

Concur Release Notes	
Authorization Request (formerly Travel Request)	
Month	Audience
Release Date: January 13 2018 Update #1: Tuesday, January 16, 10:30 AM PT	Concur - Client FINAL

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# Summary

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## IMPORTANT

This service is known as Authorization Request, Concur Request, or simply Request and was formerly known as Travel Request. Concur changed the name to better align with its broader capabilities.

This service is different from the *legacy* authorization request feature that was available within Concur Expense.

# Release Notes

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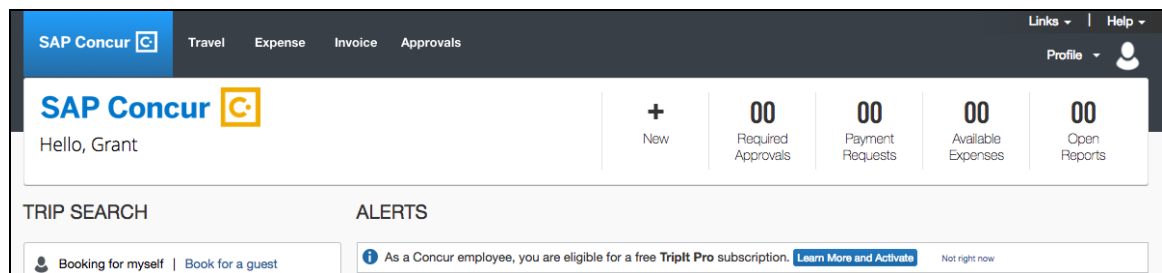
## Request

### New SAP Concur Logo

#### Overview

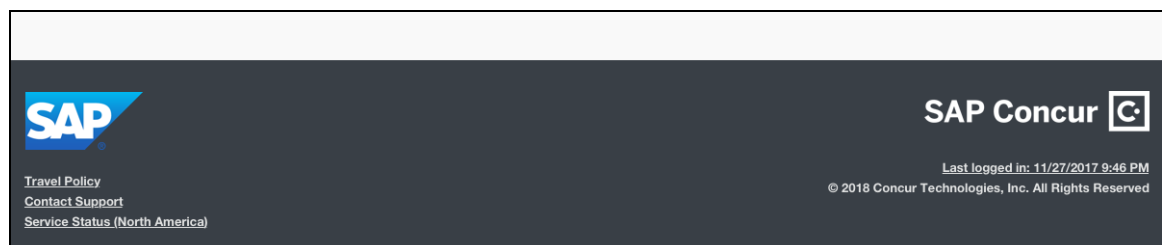
In January – on the release date or shortly after – the SAP Concur logo will appear in all Concur products.

The new logo will be displayed in the upper-left corner of each page.



! **EXCEPTION:** The new SAP Concur logo does not appear *if* the client's logo is displayed in the upper-left corner. The client's logo remains.

Both the SAP and Concur logos appear in the footer.



#### Configuration / Feature Activation

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

# Planned Changes

---

The items in this section are targeted for future releases. Concur reserves the right to postpone implementation of – or completely remove – any enhancement/change mentioned here.

## **\*\*Planned Changes\*\* Removing the "Privacy Agreement" Page**

### **Overview**

For customers who currently display the **Privacy Agreement** page to users, be aware that on **April 14, 2018**, Concur will eliminate that page. That means, the privacy agreement will no longer display, under any circumstances. In addition, the options to customize the privacy agreement text and to apply policy (for example, to require that a user accept the privacy agreement) will be removed.

In a separate release, Concur will provide a standard privacy statement, which can be accessed via a link in the page footer.

This release note discusses the removal of the **Privacy Agreement** page and its associated configuration options. Information about the new Concur privacy statement will be provided in future release notes.

The intent of the change is to ensure that all customers see the same unmodified Concur privacy statement.

### **FAQs**

**Q.** Why can't I continue using this feature?

**A.** Concur is working to ensure that all customers have simple and direct access to the latest privacy statement available within Concur services.

**Q.** When will the existing **Privacy Agreement** page be removed?

**A.** On April 14, 2018, the page will be removed; users will no longer see the privacy agreement – whether customized or generic.

Between now and April 14, if you want to remove your customized privacy agreement from the **Privacy Agreement** page, you can. For customers who have access to the custom text option or the privacy agreement settings, you can make those changes yourself. For customers who do not have access to the custom text option or the privacy agreement settings, you can contact Concur Client Support for assistance.

No action is necessary. You do not have to make changes now unless you want to.



**Q.** What will Concur provide in place of the current **Privacy Agreement** page?

**A.** Some customers have used the **Privacy Agreement** page to convey company-specific information to its users. That option will no longer be available. Instead, the Concur privacy statement – accessible via a link the page footer – will describe Concur's processing activities of customer data.

**Q.** What should I do if the new privacy statement requires additional communication for my business?

**A.** Customers must evaluate and find alternative methods of communicating any separate privacy statements or information with their employees.

**Q.** When the new Concur privacy statement is implemented, will I be able to modify it or require that users accept it?

**A.** The Concur privacy statement will not be configurable by customers in any way. Its function is to describe Concur's processing activities of customer data.

**Q.** Who can I contact for more information?

**A.** You can contact Concur Client Support for additional information regarding these settings and/or Concur's updated privacy statement.

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

The **Privacy Agreement** page and associated configuration options will be automatically removed. For additional information about the configuration options that will be removed, refer to the Concur Travel release notes.

## **\*\*Planned Change\*\* Support for Plain Text FTP to End on May 15th, 2018**

### ***Overview***

Concur is announcing the End of Support for plain text FTP as a means to transfer data to and from Concur.

Plain text FTP is not a secured protocol and has inherent security vulnerabilities. On May 15th, 2018, Concur Operations will apply a security update to our File Transfer infrastructure, restricting the use of plain text FTP as a part of our ongoing commitment to securing our customers' data and meeting the audited security requirements of the "Concur Trust Platform".

### ***What This Means – The Client Experience***

Transfer of data to and from Concur using plain text FTP after the End of Support date will result in a failure of incoming connections. Clients using plain text FTP must utilize one of the approved secured methods to continue transferring data as outlined

in the File Transfer User Guide. This change is required on the client side, and Concur is available to support these efforts.

### **Configuration / Feature Activation**

The actual DNS names impacted by the described change are:

- st.concursolutions.com (US Datacenter)
- st-eu.concursolutions.com (EMEA Datacenter)

Concur's side: Secured protocols are automatically supported. There are no additional configuration or activation steps.

Clients must configure their FTP software/connection scripts to use secured protocols for connection, as listed below:

- SFTP (SSH-FTP) protocol requires port 22 (Concur preferred method)
- FTPS (FTP-SSL) requires port 21 and TLS v.1.1, TLS v.1.2
- HTTPS requires port 443 and TLS v.1.1, TLS v.1.2



For more information, please refer to the *File Transfer User Guide*.

Please work with your IT team to be able to accommodate this upcoming change and make sure that the file transfer process will keep working smoothly for you. For any technical questions, please open a support case and we will be glad to assist you.

# Client Notifications

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## Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: [Concur Non-Affiliated Subprocessors](#)

## Monthly Browser Certifications and Supported Configurations

The *Concur Release Notes – Monthly Browser Certifications* document lists current and planned browser certifications. The document is available with the other Concur monthly release notes.



The *Concur Travel & Expense Supported Configurations – Client Version* guide is available with the setup guides, user guides, and other technical documentation.



## Resolved Cases

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Case ID	Description
113333	Request not updating with itinerary
113278	Request CJFU approval status is not updated
113072	Missing city of "Orléans"
110721	Cancelled request stuck with approver
112391	Cancelled request Rc6G visible to approver
111964	Special character issue in cancelling request comment
103918	Wrong name of approver shown in Changed By: in Email Notification

# Additional Release Notes and Other Technical Documentation

## Online Help – Admins

Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help in Concur.

The screenshot displays the Concur Request Administration Help interface. The top navigation bar includes links for Requests, Travel, Expense, Invoice, Approvals, Reporting, and App Center. The main content area is titled "Resources for Administrators - Professional Edition". A red circle highlights the "Resources for Administrators - Professional Edition" link in the left sidebar. Another red circle highlights the "Request Professional Administration Guides" link in the right sidebar. A third red circle highlights the "Request Professional Administration Guides" link in the bottom sidebar. A red arrow points from the "Request Professional Administration Guides" link in the right sidebar to the "Request Professional Administration Guides" link in the bottom sidebar. The interface also shows a "MY TRIPS (0)" section and a "Request Professional Administration Guides" table with links to various guides.

Request Setup Guides (English Only)	Format (English Only)
Overview	PDF
Agency Proposals	PDF
Allocations	PDF
Attendees	PDF
Audit Rules	PDF
Audit Rules (Validation Rules)	PDF
Booking Switch	PDF

## Concur Support Portal – Selected Users

Selected users within the company can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via the Concur Support Portal.

If a user has the proper Concur Support Portal permissions, then the **Contact Support** option is available to them on the **Help** menu. The user clicks **Help > Contact Support**. On the Support page, the user clicks **Resources > Release/Tech Info**.

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# Release Notes

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## Request

### Reminder: No Personal or Sensitive Data in Custom Fields

#### Overview

All companies must take all reasonable steps to protect the personal and sensitive information of their employees. As per recommended security-related best practices, remember that custom fields should not contain personal and sensitive data.

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**! IMPORTANT: *Data in custom fields is not encrypted.*** The customer is solely responsible for any liability resulting or arising from improper use.

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If your company is currently using custom fields to store personal or sensitive data (for example, Social Security numbers, family member names, or any other personally identifying information), you should plan to remove this information from your existing fields within the service and modify your current configuration.

#### Next Steps

For information about your configuration and the use of custom fields, contact Concur Support or your Account Manager.

## Budget

### New Budget Feature in Early Adopter Program

*This feature is available to Early Adopter clients only.*

#### Overview

The Budget feature enables clients to set up all components of a budget; a fiscal year to determine the budget period, budget tracking fields to track spending on a cost center (profit center) level, budget categories to group expense types for budget purposes and budgets, which are the actual annual budgets, and Budget Items, which define the budget including fiscal year, budget owner, budget name and description.

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**NOTE:** The enhanced Fiscal Calendar for Reporting and the Fiscal Calendar in the new Budget feature share data between both calendars.

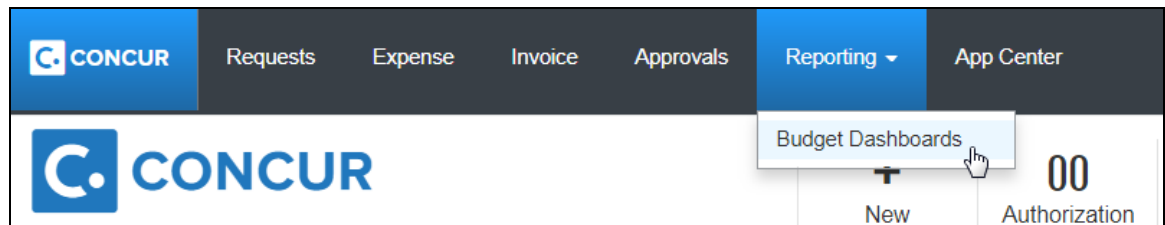
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## BUSINESS PURPOSE/CLIENT BENEFIT

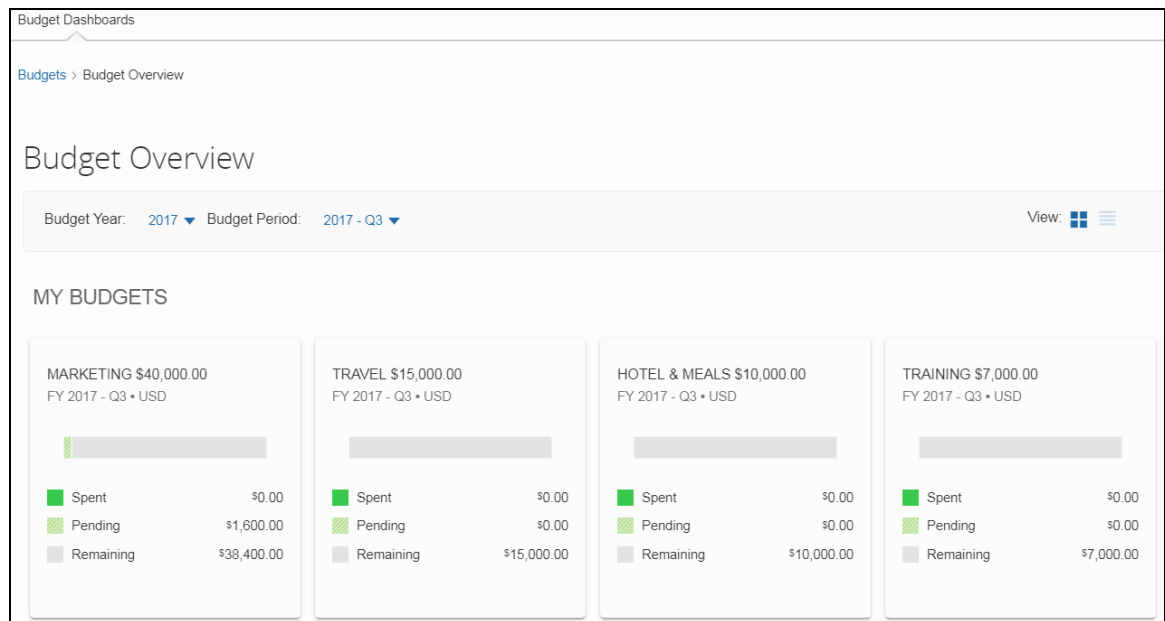
This feature makes budgets visible, actionable, and real-time for approvers and budget owners, leading to high-quality spending decisions for Request clients.

### What the User Sees

The user will see a new menu option, **Budget Dashboards**, in the **Reporting** menu.



Once the user clicks the **Budget Dashboard** menu option, they will see a **Budget Overview** page.



### What the Admin Sees

The admin will see a new menu, **Budget Configuration**, in Request Administration. The Budget Configuration page contains five tabs: **Budget Items**, **Fiscal Calendar**, **Budget Category**, **Budget Tracking Fields**, and **Budget Settings**.

**NOTE:** To access the **Budget Settings** tab, users need to have the Budget Administrator role.

CONCUR | Requests | Expense | Invoice | Approvals | Reporting | App Center | Administration | Help

Company | Request | Expense | Invoice

Request Admin

Budget Configuration

Request Admin

- Audit Rules
- Booking Switch
- Budget Configuration**
- Change Log
- Company Info
- Configuration Report
- Country Groups

Budget Items | Fiscal Calendar | Budget Category | Budget Tracking Fields | Budget Settings

New | Modify | Remove | Import

Budget Name	Fiscal Year	Budget Owner	Budget Display ...	Annual Budget	Currency
01 Hotel John	2017	John L	Hotel & Meals	\$43,000.00	USD
01 Mkt John	2017	John L	Marketing	\$161,000.00	USD
01 Training John	2017	John L	Training	\$23,000.00	USD
01 Travel John	2017	John L	Travel	\$55,000.00	USD
02 Hotel Sofie	2017	Sofie L	Hotel & Meals	GBP 32,250.00	GBP

### Budget Items tab:

Budget Configuration

**Budget Items** | Fiscal Calendar | Budget Category | Budget Tracking Fields | Budget Settings

New | Modify | Remove | Import

Budget Name	Fiscal Year	Budget Owner	Budget Display ...	Annual Budget	Currency
Company01	2017	John Last	Company Travel ...	\$120,000.00	USD
Company02	2017	John Last	Company IT Budget	\$60,000.00	USD

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### Fiscal Calendar tab:

Budget Configuration

Budget Items | **Fiscal Calendar** | Budget Category | Budget Tracking Fields | Budget Settings

New | Modify | Activate | Deactivate | Remove

Fiscal Year	Start Date	End Date	Active
<input type="checkbox"/> 2019	01/01/2019	12/31/2019	Yes
<input type="checkbox"/> 2018	01/01/2018	12/31/2018	Yes
<input type="checkbox"/> 2017	01/01/2017	12/31/2017	Yes

**Budget Category** tab:

## Budget Configuration

[Budget Items](#)[Fiscal Calendar](#)[Budget Category](#)[Budget Tracking Fields](#)[Budget Settings](#)

[New](#)[Modify](#)[Remove](#)

Budget Category ▲	(Invoice) Expense Types	(Expense) Expense Types
IT	Software Cellular Telephone Telecommunication Equipment Internet Telecommunication Services Computing Equipment	Long Distance Local Phone Cellular Phone
Marketing	Marketing Trade Show	Misc. Promotional Expense Trade Shows
Travel	Travel Conference/Seminar Fees	Company Car Mileage Fixed Meals (gross) Limousine Company Car Wash Subway Company Car Oil Fixed Meals Room Tax Gas

[◀](#)[<](#) | Page  of 1 | [>](#)[▶](#) | [↺](#)

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**Budget Tracking Fields** tab:

## Budget Configuration

[Budget Items](#)[Fiscal Calendar](#)[Budget Category](#)[Budget Tracking Fields](#)[Budget Settings](#)

[Budget Fields](#)[Budget Field Mapping](#)

[New Field](#)[New Connected Field](#)[Modify](#)[Remove](#)[Save Sequence](#)

<input type="checkbox"/> Budget Tracking Field	Field Type	List	Sequence ▲
<input type="checkbox"/> Department Function	Connected List	Function	↓
<input type="checkbox"/> Region Country	Connected List	Geography	↓ ↑
<input type="checkbox"/> Product Group Product	Connected List	Product	↓ ↑

**Budget Settings** tab:

The screenshot shows the 'Budget Configuration' interface with the 'Budget Settings' tab selected. The tab is highlighted with a red circle. Below the tabs are 'Save' and 'Cancel' buttons. The settings include:

- Time Zone: GMT-08:00
- Alert Limit Percent: 80
- Control Limit Percent: 100
- Send alert limit notifications: ☒
- Send control limit notifications: ☒
- Alternative Manager: Travel Manager (dropdown menu)
- Include Pending: ☐
- Disable Budget Tracking Mapping Field Type filter: ☐
- Enable Expense: ☒
- Enable Purchase Request: ☒
- Enable Payment Request: ☒

**Configuration/Feature Activation**

Concur needs to activate this feature in a Concur internal-only tool.

Once Concur has activated the Budget feature, the Budget Administrator needs to configure the feature in the Budget Configuration tool in Request Administration.

# Planned Changes

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The items in this section are targeted for future releases. Concur reserves the right to postpone implementation of – or completely remove – any enhancement/change mentioned here.

## **\*\*Planned Changes\*\* New Feature for Outdated Data**

### **Overview**

This new feature will allow clients to control how long Concur stores their data based on who, when, and where criteria.

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

This feature gives clients the ability to meet their specific compliance needs regarding data retention.

### **What the Admin Sees**

When this feature becomes available, and if it has been requested via Concur Client Support, then on the **Company Admin** page, the client admin will see a **Data Retention** link.

More information will be available in future versions of these Release Notes.



When this feature becomes available, for more information, refer to the *Shared: Data Retention Setup Guide* and the *Shared: Data Retention User Guide*.

### **Configuration/Feature Activation**

When this feature becomes available, you may request that it be enabled for your company by contacting Concur Client Support.

## **\*\*Planned Changes\*\* Removing the "Privacy Agreement" Page**

### **Overview**

For customers who currently display the **Privacy Agreement** page to users, be aware that on **April 14, 2018**, Concur will eliminate that page. That means, the privacy agreement will no longer display, under any circumstances. In addition, the options to customize the privacy agreement text and to apply policy (for example, to require that a user accept the privacy agreement) will be removed.

In a separate release, Concur will provide a standard privacy statement, which can be accessed via a link in the page footer.

This release note discusses the removal of the **Privacy Agreement** page and its associated configuration options. Information about the new Concur privacy statement will be provided in future release notes.

The intent of the change is to ensure that all customers see the same unmodified Concur privacy statement.

## **FAQs**

**Q.** Why can't I continue using this feature?

**A.** Concur is working to ensure that all customers have simple and direct access to the latest privacy statement available within Concur services.

**Q.** When will the existing **Privacy Agreement** page be removed?

**A.** On April 14, 2018, the page will be removed; users will no longer see the privacy agreement – whether customized or generic.

Between now and April 14, if you want to remove your customized privacy agreement from the **Privacy Agreement** page, you can. For customers who have access to the custom text option or the privacy agreement settings, you can make those changes yourself. For customers who do not have access to the custom text option or the privacy agreement settings, you can contact Concur Client Support for assistance.

No action is necessary. You do not have to make changes now unless you want to.

**Q.** What will Concur provide in place of the current **Privacy Agreement** page?

**A.** Some customers have used the **Privacy Agreement** page to convey company-specific information to its users. That option will no longer be available. Instead, the Concur privacy statement – accessible via a link the page footer – will describe Concur's processing activities of customer data.

**Q.** What should I do if the new privacy statement requires additional communication for my business?

**A.** Customers must evaluate and find alternative methods of communicating any separate privacy statements or information with their employees.

**Q.** When the new Concur privacy statement is implemented, will I be able to modify it or require that users accept it?

**A.** The Concur privacy statement will not be configurable by customers in any way. Its function is to describe Concur's processing activities of customer data.

**Q.** Who can I contact for more information?

**A.** You can contact Concur Client Support for additional information regarding these settings and/or Concur's updated privacy statement.

## Configuration / Feature Activation

The **Privacy Agreement** page and associated configuration options will be automatically removed. For additional information about the configuration options that will be removed, refer to the Concur Travel release notes.

## **\*\*Planned Changes\*\* Opt Out of In-Product Messaging (United States)**

### Overview

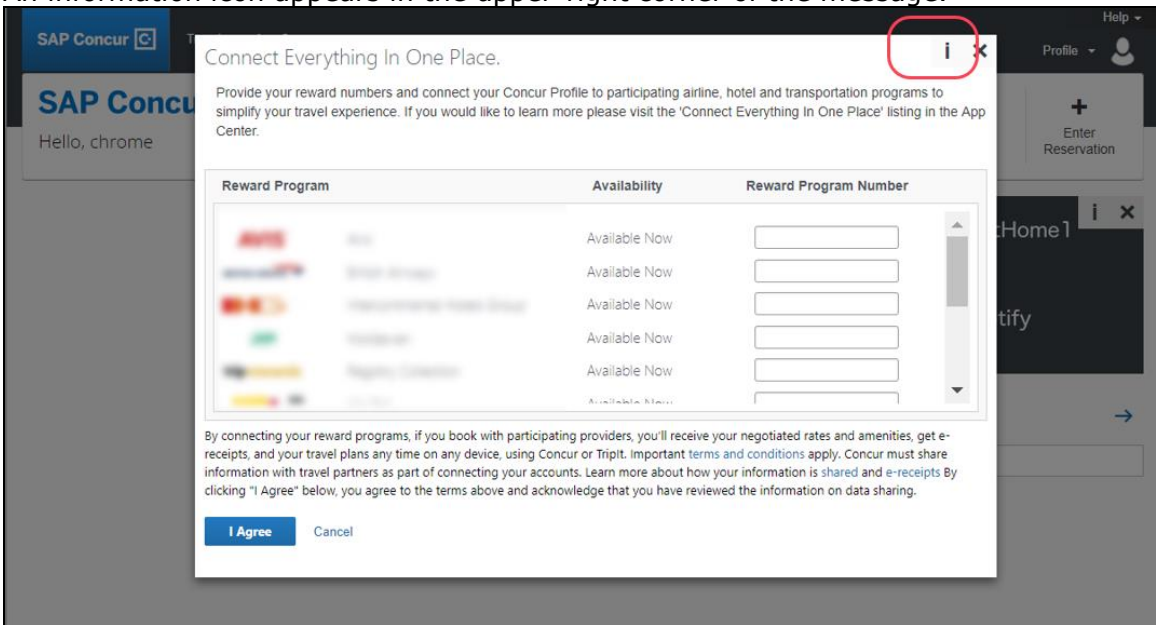
Last year, when in-product messaging was introduced in Europe, the feature included the ability for users to opt out of messaging.

Targeted for the March release, Concur will provide customers in the United States the ability to opt out.

### What the User Sees

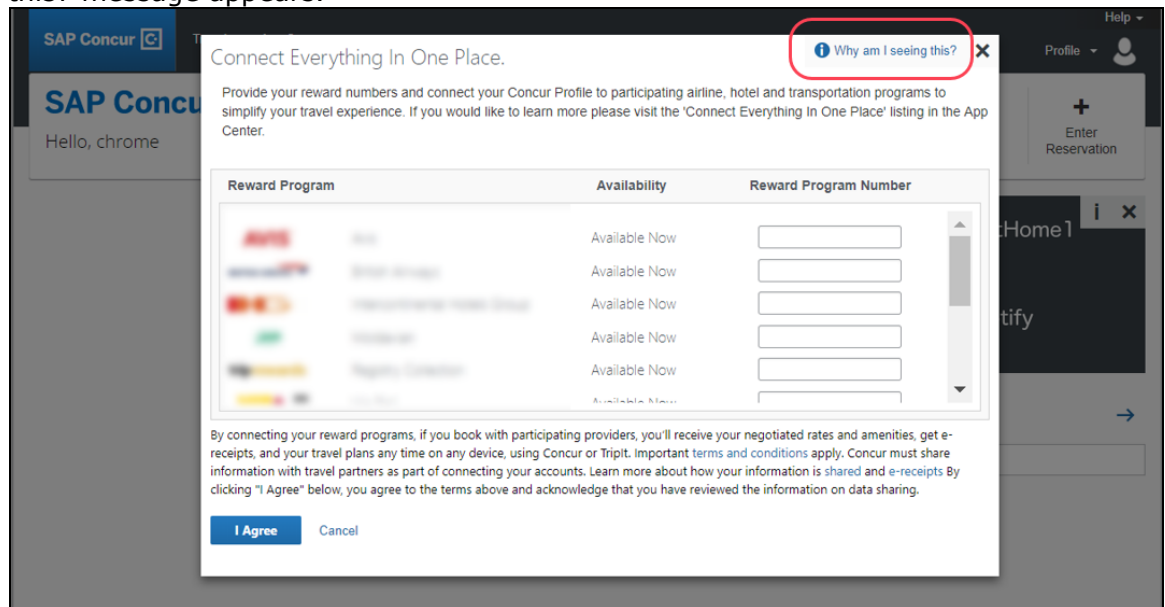
#### WINDOW MESSAGES

An information icon appears in the upper-right corner of the message.

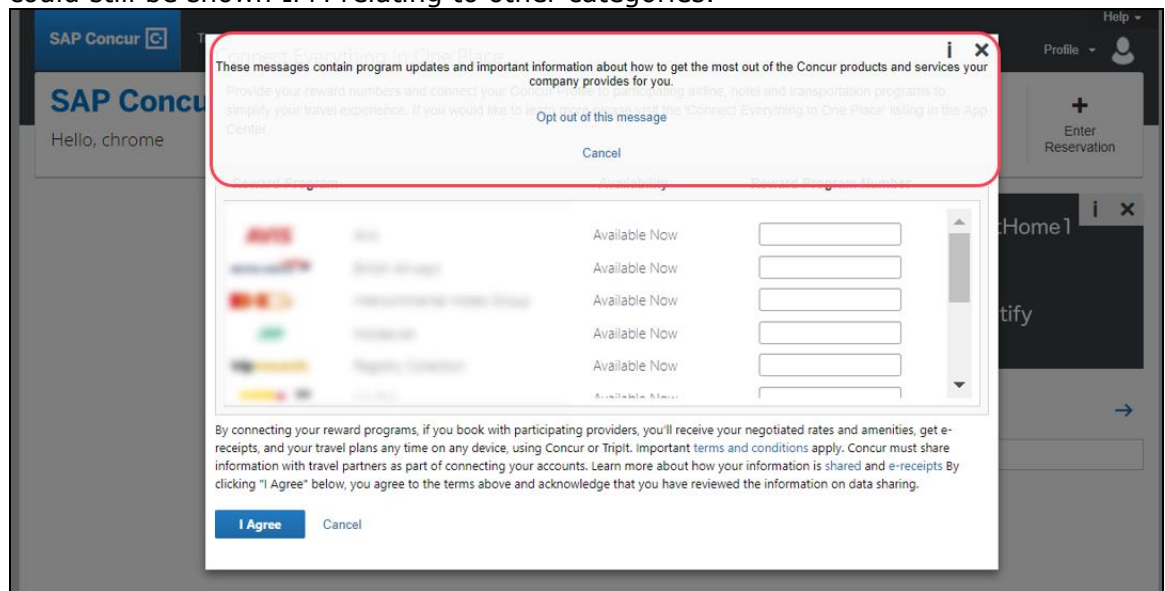




When the user clicks it or hovers the mouse pointer over it, the *Why am I seeing this?* message appears.



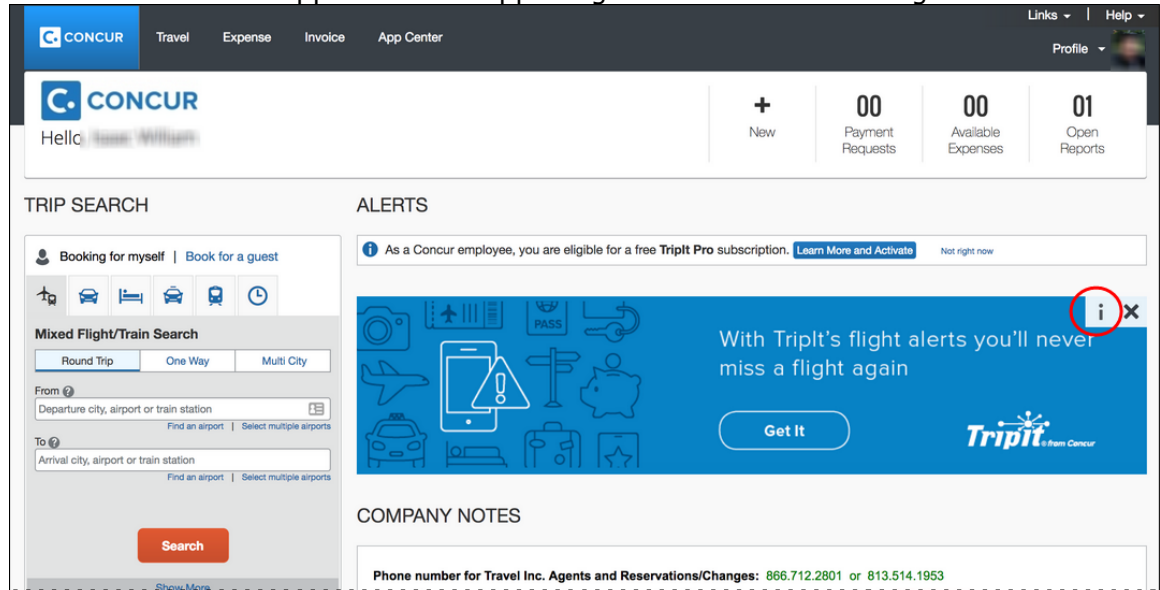
When the user clicks *Why am I seeing this?*, the area expands to provide information about why the user is seeing this particular message as well as a link for the user to click to opt out of seeing similar messages in the future. After opting out, the user could still be shown IPM relating to other categories.



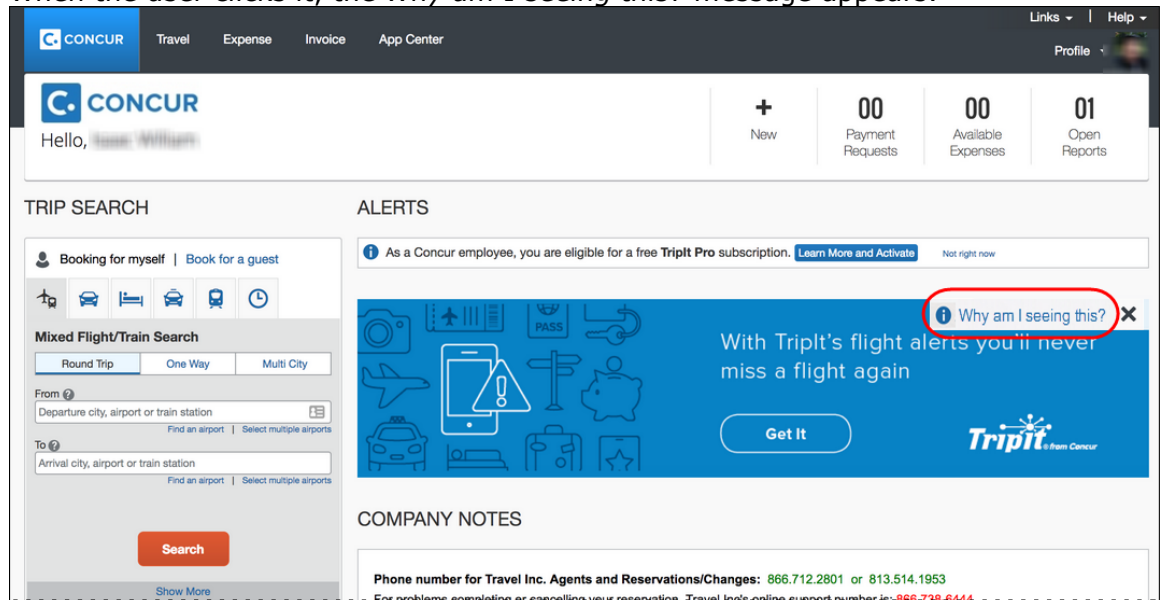
When the user clicks the close button (X in the upper-right corner), the window closes.

## IN-PAGE MESSAGES

An information icon appears in the upper-right corner of the message.

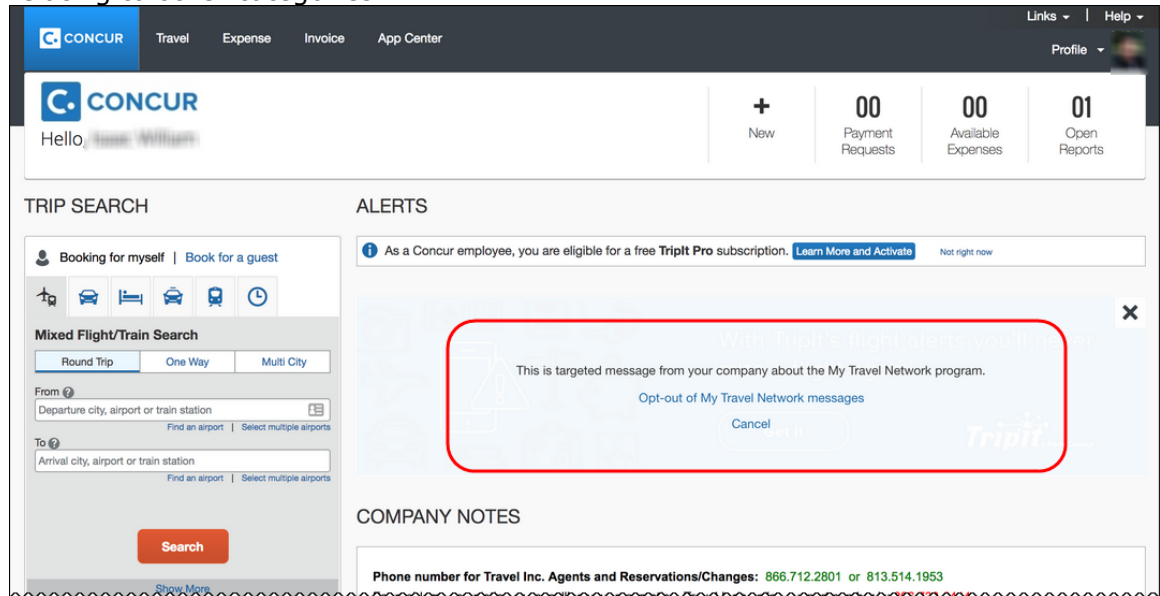


When the user clicks it, the *Why am I seeing this?* message appears.



When the user clicks *Why am I seeing this?*, the area expands to provide information about why the user is seeing this message as well as a link for the user to click to opt out of seeing similar messages in the future. The user could still be shown IPM

relating to other categories.



When the user clicks the close button (X in the upper-right corner), the message collapses and is removed from the page entirely.

### **Configuration / Feature Activation**

The change will occur automatically. There are no additional configuration or activation steps.

## **\*\*Planned Changes\*\* Support for Plain Text FTP to End on May 15th, 2018**

### **Overview**

Concur is announcing the End of Support for plain text FTP as a means to transfer data to and from Concur.

Plain text FTP is not a secured protocol and has inherent security vulnerabilities. On May 15th, 2018, Concur Operations will apply a security update to our File Transfer infrastructure, restricting the use of plain text FTP as a part of our ongoing commitment to securing our customers' data and meeting the audited security requirements of the "Concur Trust Platform".

### **What This Means – The Client Experience**

Transfer of data to and from Concur using plain text FTP after the End of Support date will result in a failure of incoming connections. Clients using plain text FTP must utilize one of the approved secured methods to continue transferring data as outlined in the File Transfer User Guide. This change is required on the client side, and Concur is available to support these efforts.

## **Configuration / Feature Activation**

The actual DNS names impacted by the described change are:

- st.concursolutions.com (US Datacenter)
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Concur's side: Secured protocols are automatically supported. There are no additional configuration or activation steps.

Clients must configure their FTP software/connection scripts to use secured protocols for connection, as listed below:

- SFTP (SSH-FTP) protocol requires port 22 (Concur preferred method)
- FTPS (FTP-SSL) requires port 21 and TLS v.1.1, TLS v.1.2
- HTTPS requires port 443 and TLS v.1.1, TLS v.1.2



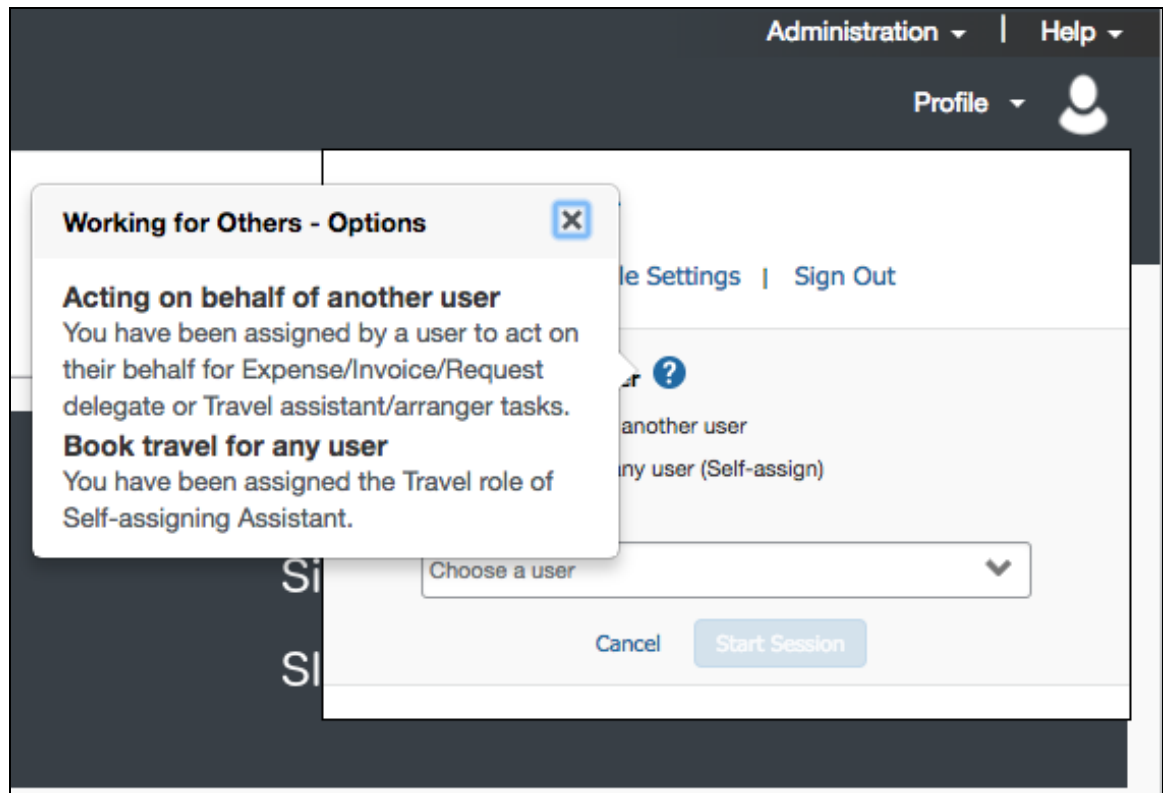
For more information, please refer to the *File Transfer User Guide*.

Please work with your IT team to be able to accommodate this upcoming change and make sure that the file transfer process will keep working smoothly for you. For any technical questions, please open a support case and we will be glad to assist you.

## **\*\*Planned Changes\*\* Accessibility: Keyboard Access for Working for Others Quick Help**

### **Overview**

The **Working for Others** Quick Help contains important information and should be available to everyone. Currently, it is available only by clicking the "?" icon with a mouse. With the March release, the **Working for Others** Quick Help will become accessible via the keyboard.



## USER/CUSTOMER BENEFIT

**Working for Others** Quick Help will be available to mouse users and keyboard users.

### ***What the User Sees***

There is no visual change for the user.

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

Concur will automatically implement this change; there are no configuration or activation steps.

## **\*\*Planned Changes\*\* Accessibility: Alternative Text for the Logo on the Sign In Page**

### ***Overview***

In June of 2017, accessibility tests for the June 2017 VPAT identified exceptions to the WCAG 2.0 global standards of the W3. These exceptions are identified issues where the location or action did not adhere to the A or AA standard of specific WCAG 2.0 rules. Resolving this issue improves our accessibility quality on the targeted location or action by aligning it to the appropriate WCAG standard.

**Effectively, the issue and resolution is this:** Screen readers are a type of assistive technology that audibly reads each screen element (instructional text, fields, options, etc.) to the user. Proper coding (in this case, known as *alternative text* or *alt text*) is required to ensure the reader "reads" the proper information to the user.

The issue is that the logo on the **Sign In** page does not currently have the proper code to read the logo description to the user. In the March release, this issue will be resolved.



#### **USER/CUSTOMER BENEFIT**

Enhancing our products and services to better align to the accessible standards of WCAG 2.0 increases the ability of all Concur users.

#### **What the User Sees**

There is no visual change for the user.

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

Concur will automatically implement this change; there are no configuration or activation steps.

### **\*\*Planned Changes\*\* Accessibility: Remove All Instances of 'ConcurAccessible'**

#### **Overview**

*ConcurAccessible* is a feature that provides certain accessibility features. However, with the many accessibility enhancements we have been making, *ConcurAccessible* has become obsolete and is no longer used. In addition, it can create inconsistent UI behavior for users.

Given that, with the March release, all *ConcurAccessible* components will be removed from Concur.

#### **USER/CUSTOMER BENEFIT**

This ensures a consistent, better experience for all users.

***What the User Sees***

There is no visual change for the user.

***Configuration / Feature Activation***

Concur will automatically implement this change; there are no configuration or activation steps.

# Client Notifications

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## Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: [Concur Non-Affiliated Subprocessors](#)

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The *Concur Travel & Expense Supported Configurations – Client Version* guide is available with the setup guides, user guides, and other technical documentation.





## Resolved Cases

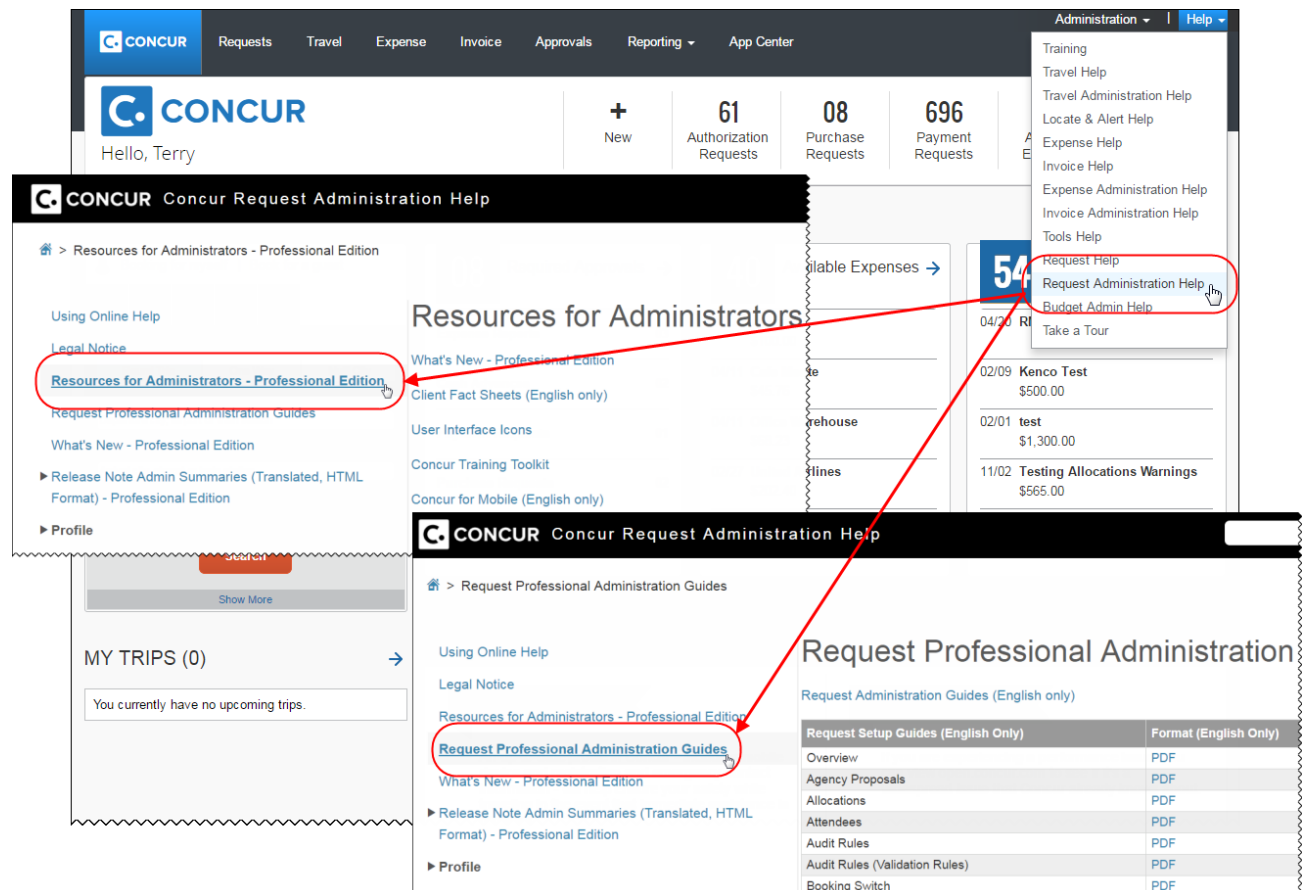
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Case ID	Description
CRMC-114248	MCI Airport Location Fix
CRMC-113542 CRMC-112722	Cancelled Request Appeared in Approvers Queue
CRMC-112461	Incorrect IATA Code Received by AEBT
CRMC-113988	Request search not triggered when typing "Enter"
CRMC-113990	Location Codes for Itami Airport are Incorrect
CRMC-113987	Add Lille Airport to the Airport List
CRMC-111305	Data issue with Travel Request Web Service v1.0

# Additional Release Notes and Other Technical Documentation

## Online Help – Admins

Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help in Concur.



## Concur Support Portal – Selected Users

Selected users within the company can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via the Concur Support Portal.

If a user has the proper Concur Support Portal permissions, then the **Contact Support** option is available to them on the **Help** menu. The user clicks **Help > Contact Support**. On the Support page, the user clicks **Resources > Release/Tech Info**.

Concur Release Notes	
Authorization Request (formerly Travel Request)	
Month	Audience
Release Date: March 17, 2018 Initial Post: Friday, March 16, 11:30 AM PT	Concur - Client FINAL

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# Summary

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## IMPORTANT

This service is known as Authorization Request, Concur Request, or simply Request and was formerly known as Travel Request. Concur changed the name to better align with its broader capabilities.

This service is different from the *legacy* authorization request feature that was available within Concur Expense.

# Release Notes

---


## Request

### Reminder: No Personal or Sensitive Data in Custom Fields

#### Overview

All companies must take all reasonable steps to protect the personal and sensitive information of their employees. As per recommended security-related best practices, remember that custom fields should not contain personal and sensitive data.

---

 **IMPORTANT: Data in custom fields is not encrypted.** The customer is solely responsible for any liability resulting or arising from improper use.

---

If your company is currently using custom fields to store personal or sensitive data (for example, Social Security numbers, family member names, or any other personally identifying information), you should plan to remove this information from your existing fields within the service and modify your current configuration.

#### Next Steps

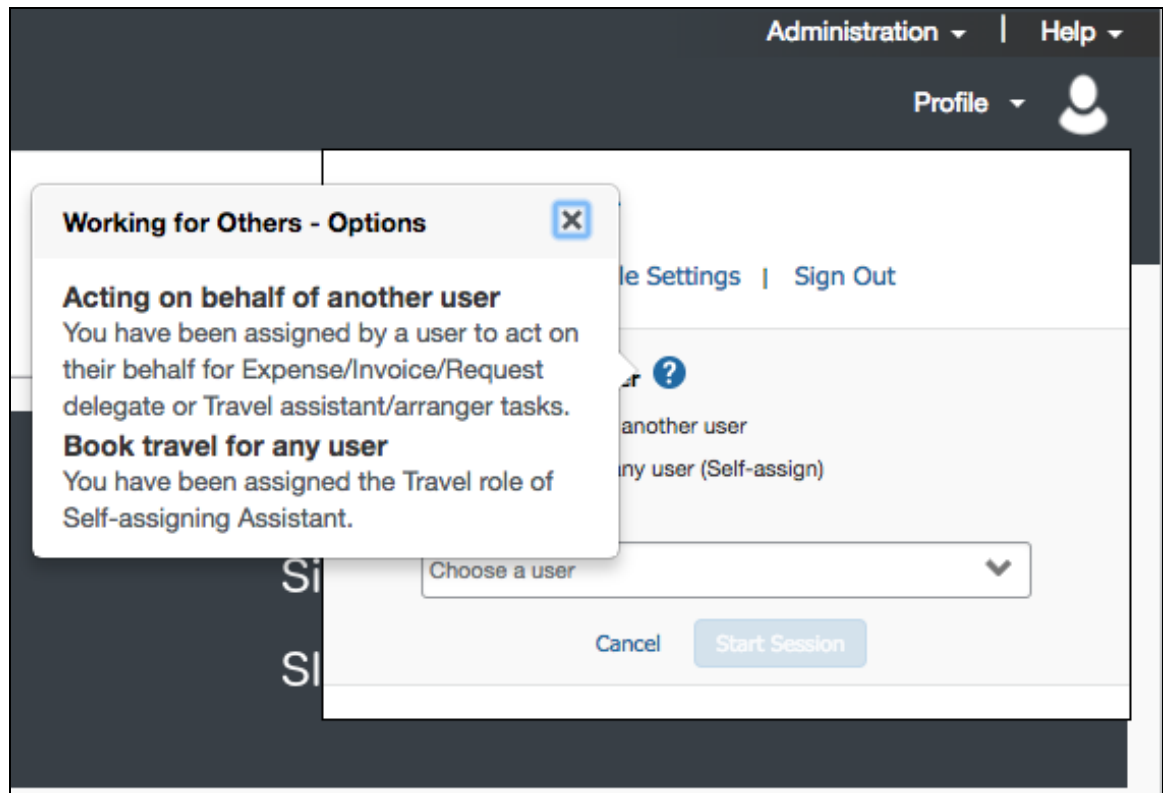
For information about your configuration and the use of custom fields, contact Concur Support or your Account Manager.

## Accessibility

### Keyboard Access for Working for Others Quick Help

#### Overview

The **Working for Others** Quick Help contains important information and should be available to everyone. Currently, it is available only by clicking the "?" icon with a mouse. With this release, the **Working for Others** Quick Help becomes accessible via the keyboard.



## **BUSINESS PURPOSE/CLIENT BENEFIT**

**Working for Others** Quick Help becomes available to mouse users and keyboard users.

### ***What the User Sees***

There is no visual change for the user.

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

Concur will automatically implement this change; there are no configuration or activation steps.

## **Alternative Text for the Logo on the Sign In Page**

### ***Overview***

In June of 2017, accessibility tests for the June 2017 VPAT identified exceptions to the WCAG 2.0 global standards of the W3. These exceptions are identified issues where the location or action did not adhere to the A or AA standard of specific WCAG 2.0 rules. Resolving this issue improves our accessibility quality on the targeted location or action by aligning it to the appropriate WCAG standard.

**Effectively, the issue and resolution is this:** Screen readers are a type of assistive technology that audibly reads each screen element (instructional text, fields, options, etc.) to the user. Proper coding (in this case, known as *alternative text* or *alt text*) is required to ensure the reader “reads” the proper information to the user.

The issue is that the logo on the **Sign In** page does not currently have the proper code to read the logo description to the user. In this release, this issue will be resolved.



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

Enhancing our products and services to better align to the accessible standards of WCAG 2.0 increases the ability of all Concur users.

#### ***What the User Sees***

There is no visual change for the user.

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

Concur will automatically implement this change; there are no configuration or activation steps.

## **Budget**

### **New Budget Feature in Early Adopter Program**

*This feature is available to Early Adopter clients only.*

#### ***Overview***

The Budget feature enables clients to set up all components of a budget; a fiscal year to determine the budget period, budget tracking fields to track spending on a cost center (profit center) level, budget categories to group expense types for budget purposes and budgets, which are the actual annual budgets, and Budget Items, which define the budget including fiscal year, budget owner, budget name, and description.



---

**NOTE:** The enhanced Fiscal Calendar for Reporting and the Fiscal Calendar in the new Budget feature share data between both calendars.

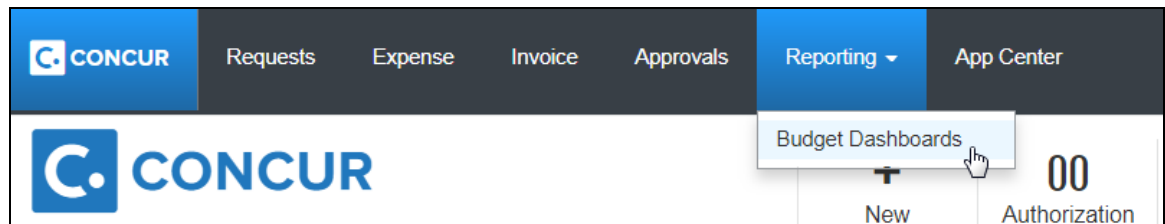
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## BUSINESS PURPOSE/CLIENT BENEFIT

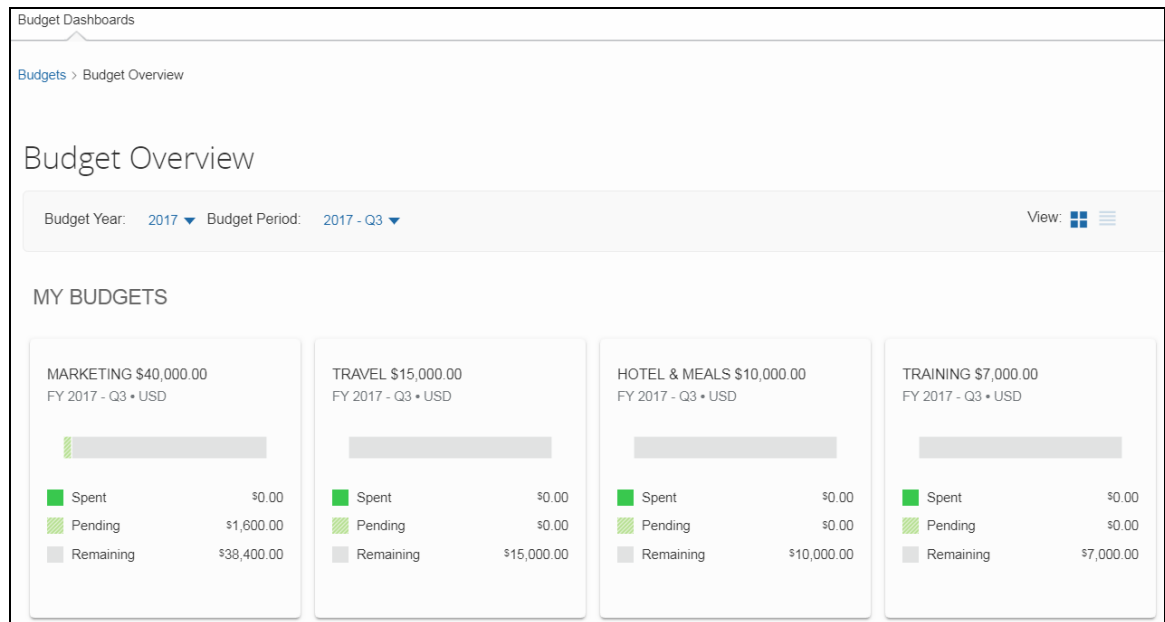
This feature makes budgets visible, actionable, and real-time for approvers and budget owners, leading to high-quality spending decisions for Request clients.

## What the User Sees

The user will see a new menu option, **Budget Dashboards**, in the **Reporting** menu.



Once the user clicks the **Budget Dashboard** menu option, they will see a **Budget Overview** page.



## What the Admin Sees

The admin will see a new menu, **Budget Configuration**, in Request Administration. The Budget Configuration page contains five tabs: **Budget Items**, **Fiscal Calendar**, **Budget Category**, **Budget Tracking Fields**, and **Budget Settings**.

**NOTE:** To access the **Budget Settings** tab, users need to have the Budget Administrator role.

Request Admin

Budget Configuration

Budget Items | Fiscal Calendar | Budget Category | Budget Tracking Fields | Budget Settings

New | Modify | Remove | Import

Budget Name	Fiscal Year	Budget Owner	Budget Display ...	Annual Budget	Currency
01 Hotel John	2017	John L	Hotel & Meals	\$43,000.00	USD
01 Mkt John	2017	John L	Marketing	\$161,000.00	USD
01 Training John	2017	John L	Training	\$23,000.00	USD
01 Travel John	2017	John L	Travel	\$55,000.00	USD
02 Hotel Sofia	2017	Sofia L	Hotel & Meals	GBP 32,250.00	GBP

### Budget Items tab:

Budget Configuration

Budget Items | Fiscal Calendar | Budget Category | Budget Tracking Fields | Budget Settings

New | Modify | Remove | Import

Budget Name	Fiscal Year	Budget Owner	Budget Display ...	Annual Budget	Currency
Company01	2017	John Last	Company Travel ...	\$120,000.00	USD
Company02	2017	John Last	Company IT Budget	\$60,000.00	USD

Page 1 of 1 | Displaying 1 - 21 of 21

**Fiscal Calendar** tab:

## Budget Configuration

[Budget Items](#)[Fiscal Calendar](#)[Budget Category](#)[Budget Tracking Fields](#)[Budget Settings](#)

[New](#)[Modify](#)[Activate](#)[Deactivate](#)[Remove](#)

<input type="checkbox"/> Fiscal Year	Start Date ▾	End Date	Active
<input type="checkbox"/> <a href="#">2019</a>	01/01/2019	12/31/2019	Yes
<input type="checkbox"/> <a href="#">2018</a>	01/01/2018	12/31/2018	Yes
<input type="checkbox"/> <a href="#">2017</a>	01/01/2017	12/31/2017	Yes

**Budget Category** tab:

## Budget Configuration

[Budget Items](#)[Fiscal Calendar](#)[Budget Category](#)[Budget Tracking Fields](#)[Budget Settings](#)

[New](#)[Modify](#)[Remove](#)

Budget Category ▴	(Invoice) Expense Types	(Expense) Expense Types
IT	Software Cellular Telephone Telecommunication Equipment Internet Telecommunication Services Computing Equipment	Long Distance Local Phone Cellular Phone
Marketing	Marketing Trade Show	Misc. Promotional Expense Trade Shows
Travel	Travel Conference/Seminar Fees	Company Car Mileage Fixed Meals (gross) Limousine Company Car Wash Subway Company Car Oil Fixed Meals Room Tax Gas

[<<](#) [<](#) | Page  of 1 | [>](#) [>>](#) | [↺](#)

Displaying 1 - 3 of 3

**Budget Tracking Fields** tab:

### Budget Configuration

Budget Items Fiscal Calendar Budget Category **Budget Tracking Fields** Budget Settings

Budget Fields Budget Field Mapping

New Field New Connected Field Modify Remove Save Sequence

<input type="checkbox"/> Budget Tracking Field	Field Type	List	Sequence ▲
<input type="checkbox"/> Department Function	Connected List	Function	↓
<input type="checkbox"/> Region Country	Connected List	Geography	↓ ↑
<input type="checkbox"/> Product Group Product	Connected List	Product	↓ ↑

**Budget Settings** tab:

### Budget Configuration

Budget Items Fiscal Calendar Budget Category Budget Tracking Fields **Budget Settings**

Save Cancel

Time Zone:

Alert Limit Percent:

Control Limit Percent:

Send alert limit notifications: ☐

Send control limit notifications: ☐

Restrict notifications for past Budgets: ☐

Alternative Manager:  ▼

Include Pending: ☐

Disable Budget Tracking Mapping Field Type filter: ☐

☐

Enable Budget Capture for Expense: ☐

Enable Budget Capture for Purchase Request: ☐

Enable Budget Capture for Invoice: ☐

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

Concur needs to activate this feature in a Concur internal-only tool.

