

SAP Concur Release Notes	
Concur Request Professional/Premium	
Month	Audience
Release Date: April 20, 2024 Initial Post: April 19, 2024	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](#).

Japan Public Transport (JPT)

New Japan Public Transportation Expense Type

Overview

With this release, SAP Concur introduces the Japan Public Transportation expense type to Concur Request.

The Japan Public Transportation (JPT) feature is intended for use by both Japanese domiciled companies, and by multinational companies with employees located in Japan. The rail content sourced is specific to the Japan marketplace. The feature cannot be used with any rail content outside of Japan.

The JPT feature in Concur Request allows users to create requests with the Japan Public Transportation expense type using robust route searches to search for and select their applicable routes and to create and save regularly used routes as route favorites for easier searching when creating and submitting a JPT request.

End-User Experience

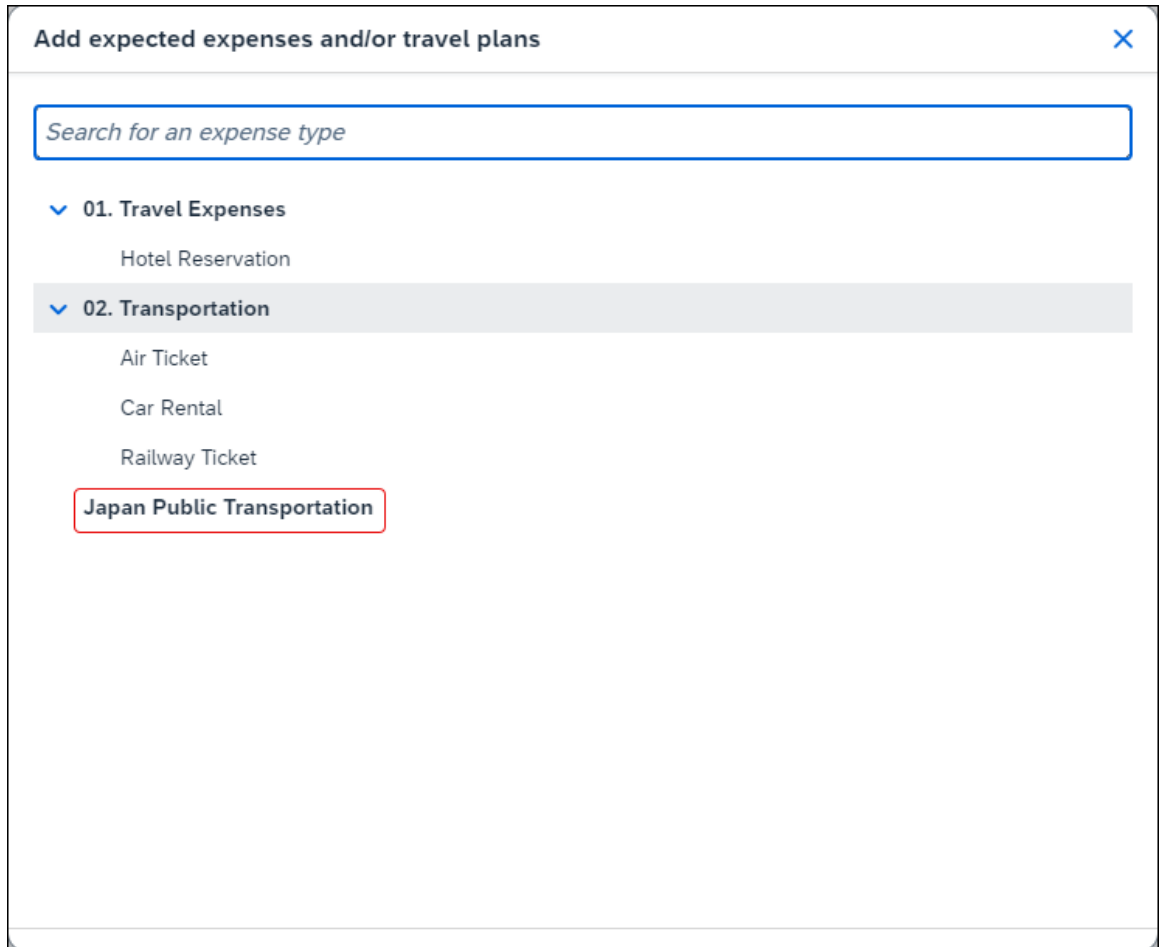
When the Japan Public Transportation feature is enabled for your organization, Japan-based users can add an expected expense for JPT on a request by selecting the new Japan Public Transportation expense type. When creating a request for JPT, you will need to select the Concur Request policy associated with the Japan Public Transportation expense type.

