

SAP Concur Release Notes	
Concur Expense Professional / Premium	
Month	Audience
Release Date: September 16, 2023 Initial Post: September 8, 2023	Client DRAFT

**** DRAFT ****

The enhancements and changes described in this document may or may not be included in this release. SAP Concur reserves the right to postpone implementation of—or completely remove—any enhancement/change mentioned here.

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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](#).

Expense Pay

Expense Pay Solution: Expense Payment Manager

Overview

As of September 2023, SAP Concur is launching the new, next generation payment product called **Expense Payment Manager**. This new offering supports 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 is our product for all 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 are only 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.

Japan Public Transport (JPT)

'Suica-' Prefix Added

Overview

Users will now see the addition of the prefix "Suica-" before the vendor's name in the Available Expenses section as part of IC card integration service. Users will be able to easily identify and distinguish between different vendors.

AVAILABLE EXPENSES				
<input type="button" value="Delete"/> <input type="button" value="Combine Expenses"/> <input type="button" value="Move to v"/>				
<input type="checkbox"/>	Payment Type ↑↓	Expense Source ↑↓	Expense Type ↑↓	Vendor Details ↑↓
<input type="checkbox"/>	Pending Card Transaction	E-Receipt	Japan Public Transportation	
<input type="checkbox"/>	Pending Card Transaction	E-Receipt	Japan Public Transportation	Suica-東京地下鉄券

Business Purpose / Client Benefit

This update enables better differentiation among the various vendors that issue IC cards and are used by our users.

Configuration / Feature Activation

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



For general information, refer to the *Concur Expense: Japan IC Card Integration for Suica User Guide*.

Processor Queries

Updated View When No Default Query is Selected

Overview

For processors, there is a new title **Process Reports** added to the **Process Reports** screen to maintain consistency across the product. When this title appears, it indicates there is no default query selected and processors should actively use the **Run Query** drop-down or search filters to populate the list of reports that require processing.

These instructions also display as messages on the screen when no default query is selected.

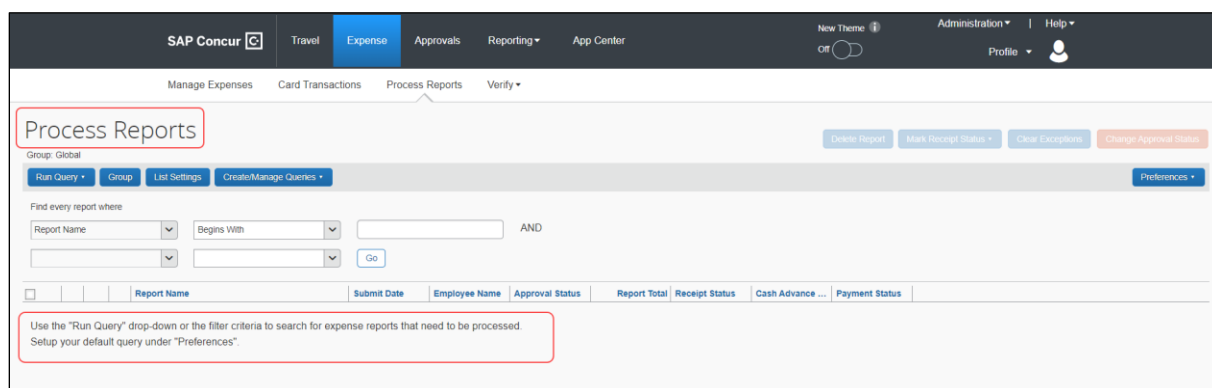
BUSINESS PURPOSE / CLIENT BENEFIT

The updated screen provides improved user experience and in-product guidance.

Processor Experience

Processors now see an updated screen when they navigate to **Expense > Processor** (tab) > **Process Reports** or **Expense > Process Reports** page. When there is no default query selected, the **Process Reports** title appears on the screen.

There are new additional messages that display on the screen to guide the processors on running a query or using search filters. The new text that displays is as follows: **Use the "Run Query" drop-down or the filter criteria to search for the expense reports that's need to be processed. Setup your default query under "Preferences"**.



Configuration / Feature Activation

The change occurs automatically; there are no additional configuration steps.

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 [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.

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:

- [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

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.

Taxability and Deductibility Service

View Legacy T&D Configuration

Overview

SAP Concur now allows administrators to use a toggle on the **Taxability and Deductibility Configuration** screen to view the old configuration maintained using the legacy/classic Taxability and Deductibility solution.

