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: January 19, 2024 Initial Post: Friday, January 19, 2024	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

Home Page

**Ongoing ** SAP Concur Homepage Changes

Information First Published	Information Last Modified	Feature Target Release Date
December 4, 2020	January 19, 2024	Q4 2021 – January/February 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 late January/early February 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

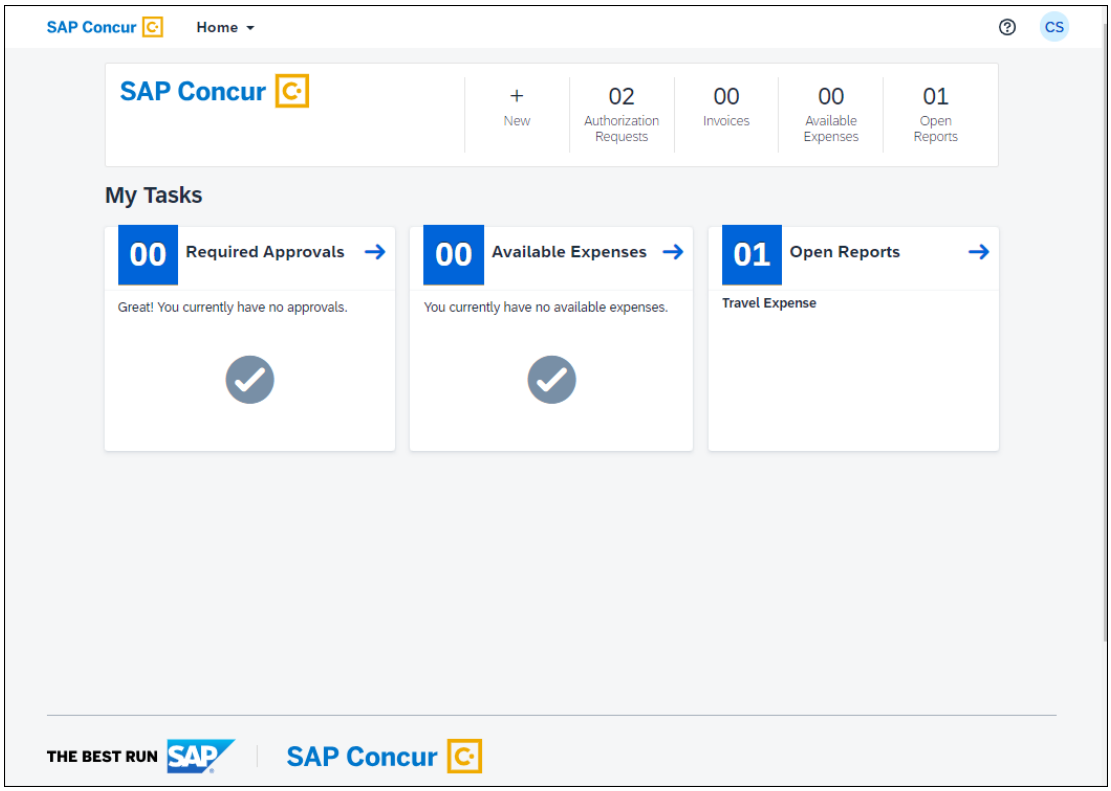
This change ensures that the SAP Concur homepage is available even when some services are unavailable and improves the consistency of the sign in experience.

What the User Sees

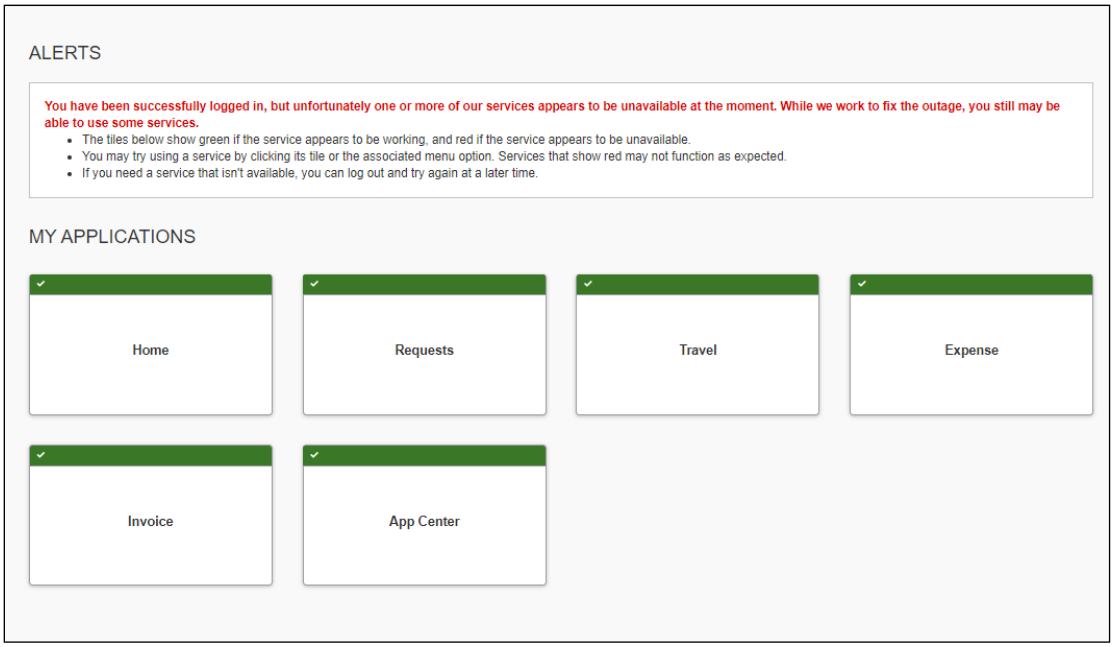
With the old homepage, when a user signs into their SAP Concur products, they see their homepage.

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.

Example Home Page



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.

In-Product Help

Link to Service Description Guide to be Removed from Help

Information First Published	Information Last Modified	Feature Target Release Date
December 1, 2023	January 12, 2024	January 16 – 19, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

Between January 16 and January 19, 2024, SAP Concur will remove the link to the *Service Description Guide* from the Help menu in SAP Concur solutions.

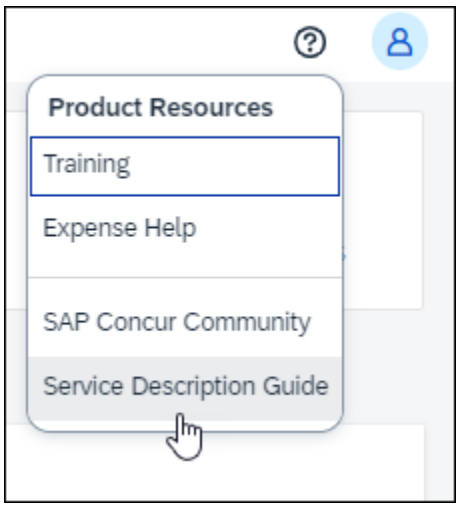
BUSINESS PURPOSE / CLIENT BENEFIT

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.

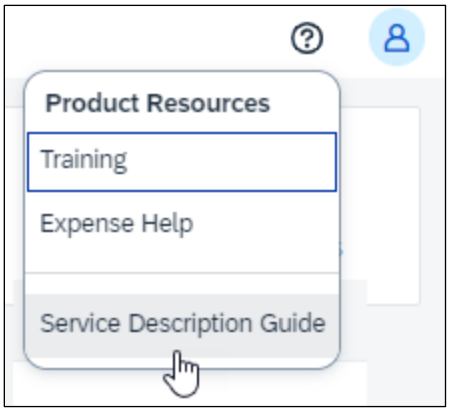
End-User Experience

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

Before Example



After Example



Configuration / Feature Activation

This change will occur 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

Microsoft Dynamics 365 Business Central Fields Updated

Information First Published	Information Last Modified	Feature Target Release Date
January 19, 2024	--	Late 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

Expense, Invoice | Professional & Standard

Overview

For clients with the Microsoft Dynamics 365 Business Central integration with SAP Concur, the accounting fields on the **Accounting** page have been updated.

📖 For more information, refer to the *Shared: Microsoft Dynamics 365 Business Central Integration* setup guide.

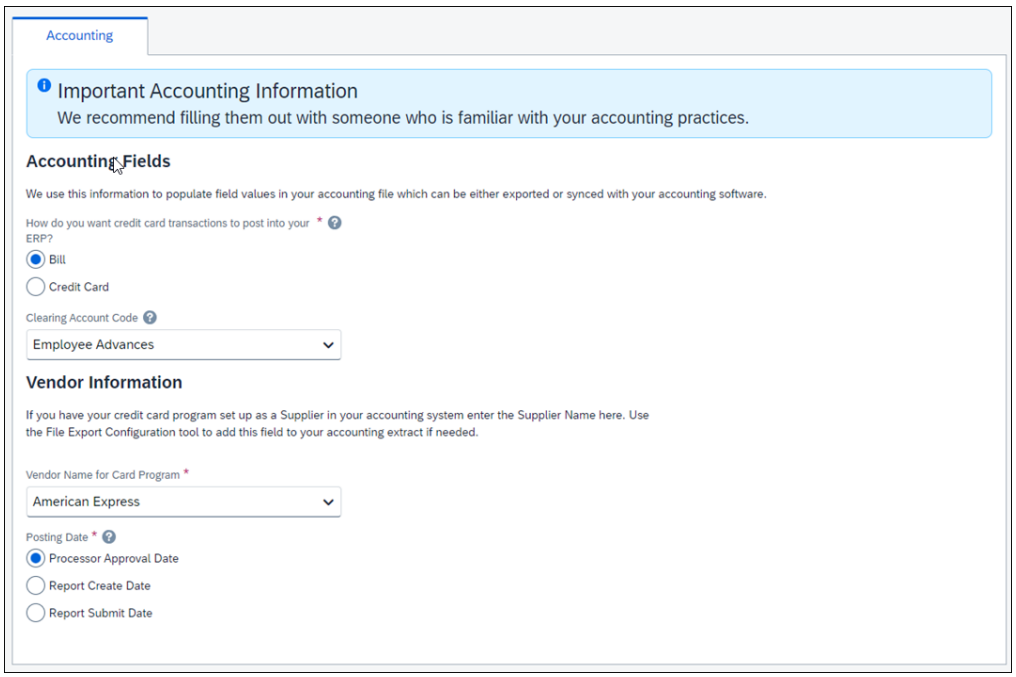
BUSINESS PURPOSE / CLIENT BENEFIT

The updated fields better support the Microsoft Dynamics 365 Business Central integration with SAP Concur solutions.

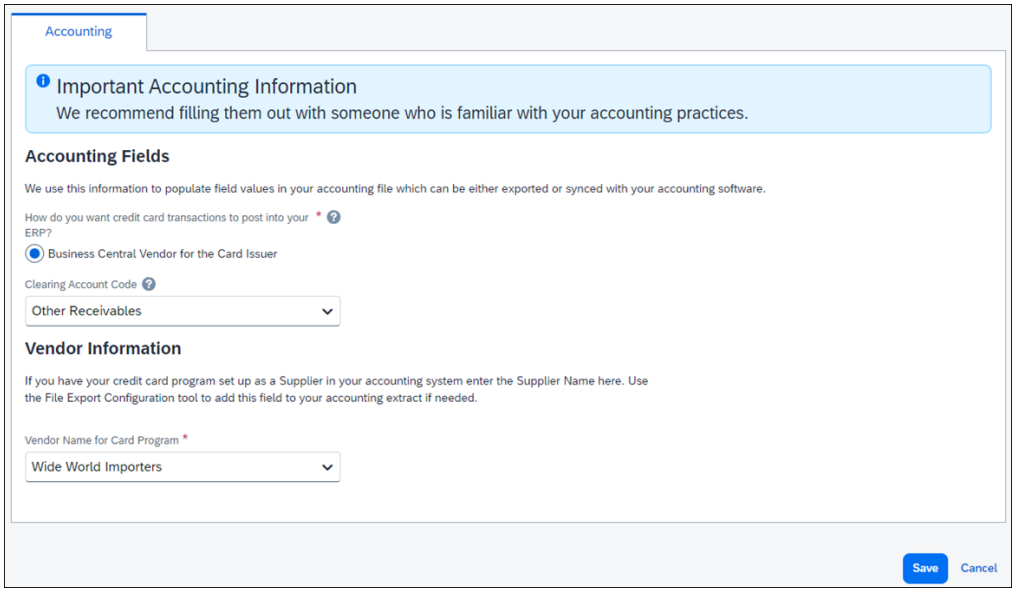
Admin Experience

When the admin navigates to the **Accounting** page in SAP Concur solutions, they see the new field labels.

Example of Previous Fields



Example of Updated Fields



Configuration / Feature Activation

This change occurred automatically.

SAP Cloud Identity Services into SAP Concur

Information First Published	Information Last Modified	Feature Target Release Date
November 9, 2023	January 19, 2024	Phase 1 - January 16, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

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

Overview

SAP is making it easier for you to integrate identity and access management (IAM) between systems. As of January 16, 2024, SAP Cloud Identity Services, including Identity Authentication and Identity Provisioning, are now available to SAP Concur customers 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. Both customers who use their own identity provider (third-party IdP) and those who don't have their own IdP can integrate with SAP Cloud Identity Services.

The provisioning of a tenant with Identity Authentication and Identity Provisioning services is triggered when a customer creates a case. Before creating a case, customers need to check with their SAP Concur account team to determine if they are eligible for provisioning of a tenant with Identity Authentication and Identity Provisioning services.

Once the tenant provisioning is completed, the customer 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.

NOTE: You must create a case to set up Identity Authentication and Identity Provisioning tenant provisioning for your SAP Concur entity even if you already have existing Identity Authentication and Identity Provisioning tenants from other SAP solutions.

For customers that have an existing tenant with Identity Authentication and Identity Provisioning services, the tenant will be reused. With the Identity Authentication and Identity Provisioning services, customers 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.

This process supports the following configurations:

New or existing Concur Expense, Concur Request, Concur Invoice, and/or Concur Travel & Expense customers that have at least one existing tenant of SAP Cloud Identity Services

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

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 customer using Identity Authentication or it can be provided by the customer. Customers will benefit from the simple configuration and the central user management.

Configuration / Feature Activation

This integration is available for new or existing SAP Concur customers with Professional Edition or Standard Edition that also have existing SAP Cloud Identity Services.

For more information about SAP Cloud Identity Services into SAP Concur, including information about creating a case, refer to the SAP Concur Bundle and SAP Concur Integration Scenario topics in the SAP Help Portal.

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	January 12, 2024	Ongoing in 2023-2024
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 began removing these links. Work to remove the links will continue in 2024.

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

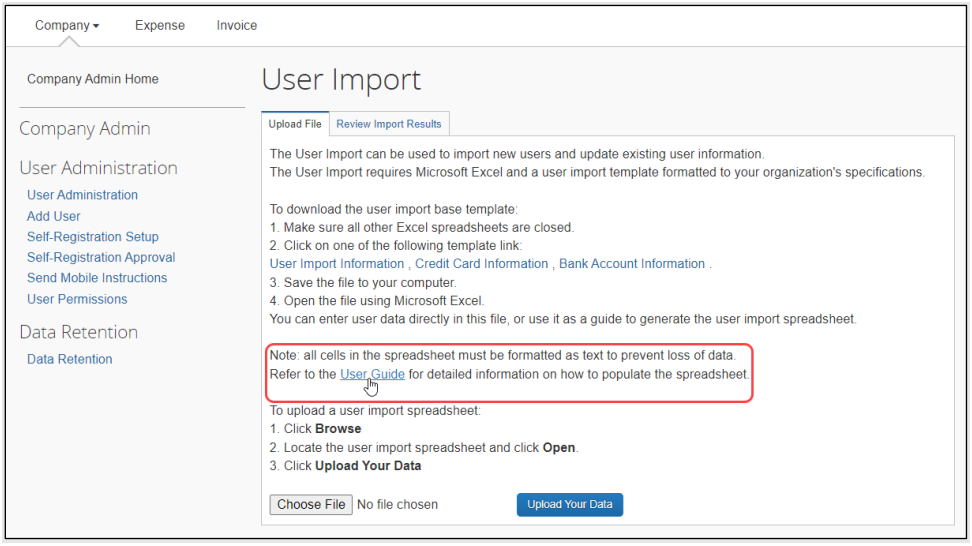
Because the links to product documentation from the SAP Concur solutions UI point to English-only content, the experience is not optimal for users that view the UI in languages other than English. In addition, direct links to a single document prevent the user from viewing and navigating the entire content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

To align with SAP best practices, in June 2023, SAP Concur began removing direct links from the SAP Concur solutions UI that point to product documentation on concurtraining.com. This process will continue in 2024.

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 is being made in phases, starting in 2023 and continuing in 2024.

Translations Available for Security Content

Information First Published	Information Last Modified	Feature Target Release Date
January 19, 2024	--	February 5, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

When the January translations are published, typically two weeks after the English content is published, the Protect Your SAP Concur Cloud deliverable will be available in six additional languages:

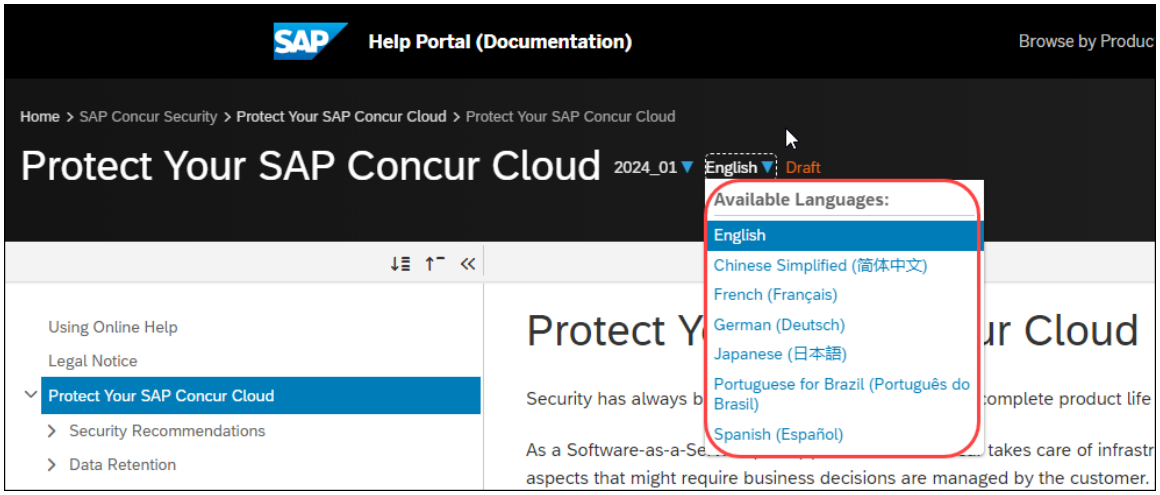
- Chinese Simplified
- French
- German
- Japanese
- Portuguese for Brazil
- Spanish

BUSINESS PURPOSE / CLIENT BENEFIT

This change improves the usability of the content.

End-User Experience

When a customer chooses a language from the language list, the content on the page will be presented in the chosen language.



Configuration / Feature Activation

This change occurs automatically.

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	January 19, 2024	Phased release: May 2023 through April 10, 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, on April 10, 2024.

NOTE: The legacy (Gateway) theme is not available to new clients. New clients automatically default to the Fiori for Horizon Morning Horizon theme.

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.

