

<b>SAP Concur Release Notes</b>	
<b>Concur Request Professional/Premium</b>	
<b>Month</b>	<b>Audience</b>
Release Date: September 17, 2022 Initial Post: September 16, 2022	Client – FINAL

# Contents

- Release Notes ..... 1**
- NextGen UI for Concur Request .....1**
- \*\*Ongoing\*\* Updated User Interface (UI) for Concur Request End Users ..... 1
- Allocations .....3**
- Segments Can Now Be Individually Allocated ..... 3
- Concur Travel Integration .....10**
- New TRIP Section for Self-Booked Segments ..... 10
- Cost Objects .....11**
- Cost Object Selection for Travel Segments ..... 11
- Event Requests .....16**
- Select All Check Box Added for Selecting All Participants ..... 16
- SAP Concur Platform .....17**
- \*\*Ongoing\*\* Retirement and Decommission of Existing Concur Request APIs (v1.0, v3.0, v3.1) (November 30, 2021)..... 17
- Travel Allowance Service .....18**
- New SAP Concur-Managed Statutory Bundles for Italy for the NextGen UI ..... 18
- UI Changes.....19**
- Amount and Currency Not Displayed for Segments without Amounts ..... 19
- Updates for Requests without Expected Expenses or Segments Due to Policy ..... 21
- Planned Changes..... 24**
- There are no planned changes this month. .... 24
- Client Notifications..... 25**
- Accessibility .....25**
- Accessibility Updates ..... 25
- Subprocessors.....25**

SAP Concur Non-Affiliated Subprocessors .....	25
<b>Supported Browsers .....</b>	<b>26</b>
Supported Browsers and Changes to Support .....	26
<b>Additional Release Notes and Other Technical Documentation .....</b>	<b>27</b>
<b>Online Help .....</b>	<b>27</b>
<b>SAP Concur Support Portal – Selected Users .....</b>	<b>27</b>
<b>Cases .....</b>	<b>28</b>
<b>Check Support Case Status.....</b>	<b>28</b>

## 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	September 16, 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 that begins **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 **beginning October 1, 2022**. 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:** **Beginning** October 1, 2022

***All customers will be automatically transitioned to the NextGen UI beginning October 1, 2022.*** 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.

## Allocations

### Segments Can Now Be Individually Allocated

*This change is part of the NextGen UI experience.*

#### **Overview**

When allocating expected expenses that are segments, segments can now be individually allocated on a request. Before this update only expected expenses on a request could be individually allocated. Segments could only be allocated as a group on a request.

The request policy assigned to the request determines whether segments can be individually allocated on a request.

The only exception to this is self-booked segments. Self-booked segments will always be allocated as a group on a request. If a request contains both self-booked segments and manually created segments, the manually created segments can be individually allocated, but all of the self-booked segments on the request will be allocated as a group.

With this update, there is a new request policy setting, **Group allocation**, which determines whether expected expenses and/or segments can be allocated individually or as a group on a request.

The new **Group allocation** setting in Request Policies (**Administration > Request > Request Policies**) works in conjunction with the existing site setting, **Allow Expected Expenses to be allocated individually** in Site Settings (**Administration > Request > Site Settings**).

**BUSINESS PURPOSE / CLIENT BENEFIT**

This change provides additional allocation options for segments on a request.

**End-User Experience**

**BEFORE**

Before this update, if you selected an individual segment on the **Expected Expenses** page, and then clicked **Allocate**, all of the segments in the request were automatically selected for allocation.