Before the availability of **Taxability and Deductibility Configuration** solution, the customers maintained T&D configuration by running the Taxability/Deductibility import and importing the configuration information stored in the Taxability/Deductibility Import Template. Any active configuration maintained using this method can now be viewed by using the **View Legacy T&D Configuration** toggle on the **Taxability and Deductibility Configuration** screen.

BUSINESS PURPOSE / CLIENT BENEFIT

This solution allows customers to view all active configuration so that they can choose to create the new T&DS configuration accordingly.

Administrator Experience

On **Employee Taxability And Corporate Deductibility > Taxability and Deductibility Configuration** window, use the toggle to switch back and view the active old configuration maintained in the legacy Taxability and Deductibility solution.

← Back

Taxability and Deductibility Configuration

Employee Taxability Corporate Deductibility **Travel Allowance** Mileage

View Legacy T&D Configuration

New Edit Delete View Active Configurations

Managed By	Country	Policy	Expense Type	Limit By	Limit Type	Tax Limit	Foreign/Domestic	Effective Date
<input type="radio"/> CUSTOMER	Sweden	Mexico Expense Policy	Breakfast	Daily	Fix Amount	SEK 100.00	Domestic	15 May 2023
<input type="radio"/> CUSTOMER	Andorra	Mexico Expense Policy	03. Meals and Entertainment, 01. Travel	Per Receipt	Fix Amount	BBD 2.00	Domestic	25 August 2023

1

Display Field Settings

Configuration / Feature Activation

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



For more information, refer to the [Concur Expense: Employee Taxability and Corporate Deductibility Service Setup Guide](#).

Travel Allowance Service

New Country Pack for Austria for the NextGen UI

Overview

A new country pack for Austria is now available. As Phase 1 of the development, SAP Concur offers three new statutory bundles pre-configured with the country-specific calculations according to the legal tax-free limit for travel allowance in Austria. These bundles are:

- **SAP_CONCUR_AT_24HOURS:** Statutory rates for 24h intervals, Austria
Contains statutory rates, deductions, adjustments, and calculation rules for calculations using 24-hour intervals.
- **SAP_CONCUR_AT_CALENDAR_DAYS:** Statutory rates for calendar days, Austria
Contains statutory rates, deductions, adjustments, and calculation rules for calculations using calendar day intervals.
- **SAP_CONCUR_AT_24H_FOREIGN:** Statutory rates for 24h intervals foreign, Austria
Contains statutory rates, deductions, adjustments, and calculation rules for calculations using 24-hour intervals for foreign trips and calendar day intervals for domestic trips.

IMPORTANT: The Travel Allowance (TA) Service solution is only available to net new clients, whereas the current "classic" TA solution remains in use only for the existing clients.

This solution is *not* an upgrade of the existing "classic" TA feature. It is a completely new solution that provides statutory rates, deductions, adjustments, and calculation rules that are up to date and compliant with the latest country requirements.

PLANNED ADDITIONS

In addition to the availability of the statutory bundles mentioned above, SAP Concur plans to offer the following enhanced functionality in the upcoming phases:

- **Phase 2:** Accumulation rules (planned in Q3, 2023)
- **Phase 3:** Support for select collective agreements (planned in Q4, 2023)

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.



For general information about this functionality, refer to the Austria configuration guide.



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.

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 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 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.

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 <i>prior</i> to November 28 th , 2022	Reauthorize your AMEX business card prior to August 17th, 2023
Any user whose card was authorized between November 28 th , 2022, and July 27 th , 2023	Reauthorize your AMEX business card within Concur Expense by October 25 th , 2023.
Any client authorizing their card <i>after</i> July 27 th , 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.

