

SAP Concur Release Notes	
Concur Expense Professional / Premium	
Month	Audience
Release Date: September 16, 2023 Initial Post: September 15, 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

Announcing the Payment Card Integration Service

Overview

SAP Concur announces a new feature, the Payment Card Integration service, with this release. This new service, available September 26th of 2023, allows clients working with participating financial institutions to use the SAP Concur App Center to link their corporate and business card types directly to the Concur 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 near real-time while providing self-service card data onboarding to Concur clients.

Benefits of the New Payment Card Integration Banking Functionality

With this service you can avoid the inefficiencies of the file-based card feed and clearinghouse process in favor of fast, reliable, and secure data exchange of banking information.

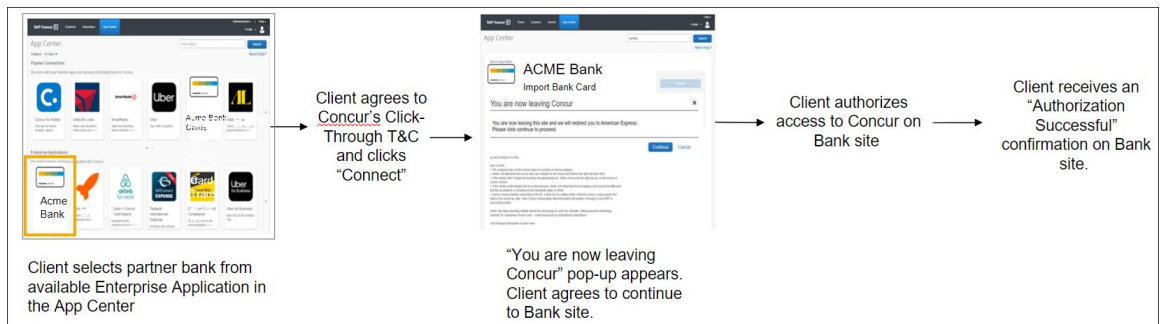
The client will now see benefits such as:

- 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

- Near real-time card feed data visibility via the bidirectional API, instead of the one-way daily batch process with FTP-based exchanges
- 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, as shown below.



TEMPORARY BEHAVIOR FOR INITIAL RELEASE

For the initial release in September, the client will follow the steps below.

1. The client clicks the **Request Information** button.
2. A form appears that the client fills out and sends to SAP Concur.
3. SAP Concur will guide the client through the consent and connection process.

The client will receive a Terms & Conditions document and return that to SAP Concur who will then provide a direct link to the partner’s App Center listing. From there, the client may connect to the partner site and complete the process.

NOTE: The manual process described above will be replaced in a future release – these instructions will apply until the new process is in place.

Configuration / Feature Activation

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



Complete information will be included in a new guide for this new feature.

Expense Pay

Convera Provider Names Relabeled for Funding Accounts

Overview

In September, as an enhancement to the launch of the new Concur Expense Payment Manager solution, SAP Concur has relabeled the payment provider selections for Convera when setting up the funding account.

BUSINESS PURPOSE / CLIENT BENEFIT

With the Concur Expense Payment Manager solution's release, this update makes it easier for users to make the right selections when choosing the payment provider for an account.

Administrator Experience

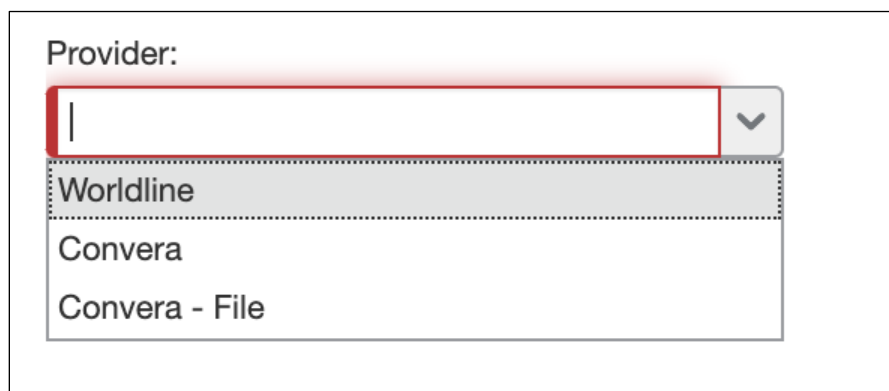
The administrator navigates to the **Funding Account** screen and selects the **Payment Provider** from the drop-down list. The new processing partners labels display in this drop-down.

NON-USD CURRENCIES:

The option **Convera** will be used for non-USD currencies in the Concur Expense Payment Manager solution going forward.

The administrator previously used **Convera** as the **Provider** selection for Concur Expense Pay – Flex clients. Now, the admin can select **Convera – File** as the **Provider** selection.

Worldline will remain as an option for USD, CAD, GBP, and EUR currencies and will be used for both Concur Expense Pay – Global and Concur Expense Payment Manager.

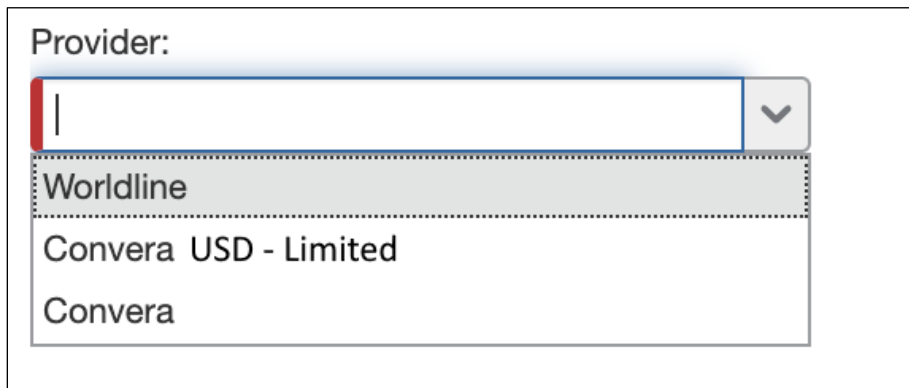


The screenshot shows a 'Provider:' label above a dropdown menu. The dropdown menu is open, displaying three options: 'Worldline', 'Convera', and 'Convera - File'. The 'Worldline' option is highlighted with a grey background. The dropdown menu has a red border and a downward arrow icon on the right side.

USD CURRENCY:

The option **Convera** will be used for USD currencies in the Concur Expense Payment Manager solution going forward.

The administrator previously used **Convera** was the **Provider** selection for Concur Expense Pay – Global clients. Now, the admin can select **Convera USD – Limited** as the **Provider** selection for USD currency, when using Convera as provider.



Provider:

Worldline

Convera USD - Limited

Convera

Configuration / Feature Activation

These changes are automatically enabled, and no configuration is required.

