|  |  |
| --- | --- |
| SAP Concur Release Notes  Shared Changes  Includes cross-product and site-wide changes for:  Professional Edition, Standard Edition, and Small Business Edition | |
| **Month** | **Audience** |
| Release Date: April 23, 2022  Initial Post: Friday, April 22, 2022 | Client FINAL |

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# Release Notes

This document contains shared release notes and planned changes. Shared release notes and planned changes document features and changes that apply to SAP Concur solutions site-wide or to multiple SAP Concur products and services. They include but are not limited to:

* Security-related features and changes such as annual security certificate renewals and changes in support for security ciphers and protocols
* Site-wide UI features and changes such as changes to the home page, changes to the site header or footer, or the implementation of new site-wide UI themes
* Sign-in process features and changes such as the addition or removal of sign-in features, URL changes, and domain name changes
* Production and test environment features and changes
* Global settings or administration page features and changes such as the addition of new site-wide settings or changes to the design of the administration pages
* Changes to processes such as where and when release notes are published

For New Features and Changes that apply to a single product and/or service see the release notes for that product or service. Links to the product and service-specific release notes can be found on the following pages:

* [Professional Edition](https://www.concurtraining.com/customers/tech_pubs/_RN_CCC.htm)
* [Standard Edition](https://www.concurtraining.com/customers/tech_pubs/_Docs_CCC_CPS.htm)
* [Small Business Edition](http://www.concurtraining.com/customers/tech_pubs/Docs/Breeze/RN/WhatsNew.htm)

## File Transfer Updates

### \*\*Ongoing\*\* Rotating PGP Key for File Transfers

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 2021 | January 21, 2022 | January 15, 2021 and October 11, 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

Travel, Expense, Invoice, Request, Intelligence | Professional & Standard

#### Overview

Files transferred to SAP Concur products must be encrypted with the SAP Concur public PGP key, concursolutionsrotate.asc.

concursolutionsrotate.asc

* Key file is available in client’s root folder
* Key ID 40AC5D35
* RSA 4096-bit signing and encryption subkey
* Key expires every 2 years
* Client is responsible for replacing the key before it expires
* Next expiry date: September 4, 2022
* SAP Concur plans to replace the current rotating public PGP key in the client’s root folder 90 days before the expiration date

The SAP Concur legacy PGP key (key ID D4D727C0) will be decommissioned on October 11, 2022. You must switch to using the rotating PGP key before that date. Files encrypted with the legacy PGP key will not be processed after October 10, 2022.

This announcement pertains to the following file transfer DNS endpoints:

* st.concursolutions.com
* mft-us.concursolutions.com
* vs.concursolutions.com
* st-eu.concursolutions.com
* mft-eu.concursolutions.com

##### Business Purpose / Client Benefit

The rotating public PGP key provides greater security for file transfers.

#### What the Administrator Sees

An administrator with the required file transfer credentials can log into the file transfer site to retrieve the rotating public PGP key, concursolutionsrotate.asc, from the root directory.

#### Configuration / Feature Activation

Your internal file transfer administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

If assistance is required, please contact SAP Concur support.

For more information, refer to the [*Shared: File Transfer for Customers and Vendors User Guide*](http://www.concurtraining.com/customers/tech_pubs/Docs/ConcurPremier/UG_Shr/Shr_UG_FileTransfer.pdf).

## Home Page

### Home Page Greeting Removed

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| April 15, 2022 | -- | April 23, 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

All Products & Services | Professional & Standard

#### Overview

The "Hello, <First Name>" greeting has been removed from the home page. The greeting included the name from the **First Name** field in the end user's user account.

##### Business Purpose / Client Benefit

This change supports future planned changes to enable end users to add their preferred name on the **My Profile – Personal Information** page in **Profile Settings.**

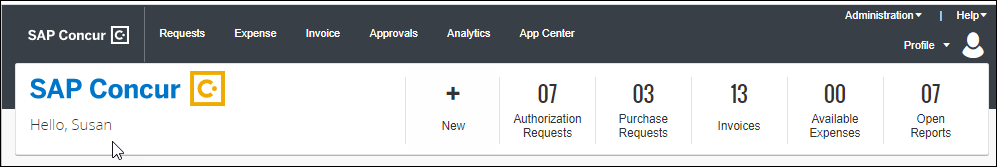
For more information about the preferred name planned changes, refer to the *\*\*Planned Changes\*\* Changes to My Profile, Home Page, and Profile Menu* release note in the *Planned Changes* section of this document.

#### What the User Sees

The user no longer sees the "Hello, <First Name>" greeting on the home page.

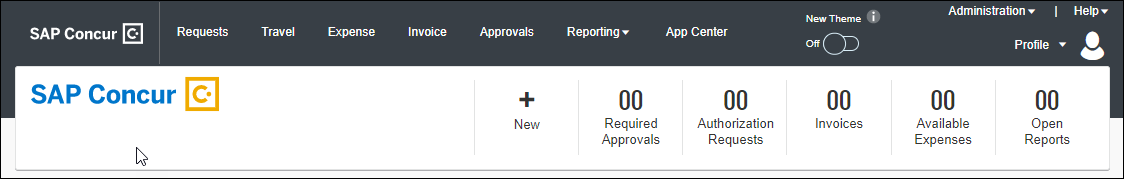
**Before**

The "Hello, <First Name>" greeting was displayed.



**After**

The greeting no longer displays.



#### Configuration / Feature Activation

This change occurs automatically.

### \*\*Ongoing \*\* SAP Concur Home Page Changes

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| October 8, 2020 | April 15, 2022 | Q4 2020 – To be determined |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

All Products | All Editions

#### Overview

In Q4, 2021, SAP Concur began redirecting clients to a new home page. The appearance of the new home page is identical to the previous SAP Concur home page. The new home page has enhanced functionality when services become temporarily unavailable.

The roll out of the new home page is phased:

**Phase 1:** At the beginning of Q4, SAP Concur began redirecting Concur Expense, Concur Invoice, and Concur Request clients in the US Datacenter to the new home page.

**Phase 2:** In December 2021, SAP Concur will begin redirecting Concur Expense, Concur Invoice, and Concur Request clients in the EU Datacenter to the new home page.

**Phase 3:** At a date to be determined, SAP Concur will begin redirecting the remaining clients in the US and EU datacenters to the new home page. The remaining clients include those with Concur Travel standalone or Concur Travel with Expense, Invoice, and/or Request.

##### Business Purpose / Client Benefit

This change ensures that the SAP Concur home page is available even when some services are unavailable and improves the consistency of the sign in experience.

#### What the User Sees

With the old home page, when a user signs into their SAP Concur products, they see their home page.

1. The appearance of the home page varies depending on which products and services are enabled for the client and the permissions assigned to the user.



If some products or services are unavailable while other products and services are up and running, a modified version of the user’s home page similar to the following appears:



After a client is migrated to the new home page, if one or more services are unavailable, when a user signs in to their SAP Concur products, they will see the usual home page, but if the user navigates to a page for a service that is unavailable, they will see a page similar to the following:



After migration to the new home page, if all services are available, this change is transparent to the user and they see a home page that is identical to the pre-migration home page.

**Example Home Page**



#### Configuration / Feature Activation

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

## Miscellaneous

### \*\*Ongoing\*\* SAP Concur Migration to Cloud Platform in AWS

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 18, 2022 | March 18, 2022 | Ongoing in 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

All Products | All Editions

#### Overview

SAP Concur plans to migrate from a pure private cloud operation, where all equipment is owned by SAP Concur, to a cloud platform. We plan to close our own private data centers in favor of a cloud platform implemented in Amazon Web Services (AWS). While this process started in 2017, we are focused on the final phase of the migration in 2022 for the North American and EMEA data centers.

##### Business Purpose / Client Benefit

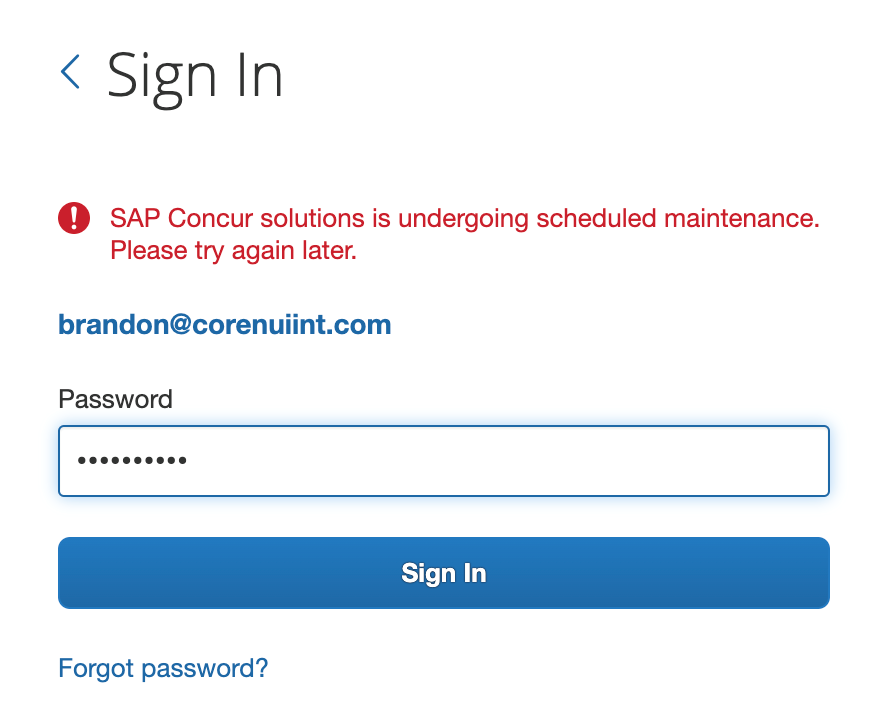
This change provides a stronger security posture, improved performance and stability, and faster innovation for our clients.

