

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: December 9, 2023 Initial Post: Friday, December 8, 2023 | Client FINAL |

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Release Notes

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

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

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

- [Professional Edition](#)
- [Standard Edition](#)

Authentication / Password Security

Password Provisioning and Validation

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| November 9, 2023 | December 1, 2023 | December 7, 2023 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Applies to:

Travel, Expense, Invoice, Request | Professional

Overview

Beginning on December 7th, 2023, SAP Concur will allow passwords to be set for non-single sign-on (SSO) users when creating a user through specific methods.

NOTE: This change does not apply to users imported via the downloadable spreadsheet. User passwords cannot be set through that method. For more information, refer to the *Removal of Password Column from Spreadsheets* release note in this document.

To help ensure strong security, provisioned passwords are validated against the company password policies implemented on October 18, 2023.

Provisioned Password Expiration

If a user does not sign in within 14 days of their SAP Concur user account creation, their provisioned password expires, and they must follow the **Forgot Password** process on the SAP Concur **Sign In** page.

NOTE: Users must have a valid email address before they can proceed with the **Forgot Password** process.

Employee Import File Types

Only SSO and TEXT will be supported with Employee Import file types. Base passwords such as EMPID, LOGINID, and WELCOME are not supported.

Password updates are not supported via Employee Import file or APIs. Updates can be made via the **Administration** or **My Profile** page within SAP Concur.

BUSINESS PURPOSE / CLIENT BENEFIT

Password provisioning allows administrators to enforce security standards for passwords. It also reduces the risk of non-owners taking over user accounts due to weak passwords.

End-User Experience

When they sign in for the first time, users are prompted to change their password in compliance with their company's password policies.

Configuration / Feature Activation

This change occurs automatically.



For more information about password policies, refer to the [Shared: SAP Concur Password Policy Settings](#) user guide.

Jobs / Scheduling

Email Now Sent to Alert of Pending Job Schedule Expiration

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| December 8, 2023 | -- | December 7 & 8, 2023 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Applies to:

Travel, Expense, Invoice, Request | Professional

Overview

Beginning on December 7th and 8th, SAP Concur will contact a client's authorized contact for job scheduling by email whenever their scheduled import or extract job is about to expire. The first email is sent when four jobs are remaining, and an identical email for each of the remaining three jobs is sent to ensure successful communication.

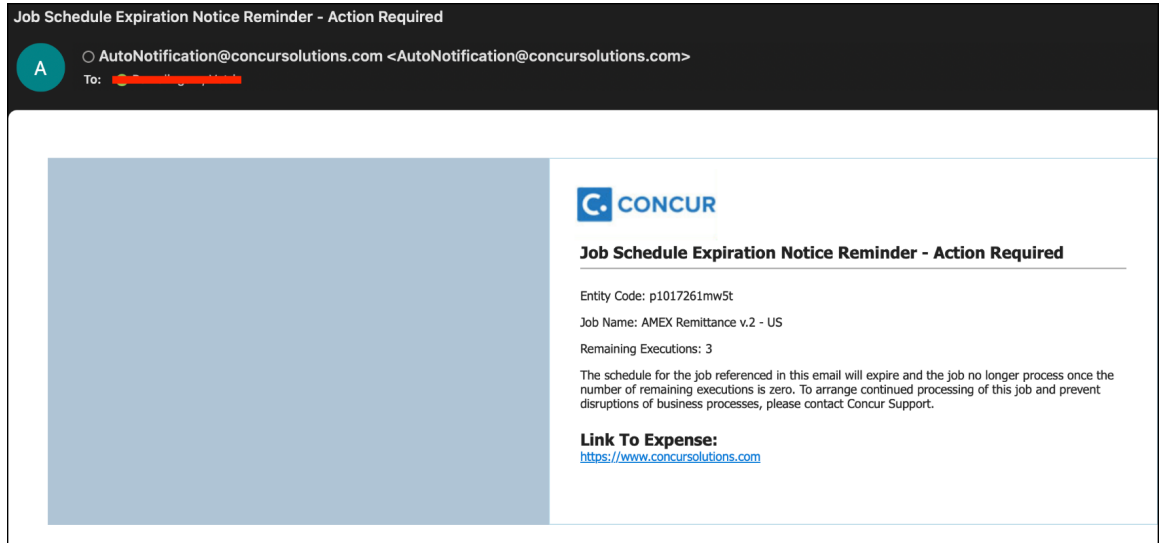
BUSINESS PURPOSE / CLIENT BENEFIT

This feature alerts the client about a scheduled job termination so that they may reschedule it to prevent any interruptions in data transfer.

Administrator Experience

The client's contact for job scheduling, typically an admin with the Import/Export Administrator or the Import/Export Monitor role, will receive an email informing them of the impending termination of their scheduled job when four job runs are remaining.

Example



The emails will continue to be sent until the last job is run. The administrator should reschedule the job as soon as possible by submitting a support case ticket to Concur Support to update the expiring schedule.

A 5-YEAR SCHEDULE NOW REPLACES THE 2-YEAR SCHEDULE

The current 2-year job schedule is changed to a 5-year schedule to extend the time between authorizing new job schedules.

Configuration / Feature Activation

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

Home Page

****Ongoing** SAP Concur Homepage Changes**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| December 4, 2020 | December 1, 2023 | Q4 2021 – Q1 2024 |
| 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: 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.

