|  |  |
| --- | --- |
| 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: June 18, 2022  Initial Post: Friday, June 17, 2022 | Client FINAL |

Contents

[Release Notes 1](#_Toc107319749)

[Concur Open 2](#_Toc107319750)

[Japanese Translation Available (Jun 2) 2](#_Toc107319751)

[All Products | Professional & Standard 2](#_Toc107319752)

[File Transfer Updates 4](#_Toc107319753)

[\*\*Ongoing\*\* Rotating PGP Key for File Transfers 4](#_Toc107319754)

[Travel, Expense, Invoice, Request, Intelligence | Professional & Standard 4](#_Toc107319755)

[Home Page 6](#_Toc107319756)

[\*\*Ongoing \*\* SAP Concur Homepage Changes 6](#_Toc107319757)

[All Products | All Editions 6](#_Toc107319758)

[Localization 9](#_Toc107319759)

[Support for New Language (Ukrainian) 9](#_Toc107319760)

[All Products | Professional & Standard 9](#_Toc107319761)

[Miscellaneous 10](#_Toc107319762)

[\*\*Ongoing\*\* SAP Concur Migration to Cloud Platform in AWS 10](#_Toc107319763)

[All Products | All Editions 10](#_Toc107319764)

[Profile Settings 11](#_Toc107319765)

[\*\*Ongoing\*\* Accessibility Improvements to My Profile – Personal Information Page 11](#_Toc107319766)

[Travel, Expense | Professional & Standard 11](#_Toc107319767)

[\*\*Ongoing\*\* Changes to My Profile, Home Page, and Profile Menu 12](#_Toc107319768)

[Travel, Expense, Invoice, Request, Mobile | Professional & Standard 12](#_Toc107319769)

[Implemented and Planned Changes 13](#_Toc107319770)

[Security 18](#_Toc107319771)

[Some TLSv1.2 Ciphers No Longer Supported (Feb 1, 2022) 18](#_Toc107319772)

[Travel, Expense, Invoice, Request | All Editions 18](#_Toc107319773)

[Test Entities | Production Sandbox Environment 23](#_Toc107319774)

[PSE Data Maintenance and Entity Deletion 23](#_Toc107319775)

[Expense, Invoice, Request, Intelligence | Professional 23](#_Toc107319776)

[\*\*Ongoing\*\* Most Recently Used Lists Not Migrated 24](#_Toc107319777)

[Expense, Invoice, Request | Professional 24](#_Toc107319778)

[\*\*Ongoing\*\* Production Sandbox Environment Login Updates 26](#_Toc107319779)

[Expense, Invoice, Request | Professional 26](#_Toc107319780)

[\*\*Ongoing\*\* Unique Address Required for PSE Email Verification 28](#_Toc107319781)

[Expense, Invoice, Request | Professional 28](#_Toc107319782)

[SSO Management 30](#_Toc107319783)

[New Checkbox to Hide SSO Sign-In Option 30](#_Toc107319784)

[Travel, Expense, Invoice, Request | Professional & Standard 30](#_Toc107319785)

[Option to Provide URL to IdP Metadata to be Removed 31](#_Toc107319786)

[Travel, Expense, Invoice, Request | Professional & Standard 31](#_Toc107319787)

[User Assistance for Admins and End Users 33](#_Toc107319788)

[New Tours Added to User Assistance for Admins and End Users (US, EMEA) 33](#_Toc107319789)

[Travel, Expense, Request, TripLink | Professional & Standard 33](#_Toc107319790)

[Planned Changes 35](#_Toc107319791)

[Fax Feature 35](#_Toc107319792)

[\*\*Planned Changes\*\* Fax Feature to be Decommissioned 35](#_Toc107319793)

[Expense, Invoice | Professional & Standard 35](#_Toc107319794)

[File Transfer Updates 36](#_Toc107319795)

[\*\*Planned Changes\*\* New File Transfer Endpoints After Migration to AWS 36](#_Toc107319796)

[All Products | Professional & Standard 36](#_Toc107319797)

[Financial Integration 37](#_Toc107319798)

[\*\*Planned Changes\*\* Sage Accounting to be Retired 37](#_Toc107319799)

[Expense, Invoice | Standard Edition 37](#_Toc107319800)

[Help Menu 37](#_Toc107319801)

[\*\*Planned Change\*\* Consolidation of Resources Under Help Menu 37](#_Toc107319802)

[All Products | All Editions 37](#_Toc107319803)

[User Administration 38](#_Toc107319804)

[\*\*Planned Changes\*\* Standalone White Spaces No Longer Valid in User Account Name Fields 38](#_Toc107319805)

[Travel, Expense, Invoice, Request | Professional & Standard 38](#_Toc107319806)

[User Assistance 39](#_Toc107319807)

[\*\*Planned Changes\*\* Support for SAP Enable Now 39](#_Toc107319808)

[Travel, Expense, Invoice, Request | Professional & Standard 39](#_Toc107319809)

[User Export and Import 40](#_Toc107319810)

[\*\*Planned Changes\*\* User Export and Import Improvements 40](#_Toc107319811)

[Expense, Invoice, Request | Standard Edition 40](#_Toc107319812)

[Client Notifications 42](#_Toc107319813)

[Accessibility 42](#_Toc107319814)

[Accessibility Enhancements 42](#_Toc107319815)

[Subprocessors 42](#_Toc107319816)

[SAP Concur Non-Affiliated Subprocessors 42](#_Toc107319817)

[Supported Browsers 43](#_Toc107319818)

[Supported Browsers and Changes to Support 43](#_Toc107319819)

[Additional Release Notes and Other Technical Documentation 44](#_Toc107319820)

[Online Help 44](#_Toc107319821)

[SAP Concur Support Portal – Selected Users 44](#_Toc107319822)

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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)

## Concur Open

### Japanese Translation Available (Jun 2)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| May 13, 2022 | June 10, 2022 | June 2, 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

All Products | Professional & Standard

#### Overview

As of June 2, 2022, the ability to switch between English and Japanese has been added to the **SAP Concur Open** and **SAP Personalized Concur Open** pages.

