SAP Concur Release Notes	
SAP Concur's mobile app	
Month	**Audience**
Version 9.94 - Associated web release: August 2021 Initial Post: Tuesday, August 31, 4:30 PM PT	*Client –* **Final**

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Bug Fixes

Platform	OS	Highlights

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Version Information

Supported Phone OS

Device	Operating System
Apple iPhone	Version 13.0 or greater – users will be able to upgrade to the current version
Apple iPad	Version 13.0 or greater – users will be able to upgrade to the current version
Google Android	Version 7.0 or greater – users will be able to upgrade to the current version

Supported Mobile Versions

Note the following:

- Applicable for 9.91 and newer: If the current mobile app on your mobile device is older than the two latest versions, you will be notified - through a Message Center message and push notifications – that you should update the app to the latest version.

- If you have a version of the app older than the last 4 versions on your mobile device, you will see an upgrade notice on the login page and will need to update the app to the latest version or you will no longer be able to access the SAP Concur mobile app on your device.

    NOTE: The SAP Concur mobile app will not be removed from mobile devices that have a version of the app older than the last 4 versions.

     For more information on the retention policy, refer to this *FAQ*.

Deprecating Mobile Versions

Platform	Deprecating Version
iPhone/iPad	9.87, 9.88, 9.89, 9.90
Android	9.87, 9.88, 9.89, 9.90

Latest Supported Mobile Versions

Platform	Latest Version	Available	How to Update
iPhone/iPad	9.94	August 30, 2021	Update via App Store
Android	9.94	August 27, 2021	Update via Google Play

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Locate Version Information on the iPhone

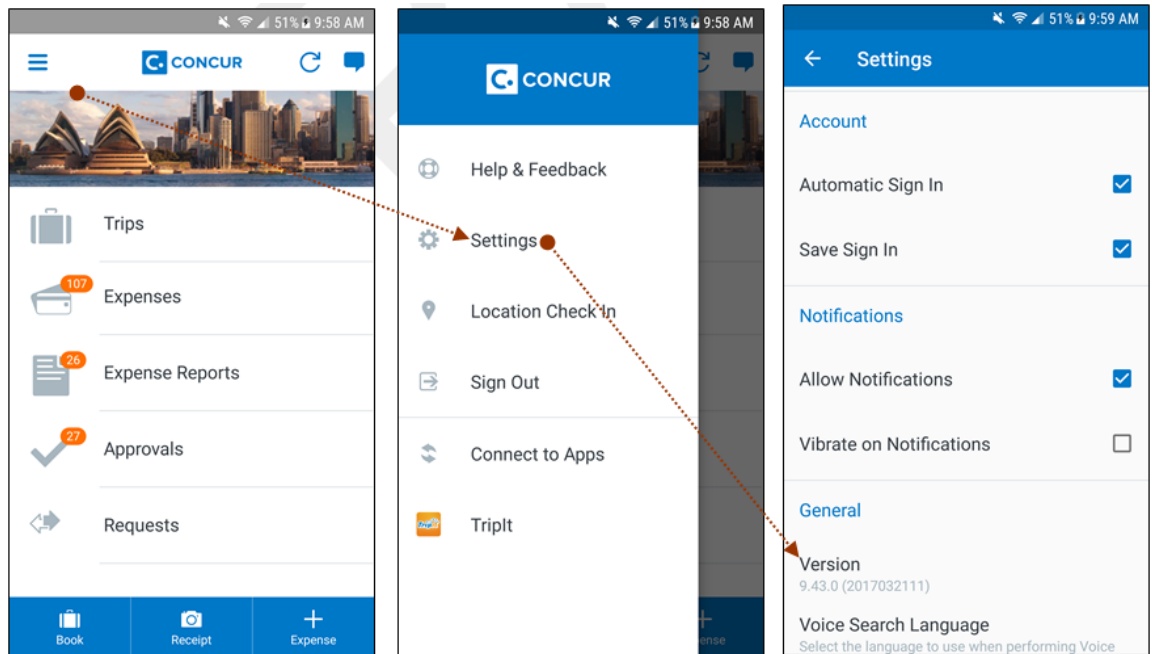To check the version number on the iPhone:
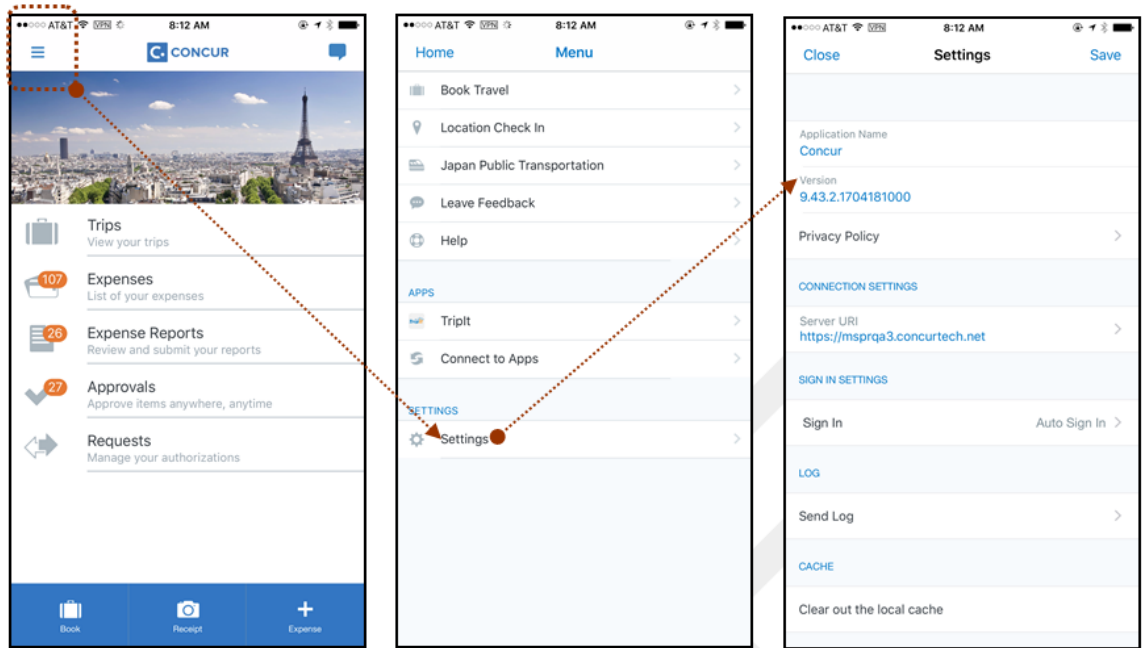
Locate Version Information on the Android