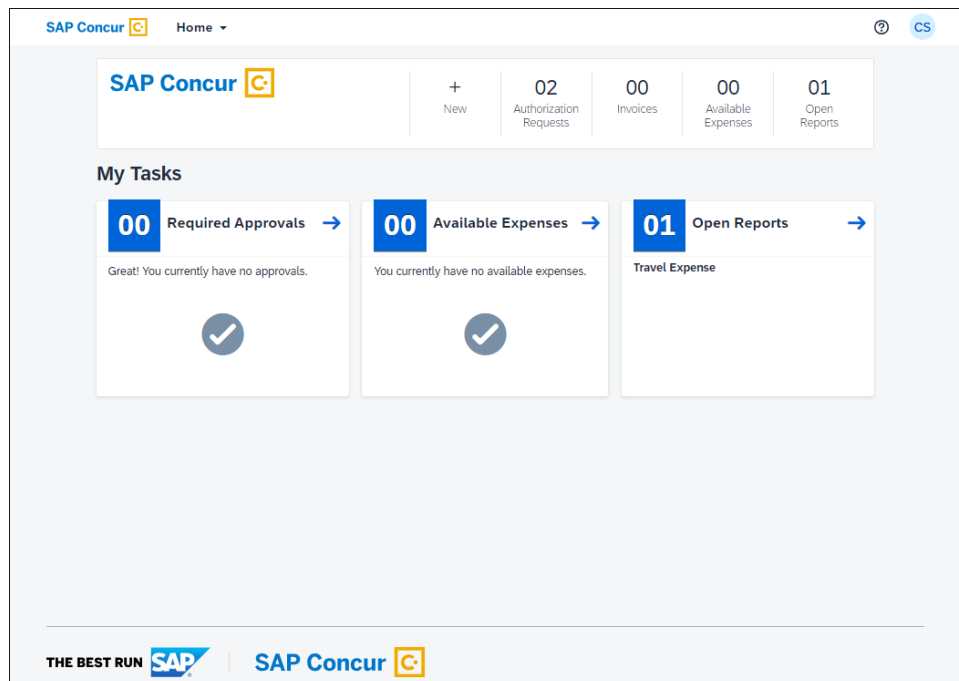
BUSINESS PURPOSE / CLIENT BENEFIT

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.

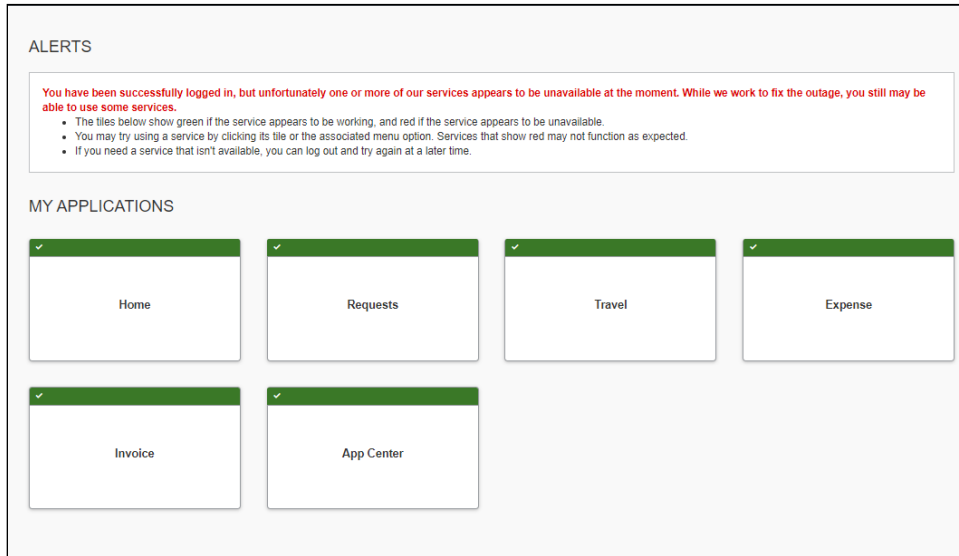
What the User Sees

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

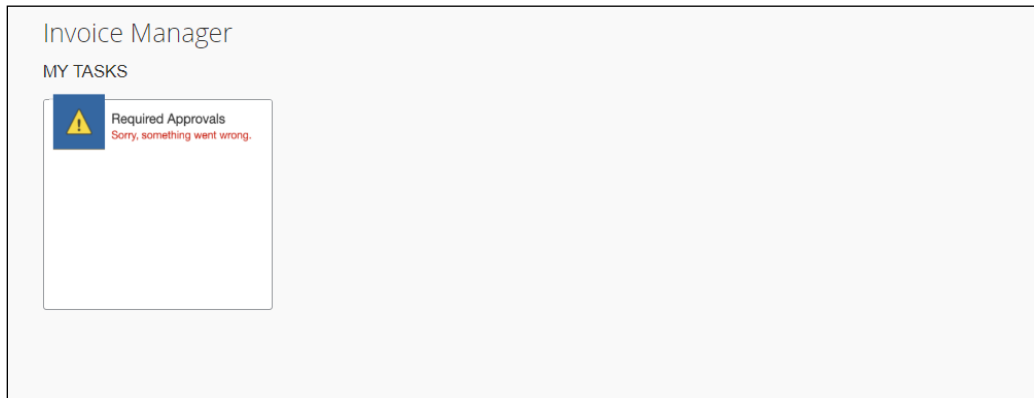
NOTE: The appearance of the homepage varies depending on which products and services are enabled for the client and the permissions assigned to the user.



