

<b>SAP Concur Release Notes</b>	
<b>Concur Request Professional/Premium</b>	
<b>Month</b>	<b>Audience</b>
Release Date: April 23, 2022 Initial Post: Friday, April 22, 2022	Client – FINAL

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# Release Notes

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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](#).

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## 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	April 22, 2022	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 information** about features and enhancements that are nearing release.

As of the May 2022 release, release notes for the NextGen UI can be found within this release note document. The statement *These changes are part of the NextGen UI experience* is displayed at the beginning of each NextGen UI release note.

### **Get Started**

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

## **Mileage**

### **Mileage Expense Types and Mileage Calculator for Mileage Service**

*These changes are part of the NextGen UI experience.*

#### **Overview**

For net new clients using the new Mileage Service, there are mileage-related functionality and UI updates now available in the NextGen UI for Concur Request.

Currently, when the NextGen UI for Concur Request is enabled, there are mileage-related expense types available in Concur Request for creating expected expenses for mileage, and when the new Mileage Service is enabled in the NextGen UI, the Mileage Calculator feature is now available for calculating mileage for a mileage expected expense.

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**⚠ IMPORTANT:** The Mileage Service functionality is only available to new Mileage Service clients using the Professional edition of Concur Request.

**⚠ IMPORTANT:** The NextGen UI for Concur Request is required in order to use the new Mileage Service functionality in Concur Request.

## BUSINESS PURPOSE / CLIENT BENEFIT

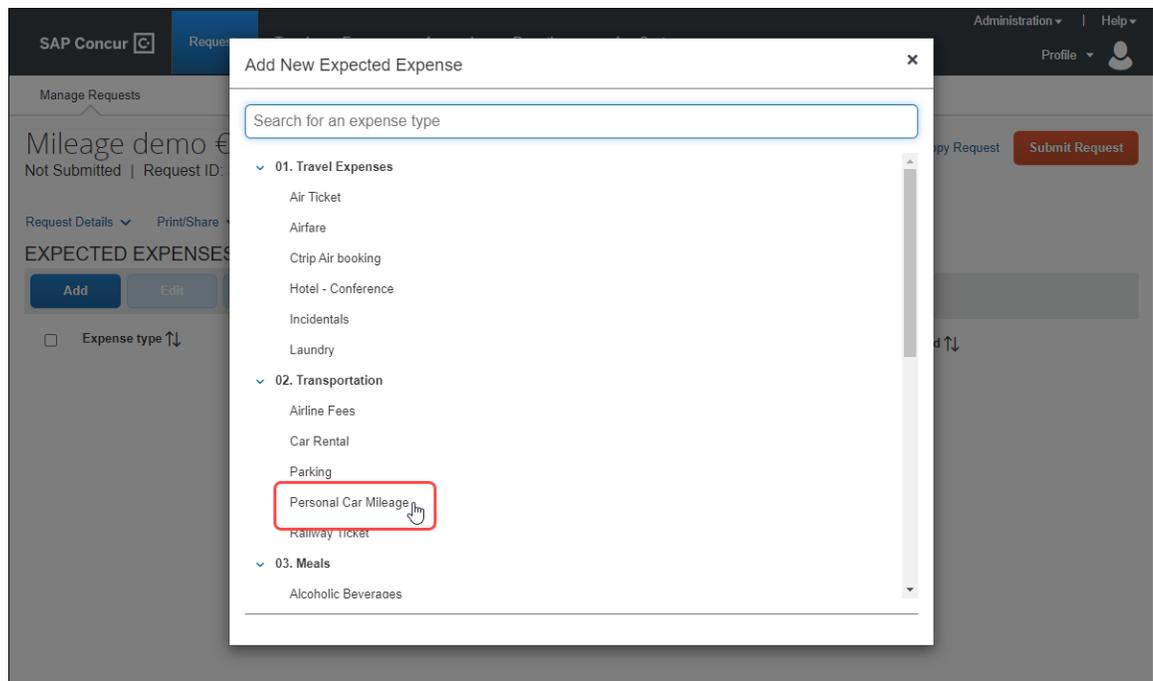
These updates provide clients with automatic best practice government mileage rates, support for mileage-expected expenses, mileage calculator integration with Concur Request, and improved user interfaces and end-to-end user experience.