To check the version number on the Android:

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Release Notes

Android / iPhone / iPad –New Travel Request Attachment Feature
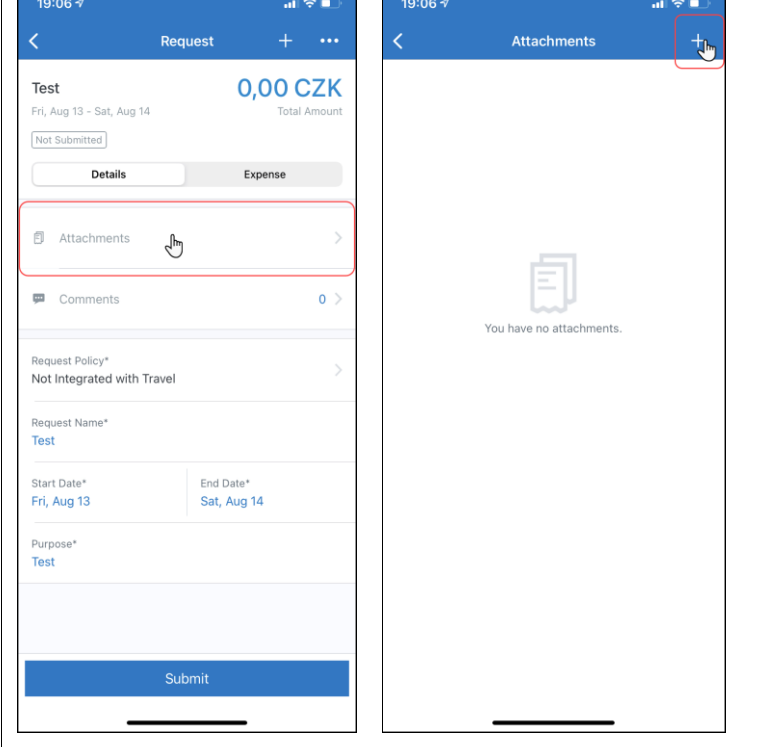
Overview

With the August (9.94) SAP Concur mobile app release, users can now upload attachments to a travel request in the mobile app. Once one or more attachments have been attached to a travel request, mobile users can delete attachments or add another attachment. Travel request approvers may view uploaded attachments while approving a travel request.

BUSINESS PURPOSE / CUSTOMER BENEFIT

This new feature provides mobile users with the ability to upload attachments to a travel request.

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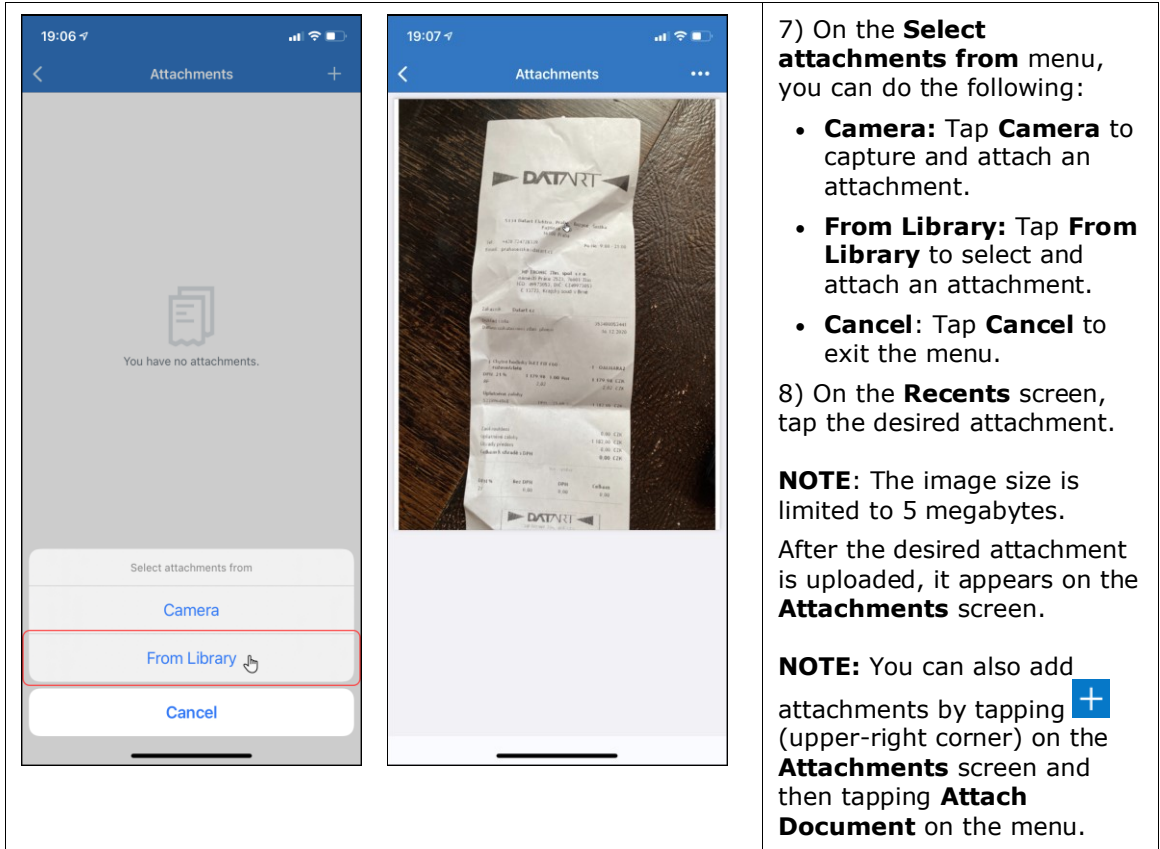# What the User Sees
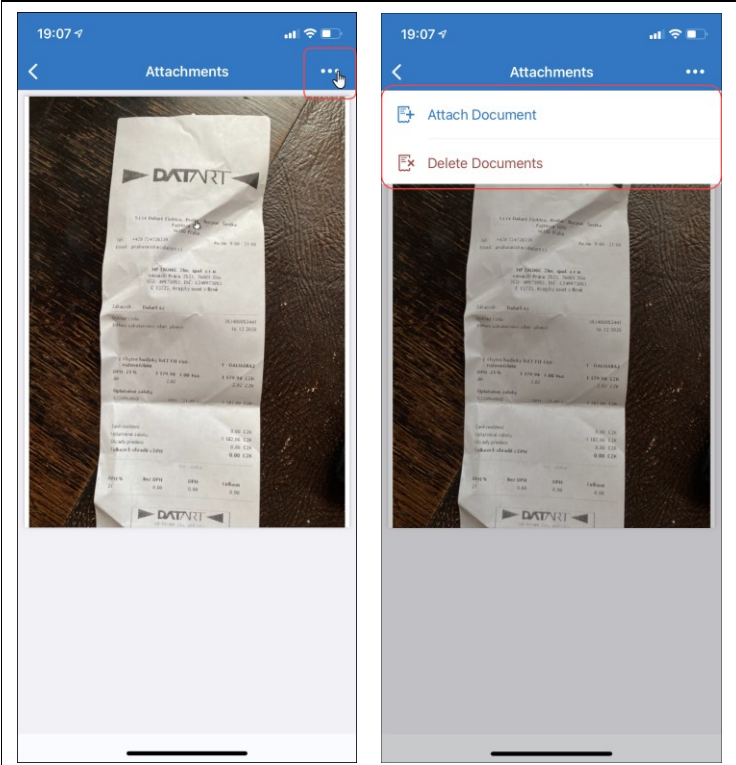
Attach an Attachment to a Travel Request