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.

Configuration / Feature Activation

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

Production Sandbox Environment

Inactive PSE Entities no Longer Deleted After 180 days

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

Applies to:

Expense, Invoice, Request | Professional

Overview

Production Sandbox Environment (PSE) entities that have not been sign in to within 180 days will no longer be deleted.

BUSINESS PURPOSE / CLIENT BENEFIT

This change makes maintaining PSEs easier for SAP Concur client administrators. In addition, new security measures—including recently implemented SAP Concur password policies and required 2FA when signing in to SAP Concur solutions—ensure that SAP Concur PSE security is on par with production entity security.

Admin Experience

Admins and end users will no longer need to sign in to their PSEs every 180 days to keep them active.

NOTE: For clients who are entitled to PSEs and who want a full update of data in their PSE, SAP Concur support can assist clients with a normal refresh of their current product data to their PSE.

Configuration / Feature Activation

This change occurs automatically.

Profile Settings / Security

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

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| July 6, 2023 | December 8, 2023 | June 28, 2023 |
| 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 clients to adhere to strong password security measures and configurations. For further information, please visit the Password Security article on the SAP Help Portal [Password Security | SAP Help Portal](#).

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

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

| Information First Published | Information Last Modified | Cutoff Date |
|---|----------------------------------|--------------------|
| November 2022 | November 9, 2023 | December 31, 2023 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Applies to:

Expense, Invoice | Professional

Overview

SAP ICS clients are using two different authentication methods:

- Legacy authentication (without gateway)
- New gateway authentication based on Company JSON Web Token (JWT)

SAP Concur has now consolidated the different methods into one target method: the new gateway authentication based on the company JWT (aka Oauth2.0). Currently, we are using both, the old user and password-based legacy authentication for most

of the API calls and a company JWT-based authentication via the API gateway for some dedicated APIs.

To ensure there's no disruption for connections between SAP ECC or SAP S/4HANA on-premise and SAP Concur, we have defined a transition period that allows a transformation from legacy authentication to company JWT-based authentication at your own pace. All clients must be using the company JWT-based authentication by December 31, 2023. After December 31, 2023, the legacy authentication will stop working.

You must enable your SAP ECC or SAP S/4HANA on-premise system to perform this transformation, including updating to a supported release/support package if necessary. Please refer to the following information for details about supported releases/support packages and configuration steps:

- [SAP Note 2914977](#) - FAQ: Concur Certificates, Authentication, and Connectivity

NOTE: All clients should sign up for the ICS newsletter following the instructions in this note.

- [Knowledge base Article 3079239](#) - Connection: Transformation to New Gateway
- [Knowledge base Article 3097704](#) - SAP ICS: Transformation to New Gateway is Failing

Production Sandbox Environments

Clients with Production Sandbox Environment (PSE) entities that are using legacy authentication with ICS will need to perform maintenance to their authentication information ASAP to continue using ICS. Clients using the company JWT-based authentication are exempt from this maintenance.



For more information, refer to the *Production Sandbox Environment Login Updates* release note in the February 2023 [SAP Concur Shared Changes Release Notes](#).

BUSINESS PURPOSE / CLIENT BENEFIT

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

Configuration / Feature Activation

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

Sage 100 Financial Integration

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| December 1, 2023 | -- | December 7, 2023 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Applies to:

Expense, Invoice | Professional & Standard

Overview

SAP Concur and DataMap have partnered to make sharing accounting information between Sage 100 and SAP Concur easier. This partnership includes an integration that delivers bidirectional data flows between SAP Concur and Sage 100. This integration uses APIs from the SAP Concur Platform and from the DataMap Sage 100 extension ensuring fully automatic, near real-time data sharing.

The Sage 100 integration can synchronize the following types of information between SAP Concur and Sage 100:

- Accounting Dimensions (UDFs/UDTs): Sage 100→ SAP Concur
- G/L Accounts: Sage 100→ SAP Concur
- Employees/Users: Sage 100→ SAP Concur
- Vendors: Sage 100→ SAP Concur
- Purchase orders: Sage 100→ SAP Concur
- Financial Documents for approved Expense Reports/Invoices: SAP Concur → Sage 100
- Financial Documents Posting Status: Sage 100→ SAP Concur
- Purchase Order Receipt: Sage 100→ SAP Concur

The following functionality is also available while using the integration:

- Expense Pay
- Invoice Pay (Only Check and ACH)
- Client Remittance of IBCP

The following functionality is not supported by the Sage 100 Integration:

- Payment Types with Offsets: Company Paid, IBCP with Offsets, CBCP with Offsets
- If you would like to enable Sage 100 Accounting Integration for your company, contact SAP Concur support for more information. While Expense & Invoice Pay are supported payment confirmation is not supported at this time

BUSINESS PURPOSE / CLIENT BENEFIT

This integration makes it easier for clients to manage their accounting information in Concur Expense and/or Concur Invoice and DataMap Sage 100.

Configuration / Feature Activation

The integration with Concur Expense and Concur Invoice standard edition is available for clients who purchase the DataMap Sage 100 integration.

