SAP Concur Release Notes	
Concur Expense Professional / Premium	
Month	**Audience**
Release Date: August 19, 2023 Initial Post: August 18, 2023	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

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 17th, 2023. Once the API is disabled, users that still haven't reauthorized their cards since the new version went live on November 28th, 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:

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

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Client Definition	Required Action Nov 28th, 2022 – Mar 31st, 2023
Any user whose card was authorized between November 28th, 2022, and July 27th, 2023	Reauthorize your AMEX business card within Concur Expense by October 25th, 2023.
Any client authorizing their card *after* July 27th, 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 17th, 2023. However, the client may experience a disruption in transaction activities following August 17th, 2023, because American Express will be disabling connectivity via the older APIs after this date.
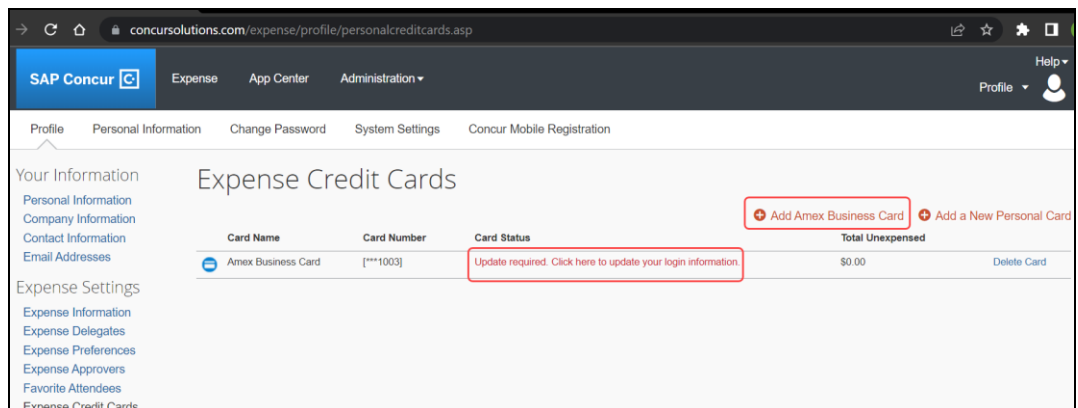
Administrator Experience

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.

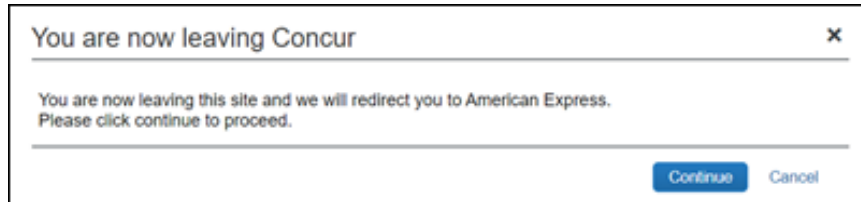▶ *To Reauthorize your AMEX Business Card:*

1. Open **Profile > Profile Settings**.

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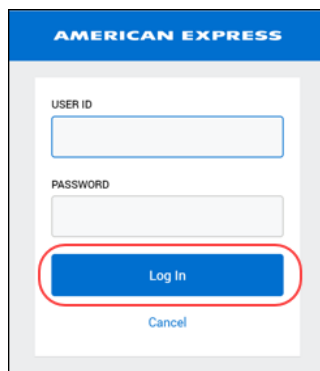

3. Click **Add Amex Business Card** to add a new Amex Card.

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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**.

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**.

