# SAP Concur Release Notes

# **Concur Expense Professional / Premium**

Month	Audience
Release Date: August 19, 2023 Initial Post: August 18, 2023	Client <b>FINAL</b>

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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 <u>Shared Changes Release</u> <u>Notes</u>.

# Cards

### AMEX: Reauthorization of AMEX Business Cards Required

#### Overview

American Express has provided updated communication that they intend to disable their legacy Application Programming Interface (API) that is used by Amex BCI on August 17<sup>th</sup>, 2023. Once the API is disabled, users that still haven't reauthorized their cards since the new version went live on November 28<sup>th</sup>, 2022, will stop receiving their American Express business card transactions until they re-authenticate the card in Concur Expense.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This update is required to ensure continued connectivity for AMEX business cards within Concur Expense, allowing Expense AMEX card users to enjoy the adoption of continued API services.

#### End User Experience

For SAP Concur Expense users, once completed, this change provides continued connectivity when using the AMEX business cards. However, to ensure a seamless transition, selected clients using this business card will need to reauthorize their card every **90 days**. This requirement is based on the date they originally authorized their card.

The following table shows which clients must reauthorize their card:

<b>Client Definition</b>	Required Action Nov 28 <sup>th</sup> , 2022 – Mar 31 <sup>st</sup> , 2023
Any user whose card was authorized <i>prior</i> to November 28 <sup>th</sup> , 2022	Reauthorize your AMEX business card prior to August 17th, 2023

<b>Client Definition</b>	Required Action Nov 28 <sup>th</sup> , 2022 – Mar 31 <sup>st</sup> , 2023
Any user whose card was authorized between November 28 <sup>th</sup> , 2022, and July 27 <sup>th</sup> , 2023	Reauthorize your AMEX business card within Concur Expense by October 25 <sup>th</sup> , 2023.
Any client authorizing their card <i>after</i> July 27 <sup>th</sup> , 2023	Reauthorize your AMEX business card within Concur Expense every 90 days to maintain connectivity.

Failure to reauthorize the AMEX business card within the specified date range does not mean the card cannot be reauthorized following August 17<sup>th</sup>, 2023. However, the client may experience a disruption in transaction activities following August 17<sup>th</sup>, 2023, because American Express will be disabling connectivity via the older APIs after this date.

#### Administrator Experience

The admin responsible for use of AMEX business cards at their site should plan their actions, especially notification of all applicable users, based on this release note. If in doubt for any given card user, performing the reauthorization task itself will not result in adverse results and may benefit a client site seeking simplicity in messaging their users.

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

Please review the dates and need to reauthorize your AMEX Business card.

- To Reauthorize your AMEX Business Card:
  - 1. Open **Profile > Profile Settings**.
  - 2. In Expense Settings, click Expense Credit Cards. The Expense Credit Cards page appears.

→ C A 🌢 cond	cursolutions.com/expense/profi	le/personalcreditcards	.asp		e 🖈 🕈 🗖 (
SAP Concur 🖸	Expense App Center	Administration -			Help+ Profile + 😞
Profile Personal In	formation Change Password	System Settings	Concur Mobile Registration		
Your Information Personal Information Company Information	Expense C	redit Cards	5	Add Amex Business Card	Add a New Personal Card
Contact Information	Card Name	Card Number	Card Status	Total Unexpens	-
Email Addresses	Amex Business Card	[***1003]	Update required. Click here to update your login information.	\$0.00	Delete Card
Expense Settings					
Expense Information Expense Delegates Expense Preferences Expense Approvers Favorite Attendees					

3. Click Add Amex Business Card to add a new Amex Card.

- 4. In case the card already exists on the **Expense Credit Cards** page and only needs to be reauthorized, below the **Card Status**, you will see **Update required. Click here to update your login information**. This hyperlink allows you to re-authorize your card.
- 5. In the **You are now leaving Concur** box, click **Continue**.

You are now leaving Concur		×
You are now leaving this site and we will redirect you to American Express. Please click continue to proceed.		
	Continue	Cancel

- 6. On the **Card Data Access User Agreement**, read the agreement and select the **I Accept the Terms and Conditions** check box, then click **Continue**.
- 7. On the **American Express** login page, type your login credentials, then click **Log In**.

AMERICAN EXPRESS
USER ID
PASSWORD
Log In
Cancel

8. On the **Authorize access to Concur** disclaimer, read the information and then click **Continue**.

SAP Concur C. Authorize access to Concur
Authorize American Express to share the following information with Concur for display on Concur site:
PERSONAL DETAILS Including:
<ul><li>Your name</li><li>Last 5 digits of your Card</li></ul>
STATEMENT DETAILS Including:
Statement Balance
Payment Due Date     Statement Start/End Date
Transaction Details, such as Amount, Description, Merchant

How your information will be used:	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
<ul> <li>Concur will only be able to display your Card account information</li> <li>Concur will not be able to change or add Card account information</li> <li>Concur will not be able to make a payment on your behalf</li> <li>Concur will not have access to your americanexpress.com login credentials</li> </ul>	
How you can control authorization:	
You can modify or remove this authorization in the Account Services section of your americanexpre-	ess.com account.
Cancel	Continue

9. On the **American Express** authorization page, select the check box for each card you want to reauthorize.

AMERICAN EX	PRESS	
Authorize American Express to share account information for the follow	ing Card(s) with SAP-Concur:	
Delta Gold Business Card (-01003)		
> Information about your data and how it will be used		
	Cancel	Authorize

You can now see all business cards you have registered with American Express©.

Supplemental cards will also display, but only if the corresponding basic card is not displayed here. For example, if you own both the basic and supplemental card, then only the basic card is shown.

Any other  $\ensuremath{\mathsf{American}}\xspace$  corporate card or personal card will not appear here.

10. Click **Authorize** to synchronize cards.

11. Click the **Return to SAP-Concur** button. The AMEX card is now reauthorized.

Authorization successful		
You have successfully authorized SAP-Concur to display your American Express Card account information in your s account.	SAP-Concur	
You will now be logged out of American Express account and returning to SAP-Concur, where all use is governed by SAP-Concur terms and conditions and subject to its privacy and security policies and practices.		
Return to SAP-Concur		

# **Expense Pay**

# Bank of the West Credit Card Programs Retirement and Replacement

#### Overview

Bank of Montreal (BMO) bank has purchased Bank of the West (BOTW) and they will no longer support the BOTW remittance format used to allocate card payments to the cardholders' accounts. BMO will continue to support these client accounts using the BMO/Diners remittance format.

This change is applicable to both Concur Expense Pay – Global and Concur Expense Pay – Flex solutions.

**NOTE:** This change does not impact the card feeds for BOTW credit cards, and they will continue as they have till today.

As part of this change, SAP Concur is retiring the BOTW credit card programs in our system and relabeling the Diners credit card programs.

