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| SAP Concur Release Notes | |
| Expense Professional / Premium | |
| Month | Audience |
| Release Date: May 21, 2022 Update #1: Thursday, May 26, 1:00 p.m. | 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](#).

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:

- Bank of America (by June 25th, 2022)
- Wells Fargo (by June 30th, 2022)

If your card is not on this (or prior) lists, 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.

Admin Experience and End-User Experience

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.

Expense Pay – Flex Edition

Branch Codes and Bank Account Number for SGD Currency

Overview

Previously, when an SGD (Singapore Dollar) payment was sent to the payment provider, and the beneficiary bank was HSBC or SBI, the branch code was automatically included with the account number. Organizations contractually domiciled outside of Singapore have different requirements; when branch codes are appended, payments do not succeed for these beneficiary banks.

To better support SGD currency payments, SAP Concur will no longer automatically include the branch code with the account number. SAP Concur will allow manual entry of the 3-digit branch code before the account number when needed, so that payments can succeed for all scenarios.

BUSINESS PURPOSE / CLIENT BENEFIT

This change supports successful payments to organizations contractually domiciled inside or outside Singapore where the branch code prefix is or is not required.

Configuration / Feature Activation

If your organization is contractually domiciled in Singapore and has employees using one of these specific beneficiary banks (i.e., HSBC, SBI, and OCBC Bank), the employee must update the SGD bank account to include the branch code prefix. In SAP Concur, the branch code must now be entered in the **Branch Code** field and in the beginning of the **Bank Account Number** field.

If your organization is contractually domiciled outside of Singapore, the employee should enter the bank account number without the branch code in SAP Concur.

If you are unsure if this applies to your organization, please reach out to your payment provider.



For general information about this functionality, refer to the *Concur Expense: Expense Pay Flex Edition User Guide for Concur Professional/Premium*.

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.

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 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.

Travel Allowance Service

(Norway) Updated Calculation Rules for Meals and Compensation Allowance

This change is part of the NextGen UI experience.

Overview

SAP Concur has changed the rule options for the following rate types:

| Rate Type | Rule Name | Updated Rule Option |
|------------------------|--|---------------------------|
| Meals | Deductions | Require deduction time |
| Compensation Allowance | Several domestic locations in a domestic reimbursement interval, foreign | Rate of the last location |

BUSINESS PURPOSE / CLIENT BENEFIT

This configuration maintains best practices for statutory configuration.

Admin Experience

This change displays the updated rule options on the **View calculation rules of rate type: "Compensation Allowance"** and **View calculation rules of rate type: "Meals"** pages. To view the changes in the SAP_CONCUR_NO_STATE and SAP_CONCUR_NO_TAXFREE statutory bundles, open the **View Rate Bundle** page,

and navigate to **Rate Types > View > View Rate Types** page. Select the required **Meal** or **Compensation Allowance** rate types.

Configuration / Feature Activation

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



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

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](#).

Cards

****Planned Changes** AMEX GL1025: New Business Process Date Replaces Posted Date**

| Information First Published | Information Last Modified | Feature Target Release Date |
|---|---------------------------|-----------------------------|
| May 2022 | -- | TBD |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Overview

SAP Concur will adjust the AMEX GL1025 import in an upcoming release to match changes by AMEX that will improve the accuracy of the transaction posted date.

WHAT WILL CHANGE IN THE IMPORT?

Currently, the GL1025's file creation date value is mapped to draw its value from the **Transaction Posted Date**. Now, AMEX has introduced a new field, **Business Process Date**, that is not only more accurate, but also retains its original value even if the file is recreated. As a result, clients will notice that a more accurate date is reflected and retained in their imports.

On this update, the **File Creation Date** field will act as a backup value for **Posted Date** if the **Business Process Date** is absent for any reason.

BUSINESS PURPOSE / CLIENT BENEFIT

This planned change makes the GL1025 import more accurate for the **Posted Date** value while ensuring a backup value is always present for the client's use.

Configuration / Feature Activation

The client using the GL1025 import file should consult with their SAP Concur representative if they have questions or concerns regarding this update.

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.