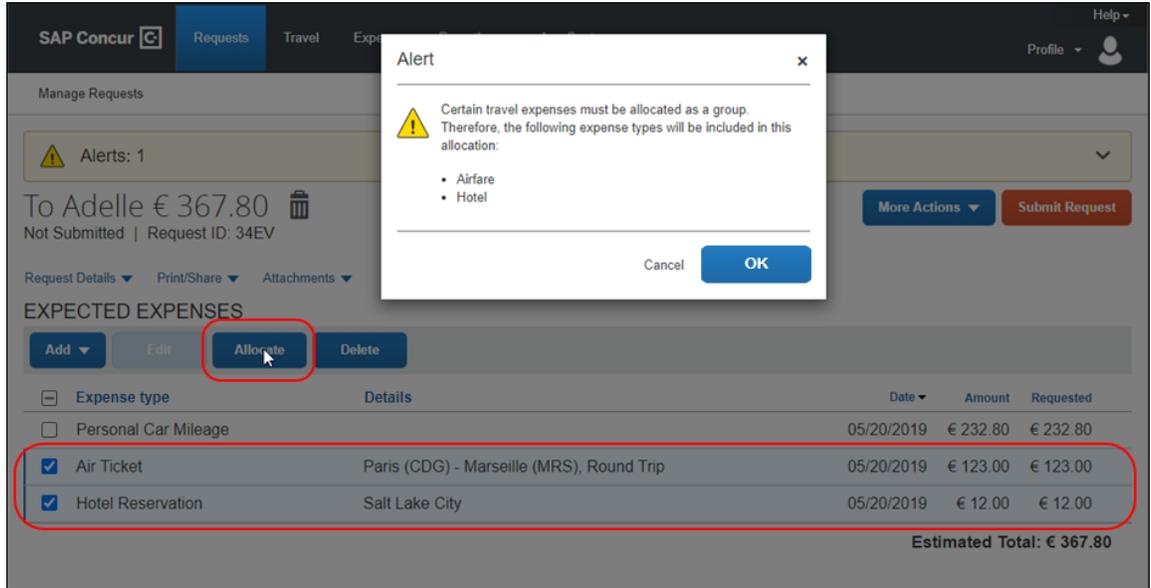
For example, if there were two segments in the request, Air Ticket and Hotel Reservation, and only the Air Ticket segment was selected.

The screenshot shows the SAP Concur 'Manage Requests' interface. At the top, there are navigation tabs for 'Requests', 'Travel', 'Expense', 'Reporting', and 'App Center'. Below the navigation, there is a header for 'Manage Requests' with a 'To Adelle € 367.80' and 'Request ID: 34EV'. A table titled 'EXPECTED EXPENSES' is displayed with columns for 'Expense type', 'Details', 'Date', 'Amount', and 'Requested'. The 'Air Ticket' row is selected, indicated by a red box around it. The 'Hotel Reservation' row is not selected. The 'Estimated Total' is shown as € 367.80.

Expense type	Details	Date	Amount	Requested
<input type="checkbox"/> Personal Car Mileage		05/20/2019	€ 232.80	€ 232.80
<input checked="" type="checkbox"/> Air Ticket	Paris (CDG) - Marseille (MRS), Round Trip	05/20/2019	€ 123.00	€ 123.00
<input type="checkbox"/> Hotel Reservation	Salt Lake City	05/20/2019	€ 12.00	€ 12.00

Estimated Total: € 367.80

When **Allocate** was selected, both the Air Ticket and Hotel Reservation segments were selected on the **Expected Expenses** page, and an alert opened listing the segments in the request that must be allocated together as a group.



Clicking **OK**, opened the **Allocate** page for the selected segments.

**AFTER**

If the new Request policy setting, **Group Allocation**, is set to *None* in Request Policies, when you select an individual segment that is not self-booked on the **Expected Expenses** page, and then click **Allocate**, only the amount from the individual segment you selected is available for allocation on the **Allocation** page.

Manage Requests | Process Requests

**Segments Individual Allocation € 450.00**

Not Submitted | Request ID: 39MG

Request Details | Print/Share | Attachments | Manage Travel Allowance

**EXPECTED EXPENSES**

Expense type	Details	Date	Amount	Requested
<input type="checkbox"/> Lunch		08/31/2023	€ 20.00	€ 20.00
<input type="checkbox"/> Air Ticket	Paris (CDG) - Nantes (NTE) : Round Trip	08/31/2023	€ 350.00	€ 350.00
<input checked="" type="checkbox"/> Railway Ticket	Nantes, FRANCE - Rennes, FRANCE : Round Trip	08/31/2023	€ 80.00	€ 80.00
			<b>€ 450.00</b>	

**Allocate**

Expenses: 1 | € 80.00

Amount: € 80.00 | Allocated € 80.00 | Remaining € 0.00  
 100% | 0%

Default Allocation

Code: Default | Percent %: 100

**No Allocations**

This expense is assigned to your default allocation shown above. Click the allocate button to allocate part or all of this expense differently.