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 more 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.

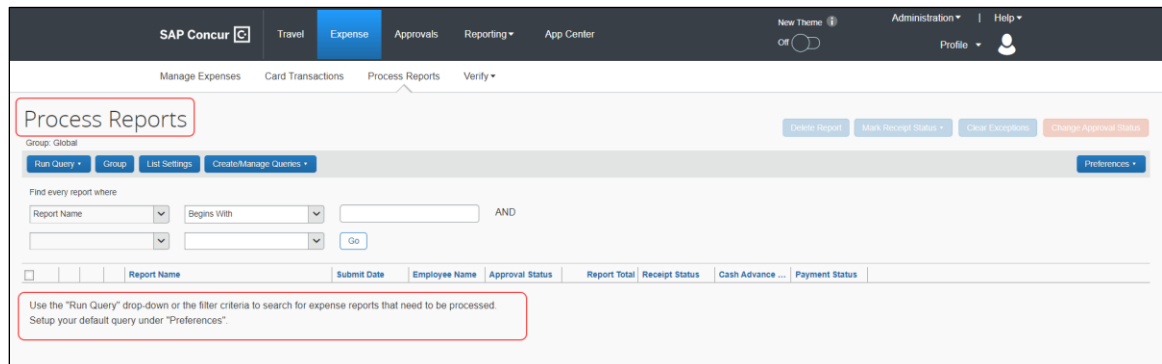
BUSINESS PURPOSE / CLIENT BENEFIT

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 reen able 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.

Receipts – ExpenseIt for Web

ExpenseIt Client Receipt Emails Now Serviced Exclusively by ExpenseIt in Selected Countries

Overview

With this release, all receipts emailed by clients who have purchased the ExpenseIt receipt service are now processed exclusively by the ExpenseIt solution. This feature change applies 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

Prior to this change, receipts sent to receipts@concur.com were processed independent of those sent to receipts@expenseit.com, which are handled by ExpenseIt. Now, for clients who purchased the service, emailing the receipt to either address will route the receipt to ExpenseIt.

Please note this feature change applies to 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 uses 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; this feature is automatically the default behavior for all ExpenseIt users.

Configuration / Feature Activation

Clients who purchased the ExpenseIt add-on see this feature automatically; there are no additional configuration steps.

Receipts – Japan Qualified Invoice

Audit Rule Check for Validity of Merchant Tax ID

Overview

NOTE: This is an Early Adopter release. Customers who need to validate Japanese Merchant Tax IDs, and are interested in trialing this feature, are advised to contact their local SAP Concur field team.

With this release, an audit rule may now be created that checks the validity of the **Merchant Tax ID** value provided by the user when saving an expense within an expense report. This feature will initially support the Japan Qualified Invoice (JQI) initiative which requires a match of the tax ID against the Japanese government API. Future releases will include support for this feature in additional selected countries.

BUSINESS PURPOSE / CLIENT BENEFIT

When configured, this feature lets Expense automatically confirm the validity of the tax ID value, saving time and preventing disruption when submitting an expense report requiring validation of Japanese expenses that include the **Merchant Tax ID**.

How It Works

The feature works by taking advantage of a Japanese government API that verifies the value of **Merchant Tax ID** against a list maintained by the government for the purposes of verifying tax reclamation. An Expense admin configures Expense to create an audit rule and execute the rule when the user saves or submits the expense entry.

End-User Experience

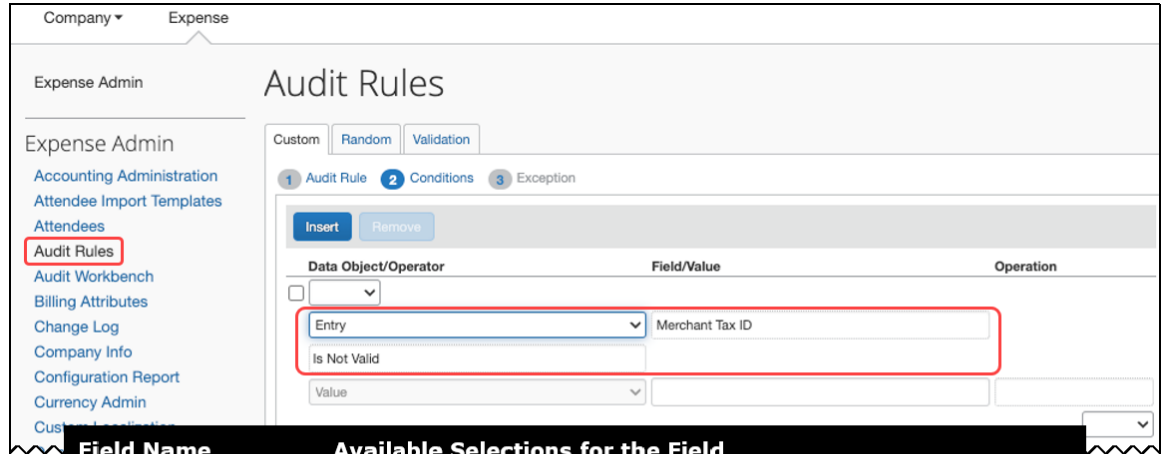
The end-user creates the expense report, entering a value for **Merchant Tax ID**, and setting the country value to either Japan (or any city located in Japan). The audit rule is then run when the user saves or submits the expense. An exception is shown if the match is invalid, or if the service is currently unavailable.

Administrator Experience

The administrator first confirms that either the **Country/Region** field or the **City (Location)** field is included on the Expense Entry form and editable by the end-user, using the Forms and Fields tool. Next, they use the Audit Rule options to configure the audit rule. When the country set for the expense is set to Japan or a Japanese

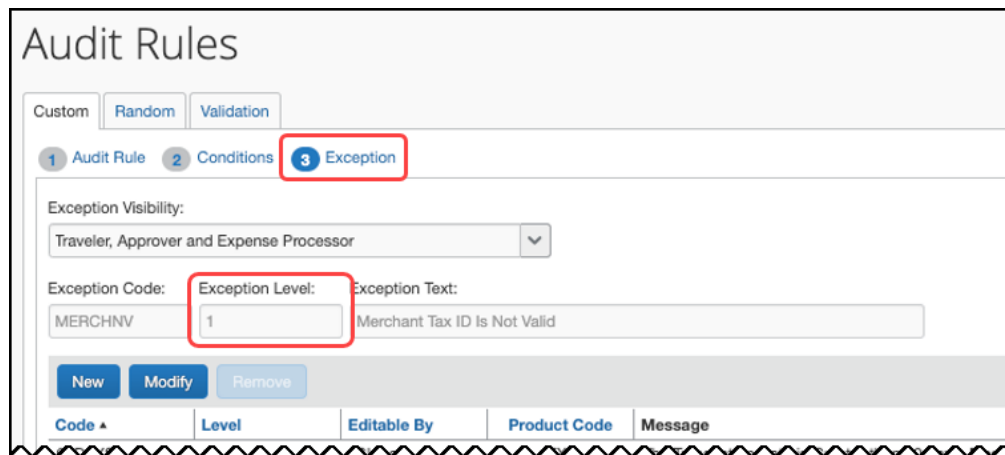
city, the audit rule checks the validity of the merchant tax ID with the Japanese Government API.