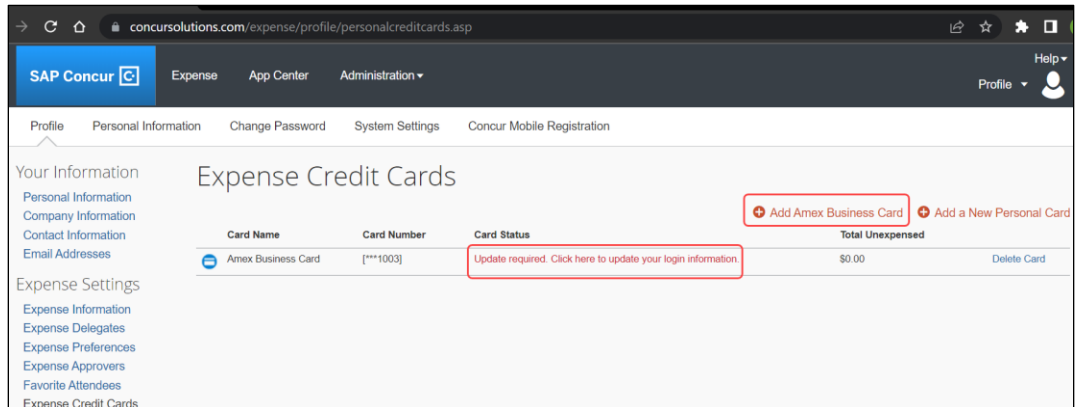
Configuration / Feature Activation

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

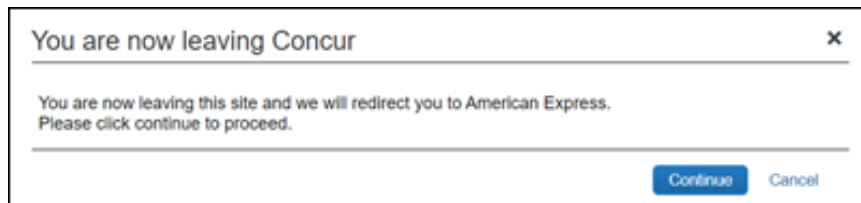
▶ To Reauthorize your AMEX Business Card:

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

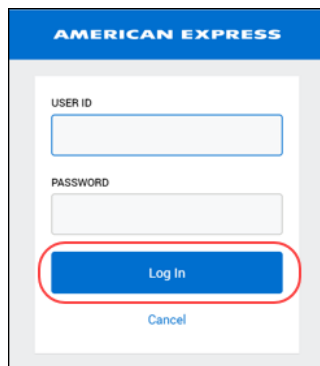
- In **Expense Settings**, click **Expense Credit Cards**. The **Expense Credit Cards** page appears.



- Click **Add Amex Business Card** to add a new Amex Card.
- 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.
- In the **You are now leaving Concur** box, click **Continue**.



- On the **Card Data Access User Agreement**, read the agreement and select the **I Accept the Terms and Conditions** check box, then click **Continue**.
- 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**.

SAP Concur

Authorize access to Concur

Authorize American Express to share the following information with Concur for display on Concur site:

PERSONAL DETAILS
Including:

- Your name
- Last 5 digits of your Card

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:

- Concur will only be able to display your Card account information
- Concur will not be able to change or add Card account information
- Concur will not be able to make a payment on your behalf
- Concur will not have access to your americanexpress.com login credentials

How you can control authorization:

You can modify or remove this authorization in the Account Services section of your americanexpress.com account.

Cancel Continue

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) with SAP-Concur:

Delta Gold Business Card (-01003)

Information about your data and how it will be used

Cancel Authorize

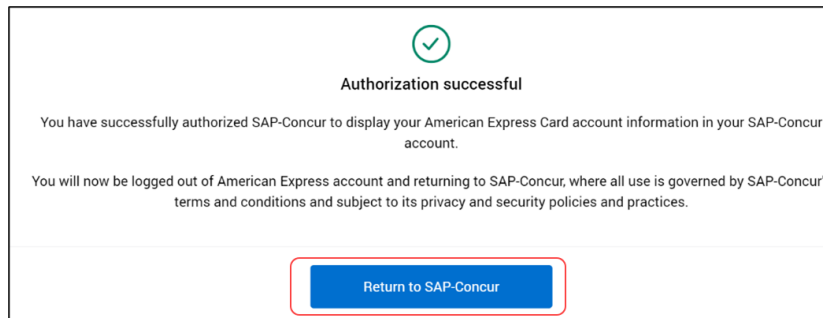
*Planned Changes: **Planned Changes** Payment Card Integration Service*

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.

Benefits of the New Payment Card Integration Banking Functionality

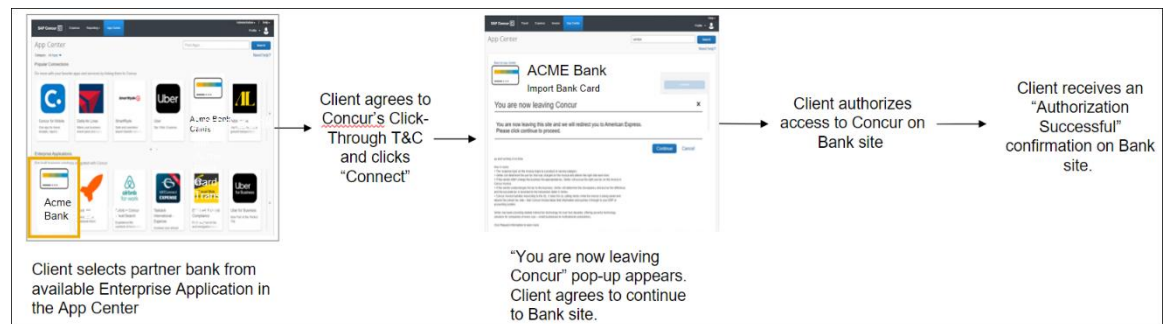
This change retires the relative inefficiencies of the file-based card feed and clearinghouse process in favor of fast, reliable, and secure data exchange of banking information.