#### What the User Sees During Migration

While a company is being migrated from an SAP Concur private data center to the cloud platform, their SAP Concur solutions might not be available to end users.

If an end user attempts to sign in to SAP Concur solutions during the active migration process, they might not be able to sign in and they might see the following message:

"SAP Concur solutions is undergoing scheduled maintenance. Please try again later"



If an end user is working in SAP Concur solutions when their company is migrated, they might be returned to the sign in page.

1. SAP plans to implement migrations on weekends and after business hours.

#### Configuration / Feature Activation

This change will occur automatically.

For details, refer to the [*SAP Concur Cloud Platform Strategy FAQ*](http://assets.concur.com/concurtraining/cte/en-us/FAQ_Cloud_Hosting_Strategy.pdf).

## Profile Settings

### \*\*Ongoing\*\* Accessibility Improvements to My Profile – Personal Information Page

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| April 22, 2022 | -- | Q2 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

Travel, Expense | Professional & Standard

#### Overview

To make the **My Profile – Personal Information** page in **Profile Settings** more accessible to users, SAP Concur is making changes to the page. These changes will be implemented over time beginning in April 2022.

The first set of changes will be implemented in the **Credit Cards** section of the **My Profile – Personal Information** page.

The following changes will be implemented:

* The addition of table headers in the display table
* Tags and captions to support screen readers
* Minor changes to enable tabbing between elements

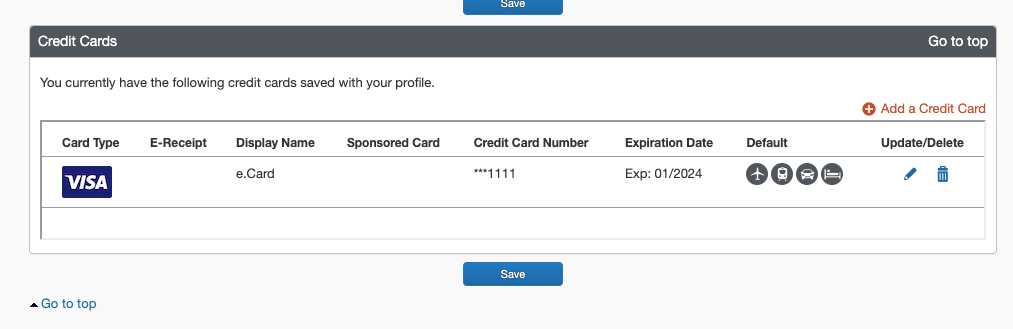
##### Business Purpose / Client Benefit

SAP Concur is committed to making our products accessible to as many users as possible. With that goal in mind, we plan to make changes to the **My Profile – Personal Information** page that will improve the user experience for users who don’t use a mouse and for users who use screen readers.

#### User Experience

The **Credit Cards** section now includes the following column headers:

* **Card Type**
* **E-Receipt**
* **Display Name**
* **Sponsored Card**
* **Credit Card Number**
* **Expiration Date**
* **Default**
* **Update/Delete**



#### Configuration / Feature Activation

The column headers are automatically added.

For more information about accessibility improvements, refer to [*Accessibility Updates*](https://www.concurtraining.com/customers/tech_pubs/RN-monthly-Access/_RN_access_client.htm).

## SAP Concur Support

### Suggested Solutions Migration

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| November 5, 2021 | March 11, 2022 | March 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

All Products | All Editions

#### Overview

With the March release, SAP Concur solutions has replaced the Solution Suggestions platform with the SAP Continuous Influence – Improvement Requests program.

This change provides a better user experience and a single place for Authorized Support Contact (ASC) users to engage with all SAP Concur Customer Influence programs.

1. ConcurGov clients will no longer see the Solution Suggestions section on the Support Portal. Clients can contact their Account Manager for more information.

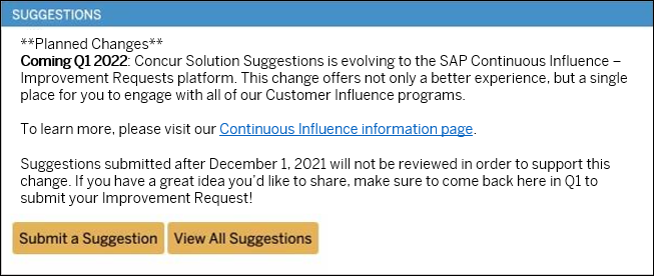
For more information about this new program, refer to [*SAP* *Continuous Influence Sessions*](https://www.concurtraining.com/cnqr/continuous-influence-sessions).

##### Business Purpose / Client Benefit

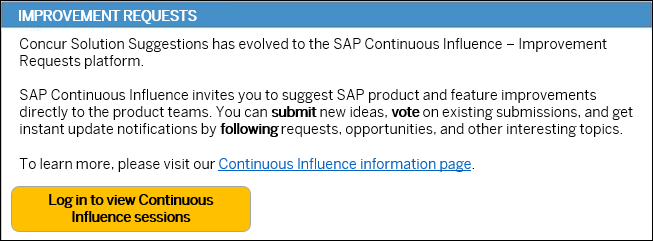
In addition to offering a better tool with more functionality, SAP Concur solutions has enhanced the entire process of how improvement requests are reviewed, considered, and prioritized.

#### What the User Sees

**Before Update**



**After Update**



#### Configuration / Feature Activation

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

## SAP Concur User Assistance

### SAP Help Portal Updates

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| April 15, 2022 | -- | April 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

All Products & Services | Professional & Standard

#### Overview

To maintain the best user experience, SAP enhances the look and functionality of the SAP Help Portal over time. The SAP Help Portal is used by many SAP products including SAP Concur products. In addition to providing What's New content for SAP Concur products, SAP provides What's New content for the SAP Help Portal. In March 2022, SAP released a new design for the SAP Help Portal pages.

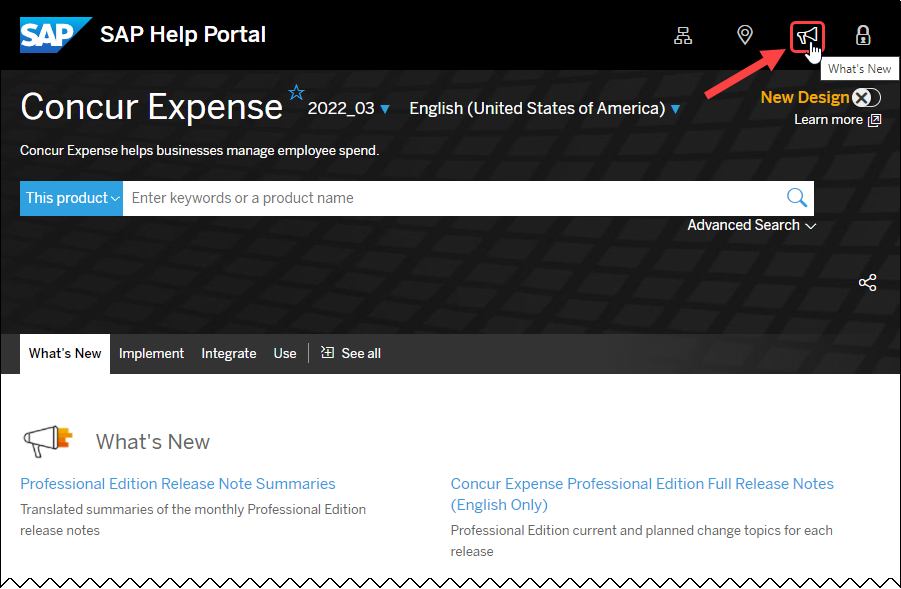
1. The SAP Help Portal is maintained by SAP rather than by SAP Concur and is not aligned with the SAP Concur products release schedule.

##### Business Purpose / Client Benefit

The **What's New** link enables clients to self-serve information at their convenience.

#### What the User Sees

The SAP Help Portal displays a **What's New** link.



#### Configuration / Feature Activation

All users who access the SAP Help Portal page will see the **What's New** link.

For more details about the new design of the SAP Help Portal, refer to the What’s New information on [help.sap.com](https://help.sap.com/viewer/index).

## Security

### Concursolutions.com SSL Certificate Renewal

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| March 11, 2022 | March 24, 2022 | April 20, 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

All Products | All Editions

#### Overview

To ensure the ongoing security of our products and services, the concursolutions.com SSL certificate is updated on an annual basis.

In most cases, certificate renewal is invisible to the user. When a new certificate is issued, web browsers automatically accept the new, authorized certificate and update the serial number, version, and other data included in the certificate.

A small percentage of clients pin their security certificates. To avoid disruption of SAP Concur products and services, clients who have pinned the expiring certificate must replace it before it expires on April 20, 2022. ***Clients who have not pinned the expiring certificate, do not need to take any action.***

##### Business Purpose / Client Benefit

Annual certificate renewal provides ongoing security for our products and services.

#### Configuration / Feature Activation

The new SSL certificate can be accessed through the following URL:

<http://assets.concur.com/concurtraining/cte/en-us/concursolutions.cert.pem>

To obtain the certificate, a client’s IT department can:

* [View the certificate by clicking the link](http://assets.concur.com/concurtraining/cte/en-us/concursolutions.cert.pem), select all the text in the browser window, copy and paste the text into a plain text file, and then name the file concursolutions.cert.pem or concursolutions.cert.cer.