Once Concur has activated the Budget feature, the Budget Administrator needs to configure the feature in the Budget Configuration tool in Request Administration.

## **Internet Browsers**

### **Users by Browser Report Updated**

#### ***Overview***

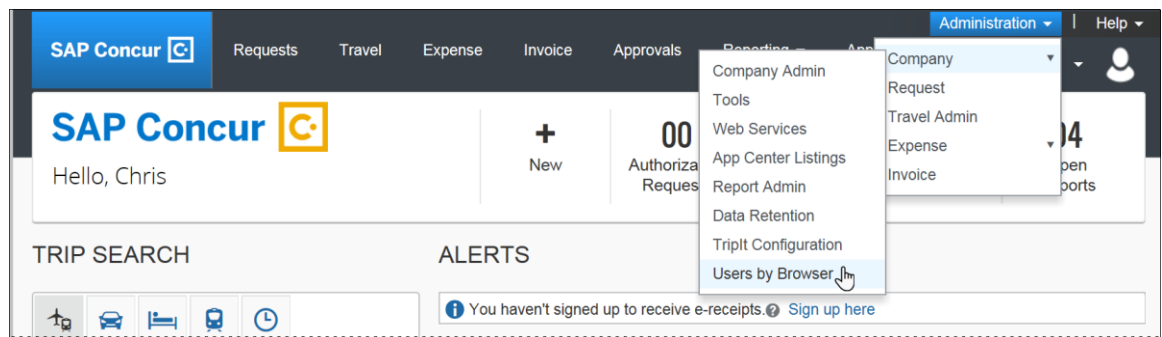
The Users by Browser report has been updated to include more information – all in one place. It now lists all users as well as their browsers and login count.

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

The admin no longer has to generate a report for each browser. All users are listed on one report.

#### ***What the Admin Sees***

To access the report, the admin clicks **Administration > Company > Users by Browser**.



The **Users by Browser** page appears.

The user selects the desired timeframe and clicks **Submit**.

## Users by Browser

TimePeriod

Last Month (30 Days)
3 Months (90 Days)
6 Months (180 Days)

Submit

The report is generated in CSV format.

	A	B	C	D	E	F	G	H	I
1	Login Name	Email	First Name	Last Name	Last Login Date (UTC)	IP Address	Browser	Login Count	
2	mp.com	e.com	Melissa		2/28/2018 8:03		Chrome64	4	
3	mp.com		Marta		2/28/2018 1:21		IE11.0	1	
4	amp.com		Danielle		2/28/2018 1:23		IE11.0	1	
5	otcamp.com		Greatest		2/28/2018 1:25		IE11.0	1	
6	ootcamp.com		Jaime		2/28/2018 1:28		IE11.0	1	
7	ootcamp.com	camp.com	Randa		2/27/2018 15:52		Chrome64	36	
8	.com		Never		2/28/2018 15:34		Chrome64	8	
9	camp.com		Trainee		2/28/2018 1:19		IE11.0	2	
10	camp.com		Marta		2/28/2018 1:20		IE11.0	3	
11	mp.com	@gmail.com	Andreas		3/1/2018 7:51		IE11.0	14	
12	bootcamp.com	camp.com	Wisam		2/7/2018 14:33		Chrome64	5	
13	mp.com	.com	Brian		3/1/2018 7:59		Edge15.15063	8	
14	ootcamp.com		Paula		2/28/2018 1:28		IE11.0	1	

### Configuration / Feature Activation

The enhancement occurs automatically; there are no additional configuration or activation steps.

# Planned Changes

---

The items in this section are targeted for future releases. Concur reserves the right to postpone implementation of – or completely remove – any enhancement/change mentioned here.

## **\*\*Planned Changes\*\* New Feature for Outdated Data**

### **Overview**

This new feature will allow clients to control how long Concur stores their data based on who, when, and where criteria.

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

This feature gives clients the ability to meet their specific compliance needs regarding data retention.

### **What the Admin Sees**

When this feature becomes available, and if it has been requested via Concur Client Support, then on the **Company Admin** page, the client admin will see a **Data Retention** link.

More information will be available in future versions of these Release Notes.



When this feature becomes available, for more information, refer to the *Shared: Data Retention Setup Guide* and the *Shared: Data Retention User Guide*.

### **Configuration/Feature Activation**

When this feature becomes available, you may request that it be enabled for your company by contacting Concur Client Support.

## **\*\*Planned Changes\*\* Removing the "Privacy Agreement" Page**

### **Overview**

For customers who currently display the **Privacy Agreement** page to users, be aware that on **April 14, 2018**, Concur will eliminate that page. That means, the privacy agreement will no longer display, under any circumstances. In addition, the options to customize the privacy agreement text and to apply policy (for example, to require that a user accept the privacy agreement) will be removed.

In a separate release, Concur will provide a standard privacy statement, which can be accessed via a link in the page footer.

This release note discusses the removal of the **Privacy Agreement** page and its associated configuration options. Information about the new Concur privacy statement will be provided in future release notes.

The intent of the change is to ensure that all customers see the same unmodified Concur privacy statement.

## **FAQs**

**Q.** Why can't I continue using this feature?

**A.** Concur is working to ensure that all customers have simple and direct access to the latest privacy statement available within Concur services.

**Q.** When will the existing **Privacy Agreement** page be removed?

**A.** On April 14, 2018, the page will be removed; users will no longer see the privacy agreement – whether customized or generic.

Between now and April 14, if you want to remove your customized privacy agreement from the **Privacy Agreement** page, you can. For customers who have access to the custom text option or the privacy agreement settings, you can make those changes yourself. For customers who do not have access to the custom text option or the privacy agreement settings, you can contact Concur Client Support for assistance.

No action is necessary. You do not have to make changes now unless you want to.

**Q.** What will Concur provide in place of the current **Privacy Agreement** page?

**A.** Some customers have used the **Privacy Agreement** page to convey company-specific information to its users. That option will no longer be available. Instead, the Concur privacy statement – accessible via a link the page footer – will describe Concur's processing activities of customer data.

**Q.** What should I do if the new privacy statement requires additional communication for my business?

**A.** Customers must evaluate and find alternative methods of communicating any separate privacy statements or information with their employees.

**Q.** When the new Concur privacy statement is implemented, will I be able to modify it or require that users accept it?

**A.** The Concur privacy statement will not be configurable by customers in any way. Its function is to describe Concur's processing activities of customer data.

**Q.** Who can I contact for more information?

**A.** You can contact Concur Client Support for additional information regarding these settings and/or Concur's updated privacy statement.



## Configuration / Feature Activation

The **Privacy Agreement** page and associated configuration options will be automatically removed. For additional information about the configuration options that will be removed, refer to the Concur Travel release notes.

## **\*\*Planned Changes\*\* Opt Out of In-Product Messaging (United States)**

### Overview

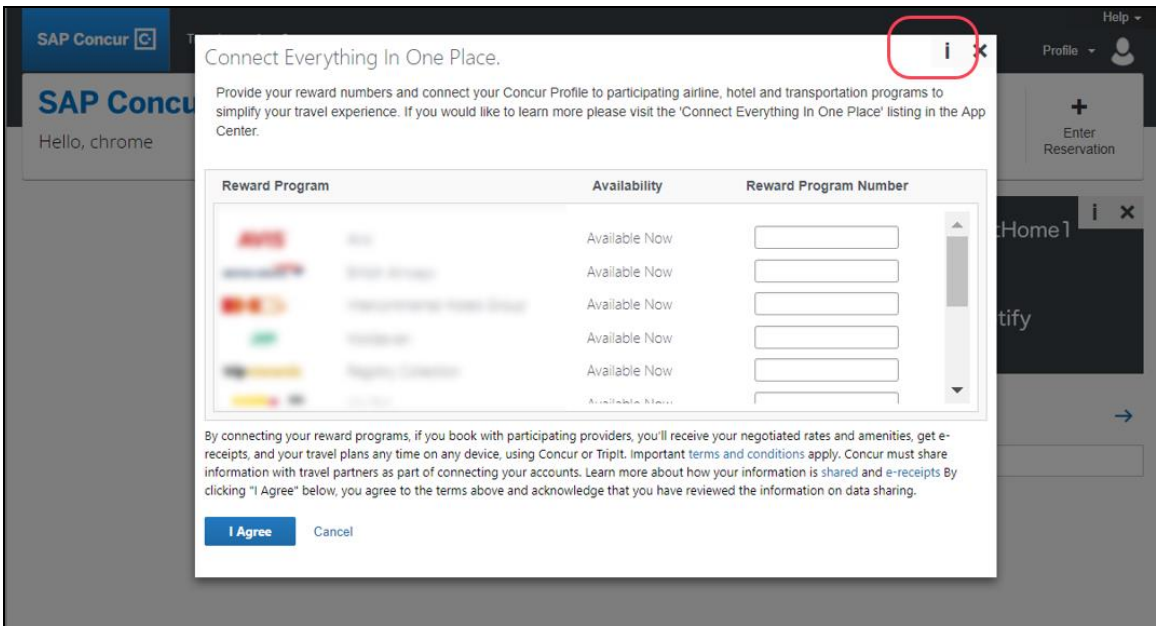
Last year, when in-product messaging was introduced in Europe, the feature included the ability for users to opt out of messaging.

In a future release, Concur will provide customers in the United States the ability to opt out.

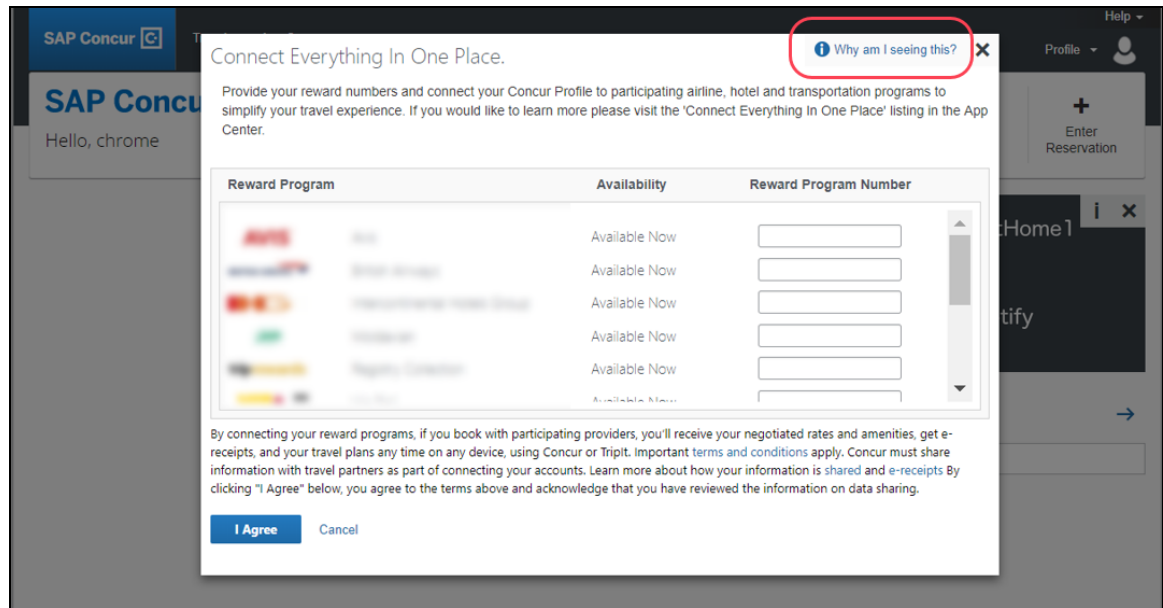
### What the User Sees

#### WINDOW MESSAGES

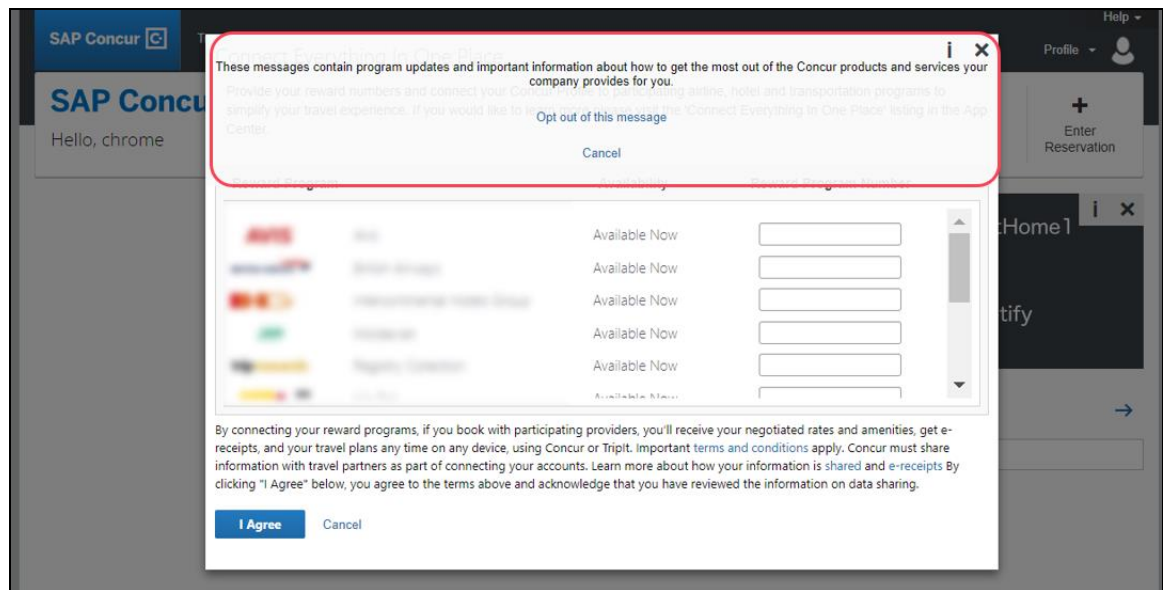
An information icon appears in the upper-right corner of the message.



When the user clicks it or hovers the mouse pointer over it, the *Why am I seeing this?* message appears.



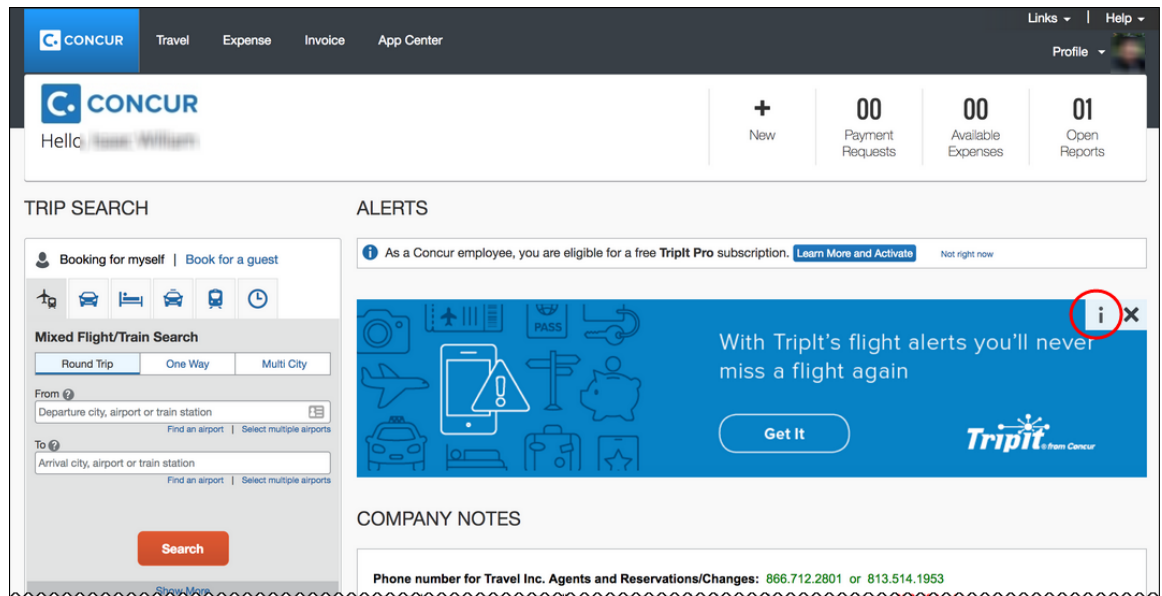
When the user clicks *Why am I seeing this?*, the area expands to provide information about why the user is seeing this particular message as well as a link for the user to click to opt out of seeing similar messages in the future. After opting out, the user could still be shown IPM relating to other categories.



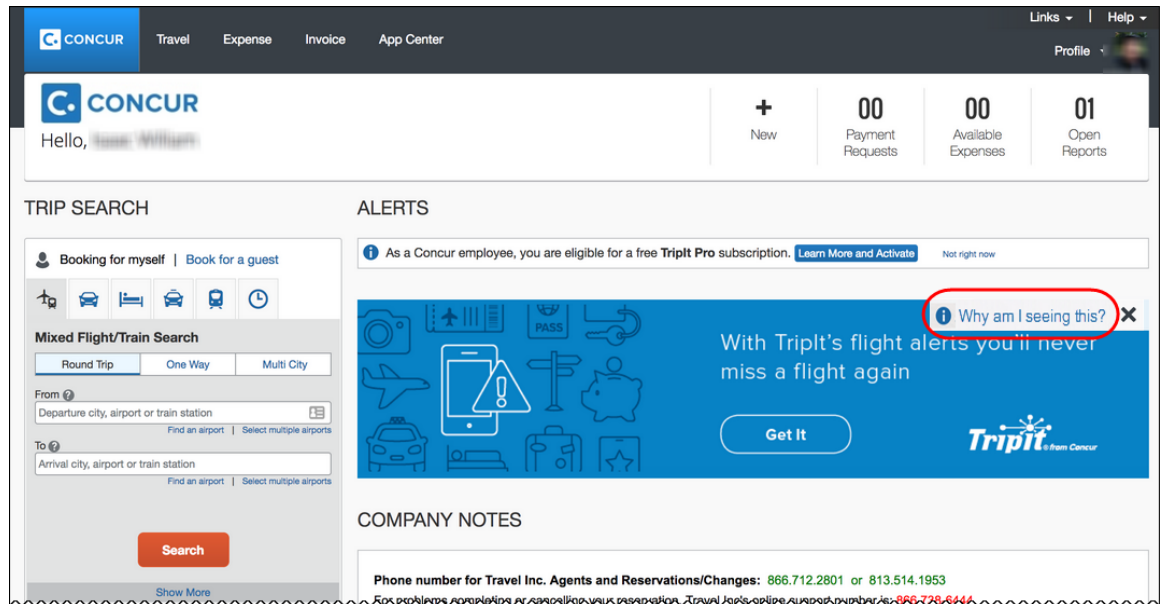
When the user clicks the close button (X in the upper-right corner), the window closes.

## IN-PAGE MESSAGES

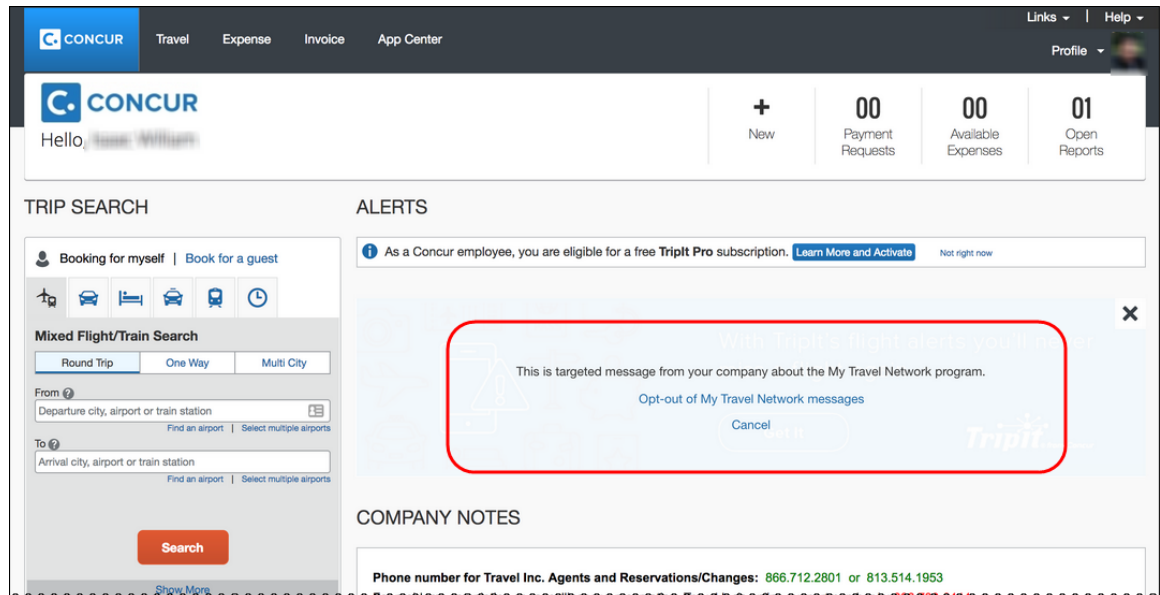
An information icon appears in the upper-right corner of the message.



When the user clicks it, the *Why am I seeing this?* message appears.



When the user clicks *Why am I seeing this?*, the area expands to provide information about why the user is seeing this message as well as a link for the user to click to opt out of seeing similar messages in the future. The user could still be shown IPM relating to other categories.



When the user clicks the close button (X in the upper-right corner), the message collapses and is removed from the page entirely.

### **Configuration / Feature Activation**

The change will occur automatically. There are no additional configuration or activation steps.

## **\*\*Planned Changes\*\* Support for Plain Text FTP to End on May 15th, 2018**

### **Overview**

Concur is announcing the End of Support for plain text FTP as a means to transfer data to and from Concur.

Plain text FTP is not a secured protocol and has inherent security vulnerabilities. On May 15th, 2018, Concur Operations will apply a security update to our File Transfer infrastructure, restricting the use of plain text FTP as a part of our ongoing commitment to securing our customers' data and meeting the audited security requirements of the "Concur Trust Platform".

### ***What This Means – The Client Experience***

Transfer of data to and from Concur using plain text FTP after the End of Support date will result in a failure of incoming connections. Clients using plain text FTP must utilize one of the approved secured methods to continue transferring data as outlined in the File Transfer User Guide. This change is required on the client side, and Concur is available to support these efforts.

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

The actual DNS names impacted by the described change are:

- st.concursolutions.com (US Datacenter)
- st-eu.concursolutions.com (EMEA Datacenter)

Concur's side: Secured protocols are automatically supported. There are no additional configuration or activation steps.

Clients must configure their FTP software/connection scripts to use secured protocols for connection, as listed below:

- SFTP (SSH-FTP) protocol requires port 22 (Concur preferred method)
- FTPS (FTP-SSL) requires port 21 and TLS v.1.1, TLS v.1.2
- HTTPS requires port 443 and TLS v.1.1, TLS v.1.2



For more information, please refer to the *File Transfer User Guide*.

Please work with your IT team to be able to accommodate this upcoming change and make sure that the file transfer process will keep working smoothly for you. For any technical questions, please open a support case and we will be glad to assist you.

### **\*\*Planned Changes\*\* Accessibility: Remove All Instances of 'ConcurAccessible'**

This release note has been removed but will be included for a future release.

# Client Notifications

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## Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: [Concur Non-Affiliated Subprocessors](#)

## Monthly Browser Certifications and Supported Configurations

The *Concur Release Notes – Monthly Browser Certifications* document lists current and planned browser certifications. The document is available with the other Concur monthly release notes.



The *Concur Travel & Expense Supported Configurations – Client Version* guide is available with the setup guides, user guides, and other technical documentation.

## Resolved Cases

---

Case ID	Description
CRMC-114538	Error encountered when saving field tied to a validation rule

# Additional Release Notes and Other Technical Documentation

## Online Help – Admins

Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help in Concur.

The screenshot displays the Concur online help interface for administrators. The top navigation bar includes 'Administration' and 'Help'. A dropdown menu from 'Help' shows options like 'Request Help', 'Request Administration Help', and 'Budget Admin Help'. The main content area is titled 'Resources for Administrators - Professional Edition' and lists various guides and summaries. A red circle highlights the 'Request Professional Administration Guides' link. A second screenshot below shows the 'Request Professional Administration' page with a table of guides and their formats.

Request Setup Guides (English Only)	Format (English Only)
Overview	PDF
Agency Proposals	PDF
Allocations	PDF
Attendees	PDF
Audit Rules	PDF
Audit Rules (Validation Rules)	PDF
Booking Switch	PDF

## Concur Support Portal – Selected Users

Selected users within the company can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via the Concur Support Portal.

If a user has the proper Concur Support Portal permissions, then the **Contact Support** option is available to them on the **Help** menu. The user clicks **Help > Contact Support**. On the Support page, the user clicks **Resources > Release/Tech Info**.



<b>SAP Concur Release Notes</b> <b>Authorization Request</b>	
<b>Month</b>	<b>Audience</b>
Release Date: April 14, 2018 Update #1: Friday, April 13, 2:30 PM PT	Client – FINAL

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# Summary

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## IMPORTANT

This service is known as Authorization Request, Concur Request, or simply Request and was formerly known as Travel Request. Concur changed the name to better align with its broader capabilities.

This service is different from the legacy authorization request feature that was available within Concur Expense.

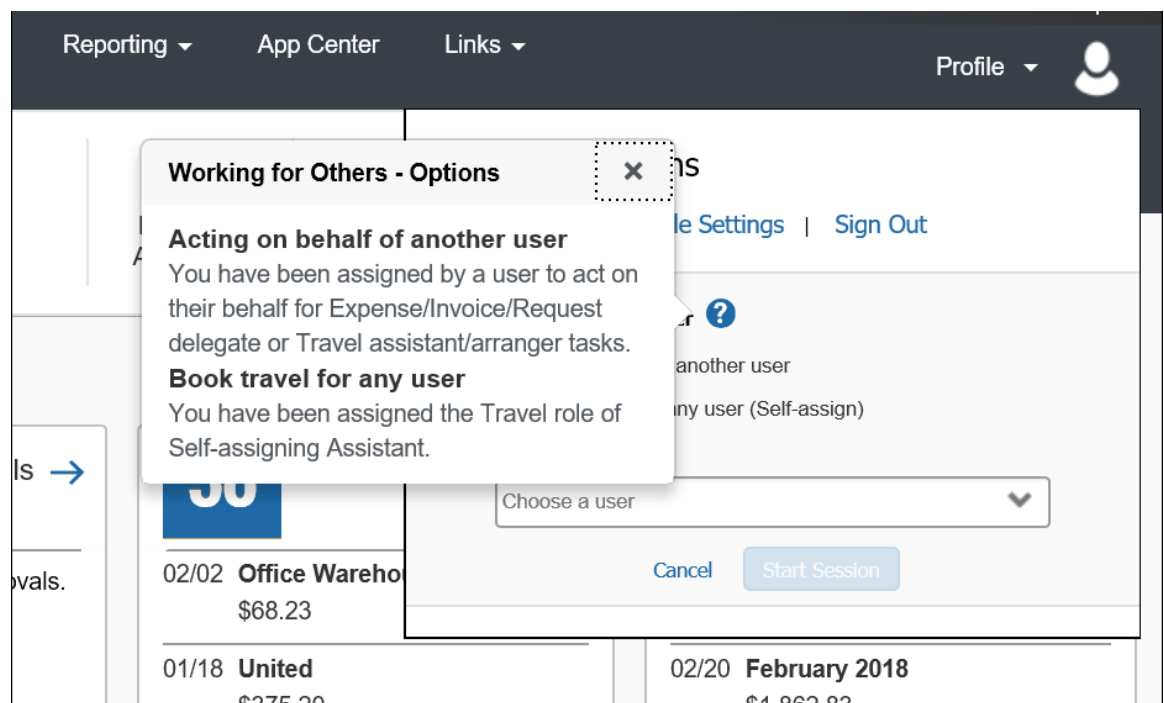
# Release Notes

## Request

### Accessibility – Clarification: Keyboard Access for Working for Others Quick Help

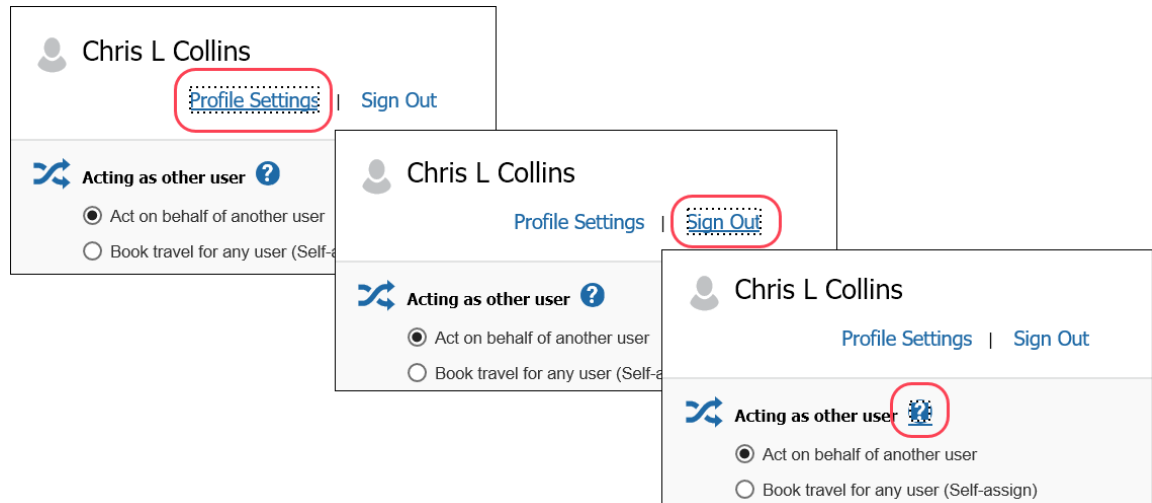
#### Overview

With the March release, SAP Concur announced that the **Working for Others** Quick Help became accessible via the keyboard.

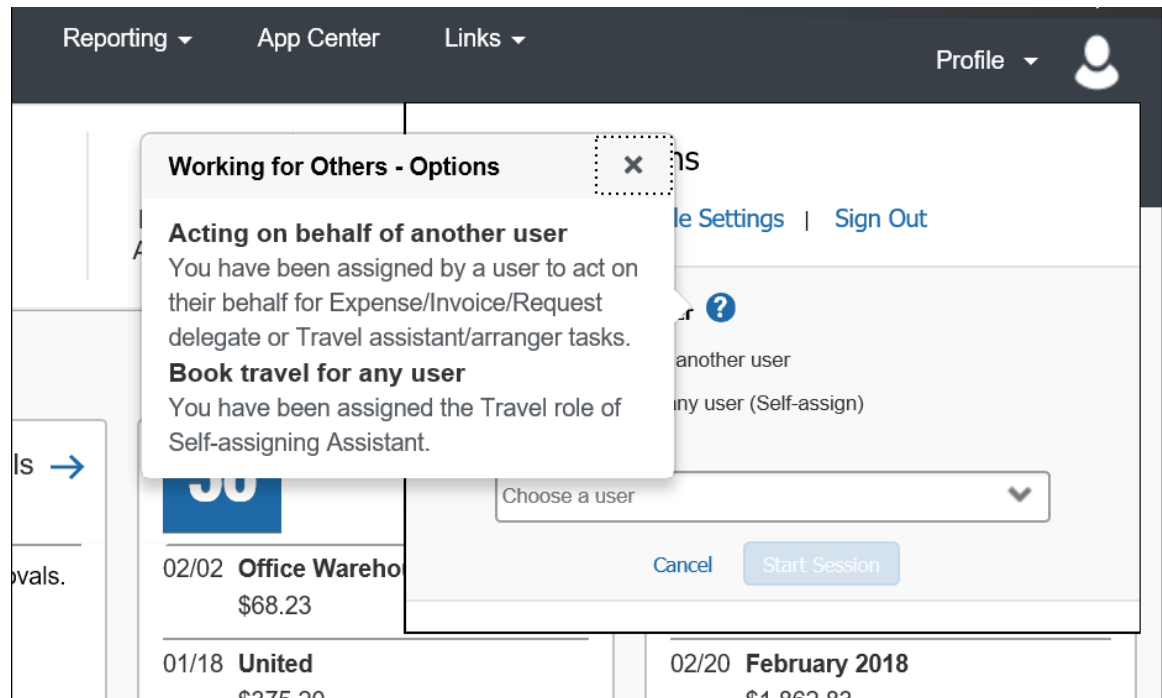


To clarify, that means a user can use the Tab key to access the icon and then the spacebar or Enter key to access the Quick Help information.

In this sample, the user tabs from **Profile Settings** to **Sign Out** to the  icon.



Once on the icon, the user presses the spacebar or the Enter key to access the Help text.



### Configuration/Feature Activation

At the March release, the feature became available automatically; there are no additional configuration or activation steps.

## Opt Out of In-Product Messaging (United States)

### Overview

Last year, when in-product messaging was introduced in Europe, the feature included the ability for users to opt out of messaging.

With this release, Concur will provide customers in the United States the ability to opt out.

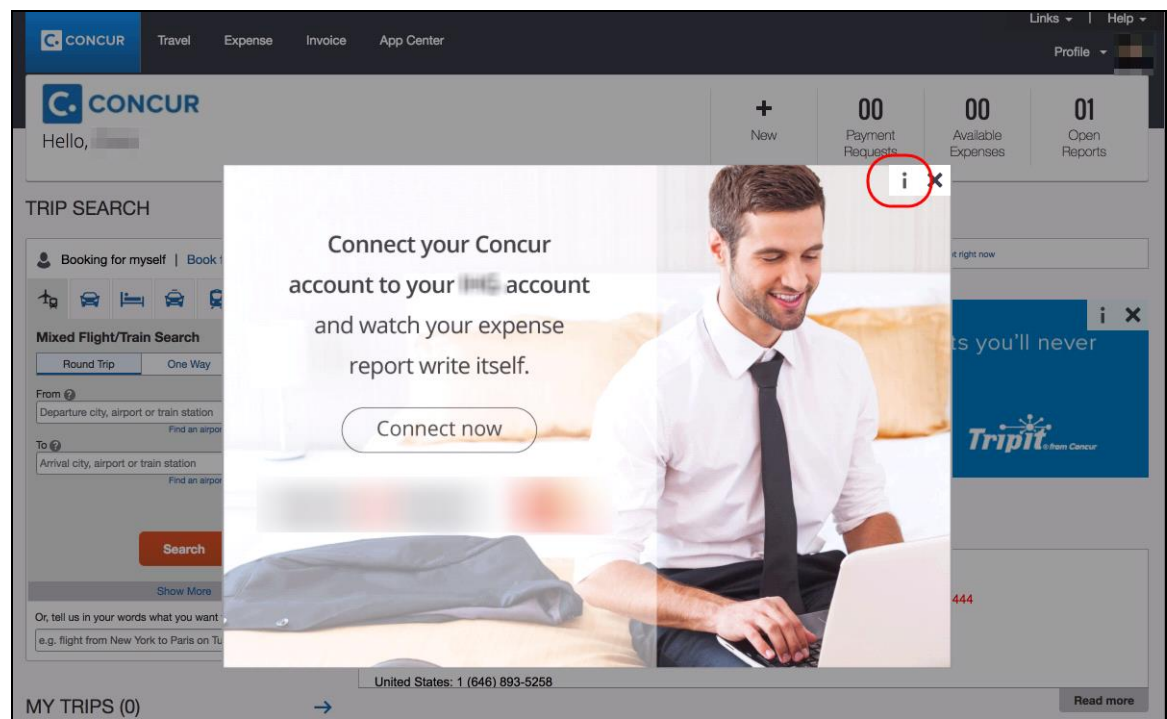
### BUSINESS PURPOSE / CLIENT BENEFIT

Users in the United States can opt out of in-product messaging.

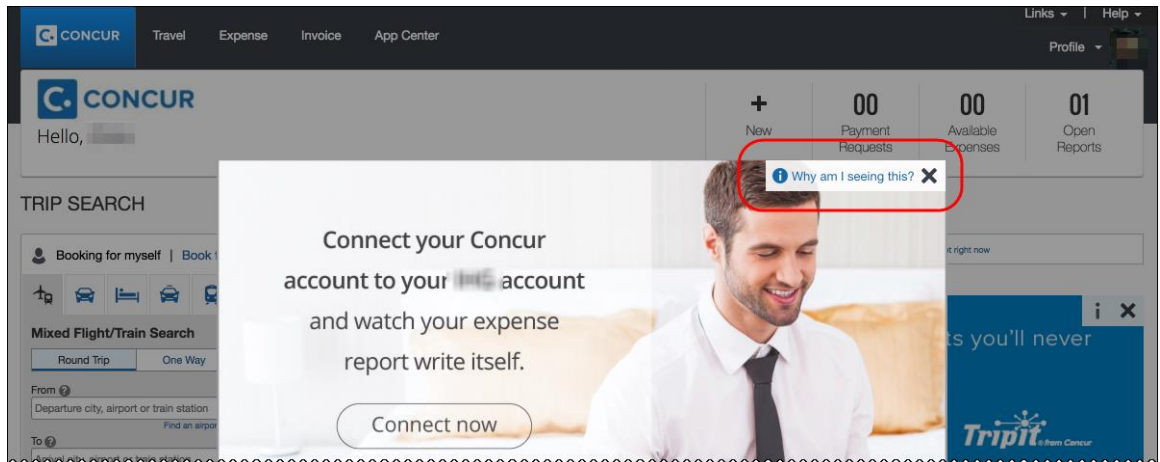
### What the User Sees

#### WINDOW MESSAGES

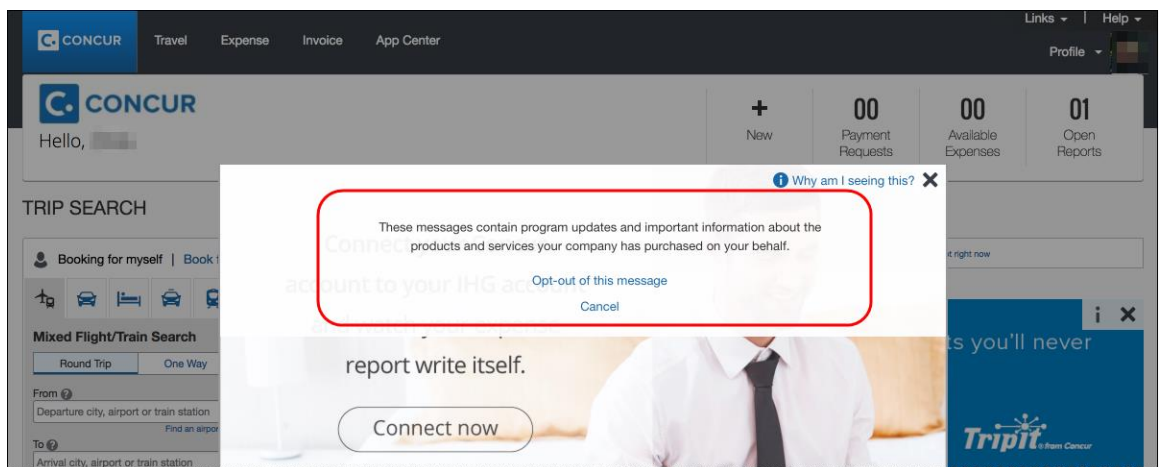
An information icon appears in the upper-right corner of the message.



When the user clicks it or hovers the mouse pointer over it, the *Why am I seeing this?* message appears.



When the user clicks *Why am I seeing this?*, the area expands to provide information about why the user is seeing this particular message as well as a link for the user to click to opt out of seeing similar messages in the future. After opting out, the user could still be shown IPM relating to other categories.

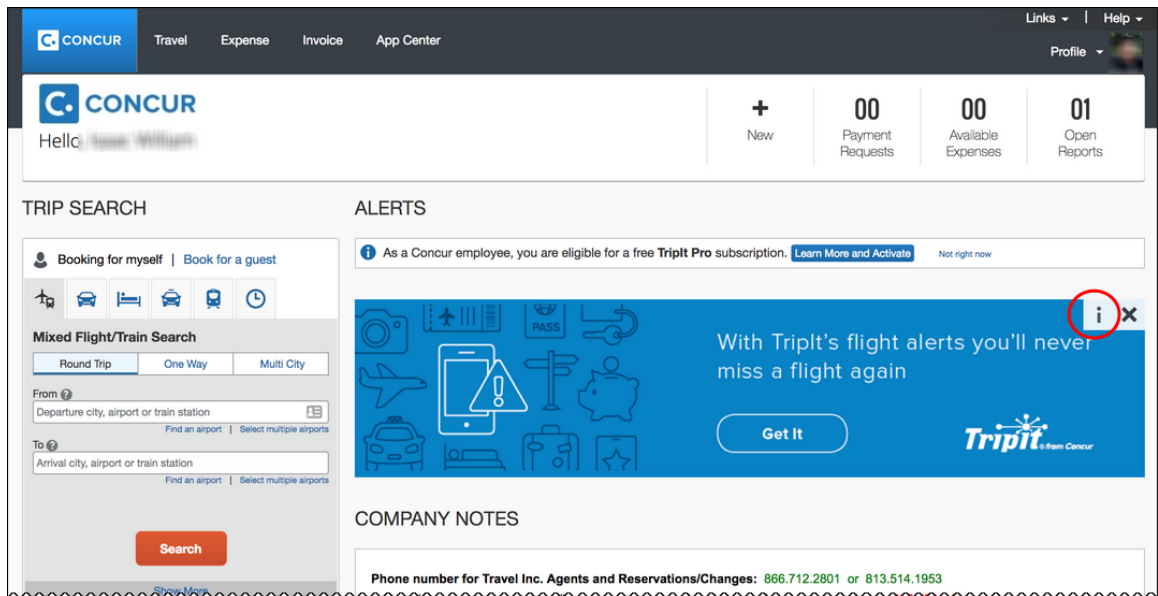


When the user clicks the close button (X in the upper-right corner), the window closes.

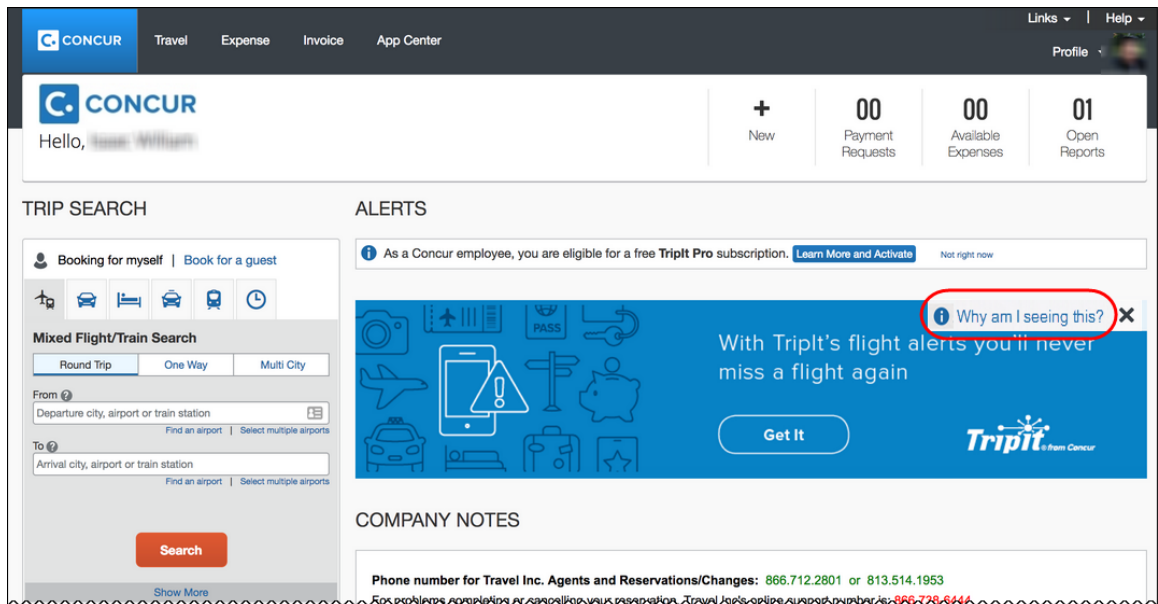


## IN-PAGE MESSAGES

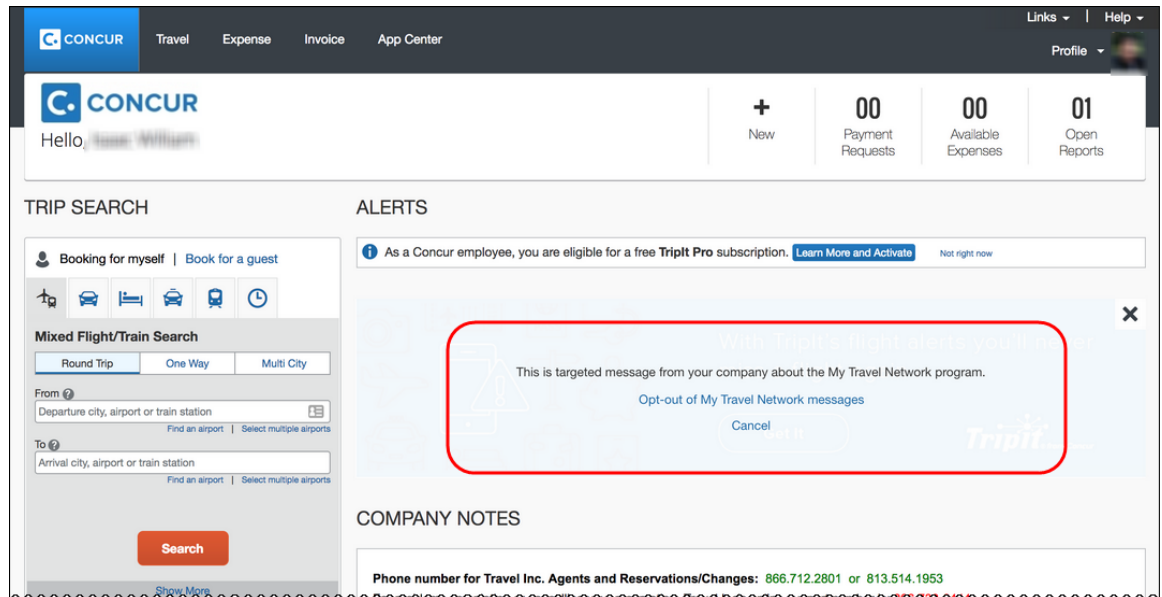
An information icon appears in the upper-right corner of the message.



When the user clicks it, the *Why am I seeing this?* message appears.



When the user clicks *Why am I seeing this?*, the area expands to provide information about why the user is seeing this message as well as a link for the user to click to opt out of seeing similar messages in the future. The user could still be shown IPM relating to other categories.



When the user clicks the close button (X in the upper-right corner), the message collapses and is removed from the page entirely.

### Configuration / Feature Activation

The change will occur automatically. There are no additional configuration or activation steps.

## Reminder: No Personal or Sensitive Data in Custom Fields

### Overview

All companies must take all reasonable steps to protect the personal and sensitive information of their employees. As per recommended security-related best practices, remember that custom fields should not contain personal and sensitive data.

---

**⚠ IMPORTANT: Data in custom fields is not encrypted.** The customer is solely responsible for any liability resulting or arising from improper use.

---

If your company is currently using custom fields to store personal or sensitive data (for example, Social Security numbers, family member names, or any other personally identifying information), you should plan to remove this information from your existing fields within the service and modify your current configuration.

## Next Steps

For information about your configuration and the use of custom fields, contact Concur Support or your Account Manager.

## Update: Users by Browser Report – North America Data Center Only

### Overview

In the March release notes, we described the updates to the Users by Browser report.

	A	B	C	D	E	F	G	H	I
1	Login Name	Email	First Name	Last Name	Last Login Date (UTC)	IP Address	Browser	Login Count	
2	mp.com		Melissa		2/28/2018 8:03		Chrome64	4	
3	mp.com		Marta		2/28/2018 1:21		IE11.0	1	
4	amp.com		Danielle		2/28/2018 1:23		IE11.0	1	
5	otcamp.com		Greatest		2/28/2018 1:25		IE11.0	1	
6	ootcamp.com		Jaime		2/28/2018 1:28		IE11.0	1	
7	ootcamp.com	camp.com	Randa		2/27/2018 15:52		Chrome64	36	
8	.com		Never		2/28/2018 15:34		Chrome64	8	
9	camp.com		Trainee		2/28/2018 1:19		IE11.0	2	
10	camp.com		Marta		2/28/2018 1:20		IE11.0	3	
11	mp.com	@gmail.com	Andreas		3/1/2018 7:51		IE11.0	14	
12	bootcamp.com	camp.com	Wisam		2/7/2018 14:33		Chrome64	5	
13	mp.com	.com	Brian		3/1/2018 7:59		Edge15.15063	8	
14	ootcamp.com		Paula		2/28/2018 1:28		IE11.0	1	

Be aware that the updated report is currently available **only** to customers using the North America data center. The report will be updated for customers in the remaining data centers in a future release.

### Configuration / Feature Activation

This update occurred automatically in March for customers using the North America data center.

## Budget

### New Budget Feature in Early Adopter Program

*This feature is available to Early Adopter clients only.*

#### Overview

The Budget feature enables clients to set up all components of a budget; a fiscal year to determine the budget period, budget tracking fields to track spending on a cost center (profit center) level, budget categories to group expense types for budget purposes and budgets, which are the actual annual budgets, and Budget Items, which define the budget including fiscal year, budget owner, budget name, and description.

---

**NOTE:** The enhanced Fiscal Calendar for Reporting and the Fiscal Calendar in the new Budget feature share data between both calendars.

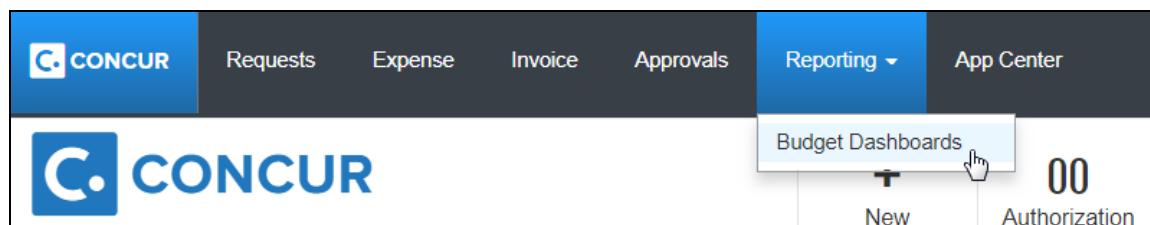
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#### BUSINESS PURPOSE/CLIENT BENEFIT

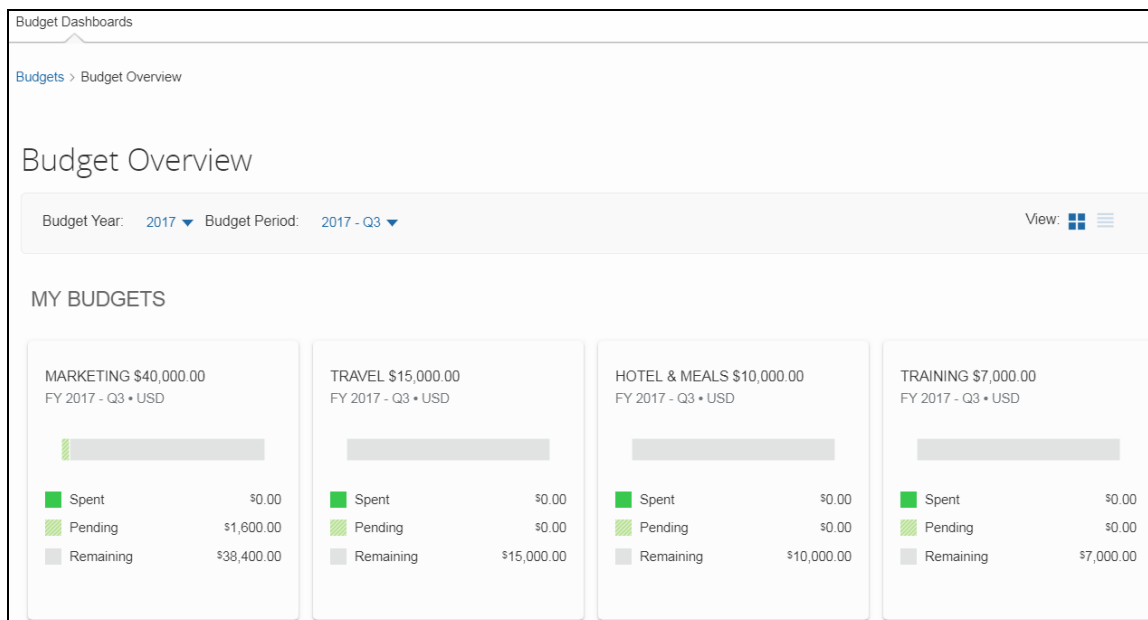
This feature makes budgets visible, actionable, and real-time for approvers and budget owners, leading to high-quality spending decisions for Request clients.

#### What the User Sees

The user will see a new menu option, **Budget Dashboards**, in the **Reporting** menu.



Once the user clicks the **Budget Dashboard** menu option, they will see a **Budget Overview** page.



### What the Admin Sees

The admin will see a new menu, **Budget Configuration**, in Request Administration. The Budget Configuration page contains five tabs: **Budget Items**, **Fiscal Calendar**, **Budget Category**, **Budget Tracking Fields**, and **Budget Settings**.

**NOTE:** To access the **Budget Settings** tab, users need to have the Budget Administrator role.

**Budget Configuration**

Request Admin

- Audit Rules
- Booking Switch
- Budget Configuration**
- Change Log
- Company Info
- Configuration Report
- Country Groups

Budget Items | Fiscal Calendar | Budget Category | Budget Tracking Fields | Budget Settings

New | Modify | Remove | Import

Budget Name	Fiscal Year	Budget Owner	Budget Display ...	Annual Budget	Currency
01 Hotel John	2017	John L	Hotel & Meals	\$43,000.00	USD
01 Mkt John	2017	John L	Marketing	\$161,000.00	USD
01 Training John	2017	John L	Training	\$23,000.00	USD
01 Travel John	2017	John L	Travel	\$55,000.00	USD
02 Hotel Sofia	2017	Sofia L	Hotel & Meals	GBP 32,250.00	GBP

**Budget Items** tab:

Budget Configuration

**Budget Items** Fiscal Calendar Budget Category Budget Tracking Fields Budget Settings

New Modify Remove Import

Budget Name ▲	Fiscal Year	Budget Owner	Budget Display ...	Annual Budget	Currency
Company01	2017	John Last	Company Travel ...	\$120,000.00	USD
Company02	2017	John Last	Company IT Budget	\$60,000.00	USD

Page 1 of 1 | Displaying 1 - 21 of 21

**Fiscal Calendar** tab:

Budget Configuration

Budget Items **Fiscal Calendar** Budget Category Budget Tracking Fields Budget Settings

New Modify Activate Deactivate Remove

<input type="checkbox"/> Fiscal Year	Start Date ▼	End Date	Active
<input type="checkbox"/> 2019	01/01/2019	12/31/2019	Yes
<input type="checkbox"/> 2018	01/01/2018	12/31/2018	Yes
<input type="checkbox"/> 2017	01/01/2017	12/31/2017	Yes

**Budget Category** tab:

Budget Configuration

Budget Items Fiscal Calendar **Budget Category** Budget Tracking Fields Budget Settings

New Modify Remove

Budget Category ▲	(Invoice) Expense Types	(Expense) Expense Types
IT	Software Cellular Telephone Telecommunication Equipment Internet Telecommunication Services Computing Equipment	Long Distance Local Phone Cellular Phone
Marketing	Marketing Trade Show	Misc. Promotional Expense Trade Shows
Travel	Travel Conference/Seminar Fees	Company Car Mileage Fixed Meals (gross) Limousine Company Car Wash Subway Company Car Oil Fixed Meals Room Tax Gas

Page 1 of 1 | Displaying 1 - 3 of 3

**Budget Tracking Fields** tab:

### Budget Configuration

[Budget Items](#)
[Fiscal Calendar](#)
[Budget Category](#)
[Budget Tracking Fields](#)
[Budget Settings](#)

[Budget Fields](#)
[Budget Field Mapping](#)

[New Field](#)
[New Connected Field](#)
[Modify](#)
[Remove](#)
[Save Sequence](#)

<input type="checkbox"/> Budget Tracking Field	Field Type	List	Sequence ▲
<input type="checkbox"/> Department Function	Connected List	Function	↓
<input type="checkbox"/> Region Country	Connected List	Geography	↓ ↑
<input type="checkbox"/> Product Group Product	Connected List	Product	↓ ↑

**Budget Settings** tab:

### Budget Configuration

[Budget Items](#)
[Fiscal Calendar](#)
[Budget Category](#)
[Budget Tracking Fields](#)
[Budget Settings](#)

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

Time Zone:

Alert Limit Percent:

Control Limit Percent:

Send alert limit notifications: ☐

Send control limit notifications: ☐

Restrict notifications for past Budgets: ☐

Alternative Manager:

Include Pending: ☐

Disable Budget Tracking Mapping Field Type filter: ☐

Enable Budget Capture for Expense: ☐

Enable Budget Capture for Purchase Request: ☐

Enable Budget Capture for Invoice: ☐

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

Concur needs to activate this feature in a Concur internal-only tool.

Once Concur has activated the Budget feature, the Budget Administrator needs to configure the feature in the Budget Configuration tool in Request Administration.

## **Concur's Platform**

### **Callout Server Requirements Update - Upgrade Postponed**

SAP Concur has postponed the previously scheduled maintenance (Monday, April 16 at 10 am PST) of the servers that support the Concur Platform Callouts.

More information will be available in future Release Notes.



# 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.

## **\*\*Planned Changes\*\* New Feature for Outdated Data**

### **Overview**

This new feature will allow clients to control how long Concur stores their data based on who, when, and where criteria.

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

This feature gives clients the ability to meet their specific compliance needs regarding data retention.

### **What the Admin Sees**

When this feature becomes available, and if it has been requested via Concur Client Support, then on the **Company Admin** page, the client admin will see a **Data Retention** link.

More information will be available in future versions of these Release Notes.



When this feature becomes available, for more information, refer to the *Shared: Data Retention Setup Guide* and the *Shared: Data Retention User Guide*.

### **Configuration/Feature Activation**

When this feature becomes available, you may request that it be enabled for your company by contacting Concur Client Support.

## **\*\*Planned Changes\*\* Removing the "Privacy Agreement" Page**

### **Overview**

For customers who currently display the **Privacy Agreement** page to users, be aware that – targeted for May – SAP Concur will eliminate that page. That means, the privacy agreement will no longer display, under any circumstances. In addition, the options to customize the privacy agreement text and to apply policy (for example, to require that a user accept the privacy agreement) will be removed.

