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|--|-----------------|
| SAP Concur Release Notes Authorization Request | |
| Month | Audience |
| Release Date: January 18, 2020 Update #2: Thursday, January 23, 11:30 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

Connected List Data Type Now Available for Expense Attendee Form - Retracted

In the November 2019 release notes, the *Connected List Data Type Now Available for Expense Attendee Form* release note was accidentally published before the official release of this new functionality, which is currently targeted for a future release.

The Connected List data type functionality is part of the planned future direction of the product that is currently on our longer-range roadmap. More information will be published about this functionality when the entire feature is ready to be officially released.

This connected list functionality will not be universally supported for attendee records, and will only be available for very specific use cases for employee attendees (SYSEMP).

****Ongoing** Authentication: Deprecation of HMAC Initiates Migration to SSO Self-Service**

| Information First Published | Information Last Modified | Feature Target Release Date |
|---|---------------------------|---|
| July 12, 2019 | November 1, 2019 | Phase I: July 2019 Phase II: July 2020 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

SAP Concur will soon begin the deprecation process of removing Hash-Based Message Authentication Code (HMAC) as an SSO option. The replacement service for HMAC is SAML SSO is a self-service method of setup whereby client admins have access within SAP Concur to complete their SAML connections.

Clients currently using HMAC are encouraged to migrate to the SSO self-service tool as soon as it is released (targeted for Q1 2020). The new SSO self-service tool allows multiple portals (Identity Providers) to be added.

The HMAC deprecation includes two phases:

Phase I:

- Clients need to have an Identity Provider (IdP) or a custom SAML 2.0 solution.
- Clients begin testing the new SSO self-service tool. (See below for more information.)
- Clients prepare for onboarding new clients using the new SSO self-service tool, which is targeted for release in Q1 2020.
- Once the SSO tool is available, customers will be notified via release notes about the official deprecation date of HMAC. As of the official deprecation date, no new clients can be onboarded using HMAC; new clients must be onboarded using the new SSO self-service tool.
- Existing clients using HMAC need to be migrated using the new SSO self-service tool.

Phase II:

- Clients continue migrating existing HMAC clients to the new SSO self-service tool.
- Shut down the HMAC service after everyone has migrated from HMAC to the new SSO self-service tool. Phase II is targeted to end mid-year 2020.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides better security and improved support for users logging in to SAP Concur products and services.

Important – Migration for TMCs

Travel Management Companies (TMCs) will be largely impacted and should begin testing SAML SSO now to prepare for migration to the new SSO self-service tool.

TMCs need to set up SAML SSO instead of HMAC for their new clients. Setting up SAML SSO now allows more time for TMCs to test the SSO self-service tool and train internal staff to assist clients.

To prepare for Phase I of the HMAC deprecation:

- TMCs first need to support SAML 2.0. TMCs need to contract for or develop their SAML 2.0 solution. TMCs need to have an Identity Provider (IdP).
- Once support for SAML 2.0 is complete, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

Important – Migration for Legacy HMAC Clients

Clients should begin testing SSO immediately to prepare for migration to the new SSO self-service tool.

To prepare for Phase I of the HMAC deprecation:

- Clients need to have an Identity Provider (IdP) or a custom SAML 2.0 solution.
- Clients can configure the SSO self-service tool as soon as it is released in Q1 2020.

More Information



For more information, refer to *Authentication | **Planned Changes** Single Sign-On (SSO) Self-Service Option* in the [Shared Planned Changes](#) release notes.

Budget Insight

Budget Insight (Legacy) Retired December 31

Overview

Budget Insight was a budget management tool that retired December 31, 2019. Clients who want to use budget functionality are recommended to implement the new Budget product.

BUSINESS PURPOSE / CLIENT BENEFIT

The retirement of Budget Insight provides clients with the opportunity to implement the new Budget product which 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.



For more information, refer to the December 2019 version of these release notes.

Miscellaneous

Changes to Concur Open and Personalized Concur Open (December 19)

Overview

On December 19, 2019 several changes were made to Concur Open and Personalized Concur Open.

- **Subscription Services:** Email and RSS subscriptions for service status notifications are available **only** through Personalized Concur Open, which displays the service issues specific to a customer's organization. Current Concur Open subscriptions for SAP Concur customers have been migrated to Personalized Concur Open.
- **Notification Email "From" Address:** The notification email address has been updated from openupdates@concur.com to ConcurOpenUpdates@sap.com. Customers should ensure that they have added the @sap.com domain to their Safe Sender List and that users have updated any personal email inbox rules.
- **Root Cause Analysis (RCA) Reports:** After each incident, a preliminary RCA report is published, followed by a final RCA report that contains a more complete analysis with corrective actions. Both reports are published **only** in Personalized Concur Open.
- **Service Availability Status:** To better reflect customer impact, the Performance Issue icon and Partial Performance Issue icon has been removed from Concur Open and Personalized Concur Open.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide better information for customers while also removing some of the information that was available to non-customers.

Configuration / Feature Activation

These changes occurred automatically; there were no configuration or activation steps.

Security Enhancements

Graphics No Longer Supported for Printed Reports/Invoices (January 31, 2020)

Overview

Currently, customers can use the Printed Report (or Printed Invoice) feature to configure and customize their own expense reports, invoices, and requests that are emailed, displayed online, or printed. Customers can also add graphics (generally logos).

Targeted for January 31, 2020 – in order to meet security requirements – SAP Concur will no longer support graphics of any sort in expense reports, invoices, and requests that are configured using the Printed Report (or Printed Invoice) feature.

BUSINESS PURPOSE

This change provides greater security for SAP Concur customers.

What the User Sees

The user, whether viewing or printing an expense report, invoice, or request will no longer see graphics (generally logos).

Configuration / Feature Activation

The change will occur automatically; the graphic will no longer be displayed.

Though not required, each company may want to review their configurations, remove the HTML code for the graphic, and make any desired formatting or layout changes.



Refer to these guides for more information about modifying the configuration. These guides still refer to the ability to add graphics. This information will be removed after the release.

- *Expense: Printed Reports Configuration Setup Guide*
- *Invoice: Printed Invoice Configuration Setup Guide*
- *Authorization Request: Printed Reports Configuration Setup Guide*

Support Ending for TLS v 1.1 Encryption Protocol (January 30, 2020)

Overview

SAP Concur is announcing an end-of-support cycle for version 1.1 of the Transport Layer Security (TLS) encryption protocol, while continuing support for the more secure version 1.2 of TLS. As background, the TLS protocol allows secure back and forth communications between a phone or computer and a cloud-based service.

This change will happen on January 30, 2020.

BUSINESS PURPOSE/CLIENT BENEFIT

SAP Concur is taking this step after careful consideration of our customers' security and ease of upgrade to the newer, more secure version 1.2 of TLS. This end-of-support plan for TLS v 1.1 ensures our clients are communicating with SAP Concur solutions in a safer and more secure manner using TLS v 1.2.

What the Customer Sees

If the customer or user ensures they are using a TLS v 1.2-compliant browser, there will be no change in the way users interact with SAP Concur. If the browser is not compliant, users will not be able to sign in to SAP Concur.

In general, the use of less-secure TLS connections can lead to exposed data, resulting in compromised sessions across any TLS channel of communication (for example, SAP Concur services).

AFFECTED DEVICES

In general, browsers using TLS to establish inbound / outbound communication channels with SAP Concur services are affected, for example connections across:

- Users attempting to log in to SAP Concur solutions
- APIs
- Bulk upload via SFTP
- Connectors
- FTP / PGP
- SAP Integrations
- Other

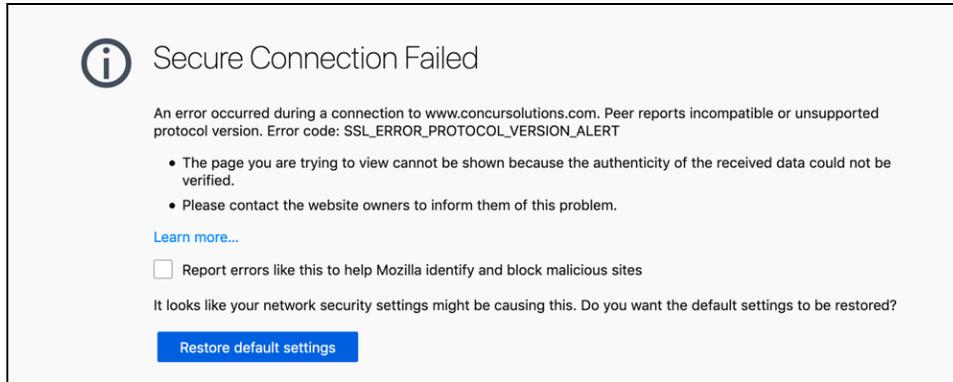
The ability of a browser to comply by upgrade to TLS v 1.2 will depend on the company's support for the specific browser, for example Microsoft (Edge), Google (Chrome), and others.



Refer to *Client Browsers* in the *Concur Travel & Expense Supported Configurations* guide for information about supported browsers.

ERROR MESSAGE WILL DISPLAY

If the user attempts to connect to Concur using a non-compliant browser, they will receive an error message similar to this:



Configuration / Feature Activation

Transitioning to support for TLS v 1.2 and later may simply require updating security settings of your browser. In most instances, the company already has the support in place and need only identify non-compliant browsers and upgrade these user's browsers to newer versions.

Please check with the department in your company that is responsible for browser compliance and ensure they are aware of this upcoming change.



For more information, refer to the [Transport Layer Security 1.1 End of Support FAQ](#).

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.

IMPORTANT: These Planned Changes may not be all of the upcoming enhancements and modifications that affect this SAP Concur product or service. The Planned Changes that apply to multiple SAP Concur products and/or services are in a consolidated document. Please review the additional Planned Changes available in the [Shared Planned Changes Release Notes](#).

Next Generation (NextGen) Request

****Planned Changes** New User Interface for Concur Request End Users**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| November 2019 | – | TBD |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Overview

SAP Concur is dedicated to the consistent improvement of our products, not only the features they provide, but also the experience of using those features. How users interact with technology changes over time, along with needs and expectations. We are constantly listening to our customers and soliciting feedback on how we can improve the user experience.

NextGen Request is the continued evolution of the SAP Concur user experience. It was built from extensive user research and data analytics that include 680 1:1 conversations, 58 usability studies, 3,000+ survey responses, and 1.3B monthly user actions.

Customers will have the ability to preview and then opt in to NextGen Request before the mandatory cutover.

BUSINESS PURPOSE / CLIENT BENEFIT

The result is the next generation of the Concur Request user interface designed to provide a modern, consistent, and streamlined user experience. This technology not only provides an enhanced UI, but also allows SAP Concur to react more quickly to customer requests to meet changing needs as they happen.

Products and Users Affected

In order to take advantage of these improvements, Concur Request customers will be required to transition to NextGen Request. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes will apply to:

- All editions of Concur Request (Professional/Premium and Standard)
- End users; there are no changes for processors or admins

IMPORTANT! Timeline and Milestones

NextGen Request will be made available for all existing and new customers. The product will be offered in two phases:

- **General Availability (Opt-In Period):** During this period, existing customers can opt in to using NextGen Request by individual user or by their entire organization.

Customers should use this period to execute their organization's transition plan to the NextGen Request UI. It is recommended for customers who use Concur Expense to move to the NextGen Expense UI at the same time, for easier change management and to take advantage of the NextGen-only features.

- **Mandatory Cutover to NextGen Request: All customers will be required to move to NextGen Request.** (The cutover date is still to be determined) This ensures that SAP Concur continues to offer a consistent user experience for all customers and allows for superior product support.

Customers are encouraged to complete the tasks necessary to ensure a smooth transition prior to the mandatory cutover date.

Transition Materials – Guides and Other Resources

SAP Concur will offer several guides, release notes, and other resources to aid in the transition. This will include the following:

- **Admin guide:** The admin guide will provide information about accessing NextGen Request and the roles/permissions required.

Along with the admin guide, there will be a list of features that are not yet available in NextGen Request.

NOTE: To help with training needs, customers will be able to use the admin guide and end-user guide "as is" or they can use any part of them to create training materials. Customers can cut, copy, paste, delete, or otherwise edit either guide at will.

- **End-User guide:** This guide will compare the existing UI to NextGen Request to help users become comfortable with the new experience. This guide will be updated regularly as the UI is being finalized and enhanced. Admins should review the guide often.

NOTE: Like the admin guide, the organization can cut, copy, paste, delete, or otherwise edit this guide at will.

- **Release information:** The release of NextGen Request enhancements will **not** be on the regular SAP Concur release schedule. Instead, SAP Concur will provide special release notes and information about features and enhancements that are nearing release.

Get Started

During the General Availability phase, customers are encouraged to use the transition materials described above and develop a plan for the transition.

More Information

Additional information will be available in future release notes.

SAP Concur Platform

Planned Changes Concur Request APIs v4

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| September 2019 | January 21, 2020 | February 2020 |
| Any changes since the previous monthly release will be highlighted in yellow in this release note. | | |

Overview

SAP Concur will soon be releasing Concur Request v4 APIs for clients and partners. We are targeting to release v4 in February 2020.

With v4, SAP Concur has made great enhancements to 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 list of existing Requests
- Get detailed information of an existing Request
- 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) attached to a Request
- Create, Read, Update or Delete an expected expense for a Request

- Get information of a travel agency office
- Get the list of active Request policies for a given user

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 v4 APIs are based on the most recent secured Authentication service and SAP Concur's new OAuth2 framework, which manages 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 SAP 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.

****Planned Changes** Deprecation of Existing Concur Request APIs (v1.0, v3.0, v3.1)**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| September 2019 | — | — |
| Any changes since the previous monthly release will be highlighted in yellow in this release note. | | |

Overview

SAP Concur will be deprecating the existing Concur Request APIs (v1.0, v3.0 and v3.1) in a future release. Those APIs will be replaced by the Concur Request v4 APIs.

BUSINESS PURPOSE / CLIENT BENEFIT

The Concur Request APIs v1.0, v3.0 and v3.1 only support the previous authentication method, which is not best security practice and does not meet the Oauth2 standards. In addition, the previous versions of the Concur Request APIs provided limited possibilities for moving a Request through the approval workflow, as well as managing custom simple & connected list fields. These issues are resolved with the new Concur Request v4 APIs.

In addition, SAP Concur has run a backward compatibility project between the current Concur Request APIs and the new Concur Request v4 APIs (not iso-compatibility) in order to have the vast majority of use cases managed in the previous versions also be managed in the Concur Request v4 APIs.

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

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.

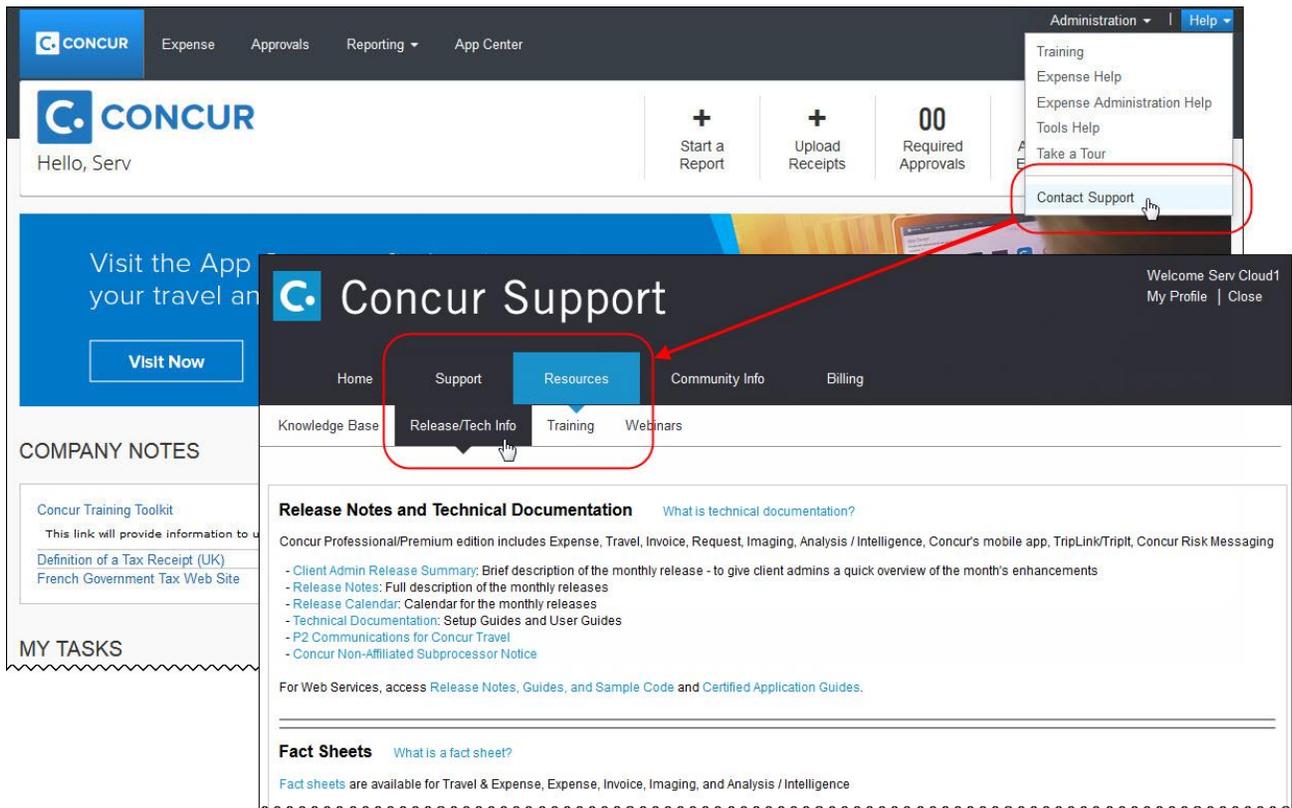
The screenshot shows the SAP Concur Online Help interface for Admins. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', 'App Center', and 'Links'. The 'Help' dropdown menu is open, showing 'Training', 'Request Help', and 'Request Administration Help' (highlighted with a red circle). A red arrow points from 'Request Administration Help' to the 'Request Professional Administration Guides' link in the left sidebar. The main content area displays 'Using Online Help' with a table of 'Request Setup Guides'.

| 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**.



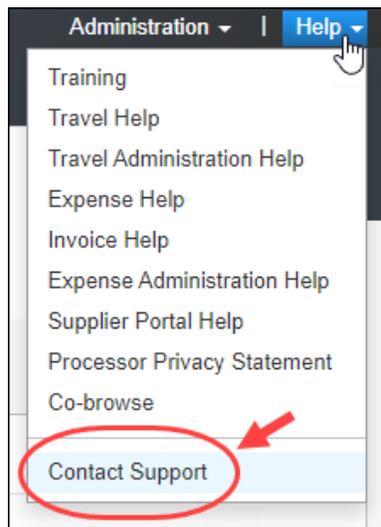
Cases

Steps for Getting a Status

Each service release contains case resolutions.

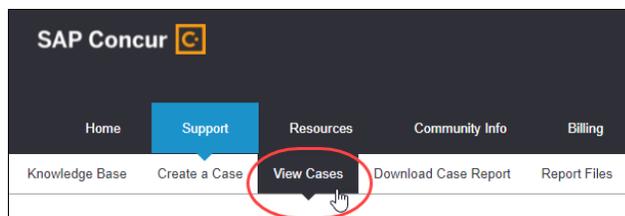
▶ **How to check the status of a submitted case**

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

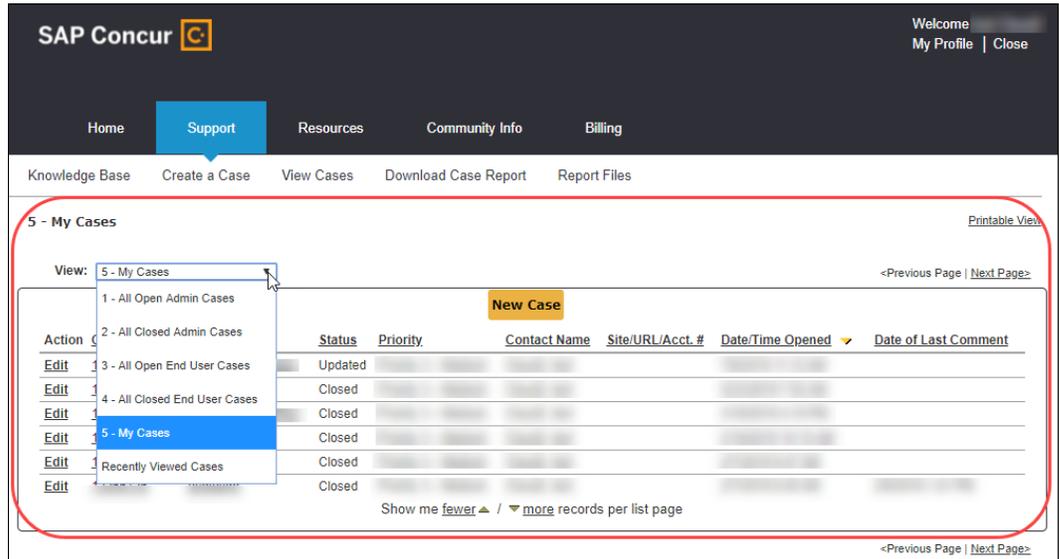


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



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



Resolved Cases

| Case ID | Description |
|--------------------------|---|
| CRMC-141941 | Budget approver cannot view expense entries on a request in Approvals. |
| CRMC-142046, CRMC-142384 | Text in the Status field is overlapping the buttons located above the Status field, including the Submit Request button, in the upper-right corner of the New Request and Manage Requests pages. |
| CRMC-142569 | Request can be submitted even when required Comment field on request entry form is blank. |
| CRMC-142852 | Round trip air and rail segments coming from an agency proposal are flagged as Multi-Segment segments instead of Round Trip segments in Request. |
| CRMC-142853 | An approved request's status continues to be pending for approval even after the request is approved. |

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| Information First Published | Information Last Modified | Feature Target Release Date |
|---|---------------------------|---|
| July 12, 2019 | November 1, 2019 | Phase I: July 2019 Phase II: July 2020 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

SAP Concur will soon begin the deprecation process of removing Hash-Based Message Authentication Code (HMAC) as an SSO option. The replacement service for HMAC is SAML SSO is a self-service method of setup whereby client admins have access within SAP Concur to complete their SAML connections.

Clients currently using HMAC are encouraged to migrate to the SSO self-service tool as soon as it is released (targeted for Q1 2020). The new SSO self-service tool allows multiple portals (Identity Providers) to be added.

The HMAC deprecation includes two phases:

Phase I:

- Clients need to have an Identity Provider (IdP) or a custom SAML 2.0 solution.
- Clients begin testing the new SSO self-service tool. (See below for more information.)
- Clients prepare for onboarding new clients using the new SSO self-service tool, which is targeted for release in Q1 2020.
- Once the SSO tool is available, customers will be notified via release notes about the official deprecation date of HMAC. As of the official deprecation date, no new clients can be onboarded using HMAC; new clients must be onboarded using the new SSO self-service tool.
- Existing clients using HMAC need to be migrated using the new SSO self-service tool.

Phase II:

- Clients continue migrating existing HMAC clients to the new SSO self-service tool.
- Shut down the HMAC service after everyone has migrated from HMAC to the new SSO self-service tool. Phase II is targeted to end mid-year 2020.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides better security and improved support for users logging in to SAP Concur products and services.

Important – Migration for TMCs

Travel Management Companies (TMCs) will be largely impacted and should begin testing SAML SSO now to prepare for migration to the new SSO self-service tool.

TMCs need to set up SAML SSO instead of HMAC for their new clients. Setting up SAML SSO now allows more time for TMCs to test the SSO self-service tool and train internal staff to assist clients.

To prepare for Phase I of the HMAC deprecation:

- TMCs first need to support SAML 2.0. TMCs need to contract for or develop their SAML 2.0 solution. TMCs need to have an Identity Provider (IdP).
- Once support for SAML 2.0 is complete, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

Important – Migration for Legacy HMAC Clients

Clients should begin testing SSO immediately to prepare for migration to the new SSO self-service tool.

To prepare for Phase I of the HMAC deprecation:

- Clients need to have an Identity Provider (IdP) or a custom SAML 2.0 solution.
- Clients can configure the SSO self-service tool as soon as it is released in Q1 2020.

More Information



For more information, refer to *Authentication | **Planned Changes** Single Sign-On (SSO) Self-Service Option* in the [Shared Planned Changes](#) release notes.

File Transfer Updates

HTTPS Protocol No Longer Allowed for File Transfer (February 24, 2020)

Overview

This release note is intended for the technical staff responsible for file transmissions with SAP Concur. For our customers and vendors participating in data exchange through various secure file transfer protocols, SAP Concur is making changes that provide greater security for those file transfers.

Beginning February 24, 2020 at 2 PM PST, connections via the HTTPS protocol will no longer be allowed when connecting to the SAP Concur file transfer system.

- Existing HTTPS file transfer accounts must switch to SFTP with SSH Key Authentication before February 24, 2020.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.concursolutions.com
- st-cge.concursolutions.com
- st-cge-dr.concursolutions.com
- vs.concursolutions.com
- vs.concurcdc.cn

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security for file transfers.

Configuration / Feature Activation

If assistance is required, please contact SAP Concur support.



For more information, refer to the [Shared: File Transfer for Customers and Vendors User Guide](#).

TLS v1.1 SSL Protocol Not Allowed for File Transfers

Overview

This release note is intended for technical staff responsible for file transmissions with SAP Concur. For our customers and vendors participating in data exchange through various secure file transfer protocols, SAP Concur has made changes that provide greater security for those file transfers.

The TLS 1.1 (Transport Layer Security) SSL protocol has been removed from our SAP Concur file transfer system allowed list.

- This relates to the FTPS and HTTPS file transfer protocols.
- The HTTPS file transfer protocol will not be allowed beginning on February 24, 2020. If you are currently using HTTPS, we suggest migrating to SFTP with key authentication.



For more information, refer to the *HTTPS Protocol No Longer Allowed for File Transfer (February 24, 2020)* release note in this document.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.concursolutions.com
- st-cge.concursolutions.com
- st-cge-dr.concursolutions.com
- vs.concursolutions.com
- vs.concurcdc.cn

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security for file transfers.

Configuration / Feature Activation

If assistance is required, please contact SAP Concur support.



For more information, refer to the [Shared: File Transfer for Customers and Vendors User Guide](#) and the [Transport Layer Security 1.1 End of Support FAQ](#).

SAP Concur Platform

Concur Request APIs v4 Now Available

Overview

Concur Request v4 APIs are now available for clients and partners.

With v4, SAP Concur has made great enhancements to 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 list of existing Requests
- Get detailed information of an existing Request
- 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) attached to a Request
- Create, Read, Update or Delete an expected expense for a Request
- Get information of a travel agency office
- Get the list of active Request policies for a given user

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 v4 APIs are based on the most recent secured Authentication service and SAP Concur's new OAuth2 framework, which manages 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 SAP 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 is available on the Concur Developer Portal: <https://developer.concur.com>

Security Enhancements

Graphics No Longer Supported for Printed Reports/Invoices (January 31, 2020)

Overview

Customers can use the Printed Report (or Printed Invoice) feature to configure and customize their own expense reports, invoices, and requests that were emailed, displayed online, or printed. Customers could also add graphics (generally logos).

As of January 31, 2020 – in order to meet security requirements – SAP Concur no longer supports graphics of any sort in expense reports, invoices, and requests that are configured using the Printed Report (or Printed Invoice) feature.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides greater security for SAP Concur customers.

What the User Sees

The user, whether viewing or printing an expense report, invoice, or request no longer sees graphics (generally logos).

Configuration / Feature Activation

The change occurred automatically; the graphics no longer display.

Though not required, each company may want to review their configurations, remove the HTML code for the graphic, and make any desired formatting or layout changes.



Refer to these guides for more information about modifying the configuration. These guides still refer to the ability to add graphics. This information will be removed after the release.

- *Expense: Printed Reports Configuration Setup Guide*
- *Invoice: Printed Invoice Configuration Setup Guide*
- *Authorization Request: Printed Reports Configuration Setup Guide*

Support Ending for TLS v 1.1 Encryption Protocol (February 20, 2020)

Overview

SAP Concur is announcing an end-of-support cycle for version 1.1 of the Transport Layer Security (TLS) encryption protocol, while continuing support for the more secure version 1.2 of TLS. As background, the TLS protocol allows secure back and forth communications between a phone or computer and a cloud-based service.

Refusal of TLS v.1.1 connections will commence on February 20, 2020.

BUSINESS PURPOSE / CLIENT BENEFIT

SAP Concur is taking this step after careful consideration of our customers' security and ease of upgrade to the newer, more secure version 1.2 of TLS. This end-of-support plan for TLS v 1.1 ensures our clients are communicating with SAP Concur solutions in a safer and more secure manner using TLS v 1.2.

What the Customer Sees

If the customer or user ensures they are using a TLS v 1.2-compliant browser, there will be no change in the way users interact with SAP Concur. If the browser is not compliant, users will not be able to sign in to SAP Concur.

In general, the use of less-secure TLS connections can lead to exposed data, resulting in compromised sessions across any TLS channel of communication (for example, SAP Concur services).

AFFECTED DEVICES

In general, browsers using TLS to establish inbound / outbound communication channels with SAP Concur services are affected, for example connections across:

- Users attempting to log in to SAP Concur solutions
- APIs

- Bulk upload via SFTP
- Connectors
- FTP / PGP
- SAP Integrations
- Other

The ability of a browser to comply by upgrade to TLS v 1.2 will depend on the company's support for the specific browser, for example Microsoft (Edge), Google (Chrome), and others.



Refer to *Client Browsers* in the *Concur Travel & Expense Supported Configurations* guide for information about supported browsers.

INFORMATIONAL BANNER TO DISPLAY

An informational banner (below) will display when a user attempts to log in using a browser that does not support TLS v 1.2 and later and thus cannot negotiate a connection. The intent is to alert the user to this upcoming change using an informational-only message with a link to additional useful information.

Upgrade your browser to connect to Concur

To access concur.com, we recommend upgrading your browser to the latest version or contacting your organization's technical support for help.

What's happening? Your browser is using an outdated security standard (TLS 1.1). Unsupported browsers include Internet Explorer (IE) version 7 and lower, as well as IE 8, 9, and 10 with default settings. Additionally, older versions of Chrome, Safari and Firefox may not meet these standards.

[FAQs and Instructions](#)

Configuration / Feature Activation

Transitioning to support for TLS v 1.2 and later may simply require updating security settings of your browser. In most instances, the company already has the support in place and need only identify non-compliant browsers and upgrade these user's browsers to newer versions.

Please check with the department in your company that is responsible for browser compliance and ensure they are aware of this upcoming change.



For more information, refer to the [Transport Layer Security 1.1 End of Support FAQ](#).

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.

IMPORTANT: These Planned Changes may not be all of the upcoming enhancements and modifications that affect this SAP Concur product or service. The Planned Changes that apply to multiple SAP Concur products and/or services are in a consolidated document. Please review the additional Planned Changes available in the [Shared Planned Changes Release Notes](#).

Next Generation (NextGen) Request

****Planned Changes** New User Interface for Concur Request End Users**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| November 2019 | – | TBD |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Overview

SAP Concur is dedicated to the consistent improvement of our products, not only the features they provide, but also the experience of using those features. How users interact with technology changes over time, along with needs and expectations. We are constantly listening to our customers and soliciting feedback on how we can improve the user experience.

NextGen Request is the continued evolution of the SAP Concur user experience. It was built from extensive user research and data analytics that include 680 1:1 conversations, 58 usability studies, 3,000+ survey responses, and 1.3B monthly user actions.

Customers will have the ability to preview and then opt in to NextGen Request before the mandatory cutover.

BUSINESS PURPOSE / CLIENT BENEFIT

The result is the next generation of the Concur Request user interface designed to provide a modern, consistent, and streamlined user experience. This technology not only provides an enhanced UI, but also allows SAP Concur to react more quickly to customer requests to meet changing needs as they happen.

Products and Users Affected

In order to take advantage of these improvements, Concur Request customers will be required to transition to NextGen Request. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes will apply to:

- All editions of Concur Request (Professional/Premium and Standard)
- End users; there are no changes for processors or admins

IMPORTANT! Timeline and Milestones

NextGen Request will be made available for all existing and new customers. The product will be offered in two phases:

- **General Availability (Opt-In Period):** During this period, existing customers can opt in to using NextGen Request by individual user or by their entire organization.

Customers should use this period to execute their organization's transition plan to the NextGen Request UI. It is recommended for customers who use Concur Expense to move to the NextGen Expense UI at the same time, for easier change management and to take advantage of the NextGen-only features.

- **Mandatory Cutover to NextGen Request: All customers will be required to move to NextGen Request.** (The cutover date is still to be determined) This ensures that SAP Concur continues to offer a consistent user experience for all customers and allows for superior product support.

Customers are encouraged to complete the tasks necessary to ensure a smooth transition prior to the mandatory cutover date.

Transition Materials – Guides and Other Resources

SAP Concur will offer several guides, release notes, and other resources to aid in the transition. This will include the following:

- **Admin guide:** The admin guide will provide information about accessing NextGen Request and the roles/permissions required.

Along with the admin guide, there will be a list of features that are not yet available in NextGen Request.

NOTE: To help with training needs, customers will be able to use the admin guide and end-user guide "as is" or they can use any part of them to create training materials. Customers can cut, copy, paste, delete, or otherwise edit either guide at will.

- **End-User guide:** This guide will compare the existing UI to NextGen Request to help users become comfortable with the new experience. This guide will be updated regularly as the UI is being finalized and enhanced. Admins should review the guide often.

NOTE: Like the admin guide, the organization can cut, copy, paste, delete, or otherwise edit this guide at will.

- **Release information:** The release of NextGen Request enhancements will **not** be on the regular SAP Concur release schedule. Instead, SAP Concur will provide special release notes and information about features and enhancements that are nearing release.

Get Started

During the General Availability phase, customers are encouraged to use the transition materials described above and develop a plan for the transition.

More Information

Additional information will be available in future release notes.

SAP Concur Platform

Planned Changes Deprecation of Existing Concur Request APIs (v1.0, v3.0, v3.1)

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| September 2019 | — | — |
| Any changes since the previous monthly release will be highlighted in yellow in this release note. | | |

Overview

SAP Concur will be deprecating the existing Concur Request APIs (v1.0, v3.0 and v3.1) in a future release. Those APIs will be replaced by the Concur Request v4 APIs.

BUSINESS PURPOSE / CLIENT BENEFIT

The Concur Request APIs v1.0, v3.0 and v3.1 only support the previous authentication method, which is not best security practice and does not meet the Oauth2 standards. In addition, the previous versions of the Concur Request APIs provided limited possibilities for moving a Request through the approval workflow, as well as managing custom simple & connected list fields. These issues are resolved with the new Concur Request v4 APIs.

In addition, SAP Concur has run a backward compatibility project between the current Concur Request APIs and the new Concur Request v4 APIs (not iso-compatibility) in order to have the vast majority of use cases managed in the previous versions also be managed in the Concur Request v4 APIs.

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

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.

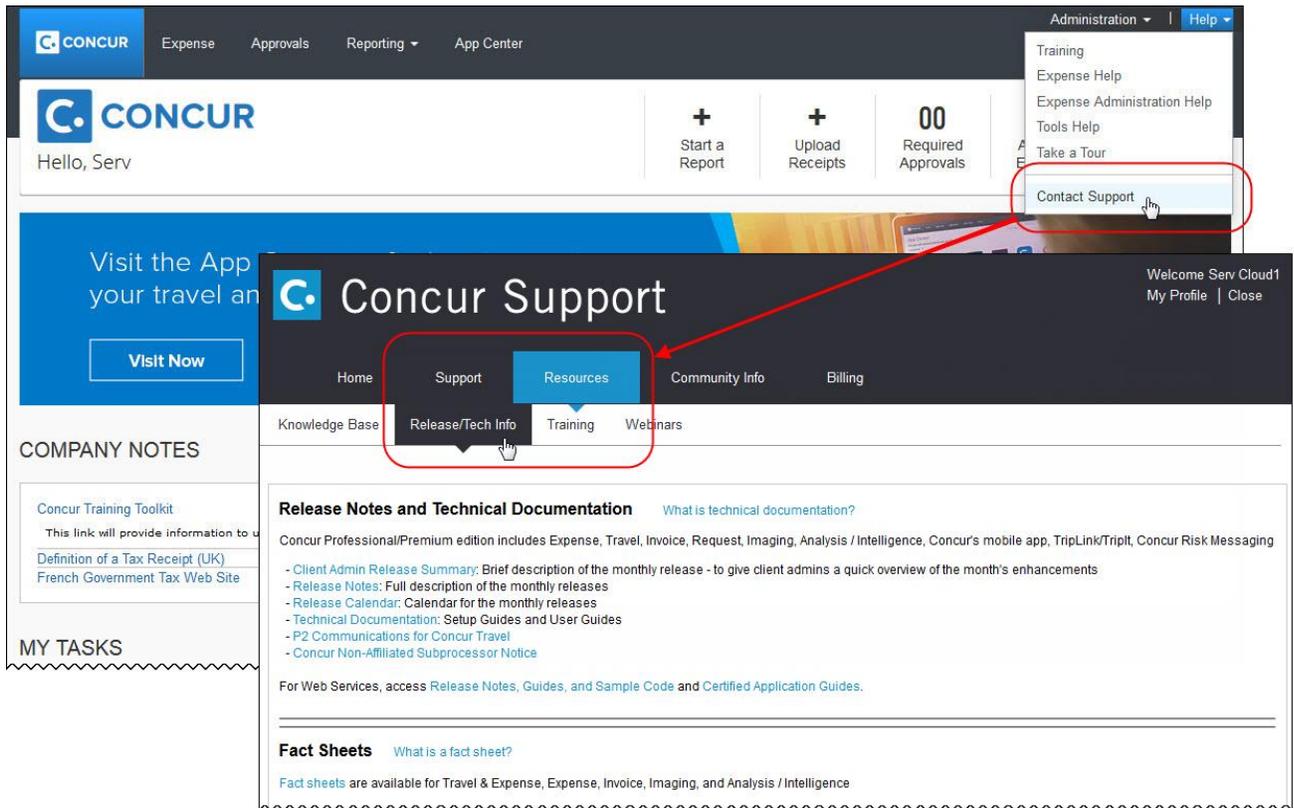
The screenshot shows the SAP Concur user interface. At the top right, the 'Help' dropdown menu is open, with 'Request Administration Help' selected. The main content area displays 'Using Online Help' with a sidebar on the left containing 'Request Professional Administration Guides'. Below this, there is a 'Quick Links' section and a table of 'Request Setup Guides'.

| 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**.



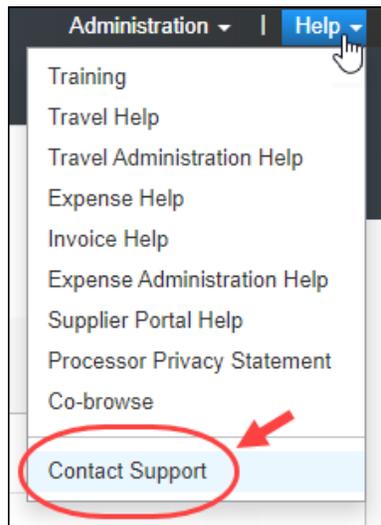
Cases

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**.

