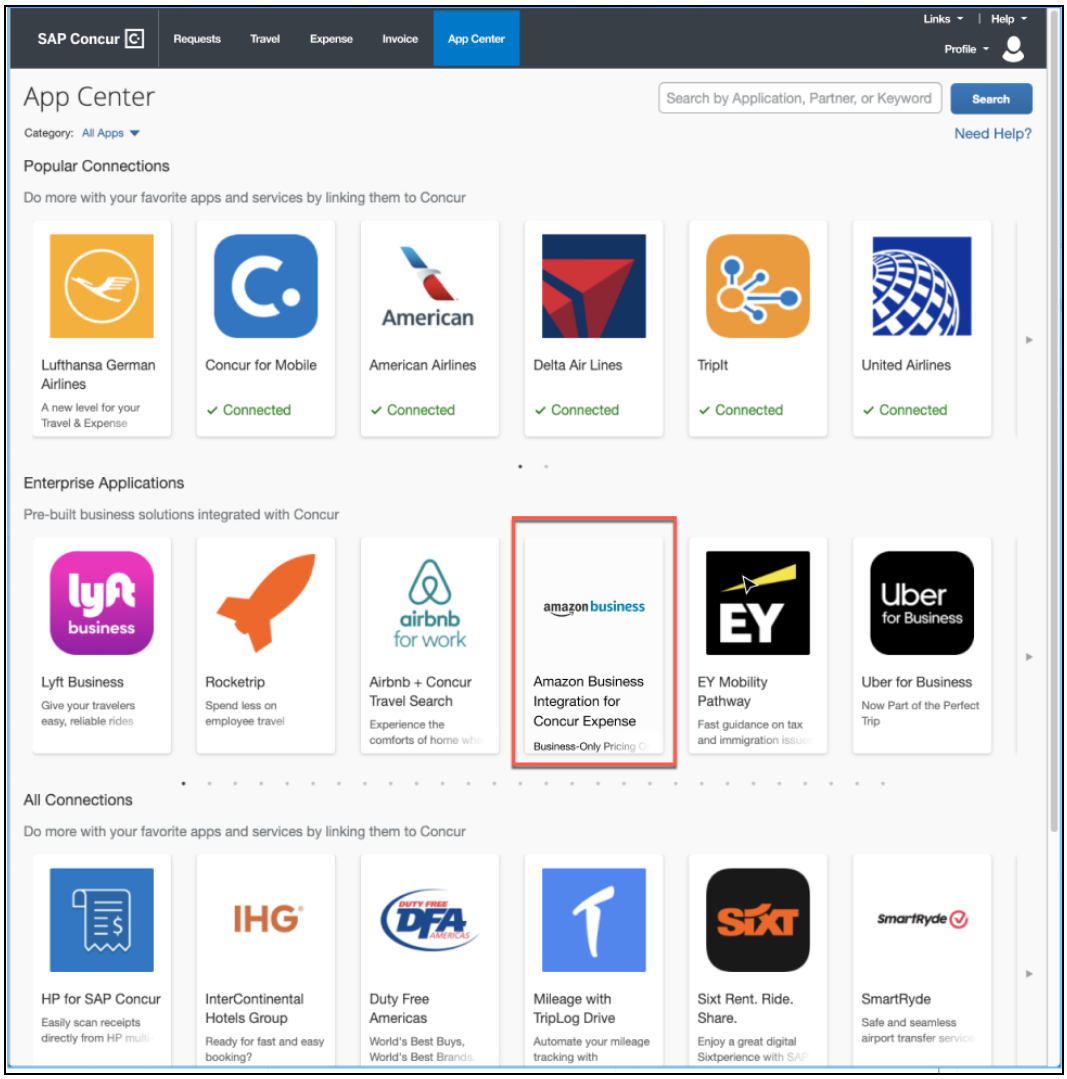
When users purchase items in Amazon Business, their Amazon Business expenses will automatically appear in the **Available Expenses** list in Concur Expense.



NOTE: To ensure that users see their Amazon Business transactions in Concur Expense, they will need to ensure - in Profile (**Profile > Profile Settings > Email Addresses**) - that their email address is verified.

What the Concur Admin Sees

Concur Admins see the Amazon Business tile in the SAP Concur App Center (**App Center > App Center** page).



For more information about the Amazon Business / SAP Concur integration, refer to the *How to Enable Amazon Business via the SAP Concur App Center Guide*.

Configuration/Feature Activation

Concur Admins need to enable Amazon Business in the SAP App Center, enabling employees to purchase items in Amazon Business and then expense their Amazon Business transactions in Concur Expense.

Employee Import

Planned Changes EFT Supplemental Detail Bank Account Import Added as 820

Information First Published	Information Last Modified	Feature Target Release Date
July 2021	—	August 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

A new employee import record set, EFT Supplemental Detail Bank Account Import, will be added to the overnight employee import job. This new record set is at the 820-record level, and includes identical records as those found in the 810-level records, with the addition of fields and validations for information that will be required in the future.

NOTE: At this time, no change is planned to the current employee import EFT Detail Bank Account record 810 or payment execution requirements – they remain supported.

The following are the supplemental fields found only in the 820 record:

- Field 20: Phone Number (optional)
- Field 21: Date of Birth (optional)
- Field 22: Bank Branch Postal Address Line 1 (optional)
- Field 23: Bank Branch Postal Address Line 2 (optional)
- Field 24: Bank Branch Postal Address City (optional)
- Field 25: Bank Branch Postal Address Region (optional)
- Field 26: Bank Branch Postal Code (optional)

The following additional currency specific ***validations*** will be added for Canada Dollar (CAD) and Mexico's Nuevo Peso (MXN):

- Personal Address (Fields 11-15) will be required for CAD
- Bank Identification Number (BIN) (Field 4) and TAXID (Field 17) will be required and must be provided for MXN, where BIN is 8- or 11-characters SWIFT code and the Tax ID are either the RFC code (13 characters – example: MALA780724988) or the CURP code (18 characters – example: GOJO601228HVZRML07).

BUSINESS PURPOSE / CLIENT BENEFIT

Concur Expense must contain all information that may be required for payment processing.

Configuration / Feature Activation

Expense Pay clients can move from the 810- to the 820-level record type and start supplying the additionally required data fields to continue to successfully reimburse employees now and in the future. Contact your SAP Concur representative or submit a Service Request to Concur Support to do this.

📖 For more information, refer to the *Shared: Employee Import Specification*.

Mileage

Planned Changes New Mileage Features

Information First Published	Information Last Modified	Feature Target Release Date
May 2021	--	2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

SAP Concur continues to work on this change. With the next release, this information will be removed. When this change gets closer to a release date, this information will again appear in the release notes document.

Miscellaneous

Planned Changes 5-Star Rating Replaced with New Survey

Information First Published	Information Last Modified	Feature Target Release Date
June 18, 2021	July 9, 2021	August 1, 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Beginning on August 1, 2021, Concur Expense end users will see a new survey when submitting Expense Reports.

Currently, after submitting an Expense Report, a message appears intermittently asking the user to rate their experience from 1 to 5 stars. Beginning on August 1, after submitting an Expense Report, a short survey will intermittently appear enabling the user to provide feedback on their experience.

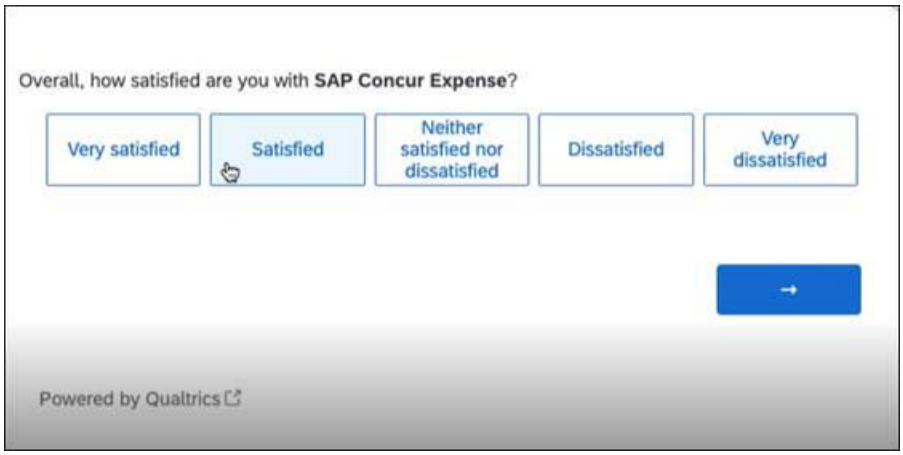
BUSINESS PURPOSE / CLIENT BENEFIT

The new survey will collect more actionable feedback that can be used by the SAP Concur product teams to prioritize and improve the features they deliver.

What the User Sees

After submitting an Expense Report, on an intermittent basis, the user will see the following message:

If the user clicks **Provide Feedback**, a short series of screens similar to the following will appear, enabling the user to provide feedback about their experience.



Configuration / Feature Activation

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

NOTE: Clients can choose to opt-out of the user feedback mechanism. If a client has opted out of the 5-star rating system, they will automatically be opted-out of the new survey.

Standard Accounting Extract

Planned Changes Change to the PAID_DATE Field

Information First Published	Information Last Modified	Feature Target Release Date
May 2021	—	August 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

In the Standard Accounting Extract (SAE), currently the value of the PAID_DATE field may be either the date when the report is extracted, or the date when the payment is confirmed. We plan to change the SAE (versions 2 and 3) so that this date is always the date that the report is extracted and not overwrite the value with the date that the payment confirmation is received.

More information will be provided in future versions of these release notes.

BUSINESS PURPOSE / CLIENT BENEFIT

This change targets improving analytics and other use cases for anyone relying on the value in this field.

Configuration / Feature Activation

The change will be made automatically; there will be no configuration or activation step.

For more information, refer to the *Concur Expense: Standard Accounting Extract, Version 2 Specification,* or the *Concur Expense: Standard Accounting Extract, Version 3 Specification*.

Client Notifications

Accessibility

Accessibility Updates

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

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

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

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

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

Subprocessors

SAP Concur Non-Affiliated Subprocessors

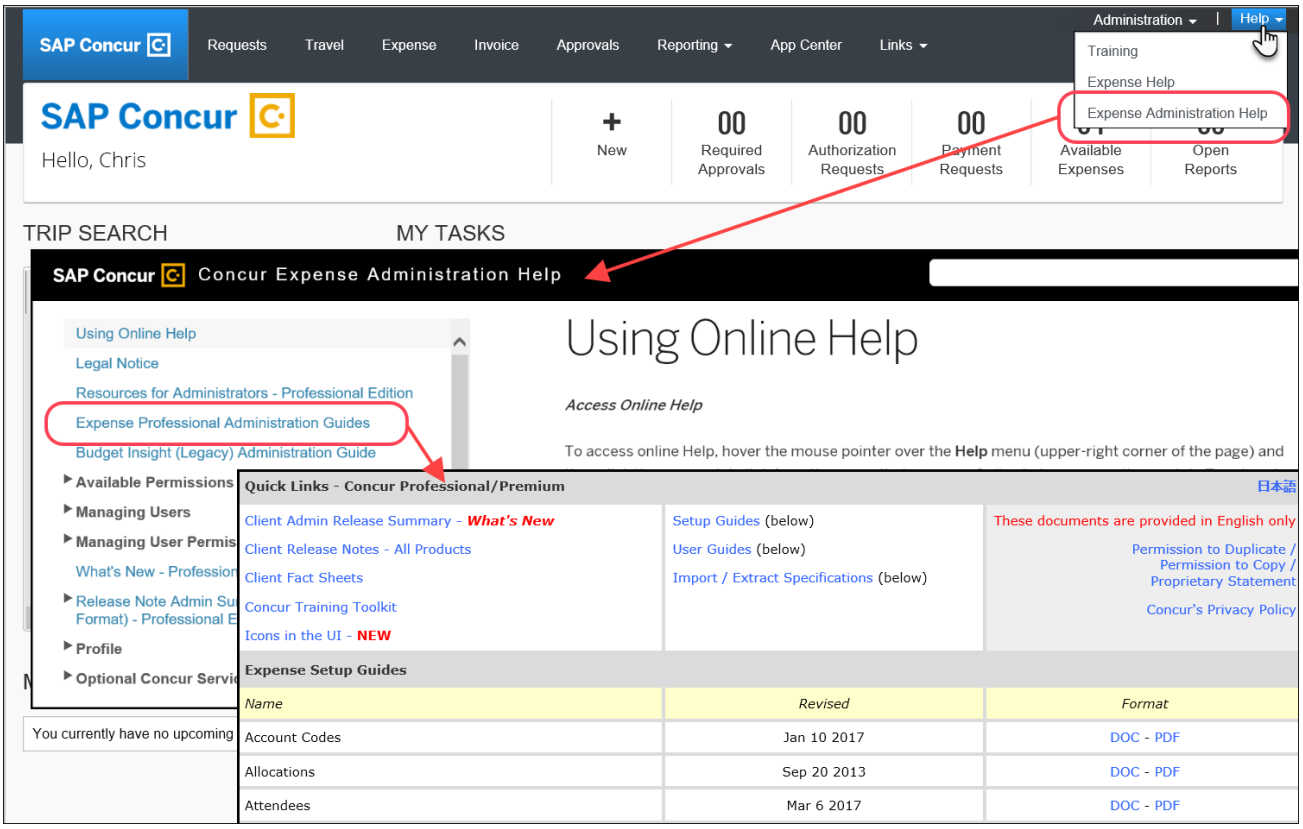
The list of non-affiliated subprocessors is available here: SAP Concur list of Subprocessors

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

Additional Release Notes and Other Technical Documentation

Online Help – Admins

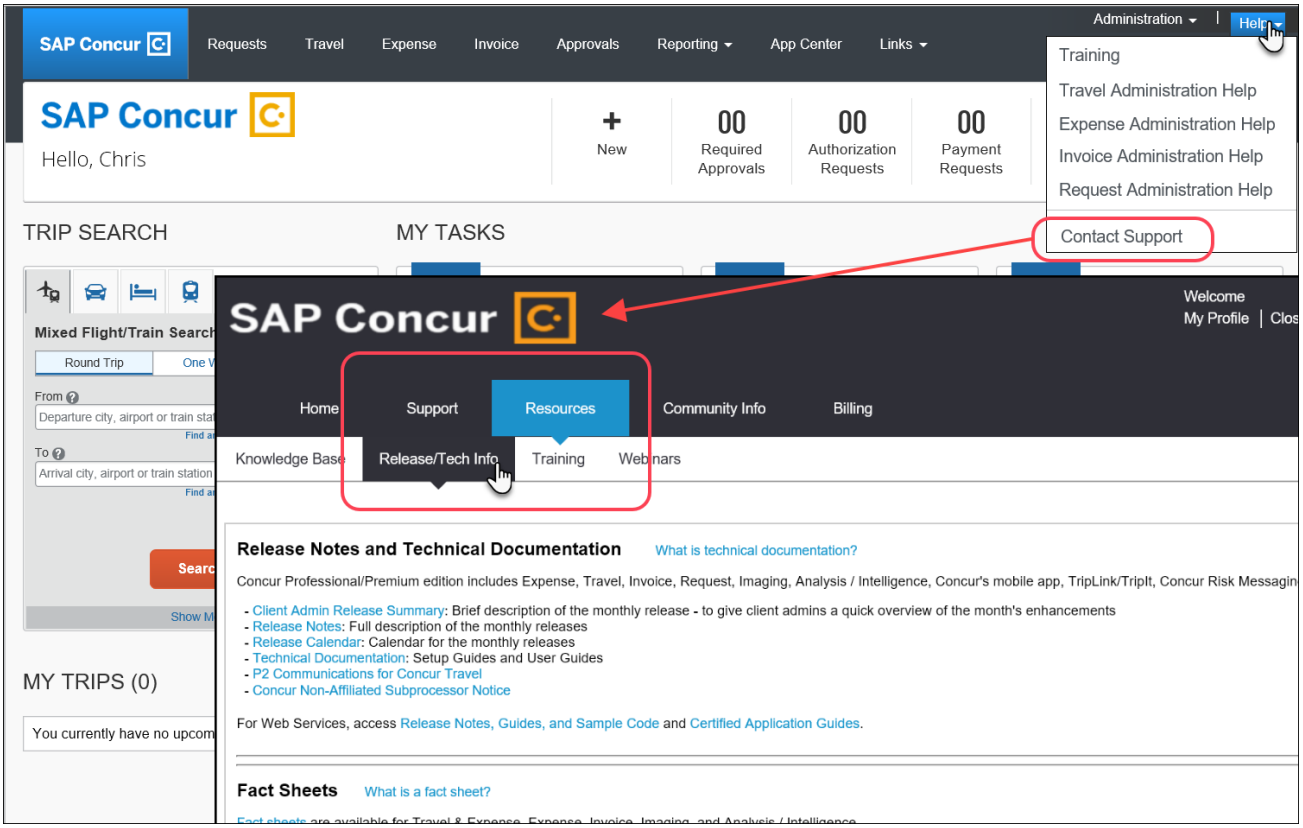
Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help.



SAP Concur Support Portal – Selected Users

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

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



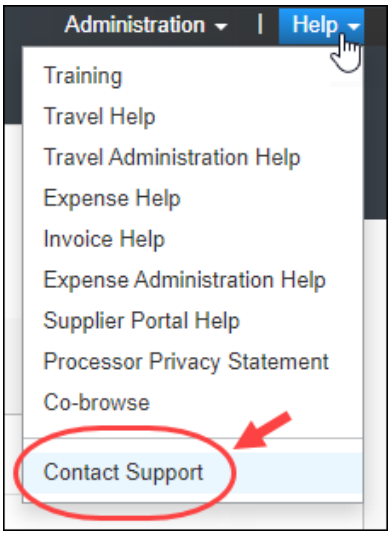
Cases

Check Support Case Status

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

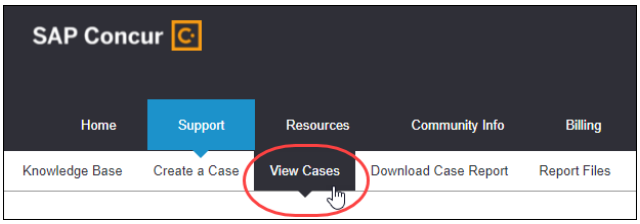
To check the status of a submitted case

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

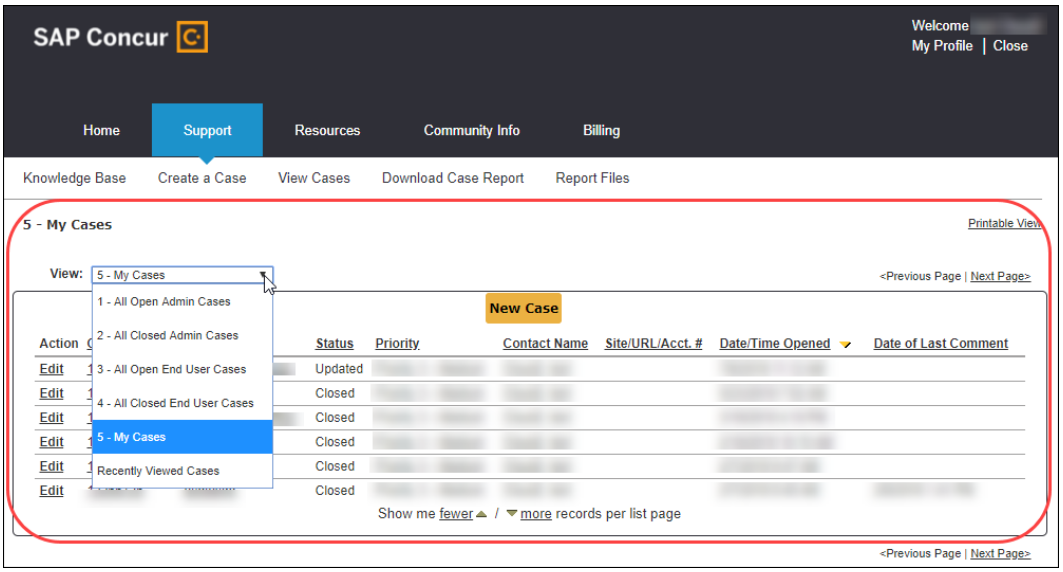


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



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



SAP Concur Release Notes **Expense Professional / Premium**	
Month	**Audience**
Release Date: August 27, 2021 Update #1: Tuesday, September 7, 3:30 PM PT	Client ***FINAL***

Contents

Legal Disclaimer

Release Notes

API

Changes to API Deprecation Policy

Overview

Our API deprecation policy has changed to further align with SAP.

📖 For more information, refer to the *SAP Concur Developer Center release notes*.

App Center

Amazon Business Integration

Overview

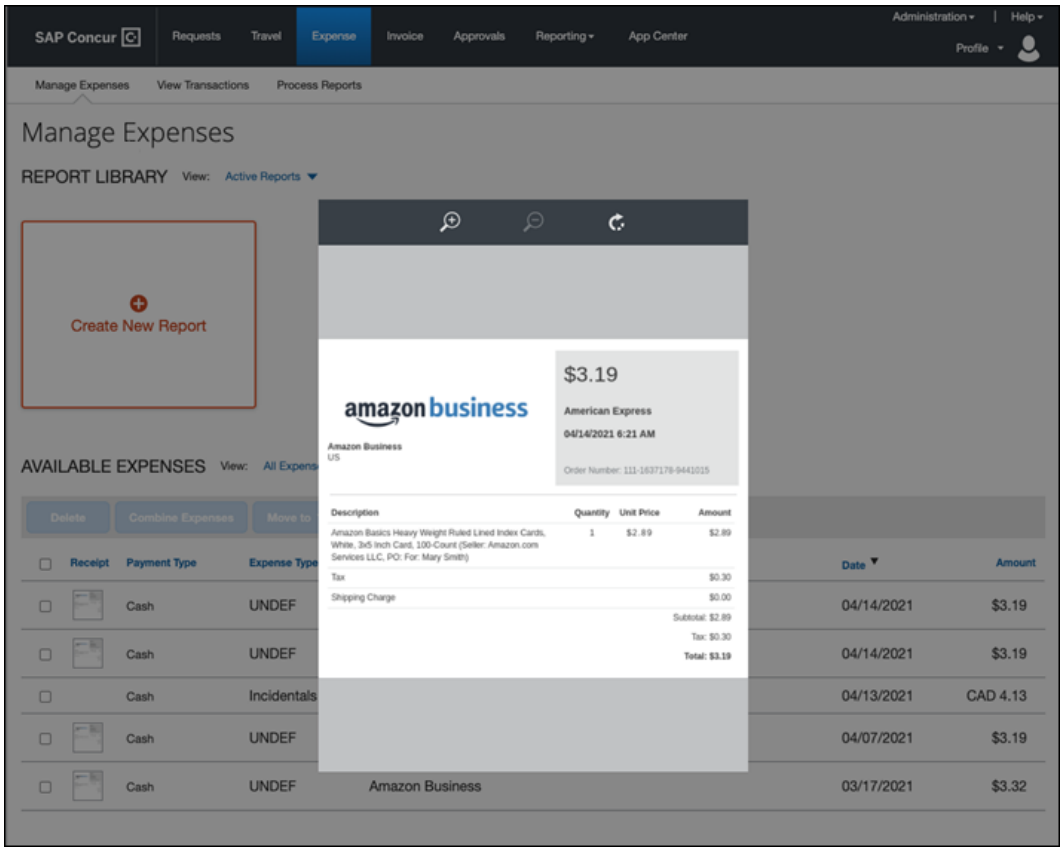
With this release, SAP Concur solutions is excited to announce that Amazon Business is now integrated with SAP Concur. With this integration, companies are now able to offer their employees, who purchase items through Amazon Business, the ability to add their expenses to an expense report, view the e-receipt, and then submit, rather than needing to import receipts or filling out forms for each expense.

BUSINESS PURPOSE/CLIENT BENEFIT

This integration allows employees to easily purchase items through Amazon Business and then submit their expenses in Concur Expense.

What the User Sees

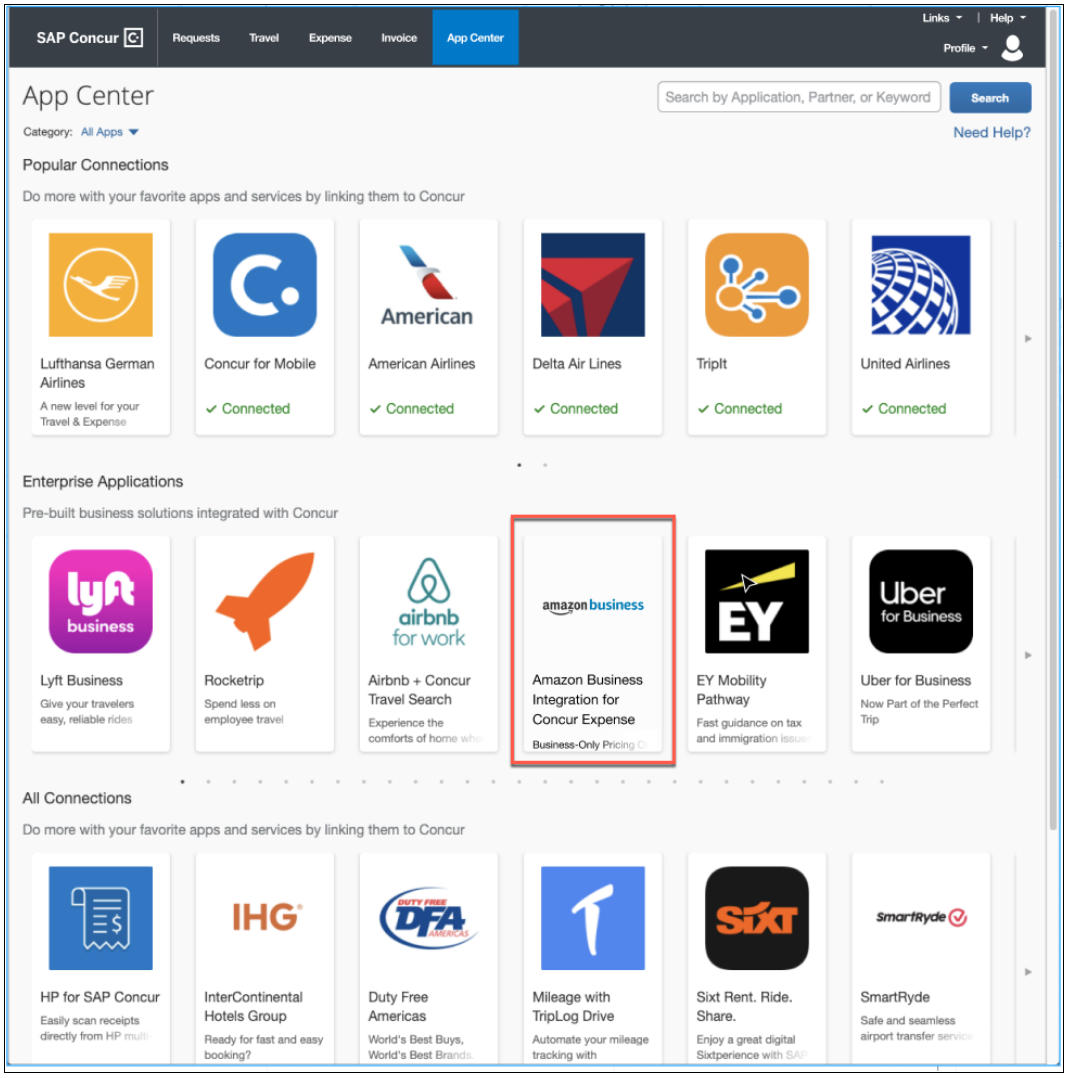
When users purchase items in Amazon Business, their Amazon Business expenses automatically appears in the **Available Expenses** list in Concur Expense.



NOTE: To ensure that users see their Amazon Business transactions in Concur Expense, they need to ensure - in Profile (**Profile > Profile Settings > Email Addresses**) - that their email address is verified.

What the Concur Admin Sees

Concur Admins see the Amazon Business tile in the SAP Concur App Center (**App Center > App Center** page).



For more information about the Amazon Business / SAP Concur integration, refer to the *How to Enable Amazon Business via the SAP Concur App Center Guide*.

Configuration/Feature Activation

Concur Admins need to enable Amazon Business in the SAP App Center, enabling employees to purchase items in Amazon Business and then expense their Amazon Business transactions in Concur Expense.

Authentication

Support for HMAC Now Deprecated

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) has been deprecated.

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).

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

HMAC is now deprecated and can no longer be configured. Clients can 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*.

Authentication Administration

New Company Request Token Self-Service tool

Overview

In late August, a new Company Request Token self-service tool will be available to SAP Concur admins who have been assigned the **Company Admin** or **Web Services Admin** role.

NOTE: For admins working with Concur Standard entities, a user with the **Can Administer** permission has the **Web Services Administrator** role.

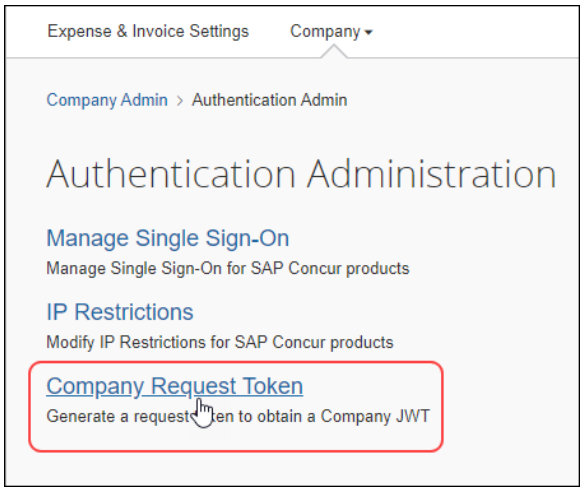
The Company Request Token self-service tool enables clients to generate the Company Request Token that is required to request a JSON web token (JWT) when connecting to APIs in the SAP Concur platform.

BUSINESS PURPOSE / CLIENT BENEFIT

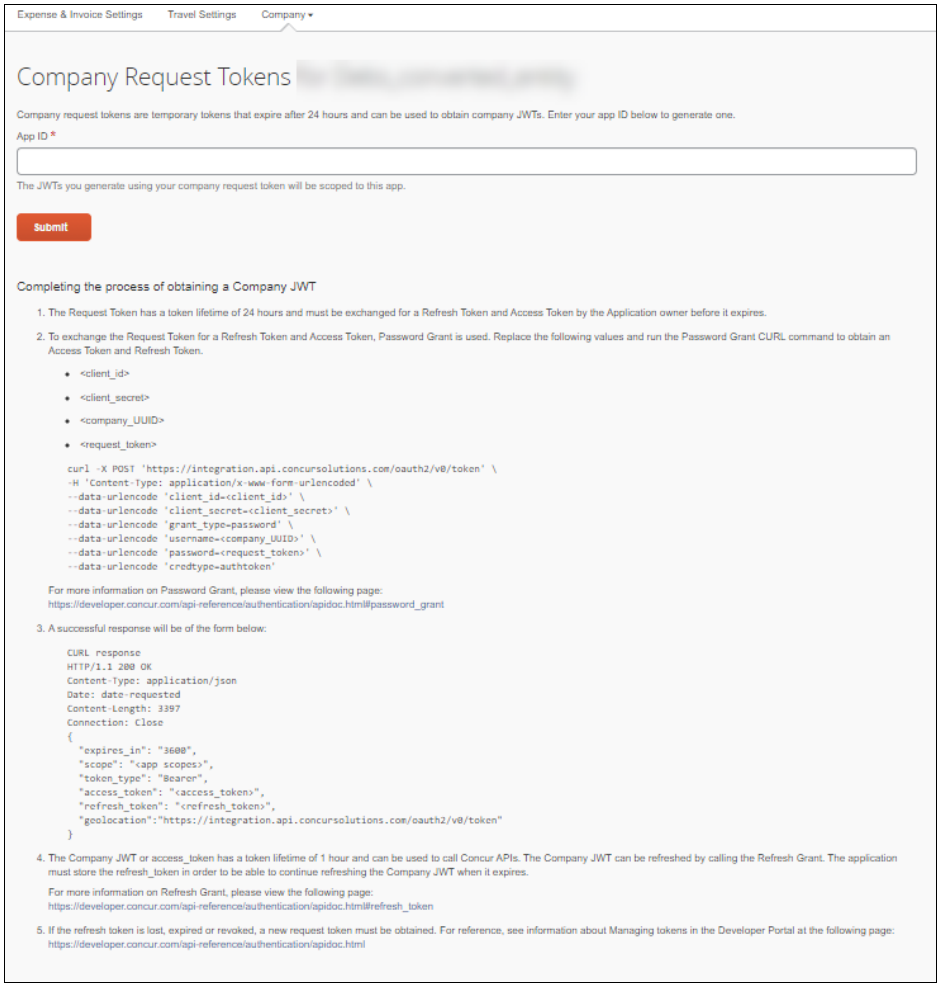
The Company Request Token self-service tool enables clients to generate Company Request Tokens without contacting SAP Concur support. This tool also enables clients to generate a replacement Company Request Token without assistance from SAP Concur support if their Company Request Token expires or is lost.

What the Admin Sees

Admins with the required permissions see a link to the **Company Request Token** page on the **Administration > Company > Authentication Administration** page.



After clicking **Company Request Token**, the admin sees the **Company Request Tokens** page.



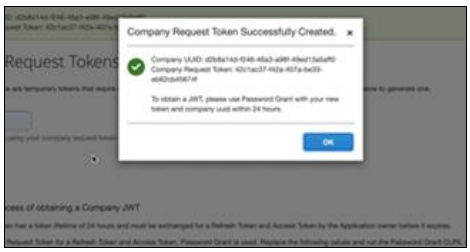
On the **Company Request Tokens** page, the admin enters their Client ID in the **App ID** field, and then clicks **Submit.**

NOTE: Clients can obtain a Client ID through one of the following methods:

- Clients with SAP Concur Client Web Services who have requested access to the self-service tool for application management can generate a Client ID using the self-service tool.

- Clients who do not have SAP Concur Client Web Services can contact SAP Concur support to obtain an App ID as needed.

The **Company Request Token Successfully Created** dialog appears.



This dialog contains the Company UUID and the Company Request Token. The admin must copy and save both the Company UUID and the Company Request Token before signing out or navigating away from this dialog.

The admin can use the Company Request Token to generate a Company JWT, using the Password Grant process.

Instructions for the Password Grant process are on the **Company Request Token** page, as well as the SAP Concur Developer Portal.

The Company Request Token has a token expiry lifetime of 24 hours. The admin must obtain the Company JWT within that 24-hour period.

If the Company Request Token expires or is lost, the admin can access the Company Request Tokens page again, enter their Client ID into the App ID field, and then generate a replacement Company Request Token.

Configuration / Feature Activation

There are no configuration or activation steps; this page is automatically available to admins with the required permissions.

Client Web Services

Register Partner Application Page No Longer Active

Overview

On August 21, the **Register Partner Application** page will no longer be active and all new authentication applications must use the new application management self-service tool.

The new application management self-service tool replaces the **Register Partner Application** page.

For more information, refer to the *Self-Service Tool for Application Management* release note in this document.

BUSINESS PURPOSE / CLIENT BENEFIT

The new application management tool enables clients who have SAP Concur Client Web Services to generate Client IDs (App IDs) and Client Secrets without contacting SAP Concur support.

NOTE: Clients who do not have SAP Concur Client Web Services can still contact SAP Concur support to obtain an App ID as needed.

The new self-service tool for application management also enables clients to create Oauth 2.0 compliant applications.

📖 Oauth 1.0 was deprecated on February 4, 2017. Refer to the *SAP Concur Developer Portal* for more information.

Configuration / Feature Activation

The **Register Partner Application** page will automatically be set to read-only on August 21, 2021.

In late August, the new application management tool can be enabled by the Client Web Services team for clients with SAP Concur Client Web Services; when enabled, this tool is available to admins with the Web Services Admin role.

Self-Service Tool for Application Management

Overview

Beginning in late August, clients who have SAP Concur Client Web Services can request access to a new application management self-service tool. The application management self-service tool can be enabled by the Client Web Services team for SAP Concur Web Services clients who request it.

When enabled, the tool will be available in the SAP Concur web UI to admin users who have been assigned the Web Services Admin role.

NOTE: For admins working with Standard entities, a user with the **Can Administer** permission has the **Web Services Administrator** role.

BUSINESS PURPOSE / CLIENT BENEFIT

The application management tool enables clients to generate Client IDs (App IDs) and Client Secrets without contacting SAP Concur support.

NOTE: Clients who do not have SAP Concur Client Web Services can still contact SAP Concur support to obtain an App ID as needed.

Configuration / Feature Activation

The application management tool can be enabled by the Client Web Services team for clients with SAP Concur Client Web Services; when enabled, this tool is available to admins with the Web Services Admin role.

Expense Pay

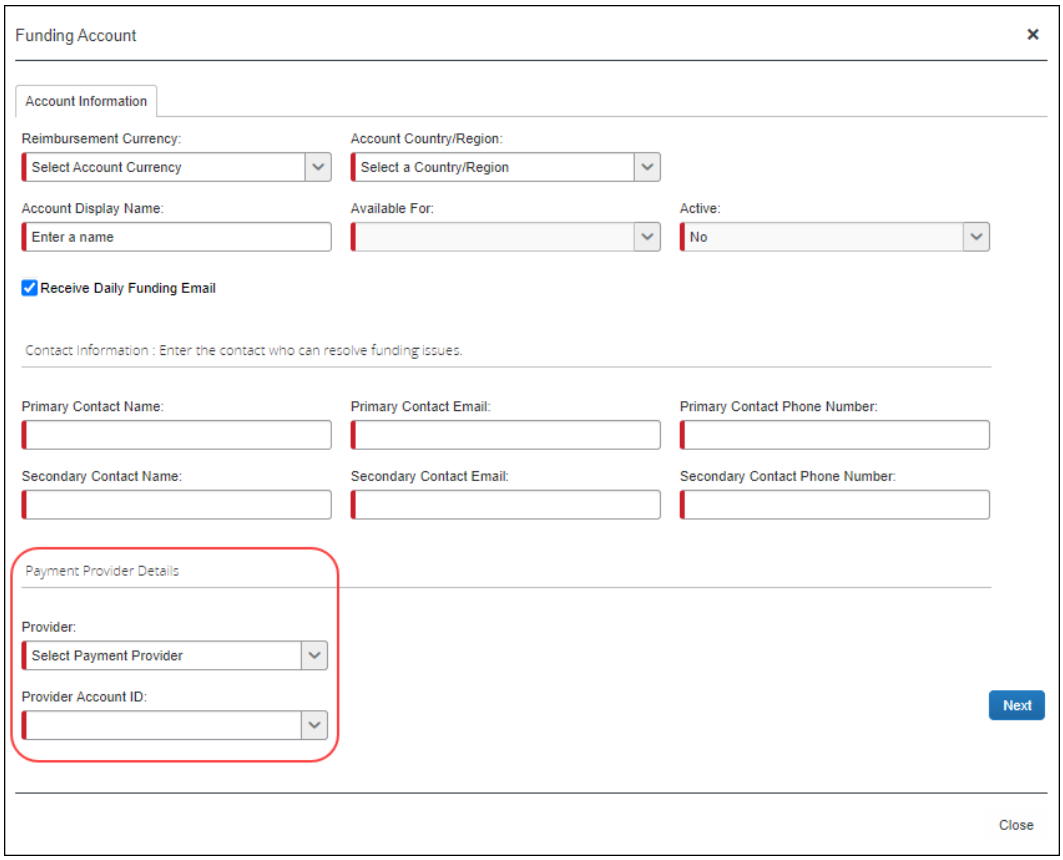
Terminology Update Partner Now Provider

Overview

Instances of partner have been updated to use the term provider.

What the Admin User Sees

On the **Funding Account** page, new instances of the term "Provider" display.



NOTE: The **Provider Account ID** field displays only after selecting a payment provider and clicking **Next**.

BUSINESS PURPOSE / CLIENT BENEFIT

This change aligns with planned changes for richer integration.

Configuration / Feature Activation

These terms have been updated; there are no configuration or activation steps.

File Transfer Updates

Ongoing Mandatory SFTP with SSH Key Authentication

Information First Published	Information Last Modified	Feature Target Release Date
April 9, 2021	April 16, 2021	Ongoing in 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

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

As of April 10, 2021, non-SFTP (Secure File Transfer Protocol) protocols and SFTP password authentication are not allowed to connect to SAP Concur for file transfers:

- Non-SFTP file transfer accounts must switch to SFTP with SSH Key Authentication.
- SFTP file transfer accounts that use password authentication must switch to SSH key authentication.
- SFTP password reset requests require the client to provide an SSH key for authentication.

⚠ **IMPORTANT**: If you are not using SFTP with SSH Key Authentication, you must take action to avoid disruption of your file transfer connections.

On April 12, 2021, SAP started disabling non-compliant file transfer connections. The process of disabling non-compliant accounts will continue throughout 2021. If you have multiple file transfer connections configured, this change applies to all of your file transfer connections.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.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*.

Ongoing SAP Concur Legacy File Move Migration

Information First Published	Information Last Modified	Feature Target Release Date
March 6, 2020	July 9, 2021	Ongoing until January 24, 2022

Overview

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

SAP Concur is in the process of 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 January 24, 2022. 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*.

Rotating PGP Key Available for File Transfers

Overview

Files transferred to SAP Concur products must be encrypted with the SAP Concur public PGP key, concursolutionsrotate.asc.

concursolutionsrotate.asc

- Key file is available in client's root folder
- Key ID 40AC5D35
- RSA 4096-bit signing and encryption subkey
- Key expires every 2 years
- Client is responsible for replacing the key before it expires
  - Next expiry date: September 4, 2022
  - SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key (key ID D4D727C0) remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- mft-us.concursolutions.com
- vs.concursolutions.com
- st-eu.concursolutions.com
- mft-eu.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

The rotating public PGP key provides greater security for file transfers.

What the Administrator Sees

An administrator with the required file transfer credentials can log into the file transfer site to retrieve the rotating public PGP key, concursolutionsrotate.asc, from the root directory.

Configuration / Feature Activation

Your internal file transfer administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

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

5-Star Rating Replaced with New Survey

Overview

As of August 1, 2021, Concur Expense end users who are using the NextGen UI see a new survey when submitting Expense Reports. As of August 19, all Concur Expense end users will see the new survey. The short survey appears intermittently and it enables the user to provide feedback on their experience with Concur Expense.

Previously, after submitting an Expense Report, a message appeared intermittently asking the user to rate their experience from 1 to 5 stars.

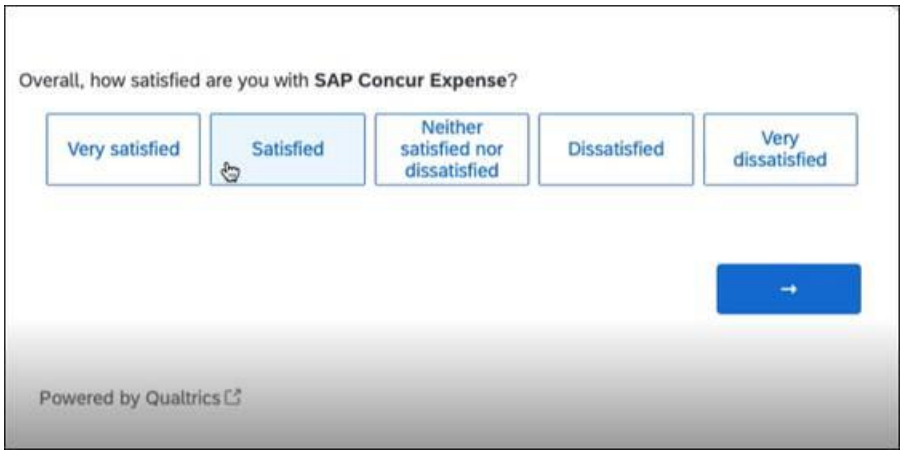
BUSINESS PURPOSE / CLIENT BENEFIT

The new survey collects more actionable feedback that can be used by the SAP Concur product teams to prioritize and improve the features they deliver.

What the User Sees

After submitting an Expense Report, on an intermittent basis, the user sees the following message:

If the user clicks **Provide Feedback**, a short series of screens similar to the following appear, enabling the user to provide feedback about their experience.



Configuration / Feature Activation

This change occurred automatically.

NOTE: Clients can choose to opt-out of the user feedback mechanism. If a client previously opted out of the 5-star rating system, they will automatically be opted-out of the new survey. To opt back into the mechanism, contact your SAP Concur representative.

For information about how this change will impact user rating summary reports, see the ***Planned Changes** Removed Reports: User Rating Summary Reports* release note in the Analysis/Intelligence release notes for August 2021.

Customer Privacy Statement Link Available

Overview

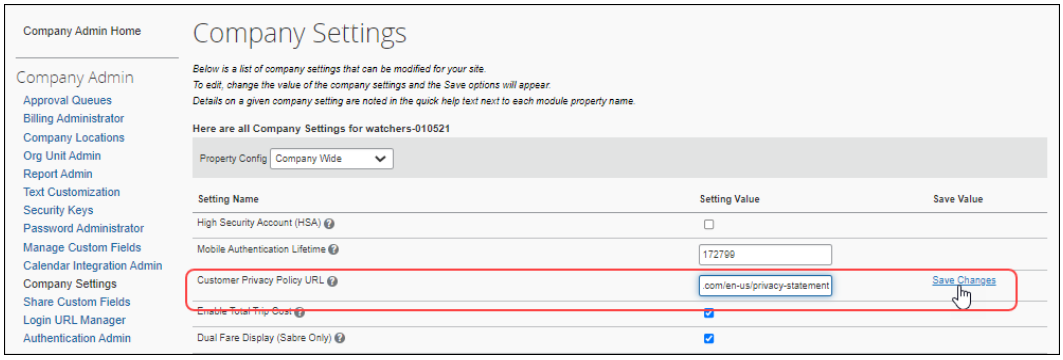
Beginning with the August release, clients can configure a link to their company's privacy statement. The link will appear in the footer of their SAP Concur site with the text "Customer Privacy Statement".

BUSINESS PURPOSE / CLIENT BENEFIT

This change enables clients to meet GDPR and other legal requirements to provide their privacy statement to their customers.

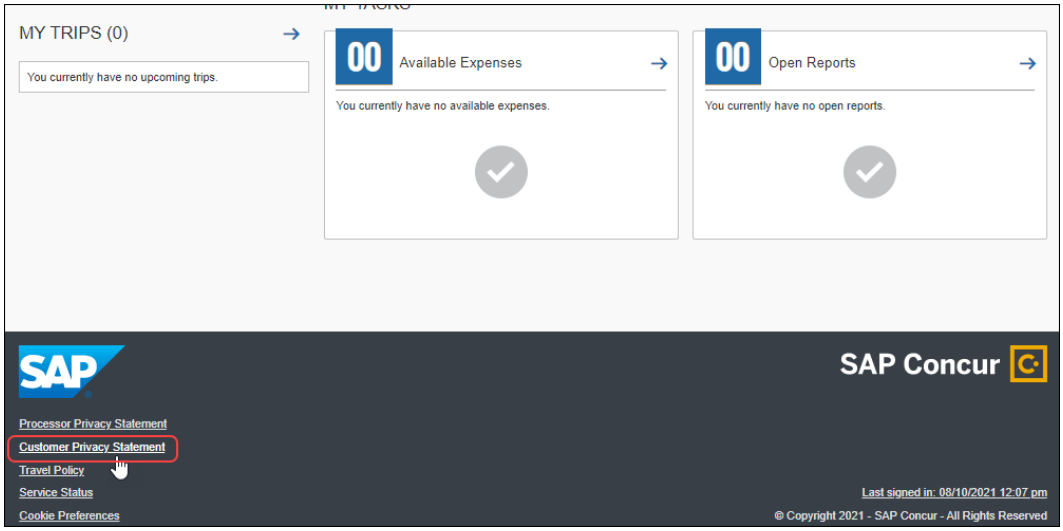
What the Admin Sees

The company administrator sees the **Company Privacy Policy URL** field on the **Company Settings** page. The administrator types the URL for the company's privacy policy into the field, and clicks **Save Changes**.



What the User Sees

When a user signs into their SAP Concur site, they see a link to the **Customer Privacy Statement** in the footer of the web page.



Configuration / Feature Activation

An administrator with permission to access the **Company Settings** page, enters the URL for their company's privacy statement in the **Company Privacy Policy URL** field.

NextGen UI

(Japan) JPT on NextGen UI

These changes are part of the NextGen UI experience.

Overview

Net-new customers that use NextGen Expense and Japan Public Transportation (JPT) users can leverage the features of the JPT on NextGen UI feature for a modern, consistent, and streamlined user experience for JPT expenses incurred in Japan.

BUSINESS PURPOSE / CLIENT BENEFIT

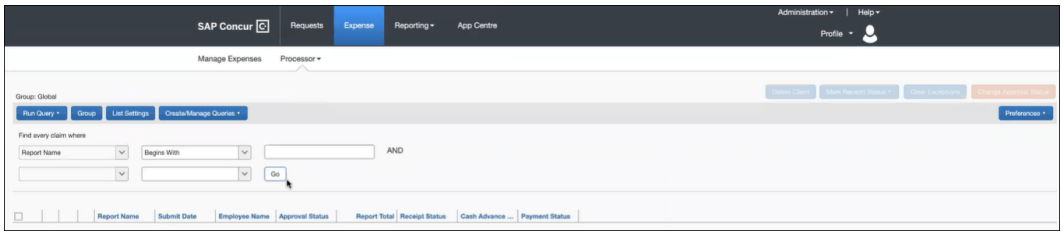
JPT on NextGen UI allows users to expense JPT using robust route searches to search for and select their applicable journeys for reimbursement, add a commuter pass to their profile, and create and save a regular journey for easier searching when creating and submitting a JPT expense.

What the Admin Sees

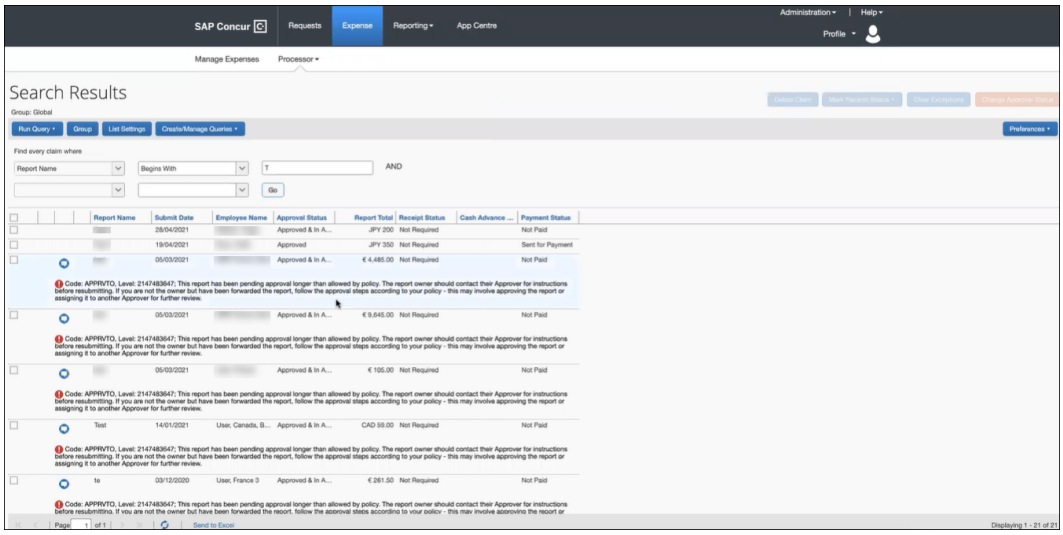
An admin can process JPT expenses as expected, but also can configure a commuter pass added by a user and import commuter passes that they can then allocate to users.

PROCESSING A JAPAN PUBLIC TRANSPORTATION ROUTE SEARCH EXPENSE

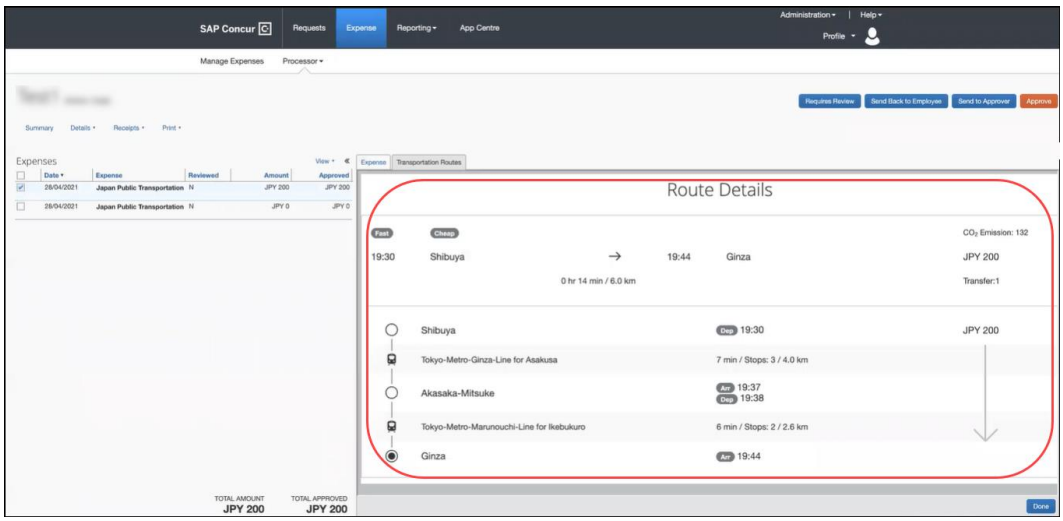
From **Expense > Processor > Process Claims** page, an admin searches for the corresponding expense tied to a JPT expense.



EXAMPLE OF CLAIMS SEARCH RESULTS



By default, once the expense report is selected, the route details of that JPT expense display.

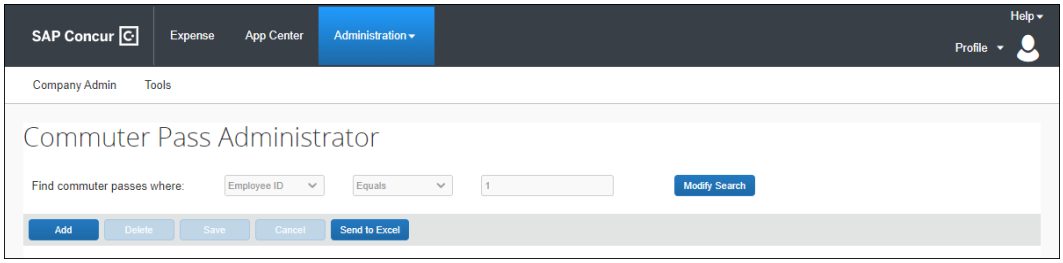


An admin then approves the expense report if no further actions are required (for example, Requires Review, Send Back to Employee, or Send to Approver).

CONFIGURING THE COMMUTER PASS ADMINISTRATOR

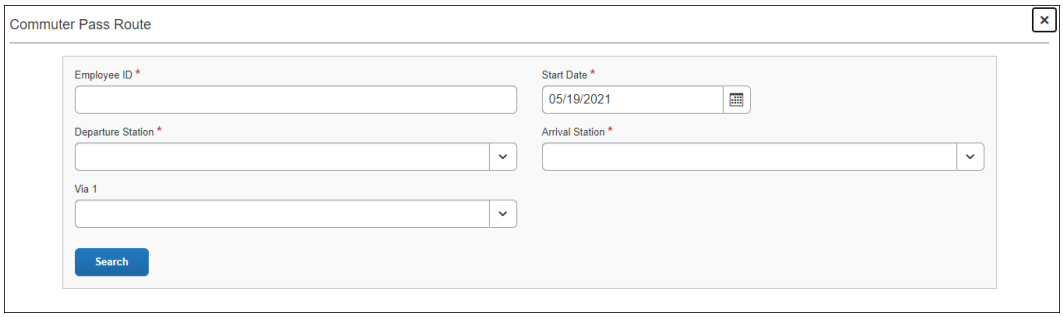
An admin can export commuter pass information to Microsoft Excel.

From the **Commuter Pass Administrator** page (**Administration > Tools > Commuter Pass Administrator**), an admin can configure the settings of a user's commuter pass. For example, a user cannot configure the expiry date of their commuter pass, so they must contact their admin to change the end date for them. When an admin adds an end date, the user can then add another commuter pass.

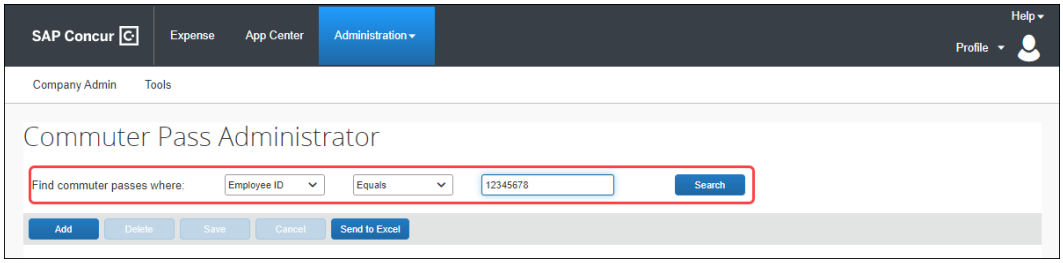


IMPORTING A COMMUTER PASS

On the **Commuter Pass Administrator** page (**Administration > Tools > Commuter Pass Administrator**), an admin can import multiple commuter passes and then allocate them to users.



An admin can also configure commuter pass settings that a user cannot configure. Using the **Find commuter passes where** fields, an admin can search for and select a user whose commuter pass they want to modify.



For example, a user cannot change the end date of their commuter pass. When an admin receives the user's request, they can then add an end date, allowing the user to add another commuter pass.

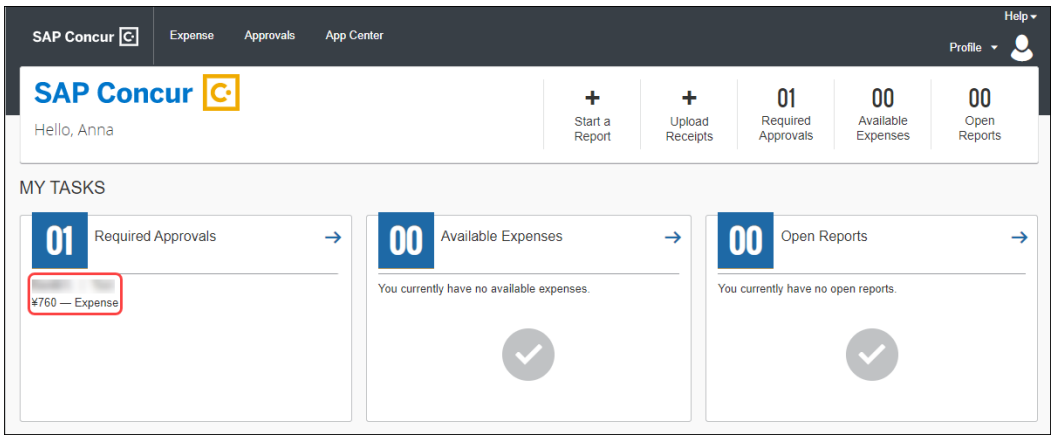
Finally, Concur Admin can delete commuter passes and export commuter pass information to Microsoft Excel.

For more information, refer to the *Concur Expense: Japan Public Transport on NextGen UI Setup Guide* for Professional Edition.

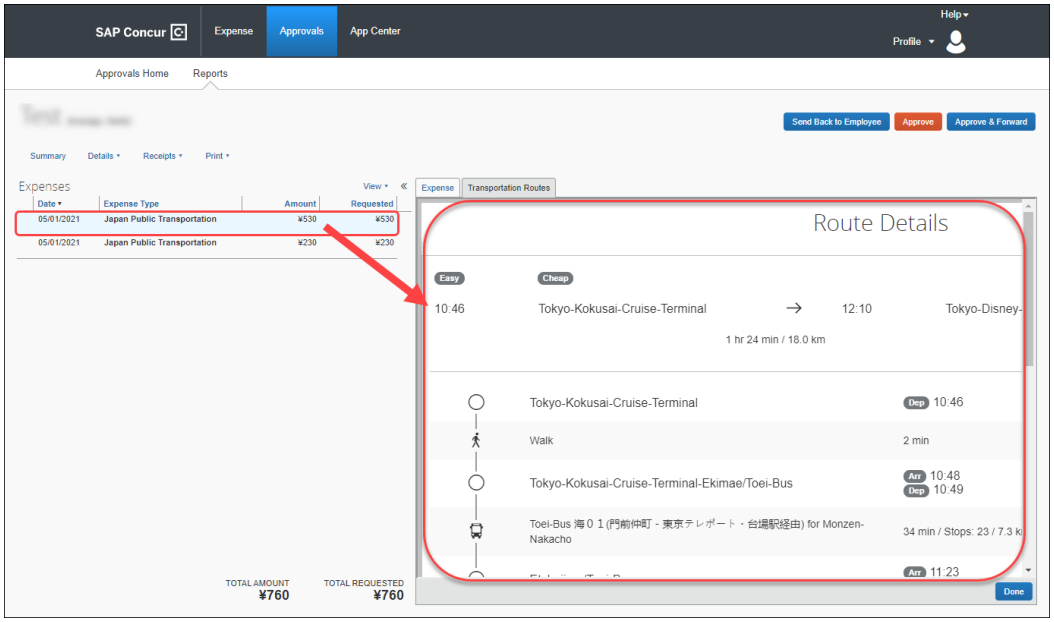
What the Approver/Processor Sees

PROCESSING A JAPAN PUBLIC TRANSPORTATION ROUTE SEARCH EXPENSE

On the home page in the **Required Approvals** section of **My Tasks**, approvers and processors can view and select a JPT expense to review and approve.

