

<b>SAP Concur Release Notes</b>	
<b>Concur Request Professional/Premium</b>	
<b>Month</b>	<b>Audience</b>
Release Date: January 16, 2021 Update #2: Monday, January 25, 1:00 PM PT	Client – FINAL

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# Release Notes

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## 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.

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

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**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.

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- **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.

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**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.

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

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- **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 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. With the January release, the **Auto-Create Report** setting is temporarily removed from the **New Request Policy** and **Modify Request Policy** pages.

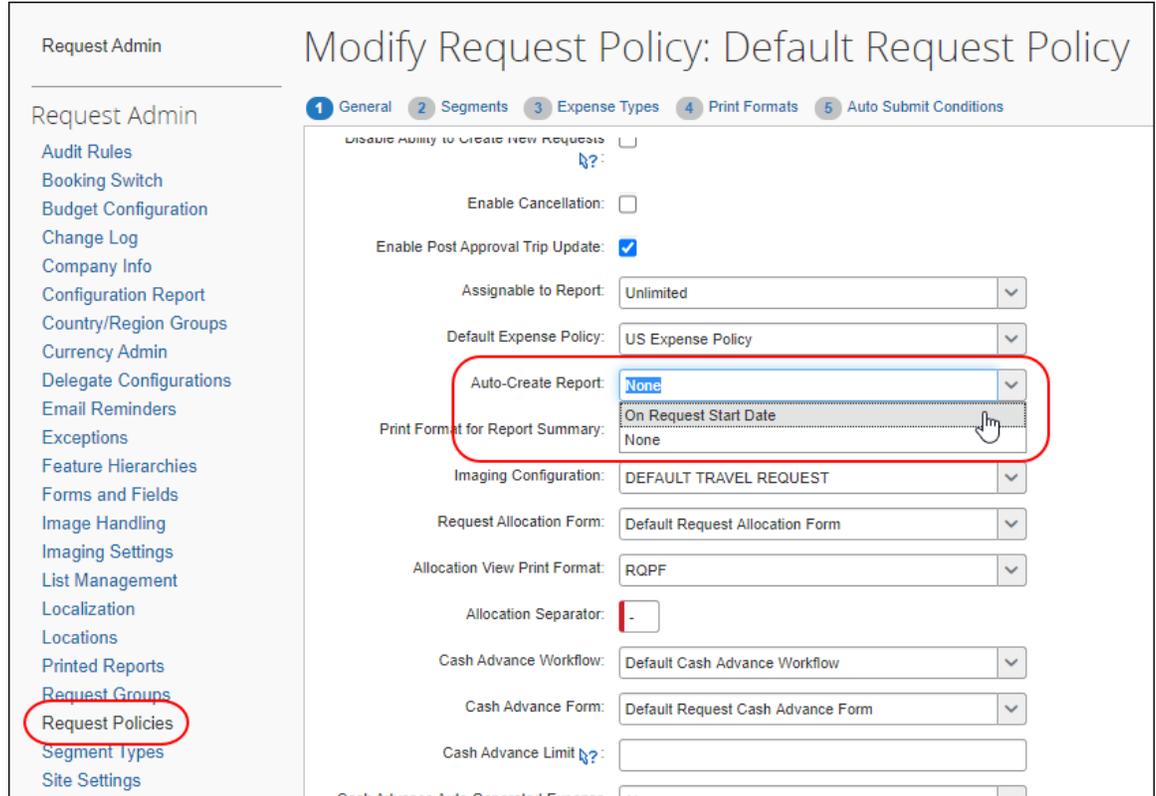
#### **BUSINESS PURPOSE / CLIENT BENEFIT**

This update supports improvements to the setting functionality.

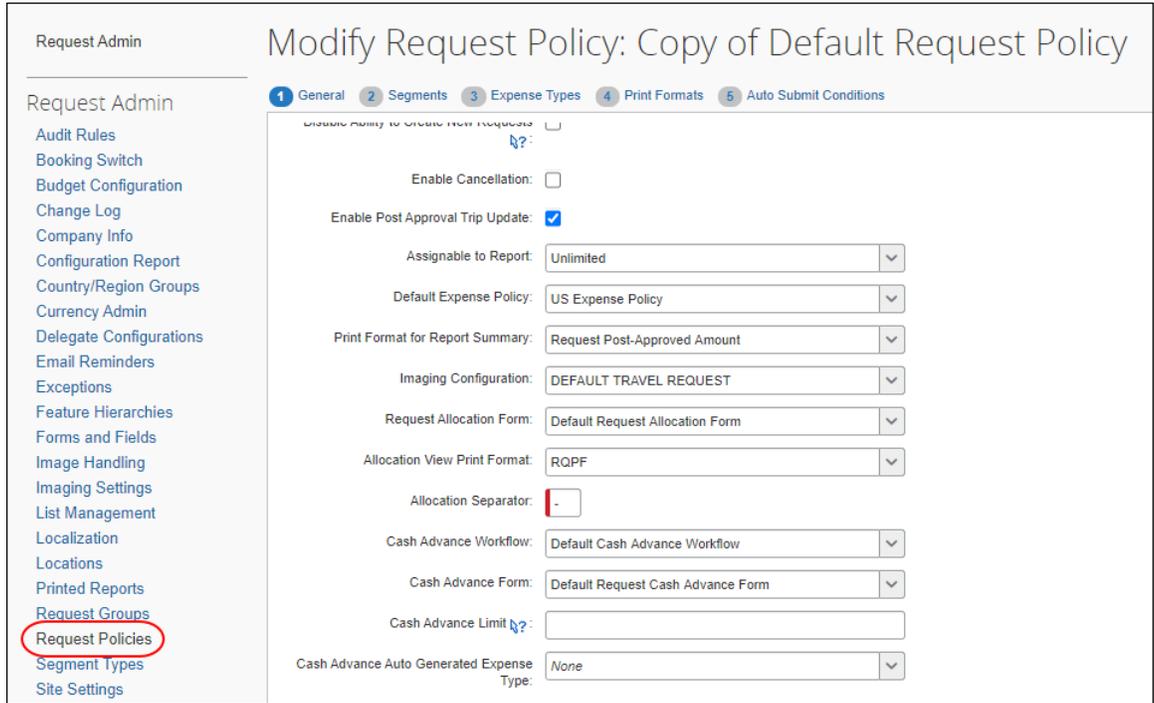
### What the Administrator Sees

The **Auto-Create Report** setting is now removed from the **New Request Policy** and **Modify Request Policy** pages.

#### BEFORE



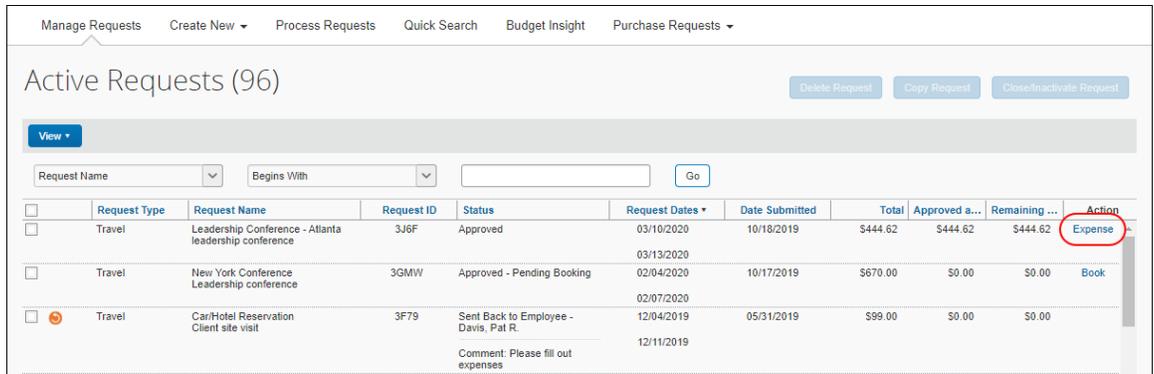
**AFTER**



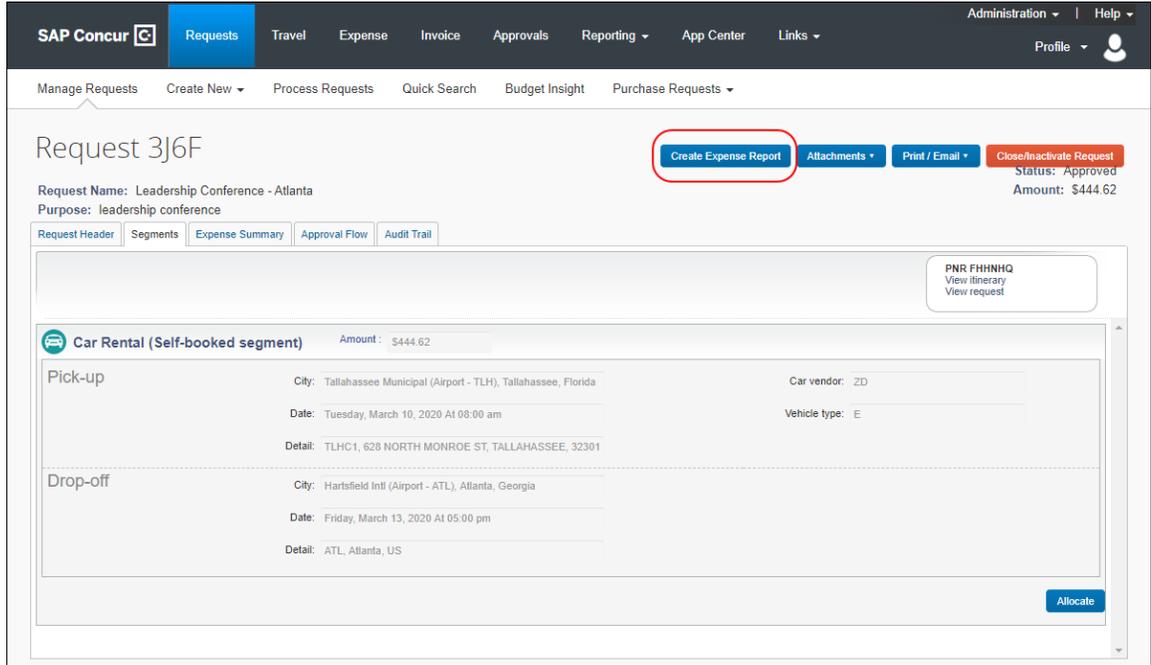
**What the User Sees**

In the existing UI, the **Expense** link and the **Create Expense Report** button are available for manually creating expense reports from a request.

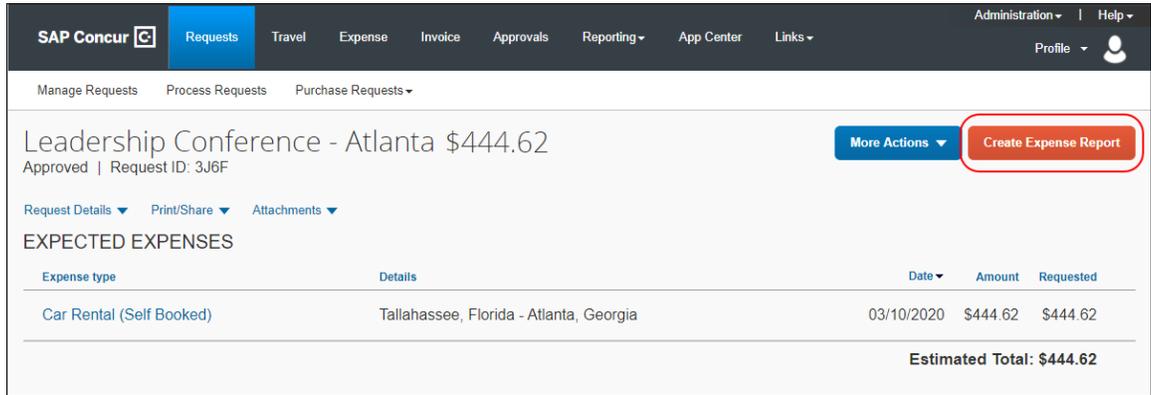
**EXAMPLE OF THE EXPENSE LINK IN THE EXISTING UI:**



**EXAMPLE OF THE CREATE EXPENSE REPORT BUTTON IN THE EXISTING UI:**



**EXAMPLE OF THE CREATE EXPENSE REPORT BUTTON IN THE NEXTGEN UI:**



**Configuration/Feature Activation**

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

We will announce the availability of the **Auto-Create Report** setting in future release notes.



For more information about Request Policies, refer to the *Concur Request: Policies and Groups Setup Guide*.

## Line Separators Now Available on Request Segment Forms

### Overview

Line separators can now be configured to appear after fields on segment forms in Concur Request. The **Has Line Separator After This Field** check box is now available on the **Modify Form Fields** dialog for fields on segment forms in Forms and Fields (**Administration > Request > Forms and Fields > Form Fields tab**).

Before this update, the **Has Line Separator After This Field** check box was available for fields on forms with the Request Header and Request Entry form type, but the check box was not available for fields on forms with one of the Request segment form types.

### BUSINESS PURPOSE / CLIENT BENEFIT

This update provides line separator functionality consistency between the Request Header, Request Entry, and Request segment form types.

### What the Administrator Sees

The **Has Line Separator After This Field** check box is now available on the **Modify Form Fields** dialog. Selecting the check box adds a line separator after the field on the segment form.

The screenshot displays the 'Modify Form Fields' dialog box. The background shows the 'Forms and Fields' interface with the 'Form Fields' tab selected. The dialog box contains the following fields and options:

- Field Name: To Location Name
- Field Label: To
- Data Type: Integer
- Tool Tip: (empty)
- Required
- Has Line Separator After This Field (highlighted with a red circle)
- Hidden if empty
- Control Type: Edit
- Max Length (chars): 17
- Validation: None
- Default Value Type: None
- Access Rights: Request Employee Role: Modify

**NOTE:** In the NextGen UI for Concur Request, the **Date** (DEPARTURE\_DATE) and **Depart at** (DEPARTURE\_TIME) / **Arrive at** (ARRIVAL\_TIME) fields are considered one single field group, and the **Date** (ARRIVAL\_DATE) and **Depart at** (DEPARTURE\_TIME) / **Arrive at** (ARRIVAL\_TIME) fields are considered one single field group.

Therefore, if the **Has Line Separator After This Field** check box is selected (enabled) for one or more of the fields in the group, only one line separator will be applied to the group, and it will be displayed after the group on the segment form.

**What the User Sees**

When the **Has Line Separator After This Field** check box is selected for a field on a segment form, a line separator is displayed after the field on the segment form.

In the following example, a line separator is added to the **From** field and the **Comment** field on the Request Air Segment form in the NextGen UI for Concur Request.

The screenshot displays the 'Request Air Segment' form in the SAP Concur NextGen UI. At the top, it shows 'Air Ticket GBP 156.00' with navigation arrows and a trash icon. There are 'Cancel' and 'Save' buttons. Below this, there are tabs for 'Round Trip', 'One Way', and 'Multi City'. The form is divided into 'Outbound' and 'Return' sections. In the 'Outbound' section, the 'From' field is highlighted with a red oval and contains 'London City (Airport - LCY), London, UNITED KINGD'. Below it, there is a red oval highlighting a line separator. The 'To' field contains 'Lisboa (Airport - LIS), Lisbon, PORTUGAL'. The 'Date' field contains '11/03/2020'. The 'Depart at' field contains '07:00 AM'. The 'Vendor Name' field contains 'British Airways'. The 'Comment' field is empty and highlighted with a red oval. Below the 'Return' section, there is another red oval highlighting a line separator. At the bottom, the 'Amount' field contains '156.00' and the 'Currency' field contains 'UK, Pound Sterling'.

