SAP Concur Release Notes	
Concur Request Professional/Premium	
Month	**Audience**
Release Date: July 16, 2022 Initial Post: Friday, July 15, 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	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

    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.

  ⚠ **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.

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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.

- **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 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.

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.

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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.

UI Changes

Expected Expenses Page Updated for No Expected Expenses

This change is part of the NextGen UI experience.

Overview

On the **Expected Expenses** page, when there are no expected expenses or segments on a request, the formatting of the **Expected Expenses** section of the page in Concur Request is updated to match the formatting for the expenses list section on an expense report in Concur Expense.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides feature consistency between Concur Request and Concur Expense in the NextGen UI.

End-User Experience

On the **Expected Expenses** page, the following updates were made to the **Expected Expenses** section of the page:

- If there are no expected expenses or segments on the request, the **Expense type**, **Details**, **Date**, **Amount**, and **Requested** columns are no longer displayed.

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- If there are no expected expenses or segments on the request, the following message is now displayed:

  No Expected Expenses

 *Add expected expenses to this request to submit for approval.*

BEFORE:

AFTER:

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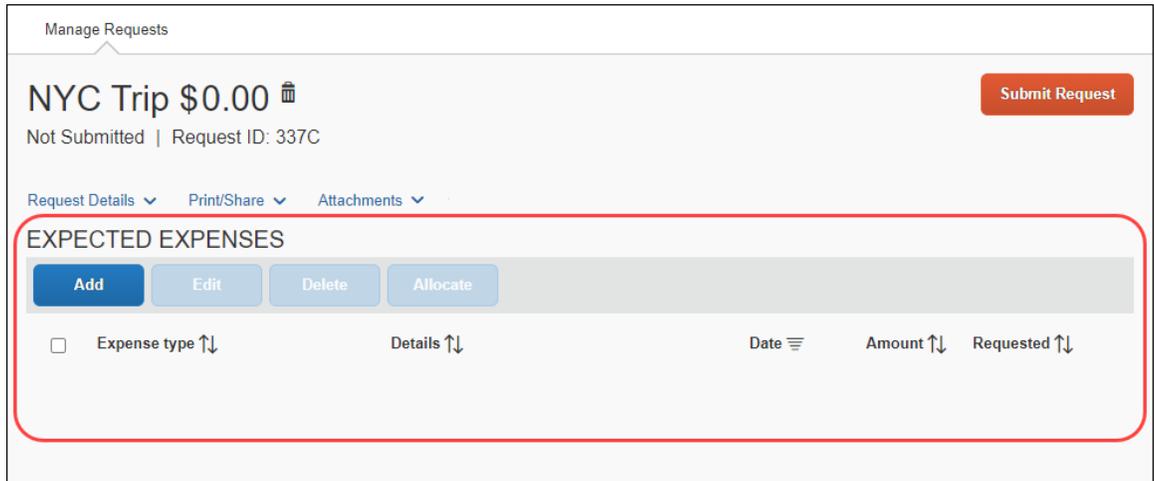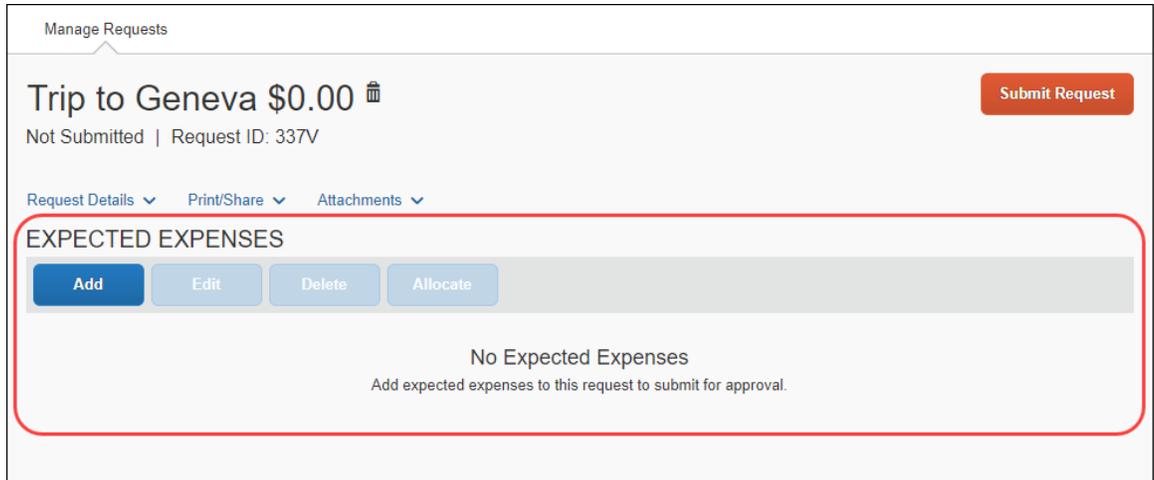
Here is an example of the expense report page in Concur Expense when there are no expenses on the expense report:
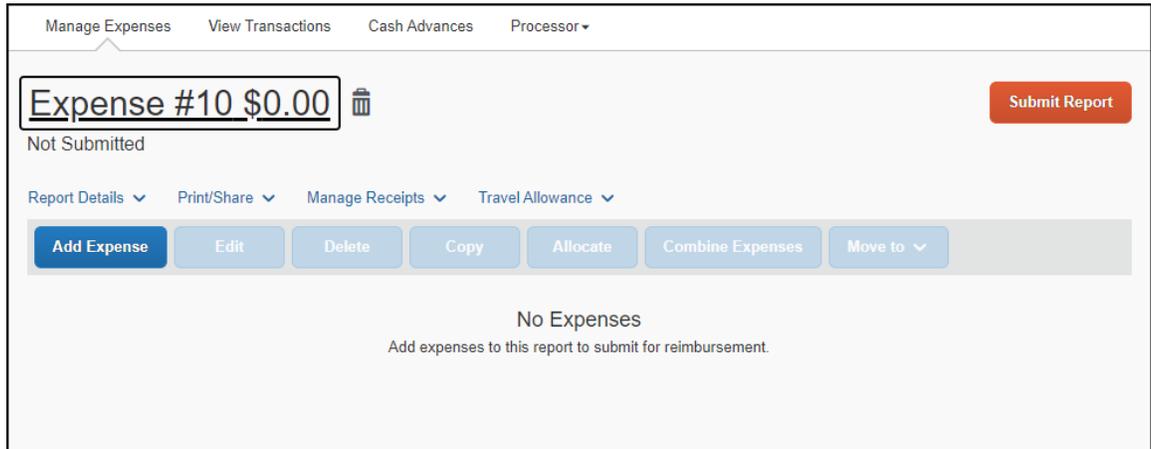
Configuration / Feature Activation