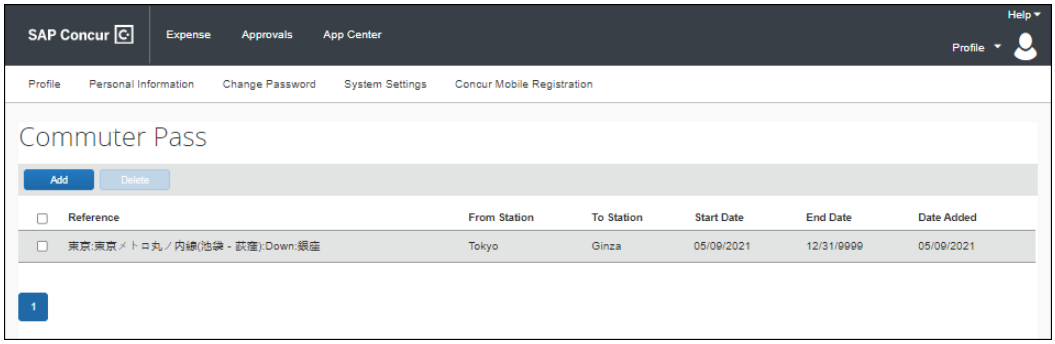


When the expense is selected, approvers and processors can view the journey's route details; this gives them the opportunity to verify if the route complies with the organization's travel policy.



ADDING A COMMUTER PASS

Approvers and processors can add a commuter pass but are restricted. If an approver or processor needs to change the end date of their commuter pass, they must contact Concur Admin to configure the end date of the commuter pass.



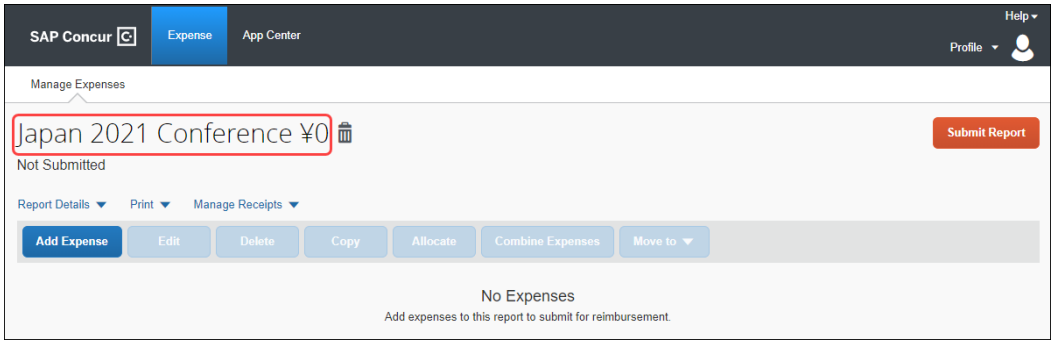
What the User Sees

Users ("employees") must be granted access to the JPT feature. JPT on NextGen UI allows users to expense JPT using route searches to search for and select their applicable journeys for reimbursement, add a commuter pass to their profile, and create and save a regular journey for easier searching when creating and submitting a JPT expense.

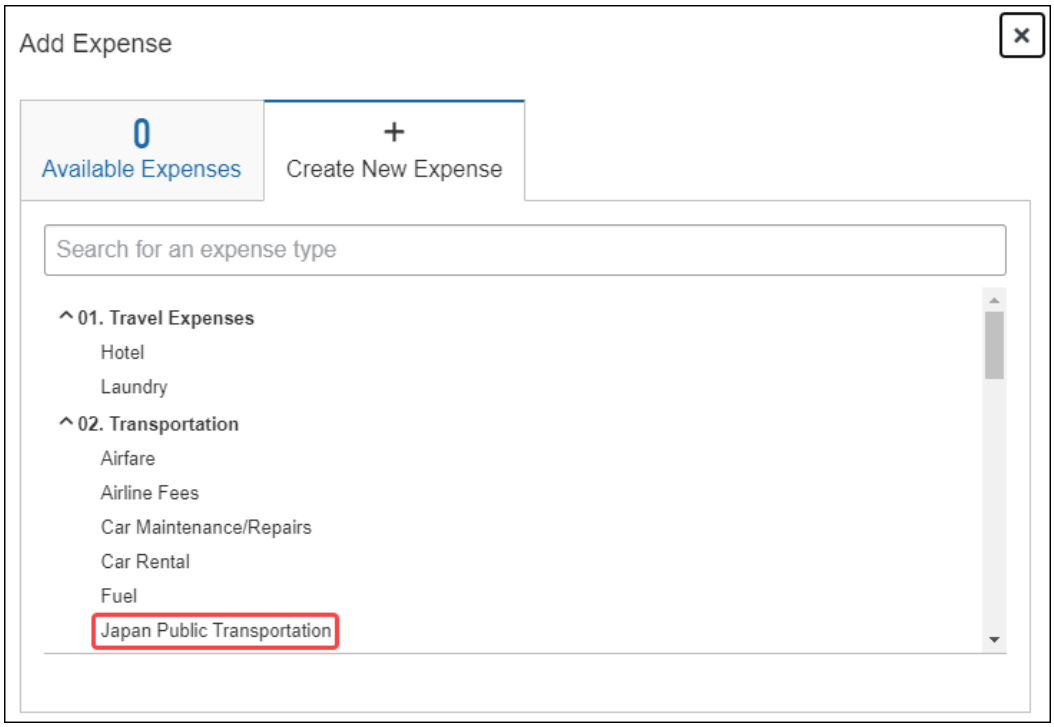
CREATING A JPT ON NEXTGEN UI EXPENSE REPORT USING ROUTE SEARCH

Users can create an expense report using the policy associated with the **Japan Public Transportation** Expense Type when the client is configured with the JPT on NextGen UI feature.

When the report is created, the JPT expense displays in the reimbursement currency configuration that is mapped to that user. In this example, the Japanese yen is the reimbursement currency configured for this user.



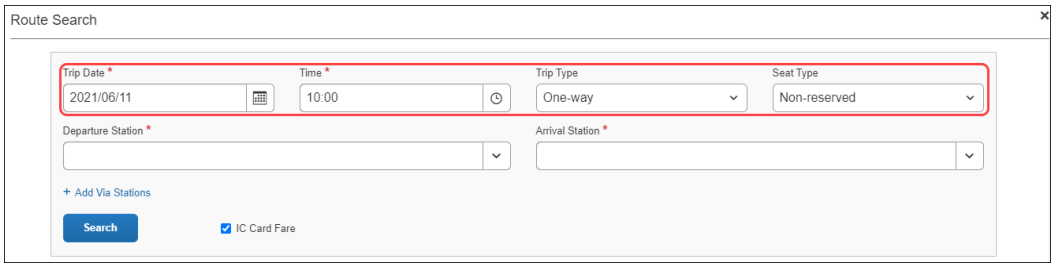
When a user creates a new JPT expense, they select **Japan Public Transportation**.



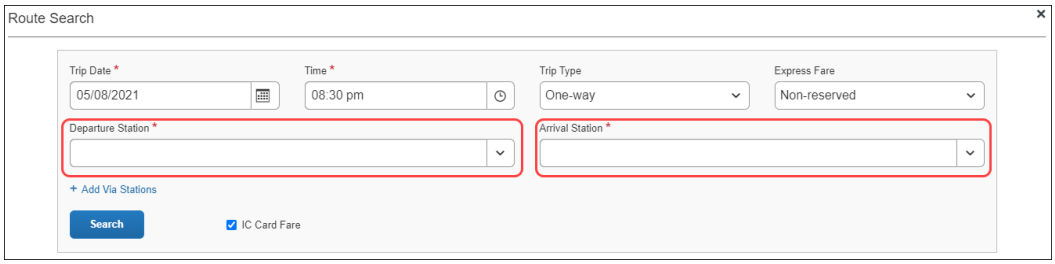
Users must provide the required route search criteria:

- Trip Date: The date the trip occurred.
- Time: The time the trip occurred.
- Trip Type: The type of trip taken – **One-way** or **Round Trip**.

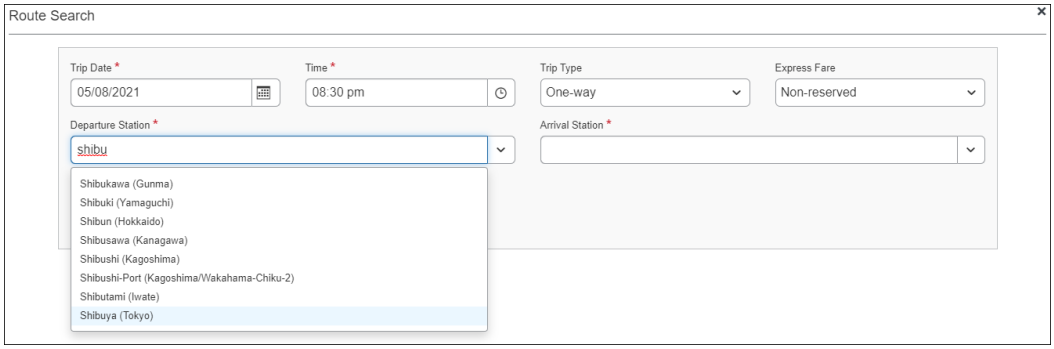
- Seat Type: The user has three options: **Non-reserved**, **Reserved**, or **Green (first class)**



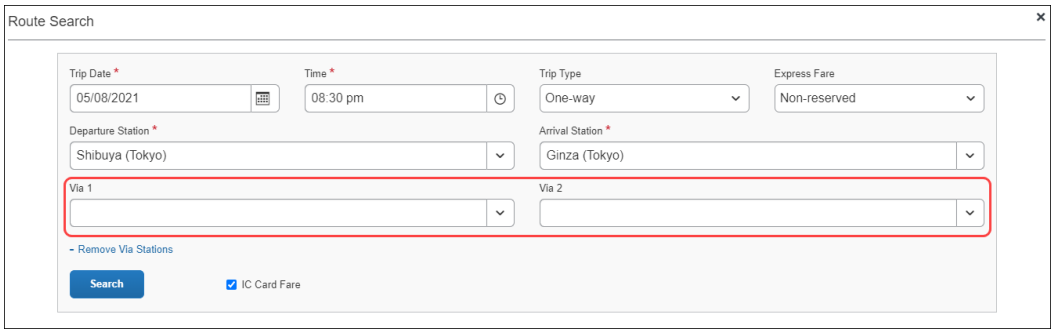
Users perform a route search by searching for and selecting both a **Departure Station** and **Arrival Station**.



As the user types, Concur Expense deploys a search and filter list, allowing users to select the appropriate departure station and arrival station as it appears in the list.



If necessary, users may add up to two via stations as part of their route search. As they type, users can use the search and filter list to select the appropriate via station(s) as they appear in the list.



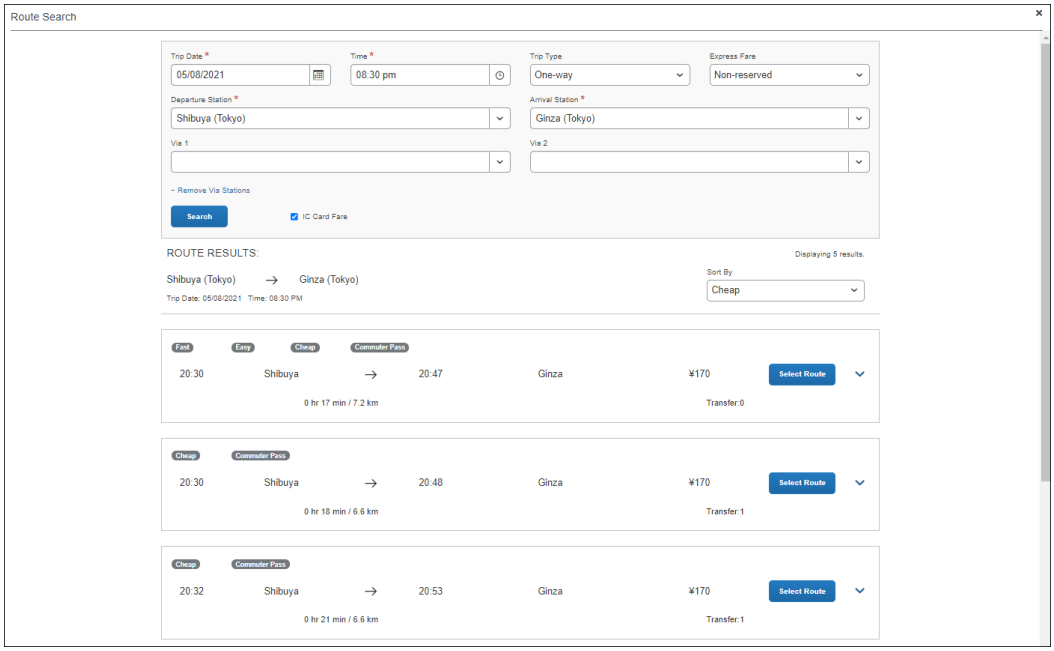
By default, the **IC Card Fare** checkbox is selected. Selecting **IC Card Fare** indicates whether the user ("traveler") paid for their ticket using their travel card or if the ticket was purchased from the ticket counter. The prices may differ based on the payment method used.

NOTE: Most of the time, the **IC Card Fare** option is selected by the user. Therefore, **IC Card Fare** is selected by default.

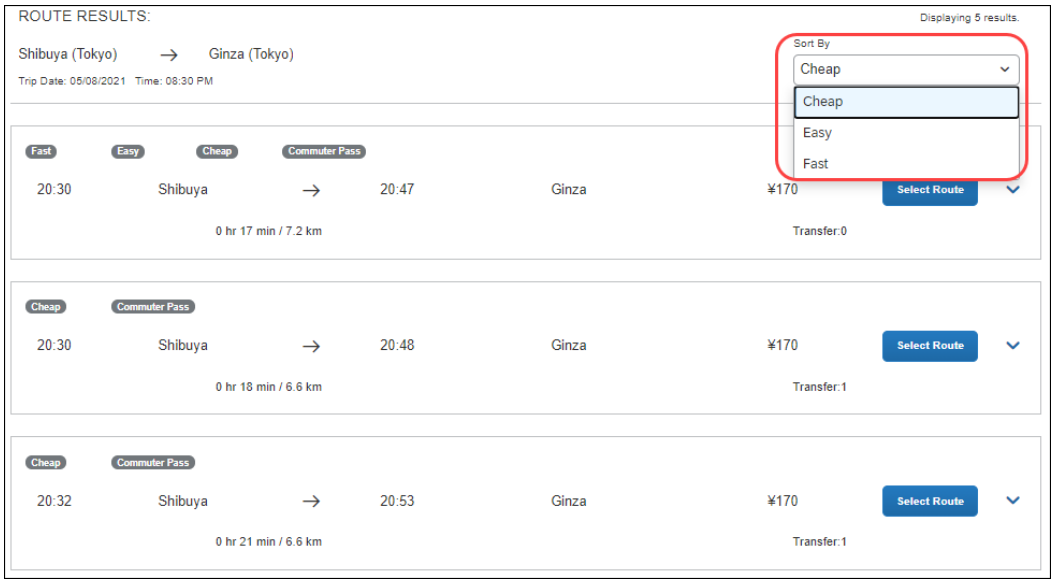
When the user clicks **Search**, Concur Expense returns a maximum of five route results. These routes ("journeys") are classified as **Fast**, **Easy**, **Cheap**, or **Commuter Pass** OR none of the designations.

NOTE: These designations are specified if a partner has provided that data to SAP Concur. Depending on the journey, the route can have multiple designations (for example, **Fast** and **Cheap**).A journey with a designation of **Easy** has the fewest number of stops.

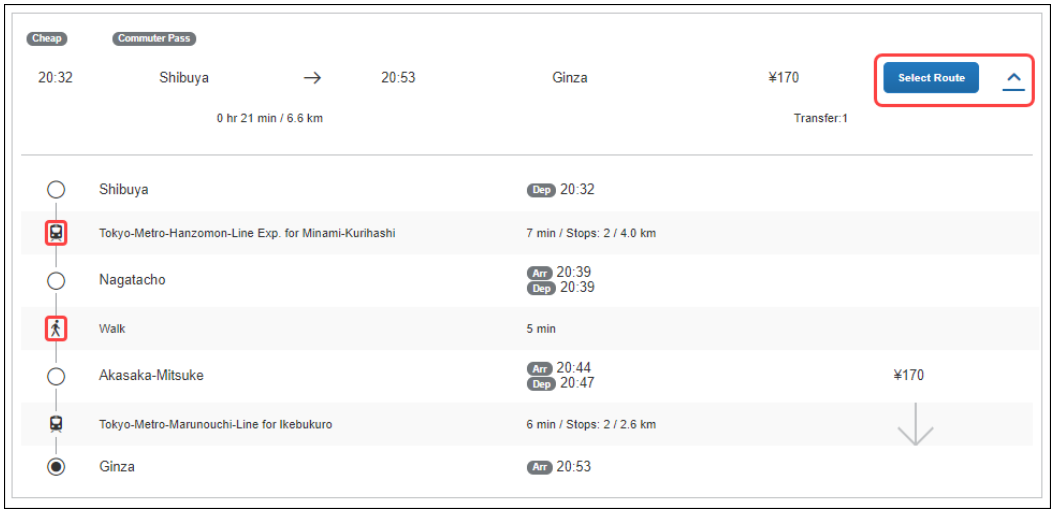
These designations can also help approvers and processors when they review a JPT expense by allowing them to see if the route complies with their organization's travel policy.



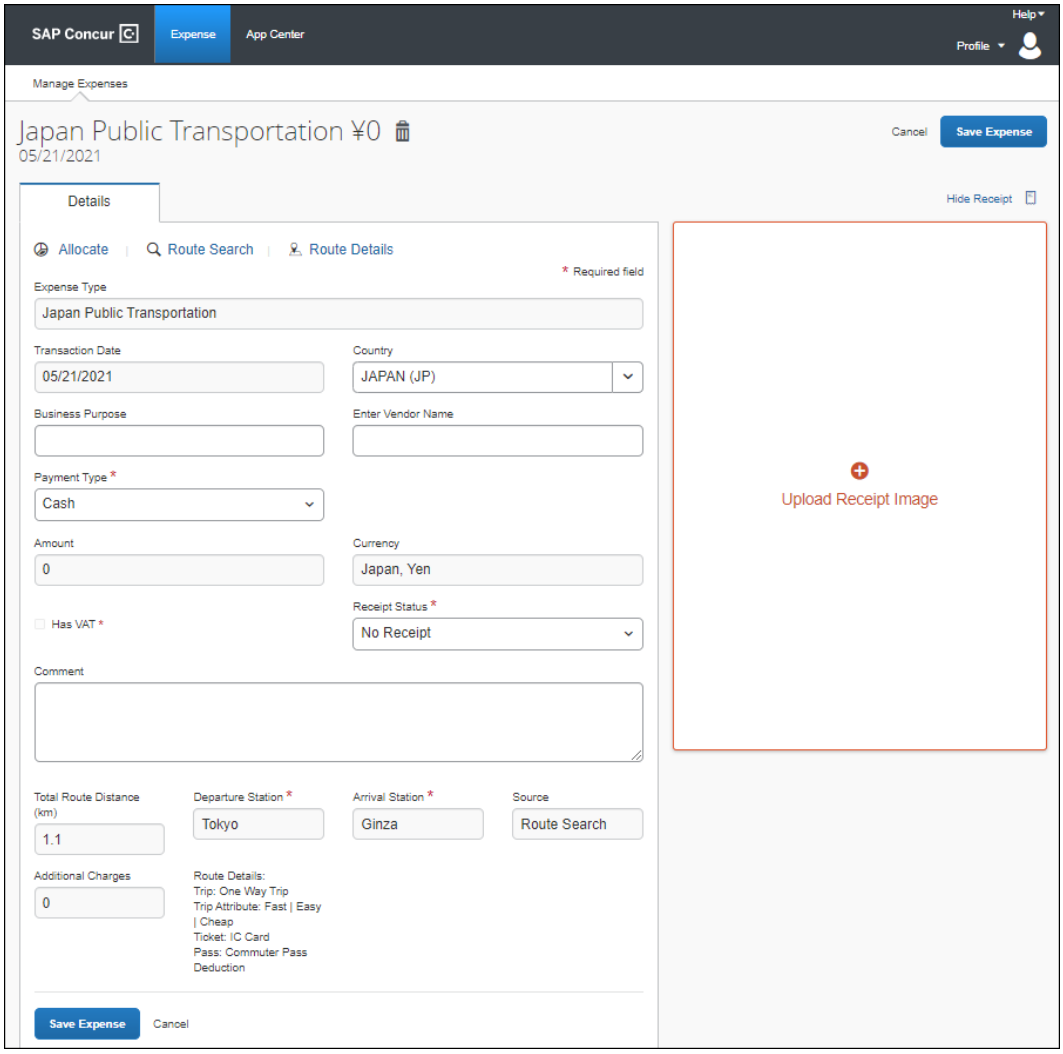
Users can sort the route results using the **Sort By** list, which offers three sorting options: **Cheap**, **Easy**, and **Fast**. A route can have multiple designations or none at all. Therefore, if sorting by **Cheap**, the route results displayed may have other designations.



Users click **Select Route** to expand the route details and see if additional transportation is required to get to the designated arrival station in the selected route. Icons, such as a bus or a walking person, indicate whether the user needs to take a bus or walk to a stop in the selected route.

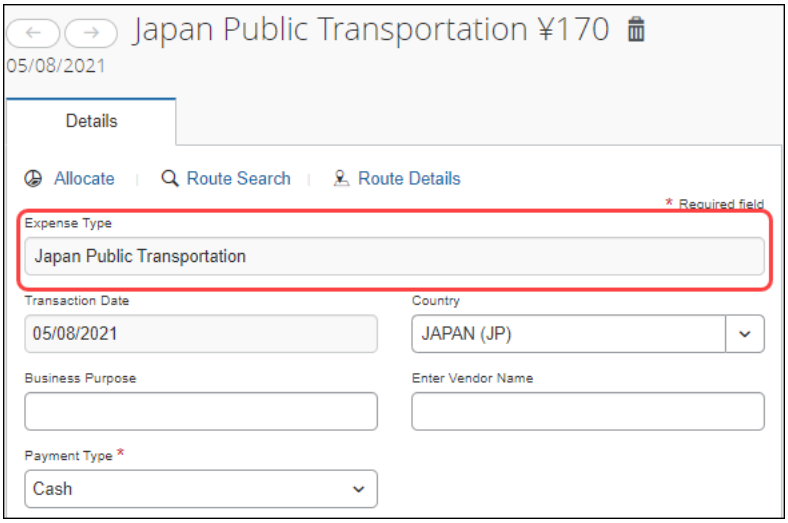


Once a user selects a route, they can save their JPT expense report by completing the required fields.



NOTE: The **Expense Type** field will always be **Japan Public Transportation**; you cannot change it to another expense type. When you create an expense report and select **Japan Public Transportation** as the expense type, it is then hardcoded into the expense details.

For example, unlike other expense reports, you cannot change the **Expense Type** to another expense type such as **Hotel** or **Dinner**, when providing the details of the **Japan Public Transportation** expense.



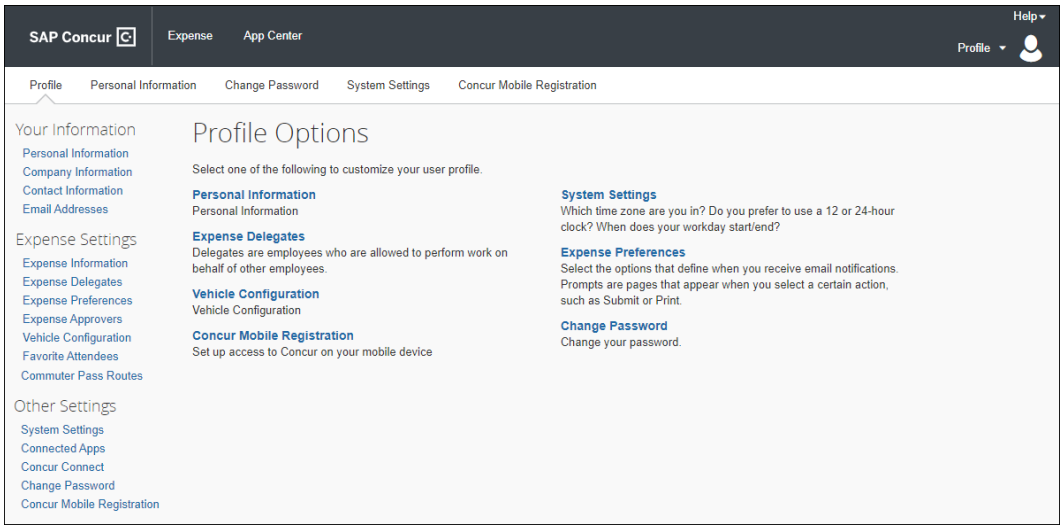
Additional information about JPT expense details page:

- The **Transaction Date** field cannot be edited, as the date is extracted from the route search.
- The **Country** field always defaults to **JAPAN (JP)** given the travel will always occur in Japan.
- The **Currency** field always defaults to the reimbursement currency configuration that is mapped to that user.
- The source of the expense is either **Route Search** or **IC Card Fare** (through e-receipt). In the future, a manual option will be available for users to type in an entry.
- Additional charges, such as those assisted with first-class fare, display in the **Additional Charges** fields, if applicable.
- The **Route Details** area displays the type of trip (**One Way Trip** or **Round Trip**) and the type of ticket used (**Paper** or **IC Card Fare**).

REGISTERING A COMMUTER PASS

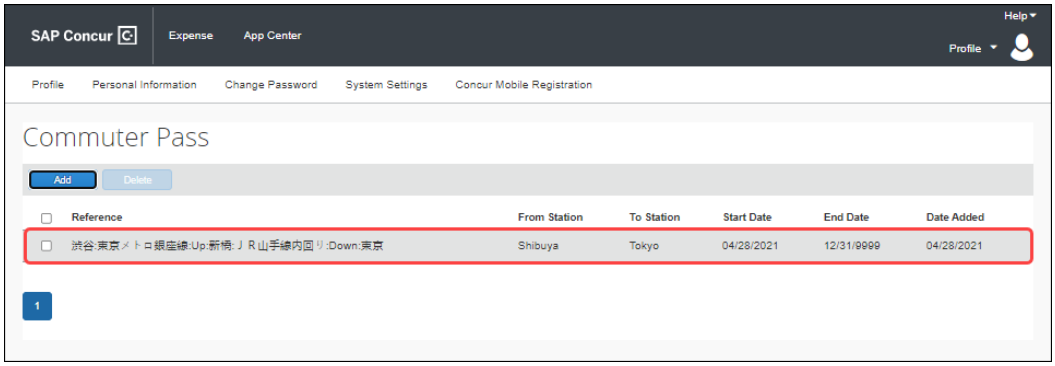
Users may register a commuter pass. Once a commuter pass is registered, it can be used for JPT expense.

On the **Profile Settings** page, users can add a commuter pass.



NOTE: Users can only store one commuter pass at a time.

Only one commuter pass is allowed in a date period; a user cannot use multiple commuter passes for the same period. For example, if they use one route on Monday, Wednesday, and Friday, but use another route on Tuesday and Thursday, they cannot use separate passes for the two unique routes.

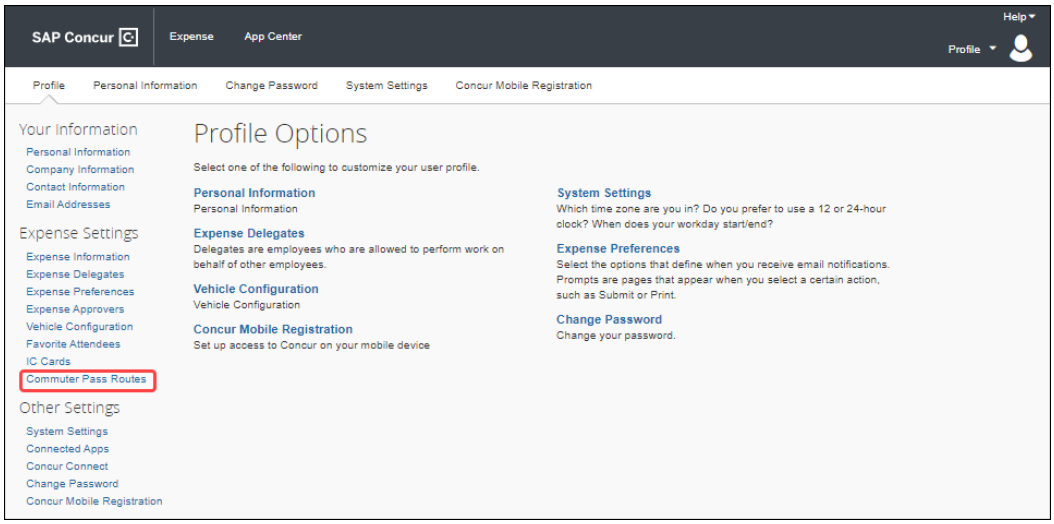


Registering a Route Using Route Search

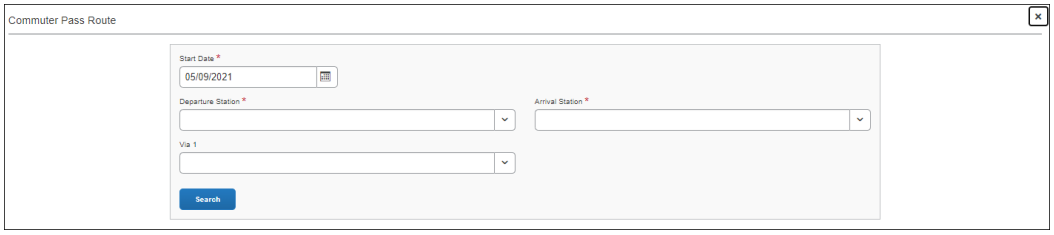
Users may register a route (for example, from home to work) that they can use regularly when creating a JPT expense. In addition, if the user has a commuter pass registered to their profile, the route is tied to that route.

The user pays upfront for the commuter pass at the station and is reimbursed outside of SAP Concur. The expense process is typically facilitated through their HR system via reimbursement in their paycheck. For SAP Concur, this ensures the user is not double-reimbursed in SAP Concur.

On the **Commuter Pass Routes** page of **Profile Settings**, users can add a commuter pass route.

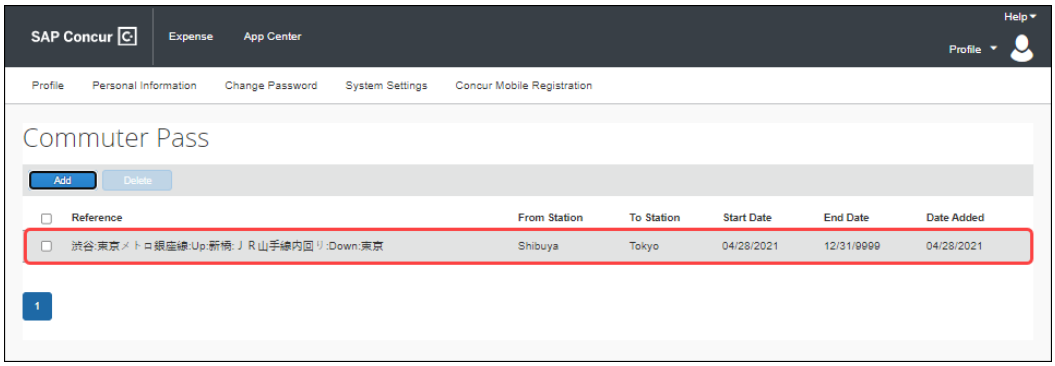


Users can search for and add the route. If necessary, they can also add one via station.



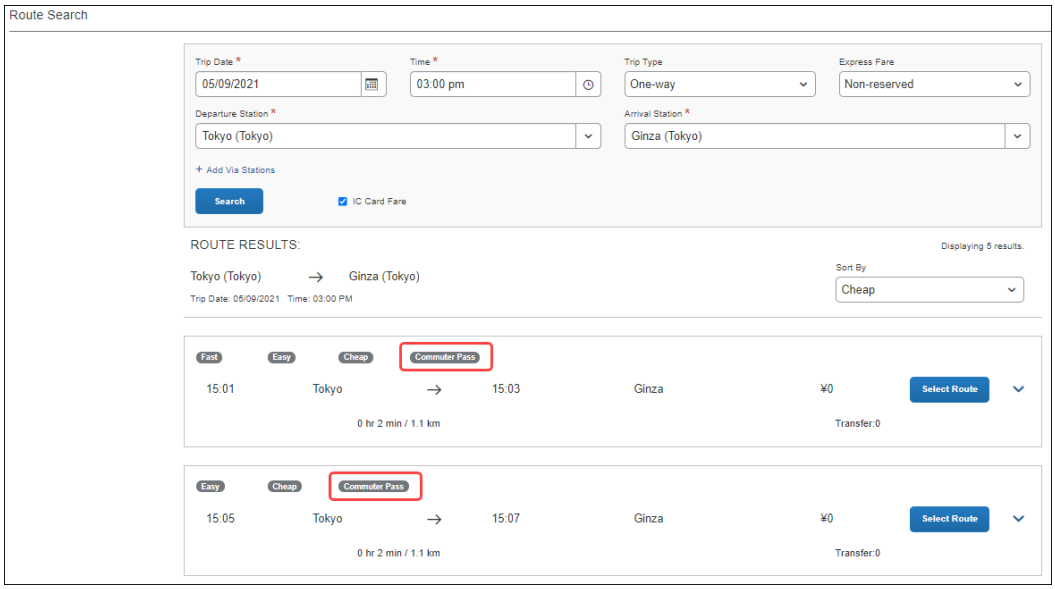
As with creating a JPT expense, Concur Expense returns a maximum of five route results they can sort and view based on their designation (**Fast**, **Easy**, **Cheap**, or **Commuter Pass**). They can also click **Select Route** to expand the route to see if the stops on the route as well as whether a bus or walking is required to get to a designated stop on the route.

Once the route is selected is added, it is to the user's **Commuter Pass** page.

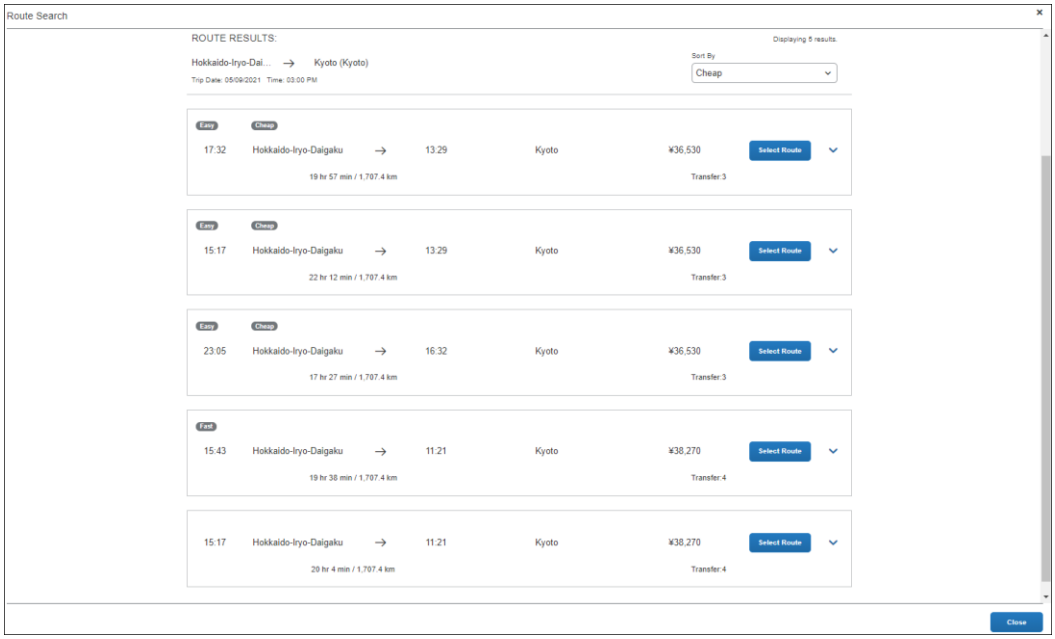


Once a route is added, a user can select it when creating a JPT expense. If the user added a route to their commuter pass, the route search results feature a **Commuter**

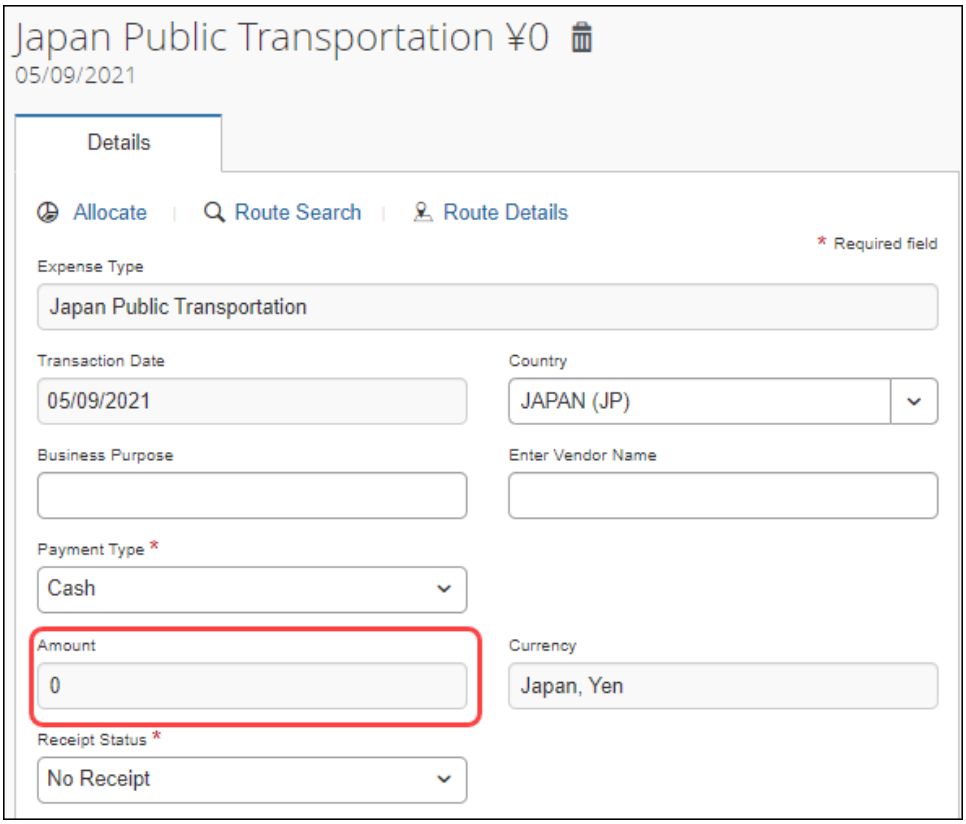
Pass designation when the route meets the commuter pass route's criteria, including the precise transfer stops if applicable.



If a user selects a route not associated with their commuter pass, the **Commuter Pass** designation does not appear.



NOTE: If the user selects the route associated with their commuter pass, the reimbursement rate is zeroed out.



Configuration / Feature Activation

The feature is automatically available to users that have the JPT on NextGen UI feature enabled; there are no additional configuration or activation steps.

For more information, refer to the *Concur Expense: Japan Public Transport on NextGen UI Setup Guide* for Professional Edition.

Ongoing Updated User Interface (UI) for Concur Expense End Users

Information First Published	Information Last Modified	Feature Target Release Date
March 2018	June 5, 2020	TBD
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The continued evolution of the Concur Expense solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for creating and submitting expense reports.

Concur Expense customers have the ability to preview and then opt in to the NextGen UI before the mandatory move.

BUSINESS PURPOSE / CLIENT BENEFIT

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

Products and Users Affected

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

These UI changes apply to:

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

IMPORTANT: Timeline and Milestones

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

- **As of July 1, 2020, we have concluded the Early Access Period:** During this time, the updated UI was available for preview to customers worldwide. We encouraged administrators/power users to use the Early Access Period to preview the refreshed interface, update internal training materials, and prepare the organization for the transition.
- **As of July 1, 2020, we are in the Opt-In Period:** Following the Early Access Period is an open Opt-In Period. This milestone is marked by the delivery of most planned features as well as further overall quality and stability.

  Customers should use this period to plan their transition and move to the NextGen UI for Concur Expense when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

  NOTE: During the Opt-In Period, not all planned Concur Expense features from the existing UI will be available in the NextGen UI.

- **Mandatory Move to the NextGen UI for customers of Concur Expense:** ***All customers will be required to move to the NextGen UI***. This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support. We have not yet set a date when any remaining customers will be moved automatically. Customers will have at least twelve months to complete the transition after the date is announced.

Customers are encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Opt-In Period.

Transition Materials – Guides and Other Resources

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

- Professional Edition
- Standard Edition

The links above provide access to the following:

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

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

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

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Expense to help users become comfortable with the new experience. This guide will be updated as needed during the Opt-In Period as the NextGen UI is being enhanced. Admins should review the guide often.

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

- **Release information:** During the Opt-In Period, the release of enhancements will ***not*** be on the regular release schedule. Instead, we provide special release notes and information about features and enhancements that are nearing release.

Get Started

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

More Information

Additional information will be available in future release notes.

Profile

(India) Changes for Bank Information

Overview

For users receiving Expense Pay reimbursements in Indian Rupees (INR), the SWIFT/BIC field is now required. Users who enter ***or update*** their **Bank Information** page in Profile will need to provide this information moving forward. This change is required for future provider-based pay solutions for this currency and compliance with local banking regulations.

The following field is impacted by this change:

- **SWIFT/BIC** (required, masked, and encrypted)

NOTE: Users who have already entered bank information are not required to take any action at this time. However, they will be required to complete the required fields if they update their **Bank Information** page in Profile, or if your company migrates to a provider-pay solution for this currency.

BUSINESS PURPOSE / CLIENT BENEFIT

Concur Expense must contain all information that may be required for payment processing.

What the User Sees

For Indian users, required fields, including **SWIFT/BIC**, display on the **Banking Information** page in Profile (**Profile > Profile Settings > Bank Information**).

Configuration / Feature Activation

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

(Singapore) Changes for Bank Information

Overview

For users receiving Expense Pay reimbursements in Singapore Dollars (SGD), the SWIFT/BIC field is now required. Users who enter ***or update*** their **Bank Information** page in Profile will need to provide this information moving forward. This change is required for future provider-based pay solutions for this currency and compliance with local banking regulations.

The following field is impacted by this change:

- **SWIFT/BIC** (required, masked, and encrypted)

NOTE: Users who have already entered bank information are not required to take any action at this time. However, they will be required to complete the required fields if they update their **Bank Information** page in Profile, or if your company migrates to a provider-pay solution for this currency.

BUSINESS PURPOSE / CLIENT BENEFIT

Concur Expense must contain all information that may be required for payment processing.

What the User Sees

For Singaporean users, required fields, including **SWIFT/BIC**, display on the **Banking Information** page in Profile (**Profile > Profile Settings > Bank Information**).

Configuration / Feature Activation

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

Mobile Number Validation in HR Flat File Imports

Overview

SAP Concur has updated the **Mobile Phone** field in the **Profile** > **Personal Information** user interface to contain only digits, dashes, spaces, and parentheses (released July 2021). Previously, parentheses were not allowed and resulted in an error. No other phone number fields, such as **Work Phone** and **Home Phone**, have been modified in this manner.

The same modification has been made in the **Cell Phone** field in the **350 Travel Addendum** import file**.** Specifically, when saving information to the database, SAP Concur will strip out any unallowed characters (i.e. anything that is not a digit, space, dash, or parenthesis).

NOTE: Mobile Phone and Cell Phone are the same data fields; they are simply listed under different names in the user interface and import file.

Clients do NOT need to make any changes to their import files. Everything that is currently in the import file itself will continue to be allowed. However, the information saved on import in the SAP Concur database, which is returned in subsequent API calls and displayed to the user, will only include allowed characters in the **Cell Phone** field.

NOTE: This change does not affect any other phone number field – only the **Cell Phone** field is affected. Existing numbers already stored in the **Profile** page fields will not be changed.

BUSINESS PURPOSE / CLIENT BENEFIT

SAP Concur is taking steps to standardize customer data to help reduce errors.

What the User Sees

The entry of parentheses no longer results in an error.

Configuration / Feature Activation

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

SAP Concur User Assistance

Online Help Now Available on SAP Help Portal

Overview

SAP is now publishing the SAP Concur solutions' online help information on the SAP Help Portal (http://help.sap.com). The SAP Help Portal has a new look and feel for the help, and additional functionality. The content remains the same.

New functionality:

- Search with advanced options
- Provide feedback on each page
- Change the font size
- Create a custom PDF by selecting a subset of pages in the help
- Share a page via link, email, or social media
- Mark pages as favorites, and limit search to only those pages (if logged in to the SAP Help Portal, available for free)

NOTE: In a future release, the **Help** menu in SAP Concur solutions will be updated to point to the SAP Help Portal. For more information, refer to the ***Planned Changes** Help Menu Directed to SAP Help Portal* release note in the *August 2021 Shared Planned Changes Release Notes*.

Customers can view SAP Concur online help and links to all documentation by accessing the product pages for the relevant product.

Concur Expense:
https://help.sap.com/viewer/product/CONCUR_EXPENSE/LATEST/en-US

Concur Invoice:
https://help.sap.com/viewer/product/CONCUR_INVOICE/LATEST/en-US

Concur Request:
https://help.sap.com/viewer/product/CONCUR_REQUEST/LATEST/en-US

Concur Travel:
https://help.sap.com/viewer/product/CONCUR_TRAVEL/LATEST/en-US

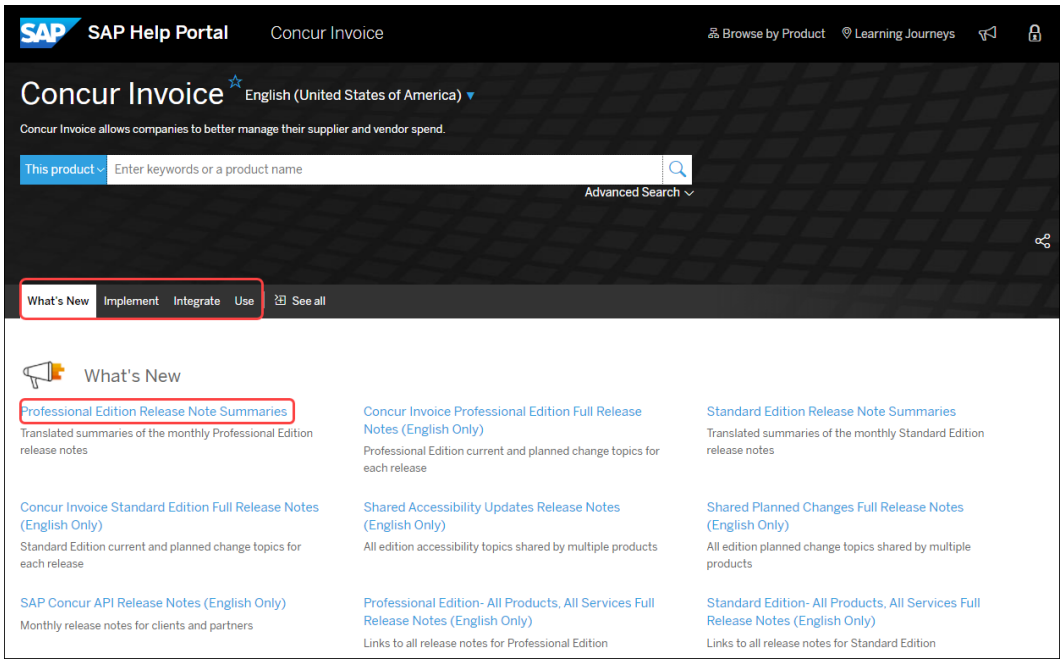
BUSINESS PURPOSE / CLIENT BENEFIT

This update increases the functionality available in the online help, and consolidates the SAP Concur solutions documentation with other SAP products on the central SAP Help Portal.

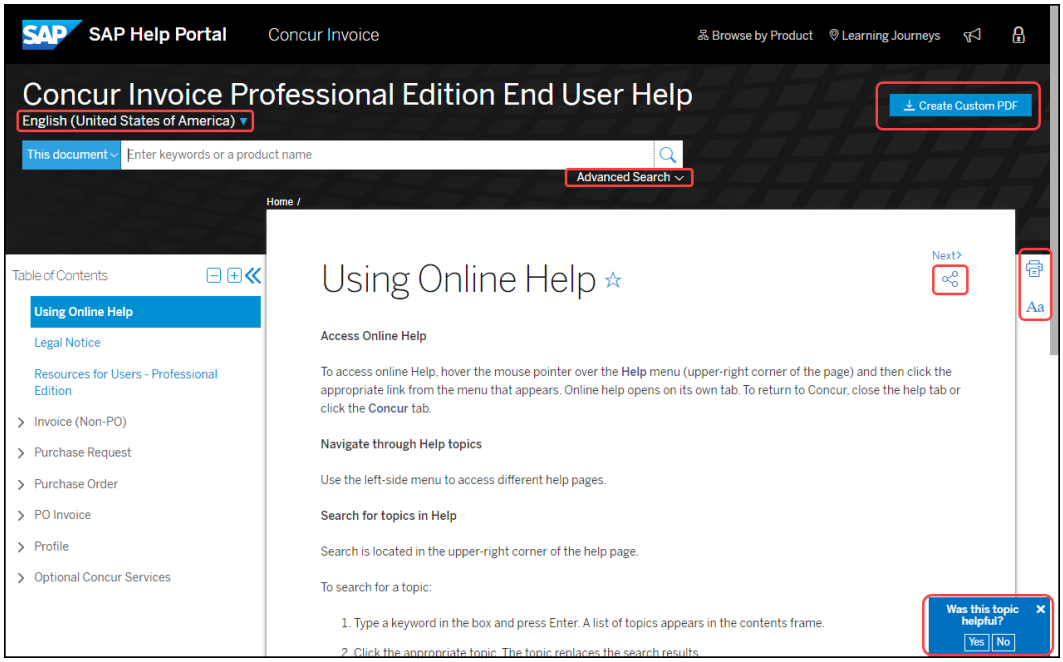
What the User Sees

The user can use the tabs on the product page to view content grouped by type.

- **What's New** contains release notes
- **Implement** contains Setup Guides
- **Integrate** contains API docs and integration guides
- **Use** contains end-user information and User Guides



After opening one of the online help links, the user can access additional functionality:



Configuration / Feature Activation

The SAP Concur product pages were published on the SAP Help Portal in June 2021.

In a future release, the Help menu in the SAP Concur solutions will be redirected to this location.

For more information, refer to the ***Planned Changes** Help Menu Directed to SAP Help Portal* release note in the *August 2021 Shared Planned Changes Release Notes*.

Standard Accounting Extract

Change to the Behavior of the PAID_DATE field

Information First Published	Information Last Modified	Feature Target Release Date
May 2021	August 9 2021	August 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The behavior of the **PAID_DATE** field has changed with this release. Previously, this field was updated when the following events occur:

1. When a report's payment status reaches the end of the payment workflow and is then updated from "Processing Payment/Ready for Extract" to "Paid/Extracted"

2. When a report's payment status is updated from "Paid" to "Payment Confirmed"

This field is frequently used by our customers for reporting purposes to determine when a report was marked as "extracted" and the payment status updated to "paid."

Our customers and partners have requested an enhancement to update the value in this field only for the first event.

Please note that this change will most affect customers working under the following use cases:

- SAE customers who use the Payment Confirmation file import
- SAP ICS customers who use the Payment Confirmation API
- App Center partners who rely on the value of the date value of "paid_date" as well as their customers using some method of Payment Confirmation

BUSINESS PURPOSE / CLIENT BENEFIT

This change targets improving analytics and other use cases for anyone relying on the value in this field.

Configuration / Feature Activation

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

For more information, refer to the *Concur Expense: Standard Accounting Extract, Version 2 Specification,* or the *Concur Expense: Standard Accounting Extract, Version 3 Specification*.

Supported Configurations

Supported Browsers

Overview

Because web browsers are frequently updated, for ease of maintenance and to ensure that our documented supported browser information does not become out of date, we no longer publish the specific version data for supported browsers in the *Concur Travel & Expense Supported Configurations Guide*. In addition, the *Monthly Browser Certifications* document is now retired and will no longer be updated with supported browser version information each month.

For the most responsive, reliable, and secure user experience with our products, SAP Concur recommends that users implement the most recent technology that is compliant with manufacturer's distribution and your company's support and security policies.

For more supported browser information, refer to the *Concur Travel & Expense Supported Configurations Guide*.

BUSINESS PURPOSE / CLIENT BENEFIT

This change helps to ensure that the supported browser information in the *Concur Travel & Expense Supported Configurations Guide* remains up to date.

Providing up-to-date supported browser information to users ensures that they have a better user experience while accessing the web version of SAP Concur.

Configuration / Feature Activation

This change is automatically available.

Test Entities

Right To Be Forgotten Now Available in Test Entity (Sep 10)

Overview

As per GDPR (General Data Protection Regulation) compliance requirements, clients can submit a Support ticket to request the **Right to Be Forgotten (RTBF)** for any user in Implementation (Test) entities. A Data Retention Administrator can then follow the steps outlined in the documentation to purge a user from the Test entity.

BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement is part of the SAP Concur requirement for GDPR compliance.

Configuration/Feature Activation

To purge a user's data from a test entity:

1. Confirm the specified user's data has been removed from any Production environment.
2. Submit a ticket to SAP Concur Support requesting the functionality to remove a user from a Test environment be implemented for the client.
3. On confirmation from SAP Concur that the functionality to do so is enabled, use the procedure *Remove a Specific User's Data* in the *Shared: Data Retention User Guide* document to remove the user's data from the specified Test environment.

4. Contact Concur Support confirming the task is completed.
5. Concur Support closes the ticket on confirmation, disabling the functionality to remove users from a test entity.

📖 For more information, see the *Shared: Data Retention Setup Guide* and the *Shared: Data Retention User Guide*.

UI Frame Change

Overview

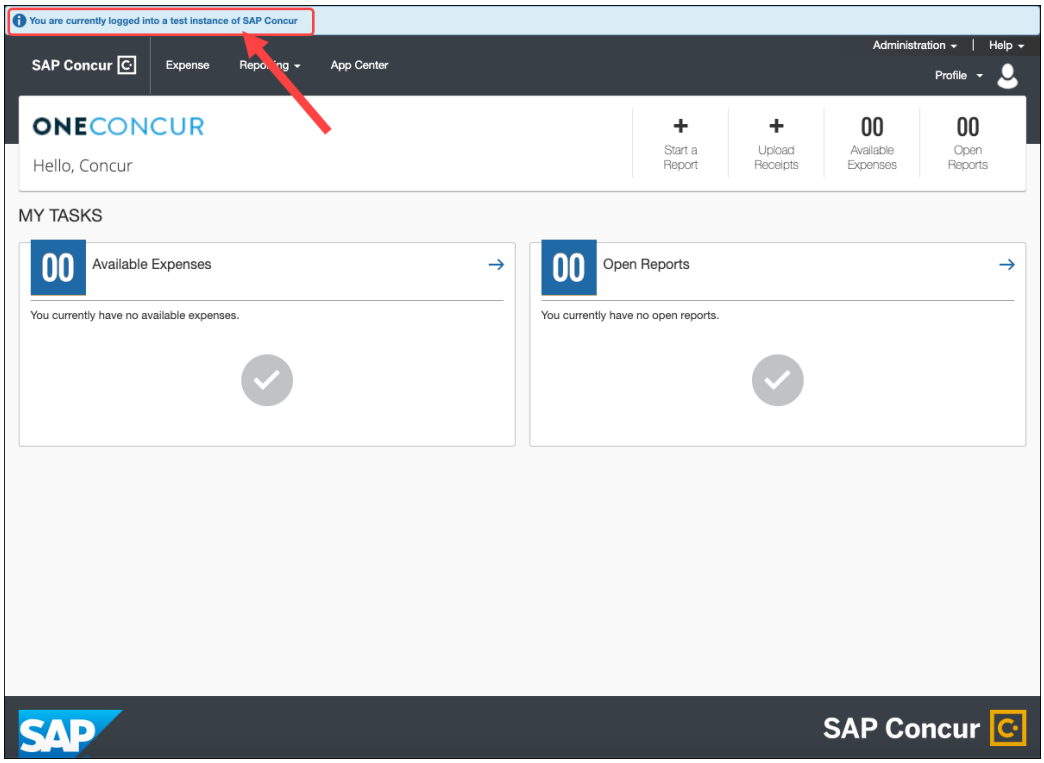
When end users, approvers, processors, and admins logged in to an SAP Concur test entity, they noticed the global banner across the top of the page changed and that the UI web frame had a unique, identifying color.

Prior to implementing this change, logged-in users saw only a blue global banner across the top of the page. Users might have had issues distinguishing between the test environment and production environment.

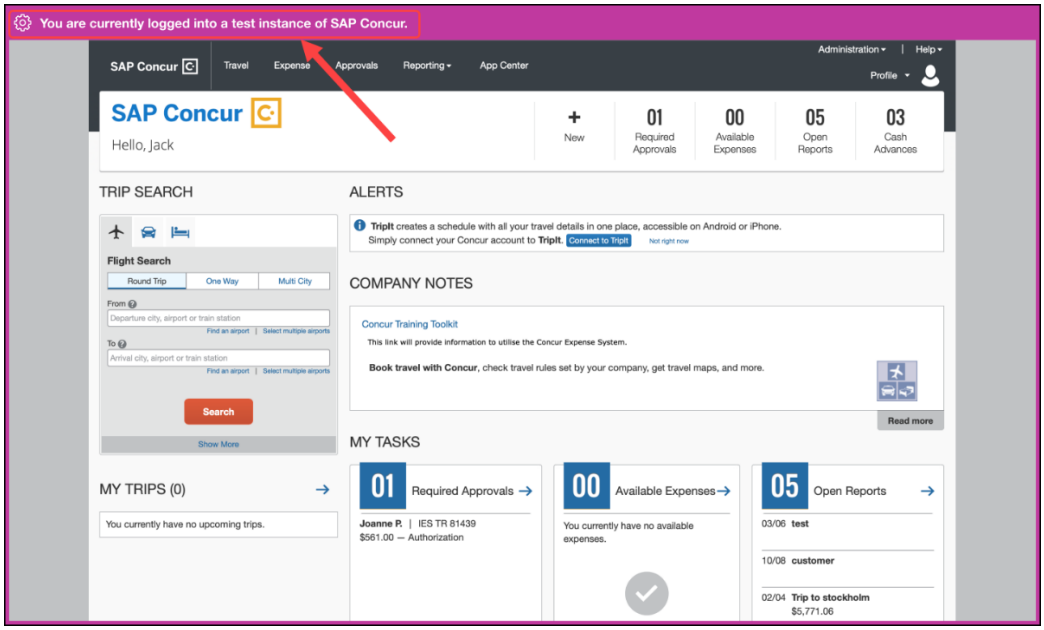
BUSINESS PURPOSE / CLIENT BENEFIT

As of July 20th, all SAP Concur users saw a more distinct difference between a test entity and production entity. These changes helped users to clearly distinguish between test and production entities. These changes might also reduce the likelihood of logging in to the wrong entity and performing critical tasks such as configuration updates and data changes.

BEFORE EXAMPLE



AFTER EXAMPLE



Configuration / Feature Activation

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

Web Services Administration

Ongoing Application Connector Username and Password Length Requirements Updated

Information First Published	Information Last Modified	Feature Target Release Date
June 18, 2021	July 9, 2021	October 4, 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Beginning on October 4, 2021, the length of the username and password associated with an application connector must be at least 10 characters long and not more than 50 characters long. To avoid disruption of callouts through application connections, usernames and passwords that do not meet these requirements must be updated before October 4, 2021.