In a separate release, SAP Concur will provide a standard privacy statement, which can be accessed via a link in the page footer.

## **BUSINESS PURPOSE / CLIENT BENEFIT**

The intent of the change is to ensure that all customers see the same unmodified SAP Concur privacy statement.

## **FAQs**

**Q.** Why can't I continue using this feature?

**A.** SAP Concur is working to ensure that all customers have simple and direct access to the latest privacy statement available within SAP Concur services.

**Q.** When will the existing **Privacy Agreement** page be removed?

**A.** Targeted for May, the page will be removed; users will no longer see the privacy agreement – whether customized or generic.

Between now and May, if you want to remove your customized privacy agreement from the **Privacy Agreement** page, you can. For customers who have access to the custom text option or the privacy agreement settings, you can make those changes yourself. For customers who do not have access to the custom text option or the privacy agreement settings, you can contact Concur Client Support for assistance.

No action is necessary. You do not have to make changes now unless you want to.

**Q.** What will SAP Concur provide in place of the current **Privacy Agreement** page?

**A.** Some customers have used the **Privacy Agreement** page to convey company-specific information to its users. That option will no longer be available. Instead, the SAP Concur privacy statement – accessible via a link the page footer – will describe SAP Concur's processing activities of customer data.

**Q.** What should I do if the new privacy statement requires additional communication for my business?

**A.** Customers must evaluate and find alternative methods of communicating any separate privacy statements or information with their employees.

**Q.** When the new SAP Concur privacy statement is implemented, will I be able to modify it or require that users accept it?

**A.** The SAP Concur privacy statement will not be configurable by customers in any way. Its function is to describe SAP Concur's processing activities of customer data.

**Q.** Who can I contact for more information?

**A.** You can contact Concur Client Support for additional information regarding these settings and/or Concur's updated privacy statement.

### **Configuration / Feature Activation**

The **Privacy Agreement** page and associated configuration options will be automatically removed. For additional information about the configuration options that will be removed, refer to the Concur Travel release notes.

## **\*\*Planned Changes\*\* New Privacy Statement Planned for May Release**

### **Overview**

In the release note named **\*\*Planned Changes\*\* Removing the "Privacy Agreement" Page**, we describe changes that will occur when the current customizable privacy policy is discontinued. We also discuss the new Privacy Statement that SAP Concur will provide as a requirement of being a "processor" of customer data.

---

**NOTE:** Be aware that the term "processor" here is **not** at all related to the Processor roles found in most SAP Concur products.

---

The intent is to replace all occurrences of customized or unique policy text – **in all SAP Concur products and the mobile app** – with the SAP Concur Processor Privacy Statement, which describes our processing activities of customer data.

Be aware that the new text will be available soon, targeted for May.

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

The intent of the change is to ensure that all customers see the same unmodified SAP Concur privacy statement.

### **Configuration / Feature Activation**

The change will occur automatically; there are no additional configuration or activation steps.

## **\*\*Planned Changes\*\* Support for Plain Text FTP to End on May 15th, 2018**

### **Overview**

Concur is announcing the End of Support for plain text FTP as a means to transfer data to and from Concur.

Plain text FTP is not a secured protocol and has inherent security vulnerabilities. On May 15th, 2018, Concur Operations will apply a security update to our File Transfer infrastructure, restricting the use of plain text FTP as a part of our ongoing commitment to securing our customers' data and meeting the audited security requirements of the "Concur Trust Platform".

### **What This Means – The Client Experience**

Transfer of data to and from Concur using plain text FTP after the End of Support date will result in a failure of incoming connections. Clients using plain text FTP must utilize one of the approved secured methods to continue transferring data as outlined in the File Transfer User Guide. This change is required on the client side, and Concur is available to support these efforts.

### **Configuration / Feature Activation**

The actual DNS names impacted by the described change are:

- st.concursolutions.com (US Datacenter)
- st-eu.concursolutions.com (EMEA Datacenter)

Concur's side: Secured protocols are automatically supported. There are no additional configuration or activation steps.

Clients must configure their FTP software/connection scripts to use secured protocols for connection, as listed below:

- SFTP (SSH-FTP) protocol requires port 22 (Concur preferred method)
- FTPS (FTP-SSL) requires port 21 and TLS v.1.1, TLS v.1.2
- HTTPS requires port 443 and TLS v.1.1, TLS v.1.2



For more information, please refer to the *File Transfer User Guide*.

Please work with your IT team to be able to accommodate this upcoming change and make sure that the file transfer process will keep working smoothly for you. For any technical questions, please open a support case and we will be glad to assist you.

# Client Notifications

---

## Browser Certifications and Supported Configurations

### Monthly Browser Certifications and Supported Configurations

The *SAP Concur Release Notes – Monthly Browser Certifications* document lists current and planned browser certifications. The document is available with the other SAP Concur monthly release notes.

The *Concur Travel & Expense Supported Configurations – Client Version* guide is available with the setup guides, user guides, and other technical documentation.



For information about accessing all release notes, browser certifications, setup guides, user guides, other technical documentation, and supported configurations, refer to the *Additional Release Notes and Other Technical Documentation* section in this document.

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: [SAP Concur Non-Affiliated Subprocessors](#)

If you have questions or comments, please reach out to: [Privacy-Request@Concur.com](mailto:Privacy-Request@Concur.com)

# Additional Release Notes and Other Technical Documentation

## Online Help – Admins

Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help.

The screenshot displays the SAP Concur Online Help interface. At the top, the navigation bar includes links for Requests, Travel, Expense, Invoice, Approvals, Reporting, and App Center. The main header shows the Concur logo and a user greeting 'Hello, Terry'. Below this, a summary of requests is shown: 61 Authorization Requests, 08 Purchase Requests, and 696 Payment Requests.

The 'Help' dropdown menu is open, showing various help topics. The 'Request Administration Help' option is highlighted with a red circle. A red arrow points from this menu item to the 'Request Professional Administration Guides' link in the 'Resources for Administrators' section.

The 'Resources for Administrators - Professional Edition' page is shown, with a red circle around the 'Request Professional Administration Guides' link. Another red arrow points from this link to the 'Request Professional Administration' page.

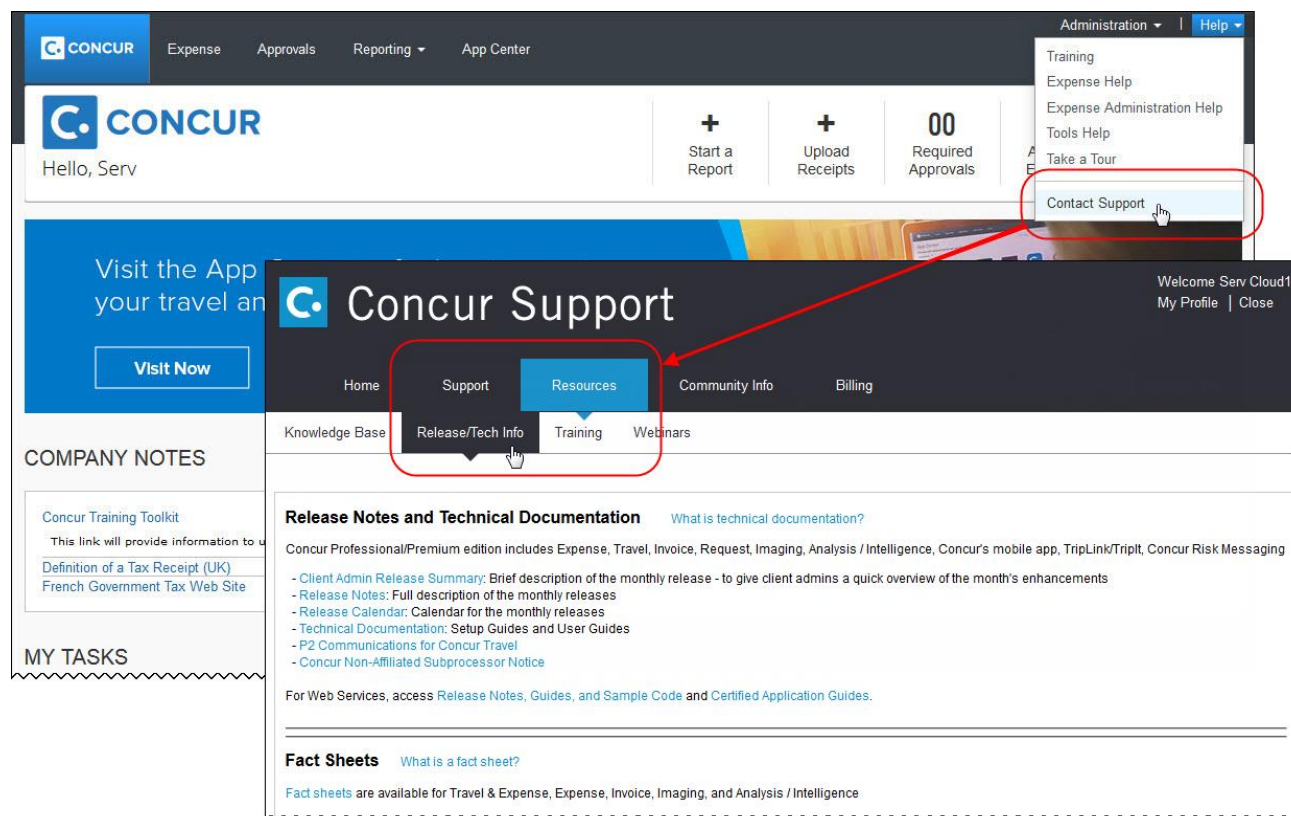
The 'Request Professional Administration' page displays a table of guides:

Request Setup Guides (English Only)	Format (English Only)
Overview	PDF
Agency Proposals	PDF
Allocations	PDF
Attendees	PDF
Audit Rules	PDF
Audit Rules (Validation Rules)	PDF
Booking Switch	PDF

## Concur Support Portal – Selected Users

Selected users within the company can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via the Concur Support Portal.

If a user has the proper Concur Support Portal permissions, then the **Contact Support** option is available to them on the **Help** menu. The user clicks **Help > Contact Support**. On the Support page, the user clicks **Resources > Release/Tech Info**.



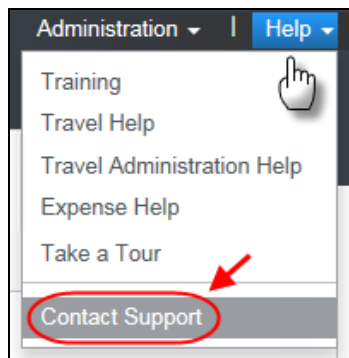
# Cases

## Steps for Getting a Status

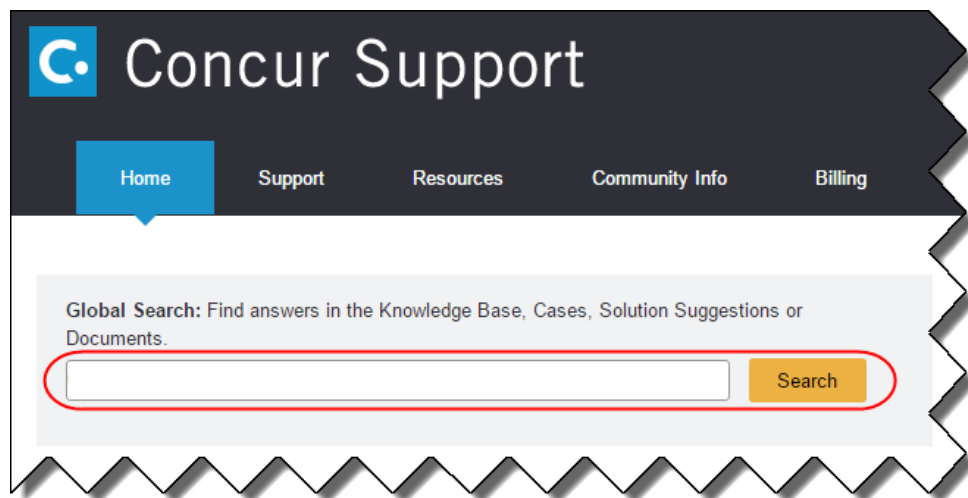
Each service release contains case resolutions.

► **How to check the status of a submitted case**

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



The **Concur Support** page displays.



**NOTE:** If you do not have the option to contact 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. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.



## Resolved Cases

Case ID	Description
CRMC-115528, CRMC-115710, CRMC-116273, CRMC-115065	Add many airports to the Airport list, including: <ul style="list-style-type: none"><li>• Blaise Diagne International Airport (DSS)</li><li>• Heho Airport (HEH)</li><li>• Plinio Alarcom Airport (TJL)</li></ul>
CRMC-111105, CRMC-116462	Add Algerian airports to the Airport list
CRMC-113524, CRMC-115238, CRMC-116042	Print Format for Report Summary field was intermittently blank in Request Policy

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<b>SAP Concur Release Notes</b> <b>Authorization Request</b>	
<b>Month</b>	<b>Audience</b>
Release Date: May 12, 2018 Update #3: Thursday, May 24, 3:30 PM PT	Client – FINAL

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# Summary

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## IMPORTANT

This service is known as Authorization Request, Concur Request, or simply Request and was formerly known as Travel Request. Concur changed the name to better align with its broader capabilities.

This service is different from the legacy authorization request feature that was available within Concur Expense.

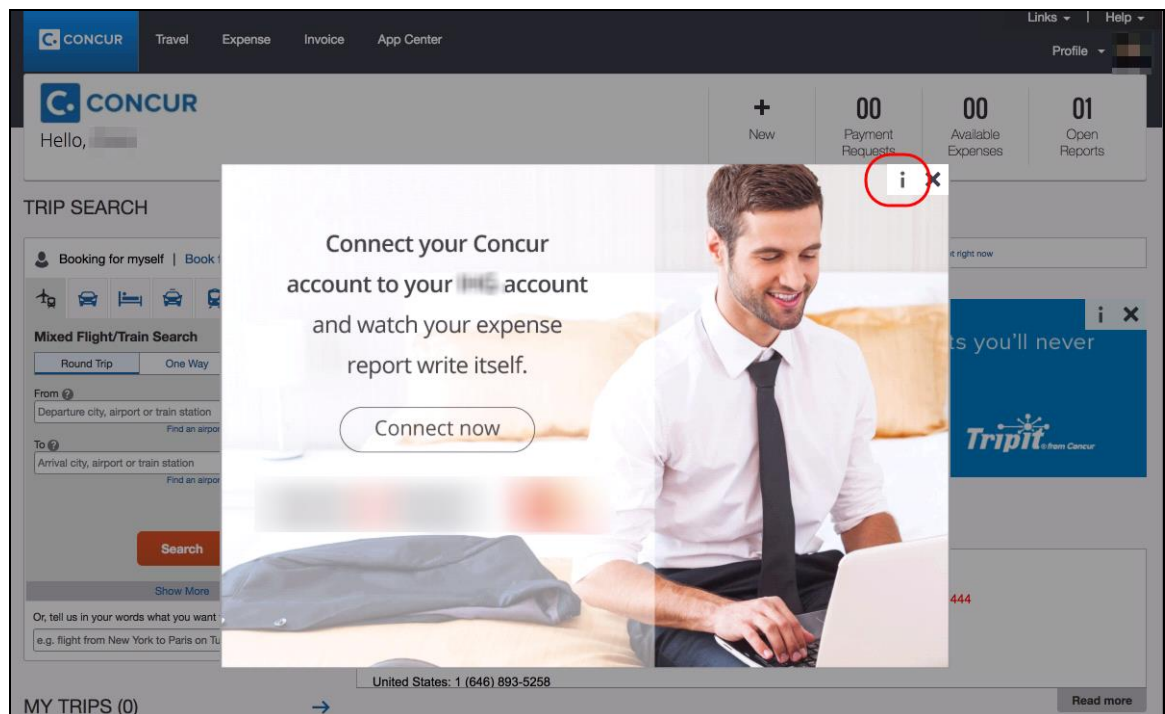
# Release Notes

## Request

### Clarification: Opt Out of In-Product Messaging

#### Overview

For the past few months, there have been release notes about users being able to opt out of in-product messaging (IPM).



Just to clarify:

- **For customers deployed to the EMEA Data Center**, users were provided the ability to opt out late last year.
- **For customers deployed to the North America Data Center**, users will be provided the ability to opt out in stages, with SAP Concur planning to have this feature fully available by the end of April.

**⚠ IMPORTANT:** There are certain messages of critical importance that a user cannot opt out of receiving, for example, messages asking the user to accept updated terms.

## Configuration / Feature Activation

The ability to opt out occurs automatically; there are no additional configuration or activation steps.

## Fetch Attendee Functionality Available for Request

### Overview

The Fetch Attendee web service callout is now available for Request clients. The Concur Fetch Attendee callout allows clients to import attendee information from an external system to Request when a user is adding attendees to an expected expense. The Request service sends the attendee search fields to a custom connector, created by the client. The connector can be hosted by the client or Concur, and has access to the attendee system of record. The connector uses the attendee information sent from Request to search for all matching attendee records in the client's system. Once the connector has the list of possible matches, it sends the attendee data to Request. The user sees the list of matches and can select the appropriate attendee for the expected expense.

This web service differs from the standard Concur web services in the following ways:

- It uses an **outbound message** where Request calls a public facing API endpoint provided by the custom connector.
- The client can configure and maintain the public web service interface (the custom connector), or the connector can be maintained by Concur.
- The client Request administrator must create an Attendee Type to use the Fetch Attendee web service (external data source) before this service can be used.



Refer to the *Authorization Request: Attendees Setup Guide* for more information.



Refer to the Fetch Attendee information on the Concur Developer Portal:  
<https://developer.concur.com>

### BUSINESS PURPOSE / CLIENT BENEFIT

This web service callout allows clients to manage their attendee details in a system external to Concur, only bringing attendee details into Concur when necessary.



## Callout Process

Once the Fetch Attendee callout is configured, it uses the following process:

1. The user selects the appropriate attendee type in the **Search Attendees** window:


The screenshot shows the 'Search Attendees' window. At the top, there are tabs: 'Search Attendees', 'Favorites', 'Recently Used', 'Attendee Groups', and 'My Team'. Below the tabs, there is a section titled 'Choose an Attendee Type' with a dropdown menu. The dropdown menu is open, showing a list of attendee types: 'Budget Approver', 'Business Guest', 'Employees (not using Concur)', 'External Attendee' (which is highlighted and has a mouse cursor over it), 'HCP Providers', 'Sister Company Employees', 'Spouse', and 'This Employee'. To the right of the dropdown, there are input fields for 'First Name', 'Attendee Title', 'State', and 'Total Amount YTD'. Below these fields are 'Search' and 'Reset' buttons. At the bottom of the window, there is a 'Search Results' section with a table header: 'Attendee Name', 'Attendee Title', 'Company', 'Attendee Type', and 'State'. The table is currently empty, and a message 'No data to display' is shown. At the very bottom, there are buttons for 'New Attendee', 'Add to Expense', 'Delete', and 'Close'.


- The user enters information into the attendee fields in the **Search Attendees** window and clicks **Search**:

- Request sends the attendee search field information to the custom connector.
- The custom connector queries the attendee system of record and returns a list of results to Request.
- Request displays the results in the **Search Results** section of the **Search Attendees** window.

### Configuration / Feature Activation

The configuration process has three steps:

- Client installs and configures the custom connector.
  -  Refer to the Fetch Attendee information on the Concur Developer Portal: <https://developer.concur.com>
- Client or Concur registers the custom connector.
- Request Admin creates a new attendee type that uses the connector as a data source.

 Refer to the *Authorization Request: Attendees Setup Guide* for more information.

## New Cookie Preferences Link in the SAP Concur Footer

### Overview

During the May 12 release, some cookie-related process changes and links were introduced because of specific consent requirements in Europe.

There are two types of consent when allowing cookies to be saved on the user's computer. As described on the following pages, each country decides which option to use. The options are:

- **Active consent:** The user actively agrees to accept cookies. In this case, SAP Concur is required to obtain user consent before loading any cookies on a user's computer.
- **Passive consent:** The user does not prevent cookies.

### IMPORTANT

This release note discusses consent for and modification of cookies. Note the following:

- TrustArc, a global privacy and data governance provider, monitors and manages the cookie-related processes for SAP Concur.

Several consent options are described on the following pages.

- ♦ Be aware the TrustArc provides all consent text and manages all translations of the consent text. Neither SAP Concur nor its customers can affect the text or translation in any way.
- ♦ As described on the following pages, consent regulations differ by country. TrustArc determines the consent option that is appropriate for each user, based on each country's regulations. SAP Concur cannot affect that determination in any way nor does SAP Concur have a list of countries and their consent regulations.
- ♦ Be aware that the "country" is defined as the one in which the user is physically located when they sign in to SAP Concur – **not** the user's home country as defined in their profile nor the user's company's location.
- In accordance with regulations, the consent and modification processes described here must be completed by individual SAP Concur users. **There is no option for companies to make these choices for their users.**
- Once a user has actively accepted cookies, they cannot modify their cookies options to stop accepting cookies except to remove all cookies and start over.

### BUSINESS PURPOSE / CLIENT BENEFIT

These changes keep SAP Concur in compliance with global privacy requirements.

## What the User Sees

What the user sees depends on the country in which the user is physically located when they sign in to SAP Concur. Each country decides how cookies are handled. For example, currently Germany, France, and the Netherlands require active consent. In these countries, SAP Concur cannot save cookies – of any type – without user consent. In fact, a user cannot even access SAP Concur without first being presented the option to accept cookies.

---


**⚠ IMPORTANT:** Be aware that any country at any time can decide to require active user consent. So, specific countries are not listed in this release note because the affected countries can change often and quickly.

---

As the user is signing in to SAP Concur, TrustArc identifies the country associated with the user and determines if user consent is active or passive.

### ACTIVE CONSENT REQUIRED

If active consent is required – before the user can access any SAP Concur page – the user sees the **About cookies on this site** window.


**About cookies on this site** SAP Concur 

---

Cookies are important to the proper functioning of a site. To improve your experience, we use cookies to remember log-in details and provide secure log-in, collect statistics to optimize site functionality, and deliver content tailored to your interests. Click **Agree and Proceed** to accept cookies and go directly to the site or click on [View Cookie Settings](#) to see detailed descriptions of the types of cookies and choose whether to accept certain cookies while on the site.

**Agree and Proceed** [View Cookie Settings »](#)

Some opt-outs may fail due to your browsers cookies settings. If you would like to set opt-out preferences using this tool you must allow third party cookies in your browser settings.

Privacy Policy | Powered by:  TrustArc | TRUSTe

The user can:

- Read the agreement text and then click **Agree and Proceed**; the user is then directed into SAP Concur.
- **or** –
- Click **View Cookie Settings** to see other options.

---

**NOTE:** The user cannot bypass this page. If the user chooses to **not** accept cookies, the user cannot access SAP Concur.

---

If the user clicks **View Cookie Settings**, this page appears.

**About cookies on this site** SAP Concur

Please choose whether this site may use Functional and/or Advertising cookies, as described below:

— REQUIRED COOKIES

These cookies are required to enable core site functionality.

— FUNCTIONAL COOKIES

These cookies allow us to analyze site usage so we can measure and improve performance.

— ADVERTISING COOKIES

These cookies are used by advertising companies to serve ads that are relevant to your interests.

**Functionality allowed**

- Provide secure log-in
- Remember how far you are through an order
- Remember your log-in details
- Remember what is in your shopping cart
- Make sure the website looks consistent
- Allow you to share pages with social networks
- Allow you to post comments
- Serve ads relevant to your interests

[Cancel](#) [Submit Preferences](#) [Advanced Settings](#)

Some opt-outs may fail due to your browsers cookies settings. If you would like to set opt-out preferences using this tool you must allow third party cookies in your browser settings.

[Privacy Policy](#) | Powered by: [TrustArc](#) | TRUSTe

On this page, the user can slide the bar on the left to accept:

- **Required cookies:** Those required to use SAP Concur services.
- **Required and functional cookies:** Required cookies *plus* those used for performance and usage analysis.
- **Required, functional, and advertising cookies:** Required cookies *plus* functional cookies *plus* cookies used for advertisements.

The user can:

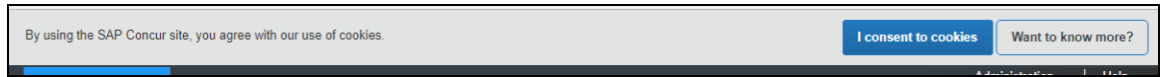
- Click **Cancel** and return to the previous page.  
– **or** –
- Slide the bar to make their choice and then click **Submit Preferences**.  
– **or** –
- Click **Advanced Settings**.

If the user clicks **Advanced Settings**, they will have a read-only view of the existing cookies.

Once the user consents, the requirement is satisfied and the consent message does not appear again.

### PASSIVE CONSENT

In some countries, once the user has accessed SAP Concur, a banner similar to the one below appears at the top of the SAP Concur page.



Whether or not the user actively consents, consent is implied. The user can continue to work in SAP Concur and the banner does not interfere with the user's tasks; however, the banner remains until the user clicks **I consent to cookies**.

The user clicks **Want to know more?**, the user sees the cookie options (as described previously).

**About cookies on this site** SAP Concur

Please choose whether this site may use Functional and/or Advertising cookies, as described below:

☒ **REQUIRED COOKIES**  
These cookies are required to enable core site functionality.

☐ **FUNCTIONAL COOKIES**  
These cookies allow us to analyze site usage so we can measure and improve performance.

☐ **ADVERTISING COOKIES**  
These cookies are used by advertising companies to serve ads that are relevant to your interests.

**Functionality allowed**

- Provide secure log-in
- Remember how far you are through an order
- Remember your log-in details
- Remember what is in your shopping cart
- Make sure the website looks consistent
- Allow you to share pages with social networks
- Allow you to post comments
- Serve ads relevant to your interests

[Cancel](#) [Submit Preferences](#) [Advanced Settings](#)

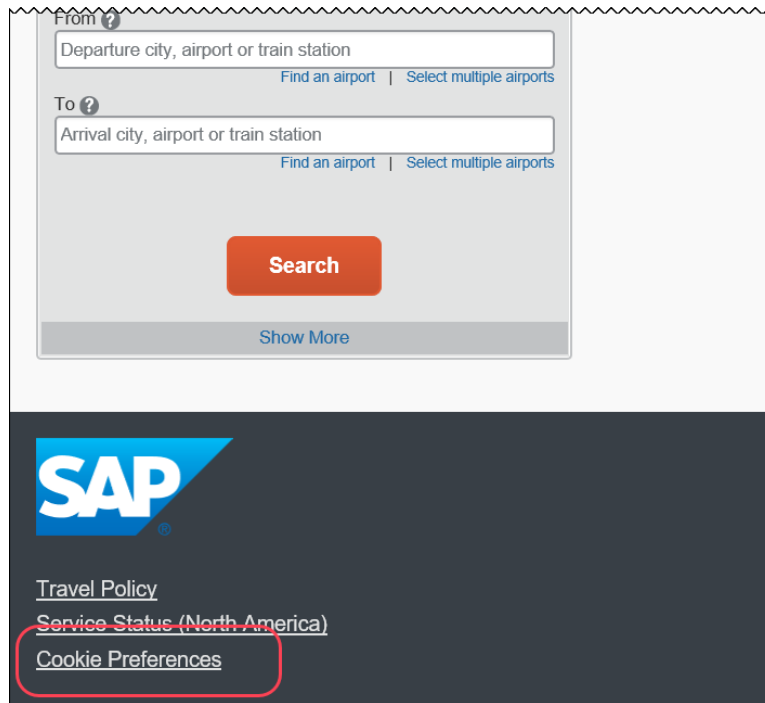
Some opt-outs may fail due to your browsers cookies settings. If you would like to set opt-out preferences using this tool you must allow third party cookies in your browser settings.

Privacy Policy | Powered by: [TrustArc](#) | TRUSTe

Once the user consents, the requirement is satisfied and the banner does not appear again.

## MAKING CHANGES

The **Cookie Preferences** link appears in the SAP Concur footer.



This link allows users to view their existing cookie settings. To modify existing cookie preferences, TrustArc requires that the user clear all existing cookies and then choose a new setting.

---

**⚠ IMPORTANT:** Not all pages in SAP Concur display the footer. In this case, the user can return to the Home page and click the **Cookie Preferences** link there.

---

### **Configuration / Feature Activation**

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

## **Whitelist for TrustArc.com**

### **Overview**

As noted in the *New Cookie Preferences Link in the SAP Concur Footer* release note, cookie-related process changes were introduced because of specific consent regulations in Europe.

To ensure that SAP Concur properly responds to the regulations, SAP Concur has enlisted the assistance of TrustArc, a global privacy and data governance provider. Please ensure that your organization's IT (or similar) department adds TrustArc.com to its whitelist, so TrustArc can properly monitor and manage these processes.

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

Whitelisting ensures that TrustArc has the proper access to manage consent requirements on behalf of SAP Concur.

### **Configuration / Feature Activation**

There are no configuration steps except to ensure that TrustArc.com is whitelisted for your organization.

## **New Early Access Feature for Outdated Data**

### **Overview**

SAP Concur has a new feature, Data Retention, that allows clients to control how long the Concur solution stores their data based on who, when, and where criteria. A new shared role, **Data Retention Administrator**, has been created in the system and is required for accessing this feature.

The feature provides the following functionality:

- Allows a company to set a specific amount of calendar time after which data such as old user profiles, itineraries, and expense reports will be removed.
- Provides for strict access to policy configuration with an email notification.
- Includes the ability to place a hold on a specific user whose data will be excluded by this feature when it is necessary or desirable to retain older data.
- Includes the ability to remove the data of a specific user independent of the company-wide data retention configuration.
- Provides a high-level summary of events to monitor data retention activities.

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

This feature gives clients the ability to meet their specific compliance needs regarding data retention.



## What the Admin Sees

If enabled by SAP Concur, at the bottom of the **Company Administration** page, the client admin will see a **Data Retention** link.

The screenshot displays the SAP Concur 'Company Administration' page. The top navigation bar includes links for Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. The main content area is titled 'Company Administration' and lists various administrative tasks. A red circle highlights the 'Data Retention' link in the bottom left section of the page.

**Company Administration**

- Company Admin**
  - Approval Queues
  - Billing Administrator
  - Company Locations
  - Menu Administrator
  - Org Unit Admin
  - Report Admin
  - Text Customization
  - Password Administrator
  - Manage Custom Fields
  - Calendar Integration Admin
  - Company Settings
  - Share Custom Fields
  - Login URL Manager
- User Administration**
  - User Administration
  - Add User
  - Self-Registration Setup
  - Self-Registration Approval
  - Send Mobile Instructions
  - User Permissions
  - Company Groups
- Travel Administration**
  - Corporate Ghost Cards
  - Virtual Payment Admin
  - E-Receipt Admin
  - Travel Admin
  - Travel Rule Builder
  - Travel Reporting
  - Travel Templates
  - Credit Card BIN Restrictions
  - Unused Tickets
  - Meeting Center Admin
  - Manage Corporate Discounts
  - Manage Segment Fees
- Risk Administration**
  - Risk Management
- Group Administration**
  - Shared Contact Categories
  - Shared Marketing Categories
  - Shared Todo Lists
  - Data Retention**

**Additional Admin Links:**

- Administer Approval Queue**: Here is where you reassign items from one manager to another, if a manager is unavailable for some reason.
- Meetings Admin**: Administer Meetings
- Group and Shared Resources Administration**: Manage groups of people, and shared resources like group calendars and group contacts.
- Organization Unit Administration**: Set up your company's organizational units/departments.
- Travel Meeting Center Admin Third Party**: Can manage Travel Meetings
- User Administration**: Here is where you add, modify and delete users.
- Billing Administrator**: View current and past bills.
- Company Locations and Maps**: Where are your offices? Modify your business locations.
- Menu Administrator**: Configure Concur menus to display URLs in our menu headings.
- Permission Administrator**: Who can access what? Setup your permissions (user classes) here.
- Travel Policy Administrator**: Administer your company's travel policy.

**Footer:**

CONCUR  
 Travel Policy  
 Service Status (North America)  
 © Copyright 2018 - Concur - All Rights Reserved



For more information, refer to the *Shared: Data Retention Setup Guide* and the *Shared: Data Retention User Guide*.

### **Configuration / Feature Activation**

When this early access feature becomes available as part of the May release, you may request that it be enabled for your company by contacting Concur Customer Support.


## **\*\*UPDATE\*\* Processor Privacy Statement Link – Targeted for May 25**

### **Overview**

For the past few months, the release notes stated that – for the May 12 release – the existing **Privacy Agreement** page would be retired and the new **Processor Privacy Statement** link would become available in the lower-left corner of the SAP Concur footer.

**Targeted for May 25**, the **Processor Privacy Statement** link will be available in the SAP Concur footer.

---

 **IMPORTANT:** Not all pages in SAP Concur display the footer. In this case, the user can return to the Home page and click the **Processor Privacy Statement** link there.

---

### **Configuration / Feature Activation**

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

## **"Privacy Agreement" Page Removed; New SAP Concur Privacy Statement**

### **Overview**

For customers who currently display the **Privacy Agreement** page to users, be aware that – with this release – SAP Concur will eliminate that page. That means, the existing **Privacy Agreement** page will no longer display, under any circumstances. With that, the options to customize the privacy agreement text and to apply policy (for example, to require that a user accept the privacy agreement) will be removed.

Also with this release, SAP Concur will provide a standard privacy statement, which can be accessed via a link in the page footer. The new SAP Concur Privacy Statement describes SAP Concur's responsibility as a "processor" of customer data.

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

The intent of the change is to ensure that all customers see the same unmodified SAP Concur Privacy Statement.

## **What the User Sees**

With this release, a user can access the new SAP Concur Privacy Statement by clicking the **Processor Privacy Statement** link in the lower-left corner of any page in the web version of Concur. A user can also access it by clicking the **Privacy Policy** link in Settings in the SAP Concur mobile app.

### **"PROCESSOR" OF CUSTOMER DATA**

The new privacy statement is required because SAP Concur is a "processor" of customer data.

---

**⚠ IMPORTANT:** Be aware that the term "processor" here is **not** at all related to the Processor roles found in most SAP Concur products.

---

### **PRIVACY STATEMENT TEXT**

The new SAP Concur Privacy Statement text is available here:

<https://www.concur.com/en-us/processor-privacy-statement>

## **FAQs**

**Q.** Why can't I continue using the existing **Privacy Agreement** page?

**A.** SAP Concur is working to ensure that all customers have simple and direct access to the latest privacy statement available within SAP Concur services.

**Q.** What should I do if the new privacy statement requires additional communication for my business?

**A.** Some customers have used the **Privacy Agreement** page to convey company-specific information to its users. That option is no longer available. Customers must evaluate and find alternative methods of communicating any separate privacy statements or information with their employees.

**Q.** Will I be able to require that users read and accept the privacy statement before being able to access the SAP Concur service?

**A.** The SAP Concur Privacy Statement will not be configurable by customers in any way. Its function is to describe SAP Concur's processing activities of customer data.

## **Configuration / Feature Activation**

This change will occur automatically; there are no additional configuration or activation steps. For additional information about the configuration options that will be removed, refer to the Concur Travel release notes.

## **SAP Concur Updating to sap.com Email Addresses**

### **Overview**

SAP Concur is updating our employee's outgoing email to use sap.com instead of concur.com email addresses. This means clients will receive email communications from both domains. Clients may want to contact their IT department to add "sap.com" to their email whitelist.

Communications sent to SAP Concur using the concur.com email addresses will continue to be supported, including:

- plans@concur.com
- receipts@concur.com

and all other existing concur.com email addresses.

### **BACKGROUND**

In January of this year, we shared with you our evolution to the SAP Concur logo and brand. As part of our evolution to the SAP Concur brand, and as we continue to leverage the assets available to us as members of the SAP family, you can expect to see email communication from Concur that may come from the @sap.com email domain, in addition to @concur.com. Rest assured, communication from either address will be from the same person, and you can engage with us via either address.

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

SAP Concur is moving to the SAP brand, which includes updating email communications to use email addresses on the sap.com domain.

### **Configuration / Feature Activation**

SAP Concur made this change automatically on April 14, 2018. Clients do not need to make any changes to their existing processes.

## **Budget**

### **New Budget Feature Generally Available**

#### **Overview**

The Budget feature enables clients to set up all components of a budget; a fiscal year to determine the budget period, budget tracking fields to track spending on a cost center (profit center) level, budget categories to group expense types for budgets, which are the actual annual budgets, a budget manager hierarchy to match employees to the correct budgets, and budget items which define the budget including fiscal year, budget owner, budget name, and description.

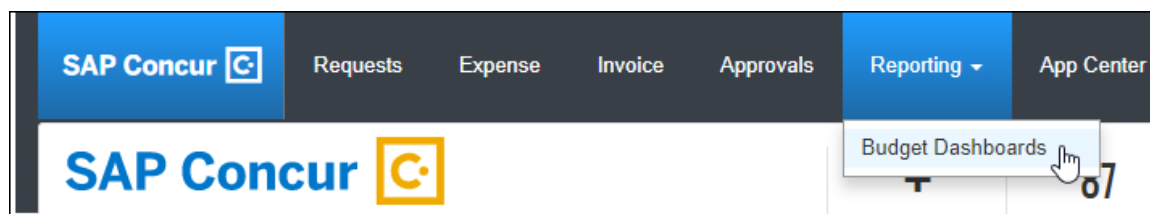
**NOTE:** The enhanced Fiscal Calendar for Reporting and the Fiscal Calendar in the new Budget feature share data between both calendars.

### BUSINESS PURPOSE / CLIENT BENEFIT

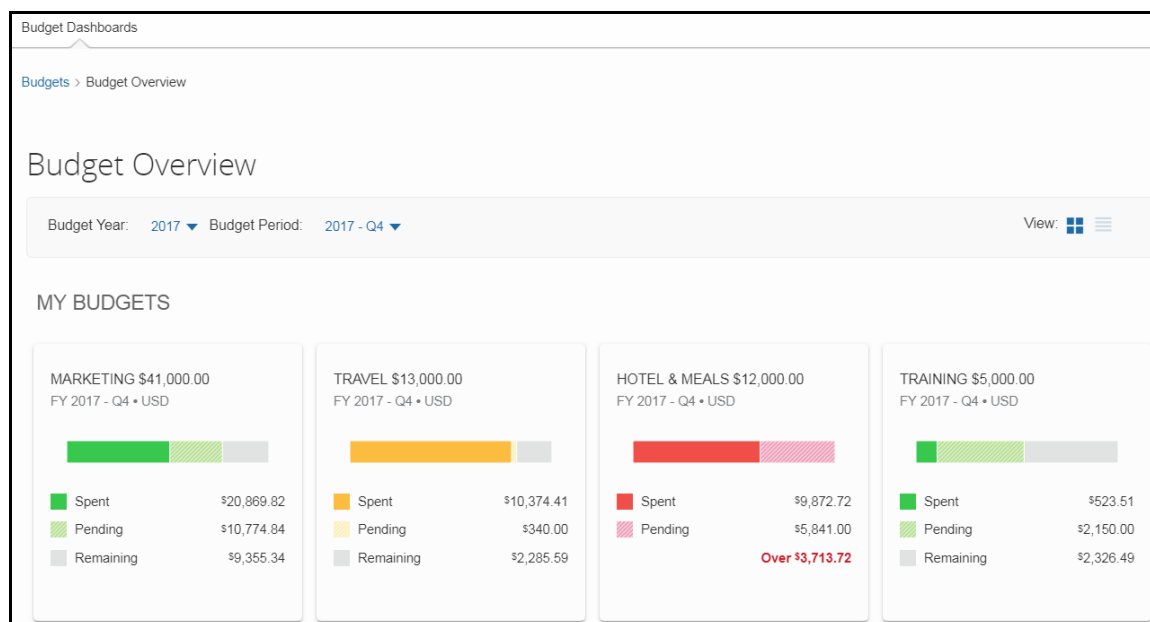
This feature makes budgets visible, actionable, and real-time for approvers and budget owners, leading to high-quality spending decisions for Request clients.

### What the User Sees

The user will see a new menu option, **Budget Dashboards**, in the **Reporting** menu.



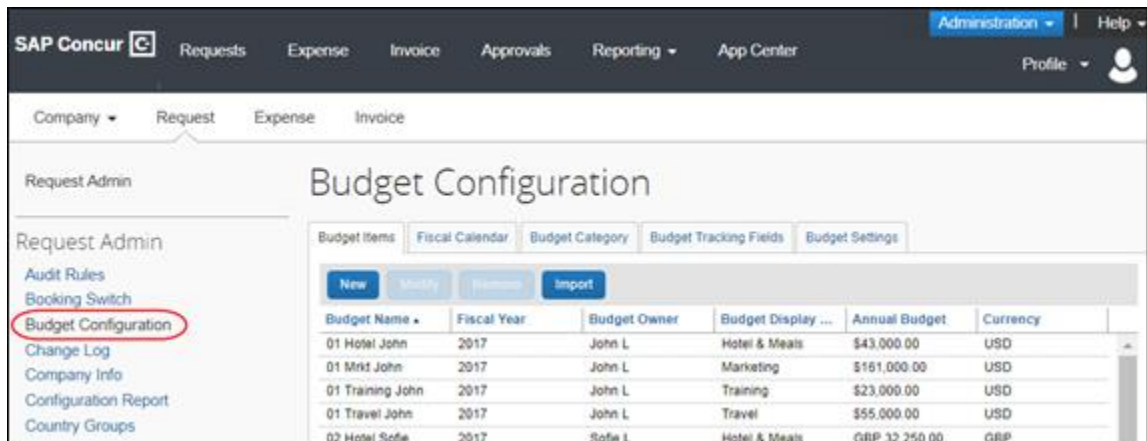
Once the user clicks the **Budget Dashboard** menu option, they will see a **Budget Overview** page.



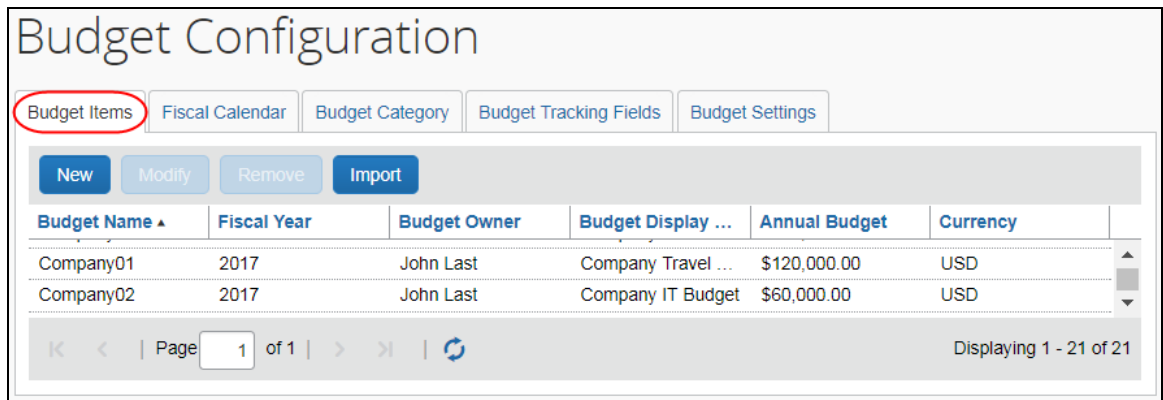
### What the Admin Sees

The admin will see a new menu, **Budget Configuration**, in Request Administration. The Budget Configuration page contains five tabs: **Budget Items**, **Fiscal Calendar**, **Budget Category**, **Budget Tracking Fields**, and **Budget Settings**.

**NOTE:** To access the **Budget Settings** tab, users need to have the Budget Administrator role.



### Budget Items tab:



**Fiscal Calendar** tab:

## Budget Configuration

[Budget Items](#)
[Fiscal Calendar](#)
[Budget Category](#)
[Budget Tracking Fields](#)
[Budget Settings](#)

[New](#)
[Modify](#)
[Activate](#)
[Deactivate](#)
[Remove](#)

<input type="checkbox"/> Fiscal Year	Start Date ▼	End Date	Active
<input type="checkbox"/> <a href="#">2019</a>	01/01/2019	12/31/2019	Yes
<input type="checkbox"/> <a href="#">2018</a>	01/01/2018	12/31/2018	Yes
<input type="checkbox"/> <a href="#">2017</a>	01/01/2017	12/31/2017	Yes

**Budget Category** tab:

## Budget Configuration

[Budget Items](#)
[Fiscal Calendar](#)
[Budget Category](#)
[Budget Tracking Fields](#)
[Budget Settings](#)

[New](#)
[Modify](#)
[Remove](#)

Budget Category ▲	(Invoice) Expense Types	(Expense) Expense Types
IT	Software Cellular Telephone Telecommunication Equipment Internet Telecommunication Services Computing Equipment	Long Distance Local Phone Cellular Phone
Marketing	Marketing Trade Show	Misc. Promotional Expense Trade Shows
Travel	Travel Conference/Seminar Fees	Company Car Mileage Fixed Meals (gross) Limousine Company Car Wash Subway Company Car Oil Fixed Meals Room Tax Gas

<< < | Page  of 1 | > >> | ↻

Displaying 1 - 3 of 3

**Budget Tracking Fields** tab:

Budget Configuration

Budget Items Fiscal Calendar Budget Category **Budget Tracking Fields** Budget Settings

Budget Fields Budget Field Mapping

New Field New Connected Field Modify Remove Save Sequence

<input type="checkbox"/> Budget Tracking Field	Field Type	List	Sequence ▲
<input type="checkbox"/> Department Function	Connected List	Function	↓
<input type="checkbox"/> Region Country	Connected List	Geography	↓ ↑
<input type="checkbox"/> Product Group Product	Connected List	Product	↓ ↑



**Budget Settings** tab:

## Budget Configuration

Budget Items
Fiscal Calendar
Budget Category
Budget Tracking Fields
Budget Settings

Save
Cancel

Time Zone:

Alert Limit Percent:

Control Limit Percent:

Send alert limit notifications: ☒

Send control limit notifications: ☒

Restrict notifications for past Budgets: ☒

Alternative Manager:  ▼

Show unsubmitted expenses ?:  ▼

Include Pending Amount in Remaining Amount calculation: ☐

Enable Request: ☒

Enable Budget Capture for Expense: ☒

Enable Purchase Request: ☒

Enable Payment Request: ☒

Mark Request budget items as spent after request approval: ☐

Mark Purchase Requests as spent after processor approval: ☐

Enable Budget Item Manager tab: ☐

**Configuration / Feature Activation**

SAP Concur needs to activate this feature in an SAP Concur internal-only tool. Interested clients should contact SAP Concur.

Once SAP Concur has activated the Budget feature, the Budget Administrator needs to configure the feature in the Budget Configuration tool in Request Administration.

## Budget Release Notes

### Overview

Clients can view new budget functionality and enhancements in the new Budget Release Notes which are located on the same page as the other product release notes.

### BUSINESS PURPOSE / CLIENT BENEFIT

Standalone release notes provide greater visibility for Concur Budget.

## SAP Concur's Platform

### Callout Server Requirements Update

#### Overview

The SAP Concur servers that support the SAP Concur Platform Callouts are scheduled for an upgrade. This maintenance includes the Production Proxy Migration (North America Data Center only) and PWS Server Migration to VM (EMEA And North American Data Centers only). The PWS Server Migration to VM was completed on May 2, 2018. The Production Proxy Migration began on May 9, 2018 with one third of the traffic routed through the Production proxy. The other two thirds of the traffic is estimated to migrate through the Production proxy the week of May 14, 2018.

These servers support the following functionality:

- Fetch Attendee Data Callout
- Fetch List Item Callout
- Event Notification Callout
- Launch External URL Callout
- Concur Salesforce Connector

---

**NOTE:** We do not anticipate any interruption in functionality for clients who use the SAP Concur Callouts (Fetch List, Fetch Attendee, Launch External URL, and Event Notification) and the Salesforce Connector.

---

Be aware that this maintenance means that for any customer callout URLs, SAP Concur has the following requirements:

- The endpoint is secured with SSL/TLS.
- The endpoint uses a minimum of TLS 1.0, but TLS 1.2 is preferred.
- The endpoint must employ Diffie-Hellman cipher suites with key sizes >1024 bits.

- Due to the ever-evolving world of SSL and standards, we do not publish a specific list of permitted cipher suites, but we generally advise that a modern industry supported list is utilized.
- The endpoint must present an SSL certificate with a chain to a valid root that can be verified. If the chain cannot be verified without installing additional certificates the calls from SAP Concur will fail.
- Clients who whitelist access for Concur callout traffic from the North America Data Center (not common) may need to update their access control list (ACL) to IP 12.129.29.86.

---

**⚠ IMPORTANT:** If the callout URL does not comply with these requirements, the calls from SAP Concur may fail, beginning on May 9, 2018.

---

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

This maintenance will mitigate the out-of-warranty issue with our current hardware.

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

SAP Concur will automatically implement these changes. Clients using the SAP Concur Platform Callouts should discuss this change with their own IT group responsible for their callout to ensure that their custom solution is prepared for these changes.

# 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.

## **\*\*Planned Changes\*\* Support for Plain Text FTP to End on September 1st, 2018**

### **Overview**

SAP Concur announced the End of Support for plain text FTP to transfer data to and from SAP Concur.

---

 **IMPORTANT:** SAP Concur has decided to provide clients an extension until September 1st, 2018, after which this functionality will be fully retired and no longer available for use. ***There will be no extensions beyond this date.***

---

Plain text FTP is not a secured protocol and has inherent security vulnerabilities. On September 1st, 2018, SAP Concur Operations will apply a security update to our File Transfer infrastructure, restricting the use of plain text FTP as a part of our ongoing commitment to securing our customers' data and meeting the audited security requirements of the SAP Concur Trust Platform.



For more information, refer to the [Plain Text FTP Retirement FAQ](#).

### **What This Means – The Client Experience**

After September 1st, 2018, uploads of file types such as Employee, List, Attendee and other Import files as well as downloads of SAE and other Extract files that use Plain Text FTP will not be accepted via SAP Concur's Filemover system. This will significantly impact client usage of SAP Concur products such as Concur Travel, Concur Expense, and Concur Invoice, as well as integration activities to customers' financial systems. ***There will be no exceptions beyond September 1st, 2018.***

### **Configuration / Feature Activation**

The actual DNS names impacted by the described change are:

- st.concursolutions.com (North America Data Center)
- st-eu.concursolutions.com (EMEA Data Center)

SAP Concur's side: Secured protocols are automatically supported. There are no additional configuration or activation steps.

Clients must configure their FTP software/connection scripts to use secured protocols for connection, as listed below:

- SFTP (SSH-FTP) protocol requires port 22 **(SAP Concur preferred method)**
- FTPS (FTP-SSL) requires port 21 and TLS v.1.1, TLS v.1.2
- HTTPS requires port 443 and TLS v.1.1, TLS v.1.2



For more information, please refer to the [Client FAQ](#) and the [File Transfer User Guide](#).

Please work with your IT team to be able to accommodate this upcoming change and make sure that the file transfer process will keep working smoothly for you. For any technical questions, please open a support case and we will be glad to assist you.

# Client Notifications

---

## Browser Certifications and Supported Configurations

### Monthly Browser Certifications and Supported Configurations

The *SAP Concur Release Notes – Monthly Browser Certifications* document lists current and planned browser certifications. The document is available with the other SAP Concur monthly release notes.

The *Concur Travel & Expense Supported Configurations – Client Version* guide is available with the setup guides, user guides, and other technical documentation.



For information about accessing all release notes, browser certifications, setup guides, user guides, other technical documentation, and supported configurations, refer to the *Additional Release Notes and Other Technical Documentation* section in this document.

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: [SAP Concur Non-Affiliated Subprocessors](#)

If you have questions or comments, please reach out to: [Privacy-Request@Concur.com](mailto:Privacy-Request@Concur.com)

# Additional Release Notes and Other Technical Documentation

## Online Help – Admins

Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help.

The screenshot displays the SAP Concur Online Help interface for Admins. The top navigation bar includes the SAP Concur logo and various menu items: Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. A 'Help' dropdown menu is open, showing options like Training, Request Help, and Request Administration Help. The main content area is titled 'Using Online Help' and contains a sidebar with links to 'Request Professional Administration Guides' and a main section with 'Quick Links' and 'Request Setup Guides' table.

**Quick Links - Concur Professional/Premium**

- [Client Admin Release Summary - \*What's New\*](#)
- [Client Release Notes - All Products](#)
- [Frequently Asked Questions](#)
- [Setup Guides \(below\)](#)
- [User Guides \(below\)](#)
- [Import / Extract Specifications \(below\)](#)

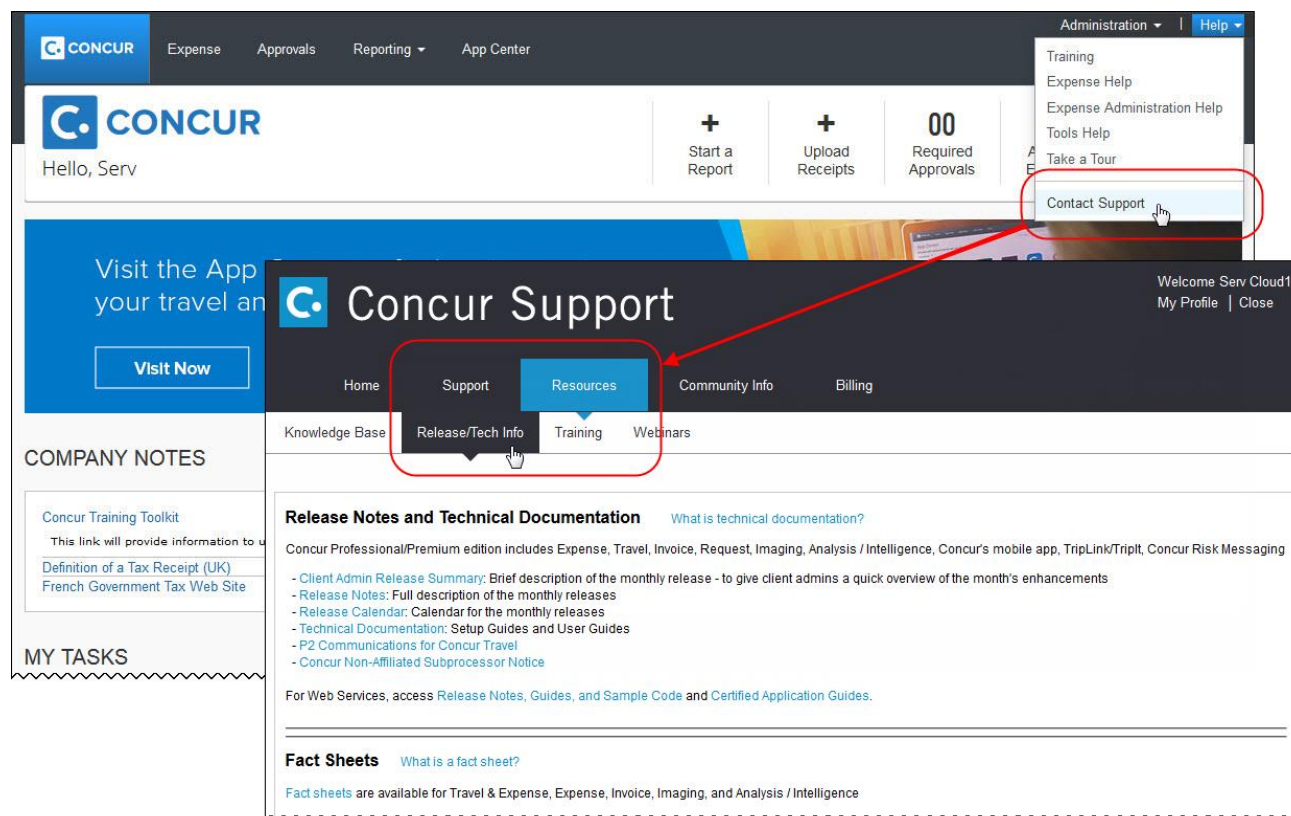
**Request Setup Guides**

Name	Revised	Format
<b>Overview</b>	Jan 31 2018	DOC - PDF
Agency Proposals	Apr 11 2018	DOC - PDF
Allocations	Apr 17 2018	DOC - PDF
Attendees	Jun 21 2016	DOC - PDF

## Concur Support Portal – Selected Users

Selected users within the company can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via the Concur Support Portal.

If a user has the proper Concur Support Portal permissions, then the **Contact Support** option is available to them on the **Help** menu. The user clicks **Help > Contact Support**. On the Support page, the user clicks **Resources > Release/Tech Info**.





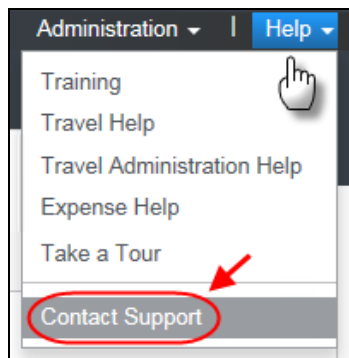
# Cases

## Steps for Getting a Status

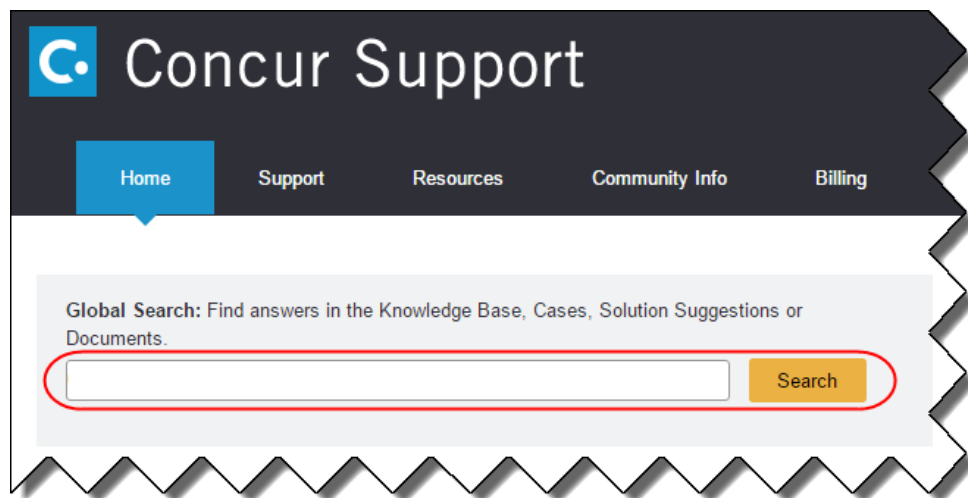
Each service release contains case resolutions.

► **How to check the status of a submitted case**

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



The **Concur Support** page displays.



**NOTE:** If you do not have the option to contact 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. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

## Resolved Cases

Case ID	Description
CRMC-112663	<b>Hotel Preference</b> field displays incorrect characters
CRMC-112243	Travel Risk - <b>Main Destination Risk Level</b> field value is different on printed reports
CRMC-117854	Custom fields in Request header are overwritten as blank after adding vendor segment data using Request API v3.1

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<b>SAP Concur Release Notes</b> <b>Authorization Request</b>	
<b>Month</b>	<b>Audience</b>
Release Date: June 16, 2018 Update #1: Monday, June 25, 2:00 PM PT	Client – FINAL

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# Summary

---

## IMPORTANT

This service is known as Authorization Request, Concur Request, or simply Request and was formerly known as Travel Request. Concur changed the name to better align with its broader capabilities.

This service is different from the legacy authorization request feature that was available within Concur Expense.