- Existing names:
  - Diners Carte Blanche MC US
  - Diners Carte Blanche MC CA
  - Bank of the West Visa/MasterCard US
- New names:
  - BMO/Diners Mastercard US
  - BMO/Diners Mastercard CA
  - Retired Bank of the West Visa/MasterCard US

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

This change ensures payment continuity for clients using BOTW corporate card program.

#### Administrator Experience

Replace the BOTW credit card program and batch configuration setup in Concur Expense Pay with a BMO/Diners credit card program. These card programs are available to reimbursement admins on the **Payment Manager > Configure Batches > Card Programs** (tab) **> Add New Card Program** page.

Add New Card Program	×
Program Name	
Payment Type	
Program Type:	
Currency	
Active	
Yes V Classic Global	
	Cancel

#### Configuration / Feature Activation

If you require detailed instructions on inactivating and replacing the BOTW credit card program with the BMO/Diners program in Concur Expense Pay, please contact SAP Concur support.

# **Expense Pay Flex**

### **Changes to Funding Account Screen for Convera**

#### Overview

With this release, Expense Pay – Flex clients can see an updated **Funding Account** screen that displays **Client ID** and **Datacenter** information. In addition, it is possible to verify the **Provider Account ID** with Convera before saving the information with the new **Validate** button.

In the future, the **Convera – Flex** option will be the provider selection for any new Convera funding accounts.

**! IMPORTANT:** The **Provider Account ID** field is required configuration for Convera - Flex funding accounts. Convera provides a 7-digit numeric value for funding accounts. The previous 6-Digit alphanumeric value for non-USD accounts along with the **Convera** provider selection will be deprecated later this year. This value is unique for each funding account and currency.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This update facilitates a smooth user experience for onboarding funding accounts with Convera and provides better validation that the **Provider Account IDs** entered are correct and ready for transactions.

In addition, funding accounts created using the **Convera – Flex** provider selection will process payments via a more automated experience with Convera.

#### Administrator Experience

The admin sees an updated **Funding Account** screen with additional information such as **Client ID** and **Datacenter** information. The **Client ID** is prefixed to the **Provider Account ID** field. In the future, the client will have to provide this information to Convera to establish a new funding account with them.

unding Account				
Account Information				
teimbursement Currency:	Account Country/Region:			
Canada, Dollar 🗸	CANADA	~		
ccount Display Name:	Available For:		Active:	
m	Global	~	No	~
Receive Daily Funding Email				
rimary Contact Name:	Primary Contact Email:		Primary Contact Phone Number	r:
m	m@m.com		m	
econdary Contact Name:	Secondary Contact Email:		Secondary Contact Phone Num	iber:
m	m@m.com		m	
Payment Provider Details Client ID: p1001088yaui Datacenter: INT rovide your Client ID and Datacenter values to yn rovider:	our payment provider if requested during t	he onboarding	i process.	
Convera - Flex 🗸	]			
1001088yaui-			•	_

The admin selects the **Provider** as **Convera - Flex** and clicks **Next**. Now, the admin enters the **Provider Account ID** in the field as shown in the following image and clicks **Validate** to verify the **Provider Account ID**.

rimary Contact Name:	Primary Contact Email:	Primary Conta	ct Phone Num	ber:
m	m@m.com	m		
econdary Contact Name:	Success		×	imber:
syment Provider Details	Success! Verify the Provider Account Name and reimbursement currency on this account before	Currency returned looks correct a saving.	nd matches	
ovider: Convera - Flex			ок	
rovider Account ID: 1001068yaui- 5512345	Valdare			

If validation is successful, a success message displays. Click **OK**.

The **Provider Account Name** displays on the screen after a successful validation. Admins should verify if the **Provider Account Name** and currency returned is correct for the reimbursement currency on the funding account before they save it.

**NOTE:** After every modification, the **Provider Account ID** requires verification before it can be saved.

Payment Provider Details	
Client ID: p1001088yaui Datacenter: INT	
Provide your Client ID and Datacenter values to your payment provider if requested during the onboarding process.	
Provider:	
Convera - Flex	
Provider Account ID:	
o1001088yawi 5512345 Validate	
Provider Account Name: Concur_Currency_HKD	
rovider Account Name: Concur_Currency_HRD	

#### Configuration / Feature Activation

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

#### **Payment Processing Enhancements for all Non-USD Currencies**

#### Overview

With this release, payment processing experience with Convera for all non-USD currencies has been enhanced. This enhancement will give users the following improvements: automated returns, accurate estimated dates for payments on reports, real-time payment status, and access to the **View Funding** page for currency batches.

With the addition of the INR (Indian Rupee) currency in August, you can upgrade all the existing Expense Pay Flex non-USD currencies to the latest experience now.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This release supports an enhanced payment processing experience.

#### Administrator Experience

With this update, the content of the **Outgoing Payment Confirmation** document that the admin receives from Convera via email is now a summarized version with only batch totals in it.

The admin can find the detailed list of payments made in the **View Funding > Global Funding > View Receipt** link, which will display a new **Line-item Payment Confirmation** document. In addition, to view and export the list of payments made, click the **View Details** hyperlink. Next, select **Send to excel** to export this information to a spreadsheet.

Ν	Ionitor Batch	ies							
V	iew Batches View Funding Ba	Ink Statements Extract F	Reconciliation						
	Direct Debit Pre Fund Global	Funding							
	Funding Account Name:	Currency:	Init Date (From):	Init Date					
	ANY 🗸	ANY	<ul> <li>07/16/2023</li> </ul>			Search			
	Funding Account Name	Process Date	Cash Amount	Card Amount	Total Amount	Returned Amount	Status	Trace Number	Details
	● HKD WU:07/18/2023: HKD								
1	HKD WU	07/18/2023	179,066.25	0.00	179,066.25	0.00	COMPLETE		View Details / View Receipt
	(1 Transaction)	07/18/2023	179,066.25	0.00	179,066.25	0.00			

#### Configuration / Feature Activation

Clients must click the **Upgrade Funding Account** button to experience these improvements.

### Profile

#### **\*\*Ongoing\*\* Temporary Security Changes to User Profile**

#### Overview

The evolving cybersecurity landscape requires that SAP Concur temporarily adopt the following security measures when editing the following profile options for an end-user:

When the **Email 1** field of an end-user is updated:

- The end-user will receive a notification of this change to both their old and new (updated) email addresses
- Existing profile settings that would have prevented this notification are now blocked and the emails are sent to the end-user as stated above

The **Last Name** field is now temporarily greyed out and is not editable when the user does not login using SSO. This means that when the **Last Name** field is updated by an end-user:

- If the end-user logged in using SSO: They may change the field directly
- If the end-user logged in using Username / Password combination: The end-user is now systematically prevented from making changes to the Last Name field; In this scenario, the Last Name field may only be updated by the administrator on behalf of the end-user

#### Administrator Experience

As an administrator working with Profile options for **Last Name** in the **User Administration** page, please note the following:

- Administrators are still able to change the Last Name field of a user's profile through the User Administration page
- The administrator may still update the Last Name field of an end-user's profile using the Concur API, Import feed, or feed options as well
- ! These changes are temporary and will be reversed in the future: clients will be informed of these changes in a subsequent release.