Application connection usernames and passwords can be updated by an administrator with the Company Admin or Web Services Admin role.

NOTE: For admins working with Standard entities, a user with the Concur Expense **Can Administer** permission has the **Web Services Administrator** role.

BUSINESS PURPOSE / CLIENT BENEFIT

Enforcing password and username length restrictions improves the security standards for callouts made through the application connector.

What the User Sees

This change impacts the following callout types:

- Fetch Attendee
- Fetch List
- Launch External URL
- Event Notification.

If the username and password are not updated before the new requirement is put into place on October 4, 2021, users might experience disruptions when working in Concur Expense and Concur Request. The type of disruption they experience will depend on the type of connector the experience relies on.

- Fetch Attendee
  - Expense item: When a user is adding an attendee to an expense item, the attendee field will be empty and the user will not be able to search for an attendee.
- Fetch List

- Expense item: When a user is updating an expense item, fields attached to a Fetch List callout will be empty. As a result, the expense item will generate errors and be incomplete. If the report is submitted in this state, it might be flagged for auditing.
- Report header: When a user is creating a report header, fields attached to a Fetch List callout will be empty. As a result, the user might not be able to create and finish the report.

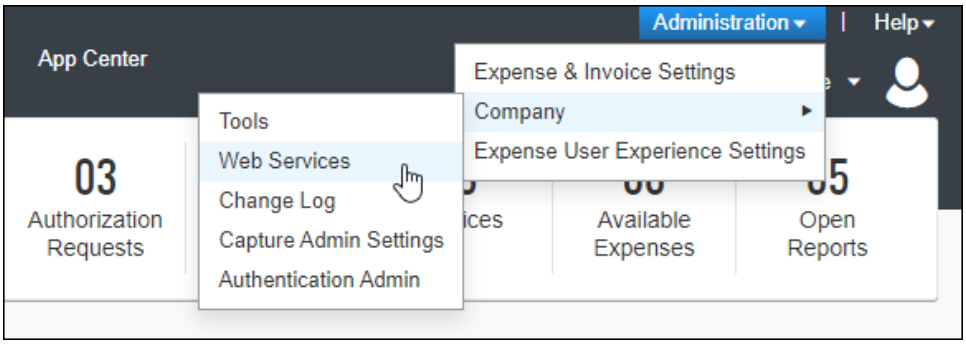
- Launch External URL
  - Expense item: When a user is updating an expense item field, fields attached to a Launch External URL callout will not trigger the URL to be launched. As a result, the user will be unable to search or select the associated list information for inclusion in the field, the expense item will be incomplete, and it will generate errors. If the report is submitted in this state, it might be flagged for auditing.
  - Report header: When a user is creating a report header, fields attached to a Launch External URL callout will not trigger the URL to be launched. As a result, the user will be unable to search or select the associated list information for inclusion in the report, the report might not be created, and the user might not be able to finish the report.
  - Allocation: When a user is updating an allocation field, fields attached to a Launch External URL callout will not trigger the URL to be launched. As a result, the user will be unable to search or select the associated list information, the allocation will generate errors and will be incomplete. The user might be able to submit the report but it might be flagged for auditing or the user might not be able to submit the report.
- Event notification v1.0
  - When a report is submitted, the event attached to notifications might not be triggered. As a result, the report will stay in the Pending External Validate state.

What the Admin Sees

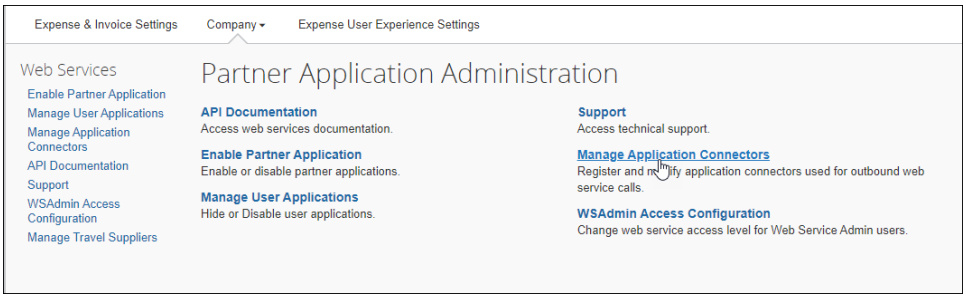
Usernames and passwords for application connectors are configured on the **Manage Application Connectors** page.

▶ ***To change the username and password for an application connector:***

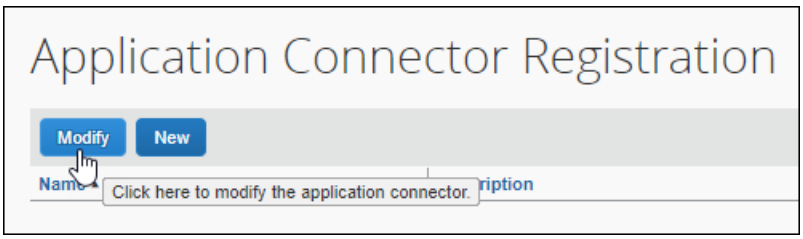
6. Click **Administration > Company > Web Services**.



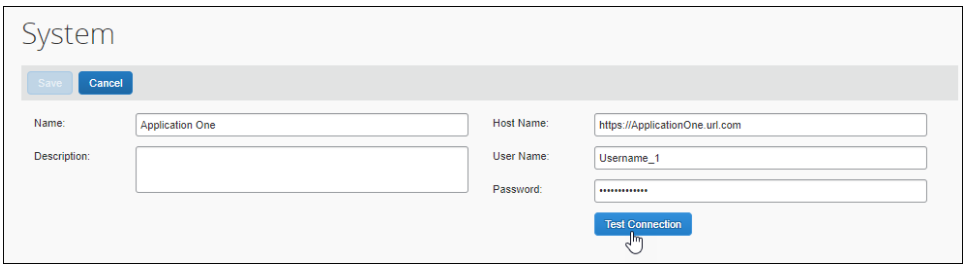
7. Click Manage Application Connectors.



8. Choose the application connector you want to update and then click **Modify**.



9. Enter the new username and password and then click **Test Connection**.



10. Click **Save**.

NOTE: After you update the username and password for an application connector, you must click **Test Connection** to verify the changes before the application connector can be used for any of the callout services.

Configuration / Feature Activation

The username and password requirements will be changed automatically.

To avoid disruption of callouts through application connections, usernames and passwords that do not meet these requirements must be updated before October 4, 2021.

For more information, refer to *Callouts and Application Connectors* on the SAP Concur Developer Center.

Workflows

Cash Advance: New Auto-Issuance Step for Cash Advance Request

Overview

With this release, the Cash Advance workflow Cash Advance Reviewed step may now be configured to automatically perform the issuance of a cash advance to the requestor. Doing this systematically replaces the step of Manual Issuance and instead automatically processes an approved cash advance request for issuance based on configuration of the rule and action underlying the condition for this step.

For example, the associated condition for the step is named and then configured to limit the allowable cash advance issuance to no more than $1,000. Now, when the requestor inputs the cash amount, the amount either below or above this amount drives the logic to issue or reject the cash advance respectively, without need for the admin to review each request for the same purpose.

BUSINESS PURPOSE / CLIENT BENEFIT

This change saves time and can prevent issuance errors by the Cash Advance admin at high-volume client sites by substituting a systematic step for that of the manual review by the admin.

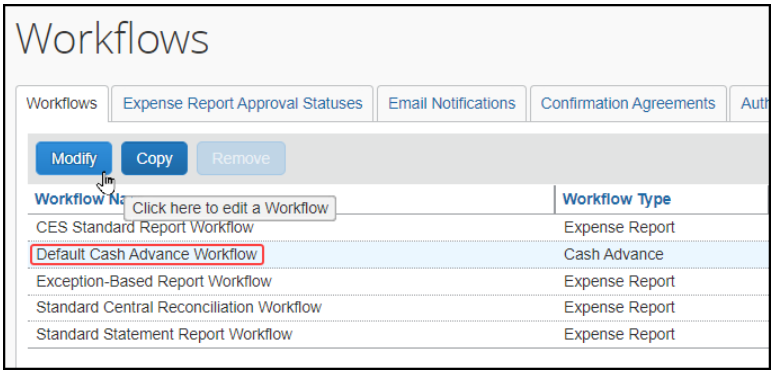
Configuration / Feature Activation

This feature requires configuration. Clients should work with their Service Admin or equivalent representative to activate this feature if they cannot perform this task at the client site.

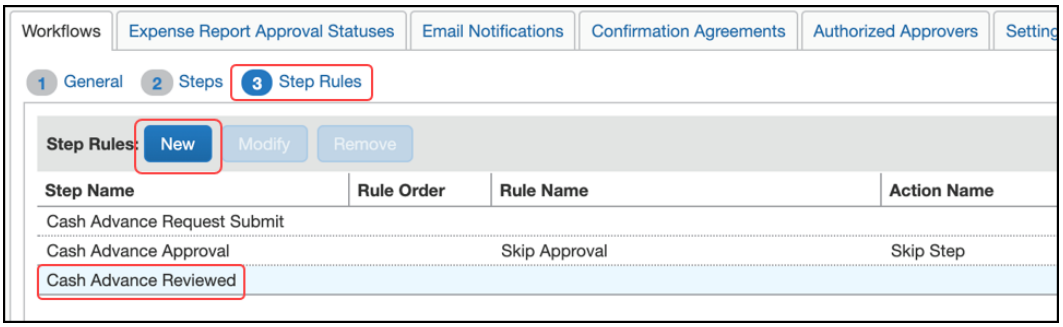
To configure the Auto Issuance rule for the Cash Advance Reviewed step:

1. Click **Administration > Expense > Expense Admin > Workflows**. The **Workflows** page opens on the **Workflows** tab.

2. Select the name of the cash advance workflow, then click **Modify**.



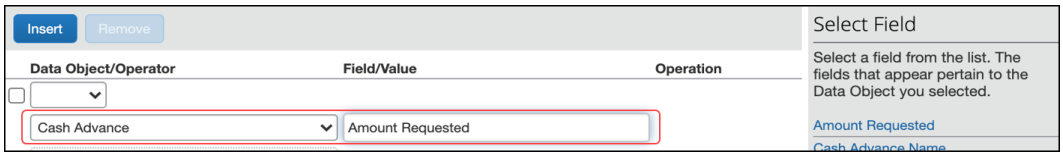
3. Click **Step Rules**, select the **Cash Advance Reviewed** step and click **New**.



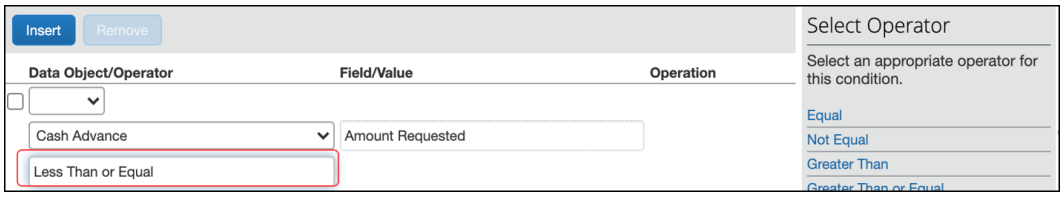
4. In the **Add Condition** window, enter a rule name ("Auto Issuance" for example) and select the **Force Evaluation** check box.

5. Create the underlying conditions for the step rule:

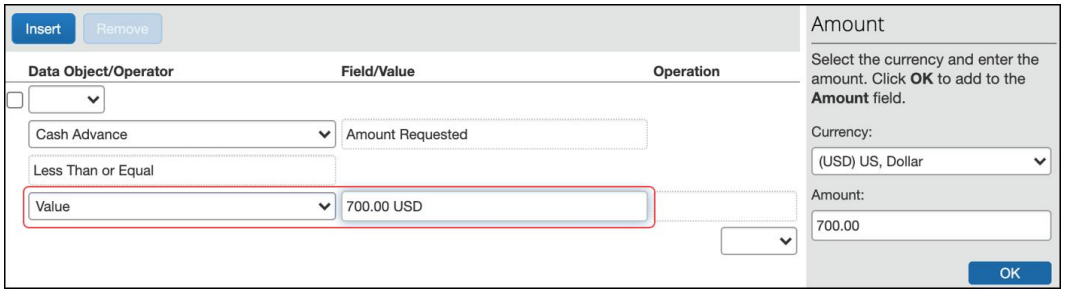
   - Select Cash Advance and then Amount Requested from **Select Field**:



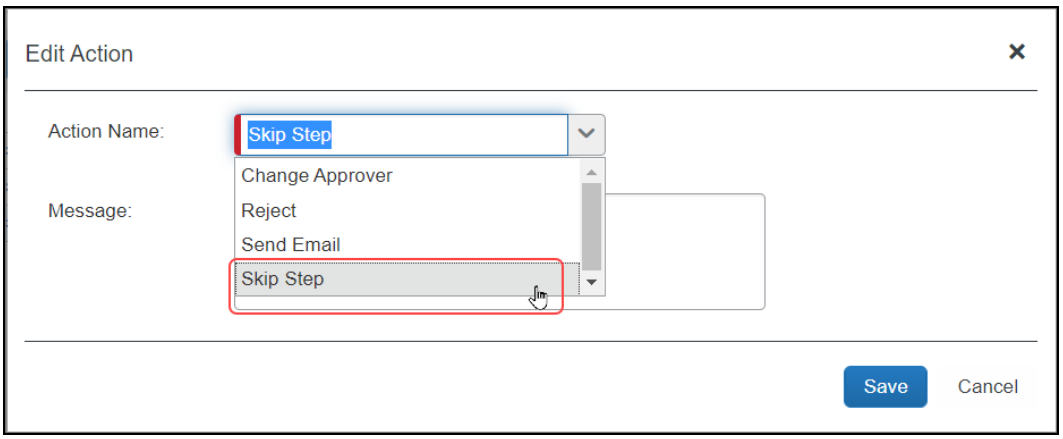
   - Select an operator, in this case Less Than or Equal, for the amount you will set in the next step:



   - Finally, select Value and then set the currency and amount from **Amount**:



6. In the **Add Condition** window, click **Save**.
7. A condition requires an action – click **New** to open the **Edit Action** window.
8. From the **Action Name** list, select Skip Step, then optionally add text to the **Message** text box.



9. In the **Edit Action** window, click **Save**.
10. When done with all rules and actions, click **Done** on the **Workflows** tab.

For more information, refer to the *Issuing a Cash Advance Automatically Without Manual Review* topic in the Concur Expense: Cash Advance Admin 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 may not be all of the upcoming enhancements and modifications that affect this SAP Concur product or service. The Planned Changes that apply to multiple SAP Concur products and/or services are in a consolidated document. Please review the additional Planned Changes available in the *Shared Planned Changes Release Notes*.

Employee Import

Planned Changes EFT Supplemental Detail Bank Account Import Added as 820

Information First Published	Information Last Modified	Feature Target Release Date
July 2021	August 20	September 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

A new employee import record set, EFT Supplemental Detail Bank Account Import, will be added to the overnight employee import job. This new record set is at the 820-record level, and includes identical records as those found in the 810-level records, with the addition of fields and validations for information that will be required in the future.

NOTE: At this time, no change is planned to the current employee import EFT Detail Bank Account record 810 or payment execution requirements – they remain supported

The following are the supplemental fields found only in the 820 record:

- Field 20: Phone Number (optional)
- Field 21: Date of Birth (optional)
- Field 22: Bank Branch Postal Address Line 1 (optional)
- Field 23: Bank Branch Postal Address Line 2 (optional)
- Field 24: Bank Branch Postal Address City (optional)
- Field 25: Bank Branch Postal Address Region (optional)
- Field 26: Bank Branch Postal Code (optional)

The following additional currency specific ***validations*** will be added for Canada Dollar (CAD), Indian Rupee (INR), Mexico Nuevo Peso (MXN), Singapore Dollar (SDG), and Japanese Yen (JPY):

- Personal Address (***Fields 11-15***) will be required for CAD
- Bank Account Secondary Routing Number (***Field 18***) will be required for INR and SDG and should be populated with the banks Swift/BIC
- Bank Identification Number (BIN) (***Field 4***) and TAXID (***Field 17***) will be required and must be provided for MXN, where BIN is 8- or 11-characters SWIFT code and the Tax ID are either the RFC code (13 characters – example: MALA780724988) or the CURP code (18 characters – example: GOJO601228HVZRML07).
- SWIFT/BIC (***Field 4***), Personal Address (***Fields 11-15)***, and Bank Branch Address (***Field 6***), will be required for JPY.

NOTE: Bank Name, Branch Name, and Account Owner Name now accept Latin alphanumeric characters, which is the format needed to utilize our JPY currency payment provider.

BUSINESS PURPOSE / CLIENT BENEFIT

Concur Expense must contain all information that may be required for payment processing.

Configuration / Feature Activation

Expense Pay clients can move from the 810- to the 820-level record type and start supplying the additionally required data fields to continue to successfully reimburse employees now and in the future. Contact your SAP Concur representative or submit a Service Request to Concur Support to do this.

For more information, refer to the *Shared: Employee Import Specification*.

Expense Pay Classic

Planned Changes Decommission of All Currencies

Information First Published	Information Last Modified	Feature Target Release Date
Aug 2021	Aug 27, 2021	Jan 1, 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

SAP Concur has been pursuing a multi-year effort to transition our portfolio of payment solutions to payment provider-enabled solutions. This is evidenced by our existing Expense Pay Global solution with Bambora and planned Expense Pay Flex solution with Western Union Business Solutions.

Currently, SAP Concur is planning to decommission the legacy Expense Pay classic solution effective January 1, 2022. As we move into the next phase of our pay strategy via payment provider solutions, this decommission will require customers using Expense Pay classic to enable alternative solutions. **Payments for Expense Pay classic for all currencies will discontinue to employees and credit card providers as of December 15, 2021.** Customers using Expense Pay classic have been communicated to directly regarding this change.

⚠ **IMPORTANT:** Currently, Expense Pay Flex (aka Direct) is being offered only existing clients (those already using Expense Pay classic) and not to new clients or existing clients who do not currently use an Expense Pay solution.

NOTE: This announcement does not impact our existing Expense Pay Global solution with Bambora which remains available and fully supported.

BUSINESS PURPOSE / CLIENT BENEFIT

This change is part of a transition to payment provider-enabled solutions to support future product enhancements and richer integration.

Configuration / Feature Activation

Please reach out to your SAP Concur account team to explore the replacements options available to you.

Test Entities

Planned Changes Test Entity Login Updates and Email Verification

Applies to:	Expense	Invoice	Request	Travel	Other
Edition(s)	Professional	Professional	Professional	--	--

Information First Published	Information Last Modified	Feature Target Release Date
August 2021	—	October 1, 2021 through mid-2022

Any changes since the previous monthly release are highlighted in yellow in this release note.

Overview

Currently, some SAP Concur users use test entities to set up, test, and train on new configurations prior to deploying them to their live production entity. The production entity is where users perform real transactions, such as submitting expense reports and booking travel.

Today, test entities are in a separate environment called the implementation environment; production entities are in a separate environment called the production environment. To improve the stability, performance, monitoring, and security of test entities, SAP Concur plans to migrate both test *and* production entities into the same environment as part of our move to Amazon Web Services (AWS).

This change will result in the co-existence of both test and production entities in the same production environment.

NOTE: These changes apply to test entities once they are moved or created in the AWS environment, which will occur at a future date.

TEST ENTITY LOGIN ID UPDATES

Today, a user can maintain the same login ID for their test and production entities because they are in separate environments. With the plan to migrate both test and production entities to the same AWS production environment in the future, this will no longer be possible since each login ID must be unique.

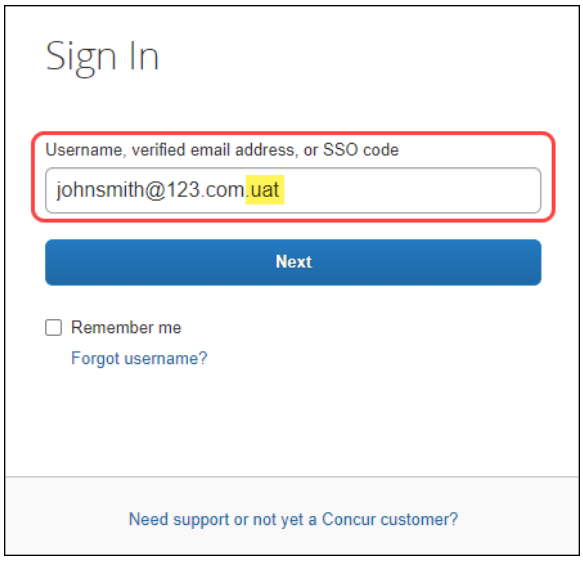
To account for this change, SAP Concur will append all test entity login IDs with a ".uat" domain during both migration and user creation to ensure they are unique and do not conflict with any existing production login ID. For example, johnsmith@123.com will become johnsmith@123.com.uat.

⚠ **IMPORTANT**: No changes will made to the login IDs in the current CoLo implementation environment.

This process will occur in the background during both the migration and user creation processes. Because SAP Concur will manage this process, users will **NOT** have to make any changes to their login ID.

For migrated users, they will still use the same implementation URL and login ID they used prior to the AWS migration.

New customers will use the production URL with the appended login ID, which will include the appended domain (for example, johnsmith@123.com.uat, as shown).



This change will help to safeguard against any conflicts with production login IDs.

User Creation: Additionally, clients can use the exact same employee import files as they would in production. The .uat domain will also be applied to all aspects of user creation: FTP import, Excel import, entity restore, and more.

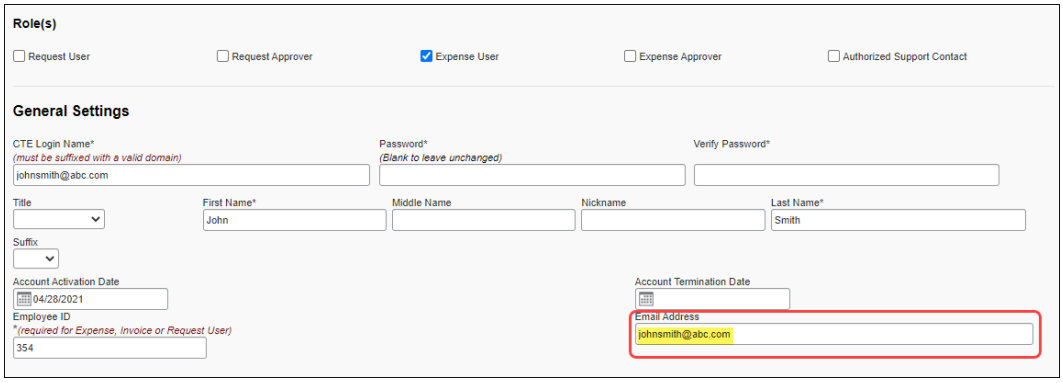
Extracts: When generating accounting extracts or financial integration documents, SAP Concur will automatically remove the .uat domain from login IDs that were appended during user creation. This will help to generate realistic extracts without requiring any actions from the clients, such as removing the appended domain.

EMAIL VERIFICATION

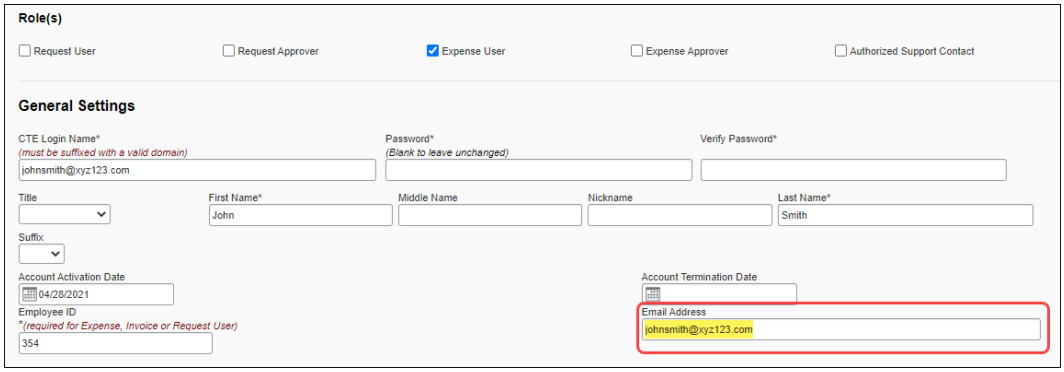
When test entities are migrated to the AWS production environment, verified emails from the existing test entity will not carry over to the new test entity. As a result, when users test verified email functionality in a future test entity, it is recommended that the employee uses an email that is different from the email configured in their production entity. This process is required as the email in the existing test entity was most likely already verified in production and, therefore, cannot be verified in another entity.

With respect to user email addresses, the Receipt Recognition service validates user email addresses and as such, only one instance of an email address can be associated with a user account. To test in production, clients will be required to utilize alternate email addresses that are not currently associated with any production user account. If a client attempts to set up a test account in production using an email address already associated with a corresponding user profile, it will fail the validation process.

BEFORE – EXISTING EMAIL IN EXISTING TEST ENTITY



AFTER – NEW EMAIL IN NEW/FUTURE TEST ENTITY



BUSINESS PURPOSE / CLIENT BENEFIT

Once in AWS, test entities will benefit from the same security, stability, monitoring, and performance as production entities.

Configuration / Feature Activation

These features will be automatically available; there are no additional configuration or activation steps.

Client Notifications

Accessibility

Accessibility Updates

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

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

Supported Browsers

Supported Browsers and Changes to Support

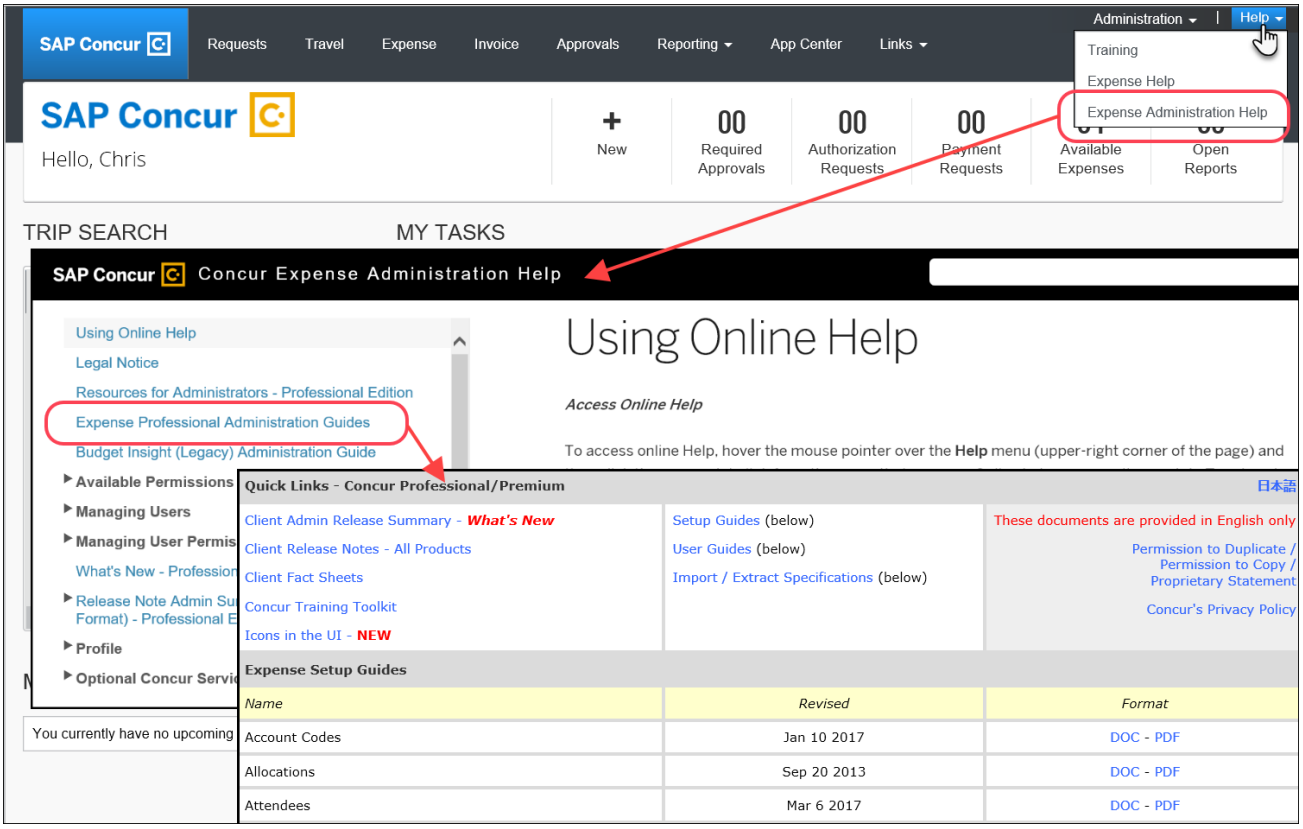
For information about supported browsers and planned changes to supported browsers, refer to the *Concur Travel & Expense Supported Configurations* guide.

When changes to browser support are planned, information about those changes will also appear in the *Shared Planned Changes* release notes.

Additional Release Notes and Other Technical Documentation

Online Help – Admins

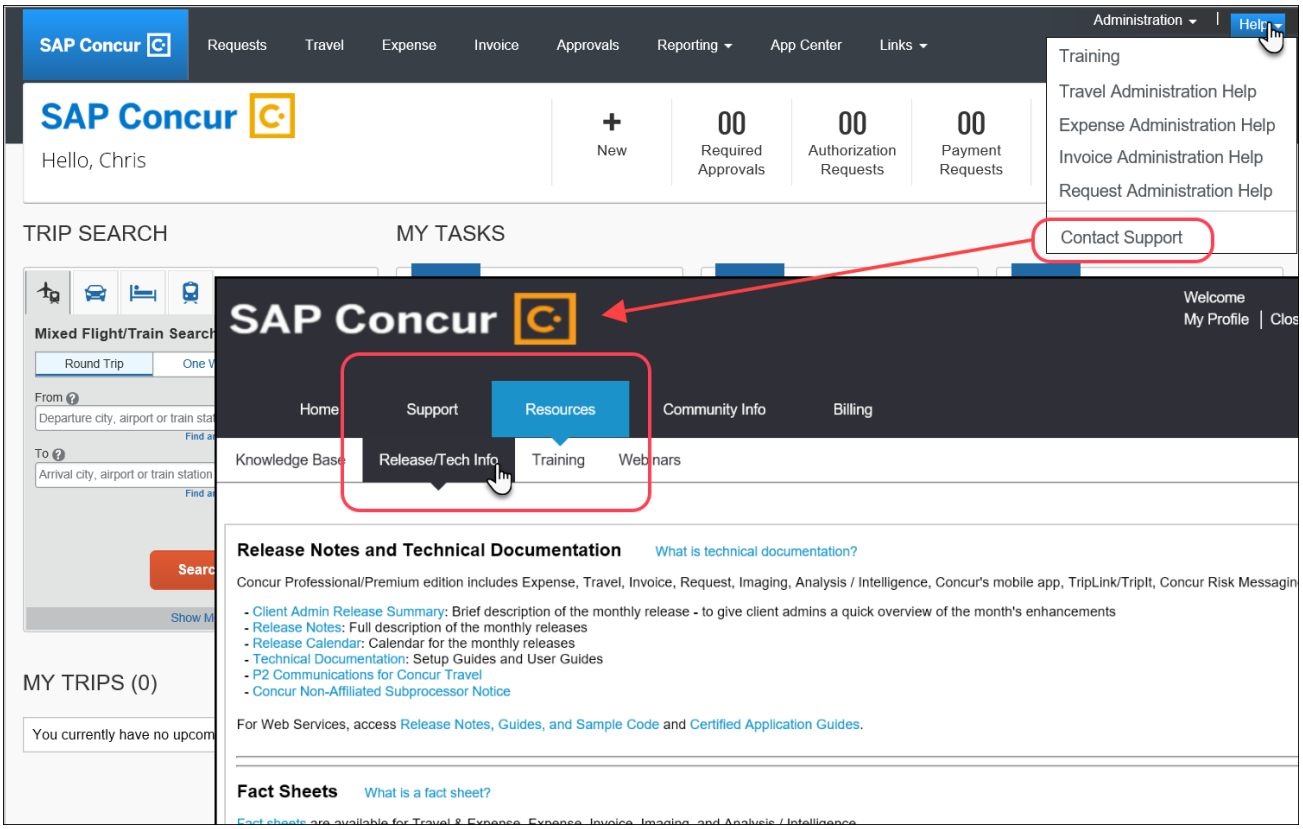
Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help.



SAP Concur Support Portal – Selected Users

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

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



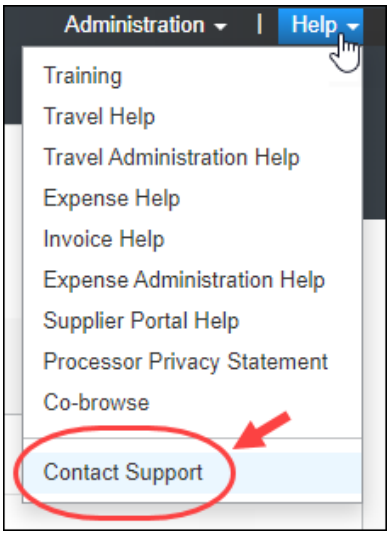
Cases

Check Support Case Status

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

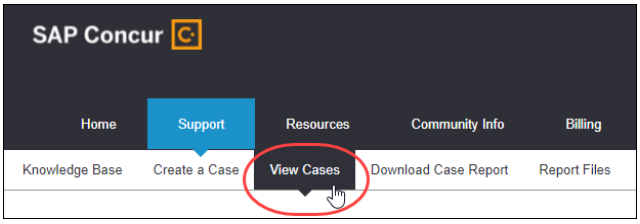
To check the status of a submitted case

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

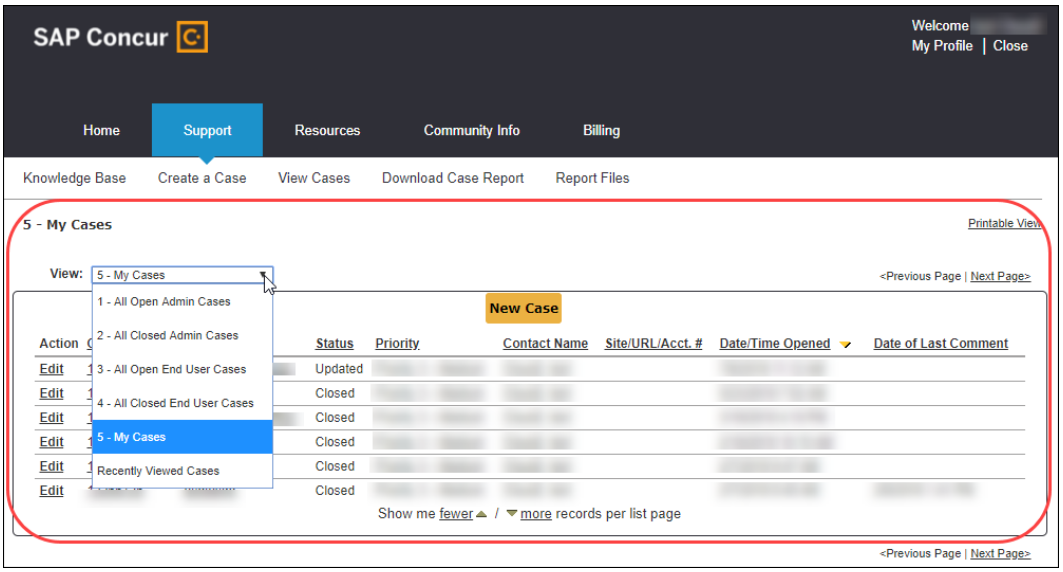


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



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



SAP Concur Release Notes **Expense Professional / Premium**	
Month	**Audience**
Release Date: September 18, 2021 Update #2: Friday, September 24	SAP Concur Client ***FINAL***

Contents

Legal Disclaimer

Release Notes

Authentication

Support for HMAC Now Deprecated

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) has been deprecated.

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).

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

HMAC is now deprecated and can no longer be configured. Clients can 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*.

Authentication Administration

New Company Request Token Self-Service Tool

Overview

In late August, a new Company Request Token self-service tool will be available to SAP Concur admins who have been assigned the **Company Admin** or **Web Services Admin** role.

NOTE: For admins working with Concur Standard entities, a user with the **Can Administer** permission has the **Web Services Administrator** role.

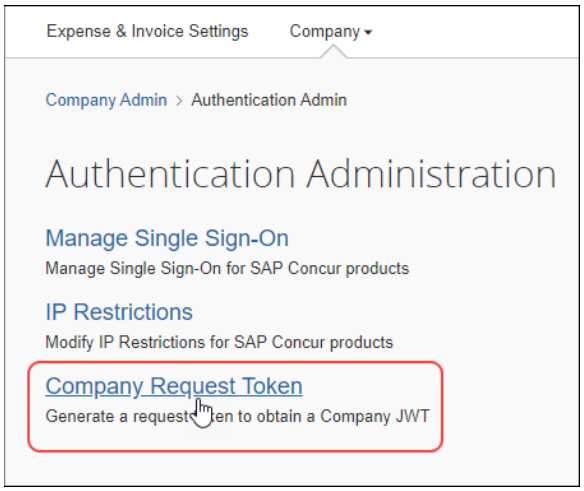
The Company Request Token self-service tool enables clients to generate the Company Request Token that is required to request a JSON web token (JWT) when connecting to APIs in the SAP Concur platform.

BUSINESS PURPOSE / CLIENT BENEFIT

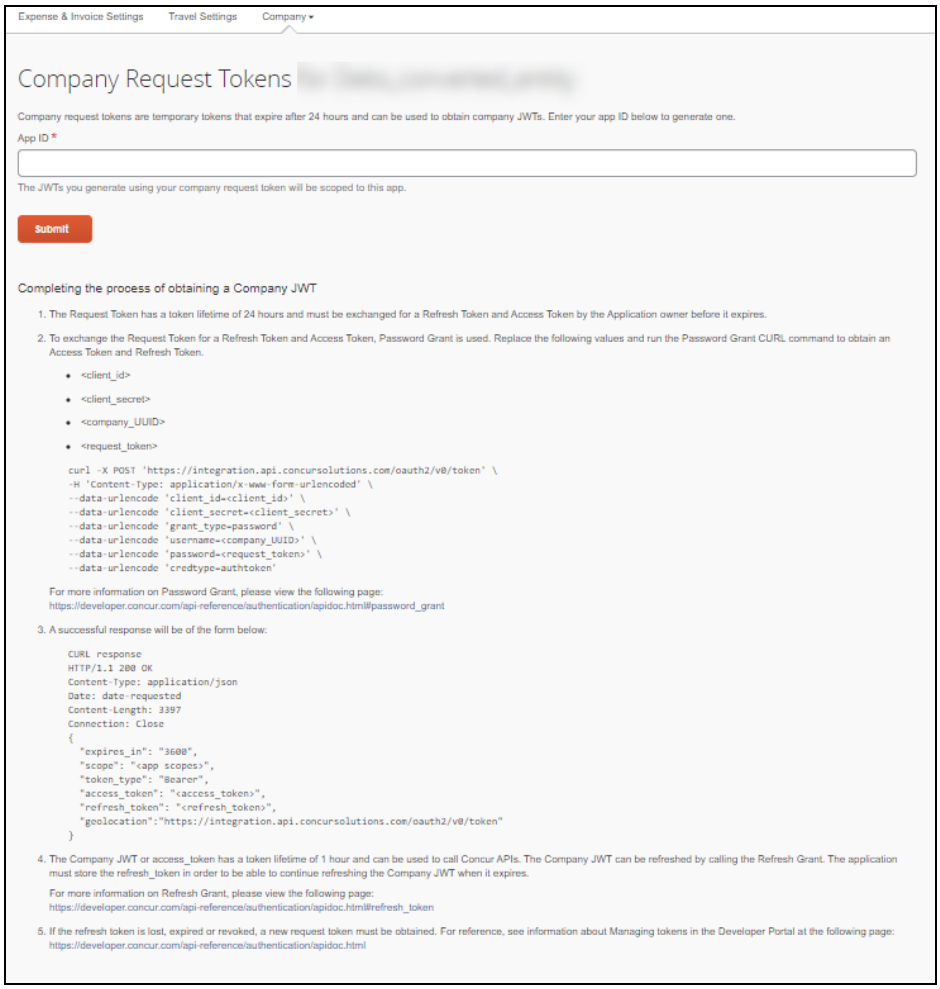
The Company Request Token self-service tool enables clients to generate Company Request Tokens without contacting SAP Concur support. This tool also enables clients to generate a replacement Company Request Token without assistance from SAP Concur support if their Company Request Token expires or is lost.

What the Admin Sees

Admins with the required permissions see a link to the **Company Request Token** page on the **Administration > Company > Authentication Administration** page.



After clicking **Company Request Token**, the admin sees the **Company Request Tokens** page.



Expense & Invoice Settings Travel Settings Company

Company Request Tokens

Company request tokens are temporary tokens that expire after 24 hours and can be used to obtain company JWTs. Enter your app ID below to generate one.

App ID *

The JWTs you generate using your company request token will be scoped to this app.

Submit

Completing the process of obtaining a Company JWT

1. The Request Token has a token lifetime of 24 hours and must be exchanged for a Refresh Token and Access Token by the Application owner before it expires.
2. To exchange the Request Token for a Refresh Token and Access Token, Password Grant is used. Replace the following values and run the Password Grant CURL command to obtain an Access Token and Refresh Token.
   - <client_id>
   - <client_secret>
   - <company_UUID>
   - <request_token>

```
curl -X POST 'https://integration.api.concursolutions.com/oauth2/v0/token' \
-H 'Content-Type: application/x-www-form-urlencoded' \
--data-urlencode 'client_id=<client_id>' \
--data-urlencode 'client_secret=<client_secret>' \
--data-urlencode 'grant_type=password' \
--data-urlencode 'username=<company_UUID>' \
--data-urlencode 'password=<request_token>' \
--data-urlencode 'credtype=authtoken'
```

   For more information on Password Grant, please view the following page:
   https://developer.concur.com/api-reference/authentication/apidoc.html#password_grant
3. A successful response will be of the form below:

```
CURL response
HTTP/1.1 200 OK
Content-Type: application/json
Date: date-requested
Content-Length: 3397
Connection: Close
{
  "expires_in": "3600",
  "scope": "<app scopes>",
  "token_type": "Bearer",
  "access_token": "<access_token>",
  "refresh_token": "<refresh_token>",
  "geolocation":"https://integration.api.concursolutions.com/oauth2/v0/token"
}
```

4. The Company JWT or access_token has a token lifetime of 1 hour and can be used to call Concur APIs. The Company JWT can be refreshed by calling the Refresh Grant. The application must store the refresh_token in order to be able to continue refreshing the Company JWT when it expires.

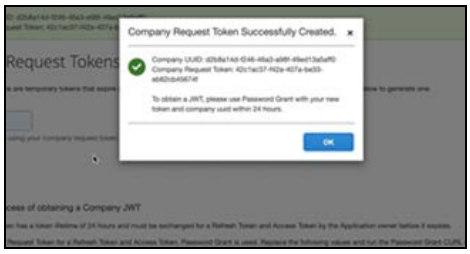
   For more information on Refresh Grant, please view the following page:
   https://developer.concur.com/api-reference/authentication/apidoc.html#refresh_token
5. If the refresh token is lost, expired or revoked, a new request token must be obtained. For reference, see information about Managing tokens in the Developer Portal at the following page:
   https://developer.concur.com/api-reference/authentication/apidoc.html

On the **Company Request Tokens** page, the admin enters their Client ID in the **App ID** field, and then clicks **Submit.**

NOTE: Clients can obtain a Client ID through one of the following methods:

- Clients with SAP Concur Client Web Services who have requested access to the self-service tool for application management can generate a Client ID using the self-service tool.
- Clients who do not have SAP Concur Client Web Services can contact SAP Concur support to obtain an App ID as needed.

The **Company Request Token Successfully Created** dialog appears.



This dialog contains the Company UUID and the Company Request Token. The admin must copy and save both the Company UUID and the Company Request Token before signing out or navigating away from this dialog.

The admin can use the Company Request Token to generate a Company JWT, using the Password Grant process.

Instructions for the Password Grant process are on the **Company Request Token** page, as well as the SAP Concur Developer Portal.

The Company Request Token has a token expiry lifetime of 24 hours. The admin must obtain the Company JWT within that 24-hour period.

If the Company Request Token expires or is lost, the admin can access the Company Request Tokens page again, enter their Client ID into the App ID field, and then generate a replacement Company Request Token.

Configuration / Feature Activation

There are no configuration or activation steps; this page is automatically available to admins with the required permissions.

Client Web Services

Register Partner Application Page No Longer Active

Overview

On August 21, the **Register Partner Application** page was deactivated.

With the October release, a new application management self-service tool will replace the **Register Partner Application** page.

For more information, refer to the **Planned Changes ** Self-Service Tool for Application Management note in the *September Final Shared Planned Changes release notes*.

Prior to the release of the new self-service tool, clients with SAP Concur Client Web Services can contact Client Web Services to register new applications.

Clients who do not have SAP Concur Client Web Services can still contact SAP Concur support to obtain an App ID as needed.

BUSINESS PURPOSE / CLIENT BENEFIT

The **Register Partner Application** page was used to create Oauth 1.0 (legacy) applications. Oauth 1.0 was deprecated on February 4, 2017.

📖 For more information about the deprecation of Oauth 1.0 and migration to Oauth 2.0,efer to the *SAP Concur Developer Portal*.

The new self-service tool for application management will enable clients to create Oauth 2.0 compliant applications.

Configuration / Feature Activation

The **Register Partner Application** page was automatically set to read-only on August 21, 2021.

Clients with SAP Concur Client Web Services can contact Client Web Services for assistance registering new applications. Clients without Client Web Services can contact SAP Concur support for assistance with App IDs.

With the October release, the new application management tool can be enabled by the Client Web Services team for clients with SAP Concur Client Web Services; when enabled, this tool will be available to admins with the Web Services Admin role.

Concur Mobile App

Android / iPhone / iPad – Concur Mobile Registration Page Update

Overview

In late September, the **Concur Mobile Registration** page will be updated. To navigate to the updated **Concur Mobile Registration** page, click **Profile > Profile Settings > Concur Mobile Registration**. The updated **Concur Mobile Registration** page includes three new sections:

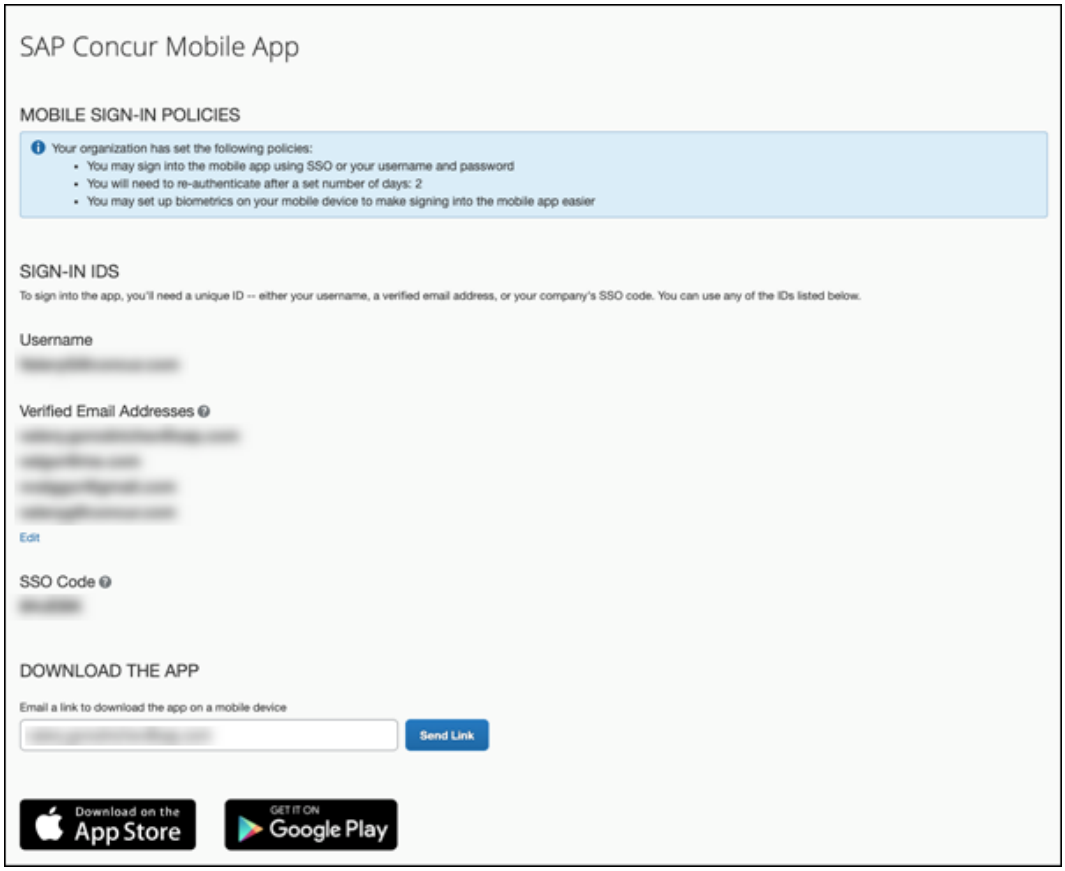
- Mobile Sign-In Policies
- Sign-In IDs
- Download the App

BUSINESS PURPOSE / CLIENT BENEFIT

The **Concur Mobile Registration** page update provides users with more information on their sign-in IDs and their organization's mobile sign-in policies.

What the User Sees

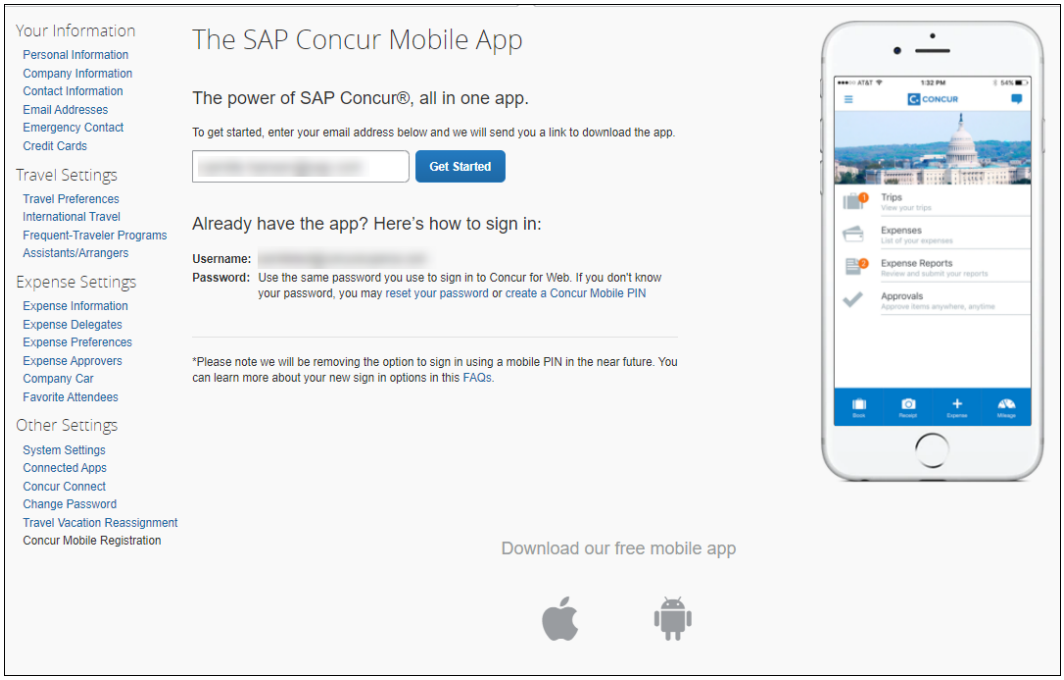
NEW CONCUR MOBILE REGISTRATION PAGE



The following new sections appear on the updated **Concur Mobile Registration** page as follows:

- **Mobile Sign-In Policies:** In this section, you can view a list of the mobile sign-in policies set by your organization.
- **Sign-In IDs:** In this section, you can view your unique sign-in IDs, which might include your username, verified email address, or your company's SSO code.
  - Click **Edit** to add or remove sign-in IDs
- **Download the App:** In this section, you can download the SAP Concur mobile app to your mobile device by either:
  - Emailing a download link to your email inbox, by entering your verified email address into the **Enter a link to download the app on a mobile device** field and then clicking **Send Link**
    -or-
  - Clicking the iOS **App Store** button
    -or-
  - Clicking the Android **Google Play** button

PRE-EXISTING MOBILE REGISTRATION PAGE



Configuration / Feature Activation

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

Employee Import

EFT Supplemental Detail Bank Account Import Added as 820

Overview

A new employee import record set, EFT Supplemental Detail Bank Account Import, has been added to the overnight employee import job. This new record set is at the 820-record level, and includes identical records as those found in the 810-level records, with the addition of fields and validations for information that will be required in the future.

NOTE: At this time, no change is planned to the current employee import EFT Detail Bank Account record 810 or payment execution requirements – they remain supported.

The following are the supplemental fields found only in the 820 record:

- Field 20: Phone Number (optional)
- Field 21: Bank Branch Postal Address Line 1 (optional)

- Field 22: Bank Branch Postal Address City (optional)
- Field 23: Bank Branch Postal Address Region (optional)
- Field 24: Bank Branch Postal Code (optional)

The following additional currency specific ***validations*** have been added for Canada Dollar (CAD), Indian Rupee (INR), Mexico Nuevo Peso (MXN), and Singapore Dollar (SDG), and Japanese Yen (JPY):

- Personal Address (Fields 11-15) is required for CAD
- Bank Account Secondary Routing Number (Field 18) is required for INR and SDG and is populated with the banks Swift/BIC
- Bank Identification Number (BIN) (Field 4) and TAXID (Field 17) are required and must be provided for MXN, where BIN is 8- or 11-characters SWIFT code and the Tax ID are either the RFC code (13 characters – example: MALA780724988) or the CURP code (18 characters – example: GOJO601228HVZRML07).
- SWIFT/BIC (Field 4), Personal Address (Fields 11-15), and Bank Branch Address (Fields 21-24), are required for JPY.

NOTE: Bank Name, Branch Name, and Account Owner Name now accept Latin alphanumeric characters, which is the format needed to utilize our JPY currency payment provider.

BUSINESS PURPOSE / CLIENT BENEFIT

Concur Expense must contain all information that may be required for payment processing.

Configuration / Feature Activation

Expense Pay clients can move from the 810- to the 820-level record type and start supplying the additionally required data fields to continue to successfully reimburse employees now and in the future. Contact your SAP Concur representative or submit a Service Request to Concur Support to do this.

📖 For more information, refer to the Shared: Employee Import Specification.

File Transfer Updates

Ongoing Mandatory SFTP with SSH Key Authentication

Information First Published	Information Last Modified	Feature Target Release Date
April 9, 2021	April 16, 2021	Ongoing in 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

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

As of April 10, 2021, non-SFTP (Secure File Transfer Protocol) protocols and SFTP password authentication are not allowed to connect to SAP Concur for file transfers:

- Non-SFTP file transfer accounts must switch to SFTP with SSH Key Authentication.
- SFTP file transfer accounts that use password authentication must switch to SSH key authentication.
- SFTP password reset requests require the client to provide an SSH key for authentication.

⚠ **IMPORTANT**: If you are not using SFTP with SSH Key Authentication, you must take action to avoid disruption of your file transfer connections.

On April 12, 2021, SAP started disabling non-compliant file transfer connections. The process of disabling non-compliant accounts will continue throughout 2021. If you have multiple file transfer connections configured, this change applies to all of your file transfer connections.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.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*.

Ongoing SAP Concur Legacy File Move Migration

Information First Published	Information Last Modified	Feature Target Release Date
March 6, 2020	July 9, 2021	Ongoing until January 24, 2022

Overview

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

SAP Concur is in the process of 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 January 24, 2022. 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*.

Rotating PGP Key Available for File Transfers

Overview

Files transferred to SAP Concur products must be encrypted with the SAP Concur public PGP key, concursolutionsrotate.asc.

concursolutionsrotate.asc

- Key file is available in client's root folder
- Key ID 40AC5D35
- RSA 4096-bit signing and encryption subkey
- Key expires every 2 years
- Client is responsible for replacing the key before it expires
  - Next expiry date: September 4, 2022
  - SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key (key ID D4D727C0) remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- mft-us.concursolutions.com
- vs.concursolutions.com
- st-eu.concursolutions.com
- mft-eu.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

The rotating public PGP key provides greater security for file transfers.

What the Administrator Sees

An administrator with the required file transfer credentials can log into the file transfer site to retrieve the rotating public PGP key, concursolutionsrotate.asc, from the root directory.

Configuration / Feature Activation

Your internal file transfer administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

If assistance is required, please contact SAP Concur support.

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

Localization

Updated Translation for Attendee Term (Traditional Chinese)

Information First Published	Information Last Modified	Feature Target Release Date
August 24, 2021	September 10, 2021	September 18, 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

With the September release, SAP Concur plans to change the following terms in the Traditional Chinese version of the SAP Concur user interface to bring consistency to the translation of Attendee(s):

English Term	Current Translation	Updated Translation
Attendee	出席者	參與者
Attendees	出席者	參與者

NOTE: This change might impact your company's internal documentation or training materials.

BUSINESS PURPOSE / CLIENT BENEFIT

These revisions provide a more accurate translation and improved user experience.

Configuration / Feature Activation

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

Miscellaneous

New Permission to Enable Preview of Fiori Light Theme

Overview

On September 20, a new permission, **SAP Fiori Theme Preview**, will be added to the list of permissions in Concur Travel Professional edition. When the **SAP Fiori Theme Preview** permission is assigned to a user, the user sees a new switch in the header of their SAP Concur site. They will also see a **New Theme** info bubble.

The switch enables the user to switch from the SAP Concur standard theme, to the SAP Fiori Theme. The info bubble displays a brief message about the switch.

The new theme includes changes to visual elements such as fonts, colors, and icons. In addition, some top-level tabs and menu items are relocated to the **SAP Concur**

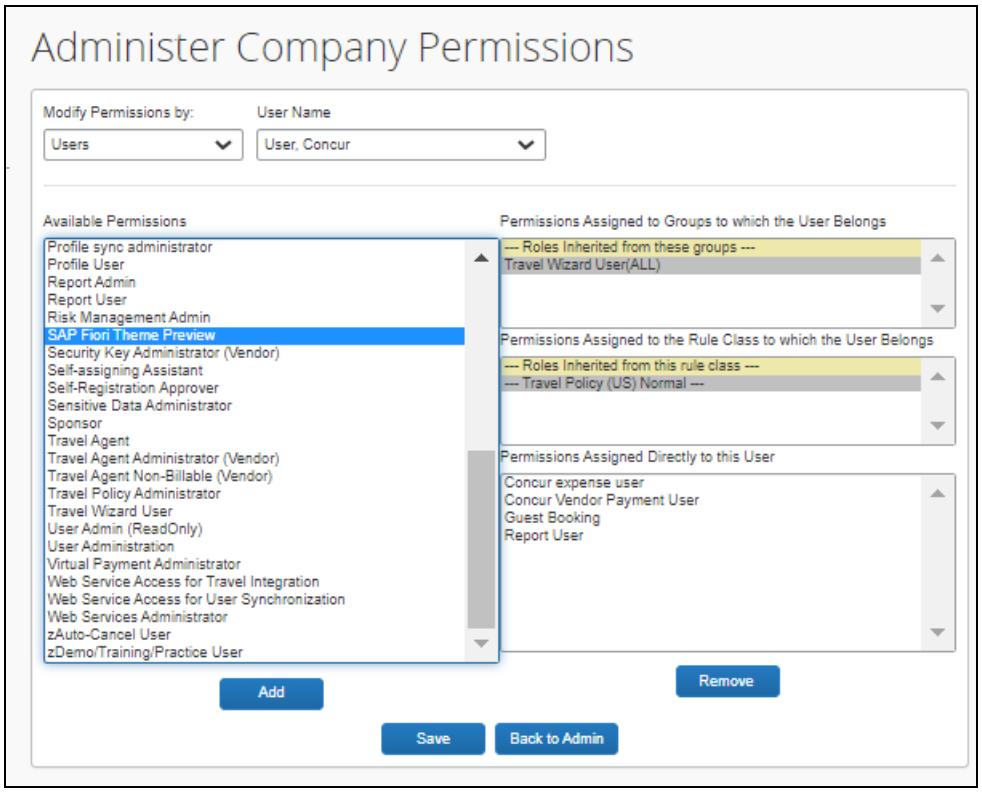
Home menu. These changes are site-wide and apply to all of the user's SAP Concur products.