IPHONE

Screen(s)	Description/Action
	To attach an attachment to a travel request: 1) On the home screen, tap **Requests**. 2) On the **Requests** screen, tap the **Active** tab. 3) On the **Active** tab, tap the desired request. 4) On the **Request** screen, tap the **Details** tab. 5) On the **Details** tab, tap **Attachments**. 6) On the **Attachments** screen, you can do the following: • Tap the desired attachment. *- or -* • If there are no attachments available, tap ➕ (upper-right corner) to attach an attachment.

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7) On the **Select attachments from** menu, you can do the following:

- **Camera:** Tap **Camera** to capture and attach an attachment.
- **From Library:** Tap **From Library** to select and attach an attachment.
- **Cancel**: Tap **Cancel** to exit the menu.

8) On the **Recents** screen, tap the desired attachment.

NOTE: The image size is limited to 5 megabytes.

After the desired attachment is uploaded, it appears on the **Attachments** screen.

NOTE: You can also add attachments by tapping (upper-right corner) on the **Attachments** screen and then tapping **Attach Document** on the menu.

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Modify an Attachment on the Attachments Screen

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Screen(s)	Description/Action
	To modify an attachment on the **Attachments** screen: 1) On the home screen, tap **Requests**. 2) On the **Requests** screen, tap the **Active** tab. 3) On the **Active** tab, tap the desired request. 4) On the **Request** screen, tap the **Details** tab. 5) On the **Details** tab, tap **Attachments**. 6) On the **Attachments** screen, tap ••• (upper-right corner). 7) On the menu, you can either tap: • **Attach Document** *- or -* • **Delete Documents**

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Delete an Attachment From a Travel Request

Screen(s)	Description/Action
	To delete an attachment from a travel request:
	1) On the home screen, tap **Requests**.
	2) On the **Requests** screen, tap the **Active** tab.
	3) On the **Active** tab, tap the desired request.
	4) On the **Request** screen, tap the **Details** tab.
	5) On the **Details** tab, tap **Attachments**.
	6) On the **Attachments** screen, tap ••• (upper-right corner).
	7) On the menu, tap **Delete Documents.**

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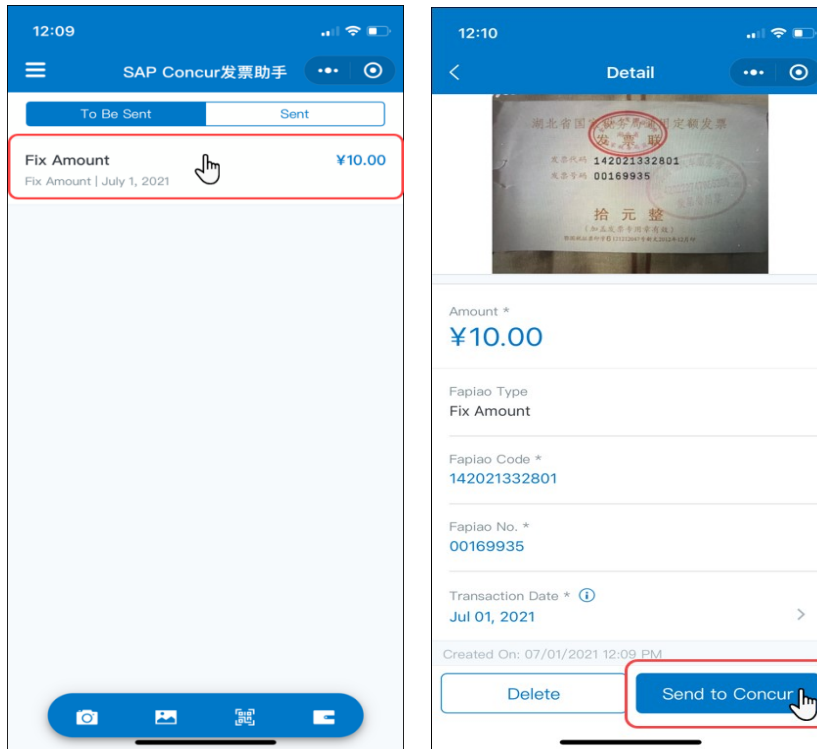|		8) On the **Delete Documents** widow, tap **Delete**.
		After the desired attachment is deleted, it no longer appears on the **Attachments** screen.