## Configuration/Feature Activation

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



For more information about Forms and Fields and configuring fields on forms, refer to the *Concur Request: Forms and Fields Setup Guide*.

## Attendees

### Enhanced Employee Attendee Search

*These changes are also part of the NextGen UI experience. The production deployment of this change will be conducted in phases over the next few weeks. Individual customers will start seeing this change between January 15 and January 30. Production deployment to the EMEA datacenter has already been completed. The production deployment to the US and China datacenters is still planned.*

#### Overview

Users searching for employees to add as attendees to an expected expense now have additional filter options that can be used to narrow search results, helping make the identification of employees accurate and efficient.

Searching for employee attendees has proven difficult as there may have been no fields available to search by other than first name and last name.

With this update, the default advanced search view for employee attendees automatically includes 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

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**NOTE:** This enhancement is specific to the employee (SYSEMP) attendee type and does not apply to other attendee types like business guest or spouse.

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#### 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 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 criteria section includes input fields for 'Last Name', 'First Name', 'Attendee Title', 'Company', 'State', and 'Total Amount YTD'. Two new fields, 'Email address' and 'Country', are highlighted with a red box. The 'Country' field is a dropdown menu with 'Select one' as the current selection. A 'Search' button and a 'Reset' link are located to the right of the search criteria. Below the search criteria, the 'Search Results' section is visible, showing a table with columns for 'Attendee Name', 'Attendee Title', 'Company', 'Attendee Type', and 'State'. The table is currently empty, and a message 'No data to display' is shown. At the bottom of the interface, there are navigation controls including 'Page 1 of 1' and 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.

Once the search is run, the search results page also includes a new column, **Country**, displaying any country associated with the attendees returned by the search.

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 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' dialog box with the following fields and options:

- Attendee Type \***: Employee (dropdown)
- Last Name**: Text input field
- First Name**: Text input field
- Attendee Title**: Text input field
- Company**: Text input field
- State**: Text input field
- Total Amount YTD**: Text input field
- Email address**: Text input field (highlighted in red)
- Country**: Search by Country/Region (dropdown, highlighted in red)
- Include inactive employees** (checkbox)
- [Fewer Search Options](#) (link)
- Search** (button)
- Reset** (button)
- 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.

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.

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**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.

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Once the search is run, the search results page also includes a new column, **Country**, displaying any country associated with the attendees returned by the search.

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 occurs automatically to show the additional searchable fields when the Attendee setting **Allow automatic creation of employees as attendees (SYSEMP attendee type)** is enabled. **This setting is typically on for all customers, unless explicitly disabled during implementation to meet unique business needs.**



For information about how to enable this setting, refer to Step 6 in the *Configuration-Overview and Procedures* section of the *Concur Expense: Attendees Setup Guide*.

### 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.

---

 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.

 Admins, please also refer to the **Configuration Report > Attendee Forms** link accessible from the **Expense Admin** page.

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For general information, refer to the *Use the Forms Tab – General* section of the *Concur Expense: Attendees 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	January 8, 2020	July 2020 – February 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

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](#).

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

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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**.

Company Request Tokens for [redacted]

Company request tokens are temporary tokens that expire after 24 hours and can be used to obtain company JWTs. Enter your app ID below to generate one.

App ID \*

aascf

The JWTs you generate using your company request token will be accepted to this app.