BUSINESS PURPOSE / CLIENT BENEFIT

The SAP Fiori theme harmonizes the look and feel of the SAP Concur UI with the look and feel of other SAP products, providing a more consistent user experience. The permission enables a client admin to allow designated users to preview and test the SAP Fiori theme.

What the Admin Sees

An admin with access to the **Administer Company Permissions** page, sees the **SAP Fiori Theme Preview** permission in the **Available Permissions** list.



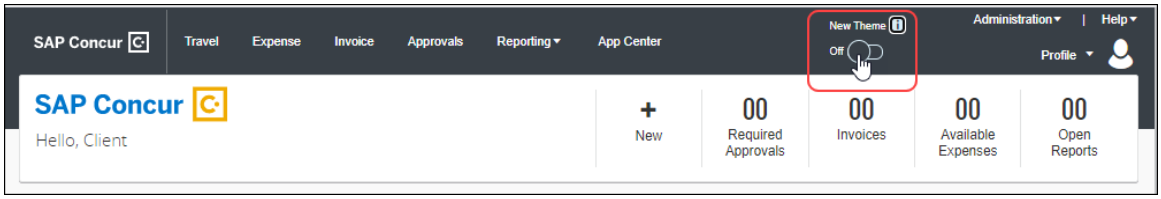
To assign the SAP Fiori Theme Preview permission to a user:

1. In the **Modify Permissions by** list, select **Users**.
2. In the **User Name** list, select the user to whom you want to assign the permission.
3. In the **Available Permissions** list, select **SAP Fiori theme Preview**.
4. Click **Add**, and then click **Save**.

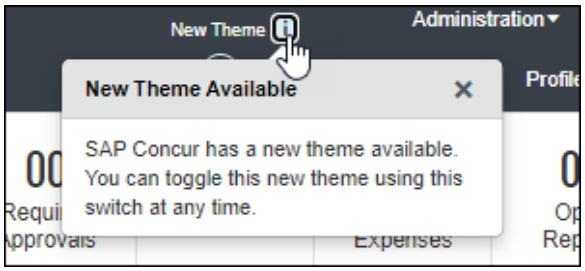
The next time the user signs in to their SAP Concur site, they will see the new switch.

What the User Sees

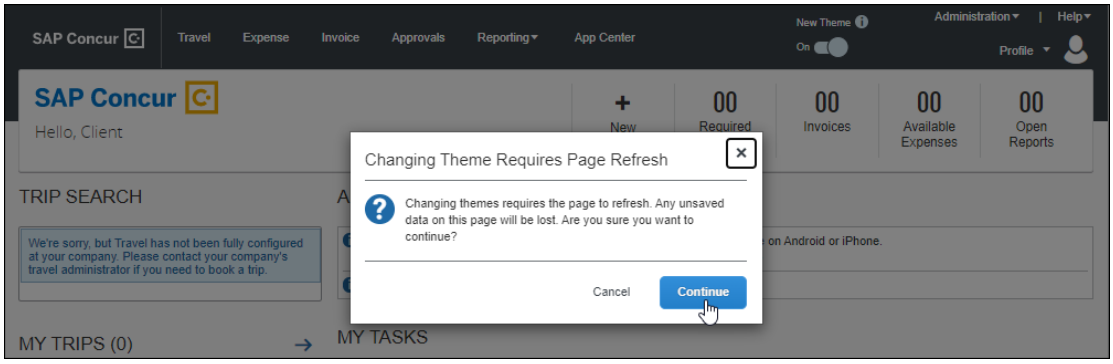
After the **SAP Fiori theme Preview** permission has been assigned to a user, the next time the user signs in to their SAP Concur site, they see the switch and the **New Theme** info bubble.



If they click on the info bubble, a brief description appears:

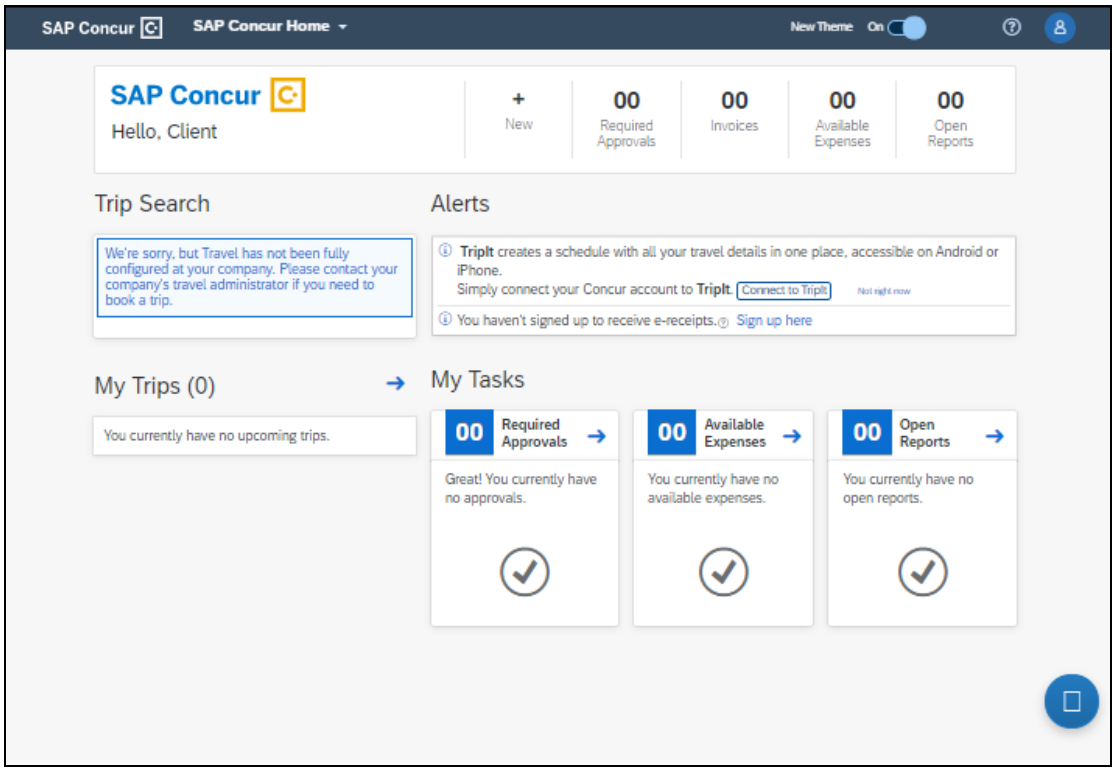


If the user toggles the switch to **On**, the following message appears:

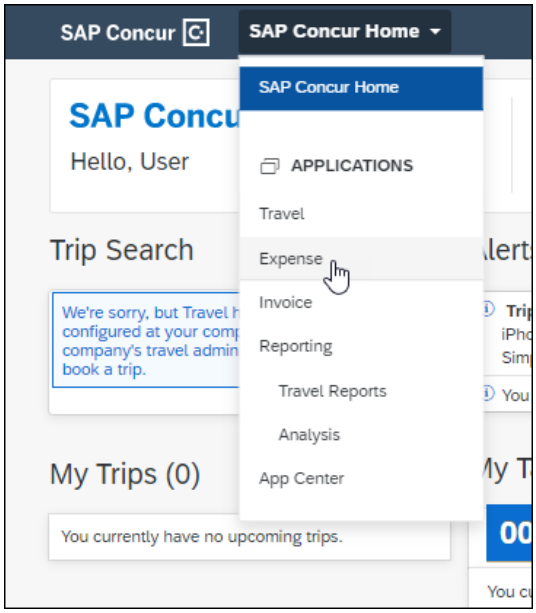


NOTE: The message also appears if the switch is toggle from **On** to **Off**.

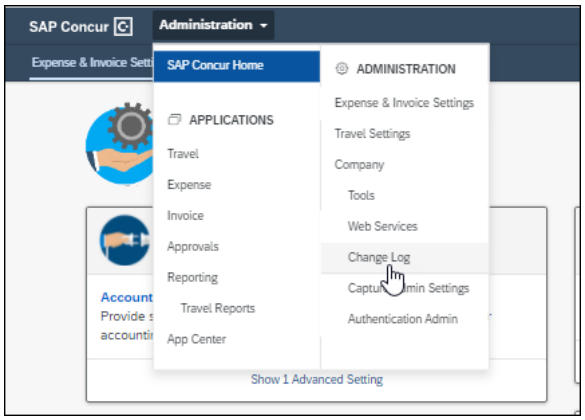
If the user clicks **Continue**, the page refreshes and is set to the SAP Fiori theme.



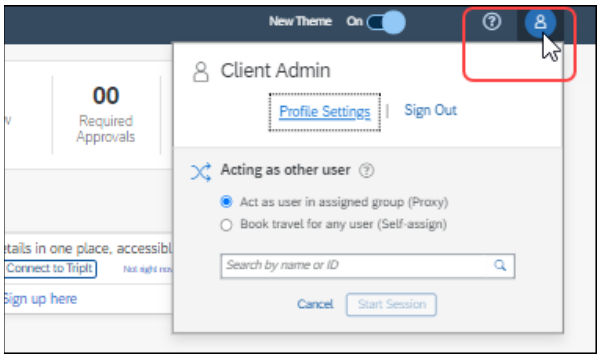
With the SAP Fiori Theme, the product tabs have moved to the **SAP Concur Home** menu.



If the user has admin permissions, they will also see the contents of the **Administration** menu in the **SAP Concur Home** list.



The user will also see icon changes. For example, the **Help** menu heading and the **Profile** dialog button are changed to icons.



Configuration / Feature Activation

An admin with access to the **Administer Company Permissions** page can assign the new **SAP Fiori Theme Preview** permission to designated users.

NextGen UI

Ongoing Updated User Interface (UI) for Concur Expense End Users

Information First Published	Information Last Modified	Automatic Transition Date
March 2018	Sep 17, 2020	Oct 1, 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The continued evolution of the Concur Expense solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for creating and submitting expense reports.

Concur Expense customers are now strongly encouraged to preview and then move to the NextGen UI well before the automatic transition date of **October 1, 2022**.

BUSINESS PURPOSE / CLIENT BENEFIT

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

Products and Users Affected

To take advantage of these improvements, Concur Expense customers who do not move before October 1, 2022 will be automatically transitioned to the NextGen UI for Concur Expense. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes apply to:

- Concur Expense (Professional/Premium and Standard) end users only

NOTE: There are no changes for approvers, processors, or admins.

IMPORTANT: Timeline and Milestones

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

1. **Early Access Period:** March 2018 – July 2020

   During this time, the updated UI was available to preview for customers worldwide. We encouraged administrators/power users to use the Early Access Period to preview the refreshed interface, update internal training materials, and prepare the organization for the transition.

2. **Opt-In Period:** July 2020 – September 2021

   Following the Early Access Period was an open Opt-In Period. This milestone was marked by the delivery of most planned features as well as further overall product quality and stability.

   Customers should use this period to plan their transition and move to the NextGen UI for Concur Expense when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

3. **Active Move Period:** October 2021 – September 2022

- This is the 12-month notice period we committed to for customers to complete the transition at their own pace before the automatic transition date.

  Customers are strongly encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Active Move Period.

4. **Automatic Transition Date:** October 1, 2022

   All customers will be automatically transitioned to the NextGen UI. This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support.

Transition Materials – Guides and Other Resources

We offer several guides, FAQs, release notes, and other resources to help in the transition. All the information that an organization needs to get started is available here:

- Professional Edition
- Standard Edition

The links above provide access to the following:

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

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

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

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Expense to help users become comfortable with the new experience.

This guide will be updated as needed during the Opt-In Period as the NextGen UI is being enhanced. Admins should review the guide often.

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

- **Release information:** During the Active Move Period, the release of enhancements will ***not*** be on the regular release schedule. Instead, we will provide special release notes and information about features and enhancements that are nearing release.

Get Started

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

Test Entities

Right To Be Forgotten Now Available in Test Entity (Sep 10)

Overview

As per GDPR (General Data Protection Regulation) compliance requirements, clients can submit a Support ticket to request the **Right to Be Forgotten (RTBF)** for any user in Implementation (Test) entities. A Data Retention Administrator can then follow the steps outlined in the documentation to purge a user from the Test entity.

BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement is part of the SAP Concur requirement for GDPR compliance.

Configuration / Feature Activation

▸ ***To purge a user's data from a test entity:***

1. Confirm the specified user's data has been removed from any Production environment.
2. Submit a ticket to SAP Concur Support requesting the functionality to remove a user from a Test environment be implemented for the client.
3. On confirmation from SAP Concur that the functionality to do so is enabled, use the procedure *Remove a Specific User's Data* in the *Shared: Data Retention User Guide* document to remove the user's data from the specified Test environment.
4. Contact Concur Support confirming the task is completed.

5. Concur Support closes the ticket on confirmation, disabling the functionality to remove users from a test entity.

For more information, see the *Shared: Data Retention Setup Guide* and the *Shared: Data Retention User Guide*.

Web Services Administration

Ongoing Application Connector Username and Password Length Requirements Updated

Information First Published	Information Last Modified	Feature Target Release Date
June 18, 2021	September 18, 2021	Future Release, 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

To meet new security requirements, the length of the username and password associated with an application connector must be at least 10 characters long and not more than 50 characters long.

Some clients currently have usernames and passwords configured that do not meet these parameters. In a future release, these parameters will become enforced requirements.

To avoid disruption of callouts through application connections, usernames and passwords that do not meet these requirements must be updated before this change is implemented. SAP recommends updating your application connector username(s) and password(s) as soon as possible.

Application connection usernames and passwords can be updated by an administrator with the Company Admin or Web Services Admin role.

NOTE: For admins working with Standard entities, a user with the Concur Expense **Can Administer** permission has the **Web Services Administrator** role.

BUSINESS PURPOSE / CLIENT BENEFIT

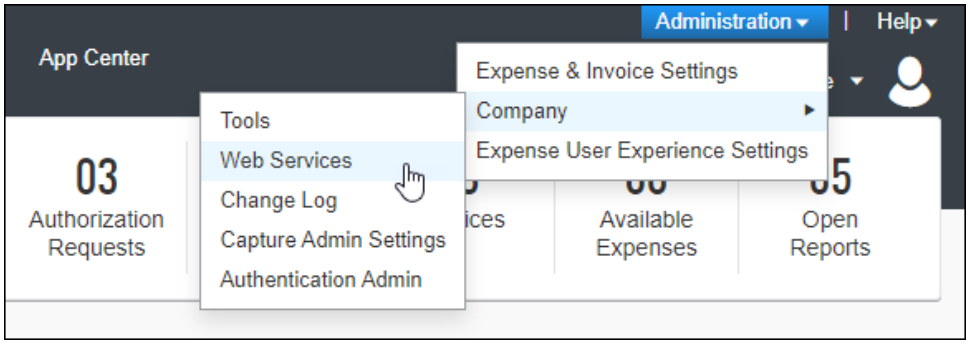
Enforcing password and username length restrictions improves the security standards for callouts made through the application connector.

Configuration / Feature Activation

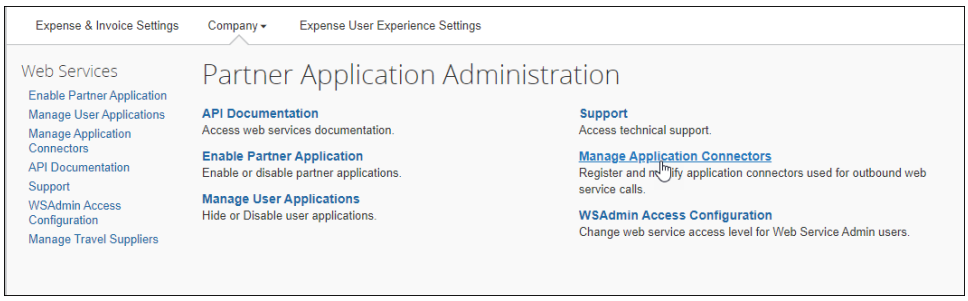
Usernames and passwords for application connectors are configured on the **Manage Application Connectors** page.

To change the username and password for an application connector:

1. Click **Administration > Company > Web Services**.

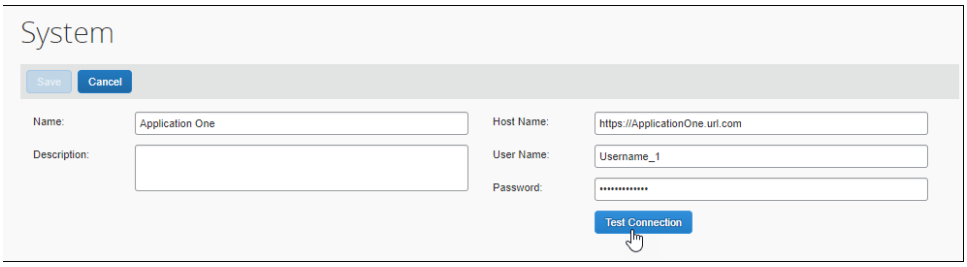


2. Click **Manage Application Connectors**.



3. Choose the application connector you want to update and then click **Modify**.

4. Enter the new username and password and then click **Test Connection**.



5. Click **Save**.

NOTE: After you update the username and password for an application connector, you must click **Test Connection** to verify the changes before the application connector can be used for any of the callout services.

For more information, refer to *Callouts and Application Connectors* on the SAP Concur Developer Center.

Planned Changes

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

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

Expense Pay Classic

Planned Changes Decommission of All Currencies

Information First Published	Information Last Modified	Feature Target Release Date
Aug 2021	Aug 27, 2021	Jan 1, 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

SAP Concur has been pursuing a multi-year effort to transition our portfolio of payment solutions to payment provider-enabled solutions. This is evidenced by our existing Expense Pay Global solution with Bambora and planned Expense Pay Flex solution with Western Union Business Solutions.

Currently, SAP Concur is planning to decommission the legacy Expense Pay classic solution effective January 1, 2022. As we move into the next phase of our pay strategy via payment provider solutions, this decommission will require customers using Expense Pay classic to enable alternative solutions. **Payments for Expense Pay classic for all currencies will discontinue to employees and credit card providers as of December 15, 2021.** Customers using Expense Pay classic have been communicated to directly regarding this change.

⚠ **IMPORTANT:** Currently, Expense Pay Flex (aka Direct) is being offered only existing clients (those already using Expense Pay classic) and not to new clients or existing clients who do not currently use an Expense Pay solution.

NOTE: This announcement does not impact our existing Expense Pay Global solution with Bambora which remains available and fully supported.

BUSINESS PURPOSE / CLIENT BENEFIT

This change is part of a transition to payment provider-enabled solutions to support future product enhancements and richer integration.

Configuration / Feature Activation

Please reach out to your SAP Concur account team to explore the replacements options available to you.

Test Entity Migration

Planned Changes Most Recently Used Lists Not Migrated

Information First Published	Information Last Modified	Feature Target Release Date
September 2021	September 17, 2021	October 1, 2021 through mid-2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Some SAP Concur users use test entities to set up, test, and train on new configurations prior to deploying them to their live production entity. SAP Concur plans to migrate test entities as part of our move to Amazon Web Services (AWS).

Due to the architectural changes that SAP Concur must make to support this move, when test entities are migrated to the new environment, some Most Recently Used (MRU) list items within the test entity will not be migrated.

NOTE: MRU lists consist of recent selections made by the user. These lists are generated overtime as users interact with various menus and other defined lists and they will be regenerated after the test entity is migrated to the new environment.

BUSINESS PURPOSE / CLIENT BENEFIT

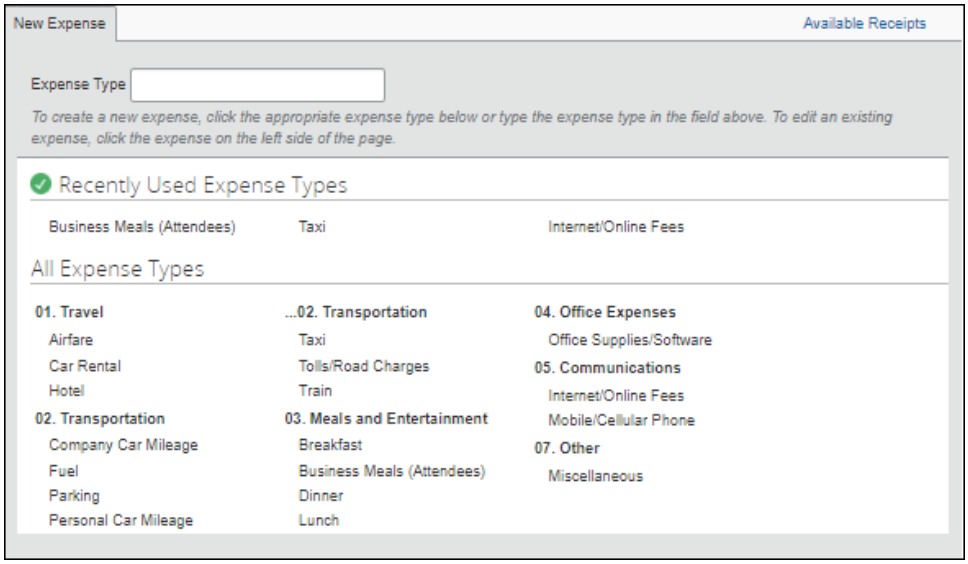
Once in AWS, test entities will benefit from the same security, stability, monitoring, and performance as production entities.

What the User Sees

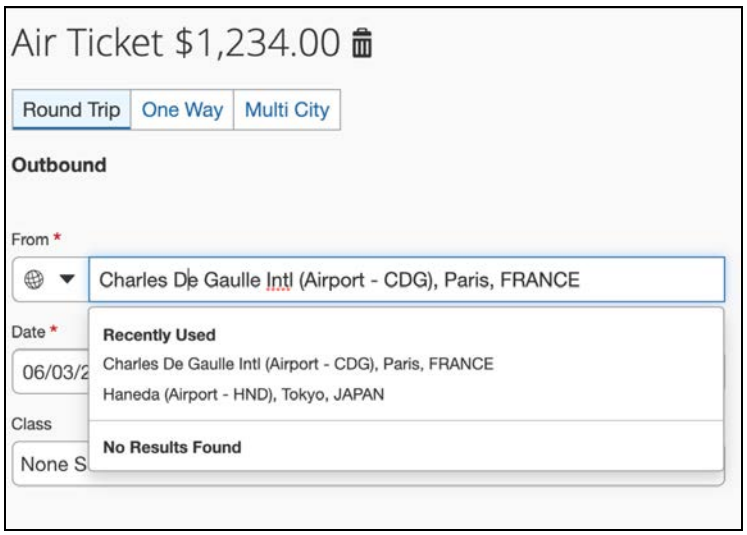
After the migration, some MRU lists that were generated prior to the migration will be empty. These lists will be regenerated automatically through the normal use of the test entity.

The following screenshots show some examples of MRU lists that will be impacted by the migration.:

New Expense in Concur Expense



New Segment in Concur Request



Configuration / Feature Activation

This change occurs when a test entity is migrated to the new AWS environment; there are no configuration or activation steps. The MRU lists will be regenerated with normal user of the entity.

Client Notifications

Accessibility

Accessibility Updates

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

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

Supported Browsers

Supported Browsers and Changes to Support

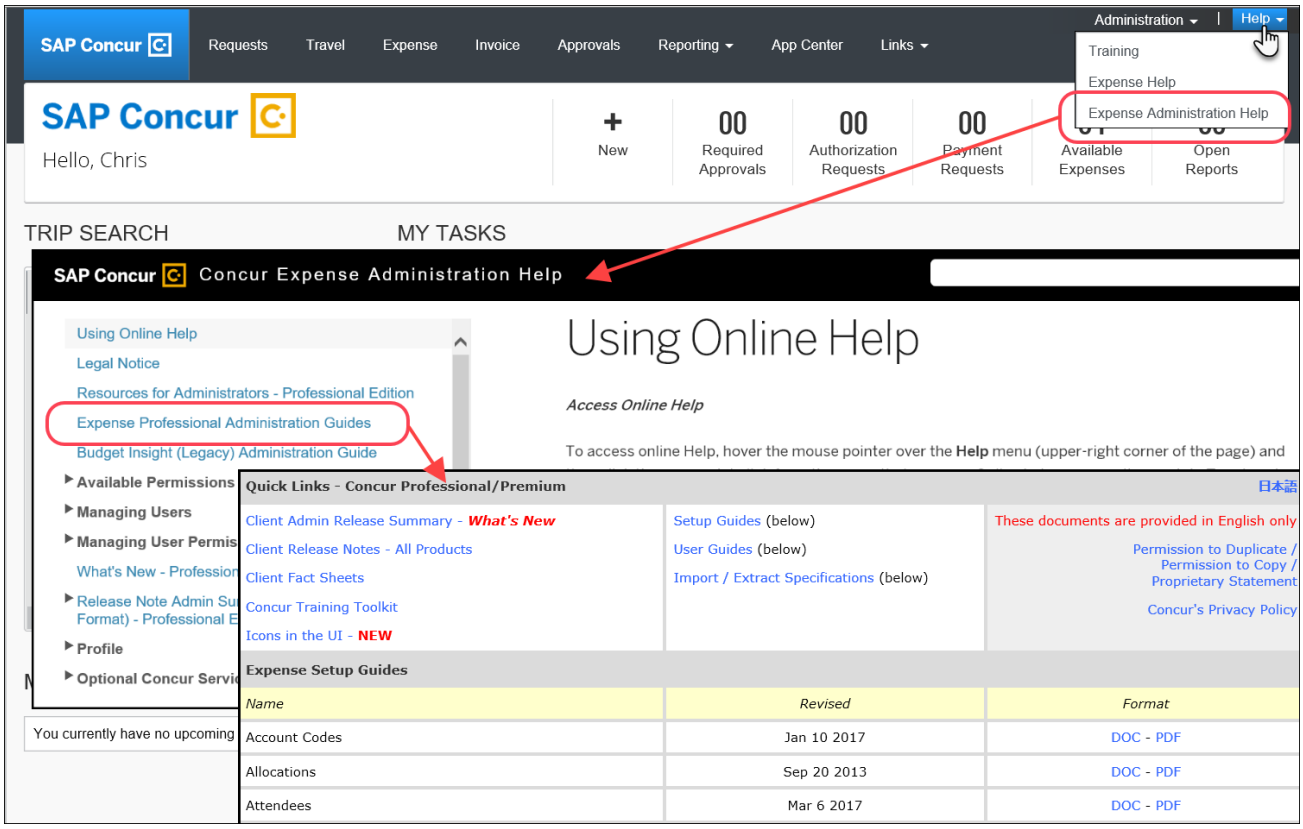
For information about supported browsers and planned changes to supported browsers, refer to the *Concur Travel & Expense Supported Configurations* guide.

When changes to browser support are planned, information about those changes will also appear in the *Shared Planned Changes* release notes.

Additional Release Notes and Other Technical Documentation

Online Help – Admins

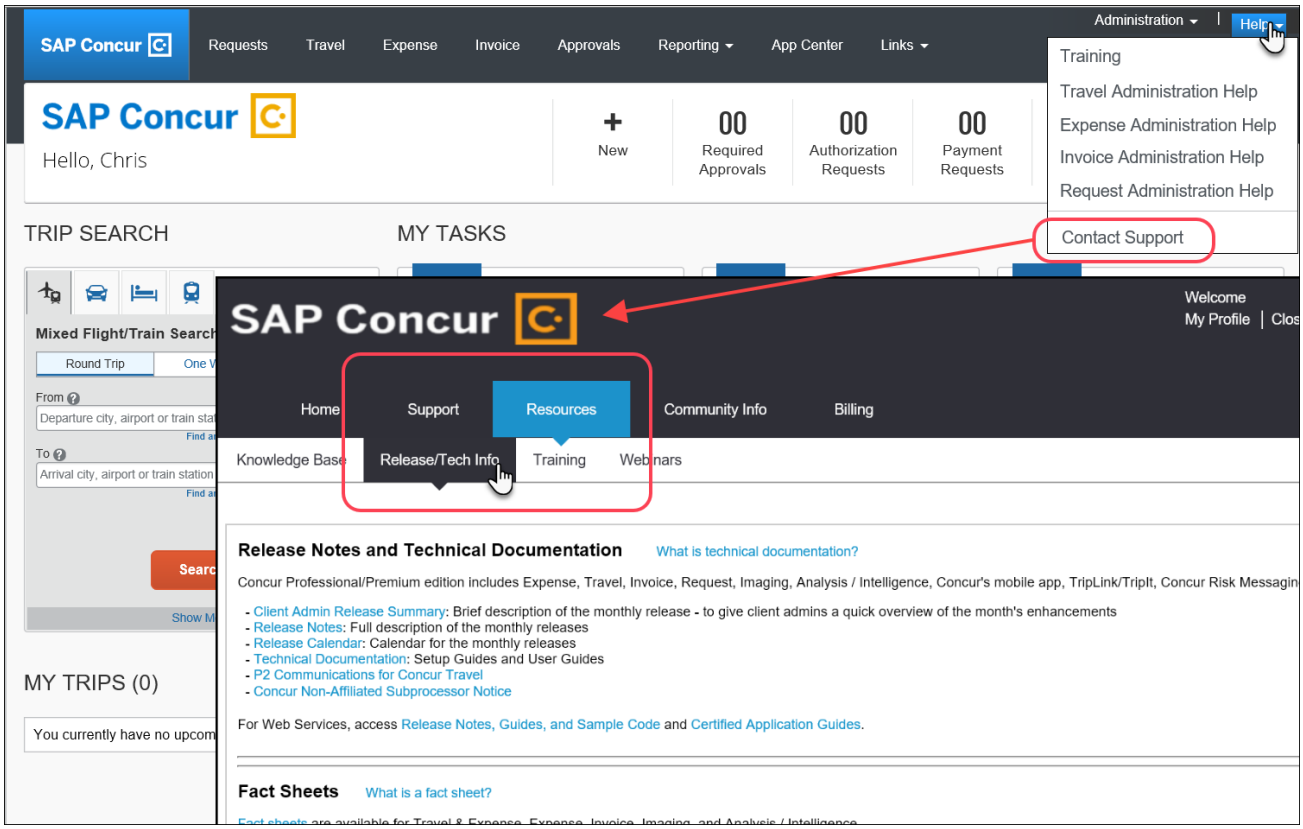
Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help.



SAP Concur Support Portal – Selected Users

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

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



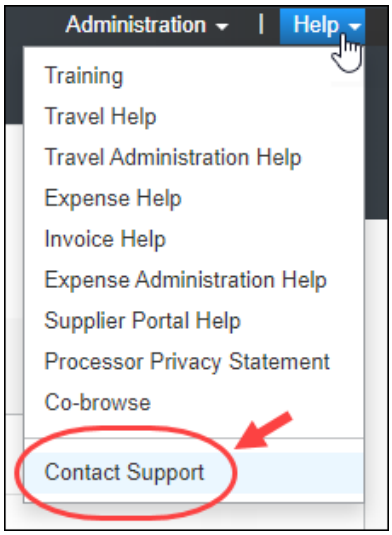
Cases

Check Support Case Status

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

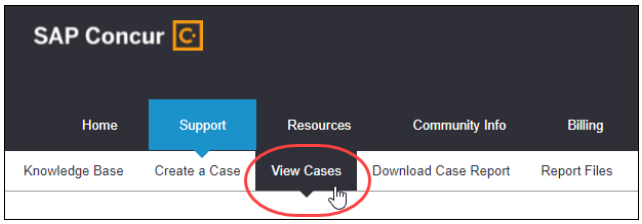
To check the status of a submitted case

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

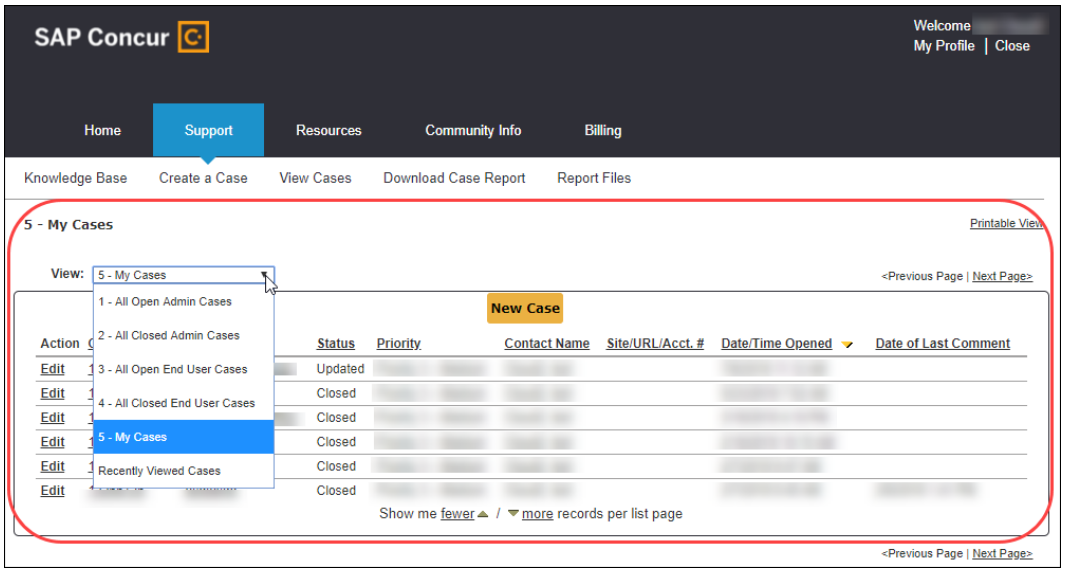


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



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



SAP Concur Release Notes **Expense Professional / Premium**	
Month	**Audience**
Release Date: October 16, 2021 Initial Post: Friday, October 15, 2021	SAP Concur Client ***FINAL***

Contents

Legal Disclaimer

Release Notes

Authentication

CES SSO Decommissioned

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

Overview

SAP Concur will decommission Concur Expense Service (CES) SSO on October 29, 2021.

SAP Concur now provides a Single Sign-On self-service option that enables client admins to setup their SAML v2 connections without involving an SAP Concur admin.

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

CES SSO is currently configured by an SAP Concur admin. As of October 29, 2021, CES SSO will no longer be configurable and clients must use the Single Sign-On self-service option to setup their SAML v2 connections.

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*.

Authentication Administration

New Company Request Token Self-Service Tool

Overview

In late August, a new Company Request Token self-service tool will be available to SAP Concur admins who have been assigned the **Company Admin** or **Web Services Admin** role.

NOTE: For admins working with Concur Standard entities, a user with the **Can Administer** permission has the **Web Services Administrator** role.

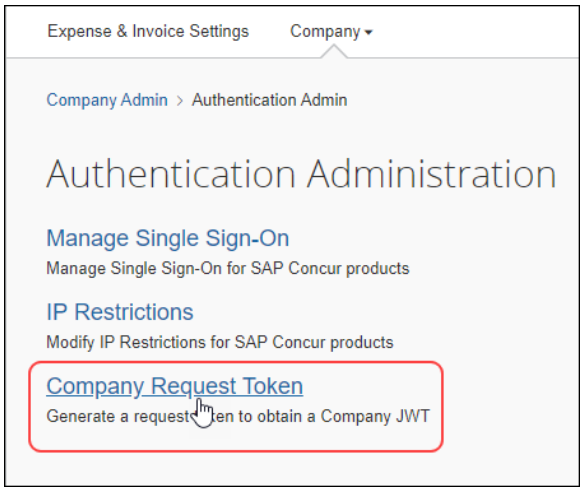
The Company Request Token self-service tool enables clients to generate the Company Request Token that is required to request a JSON web token (JWT) when connecting to APIs in the SAP Concur platform.

BUSINESS PURPOSE / CLIENT BENEFIT

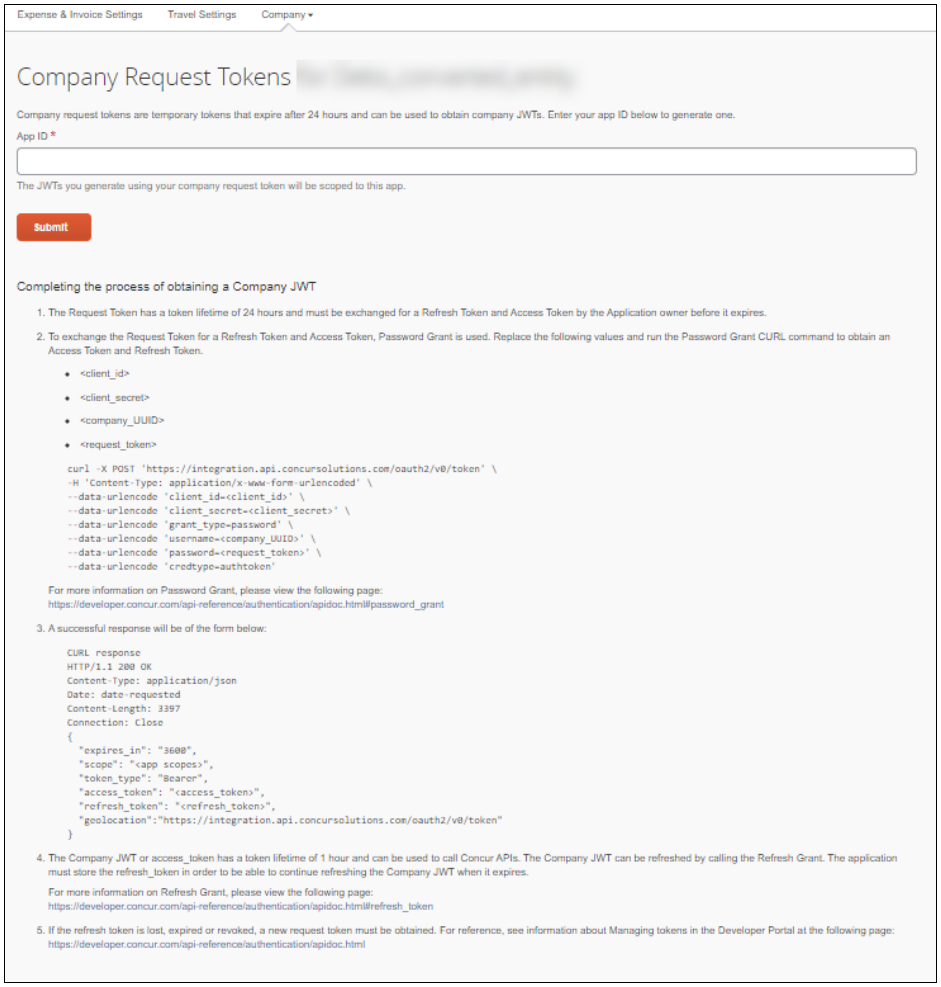
The Company Request Token self-service tool enables clients to generate Company Request Tokens without contacting SAP Concur support. This tool also enables clients to generate a replacement Company Request Token without assistance from SAP Concur support if their Company Request Token expires or is lost.

What the Admin Sees

Admins with the required permissions see a link to the **Company Request Token** page on the **Administration > Company > Authentication Administration** page.



After clicking **Company Request Token**, the admin sees the **Company Request Tokens** page.



Expense & Invoice Settings Travel Settings Company

Company Request Tokens

Company request tokens are temporary tokens that expire after 24 hours and can be used to obtain company JWTs. Enter your app ID below to generate one.

App ID *

The JWTs you generate using your company request token will be scoped to this app.

Submit

Completing the process of obtaining a Company JWT

1. The Request Token has a token lifetime of 24 hours and must be exchanged for a Refresh Token and Access Token by the Application owner before it expires.
2. To exchange the Request Token for a Refresh Token and Access Token, Password Grant is used. Replace the following values and run the Password Grant CURL command to obtain an Access Token and Refresh Token.
   - <client_id>
   - <client_secret>
   - <company_UUID>
   - <request_token>

```
curl -X POST 'https://integration.api.concursolutions.com/oauth2/v0/token' \
-H 'Content-Type: application/x-www-form-urlencoded' \
--data-urlencode 'client_id=<client_id>' \
--data-urlencode 'client_secret=<client_secret>' \
--data-urlencode 'grant_type=password' \
--data-urlencode 'username=<company_UUID>' \
--data-urlencode 'password=<request_token>' \
--data-urlencode 'credtype=authtoken'
```

   For more information on Password Grant, please view the following page:
   https://developer.concur.com/api-reference/authentication/apidoc.html#password_grant
3. A successful response will be of the form below:

```
CURL response
HTTP/1.1 200 OK
Content-Type: application/json
Date: date-requested
Content-Length: 3397
Connection: Close
{
  "expires_in": "3600",
  "scope": "<app scopes>",
  "token_type": "Bearer",
  "access_token": "<access_token>",
  "refresh_token": "<refresh_token>",
  "geolocation":"https://integration.api.concursolutions.com/oauth2/v0/token"
}
```

4. The Company JWT or access_token has a token lifetime of 1 hour and can be used to call Concur APIs. The Company JWT can be refreshed by calling the Refresh Grant. The application must store the refresh_token in order to be able to continue refreshing the Company JWT when it expires.

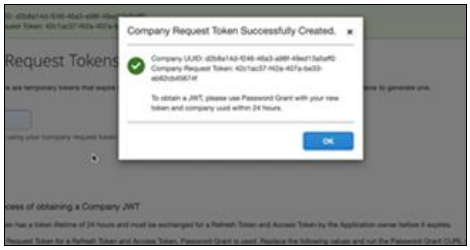
   For more information on Refresh Grant, please view the following page:
   https://developer.concur.com/api-reference/authentication/apidoc.html#refresh_token
5. If the refresh token is lost, expired or revoked, a new request token must be obtained. For reference, see information about Managing tokens in the Developer Portal at the following page:
   https://developer.concur.com/api-reference/authentication/apidoc.html

On the **Company Request Tokens** page, the admin enters their Client ID in the **App ID** field, and then clicks **Submit.**

NOTE: Clients can obtain a Client ID through one of the following methods:

- Clients with SAP Concur Client Web Services who have requested access to the self-service tool for application management can generate a Client ID using the self-service tool.
- Clients who do not have SAP Concur Client Web Services can contact SAP Concur support to obtain an App ID as needed.

The **Company Request Token Successfully Created** dialog appears.



This dialog contains the Company UUID and the Company Request Token. The admin must copy and save both the Company UUID and the Company Request Token before signing out or navigating away from this dialog.

The admin can use the Company Request Token to generate a Company JWT, using the Password Grant process.

Instructions for the Password Grant process are on the **Company Request Token** page, as well as the SAP Concur Developer Portal.

The Company Request Token has a token expiry lifetime of 24 hours. The admin must obtain the Company JWT within that 24-hour period.

If the Company Request Token expires or is lost, the admin can access the Company Request Tokens page again, enter their Client ID into the App ID field, and then generate a replacement Company Request Token.

Configuration / Feature Activation

There are no configuration or activation steps; this page is automatically available to admins with the required permissions.

Client Web Services

Register Partner Application Page No Longer Active

Overview

On August 21, the **Register Partner Application** page was deactivated.

With the October release, a new application management self-service tool will replace the **Register Partner Application** page.

For more information, refer to the *Self-Service Tool for Application Management* release note in these release notes.

Prior to the release of the new self-service tool, clients with SAP Concur Client Web Services can contact Client Web Services to register new applications.

Clients who do not have SAP Concur Client Web Services can still contact SAP Concur support to obtain an App ID as needed.

BUSINESS PURPOSE / CLIENT BENEFIT

The **Register Partner Application** page was used to create Oauth 1.0 (legacy) applications. Oauth 1.0 was deprecated on February 4, 2017.

📖 For more information about the deprecation of Oauth 1.0 and migration to Oauth 2.0,efer to the *SAP Concur Developer Portal*.

The new self-service tool for application management will enable clients to create Oauth 2.0 compliant applications.

Configuration / Feature Activation

The **Register Partner Application** page was automatically set to read-only on August 21, 2021.

Clients with SAP Concur Client Web Services can contact Client Web Services for assistance registering new applications. Clients without Client Web Services can contact SAP Concur support for assistance with App IDs.

With the October release, the new application management tool can be enabled by the Client Web Services team for clients with SAP Concur Client Web Services; when enabled, this tool will be available to admins with the Web Services Admin role.

Self-Service Tool for Application Management

Overview

Beginning with the October release, clients who have SAP Concur Client Web Services can request access to a new application management self-service tool, **OAuth 2.0 Application Management**. This self-service tool is enabled by the Client Web Services team for SAP Concur Web Services clients who request it.

NOTE: The **OAuth 2.0 Application Management** self-service tool can be used to create Oauth2 compliant applications. Legacy authentication was deprecated in 2017 and is not supported by this tool.

When enabled, the tool is available from the **Authentication Administration** page to admin users who have been assigned the Web Services Admin role.

NOTE: For admins working with Standard entities, a user with the **Can Administer** permission has the **Web Services Administrator** role.

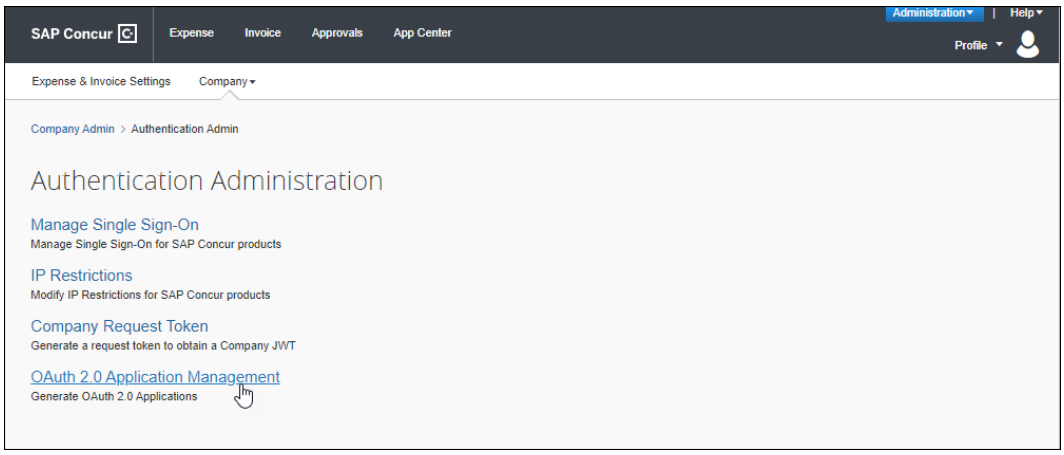
BUSINESS PURPOSE / CLIENT BENEFIT

The **OAuth 2.0 Application Management** tool enables clients to generate Client IDs (App IDs) and Client Secrets without contacting SAP Concur support.

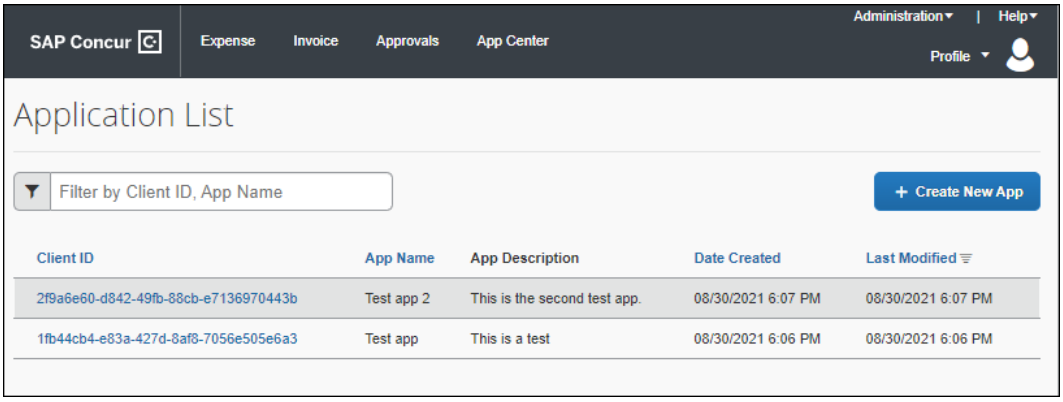
NOTE: Clients who do not have SAP Concur Client Web Services can still contact SAP Concur support to obtain an App ID as needed.

What the Admin Sees

When the tool is enabled, the Web Services Admin sees a link to the **OAuth 2.0 Application Management** tool when they navigate to the **Administration > Company > Authentication Admin** page.

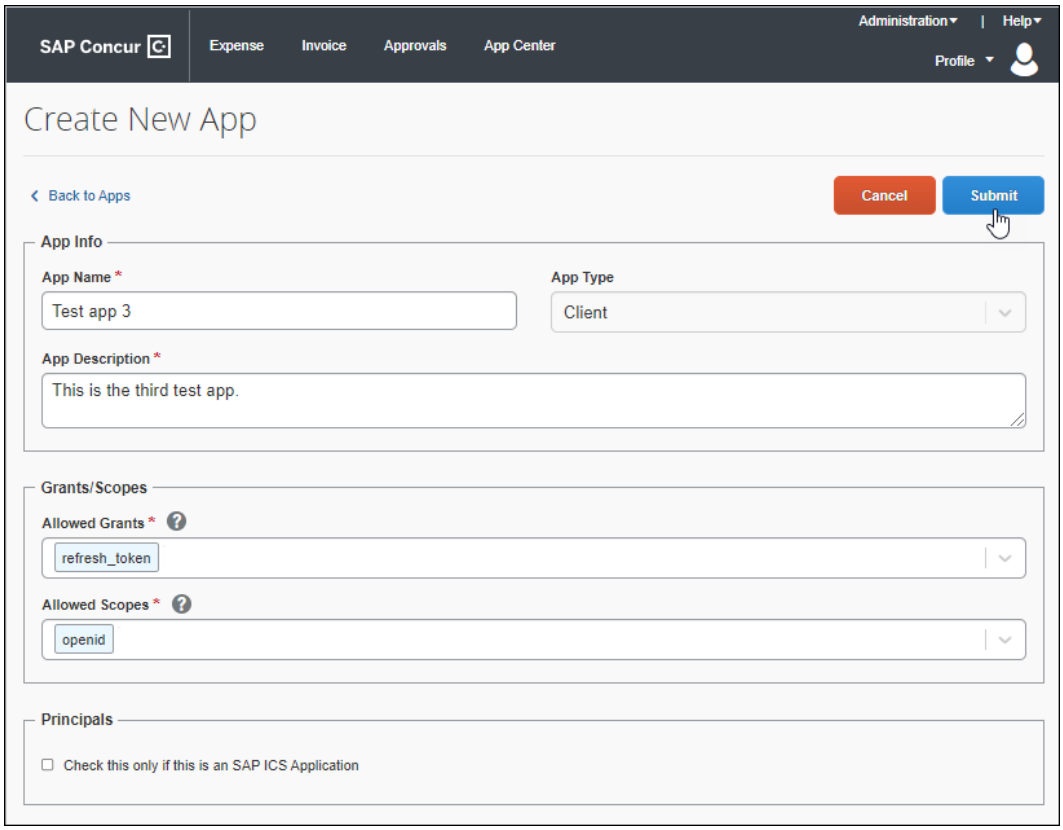


Clicking **OAuth 2.0 Application Management** open the **Application List** page.

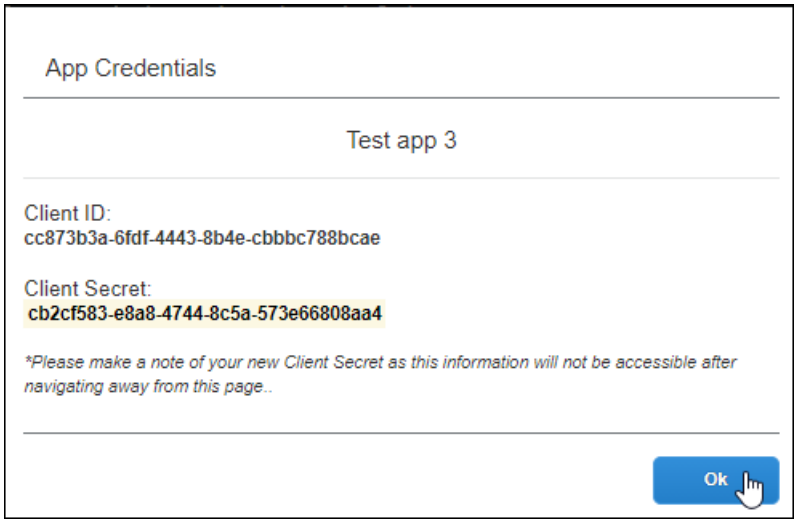


On the **Application List** page, the admin sees a list of previously created applications. Clicking on the **Client ID** for an applicatiion opens the **App Details** page for that app. The admin can also click **Create New App** to open the **Create New App** page and configure a new app.

On the **Create New App** page, the admin enters a name for the new app, and a description of the app.

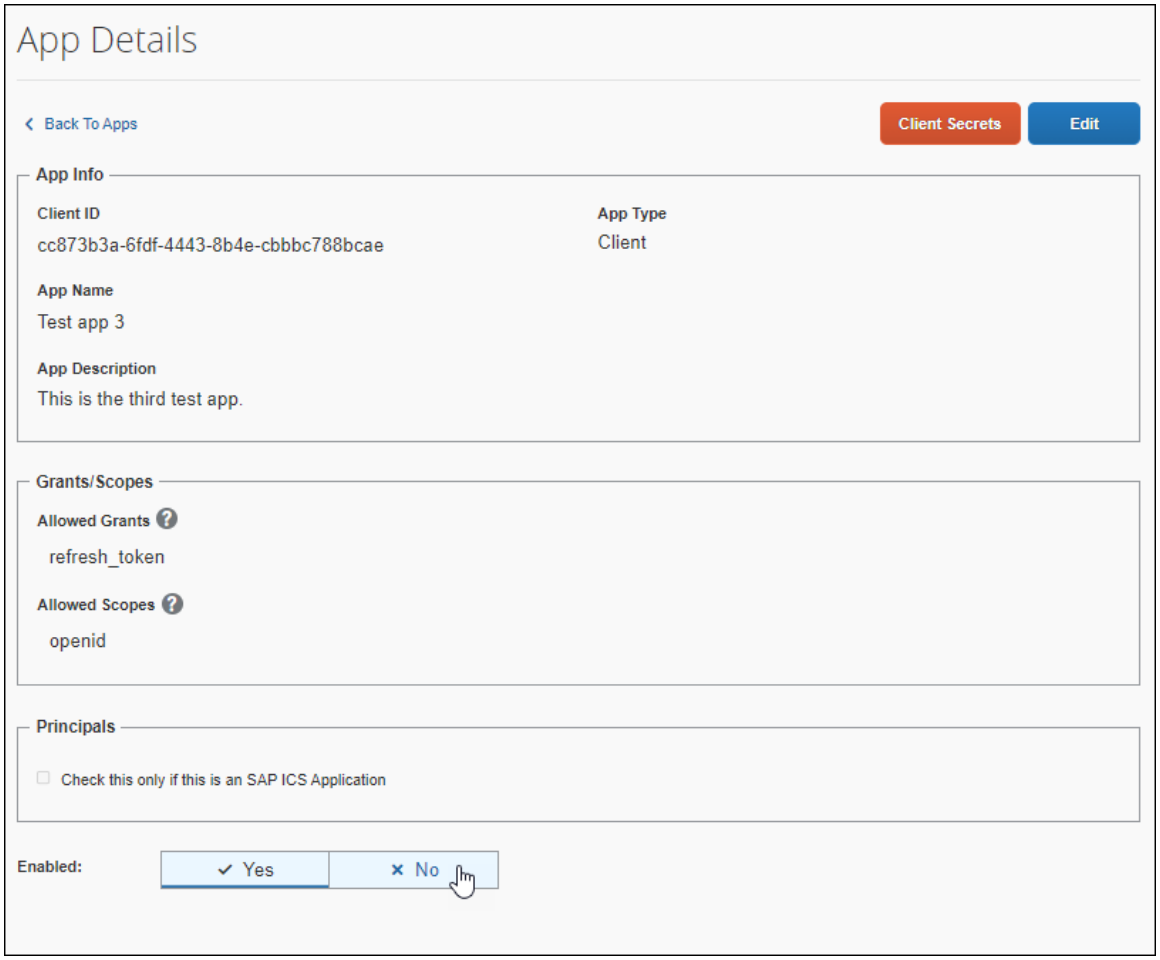


After they click **Submit**, the **App Credentials** page appears. The **App Credential** page displays the **Client ID** and **Client Secret**.



NOTE: The admin should make note of the **Client Id** and **Client Secret** for future reference.

After they click **Ok**, the **App Details** page appears. On the **App Details** page, the admin can review the **Client ID**, click **Edit** to update the application details, click **Client Secrets** to review the current **Client Secret** or generate a new **Client Secret**, and the admin can enable or disable the app.



Configuration / Feature Activation

The **OAuth 2.0 Application Management** tool can be enabled on request by the Client Web Services team for clients with SAP Concur Client Web Services; when enabled, this tool is accessible to admins with the Web Services Admin role.

Expense Pay – Global

"Global" Label Renamed to "Payment Provider"

Overview

An existing label in the user interface (UI) has been renamed. This change is only cosmetic.

BUSINESS PURPOSE / CLIENT BENEFIT

This change aligns with continued enhancements to the Expense Pay solution.

(CAD and USD) Additional Card Programs Supported for Bambora/Worldline

Overview

Expense Pay – Global now supports the following credit card programs for the Canadian Dollar (CAD $) and the United States Dollar (USD $):

- Citizens Bank – MasterCard – USD
- Fifth Third – MasterCard - USD
- Scotiabank – Visa – CAD
- Scotiabank – Visa – USD

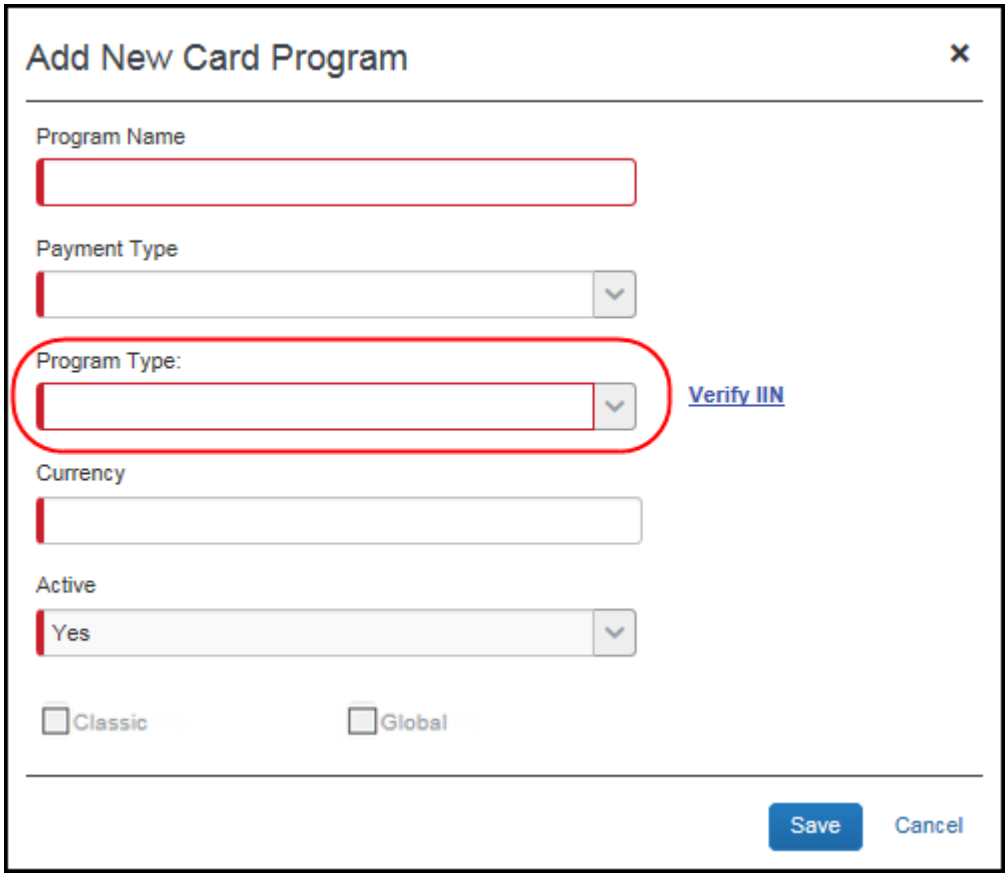
All cards use the same Electronic Data Interchange (EDI) format to different bank accounts.

BUSINESS PURPOSE/CLIENT BENEFIT

These additional options can expedite the processing of credit card expenses.

What the Admin Sees

These additional card programs are available to reimbursement admins on the **Payment Manager > Configure Batches > Card Programs** (tab) **> Add New Card Program** page.



Configuration/Feature Activation

SAP Concur automatically implemented these changes; there are no configuration or activation steps.