In the figure and table below, a sample audit rule checks the **Merchant Tax ID** using the **Is Not Valid** operator.



Field Name	Available Selections for the Field
Source/Type Classification	<ul style="list-style-type: none"> • Is Valid = The Merchant Tax ID is registered with Japan Government. • Is Not Valid = The Merchant Tax ID is not registered with Japan Government. • Not Verified = The Merchant Tax ID verification is not completed due to a temporary system issue. Users may need to re-run the audit rule if they want to verify the values.

If an exception should be created for an invalid ID, that is done using options in step 3, where a number may be assigned that the system uses to allow or block submission.



Configuration / Feature Activation

The option for the Expense administrator to configure this type of audit rule is automatically available. However, no changes are automatically made to the existing

audit rules: the Expense administrator must proactively configure this type of rule before it will apply to expense reports.



For more information, refer to the *Concur Expense: Audit Rules Setup Guide*.

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
CUSTOMER	Sweden	Mexico Expense Policy	Breakfast	Daily	Fix Amount	SEK 100.00	Domestic	15 May 2023
CUSTOMER	Andorra	Mexico Expense Policy	03. Meals and Entertainment, 01. Per Receipt	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.

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.

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)

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.

User Interface Changes

Miscellaneous Changes to Expense

Overview

The following minor usability changes are available in this release.

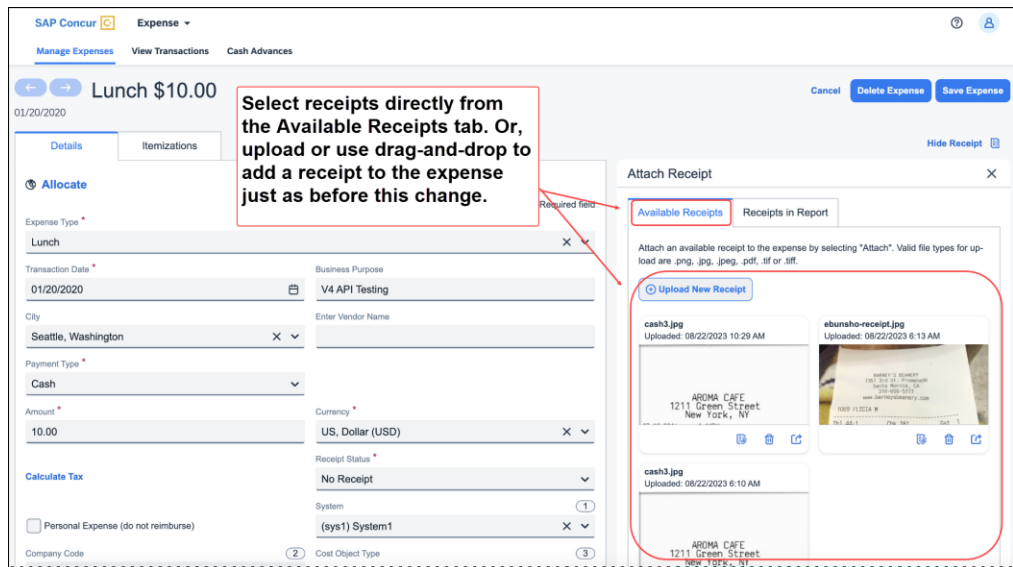
BUSINESS PURPOSE / CLIENT BENEFIT

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

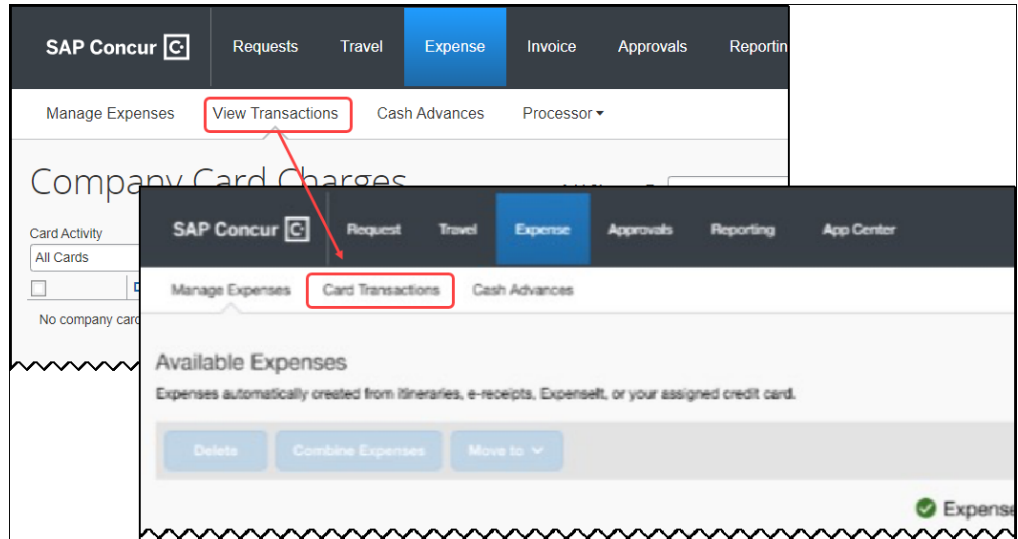
Administrator and End-User Experience

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

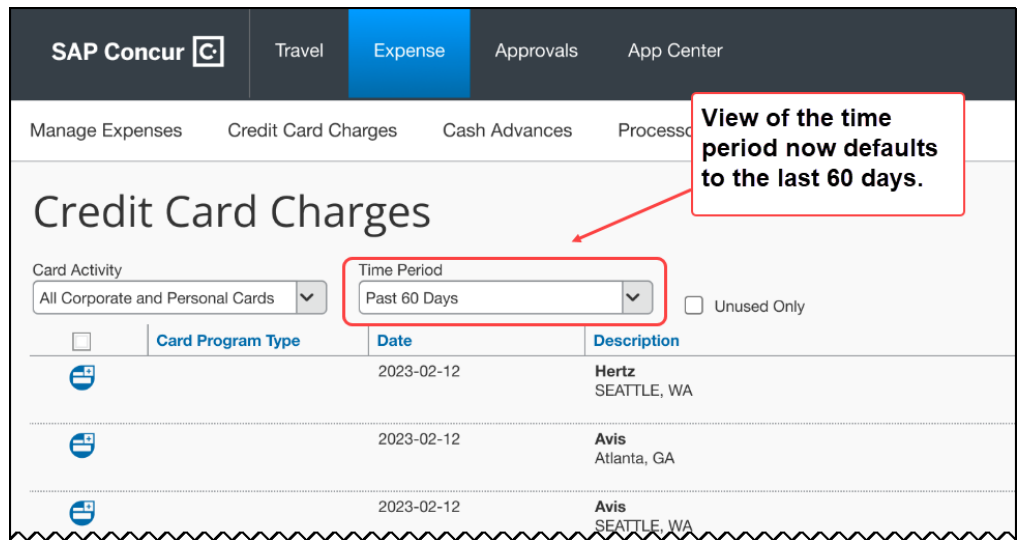
- **Side by Side Receipt View:** Open the expense entry and choose your receipts, each displayed side by side, directly from the **Available Receipts** tab which will now appear alongside the **Receipts in Report** tab.