* [Click the link](http://assets.concur.com/concurtraining/cte/en-us/concursolutions.cert.pem), right-click the web page, and then click **Save as** in the context menu. Save the file with the file name concursolutions.cert.pem or concursolutions.cert.cer.
* Obtain the certificate from Akamai, our provider, using the following OpenSSL command:

openssl s\_client -connect global-wc.concursolutions.com.edgekey-staging.net:443v

1. If you are not sure whether your concursolutions.com certificate is pinned, consult with your IT department.

### Some TLSv1.2 Ciphers No Longer Supported (Feb 1, 2022)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| August 13, 2021 | January 14, 2022 | February 1, 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

Travel, Expense, Invoice, Request | All Editions

#### Overview

Beginning on February 1, 2022, SAP Concur solutions will no longer support connections to \*.concursolutions.com and \* api.concursolutions.com that use the following TLSv1.2 ciphers:

|  |  |
| --- | --- |
| Akamai/OpenSSL cipher name | IANA cipher name |
| AES256-GCM-SHA384 | TLS\_RSA\_WITH\_AES\_256\_GCM\_SHA384 |
| AES128-GCM-SHA256 | TLS\_RSA\_WITH\_AES\_128\_GCM\_SHA256 |
| ECDHE-RSA-AES256-SHA384 | TLS\_ECDHE\_RSA\_WITH\_AES\_256\_CBC\_SHA384 |
| ECDHE-RSA-AES128-SHA256 | TLS\_ECDHE\_RSA\_WITH\_AES\_128\_CBC\_SHA256 |
| ECDHE-RSA-AES256-SHA | TLS\_ECDHE\_RSA\_WITH\_AES\_256\_CBC\_SHA |
| ECDHE-RSA-AES128-SHA | TLS\_ECDHE\_RSA\_WITH\_AES\_128\_CBC\_SHA |

To ensure that connections to \*.concursolutions.com and \* api.concursolutions.com are not disrupted, clients and partners who connect to \*.concursolutions.com and \*api.concursolutions.com through an application that uses a retired cipher must update the application to a supported cipher before February 1, 2022.

##### Business Purpose / Client Benefit

This update provides ongoing security for our products and services.

#### Confirming Supported Ciphers

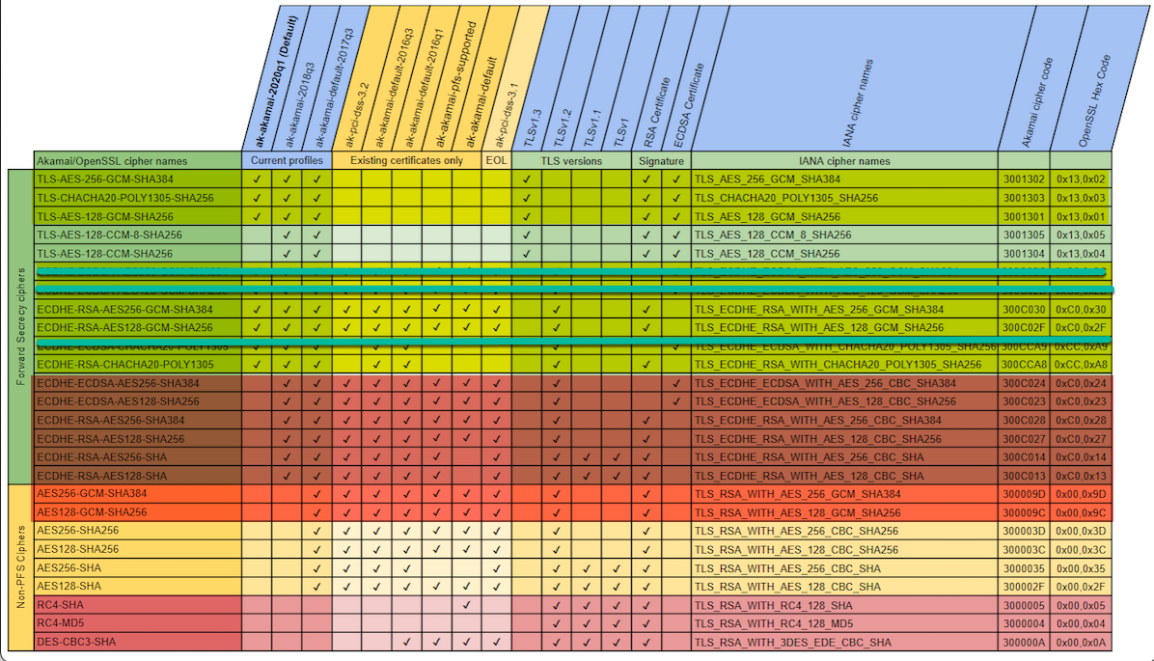
The following ciphers included in the **ak-akamai-2020q1** cipher profile are supported:

|  |  |
| --- | --- |
| Akamai/OpenSSL cipher name | IANA cipher name |
| TLS-AES-256-GCM-SHA384 | TLS\_AES\_256\_GCM\_SHA384 |
| TLS-CHACHA20-POLY1305-SHA256 | TLS\_CHACHA20\_POLY1305\_SHA256 |
| TLS-AES-128-GCM-SHA256 | TLS\_AES\_128\_GCM\_SHA256 |
| ECDHE-RSA-AES256-GCM-SHA384 | TLS\_ECDHE\_RSA\_WITH\_AES\_256\_GCM\_SHA384 |
| ECDHE-RSA-AES128-GCM-SHA256 | TLS\_ECDHE\_RSA\_WITH\_AES\_128\_GCM\_SHA256 |
| ECDHE-RSA-CHACHA20-POLY1305 | TLS\_ECDHE\_RSA\_WITH\_CHACHA20\_POLY1305\_SHA256 |

1. If your cipher suite includes both supported and unsupported ciphers, connections to \*concursolutions.com through a web browser will not be disrupted. During the process of establishing the connection, the \*concursolutions.com server will choose the most secure cipher in your cipher suite.

You can confirm that your cipher suite includes a supported cipher by cross-referencing the Akamai/OpenSSL cipher name with the IANA cipher name in the **ak-akamai-2021 (default)** column in the following table.

Supported ciphers are indicated with a check mark.



#### Testing Ciphers

The following procedure is intended for use by system administrators who want to test whether their cipher suite configuration will work correctly when connecting to SAP Concur solutions after support for the ciphers listed above has been removed.

This procedure configures the system admin's local machine to connect to an akamai staging environment where support for the listed ciphers has already been removed.

Summary of the procedure:

* Retrieve the IP address of the akamai production environment.
* Retrieve the IP address of the akamai staging environment.
* Redirect navigation to concursolutions.com to the akamai staging environment by editing the local *Hosts* file.
* Test a connection to concursolutions.com.

##### Confirm Your Cipher Suite is Working Correctly

1. Retrieve the IP Address of the Akamai Production Environment
2. Ping www.concursolutions.com

* Windows: Open a **Command Prompt** window, type “Ping www.concursolutions.com” and then press **Enter**.
* Mac: Open Terminal, type “Ping www.concursolutions.com” and then press **Enter.**

**Example response**

Pinging e7868.b.akamaiedge.net (23.46.104.197): 56 data bytes  
64 bytes from 23.46.104.197: icmp\_seq=0 ttl=50 time=125.070 ms  
64 bytes from 23.46.104.197: icmp\_seq=1 ttl=50 time=111.866 ms  
64 bytes from 23.46.104.197: icmp\_seq=2 ttl=50 time=111.967 ms  
64 bytes from 23.46.104.197: icmp\_seq=3 ttl=50 time=112.435 ms

1. Copy the highlighted address in the response.

**Example address**

e7868.b.akamaiedge.net

1. Retrieve the IP address of the akamai staging environment
2. In the **Command Prompt** or **Terminal** window, ping the copied address, but with “-staging” appended to “akamaiedge”.

**Example Ping command**

Ping e7868.b.akamaiedge-staging.net

**Example response**

Pinging e7868.b.akamaiedge-staging.net (104.76.225.252): 56 data bytes  
64 bytes from 104.76.225.252: icmp\_seq=0 ttl=50 time=118.809 ms  
64 bytes from 104.76.225.252: icmp\_seq=1 ttl=50 time=242.459 ms  
64 bytes from 104.76.225.252: icmp\_seq=2 ttl=50 time=112.145 ms  
64 bytes from 104.76.225.252: icmp\_seq=3 ttl=50 time=114.994 ms

1. Copy the highlighted IP address in the response.

**Example IP address**

104.76.225.252

1. Update the Local Hosts File

**MAC:**

1. Open Terminal
2. Type “sudo nano /private/etc/hosts” and then press **Enter**.



If prompted, enter your administrator password.

1. After the comments at the beginning of the file, add the IP address you copied in step 4, followed by “www.concursolutions.com”.
2. Comments are preceded with a hashtag (#). Your entry should not include the hashtag.

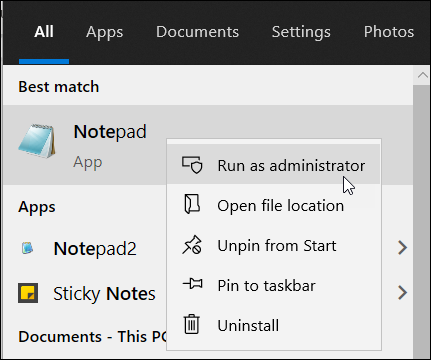
**Example entry**

104.76.225.252 [www.concursolutions.com](http://www.concursolutions.com)

1. Save the file (Ctrl-o) and close Terminal (Ctrl-x).

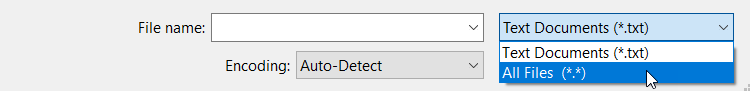
**Windows:**

1. Launch Notepad as administrator by typing “Notepad” into the Windows search bar, right-clicking Notepad in the search results, and then clicking **Run as administrator**.



