SAP Concur Release Notes **Concur Expense Professional / Premium**	
Month	**Audience**
Release Date: December 9, 2023 Initial Post: December 8, 2023	Client ***FINAL***

Contents

Legal Disclaimer

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.*

Attendees

Improvements to Visibility and Selection of Attendees

Overview

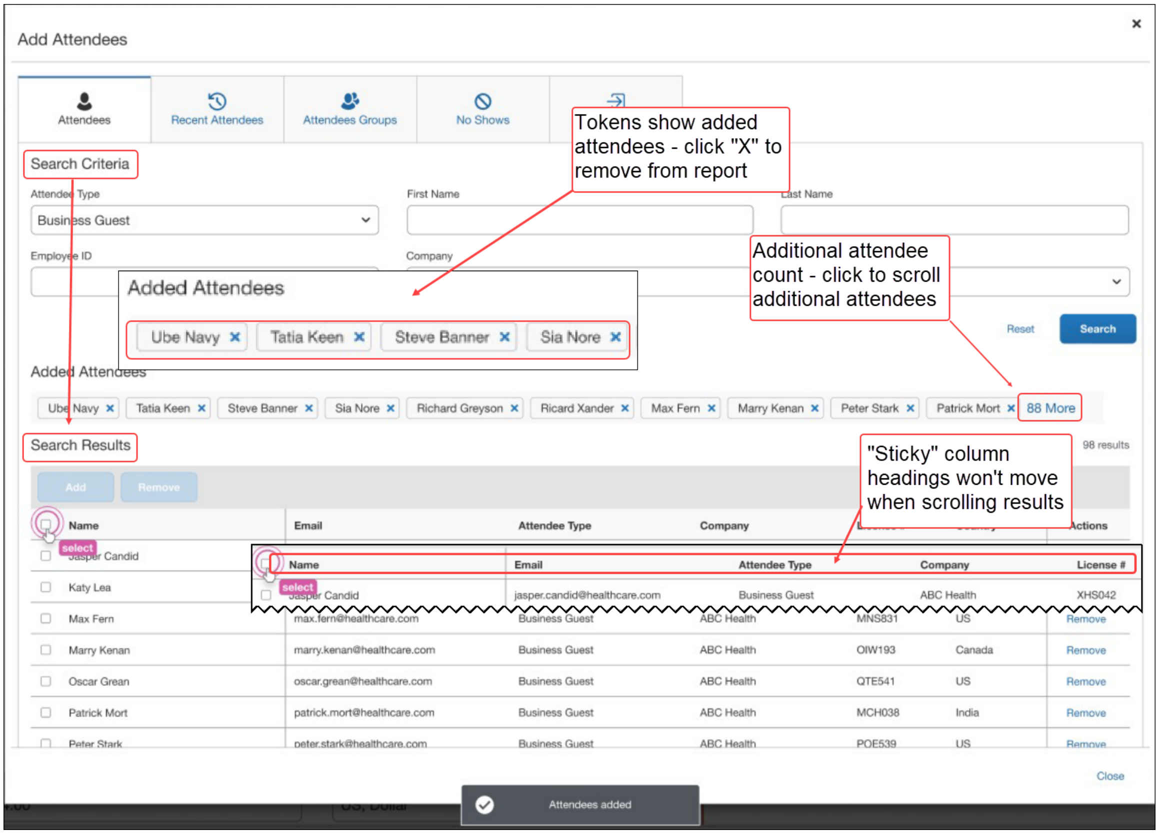
With this release, the Attendees feature in Expense is now updated to improve the visibility and addition of Attendees to an expense report.

BUSINESS PURPOSE / CLIENT BENEFIT

This change to the Attendees feature is part of the ongoing continuous improvement process for the user experience.

End-User Experience

The end-user working with attendees in their expense report will see an updated user interface that makes the task of searching, adding, and reviewing attendees in the report easier.



When the report is being configured for attendees, the end-user will see the following changes to information they see in the **Add Attendees** screen:

- **Searching:** Search results are now listed below **Search Criteria** in rows featuring static "sticky" column headings that remain when scrolling
- **Adding Attendees:** Selecting each attendee, then clicking Add, completes the addition of one or more attendees with a single click
- **Identifying and Removing Attendees:** Attendees are shown above the **Search Results** section with additional count on a button – click to scroll additional attendees in the report

Configuration / Feature Activation

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

Audit Rules

Audit Rule Support for Employee’s Start and Termination Dates

Overview

You can build audit rules in Concur Expense utilizing the end-user’s employment period, such as their employment start and termination dates. This rule ensures that users can create expenses incurred only during their employment period.

Additionally, you can construct an audit rule that allows expenses a week or so before the start of the end-user’s employment, for example, if a user had to incur work-related expenses before the start of their employment.

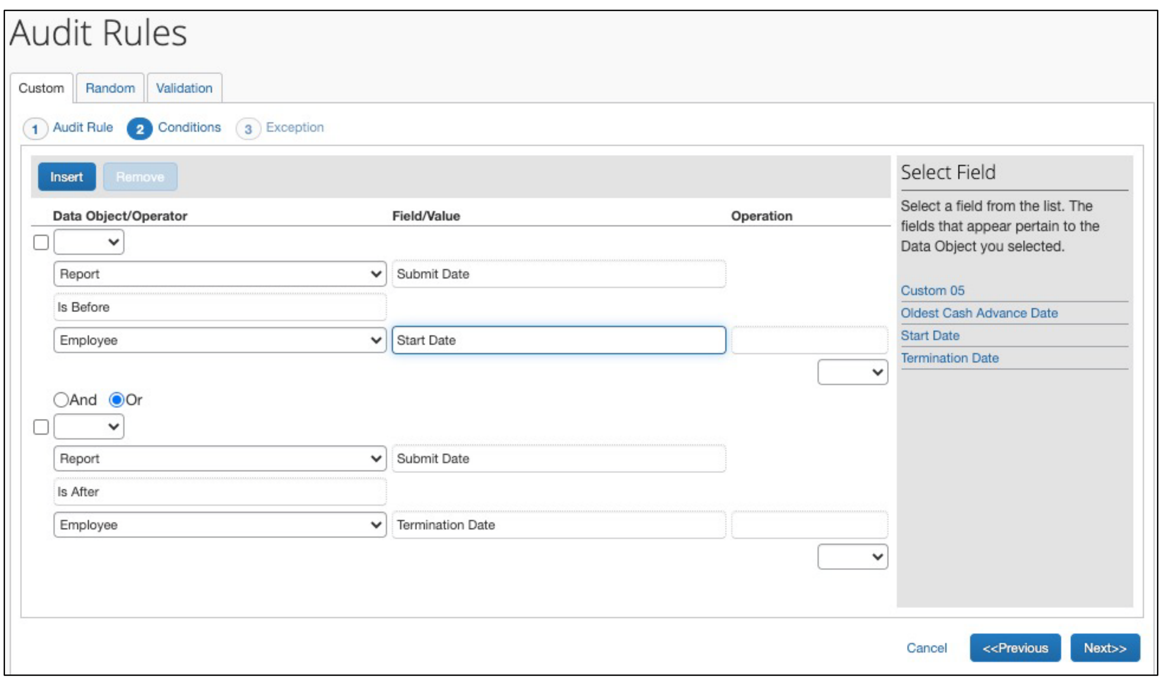
This feature applies to any data object with a date field. The date field is compared to the employee object’s start date or termination date.

Business Purpose / Client Benefit

This update helps customers identify expenses that fall outside of a user’s employment period and helps mitigate fraudulent expense submissions.

Administrator Experience

When creating audit rules using date fields, the administrator can see **Start Date** and **Termination Date** listed as fields associated with the employee object.