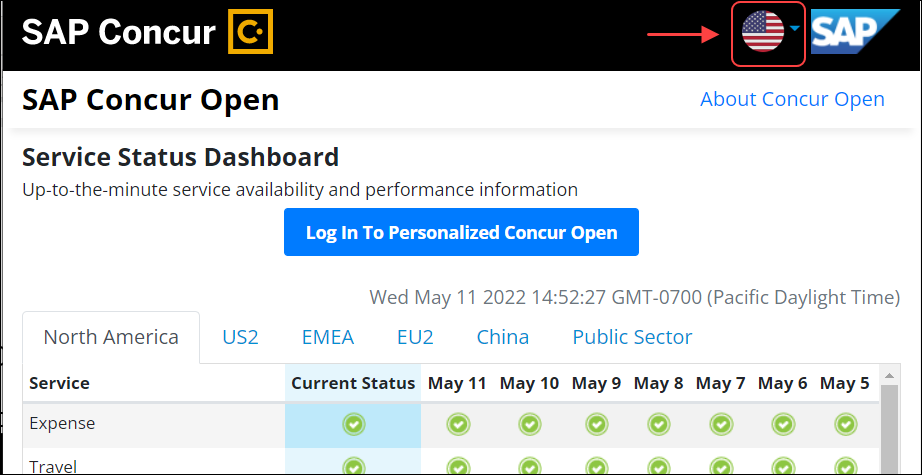
In addition, you can set English or Japanese as your preferred language on the **Set Notification Preferences** page.

##### Business Purpose / Client Benefit

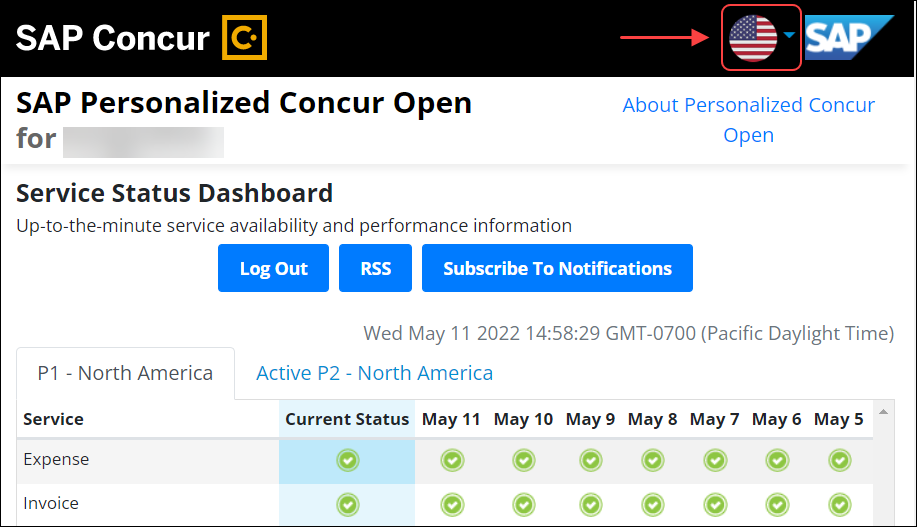
This change eliminates the manual translation process and improves the customer experience.

#### End-User Experience

When an end user navigates to the **SAP Concur Open** page by clicking the link to **Service Status** in the concursolutions.com page footer, a new language icon is available to the left of the **SAP** logo in the upper right corner of the **SAP Concur Open** page.



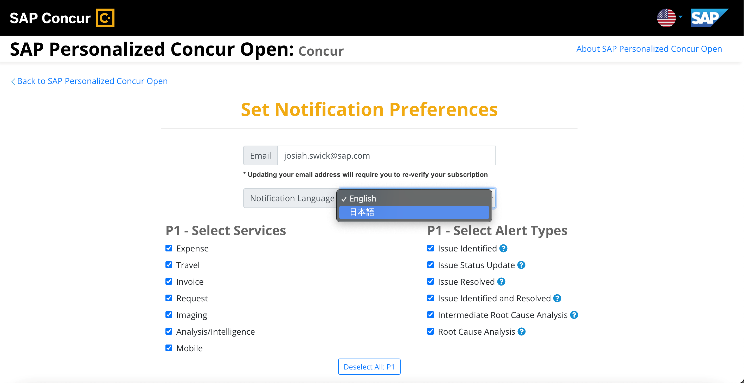
The new icon also appears on the **SAP Personalized Concur Open** page.



When the user clicks on the icon, they can choose to set the page language to either English or Japanese.



In addition, on the **SAP Personalized Concur Open** page, after clicking **Subscribe to Notifications**, they can set their preferred notification language to English or Japanese.



#### Configuration / Feature Activation

This change occurred automatically.

## File Transfer Updates

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

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 2021 | June 10, 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.

* **IMPORTANT!  
    
  Upcoming PGP key changes:**• The legacy (non-rotating) key, key ID D4D727C0, will be deprecated on October 11, 2022.  
    
  • The current rotating key, key ID 40AC5D35, will expire on September 4, 2022. • A new rotating key, key ID 9AFF10B5, is available in the client's root folder.

**New rotating PGP key details:**

* Key ID: 9AFF10B5
* Filename: concursolutionsrotate.asc
* The filename for the rotating PGP key does not change when the key is rotated.
* As of June 4, 2022, the new rotating public PGP key is available in the client’s root folder.
* RSA 4096-bit signing and encryption subkey.
* This key expires on September 4, 2024.
* Clients are responsible for replacing the rotating key before it expires.
* A new key will be provided 90 days before the September 4, 2024 expiration date.

**Expiring rotating PGP key details:**

* Key ID: 40AC5D35
* Filename: concursolutionsrotate.asc
* This key will expire on September 4, 2022.

**Legacy (non-rotating) PGP key details:**

* Key ID: D4D727C0
* The SAP Concur legacy (non-rotating) PGP key will be deprecated on October 11, 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
* AWS transfer endpoints (when they are communicated to you)

##### Business Purpose / Client Benefit

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

#### Admin Experience

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 new rotating key to their PGP keyring and start using it to encrypt files being transferred to SAP Concur any time prior to September 4, 2022.

If you require assistance, 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

### \*\*Ongoing \*\* SAP Concur Homepage Changes

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| December 4, 2020 | May 13, 2022 | Q4 2021 – Future Release |
| 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 homepage. The appearance of the new homepage is identical to the previous SAP Concur homepage. The new homepage has enhanced functionality when services become temporarily unavailable.

The roll out of the new homepage is phased:

**Phase 1:** In October of 2021, SAP Concur began redirecting Concur Expense, Concur Invoice, and Concur Request clients in the US Datacenter to the new homepage.

**Phase 2:** In December 2021, SAP Concur began redirecting Concur Expense, Concur Invoice, and Concur Request clients in the EU Datacenter to the new homepage.

**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 homepage. 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 homepage is available even when some services are unavailable and improves the consistency of the sign in experience.

#### End-User Experience

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

1. The appearance of the homepage 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 homepage similar to the following appears:



After a client is migrated to the new homepage, if one or more services are unavailable, when a user signs in to their SAP Concur products, they will see the usual homepage, 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 homepage, if all services are available, this change is transparent to the user and they see a homepage that is identical to the pre-migration homepage.