Configuration / Feature Activation

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

Android / iPhone / iPad - Capture a Fixed Amount Fapiao

Overview

With this release, mobile users can now capture a fixed amount fapiao in the SAP Concur Fapiao Capture mini app via their mobile device camera or gallery.

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Configuration / Feature Activation

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

Android / iPhone / iPad - Manage Allowed Purchasers in the SAP Concur Fapiao Capture Mini App

Overview

With this release, mobile users can now manage allowed purchasers configuration and details in the SAP Concur Fapiao Capture mini app.
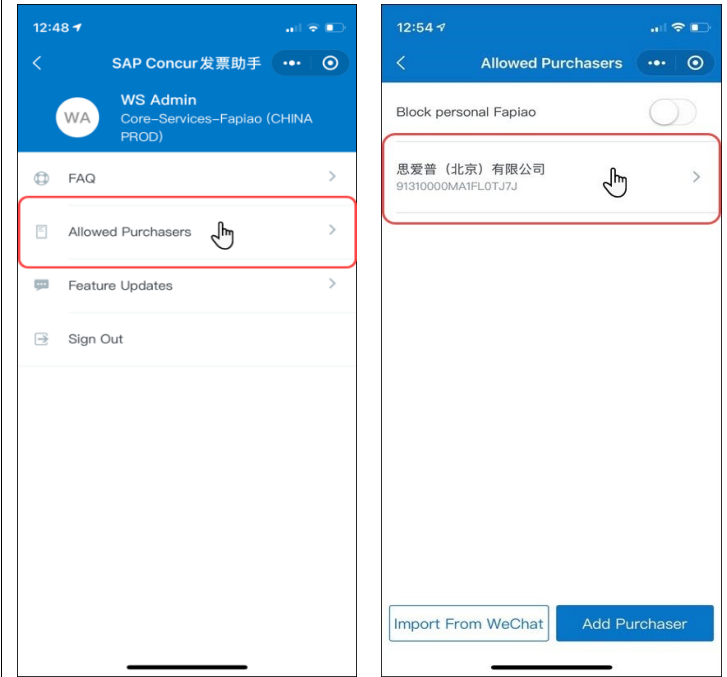
NOTE: Only users with the Expense Receipt Processor or Processor Manager roles are able to manage the configuration of the mini app.

Business Purpose / Client Benefit

Users are now able to easily maintain an allowed list of purchasers within the SAP Concur Fapiao Capture mini app.

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What the User Sees

Configure the Allowed Purchasers Option

Screen(s)	Description/Action

	To manage the **Allowed Purchasers** option:
	
	1) On the **SAP Concur 发票助手** screen, tap **Allowed Purchasers**.
	
	The **Allowed Purchasers** screen appears. On this screen, you can do the following:
	
	• **Block personal Fapiao:** Once this setting is enabled, the mini program no longer sends personal Fapiao to Concur Expense.
	
	  NOTE: By default, the SAP Concur Fapiao Capture mini app allows fapiao with any purchaser names.
	
	• **Import From WeChat:** You can import existing purchaser names from WeChat directly. After it is added to the list, you can still edit the purchaser information.
	
	• **Add Purchaser:** You can add a new purchaser.
	
	• Tap on the desired purchaser.
	
	  NOTE: The **Company Name** and **Tax ID *** fields need to be filled out before saving the new purchaser's details.
	
	2) On the **Allowed Purchasers** screen, tap the desired purchaser.

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	The **Purchaser Information** screen appears with the purchaser's details. **NOTE:** You can tap **Delete** (bottom of the screen) to remove the purchaser's information for the mini app.

Work With the Allowed Purchasers Option

Once the allowed purchasers are setup in the configuration, the system checks corresponding information for every fapiao. An error message appears if the purchaser's name is not in the allowed list.

NOTE: Users are not able to process the fapiao in the mini app.

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Configuration / Feature Activation

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

iPhone / iPad ONLY – Operating System Update

With this release, SAP Concur solutions now supports the operating system to iOS 15.

Configuration / Feature Activation

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

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iPhone / iPad ONLY – Seamless Single Sign On (SSO) via MDM AppConfig Support

Overview

With the August (9.94) Mobile release, SAP Concur solutions now provides support for a seamless Single Sign On (SSO) experience - for iOS users *only* - by using the AppConfig settings in their Mobile Device Management (MDM) solution to automatically sign into the SAP Concur mobile app. Users simply open the SAP Concur mobile app on their iOS mobile devices and then they are automatically signed into the mobile app without any interaction.
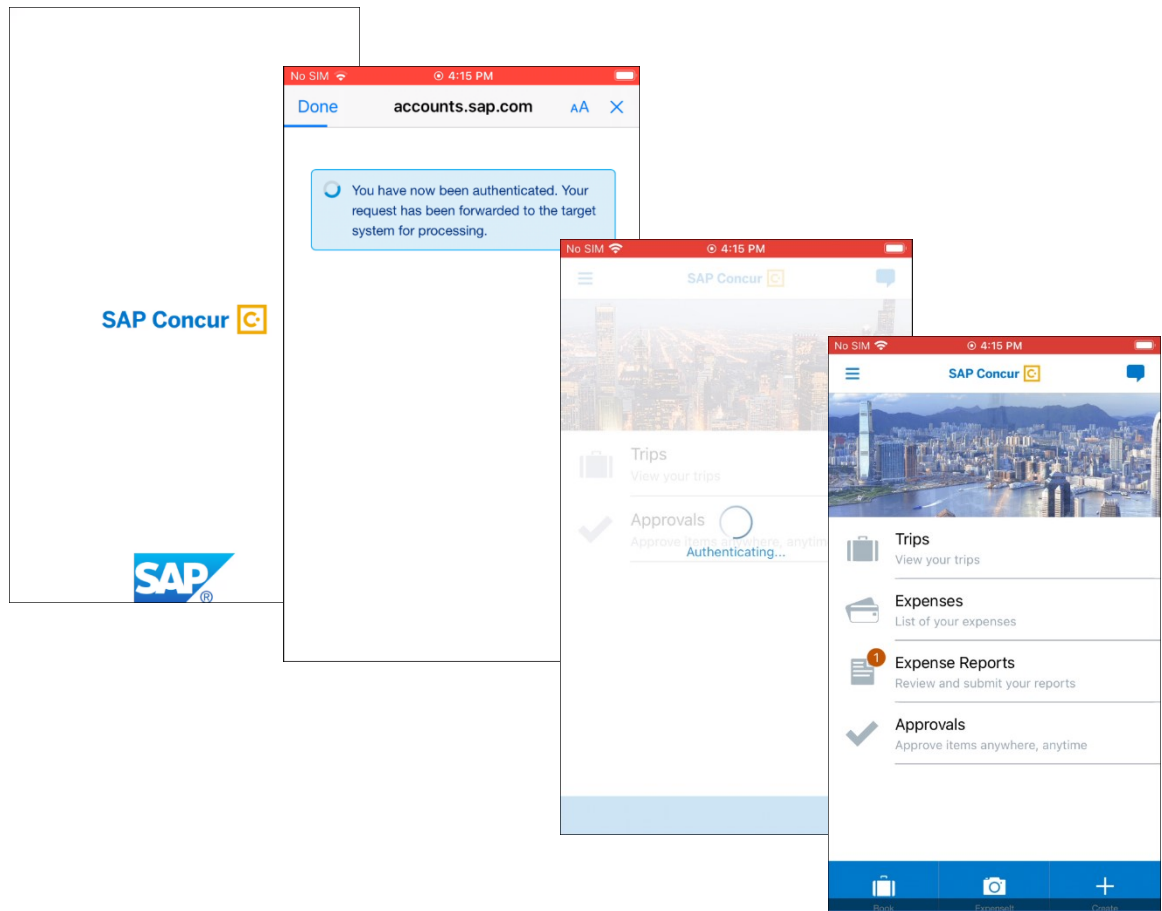
NOTE: In some cases, users may need to enter their IdP credentials (like Okta). When the user launches the app, they are directed automatically to the IdP where they enter their IdP credentials and then land on the mobile app home page.

