

SAP Concur Release Notes	
Concur Request Professional/Premium	
Month	Audience
Release Date: August 20, 2022 Initial Post: Friday, August 19, 2022	Client – FINAL

Contents

- Release Notes 1**
 - NextGen UI for Concur Request1**
 - **Ongoing** Updated User Interface (UI) for Concur Request End Users 1
 - SAP Concur Platform3**
 - **Ongoing** Retirement and Decommission of Existing Concur Request APIs (v1.0, v3.0, v3.1) (November 30, 2021)..... 3
 - UI Changes.....4**
 - Cancel Button Replaced with Cancel Link.....4
- Planned Changes..... 8**
 - Concur Travel Integration8**
 - **Planned Changes** New TRIP Section for Self-Booked Segments 8
- Client Notifications..... 10**
 - Accessibility10**
 - Accessibility Updates 10
 - Subprocessors.....10**
 - SAP Concur Non-Affiliated Subprocessors 10
 - Supported Browsers.....11**
 - Supported Browsers and Changes to Support 11

Additional Release Notes and Other Technical Documentation 12
 Online Help12
 SAP Concur Support Portal – Selected Users12

Cases 13
 Check Support Case Status.....13

Legal Disclaimer

The information in this presentation is confidential and proprietary to SAP SE or an SAP affiliate company and may not be disclosed without the permission of SAP SE or the respective SAP affiliate company. This presentation is not subject to your license agreement or any other service or subscription agreement with SAP SE or its affiliated companies. SAP SE and its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP SE or an SAP affiliate company's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP SE and its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP SE and its affiliated companies assume no responsibility for errors or omissions in this document, except if such damages were caused by SAP SE or an SAP affiliate company's willful misconduct or gross negligence.

All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

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.

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 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.

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

Cancel Button Replaced with Cancel Link

This change is part of the NextGen UI experience.

Overview

On the expected expense details and segment details pages in Concur Request, the **Cancel** button is replaced with the **Cancel** link to match the **Cancel** link available on the expense details page 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

All instances of the **Cancel** button on the expected expenses details and segment details pages are replaced with the new **Cancel** link.

BEFORE:

The screenshot shows a form for an expense entry. At the top right, there are two buttons: 'Cancel' and 'Save'. The 'Cancel' button is highlighted with a red rectangular box. The form contains the following fields: Transaction Date (2022-07-12), Description (TVR-15635), Transaction Amount (12,00), Currency (Euro), Vendor (Search by Code), Approved Amount (12,00), and a Comment field. At the bottom left, there are two buttons: 'Save' and 'Cancel'. The 'Cancel' button at the bottom is also highlighted with a red rectangular box.

AFTER:

Here is an example of the **Cancel** link on the expected expense details page.

The screenshot shows the same form as above. In this version, the 'Cancel' button at the top right is highlighted with a red rectangular box. The 'Cancel' button at the bottom left is no longer highlighted. All other fields and the 'Save' button remain the same as in the 'BEFORE' state.

Here is an example of the **Cancel** link on the segment details page.

New Expense: Train Ticket

[Round Trip](#) [One Way](#) [Multi City](#)