**Example Homepage**



#### Configuration / Feature Activation

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

## Localization

### Support for New Language (Ukrainian)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| June 10, 2022 | -- | June 18, 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

All Products | Professional & Standard

#### Overview

With this release, SAP Concur now supports the following language:

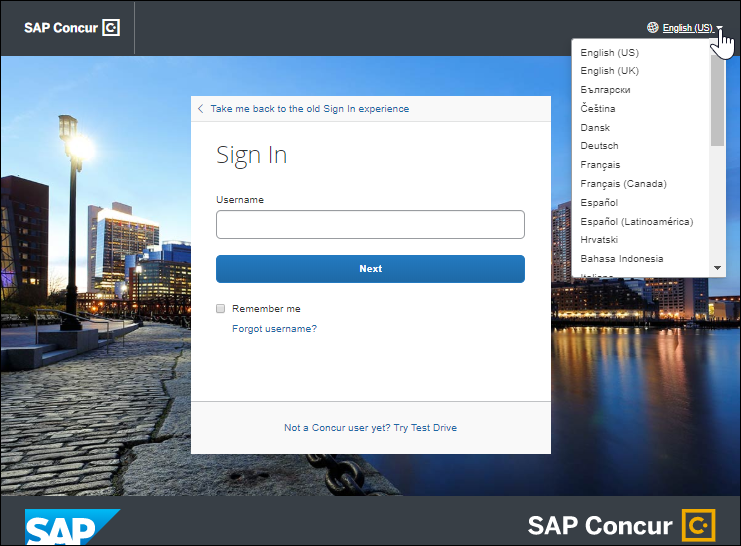
* Ukrainian

##### Business Purpose / Client Benefit

This change enables users to configure the SAP Concur solutions UI text to display in Ukrainian.

#### User Experience

This language must be enabled to appear on the list. If the language is enabled, when a user opens the SAP Concur solutions **Sign In** page and then clicks to view the available languages list, Ukrainian appears in the list.



#### Configuration / Feature Activation

To enable this language, contact SAP Concur support.

## 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

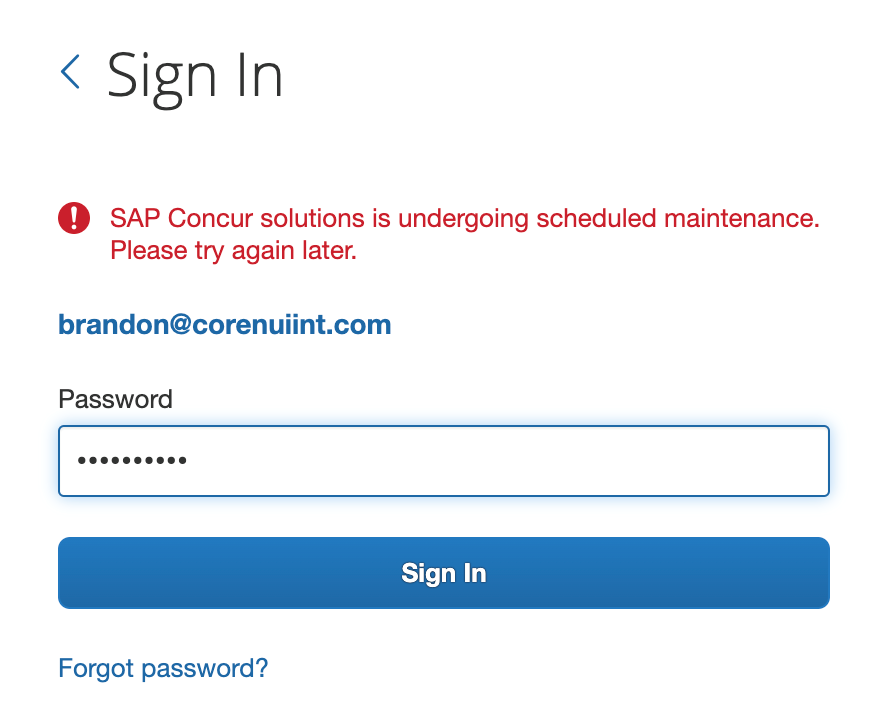
This change provides a stronger security posture, improved performance and stability, and faster innovation for our clients.

#### End-User Experience 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 tries to sign in to SAP Concur solutions during the migration process, they might not be able to sign in and they might receive 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 | June 10, 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. Implementation of the changes began with the April 2022 release and will continue over time.

With the June release, the following changes are being implemented on the **My Profile – Personal Information** page:

* In the **TSA Secure Flight** section, the link to www.tsa.gov will be changed to plain text to better support the use of screen readers.
* In the **Email Addresses** section, tags, labels, and captions will be added to better support the use of screen readers.
* In the **Travel Preferences** section, tags, labels, and captions will be added to better support the use of screen readers.
* Minor changes will be made to improve tabbing between page items, including resolving issues where the tab order was not logical and issues where some page items were skipped.

With the May release, the following changes were implemented in the **Assistants and Travel Arrangers** section of the **My Profile – Personal Information** page:

* Table headers were added to the display table.
* Tags, labels, and captions were added to support the user of screen readers.
* Minor changes were made to facilitate tabbing between elements.

With the April release, the following changes were implemented in the **Credit Cards** section of the **My Profile – Personal Information** page:

* Table headers were added to the display table.
* Tags and captions were implemented to support the use of screen readers.
* Minor changes were made to facilitate 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.

#### Configuration / Feature Activation

The changes are implemented automatically.

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

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

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| January 21, 2022 | June 10, 2022 | Ongoing beginning in April 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 has implemented or plans to implement changes to several pages in the UI. The changes will be implemented over time beginning in April of 2022 and continuing throughout 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:

**April 2022 Release**

* The greeting on the SAP Concur Home page was removed. In addition, first and last name were removed from the menu in the SAP Concur mobile app.
* If a user adds their preferred name on the **My Profile – Personal Information** page in **Profile Settings**, their preferred name and last name is displayed in the SAP Concur **Profile** menu.

**May 2022 Release**

* The **Nickname** field on the **My Profile – Personal Information** page was changed from **Nickname** to **Preferred Name**.
* The **Nickname** field in the **Employee Travel Addendum Import 350** file was changed from **Nick Name** to **Preferred Name**.
* The **Nickname** field in the **Employee Import** file was changed from **Nickname** to **Preferred Name**.

**June 2022 Release**

* The **Nickname** field on the user details page in **User Administration** was changed from **Nickname** to **Preferred Name**.

**Future Releases**

* A new option, Mx, will be added to the **Title** list on the **My Profile – Personal Information** page.
* New options will be added to enable users to select a non-binary gender in the **TSA Secure Flight** section of **Travel Preferences**.
* New options will be added to the gender field in the Travel Profile 2.0 API. This change will enable callers, such as TMCs and App Center partners, to provision (write) and receive (read) the new non-binary gender values.

##### 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.

### Implemented and Planned Changes

SAP Concur has implemented or plans to implement the following changes overtime beginning in April 2022 and continuing throughout 2022.