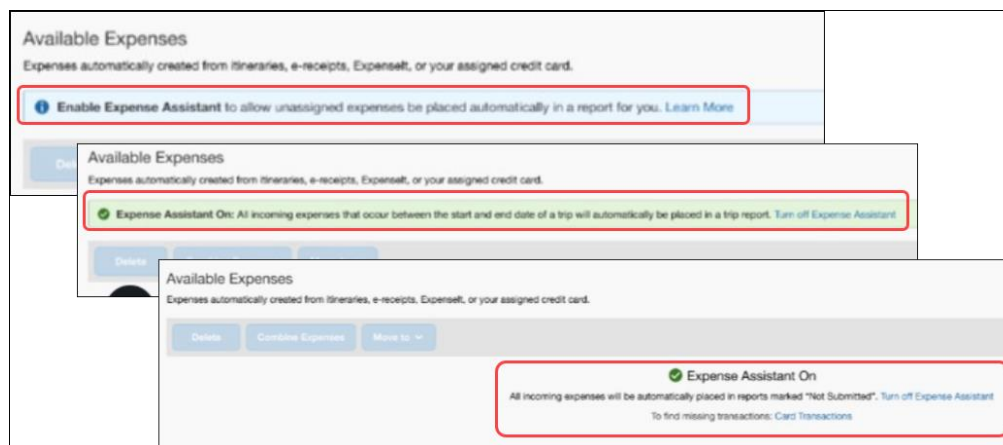
- **Changes to the Manage Expenses Page:** Several changes are now visible in the **Manage Expenses** page:
 - ◆ **View Transactions now Card Transactions:** This label change more clearly identifies the functions and purpose of the page.



- ◆ **Default View of Transactions Now 60 Days:** This change from **All Unused Transactions** to **Past 60 Days** displays all transactions, including unused transactions.



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



Configuration / Feature Activation

The feature is automatically available in the month of September; there are no additional configuration or activation steps.

Verify

Audit: Approval with Exception and Comment

Overview

Previously, auditors could pass an exception without giving the submitter an explanation on why it was passed. Now, auditors can pass an exception using the default **Pass – Approve with Exception** option from the **Auditor Response** dropdown, with an added message to the submitter communicating why the exception was passed. Additionally, this message also helps inform approvers and processors that the exception was raised and mitigated in Verify.

Each check's default auditor response **Pass – Approve with Exception** option contains a predefined, localized message that communicates the audit exception to the submitter. This message is editable by both the auditor and the admin but be aware that when modifying the comment, localization of the edited text will be unavailable.

The messages also display in the following areas:

- The expense report's audit trail which is visible to the submitter, approver, and processor.
- The submitter's email notifications if the company has this setting configured for a submitter.
- The submitter's expense report entries.

BUSINESS PURPOSE / CLIENT BENEFIT

This update helps auditors provide an explanation of the reason they decided to pass an audit exception to the submitter, approver, and processor and, if required, educate them on company policy or include guidance for future spend and expenses.

The new auditor response aids to better distinguish **Incorrect Exception**, which was the only default pass response available so far. It also helps improve auditor's efficiency and transparency, by reducing the need and time spent to send reports back for the purpose of communicating with submitters and recording the messages for other approvers as well.

Administrator Experience

In the **Check Details** page, the **Approval Reasons** and **Comment to Employee** areas are combined under a new area **Auditor Responses**. This area displays all auditor responses with or without a comment to the employee.

Auditor Responses

Auditors will be able to select any of the responses below to pass or fail exceptions raised by this check. You can add custom responses to fit your needs.

Add Auditor Response

Status Type	Auditor Response	Comment to Employee	Actions
✔ Pass	Incorrect Exception		
✘ Fail	Out of policy	Additional airfare charges are not reimbursable. Please include a justification, mark as personal or remove from the report.	✎
✉ Pass	Approve with Exception	Approved with exception: Additional airline charge identified	✎
✔ Pass	Custom Pass with Exception		✎ 🗑️

Save
Save and Add Another
Cancel

Each of the existing default or custom responses can be edited based on the available edit permissions:

- **Pass – Incorrect Exception:** This is a default pass response. This option can neither be edited nor deleted.
- **Fail – Out of policy:** This is a default fail response. **Auditor Response** field is not editable but the **Comment to Employee** field is editable.
- **Pass – Approve with Exception:** This is a new default pass response. **Auditor Response** field is not editable but the **Comment to Employee** field is editable.

Admins can create a custom Pass response using the **Add Auditor Response** button. These custom Pass responses can be created with or without a comment.

