| SAP Concur Release Notes  |              |  |  |  |  |
|---|--------------|--|--|--|--|
| Shared Changes  |              |  |  |  |  |
| Includes cross-product and site-wide changes for:<br>Professional Edition, Standard Edition, and Small Business Edition |              |  |  |  |  |
| Month Audience  |              |  |  |  |  |
| Release Date: October 14, 2023<br>Update #1: Wednesday, October 18, 2023  | Client FINAL |  |  |  |  |

## Contents

| lelease Notes   | 1 |
|---|---|
| Authentication / Password Security  | 2 |
| New Sign-In Settings Page<br>All Products   All Editions  | 2 |
| Financial Integration Service (FIS)   | 7 |
| Enhanced Recall Logic for Reports and Invoices for FIS and SAP Integration with Concur Solutions (ICS)        |   |
| Expense, Invoice   Professional & Standard  |   |
| Home Page   | 8 |
| **Ongoing ** SAP Concur Homepage Changes<br>All Products   All Editions                                       | 8 |
| List Management1  | 1 |
| View and Restore Deleted List Items Using Updated User Interface1<br>Expense, Invoice, Request   Professional | 1 |
| Localization13  | 3 |
| **Ongoing** Translation Term Updates in Croatian1<br>All Products   All Editions                              | 3 |
| **Ongoing** Translation Term Updates in Indonesian14<br>All Products   All Editions                           | 4 |
| Profile Settings / Security1  | 5 |
| **Ongoing** Temporary Security Changes to User Profile  | 5 |
| SAP Concur Integrations1  | 7 |
| Funds and Grants Integration with Concur Solutions Now Available  | 7 |
| SAP Concur Sign In2   | 1 |
| Unified Sign-In Page Updated22<br>All Products   All Editions   | 1 |
| SAP Concur Sign In / Security23   | 3 |
|   |   |

| Mandatory Two-Factor Authentication (2FA) for SAP Concur Sign In23<br>All Products   All Editions |
|---|
| SAP Concur User Assistance27  |
| **Ongoing** Links From the SAP Concur Solutions UI to Product Documentation Being                 |
| Removed27<br>All Products   All Editions  |
| SAP Fiori Themes  |
| **Ongoing** SAP Fiori Horizon Themes for Concur Mobile and Web                                    |
| Planned Changes   |
| SAP Concur User Assistance  |
| **Planned Changes** SAP Concur Product Documentation Moving to the SAP Help Portal                |
| All Product   All Editions  |
| Sign In With Concur   |
| **Planned Changes** Sign-In With Concur Enhancements  |
| Client Notifications  |
| Accessibility41   |
| Accessibility Enhancements41  |
| In-Product User Assistance41  |
| Client Customized Content41   |
| Subprocessors41   |
| SAP Concur Non-Affiliated Subprocessors41   |
| Supported Browsers42  |
| Supported Browsers and Changes to Support42   |
| Additional Release Notes and Other Technical Documentation  |
| Online Help43   |
| SAP Concur Support Portal – Selected Users43  |

# Legal Disclaimer

The information in this presentation is confidential and proprietary to SAP SE or an SAP affiliate company and may not be disclosed without the permission of SAP SE or the respective SAP affiliate company. This presentation is not subject to your license agreement or any other service or subscription agreement with SAP SE or its affiliated companies. SAP SE and its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP SE or an SAP affiliate company's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP SE and its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP SE and its affiliated companies assume no responsibility for errors or omissions in this document, except if such damages were caused by SAP SE or an SAP affiliate company's willful misconduct or gross negligence.

All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

# **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 signin 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
- Standard Edition

## Authentication / Password Security

## New Sign-In Settings Page

| Information First Published  | Information Last Modified | Feature Target Release Date      |  |  |  |  |
|--|---------------------------|----------------------------------|--|--|--|--|
| July 14, 2023  | October 18, 2023          | October 18 and November 15, 2023 |  |  |  |  |
| Any changes since the previous monthly release are highlighted in yellow in this release note. |                           |                                  |  |  |  |  |

## **Applies to:**

## All Products | All Editions

## Overview

Beginning in Q3 2023, SAP Concur plans to make a new **Sign-In Settings** page available to users with the Company Admin role. On the new **Sign-In Settings** page, a Company Admin will be able to define the login policy for SAP Concur solutions.

With the **Sign-In Settings** page, SAP Concur also plans to implement new login policy default settings.

The new **Sign-In Settings** page and policy defaults will be implemented in two phases.

## Phase 1

Phase 1 begins on October 18, 2023. During this phase the new Sign-In Settings page becomes available and the new default settings are available.

## **CLIENT ADMINS**

- The client's current password policy settings will be migrated to the new Sign-In Settings page. Any existing values that fall below or above the SAP Concur minimum or maximum values will be adjusted to fall within SAP Concur parameters.
- During phase 1, client admins will have access to the Sign-In Settings page, and they will be able to update the SAP Concur default settings to meet their company's requirements if needed. However, they will not be able to set values below the SAP Concur minimum requirements, or above the SAP maximum requirements.
  - For more information about the SAP Concur minimum and maximum requirement values, refer to the table in the SAP Concur Minimum, Maximum, and Default Values section of this release note.

## ALL USERS

 During phase 1, existing users do not need to take any action unless they update their password after October 18, 2023. If an existing user changes their password during phase 1, the new password must meet the requirements set on the **Sign-In Settings** page.

 During phase 1, when a new user creates their password, their password must meet the requirements set on the Sign-In Settings page.

## Phase 2

Phase 2 begins on November 15, 2023. During this phase, passwords for users who sign in to SAP Concur with a Concur username and password must meet the requirements set on the **Sign-In Settings** page.

#### <mark>All Users</mark>

- As of November 15, if an existing user signs in with a password that does not meet the requirements set in the **Sign-In Settings** page, the user will be prompted to update their password to meet the requirements.
- When a new user creates their password, their password must meet the requirements set on the Sign-In Settings page.

**NOTE:** SAP Concur also plans to implement mandatory two-factor authentication on the same schedule with the new **Sign-In Settings** page. For more information, refer to the *Mandatory Two-Factor Authentication (2FA) for SAP Concur Sign In* release note in this document.

The new **Sign-In Settings** page enables admins to define the following requirements and parameters:

- Password length and character requirements
- Password expiration and reset requirements
- Account lockout parameters
- Inactive user session timeout parameters
- First sign in password change requirement
- Visibility of username and password reset links
- Email Address requirement for 2FA

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

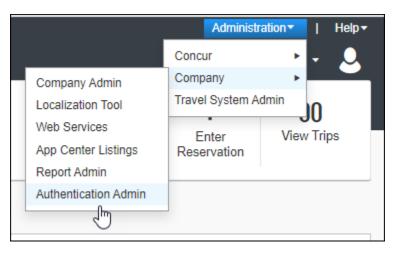
The availability of the **Sign-In Settings** page centralizes login policy settings and simplifies the process for setting login policies.

## Admin Experience

## ACCESSING THE SIGN-IN SETTINGS PAGE

## **Professional Edition**

To access the **Sign-In Settings** page in SAP Concur Professional Edition with the Concur Gateway UI Theme, click **Administration > Company > Authentication Admin**. On the **Authentication Administration** page, click **Sign-In Settings**.



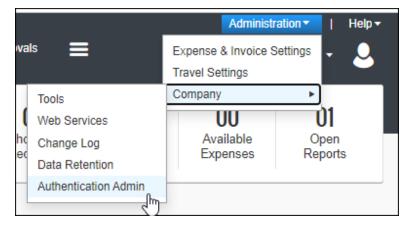
In SAP Concur Professional Edition with an SAP Fiori Theme (E.G. Morning Horizon), click **Home > Authentication Admin**. On the **Authentication Administration** page, click **Sign-In Settings**.

| SAP Concur C  | Home 👻               |                      |
|---------------|----------------------|----------------------|
| <b></b>       | Home                 | 綾 ADMINISTRATION     |
| SAP C         |                      | Company              |
|               |                      | Company Admin        |
| Max Te also   | Requests             | Tools                |
| My Tasks      | Expense              | Web Services         |
| 00 R          | Invoice<br>Approvals | App Center Listings  |
|               |                      | Data Retention       |
| Great! You cu | App Center           | Authentication Admin |
|               |                      | Request              |
|               |                      | Travel               |

## **Standard Edition**

To access the **Sign-In Settings** page in SAP Concur Standard Edition with Concur Gateway UI Theme, click **Administration > Company >** 

Authentication Admin. On the Authentication Administration page, click Sign-In Settings.