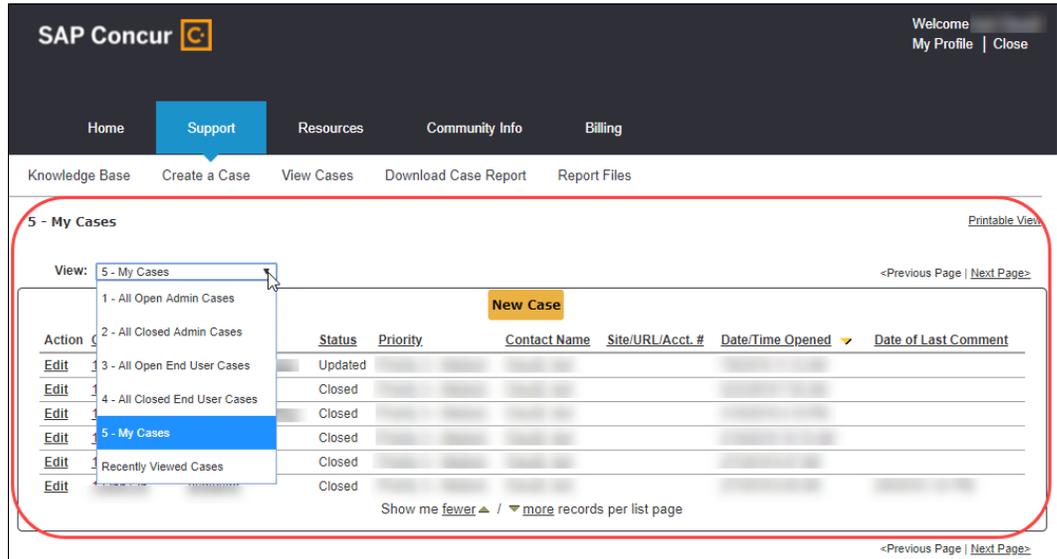


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



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



Resolved Cases

| Case ID | Description |
|-------------|---|
| CRMC-143025 | When using the Safari browser for Request, cost objects and cost object approvers are not displayed in the Cost Object Approval section on the Approval Flow tab. |
| CRMC-143078 | When searching for hotels, if you choose Lincoln, AL USA in the hotel location search, On the Request Header tab, the Main Destination City field is populated with Lincoln, Illinois instead of Lincoln, Alabama. On the Segments tab, the City field in the Check-In section is also populated with Lincoln, Illinois. |
| CRMC-143988 | Receiving <i>Missing required fields: Comment</i> error message even when the Comment field is already populated. |

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SAP Concur Release Notes

Authorization Request

| Month | Audience |
|--|----------------|
| Release Date: March 14, 2020 Update #2: Monday, April 6, 3:00 PM PT | Client – FINAL |

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

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

Riskline/DFAT Referential Deprecated as of January 31, 2020

Overview

As of January 31, 2020 – in order to meet security requirements – SAP Concur no longer supports the *Riskline/DFAT* option for the **Risk Referential** setting in Risk Management. The *Riskline/DFAT* option has been deprecated.

DFAT stands for the Australian government's Department of Foreign Affairs and Trade.

Customers who have been using the *Riskline/DFAT* option may continue to use the data, but that data might be outdated. It is strongly recommended that customers switch to using the *Riskline* option.

To update your company's **Risk Referential** setting from *Riskline/DFAT* to *Riskline*, contact SAP Concur support.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides greater security for SAP Concur customers.

Configuration / Feature Activation

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



For more information about Risk Management and the risk referential, refer to the *Authorization Request: Risk Management Setup Guide*.

Authentication

****Ongoing** Deprecation of HMAC Initiates Migration to SSO Self-Service**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|---|
| July 12, 2019 | March 06, 2020 | Phase I: July 2019 Phase II: July 2020 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

SAP Concur will soon begin the deprecation process of removing Hash-Based Message Authentication Code (HMAC) as an SSO option. The replacement service for HMAC is SAML SSO is a self-service method of setup whereby client admins have access within SAP Concur to complete their SAML connections.

Clients currently using HMAC are encouraged to migrate to the SSO self-service tool as soon as it is released (targeted for Q2 2020). The new SSO self-service tool allows multiple portals (Identity Providers) to be added.

The HMAC deprecation includes two phases:

Phase I:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 solution.
- Clients begin testing the new SSO self-service tool. (See below for more information.)
- **Travel Management Companies (TMCs)** prepare for onboarding new SAP Concur clients using the new SSO self-service tool, which is targeted for release in Q2 2020.
- Once the SSO tool is available, customers will be notified via release notes about the official deprecation date of HMAC. As of the official deprecation date, no new clients can be onboarded using HMAC; new clients must be onboarded using the new SSO self-service tool.
- Existing clients using HMAC need to be migrated using the new SSO self-service tool.

Phase II:

- **Travel Management Companies (TMCs)** continue migrating existing SAP Concur clients from the HMAC service to the new SSO self-service tool.
- Shut down the HMAC service after everyone has migrated from HMAC to the new SSO self-service tool. Phase II is targeted to end mid-year 2020.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides better security and improved support for users logging in to SAP Concur products and services.

Important – Migration for TMCs

Travel Management Companies (TMCs) will be largely impacted and should begin testing SAML SSO now to prepare for migration to the new SSO self-service tool.

TMCs need to set up SAML SSO instead of HMAC for their new clients. Setting up SAML SSO now allows more time for TMCs to test the SSO self-service tool and train internal staff to assist clients.

To prepare for Phase I of the HMAC deprecation:

- TMCs first need to support SAML 2.0. TMCs need to contract for or develop their SAML 2.0 solution. TMCs need to have an Identity Provider (IdP).
- Once support for SAML 2.0 is complete, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

Important – Migration for Legacy HMAC Clients

Clients should begin testing SSO immediately to prepare for migration to the new SSO self-service tool.

To prepare for Phase I of the HMAC deprecation:

- Clients need to have an Identity Provider (IdP) or a custom SAML 2.0 solution.
- Clients can configure the SSO self-service tool as soon as it is released in Q2 2020.

More Information



For more information, refer to *Authentication | **Planned Changes** Single Sign-On (SSO) Self-Service Option* in the [Shared Planned Changes](#) release notes.

Data Retention

Manage Holds & Purge Users Description Updated (April 3)

Overview

The description of the **Manage Holds & Purge Users** data retention feature that appears on the **Administration > Company > Data Retention** page has been updated.

BEFORE UPDATE

Manage Holds & Purge Users
You can manage User Holds and Deletes in the Company Admin - User Administration Tools.

After Update

Manage Holds & Purge Users
The Hold User (or Remove Hold) and Purge User buttons display on the page where you manage your users.

BUSINESS PURPOSE / CLIENT BENEFIT

This update provides more accurate information about where a user with the Data Retention Administrator role can find the **Hold User**, **Remove Hold**, and **Purge User** buttons.

Configuration / Feature Activation

There are no configuration or activation steps



For more information, refer to the [Shared: Data Retention Setup Guide](#) for Professional edition, or the [Shared: Data Retention Setup Guide for Standard Edition](#).

File Transfer Updates

HTTPS Protocol No Longer Allowed for File Transfer

Overview

This release note is intended for the technical staff responsible for file transmissions with SAP Concur. For our customers and vendors participating in data exchange through various secure file transfer protocols, SAP Concur has made changes that provide greater security for those file transfers.

As of 2 PM PST on February 24, 2020, connections via the HTTPS protocol are no longer allowed when connecting to the SAP Concur file transfer system.

- Existing HTTPS file transfer accounts must now switch to SFTP with SSH Key.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.concursolutions.com
- st-cge.concursolutions.com
- st-cge-dr.concursolutions.com
- vs.concursolutions.com
- vs.concurcdc.cn

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security for file transfers.

Configuration / Feature Activation

If assistance is required, please contact SAP Concur support.



For more information, refer to the [Shared: File Transfer for Customers and Vendors User Guide](#).

****Ongoing** SAP Concur Legacy File Move Migration**

| Applies to: | Expense | Invoice | Request | Travel | Other |
|-----------------------------|------------------------|---------------------------|------------------------|-----------------------------|--------------|
| Edition(s) | Professional, Standard | Professional, Standard | Professional, Standard | Professional, Standard | Intelligence |
| Information First Published | | Information Last Modified | | Feature Target Release Date | |
| March 2020 | | -- | | Ongoing in 2020 | |

Overview

This release note is intended for the technical staff responsible for file transmissions with SAP Concur. For our customers and vendors participating in data exchange, SAP Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur will begin migrating entities that currently use a legacy process for moving files to a more efficient and secure file routing process that relies on APIs.

Clients whose entities are currently configured to use the legacy process will be migrated to the more efficient process sometime between now and the end of 2020. After they are migrated to the more efficient process, clients will see the following improvement:

- With the legacy process, clients had to wait for the file move schedule to run at a specified time. With the more efficient and secure API-based process, extracts and other outbound files from SAP Concur will be available within the existing overnight processing period shortly after the files are created.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security and efficiency for file transfers.

Configuration / Feature Activation

If assistance is required, please contact SAP Concur Support.



For more information, refer to the [Shared: File Transfer for Customers and Vendors User Guide](#).

Miscellaneous

Modified Home Page Appears When Some Products and Services Are Unavailable (March 20)

Overview

Targeted for late March, when a user signs into SAP Concur, if some products or services are unavailable while other products and services are up and running, a modified version of the user's **Home** page appears, providing access to the products and services that are up and running.

Prior to implementing this improvement, if a user attempted to sign in to SAP Concur when one or more products or services was not available, a 503 (service unavailable) message appeared, the user's **Home** page could not be accessed, and the user had to wait until all services and products were available before signing in to SAP Concur.

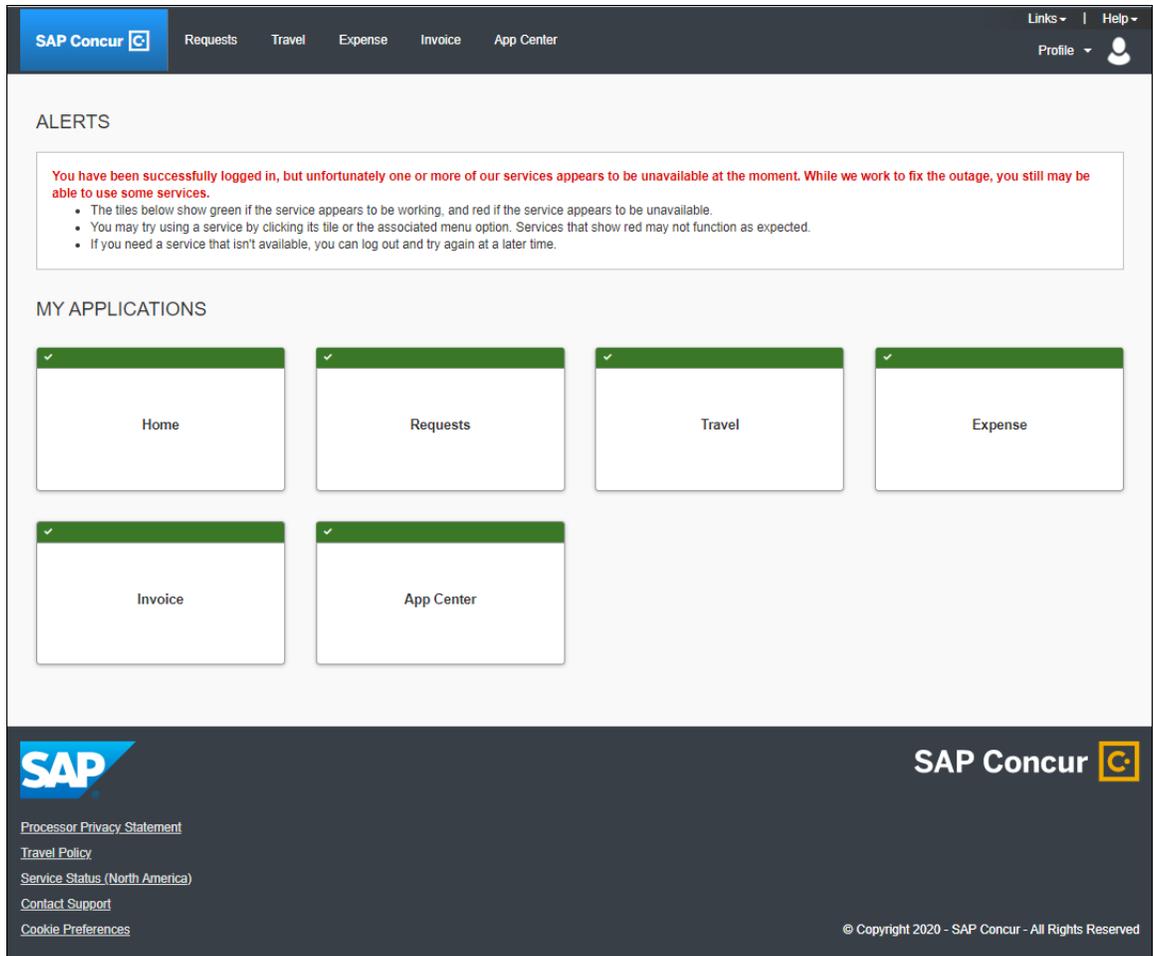
NOTE: The products and services that appear on a user's **Home** page are specific to the user and they might differ from user to user.

BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement enables users to complete tasks that rely on the products and services that are up and running even when other products and services might be unavailable.

What the User Sees

When the user signs in, SAP Concur determines which products and services are available to the user. If any products and services are unavailable, SAP Concur presents the user with a modified **Home** page that includes tiles for each of the available services and a message indicating that one or more products or services are currently unavailable.



NOTE: For users with access to Concur Open (open.concur.com), Concur Open uses a different process for determining the up and down time of products and services. As a result, it might take slightly longer for Concur Open to reflect the immediate availability of a product or service.

Configuration / Feature Activation

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

Security Enhancements

New SSL Certificate for concursolutions.com

Overview

In an effort to ensure the ongoing security of our products and services, SAP Concur has issued a new concursolutions.com SSL certificate. **The current certificate will expire on April 14, 2020.**

Any customer who has pinned this expiring certificate will need to update to the new certificate prior to April 14, 2020. If the pinned certificate is not updated prior to April 14, 2020, your organization and users will experience disruption to SAP Concur products and services.

Customers who have not pinned the certificate do not need to take any action as the new certificate is updated automatically. Most customers do not pin the certificate.

Please be aware: As an enhancement to our Security and Compliance program, this certificate will be updated on an annual basis.

BUSINESS PURPOSE / CLIENT BENEFIT

This update provides ongoing security for our products and services.

Configuration / Feature Activation

Please consult with your IT department to check if this applies to you.

The new SSL certificate can be accessed here:

<http://assets.concur.com/concurtraining/cte/en-us/concursolutions.cert.pem>

Supply this URL to your IT department.

To save the certificate, click the link above, select all the text in the browser, copy it to a file, then name the file concursolutions.cert.pem.

Support Now Ended for TLS v 1.1 Encryption Protocol

Overview

SAP Concur is announcing an end-of-support cycle for version 1.1 of the Transport Layer Security (TLS) encryption protocol, while continuing support for the more secure version 1.2 of TLS. As background, the TLS protocol allows secure back and forth communications between a phone or computer and a cloud-based service.

Refusal of TLS v.1.1 connections has commenced as of February 20, 2020.

BUSINESS PURPOSE/CLIENT BENEFIT

SAP Concur is taking this step after careful consideration of our customers' security and ease of upgrade to the newer, more secure version 1.2 of TLS. This end-of-support plan for TLS v 1.1 ensures our clients are communicating with SAP Concur solutions in a safer and more secure manner using TLS v 1.2.

What the Customer Sees

If the customer or user ensures they are using a TLS v 1.2-compliant browser, there will be no change in the way users interact with SAP Concur. If the browser is not compliant, users will not be able to sign in to SAP Concur.

In general, the use of less-secure TLS connections can lead to exposed data, resulting in compromised sessions across any TLS channel of communication (for example, SAP Concur services).

AFFECTED DEVICES

In general, browsers using TLS to establish inbound / outbound communication channels with SAP Concur services are affected, for example connections across:

- Users attempting to log in to SAP Concur solutions
- APIs
- Bulk upload via SFTP
- Connectors
- FTP / PGP
- SAP Integrations
- Other

The ability of a browser to upgrade to TLS v 1.2 will depend on the company's support for the specific browser, for example Microsoft (Edge), Google (Chrome), and others.



Refer to *Client Browsers* in the *Concur Travel & Expense Supported Configurations* guide for information about supported browsers.

INFORMATIONAL BANNER TO DISPLAY

An informational banner (below) now displays when a user attempts to log in using a browser that does not support TLS v 1.2 and later and thus cannot negotiate a connection. The intent is to alert the user to this upcoming change using an informational-only message with a link to additional useful information.

Upgrade your browser to connect to Concur

To access concursolutions.com, we recommend upgrading your browser to the latest version or contacting your organization's technical support for help.

What's happening? Your browser is using an outdated security standard (TLS 1.1). Unsupported browsers include Internet Explorer (IE) version 7 and lower, as well as IE 8, 9, and 10 with default settings. Additionally, older versions of Chrome, Safari and Firefox may not meet these standards.

[FAQs and Instructions](#)

Configuration / Feature Activation

Transitioning to support for TLS v 1.2 and later may simply require updating security settings of your browser. In most instances, the company already has the support in place and need only identify non-compliant browsers and upgrade these user's browsers to newer versions.

Please check with the department in your company that is responsible for browser compliance and ensure they are aware of this upcoming change.



For more information, refer to the [Transport Layer Security 1.1 End of Support FAQ](#).

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.

IMPORTANT: These Planned Changes may not be all of the upcoming enhancements and modifications that affect this SAP Concur product or service. The Planned Changes that apply to multiple SAP Concur products and/or services are in a consolidated document. Please review the additional Planned Changes available in the [Shared Planned Changes Release Notes](#).

Next Generation (NextGen) Request

****Planned Changes** New User Interface for Concur Request End Users**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| November 2019 | April 3, 2020 | TBD |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Overview

SAP Concur is dedicated to the consistent improvement of our products, not only the features they provide, but also the experience of using those features. How users interact with technology changes over time, along with needs and expectations. We are constantly listening to our customers and soliciting feedback on how we can improve the user experience.

NextGen Request is the continued evolution of the SAP Concur user experience. It was built and will continue to be informed by what we learn from both user research and behavioral data.

Customers will have the ability to preview and then opt in to NextGen Request before the mandatory cutover.

BUSINESS PURPOSE / CLIENT BENEFIT

The result is the next generation of the Concur Request user interface designed to provide a modern, consistent, and streamlined user experience. This technology not only provides an enhanced UI, but also allows SAP Concur to react more quickly to customer requests to meet changing needs as they happen.

Products and Users Affected

In order to take advantage of these improvements, Concur Request customers will be required to transition to NextGen Request. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes will apply to:

- All editions of Concur Request (Professional/Premium and Standard)
- End users; there are no changes for processors or admins

IMPORTANT! Timeline and Milestones

NextGen Request will be made available for all existing and new customers. The product will be offered in two phases:

- **General Availability (Opt-In Period):** During this period, existing customers can opt in to using NextGen Request by individual user or by their entire organization. **This milestone is marked by SAP Concur delivering most planned features as well as further overall quality and stability.**

Customers should use this period to execute their organization's transition plan to the NextGen Request UI. **Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.**

It is recommended for customers who use Concur Expense to move to the NextGen Expense UI at the same time, for easier change management and to take advantage of the NextGen-only features.

- **Mandatory Cutover to NextGen Request: All customers will be required to move to NextGen Request.** This ensures that SAP Concur continues to offer a consistent user experience for all customers and allows for superior product support. **We have not yet set a final date when any remaining customers will be migrated automatically. Customers will have at least twelve months to complete the transition from when the date is announced.**

Customers are encouraged to complete the tasks necessary to ensure a smooth transition prior to the mandatory cutover date.

Transition Materials – Guides and Other Resources

SAP Concur will offer several guides, release notes, and other resources to aid in the transition. This will include the following:

- **Admin guide:** The admin guide will provide information about accessing NextGen Request and the roles/permissions required.

Along with the admin guide, there will be a list of features that are not yet available in NextGen Request.

NOTE: To help with training needs, customers will be able to use the admin guide and end-user guide "as is" or they can use any part of them to create training materials. Customers can cut, copy, paste, delete, or otherwise edit either guide at will.

- **End-User guide:** This guide will compare the existing UI to NextGen Request to help users become comfortable with the new experience. This guide will be updated regularly as the UI is being finalized and enhanced. Admins should review the guide often.

NOTE: Like the admin guide, the organization can cut, copy, paste, delete, or otherwise edit this guide at will.

- **Release information:** The release of NextGen Request enhancements will **not** be on the regular SAP Concur release schedule. Instead, SAP Concur will provide special release notes and information about features and enhancements that are nearing release.

Get Started

During the General Availability phase, customers are encouraged to use the transition materials described above and develop a plan for the transition.

More Information

Additional information will be available in future release notes.

SAP Concur Platform

Planned Changes Deprecation of Existing Concur Request APIs (v1.0, v3.0, v3.1)

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| September 2019 | April 6, 2020 | December 1, 2020 |
| Any changes since the previous monthly release will be highlighted in yellow in this release note. | | |

Overview

SAP Concur will be deprecating the existing Concur Request APIs (v1.0, v3.0 and v3.1) in a future release (targeted for December 1, 2020). Those APIs will be replaced by the Concur Request v4 APIs.

BUSINESS PURPOSE / CLIENT BENEFIT

The Concur Request APIs v1.0, v3.0 and v3.1 only support the previous authentication method, which is not best security practice and does not meet the Oauth2 standards. In addition, the previous versions of the Concur Request APIs provided limited possibilities for moving a Request through the approval workflow, as well as managing custom simple & connected list fields. These issues are resolved with the new Concur Request v4 APIs.

In addition, SAP Concur has run a backward compatibility project between the current Concur Request APIs and the new Concur Request v4 APIs (not iso-compatibility) in order to have the vast majority of use cases managed in the previous versions also be managed in the Concur Request v4 APIs.

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

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.

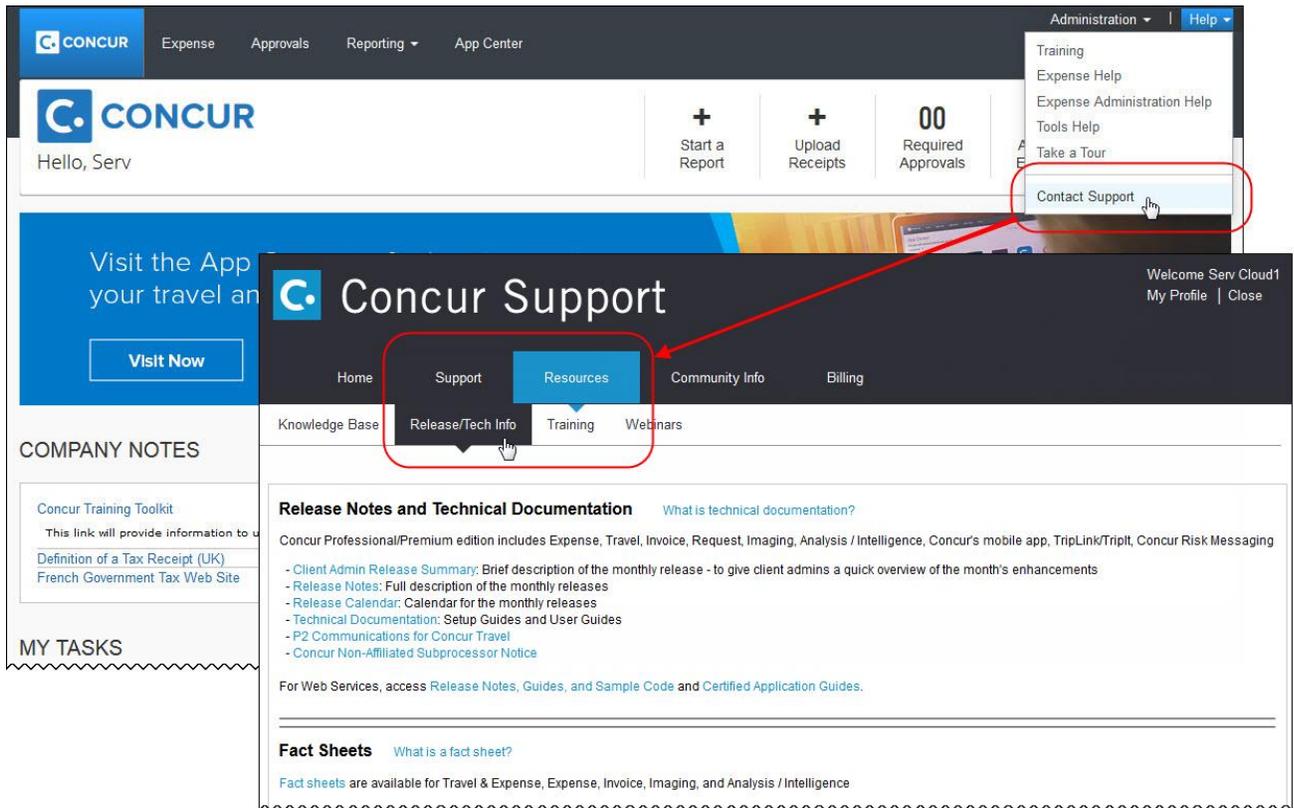
The screenshot shows the SAP Concur user interface. At the top right, the 'Help' dropdown menu is open, with 'Request Administration Help' selected. A red arrow points from this menu item to the 'Request Professional Administration Guides' link in the left sidebar. Below the sidebar, a table titled 'Request Setup Guides' is visible.

| 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**.



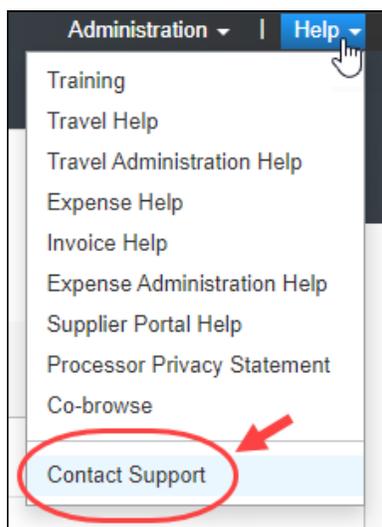
Cases

Steps for Getting a Status

Each service release contains case resolutions.

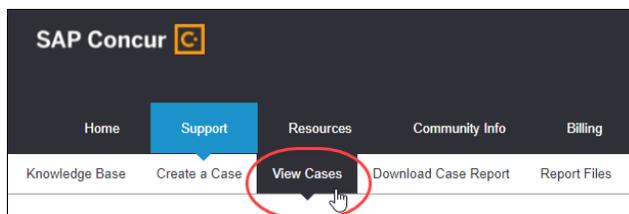
▶ **How to check the status of a submitted case**

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



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

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



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

Resolved Cases

| Case ID | Description |
|--------------------------|--|
| CRMC-142569, CRMC-144569 | Request can be submitted even when required Comment field on request entry form is blank. |
| CRMC-142694, CRMC-144225 | Cannot save updates to the Delegate can submit requests setting on the Expense Delegate Configurations (Expense) or Delete Configuration (Request) page (Administration > Expense or Request). |
| CRMC-143866 | For connected lists on the request header, if the first-level field for a connected list is hidden, when a second-level field for the connected list is modified using the most recently used list, the hidden first-level field is also modified. |
| CRMC-144371 | The Request Amount field for cash advances in Request displays the incorrect amount. |
| CRMC-145941 | The Total Amount and Total Requested fields for a request are not updated after saving an expected expense entry until the entry is re-opened and saved a second time. |

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SAP Concur Release Notes

Authorization Request

| Month | Audience |
|---|-----------------|
| Update Date: April 17, 2020 Initial Post: Friday, April 17, 7:30 AM PT | Client – UPDATE |

**** UPDATE ****

The April 2020 release has been cancelled. The next release is scheduled for May 16, 2020. Some features and changes are released outside of the monthly release schedule. This release note update document includes all the changes that were released between March 14 (March release date) and April 17. For maximum visibility, these release notes will be repeated in the next month's release notes. Changes that occur after April 17 will be documented in the May release notes.

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UPDATE

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

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.

UPDATE

Release Notes

Request

Riskline/DFAT Referential Deprecated as of January 31, 2020

Overview

As of January 31, 2020 – in order to meet security requirements – SAP Concur no longer supports the *Riskline/DFAT* option for the **Risk Referential** setting in Risk Management. The *Riskline/DFAT* option has been deprecated.

DFAT stands for the Australian government's Department of Foreign Affairs and Trade.

Customers who have been using the *Riskline/DFAT* option may continue to use the data, but that data might be outdated. It is strongly recommended that customers switch to using the *Riskline* option.

To update your company's **Risk Referential** setting from *Riskline/DFAT* to *Riskline*, contact SAP Concur support.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides greater security for SAP Concur customers.

Configuration / Feature Activation

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



For more information about Risk Management and the risk referential, refer to the *Authorization Request: Risk Management Setup Guide*.

Authentication

****Ongoing** Deprecation of HMAC Initiates Migration to SSO Self-Service**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|---|
| July 12, 2019 | March 06, 2020 | Phase I: July 2019 Phase II: July 2020 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

SAP Concur will soon begin the deprecation process of removing Hash-Based Message Authentication Code (HMAC) as an SSO option. The replacement service for HMAC is SAML SSO is a self-service method of setup whereby client admins have access within SAP Concur to complete their SAML connections.

Clients currently using HMAC are encouraged to migrate to the SSO self-service tool as soon as it is released (targeted for Q2 2020). The new SSO self-service tool allows multiple portals (Identity Providers) to be added.

The HMAC deprecation includes two phases:

Phase I:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 solution.
- Clients begin testing the new SSO self-service tool. (See below for more information.)
- **Travel Management Companies (TMCs)** prepare for onboarding new SAP Concur clients using the new SSO self-service tool, which is targeted for release in Q2 2020.
- Once the SSO tool is available, customers will be notified via release notes about the official deprecation date of HMAC. As of the official deprecation date, no new clients can be onboarded using HMAC; new clients must be onboarded using the new SSO self-service tool.
- Existing clients using HMAC need to be migrated using the new SSO self-service tool.

Phase II:

- **Travel Management Companies (TMCs)** continue migrating existing SAP Concur clients from the HMAC service to the new SSO self-service tool.
- Shut down the HMAC service after everyone has migrated from HMAC to the new SSO self-service tool. Phase II is targeted to end mid-year 2020.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides better security and improved support for users logging in to SAP Concur products and services.

Important – Migration for TMCs

Travel Management Companies (TMCs) will be largely impacted and should begin testing SAML SSO now to prepare for migration to the new SSO self-service tool.

TMCs need to set up SAML SSO instead of HMAC for their new clients. Setting up SAML SSO now allows more time for TMCs to test the SSO self-service tool and train internal staff to assist clients.

To prepare for Phase I of the HMAC deprecation:

- TMCs first need to support SAML 2.0. TMCs need to contract for or develop their SAML 2.0 solution. TMCs need to have an Identity Provider (IdP).
- Once support for SAML 2.0 is complete, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

Important – Migration for Legacy HMAC Clients

Clients should begin testing SSO immediately to prepare for migration to the new SSO self-service tool.

To prepare for Phase I of the HMAC deprecation:

- Clients need to have an Identity Provider (IdP) or a custom SAML 2.0 solution.
- Clients can configure the SSO self-service tool as soon as it is released in Q2 2020.

More Information



For more information, refer to *Authentication | **Planned Changes** Single Sign-On (SSO) Self-Service Option* in the [Shared Planned Changes](#) release notes.

Data Retention

Manage Holds & Purge Users Description Updated (April 3)

Overview

The description of the **Manage Holds & Purge Users** data retention feature that appears on the **Administration > Company > Data Retention** page has been updated.

BEFORE UPDATE

Manage Holds & Purge Users
You can manage User Holds and Deletes in the Company Admin - User Administration Tools.

After Update

Manage Holds & Purge Users
The Hold User (or Remove Hold) and Purge User buttons display on the page where you manage your users.

BUSINESS PURPOSE / CLIENT BENEFIT

This update provides more accurate information about where a user with the Data Retention Administrator role can find the **Hold User**, **Remove Hold**, and **Purge User** buttons.

Configuration / Feature Activation

There are no configuration or activation steps



For more information, refer to the [Shared: Data Retention Setup Guide](#) for Professional edition, or the [Shared: Data Retention Setup Guide for Standard Edition](#).

File Transfer Updates

****Ongoing** SAP Concur Legacy File Move Migration**

| Applies to: | Expense | Invoice | Request | Travel | Other |
|-----------------------------|------------------------|---------------------------|------------------------|-----------------------------|--------------|
| Edition(s) | Professional, Standard | Professional, Standard | Professional, Standard | Professional, Standard | Intelligence |
| Information First Published | | Information Last Modified | | Feature Target Release Date | |
| March 2020 | | -- | | Ongoing in 2020 | |

Overview

This release note is intended for the technical staff responsible for file transmissions with SAP Concur. For our customers and vendors participating in data exchange, SAP Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur will begin migrating entities that currently use a legacy process for moving files to a more efficient and secure file routing process that relies on APIs.

Clients whose entities are currently configured to use the legacy process will be migrated to the more efficient process sometime between now and the end of 2020. After they are migrated to the more efficient process, clients will see the following improvement:

- With the legacy process, clients had to wait for the file move schedule to run at a specified time. With the more efficient and secure API-based process, extracts and other outbound files from SAP Concur will be available within the existing overnight processing period shortly after the files are created.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security and efficiency for file transfers.

Configuration / Feature Activation

If assistance is required, please contact SAP Concur Support.



For more information, refer to the [Shared: File Transfer for Customers and Vendors User Guide](#).

Miscellaneous

Modified Home Page Appears When Some Products and Services Are Unavailable (March 20)

Overview

Targeted for late March, when a user signs into SAP Concur, if some products or services are unavailable while other products and services are up and running, a modified version of the user's **Home** page appears, providing access to the products and services that are up and running.

Prior to implementing this improvement, if a user attempted to sign in to SAP Concur when one or more products or services was not available, a 503 (service unavailable) message appeared, the user's **Home** page could not be accessed, and the user had to wait until all services and products were available before signing in to SAP Concur.

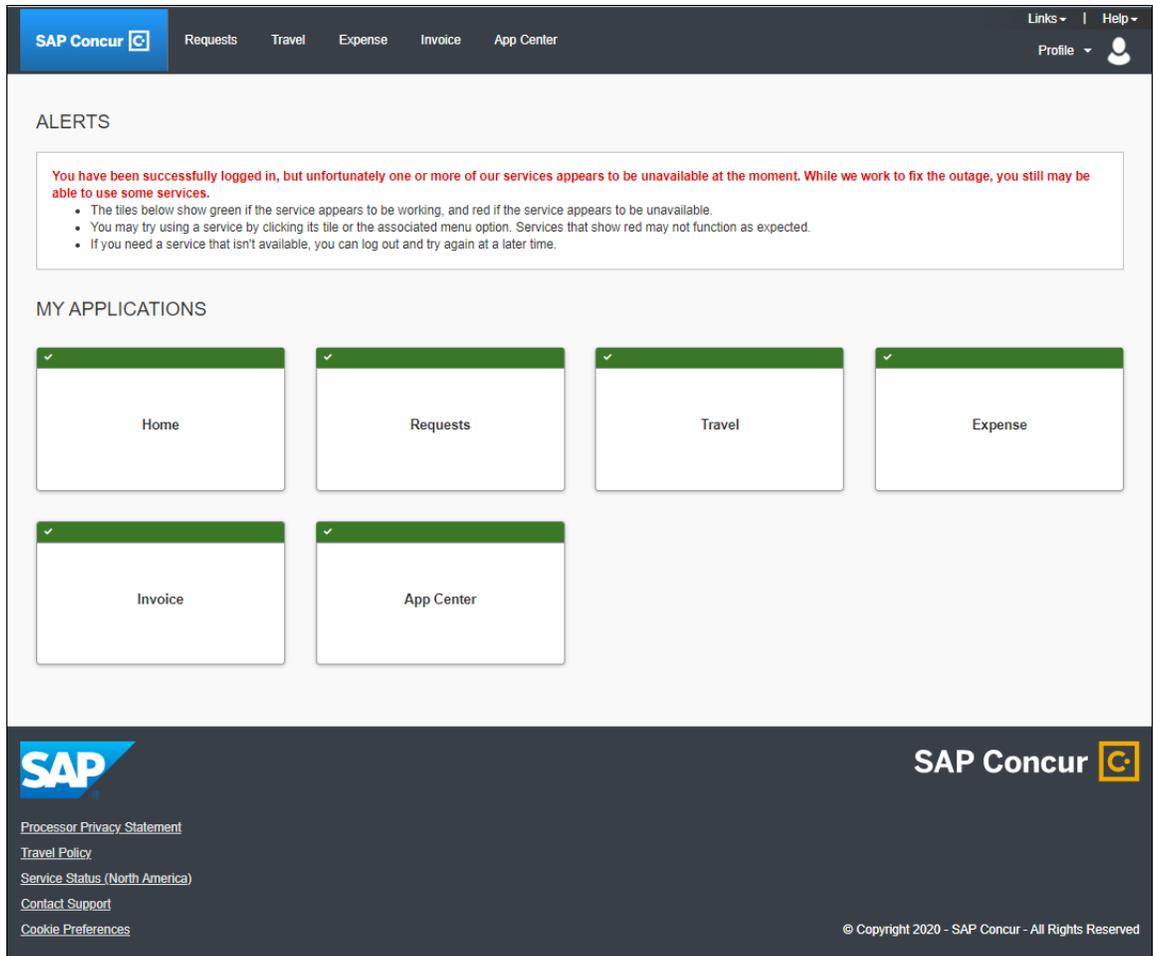
NOTE: The products and services that appear on a user's **Home** page are specific to the user and they might differ from user to user.

BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement enables users to complete tasks that rely on the products and services that are up and running even when other products and services might be unavailable.

What the User Sees

When the user signs in, SAP Concur determines which products and services are available to the user. If any products and services are unavailable, SAP Concur presents the user with a modified **Home** page that includes tiles for each of the available services and a message indicating that one or more products or services are currently unavailable.



NOTE: For users with access to Concur Open (open.concur.com), Concur Open uses a different process for determining the up and down time of products and services. As a result, it might take slightly longer for Concur Open to reflect the immediate availability of a product or service.

Configuration / Feature Activation

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

Security Enhancements

New SSL Certificate for concursolutions.com

Overview

In an effort to ensure the ongoing security of our products and services, SAP Concur has issued a new concursolutions.com SSL certificate. **The current certificate expired on April 14, 2020.**

Any customer who pinned the expired certificate needed to update to the new certificate prior to April 14, 2020. If the pinned certificate was not updated prior to April 14, 2020, your organization and users will experience disruption to SAP Concur products and services.

Customers who have not pinned the certificate do not need to take any action as the new certificate was updated automatically. Most customers do not pin the certificate.

Please be aware: As an enhancement to our Security and Compliance program, this certificate will be updated on an annual basis.

BUSINESS PURPOSE / CLIENT BENEFIT

This update provides ongoing security for our products and services.

Configuration / Feature Activation

Please consult with your IT department to check if this applies to you.

The new SSL certificate can be accessed here:

<http://assets.concur.com/concurtraining/cte/en-us/concursolutions.cert.pem>

Supply this URL to your IT department.

To save the certificate, click the link above, select all the text in the browser, copy it to a file, then name the file concursolutions.cert.pem.

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.

IMPORTANT: These Planned Changes may not be all of the upcoming enhancements and modifications that affect this SAP Concur product or service. The Planned Changes that apply to multiple SAP Concur products and/or services are in a consolidated document. Please review the additional Planned Changes available in the [Shared Planned Changes Release Notes](#).

Next Generation (NextGen) Request

****Planned Changes** New User Interface for Concur Request End Users**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| November 2019 | April 3, 2020 | TBD |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Overview

SAP Concur is dedicated to the consistent improvement of our products, not only the features they provide, but also the experience of using those features. How users interact with technology changes over time, along with needs and expectations. We are constantly listening to our customers and soliciting feedback on how we can improve the user experience.

NextGen Request is the continued evolution of the SAP Concur user experience. It was built and will continue to be informed by what we learn from both user research and behavioral data.

Customers will have the ability to preview and then opt in to NextGen Request before the mandatory cutover.

BUSINESS PURPOSE / CLIENT BENEFIT

The result is the next generation of the Concur Request user interface designed to provide a modern, consistent, and streamlined user experience. This technology not only provides an enhanced UI, but also allows SAP Concur to react more quickly to customer requests to meet changing needs as they happen.

Products and Users Affected

In order to take advantage of these improvements, Concur Request customers will be required to transition to NextGen Request. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes will apply to:

- All editions of Concur Request (Professional/Premium and Standard)
- End users; there are no changes for processors or admins

IMPORTANT! Timeline and Milestones

NextGen Request will be made available for all existing and new customers. The product will be offered in two phases:

- **General Availability (Opt-In Period):** During this period, existing customers can opt in to using NextGen Request by individual user or by their entire organization. **This milestone is marked by SAP Concur delivering most planned features as well as further overall quality and stability.**

Customers should use this period to execute their organization's transition plan to the NextGen Request UI. **Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.**

It is recommended for customers who use Concur Expense to move to the NextGen Expense UI at the same time, for easier change management and to take advantage of the NextGen-only features.