Cancel

### **Administrator Experience**

The new **Group allocation** setting in Request Policies (**Administration > Request > Request Policies**) is added to the **General** tab on the **New Request Policy** and the **Modify Request Policy** pages. There are 3 selections available for the setting:

- *Segments only* – Segments can only be allocated as a group on a request. Expected expenses can be allocated individually or as a group on a request.
- *Everything* – Expected expenses and segments can only be allocated as a group on a request.

This means that if there is more than one expected expense and/or segment on a request, and you select one or more expected expenses and/or segments to allocate, all of the expected expenses and segments will be allocated together as a group on the request.

- *None* – Expected expenses and segments can be allocated individually or as a group on a request, but self-booked segments will always be allocated as a group.

The **Group allocation** setting defaults to *Segments only*.

# Modify Request Policy: Default Request Policy

1 General 2 Segments 3 Expense Types 4 Print Formats

Default Expense Policy: US Expense Policy

Auto-Create Report: None

Create Report from Request with Expected Expenses: Travel Allowance and Mileage Only

Print Format for Report Summary: Request Report

Imaging Configuration: None

Request Allocation Form: Default Request Allocation Form

Allocation View Print Format: Request Report

Allocation Separator: -

Cash Advance Workflow: None

Cash Advance Form: None

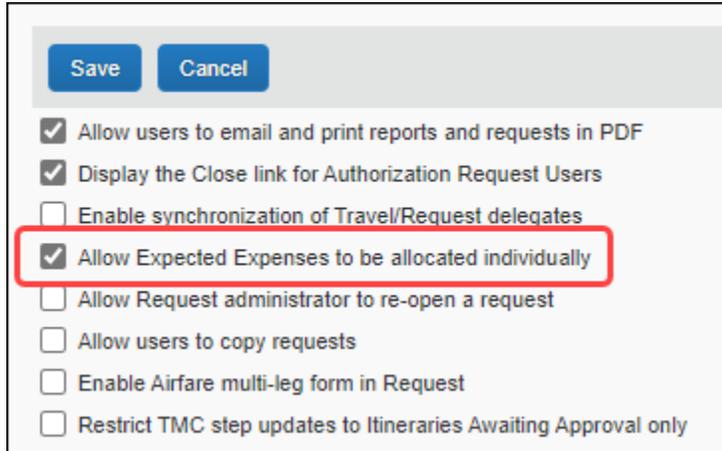
Request Active Days:

Approval Time Expired Action: None

Group allocation: Segments only

- Segments only
- Everything
- None

The **Allow Expected Expenses to be allocated individually** setting in Site Settings determines whether the **Group allocation** setting is available in Request Policies.



The screenshot shows a settings panel with a 'Save' button and a 'Cancel' button at the top. Below the buttons is a list of seven checkboxes. The checkbox for 'Allow Expected Expenses to be allocated individually' is checked and highlighted with a red rectangular border. The other checkboxes are unchecked.

- Allow users to email and print reports and requests in PDF
- Display the Close link for Authorization Request Users
- Enable synchronization of Travel/Request delegates
- Allow Expected Expenses to be allocated individually
- Allow Request administrator to re-open a request
- Allow users to copy requests
- Enable Airfare multi-leg form in Request
- Restrict TMC step updates to Itineraries Awaiting Approval only

If the **Allow Expected Expenses to be allocated individually** check box is selected (enabled), the **Group allocation** setting is displayed on the **General** tab on the **New Request Policy** and the **Modify Request Policy** pages in Request Policies.

If the check box is not selected (disabled), the **Group allocation** setting will not be displayed in Request Policies, and all expected expenses and segments on a request must be allocated as a group.

---

**NOTE:** If the **Allow Expected Expenses to be allocated individually** check box is selected (enabled) in Site Settings, and *Everything* is selected for the **Group allocation** setting in Request Policies, expected expenses can only be allocated as a group on a request. The **Group allocation** setting will take precedence over the **Allow Expected Expenses to be allocated individually** setting in this scenario.

---

### **Configuration / Feature Activation**

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

# Concur Travel Integration

## New TRIP Section for Self-Booked Segments

*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 is displayed on the **Expected Expenses** page. Clicking the **TRIP** section opens the travel itinerary associated with the request in Concur Travel.

Before this update, in order to access Concur Travel from a request with self-booked segments after an online booking, you had to either click the **Itinerary Details** link on the segment details page or click *Trip Itinerary details* on the **Request Details** menu on the **Expected Expenses** page.