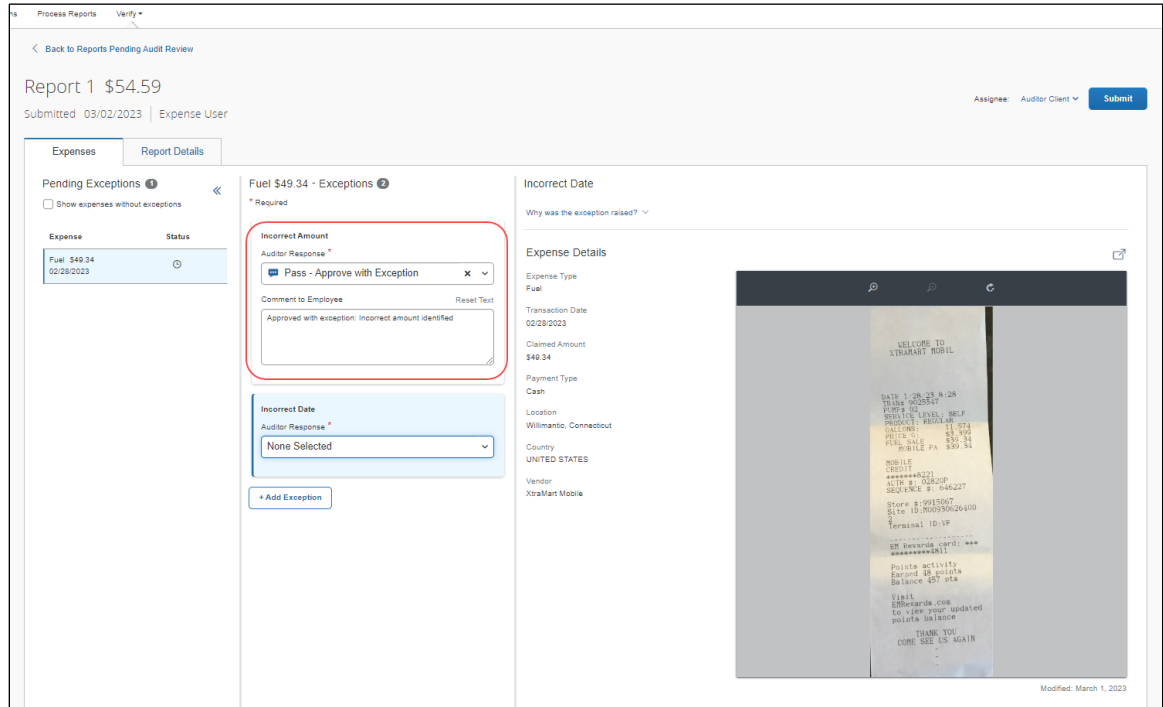
There is an option to edit existing custom Pass responses and comments.

Auditor Experience

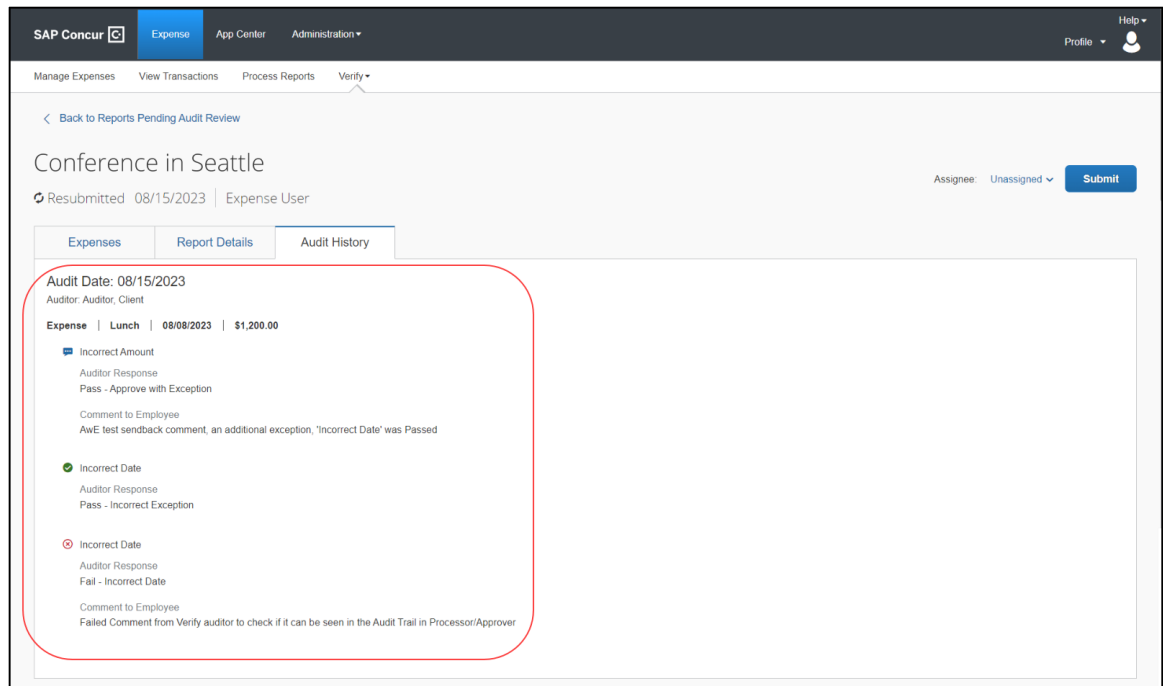
On the **Reports Pending Audit Review** page, when responding to an exception, the auditor can pass an exception by selecting the option **Auditor Response > Pass – Approve with Exception**. Custom responses that are configured for an exception will also be available for selection.

The **Comment to Employee** field is enabled for this response. This field has a predefined text if one is configured, which the auditor can use or edit to add a customized message to the submitter. A comment is not mandatory for a **Pass**

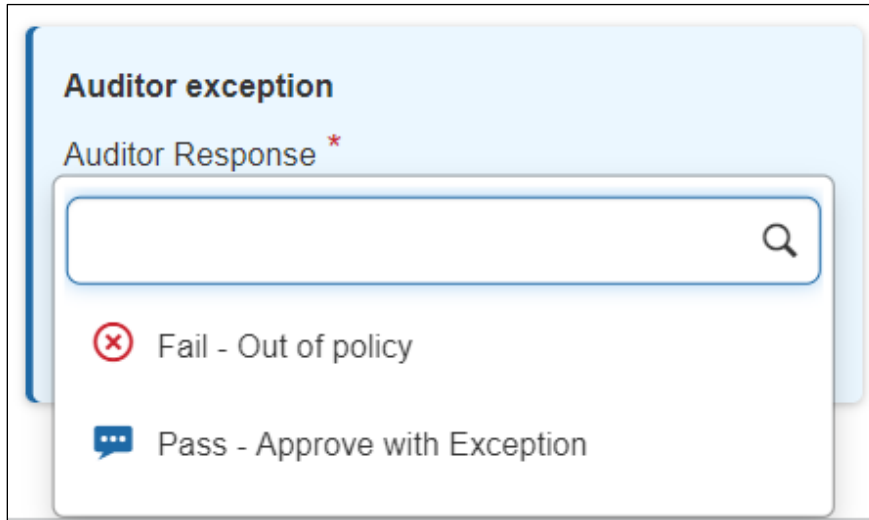
response. If a comment is not included, submitters and other approvers will not have any exposure of this exception being flagged.