# Release Notes

## Request

### Change Log Now Logging When a Delegate is Assigned

#### Overview

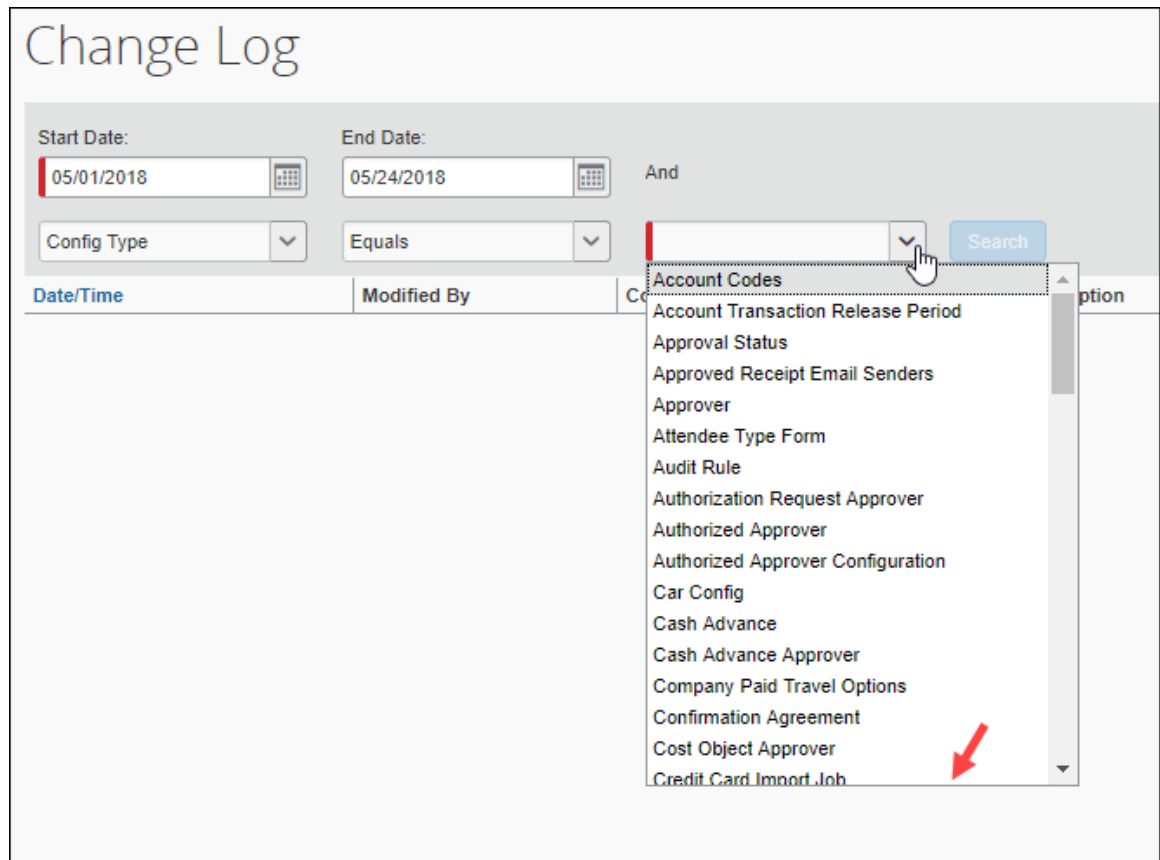
When a user adds a delegate, the act of adding will leave an audit trail. The steps for adding a delegate are unchanged and this change includes delegates that are added using the user interface, a flat file import, or an Excel import. This change is only for adding delegates, not for removing them.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This change enhances audit capabilities.

#### What the Admin Sees

The **Change Log** page displays a new list item, *Employee Delegation*.





### **Configuration / Feature Activation**

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

## **End of TLS 1.0 Email – Targeted for Wednesday, June 27, 2018**

In 2017, SAP Concur announced that it was ending support for version 1.0 of the TLS encryption protocol.

Be aware that – targeted for Wednesday June 27, 2018 – SAP Concur will disable the ability to accept incoming email **via TLS 1.0 connectivity** for [plans@concurtravel.com](mailto:plans@concurtravel.com) and [plans@tripit.com](mailto:plans@tripit.com).

There should be very little customer impact since the vast majority of customers have already disabled the ability to send email via TLS 1.0.

### **Configuration / Feature Activation**

This change will occur automatically; there are no additional configuration or activation steps.

## **\*\*Reminder\*\* New Cookie Consent Process**

### **Overview**

Europe has very specific user-consent requirements for cookies. There are two types of consent when allowing cookies to be saved on the user's computer. As described on the following pages, each country decides which option to use. The options are:

- **Active consent:** The user actively agrees to allow cookies. In this case, SAP Concur is required to obtain user consent before saving any cookies on a user's computer.
- **Passive consent:** The user does not disallow cookies.

Each country decides which option it wants to use.

### **IMPORTANT**

This release note discusses consent for and modification of cookies. Note the following:

- TrustArc, a global privacy and data governance provider, manages the cookie preference choice of each user for SAP Concur. Several consent options are described on the following pages.
  - ◆ Be aware the TrustArc provides all consent text and manages all translations of the consent text. Neither SAP Concur nor its customers can affect the text or translation in any way.

- ◆ Consent regulations differ by country. TrustArc determines the consent option that is appropriate for each user, based on each country's regulations. SAP Concur cannot affect that determination in any way nor does SAP Concur have a list of countries and their consent regulations.
- Be aware that any country at any time can decide to require active user consent. So, specific countries are not listed in this release note because the affected countries can change often and quickly.
- SAP Concur uses geolocation – based on the user's IP address – to identify the user's location (country), which determines if user consent is active or passive. Be aware that if the user is using VPN, then geolocation will likely identify the user's country as the country associated with the VPN.
- In accordance with regulations, the consent and modification processes described here must be completed by individual SAP Concur users. **There is no option for companies to make these choices for their users.**
- Once a user has actively accepted cookies, they cannot modify their cookies options to stop accepting cookies except to remove all cookies and start over.

#### BUSINESS PURPOSE / CLIENT BENEFIT

These changes keep SAP Concur in compliance with global privacy requirements.


#### What the User Sees

As noted above, each country decides how cookies are handled. For example, currently Germany, France, and the Netherlands require active consent. In these countries, SAP Concur cannot save cookies – of any type – without user consent. In fact, a user cannot even access SAP Concur without first being presented the option to accept cookies.

#### ACTIVE CONSENT REQUIRED

If active consent is required – before the user can access any SAP Concur page – the user sees the **About cookies on this site** window.


### About cookies on this site



Cookies are important to the proper functioning of a site. To improve your experience, we use cookies to remember log-in details and provide secure log-in, collect statistics to optimize site functionality, and deliver content tailored to your interests. Click Agree and Proceed to accept cookies and go directly to the site or click on View Cookie Settings to see detailed descriptions of the types of cookies and choose whether to accept certain cookies while on the site.

[Agree and Proceed](#)[View Cookie Settings »](#)

Some opt-outs may fail due to your browsers cookies settings. If you would like to set opt-out preferences using this tool you must allow third party cookies in your browser settings.

Privacy Policy | Powered by:  TrustArc | TRUSTe

The user can:

- Read the agreement text and then click **Agree and Proceed**; the user is then directed into SAP Concur.  
– **or** –
- Click **View Cookie Settings** to see other options.

---

**NOTE:** The user cannot bypass this page. If the user chooses to **not** accept cookies, the user cannot access SAP Concur.

---

If the user clicks **View Cookie Settings**, this page appears.

**About cookies on this site** SAP Concur

Please choose whether this site may use Functional and/or Advertising cookies, as described below:

— — **REQUIRED COOKIES**  
These cookies are required to enable core site functionality.

— — **FUNCTIONAL COOKIES**  
These cookies allow us to analyze site usage so we can measure and improve performance.

— ☒ **ADVERTISING COOKIES**  
These cookies are used by advertising companies to serve ads that are relevant to your interests.

**Functionality allowed**

- Provide secure log-in
- Remember how far you are through an order
- Remember your log-in details
- Remember what is in your shopping cart
- Make sure the website looks consistent
- Allow you to share pages with social networks
- Allow you to post comments
- Serve ads relevant to your interests

[Cancel](#) [Submit Preferences](#) [Advanced Settings](#)

Some opt-outs may fail due to your browsers cookies settings. If you would like to set opt-out preferences using this tool you must allow third party cookies in your browser settings.

Privacy Policy | Powered by: [TrustArc](#) | [TRUSTe](#)

On this page, the user can slide the bar on the left to accept:

- **Required cookies:** Those required to use SAP Concur services.
- **Required and functional cookies:** Required cookies *plus* those used for performance and usage analysis.
- **Required, functional, and advertising cookies:** Required cookies *plus* functional cookies *plus* cookies used for advertisements.

The user can:

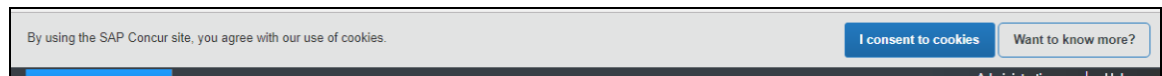
- Click **Cancel** and return to the previous page.  
– *or* –
- Slide the bar to make their choice and then click **Submit Preferences**.  
– *or* –
- Click **Advanced Settings**.

If the user clicks **Advanced Settings**, they will see a read-only view of the existing cookies.

Once the user consents, the requirement is satisfied and the consent message does not appear again.

### PASSIVE CONSENT

In some countries, once the user has accessed SAP Concur, a banner similar to the one below appears at the top of the SAP Concur page.



Whether or not the user actively consents, consent is implied. The user can continue to work in SAP Concur and the banner does not interfere with the user's tasks; however, the banner remains until the user clicks **I consent to cookies**.

The user clicks **Want to know more?**, the user sees the cookie options (as described previously).

# About cookies on this site

Please choose whether this site may use Functional and/or Advertising cookies, as described below:

REQUIRED COOKIES

These cookies are required to enable core site functionality.

FUNCTIONAL COOKIES

These cookies allow us to analyze site usage so we can measure and improve performance.

ADVERTISING COOKIES

These cookies are used by advertising companies to serve ads that are relevant to your interests.

## Functionality allowed

- Provide secure log-in
- Remember how far you are through an order
- Remember your log-in details
- Remember what is in your shopping cart
- Make sure the website looks consistent
- Allow you to share pages with social networks
- Allow you to post comments
- Serve ads relevant to your interests

Cancel

Submit Preferences

Advanced Settings

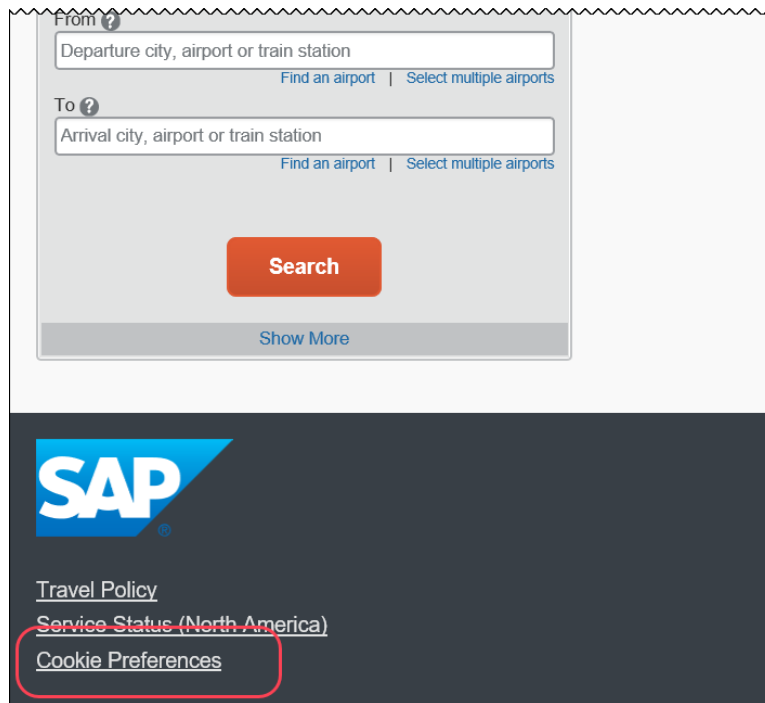
Some opt-outs may fail due to your browsers cookies settings. If you would like to set opt-out preferences using this tool you must allow third party cookies in your browser settings.

Privacy Policy | Powered by: TrustArc | TRUSTe

Once the user consents, the requirement is satisfied and the banner does not appear again.

## MAKING CHANGES

The **Cookie Preferences** link appears in the SAP Concur footer.



The screenshot shows a search interface for travel bookings. It includes a 'From' field with a placeholder 'Departure city, airport or train station' and a 'To' field with a placeholder 'Arrival city, airport or train station'. Both fields have links for 'Find an airport' and 'Select multiple airports'. A red 'Search' button is located below the fields, and a 'Show More' link is at the bottom. Below the search interface is the SAP logo and a list of links: 'Travel Policy', 'Service Status (North America)', and 'Cookie Preferences'. The 'Cookie Preferences' link is highlighted with a red circle.

This link allows users to view their existing cookie settings. To modify existing cookie preferences, TrustArc requires that the user clear all existing cookies and then choose a new setting.

---

**⚠ IMPORTANT:** Not all pages in SAP Concur display the footer. In this case, the user can return to the Home page and click the **Cookie Preferences** link there.

---

## Configuration / Feature Activation

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

## **\*\*Reminder\*\* Whitelist for TrustArc.com**

### Overview

The May release notes included an item named *New Cookie Preferences Link in the SAP Concur Footer*. It describes cookie-related process changes that were introduced in the May 12 release because of specific consent regulations in Europe.

To ensure that SAP Concur properly responds to the regulations, SAP Concur has enlisted the assistance of TrustArc, a global privacy and data governance provider.

Please ensure that your organization's IT (or similar) department adds TrustArc to its whitelist, so TrustArc can properly monitor and manage these processes.

TrustArc must be whitelisted by domain – **not IP** – since the IP is variable. Please whitelist these domains:

- trustarc.com
- prefmgr-cookie.truste-svc.net

---

**⚠ IMPORTANT:** Be aware that if TrustArc is not whitelisted, then it cannot present the required page to obtain the user's permission to accept cookies. That means that if a user's geolocation is France, Germany, or the Netherlands, the user may not be able to access concursolutions.com.

---

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

Whitelisting ensures that TrustArc has the proper access to manage consent regulations on behalf of SAP Concur.

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

There are no configuration steps except to ensure that TrustArc is whitelisted for your organization.

## **SAP Concur Platform**

### **Callout Server Requirements Update**

#### **Overview**

SAP Concur is upgrading the servers that support the SAP Concur Platform Callouts. This maintenance includes the Production Proxy Migration (North America Data Center only) and PWS Server Migration to VM (EMEA And North American Data Centers only). The PWS Server Migration to VM was completed on May 2, 2018. The Production Proxy Migration began on May 9, 2018, and will be completed in a future release.

These servers support the following functionality:

- Fetch Attendee Data Callout
- Fetch List Item Callout
- Event Notification Callout
- Launch External URL Callout
- Concur Salesforce Connector

---


**NOTE:** We do not anticipate any interruption in functionality for clients who use the SAP Concur Callouts (Fetch List, Fetch Attendee, Launch External URL, and Event Notification) and the Salesforce Connector.

---

Be aware that this maintenance means that for any customer callout URLs, SAP Concur has the following requirements:

- The endpoint is secured with SSL/TLS.
- The endpoint uses a minimum of TLS 1.0, but TLS 1.2 is preferred.
- The endpoint must employ Diffie-Hellman cipher suites with key sizes >1024 bits.
- Due to the ever-evolving world of SSL and standards, we do not publish a specific list of permitted cipher suites, but we generally advise that a modern industry supported list is utilized.
- The endpoint must present an SSL certificate with a chain to a valid root that can be verified. If the chain cannot be verified without installing additional certificates the calls from SAP Concur will fail.
- Clients who whitelist access for Concur callout traffic from the North America Data Center (not common) may need to update their access control list (ACL) to IP 12.129.29.86.

---

 **IMPORTANT:** If the callout URL does not comply with these requirements, the calls from SAP Concur may fail, beginning on May 9, 2018.

---

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

This maintenance will mitigate the out-of-warranty issue with our current hardware.

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

SAP Concur is automatically implementing these changes. Clients using the SAP Concur Platform Callouts should discuss this change with their own IT group responsible for their callout to ensure that their custom solution is prepared for these changes.



# 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.

## **\*\*Planned Changes\*\* Concur Request APIs v4.0**

### **Overview**

Concur will soon be releasing Concur Request APIs v4.0. We are targeting to release v4.0 in July 2018.

With v4.0, Concur will be exposing new Request endpoints, providing the ability for a client and/or a partner to interact with Concur Request to do the following:

- Get the detailed information about existing authorization requests
- Read, create, delete or update an existing request
- Move an existing authorization request through the approval flow with one of the following available actions: submit, approve, recall, cancel, close, or reopen
- Get the list of expected expenses in a request
- Read, create, delete, or update an expected expense for a request
- Get information from a travel agency office



When Concur Request APIs v4.0 is released, additional information about v4.0 will be available in the *Developer Platform Release Notes*:

<https://developer.concur.com/tools-support/release-notes/index.html>

### **Background**

SAP is continuing to invest heavily in APIs and tools to simplify end-to-end integration.

At SAP Concur, we strongly believe that an open ecosystem expands your view. An open ecosystem dynamically connects your internal systems, spend, and partner data to reveal powerful insights that empower you to run your business better.

Explore the capabilities listed in the *Overview* section and consider how the APIs could help you simplify some of your existing processes, such as:

- Automatically creating a Concur Travel Request for any off-site training approved via your Human Resources system
- Exposing authorization requests pending approvals onto your internal corporate portal “Manager” widget

We are also planning on adding additional API capabilities in a future release.

## **Permissions**

In addition to the existing user-level permissions, the Concur Request APIs v4.0 will be managing the authorization for company-level permissions. This will allow our clients and/or partners to use a single token/permission to interact with Request on behalf of all company users.

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

These enhancements will provide more options for developers using Concur's Platform with Request.

## **Configuration / Feature Activation**

Depending on your product, some APIs may not be available to your company.

Clients should contact the group responsible for their web services, which may be inside their company, or a third-party developer, to inform them of the upcoming changes.

Additional information is available on the Concur Developer Portal:  
<https://developer.concur.com>.

## **\*\*Planned Changes\*\* Personalized Concur Open**

### **Overview**

Concur Open is the SAP Concur real-time service status dashboard, which displays outages and incidents for select SAP Concur services and all data centers. Concur Open displays the current service status as well as incident history for the past 20 days.

In a future release, there will be new functionality added to Concur Open. Users will continue to access Concur Open and view Concur service availability. However, in addition, SAP Concur users will be able to log in to Concur Open and:

- View service status for the services and the data center specific to their company
- Access subscription options for updates about the incidents that impact the services specific to their company
- View service history for the past two years, including detailed root cause analysis information and the actions taken by SAP Concur for each incident

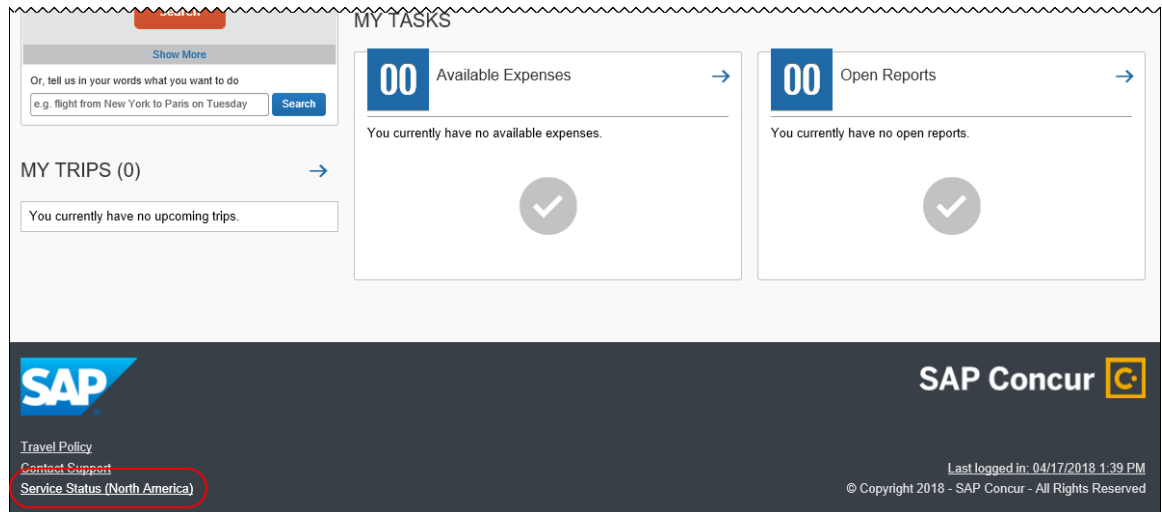
### **BUSINESS PURPOSE / CLIENT BENEFIT**

Customers use Concur Open to monitor their SAP Concur services outages, status, and availability. Adding this new functionality will provide customers a personalized view of their service status and availability. SAP Concur's goal is to provide a more accurate and transparent view of incidents/outages.

## What the User Sees – Access Concur Open

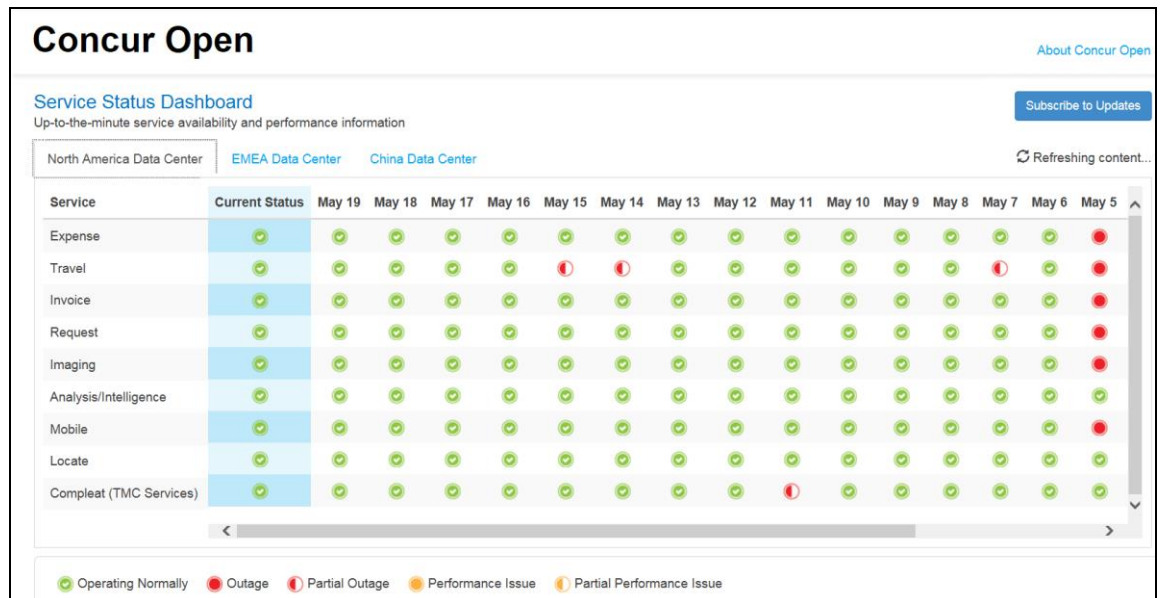
Users can access Concur Open two ways:

- Enter the public site directly using <https://open.concur.com>  
– **or** –
- Sign in to SAP Concur and then click **Service Status** in the lower-left corner of the SAP Concur screen



Concur Open appears.

## What the User Sees – Current View



The user sees the data center tabs, the service activity (up to the previous 20 days), the legend (bottom of the page), and the **Subscribe to Updates** button (upper-

right corner). The user can click **Subscribe to Updates** to request notifications for service and incident changes.

### What the User Sees – New View and Process

The user will access Concur Open the same way they do now – either via the public site (open.concur.com) or after signing in to SAP Concur.

The initial page – regardless of how it is accessed – is similar to the existing page.

Concur Open		Service Status Dashboard									
Up-to-the-minute service availability and performance information		Mon Mar 05 2018 12:43:27 GMT-0800 (Pacific Standard Time)									
North America Data Center		EMEA Data Center									
China Data Center											
Service	Current Status	Mar 5	Mar 4	Mar 3	Mar 2	Mar 1	Feb 28	Feb 27	Feb 26	Feb 25	Feb 24
Expense	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Partial Outage	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally
Travel	Partial Outage	Partial Outage	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally
Invoice	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally
Request	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally
Imaging	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally
Analysis/Intelligence	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Partial Outage
Mobile	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally

Operating Normally 
 Outage 
 Partial Outage 
 Performance Issue 
 Partial Performance Issue

Just like before, the user can see all data centers and services and can use the **Subscribe to Updates** button. In fact, that will not change – anyone can access the public version (open.concur.com) and anyone can request notifications.

**NOTE:** The ability for non-customers to request notifications will likely be eliminated in the future.

With the release of Personalized Concur Open, the main change is that the **Go to Your Service Status Dashboard** button also appears on the main page. Whether the user accesses Open via the public site (open.concur.com) or after signing in to SAP Concur, moving beyond the main page to access the personalized view requires an SAP Concur sign in.

### SIGN IN TO THE PERSONALIZED DASHBOARD

The personalized view does not require a new username/password. Instead, users use their existing SAP Concur credentials.

- For customers that do not use SSO, users sign in with their SAP Concur username and password.
- For customers that do use SSO, users can access the personalized view using their email address (described below).

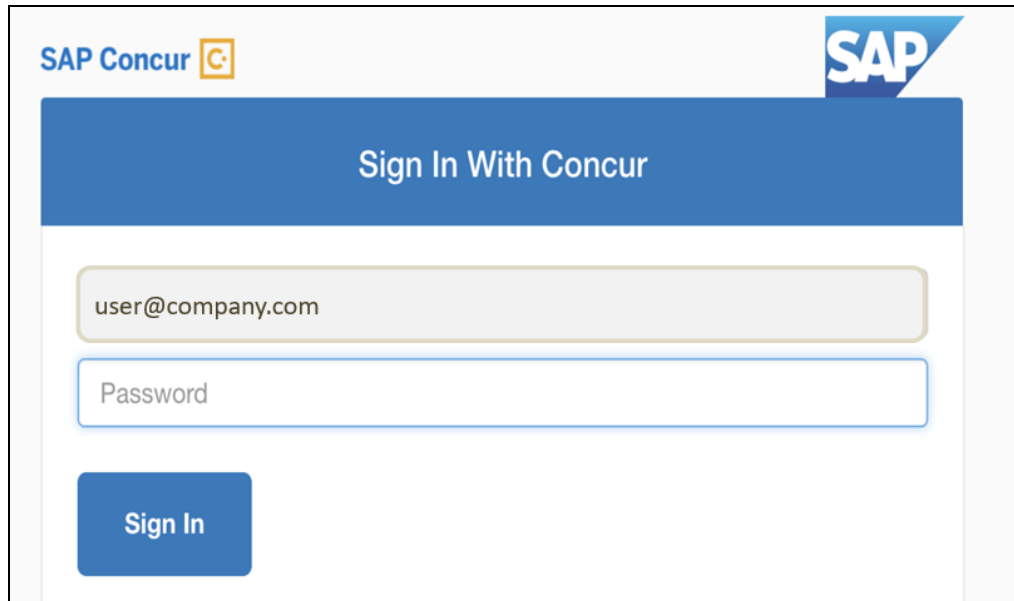
On the main page, the user clicks the **Go to Your Service Status Dashboard** button. The **Sign In With Concur** page appears.

Click to expand the list.'"/>

Then, depending on the customer's implementation of SAP Concur:

- **Username and password:** If the user signs in to SAP Concur using username and password:

Then, on this page, the user enters their username, clicks **Username** (if necessary), and clicks **Continue**. This page appears.



The user enters their password and clicks **Sign In**. The user is then directed to the personalized view.

- **SSO:** If the user does not know their SAP Concur sign-in credentials, for example, the user's company uses SSO to access SAP Concur services:

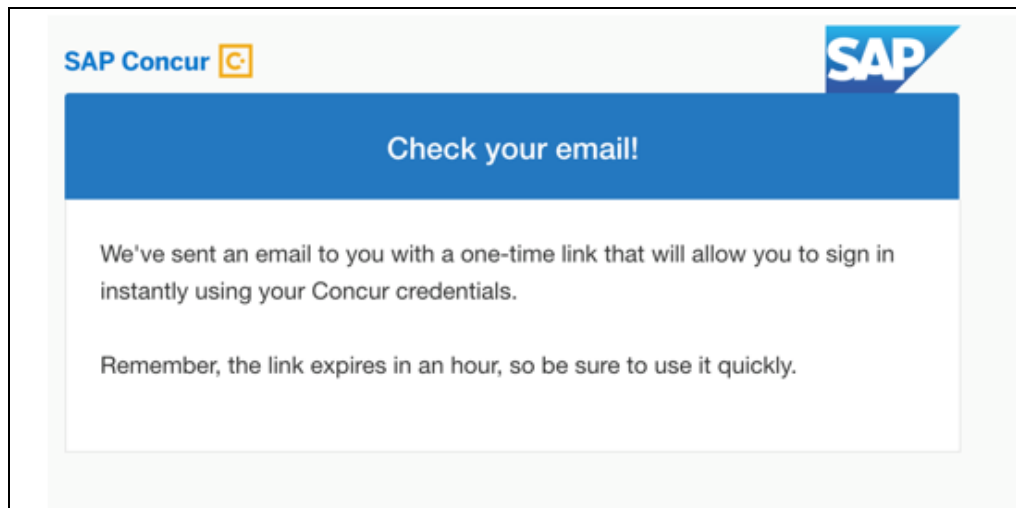
Click to expand the list.'" data-bbox="260 518 881 836"/>

Then, on this page, the user enters their email address (see below), clicks **Send a link to my email**, and clicks **Continue**.

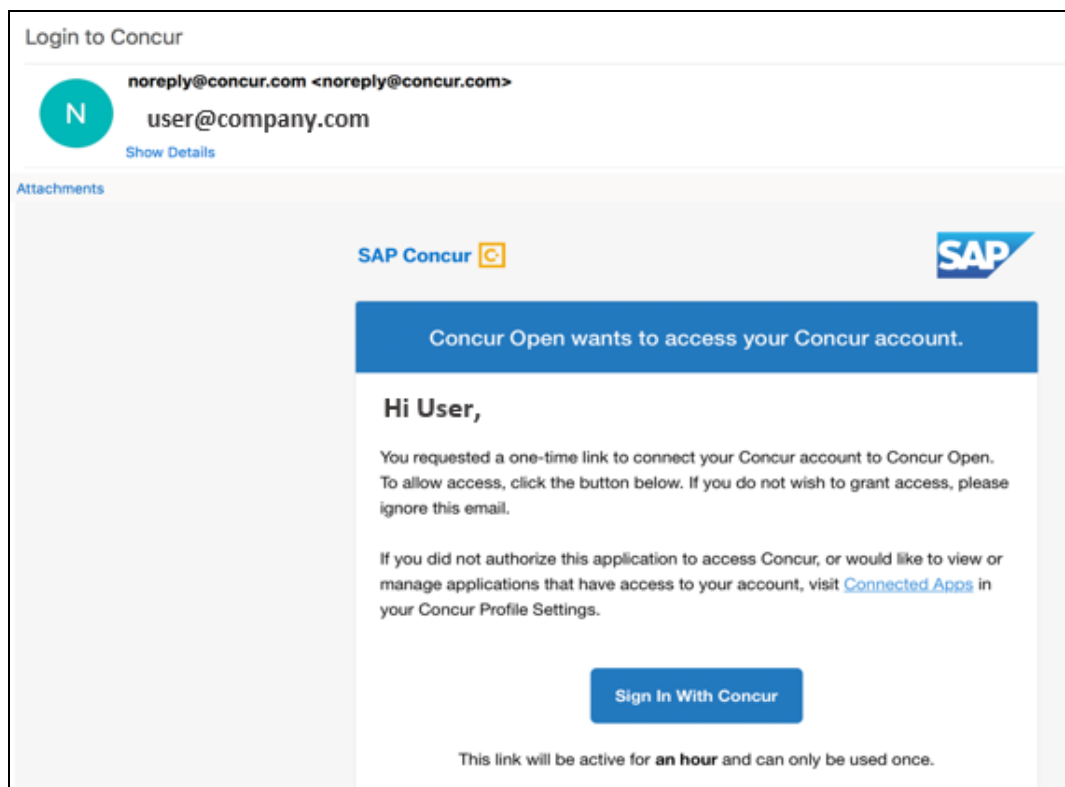


**IMPORTANT:** SAP Concur compares the email address entered by the user to the email address(es) in the user's SAP Concur profile. (This is not restricted to the **Email 1** field; this includes all email addresses in the **Email Addresses** section in the user's profile.) If the addresses match, then SAP Concur generates a one-time sign-in token (link) that can be used for one hour.

This message appears:




An email similar to this is sent to the email address.



The user clicks **Sign In With Concur**. Personalized Concur Open appears.

**NOTE:** The one-time link is active for one hour. If the user closes the browser and if the user wants to return to the personalized view, the user must request another one-time link.

Once signed in, the personalized **Service Status Dashboard** page appears.

**SAP Concur** 

## Concur Open for <Company Name>

[Subscribe to Updates](#)

**Service Status Dashboard**  
Up-to-the-minute service availability and performance information

North America Data Center Mon Mar 05 2018 12:43:27 GMT-0800 (Pacific Standard Time)

Service	Current Status	Mar 5	Mar 4	Mar 3	Mar 2	Mar 1	Feb 28	Feb 27	Feb 26	Feb 25	Feb 24
Expense											
Travel											
Imaging											
Analysis/Intelligence											
Mobile											

Operating Normally 
 Outage 
 Partial Outage 
 Performance Issue 
 Partial Performance Issue

[View Service Status History](#)

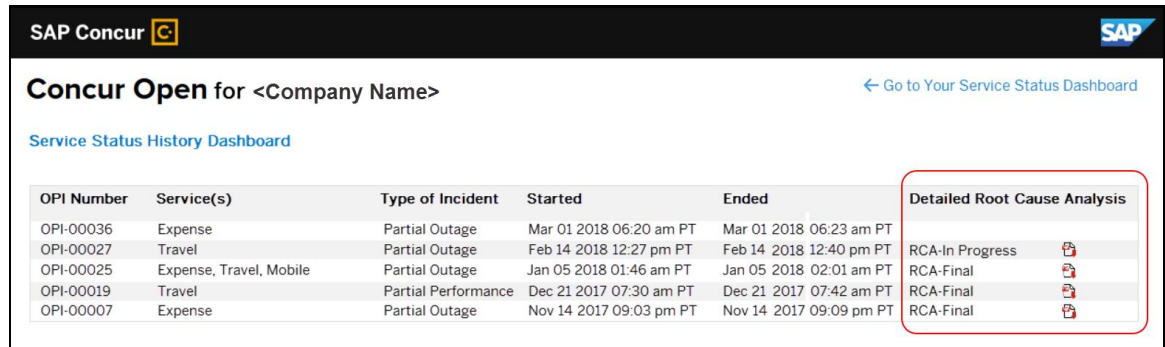
On this page, the user can:






- View:
  - ♦ **Status of SAP Concur services:** On this personalized page, the list of SAP Concur services includes **only** those that the user's company uses.
  - ♦ **Service history and incident analysis that applies to their company:** SAP Concur employs existing "targeting" logic to determine the incidents that apply to the specific company. The accuracy of determining this is not perfect, so it is possible that a customer may be shown an incident that did not actually affect them.
- Subscribe to updates



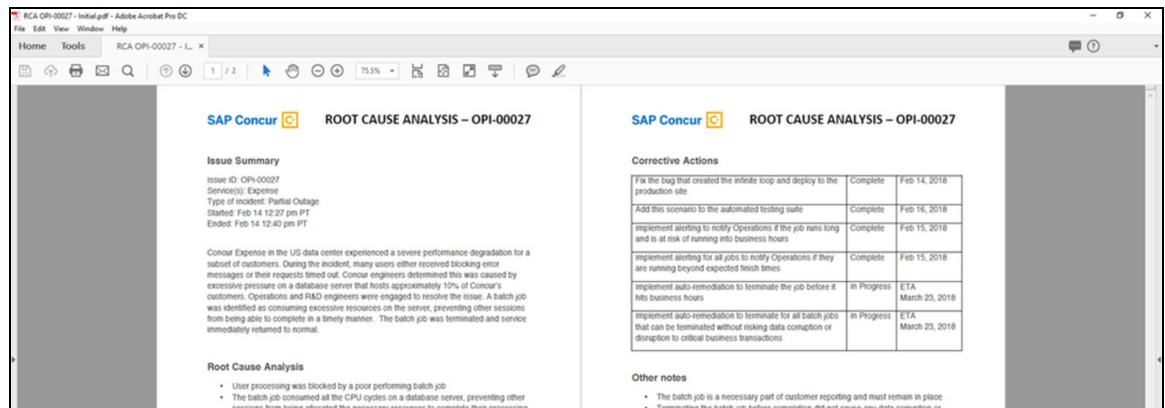
## VIEW SERVICE HISTORY AND INCIDENT ANALYSIS

The user clicks **View Service Status History** in the lower-left corner of the page to view the **Service Status History Dashboard** page. It provides history for the past two years, showing the type of each incident as well as the associated start/end time.



OPI Number	Service(s)	Type of Incident	Started	Ended	Detailed Root Cause Analysis
OPI-00036	Expense	Partial Outage	Mar 01 2018 06:20 am PT	Mar 01 2018 06:23 am PT	RCA-In Progress 
OPI-00027	Travel	Partial Outage	Feb 14 2018 12:27 pm PT	Feb 14 2018 12:40 pm PT	RCA-Final 
OPI-00025	Expense, Travel, Mobile	Partial Outage	Jan 05 2018 01:46 am PT	Jan 05 2018 02:01 am PT	RCA-Final 
OPI-00019	Travel	Partial Performance	Dec 21 2017 07:30 am PT	Dec 21 2017 07:42 am PT	RCA-Final 
OPI-00007	Expense	Partial Outage	Nov 14 2017 09:03 pm PT	Nov 14 2017 09:09 pm PT	RCA-Final 

The user clicks the PDF icon in the **Detailed Root Cause Analysis** column to view the root cause information for each incident.

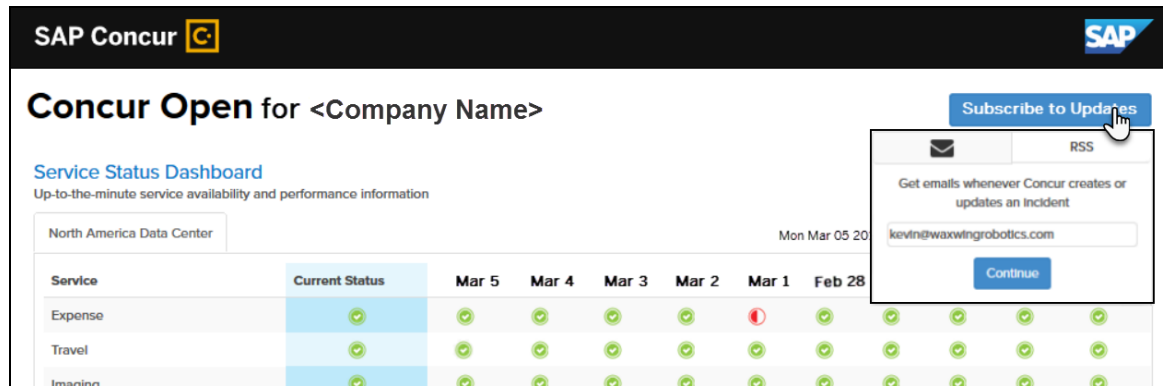


ROOT CAUSE ANALYSIS - OPI-00027																							
<b>Issue Summary</b> Issue ID: OPI-00027 Service(s): Expense Type of Incident: Partial Outage Started: Feb 14 12:27 pm PT Ended: Feb 14 12:40 pm PT  Concur Expense in the US data center experienced a severe performance degradation for a subset of customers. During the incident, many users either received blocking error messages or their requests timed out. Concur engineers determined this was caused by excessive pressure on a database server that hosts approximately 10% of Concur's customers. Operations and R&D engineers were engaged to resolve the issue. A batch job was identified as consuming excessive resources on the server, preventing other sessions from being able to complete in a timely manner. The batch job was terminated and service immediately returned to normal.																							
<b>Root Cause Analysis</b> <ul style="list-style-type: none"> <li>User processing was blocked by a poor performing batch job</li> <li>The batch job consumed all the CPU cycles on a database server, preventing other sessions from being allocated the necessary resources to complete their processing</li> </ul>																							
<b>Corrective Actions</b> <table border="1"> <thead> <tr> <th>Action</th> <th>Status</th> <th>ETA</th> </tr> </thead> <tbody> <tr> <td>Fix the bug that created the infinite loop and deploy to the production site</td> <td>Complete</td> <td>Feb 14, 2018</td> </tr> <tr> <td>Add this scenario to the automated testing suite</td> <td>Complete</td> <td>Feb 16, 2018</td> </tr> <tr> <td>Implement alerting to notify Operations if the job runs long and is at risk of running into business hours</td> <td>Complete</td> <td>Feb 15, 2018</td> </tr> <tr> <td>Implement alerting for all jobs to notify Operations if they are running beyond expected finish times</td> <td>Complete</td> <td>Feb 15, 2018</td> </tr> <tr> <td>Implement auto-remediation to terminate the job before it hits business hours</td> <td>In Progress</td> <td>ETA March 23, 2018</td> </tr> <tr> <td>Implement auto-remediation to terminate for all batch jobs that can be terminated without risking data corruption or disruption to critical business transactions</td> <td>In Progress</td> <td>ETA March 23, 2018</td> </tr> </tbody> </table>			Action	Status	ETA	Fix the bug that created the infinite loop and deploy to the production site	Complete	Feb 14, 2018	Add this scenario to the automated testing suite	Complete	Feb 16, 2018	Implement alerting to notify Operations if the job runs long and is at risk of running into business hours	Complete	Feb 15, 2018	Implement alerting for all jobs to notify Operations if they are running beyond expected finish times	Complete	Feb 15, 2018	Implement auto-remediation to terminate the job before it hits business hours	In Progress	ETA March 23, 2018	Implement auto-remediation to terminate for all batch jobs that can be terminated without risking data corruption or disruption to critical business transactions	In Progress	ETA March 23, 2018
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Implement auto-remediation to terminate the job before it hits business hours	In Progress	ETA March 23, 2018																					
Implement auto-remediation to terminate for all batch jobs that can be terminated without risking data corruption or disruption to critical business transactions	In Progress	ETA March 23, 2018																					
<b>Other notes</b> <ul style="list-style-type: none"> <li>The batch job is a necessary part of customer reporting and must remain in place</li> <li>Terminating the batch job before completion did not cause any data corruption or</li> </ul>																							

The user clicks **Go to Your Service Status Dashboard** to return to the personalized main page.

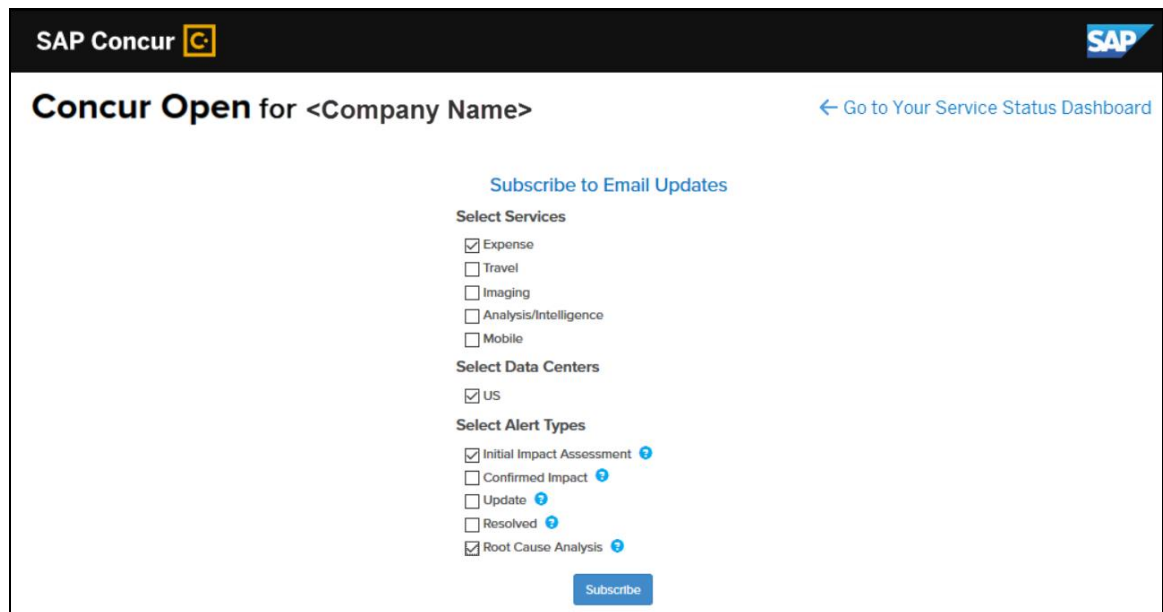
**SUBSCRIBE TO UPDATES**

On the **Service Status Dashboard** page, the user clicks **Subscribe to Updates** to request notifications via email or RSS feed.

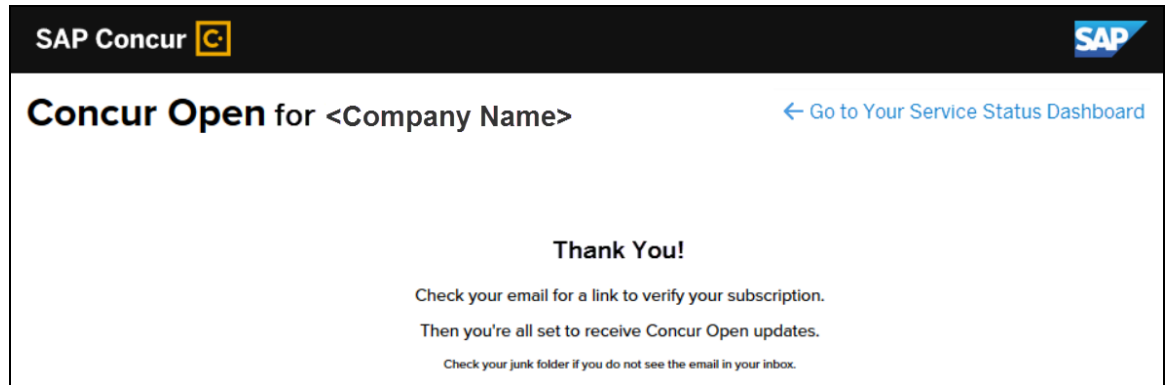


To subscribe to email notifications, the user clicks the envelope icon (if necessary) and then enters their email address. The user can enter only one email address. It can be their email address associated with their Concur profile, their personal email address, or any other email address.

The user clicks **Continue**. This page appears.



The page lists only the services and data center associated with the user's company. The user selects the desired services and alert type. The user clicks **Subscribe**. A confirmation message appears.



### **Existing Subscription Information**

Once the new Personalized Concur Open is available, SAP Concur will make every effort to migrate existing subscriptions to the new view.

Note the following:

- If a user, when subscribing, used their business email and if SAP Concur can successfully match it to an existing SAP Concur customer, then SAP Concur will:
  - ♦ Set the user's new subscription to match the company's services and data center
  - ♦ Notify the user of the change

---

**NOTE:** Best practice – after the new view is available – is to sign in to the subscription page and verify the selected options for accuracy.

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- If a user, when subscribing, used their personal email (which means SAP Concur cannot establish an SAP Concur customer match), then the user subscription will remain the same (not personalized).

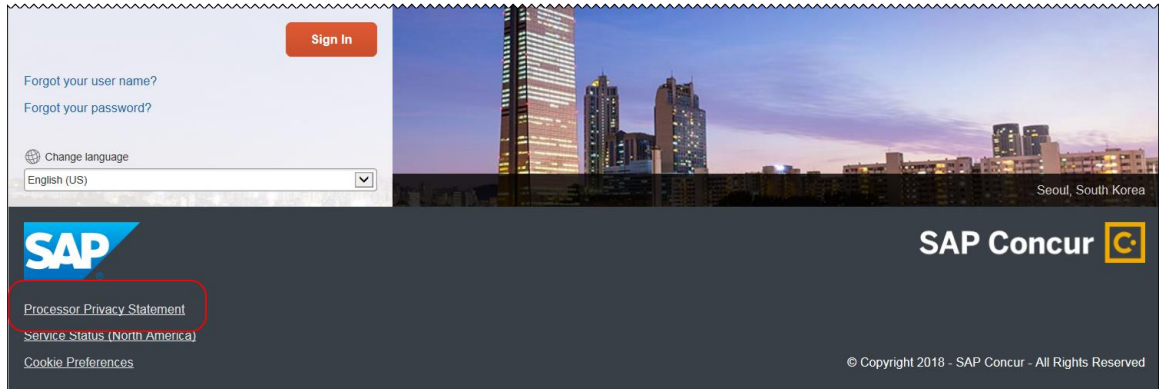
### **Configuration / Feature Activation**

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

## **\*\*Planned Changes\*\* Processor Privacy Statement Link in Online Help – Targeted for July**

### **Overview**

The **Processor Privacy Statement** link is available in the SAP Concur footer.



However, not all pages in SAP Concur display the footer. In this case, the user can return to the Home page and click the **Processor Privacy Statement** link there.

Also – targeted for July – SAP Concur will add the **Processor Privacy Statement** link to online Help.

### **Configuration / Feature Activation**

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

## **\*\*Planned Changes\*\* Support for Plain Text FTP to End on September 1st, 2018**

### **Overview**

SAP Concur announced the End of Support for plain text FTP to transfer data to and from SAP Concur.

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**⚠ IMPORTANT:** SAP Concur has decided to provide clients an extension until September 1st, 2018, after which this functionality will be fully retired and no longer available for use. ***There will be no extensions beyond this date.***

---

Plain text FTP is not a secured protocol and has inherent security vulnerabilities. On September 1st, 2018, SAP Concur Operations will apply a security update to our File Transfer infrastructure, restricting the use of plain text FTP as a part of our ongoing commitment to securing our customers' data and meeting the audited security requirements of the SAP Concur Trust Platform.



For more information, refer to the [Plain Text FTP Retirement FAQ](#).

### **What This Means – The Client Experience**

After September 1st, 2018, uploads of file types such as Employee, List, Attendee and other Import files as well as downloads of SAE and other Extract files that use Plain Text FTP will not be accepted via SAP Concur's Filemover system. This will significantly impact client usage of SAP Concur products such as Concur Travel, Concur Expense, and Concur Invoice, as well as integration activities to customers' financial systems. **There will be no exceptions beyond September 1st, 2018.**

### **Configuration / Feature Activation**

The actual DNS names impacted by the described change are:

- st.concursolutions.com (North America Data Center)
- st-eu.concursolutions.com (EMEA Data Center)

SAP Concur's side: Secured protocols are automatically supported. There are no additional configuration or activation steps.

Clients must configure their FTP software/connection scripts to use secured protocols for connection, as listed below:

- SFTP (SSH-FTP) protocol requires port 22 (**SAP Concur preferred method**)
- FTPS (FTP-SSL) requires port 21 and TLS v.1.1, TLS v.1.2
- HTTPS requires port 443 and TLS v.1.1, TLS v.1.2



For more information, please refer to the [Client FAQ](#) and the [File Transfer User Guide](#).

Please work with your IT team to be able to accommodate this upcoming change and make sure that the file transfer process will keep working smoothly for you. For any technical questions, please open a support case and we will be glad to assist you.

# Client Notifications

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## Browser Certifications and Supported Configurations

### Monthly Browser Certifications and Supported Configurations

The *SAP Concur Release Notes – Monthly Browser Certifications* document lists current and planned browser certifications. The document is available with the other SAP Concur monthly release notes.

The *Concur Travel & Expense Supported Configurations – Client Version* guide is available with the setup guides, user guides, and other technical documentation.



For information about accessing all release notes, browser certifications, setup guides, user guides, other technical documentation, and supported configurations, refer to the *Additional Release Notes and Other Technical Documentation* section in this document.

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: [SAP Concur list of Subprocessors](#)

If you have questions or comments, please reach out to: [Privacy-Request@Concur.com](mailto:Privacy-Request@Concur.com)

# Additional Release Notes and Other Technical Documentation

## Online Help – Admins

Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help.

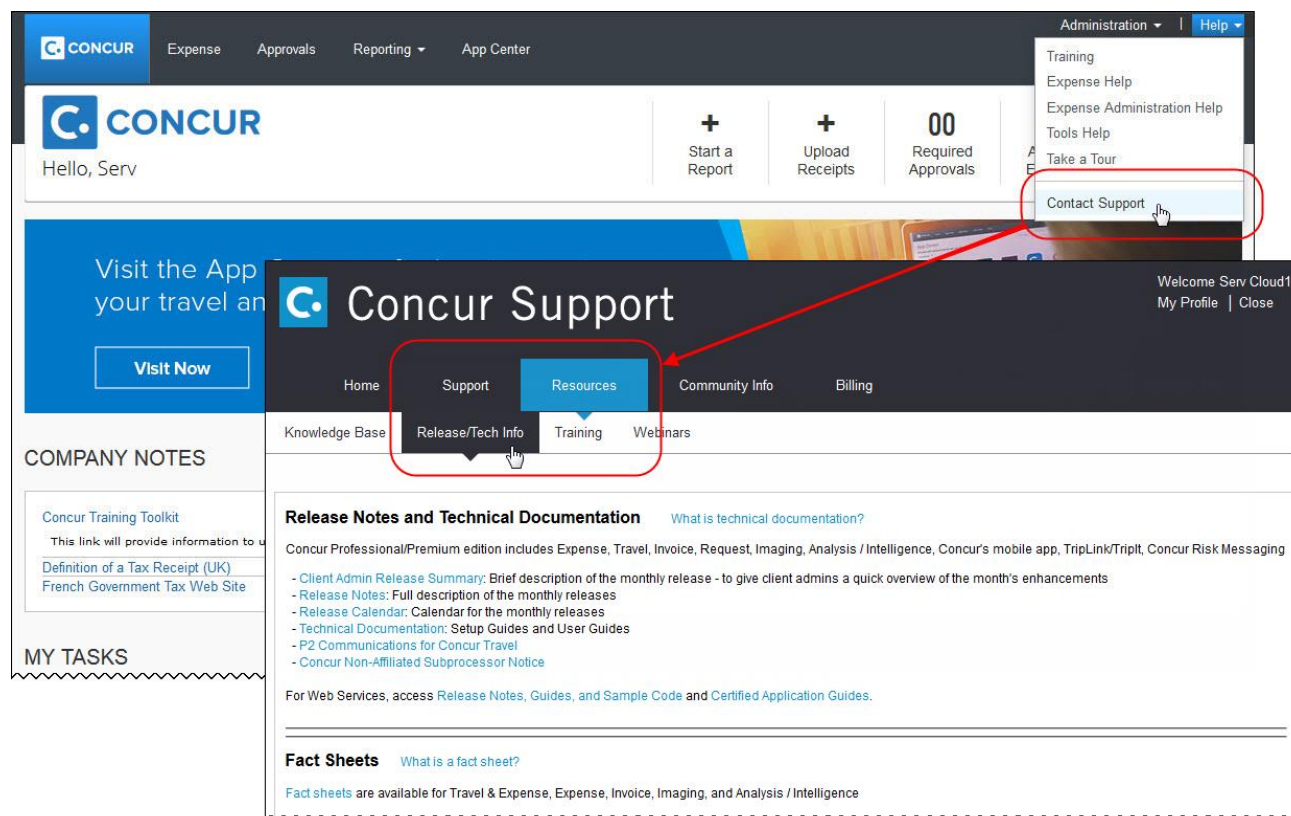
The screenshot displays the SAP Concur Online Help interface for Admins. The top navigation bar includes the SAP Concur logo and various menu items: Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. A 'Help' dropdown menu is open, showing options like Training, Request Help, and Request Administration Help. The main content area is titled 'Using Online Help' and includes a sidebar with links to 'Using Online Help', 'Legal Notice', 'Resources for Administrators - Professional Edition', and 'Request Professional Administration Guides'. The main content area also features 'Quick Links - Concur Professional/Premium' and a table of 'Request Setup Guides'.

Name	Revised	Format
<b>Overview</b>	Jan 31 2018	DOC - PDF
Agency Proposals	Apr 11 2018	DOC - PDF
Allocations	Apr 17 2018	DOC - PDF
Attendees	Jun 21 2016	DOC - PDF

## Concur Support Portal – Selected Users

Selected users within the company can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via the Concur Support Portal.

If a user has the proper Concur Support Portal permissions, then the **Contact Support** option is available to them on the **Help** menu. The user clicks **Help > Contact Support**. On the Support page, the user clicks **Resources > Release/Tech Info**.





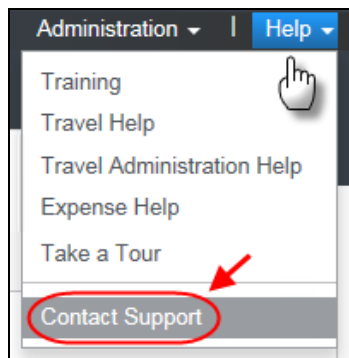
# Cases

## Steps for Getting a Status

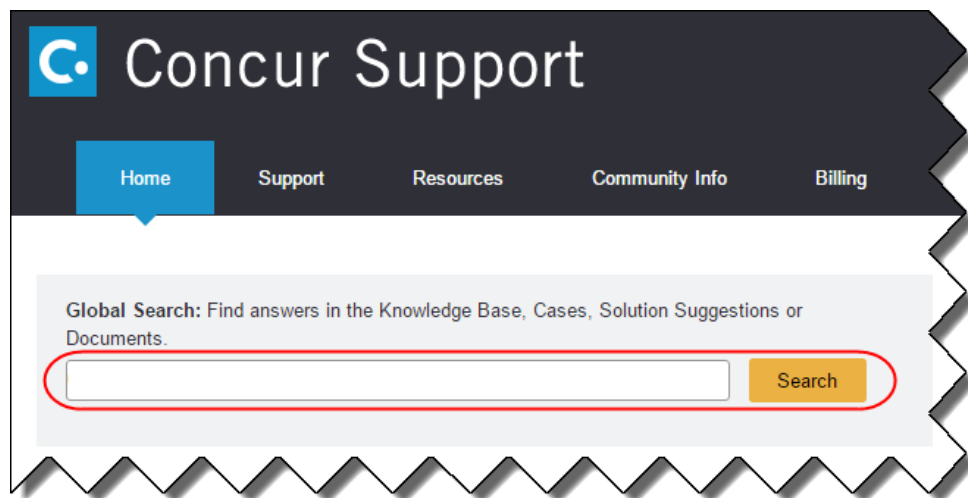
Each service release contains case resolutions.

► **How to check the status of a submitted case**

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



The **Concur Support** page displays.



**NOTE:** If you do not have the option to contact 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. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

## Resolved Cases

Case ID	Description
CRMC-114887, CRMC-117132, CRMC-117133, CRMC-117136, CRMC-119261	<b>Book</b> link and <b>Book with Concur Travel</b> button are not displaying for approved requests for some Request Delegates/Travel Arrangers
CRMC-115876, CRMC-116041	Cannot change a segment from Multi-Segment to Round Trip if Multi-Segment is selected first
CRMC-115429, CRMC-116404	Add airports to the Airport list, including: <ul style="list-style-type: none"> <li>Abdelhafid Boussouf Bou Chekif Airport (TID)</li> <li>Atung Bungsu Airport (PXA)</li> <li>Chisinau International Airport (KIV)</li> <li>Miles Airport (WLE)</li> <li>Saudarkrokur Airport (SAK)</li> </ul>
CRMC-117036	Cambridge Bay Airport (YCB) is assigned to the wrong territor
CRMC-118852	Send to Excel is not working in Chrome and Firefox browsers

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<b>SAP Concur Release Notes</b> <b>Authorization Request</b>	
<b>Month</b>	<b>Audience</b>
Release Date: July 21, 2018 Initial Post: Friday, July 20, 11:00 AM PT	Client – FINAL

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# Summary

---

## IMPORTANT

This service is known as Authorization Request, Concur Request, or simply Request and was formerly known as Travel Request. Concur changed the name to better align with its broader capabilities.