## What the User Sees

When the NextGen UI for Concur Request is enabled, there are expense types associated with the mileage spend categories available on the **Expected Expenses** page in the NextGen UI for Concur Request.

**NOTE:** If your organization is using custom mileage rates, before a user can create an expected expense for mileage, the user must have the vehicle associated with the mileage configured on the **Vehicle Configuration** page in Profile (**Profile > Profile Settings > Expense Settings > Vehicle Configuration**).

For countries with fixed mileage rates, if there is no vehicle associated with the user, a vehicle will automatically be created for the user when the first mileage expected expense is created by the user.



If the new Mileage Service is enabled and the user has configured the vehicle associated with their mileage expenses in Profile, when the user selects one of the mileage expense types, the **New Expense** page opens for the new mileage expected expense, and the mileage form fields appear on the page.

The screenshot shows the 'New Expense: Personal Car Mileage' form in SAP Concur. The form is titled 'New Expense: Personal Car Mileage € 0.00' and is dated '04/12/2022'. It includes a 'Mileage Calculator' link and an 'Allocate' button. The form fields are as follows:

- Transaction Date \***: 04/12/2022
- Description**: (Empty text box)
- Comment**: (Empty text box)
- Vehicle ID \***: Car
- From Location ?**: (Empty text box)
- To Location ?**: (Empty text box)
- Distance \***: 0
- Distance to Date**: 700
- Transaction Amount**: 0.00
- Currency**: Euro
- Reimbursement Rates**: EUR 0.3 per kilometer

The form is highlighted with red boxes around the 'From Location', 'To Location', 'Distance', 'Distance to Date', 'Transaction Amount', and 'Currency' fields.

The **Distance to Date, From Location, To Location, Transaction Amount, and Currency** fields are read-only. The **From Location, To Location, and Distance** fields will be populated by the Mileage Calculator.

If there is only one mileage reimbursement rate available, such as a fixed mileage rate, the current mileage reimbursement rate is listed at the bottom of the **New Expense** page.

If there are multiple mileage reimbursement rates available, the **View all reimbursement rates** link is displayed at the bottom of the **New Expense** page.

The screenshot shows a form titled 'New Expense' with the following fields:

- Vehicle ID \*: New Car (dropdown menu)
- From Location ? (text input)
- To Location ? (text input)
- Distance \* (text input, value: 0)
- Number of Passengers (text input, value: 0)
- Transaction Amount (text input)
- Currency (dropdown menu, value: Euro)

A red box highlights the 'View all reimbursement rates' link at the bottom left of the form. 'Save' and 'Cancel' buttons are located at the bottom right.

Clicking the **View all reimbursement rates** link opens the **Reimbursement Rates** dialog. The available reimbursement rates are listed in the **Reimbursement Rates** dialog.

The screenshot shows a dialog box titled 'Reimbursement Rates' with a close button (X) in the top right corner. The dialog contains a table with the following data:

Personal Car Mileage	
Criteria	Rates
Rate per kilometer	EUR 2 per kilometer
Rate Per Passenger	EUR 0 per kilometer

A 'Close' button is located at the bottom right of the dialog.

Click the **Mileage Calculator** link to open the **Mileage Calculator** page.

Manage Requests

New Expense: Personal Car Mileage € 0.00  
04/12/2022

[Mileage Calculator](#)

[Allocate](#)

Transaction Date \*

04/12/2022

In the **Waypoints** section, enter the to and from location information to calculate the mileage, and then click the **Add Mileage to Expense** button to add the mileage information to the expected expense.