---

**NOTE:** Now that the **TRIP** section is available, both the **Itinerary Details** link on the segment details page and the *Trip Itinerary details* selection on the **Request Details** menu on the **Expected Expenses** page are removed. With the addition of the **TRIP** section, the **Itinerary Details** link and the *Trip Itinerary details* menu selection are no longer needed.

---

This update only applies to the NextGen UI for Concur Request.



For more information about the Concur Request integration with Concur Travel and self-booked segments, refer to the *Concur Request: Travel and TMC Integration Setup Guide*.

### 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 is displayed above the **Expected Expenses** list on the **Expected Expenses** page.

In this example, the **TRIP** section is displayed for the Concur Travel bookings for the two self-booked segments on the request.

TEST USD 631.00

Submitted & Pending Approval | Request ID: A43W | ⚠️ Required approval date: 2022-08-26 3:00 AM

Request Details ▾ Print/Share ▾

**TRIP**  
USD 400.00  
PNR: OYGITVH1BUS

**EXPECTED EXPENSES**

Expense type ↑↓	Details ↑↓	Date ≡	Amount ↑↓	Requested ↑↓
Air Ticket	Paris (PAR) - Berlin (BER) : Round Trip	2022-08-25	USD 231.00	USD 231.00
Hotel Reservation (Self Booked)	Nice, FRANCE	2022-08-25	USD 300.00	USD 300.00
Train Ticket (Self Booked)	Paris, FRANCE - Nice, FRANCE	2022-08-25	USD 100.00	USD 100.00
			<b>USD 631.00</b>	

## Configuration / Feature Activation

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

## Cost Objects

### Cost Object Selection for Travel Segments

*This change is part of the NextGen UI experience.*

#### Overview

Cost object fields can now be configured for travel segments on a request. This update can help with cost object identification and reserving funds for anticipated spend against appropriate budgets. Currently, these cost object fields are read-only for self-booked travel segments.

With this update a new column, **Entry Custom Form**, is added to the **Segments** tab in Request Policies (**Administration > Request > Request Policies**). The **Entry Custom Form** column is used to determine which custom request entry form is used to add cost object fields to a request's travel segment form.

**BUSINESS PURPOSE / CLIENT BENEFIT**

This change provides the ability to capture cost object information for travel segments on a request.

**End-User Experience**

When cost objects fields are added to a travel segment form in Request Policies, these fields are displayed at the bottom of the travel segment form.

In this example, the cost object fields configured for a custom request entry form are displayed at the bottom of a multi-city travel segment.

The screenshot displays the 'New Expense: Railway Ticket' form in SAP Concur. The form is titled 'New Expense: Railway Ticket' and includes 'Cancel' and 'Save' buttons. It features three tabs: 'Round Trip', 'One Way', and 'Multi City', with 'Multi City' selected. The form is divided into two main sections for travel segments. Each segment includes fields for 'From', 'To', 'Date', 'Depart at', 'Vendor', 'Class', and 'Comment'. The first segment is for a trip from Paris, Paris to Lyon, Rhône on 03/21/2022 at 08:00 AM, with a class of '1st Class' and a comment of 'Customer Visit'. The second segment is for a trip from Lyon, Rhône to Valence, Drôme on 03/23/2022 at 04:00 PM, with a class of 'Economy/Standard' and a comment of 'Dinner with other customer in Valence'. A 'Delete' button is visible at the top right of the second segment's form.

[Delete](#)

From \*  To \*

Date \*  Depart at  Vendor

Class  Comment

[Delete](#)

From \*  To \*

Date \*  Depart at  Vendor

Class  Comment

[+ Add Another](#)

Transaction Amount \*  Currency \*  Transaction Date \*

Org Unit \*  1 Department \*  2 Cost Type \*  3 Cost Center \*  4

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

## Administrator Experience

A new column, **Entry Custom Form**, is added to the **Segments** tab on the **New Request Policy** and **Modify Request Policy** pages in Request Policies. In the **Entry Custom Form** column, select the custom request entry form you want to use for capturing cost object information on a travel segment form.

The **Entry Custom Form** column defaults to *None*.