End-User Experience

The end-user may see exceptions due to audit rules that use the user's employment start or termination date.

Configuration / Feature Activation

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

Expense End User URLs

Changes in two URLs for Expense End User Pages

Overview

As a result of API architectural work from version 3 to version 4, several Expense pages now have updated URL paths. The client should take steps to update related data in, as an example, their Integrations such as WalkMe as needed.

BUSINESS PURPOSE / CLIENT BENEFIT

This update provides improved architecture for routing users to the appropriate pages using SAP Concur integrations that rely on APIs.

New Expense Page

The **New Expense** entry page URL is changed as follows:

Previous URL:
concursolutions.com/nui/expense/report/:report/entry?expKey=:expenseTypeId

Updated URL:
concursolutions.com/nui/expense/reports/:reportId/expenses/new?expenseTypeId=:expenseTypeId

Existing Expense Page

The **Existing Expense** entry page URL is changed as follows:

Previous URL:
concursolutions.com/nui/expense/report/:reportId/entry/:expenseId

Updated URL:
concursolutions.com/nui/expense/reports/:reportId/expenses/:expenseId

Itemizations List Page

The **Itemizations List** entry page URL is changed as follows:

Previous URL:
concursolutions.com/nui/expense/report/:reportId/entry/:expenseId?itmzTab=true

Updated URL:
concursolutions.com/nui/expense/reports/:reportId/expenses/:expenseId/itemizations

Itemization

The **Itemization** entry page URL is changed as follows:

Previous URL:
concursolutions.com/nui/expense/report/:reportId/entry/:expenseId?itmzTab=true&itmzId=:itemizationId

Updated URL:
concursolutions.com/nui/expense/reports/:reportId/expenses/:expenseId/itemizations/:itemizationId

Configuration/Feature Activation

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

Expense – User Interface (UI) Changes

Navigation Path Now Displayed

Overview

With this release, a navigation path now displays at the top of the **Manage Expenses** page and at the top of a report. Each part of the navigation path, except for the page you are currently on, is a link. Clicking a link in the navigation path will take you directly to that page or dialog.

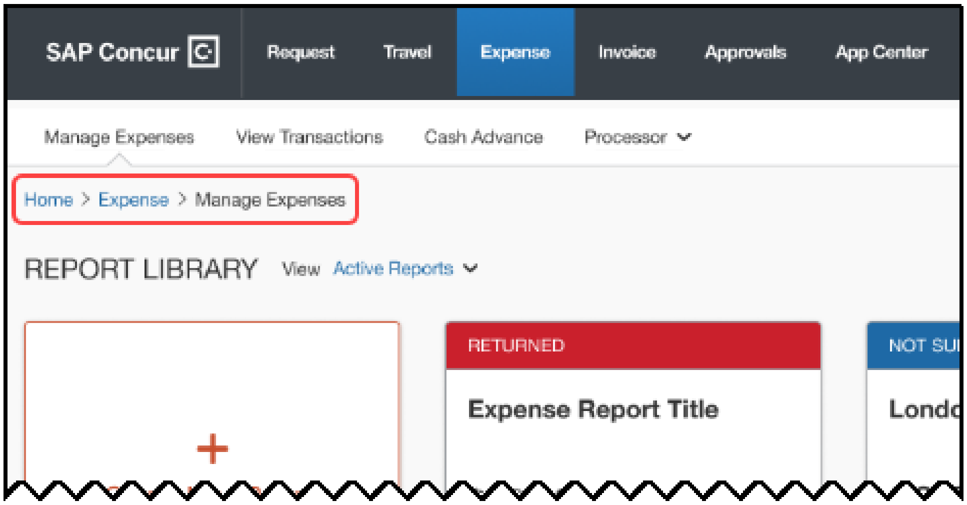
BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides context for the user's navigation and reduces the number of clicks required to return to a prior view.

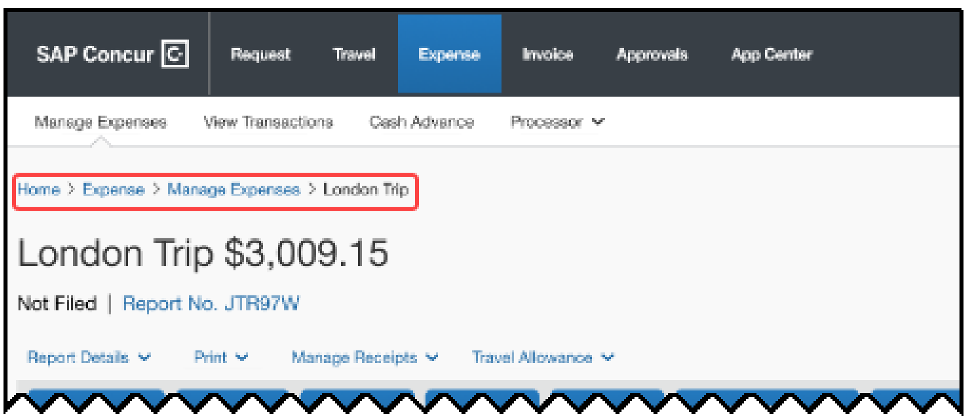
End-User Experience

The end-user sees, in selected screens, the user interface names denoting the path they have followed, in screen and report naming format, at the top of their current view of Expense.

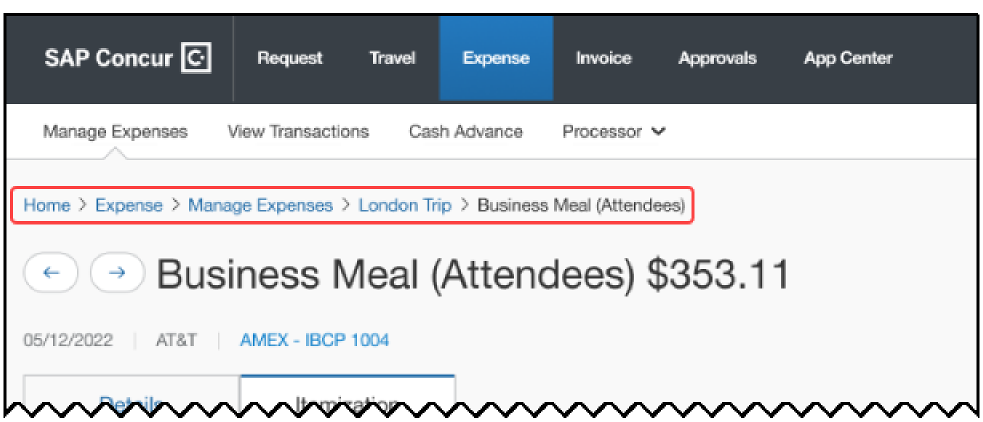
On the **Manage Expenses** page, the navigation path is displayed above the page name.



On a report, the navigation path is displayed above the report name.



On the expense entry page, the navigation path is displayed above the **Details** and **Itemizations** tabs.



Configuration / Feature Activation

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

Expense Pay

Buttons Relabeled in Funding Account Screens

Overview

Expense Pay has relabeled the buttons to add a new funding account as follows:

- **New Classic Account** to **New Pay File Account** for Concur Expense Pay Professional edition
- **New Global Account** to **New Provider Account** for Concur Expense Pay Standard edition

The text on the Pay File to FTP Funding Account screen is updated accordingly to inform users that those accounts are now used only for the Sepa (EUR) or Zengin (JPY) pay file extracts.