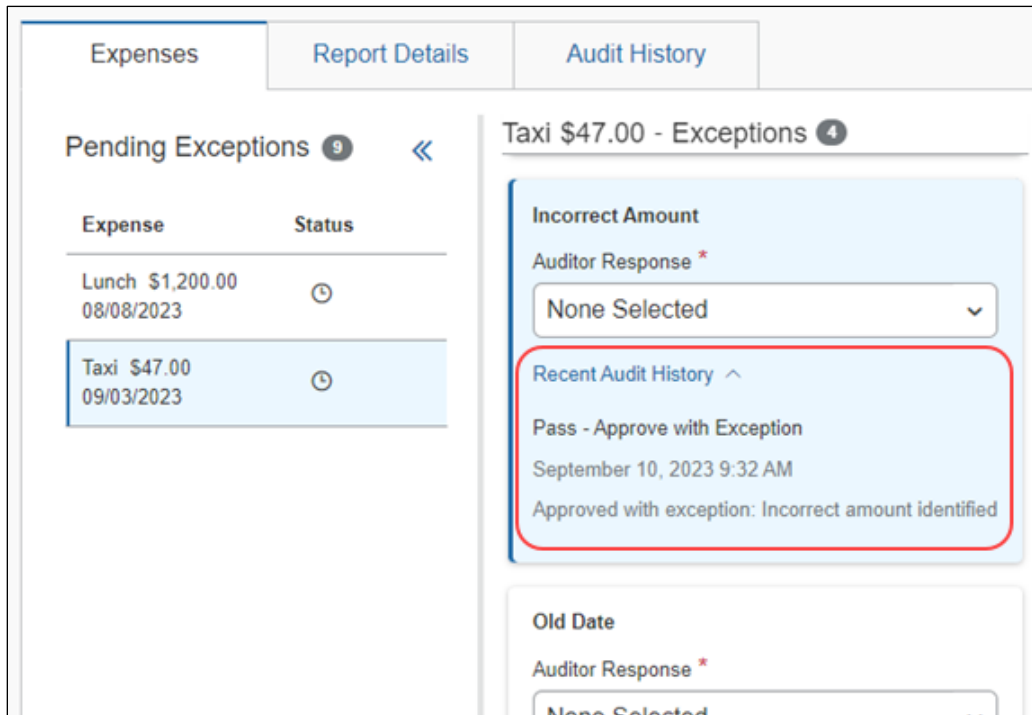
The **Audit History** tab displays all the comments and responses for a given exception in a report including the messages from the pass response **Pass – Approve with Exception**.



When auditors add a new exception using the **Add Exception** button, they can now see two **Auditor Responses: Fail – Out of policy** and **Pass – Approve with Exception**. Comments are mandatory for auditor exceptions.



The **Recent Audit History** section for a resubmitted report also displays the **Pass – Approve with Exception** response.




Previously, when the auditor completes an audit and clicks **Submit**, only the exceptions that failed and their messages were included in the **Send Back to**


Employee dialog. This dialog summarizes the report status and all the comments provided during audit.

Now, when auditors fail an exception or use **Pass – Approved with Exception** option to pass an exception, all the related messages display when they click **Submit**. The comments are collapsible and can be displayed if required.


Send Back to Employee ✕

 Failed exceptions: 1
[Comments \(2\) ^](#)

Expense | **Lunch** | **08/08/2023** | **\$1,200.00**

 **Incorrect Date**


Comment to Employee
The date of the receipt is missing, incomplete (Month, Day, and Year required) or does not match the date of the expense claim. Please correct the date discrepancy. Edited

 **Incorrect Amount**


Comment to Employee
Approved with exception: Incorrect amount identified

[Cancel](#) [Send back](#)

Report Passed ✕

 All exceptions passed
[Comments \(1\) ^](#)

Expense | **Lunch** | **08/08/2023** | **\$1,200.00**

 **Incorrect Amount**

Comment to Employee
Approved with exception: Incorrect amount identified

[Cancel](#) [Pass](#)

End-User, Approver, and Processor Experience

The auditor's comments are on display for all users with access to that report such as submitters, approvers, and processors within the report's **Audit Trail**.

The screenshot shows a window titled "Audit Trail" with a close button (X) in the top right corner. It is divided into two sections: "Report Level" and "Entry Level".

Report Level

Date/Time	Updated By	Action	Description
09/10/2023 04:55 PM	Auditor, Client	Approval Status Change	Status changed from Submitted & Pending Approval to Sent Back to Employee Comment: Your report has been audited. Taxi - 47.00 USD - 09/03/2023 Approved with exception: Incorrect date identified Taxi - 47.00 USD - 09/03/2023 Approved with exception: Old transaction date identified

Entry Level

Date/Time	Updated By	Action	Description
09/10/2023 04:55 PM	Auditor, Client	Exception	Expense Type: Taxi; Date: 09/03/2023 Code: AUDTPWX, Level: 1; Please review the comments for this expense for additional information. However, no action is necessary.
09/10/2023 04:55 PM	Auditor, Client	Exception	Expense Type: Lunch;

A "Close" button is located at the bottom right of the window.

End users can also view the comments on their report level display as well as on the comments areas for each expense entry. They can also view them within their email notifications if the company has configured this feature.

The screenshot shows the "Manage Expenses" interface. At the top, there is an "Alerts: 2" notification. Below it, a "Report Comment" section displays the following text:

Report Comment | Client Auditor: Your report has been audited
 Taxi - 47.00 USD - 09/03/2023 Approved with exception: Incorrect date identified
 Taxi - 47.00 USD - 09/03/2023 Approved with exception: Old transaction date identified
 Lunch - 1200.00 USD - 08/08/2023 The amount on the receipt is missing, incomplete, or does not match the amount of the expense. Please enter the correct amount or mark the remaining amount as personal before resubmitting.
 View Report Timeline

Below the comment is the report title "Comments Verify Test - New AT \$1,247.00" and buttons for "Delete Report", "Copy Report", and "Submit Report". The report status is "Returned | Report Number: 8X8WR1".

The "Report Details" section includes a "Comments: 2" pop-up window showing the same comment text as above. Below this is a table of expenses:

Expense Type	Vendor Details	Date	Requested
Taxi		09/03/2023	\$47.00
Lunch	Attendees (1)	08/08/2023	\$1,200.00
			\$1,247.00

Expense Report Status Change

Your expense report listed below has changed status.

Changed By	Submitter User
Report Name	Trip to Seattle
Report Date	09/07/2023
Submit Date	09/07/2023
Amount Approved	227.31 USD
Approval Status Set To	Approved
Payment Status Set To	Not Paid
Approver's Comments	<i>Your report has been audited.</i>

- Breakfast - 180.00 GBP - 09/05/2023 Please make sure to attach the full invoice next time
- Breakfast - 180.00 GBP - 09/05/2023 Approved with exception: Incorrect date identified

View Report

Configuration/Feature Activation

These changes are automatically enabled, and no configuration is required.



For more information, refer to the *Verify User Guide*.