New Field for Card Programs

Overview

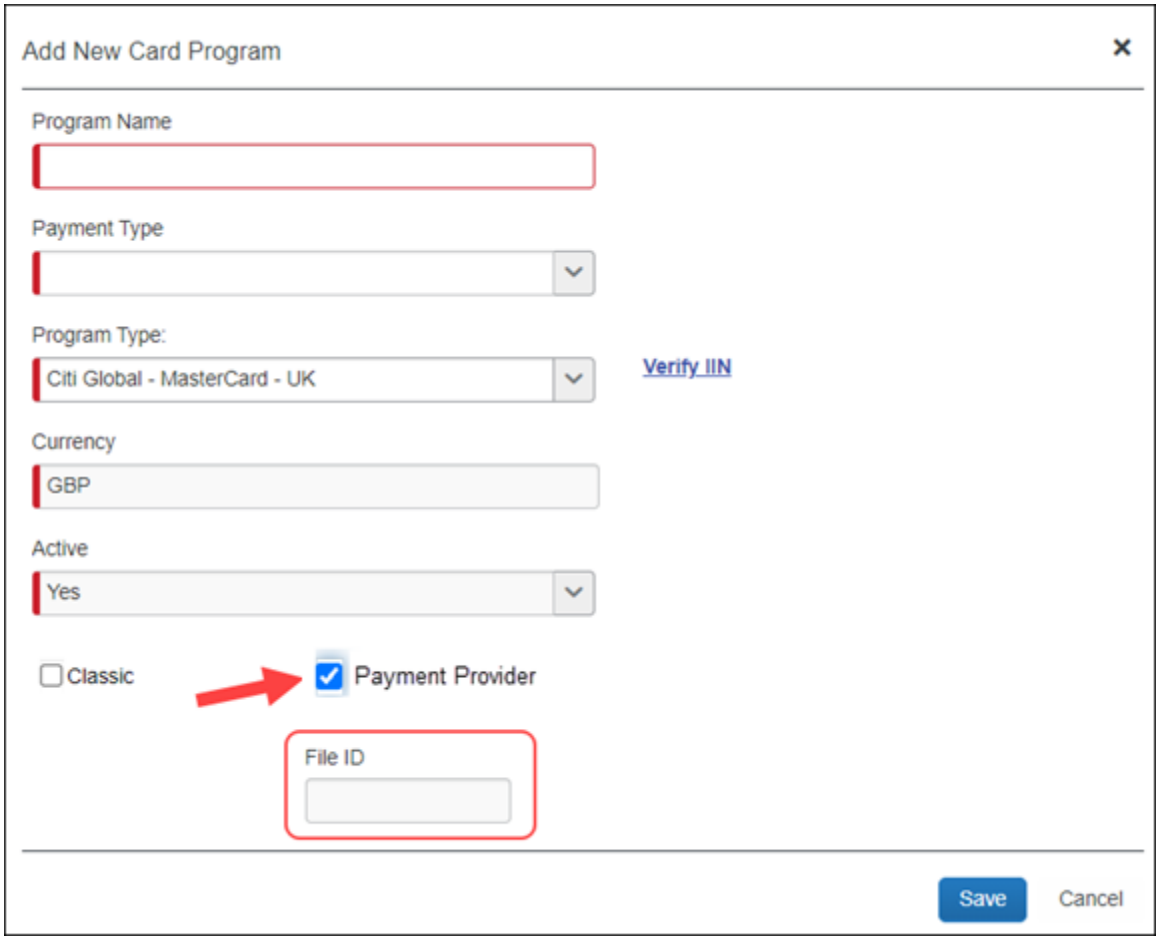
For clients using Bambora as their payment partner, a new optional field has been added to the Concur Expense user interface (UI) for some card programs. **This field is for future use only.**

⚠ **IMPORTANT:** Entering incorrect data into the new field can cause processing failures for batches which cannot be aborted.

What the Client Admin Sees

On the **Add New Card Program** page, the **File ID** field displays.

Example



NOTE: The **Global** check box label has been renamed to **Payment Provider** as described elsewhere in these release notes.

More information will be provided in these release notes when this field becomes generally available.

File Transfer Updates

Ongoing Mandatory SFTP with SSH Key Authentication

Information First Published	Information Last Modified	Feature Target Release Date
April 9, 2021	April 16, 2021	Ongoing in 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

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

As of April 10, 2021, non-SFTP (Secure File Transfer Protocol) protocols and SFTP password authentication are not allowed to connect to SAP Concur for file transfers:

- Non-SFTP file transfer accounts must switch to SFTP with SSH Key Authentication.
- SFTP file transfer accounts that use password authentication must switch to SSH key authentication.
- SFTP password reset requests require the client to provide an SSH key for authentication.

⚠ **IMPORTANT**: If you are not using SFTP with SSH Key Authentication, you must take action to avoid disruption of your file transfer connections.

On April 12, 2021, SAP started disabling non-compliant file transfer connections. The process of disabling non-compliant accounts will continue throughout 2021. If you have multiple file transfer connections configured, this change applies to all of your file transfer connections.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.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*.

Ongoing SAP Concur Legacy File Move Migration

Information First Published	Information Last Modified	Feature Target Release Date
March 6, 2020	July 9, 2021	Ongoing until January 24, 2022

Overview

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

SAP Concur is in the process of 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 January 24, 2022. 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*.

Rotating PGP Key Available for File Transfers

Overview

Files transferred to SAP Concur products must be encrypted with the SAP Concur public PGP key, concursolutionsrotate.asc.

concursolutionsrotate.asc

- Key file is available in client's root folder
- Key ID 40AC5D35
- RSA 4096-bit signing and encryption subkey
- Key expires every 2 years
- Client is responsible for replacing the key before it expires
  - Next expiry date: September 4, 2022
  - SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key (key ID D4D727C0) remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- mft-us.concursolutions.com
- vs.concursolutions.com
- st-eu.concursolutions.com
- mft-eu.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

The rotating public PGP key provides greater security for file transfers.

What the Administrator Sees

An administrator with the required file transfer credentials can log into the file transfer site to retrieve the rotating public PGP key, concursolutionsrotate.asc, from the root directory.

Configuration / Feature Activation

Your internal file transfer administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

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

**Ongoing ** SAP Concur Homepage Changes

Information First Published	Information Last Modified	Feature Target Release Date
October 8, 2020	--	Q4 2021 – Q2 2022

Overview

In Q4, 2021, SAP Concur began redirecting clients to a new homepage. The appearance of the new homepage is identical to the previous SAP Concur homepage. The new homepage has enhanced functionality when services become temporarily unavailable.

The roll out of the new homepage is phased:

Phase 1: At the beginning of Q4, SAP Concur began redirecting Concur Expense, Concur Invoice, and Concur Request clients in the US Datacenter to the new homepage.

Phase 2: In November 2021, SAP Concur will begin redirecting Concur Expense, Concur Invoice, and Concur Request clients in the EU Datacenter to the new homepage.

Phase 3: In Q2 of 2022, SAP Concur will begin redirecting the remaining clients in the US and EU datacenters to the new homepage. The remaining clients include those with Concur Travel standalone or Concur Travel with Expense, Invoice, and/or Request.

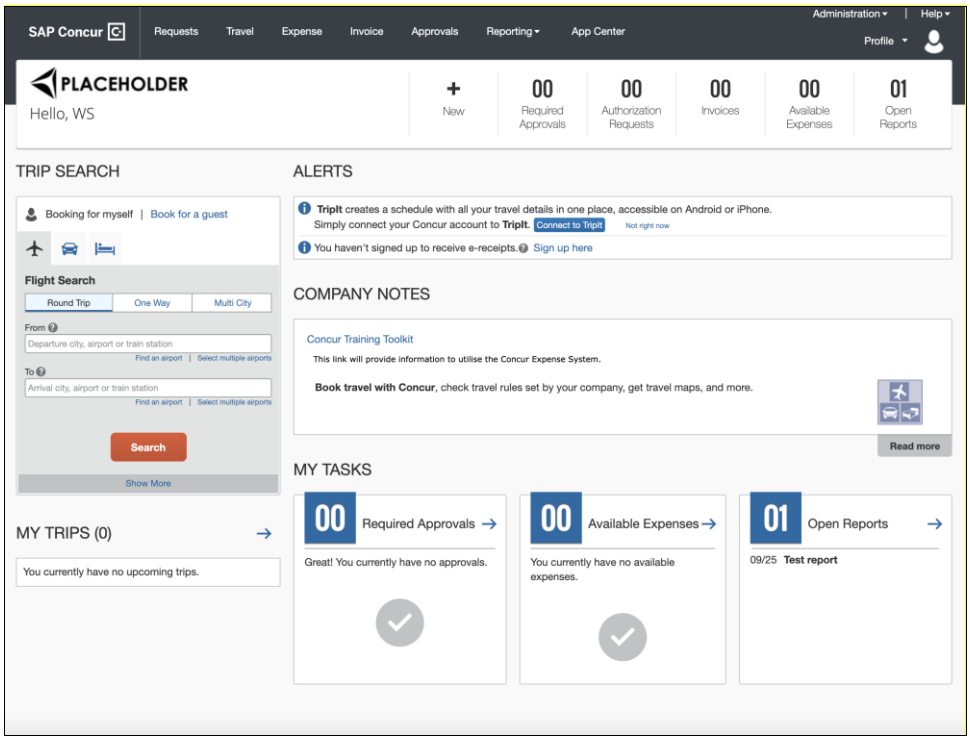
BUSINESS PURPOSE / CLIENT BENEFIT

This change ensures that the SAP Concur homepage is available even when some services are unavailable and improves the consistency of the sign in experience.

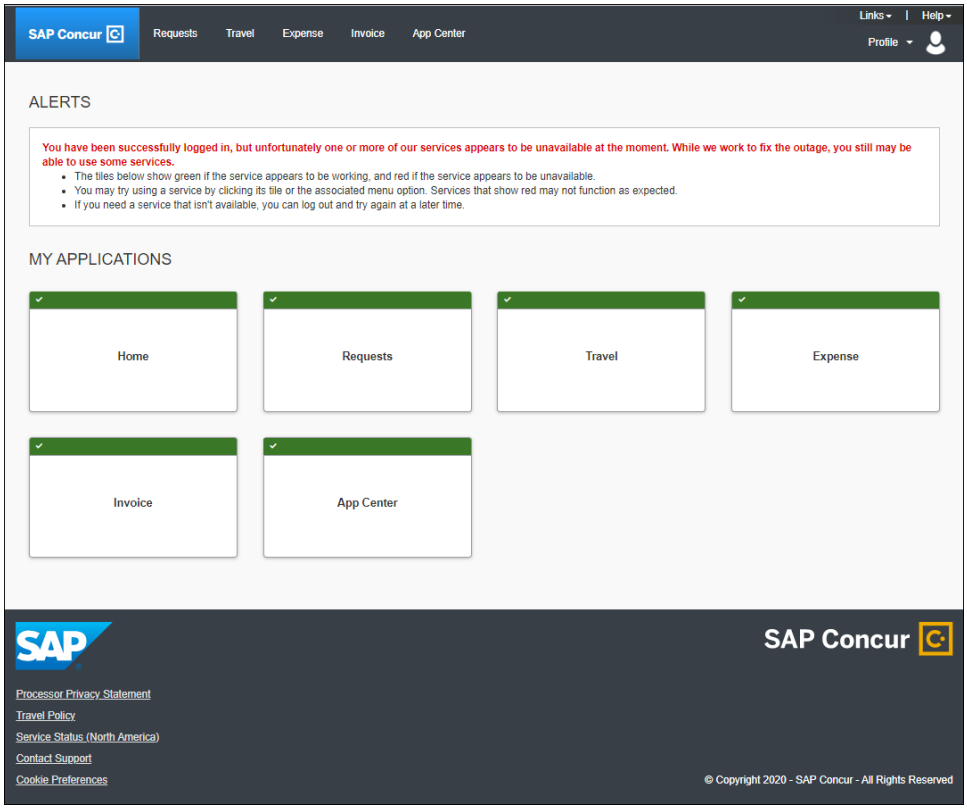
What the User Sees

With the old homepage, when a user signs into their SAP Concur products, they see their homepage.

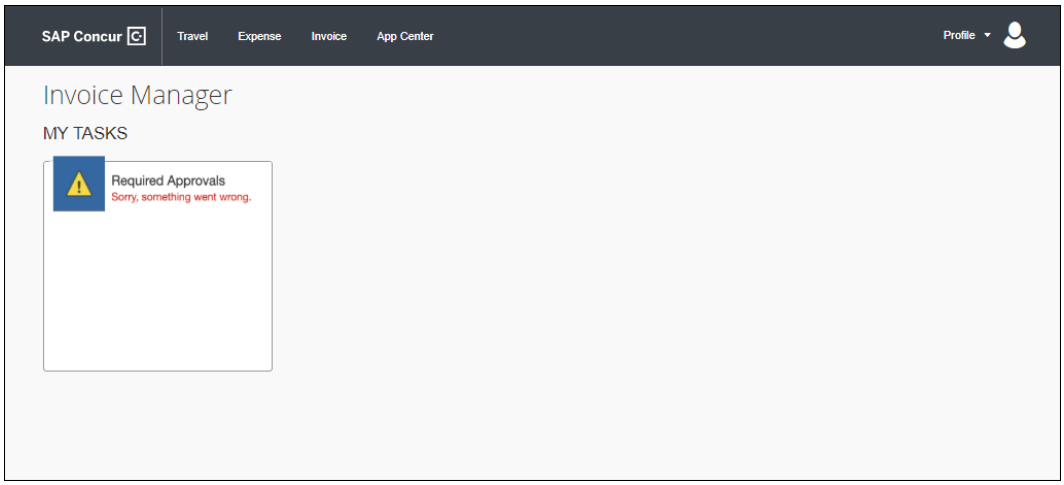
NOTE: The appearance of the homepage varies depending on which products and services are enabled for the client and the permissions assigned to the user.



If some products or services are unavailable while other products and services are up and running, a modified version of the user's homepage similar to the following appears:

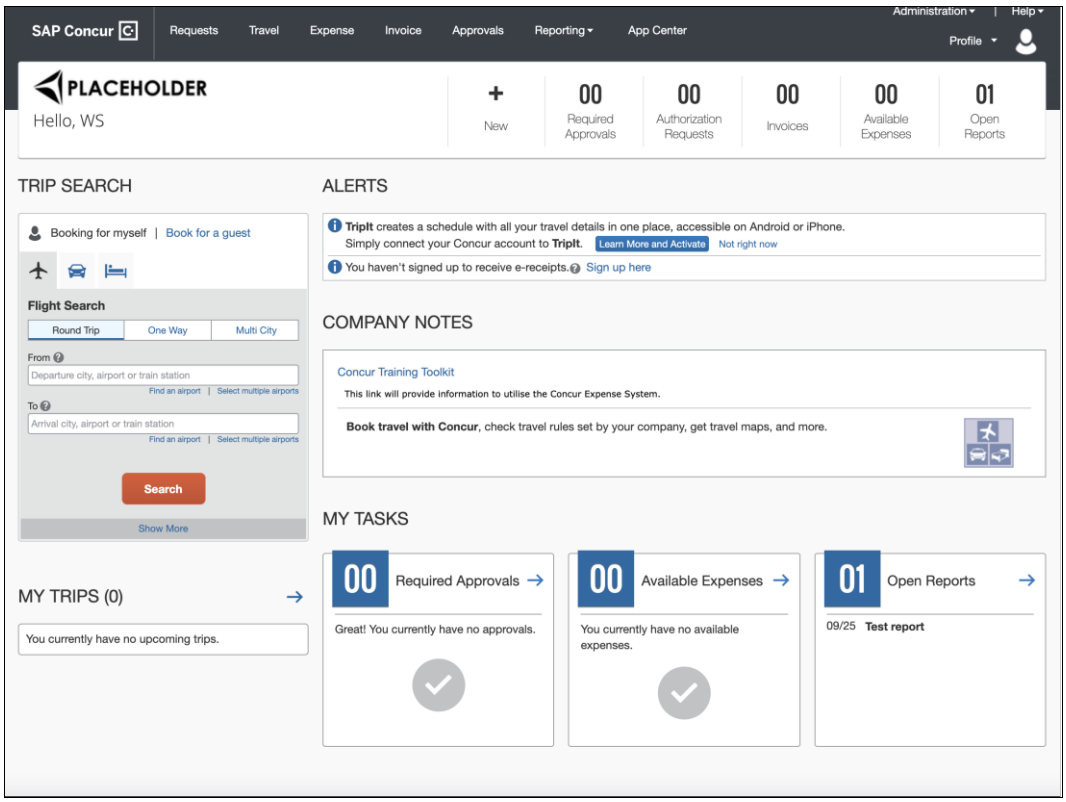


After a client is migrated to the new homepage, if one or more services are unavailable, when a user signs in to their SAP Concur products, they will see the usual homepage, but if the user navigates to a page for a service that is unavailable, they will see a page similar to the following:



After migration to the new homepage, if all services are available, this change is transparent to the user and they see a homepage that is identical to the pre-migration homepage.

Example Homepage



Configuration / Feature Activation

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

New IP Address Range For Callouts (Oct 25) (EMEA)

Overview

On October 25, servers that support SAP Concur callouts in the EMEA datacenter will be upgraded. This maintenance includes migration of some services to new servers. When the migration occurs, the IP addresses associated with these services will change.

These servers support the following functionality:

- Fetch Attendee Data Callout
- Fetch List Item Callout
- Event Notification Callout
- Launch External URL Callout
- Concur Salesforce Connector

⚠ **IMPORTANT:** We do not anticipate any interruption in functionality for clients who use SAP Concur callout; however, clients who use allow lists or otherwise restrict SAP Concur IP addresses might need to add the new IP addresses to their lists to avoid disruption of some functionality.

BUSINESS PURPOSE / CLIENT BENEFIT

The migration improves the stability and reliability of connections that pass these servers.

Configuration / Feature Activation

In most cases, this change is transparent and no configuration or activation steps are required. Clients and partners who use allows lists or otherwise restrict SAP Concur IP addresses might need to add the new IP addresses to their lists.

New Permission to Enable Preview of Fiori Light Theme

Overview

On September 20, a new permission, **SAP Fiori Theme Preview**, was added to the list of permissions in Concur Travel Professional edition. When the **SAP Fiori Theme Preview** permission is assigned to a user, the user sees a new switch in the header of their SAP Concur site. They will also see a **New Theme** info bubble.

The switch enables the user to switch from the SAP Concur standard theme, to the SAP Fiori Theme. The info bubble displays a brief message about the switch.

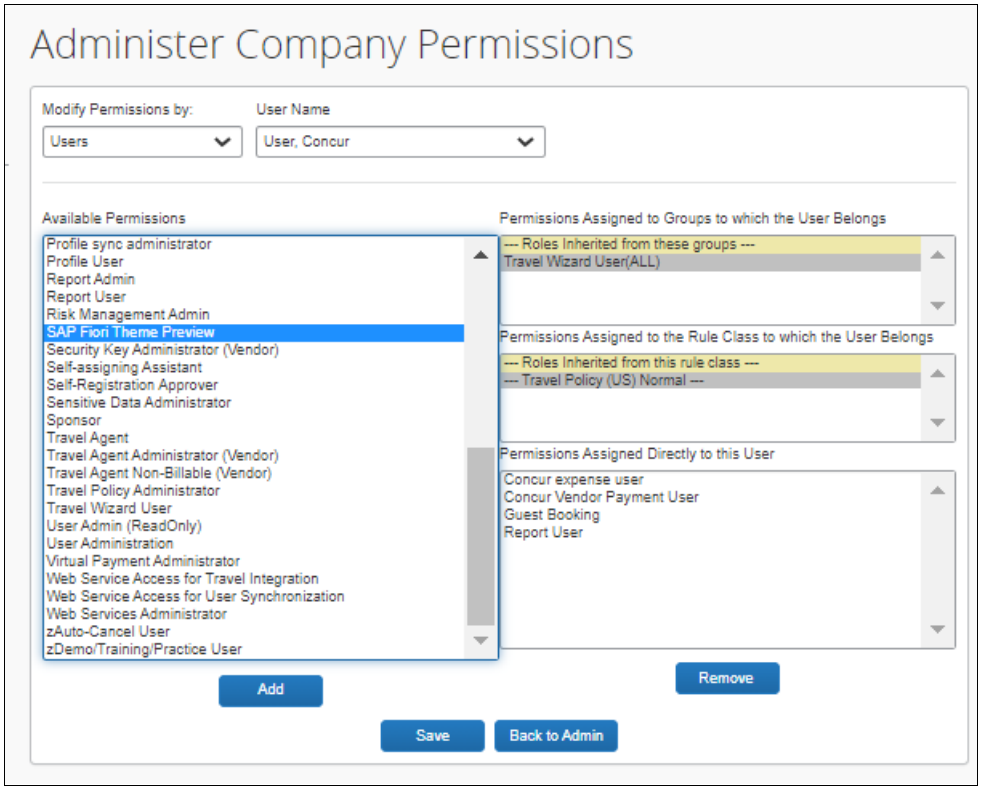
The new theme includes changes to visual elements such as fonts, colors, and icons. In addition, some top-level tabs and menu items are relocated to the **SAP Concur Home** menu. These changes are site-wide and apply to all of the user's SAP Concur products.

BUSINESS PURPOSE / CLIENT BENEFIT

The SAP Fiori theme harmonizes the look and feel of the SAP Concur UI with the look and feel of other SAP products, providing a more consistent user experience. The permission enables a client admin to allow designated users to preview and test the SAP Fiori theme.

What the Admin Sees

An admin with access to the **Administer Company Permissions** page, sees the **SAP Fiori Theme Preview** permission in the **Available Permissions** list.



To assign the SAP Fiori Theme Preview permission to a user:

1. In the **Modify Permissions by** list, select **Users**.
2. In the **User Name** list, select the user to whom you want to assign the permission.

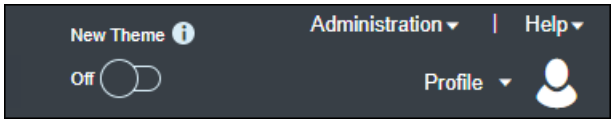
3. In the **Available Permissions** list, select **SAP Fiori theme Preview**.

4. Click **Add**, and then click **Save**.

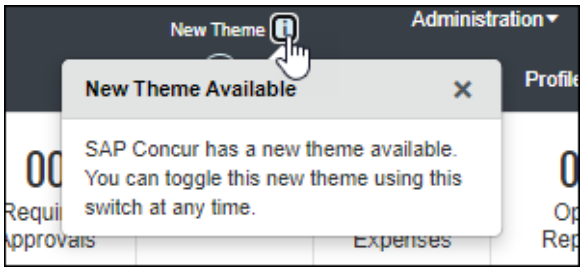
   The next time the user signs in to their SAP Concur site, they will see the new switch.

What the User Sees

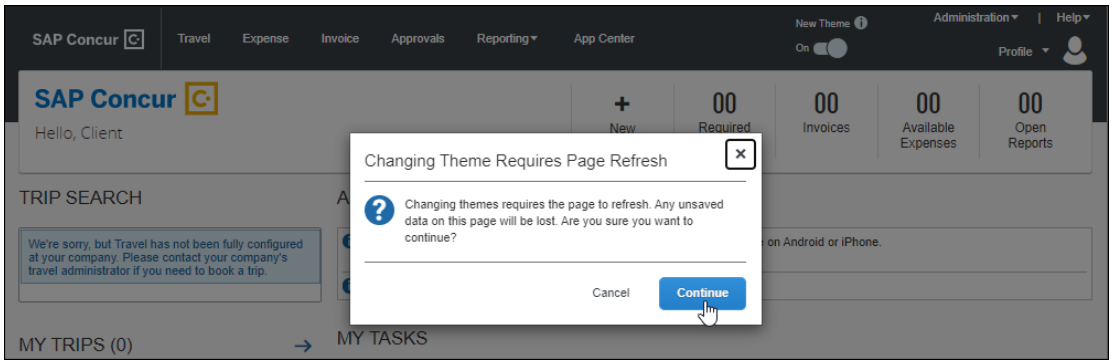
After the **SAP Fiori theme Preview** permission has been assigned to a user, the next time the user signs in to their SAP Concur site, they see the switch and the **New Theme** info bubble.



If they click on the info bubble, a brief description appears:

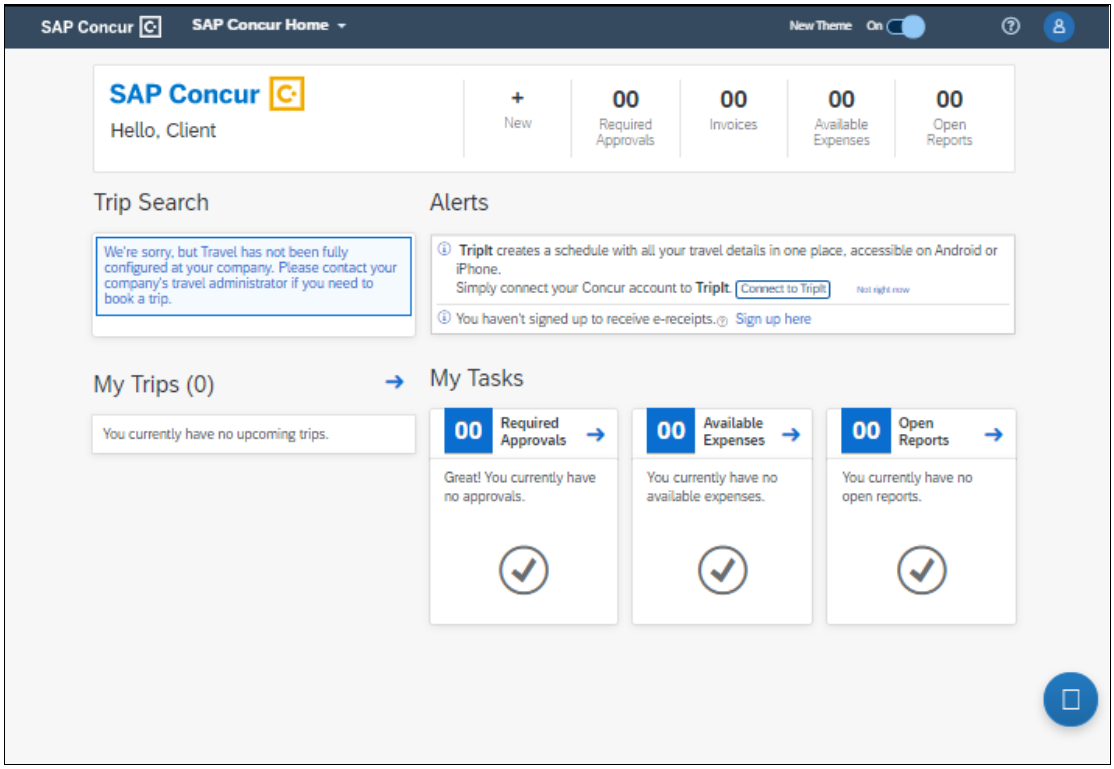


If the user toggles the switch to **On**, the following message appears:

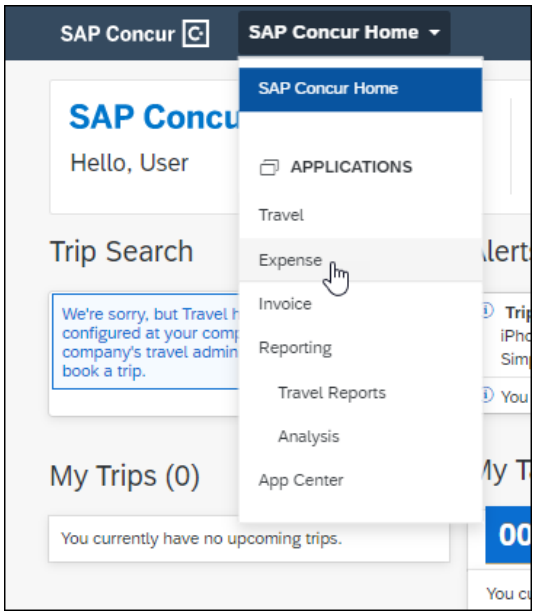


NOTE: The message also appears if the switch is toggle from **On** to **Off**.

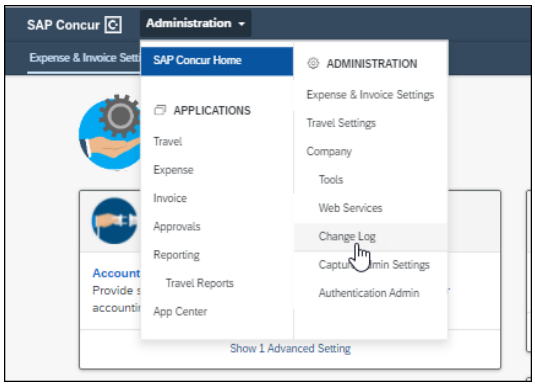
If the user clicks **Continue**, the page refreshes and is set to the SAP Fiori theme.



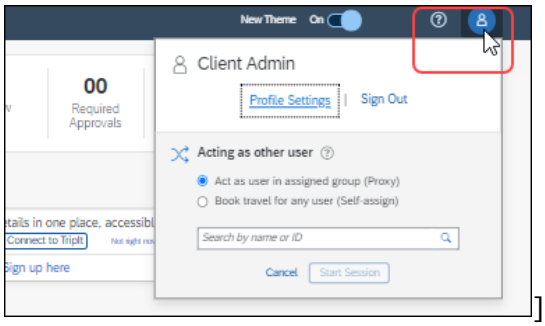
With the SAP Fiori Theme, the product tabs have moved to the **SAP Concur Home** menu.



If the user has admin permissions, they will also see the contents of the **Administration** menu in the **SAP Concur Home** list.



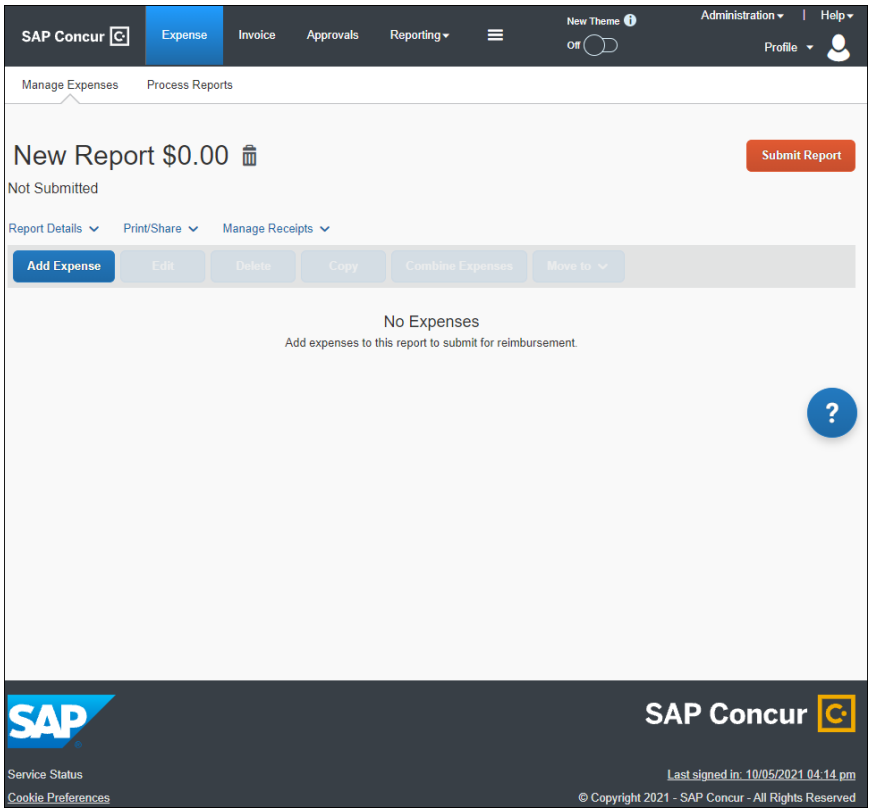
The user will also see icon changes. For example, the **Help** menu heading and the **Profile** dialog button are changed to icons.



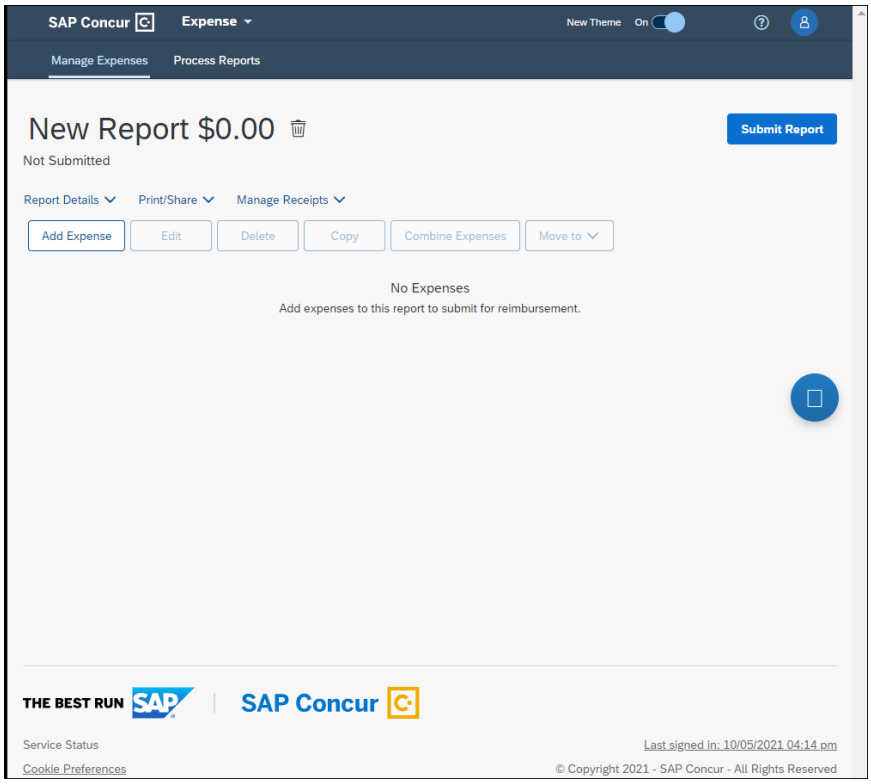
]

Product functionality is unchanged. Only the visual appearance of the pages is impacted. This is true for all products including NextGen Expense and Request.

Example NextGen Expense Page Without the Fiori Theme



Example NextGen Expense Page With the Fiori Theme



Configuration / Feature Activation

An admin with access to the **Administer Company Permissions** page can assign the new **SAP Fiori Theme Preview** permission to designated users.

NextGen UI

Ongoing Updated User Interface (UI) for Concur Expense End Users

Information First Published	Information Last Modified	Automatic Transition Date
March 2018	Sep 17, 2020	Oct 1, 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The continued evolution of the Concur Expense solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for creating and submitting expense reports.

Concur Expense customers are now strongly encouraged to preview and then move to the NextGen UI well before the automatic transition date of **October 1, 2022**.

BUSINESS PURPOSE / CLIENT BENEFIT

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

Products and Users Affected

To take advantage of these improvements, Concur Expense customers who do not move before October 1, 2022 will be automatically transitioned to the NextGen UI for Concur Expense. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes apply to:

- Concur Expense (Professional/Premium and Standard) end users only

NOTE: There are no changes for approvers, processors, or admins.

IMPORTANT: Timeline and Milestones

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

1. **Early Access Period:** March 2018 – July 2020

   During this time, the updated UI was available to preview for customers worldwide. We encouraged administrators/power users to use the Early Access Period to preview the refreshed interface, update internal training materials, and prepare the organization for the transition.

2. **Opt-In Period:** July 2020 – September 2021

   Following the Early Access Period was an open Opt-In Period. This milestone was marked by the delivery of most planned features as well as further overall product quality and stability.

   Customers should use this period to plan their transition and move to the NextGen UI for Concur Expense when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

3. **Active Move Period:** October 2021 – September 2022

   This is the 12-month notice period we committed to for customers to complete the transition at their own pace before the automatic transition date.

   Customers are strongly encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Active Move Period.

4. **Automatic Transition Date:** October 1, 2022

   All customers will be automatically transitioned to the NextGen UI. This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support.

Transition Materials – Guides and Other Resources

We offer several guides, FAQs, release notes, and other resources to help in the transition. All the information that an organization needs to get started is available here:

- Professional Edition
- Standard Edition

The links above provide access to the following:

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

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

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

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Expense to help users become comfortable with the new experience. This guide will be updated as needed during the Opt-In Period as the NextGen UI is being enhanced. Admins should review the guide often.

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

- **Release information:** During the Active Move Period, the release of enhancements will ***not*** be on the regular release schedule. Instead, we will provide special release notes and information about features and enhancements that are nearing release.

Get Started

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

SAP Concur App Center

Ability to Disable/Hide Enterprise Applications

Overview

With the October 2021 release, administrators will be able to control which Enterprise Applications are visible and/or active in their company's SAP Concur App Center. Prior to this release, administrators could disable and hide User Applications within the SAP Concur App Center. This update expands that functionality to Enterprise Applications.

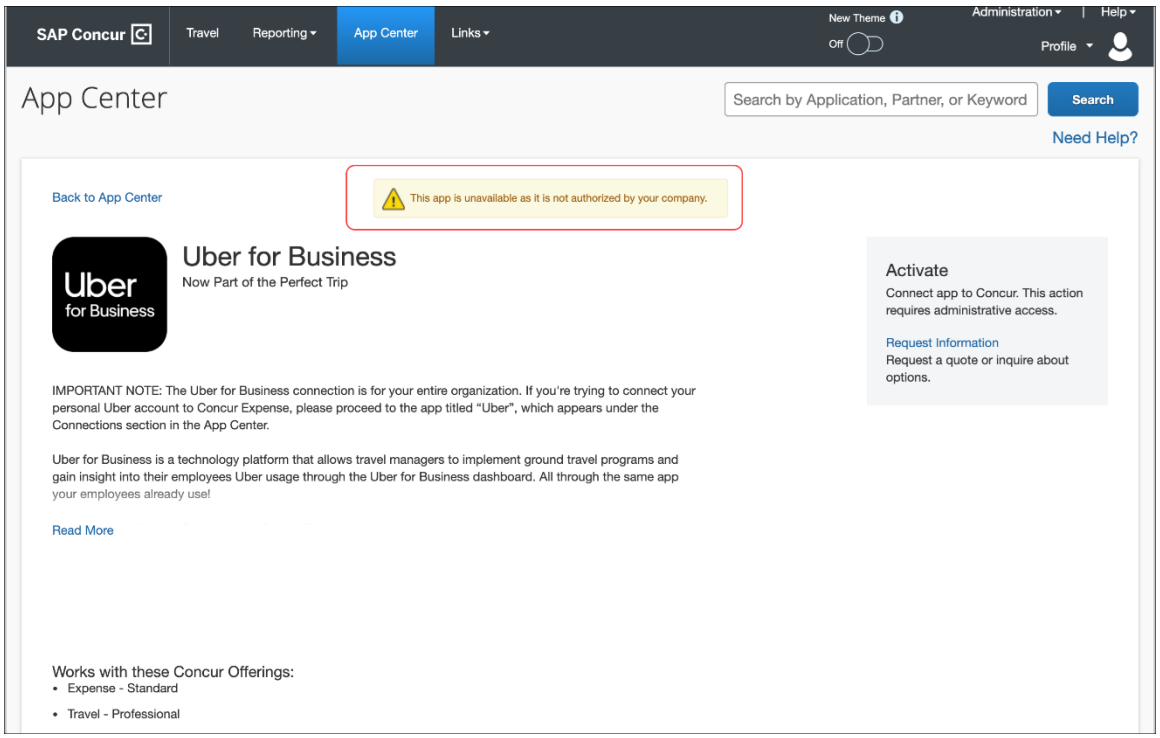
⚠ **IMPORTANT**: If any employees are connected to an application via the SAP Concur App Center, disabling the application will break those connections and block future connections.

BUSINESS PURPOSE / CLIENT BENEFIT

This update provides greater control to administrators over the apps that appear in their company's SAP Concur App Center.

What the User Sees

Disabled apps will not appear in the company's SAP Concur App Center. If a user accesses a disabled app via a direct link or login link from the public SAP Concur App Center, they will see a message that the app is unavailable:

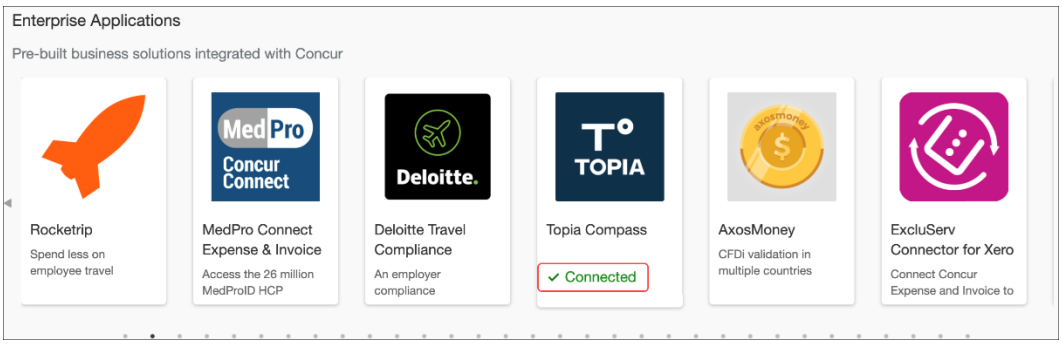


Configuration / Feature Activation

⚠ **IMPORTANT**: To avoid service disruptions, it is highly recommended to confirm that your organization is not connected to an Enterprise Application before disabling it.

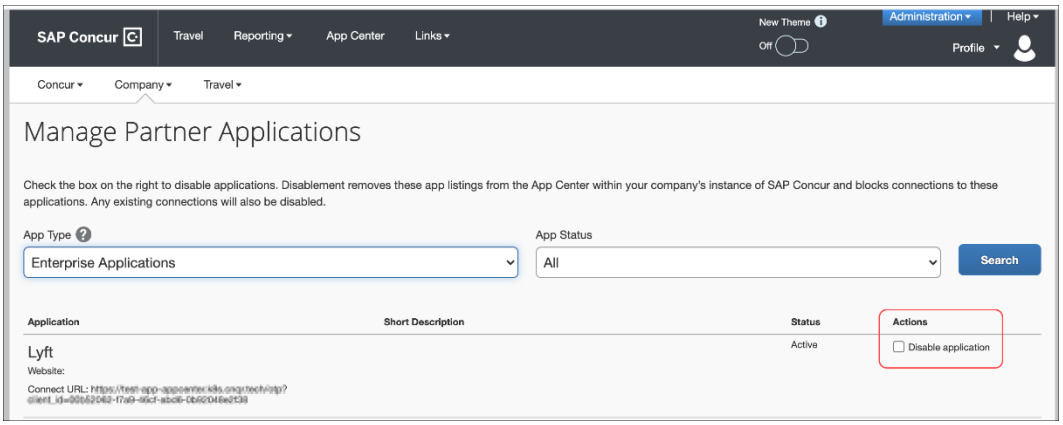
To verify whether your organization is connected to an application:

1. Log in to your SAP Concur solution.
2. Click **App Center**.
3. In the **Enterprise Applications** area, check the desired app for the **Connected** status.



To disable an enterprise application:

1. Log in to your SAP Concur solution as a user with the correct permission:
   - **Professional Edition**: Web Services Admin
   - **Standard Edition**: Can Administer
2. Click **Administration > Company > Web Services > Manage Partner Applications**.
3. Select *Enterprise Applications* in the filter.
4. Click **Search**.
5. For the desired application, select the **Disable Application** check box.



6. Click **Confirm** on the dialog. The listing for that enterprise application will be removed from your company's SAP Concur App Center and connections will be disabled.

Web Services Administration

Ongoing Application Connector Username and Password Length Requirements Updated

Information First Published	Information Last Modified	Feature Target Release Date
June 18, 2021	October 8, 2021	Future Release, 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

To meet new security requirements, the length of the username and password associated with an application connector on the **Application Connectors** page must be at least 10 characters long and not more than 50 characters long.

Some clients currently have usernames and passwords configured that do not meet these parameters.

In an upcoming release, the 10-character minimum and 50-character maximum will be enforced. If the usernames and passwords are not updated prior to this change, some aspects of SAP Concur solutions might stop working. For example, workflow steps will not complete if using notifications, LEU windows will not open, and there will be no results in fields using fetch lists.

To avoid disruption of callouts through application connections and subsequent disruption of some end-user tasks, SAP recommends updating your application connector username(s) and password(s) as soon as possible.

Application connection usernames and passwords can be updated by an administrator with the Company Administrator or Web Services Administrator role.

NOTE: For admins working with Standard entities, a user with the Concur Expense **Can Administer** permission has the **Web Services Administrator** role.

BUSINESS PURPOSE / CLIENT BENEFIT

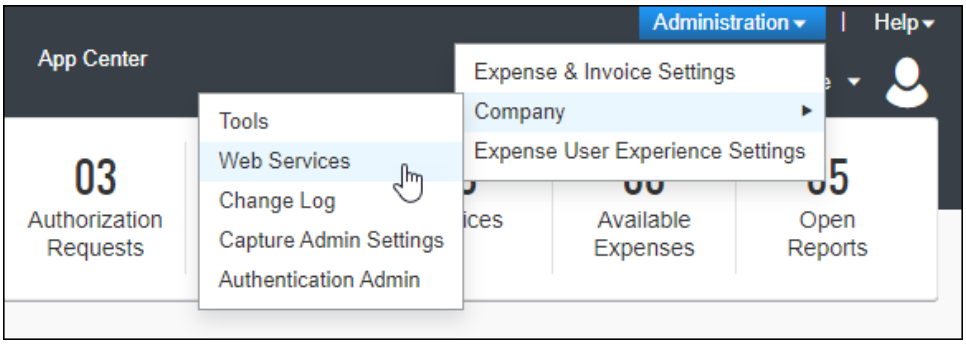
Enforcing password and username length restrictions improves the security standards for callouts made through the application connector.

Configuration / Feature Activation

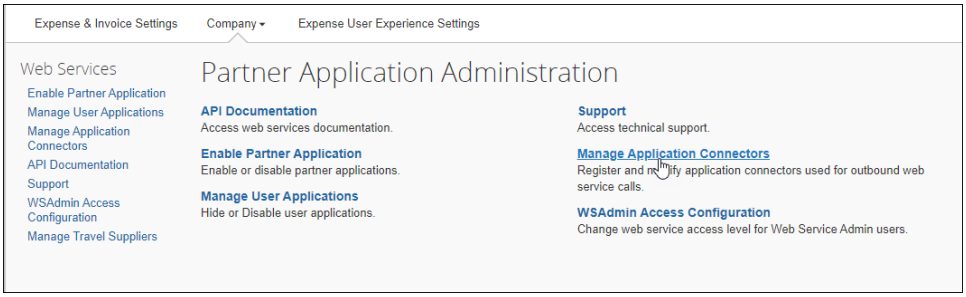
Usernames and passwords for application connectors are configured on the **Manage Application Connectors** page.

To change the username and password for an application connector:

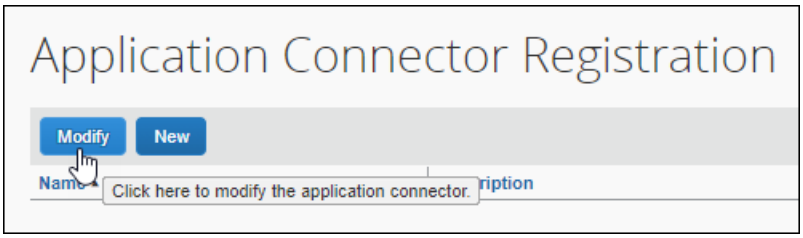
1. Click **Administration > Company > Web Services**.



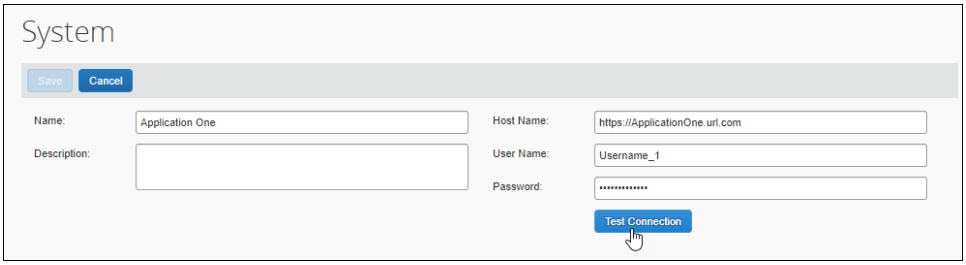
2. Click **Manage Application Connectors**.



3. Choose the application connector you want to update and then click **Modify**.



4. Enter the new username and password and then click **Test Connection**.



5. Click **Save**.

NOTE: After you update the username and password for an application connector, you must click **Test Connection** to verify the changes before the application connector can be used for any of the callout services.

For more information, refer to *Callouts and Application Connectors* on the SAP Concur Developer Center.

Planned Changes

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

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

Expense Pay Classic

Planned Changes Decommission of All Currencies

Information First Published	Information Last Modified	Feature Target Release Date
Aug 2021	Aug 27, 2021	Jan 1, 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

SAP Concur has been pursuing a multi-year effort to transition our portfolio of payment solutions to payment provider-enabled solutions. This is evidenced by our existing Expense Pay Global solution with Bambora and planned Expense Pay Flex solution with Western Union Business Solutions.

Currently, SAP Concur is planning to decommission the legacy Expense Pay classic solution effective January 1, 2022. As we move into the next phase of our pay strategy via payment provider solutions, this decommission will require customers using Expense Pay classic to enable alternative solutions. **Payments for Expense Pay classic for all currencies will discontinue to employees and credit card providers as of December 15, 2021.** Customers using Expense Pay classic have been communicated to directly regarding this change.

⚠ **IMPORTANT:** Currently, Expense Pay Flex (aka Direct) is being offered only existing clients (those already using Expense Pay classic) and not to new clients or existing clients who do not currently use an Expense Pay solution.

NOTE: This announcement does not impact our existing Expense Pay Global solution with Bambora which remains available and fully supported.

Business Purpose / Client Benefit

This change is part of a transition to payment provider-enabled solutions to support future product enhancements and richer integration.

Configuration / Feature Activation

Please reach out to your SAP Concur account team to explore the replacements options available to you.

Workflow

Authorized Approvers Sort Order Enhancement

Information First Published	Information Last Modified	Feature Target Release Date
October 2021	—	November 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Using the setting, Automatically assign authorized approvers, ensures that all Authorized Approval steps in the workflow are pre-populated with an assigned Authorized Approver. If there are multiple possible Authorized Approvers that could be assigned to a specific Authorized Approver workflow step, the system will order the choices alphabetically by last name, followed by first name (if there is more than one person with the same last name) and then select the first choice from the alphabetized list.

Prior to this enhancement, the names were ordered by first name.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides a consistent user experience.

Configuration / Feature Activation

The change will be made automatically; there will be no configuration or activation steps.

📖 For general information about this functionality, refer to the *Concur Expense: Workflow – Authorized Approvers Setup Guide*.

Client Notifications

Accessibility

Accessibility Updates

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

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

Supported Browsers

Supported Browsers and Changes to Support

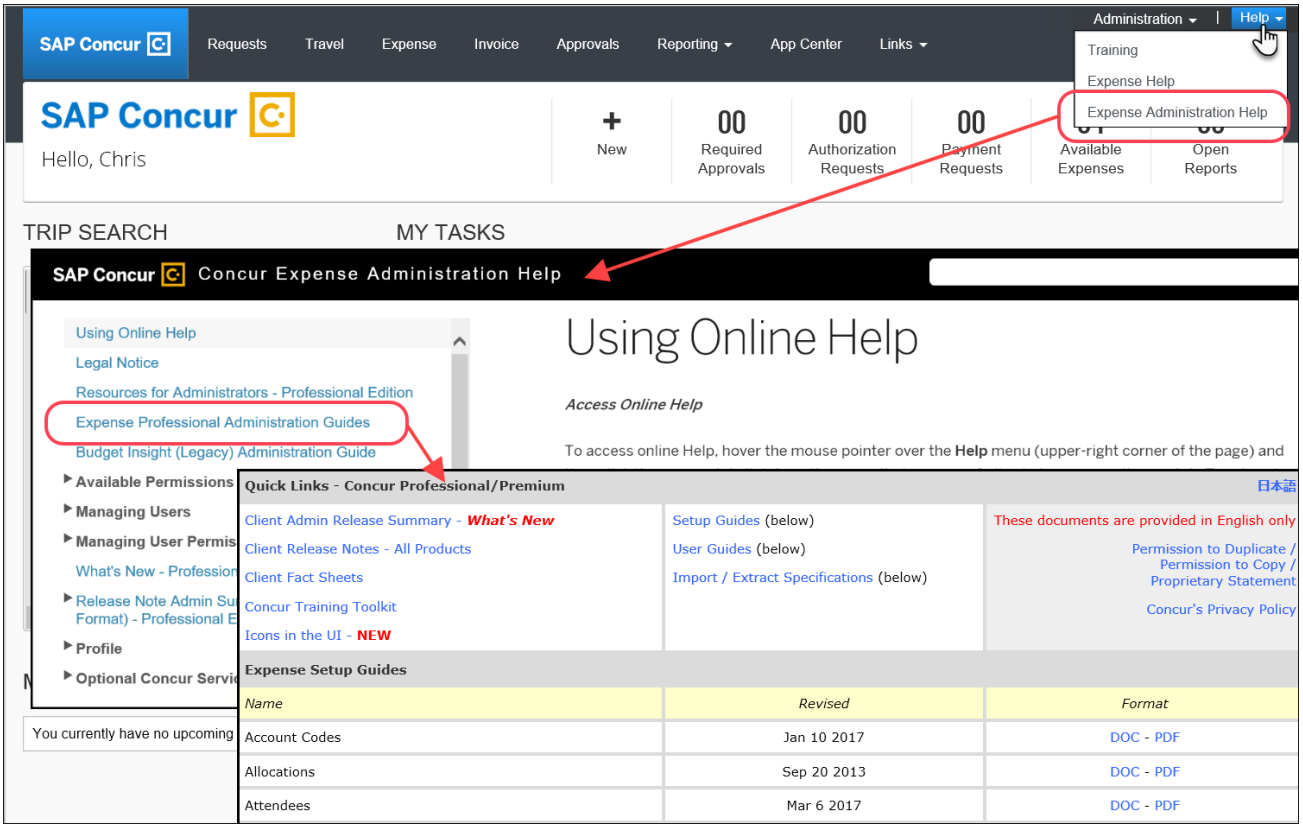
For information about supported browsers and planned changes to supported browsers, refer to the *Concur Travel & Expense Supported Configurations* guide.

When changes to browser support are planned, information about those changes will also appear in the *Shared Planned Changes* release notes.

Additional Release Notes and Other Technical Documentation

Online Help – Admins

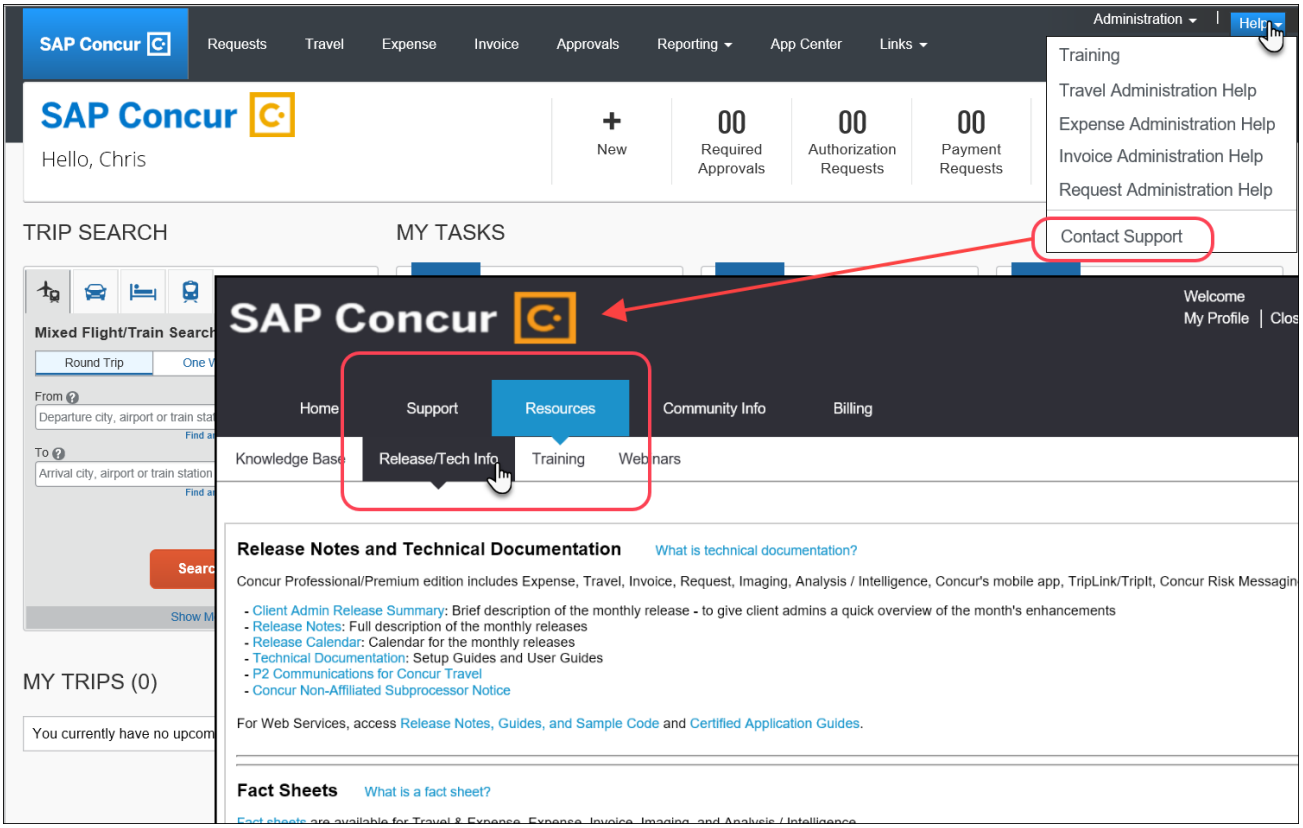
Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help.



SAP Concur Support Portal – Selected Users

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

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



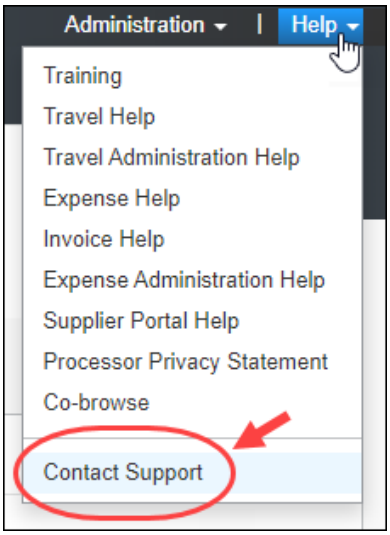
Cases

Check Support Case Status

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

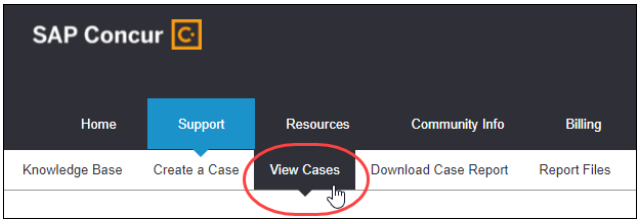
To check the status of a submitted case

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

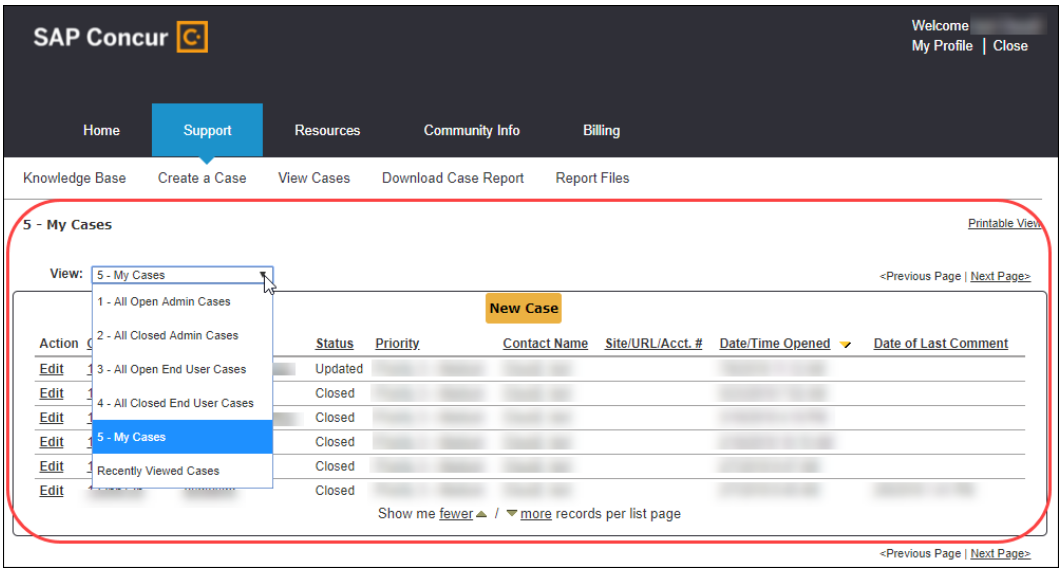


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



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



SAP Concur Release Notes **Expense Professional / Premium**	
Month	**Audience**
Release Date: November 13, 2021 Update #2: Wednesday, November 17, 2021	SAP Concur Client ***FINAL***

Contents

Legal Disclaimer

Release Notes

Authentication

CES SSO Decommissioned

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

Overview

The Concur Expense Service (CES) SSO was decommissioned on October 29, 2021.