Mileage Calculator

Avoid Tolls  Avoid Highways

Waypoints

13 Rue Rémy Dumoncel, 75014 Paris, France

Montpellier, France

744.0 KM

Personal

Calculate Route Make Round Trip

Directions

Suggested routes:

A71 and A75 744 km. About 7 hours 0 mins

A6 and A7 760 km. About 7 hours 5 mins

A75 728 km. About 7 hours 26 mins

13 Rue Rémy Dumoncel, 75014 Paris, France

744 km. About 7 hours 0 mins

1. Head east on Rue Rémy Dumoncel toward Rue d'Alembert 0.1 km

2. Slight left onto Rue de la Tombe Issoire 9 m

Deduct Commute

TOTAL PERSONAL 0.0 KM

TOTAL BUSINESS 744.0 KM

Map

Guernsey Jersey

Brest

Rennes

Nantes

La Rochelle

Bay of Biscay

A Coruña

Gijón

Santander

Donostia-S. Sebastian

Bilbao

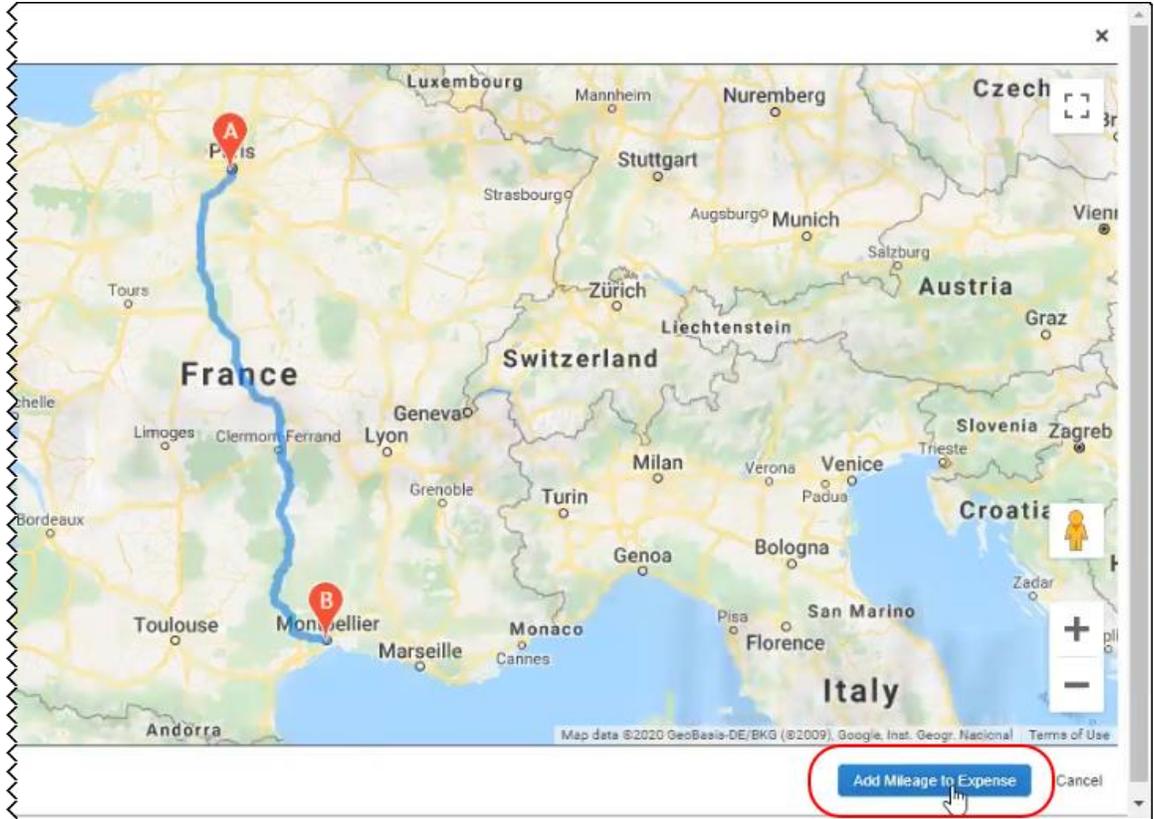
Vitoria-Gasteiz

Santiago de Compostela

Ourense

León

Google



Clicking the **Add Mileage to Expense** button closes the **Mileage Calculator**. On the **New Expense** page, the **From Location** and **To Location** fields are populated with the to and from locations you entered in the Mileage Calculator, and the **Distance** field is populated with the mileage calculated by the Mileage Calculator. The **Transaction Amount** field is automatically calculated by multiplying the mileage in the **Distance** field by the applicable mileage rates.