The screenshot shows a 'Create New Request' form with the following fields and values:

- Request Policy ***: JPT Request Policy (highlighted with a red box)
- Request Name ***: Japan 2024 Conference
- Start Date ***: 04/15/2024
- End Date ***: 04/22/2024
- Purpose ***: Travel to the trade conference. (31/500 characters)
- Comment**: (0/500 characters)

Buttons: Cancel, Create Request

After selecting the policy and creating the request, select the *Japan Public Transportation* expense type from the **Add expected expenses and/or travel plans** dialog.



After selecting the *Japan Public Transportation* expense type, a new dialog, **Route Search**, opens.

On the **Route Search** tab, you need to search for the route associated with your trip by providing the required JPT route search criteria:

- Trip Date: The date the trip occurs.
- Time: The time the trip occurs.
- Trip type: The type of trip taken – **One-way** or **Round Trip**.
- Seat Type: The user has three options: **Non-reserved**, **Reserved**, or **Green (first class)**.
- Departure Station: as you type, Concur Request deploys a search and filter list, allowing you to select the appropriate departure station.
- Arrival Station: as you type, Concur Request deploys a search and filter list, allowing you to select the appropriate arrival station.

The **IC Card Fare** check box indicates whether the user ("traveler") paid for their ticket using their travel card or if the ticket was purchased from the ticket counter. When the check box is selected (enabled), it means the ticket was paid for with the traveler's travel card. The **IC Card Fare** checkbox is selected by default.

When you click **Search**, Concur Request returns a maximum of five route results in the **Route Results** section of the **Route Search** tab.

Route Search
✕

Route Search

Favourite Routes

Trip Date *

Time *

Trip Type

Seat Type

Departure Station *

Arrival Station *

Via 1

Via 2

[Remove Via Stations](#)

IC Card Fare

ROUTE RESULTS: Displaying 5 results.

Shi-Bunka-Kaikan-Higashi/Saga-City-Bus → Ginza (Tokyo)

Trip Date: 04/15/2024 08:00 am

Sort By

Fast
Cheap

☆	08:17	Shi-Bunka-Kaikan-Higashi/Saga-City-Bus → 14:47	Ginza	¥24,028	<input type="button" value="Select R..."/>
6 hr 30 min / 1,229.5 km			Transfer: 4		

In the **Route Results** section, you can click the down arrow next to the **Select Route** button to expand the route details. Click the **Select Route** button to select the route for your JPT expected expense.

Fast
Cheap

☆ 08:17
Shi-Bunka-Kaikan-Higashi/Sa → 14:47
Ginza
¥24,028
Select Route
^

6 hr 30 min / 1,229.5 km

Transfer: 4

○ Shi-Bunka-Kaikan-Higashi/Saga-City-Bus
Dep 08:17
¥160

Saga-City-Bus 二俣線(金立公民館前 - 佐賀城跡) for Sagajo-Ato
10 min / Stops: 4 / 2.0 km

↓

○ Saga-Eki-Bus-Center/Saga-City-Bus
Arr 08:27

Dep 08:28

Walk
5 min

○ Saga
Arr 08:33

Dep 08:46

¥14,550

Non-Reserved (advance purchase):

¥1,000

JR Ltd.Exp. Relay-Kamome 8
39 min / Stops: 2 / 53.6 km

○ Hakata
Arr 09:25

Dep 09:36

Non-Reserved: ¥8,140

JR Shinkansen Nozomi 18
4 hr 49 min / Stops: 9 / 1,168.1 km

○ Shinagawa
Arr 14:25

Dep 14:35

JR Ueno-Tokyo-Line for Mito
5 min / 4.9 km

↓

○ Shimbashi
Arr 14:40

Dep 14:46

¥178

Tokyo-Metro-Ginza-Line for Asakusa
1 min / 0.9 km


↓

● Ginza
Arr 14:47




Clicking the **Select Route** button adds the route to the JPT expected expense on the expected expense details page. Click **Save** to save your JPT expected expense.