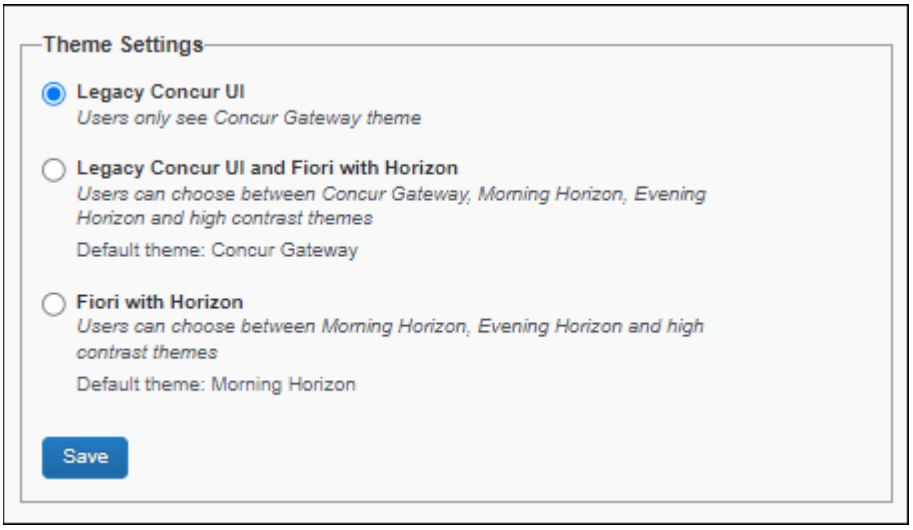
WEB UI

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.
- **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.



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

NOTE: Clients in the China Datacenter entered Phase 2 on January 8, 2024. As of January 8, 2024, these clients will proceed to Phase 3 on April 10, 2024, as documented in the sections that follow.

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 10, 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. The Gateway theme and **Theme Settings** will no longer be available. Users who have not yet enabled Horizon for Fiori themes will automatically be switch to Morning Horizon.

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 8, 2024: on January 8, 2024, Morning Horizon will become 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. The legacy (Gateway) theme is not available to new clients.

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.

NOTE: As of January 8, when Morning Horizon becomes the default UI theme for clients with Budget, there will no longer be a hybrid option in **Theme Settings**. Client must configure either the legacy (Gateway) theme or the default Horizon for Fiori themes.

Phase 3 – April 10, 2024: On April 10, 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.

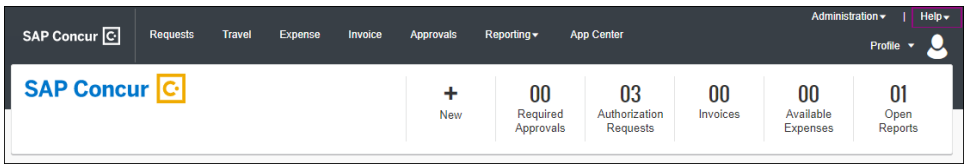
TMC Experience

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

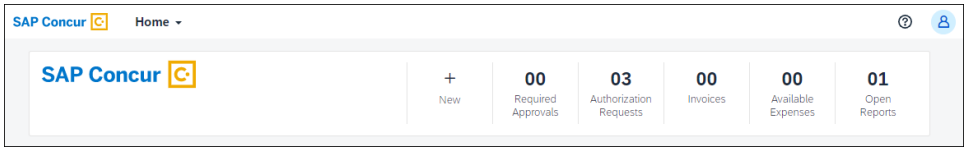
End User Experience

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



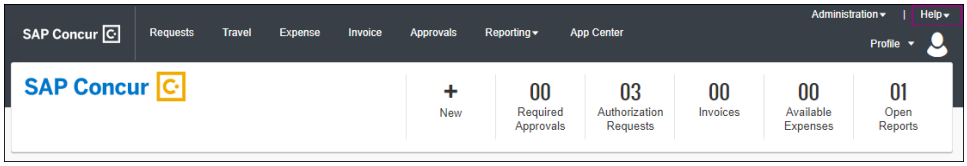
SAP FIORI WITH HORIZON DESIGN EXAMPLE



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

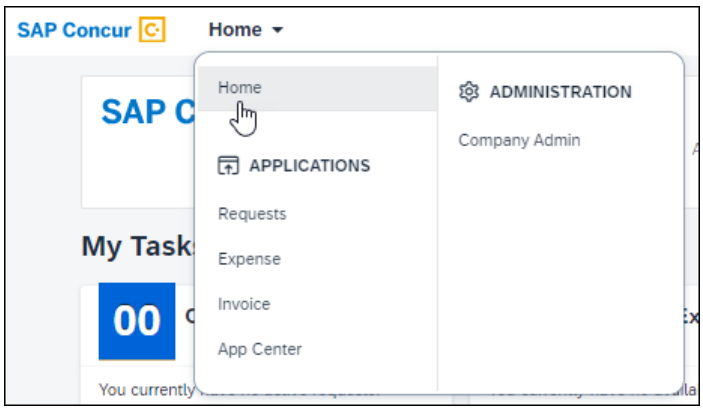
LEGACY HOME PAGE NAVIGATION

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.

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.

Import/Extract

Planned Changes User Data Extract Feature

Information First Published	Information Last Modified	Feature Target Release Date
January 19, 2024	--	Future Release
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

Travel w/Expense, Expense, Invoice, Request | Professional & Standard

Overview

In a future release, SAP Concur plans to implement a feature that enables a company administrator with either the Import/Extract Administrator or Import/Extract Monitor role to extract user data. The user data extract feature will be available from the **User Data Extracts** tab on the **Import/Extract Monitor** and **Import/Extract Administrator** pages.

NOTE: With the January 2024 release, in preparation for the release of the user data extract feature, the **User Data Extracts** tab was added to the **Import/Extract Monitor** and **Import/Extract Administrator** pages and is visible to administrators with permission to view those pages. This tab is not currently functional.

BUSINESS PURPOSE / CLIENT BENEFIT

When it becomes available, the user data extract feature will enable client administrators to request and download user data without requiring that they contact SAP Concur support for assistance.

Configuration / Feature Activation

This change will occur automatically; The new tab and future feature are only visible to client administrators with the required roles.

📖 More information about this feature will be added in future release notes.

SAP Concur

Planned Changes New SAP Concur Brand Logo

Information First Published	Information Last Modified	Feature Target Release Date
January 12, 2024	--	February 16, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

On February 16, 2024, SAP plans to update the SAP Concur brand logo. The new logo will appear in all UI themes including the legacy Concur Gateway theme and all SAP Fiori with Horizon themes for SAP Concur.

BUSINESS PURPOSE / CLIENT BENEFIT

With this update, the SAP Concur logo will better align with SAP branding.

User Experience

Users will see the updated logo in the SAP Concur UI.

NOTE: The SAP Concur logo differs slightly depending on the part of the UI you are viewing and the configured visual theme. For example, the background color will change if you switch from Fiori for Horizon Morning to Fiori for Horizon Evening.

Current Logo Example

Updated Logo Example

Configuration / Feature Activation

This change occurs automatically.

NOTE: SAP Concur will make this change on February 16, 2024, however, it might take a few days for the change to be deployed to all data centers.

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).

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

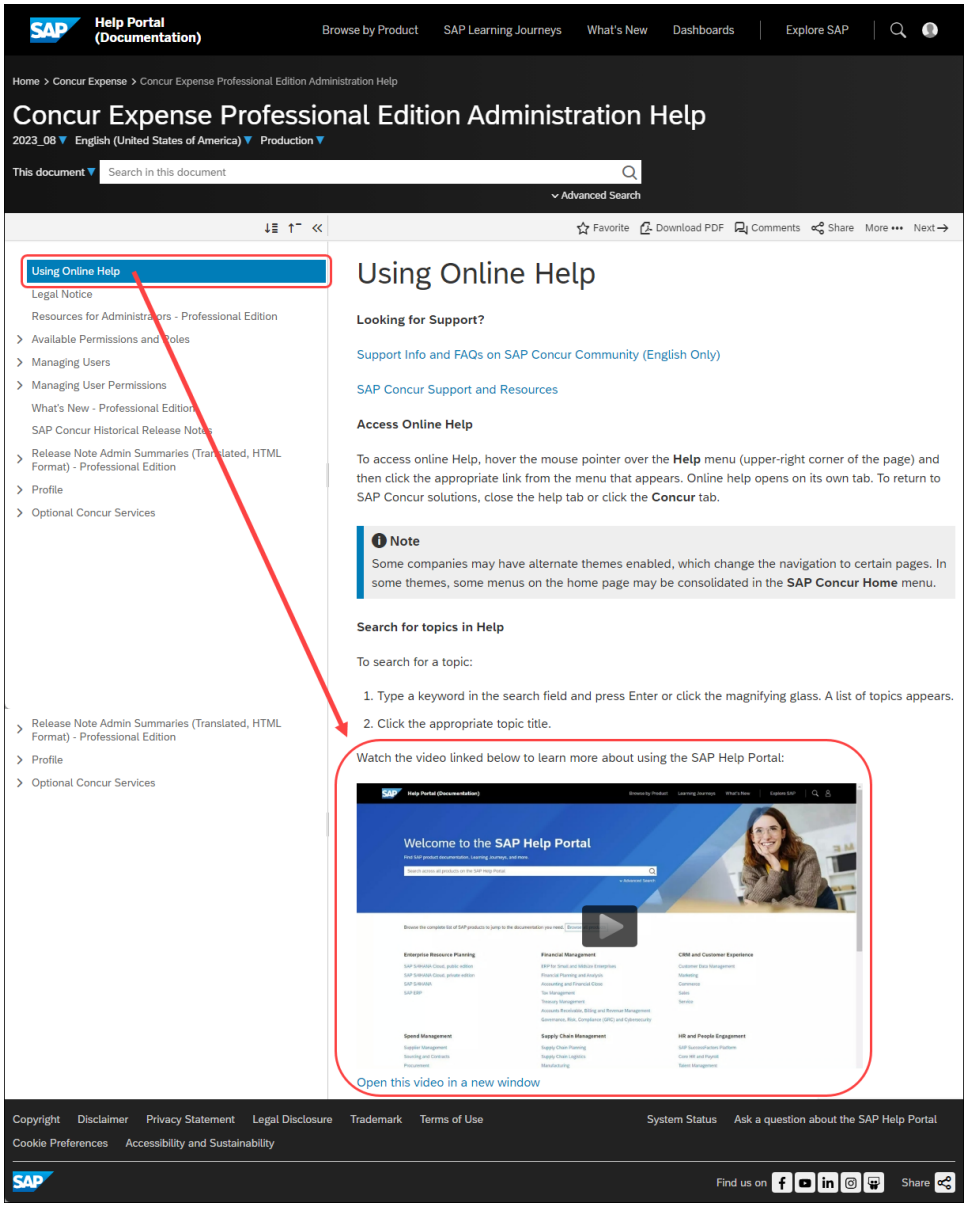
End users who access help topics from within SAP Concur solutions will not experience any changes because those help topics are already available from the SAP Help Portal through links provided in the products.

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



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.

Sign-In Page

Planned Changes Hide/Show Password Icon

Information First Published	Information Last Modified	Feature Target Release Date
January 12, 2024	--	Q1 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

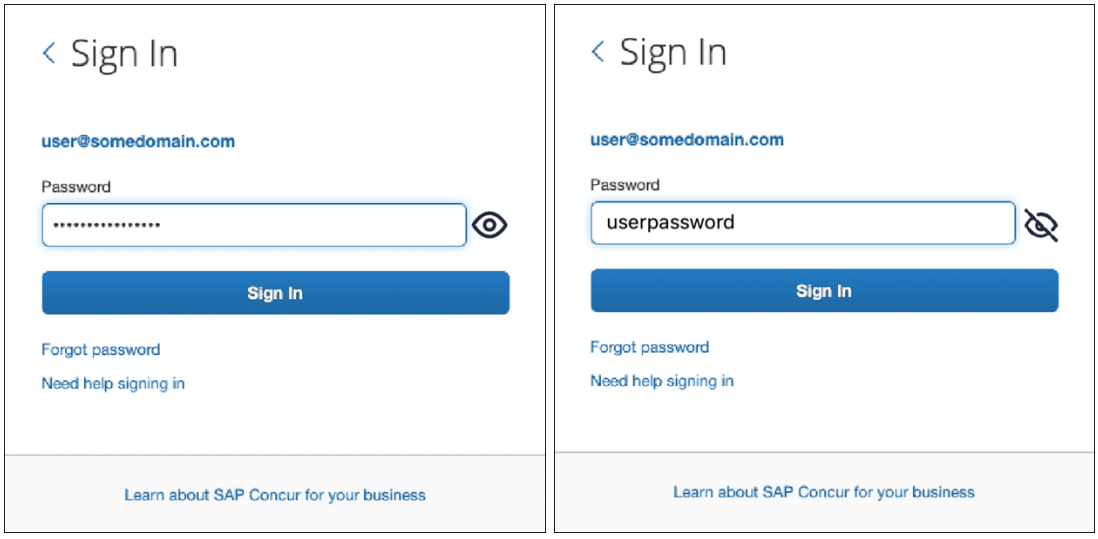
In Q1 of 2024, SAP Concur plans to add an icon to the SAP Concur Sign-In page that will enable users to hide or show their password when they enter it during sign in.

BUSINESS PURPOSE / CLIENT BENEFIT

This change enables users to view the password they are entering to ensure it is correct or hide the password to ensure it cannot be seen by others.

End-User Experience

Users will see an "eye" icon near the password field. Clicking the icon will hide (display as asterisks) or show their password.



Configuration / Feature Activation

This change occurs 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.

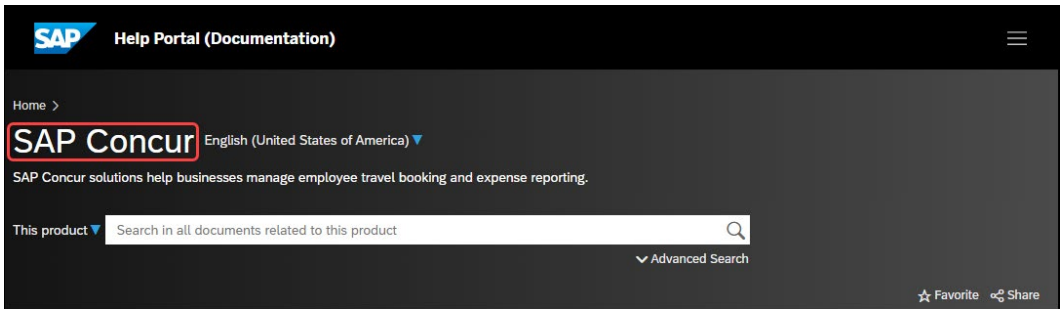
📖 For information about supported browsers and planned changes to supported browsers, refer to the *Concur Travel & Expense Supported Configurations* guide.

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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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: February 24, 2024 Initial Post: Friday, February 23, 2024	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

File Transfer

Ongoing New IP Addresses for DNS Endpoints

Information First Published	Information Last Modified	Feature Target Release Date
February 23, 2024	--	February 17 and April 27, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

On February 17, 2024, the DNS Endpoint IP addresses assigned to EU2 (mft-eu2.concursolutions.com) were changed to the following:

- 35.158.86.168
- 52.57.240.84
- 3.78.40.190

On April 27, 2024, the DNS Endpoint IP addresses assigned to US2 (mft-us2.concursolutions.com) will be changed to the following:

- 54.218.238.142
- 35.81.128.239
- 44.240.39.69

NOTE: Because IP addresses are subject to change, for clients who allow list incoming network traffic, SAP Concur recommends allow-listing the DNS endpoint rather than the associated IP addresses.

BUSINESS PURPOSE / CLIENT BENEFIT

This change helps to improve the security of SAP Concur solutions.

Admin Experience

This change is transparent to most clients.

Clients who allow-list IP addresses, must update their allow lists.

Configuration / Feature Activation

This change occurs automatically.

If your company uses allow lists and you have allow-listed the previous IP addresses, you must update your allow list. SAP Concur recommends allow-listing the file

transfer DNS endpoint (mft-eu2.concursolutions.com or mft-us2.concursolutions.com) rather than allow-listing the associated IP addresses.

Financial Integration

Manually Resync Large Amounts of Xero and QuickBooks Online Data

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	--	February 24, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

Expense, Invoice | Standard Edition

Overview

SAP Concur has added the ability to manually resync large amounts of Xero and QuickBooks Online financial data. This feature enables clients to clear and refresh large amounts of data through the **Accounting** page in SAP Concur solutions.

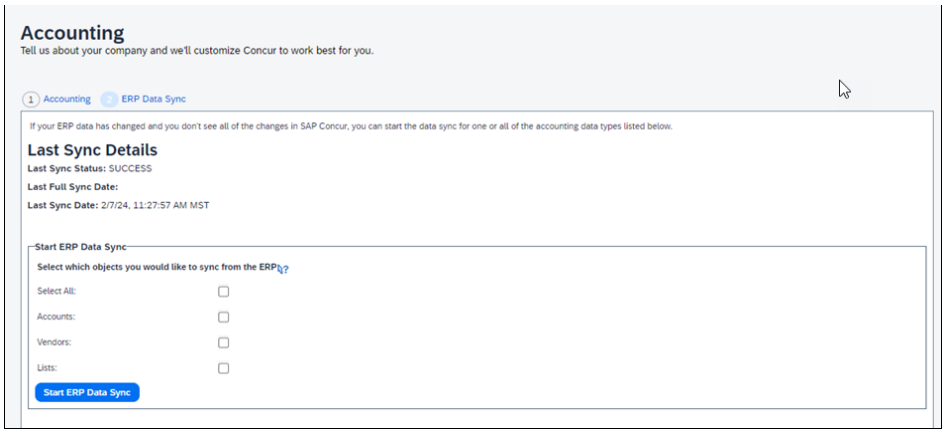
BUSINESS PURPOSE / CLIENT BENEFIT

With this addition, clients will no longer have to create a support ticket to refresh large amounts of Xero or QuickBooks Online data.

Admin Experience

The admin has access to the data sync feature on the **Accounting** page in SAP Concur solutions. They can choose to resync all or some of the following data objects:

- All objects
- Accounts
- Vendors
- Lists



Configuration / Feature Activation

This feature is automatically available to all clients with Xero and to QuickBooks Online client with more than 5000 vendors or 5000 accounts.

Home Page

**Ongoing ** SAP Concur Homepage Changes

Information First Published	Information Last Modified	Feature Target Release Date
December 4, 2020	January 19, 2024	Q4 2021 – January/February 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 late January/early February 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

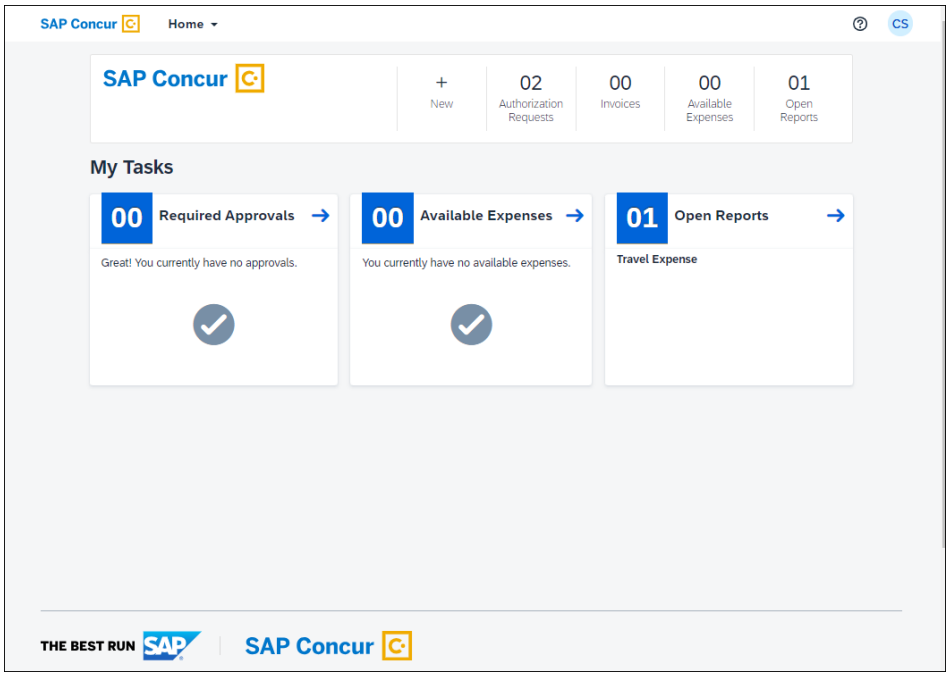
This change ensures that the SAP Concur homepage is available even when some services are unavailable and improves the consistency of the sign in experience.