Modify Request Policy: Default Request Policy

1 General 2 Segments 3 Expense Types 4 Print Formats

<input type="checkbox"/> Enable segments	Expense type	Segment form	Entry Custom Form ⓘ	Segment Custom Form	Managed by agency	Excluded from agency update	Vendor List	Location Type
<input type="checkbox"/>	Air subscription	Default Segment...	None	None	<input type="checkbox"/>	<input type="checkbox"/>	None	Standard
<input checked="" type="checkbox"/>	Air Ticket	Airfare	Default Air Segm...	Default Request ...	<input type="checkbox"/>	<input type="checkbox"/>	None	System managed
<input checked="" type="checkbox"/>	Car Rental	Car Rental	Default Car Rent...	None	<input checked="" type="checkbox"/>	<input type="checkbox"/>	None	Standard
<input type="checkbox"/>	Dining		Default Dining S...	None	<input type="checkbox"/>	<input type="checkbox"/>	None	Standard
<input type="checkbox"/>	Event		Default Event Se...	None	<input type="checkbox"/>	<input type="checkbox"/>	None	Standard
<input checked="" type="checkbox"/>	Hotel Reservation	Hotel	Default Hotel Se...	None	<input checked="" type="checkbox"/>	<input type="checkbox"/>	None	Standard
<input type="checkbox"/>	Insurance		Default Segment...	None	<input type="checkbox"/>	<input type="checkbox"/>	None	Standard
<input type="checkbox"/>	Limousine Reser		Default Limo Se...	None	<input type="checkbox"/>	<input type="checkbox"/>	None	Standard
<input type="checkbox"/>	Local Conveyanc		Default Segment...	None	<input type="checkbox"/>	<input type="checkbox"/>	None	Standard
<input checked="" type="checkbox"/>	Miscellaneous	Miscellaneous	Default Segment...	None	<input checked="" type="checkbox"/>	<input type="checkbox"/>	None	Standard
<input type="checkbox"/>	Parking Fee		Default Parking ...	None	<input type="checkbox"/>	<input type="checkbox"/>	None	Standard
<input type="checkbox"/>	Taxi Fare		Default Taxi Seg...	None	<input type="checkbox"/>	<input type="checkbox"/>	None	Standard
<input type="checkbox"/>	Train subscription		Default Segment...	None	<input type="checkbox"/>	<input type="checkbox"/>	None	Standard
<input checked="" type="checkbox"/>	Train Ticket	Train	Default Train Seg...	None	<input checked="" type="checkbox"/>	<input type="checkbox"/>	None	Standard
<input type="checkbox"/>	Visa		Default Segment...	None	<input type="checkbox"/>	<input type="checkbox"/>	None	Standard

To create a custom request entry form, the administrator needs to create and configure a custom form with the Request Entry form type in Forms and Fields. The custom form needs to have the required fields from the Request Entry form type and/or the custom cost object fields and the **Org Unit** field.

If the travel segment form and the selected custom request entry form contain the same field, the field on the custom request entry form will override the same field on the travel segment form. The custom request entry form should only contain the required fields from the Request Entry form type and/or the custom cost object fields and the **Org Unit** field. Other types of fields are not supported, and if they are added to the custom request entry form, they will not be displayed on the travel segment form on a request.

Here is an example of a custom request entry form configured for capturing cost object information.

## Forms and Fields

**Do not use custom fields to collect personal or sensitive data such as phone numbers or email addresses.**

Form Type:  ▼

Forms
Form Fields
Fields
Connected Lists
Conditional Fields
Validations

Add Fields
Modify Form
Copy Form
Delete Form
Preview Form

**Form Name**

[-] Custom Request Entry Form

**Form Fields:**

Amount in
Approved Amount
Comment
Currency
Custom 01_Copydown
Custom 17
Custom 18
Custom 19
Custom 20
Custom 38
Custom 39
Custom 40
Custom_02_TestName
Department
Description
Expense Type
Org Unit 1
Org Unit 2
Payment Type
Product
SportsCategory
Team
Transaction Amount
Transaction Date
Vendor

+ Default Request Entry Form

+ LME entry form

+ Segment Entry Custom Form

**Configuration / Feature Activation**

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

## Event Requests

### Select All Check Box Added for Selecting All Participants

*This change is part of the NextGen UI experience.*

#### Overview

A select all check box is now added to the **Add Participants** dialog so that you can select all participants for an event request by selecting the new check box.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This change provides feature parity between the existing UI and the NextGen UI for Concur Request.