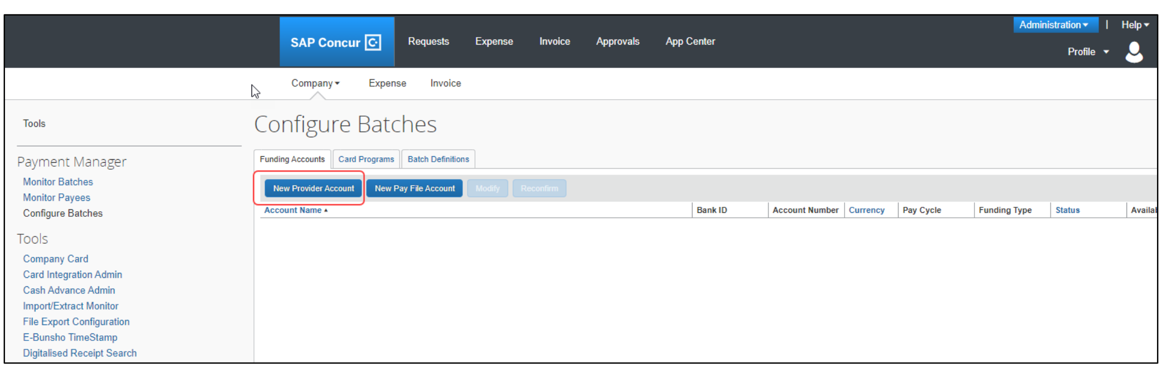
Other changes include the removal of the **Direct Debit** and **Prefund Pay Type** options from the **Pay File Funding Type** dropdown list, since those options were related to a retired legacy classic pay solution.

BUSINESS PURPOSE / CLIENT BENEFIT

These updates mitigate the creation of incorrect funding accounts and better describe the nature of these accounts and how they are linked to a payment provider to complete payments for the provider account, or for creation of a pay file account for EUR or JPY for **Pay File Account** option.

Administrator Experience

In **Employee Reimbursement**, the new labels, **New Pay File Account** instead of **New Classic Account** and **New Provider Account** instead of **New Global Account**, displays in the **Funding Account** tab.



In the **Funding Account** screen, from the **Funding Type** drop-down list, the **Direct Debit** and **Prefund Pay Type** options are removed for new pay file accounts.

Configuration / Feature Activation

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

Modifications to View Batch Data Screens

Overview

The view batch data screens in Concur Expense Payment Manager are modified to include some updates to improve usability for client admins.

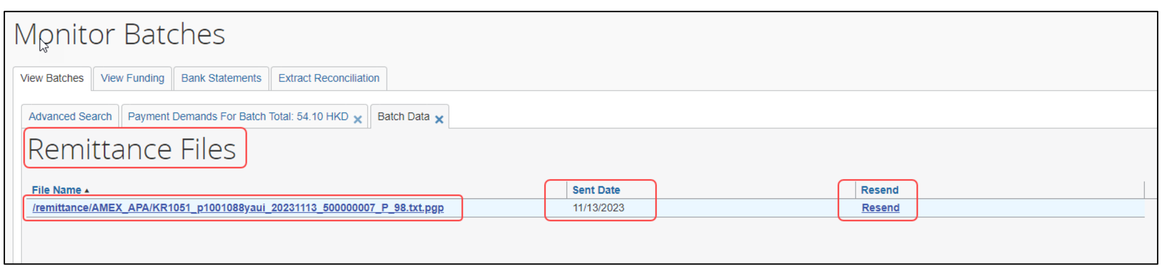
The view batch data screen for card batches is used to view masked card remittance details for a card payment batch and, if needed, resend card remittance data to the card banks. Not all card programs supported by Expense Payment Manager will have the view batch data screen available.

BUSINESS PURPOSE / CLIENT BENEFIT

These updates provide improved user experience for client admins.

Administrator Experience

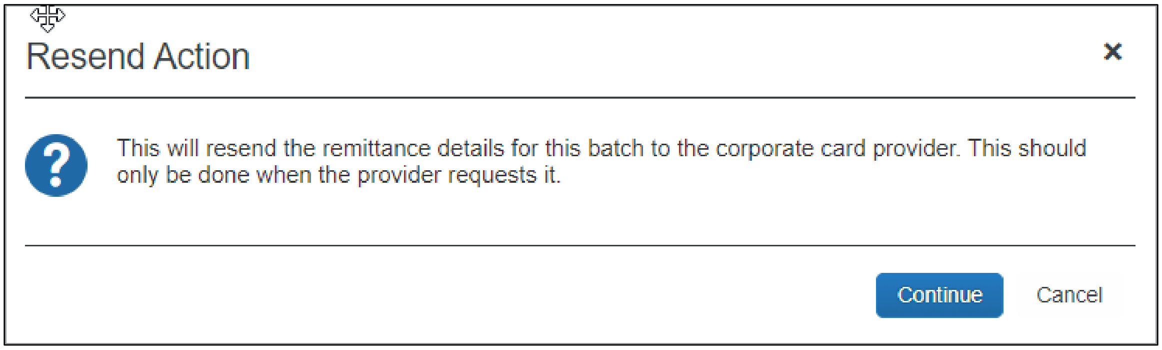
In **Monitor Batches > View Batches > Batch Data** screen, the **Sent Date** column now displays in a user readable date format. The **Batch Data** screen is further improved to fully display the file name. The label is clearer and is localized.



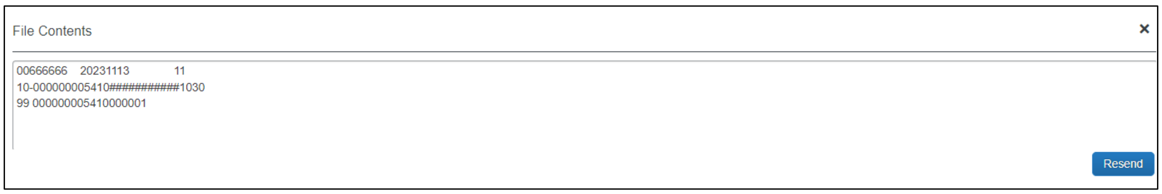
There is also a new **Resend** link that displays on the **Batch Data** screen. This action link allows you to resend the remittance data from the main screen and helps avoid extra clicks to resend a file.

NOTE: The remittance data is automatically sent to the card bank as a part of normal batch processing at the point you fund your batch. You only resend the remittance file if the card vendor requests it.

Clicking the **Resend** link displays the **Resend Action** confirmation dialog.



Formatting of the remittance file is more readable and will put each remittance record on its own line.



Configuration / Feature Activation

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

Expense Types

Self-administration for Expense Types Configuration Settings

Overview

Previously, Concur Expense customers with the **Expense Configuration Administrator (Restricted)** role were not able to modify their expense types configurations.

Now, customers with the **Expense Configuration Administrator (Restricted)** role can directly maintain their own configuration to create, modify, and delete their expense types.