Audit Report: Processing Error Dialog Modification

Overview

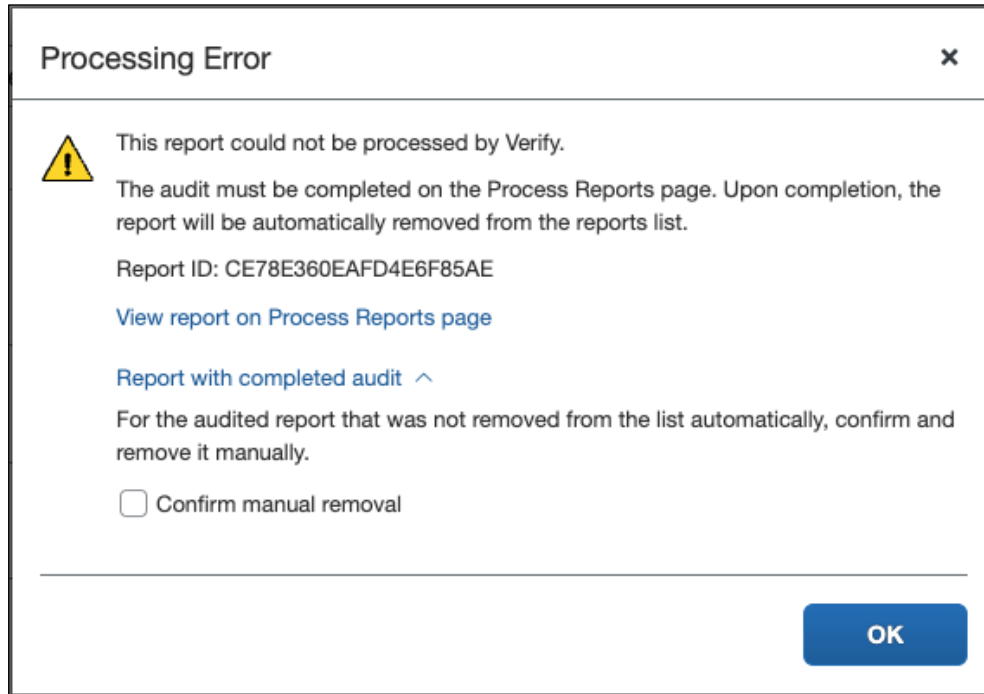
When a report with a processing error is submitted for audit review, auditors can now see an enhanced processing error dialog box that guides them in handling such reports with more efficiency.

BUSINESS PURPOSE / CLIENT BENEFIT

The modified dialog box explains the system behavior when facing reports with processing errors and helps auditors avoid unnecessary manual deletion of these reports.

Auditor Experience

When an auditor chooses a report with processing error in it, a newly modified **Processing Error** dialog box appears. This dialog box guides auditors on the next set of actions to be performed to review the report.



Configuration/Feature Activation

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

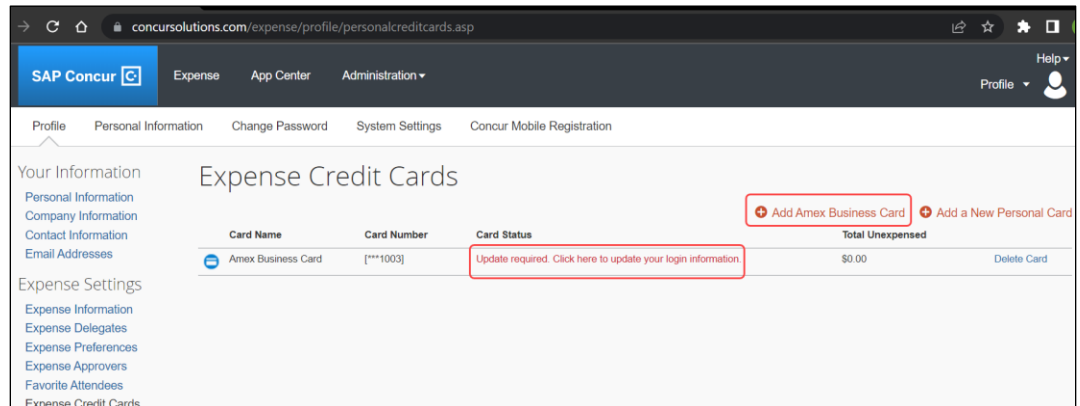
Configuration / Feature Activation

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

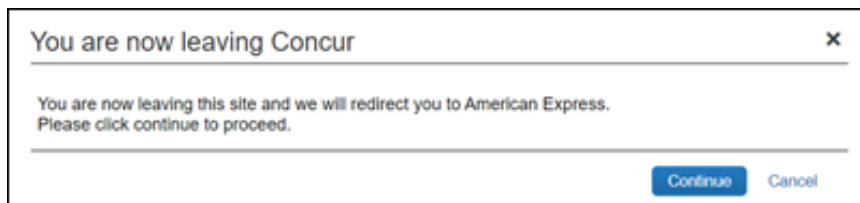
▶ To Reauthorize your AMEX Business Card:

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

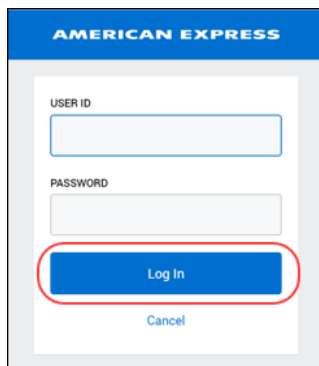
- In **Expense Settings**, click **Expense Credit Cards**. The **Expense Credit Cards** page appears.




- 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](#)

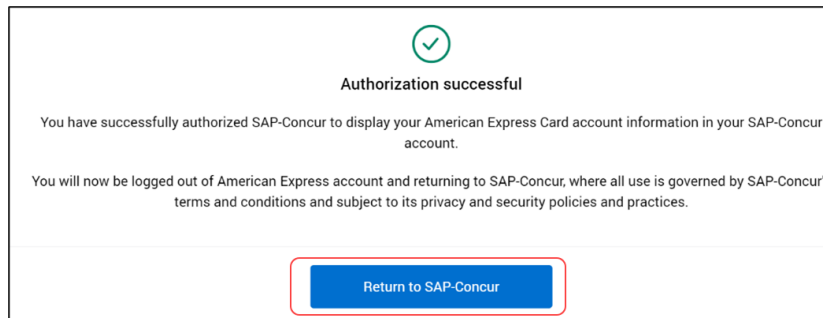
Cancel **Authorize**

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** Reauthentication of **US Bank** Linked Cards to Yodlee Required**

Information First Published	Information Last Modified	Feature Target Release Date
August 2023	September 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 for **US banks** to work with the new Open Banking standards. This means that users who have linked their non-corporate, personal, or business **US banks** cards via Yodlee will need to reauthenticate these cards after October 1st, 2023, to ensure that transactions continue to be available within Concur Expense.

Other 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.

BUSINESS PURPOSE / CLIENT BENEFIT

This update will be required to ensure continued connectivity between the bank and Yodlee within Concur Expense. This will allow Concur Expense card users to benefit from a more secure connection via Yodlee's adoption of the Open Banking functionality.