Submit

Completing the process of obtaining a Company JWT

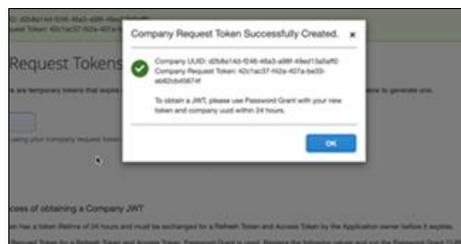
1. The Request Token has a token lifetime of 24 hours and must be exchanged for a Refresh Token and Access Token by the Application owner before it expires.
2. To exchange the Request Token for a Refresh Token and Access Token, Password Grant is used. Replace the following values and run the Password Grant CURL command to obtain an Access Token and Refresh Token.
  - \* <client\_id>
  - \* <client\_secret>
  - \* <company\_UUID>
  - \* <request\_token>

```
curl -X POST "https://us.api.concurreolutions.com/oauth2/v2/tokens" \
  -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/api-doc.html#password\\_grant](https://developer.concur.com/api-reference/authentication/api-doc.html#password_grant)

3. A successful response will be of the form below:

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.cnqr.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](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.cnqr.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](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 released 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.

The screenshot shows a form titled "User Information Confirmation" with the following fields and options:

- First Name
- Last Name
- Email
- Work Phone
- Phone Country Code
- Customer Selected Region (Dropdown menu showing "Europe")
- Solution Suggestions and Community Nickname
- Work Title
- Select your language (Dropdown menu showing "English")
- Security / Data Protection Contact (Checkbox, circled in red)

Below the form, there is a note: "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 6, 2020	January 8, 2021	Ongoing until July 31, 2021

#### **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 is in the process of 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 July 31, 2021. 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](#).

## Rotating PGP Key Available for File Transfers (January 15)

### Overview

Files transferred to SAP Concur solutions must be encrypted with the SAP Concur public PGP key, `concursolutionsrotate.asc`.

`concursolutionsrotate.asc`

- ◆ Key file is available in client's root folder
- ◆ RSA 4096-bit signing and encryption subkey
- ◆ Key expires every 2 years
- ◆ Client is responsible for replacing the key before it expires
  - Next expiry date: September 4, 2022
  - SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

### BUSINESS PURPOSE / CLIENT BENEFIT

The rotating public PGP key provides greater security for file transfers.

### What the Administrator Sees

An administrator with the required FTP credentials can log into the FTP site to retrieve the rotating public PGP key, `concursolutionsrotate.asc`, from the root directory.

### Configuration / Feature Activation

Your internal FTP administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

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 <b>in yellow</b> 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](mailto:Privacy-Request@Concur.com)

# Additional Release Notes and Other Technical Documentation

## Online Help – Admins

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

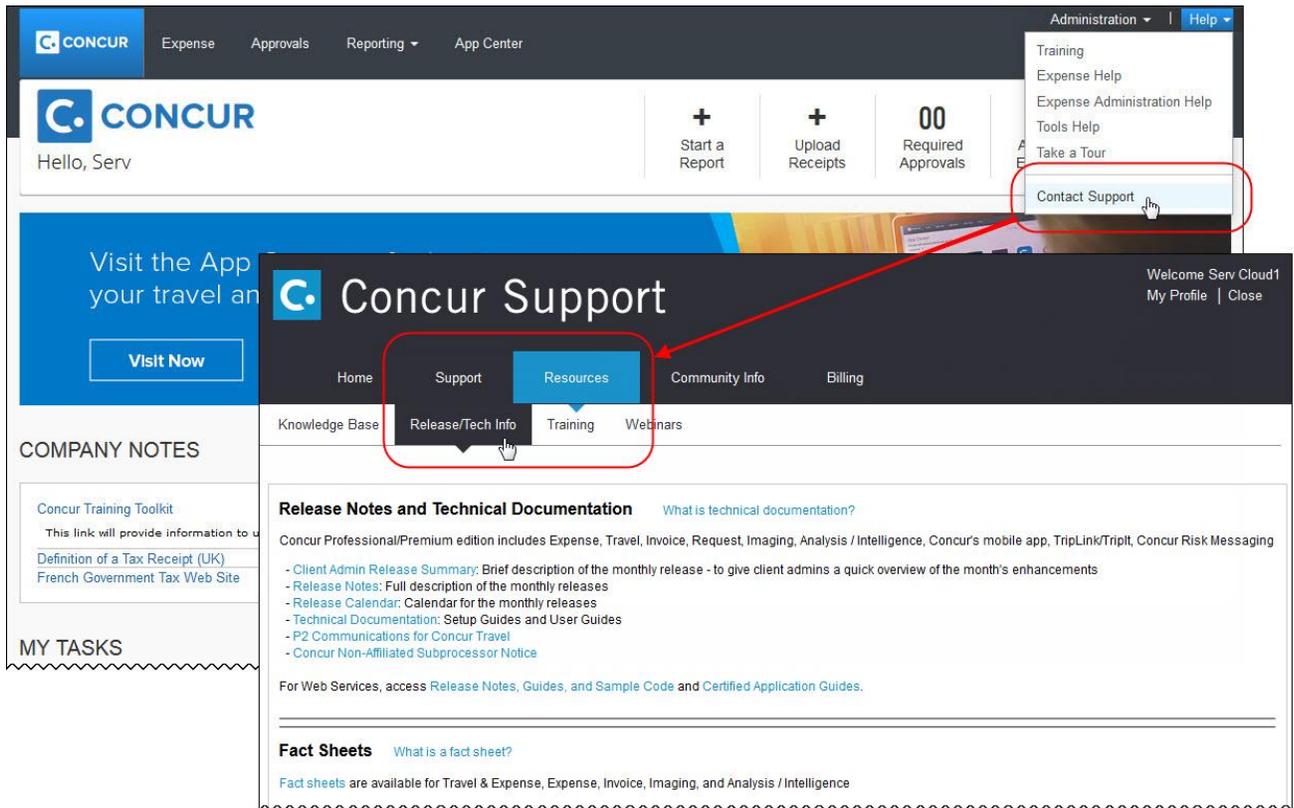
The screenshot shows the SAP Concur user interface. At the top, there is a navigation bar with 'SAP Concur' logo and various menu items like 'Requests', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', 'App Center', and 'Links'. A 'Help' dropdown menu is open in the top right corner, with 'Request Administration Help' highlighted. Below the navigation bar, there is a dashboard with 'Hello, Chris' and several metrics: '+ 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' (highlighted). 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

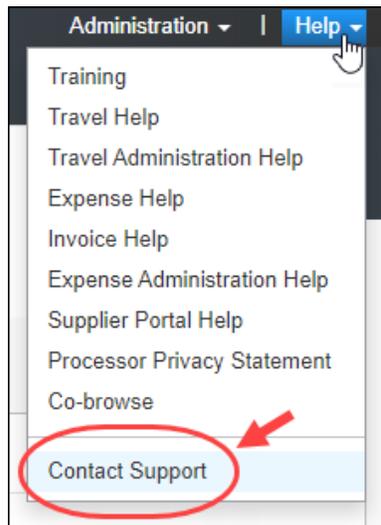
---

## 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**.




---

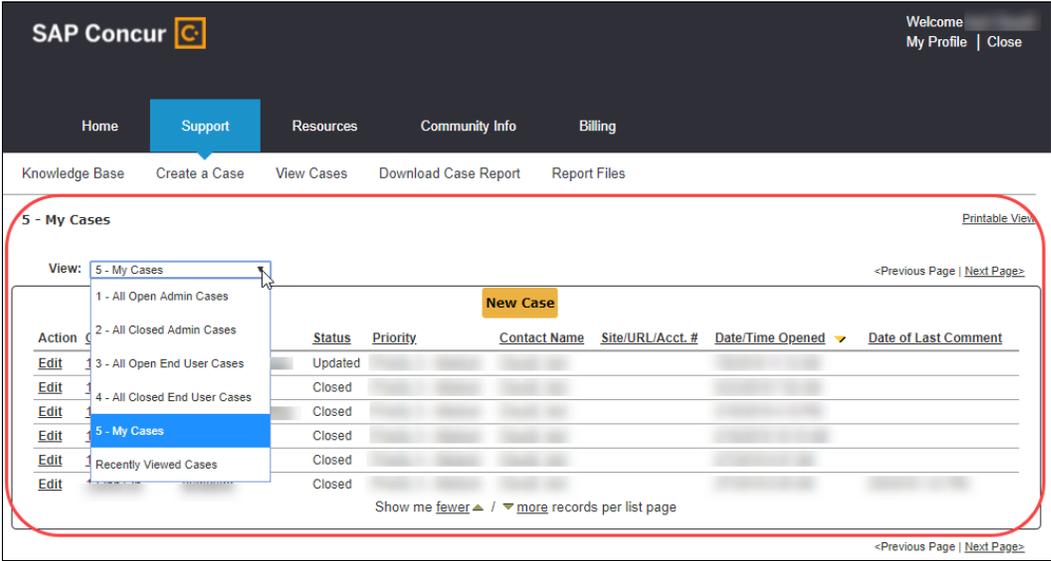
**NOTE:** If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

---

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 January 2021 release	

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<b>SAP Concur Release Notes</b>	
<b>Concur Request Professional/Premium</b>	
<b>Month</b>	<b>Audience</b>
Release Date: February 20, 2021 Initial Post: Friday, February 19, 10:00 AM PT	Client – FINAL

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# Release Notes

---

## Attendees

### Enhanced Employee Attendee Search

*These changes are also part of the NextGen UI experience. The production deployment of this change will be conducted in phases over the next few weeks. Individual customers will start seeing this change between January 15 and January 30. Production deployment to the EMEA datacenter has already been completed. The production deployment to the US and China datacenters is still planned.*

#### Overview

Users searching for employees to add as attendees to an expected expense now have additional filter options that can be used to narrow search results, helping make the identification of employees accurate and efficient.

Searching for employee attendees has proven difficult as there may have been no fields available to search by other than first name and last name.

With this update, the default advanced search view for employee attendees automatically includes 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 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 criteria section includes text boxes for 'Last Name', 'First Name', 'Attendee Title', 'Company', 'State', and 'Total Amount YTD'. Two new fields, 'Email address' and 'Country', are highlighted with a red box. The 'Country' field is a dropdown menu with 'Select one' as the current selection. A 'Search' button and a 'Reset' link are located to the right of the search criteria. Below the search criteria, there is a 'Search Results' section with a table header containing columns for 'Attendee Name', 'Attendee Title', 'Company', 'Attendee Type', and 'State'. The table is currently empty, and a message 'No data to display' is shown. At the 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.

Once the search is run, the search results page also includes a new column, **Country**, displaying any country associated with the attendees returned by the search.

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 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 for [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.

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.

---

Once the search is run, the search results page also includes a new column, **Country**, displaying any country associated with the attendees returned by the search.

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 occurs automatically to show the additional searchable fields when the Attendee setting **Allow automatic creation of employees as attendees (SYSEMP attendee type)** is enabled. This setting is typically on for all customers, unless explicitly disabled during implementation to meet unique business needs.



For information about how to enable this setting, refer to Step 6 in the *Configuration-Overview and Procedures* section of the *Concur Expense: Attendees Setup Guide*.

### 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.

---

 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.

 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*.

## 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	January 8, 2020	July 2020 – February 2021
Any changes since the previous monthly release are highlighted <b>in yellow</b> 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](#).

## 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

Solution Suggestions and Community Nickname

Work Title

Select your language

**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 6, 2020	January 8, 2021	Ongoing until July 31, 2021
Any changes since the previous monthly release will be highlighted <b>in yellow</b> 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 Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur is in the process of 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 July 31, 2021. 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](#).

## Rotating PGP Key Available for File Transfers (January 15)

### Overview

Files transferred to SAP Concur solutions must be encrypted with the SAP Concur public PGP key, `concursolutionsrotate.asc`.

`concursolutionsrotate.asc`

- ◆ Key file is available in client's root folder
- ◆ Key ID 40AC5D35
- ◆ RSA 4096-bit signing and encryption subkey
- ◆ Key expires every 2 years
- ◆ Client is responsible for replacing the key before it expires
  - Next expiry date: September 4, 2022
  - SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key (key ID D4D727C0) remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

This announcement pertains to the following file transfer DNS endpoints:

- `st.concursolutions.com`
- `mft-us.concursolutions.com`
- `vs.concursolutions.com`
- `st-eu.concursolutions.com`
- `mft-eu.concursolutions.com`

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

The rotating public PGP key provides greater security for file transfers.

### **What the Administrator Sees**

An administrator with the required FTP credentials can log into the FTP site to retrieve the rotating public PGP key, `concursolutionsrotate.asc`, from the root directory.

### **Configuration / Feature Activation**

Your internal FTP administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

If assistance is required, please contact SAP Concur support.



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

## **NextGen UI for Concur Request**

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

<b>Information First Published</b>	<b>Information Last Modified</b>	<b>Feature Target Release Date</b>
November 2019	July 2, 2020	TBD
Any changes since the previous monthly release are highlighted <b>in yellow</b> 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.

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

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**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.

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**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.

## **Release Notes**

### **Preview Release Notes No Longer Published**

#### ***Overview***

SAP Concur Technical Publications no longer publish the preview release notes. This change was made to streamline our client communication. With this change, only two sets of release notes are published for each monthly release cycle: draft release notes and final release notes.

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**NOTE:** This change went into effect January 1, 2021.

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The [2021 Release Calendar](#) has been 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 <b>in yellow</b> 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

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**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

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## Browser Certifications and Supported Configurations

### Monthly Browser Certifications and Supported Configurations

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

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



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

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

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

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

# Additional Release Notes and Other Technical Documentation

## Online Help – Admins

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

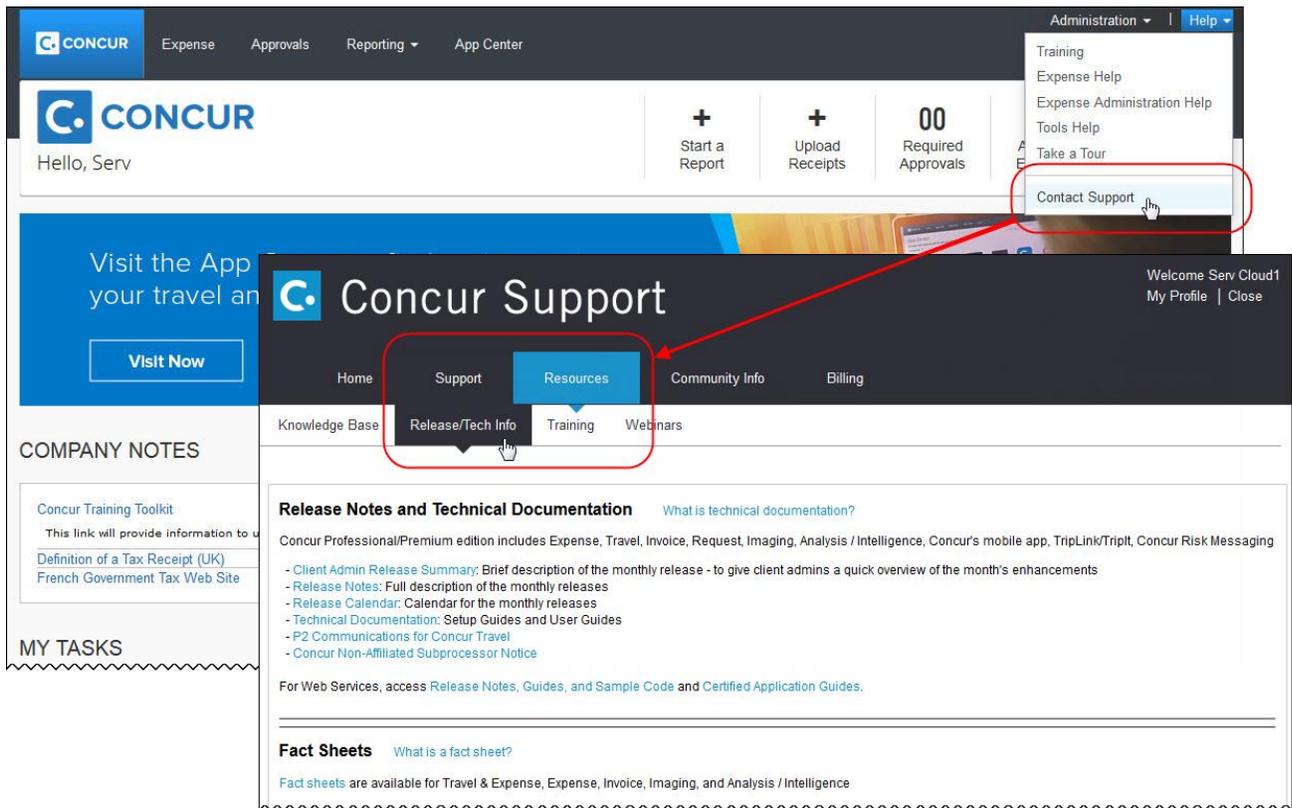
The screenshot displays the SAP Concur Online Help interface for Admins. The top navigation bar includes the SAP Concur logo and various menu items: Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. A 'Help' dropdown menu is open, showing options like Training, Request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

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

## 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

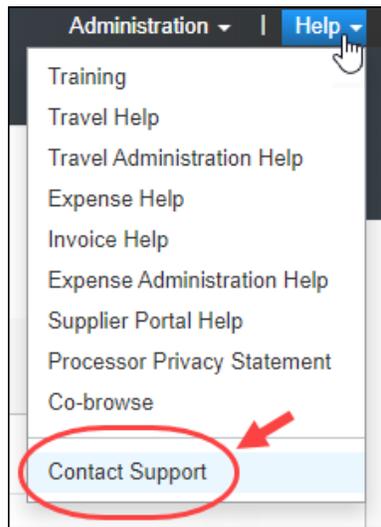
---

## 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**.

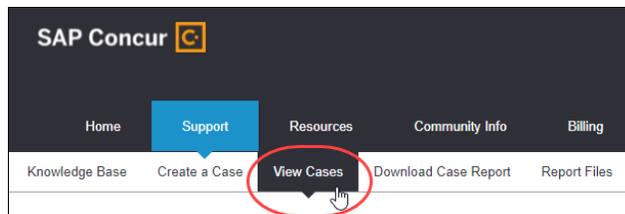


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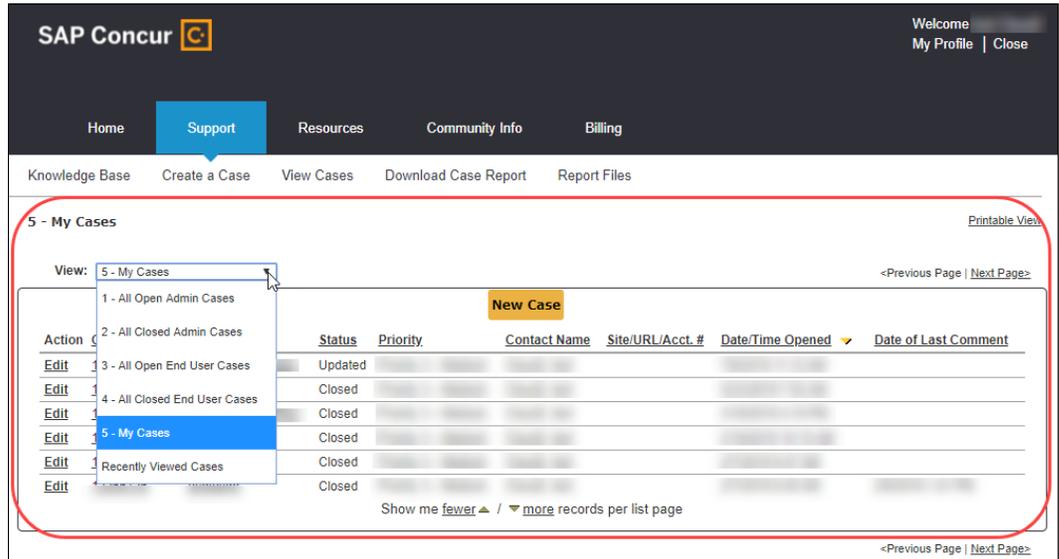
**NOTE:** If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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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 February 2021 release	

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<b>SAP Concur Release Notes</b>	
<b>Concur Request Professional/Premium</b>	
<b>Month</b>	<b>Audience</b>
Release Date: March 20, 2021 Initial Post: Friday, March 19, 10:00 AM PT	Client – FINAL

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# Release Notes

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## Authentication

### **\*\*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 <b>in yellow</b> 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](#).

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

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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](#).

## File Transfer Updates

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

Information First Published	Information Last Modified	Feature Target Release Date
March 6, 2020	January 8, 2021	Ongoing until July 31, 2021