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

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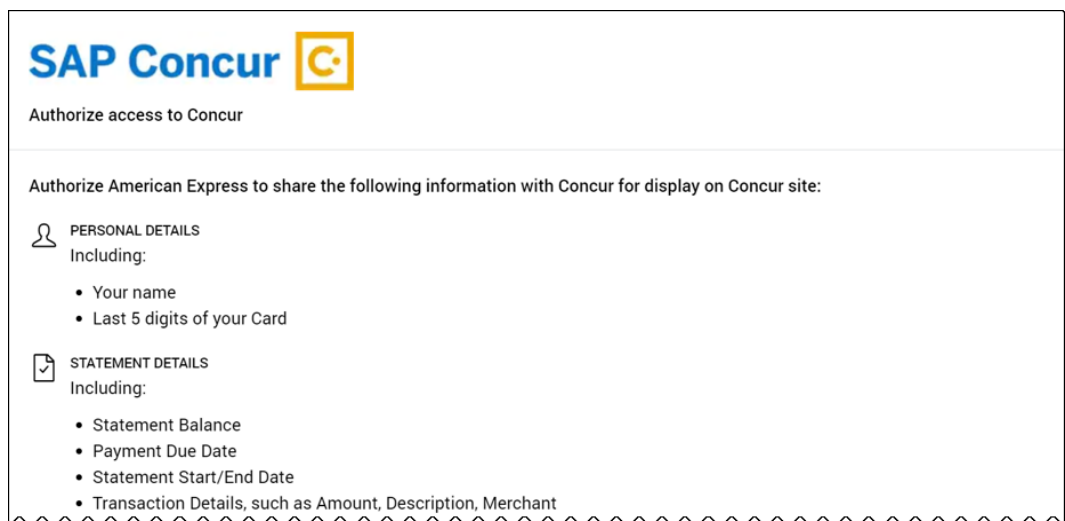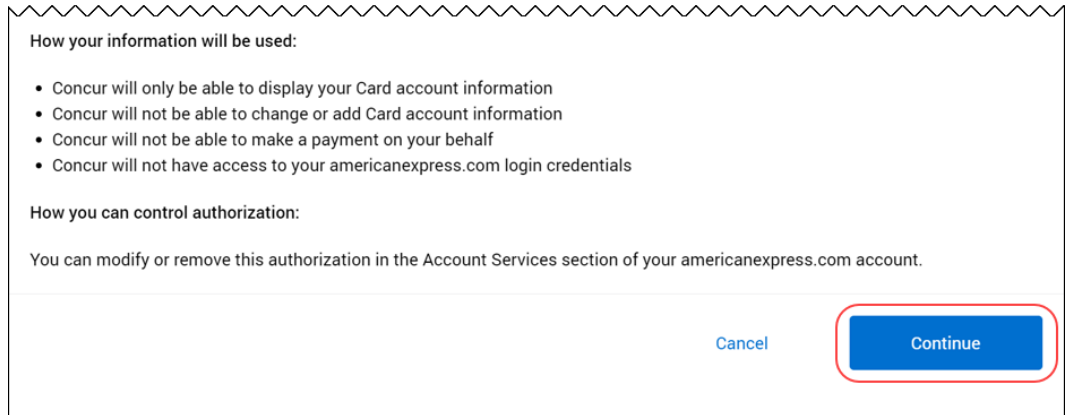
9. On the **American Express** authorization page, select the check box for each card you want to reauthorize.

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 American Express© corporate card or personal card will not appear here.

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

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

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.

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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:

Verify IIN

Currency

Active

Yes

☐ Classic   ☐ Global

Save   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.

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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.

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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.

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**.

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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.

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.

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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.

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

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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 Password Security | SAP Help Portal.

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.

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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 <mark>highlighted</mark> 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:

- [SAP Note 2914977](#) - FAQ: Concur Certificates, Authentication, and Connectivity

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

- [Knowledge base Article 3079239](#) - Connection: Transformation to New Gateway

- [Knowledge base Article 3097704](#) - SAP ICS: Transformation to New Gateway is Failing

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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 *[SAP Concur Shared Changes Release Notes](#)*.

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.

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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

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- **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.

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.

   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.

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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.