#### BUSINESS PURPOSE / CLIENT BENEFIT

These changes ensure SAP Concur's data integrity on behalf of the client.

#### Accounts Disabled by SAP Concur

During routine monitoring activities, SAP Concur may notice abnormal changes to user profiles including name, primary email address, secondary email address, and potentially fraudulent travel bookings. The accounts within your environment that may be linked to fraudulent activity may be disabled. To reenable these accounts, please work directly with your account administrator, or SAP Concur Support. We encourage all customers to adhere to strong password security measures and configurations. For further information, please visit the Password Security article on the SAP Help Portal <u>Password Security | SAP Help Portal</u>.

#### Configuration / Feature Activation

This security change is enforced by default for all applicable products. No change to this behavior will be available to the client at this time and the client will be notified of any changes they may need to make in a future release.

# SAP Integration with Concur Solutions (ICS)

**\*\*Ongoing\*\* SAP Integration with Concur Solutions (ICS) for SAP ECC and SAP S/4HANA On-Premise Required Authentication Update (December 2023)** 

Information First Published	Information Last Modified	Cutoff Date		
Nov 2022		Dec 31, 2023		
Any changes since the previous monthly release are highlighted in yellow in this release note.				

#### Overview

SAP ICS customers are using two different authentication methods:

- Legacy authentication (without gateway)
- New gateway authentication based on Company JSON Web Token (JWT)

SAP Concur has now consolidated the different methods into one target method: the new gateway authentication based on the company JWT (aka Oauth2.0). Currently, we are using both, the old user and password-based legacy authentication for most of the API calls and a company JWT-based authentication via the API gateway for some dedicated APIs.

To ensure there's no disruption for connections between SAP ECC or SAP S/4HANA on-premise and SAP Concur, we have defined a transition period that allows a transformation from legacy authentication to company JWT-based authentication at your own pace. All customers must be using the company JWT-based authentication by December 31, 2023. After December 31, 2023, the legacy authentication will stop working.

You must enable your SAP ECC or SAP S/4HANA on-premise system to perform this transformation, including updating to a supported release/support package if necessary. Please refer to the following information for details about supported releases/support packages and configuration steps:

 <u>SAP Note 2914977</u> - FAQ: Concur Certificates, Authentication, and Connectivity

**NOTE:** All customers should sign up for the ICS newsletter following the instructions in this note.

- <u>Knowledge base Article 3079239</u> Connection: Transformation to New Gateway
- <u>Knowledge base Article 3097704</u> SAP ICS: Transformation to New Gateway is Failing

#### BUSINESS PURPOSE / CLIENT BENEFIT

This authentication update provides improved security over the legacy authentication method.

#### **Production Sandbox Environments**

Customers with Production Sandbox Environment (PSE) entities that are using legacy authentication with ICS will need to perform maintenance to their authentication information ASAP to continue using ICS. Customers using the company JWT-based authentication are exempt from this maintenance.

For more information, refer to the *\*\*Ongoing\*\* Production Sandbox Environment Login Updates* release note in the <u>SAP Concur Shared Changes</u> <u>Release Notes</u>.

#### Configuration / Feature Activation

Please refer to the latest *SAP Integration with Concur Solutions* newsletter for more information about the configuration process.

# **Travel Allowance Service**

#### Long Term Travel – Single Itinerary on Multiple Reports

#### Overview

With this release, the Travel Allowance Service (TAS) feature now supports the ability for a traveler to submit expense reports that include "trip within" itineraries, each in their totality and identified as a travel leg of an as-yet unsubmitted parent itinerary.

This feature is tied to the Trip Within a Trip feature also available in this release, which allows a traveler to take secondary trips within the dates of a long term trip. This means that, during long term travel, the Expense user may request payment for child trips *as they occur*, provided the parent trip remains active and not yet fully expensed.

A traveler may now take a trip while currently engaged in another, longer trip for business or private reasons; refer to *Travel Allowance Service, Long Term Travel – Trip Within a Trip* in these release notes for more information.

#### End-User Experience

This feature works based on the concept of a parent long term travel itinerary with one or more child itineraries that may be included or excluded for the first report, then, for a second report, including those child itineraries that were excluded in the first report, and so on. The original itinerary (parent) is attached to each report, and because itinerary dates remain unused, it is still effectively open for edit up to the point where all dates have been submitted and the long term travel itinerary closed.

#### EXAMPLE

Assume a long term travel from July 9 to July 18 is the parent travel allowance itinerary with child trips, typically business in nature as personal trips may not be valid for expensing depending on the company's configuration.

The traveler may take the following steps to submit partial child itineraries as they occur and, for the purposes of this example, supposing all dates are available:

• **Expense Report 1:** The dates of July 9 to July 11 are included, and all other dates are marked as excluded using the **Exclude Day** function

Date/Location		Exclude Day
All Days Dates: 10		
Sun, 07/09/2023 Los Angeles, UNITED STATES		
Mon, 07/10/2023 Los Angeles, UNITED STATES	Days included on this report	
Tue, 07/11/2023 Los Angeles, UNITED STATES		
Wed, 07/12/2023 Los Angeles, UNITED STATES		
Thu, 07/13/2023 Los Angeles, UNITED STATES		
Fri, 07/14/2023 Los Angeles, UNITED STATES		
Sat, 07/15/2023 Los Angeles, UNITED STATES	Available days on the next report	
Sun, 07/16/2023 Los Angeles, UNITED STATES		
Mon, 07/17/2023 Los Angeles, UNITED STATES		
Tue, 07/18/2023 Los Angeles, UNITED STATES		

**Expense Report 2:** The dates of July 12 to July 18 are included, while the prior July dates, already included in the prior expense report, cannot be included in this report.

Date/Location		Exclude Day
All Days Dates: 10		
Sun, 07/09/2023 Los Angeles, UNITED STATES		
Mon, 07/10/2023 Los Angeles, UNITED STATES	Excluded days from previous report	
Tue, 07/11/2023 Los Angeles, UNITED STATES		
Wed, 07/12/2023 Los Angeles, UNITED STATES	Available days	
Thu, 07/13/2023 Los Angeles, UNITED STATES	$\checkmark$	

#### Administrator Experience

No action is required from the administrator for this feature. However, the Travel Allowance Configuration administrator will need to configure the Trip Within a Trip feature that incorporates overlapping trip support.

#### **BUSINESS PURPOSE**

This feature supports incremental expensing and payment to the traveler who is experiencing long term travel and requires payment over the span of travel.

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

This feature can be configured by the Travel Allowance Configuration administrator or SAP Concur personnel; as of March 2023 the Expense Configuration administrator (Restricted) role no longer has these privileges.

 $\square$ Refer to the Concur Expense: Travel Allowance Generic Configurable Bundle Setup Guide for more information.