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This new sign-on experience allows iOS users to automatically sign into the mobile app without any requirements to manually enter their credentials while signing into the app.

NOTE: iOS users may have a varied user experience according to their company's configuration in their MDM AppConfig solution.

What the Admin Sees

All companies can provide this functionality to their MDM enrolled devices by configuring the below parameters on their MDM AppConfig.

MDM AppConfig Values

- Customers who want to leverage of this functionality may set up to two values on their MDM AppConfig:

    ♦ *Concur_Signin_Identifier* - **String:** This is the value for the edit field on the first sign-in page.

    ♦ *Concur_Signin_SSO_Option - String:* This is also called **Custom IdP Name** and is the SSO configuration option on the second page of sign-in. This can be used when the company has multiple SSO options configured.

    ♦ The following is a snippet of the dictionary that would support these two strings:

    <dict>

    　　<key>Concur_Signin_Identifier</key>

    　　<string>[username|verified email address|SSO code]</string

    　　<key>Concur_Signin_SSO_Option</key>

    　　<string>[Custom IdP Name for SAMLv2 configuration|"Mobile SSO"]</string>

    </dict>

- **Concur_Signin_Identifier - SSO, username or verified email:**

    ♦ Generally it's expected that companies will use their SSO code as the **Concur_Signin_Identifier** value, since that is the same value for the entire company. However, some companies could choose to personalize the AppConfig's for each of their users, and instead add the username or verified email address for each user.

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- If a **company uses their SSO code and has only a single SSO configuration, they need to set only the Concur_Signin_Identifier value.** For example, SAP will use the following AppConfig snippet:

  <dict>

  <key>Concur_Signin_Identifier</key>

  <string>SAP</string>

  </dict>

- If a **company has multiple SSO configurations, they may also set the value for Concur_Signin_SSO_Option to identify the specific configuration to use.** For example, if SAP Concur had multiple SSO configs, they may want to use the following snippet to route users to Okta:

  ‹dict›

  <key>Concur_Signin_Identifier</key>

  <string>8HJEBK</string>

  <key>Concur_Signin_SSO_Option</key>

  <string>Concur Okta</string>

  </dict>

   📖   For more information on Single Sign On (SSO), refer to the *Shared: Single Sign-On Set Up Guide*.

Configuration / Feature Activation

For a zero-touch SSO sign-in experience into the mobile app, iOS users need to ensure that their company's MDM solution is properly authenticated on their iOS mobile devices.

iPhone / iPad ONLY – Edge Browser Support for MDM Users

Overview

With the August (9.94) Mobile release, SAP Concur now provides Edge browser support for - MDM iOS users *only* - who are signing into the SAP Concur mobile app from the new SAP Concur mobile **Sign In** screen while using the Edge browser on their iOS mobile devices.

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When an MDM user attempts to sign into the mobile app on the new SAP Concur mobile **Sign In** screen - while using the Edge browser on their iOS mobile devices - the mobile client checks for the following mobile device sign in requirements:

- If the user's mobile device is enrolled in their company's MDM solution

- If the user's mobile device has the Edge browser installed on it

If both requirements are met, the MDM iOS user will see the new Mobile **Sign In** screen using the Edge Browser**.**

Configuration / Feature Activation

The change occurred automatically; there are no additional configuration or activation steps.

Ongoing Android / iPhone / iPad – Retirement of Auto Sign-In Setting

These changes are part of the SAP Concur solutions continued commitment to maintaining secure authentication.

Overview

Information First Published	Information Last Modified	Feature Target Release Date
September 9, 2020	July 2021	October Release (9.96)
Any changes since the previous monthly release are highlighted in yellow in this release note.		

The SAP Concur mobile app Auto Sign-In setting can be enabled or disabled for a company. If it is enabled for the company and if a user subsequently enables the setting in their SAP Concur mobile app settings, after a user signs in to the mobile app, they are never again prompted to enter credentials to sign in to the app.

With the November 2020 release, SAP Concur solutions implemented a redesigned sign in page that does not support the Auto Sign-In setting in the SAP Concur mobile app. The redesigned sign in page instead supports the mobile authentication lifetime policy which enables clients to specify a period of time after which uses must re-enter their credentials to sign in to the SAP Concur mobile app.

