

SAP Concur Release Notes	
Expense Professional / Premium	
Month	Audience
Release Date: August 20, 2022 Initial Post: August 19, 2022	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](#).

Bank Information

(Norway) Bank Account Field Support for NOK (July/August)

Overview

To better support our Employee Banking Only feature along with the Standard Accounting Extract (SAE), specific banking fields in Norway Krone are now required. The following user bank account fields are affected:

Bank Account Field	Description
Bank Country/Region	The country or region where the bank is located.
Bank Currency	Set to Norway Krone.
SWIFT/BIC or Local Routing	Also known as SWIFT ID, a SWIFT/BIC code is a standard format of Bank Identifier Codes. It is the unique identification code of a particular bank. The SWIFT code is 8 or 11 characters, made up of: 4 characters - bank code (only letters) 2 characters - country code (only letters) 2 characters - location code (letters and digits) 3 characters - branch code, optional ('XXX' for primary office) (letters and digits)
Account Number or IBAN	The account number as specified on the bank statement. Or the two-character country code, followed by two check digits and then the bank identifier and account number, typically derived from the domestic account number.
Re-Type Account Number or IBAN	Re-type what was entered in the Account Number or IBAN field.
Tax ID	Taxpayer Identification number used for tax purposes.
Bank Name	Name of the bank branch.
Branch Location	Bank branch location as defined by the bank.

Bank Account Field	Description
Account Type	Checking or Savings.
Status	Status of the account.
Active	Select the account status from the list.
Full Legal Name of Account Owner	The name of the original bank account holder.
Personal Address Line 1	The postal address that the employee provided for this bank account.
City	The city for the postal address.
Region	The region for the postal address.
Postal Code	The postal code for the postal address.

BUSINESS PURPOSE / CLIENT BENEFIT

These field requirement changes ensure that necessary banking information is collected and extracted so clients can successfully make payments to their employees in Norway Krone currency outside of SAP Concur.

User Experience

The employee banking user interface for employees with Norway Bank Country Region using Norway Krone currency will now see these field as required.

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: Employee Banking Only for Expense Pay Factsheet*.

Enhanced Payment Validation for Banking Fields with JPY (Japanese) Katakana characters

Overview

For JPY Expense Pay - Flex edition payments, when any user banking field for an employee payment contains Japanese Katakana characters, the payment details are now validated to ensure that none of these characters exist in the data. Payments with Katakana characters are automatically aborted from the batch, and the user will need to resubmit their payment details without those characters.

BUSINESS PURPOSE / CLIENT BENEFIT

SAP Concur's payment processing partners for Expense Pay - Flex do not accept these or any other non-English characters in the payment data when processing

payments. Any user banking text fields containing half or full width Katakana characters will be first detected by SAP Concur and then aborted before it's sent to the payment provider. This will help reduce manual overhead, payment processing cost, and shorten the turnaround time for the employee to get notified to update their banking info to remove these characters.

User Experience

The user banking fields will be validated to check for unsupported Japanese Katakana characters when the batch of payments is ready to be sent to the payment provider. If an employee is impacted, they will receive an error message stating that their banking did not succeed and their payment was unable to be paid. These users will need to update their user banking details to use only English characters for all fields on the form.

Configuration / Feature Activation

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

Cards

VISA: Processor Reference Number in VCF Specification Now Masked

Overview

With this release, SAP Concur will mask account information found in the CT_CREDIT_CARD_TRANSACTION_PROCESSOR_REF_NO (**Processor Reference Number**) field.

162	CT_CREDIT_CARD_TRANSACTION_PROCESSOR_REF_NO	Processor Reference Number	Support for feeds that utilize the Acquirer Reference number provided to and used by the client for reconciliation Data type: Alphanumeric	64
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Concur Expense: Standard Accounting Extract V4 Specification
Last Revised: March 1, 2022
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BUSINESS PURPOSE / CLIENT BENEFIT

This change ensures compliance and security.