In SAP Concur Standard Edition with an SAP Fiori Theme (E.G. Morning Horizon), click **Home > Authentication Admin**. On the **Authentication Administration** page, click **Sign-In Settings**.

| SAP Concur 🖸  | Home 👻  |   |     |
|---|---|---|-----|
|   | Home  | ණු ADMINISTRATION   |     |
| Trip Search<br>We're sorry, but Travel h<br>configured at your comp<br>company's travel admin<br>book a trip. | APPLICATIONS<br>Requests<br>Travel<br>Expense<br>Invoice<br>Approvals | Expense & Invoice Settings<br>Travel Settings<br>Company<br>Tools<br>Web Services<br>Change Log | 1 a |
|   | Reporting<br>Travel Reports<br>Intelligence<br>App Center             | Data Retention<br>Authentication Admin  | p   |

## SAP Concur Minimum, Maximum, and Default Values

Review the following table for the SAP Concur minimum, maximum, and default values:

| Password Strength (required<br>password elements) | Minimum | Maximum | Default |
|---|---------|---------|---------|
| Password length                                   | 8       | 255     | 8       |

| Upper (A-Z) and lower (a-z) case letters required  | True/False       | True/False       | True     |
|--|------------------|------------------|----------|
| Number (0-9) required  | True/False       | True/False       | False    |
| Number or special (non-alphabetic)<br>character required   | True/False       | True/False       | True     |
| Special (non-alphanumeric) character required  | True/False       | True/False       | False    |
| Password Change (password reset and expiration)  | Minimum          | Maximum          | Default  |
| How often users are allowed to change their password   | Never            | Anytime          | Anytime  |
| Password reset allowed once per day  | True/False       | True/False       | True     |
| Number of password changes required before reusing a password  | 4                | 20               | 4        |
| Passwords expire   | True/False       | True/False       | True     |
| Period after which password expires  | 1 month          | 1 year           | 6 months |
| Account Lockout (criteria for<br>locking an account after failed<br>attempt(s))                          | Minimum          | Maximum          | Default  |
| Number of failed sign in attempts allowed before an account is locked                                    | 3                | 20               | 5        |
| Sign in failure window (elapsed time before restarting the failure count)                                | 10 min           | 240 min          | 10 min   |
| Permanent lockout  | True/False       | True/False       | False    |
| Duration of account lockout  | 30 min           | 1440 min         | 120 min  |
| Session Timeout (sign users out after a period of inactivity)  | Minimum          | Maximum          | Default  |
| Display sign out warning (display a<br>warning x minutes before user is<br>signed out due to inactivity) | 0                | 15               | 15       |
| Sign out an idle user (number of minutes a user can be idle before being automatically signed out)       | 10               | 120              | 30       |
| Other settings   | Minimum          | Maximum          | Default  |
| Hide the "Forgot Username" link  | True/False       | True/False       | False    |
| Hide the "Forgot Password" link  | True/False       | True/False       | False    |
| User must change their password on first sign in   | True/False       | True/False       | True     |
| Require users to receive an email link to set up 2FA   | Enabled/Disabled | Enabled/Disabled | Enabled  |

## Configuration / Feature Activation

This change occurs automatically.

## **Financial Integration Service (FIS)**

# Enhanced Recall Logic for Reports and Invoices for FIS and SAP Integration with Concur Solutions (ICS)

| Information First Published  | Information Last Modified | Feature Target Release Date |  |  |  |  |
|--|---------------------------|-----------------------------|--|--|--|--|
| October 6, 2023  |                           | October 2023                |  |  |  |  |
| Any changes since the previous monthly release are highlighted in yellow in this release note. |                           |                             |  |  |  |  |

## Applies to:

## Expense, Invoice | Professional & Standard

## Overview

The Financial Integration Service (FIS) includes logic allowing processors to recall reports or invoices when certain conditions are met. In the October 2023 release, the FIS is updating that logic to fix a potential issue.

Currently the recall logic for a report or invoice extracted through Financial Integration Service (FIS) is allowed even if the posting document hasn't been created at the time of recall. This can happen when the processor approves a report or invoice and immediately recalls it, before FIS can create the posting document, or if there are many transactions on the report/invoice causing the posting document creation to take unusually long.

This results in a report/invoice in an editable status while there is a posting document in *Ready* status that may be imported to the financial system. This mismatch between the various systems will cause issues when the report/invoice is resubmitted and queued for financial integration after final approval.

Prior to this change, FIS allows the report/invoice recall if one of the following conditions is met:

- Associated posting document in *Ready* status
- Associated posting document in *Financial Posting Failed* status
- No associated posting document found (Error 404)

After this change, FIS allows recall if one of the following conditions is met:

• Associated posting document in Ready status

For additional information, refer to the <u>Concur Sign In Security Changes -</u> <u>Two-Factor Authentication (2FA)and New Password Policy UI(SignIn Settings</u> <u>UI)</u> FAQ.

• Associated posting document in *Financial Posting Failed* status

This update applies to clients using one of the following:

- FIS API
- SAP ICS
- Standard Edition connectors for QuickBooks, Xero, and Sage Intacct

## **BUSINESS PURPOSE / CLIENT BENEFIT**

This change brings expense report/invoice and posting document statuses into sync. It reduces the need for support cases by preventing this issue and provides a more reliable integration experience.

## Configuration / Feature Activation

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

## **Home Page**

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

| Information First Published | Information Last Modified            | Feature Target Release Date     |
|-----------------------------|--------------------------------------|---------------------------------|
| December 4, 2020            | October 13, 2023                     | <mark>Q4 2021 – Q1 2024</mark>  |
| Any changes since the prev  | ious 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:** In 2024, 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**

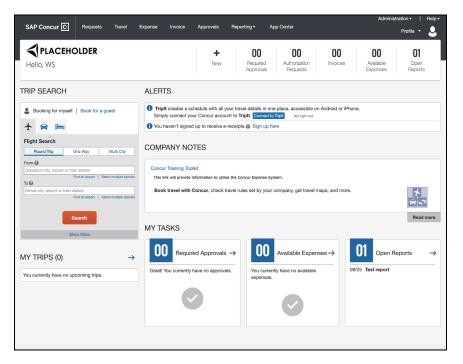
This change ensures that the SAP Concur homepage is available even when some services are unavailable and improves the consistency of the sign in experience.

## End-User Experience

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

**NOTE:** The appearance of the homepage varies depending on which products and services are enabled for the client and the permissions assigned to the user.

## Example



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:

| SAP Concur 🖸  | Requests Travel  | Expense                                    | Invoice       | App Center                                     |  |                               | Links •   Help •<br>Profile • 👤 |
|---|--|--|---------------|--|--|-------------------------------|---------------------------------|
| able to use some service<br>The tiles below sh  | es.<br>ow green if the servic<br>a service by clicking | ce appears to be w<br>its tile or the asso | orking, and r | ed if the service app<br>option. Services that | ars to be unavailable at the<br>ears to be unavailable.<br>show red may not function a | e work to fix the outage, yo  | u still may be                  |
| MY APPLICATION  | IS   |  |               |  |  |                               |                                 |
| Home  |  | ~  | Requests      |  | Travel   | ♥<br>Expen                    | se                              |
| Invoice   |  | ×  | App Center    |  |  |                               |                                 |
| SAP   |  |  |               |  |  | SAP Co                        | oncur 🖸                         |
| Processor Privacy Statement<br>Travet Policy<br>Service Status (North America)<br>Contact Support<br>Cookie Preferences |  |  |               |  |  | <br>Copyright 2020 - SAP Conc | ur - All Rights Reserved        |

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:

| SAP Concur C Travel Expen                          | se Invoice App Center | Profile 👻 💄 |
|--|-----------------------|-------------|
| Invoice Manager<br>му таѕкѕ                        |                       |             |
| Required Approvals<br>Sorry, something went wrong. |                       |             |
|  |                       |             |
|  | ]                     |             |
|  |                       |             |

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 premigration homepage.