Click **Save**. The new mileage expected expense is added to the **Expected Expenses** page.

Expense type	Details	Date	Amount	Requested
<input type="checkbox"/> Personal Car Mileage	13 Rue Rémy Dumoncel, 75014 Paris, France - Montpellier, France	04/12/2022	€ 223.20	€ 223.20

Estimated Total: € 223.20

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**NOTE:** Both the request submitter and the request approver can access the **Mileage Calculator** link for a mileage expected expense. The request approver can click the **Mileage Calculator** link to view the mileage details in the Mileage Calculator.

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### **Configuration / Feature Activation**

Use of the new Mileage Service feature requires support and implementation resources.

The new Mileage Service is available for both personal car and company car.

If you are using the new Mileage Service, for request-based expense reports, the mileage journey and the mileage expected expenses are automatically added to the expense report.



For more information about the new Mileage Service, refer to the *Mileage | New Mileage Service Features* release note in the March 2022 Concur Expense Professional 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**, is now available.

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

This change gives administrators 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**, appears on the **General** step of the **Modify Request Policy** and **New Request Policy** pages in Request Policies (**Administration > Request > Request Policies**).

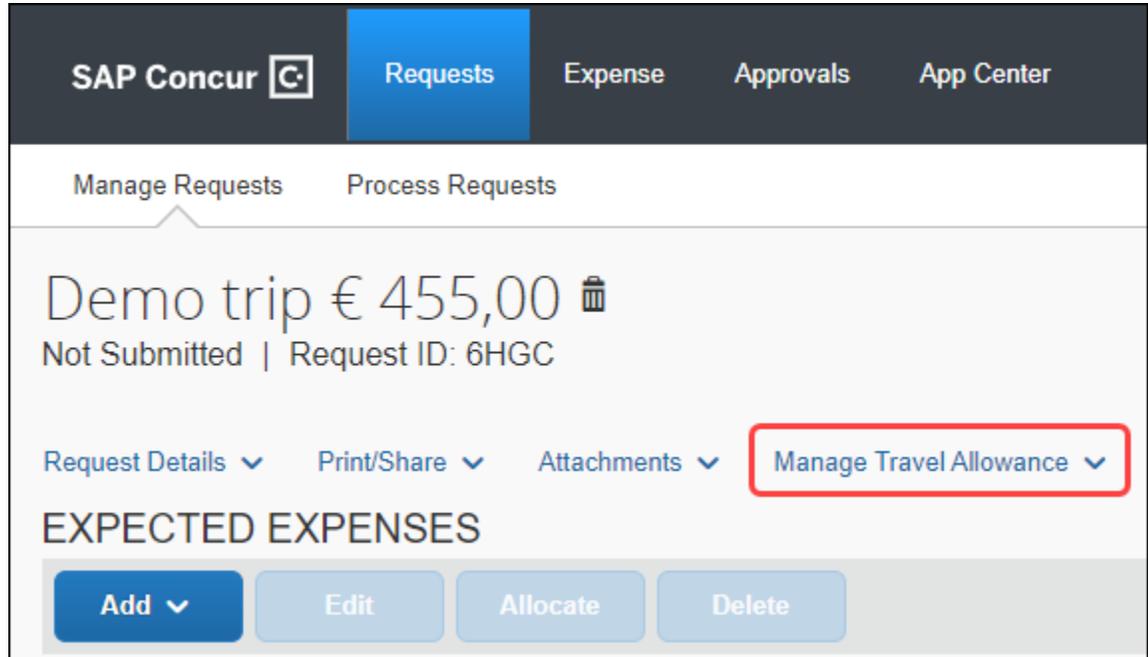
The screenshot shows the 'New Request Policy' configuration page with the following fields and options:

- 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 is automatically 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*.