Configuration / Feature Activation

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

Expense Pay – Flex and Global Editions

Bank Account Field Updates for Several Currencies (July/August)

Overview

To better support several currencies in Expense Pay Flex and Expense Pay Global, the following changes to existing fields have been implemented on the Bank Information page and will be reflected in the Standard Accounting Extract (SAE):

Global or Flex	Currency	Bank Account Field	Change Description
Flex	AUD	State / Territory	Now a required field
Flex		Bank Account Number	A 6-to-10-digit number is allowed
Flex and Global	CAD	Bank Name	Now a required field
		Bank Account Number	A 7-to-12-digit number is allowed
Flex	CHF	SWIFT/BIC Code	Now a required field
Flex	INR	State	Now a required field
Flex	JPY	Bank Account Number	A 7-to-10-digit number is allowed
Flex	MXN	RFC	A 13- or 18-digit number is allowed
		Address Line 2	Not a required field
Flex	NZD	State	Now a required field
Flex	SEK	State/Province	Now a required field

BUSINESS PURPOSE / CLIENT BENEFIT

These field requirement and format changes ensure that valid banking information is collected from employees. This will help reduce data entry errors so payment providers can successfully complete payments in these currencies for clients, with less returned and rejected payments.

Admin Experience

The user interface will indicate these fields as required for the currencies listed in the table. For account number and RFC/Tax ID digit changes, it will prevent users from saving values that are of invalid length.

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: Expense Pay Flex Edition User Guide for Concur Professional/Premium*.

Expenses

Copy Down Attendees Information to Itemizations

This change is part of the NextGen UI experience.

Overview

The new NextGen user interface (UI) now matches the existing legacy functionality to copy down attendee information from the parent expense to itemizations. This helps streamline data entry for the employee creating the expense report.

NOTE: This feature was released July 12th of 2022.

BUSINESS PURPOSE / CLIENT BENEFIT

This update brings parity between the NextGen user interface and the legacy interface for creating itemizations.

Configuration / Feature Activation

This feature requires no special configuration; this change is now available in the NextGen UI and is configured identically between both UIs.



For more information, refer to the *Concur Expense: Forms and Fields* setup guide.

Mileage Service

Standard Accounting Extract (SAE) Selected Car Mileage Data Fields Now Activated

This change is part of the NextGen UI experience.

Overview

With this release, when using the Mileage Service feature in the NextGen UI, selected **Car Mileage Data** fields in the Standard Accounting Extract (SAE) are now populated with data from the mileage-related expense entries of an expense report.

The selected fields are:

- **Business Distance** (CT_CAR_LOG_ENTRY.BUSINESS_DISTANCE)

- **Personal Distance** (CT_CAR_LOG_ENTRY.PERSONAL_DISTANCE)
- **Car Passenger Count** (CT_CAR_LOG_ENTRY.PASSENGER_COUNT)
- **Vehicle ID** (CT_CAR.VEHICLE_ID)

! **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 (Legacy) mileage.

BUSINESS PURPOSE / CLIENT BENEFIT

This update enhances the Mileage Service functionality and brings parity between the NextGen and Legacy user interfaces by allowing users to extract car mileage data from their expense entries.

Configuration / Feature Activation

This Mileage Service update is deployed automatically but does require an admin to configure specific settings for the user.



For more information on configuration procedures for extracting data to the Car Mileage fields in the Standard Accounting Extract (SAE) see your SAP Concur administrator and the *Concur Expense: Standard Accounting Extract Version 4* specification.

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.

Planned Changes: There are no planned changes this month.

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

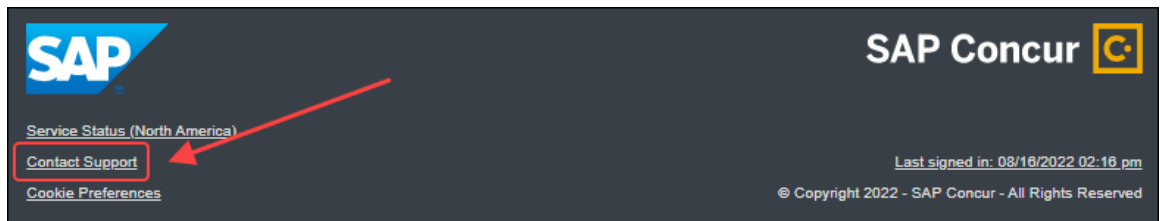
You can access release notes, setup guides, user guides, admin summaries, supported configurations, and other resources via the in-product Help menu or on the SAP Help Portal.

To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, 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>).

SAP Concur Support Portal – Selected Users

Access release notes, webinars, and other technical documentation on the SAP Concur support portal.

If you have the required permissions, **Contact Support** is available on the SAP Concur **Help** menu and in the SAP Concur page footer.



Click **Contact Support** 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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