SAP Concur now provides a Single Sign-On self-service option that enables client admins to setup their SAML v2 connections without involving an SAP Concur admin.

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

CES SSO was configured by an SAP Concur admin. As of October 29, 2021, CES SSO is no longer configurable and clients must use the Single Sign-On self-service option to setup their SAML v2 connections.

📖 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*.

Authentication Administration

New Company Request Token Self-Service Tool

Overview

In late August, a new Company Request Token self-service tool will be available to SAP Concur admins who have been assigned the **Company Admin** or **Web Services Admin** role.

NOTE: For admins working with Concur Standard entities, a user with the **Can Administer** permission has the **Web Services Administrator** role.

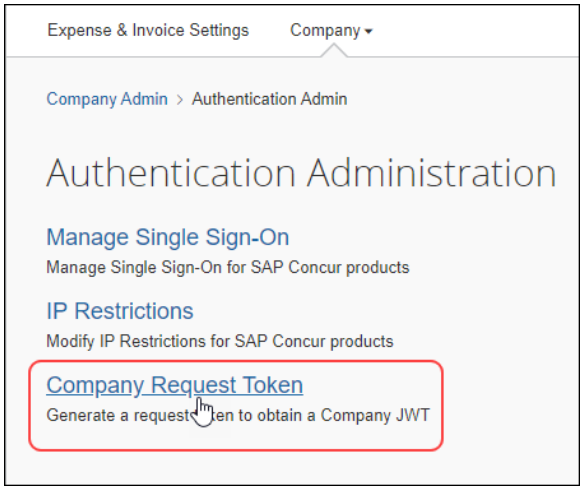
The Company Request Token self-service tool enables clients to generate the Company Request Token that is required to request a JSON web token (JWT) when connecting to APIs in the SAP Concur platform.

BUSINESS PURPOSE / CLIENT BENEFIT

The Company Request Token self-service tool enables clients to generate Company Request Tokens without contacting SAP Concur support. This tool also enables clients to generate a replacement Company Request Token without assistance from SAP Concur support if their Company Request Token expires or is lost.

What the Admin Sees

Admins with the required permissions see a link to the **Company Request Token** page on the **Administration > Company > Authentication Administration** page.



After clicking **Company Request Token**, the admin sees the **Company Request Tokens** page.

Expense & Invoice Settings Travel Settings Company

Company Request Tokens

Company request tokens are temporary tokens that expire after 24 hours and can be used to obtain company JWTs. Enter your app ID below to generate one.

App ID *

The JWTs you generate using your company request token will be scoped to this app.

Submit

Completing the process of obtaining a Company JWT

1. The Request Token has a token lifetime of 24 hours and must be exchanged for a Refresh Token and Access Token by the Application owner before it expires.
2. To exchange the Request Token for a Refresh Token and Access Token, Password Grant is used. Replace the following values and run the Password Grant CURL command to obtain an Access Token and Refresh Token.
   - <client_id>
   - <client_secret>
   - <company_UUID>
   - <request_token>

```
curl -X POST 'https://integration.api.concursolutions.com/oauth2/v0/token' \
-H 'Content-Type: application/x-www-form-urlencoded' \
--data-urlencode 'client_id=<client_id>' \
--data-urlencode 'client_secret=<client_secret>' \
--data-urlencode 'grant_type=password' \
--data-urlencode 'username=<company_UUID>' \
--data-urlencode 'password=<request_token>' \
--data-urlencode 'credtype=authtoken'
```

   For more information on Password Grant, please view the following page:
   https://developer.concur.com/api-reference/authentication/apidoc.html#password_grant
3. A successful response will be of the form below:

```
CURL response
HTTP/1.1 200 OK
Content-Type: application/json
Date: date-requested
Content-Length: 3397
Connection: Close
{
  "expires_in": "3600",
  "scope": "<app scopes>",
  "token_type": "Bearer",
  "access_token": "<access_token>",
  "refresh_token": "<refresh_token>",
  "geolocation":"https://integration.api.concursolutions.com/oauth2/v0/token"
}
```

4. The Company JWT or access_token has a token lifetime of 1 hour and can be used to call Concur APIs. The Company JWT can be refreshed by calling the Refresh Grant. The application must store the refresh_token in order to be able to continue refreshing the Company JWT when it expires.

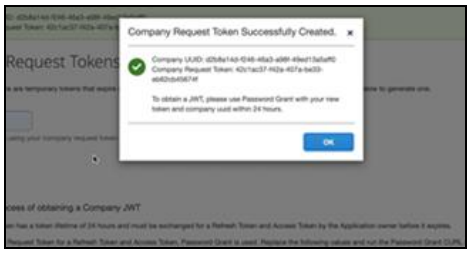
   For more information on Refresh Grant, please view the following page:
   https://developer.concur.com/api-reference/authentication/apidoc.html#refresh_token
5. If the refresh token is lost, expired or revoked, a new request token must be obtained. For reference, see information about Managing tokens in the Developer Portal at the following page:
   https://developer.concur.com/api-reference/authentication/apidoc.html

On the **Company Request Tokens** page, the admin enters their Client ID in the **App ID** field, and then clicks **Submit.**

NOTE: Clients can obtain a Client ID through one of the following methods:

- Clients with SAP Concur Client Web Services who have requested access to the self-service tool for application management can generate a Client ID using the self-service tool.
- Clients who do not have SAP Concur Client Web Services can contact SAP Concur support to obtain an App ID as needed.

The **Company Request Token Successfully Created** dialog appears.



This dialog contains the Company UUID and the Company Request Token. The admin must copy and save both the Company UUID and the Company Request Token before signing out or navigating away from this dialog.

The admin can use the Company Request Token to generate a Company JWT, using the Password Grant process.

Instructions for the Password Grant process are on the **Company Request Token** page, as well as the SAP Concur Developer Portal.

The Company Request Token has a token expiry lifetime of 24 hours. The admin must obtain the Company JWT within that 24-hour period.

If the Company Request Token expires or is lost, the admin can access the Company Request Tokens page again, enter their Client ID into the App ID field, and then generate a replacement Company Request Token.

Configuration / Feature Activation

There are no configuration or activation steps; this page is automatically available to admins with the required permissions.

Client Web Services

Self-Service Tool for Application Management

Overview

Beginning with the October release, clients who have SAP Concur Client Web Services can request access to a new application management self-service tool, **OAuth 2.0 Application Management**. This self-service tool is enabled by the Client Web Services team for SAP Concur Web Services clients who request it.

NOTE: The **OAuth 2.0 Application Management** self-service tool can be used to create Oauth2 compliant applications. Legacy authentication was deprecated in 2017 and is not supported by this tool.

When enabled, the tool is available from the **Authentication Administration** page to admin users who have been assigned the Web Services Admin role.

NOTE: For admins working with Standard entities, a user with the **Can Administer** permission has the **Web Services Administrator** role.

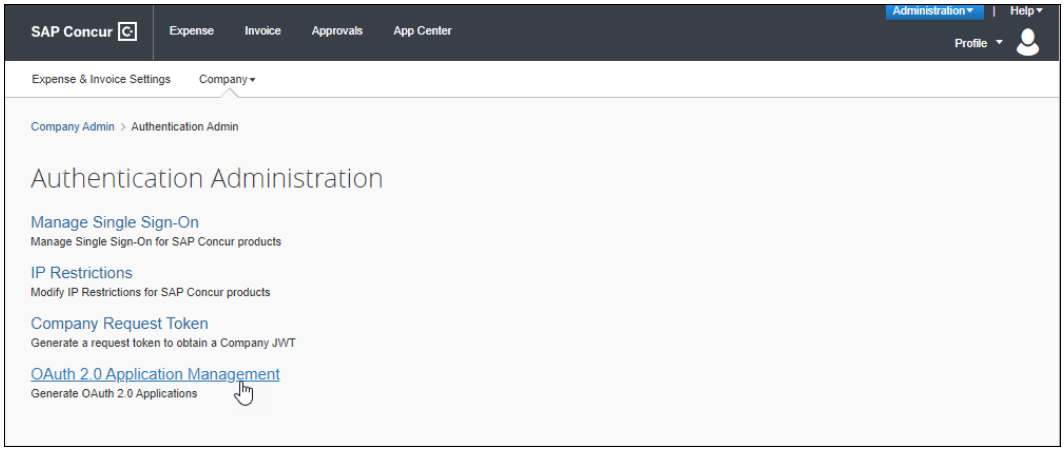
BUSINESS PURPOSE / CLIENT BENEFIT

The **OAuth 2.0 Application Management** tool enables clients to generate Client IDs (App IDs) and Client Secrets without contacting SAP Concur support.

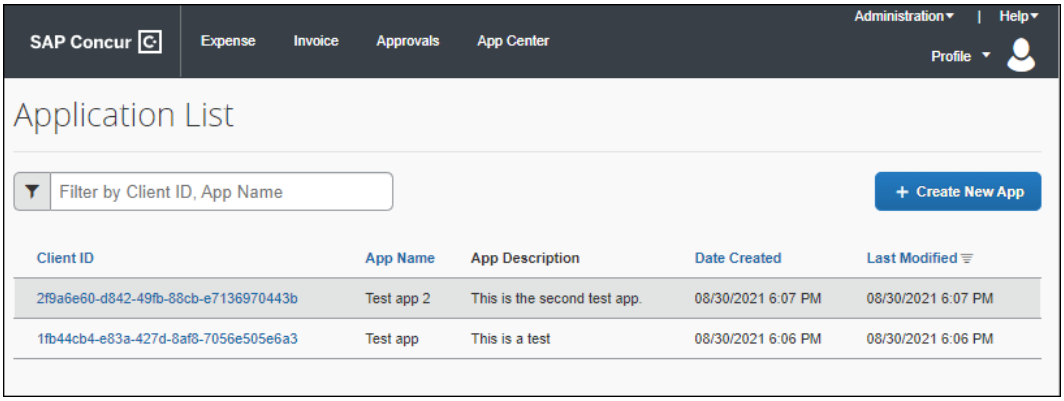
NOTE: Clients who do not have SAP Concur Client Web Services can still contact SAP Concur support to obtain an App ID as needed.

What the Admin Sees

When the tool is enabled, the Web Services Admin sees a link to the **OAuth 2.0 Application Management** tool when they navigate to the **Administration > Company > Authentication Admin** page.

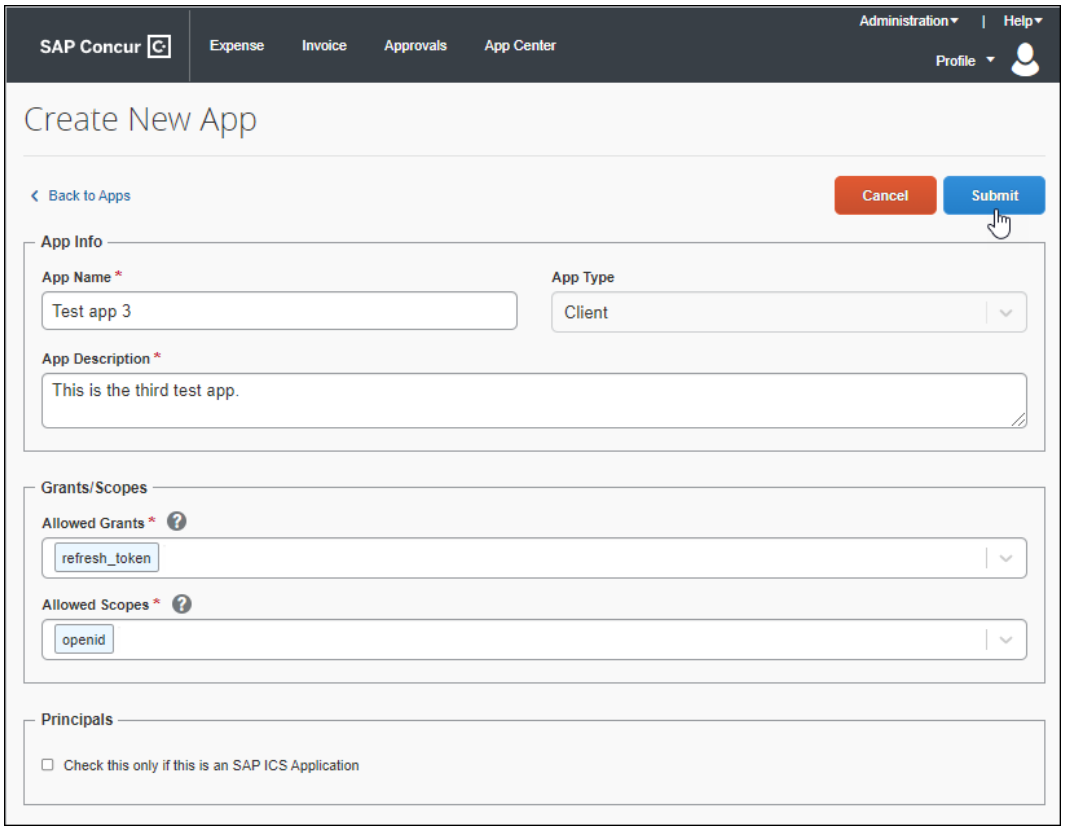


Clicking **OAuth 2.0 Application Management** open the **Application List** page.

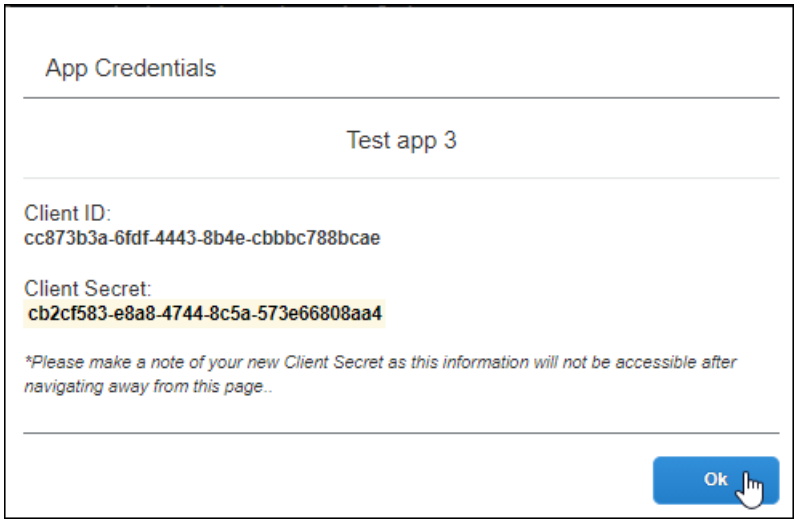


On the **Application List** page, the admin sees a list of previously created applications. Clicking on the **Client ID** for an applicatiion opens the **App Details** page for that app. The admin can also click **Create New App** to open the **Create New App** page and configure a new app.

On the **Create New App** page, the admin enters a name for the new app, and a description of the app.

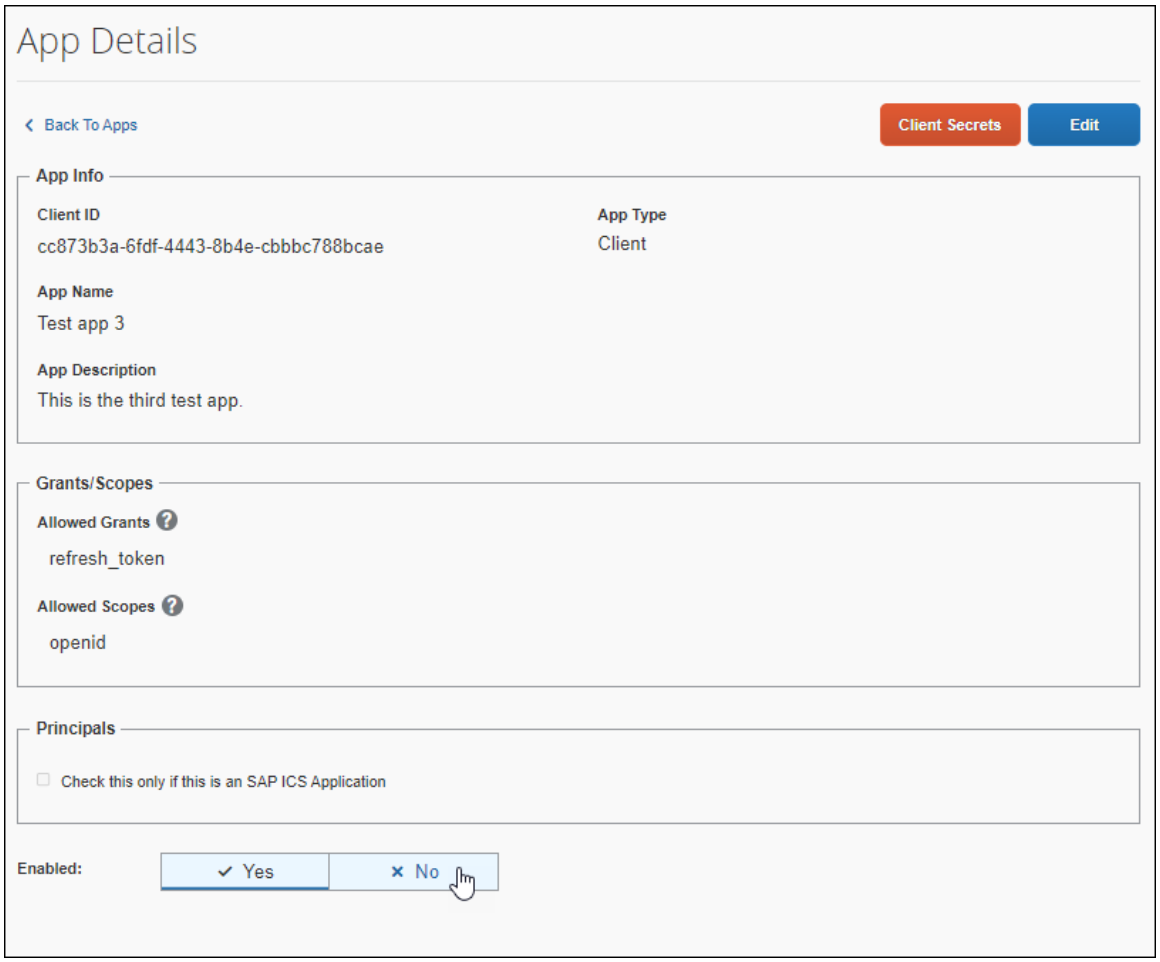


After they click **Submit**, the **App Credentials** page appears. The **App Credential** page displays the **Client ID** and **Client Secret**.



NOTE: The admin should make note of the **Client Id** and **Client Secret** for future reference.

After they click **Ok**, the **App Details** page appears. On the **App Details** page, the admin can review the **Client ID**, click **Edit** to update the application details, click **Client Secrets** to review the current **Client Secret** or generate a new **Client Secret**, and the admin can enable or disable the app.



Configuration / Feature Activation

The **OAuth 2.0 Application Management** tool can be enabled on request by the Client Web Services team for clients with SAP Concur Client Web Services; when enabled, this tool is accessible to admins with the Web Services Admin role.

Expense Pay – Global

(USD) Additional Card Programs Supported for Worldline

Overview

Expense Pay – Global now supports the following credit card programs for the United States Dollar (USD $):

- American Express - EMEA – Gulf Dollar
- American Express - EMEA - Dollar 45
- Bank of the West - Visa/MasterCard - USD
- HSBC - MasterCard - USD
- SunTrust - Mastercard - USD
- SunTrust - Visa - USD

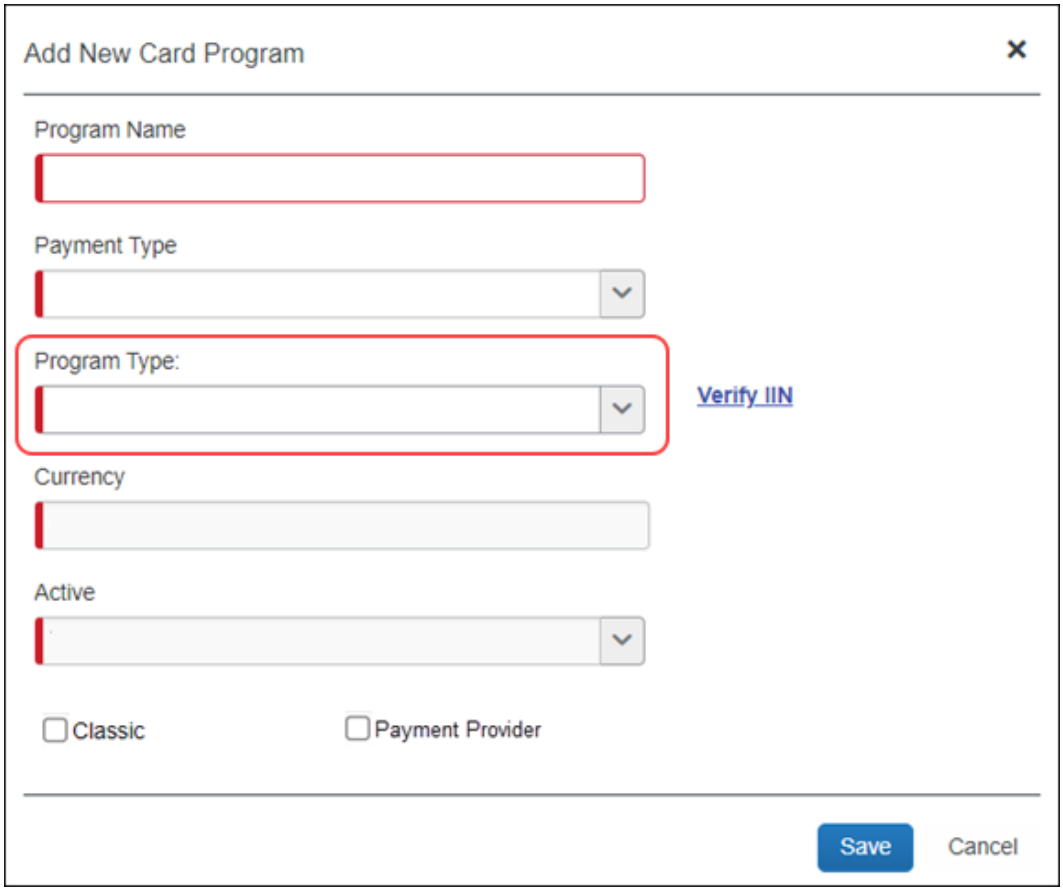
All cards use the same Electronic Data Interchange (EDI) format to different bank accounts.

BUSINESS PURPOSE/CLIENT BENEFIT

These additional options can expedite the processing of credit card expenses.

What the Admin Sees

These additional card programs are available to reimbursement admins on the **Payment Manager > Configure Batches > Card Programs** (tab) **> Add New Card Program** page.



Configuration/Feature Activation

SAP Concur automatically implemented these changes; there are no configuration or activation steps.

New Field for Card Programs

Overview

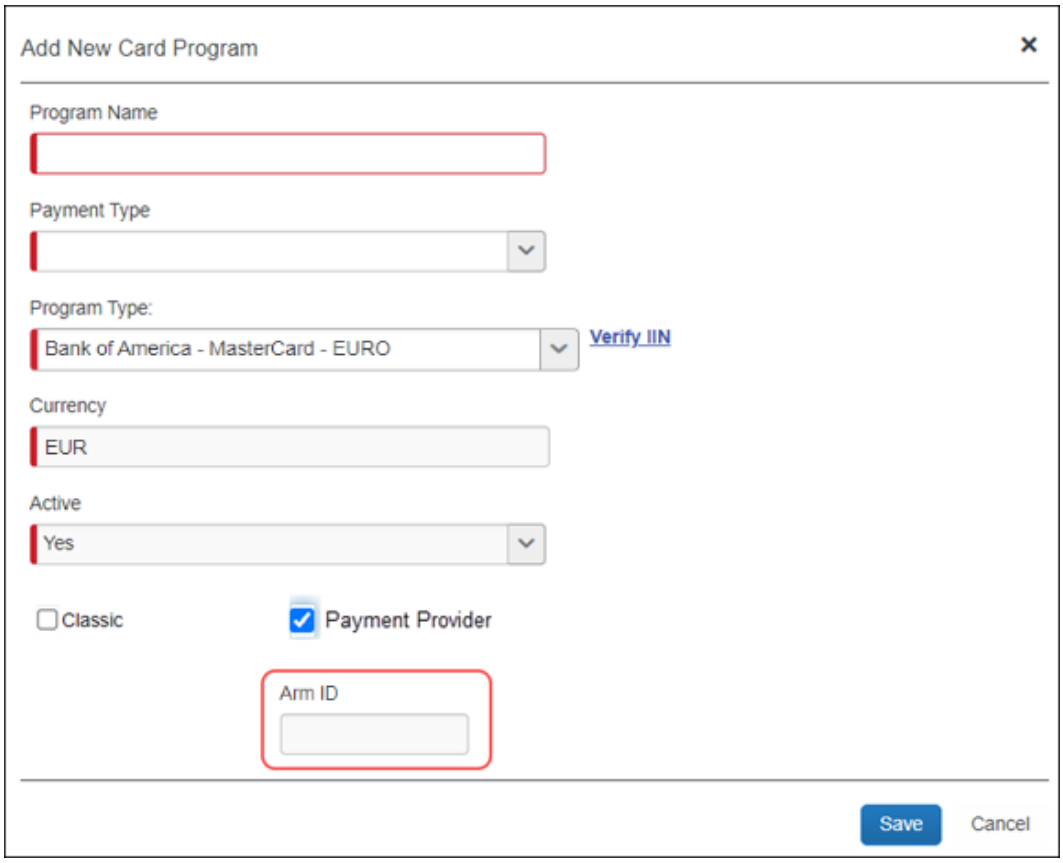
For clients using Worldline as their payment partner, a new optional field has been added to the Concur Expense user interface (UI) for some card programs. **This field is for future use only.**

⚠ **IMPORTANT:** Entering incorrect data into the new field can cause processing failures for batches which cannot be aborted.

What the Client Admin Sees

On the **Add New Card Program** page, the **Arm ID** field displays.

Example



More information will be provided in these release notes when this field becomes generally available.

File Transfer Updates

Ongoing Mandatory SFTP with SSH Key Authentication

Information First Published	Information Last Modified	Feature Target Release Date
April 9, 2021	April 16, 2021	Ongoing in 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

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

As of April 10, 2021, non-SFTP (Secure File Transfer Protocol) protocols and SFTP password authentication are not allowed to connect to SAP Concur for file transfers:

- Non-SFTP file transfer accounts must switch to SFTP with SSH Key Authentication.
- SFTP file transfer accounts that use password authentication must switch to SSH key authentication.
- SFTP password reset requests require the client to provide an SSH key for authentication.

⚠ **IMPORTANT**: If you are not using SFTP with SSH Key Authentication, you must take action to avoid disruption of your file transfer connections.

On April 12, 2021, SAP started disabling non-compliant file transfer connections. The process of disabling non-compliant accounts will continue throughout 2021. If you have multiple file transfer connections configured, this change applies to all of your file transfer connections.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.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*.

Ongoing SAP Concur Legacy File Move Migration

Information First Published	Information Last Modified	Feature Target Release Date
March 6, 2020	July 9, 2021	Ongoing until January 24, 2022

Overview

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

SAP Concur is in the process of 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 January 24, 2022. 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*.

Rotating PGP Key Available for File Transfers

Overview

Files transferred to SAP Concur products must be encrypted with the SAP Concur public PGP key, concursolutionsrotate.asc.

concursolutionsrotate.asc

- Key file is available in client's root folder
- Key ID 40AC5D35
- RSA 4096-bit signing and encryption subkey
- Key expires every 2 years
- Client is responsible for replacing the key before it expires
  - Next expiry date: September 4, 2022
  - SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key (key ID D4D727C0) remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- mft-us.concursolutions.com
- vs.concursolutions.com
- st-eu.concursolutions.com
- mft-eu.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

The rotating public PGP key provides greater security for file transfers.

What the Administrator Sees

An administrator with the required file transfer credentials can log into the file transfer site to retrieve the rotating public PGP key, concursolutionsrotate.asc, from the root directory.

Configuration / Feature Activation

Your internal file transfer administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

If assistance is required, please contact SAP Concur support.

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

Localization

Translations for Distribute Term (Traditional Chinese)

Overview

With the November release, SAP Concur is changing the following terms in the Traditional Chinese version of the SAP Concur user interface to bring consistency in translation of the term "Distribute":

English Term	Current Translation	Updated Translation
Distribution/Distributions	發放	分攤
Distributed/Distribute	發放	分攤

北*□嘩 □蟲 □揉 □檬 ;溫□萲H踘*軗 ∧吁 □壽(□崀 靘 □需□
his change might impact your company's internal documentation or training materials.

BUSINESS PURPOSE / CLIENT BENEFIT

These revisions provide a more accurate translation and improved user experience.

Configuration / Feature Activation

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

Miscellaneous

**Ongoing ** SAP Concur Homepage Changes

Information First Published	Information Last Modified	Feature Target Release Date
October 8, 2020	--	Q4 2021 – Q2 2022

Overview

In Q4, 2021, SAP Concur began redirecting clients to a new homepage. The appearance of the new homepage is identical to the previous SAP Concur homepage. The new homepage has enhanced functionality when services become temporarily unavailable.

The roll out of the new homepage is phased:

Phase 1: At the beginning of Q4, SAP Concur began redirecting Concur Expense, Concur Invoice, and Concur Request clients in the US Datacenter to the new homepage.

Phase 2: In November 2021, SAP Concur will begin redirecting Concur Expense, Concur Invoice, and Concur Request clients in the EU Datacenter to the new homepage.

Phase 3: In Q2 of 2022, SAP Concur will begin redirecting the remaining clients in the US and EU datacenters to the new homepage. The remaining clients include those with Concur Travel standalone or Concur Travel with Expense, Invoice, and/or Request.

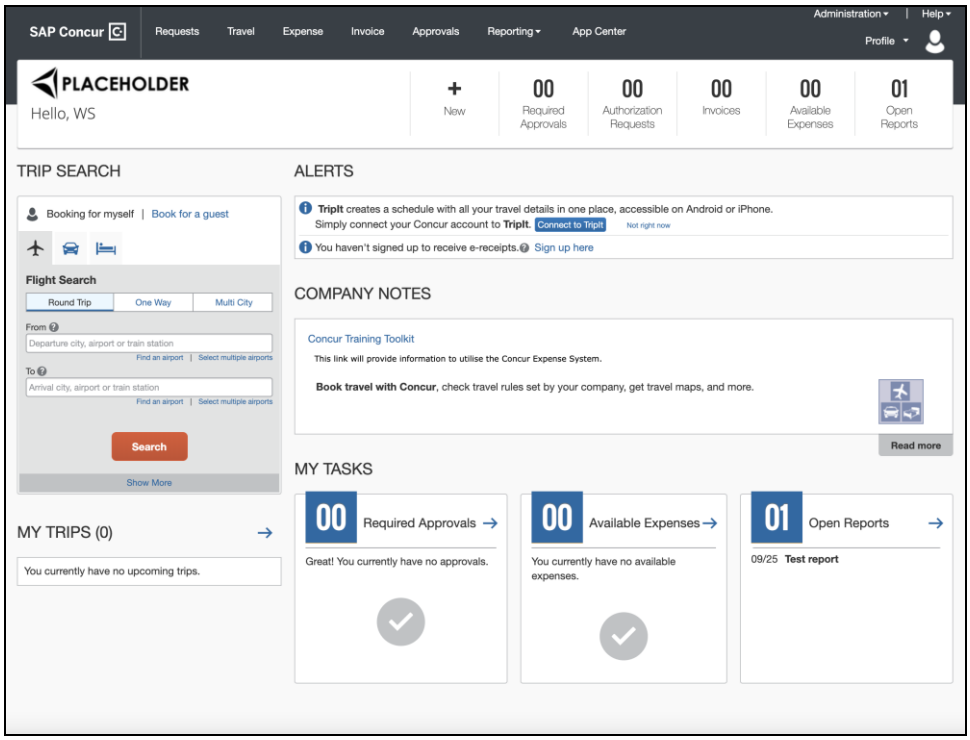
BUSINESS PURPOSE / CLIENT BENEFIT

This change ensures that the SAP Concur homepage is available even when some services are unavailable and improves the consistency of the sign in experience.

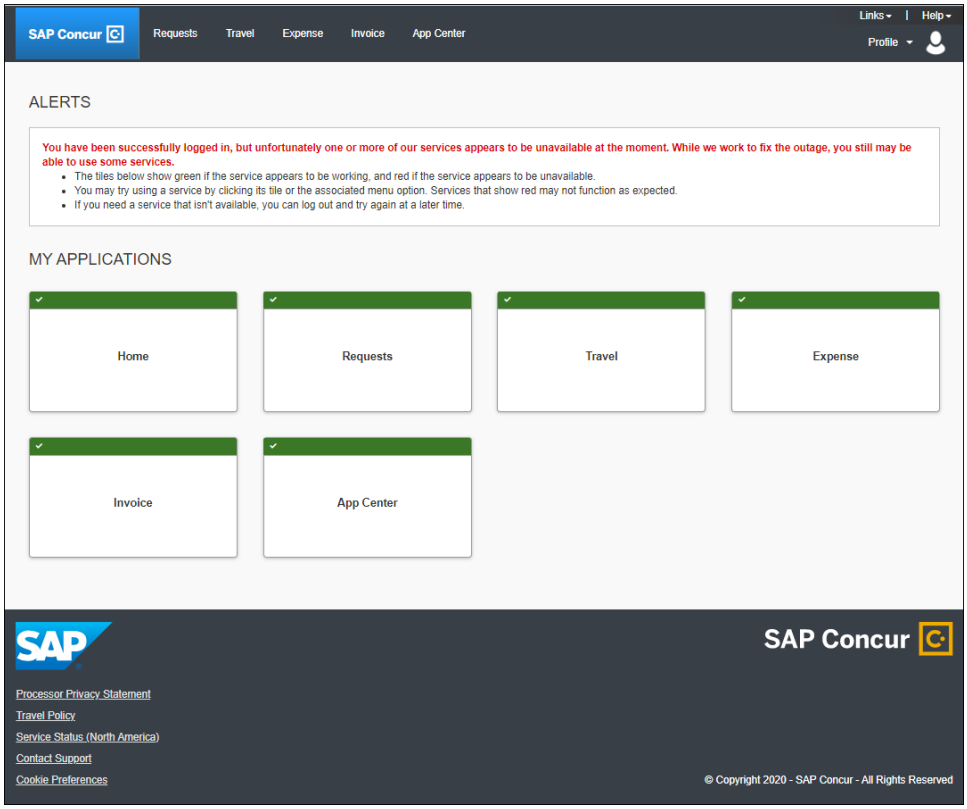
What the User Sees

With the old homepage, when a user signs into their SAP Concur products, they see their homepage.

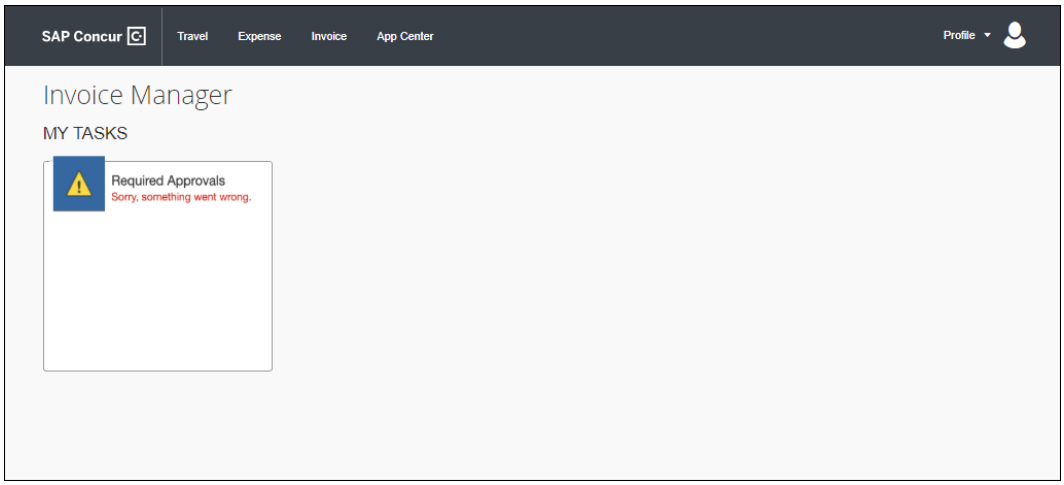
NOTE: The appearance of the homepage varies depending on which products and services are enabled for the client and the permissions assigned to the user.



If some products or services are unavailable while other products and services are up and running, a modified version of the user's homepage similar to the following appears:

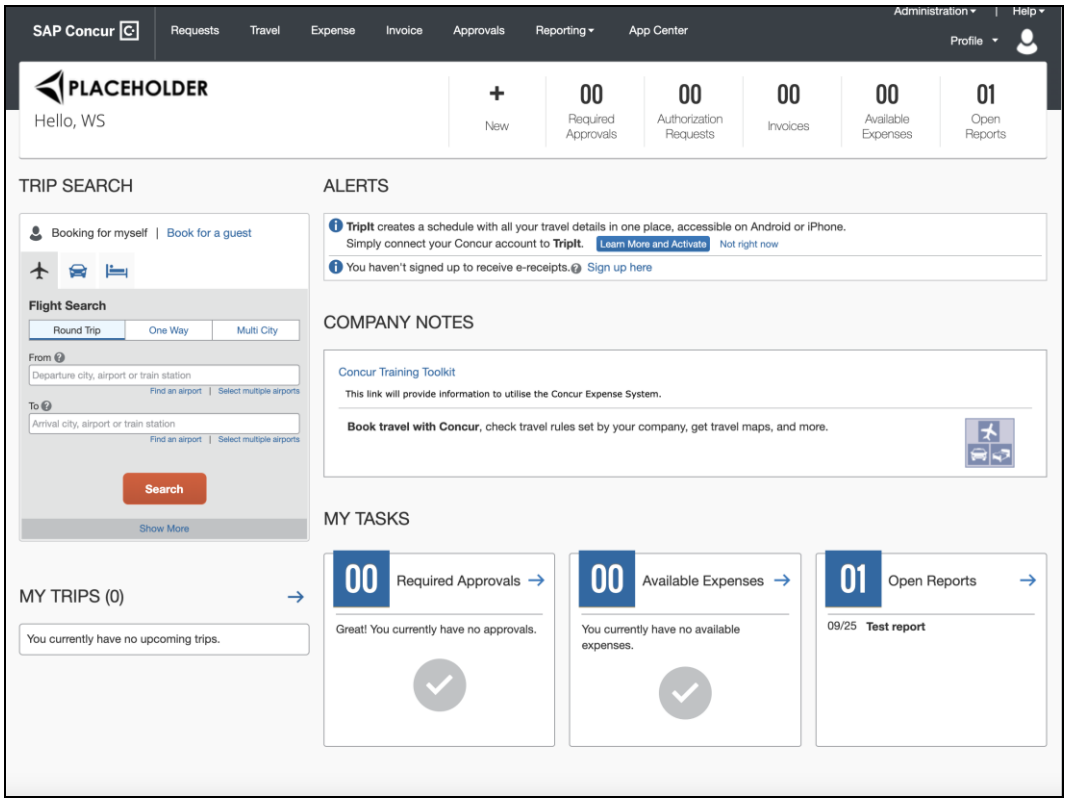


After a client is migrated to the new homepage, if one or more services are unavailable, when a user signs in to their SAP Concur products, they will see the usual homepage, but if the user navigates to a page for a service that is unavailable, they will see a page similar to the following:



After migration to the new homepage, if all services are available, this change is transparent to the user and they see a homepage that is identical to the pre-migration homepage.

Example Homepage



Configuration / Feature Activation

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

Concur Experience Optimizer (US)

Overview

On October 27, SAP released Concur Experience Optimizer.

Concur Experience Optimizer collects and analyzes employee sentiment and buying behavior data from SAP Concur solutions enabling clients to assess and make changes to improve the user experience, increase efficiency, better manage spending, help ensure compliance, and better align with their sustainability goals.

Concur Experience Optimizer is available to clients who meet the following criteria:

- The client has Concur Expense or Concur Travel & Expense.
- The client has Concur Intelligence or Consultative Intelligence.
- The client has licenses for Qualtrics Employee XM for IT.

Concur Experience Optimizer includes the following features:

- Diagnostic feedback templates to gather employee sentiment
- Dashboards to analyze and understand data
- Expert services to help interpret data and develop an effective response to findings
- Qualtrics platform to ensure availability, scalability, confidentiality, data privacy, and security

BUSINESS PURPOSE / CLIENT BENEFIT

Concur Experience Optimizer helps clients to optimize their SAP Concur solutions to improve employee sentiment and efficiency, to help ensure compliance, and to support client sustainability goals.

Configuration / Feature Activation

This feature is available for purchase.

For more information, refer to the Concur Experience Optimizer page.

New Permission to Enable Preview of Fiori Light Theme

Overview

On September 20, 2021, a new permission, **SAP Fiori Theme Preview**, was added to the list of permissions in Concur Travel Professional edition. When the **SAP Fiori Theme Preview** permission is assigned to a user, the user sees a new switch in the header of their SAP Concur site. They will also see a **New Theme** info bubble.

The switch enables the user to switch from the SAP Concur standard theme, to the SAP Fiori Theme. The info bubble displays a brief message about the switch.

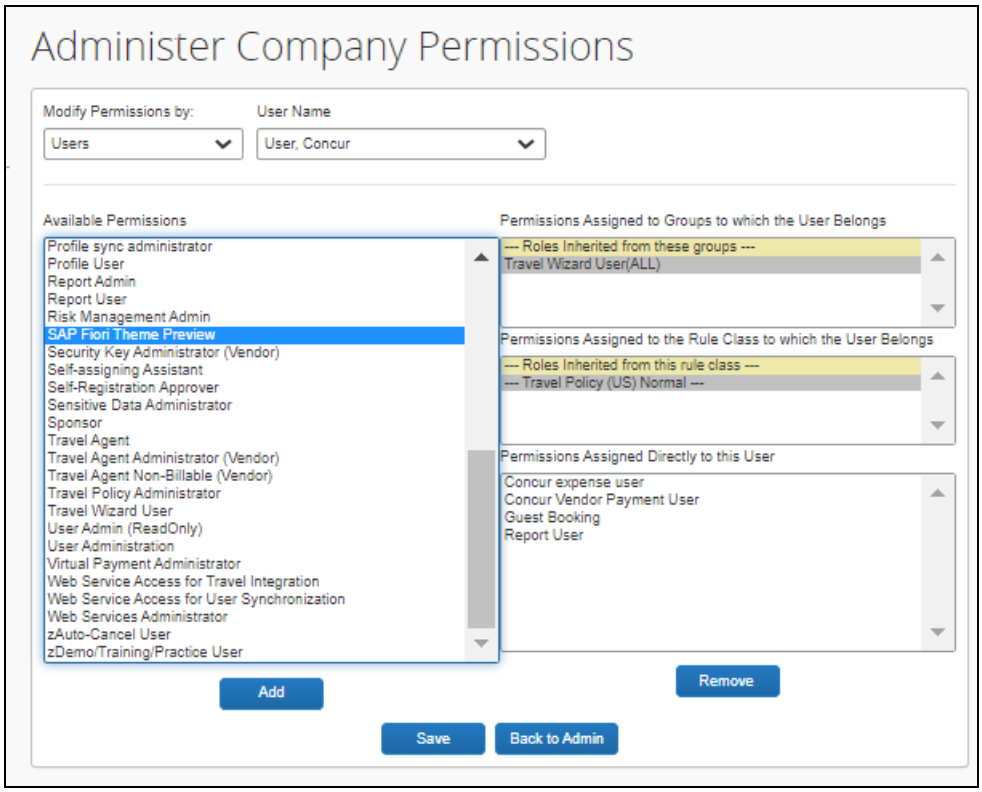
The new theme includes changes to visual elements such as fonts, colors, and icons. In addition, some top-level tabs and menu items are relocated to the **SAP Concur Home** menu. These changes are site-wide and apply to all of the user's SAP Concur products.

BUSINESS PURPOSE / CLIENT BENEFIT

The SAP Fiori theme harmonizes the look and feel of the SAP Concur UI with the look and feel of other SAP products, providing a more consistent user experience. The permission enables a client admin to allow designated users to preview and test the SAP Fiori theme.

What the Admin Sees

An admin with access to the **Administer Company Permissions** page, sees the **SAP Fiori Theme Preview** permission in the **Available Permissions** list.



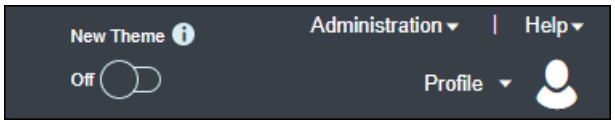
To assign the SAP Fiori Theme Preview permission to a user:

1. In the **Modify Permissions by** list, select **Users**.
2. In the **User Name** list, select the user to whom you want to assign the permission.
3. In the **Available Permissions** list, select **SAP Fiori theme Preview**.
4. Click **Add**, and then click **Save**.

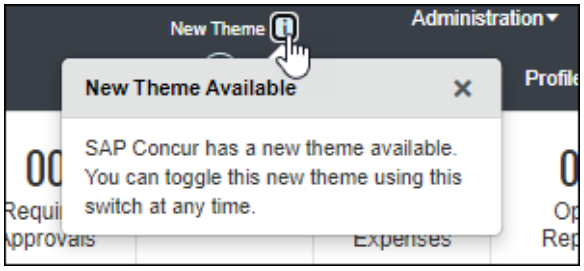
   The next time the user signs in to their SAP Concur site, they will see the new switch.

What the User Sees

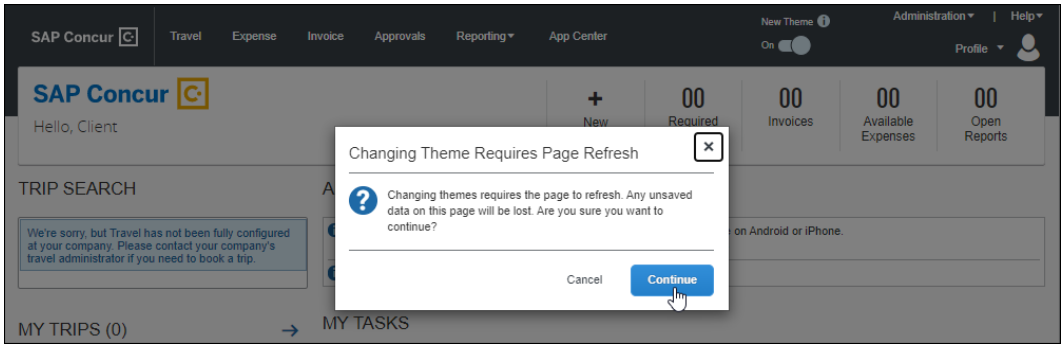
After the **SAP Fiori theme Preview** permission has been assigned to a user, the next time the user signs in to their SAP Concur site, they see the switch and the **New Theme** info bubble.



If they click on the info bubble, a brief description appears:

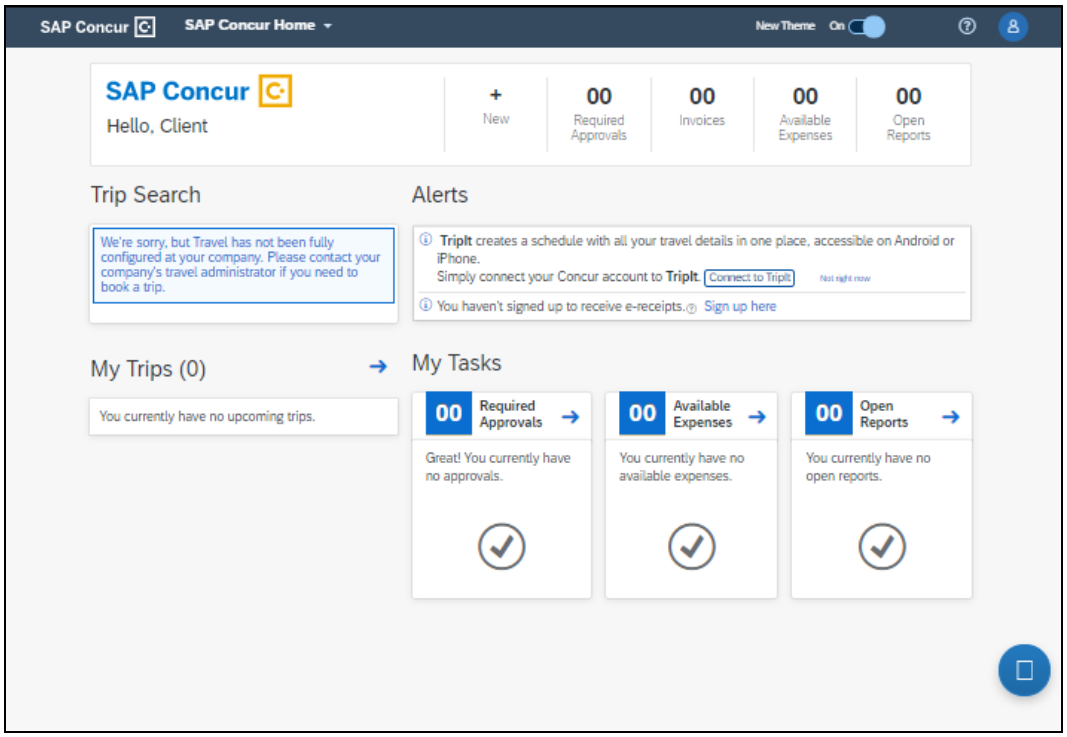


If the user toggles the switch to **On**, the following message appears:

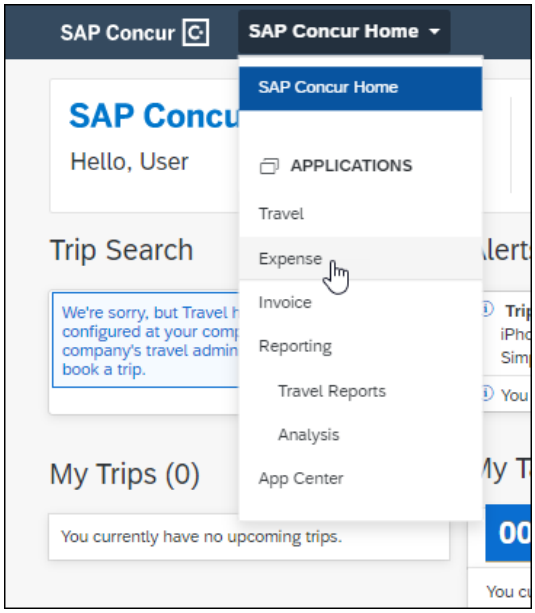


NOTE: The message also appears if the switch is toggle from **On** to **Off**.

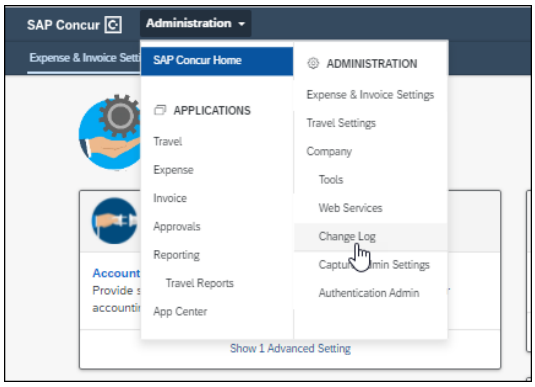
If the user clicks **Continue**, the page refreshes and is set to the SAP Fiori theme.



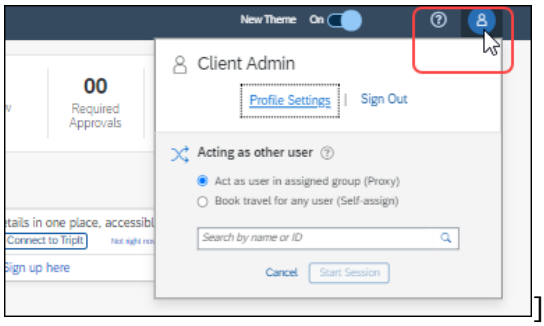
With the SAP Fiori Theme, the product tabs have moved to the **SAP Concur Home** menu.



If the user has admin permissions, they will also see the contents of the **Administration** menu in the **SAP Concur Home** list.



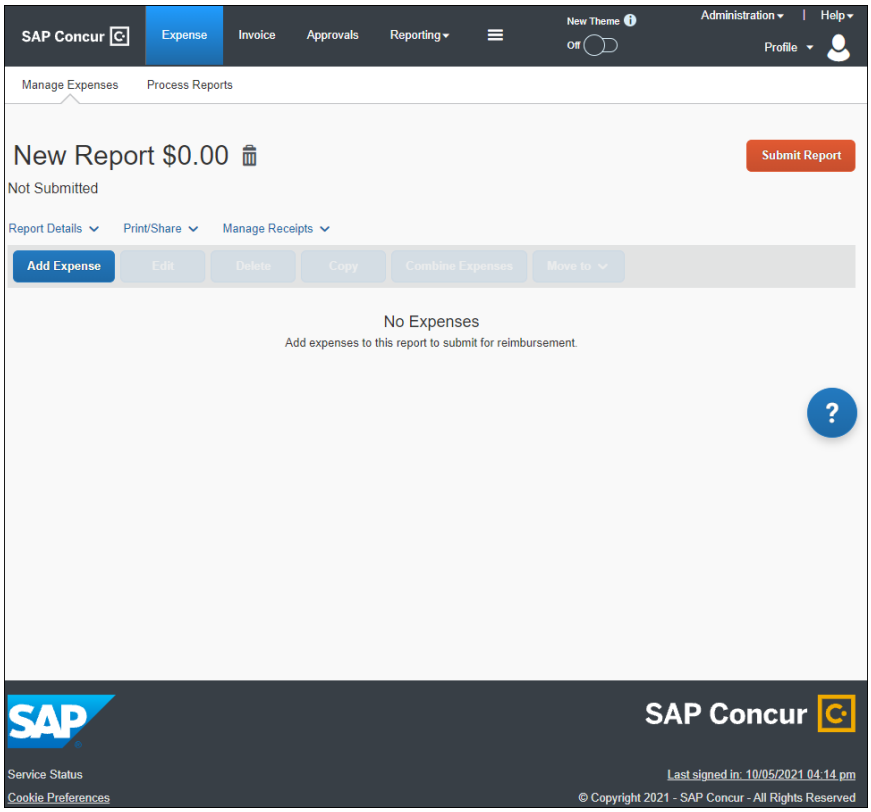
The user will also see icon changes. For example, the **Help** menu heading and the **Profile** dialog button are changed to icons.



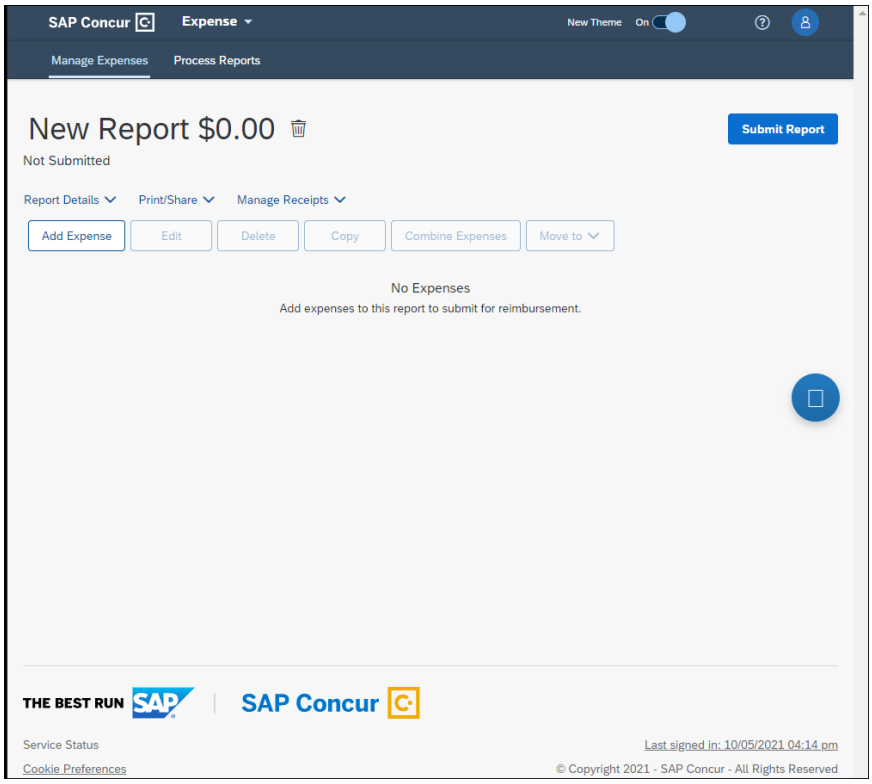
]

Product functionality is unchanged. Only the visual appearance of the pages is impacted. This is true for all products including NextGen Expense and Request.

Example NextGen Expense Page Without the Fiori Theme



Example NextGen Expense Page With the Fiori Theme



Configuration / Feature Activation

An admin with access to the **Administer Company Permissions** page can assign the new **SAP Fiori Theme Preview** permission to designated users.

NextGen UI

Ongoing Updated User Interface (UI) for Concur Expense End Users

Information First Published	Information Last Modified	Automatic Transition Date
March 2018	Sep 17, 2020	Oct 1, 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The continued evolution of the Concur Expense solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for creating and submitting expense reports.

Concur Expense customers are now strongly encouraged to preview and then move to the NextGen UI well before the automatic transition date of **October 1, 2022**.

BUSINESS PURPOSE / CLIENT BENEFIT

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

Products and Users Affected

To take advantage of these improvements, Concur Expense customers who do not move before October 1, 2022 will be automatically transitioned to the NextGen UI for Concur Expense. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes apply to:

- Concur Expense (Professional/Premium and Standard) end users only

NOTE: There are no changes for approvers, processors, or admins.

IMPORTANT: Timeline and Milestones

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

1. **Early Access Period:** March 2018 – July 2020

   During this time, the updated UI was available to preview for customers worldwide. We encouraged administrators/power users to use the Early Access Period to preview the refreshed interface, update internal training materials, and prepare the organization for the transition.

2. **Opt-In Period:** July 2020 – September 2021

   Following the Early Access Period was an open Opt-In Period. This milestone was marked by the delivery of most planned features as well as further overall product quality and stability.

   Customers should use this period to plan their transition and move to the NextGen UI for Concur Expense when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

3. **Active Move Period:** October 2021 – September 2022

   This is the 12-month notice period we committed to for customers to complete the transition at their own pace before the automatic transition date.

   Customers are strongly encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Active Move Period.

4. **Automatic Transition Date:** October 1, 2022

   All customers will be automatically transitioned to the NextGen UI. This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support.

Transition Materials – Guides and Other Resources

We offer several guides, FAQs, release notes, and other resources to help in the transition. All the information that an organization needs to get started is available here:

- Professional Edition
- Standard Edition

The links above provide access to the following:

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

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

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

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Expense to help users become comfortable with the new experience. This guide will be updated as needed during the Opt-In Period as the NextGen UI is being enhanced. Admins should review the guide often.

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

- **Release information:** During the Active Move Period, the release of enhancements will ***not*** be on the regular release schedule. Instead, we will provide special release notes and information about features and enhancements that are nearing release.

Get Started

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

Payment Manager

"View Batch Data" Link

Overview

In Payment Manager, a new link, **View Batch Data**, displays to all Expense Pay clients. This link displays the masked payment and remittance data that is transmitted to the payment and/or card provider when applicable.

NOTE: Not all batches have viewable data.