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

The administrator opens (✏)a rate bundle for editing, then scrolls to the **Overlap Types** section to open (✏) the **Edit Overlap Types** screen. Clicking **Add** creates a new row where the code and description are entered.
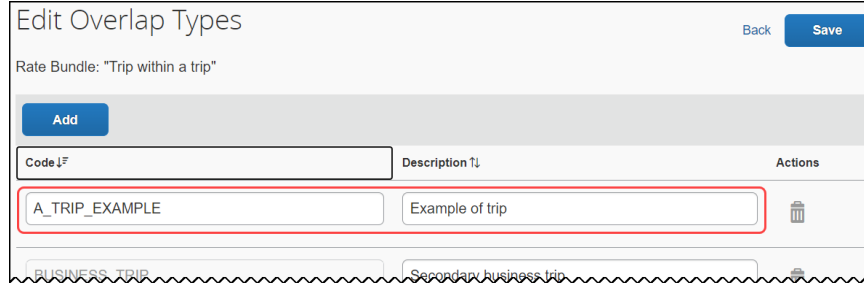
The rate bundle is opened (☰) to the **Adjustments** tab where the administrator clicks **Add** to configure an adjustment, with overlaps, that the user may select when editing their itinerary for a trip within a trip.
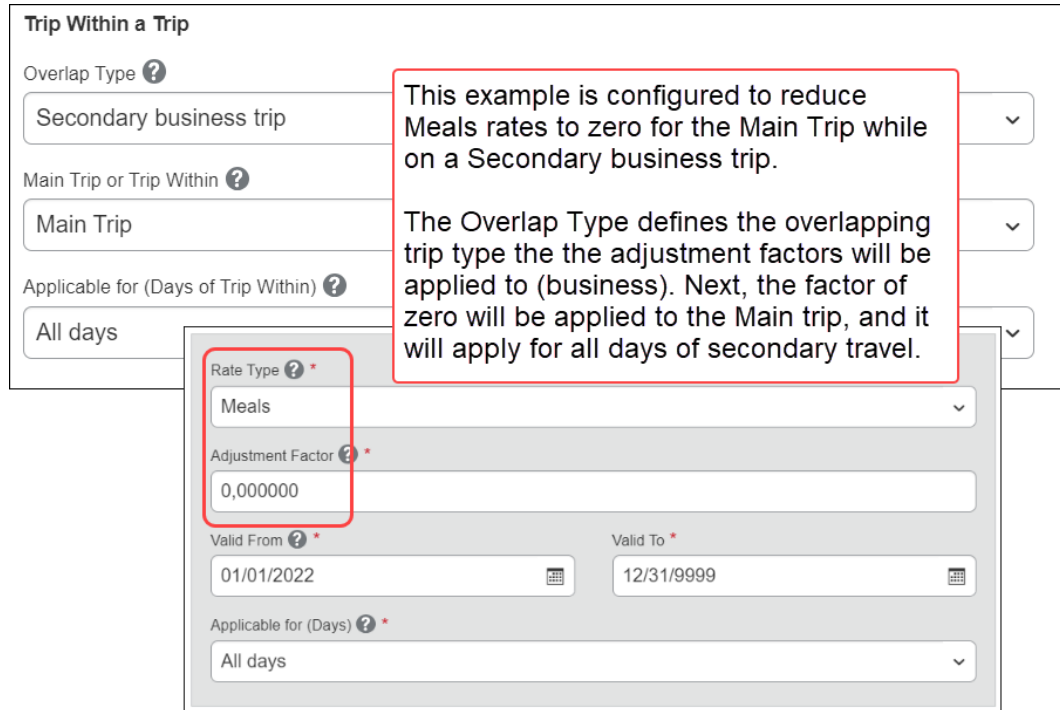
Overlap types applied to the bundle whose attributes support suggested trip types might include the following adjustment configurations for a desired outcome:

- **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

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- **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.
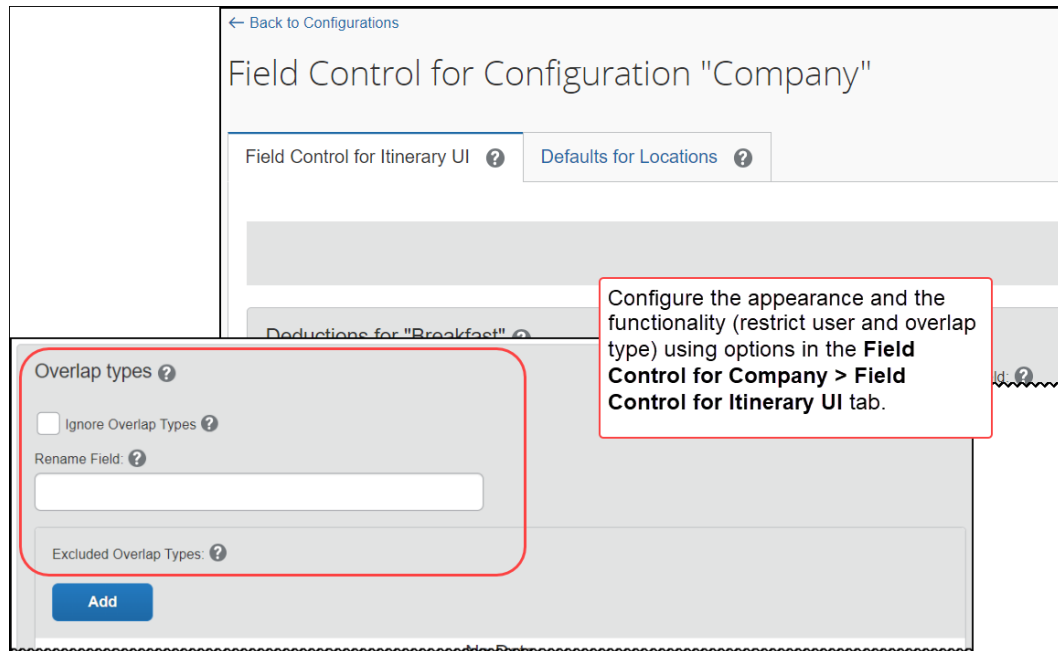
Please note the following when working with this feature:

- 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

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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.

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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.

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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.

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.

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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*.

