

SAP Concur Release Notes	
Concur Request Professional/Premium	
Month	Audience
Release Date: February 19, 2022 Initial Post: Friday, February 18, 2022	Client – FINAL

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Release Notes

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

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](#).

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

NOTE: There are no changes for admins.

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.

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

- **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.

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.

- **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.
-

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

- **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.

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.

Planned Changes

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.

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](#).

Request Policies

New Setting for Travel Allowance Options in Request

This change is part of the NextGen UI experience for Professional edition clients.

Overview

For clients using the NextGen UI, a new policy setting, **Disable Travel Allowance**, will be available.

BUSINESS PURPOSE / CLIENT BENEFIT

This change will give admins the ability to configure each policy to prompt or not prompt the user for travel allowances.

What the Concur Admin Sees

The new policy setting, **Disable Travel Allowance**, will appear on the **General** step of the **Modify Request Policy** and **New Request Policy** pages in Request Policies (**Administration > Request > Request Policies**).

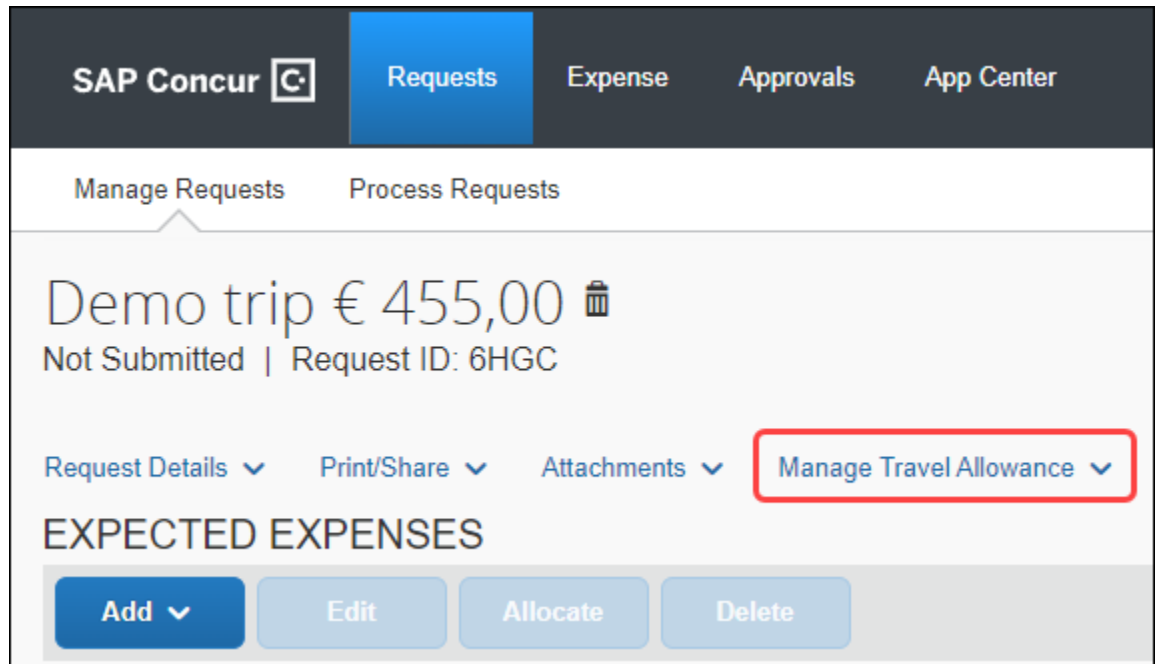
The screenshot shows the 'New Request Policy' configuration page. At the top, there are four tabs: '1 General', '2 Segments', '3 Expense Types', and '4 Print Formats'. The 'General' tab is selected. Below the tabs, there are several input fields and checkboxes:

- Name: Copy of Default Request Policy
- Type: Travel
- Request Workflow: Default Request Workflow
- Request Header Form: Default Request Header Form
- Editable By: Global
- Agency Notification: None
- Agency Last Approval Notification: None
- Agency Recall After Approval Notification: None
- Disable Ability to Create New Requests: (with a help icon)
- Enable Cancellation:
- Enable Post Approval Trip Update:
- Disable Travel Allowance:** (highlighted with a red box)
- Assignable to Report: Unlimited

At the bottom right, there are 'Cancel' and 'Next>>' buttons.

What the User Does Not See

When this new setting is selected, users will not see the **Manage Travel Allowance** menu on the **Expected Expenses** page.

**Configuration / Feature Activation**

The new setting will automatically be available; there are no configuration or activation steps. For help editing your policies, contact SAP Concur support.



For more information, such as how to edit an existing policy, refer to the *Concur Request: Policies and Groups Setup Guide*.

Client Notifications

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

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.