This service is different from the legacy authorization request feature that was available within Concur Expense.

# Release Notes

---

## Request

### Personalized Concur Open – Targeted for end of July

#### Overview

Concur Open is the SAP Concur near-real-time service status dashboard, which displays known and widespread outages and incidents for select SAP Concur services and all data centers. Concur Open displays the current service status as well as incident history for the past 20 days.

**Targeted for the end of July**, there will be new functionality added to Concur Open. Users can continue to access Concur Open and view Concur service availability; no functionality will be removed. However, with the release, SAP Concur users will be able to log in to Concur Open and:

- View service status for the services and the data center that are *specific to their company*
- Access subscription options for updates about the incidents that impact the services *specific to their company*
- View service history for the past two years as well as detailed root cause analysis information and the actions taken by SAP Concur for specific incidents

#### BUSINESS PURPOSE / CLIENT BENEFIT

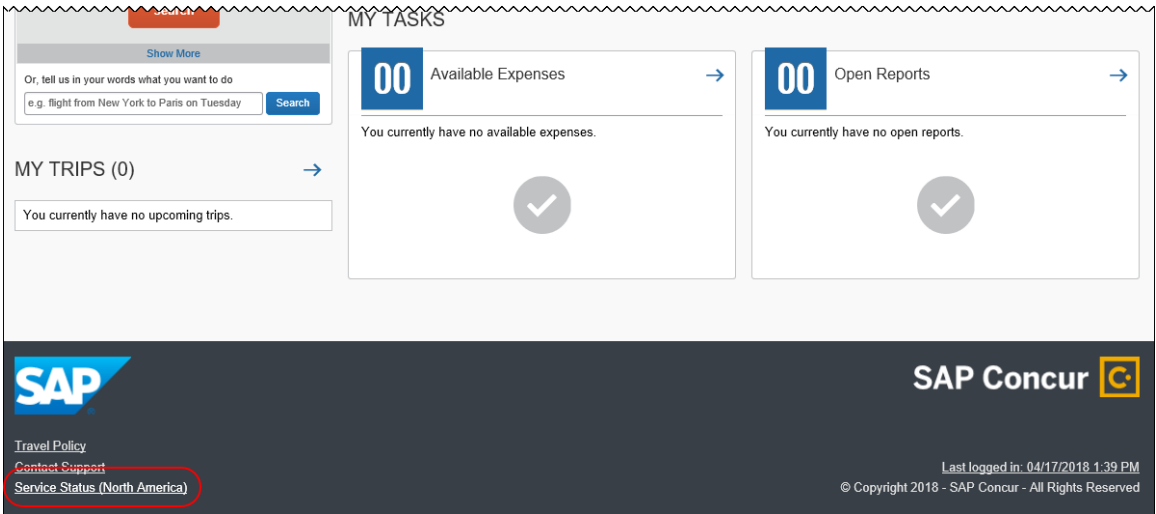
Customers use Concur Open to monitor their SAP Concur services outages, status, and availability. Adding the new functionality will provide customers a personalized view of their service status and availability. SAP Concur's goal is to provide a more accurate and transparent view of incidents/outages.

#### What the User Sees – Access Concur Open

Users can access Concur Open two ways:

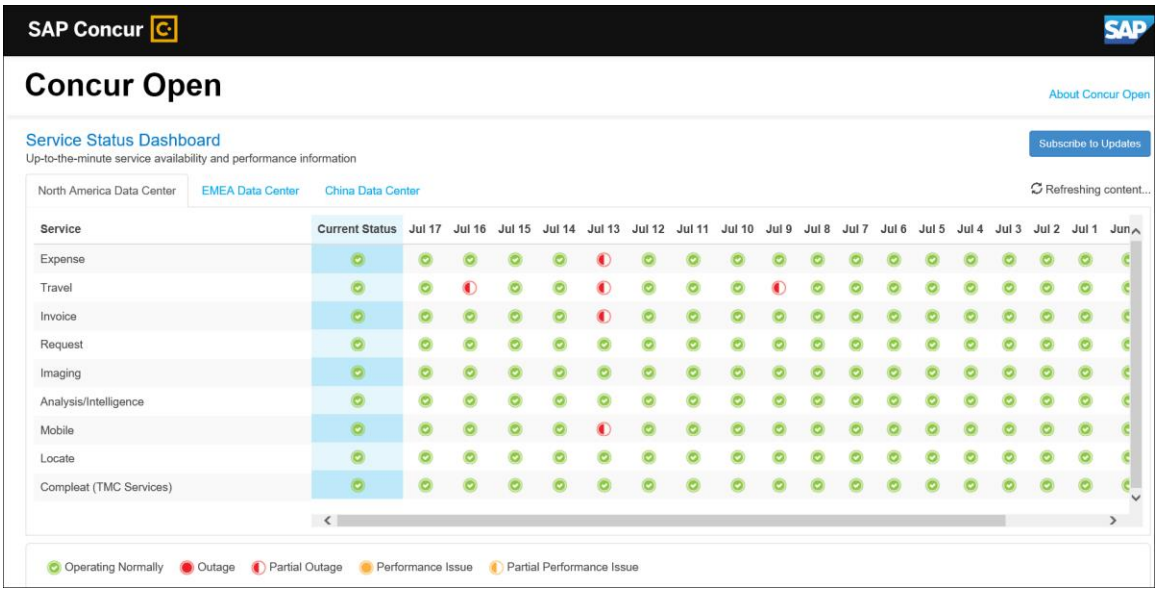
- Enter the public site directly using <https://open.concur.com>  
– **or** –
- Sign in to SAP Concur and then click **Service Status** in the lower-left corner of the SAP Concur screen





Concur Open appears.

What the User Sees – Current View



Currently, the user sees all data center tabs, the service activity (up to the previous 20 days), and the "service" legend (bottom of the page).

Service Status Dashboard

Up-to-the-minute service availability and performance information

North America Data Center

EMEA Data Center

China Data Center

Tue Jul 17 2018 14:59:57 GMT-0700 (Pacific Daylight Time)

Service

Current Status

Jul 17

Jul 16

Jul 15

Jul 14

Jul 13

Jul 12

Jul 11

Jul 10

Jul 9

Jul 8

Jul 7

Jul 6

Jul 5

Jul 4

Jul 3

Jul 2

Jul 1

Jun 30

Expense

Travel

Invoice

Request

Imaging

Analysis/Intelligence

Mobile

Locate

Compleat (TMC Services)

Operating Normally

Outage

Partial Outage

Performance Issue

Partial P

SAP Concur

Concur Open

[Back to Concur Open](#)

Partial Outage Issue

Services affected: Travel

OPI-1861986

Started: Fri Jul 13 11:35 am PT

Ended: Fri Jul 13 11:59 am PT

Root Cause Analysis

Tue Jul 17 12:41 pm PT

At 11:06 AM PT, on 13 July 2018, The Operations Team was alerted to an approximate 25% drop in overall logins, which Services, as well as the Mobile Application. The incident caused a Partial Outage to these Services resulting in a user exp unable to Search or Book Travel and Submit Expense Reports and Invoices. The issue did not affect standard login via Co group of Application Servers that were inadvertently removed from operation and was resolved by placing the Servers bac discovery revealed the primary root cause of the Incident to be planned maintenance that resulted in an existing set of App mitigation for this maintenance, to ensure Application Servers were always active, had been incorrectly applied which res these servers are never removed from active operation.

Resolved

Fri Jul 13 12:36 pm PT

We have resolved the issue and will provide the root cause analysis as soon as possible.

The user can click an icon to review information about service activity.

The user can click **Subscribe to Updates** (upper-right corner) to request notifications for service and incident changes.

## What the User Sees – New View and Process

The user will access Concur Open the same way they do now – either via the public site (open.concur.com) or after signing in to SAP Concur.

The initial page – regardless of how it is accessed – is similar to the existing page.

**Concur Open** [Subscribe to Updates](#) [Go to Your Service Status Dashboard](#)

**Service Status Dashboard**  
Up-to-the-minute service availability and performance information

North America Data Center [EMEA Data Center](#) [China Data Center](#) Mon Mar 05 2018 12:43:27 GMT-0800 (Pacific Standard Time)

Service	Current Status	Mar 5	Mar 4	Mar 3	Mar 2	Mar 1	Feb 28	Feb 27	Feb 26	Feb 25	Feb 24
Expense	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Partial Outage	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally
Travel	Partial Outage	Partial Outage	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally
Invoice	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally
Request	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally
Imaging	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally
Analysis/Intelligence	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Partial Outage
Mobile	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally

Operating Normally 
 Outage 
 Partial Outage 
 Performance Issue 
 Partial Performance Issue

On the main page, the user can see all data centers and services and can use the **Subscribe to Updates** button – just like they currently do. In fact, that will not change – anyone can access the public version (open.concur.com) and anyone can request notifications.

---

**NOTE:** The ability for non-customers to request notifications will likely be eliminated in the future.

---

With the release of Personalized Concur Open, the main change is that the **Go to Your Service Status Dashboard** button also appears on the main page. Whether the user accesses Open via the public site (open.concur.com) or after signing in to SAP Concur, moving beyond the main page to access the personalized view requires an SAP Concur sign in.

### SIGN IN TO THE PERSONALIZED DASHBOARD

The personalized view does not require a new username/password. Instead, users use their existing SAP Concur credentials.

- For customers who do not use SSO, users sign in with their SAP Concur username and password.
- For customers who do use SSO, users can access the personalized view using their email address (described below).

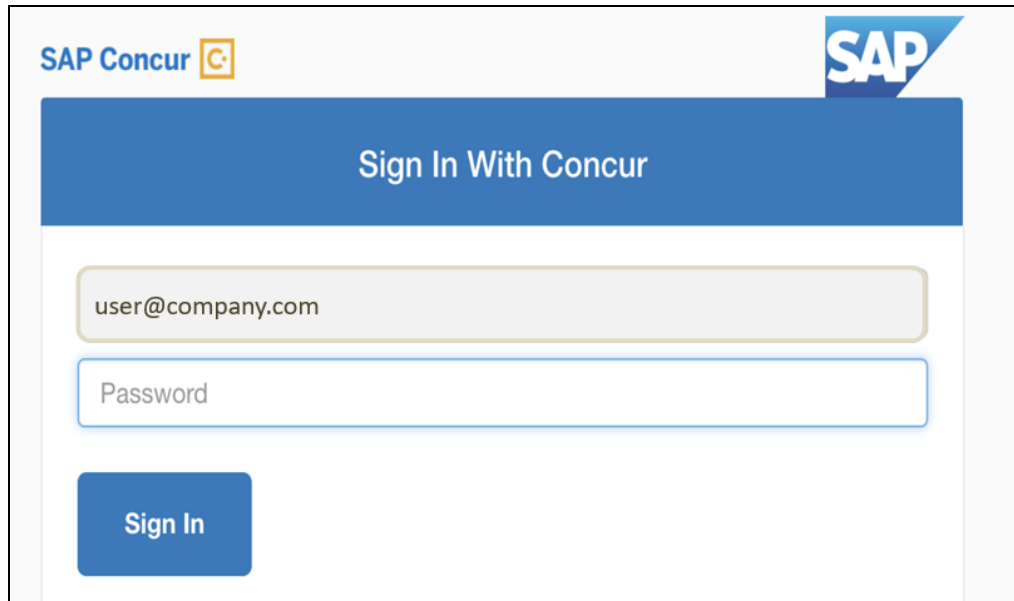
On the main page, the user clicks the **Go to Your Service Status Dashboard** button. The **Sign In With Concur** page appears.

Click to expand the list.'"/>

Then, depending on the customer's implementation of SAP Concur:

- **Username and password:** If the user signs in to SAP Concur using username and password:

Then, on this page, the user enters their username, clicks **Username** (if necessary), and clicks **Continue**. This page appears.



The user enters their password and clicks **Sign In**. The user is then directed to the personalized view.

- **SSO:** If the user does not know their SAP Concur sign-in credentials, for example, the user's company uses SSO to access SAP Concur services:

Click to expand the list.'" data-bbox="260 517 881 836"/>

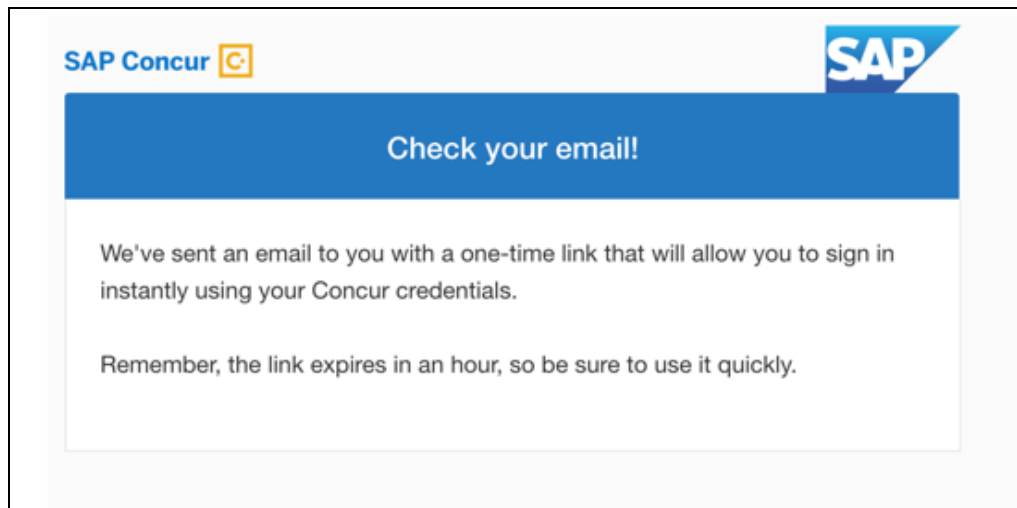
Then, on this page, the user enters their email address, clicks **Send a link to my email**, and clicks **Continue**.

SAP Concur compares the email address entered by the user to the email address in the user's SAP Concur profile. If the addresses match, then SAP Concur generates a one-time sign-in token (link) that can be used for one hour.

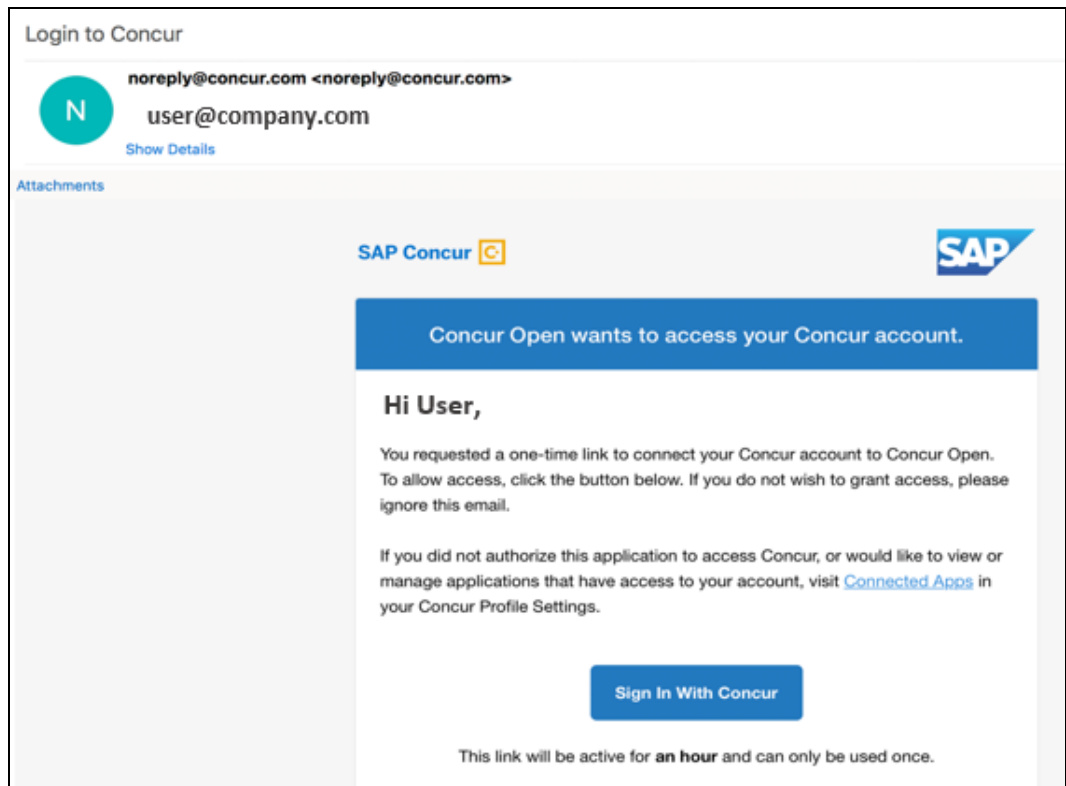


Refer to *More About Email Addresses in Profile* for more detail.

This message appears:



An email similar to this is sent to the email address.



The user clicks **Sign In With Concur**. Personalized Concur Open appears.

**NOTE:** The one-time link is active for one hour. If the user closes the browser, then the user must request another one-time link when they want to return to the personalized view.

Once signed in, the personalized **Service Status Dashboard** page appears.

**SAP Concur**

**Concur Open for <Company Name>**

[Subscribe to Updates](#)

**Service Status Dashboard**  
Up-to-the-minute service availability and performance information

North America Data Center

Mon Mar 05 2018 12:43:27 GMT-0800 (Pacific Standard Time)

Service	Current Status	Mar 5	Mar 4	Mar 3	Mar 2	Mar 1	Feb 28	Feb 27	Feb 26	Feb 25	Feb 24
Expense	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Outage	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally
Travel	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally
Imaging	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally
Analysis/Intelligence	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally
Mobile	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally	Operating Normally

Operating Normally
Outage
Partial Outage
Performance Issue
Partial Performance Issue

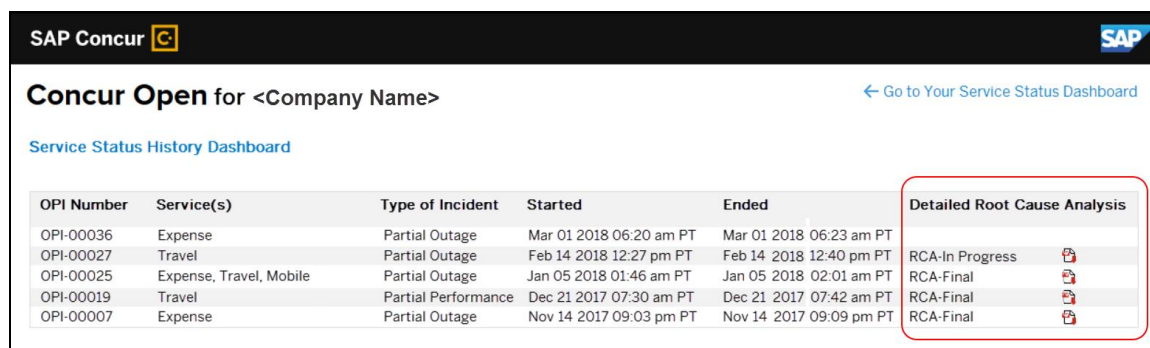
[View Service Status History](#)






On this page, the user can:

- View:
  - ♦ **Status of SAP Concur services:** On this personalized page, the list of SAP Concur services includes **only** those that the user's company uses.
  - ♦ **Service history and incident analysis that applies to their company:** SAP Concur employs existing "targeting" logic to determine the incidents that apply to the specific company.
- Subscribe to updates

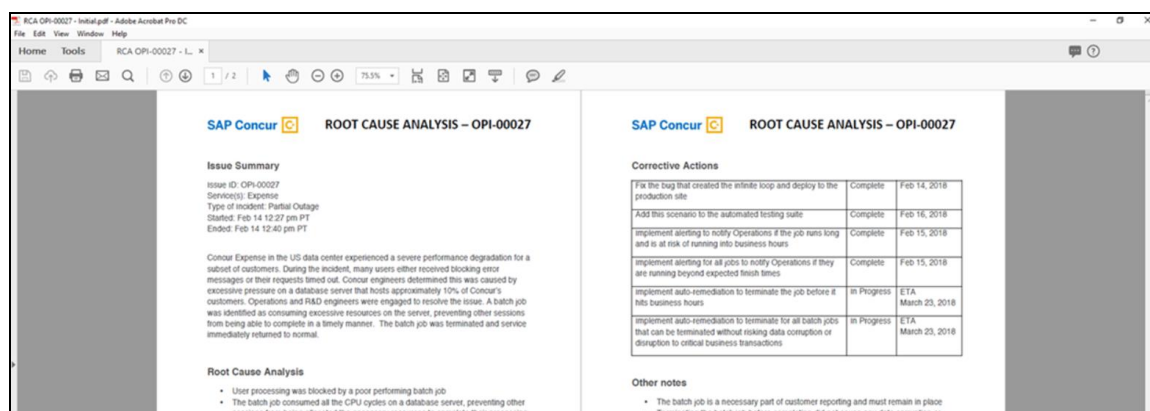
## VIEW SERVICE HISTORY AND INCIDENT ANALYSIS

The user clicks **View Service Status History** in the lower-left corner of the page to view the **Service Status History Dashboard** page. It provides history for the past two years, showing the type of each incident as well as the associated start/end time.



OPI Number	Service(s)	Type of Incident	Started	Ended	Detailed Root Cause Analysis
OPI-00036	Expense	Partial Outage	Mar 01 2018 06:20 am PT	Mar 01 2018 06:23 am PT	RCA-In Progress 
OPI-00027	Travel	Partial Outage	Feb 14 2018 12:27 pm PT	Feb 14 2018 12:40 pm PT	RCA-Final 
OPI-00025	Expense, Travel, Mobile	Partial Outage	Jan 05 2018 01:46 am PT	Jan 05 2018 02:01 am PT	RCA-Final 
OPI-00019	Travel	Partial Performance	Dec 21 2017 07:30 am PT	Dec 21 2017 07:42 am PT	RCA-Final 
OPI-00007	Expense	Partial Outage	Nov 14 2017 09:03 pm PT	Nov 14 2017 09:09 pm PT	RCA-Final 

The user clicks the PDF icon in the **Detailed Root Cause Analysis** column to view the root cause information for specific incidents.



ROOT CAUSE ANALYSIS - OPI-00027																							
<b>Issue Summary</b> Issue ID: OPI-00027 Service(s): Expense Type of incident: Partial Outage Started: Feb 14 12:27 pm PT Ended: Feb 14 12:40 pm PT  Concur Expense in the US data center experienced a severe performance degradation for a subset of customers. During the incident, many users either received blocking error messages or their requests timed out. Concur engineers determined this was caused by excessive pressure on a database server that hosts approximately 10% of Concur's customers. Operations and R&D engineers were engaged to resolve the issue. A batch job was identified as consuming excessive resources on the server, preventing other sessions from being able to complete in a timely manner. The batch job was terminated and service immediately returned to normal.																							
<b>Root Cause Analysis</b> <ul style="list-style-type: none"> <li>User processing was blocked by a poor performing batch job</li> <li>The batch job consumed all the CPU cycles on a database server, preventing other sessions from being allocated the necessary resources to complete their processing</li> </ul>																							
<b>Corrective Actions</b> <table border="1"> <thead> <tr> <th>Action</th> <th>Status</th> <th>ETA</th> </tr> </thead> <tbody> <tr> <td>Fix the bug that created the infinite loop and deploy to the production site</td> <td>Complete</td> <td>Feb 14, 2018</td> </tr> <tr> <td>Add this scenario to the automated testing suite</td> <td>Complete</td> <td>Feb 16, 2018</td> </tr> <tr> <td>Implement alerting to notify Operations if the job runs long and is at risk of running into business hours</td> <td>Complete</td> <td>Feb 15, 2018</td> </tr> <tr> <td>Implement alerting for all jobs to notify Operations if they are running beyond expected finish times</td> <td>Complete</td> <td>Feb 15, 2018</td> </tr> <tr> <td>Implement auto-remediation to terminate the job before it hits business hours</td> <td>In Progress</td> <td>ETA March 23, 2018</td> </tr> <tr> <td>Implement auto-remediation to terminate for all batch jobs that can be terminated without risking data corruption or disruption to critical business transactions</td> <td>In Progress</td> <td>ETA March 23, 2018</td> </tr> </tbody> </table>			Action	Status	ETA	Fix the bug that created the infinite loop and deploy to the production site	Complete	Feb 14, 2018	Add this scenario to the automated testing suite	Complete	Feb 16, 2018	Implement alerting to notify Operations if the job runs long and is at risk of running into business hours	Complete	Feb 15, 2018	Implement alerting for all jobs to notify Operations if they are running beyond expected finish times	Complete	Feb 15, 2018	Implement auto-remediation to terminate the job before it hits business hours	In Progress	ETA March 23, 2018	Implement auto-remediation to terminate for all batch jobs that can be terminated without risking data corruption or disruption to critical business transactions	In Progress	ETA March 23, 2018
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Implement auto-remediation to terminate for all batch jobs that can be terminated without risking data corruption or disruption to critical business transactions	In Progress	ETA March 23, 2018																					
<b>Other notes</b> <ul style="list-style-type: none"> <li>The batch job is a necessary part of customer reporting and must remain in place</li> <li>Terminating the batch job before completion did not cause any data corruption or</li> </ul>																							

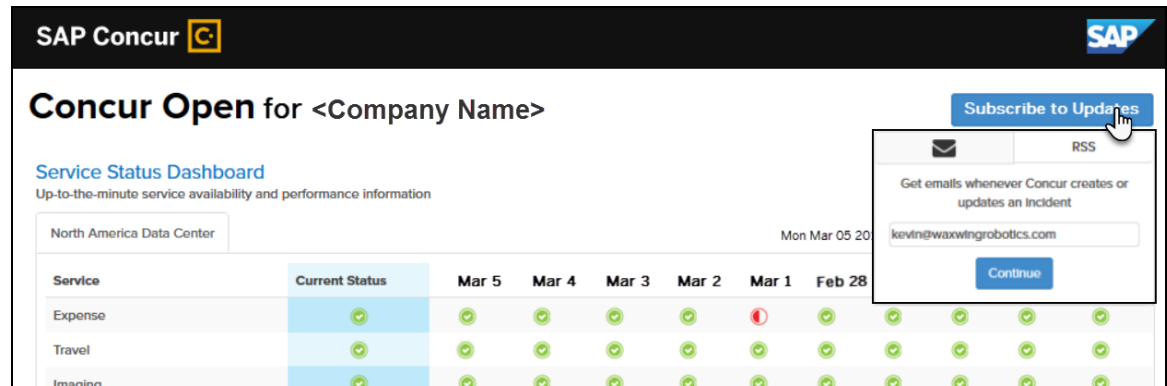
**NOTE:** Be aware that the root cause PDFs will be available starting around the date that the personalized view becomes available. Though service information (start/stop dates and times, type of incident, etc.) will be provided for the activity of the past two years, the PDFs will not; they will be provided on a *go-forward* basis.

The user clicks **Go to Your Service Status Dashboard** to return to the personalized main page.



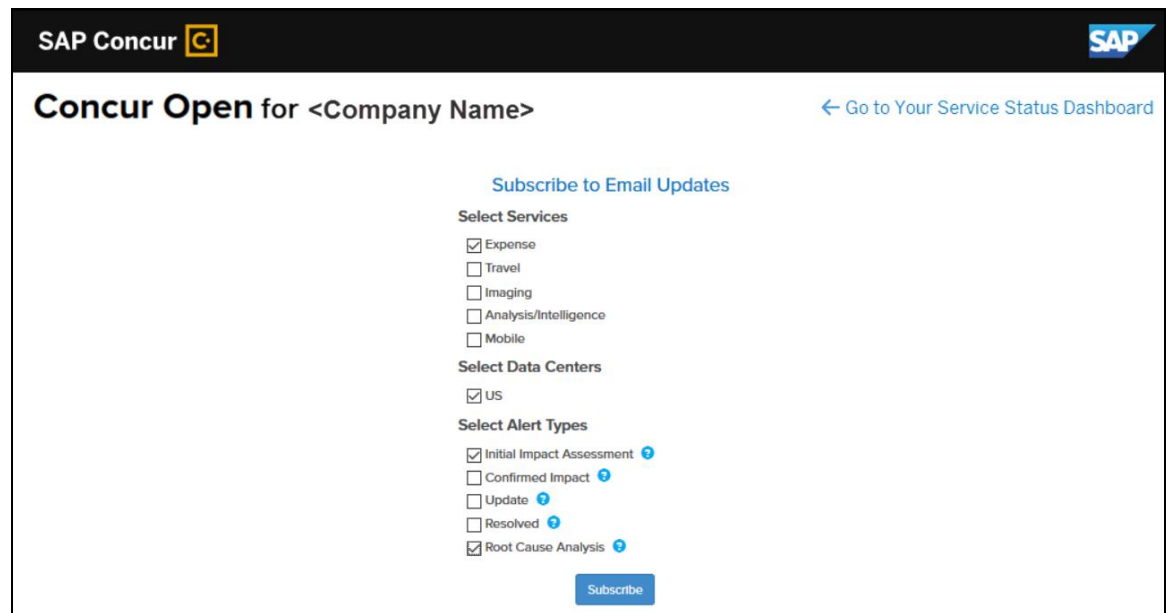
## SUBSCRIBE TO UPDATES

On the **Service Status Dashboard** page, the user clicks **Subscribe to Updates** to request notifications via email or RSS feed.

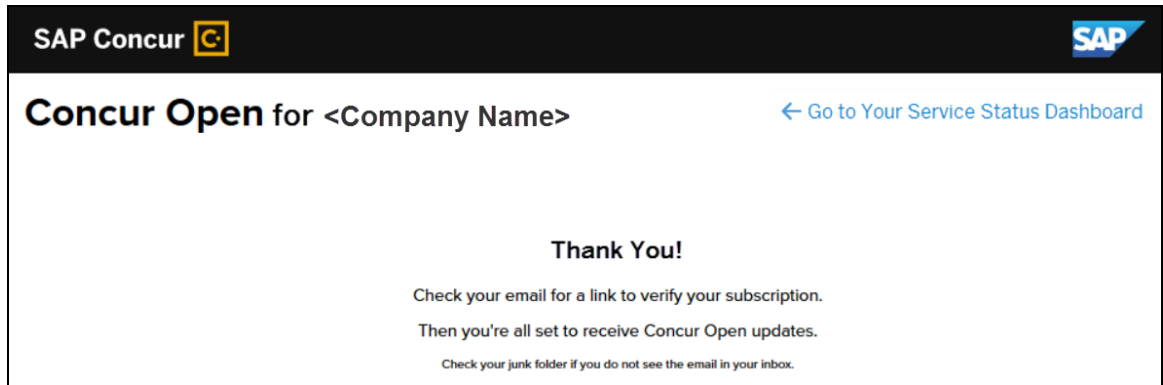


To subscribe to email notifications, the user clicks the envelope icon (if necessary) and then enters their email address.

The user clicks **Continue**. This page appears.



The page lists only the services and data center associated with the user's company. The user selects the desired services and alert type. The user clicks **Subscribe**. A confirmation message appears.



### ***More About Email Addresses in Profile***

As described above, an SSO user must access the personalized view by entering their email address on the **Sign In With Concur** page and then clicking **Send a link to my email**.

Note the following:

- The user completes this process every time they want to access the personalized view.
- The email address that the user enters:
  - ♦ Must be the same as is in the **Email 1** field in their SAP Concur profile
  - ♦ Must be "verified"
  - ♦ Must be unique to that user; it cannot be shared with multiple people or logins in their company
- If an employee no longer has access to SAP Concur (for example, leaves the company), that employee can no longer access the personalized view. Remember, in order to access the personalized view, they must have a Concur login or an email address in Profile. An inactive user or terminated employee has neither of those things.

### ***Existing Subscription Information***

Once the new Personalized Concur Open is available, SAP Concur will make every effort to migrate existing subscriptions to the new view.

For those with subscriptions **before** the release of the new Personalized Concur Open, note the following:

- If a user, when subscribing, used their business email and if SAP Concur can successfully match it to an existing SAP Concur customer, then SAP Concur will:

- ◆ Set the user's new subscription to match the company's services and data center in Personalized Concur Open
- ◆ Notify the user of the change

---

**NOTE:** Best practice – after the new view is available – is to sign in to the subscription page and verify the selected options for accuracy.

---

- If a user, when subscribing, used their personal email (which means SAP Concur cannot establish an SAP Concur customer match), then the user's subscription will be removed from Concur Open in 30 days. These customers will be notified of this change by email.

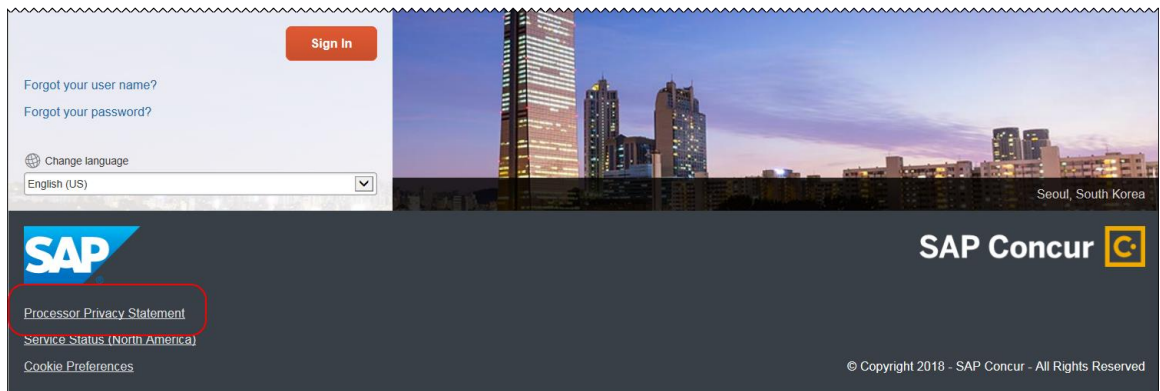
### **Configuration / Feature Activation**

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

## **Processor Privacy Statement Link in Online Help**

### **Overview**

The **Processor Privacy Statement** link is available in the SAP Concur footer.



However, not all pages in SAP Concur display the footer. In this case, the user can return to the Home page and click the **Processor Privacy Statement** link there.

Also, with this release, the **Processor Privacy Statement** link is available in online Help.

### **Configuration / Feature Activation**

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

# SAP Concur Platform

## Callout Server Requirements Update

### Overview

SAP Concur is upgrading the servers that support the SAP Concur Platform Callouts. This maintenance includes the Production Proxy Migration (North America Data Center only) and PWS Server Migration to VM (EMEA And North American Data Centers only). The PWS Server Migration to VM was completed on May 2, 2018. The Production Proxy Migration began on May 9, 2018, and will be completed August 3, 2018.

These servers support the following functionality:

- Fetch Attendee Data Callout
- Fetch List Item Callout
- Event Notification Callout
- Launch External URL Callout
- Concur Salesforce Connector

---


**NOTE:** We do not anticipate any interruption in functionality for clients who use the SAP Concur Callouts (Fetch List, Fetch Attendee, Launch External URL, and Event Notification) and the Salesforce Connector.

---

Be aware that this maintenance means that for any customer callout URLs, SAP Concur has the following requirements:

- The endpoint is secured with SSL/TLS.
- The endpoint uses a minimum of TLS 1.0, but TLS 1.2 is preferred.
- The endpoint must employ Diffie-Hellman cipher suites with key sizes >1024 bits.
- Due to the ever-evolving world of SSL and standards, we do not publish a specific list of permitted cipher suites, but we generally advise that a modern industry supported list is utilized.
- The endpoint must present an SSL certificate with a chain to a valid root that can be verified. If the chain cannot be verified without installing additional certificates the calls from SAP Concur will fail.
- Clients who whitelist access for Concur callout traffic from the North America Data Center (not common) may need to update their access control list (ACL) to IP 12.129.29.86.

---

 **IMPORTANT:** If the callout URL does not comply with these requirements, the calls from SAP Concur may fail, beginning on May 9, 2018.

---

## **BUSINESS PURPOSE / CLIENT BENEFIT**

This maintenance will mitigate the out-of-warranty issue with our current hardware.

## **Configuration / Feature Activation**

SAP Concur is automatically implementing these changes. Clients using the SAP Concur Platform Callouts should discuss this change with their own IT group responsible for their callout to ensure that their custom solution is prepared for these changes.

## **Concur Request APIs v4.0 Now Available**

### **Overview**

Concur Request APIs v4.0 are now available.

With v4.0, Concur has made great enhancements in the existing Request endpoints and is now offering the ability for a client and/or a partner to interact with Concur Request to do the following:

- Get the detailed information about existing authorization requests
- Create, Read, Update or Delete an existing request
- Move an existing request through the approval flow with one of the following available actions: Submit, Approve, Recall, Cancel, Close, or Reopen
- Get the list of expected expenses (including trip segments) in a request
- Create, Read, Update or Delete an expected expense for a request
- Get information of a travel agency office

Concur has also enhanced the user experience for list management data, and now supports simple and connected list data for the Create, Read, and Update Request APIs in the request header and request entries.

### **Background**

SAP is continuing to invest heavily in APIs and tools to simplify end-to-end integration.

At SAP Concur, we strongly believe that an open ecosystem expands your view. An open ecosystem dynamically connects your internal systems, spend, and partner data to reveal powerful insights that empower you to run your business better.

Explore the capabilities listed in the *Overview* section and consider how the APIs could help you simplify some of your existing processes, such as:

- Automatically creating a Concur Travel Request for any off-site training approved via your Human Resources system
- Exposing authorization requests pending approvals onto your internal corporate portal "Manager" widget

We are also planning on adding additional API capabilities in a future release.

### ***Permissions***

In addition to the existing user-level permissions, the Concur Request APIs v4.0, which are based on the most recent Authentication service and Concur's new OAuth2 framework, will manage the authorization for company-level permissions. Clients and/or partners can now use a single token/permission to interact with Request on behalf of all company users.

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

These enhancements will provide more options and abilities for developers using Concur's Platform with Request.

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

Depending on your product, some APIs may not be available to your company.

Clients should contact the group responsible for their web services, which may be inside their company, or a third-party developer, to inform them of the upcoming changes.



Additional information and documentation on the Request APIs v4.0 is available on the Concur Developer Portal: <https://developer.concur.com>.

### ***Deprecation of existing Request APIs (v1, v3.0, v3.1)***

Concur will continue to support the existing Request APIs (v1.0, v3.0 and v3.1) for any bug fixes. However, new developments will not be performed on these versions.

A backwards compatibility project will run until the end of 2018 between the current Request APIs and the new Request APIs v4.0 (not ISO-compatibility) with the objective of deprecating the previous versions. More information on the deprecation policy will be provided soon.

# Planned Changes

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The items in this section are targeted for future releases. SAP Concur reserves the right to postpone implementation of – or completely remove – any enhancement/change mentioned here.

## **\*\*Planned Changes\*\* Support for Plain Text FTP to End on September 1st, 2018**

### **Overview**

SAP Concur announced the End of Support for plain text FTP to transfer data to and from SAP Concur.

---

 **IMPORTANT:** SAP Concur has decided to provide clients an extension until September 1st, 2018, after which this functionality will be fully retired and no longer available for use. ***There will be no extensions beyond this date.***

---

Plain text FTP is not a secured protocol and has inherent security vulnerabilities. On September 1st, 2018, SAP Concur Operations will apply a security update to our File Transfer infrastructure, restricting the use of plain text FTP as a part of our ongoing commitment to securing our customers' data and meeting the audited security requirements of the SAP Concur Trust Platform.



For more information, refer to the [Plain Text FTP Retirement FAQ](#).

### **What This Means – The Client Experience**

After September 1st, 2018, uploads of file types such as Employee, List, Attendee and other Import files as well as downloads of SAE and other Extract files that use Plain Text FTP will not be accepted via SAP Concur's Filemover system. This will significantly impact client usage of SAP Concur products such as Concur Travel, Concur Expense, and Concur Invoice, as well as integration activities to customers' financial systems. ***There will be no exceptions beyond September 1st, 2018.***

### **Configuration / Feature Activation**

The actual DNS names impacted by the described change are:

- st.concursolutions.com (North America Data Center)
- st-eu.concursolutions.com (EMEA Data Center)

SAP Concur's side: Secured protocols are automatically supported. There are no additional configuration or activation steps.

Clients must configure their FTP software/connection scripts to use secured protocols for connection, as listed below:

- SFTP (SSH-FTP) protocol requires port 22 **(SAP Concur preferred method)**
- FTPS (FTP-SSL) requires port 21 and TLS v.1.1, TLS v.1.2
- HTTPS requires port 443 and TLS v.1.1, TLS v.1.2



For more information, please refer to the [Client FAQ](#) and the [File Transfer User Guide](#).

Please work with your IT team to be able to accommodate this upcoming change and make sure that the file transfer process will keep working smoothly for you. For any technical questions, please open a support case and we will be glad to assist you.



# Client Notifications

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## Browser Certifications and Supported Configurations

### Monthly Browser Certifications and Supported Configurations

The *SAP Concur Release Notes – Monthly Browser Certifications* document lists current and planned browser certifications. The document is available with the other SAP Concur monthly release notes.

The *Concur Travel & Expense Supported Configurations – Client Version* guide is available with the setup guides, user guides, and other technical documentation.



For information about accessing all release notes, browser certifications, setup guides, user guides, other technical documentation, and supported configurations, refer to the *Additional Release Notes and Other Technical Documentation* section in this document.

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: [SAP Concur list of Subprocessors](#)

If you have questions or comments, please reach out to: [Privacy-Request@Concur.com](mailto:Privacy-Request@Concur.com)

# Additional Release Notes and Other Technical Documentation

## Online Help – Admins

Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help.

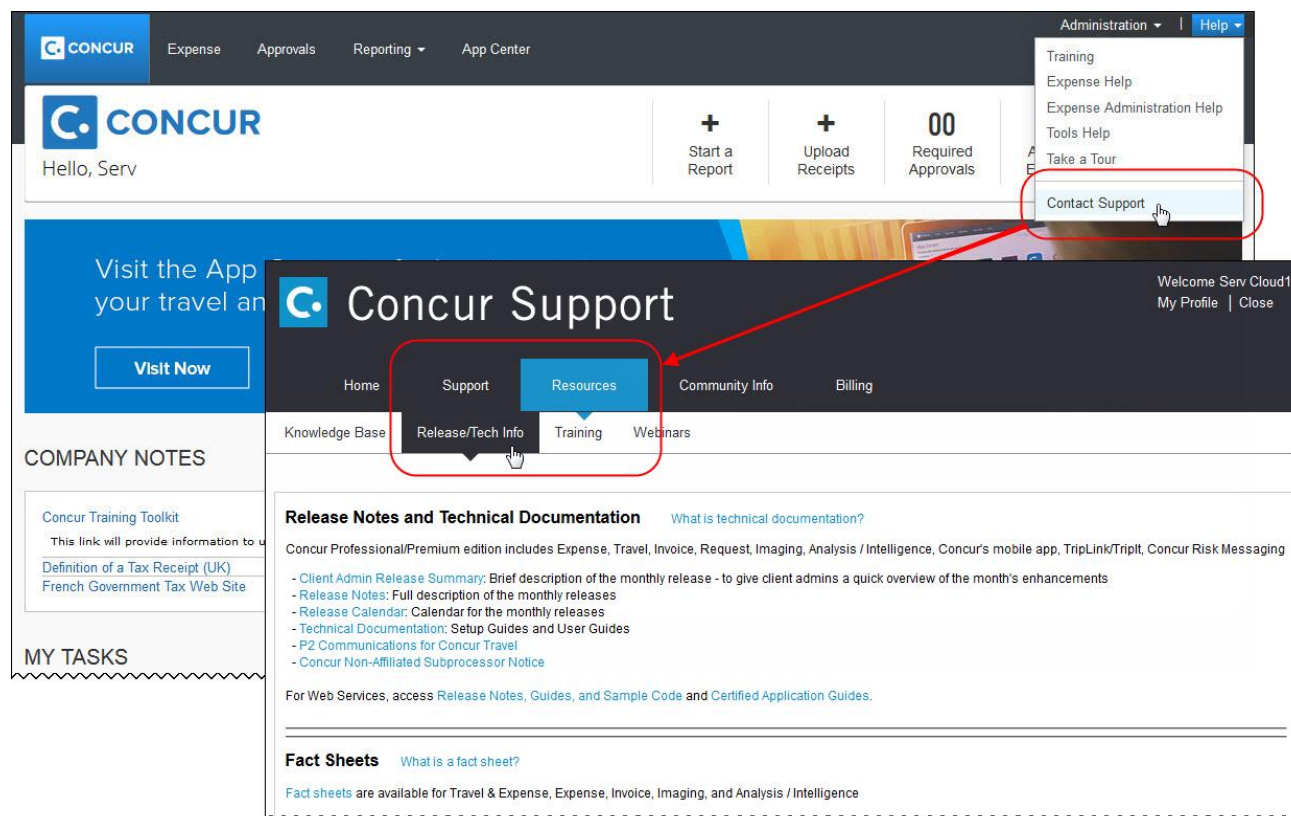
The screenshot displays the SAP Concur Online Help Admin interface. The top navigation bar includes the SAP Concur logo and various menu items: Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. A 'Help' dropdown menu is open, showing options like Training, Request Help, and Request Administration Help. The main content area is titled 'Using Online Help' and contains a sidebar with links to 'Using Online Help', 'Legal Notice', 'Resources for Administrators - Professional Edition', and 'Request Professional Administration Guides'. The main content area also includes 'Quick Links - Concur Professional/Premium' and a table of 'Request Setup Guides'.

Name	Revised	Format
<b>Overview</b>	Jan 31 2018	DOC - PDF
Agency Proposals	Apr 11 2018	DOC - PDF
Allocations	Apr 17 2018	DOC - PDF
Attendees	Jun 21 2016	DOC - PDF

## Concur Support Portal – Selected Users

Selected users within the company can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via the Concur Support Portal.

If a user has the proper Concur Support Portal permissions, then the **Contact Support** option is available to them on the **Help** menu. The user clicks **Help > Contact Support**. On the Support page, the user clicks **Resources > Release/Tech Info**.



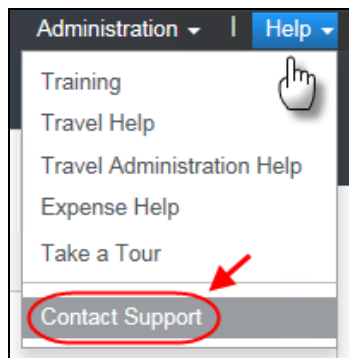
# Cases

## Steps for Getting a Status

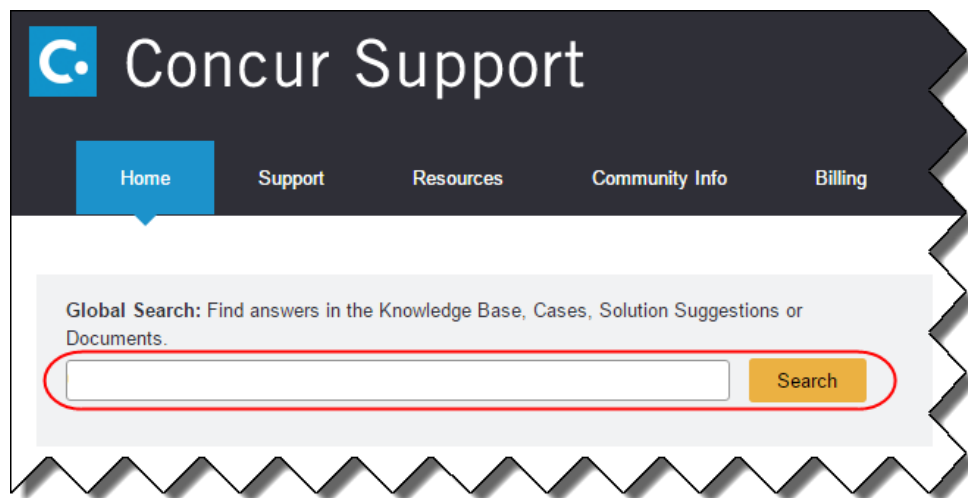
Each service release contains case resolutions.

► **How to check the status of a submitted case**

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



The **Concur Support** page displays.



**NOTE:** If you do not have the option to contact 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. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

## Resolved Cases

Case ID	Description
CRMC-110740	Printed report showing different field values for a request based on user's role
CRMC-113630	The <b>Url</b> field in the <b>Insert link</b> dialog does not allow an absolute URL for Expense email reminders
CRMC-113338	The Arrival Time of segments is missing from the agency proposal form
CRMC-114365	Page titles on Authorization Request approval screens for Android devices has incorrect Japanese translations.
CRMC-114721	Update Parent Location Code for Sultan Ahmad Shah Airport (KUA) from MYKUAN to KUAMY
CRMC-117845	Amount data missing for Limousine segments in requests
CRMC-118425	Wrong country code and city for Rafael Hernández Airport (BQN)
CRMC-118426	Wrong city name for Nagoya Komaki Airport (NKM)
CRMC-119030, CRMC-119056, CRMC-120471, CRMC-120487	Add airports to the Airport list, including: <ul style="list-style-type: none"> <li>• Bahrain International Airport (BAH)</li> <li>• Shigatse Peace Airport (RKZ)</li> <li>• Songyuan Chaganhu Airport (YSQ)</li> <li>• Sunan Shuofang International Airport (WUX)</li> </ul>
CRMC-119194, CRMC-119731	Request-related permissions assigned to users in a company that does not have Request
CRMC-119326	Updates to admin-only fields not visible in audit trail for a Request admin assigned to a manager role
CRMC-120458	<b>View Travel Allowance Calculations</b> button not visible after a request is approved
CRMC-120697	Activate Chişinău International Airport (KIV) in Airport list

Case ID	Description
CRMC-120954	Update Parent Location Code for Aksu Airport (AKU) from CNXNG to CNAKU
CRMC-121404	Request allocation data not copied down from Request header form

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<b>SAP Concur Release Notes</b> <b>Authorization Request</b>	
<b>Month</b>	<b>Audience</b>
Release Date: August 18, 2018 Initial Post: Friday, August 17, 2:45 PM PT	Client – FINAL

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# Summary

---

## IMPORTANT

This service is known as Authorization Request, Concur Request, or simply Request and was formerly known as Travel Request. Concur changed the name to better align with its broader capabilities.

This service is different from the legacy authorization request feature that was available within Concur Expense.

# Release Notes

---


## Request

### Support for Plain Text FTP to End on **September 1st, 2018**

#### Overview

SAP Concur announced the End of Support for plain text FTP to transfer data to and from SAP Concur.

---

 **IMPORTANT:** SAP Concur has decided to provide clients an extension until September 1st, 2018, after which this functionality will be fully retired and no longer available for use. **There will be no extensions beyond this date.**

---

Plain text FTP is not a secured protocol and has inherent security vulnerabilities. On September 1st, 2018, SAP Concur Operations will apply a security update to our File Transfer infrastructure, restricting the use of plain text FTP as a part of our ongoing commitment to securing our customers' data and meeting the audited security requirements of the SAP Concur Trust Platform.



For more information, refer to the [Plain Text FTP Retirement FAQ](#).

#### What This Means – The Client Experience

After September 1st, 2018, uploads of file types such as Employee, List, Attendee, and other Import files as well as downloads of SAE and other Extract files that use Plain Text FTP will not be accepted via SAP Concur's Filemover system. This will significantly impact client usage of SAP Concur products such as Concur Travel, Concur Expense, and Concur Invoice, as well as integration activities to customers' financial systems. **There will be no exceptions beyond September 1st, 2018.**

#### Configuration / Feature Activation

The actual DNS names impacted by the described change are:

- st.concursolutions.com (North America Data Center)
- st-eu.concursolutions.com (EMEA Data Center)

SAP Concur's side: Secured protocols are automatically supported. There are no additional configuration or activation steps.

Clients must configure their FTP software/connection scripts to use secured protocols for connection, as listed below:

- SFTP (SSH-FTP) protocol requires port 22 (**SAP Concur preferred method**)

- FTPS (FTP-SSL) requires port 21 and TLS v.1.1, TLS v.1.2
- HTTPS requires port 443 and TLS v.1.1, TLS v.1.2



For more information, please refer to the [Client FAQ](#) and the [File Transfer User Guide](#).

Please work with your IT team to be able to accommodate this upcoming change and make sure that the file transfer process will keep working smoothly for you. For any technical questions, please open a support case and we will be glad to assist you.

## SAP Concur Platform

### Callout Server Requirements Update

#### Overview

SAP Concur is upgrading the servers that support the SAP Concur Platform Callouts. This maintenance includes the Production Proxy Migration and PWS Server Migration to VM.

The North American Data Center update has been completed. The EMEA Data Center PWS Server Migration to VM is completed, and the Production Proxy Migration is estimated to be completed on October 31, 2018.

These servers support the following functionality:

- Fetch Attendee Data Callout
- Fetch List Item Callout
- Event Notification Callout
- Launch External URL Callout
- Concur Salesforce Connector

---

**NOTE:** We do not anticipate any interruption in functionality for clients who use the SAP Concur Callouts (Fetch List, Fetch Attendee, Launch External URL, and Event Notification) and the Salesforce Connector.

---

Be aware that this maintenance means that for any customer callout URLs, SAP Concur has the following requirements:

- The endpoint is secured with SSL/TLS.
- The endpoint uses a minimum of TLS 1.0, but TLS 1.2 is preferred.
- The endpoint must employ Diffie-Hellman cipher suites with key sizes >1024 bits.

- Due to the ever-evolving world of SSL and standards, we do not publish a specific list of permitted cipher suites, but we generally advise that a modern industry supported list is utilized.
- The endpoint must present an SSL certificate with a chain to a valid root that can be verified. If the chain cannot be verified without installing additional certificates the calls from SAP Concur will fail.

---

**⚠ IMPORTANT:** If the callout URL does not comply with these requirements, the calls from SAP Concur may fail, beginning on May 9, 2018.

---

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

This maintenance will mitigate the out-of-warranty issue with our current hardware.

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

SAP Concur is automatically implementing these changes. Clients using the SAP Concur Platform Callouts should discuss this change with their own IT group responsible for their callout to ensure that their custom solution is prepared for these changes.

# 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.

## **\*\*Planned Changes\*\* Personalized Concur Open**

### **Overview**

Concur Open is the SAP Concur service status dashboard, which displays known and widespread outages and incidents for select SAP Concur services and all data centers. Concur Open displays the current service status as well as incident history for the past 20 days.

In a future release, there will be new functionality added to Concur Open. Users can continue to access Concur Open and view Concur service availability; no functionality will be removed. However, with the release, SAP Concur users will be able to log in to Concur Open and:

- View service status for the services and the data center that are *specific to their company*
- Access subscription options for updates about the incidents that impact the *services specific to their company*
- View service history for the past two years as well as detailed root cause analysis information and the actions taken by SAP Concur for specific incidents

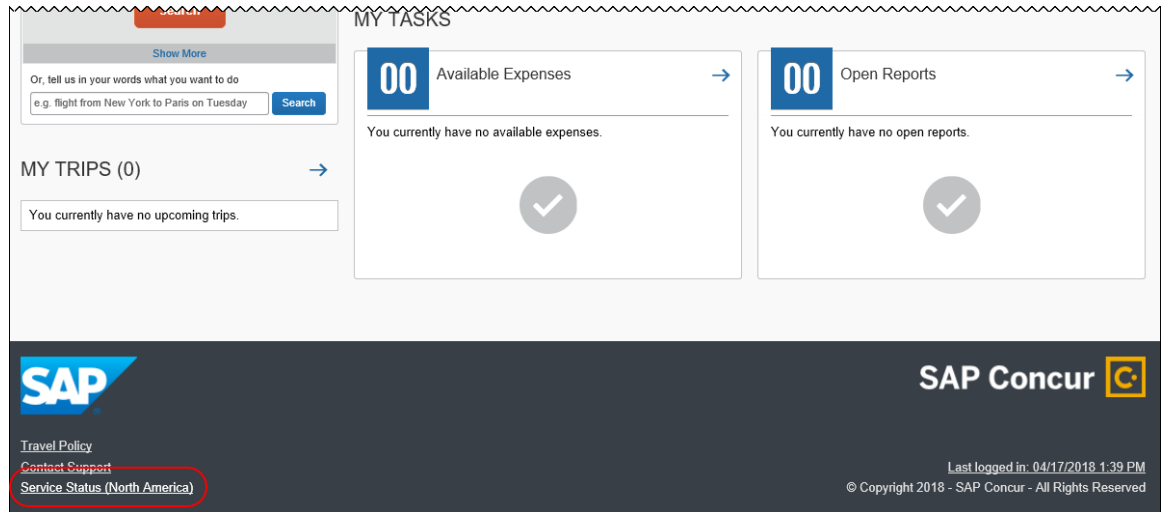
### **BUSINESS PURPOSE / CLIENT BENEFIT**

Customers use Concur Open to monitor their SAP Concur services outages, status, and availability. Adding the new functionality will provide customers a personalized view of their service status and availability. SAP Concur's goal is to provide a more accurate and transparent view of incidents/outages.

### **What the User Sees – Access Concur Open**

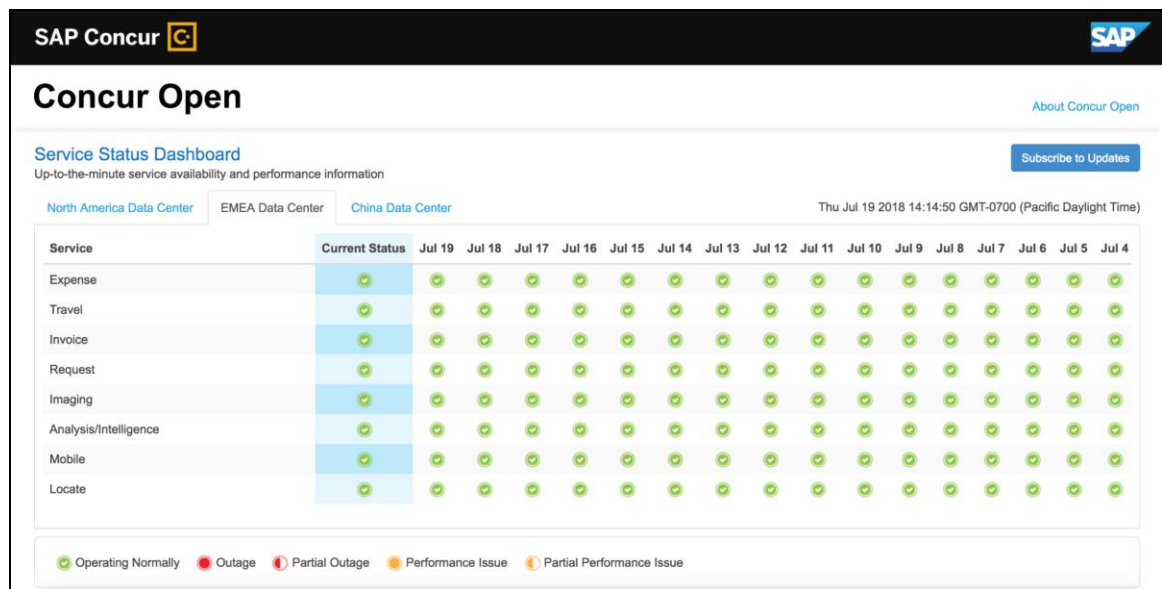
Users can access Concur Open two ways:

- Enter the public site directly using <https://open.concur.com>  
– **or** –
- Sign in to SAP Concur and then click **Service Status** in the lower-left corner of the SAP Concur screen



Concur Open appears.

### What the User Sees – Current View





Currently, the user sees all data center tabs, the service activity (up to the previous 20 days), and the "service" legend (bottom of the page).