Outbound

* Required field

From * To *

Date * Depart at * Vendor * Search by Code

Comment

Return

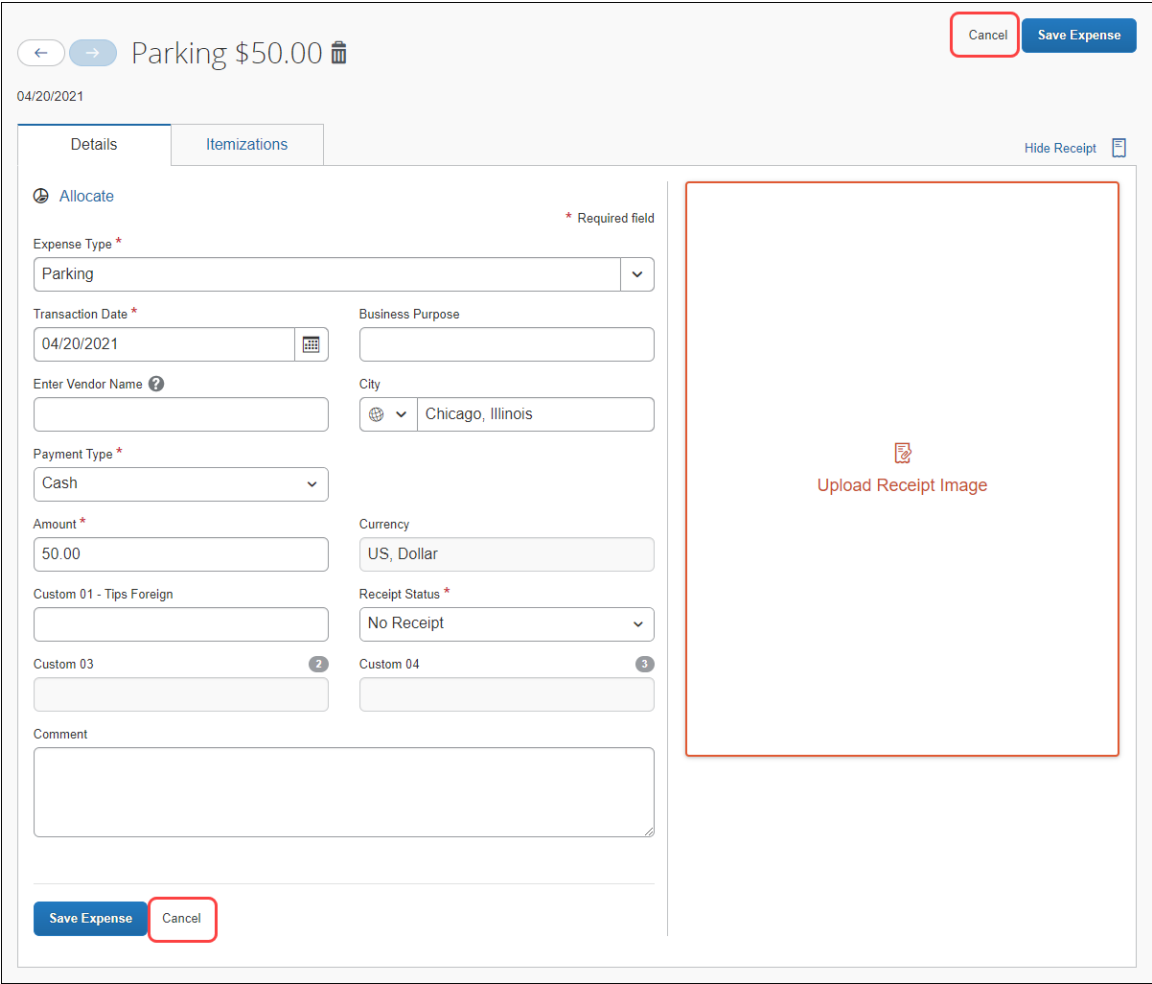
Date * Depart at * Vendor * Search by Code

Comment

Amount * Currency *

[Save](#) [Cancel](#)

Here is an example of the **Cancel** link on the expense details page in Concur Expense:



Configuration / Feature Activation

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

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](#).

Concur Travel Integration

Planned Changes New TRIP Section for Self-Booked Segments

Information First Published	Information Last Modified	Feature Target Release Date
August 12, 2022	--	October 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

This change is part of the NextGen UI experience.

Overview

When Concur Request is integrated with Concur Travel, if a request contains self-booked segments after an online booking, the new **TRIP** section will be displayed on the **Expected Expenses** page. Clicking the **TRIP** section will open the travel itinerary associated with the request in Concur Travel.

Currently, in order to access Concur Travel from a request with self-booked segments after an online booking, you have to click the **Itinerary Details** link on the segment details page.

NOTE: When the **TRIP** section becomes available, the **Itinerary Details** link on the segment details page will be removed. With the addition of the **TRIP** section, the **Itinerary Details** link will no longer be needed.

BUSINESS PURPOSE / CLIENT BENEFIT

The new **TRIP** section simplifies the navigation to Concur Travel from within a request.

End-User Experience

When a request contains self-booked segments after an online booking, the **TRIP** section will be displayed above the **Expected Expenses** list on the **Expected Expenses** page.

Configuration / Feature Activation

The feature will automatically be available; there are no additional configuration or activation steps.

Additional information about this update will be available in future release notes.