## **Example Homepage**

| <u> </u>   |  |                     |                                    |   |                              | Adminis                            | tration •   Help •           |
|--|--|---------------------|------------------------------------|---|------------------------------|------------------------------------|------------------------------|
| SAP Concur C Requests Travel   | Expense Invoice                                  | Approvals F         | Reporting <del>-</del>             | App Center  |                              |                                    | Profile 🝷 💄                  |
| Hello, WS  |  | +<br>New            | <b>DO</b><br>Required<br>Approvals | <b>DO</b><br>Authorization<br>Requests              | <b>DO</b><br>Invoices        | <b>DO</b><br>Available<br>Expenses | <b>01</b><br>Open<br>Reports |
| TRIP SEARCH  | ALERTS   |                     |                                    |   |                              |                                    |                              |
| Booking for myself   Book for a guest  | TripIt creates a sch<br>Simply connect yo        |                     |                                    | me place, accessible or<br>More and Activate Not ri | n Android or iPho<br>ght now | ne.                                |                              |
| ★ 📾 🖿  | You haven't signed                               | up to receive e-rec | ceipts.@ Sign up                   | here  |                              |                                    |                              |
| Flight Search Round Trip One Way Multi City From @   | COMPANY NO                                       | TES                 |                                    |   |                              |                                    |                              |
| Departure city, airport or train station<br>Find an airport   Select multiple airports     | Concur Training Tool<br>This link will provide i |                     | he Concur Expense                  | System.   |                              |                                    |                              |
| To 🖗<br>Arrival city, airport or train station<br>Find an airport Select multiple airports | Book travel with 0                               | Concur, check trav  | el rules set by yo                 | ur company, get travel                              | maps, and more.              |                                    | *                            |
| Search<br>Show More  | MY TASKS   |                     |                                    |   |                              |                                    |                              |
| MY TRIPS (0) $\rightarrow$   | 00 Require                                       | ed Approvals 🕂      | • 00                               | Available Expen                                     | ses →                        | 01 Open R                          | leports →                    |
| You currently have no upcoming trips.  | Great! You currently I                           | nave no approvals.  | You curre<br>expense               | entiy have no available<br>s.                       | C                            | 09/25 Test report                  |                              |
|  | <b>C</b>   |                     |                                    |   |                              |                                    |                              |
|  |  |                     |                                    |   |                              |                                    |                              |

## Configuration / Feature Activation

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

## List Management

## View and Restore Deleted List Items Using Updated User Interface

| Information First Published | Information Last Modified            | Feature Target Release Date     |
|-----------------------------|--------------------------------------|---------------------------------|
| October 13, 2023            |                                      | October 2023                    |
| Any changes since the prev  | ious monthly release are highlighted | in yellow in this release note. |

## Applies to:

## Expense, Invoice, Request | Professional

## Overview

List items deleted by a client may now be viewed by the List administrator for the purpose of reviewing and optionally restoring them for use in Expense. This change is part of a phased effort over several releases to add features and safeguards when working with list items.

## BUSINESS PURPOSE / CLIENT BENEFIT

This ongoing phased update to managing list items helps prevent unintentional deletion and lets the client search for, review, and restore list items under certain conditions.

## Administrator Experience

The List administrator will now see two new user interface additions, **Show Deleted** and **Reactivate**, with corresponding functionality when viewing list items.

**Show Deleted** is always displayed and uses the following values:

- No: Display active list items and sub-items
- Yes: Display all (active and deleted) list items and sub-list items

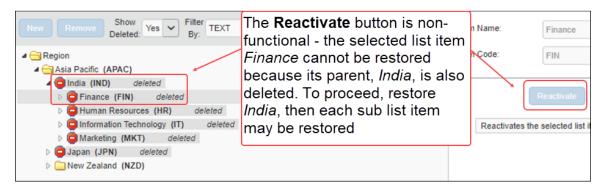
**Reactivate** is functional under the following conditions:

- Parent List Item: Is a deleted parent list item
- Child (Sub) List Item: Is a deleted child list item with an undeleted parent

The admin uses these to display previously deleted list items and then restore them to use under the conditions outlined above.

## SCENARIO: REACTIVATE BUTTON UNAVAILABLE

Whenever the parent to a list item is in a deleted state, its child list item cannot be restored and the **Reactivate** button remains nonfunctional.



## SCENARIO: REACTIVATE BUTTON AVAILABLE

Whenever the parent to a list item is in an active state, its child list item can be restored and the **Reactivate** button is functional.

| New Remove Show Yes Filter TEXT The Reactivate button is functional - the selected list item | N          | India                   |
|--|------------|-------------------------|
| India has a parent Asia Pacific  | n Code:    | IND                     |
| Asia Pacific (APAC)  |            |                         |
| ▷ □ Finance (FIN) deleted  |            | Reactivate              |
| Geleted  | Reactivate | s the selected list ite |
| Information Technology (IT) deleted  |            |                         |
| Discrete Marketing (MKT) deleted   |            |                         |
| Japan (JPN)  |            |                         |
| New Zealand (NZD)  |            |                         |
|  |            |                         |

This also acts as a record that may be reviewed by the admin to understand the status of their list items and decide to restore previously deleted list items.

**NOTE:** Restoring a sub-item (child) is restricted to sub-items where the parent is active – restore a parent list item before attempting to individually restore sub-items to that parent.

## Configuration / Feature Activation

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

For more information, refer to the Shared: List Management Setup Guide.

## Localization

## **\*\*Ongoing\*\*** Translation Term Updates in Croatian

| Information First Published | Information Last Modified            | Feature Target Release Date     |
|-----------------------------|--------------------------------------|---------------------------------|
| October 13, 2023            |                                      | November 11, 2023               |
| Any changes since the prev  | ious monthly release are highlighted | in yellow in this release note. |

## Applies to:

## All Products | All Editions

#### Overview

Starting with the October release, SAP Concur is changing the following terms in the Croatian version of the SAP Concur user interface to bring consistency in translation:

| English Term Current Croatian Term |                | Updated Croatian Term |  |
|------------------------------------|----------------|-----------------------|--|
| receipt                            | priznanica     | račun                 |  |
| bill                               | račun, faktura | obračun               |  |

**NOTE:** Please keep track of this change as it might impact your company's internal documentation or training materials.

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

This revision provides a more accurate translation and improved user experience in Croatian.

## End-User Experience

The user sees the updated term for receipt and bill in the Croatian version of the SAP Concur user interface.

## Configuration / Feature Activation

This change occurs automatically; No configuration steps are required.

## **\*\*Ongoing\*\*** Translation Term Updates in Indonesian

| Information First Published  | Information Last Modified | Feature Target Release Date |  |  |  |
|--|---------------------------|-----------------------------|--|--|--|
| October 13, 2023   |                           | November 11, 2023           |  |  |  |
| Any changes since the previous monthly release are highlighted in yellow in this release note. |                           |                             |  |  |  |

#### Applies to:

## **All Products | All Editions**

#### **Overview**

Starting with the October release, SAP Concur is changing the following terms in the Indonesian version of the SAP Concur user interface to bring consistency in translation:

| English Term | Current Indonesian Term              | Updated Indonesian Term |
|--------------|--------------------------------------|-------------------------|
| itinerary    | rute perjalana<br>rencana perjalanan | rencana perjalanan      |
| expense      | biaya<br>pengeluaran                 | biaya                   |

**NOTE:** Please keep track of this change as it might impact your company's internal documentation or training materials.

## BUSINESS PURPOSE / CLIENT BENEFIT

This revision provides a more accurate translation and improved user experience in Indonesian.

## End-User Experience

The user sees the updated term for itinerary and expense in the Indonesian version of the SAP Concur user interface.

## Configuration / Feature Activation

This change occurs automatically; No configuration steps are required.

## **Profile Settings / Security**

## **\*\*Ongoing\*\*** Temporary Security Changes to User Profile

| Information First Published | Information Last Modified  | Feature Target Release Date |  |  |  |
|-----------------------------|--|-----------------------------|--|--|--|
| July 6, 2023                | October 13, 2023   | June 28, 2023               |  |  |  |
| Any changes since the prev  | Any changes since the previous monthly release are highlighted in yellow in this release note. |                             |  |  |  |

## Applies to:

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

## Overview

The evolving cybersecurity landscape requires that SAP Concur temporarily adopt the following security measures when editing the following profile options for an end-user:

## End User Experience

## Email 1

- If an end user changes an email address in the Email Addresses section of the My Profile - Personal Information page, a confirmation email is sent to both the old and updated email addresses. For example, if a user changes the email address associated with Email 1, a confirmation email is sent to both the previous (changed) and new Email 1 addresses. And if the Email 2 email address is changed, a confirmation email is sent to both the old and new Email 2 email addresses.
- Existing profile settings that prevent the email change notification from being sent are ignored and the emails are sent to the end-user as stated in the previous bullet.