- **Mandatory Cutover to NextGen Request: All customers will be required to move to NextGen Request.** This ensures that SAP Concur continues to offer a consistent user experience for all customers and allows for superior product support. **We have not yet set a final date when any remaining customers will be migrated automatically. Customers will have at least twelve months to complete the transition from when the date is announced.**

Customers are encouraged to complete the tasks necessary to ensure a smooth transition prior to the mandatory cutover date.

Transition Materials – Guides and Other Resources

SAP Concur will offer several guides, release notes, and other resources to aid in the transition. This will include the following:

- **Admin guide:** The admin guide will provide information about accessing NextGen Request and the roles/permissions required.

Along with the admin guide, there will be a list of features that are not yet available in NextGen Request.

NOTE: To help with training needs, customers will be able to use the admin guide and end-user guide "as is" or they can use any part of them to create training materials. Customers can cut, copy, paste, delete, or otherwise edit either guide at will.

- **End-User guide:** This guide will compare the existing UI to NextGen Request to help users become comfortable with the new experience. This guide will be updated regularly as the UI is being finalized and enhanced. Admins should review the guide often.

NOTE: Like the admin guide, the organization can cut, copy, paste, delete, or otherwise edit this guide at will.

- **Release information:** The release of NextGen Request enhancements will **not** be on the regular SAP Concur release schedule. Instead, SAP Concur will provide special release notes and information about features and enhancements that are nearing release.

Get Started

During the General Availability phase, customers are encouraged to use the transition materials described above and develop a plan for the transition.

More Information

Additional information will be available in future release notes.

SAP Concur Platform

Planned Changes Deprecation of Existing Concur Request APIs (v1.0, v3.0, v3.1) (December 1)

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| September 2019 | April 6, 2020 | December 1, 2020 |
| Any changes since the previous monthly release will be highlighted in yellow in this release note. | | |

Overview

SAP Concur will be deprecating the existing Concur Request APIs (v1.0, v3.0 and v3.1) in a future release (targeted for December 1, 2020). Those APIs will be replaced by the Concur Request v4 APIs.

BUSINESS PURPOSE / CLIENT BENEFIT

The Concur Request APIs v1.0, v3.0 and v3.1 only support the previous authentication method, which is not best security practice and does not meet the Oauth2 standards. In addition, the previous versions of the Concur Request APIs provided limited possibilities for moving a Request through the approval workflow, as well as managing custom simple & connected list fields. These issues are resolved with the new Concur Request v4 APIs.

In addition, SAP Concur has run a backward compatibility project between the current Concur Request APIs and the new Concur Request v4 APIs (not iso-compatibility) in order to have the vast majority of use cases managed in the previous versions also be managed in the Concur Request v4 APIs.

UPDATE

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

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 shows the SAP Concur Admins interface. At the top, there is a navigation bar with 'SAP Concur' and various menu items like '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', which is circled in red. A red arrow points from this menu item to the 'Request Professional Administration Guides' link in the left sidebar. The main content area is titled 'Using Online Help' and contains a table of 'Request Setup Guides'.

| 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**.

The screenshot displays the SAP Concur Support Portal interface. At the top, the navigation bar includes 'CONCUR', 'Expense', 'Approvals', 'Reporting', and 'App Center'. A 'Help' dropdown menu is open, showing options like 'Training', 'Expense Help', 'Expense Administration Help', 'Tools Help', 'Take a Tour', and 'Contact Support'. The 'Contact Support' option is highlighted with a red circle. Below the navigation bar, the main header features the 'Concur Support' logo and a navigation menu with 'Home', 'Support', 'Resources', 'Community Info', and 'Billing'. The 'Resources' menu is expanded, showing 'Release/Tech Info', 'Training', and 'Webinars'. The 'Release/Tech Info' option is highlighted with a red circle. The main content area displays 'Release Notes and Technical Documentation' with a list of links: 'Client Admin Release Summary', 'Release Notes', 'Release Calendar', 'Technical Documentation', 'P2 Communications for Concur Travel', and 'Concur Non-Affiliated Subprocessor Notice'. Below this, there is a section for 'Fact Sheets'.

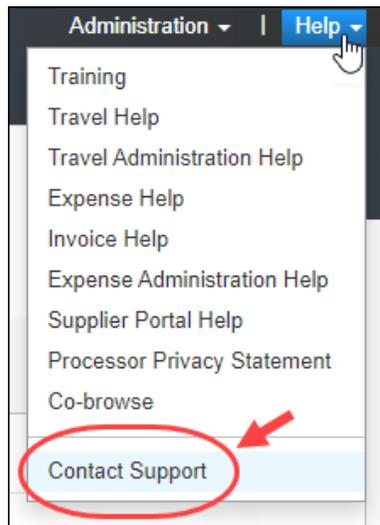
Cases

Steps for Getting a Status

Each service release contains case resolutions.

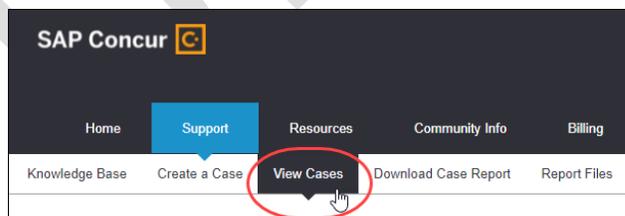
▶ **How to check the status of a submitted case**

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

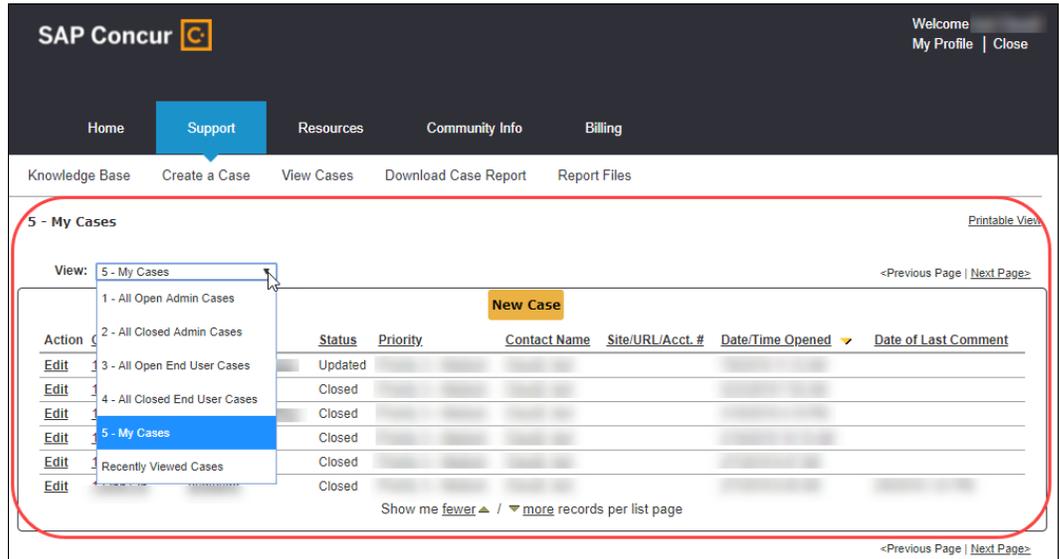


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



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



Resolved Cases

| Case ID | Description |
|---------|-------------|
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| SAP Concur Release Notes | |
|---|-----------------|
| Concur Request Professional/Premium | |
| Month | Audience |
| Release Date: May 16, 2020 Initial Post: Friday, May 15, 10:00 AM PT | Client – FINAL |

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Release Notes

Request

Riskline/DFAT Referential Deprecated as of January 31, 2020

Overview

As of January 31, 2020 – in order to meet security requirements – SAP Concur no longer supports the *Riskline/DFAT* option for the **Risk Referential** setting in Risk Management. The *Riskline/DFAT* option has been deprecated.

DFAT stands for the Australian government's Department of Foreign Affairs and Trade.

Customers who have been using the *Riskline/DFAT* option may continue to use the data, but that data might be outdated. It is strongly recommended that customers switch to using the *Riskline* option.

To update your company's **Risk Referential** setting from *Riskline/DFAT* to *Riskline*, contact SAP Concur support.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides greater security for SAP Concur customers.

Configuration / Feature Activation

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



For more information about Risk Management and the risk referential, refer to the *Authorization Request: Risk Management Setup Guide*.

Authentication

Old Sign In Experience No Longer Available

Overview

On October 31, 2019, SAP Concur introduced a new experience for users signing into SAP Concur.

Since introducing the new sign in experience, users have been able to choose between signing in through the new **Sign In** page and reverting to the old sign in experience. Beginning with the May release, the old sign in experience is no longer available.

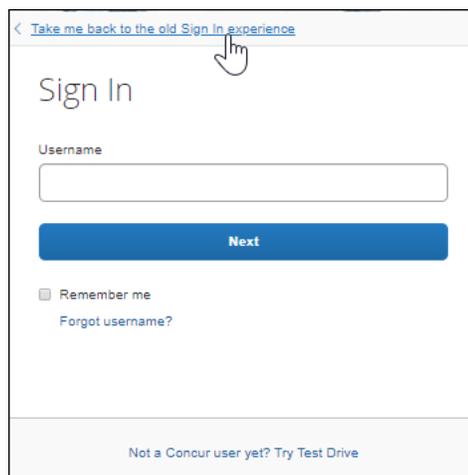
BUSINESS PURPOSE / CLIENT BENEFIT

The new sign in experience provides better security and is faster and more convenient for users logging in to SAP Concur products and services. This change makes the sign in experience uniform for all users.

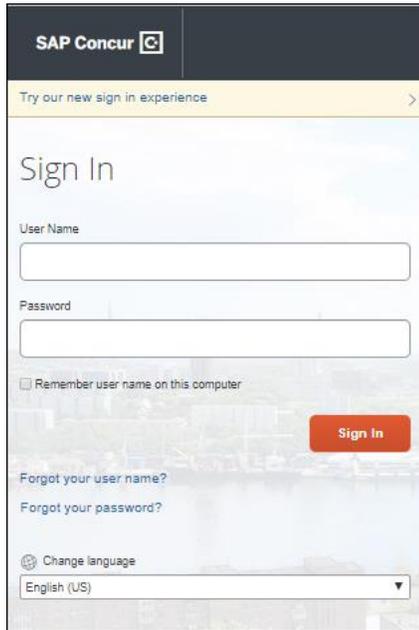
What the User Sees

Beginning on October 31, 2019, users were incrementally given access to the new sign in experience.

When a user opened the SAP Concur **Sign In** page, they saw the new **Sign In** page, and, at the top of the page, they saw a **Take me back to the old Sign In experience** link.



When the user clicked the **Take me back to the old Sign In experience** link, they saw the legacy **Sign In** page.



Beginning with the May release, users no longer see the message at the top of the new **Sign In** page, and they cannot revert to the old experience.

Configuration / Feature Activation

There are no configuration or activation steps; This change occurs automatically.

****Ongoing** Deprecation of HMAC Initiates Migration to SSO Self-Service**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|---|
| July 12, 2019 | March 06, 2020 | Phase I: July 2019 Phase II: July 2020 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

SAP Concur will soon begin the deprecation process of removing Hash-Based Message Authentication Code (HMAC) as an SSO option. The replacement service for HMAC is SAML SSO is a self-service method of setup whereby client admins have access within SAP Concur to complete their SAML connections.

Clients currently using HMAC are encouraged to migrate to the SSO self-service tool as soon as it is released (targeted for Q2 2020). The new SSO self-service tool allows multiple portals (Identity Providers) to be added.

The HMAC deprecation includes two phases:

Phase I:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 solution.
- Clients begin testing the new SSO self-service tool. (See below for more information.)
- **Travel Management Companies (TMCs)** prepare for onboarding new SAP Concur clients using the new SSO self-service tool, which is targeted for release in Q2 2020.
- Once the SSO tool is available, customers will be notified via release notes about the official deprecation date of HMAC. As of the official deprecation date, no new clients can be onboarded using HMAC; new clients must be onboarded using the new SSO self-service tool.
- Existing clients using HMAC need to be migrated using the new SSO self-service tool.

Phase II:

- **Travel Management Companies (TMCs)** continue migrating existing SAP Concur clients from the HMAC service to the new SSO self-service tool.
- Shut down the HMAC service after everyone has migrated from HMAC to the new SSO self-service tool. Phase II is targeted to end mid-year 2020.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides better security and improved support for users logging in to SAP Concur products and services.

Important – Migration for TMCs

Travel Management Companies (TMCs) will be largely impacted and should begin testing SAML SSO now to prepare for migration to the new SSO self-service tool.

TMCs need to set up SAML SSO instead of HMAC for their new clients. Setting up SAML SSO now allows more time for TMCs to test the SSO self-service tool and train internal staff to assist clients.

To prepare for Phase I of the HMAC deprecation:

- TMCs first need to support SAML 2.0. TMCs need to contract for or develop their SAML 2.0 solution. TMCs need to have an Identity Provider (IdP).
- Once support for SAML 2.0 is complete, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

Important – Migration for Legacy HMAC Clients

Clients should begin testing SSO immediately to prepare for migration to the new SSO self-service tool.

To prepare for Phase I of the HMAC deprecation:

- Clients need to have an Identity Provider (IdP) or a custom SAML 2.0 solution.
- Clients can configure the SSO self-service tool as soon as it is released in Q2 2020.

More Information



For more information, refer to *Authentication | **Planned Changes** Single Sign-On (SSO) Self-Service Option* in the [Shared Planned Changes](#) release notes.

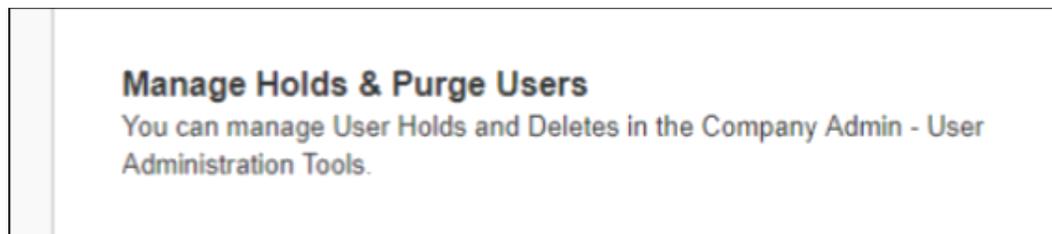
Data Retention

Manage Holds & Purge Users Description Updated (April 3)

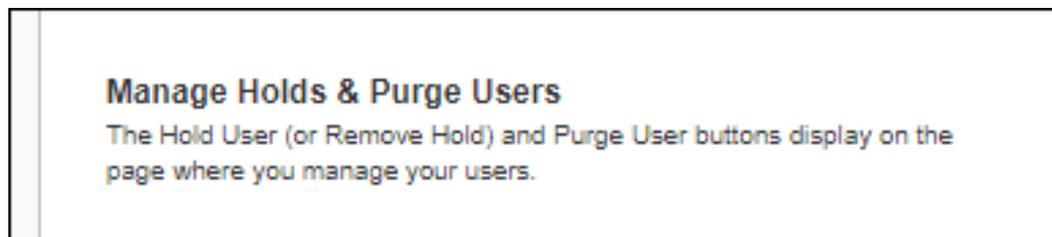
Overview

The description of the **Manage Holds & Purge Users** data retention feature that appears on the **Administration > Company > Data Retention** page has been updated.

BEFORE UPDATE



After Update



BUSINESS PURPOSE / CLIENT BENEFIT

This update provides more accurate information about where a user with the Data Retention Administrator role can find the **Hold User**, **Remove Hold**, and **Purge User** buttons.

Configuration / Feature Activation

There are no configuration or activation steps



For more information, refer to the [Shared: Data Retention Setup Guide](#) for Professional edition, or the [Shared: Data Retention Setup Guide for Standard Edition](#).

File Transfer Updates

****Ongoing** SAP Concur Legacy File Move Migration**

| Applies to: | Expense | Invoice | Request | Travel | Other |
|-----------------------------|------------------------|---------------------------|------------------------|-----------------------------|--------------|
| Edition(s) | Professional, Standard | Professional, Standard | Professional, Standard | Professional, Standard | Intelligence |
| Information First Published | | Information Last Modified | | Feature Target Release Date | |
| March 2020 | | -- | | Ongoing in 2020 | |

Overview

This release note is intended for the technical staff responsible for file transmissions with SAP Concur. For our customers and vendors participating in data exchange, SAP Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur will begin migrating entities that currently use a legacy process for moving files to a more efficient and secure file routing process that relies on APIs.

Clients whose entities are currently configured to use the legacy process will be migrated to the more efficient process sometime between now and the end of 2020. After they are migrated to the more efficient process, clients will see the following improvement:

- With the legacy process, clients had to wait for the file move schedule to run at a specified time. With the more efficient and secure API-based process, extracts and other outbound files from SAP Concur will be available within the existing overnight processing period shortly after the files are created.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security and efficiency for file transfers.

Configuration / Feature Activation

If assistance is required, please contact SAP Concur Support.



For more information, refer to the [Shared: File Transfer for Customers and Vendors User Guide](#).

Languages

Support for New Language (Thai)

Overview

With this release, SAP Concur solutions now supports the following language:

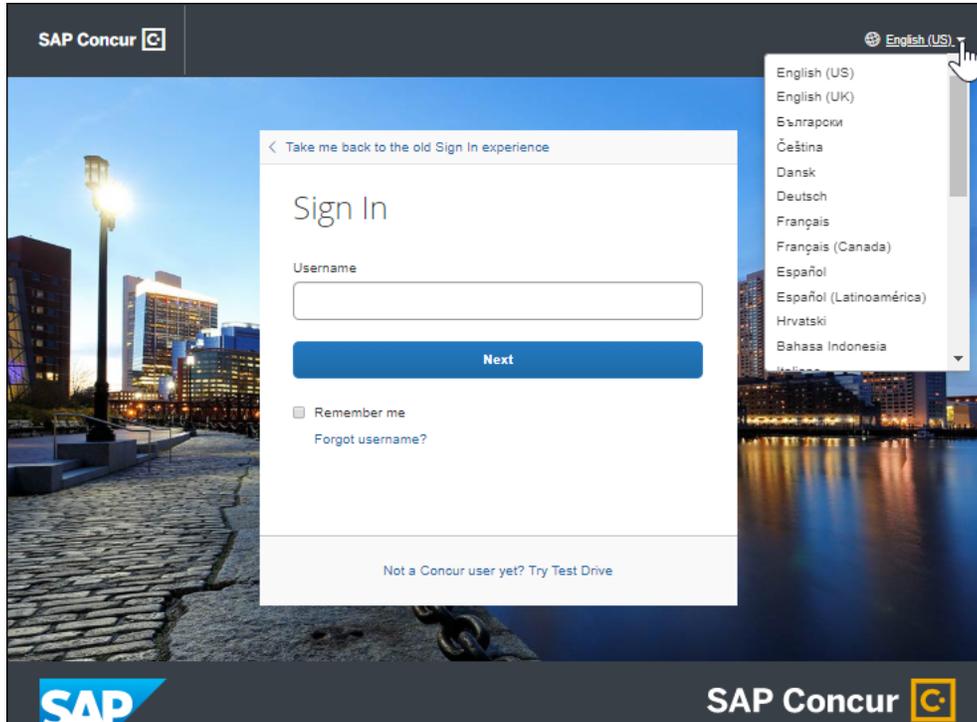
- Thai

BUSINESS PURPOSE / CLIENT BENEFIT

This change enables users to configure the SAP Concur solutions UI text to display in Thai.

What the User Sees

This language must be enabled to appear on the list. If the language is enabled, when a user opens the SAP Concur solutions **Sign In** page and then clicks to view the available languages list, Thai appears in the list.



Configuration / Feature Activation

To enable this language, contact SAP Concur support.

Miscellaneous

Modified Home Page Appears When Some Products and Services Are Unavailable (March 20)

Overview

When a user signs into SAP Concur, if some products or services are unavailable while other products and services are up and running, a modified version of the user's **Home** page appears, providing access to the products and services that are up and running.

Prior to implementing this improvement, if a user attempted to sign in to SAP Concur when one or more products or services was not available, a 503 (service unavailable) message appeared, the user's **Home** page could not be accessed, and the user had to wait until all services and products were available before signing in to SAP Concur.

NOTE: The products and services that appear on a user's **Home** page are specific to the user and they might differ from user to user.

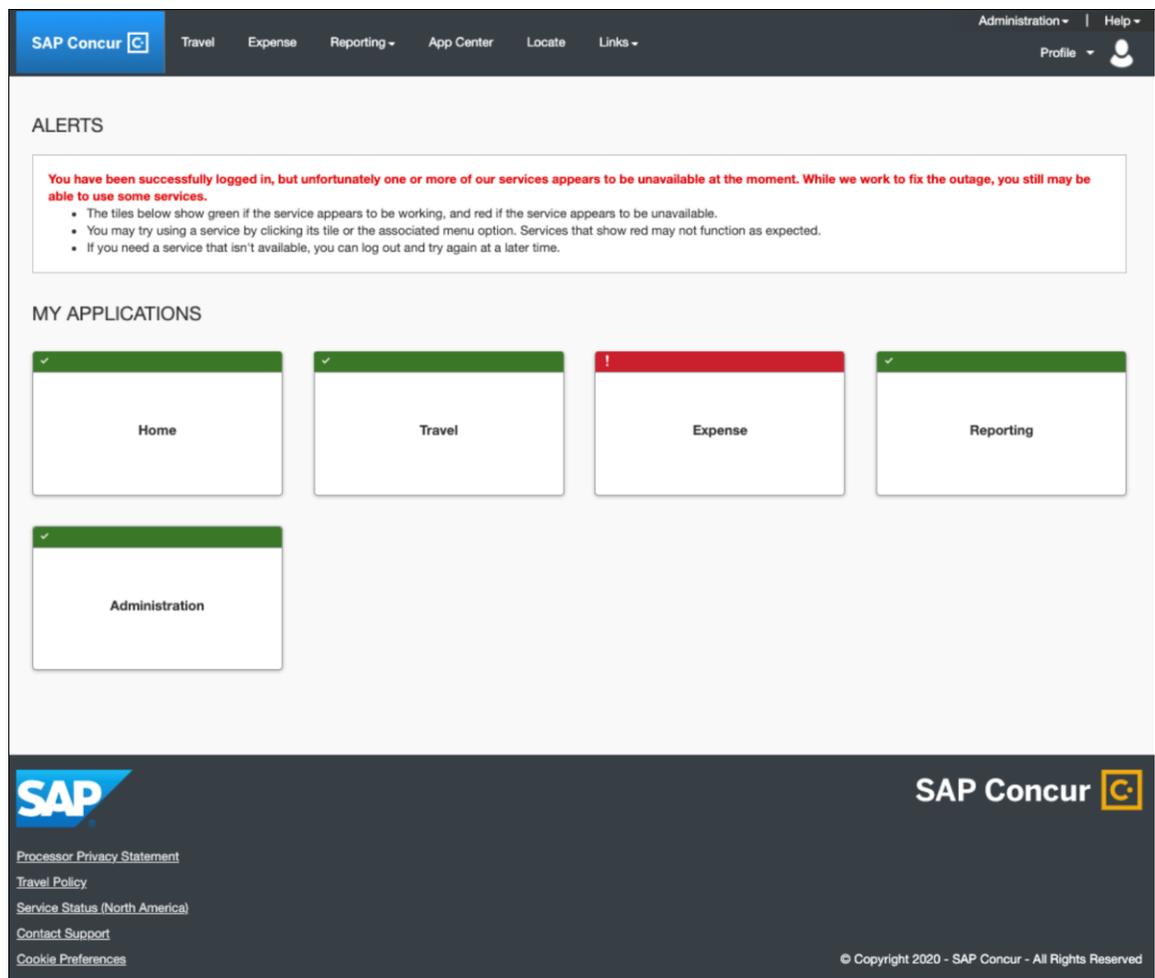
BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement enables users to complete tasks that rely on the products and services that are up and running even when other products and services might be unavailable.

What the User Sees

When the user signs in, SAP Concur determines which products and services are available to the user. If any products and services are unavailable, SAP Concur presents the user with a modified **Home** page that includes tiles for each service.

Services that are up and running are signified by a green bar and checkmark at the top of the tile. Services that are not available are signified by a red bar and exclamation point at the top of the tile. In addition, a message displays indicating that one or more products or services are currently unavailable.



NOTE: For users with access to Concur Open (open.concur.com), Concur Open uses a different process for determining the up and down time of products and services. As a result, it might take slightly longer for Concur Open to reflect the immediate availability of a product or service.

Configuration / Feature Activation

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

Users Connecting to the US Data Center Are Redirected to us1.concursolutions.com

Overview

Beginning in May, users who connect to the US Data Center through www.concursolutions.com will be redirected to us1.concursolutions.com.

NOTE: This change does not impact the Base URI (Instance URL) used in API calls to the SAP Concur solutions US Data Center.

BUSINESS PURPOSE / CLIENT BENEFIT

This change makes the format of the URL for SAP Concur data centers consistent from one data center to another. For example, users connecting to the EMEA data center are redirected to eu1.concursolutions.com.

Configuration / Feature Activation

Users are automatically redirected. There are no configuration or activation steps.

Security Enhancements

New SSL Certificate for concursolutions.com

Overview

In an effort to ensure the ongoing security of our products and services, SAP Concur has issued a new concursolutions.com SSL certificate. ***The current certificate expired on April 14, 2020.***

Any customer who pinned the expired certificate needed to update to the new certificate prior to April 14, 2020. If the pinned certificate was not updated prior to April 14, 2020, your organization and users will experience disruption to SAP Concur products and services.

Customers who have not pinned the certificate do not need to take any action as the new certificate was updated automatically. Most customers do not pin the certificate.

Please be aware: As an enhancement to our Security and Compliance program, this certificate will be updated on an annual basis.

BUSINESS PURPOSE / CLIENT BENEFIT

This update provides ongoing security for our products and services.

Configuration / Feature Activation

Please consult with your IT department to check if this applies to you.

The new SSL certificate can be accessed here:

<http://assets.concur.com/concurtraining/cte/en-us/concursolutions.cert.pem>

Supply this URL to your IT department.

To save the certificate, click the link above, select all the text in the browser, copy it to a file, then name the file concursolutions.cert.pem.

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.

IMPORTANT: These Planned Changes may not be all of the upcoming enhancements and modifications that affect this SAP Concur product or service. The Planned Changes that apply to multiple SAP Concur products and/or services are in a consolidated document. Please review the additional Planned Changes available in the [Shared Planned Changes Release Notes](#).

Next Generation (NextGen) Request

****Planned Changes** New User Interface for Concur Request End Users**

| Information First Published | Information Last Modified | Feature Target Release Date |
|---|---------------------------|-----------------------------|
| November 2019 | April 3, 2020 | TBD |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Overview

SAP Concur is dedicated to the consistent improvement of our products, not only the features they provide, but also the experience of using those features. How users interact with technology changes over time, along with needs and expectations. We are constantly listening to our customers and soliciting feedback on how we can improve the user experience.

NextGen Request is the continued evolution of the SAP Concur user experience. It was built and will continue to be informed by what we learn from both user research and behavioral data.

Customers will have the ability to preview and then opt in to NextGen Request before the mandatory cutover.

BUSINESS PURPOSE / CLIENT BENEFIT

The result is the next generation of the Concur Request user interface designed to provide a modern, consistent, and streamlined user experience. This technology not only provides an enhanced UI, but also allows SAP Concur to react more quickly to customer requests to meet changing needs as they happen.

Products and Users Affected

In order to take advantage of these improvements, Concur Request customers will be required to transition to NextGen Request. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes will apply to:

- All editions of Concur Request (Professional/Premium and Standard)
- End users; there are no changes for processors or admins

IMPORTANT! Timeline and Milestones

NextGen Request will be made available for all existing and new customers. The product will be offered in two phases:

- **General Availability (Opt-In Period):** During this period, existing customers can opt in to using NextGen Request by individual user or by their entire organization. This milestone is marked by SAP Concur delivering most planned features as well as further overall quality and stability.

Customers should use this period to execute their organization's transition plan to the NextGen Request UI. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

It is recommended for customers who use Concur Expense to move to the NextGen Expense UI at the same time, for easier change management and to take advantage of the NextGen-only features.

- **Mandatory Cutover to NextGen Request: *All customers will be required to move to NextGen Request.*** This ensures that SAP Concur continues to offer a consistent user experience for all customers and allows for superior product support. We have not yet set a final date when any remaining customers will be migrated automatically. Customers will have at least twelve months to complete the transition from when the date is announced.

Customers are encouraged to complete the tasks necessary to ensure a smooth transition prior to the mandatory cutover date.

Transition Materials – Guides and Other Resources

SAP Concur will offer several guides, release notes, and other resources to aid in the transition. This will include the following:

- **Admin guide:** The admin guide will provide information about accessing NextGen Request and the roles/permissions required.

Along with the admin guide, there will be a list of features that are not yet available in NextGen Request.

NOTE: To help with training needs, customers will be able to use the admin guide and end-user guide "as is" or they can use any part of them to create training materials. Customers can cut, copy, paste, delete, or otherwise edit either guide at will.

- **End-User guide:** This guide will compare the existing UI to NextGen Request to help users become comfortable with the new experience. This guide will be updated regularly as the UI is being finalized and enhanced. Admins should review the guide often.

NOTE: Like the admin guide, the organization can cut, copy, paste, delete, or otherwise edit this guide at will.

- **Release information:** The release of NextGen Request enhancements will **not** be on the regular SAP Concur release schedule. Instead, SAP Concur will provide special release notes and information about features and enhancements that are nearing release.

Get Started

During the General Availability phase, customers are encouraged to use the transition materials described above and develop a plan for the transition.

More Information

Additional information will be available in future release notes.

SAP Concur Platform

Planned Changes Deprecation of Existing Concur Request APIs (v1.0, v3.0, v3.1) (December 1)

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| September 2019 | April 6, 2020 | December 1, 2020 |
| Any changes since the previous monthly release will be highlighted in yellow in this release note. | | |

Overview

SAP Concur will be deprecating the existing Concur Request APIs (v1.0, v3.0 and v3.1) in a future release (targeted for December 1, 2020). Those APIs will be replaced by the Concur Request v4 APIs.

BUSINESS PURPOSE / CLIENT BENEFIT

The Concur Request APIs v1.0, v3.0 and v3.1 only support the previous authentication method, which is not best security practice and does not meet the Oauth2 standards. In addition, the previous versions of the Concur Request APIs provided limited possibilities for moving a Request through the approval workflow, as well as managing custom simple & connected list fields. These issues are resolved with the new Concur Request v4 APIs.

In addition, SAP Concur has run a backward compatibility project between the current Concur Request APIs and the new Concur Request v4 APIs (not iso-compatibility) in order to have the vast majority of use cases managed in the previous versions also be managed in the Concur Request v4 APIs.

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

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.

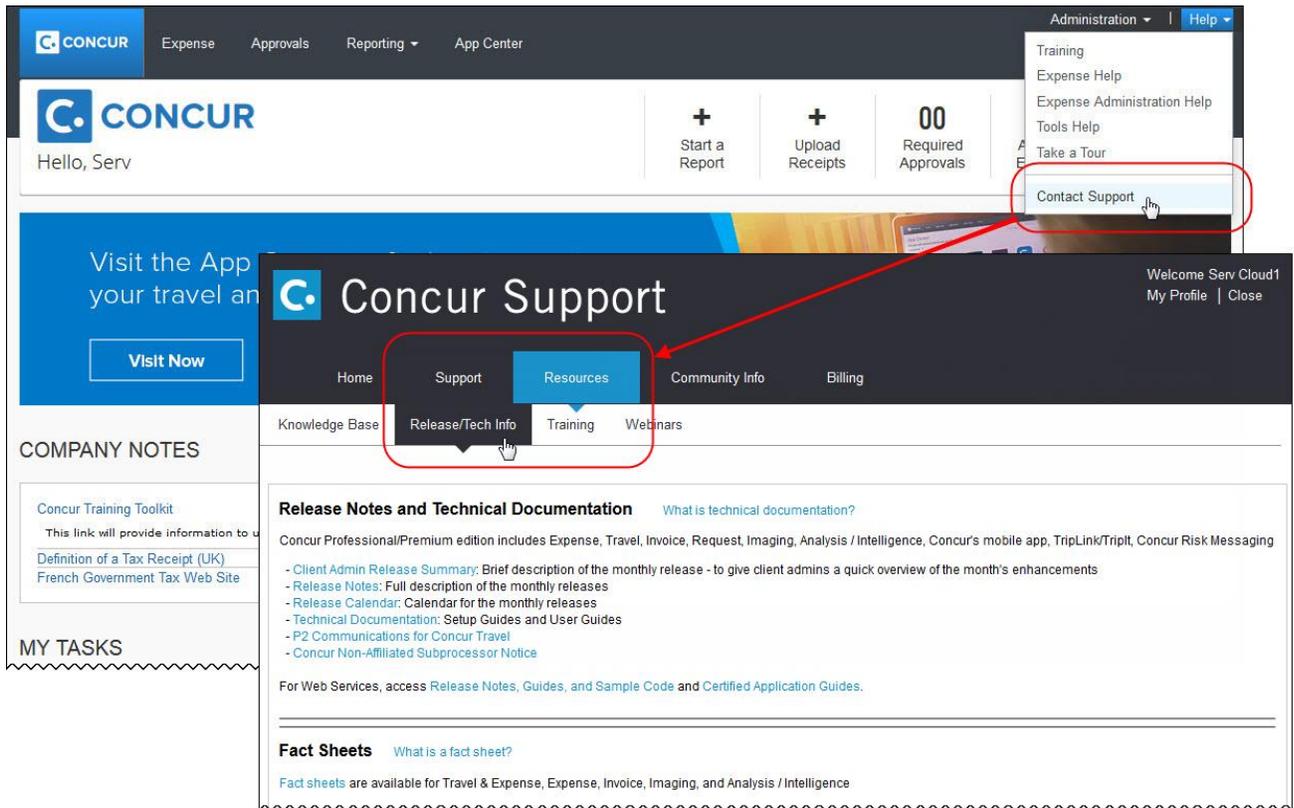
The screenshot shows the SAP Concur user interface. At the top right, the 'Help' dropdown menu is open, with 'Request Administration Help' highlighted. Below this, the 'Using Online Help' page is displayed. On the left sidebar, 'Request Professional Administration Guides' is highlighted. The main content area 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**.



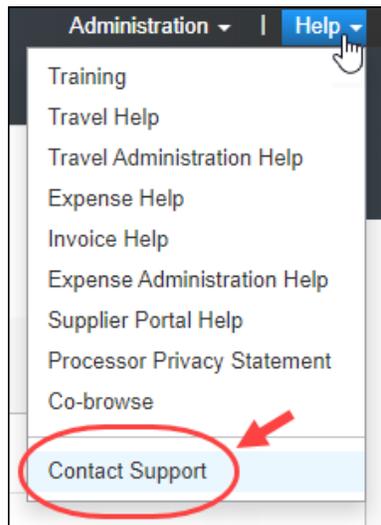
Cases

Steps for Getting a Status

Each service release contains case resolutions.

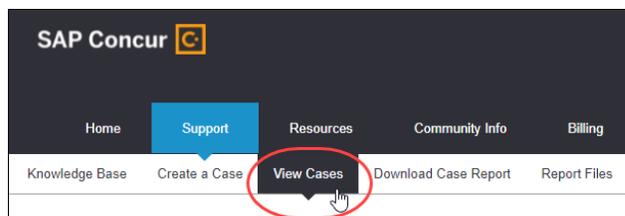
▶ **How to check the status of a submitted case**

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

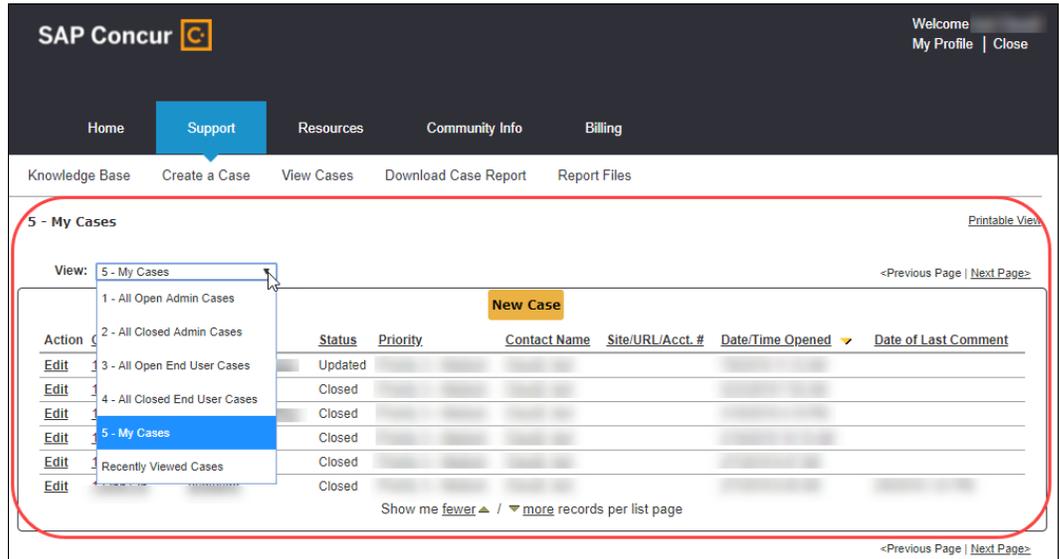


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



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



Resolved Cases

| Case ID | Description |
|---|-------------|
| No resolved cases for the May 2020 release. | |
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SAP Concur Release Notes

Concur Request Professional/Premium

| Month | Audience |
|--|----------------|
| Release Date: June 24, 2020 Update #2: Friday, June 26, 11:30 AM PT | Client – FINAL |

**** UPDATE ****

Some features scheduled for the June 20, 2020 release did not pass our quality control guidelines, therefore, it was a limited release. Those features were successfully deployed on June 24, 2020 in both the EMEA and NA (US) data centers. The CCPS and China data centers will be updated on a future date. Refer to the release notes for the June release details.

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Release Notes

NextGen UI for Concur Request

****Ongoing** Updated User Interface (UI) for Concur Request End Users**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| November 2019 | June 5, 2020 | TBD |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Overview

The continued evolution of the Concur Request solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for the request process.

Concur Request customers will have the ability to preview and then opt in to the NextGen UI before the mandatory move.

BUSINESS PURPOSE / CLIENT BENEFIT

The result is the next generation of the Concur Request user interface designed to provide a modern, consistent, and streamlined user experience. This technology not only provides an enhanced user interface, but also allows us to react more quickly to customer requests to meet changing needs as they happen.

Products and Users Affected

In order to take advantage of these improvements, Concur Request customers will be required to transition to the NextGen UI. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes will apply to:

- All editions of Concur Request (Professional/Premium and Standard)
- End users; there are no changes for processors or admins

IMPORTANT! Timeline and Milestones

There are two important milestones for Concur Request customers as they transition from the existing UI to the NextGen UI:

- **As of July 1, 2020, we are in the Opt-In Period for NextGen UI:** During this period, existing customers can opt in to using the NextGen UI for Concur Request by individual user, by group (Professional Edition only), or by their entire organization. This milestone is marked by the delivery of most planned features as well as further overall quality and stability.

Customers should use this period to plan their transition and move to the NextGen UI for Concur Request when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

⚠ IMPORTANT: When the NextGen UI is enabled, it will automatically enable the NextGen UI for both Concur Expense and Concur Request.

NOTE:NOTE: During the Opt-In Period for NextGen UI, not all planned Concur Request features from the existing UI will be available in the NextGen UI.

- **Mandatory Move to the NextGen UI for customers of Concur Request:** *All customers will be required to move to the NextGen UI.* This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support. We have not yet set a date when any remaining customers will be moved automatically. Customers will have at least twelve months to complete the transition after the date is announced.

Customers are encouraged to complete the tasks necessary to ensure a smooth transition for their organization, and then transition during the Opt-In Period for NextGen UI.