#### Long Term Travel - Trip Within a Trip

#### **Overview**

With this release, the Travel Allowance Service (TAS) feature now supports the ability for a traveler to take secondary business or personal trips when they are currently engaged in long term travel. This means a long term trip itinerary of, as an example, 30 days or more in Expense will now support the addition of weekend travel home or an additional leg of business travel as separate itineraries, paid at configured rates, within the main travel event.

For the traveler, itineraries may be added reflecting the secondary travel by selecting the correct travel configuration (business; personal) so that the authorized rates for both of their overlapping travel trips are systematically applied.

A traveler may now apply a single itinerary to multiple expense reports; refer to *Travel Allowance Service, Long Term Travel – Single Itinerary on Multiple Reports* in these release notes for more information.

#### **BUSINESS PURPOSE**

This feature accommodates flexible travel for a user while applying the correct rate adjustment factors that reflect the purpose of each leg of travel within a long term trip.

#### Administrator Experience

This feature works based on the concept of overlap types and a new section called **Trip Within a Trip**. When this feature is configured at the rate bundle level, the Trip Within a Trip functionality is activated in the bundle, allowing a user to adjust their mix of itineraries according to the type of trip that was taken.

Overlap Types @ Business trip, Deduction Category Breakfast, Dinr				adding types ome) to the rate
Edit Adjustr Rate Bundle: "Company"	2) Now, a mix of the type of overlap, trip, and date range is applied to a rate and selected by the traveler	Edit Overlap Types Rate Bundle: "Company"	bundle's Ove section.	rlap Types
	according to the trip type - business, private, or other.	BUSINESS_TRIP	Business trip	
Trip Within a Trip	1	TRIP_HOME	Trip home	
Overlap Type Business trip Main Trip or Trip Within Trip Within Applicable for (Days of Trip	Within) 😧		End Time () h:mm A r the whole period between start and end time	
First day		▼ 0	over any part of the period between start and end tin	

#### ACTIVATING THE FEATURE (EXAMPLE OF EDITING AN EXISTING RATE BUNDLE)

The administrator opens (*I*) a rate bundle for editing, then scrolls to the **Overlap Types** section to open (*I*) the **Edit Overlap Types** screen. Clicking **Add** creates a new row where the code and description are entered.

Edit Overlap Types		Back Save
Rate Bundle: "Trip within a trip"		
Add		
Code↓ <sup></sup>	Description ↑↓	Actions
A_TRIP_EXAMPLE	Example of trip	

The rate bundle is opened (i≡) to the **Adjustments** tab where the administrator clicks **Add** to configure an adjustment, with overlaps, that the user may select when editing their itinerary for a trip within a trip.

Trip Within a Trip		
Overlap Type 🕜	<b>—</b>	h
Secondary business trip	This example is configured to reduce Meals rates to zero for the Main Trip while	~
Main Trip or Trip Within	on a Secondary business trip.	
Main Trip	The Overlap Type defines the overlapping	~
Applicable for (Days of Trip Within)	<ul> <li>trip type the the adjustment factors will be applied to (business). Next, the factor of zero will be applied to the Main trip, and it will apply for all days of secondary travel.</li> </ul>	
Meals		~
Adjustment Fact	·•	
0,000000		
Valid From ? *	Valid To *	
01/01/2022	I 12/31/9999	
Applicable for (D	iys) 🕐 *	
All days		~

Overlap types applied to the bundle whose attributes support suggested trip types might include the following adjustment configurations for a desired outcome:

- Retain Primary Residence Lodging Rate: Applied to every day the main trip is overlapped by the secondary travel to retain the primary residence
- Meals Paid for First Day of Trip Within: For the first day of secondary • travel home, a company may extend a Meals rate paid at full or reduced rate
- Full Rates Paid for Secondary Business Trip: A company may pay full rates for a secondary business trip just as they do for the main trip

• No Rates Paid for Trip Home: A company would not honor rates where a personal trip is taken home

#### WORKING WITH FIELD CONTROLS

The Travel Allowance Configuration administrator can decide to exclude overlap types, restrict a traveler's access to an overlap type, and deactivate an overlap type on the Itinerary screen by configuring these options on the **Field Control for Configuration** screen.

	$\leftarrow$ Back to Configurations		
	Field Control for Cc	onfiguration "Company"	
	Field Control for Itinerary UI	Defaults for Locations 👔	
Overlap types 👔	Deductions for "Broakfast"	Configure the appearance and the functionality (restrict user and overlap type) using options in the Field Control for Company > Field Control for Itinerary UI tab.	ti Q
Ignore Overlap Types ? Rename Field: ? Excluded Overlap Types: ?			
		+	

Please note the following when working with this feature:

- Lodging rate for the Main Trip will always be paid since a traveler on a secondary trip must always retain their primary trip residence
- The first day of travel for a secondary trip must start at the main trip arrival location so the two points match as a single point for differing legs of travel
- A child trip cannot be created under a child trip, only under the parent trip (that is, a single level of child is supported and no additional levels)
- Overlap types may only be referenced with Adjustment records; they cannot be referenced in Rate or Deduction records
- Rules are applied from the specific to the generic, meaning that "First Day" is considered more specific than "All Days" and so will be applied first

#### End-User Experience

The traveler who has taken a secondary trip will add their itineraries using the **Add Destination** and the **Trip Within a Trip** functions.

- Select No for Trip Within a Trip for the main (parent) itinerary
- Click Add Destination to add an itinerary
- Select a value for **Trip Within a Trip**, such as Trip Home or Secondary Business Trip, for the trip within (child) itinerary
- Select the dates for secondary travel from the main trip calendar (this ensures the secondary trip falls within the main trip date span)

The allowance limits in the **Reimbursement Details** view are changed for the main travel to reflect Lodging rates only during the dates of the secondary trip. Depending on the company's configuration, Meals type rates may be available for first day of travel, though at a reduced rate.

#### EXAMPLE

A traveler creates an itinerary of seven days and claims a business trip of four of the seven days in one expense report and the remaining three days in their second expense report that represent a trip home.

To do this, the user creates the expense report *Long Term Travel Business* and excludes three days from the itinerary using the **Exclude Day** boxes on the **Adjustments** screen. This report is submitted for approval.

w: Adjustments - Show I	Filters				
Date/Location	Exclude Day	Meal Type	Incidental	Allowance Limit 🚱	Reimbursement Amount
All Days Dates: 7		~			
Sun, 01/15/2023 Kiel, GERMANY		~		€ 227.74	€ 94.3
Mon, 01/16/2023 Kiel, GERMANY		~		€ 227.74	€ 125.8
Tue, 01/17/2023 Kiel, GERMANY		~		€ 227.74	€ 125.8
Wed, 01/18/2023 Kiel, GERMANY		~		€ 227.74	€ 125.8
Thu, 01/19/2023 Kiel, GERMANY		~			
Fri, 01/20/2023 Kiel, GERMANY		~			
Sat, 01/21/2023 Kiel, GERMANY		~			

Next, on creation of the second report *Long Term Travel Home*, the **Travel Allowance** itinerary screen includes the **Select an Existing Itinerary** button where the user may select the same itinerary containing the excluded three days for this report. These days are selected using a calendar in the **Select Itinerary Dates** window.