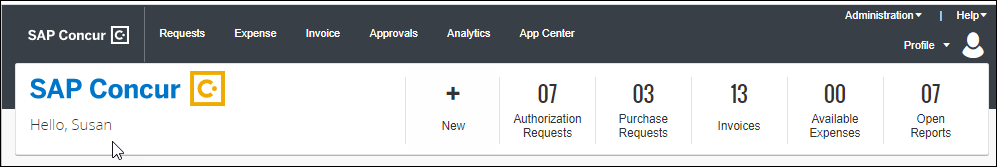
#### April 2022 Release

##### Web UI Page Header

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

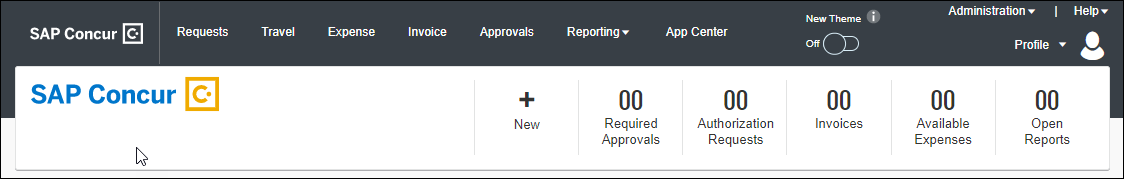
**Previously**

The greeting "Hello, <First Name>" was included on the SAP Concur homepage.



**With the April 2022 Release**

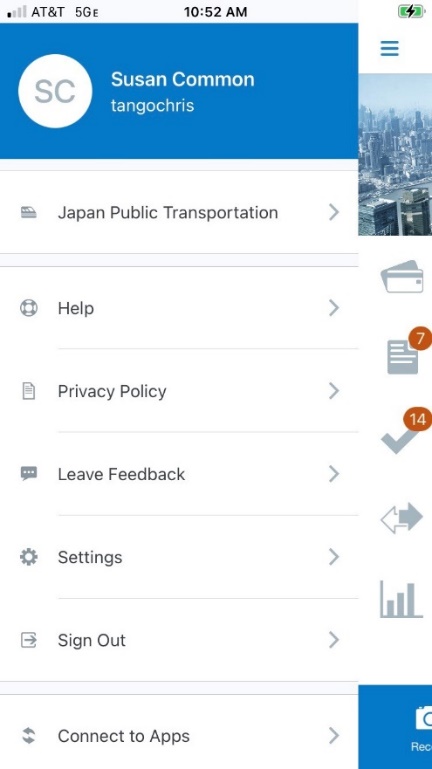
The greeting is no longer included.



##### Mobile App

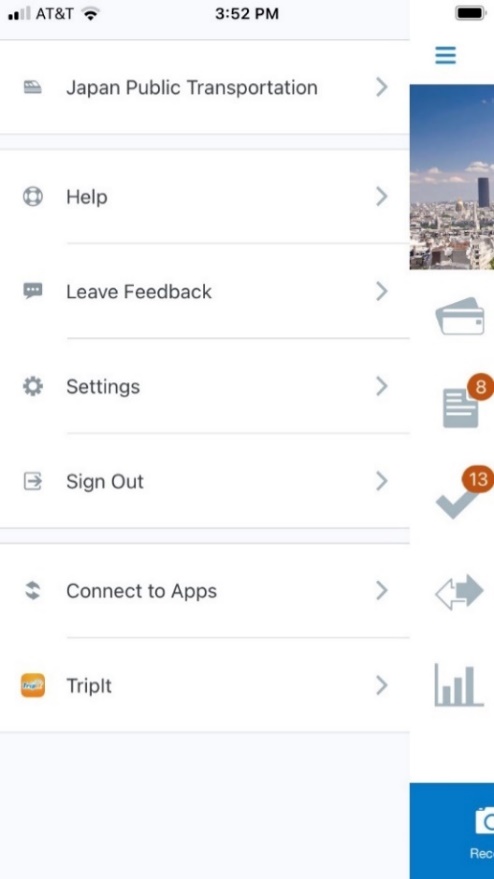
**Previously**

Prior to the April 2022 release, the menu in the Mobile app included the first and last names from the respective fields in the user's user account.



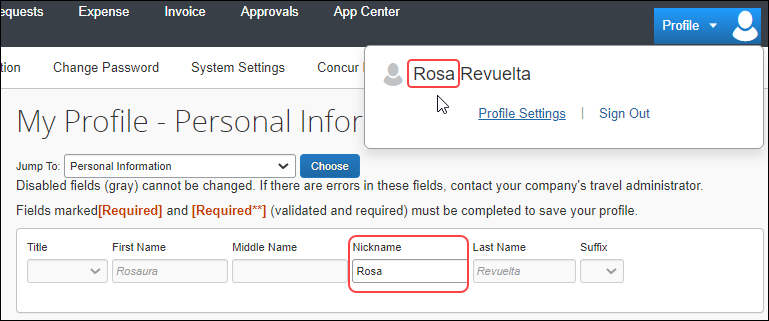
**With the April 2022 Release**

With the April 2022 release, no name is included at the top of the Mobile app menu.



##### Web UI Profile Menu

Beginning with the April release, if a user specifies 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 is displayed.



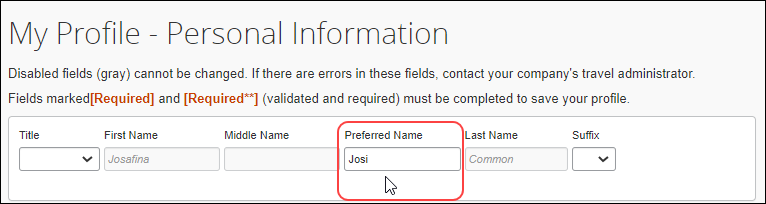
1. If the user has not specified a preferred name, their first and last names from their user account information will be displayed.

