

| <b>SAP Concur Release Notes</b>  |                 |
|--|-----------------|
| <b>Concur Request Professional/Premium</b>                               |                 |
| <b>Month</b>   | <b>Audience</b> |
| Release Date: January 22, 2022<br>Initial Post: Friday, January 21, 2022 | Client – FINAL  |

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## Release Notes

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This document contains the release notes for Concur Request Professional edition.

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**NOTE:** Features and changes that apply to SAP Concur site-wide or to multiple products/services are documented in the *Shared Changes Release Notes*. For information about site-wide or shared changes in this release that might impact your SAP Concur solutions, refer to the [Shared Changes Release Notes](#).

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## File Transfer Updates

### **\*\*Ongoing\*\* SAP Concur Legacy File Move Migration**

This feature is now documented in the [Shared Changes Release Notes](#).



For more information, refer to *Shared Planned Changes Moving to New Shared Changes Release Notes* in this document.

### **Rotating PGP Key Available for File Transfers**

This feature is now documented in the [Shared Changes Release Notes](#).



For more information, refer to *Shared Planned Changes Moving to New Shared Changes Release Notes* in this document.

## Miscellaneous

### **Profile Menu Functional Changes Under Fiori Light Theme**

This feature is now documented in the [Shared Changes Release Notes](#).



For more information, refer to *Shared Planned Changes Moving to New Shared Changes Release Notes* in this document.

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

This feature is now documented in the [Shared Changes Release Notes](#).



For more information, refer to *Shared Planned Changes Moving to New Shared Changes Release Notes* in this document.

## NextGen UI for Concur Request

### **\*\*Ongoing\*\* Updated User Interface (UI) for Concur Request End Users**

| Information First Published  | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| November 2019  | September 17, 2021        | October 1, 2022             |
| Any changes since the previous monthly release are highlighted in yellow in this release note. |                           |                             |

#### **Overview**

The continued evolution of the Concur Request solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for the request process.

Concur Request customers are now strongly encouraged to preview and then move to the NextGen UI well before the automatic transition date of **October 1, 2022**.

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

The result is the next generation of the Concur Request user interface designed to provide a modern, consistent, and streamlined user experience. This technology not only provides an enhanced user interface, but also allows us to react more quickly to customer requests to meet changing needs as they happen.

#### **Products and Users Affected**

To take advantage of these improvements, Concur Request customers who do not move before October 1, 2022 will be automatically transitioned to the NextGen UI for Concur Request. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes will apply to:

- Concur Request (Professional/Premium and Standard) end users

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**NOTE:** There are no changes for admins.

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#### **IMPORTANT! Timeline and Milestones**

There are three important milestones for Concur Request customers as they transition from the existing UI to the NextGen UI:

- **Opt-In Period: July 2020 – September 2021**

This milestone is marked by the delivery of most planned features as well as further overall quality and stability.

Customers should use this period to plan their transition and move to the NextGen UI for Concur Request when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

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**⚠ IMPORTANT:** When the NextGen UI is enabled, it will automatically enable the NextGen UI for both Concur Expense and Concur Request.

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- **Active Move Period:** October 2021 – September 2022

This is the 12-month notice period we committed to for customers to complete the transition before the automatic transition date.

Customers are strongly encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Active Move Period.

- **Automatic Transition Date:** October 1, 2022

***All customers will be automatically transitioned to the NextGen UI.***

This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support.

### **Transition Materials – Guides and Other Resources**

We offer several guides, an FAQ, release notes, and other resources to aid in the transition. All the information that an organization needs to get started is available here:

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

The links above provide access to the following:

- **Admin guides, FAQ, transition resources:** The admin guide provides information about accessing the NextGen UI and the roles/permissions required.

Along with the admin guides, FAQ, and other resources, there is a list of features that are not yet available in the NextGen UI for Concur Request. All of these can be used to help customers prepare their users.

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**NOTE:** To help with training needs, customers can use the admin guide and end-user guide "as is" or they can use any part of them to create training materials. Customers can cut, copy, paste, delete, or otherwise edit either guide at will.

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- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Request to help users become comfortable with the new experience. This guide will be updated as needed during the Opt-In Period for NextGen UI as the UI is being enhanced. Admins should review the guide often.

