

SAP Concur Release Notes	
Expense Professional / Premium	
Month	Audience
Release Date: April 23, 2022 Initial Post: Friday, April 22, 2022	SAP Concur Client FINAL

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Release Notes

This document contains the release notes for Concur Expense professional edition.

NOTE: Features and changes that apply to SAP Concur site-wide or to multiple products/services are documented in the *Shared Changes Release Notes*. For information about site-wide or shared changes in this release that might impact your SAP Concur solutions, refer to the [Shared Changes Release Notes](#).

Audit Service

Policy and Receipt Audit Performance Improvement

Overview

Adjustments are being made to the audit process that will improve service efficiency and turnaround times.

BUSINESS PURPOSE / CLIENT BENEFIT

Improved audit turnaround times.

What the Admin / Implementation / User Sees

There is no change to the admin or user experience.

Configuration / Feature Activation

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

Cards

Reauthentication of Linked Cards to Yodlee Required

Overview

With this release, Yodlee has configured their card handling to work with the new Open Banking standards. This means that users who have linked their non-corporate, personal, or business cards via Yodlee will need to reauthenticate these cards to ensure that transactions continue to be available within Concur Expense.

Banks will work with Yodlee to adopt the new functionality over time. This means the card user in Concur Expense must first identify if their card is ready for

reauthentication before doing so. As of this release, the following cards may now be reauthenticated:

- Chase
- Capital One
- Schwab

If your card is not on this list, refer to upcoming release notes to determine when your card issuer is ready, and you may proceed with reauthentication.

BUSINESS PURPOSE / CLIENT BENEFIT

This update is required to ensure continued connectivity between the bank and Yodlee within Concur Expense, allowing Concur Expense card users to benefit from Yodlee's adoption of the Open Banking functionality.

What the Admin / Implementation / User Sees

There is no change to the admin or user experience.

Configuration / Feature Activation

The Concur Expense card user who has linked their non-corporate, personal, or business cards to Yodlee should reauthenticate their cards using the following steps.

1. Open **Profile > Profile Settings > Expense Credit Cards**.
2. Find the link to your bank.
3. Choose **Update Credentials / MFA**.
4. Follow the authentication steps required by your bank.

Email Notifications

Update to Expense Report Link in Workflow Notifications Email

Overview

The URL link to Concur Expense within the workflow email notifications is updated to a new format. The new link format allows any Concur Expense user who has access to the expense report (via the normal UI path) to click the link to go directly to that report. The new URL format provides improved handling for Single Sign-On (SSO) configurations and allows customers using SSO (under SAML 2.0) to benefit from this direct link.

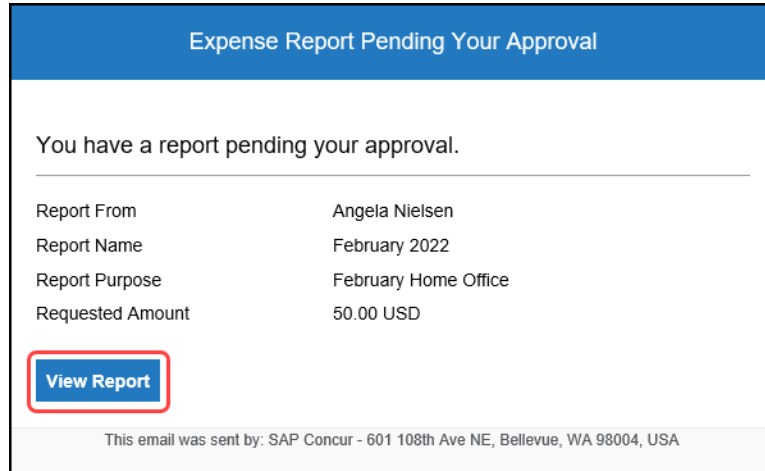
BUSINESS PURPOSE / CLIENT BENEFIT

This allows any user who is viewing the email to also use the link to access the report IF they have authorization to view that report. The older style link is not functional for delegates that might receive a copy of the same email.