#### May 2022 Release

##### My Profile - Personal Information – Preferred Name

**Preferred Name Field**

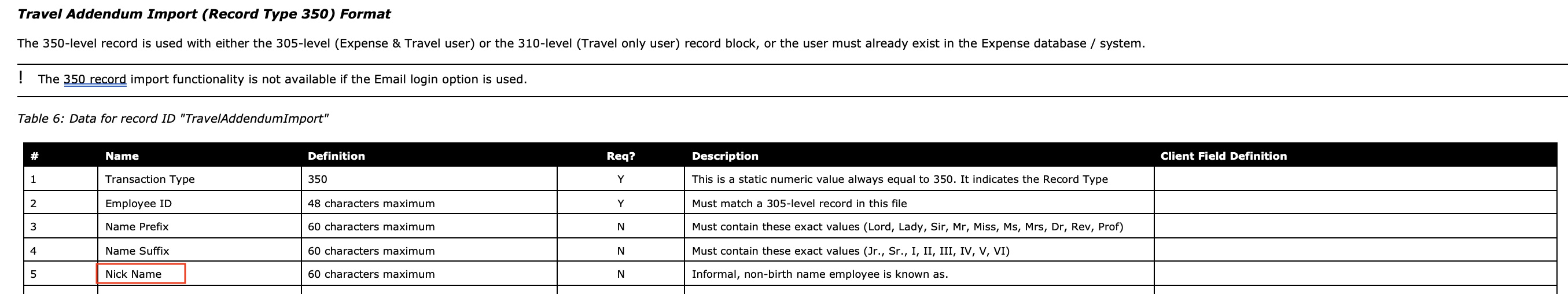
Prior to the May 2022 release, a **Nickname** field was included on the **My Profile – Personal Information** page. With the May 2022 release, this field will be replaced by the **Preferred Name** field.



##### Preferred Name in Import and Extract Files

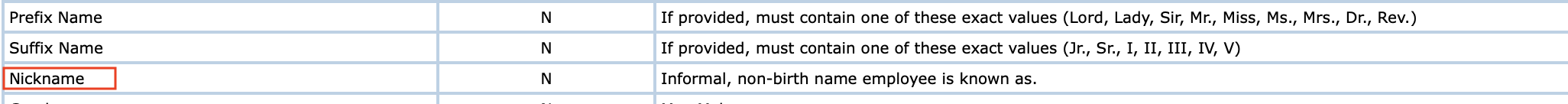
With the May 2022 release, the Nickname fields in import and extract files will be renamed to Preferred name.

**Employee Travel Addendum Import 350**

The **Preferred Name** field will replace the **Nick Name** field in Employee Travel Addendum Import 350.  
  


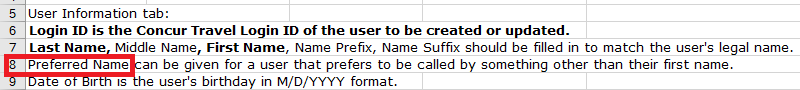
**User Import**

The **Preferred Name** field will replace the **Nickname** field in User Import.



**Import Data**

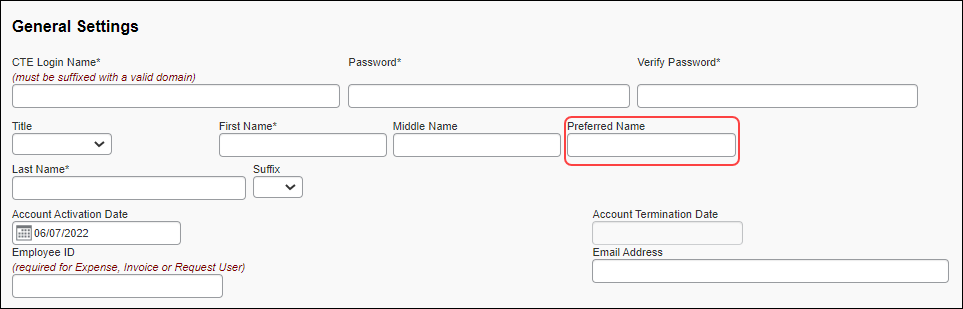
The **Preferred Name** field will replace the **Nickname** field in the user general information template.



1. Previously downloaded templates containing the Nickname field will continue to be processed.

#### June 2022 Release

On the user detail pages in **User Administration**, in the **General Settings** section, the **Nickname** field will be changed from **Nickname** to **Preferred Name**.



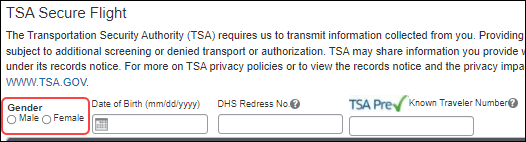
#### Future Releases

##### Title List

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

##### Travel Preferences TSA Secure Flight

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

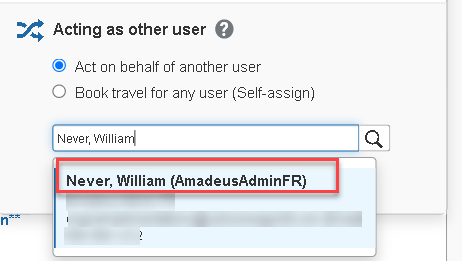
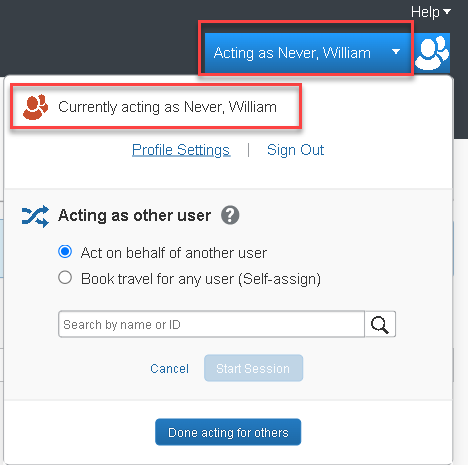


In a future release, users will have two additionaloptions under **Gender**: undisclosed (x) and unspecified (u).

1. When selecting a gender option, users should choose the option that matches the government-issued ID they use when travelling.

##### Web UI Profile Menu

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.

#### Configuration / Feature Activation

These changes will occur automatically over time. Users might need to update the information on the **My Profile – Personal Information** page after the changes are implemented.

For more information, refer to the [*Preferred Name and Nonbinary Gender Options*](https://www.concurtraining.com/customers/tech_pubs/Docs/FactSheets/Preferred%20Name_Nonbinary%20Gender%20Options_FS.pdf) fact sheet.