Like the Auto Sign-In setting, the mobile authentication lifetime policy can be enabled or disabled for a company. If the policy is disabled, after initially signing in to the app, users are not prompted for credentials again unless they manually sign out of the app, similar to the Auto Sign-In setting. If the policy is enabled, users are prompted to reauthenticate after the period of time specified by the policy has elapsed.

NOTE: The mobile authentication lifetime policy can be configured to prompt users to reenter their credentials from between 15 minutes to 120 days.

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BUSINESS PURPOSE / CUSTOMER BENEFIT

The retirement of the automatic sign-in feature and implementation of the mobile authentication lifetime policy better supports secure authentication by removing the less secure automatic sign-in setting.
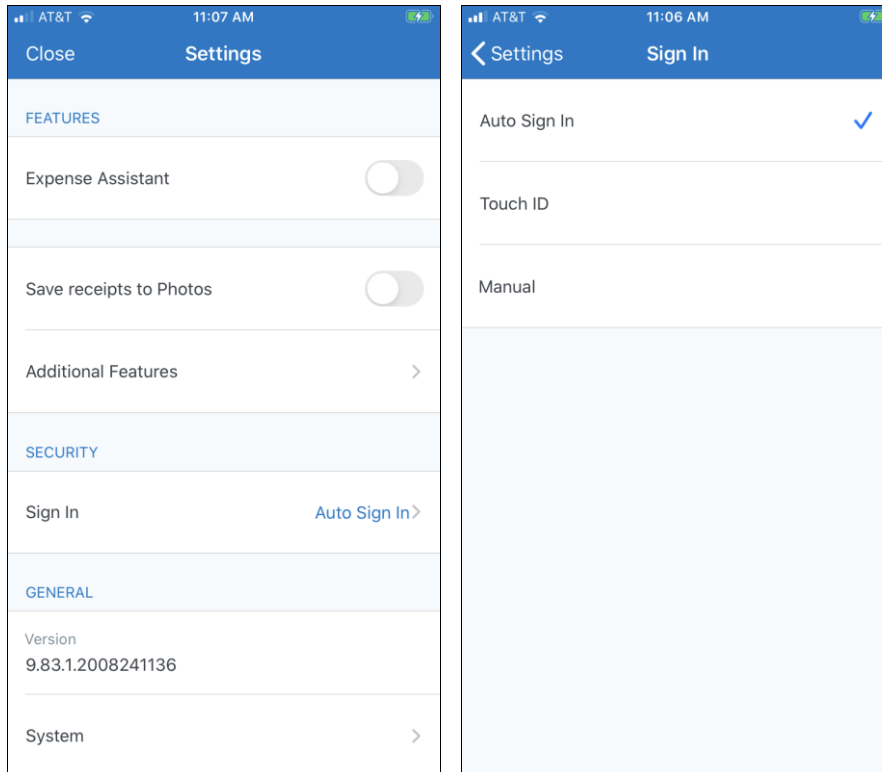
What the User Sees

Users see the redesigned sign-in page. The redesigned sign-in page does not support the automatic sign-in setting.

Users can switch back to the old sign-in page design and, if the autologin property is enabled for their company, the user will be able to use the automatic sign-in setting in SAP Concur mobile app **Settings**. <mark>The ability to switch back to the old sign-in page design will be removed in the October release (9.96)</mark>, and, when the option is removed, users will no longer be able to use automatic sign-in.

NOTE: The following screenshots were taken from an iPhone. The experience is similar on other devices but might have a slightly different appearance.

Concur Mobile App Auto Sign-In Settings
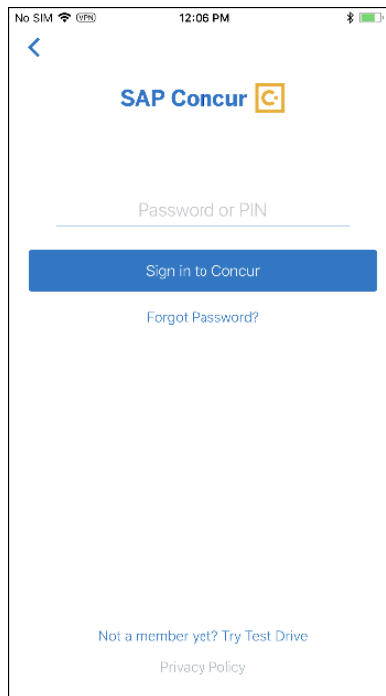
AT&T 11:07 AM	AT&T 11:06 AM
Close **Settings**	‹ Settings **Sign In**
FEATURES	Auto Sign In ✓
Expense Assistant ⬜	Touch ID
Save receipts to Photos ⬜	Manual
Additional Features ›	
SECURITY	
Sign In Auto Sign In ›	
GENERAL	
Version 9.83.1.2008241136	
System ›	

📖 For more information on the new mobile sign-in experience, refer to the **Ongoing** *Android / iPhone / iPad – Redesign of the Sign In Page* release note in the SAP Concur mobile app release notes.

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Configuration / Feature Activation

This change occurred automatically; there are no additional configuration or activation steps.

 📖 For more information, refer to the *Mobile Authentication Update FAQ*.

Ongoing Android / iPhone / iPad – Redesign of the Sign In Page

Overview

Information First Published	Information Last Modified	Feature Target Release Date
October 2019	July 2021	October (9.96)
Any changes since the previous monthly release are highlighted in yellow in this release note.		

The Mobile **Sign In** page has been redesigned and improved. The enhancements improve the user experience, improve security, and simplify configuration. These changes also assist customers who use more than one Identity Provider (like OKTA or Azure) for Single Sign-On (SSO).

Users see the new sign-in pages and have an option to switch back to the old sign-in page design. The option to switch between the old and new page designs will be removed in the October release (9.96).
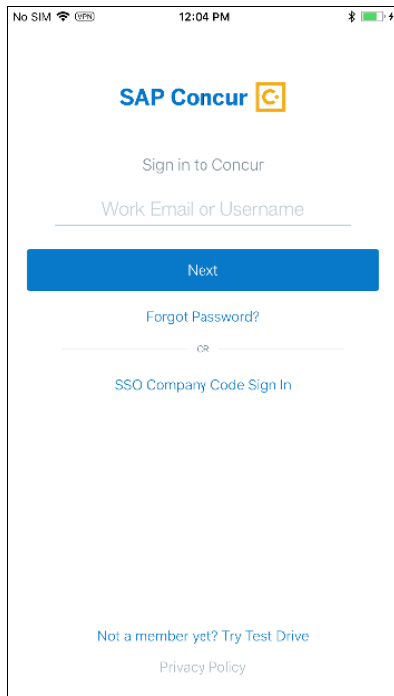
NOTE: The following screenshots were taken from an iPhone. The experience is similar on other devices but might have a slightly different appearance.