What the User Sees

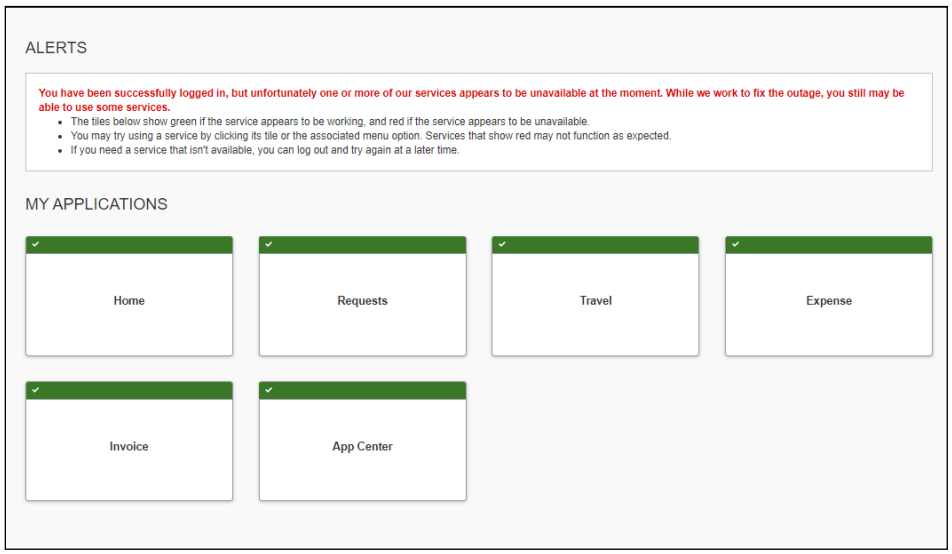
With the old homepage, when a user signs into their SAP Concur products, they see their homepage.

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.

Example Home Page



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.

Import/Extract

Add Test User Account Through Employee Import Record 305

Information First Published	Information Last Modified	Feature Target Release Date
February 23, 2024	--	Late February / Early March
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

Expense, Invoice, Request | Professional Edition

Overview

In late February/early March, SAP Concur plans to add an **Is Test User** field to Employee Import record type 305.

📖 For information about Employee Import record type 305, refer to *Shared: Employee Import Specification*.

The **Is Test User** field enables admins to create test user accounts through the Employee Import feature.

📖 For more information about test user accounts, refer to the *Shared: Test User Setup Guide*.

NOTE: A test user can only be configured when the user account is created.

BUSINESS PURPOSE / CLIENT BENEFIT

This change enables admins to create test users through the Employee Import feature.

Previously, test users could be created manually by selecting the **Is a Test User** option during user account creation and via the User Provisioning Service (UPS) API.

📖 For information about manually creating a test user, refer to the *Shared: Test User Setup Guide*. For information about the UPS API, refer to *User Provisioning Service* on the SAP Concur developer portal.

Admin Experience

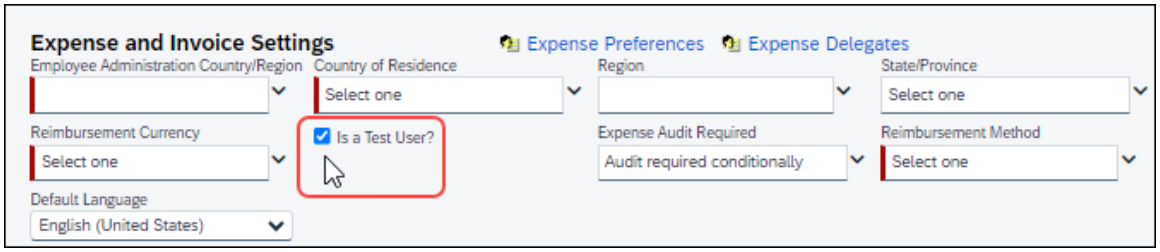
When formatting the employee import file, position number 99 (Is Test User) of the 305 record type can be set to **Y**. When set to **Y** the relevant user account is set to **Is Test User**.

The **Is Test User** field has the following characteristics:

- If the field is set to **Y**, the new user account is a test user account.

- If the field is set to **N**, the new user account is not a test user.
- If the field is left blank, the new user account is not a test user.
- The **Is Test User** field can only be set to **Y** when the user account is created.
  - An existing user account cannot be converted to a test user account.
  - A test user account cannot be converted to a user account.

After the account is imported, the **Is a Test User** field on the user account page in SAP Concur is checked (enabled).



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

New SAP Concur Brand Logo

Information First Published	Information Last Modified	Feature Target Release Date
January 12, 2024	February 09, 2024	February 16, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

On February 16, 2024, SAP plans to update the SAP Concur brand logo. The new logo appears in all UI themes including the legacy Concur Gateway theme and all SAP Fiori with Horizon themes for SAP Concur.

BUSINESS PURPOSE / CLIENT BENEFIT

With this update, the SAP Concur logo better aligns with SAP branding.

User Experience

The updated logo appears in the SAP Concur UI.

NOTE: The SAP Concur logo differs slightly depending on the part of the UI you are viewing and the configured visual theme. For example, the background color will change if you switch from Fiori for Horizon Morning to Fiori for Horizon Evening.

Current Logo Example

Updated Logo Example

Configuration / Feature Activation

This change occurs automatically.

NOTE: SAP Concur plans to make this change on February 16, 2024, however, it might take a few days for the change to be deployed to all data centers.

SAP Concur Integrations

Funds and Grants Integration with Concur Solutions Now Supports SAP S/4HANA Cloud Public Edition

Information First Published	Information Last Modified	Feature Target Release Date
February 23, 2024	--	February 2, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

Expense, Request | Professional Edition

Overview

With the October 2023 release, the Funds and Grants Integration with Concur Solutions SAP was released for certain SAP S/4HANA editions and versions. With the February 2024 release, the Funds and Grants Integration with Concur Solutions is now also available for SAP S/4HANA Cloud Public Edition.

The Funds and Grants Integration with Concur Solutions enables automatic funds check and funds reservation against funds, grants, and budgets maintained within SAP.

BUSINESS PURPOSE / CLIENT BENEFIT

This change expands the SAP S/4HANA editions supported by the Funds and Grants Integration with Concur Solutions.

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 with Public Sector Management, SAP S/4HANA Cloud Private Edition 2023 with Public Sector Management, or SAP S/4HANA Cloud Public Edition

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

Configuration / Feature Activation

Refer to your SAP S/4HANA documentation for information about the SAP S/4HANA editions and versions.

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

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	January 12, 2024	Ongoing in 2023-2024
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 began removing these links. Work to remove the links will continue in 2024.

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

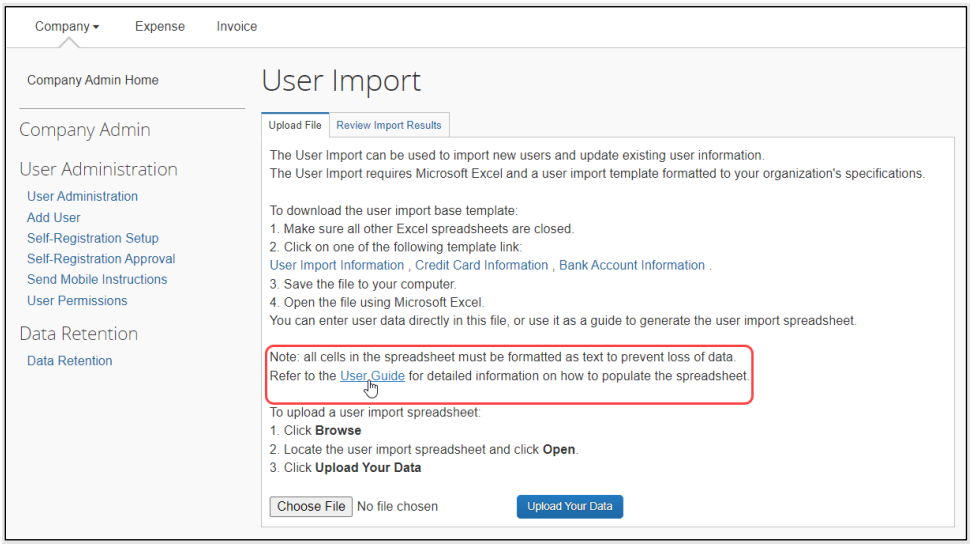
Because the links to product documentation from the SAP Concur solutions UI point to English-only content, the experience is not optimal for users that view the UI in languages other than English. In addition, direct links to a single document prevent the user from viewing and navigating the entire content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

To align with SAP best practices, in June 2023, SAP Concur began removing direct links from the SAP Concur solutions UI that point to product documentation on concurtraining.com. This process will continue in 2024.

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 is being made in phases, starting in 2023 and continuing in 2024.

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	January 19, 2024	Phased release: May 2023 through April 10, 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, on April 10, 2024.

NOTE: The legacy (Gateway) theme is not available to new clients. New clients automatically default to the Fiori for Horizon Morning Horizon theme.

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.

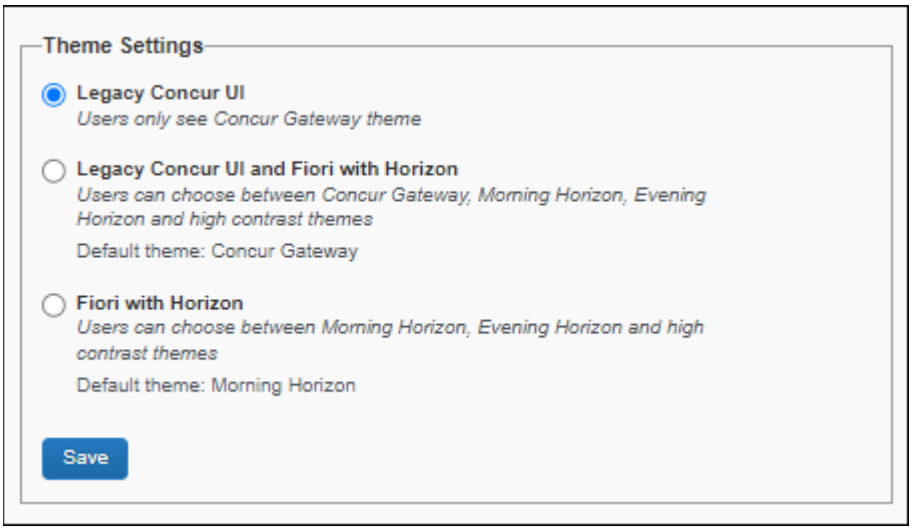
WEB UI

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.
- **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.



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

NOTE: Clients in the China Datacenter entered Phase 2 on January 8, 2024. As of January 8, 2024, these clients will proceed to Phase 3 on April 10, 2024, as documented in the sections that follow.

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 10, 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. The Gateway theme and **Theme Settings** will no longer be available. Users who have not yet enabled Horizon for Fiori themes will automatically be switch to Morning Horizon.

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 8, 2024: on January 8, 2024, Morning Horizon will become 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. The legacy (Gateway) theme is not available to new clients.

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.

NOTE: As of January 8, when Morning Horizon becomes the default UI theme for clients with Budget, there will no longer be a hybrid option in **Theme Settings**. Client must configure either the legacy (Gateway) theme or the default Horizon for Fiori themes.

Phase 3 – April 10, 2024: On April 10, 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.

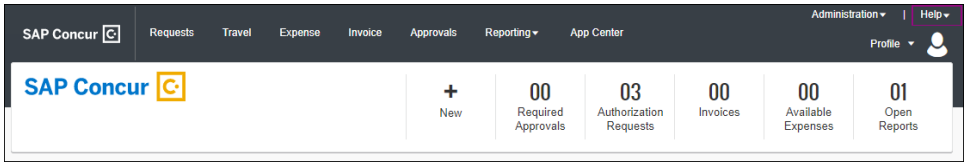
TMC Experience

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

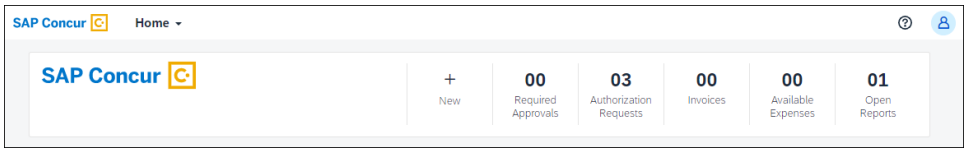
End User Experience

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



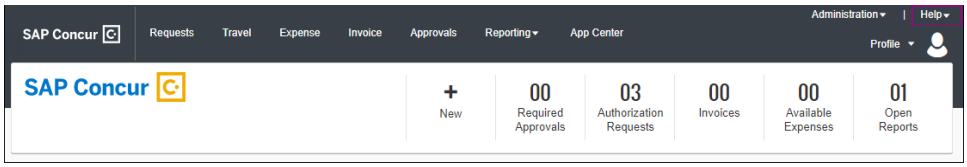
SAP FIORI WITH HORIZON DESIGN EXAMPLE



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

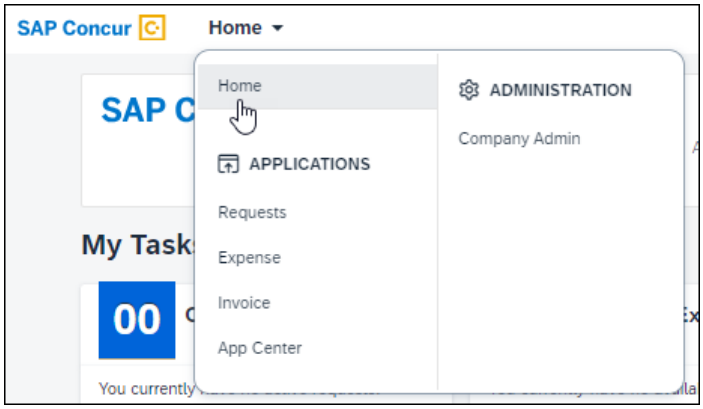
LEGACY HOME PAGE NAVIGATION

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 Page

Hide/Show Password Icon

Information First Published	Information Last Modified	Feature Target Release Date
January 12, 2024	February 23, 2024	February 19, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

On February 19, 2024, SAP Concur added an icon to the SAP Concur Sign-In page. The new icon enables users to hide or show their password during sign in.

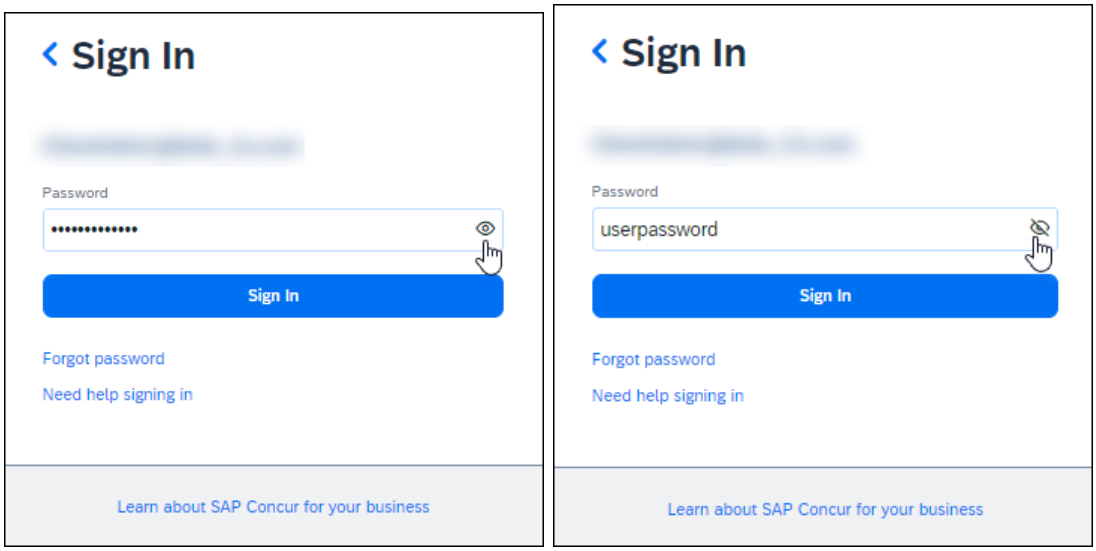
BUSINESS PURPOSE / CLIENT BENEFIT

This change enables users to view the password they are entering to ensure it is correct or to hide the password to ensure it cannot be seen by others.

End-User Experience

An eye icon is available to the right of the password field. Clicking the icon hides (displays as asterisks) or shows the password.

Examples



Configuration / Feature Activation

This change occurred automatically.

User Administration

Preferred Name Field to be Added to User Admin Pages and Imports

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	February 23, 2024	February 28, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

On February 28, 2024, SAP Concur plans to add a **Preferred Name** field to the user account management pages in SAP Concur Standard edition and to the user import/export spreadsheets in both Standard and Professional editions.

NOTE: The **Preferred Name** field is already available on the user administration pages in SAP Concur Professional Edition.

BUSINESS PURPOSE / CLIENT BENEFIT

The preferred name field enables an admin to specify the name by which a user prefers to be referred when their preferred name differs from their given name.

Admin Experience

The preferred name field is available on the **Add User** and **Edit User** pages in Standard edition. The **Preferred Name** column replaces the **Nickname** column in the user import spreadsheet in both Standard and Professional edition.

NOTE: If an admin imports users with an older version of the spreadsheet that has the **Nickname** column, entries in the **Nickname** column will be added to the **Preferred Name** field.

Configuration / Feature Activation

This change occurs 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.

Planned Changes Sign In To SAP Concur Without a Password

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	--	Q2 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

In Q2 2024, SAP Concur plans to enable users who sign in to SAP Concur solutions with a username and password to sign in without a password. When the feature is enabled, a user who does not want to enter a password during sign in will have the option to send a one-time link to the email address associated with their SAP Concur personal profile.

BUSINESS PURPOSE / CLIENT BENEFIT

For users who do not want to enter a password during sign in, this feature enables the user to sign in quickly and efficiently through a one-time link.

End-User Experience

During the sign-in process, users will have the option to send a sign-in link to the **Email 1** and/or **Email 2** email address configured in the **Email Addresses** section of the **My Profile – Personal Information** page in SAP Concur solutions.

Users who do not have access to the **Email Addresses** section of the **My Profile – Personal Information** page—for example, invoice-only users—must have a valid email address associated with their user account. The email address associated with their account can be confirmed by their company's Concur user administrator.

Configuration / Feature Activation

This change will occur automatically.

File Transfer

Planned Changes Cipher Security Policy Change for Clients and Vendors

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	--	April 16, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

This release note is intended for technical staff responsible for file transmissions with SAP Concur solutions. For our clients and vendors participating in data exchange through SFTP, SAP Concur plans to make changes that provide greater security for those file transfers.

On April 16, 2024, SAP Concur plans to update its file transfer security policy from TransferSecurityPolicy-2020-06 to TransferSecurityPolicy-2022-03.

This release note pertains to the following file transfer DNS endpoints:

- EU2 AWS Transfer Site: mft-eu2.concursolutions.com
- US2 AWS Transfer Site: mft-us2.concursolutions.com

! **IMPORTANT:** If you are using client software that does not support TransferSecurityPolicy-2022-03, you must move to supported SFTP client software before April 16, 2024.