**Service Status Dashboard**  
Up-to-the-minute service availability and performance information

North America Data Center | **EMEA Data Center** | China Data Center

Tue Jul 17 2018 14:59:57 GMT-0700 (Pacific Daylight Time)

Service	Current Status	Jul 17	Jul 16	Jul 15	Jul 14	Jul 13	Jul 12	Jul 11	Jul 10	Jul 9	Jul 8	Jul 7	Jul 6	Jul 5	Jul 4	Jul 3	Jul 2	Jul 1	Jun 30
Expense	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Travel	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Invoice	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Request	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Imaging	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Analysis/Intelligence	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Mobile	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Locate	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Compleat (TMC Services)	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Operating Normally
Outage
Partial Outage
Performance Issue
Partial P

**SAP Concur**

**Concur Open**

[Back to Concur Open](#)

**Partial Outage Issue**

Services affected: Travel

**OPI-1861986**

Started: Fri Jul 13 11:35 am PT

Ended: Fri Jul 13 11:59 am PT

**Root Cause Analysis** Tue Jul 17 12:41 pm PT

At 11:06 AM PT, on 13 July 2018, The Operations Team was alerted to an approximate 25% drop in overall logins, which Services, as well as the Mobile Application. The incident caused a Partial Outage to these Services resulting in a user exp unable to Search or Book Travel and Submit Expense Reports and Invoices. The issue did not affect standard login via Co group of Application Servers that were inadvertently removed from operation and was resolved by placing the Servers bac discovery revealed the primary root cause of the Incident to be planned maintenance that resulted in an existing set of App mitigation for this maintenance, to ensure Application Servers were always active, had been incorrectly applied which res these servers are never removed from active operation.

**Resolved** Fri Jul 13 12:36 pm PT

We have resolved the issue and will provide the root cause analysis as soon as possible.

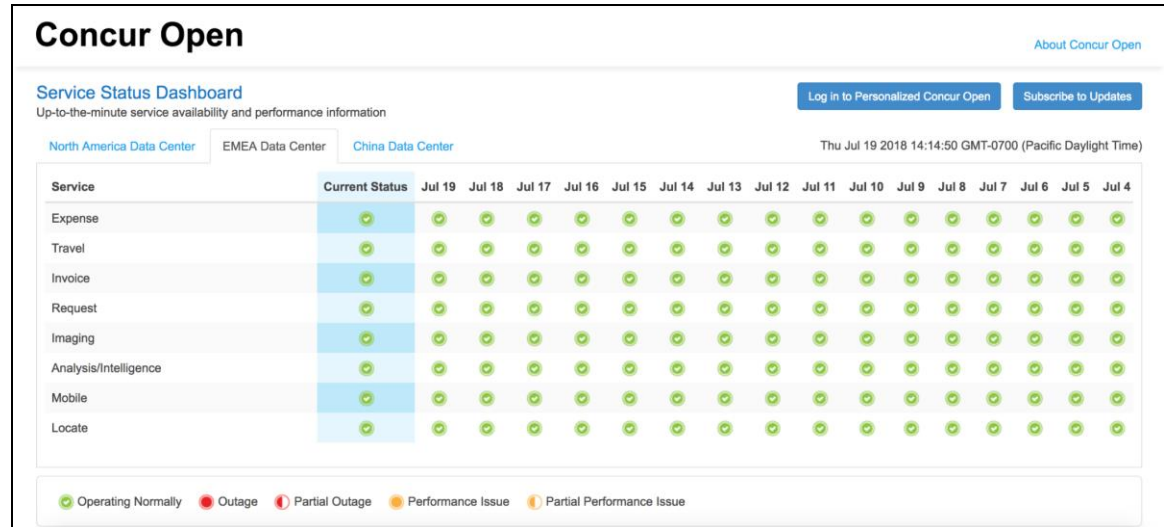
The user can click an icon to review information about service activity.

The user can click **Subscribe to Updates** (upper-right corner) to request notifications for service and incident changes.

## What the User Sees – New View and Process

The user will access Concur Open the same way they do now – either via the public site (open.concur.com) or after signing in to SAP Concur.

The initial page – regardless of how it is accessed – is similar to the existing page.



On the main page, the user can see all data centers and services and can use the **Subscribe to Updates** button – just like they currently do. In fact, that will not change – anyone can access the public version (open.concur.com) and anyone can request notifications.

With the release of Personalized Concur Open, the main change is that the **Log in to Personalized Concur Open** button also appears on the main page. Whether the user accesses Open via the public site (open.concur.com) or after signing in to SAP Concur, moving beyond the main page to access the personalized view requires an SAP Concur sign in.



## SIGN IN TO THE PERSONALIZED DASHBOARD

The personalized view does not require a new username/password. Instead, users use their existing SAP Concur credentials.

- For customers who do not use SSO, users sign in with their SAP Concur username and password.
- For customers who do use SSO, users can access the personalized view using their email address (described below).

On the main page, the user clicks the **Log in to Personalized Concur Open** button. The **Sign In With Concur** page appears.

Click to expand the list.'"/>

SAP Concur  

## Sign In With Concur



☐ Send a link to my email  
☒ Username

**Continue**

By signing in you are authorizing Concur Open to perform the following on your behalf. [Click to expand the list.](#)

Then, depending on the customer's implementation of SAP Concur:

- **Username and password:** If the user signs in to SAP Concur using username and password:

SAP Concur  

## Sign In With Concur

☐ Send a link to my email  
☒ Username

**Continue**

By signing in you are authorizing Concur Open to perform the following on your behalf. [Click to expand the list.](#)

Then, on this page, the user enters their username, clicks **Username** (if necessary), and clicks **Continue**. This page appears.

The user enters their password and clicks **Sign In**. The user is then directed to the personalized view.

- **SSO:** If the user does not know their SAP Concur sign-in credentials, for example, the user's company uses SSO to access SAP Concur services:

Click to expand the list.'"/>

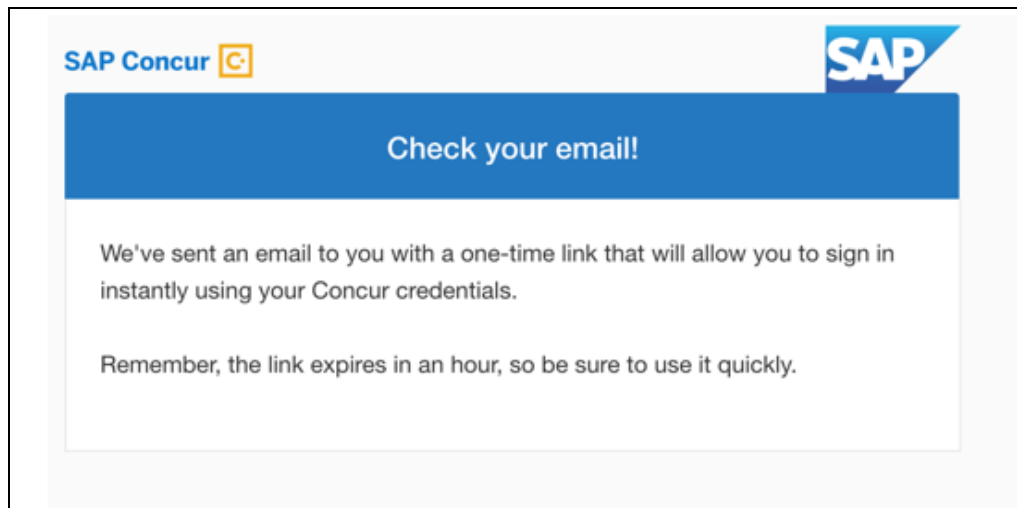
Then, on this page, the user enters their email address, clicks **Send a link to my email**, and clicks **Continue**.

SAP Concur compares the email address entered by the user to the email address in the user's SAP Concur profile. If the addresses match, then SAP Concur generates a one-time sign-in token (link) that can be used for one hour.

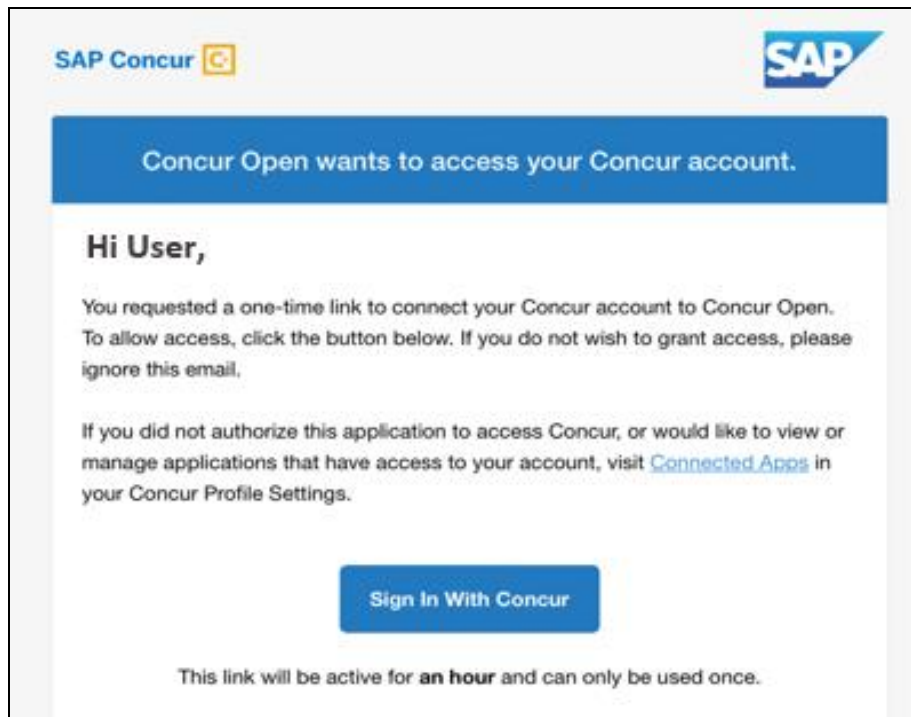


Refer to *More About Email Addresses in Profile* for more detail.

This message appears:



An email similar to this is sent to the email address.



The user clicks **Sign In With Concur**. The user is then directed to the personalized view.

**NOTE:** The **one-time** link is active for **one hour**.

Once signed in, the personalized **Service Status Dashboard** page appears.

**SAP Concur**

**Personalized Concur Open** for <Company Name>

**Service Status Dashboard**  
Up-to-the-minute service availability and performance information

North America Data Center Tue Jul 31 2018 10:06:00 GMT-0700 (Pacific Daylight Time)

Service	Current Status	Jul 31	Jul 30	Jul 29	Jul 28	Jul 27	Jul 26	Jul 25	Jul 24	Jul 23	Jul 22	Jul 21	Jul 20	Jul 19	Jul 18	Jul 17	Jul 16	Jul 15
Expense																		
Travel																		
Invoice																		
Request																		
Imaging																		
Analysis/Intelligence																		
Mobile																		
Locate																		

Operating Normally Outage Partial Outage Performance Issue Partial Performance Issue

[View Service Status History](#)

On this page, the user can:

- View:
  - ♦ **Status of SAP Concur services:** On this personalized page, the list of SAP Concur services includes **only** those that the user's company uses.
  - ♦ **Service history and incident analysis that applies to their company:** SAP Concur employs existing "targeting" logic to determine the incidents that apply to the specific company.
- Subscribe to updates

### VIEW SERVICE HISTORY AND INCIDENT ANALYSIS

The user clicks **View Service Status History** in the lower-left corner of the page to view the **Service Status History Dashboard** page. It provides history for the past two years, showing the type of each incident as well as the associated start/end time.

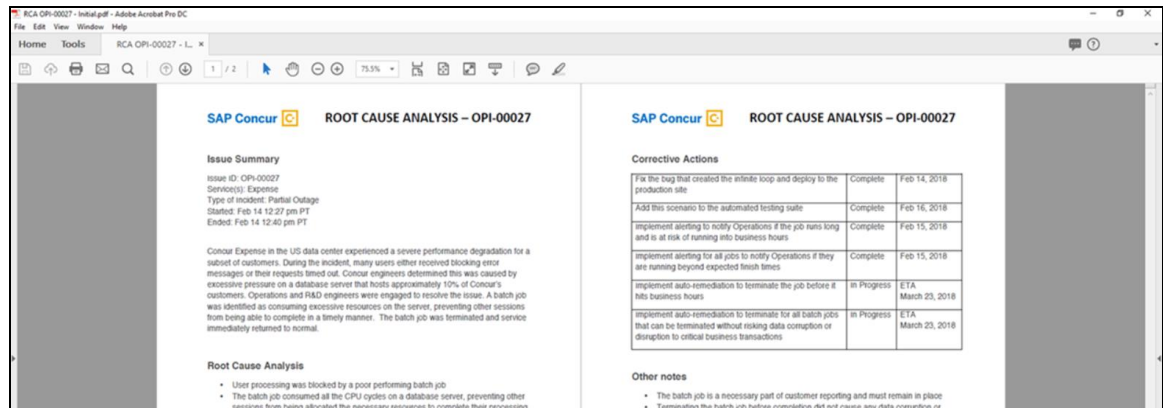
**SAP Concur**

**Personalized Concur Open** for <Company Name> [← Go to Your Service Status Dashboard](#)

**Service Status History Dashboard**

OPI Number	Service(s)	Type of Incident	Started	Ended	Detailed Root Cause Analysis
OPI-00036	Expense	Partial Outage	Mar 01 2018 06:20 am PT	Mar 01 2018 06:23 am PT	
OPI-00027	Travel	Partial Outage	Feb 14 2018 12:27 pm PT	Feb 14 2018 12:40 pm PT	RCA-In Progress
OPI-00025	Expense, Travel, Mobile	Partial Outage	Jan 05 2018 01:46 am PT	Jan 05 2018 02:01 am PT	RCA-Final
OPI-00019	Travel	Partial Performance	Dec 21 2017 07:30 am PT	Dec 21 2017 07:42 am PT	RCA-Final
OPI-00007	Expense	Partial Outage	Nov 14 2017 09:03 pm PT	Nov 14 2017 09:09 pm PT	RCA-Final

The user clicks the PDF icon in the **Detailed Root Cause Analysis** column to view the root cause information for specific incidents.

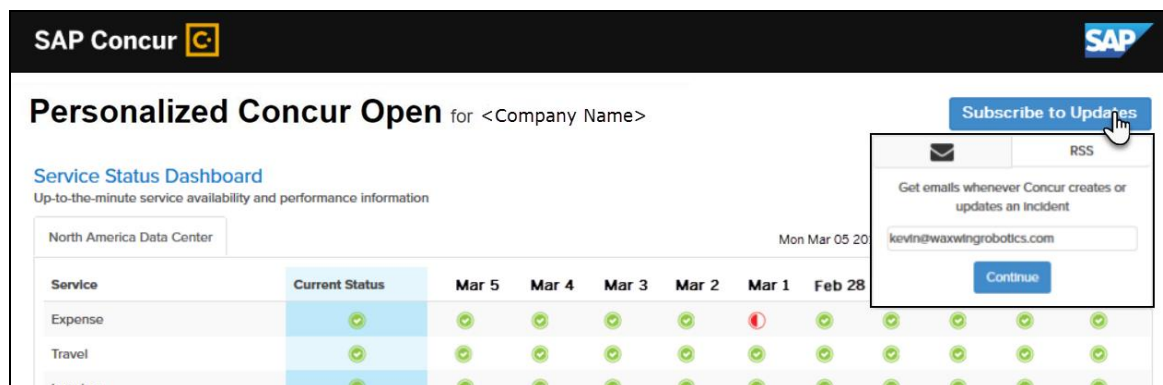


**NOTE:** Be aware that the root cause PDFs will be available starting around the date that the personalized view becomes available. Though service information (start/stop dates and times, type of incident, etc.) will be provided for the activity of the past two years, the PDFs will not; they will be provided on a *go-forward* basis.

The user clicks **Go to Your Service Status Dashboard** to return to the personalized main page.

### SUBSCRIBE TO UPDATES



On the **Service Status Dashboard** page, the user clicks **Subscribe to Updates** to request notifications via email or RSS feed.



To subscribe to email notifications, the user clicks the envelope icon (if necessary) and then enters their email address.



The user clicks **Continue**. This page appears.

SAP Concur  

**Personalized Concur Open** for <Company Name> [← Go to Your Service Status Dashboard](#)

[Subscribe to Email Updates](#)






**Select Services**

- ☒ Expense
- ☐ Travel
- ☐ Imaging
- ☐ Analysis/Intelligence
- ☐ Mobile

**Select Data Centers**



- ☒ US

**Select Alert Types**

- ☒ Initial Impact Assessment 
- ☐ Confirmed Impact 
- ☐ Update 
- ☐ Resolved 
- ☒ Root Cause Analysis 

[Subscribe](#)

The page lists only the services and data center associated with the user's company. The user selects the desired services and alert type. The user clicks **Subscribe**. A confirmation message appears.

SAP Concur  

**Personalized Concur Open** for <Company Name> [← Go to Your Service Status Dashboard](#)

**Thank You!**

Check your email for a link to verify your subscription.

Then you're all set to receive Concur Open updates.

Check your junk folder if you do not see the email in your inbox.

### ***User Remains Signed In***

The user automatically remains signed in for seven days. In that seven-day period, whether the user enters directly (using <https://open.concur.com>) or they click **Service Status** in the lower-left corner of the SAP Concur screen, they are directed to the generic Concur Open page. When they click **Log in to Personalized Concur Open**, users bypass the login page and go directly to the **Personalized Concur Open** page.

If, during the seven-day period, the user wants to log out, they click **Log Out** on the **Service Status Dashboard** page.



### **More About Email Addresses in Profile**

As described above, an SSO user must access the personalized view by entering their email address on the **Sign In With Concur** page and then clicking **Send a link to my email**.

Note the following:

- The email address that the user enters:
  - ♦ Must match the email address in the **Email 1** field in their SAP Concur profile; Email 1 must be "verified"
  - ♦ Must be unique to that user; it cannot be shared with multiple people or logins in their company
- If an employee no longer has access to SAP Concur (for example, leaves the company), that employee can no longer access the personalized view. Remember, in order to access the personalized view, they must have a Concur login or an email address in Profile. An inactive user or terminated employee has neither of those things.

### **Existing Subscription Information**

Once the new Personalized Concur Open is available, SAP Concur will make every effort to migrate existing subscriptions to the new view.

For those with subscriptions **before** the release of the new Personalized Concur Open, note the following:

- If a user, when subscribing, used their business email and if SAP Concur can successfully match it to an existing SAP Concur customer, then SAP Concur will:
  - ♦ Set the user's new subscription to match the company's services and data center in Personalized Concur Open
  - ♦ Notify the user of the change

---

**NOTE:** Best practice – after the new view is available – is to sign in to the subscription page and verify the selected options for accuracy.

---

- If a user, when subscribing, used their personal email (which means SAP Concur cannot establish an SAP Concur customer match), then the user's subscription will be removed from Concur Open in 30 days. These customers will be notified of this change by email.

### **Configuration / Feature Activation**

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

# Client Notifications

---

## Browser Certifications and Supported Configurations

### Monthly Browser Certifications and Supported Configurations

The *SAP Concur Release Notes – Monthly Browser Certifications* document lists current and planned browser certifications. The document is available with the other SAP Concur monthly release notes.

The *Concur Travel & Expense Supported Configurations – Client Version* guide is available with the setup guides, user guides, and other technical documentation.



For information about accessing all release notes, browser certifications, setup guides, user guides, other technical documentation, and supported configurations, refer to the *Additional Release Notes and Other Technical Documentation* section in this document.

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: [SAP Concur list of Subprocessors](#)

If you have questions or comments, please reach out to: [Privacy-Request@Concur.com](mailto:Privacy-Request@Concur.com)

# Additional Release Notes and Other Technical Documentation

## Online Help – Admins

Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help.

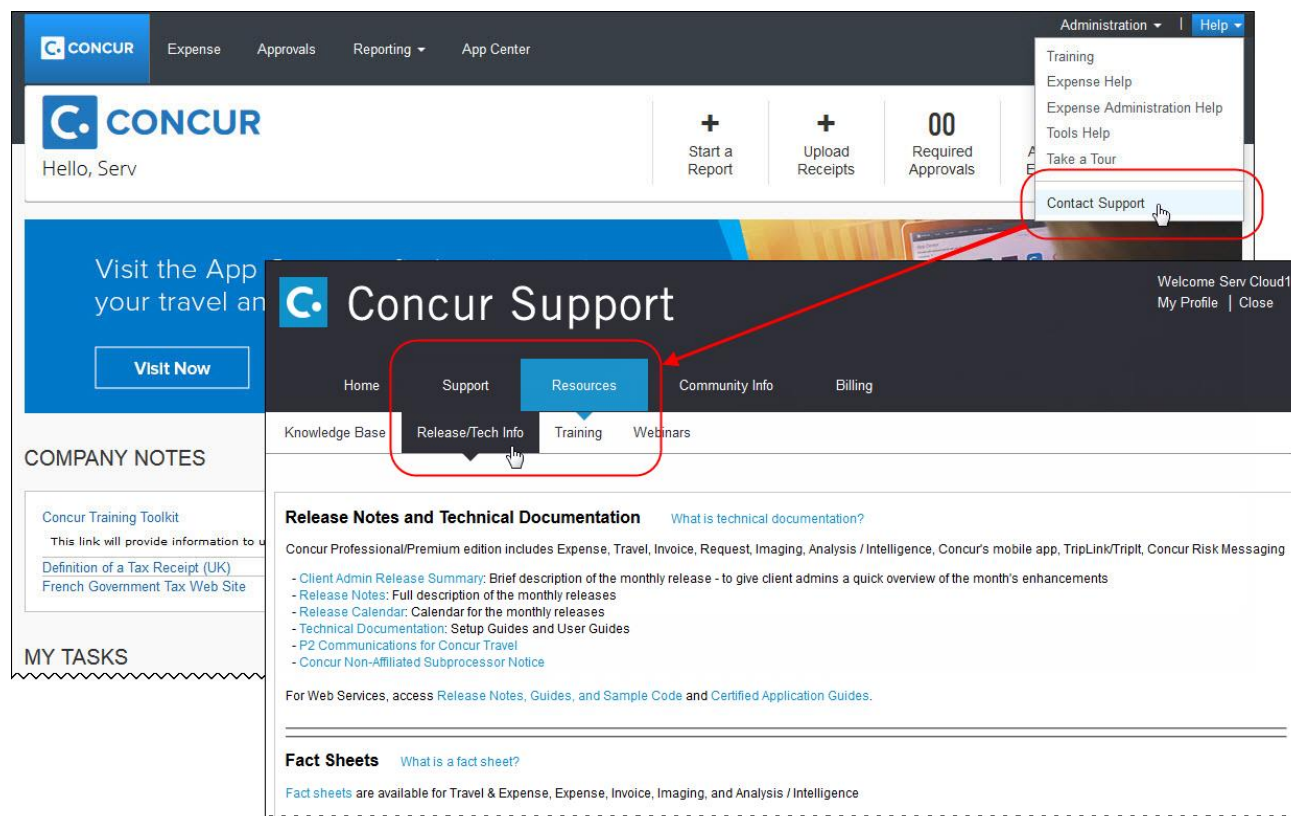
The screenshot displays the SAP Concur Online Help interface for Admins. The top navigation bar includes the SAP Concur logo and various menu items: Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. A 'Help' dropdown menu is open, showing options like Training, Request Help, and Request Administration Help. The main content area is titled 'Using Online Help' and includes a sidebar with links to 'Request Professional Administration Guides' and 'Quick Links - Concur Professional/Premium'. A table titled 'Request Setup Guides' lists various guides with their revision dates and formats.

Name	Revised	Format
<b>Overview</b>	Jan 31 2018	DOC - PDF
Agency Proposals	Apr 11 2018	DOC - PDF
Allocations	Apr 17 2018	DOC - PDF
Attendees	Jun 21 2016	DOC - PDF

## Concur Support Portal – Selected Users

Selected users within the company can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via the Concur Support Portal.

If a user has the proper Concur Support Portal permissions, then the **Contact Support** option is available to them on the **Help** menu. The user clicks **Help > Contact Support**. On the Support page, the user clicks **Resources > Release/Tech Info**.



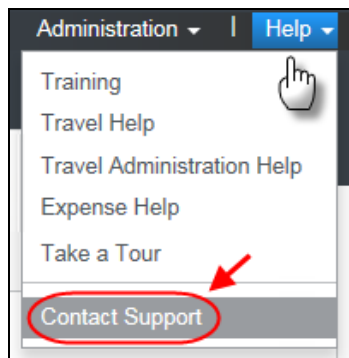
# Cases

## Steps for Getting a Status

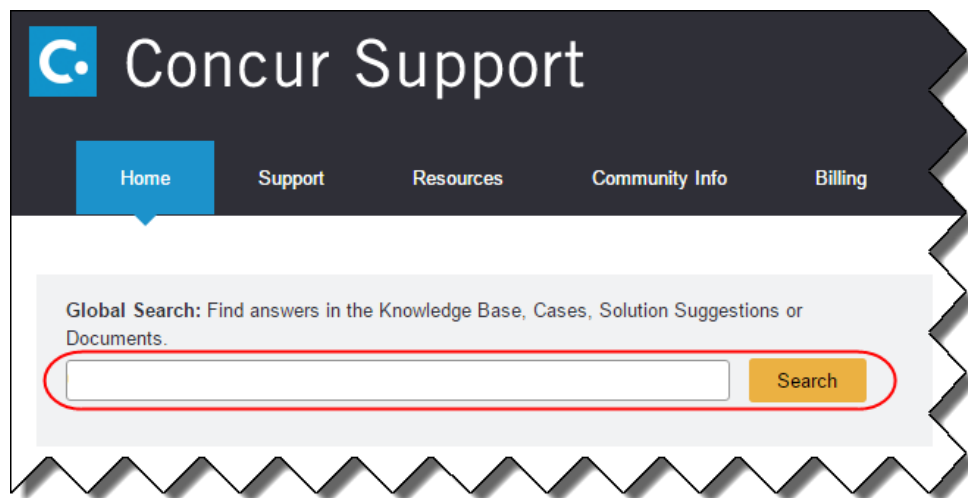
Each service release contains case resolutions.

► **How to check the status of a submitted case**

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



The **Concur Support** page displays.



**NOTE:** If you do not have the option to contact 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. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

## Resolved Cases

Case ID	Description
CRMC-115331	There are duplicate entries on the Expense Summary tab
CRMC-120769	Agency proposals in Concur have the wrong segment prices
CRMC-121374	Wrong state assigned to Killeen-Fort Hood Regional Airport (GRK)
CRMC-122093	Content is missing from the Owner/Sender Profile, Request Header, and Request Entries sections of print output in the UI and emails
CRMC-122481	Request-related permissions assigned to some users even though their company does not have Concur Request

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<b>SAP Concur Release Notes</b> <b>Authorization Request</b>	
<b>Month</b>	<b>Audience</b>
Release Date: September 22, 2018 Initial Post: Friday, September 21, 9:00 AM PT	Client – FINAL

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# Summary

---

## IMPORTANT

This service is known as Authorization Request, Concur Request, or simply Request and was formerly known as Travel Request. Concur changed the name to better align with its broader capabilities.

This service is different from the legacy authorization request feature that was available within Concur Expense.

# Release Notes

---

## Request

### Personalized Concur Open

#### Overview

Concur Open is the SAP Concur service status dashboard, which displays known and widespread outages and incidents for select SAP Concur services and all data centers. Concur Open displays the current service status as well as incident history for the past 20 days.

#### **Personalized Concur Open became available on September 11.**

With the release, there will be new functionality added to Concur Open. SAP Concur users will be able to log in to a personalized view of Concur Open and:

- View service status for the services and the data center that are *specific to their company*
- Access subscription options for updates about the incidents that impact the services *specific to their company*
- View service history for the past two years as well as detailed root cause analysis information and the actions taken by SAP Concur for specific incidents

---

**NOTE:** Personalized Concur Open will be available ***in addition to*** Concur Open. Users can continue to access Concur Open and view service availability.

---

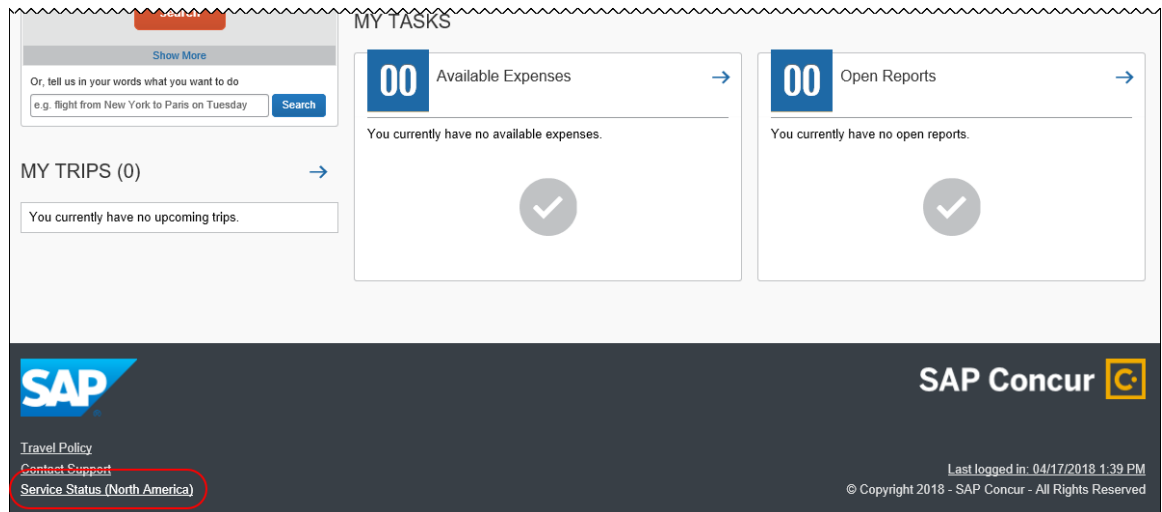
#### **BUSINESS PURPOSE / CLIENT BENEFIT**

Customers use Concur Open to monitor their SAP Concur services outages, status, and availability. Adding the new functionality will provide customers a personalized view of their service status and availability. SAP Concur's goal is to provide a more accurate and transparent view of incidents/outages.

#### **What the User Sees – Access Concur Open**

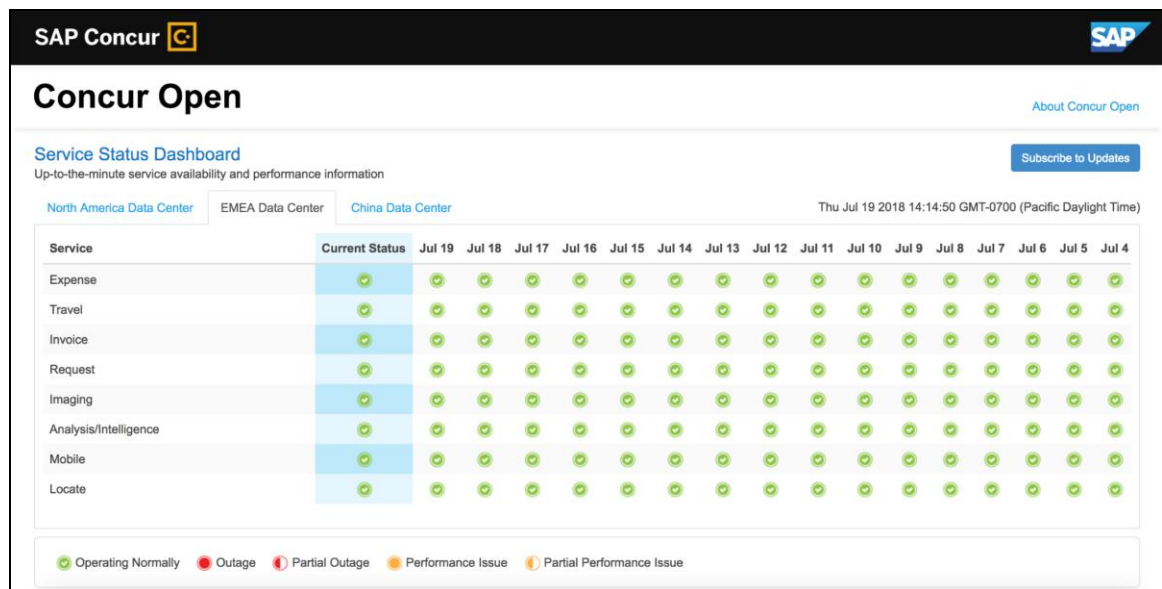
Users can access Concur Open two ways:

- Enter the public site directly using <https://open.concur.com>  
– **or** –
- Sign in to SAP Concur and then click **Service Status** in the lower-left corner of the SAP Concur screen



Concur Open appears.

### ***What the User Sees – Current View, Concur Open***



In Concur Open, the user sees all data center tabs, the service activity (up to the previous 20 days), and the "service" legend (bottom of the page).

The user can click an icon to review information about service activity.

**Service Status Dashboard**  
Up-to-the-minute service availability and performance information

North America Data Center | **EMEA Data Center** | China Data Center

Tue Jul 17 2018 14:59:57 GMT-0700 (Pacific Daylight Time)

Service	Current Status	Jul 17	Jul 16	Jul 15	Jul 14	Jul 13	Jul 12	Jul 11	Jul 10	Jul 9	Jul 8	Jul 7	Jul 6	Jul 5	Jul 4	Jul 3	Jul 2	Jul 1	Jun
Expense	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Travel	Partial Outage	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Invoice	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Request	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Imaging	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Analysis/Intelligence	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Mobile	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Locate	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Completat (TMC Services)	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Operating Normally
Outage
Partial Outage
Performance Issue
Partial Performance Issue

**SAP Concur**

**Concur Open**

[Back to Concur Open](#)

**Partial Outage Issue**

Services affected: Travel

OPI-1861986

Started: Fri Jul 13 11:35 am PT

Ended: Fri Jul 13 11:59 am PT

**Root Cause Analysis** Tue Jul 17 12:41 pm PT

At 11:06 AM PT, on 13 July 2018, The Operations Team was alerted to an approximate 25% drop in overall logins, which Services, as well as the Mobile Application. The incident caused a Partial Outage to these Services resulting in a user exp unable to Search or Book Travel and Submit Expense Reports and Invoices. The issue did not affect standard login via Co group of Application Servers that were inadvertently removed from operation and was resolved by placing the Servers bac discovery revealed the primary root cause of the Incident to be planned maintenance that resulted in an existing set of App mitigation for this maintenance, to ensure Application Servers were always active, had been incorrectly applied which res these servers are never removed from active operation.

**Resolved** Fri Jul 13 12:36 pm PT

We have resolved the issue and will provide the root cause analysis as soon as possible.

The user can click **Subscribe to Updates** (upper-right corner) to request notifications for service and incident changes.

### What the User Sees – New Personalized View and Process

The user will access Concur Open the same way they do now – either via the public site (<https://open.concur.com>) or after signing in to SAP Concur.

The initial page – regardless of how it is accessed – is similar to the existing page.

**Concur Open**

[About Concur Open](#)

**Service Status Dashboard**  
Up-to-the-minute service availability and performance information

North America Data Center | **EMEA Data Center** | China Data Center

Thu Jul 19 2018 14:14:50 GMT-0700 (Pacific Daylight Time)

Service	Current Status	Jul 19	Jul 18	Jul 17	Jul 16	Jul 15	Jul 14	Jul 13	Jul 12	Jul 11	Jul 10	Jul 9	Jul 8	Jul 7	Jul 6	Jul 5	Jul 4
Expense	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Travel	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Invoice	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Request	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Imaging	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Analysis/Intelligence	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Mobile	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Locate	Operating Normally	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Operating Normally
Outage
Partial Outage
Performance Issue
Partial Performance Issue

On the main page, the user can see all data centers and services and can use the **Subscribe to Updates** button – just like they currently do.

With the release of Personalized Concur Open, the main change is that the **Log in to Personalized Concur Open** button also appears on the main page. Whether the user accesses Open via the public site (<https://open.concur.com>) or after signing in to SAP Concur, moving beyond the main page to access the personalized view requires an SAP Concur sign in.

### **SIGN IN TO THE PERSONALIZED VIEW**

---

**NOTE:** Initially, please use Internet Explorer, Chrome, or Firefox. Safari will be available later.

---

The personalized view does not require a new username/password. Instead, users use their existing SAP Concur credentials.

- For customers who do **not** use SSO, users sign in with their SAP Concur username and password.
- For customers who do use SSO, users can access the personalized view using their email address (described below).

On the main page, the user clicks the **Log in to Personalized Concur Open** button. The **Sign In With Concur** page appears.

Click to expand the list.'"/>

Then, depending on the user's normal sign-in procedure:

- **Username and password:** If the user normally signs in to SAP Concur using their username and password, then – on this page – the user enters their username, clicks **Username** (if necessary), and clicks **Continue**.

The screenshot shows the SAP Concur login interface. At the top left is the 'SAP Concur' logo, and at the top right is the 'SAP' logo. Below the logos is a blue header bar with the text 'Sign In With Concur'. Underneath the header is a text input field containing 'user@company.com'. Below the input field are two radio button options: 'Send a link to my email' (unselected) and 'Username' (selected). Below these options is a blue button labeled 'Continue'. At the bottom of the form, there is a line of text: 'By signing in you are authorizing Concur Open to perform the following on your behalf. [Click to expand the list.](#)'

This page appears.

This screenshot shows the same SAP Concur login interface as the previous one, but with additional fields. The 'user@company.com' input field is now highlighted with a yellow border. Below it is a new text input field labeled 'Password' with a blue border. At the bottom left of the form is a blue button labeled 'Sign In'.




The user enters their password and clicks **Sign In**. The user is then directed to the personalized view.



Refer to *User Remains Signed In* for additional information.

- **SSO:** If the user does not know their SAP Concur sign-in credentials (for example, the user's company uses SSO to access SAP Concur services), then – on this page – the user enters their email address, clicks **Send a link to my email**, and clicks **Continue**.

SAP Concur 

### Sign In With Concur

☒ Send a link to my email  
☐ Username

**Continue**

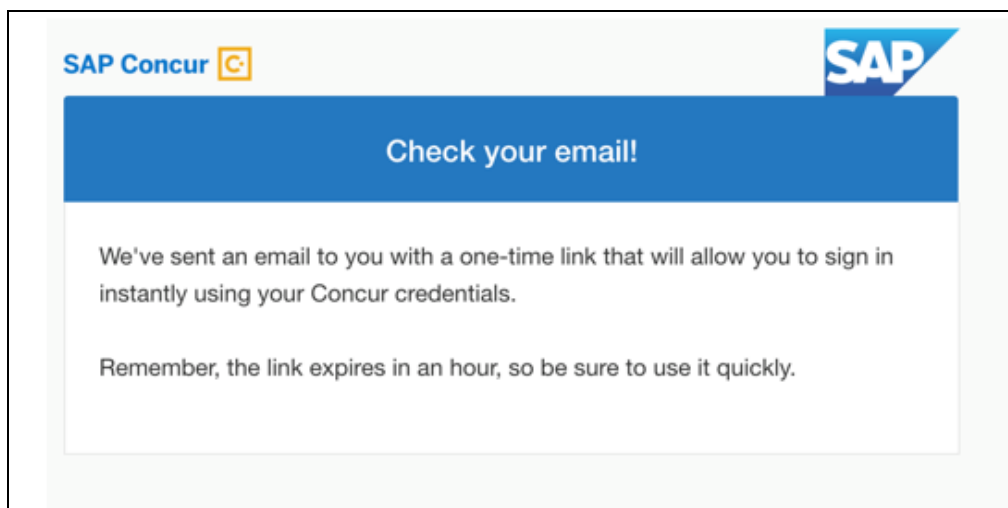
By signing in you are authorizing Concur Open to perform the following on your behalf. [Click to expand the list.](#)

SAP Concur compares the email address entered by the user to the email address in the user's SAP Concur profile. If the email addresses match, then SAP Concur generates a one-time sign-in token (link) that can be used for one hour.

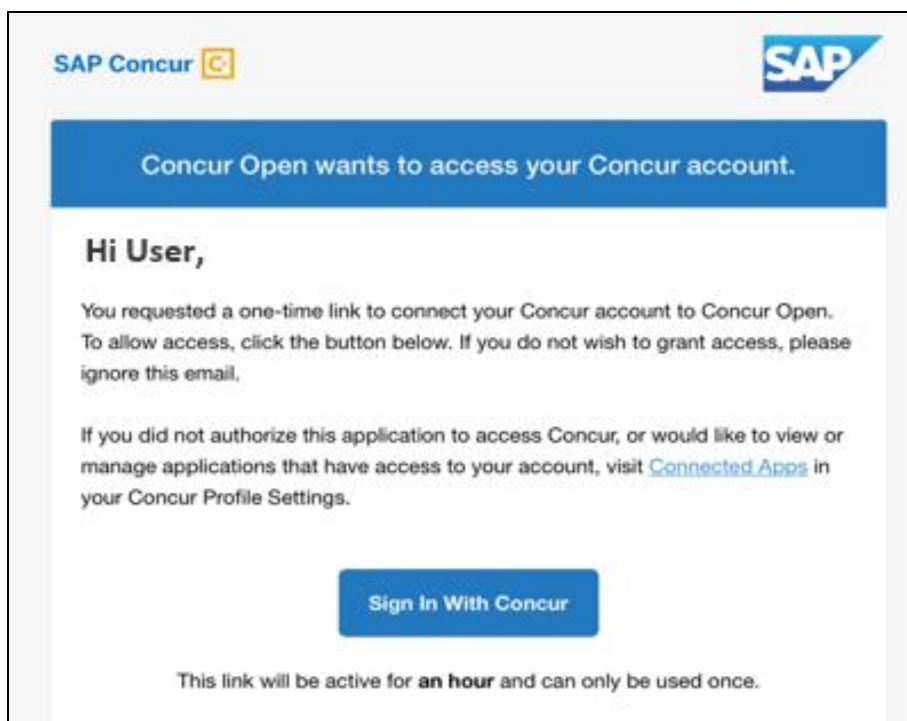


Refer to *SSO – More About Email Addresses in Profile* for more detail.

This message appears.



An email similar to this is sent to the email address.



The user clicks **Sign In With Concur**. The user is then directed to the personalized view.

---

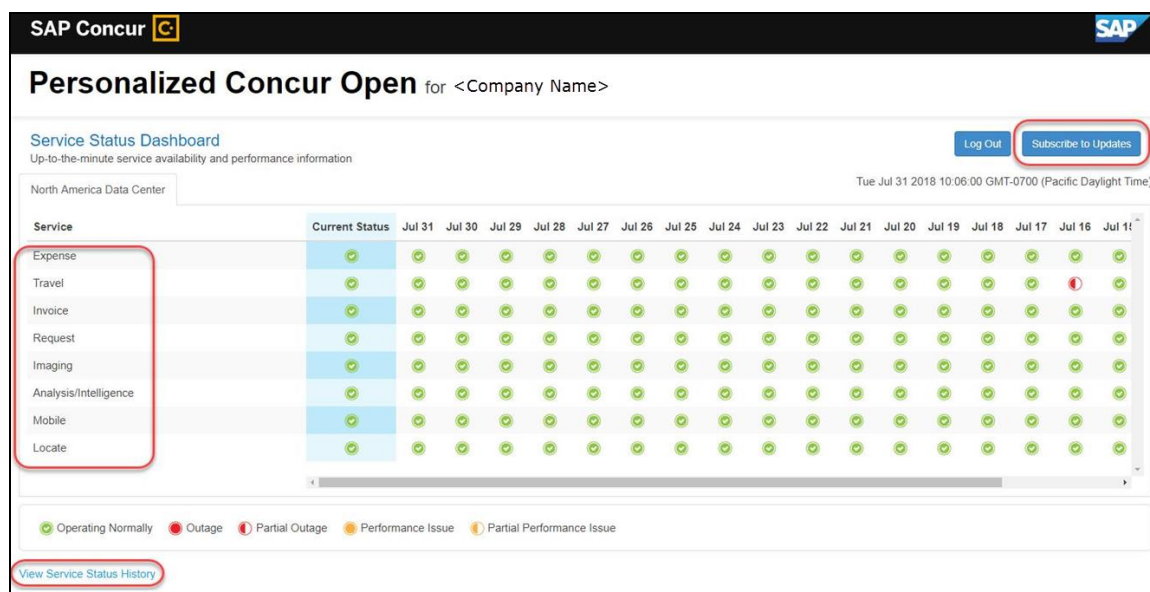
**NOTE:** The **one-time** link is active for **one hour**. If the user does not click the link within an hour of it being generated, then the user must request another token.

---



Refer to *User Remains Signed In* for additional information.

Once signed in, the personalized **Service Status Dashboard** page appears.



On this page, the user can:

- View:
  - ♦ **Status of SAP Concur services:** On this personalized page, the list of SAP Concur services includes **only** those that the user's company uses.
  - ♦ **Service history and incident analysis that applies to their company:** SAP Concur employs existing "targeting" logic to determine the incidents that apply to the specific company.
- Subscribe to updates

### VIEW SERVICE HISTORY AND INCIDENT ANALYSIS

The user clicks **View Service Status History** in the lower-left corner of the page to view the **Service Status History Dashboard** page. It provides history for the past two years, showing the type of each incident as well as the associated start/end time.

**SAP Concur**

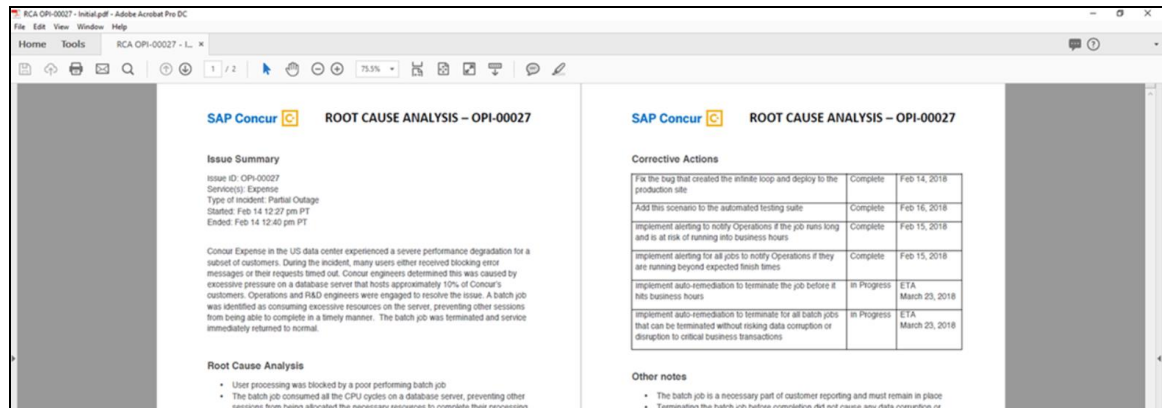
## Personalized Concur Open for <Company Name>

[Go to Your Service Status Dashboard](#)

**Service Status History Dashboard**

OPI Number	Service(s)	Type of Incident	Started	Ended	Detailed Root Cause Analysis
OPI-00036	Expense	Partial Outage	Mar 01 2018 06:20 am PT	Mar 01 2018 06:23 am PT	RCA-In Progress
OPI-00027	Travel	Partial Outage	Feb 14 2018 12:27 pm PT	Feb 14 2018 12:40 pm PT	RCA-Final
OPI-00025	Expense, Travel, Mobile	Partial Outage	Jan 05 2018 01:46 am PT	Jan 05 2018 02:01 am PT	RCA-Final
OPI-00019	Travel	Partial Performance	Dec 21 2017 07:30 am PT	Dec 21 2017 07:42 am PT	RCA-Final
OPI-00007	Expense	Partial Outage	Nov 14 2017 09:03 pm PT	Nov 14 2017 09:09 pm PT	RCA-Final

The user clicks the PDF icon in the **Detailed Root Cause Analysis** column to view the root cause information for specific incidents.

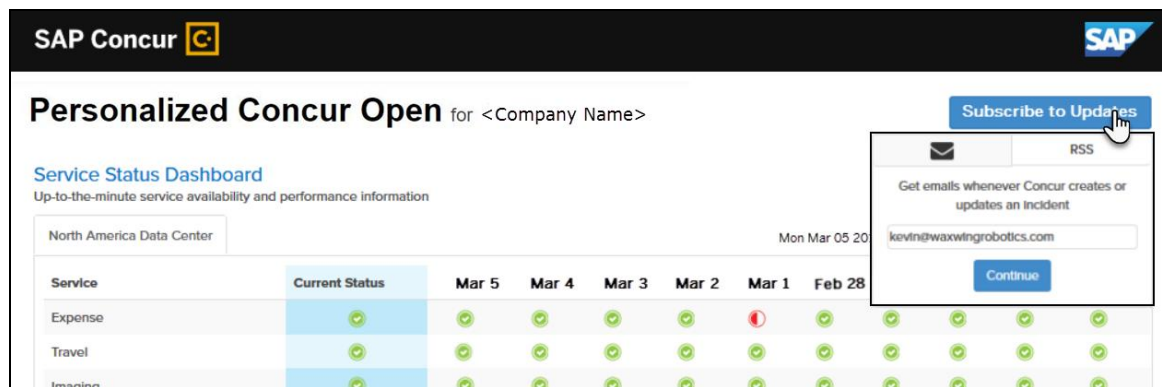


**NOTE:** Be aware that the detailed root cause analysis PDFs will be available starting around the date that the personalized view becomes available. The service history (start/stop dates and times, type of incident, etc.) will be displayed for the activity of the last two years. However, the root cause analysis PDFs will not be available for every incident and will only be available on a go-forward basis.



The user clicks **Go to Your Service Status Dashboard** to return to the personalized main page.

### SUBSCRIBE TO UPDATES

On the **Service Status Dashboard** page, the user clicks **Subscribe to Updates** to request notifications via email or RSS feed. To subscribe to email notifications, the user clicks the envelope icon (if necessary) and then enters their email address.



The user clicks **Continue**. This page appears.

SAP Concur  

**Personalized Concur Open** for <Company Name> [← Go to Your Service Status Dashboard](#)

[Subscribe to Email Updates](#)






**Select Services**

- ☒ Expense
- ☐ Travel
- ☐ Imaging
- ☐ Analysis/Intelligence
- ☐ Mobile

**Select Data Centers**



- ☒ US

**Select Alert Types**

- ☒ Initial Impact Assessment 
- ☐ Confirmed Impact 
- ☐ Update 
- ☐ Resolved 
- ☒ Root Cause Analysis 

[Subscribe](#)

The page lists only the services and data center associated with the user's company. The user selects the desired services and alert type. The user clicks **Subscribe**. A confirmation message appears.

SAP Concur  

**Personalized Concur Open** for <Company Name> [← Go to Your Service Status Dashboard](#)

**Thank You!**

Check your email for a link to verify your subscription.

Then you're all set to receive Concur Open updates.

Check your junk folder if you do not see the email in your inbox.

### ***User Remains Signed In***

All users – regardless of whether they signed in via user name/password or via SSO email token – automatically remain signed in for 30 days (via a cookie). In that 30-day period, whether the user enters directly (<https://open.concur.com>) or they click **Service Status** in the lower-left corner of the SAP Concur screen, they are directed to the generic Concur Open page. When they click **Log in to Personalized Concur Open**, users bypass the login page and go directly to the **Personalized Concur Open** page.

If, during the 30-day period, the user wants to log out, they click **Log Out** on the **Service Status Dashboard** page. (Clearing the cache also terminates the 30-day period.)








If, during the 30-day period, the customer acquires additional services from SAP Concur, the user should sign out and sign back in, in order to see the new service information.

### SSO - More About Email Addresses in Profile

As described above, for SSO users who access Personalized Concur Open via the email token, SAP Concur authenticates the user by comparing the email address entered by the user to the email address in the user's SAP Concur profile.

Note the following:

- The email address that the user enters:
  - ♦ Must match the email address in the **Email 1** field in their SAP Concur profile; **Email 1** must be "verified."

Email Address	Verification Status	Verify	Contact?	Actions
Email 1	Verified	Disable Verification	Yes	
Email 2	Verified	Disable Verification	No	 
Email 3	Not Verified	Verify	No	 
Email 4	Verified	Disable Verification	No	 

- ♦ Must be unique to that user; it cannot be shared with multiple people or logins in their company

---

**NOTE:** Users can have duplicate (non-unique) email addresses in their profile but **not** in the **Email 1** field. Email 1 must be unique.

---

The notification below could be sent to the user as a result of having the email associated to multiple concur profiles.

**Dear Concur User,**

An attempt to login or connect to a partner application was made using this email address. We could not authorize this request because of an error. This is most likely because this email address is found to be a duplicate in our system. Please contact your administrator to resolve this issue.

If you did not request to be connected to any partner application, please ignore this email.

Best practice for SSO users – before requesting the token email – is to ensure Email 1 in Profile is accurate and unique.

- If an employee no longer has access to SAP Concur (for example, leaves the company), that employee can no longer access the personalized view. Remember, in order to access the personalized view, they must have a Concur login or an email address in Profile. An inactive user or terminated employee has neither of those things.

### **Existing Subscription Information**

Once the new Personalized Concur Open is available, SAP Concur will make every effort to migrate existing subscriptions to the new view.

For those with subscriptions **before** the release of the new Personalized Concur Open, note the following:

- If a user, when subscribing, used their business email and if SAP Concur can successfully match it to an existing SAP Concur customer, then SAP Concur will:
  - ♦ Set the user's new subscription to match the company's services and data center in Personalized Concur Open
  - ♦ Notify the user (via email) of the change

---

**NOTE:** Best practice – after the personalized view is available – all users should access the subscription page and verify the selected options for accuracy.

---

- If a user, when subscribing, used their personal email (which means SAP Concur cannot establish an SAP Concur customer match), then SAP Concur will introduce the user (via email) to Personalized Concur Open.

### **Configuration / Feature Activation**


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

## **Support for Plain Text FTP Ended on September 1st, 2018**

### **Overview**

SAP Concur announced the End of Support for plain text FTP to transfer data to and from SAP Concur in November 2017. SAP Concur provided clients an extension until September 1st, 2018 to complete their transition to secure FTP protocols.

---

 **IMPORTANT:** Any client that has not transitioned to a secure FTP protocol will be unable to download their SAE and other Extract files, or upload Employee, List, Attendee, and other Import files.

---

Plain text FTP is not a secured protocol and has inherent security vulnerabilities. On September 1st, 2018, SAP Concur Operations applied a security update to our File Transfer infrastructure, restricting the use of plain text FTP as a part of our ongoing commitment to securing our customers' data and meeting the audited security requirements of the SAP Concur Trust Platform.



For more information, refer to the [Plain Text FTP Retirement FAQ](#).



## **Configuration / Feature Activation**

This maintenance was **completed on September 1, 2018**.

The actual DNS names impacted by the described change are:

- st.concursolutions.com (North America Data Center)
- st-eu.concursolutions.com (EMEA Data Center)

SAP Concur's side: Secured protocols are automatically supported. There are no additional configuration or activation steps.

Clients must configure their FTP software/connection scripts to use secured protocols for connection, as listed below:

- SFTP (SSH-FTP) protocol requires port 22 (**SAP Concur preferred method**)
- FTPS (FTP-SSL) requires port 21 and TLS v.1.1, TLS v.1.2
- HTTPS requires port 443 and TLS v.1.1, TLS v.1.2



For more information, please refer to the [Client FAQ](#) and the [File Transfer User Guide](#).

Please work with your IT team to be able to accommodate this upcoming change and make sure that the file transfer process will keep working smoothly for you. For any technical questions, please open a support case and we will be glad to assist you.

## **SAP Concur Platform**

### **Callout Server Requirements Update**

#### **Overview**

SAP Concur is upgrading the servers that support the SAP Concur Platform Callouts. This maintenance includes the Production Proxy Migration and PWS Server Migration to VM.

The North American Data Center update has been completed. The EMEA Data Center PWS Server Migration to VM is completed, and the Production Proxy Migration is estimated to be completed on October 31, 2018.

These servers support the following functionality:

- Fetch Attendee Data Callout
- Fetch List Item Callout
- Event Notification Callout
- Launch External URL Callout
- Concur Salesforce Connector



---


**NOTE:** We do not anticipate any interruption in functionality for clients who use the SAP Concur Callouts (Fetch List, Fetch Attendee, Launch External URL, and Event Notification) and the Salesforce Connector.

---

Be aware that this maintenance means that for any customer callout URLs, SAP Concur has the following requirements:

- The endpoint is secured with SSL/TLS.
- The endpoint uses a minimum of TLS 1.0, but TLS 1.2 is preferred.
- The endpoint must employ Diffie-Hellman cipher suites with key sizes >1024 bits.
- Due to the ever-evolving world of SSL and standards, we do not publish a specific list of permitted cipher suites, but we generally advise that a modern industry supported list is utilized.
- The endpoint must present an SSL certificate with a chain to a valid root that can be verified. If the chain cannot be verified without installing additional certificates the calls from SAP Concur will fail.

---

 **IMPORTANT:** If the callout URL does not comply with these requirements, the calls from SAP Concur may fail, beginning on May 9, 2018.

---

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

This maintenance will mitigate the out-of-warranty issue with our current hardware.

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

SAP Concur is automatically implementing these changes. Clients using the SAP Concur Platform Callouts should discuss this change with their own IT group responsible for their callout to ensure that their custom solution is prepared for these changes.

## **Concur Request APIs v4.0: Get List of Existing Requests Endpoint**

### **Overview**

Concur has released an additional Request API v4.0 endpoint that provides the ability for a client and/or a partner to interact with Concur Request to get the list of existing requests.

This new endpoint is now part of the existing Request APIs v4.0, which offers the ability for a client and/or a partner to interact with Concur Request to perform the following:

- Get the list of existing requests
- Get detailed information about existing authorization requests
- Create, Read, Update, or Delete an existing request

- Move an existing request through the approval flow with one of the following available actions: Submit, Approve, Recall, Cancel, Close, or Reopen
- Get the list of expected expenses (including trip segments) in a request
- Create, Read, Update, or Delete an expected expense for a request
- Get information about a travel agency office

## **Background**

SAP is continuing to invest heavily in APIs and tools to simplify end-to-end integration.

At SAP Concur, we strongly believe that an open ecosystem expands your view. An open ecosystem dynamically connects your internal systems, spend, and partner data to reveal powerful insights that empower you to run your business better.

Explore the capabilities listed in the *Overview* section and consider how the APIs could help you simplify some of your existing processes, such as:

- Automatically creating a Concur Travel Request for any off-site training approved via your Human Resources system
- Exposing authorization requests pending approvals onto your internal corporate portal "Manager" widget

## **Permissions**

In addition to the existing user-level permissions, the Concur Request APIs v4.0, which is based on the most recent Authentication service and Concur's new OAuth2 framework, can manage the authorization for company-level permissions. Clients and/or partners can now use a single token/permission to interact with Request on behalf of all company users.

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

This additional API endpoint will provide more options and abilities for developers using Concur's platform with Request.

## **Configuration / Feature Activation**

Depending on your product, some APIs may not be available to your company.

As we are currently in an Early Access stage of the Request APIs v4.0, clients should contact the group responsible for their web services - which may be inside their company, or a third-party developer - to provide them with additional information and documentation on the Request APIs v4.0 and inform them of the upcoming changes.

Concur will announce the General Availability of these APIs in a future release.

***Depreciation of existing Request APIs (v1.0, v3.0, v3.1)***

Concur will continue to support the existing Request APIs (v1.0, v3.0 and v3.1) for any bug fixes. However new developments will not be performed.

A backward compatibility project will be run until end of 2018 between the current Request APIs and the new Request APIs v4.0 (not ISO-compatibility) with the objective of deprecating the previous versions. More information on the deprecation policy will be provided soon.

## **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.

### **No Planned Changes This Month**

# Client Notifications

---

## Browser Certifications and Supported Configurations

### Monthly Browser Certifications and Supported Configurations

The *SAP Concur Release Notes – Monthly Browser Certifications* document lists current and planned browser certifications. The document is available with the other SAP Concur monthly release notes.

The *Concur Travel & Expense Supported Configurations – Client Version* guide is available with the setup guides, user guides, and other technical documentation.



For information about accessing all release notes, browser certifications, setup guides, user guides, other technical documentation, and supported configurations, refer to the *Additional Release Notes and Other Technical Documentation* section in this document.