Any changes since the previous monthly release will be 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 Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur is in the process of 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 July 31, 2021. 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](#).

## Rotating PGP Key Available for File Transfers (January 15)

### Overview

Files transferred to SAP Concur solutions must be encrypted with the SAP Concur public PGP key, `concursolutionsrotate.asc`.

`concursolutionsrotate.asc`

- ◆ Key file is available in client's root folder
- ◆ Key ID 40AC5D35
- ◆ RSA 4096-bit signing and encryption subkey
- ◆ Key expires every 2 years
- ◆ Client is responsible for replacing the key before it expires
  - Next expiry date: September 4, 2022
  - SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key (key ID D4D727C0) remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

This announcement pertains to the following file transfer DNS endpoints:

- `st.concursolutions.com`
- `mft-us.concursolutions.com`
- `vs.concursolutions.com`
- `st-eu.concursolutions.com`
- `mft-eu.concursolutions.com`

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

The rotating public PGP key provides greater security for file transfers.

### **What the Administrator Sees**

An administrator with the required FTP credentials can log into the FTP site to retrieve the rotating public PGP key, `concursolutionsrotate.asc`, from the root directory.

## Configuration / Feature Activation

Your internal FTP administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

If assistance is required, please contact SAP Concur support.



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

## Help Menu

### Service Description Guide Link Added to the Help Menu

#### Overview

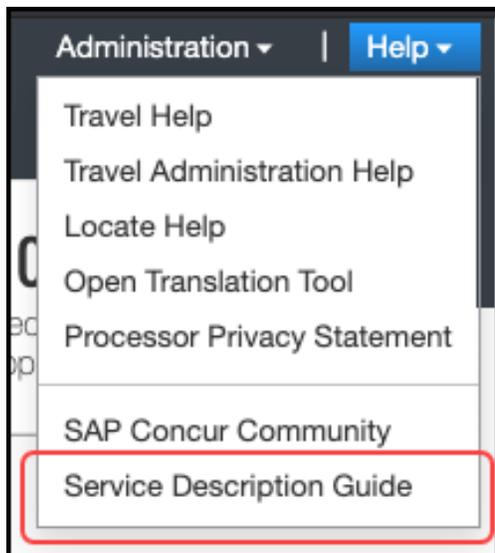
SAP Concur has added the **Service Description Guide** link to the **Help** menu on the SAP Concur home page. This change is provided in accordance with SAP Concur Legal requirements.

#### BUSINESS PURPOSE/CLIENT BENEFIT

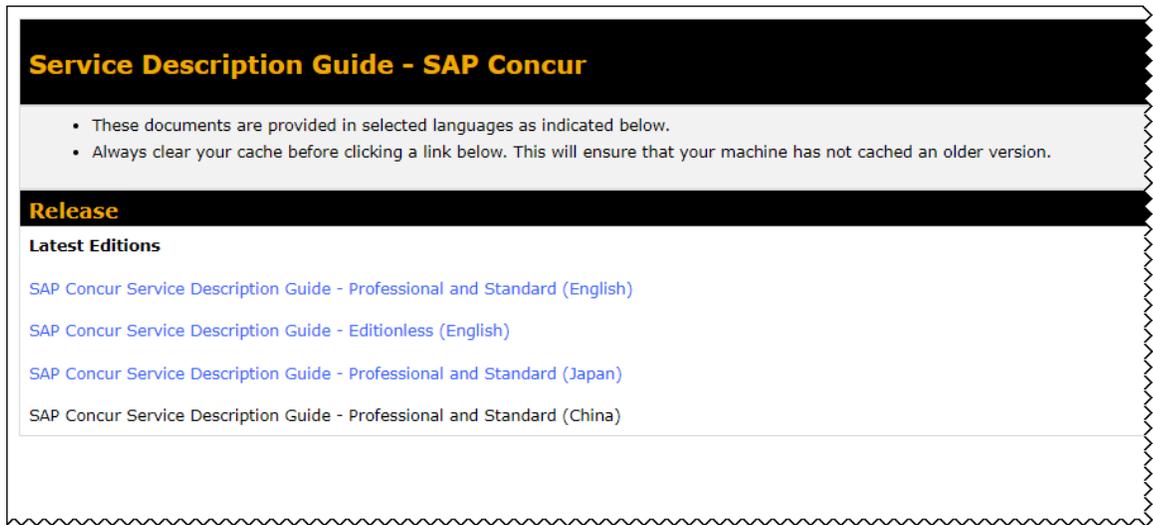
This update allows access to the Service Description guide from within SAP Concur products.

#### What the User Sees

To access the **Service Description Guide** link, click **Help** (upper-right corner) on the SAP Concur home page and then click the **Service Description Guide** link.



The **Service Description Guide – SAP Concur** page appears.



### **Configuration/Feature Activation**

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

## **NextGen UI for Concur Request**

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

<b>Information First Published</b>	<b>Information Last Modified</b>	<b>Feature Target Release Date</b>
November 2019	July 2, 2020	TBD
Any changes since the previous monthly release are highlighted <b>in yellow</b> 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.

## 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

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## Browser Certifications and Supported Configurations

### Monthly Browser Certifications and Supported Configurations

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

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



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

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

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

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

# Additional Release Notes and Other Technical Documentation

## Online Help – Admins

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

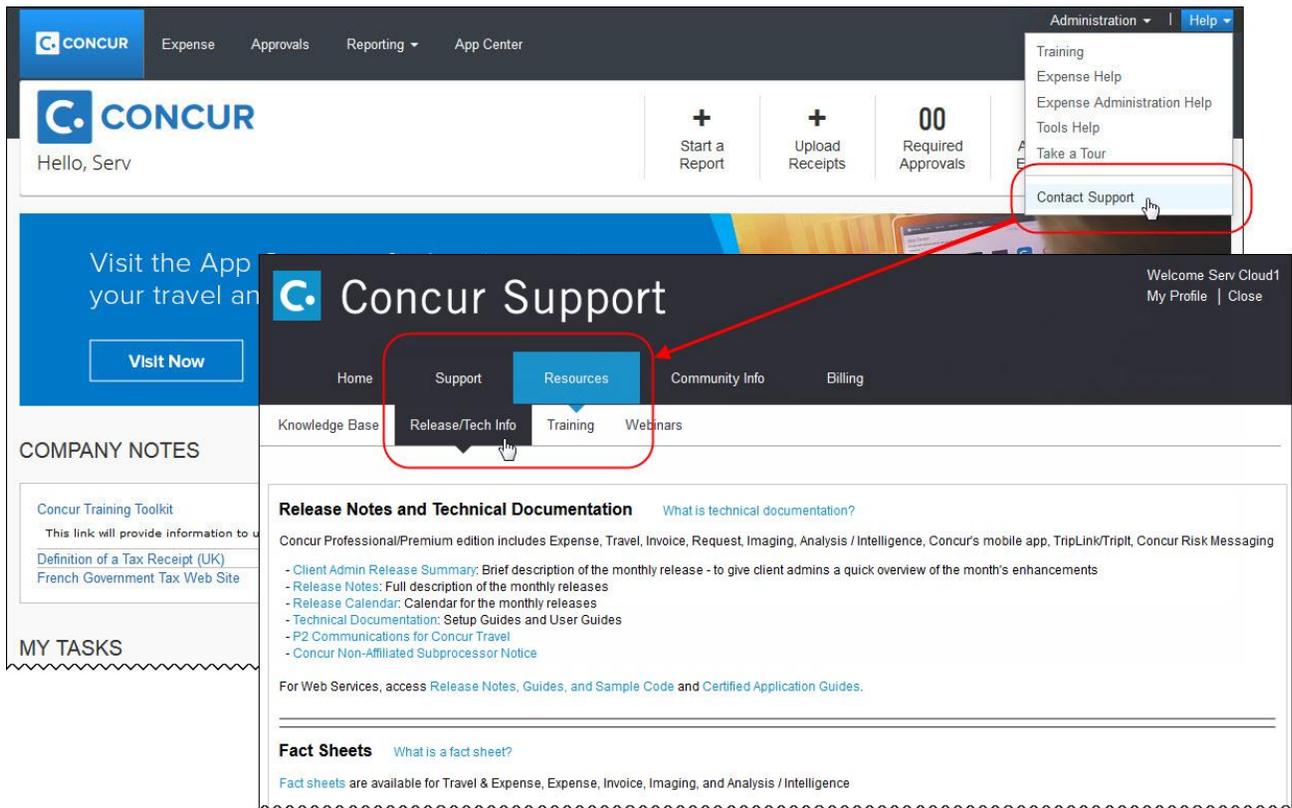
The screenshot shows the SAP Concur user interface. At the top, there is a navigation bar with various menu items like 'Requests', 'Travel', 'Expense', etc., and a 'Help' dropdown menu. The 'Help' menu is open, showing options like 'Training', 'Request Help', and 'Request Administration Help', which 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 displays 'Using Online Help' with a table of 'Request Setup Guides'.

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

## 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

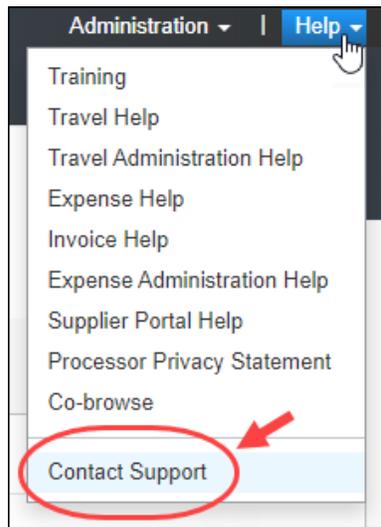
---

## 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**.

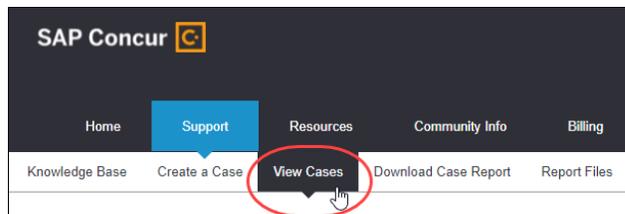



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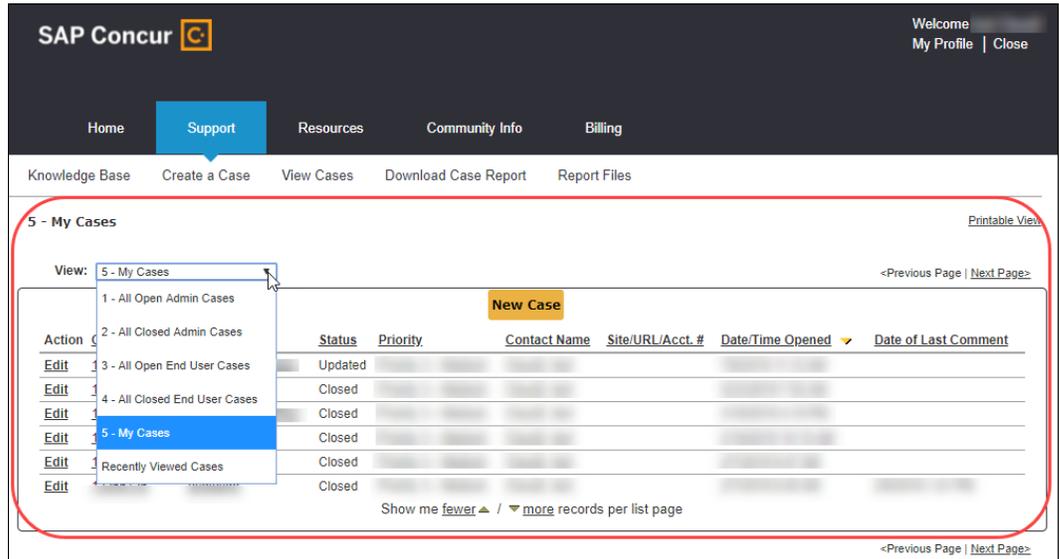
**NOTE:** If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

---

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 March 2021 release	

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<b>SAP Concur Release Notes</b>	
<b>Concur Request Professional/Premium</b>	
<b>Month</b>	<b>Audience</b>
Release Date: April 17, 2021 Update #1: Thursday, April 29, 9:00 AM PT	Client – FINAL

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# Release Notes

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## Authentication

### **\*\*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.

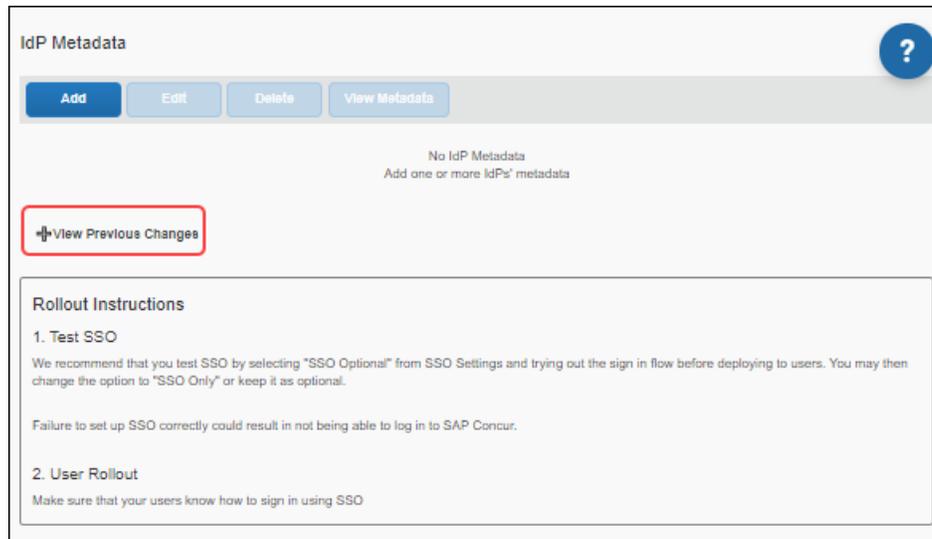


For more information about the Single Sign-On self-service option, refer to the [Shared: Single Sign-On Overview](#) and the [Shared: Single Sign-On Setup Guide](#).

## View Previous Changes Added to Manage Single Sign-On Page (March 23)

### Overview

On March 23, 2021, the **View Previous Changes** feature was added to the **Administration > Company > Authentication Admin > Manage Single Sign-On** page. This feature enables the Authentication Admin to view a table that lists SAP Concur Single Sign-On (SSO) configuration changes, view details about those changes, and revert (reinstate) deleted configurations.



The **View Previous Changes** table can display the last 100 changes. Changes that are listed in the table include:

- Adding a configuration
- Deleting a configuration
- Editing the name in the **Custom IdP Name** field
- Editing the URL in the **Logout URL** field

### BUSINESS PURPOSE / CLIENT BENEFIT

This change enables the Authentication Admin to view and track changes made to the SSO configuration over time and to revert (reinstate) configurations that were previously deleted.

## What the Authentication Admin Sees

After the admin clicks **View Previous Changes**, a table that lists previous changes appears.

—View Previous Changes				
Date	Change	Entity ID	Name	Logout URL
03/19/2021	Edit ( <a href="#">view</a> )	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test	https://concursolutions.com
03/19/2021	Add ( <a href="#">view</a> )	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test	https://concur.com
03/19/2021	Delete ( <a href="#">view</a> )	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test	https://concur.com
03/19/2021	Add ( <a href="#">view</a> )	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test	https://concur.com
03/19/2021	Delete ( <a href="#">view</a> )	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test	https://concur.com
03/18/2021	Add ( <a href="#">view</a> )	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test	https://concur.com
03/18/2021	Delete ( <a href="#">view</a> )	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test	https://concur.com
03/18/2021	Add ( <a href="#">view</a> )	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test	https://concur.com
03/18/2021	Delete ( <a href="#">view</a> )	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test	https://concur.com
03/17/2021	Edit ( <a href="#">view</a> )	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test	https://concur.com
03/17/2021	Add ( <a href="#">view</a> )	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test 123	https://concur.com
03/17/2021	Delete ( <a href="#">view</a> )	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test 123	https://concur.com
03/17/2021	Add ( <a href="#">view</a> )	https://app.onelogin.com/saml/metadata/7dea77fe-7d24-4b2b-9fd1-958a56916380	concur test 123	https://concur.com

The admin can view additional details about each change by clicking the **view** link for the relevant change.

—View Previous Changes		
Date	Change	Entity ID
03/19/2021	Edit ( <a href="#">view</a> )	https://app.o
03/19/2021	Add ( <a href="#">view</a> )	https://app.o
03/19/2021	Delete ( <a href="#">view</a> )	https://app.o
03/19/2021	Add ( <a href="#">view</a> )	https://app.o

The **View Previous Changes** page for the associated list item appears. The details that appear on the page differ depending on the kind of change that was made.

### ADD CONFIGURATION DETAILS

The details that are displayed on the **View Previous Changes** page when a configuration is added include:

- Date Changed
- Type of change (Delete)
- Company that was changed
- Name and UUID for the user who made the change
- Entity ID

- Friendly name
- Logout URL
- Metadata

#### **EDITED CONFIGURATION DETAILS**

The details displayed on the **View Previous Changes** page when a configuration is edited include:

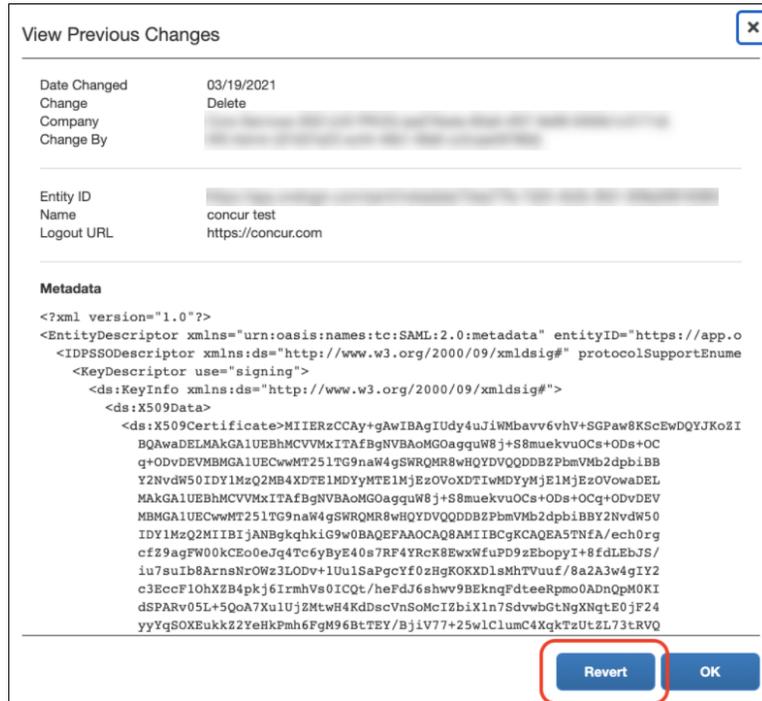
- Date Changed
- Type of change (Edit)
- Company that was changed
- Name and UUID for the user who made the change
- Current Entity ID
- Current friendly name
- Current Logout URL
- Previous Entity ID
- Previous friendly name
- Previous Logout URL
- Metadata

#### **DELETED CONFIGURATION DETAILS**

The details that are displayed on the **View Previous Changes** page when a configuration is deleted include:

- Date Changed
- Type of change (Add)
- Company that was changed
- Name and UUID for the user who made the change
- Entity ID
- Friendly name
- Logout URL
- Metadata

For configurations that are deleted, the **View Previous Changes** page includes a **Revert** button that enables you to reinstate the deleted configuration.



After a deleted configuration is reinstated, it is available to users during the sign-in process.

### Configuration / Feature Activation

This feature is automatically available; there are no configuration steps to enable the feature.



For more information, refer to the [Shared: Single Sign-On Setup Guide](#).

## File Transfer Updates

### \*\*Ongoing\*\* Mandatory SFTP with SSH Key Authentication

Information First Published	Information Last Modified	Feature Target Release Date
April 9, 2021	April 16, 2021	Ongoing in 2021

#### Overview

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

As of April 10, 2021, non-SFTP (Secure File Transfer Protocol) protocols and SFTP password authentication are not allowed to connect to SAP Concur for file transfers:

- Non-SFTP file transfer accounts must switch to SFTP with SSH Key Authentication.
- SFTP file transfer accounts that use password authentication must switch to SSH key authentication.
- SFTP password reset requests require the client to provide an SSH key for authentication.

---

**⚠ IMPORTANT:** If you are not using SFTP with SSH Key Authentication, you must take action to avoid disruption of your file transfer connections.

---

On April 12, 2021, SAP started disabling non-compliant file transfer connections. The process of disabling non-compliant accounts will continue throughout 2021. If you have multiple file transfer connections configured, this change applies to all of your file transfer connections.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.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**

Information First Published	Information Last Modified	Feature Target Release Date
March 6, 2020	January 8, 2021	Ongoing until July 31, 2021
Any changes since the previous monthly release will be 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 Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur is in the process of 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 July 31, 2021. 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](#).

## Rotating PGP Key Available for File Transfers

### Overview

Files transferred to SAP Concur products must be encrypted with the SAP Concur public PGP key, `concursolutionsrotate.asc`.

`concursolutionsrotate.asc`

- Key file is available in client's root folder
- Key ID 40AC5D35
- RSA 4096-bit signing and encryption subkey
- Key expires every 2 years
- Client is responsible for replacing the key before it expires
  - ◆ Next expiry date: September 4, 2022
  - ◆ SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key (key ID D4D727C0) remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

This announcement pertains to the following file transfer DNS endpoints:

- `st.concursolutions.com`
- `mft-us.concursolutions.com`
- `vs.concursolutions.com`
- `st-eu.concursolutions.com`
- `mft-eu.concursolutions.com`

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

The rotating public PGP key provides greater security for file transfers.

### **What the Administrator Sees**

An administrator with the required file transfer credentials can log into the file transfer site to retrieve the rotating public PGP key, `concursolutionsrotate.asc`, from the root directory.

### **Configuration / Feature Activation**

Your internal file transfer administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

If assistance is required, please contact SAP Concur support.



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

## **NextGen UI for Concur Request**

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

<b>Information First Published</b>	<b>Information Last Modified</b>	<b>Feature Target Release Date</b>
November 2019	July 2, 2020	TBD
Any changes since the previous monthly release are highlighted <b>in yellow</b> 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.

## 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

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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](#).