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 [SAP Concur](#) page on the SAP Help Portal to find the complete library of SAP Concur solutions documentation.

BUSINESS PURPOSE / CLIENT BENEFIT

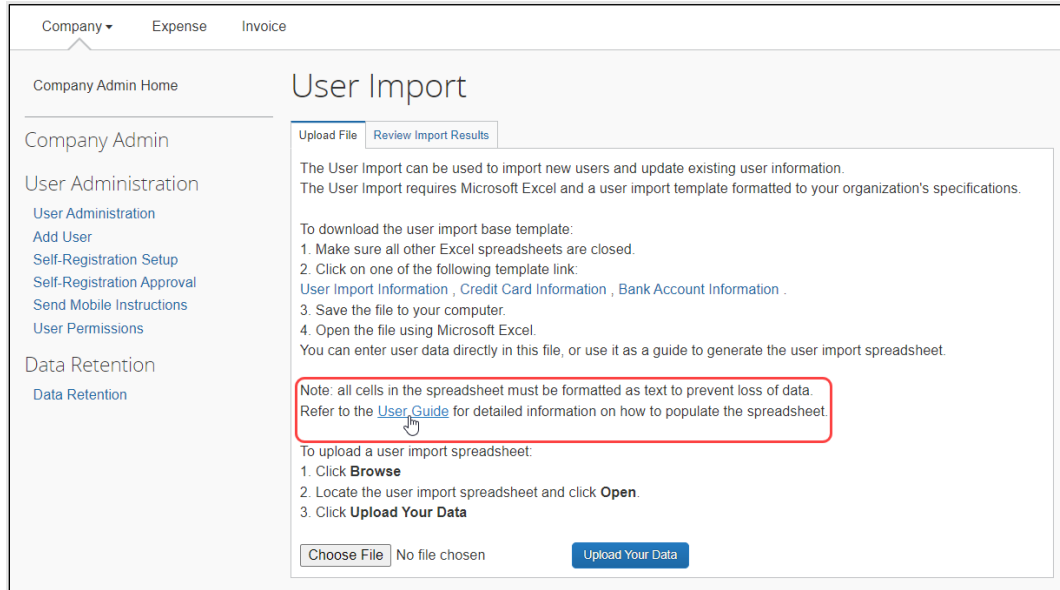
Because the links to product documentation from the SAP Concur solutions UI point to English-only content, the experience is not optimal for users that view the UI in languages other than English. In addition, direct links to a single document prevent the user from viewing and navigating the entire content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



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 | November 3, 2023 | Phased release: May 2023 through April 2024 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Applies to:

All Products | All Editions

Overview

SAP Concur has adopted the SAP Fiori with Horizon visual design theme family as the default appearance for SAP Concur solutions.

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 has been phased beginning on May 20, 2023. SAP Concur plans to fully implement the new themes, decommissioning the current, legacy (Gateway) theme, in April of 2024.

BUSINESS PURPOSE / CLIENT BENEFIT

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

Admin Experience

MOBILE

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

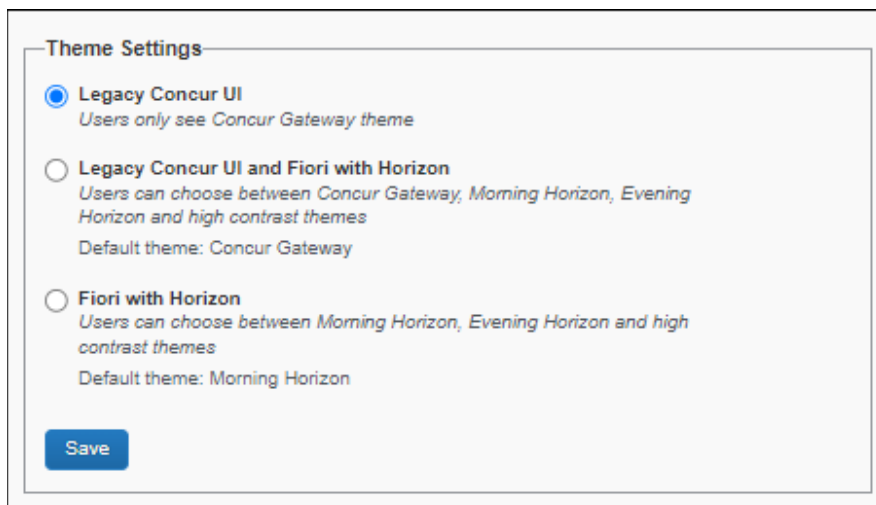
WEB UI

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.

During phase 1, admins with the required permissions accessed **Theme Settings** to 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.
Default theme: Concur Gateway
- **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.
Default theme: Morning Horizon



The screenshot shows the 'Theme Settings' configuration page. It features three radio button options for theme selection:

- Legacy Concur UI**
Users only see Concur Gateway theme
- Legacy Concur UI and Fiori with Horizon**
Users can choose between Concur Gateway, Morning Horizon, Evening Horizon and high contrast themes
Default theme: Concur Gateway
- Fiori with Horizon**
Users can choose between Morning Horizon, Evening Horizon and high contrast themes
Default theme: Morning Horizon

A blue 'Save' button is located at the bottom left of the settings area.

Phase 2 – Beginning October 2, 2023: On October 2, 2023, SAP Concur began setting Morning Horizon as the default SAP Concur UI theme for all clients.