Travel Allowan Itinerary Select an Existing I Itinerary Name * Long Term Tr	Click this button select the origin term travel itine	al long rary	linerary 🕢		* Required
Start	Travel Allowance tinerary Management Choose the tinerary you want to add. ilter Itineraries	When you select the ir the days you excluded choosing the range fro	I from the prior re	port by	
+ Add De Arriv - ♀ En	All  Add Itineracy Name Cong Term Travel Business	First Destination	Start Date 01/15/2023	End Date	Applied Date Range
+ Add Destin End Loc. Enter	ation *	Select Itinerary I           By default, for long-terr           will be applied to the ex           Date Range           01/19/2023 - 01/2	n travel the first available days in pense report.	x	O

Before addition to the *Home* expense report, the user may adjust the end location as well as the date and time. Optionally, by opening the report in the **Adjustments** screen view, the user may click **Clear Filters** to see the four days used on the first expense report.

Select Dates					
Date Range	Recurrence		Loc	ation	
MM/DD/YYYY - MM/DD/YYYY I	Every 1 week(s) on: Sunday, Monday, Tuesday, Wednesd >		nesd ~	Apply Clear Filte	
Date/Location	Exclude Day	Meal Type	Incidental	Allowance Limit 2 Reimbursemen	t Amount 🔞
All Days Dates: 7		~			
Sun, 01/15/2023 Kiel, GERMANY	<ul> <li>Image: A start of the start of</li></ul>	~		The four days used in the	
Mon, 01/16/2023 Kiel, GERMANY		~		<i>initial</i> expense report, now shown when the user	
Tue, 01/17/2023 Kiel, GERMANY		~		clicks Clear Filters.	
Wed, 01/18/2023 Kiel, GERMANY		~			
Thu, 01/19/2023 Kiel, GERMANY		~		€ 227.74	€ 125.86
Fri, 01/20/2023 Kiel, GERMANY		~		€227.74	€ 125.86
Sat, 01/21/2023 Kiel, GERMANY		~		€ 0.00	€ 94.39

On submit of the second expense report, the itinerary is now used completely and is no longer available for selection of dates – all are now used across both reports.

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

This feature can be configured by the Travel Allowance Configuration administrator or SAP Concur personnel as of March 2023 the Expense Configuration administrator (Restricted) role no longer has these privileges.

Refer to the *Concur Expense: Travel Allowance Generic Configurable Bundle Setup Guide* for more information.

### **User Interface Changes**

#### **Miscellaneous Changes to Expense**

#### Overview

The following minor usability changes are available in this release.

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

These changes are part of the ongoing continuous improvement process for the user experience.

#### Administrator and End-User Experience

The administrator and/or the end-user will see the following changes in Expense.

• Visual Changes to Expense Entries Returned by Processor: Returned addendum expense report display a red border and the word *Returned*.

AP Concur C Requests Expenses anage Expenses Manage Expenses REPORT LIBRARY	addendum rep when returned and will show	n of an entire report, an port containing selected expenses I, will not display as "Returned" a red border and not the blue Jot Submitted" as shown below.	,
Test report 04/17/2023 \$43.92 Returned Sent Back to Employee Guy Trotter	Addendum To: Foo Rep 04/17/2023 \$0.00 Not Submitted	Addendum To: test_adden	edum
Test Report #1 10/27/2022 \$175.00 Not Submitted	Foo Report 2 04/17/2023 \$55.00 Due Employee: \$0.00 Submitted Approved Processing Payment	Returned	

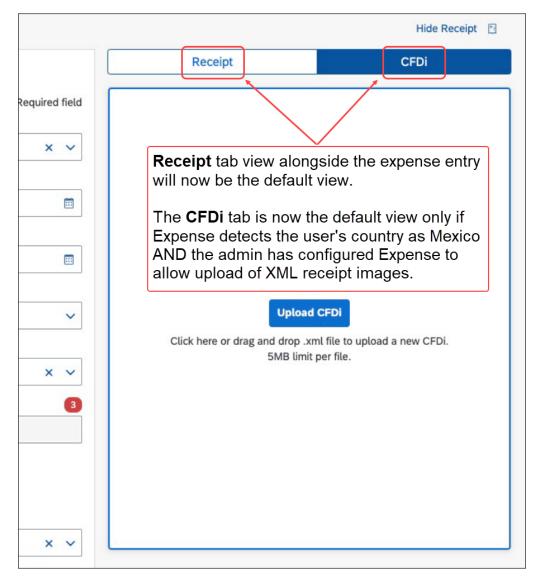
• Date Range Replaces Check In and Check Out Fields: Two fields in the Details tab of the expense entry, Check-in Date and Check-out Date, are now combined into a single field, Date Range.

Details	Itemizations				
Allocate Expense Type *		*	Required field	The <b>Date</b> fields are now represented in a single field,	
Hotel			~	<b>Date Range</b> , that is the date span, or range, of the two fields.	
Check-in Date *	Ch	eck-out Date *	Nights:	opun, er range, er me merae.	
02/13/2023		2/17/2023	4		
Transaction Date *	Bu	siness Purpose			
	7/25/2023 Prince Hotels Details C Allocate Expense Type *	Corporate Cal	rd .	* Required fie	łd
	Hotel			× ~	)
ſ	Date Range *		Nights:	Transaction Date	
	09/05/2023 - 09/06/202	23	Ⅲ 1	07/25/2023	
	Business Purpose *			Vendor *	
	LTTGS Event			Prince Hotels × ~	
	Vendor Description			City	
	PRINCES GOLE CLUE	·····	$\sim$	Septwich UNITED KINGDOM	$\sim$

• **Report Details Pages – Change to List-Based Views:** Clients will note a change to any list-based view on pages accessed from the **Report Details** menu selections. This change will cause both the **Report Details** menu page and any listed page accessed from this menu to now show its listed items in a sort order corresponding to the last viewed item.