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 or user guide for this new feature.

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.

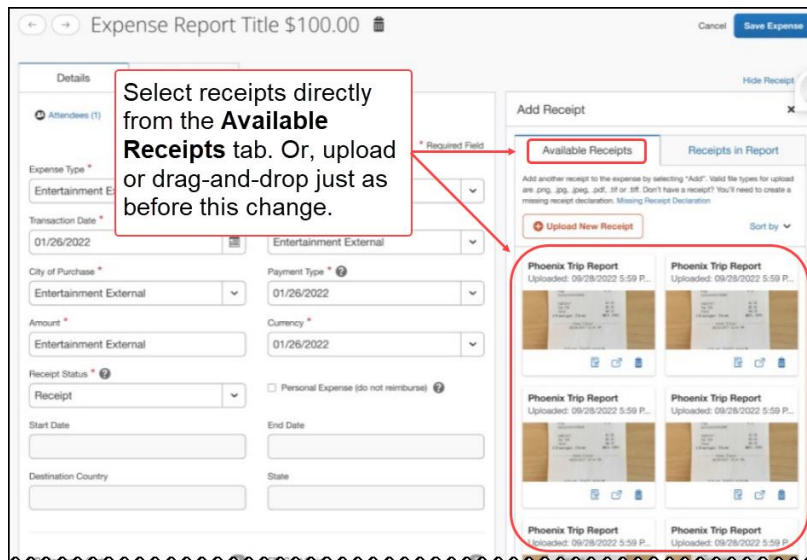
BUSINESS PURPOSE / CLIENT BENEFIT

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

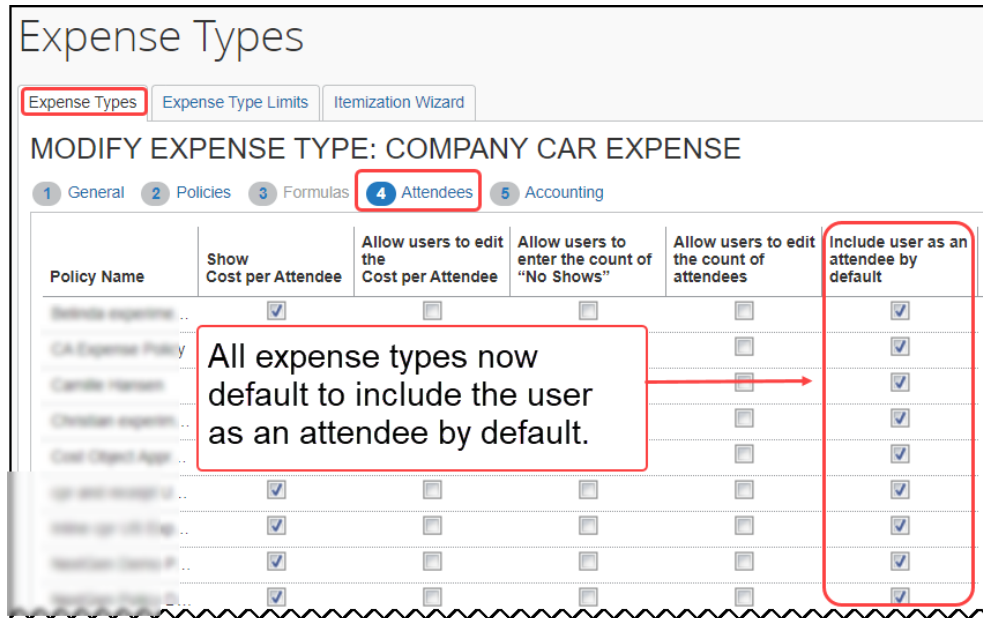
Administrator and End-User Experience

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.