Administrator and End-User Experience

There is no change to the administrator or user experience.

Configuration / Feature Activations

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.

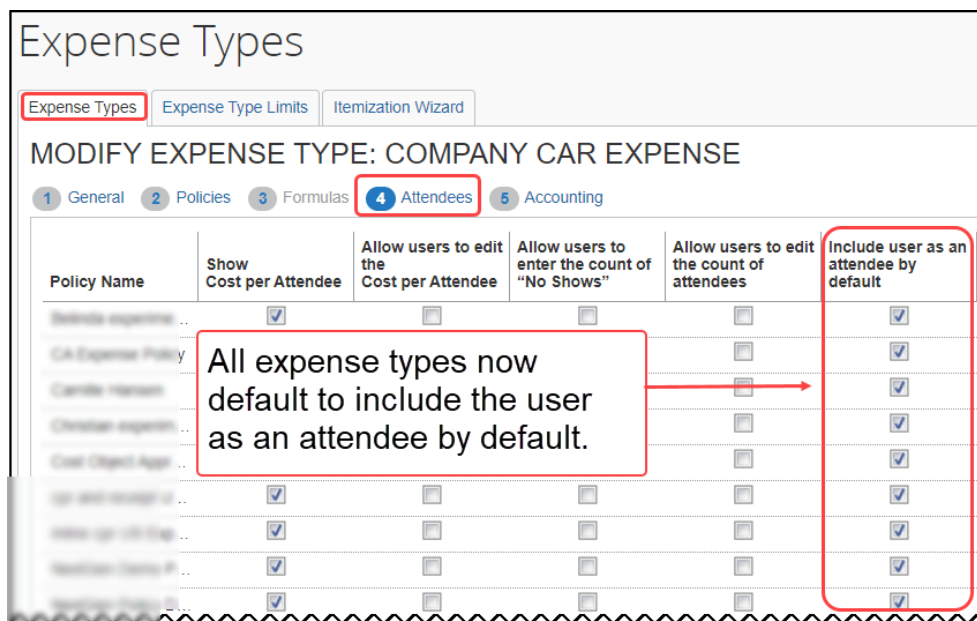
User Interface Changes

Planned Changes Report Submitter Now Included as Attendee

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

A user creating and submitting an expense report with attendees will now be added as an attendee themselves by default. This applies to all expense types, and client may opt-out of this behavior by submitting a Support ticket no later than October.



BUSINESS PURPOSE / CLIENT BENEFIT

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

Configuration / Feature Activation

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

CUSTOMERS MAY REQUEST EXEMPTION FROM THIS CONFIGURATION CHANGE BY END OF OCTOBER

Clients may request that their company be excluded from this configuration change by contacting Concur Support. To do so, submit a Support ticket by the end of

October, 2023 indicating the name of your company and your request to be exempted.

For requests received by this cutoff date, SAP Concur will add the company into an Exception list and will not make this configuration change to the company’s entity. Companies on this exemption list will see no changes to their currently-configured behavior for automatically adding the user as an attendee.

Verify

****Planned Changes** Audit Events: Removal of Anomaly and Fraud Events (Oct 30)**

Information First Published	Information Last Modified	Feature Target Release Date
May 1, 2023	--	October 30, 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Targeted for October 30, 2023, SAP Concur will remove the **Anomaly and Fraud Events** section from Verify. The ability to view or access old events will also be discontinued after this date.

Additionally, the Verify Events Auditor role will be removed from the user interface.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature is intended to support the customer’s ability to perform effective audits before payments are completed, thereby increasing compliance.

End-User Experience

BEFORE REMOVAL

Prior to October 2023, administrators can navigate to **Expense > Verify > Anomaly and Fraud Events** to view the event details and manage events.

Unreasonable Amount (Breakfast, \$18.35)
 January 4, 2023 | Event ID: 69758377... | Open - Unassigned

Event Details | Manage Event

Expense Details

- Expense Type: Breakfast
- Expense Category: MEALS
- Expense Location: Ottawa, Ontario
- Country: CANADA
- Vendor: N/A
- Claimed Amount: \$18.35
- Average per Person: \$18.35
- Transaction Amount: CAD 18.35
- Transaction Date: September 23, 2012
- Payment Type: Cash

Spend Comparison*
 Expense type: Breakfast | Location: Ottawa, Ontario | Period: the past year

Amount per person

95th
80th
65th
50th
35th
20th
5th
Percentile

Your threshold: \$17.31
 Average spend: \$11.54
 Claimed amount per person: \$18.35

Employee's Expense Comments
 Breakfast - 18.35 CAD - 09 23 2012 The amount on the receipt is missing, incomplete, or does not match the amount of the expense. Please enter the correct amount or mark the remaining amount as personal before resubmitting 

AFTER REMOVAL

As of October 2023, users will no longer see **Anomaly and Fraud Events** section in Verify. Only **Reports Pending Audit Review** section will continue to exist.

Reports Pending Audit Review

Search Report Name, Report ID, Employee Name, Employee

Filters

Submission Date Range: MM/DD/YYYY - MM/DD/YYYY
 Audit Profile: None Selected
 Assignee: None Selected

Reports (1)

Status	Time in Queue	Submit Date	Report Name	Report ID	Report Total	Exceptions	Employee	Audit Profile	Assignee
New	5 months	10/06/2022	February Expenses	18D18CCAA087479D85B5	\$56.16	1	John Submitter	Default Profile	Unassigned

Configuration / Feature Activation

There will be no configuration or activation steps.



For more information, refer to the *Verify User Guide*.

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.

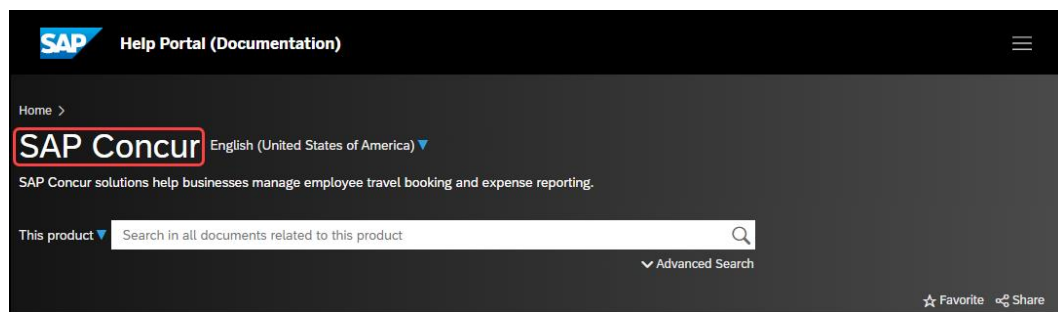
When changes to browser support are planned, information about those changes will also appear in the [Shared Changes Release Notes](#).

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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