New clients automatically default to the Morning Horizon theme. Existing SAP Concur client admins have access to **Theme Settings** and can revert to the legacy Concur Gateway theme.

NOTE: Admins for preexisting Concur entities can choose either the legacy Concur Gateway theme or SAP Horizon for Fiori themes. A hybrid option that enables both sets of themes is not 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: During phase 1, Budget clients can 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 Budget will automatically default to the Morning Horizon theme.

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

Phase 3 – April 2024: In April of 2024, SAP Concur plans to decommission the legacy Concur Gateway theme for all clients, including clients with Budget. 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.

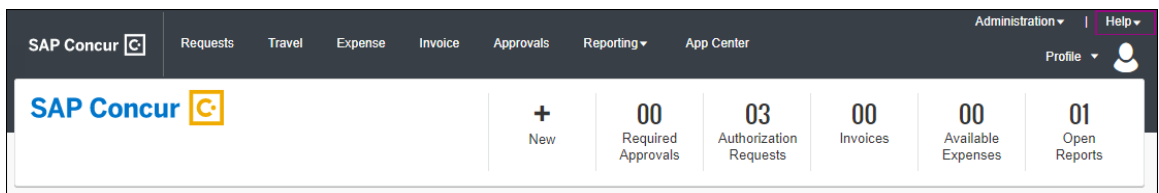
TMC Experience

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

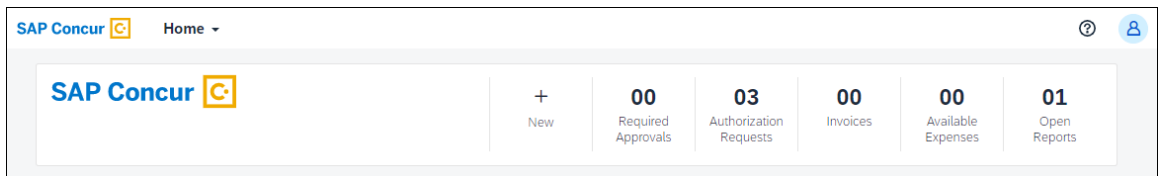
End User Experience

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



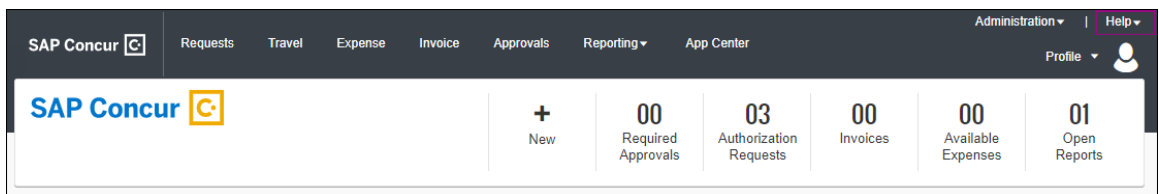
SAP FIORI WITH HORIZON DESIGN EXAMPLE



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

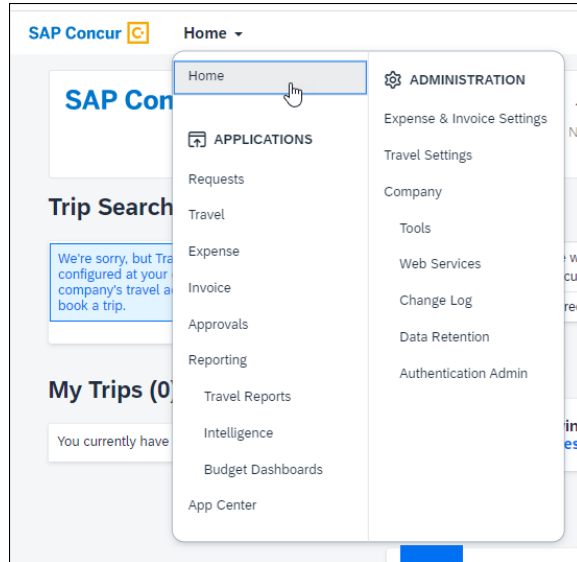
LEGACY HOME PAGE NAVIGATION

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



SAP 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.



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.

Sign In With Concur

Sign-In With Concur Enhancements

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| June 9, 2023 | December 8, 2023 | December 8, 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.

On December 8, 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.