## Security

### **\*\*Planned Changes\*\* Concursolutions.com SSL Certificate Renewal (May 26)**

Information First Published	Information Last Modified	Feature Target Release Date
April 2021	--	May 26, 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

#### **Overview**

To ensure the ongoing security of our products and services, the concursolutions.com SSL certificate is updated on an annual basis. The current certificate was issued on April 14, 2020 and will expire when SAP Concur issues a new certificate on May 26, 2021.

Clients who have not pinned the expiring certificate do not need to take any action as their expiring certificate will be renewed automatically. **Most clients do not pin the certificate.**

SAP Integration with Concur Solutions (SAP ICS) clients and all other clients who have pinned the expiring certificate must update to the new certificate before the new certificate is issued on May 26, 2021.

Clients who have pinned the certificate and do not update it with the new certificate by May 26, 2021 will experience disruption to SAP Concur products and services.

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

Annual certificate renewal provides ongoing security for our products and services.

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

The new SSL certificate can be accessed through the following URL:

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

To obtain the certificate, a client's IT department can:

- [View the certificate by clicking the link](#), select all the text in the browser window, copy and paste the text into a plain text file, and then name the file concursolutions.cert.pem or concursolutions.cert.cer.
- [Click the link](#), right-click the web page, and then click **Save as** in the context menu. Save the file with the file name concursolutions.cert.pem or concursolutions.cert.cer.
- Obtain the certificate from Akamai, our provider, using the following OpenSSL command:  
`openssl s_client -connect global-wc.concursolutions.com.edgekey-staging.net:443v`

---

**NOTE:** If you are not sure whether your concursolutions.com certificate is pinned, consult with your IT department.

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# Client Notifications

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## Accessibility

### Accessibility Updates

SAP implements changes to better meet current Web Content Accessibility Guidelines (WCAG). Information about accessibility-related changes made to SAP Concur solutions is published on a quarterly basis. You can review the quarterly updates on the [Accessibility Updates](#) page.

## Browser Certifications and Supported Configurations

### Monthly Browser Certifications and Supported Configurations

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

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



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

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

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

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

# Additional Release Notes and Other Technical Documentation

## Online Help – Admins

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

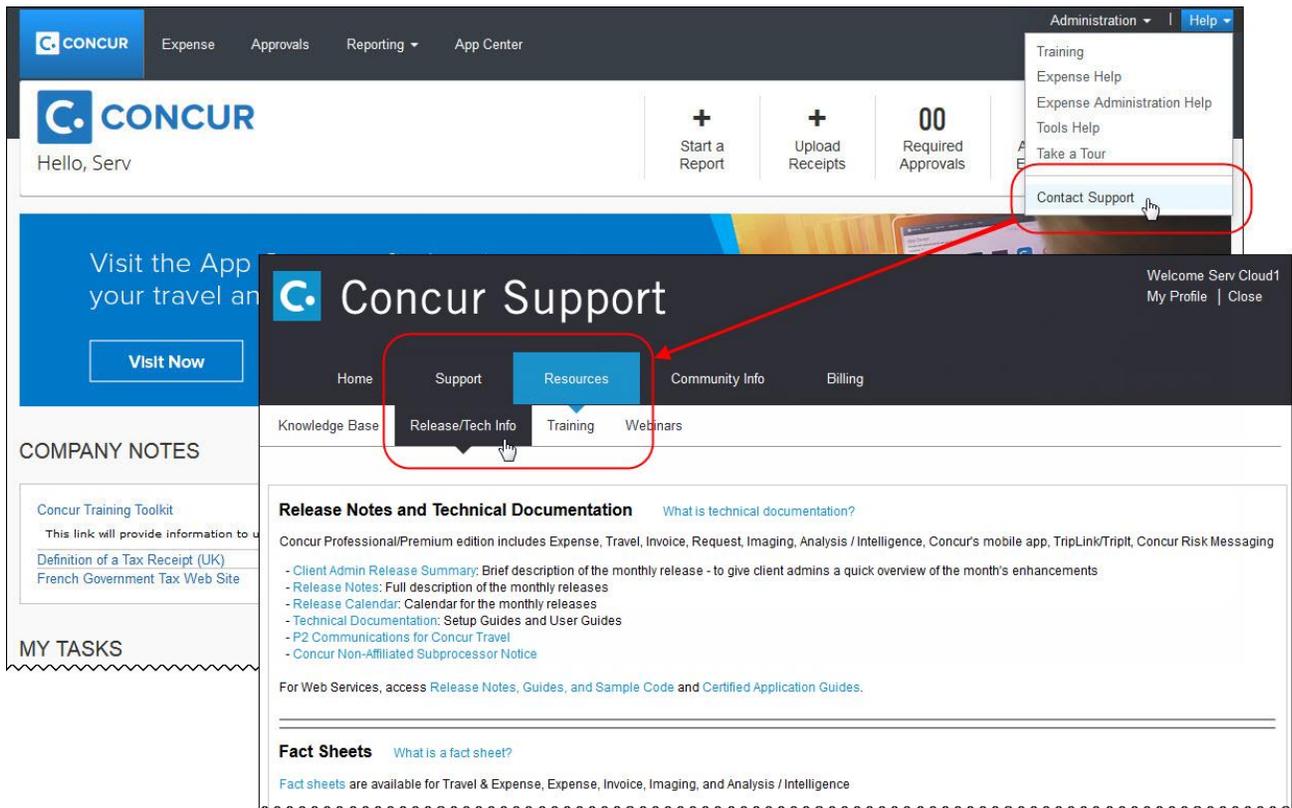
The screenshot displays the SAP Concur Online Help interface for Admins. At the top, there is a navigation bar with the SAP Concur logo and various menu items: Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. A 'Help' dropdown menu is open, showing options like Training, 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', and 'Request Professional Administration Guides'. 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

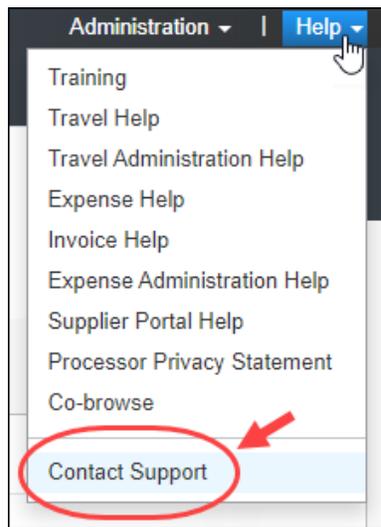
---

## 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**.

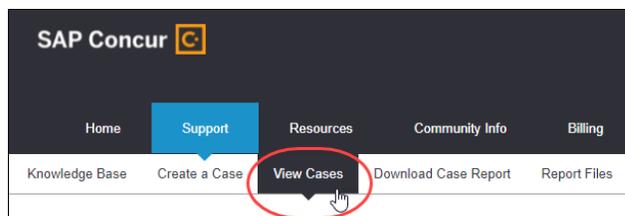


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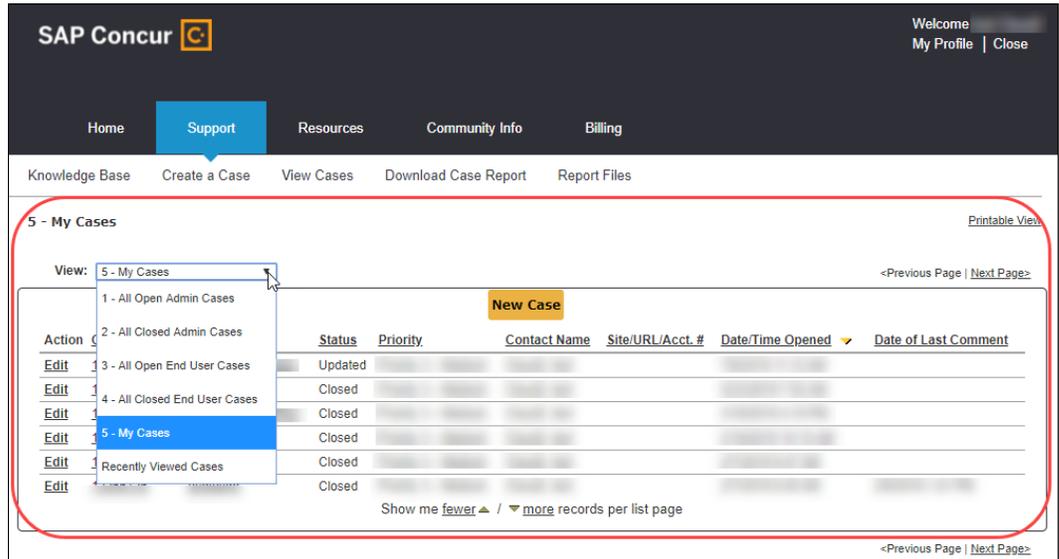
**NOTE:** If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

---

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 April 2021 release	

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<b>SAP Concur Release Notes</b>	
<b>Concur Request Professional/Premium</b>	
<b>Month</b>	<b>Audience</b>
Release Date: May 22, 2021 Update#1: Tuesday, June 1, 10:30 AM PT	Client – FINAL

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# Release Notes

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## Authentication

### **\*\*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](#).

## File Transfer Updates

### **\*\*Ongoing\*\* Mandatory SFTP with SSH Key Authentication**

Information First Published	Information Last Modified	Feature Target Release Date
April 9, 2021	April 16, 2021	Ongoing in 2021
Any changes since the previous monthly release will be highlighted <b>in yellow</b> in this release note.		

#### **Overview**

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

As of April 10, 2021, non-SFTP (Secure File Transfer Protocol) protocols and SFTP password authentication are not allowed to connect to SAP Concur for file transfers:

- Non-SFTP file transfer accounts must switch to SFTP with SSH Key Authentication.
- SFTP file transfer accounts that use password authentication must switch to SSH key authentication.
- SFTP password reset requests require the client to provide an SSH key for authentication.

---

**⚠ IMPORTANT:** If you are not using SFTP with SSH Key Authentication, you must take action to avoid disruption of your file transfer connections.

---

On April 12, 2021, SAP started disabling non-compliant file transfer connections. The process of disabling non-compliant accounts will continue throughout 2021. If you have multiple file transfer connections configured, this change applies to all of your file transfer connections.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.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**

Information First Published	Information Last Modified	Feature Target Release Date
March 6, 2020	January 8, 2021	Ongoing until July 31, 2021
Any changes since the previous monthly release will be 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 Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur is in the process of 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 July 31, 2021. 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](#).

## Rotating PGP Key Available for File Transfers

### Overview

Files transferred to SAP Concur products must be encrypted with the SAP Concur public PGP key, `concursolutionsrotate.asc`.

`concursolutionsrotate.asc`

- Key file is available in client's root folder
- Key ID 40AC5D35
- RSA 4096-bit signing and encryption subkey
- Key expires every 2 years
- Client is responsible for replacing the key before it expires
  - ◆ Next expiry date: September 4, 2022
  - ◆ SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key (key ID D4D727C0) remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

This announcement pertains to the following file transfer DNS endpoints:

- `st.concursolutions.com`
- `mft-us.concursolutions.com`
- `vs.concursolutions.com`
- `st-eu.concursolutions.com`
- `mft-eu.concursolutions.com`

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

The rotating public PGP key provides greater security for file transfers.

### **What the Administrator Sees**

An administrator with the required file transfer credentials can log into the file transfer site to retrieve the rotating public PGP key, `concursolutionsrotate.asc`, from the root directory.

## Configuration / Feature Activation

Your internal file transfer administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

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

### User Profile Picture and Picture Upload Feature Removed

#### Overview

The ability for users to upload a profile picture on the **My Profile – Personal Information** page was removed on May 3, 2021 and, with the May release, profile pictures that were previously uploaded will no longer appear in the SAP Concur page header or on the user’s profile page when viewed by the user or by a Company Admin.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This feature was underutilized and the cost of maintaining it was not offset by its value to our clients.

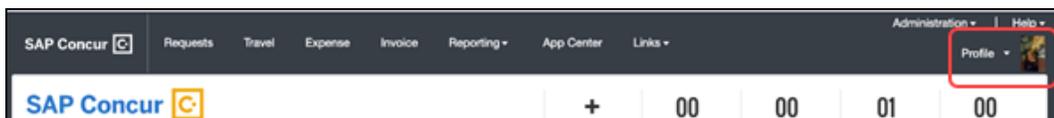
#### What the User Sees

##### BEFORE REMOVAL

Prior to May 3, 2021, when a user navigated to their profile page by clicking **Profile > Profile Settings > Personal Information**, they saw the **Change Picture** link in the upper right corner of the **My Profile – Personal Information** page.

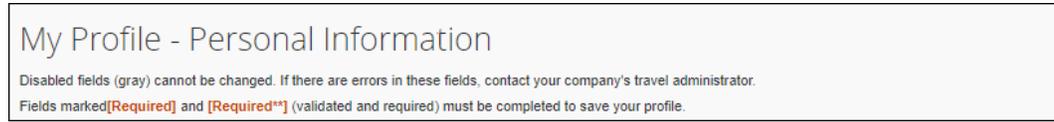


If a user uploaded a profile picture, the user would see their profile picture on the **My Profile – Personal Information** page and in the SAP Concur page header.



**AFTER REMOVAL**

As of May 3, 2021, users no longer see the link on the **My Profile – Personal Information** page.



In addition, if they previously uploaded a profile picture, with the May release, the picture no longer appears in the SAP Concur page header.



**What the Admin Sees**

With the May release, the admin no longer sees the user’s profile picture on the user’s profile page.

**Configuration / Feature Activation**

There are no configuration steps; this feature was automatically removed.

**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.

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

---

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**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.

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- **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.

## 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

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**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

## Concursolutions.com SSL Certificate Renewal (May 26)

### Overview

To ensure the ongoing security of our products and services, the concursolutions.com SSL certificate is updated on an annual basis. The current certificate was issued on April 14, 2020 and will expire when SAP Concur issues a new certificate on May 26, 2021.

Clients who have not pinned the expiring certificate do not need to take any action as their expiring certificate will be renewed automatically. **Most clients do not pin the certificate.**

SAP Integration with Concur Solutions (SAP ICS) clients and all other clients who have pinned the expiring certificate must update to the new certificate before the new certificate is issued on May 26, 2021.

Clients who have pinned the certificate and do not update it with the new certificate by May 26, 2021 will experience disruption to SAP Concur products and services.

### BUSINESS PURPOSE / CLIENT BENEFIT

Annual certificate renewal provides ongoing security for our products and services.

### Configuration / Feature Activation

The new SSL certificate can be accessed through the following URL:

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

To obtain the certificate, a client's IT department can:

- [View the certificate by clicking the link](#), select all the text in the browser window, copy and paste the text into a plain text file, and then name the file concursolutions.cert.pem or concursolutions.cert.cer.
- [Click the link](#), right-click the web page, and then click **Save as** in the context menu. Save the file with the file name concursolutions.cert.pem or concursolutions.cert.cer.
- Obtain the certificate from Akamai, our provider, using the following OpenSSL command:  
openssl s\_client -connect global-wc.concursolutions.com.edgekey-staging.net:443v

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**NOTE:** If you are not sure whether your concursolutions.com certificate is pinned, consult with your IT department.

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# Planned Changes

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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 for All Request Policies**

*These changes are part of the NextGen UI experience.*

#### **Overview**

The **Auto-Create Report** setting will be 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 will 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.

---

**⚠ IMPORTANT:** The **Auto-Create Report** functionality will only be available in the NextGen UI for Concur Request and Concur Expense.

---

The following options will be 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 will be created with the same information as expense reports manually created from requests.

When an expense report is created from a request, the request header information is copied to the expense report, and the **Create Report from Request with Expected Expenses** setting in Request Policies determines whether the expected expenses, travel allowance itineraries, and mileage information for the request are copied to the expense report.

When the **Auto-Create Report** setting is enabled, users will still be able to manually create expense reports from requests.

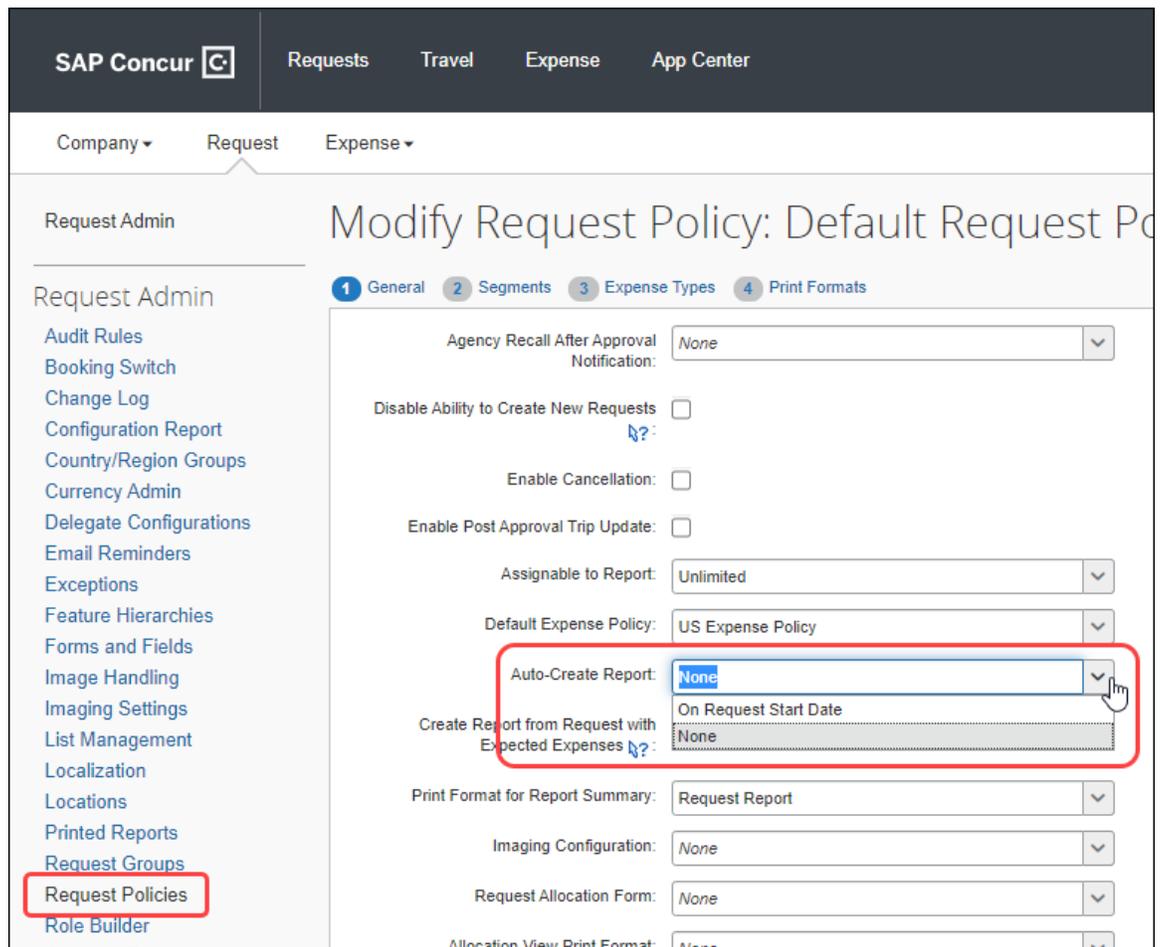
**NOTE:** The **Create Report from Request with Expected Expenses** policy setting can be used in conjunction with the **Auto-Create Report** policy setting. The **Create Report from Request with Expected Expenses** policy setting determines whether expected expenses are copied from a request to an expense report.

**BUSINESS PURPOSE / CLIENT BENEFIT**

This update will simplify the expense report creation process for users.

**What the Administrator Sees**

The **Auto-Create Report** setting will be displayed on the **New Request Policy** and **Modify Request Policy** pages.