← →

Japan Public Transportation ¥24,028

 Cancel Save

04/15/2024

 [Allocate](#)  [Route Search](#)  [Route Details](#)

* Required field

Transaction Date	Description
<input type="text" value="04/15/2024"/>	<input type="text"/>

Transaction Amount	Currency
<input type="text" value="24,028"/>	<input type="text" value="Japan, Yen (JPY)"/>

Comment 0/2000

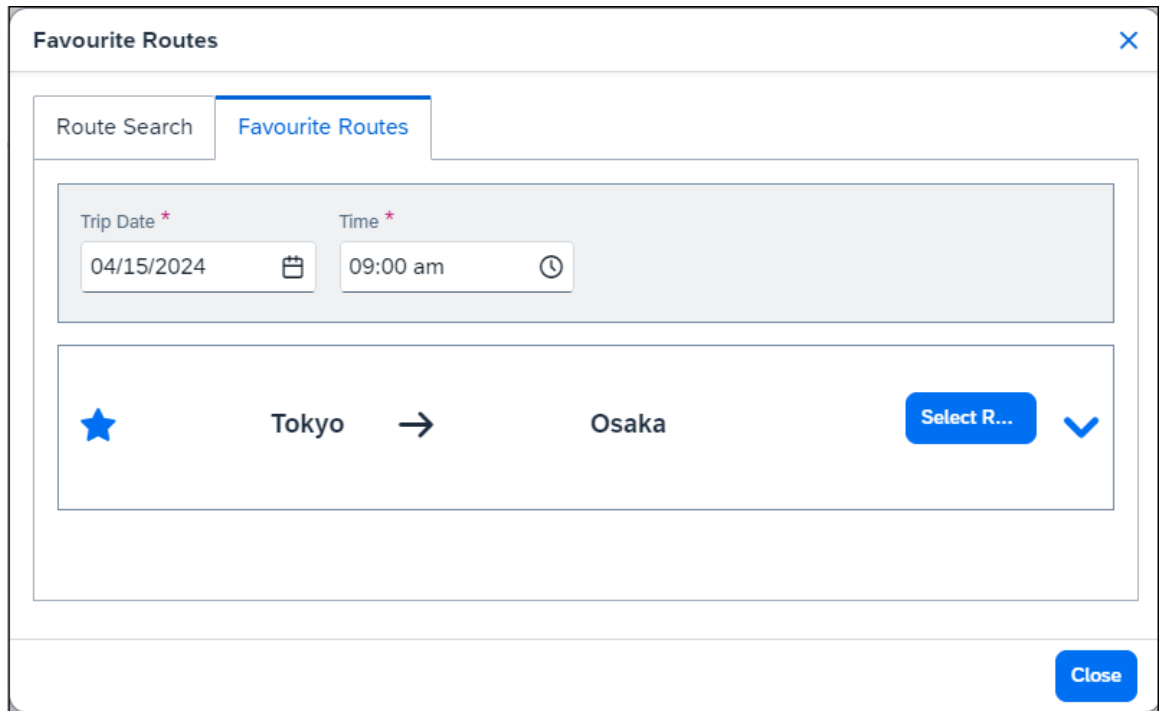
Total Route Distance (km)	Departure Station	Arrival Station
<input type="text" value="1229.5"/>	<input type="text" value="Shi-Bunka-Kaikan-Higashi/..."/>	<input type="text" value="Ginza"/>

Source

Additional Charges	Route Details:
<input type="text" value="¥9,140"/>	Trip: One-Way Trip
	Trip Attribute: Fast Cheap
	Ticket: IC Card

Save Cancel

On the **Favorite Routes** tab you can select a favorite route noted by the star icon.



Approver/Processor Experience

When viewing a JPT request in Approvals, approvers and processors can select the **Route Details** link displayed in the JPT expected expense to view the route details; this gives them the opportunity to verify if the route complies with the organization's travel policies.

Japan 2024 Conference ¥24,028

William Never | Submitted & Pending Approval | Request ID: 334G

EXPECTED EXPENSES

Expense type	Details	Date	Amount	Requested
Japan Public Transportation	Route Details	04/15/2024	¥24,028	¥24,028