## Last Name

- End users who sign in via SSO: End users who sign in to SAP Concur Solutions via SSO can update the Last Name field on the My Profile -Personal Information page.
- End users who sign in using a username and password: The system prevents users who sign in using a username and password from updating the Last Name field on the My Profile Personal Information page. An administrator can change the information in the Last Name field through the User Administration page.

## Administrator Experience

- Administrators can still change the **Last Name** field of a user's profile through the **User Administration** page.
- Administrators can also continue to update the Last Name field of a user's profile through the Concur API, import file, and feed options.

## BUSINESS PURPOSE / CLIENT BENEFIT

These changes help to ensure the integrity of SAP Concur client data.

## Accounts Disabled by SAP Concur

During routine monitoring activities, SAP Concur may notice abnormal changes to user profiles including name, primary email address, secondary email address, and potentially fraudulent travel bookings. The accounts within your environment that may be linked to fraudulent activity may be disabled. To reenable these accounts, please work directly with your account administrator, or SAP Concur Support. We encourage all customers to adhere to strong password security measures and configurations. For further information, please visit the Password Security article on the SAP Help Portal <u>Password Security | SAP Help Portal</u>.

## Configuration / Feature Activation

This security change is enforced by default for all applicable products. No change to this behavior is available to the client at this time and the client will be notified of any changes they may need to make in a future release.

**IMPORTANT:** These changes are temporary and will be reversed in the future: clients will be informed of these changes in a subsequent release.

## **SAP Concur Integrations**

## Funds and Grants Integration with Concur Solutions Now Available

| Information First Published | Information Last Modified             | Feature Target Release Date     |
|-----------------------------|---------------------------------------|---------------------------------|
| October 6, 2023             |                                       | October 14, 2023                |
| Any changes since the prev  | vious monthly release are highlighted | in yellow in this release note. |

## Applies to:

## Expense, Request | Professional Edition

## Overview

SAP has added integration functionality to connect Concur Expense and Concur Request with the SAP S/4HANA funds and grants management module. The Funds and Grants Integration with Concur Solutions enables automatic funds check and funds reservation against funds, grants, and budgets maintained within SAP.

The integration allows clients to:

- Perform funds checks at various points in the report/request workflow
- Create funds reservations at various points in the report/request workflow
- Automatically release funds when spend concludes
- Monitor and manage the integration using the new Funds and Grants Integration > Monitor Integration and Configuration pages
- Route unsuccessful obligation documents to the Integration Manager for resolution

The integration adds the following new user roles:

- Integration Manager
- Integration Manager Advanced
- Integration Manager View Only

These new roles provide permissions for the new **Funds and Grants Integration > Monitor Integrations** and **Configuration** pages.

## BUSINESS PURPOSE / CLIENT BENEFIT

Funds and Grants Integration with Concur Solutions helps ensure spend is properly allocated, spend is reserved before it is reimbursed, funds availability for anticipated spend is tracked, and funds are released appropriately.

#### Prerequisites

The following prerequisites are required to use the Funds and Grants Integration with Concur Solutions:

- Financial integration with SAP Integration with Concur Solutions (ICS)
- Concur Expense Professional/Premium Edition
- (Optional) Concur Request Professional/Premium Edition (if your organization wants to use pre-spend reservations of funds)
- SAP S/4HANA 2023 release or SAP S/4HANA Cloud, public edition

**NOTE:** The SAP Funds and Grants integration with Concur Solutions cannot be used concurrently with Concur Budget.

#### **User Experience**

When an expense report or request reaches a workflow step with the integration enabled, the expense report or request status is updated, and the integration-related actions are displayed in the **Audit Trail**.

In Concur Request, when a Funds Check or Funds Reservation is in process for a request, the user will see the status, Pending External Validation, on the request.

Sample Request Awaiting Funds Check or Funds Reservation USD 11.00
Pending External Validation
Request ID: 37TP

In Concur Expense, when a Funds Check or Funds Reservation is in process for an expense report, the user will see the status, Pending Funds Check or Pending Funds Reservation, on the expense report.

Sample Report Awaiting Funds Check or Funds Reservation €11.00

The Funds Check or Funds Reservation actions are displayed in the **Audit Trail** for an expense report or request.

This example shows a successful Funds Reservation and Funds Check action in the audit trail for a request.

| equest Level           |                 |                        |  |
|------------------------|-----------------|------------------------|--|
| Date/Time↓ <sup></sup> | Updated By↓↑    | Action↓↑               | Description↓↑  |
| 08/30/2023 7:49 AM     | System, Concur  | Approval Status Change | Status changed from Pending External Validation to Approved  |
| 08/30/2023 7:49 AM     | System, Concur  | Funds Reservation      | Funds successfully reserved in the financial system          |
| 08/30/2023 7:48 AM     | Never, William  | Approval Status Change | Status changed from Submitted & Pending Approval to Approved |
| 08/30/2023 7:46 AM     | System, Concur  | Approval Status Change | Status changed from Pending External Validation to Approved  |
| 08/30/2023 7:46 AM     | System, Concur  | Funds Check            | Sufficient funds available                                   |
| 08/30/2023 7:44 AM     | Hetfield, James | Approval Status Change | Status changed from Submitted to Pending External Validation |
| 08/30/2023 7:44 AM     | Hetfield, James | Approval Status Change | Status changed from Not Submitted to Submitted               |

This example shows an unsuccessful Funds Check action in the audit trail for a request.

| Request Level<br>Date/Time↓₹ | Updated By↓↑    | Action↓↑               | Description↓↑  |
|------------------------------|-----------------|------------------------|--|
| 08/30/2023 6:02 AM           | System, Concur  | Funds Check            | Insufficient funds available                                 |
| 08/30/2023 5:58 AM           | Hetfield, James | Approval Status Change | Status changed from Submitted to Pending External Validation |
| 08/30/2023 5:58 AM           | Hetfield, James | Approval Status Change | Status changed from Not Submitted to Submitted               |

## Admin Experience

In Tools (Administration > Tools), there is a new Funds and Grants Integration section that contains the Monitor Integrations and Configuration pages.

| SAP Cor             | ncur    | с и     | Administra | tion 🖣 |
|---------------------|---------|---------|------------|--------|
| Company             | •       | Request | Travel 🗸   | Exp    |
| Tools               |         |         |            |        |
| Funds and           | d Gr    | ants In | tegratio   | on     |
| Monitor Integration | ations  |         |            |        |
| Tools               | _       |         |            |        |
| Company Card        | đ       |         |            |        |
| Card Integratio     | on Adr  | nin     |            |        |
| Cash Advance        | Admi    | n       |            |        |
| Attendee Adm        | in      |         |            |        |
| Import/Extract      | Monit   | or      |            |        |
| File Export Co      | nfigura | ation   |            |        |
| Payroll Integra     | tion    |         |            |        |

The administrator can use the **Configuration** page to assign different integration configurations to the various Expense Groups. You can also use this page to create new configurations or modify the default configuration for the Funds and Grants Integration with SAP Concur Solutions. All groups are initially assigned to the default configuration.

| Configuration  |  |                   |
|--|--|-------------------|
| <b>Configure Funds and G</b><br>This tool assists with configuring responses<br>data and monitoring tool and creation of n | s generated by the financial system, obligations | New Configuration |
| Default Configuration  | DE & US Acquisitions                             |                   |
| Global<br>China<br>India   | Deutschland<br>US                                |                   |
| SAP ERP solution   | Non SAP ERP solution                             |                   |

## MONITORING THE SAP FUNDS AND GRANTS INTEGRATION

Users assigned the applicable integration manager role can use the **Monitor Integrations** page to track and manage the obligation documents for the employee groups to which they have access.

| ~     | 6<br>ction Required | 57<br>Read    |                  | 8<br>erved and Sent Back | 8<br>Sent Back without<br>Reservation<br>A in the last 90 days |                 |                |                           |         |
|-------|---------------------|---------------|------------------|--------------------------|--|-----------------|----------------|---------------------------|---------|
| _     | and Grants Doo      | _             | on Required (6)  |                          |  |                 |                | Search                    |         |
| Retry | Send Back Bys       | Status Date†ª | Integration Type | Responses                |  | Document Type↓↑ | Document ID.‡† | Employee Name‡†           | Actions |
|       | Action Required     | 08/29/2023    | Funds Check      | 000(CTE_FND_POSTI        | NG), 000(CTE_FND_POSTING)                                      | REQUEST         | 393ТС          | Kingston US Test Supplier |         |
|       | Action Required     | 08/30/2023    | Funds Check      | 126(CTE_FND_POSTIN       | NG), 001(BUAVC), 005(FMAVC)                                    | REQUEST         | 393WC          | Traveler PS01             |         |
|       | Action Required     | 08/30/2023    | Funds Check      | 000(CTE_FND_POSTI        | NG), 000(CTE_FND_POSTING)                                      | REQUEST         | 3943           | James Hetfield            |         |
|       | Action Required     | 08/31/2023    | Funds Check      | 000(CTE_FND_POSTI        | NG), 000(CTE_FND_POSTING)                                      | REQUEST         | 394C 🕑         | James Hetfield            |         |
|       | Action Required     | 08/31/2023    | Funds Check      | 126(CTE_FND_POSTIN       | IG), 001(BUAVC), 005(FMAVC)                                    | REPORT          | F9YOHE C       | Traveler PS01             |         |
|       |                     | 09/03/2023    | Funds Check      |                          | (G), 001(BUAVC), 005(FMAVC)                                    | REQUEST         | 394HCC         | Traveler PS01             |         |

## Configuration / Feature Activation

This integration is available for new or existing clients using Concur Expense Professional Edition and optionally Concur Request Professional Edition. The feature is enabled in Concur Expense Group Configurations. The feature is configured in Concur Expense and Concur Request Workflows and Funds and Grants Integration Configuration under Tools, with additional configuration in other SAP products.