Concur admins can create or modify all aspects of an expense type, with the following exceptions:

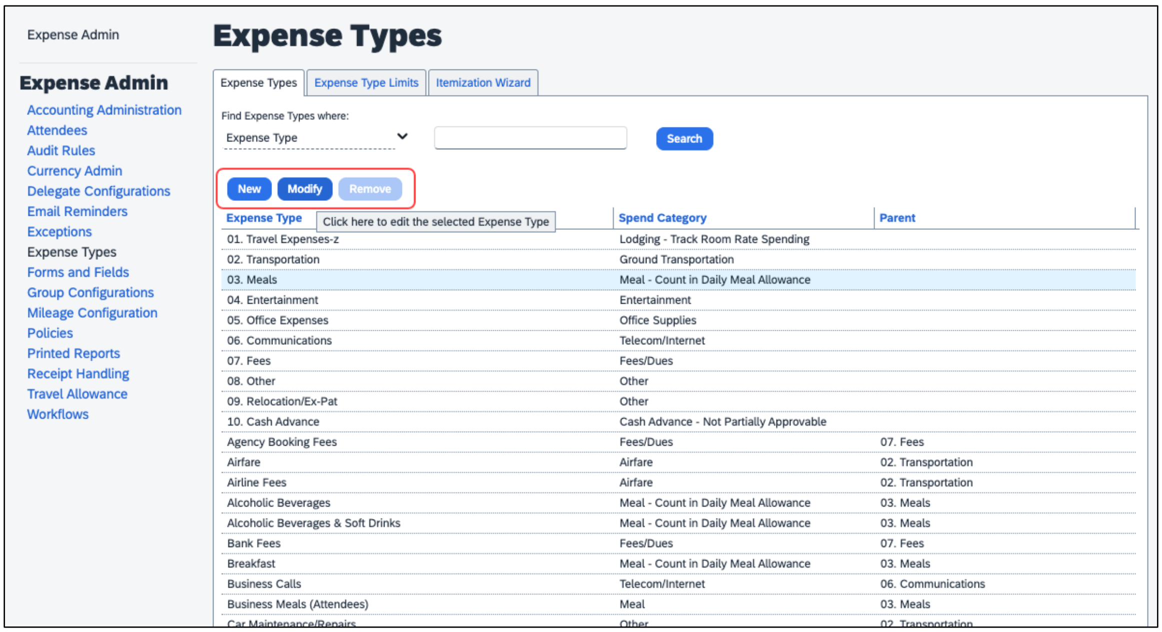
- Admins cannot view, create, modify, or delete calculation formulas associated with the expense type.
- Admins cannot create, modify, or delete itemization wizards. They remain read-only.

Business Purpose / Client Benefit

This update enables Concur Administrators with the **Expense Configuration Administrator (Restricted)** role to edit their expense types configuration settings directly and have more flexibility and control over their settings, rather than contacting SAP Concur support to change their expense configurations.

Administrator Experience

Customers with the **Expense Configuration Administrator (Restricted)** role navigate to **Administration > Expense Admin > Expense Types** (left menu) to create, modify, or delete an expense type. Changes made to the expense types are captured in the **Change Log**.



For assistance with calculation formulas or itemization wizards, contact SAP Concur support. For more information, see *Concur Expense: Expense Types Setup Guide.*

Configuration / Feature Activation

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

Japan Public Transportation

PASMO IC Card Integration

Overview

IC Card Integration (ICCI) is a feature offered by Japan Public Transport (JPT) that allows the integration of IC cards provided by JR East with SAP Concur. This integration enables Concur Expense to retrieve all trip transaction details directly from the railway company's source data.

With the latest release, SAP Concur now also supports the integration of PASMO IC card. The registration process for PASMO IC card integration is similar to that of Suica IC card integration and is explained in detail in the guide.

It's important to note that this service is exclusively available to employees of companies based in Japan.

Business Purpose / Client Benefit

This feature ensures seamless integration and enhanced user experience for clients using IC cards for travel in Japan.

Configuration / Feature Activation

This functionality is available automatically; there are no configuration or activation steps.

For new customers, contact SAP Concur Admin.

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

Receipts – ExpenseIt for Web

ExpenseIt for Concursolutions.com

Overview

Concur brings the power of ExpenseIt to concursolutions.com. Using ExpenseIt to automatically scan and create an expense from an uploaded receipt can save users time and significantly reduce the risk of report rejections or send backs.

Previously, only available on Concur Mobile, users for companies who have purchased ExpenseIt will now be able to upload receipts through familiar steps in Expense to automatically create expense entries for a report. To do this, ExpenseIt extracts key data from the receipt to automatically fill in expense details, while still giving users the flexibility to edit any values that require changes.

BUSINESS PURPOSE / CLIENT BENEFIT

This reduces data entry effort for the end-user and provides the company with expanded awareness and benefit from ExpenseIt.

Release Schedule

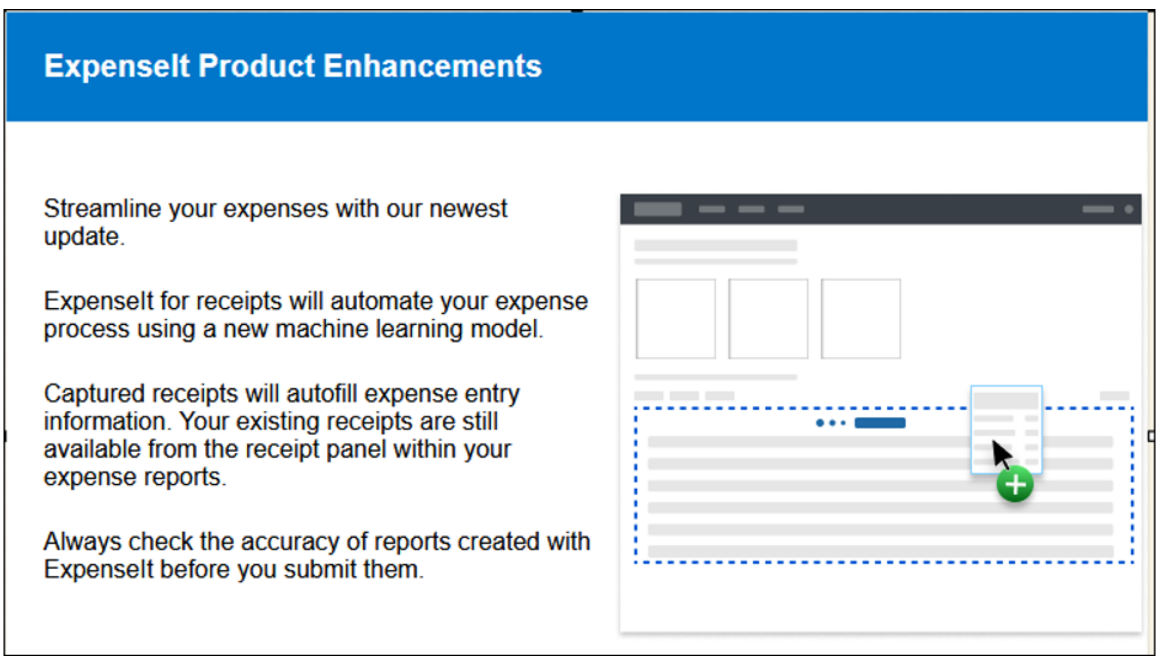
ExpenseIt for Web will be released to all customers the week of January 15, 2024. Individual customers will be activated over the course of this week, so not all customers are enabled on the same day.

EARLY ADOPTER OPT-IN SCHEDULE

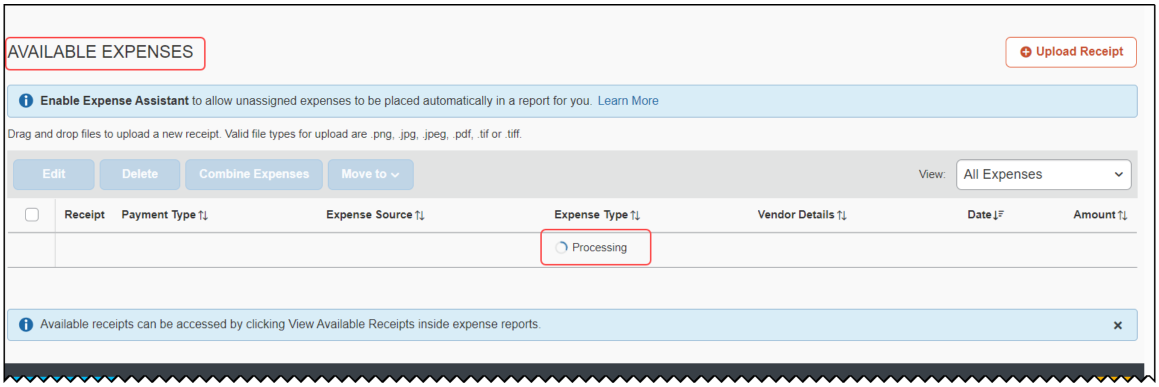
Customers who opted into the Early Adopter initiative by the November 30 deadline will be activated during the week of December 4th.