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: [SAP Concur list of Subprocessors](#)

If you have questions or comments, please reach out to: [Privacy-Request@Concur.com](mailto:Privacy-Request@Concur.com)

# Additional Release Notes and Other Technical Documentation

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Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help.

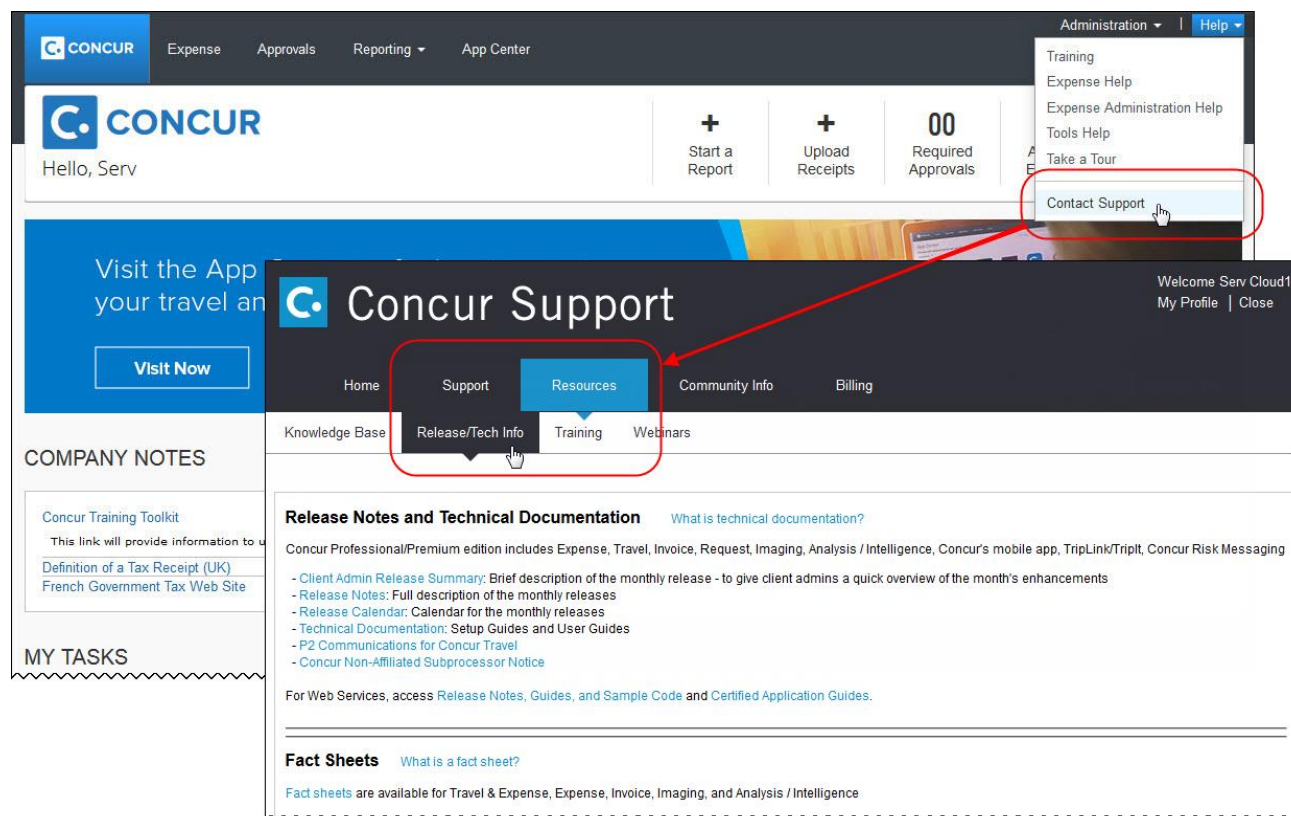
The screenshot displays the SAP Concur Online Help Admin interface. The top navigation bar includes the SAP Concur logo and various menu items: Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. A 'Help' dropdown menu is open, showing options like Training, Request Help, and Request Administration Help. The main content area is titled 'Using Online Help' and contains a sidebar with links to 'Using Online Help', 'Legal Notice', 'Resources for Administrators - Professional Edition', and 'Request Professional Administration Guides'. The main content area also includes 'Quick Links - Concur Professional/Premium' and a table of 'Request Setup Guides'.

Name	Revised	Format
<b>Overview</b>	Jan 31 2018	DOC - PDF
Agency Proposals	Apr 11 2018	DOC - PDF
Allocations	Apr 17 2018	DOC - PDF
Attendees	Jun 21 2016	DOC - PDF

## Concur Support Portal – Selected Users

Selected users within the company can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via the Concur Support Portal.

If a user has the proper Concur Support Portal permissions, then the **Contact Support** option is available to them on the **Help** menu. The user clicks **Help > Contact Support**. On the Support page, the user clicks **Resources > Release/Tech Info**.



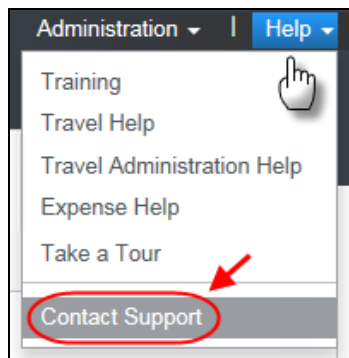
# Cases

## Steps for Getting a Status

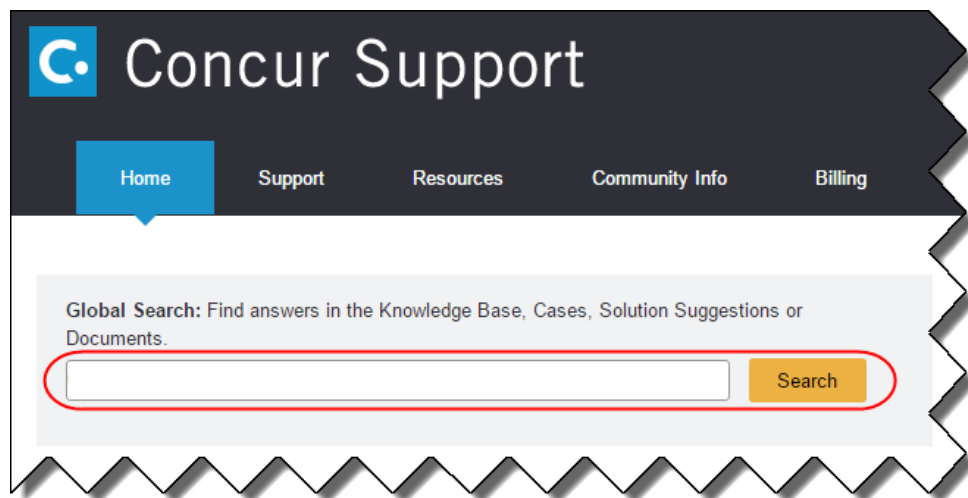
Each service release contains case resolutions.

► **How to check the status of a submitted case**

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



The **Concur Support** page displays.



**NOTE:** If you do not have the option to contact 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. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.



## Resolved Cases

Case ID	Description
CRMC-120768	City entered for a hotel segment is removed after selecting an agency proposal
CRMC-120841	Request approval deadline date and time is not displayed for rail segments in the <b>Booked Proposal</b> column header on the <b>Proposal comparison screen</b> page.
CRMC-123251	Application error displayed when accessing the <b>Audit Rules</b> page and <b>Exceptions</b> page (Administration > Request).

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<b>SAP Concur Release Notes</b> <b>Authorization Request</b>	
<b>Month</b>	<b>Audience</b>
Release Date: October 20, 2018 Initial Post: Friday, October 19, 10:00 AM PT	Client – FINAL

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# Summary

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## IMPORTANT

This service is known as Authorization Request, Concur Request, or simply Request and was formerly known as Travel Request. Concur changed the name to better align with its broader capabilities.

This service is different from the legacy authorization request feature that was available within Concur Expense.

# Release Notes

---

## Request

### Data Retention: Change to Email Notification of Configuration Changes

#### Overview

With this release, the system will automatically email all users who have the *Data Retention Administrator* role or permission whenever changes are made to the data retention policy.

Prior to this change, only the admin who made the change received the 72-hour confirmation email.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This change provides greater visibility of configuration changes.

#### Configuration / Feature Activation

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



For this change, SAP Concur has updated the *Shared: Data Retention Setup Guide*.

### Email Infrastructure Change - Whitelist IP Addresses

#### Overview

SAP Concur is transitioning to a new email infrastructure for outbound emails from our products to SAP Concur users. Because of this, companies who filter inbound email based on the sending IP address must whitelist new IP addresses to ensure that their users receive email from SAP Concur.

The new IP addresses are not published publicly but they are available by contacting SAP Concur support. Please work with your email server management team to ensure any required whitelists for IP addresses are updated so that your users continue to receive SAP Concur emails without interruptions.

#### Configuration / Feature Activation

Companies who filter inbound emails based on the sending IP address should obtain the IP address from SAP Concur support and modify their whitelists.

## Updated Email Format

### Overview

SAP Concur is in the process of updating the format of all email notifications. These changes will provide a fresher, consistent look-and-feel across all SAP Concur services. The change will be introduced gradually. Some users will see the updated format immediately; some will see it over the next few months.

Be aware that the email content has not changed – just the look and feel.

### BUSINESS PURPOSE / CLIENT BENEFIT

The intent is to provide a consistent, updated look for users.

### What the User Sees

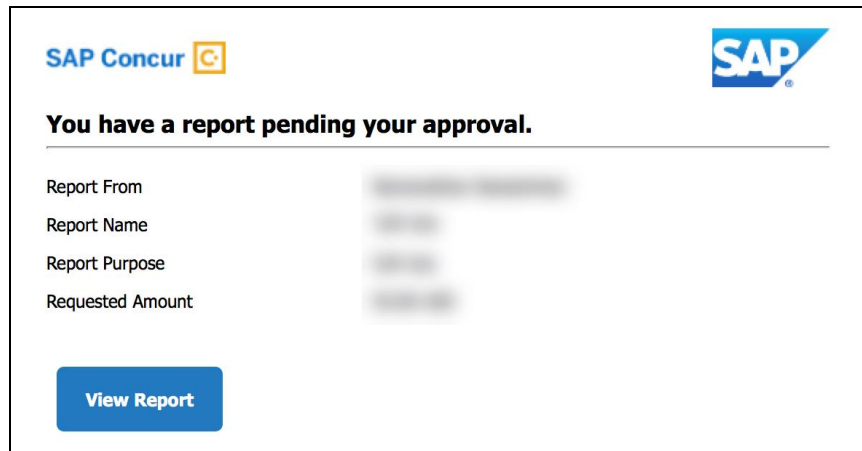
The report approval email is shown below. Over time, all email generated from SAP Concur will have a similar look.

New email format:





Current email format:



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

This change will occur, over time, automatically; there are no additional configuration or activation steps.

## **SAP Concur Platform**

### **Callout Server Requirements Update Completed**

#### ***Overview***

SAP Concur has upgraded the servers that support the SAP Concur Platform Callouts. This maintenance includes the Production Proxy Migration and PWS Server Migration to VM.

These servers support the following functionality:

- Fetch Attendee Data Callout
- Fetch List Item Callout
- Event Notification Callout
- Launch External URL Callout
- Concur Salesforce Connector

---


**NOTE:** We do not anticipate any interruption in functionality for clients who use the SAP Concur Callouts (Fetch List, Fetch Attendee, Launch External URL, and Event Notification) and the Salesforce Connector.

---

Be aware that this maintenance means that for any customer callout URLs, SAP Concur has the following requirements:

- The endpoint is secured with SSL/TLS.
- The endpoint uses a minimum of TLS 1.0, but TLS 1.2 is preferred.
- The endpoint must employ Diffie-Hellman cipher suites with key sizes >1024 bits.
- Due to the ever-evolving world of SSL and standards, we do not publish a specific list of permitted cipher suites, but we generally advise that a modern industry supported list is utilized.
- The endpoint must present an SSL certificate with a chain to a valid root that can be verified. If the chain cannot be verified without installing additional certificates the calls from SAP Concur will fail.

---

 **IMPORTANT:** If the callout URL does not comply with these requirements, the calls from SAP Concur may fail, beginning on May 9, 2018.

---

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

This maintenance will mitigate the out-of-warranty issue with our current hardware.

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

SAP Concur has implemented these changes. Clients using the SAP Concur Platform Callouts should discuss this change with their own IT group responsible for their callout to ensure that their custom solution is prepared for these changes.

# 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.

## **\*\*Planned Changes\*\* Archive Deactivated User Data**

### **Overview**

As SAP Concur continues to grow, steps must be taken to enhance and improve the performance of our system so that we can meet customer expectations and the needs of their business.

Our overall goal is to significantly improve the performance of SAP Concur services by reducing the amount of data that is stored in our Production datastore. By reducing the data in the Production system, we can use server memory much more efficiently, which reduces processing time for transactions. For this reason, SAP Concur is developing an archive process for users who have been deactivated by their employers for **at least three years**. The archive process moves this "deactivated" user data from our Production datastore to a separate Reporting datastore.

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**NOTE:** The Reporting datastore contains data that is not tied to active expense reports or travel itineraries. The information in the Reporting datastore is still available for reporting in Concur Intelligence, but it is not readily available from the SAP Concur application itself.

---

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

Moving deactivated user data will provide faster processing time for transactions. In addition, it provides a more secure environment for inactive user's personal information.

### **IMPORTANT!**

We are currently piloting the process and evaluating the results. Our goal is to ensure that customers are not negatively affected, that we have considered all pertinent scenarios, and that the archiving process provides the desired results.

There is no targeted date for the implementation of this new process. We will announce via release notes well ahead of time.

### **Additional Information in Future Release Notes**

This release note provides basic, general information about the process. Greater detail – for example, about reactivating an archived user, user imports, admin functions – will be provided in future release notes.

## What the User Sees

This change will provide faster processing times and greater stability of the system.

## FAQ

**Q.** How often will SAP Concur archive deactivated user data?

**A.** SAP Concur intends to archive deactivated user information on a reoccurring basis, similar to how we perform other system tuning tasks. Whether the archive process runs nightly, weekly, or on some other frequency will be adjusted to ensure that we obtain the benefits of the data archiving without impacting system performance.

**Q.** Which users will SAP Concur move to the Reporting datastore?

**A.** SAP Concur's current policy will be to move – from Production to Reporting – the user profile information for any user who has had their access to SAP Concur services revoked by their employer – in other words – they have been "marked inactive" in the SAP Concur system. A user must be deactivated for **over 3 years** without having been re-activated in order to be a candidate for archival.

**Q.** What impacts, if any, will I see in my Production system when a user is moved to the Reporting datastore?

**A. For Professional Edition,** the most significant difference would occur in **Company Admin > User Administration**.

However, once user information is archived:

- ◆ From within User Administration, if the **Use Travel Advanced Filters** option is chosen, the user will not be visible.
- ◆ From within User Administration, if the **Use Expense Advanced Filters** option is chosen, you will be able to see the user in search results as deactivated.
  - If you click the user's name, you will receive an error message: *The selected user exists in the Expense or Invoice application but the user contains conflicting or missing data. Contact Concur Client Support to request help in resolving this error.*
  - If you click the icon in the **Profile** column, you will receive the generic error message.
  - If you click the user's login ID, you will see no historical login information for that user.
- ◆ If another user has the Self-Assigning Assistant permission or the user is a Proxy who can act on behalf of a user in an assigned group and searches for the archived user, the archived user will appear as inactive. If the other user tries to act on behalf of the archived user, the employee will receive an "switching user" error message.

- ◆ From within Concur Travel administration, the user will not be searchable from User Administration. For within Concur Expense or Concur Invoice administration, the user will still be visible when viewing inactive users. Concur Expense and Invoice administration source user data from the Expense entity datastores, which are not currently subject to the SAP Concur Archival process.

**For Standard Edition**, locate users via **Administration > Expense Settings > Users** or **Administration > Travel Settings > Manage Users**, whichever applies.

**Q.** What do I do if an employee leaves my company for over three years, and then returns?

**A.** SAP Concur plans to provide a user interface that a company's User Administrator can use to reactivate the user.

- ◆ These users will not have access to any of their past travel history.
- ◆ For Expense, the user would have access to their expense history if:
  - That history has not been removed by a Data Retention policy.
  - The HR Employee ID for the user is the same as when they were last active in the SAP Concur System.

If either of these circumstances do not apply, then the user would not have access to their previous expense reports or other Expense data.

**Q.** Will Data Retention features work on archived users?

**A.** Yes. Regardless of where the user data is located – in the Production datastore or the Reporting datastore – user data will be obfuscated as per the requirements defined in the Data Retention feature.

**Q.** Once a user has been archived, is there any way to restore that user?

**A.** SAP Concur is looking into ways to help administrators re-activate their users without opening a support case.

**Q.** After a user's information has been archived, will we be able to view the user's expense reports and receipts online within Concur Expense?

**A.** Yes. Processors will be able to search for expense reports from archived users. They can search by Report ID or Employee Name and can view all receipts from within Concur Expense once they have selected an expense report.

Please note that you will not be able to use the Proxy feature to see a former employee's expense report. You will see an error message should you attempt this.

**Q.** After a user's information has been archived, will an approver be able to see the archived user's expense reports that this approver approved in the past?

**A.** Yes, if an approver clicks **Approvals > Reports** and then clicks **View > All Reports you Approved**, then these expense reports will be visible. Approvers will be able to view the receipts for those expense reports.

### **Configuration / Feature Activation**

The change will occur automatically; there are no additional configuration or activation steps.

## **\*\*Planned Changes\*\* Single Sign-On (SSO) Self-Service Option Coming to Concur**

### **Overview**

Single Sign-On allows users to access multiple applications using one set of login credentials. Currently, SAP Concur has two methods for signing in: with a user name and password or using SSO with identity provider (IdP) credentials, such as a user's login credentials for their organization.

SAP Concur is planning to add a Manage Single Sign-On (SSO) feature to Concur which provides Concur clients with a self-service option for setting up SSO for their organization. SSO is currently supported for Concur Expense, Invoice, Request, and Travel.

Other SAP Concur products and services are outside the scope of this initial release.

The new Manage Single Sign-On (SSO) feature will be accessible from the **Administration > Company > Company Admin** page.

---

**NOTE:** This new feature does not affect Travel clients who are already using the Security Keys feature.

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

This feature provides Concur clients with a self-service option for setting up SSO.

### **Configuration / Feature Activation**

Configuration information will be coming in a future release note.

# Client Notifications

---

## Browser Certifications and Supported Configurations

### Monthly Browser Certifications and Supported Configurations

The *SAP Concur Release Notes – Monthly Browser Certifications* document lists current and planned browser certifications. The document is available with the other SAP Concur monthly release notes.

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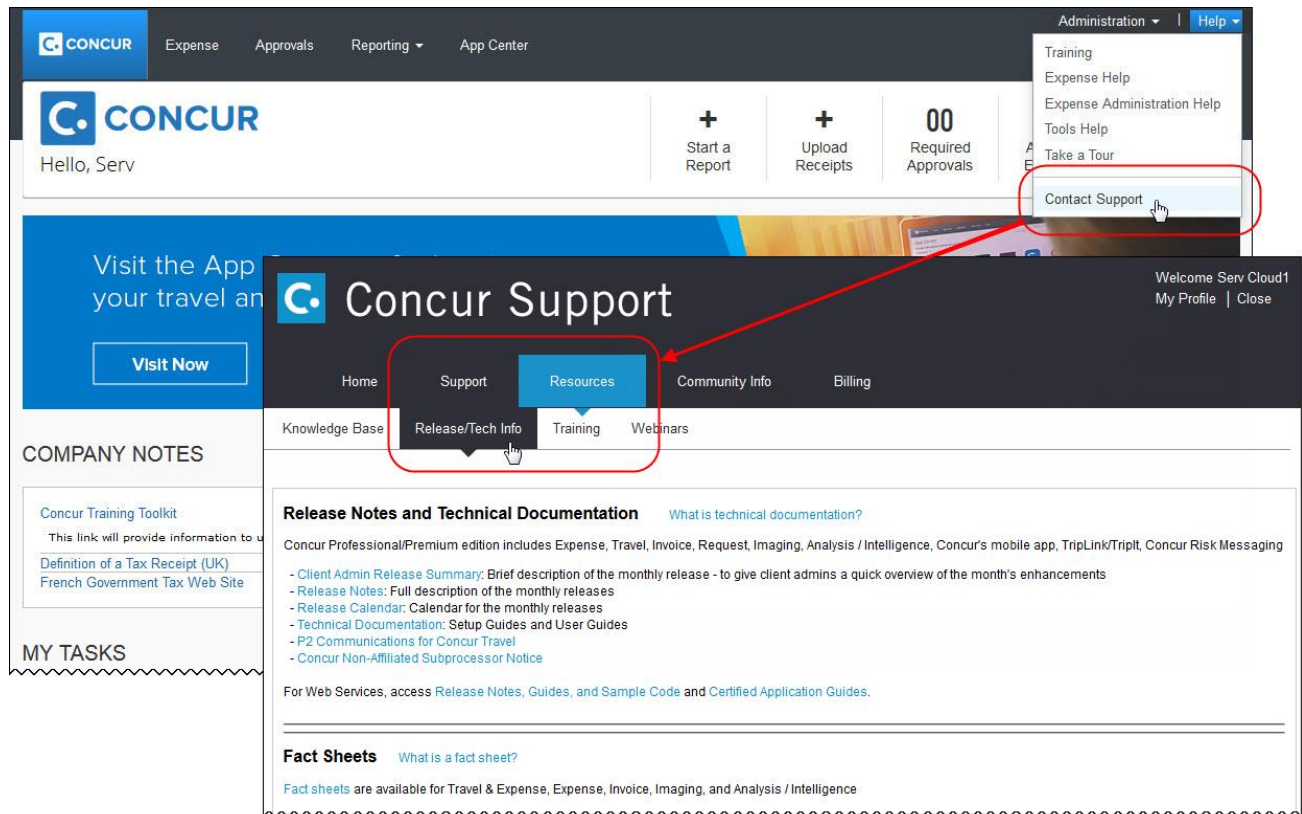
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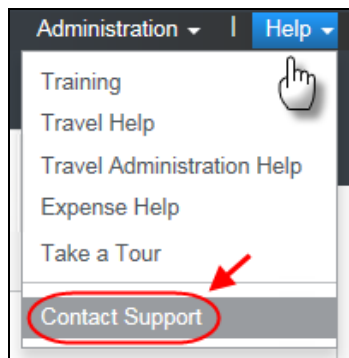
# Cases

## Steps for Getting a Status

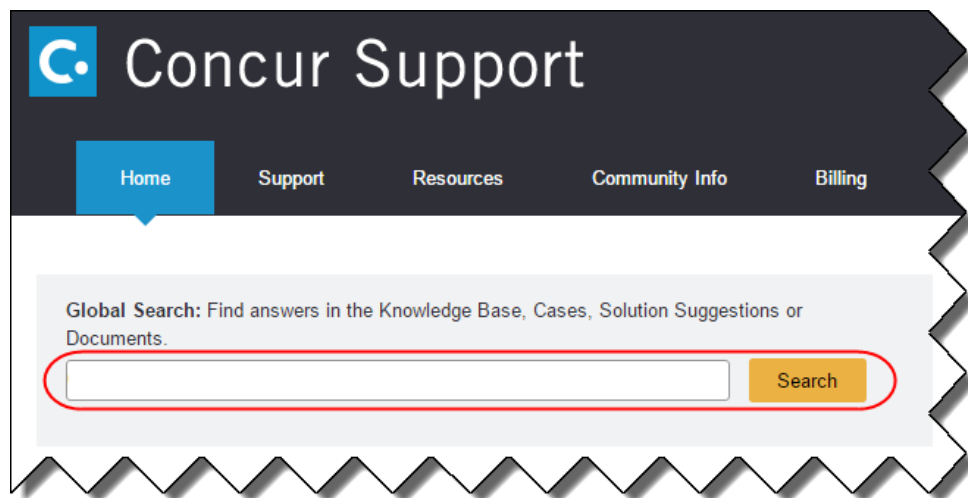
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3. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

## Resolved Cases

Case ID	Description
CRMC-119016, CRMC-119258	Application error displayed when saving Request policy updates in Request Policies ( <b>Administration &gt; Request &gt; Request Policies</b> ) or Request Groups ( <b>Administration &gt; Request &gt; Request Policies</b> )
CRMC-122095	Gillespie Field (SEE) is assigned to the state of Georgia instead of California
CRMC-122543, CRMC-122893, CRMC-124680	Add airports to the Airport list, including: <ul style="list-style-type: none"> <li>• Al Najaf International Airport (NJF)</li> <li>• Cangyuan Washan Airport (CWJ)</li> <li>• Lancang Jingmai Airport (JMJ)</li> <li>• Tanjung Manis Airport (TGC)</li> </ul>
CRMC-123555	General Lucio Blanco International Airport (REX) is assigned to the state of Tabasco instead of Tamaulipas
CRMC-123561	When viewing the interface in German, Hannover is misspelled as Hanover for the Hannover Airport (HAJ)

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<b>Month</b>	<b>Audience</b>
Release Date: November 17, 2018 Initial Post: Friday, November 16, 2:00 PM PT	Client – FINAL

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# Summary

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## IMPORTANT

This service is known as Authorization Request, Concur Request, or simply Request and was formerly known as Travel Request. Concur changed the name to better align with its broader capabilities.

This service is different from the legacy authorization request feature that was available within Concur Expense.



# Release Notes

---

## Request

### **\*\*Ongoing\*\* Email Infrastructure Change - Add IP Addresses to Safe Sender List**

#### ***Overview***

SAP Concur is transitioning to a new email infrastructure for outbound email from our products to SAP Concur users. Because of this, companies who filter inbound email based on the sending IP address must add the new IP addresses to their Safe Sender list to ensure that their users receive email from SAP Concur.

#### ***Concur Expense Only***

Be aware that – at this time – the issue described here affects only companies that use Concur Expense **and** filter incoming email based on IP addresses. (This includes all editions of Expense – whether the company uses Expense by itself or integrated with any other SAP Concur product or service.) Other SAP Concur services (such as Travel and Concur Pay) are not currently affected.

We are currently targeting the first quarter of 2019 to make additional changes. Be aware that all affected companies will be notified well ahead of time and will be provided all possible options for managing this issue.

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

The new IP addresses are not published publicly but they are available by contacting SAP Concur support. If you use Concur Expense and if your company filters incoming email based on IP address, please work with your email server management team to ensure any required Safe Sender lists for IP addresses are updated so that your users continue to receive SAP Concur email without interruptions.

### **\*\*Ongoing\*\* Updated Email Format**

#### ***Overview***

SAP Concur is in the process of updating the format of all email notifications. These changes will provide a fresher, consistent look-and-feel across all SAP Concur services.

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

The intent is to provide a consistent, updated look for users.

## **IMPORTANT**

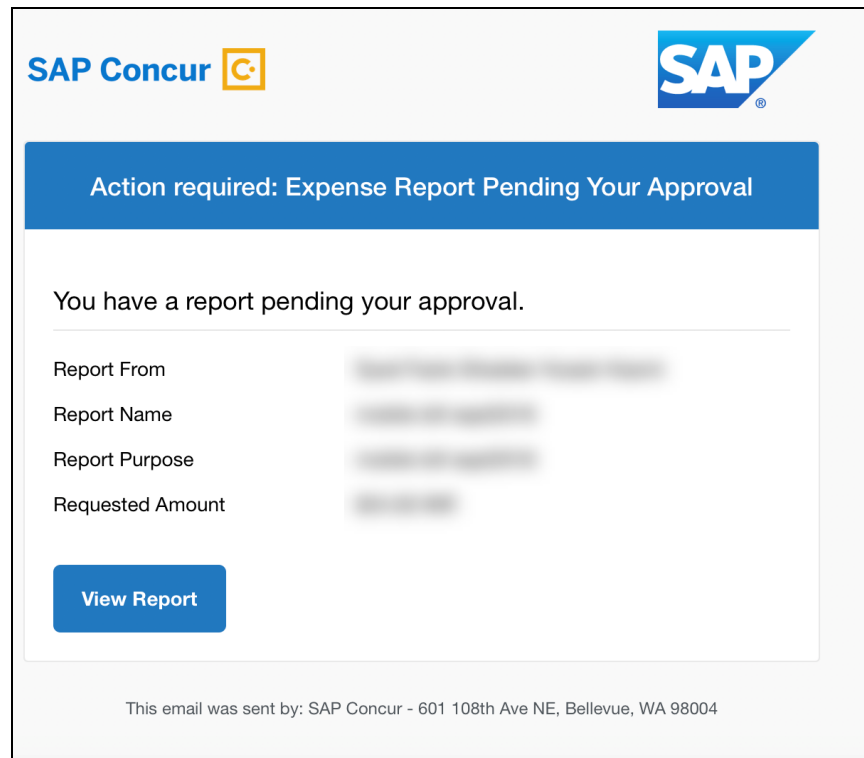
Note the following:

- Be aware that the email content has not changed – just the look and feel.
- The changes will appear over time. Each product team (Expense, Invoice, Travel, etc.) decides when to use the new format. Timing will be based on resource availability and the priority of other scheduled enhancements.
- Do not expect that all product emails will change at the same time. For example, perhaps Expense approval email will be first, and then other Expense notifications will follow.
- There is no assigned end date to the project. Expect that the changes may take longer than a year.
- Each team will provide release notes when their new emails are scheduled to appear.

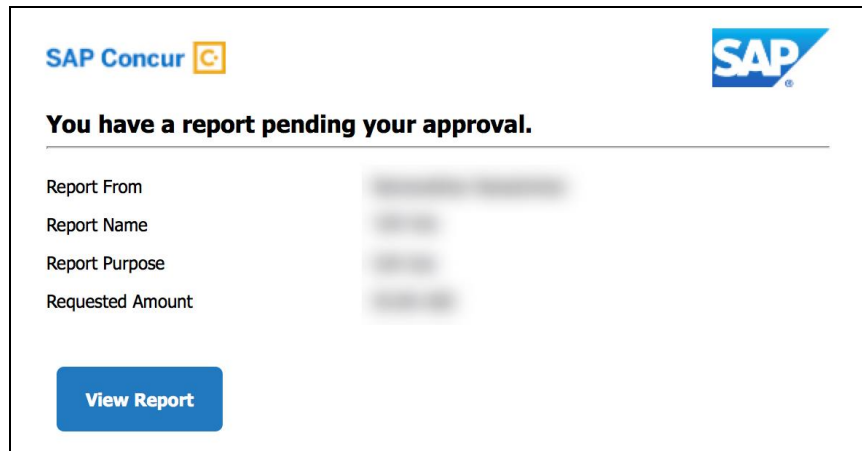
## **What the User Sees**

The Expense approval email is shown below. Over time, all email generated from SAP Concur will have a similar look.

New email format:



Current email format:



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

This change will occur, over time, automatically; 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.

## **\*\*Planned Changes\*\* Archive Deactivated User Data**

### **Overview**

As SAP Concur continues to grow, steps must be taken to enhance and improve the performance of our system so that we can meet customer expectations and the needs of their business.

Our overall goal is to significantly improve the performance of SAP Concur services by reducing the amount of data that is stored in our Production datastore. By reducing the data in the Production system, we can use server memory much more efficiently, which reduces processing time for transactions. For this reason, SAP Concur is developing an archive process for users who have been deactivated by their employers for **at least three years**. The archive process moves this "deactivated" user data from our Production datastore to a separate Reporting datastore.

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**NOTE:** The Reporting datastore contains data that is not tied to active expense reports or travel itineraries. The information in the Reporting datastore is still available for reporting in Concur Intelligence, but it is not readily available from the SAP Concur application itself.

---

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

Moving deactivated user data will provide faster processing time for transactions. In addition, it provides a more secure environment for inactive user's personal information.

### **IMPORTANT!**

We are currently piloting the process and evaluating the results. Our goal is to ensure that customers are not negatively affected, that we have considered all pertinent scenarios, and that the archiving process provides the desired results.

There is no targeted date for the implementation of this new process. We will announce via release notes well ahead of time.

### **Additional Information in Future Release Notes**

This release note provides basic, general information about the process. Greater detail – for example, about reactivating an archived user, user imports, admin functions – will be provided in future release notes.

## What the User Sees

This change will provide faster processing times and greater stability of the system.

## FAQ

**Q.** How often will SAP Concur archive deactivated user data?

**A.** SAP Concur intends to archive deactivated user information on a reoccurring basis, similar to how we perform other system tuning tasks. Whether the archive process runs nightly, weekly, or on some other frequency will be adjusted to ensure that we obtain the benefits of the data archiving without impacting system performance.

**Q.** Which users will SAP Concur move to the Reporting datastore?

**A.** SAP Concur's current policy will be to move – from Production to Reporting – the user profile information for any user who has had their access to SAP Concur services revoked by their employer – in other words – they have been "marked inactive" in the SAP Concur system. A user must be deactivated for **over 3 years** without having been re-activated in order to be a candidate for archival.

**Q.** What impacts, if any, will I see in my Production system when a user is moved to the Reporting datastore?

**A. For Professional Edition,** the most significant difference would occur in **Company Admin > User Administration**.

However, once user information is archived:

- ◆ From within User Administration, if the **Use Travel Advanced Filters** option is chosen, the user will not be visible.
- ◆ From within User Administration, if the **Use Expense Advanced Filters** option is chosen, you will be able to see the user in search results as deactivated.
  - If you click the user's name, you will receive an error message: *The selected user exists in the Expense or Invoice application but the user contains conflicting or missing data. Contact Concur Client Support to request help in resolving this error.*
  - If you click the icon in the **Profile** column, you will receive the generic error message.
  - If you click the user's login ID, you will see no historical login information for that user.
- ◆ If another user has the Self-Assigning Assistant permission or the user is a Proxy who can act on behalf of a user in an assigned group and searches for the archived user, the archived user will appear as inactive. If the other user tries to act on behalf of the archived user, the employee will receive an "switching user" error message.

- ◆ From within Concur Travel administration, the user will not be searchable from User Administration. For within Concur Expense or Concur Invoice administration, the user will still be visible when viewing inactive users. Concur Expense and Invoice administration source user data from the Expense entity datastores, which are not currently subject to the SAP Concur Archival process.

**For Standard Edition**, locate users via **Administration > Expense Settings > Users** or **Administration > Travel Settings > Manage Users**, whichever applies.

**Q.** What do I do if an employee leaves my company for over three years, and then returns?

**A.** SAP Concur plans to provide a user interface that a company's User Administrator can use to reactivate the user.

- ◆ These users will not have access to any of their past travel history.
- ◆ For Expense, the user would have access to their expense history if:
  - That history has not been removed by a Data Retention policy.
  - The HR Employee ID for the user is the same as when they were last active in the SAP Concur System.

If either of these circumstances do not apply, then the user would not have access to their previous expense reports or other Expense data.

**Q.** Will Data Retention features work on archived users?

**A.** Yes. Regardless of where the user data is located – in the Production datastore or the Reporting datastore – user data will be obfuscated as per the requirements defined in the Data Retention feature.

**Q.** Once a user has been archived, is there any way to restore that user?

**A.** SAP Concur is looking into ways to help administrators re-activate their users without opening a support case.

**Q.** After a user's information has been archived, will we be able to view the user's expense reports and receipts online within Concur Expense?

**A.** Yes. Processors will be able to search for expense reports from archived users. They can search by Report ID or Employee Name and can view all receipts from within Concur Expense once they have selected an expense report.

Please note that you will not be able to use the Proxy feature to see a former employee's expense report. You will see an error message should you attempt this.

**Q.** After a user's information has been archived, will an approver be able to see the archived user's expense reports that this approver approved in the past?

**A.** Yes, if an approver clicks **Approvals > Reports** and then clicks **View > All Reports you Approved**, then these expense reports will be visible. Approvers will be able to view the receipts for those expense reports.

### **Configuration / Feature Activation**

The change will occur automatically; there are no additional configuration or activation steps.

## **\*\*Planned Changes\*\* Budget Insight (Legacy) to Retire in 2019**

### **Overview**

Budget Insight is a budget management tool that is being retired June 30, 2019. Clients who want to use budget functionality are recommended to purchase SAP Concur's new Budget product which released earlier this year. The new Budget feature offers greater functionality, an improved UI, and additional integrations with SAP Concur products. Most notably is the inclusion of additional expense data from Concur Expense, Concur Invoice, Concur Travel and Concur Request (previously only data from Concur Expense and Concur Request were available).

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**NOTE:** Clients should note that migrating from Budget Insight to Budget is not possible. Their current contract for Budget Insight will be terminated and they will be re-contracted on Budget, which requires a new implementation. However, clients will still have access to all Budget Insight functionality and data during re-implementation of Budget. If clients would like to implement the new Budget product, they should contact their SAP Concur account team.

---

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

The retirement of Budget Insight will provide clients with the opportunity to purchase SAP Concur's new Budget product that gives greater value to clients by making budgets visible, actionable, and near real-time.

### **Configuration / Feature Activation**

When Budget Insight retires, clients will no longer be able to report issues and receive support for this product.

## **\*\*Planned Changes\*\* New SAP Concur Sign In Page**

### **Overview**

SAP Concur is planning to add a new **Sign In** page, providing an updated login experience for users who log in with a user name and password credentials. Current Single Sign-On (SSO) users will log in without having to enter additional credentials. This feature is planned for 2019.

The new **Sign In** page feature includes the following:

- **Two-step login:** provides enhanced security, meets current industry standards, and provides a better login success rate
- **Multi-account login:** allows administrators to log in with multiple accounts
- **Password hint removal:** provides better security for users and SAP Concur
- **User avatar:** enhances the user experience (planned for a future release)

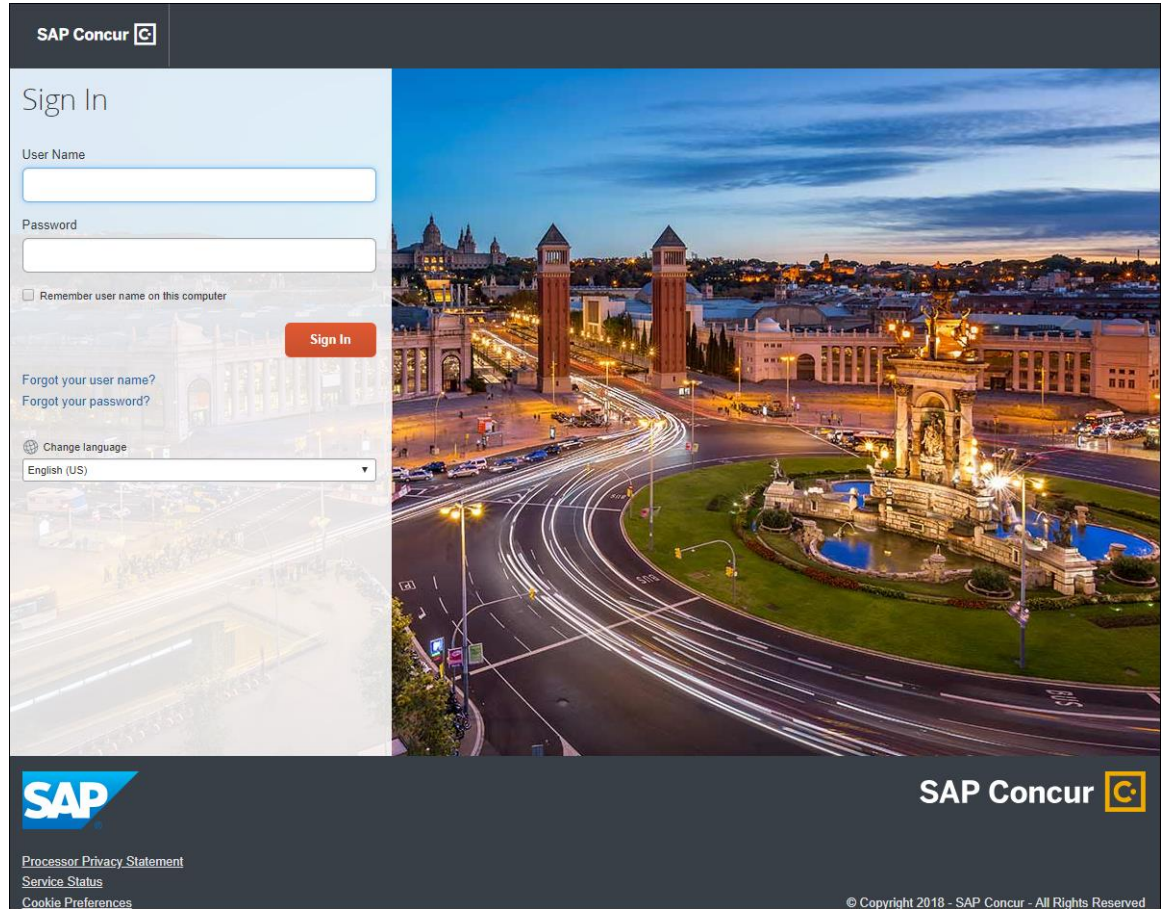
### **BUSINESS PURPOSE / CLIENT BENEFIT**

This feature provides better security and a faster, convenient experience for users logging in to SAP Concur products and services.



### What the User Sees – Current Sign In Page

The SAP Concur **Sign In** page currently appears with **User Name** and **Password** fields, and a **Sign In** button. Once a user is authenticated, the SAP Concur **Home** page appears.



### What the User Sees – New Sign In Page

The new SAP Concur **Sign In** page will have an **Email or Username** field and a **Continue** button. The user will type in their email or username. The user can select the **Remember me on this computer** check box, so their email or username displays the next time they log in to SAP Concur. The user will then click **Continue**.

SAP Concur

## Sign In

Email or Username

username@company.com

☐ Remember me on this computer

[Forgot username?](#)

Continue

Change Language

English

SAP

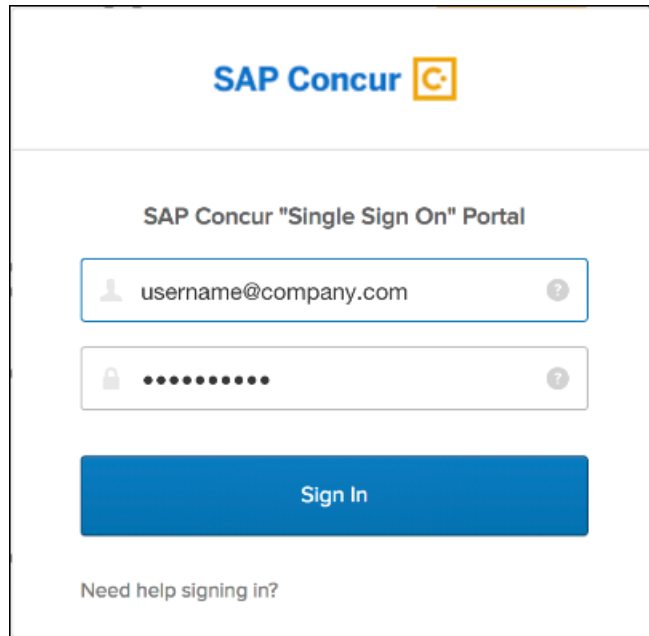
Processor Privacy Statement

SAP Concur

Depending on the customer's implementation of SAP Concur, users will then be directed to the designated Identity Provider (IdP) Single Sign-On portal or an additional **Sign In** page.

## SSO USERS

When the designated Identity Provider (IdP) Single Sign-On portal appears (similar to the one shown below), the user will enter their email or username and password, then click **Sign In**.



The screenshot shows the SAP Concur 'Single Sign On' Portal. At the top is the SAP Concur logo. Below it, the title 'SAP Concur "Single Sign On" Portal' is centered. There are two input fields: the first for a username (containing 'username@company.com') and the second for a password (represented by dots). Both fields have a question mark icon to the right. Below the input fields is a large blue 'Sign In' button. At the bottom left, there is a link that says 'Need help signing in?'.

After being authenticated, the user will be directed to the SAP Concur **Home** page.

## USERS WITH USERNAMES AND PASSWORDS

The user will be directed to an additional **Sign In** page. The user will enter a password and click **Sign In**. The system will then authenticate the user's credentials.

SAP Concur

Sign In

username@company.com

Password

.....

[Forgot password?](#)

[Sign In](#)

[Sign in as a different user](#)

Change Language

English

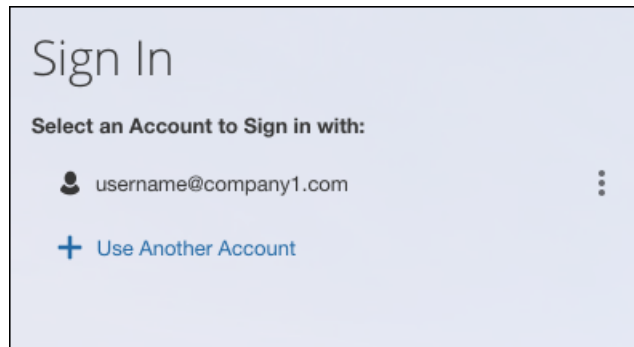
SAP

SAP Concur

Once the user's password is verified, the SAP Concur **Home** page appears.

## RETURN USERS

If a returning user selected the **Remember me on this computer** check box during their initial login session, they will see their email or user name display on the **Sign In** page. Users who did not select the **Remember me on this computer** check box will log in as they did initially.



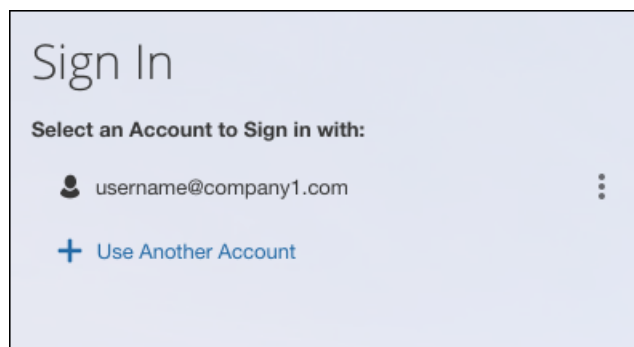
The user will click on their email or username, and then one of the following occurs:

- **SSO Users:** The user will be directed to the SAP Concur **Home** page.
- **Users with Usernames and Passwords:** On the **Sign In** page, the user will enter as password and then click **Sign In**. The user will then be directed to the SAP Concur **Home** page.

## USERS WITH MULTIPLE ACCOUNTS

SAP Concur users with multiple login accounts have more than one login option depending on the user role or account they want to use. The user will first log in to SAP Concur using one of their accounts. Once successfully logged in, the user logs out of the system.

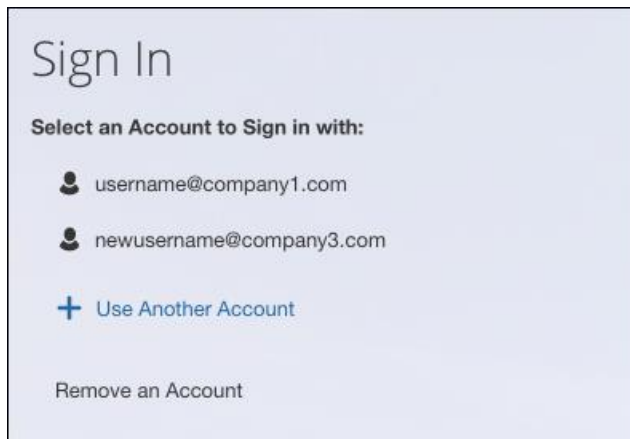
To add another account, on the **Sign In** page, the user clicks the **Use Another Account** link.



The next login step depends on the account type the user wishes to use:

- **SSO Account:** If the user selects an account with SSO credentials, the user will enter an email, then the user will be directed to the IdP Single Sign-On portal. Once the user is authenticated, the SAP Concur **Home** page appears.
- **Username and Password:** The user is directed to an additional **Sign In** page to enter a password. The user then clicks **Sign In**. Once the user is authenticated, the SAP Concur **Home** page appears.

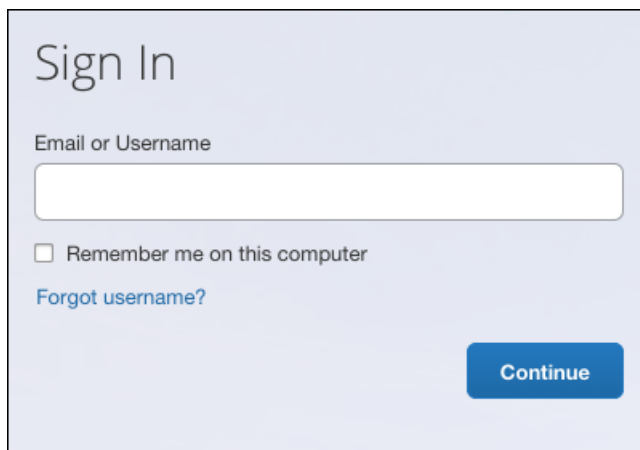
When all accounts are added, a return user will select the account they want to use to log in to SAP Concur.



The screenshot shows a 'Sign In' page with a light blue background. At the top, it says 'Sign In'. Below that, it says 'Select an Account to Sign in with:'. There are two account entries, each with a person icon and an email address: 'username@company1.com' and 'newusername@company3.com'. Below these is a blue plus icon followed by the text 'Use Another Account'. At the bottom, there is a link that says 'Remove an Account'.

### **FORGOT USER NAME**

If a user forgets their user name, the user will click the **Forgot username?** link on the **Sign In** page.



The screenshot shows a 'Sign In' page with a light blue background. At the top, it says 'Sign In'. Below that, it says 'Email or Username'. There is a white input field for the email or username. Below the input field is a checkbox labeled 'Remember me on this computer'. Below the checkbox is a blue link that says 'Forgot username?'. At the bottom right, there is a blue button that says 'Continue'.



Next, the **Forgot User Name** page appears, and the user will enter their email and click **Send** to have an email sent to a verified email account. This email will contain their user name.

SAP Concur

### Forgot User Name

Enter the email address associated with your account. We will send an email with your user name.

Email

Cancel Send

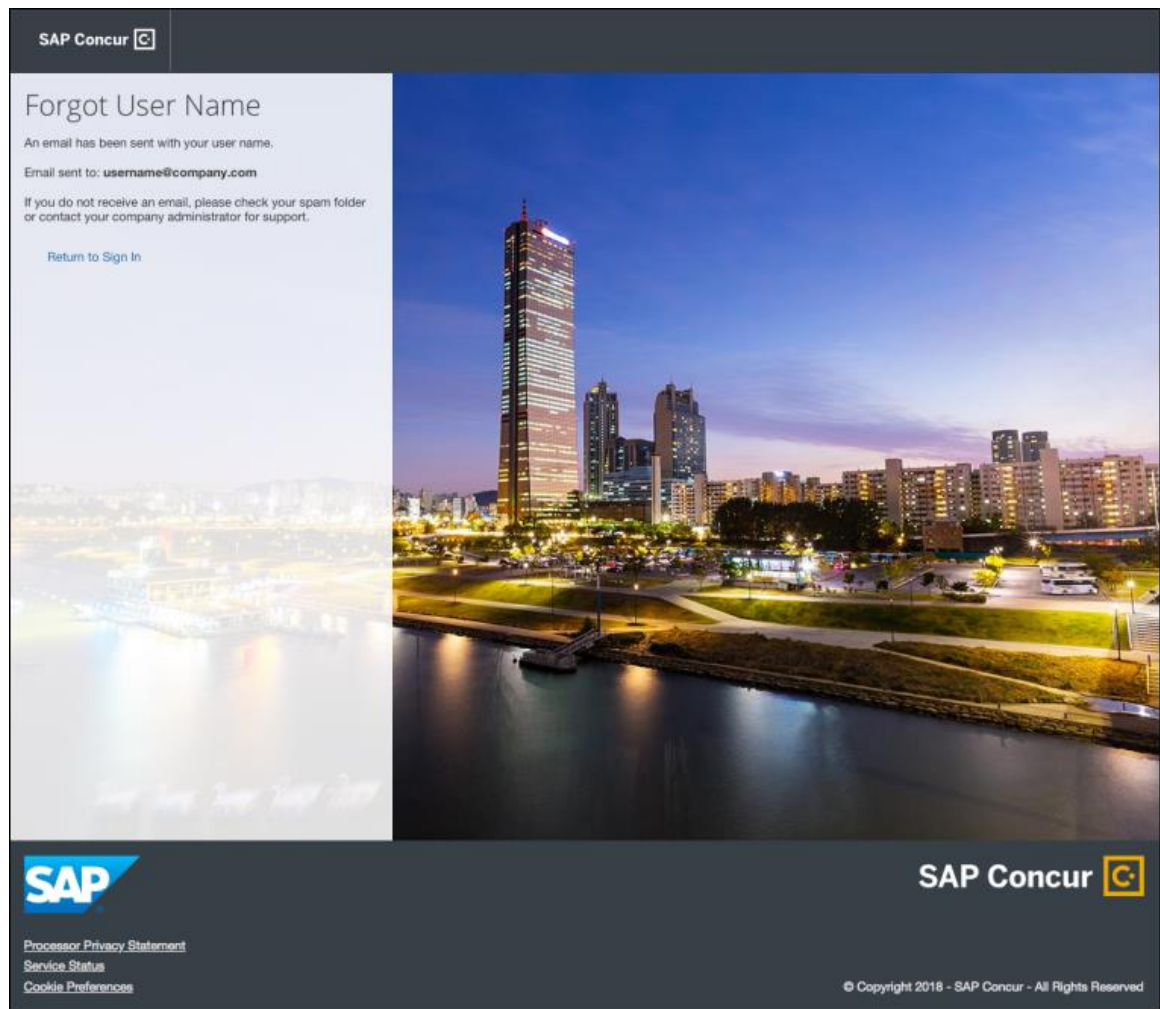
SAP

[Processor Privacy Statement](#)  
[Service Status](#)  
[Cookie Preferences](#)

SAP Concur

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The user will see an on-screen affirmation indicating that an email was sent to them. The user will click **Return to Sign In** page to return to the **Sign In** page.





**INVALID PASSWORD**

If a user forgets their password, an on-screen message will appear alerting the user. The user will then click **Send** to have a password reset email sent to their verified email account.

SAP Concur compares the email address entered by the user to the email address in the user's SAP Concur profile. If the email addresses match, then SAP Concur generates a one-time sign-in token (link) that can be used for one hour.

SAP Concur

### Forgot Password

Enter the email address or username associated with your account. We will send an email with a link to reset your password.

Email or Username

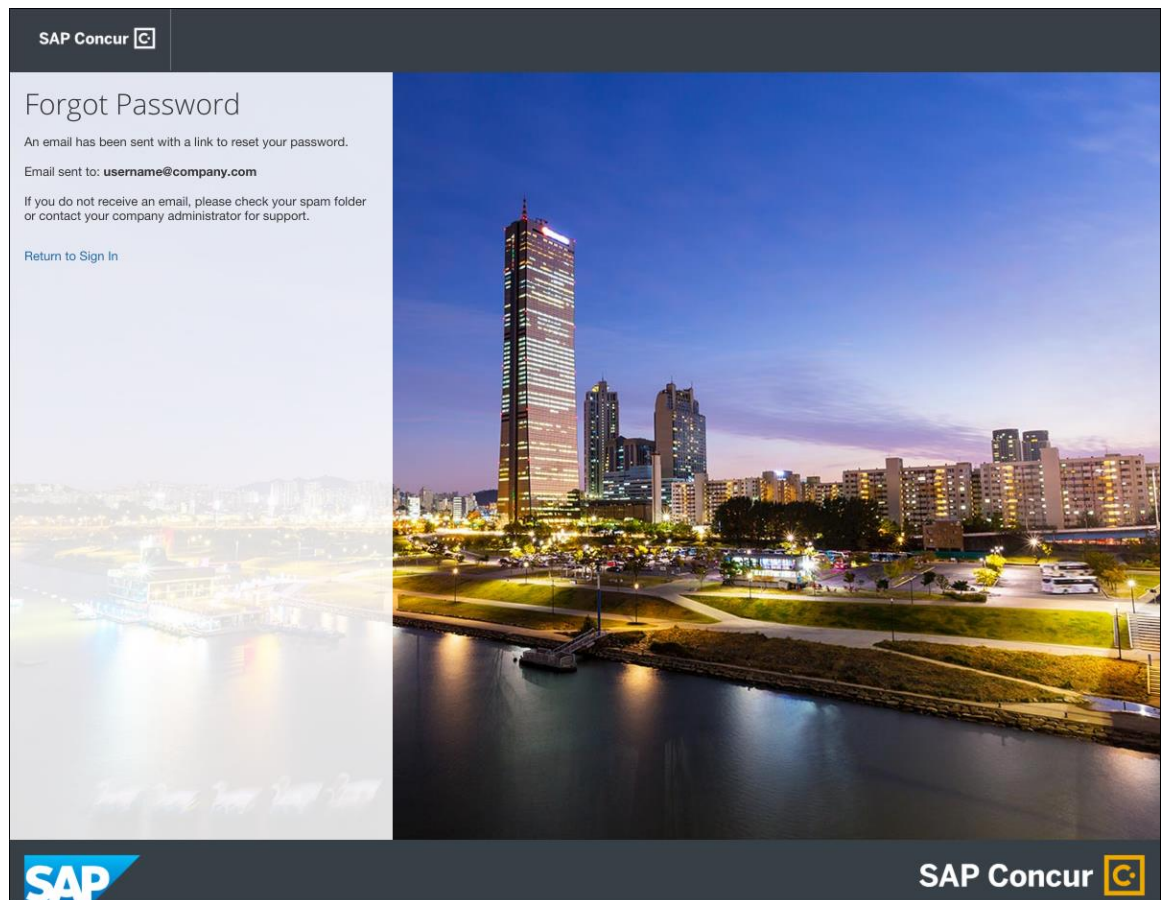
Cancel Send

SAP

SAP Concur

[Processor Privacy Statement](#)

The user will see an on-screen affirmation indicating that an email was sent to them. The user will click **Return to Sign In** page to return to the **Sign In** page.



### **Configuration / Feature Activation**

Configuration information will be provided in a future release note.

## **\*\*Planned Changes\*\* Optimizing and Relocating the Training Administration Page**

### **Overview**

To simplify the **Training Administration** page, the page will no longer have tabs, only the current contents of the **Alternate URL** tab will remain.

In addition to this change, access to the **Training Administration** page will move from **Company Admin** to **Tools**.

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

These changes make the page easier to find and use.

### What the Admin Sees

The **Training Configuration** page displays only a field for providing your users with an alternate Training URL.

#### BEFORE

Display Order	Type	Name
↓	Simulation	Logging on to Concur
↓ ↑	Simulation	Updating Your Travel Profile
↓ ↑	Simulation	Exploring the Concur Home Page

**NOTE:** To access the page before this change, click **Administration > Expense** (or **Invoice** or **Requests**) > **Training Administration**.

#### AFTER

By default, when a user clicks Training on the Help menu, the Concur training site displays. If you want your users to access your company's training site instead, enter your URL in the field below.

Example: `http://training.YourSite.com/training.htm`

If you want to resume using the Concur training site, clear this field and save.

**NOTE:** To access the page after this change, click **Administration > Company > Tools > Training Administration**.

## Configuration / Feature Activation

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



For general information about the Training Administration feature, refer to the *Shared: Training Administration Setup Guide*.

## \*\*Planned Changes\*\* Retiring the Purge Test User Transactions Functionality

### Overview

SAP Concur is retiring the functionality in the Test User Admin feature that removes the transactions of test users from Concur Expense, Concur Invoice, Concur Travel, and Concur Request.

### BUSINESS PURPOSE / CLIENT BENEFIT

This change will allow SAP Concur to devote more resources to development and maintenance of features that are used by many or most of our clients.