For more information, refer to the *Shared: Funds and Grants Integration with Concur Solutions Setup Guide for Professional Edition*.

## SAP Concur Sign In

## **Unified Sign-In Page Updated**

| Information First Published | Information Last Modified            | Feature Target Release Date     |
|-----------------------------|--------------------------------------|---------------------------------|
| October 13, 2023            |                                      | Late September, 2023            |
| Any changes since the prev  | ious monthly release are highlighted | in yellow in this release note. |

## Applies to:

## All Products | All Editions

## Overview

In late September 2023, SAP Concur updated the appearance of the unified sign-in page.

## **BUSINESS PURPOSE / CLIENT BENEFIT**

The updated appearance is more consistent with the appearance of the general concursolutions.com sign-in page.

## End-User Experience

When signing in to SAP Concur solutions through a unified sign-in page—for example, when signing in through SSO via a page with multiple sign-in choices—the user sees the new page design.

## Example

| < Sign In                                  |
|--|
| Sign in with:                              |
| Okta v2                                    |
| Azure                                      |
| Azure test                                 |
| Azure SAML v2                              |
| Azure kyon                                 |
| IAS  |
| Azure Konno                                |
| Google test                                |
| SAP Concur Password                        |
| Need support or not yet a Concur customer? |

## Configuration / Feature Activation

This change occurred automatically.

## **SAP Concur Sign In / Security**

## Mandatory Two-Factor Authentication (2FA) for SAP Concur Sign In

| Information First Published | Information Last Modified             | Feature Target Release Date      |
|-----------------------------|---------------------------------------|----------------------------------|
| July 21, 2023               | October 6, 2023                       | October 18 and November 15, 2023 |
| Any changes since the prev  | vious monthly release are highlighted | in yellow in this release note.  |

## Applies to:

## All Products | All Editions

## Overview

To enhance the security of all SAP Concur users, SAP Concur plans to implement mandatory two-factor authentication (2FA) for users who sign in to SAP Concur solutions with a Concur username and password.

Mandatory 2FA will be implemented in two phases. The first phase is targeted for October 18, 2023. The second phase is targeted for November 15, 2023.

## BUSINESS PURPOSE / CLIENT BENEFIT

2FA provides improved security for SAP Concur clients.

## Implementation Phases for Mandatory 2FA

## PHASE 1

Phase 1 of the mandatory 2FA implementation begins on October 18, 2023.

During this phase:

 All users can set up 2FA without adding or verifying an email address in the Email Address section of their Profile Settings > Personal Information page.

## **NOTE: Valid Email Address**

A valid email address is an email address that can send and receive email messages.

• Although a valid email address is not required during this phase, SAP Concur recommends that users add a valid email address before phase 2 begins on November 15, 2023.

**NOTE:** SAP Concur also plans to implement a new sign-in policy settings page and default sign-in policy settings on the same schedule with 2FA. For more information, refer to the *New Sign-In Settings Page* release note in this document.

• Beginning on October 18, if it is not already setup, after a user enters their SAP Concur sign in credentials (username and password) on the Concur sign in page, they will be prompted to setup 2FA.

## PHASE 2

Phase 2 of the mandatory 2FA implementation begins on November 15, 2023.

During this phase:

 To ensure they can receive a link via email to begin the setup of 2FA, all users must have a valid email address added to the Email Address section of their Profile Settings > Personal Information page in Concur.

**NOTE:** Company Admins will be able to disable the email address requirement through the new **Sign-In Settings** page.

For more information about the **Sign-In Settings** page, refer to the *New Sign-In Settings Page* release note in this document.

- If the user does not have a valid email address added to their profile, they must contact their Company Admin or Concur Customer Support to setup 2FA.
- The user's email address must be a valid one, but it does not have to be verified.

**NOTE:** A verified email address is an email address that has been successfully verified through the **Email Address** section of a user's **Profile Settings > Personal Information** page in Concur.

Users are **not** required to verify their email address.

Company Admins will have the option to opt out of phase 2 and enforce only phase 1. The option to disable phase 2 will be available through the new Sign-In Settings page. The ability to opt out of phase 2 on the new Sign-In Settings page will be available one week prior to launch of phase 2.

**NOTE:** Opting out of phase 2 is not recommended. Phase 2 offers an additional layer of security for your SAP Concur user accounts.

#### **User Experience**

When this change is implemented, users will be required to enroll in 2FA during the sign in process and they might need to download an authenticator app to complete 2FA if they do not already have one.

**NOTE:** If you have multiple username and password sign in credential combinations for SAP Concur solutions, you must follow the enrollment process for each set of credentials.

#### **2FA ENROLLMENT PROCESS**

- 1. On the Concur mobile or web sign in page, enter your SAP Concur username and password.
- 2. After entering your password, the **Set Up Two-Factor Authentication** page is presented.

| < 9     | Sign In   |
|---------|---|
| Inted   | niv@thub.com  |
| Set L   | Ip Two-factor Authentication  |
| aign-in | ait set up two-factor authentication to continue<br>. Use your authenticator app (such as Monsort<br>ficator or Google Authenticator) to scan the DR<br>elow. |
|         |   |
| Can't   | scan the QR code?   |
| Bat up  | manually with a key   |
| ADM     | ricution Code   |
|         |   |
|         | Signin  |
| Needla  | elo signing ia  |
|         | Caser about SAP Concar for your backness  |

- If you are using a mobile device to setup 2FA and have already downloaded an authenticator app, you can scan the QR code on the **Set Up Two-Factor Authentication** page to begin setting up 2FA for SAP Concur solutions.
- If you do not yet have an authenticator app setup, you can download one and then proceed to setup 2FA.
- If you do not have a mobile device or prefer not to use one for this process, you can use an authenticator app in a web browser.

**NOTE:** Your company might have requirements or restrictions concerning authenticator apps. You might need to contact your administrator or IT department to confirm which authenticator apps are permitted. SAP Concur does not have access to information about your company's specific authenticator app requirements.

3. Follow the steps or prompts from the authenticator app to generate a 6-digit code. These steps vary depending on which authenticator app you are using.

**NOTE:** SAP Concur does not have information about which authenticator app you use and cannot provide steps for this process. Consult the authenticator app user guide or your company's IT department if you require assistance with this step.

4. Enter the 6-digit code into the **Authentication Code** field on the **Set Up Two-Factor Authentication** page. 5. Click Sign In.

## ENROLLMENT PROCESS USING A MANUAL KEY

If you are unable to scan the QR code on the **Set Up Two-Factor Authentication** page, you can use the manual process.

1. Click the **Set up manually with a key** link.

The manual setup key is presented.

| < !     | Sign In  |
|---------|--|
| hubad   | min@thub.com   |
| Set L   | Ip Two-factor Authentication   |
| sign-ir | ust set up two-factor authentication to continue<br>. Use your authenticator app (such as Microsoft<br>ricator or Google Authenticator) to scan the GR<br>elice. |
| 0000000 |  |
|         | scan the QR code?  |
| Autor   | tication Code  |
|         | Bigs In  |
| Seed 1  | ang sagnang in   |
|         | Laure about SAP Concer for your business   |

2. Follow the steps in your authenticator app to enter the key manually. These steps vary depending on which authenticator app you are using.