New Sign-In Experience

NOTE: The options on the screen that appear after a user enters their username, email address, or SSO code differ depending on their company's configuration.

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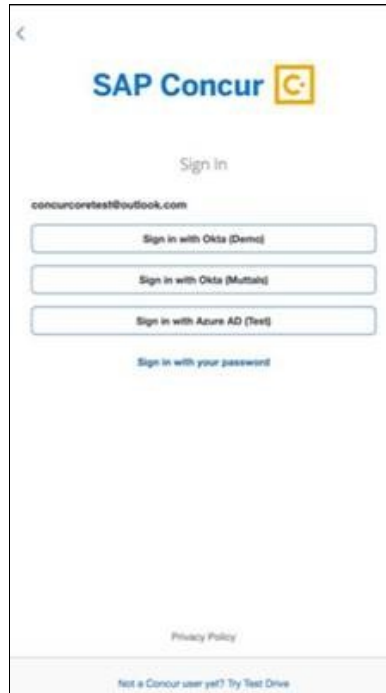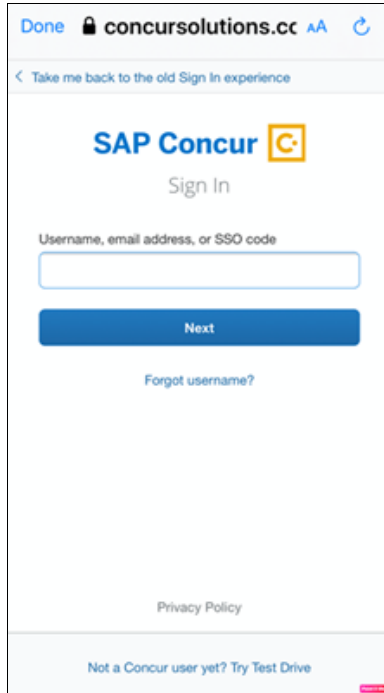
Old Sign-In Experience

Configuration / Feature Activation

The change occurred automatically; there are no additional configuration or activation steps.

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📖   For more information, refer to the *Mobile Authentication Update FAQ*.

Ongoing Android / iPhone / iPad – Retirement of Mobile PIN

These changes are part of the SAP Concur solutions continued commitment to maintaining secure authentication.

Overview

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October 2019	July 2021	October (9.96)
Any changes since the previous monthly release are highlighted in yellow in this release note.		

With the November 2020 Mobile release (9.86), SAP Concur solutions introduced a redesigned mobile sign-in page. To support the upcoming retirement of the Mobile PIN sign-in option, the new page design does not support mobile PIN sign-in. However, users can click a link at the top of the redesigned sign-in page to switch back to the old sign-in page design and can use the mobile PIN sign-in option on that page.

SAP planned to retire the mobile PIN sign-in option and remove the ability to switch back to the old sign in experience in the May 2021 mobile release (9.91). In response to client feedback and to provide clients with more time to adjust to the retirement of the mobile PIN sign-in option, SAP postponed removal of the option to switch between the old and new page designs to the October release (9.96). Prior to the October release (9.96), users can continue to use the mobile PIN sign-in option by switching back to the old page design, but SAP strongly recommends clients transition their users to the new sign-in experience as soon as possible.

SAP also plans to make the following improvements to the sign-in experience:

- Enhancements to help users learn what options they have to sign in to the mobile app, how to sign in, and how often their organization requires them to sign in

- Enhancements to encourage the use of biometric sign-in such as fingerprint TouchID and face recognition integration

    NOTE: Where supported by device, user settings, and company phone policy, biometric sign-in options are now supported by iOS and Android.

- Updates to our existing documentation and the training materials available to users

- Improvements to responses to user questions and feedback in the app stores

On the new sign-in page and with the retirement of the mobile PIN sign-in option, users can continue to sign into the mobile app through the following methods:

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- Single Sign-On (SSO)
  - Mobile SSO
  - SAP Concur SAML v2 SSO (SAML v2)
- Username and password
- Verified email address and password

For companies that have Single Sign-On (SSO) enabled for the web version of SAP Concur solutions, we recommend that they enable SSO on the SAP Concur mobile app, ideally migrating to SAML v2.

    📖   For information about migrating to SAML v2, refer to the *SSO Service: Overview Guide* and the *Shared: SSO Management Setup Guide*.

BUSINESS PURPOSE / CUSTOMER BENEFIT

The retirement of the mobile PIN sign-in option better supports secure authentication by removing the less secure PIN option, simplifies the way users sign into the SAP Concur mobile app, and makes the mobile sign-in experience more consistent with the web sign-in experience.

What the User Sees

Users see the new sign-in screen, including the option to go back to the old sign in experience.

NOTE: The following screenshots were taken from an iPhone. The experience is similar on other devices but might have a slightly different appearance.

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New Sign-In Experience

NOTE: The options on the screen that appears after a user enters their username, email address, or SSO code, differ depending on their company's configuration.