End-User Experience

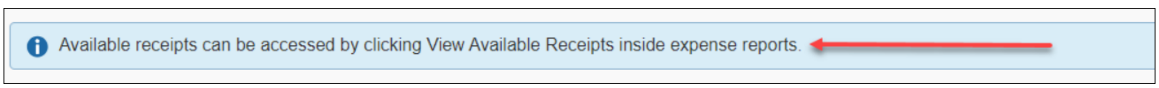
This feature will alert the ExpenseIt end-user that new functionality is available by displaying the **ExpenseIt Product Enhancements** informational window when the end-user first logs in.



For end-users with ExpenseIt, all receipts uploaded from the **Manage Expenses** page on Concursolutions.com or emailed to receipts@concur.com automatically appear for viewing on the **Available Expenses** section of the page.



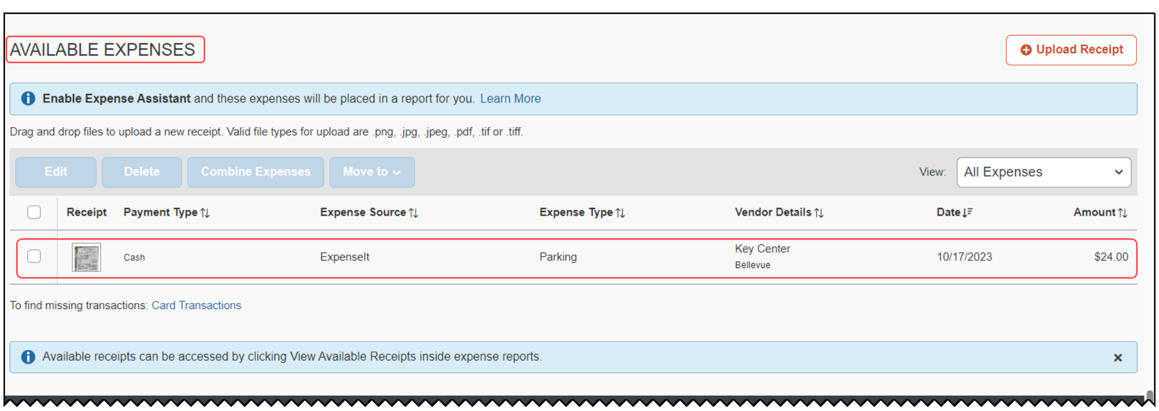
End-users can drag-n-drop receipts or use the **Upload Receipt** button to add one or more receipts at the same time, all processed by ExpenseIt. A blue bar appears under the expense table with information explaining the user interface – after review, dismiss by clicking the X to the right.



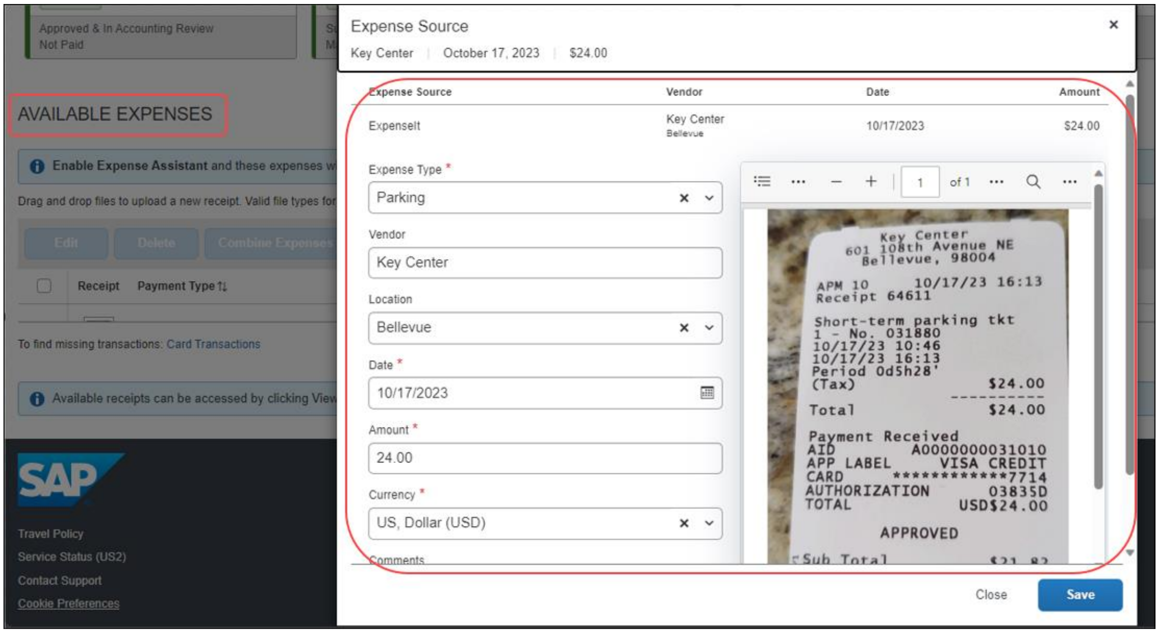
NOTE: Receipts uploaded via the web UI or emailed may not be eligible for digital certification per the country-specific regulatory requirements that apply for that user. These users should continue to use the same processes they employed prior to this feature to achieve a certified receipt image.

Once processed, a new expense is created for the end-user with the following fields pre-populated from data extracted or predicted from the receipt image:

Fields Pre-Populated by ExpenseIt's Data Extraction Functionality			
Amount	**Currency**	**Date**	**Expense Type**
Location	**Payment Type**	**Vendor**	



If required, the end-user can edit the ExpenseIt results by selecting the ExpenseIt item from the **Available Expenses** list. Once selected, choose **Edit** to open the expense, make any necessary changes, and then save them.



Additional Changes to the User Interface

ExpenseIt end-users should note that the **Available Receipts** section is no longer available in the **Manage Expenses** page. Now, all receipt images (including receipts created prior to this feature) are available and may be attached to expenses from within the expense report. To do this, open the report, select the target expense, click **Add Receipt**, and add a receipt from the new location for **Available Receipts**. Users can also use this method to add new images to an expense without processing by ExpenseIt.

Handling of Non-Receipt Documents for the Expense Report

Documents to support the expense, such as approval emails, travel itineraries, registration confirmations, or other supporting documents are *not* emailed or uploaded through the **Manage Expense** page. Instead, end-users will manually attach those supporting documents to an expense or the expense report.

Important: The Verification Step

ExpenseIt saves time and reduces manual entry errors by extracting information from a receipt image to create and display an expense; however, the technology is not always 100% accurate. Users should always scan and verify ExpenseIt results using the edit function for needed corrections.

NOTE: Deleting the item and re-uploading the same image will not produce different results. Users should instead edit the available expense to correct the information.