If prompted, click **Yes** in the **User Account Control** window.

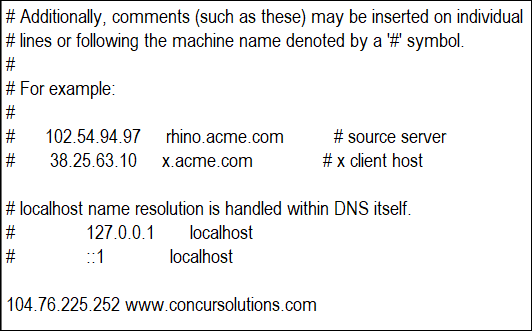
1. In Notepad, click **File** and then click **Open**.
2. Navigate to *C:\\Windows\System32\drivers\etc* and then, to the right of the **File name** field, choose **All Files (\*.\*)** from the menu.



1. Open the *hosts* file.
2. After the comments at the beginning of the file, add the IP address you copied in step 4, followed by “www.concursolutions.com”.
3. Comments are preceded with a hashtag (#). Your entry should not include the hashtag.

**Example entry**

104.76.225.252 www.concursolutions.com



1. In the **File** menu, click **Save**.
2. Connect to \*concursolutions.com from the Local Machine

After configuring your local *hosts* file to direct connections to \*concursolutions.com to the akamai staging environment, connect to \*concursolutions.com from the local machine through the method you need to test.

1. Your system administrator might need to test connections to \*concursolutions.com made via an API call, connected application, or by navigating to the sign-in page through a web browser and signing in as an SAP Concur user.

#### Configuration / Feature Activation

To ensure that connections to \*.concursolutions.com and \* api.concursolutions.com are not disrupted, any applications that use an unsupported cipher must be updated to use a supported cipher before February 1, 2022.

1. If your cipher suite includes both supported and unsupported ciphers, connections to \*concursolutions.com through a web browser will not be disrupted. During the process of establishing the connection, the \*concursolutions.com server will choose the most secure cipher in your cipher suite.

## Test Entities | Production Sandbox Environment

### \*\*Ongoing\*\* Most Recently Used Lists Not Migrated

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| September 2021 | January 21, 2022 | October 1, 2021 through mid-2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

Expense, Invoice, Request | Professional

#### Overview

Some SAP Concur users use Production Sandbox Environment (PSE) entities to set up, test, and train on new configurations prior to deploying them to their live production entity. SAP Concur plans to migrate PSEs as part of our move to Amazon Web Services (AWS).

For more information, refer to the [*SAP Concur Cloud Platform Strategy FAQ*](http://assets.concur.com/concurtraining/cte/en-us/FAQ_Cloud_Hosting_Strategy.pdf).

Due to the architectural changes that SAP Concur must make to support this move, when PSEs are migrated to the new environment, some Most Recently Used (MRU) list items within the PSE will not be migrated.

1. MRU lists consist of recent selections made by the user. These lists are generated overtime as users interact with various menus and other defined lists and they will be regenerated after the PSE is migrated to the new environment.
2. These changes apply to PSEs once they are moved or created in the AWS environment, which will occur at a future date.

##### Business Purpose / Client Benefit

Once in AWS, PSEs benefit from the same stability, monitoring capabilities, and level of performance as production entities.

#### What the User Sees

After the migration, some MRU lists that were generated prior to the migration will be empty. These lists will be regenerated automatically through the normal use of the PSE.

The following screenshots show some examples of MRU lists that will be impacted by the migration:

**Create New Expense in Concur Expense**



**New Segment in Concur Request**



#### Configuration / Feature Activation

This change occurs when a PSE is migrated to the new AWS environment; there are no configuration or activation steps. The MRU lists will be regenerated with normal user of the entity.

### \*\*Ongoing\*\* Production Sandbox Environment Login Updates

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| August 2021 | January 21, 2022 | October 1, 2021 through mid-2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

Expense, Invoice, Request | Professional

#### Overview

Some SAP Concur users use Production Sandbox Environment (PSE) entities to set up, test, and train on new configurations prior to deploying them to their live production entity. SAP Concur plans to migrate PSEs as part of our move to Amazon Web Services (AWS).

For more information, refer to the [*SAP Concur Cloud Platform Strategy FAQ*](http://assets.concur.com/concurtraining/cte/en-us/FAQ_Cloud_Hosting_Strategy.pdf).

Today, a user can maintain the same login ID for their test and production entities because they are in separate environments. With the plan to migrate both test and production entities to the same AWS production environment in the future, this will no longer be possible since each login ID must be unique.

While there is no action required for clients regarding this update, we want to ensure clients are aware of it because the change will be visible in certain areas of PSEs. To account for this change, SAP Concur will append all PSE login IDs with a ".uat” domain during both migration and user creation to ensure they are unique and do not conflict with any existing production login ID. For example, [johnsmith@123.com](mailto:johnsmith@123.com) will become [johnsmith@123.com.uat](mailto:johnsmith@123.com.uat).

* **IMPORTANT**: No changes will made to the login IDs in the current implementation environment in our private data centers.  
    
  This process will occur in the background during both the migration and user creation processes. Because SAP Concur will manage this process, users will **NOT** have to make any changes to their login ID.   
    
  Migrated users will still use the same implementation URL and login ID they used prior to the AWS migration.   
    
  New clients will use the production URL with the appended login ID, which will include the appended domain (for example, [johnsmith@123.com.uat](mailto:johnsmith@123.com.uat)).

This change will help to safeguard against any conflicts with production login IDs.

**User Creation:** Additionally, clients can use the exact same employee import files as they would in production. The uat domain will also be applied to all aspects of user creation: FTP import, Excel import, entity restore, and more.

**Extracts**: When generating accounting extracts or financial integration documents, SAP Concur will automatically remove the uat domain from login IDs that were appended during user creation. This will help to generate realistic extracts without requiring any actions from the clients, such as removing the appended domain.

1. These changes apply to PSEs once they are moved or created in the AWS environment, which will occur at a future date.

##### Business Purpose / Client Benefit

Once in AWS, PSEs will benefit from the same stability, monitoring capabilities, and level of performance as production entities.

#### Configuration / Feature Activation

These changes occur automatically; there are no additional configuration or activation steps.

### \*\*Ongoing\*\* Unique Address Required for PSE Email Verification

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| August 2021 | January 21, 2021 | October 1, 2021 through mid-2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

Expense, Invoice, Request | Professional

#### Overview

Some SAP Concur users use Production Sandbox Environment (PSE) entities to set up, test, and train on new configurations prior to deploying them to their live production entity. SAP Concur plans to migrate PSEs as part of our move to Amazon Web Services (AWS).

For more information, refer to the [*SAP Concur Cloud Platform Strategy FAQ*](http://assets.concur.com/concurtraining/cte/en-us/FAQ_Cloud_Hosting_Strategy.pdf).

##### When PSEs are migrated to the AWS production environment, verified emails from the existing PSE will not carry over to the new PSE. As a result, when users test verified email functionality in a future PSE, it is recommended that the employee uses an email that is different from the email configured in their production entity. This process is required as the email in the existing PSE was most likely already verified in production and, therefore, cannot be verified in another entity.

With respect to user email addresses, the Receipt Recognition service validates user email addresses and as such, only one instance of an email address can be associated with a user account. To test in production, clients will be required to utilize alternate email addresses that are not currently associated with any production user account. If a client attempts to set up a test account in production using an email address already associated with a corresponding user profile, it will fail the validation process.

1. These changes apply to PSEs once they are moved or created in the AWS environment, which will occur at a future date.

##### Business Purpose / Client Benefit

Once in AWS, PSEs will benefit from the same stability, monitoring capabilities, and level of performance as production entities.

#### What the Admin Sees

##### BEFORE – Existing Email in Existing PSE



##### AFTER – New Email in New/Future PSE



#### Configuration / Feature Activation

These changes occur automatically; there are no additional configuration or activation steps.

# Planned Changes

The following features and changes are targeted for future releases. SAP Concur solutions reserves the right to postpone implementation of – or completely remove – any enhancement/change mentioned here.

## Concur Invoice Vendor Management

### \*\*Planned Changes\*\* Vendor Page Custom Fields and Invoice Copy-Down Options

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| April 15, 2022 | -- | May 21, 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

Invoice | Standard Edition

#### Overview

Currently, when custom fields are created, they appear in the following pages:

* **User Profile:** On the user profile page
* **Concur Expense**: On the expense report header, line, and allocation pages
* **Concur Invoice**: On the invoicepage header, line, and allocation pages
* **Concur Request**: On the request header and allocation pages

With the May release, custom fields will also appear on the Concur Invoice **New Vendor** and **Vendor** pages.

In addition, a new **Invoice Copy-Down** option has been added to the **Custom Fields** page. This option enables admins to change the copy-down source for custom fields on invoices. This allows admins to choose whether custom fields should copy from the user profile to the Invoice Header or from the vendor record to the Invoice Header.