**NOTE:** SAP Concur does not have information about which authenticator app you use and cannot provide steps for this process. Consult the authenticator app user guide or your company's IT department if you require assistance with this step.

- 3. After you enter the key manually and follow the steps in your authenticator app, the authenticator app will generate a 6-digit code. Enter the code into the **Authentication Code** field on the **Set Up Two-Factor Authentication** page.
- 4. Click Sign In.

After 2FA is implemented for SAP Concur solutions, users must use 2FA when they sign in to SAP Concur solutions. This typically means that the user will be prompted to enter a one-time 6-digit code generated by the authenticator app each time they sign in to SAP Concur solutions.

## Configuration / Feature Activation

2FA will be automatically implemented; there are no steps to enable 2FA for SAP Concur solutions.

After it is implemented, users will be prompted to enroll in 2FA during the sign in process and once enrolled, users will be required to perform 2FA when signing in to SAP concur solutions.



For additional information, refer to the <u>Concur Sign In Security Changes -</u> <u>Two-Factor Authentication (2FA) and New Password Policy UI(SignIn Settings</u> <u>UI)</u> FAQ.

## SAP Concur User Assistance

# **\*\*Ongoing\*\* Links From the SAP Concur Solutions UI to Product Documentation Being Removed**

| Information First Published  | Information Last Modified | Feature Target Release Date |  |  |  |  |  |  |
|--|---------------------------|-----------------------------|--|--|--|--|--|--|
| May 12, 2023   | June 8, 2023              | Ongoing in 2023             |  |  |  |  |  |  |
| Any changes since the previous monthly release are highlighted in yellow in this release note. |                           |                             |  |  |  |  |  |  |

## Applies to:

## All Products | All Editions

## Overview

Some pages in the SAP Concur solutions UI include links to product documentation or other content. In June 2023, SAP Concur will begin removing these links.

The SAP Help Portal is the central source for all product documentation, release notes, and other content. SAP Concur clients can use the <u>SAP Concur</u> page on the SAP Help Portal to find the complete library of SAP Concur solutions documentation.

## BUSINESS PURPOSE / CLIENT BENEFIT

Because the links to product documentation from the SAP Concur solutions UI point to English-only content, the experience is not optimal for users that view the UI in languages other than English. In addition, direct links to a single document prevent the user from viewing and navigating the entire content library.

To align with SAP best practices, in June 2023, SAP Concur will begin removing direct links from the SAP Concur solutions UI that point to product documentation on concurtraining.com. This process will be ongoing in 2023.

## Admin and End-User Experience

SAP Concur solutions UI pages with links to product documentation will be updated to remove the links.

## Example

| Company - Expense Invoic  | 0   |
|---|---|
| Company Admin Home  | User Import   |
| Company Admin   | Upload File Review Import Results   |
| User Administration<br>User Administration<br>Add User<br>Self-Registration Setup<br>Self-Registration Approval<br>Send Mobile Instructions<br>User Permissions<br>Data Retention<br>Data Retention | The User Import can be used to import new users and update existing user information. The User Import requires Microsoft Excel and a user import template formatted to your organization's specifications. To download the user import base template: 1. Make sure all other Excel spreadsheets are closed. 2. Click on one of the following template link: User Import Information, Credit Card Information, Bank Account Information . 3. Save the file to your computer. 4. Open the file using Microsoft Excel. You can enter user data directly in this file, or use it as a guide to generate the user import spreadsheet. Note: all cells in the spreadsheet must be formatted as text to prevent loss of data. Refer to the User Guide for detailed information on how to populate the spreadsheet. 1. Click Browse 2. Locate the user import spreadsheet and click Open. 3. Click Upload Your Data Choose File No file chosen Upload Your Data |
|   |   |

## Configuration / Feature Activation

This change will be made in phases, starting in June 2023.

## **SAP Fiori Themes**

## **\*\*Ongoing\*\* SAP Fiori Horizon Themes for Concur Mobile and Web**

| Information First Published | Information Last Modified            | Feature Target Release Date                    |
|-----------------------------|--------------------------------------|--|
| February 10, 2023           | September 15, 2023                   | Phased release: May 2023<br>through April 2024 |
| Any changes since the prev  | ious monthly release are highlighted | in vellow in this release note.                |

## **Applies to:**

## All Products | All Editions

#### Overview

SAP Concur plans to adopt the SAP Fiori with Horizon visual design theme family for all SAP Concur solutions on both the mobile app and the web.

Implementation of the SAP Fiori with Horizon visual design theme impacts the look and feel of SAP Concur solutions by updating fonts, font sizes, icons, colors, and shapes. In addition, in both the SAP Concur mobile and web UI, navigation from the home page is slightly modified.

Introduction of the new design themes will be phased beginning on May 20, 2023. SAP Concur plans to fully implement the new theme, decommissioning the current, legacy theme, in 2024.

## BUSINESS PURPOSE / CLIENT BENEFIT

These changes improve the overall user experience, better support accessibility features, and help to provide a consistent user experience across all SAP products.

#### Admin Experience

## MOBILE

SAP Concur has implemented SAP Fiori with Horizon in the Mobile app.

## WEB UI

SAP Concur began implementing SAP Fiori with Horizon themes in phases beginning in May 2023:

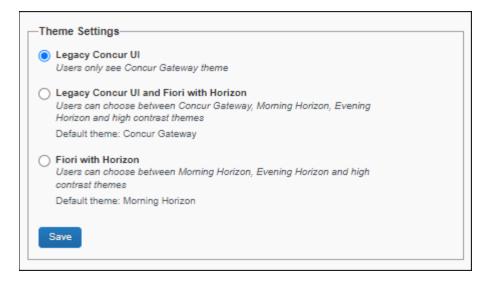
**Phase 1 – May 20, 2023, and June 22, 2023**: On May 20, 2023, SAP Concur implemented **Theme Settings** for SAP Concur Professional edition clients and for most Standard edition clients. On June 22, 2023, **Theme Settings** were enabled for the remaining Standard edition clients.

Admins with the required permissions can access **Theme Settings** from the following locations:

- **Standard Edition:** Theme settings are accessed from the **Administration > Tools** page.
- Professional Edition: Theme settings are available on the Administration
   > Company > Company Admin > Company Settings page.

In the theme setting section, admins can choose between the following options:

- **Legacy Concur UI:** End users only see the legacy Concur Gateway theme.
- Legacy Concur UI and Fiori Horizon: End users see the legacy Concur Gateway theme by default. On the **Profile Settings > System Settings** page, they can choose between the Concur Gateway theme, Morning Horizon, Evening Horizon, and high contrast themes.
- Fiori Horizon: End users see Morning Horizon by default. On the Profile Settings > System Settings page they can choose between the Morning Horizon, Evening Horizon, and high contrast themes.



If you select **Legacy Concur UI** and then click **Save**, the following message is presented:

"Successfully updated theme settings!

Users can set themes on the Profile System Settings page. The page will be reloaded to show changes."

If you select **Legacy Concur UI and Fiori with Horizon** and then click **Save**, the following message is presented:

"This change to theme settings is permanent and cannot be undone. The Fiori with Horizon themes will be options for users to use and cannot be removed. Okay to proceed?"

After you click **OK**, the following message is presented and the **Legacy Concur UI** option is no longer available in **Theme Settings**:

"Successfully updated theme settings!

Users can set themes on the Profile System Settings page. The page will be reloaded to show changes."

If you select the **Fiori with Horizon** option, after you click **OK**, all options in **Theme Settings** are removed and the follow message is presented:

"Users can choose between Morning Horizon, Evening Horizon and high contrast themes Default theme: Morning Horizon

This company is already using the latest theme settings"

**NOTE:** If you select **Fiori with Horizon** in **Theme Settings**, you will not have the option to revert to options that include the legacy Concur Gateway theme until the option is made available in October 2023.

**Phase 2 – Beginning October 2, 2023:** On October 2, 2023, SAP Concur plans to start the process of setting Morning Horizon as the default SAP Concur UI theme for all clients. The process of updating all existing SAP Concur clients to the new default setting will take some time. New clients will automatically default to the Morning Horizon theme.

When Morning Horizon becomes the default UI theme in October, existing SAP Concur client admins will have access to **Theme Settings** and will be able to revert to the legacy Concur Gateway theme.

**NOTE:** When Morning Horizon becomes the default theme, Admins for preexisting Concur entities will be able choose either the legacy Concur Gateway theme or SAP Horizon for Fiori themes. A hybrid option that enables both sets of themes will not be available.