📖 For more information about transfer security policies, including a list of supported cryptographic algorithms, refer to *Security polices for AWS Transfer Family* and *Cryptographic Algorithms* on the AWS documentation web site**.**

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides greater security for file transfers.

Configuration / Feature Activation

This change occurs automatically.

📖 For more information about SAP Concur file transfers, refer to *Shared: AWS File Transfer for Clients and Vendors*.

Import/Extract

Planned Changes User Data Extract Feature

Information First Published	Information Last Modified	Feature Target Release Date
January 19, 2024	--	Future Release
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

Travel w/Expense, Expense, Invoice, Request | Professional & Standard

Overview

In a future release, SAP Concur plans to implement a feature that enables a company administrator with either the Import/Extract Administrator or Import/Extract Monitor role to extract user data. The user data extract feature will be available from the **User Data Extracts** tab on the **Import/Extract Monitor** and **Import/Extract Administrator** pages.

NOTE: With the January 2024 release, in preparation for the release of the user data extract feature, the **User Data Extracts** tab was added to the **Import/Extract Monitor** and **Import/Extract Administrator** pages and is visible to administrators with permission to view those pages. This tab is not currently functional.

BUSINESS PURPOSE / CLIENT BENEFIT

When it becomes available, the user data extract feature will enable client administrators to request and download user data without requiring that they contact SAP Concur support for assistance.

Configuration / Feature Activation

This change will occur automatically; The new tab and future feature are only visible to client administrators with the required roles.

📖 More information about this feature will be added in future release notes.

SAP Concur

Planned Changes New SAP Concur Outbound IP Addresses to be Added

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	--	Mid-May 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

In mid-May 2024, SAP Concur plans to increase the outbound IP addresses used to transfer data from SAP Concur to clients.

Most clients will not need to take any action when this change is made. However, clients who use IP address allow lists to restrict inbound traffic from SAP Concur solutions, will need to add the new IP addresses to their allow lists.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes help to ensure the stability, reliability, and availability of SAP Concur solutions.

Configuration / Feature Activation

This change will occur automatically. Most clients do not need to take an action. Clients who use allow lists must add the new IP Addresses to their allow lists.

📖 More information about this change, including information about how to get the new IP addresses, will be included 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).

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

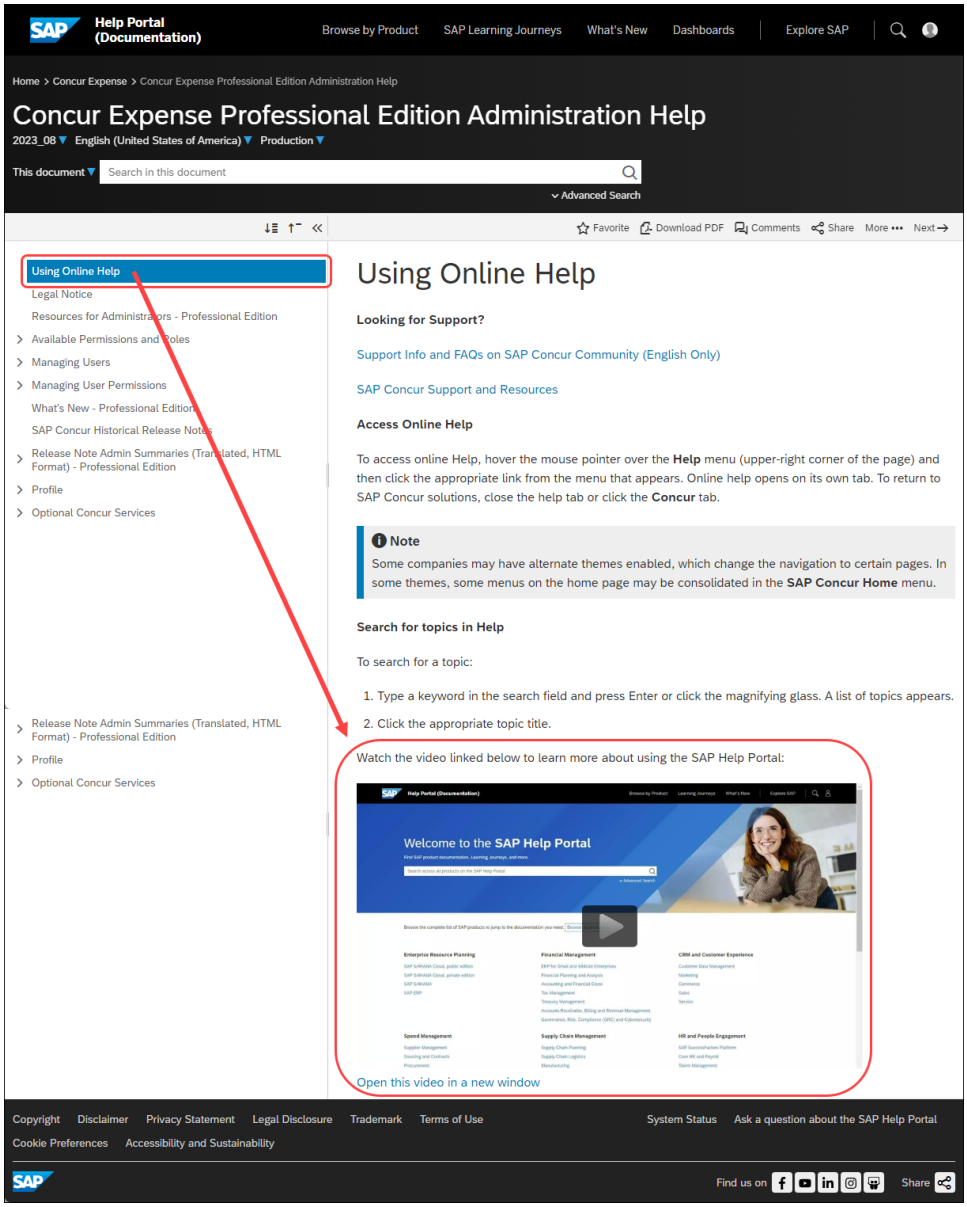
End users who access help topics from within SAP Concur solutions will not experience any changes because those help topics are already available from the SAP Help Portal through links provided in the products.

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



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.

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

Gender Diversity Planned Features and Changes

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.

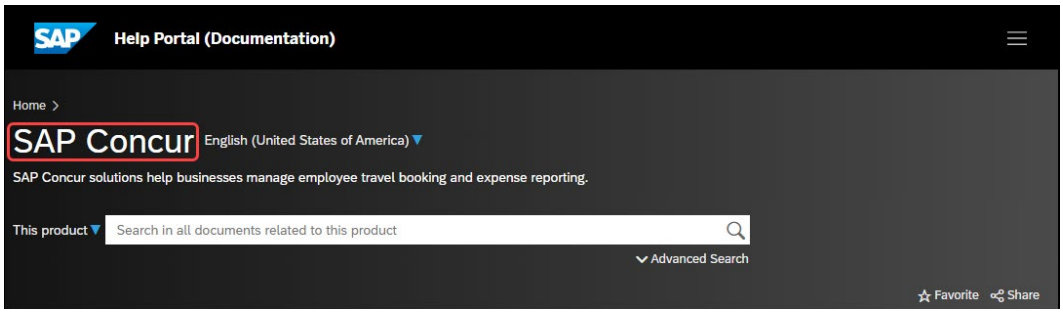
📖 For information about supported browsers and planned changes to supported browsers, refer to the *Concur Travel & Expense Supported Configurations* guide.

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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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: March 23, 2024 Initial Post: Friday, March 22, 2024	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

Data Retention

Ongoing Pause and Resume Data Retention Site-Wide

Information First Published	Information Last Modified	Feature Target Release Date
March 18, 2024	March 22, 2024	March 31, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

On March 31, 2024, SAP Concur plans to implement the Data Retention pause and resume feature. This feature enables data retention administrators to pause and resume data retention activity site wide.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides the data retention administrator more flexibility and control over the SAP Concur data retention feature.

Admin Experience

After they have configured the data retention feature for their site, the data retention administrator can pause and resume the SAP Concur Data Retention feature. This option pauses data retention activity for the entire site.

Before pausing or resuming data retention:

- Administrators from different parts of the client's business should coordinate with each other.
- Client administrators should consider the impact of pausing or resuming data retention on policies with different timeframes.

! **IMPORTANT**: To avoid non-compliance with internal or external Data Protection and Privacy requirements, Data Retention should not be paused for periods of time longer than is necessary. The client administrator is responsible for pausing and resuming their data retention activity.

NOTE: The Data Retention pause and resume feature is only intended for short term use. When applicable, the **Hold User** feature, which pauses data retention for a specific user, should be used.

Configuration / Feature Activation

After they have configured SAP Concur data retention, this option is automatically available to the data retention administrator.

File Transfer

Ongoing New IP Addresses for DNS Endpoints

Information First Published	Information Last Modified	Feature Target Release Date
February 23, 2024	--	February 17 and April 27, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

On February 17, 2024, the DNS Endpoint IP addresses assigned to EU2 (mft-eu2.concursolutions.com) were changed to the following:

- 35.158.86.168
- 52.57.240.84
- 3.78.40.190

On April 27, 2024, the DNS Endpoint IP addresses assigned to US2 (mft-us2.concursolutions.com) will be changed to the following:

- 54.218.238.142
- 35.81.128.239
- 44.240.39.69

NOTE: Because IP addresses are subject to change, for clients who allow list incoming network traffic, SAP Concur recommends allow-listing the DNS endpoint rather than the associated IP addresses.

BUSINESS PURPOSE / CLIENT BENEFIT

This change helps to improve the security of SAP Concur solutions.

Admin Experience

This change is transparent to most clients.

Clients who allow-list IP addresses, must update their allow lists.

Configuration / Feature Activation

This change occurs automatically.

If your company uses allow lists and you have allow-listed the previous IP addresses, you must update your allow list. SAP Concur recommends allow-listing the file transfer DNS endpoint (mft-eu2.concursolutions.com or mft-us2.concursolutions.com) rather than allow-listing the associated IP addresses.

Financial Integration

Drop-down List in Employee ID Field

Information First Published	Information Last Modified	Feature Target Release Date
March 22, 2024	--	March 15, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

Travel w/Spend, Expense, Invoice | Standard Edition

Overview

For some clients with Standard Edition who are connected to QuickBooks, Xero, or Sage Intacct, the **Employee ID** field on the Travel user account page is now a drop-down list field.

This change impacts clients with Expense or Invoice Standard edition combined with Travel Professional edition who are also integrated with QuickBooks Online, Xero, or Sage Intacct.

BUSINESS PURPOSE / CLIENT BENEFIT

This change supports a future feature targeted for Q3 of 2024.

More information about the planned feature will be included in future release notes.

Manually Synchronize List Items Between SAP Concur and Sage Intacct

Information First Published	Information Last Modified	Feature Target Release Date
March 8, 2024	--	March 8, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

Expense, Invoice | Standard Edition

Overview

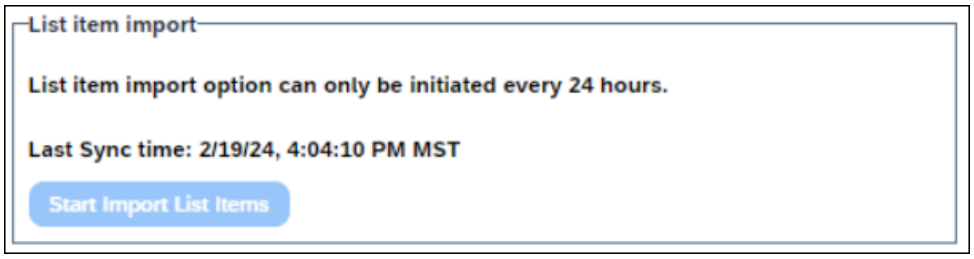
Beginning on March 8, 2024, clients with the Sage Intacct integration will be able to manually import list items from Sage Intacct into their SAP Concur solutions.

BUSINESS PURPOSE / CLIENT BENEFIT

This change enables clients to synchronize list items between Sage Intacct and SAP Concur solutions.

Admin Experience

A new **List Item Import** section is available on the **Accounting** page.



In the **List Item Import** section, the administrator can click **Start Import List Items** to synchronize list items between Sage Intacct and SAP Concur solutions.

NOTE: The list items can only be synchronized once every 24 hours.

Configuration / Feature Activation

The new option is automatically available to clients with the Sage Intacct integration.

Help Menu

Contact Support Link in Help Menu

Information First Published	Information Last Modified	Feature Target Release Date
March 8, 2024	--	Late February 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

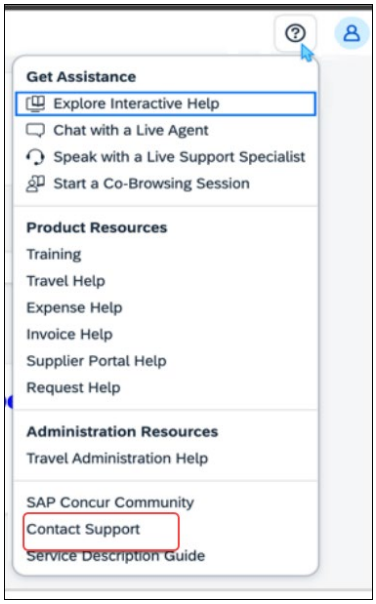
Applies to:

All Products | All Editions

Overview

In late February 2024, SAP Concur updated the **Contact Support** link so that when it is available, it is available in the SAP Concur solutions **Help** menu. Prior to this change, the **Contact Support** link was sometimes available from the **Home** menu.

NOTE: The **Contact Support** link is only available to users with the SAP Concur ASC role.



BUSINESS PURPOSE / CLIENT BENEFIT

This change helps to ensure a consistent user experience when accessing the **Contact Support** link.

Configuration / Feature Activation

This change occurred automatically.

Home Page

**Ongoing ** SAP Concur Homepage Changes

Information First Published	Information Last Modified	Feature Target Release Date
December 4, 2020	January 19, 2024	Q4 2021 – January/February 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 late January/early February 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

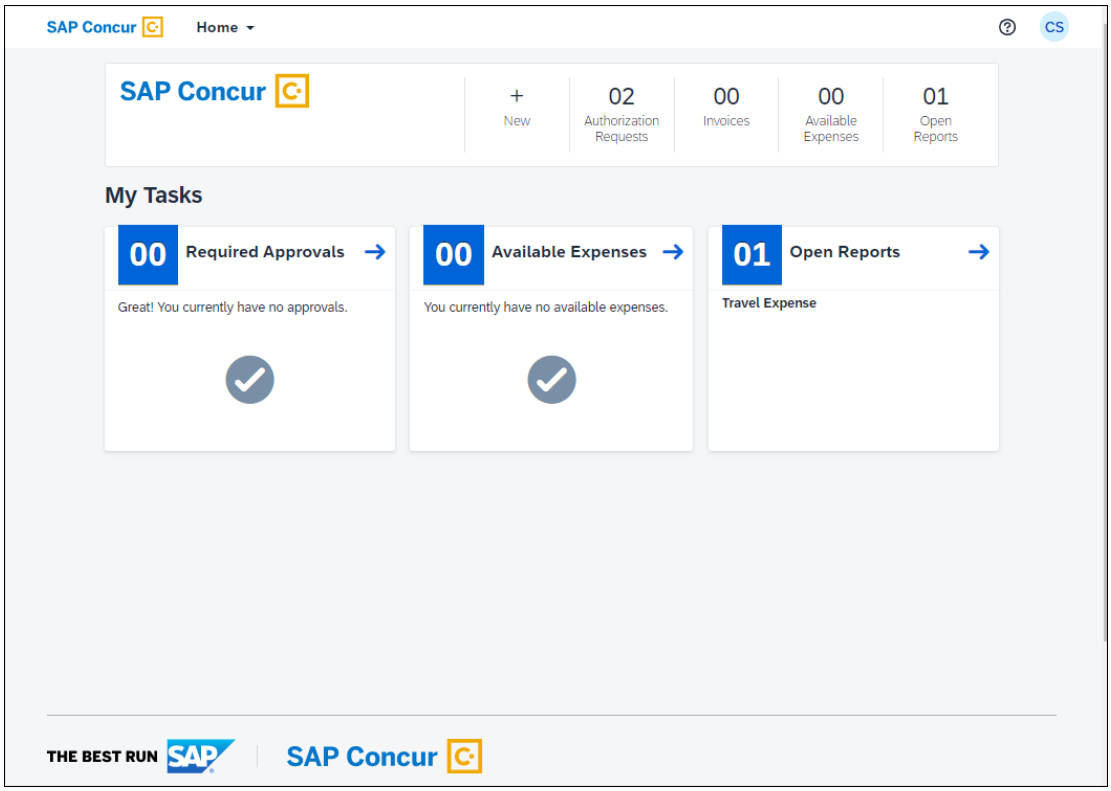
This change ensures that the SAP Concur homepage is available even when some services are unavailable and improves the consistency of the sign in experience.

What the User Sees

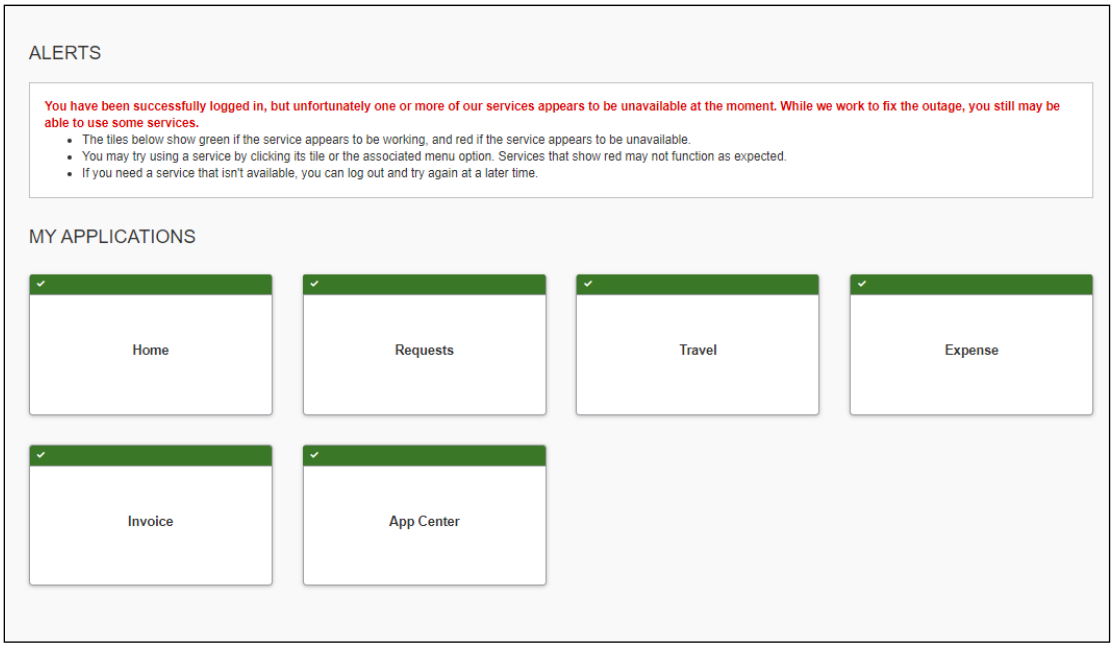
With the old homepage, when a user signs into their SAP Concur products, they see their homepage.

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.

Example Home Page



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 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.

Import/Extract

Add Test User Account Through Employee Import Record 305

Information First Published	Information Last Modified	Feature Target Release Date
February 23, 2024	--	Late February / Early March
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

Expense, Invoice, Request | Professional Edition

Overview

In late February/early March, SAP Concur plans to add an **Is Test User** field to Employee Import record type 305.

📖 For information about Employee Import record type 305, refer to *Shared: Employee Import Specification*.

The **Is Test User** field enables admins to create test user accounts through the Employee Import feature.