Transition Materials – Guides and Other Resources

We offer several guides, an FAQ, release notes, and other resources to aid in the transition. All of the information that an organization needs to get started is available here:

- [Professional Edition](#)
- [Standard Edition](#)

The links above provide access to the following:

- **Admin guides, FAQ, transition resources:** The admin guide provides information about accessing the NextGen UI and the roles/permissions required.

Along with the admin guides, FAQ, and other resources, there is a list of features that are not yet available in the NextGen UI for Concur Request. All of these can be used to help customers prepare their users.

NOTE: To help with training needs, customers can use the admin guide and end-user guide "as is" or they can use any part of them to create training materials. Customers can cut, copy, paste, delete, or otherwise edit either guide at will.

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Request to help users become comfortable with the new experience. This guide will be updated as needed during the Opt-In Period for NextGen UI as the UI is being enhanced. Admins should review the guide often.

NOTE: Like the admin guide, the organization can cut, copy, paste, delete, or otherwise edit this guide at will.

- **Release information:** During the Opt-In Period for NextGen UI, the release of the enhancements will **not** be on the regular release schedule. Instead, we will provide special release notes and information about features and enhancements that are nearing release.

Get Started

Customers are encouraged to use the transition materials described above and develop a plan for the transition.

More Information

Additional information will be available in future release notes.

Authentication

Ongoing Deprecation of HMAC Initiates Migration to SSO Self-Service

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|---|
| July 12, 2019 | March 06, 2020 | Phase I: July 2019 Phase II: July 2020 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

These changes are part of our continued commitment to maintaining secure authentication for SAP Concur solutions.

Overview

SAP will soon begin the deprecation process of removing Hash-Based Message Authentication Code (HMAC) as an SSO option for SAP Concur solutions. The replacement service for HMAC is SAML SSO is a self-service method of setup whereby client admins have access within SAP Concur to complete their SAML connections.

Clients currently using HMAC are encouraged to migrate to the SSO self-service tool as soon as it is released (targeted for Q2 2020). The new SSO self-service tool allows multiple portals (Identity Providers) to be added.

The HMAC deprecation includes two phases:

Phase I:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 solution.
- Clients begin testing the new SSO self-service tool. (See below for more information.)
- Travel Management Companies (TMCs) prepare for onboarding new SAP Concur clients using the new SSO self-service tool, which is targeted for release in Q2 2020.
- Once the SSO tool is available, customers will be notified via release notes about the official deprecation date of HMAC. As of the official deprecation date, no new clients can be onboarded using HMAC; new clients must be onboarded using the new SSO self-service tool.
- Existing clients using HMAC need to be migrated using the new SSO self-service tool.

Phase II:

- Travel Management Companies (TMCs) continue migrating existing SAP Concur clients from the HMAC service to the new SSO self-service tool.
- Shut down the HMAC service after everyone has migrated from HMAC to the new SSO self-service tool. Phase II is targeted to end mid-year 2020.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides better security and improved support for users logging in to SAP Concur products and services.

Important – Migration for TMCs

Travel Management Companies (TMCs) will be largely impacted and should begin testing SAML SSO now to prepare for migration to the new SSO self-service tool.

TMCs need to set up SAML SSO instead of HMAC for their new clients. Setting up SAML SSO now allows more time for TMCs to test the SSO self-service tool and train internal staff to assist clients.

To prepare for Phase I of the HMAC deprecation:

- TMCs first need to support SAML 2.0. TMCs need to contract for or develop their SAML 2.0 solution. TMCs need to have an Identity Provider (IdP).
- Once support for SAML 2.0 is complete, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

Important – Migration for Legacy HMAC Clients

Clients should begin testing SSO immediately to prepare for migration to the new SSO self-service tool.

To prepare for Phase I of the HMAC deprecation:

- Clients need to have an Identity Provider (IdP) or a custom SAML 2.0 solution.
- Clients can configure the SSO self-service tool as soon as it is released in Q2 2020.

More Information



For more information, refer to *Authentication | **Planned Changes** Single Sign-On (SSO) Self-Service Option* in the [Shared Planned Changes](#) release notes.

Data Retention

Country Code Now Obfuscated When User Data Is Removed

Overview

As of June 2, 2020, when user data is removed in accordance with a data retention policy, the country code associated with removed users is obfuscated by setting the country code to XX (Inactive).

Previously, the country code for removed users was set to US by default.

NOTE: This change does not impact records for users that were removed before June 2, 2020.

BUSINESS PURPOSE / CLIENT BENEFIT

This improves reporting by consistently setting the country code data for removed users to a code designated for that purpose.

Configuration / Feature Activation

There are no configuration or activation steps; This change occurs automatically.

File Transfer Updates

****Ongoing** SAP Concur Legacy File Move Migration**

| Information First Published | Information Last Modified | Feature Target Release Date |
|---|---------------------------|-----------------------------|
| March 2020 | -- | Ongoing in 2020 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Overview

This release note is intended for the technical staff responsible for file transmissions with SAP Concur. For our customers and vendors participating in data exchange, SAP is maintaining our SAP Concur file transfer subsystem to provide greater security for those file transfers.

SAP will begin migrating SAP Concur entities that currently use a legacy process for moving files to a more efficient and secure file routing process that relies on APIs.

Clients whose entities are currently configured to use the legacy process will be migrated to the more efficient process sometime between now and the end of 2020. After they are migrated to the more efficient process, clients will see the following improvement:

- With the legacy process, clients had to wait for the file move schedule to run at a specified time. With the more efficient and secure API-based process, extracts and other outbound files from SAP Concur will be available within the existing overnight processing period shortly after the files are created.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security and efficiency for file transfers.

Configuration / Feature Activation

If assistance is required, please contact SAP Concur Support.



For more information, refer to the [Shared: File Transfer for Customers and Vendors User Guide](#).

Languages

Updated: Support for New Language (Thai)

Overview

With the May release (May 16), SAP added support for the following language to SAP Concur solutions:

- Thai

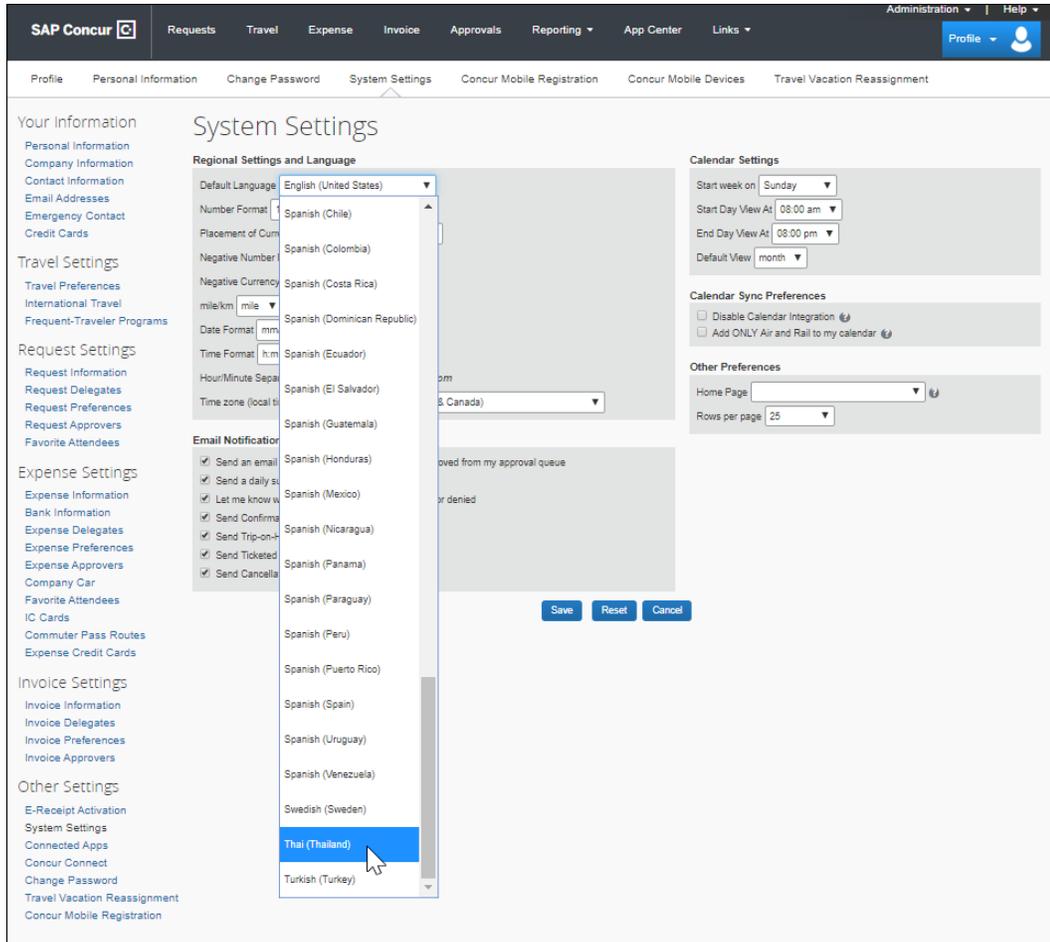
BUSINESS PURPOSE / CLIENT BENEFIT

This change enables users to configure Thai as the default language for the UI text in SAP Concur solutions. Selecting Thai as the default language might also change some regional settings.

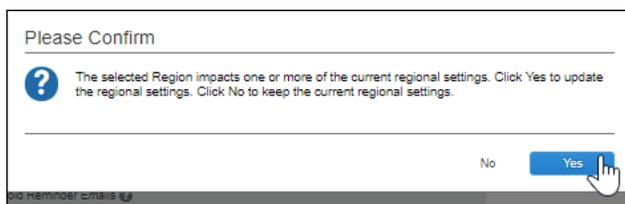
NOTE: For Thai to appear on the **Default Language** list on the **System Settings** page, Thai must be enabled by an SAP Concur technician.

What the User Sees

After the language is enabled by SAP Concur, when a user clicks **Profile > Profile Settings > System Settings**, and then clicks on the **Default Language** list, they see **Thai (Thailand)** on the list.



When the user selects **Thai (Thailand)** from the **Default Language** list, the following message appears:



NOTE: This message appears whenever a new language is selected from the **Default Language** list.

After the user clicks **Yes**, the default language is set to the selected language and some regional settings (such as **mile/km**) might also change.

Configuration / Feature Activation

To enable Thai (Thailand), contact SAP Concur support.

Miscellaneous****Ongoing** New URL for US Data Center us1.concursolutions.com**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| May 15, 2020 | June 5, 2020 | May 2020 and Q3 2020 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Overview

Beginning in May, users can connect to the US Data Center through www.concursolutions.com or through a new URL, us1.concursolutions.com. In addition, targeted for Q3, users connecting to the US Data Center through www.concursolutions.com will be redirected to us1.concursolutions.com.

NOTE: This change does not impact the Base URI (Instance URL) used in API calls to the SAP Concur solutions US Data Center.

BUSINESS PURPOSE / CLIENT BENEFIT

The us1.concursolutions.com URL is consistent with the URL for other data centers. For example, users connecting to the EMEA data center are redirected to eu1.concursolutions.com.

Configuration / Feature Activation

There are no configuration or activation steps.

SAMLv2 SSO Certificate Expiring (June 25)**Overview**

The certificate provided by the SAP Concur SAMLv2 service, which is used to establish a Single-Sign On (SSO) connection with an IdP, **will expire on June 25th, 2020**. Unless the certificate is renewed before the June 25, 2020 expiration date, the certificate expiration might prevent users from being able to successfully sign in to SAP Concur products.

SAP Concur solutions offer SSO to help make the user sign-in process easier and more secure. SSO requires that trust be established between the Identity Provider (IdP) and the Service Provider (SP). This trust is established in part by cryptographic use of certificates provided by the service provider, in this case, SAP Concur solutions.

BUSINESS PURPOSE / CLIENT BENEFIT

To ensure that the SSO certificate adheres to the latest security standards and processes, the certificate is configured to expire and be renewed annually.

Configuration / Feature Activation

For detailed information about scenarios where an expired SSO certificate might prevent users from connection to SAP Concur solutions, and for steps to renew the certificate, refer to the *SAMLv2 SSO Certificate Expiration Fact Sheet*.

Updated: Some TLSv1.2 Ciphers No Longer Supported (June 22)

Overview

On June 22, 2020, SAP Concur solutions removed support for connections to *.concursolutions.com and *api.concursolutions.com that use the following TLSv1.2 ciphers:

- AES256-GCM-SHA384
- AES128-GCM-SHA256

In response to the needs of our clients, support for these ciphers was restored on June 25.

Configuration / Feature Activation

There are no configuration or activation steps; this change occurs automatically.

SAP Concur Platform

Deprecation of Existing Concur Request APIs (v1.0, v3.0, v3.1)

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| September 2019 | June 5, 2020 | March 2020 |
| Any changes since the previous monthly release will be highlighted in yellow in this release note. | | |

As of March 2020, the existing Concur Request APIs (v1.0, v3.0, and v3.1) are deprecated. These APIs are replaced by the Concur Request v4 APIs.

BUSINESS PURPOSE / CLIENT BENEFIT

The Concur Request APIs v1.0, v3.0 and v3.1 only support the previous authentication method, which is not best security practice and does not meet the Oauth2 standards. In addition, the previous versions of the Concur Request APIs provided limited possibilities for moving a Request through the approval workflow, as well as managing custom simple & connected list fields. These issues are resolved with the new Concur Request v4 APIs.

In addition, SAP has run a backward compatibility project between the current Concur Request APIs and the new Concur Request v4 APIs (not iso-compatibility) in order to have the vast majority of use cases managed in the previous versions also be managed in the Concur Request v4 APIs.

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

| Information First Published | Information Last Modified | Feature Target Release Date |
|---|---------------------------|-----------------------------|
| June 2020 | June 5, 2020 | December 1, 2020 |
| Any changes since the previous monthly release will be highlighted in yellow in this release note. | | |

Overview

SAP will be retiring the existing Concur Request APIs (v1.0, v3.0 and v3.1) in a future release (targeted to begin December 1, 2020), in accordance with the [SAP Concur API Lifecycle & Deprecation Policy](#). These APIs are replaced by the Concur Request v4 APIs. SAP will no longer support these APIs after retirement.

Decommissioning of the v1.0, v3.0, and v3.1 APIs will start three months after retiring the APIs. The specific dates for decommissioning are dependent on the individual client's API migration.

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

- Deprecation – March 1, 2020 - November 30, 2020
- Retirement – December 1, 2020 - May 31, 2021
- Decommission – starts after 3 months of inactivity at the retired state

BUSINESS PURPOSE / CLIENT BENEFIT

The Concur Request APIs v1.0, v3.0 and v3.1 only support the previous authentication method, which is not best security practice and does not meet the OAuth2 standards. In addition, the previous versions of the Concur Request APIs provided limited possibilities for moving a Request through the approval workflow, as well as managing custom simple & connected list fields. These issues are resolved with the new Concur Request v4 APIs.

In addition, SAP has run a backward compatibility project between the current Concur Request APIs and the new Concur Request v4 APIs (not iso-compatibility) in order to have the vast majority of use cases managed in the previous versions also be managed in the Concur Request v4 APIs.

Planned Changes

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

IMPORTANT: These Planned Changes may not be all of the upcoming enhancements and modifications that affect this SAP Concur product or service. The Planned Changes that apply to multiple SAP Concur products and/or services are in a consolidated document. Please review the additional Planned Changes available in the [Shared Planned Changes Release Notes](#).

No Request-Specific 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

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.

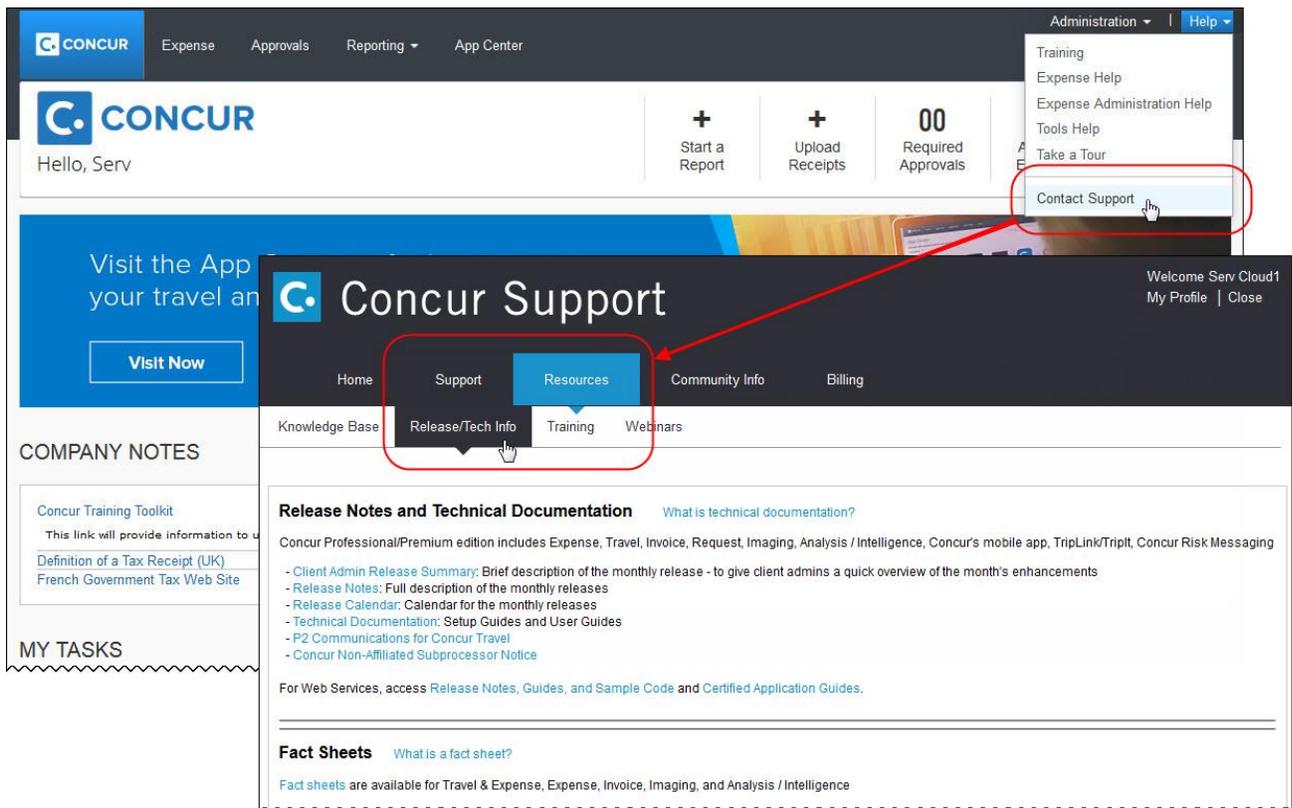
The screenshot shows the SAP Concur Administration interface. At the top right, the 'Help' dropdown menu is open, with 'Request Administration Help' highlighted. A red arrow points from this menu item to the 'Request Professional Administration Guides' link in the left-hand navigation pane. Below this, the 'Using Online Help' page is displayed, featuring a table of 'Request Setup Guides'.

| 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**.



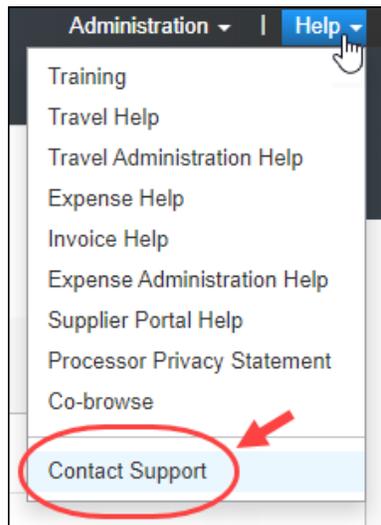
Cases

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**.

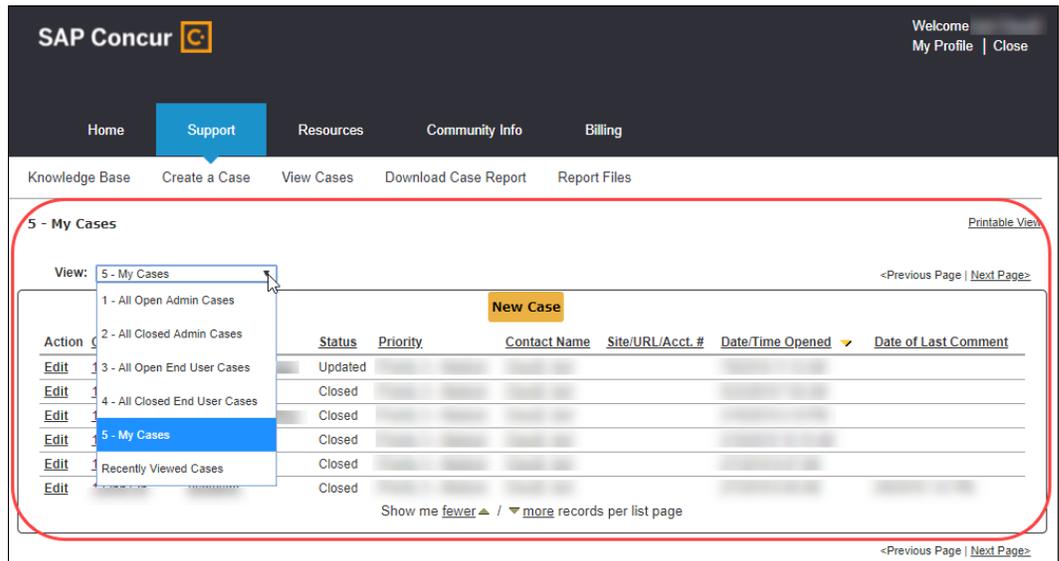


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



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



Resolved Cases

| Case ID | Description |
|---|-------------|
| No resolved cases for the June 2020 release | |
| | |
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| SAP Concur Release Notes | |
|--|-----------------|
| Concur Request Professional/Premium | |
| Month | Audience |
| Release Date: July 18, 2020 Initial Post: Friday, July 17, 9:00 AM PT | Client – FINAL |

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Release Notes

NextGen UI for Concur Request

****Ongoing** Updated User Interface (UI) for Concur Request End Users**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| November 2019 | July 2, 2020 | TBD |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Overview

The continued evolution of the Concur Request solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for the request process.

Concur Request customers will have the ability to preview and then opt in to the NextGen UI before the mandatory move.

BUSINESS PURPOSE / CLIENT BENEFIT

The result is the next generation of the Concur Request user interface designed to provide a modern, consistent, and streamlined user experience. This technology not only provides an enhanced user interface, but also allows us to react more quickly to customer requests to meet changing needs as they happen.

Products and Users Affected

In order to take advantage of these improvements, Concur Request customers will be required to transition to the NextGen UI. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes will apply to:

- All editions of Concur Request (Professional/Premium and Standard)
- End users; there are no changes for processors or admins

IMPORTANT! Timeline and Milestones

There are two important milestones for Concur Request customers as they transition from the existing UI to the NextGen UI:

- **As of July 2, 2020, we are in the Opt-In Period for NextGen UI:** During this period, existing customers can opt in to using the NextGen UI for Concur Request by individual user, by group (Professional Edition only), or by their entire organization. This milestone is marked by the delivery of most planned features as well as further overall quality and stability.

Customers should use this period to plan their transition and move to the NextGen UI for Concur Request when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

⚠ IMPORTANT: When the NextGen UI is enabled, it will automatically enable the NextGen UI for both Concur Expense and Concur Request.

NOTE:NOTE: During the Opt-In Period for NextGen UI, not all planned Concur Request features from the existing UI will be available in the NextGen UI.

- **Mandatory Move to the NextGen UI for customers of Concur Request:** *All customers will be required to move to the NextGen UI.* This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support. We have not yet set a date when any remaining customers will be moved automatically. Customers will have at least twelve months to complete the transition after the date is announced.

Customers are encouraged to complete the tasks necessary to ensure a smooth transition for their organization, and then transition during the Opt-In Period for NextGen UI.

Transition Materials – Guides and Other Resources

We offer several guides, an FAQ, release notes, and other resources to aid in the transition. All of the information that an organization needs to get started is available here:

- [Professional Edition](#)
- [Standard Edition](#)

The links above provide access to the following:

- **Admin guides, FAQ, transition resources:** The admin guide provides information about accessing the NextGen UI and the roles/permissions required.

Along with the admin guides, FAQ, and other resources, there is a list of features that are not yet available in the NextGen UI for Concur Request. All of these can be used to help customers prepare their users.

NOTE: To help with training needs, customers can use the admin guide and end-user guide "as is" or they can use any part of them to create training materials. Customers can cut, copy, paste, delete, or otherwise edit either guide at will.

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Request to help users become comfortable with the new experience. This guide will be updated as needed during the Opt-In Period for NextGen UI as the UI is being enhanced. Admins should review the guide often.

NOTE: Like the admin guide, the organization can cut, copy, paste, delete, or otherwise edit this guide at will.

- **Release information:** During the Opt-In Period for NextGen UI, the release of the enhancements will **not** be on the regular release schedule. Instead, we will provide special release notes and information about features and enhancements that are nearing release.

Get Started

Customers are encouraged to use the transition materials described above and develop a plan for the transition.

More Information

Additional information will be available in future release notes.

Authentication

****Ongoing** Deprecation of Director SAML Service and Migration to SAML v2**

| Information First Published | Information Last Modified | Feature Target Release Date |
|---|---------------------------|-----------------------------|
| July 10, 2020 | -- | July – December 2020 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

Support for the Director SAML service is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel will soon begin assisting customers who currently use Director SAML to migrate to SAP Concur SAML v2 SSO (SAML v2).

Clients currently using Director SAML are encouraged to migrate to SAML V2 as soon as possible.

Deprecation of support for the Director SAML service is dependent on the following requirements:

- SAP Concur technicians and TMCs assist existing SAP Concur clients to migrate from the Director SAML service to SAML V2.
- All clients that currently rely on the Director SAML service have migrated from Director SAML to SAML V2.

Migration from Director SAML to SAML V2 requires the following general steps:

- The client identifies an admin to act as the SSO admin and assigns the proper permission/role.
- The SSO admin coordinates with their SAP Concur technician to obtain the SAP Concur SP metadata.
- The SSO admin configures the SSO settings at the IdP based on information from SP metadata.
- The SSO admin retrieves IdP metadata from the IdP and delivers the metadata to the SAP Concur technician.
- The SSO admin adds a few testing users and tests the new SSO connection.
- With successful testing, the company rolls out SSO to their SAP Concur users.



For more detailed information about migrating to SAML v2, refer to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides better security and improved support for users logging in to SAP Concur products and services.

Configuration / Feature Activation

MIGRATION FOR TMCs

TMCs will be significantly impacted by this change and should begin testing now to prepare for migration to SAML V2.

TMCs must set up SAML v2 instead of Director SAML for their new clients. Setting up SAML v2 now allows more time for TMCs to test the new configuration and train internal staff to assist clients.

To prepare for the deprecation of Director SAML:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 compliant SSO is established, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

MIGRATION FOR LEGACY DIRECTOR SAML CLIENTS

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for the deprecation of Director SAML:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients must coordinate with an SAP Concur technician to complete migration to SAML v2.



For more information, refer to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

****Ongoing** Deprecation of HMAC and Migration to SAML v2 and the SSO Self-Service Tool**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|---|
| July 12, 2019 | July 17, 2020 | Phase I: July 2020 Phase II: July 2021 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

SAP Concur support for Hash-Based Message Authentication Code (HMAC) is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel are currently assisting customers who use HMAC to migrate to SAP Concur SAML v2 SSO (SAML v2).

In Q3 of 2020, SAP Concur plans to provide a self-service tool that will enable client admins to setup their SAML v2 connections without involving an SAP Concur support representative.

NOTE: SAML v2 supports the use of multiple identity providers (IdPs).

The HMAC deprecation includes two phases:

Phase I:

- Clients must have an identity provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients begin testing authentication using SAML v2.
- TMCs prepare to onboard new SAP Concur clients to SAML v2.

- Once the SSO self-service tool is available, customers will be notified via release notes about the official deprecation date of HMAC. As of the official deprecation date, no new clients can be onboarded using HMAC; new clients must be onboarded to SAML v2.
- Existing clients using HMAC must migrate to SAML v2.

Phase II:

- TMCs have migrated all existing SAP Concur clients from the HMAC service to SAML v2.
- The HMAC service is deprecated. Phase II is targeted to end mid-year in 2021.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides better security and improved support for users logging in to SAP Concur products and services.

Configuration / Feature Activation

MIGRATION FOR TMCs

TMCs will be significantly impacted and should begin testing now to prepare for migration to SAML v2.

TMCs must set up SAML v2 instead of HMAC for their new clients. Setting up SAML v2 now allows more time for TMCs to test SAML v2 and to train internal staff to assist clients.

To prepare for Phase I of the HMAC deprecation:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 compliant SSO is established, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

MIGRATION FOR LEGACY HMAC CLIENTS

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for Phase I of the HMAC deprecation:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients can coordinate with SAP Concur support now to complete migration to SAML v2.
- When it is released, clients can configure the SSO self-service tool. The self-service tool is targeted for release in Q3 of 2020.



For more information, refer to *Authentication | **Planned Changes** Single Sign-On (SSO) Self-Service Option* in the [Shared Planned Changes](#) release notes and to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

File Transfer Updates

Ongoing SAP Concur Legacy File Move Migration

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| March 2020 | -- | Ongoing in 2020 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Overview

This release note is intended for the technical staff responsible for file transmissions with SAP Concur. For our customers and vendors participating in data exchange, SAP is maintaining our SAP Concur file transfer subsystem to provide greater security for those file transfers.

SAP will begin migrating SAP Concur entities that currently use a legacy process for moving files to a more efficient and secure file routing process that relies on APIs.

Clients whose entities are currently configured to use the legacy process will be migrated to the more efficient process sometime between now and the end of 2020. After they are migrated to the more efficient process, clients will see the following improvement:

- With the legacy process, clients had to wait for the file move schedule to run at a specified time. With the more efficient and secure API-based process, extracts and other outbound files from SAP Concur will be available within the existing overnight processing period shortly after the files are created.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security and efficiency for file transfers.

Configuration / Feature Activation

If assistance is required, please contact SAP Concur Support.



For more information, refer to the [Shared: File Transfer for Customers and Vendors User Guide](#).

Imaging

Imaging XML API Error Updates

Overview

SAP is updating the Imaging XML API to clarify two error codes. The service currently returns an HTTP 200 code even when the API returns an error 500 in the XML response. This update corrects the HTTP error code, returning HTTP 500 if the API response includes the 500 error code. Additionally, the Imaging response error code 503 (Storage Unavailable) will be changed to error code 122, to reduce confusion with the HTTP 503 error code.

The Imaging XML API is separate from the Imaging v1.0 or v3.0 APIs, and very few clients are using it. SAP has reached out individually to those clients in order to coordinate this change.

BUSINESS PURPOSE / CLIENT BENEFIT

This update supports better monitoring of the Imaging XML API.

Configuration / Feature Activation

This update is targeted for July 2020. SAP has contacted any clients affected by this change.

List Import

Start Date and End Date in List Import Will No Longer Be Stored

Overview

Beginning with the July release, Start Date and End Date information that is included in the *concur-standard.xml* or *concur-standard-71.xml* import definition files is no longer stored by SAP Concur solutions.

NOTE: You do not need to update your import definition files in response to this change. Start Date and End Date information in the definition files is not stored but will not cause any issues during import of other data in the files.

BUSINESS PURPOSE / CLIENT BENEFIT

The Start Date and End Date information is not referenced or used by SAP Concur solutions and does not need to be stored.

Configuration / Feature Activation

There are no configuration or activation steps; this change occurs automatically.

Miscellaneous

SAMLv2 SSO Certificate Expired (June 25)

Overview

The certificate provided by the SAP Concur SAMLv2 service, which is used to establish a Single-Sign On (SSO) connection with an IdP, **expired on June 25th, 2020**. A new certificate is available for renewal. Users might be prevented from successfully signing in to SAP Concur products if the expired certificate is not renewed.

SAP Concur solutions offer SSO to help make the user sign-in process easier and more secure. SSO requires that trust be established between the Identity Provider (IdP) and the Service Provider (SP). This trust is established in part by cryptographic use of certificates provided by the service provider, in this case, SAP Concur solutions.

BUSINESS PURPOSE / CLIENT BENEFIT

To ensure that the SSO certificate adheres to the latest security standards and processes, the certificate is configured to expire and be renewed periodically.

Configuration / Feature Activation

For detailed information about scenarios where an expired SSO certificate might prevent users from connection to SAP Concur solutions, and for steps to renew the certificate, refer to the [SAP Concur SAMLv2 SSO Certificate Expiration Fact Sheet](#).

Updated: Some TLSv1.2 Ciphers No Longer Supported (June 22)

Overview

On June 22, 2020, SAP Concur solutions removed support for connections to *.concursolutions.com and *api.concursolutions.com that use the following TLSv1.2 ciphers:

- AES256-GCM-SHA384
- AES128-GCM-SHA256

In response to the needs of our clients, support for these ciphers was restored on June 25.

Configuration / Feature Activation

There are no configuration or activation steps; this change occurs automatically.

SAP Concur Platform****Ongoing** Retirement and Decommission of Existing Concur Request APIs (v1.0, v3.0, v3.1) (December 1)**

| Information First Published | Information Last Modified | Feature Target Release Date |
|---|---------------------------|-----------------------------|
| June 2020 | June 5, 2020 | December 1, 2020 |
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Overview

SAP will be retiring the existing Concur Request APIs (v1.0, v3.0 and v3.1) in a future release (targeted to begin December 1, 2020), in accordance with the [SAP Concur API Lifecycle & Deprecation Policy](#). These APIs are replaced by the Concur Request v4 APIs. SAP will no longer support these APIs after retirement.

Decommissioning of the v1.0, v3.0, and v3.1 APIs will start three months after retiring the APIs. The specific dates for decommissioning are dependent on the individual client's API migration.

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

- Deprecation – March 1, 2020 - November 30, 2020
- Retirement – December 1, 2020 - May 31, 2021
- Decommission – starts after 3 months of inactivity at the retired state

BUSINESS PURPOSE / CLIENT BENEFIT

The Concur Request APIs v1.0, v3.0 and v3.1 only support the previous authentication method, which is not best security practice and does not meet the Oauth2 standards. In addition, the previous versions of the Concur Request APIs provided limited possibilities for moving a Request through the approval workflow, as well as managing custom simple & connected list fields. These issues are resolved with the new Concur Request v4 APIs.

In addition, SAP has run a backward compatibility project between the current Concur Request APIs and the new Concur Request v4 APIs (not iso-compatibility) in order to have the vast majority of use cases managed in the previous versions also be managed in the Concur Request v4 APIs.

Planned Changes

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

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There are 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.

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Online Help – Admins

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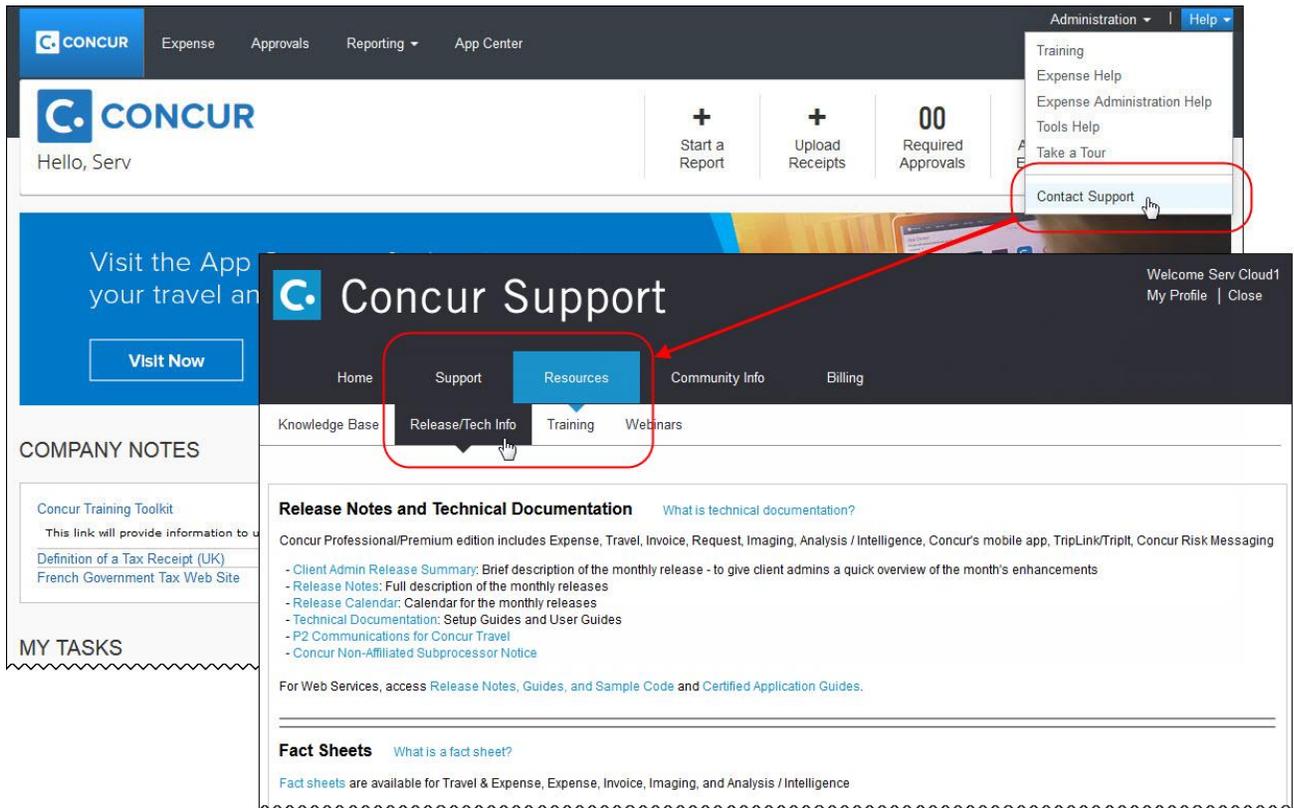
The screenshot shows the SAP Concur user interface. At the top, there is a navigation bar with 'SAP Concur' logo and various menu items like 'Requests', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', 'App Center', and 'Links'. A 'Help' dropdown menu is open in the top right corner, with 'Request Administration Help' highlighted. Below the navigation bar, there is a dashboard with 'Hello, Chris' and several status indicators: '+ New', '00 Required Approvals', '00 Authorization Requests', and '00 Payment Requests'. There are also buttons for 'Available Expenses' and 'Open Reports'. The main content area is titled 'Using Online Help' and contains a sidebar with navigation links like 'Using Online Help', 'Legal Notice', and 'Request Professional Administration Guides'. The main content area features a 'Quick Links' section and a table of 'Request Setup Guides'.

| 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**.



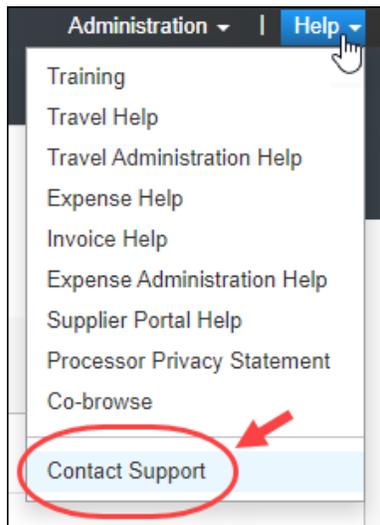
Cases

Steps for Getting a Status

Each service release contains case resolutions.