For customers using SAML 2.0 SSO, this will provide better access and support for users to go directly to the expense report rather than to the home page.

What the Approver Sees

When approvers open their workflow email to approve an expense report, they will see the same information as previously, and click **View Report** to access and approve the employee's expense report directly.



What the User Sees

When users open their workflow email, they will see the same information as previously, but can now click the link to access their expense report directly.

NOTE: Clients who use the optional URL override functionality will not see any change to their URL link or functionality, and their users will continue to be taken to the home page rather than to the specific expense report. SAP Concur encourages these customers to consider moving to the SAML 2.0 SSO authentication method and removing the URL override.

Expense Report Status Change

Your expense report listed below has changed status.

Changed By	Angela Nielsen
Report Name	January expenses
Report Date	01/02/2022
Submit Date	02/04/2022
Amount Approved	152.00 USD
Approval Status Set To	Approved
Payment Status Set To	Not Paid

Link To Expense
<https://www.concursolutions.com>

This email was sent by: SAP Concur - 601 108th Ave NE, Bellevue, WA 98004

Configuration / Feature Activation

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



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

Expense Pay

Resend Card Batch Remittance File Feature

Overview

With this release, client admins can now resend a card batch remittance/allocation file to the card company.

Corporate card banks (for example, Citi, Amex, or Bank of America) can request that remittance/allocation details be re-sent for a received payment. With the new resend button, the client can do this themselves when needed.

This feature is only available for the card companies listed in the description. It is available for both Worldline and Convera payment providers when the card program supports it.

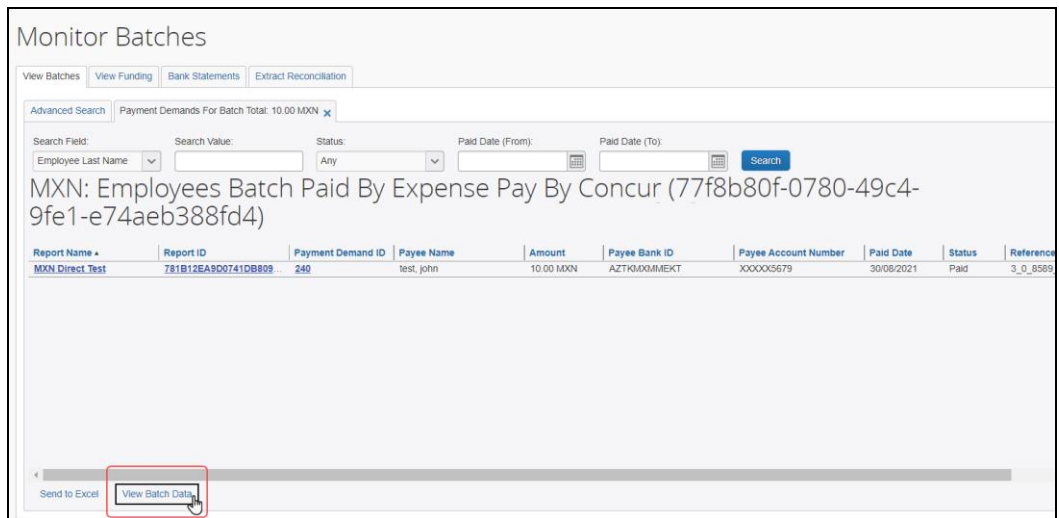
BUSINESS PURPOSE / CLIENT BENEFIT

This new feature streamlines the process for the client as these requests no longer need to be completed by SAP Concur solutions.