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

Workflow

New Setting: Automatically Assign Authorized Approvers

Overview

A new setting, **Automatically assign authorized approvers**, is added to the **Workflows** tab in Workflows (**Administration > Request > Workflows**). When enabled, the setting ensures that all Authorized Approval steps in the workflow are pre-populated with an assigned authorized approver.

Without the **Automatically assign authorized approvers** setting, when there are multiple authorized approvers to choose from, the user is required to select the name of an approver before the request can proceed to the next workflow step.

NOTE: The user can still review the approval flow and elect to edit the step to select another approver from the list of authorized approvers.

BUSINESS PURPOSE / CLIENT BENEFIT

Use of this setting ensures that all authorized approval steps have an assigned approver for the request, without user action. For most organizations, there is typically one choice per workflow step or only a small number of possible approvers to choose from.

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NOTE: The functionality of the **Automatically assign authorized approvers** setting for requests in Concur Request matches the functionality of the existing **Automatically assign authorized approvers** setting for expense reports in Concur Expense.

Administrator Experience

A new setting, **Automatically assign authorized approvers**, displays on the **Workflows** tab of the **Workflows** page. By default, the setting will not be selected (enabled).

Workflows

| Workflows | Request Approval Statuses | Email Notifications | Confirmation Agreements | Authorized Approvers | Settings |

1 General **2** Steps **3** Step Rules

Workflow Type:	Request
Workflow Name:	Default Request Workflow
Include the Budget Approval step:	☐
Approval Time Expired Action:	Send to the Approver's Approver ▾
Expire After This Many Days:	10
Expiration Email To Approver:	*None* ▾
Do not display the skip steps to the employee:	☐
Only display approvers at or above the current approver's level:	☐
Steps Can Be Added By:	Approver Only ▾
Email employee when employee-added step is complete:	☑
Use default approver lookup to find authorized approver:	☐
Restrict Authorized Approver for:	None of the steps ▾
Automatically assign authorized approvers:	☐
Restrict approvers to those with limit authority for employee-added steps:	☐

Cancel   <<Previous   Next>>   Done

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*Configuration / Feature Activatio*n

After reviewing the following considerations, to enable this new setting, contact SAP Concur support.

Important considerations before enabling this setting:

- If there are multiple possible Authorized Approvers that could be assigned to a specific Authorized Approver workflow step, the system will order the choices alphabetically by last name, followed by first name (if there is more than one person with the same last name) and then select the first choice from the alphabetized list.

- Enabling this setting is not recommended when there might be large numbers of possible approvers for some workflow steps. In this situation, the user needs to select the appropriate approver for the request rather than sending all reports to the alphabetically-first approver.

- The individual **Request Preferences** page setting, **Prompt for approver when a request is submitted**, will display the approval flow to the user for review during the submit process when checked. This can encourage the user to verify that the appropriate approver is assigned to each step prior to submitting the request.

- Use of this feature is optimized by configuring the workflow to allow users to edit approvers, so this is strongly recommended. Refer to the **Approver Editable By** setting in the **Add Workflow Step** dialog.

- Clients who currently use the **Use default approver lookup to find authorized approver** setting on the **General** page (**Workflows tab > General page**), should choose to either retain that setting or use the new **Automatically assign authorized approvers** setting instead. We recommend that these two settings are *not* enabled and used at the same time.

    📖   For more information, refer to the *Concur Request: Workflow – General Information Setup Guide* and the *Concur Request: Workflow – Authorized Approvers Setup Guide*.

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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*.

There are no planned changes this month.

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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](#)

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

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](#)

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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.

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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.

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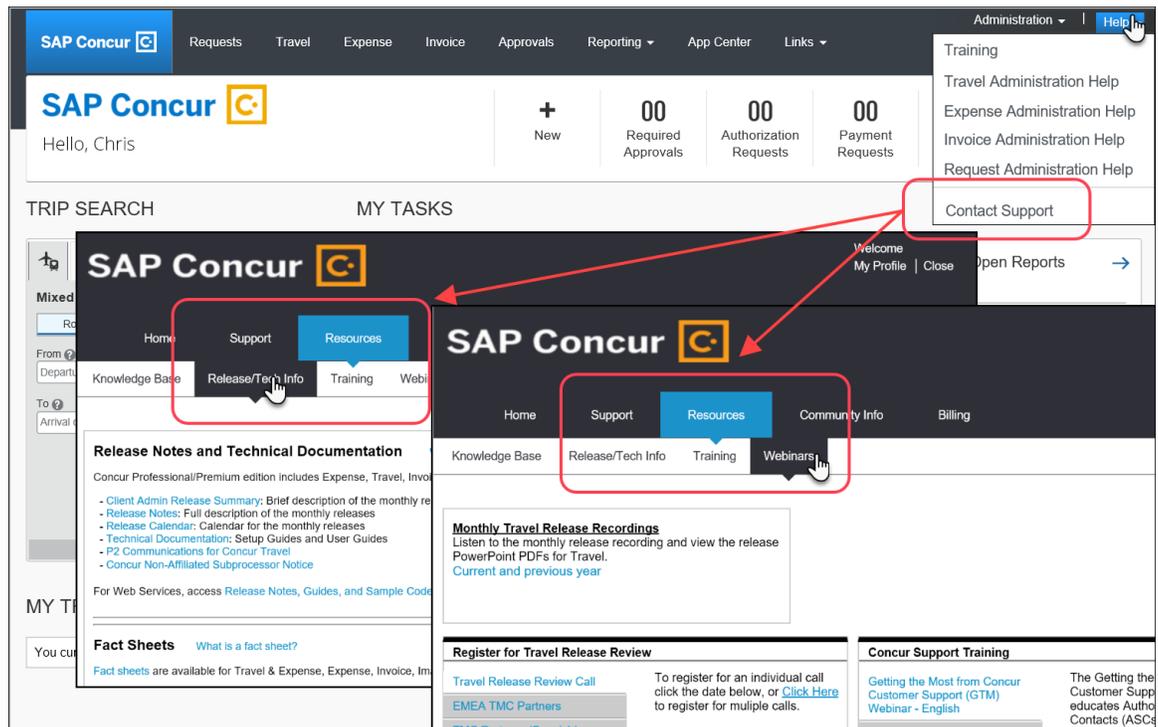
Cases