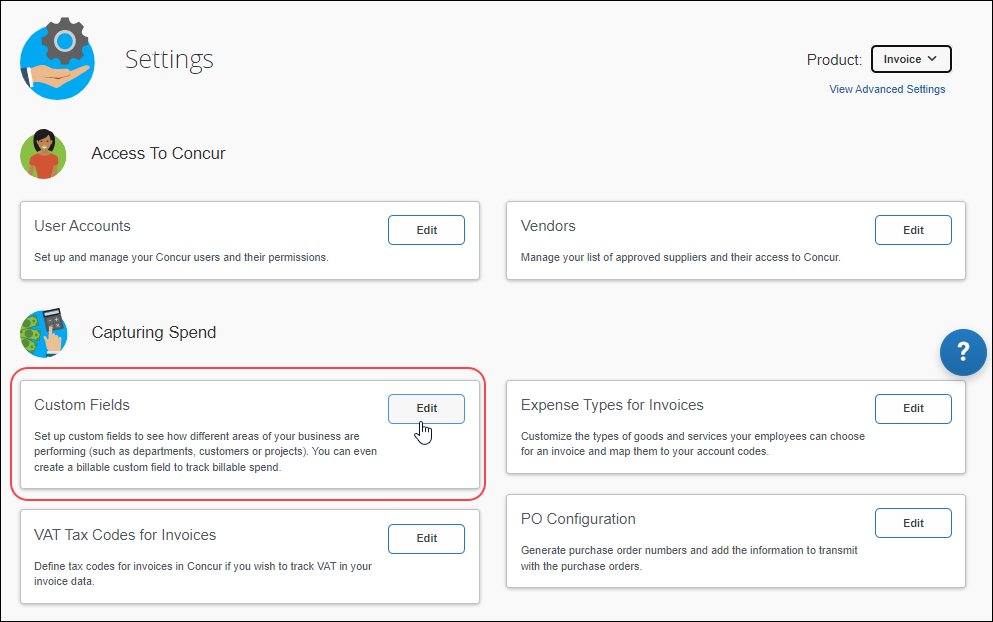
##### Business Purpose / Client Benefit

This change enables admins to add custom fields to Concur Invoicevendor pages and specify the copy-down source for custom fields in Concur Invoice.

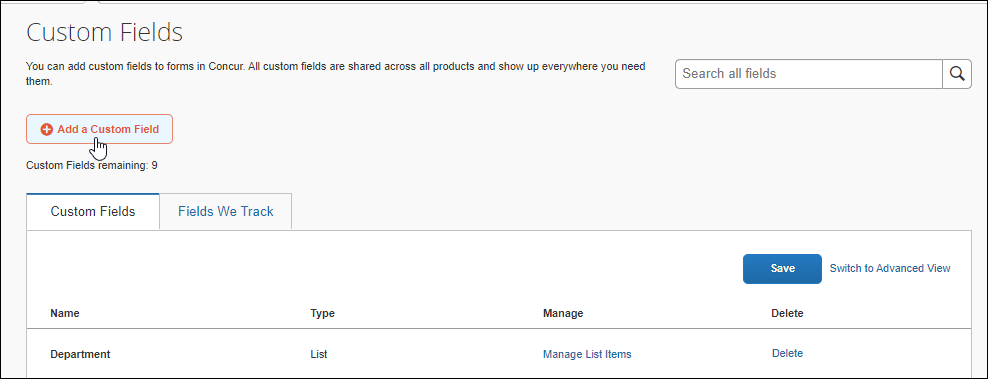
#### What the Admin Sees

After this change is implemented, when a client admin adds a custom field through the **Custom Fields** page in Product Settings, the field will appear on the **New Vendor** page when a vendor manager or end user creates new vendors, and on the vendor information page for existing vendors.

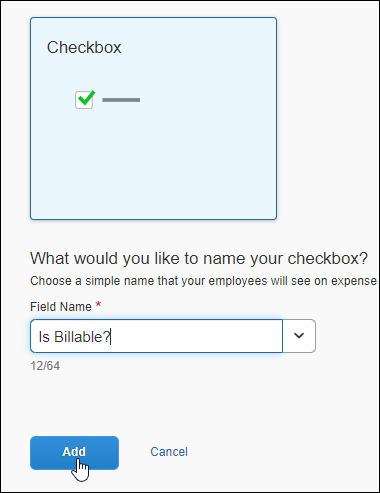
1. To add a custom field:
2. Click **Administration > Invoice Settings > Custom Fields**.



1. Click **Add Custom Field**.



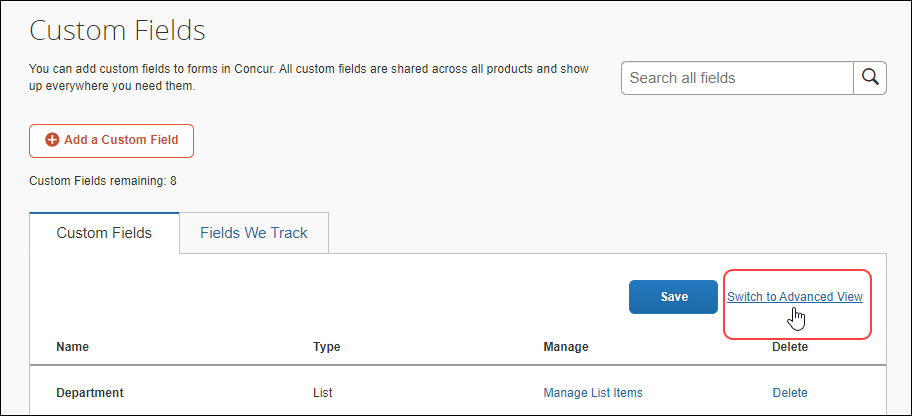
1. Select a field type, select or enter a field name, and then click **Add**.



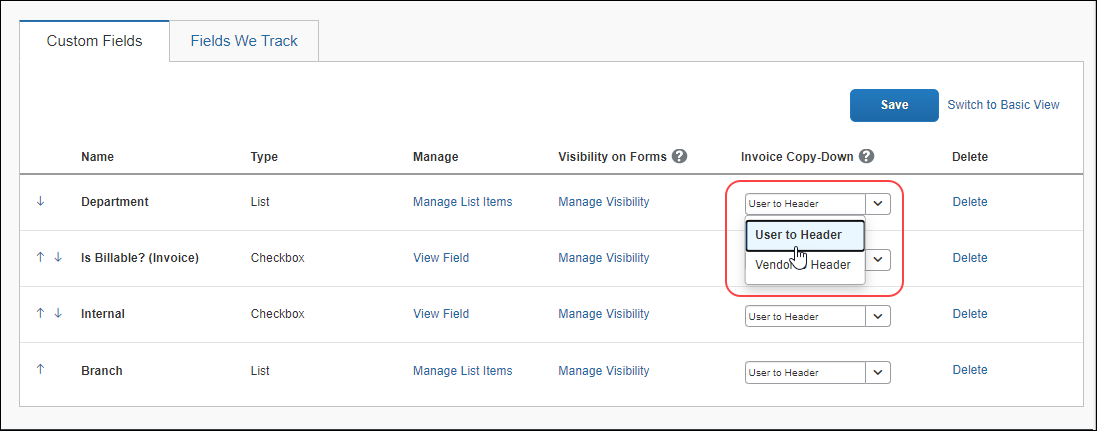
1. The visibility of custom fields on the User, Concur Expense, Concur Invoice, and Concur Request pages is configurable. Custom fields on the vendor pages are set to optional by default and this attribute cannot be changed.

Depending on the type of field you create, there may be additional steps to complete creation of the field. For detailed steps, refer to [*Shared: Custom Fields Setup Guide for Concur Standard Edition*](https://www.concurtraining.com/customers/tech_pubs/Docs/ConcurPremier/SG_Shr/SG_Shr_Custom_Fields.pdf).

1. Set the copy-down behavior for the new field:
2. On the **Custom Fields** page, click **Switch to Advanced View**.

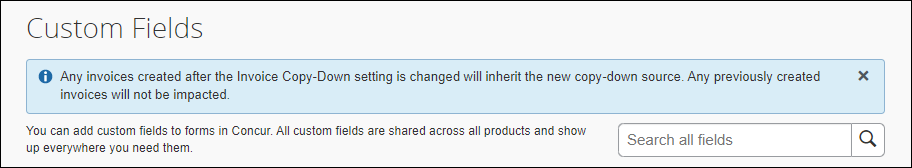


1. In the **Invoice Copy-Down** list, select the desired copy-down source.



If you change the copy-down source of a custom field, the following informational message appears at the top of the **Custom Fields** page:

"Any invoices created after the Invoice Copy-Down setting is changed will inherit the new copy-down source. Any previously created invoices will not be impacted."

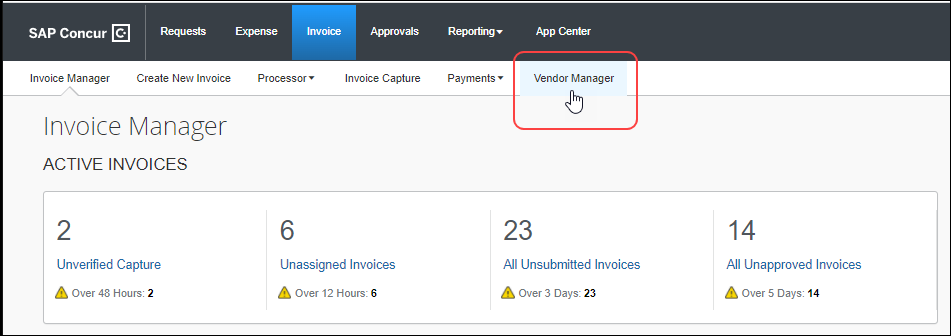


The message can be closed by clicking the "x" in the upper right corner of the banner.