Report Details 🗸	Print/Share	e ✓ Manage R	eceipts 🗸	Travel A	Allowance 🗸	
Report						
Report Header	Edit	Delete	Cot		Allocate	
Report Totals		Devenent True Al				
Report Timeline	pt ↑↓	Payment Type ↑↓	,			Expens
Audit Trail		Cash				Person
Allocation Summary		Cash				erson
Linked Add-ons		0				_
Manage Requests		Cash				Person
Manage Cash Adva	nces					
		~~~~~~	~~~~~	~~~~	~~~~~	~~~

• **CFDI Receipts View Only for Mexico:** The default view of the receipt image for an expense entry now defaults to the **Receipt** tab unless the user's country is Mexico AND they are allowed to upload XML-based receipt images.



• **Most Recently Used Attendee Type Appears by Default:** The last type of attendee selected by a user will now automatically appear unless the company has defined a different default value.

Business Promotions	
Default	~
Default	~
None	~
None	~
	Default Default None

The Expense Configuration Administrator may view this configuration under **Expense Administration > Policies**. Select the relevant policy, then select **Expense Types**. On the expense types list, select the relevant expense type and select **View Properties**.

**NOTE:** Requests for configuration changes may be submitted via a Support Change Request, detailing the specific policy, expense type and default attendee type for the change.

#### Configuration / Feature Activation

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

# **Planned Changes**

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

**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 <u>Shared Changes Release Notes</u>.

# Cards

#### **\*\*Planned Changes\*\* AMEX: Reauthorization of AMEX Business** Cards Required Within October 25<sup>th</sup>

Information First Published	Information Last Modified	Feature Target Release Date
August 2023		October 2023
Any changes since the prev	ious monthly release are highlighted i	in yellow in this release note.

#### Overview

AMEX has updated the Application Programming Interface (API) which affects the use of AMEX business cards for their customers. Specifically, this action adds a new requirement for how frequently cards must be reauthorized to continue to support, among other things, the import and use of transactions within the SAP Concur Expense product.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This update is required to ensure continued connectivity for AMEX business cards within Concur Expense, allowing Expense AMEX card users to enjoy the adoption of continued API services.

#### End-User Experience

For SAP Concur Expense users, once completed, this change provides continued connectivity when using the AMEX business cards. However, to ensure a seamless transition, selected clients using this business card will need to reauthorize their cards within Concur Expense by October 25<sup>th</sup>, 2023, and following that, must continue to reauthorize the card every **90 days**. This requirement is based on the date they originally authorized their card.

The following table shows which clients must reauthorize their card:

<b>Client Definition</b>	Required Action Nov 28 <sup>th</sup> , 2022 – Mar 31 <sup>st</sup> , 2023
Any user whose card was authorized <i>prior</i> to November 28 <sup>th</sup> , 2022	Reauthorize your AMEX business card prior to August 17th, 2023
Any user whose card was authorized between November 28 <sup>th</sup> , 2022, and July 27 <sup>th</sup> , 2023	Reauthorize your AMEX business card within Concur Expense by October 25 <sup>th</sup> , 2023.
Any client authorizing their card <i>after</i> July 27 <sup>th</sup> , 2023	Reauthorize your AMEX business card within Concur Expense every 90 days to maintain connectivity.

Failure to reauthorize the AMEX business card within the specified date range does not mean the card cannot be reauthorized following October 25<sup>th</sup>, 2023. However, the client may experience a disruption in transaction activities following October 25<sup>th</sup>, 2023, because as of July 27<sup>th</sup>, 2023, American Express will be disabling connectivity for any card not reauthorized every 90 days.

#### Administrator Experience

The admin responsible for use of AMEX business cards at their site should plan their actions, especially notification of all applicable users, based on this release note. If in doubt for any given card user, performing the reauthorization task itself will not result in adverse results and may benefit a client site seeking simplicity in messaging their users.

#### Configuration / Feature Activation

Please review the dates and need to reauthorize your AMEX Business card.

- To Reauthorize your AMEX Business Card:
  - 1. Open **Profile > Profile Settings**.

2. In Expense Settings, click Expense Credit Cards. The Expense Credit Cards page appears.

→ C ∆	Concursolution	urrsolutions.com/expense/profile/personalcreditcards.asp 🗠 🖈 🗖					
SAP Cor	ncur 🖸 Exper	nse App Center	Administration -			Help+ Profile +	
Profile	Personal Information	Change Password	System Settings	Concur Mobile Registration			
Your Infor Personal Info Company In	ormation	Expense Cr	edit Cards		Add Amex Business Card	Add a New Personal Card	
Contact Info		Card Name	Card Number	Card Status	Total Unexpensed		
Email Addre		Amex Business Card	[***1003]	Update required. Click here to update your login information.	\$0.00	Delete Card	
Expense S	Settings						
Expense Infe Expense De Expense Pre	legates						
Expense Ap Favorite Atte Expense Cre	endees						

- 3. Click Add Amex Business Card to add a new Amex Card.
- 4. In case the card already exists on the **Expense Credit Cards** page and only needs to be reauthorized, below the **Card Status**, you will see **Update required. Click here to update your login information**. This hyperlink allows you to re-authorize your card.
- 5. In the **You are now leaving Concur** box, click **Continue**.

You are now leaving Concur		×
You are now leaving this site and we will redirect you to American Express. Please click continue to proceed.		
	Continue	Cancel

- 6. On the **Card Data Access User Agreement**, read the agreement and select the **I Accept the Terms and Conditions** check box, then click **Continue**.
- 7. On the **American Express** login page, type your login credentials, then click **Log In**.

AMERICAN EXPRESS
USER ID
PASSWORD
Log In
Cancel

8. On the **Authorize access to Concur** disclaimer, read the information and then click **Continue**.

	SAP Concur C· uthorize access to Concur
А	uthorize American Express to share the following information with Concur for display on Concur site:
2	PERSONAL DETAILS Including:
	Your name     Last 5 digits of your Card
Ŀ	STATEMENT DETAILS Including:
	Statement Balance     Payment Due Date     Statement Start/End Date     Transaction Details, such as Amount, Description, Merchant
$\sim$	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
н	low your information will be used:
	<ul> <li>Concur will only be able to display your Card account information</li> <li>Concur will not be able to change or add Card account information</li> <li>Concur will not be able to make a payment on your behalf</li> <li>Concur will not have access to your americanexpress.com login credentials</li> </ul>
н	low you can control authorization:
Y	ou can modify or remove this authorization in the Account Services section of your americanexpress.com account.
	Cancel

9. On the **American Express** authorization page, select the check box for each card you want to reauthorize.

AMERICAN EXPRESS		
Authorize American Express to share account information for the following Card(s) v	with SAP-Concur:	
Delta Gold Business Card (-01003)		
> Information about your data and how it will be used		
	Cancel	Authorize

You can now see all business cards you have registered with American Express©.

Supplemental cards will also display, but only if the corresponding basic card is not displayed here. For example, if you own both the basic and supplemental card, then only the basic card is shown.

Any other  $\ensuremath{\mathsf{American}}\xspace$  corporate card or personal card will not appear here.

- 10. Click **Authorize** to synchronize cards.
- 11. Click the **Return to SAP-Concur** button. The AMEX card is now reauthorized.

Authorization successful		
You have successfully authorized SAP-Concur to display your American Express Card account information in your SAP-Concur account.		
You will now be logged out of American Express account and returning to SAP-Concur, where all use is governed by SAP-Concur's terms and conditions and subject to its privacy and security policies and practices.		