📖 For more information about test user accounts, refer to the *Shared: Test User Setup Guide*.

NOTE: A test user can only be configured when the user account is created.

BUSINESS PURPOSE / CLIENT BENEFIT

This change enables admins to create test users through the Employee Import feature.

Previously, test users could be created manually by selecting the **Is a Test User** option during user account creation and via the User Provisioning Service (UPS) API.

📖 For information about manually creating a test user, refer to the *Shared: Test User Setup Guide*. For information about the UPS API, refer to *User Provisioning Service* on the SAP Concur developer portal.

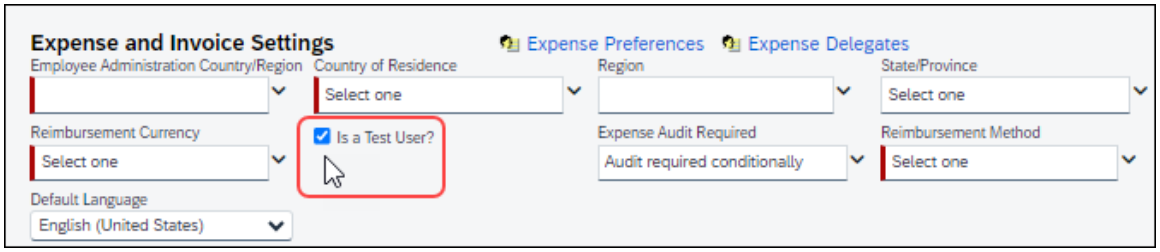
Admin Experience

When formatting the employee import file, position number 99 (Is Test User) of the 305 record type can be set to **Y**. When set to **Y** the relevant user account is set to **Is Test User**.

The **Is Test User** field has the following characteristics:

- If the field is set to **Y**, the new user account is a test user account.
- If the field is set to **N**, the new user account is not a test user.
- If the field is left blank, the new user account is not a test user.
- The **Is Test User** field can only be set to **Y** when the user account is created.
  - An existing user account cannot be converted to a test user account.
  - A test user account cannot be converted to a user account.

After the account is imported, the **Is a Test User** field on the user account page in SAP Concur is checked (enabled).



Configuration / Feature Activation

This change occurs automatically.

User Data Extract Feature

Information First Published	Information Last Modified	Feature Target Release Date
January 19, 2024	--	March 16, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

Travel w/Expense, Expense, Invoice, Request | Professional & Standard

Overview

On March 16, 2024, SAP Concur plans to implement a feature that enables a company administrator with either the Import/Extract Administrator or Import/Extract Monitor role to download extracted user data. The user data extract feature will be available from the **User Data Extracts** tab on the **Import/Extract Monitor** and **Import/Extract Administrator** pages.

BUSINESS PURPOSE / CLIENT BENEFIT

The user data extract feature enables client administrators to download extracted user data after the data is made available on the **User Data Extracts** tab.

NOTE: This feature requires that a request for user data be submitted by a client's Authorized Support Contact (ASC). This data is typically requested with relation to GDPR requirements. This feature is not intended for general use.

Admin Experience

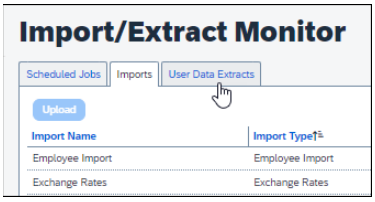
An admin with the required role can access the **User Data Extracts** tab on the **Import/Extract Monitor** or **Import/Extract Administrator** page.

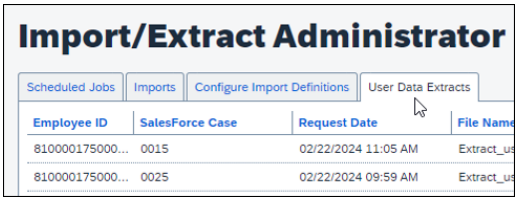
NOTE: User data will not appear on the **User Data Extracts** page until a client ASC has requested the data and the request has been processed by SAP Concur internal staff.

▸ ***To access the User Data Extracts page and download available user data:***

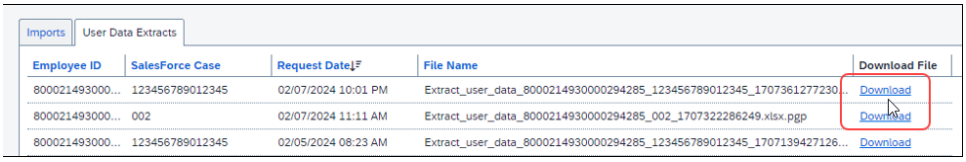
1. Under **Administration** click **Tools** and then click **Import/Extract Monitor** or **Import/Extract Administrator**.

2. On the **Import/Extract Monitor** or **Import/Extract Administrator** page, click the **User Data Extracts** tab.





3. In the **Download File** column, in the row for the data you want to download, click **Download.**



NOTE: After downloading the extracted user data, you are responsible for appropriate handling of the user's data and delivery of the data to the user.

Configuration / Feature Activation

This change occurs automatically; The feature is only visible to client administrators with the required roles.

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 User Assistance

Ongoing Links From the SAP Concur Solutions UI to Product Documentation Removed

Information First Published	Information Last Modified	Feature Target Release Date
May 12, 2023	March 09, 2024	End of March 2024
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 included links to product documentation or other content. To better align with SAP best practices, in June 2023, SAP Concur began removing direct links from the SAP Concur solutions UI that point to product documentation on concurtraining.com. This process will be completed at the end of March 2024.

NOTE: 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

This change is being made for the following reasons:

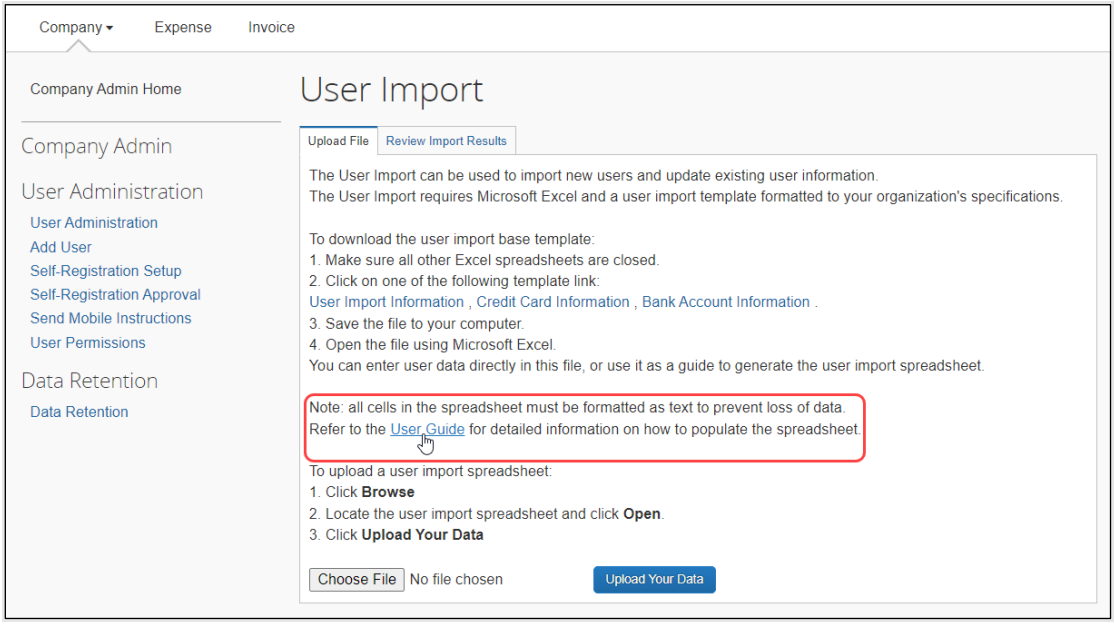
- This change better aligns with SAP best practices.
- Links to product documentation from the SAP Concur solutions UI point to English-only content. This experience is not optimal for users that view the UI in languages other than English.
- Direct links to a single document prevent the user from viewing and navigating the entire content library.
- SAP Concur plans to move its product documentation from concursolutions.com to the SAP Help Portal.

  For more information, refer to the ***Planned Changes** SAP Concur Product Documentation Moving to the SAP Help Portal* release note in this document.

Admin and End-User Experience

Links to product documentation on concursolutions.com—for example, links to SAP Concur user and setup guides—will be removed from SAP Concur solutions UI pages.

Example



Configuration / Feature Activation

This change was made in phases, starting in 2023. The process of removing the links will be completed at the end of March 2024.

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	January 19, 2024	Phased release: May 2023 through April 10, 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, on April 10, 2024.

NOTE: The legacy (Gateway) theme is not available to new clients. New clients automatically default to the Fiori for Horizon Morning Horizon theme.

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.

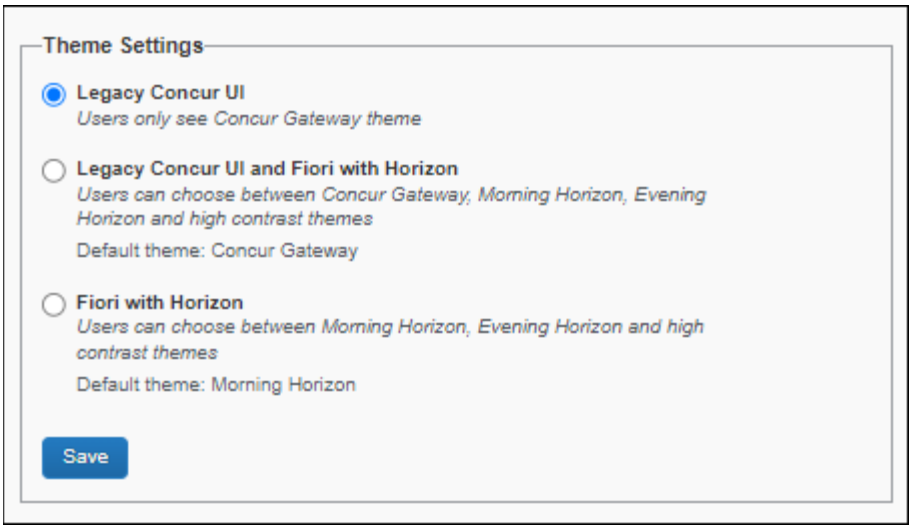
WEB UI

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.
- **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.



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

NOTE: Clients in the China Datacenter entered Phase 2 on January 8, 2024. As of January 8, 2024, these clients will proceed to Phase 3 on April 10, 2024, as documented in the sections that follow.

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 10, 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. The Gateway theme and **Theme Settings** will no longer be available. Users who have not yet enabled Horizon for Fiori themes will automatically be switch to Morning Horizon.

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 8, 2024: on January 8, 2024, Morning Horizon will become 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. The legacy (Gateway) theme is not available to new clients.

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.

NOTE: As of January 8, when Morning Horizon becomes the default UI theme for clients with Budget, there will no longer be a hybrid option in **Theme Settings**. Client must configure either the legacy (Gateway) theme or the default Horizon for Fiori themes.

Phase 3 – April 10, 2024: On April 10, 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.

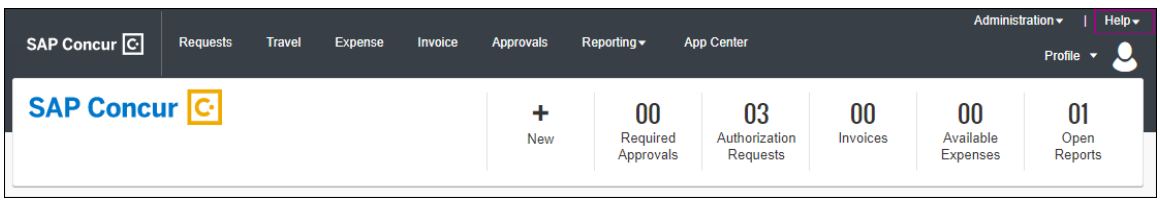
TMC Experience

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

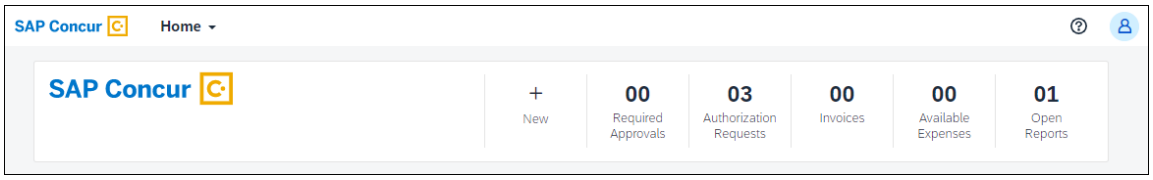
End User Experience

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



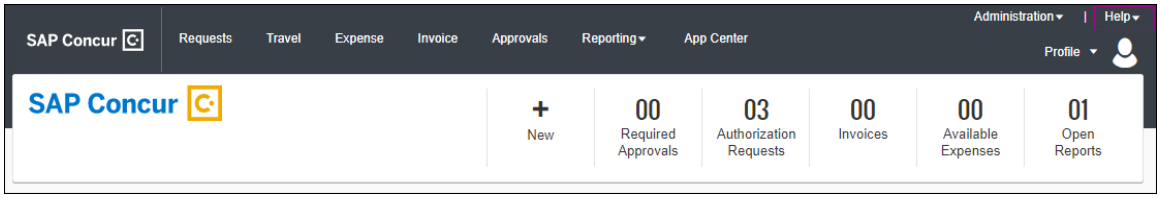
SAP Fiori With Horizon Design Example



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

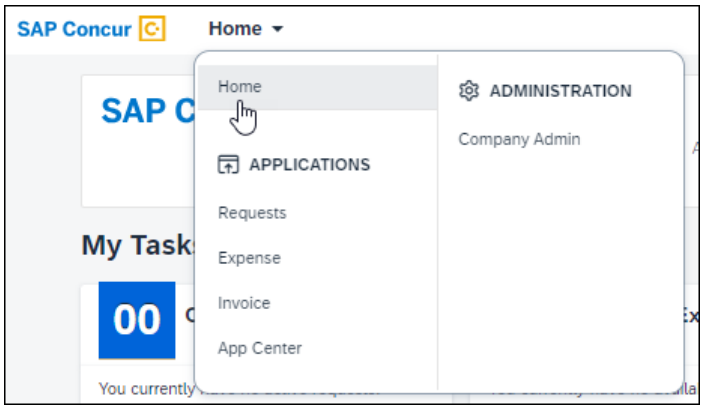
Legacy Home Page Navigation

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.

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.

Planned Changes Legacy Authentication Retirement

Information First Published	Information Last Modified	Feature Target Release Date
March 18, 2024	--	July 11, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

Legacy Authentication was deprecated on February 4, 2017:

Pre-2017 Authorization Deprecated

SAP Concur plans to discontinue all support for this authentication method on July 11, 2024. To avoid disruption of service, clients who currently use Legacy Authentication should take immediate action to transition to JSON Web Token (JWT) authentication.

BUSINESS PURPOSE / CLIENT BENEFIT

This change improves the security of SAP Concur solutions.

Configuration / Feature Activation

This change will occur automatically.

Planned Changes Sign In To SAP Concur Without a Password

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	--	Q2 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

In Q2 2024, SAP Concur plans to enable users who sign in to SAP Concur solutions with a username and password to sign in without a password. When the feature is enabled, a user who does not want to enter a password during sign in will have the

option to send a one-time link to the email address associated with their SAP Concur personal profile.

BUSINESS PURPOSE / CLIENT BENEFIT

For users who do not want to enter a password during sign in, this feature enables the user to sign in quickly and efficiently through a one-time link.

End-User Experience

During the sign-in process, users will have the option to send a sign-in link to the **Email 1** and/or **Email 2** email address configured in the **Email Addresses** section of the **My Profile – Personal Information** page in SAP Concur solutions.

Users who do not have access to the **Email Addresses** section of the **My Profile – Personal Information** page—for example, invoice-only users—must have a valid email address associated with their user account. The email address associated with their account can be confirmed by their company's Concur user administrator.

Configuration / Feature Activation

This change will occur automatically.

Planned Changes Two-Factor Authentication Enhancements

Information First Published	Information Last Modified	Feature Target Release Date
March 22, 2024	--	Q2 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

In Q2 2024, SAP Concur plans to implement enhancements to the instruction for the Two-Factor Authentication setup process.

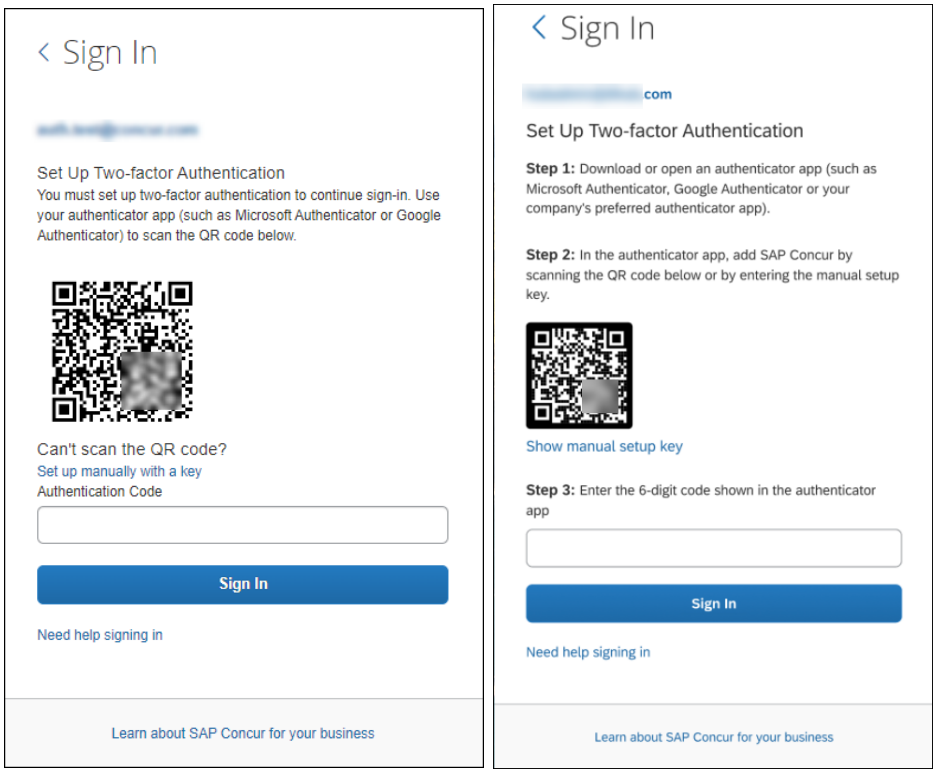
BUSINESS PURPOSE / CLIENT BENEFIT

These changes improve the on-screen instructions when setting up Two-Factor Authentication.

End-User Experience

Users will be presented with more clear and concise instructions when setting up Two-Factor Authentication. For example, the setup screen will be updated to provide step-by-step instructions.

Before Example **After Example**



Configuration / Feature Activation

This change will occur automatically.

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

Data Retention

Planned Changes New Year-End Time Basis Option

Information First Published	Information Last Modified	Feature Target Release Date
March 18, 2024	--	Q2 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

In Q2 of 2024, SAP Concur plans to add a new site-wide data retention time basis option, Year-end Date. This option enables the client administrator to specify that

the data retention period for their site begins at the end of the year in which data is received.

Prior to this change, there was only one time basis for data retention, Record Anniversary Date (RAD). The RAD time-basis is based on each record's actual Anchor Date, not the end of the year in which the Anchor Date occurred. RAD is the default setting.

NOTE: There can only be one time basis selected for the entire SAP Concur entity.

BUSINESS PURPOSE / CLIENT BENEFIT

This change enables clients to align their data retention with regulations that stipulate that data retention periods begin at the end of the year data is received.