**What the User Sees**

When the **Auto-Create Report** setting is enabled, expense reports will 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.

In the existing UI, when the **Auto Create Report** setting is enabled, the **Expense** link and the **Create Expense Report** button will still be available for manually creating expense reports from a request.

**EXAMPLE OF THE EXPENSE LINK IN THE EXISTING UI:**

Request Type	Request Name	Request ID	Status	Request Dates	Date Submitted	Total	Approved a...	Remaining ...	Action
Travel	Leadership Conference - Atlanta leadership conference	3J6F	Approved	03/10/2020 03/13/2020	10/18/2019	\$444.62	\$444.62	\$444.62	Expense
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
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:**

Request 3J6F

Request Name: Leadership Conference - Atlanta  
Purpose: leadership conference

Amount: \$444.62

Status: Approved

**Create Expense Report** Attachments Print / Email Close/Inactivate Request

Request Header Segments Expense Summary Approval Flow Audit Trail

Car Rental (Self-booked segment) Amount: \$444.62

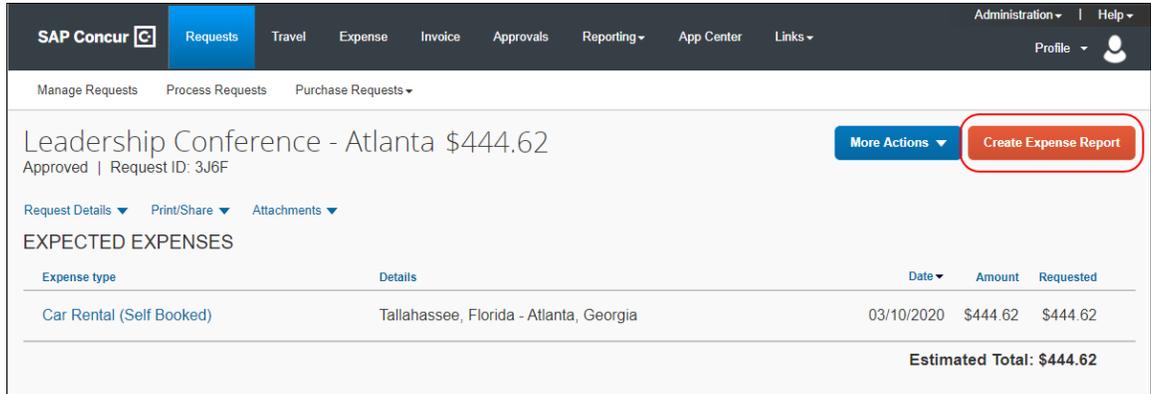
Pick-up  
City: Tallahassee Municipal (Airport - TLH), Tallahassee, Florida  
Date: Tuesday, March 10, 2020 At 08:00 am  
Detail: TLHC1, 628 NORTH MONROE ST, TALLAHASSEE, 32301  
Car vendor: ZD  
Vehicle type: E

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 still 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 box. 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 "\$444.62".

Expense type	Details	Date	Amount	Requested
Car Rental (Self Booked)	Tallahassee, Florida - Atlanta, Georgia	03/10/2020	\$444.62	\$444.62
<b>Estimated Total:</b>				<b>\$444.62</b>

#### Configuration/Feature Activation

The feature will automatically be 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, and the setting defaults to *None*.

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](#).

## **\*\*Planned Changes\*\* Create Report from Request with Expected Expenses Setting for All Request Policies**

*These changes are part of the NextGen UI experience.*

### **Overview**

The **Create Report from Request with Expected Expenses** setting will be available on the **New Request Policy** and **Modify Request Policy** pages (**Administration > Request > Request Policies**) for all Concur Request policies.

This setting will apply to all expense reports created from a request, regardless of whether the expense report was created automatically or manually by clicking the **Create Expense Report** button on the request header.

The **Create Report from Request with Expected Expenses** setting will determine what data is copied from a request to an expense report. You can choose to copy all expected expenses from a request, or you can choose to only copy travel allowance and mileage information from the request to the expense report.

If you choose to copy expected expenses, when expense reports are created from a request, the system will create expense entries based on the expected expenses in the request.

---

**⚠ IMPORTANT:** The **Create Report from Request with Expected Expenses** functionality will only be available in the NextGen UI for Concur Request and Concur Expense.

**⚠ IMPORTANT:** The configuration of the request's expected expense fields and the expense entry fields (such as custom fields and lists and vendor lists) must be the same between Concur Request and Concur Expense.

---

There will be three options available for the setting:

- **Travel Allowance and Mileage Only**

*Travel Allowance and Mileage Only* is selected by default. When an expense report is created from a request, the expense report is automatically populated with the request header information, the travel allowance itinerary, the system-generated expenses associated with the travel allowance itinerary, and the field information for the mileage journey, excluding custom fields.

- **All Expected Expenses**

When an expense report is created from a request, the expense report is automatically populated with the request header, travel allowance itinerary, field information for the mileage journey, and the expected expenses from the request, but none of the custom field values for any custom fields in the expected expenses are copied from the request to the expense report.

- **All Expected Expenses (includes 1:1 custom fields)**

When an expense report is created from a request, the expense report is automatically populated with the request header, travel allowance itinerary, field information for the mileage journey, and the expected expenses from the request. When this option is selected, custom field values for any custom fields at the expected expense level are also copied from the request to the expense report.

---

**NOTE:** The *All Expected Expenses (includes 1:1 custom fields)* selection will only be for custom fields at the expected expense level. It will not apply to custom fields at the header level because they are only copied if the custom field is configured for copy down.

---

---

**NOTE:** The **Auto-Create Report** policy setting can be used in conjunction with the **Copy Request Content to Expense Report** policy setting. When the **Auto-Create Report** policy setting is enabled, expense reports can automatically be created from requests.

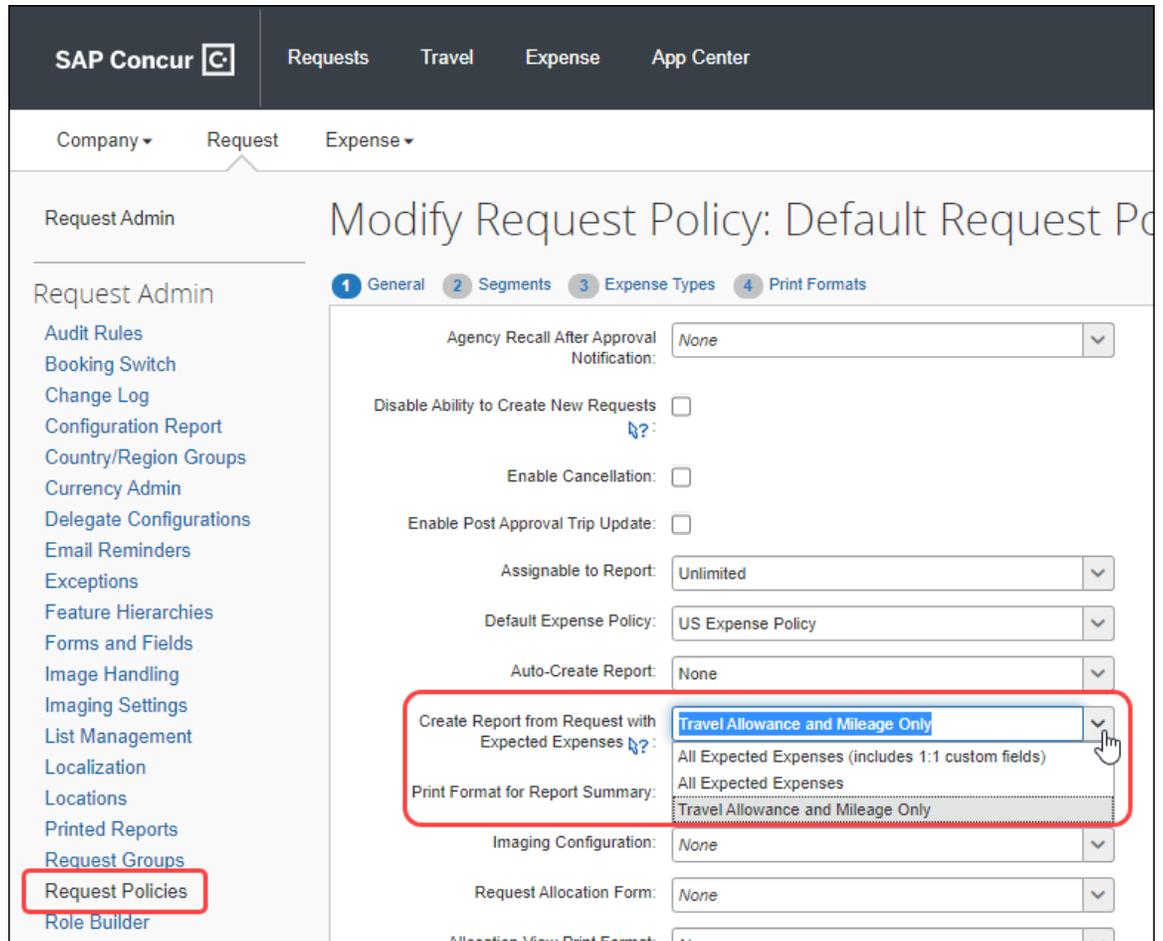
---

**BUSINESS PURPOSE / CLIENT BENEFIT**

This update will simplify the expense report creation process for users.

**What the Administrator Sees**

The **Create Report from Request with Expected Expenses** setting will be displayed on the **New Request Policy** and **Modify Request Policy** pages.



**What the User Sees**

Depending on what is selected for the **Create Report from Request with Expected Expenses** setting, when an expense report is created from a request, the user will see the expense report populated with the applicable data from the request.

**Important Information about Expense Types**

- Segments will only copy expense type, transaction date, and amount to report, no other fields.
- If parent expense types are enabled for expected expenses in Concur Request, the parent expense types will not be copied to the expense report because Concur Expense does not manage parent expense types. Instead, a child expense type will be created for the parent expense type in the expense report, and the child expense type will contain all the information from the request.

- If an expense type is enabled for Concur Request but not for Concur Expense, the entry will not be copied to the expense report.
- If the request contains Travel Allowance itineraries and fixed allowances, they will be copied to the expense report.

### **Data Managed by Request-Based Expense Reports**

The following list provides the types of data that will be managed by expense reports created from requests:

#### **HEADER**

- Business Purpose
- Date
- Comment
- Name
- Policy (Matching Request policy and Expense policy according to configuration)
- Custom fields

#### **EXPECTED EXPENSES**

- Type
- Allocation (amount or percentage and currency)
- Mileage (route and journey log)
- Last comment
- Location (country code and subcode)
- Attendees
- Custom fields (Only if *All Expected Expenses (includes 1:1 custom fields)* is selected for the **Create Report from Request with Expected Expenses** setting.)
- Exchange rate
- Travel Allowance
  - ◆ Itinerary
  - ◆ Travel allowance expense (type, amount, date)
- Transaction amount (change rate)
- Transaction date
- Vendor field

The following limitations will apply to expense reports created from requests:

- A cash advance will be linked to the expense report if the cash advance linked to the request is issued before the expense report is created.
- If there is an error in the field mapping between a custom field in Concur Request and the corresponding custom field in Concur Expense, the field values for the custom field copied from a request to an expense report will be blank on the expense report.

---

**NOTE:** An expense report will still be created from a request even if there are field mapping errors. Field mapping errors only affect the field value for the custom field associated with the mapping error on the expense report.

---

- If the list item selected for a field in a request is removed before an expense report is created from the request, when the expense report is created, the expense report will be created without any expected expenses and the expense report will not be linked to the request.
- If parent expense types are enabled for expected expenses in Concur Request, the parent expense types will not be copied to the expense report because Concur Expense does not manage parent expense types. Instead, a child expense type will be created for the parent expense type in the expense report, and the child expense type will contain all the information from the request.

### **Configuration/Feature Activation**

The feature will automatically be available.

#### **CONFIGURATION REQUIREMENTS**

Take note of the following configuration requirements:

- Some expected expense fields in a request, such as the expense name, date, amount, and business purpose fields, are copied into expense entry fields in an expense report by the system automatically, and they do not need to be configured to copy down from a request to an expense report.
- Other fields that are configured for Concur Request expected expense entry must be exactly the same (For example: the same field name, expense type, and list item name) as the expense entry configured fields for Concur Expense.
- Any custom fields on the request header must be configured exactly the same as custom fields on the expense report header.

---

**NOTE:** If the field values for a custom field copied from a request to an expense report are blank on the expense report, there is an error in the field mapping between the custom field in Concur Request and the corresponding custom field in Concur Expense.

---



For more information, refer to the [Concur Request: Forms and Fields Setup Guide](#) and the [Expense: Forms and Fields Setup Guide](#).

## CONFIGURE THE CREATE REPORT FROM REQUEST WITH EXPECTED EXPENSES POLICY SETTING

### ► **To configure the Create Report from Request with Expected Expenses setting:**

1. Click **Administration > Request > Request Admin > Request Policies**.

The list of existing request policies appears.

2. On the **Request Policies** page, click the applicable policy, and then click **Modify**.

3. The **Modify Request Policy** page appears.

4. On the **General** step, click one of the following in the **Create Report from Request with Expected Expenses** list:

- ◆ **Travel Allowance and Mileage Only**

*Travel Allowance and Mileage Only* is selected by default. When an expense report is created from a request, the expense report is automatically populated with the request header information, the travel allowance itinerary, the system-generated expenses associated with the travel allowance itinerary, and the field information for the mileage journey, excluding custom fields.

- ◆ **All Expected Expenses**

When an expense report is created from a request, the expense report is automatically populated with the request header, travel allowance itinerary, field information for the mileage journey, and the expected expenses from the request, but none of the custom field values for any custom fields in the expected expenses are copied from the request to the expense report.

- ◆ **All Expected Expenses (includes 1:1 custom fields)**

When an expense report is created from a request, the expense report is automatically populated with the request header, travel allowance itinerary, field information for the mileage journey, and the expected expenses from the request. When this option is selected, custom field values for any custom fields at the expected expense level are also copied from the request to the expense report.

---

**NOTE:** The *All Expected Expenses (includes 1:1 custom fields)* selection will only be for custom fields at the expected expense level. It will not apply to custom fields at the header level because they are only copied if the custom field is configured for copy down.

---

5. Click **Done**.



For more information about Request Policies, refer to the [Concur Request: Policies and Groups Setup Guide](#).

# Client Notifications

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## Accessibility

### Accessibility Updates

SAP implements changes to better meet current Web Content Accessibility Guidelines (WCAG). Information about accessibility-related changes made to SAP Concur solutions is published on a quarterly basis. You can review the quarterly updates on the [Accessibility Updates](#) page.

## Browser Certifications and Supported Configurations

### Monthly Browser Certifications and Supported Configurations

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

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



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

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

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

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

# Additional Release Notes and Other Technical Documentation

## Online Help – Admins

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

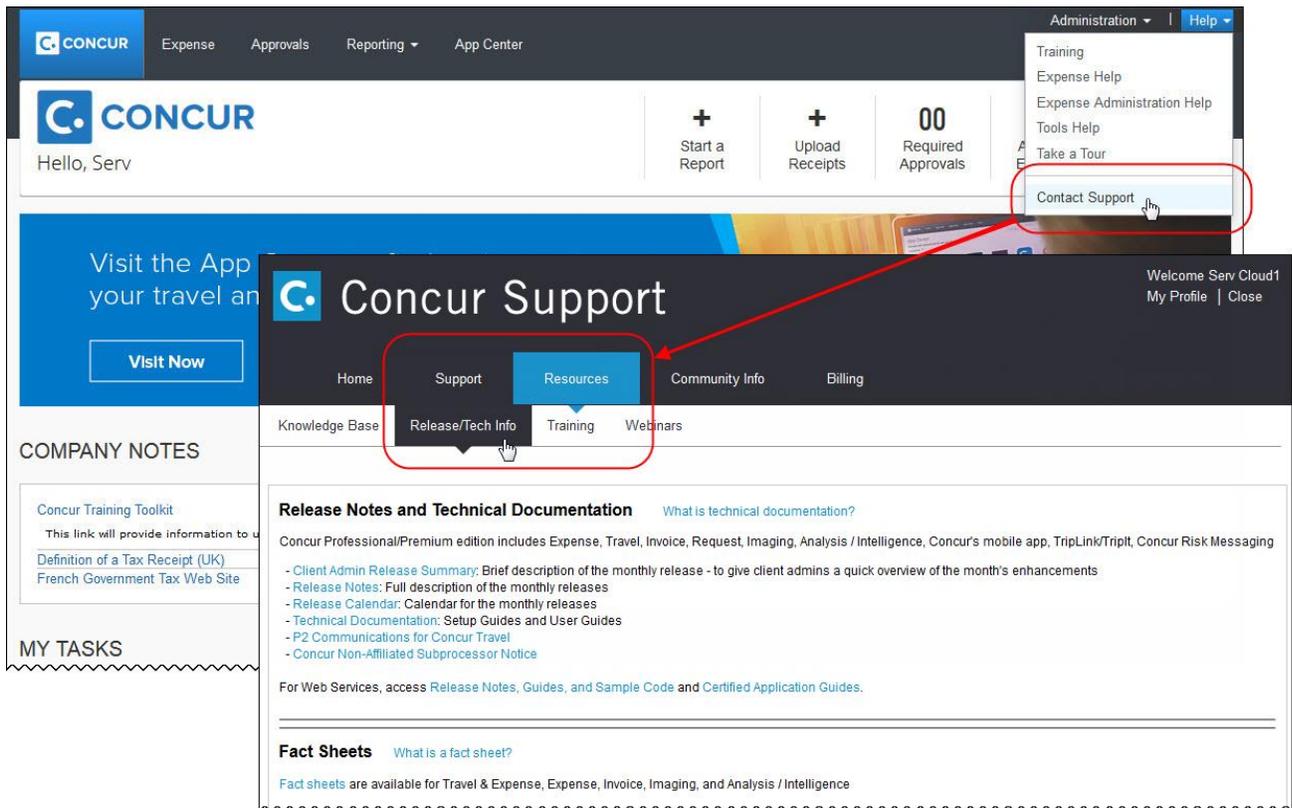