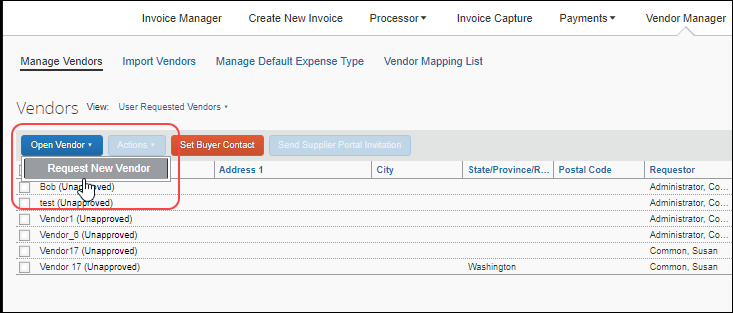
1. Click **Save**.

If an admin changes the copy-down source for a field to a new custom field on the vendor page, only invoices created after the new custom field is added will copy-down from the new custom field. Invoices created before the new custom field was added will continue to copy-down data from the previously targeted field.

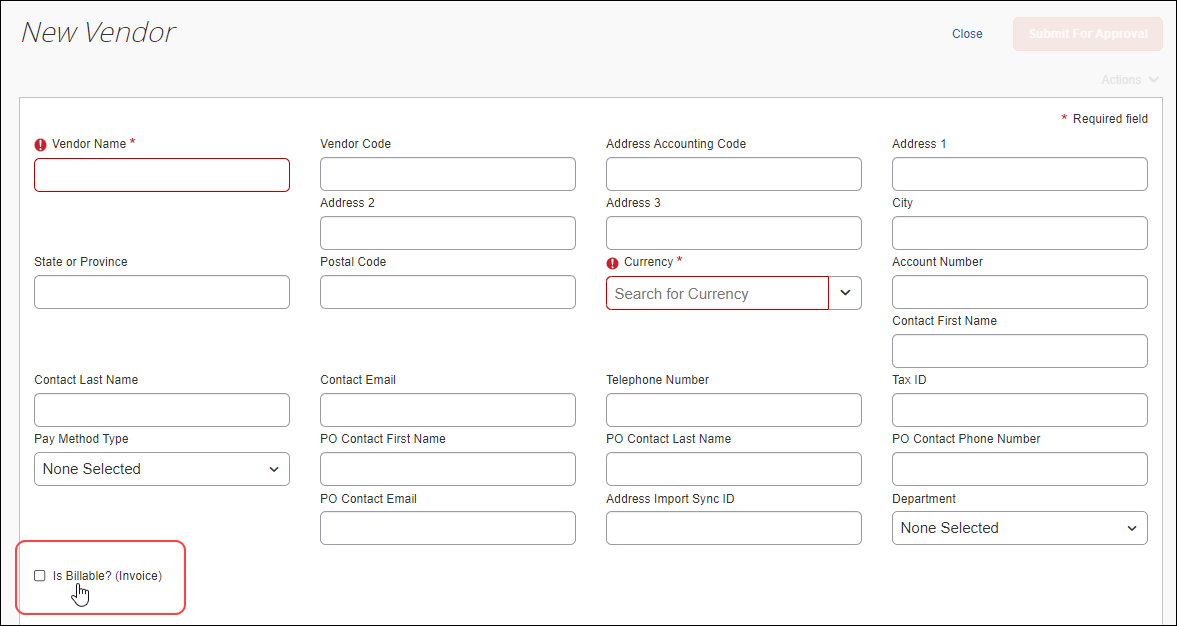
1. To view the custom field on the New Vendor page:
2. Click **Invoice > Vendor Manager**.



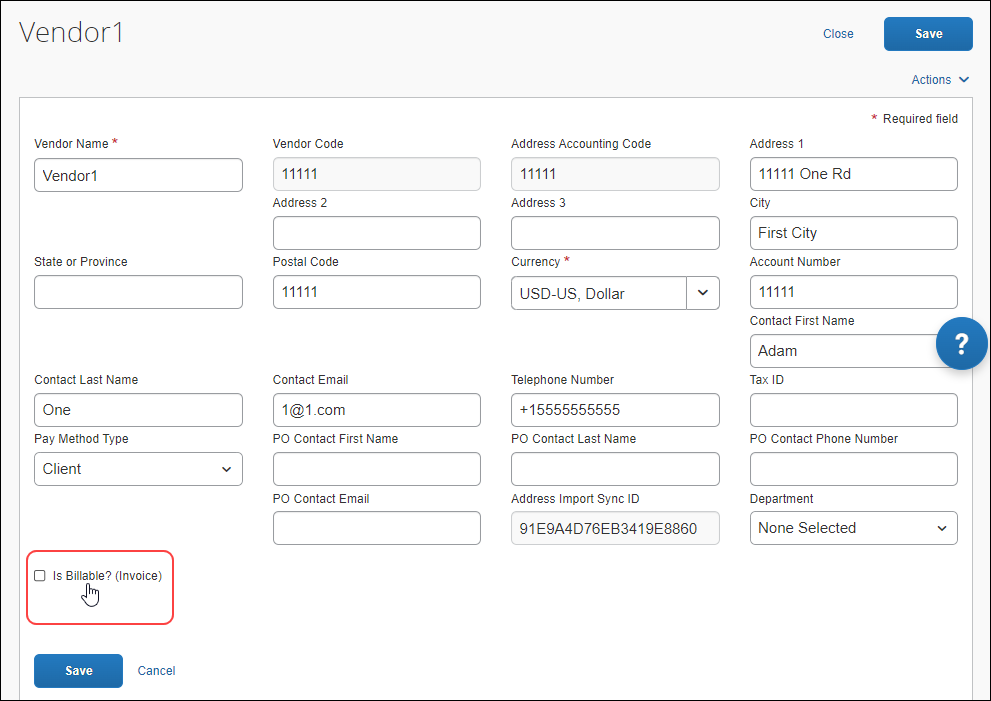
1. Click **Open Vendor > Request New Vendor.**



The custom field appears on the **New Vendor** page.



The custom field also appears on the page for existing vendors.



##### Custom Fields Created before the feature was implemented

Custom fields created before this change is implemented will not automatically appear on the vendor page. The admin must first visit the **Administration > Invoice Settings > Custom Fields** page. Visiting the **Custom Fields** page prompts SAP Concur to add the preexisting custom fields to the vendor page.

#### Configuration / Feature Activation

This change occurs automatically.

## Fax Feature

### \*\*Planned Changes\*\* Fax Feature to be Decommissioned

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| November 2021 | January 14, 2022 | October 1, 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

Expense, Invoice | Professional & Standard

#### Overview

On October 1, 2022, the Concur Fax Feature will be decommissioned.

1. The Fax feature was retired in 2020. Clients onboarded after July 15, 2020 do not have access to this feature. Among clients with access, very few use the feature regularly and, among those that use it, use has declined steadily.

##### Business Purpose / Client Benefit

Removal of the Fax feature improves the security, performance, and scalability of SAP Concur solutions.

In addition, The Concur Fax Feature attaches files only at the header level of expenses and invoices. As a result, clients who use the Fax Feature cannot take advantage of recent innovations that apply only to images and attachments at the line-item level.

#### What the User Sees

Users will no longer have the option to print Fax cover pages from within Concur Expense or Concur Invoice and they will no longer have the ability to fax images to SAP Concur for attachment to expenses or invoices.

#### Configuration / Feature Activation

This change occurs automatically; there are no configuration steps.

Additional information about this change will be made available over the coming months.

## Financial Integration

### \*\*Planned Changes\*\* Sage Accounting to be Retired

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| April 15, 2022 | -- | July 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

Expense, Invoice | Standard Edition

#### Overview

In July 2022, SAP Concur solutions plans to retire the Sage Accounting integration with Concur Expense and Concur Invoice.

1. This change does not impact the Sage Intacct integration.

##### Business Purpose / Client Benefit

This integration offering has not been adopted by any SAP Concur clients.

#### Configuration / Feature Activation

This retirement will occur automatically.

## Help Menu

### \*\*Planned Changes\*\* Consolidation of Resources Under Help Menu

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 18, 2022 | -- | May 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

All Products | All Editions

#### Overview

In May, SAP plans to update the **Help** menu in SAP Concur Solutions to consolidate access to help resources in a single location.

##### Business Purpose / Client Benefit

This change will improve ease of use and simplify the SAP Concur user interface by providing a single point of access to help resources.

#### What the User Sees

The user will see new options in the **Help** menu, for example, if User Assistance for End Users is enabled, the user will see a link to access User Assistance for End User content in the **Help** menu.

#### Configuration / Feature Activation

This change occurs automatically.

## Profile Settings

### \*\*Planned Changes\*\* Changes to My Profile, Home Page, and Profile Menu

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| January 21, 2022 | April 15, 2022 | Ongoing beginning in 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

Travel, Expense, Invoice, Request, Mobile | Professional & Standard

#### Overview

SAP Concur plans to implement changes to several pages in the UI. The changes will be implemented over time beginning in Q2 of 2022.

These changes reflect [SAP's commitment to supporting gender diversity](https://www.sap.com/about/company/diversity.html) by enabling gender non-binary users to enter consistent information when making travel arrangements and entering information in SAP Concur solutions. Changes include but are not limited to the following:

* The greeting on the SAP Concur Home page has been removed.
* This change was implemented with the April release. For more information, refer to the *Home Page Greeting Removed* release note in the *Release Notes* section of this document.
* The **Nickname** field on the **My Profile – Personal Information** page will be changed from **Nickname** to **Preferred Name**.
* A new option, Mx, will be added to the **Title** list on the **My Profile – Personal Information** page.
* If a user adds their preferred name on the **My Profile – Personal Information** page in **Profile Settings**, their preferred name and last name will be displayed in the SAP Concur **Profile** menu and in the menu in the Mobile app.
* New options will be added to enable users to select a non-binary gender in the **TSA Secure Flight** section of **Travel Preferences**.
* The **Nickname** field in the **Employee Travel Addendum Import 350** file will be changed from **Nick Name** to **Preferred Name**.
* The **Nickname** field in the **Employee Import** file will be changed from **Nickname** to **Preferred Name**.