#### End-User Experience

On the **Add Participants** dialog, a check box is added to the top of the participants list. When you select the check box, the check boxes for all participants are selected. If you clear the check box, the check boxes for all participants are cleared.

Add Participants
✕

Participant

Event Request Total: \$0.00

Delete

<input checked="" type="checkbox"/>	Participant Name	Request ID	Request Status	Request Amount
<input checked="" type="checkbox"/>	User			\$0.00
<input checked="" type="checkbox"/>	user participant			\$0.00

Participant Total: \$0.00

Cancel
Save

**Configuration / Feature Activation**

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

**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.

## Travel Allowance Service

### New SAP Concur-Managed Statutory Bundles for Italy for the NextGen UI

*This change is part of the NextGen UI experience.*

#### Overview

Additional country bundles are available for NextGen UI for Concur Expense (NGE) for Italy:

- SAP\_CONCUR\_IT\_FIXED
- SAP\_CONCUR\_IT\_REIMBURSABLE

---

**⚠ IMPORTANT:** The Travel Allowance (TA) Service solution is only available to net new country implementations.

---

This solution is **not** an upgrade of the existing "classic" TA feature, but a completely new solution. This NextGen UI new travel allowance feature for Concur Expense, unlike its predecessor, includes a managed rate service whereby statutory rate updates are maintained by SAP Concur.

---

**⚠ IMPORTANT:** The implementation of this TA solution is significantly different from the implementation of our existing TA offering. This feature spans the Concur Expense and Concur Request products, and its functionality cannot be separated for use by one and not the other.

---

#### RELEASED SAP CONCUR-MANAGED STATUTORY RATE BUNDLES

- **Germany** (Statutory) – *July 2020*
- **Portugal** (Statutory) – *July 2020*
- **Spain** (Statutory) – *July 2020*
- **Generic** – Core functionality provided to all Concur Expense clients. SAP Concur plans to expand the functionality of the generic template as additional components (developed for statutory country templates) become available. – *July 2020*
- **Denmark** (Statutory) – *December 2020*
- **Finland** (Statutory) – *December 2020*
- **Norway** (Statutory State **and** Statutory Tax-Free) – *December 2020*
- **Sweden** (Statutory) – *December 2020*
- **Poland** (Statutory) – *July 2021*
- **Russian Federation** (Statutory) – *December 2021*
- **Czech Republic** (Statutory) – *March 2022*

- **Slovakia** (Statutory) –March 2022
- **United States** (Statutory) –March 2022
- **United States Joint Travel Regulations** (Statutory) –March 2022
- **Italy** (Statutory) –July 2022

---

 **IMPORTANT:** The current "classic" TA solution remains in use by and fully supported for existing clients and new clients who do not yet have a new TA country-specific template. Clients can migrate to NextGen UI and continue to use the legacy TA solution.

---

#### **PLANNED ADDITIONAL COUNTRIES**

Currently, SAP Concur plans to release statutory bundles in the future, that may include (but are not limited to) the following:

- Austria

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

Clients can benefit from rates updated by SAP Concur as well as maintain best-practice travel allowance functionality.

#### **Configuration/Feature Activation**

All users who access the **Expense Admin** page will see the **Travel Allowance Configuration** link.



Additional product guides are available.  
For Concur Expense, refer to the [country-specific guides](#) landing page.  
For Concur Request, refer to the [guides](#) landing page.

## **UI Changes**

### **Amount and Currency Not Displayed for Segments without Amounts**

*This change is part of the NextGen UI experience.*

#### **Overview**

When an expected expense has a segment type that has been configured to not include any amounts, no amount or currency symbol is displayed for the segment on the **Expected Expenses** page.

If a request only contains this type of expected expense, the **Amount** and **Requested** columns will not be displayed on the **Expected Expenses** page. If the request contains this type of expected expense, and other types of expected expenses that do have amounts, the **Amount** and **Requested** columns are

displayed on the **Expected Expenses** page, but the **Amount** and **Requested** columns are blank for any expected expenses that have been configured to not include any amounts.

**BUSINESS PURPOSE / CLIENT BENEFIT**

This update helps visually distinguish between segments that are configured for no amounts and segments that currently have no amount assigned to the segment.