Admin Experience

When configuring the data retention feature, the administrator will choose which time basis to apply to their site. This setting can be changed but is always site wide.

If the admin chooses Year-end Date, they are prompted to set the month and day for the year-end retention time basis. The year end month and date can be set per retention policy in the same way that different retention timeframes can be set per policy.

! **IMPORTANT:** If their retention configuration uses the Year-end time basis with different values per policy for the year-end month and date, client administrators should coordinate with each other when using the Data Retention pause and resume feature.

To avoid non-compliance with internal or external Data Protection and Privacy requirements, data retention should not be paused for periods of time longer than is necessary.

The client administrator is responsible for pausing and resuming their Data Retention activity.

Configuration / Feature Activation

The new option will automatically be available to the Data Retention administrator.

File Transfer

Planned Changes Cipher Security Policy Change for Clients and Vendors

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	--	April 16, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

This release note is intended for technical staff responsible for file transmissions with SAP Concur solutions. For our clients and vendors participating in data exchange through SFTP, SAP Concur plans to make changes that provide greater security for those file transfers.

On April 16, 2024, SAP Concur plans to update its file transfer security policy from TransferSecurityPolicy-2020-06 to TransferSecurityPolicy-2022-03.

This release note pertains to the following file transfer DNS endpoints:

- EU2 AWS Transfer Site: mft-eu2.concursolutions.com
- US2 AWS Transfer Site: mft-us2.concursolutions.com

! **IMPORTANT:** If you are using client software that does not support TransferSecurityPolicy-2022-03, you must move to supported SFTP client software before April 16, 2024.

📖 For more information about transfer security policies, including a list of supported cryptographic algorithms, refer to *Security polices for AWS Transfer Family* and *Cryptographic Algorithms* on the AWS documentation web site**.**

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides greater security for file transfers.

Configuration / Feature Activation

This change occurs automatically.

📖 For more information about SAP Concur file transfers, refer to *Shared: AWS File Transfer for Clients and Vendors*.

SAP Concur

Planned Changes New SAP Concur Outbound IP Addresses to be Added

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	March 22, 2024	Q3 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

In Q3 2024, SAP Concur plans to increase the outbound IP addresses used to transfer data from SAP Concur to clients.

Most clients will not need to take any action when this change is made. However, clients who use IP address allow lists to restrict inbound traffic from SAP Concur solutions, will need to add the new IP addresses to their allow lists.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes help to ensure the stability, reliability, and availability of SAP Concur solutions.

Configuration / Feature Activation

This change will occur automatically. Most clients do not need to take an action. Clients who use allow lists must add the new IP Addresses to their allow lists.

📖 More information about this change, including information about how to get the new IP addresses, will be included 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 Products | 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).

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

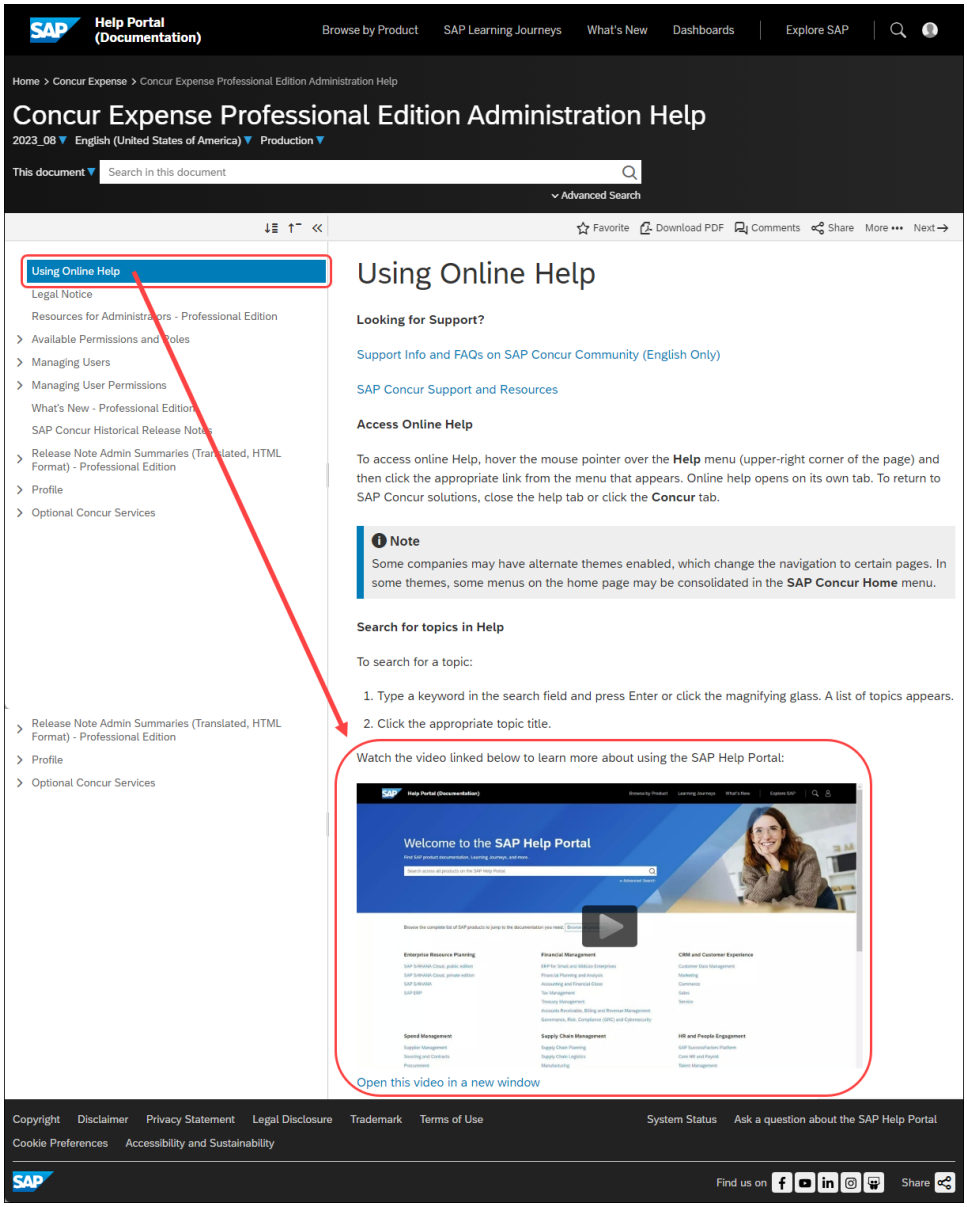
End users who access help topics from within SAP Concur solutions will not experience any changes because those help topics are already available from the SAP Help Portal through links provided in the products.

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



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.

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

Gender Diversity Planned Features and Changes

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.

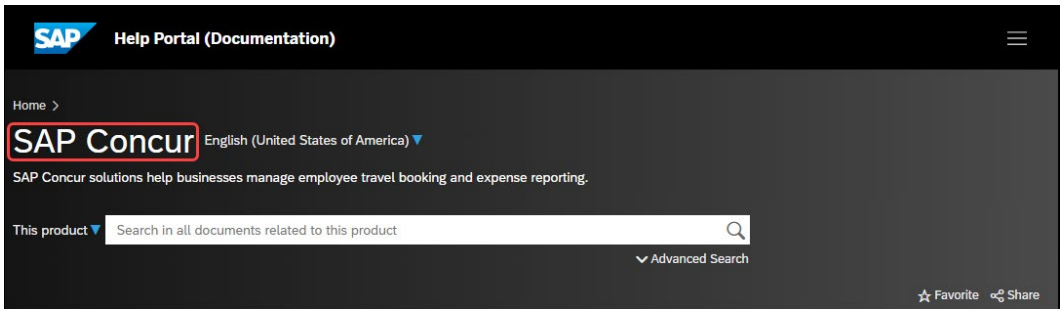
📖 For information about supported browsers and planned changes to supported browsers, refer to the *Concur Travel & Expense Supported Configurations* guide.

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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SAP Concur Release Notes

Shared Changes

Includes cross-product and site-wide changes for:
Professional Edition, Standard Edition, and Small Business Edition

Month	Audience
Release Date: April 20, 2024 Initial Post: Friday, April 19, 2024	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

Data Retention

Ongoing Pause and Resume Data Retention Site-Wide

Information First Published	Information Last Modified	Feature Target Release Date
March 18, 2024	April 12, 2024	March 31, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

On March 31, 2024, SAP Concur implemented the Data Retention pause and resume feature. This feature enables data retention administrators to pause and resume data retention activity site wide.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides the data retention administrator more flexibility and control over the SAP Concur data retention feature.

Admin Experience

After they have configured the data retention feature for their site, the data retention administrator can pause and resume the SAP Concur Data Retention feature. This option pauses data retention activity for the entire site.

Before pausing or resuming data retention:

- Administrators from different parts of the client's business should coordinate with each other.
- Client administrators should consider the impact of pausing or resuming data retention on policies with different timeframes.

! **IMPORTANT**: To avoid non-compliance with internal or external Data Protection and Privacy requirements, Data Retention should not be paused for periods of time longer than is necessary. The client administrator is responsible for pausing and resuming their data retention activity.

NOTE: The Data Retention pause and resume feature is only intended for short term use. When applicable, the **Hold User** feature, which pauses data retention for a specific user, should be used.

Configuration / Feature Activation

After they have configured SAP Concur data retention, this option is automatically available to the data retention administrator.

File Transfer

Cipher Security Policy Change for Clients and Vendors (Postponed)

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	April 19, 2024	To Be Determined
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

This release note is intended for technical staff responsible for file transmissions with SAP Concur solutions. For our clients and vendors participating in data exchange through SFTP, SAP Concur plans to make changes that provide greater security for those file transfers.

On April 16, 2024, between 9:30 AM – 10 AM ET, SAP Concur updated its file transfer security policy from TransferSecurityPolicy-2020-06 to TransferSecurityPolicy-2022-03. Due to the volume of clients not prepared for the new security policy, at approximately 11:35 AM ET on April 17, 2024, SAP Concur rolled back to TransferSecurityPolicy-2020-06.

NOTE: A new timeline will be determined and published in future release notes.

This release note pertains to the following file transfer DNS endpoints:

- EU2 AWS Transfer Site: mft-eu2.concursolutions.com
- US2 AWS Transfer Site: mft-us2.concursolutions.com

For more information about transfer security policies, including a list of supported cryptographic algorithms, refer to *Security polices for AWS Transfer Family* and *Cryptographic Algorithms* on the AWS documentation web site**.**

Configuration / Feature Activation

A new timeline for this change will be published in future release notes. Before this change is implemented, clients must move to supported SFTP client software.

📖 For more information about SAP Concur file transfers, refer to *Shared: AWS File Transfer for Clients and Vendors*.

Financial Integration

Liability Account Mapping Removed (Xero)

Information First Published	Information Last Modified	Feature Target Release Date
April 19,2024	--	April 25, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

Expense, Invoice | Standard Edition

Overview

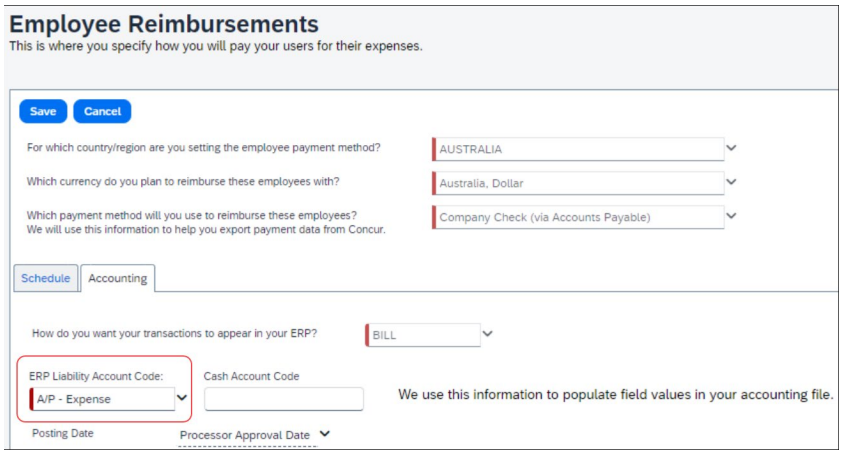
Because SAP Concur does not use the accounts payable liability account to post reports or invoices to Xero, the liability account mapping function has been removed from these areas of the SAP Concur integration with Xero accounting.

This change reduces the number of steps required to implement the Xero accounting integration.

Admin Experience

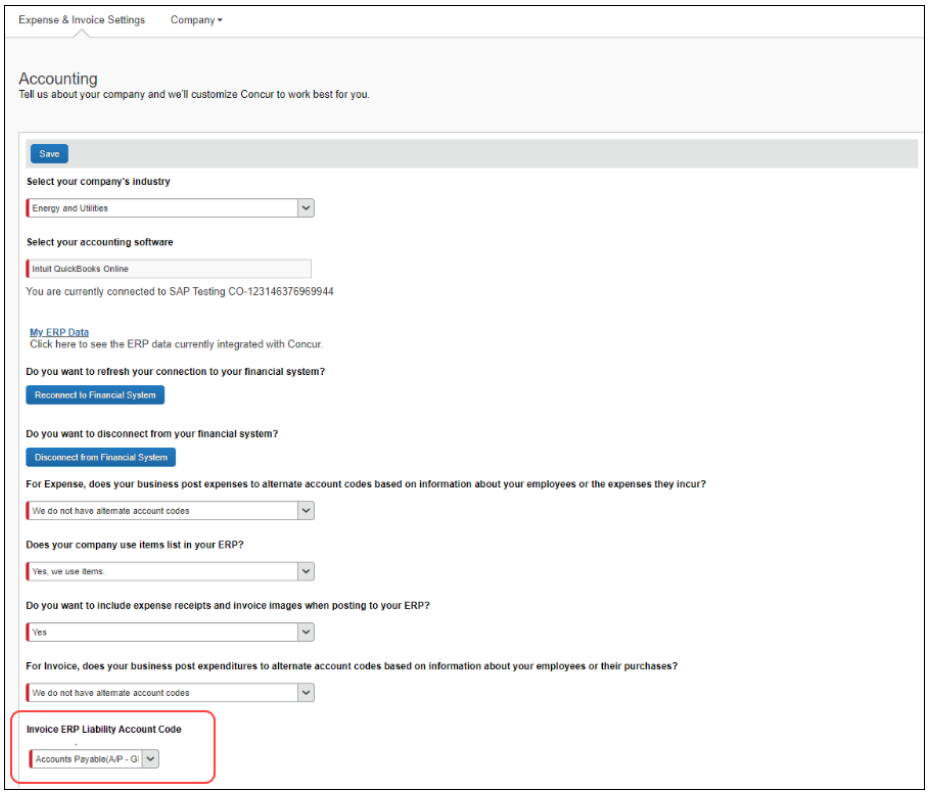
CONCUR EXPENSE

The **ERP Liability Account Code** field is no longer present on the **Employee Reimbursements** page.



CONCUR INVOICE

The **Invoice ERP Liability Account Code** field is no longer present on the **Accounting** page in Product Settings.



Configuration / Feature Activation

This change occurs automatically.

Home Page

**Ongoing ** SAP Concur Homepage Changes

Information First Published	Information Last Modified	Feature Target Release Date
December 4, 2020	April 12, 2024	Ongoing
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 Q1 2024, SAP Concur began redirecting the remaining clients in the US and EU datacenters to the new homepage. This process is ongoing. The remaining clients include those with Concur Travel standalone or Concur Travel with Expense, Invoice, and/or Request.

BUSINESS PURPOSE / CLIENT BENEFIT

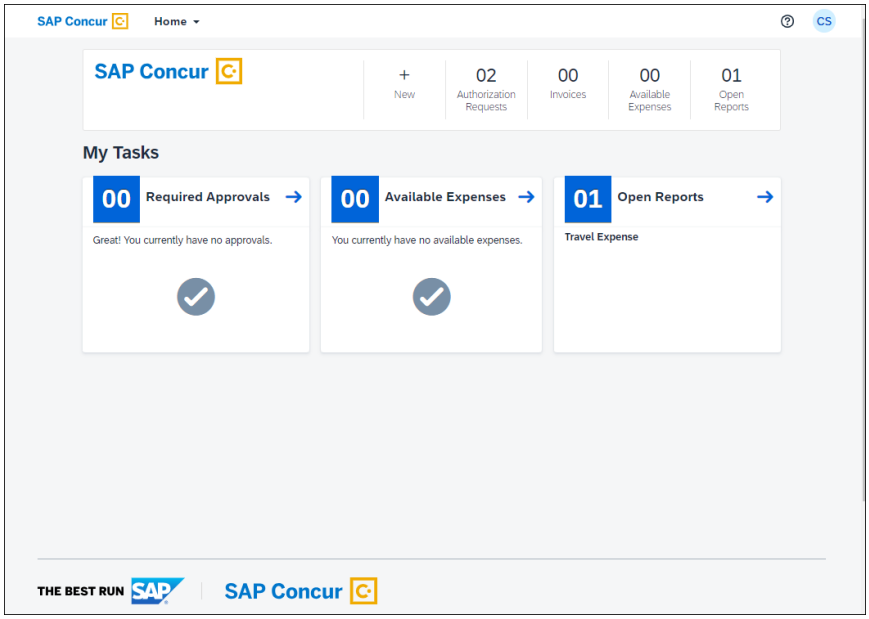
This change ensures that the SAP Concur homepage is available even when some services are unavailable and improves the consistency of the sign in experience.

What the User Sees

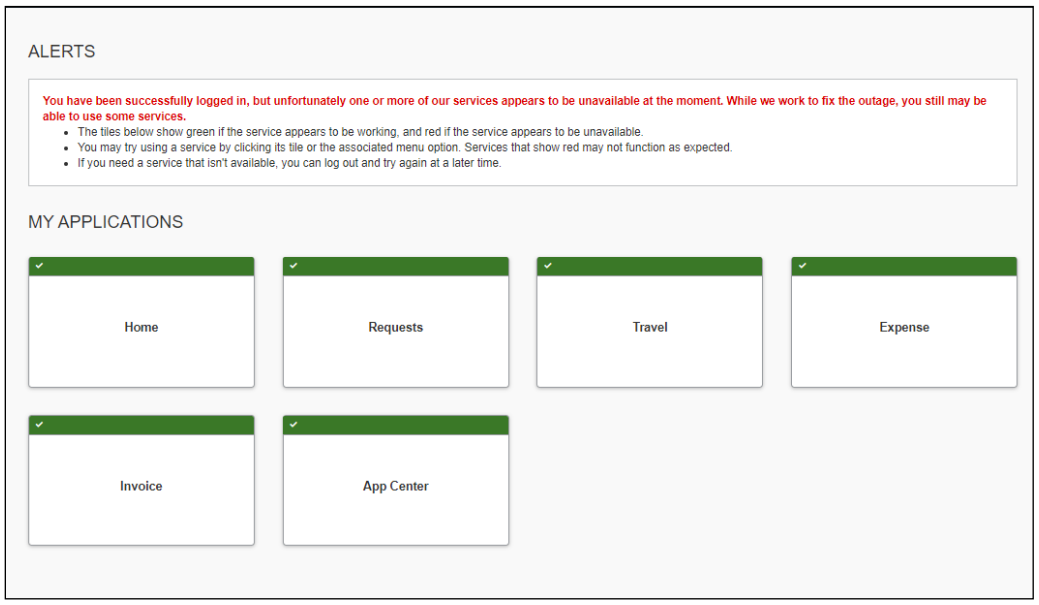
With the old homepage, when a user signs into their SAP Concur products, they see their homepage.

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.

Example Home Page



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 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.

Import/Extract

Attendee Import Updated

Information First Published	Information Last Modified	Feature Target Release Date
April 19, 2024	--	April 18, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

Expense, Invoice, Request | Professional Edition

Overview

Beginning on April 18, 2024, when the Attendee Import job is run and Attendee Import data is imported, data in the **YTD Total** field is not updated.