##### Business Purpose / Client Benefit

These changes:

* Enable users to enter information into SAP Concur solutions that is consistent with their identity.
* Enable SAP Concur solutions to address a user by their preferred name.
* Ensure that information in SAP Concur solutions matches a user's government-issued identification.
* Ensure that travel documents such as airplane tickets purchased through SAP Concur solutions display information that is consistent with other required documents.

#### What the User Sees

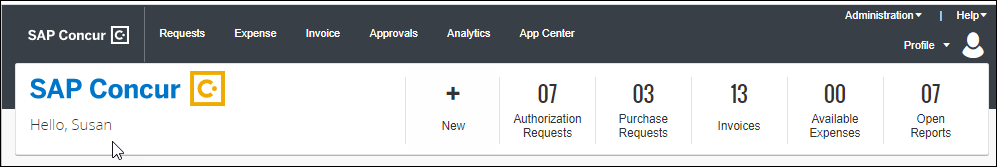
SAP Concur plans to implement these changes overtime beginning in Q2 of 2022. When they are implemented, users will see the following changes.

##### Web UI Page Header

With the April release, the greeting on the Concur home page, "Hello <First Name>" has been removed. The greeting included the name from the **First Name** field in the end user's user account.

**Before**

The "Hello, <First Name>" greeting was displayed.

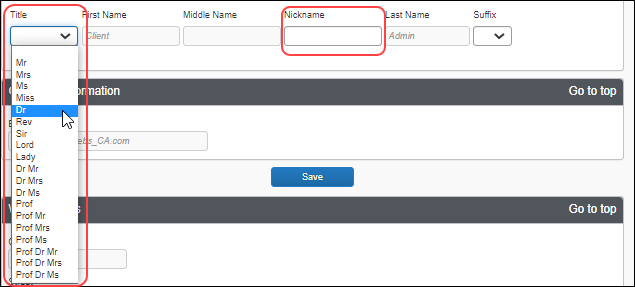


**After**

The greeting is no longer displayed.

##### Current View My Profile - Personal Information

Currently, users see the **Nickname** field and a list of name prefixes in the **Title** field.

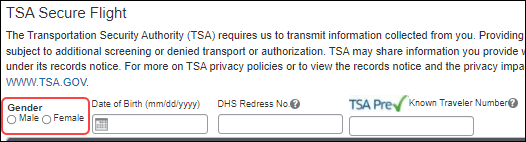


When these changes are implemented, users will see the **Preferred Name** field instead of the **Nickname** field.

In addition, a new gender non-binary option, **Mx** (pronounced "Mix"), will be added to the list in the **Title** field.

##### Current View Travel Preferences TSA Secure Flight

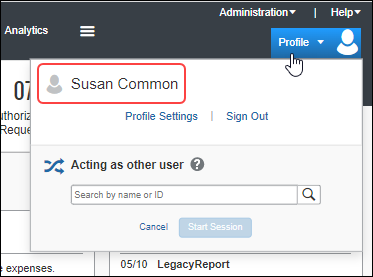
Currently, users see two options under **Gender** in the **TSA Secure Flight** section of **Travel Preferences**.



After the changes are implemented, users will have two additionaloptions under **Gender**: undisclosed (x) and unspecified (u).

##### Current View Web UI Profile Menu

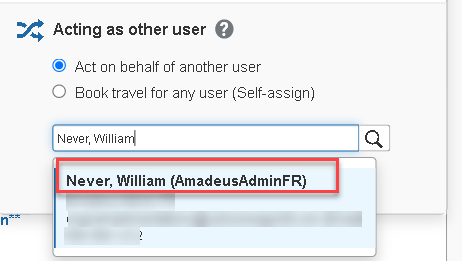
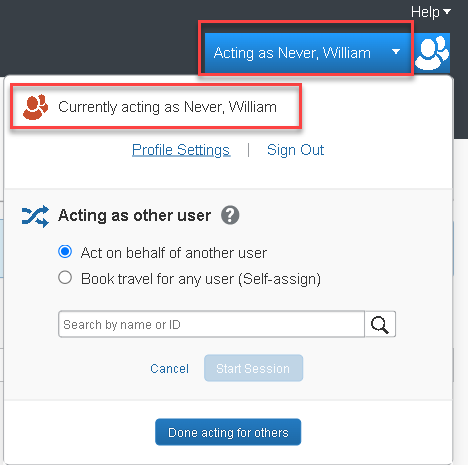
Today, when a user clicks on **Profile**, they see the first and last names from the respective fields in their user account.



After these changes are implemented, if the user has specified a preferred name on the **Profile – Personal Information** page in **Profile Settings**, when they click on **Profile** in the web version of SAP Concur solutions, their preferred name and last name will be displayed.

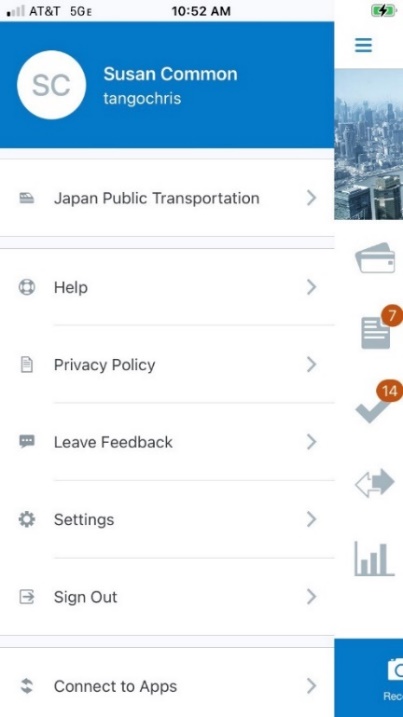
1. If the user has not specified a preferred name, their first and last names from their user account information will be displayed.

In addition, when users with permission to act on behalf of another user—for example, Travel Arrangers and Delegates—search for and act as another user, they will see the preferred name of the user they are acting on behalf of in the search field and at the top of the **Profile** menu.

##### Current View – Mobile App

The menu in the Mobile app currently displays the first and last names from the respective fields in the user's user account.

****

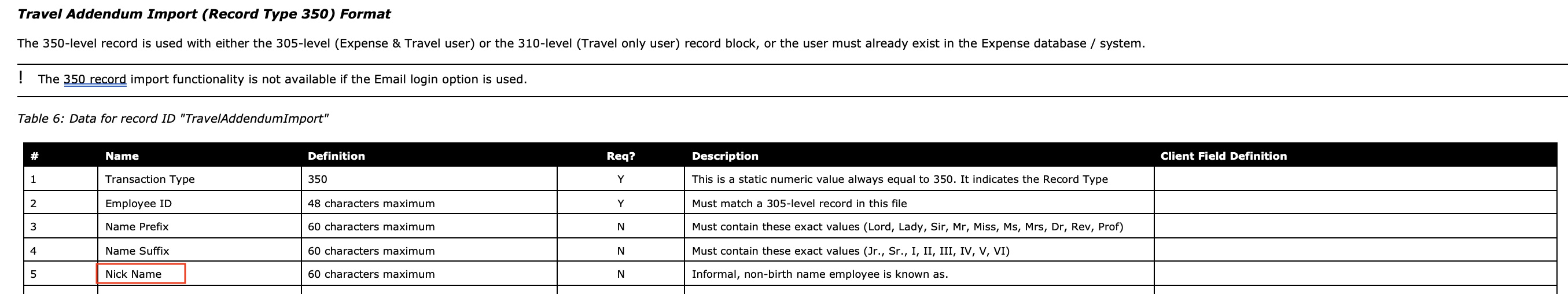
After these changes are implemented, no name will be displayed at the top of the Mobile app menu.

#### What the Admin Sees

Admins will see changes to the Nickname fields in import and extract files.

##### Employee Travel Addendum Import 350

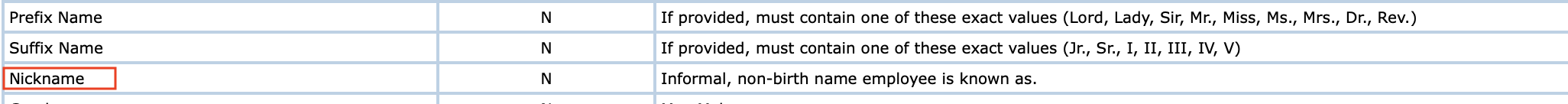
Administrators currently see **Nick Name** in field 5.



When these changes are implemented, they will see **Preferred Name** in field 5.

##### User Import

Currently, administrator see **Nickname**.



When these changes are implemented, they will see **Preferred Name**.

#### Configuration / Feature Activation

These changes will occur automatically. Users might need to update the information on the **My Profile – Personal Information** page after the new options are added.

More information about these changes will be included in future release notes.

## SSO Management

### \*\*Planned Changes\*\* Checkbox to Hide SSO Sign-In Option

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 11, 2022 | -- | Q2 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

Travel, Expense, Invoice, Request | Professional & Standard

#### Overview

In a future release, SAP Concur plans to add a checkbox to the **Add IdP Metadata** dialog. The checkbox will enable the SSO administrator to prevent the specified SSO sign-in method from appearing to users as a sign-in option on the concursolutions.com sign-in page.

1. User will still be able to sign-in via the method through other navigation paths as outlined by their company.

##### Business Purpose / Client Benefit

The addition of this checkbox gives the SSO administrator greater control over how end-users sign in to SAP Concur solutions.

#### What the SSO Admin Sees

When the admin navigates to the **Manage Single Sign-On** page and then clicks **Add** in the **IdP Metadata** section, they will see the new checkbox at the bottom of the **Add IdP Metadata** dialog.