What the Admin Sees

▶ **To resend remittance/allocation details to a requesting card bank:**

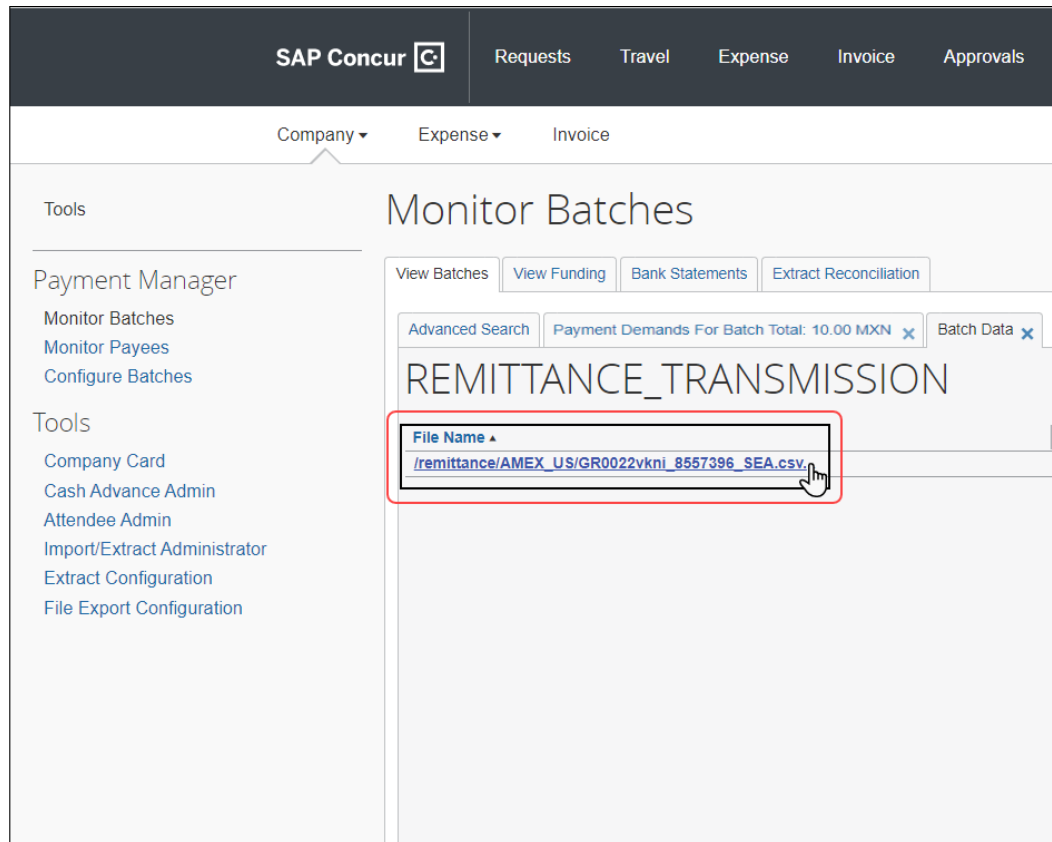
1. Go to **Payment Manager > Monitor Batches**.
2. On the **Monitor Batches** page, search and open the affected card batch.



3. Click **View Batch Data**.

NOTE: If the admin receives a message stating no batch data is available, this indicates there is no separate remittance file for their card program configuration.

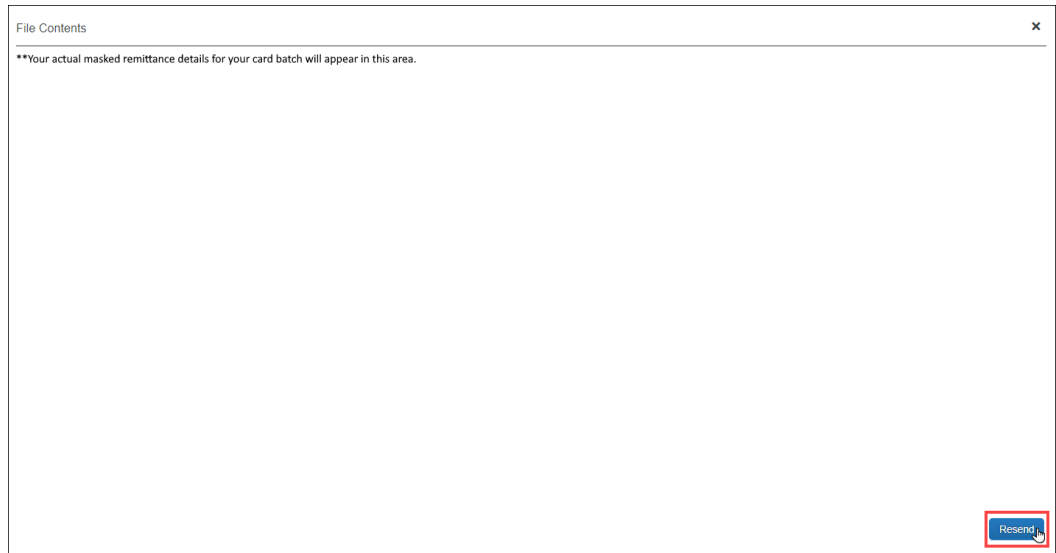
4. On the **Batch Data** tab, in the **File Name** section, click the remittance transmission link.