**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

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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](#)

▶ **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.

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**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, refer to [Your New Support User ID \(S-user\)](#).

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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](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.

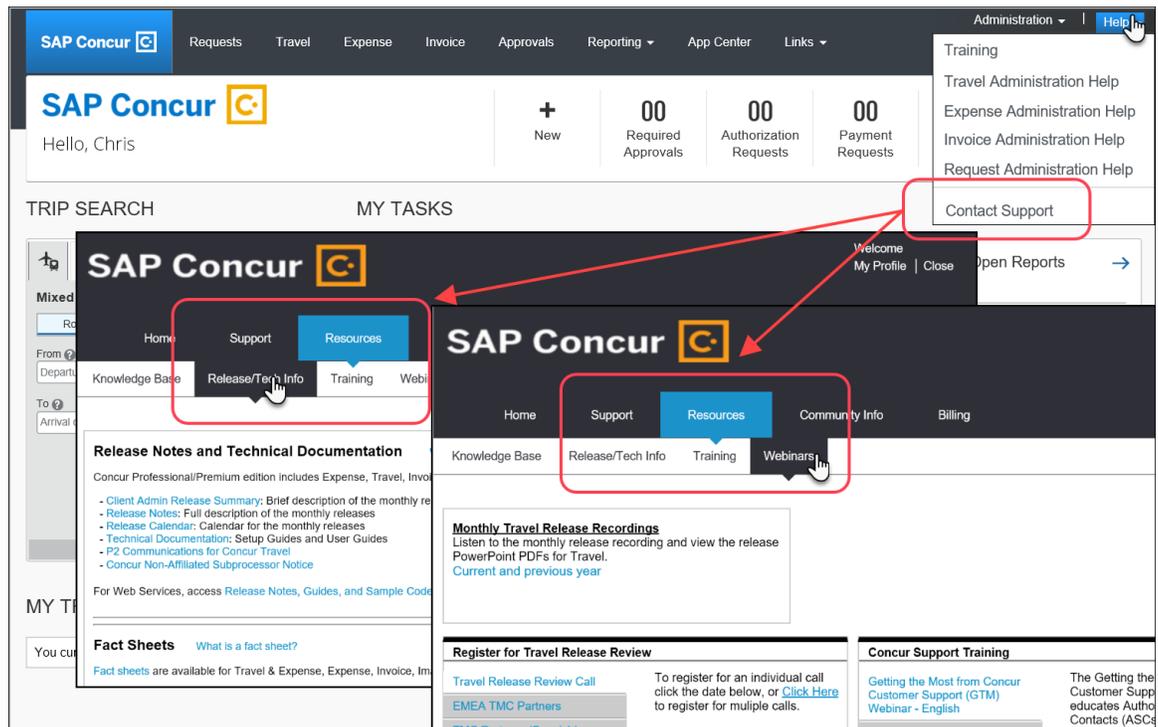
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

## 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

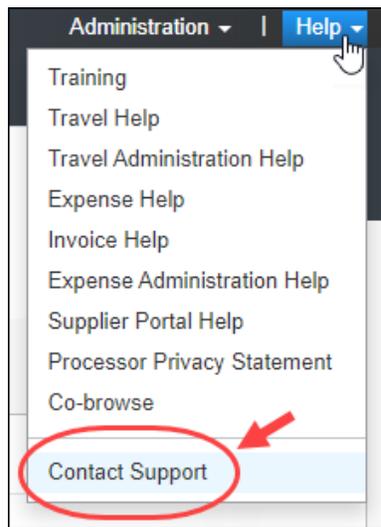
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## Steps for Getting a Status

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**.





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