The screenshot displays the SAP Concur Online Help interface for Admins. At the top, there is a navigation bar with the SAP Concur logo and various menu items: Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. A 'Help' dropdown menu is open, showing options like Training, Request Help, and Request Administration Help. Below the navigation bar, there is a dashboard with statistics: New, Required Approvals, Authorization Requests, and Payment Requests. The main content area is titled 'Using Online Help' and contains a table of 'Request Setup Guides'. A red circle highlights the 'Request Administration Help' option in the dropdown menu, and a red arrow points to the 'Request Professional Administration Guides' link in the left sidebar.

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

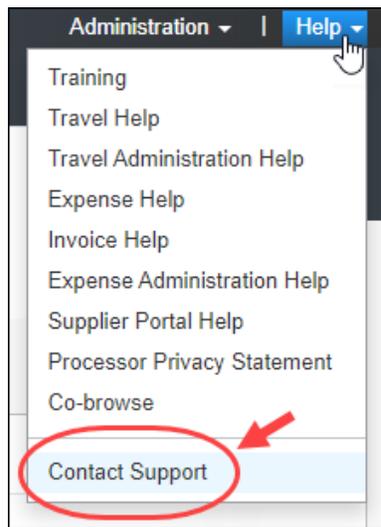
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## Steps for Getting a Status

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**.



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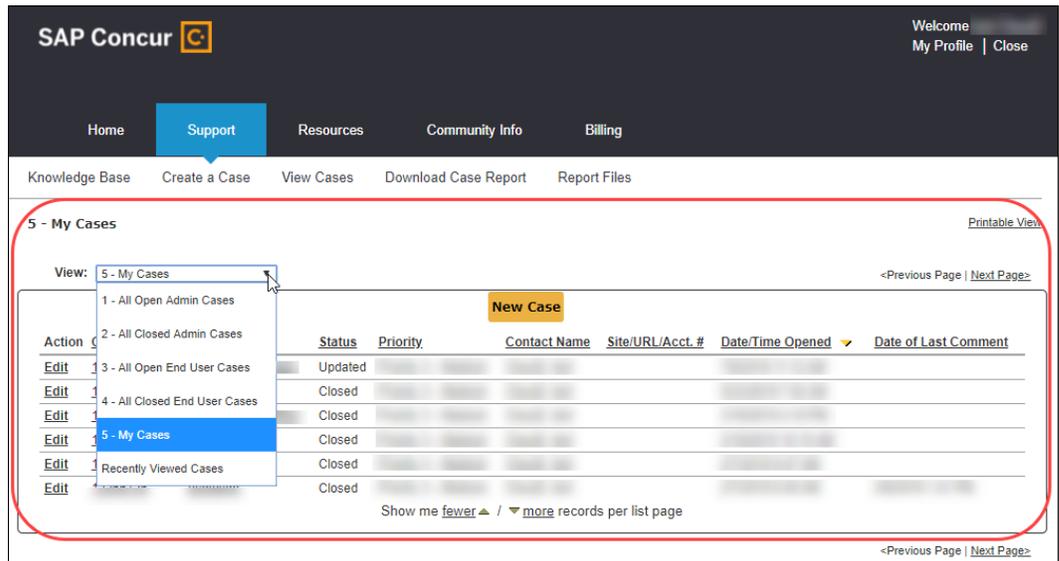
**NOTE:** If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

---

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 2021 release	

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<b>SAP Concur Release Notes</b>	
<b>Concur Request Professional/Premium</b>	
<b>Month</b>	<b>Audience</b>
Release Date: June 19, 2021 Update #1: Friday, June 18, 12:30 PM PT	Client – FINAL

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# Release Notes

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## Administration

### Auto-Create Report Setting for All Request Policies

*These changes are part of the NextGen UI experience.*

#### 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 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.

---

 **IMPORTANT:** The **Auto-Create Report** functionality is only available in the NextGen UI for Concur Request and Concur Expense.

---

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.

When an expense report is created from a request, the request header information is copied to the expense report, and the **Create Report from Request with Expected Expenses** setting in Request Policies determines whether the expected expenses, travel allowance itineraries, and mileage information for the request are copied to the expense report.

When the **Auto-Create Report** setting is enabled, users can still manually create expense reports from requests.

---

**NOTE:** The **Create Report from Request with Expected Expenses** policy setting can be used in conjunction with the **Auto-Create Report** policy setting. The **Create Report from Request with Expected Expenses** policy setting determines whether expected expenses are copied from a request to an expense report.

---

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

This update simplifies the expense report creation process for users.

### What the Administrator Sees

The **Auto-Create Report** setting is displayed on the **New Request Policy** and **Modify Request Policy** pages.

The screenshot displays the SAP Concur interface for modifying a request policy. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', and 'App Center'. Below this, there are dropdown menus for 'Company', 'Request', and 'Expense'. The main header reads 'Modify Request Policy: Default Request Policy'. A sidebar on the left, titled 'Request Admin', lists various administrative functions, with 'Request Policies' highlighted in a red box. The main content area features four tabs: 'General' (selected), 'Segments', 'Expense Types', and 'Print Formats'. Under the 'General' tab, several settings are visible: 'Agency Recall After Approval Notification' (set to 'None'), 'Disable Ability to Create New Requests' (checkbox), 'Enable Cancellation' (checkbox), 'Enable Post Approval Trip Update' (checkbox), 'Assignable to Report' (set to 'Unlimited'), 'Default Expense Policy' (set to 'US Expense Policy'), 'Auto-Create Report' (dropdown menu, currently showing 'None'), 'Create Report from Request with Expected Expenses' (dropdown menu, currently showing 'None'), 'Print Format for Report Summary' (set to 'Request Report'), 'Imaging Configuration' (set to 'None'), 'Request Allocation Form' (set to 'None'), and 'Allocation View Print Format' (set to 'None'). A red box highlights the 'Auto-Create Report' dropdown menu, which is open to show the options: 'None', 'On Request Start Date', and 'None'.

### What the User Sees

When the **Auto-Create Report** setting is enabled, expense reports are automatically 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.

In the existing UI, when the **Auto Create Report** setting is enabled, the **Expense** link and the **Create Expense Report** button will still 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

<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	<a href="#">Expense</a>
<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	<a href="#">Book</a>
<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

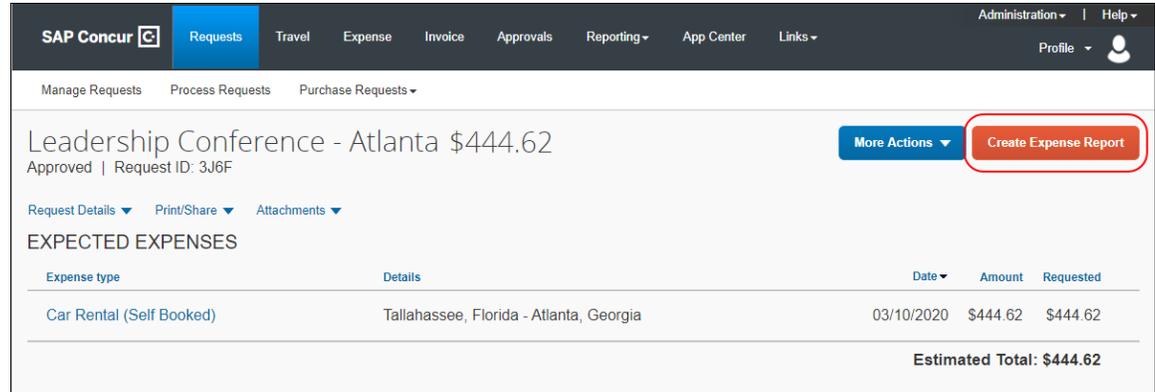
**Car Rental (Self-booked segment)** Amount: \$444.62

**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

In the NextGen UI, when the **Auto Create Report** setting is enabled, the **Create Expense Report** button will still 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 visible, with the "Create Expense Report" option highlighted in red. 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 \$444.62.

Expense type	Details	Date	Amount	Requested
Car Rental (Self Booked)	Tallahassee, Florida - Atlanta, Georgia	03/10/2020	\$444.62	\$444.62
<b>Estimated Total: \$444.62</b>				

#### 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, and the setting defaults to *None*.

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](#).

## Create Report from Request with Expected Expenses Setting for All Request Policies

*These changes are part of the NextGen UI experience.*

### Overview

The **Create Report from Request with Expected Expenses** setting is now available on the **New Request Policy** and **Modify Request Policy** pages (**Administration > Request > Request Policies**) for all Concur Request policies.

This setting applies to all expense reports created from a request, regardless of whether the expense report was created automatically or manually by clicking the **Create Expense Report** button on the request header.

The **Create Report from Request with Expected Expenses** setting determines what data is copied from a request to an expense report. You can choose to copy all expected expenses from a request, or you can choose to only copy travel allowance and mileage information from the request to the expense report.

If you choose to copy expected expenses, when expense reports are created from a request, the system will create expense entries based on the expected expenses in the request.

---

**⚠ IMPORTANT:** The **Create Report from Request with Expected Expenses** functionality is only available in the NextGen UI for Concur Request and Concur Expense.

**⚠ IMPORTANT:** The configuration of the request's expected expense fields and the expense entry fields (such as custom fields and lists and vendor lists) must be the same between Concur Request and Concur Expense.

---

There are three options available for the setting:

- **Travel Allowance and Mileage Only**

*Travel Allowance and Mileage Only* is selected by default. When an expense report is created from a request, the expense report is automatically populated with the request header information, the travel allowance itinerary, the system-generated expenses associated with the travel allowance itinerary, and the field information for the mileage journey, excluding custom fields.

- **All Expected Expenses**

When an expense report is created from a request, the expense report is automatically populated with the request header, travel allowance itinerary, field information for the mileage journey, and the expected expenses from the request, but none of the custom field values for any custom fields in the expected expenses are copied from the request to the expense report.

- **All Expected Expenses (includes 1:1 custom fields)**

When an expense report is created from a request, the expense report is automatically populated with the request header, travel allowance itinerary, field information for the mileage journey, and the expected expenses from the request. When this option is selected, custom field values for any custom fields at the expected expense level are also copied from the request to the expense report.

---

**NOTE:** The *All Expected Expenses (includes 1:1 custom fields)* selection only applies to custom fields at the expected expense level. It does not apply to custom fields at the header level because they are only copied if the custom field is configured for copy down.

---

---

**NOTE:** The **Auto-Create Report** policy setting can be used in conjunction with the **Copy Request Content to Expense Report** policy setting. When the **Auto-Create Report** policy setting is enabled, expense reports can automatically be created from requests.

---

**BUSINESS PURPOSE / CLIENT BENEFIT**

This update simplifies the expense report creation process for users.

### What the Administrator Sees

The **Create Report from Request with Expected Expenses** setting is displayed on the **New Request Policy** and **Modify Request Policy** pages.

### What the User Sees

Depending on what is selected for the **Create Report from Request with Expected Expenses** setting, when an expense report is created from a request, the user will see the expense report populated with the applicable data from the request.

### Important Information about Expense Types

- Segments will only copy expense type, transaction date, and amount to report. No other fields are copied.
- If parent expense types are enabled for expected expenses in Concur Request, the parent expense types will not be copied to the expense report because Concur Expense does not manage parent expense types. Instead, a child expense type will be created for the parent expense type in the expense report, and the child expense type will contain all the information from the request.

- If an expense type is enabled for Concur Request but not for Concur Expense, the entry will not be copied to the expense report.
- If the request contains Travel Allowance itineraries and fixed allowances, they will be copied to the expense report.

### **Data Managed by Request-Based Expense Reports**

The following list provides the types of data that are managed by expense reports created from requests:

#### **HEADER**

- Business Purpose
- Date
- Comment
- Name
- Policy (Matching Request policy and Expense policy according to configuration)
- Custom fields

#### **EXPECTED EXPENSES**

- Type
- Allocation (amount or percentage and currency)
- Mileage (route and journey log)
- Last comment
- Location (country code and subcode)
- Attendees
- Custom fields (Only if *All Expected Expenses (includes 1:1 custom fields)* is selected for the **Create Report from Request with Expected Expenses** setting.)
- Exchange rate
- Travel Allowance
  - ◆ Itinerary
  - ◆ Travel allowance expense (type, amount, date)
- Transaction amount (change rate)
- Transaction date
- Vendor field

The following limitations apply to expense reports created from requests:

- A cash advance will be linked to the expense report if the cash advance linked to the request is issued before the expense report is created.
- If there is an error in the field mapping between a custom field in Concur Request and the corresponding custom field in Concur Expense, the field values for the custom field copied from a request to an expense report will be blank on the expense report.

---

**NOTE:** An expense report will still be created from a request even if there are field mapping errors. Field mapping errors only affect the field value for the custom field associated with the mapping error on the expense report.

---

- If the list item selected for a field in a request is removed before an expense report is created from the request, when the expense report is created, the expense report will be created without any expected expenses and the expense report will not be linked to the request.
- If parent expense types are enabled for expected expenses in Concur Request, the parent expense types will not be copied to the expense report because Concur Expense does not manage parent expense types. Instead, a child expense type will be created for the parent expense type in the expense report, and the child expense type will contain all the information from the request.

### **Configuration/Feature Activation**

The feature is automatically available.

#### **CONFIGURATION REQUIREMENTS**

Take note of the following configuration requirements:

- Some expected expense fields in a request, such as the expense name, date, amount, and business purpose fields, are copied into expense entry fields in an expense report by the system automatically, and they do not need to be configured to copy down from a request to an expense report.
- Other fields that are configured for Concur Request expected expense entry must be exactly the same (For example: the same field name, expense type, and list item name) as the expense entry configured fields for Concur Expense.
- Any custom fields on the request header must be configured exactly the same as custom fields on the expense report header.

---

**NOTE:** If the field values for a custom field copied from a request to an expense report are blank on the expense report, there is an error in the field mapping between the custom field in Concur Request and the corresponding custom field in Concur Expense.

---