Return to SAP-Concur		

### **\*\*Planned Changes\*\* Payment Card Integration Service**

Information First Published	Information Last Modified	Feature Target Release Date
August, 2023		2023
Any changes since the previ	ous monthly release are highlighted <mark>i</mark>	n yellow in this release note.

#### Overview

SAP Concur will release a new feature, the Payment Card Integration service, in an upcoming release. This new service allows clients working with participating banking institutions to use Concur's App Center to link their corporate and business card types directly to the Expense product's Card functionality.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This feature reduces inefficiencies of card data exchange by removing manual steps and delays in authorization in favor of a direct, authorized method increasingly endorsed by the banking community and in full control of the client.

#### The New API-Based Delivery Process

The Payment Card Integration service uses a purpose-designed API-based enhanced data delivery service that allows card networks, issuing banks, and FinTech partners to directly deliver custom credit card data to SAP Concur. This offers the card partner a method to send data in real-time while providing self-service card data onboarding to Concur clients.

#### Benefits of the New Payment Card Integration Banking Functionality

This change retires the relative inefficiencies of the file-based card feed and clearinghouse process in favor of fast, reliable, and secure data exchange of banking information.

The client will now see benefits such as:

- Substantial decrease in setup and time to implementation of banking integration
- With this direct API-base data exchange customers may be able to avoid the fees associated with the tradition direct feed and clearinghouse model
- Real-time data feed visibility via data synchronization of daily batch processing instead of one-way FTP-based communications
- Manual step processes requiring SAP Concur support are eliminated in favor of automation that delivers client control of the data exchange process

#### How It Works

The Payment Card Integration service is configured by the client using simple steps of identifying the participating partner bank and linking them, through authorization steps, to Expense.

Image: State of the state o	Client agrees to <u>Concur's</u> Click- Through T&C — and clicks "Connect"	Ar Carlos and a secondaria de la carlo de	Client authorizes → access to Concur on → Bank site	Client receives an "Authorization Successful" confirmation on Bank site.
Client selects partner bank from available Enterprise Application in the App Center		"You are now leaving Concur" pop-up appears. Client agrees to continue to Bank site.		

#### Configuration / Feature Activation

These feature changes will occur in an upcoming release; configuration is limited to action that may be taken by the client as described in this release note.

More information will be included in the release notes and updated setup and user guides for this new feature.

### **\*\*Planned Changes\*\* Reauthentication of Linked Cards to Yodlee Required**

Information First Published	Information Last Modified	Feature Target Release Date			
August 2023		October 2023			
Any changes since the previous monthly release are highlighted in yellow in this release note.					

#### Overview

As of October 1, 2023, Yodlee will be configuring 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 after October 1<sup>st</sup>, 2023, to ensure that transactions continue to be available within Concur Expense.

Banks will work with Yodlee to adopt the new functionality over time. To ensure an uninterrupted connection, the card user in Concur Expense must first identify if their card is ready for reauthentication before doing so.

As of October 1, 2023, US Bank card may be reauthenticated. 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 will be required to ensure continued connectivity between the bank and Yodeled within Concur Expense. This will allow Concur Expense card users to benefit from a more secured connection due Yodel's adoption of the Open Banking functionality.

#### End-User and Administrator Experience

There is no change to the admin or user experience.

#### Configuration / Feature Activation

Please review the dates and need to reauthorize your US personal and business cards.

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

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

# Expense Pay

#### \*\*Planned Changes\*\* New Expense Pay Solution: Expense Payment Manager

Information First Published	Information Last Modified	Feature Target Release Date			
August 2023		September 2023			
Any changes since the previous monthly release are highlighted in yellow in this release note.					

#### Overview

Targeted for September 2023, SAP Concur will launch the new, next generation payment product called **Expense Payment Manager**. This new offering will support expanded currency coverage of 25 currencies and third-party payment-processing partners such as Worldline and Convera for both Corporate Card and Employee expense reimbursements.

**Expense Payment Manager** will be our go-forward product for future expense payments. You can refer to the **Expense Payment Manager** User Guide and the **Expense Payment Manager** Setup Guide documentation regardless of whether you use SAP Concur's Expense Pay – Global or Expense Pay – Flex versions.

New SAP Concur clients will only be offered **Expense Payment Manager**. This change does not affect existing Expense Pay clients.

#### BUSINESS PURPOSE / CLIENT BENEFIT

The **Expense Payment Manager** offering maintains industry best practices for payment processing functionality within SAP Concur by supporting more than 25 currencies and most corporate cards reimbursements, whereas **Expense Pay – Global** only supported four currencies.

#### Configuration / Feature Activation

Contact your SAP Concur account executive to learn more about **Expense Payment Manager** and to sign up for it when it launches.

# **Receipts – ExpenseIt for Web**

#### **\*\*Planned Changes\*\* ExpenseIt Client Receipt Emails Now** Serviced Exclusively by ExpenseIt in Selected Countries

Information First Published	Information Last Modified	Feature Target Release Date			
July 17, 2023		Q3 2023			
Any changes since the previous monthly release are highlighted in yellow in this release note.					

#### Overview

In an upcoming release, all receipts emailed by clients who have purchased the ExpenseIt receipt service will be processed exclusively by the ExpenseIt solution. This feature change will apply only to selected countries at this time.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This feature change leverages the advanced capabilities of ExpenseIt for all receipts sent by clients using this service, resulting in superior results and consistent receipt handling.

#### How It Works

Today, receipts sent to <u>receipts@concur.com</u> are processed independent of those sent to <u>receipts@expenseit.com</u>, which are handled by ExpenseIt. Now, emailing the receipt to either address will route the receipt to ExpenseIt.

Please note this feature change applies to end-users who are specified in Expense user settings as working within the following countries:

- Australia
- Canada
- United Kingdom
- United States

#### End-User Experience

Clients using the ExpenseIt add-on solution at their company site can submit a PDF or take a photo of their receipt and email the image/file of the receipt to either receipts@concur.com or receipts@expenseit.com. In either case, the receipt is routed to ExpenseIt which will use its superior data extraction capabilities to extract the required data elements directly into Expense.

Valid file types are .png, .jpg, .jpeg, .pdf, .tif, or .tiff.

#### Administrator Experience

No action is required; when available, this feature will automatically be the default behavior for all ExpenseIt users.

#### Configuration / Feature Activation

On release, clients who purchased the ExpenseIt add-on will see this feature automatically; there are no additional configuration steps.



More information will be available in an upcoming release note and associated guides.

# **Travel Allowance Service**

# **\*\*Planned Changes\*\* New Country Pack for Austria for the NextGen UI (Q3 2023)**

Information First Published	Information Last Modified	Feature Target Release Date