## Security

### 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

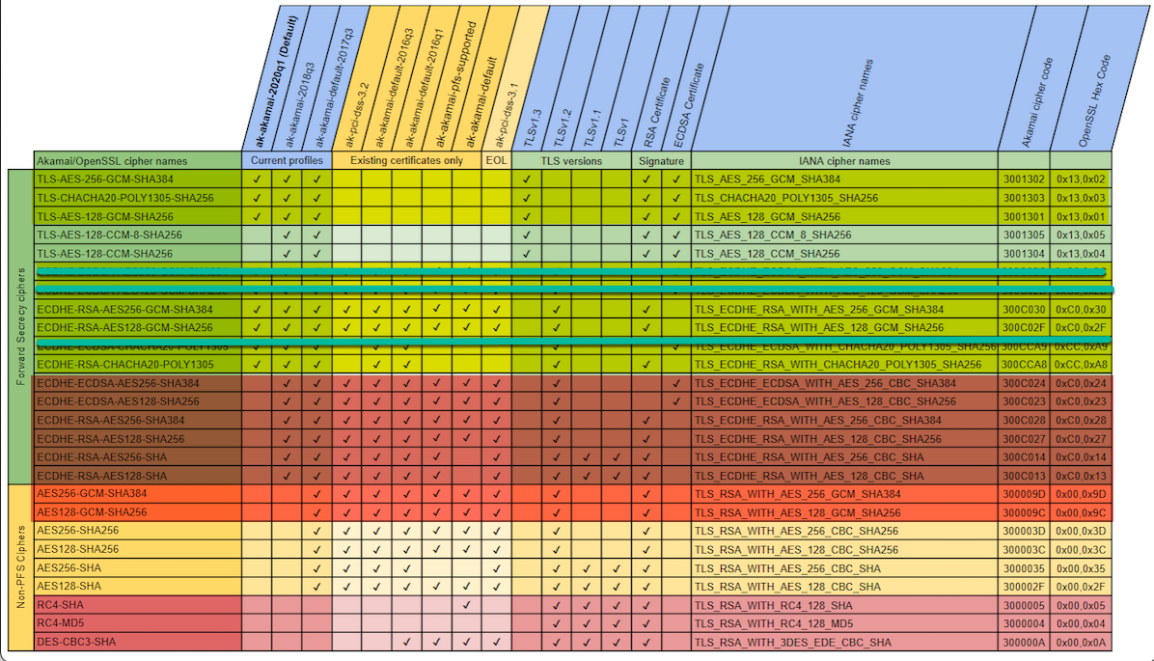
The following ciphers included in the **ak-akamai-2020q1** cipher profile are supported:

|  |  |
| --- | --- |
| 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.

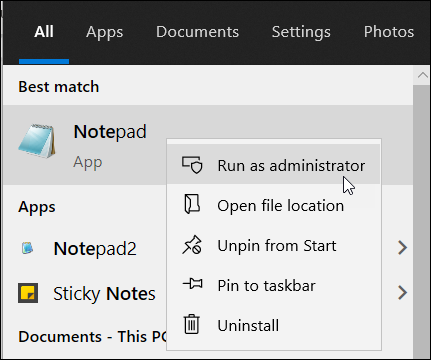
**Example entry**

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

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

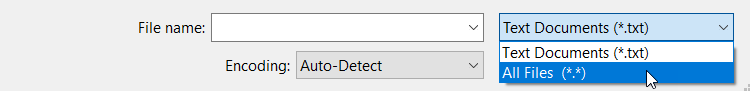
**Windows:**

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.

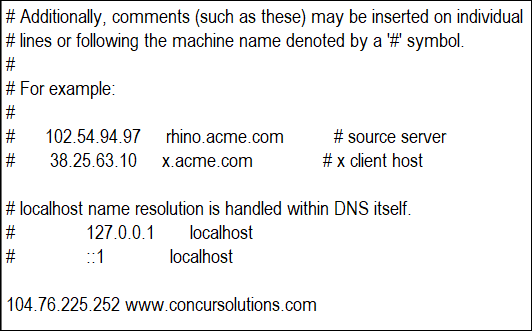
1. In Notepad, click **File** and then click **Open**.
2. Navigate to *C:\\Windows\System32\drivers\etc* and then, to the right of the **File name** field, choose **All Files (\*.\*)** from the menu.



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

### PSE Data Maintenance and Entity Deletion

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| June 10, 2022 | -- | May 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

Expense, Invoice, Request, Intelligence | Professional

#### Overview

As part of SAP Concur routine data maintenance and operations, data in SAP Concur Production Sandbox Environments (PSEs) that is stagnant for more than 76 days is marked for deletion. After being marked for deletion, the PSE is held for 60 days before the deletion process is initiated.

The deletion process consists of four statuses:

* **Enabled**:   
  Entities that have been signed in to within the last 76 days are considered active and remain enabled.
* **Pending Deletion**:   
  Entities that have not been signed in to for 76 days are moved to **Pending Deletion** status (marked for deletion) between 77 and 90 days after the last sign in.

Entities are held in **Pending Deletion** status for 60 days.

* **Delete Initiated**:   
  Entities that have been in **Pending Deletion** status for 60 days are moved to **Delete Initiated** status and deletion of the entity begins. The deletion process is irreversible.
* **Deleted**:   
  The PSE has been deleted and cannot be retrieved.

1. The deletion of data or entities in the production sandbox environment has no impact on live production entities.

##### Business Purpose / Client Benefit

This maintenance activity supports SAP and client data compliance requirements by minimizing the retention of personal data outside of the live production environment.

#### Configuration / Feature Activation

The deletion process for stagnant PSEs occurs automatically.

1. For clients who use the product sandbox environment, SAP Concur support can assist clients with a normal refresh of their current production data in their PSEs.   
     
   If you experience issues signing in to your PSE, contact SAP Concur support for assistance.

### \*\*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.

#### End-User Experience

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.

#### Admin Experience

##### 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.

## SSO Management

### New Checkbox to Hide SSO Sign-In Option

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 11, 2022 | June 10, 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

With the June release, SAP Concur will add a checkbox to the **Add IdP Metadata** and **Edit IdP Configuration** dialogs. The checkbox enables an SSO administrator to prevent a specified SSO sign-in method from being presented to users as a sign-in option on the concursolutions.com sign-in page.

In addition, SAP Concur will add a column to the table in the **IdP Metadata** section of the **Manage Single Sign-On** page to indicate whether the checkbox to hide the SSO sign-in option is enabled (checked) or disabled (unchecked) for each configured sign-in method. A column will also be added to the change history table to indicate whether the configuration of the option changed.

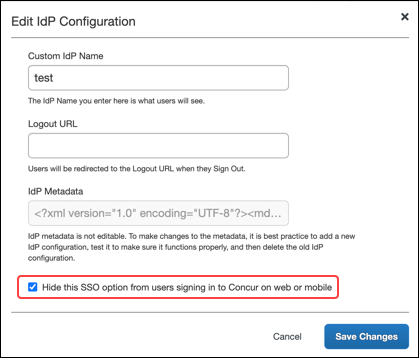
1. Users will still be able to sign-in via the method through other navigation paths as outlined by their company.