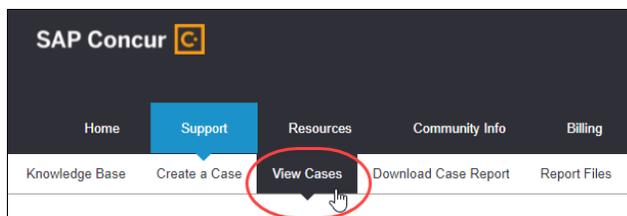
▶ **How to check the status of a submitted case**

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

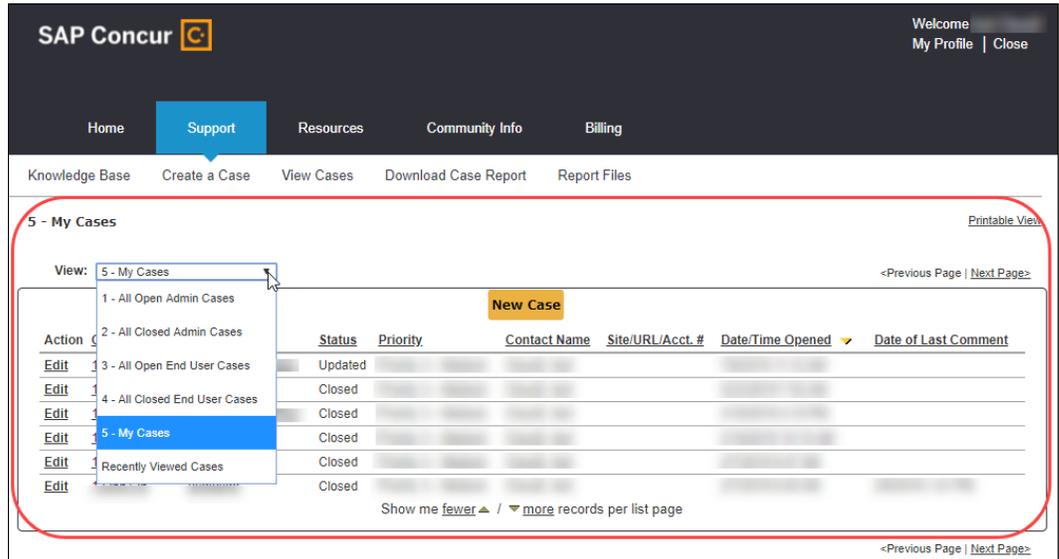


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



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



Resolved Cases

| Case ID | Description |
|-------------|---|
| CRMC-149049 | In Favorite Attendees (Profile > Profile Settings), the <i>Unexpected System Error</i> message appears when attempting to run an attendee search with no search criteria defined on the Attendees tab. |

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| SAP Concur Release Notes | |
|---|-----------------|
| Concur Request Professional/Premium | |
| Month | Audience |
| Release Date: August 15, 2020 Initial Post: Friday, August 14, 10:00 AM PT | Client – FINAL |

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

Release Notes

NextGen UI for Concur Request

****Ongoing** Updated User Interface (UI) for Concur Request End Users**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| November 2019 | July 2, 2020 | TBD |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Overview

The continued evolution of the Concur Request solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for the request process.

Concur Request customers will have the ability to preview and then opt in to the NextGen UI before the mandatory move.

BUSINESS PURPOSE / CLIENT BENEFIT

The result is the next generation of the Concur Request user interface designed to provide a modern, consistent, and streamlined user experience. This technology not only provides an enhanced user interface, but also allows us to react more quickly to customer requests to meet changing needs as they happen.

Products and Users Affected

In order to take advantage of these improvements, Concur Request customers will be required to transition to the NextGen UI. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes will apply to:

- All editions of Concur Request (Professional/Premium and Standard)
- End users; there are no changes for processors or admins

IMPORTANT! Timeline and Milestones

There are two important milestones for Concur Request customers as they transition from the existing UI to the NextGen UI:

- **As of July 2, 2020, we are in the Opt-In Period for NextGen UI:** During this period, existing customers can opt in to using the NextGen UI for Concur Request by individual user, by group (Professional Edition only), or by their entire organization. This milestone is marked by the delivery of most planned features as well as further overall quality and stability.

Customers should use this period to plan their transition and move to the NextGen UI for Concur Request when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

⚠ IMPORTANT: When the NextGen UI is enabled, it will automatically enable the NextGen UI for both Concur Expense and Concur Request.

NOTE:NOTE: During the Opt-In Period for NextGen UI, not all planned Concur Request features from the existing UI will be available in the NextGen UI.

- **Mandatory Move to the NextGen UI for customers of Concur Request:** *All customers will be required to move to the NextGen UI.* This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support. We have not yet set a date when any remaining customers will be moved automatically. Customers will have at least twelve months to complete the transition after the date is announced.

Customers are encouraged to complete the tasks necessary to ensure a smooth transition for their organization, and then transition during the Opt-In Period for NextGen UI.

Transition Materials – Guides and Other Resources

We offer several guides, an FAQ, release notes, and other resources to aid in the transition. All of the information that an organization needs to get started is available here:

- [Professional Edition](#)
- [Standard Edition](#)

The links above provide access to the following:

- **Admin guides, FAQ, transition resources:** The admin guide provides information about accessing the NextGen UI and the roles/permissions required.

Along with the admin guides, FAQ, and other resources, there is a list of features that are not yet available in the NextGen UI for Concur Request. All of these can be used to help customers prepare their users.

NOTE: To help with training needs, customers can use the admin guide and end-user guide "as is" or they can use any part of them to create training materials. Customers can cut, copy, paste, delete, or otherwise edit either guide at will.

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Request to help users become comfortable with the new experience. This guide will be updated as needed during the Opt-In Period for NextGen UI as the UI is being enhanced. Admins should review the guide often.

NOTE: Like the admin guide, the organization can cut, copy, paste, delete, or otherwise edit this guide at will.

- **Release information:** During the Opt-In Period for NextGen UI, the release of the enhancements will **not** be on the regular release schedule. Instead, we will provide special release notes and information about features and enhancements that are nearing release.

Get Started

Customers are encouraged to use the transition materials described above and develop a plan for the transition.

More Information

Additional information will be available in future release notes.

Authentication

****Ongoing** Deprecation of Director SAML Service and Migration to SAML v2**

| Information First Published | Information Last Modified | Feature Target Release Date |
|---|---------------------------|-----------------------------|
| July 10, 2020 | -- | July – December 2020 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

Support for the Director SAML service is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel will soon begin assisting customers who currently use Director SAML to migrate to SAP Concur SAML v2 SSO (SAML v2).

Clients currently using Director SAML are encouraged to migrate to SAML V2 as soon as possible.

Deprecation of support for the Director SAML service is dependent on the following requirements:

- SAP Concur technicians and TMCs assist existing SAP Concur clients to migrate from the Director SAML service to SAML V2.
- All clients that currently rely on the Director SAML service have migrated from Director SAML to SAML V2.

Migration from Director SAML to SAML V2 requires the following general steps:

- The client identifies an admin to act as the SSO admin and assigns the proper permission/role.
- The SSO admin coordinates with their SAP Concur technician to obtain the SAP Concur SP metadata.
- The SSO admin configures the SSO settings at the IdP based on information from SP metadata.
- The SSO admin retrieves IdP metadata from the IdP and delivers the metadata to the SAP Concur technician.
- The SSO admin adds a few testing users and tests the new SSO connection.
- With successful testing, the company rolls out SSO to their SAP Concur users.



For more detailed information about migrating to SAML v2, refer to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides better security and improved support for users logging in to SAP Concur products and services.

Configuration / Feature Activation

MIGRATION FOR TMCs

TMCs will be significantly impacted by this change and should begin testing now to prepare for migration to SAML V2.

TMCs must set up SAML v2 instead of Director SAML for their new clients. Setting up SAML v2 now allows more time for TMCs to test the new configuration and train internal staff to assist clients.

To prepare for the deprecation of Director SAML:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 compliant SSO is established, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

MIGRATION FOR LEGACY DIRECTOR SAML CLIENTS

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for the deprecation of Director SAML:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients must coordinate with an SAP Concur technician to complete migration to SAML v2.



For more information, refer to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

****Ongoing** Deprecation of HMAC and Migration to SAML v2 and the SSO Self-Service Tool**

| Information First Published | Information Last Modified | Feature Target Release Date |
|---|---------------------------|---|
| July 12, 2019 | July 17, 2020 | Phase I: July 2020 Phase II: July 2021 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

SAP Concur support for Hash-Based Message Authentication Code (HMAC) is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel are currently assisting customers who use HMAC to migrate to SAP Concur SAML v2 SSO (SAML v2).

In Q3 of 2020, SAP Concur plans to provide a self-service tool that will enable client admins to setup their SAML v2 connections without involving an SAP Concur support representative.

NOTE: SAML v2 supports the use of multiple identity providers (IdPs).

The HMAC deprecation includes two phases:

Phase I:

- Clients must have an identity provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients begin testing authentication using SAML v2.
- TMCs prepare to onboard new SAP Concur clients to SAML v2.

- Once the SSO self-service tool is available, customers will be notified via release notes about the official deprecation date of HMAC. As of the official deprecation date, no new clients can be onboarded using HMAC; new clients must be onboarded to SAML v2.
- Existing clients using HMAC must migrate to SAML v2.

Phase II:

- TMCs have migrated all existing SAP Concur clients from the HMAC service to SAML v2.
- The HMAC service is deprecated. Phase II is targeted to end mid-year in 2021.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides better security and improved support for users logging in to SAP Concur products and services.

Configuration / Feature Activation

MIGRATION FOR TMCs

TMCs will be significantly impacted and should begin testing now to prepare for migration to SAML v2.

TMCs must set up SAML v2 instead of HMAC for their new clients. Setting up SAML v2 now allows more time for TMCs to test SAML v2 and to train internal staff to assist clients.

To prepare for Phase I of the HMAC deprecation:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 compliant SSO is established, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

MIGRATION FOR LEGACY HMAC CLIENTS

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for Phase I of the HMAC deprecation:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients can coordinate with SAP Concur support now to complete migration to SAML v2.
- When it is released, clients can configure the SSO self-service tool. The self-service tool is targeted for release in Q3 of 2020.



For more information, refer to *Authentication | **Planned Changes** Single Sign-On (SSO) Self-Service Option* in the [Shared Planned Changes](#) release notes and to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

File Transfer Updates

Ongoing SAP Concur Legacy File Move Migration

| Information First Published | Information Last Modified | Feature Target Release Date |
|---|---------------------------|-----------------------------|
| March 2020 | -- | Ongoing in 2020 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Overview

This release note is intended for the technical staff responsible for file transmissions with SAP Concur. For our customers and vendors participating in data exchange, SAP is maintaining our SAP Concur file transfer subsystem to provide greater security for those file transfers.

SAP will begin migrating SAP Concur entities that currently use a legacy process for moving files to a more efficient and secure file routing process that relies on APIs.

Clients whose entities are currently configured to use the legacy process will be migrated to the more efficient process sometime between now and the end of 2020. After they are migrated to the more efficient process, clients will see the following improvement:

- With the legacy process, clients had to wait for the file move schedule to run at a specified time. With the more efficient and secure API-based process, extracts and other outbound files from SAP Concur will be available within the existing overnight processing period shortly after the files are created.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security and efficiency for file transfers.

Configuration / Feature Activation

If assistance is required, please contact SAP Concur Support.



For more information, refer to the [Shared: File Transfer for Customers and Vendors User Guide](#).

Miscellaneous

SSL Certificates for us.api.concursolutions.com and emea.api.concursolutions.com Expiring (Aug 21)

Overview

To ensure the ongoing security of our products and services, the current SSL certificates for us.api.concursolutions.com and emea.api.concursolutions.com are being renewed.

NOTE: The current certificates will expire on August 21, 2020.

Clients who have not pinned the SSL certificates do not need to take any action as the certificates will be renewed automatically. Most clients do not pin the certificates.

Clients who have pinned the expiring certificates must renew the certificates before August 21, 2020. If the pinned certificates are not updated before August 21, 2020, connections to SAP Concur products through SAP integration with Concur Services (SAP ICS) and Web Services might be disrupted. Please consult with your IT department to confirm whether this applies to you.

 **IMPORTANT:** Because SSL certificates are renewed on a regular basis to ensure the security of our products, pinning them is not recommended.

BUSINESS PURPOSE / CLIENT BENEFIT

This update provides ongoing security for our products and services.

Configuration / Feature Activation

For clients who have not pinned the certificates (most clients), there are no configuration steps. The certificates are automatically renewed.

For clients who have pinned the expiring certificate. The new SSL certificate can be accessed by clicking on following link:

<https://assets.concur.com/concurtraining/cte/en-us/api.concursolutions.pem>

NOTE: The landing page contains two certificates, the server certificate and an intermediate certificate.

SAP Concur Platform

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

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| June 2020 | June 5, 2020 | December 1, 2020 |
| Any changes since the previous monthly release will be highlighted in yellow in this release note. | | |

Overview

SAP will be retiring the existing Concur Request APIs (v1.0, v3.0 and v3.1) in a future release (targeted to begin December 1, 2020), in accordance with the [SAP Concur API Lifecycle & Deprecation Policy](#). These APIs are replaced by the Concur Request v4 APIs. SAP will no longer support these APIs after retirement.

Decommissioning of the v1.0, v3.0, and v3.1 APIs will start three months after retiring the APIs. The specific dates for decommissioning are dependent on the individual client's API migration.

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

- Deprecation – March 1, 2020 - November 30, 2020
- Retirement – December 1, 2020 - May 31, 2021
- Decommission – starts after 3 months of inactivity at the retired state

BUSINESS PURPOSE / CLIENT BENEFIT

The Concur Request APIs v1.0, v3.0 and v3.1 only support the previous authentication method, which is not best security practice and does not meet the Oauth2 standards. In addition, the previous versions of the Concur Request APIs provided limited possibilities for moving a Request through the approval workflow, as well as managing custom simple & connected list fields. These issues are resolved with the new Concur Request v4 APIs.

In addition, SAP has run a backward compatibility project between the current Concur Request APIs and the new Concur Request v4 APIs (not iso-compatibility) in order to have the vast majority of use cases managed in the previous versions also be managed in the Concur Request v4 APIs.

Simplified Chinese

Terminology Changes – Simplified Chinese

Overview

With the August release, the following terms will be updated in the Simplified Chinese version of the SAP Concur user interface:

| English Term | UI Location | Previous Simplified Chinese Term | Updated Simplified Chinese Term |
|-----------------|--|----------------------------------|---------------------------------|
| Invoice | Name of the SAP Concur product / home page | 发票 | 对公支付 |
| Invoice | Generic term in Concur Invoice | 发票 | 付款单 |
| Payment Manager | Concur Invoice component / Invoice menu | 付款经理 | 付款管理 |
| Vendor Manager | Concur Invoice component / Invoice menu | 供应商经理 | 供应商管理 |

NOTE: These changes might impact your company's internal documentation and training materials.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes improve the accuracy and consistency of the Simplified Chinese version of the SAP Concur user interface.

Configuration / Feature Activation

These changes occur automatically; There are no configuration or activation steps.

Planned Changes

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

IMPORTANT: These Planned Changes may not be all of the upcoming enhancements and modifications that affect this SAP Concur product or service. The Planned Changes that apply to multiple SAP Concur products and/or services are in a consolidated document. Please review the additional Planned Changes available in the [Shared Planned Changes Release Notes](#).

There are 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

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.

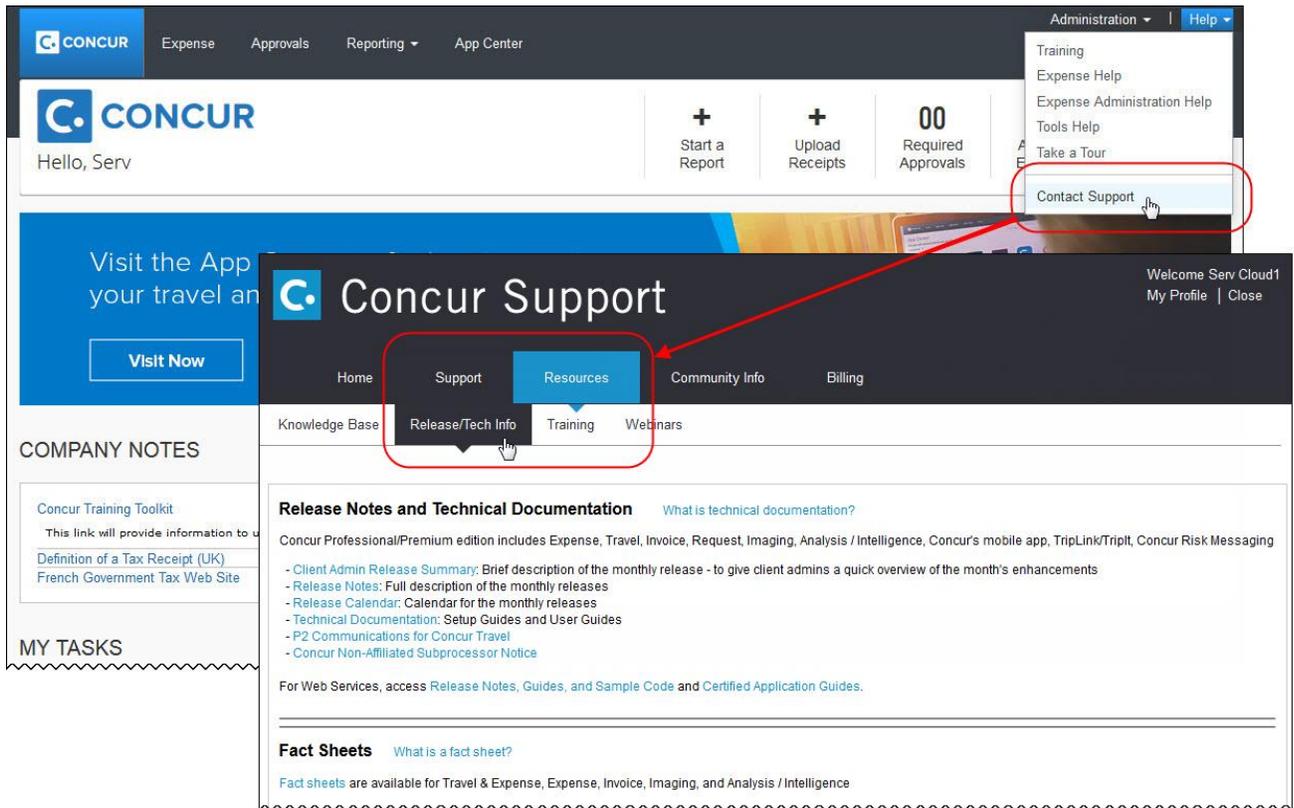
The screenshot shows the SAP Concur Online Help interface for Admins. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', 'App Center', and 'Links'. The 'Help' dropdown menu is open, showing 'Request Administration Help' highlighted. A red arrow points from this menu item to the 'Request Professional Administration Guides' link in the left sidebar. The main content area displays 'Using Online Help' with a table of 'Request Setup Guides'.

| 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**.



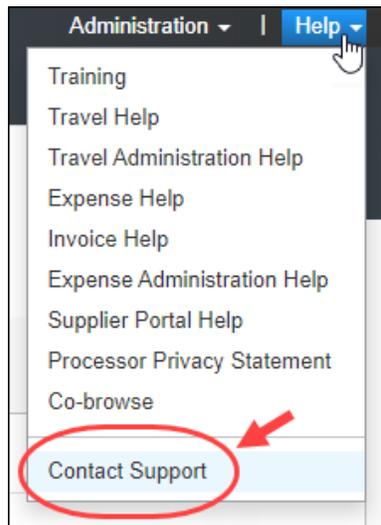
Cases

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**.

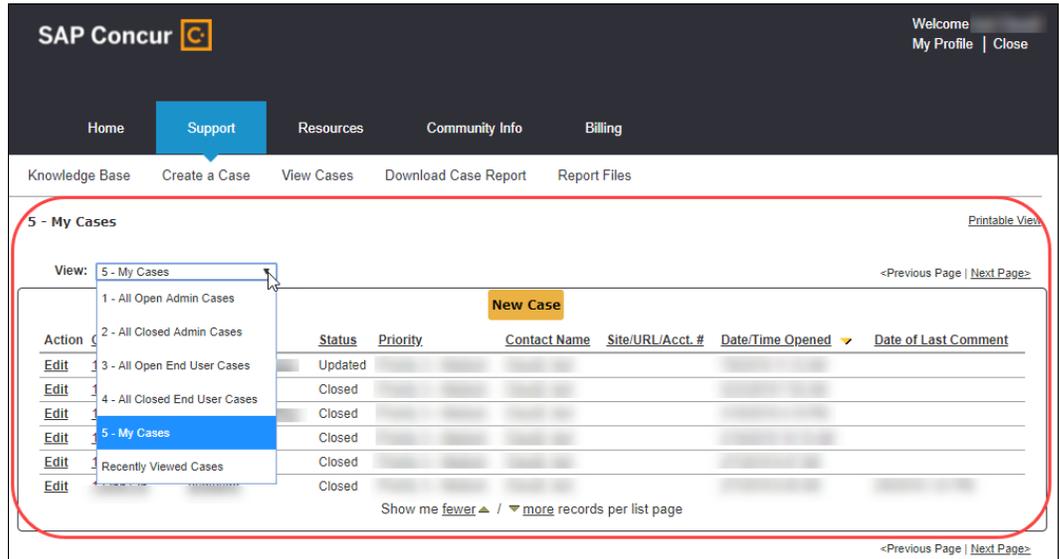


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



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



Resolved Cases

| Case ID | Description |
|-------------|---|
| CRMC-149450 | On the Favorite Attendees page, some of the custom search fields on the Attendees tab are displaying default values when the fields should be blank by default. |

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| SAP Concur Release Notes | |
|---|-----------------|
| Concur Request Professional/Premium | |
| Month | Audience |
| Release Date: September 19, 2020 Initial Post: Friday, September 18, 10:00 AM PT | Client – FINAL |

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Release Notes

NextGen UI for Concur Request

****Ongoing** Updated User Interface (UI) for Concur Request End Users**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| November 2019 | July 2, 2020 | TBD |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Overview

The continued evolution of the Concur Request solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for the request process.

Concur Request customers will have the ability to preview and then opt in to the NextGen UI before the mandatory move.

BUSINESS PURPOSE / CLIENT BENEFIT

The result is the next generation of the Concur Request user interface designed to provide a modern, consistent, and streamlined user experience. This technology not only provides an enhanced user interface, but also allows us to react more quickly to customer requests to meet changing needs as they happen.

Products and Users Affected

In order to take advantage of these improvements, Concur Request customers will be required to transition to the NextGen UI. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes will apply to:

- All editions of Concur Request (Professional/Premium and Standard)
- End users; there are no changes for processors or admins

IMPORTANT! Timeline and Milestones

There are two important milestones for Concur Request customers as they transition from the existing UI to the NextGen UI:

- **As of July 2, 2020, we are in the Opt-In Period for NextGen UI:** During this period, existing customers can opt in to using the NextGen UI for Concur Request by individual user, by group (Professional Edition only), or by their entire organization. This milestone is marked by the delivery of most planned features as well as further overall quality and stability.

Customers should use this period to plan their transition and move to the NextGen UI for Concur Request when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

⚠ IMPORTANT: When the NextGen UI is enabled, it will automatically enable the NextGen UI for both Concur Expense and Concur Request.

NOTE:NOTE: During the Opt-In Period for NextGen UI, not all planned Concur Request features from the existing UI will be available in the NextGen UI.

- **Mandatory Move to the NextGen UI for customers of Concur Request:** *All customers will be required to move to the NextGen UI.* This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support. We have not yet set a date when any remaining customers will be moved automatically. Customers will have at least twelve months to complete the transition after the date is announced.

Customers are encouraged to complete the tasks necessary to ensure a smooth transition for their organization, and then transition during the Opt-In Period for NextGen UI.

Transition Materials – Guides and Other Resources

We offer several guides, an FAQ, release notes, and other resources to aid in the transition. All of the information that an organization needs to get started is available here:

- [Professional Edition](#)
- [Standard Edition](#)

The links above provide access to the following:

- **Admin guides, FAQ, transition resources:** The admin guide provides information about accessing the NextGen UI and the roles/permissions required.

Along with the admin guides, FAQ, and other resources, there is a list of features that are not yet available in the NextGen UI for Concur Request. All of these can be used to help customers prepare their users.

NOTE: To help with training needs, customers can use the admin guide and end-user guide "as is" or they can use any part of them to create training materials. Customers can cut, copy, paste, delete, or otherwise edit either guide at will.

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Request to help users become comfortable with the new experience. This guide will be updated as needed during the Opt-In Period for NextGen UI as the UI is being enhanced. Admins should review the guide often.

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Get Started

Customers are encouraged to use the transition materials described above and develop a plan for the transition.

More Information

Additional information will be available in future release notes.

Authentication

****Ongoing** Deprecation of Director SAML Service and Migration to SAML v2**

| Information First Published | Information Last Modified | Feature Target Release Date |
|---|---------------------------|-----------------------------|
| July 10, 2020 | -- | July – December 2020 |
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These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

Support for the Director SAML service is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel will soon begin assisting customers who currently use Director SAML to migrate to SAP Concur SAML v2 SSO (SAML v2).

Clients currently using Director SAML are encouraged to migrate to SAML V2 as soon as possible.

Deprecation of support for the Director SAML service is dependent on the following requirements:

- SAP Concur technicians and TMCs assist existing SAP Concur clients to migrate from the Director SAML service to SAML V2.
- All clients that currently rely on the Director SAML service have migrated from Director SAML to SAML V2.

Migration from Director SAML to SAML V2 requires the following general steps:

- The client identifies an admin to act as the SSO admin and assigns the proper permission/role.
- The SSO admin coordinates with their SAP Concur technician to obtain the SAP Concur SP metadata.
- The SSO admin configures the SSO settings at the IdP based on information from SP metadata.
- The SSO admin retrieves IdP metadata from the IdP and delivers the metadata to the SAP Concur technician.
- The SSO admin adds a few testing users and tests the new SSO connection.
- With successful testing, the company rolls out SSO to their SAP Concur users.



For more detailed information about migrating to SAML v2, refer to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides better security and improved support for users logging in to SAP Concur products and services.

Configuration / Feature Activation

MIGRATION FOR TMCs

TMCs will be significantly impacted by this change and should begin testing now to prepare for migration to SAML V2.

TMCs must set up SAML v2 instead of Director SAML for their new clients. Setting up SAML v2 now allows more time for TMCs to test the new configuration and train internal staff to assist clients.

To prepare for the deprecation of Director SAML:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 compliant SSO is established, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

MIGRATION FOR LEGACY DIRECTOR SAML CLIENTS

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for the deprecation of Director SAML:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients must coordinate with an SAP Concur technician to complete migration to SAML v2.



For more information, refer to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

****Ongoing** Deprecation of HMAC and Migration to SAML v2 and the SSO Self-Service Tool**

| Information First Published | Information Last Modified | Feature Target Release Date |
|---|---------------------------|---|
| July 12, 2019 | July 17, 2020 | Phase I: July 2020 Phase II: July 2021 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

SAP Concur support for Hash-Based Message Authentication Code (HMAC) is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel are currently assisting customers who use HMAC to migrate to SAP Concur SAML v2 SSO (SAML v2).

In Q3 of 2020, SAP Concur plans to provide a self-service tool that will enable client admins to setup their SAML v2 connections without involving an SAP Concur support representative.

NOTE: SAML v2 supports the use of multiple identity providers (IdPs).

The HMAC deprecation includes two phases:

Phase I:

- Clients must have an identity provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients begin testing authentication using SAML v2.
- TMCs prepare to onboard new SAP Concur clients to SAML v2.

- Once the SSO self-service tool is available, customers will be notified via release notes about the official deprecation date of HMAC. As of the official deprecation date, no new clients can be onboarded using HMAC; new clients must be onboarded to SAML v2.
- Existing clients using HMAC must migrate to SAML v2.

Phase II:

- TMCs have migrated all existing SAP Concur clients from the HMAC service to SAML v2.
- The HMAC service is deprecated. Phase II is targeted to end mid-year in 2021.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides better security and improved support for users logging in to SAP Concur products and services.

Configuration / Feature Activation

MIGRATION FOR TMCs

TMCs will be significantly impacted and should begin testing now to prepare for migration to SAML v2.

TMCs must set up SAML v2 instead of HMAC for their new clients. Setting up SAML v2 now allows more time for TMCs to test SAML v2 and to train internal staff to assist clients.

To prepare for Phase I of the HMAC deprecation:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 compliant SSO is established, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

MIGRATION FOR LEGACY HMAC CLIENTS

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for Phase I of the HMAC deprecation:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients can coordinate with SAP Concur support now to complete migration to SAML v2.
- When it is released, clients can configure the SSO self-service tool. The self-service tool is targeted for release in Q3 of 2020.



For more information, refer to *Authentication | **Planned Changes** Single Sign-On (SSO) Self-Service Option* in the [Shared Planned Changes](#) release notes and to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

File Transfer Updates

Ongoing SAP Concur Legacy File Move Migration

| Information First Published | Information Last Modified | Feature Target Release Date |
|---|---------------------------|-----------------------------|
| March 2020 | -- | Ongoing in 2020 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Overview

This release note is intended for the technical staff responsible for file transmissions with SAP Concur. For our customers and vendors participating in data exchange, SAP is maintaining our SAP Concur file transfer subsystem to provide greater security for those file transfers.

SAP will begin migrating SAP Concur entities that currently use a legacy process for moving files to a more efficient and secure file routing process that relies on APIs.

Clients whose entities are currently configured to use the legacy process will be migrated to the more efficient process sometime between now and the end of 2020. After they are migrated to the more efficient process, clients will see the following improvement:

- With the legacy process, clients had to wait for the file move schedule to run at a specified time. With the more efficient and secure API-based process, extracts and other outbound files from SAP Concur will be available within the existing overnight processing period shortly after the files are created.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security and efficiency for file transfers.

Configuration / Feature Activation

If assistance is required, please contact SAP Concur Support.



For more information, refer to the [Shared: File Transfer for Customers and Vendors User Guide](#).

SAP Concur Platform

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

| Information First Published | Information Last Modified | Feature Target Release Date |
|---|---------------------------|-----------------------------|
| June 2020 | June 5, 2020 | December 1, 2020 |
| Any changes since the previous monthly release will be highlighted in yellow in this release note. | | |

Overview

SAP will be retiring the existing Concur Request APIs (v1.0, v3.0 and v3.1) in a future release (targeted to begin December 1, 2020), in accordance with the [SAP Concur API Lifecycle & Deprecation Policy](#). These APIs are replaced by the Concur Request v4 APIs. SAP will no longer support these APIs after retirement.

Decommissioning of the v1.0, v3.0, and v3.1 APIs will start three months after retiring the APIs. The specific dates for decommissioning are dependent on the individual client's API migration.

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

- Deprecation – March 1, 2020 - November 30, 2020
- Retirement – December 1, 2020 - May 31, 2021
- Decommission – starts after 3 months of inactivity at the retired state

BUSINESS PURPOSE / CLIENT BENEFIT

The Concur Request APIs v1.0, v3.0 and v3.1 only support the previous authentication method, which is not best security practice and does not meet the Oauth2 standards. In addition, the previous versions of the Concur Request APIs provided limited possibilities for moving a Request through the approval workflow, as well as managing custom simple & connected list fields. These issues are resolved with the new Concur Request v4 APIs.

In addition, SAP has run a backward compatibility project between the current Concur Request APIs and the new Concur Request v4 APIs (not iso-compatibility) in order to have the vast majority of use cases managed in the previous versions also be managed in the Concur Request v4 APIs.

Planned Changes

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

IMPORTANT: These Planned Changes may not be all of the upcoming enhancements and modifications that affect this SAP Concur product or service. The Planned Changes that apply to multiple SAP Concur products and/or services are in a consolidated document. Please review the additional Planned Changes available in the [Shared Planned Changes Release Notes](#).

There are 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

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.

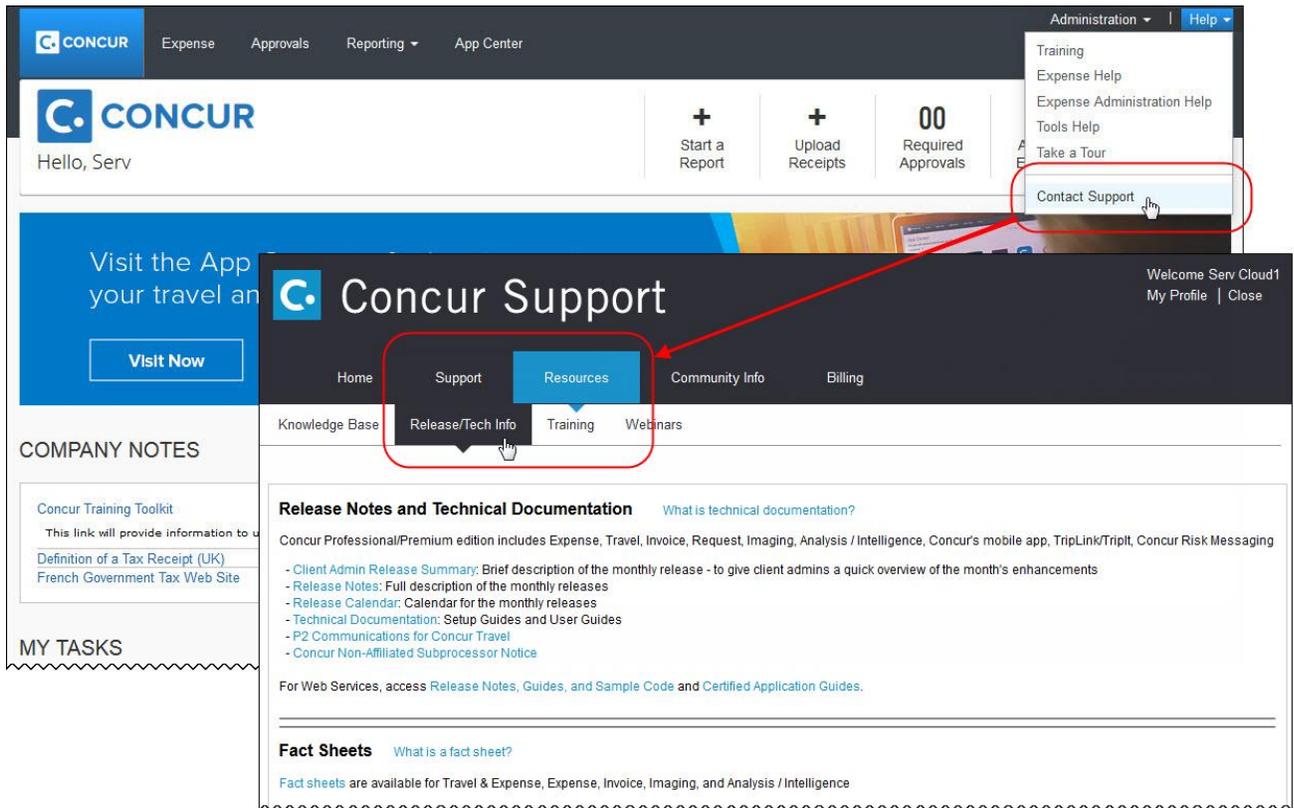
The screenshot shows the SAP Concur user interface. At the top, there is a navigation bar with 'SAP Concur' logo and various menu items like 'Requests', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', 'App Center', and 'Links'. A 'Help' dropdown menu is open, showing options like 'Training', 'Request Help', and 'Request Administration Help', which is circled in red. Below the navigation bar, there is a dashboard with 'Hello, Chris' and several status indicators: '+ New', '00 Required Approvals', '00 Authorization Requests', and '00 Payment Requests'. A red arrow points from the 'Request Administration Help' menu item to the 'Request Professional Administration Guides' link in the left sidebar. The main content area is titled 'Using Online Help' and contains a table of 'Request Setup Guides'.

| 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**.



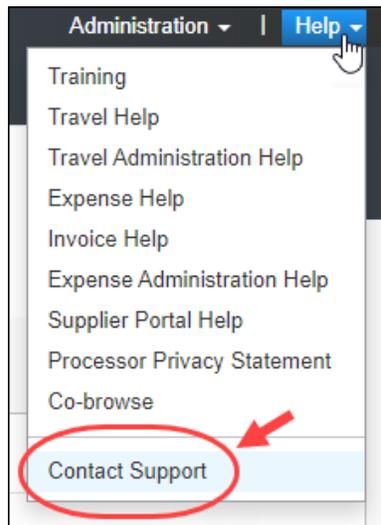
Cases

Steps for Getting a Status

Each service release contains case resolutions.

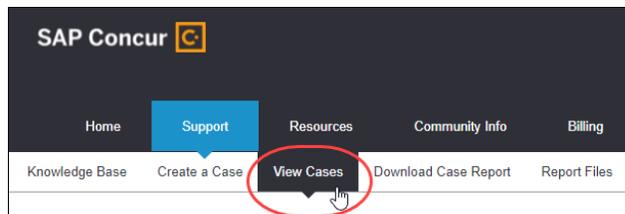
► **How to check the status of a submitted case**

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

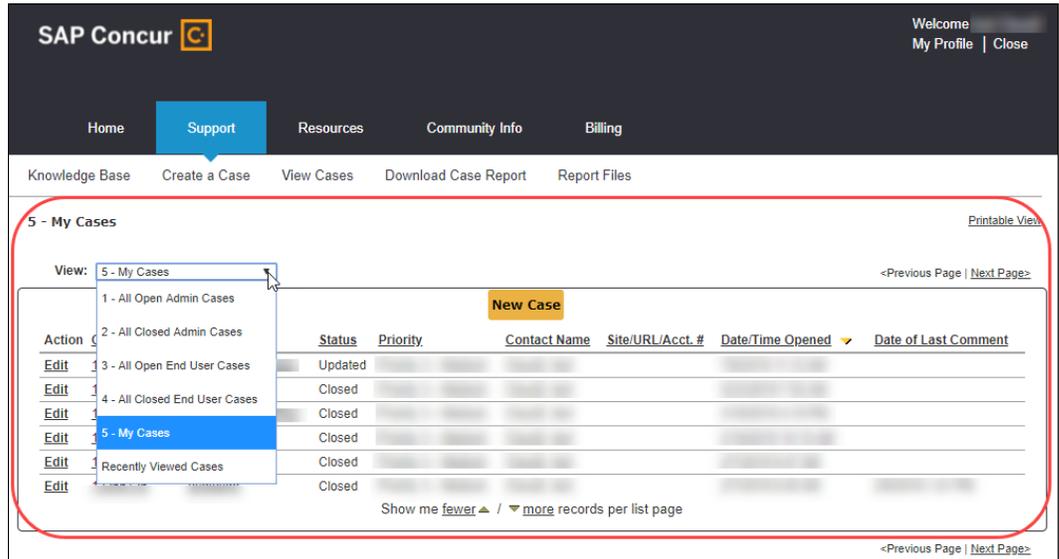


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



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



Resolved Cases

| Case ID | Description |
|--|-------------|
| No resolved cases for the September 2020 release | |
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| SAP Concur Release Notes | |
|---|-----------------|
| Concur Request Professional/Premium | |
| Month | Audience |
| Release Date: October 17, 2020 Update #1: Monday, October 19, 5:00 PM PT | Client – FINAL |

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TMCs must set up SAML v2 instead of Director SAML for their new clients. Setting up SAML v2 now allows more time for TMCs to test the new configuration and train internal staff to assist clients.

To prepare for the deprecation of Director SAML:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 compliant SSO is established, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

MIGRATION FOR LEGACY DIRECTOR SAML CLIENTS

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for the deprecation of Director SAML:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients must coordinate with an SAP Concur technician to complete migration to SAML v2.



For more information, refer to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

****Ongoing** Deprecation of HMAC and Migration to SAML v2 and the SSO Self-Service Tool**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|---|
| July 12, 2019 | October 9, 2020 | Phase I: July 2020 Phase II: July 2021 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

SAP Concur support for Hash-Based Message Authentication Code (HMAC) is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel are currently assisting customers who use HMAC to migrate to SAP Concur SAML v2 SSO (SAML v2).

In November of 2020, SAP Concur plans to provide a self-service tool that will enable client admins to setup their SAML v2 connections without involving an SAP Concur support representative.

NOTE: SAML v2 supports the use of multiple identity providers (IdPs).

The HMAC deprecation includes two phases:

Phase I:

- Clients must have an identity provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients begin testing authentication using SAML v2.
- TMCs prepare to onboard new SAP Concur clients to SAML v2.

- Once the SSO self-service tool is available, customers will be notified via release notes about the official deprecation date of HMAC. As of the official deprecation date, no new clients can be onboarded using HMAC; new clients must be onboarded to SAML v2.
- Existing clients using HMAC must migrate to SAML v2.

Phase II:

- TMCs have migrated all existing SAP Concur clients from the HMAC service to SAML v2.
- The HMAC service is deprecated. Phase II is targeted to end mid-year in 2021.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides better security and improved support for users logging in to SAP Concur products and services.

Configuration / Feature Activation

MIGRATION FOR TMCs

TMCs will be significantly impacted and should begin testing now to prepare for migration to SAML v2.