#### Configuration / Feature Activation

The checkbox will be added to the **Add IdP Metadata** page automatically.

1. More information about this change will be included in future release notes.

### \*\*Planned Changes\*\* Option to Provide URL to IdP Metadata to be Removed

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 11, 2022 | February 18, 2022 | Q2 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

Travel, Expense, Invoice, Request | Professional & Standard

#### Overview

In a future release, SAP Concur plans to remove the **Provide link to your IdP's metadata** field from the **Add IdP Metadata** dialog.

##### Business Purpose / Client Benefit

In order to use the **Provide link to your IdP's metadata** field, clients must first open a support ticket to have the URL added to the SAP Concur allow list. These additional steps do not support the goal of making the SSO management process self-service for our clients.

#### What the SSO Admin Sees

When the admin navigates to the **Manage Single Sign-On** page and then clicks **Add** in the **IdP Metadata** section, they will no longer see the **Provide link to your IdP's metadata** field in the **Add IdP Metadata** dialog.

1. The admin will still have the ability to upload IdP metadata by clicking **Upload XML File**.

#### Configuration / Feature Activation

The field will be removed from the **Add IdP Metadata** page automatically.

1. More information about this change will be included in future release notes.

## User Assistance

### \*\*Planned Changes\*\* Support for SAP Enable Now

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 11, 2022 | April 15, 2022 | June 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

Travel, Expense, Invoice, Request | Professional & Standard

#### Overview

SAP plans to add support for SAP Enable Now with SAP Concur solutions.

##### Business Purpose / Client Benefit

This change will enable clients to use SAP Enable Now to create user assistance content to improve user adoption and increase efficiency with SAP Concur solutions.

#### Configuration / Feature Activation

After support for SAP Enable Now has been added to SAP Concur solutions, clients who have User Assistance enabled for their SAP Concur solutions will be able to enable and disable SAP Enable Now on the SAP Concur **User Assistance** page.

1. More detailed information about this feature will be included in a future release note.

## User Export and Import

### \*\*Planned Changes\*\* User Export and Import Improvements

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| April 22, 2022 | -- | Q3 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

Expense, Invoice, Request | Standard Edition

#### Overview

SAP Concur plans to implement improvements to the user export/import experience. Improvements include, but are not limited to:

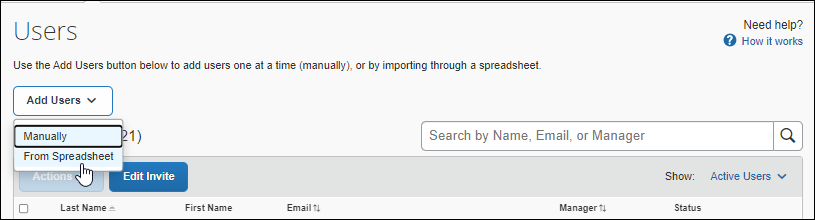
* Improvements to the downloadable user data template including tooltips and dropdown lists
* Removal of the 1000 user maximum for imports and exports of user data
* The addition of a new **Manage Users via a Spreadsheet** page

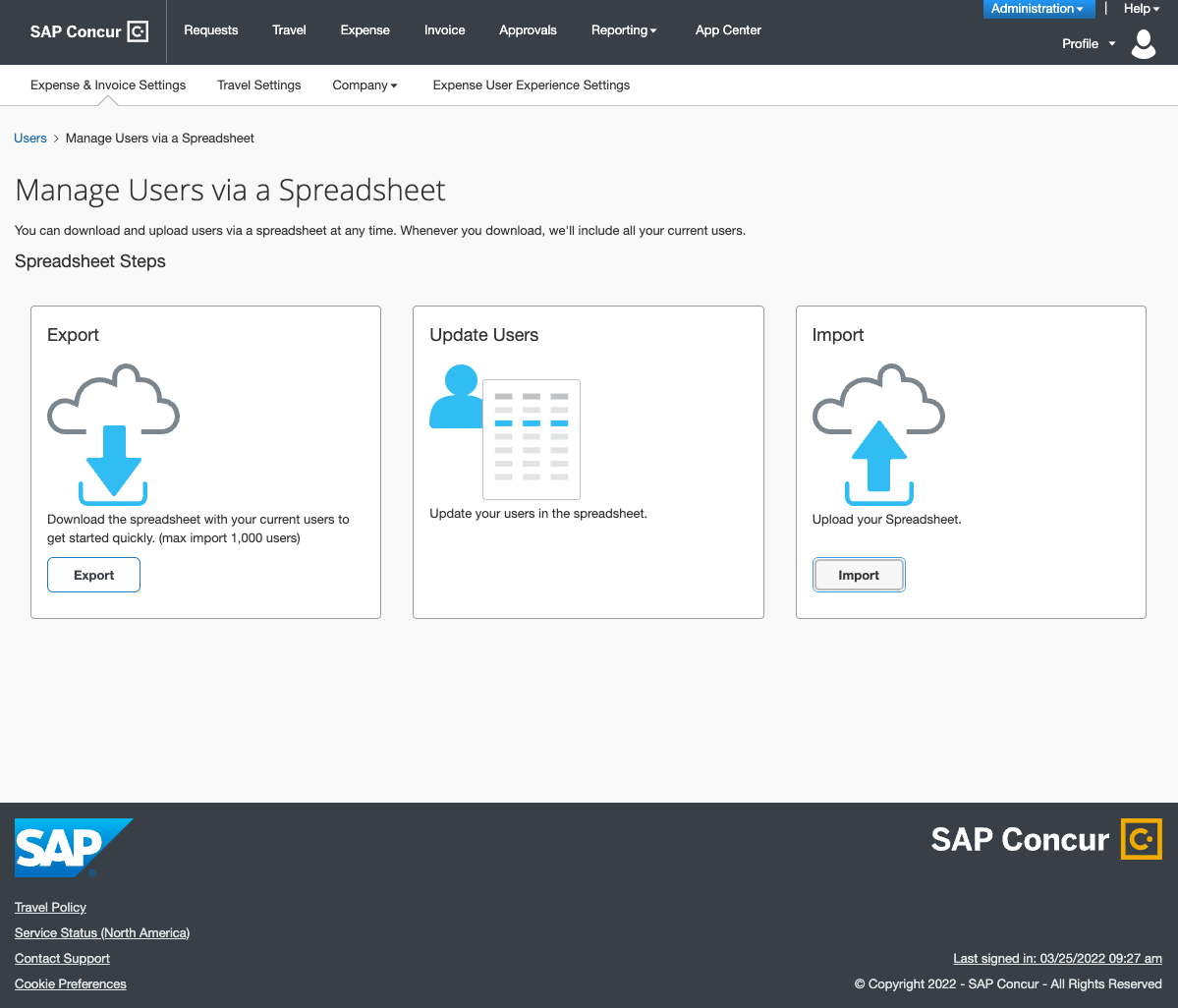
##### Business Purpose / Client Benefit

These improvements increase the ease of use and experience of the user import and export processes.

#### What the Admin Sees

On the **Users** page in Product Settings, when the admin clicks **Add Users > From Spreadsheet**, the admin sees the new **Manage Users via a Spreadsheet** page.





On the **Manage Users via a Spreadsheet** page, the admin can export, update, and import user data. When they export the spreadsheet, they will see new tooltips and, where applicable, dropdown lists in the spreadsheet. In addition, they will no longer be limited to downloading 1000 rows of user data.

##### Initial Release Opt-In Phase and Survey

During the initial release phase, clients will be able to opt-in to the new experience and will have the option to provide feedback on the experience through a survey.

#### Configuration / Feature Activation

This new user export/import experience will be automatically available. During the initial release phase, clients will be able to opt-in to the new experience.

# Client Notifications

## Accessibility

### Accessibility Enhancements

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](https://www.concurtraining.com/customers/tech_pubs/RN-monthly-Access/_RN_access_client.htm) (English Only) page.

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available from the *SAP Sub-processors / Data Transfer Factsheets* page.

1. To access the SAP Concur Sub-processors List:
2. Click the following link to navigate to the *SAP Sub-processors / Data Transfer Factsheets* page:  
   [*SAP Sub-processors / Data Transfer Factsheets*](https://support.sap.com/en/my-support/trust-center/subprocessors.html)
3. Sign in to the SAP Support Portal using your Support User ID (S-user) and password.
4. 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)*](https://support.sap.com/en/my-support/users/welcome.html).
5. On the *SAP Sub-processors / Data Transfer Factsheets* page, type "Concur" in the **Search** field.
6. In the **Title** column, click **SAP Concur Sub-processors List**.

If you have questions or comments, please reach out to: [Privacy-Request@Concur.com](mailto: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*](http://www.concurtraining.com/customers/tech_pubs/Docs/Z_SuppConfig/Supported_Configurations_for_Concur_Travel_and_Expense.pdf) guide.

When changes to browser support are planned, information about those changes will also appear in the [*Shared Planned Changes*](https://www.concurtraining.com/customers/tech_pubs/RN_shared_planned/_client_shared_RN_all.htm) release notes.

# Additional Release Notes and Other Technical Documentation

## Online Help

Any user can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help or directly on the SAP Help Portal.

Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (https://help.sap.com) to view the full set of documentation for your product.

## SAP Concur Support Portal – Selected Users

Access release notes, webinars, and other technical documentation on the SAP Concur support portal.

If you have the proper permissions, **Contact** **Support** appears on the **Help** menu. Click to access the SAP Concur support portal, then click **Resources**.

* Click **Release/Tech Info** for release notes, technical documents, etc.
* Click **Webinars** for recorded and live webinars.



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