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**NOTE:** Like the admin guide, the organization can cut, copy, paste, delete, or otherwise edit this guide at will.

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- **Release information:** During the Active Move Period, the release of the enhancements will **not** be on the regular release schedule. Instead, we will provide special release notes and information about features and enhancements that are nearing release.

### **Get Started**

Customers are encouraged to use the transition materials described above and develop a plan for the transition.

## **Release Notes**

### **Shared Planned Changes Moving to New Shared Changes Release Notes**

#### **Overview**

Beginning with the January 2022 draft release notes, shared (SAP Concur cross-product) changes, shared planned changes, and changes to SAP Concur core technologies are published in a new document, *Shared Changes Release Notes*. This document replaces the current *Shared Planned Changes Release Notes*.

Shared and core technology features and changes include, but are not limited to:

- Security-related changes—for example, annual security certificate renewals, changes to support for security ciphers, changes in support for security protocols, and changes to username and password requirements.
- UI design changes that impact all products—for example, changes to the functionality or appearance of the SAP Concur home page, the addition or removal of links from the site header or footer, changes to the user profile page, and theme changes that impact the overall look and feel of the SAP Concur site.
- Sign-in process changes—for example, the addition or removal of sign-in features, URL changes, domain-name changes, and changes to verified email.
- Changes to production or test environments.
- Changes that impact site-wide settings, changes to global settings, and changes to pages for configuring site-wide or global settings—for example, changes to the User Administration page, changes to Product Settings for Standard Edition, and the introduction of new administration tools.

## Previous Process

SAP Concur User Assistance published the *Shared Planned Changes Release Notes* in coordination with each monthly release. This document included shared and core features and changes that SAP Concur plans to implement in the future. When those changes were officially released, the release or implementation of the change was distributed and documented in the product-specific release notes—for example, the Concur Expense, Concur Invoice, Concur Request, or Concur Travel release notes.

## New Process

Beginning in January 2022, the implementation of shared and core features, and changes to existing shared and core features are now documented in the new *Shared Changes Release Notes*. This applies both when the features and changes are planned changes and when they are officially released. The shared/core release notes will no longer be distributed to product-specific release notes.

Changes that are specific to one product and that impact that product's functionality or UI for admins or for end users will continue to be documented in that product's release notes.

## BUSINESS PURPOSE / CLIENT BENEFIT

This change reduces duplication of information, ensures that the product-specific release notes contain product-specific information, and provides a single source for SAP Concur shared changes and changes to core technologies.

## Configuration / Feature Activation

This process change occurred automatically.



For more information and for information about the implementation of shared and core features, changes to existing shared and core features, and planned changes to shared and core features, refer to the [SAP Concur Shared Changes Release Notes](#).



## SAP Concur Platform

### **\*\*Ongoing\*\* Retirement and Decommission of Existing Concur Request APIs (v1.0, v3.0, v3.1) (November 30, 2021)**

| Information First Published  | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| June 2020  | December 3, 2021          | June 1, 2021                |
| Any changes since the previous monthly release will be highlighted in yellow in this release note. |                           |                             |

#### **Overview**

As of May 31, 2021, the existing Concur Request APIs (v1.0, v3.0 and v3.1) are deprecated. On June 1, 2021, SAP began retiring these APIs in accordance with the [SAP Concur API Lifecycle & Deprecation Policy](#). These APIs are replaced by the Concur Request v4 APIs. SAP will no longer support these APIs after retirement.

As of November 30, 2021, the retirement phase for the existing Concur Request APIs (v1.0, v3.0 and v3.1) is completed.

Decommissioning of the v1.0, v3.0, and v3.1 APIs will start three months after retiring the APIs. The specific dates for decommissioning are dependent on the individual client's API migration.

API Timeline for v1.0, v3.0, v3.1:

- Deprecation – March 1, 2020 – May 31, 2021
- Retirement – June 1, 2021 – November 30, 2021
- Decommission – starts after 3 months of inactivity at the retired state

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

The Concur Request APIs v1.0, v3.0 and v3.1 only support the previous authentication method, which is not best security practice and does not meet the Oauth2 standards. In addition, the previous versions of the Concur Request APIs provided limited possibilities for moving a Request through the approval workflow, as well as managing custom simple & connected list fields. These issues are resolved with the new Concur Request v4 APIs.