Document Certification/Tax Compliance

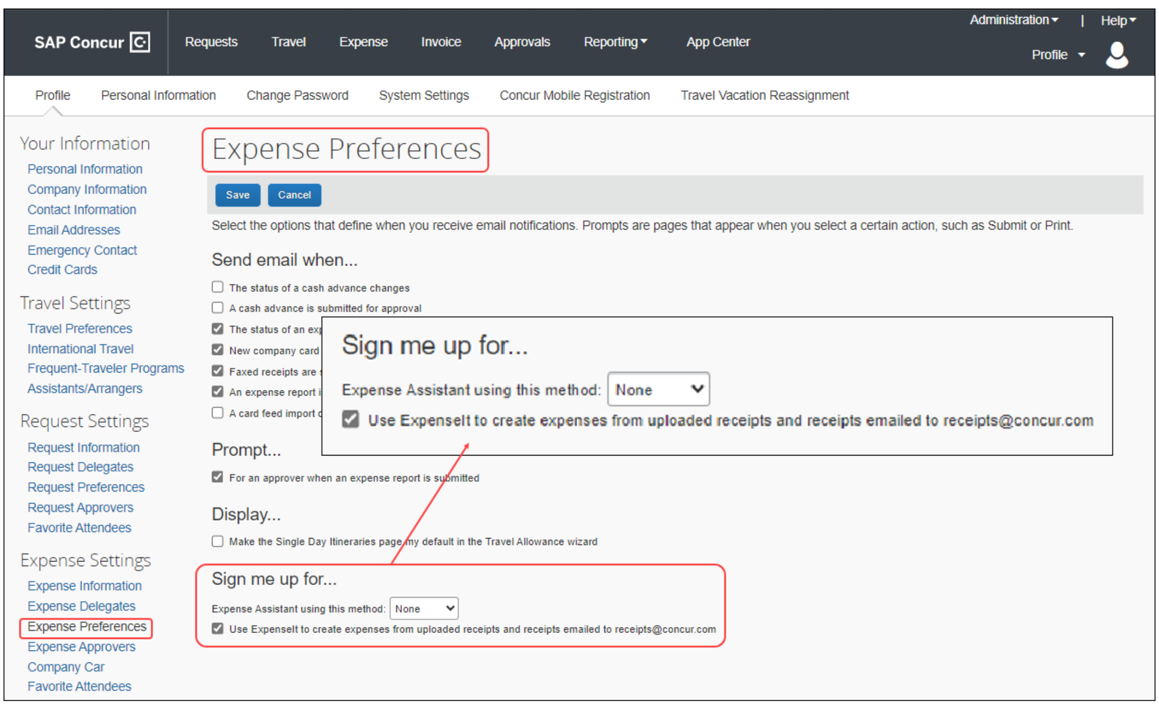
Options for providing tax compliant receipt documents are dictated by the country-specific regulatory rules, and users must continue to follow the same processes used prior to this change.

- **Receipt Digitalization:** Images uploaded on Concursolutions.com or emailed, whether processed by ExpenseIt or as an image only, are *not* eligible for image certification. Users must continue to utilize Concur Mobile in order to create compliant images.
- **eBunsho Timestamp:** For eligible users, images uploaded on Concursolutions.com and processed through ExpenseIt will be sent through the eBunsho timestamping process. The functionality will continue to support emailed receipts and image capture via Concur Mobile.

Disabling ExpenseIt

The end-user may disable the use of ExpenseIt for the Web and remove the end-user interface and functionality described in this release note by clearing the **Use ExpenseIt to create expenses from uploaded receipts and receipts emailed to** receipts@concur.com on **Profile Settings** > **Expense Preferences**.

NOTE: This Expense Preference only affects ExpenseIt for the Web and receipts that are emailed to SAP Concur. Disabling this user preference will NOT disable ExpenseIt within the Concur Mobile app.



Configuration / Feature Activation

No end-user action is required: ExpenseIt will be automatically enabled for all end-users on entities that have purchased ExpenseIt.

Merchant Tax ID Now Extracted from ExpenseIt Processed Receipts - Japan

Overview

To comply with tax reporting requirements for Japan-based clients, Concur Expense will now extract the value for **Merchant Tax ID** from receipts processed by ExpenseIt. This data is included with the receipt information automatically added to the expense details.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature speeds the process of adding this value to comply with tax reporting requirements for clients working in, or for, a company based in Japan.

End-User Experience

When a Japanese receipt image is uploaded, ExpenseIt will extract the 14-character value for **Merchant Tax ID** and include it in the expense data.

NOTE: The **Merchant Tax ID** data may be manually added or edited as required.

Administrator Experience

The Expense administrator will need to work with each Expense edition as described below.

EXPENSE PROFESSIONAL EDITION

After configuration by the Forms and Fields administrator, the visibility of the **Merchant Tax ID** field will appear on the expense form. This field is then populated with the extracted value by ExpenseIt.

EXPENSE STANDARD EDITION

The **Merchant Tax ID** field is now a default field on the expense form when using the Japan Country Pack and is populated with the extracted value by ExpenseIt.

Configuration / Feature Activation

These changes are automatically available; however, the administrator will need to configure or verify the appearance of the **Merchant Tax ID** field as described in this release note.

📖 For information on adding an Audit Rule in the Professional edition for validating the returned value, see the *Concur Expense Professional / Premier October* release notes. For information about the addition to the Financial Integration Service / API, see the *Concur Expense Professional / Premier May* release notes.

SAP/SAP Concur Integrations

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

Information First Published	Information Last Modified	Cutoff Date
Nov 2022	Oct 2023	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

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 *Production Sandbox Environment Login Updates* release note in the SAP Concur Shared Changes Release Notes.

BUSINESS PURPOSE / CLIENT BENEFIT

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

Configuration / Feature Activation

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

SAP Integration with Concur Solutions (ICS): IsReopened Report Attribute Available for Workflow and Audit Rules

Overview

SAP ICS customers may optionally use delta posting to reopen and resubmit expense reports that have completed the financial integration process.

For more information on delta posting requirements, refer to the *Shared: SAP Integration with Concur Solutions for SAP ECC and SAP S/4HANA* and *Shared: SAP Integration with Concur Solutions for SAP S/4HANA Cloud* setup guides.

Prior to this release, the reopened expense reports would follow the original report workflow when resubmitted. In the December 2023 release, we are adding a new report attribute to the workflow and audit rule condition editors, labeled **IsReopened**. This attribute allows the customer to create workflow steps and audit rules that are applied when the expense report has been reopened by the delta posting functionality.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature allows customers to implement special handling to evaluate and approve reopened reports.

Configuration / Feature Activation

This attribute is available to Expense Professional customers for use in new or updated workflows or audit rules.

Travel Allowance Service

Support for Collective Agreements in Information Technology (I.T.) and Trade Industries in Austria

Overview

Travel Allowance support is now available for the companies participating in collective agreements in IT and trade industries in Austria.

SAP Concur offers two new templates for client rate bundles tailored to the needs of collective agreements in IT and trade. These templates are:

- SAP_CONCUR_AT_TEMPLATE_IT
- SAP_CONCUR_AT_TEMPLATE_TRADE

The customers can access the templates by downloading corresponding .ZIP files which can then be uploaded on the SAP Concur solution and used to set up client rate bundles. .CSV files containing rates, deductions, and adjustments can be uploaded onto the client rate bundles to further configure them as per the industry-specific requirements. Contact your implementation team for information on the availability of template files for configuring client rate bundles.

These templates for client rate bundles are provided in addition to the statutory rate bundles containing tax-free rates. The customers can use the client rate bundles derived from the templates along with the statutory rate bundles. While doing that, the client rate bundles need to contain only those settings that should supersede the settings in the statutory rate bundles.

BUSINESS PURPOSE / CLIENT BENEFIT

The clients get to use configurable templates tailor-made for their industry which can be further customized for the needs of their organization.

Configuration / Feature Activation

Contact your implementation team to download the templates for client rate bundles and configure them.

For more information, refer to *Concur Expense: Travel Allowance Austria Statutory Bundles* setup guide.

For general information about this functionality, refer to the *Concur Expense: Travel Allowance Generic Configurable Bundle* setup guide.

Additional product guides for Concur Expense may be found at the country-specific guides landing page.