##### Business Purpose / Client Benefit

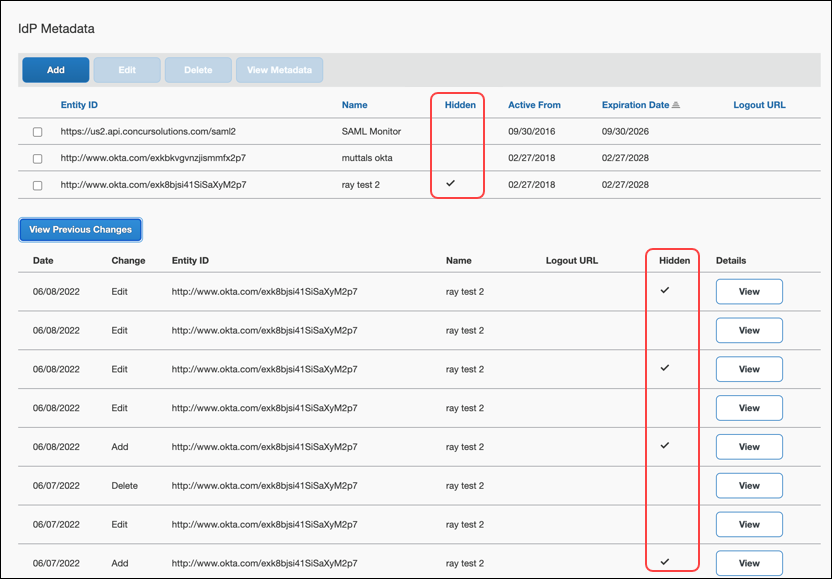
The addition of this checkbox gives the SSO administrator greater control over how end-users sign in to their SAP Concur solutions.

#### SSO Admin Experience

When an SSO admin clicks **Add** or **Edit** in the **IdP Metadata** section, the new checkbox is available at the bottom of the **Add IdP Metadata** or the **Edit IdP Configuration** dialog.



When the admin navigates to the **Manage Single Sign-On** page, if SSO sign-in methods are configured, the new column indicates whether the method is available to end users or hidden from them. In addition, if the admin clicks **View Previous Changes**, a column that tracks changes to the checkbox appears in the **View Previous Changes** table.



1. The SSO sign-in option can be enabled (checked) and disabled (unchecked) in the **Edit IdP Configuration** dialog.

#### Configuration / Feature Activation

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

### Option to Provide URL to IdP Metadata to be Removed

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 11, 2022 | June 10, 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

With the June 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

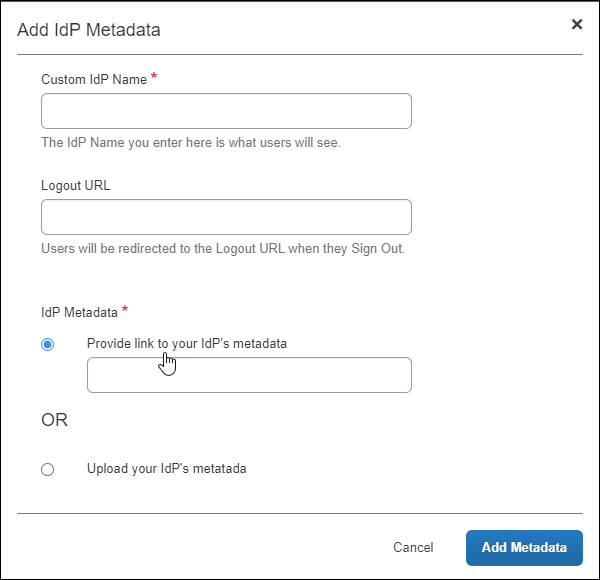
To use the **Provide link to your IdP's metadata** field, clients must first open a support ticket to have the URL added to the SAP Concur allow list. These additional steps do not support the goal of making the SSO management process self-service for our clients.

#### SSO Admin Experience

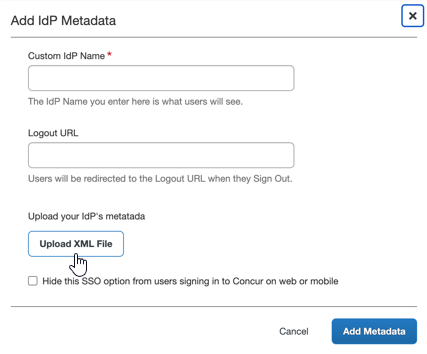
When the SSO admin navigates to the **Manage Single Sign-On** page and then clicks **Add** in the **IdP Metadata** section, they no longer see the **Provide link to your IdP's metadata** field in the **Add IdP Metadata** dialog.

1. The admin will still be able to upload IdP metadata by clicking **Upload XML File**.

**Before**



**After**



#### Configuration / Feature Activation

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

## User Assistance for Admins and End Users

### New Tours Added to User Assistance for Admins and End Users (US, EMEA)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| June 10, 2022 | June 17, 2022 | June 18, 2022 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

Travel, Expense, Request, TripLink | Professional & Standard

The SAP Concur June release includes new User Assistance content (tours). The new tours expand the scope of information provided by User Assistance for Admins and End Users.

The following new tours are included in the June release:

* Concur Travel (Legacy)
* Book a Rail Ticket
* End of booking reminder
* Concur Travel (Evolution of Travel/T2)
* Book a Rail Ticket (Renfe)
* Concur Expense
* Adding Car Mileage to an Expense Report (Mileage Service)
* Concur Request Integrated with Concur Expense
* Adding Expected Car Mileage to a Request (Mileage Service)
* Concur Request Integrated with Concur Travel
* Book then Approve
* Concur TripLink
* Connect to Travel Partner Integrations
* Connect to TripIt Pro
* Remove a personal trip
* Remove a personal segment of a trip
* User Assistant
* Introduction to the Concur User Assistant

##### Business Purpose / Client Benefit

User Assistance for Admins and End Users assists admins and users to learn new tasks more quickly and efficiently by providing guided tours with step-by-step instructions for completing a task. Enabling users to learn and complete tasks more easily drives user adoption, increases efficiency, improves user experience, and improves user satisfaction with SAP Concur solutions.

#### Configuration / Feature Activation

The new tours are automatically available on entities where User Assistance for Admins and End Users is enabled.

For more information about User Assistance for Admins and End Users, including steps for enabling and configuring User Assistance for Admins and End Users, refer to the [*User Assistance for Admins and End Users*](https://www.concurtraining.com/customers/tech_pubs/Docs/FactSheets/User%20Assistance%20for%20Admins%20and%20End%20Users.pdf) fact sheet.

# 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.

## 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.

#### End-User Experience

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.

## File Transfer Updates

### \*\*Planned Changes\*\* New File Transfer Endpoints After Migration to AWS

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| June 10, 2022 | June 17, 2022 | Future Release |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

All Products | Professional & Standard

#### Overview

With the SAP Concur migration to Cloud Platform in AWS, new endpoints will be implemented for file transfers. After your entity is migrated to the new platform, you will receive notification about the migration including the new endpoints. After you receive notification, you will have 30 days to switch from the old endpoint(s) to the new AWS Transfer endpoint(s).

* **IMPORTANT!** Do not switch endpoints until you have been notified. Doing so will have unpredictable results.

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 SAP Concur migration to Cloud Platform in AWS provides a stronger security posture, improved performance and stability, and faster innovation for our clients.

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).