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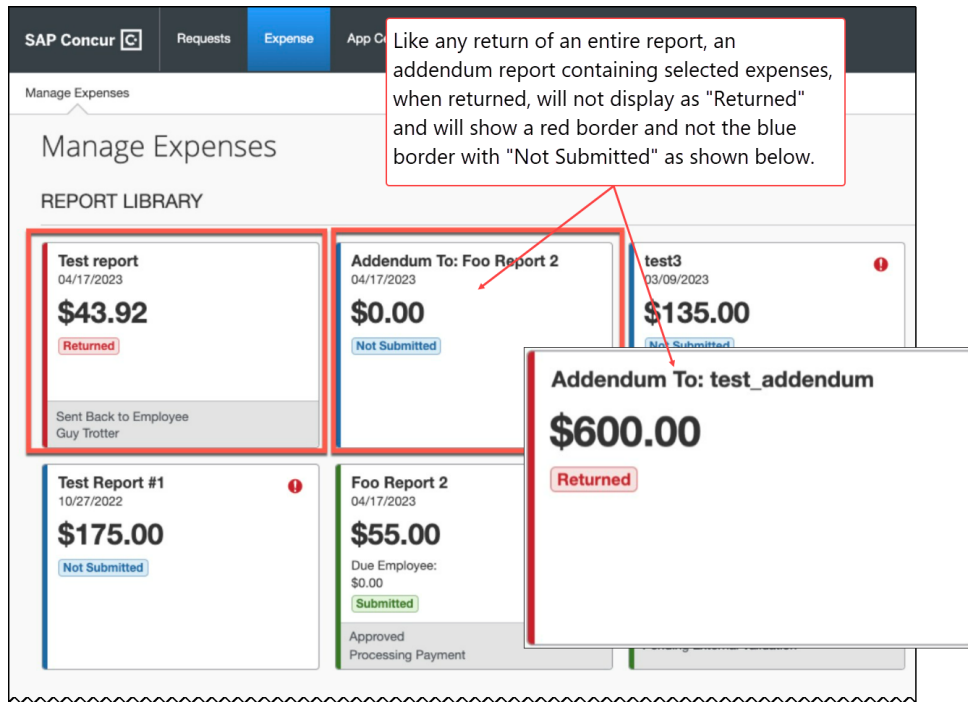
- **Date Range Replaces Check In and Check Out Fields:** Two fields in the **Details** tab of the expense entry, **Check-in Date** and **Check-out Date**, are now combined into a single field, **Date Range**.

The **Date** fields are now represented in a single field, **Date Range**, that is the date span, or range, of the two fields.
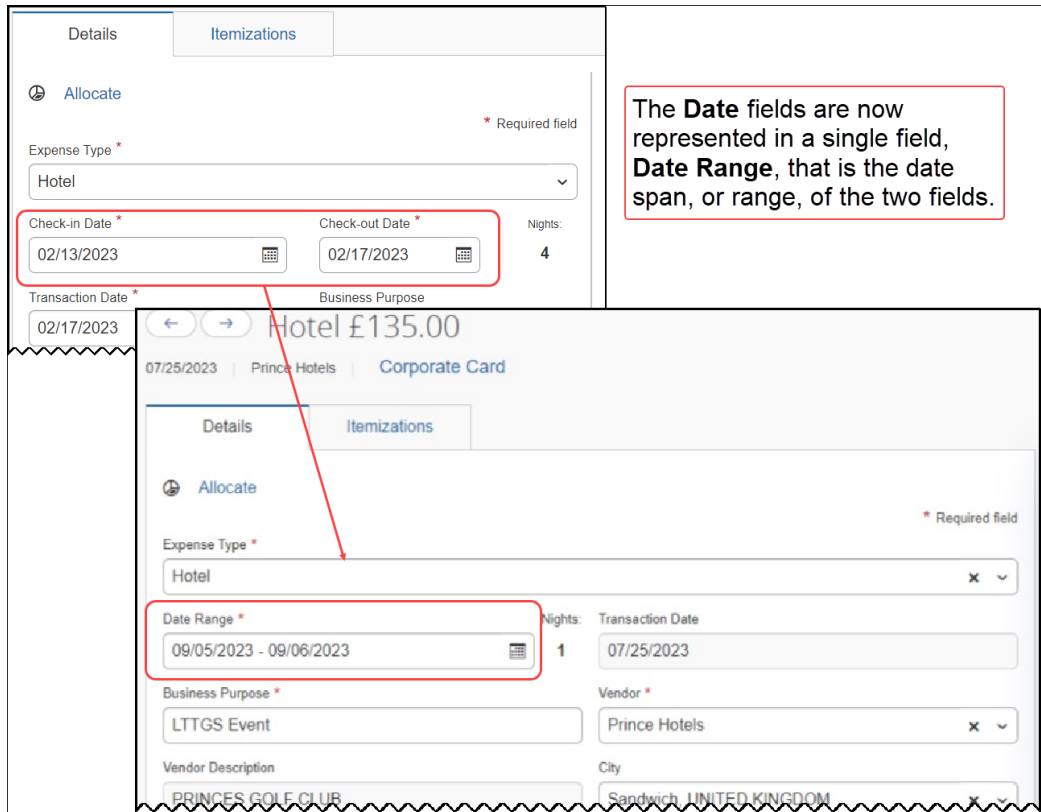
- **Report Details Pages – Change to List-Based Views:** Clients will note a change to any list-based view on pages accessed from the **Report Details** menu selections. This change will cause both the **Report Details** menu page and any listed page accessed from this menu to now show its listed items in a sort order corresponding to the last viewed item.