NOTE: On the **Batch Data** tab, the remittance transmission link may appear on the bottom half of the page, depending on which payment provider the batch is using.

5. On the **File Contents** window, click **Resend**.

NOTE: The **Resend** button is only available if the card vendor allows it.



The file has now been resent to the card company and the payment will be allocated to the card holders' accounts (provided that the third-party payment provider has completed the payment).

NOTE: Due to the variable timing of when the client sends the funds to the payment provider and when the card company receives them, the card company may request the allocation details be resent.

Configuration / Feature Activation

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



For general information about this functionality, refer to the *Concur Expense: Payment Manager for Expense Pay Global User Guide*.

Japan Public Transport (JPT)

NextGen UI Migration

This change is part of the NextGen UI experience.

Overview

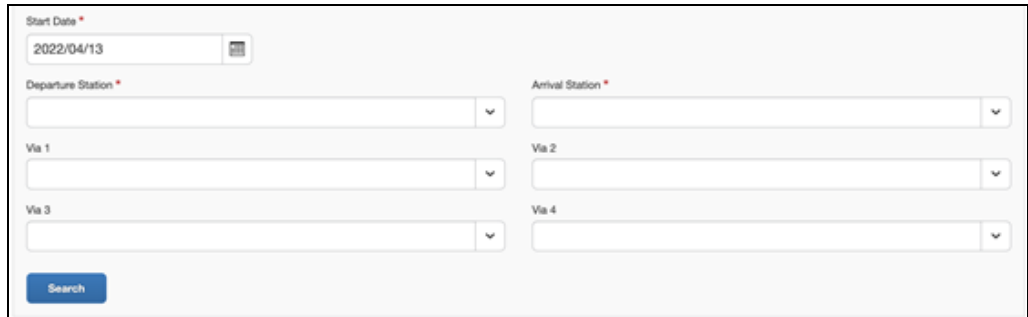
With this release, a new version of JPT is available for use with the NextGen UI.

NOTE: JPT on the current UI is not compatible with the NextGen UI.

BUSINESS PURPOSE / CLIENT BENEFIT

JPT on the NextGen UI provides the following benefits:

- A change to Ekispart as the route search engine provider extends the types of public transportation to include bus stations
- The expense form has been simplified to remove the dedicated route detail tabs and use an individual expense per trip that encompasses single or combined journey legs for overall transit
- Four new **Via** fields are also added for commuter pass users who need not create different passes for different stations. They can now add four stations between their departure and arrival destinations.



The screenshot shows a web form for entering an expense. It includes a 'Start Date' field with a calendar icon, currently set to 2022/04/13. Below this are 'Departure Station' and 'Arrival Station' dropdown menus. There are four 'Via' fields (Via 1, Via 2, Via 3, Via 4) for intermediate stops. A blue 'Search' button is located at the bottom left of the form area.