**End-User Experience**

When a request only contains expected expenses with a segment type that is configured to not have amounts, no currency symbol or amounts are displayed for the expected expenses and the **Amount** and **Requested** columns are not displayed in the **Expected Expenses** section.

Alerts: 4

No Segment Amount € 0,00 Copy Request Submit Request

Not Submitted | Request ID: 3HVN

Request Details | Print/Share

EXPECTED EXPENSES

Add Edit Delete Allocate

<input type="checkbox"/>	Alerts	Expense type	Details	Date
<input type="checkbox"/>		Air Ticket	Washington (WAS) - New York (NYC) : Round Trip	2022-08-31
<input type="checkbox"/>		Air Ticket	New York (NYC) - Paris (CDG) : Round Trip	2022-08-31

When a request contains a combination of expected expenses configured for no amounts and expected expenses that allow amounts, the **Amount** and **Requested** columns are displayed in the **Expected Expenses** section, and the **Amount** and **Requested** columns are blank for any expected expenses with a segment type that is configured to not have amounts.

Alerts: 2

No Segment Amount € 123,00 Copy Request Submit Request

Not Submitted | Request ID: 3HVP

Request Details | Print/Share

EXPECTED EXPENSES

Add Edit Delete Allocate

<input type="checkbox"/>	Alerts	Expense type	Details	Date	Amount	Requested
<input type="checkbox"/>		Car Rental	Palanca Terminal, ANGOLA - Loncopue, ARGENTINA	2022-08-31	€ 123,00	€ 123,00
<input type="checkbox"/>		Air Ticket	Paris (CDG) - Paris (CDG) : Round Trip	2022-08-24		
					€ 123,00	

When amounts are allowed but not entered for an expected expense, the currency symbol and 0.00 is displayed for the expected expense in the **Expected Expenses** section.

### **Configuration / Feature Activation**

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

## **Updates for Requests without Expected Expenses or Segments Due to Policy**

*This change is part of the NextGen UI experience.*

### **Overview**

If the request policy selected for a request is not associated with any expense types or segment types, the request header information is displayed on the request instead of the **Expected Expenses** section.

Before this update, to view the request header fields, the user had to navigate to the **Edit Request Header** page (**Expected Expenses** page > **Request Details** menu > **Edit Request Header**).

With this update, you can view the request header information without having to navigate to the **Edit Request Header** page.

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

This change improves the user experience for clients who have only configured the Request Header for requests by removing the **Expected Expenses** section from this type of request.

## End-User Experience

When you create a request on the **Create New Request** page and select a request policy that is not associated with any expense types or segment types, after you click the **Create** button, the request opens with the request header fields displayed on the page instead of the **Expected Expenses** section.

The screenshot displays the 'Manage Requests' interface for a request titled 'Industry Conference'. The request status is 'Not Submitted' with ID '3J46'. The 'Request Policy' is set to 'Simple Request'. The 'Start Date' is '05/15/2023' and the 'End Date' is '05/17/2023'. The 'Request Name' is 'Industry Conference', the 'Country' is 'UNITED STATES (US)', and the 'City' is 'US' with 'Orlando, Florida' listed below. A comment field contains the text: 'I need to attend an industry conference to stay up to date with the latest trends in our field.' The interface includes buttons for 'More Actions', 'Submit Request', and 'Save'.

For this type of request, the request header fields are already displayed on the request, so the **Edit Request Header** selection will not be available on the **Request Details** menu.

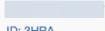
Because no expected expenses or segments can be added to this type of request, no currency symbol or amount will be displayed to the right of the request name on the request, like they are for requests that can have expected expenses and segments.

On the **Manage Requests** page, the **Requested** and **Approved** columns will be blank for any request assigned a request policy that has no expense types or segment types enabled for the policy.

Manage Requests

REQUEST LIBRARY View Not Submitted ▾

[Create New Request](#)

Request Type ↑↓	Request Name ↑↓	Status ↑↓	Request Dates ↑↓	Requested ↑↓	Approved ↑↓
Travel	 ID: 3HPV	Not Submitted	2022-08-30	€ 623,93	€ 623,93
Travel	 ID: 3HQV	Not Submitted	2022-08-30	€ 12,00	€ 12,00
Travel	 ID: 3HRA	Not Submitted	2022-08-30		
Travel	 ID: 3HLV	Not Submitted	2022-08-18		
Travel	 ID: 3HR7	Not Submitted	2022-08-16		
Travel	 ID: 3HQ3	Not Submitted	2022-08-09	€ 123,00	€ 123,00

**Configuration / Feature Activation**

The feature is automatically available; there are no additional 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](#).