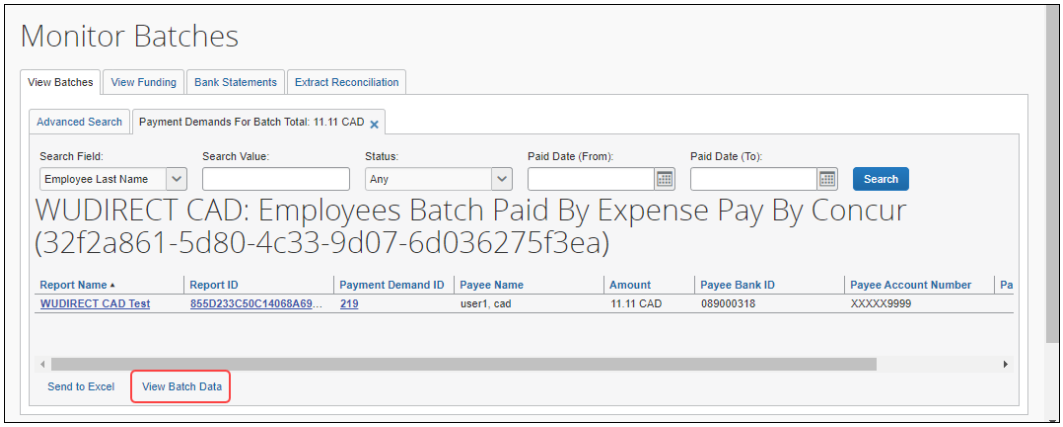
BUSINESS PURPOSE / CLIENT BENEFIT

This functionality assists clients and SAP Concur with reconciliation issues.

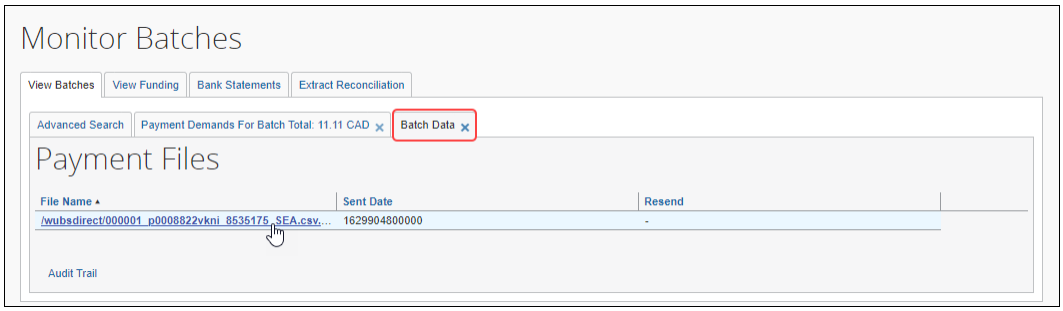
What the Client Admin Sees

In **Monitor Batches**, on a **Payment Demands** tab, a **View Batch Data** link may display.

Example



Clicking **View Batch Data** opens the **Batch Data** tab.



Clicking a file name, if one is available, may display the masked data that was transmitted.

```
"BeneName","BeneficiaryID","BeneficiaryStreetAddress","BeneficiaryCity","BeneficiaryStateProvince","BeneficiaryPostalCode","BeneficiaryCountry","BeneficiaryEmailAddress","BankName","B
"cad user1","","1234st","Toronto","Ontario","12345","CA","","cad user1
bank","CA","####9999","","089000318","","","","","Individual","","","","","","","","","","3_0_8589_219_p0008822vkni","CAD","11.11","ACH","08/25/2021","QA Automation - Internal (Don t
touch)","3-0-8589-219-p0008822vkni","TARGET","","","","","","","","","","","","","Expense
Reimbursement","","","","","","","","","","","","","","","","","","","","","","","","","","","","","","","","","","","","","","","","","",""
```

NOTE: The **Resend** button is only available for some providers and you should only click it if directed to do so by your payment provider, card provider, or SAP Concur.

SAP Concur User Assistance

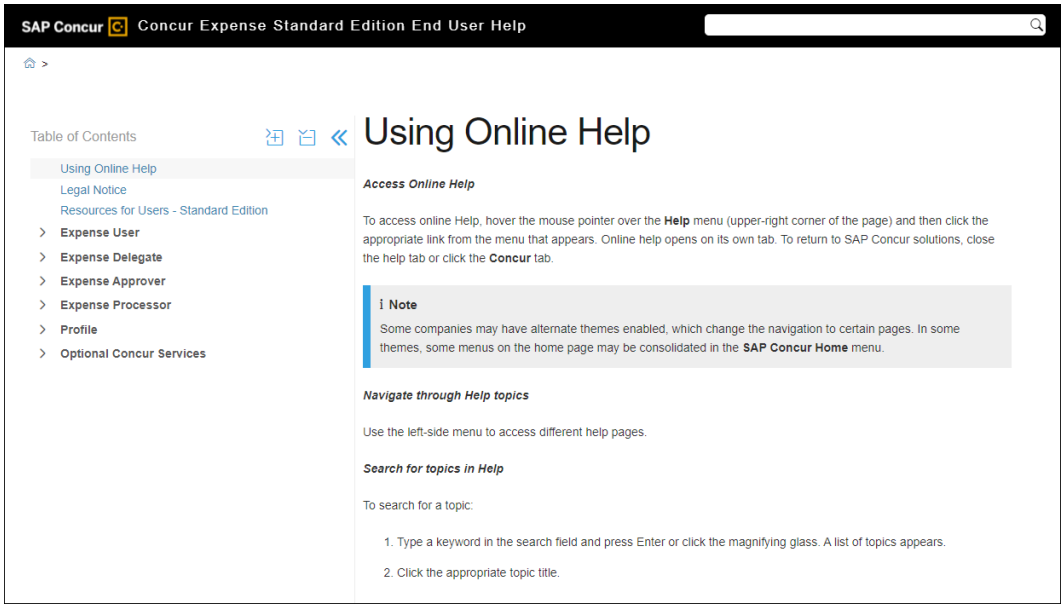
Help Menu Directed to SAP Help Portal

Overview

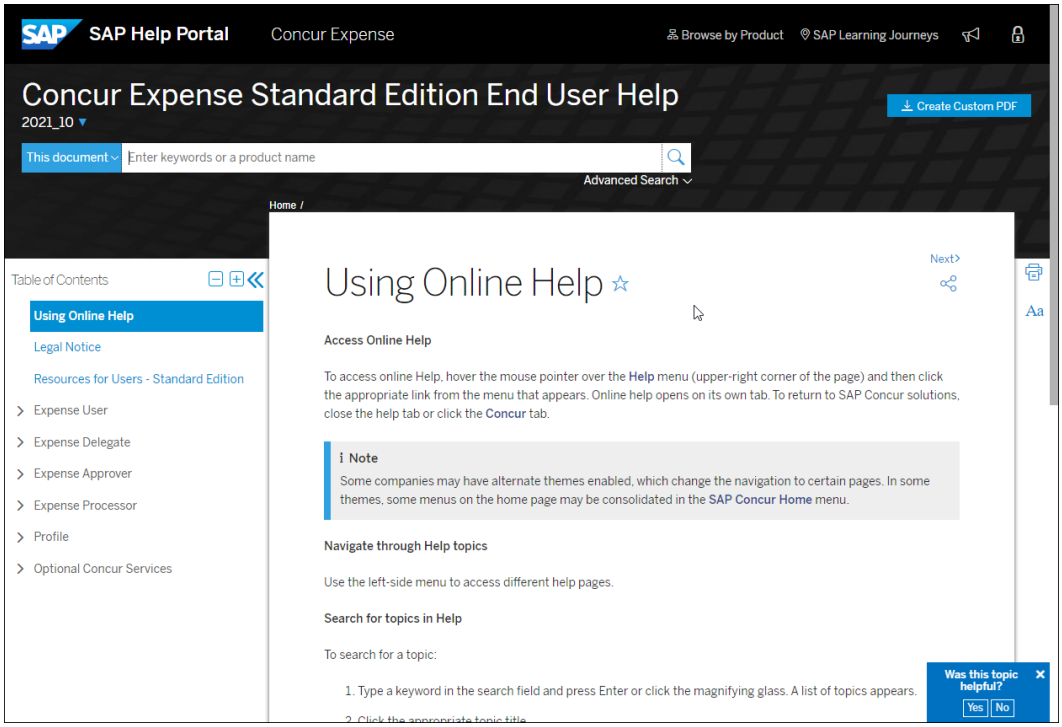
SAP has updated the **Help** menu in the SAP Concur solutions to point to the online help content on the SAP Help Portal (http://help.sap.com). The SAP Help Portal includes a new look and feel for the help and additional functionality, while the help content remains the same.

WHAT THE USER SEES

Previous help appearance:



New help appearance:



BUSINESS PURPOSE/CLIENT BENEFIT

This update consolidates the SAP Concur solutions documentation with other SAP products on the central SAP Help Portal.

Configuration/Feature Activation

The new online help is available through the **Help** menu in the app, with no configuration required.

Any customers with direct links to the previous online help location should update them to point to the new online help pages, which are available now.

📖 For more information, refer to the *Online Help Now Available on SAP Help Portal* release note in the August 2021 product release notes.

The previous online help links have this format:

http://www.concurtraining.com/customers/tech_pubs/help/en-us/release/expemp_standard/index.html

The new online help links have this format:

https://help.sap.com/viewer/3c27718ffe8343b7b4066e8b257ee311/LATEST/en-US/bb4e99add95a497ab6fe4451cca1b39f.html

Customers can refer to the product pages on http://help.sap.com to find a specific online help deliverable:

Concur Expense:
https://help.sap.com/viewer/product/CONCUR_EXPENSE/LATEST/en-US

Concur Invoice:
https://help.sap.com/viewer/product/CONCUR_INVOICE/LATEST/en-US

Concur Request:
https://help.sap.com/viewer/product/CONCUR_REQUEST/LATEST/en-US

Concur Travel:
https://help.sap.com/viewer/product/CONCUR_TRAVEL/LATEST/en-US

User Assistance

New User Assistance Tool for End Users (US, EMEA)

Overview

As of November 4, 2021, SAP Concur admins have the ability to enable a new user assistance tool for end users. The new tool helps end users learn and complete tasks more quickly by providing guided help.

On entities with admin user assistance enabled, user assistance for end users is enabled for all end users by default. User assistance for end users can be enabled and disabled by country/region or globally on the **User Assistance Settings** page.

SAP Concur clients who do not have admin user assistance enabled and who would like to have the ability to enable end-user assistance, can open a service ticket to enable the feature.

NOTE: With the exception of Thai, User Assistance for admins and end users is supported for all languages that SAP Concur solutions supports. SAP Concur plans to add support for Thai in the near future.

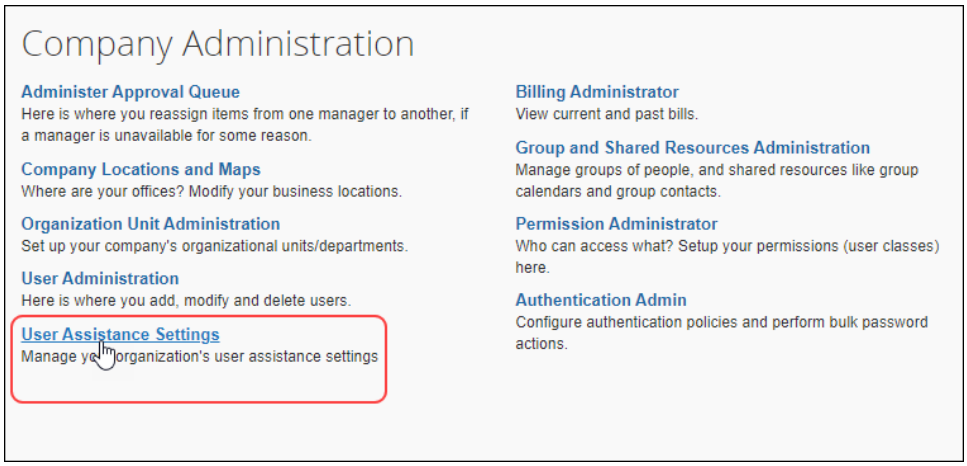
BUSINESS PURPOSE / CLIENT BENEFIT

User Assistance for End Users assists users to learn new tasks more quickly and efficiently driving user adoption, increasing efficiency, and improving the end user experience and end user satisfaction with SAP Concur solutions.

What the Admin Sees

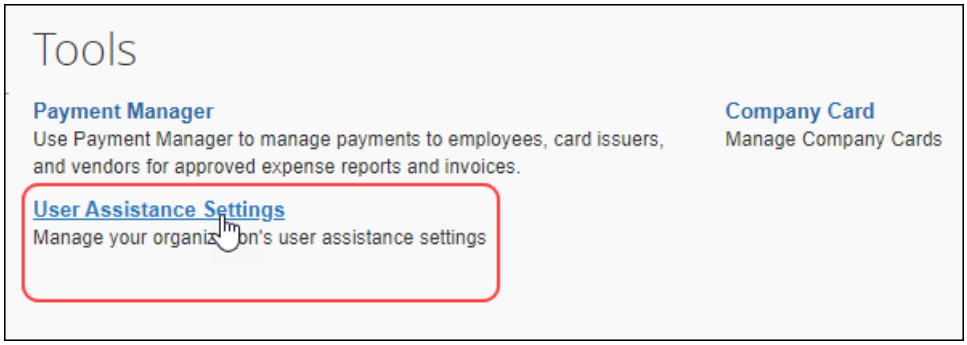
Professional Edition

When the feature is enabled, a client admin with the Company Administrator role sees a new link, **User Assistance Settings**, on the **Company Administration** page.



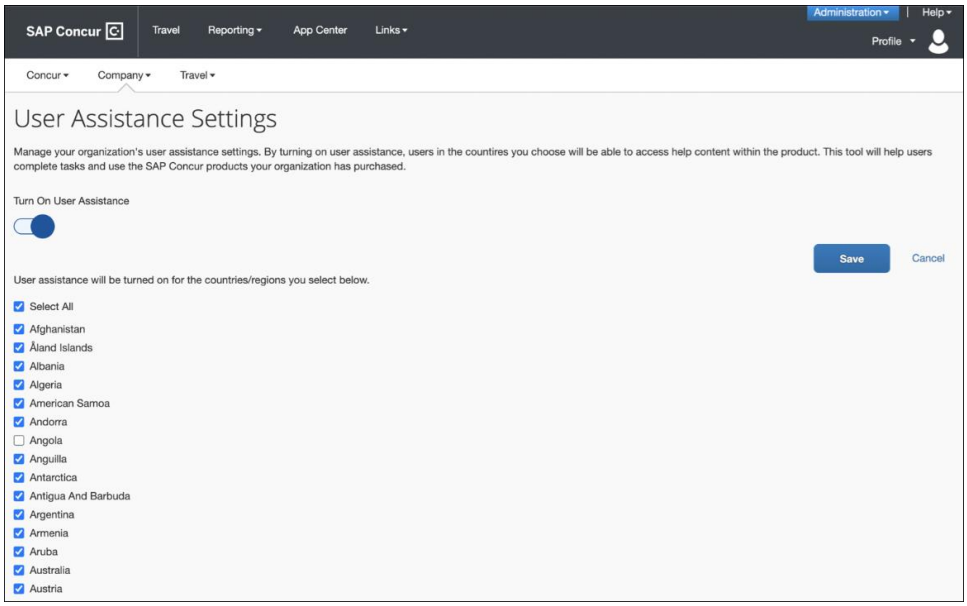
Standard Edition

When the feature is enabled, a user with the **Can Administer** permission sees a new link, **User Assistance Settings**, on the **Administration > Company > Tools** page.



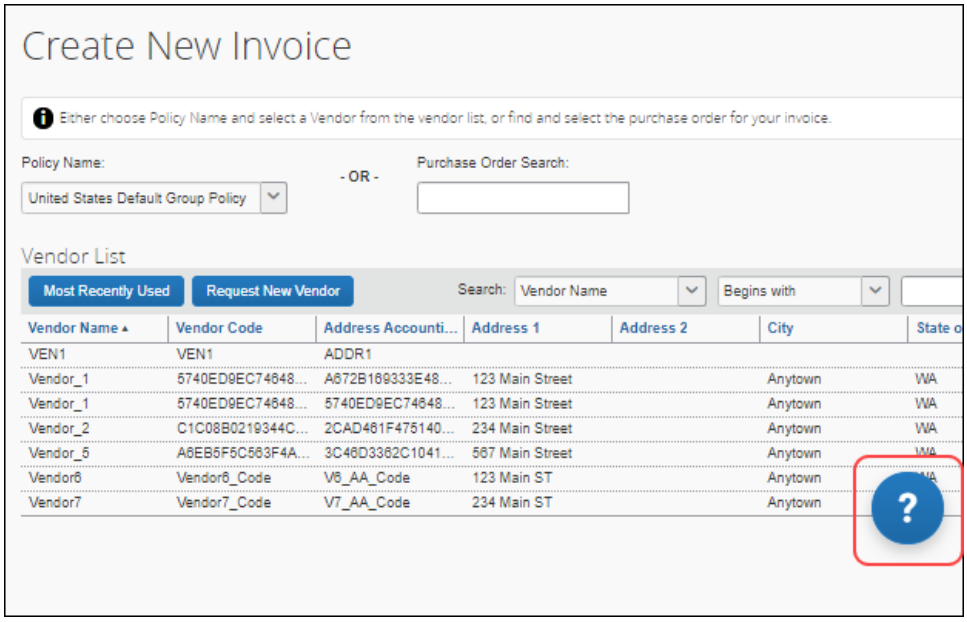
On the **User Assistance Settings** page, the administrator can turn user assistance on and off globally, and can enable and disable user assistance for users based on the user's assigned country or region. When a country/region is selected, all users assigned to that country/region will have access to user assistance.

NOTE: The country/region selection on the **User Assistance Settings** page refers to the user's country/region assignment in Concur Expense.



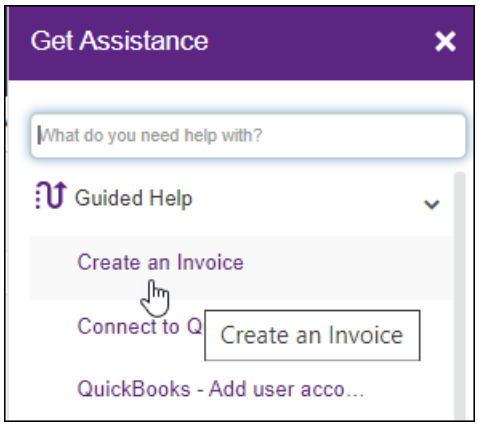
What the User Sees

After the feature is enabled by the company administrator, when the user navigates to a product page with user assistance—for example, when they navigate to the **Create New Invoice** page—they see the **Get Assistance** (?) button.

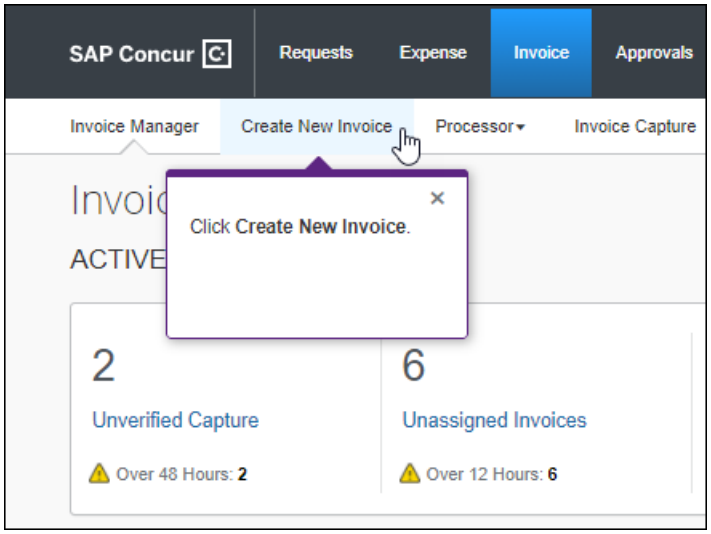


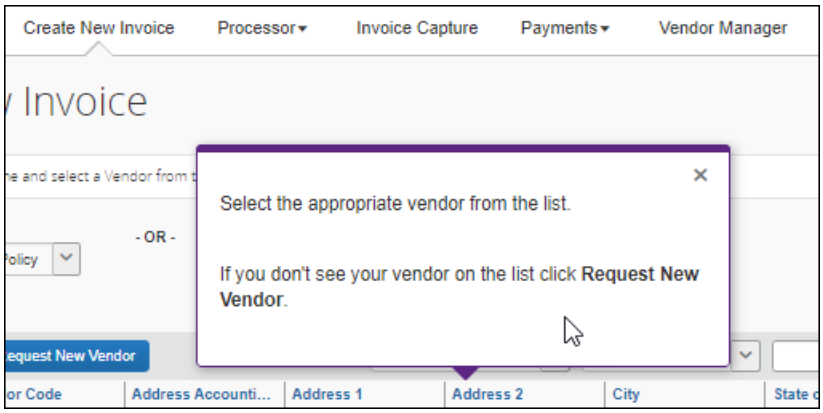
Clicking the button opens a list of resources where they can choose guided help on the task they want to complete.

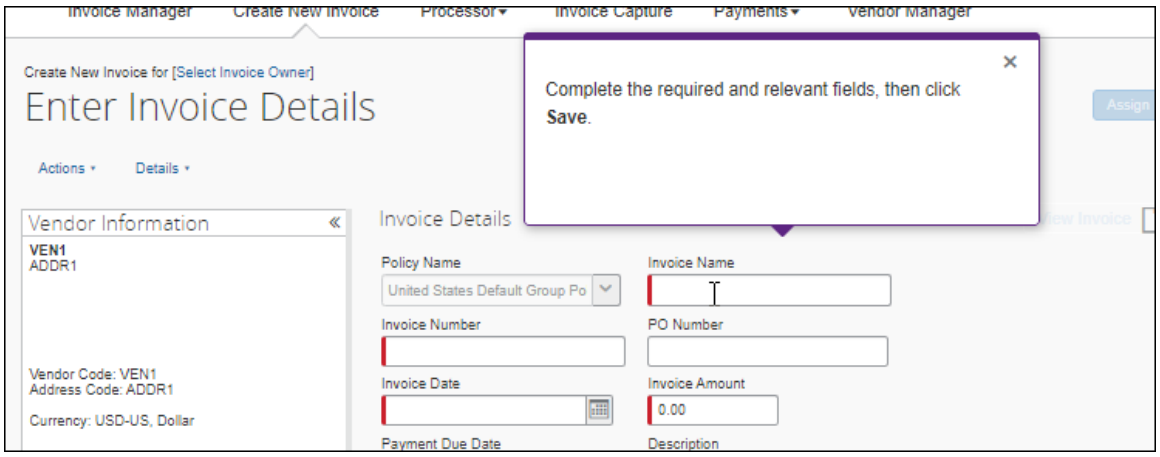
NOTE: Not all SAP Concur pages have user assistance. SAP Concur plans to update existing user assistance content and add additional user assistance content over time.



After the user chooses a guided tour, they see a series of dialogues that guide them through the task they selected.







Configuration / Feature Activation

Clients who have admin user assistance enabled will automatically have end user assistance enabled. Client administrators with the Company Administrator role can enable and disable user assistance for their users on the **User Assistance Settings** page.

SAP Concur clients who do not have admin user assistance enabled and who would like to have the ability to enable admin or end-user assistance, can open a service ticket to enable the feature.

Web Services Administration

Ongoing Application Connector Username and Password Length Requirements Updated

Information First Published	Information Last Modified	Feature Target Release Date
June 18, 2021	November 10, 2021	Q1 2022
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

To meet new security requirements, the length of the username and password associated with an application connector on the **Application Connectors** page must be at least 10 characters long and not more than 50 characters long.

Some clients currently have usernames and passwords configured that do not meet these parameters.

In Q1 2022, the 10-character minimum and 50-character maximum will be enforced. If the usernames and passwords are not updated prior to this change, some aspects of SAP Concur solutions might stop working. For example, workflow steps will not complete if using notifications, LEU windows will not open, and there will be no results in fields using fetch lists.

To avoid disruption of callouts through application connections and subsequent disruption of some end-user tasks, SAP recommends updating your application connector username(s) and password(s) as soon as possible.

Application connection usernames and passwords can be updated by an administrator with the Company Administrator or Web Services Administrator role.

NOTE: For admins working with Standard entities, a user with the Concur Expense **Can Administer** permission has the **Web Services Administrator** role.

BUSINESS PURPOSE / CLIENT BENEFIT

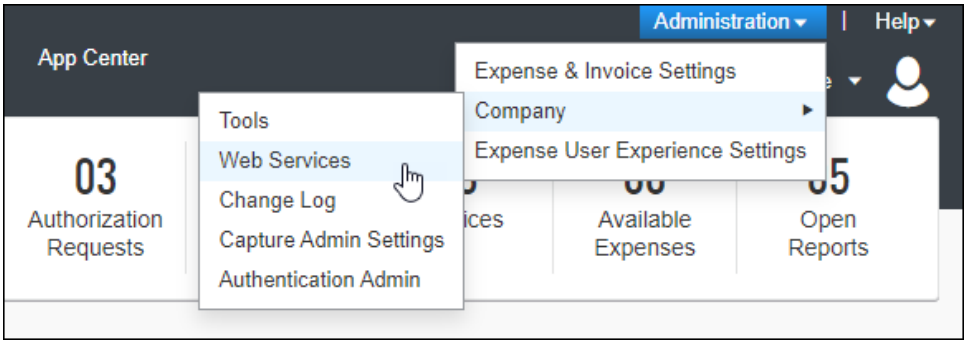
Enforcing password and username length restrictions improves the security standards for callouts made through the application connector.

Configuration / Feature Activation

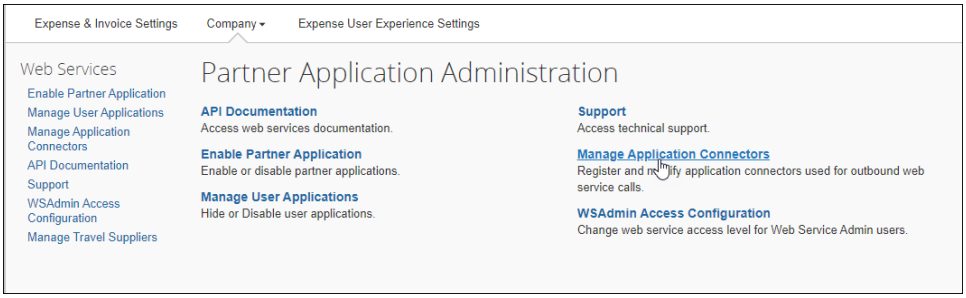
Usernames and passwords for application connectors are configured on the **Manage Application Connectors** page.

To change the username and password for an application connector:

1. Click **Administration > Company > Web Services**.

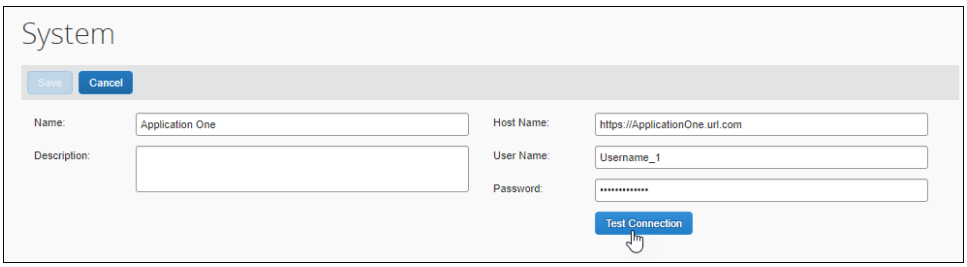


2. Click **Manage Application Connectors**.



3. Choose the application connector you want to update and then click **Modify**.

4. Enter the new username and password and then click **Test Connection**.



5. Click **Save**.

NOTE: After you update the username and password for an application connector, you must click **Test Connection** to verify the changes before the application connector can be used for any of the callout services.

📖 For more information, refer to *Callouts and Application Connectors* on the SAP Concur Developer Center.

Workflow

Authorized Approvers Sort Order Enhancement

Information First Published	Information Last Modified	Feature Target Release Date
October 2021	November 2021	November 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Using the **Automatically assign authorized approvers** setting ensures that all Authorized Approval steps in the workflow are pre-populated with an assigned Authorized Approver. If there are multiple possible Authorized Approvers that could be assigned to a specific Authorized Approver workflow step, the system now orders the choices alphabetically by last name, followed by first name (if there is more than one person with the same last name) and selects the first choice from the alphabetized list.

Prior to this enhancement, the names were ordered by first name.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides a consistent user experience.

Configuration / Feature Activation

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

📖 For general information about this functionality, refer to the *Concur Expense: Workflow – Authorized Approvers Setup 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 may not be all of the upcoming enhancements and modifications that affect this SAP Concur product or service. The Planned Changes that apply to multiple SAP Concur products and/or services are in a consolidated document. Please review the additional Planned Changes available in the *Shared Planned Changes Release Notes*.

Expense Pay Classic

Planned Changes Decommission of All Currencies

Information First Published	Information Last Modified	Feature Target Release Date
Aug 2021	Aug 27, 2021	Jan 1, 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

SAP Concur has been pursuing a multi-year effort to transition our portfolio of payment solutions to payment provider-enabled solutions. This is evidenced by our existing Expense Pay Global solution with Bambora and planned Expense Pay Flex solution with Western Union Business Solutions.

Currently, SAP Concur is planning to decommission the legacy Expense Pay classic solution effective January 1, 2022. As we move into the next phase of our pay strategy via payment provider solutions, this decommission will require customers using Expense Pay classic to enable alternative solutions. **Payments for Expense Pay classic for all currencies will discontinue to employees and credit card providers as of December 15, 2021.** Customers using Expense Pay classic have been communicated to directly regarding this change.

⚠ **IMPORTANT:** Currently, Expense Pay Flex (aka Direct) is being offered only existing clients (those already using Expense Pay classic) and not to new clients or existing clients who do not currently use an Expense Pay solution.

NOTE: This announcement does not impact our existing Expense Pay Global solution with Bambora which remains available and fully supported.

BUSINESS PURPOSE / CLIENT BENEFIT

This change is part of a transition to payment provider-enabled solutions to support future product enhancements and richer integration.

Configuration / Feature Activation

Please reach out to your SAP Concur account team to explore the replacements options available to you.

SAP Integration With Concur Solutions

Planned Changes Delta Posting Phase 2 (Dec 2021)

This change is part of the NextGen UI experience for Professional edition clients.

Overview

The first phase of the Delta Posting feature allowed end-users to reopen the expense report and change custom fields only. Expanded features are now available, and multiple configuration levels allow companies to control which actions the end-user can perform in a reopened report.

Multiple configuration levels, 1 – 3, allow the choice of assigning increasing degrees of modification privileges to an Expense user group. For example, a user in a group assigned the level 1 permissions can add or append receipt images and modify allocation and org unit fields. However, a user in a group assigned level 3 permissions may further modify the report for number of attendees and amounts, add receipt images, and move entries between reports.

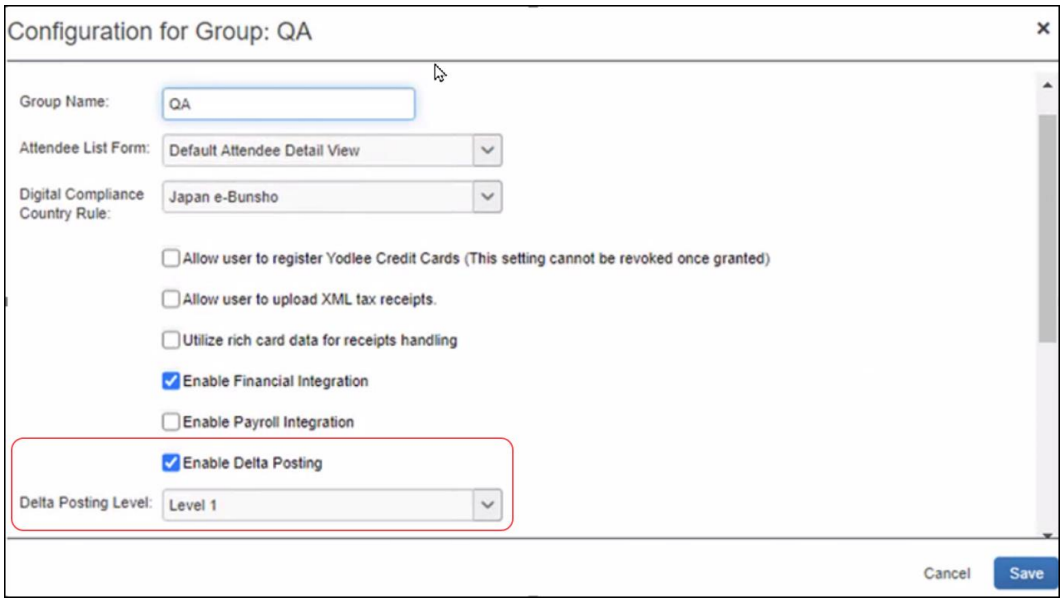
BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides greater flexibility when assigning authority to change details to selected Expense groups and the changes end-users in each group can make.

Configuration / Feature Activation

SAP Concur internal staff can enable Delta Posting and set the configuration level for clients who are using the NextGen UI for Concur Expense and the SAP ICS. Delta Posting is enabled on the **Configuration for Group** page. The Expense group must have the **Enable Financial Integration** setting selected before Delta Posting can be enabled.

Select **Enable Delta Posting**, then select the desired level in the **Delta Posting Level** field for each end-user:



For more information, refer to the *Expense: SAP Integration with Concur Solutions for SAP ECC and SAP S/4HANA Setup Guide for Professional Edition* and the *Expense: SAP Integration with Concur Solutions for SAP S/4HANA Cloud Setup Guide for Professional Edition*.

Site Settings

Planned Changes Enable Report Number in Concur Expense Accounting Extracts

Overview

A new site setting, **Enable Report Number for Expense Accounting Extracts**, will be available in an upcoming release in Q1 of 2022 for all Concur Expense accounting extract file types. This setting lets the client elect to extract the **Report Number** field data instead of the **Report Key** field data by changing the extract output to include one and not the other. This change is reversible and can affect up to no more than 5 same-type extracts at the client site.

The result of this change is to extract the report number data in preference to the report key data, benefiting the client by including more meaningful output and aligning the extract process with future release improvements.

NOTE: At this time, no change is planned to the **Report Key** field's availability or functionality in any way. It is anticipated that this field will eventually be deprecated, with information and time lines shared with clients late in 2022 after all clients are alerted and prepared.

This functionality supports different accounting extracts, for example:

- Standard Accounting extract v.2
- Standard Accounting extract v.3
- Expense Pay / Employee Reimbursement extract
- Informational extract
- Any customized accounting extract that incorporates the **Report Key** field

BUSINESS PURPOSE / CLIENT BENEFIT

This feature prepares the client who is using accounting extracts for a change to field availability and supports future feature enhancements for extracts.

Configuration / Feature Activation

The Concur Expense admin role is required to access Site Settings and enable this functionality.

📖 For more information, refer to the April edition of the *SAP Concur Release Notes Expense Professional / Premium* and the *Concur Expense: Site Settings Setup Guide*.

Client Notifications

Accessibility

Accessibility Updates

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

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

Supported Browsers

Supported Browsers and Changes to Support

For information about supported browsers and planned changes to supported browsers, refer to the *Concur Travel & Expense Supported Configurations* guide.

When changes to browser support are planned, information about those changes will also appear in the *Shared Planned Changes* release notes.

Additional Release Notes and Other Technical Documentation

Online Help

Any user can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help or directly on the SAP Help Portal.

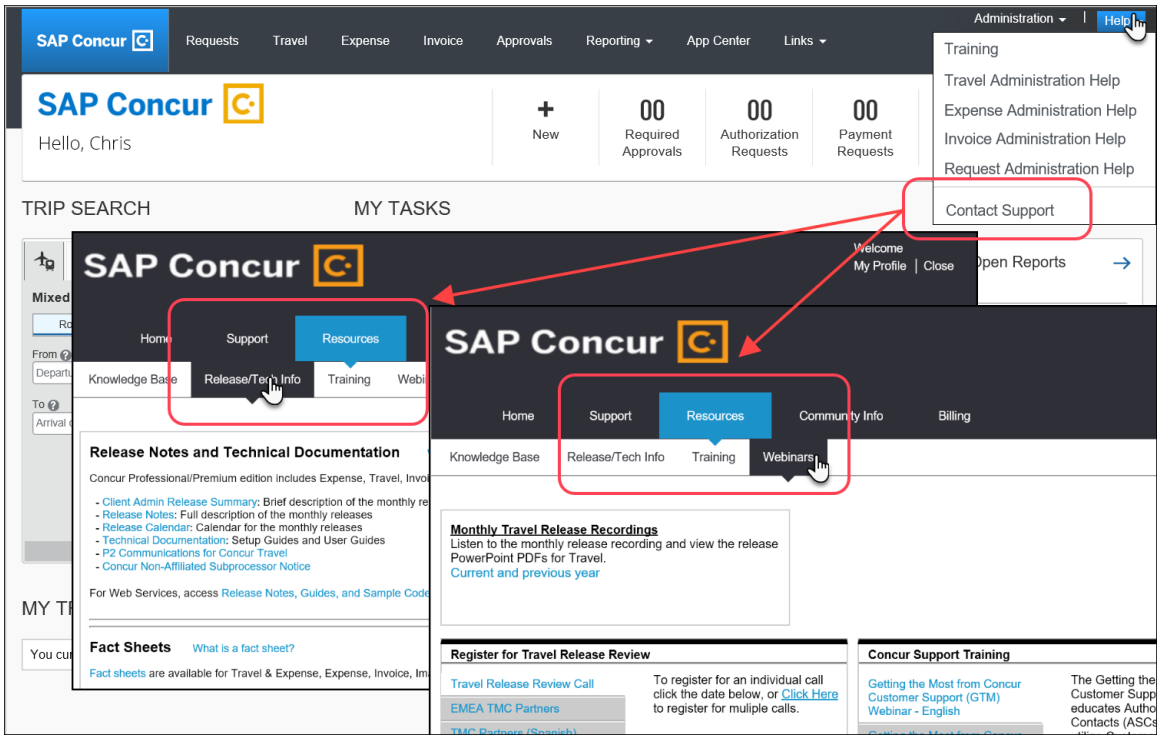
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (https://help.sap.com) to view the full set of documentation for your product.

SAP Concur Support Portal – Selected Users

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

If you have the proper permissions, **Contact Support** appears on the **Help** menu. Click to access the SAP Concur support portal, then click **Resources**.

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



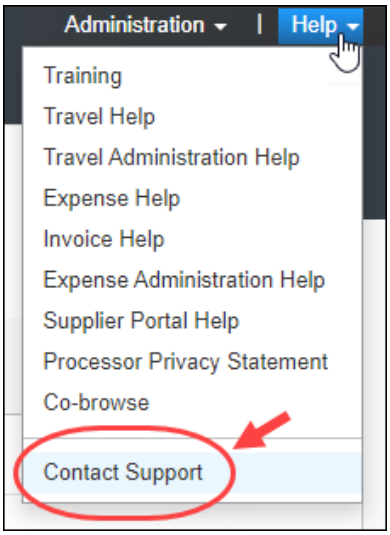
Cases

Check Support Case Status

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

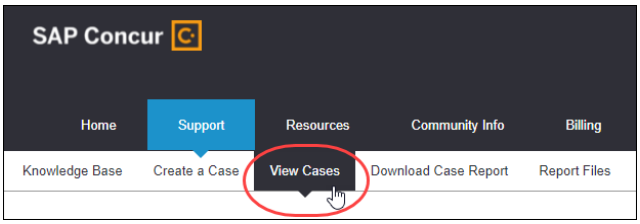
To check the status of a submitted case

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

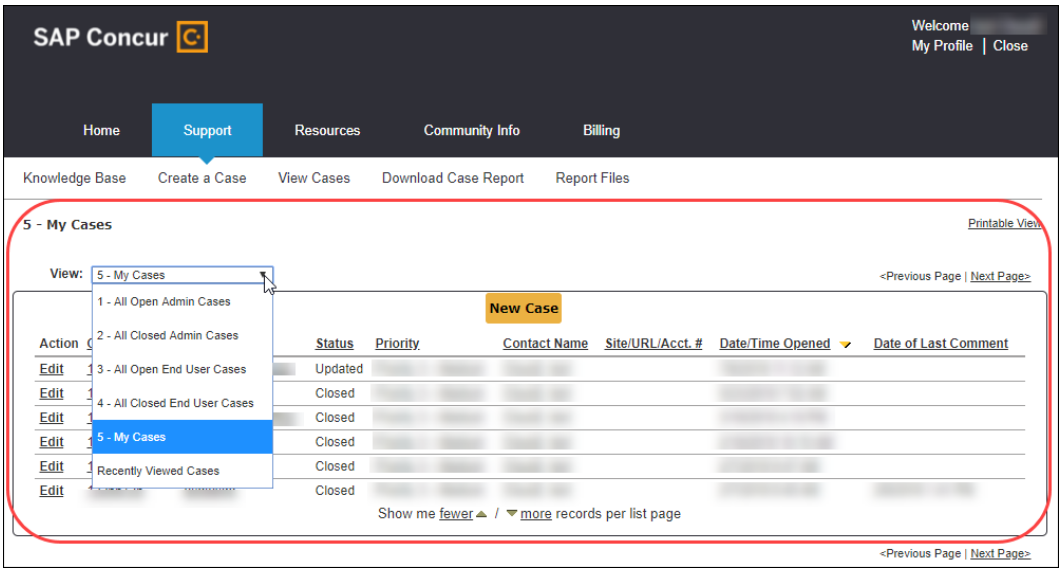


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



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



SAP Concur Release Notes **Expense Professional / Premium**	
Month	**Audience**
Release Date: December 11, 2021 Initial Post: Friday, December 10, 2021	SAP Concur Client ***FINAL***

Contents

Legal Disclaimer

Release Notes

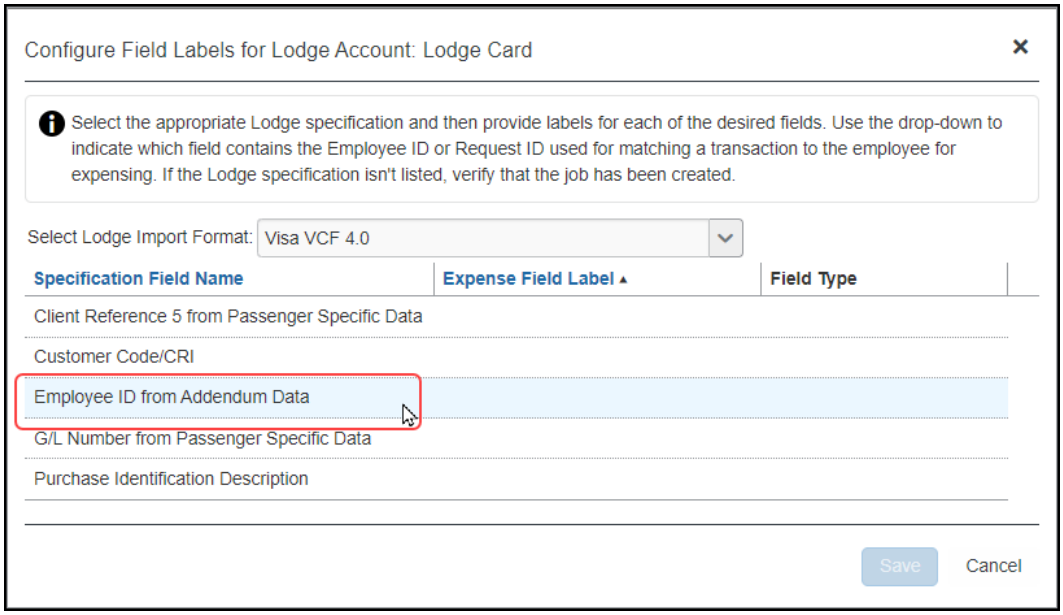
Cards

Lodge Cards: Purchasing Addendum Data Added for User Identity Retrieval for Selected VISA VCF Import Formats

Overview

With this release a new field, **Purchase Addendum Data**, is available as Custom field 1 and may be used to retrieve the Employee or Request ID value for VISA VCF4.0 and VCF4.4 CR and Lodge card accounts. This field joins Passenger, Car, and Hotel data as an additional option that may be added to the import to configure the retrieval of the Employee or Request ID value for matching transactions to users.

Additionally, with this change, the **Employee ID From Passenger or Car Rental of Hotel Specific Data** field is renamed to **Employee ID from Addendum Data**. This change more accurately reflects its purpose when configuring the Lodge Account or Lodge Card import format in Company Card.



BUSINESS PURPOSE / CLIENT BENEFIT

This feature adds another data resource for accurate retrieval of the employee when matching transactions.

Configuration / Feature Activation

The Concur Expense admin role is required to access Company Card and work with this functionality.

📖 For more information, refer to the *Concur Expense: Lodge Card Setup Guide* and the *Concur Expense: Company Card and Company Bill Statement Administrator User Guide*.

Expense Pay Classic

Decommission of All Currencies (Jan 1, 2022)

Overview

SAP CONCUR HAS BEEN PURSUING A MULTI-YEAR EFFORT TO TRANSITION OUR PORTFOLIO OF PAYMENT SOLUTIONS TO PAYMENT PROVIDER-ENABLED SOLUTIONS. THIS IS EVIDENCED BY OUR EXISTING EXPENSE PAY GLOBAL SOLUTION WITH BAMBORA AND PLANNED EXPENSE PAY FLEX SOLUTION WITH WESTERN UNION BUSINESS SOLUTIONS.

CURRENTLY, SAP CONCUR WILL DECOMMISSION THE LEGACY EXPENSE PAY CLASSIC SOLUTION EFFECTIVE JANUARY 1, 2022. AS WE MOVE INTO THE NEXT PHASE OF OUR PAY STRATEGY VIA PAYMENT PROVIDER SOLUTIONS, THIS DECOMMISSION WILL REQUIRE CUSTOMERS USING EXPENSE PAY CLASSIC TO ENABLE ALTERNATIVE SOLUTIONS. **AS STATED IN THE AUGUST VERSION OF THESE RELEASE NOTES, PAYMENTS FOR EXPENSE PAY CLASSIC FOR ALL CURRENCIES WILL DISCONTINUE TO EMPLOYEES AND CREDIT CARD PROVIDERS AS OF DECEMBER 15, 2021.** CUSTOMERS USING EXPENSE PAY CLASSIC HAVE BEEN COMMUNICATED TO DIRECTLY REGARDING THIS CHANGE.

⚠ **IMPORTANT:** Currently, Expense Pay Flex (aka Direct) is being offered only to existing clients (those already using Expense Pay classic) and not to new clients or existing clients who do not currently use an Expense Pay solution.

NOTE: This announcement does not impact our existing Expense Pay Global solution with Bambora which remains available and fully supported.

BUSINESS PURPOSE / CLIENT BENEFIT

This change is part of a transition to payment provider-enabled solutions to support future product enhancements and richer integration.

Configuration / Feature Activation

Please reach out to your SAP Concur account team to explore the replacements options available to you.

Extracts

Standard Accounting Extract (SAE) Version 4 to be Available to New Onboarding Clients

Overview

A new Standard Accounting Extract (SAE) specification, version 4, is now available for new clients onboarding to SAP Concur who require this extract. This specification is identical to version 3 except for the inclusion of the **Report Number** field which replaces the **Report Key** field in the earlier extracts.

This new version will continue to support updating of both the Report and Attendee extracts as with prior versions.

CLIENT USAGE RECOMMENDATION

This updated specification is designed for use by new clients who will use this specification by default. It is *strongly* recommended that no existing clients migrate to the new version. Instead, existing clients requiring use of the **Report Number** field will use the new Site Settings **Enable Report Number for Expense Accounting Extracts** setting for this purpose, available in early 2022.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature adds the **Report Number** field while supporting additional extract feature enhancements planned for future releases.

Configuration / Feature Activation

Onboarding clients requiring assistance to use the new extract should request this procedure during their onboarding phase.

📖 For more information about the new site setting for the Report Number field, refer to ***Planned Changes** Enable Report Number in Concur Expense Accounting Extracts* in this document.

File Transfer Updates

Ongoing Mandatory SFTP with SSH Key Authentication

Information First Published	Information Last Modified	Feature Target Release Date
April 9, 2021	April 16, 2021	Ongoing in 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

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

As of April 10, 2021, non-SFTP (Secure File Transfer Protocol) protocols and SFTP password authentication are not allowed to connect to SAP Concur for file transfers:

- Non-SFTP file transfer accounts must switch to SFTP with SSH Key Authentication.
- SFTP file transfer accounts that use password authentication must switch to SSH key authentication.
- SFTP password reset requests require the client to provide an SSH key for authentication.

⚠ **IMPORTANT**: If you are not using SFTP with SSH Key Authentication, you must take action to avoid disruption of your file transfer connections.

On April 12, 2021, SAP started disabling non-compliant file transfer connections. The process of disabling non-compliant accounts will continue throughout 2021. If you have multiple file transfer connections configured, this change applies to all of your file transfer connections.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.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*.

Ongoing SAP Concur Legacy File Move Migration

Information First Published	Information Last Modified	Feature Target Release Date
March 6, 2020	July 9, 2021	Ongoing until January 24, 2022

Overview

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

SAP Concur is in the process of 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 January 24, 2022. 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*.

Rotating PGP Key Available for File Transfers

Overview

Files transferred to SAP Concur products must be encrypted with the SAP Concur public PGP key, concursolutionsrotate.asc.

concursolutionsrotate.asc

- Key file is available in client's root folder
- Key ID 40AC5D35
- RSA 4096-bit signing and encryption subkey
- Key expires every 2 years
- Client is responsible for replacing the key before it expires
  - Next expiry date: September 4, 2022
  - SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key (key ID D4D727C0) remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- mft-us.concursolutions.com
- vs.concursolutions.com
- st-eu.concursolutions.com
- mft-eu.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

The rotating public PGP key provides greater security for file transfers.

What the Administrator Sees

An administrator with the required file transfer credentials can log into the file transfer site to retrieve the rotating public PGP key, concursolutionsrotate.asc, from the root directory.

Configuration / Feature Activation

Your internal file transfer administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

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

**Ongoing ** SAP Concur Homepage Changes

Information First Published	Information Last Modified	Feature Target Release Date
October 8, 2020	December 3, 2021	Q4 2021 – Q2 2022

Overview

In Q4, 2021, SAP Concur began redirecting clients to a new homepage. The appearance of the new homepage is identical to the previous SAP Concur homepage. The new homepage has enhanced functionality when services become temporarily unavailable.

The roll out of the new homepage is phased:

Phase 1: At the beginning of Q4, SAP Concur began redirecting Concur Expense, Concur Invoice, and Concur Request clients in the US Datacenter to the new homepage.

Phase 2: In December 2021, SAP Concur will begin redirecting Concur Expense, Concur Invoice, and Concur Request clients in the EU Datacenter to the new homepage.

Phase 3: In Q2 of 2022, SAP Concur will begin redirecting the remaining clients in the US and EU datacenters to the new homepage. The remaining clients include those with Concur Travel standalone or Concur Travel with Expense, Invoice, and/or Request.

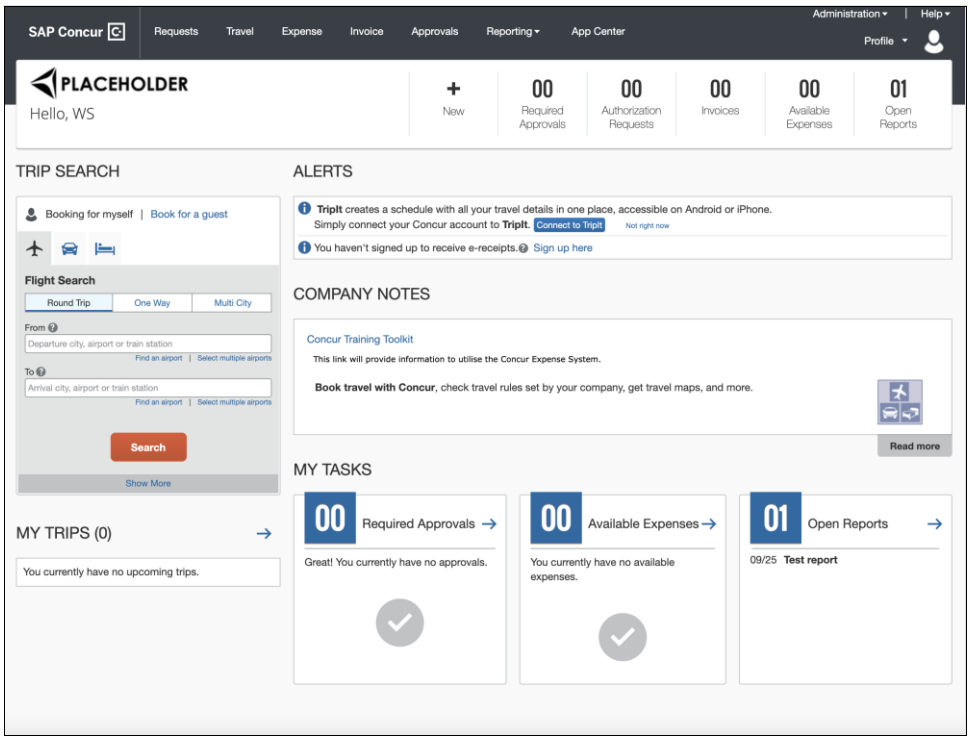
BUSINESS PURPOSE / CLIENT BENEFIT

This change ensures that the SAP Concur homepage is available even when some services are unavailable and improves the consistency of the sign in experience.

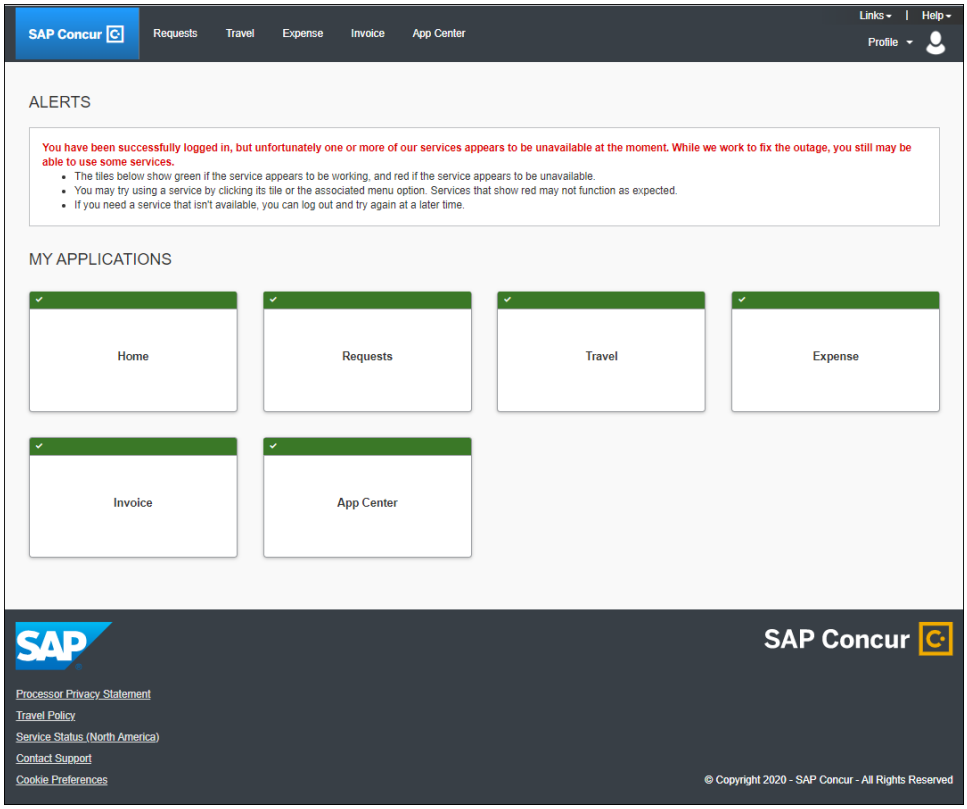
What the User Sees

With the old homepage, when a user signs into their SAP Concur products, they see their homepage.

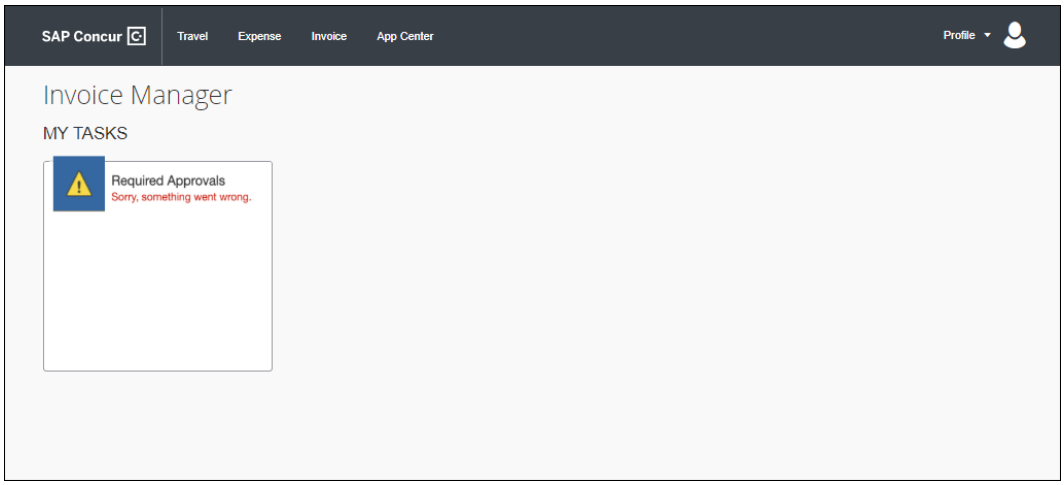
NOTE: The appearance of the homepage varies depending on which products and services are enabled for the client and the permissions assigned to the user.



If some products or services are unavailable while other products and services are up and running, a modified version of the user's homepage similar to the following appears:

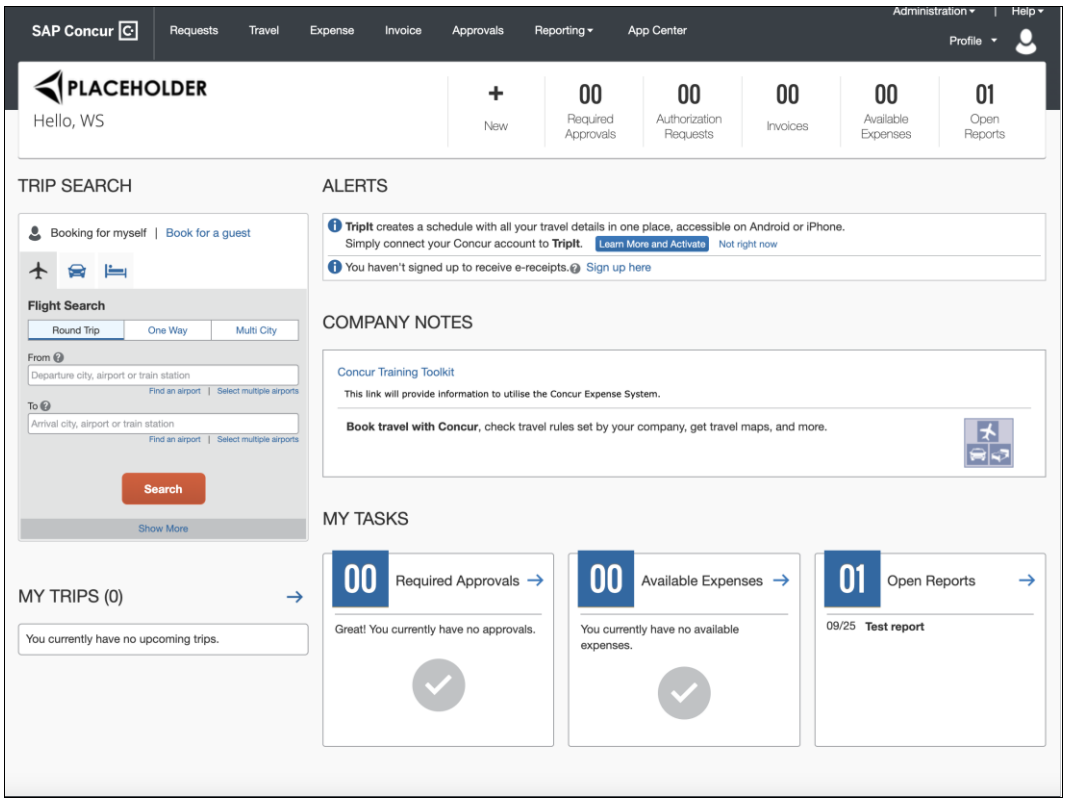


After a client is migrated to the new homepage, if one or more services are unavailable, when a user signs in to their SAP Concur products, they will see the usual homepage, but if the user navigates to a page for a service that is unavailable, they will see a page similar to the following:



After migration to the new homepage, if all services are available, this change is transparent to the user and they see a homepage that is identical to the pre-migration homepage.