Route Details

Fast Cheap

08:17 Shi-Bunka-Kaikan-Higashi/Saga-City-Bus → 14:47 Ginza ¥24,028

6 hr 30 min / 1,229.5 km Transfer: 4

Shi-Bunka-Kaikan-Higashi/Saga-City-Bus Dep 08:17 ¥160

Saga-City-Bus 二俣線(金立公民館前 - 佐賀城跡) for Sagajo-Ato 10 min / Stops: 4 / 2.0 km

Saga-Eki-Bus-Center/Saga-City-Bus Arr 08:27 Dep 08:28

Walk 5 min

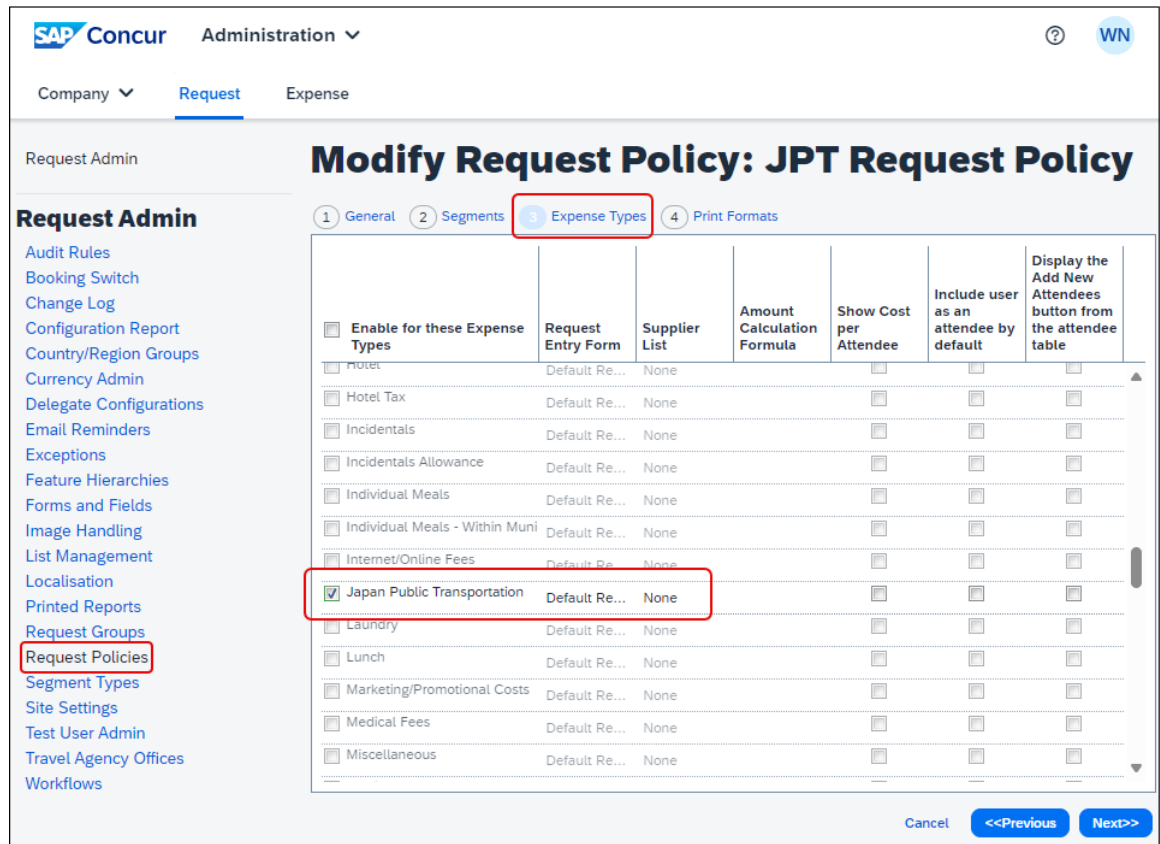
¥14.550

Administrator Experience

In order to use the Japan Public Transportation expense type in Concur Request, the Japan Public Transportation feature must be enabled for Concur Expense and Concur Request.

When the Japan Public Transportation feature is enabled for your organization, the new Japan Public Transportation expense type is available for selection on the

Expense Types tab in Request Policies (**Administration > Request > Request Policies**).



To enable the Japan Public Transportation expense type, open the applicable active request policy in Request Policies. On the **Expense Types** tab, select (enable) the check box for the Japan Public Transportation expense type, and then save your changes to the request policy.

When a user is creating a request and selects this request policy, the Japan Public Transportation expense type will be available for selection in the request.

Configuration / Feature Activation

Work with your SAP Concur representative to enable this feature in Concur Request.



For more information about the Japan Public Transportation feature in Concur Request, refer to the *Concur Request: Japan Public Transport Setup Guide*.



For more information about the Japan Public Transportation feature in Concur Expense, refer to the *Concur Expense: JPT on NextGen UI Setup Guide* and *Concur Expense: JPT on NextGen UI User Guide*.