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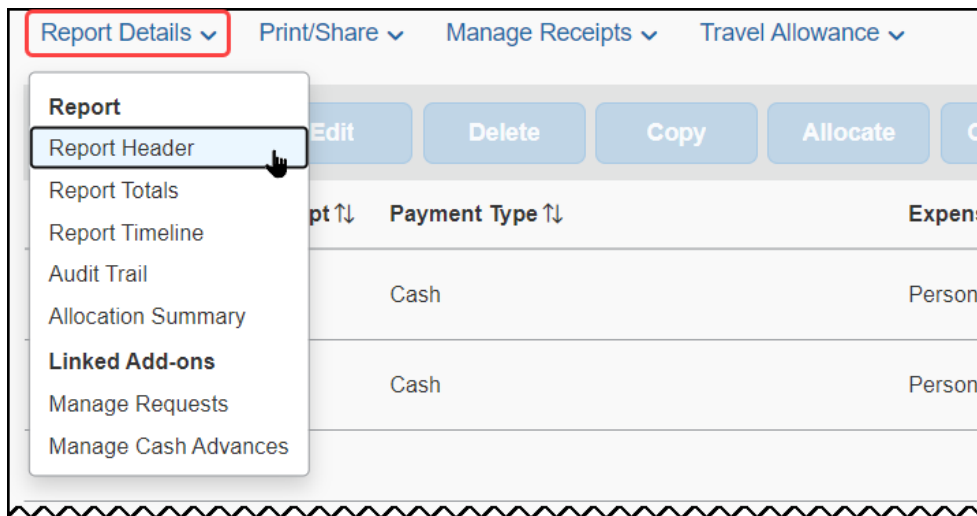
- **CFDI Receipts View Only for Mexico:** The default view of the receipt image for an expense entry now defaults to the **Receipt** tab unless the user's country is Mexico AND they are allowed to upload XML-based receipt images.

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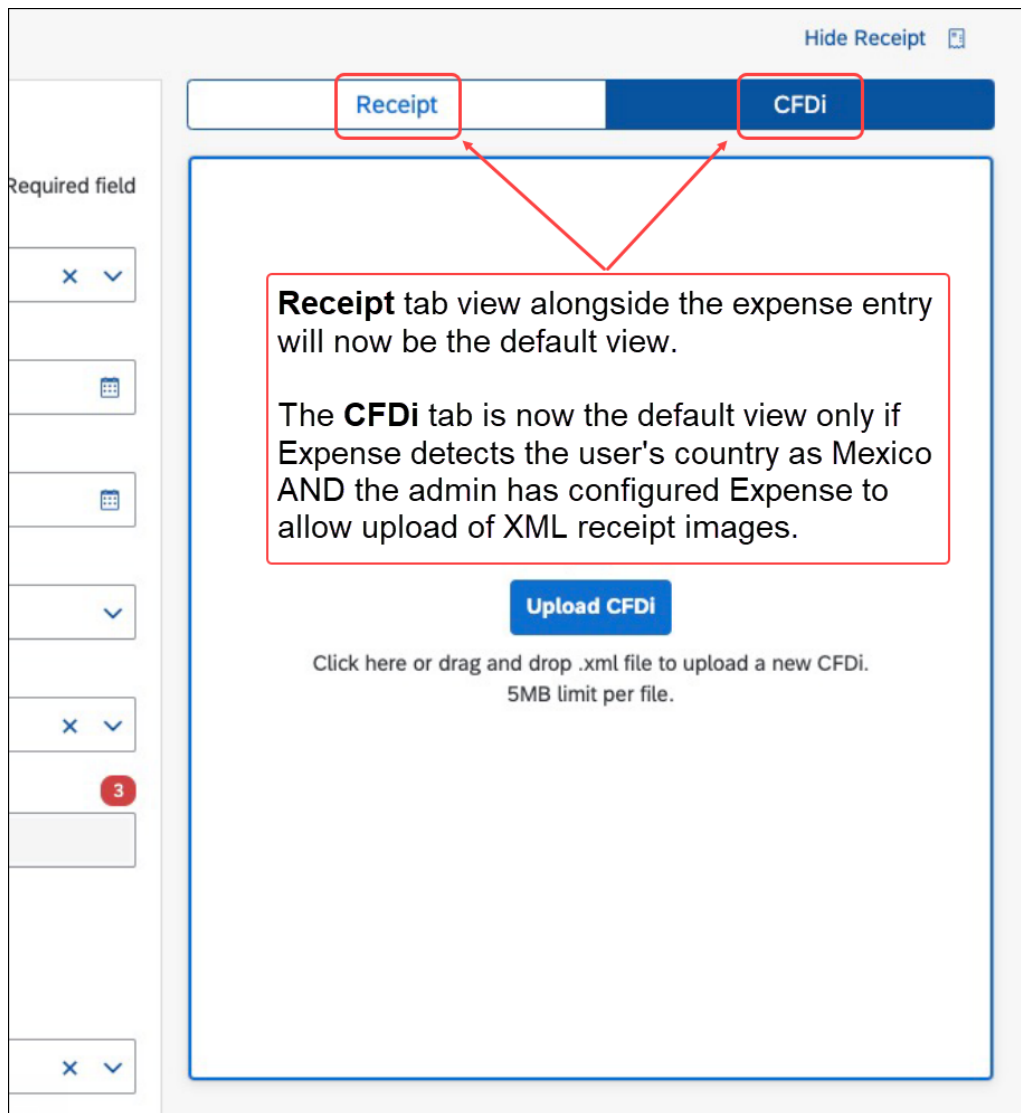
- **Most Recently Used Attendee Type Appears by Default:** The last type of attendee selected by a user will now automatically appear unless the company has defined a different default value.