Previously, the **YTD Total** field was updated when the job was run.

Configuration / Feature Activation

This change occurs automatically.

For more information about the Attendee Import job, refer to the *Shared: Attendee Import V2 Specification*.

SAP Concur Integrations

Allocation Mapping for Funds and Grants Integration with Concur Solutions

Information First Published	Information Last Modified	Feature Target Release Date
April 19, 2024	--	April 20, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

Expense, Request | Professional Edition

Overview

Allocation mapping is now available for the Funds and Grants Integration with Concur Solutions. The Funds and Grants Integration with Concur Solutions enables automatic funds check and funds reservation against funds, grants, and budgets maintained within SAP.

When the Funds and Grants Integration with Concur Solutions creates an obligation, the funds in the SAP financial system are reserved at the allocation level. Allocation mapping ensures the cost objects for allocations are mapped to the correct custom fields used for funds reservations in Concur Request and Concur Expense, so that data flows correctly from Concur Request to Concur Expense to the SAP financial system to properly create funds reservations.

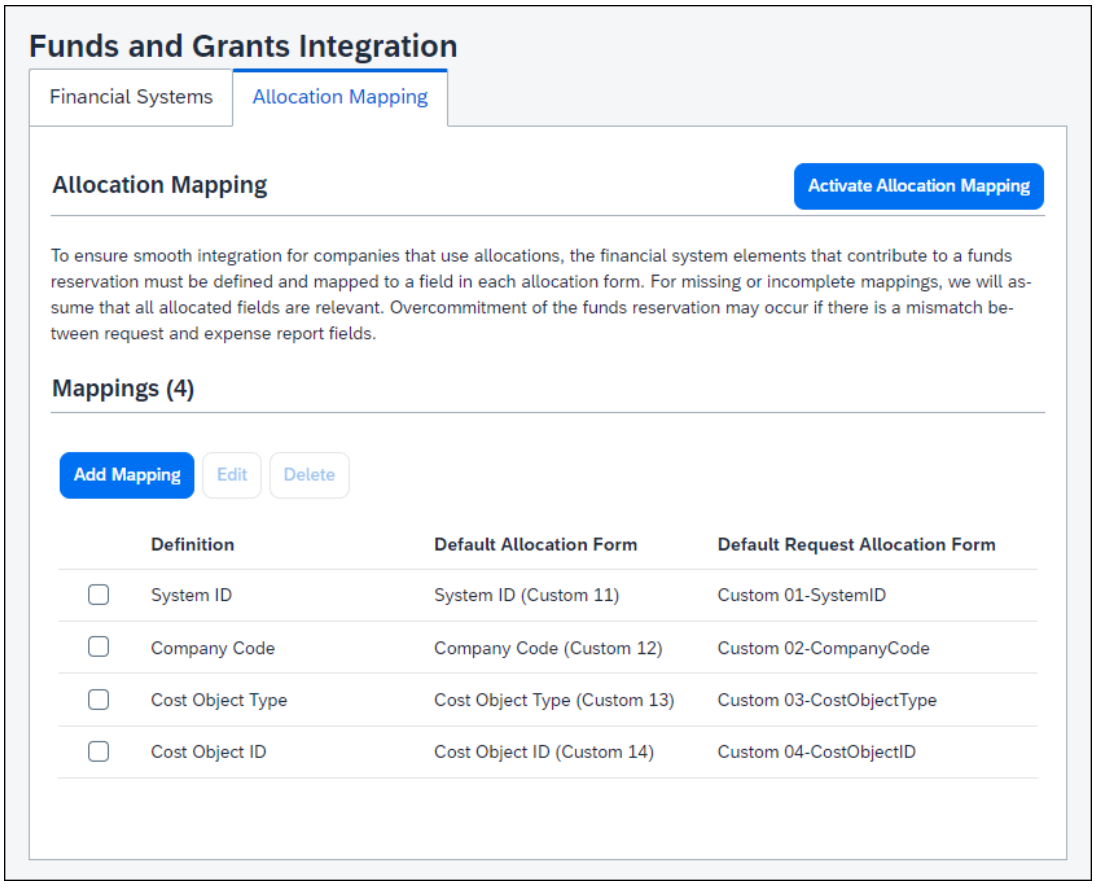
Sometimes the allocation forms and information collected in Concur Expense and Concur Request are not an exact match. Allocation fields are not always relevant to the funds reservations. Allocation mapping allows the administrator to define elements that are relevant to the funds reservation, and then map these definitions to the custom fields on allocation forms.

Allocation mappings are managed on the new **Allocation Mapping** tab on the **Funds and Grants Integration** page in Tools (**Administration > Tools > Configuration**).

Users assigned to the Expense Configuration Administrator user role can access the new **Allocation Mapping** tab on the **Funds and Grants Integration** page in Tools.

Administrator Experience

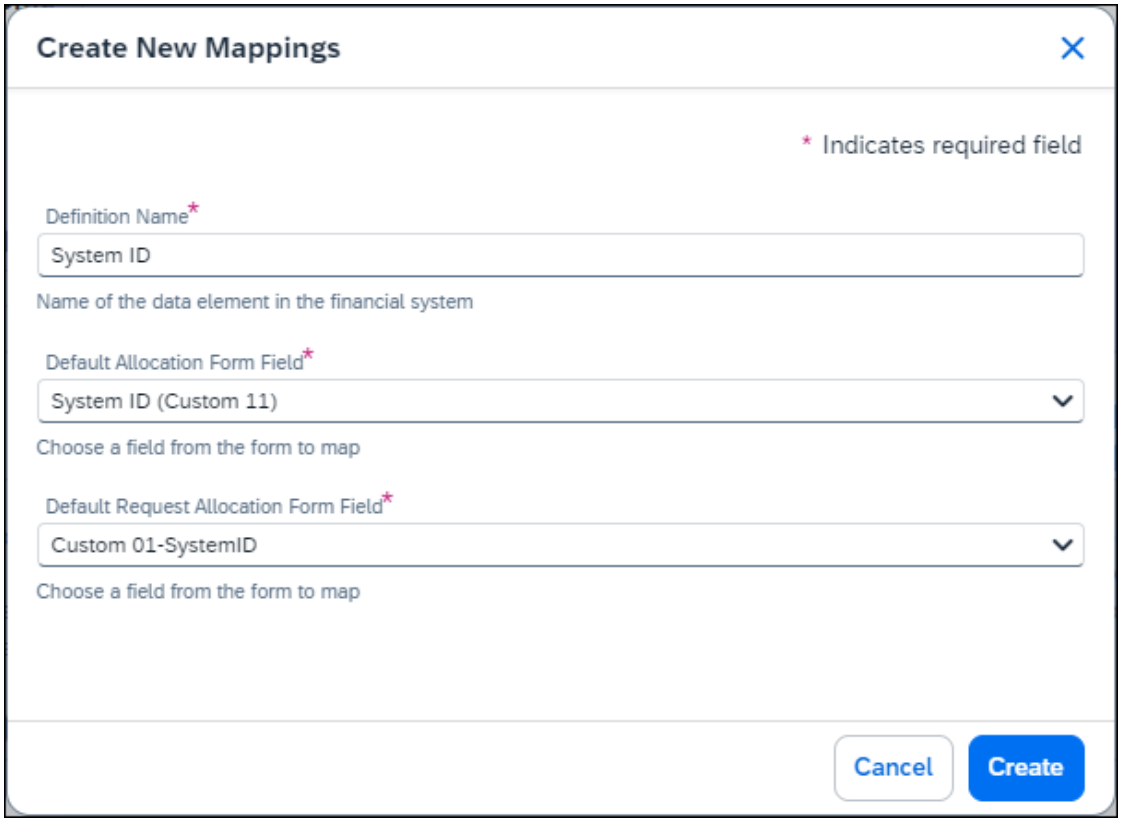
With this update, a new tab, **Allocation Mapping**, is added to the **Funds and Grants Integration** page in Tools (**Administration > Tools > Configuration**).



NOTE: Each allocation form must have allocation mappings defined for the cost objects and Concur Expense and Concur Request custom fields associated with the funds reservations.

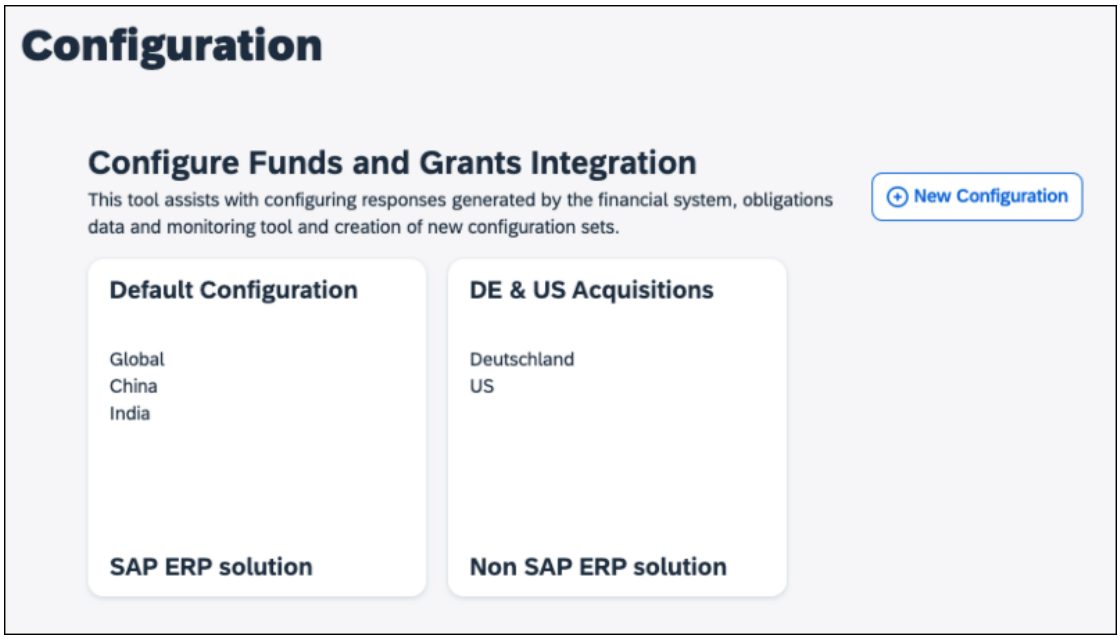
On the **Allocation Mapping** tab, you can add, edit, and delete allocation mappings. Once the allocation mappings are completed, you can activate the allocation mappings by clicking the **Activate Allocation Mapping** button.

New allocation mappings are created by clicking the **Add Mapping** button. Clicking the **Add Mapping** button opens the **Create New Mappings** dialog, where you can add an individual allocation mapping.

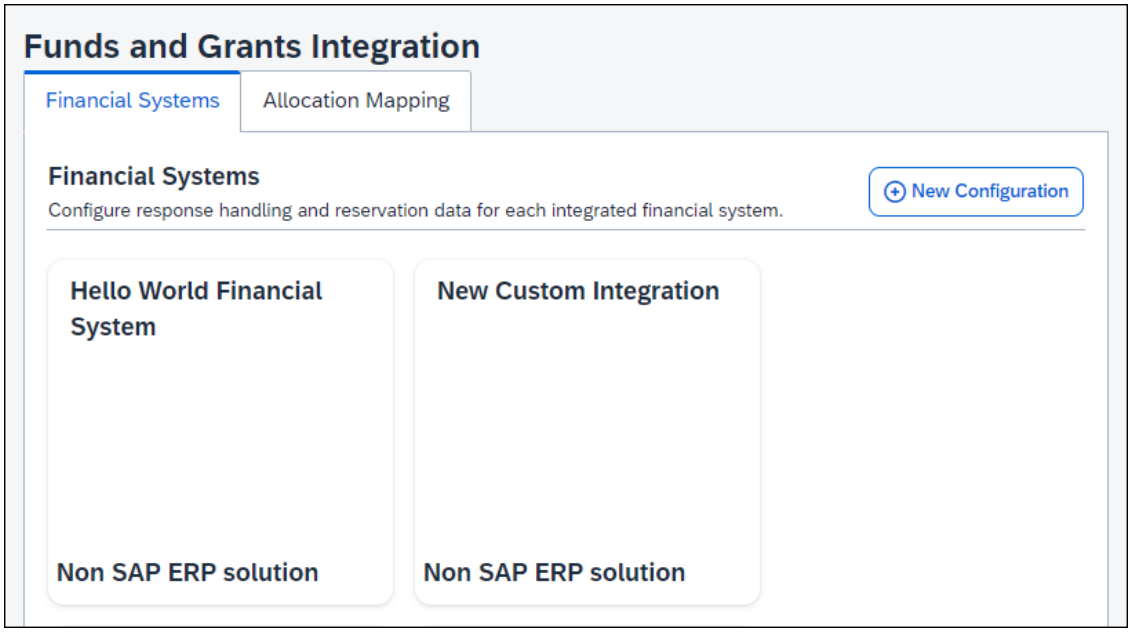


The functionality previously available on the **Configuration** page is now available on the **Financial Systems** tab on the **Funds and Grants Integration** page.

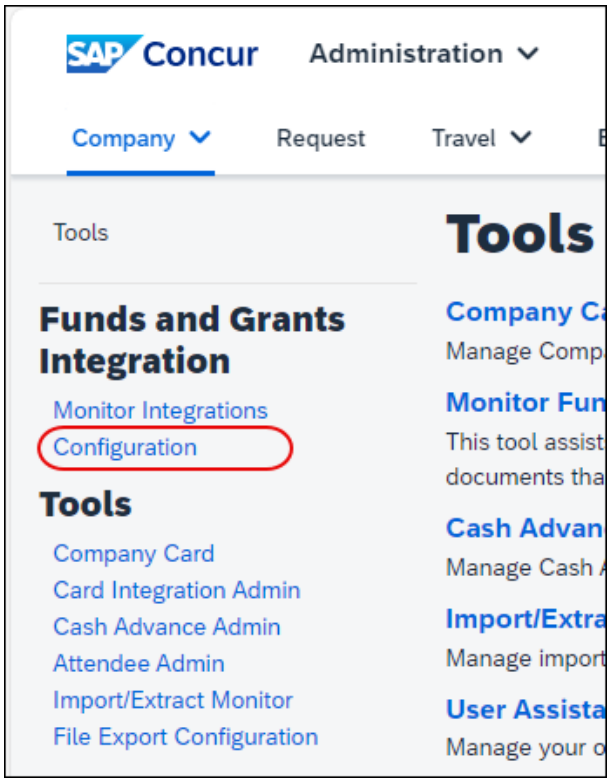
BEFORE:



AFTER:



You can access the **Funds and Grants Integration** page in Tools by clicking the **Configuration** link in the **Funds and Grants Integration** section.



Configuration / Feature Activation

These changes occur automatically. In order to access the **Allocation Mapping** tab, the Funds and Grants Integration must be enabled for your organization, and you must be assigned to the applicable user roles.

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

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 User Assistance

Ongoing Links From the SAP Concur Solutions UI to Product Documentation Removed

Information First Published	Information Last Modified	Feature Target Release Date
May 12, 2023	March 09, 2024	End of March 2024
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 included links to product documentation or other content. To better align with SAP best practices, in June 2023, SAP Concur began removing direct links from the SAP Concur solutions UI that point to product documentation on concurtraining.com. This process will be completed at the end of March 2024.

NOTE: 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

This change is being made for the following reasons:

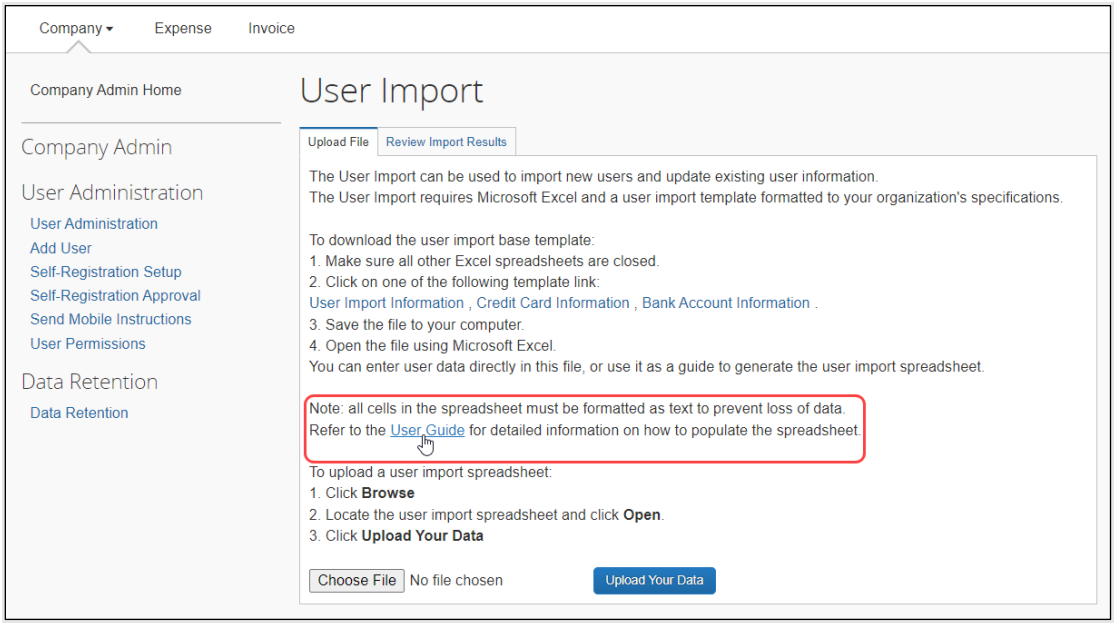
- This change better aligns with SAP best practices.
- Links to product documentation from the SAP Concur solutions UI point to English-only content. This experience is not optimal for users that view the UI in languages other than English.
- Direct links to a single document prevent the user from viewing and navigating the entire content library.
- SAP Concur plans to move its product documentation from concursolutions.com to the SAP Help Portal.

For more information, refer to the ***Planned Changes** SAP Concur Product Documentation Moving to the SAP Help Portal* release note in this document.

Admin and End-User Experience

Links to product documentation on concursolutions.com—for example, links to SAP Concur user and setup guides—will be removed from SAP Concur solutions UI pages.

Example



Configuration / Feature Activation

This change was made in phases, starting in 2023. The process of removing the links will be completed at the end of March 2024.

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	April 12, 2024	April 10 - 22, 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 was phased and began on May 20, 2023. The new themes will be fully implemented between April 10 and April 22, 2024. With the implementation of the new themes, the legacy (Gateway) theme will be decommissioned.

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

Between April 10 and April 22, SAP Concur will decommission the legacy Concur Gateway theme. When it is decommissioned, Morning Horizon becomes the default

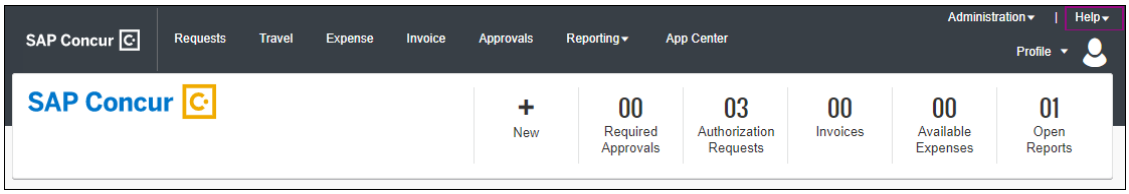
theme and end users can choose between Morning Horizon, Evening Horizon, and high contrast themes. The Gateway theme and **Theme Settings** are no longer available. Users who have not yet enabled Horizon for Fiori themes are automatically switched to Morning Horizon.