- For those with existing JPT users who are migrating from the current UI to NextGen UI, customer admins must modify the audit rules for the expense rules to work on both JPT in the current UI and JPT in the NextGen UI. In the NextGen UI, only the event **Entry Save** is supported. Also, manual entry is not valid; only **IC Card** and **Route Search** are supported in the **Source/Type Classification** field.

NOTE: Support for Entry Submit and Report Submit are planned.

Configuration / Feature Activation

To begin using JPT with the NextGen UI, contact SAP Concur support or your SAP implementation coach to open a change request case. Global clients can anticipate the option to migrate to JPT on NextGen UI starting in April 2022; the date for Japan clients begins in May 2022.

⚠ IMPORTANT! Clients must transition to the new version of JPT and to the NextGen UI **at the same time**. If clients do not take any action, they will automatically be moved to the new JPT when they are **automatically migrated** to the NextGen UI.



For more information on the steps required before and after the migration, refer to the [Concur Expense: Japan Public Transport \(JPT\) on NextGen UI Migration Guide](#).

NextGen UI

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

Information First Published	Information Last Modified	Automatic Transition Date
March 2018	April 23, 2022	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.

6. 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.

7. **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.

8. **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.

9. **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 information about features and enhancements that are nearing release.

As of the May 2022 release, release notes for the NextGen UI can be found within this release note document. The statement *These changes are part of the NextGen UI experience* is displayed at the beginning of each NextGen UI release note.

Get Started

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

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.

NOTE: The planned changes listed in this document are specific to this product. For information about planned site-wide or shared changes that might impact your SAP Concur solutions, refer to the [Shared Changes Release Notes](#).

There are no planned changes this month.

Client Notifications

Accessibility

Accessibility Updates

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

Subprocessors

SAP Concur Non-Affiliated Subprocessors

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

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

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

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

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

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

Supported Browsers

Supported Browsers and Changes to Support

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

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

Additional Release Notes and 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.

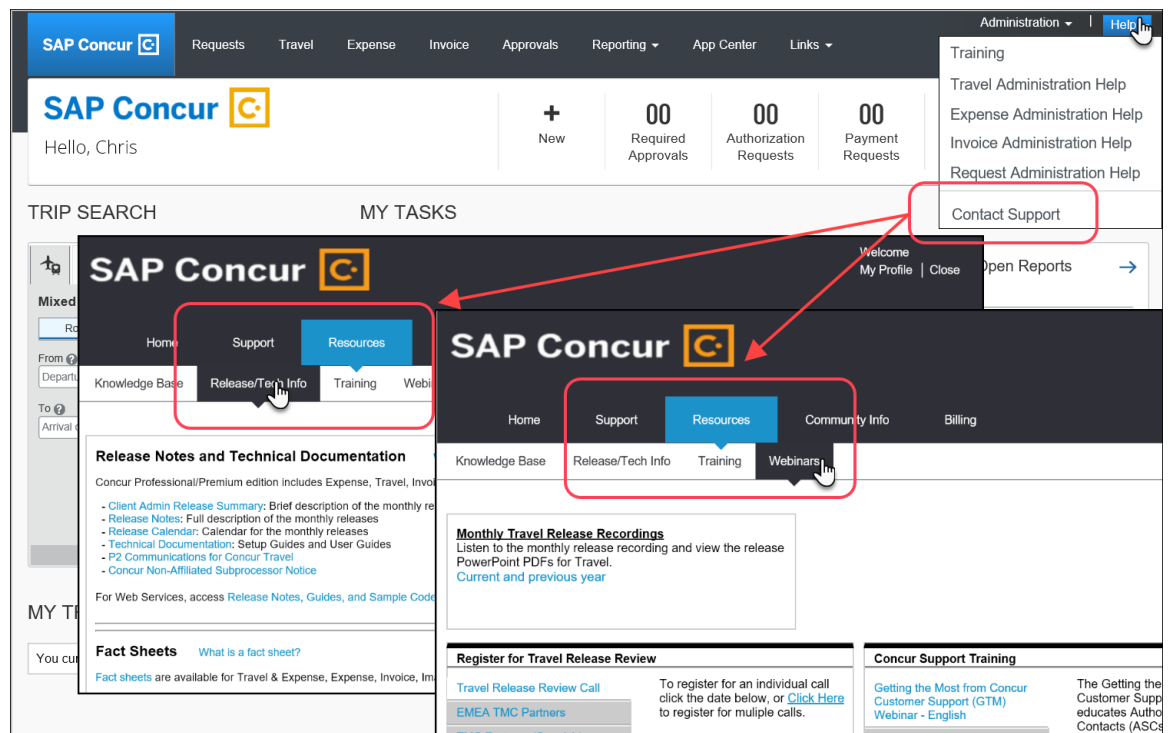
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