SAP Concur Platform

****Ongoing** Decommission of Existing Concur Request APIs (v1.0, v3.0, v3.1)**

Information First Published	Information Last Modified	Feature Target Release Date
June 2020	May 12, 2023	To be determined
Any changes since the previous monthly release will be highlighted in yellow in this release note.		

Overview

The **decommissioning** process for v1.0, v3.0, and v3.1 APIs is nearing completion. Clients who have not yet migrated to the Concur Request v4 APIs are encouraged to make the required developments. The decommissioning process has been ongoing since June 1st, 2021. The legacy Concur Request APIs (v1.0, v3.0, v3.1) will only be supported on a limited case-by-case basis. A new decommission date will be set, after which, the legacy APIs (v1.0, v3.0, v3.1) will no longer be accessible in Production, in accordance with the [SAP Concur API Lifecycle & Deprecation Policy](#).

API Timeline for v1.0, v3.0, v3.1:

- Deprecation – March 1, 2020 – May 31, 2021
- Decommission – Since June 1, 2021

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.

Configuration / Feature Activation

Please work with your SAP Concur representative to move from your current legacy Concur Request APIs (v1.0, v3.0, v3.1) towards the Concur Request v4 APIs.

****Ongoing** Move from the Travel Request External Validation Callout v1 to the Event Subscription Service (ESS)**

Information First Published	Information Last Modified	Feature Target Release Date
January 2023	May 12, 2023	To be determined
Any changes since the previous monthly release will be highlighted in yellow in this release note.		

Overview

The Travel Request External Validation Callout v1 API designed to work with the Concur Request v1 API is being decommissioned. Instead of calling the Travel Request External Validation Callout v1, the Event Subscription Services (ESS) should be used to subscribe to the Request events (<https://developer.concur.com/api-reference/ess/v4.event-subscription.html>).

Configuration / Feature Activation

Please work with your organization to move from the Travel Request External Validation Callout v1 to Event Subscription Services (ESS).

For new clients that want to use the Concur Request External Validation Workflow feature, please work with your SAP Concur representative to begin using the Concur Event Subscription Service and configure the Concur Request Workflow appropriately.

Planned Changes: There are no planned changes this month.

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.

Gender Diversity Planned Features and Changes

SAP Concur is committed to supporting gender diversity. Over time we plan to implement product changes to help ensure that SAP Concur solutions support gender non-binary users. These changes will include but are not limited to support for preferred names, non-binary gender options in travel preferences, and non-binary titles.

These planned changes reflect [SAP's commitment to supporting gender diversity](#) and enable gender non-binary users to enter consistent information when making travel arrangements and entering personal information into SAP Concur solutions.

Timelines and details about these ongoing changes will be provided in the [SAP Concur release notes](#).

In-Product User Assistance

Client Customized Content

If your company creates customized content for SAP Concur solutions through a user assistance tool such as SAP Enable Now or Concur User Assistant by WalkMe, the changes described in these release notes might affect your customized content. SAP Concur recommends reviewing the monthly release notes for all of your SAP Concur solutions as well as the Shared Changes Release Notes to confirm whether any of the planned or released changes might impact your internal, customized content.

If any changes in a release impact your content, work with your internal teams to update your content accordingly.

Subprocessors

SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available from the *SAP Sub-processors / Data Transfer Factsheets* page.

▶ **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 \(S-user\)](#) and to the [Learn All About S-User IDs](#) blog post.

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.

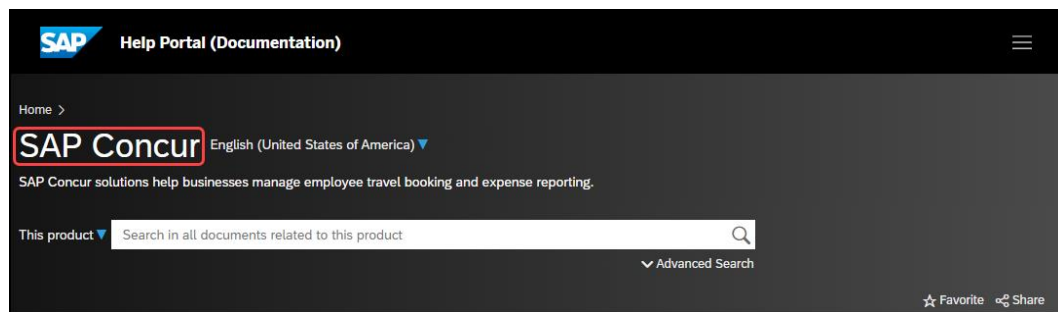
When changes to browser support are planned, information about those changes will also appear in the [Shared Changes Release Notes](#).