TMCs must set up SAML v2 instead of HMAC for their new clients. Setting up SAML v2 now allows more time for TMCs to test SAML v2 and to train internal staff to assist clients.

To prepare for Phase I of the HMAC deprecation:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 compliant SSO is established, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

MIGRATION FOR LEGACY HMAC CLIENTS

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for Phase I of the HMAC deprecation:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients can coordinate with SAP Concur support now to complete migration to SAML v2.
- When it is released, clients can configure the SSO self-service tool. **The self-service tool is targeted for release in November of 2020.**



For more information, refer to *Authentication | **Planned Changes** Single Sign-On (SSO) Self-Service Option* in the [Shared Planned Changes](#) release notes and to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

Documentation

Concur Request: TMC Integration Setup Guide Renamed

Overview

The contents of the *Concur Request & Travel Integrations, Benefits & Considerations* guide have been incorporated into the *Concur Request: TMC Integration Setup Guide*.

With the addition of this information to the setup guide, the existing *Concur Request: TMC Integration Setup Guide* is now renamed to *Concur Request: Travel and TMC Integration Setup Guide*. In addition, the existing file name *Req_SG_TMC.pdf* is now renamed to *Req_SG_Travel_and_TMC.pdf*.

NOTE: The renamed *Concur Request: Travel and TMC Integration Setup Guide* is now updated in the Professional Edition Admin Guides online help topic for the Professional Edition of Concur Request. Additionally, the new guide is also updated on the documentation landing page (English only) for the Professional Edition of Concur Request.

BUSINESS PURPOSE / CLIENT BENEFIT

This update consolidates the information on Concur Travel and Concur Request integration, providing a better user experience.

Configuration / Feature Activation

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

File Transfer Updates

****Ongoing** SAP Concur Legacy File Move Migration**

| Information First Published | Information Last Modified | Feature Target Release Date |
|---|---------------------------|-----------------------------|
| March 2020 | -- | Ongoing in 2020 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Overview

This release note is intended for the technical staff responsible for file transmissions with SAP Concur. For our customers and vendors participating in data exchange, SAP is maintaining our SAP Concur file transfer subsystem to provide greater security for those file transfers.

SAP will begin migrating SAP Concur entities that currently use a legacy process for moving files to a more efficient and secure file routing process that relies on APIs.

Clients whose entities are currently configured to use the legacy process will be migrated to the more efficient process sometime between now and the end of 2020. After they are migrated to the more efficient process, clients will see the following improvement:

- With the legacy process, clients had to wait for the file move schedule to run at a specified time. With the more efficient and secure API-based process, extracts and other outbound files from SAP Concur will be available within the existing overnight processing period shortly after the files are created.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security and efficiency for file transfers.

Configuration / Feature Activation

If assistance is required, please contact SAP Concur Support.



For more information, refer to the [Shared: File Transfer for Customers and Vendors User Guide](#).

Support for Two SSH Transfer Ciphers Removed From File Transfer for Customers and Vendors (Oct 13)

Overview

This release note is intended for technical staff responsible for file transmissions with SAP Concur solutions. For our customers and vendors participating in data exchange through various secure file transfer protocols, we are making changes that provide greater security for those file transfers.

On October 13, 2020, support for the following SSH transfer ciphers was removed for file transfers:

- 3des-cbc
- blowfish-cbc

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.concursolutions.com

NOTE: While these ciphers were not listed in our supported cipher list, they were not blocked until October 13th.

This change does not affect supported ciphers for PGP encryption.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security for file transfers.

Configuration / Feature Activation

These changes occurred automatically. If you have been using one of the unsupported ciphers, you must move to a supported cipher in order to restore service.



For a list of the supported SSH transfer ciphers, refer to the [Shared: File Transfer for Customers and Vendors User Guide](#).

SAP Concur Platform

****Ongoing** Retirement and Decommission of Existing Concur Request APIs (v1.0, v3.0, v3.1) (June 1, 2021)**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| June 2020 | October 2, 2020 | June 1, 2021 |
| Any changes since the previous monthly release will be highlighted in yellow in this release note. | | |

Overview

SAP will be retiring the existing Concur Request APIs (v1.0, v3.0 and v3.1) in a future release (targeted to begin **June 1, 2021**), in accordance with the [SAP Concur API Lifecycle & Deprecation Policy](#). These APIs are replaced by the Concur Request v4 APIs. SAP will no longer support these APIs after retirement.

Decommissioning of the v1.0, v3.0, and v3.1 APIs will start three months after retiring the APIs. The specific dates for decommissioning are dependent on the individual client's API migration.

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

- Deprecation – March 1, 2020 – **May 31, 2021**
- Retirement – **June 1, 2021 – November 30, 2021**
- Decommission – starts after 3 months of inactivity at the retired state

NOTE: We have delayed the start of the retirement period an additional six months, from December 1, 2020 to June 1, 2021, to provide more flexibility to our clients, partners, and travel management companies (TMC) for their migration during these challenging times as the world navigates this pandemic.

BUSINESS PURPOSE / CLIENT BENEFIT

The Concur Request APIs v1.0, v3.0 and v3.1 only support the previous authentication method, which is not best security practice and does not meet the Oauth2 standards. In addition, the previous versions of the Concur Request APIs provided limited possibilities for moving a Request through the approval workflow, as well as managing custom simple & connected list fields. These issues are resolved with the new Concur Request v4 APIs.

In addition, SAP has run a backward compatibility project between the current Concur Request APIs and the new Concur Request v4 APIs (not iso-compatibility) in order to have the vast majority of use cases managed in the previous versions also be managed in the Concur Request v4 APIs.

Planned Changes

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

IMPORTANT: These Planned Changes may not be all of the upcoming enhancements and modifications that affect this SAP Concur product or service. The Planned Changes that apply to multiple SAP Concur products and/or services are in a consolidated document. Please review the additional Planned Changes available in the [Shared Planned Changes Release Notes](#).

There are 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

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.

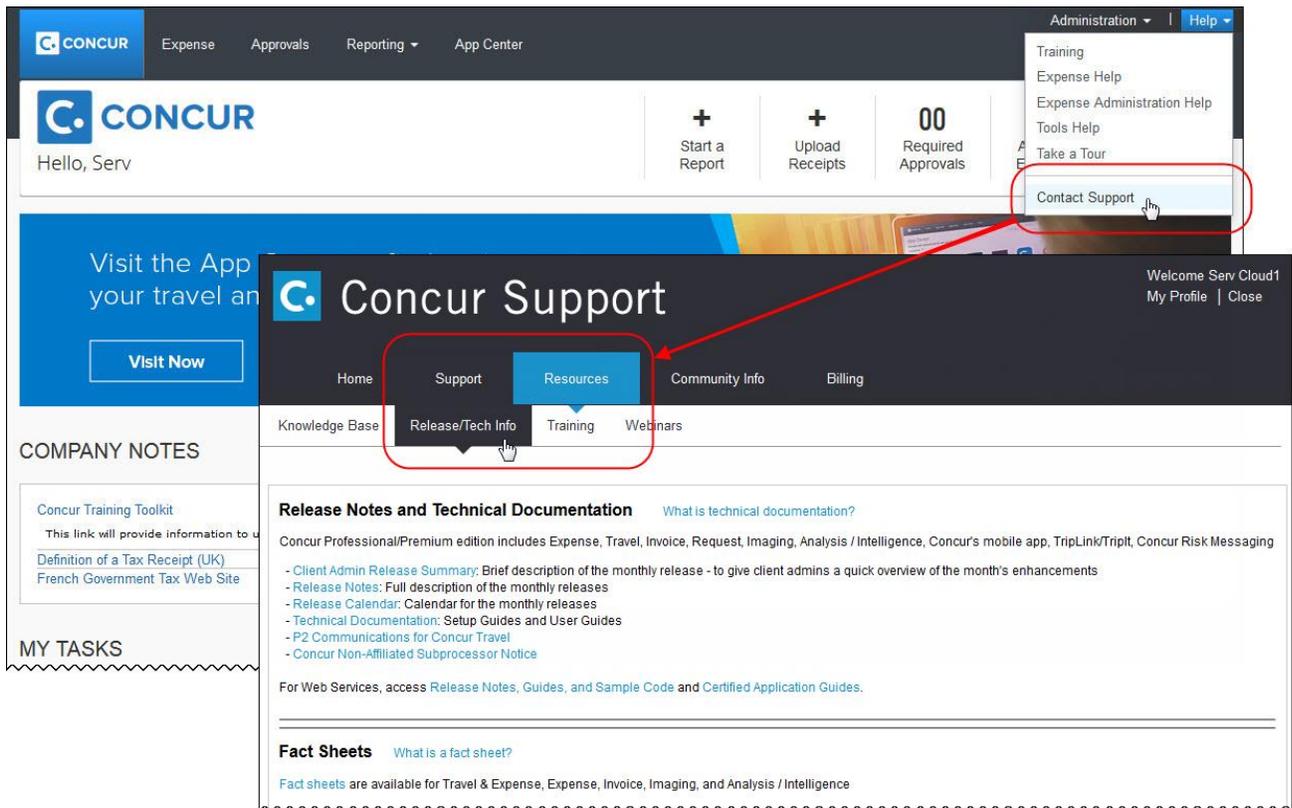
The screenshot displays the SAP Concur Online Help interface for Admins. At the top, there is a navigation bar with the SAP Concur logo and various menu items: Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. A 'Help' dropdown menu is open, showing options like Training, Request Help, and Request Administration Help. Below the navigation bar, there is a dashboard with a 'Hello, Chris' greeting and several metrics: New (+), Required Approvals (00), Authorization Requests (00), and Payment Requests (00). There are also buttons for Available Expenses and Open Reports. The main content area is titled 'Using Online Help' and contains a sidebar with navigation links such as 'Using Online Help', 'Legal Notice', 'Resources for Administrators - Professional Edition', and 'Request Professional Administration Guides'. The main content area features a 'Quick Links - Concur Professional/Premium' section with links to 'Client Admin Release Summary - What's New', 'Client Release Notes - All Products', and 'Frequently Asked Questions'. Below this is a 'Request Setup Guides' table 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**.



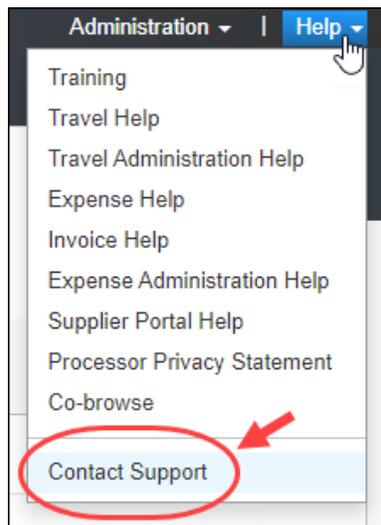
Cases

Steps for Getting a Status

Each service release contains case resolutions.

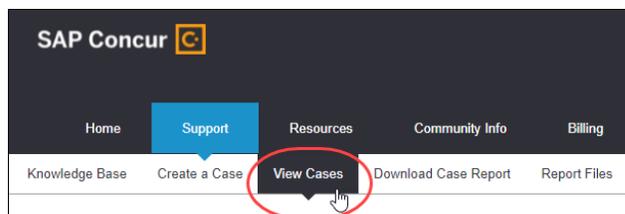
▶ **How to check the status of a submitted case**

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

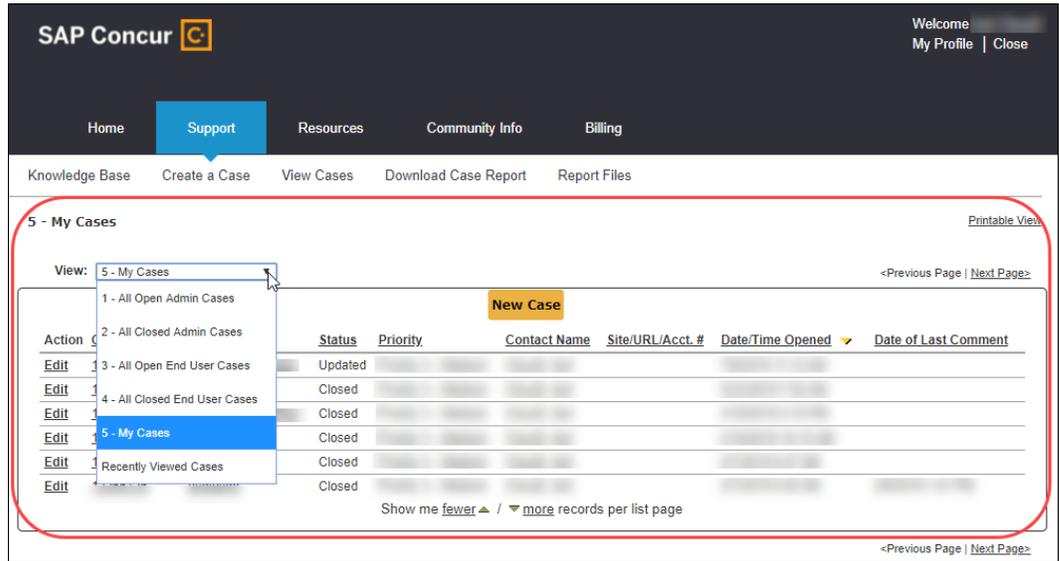


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



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



Resolved Cases

| Case ID | Description |
|--|-------------|
| No resolved cases for the October 2020 release | |
| | |
| | |
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| SAP Concur Release Notes | |
|--|-----------------|
| Concur Request Professional/Premium | |
| Month | Audience |
| Release Date: November 14, 2020 Initial Post: Friday, November 13, 2:00 PM PT | Client – FINAL |

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Release Notes

NextGen UI for Concur Request

****Ongoing** Updated User Interface (UI) for Concur Request End Users**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| November 2019 | July 2, 2020 | TBD |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Overview

The continued evolution of the Concur Request solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for the request process.

Concur Request customers will have the ability to preview and then opt in to the NextGen UI before the mandatory move.

BUSINESS PURPOSE / CLIENT BENEFIT

The result is the next generation of the Concur Request user interface designed to provide a modern, consistent, and streamlined user experience. This technology not only provides an enhanced user interface, but also allows us to react more quickly to customer requests to meet changing needs as they happen.

Products and Users Affected

In order to take advantage of these improvements, Concur Request customers will be required to transition to the NextGen UI. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes will apply to:

- All editions of Concur Request (Professional/Premium and Standard)
- End users; there are no changes for processors or admins

IMPORTANT! Timeline and Milestones

There are two important milestones for Concur Request customers as they transition from the existing UI to the NextGen UI:

- **As of July 2, 2020, we are in the Opt-In Period for NextGen UI:** During this period, existing customers can opt in to using the NextGen UI for Concur Request by individual user, by group (Professional Edition only), or by their entire organization. This milestone is marked by the delivery of most planned features as well as further overall quality and stability.

Customers should use this period to plan their transition and move to the NextGen UI for Concur Request when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

⚠ IMPORTANT: When the NextGen UI is enabled, it will automatically enable the NextGen UI for both Concur Expense and Concur Request.

NOTE:NOTE: During the Opt-In Period for NextGen UI, not all planned Concur Request features from the existing UI will be available in the NextGen UI.

- **Mandatory Move to the NextGen UI for customers of Concur Request:** *All customers will be required to move to the NextGen UI.* This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support. We have not yet set a date when any remaining customers will be moved automatically. Customers will have at least twelve months to complete the transition after the date is announced.

Customers are encouraged to complete the tasks necessary to ensure a smooth transition for their organization, and then transition during the Opt-In Period for NextGen UI.

Transition Materials – Guides and Other Resources

We offer several guides, an FAQ, release notes, and other resources to aid in the transition. All of the information that an organization needs to get started is available here:

- [Professional Edition](#)
- [Standard Edition](#)

The links above provide access to the following:

- **Admin guides, FAQ, transition resources:** The admin guide provides information about accessing the NextGen UI and the roles/permissions required.

Along with the admin guides, FAQ, and other resources, there is a list of features that are not yet available in the NextGen UI for Concur Request. All of these can be used to help customers prepare their users.

NOTE: To help with training needs, customers can use the admin guide and end-user guide "as is" or they can use any part of them to create training materials. Customers can cut, copy, paste, delete, or otherwise edit either guide at will.

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Request to help users become comfortable with the new experience. This guide will be updated as needed during the Opt-In Period for NextGen UI as the UI is being enhanced. Admins should review the guide often.

NOTE: Like the admin guide, the organization can cut, copy, paste, delete, or otherwise edit this guide at will.

- **Release information:** During the Opt-In Period for NextGen UI, the release of the enhancements will **not** be on the regular release schedule. Instead, we will provide special release notes and information about features and enhancements that are nearing release.

Get Started

Customers are encouraged to use the transition materials described above and develop a plan for the transition.

More Information

Additional information will be available in future release notes.

Administration

Auto-Create Report Setting Now Available for All Request Policies

Overview

The **Auto-Create Report** setting is now available on the **New Request Policy** and **Modify Request Policy** pages (**Administration > Request > Request Policies**) for all Concur Request policies. When the **Auto-Create Report** setting is enabled, expense reports are automatically be created from requests on a request's start date if the request has been approved, and there are no other expense reports associated with the request.

The following options are available for the **Auto-Create Report** setting:

- **On Request Start Date** – Enables the **Auto-Create Report** setting.
- **None** – *None* is selected by default. When *None* is selected, the **Auto-Create Report** setting is disabled.

When expense reports are created automatically from requests, the expense reports are created with the same information as expense reports manually created from requests.

In the existing UI, when an expense report is created from a request, only the request header information is copied to the expense report.

In the NextGen UI, when an expense report is created from a request, only the request header, travel allowance, and mileage information are copied to the expense report.

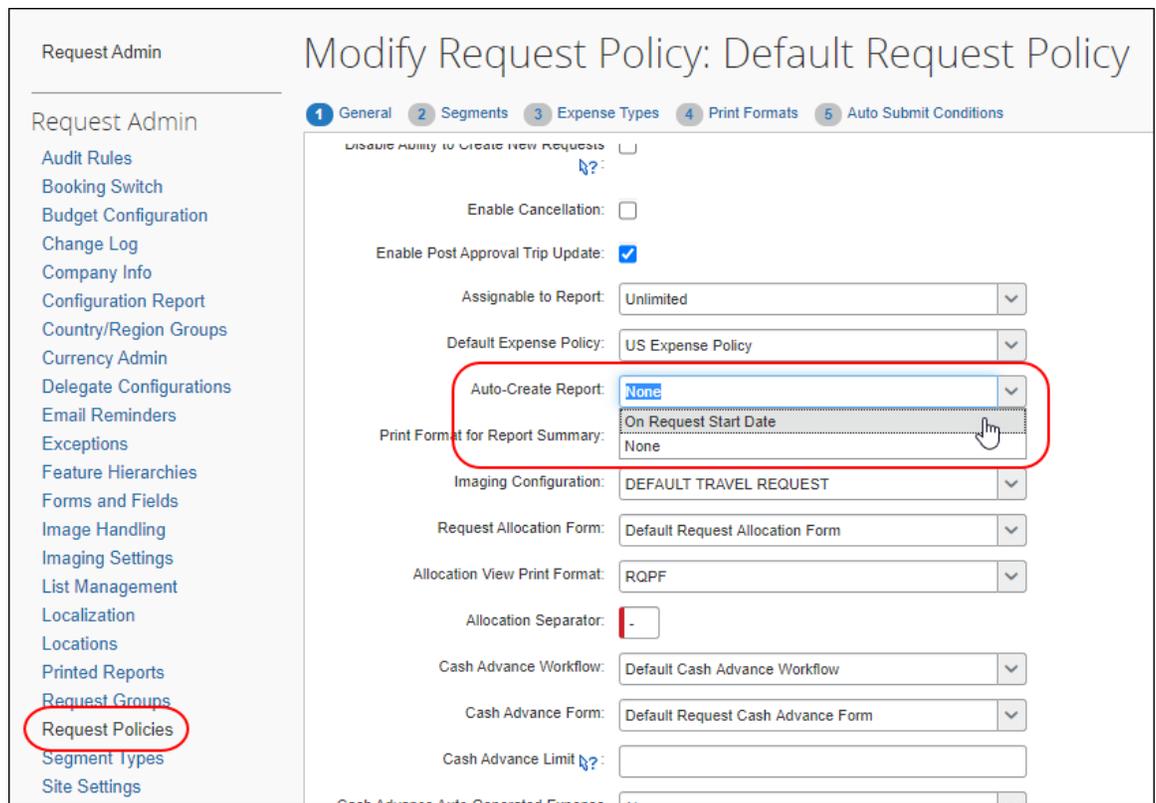
Currently, if the **Auto Create Report** setting is enabled, users will not be able to manually create expense reports from requests.

BUSINESS PURPOSE / CLIENT BENEFIT

This update simplifies the expense report creation process for users.

What the Administrator Sees

The **Auto-Create Report** setting is now displayed on the **New Request Policy** and **Modify Request Policy** pages.



What the User Sees

In the existing UI, when the **Auto Create Report** setting is enabled, the **Expense** link and the **Create Expense Report** button will not be available for manually creating expense reports from a request.

EXAMPLE OF THE EXPENSE LINK IN THE EXISTING UI:

Manage Requests Create New Process Requests Quick Search Budget Insight Purchase Requests

Active Requests (96) Delete Request Copy Request Close/Inactivate Request

View

Request Name Begins With Go

| <input type="checkbox"/> | Request Type | Request Name | Request ID | Status | Request Dates | Date Submitted | Total | Approved a... | Remaining ... | Action |
|--------------------------|--------------|---|------------|---------------------------------------|--------------------------|----------------|----------|---------------|---------------|-------------------------|
| <input type="checkbox"/> | Travel | Leadership Conference - Atlanta leadership conference | 3J6F | Approved | 03/10/2020 03/13/2020 | 10/18/2019 | \$444.62 | \$444.62 | \$444.62 | Expense |
| <input type="checkbox"/> | Travel | New York Conference Leadership conference | 3GMW | Approved - Pending Booking | 02/04/2020 02/07/2020 | 10/17/2019 | \$670.00 | \$0.00 | \$0.00 | Book |
| <input type="checkbox"/> | Travel | Car/Hotel Reservation Client site visit | 3F79 | Sent Back to Employee - Davis, Pat R. | 12/04/2019 12/11/2019 | 05/31/2019 | \$99.00 | \$0.00 | \$0.00 | |

Comment: Please fill out expenses

EXAMPLE OF THE CREATE EXPENSE REPORT BUTTON IN THE EXISTING UI:

SAP Concur Requests Travel Expense Invoice Approvals Reporting App Center Links Administration Help

Manage Requests Create New Process Requests Quick Search Budget Insight Purchase Requests

Request 3J6F Create Expense Report Attachments Print / Email Close/Inactivate Request

Request Name: Leadership Conference - Atlanta
Purpose: leadership conference
Status: Approved
Amount: \$444.62

Request Header Segments Expense Summary Approval Flow Audit Trail

PNR FHHNHQ
View itinerary
View request

Car Rental (Self-booked segment) Amount: \$444.62

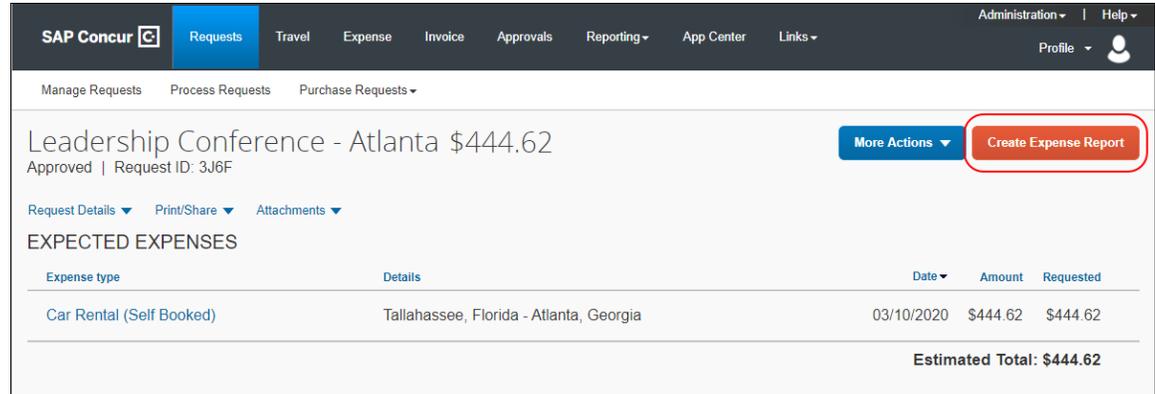
Pick-up
City: Tallahassee Municipal (Airport - TLH), Tallahassee, Florida
Date: Tuesday, March 10, 2020 At 08:00 am
Detail: TLHC1, 628 NORTH MONROE ST, TALLAHASSEE, 32301
Car vendor: ZD
Vehicle type: E

Drop-off
City: Hartsfield Intl (Airport - ATL), Atlanta, Georgia
Date: Friday, March 13, 2020 At 05:00 pm
Detail: ATL, Atlanta, US

[Allocate](#)

In the NextGen UI, when the **Auto Create Report** setting is enabled, the **Create Expense Report** button will not be available for manually creating expense reports from a request.

EXAMPLE OF THE CREATE EXPENSE REPORT BUTTON IN THE NEXTGEN UI:



The screenshot shows the SAP Concur interface for a request titled "Leadership Conference - Atlanta" with a total amount of \$444.62. The request is approved and has a Request ID of 3J6F. A "More Actions" dropdown menu is open, and the "Create Expense Report" option is highlighted with a red circle. Below the request details, there is a table of "EXPECTED EXPENSES" with one entry: "Car Rental (Self Booked)" for "Tallahassee, Florida - Atlanta, Georgia" on "03/10/2020" for an amount of "\$444.62". The estimated total is also \$444.62.

| Expense type | Details | Date | Amount | Requested |
|----------------------------------|---|------------|----------|-----------|
| Car Rental (Self Booked) | Tallahassee, Florida - Atlanta, Georgia | 03/10/2020 | \$444.62 | \$444.62 |
| Estimated Total: \$444.62 | | | | |

Configuration/Feature Activation

The feature is automatically available.

► **To enable or disable the Auto-Create Report setting:**

1. Click **Administration > Request > Request Policies**.

The list of existing request policies appears.

2. On the **Request Policies** page, click the desired policy.
3. Click **Modify**.

The **Auto-Create Report** setting is located on the **General** step tab.

4. In the **Auto-Create Report** list:

Click *On Request Start Date* to enable the setting.

Or

Click *None* to disable the setting.

5. Click **Next** on the remaining request policy step tabs, and then click **Done** to save your changes.



For more information about Request Policies, refer to the *Concur Request: Policies and Groups Setup Guide*.

Authentication

****Ongoing** Deprecation of Director SAML Service and Migration to SAML v2**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| July 10, 2020 | -- | July – December 2020 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

Support for the Director SAML service is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel will soon begin assisting customers who currently use Director SAML to migrate to SAP Concur SAML v2 SSO (SAML v2).

Clients currently using Director SAML are encouraged to migrate to SAML V2 as soon as possible.

Deprecation of support for the Director SAML service is dependent on the following requirements:

- SAP Concur technicians and TMCs assist existing SAP Concur clients to migrate from the Director SAML service to SAML V2.
- All clients that currently rely on the Director SAML service have migrated from Director SAML to SAML V2.

Migration from Director SAML to SAML V2 requires the following general steps:

- The client identifies an admin to act as the SSO admin and assigns the proper permission/role.
- The SSO admin coordinates with their SAP Concur technician to obtain the SAP Concur SP metadata.
- The SSO admin configures the SSO settings at the IdP based on information from SP metadata.
- The SSO admin retrieves IdP metadata from the IdP and delivers the metadata to the SAP Concur technician.
- The SSO admin adds a few testing users and tests the new SSO connection.
- With successful testing, the company rolls out SSO to their SAP Concur users.



For more detailed information about migrating to SAML v2, refer to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides better security and improved support for users logging in to SAP Concur products and services.

Configuration / Feature Activation

MIGRATION FOR TMCs

TMCs will be significantly impacted by this change and should begin testing now to prepare for migration to SAML V2.

TMCs must set up SAML v2 instead of Director SAML for their new clients. Setting up SAML v2 now allows more time for TMCs to test the new configuration and train internal staff to assist clients.

To prepare for the deprecation of Director SAML:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 compliant SSO is established, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

MIGRATION FOR LEGACY DIRECTOR SAML CLIENTS

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for the deprecation of Director SAML:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients must coordinate with an SAP Concur technician to complete migration to SAML v2.



For more information, refer to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

****Ongoing** Deprecation of HMAC and Migration to SAML v2 and the SSO Self-Service Tool**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|---|
| July 12, 2019 | November 13, 2020 | Phase I: July 2020 Phase II: July 2021 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

SAP Concur support for Hash-Based Message Authentication Code (HMAC) is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel are currently assisting customers who use HMAC to migrate to SAP Concur SAML v2 SSO (SAML v2).

With the November release, targeted for November 14, SAP Concur will provide a Single Sign-On self-service option that enables client admins to setup their SAML v2 connections without involving an SAP Concur support representative.

NOTE: SAML v2 supports the use of multiple identity providers (IdPs).

The HMAC deprecation includes two phases:

Phase I:

- Clients must have an identity provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients begin testing authentication using SAML v2.
- TMCs prepare to onboard new SAP Concur clients to SAML v2.
- Once the Single sign-On self-service option is available, customers will be notified via release notes about the official deprecation date of HMAC. As of the official deprecation date, no new clients can be onboarded using HMAC; new clients must be onboarded to SAML v2.
- Existing clients using HMAC must migrate to SAML v2.

Phase II:

- TMCs have migrated all existing SAP Concur clients from the HMAC service to SAML v2.
- The HMAC service is deprecated. Phase II is targeted to end mid-year in 2021.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides better security and improved support for users logging in to SAP Concur products and services.

Configuration / Feature Activation

MIGRATION FOR TMCs

TMCs will be significantly impacted and should begin testing now to prepare for migration to SAML v2.

TMCs must set up SAML v2 instead of HMAC for their new clients. Setting up SAML v2 now allows more time for TMCs to test SAML v2 and to train internal staff to assist clients.

To prepare for Phase I of the HMAC deprecation:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).

- Once support for SAML 2.0 compliant SSO is established, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

MIGRATION FOR LEGACY HMAC CLIENTS

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for Phase I of the HMAC deprecation:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients can coordinate with SAP Concur support now to complete migration to SAML v2.
- When it is released, clients can choose to use the Single Sign-On self-service option. The Single Sign-On self-service option is targeted for release with the SAP Concur November release.



For more information, refer to the *Single Sign-On (SSO) Self-Service Option* release note in this document and to the [Shared: Single Sign-On Overview](#) and the [Shared: Single Sign-On Setup Guide](#).

Single Sign-On (SSO) Self-Service Option

These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

With the November release, SAP Concur is adding a Single Sign-On (SSO) self-service tool to SAP Concur products. This new tool enables clients to set up SSO for their organization without assistance from SAP Concur support. SSO is currently supported for Concur Expense, Concur Invoice, Concur Request, and Concur Travel.

SSO enables users to access multiple applications using one set of login credentials. Currently, SAP Concur has two methods for signing in:

- Username and password
- SSO with Identity Provider (IdP) credentials, such as a user's login credentials for their organization

The new SSO self-service tool will eventually replace the existing SSO configuration process, enabling clients to implement SSO at their organization. The existing SSO configuration process and the new SSO Self-Service tool will both be available until everyone has migrated to the new SSO Self-Service tool.

NOTE: Currently, SSO can be configured using the **Security Keys** page.

The new SSO self-service tool will include the following features:

- A self-service option for setting up SSO at your organization; this new feature is automatically available to all clients
- The new SAP Concur SAML v2 SSO (SAML v2) service which complies with SAML 2.0 and is a current industry standard
- Encrypted SAML assertion to address privacy and security concerns
- Enforcement of SSO at the company level (the ability to select SSO as optional is also available)
- The ability to upload multiple Identity Provider (IdP) metadata
- The ability to download SAP Concur Service Provider metadata

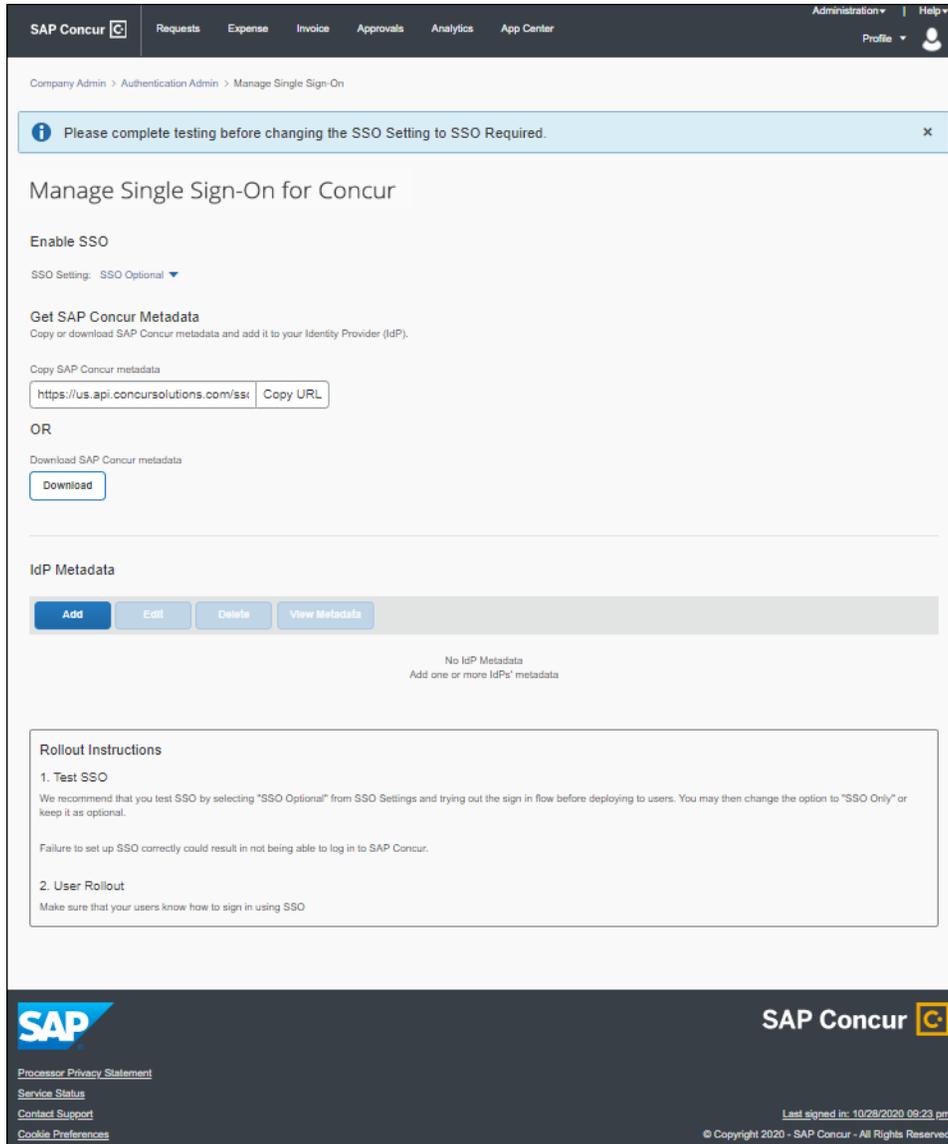
NOTE: Supported IdPs include any IdP that can send SAP Concur standard SAML 2.0 SAML assertions, such as: ADFS, Azure AD, Okta, Ping, G Suite, Sitemaster, Centrify, OneLogin, and VMWare Workplace One.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature will provide new SAP Concur clients with a self-service option for setting up SSO. It will also provide an option for existing SSO clients who must eventually migrate to the new SAML v2 service to manage SSO for their users.

Important – Migration for Legacy SSO Customers

Legacy SSO clients will be able to use the SSO self-service tool to migrate to the new SAML v2 service. Company admins will configure the feature and connect to the new SSO service on the **Manage Single Sign-On** page.



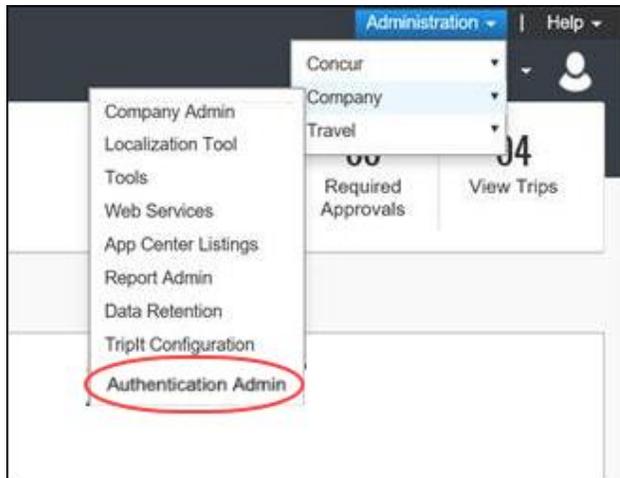
NOTE: The new SAML v2 service is independent of existing SSO services. Setting up a new SSO connection on SAML v2 does not interrupt existing SSO connections. Existing clients can remain legacy SSO clients while migrating to the new SAML v2 service.

What the Admin Sees

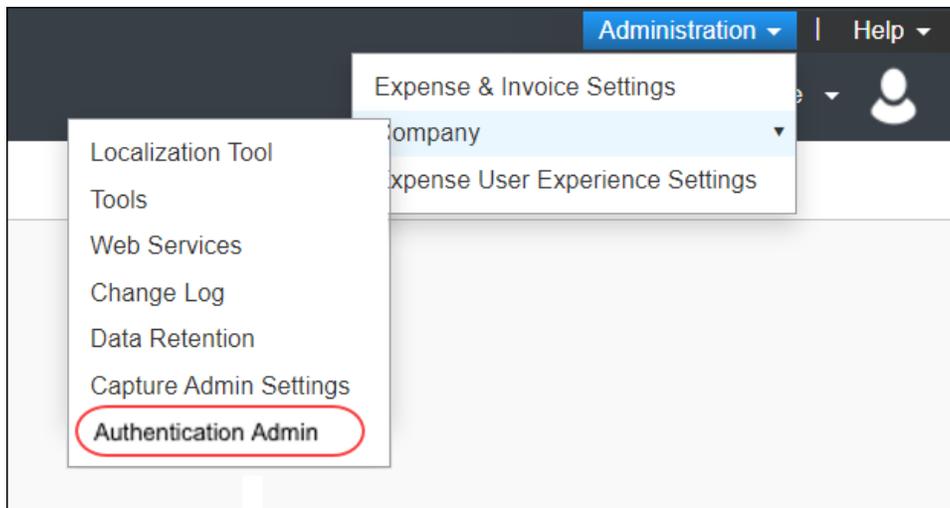
A user with the required permissions will see a new **Authentication Admin** list item when they click **Administration > Company**.

The items in the **Administration** and **Company** lists vary depending on which SAP Concur products your company uses and which edition your company uses.