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.



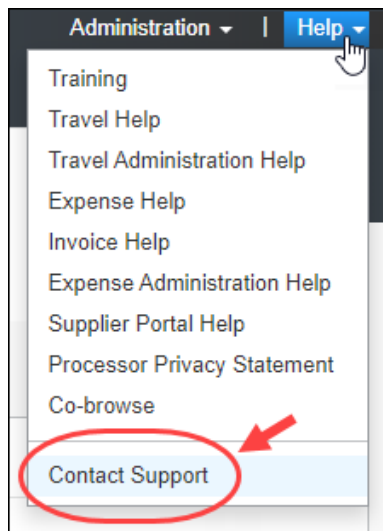
Cases

Check Support Case Status

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

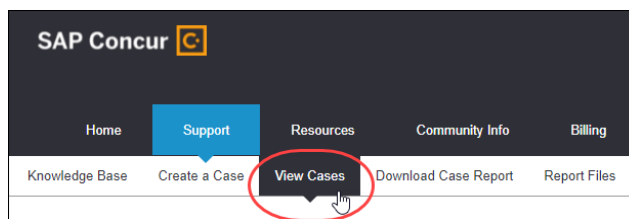
► **To check the status of a submitted case**

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

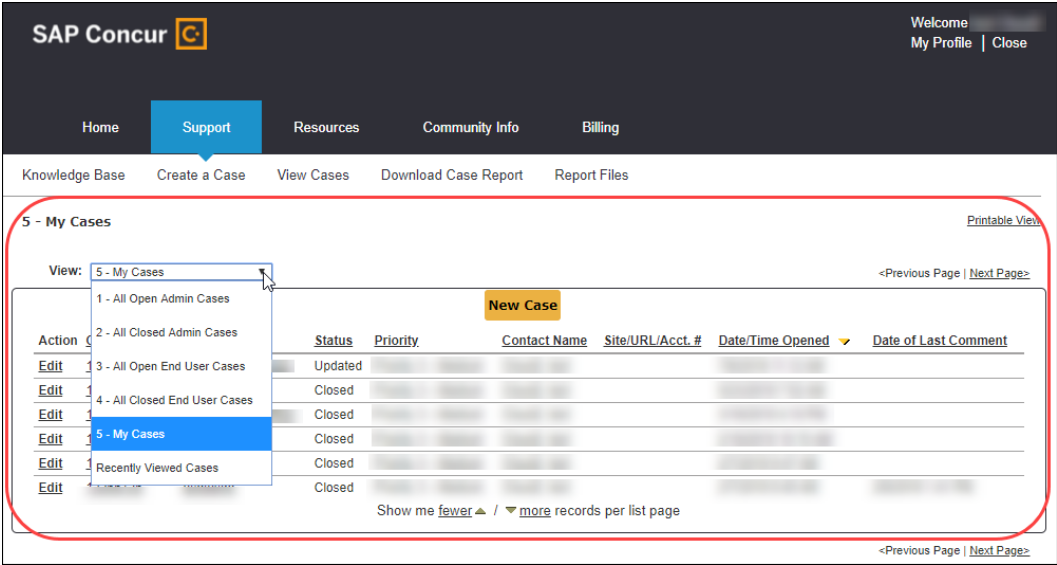


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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.



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