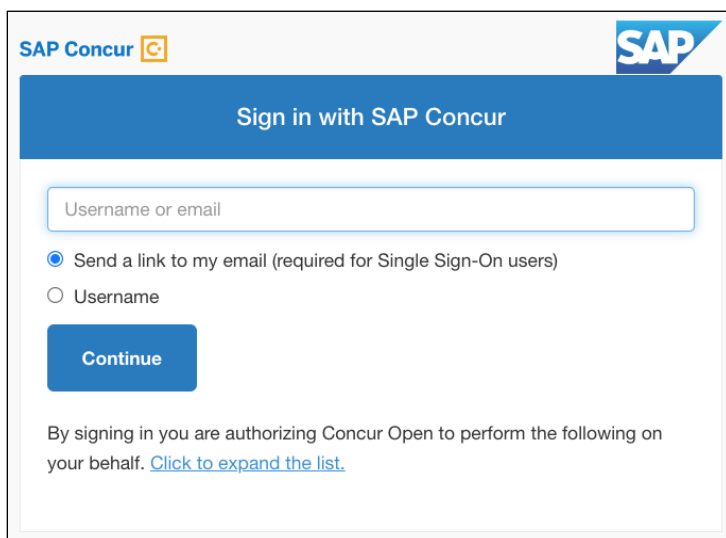
BUSINESS PURPOSE / CLIENT BENEFIT

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



The screenshot shows the SAP Concur sign-in interface. At the top left is the 'SAP Concur' logo with a 'C' icon, and at the top right is the 'SAP' logo. Below the logos is a blue header bar with the text 'Sign in with SAP Concur'. Underneath the header is a text input field labeled 'Username or email'. Below the input field are two radio button options: 'Send a link to my email (required for Single Sign-On users)' which is selected, and 'Username'. A blue 'Continue' button is positioned below the radio buttons. At the bottom of the form, there is a line of text: 'By signing in you are authorizing Concur Open to perform the following on your behalf. [Click to expand the list.](#)'

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. [Click to expand the list.](#)

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

< Sign In

[www.concursap.com](#)

Signin with:

SAP Concur Password

OR

Sign in with an Email link

[Need support or not yet a Concur customer?](#)

< Sign In

Signin with:

Account Login

University Foundation

SAP Concur Password

OR

Sign in with an Email link

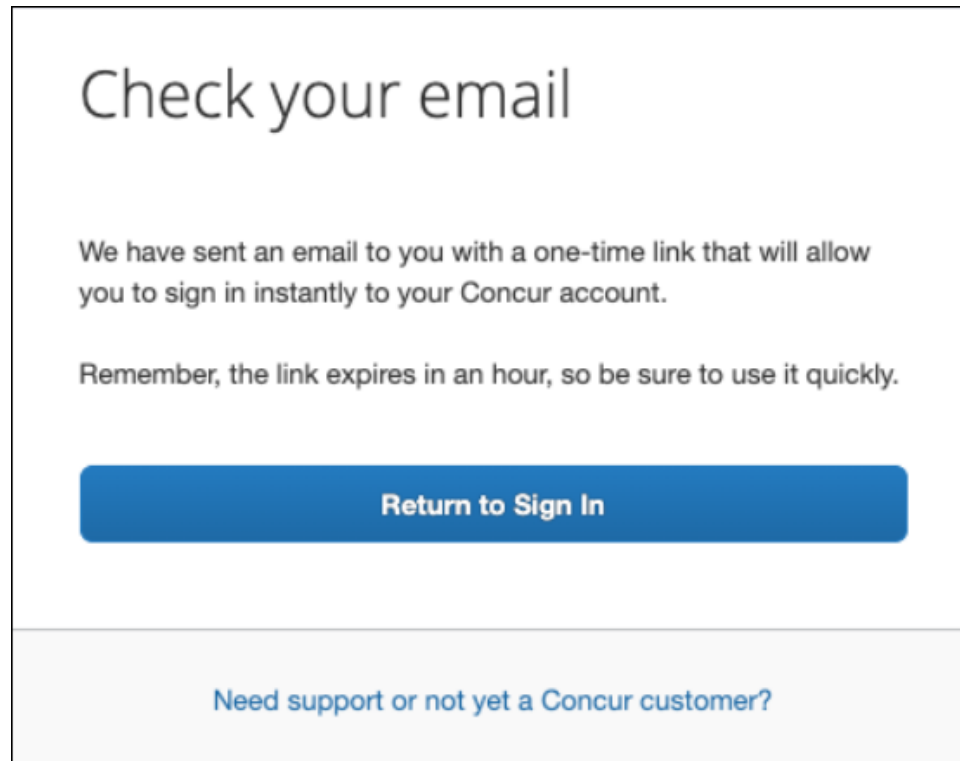
[Need support or not yet a Concur customer?](#)

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.”



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.

User Import

Removal of Password Column from Spreadsheets

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| November 9, 2023 | December 1, 2023 | November 15, 2023 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Applies to:

Travel, Expense, Invoice, Request | Professional & Standard

Overview

As of November 15, 2023, the **Password** column no longer appears in the downloadable User Import spreadsheet in SAP Concur Standard edition.

The Password column has also been removed from the downloadable User Import spreadsheet in SAP Concur Professional edition.

This change improves password security.

BUSINESS PURPOSE / CLIENT BENEFIT

As of August 2nd, 2023, SAP Concur no longer accepts passwords provisioned by administrators. Passwords are randomly generated for new users created via import. Because the **Password** column is no longer applicable, it has been removed from the downloadable spreadsheets.

Admin Experience

If an admin tries to upload an older Excel spreadsheet that contains the **Password** column, the password column and data are ignored while the other columns are processed as usual.

To reset their password, users can click **Forgot password** on the SAP Concur **Sign In** page, or the client admin can send the user a welcome email that includes a link to reset their password.

Configuration / Feature Activation

This change occurred automatically.

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.

Authentication

****Planned Changes** HMAC Authentication to be Decommissioned**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| December 1, 2023 | -- | Q3 2024 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Applies to:

All Products | All Editions

Overview

SAP Concur support for Hash-Based Message Authentication Code (HMAC) was deprecated in July 2021. In Q3 of 2024 the HMAC service will be decommissioned and authentication to SAP Concur solutions through HMAC will no longer work.