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 directly on the SAP Help Portal.

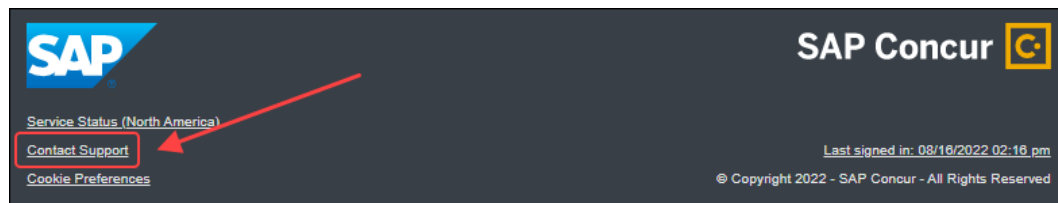
To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the [SAP Concur solutions page](#).



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.

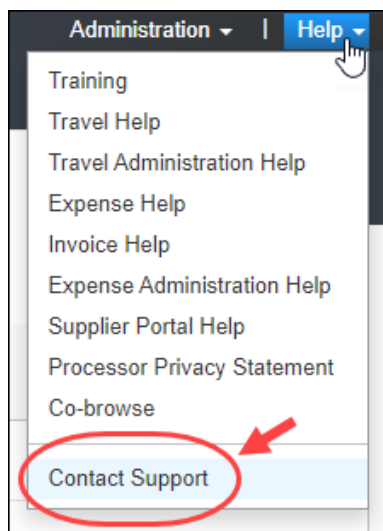
Cases

Check Support Case Status

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

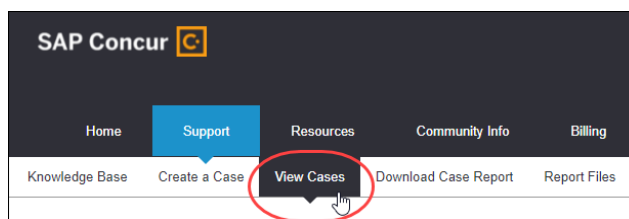
► **To check the status of a submitted case**

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

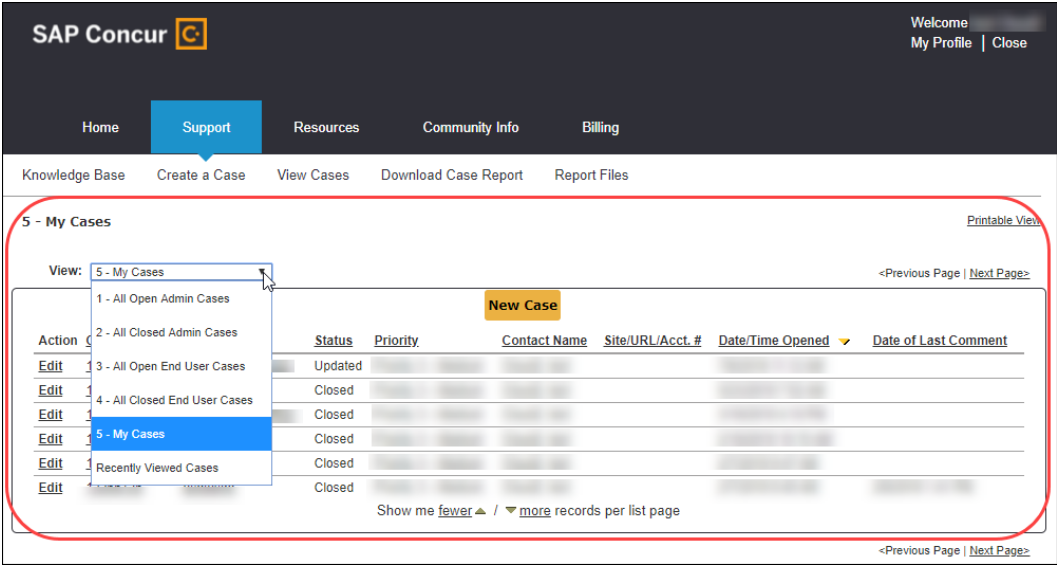


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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.



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