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

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

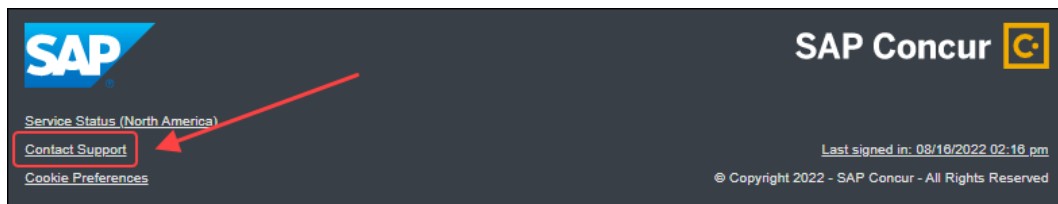
You can access release notes, setup guides, user guides, admin summaries, supported configurations, and other resources via the in-product Help menu or on the SAP Help Portal.

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

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

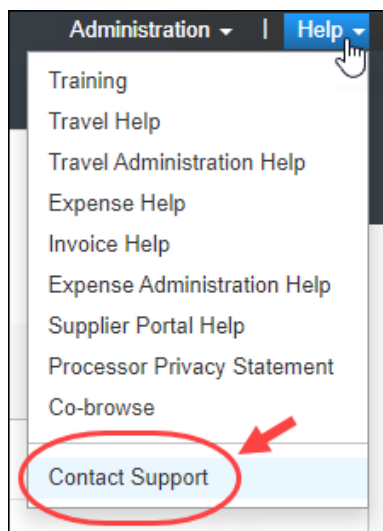
Cases

Check Support Case Status

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

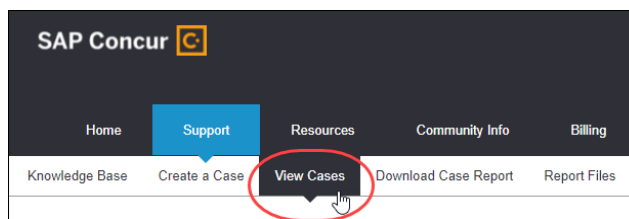
► **To check the status of a submitted case**

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

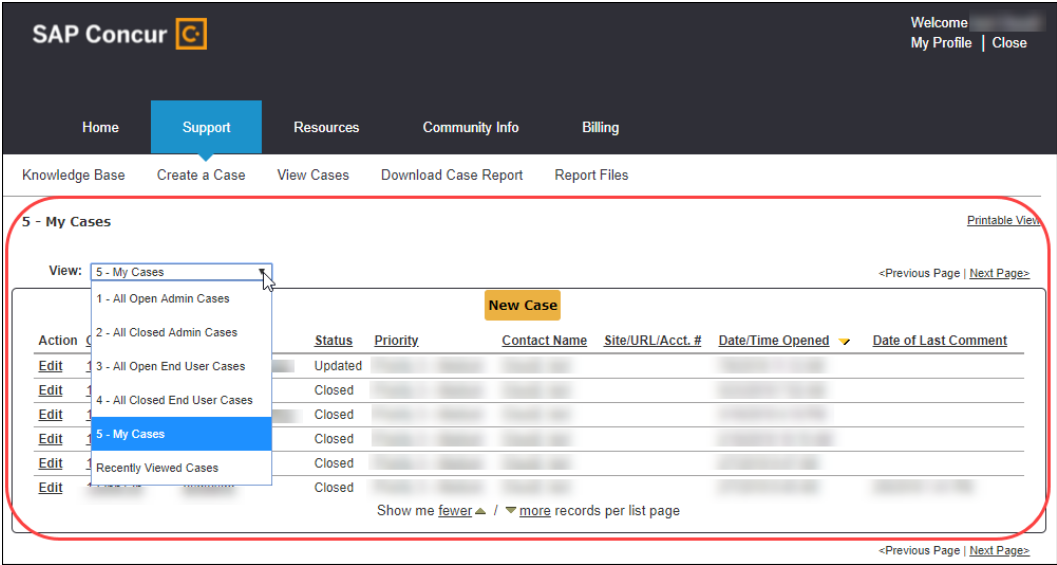


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



- 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.



© 2022 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. Please see <http://global12.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP SE or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP SE or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.