NOTE: Clients with SAP Fiori Quartz themes: On October 2, 2023, SAP Concur decommissioned the SAP Fiori 3 Quartz themes and clients with SAP Fiori 3 Quartz themes were automatically switched to the SAP Fiori with Horizon visual themes.

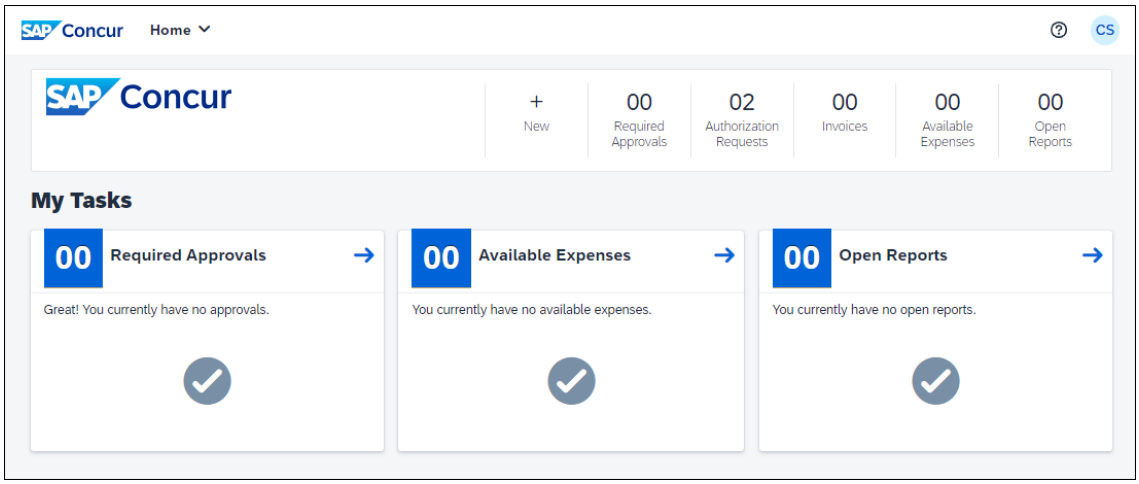
End User Experience

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



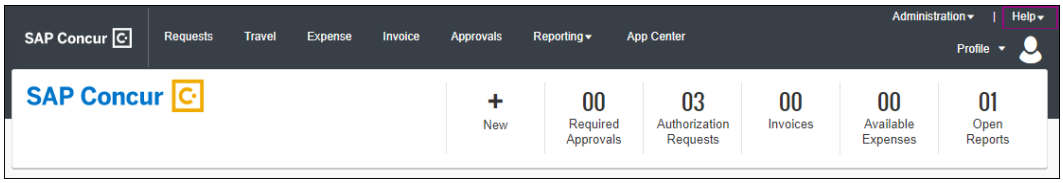
SAP FIORI WITH HORIZON DESIGN EXAMPLE



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

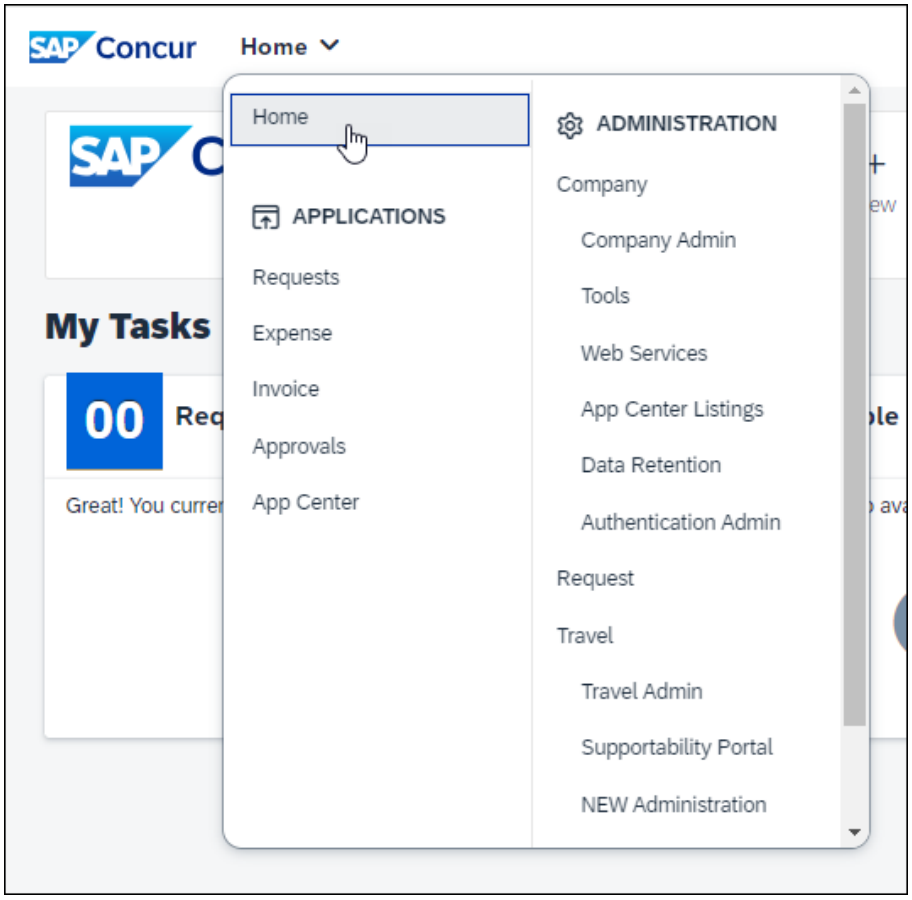
LEGACY HOME PAGE NAVIGATION

With the legacy theme, navigation from the home page relied 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 implemented these changes through a phased approach that began in May 2023 and will be completed between April 10 and April 22, 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.

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.

Planned Changes Legacy Authentication Retirement

Information First Published	Information Last Modified	Feature Target Release Date
March 18, 2024	--	July 11, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

Legacy Authentication was deprecated on February 4, 2017:

Pre-2017 Authorization Deprecated

SAP Concur plans to discontinue all support for this authentication method on July 11, 2024. To avoid disruption of service, clients who currently use Legacy Authentication should take immediate action to transition to JSON Web Token (JWT) authentication.

BUSINESS PURPOSE / CLIENT BENEFIT

This change improves the security of SAP Concur solutions.

Configuration / Feature Activation

This change will occur automatically.

Planned Changes Sign In To SAP Concur Without a Password

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	April 12, 2024	Q2 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

In Q2 2024, SAP Concur plans to enable users who sign in to SAP Concur solutions with a username and password to sign in without a password. When the feature is

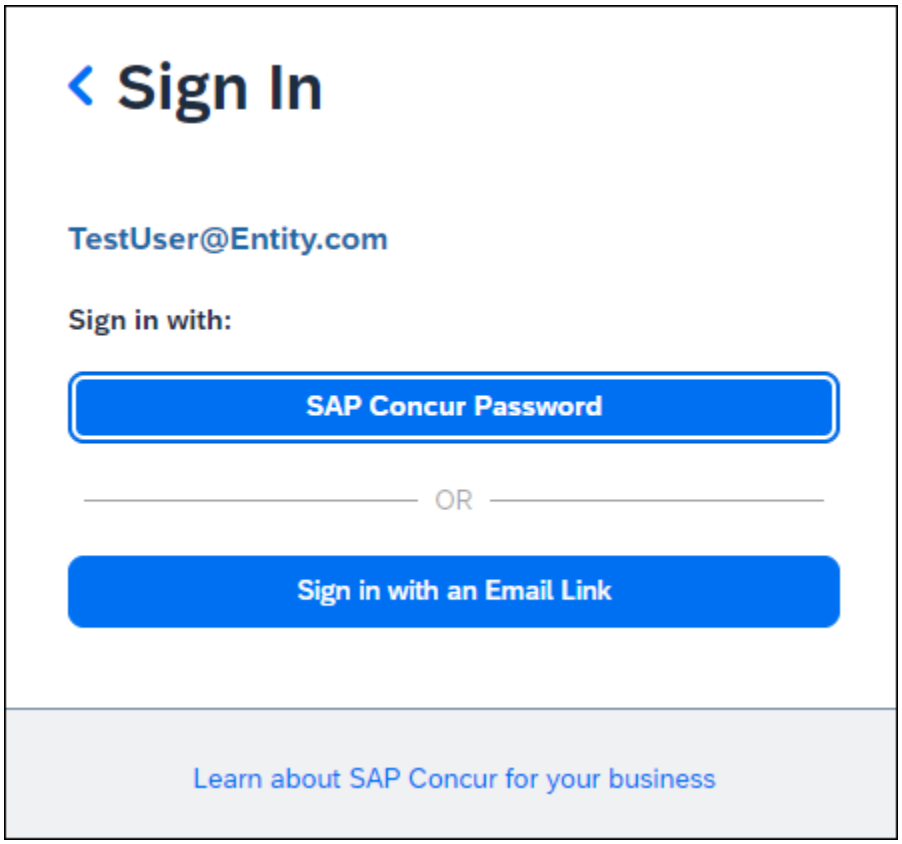
enabled, a user who does not want to enter a password during sign in can send a one-time link to the email address associated with their SAP Concur personal profile.

BUSINESS PURPOSE / CLIENT BENEFIT

For users who do not want to enter a password during sign in, this feature enables the user to sign in quickly and efficiently through a one-time link.

End-User Experience

After they enter their username, users have the option to sign in with an email link.



If they click **Sign in with an Email** Link, a sign-in link is sent to the **Email 1** and/or **Email 2** email address configured in the **Email Addresses** section of the **My Profile – Personal Information** page in SAP Concur solutions.

Users who do not have access to the **Email Addresses** section of the **My Profile – Personal Information** page—for example, invoice-only users—must have a valid email address associated with their user account. The email address associated with their account can be confirmed by their company's Concur user administrator.

Configuration / Feature Activation

This change will occur automatically.

Planned Changes Two-Factor Authentication Enhancements

Information First Published	Information Last Modified	Feature Target Release Date
March 22, 2024	--	Q2 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

In Q2 2024, SAP Concur plans to implement enhancements to the instruction for the Two-Factor Authentication setup process.

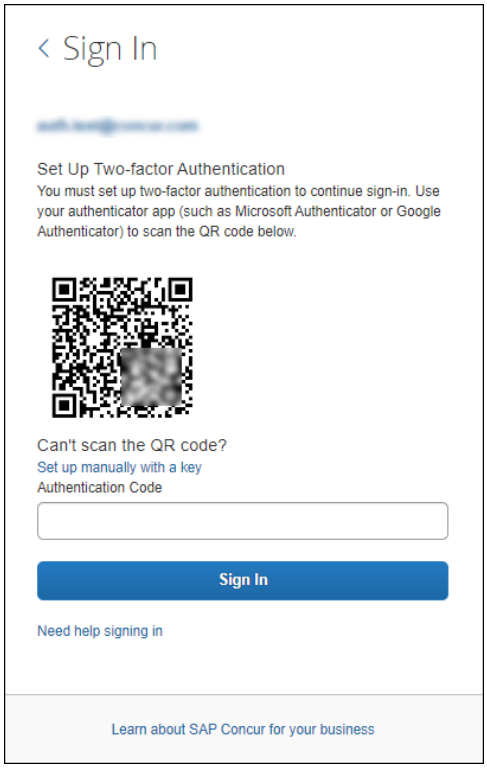
BUSINESS PURPOSE / CLIENT BENEFIT

These changes improve the on-screen instructions when setting up Two-Factor Authentication.

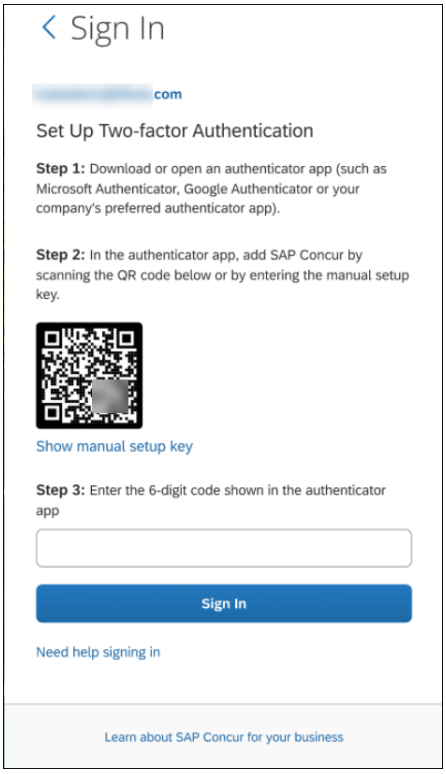
End-User Experience

Users will be presented with more clear and concise instructions when setting up Two-Factor Authentication. For example, the setup screen will be updated to provide step-by-step instructions.

Before Example



After Example



Configuration / Feature Activation

This change will occur automatically.

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

Data Retention

Planned Changes New Year-End Time Basis Option

Information First Published	Information Last Modified	Feature Target Release Date
March 18, 2024	--	Q2 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

In Q2 of 2024, SAP Concur plans to add a new site-wide data retention time basis option, Year-end Date. This option enables the client administrator to specify that the data retention period for their site begins at the end of the year in which data is received.

Prior to this change, there was only one time basis for data retention, Record Anniversary Date (RAD). The RAD time-basis is based on each record's actual Anchor Date, not the end of the year in which the Anchor Date occurred. RAD is the default setting.

NOTE: There can only be one time basis selected for the entire SAP Concur entity.

BUSINESS PURPOSE / CLIENT BENEFIT

This change enables clients to align their data retention with regulations that stipulate that data retention periods begin at the end of the year data is received.

Admin Experience

When configuring the data retention feature, the administrator will choose which time basis to apply to their site. This setting can be changed but is always site wide.

If the admin chooses Year-end Date, they are prompted to set the month and day for the year-end retention time basis. The year end month and date can be set per retention policy in the same way that different retention timeframes can be set per policy.

! **IMPORTANT:** If their retention configuration uses the Year-end time basis with different values per policy for the year-end month and date, client administrators should coordinate with each other when using the Data Retention pause and resume feature.

To avoid non-compliance with internal or external Data Protection and Privacy requirements, data retention should not be paused for periods of time longer than is necessary.

The client administrator is responsible for pausing and resuming their Data Retention activity.

Configuration / Feature Activation

The new option will automatically be available to the Data Retention administrator.

File Transfer

Planned Changes New IP Addresses for DNS Endpoints

Information First Published	Information Last Modified	Feature Target Release Date
February 23, 2024	April 12, 2024	Future Release
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

In a future release, the DNS Endpoint IP addresses assigned to US2 (mft-us2.concursolutions.com) will be changed. This change was originally targeted for April 27, 2024, but it has been postponed to a future release. Information about the new release target will be included in future release notes.

NOTE: On February 17, 2024, the DNS Endpoint IP addresses assigned to EU2 (mft-eu2.concursolutions.com) were changed. For additional information, refer to the March 2024 Shared Changes release notes.

Because IP addresses are subject to change, for clients who allow list incoming network traffic, SAP Concur recommends allow-listing the DNS endpoint (mft-us2.concursolutions.com) rather than the associated IP addresses.

BUSINESS PURPOSE / CLIENT BENEFIT

This change helps to improve the security of SAP Concur solutions.

Admin Experience

This change is transparent to most clients.

Clients who allow-list IP addresses, must update their allow lists.

Configuration / Feature Activation

This change occurs automatically.

Financial Integration

Planned Changes QuickBooks Online Legacy Integration Migration

Information First Published	Information Last Modified	Feature Target Release Date
April 19, 2024	--	October 18, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

Expense, Invoice | Standard Edition

Overview

SAP Concur plans to decommission the QuickBooks Online (QBO) legacy integration on October 18, 2024. Clients with QBO legacy must upgrade to the new QBO integration before the legacy integration is decommissioned.

The new QBO integration enables clients to fix posting issues and to post expense and invoice images. The QBO legacy integration does not provide these features.

📖 For information about upgrading from QBO legacy integration to the newer QBO integration, refer to the following knowledge base article: *How to move from QuickBooks Online Legacy to the Financial Integration Upgrade?*

📖 For more information about QBO integration with SAP Concur, refer to the *Concur Financial integration Resources* page.

End-user Experience

Beginning on May 9, 2024, In-product messaging will be presented to clients with the QBO legacy integration. The messaging will include a link to the "how to" guide for upgrading to the newer QBO integration.

Configuration / Feature Activation

Clients must upgrade to the newer QBO integration before October 18, 2024.

NOTE: All inflight expenses, reports, and invoices must be processed or deleted before the system can be upgraded.

SAP Concur

Planned Changes New SAP Concur Outbound IP Addresses to be Added

Information First Published	Information Last Modified	Feature Target Release Date
February 9, 2024	March 22, 2024	Q3 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

In Q3 2024, SAP Concur plans to increase the outbound IP addresses used to transfer data from SAP Concur to clients.

Most clients will not need to take any action when this change is made. However, clients who use IP address allow lists to restrict inbound traffic from SAP Concur solutions, will need to add the new IP addresses to their allow lists.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes help to ensure the stability, reliability, and availability of SAP Concur solutions.

Configuration / Feature Activation

This change will occur automatically. Most clients do not need to take an action. Clients who use allow lists must add the new IP Addresses to their allow lists.

📖 More information about this change, including information about how to get the new IP addresses, will be included 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	April 12, 2024	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** SAP Concur product documentation 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. 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).

The SAP Help Portal 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 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.

TERMINOLOGY

Term	Details
Draft	A document version (for Release Notes and other content such as guides or SAP Help Portal topics) that contains text that has yet to be finalized. **Note**: The Release Calendar provides the dates for when SAP Concur plans to publish Draft content to customers.
Final	A document version (for Release Notes and other content such as guides or SAP Help Portal topics) that contains text that has been finalized. **Note**: The Release Calendar provides the dates for when SAP Concur plans to publish Final content to customers.
Production	A location where content is visible to everyone, specifically the SAP Help Portal. **Note**: The Release Calendar provides the dates for when SAP Concur plans to publish Draft content to customers.
Preview	Release Notes that describe product changes, for which customers should prepare, that have a target date in the future. Formerly known as Planned Changes release notes.
Planned Changes	This term will be replaced with Preview after the migration.
Target Date	The date when SAP Concur plans to make a product change available to customers.

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.

Configuration / Feature Activation

The location change will happen automatically. In most cases, there are no configuration or activation steps.

ACTION ITEM

Update any custom configuration you 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 configurations that might be impacted by this change can come from several sources such as Training Admin, Company Info, and the new travel evolution Configurable Message Boards.

The exact date that the product documentation will be available on the SAP Help Portal will be provided in future release notes.

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

Gender Diversity Planned Features and Changes

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.

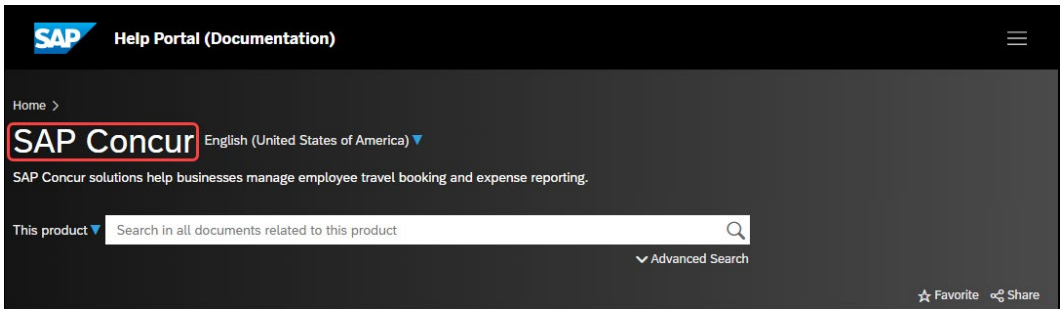
📖 For information about supported browsers and planned changes to supported browsers, refer to the *Concur Travel & Expense Supported Configurations* guide.

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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