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.

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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: Reauthorization of AMEX Business Cards Required Within October 25th

Information First Published	Information Last Modified	Feature Target Release Date
August 2023	--	October 2023
Any changes since the previous monthly release are highlighted in <mark>yellow</mark> 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 25th, 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.

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The following table shows which clients must reauthorize their card:

Client Definition	Required Action Nov 28th, 2022 – Mar 31st, 2023
Any user whose card was authorized *prior* to November 28th, 2022	Reauthorize your AMEX business card prior to August 17th, 2023
Any user whose card was authorized between November 28th, 2022, and July 27th, 2023	Reauthorize your AMEX business card within Concur Expense by October 25th, 2023.
Any client authorizing their card *after* July 27th, 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 25th, 2023. However, the client may experience a disruption in transaction activities following October 25th, 2023, because as of July 27th, 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**.

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

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**.

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**.

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

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

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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 American Express© 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.
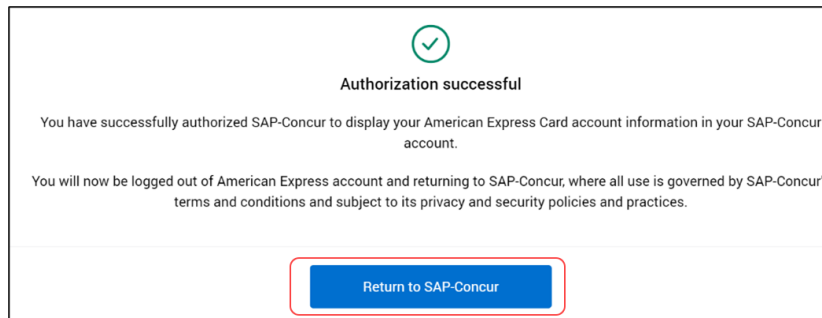
Planned Changes Payment Card Integration Service

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

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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.
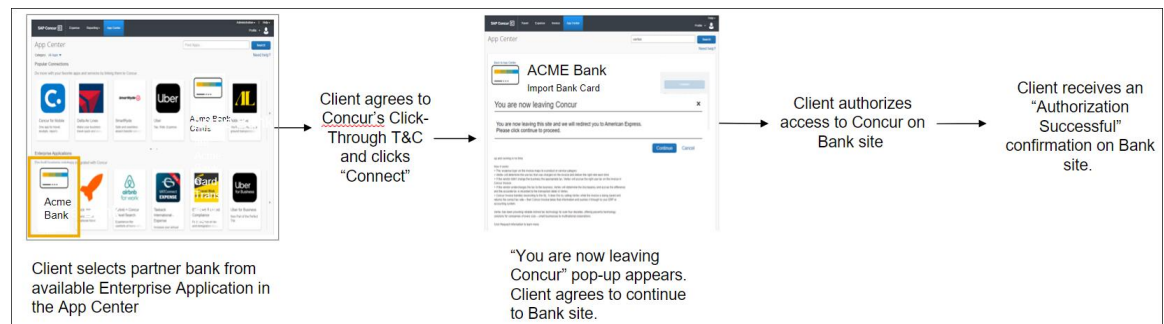
Configuration / Feature Activation

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.