In addition, SAP has run a backward compatibility project between the current Concur Request APIs and the new Concur Request v4 APIs (not iso-compatibility) in order to have the vast majority of use cases managed in the previous versions also be managed in the Concur Request v4 APIs.

## Test Entities

### Test Entity Data Maintenance and Entity Deletion (December 6)

This feature is now documented in the [Shared Changes Release Notes](#).



For more information, refer to *Shared Planned Changes Moving to New Shared Changes Release Notes* in this document.

## Web Services Administration

### **\*\*Ongoing\*\* Application Connector Username and Password Length Requirements Updated**

This feature is now documented in the [Shared Changes Release Notes](#).



For more information, refer to *Shared Planned Changes Moving to New Shared Changes Release Notes* in this document.

## Planned Changes

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The items in this section are targeted for future releases. SAP Concur reserves the right to postpone implementation of – or completely remove – any enhancement/change mentioned here.

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**NOTE:** The planned changes listed in this document are specific to this product. For information about planned site-wide or shared changes that might impact your SAP Concur solutions, refer to the [Shared Changes Release Notes](#).

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**There are no planned changes this month.**

# Client Notifications

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## Accessibility

### Accessibility Updates

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.

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: [SAP Concur list of Subprocessors](#)

If you have questions or comments, please reach out to: [Privacy-Request@Concur.com](mailto:Privacy-Request@Concur.com)

## Supported Browsers

### Supported Browsers and Changes to Support

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

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

# Additional Release Notes and Other Technical Documentation

## Online Help

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

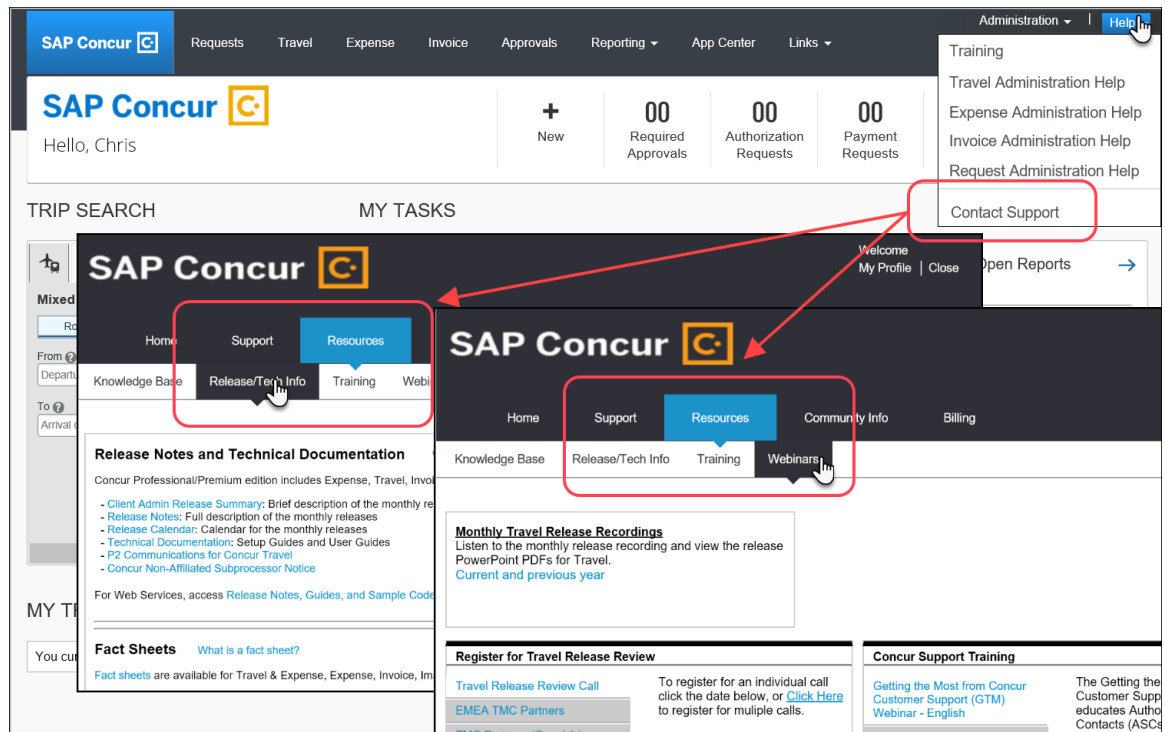
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