SAP Concur provides a Single Sign-On self-service option that enables client admins to setup their SAML v2 connections without involving an SAP Concur support representative. SAML v2 supports the use of multiple identity providers.



For more information about the Single Sign-On self-service option, refer to the [Shared: Single Sign-On Overview](#) and the [Shared: Single Sign-On Setup Guide](#).

ACTION REQUIRED

If you are already using SSO or another supported authentication method other than HMAC, you do not need to take any action.

If you are using only HMAC to access SAP Concur solutions, to avoid disruption of service, you must update your authentication method before HMAC is decommissioned in Q3 of 2024.

If users attempt to authenticate to SAP Concur solutions through HMAC after the HMAC service is decommissioned in Q3 of 2024, they will be denied access.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides better security and improved support for users logging in to SAP Concur products and services.

Configuration / Feature Activation

This change will occur automatically.

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

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 [SAP Help Portal](#).

NOTE: Some SAP Concur product documentation, such as the monthly admin summaries and end user help topics, is already published to the [SAP Help Portal](#). The [SAP Help Portal](#) also provides links to the product documentation published to concurtraining.com so clients 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 [SAP Help Portal](#), links and bookmarks that point to the **tech_pubs** folder on concurtraining.com will stop working. Please update your links and bookmarks to the [SAP Help Portal](https://help.sap.com/docs/SAP_CONCUR) (https://help.sap.com/docs/SAP_CONCUR).

BUSINESS PURPOSE / CLIENT BENEFIT

The [SAP Help Portal](#) has improved search capabilities and there is a mechanism for clients 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 [SAP Help Portal](#).

Admins can find links to the full SAP Concur product documentation library from the [SAP Help Portal](#).

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 [SAP Fiori with Horizon Visual Theme for SAP Concur Solutions](#) 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 [SAP Help Portal](#) (https://help.sap.com/docs/SAP_CONCUR) 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 [SAP Help Portal](#) 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

The screenshot displays the SAP Help Portal interface for 'Concur Expense Professional Edition Administration Help'. The left navigation menu is expanded, and the 'Using Online Help' link is highlighted with a red box. A red arrow points from this link to the main content area. The main content area features a search bar, a 'Using Online Help' title, and a 'Looking for Support?' section. Below this, there is a 'Note' section and a 'Search for topics in Help' section. A video player is embedded in the content, showing a 'Welcome to the SAP Help Portal' video. The video player is also highlighted with a red box. The footer of the page includes copyright information, system status, and social media links.

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 [SAP Help Portal](#) will be provided in future release notes.

SAP Concur Integrations

****Planned Changes** SAP Cloud Identity Services into SAP Concur**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| November 9, 2023 | December 8, 2023 | Phase 1 - January 15, 2024 |
| 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 is making it easier for you to integrate identity and access management (IAM) between systems. SAP Cloud Identity Services, including Identity Authentication and Identity Provisioning, will be available to SAP Concur clients who have purchased one of the SAP cloud solutions which bundle Identity Authentication and Identity Provisioning. The goal is to provide a seamless single sign-on (SSO) experience across SAP systems while ensuring that system and data access are secure.

The provisioning of Identity Authentication and Identity Provisioning tenants will be triggered when a client creates a case. For the initial Phase 1 of this update, before creating a case, clients must check with their SAP Concur account team to determine if they are eligible for provisioning of Identity Authentication and Identity Provisioning tenants in Phase 1.

Once the tenant provisioning is completed, the client can complete the configuration of Identity Authentication as SSO for SAP Concur and Identity Provisioning for SAP Concur as a target system from within the SAP Cloud Identity Services administration console.

For clients with existing Identity Authentication and Identity Provisioning tenants, the tenants will be reused. With the Identity Authentication and Identity Provisioning tenants, clients can configure Identity Authentication as single sign-on for centralized authentication and Identity Provisioning for seamless user management with SAP Concur products. This configuration will enable the creation and provisioning of users, as well as single sign-on (SSO) functionality to all SAP business applications.

For the initial Phase 1 of this update, this process will support the following configurations:

- New or existing Concur Expense, Concur Request, Concur Invoice, and/or Concur Travel (integrated with Concur Expense) clients that have at least one existing tenant of SAP Cloud Identity Services

NOTE: Concur Travel-only is not supported for Phase 1.

- Clients who use their own identity provider (third-party IdP)
- Clients who do not have their own identity provider (third-party IdP)

BUSINESS PURPOSE / CLIENT BENEFIT

Identity Authentication enables authentication and SSO for users in the cloud, simplifying user experience. Business users in cross-application business scenarios will only need to log in once versus maintaining a login for each application. Identity Authentication offers centralized security for authentication and SSO for protecting system-to-system communication.

Identity Provisioning manages identity lifecycle processes seamlessly by allowing clients to provision identities/users from a source system to SAP Concur. Maintaining users in multiple systems across a heterogeneous landscape will be obsolete.

Identity Provisioning is a centrally administered user management and identity provisioning service which is key for an end-to-end integration. Global User ID (or User UUID) is a unique id that helps to integrate user-related data across system boundaries seamlessly. Global User ID can either be created by the client using Identity Authentication or it can be provided by the client. Clients will benefit from the simple configuration and the central user management.

Configuration / Feature Activation

This integration will be available for new or existing SAP Concur clients with Professional Edition **or Standard Edition** that also have existing SAP Cloud Identity Services. Configuration steps will be provided in a future release note.