Example Homepage



Configuration / Feature Activation

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

New Permission to Enable Preview of Fiori Light Theme

Overview

On September 20, a new permission, **SAP Fiori Theme Preview**, was added to the list of permissions in Concur Travel Professional edition. When the **SAP Fiori Theme Preview** permission is assigned to a user, the user sees a new switch in the header of their SAP Concur site. They will also see a **New Theme** info bubble.

The switch enables the user to switch from the SAP Concur standard theme, to the SAP Fiori Theme. The info bubble displays a brief message about the switch.

The new theme includes changes to visual elements such as fonts, colors, and icons. In addition, some top-level tabs and menu items are relocated to the **SAP Concur Home** menu. These changes are site-wide and apply to all of the user's SAP Concur products.

Clients who opt-in to preview the SAP Fiori Theme and who want to provide feedback, can register on the following page to participate in the SAP Continuous Influence program:
SAP Customer Influence

After registering or logging in, clients can request to participate in the following opportunity:

Hands-on system Approach of Consistent User Experience based on SAP IE Scenario Travel-to-Reimburse

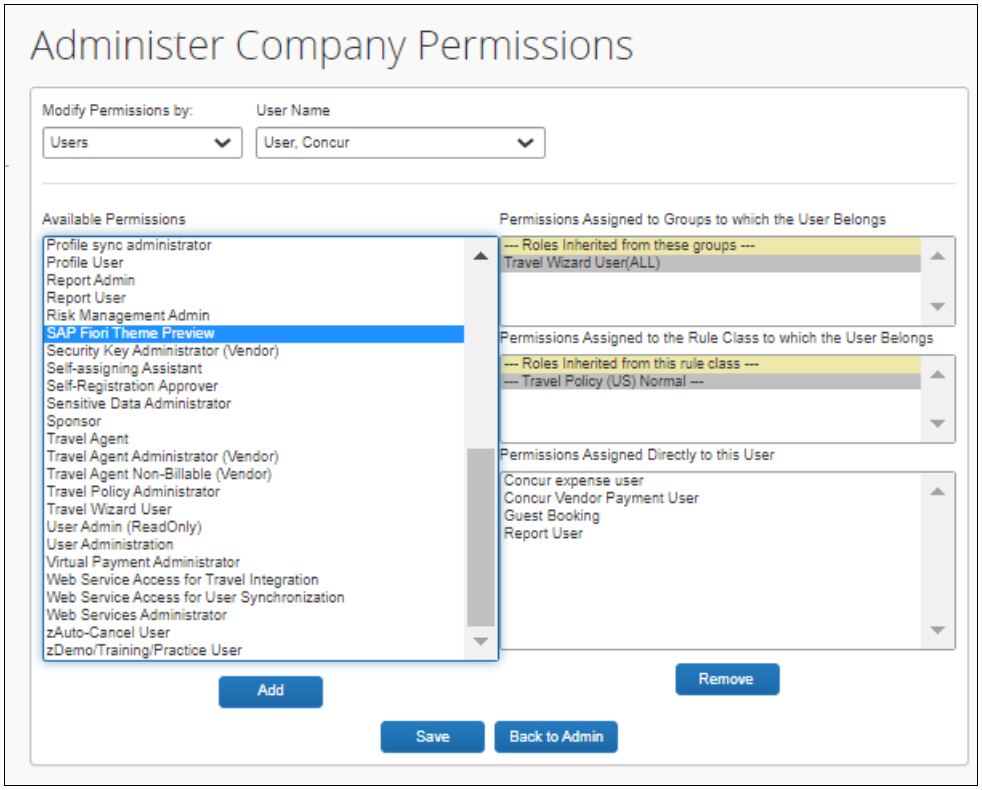
The opportunity is targeted to run from November 2021 through May 2022. Registration for this SAP Customer Influence opportunity is limited and might close prior to the targeted end date.

BUSINESS PURPOSE / CLIENT BENEFIT

The SAP Fiori theme harmonizes the look and feel of the SAP Concur UI with the look and feel of other SAP products, providing a more consistent user experience. The permission enables a client admin to allow designated users to preview and test the SAP Fiori theme.

What the Admin Sees

An admin with access to the **Administer Company Permissions** page, sees the **SAP Fiori Theme Preview** permission in the **Available Permissions** list.



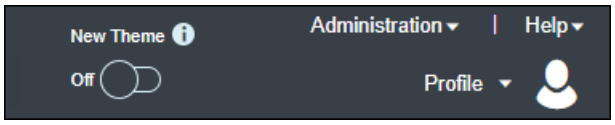
To assign the SAP Fiori Theme Preview permission to a user:

1. In the **Modify Permissions by** list, select **Users**.
2. In the **User Name** list, select the user to whom you want to assign the permission.
3. In the **Available Permissions** list, select **SAP Fiori theme Preview**.
4. Click **Add**, and then click **Save**.

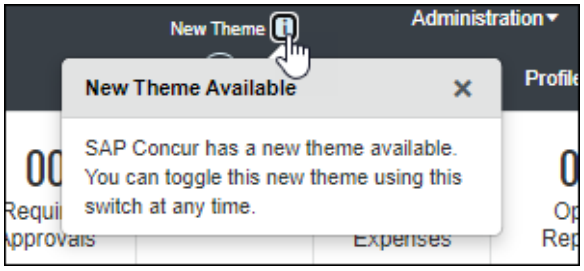
   The next time the user signs in to their SAP Concur site, they will see the new switch.

What the User Sees

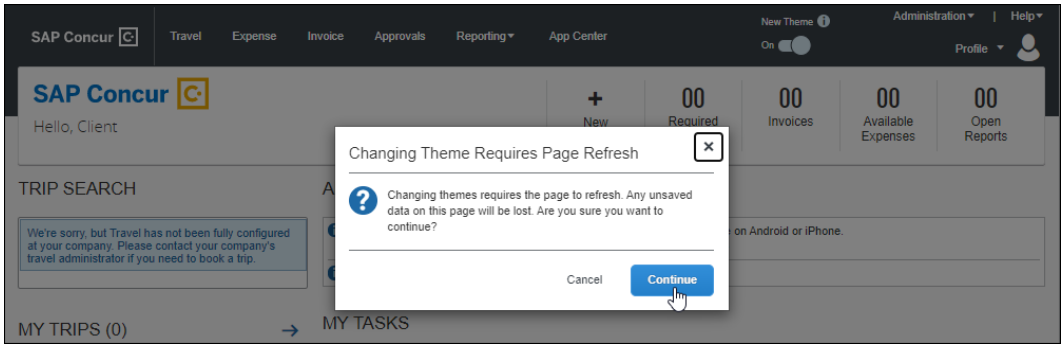
After the **SAP Fiori theme Preview** permission has been assigned to a user, the next time the user signs in to their SAP Concur site, they see the switch and the **New Theme** info bubble.



If they click on the info bubble, a brief description appears:

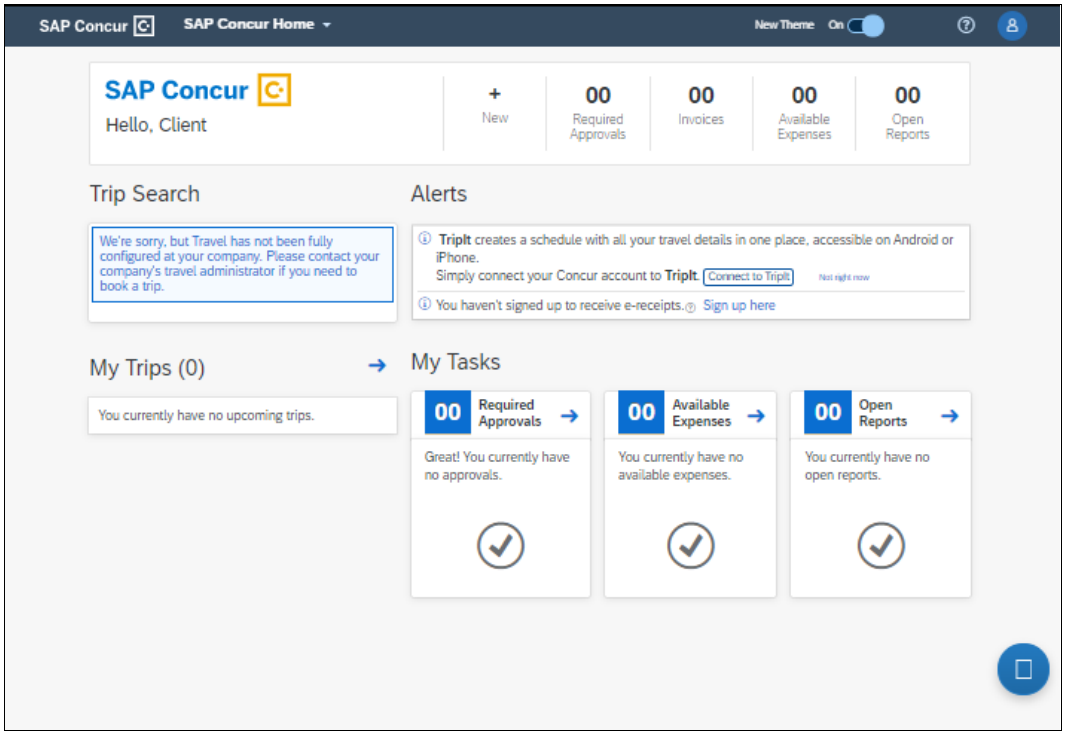


If the user toggles the switch to **On**, the following message appears:

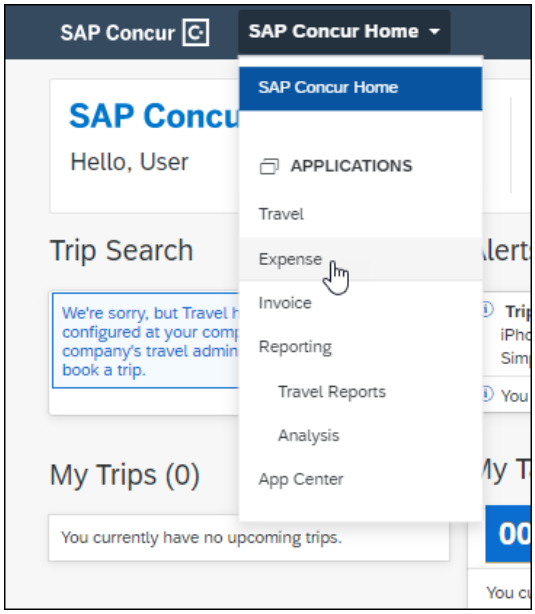


NOTE: The message also appears if the switch is toggle from **On** to **Off**.

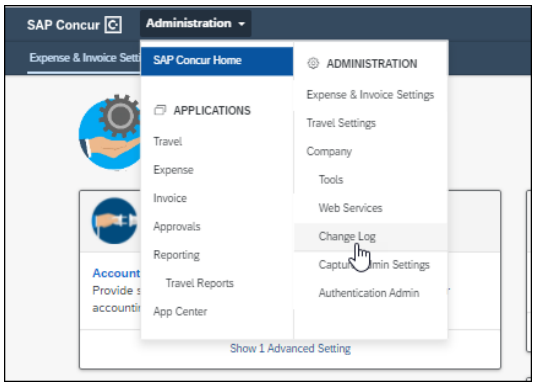
If the user clicks **Continue**, the page refreshes and is set to the SAP Fiori theme.



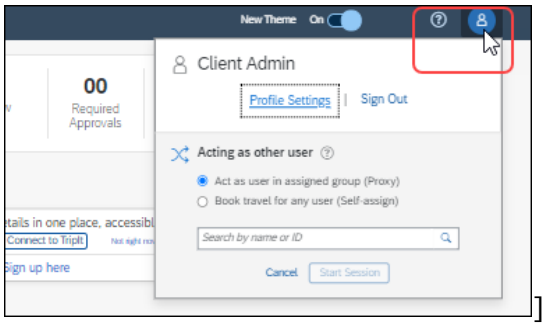
With the SAP Fiori Theme, the product tabs have moved to the **SAP Concur Home** menu.



If the user has admin permissions, they will also see the contents of the **Administration** menu in the **SAP Concur Home** list.



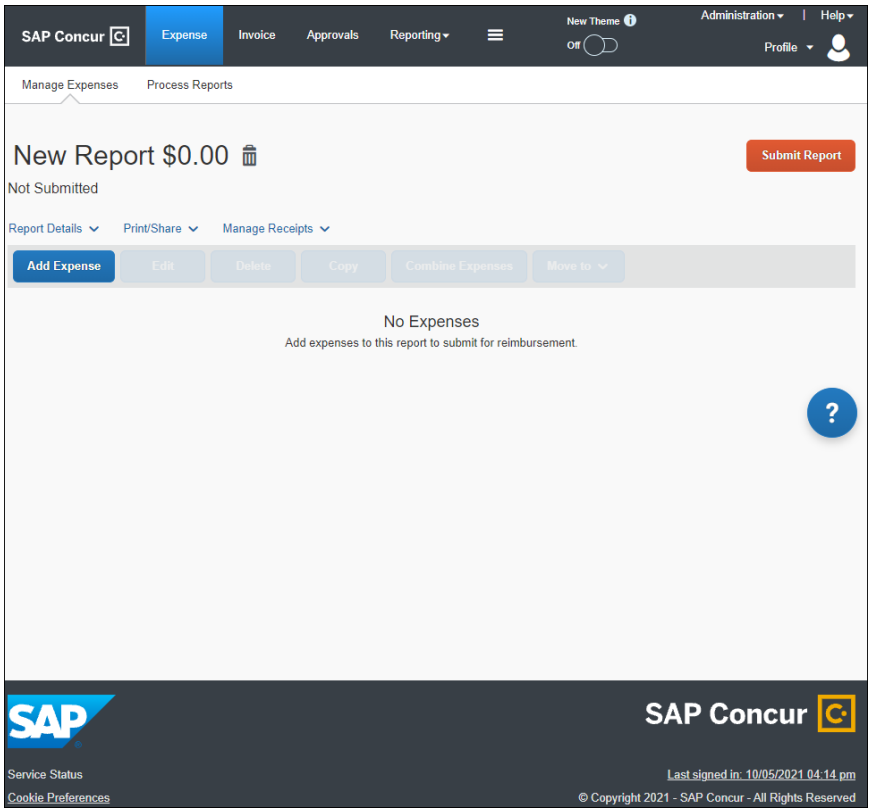
The user will also see icon changes. For example, the **Help** menu heading and the **Profile** dialog button are changed to icons.



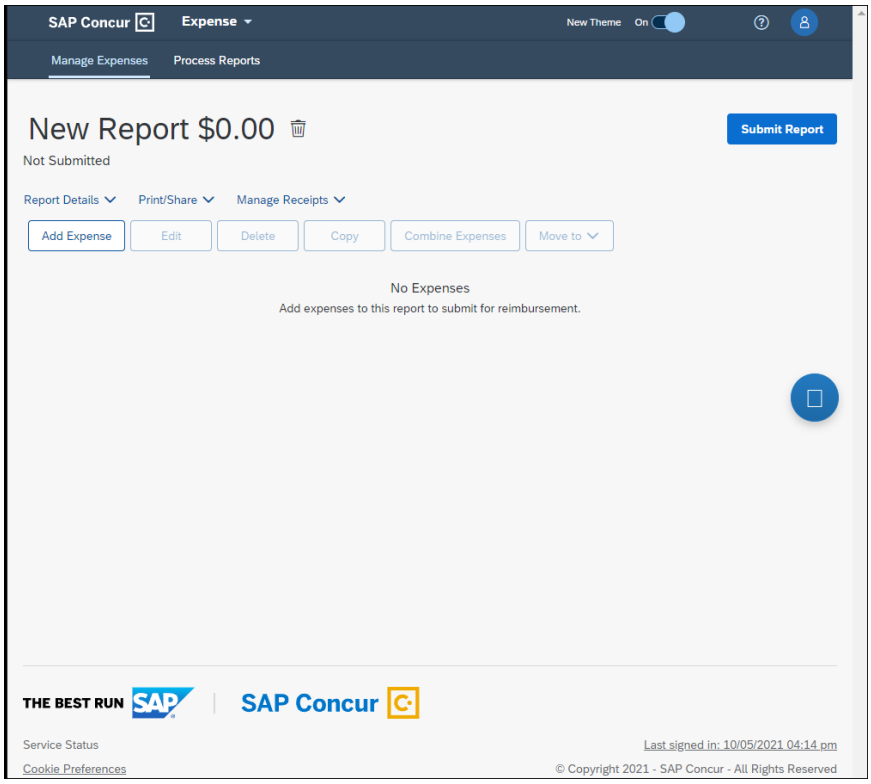
]

Product functionality is unchanged. Only the visual appearance of the pages is impacted. This is true for all products including NextGen Expense and Request.

Example NextGen Expense Page Without the Fiori Theme



Example NextGen Expense Page With the Fiori Theme



Configuration / Feature Activation

An admin with access to the **Administer Company Permissions** page can assign the new **SAP Fiori Theme Preview** permission to designated users.

Profile Menu Functional Changes Under Fiori Light Theme

Overview

With this release, the Profile menu within the SAP Fiori theme has been updated. This update includes changes to the layout of the menu items and some changes in functionality.

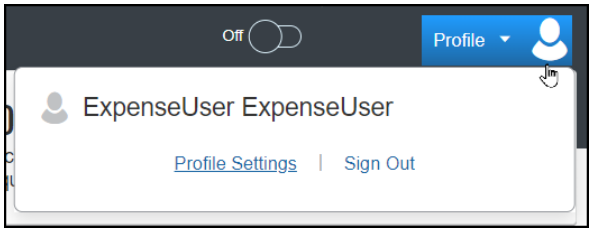
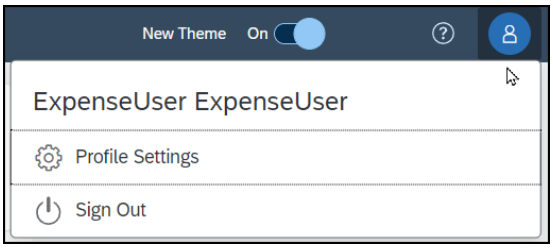
BUSINESS PURPOSE / CLIENT BENEFIT

The Profile menu is now functionally more efficient in its design within the SAP Fiori theme and in the ease-of-use for the admin. Overall, The SAP Fiori theme harmonizes the overall look and feel of the SAP Concur offerings with those of other SAP products, providing a more consistent user experience.

What the User without "Act as Another" Rights Sees

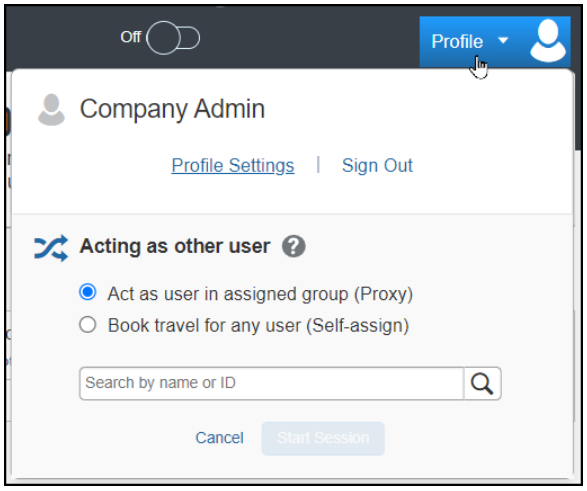
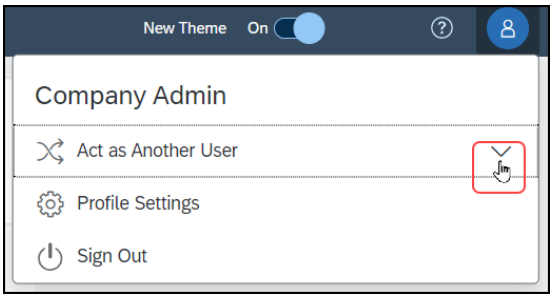
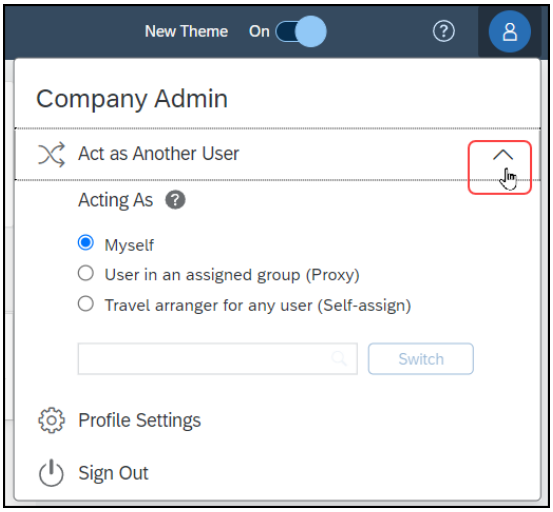
With the new theme enabled the user without rights to work on behalf of another user ("Act as" privileges) will see an appearance where options to access their

personal profile settings and to log out of the product are virtually identical between the older and newer user interfaces.

Current User Interface	SAP Fiori Light Theme
	

What the User with "Act as Another" Rights Sees

Users granted rights to work on behalf of another user will see the familiar additional option, **Act as Another User**, on the menu.

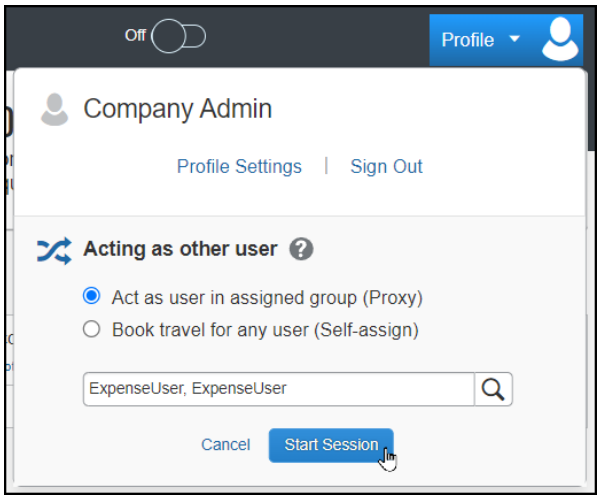
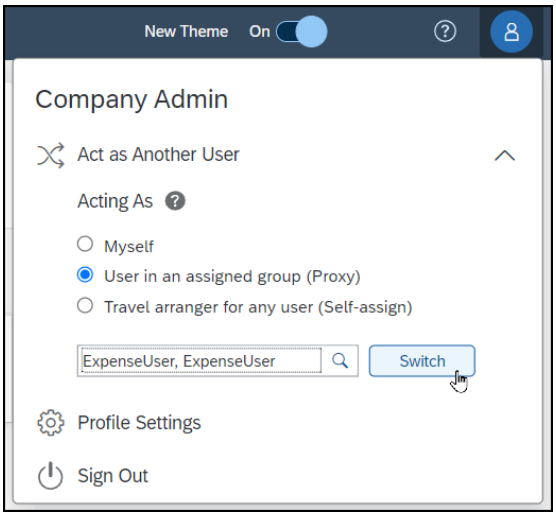
Current User Interface	SAP Fiori Light Theme
	 Clicking the arrow reveals the option to act on behalf of another user: 

Functional changes to the Profile menu under the new theme include the following:

- **Myself option:** This serves two functions, the first to allow visual identification and confirmation that the user is working on behalf of themself and the second, to enable the user to return to working for themself after acting as another user.
- **Switch button:** This button toggles the user between working for a user and returning to the act of working for themself.

Switching Between Acting for Another User and Acting for Yourself

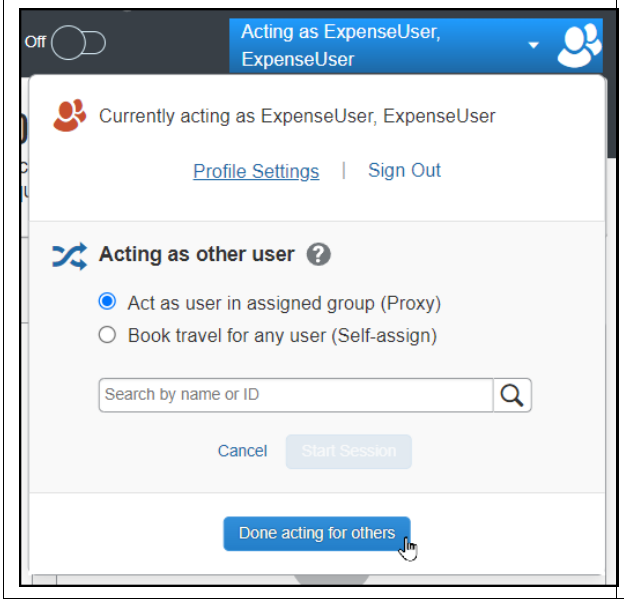
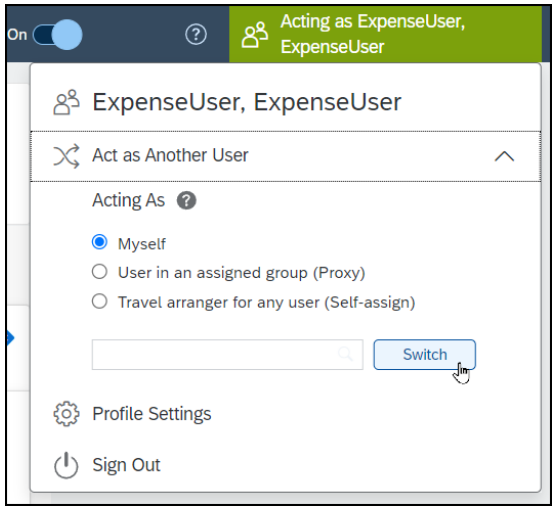
The function of acting for another user is almost identical between the older and newer user interfaces.

Current User Interface	SAP Fiori Light Theme
	

There are minor differences including the following functional changes:

- **Text:** The wording on the Fiori interface is updated to better explain the action you are undertaking.
- **User Selection and Switch button:** Here the actions of selecting a user and switching to act on their behalf are ordered on a single line and the **Cancel** button removed entirely.

With the Fiori theme active, a user will now simply enter the name of the user they will act for and, on selection of the name, click the **Switch** button to perform the action of acting as the specified user. Doing so causes the menu to show the name of the user currently being acted for.

Current User Interface	SAP Fiori Light Theme
	

Finally, returning to acting on your own behalf is done by selecting the Myself option and clicking **Switch**.

Configuration / Feature Activation

There are no configuration or activation steps; the Profile menu in the SAP Concur Fiori Light Theme is automatically updated with this release.

NOTE: Clients who opt-in to preview the SAP Fiori theme and who want to provide feedback, can register on the following page to participate in the SAP Continuous Influence program: SAP Customer Influence

After registering or logging in, clients can request to participate in the **Hands-on system Approach of Consistent User Experience based on SAP IE Scenario Travel-to-Reimburse** opportunity.

Registration for this SAP Customer Influence opportunity is limited and may close.

For more information about acting as another user refer to *Shared: Delegate Configuration Setup Guide* and the Expense or the Invoice version of the *Proxy Logon User Guide*. For more information about the SAP Fiori theme see *New Permission to Enable Preview of Fiori Light Theme* in these release notes.

NextGen UI

Ongoing Updated User Interface (UI) for Concur Expense End Users

Information First Published	Information Last Modified	Automatic Transition Date
March 2018	Sep 17, 2020	Oct 1, 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The continued evolution of the Concur Expense solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for creating and submitting expense reports.

Concur Expense customers are now strongly encouraged to preview and then move to the NextGen UI well before the automatic transition date of **October 1, 2022**.

BUSINESS PURPOSE / CLIENT BENEFIT

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

Products and Users Affected

To take advantage of these improvements, Concur Expense customers who do not move before October 1, 2022 will be automatically transitioned to the NextGen UI for Concur Expense. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes apply to:

- Concur Expense (Professional/Premium and Standard) end users only

NOTE: There are no changes for approvers, processors, or admins.

IMPORTANT: Timeline and Milestones

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

1. **Early Access Period:** March 2018 – July 2020

   During this time, the updated UI was available to preview for customers worldwide. We encouraged administrators/power users to use the Early Access Period to preview the refreshed interface, update internal training materials, and prepare the organization for the transition.

2. **Opt-In Period:** July 2020 – September 2021

   Following the Early Access Period was an open Opt-In Period. This milestone was marked by the delivery of most planned features as well as further overall product quality and stability.

   Customers should use this period to plan their transition and move to the NextGen UI for Concur Expense when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

3. **Active Move Period:** October 2021 – September 2022

   This is the 12-month notice period we committed to for customers to complete the transition at their own pace before the automatic transition date.

   Customers are strongly encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Active Move Period.

4. **Automatic Transition Date:** October 1, 2022

   All customers will be automatically transitioned to the NextGen UI. This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support.

Transition Materials – Guides and Other Resources

We offer several guides, FAQs, release notes, and other resources to help in the transition. All the information that an organization needs to get started is available here:

- Professional Edition
- Standard Edition

The links above provide access to the following:

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

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

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

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Expense to help users become comfortable with the new experience.

This guide will be updated as needed during the Opt-In Period as the NextGen UI is being enhanced. Admins should review the guide often.

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

- **Release information:** During the Active Move Period, the release of enhancements will ***not*** be on the regular release schedule. Instead, we will provide special release notes and information about features and enhancements that are nearing release.

Get Started

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

Release Note Admin Summaries

Streamlined Delivery

Overview

Previously, the monthly release note admin summaries were provided in two file formats:

- As PDF files from the classic landing pages
- As HTML files from the in-product Help systems and the SAP Help Portal

SAP Concur now provides only HTML files from the in-product Help system and the SAP Help Portal.

NOTE: The SAP Help Portal provides a **Create Custom PDF** link.

BUSINESS PURPOSE / CLIENT BENEFIT

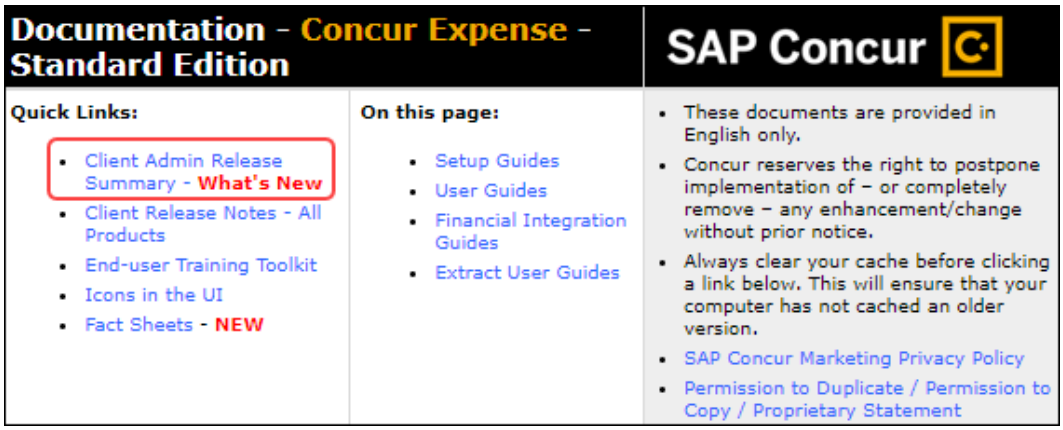
A single location provides a consistent user experience for accessing this content and frees resources for work on new content.

What the Admin Sees

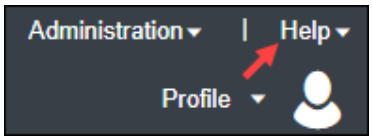
Product landing page links are updated to point to the SAP Help Portal.

⚠ **IMPORTANT**: Browser bookmarks to release note admin summary landing pages and their PDF files no longer function. You can access release note admin summaries from the in-product Help or the SAP Help Portal.

LANDING PAGE (EXAMPLE)



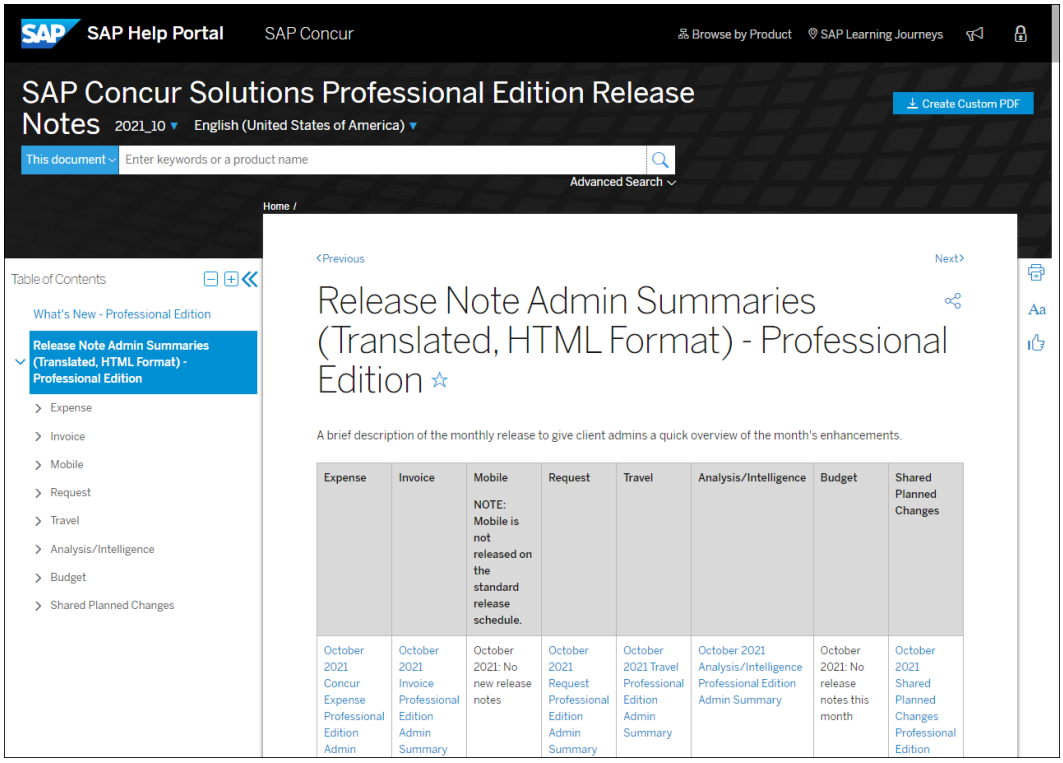
IN-PRODUCT HELP (EXAMPLE)



Old links:

- In-product Help for all Professional edition products
- In-product Help for all Standard edition products

SAP HELP PORTAL (EXAMPLE)

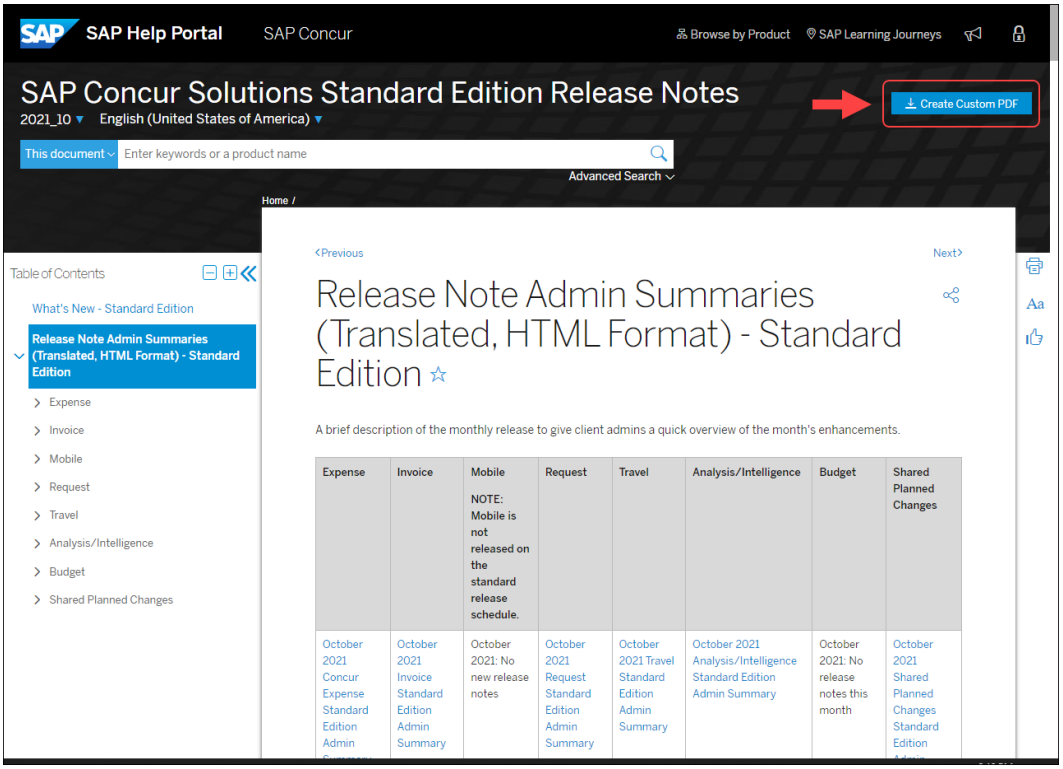


New links:

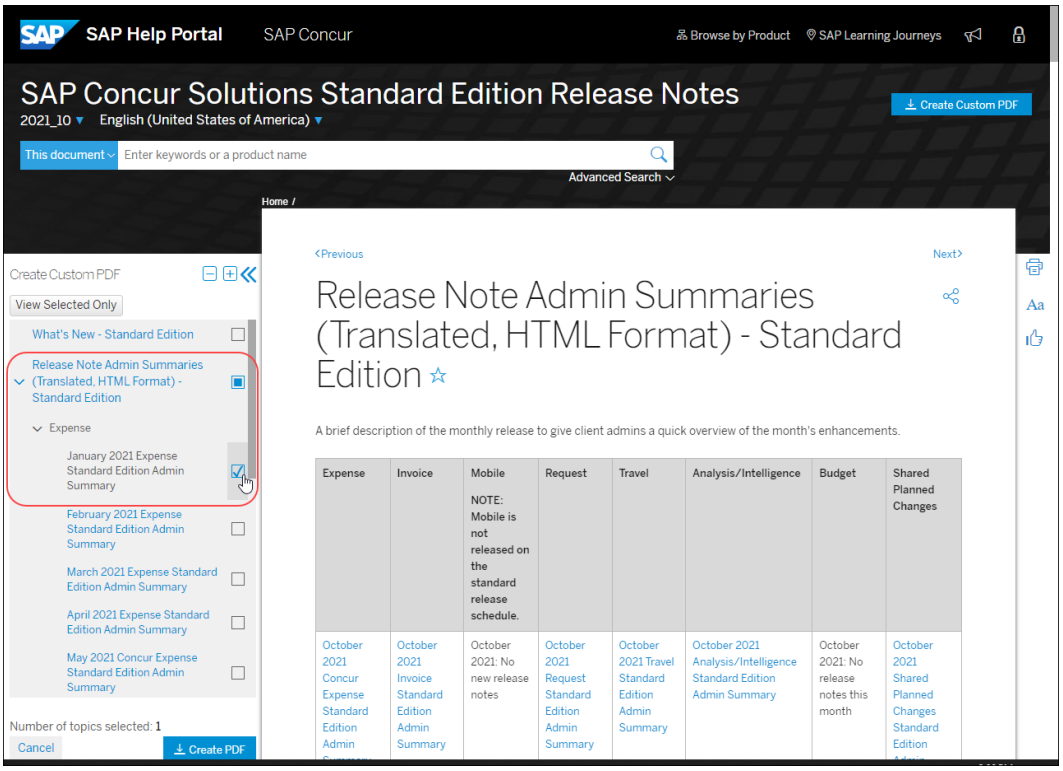
- SAP Help Portal for all Professional edition products
- SAP Help Portal for all Standard edition products

To create a custom PDF

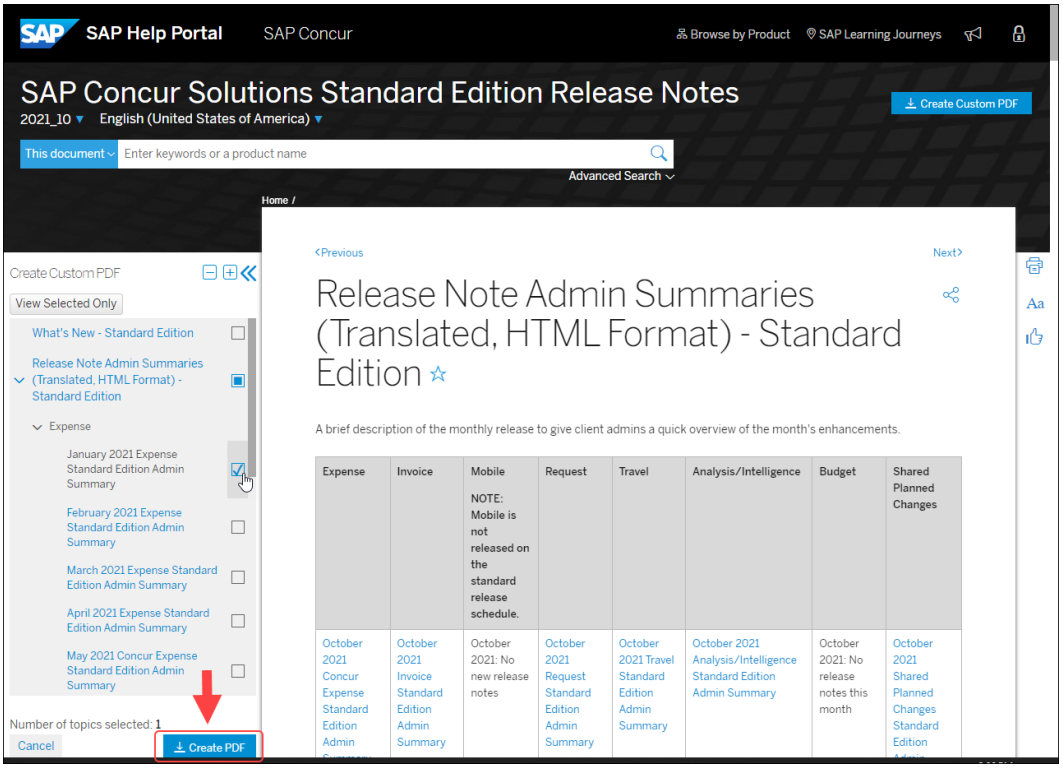
1. From the **SAP Help Portal**, click **Create Custom PDF**.



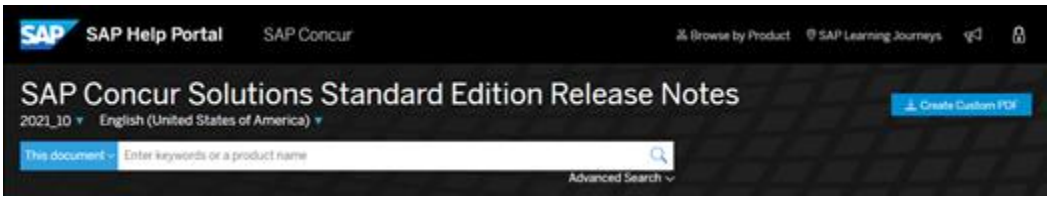
2. From the **Table of Contents**, select the desired release note admin summaries.



3. Click **Create PDF**.



The admin summaries will no longer be included in the Knowledge Base search on the Concur Support Portal. On the SAP Help Portal, the admin summaries are now searchable by any user, using the search bar at the top of the page:



Configuration / Feature Activation

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

SAP Concur User Assistance

Available End User Support Options

Overview

This release note is a reminder to all admins about the resources available for end users to find support. SAP provides many support pathways for many products. The options listed in this release note are the only correct ones for SAP Concur end users. Admins should send the list of self-serve resources below to their end users for visibility.

SAP Concur solutions end users receive support in one of the following ways:

- **User Support Desk (USD)**: If your company has purchased User Support Desk, end users can access support within the SAP Concur application. Click **Help > Contact Support** to access the User Support Desk Portal and begin support via phone or chat.
- **Internal support**: If your company has not purchased USD, end users work with internal contacts to support their SAP Concur solution, and supplement with the self-serve resources in the next section.

Self-Serve End User Resources

There are multiple locations where end users can find additional information, training resources, and FAQs. All users can access these links.

SAP Concur Community:
https://community.concur.com/

Support Info and FAQs on SAP Concur Community:
https://community.concur.com/t5/Support-and-FAQs/bg-p/Support

Professional Edition SAP Concur Training Toolkit:
http://www.concurtraining.com/

Standard Edition SAP Concur Training Toolkit:
http://www.concurtraining.com/toolkit/standard/en

Concur Expense End-User Online Help:
https://help.sap.com/viewer/product/CONCUR_EXPENSE/LATEST/en-US?task=use_task

Concur Invoice End-User Online Help:
https://help.sap.com/viewer/product/CONCUR_INVOICE/LATEST/en-US?task=use_task

Concur Request End-User Online Help:
https://help.sap.com/viewer/product/CONCUR_REQUEST/LATEST/en-US?task=use_task

Concur Travel End-User Online Help:
https://help.sap.com/viewer/product/CONCUR_TRAVEL/LATEST/en-US?task=use_task

SAP Integration With Concur Solutions

Delta Posting Phase 2 (Dec 2021)

This change is part of the NextGen UI experience for Professional edition clients and is available to the SAP Integrated Concur Services clients only.

Overview

The first phase of the Delta Posting feature allowed end-users to reopen the expense report and change custom fields only. Expanded features are now available, and multiple configuration levels allow companies to control which actions the end-user can perform in a reopened report.

Multiple configuration levels, 1 – 3, allow the choice of assigning increasing degrees of modification privileges to an Expense user group. For example, a user in a group assigned the level 1 permissions can add or append receipt images and modify allocation and org unit fields. However, a user in a group assigned level 3 permissions may further modify the report for number of attendees and amounts, add receipt images, and move entries between reports.

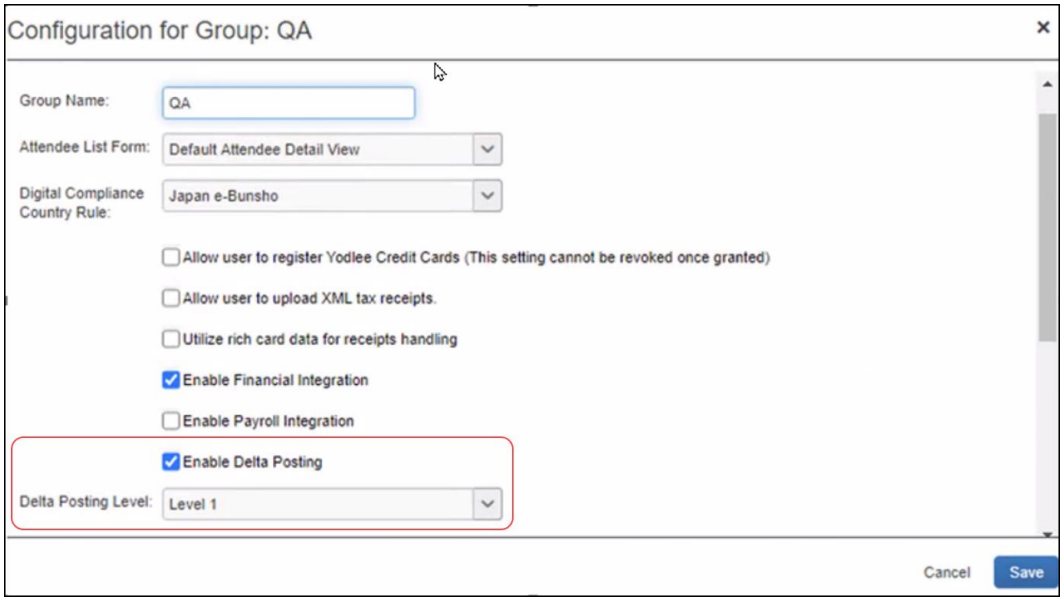
NOTE: This feature is only available to clients using SAP Integrated Concur Services and so cannot support extracts such as the Standard Accounting Extract.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides greater flexibility when assigning authority to change details to selected Expense groups and the changes end-users in each group can make.

Configuration / Feature Activation

SAP Concur internal staff must first enable SAP Integrated Concur Services (ICS) using the **Enable Financial Integration** setting. This exposes the **Enable Delta Posting** setting in the **Configuration for Group** page. Now the setting can be activated by selecting it and the level set for each end-user using the **Delta Posting Level** field.



For more information, refer to the *Expense: SAP Integration with Concur Solutions for SAP ECC and SAP S/4HANA Setup Guide for Professional Edition* and the *Expense: SAP Integration with Concur Solutions for SAP S/4HANA Cloud Setup Guide for Professional Edition*.

Test Entities

Test Entity Data Maintenance and Entity Deletion (Dec 6)

Overview

As part of SAP Concur routine data maintenance and operations, we will begin deleting stagnant data in SAP Concur Production Sandbox Environments (test entities).

Beginning December 6, test entities that have not been signed in to within 180 days will be deleted. For example, if a test entity has not been logged into between June 9, 2021 and December 6, 2021, it will be deleted on December 6, 2021.

As of January 2022, as part of this ongoing routine data maintenance, test entities that have not been signed in to within 180 days will also be deleted on a regular basis as such data is considered to be stagnant in accordance with applicable law. Any customizations to the test entities will not be recoverable in the event of deletion.

NOTE: The deletion of data or entities in the production sandbox environment has no impact on live production entities.

BUSINESS PURPOSE / CLIENT BENEFIT

This maintenance activity supports SAP and client data compliance requirements by minimizing the retention of personal data outside of the live production environment.

Configuration / Feature Activation

These changes will occur automatically. For customers who are entitled to use the product sandbox environment, SAP Concur support can assist clients with a normal refresh of their current production data in their test entities.

Web Services Administration

Ongoing Application Connector Username and Password Length Requirements Updated

Information First Published	Information Last Modified	Feature Target Release Date
June 18, 2021	December 3, 2021	February 28, 2022
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

To meet new security requirements, the length of the username and password associated with an application connector on the **Application Connectors** page must be at least 10 characters long and not more than 50 characters long.

Some clients currently have usernames and passwords configured that do not meet these parameters.

On February 28, 2022, the 10-character minimum and 50-character maximum will be enforced. If the usernames and passwords are not updated prior to this change, some aspects of SAP Concur solutions might stop working. For example, workflow

steps will not complete if using notifications, LEU windows will not open, and there will be no results in fields using fetch lists.

To avoid disruption of callouts through application connections and subsequent disruption of some end-user tasks, SAP recommends updating your application connector username(s) and password(s) as soon as possible.

Application connection usernames and passwords can be updated by an administrator with the Company Administrator or Web Services Administrator role.

NOTE: For admins working with Standard entities, a user with the Concur Expense **Can Administer** permission has the **Web Services Administrator** role.

BUSINESS PURPOSE / CLIENT BENEFIT

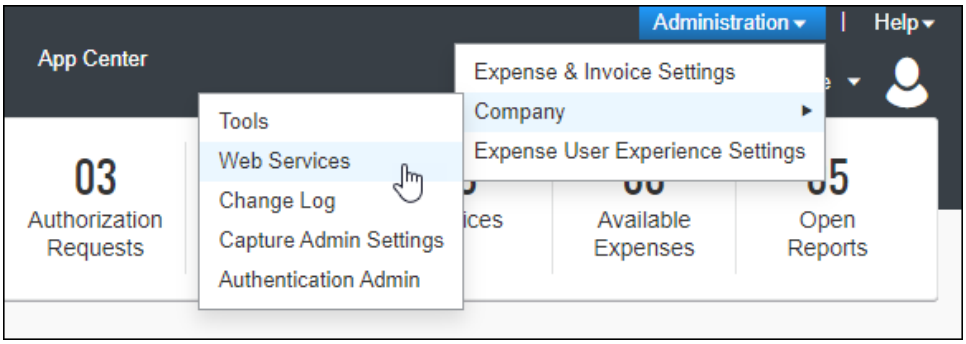
Enforcing password and username length restrictions improves the security standards for callouts made through the application connector.

Configuration / Feature Activation

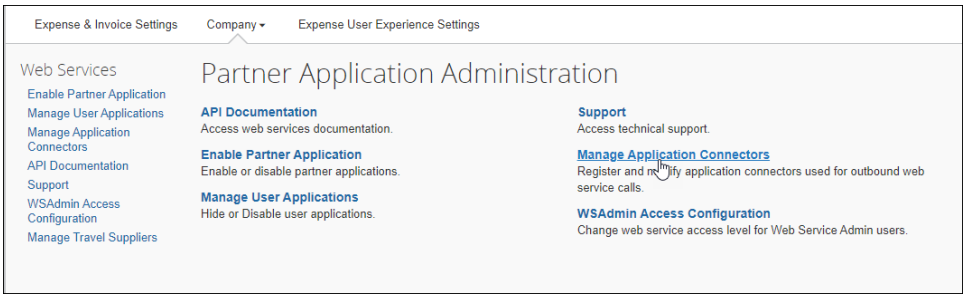
Usernames and passwords for application connectors are configured on the **Manage Application Connectors** page.

To change the username and password for an application connector:

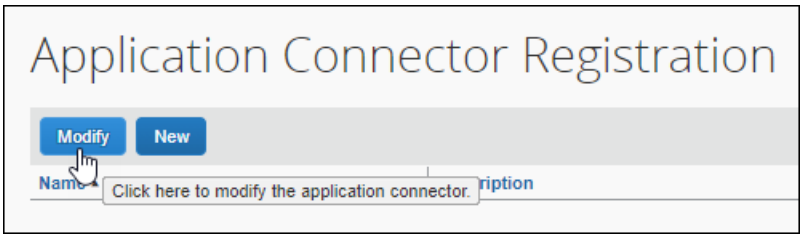
1. Click **Administration > Company > Web Services**.



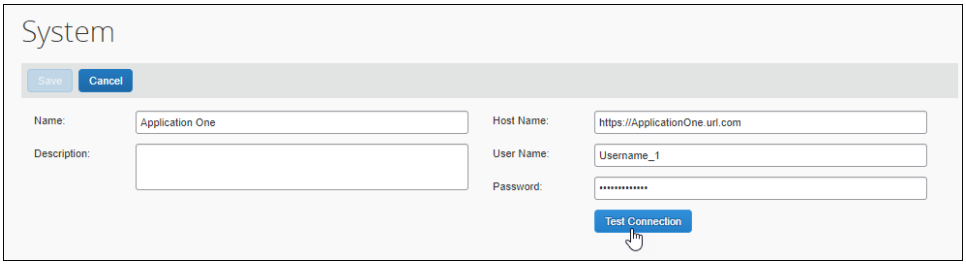
2. Click **Manage Application Connectors**.



3. Choose the application connector you want to update and then click **Modify**.



4. Enter the new username and password and then click **Test Connection**.



5. Click **Save**.

NOTE: After you update the username and password for an application connector, you must click **Test Connection** to verify the changes before the application connector can be used for any of the callout services.

For more information, refer to *Callouts and Application Connectors* on the SAP Concur Developer Center.

Planned Changes

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

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

Site Settings

Planned Changes Enable Report Number in Concur Expense Accounting Extracts

Overview

A new site setting, **Enable Report Number for Expense Accounting Extracts**, will be available in an upcoming release in Q1 of 2022 for all Concur Expense accounting extract file types. This setting lets the client elect to extract the **Report Number** field data instead of the **Report Key** field data by changing the extract output to include one and not the other. This change is reversible and can affect up to no more than 5 same-type extracts at the client site.

The result of this change is to extract the report number data in preference to the report key data, benefiting the client by including more meaningful output and aligning the extract process with future release improvements.

NOTE: At this time, no change is planned to the **Report Key** field's availability or functionality in any way. It is anticipated that this field will eventually be deprecated, with information and time lines shared with clients late in 2022 after all clients are alerted and prepared.

This functionality supports different accounting extracts, for example:

- Standard Accounting extract v.2
- Standard Accounting extract v.3
- Expense Pay / Employee Reimbursement extract
- Informational extract
- Any customized accounting extract that incorporates the **Report Key** field

BUSINESS PURPOSE / CLIENT BENEFIT

This feature prepares the client who is using accounting extracts for a change to field availability and supports future feature enhancements for extracts.

Configuration / Feature Activation

The Concur Expense admin role is required to access Site Settings and enable this functionality.

📖 For more information, refer to the April edition of the *SAP Concur Release Notes Expense Professional / Premium* and the *Concur Expense: Site Settings Setup Guide*.

Client Notifications

Accessibility

Accessibility Updates

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

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

Supported Browsers

Supported Browsers and Changes to Support

For information about supported browsers and planned changes to supported browsers, refer to the *Concur Travel & Expense Supported Configurations* guide.

When changes to browser support are planned, information about those changes will also appear in the *Shared Planned Changes* release notes.

Additional Release Notes and Other Technical Documentation

Online Help

Any user can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help or directly on the SAP Help Portal.

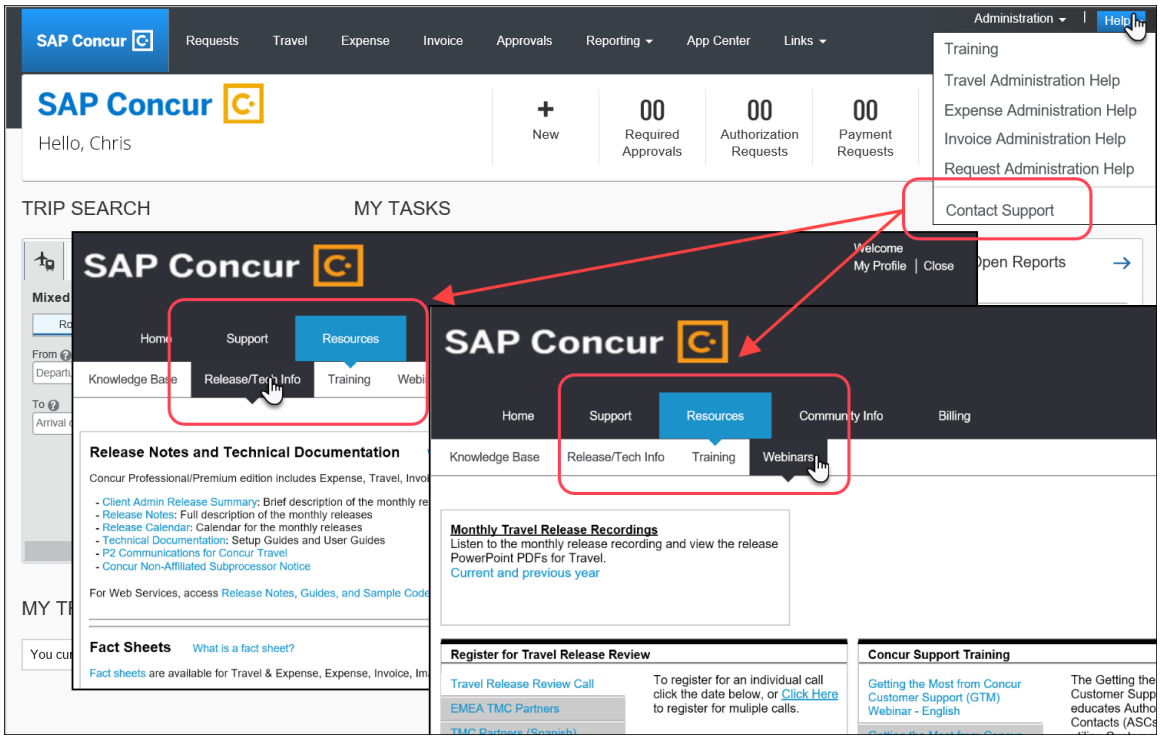
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (https://help.sap.com) to view the full set of documentation for your product.

SAP Concur Support Portal – Selected Users

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

If you have the proper permissions, **Contact Support** appears on the **Help** menu. Click to access the SAP Concur support portal, then click **Resources**.

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



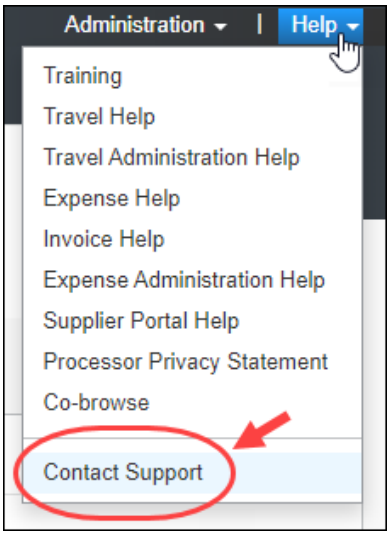
Cases

Check Support Case Status

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

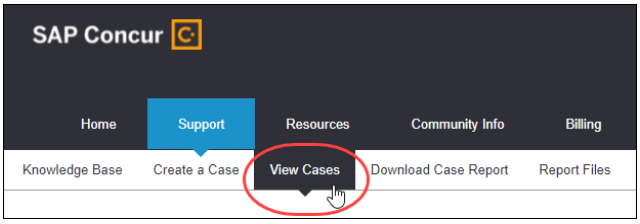
To check the status of a submitted case

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 under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



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