Verify

Audit Reports: Approve All Pending Exceptions in Bulk

Overview

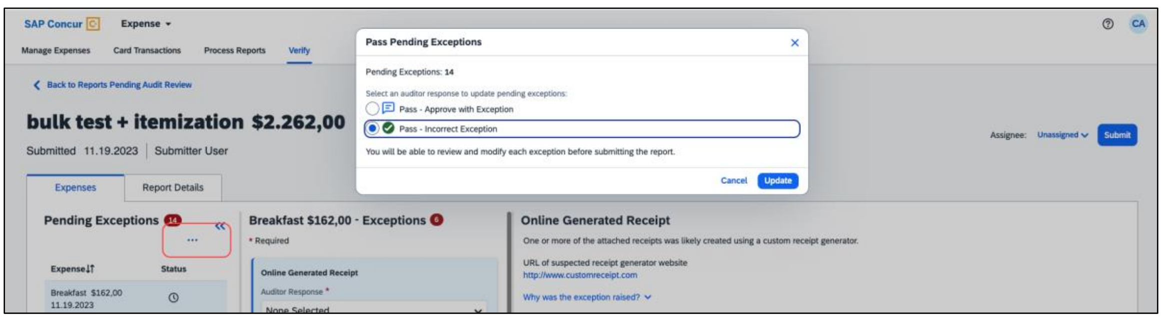
Verify allows auditors to pass all pending exceptions in bulk and frees their time to work on selective critical exceptions.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature supports the auditor's ability to perform multiple reviews quickly and effectively and streamlines the auditing process.

Auditor Experience

Open a report that is pending review and has multiple pending exceptions in it. Click the **Pass Pending Exceptions** () icon in the **Expenses** tab. The **Pass Pending Exceptions** dialog displays.



Select a response in the dialog box and click **Update**. The auditor response is populated in all the pending exceptions inside the report.

Configuration / Feature Activation

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

Audit Reports: Auto-Save Partially Audited Reports

Overview

Verify now has enhanced features such as auto-save and auto-assign for their reports undergoing audit in the **Reports Pending Audit Review** screen.

Verify auto-saves the changes made by an auditor for a partially audited report to overcome loss of data when the audit is interrupted due to various reasons.

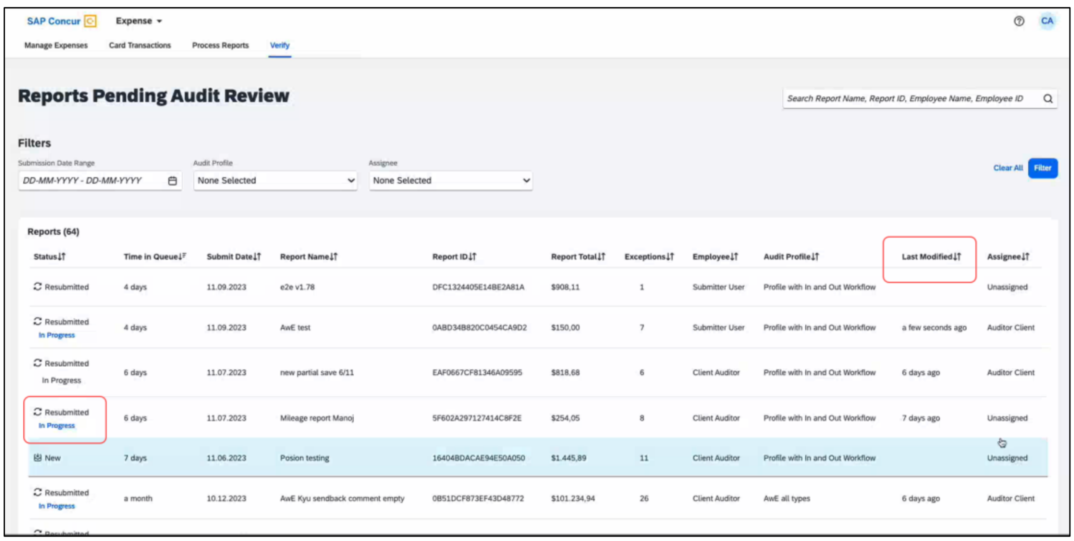
The report undergoing audit is auto assigned to the auditor currently working on it to prevent two people auditing it simultaneously. Verify also allows auditors to add a note to inside the report for their reference. The last modified information is now available when any report is audited or edited.

BUSINESS PURPOSE / CLIENT BENEFIT

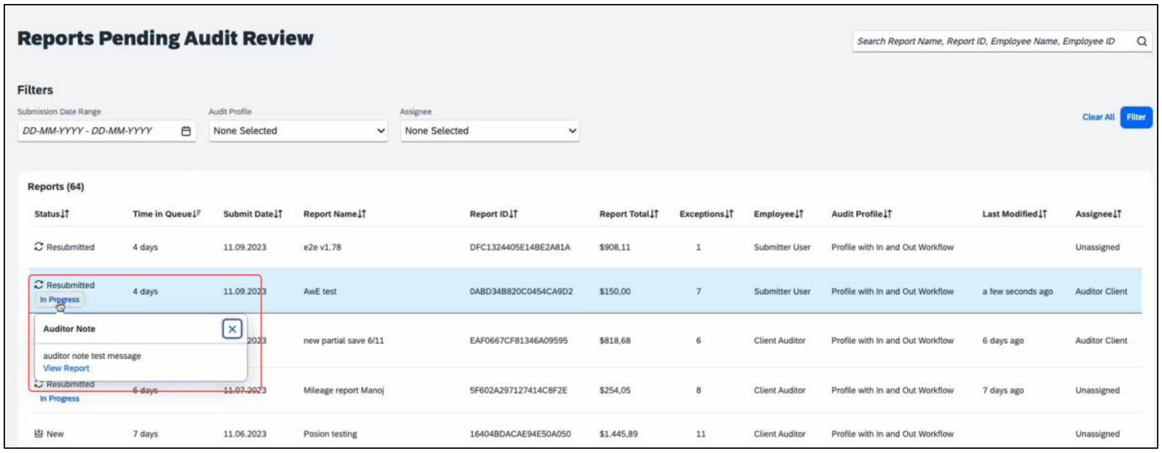
This feature supports the auditor's ability to resume their work quickly without losing their audit entries. This enhances their flexibility and control over their work and improves efficiency, time management, and collaboration.

Auditor Experience

In the **Reports Pending Audit Review** screen, the status of a report that is in progress displays in the **Status** column at the report list level. The **Last Modified** column displays when the report in progress was last modified.

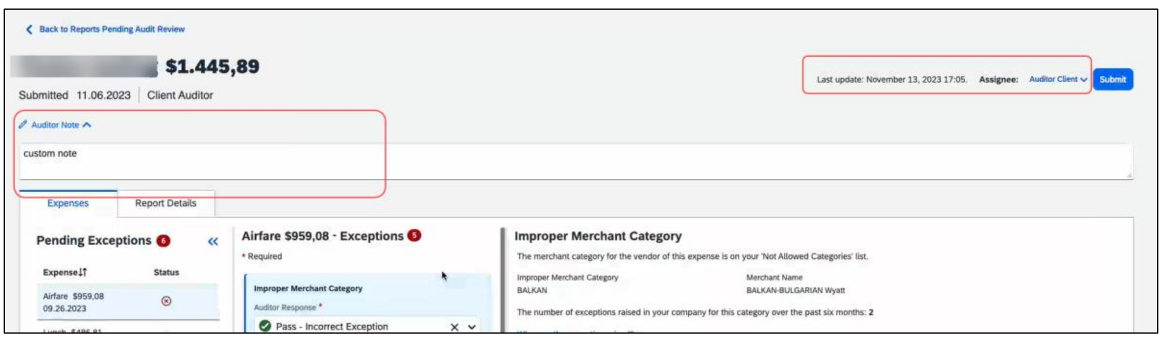


When an auditor note is added to a report in progress, the **In Progress** status in the **Status** column on the **Reports Pending Audit Review** page becomes a clickable link, which then displays the **Auditor Note**. Click **View Report** to display the message.