**Phase 3 – April 2024:** SAP Concur plans to decommission the legacy Concur Gateway theme. When it is decommissioned, Morning Horizon will become the default theme and end users will be able to choose between Morning Horizon, Evening Horizon, and high contrast themes.

**NOTE: Clients with SAP Fiori Quartz themes**: On October 2, 2023, SAP Concur will decommission the SAP Fiori 3 Quartz themes and clients with SAP Fiori 3 Quartz themes will automatically default to the SAP Fiori with Horizon visual themes.

## Implementation Schedule for Clients with Concur Budget

Currently, some screens in Budget are not fully compatible with Horizon for Fiori themes.

**NOTE:** This does not impact SAP Concur mobile app. Budget clients already have access to the new theme on the mobile app.

To address this issue, clients with Budget will be migrated to the new themes on the following schedule:

**Phase 1 – October 2023:** Beginning on October 2, 2023, Budget clients will be able to opt in to the Horizon for Fiori themes. The opt-in phase will last approximately 90 days.

**Phase 2 – January 2024:** Beginning in January 2024, SAP Concur plans to implement Morning Horizon as the default SAP Concur UI theme for clients with Budget. The process of updating all existing SAP Concur clients to the new default setting might take some time.

**NOTE:** New clients with Budge will automatically default to the Morning Horizon theme.

When Morning Horizon becomes the default UI theme in October, existing SAP Concur client admins will have access to **Theme Settings** and will be able to revert to the legacy Concur Gateway theme.

**NOTE:** When Morning Horizon becomes the default theme, Admins for preexisting Concur entities will be able choose either the legacy Concur Gateway theme or SAP Horizon for Fiori themes. A hybrid option that enables both sets of themes will not be available.

**Phase 3 – April 2024:** SAP Concur plans to decommission the legacy Concur Gateway theme. When it is decommissioned, Morning Horizon will become the default theme and end users will be able to choose between Morning Horizon, Evening Horizon, and high contrast themes.

## TMC Experience

The **Theme Settings** page is available in Global View.

## End User Experience

With the SAP Fiori with Horizon visual design themes, the overall look of SAP Concur solutions is updated with new fonts, icons, colors, and shape design.

## LEGACY PAGE DESIGN EXAMPLE

| SAP Concur 🖸 | Requests | Travel | Expense | Invoice | Approvals | Reporting <del>-</del>             | App Center                      |                | Administ                           | ration +   Help +<br>Profile + 😞 |
|--------------|----------|--------|---------|---------|-----------|------------------------------------|---------------------------------|----------------|------------------------------------|----------------------------------|
| SAP Concur   | C        |        |         |         | +<br>New  | <b>00</b><br>Required<br>Approvals | 03<br>Authorization<br>Requests | 00<br>Invoices | <b>00</b><br>Available<br>Expenses | 01<br>Open<br>Reports            |

## SAP FIORI WITH HORIZON DESIGN EXAMPLE

| GAP Concur 🖸 Home 🗸 |     |                       |                           |          |                       | 0               |
|---------------------|-----|-----------------------|---------------------------|----------|-----------------------|-----------------|
| SAP Concur C        | +   | 00                    | 03                        | 00       | 00                    | 01              |
|                     | New | Required<br>Approvals | Authorization<br>Requests | Invoices | Available<br>Expenses | Open<br>Reports |

Navigation from the SAP Concur home page is also slightly modified so that it is simpler and more consistent with other SAP products.

#### LEGACY HOME PAGE NAVIGATION

With the legacy theme, navigation from the home page relies on product tabs and the **Administration** menu.

| SAP Concur C Requests | Travel | Expense | Invoice | Approvals | Reporting <del>-</del>             | App Center |                | Administ                           | ration •   Help •<br>Profile • 💄 |
|-----------------------|--------|---------|---------|-----------|------------------------------------|------------|----------------|------------------------------------|----------------------------------|
| SAP Concur C          |        |         |         | +<br>New  | <b>00</b><br>Required<br>Approvals |            | 00<br>Invoices | <b>00</b><br>Available<br>Expenses | Open<br>Reports                  |

## SAP FIORI WITH HORIZON HOME PAGE NAVIGATION

With the SAP Fiori with Horizon visual design theme, navigation from the Concur home page to Concur product and administration pages is consolidated in the **Home** menu.

| SAP Concur C   | Home -                      |                            |            |  |
|--|-----------------------------|----------------------------|------------|--|
| CADO   | Home                        |                            |            |  |
| SAP Con  |                             | Expense & Invoice Settings | H<br>Ne    |  |
| Trin Coord   | Requests                    | Travel Settings<br>Company |            |  |
| Trip Search  | Travel<br>Expense           | Tools                      |            |  |
| We're sorry, but Tra<br>configured at your<br>company's travel a<br>book a trip. | Invoice                     | Web Services<br>Change Log | cur<br>rec |  |
| book a trip.   | Approvals                   | Data Retention             | lect       |  |
| My Trips (0)   | Reporting<br>Travel Reports | Authentication Admin       |            |  |
| You currently have   | Intelligence                |                            | ing<br>es  |  |
|  | Budget Dashboards           |                            |            |  |
|  |                             |                            | J          |  |

## Configuration / Feature Activation

SAP Concur is implementing these changes through a phased approach that began in May 2023 and is targeted to be completed in April 2024.

# **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.

## **SAP Concur User Assistance**

## **\*\*Planned Changes\*\* SAP Concur Product Documentation Moving** to the SAP Help Portal

| Information First Published  | Information Last Modified | Feature Target Release Date |  |  |  |
|--|---------------------------|-----------------------------|--|--|--|
| June 9, 2023   | September 15, 2023        | Q3 2024                     |  |  |  |
| Any changes since the previous monthly release are highlighted in yellow in this release note. |                           |                             |  |  |  |

## **Applies to:**

## All Product | All Editions

## Overview

Currently, most SAP Concur product documentation is published to concurtraining.com. SAP Concur User Assistance is targeting the third quarter of 2024 to publish all product documentation (such as setup and user guides) to the <u>SAP Help Portal</u>.

- **NOTE:** Some SAP Concur product documentation, such as the monthly admin summaries and end user help topics, is already published to the <u>SAP Help</u> <u>Portal</u>. The <u>SAP Help Portal</u> also provides links to the product documentation published to concurtraining.com so customers are encouraged to bookmark and start using the SAP Help Portal now to access product documentation.
- IMPORTANT: In 2024, after the product documentation is moved to the <u>SAP</u> <u>Help Portal</u>, links and bookmarks that point to the **tech\_pubs** folder on concurtraining.com will stop working. Please update your links and bookmarks to the <u>SAP Help Portal</u> (https://help.sap.com/docs/SAP\_CONCUR).

## **BUSINESS PURPOSE / CLIENT BENEFIT**

The <u>SAP Help Portal</u> has improved search capabilities and there is a mechanism for customers to provide feedback. This change also aligns with SAP best practices for the publication of product documentation and prepares the content for future user assistance innovations.

## Admin Experience

The SAP Concur solutions setup guides, user guides, and fact sheets will continue to be available from the concurtraining.com landing pages until the product documentation is moved to the <u>SAP Help Portal</u>.

Admins can find links to the full SAP Concur product documentation library from the <u>SAP Help Portal</u>.

Please be aware that during this transition there will be procedures and images that do not precisely match your implementation. For example, when SAP Fiori UI themes are implemented, home page navigation is consolidated under the SAP Concur **Home** menu.

For more information, refer to the <u>SAP Fiori with Horizon Visual Theme for SAP</u> <u>Concur Solutions</u> FAQ.

## ACTION ITEM

Ensure that you update any custom configuration that you may have that references the **tech\_pubs** folder on concurtraining.com

(https://www.concurtraining.com/customers/tech\_pubs/\*) to point to the <u>SAP Help</u> <u>Portal (https://help.sap.com/docs/SAP\_CONCUR)</u> instead. Custom configuration that may be impacted by this change can come from several sources such as Training Admin, Company Info, and the new travel experience Configurable Message Boards.