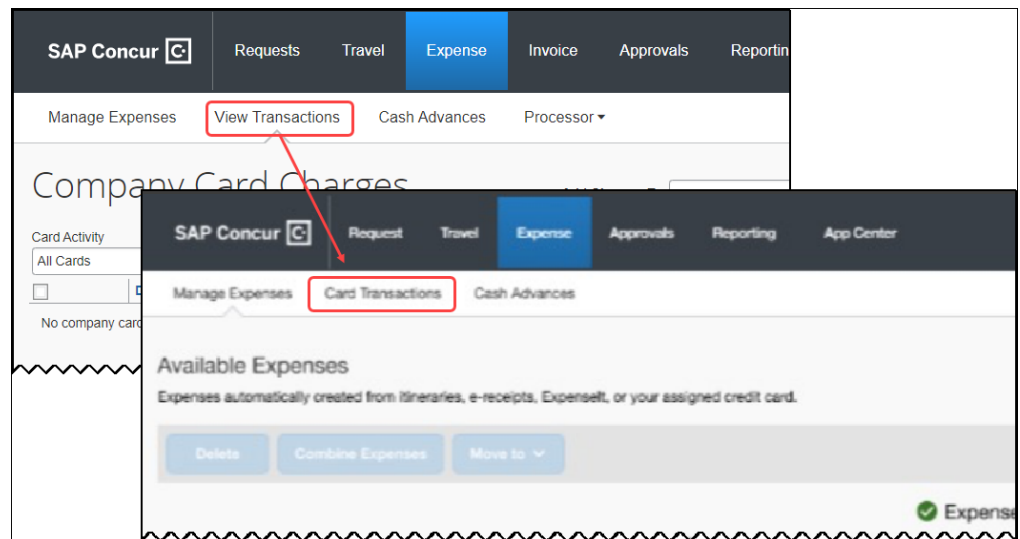


- **Include Submitter as Attendee by Default:** A user creating an expense report with attendees will now be added as an attendee by default for all expense types.

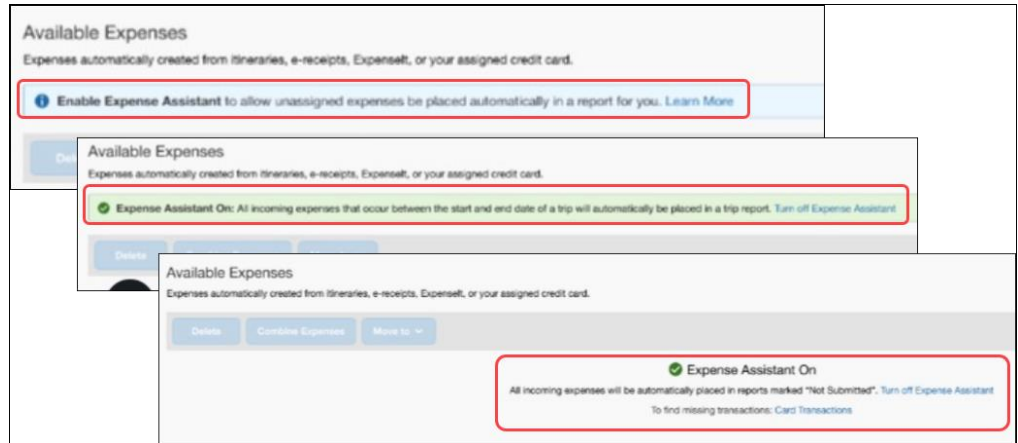


NOTE: Clients may submit a list of expense types they would like removed from this behavior to Concur Support.

- **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.



- ◆ **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.

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.

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.

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

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

Supported Browsers

Supported Browsers and Changes to Support

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

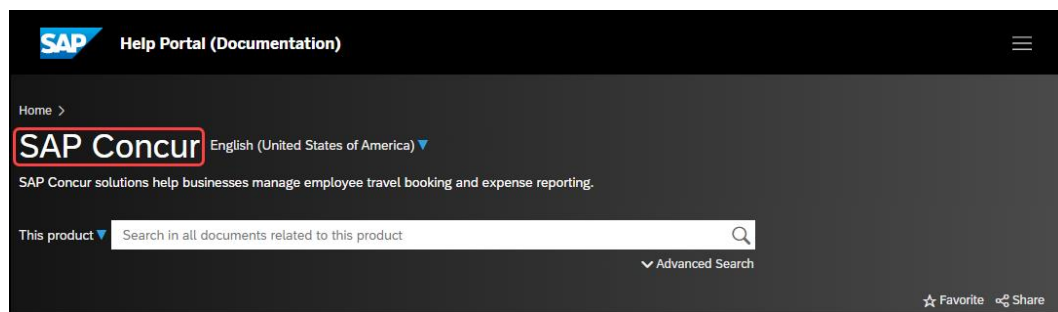
When changes to browser support are planned, information about those changes will also appear in the [Shared Changes Release Notes](#).

Additional Release Notes and Other Technical Documentation

Online Help

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

Cases

Check Support Case Status

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

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

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

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

3. Click **Support > View Cases**.
4. In the table, view the desired type of cases based on the **View** list selection. Search results are limited to each company's own cases.

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