## SAP Concur Support Portal – Selected Users

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

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

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



# Cases

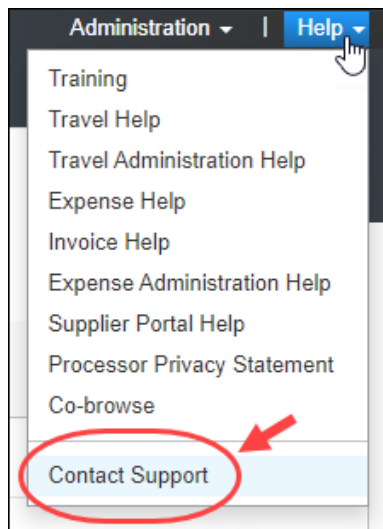
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## Steps for Getting a Status

Each service release contains case resolutions.

▶ **How to check the status of a submitted case**

1. Log on to <https://concursolutions.com/portal.asp>.
2. Click **Help > Contact Support**.

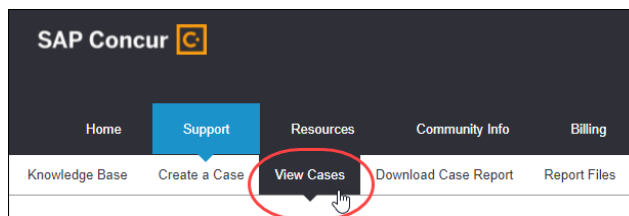


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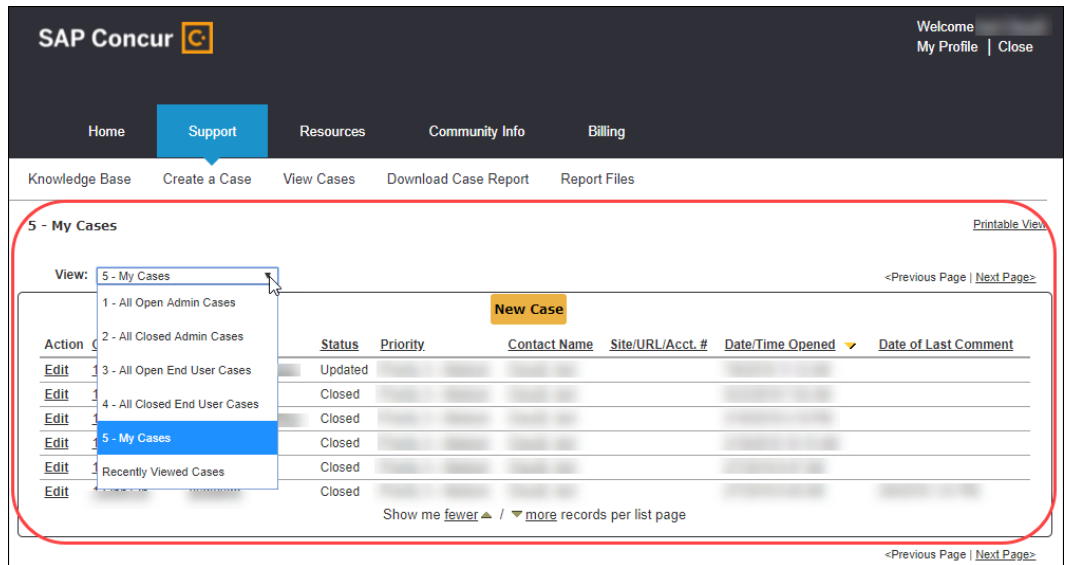
**NOTE:** If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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3. Click **Support > View Cases**.



- In the table, view the desired type of cases based on the **View** list selection. Search results are limited to each company's own cases.



## Resolved Cases

| Case ID  | Description |
|--|-------------|
| No resolved cases for the January 2022 release |             |
|  |             |
|  |             |
|  |             |
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