#### Configuration / Feature Activation

After you receive notification that your entity has been migrated to AWS, you will have 30 days to update your systems to point to the new AWS Transfer endpoints.

* **IMPORTANT!** Do not switch endpoints until you have been notified. Doing so will have unpredictable results.

## 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 Change\*\* Consolidation of Resources Under Help Menu

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 18, 2022 | May 13, 2022 | June 30, 2022 and Future release |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

**Applies to:**

All Products | All Editions

#### Overview

In June 2022, SAP plans to begin consolidating SAP Concur help resources under the **Help** menu in SAP Concur solutions. These changes will occur in two phases:

* **Phase 1 -Targeted for June 30, 2022**: In addition to the help content that is currently available from the **Help** menu, SAP Enable Now will be accessed from the **Help** menu.
* For more information about support for SAP Enable Now, refer to the *\*\*Planned Changes\*\* Support for SAP Enable Now* release note in this document.
* **Phase 2 – Targeted for a future release:** The question mark icon (?) that currently provides access to user assistance, video tutorials, and tools for contacting support will be removed and those items will be accessed from the consolidated **Help** menu.
* For more information about user assistance for admins and end users, refer to the [*User Assistance for Admins and End Users*](https://www.concurtraining.com/customers/tech_pubs/Docs/FactSheets/User%20Assistance%20for%20Admins%20and%20End%20Users.pdf)fact sheet.

##### Business Purpose / Client Benefit

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

#### User Experience

When all changes have been implemented, new options will be available in the **Help** menu—for example, if User Assistance for End Users or SAP Enable Now are enabled, a link to access those resources will appear in the **Help** menu.

#### Configuration / Feature Activation

These changes will be implemented automatically.

## User Administration

### \*\*Planned Changes\*\* Standalone White Spaces No Longer Valid in User Account Name Fields

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| June 17, 2022 | -- | Phased beginning in July |
| 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 Concur plans to apply validation that prevents the use of standalone white space characters in name fields in user accounts. This validation will be implemented in phases, beginning in mid-to-late July 2022.

Planned changes include the following:

* Standalone white space characters will no longer be accepted as a valid entry in name fields in user accounts.

1. White space characters that are part of a valid name will be accepted.

* If a name field is populated with only white space characters via the API, the employee import file, or manual entry, a message or error will be returned and the entries will not be accepted.

1. The type of response received when entering an invalid name depends on the method of entry.

##### Business Purpose / Client Benefit

Ensuring that valid names are entered into the name fields in SAP Concur solutions can prevent errors when the data is exported to external systems that do not support or cannot process standalone white space characters in name fields.

#### Admin Experience

If an admin attempts to enter only white spaces in a name field on the **User Details** page, through an API call, or through the employee import process, the entry or entries will not be accepted and a message or error will be returned.

1. White space characters that are part of a valid name—for example, "Mary Ann"—are valid and will continue to be accepted.

#### Configuration / Feature Activation

This validation will be added automatically.

## User Assistance

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

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 11, 2022 | May 13, 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

In late June, 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:

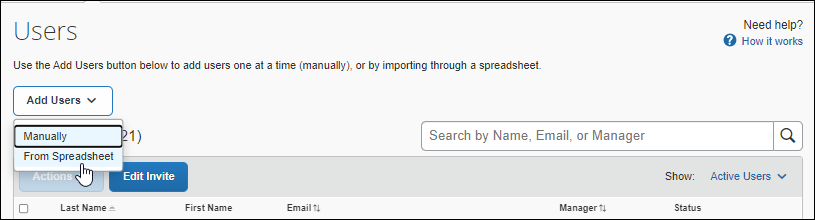
* Improvements to the downloadable user data template including tooltips and dropdown lists
* Removal of the 1000 user maximum for imports and exports of user data
* The addition of a new **Manage Users via a Spreadsheet** page

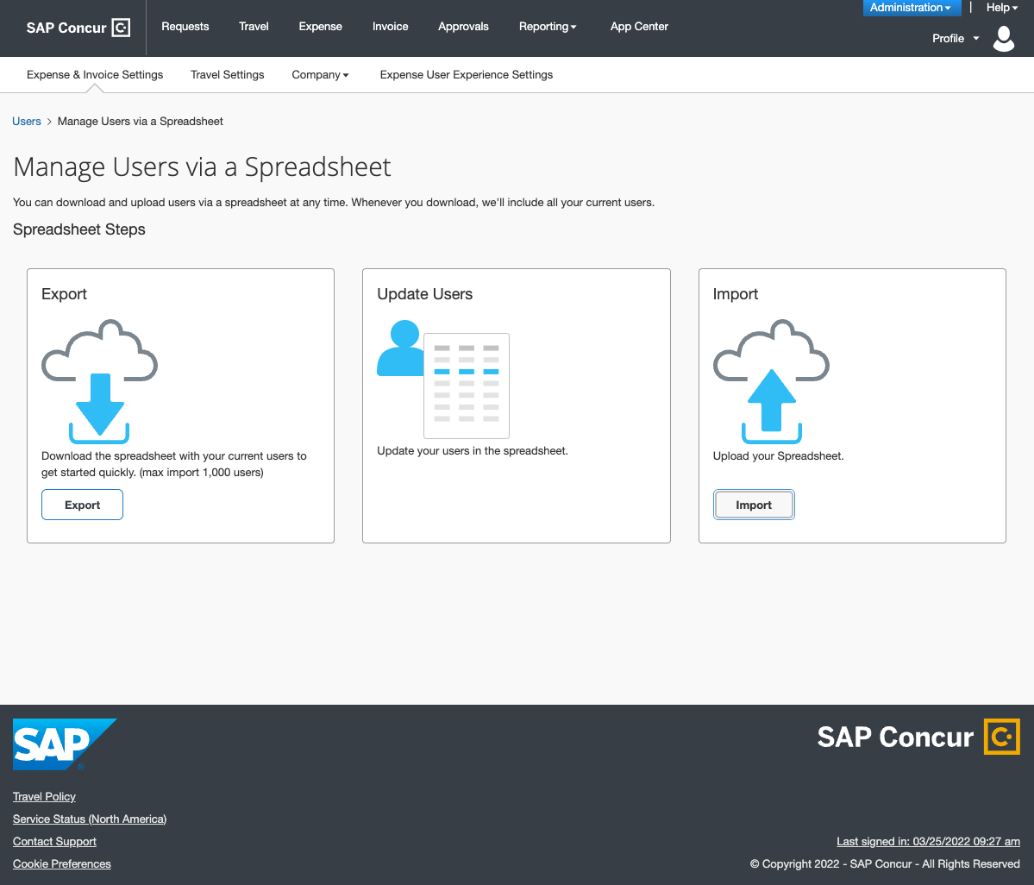
##### Business Purpose / Client Benefit

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

#### Admin Experience

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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