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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 <mark>yellow</mark> 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 1st, 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.

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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.		

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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 receipts@concur.com are processed independent of those sent to receipts@expenseit.com, 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.

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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 previous monthly release are highlighted <mark>in yellow</mark> 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 pre-configured 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 [country-specific guides](#) landing page.

 For Concur Request, refer to the [guides](#) landing page.

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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 <mark>in yellow</mark> 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.

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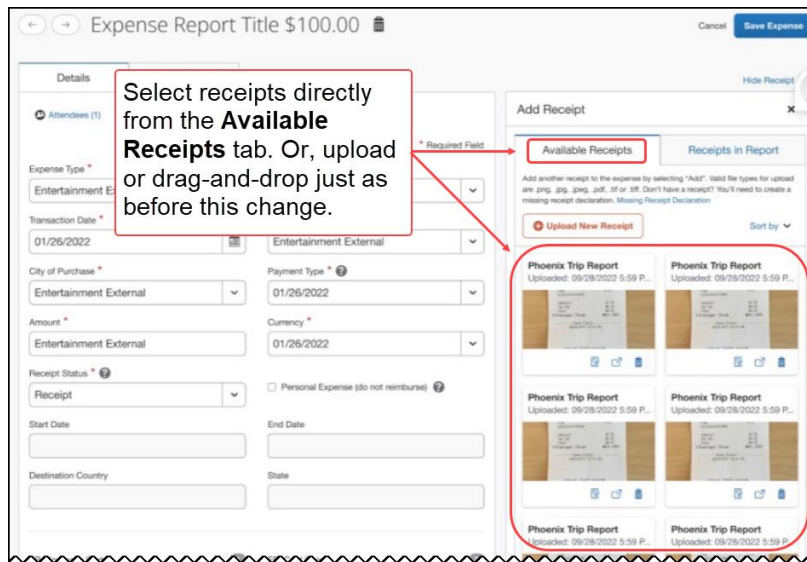
- **Include Submitter as Attendee by Default:** A user creating an expense report with attendees will now be added as an attendee by default for all expense types.
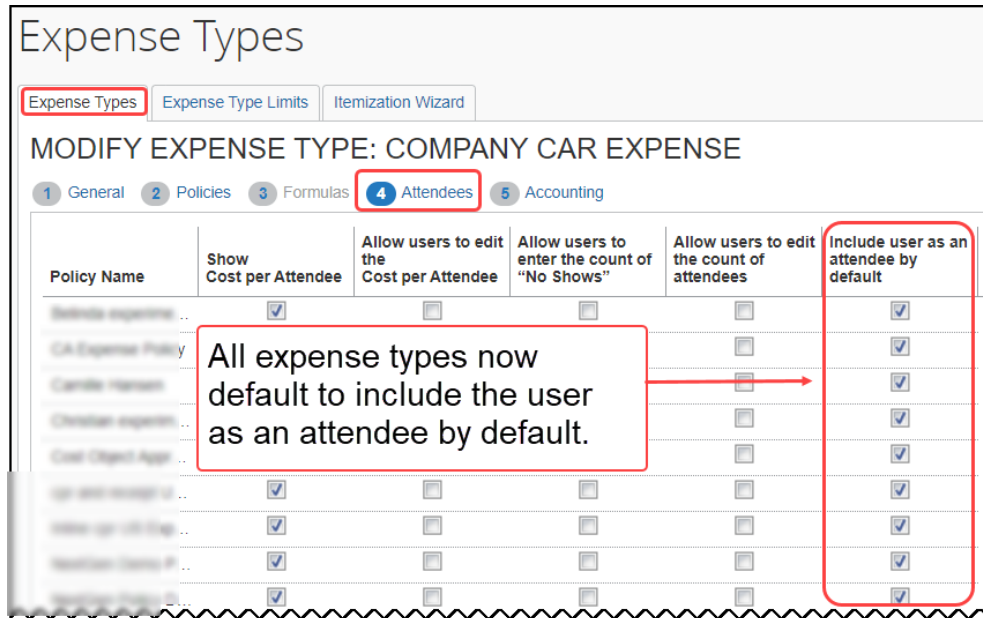
NOTE: Clients may submit a list of expense types they would like removed from this behavior to Concur Support.

- **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.