#### End-User Experience

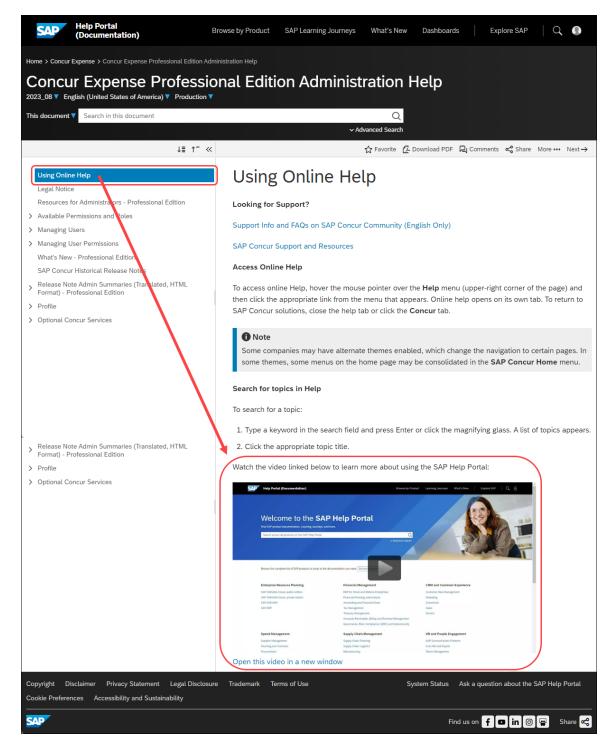
End users who access help topics from within SAP Concur solutions will not experience any changes because those help topics are already available from the <u>SAP Help Portal</u> through links provided in the products.

#### DOWNLOADING PDFs

Content available from the SAP Help Portal can be selected and downloaded as a custom PDF file. From the SAP Help Portal, click **Download PDF** > **Create Custom PDF**, select the desired topics from the left navigation pane, and click **Create PDF**.

For a video that includes these clicks, refer to the **Using Online Help** topic available from the SAP Help Portal.

#### Example



## Configuration / Feature Activation

The location change will happen automatically; there are no configuration or activation steps.

The exact date that the product documentation will be available from the <u>SAP Help</u> <u>Portal</u> will be provided in future release notes.

## Sign In With Concur

## **\*\*Planned Changes\*\* Sign-In With Concur Enhancements**

| Information First Published  | Information Last Modified | Feature Target Release Date |  |  |
|--|---------------------------|-----------------------------|--|--|
| June 9, 2023   | October 13, 2023          | Early November 2023         |  |  |
| Any changes since the previous monthly release are highlighted in yellow in this release note. |                           |                             |  |  |

## Applies to:

## All Products | Professional & Standard

## Overview.

Sign-in With Concur (SiwC) functionality enables an app to access a user's SAP Concur account through an authorized endpoint. This functionality is typically used by partner applications.

In early November 2023, SAP Concur plans to implement the following improvements to SiwC functionality:

- Make the experience consistent with the SAP Concur mobile and web sign-in experiences.
- Allow users to sign-in using SSO (in accordance with company policies).
- Add support for localization of the SiwC page into all SAP Concur-supported languages.

**NOTE:** These changes are backwards compatible. Applications that currently use SiwC functionality should not require any updates to accommodate these changes.

#### **BUSINESS PURPOSE / CLIENT BENEFIT**

These enhancements improve the consistency of the user sign-in experience, enable users to sign-in through SSO (if their company policies allow it), and enable the localization of the sign-in page.

## End-User Experience

End users who are prompted to sign in to their SAP Concur account through a partner app or other method that uses SiwC functionality will see an updated sign in page.

#### Before

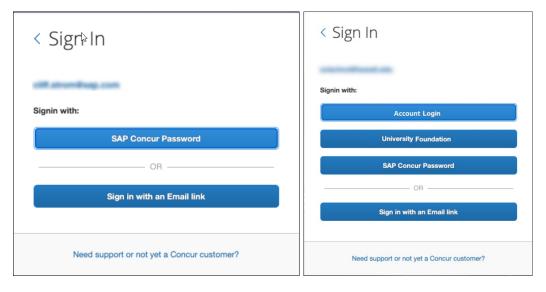
| AP Concur 🖸   | SAP   |
|---|---|
| Sign in v   | with SAP Concur                             |
| Username or email   |   |
| <ul> <li>Send a link to my email (requir</li> <li>Username</li> </ul>             | ed for Single Sign-On users)                |
| Continue  |   |
| By signing in you are authorizing (<br>your behalf. <u>Click to expand the li</u> | Concur Open to perform the following on st. |

## After

| Sign In   |  |  |  |  |
|---|--|--|--|--|
| Username, verified email address, or SSO code   |  |  |  |  |
| Next  |  |  |  |  |
| By signing in you are authorizing Concur Open to perform the following on your behalf. <u>Click to expand the list.</u> |  |  |  |  |
| Remember me   |  |  |  |  |
| Forgot username?  |  |  |  |  |
|   |  |  |  |  |
| Need support or not yet a Concur customer?  |  |  |  |  |

The sign in page includes an option to review a list of the information the application is authorized to access if the user signs in to their SAP Concur solutions through SiwC. The authorization list varies depending on the application. For example, an application might be authorized to read a user's profile information, read company profile information, obtain traveler preferences, or obtain an OPENID token. After a user enters their username, verified email address, or company SSO Code, the available sign in options are presented. The available options depend on their company's configuration.

#### Examples



The user can also click **Sign in with an Email link** to receive an email with a sign-in link. After clicking **Sign in with an Email link**, an email is sent to the email address provided on the first sign-in page and the following message is presented:

"Check your email.

We have sent an email to you with a one-time link that will allow you to sign in instantly to your Concur account.

Remember, the link expires in an hour, so be sure to use it quickly."

| Check your email  |
|---|
| We have sent an email to you with a one-time link that will allow<br>you to sign in instantly to your Concur account.<br>Remember, the link expires in an hour, so be sure to use it quickly. |
| Return to Sign In   |
| Need support or not yet a Concur customer?  |

## Configuration / Feature Activation

This change occurs automatically.

**NOTE:** These changes are backwards compatible. Applications that currently use SiwC functionality should not require any updates to accommodate these changes.

## 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 <u>Accessibility Updates</u> page.

## **In-Product User Assistance**

## **Client Customized Content**

If your company creates customized content for SAP Concur solutions through a user assistance tool such as SAP Enable Now or Concur User Assistant by WalkMe, the changes described in these release notes might affect your customized content. SAP Concur recommends reviewing the monthly release notes for all of your SAP Concur solutions as well as the Shared Changes Release Notes to confirm whether any of the planned or released changes might impact your internal, customized content.

If any changes in a release impact your content, work with your internal teams to update your content accordingly.

## Subprocessors

## **SAP Concur Non-Affiliated Subprocessors**

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

## **•** To access the SAP Concur Sub-processors List:

- Click the following link to navigate to the SAP Sub-processors / Data Transfer Factsheets page: <u>SAP Sub-processors / Data Transfer Factsheets</u>
- 2. Sign in to the SAP Support Portal using your Support User ID (S-user) and password.

**NOTE:** SAP customers must sign in to the SAP Support Portal using their Support User ID (S-user) and password. For information about S-User IDs, <u>Your New Support User ID (S-user)</u> and to the <u>Learn All About S-</u> <u>User IDs</u> blog post.

- 3. On the *SAP Sub-processors / Data Transfer Factsheets* page, type "Concur" in the **Search** field.
- 4. In the **Title** column, click **SAP Concur Sub-processors List**.

If you have questions or comments, please reach out to: <u>Privacy-</u><u>Request@Concur.com</u>

## **Supported Browsers**

## Supported Browsers and Changes to Support

When changes to browser support are planned, information about those changes will also appear in the <u>Shared Planned Changes</u> release notes.

For information about supported browsers and planned changes to supported browsers, refer to the <u>Concur Travel & Expense Supported Configurations</u> guide.

# Additional Release Notes and Other Technical Documentation

## **Online Help**

You can access release notes, setup guides, user guides, admin summaries, supported configurations, and other resources via the in-product Help menu or directly on the SAP Help Portal.

To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the <u>SAP Concur solutions page</u>.

| SAP            | Help Portal (Documentation)                     |                        | $\equiv$             |
|----------------|---|------------------------|----------------------|
|                | CONCUT English (United States of America) 🔻     | ing.                   |                      |
| This product 🔻 | Search in all documents related to this product | Q<br>✓ Advanced Search |                      |
|                |   |                        | 🛧 Favorite 🛭 📽 Share |

## **SAP Concur Support Portal – Selected Users**

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

If you have the required permissions, **Contact Support** is available on the SAP Concur **Help** menu and in the SAP Concur page footer.



Click **Contact Support** to access the SAP Concur support portal, then click **Resources**.

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

# © 2023 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. Please see <a href="http://global12.sap.com/corporate-en/legal/copyright/index.epx">http://global12.sap.com/corporate-en/legal/copyright/index.epx</a> for additional trademark information and notices.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP SE or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP SE or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.