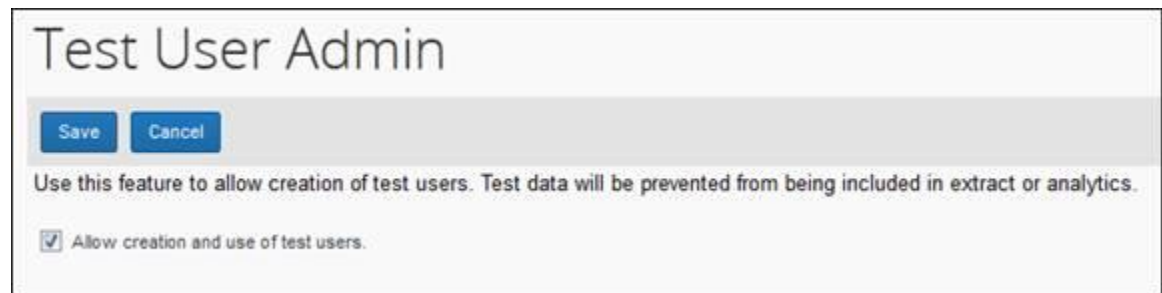
### What the Admin Sees

The **Test User Admin** page will no longer display the **Purge Test User Transactions** button.

### BEFORE

The screenshot shows the 'Test User Admin' interface. At the top, there are 'Save' and 'Cancel' buttons. Below them is a descriptive text: 'Use this feature to allow creation of test users. Test data will be prevented from being included in extract or analytics.' A checkbox labeled 'Allow creation and use of test users.' is checked. At the bottom, there is a text prompt: 'Click the button below to remove all test transactional data. No production data will be affected.' Below this prompt, a blue button labeled 'Purge Test User Transactions' is circled in red.

**NOTE:** To access the page, click **Administration > Expense** (or **Invoice** or **Requests**) > **Test User Admin**.

**AFTER**

**Configuration / Feature Activation**

The functionality will automatically be removed.



For general information about the Test User Admin feature, refer to the *Shared: Test User Setup Guide*.

## **\*\*Planned Changes\*\* Single Sign-On (SSO) Self-Service Option Coming to Concur**

**Overview**

Single Sign-On allows users to access multiple applications using one set of login credentials. Currently, SAP Concur has two methods for signing in: with a user name and password or using SSO with identity provider (IdP) credentials, such as a user's login credentials for their organization.

SAP Concur is planning to add a Manage Single Sign-On (SSO) feature to Concur which provides Concur clients with a self-service option for setting up SSO for their organization. SSO is currently supported for Concur Expense, Invoice, Request, and Travel.

Other SAP Concur products and services are outside the scope of this initial release.

The new Manage Single Sign-On (SSO) feature will be accessible from the **Administration > Company > Company Admin** page.

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**NOTE:** This new feature does not affect Travel clients who are already using the Security Keys feature.

---

**BUSINESS PURPOSE / CLIENT BENEFIT**

This feature provides Concur clients with a self-service option for setting up SSO.

**Configuration / Feature Activation**

Configuration information will be coming in a future release note.

## **\*\*Planned Changes\*\* Workflows for Budget**

### **Overview**

In a future release, workflows will be available for Budget. Workflows define how the system routes invoices, expense reports, and requests through approval and processing steps. SAP Concur's flexible workflow feature for Budget allows companies to design workflows specifically tailored to their unique needs.

Without budget review, budgets may become fully consumed well before the end of a period or year leaving an organization with limited options and budget owners with, for example, exceeded budgets. In addition, early spending means that more important (to the organization) spending will be declined because lesser important spending consumed the budget early on.

Combining budget review in the workflow adds value. Audit rules and workflow step rules can help organizations to add in controls when it makes sense to fine tune to an organization's specific needs.

Equally important is the determination when a spending item is regarded as committed toward a budget. In most organizations, the commit is when a spending item is paid; it went through most if not all approval steps. In other organizations, the commit occurs much earlier. As soon as a purchase request or an authorization request is approved it is regarded as "promised".

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

This feature will provide clients with control over the budget spend to, for example, avoid exceeded budgets too early in a budget period or budget year.

### **Configuration / Feature Activation**

The administrator needs to configure this feature on the **Workflows** page by clicking **Administration > Invoice** or **Expense**.

# Client Notifications

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## Browser Certifications and Supported Configurations

### Monthly Browser Certifications and Supported Configurations

The *SAP Concur Release Notes – Monthly Browser Certifications* document lists current and planned browser certifications. The document is available with the other SAP Concur monthly release notes.

The *Concur Travel & Expense Supported Configurations – Client Version* guide is available with the setup guides, user guides, and other technical documentation.



For information about accessing all release notes, browser certifications, setup guides, user guides, other technical documentation, and supported configurations, refer to the *Additional Release Notes and Other Technical Documentation* section in this document.

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: [SAP Concur list of Subprocessors](#)

If you have questions or comments, please reach out to: [Privacy-Request@Concur.com](mailto:Privacy-Request@Concur.com)



# Additional Release Notes and Other Technical Documentation

## Online Help – Admins

Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help.

The screenshot displays the SAP Concur Online Help interface for Admins. The top navigation bar includes the SAP Concur logo and various menu items: Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. A 'Help' dropdown menu is open, showing options like Training, Request Help, and Request Administration Help. The main content area is titled 'Using Online Help' and includes a sidebar with links to 'Request Professional Administration Guides' and 'Quick Links - Concur Professional/Premium'. A table titled 'Request Setup Guides' lists various guides with their revision dates and formats.

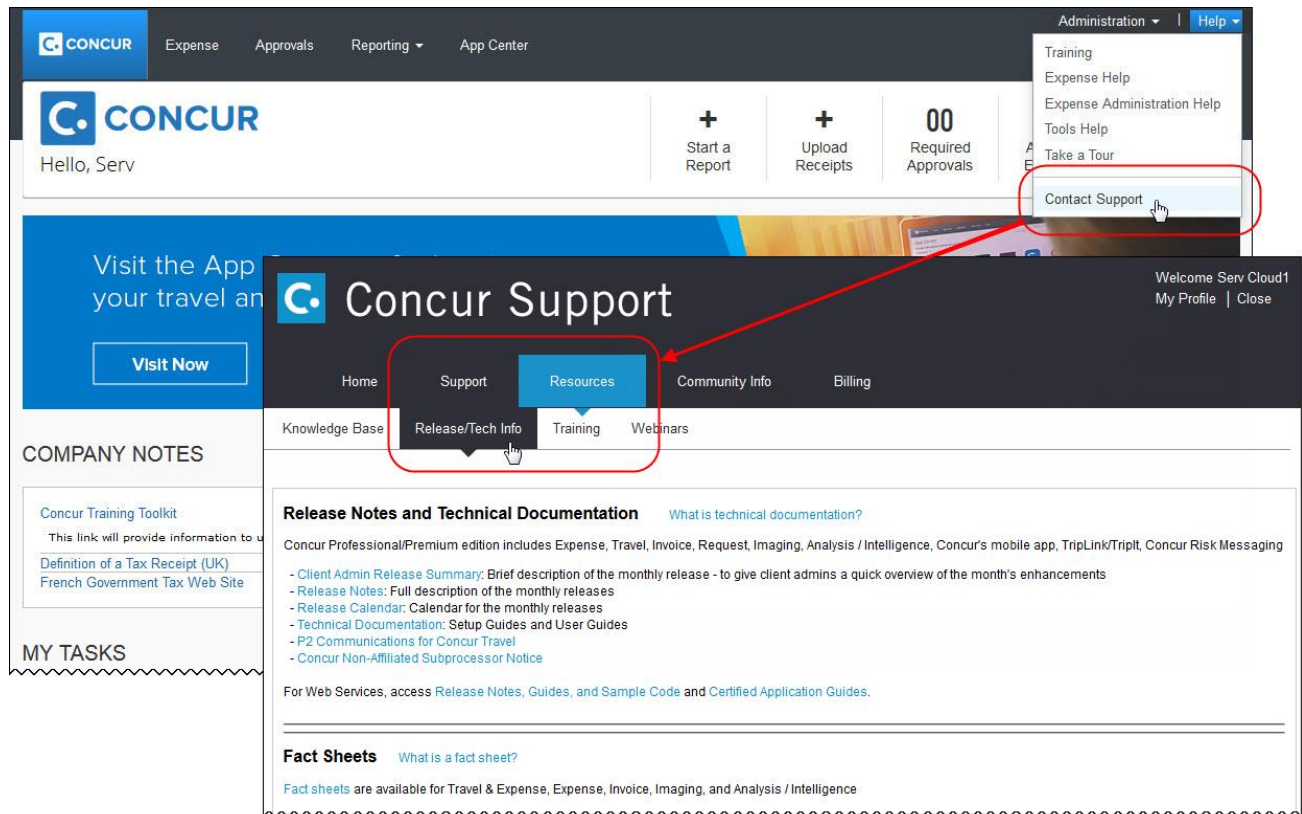
Name	Revised	Format
<b>Overview</b>	Jan 31 2018	DOC - PDF
Agency Proposals	Apr 11 2018	DOC - PDF
Allocations	Apr 17 2018	DOC - PDF
Attendees	Jun 21 2016	DOC - PDF



## SAP Concur Support Portal – Selected Users

Selected users within the company can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via the SAP Concur support portal.

If a user has the proper SAP Concur support portal permissions, then the **Contact Support** option is available to them on the **Help** menu. The user clicks **Help > Contact Support**. On the support page, the user clicks **Resources > Release/Tech Info**.



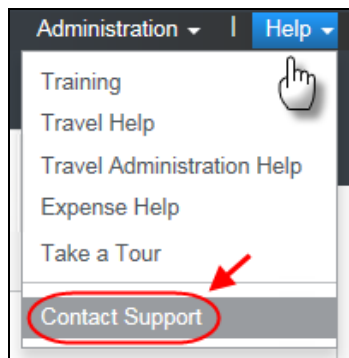
# Cases

## Steps for Getting a Status

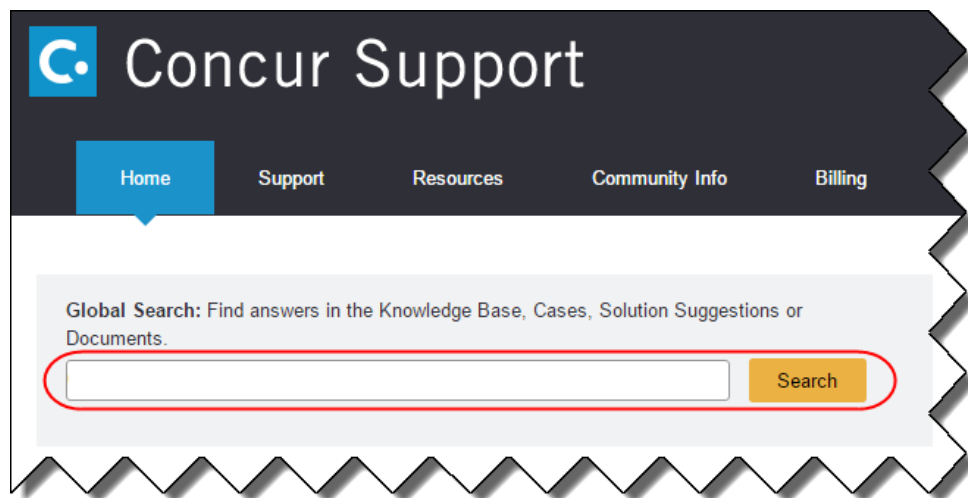
Each service release contains case resolutions.

► **How to check the status of a submitted case**

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



The **Concur Support** page displays.



**NOTE:** If you do not have the option to contact 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. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

## Resolved Cases

Case ID	Description
CRMC-118080	Using the French (France) language while running a query from the <b>Process Requests</b> (Traiter les orders de mission) page generates an error
CRMC-121945, CRMC-124253	<b>Is Inheritable</b> check box setting is not saved correctly on the <b>Configuration for Group</b> page if the Request group has a lot of policies
CRMC-122702	Timestamp is missing from the <b>Approval Time Limit</b> field on a request's printed report
CRMC-124133	Some location and airport names are missing in Chinese (Simplified) and Chinese (Traditional)

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<b>SAP Concur Release Notes</b> <b>Authorization Request</b>	
<b>Month</b>	<b>Audience</b>
Release Date: December 8, 2018 Initial Post: Friday, December 7, 10:00 AM PT	Client – FINAL

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# Summary

---

## IMPORTANT

This service is known as Authorization Request, Concur Request, or simply Request and was formerly known as Travel Request. Concur changed the name to better align with its broader capabilities.

This service is different from the legacy authorization request feature that was available within Concur Expense.



# Release Notes

---

## Request

### **\*\*Ongoing\*\* Email Infrastructure Change - Add IP Addresses to Safe Sender List**

#### ***Overview***

SAP Concur is transitioning to a new email infrastructure for outbound email from our products to SAP Concur users. Because of this, companies who filter inbound email based on the sending IP address must add the new IP addresses to their Safe Sender list to ensure that their users receive email from SAP Concur.

#### ***Concur Expense Only***

Be aware that – at this time – the issue described here affects only companies that use Concur Expense **and** filter incoming email based on IP addresses. (This includes all editions of Expense – whether the company uses Expense by itself or integrated with any other SAP Concur product or service.) Other SAP Concur services (such as Travel and Concur Pay) are not currently affected.

We are currently targeting the first quarter of 2019 to make additional changes. Please monitor the release notes for more information about the timing of the additional changes.

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

The new IP addresses are not published publicly but they are available by contacting SAP Concur support. If you use Concur Expense and if your company filters incoming email based on IP address, please work with your email server management team to ensure any required Safe Sender lists for IP addresses are updated so that your users continue to receive SAP Concur email without interruptions.

### **\*\*Ongoing\*\* Updated Email Format**

#### ***Overview***

SAP Concur is in the process of updating the format of all email notifications. These changes will provide a fresher, consistent look-and-feel across all SAP Concur services.

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

The intent is to provide a consistent, updated look for users.

## **IMPORTANT**

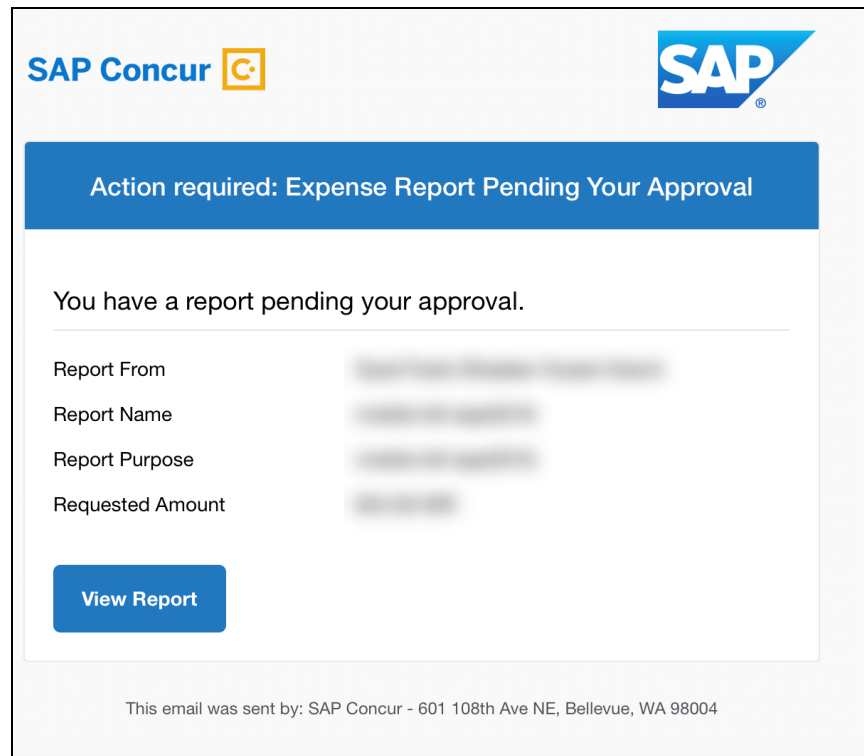
Note the following:

- Be aware that the email content has not changed – just the look and feel.
- The changes will appear over time. Each product team (Expense, Invoice, Travel, etc.) decides when to use the new format. Timing will be based on resource availability and the priority of other scheduled enhancements.
- Do not expect that all product emails will change at the same time. For example, perhaps Expense approval email will be first, and then other Expense notifications will follow.
- There is no assigned end date to the project. Expect that the changes may take longer than a year.
- Each team will provide release notes when their new emails are scheduled to appear.

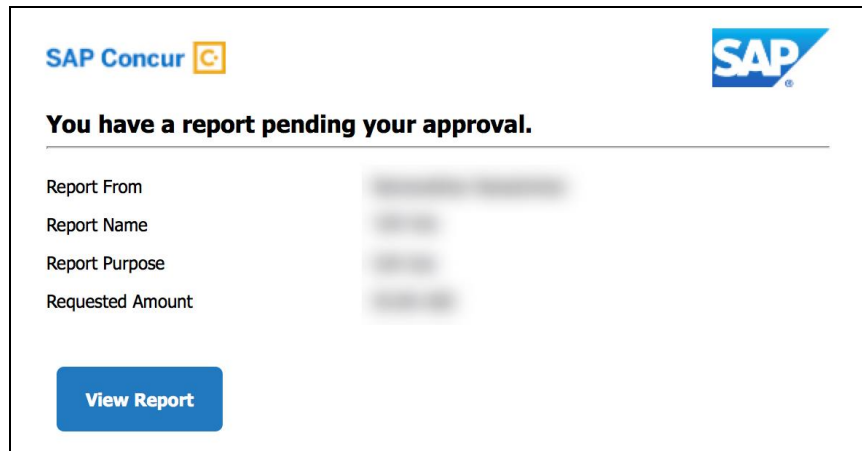
## **What the User Sees**

The Expense approval email is shown below. Over time, all email generated from SAP Concur will have a similar look.

New email format:



Current email format:



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

This change will occur, over time, automatically; 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.

## **\*\*Planned Changes\*\* Archive Deactivated User Data**

### **Overview**

As SAP Concur continues to grow, steps must be taken to enhance and improve the performance of our system so that we can meet customer expectations and the needs of their business.

Our overall goal is to significantly improve the performance of SAP Concur services by reducing the amount of data that is stored in our Production datastore. By reducing the data in the Production system, we can use server memory much more efficiently, which reduces processing time for transactions. For this reason, SAP Concur is developing an archive process for users who have been deactivated by their employers for **at least three years**. The archive process moves this "deactivated" user data from our Production datastore to a separate Reporting datastore.

---

**NOTE:** The Reporting datastore contains data that is not tied to active expense reports or travel itineraries. The information in the Reporting datastore is still available for reporting in Concur Intelligence, but it is not readily available from the SAP Concur application itself.

---

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

Moving deactivated user data will provide faster processing time for transactions. In addition, it provides a more secure environment for inactive user's personal information.

### **IMPORTANT**

We are currently piloting the process and evaluating the results. Our goal is to ensure that customers are not negatively affected, that we have considered all pertinent scenarios, and that the archiving process provides the desired results.

There is no targeted date for the implementation of this new process. We will announce via release notes well ahead of time.

### **Additional Information in Future Release Notes**

This release note provides basic, general information about the process. Greater detail – for example, about reactivating an archived user, user imports, admin functions – will be provided in future release notes.

## What the User Sees

This change will provide faster processing times and greater stability of the system.

## FAQ

**Q.** How often will SAP Concur archive deactivated user data?

**A.** SAP Concur intends to archive deactivated user information on a reoccurring basis, similar to how we perform other system tuning tasks. Whether the archive process runs nightly, weekly, or on some other frequency will be adjusted to ensure that we obtain the benefits of the data archiving without impacting system performance.

**Q.** Which users will SAP Concur move to the Reporting datastore?

**A.** SAP Concur's current policy will be to move – from Production to Reporting – the user profile information for any user who has had their access to SAP Concur services revoked by their employer – in other words – they have been "marked inactive" in the SAP Concur system. A user must be deactivated for **over 3 years** without having been re-activated in order to be a candidate for archival.

**Q.** What impacts, if any, will I see in my Production system when a user is moved to the Reporting datastore?

**A. For Professional Edition,** the most significant difference would occur in **Company Admin > User Administration**.

However, once user information is archived:

- ◆ From within User Administration, if the **Use Travel Advanced Filters** option is chosen, the user will not be visible.
- ◆ From within User Administration, if the **Use Expense Advanced Filters** option is chosen, you will be able to see the user in search results as deactivated.
  - If you click the user's name, you will receive an error message: *The selected user exists in the Expense or Invoice application but the user contains conflicting or missing data. Contact Concur Client Support to request help in resolving this error.*
  - If you click the icon in the **Profile** column, you will receive the generic error message.
  - If you click the user's login ID, you will see no historical login information for that user.
- ◆ If another user has the Self-Assigning Assistant permission or the user is a Proxy who can act on behalf of a user in an assigned group and searches for the archived user, the archived user will appear as inactive. If the other user tries to act on behalf of the archived user, the employee will receive an "switching user" error message.

- ◆ From within Concur Travel administration, the user will not be searchable from User Administration. For within Concur Expense or Concur Invoice administration, the user will still be visible when viewing inactive users. Concur Expense and Invoice administration source user data from the Expense entity datastores, which are not currently subject to the SAP Concur Archival process.

**For Standard Edition**, locate users via **Administration > Expense Settings > Users** or **Administration > Travel Settings > Manage Users**, whichever applies.

**Q.** What do I do if an employee leaves my company for over three years, and then returns?

**A.** SAP Concur plans to provide a user interface that a company's User Administrator can use to reactivate the user.

- ◆ These users will not have access to any of their past travel history.
- ◆ For Expense, the user would have access to their expense history if:
  - That history has not been removed by a Data Retention policy.
  - The HR Employee ID for the user is the same as when they were last active in the SAP Concur System.

If either of these circumstances do not apply, then the user would not have access to their previous expense reports or other Expense data.

**Q.** Will Data Retention features work on archived users?

**A.** Yes. Regardless of where the user data is located – in the Production datastore or the Reporting datastore – user data will be obfuscated as per the requirements defined in the Data Retention feature.

**Q.** Once a user has been archived, is there any way to restore that user?

**A.** SAP Concur is looking into ways to help administrators re-activate their users without opening a support case.

**Q.** After a user's information has been archived, will we be able to view the user's expense reports and receipts online within Concur Expense?

**A.** Yes. Processors will be able to search for expense reports from archived users. They can search by Report ID or Employee Name and can view all receipts from within Concur Expense once they have selected an expense report.

Please note that you will not be able to use the Proxy feature to see a former employee's expense report. You will see an error message should you attempt this.

**Q.** After a user's information has been archived, will an approver be able to see the archived user's expense reports that this approver approved in the past?

**A.** Yes, if an approver clicks **Approvals > Reports** and then clicks **View > All Reports you Approved**, then these expense reports will be visible. Approvers will be able to view the receipts for those expense reports.

### **Configuration / Feature Activation**

The change will occur automatically; there are no additional configuration or activation steps.

## **\*\*Planned Changes\*\* Budget Insight (Legacy) to Retire in 2019**

### **Overview**

Budget Insight is a budget management tool that is being retired June 30, 2019. Clients who want to use budget functionality are recommended to purchase SAP Concur's new Budget product which released earlier this year. The new Budget feature offers greater functionality, an improved UI, and additional integrations with SAP Concur products. Most notably is the inclusion of additional expense data from Concur Expense, Concur Invoice, Concur Travel and Concur Request (previously only data from Concur Expense and Concur Request were available).

---

**NOTE:** Clients should note that migrating from Budget Insight to Budget is not possible. Their current contract for Budget Insight will be terminated and they will be re-contracted on Budget, which requires a new implementation. However, clients will still have access to all Budget Insight functionality and data during re-implementation of Budget. If clients would like to implement the new Budget product, they should contact their SAP Concur account team.

---

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

The retirement of Budget Insight will provide clients with the opportunity to purchase SAP Concur's new Budget product that gives greater value to clients by making budgets visible, actionable, and near real-time.

### **Configuration / Feature Activation**

When Budget Insight retires, clients will no longer be able to report issues and receive support for this product.

## **\*\*Planned Changes\*\* New SAP Concur Sign In Page**

### **Overview**

SAP Concur is planning to add a new **Sign In** page, providing an updated login experience for users who log in with a user name and password credentials. Current Single Sign-On (SSO) users will log in without having to enter additional credentials. This feature is planned for 2019.

The new **Sign In** page feature includes the following:

- **Two-step login:** provides enhanced security, meets current industry standards, and provides a better login success rate
- **Multi-account login:** allows administrators to log in with multiple accounts
- **Password hint removal:** provides better security for users and SAP Concur
- **User avatar:** enhances the user experience (planned for a future release)

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

This feature provides better security and a faster, convenient experience for users logging in to SAP Concur products and services.



### What the User Sees – Current Sign In Page

The SAP Concur **Sign In** page currently appears with **User Name** and **Password** fields, and a **Sign In** button. Once a user is authenticated, the SAP Concur **Home** page appears.

SAP Concur

## Sign In

User Name

Password

☐ Remember user name on this computer

[Forgot your user name?](#)  
[Forgot your password?](#)

[Change language](#)  
English (US)

[Sign In](#)

SAP

SAP Concur

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[Service Status](#)  
[Cookie Preferences](#)

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### What the User Sees – New Sign In Page

The new SAP Concur **Sign In** page will have an **Email or Username** field and a **Continue** button. The user will type in their email or username. The user can select the **Remember me on this computer** check box, so their email or username displays the next time they log in to SAP Concur. The user will then click **Continue**.

SAP Concur

Sign In

Email or Username

username@company.com

☐ Remember me on this computer

[Forgot username?](#)

Continue

Change Language

English

SAP

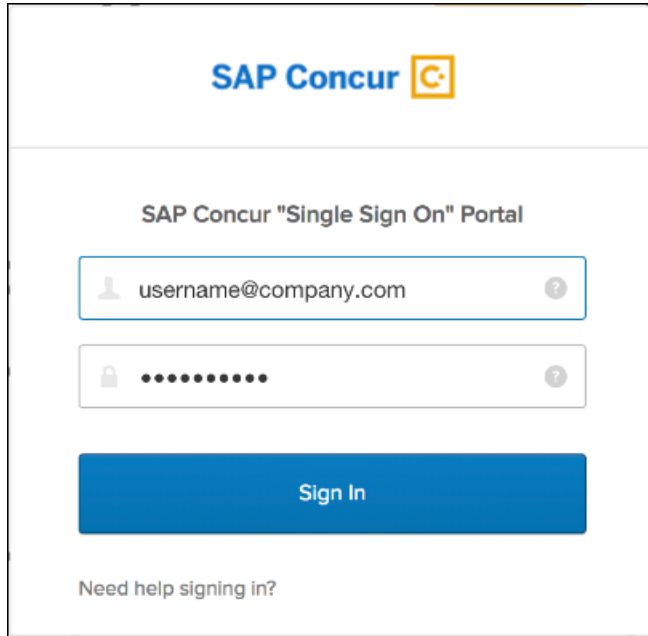
Processor Privacy Statement

SAP Concur

Depending on the customer's implementation of SAP Concur, users will then be directed to the designated Identity Provider (IdP) Single Sign-On portal or an additional **Sign In** page.

## SSO USERS

When the designated Identity Provider (IdP) Single Sign-On portal appears (similar to the one shown below), the user will enter their email or username and password, then click **Sign In**.

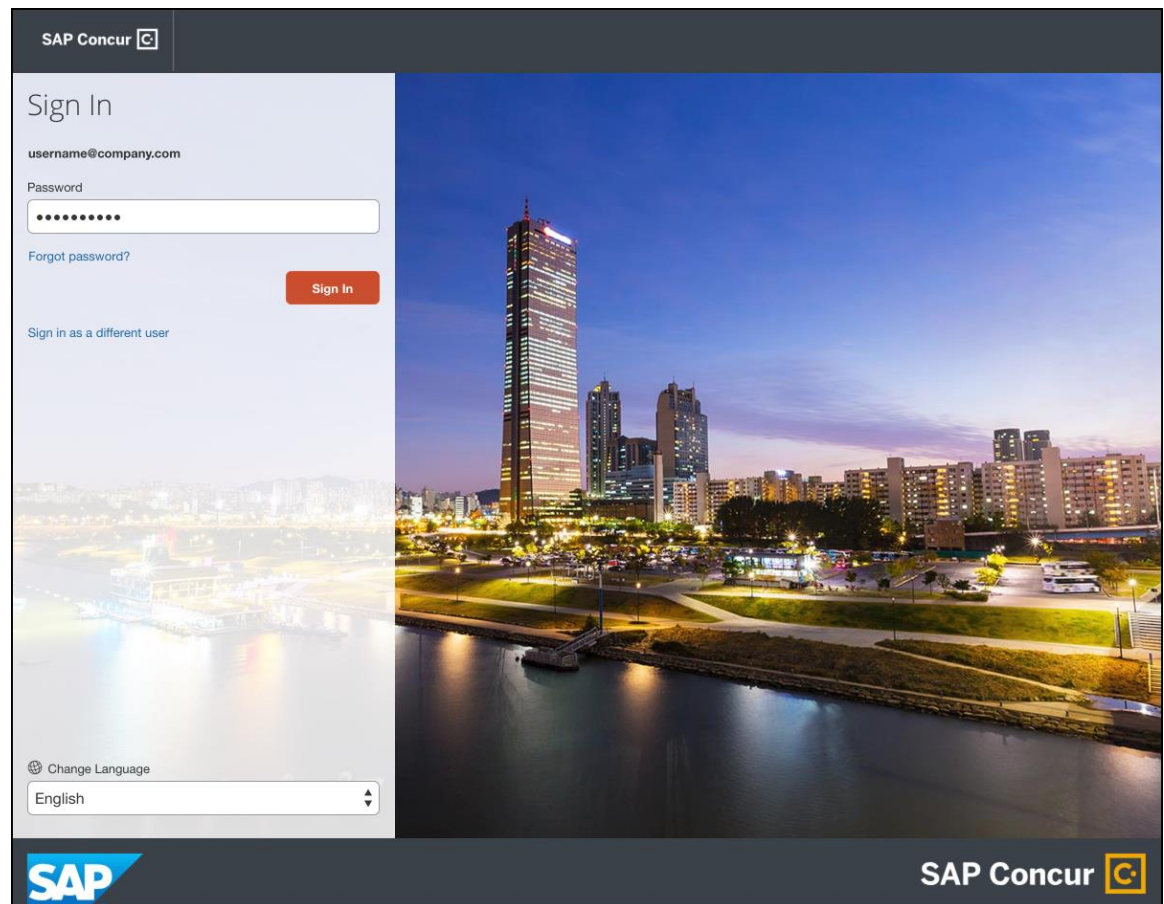


The screenshot shows the SAP Concur 'Single Sign On' Portal. At the top is the SAP Concur logo. Below it, the title 'SAP Concur "Single Sign On" Portal' is centered. There are two input fields: the first for a username/email (containing 'username@company.com') and the second for a password (masked with dots). Both fields have a question mark icon to the right. Below the fields is a large blue 'Sign In' button. At the bottom, there is a link that says 'Need help signing in?'.

After being authenticated, the user will be directed to the SAP Concur **Home** page.

## USERS WITH USERNAMES AND PASSWORDS

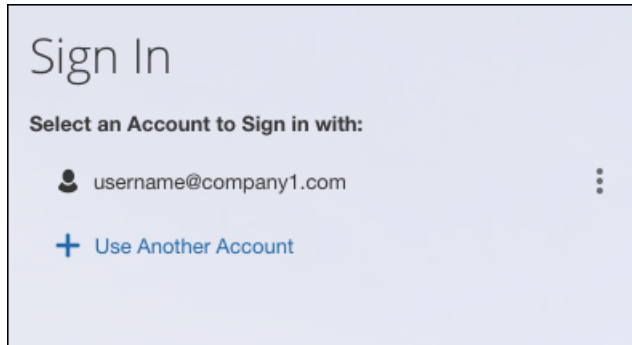
The user will be directed to an additional **Sign In** page. The user will enter a password and click **Sign In**. The system will then authenticate the user's credentials.

The image shows the SAP Concur Sign In page. On the left, there is a light blue sidebar with the 'Sign In' heading. Below it, there is a placeholder for a username (username@company.com), a password field with masked characters, a 'Forgot password?' link, and a red 'Sign In' button. At the bottom of the sidebar, there is a 'Change Language' dropdown menu currently set to 'English'. The main area of the page features a large, vibrant photograph of a city skyline at night, with a prominent skyscraper and a body of water in the foreground. The SAP Concur logo is visible in the top left and bottom right corners of the page.

Once the user's password is verified, the SAP Concur **Home** page appears.

## RETURN USERS

If a returning user selected the **Remember me on this computer** check box during their initial login session, they will see their email or user name display on the **Sign In** page. Users who did not select the **Remember me on this computer** check box will log in as they did initially.



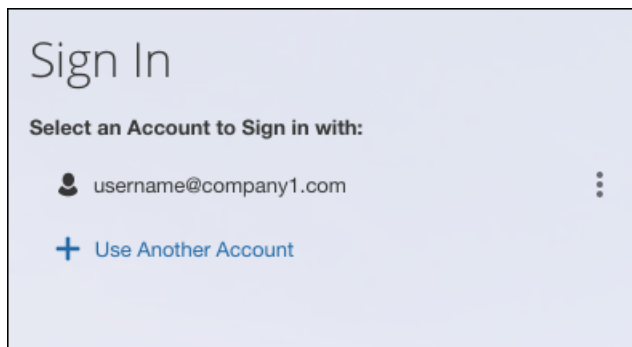
The user will click on their email or username, and then one of the following occurs:

- **SSO Users:** The user will be directed to the SAP Concur **Home** page.
- **Users with Usernames and Passwords:** On the **Sign In** page, the user will enter as password and then click **Sign In**. The user will then be directed to the SAP Concur **Home** page.

## USERS WITH MULTIPLE ACCOUNTS

SAP Concur users with multiple login accounts have more than one login option depending on the user role or account they want to use. The user will first log in to SAP Concur using one of their accounts. Once successfully logged in, the user logs out of the system.

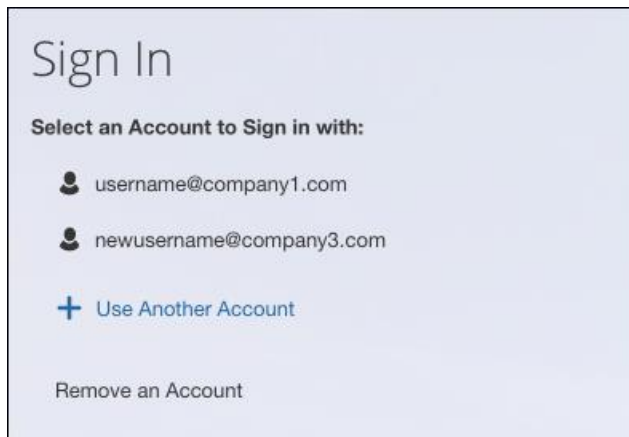
To add another account, on the **Sign In** page, the user clicks the **Use Another Account** link.



The next login step depends on the account type the user wishes to use:

- **SSO Account:** If the user selects an account with SSO credentials, the user will enter an email, then the user will be directed to the IdP Single Sign-On portal. Once the user is authenticated, the SAP Concur **Home** page appears.
- **Username and Password:** The user is directed to an additional **Sign In** page to enter a password. The user then clicks **Sign In**. Once the user is authenticated, the SAP Concur **Home** page appears.

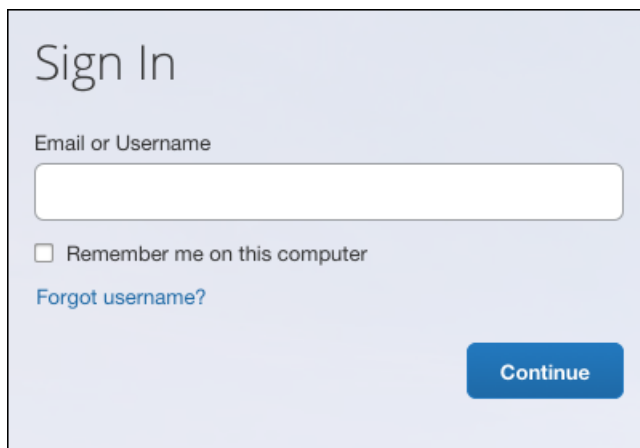
When all accounts are added, a return user will select the account they want to use to log in to SAP Concur.



The screenshot shows a 'Sign In' page with a light blue background. At the top, it says 'Sign In'. Below that, it says 'Select an Account to Sign in with:'. There are two account entries, each with a person icon and an email address: 'username@company1.com' and 'newusername@company3.com'. Below these is a blue plus icon followed by the text 'Use Another Account'. At the bottom, there is a link that says 'Remove an Account'.

### **FORGOT USER NAME**

If a user forgets their user name, the user will click the **Forgot username?** link on the **Sign In** page.



The screenshot shows a 'Sign In' page with a light blue background. At the top, it says 'Sign In'. Below that, it says 'Email or Username'. There is a white text input field. Below the input field is a checkbox labeled 'Remember me on this computer'. Below the checkbox is a blue link that says 'Forgot username?'. At the bottom right, there is a blue button that says 'Continue'.



Next, the **Forgot User Name** page appears, and the user will enter their email and click **Send** to have an email sent to a verified email account. This email will contain their user name.

SAP Concur

### Forgot User Name

Enter the email address associated with your account. We will send an email with your user name.

Email

[Cancel](#) [Send](#)

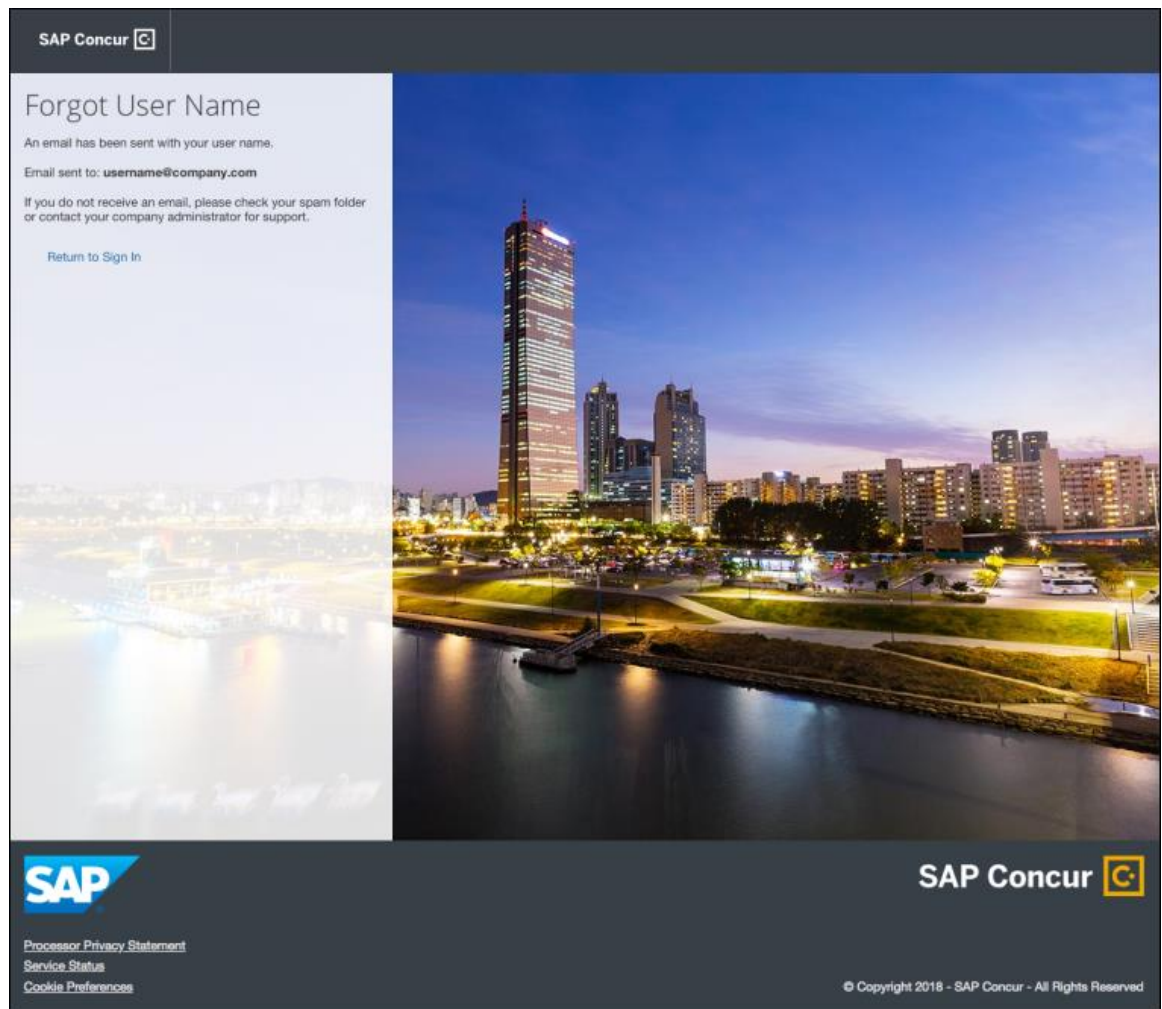
**SAP**

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The user will see an on-screen affirmation indicating that an email was sent to them. The user will click **Return to Sign In** page to return to the **Sign In** page.





**INVALID PASSWORD**

If a user forgets their password, an on-screen message will appear alerting the user. The user will then click **Send** to have a password reset email sent to their verified email account.

SAP Concur compares the email address entered by the user to the email address in the user's SAP Concur profile. If the email addresses match, then SAP Concur generates a one-time sign-in token (link) that can be used for one hour.

SAP Concur

### Forgot Password

Enter the email address or username associated with your account. We will send an email with a link to reset your password.

Email or Username

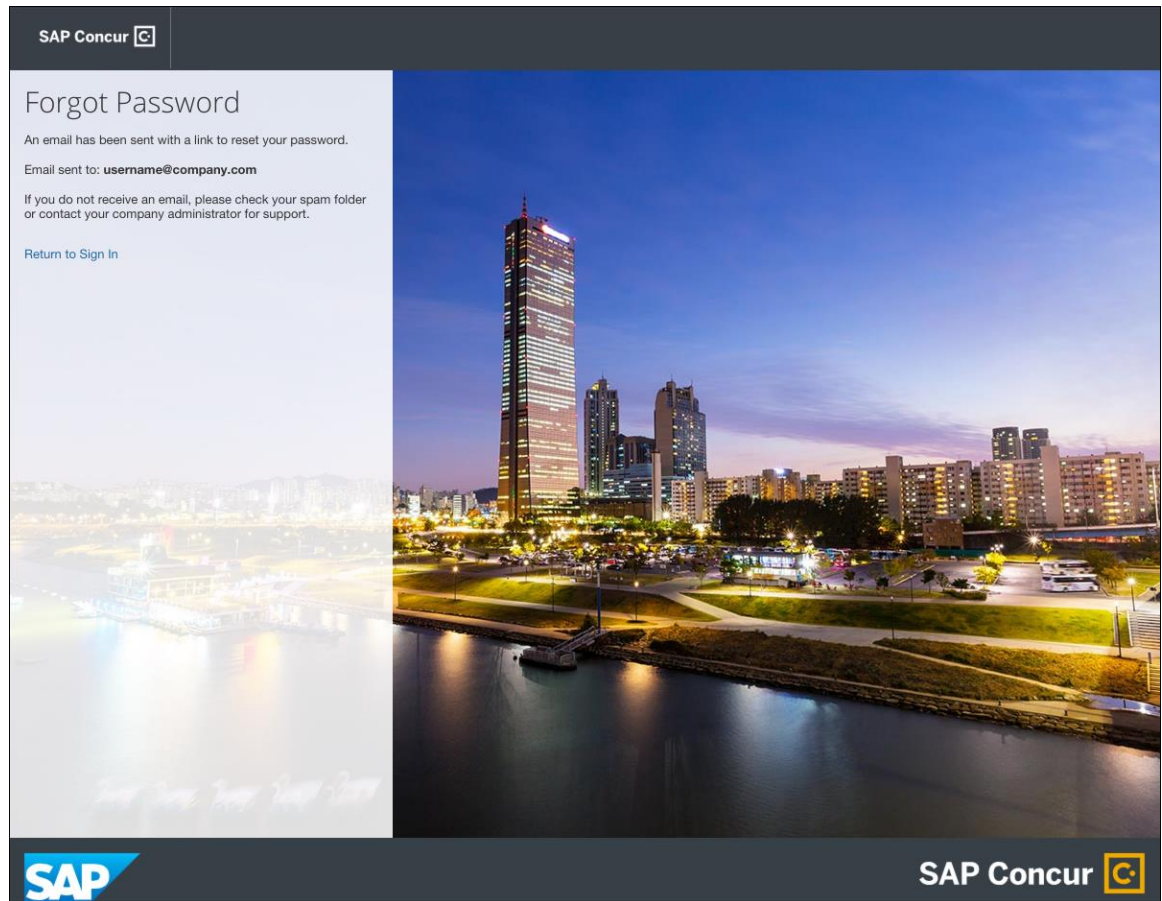
Cancel Send

SAP

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The user will see an on-screen affirmation indicating that an email was sent to them. The user will click **Return to Sign In** page to return to the **Sign In** page.



### **Configuration / Feature Activation**

Configuration information will be provided in a future release note.

## **\*\*Planned Changes\*\* Optimizing and Relocating the Training Administration Page**

### **Overview**

To simplify the **Training Administration** page, the page will no longer have tabs, only the current contents of the **Alternate URL** tab will remain.

In addition to this change, access to the **Training Administration** page will move from **Company Admin** to **Tools**.

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

These changes make the page easier to find and use.

## What the Admin Sees

The **Training Configuration** page displays only a field for providing your users with an alternate Training URL.

### BEFORE

Display Order	Type	Name
↓	Simulation	Logging on to Concur
↓ ↑	Simulation	Updating Your Travel Profile
↓ ↑	Simulation	Exploring the Concur Home Page

**NOTE:** To access the page before this change, click **Administration > Expense** (or **Invoice** or **Requests**) > **Training Administration**.

### AFTER

By default, when a user clicks Training on the Help menu, the Concur training site displays. If you want your users to access your company's training site instead, enter your URL in the field below.

Example: `http://training.YourSite.com/training.htm`

If you want to resume using the Concur training site, clear this field and save.

**NOTE:** To access the page after this change, click **Administration > Company > Tools > Training Administration**.

### Configuration / Feature Activation

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



For general information about the Training Administration feature, refer to the *Shared: Training Administration Setup Guide*.

## **\*\*Planned Changes\*\* Retiring the Purge Test User Transactions Functionality**

### Overview

SAP Concur is retiring the functionality in the Test User Admin feature that removes the transactions of test users from Concur Expense, Concur Invoice, Concur Travel, and Concur Request.

### BUSINESS PURPOSE / CLIENT BENEFIT

This change will allow SAP Concur to devote more resources to development and maintenance of features that are used by many or most of our clients.

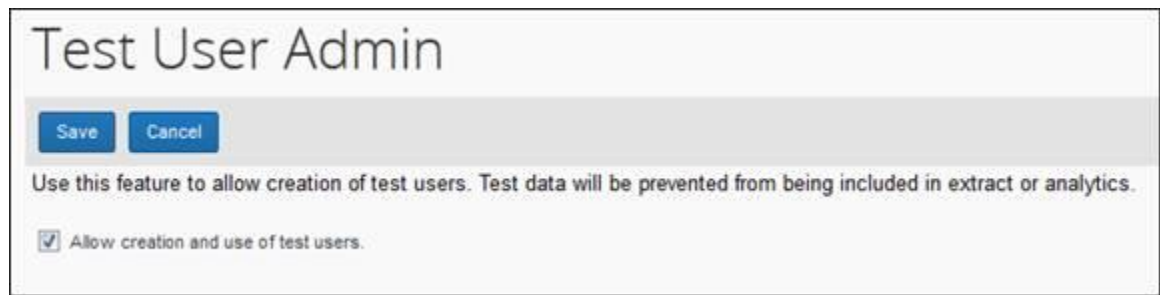
### What the Admin Sees

The **Test User Admin** page will no longer display the **Purge Test User Transactions** button.

### BEFORE

The screenshot shows the 'Test User Admin' interface. At the top, there are 'Save' and 'Cancel' buttons. Below them is a descriptive text: 'Use this feature to allow creation of test users. Test data will be prevented from being included in extract or analytics.' A checkbox labeled 'Allow creation and use of test users.' is checked. At the bottom, there is a text prompt: 'Click the button below to remove all test transactional data. No production data will be affected.' Below this prompt, the 'Purge Test User Transactions' button is highlighted with a red oval.

**NOTE:** To access the page, click **Administration > Expense** (or **Invoice** or **Requests**) > **Test User Admin**.

**AFTER**

**Configuration / Feature Activation**

The functionality will automatically be removed.



For general information about the Test User Admin feature, refer to the *Shared: Test User Setup Guide*.

## **\*\*Planned Changes\*\* Security Update to File Transfer Authentication**

**Overview**

SAP Concur is planning to update an authentication setting for clients who transfer files to/from SAP Concur. The updated setting will lock out user accounts after five failed authentication attempts. Some accounts are already using this setting, and this change will update all accounts to this setting. This authentication change does not impact the main SAP Concur application login, only the file transfer process.

Clients who have locked themselves out of their accounts should contact SAP Concur Client support to unlock their accounts.

**BUSINESS PURPOSE / CLIENT BENEFIT**

This feature provides better security for clients when accessing extract and import files.

**Configuration / Feature Activation**

This feature will be implemented automatically in a future release.

## **\*\*Planned Changes\*\* Single Sign-On (SSO) Self-Service Option Coming to Concur**

### **Overview**

Single Sign-On allows users to access multiple applications using one set of login credentials. Currently, SAP Concur has two methods for signing in: with a user name and password or using SSO with identity provider (IdP) credentials, such as a user's login credentials for their organization.

SAP Concur is planning to add a Manage Single Sign-On (SSO) feature to Concur which provides Concur clients with a self-service option for setting up SSO for their organization. SSO is currently supported for Concur Expense, Invoice, Request, and Travel.

Other SAP Concur products and services are outside the scope of this initial release.

The new Manage Single Sign-On (SSO) feature will be accessible from the **Administration > Company > Company Admin** page.

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**NOTE:** This new feature does not affect Travel clients who are already using the Security Keys feature.

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

This feature provides Concur clients with a self-service option for setting up SSO.

### **Configuration / Feature Activation**

Configuration information will be coming in a future release note.

## **\*\*Planned Changes\*\* Workflows for Budget**

### **Overview**

In a future release, workflows will be available for Budget. Workflows define how the system routes invoices, expense reports, and requests through approval and processing steps. SAP Concur's flexible workflow feature for Budget allows companies to design workflows specifically tailored to their unique needs.

Without budget review, budgets may become fully consumed well before the end of a period or year leaving an organization with limited options and budget owners with, for example, exceeded budgets. In addition, early spending means that more important (to the organization) spending will be declined because lesser important spending consumed the budget early on.

Combining budget review in the workflow adds value. Audit rules and workflow step rules can help organizations to add in controls when it makes sense to fine tune to an organization's specific needs.

Equally important is the determination when a spending item is regarded as committed toward a budget. In most organizations, the commit is when a spending item is paid; it went through most if not all approval steps. In other organizations, the commit occurs much earlier. As soon as a purchase request or an authorization request is approved it is regarded as "promised".

**BUSINESS PURPOSE / CLIENT BENEFIT**

This feature will provide clients with control over the budget spend to, for example, avoid exceeded budgets too early in a budget period or budget year.

***Configuration / Feature Activation***

The administrator needs to configure this feature on the **Workflows** page by clicking **Administration > Invoice** or **Expense**.

# Client Notifications

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## Browser Certifications and Supported Configurations

### Monthly Browser Certifications and Supported Configurations

The *SAP Concur Release Notes – Monthly Browser Certifications* document lists current and planned browser certifications. The document is available with the other SAP Concur monthly release notes.

The *Concur Travel & Expense Supported Configurations – Client Version* guide is available with the setup guides, user guides, and other technical documentation.



For information about accessing all release notes, browser certifications, setup guides, user guides, other technical documentation, and supported configurations, refer to the *Additional Release Notes and Other Technical Documentation* section in this document.

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available here: [SAP Concur list of Subprocessors](#)

If you have questions or comments, please reach out to: [Privacy-Request@Concur.com](mailto:Privacy-Request@Concur.com)



# Additional Release Notes and Other Technical Documentation

## Online Help – Admins

Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help.

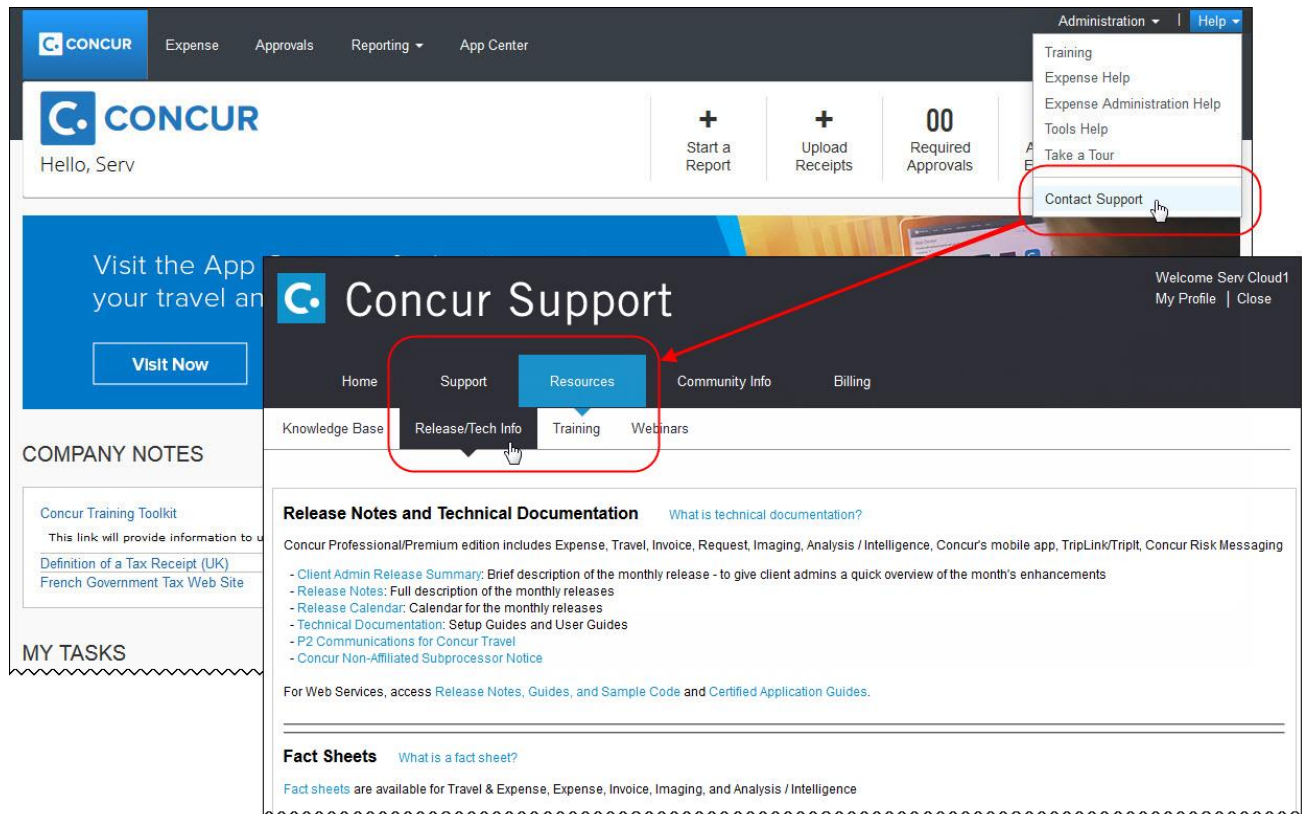
The screenshot displays the SAP Concur Online Help interface for Admins. The top navigation bar includes the SAP Concur logo and various menu items: Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. A 'Help' dropdown menu is open, showing options like Training, Request Help, and Request Administration Help. The main content area is titled 'Using Online Help' and includes a sidebar with links to 'Request Professional Administration Guides' and 'Quick Links - Concur Professional/Premium'. The main content area also features a table of 'Request Setup Guides' with columns for Name, Revised, and Format.

Name	Revised	Format
Overview	Jan 31 2018	DOC - PDF
Agency Proposals	Apr 11 2018	DOC - PDF
Allocations	Apr 17 2018	DOC - PDF
Attendees	Jun 21 2016	DOC - PDF

## SAP Concur Support Portal – Selected Users

Selected users within the company can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via the SAP Concur support portal.

If a user has the proper SAP Concur support portal permissions, then the **Contact Support** option is available to them on the **Help** menu. The user clicks **Help > Contact Support**. On the support page, the user clicks **Resources > Release/Tech Info**.



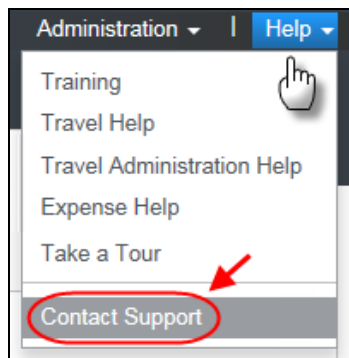
# Cases

## Steps for Getting a Status

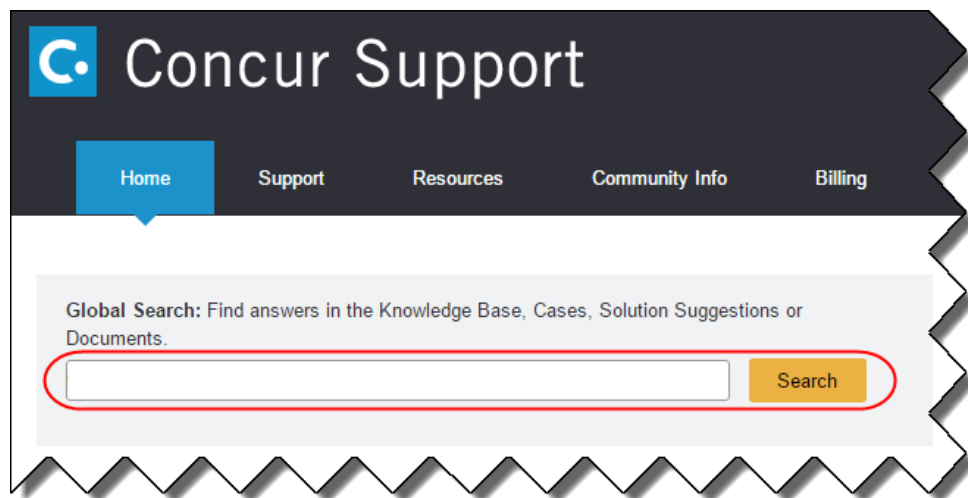
Each service release contains case resolutions.

► **How to check the status of a submitted case**

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



The **Concur Support** page displays.



**NOTE:** If you do not have the option to contact 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. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

## Resolved Cases

Case ID	Description
CRMC-120777	No notification sent to agency when a request contains a custom segment that has the <b>Managed by agency</b> and <b>Excluded from agency update</b> check boxes selected in <b>Administration &gt; Request &gt; Request Policies</b>
CRMC-121387	Segments created in Concur Travel are not being created in Concur Request if the segment contains a vendor name that is longer than 64 characters
CRMC-123203	Spanish special characters in expense type names are not displayed correctly in Concur Request when viewing SAP Concur in Spanish
CRMC126220	French special characters in expense type names are not displayed correctly in Concur Request when viewing SAP Concur in French
CRMC-123995	The SAP Concur mobile app has the wrong Japanese translation for the term "Cash Advance" in Request Approvals. Cash Advance is translated as キャッシングサービス instead of 仮払申請.
CRMC-125369	When a request is closed, the attendee year-to-date (YTD) gift and/or entertainment amount is not updated correctly, which can cause an overstated YTD gift and/or entertainment aggregate for the attendee.  For example, if a request contains a request for a \$100 attendee gift, but the gift only costed \$90, when closing the request, the remaining \$10 is not set to zero, causing the remaining \$10 to be applied to the attendee's YTD gift and/or entertainment aggregate.
CRMC-126863	When a request has been cancelled or inactivated, an approver can still see the request in their pending approval list

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