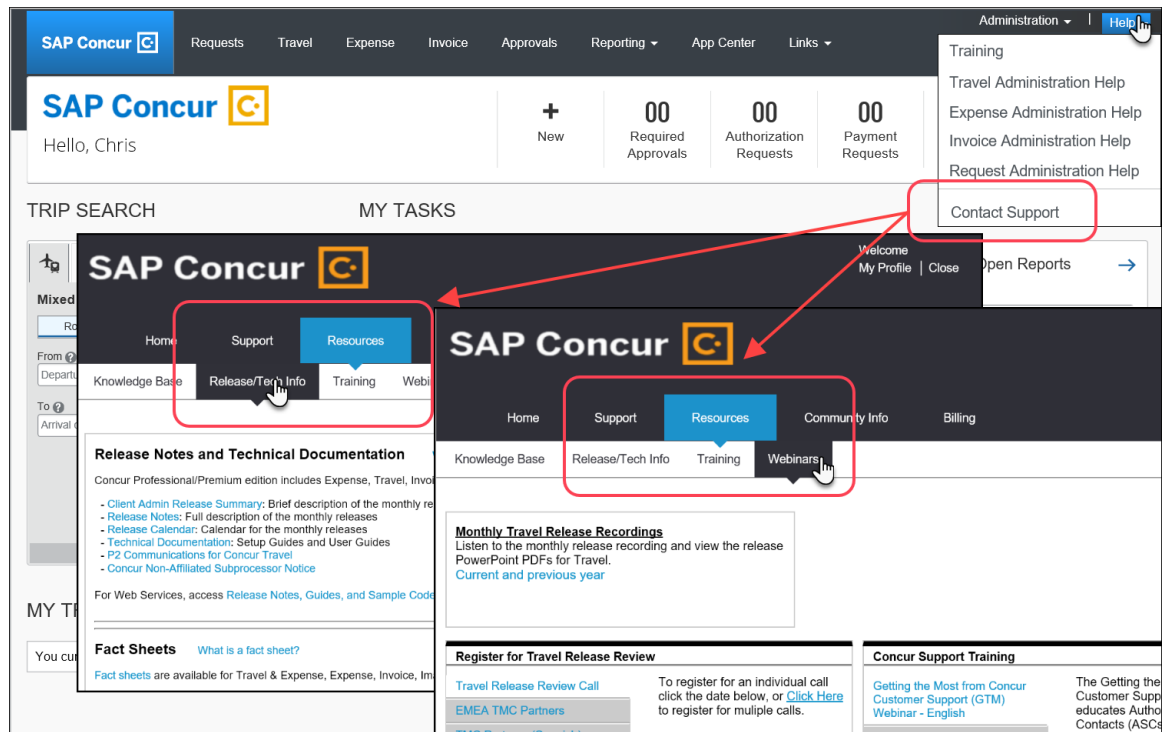
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

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.



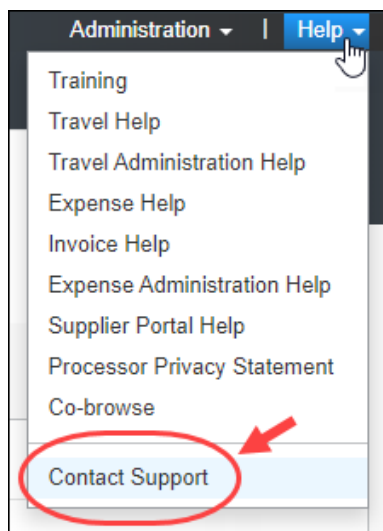
Cases

Steps for Getting a Status

Each service release contains case resolutions.

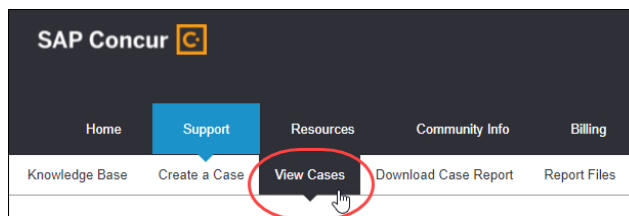
▶ **How to check the status of a submitted case**

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

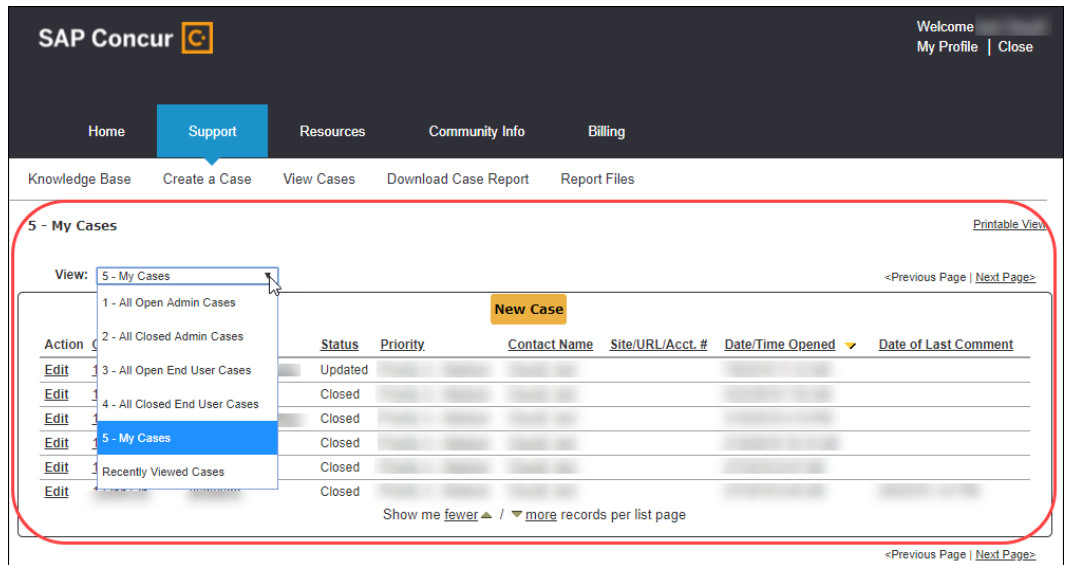


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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 February 2022 release	

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