At the report level, when there are changes in the report that triggers the auto-save functionality, the **Assignee** automatically updates to the auditor currently making the changes. The **Last update** displays the time and date the report was last updated. The assignee field only updates when the auto-save is triggered.

Add a note in the **Auditor Note** text field. This field is customizable.



Configuration / Feature Activation

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

Audit Reports: Automatic Display of Reports Available in Queue

Overview

When an auditor completes a report review, and if there are further reports that require audit, Verify displays the next report in queue automatically for review. The extra action of having to navigate back to the report list to open the next report for auditing is removed.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature supports the auditor's ability to perform multiple reviews quickly and effectively, thereby improving auditing experience.

Auditor Experience

When auditors must review multiple reports, when one report is approved or sent back, the next one in queue displays automatically for review. If there are no further reports to be reviewed, then the auditor is directed back to the report list screen.

Configuration / Feature Activation

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

Workflow

Changes to Expense Configuration Settings

Overview

Previously, Concur Expense customers with the **Expense Configuration Administrator (Restricted)** role were only able to modify the settings for workflow configuration that they maintained in Expense.

Now, customers with the **Expense Configuration Administrator (Restricted)** role can change all the settings configured for workflow in Concur Expense, except the **Prevent report submission when exception level exceeds** item, which remains read-only.

BUSINESS PURPOSE / CLIENT BENEFIT

This update enables Concur Administrators with the **Expense Configuration Administrator (Restricted)** role to edit their Concur Expense configuration settings directly, rather than contacting SAP Concur support to change their expense workflow configuration.

End-User Experience

Customers with the **Expense Configuration Administrator (Restricted)** role can edit the settings maintained in the **Settings** tab on the **Workflow** page, except the **Prevent report submission when exception level exceeds** item, which remains read-only.

When the administrator changes the **Connect SAP Concur approvals with SAP Task Center** setting, note that after selecting this, the administrator will need to continue the rest of the connection process with the SAP Task Center.

See the SAP Task Center Integration Setup Guide for details.

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*.

Mileage (Legacy and Service)

Planned Changes New Vehicle Types Added for Netherlands *Work Related Person Mobility* Regulatory Requirements

Information First Published	Information Last Modified	Feature Target Release Date
November, 2023	--	July 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

! The CO2 (mobility) reporting requirement for employers with 100 employees or more is now postponed from 1 January 2024 to 1 July 2024.

In July of 2024, SAP Concur will finalize the update the Mileage Configuration tool in both the Legacy and Service versions to include new vehicle types for the Netherlands *Work Related Person Mobility* regulatory requirements. The purpose of this update is to provide updated vehicle criteria to the client that conforms to new country-wide Work Related Person Mobility regulations requiring companies to report the total carbon dioxide (CO_2) consumption on an annual schedule.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature supports the client's need to report the annual total consumption of CO2 across their fleet of vehicles used to conduct business.

Configuration / Feature Activation

Additional details about working with this new feature will be included in an upcoming release note.

Verify

Planned Changes Audit Profile: Enhanced Display for Multiple Auditors and Groups in Configuration

Information First Published	Information Last Modified	Feature Target Release Date
December 1, 2023	--	December 12, 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

As of December 12th, 2023, the **Verify Audit Profile** screen will be enhanced with some user interface modifications to display the details of multiple auditors and policy groups in a structured and organized manner.

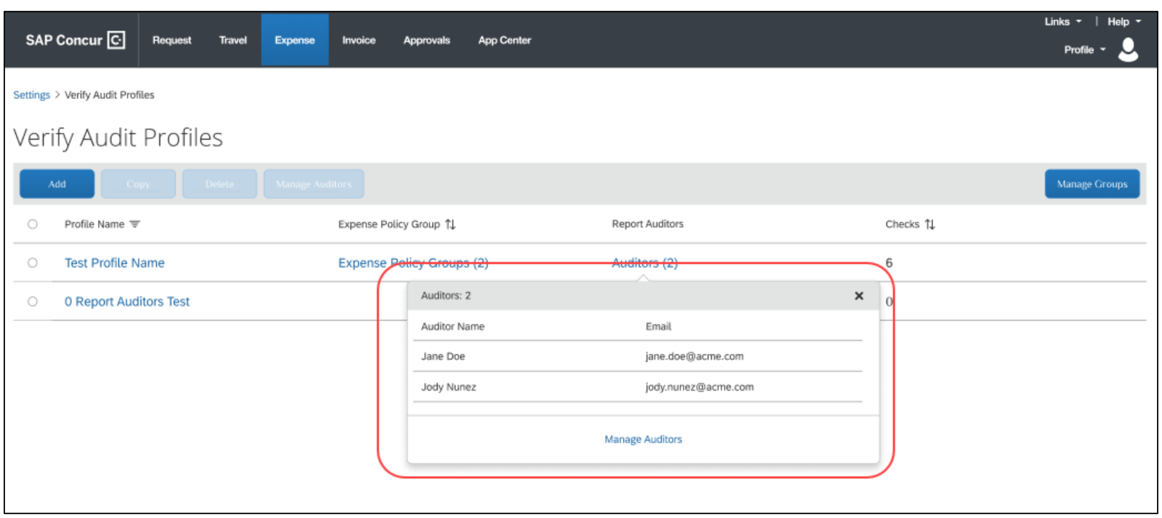
BUSINESS PURPOSE / CLIENT BENEFIT

This feature will help streamline and improve user experience by presenting diverse auditor and group information in a structured, organized way. This update will mitigate information overload, allows easy retrieval of details, and ensures a clutter-free interface. This will be beneficial when dealing with multiple auditors and groups.

Administrator Experience

The **Verify Audit Profile** screen is updated to display details of policy groups and auditors in a more structured format.

Example



Configuration / Feature Activation

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

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.

Gender Diversity

SAP Concur is committed to supporting gender diversity. Over time we plan to implement product changes to help ensure that SAP Concur solutions support gender non-binary users. These changes will include but are not limited to support for preferred names, non-binary gender options in travel preferences, and non-binary titles.

These planned changes reflect SAP's commitment to supporting gender diversity and enable gender non-binary users to enter consistent information when making travel arrangements and entering personal information into SAP Concur solutions.

Timelines and details about these ongoing changes will be provided in the SAP Concur release notes.

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.

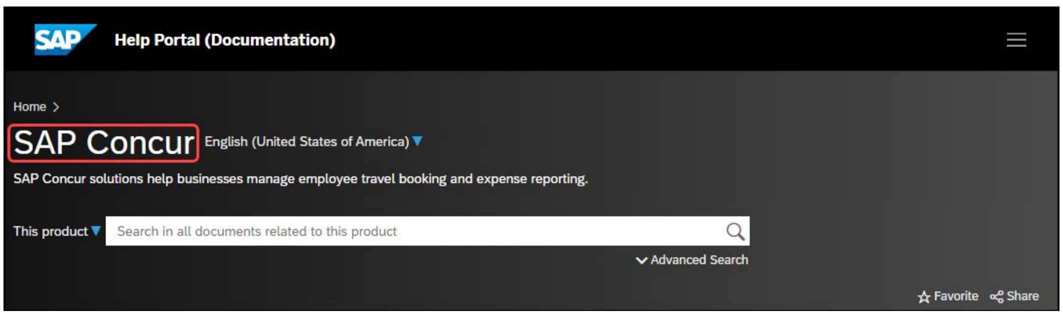
When changes to browser support are planned, information about those changes will also appear in the *Shared Changes Release Notes*.

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.