Check Support Case Status

The steps in this procedure provide instructions for checking whether a case is resolved.

▶ *To check the status of a submitted case*

1. Log on to https://concursolutions.com/portal.asp.

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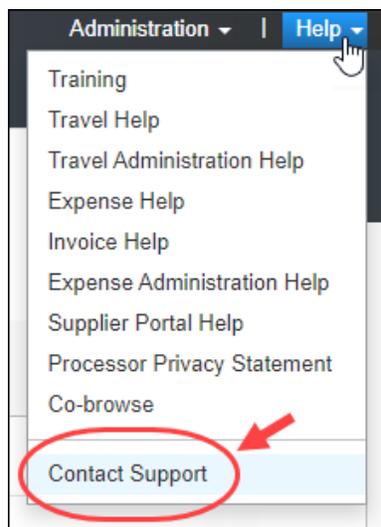
NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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

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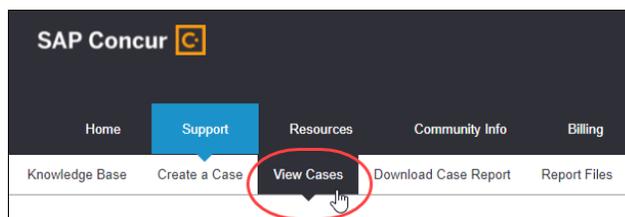
4. In the table, view the desired type of cases based on the **View** list selection. Search results are limited to each company's own cases.

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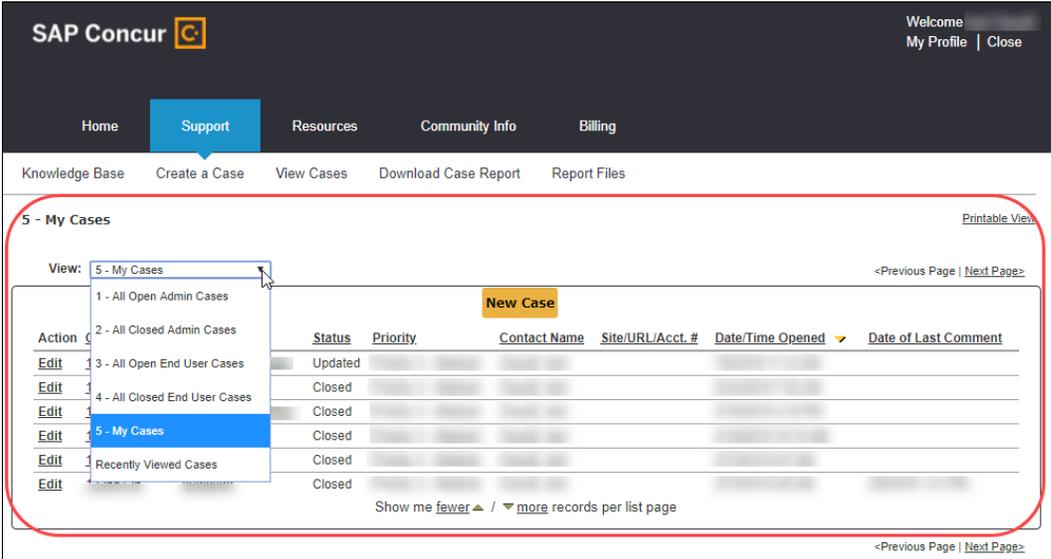
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