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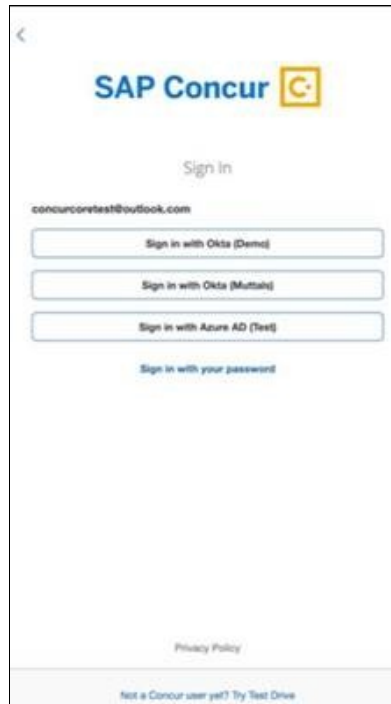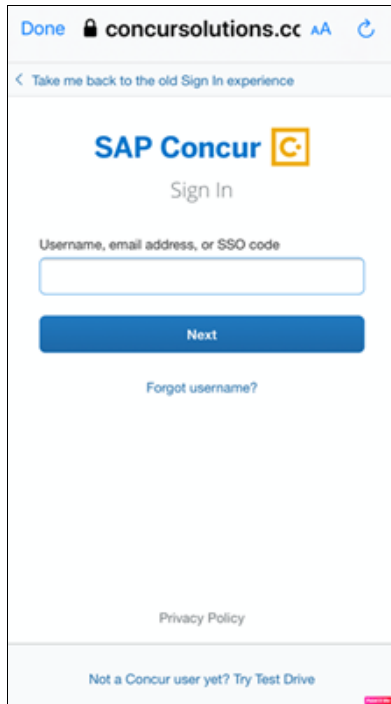
Old Sign-In Experience
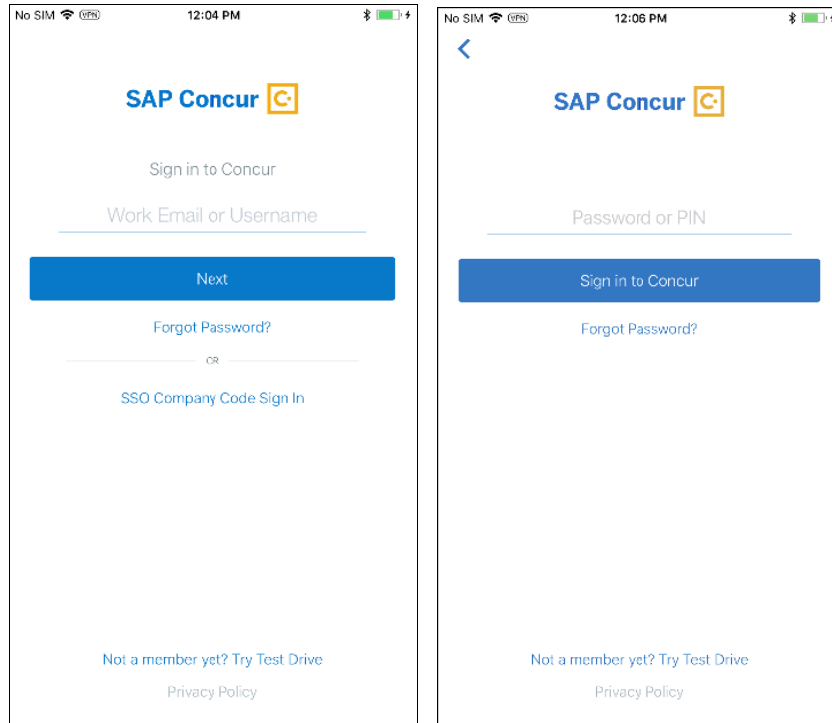
Forgotten Passwords

If a user installs or upgrades to version 9.86 (or later) of the mobile app and they enter their retired mobile PIN in the **Password** field on the redesigned sign-in page, they will receive a message that the password is invalid and will be prompted to reenter their password.

NOTE: Until the October release (9.96), users can switch back to the old page design, and can use their PIN to sign in on that page. This option will be removed in the October release (9.96)

If a user has forgotten their password, there are several ways they can reset it:

- Users can reset their password by tapping **Forgot Password** on the sign-in screen.
- Users can reset their password by going to **Profile > Profile Settings > Change Password** within the web version of SAP Concur solutions.

NOTE: In some SAP Concur configurations, the ability for users to reset their passwords is disabled. If password reset is disabled and you need to reset your password, contact your company's designated resource (for example, a Company Administrator) to address this issue.

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      📖   For more information on the new mobile sign-in experience, refer to the **Ongoing** *Android / iPhone / iPad – Redesign of the Sign In Page* release note.

Configuration / Feature Activation

The implementation of the new page design and implementation of future enhancements occur automatically; there are no additional configuration or activation steps.

      📖   For more information, refer to the *Mobile Authentication Update FAQ*.

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Planned Changes

Planned Changes Android ONLY – Operating System Update

Overview

Information First Published	Information Last Modified	Feature Target Release Date
August 11, 2021	--	September Release (9.95)
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Targeted for the September (9.95) Mobile release, SAP Concur solutions will support the operating system to v8.0 (Oreo, API 26).

Configuration / Feature Activation

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

Planned Changes Android ONLY – Seamless Single Sign On (SSO) via MDM AppConfig Support

Overview

Targeted for the September (9.95) Mobile release, SAP Concur solutions will provide support for a seamless Single Sign On (SSO) experience - for Android users - by using the AppConfig settings in their Mobile Device Management (MDM) solution to automatically sign into the SAP Concur mobile app. When users open the SAP Concur mobile app on their Android mobile devices, they will automatically be signed into the mobile app without any interaction.

NOTE: In some cases, users may need to enter their IdP credentials (like Okta). When the user launches the app, they are directed automatically to the IdP where they enter their IdP credentials and then land on the mobile app home page.

 For more information on Single Sign On (SSO), refer to the *Shared: Single Sign-On Set Up Guide*.

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BUSINESS PURPOSE / CUSTOMER BENEFIT

This new sign-on experience will allow Android users to automatically be sign into the mobile app without any requirements to manually enter their credentials while signing into the app.

NOTE: Android users may have a varied user experience according to their company's configuration in their MDM AppConfig solution.

Configuration / Feature Activation

For a zero-touch SSO sign-in experience into the mobile app, Android users will need to ensure that their company's MDM solution is properly authenticated on their Android mobile devices.

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Client Notifications

Accessibility

Accessibility Updates

SAP implements changes to better meet current Web Content Accessibility Guidelines (WCAG). Information about accessibility-related changes made to SAP Concur solutions is published on a quarterly basis. You can review the quarterly updates on the Accessibility Updates page.

Subprocessors

SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: *SAP Concur list of Subprocessors*

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 Planned Changes* release notes.

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