User Assistance

****Planned Changes** Link to Service Description Guide to be Removed from Help**

| Information First Published | Information Last Modified | Feature Target Release Date |
|---|----------------------------------|------------------------------------|
| December 1, 2023 | -- | Early January 2024 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Applies to:

All Products | Professional & Standard

Overview

In early January 2024, SAP Concur plans to remove the link to the *Service Description Guide* from the **Help** menu in SAP Concur solutions.

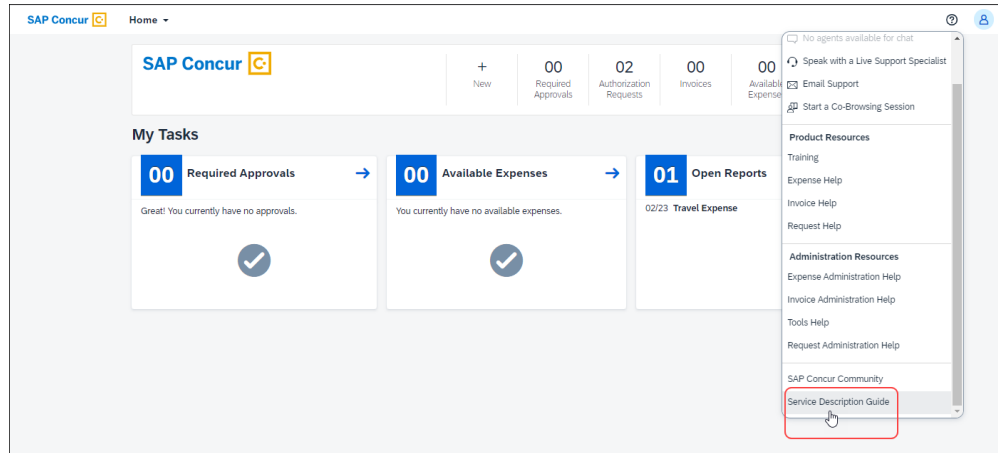
BUSINESS PURPOSE / CLIENT BENEFIT

The *SAP Concur Service Description* guide is now available from the [SAP Trust Center](#), so the link within SAP Concur Solutions is no longer necessary.

End-User Experience

The end user will no longer see a link to the SAP Concur Service Description Guide in **Help**.

Link to be Removed



Configuration / Feature Activation

This change will occur automatically.

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](#) page.

Gender Diversity

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

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

Timelines and details about these ongoing changes will be provided in the [SAP Concur release notes](#).

In-Product User Assistance

Client Customized Content

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

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

Subprocessors

SAP Concur Non-Affiliated Subprocessors

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

▶ **To access the SAP Concur Sub-processors List:**

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

NOTE: SAP customers must sign in to the SAP Support Portal using their Support User ID (S-user) and password. For information about S-User IDs, [Your New Support User ID \(S-user\)](#) and to the [Learn All About S-User IDs](#) blog post.

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

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

Supported Browsers

Supported Browsers and Changes to Support

When changes to browser support are planned, information about those changes will also appear in the [Shared Planned Changes](#) release notes.



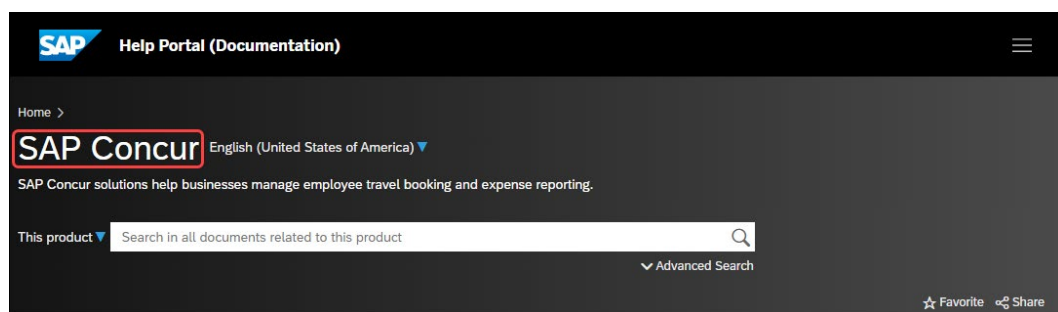
For information about supported browsers and planned changes to supported browsers, refer to the [Concur Travel & Expense Supported Configurations](#) guide.

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.

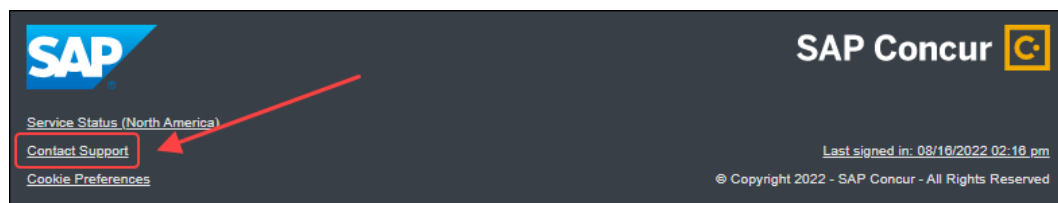
To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the [SAP Concur solutions page](#).



SAP Concur Support Portal – Selected Users

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

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



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

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

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