---

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

# 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](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

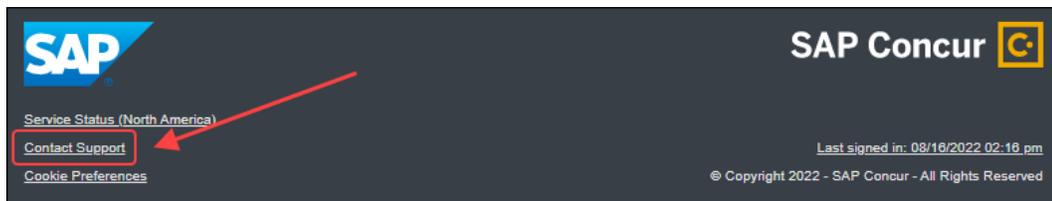
You can access release notes, setup guides, user guides, admin summaries, supported configurations, and other resources via the in-product Help menu or on the SAP Help Portal.

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

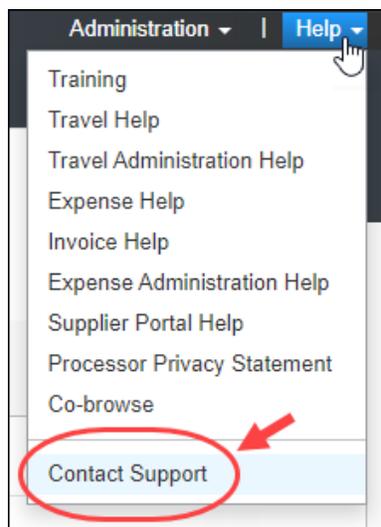
---

## 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**.

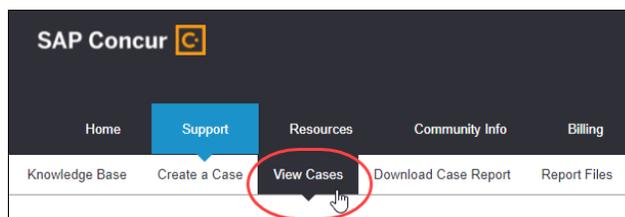


---

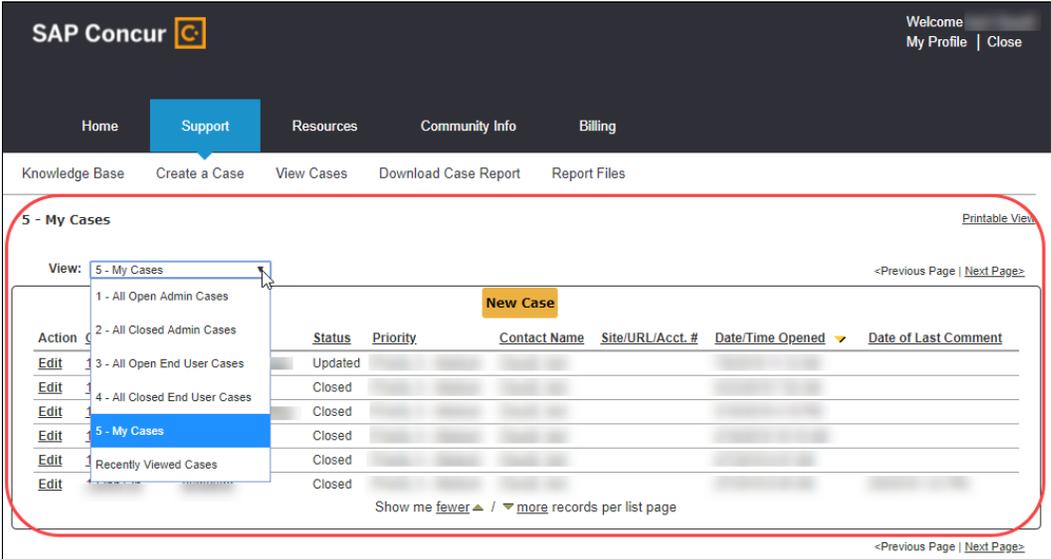
**NOTE:** If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

---

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.