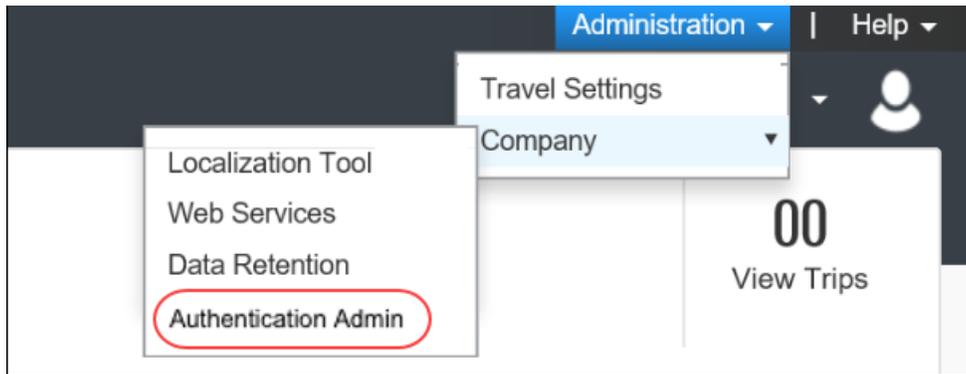
Professional Edition Example



Standard Edition Example

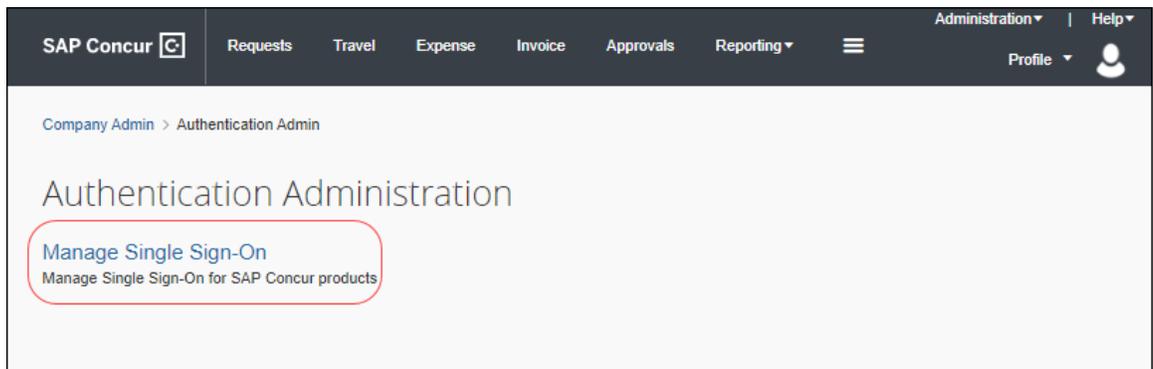


Travel Only Example



After clicking **Authentication Admin**, the **Authentication Administration** page appears.

The new SSO self-service tool is accessed by clicking the **Manage Single Sign-On** link on the **Authentication Admin** page.



Configuration / Feature Activation

This feature is automatically available to users with the required permissions.



For more information about migrating to SAML v2, refer to the [SSO Service: Overview Guide](#) and the [Shared: SSO Management Setup Guide](#).

Authorized Support Contacts

Online Scheduling for SAP Concur Support

Overview

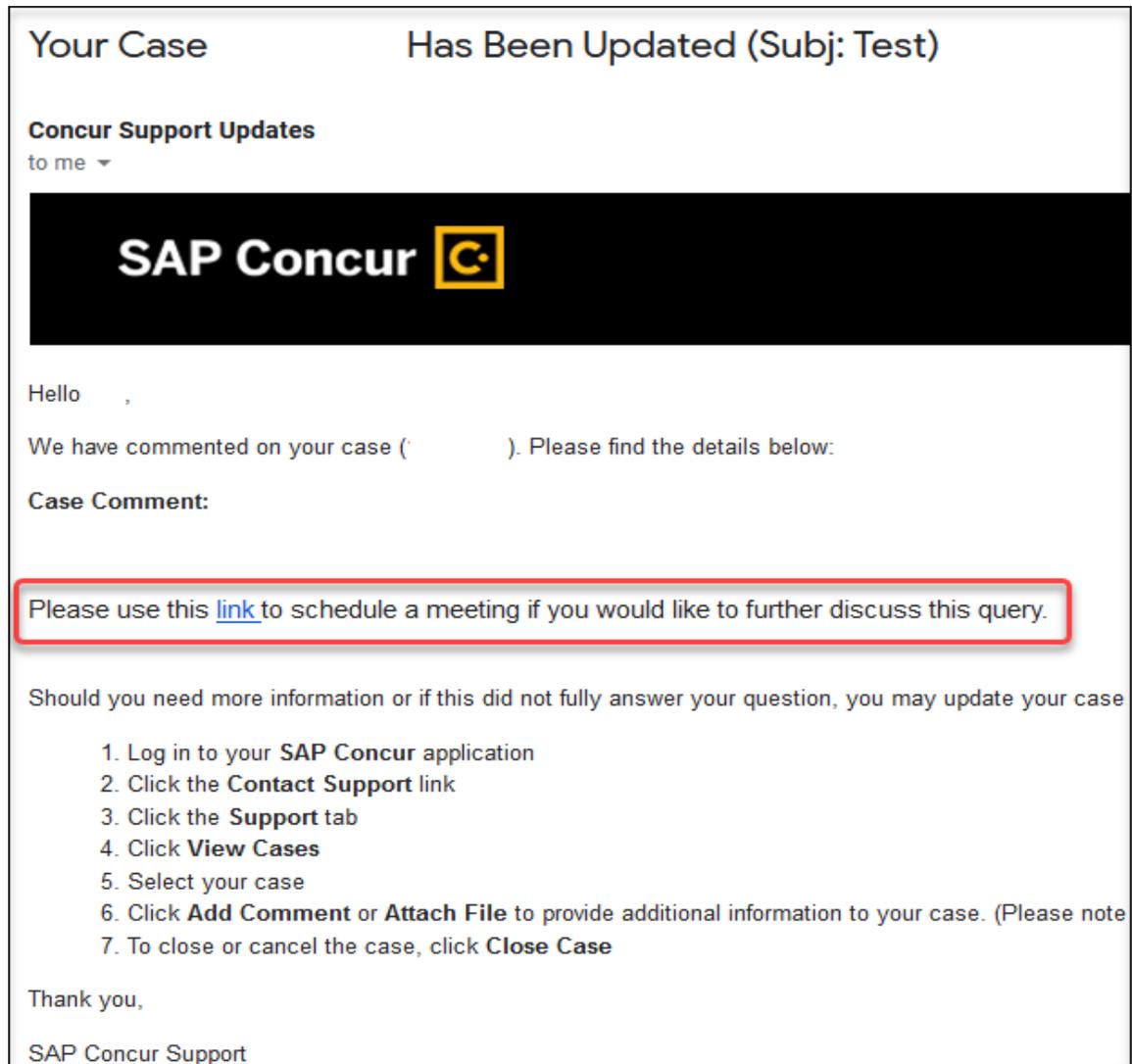
SAP Concur Support has implemented an online scheduling feature that allows Authorized Support Contacts (ASCs) to schedule a meeting with a Support Engineer.

BUSINESS PURPOSE / CLIENT BENEFIT

Online scheduling makes it easier for Authorized Support Contacts (ASCs) to schedule a meeting with an SAP Concur Support Engineer.

What the ASCs Sees

ASCs will see a new scheduling link option in their case update notification emails.



An ASC can click on the link and schedule a meeting with a Support Engineer. The scheduling page will show the availability of a Support Engineer and allow the ASC to select a date and time.

SAP Concur 

Schedule a Meeting

Meeting with SAP Concur Support
Zoom
30 minute meeting

with



< October 2020 >

| SUN | MON | TUE | WED | THU | FRI | SAT |
|-----|-----|-----|-----|-----|-----|-----|
| | | | | 1 | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |

Select a time

10:30 AM 11:00 AM

Display times in
America/Pacific/Los_Angeles

First Name

Last Name

Email

Phone Number

You may invite others from your organization. Provide their email addresses here, separated by commas.

Add any notes for the meeting participants.

Agree & Schedule Meeting

Your e-mail and/or phone number will be used for the purpose of sending you a calendar invite of your meeting and may be stored in our contact management system. If your organization is already a customer, by clicking to submit this form, you consent to your e-mail and/or phone number being used in this manner. If your organization are not already a customer, by clicking to submit this form, you agree that Concur Technologies, Inc. and its affiliates ("SAP Concur") may use your information to book your desired appointment, including sending you a calendar invite of the appointment and that SAP Concur will treat your information in accordance with its [Privacy Policy](#). Your consent may be withdrawn and your preferences changed through the Preference Center referenced in the Privacy Policy.

SAP Concur - 601 108th Ave NE, Bellevue, WA 98004, USA

Configuration/Feature Activation

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



For more information, refer to the *Online Schedule for SAP Concur Support* fact sheet.

File Transfer Updates****Ongoing** SAP Concur Legacy File Move Migration**

| Information First Published | Information Last Modified | Feature Target Release Date |
|---|---------------------------|-----------------------------|
| March 2020 | -- | Ongoing in 2020 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Overview

This release note is intended for the technical staff responsible for file transmissions with SAP Concur. For our customers and vendors participating in data exchange, SAP is maintaining our SAP Concur file transfer subsystem to provide greater security for those file transfers.

SAP will begin migrating SAP Concur entities that currently use a legacy process for moving files to a more efficient and secure file routing process that relies on APIs.

Clients whose entities are currently configured to use the legacy process will be migrated to the more efficient process sometime between now and the end of 2020. After they are migrated to the more efficient process, clients will see the following improvement:

- With the legacy process, clients had to wait for the file move schedule to run at a specified time. With the more efficient and secure API-based process, extracts and other outbound files from SAP Concur will be available within the existing overnight processing period shortly after the files are created.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security and efficiency for file transfers.

Configuration / Feature Activation

If assistance is required, please contact SAP Concur Support.



For more information, refer to the [Shared: File Transfer for Customers and Vendors User Guide](#).

Support for Two SSH Transfer Ciphers Removed from File Transfer for Customers and Vendors (October 13)

Overview

This release note is intended for technical staff responsible for file transmissions with SAP Concur solutions. For our customers and vendors participating in data exchange through various secure file transfer protocols, we are making changes that provide greater security for those file transfers.

On October 13, 2020, support for the following SSH transfer ciphers was removed for file transfers:

- 3des-cbc
- blowfish-cbc

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.concursolutions.com

NOTE: While these ciphers were not listed in our supported cipher list, they were not blocked until October 13th.

This change does not affect supported ciphers for PGP encryption.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security for file transfers.

Configuration / Feature Activation

These changes occurred automatically. If you have been using one of the unsupported ciphers, you must move to a supported cipher in order to restore service.



For a list of the supported SSH transfer ciphers, refer to the [Shared: File Transfer for Customers and Vendors User Guide](#).

SAP Concur Platform

****Ongoing** Retirement and Decommission of Existing Concur Request APIs (v1.0, v3.0, v3.1) (June 1, 2021)**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| June 2020 | October 2, 2020 | June 1, 2021 |
| Any changes since the previous monthly release will be highlighted in yellow in this release note. | | |

Overview

SAP will be retiring the existing Concur Request APIs (v1.0, v3.0 and v3.1) in a future release (targeted to begin June 1, 2021), in accordance with the [SAP Concur API Lifecycle & Deprecation Policy](#). These APIs are replaced by the Concur Request v4 APIs. SAP will no longer support these APIs after retirement.

Decommissioning of the v1.0, v3.0, and v3.1 APIs will start three months after retiring the APIs. The specific dates for decommissioning are dependent on the individual client's API migration.

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

- Deprecation – March 1, 2020 – May 31, 2021
- Retirement – June 1, 2021 – November 30, 2021
- Decommission – starts after 3 months of inactivity at the retired state

NOTE: We have delayed the start of the retirement period an additional six months, from December 1, 2020 to June 1, 2021, to provide more flexibility to our clients, partners, and travel management companies (TMC) for their migration during these challenging times as the world navigates this pandemic.

BUSINESS PURPOSE / CLIENT BENEFIT

The Concur Request APIs v1.0, v3.0 and v3.1 only support the previous authentication method, which is not best security practice and does not meet the Oauth2 standards. In addition, the previous versions of the Concur Request APIs provided limited possibilities for moving a Request through the approval workflow, as well as managing custom simple & connected list fields. These issues are resolved with the new Concur Request v4 APIs.

In addition, SAP has run a backward compatibility project between the current Concur Request APIs and the new Concur Request v4 APIs (not iso-compatibility) in order to have the vast majority of use cases managed in the previous versions also be managed in the Concur Request v4 APIs.

Security

Malicious Domains Alert

Overview

Please refer to the following table for a list of potential malicious domains. This list is not exhaustive and is meant as an initial warning about the existence of possible fraudulent sites that use some false derivative of the SAP Concur solutions brand within the domain name.

| Malicious Domains | | | |
|-------------------|-------------------|----------------|-------------------|
| concursupport.com | conchur.com | congur.com | concus.com |
| concurhr.com | conbur.com | conur.com | concur.red |
| concurlogin.com | soncur.com | concur.one | cconcur.com |
| concur.vip | concue.com | confur.com | concur.social |
| conchr.com | concut.com | boncur.com | concur.nz |
| concurr.com | concur.ae | concor.com | oncur.com |
| concure.com | conciur.com | concur.me | concuur.com |
| concura.com | concur.is | concur.digital | cioncur.com |
| cooncur.com | concur.consulting | concar.com | concur.solutions |
| concurl.com | concur.tech | concur.pro | concurf.com |
| concurb.com | concur.biz | concur.gr | cpncur.com |
| concurrn.com | concur.design | concir.com | concup.com |
| concuri.com | cuncur.com | cancur.com | concro.com |
| conkurs.com | concur.cm | voncur.com | cpncur.com |
| concurz.com | concur.cc | concwr.com | connectconcur.com |
| concuir.com | concr.com | comncur.com | concur.jp |
| doncur.com | concur.sk | concur.ch | colcur.com |
| conccur.com | condur.com | concur.so | concer.com |
| concur.store | concur.bz | concur.be | conaur.com |
| concur.az | concur.by | cencur.com | coincur.com |
| cocur.com | consur.com | corcur.com | cocnur.com |

What Should Customers Do?

Customers should avoid these domains in the context of working with SAP Concur solutions. While some domains may be registered, it is recommended to err on the side of caution.

BUSINESS PURPOSE / CLIENT BENEFIT

This alert provides ongoing security for our products and services.

Configuration / Feature Activation

There are no configuration or activation steps.



For more information about web domains, refer to the *Concur Travel & Expense Supported Configurations* document. To locate, refer to the *Additional Release Notes and Other Technical Documentation* section in these release notes.

Updated: End of Support for Insecure Protocols and Ciphers in F5 Client SSL Profiles for VIPs (October 7)

These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

In early October, the SAP Concur networking team noted that their configuration of the Content Delivery System had been blocking the protocols in the list that follows for some time.

As such, the notice to customers that we would be making a change to our F5 Client SSL profile was superfluous, as those aspects of the existing profile were not actually available. SAP Concur did make changes to the F5 Client SSL profile on October 7 as well, in the interest of maintaining a strong security profile

This means that there was no new effect for customers, as the following protocols had already previously been blocked:

- SSL v2
- SSL v3
- TLS v1.0
- TLS v1.1
- 3DES cipher suite

BUSINESS PURPOSE / CLIENT BENEFIT

This update provides ongoing security for our products and services.

Configuration / Feature Activation

There are no configuration or activation steps.

Site Settings

Enable Mobile Request Creation Setting Removed

Overview

The **Enable Mobile Request Creation** setting is removed from the **Site Settings** page (**Administration > Request > Site Settings**). Now that Concur Request is automatically enabled in the SAP Concur mobile app, the **Enable Mobile Request Creation** setting is no longer needed in Site Settings.

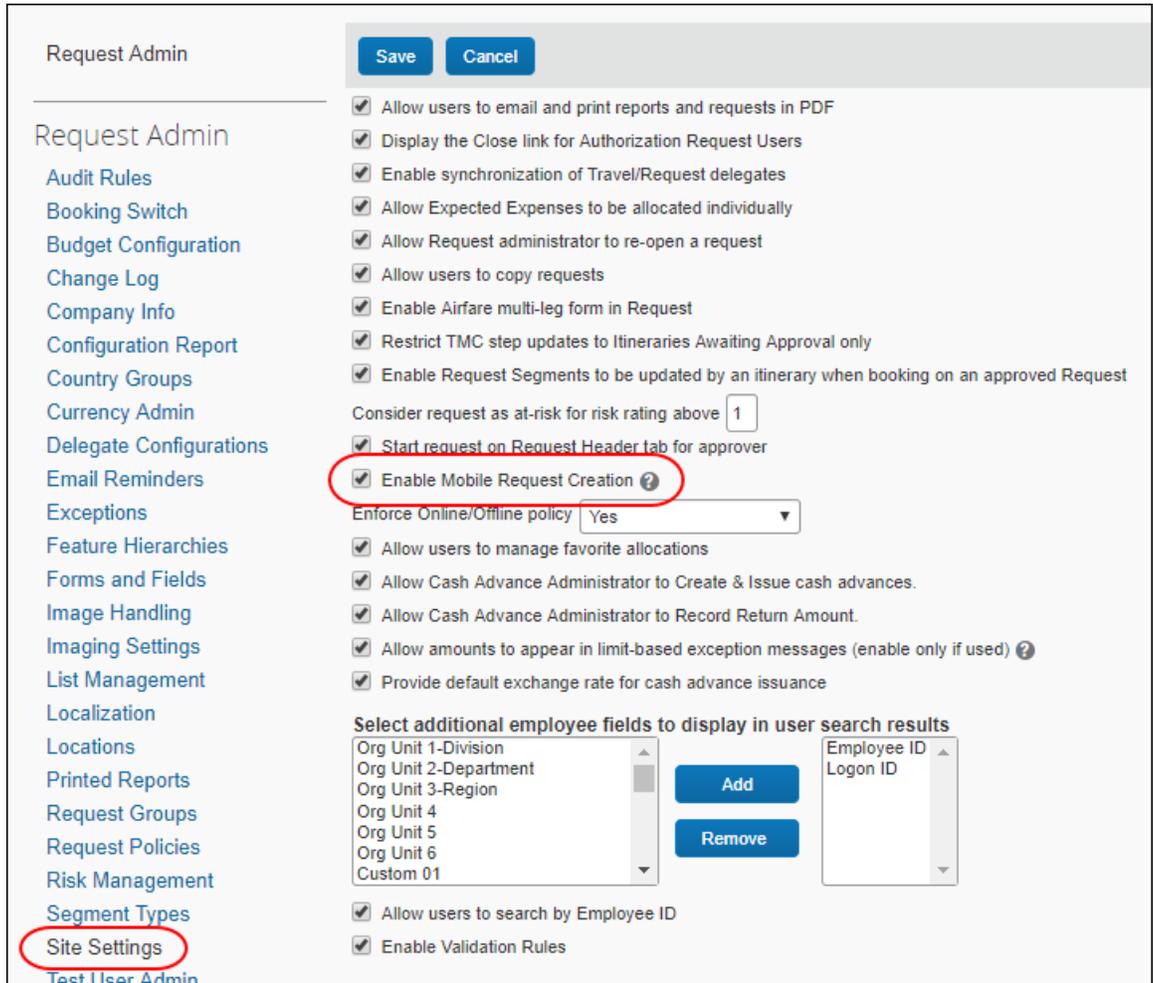
BUSINESS PURPOSE / CLIENT BENEFIT

This update supports the simplification of the Concur Request enablement process for the SAP Concur mobile app.

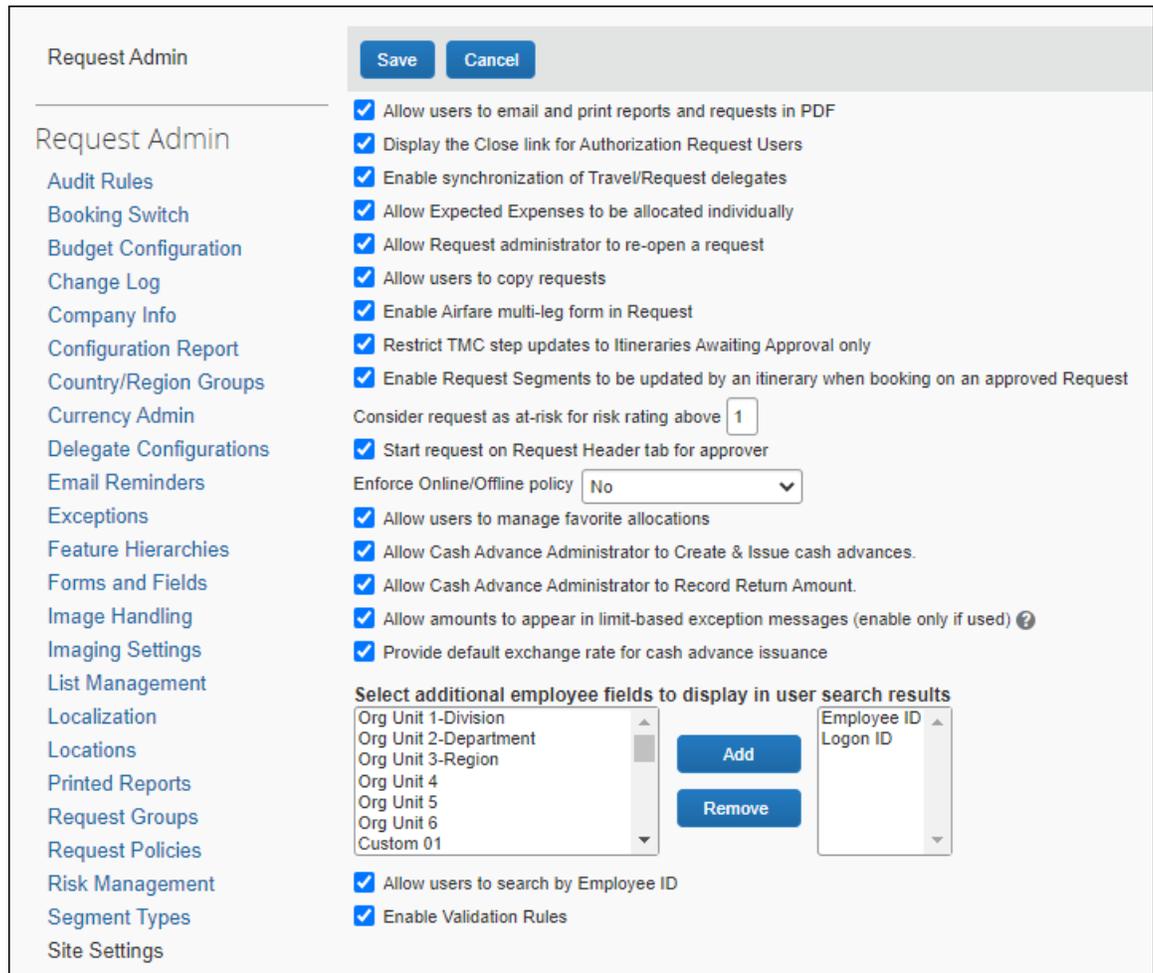
What the Administrator Sees

The administrator no longer sees the **Enable Mobile Request Creation** setting on the **Site Settings** page.

BEFORE



AFTER



Configuration/Feature Activation

There are no configuration or activation steps; this change occurred automatically.

User Interface

Updating Country and Countries Labels

Overview

Instances of Country or Countries in the user interface are being updated to Country/Region and Countries/Regions, respectively.

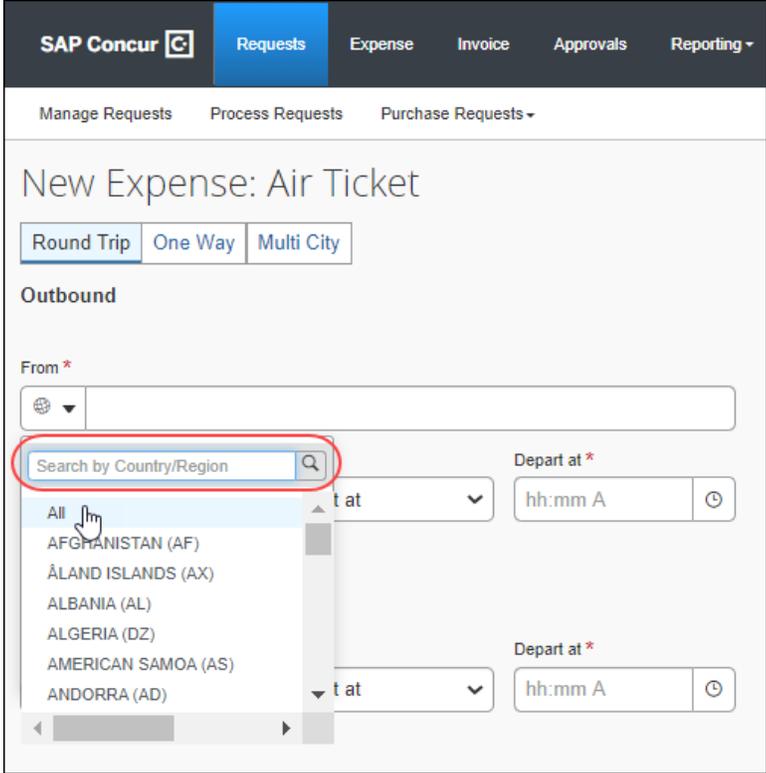
USER/CUSTOMER BENEFIT

This change provides a better global user experience.

What the User Sees

The user sees updated labels in the user interface.

Example



Configuration / Feature Activation

There are no configuration or activation steps; this change occurs automatically.

Planned Changes

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

IMPORTANT: These Planned Changes may not be all of the upcoming enhancements and modifications that affect this SAP Concur product or service. The Planned Changes that apply to multiple SAP Concur products and/or services are in a consolidated document. Please review the additional Planned Changes available in the [Shared Planned Changes Release Notes](#).

There are 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

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.

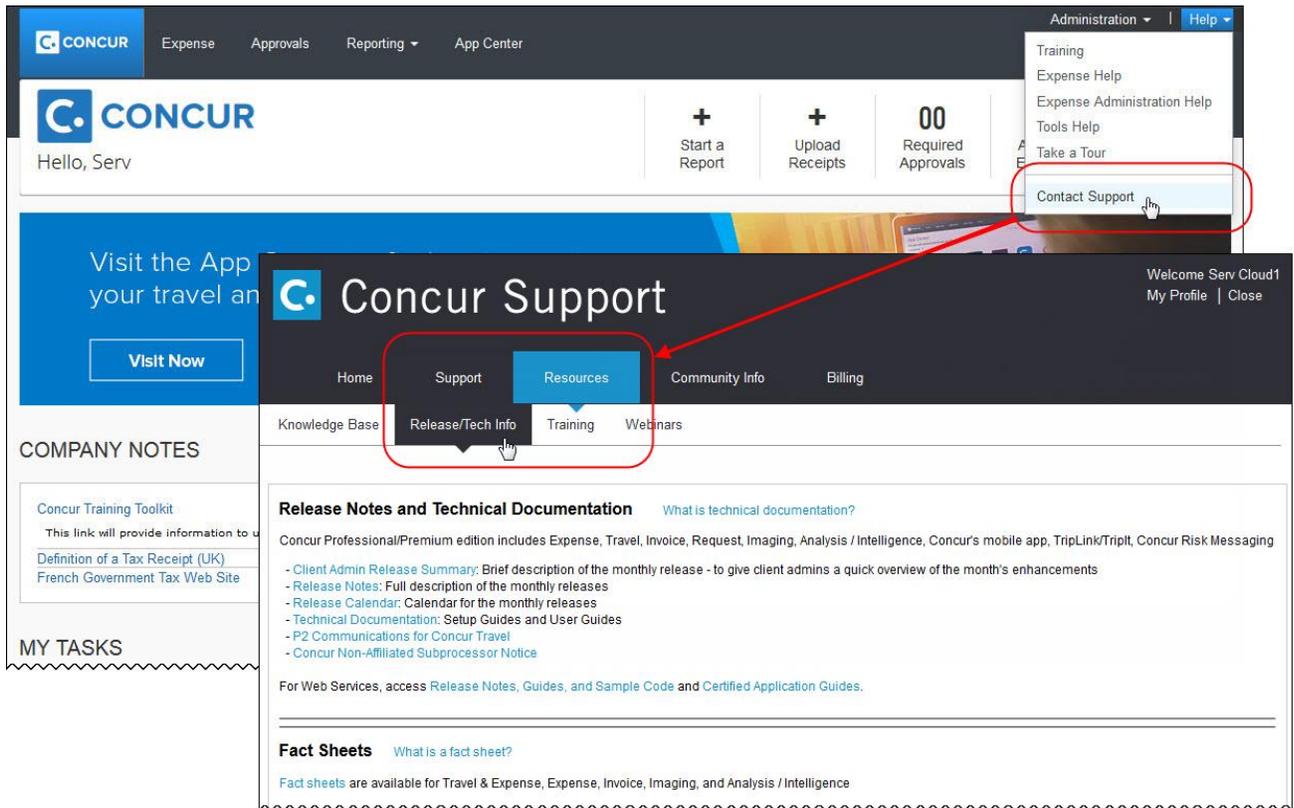
The screenshot shows the SAP Concur user interface. At the top, there is a navigation bar with 'SAP Concur' logo and various menu items: Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, Links, Administration, and Help. The 'Help' menu is open, showing options like Training, Request Help, and Request Administration Help (highlighted with a red circle). Below the navigation bar, there is a dashboard with 'Hello, Chris' and several metrics: New, Required Approvals, Authorization Requests, and Payment Requests. The main content area is titled 'Using Online Help' and contains a sidebar with navigation links like 'Using Online Help', 'Legal Notice', and 'Request Professional Administration Guides' (highlighted with a red circle). The main content area displays 'Access Online Help' and a table of 'Request Setup Guides'.

| 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**.



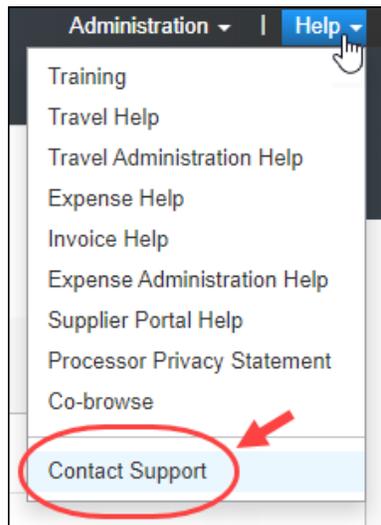
Cases

Steps for Getting a Status

Each service release contains case resolutions.

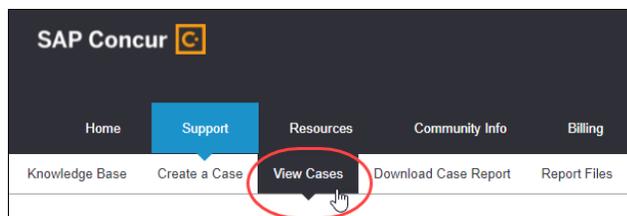
▶ **How to check the status of a submitted case**

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

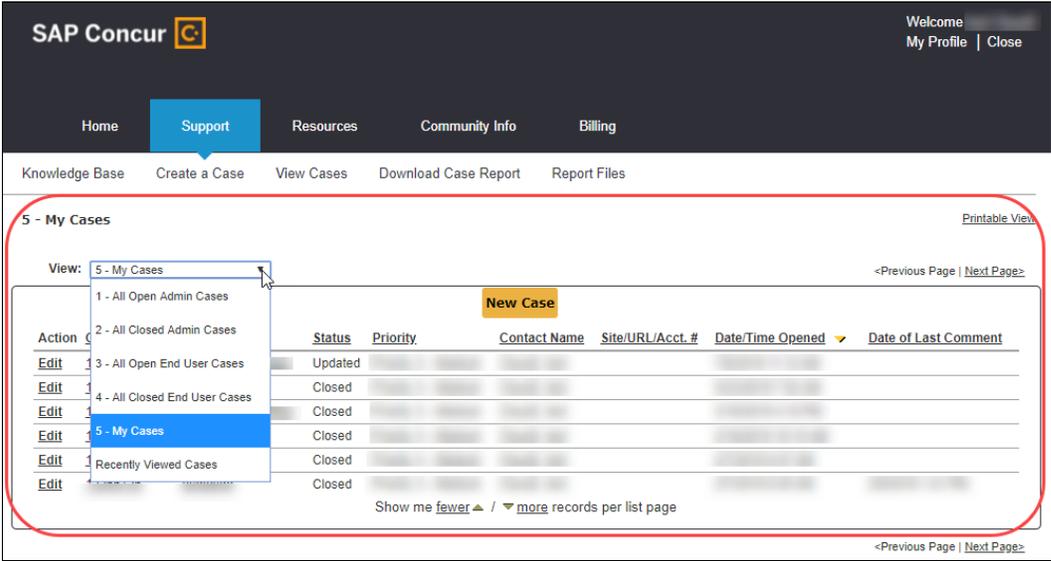


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



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



Resolved Cases

| Case ID | Description |
|---|-------------|
| No resolved cases for the November 2020 release | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

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| SAP Concur Release Notes | |
|---|-----------------|
| Concur Request Professional/Premium | |
| Month | Audience |
| Release Date: December 5, 2020 Update #2: Wednesday, December 9, 12:00 PM PT | Client – FINAL |

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Release Notes

NextGen UI for Concur Request

****Ongoing** Updated User Interface (UI) for Concur Request End Users**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| November 2019 | July 2, 2020 | TBD |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Overview

The continued evolution of the Concur Request solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for the request process.

Concur Request customers will have the ability to preview and then opt in to the NextGen UI before the mandatory move.

BUSINESS PURPOSE / CLIENT BENEFIT

The result is the next generation of the Concur Request user interface designed to provide a modern, consistent, and streamlined user experience. This technology not only provides an enhanced user interface, but also allows us to react more quickly to customer requests to meet changing needs as they happen.

Products and Users Affected

In order to take advantage of these improvements, Concur Request customers will be required to transition to the NextGen UI. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes will apply to:

- All editions of Concur Request (Professional/Premium and Standard)
- End users; there are no changes for processors or admins

IMPORTANT! Timeline and Milestones

There are two important milestones for Concur Request customers as they transition from the existing UI to the NextGen UI:

- **As of July 2, 2020, we are in the Opt-In Period for NextGen UI:** During this period, existing customers can opt in to using the NextGen UI for Concur Request by individual user, by group (Professional Edition only), or by their entire organization. This milestone is marked by the delivery of most planned features as well as further overall quality and stability.

Customers should use this period to plan their transition and move to the NextGen UI for Concur Request when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

⚠ IMPORTANT: When the NextGen UI is enabled, it will automatically enable the NextGen UI for both Concur Expense and Concur Request.

NOTE:NOTE: During the Opt-In Period for NextGen UI, not all planned Concur Request features from the existing UI will be available in the NextGen UI.

- **Mandatory Move to the NextGen UI for customers of Concur Request:** *All customers will be required to move to the NextGen UI.* This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support. We have not yet set a date when any remaining customers will be moved automatically. Customers will have at least twelve months to complete the transition after the date is announced.

Customers are encouraged to complete the tasks necessary to ensure a smooth transition for their organization, and then transition during the Opt-In Period for NextGen UI.

Transition Materials – Guides and Other Resources

We offer several guides, an FAQ, release notes, and other resources to aid in the transition. All of the information that an organization needs to get started is available here:

- [Professional Edition](#)
- [Standard Edition](#)

The links above provide access to the following:

- **Admin guides, FAQ, transition resources:** The admin guide provides information about accessing the NextGen UI and the roles/permissions required.

Along with the admin guides, FAQ, and other resources, there is a list of features that are not yet available in the NextGen UI for Concur Request. All of these can be used to help customers prepare their users.

NOTE: To help with training needs, customers can use the admin guide and end-user guide "as is" or they can use any part of them to create training materials. Customers can cut, copy, paste, delete, or otherwise edit either guide at will.

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Request to help users become comfortable with the new experience. This guide will be updated as needed during the Opt-In Period for NextGen UI as the UI is being enhanced. Admins should review the guide often.

NOTE: Like the admin guide, the organization can cut, copy, paste, delete, or otherwise edit this guide at will.

- **Release information:** During the Opt-In Period for NextGen UI, the release of the enhancements will **not** be on the regular release schedule. Instead, we will provide special release notes and information about features and enhancements that are nearing release.

Get Started

Customers are encouraged to use the transition materials described above and develop a plan for the transition.

More Information

Additional information will be available in future release notes.

Administration

Connected List Data Type Now Available for Expense Attendee Form

Overview

Custom fields that are connected lists can now be added to the Expense Attendee forms in Forms and Fields (**Administration > Expense > Expense Admin > Forms and Fields**). The Expense Attendee forms are used to configure the attendee forms for Concur Expense, Concur Request, and Concur Invoice.

NOTE: Connected list fields are not included in the attendee import process.

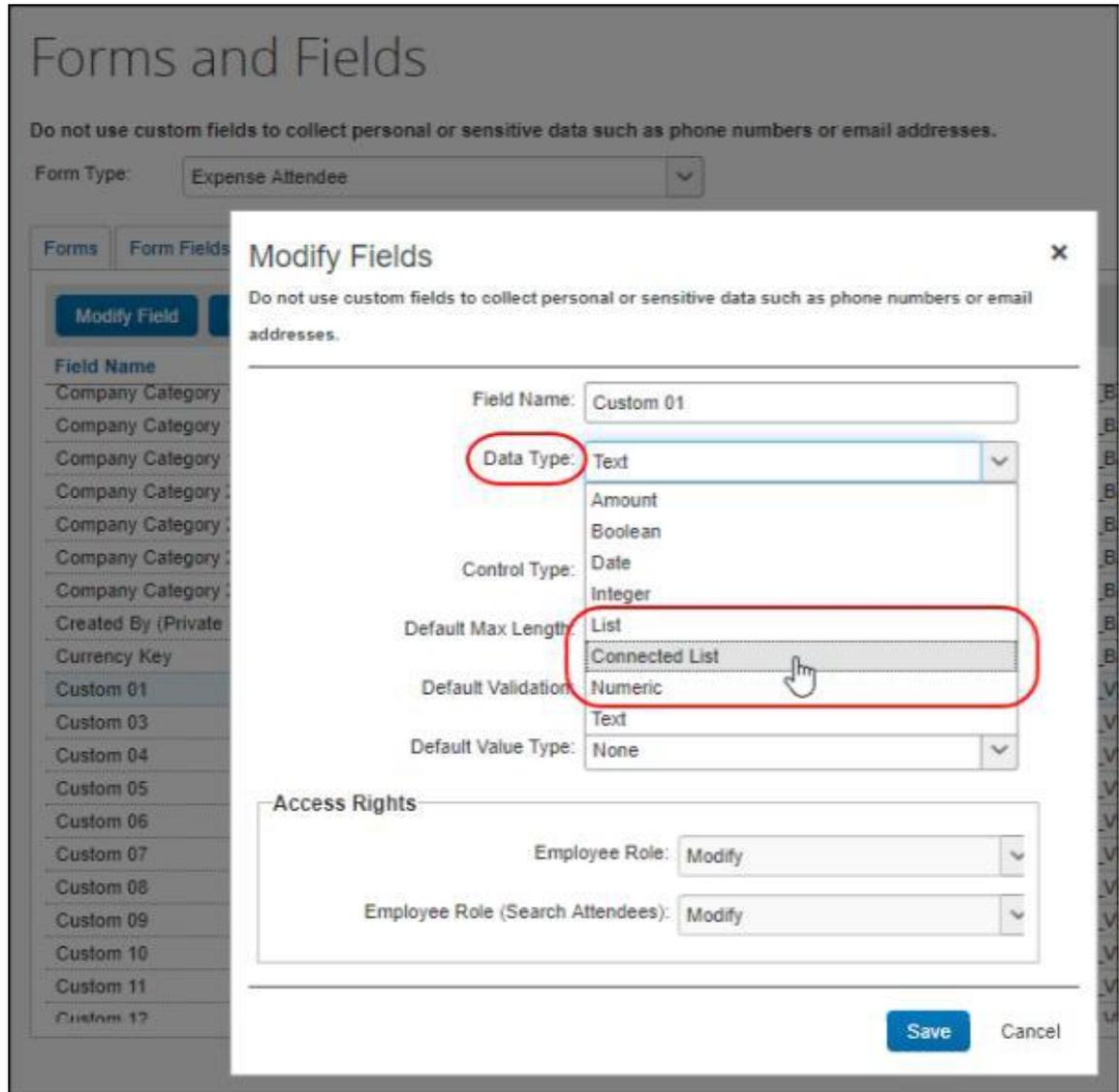
BUSINESS PURPOSE / CLIENT BENEFIT

This update enhances the attendee functionality to allow connected list type custom fields.

What the Admin Sees

On the **Modify Fields** page, *Connected List* is now available for selection in the **Data Type** list for custom fields.

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



Configuration / Feature Activation

This change occurs automatically; there are no additional configuration or activation steps for this change.



For more information, refer to the *Expense: Attendees Setup Guide* and the *Expense: Forms and Fields Setup Guide*.

APIs

List v4 API Available

Overview

A new version of the List API is available. The List v4 API allows you to view your configured lists and create new lists within SAP Concur products.

BUSINESS PURPOSE / CLIENT BENEFIT

The List v4 API uses more secure and modern, fine-grained methods. This API uses Universal Unique Identifiers (UUIDs) and uses JSON instead of XML. Also, authentication to the List v4 API may be performed with a User or Company access token, providing the opportunity to apply the principle of least privilege.