May 2023		August 2023
Any changes since the prev	in yellow in this release note.	

#### Overview

A new country pack for Austria will be available in Q3 2023.

The upcoming release will contain three new, self-updating statutory bundles preconfigured with the best practice content and country-specific calculations for Austria.

**NOTE:** The Travel Allowance (TA) Service solution is only available to net new clients. The current "classic" TA solution remains in use and will be fully supported for existing clients and new clients who do not have a new TA country-specific template yet.

This solution is *not* an upgrade of the existing "classic" TA feature, but a completely new solution that automatically updates to provide the correct annual statutory rates to the client.

#### BUSINESS PURPOSE / CLIENT BENEFIT

The clients get best-practice content and annual rate updates managed by SAP Concur to conform to the travel allowance rules in Austria.

#### Configuration / Feature Activation

All users who access the **Expense Admin** page will see the **Travel Allowance Configuration** link.

- More information will be available in an upcoming release note and in the Austria configuration guide available on release of this feature.
- Additional product guides for Concur Expense may be found at the <u>country-specific guides</u> landing page.
- For Concur Request, refer to the <u>guides</u> landing page.

# **User Interface Changes**

### **\*\*Planned Changes\*\* Miscellaneous Changes to Expense**

Information First Published	Information Last Modified	Feature Target Release Date			
August, 2023		Q3 2023			
Any changes since the previous monthly release are highlighted in yellow in this release note.					

#### Overview

The following minor usability changes are available in this release.

#### BUSINESS PURPOSE / CLIENT BENEFIT

These changes are part of the ongoing continuous improvement process for the user experience.

#### Administrator and End-User Experience

The administrator and/or the end-user will see the following changes in Expense.

• Side by Side Receipt View: Open the expense entry and choose your receipts, each displayed side by side, directly from the Available Receipts tab which will now appear alongside the Receipts in Report tab.

Details		ipts directly	Add Receipt	Hide Recei
Expense Type * Entertainment E	or drag-an	ab. Or, upload	are png. jpg. jpg, pdf, 1f or 1ff. missing receipt declaration. Missing	Paceipts in Report by selecting "Add". Valid file types for upto Don't have a receipt? You'll need to create Receipt Declaration
01/26/2022		Entertainment External	Upload New Receipt	Sort by
City of Purchase *		Payment Type * 🕖	Phoenix Trip Report Unloaded: 09/28/2022 5-59 F	Phoenix Trip Report Uploaded: 09/28/2022 5:59 F
Entertainment E	External 🗸	01/26/2022	·	
mount *		Currency *	the second secon	All and a state
Entertainment E	External	01/26/2022	· ·	
Receipt Status * 🚱			8 6 8	
Receipt	~	Personal Expense (do not reimburse)	Phoenix Trip Report Uploaded: 09/28/2022 5:59 F	Phoenix Trip Report Uploaded: 09/28/2022 5:59 I
Start Date		End Date		
Destination Country		State	and the second s	AND THE R

• **Include Submitter as Attendee by Default:** A user creating an expense report with attendees will now be added as an attendee by default for all expense types.

Expense Types								
Expense Types Expe	Expense Types Expense Type Limits Itemization Wizard							
MODIFY EXF	MODIFY EXPENSE TYPE: COMPANY CAR EXPENSE							
1 General 2 Po	licies 3 Formulas	4 Attendees 5	Accounting					
Policy Name	Show Cost per Attendee	Allow users to edit the Cost per Attendee	Allow users to enter the count of "No Shows"	Allow users to edit the count of attendees	Include user as an attendee by default			
Belinda experime								
СА Горенно Роску	All expense	se types no	w					
Carrillo Harsen		include the						
Christian experim								
Cost Object Appr		as an attendee by default.						
					<b>V</b>			
· · · · · · · · · · · · · · · · · · ·								
1000 Territoria (1000 10								
	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	~~~~~~	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~				

**NOTE:** Clients may submit a list of expense types they would like removed from this behavior to Concur Support.

- Label Changes to the Manage Expenses Page: Several changes to the labels displayed in the Manage Expenses page are now changed:
  - View Transactions now Card Transactions: This change more clearly identifies the functions and purpose of the page.

SAP Concu	ır C	Requests	Travel	Expense	Invoice	Approvals	Reportin		
Manage Exper	L. L.	View Transaction		n Advances	Processor	•			
Card Activity All Cards	SAP	Concur 🖸	Request Card Transac	Travel	Epense	Approvals	Reporting	App Center	
No company card	Manage Expenses         Card Transactions         Cash Advances           Available Expenses         Expenses automatically created from itineraries, e-receipts, Expenseit, or your assigned credit card.								
	$\sim \sim \sim$	~~~~~	$\sim$	~~~~	~~~~	~~~~~	~~~~~	~~~~~	S Expense

• **Expense Assistant Messaging:** The status of the Expense Assistant tool is now shown in the **Available Expenses** view:

	ISBS created from Itineraries, e-receipts, Expenselt, or your assigned credit card. • Assistant to allow unassigned expenses be placed automatically in a report for you. Learn More
Expenses auto	Expenses matically created from timeraries, e-receipts, Expenselt, or your assigned credit card. e Assistant On: All incoming expenses that occur between the start and end date of a trip will automatically be placed in a trip report. Turn off Expense Assistant
	Available Expenses Expenses automatically created from timeraries, e-recepts, Expenset, or your assigned credit card. Certains Contains Expenses Move to *
	Expense Assistant On All incoming expenses will be automatically placed in reports marked "Hot Submitted". Turn of Expense Assistant To find missing transactions: Card Transactions

#### Configuration / Feature Activation

These feature changes will occur in an upcoming release; configuration is limited to action that may be taken by the client as described in this release note.

# 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 <u>Accessibility Updates</u> page.

# **In-Product User Assistance**

#### **Client Customized Content**

If your company creates customized content for SAP Concur solutions through a user assistance tool such as SAP Enable Now or Concur User Assistant by WalkMe, the changes described in these release notes might affect your customized content. SAP Concur recommends reviewing the monthly release notes for all of your SAP Concur solutions as well as the Shared Changes Release Notes to confirm whether any of the planned or released changes might impact your internal, customized content.

If any changes in a release impact your content, work with your internal teams to update your content accordingly.

# 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:

- Click the following link to navigate to the SAP Sub-processors / Data Transfer Factsheets page: <u>SAP Sub-processors / Data Transfer Factsheets</u>
- 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 <u>Your New Support User ID (S-user)</u> and to the <u>Learn All</u> <u>About S-User IDs</u> blog post.
- 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: <u>Privacy-Request@Concur.com</u>

# **Supported Browsers**

#### Supported Browsers and Changes to Support

For information about supported browsers and planned changes to supported browsers, refer to the <u>Concur Travel & Expense Supported Configurations</u> guide.

When changes to browser support are planned, information about those changes will also appear in the <u>Shared Changes Release Notes</u>.

# 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 directly 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 visit the <u>SAP Concur solutions page</u>.

SAP	Help Portal (Documentation)		≡
	ONCUR English (United States of America) V utions help businesses manage employee travel booking and expense r	eporting.	
This product 🔻	Search in all documents related to this product	Q_ ✓ Advanced Search	
			🛧 Favorite 🛭 😪 Share

# **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 <a href="https://concursolutions.com/portal.asp">https://concursolutions.com/portal.asp</a>.
  - 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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