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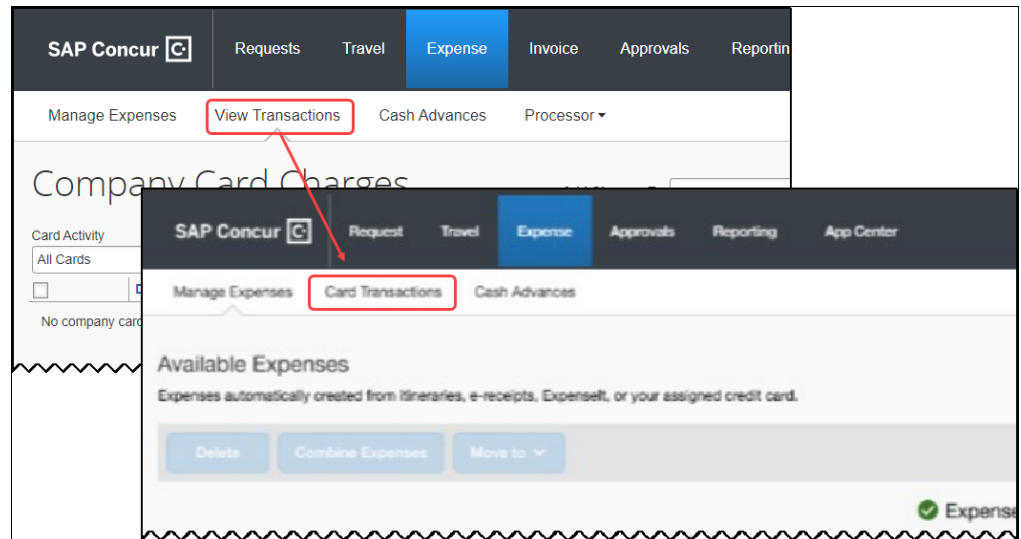
♦ **Expense Assistant Messaging:** The status of the Expense Assistant tool is now shown in the **Available Expenses** view:
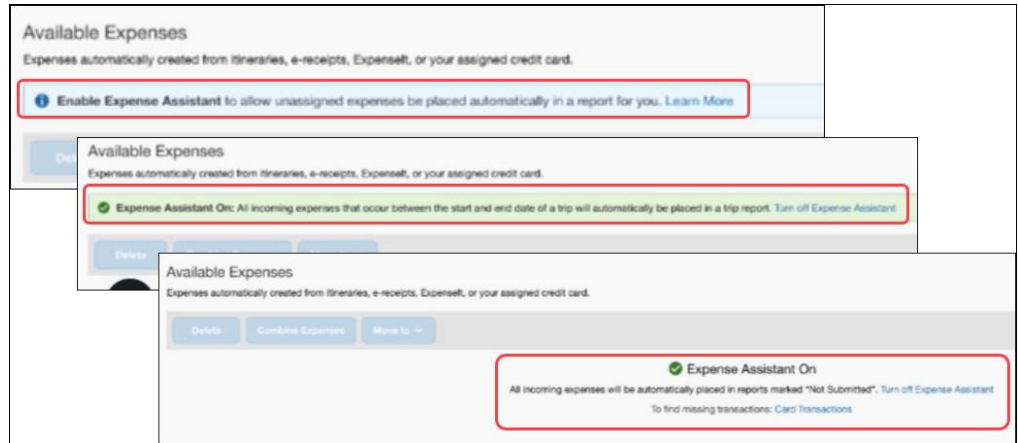
Configuration / Feature Activation

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.

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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.

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:***

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.

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> **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)* and to the *Learn All About S-User IDs* blog post.

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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*.

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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 [SAP Concur solutions page](#).
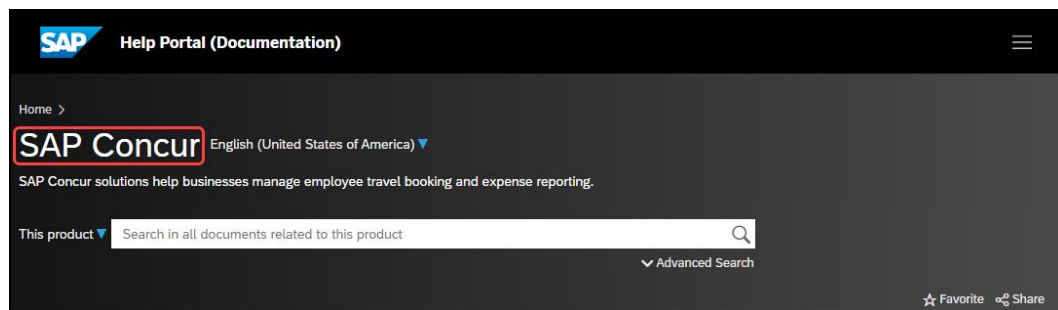
SAP Concur Support Portal – Selected Users

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.

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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.

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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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