Configuration / Feature Activation

Once released, users must be an Expense, Invoice, Shared or Request Configuration Administrator to configure this API.

List Item v4 API Available

Overview

A new version of the List Item API is available. The List Item v4 API provides solutions to retrieve and manage list items.

BUSINESS PURPOSE / CLIENT BENEFIT

The List Item v4 API uses more secure and modern, fine-grained methods. This API uses Universal Unique Identifiers (UUIDs) and uses JSON instead of XML. Also, authentication to the List Item v4 API may be performed with a User or Company access token, providing the opportunity to apply the principle of least privilege.

Configuration / Feature Activation

Once released, users must be an Expense, Invoice, Shared or Request Configuration Administrator to configure this API.

Authentication

****Ongoing** Deprecation of Director SAML Service and Migration to SAML v2**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| July 10, 2020 | November 25, 2020 | July – December 2020 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

Support for the Director SAML service is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel will soon begin assisting customers who currently use Director SAML to migrate to SAP Concur SAML v2 SSO (SAML v2).

Clients currently using Director SAML are encouraged to migrate to SAML V2 as soon as possible.

Deprecation of support for the Director SAML service is dependent on the following requirements:

- SAP Concur technicians and TMCs assist existing SAP Concur clients to migrate from the Director SAML service to SAML V2.
- All clients that currently rely on the Director SAML service have migrated from Director SAML to SAML V2.

Migration from Director SAML to SAML V2 requires the following general steps:

- The client identifies an admin to act as the SSO admin and assigns the proper permission/role.
- The SSO admin coordinates with their SAP Concur technician to obtain the SAP Concur SP metadata.
- The SSO admin configures the SSO settings at the IdP based on information from SP metadata.
- The SSO admin retrieves IdP metadata from the IdP and delivers the metadata to the SAP Concur technician.
- The SSO admin adds a few testing users and tests the new SSO connection.
- With successful testing, the company rolls out SSO to their SAP Concur users.



For more information about the Single Sign-On self-service option, refer to the [Shared: Single Sign-On Overview](#) and the [Shared: Single Sign-On Setup Guide](#).

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides better security and improved support for users logging in to SAP Concur products and services.

Configuration / Feature Activation

MIGRATION FOR TMCs

TMCs will be significantly impacted by this change and should begin testing now to prepare for migration to SAML V2.

TMCs must set up SAML v2 instead of Director SAML for their new clients. Setting up SAML v2 now allows more time for TMCs to test the new configuration and train internal staff to assist clients.

To prepare for the deprecation of Director SAML:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 compliant SSO is established, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

MIGRATION FOR LEGACY DIRECTOR SAML CLIENTS

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for the deprecation of Director SAML:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients must coordinate with an SAP Concur technician to complete migration to SAML v2.



For more information about the Single Sign-On self-service option, refer to the [Shared: Single Sign-On Overview](#) and the [Shared: Single Sign-On Setup Guide](#).

****Ongoing** Deprecation of HMAC and Migration to SAML v2 and the SSO Self-Service Tool**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|--|
| July 12, 2019 | November 25, 2020 | Phase I: July 2020 Phase II: July 1, 2021 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

SAP Concur support for Hash-Based Message Authentication Code (HMAC) is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel are currently assisting customers who use HMAC to migrate to SAP Concur SAML v2 SSO (SAML v2).

SAP Concur provides a Single Sign-On self-service option that enables client admins to setup their SAML v2 connections without involving an SAP Concur support representative.



For more information about the Single Sign-On self-service option, refer to the [Shared: Single Sign-On Overview](#) and the [Shared: Single Sign-On Setup Guide](#).

NOTE: SAML v2 supports the use of multiple identity providers (IdPs).

The HMAC deprecation includes two phases:

Phase I:

- Clients must have an identity provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients begin testing authentication using SAML v2.
- TMCs prepare to onboard new SAP Concur clients to SAML v2.
- **Customers will be notified via release notes about the official deprecation date of HMAC.** As of the official deprecation date, no new clients can be onboarded using HMAC; new clients must be onboarded to SAML v2.
- Existing clients using HMAC must migrate to SAML v2.

Phase II:

- TMCs have migrated all existing SAP Concur clients from the HMAC service to SAML v2.
- The HMAC service is deprecated. Phase II is targeted to end mid-year in 2021.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides better security and improved support for users logging in to SAP Concur products and services.

Configuration / Feature Activation

MIGRATION FOR TMCs

TMCs will be significantly impacted and should begin testing now to prepare for migration to SAML v2.

TMCs must set up SAML v2 instead of HMAC for their new clients. Setting up SAML v2 now allows more time for TMCs to test SAML v2 and to train internal staff to assist clients.

To prepare for Phase I of the HMAC deprecation:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 compliant SSO is established, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

MIGRATION FOR LEGACY HMAC CLIENTS

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for Phase I of the HMAC deprecation:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients can coordinate with SAP Concur support now to complete migration to SAML v2.
- Clients can choose to use the Single Sign-On self-service option.



For more information about the Single Sign-On self-service option, refer to the [Shared: Single Sign-On Overview](#) and the [Shared: Single Sign-On Setup Guide](#).

Authentication Administration

Company Request Token Self-Service Tool

Overview

On December 8, 2020, SAP Concur released a new Company Request Token self-service tool that enables clients to generate the Company Request Token that is required to request a JSON web token (JWT) when connecting to APIs in the SAP Concur platform.

Requirements for generating a Company Request Token:

- The client must obtain a link to the new tool from SAP Concur Client Web Services (CWS).
- The client must obtain a Client ID from CWS.
- A company admin must have the Web Services Administrator permission to access the Company Request Token self-service tool through the provided link.
- For a request token to be issued, the Client ID (App ID) must be allowed to connect to the company.

Requirements for obtaining a JWT:

- The Client ID provided by SAP Concur CWS
- The client secret provided by SAP Concur CWS
- The Company UUID generated by the Company Request Token tool
- The Company Request Token generated by the Company Request Token tool

An admin with the Web Services Administrator permission can navigate to the **Company Request Tokens** page through the link provided by CWS, enter the Client ID they obtained from CWS into the **App ID** field, and then click **Submit** to generate a Company Request Token. They will also be able to generate a replacement token if one is needed.

BUSINESS PURPOSE / CLIENT BENEFIT

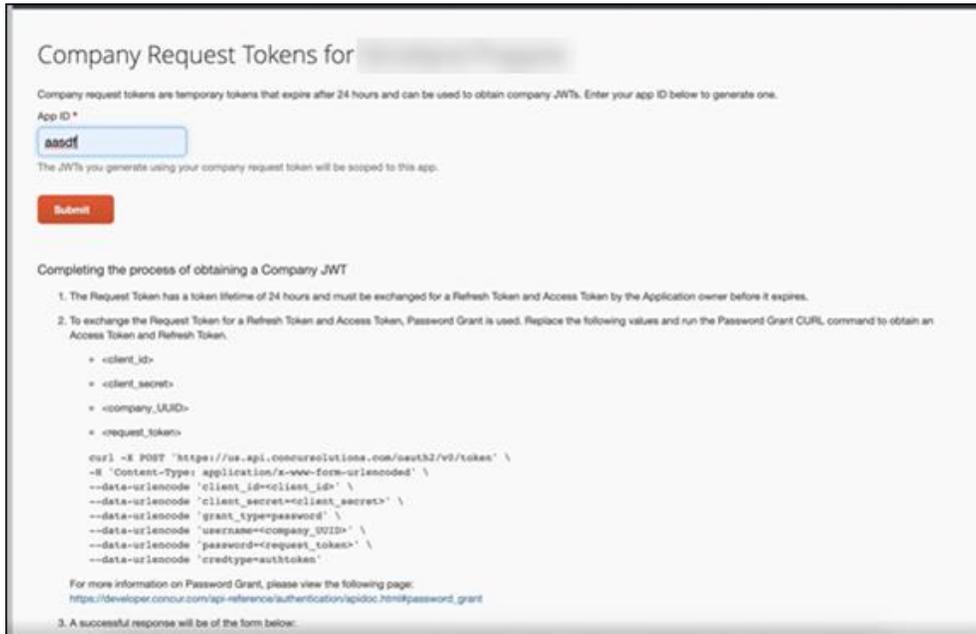
The new self-service tool enables an admin with the required permissions to generate a Company Request Token without relying on SAP Concur internal staff. The new tool also enables the admin to generate a replacement Company Request Token without assistance from SAP Concur support if their Company Request Token expires or is lost.

What the Admin Sees

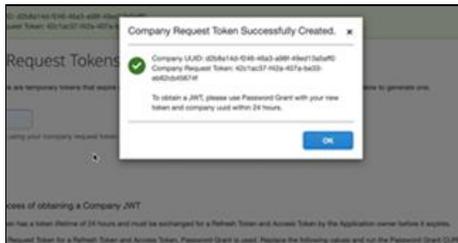
After clicking the link provided by CWS, the admin will see the **Company Request Tokens** page.

NOTE: If the admin has not yet signed in to their SAP Concur entity, they will be prompted to sign-in before seeing the **Company Request Tokens** page.

On the **Company Request Tokens** page, the admin will enter their Client ID in the **App ID** field, and then click **Submit**.



The **Company Request Token Successfully Created** dialog appears.



This dialog contains the Company UUID and the Company Request Token. The admin must copy and save both the Company UUID and the Company Request Token before signing out or navigating away from this dialog.

The admin can use the Company Request Token to generate a Company JWT, using the Password Grant process.

Instructions for the Password Grant process are on the **Company Request Token** page, as well as the SAP Concur Developer Portal.

The Company Request Token has a token expiry lifetime of 24 hours. The admin must obtain the Company JWT within that 24-hour period.

Completing the process of obtaining a Company JWT

- The Request Token has a token lifetime of 24 hours and must be exchanged for a Refresh Token and Access Token by the Application owner before it expires.
- To exchange the Request Token for a Refresh Token and Access Token, Password Grant is used. Replace the following values and run the Password Grant CURL command to obtain an Access Token and Refresh Token.
 - o <client_id>
 - o <client_secret>
 - o <company_UUID>
 - o <request_token>

```
curl -X POST 'https://rqa3.api.nonprod.cngr.tech/oauth2/v0/token' \
-H 'Content-Type: application/x-www-form-urlencoded' \
--data-urlencode 'client_id=<client_id>' \
--data-urlencode 'client_secret=<client_secret>' \
--data-urlencode 'grant_type=password' \
--data-urlencode 'username=<company_UUID>' \
--data-urlencode 'password=<request_token>' \
--data-urlencode 'credtype=authtoken'
```

For more information on Password Grant, please view the following page:
https://developer.concur.com/api-reference/authentication/apidoc.html#password_grant
- A successful response will be of the form below:


```
CURL response
HTTP/1.1 200 OK
Content-Type: application/json
Date: date-requested
Content-Length: 3397
Connection: Close
{
  "expires_in": "3600",
  "scope": "<app_scopes>",
  "token_type": "Bearer",
  "access_token": "<access_token>",
  "refresh_token": "<refresh_token>",
  "geolocation": "https://rqa3.api.nonprod.cngr.tech/oauth2/v0/token"
}
```
- The Company JWT or access_token has a token lifetime of 1 hour and can be used to call Concur APIs. The Company JWT can be refreshed by calling the Refresh Grant. The application must store the refresh_token in order to be able to continue refreshing the Company JWT when it expires.

For more information on Refresh Grant, please view the following page:
https://developer.concur.com/api-reference/authentication/apidoc.html#refresh_token
- If the refresh token is lost, expired or revoked, a new request token must be obtained. For reference, see information about Managing tokens in the Developer Portal at the following page:
<https://developer.concur.com/api-reference/authentication/apidoc.html>

If the Company Request Token expires or is lost, the admin can access the **Company Request Tokens** page again, enter their Client ID into the **App ID** field, and then generate a replacement Company Request Token.

Configuration / Feature Activation

This feature was release on December 8. To obtain access to the Company Request Token self-service tool, contact SAP Concur Client Web Services.

NOTE: In 2021, SAP Concur plans to make this feature self-service, enabling admins with the required permissions to access the self-service tool without having to obtain a link from CWS. Development of this feature is on-going and subject to change. More information about this feature will be provided in future release notes.

Authorized Support Contacts

Security / Data Protection Contact Option Added to SAP Concur Support Portal Profile (December 3)

Overview

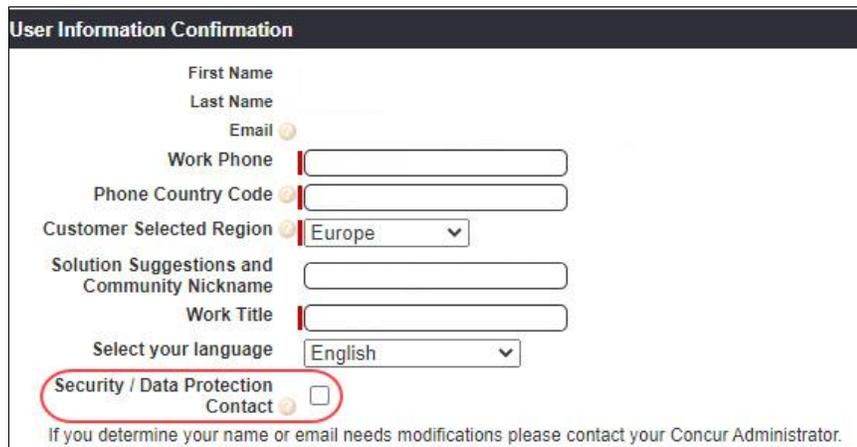
SAP Concur has added an option to the SAP Concur support portal that enables Authorized Support Contacts (ASCs) to designate whether they should be contacted regarding a security or data protection topic.

BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement gives clients more control over who in their company is contacted regarding security or data protection topics and provides greater control over which notifications an ASC receives.

What the User Sees

This option is available to ASCs on the **My Profile** page in the SAP Concur support portal.



User Information Confirmation

First Name
Last Name
Email
Work Phone
Phone Country Code
Customer Selected Region: Europe
Solution Suggestions and Community Nickname
Work Title
Select your language: English

Security / Data Protection Contact

If you determine your name or email needs modifications please contact your Concur Administrator.

Configuration / Feature Activation

There are no configuration or activation steps; this change occurred automatically.

File Transfer Updates

****Ongoing** SAP Concur Legacy File Move Migration**

| Information First Published | Information Last Modified | Feature Target Release Date |
|---|---------------------------|-----------------------------|
| March 2020 | -- | Ongoing in 2020 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

Overview

This release note is intended for the technical staff responsible for file transmissions with SAP Concur. For our customers and vendors participating in data exchange, SAP is maintaining our SAP Concur file transfer subsystem to provide greater security for those file transfers.

SAP will begin migrating SAP Concur entities that currently use a legacy process for moving files to a more efficient and secure file routing process that relies on APIs.

Clients whose entities are currently configured to use the legacy process will be migrated to the more efficient process sometime between now and the end of 2020. After they are migrated to the more efficient process, clients will see the following improvement:

- With the legacy process, clients had to wait for the file move schedule to run at a specified time. With the more efficient and secure API-based process, extracts and other outbound files from SAP Concur will be available within the existing overnight processing period shortly after the files are created.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security and efficiency for file transfers.

Configuration / Feature Activation

If assistance is required, please contact SAP Concur Support.



For more information, refer to the [Shared: File Transfer for Customers and Vendors User Guide](#).

Release Notes

Preview Release Notes No Longer Published

Overview

Starting with the January 2021 release, SAP Concur Technical Publications will no longer publish the preview release notes. This change is being made to streamline our client communication. With this change, only two sets of release notes will be published for each monthly release cycle: draft release notes and final release notes.

NOTE: This change will go into effect January 1, 2021.

The [2021 Release Calendar](#) will be updated to reflect this change.

BUSINESS PURPOSE / CLIENT BENEFIT

This change simplifies the release notes communications.



For more information about the publishing dates for the draft and final release notes, refer to the [2021 Release Calendar](#).

SAP Concur Platform

****Ongoing** Retirement and Decommission of Existing Concur Request APIs (v1.0, v3.0, v3.1) (June 1, 2021)**

| Information First Published | Information Last Modified | Feature Target Release Date |
|---|---------------------------|-----------------------------|
| June 2020 | October 2, 2020 | June 1, 2021 |
| Any changes since the previous monthly release will be highlighted in yellow in this release note. | | |

Overview

SAP will be retiring the existing Concur Request APIs (v1.0, v3.0 and v3.1) in a future release (targeted to begin June 1, 2021), in accordance with the [SAP Concur API Lifecycle & Deprecation Policy](#). These APIs are replaced by the Concur Request v4 APIs. SAP will no longer support these APIs after retirement.

Decommissioning of the v1.0, v3.0, and v3.1 APIs will start three months after retiring the APIs. The specific dates for decommissioning are dependent on the individual client's API migration.

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

- Deprecation – March 1, 2020 – May 31, 2021
- Retirement – June 1, 2021 – November 30, 2021
- Decommission – starts after 3 months of inactivity at the retired state

NOTE: We have delayed the start of the retirement period an additional six months, from December 1, 2020 to June 1, 2021, to provide more flexibility to our clients, partners, and travel management companies (TMC) for their migration during these challenging times as the world navigates this pandemic.

BUSINESS PURPOSE / CLIENT BENEFIT

The Concur Request APIs v1.0, v3.0 and v3.1 only support the previous authentication method, which is not best security practice and does not meet the Oauth2 standards. In addition, the previous versions of the Concur Request APIs provided limited possibilities for moving a Request through the approval workflow, as well as managing custom simple & connected list fields. These issues are resolved with the new Concur Request v4 APIs.

In addition, SAP has run a backward compatibility project between the current Concur Request APIs and the new Concur Request v4 APIs (not iso-compatibility) in order to have the vast majority of use cases managed in the previous versions also be managed in the Concur Request v4 APIs.

Security

Updated: End of Support for Insecure Protocols and Ciphers in F5 Client SSL Profiles for VIPs (October 7)

These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

In early October, the SAP Concur networking team noted that their configuration of the Content Delivery System had been blocking the protocols in the list that follows for some time.

As such, the notice to customers that we would be making a change to our F5 Client SSL profile was superfluous, as those aspects of the existing profile were not actually available. SAP Concur did make changes to the F5 Client SSL profile on October 7 as well, in the interest of maintaining a strong security profile.

This means that there was no new effect for customers, as the following protocols had already previously been blocked:

- SSL v2
- SSL v3
- TLS v1.0
- TLS v1.1
- 3DES cipher suite

BUSINESS PURPOSE / CLIENT BENEFIT

This update provides ongoing security for our products and services.

Configuration / Feature Activation

There are no configuration or activation steps.

User Interface

Updating Country and Countries Labels

Overview

Instances of Country or Countries in the user interface are being updated to Country/Region and Countries/Regions, respectively.

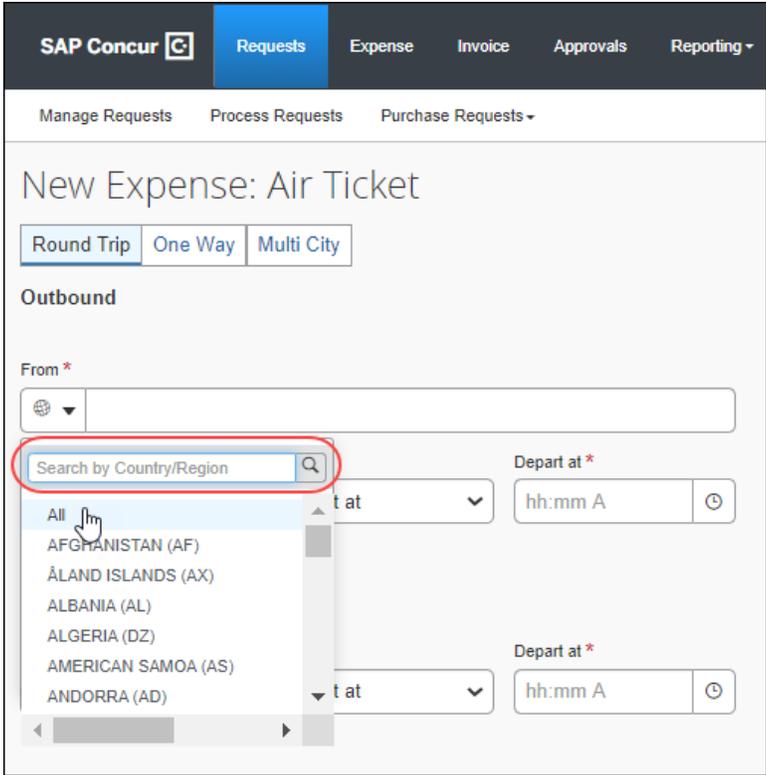
USER/CUSTOMER BENEFIT

This change provides a better global user experience.

What the User Sees

The user sees updated labels in the user interface.

Example



Configuration / Feature Activation

There are no configuration or activation steps; this change occurs automatically.

Planned Changes

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

IMPORTANT: These Planned Changes may not be all of the upcoming enhancements and modifications that affect this SAP Concur product or service. The Planned Changes that apply to multiple SAP Concur products and/or services are in a consolidated document. Please review the additional Planned Changes available in the [Shared Planned Changes Release Notes](#).

Administration

****Planned Changes** Auto-Create Report Setting To Be Temporarily Removed**

Overview

With the November 2020 release, the **Auto-Create Report** setting was added to the **New Request Policy** and **Modify Request Policy** pages (**Administration > Request > Request Policies**) for all Concur Request policies.

It was decided the **Auto-Create Report** setting needs additional improvements before the setting is available to clients. The **Auto-Create Report** setting will be temporarily removed from the **New Request Policy** and **Modify Request Policy** pages.

BUSINESS PURPOSE / CLIENT BENEFIT

This update supports improvements to the setting functionality.

What the Administrator Will See

The **Auto-Create Report** setting will be removed from the **New Request Policy** and **Modify Request Policy** pages.

BEFORE

The screenshot shows the 'Request Admin' interface for 'Modify Request Policy: Default Request Policy'. The left sidebar lists various configuration options, with 'Request Policies' circled in red. The main content area has five tabs: 'General', 'Segments', 'Expense Types', 'Print Formats', and 'Auto Submit Conditions'. The 'General' tab is active. The 'Auto-Crete Report' dropdown menu is open, showing 'None' as the current selection and 'On Request Start Date' as the selected option, which is highlighted by a mouse cursor. Other settings include 'Enable Post Approval Trip Update' checked, 'Assignable to Report' set to 'Unlimited', 'Default Expense Policy' set to 'US Expense Policy', 'Imaging Configuration' set to 'DEFAULT TRAVEL REQUEST', and 'Request Allocation Form' set to 'Default Request Allocation Form'.

AFTER

The screenshot shows the 'Request Admin' interface for 'Modify Request Policy: Copy of Default Request Policy'. The left sidebar lists various configuration options, with 'Request Policies' circled in red. The main content area has five tabs: 'General', 'Segments', 'Expense Types', 'Print Formats', and 'Auto Submit Conditions'. The 'General' tab is active. The 'Print Format for Report Summary' dropdown menu is set to 'Request Post-Approved Amount'. Other settings include 'Enable Post Approval Trip Update' checked, 'Assignable to Report' set to 'Unlimited', 'Default Expense Policy' set to 'US Expense Policy', 'Imaging Configuration' set to 'DEFAULT TRAVEL REQUEST', and 'Request Allocation Form' set to 'Default Request Allocation Form'.

What the User Will See

In the existing UI, when the **Auto-Create Report** setting is removed, the **Expense** link and the **Create Expense Report** button will be available for manually creating expense reports from a request.

EXAMPLE OF THE EXPENSE LINK IN THE EXISTING UI:

Manage Requests Create New Process Requests Quick Search Budget Insight Purchase Requests

Active Requests (96) Delete Request Copy Request Close/Inactivate Request

View

Request Name Begins With Go

| <input type="checkbox"/> | Request Type | Request Name | Request ID | Status | Request Dates | Date Submitted | Total | Approved a... | Remaining ... | Action |
|--------------------------|--------------|---|------------|---------------------------------------|--------------------------|----------------|----------|---------------|---------------|-------------------------|
| <input type="checkbox"/> | Travel | Leadership Conference - Atlanta leadership conference | 3J6F | Approved | 03/10/2020 03/13/2020 | 10/18/2019 | \$444.62 | \$444.62 | \$444.62 | Expense |
| <input type="checkbox"/> | Travel | New York Conference Leadership conference | 3GMW | Approved - Pending Booking | 02/04/2020 02/07/2020 | 10/17/2019 | \$670.00 | \$0.00 | \$0.00 | Book |
| <input type="checkbox"/> | Travel | Car/Hotel Reservation Client site visit | 3F79 | Sent Back to Employee - Davis, Pat R. | 12/04/2019 12/11/2019 | 05/31/2019 | \$99.00 | \$0.00 | \$0.00 | |

EXAMPLE OF THE CREATE EXPENSE REPORT BUTTON IN THE EXISTING UI:

SAP Concur **Requests** Travel Expense Invoice Approvals Reporting App Center Links Administration Help

Manage Requests Create New Process Requests Quick Search Budget Insight Purchase Requests

Request 3J6F Create Expense Report Attachments Print / Email Close/Inactivate Request

Request Name: Leadership Conference - Atlanta
Purpose: leadership conference
Status: Approved
Amount: \$444.62

Request Header Segments Expense Summary Approval Flow Audit Trail

PNR FHHNHQ
View itinerary
View request

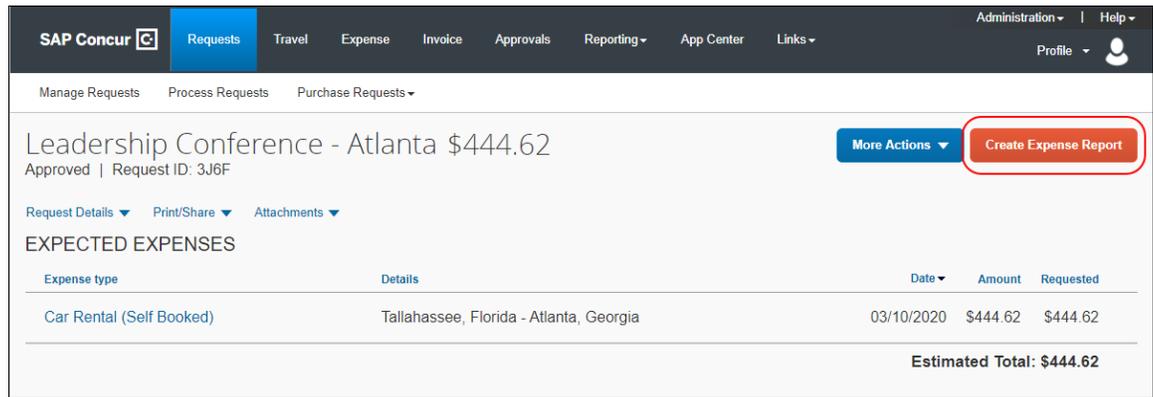
Car Rental (Self-booked segment) Amount: \$444.62

Pick-up
City: Tallahassee Municipal (Airport - TLH), Tallahassee, Florida
Date: Tuesday, March 10, 2020 At 08:00 am
Detail: TLHC1, 628 NORTH MONROE ST, TALLAHASSEE, 32301
Car vendor: ZD
Vehicle type: E

Drop-off
City: Hartsfield Intl (Airport - ATL), Atlanta, Georgia
Date: Friday, March 13, 2020 At 05:00 pm
Detail: ATL, Atlanta, US

Allocate

EXAMPLE OF THE CREATE EXPENSE REPORT BUTTON IN THE NEXTGEN UI:



Configuration/Feature Activation

There are no configuration or activation steps; this change will occur automatically.



For more information about Request Policies, refer to the *Concur Request: Policies and Groups Setup Guide*.

Attendees

****Planned Changes** Enhanced Employee Attendee Search**

| Information First Published | Information Last Modified | Feature Target Release Date |
|--|---------------------------|-----------------------------|
| December 2020 | -- | Q1 2021 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

These changes are also part of the NextGen UI experience.

Overview

Users searching for employees to add as attendees to an expected expense will soon have additional filter options that can be used to narrow search results, helping make the identification of employees accurate and efficient.

Currently, searching for employee attendees can prove difficult as there may be no fields available to search by other than first name and last name.

With this update, the default advanced search view for employee attendees will automatically include the addition of email addresses and country filters.

This feature update includes the following benefits:

- Accurate identification of employees, particularly for those with the same first and last name
- Improved efficiency for employee searches by providing filters that help narrow relevant search results
- Simplified employee attendee management, removing the need to use an attendee import to update attendee data for the SYSEMP attendee type
- Optional inclusion of inactive employees in attendee searches

NOTE: This enhancement is specific to the employee (SYSEMP) attendee type and does not apply to other attendee types like business guest or spouse.

BUSINESS PURPOSE / CLIENT BENEFIT

This update helps make searching for employee attendees more efficient and also simplifies the management of employee attendees by removing the need to use an attendee import to update the attendee data of the SYSEMP attendee type.

What the User Sees – Current UI

When users select *Employee* in the **Attendee Type** list on the **Search Attendees** tab, they will see two new fields: **Email address** and **Country**. These new fields can be used to enhance searches for employee attendees.

The screenshot shows the 'Search Attendees' interface. At the top, there are tabs for 'Search Attendees', 'Favorites', 'Recently Used', 'Attendee Groups', and 'My Team'. Below the tabs, a dropdown menu is set to 'Employee'. The search filters include: Last Name, First Name, Attendee Title, Company, State, Total Amount YTD, Email address (highlighted with a red box), and Country (highlighted with a red box). A 'Search' button and a 'Reset' link are located to the right of the filters. Below the filters, the 'Search Results' section shows a table with columns: Attendee Name, Attendee Title, Company, Attendee Type, and State. The table is currently empty, displaying 'No data to display'. At the bottom of the results section, there are navigation controls: 'Page 1 of 1' and a refresh icon. At the very bottom of the interface, there are buttons for 'New Attendee', 'Add to Expense', 'Delete', and 'Close'.

In addition to selecting advanced search parameters, users must also select one of the following fields: **First Name**, **Last Name**, or **Email Address**. Completing these fields optimizes the search and narrows the criteria used to return relevant results.

NOTE: In order for the **Email address** and **Country** fields to display automatically as searchable fields, the *Employee* option selected in the **Attendee Type** list should be mapped to SYSEMP.

To access the **Search Attendees** tab on the **Search Attendees** page, click the **Advanced Search** button on the **Expenses** tab for the expected expense.

What the User Sees – NextGen UI

When users select *Employee* in the **Attendee Type** list on the **Attendees** tab, they will see two new fields: **Email address** and **Country** display once they click the **More Search Options** link. These new fields can be used to enhance searches for employee attendees.

The screenshot shows the 'Add Attendees' form with the following fields and options:

- Attendee Type ***: A dropdown menu with 'Employee' selected.
- Last Name**: A text input field.
- First Name**: A text input field.
- Attendee Title**: A text input field.
- Company**: A text input field.
- State**: A text input field.
- Total Amount YTD**: A text input field.
- Email address**: A text input field, highlighted with a red box.
- Country**: A dropdown menu with 'Search by Country/Region' selected, highlighted with a red box.
- Include inactive employees** (with a link to [Fewer Search Options](#))
- Search** button, **Reset** button, and **Close** button.

In addition to selecting advanced search parameters, users must also select one of the following fields: **First Name**, **Last Name**, or **Email Address**. Completing these fields optimizes the search and narrows the criteria used to return relevant results.

Users can also select the **Include Inactive employees** check box to add inactive employees to the attendee search. This search option is useful when you need to add a former employee to an expected expense for a meal celebrating an employee's retirement, but the employee is no longer marked as active in the system.

NOTE: Users can click the **Fewer Search Options** link to reduce the number of search fields on the page. To view all search fields, users can click the **More Search Options** link to restore all advanced search fields.

NOTE: In order for **Email address** and **Country** fields to display automatically as searchable fields, the *Employee* option selected in the **Attendee Type** list should be mapped to SYSEMP.

To access the **Attendees** tab on the **Add Attendees** page, click the **Attendees** link for the expected expense on the **Expected Expenses** page, click the **View Attendees** link, click the **Add** button on the **Attendees** page, and then click the **Attendees** tab on the **Add Attendees** page.

Configuration / Feature Activation

This update will occur automatically to show the additional searchable fields.

OPTIONAL CONFIGURATION

Copy down may now be configured for Employee attendee type (SYSEMP) attendee fields

If there are fields on an employee record that are beneficial to include in an attendee search (such as cost center, legal entity, or office location), admins can configure the additional fields using copy down functionality from the employee record to the attendee record. This provides additional information for use in searching for employees as well as display of attendees linked to an expected expense.

This new copy down option may allow simplification of the management of employee attendees by removing the need to use an attendee import to update the attendee data of the SYSEMP attendee type.

 **IMPORTANT:** We highly recommend admins check the form field configuration for all expense attendee forms and specifically for any copy down configuration on the Employee Attendee Form referenced for the SYSEMP attendee type.

 **IMPORTANT:** Admins, please also refer to the **Configuration Report > Attendee Forms** link accessible from the **Expense Admin** page.



For general information, refer to the *Use the Forms Tab – General* section of the *Concur Expense: Attendees Setup Guide*.

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

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.

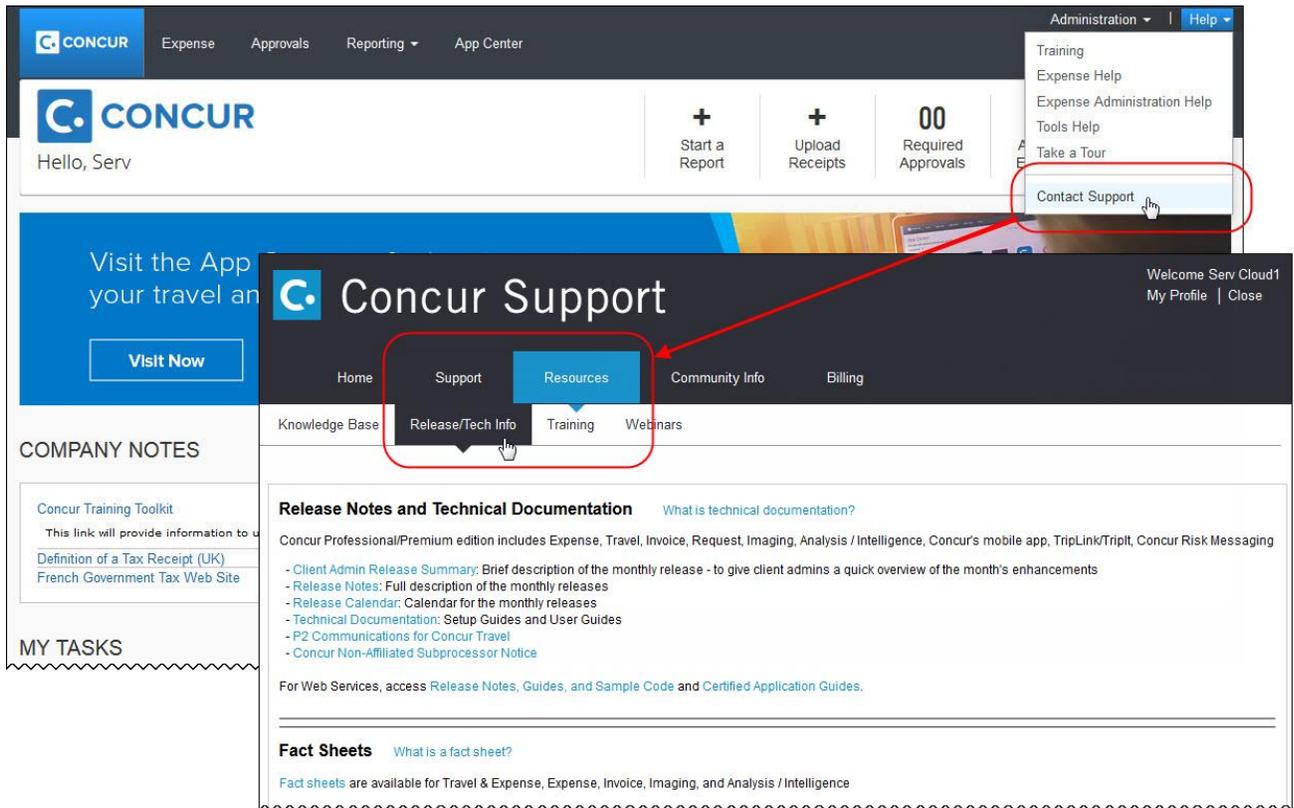
The screenshot shows the SAP Concur user interface. At the top, there is a navigation bar with 'SAP Concur' logo and various menu items like 'Requests', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', 'App Center', and 'Links'. A 'Help' dropdown menu is open, showing options like 'Training', 'Request Help', and 'Request Administration Help' (which is circled in red). Below the navigation bar, there is a dashboard with 'Hello, Chris' and several status indicators: '+ New', '00 Required Approvals', '00 Authorization Requests', and '00 Payment Requests'. There are also buttons for 'Available Expenses' and 'Open Reports'. The main content area is titled 'Using Online Help' and contains a sidebar with navigation links like 'Using Online Help', 'Legal Notice', and 'Request Professional Administration Guides' (circled in red). The main content area features a 'Quick Links' section with links to 'Client Admin Release Summary - What's New', 'Setup Guides (below)', 'User Guides (below)', and 'Import / Extract Specifications (below)'. Below this is a table titled '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**.



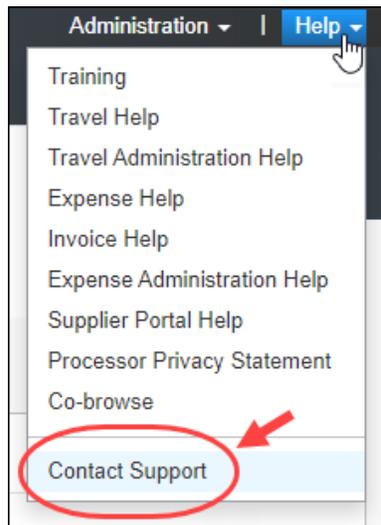
Cases

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**.

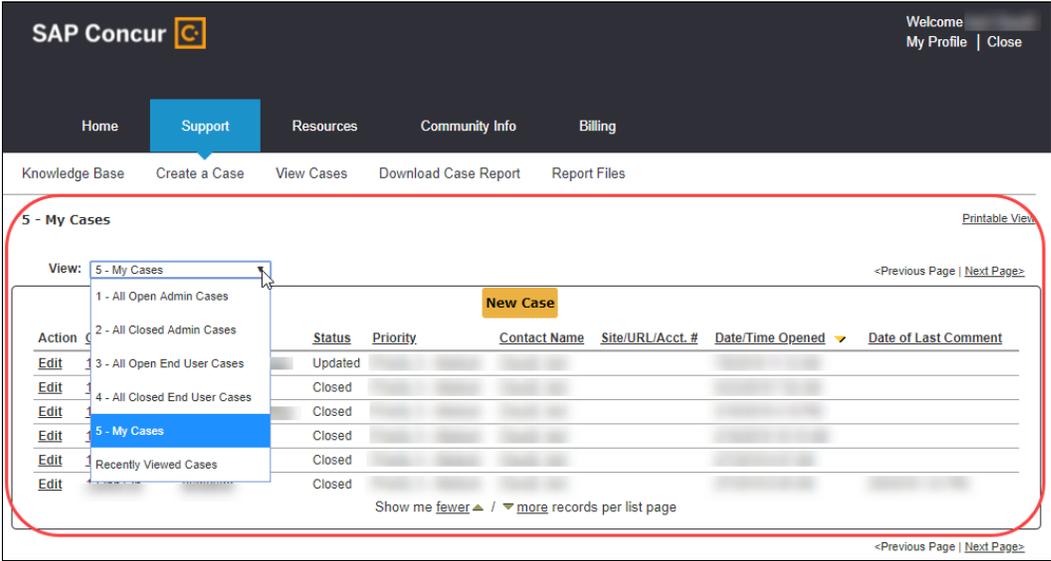


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



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



Resolved Cases

| Case ID | Description |
|---|-------------|
| No resolved cases for the December 2020 release | |
| | |
| | |
| | |
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| | |

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