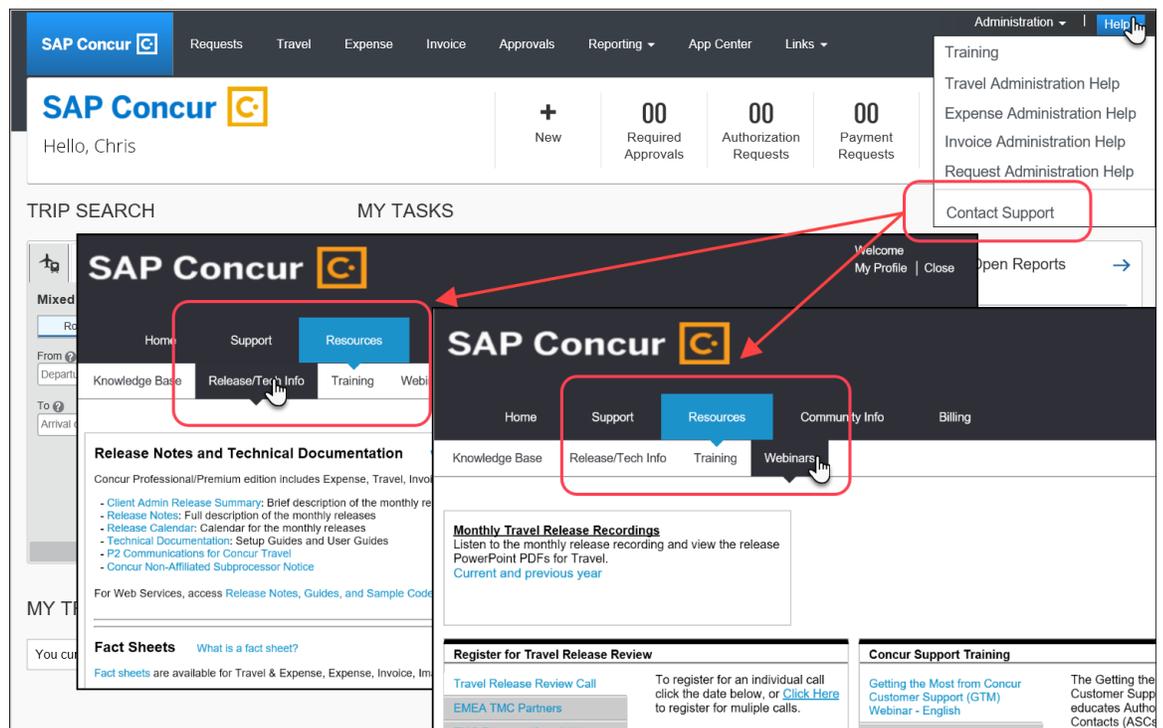
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

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.



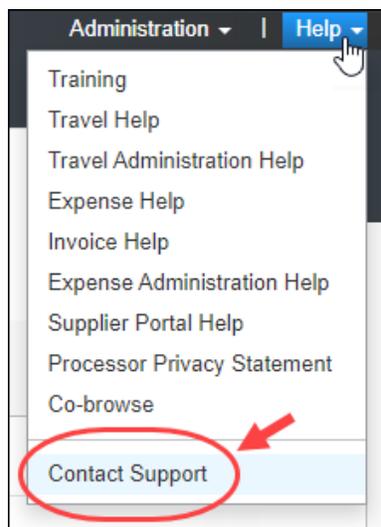
Cases

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**.

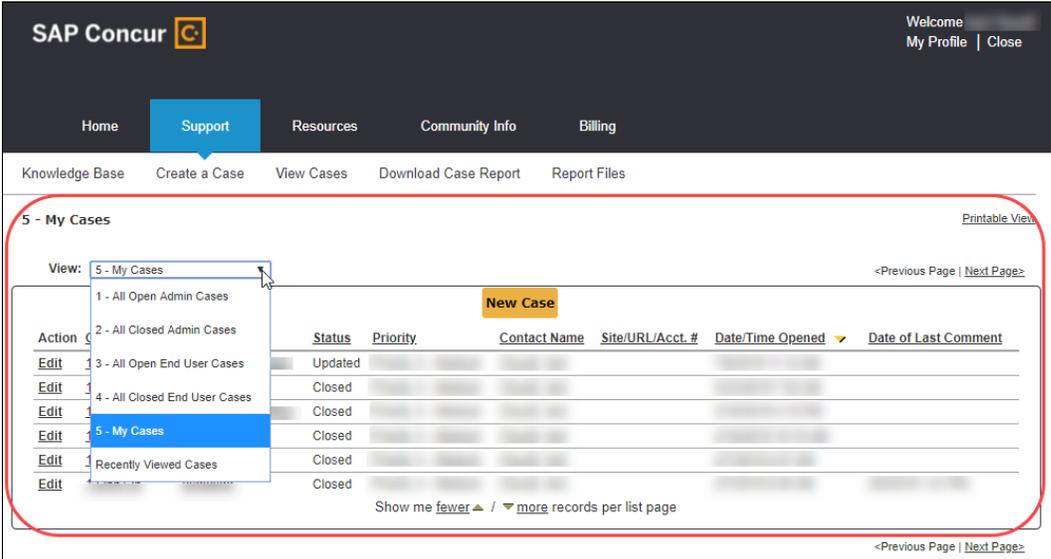


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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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