For more information, refer to the [Concur Request: Forms and Fields Setup Guide](#) and the [Expense: Forms and Fields Setup Guide](#).

## CONFIGURE THE CREATE REPORT FROM REQUEST WITH EXPECTED EXPENSES POLICY SETTING

### ► **To configure the Create Report from Request with Expected Expenses setting:**

1. Click **Administration > Request > Request Admin > Request Policies**.

The list of existing request policies appears.

2. On the **Request Policies** page, click the applicable policy, and then click **Modify**.

3. The **Modify Request Policy** page appears.

4. On the **General** step, click one of the following in the **Create Report from Request with Expected Expenses** list:

- ◆ **Travel Allowance and Mileage Only**

*Travel Allowance and Mileage Only* is selected by default. When an expense report is created from a request, the expense report is automatically populated with the request header information, the travel allowance itinerary, the system-generated expenses associated with the travel allowance itinerary, and the field information for the mileage journey, excluding custom fields.

- ◆ **All Expected Expenses**

When an expense report is created from a request, the expense report is automatically populated with the request header, travel allowance itinerary, field information for the mileage journey, and the expected expenses from the request, but none of the custom field values for any custom fields in the expected expenses are copied from the request to the expense report.

- ◆ **All Expected Expenses (includes 1:1 custom fields)**

When an expense report is created from a request, the expense report is automatically populated with the request header, travel allowance itinerary, field information for the mileage journey, and the expected expenses from the request. When this option is selected, custom field values for any custom fields at the expected expense level are also copied from the request to the expense report.

---

**NOTE:** The *All Expected Expenses (includes 1:1 custom fields)* selection will only be for custom fields at the expected expense level. It will not apply to custom fields at the header level because they are only copied if the custom field is configured for copy down.

---

5. Click **Done**.



For more information about Request Policies, refer to the [Concur Request: Policies and Groups Setup Guide](#).

## Authentication

### **\*\*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 <b>in yellow</b> 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](#).

## File Transfer Updates

### **\*\*Ongoing\*\* Mandatory SFTP with SSH Key Authentication**

Information First Published	Information Last Modified	Feature Target Release Date
April 9, 2021	April 16, 2021	Ongoing in 2021
Any changes since the previous monthly release will be highlighted in yellow in this release note.		

#### **Overview**

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

As of April 10, 2021, non-SFTP (Secure File Transfer Protocol) protocols and SFTP password authentication are not allowed to connect to SAP Concur for file transfers:

- Non-SFTP file transfer accounts must switch to SFTP with SSH Key Authentication.
- SFTP file transfer accounts that use password authentication must switch to SSH key authentication.
- SFTP password reset requests require the client to provide an SSH key for authentication.

---

**⚠ IMPORTANT:** If you are not using SFTP with SSH Key Authentication, you must take action to avoid disruption of your file transfer connections.

---

On April 12, 2021, SAP started disabling non-compliant file transfer connections. The process of disabling non-compliant accounts will continue throughout 2021. If you have multiple file transfer connections configured, this change applies to all of your file transfer connections.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.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**

Information First Published	Information Last Modified	Feature Target Release Date
March 6, 2020	January 8, 2021	Ongoing until July 31, 2021
Any changes since the previous monthly release will be highlighted <b>in yellow</b> 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 Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur is in the process of 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 July 31, 2021. 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](#).

## Rotating PGP Key Available for File Transfers

### Overview

Files transferred to SAP Concur products must be encrypted with the SAP Concur public PGP key, `concursolutionsrotate.asc`.

`concursolutionsrotate.asc`

- Key file is available in client's root folder
- Key ID 40AC5D35
- RSA 4096-bit signing and encryption subkey
- Key expires every 2 years
- Client is responsible for replacing the key before it expires
  - ◆ Next expiry date: September 4, 2022
  - ◆ SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key (key ID D4D727C0) remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

This announcement pertains to the following file transfer DNS endpoints:

- `st.concursolutions.com`
- `mft-us.concursolutions.com`
- `vs.concursolutions.com`
- `st-eu.concursolutions.com`
- `mft-eu.concursolutions.com`

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

The rotating public PGP key provides greater security for file transfers.

### **What the Administrator Sees**

An administrator with the required file transfer credentials can log into the file transfer site to retrieve the rotating public PGP key, `concursolutionsrotate.asc`, from the root directory.

**Configuration / Feature Activation**

Your internal file transfer administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

If assistance is required, please contact SAP Concur support.



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

**Localization**

**Translations for Cash Advance Term**

**Overview**

With the June release, SAP Concur is changing the following terms in the Brazilian Portuguese version of the SAP Concur user interface to bring consistency in translation of the term “Cash Advance”:

English Term	Current BR Portuguese Term	Updated BR Portuguese Term
Cash Advances	Adiantamentos de viagem	Adiantamentos
Cash Advance	Adiantamento em espécie	Adiantamento

**NOTE:** This change might impact your company’s internal documentation or training materials.

**BUSINESS PURPOSE / CLIENT BENEFIT**

These revisions provide a more accurate translation and improved user experience in Brazilian Portuguese.

**Configuration / Feature Activation**

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

## Miscellaneous

### Updated Naming Convention for Sub-URLs

#### Overview

As part of our overall cloud platform strategy, SAP is implementing a more consistent naming convention for the URLs used to connect to SAP Concur solutions, based on data center. Users will continue to be able to access [www.concursolutions.com](http://www.concursolutions.com) and will be routed automatically to the correct URL or single sign-on (SSO) as part of their sign-in process.



For more information about our overall cloud platform strategy, refer to the [SAP Concur Cloud Platform Strategy FAQ](#).

No customer data is planned to leave the North America or EMEA regional data center to which it is assigned at any time before, during or after this change.

#### TARGETED FOR MID-JUNE 2021

- SAP will deploy [us.concursolutions.com](http://us.concursolutions.com). It is functionally identical to the existing [www.concursolutions.com](http://www.concursolutions.com).
- SAP will deploy [eu.concursolutions.com](http://eu.concursolutions.com). It is functionally identical to the existing [eu1.concursolutions.com](http://eu1.concursolutions.com).

---

**NOTE:** SAP is planning to remove [eu1.concursolutions.com](http://eu1.concursolutions.com). There is currently no target date for that removal. Most clients will not be impacted by the removal of this URL. They will be able to sign in using the same method they use today. Future communications will provide more information on the removal of this URL.

---

#### TARGETED FOR MID-JUNE 2021

- SAP will deploy [us2.concursolutions.com](http://us2.concursolutions.com) and [eu2.concursolutions.com](http://eu2.concursolutions.com) and plans to use these URLs for future customer migration to the AWS cloud platform.



For more information, refer to the [SAP Concur Cloud Platform Strategy FAQ](#).

- SAP will update [www.concursolutions.com](http://www.concursolutions.com) to automatically redirect users to the appropriate URL or SSO. Users will be directed to their established home data center (for example, [eu.concursolutions.com](http://eu.concursolutions.com), [eu2.concursolutions.com](http://eu2.concursolutions.com), [us.concursolutions.com](http://us.concursolutions.com), or [us2.concursolutions.com](http://us2.concursolutions.com)). No customer data is planned to leave the North America or EMEA regional data center to which it is assigned at any time before, during or after this change.

**RESTRICTED ACCESS / ALLOW LISTS**

In rare cases, clients who restrict or filter access from their corporate network to specific URLs, might need to update their configuration to enable users to connect to the new URLs. For example, clients who have an allow list configured, might need to add the new URLs to their list. The information in this release note should be provided to your technical resource so that they can take appropriate action to allow access to these new URLs.

---

**NOTE:** It is not a best practice to only allow specific URLs. If restricted access is a requirement, SAP recommends allowing \*.concursolutions.com to avoid having to make these adjustments in the future.

---

**BUSINESS PURPOSE / CLIENT BENEFIT**

This change supports future URL consistency across all global regions, and a central URL that redirects users to the appropriate data center.

**What the User Sees**

Users who connect to an SAP Concur entity by navigating to www.concursolutions.com will be redirected to the appropriate URL or single sign-on (SSO) as part of their sign-in process.

**Configuration / Feature Activation**

These changes occur automatically; there are no configuration or activation steps. However, in rare cases, clients who restrict or filter access from their corporate network to specific URLs, might need to update their configuration to enable users to connect to the new URLs.

**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.

## 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	June 11, 2021	June 1, 2021
Any changes since the previous monthly release will be highlighted in yellow in this release note.		

#### **Overview**

As of May 31, 2021, the existing Concur Request APIs (v1.0, v3.0 and v3.1) are deprecated. On June 1, 2021, SAP began retiring these APIs in accordance with the [SAP Concur API Lifecycle & Deprecation Policy](#). These APIs are replaced by the Concur Request v4 APIs. SAP will no longer support these APIs after retirement.

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

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

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

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

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

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

## Security

### **\*\*Ongoing\*\* Changes to Some Email Subdomains**

Information First Published	Information Last Modified	Feature Target Release Date
June 11, 2021	June 18, 2021	Beginning on June 1, 2021
Any changes since the previous monthly release will be highlighted in yellow in this release note.		

#### **Overview**

SAP is adopting the Domain-based Message Authentication (DMARC) email security protocol for all email sent from SAP. As a result, the email addresses for some email sent from SAP Concur organizations will no longer be sent from the @sap.com root domain, but will instead be sent from a subdomain of sap.com, such as @example.sap.com where "example" is the subdomain.

If your organization maintains an allow list for email addresses, you can update your allow list to include email from the following domains to ensure that you receive emails sent from the sap.com root domain and subdomains of the sap.com root domain:

- @info.sap.com
- @mail.sap.com
- @\*sap.com
  - ◆ If your internal configuration allows it, adding @\*sap.com can minimize the need for future updates by allowing all emails from the sap.com domain and from subdomains of the sap.com domain. For example, if your allow list includes @\*sap.com you do not need to add @info.sap.com or @mail.sap.com because @\*sap.com encompasses those subdomains.

---

**⚠ IMPORTANT!** Consult with your IT department before adding @\*sap.com to your allow list as some configurations might not permit the use of this entry.

---

The following types of email communications from SAP Concur solutions are not impacted by this change:

- 1:1 e-mail communication that you have with your SAP Concur account team or other SAP representatives. These e-mails will continue to come from @sap.com.
- System e-mails (for example expense report approvals and travel bookings) that come from concursolutions.com, tripit.com, or other SAP Concur products and solutions
- SAP Concur support updates (such as case notifications)

**BUSINESS PURPOSE / CLIENT BENEFIT**

DMARC compliance provides better security for emails sent from SAP to its customers.

**Configuration / Feature Activation**

This change occurs automatically. If your organization maintains an allow list for email addresses, the allow list might need to be updated to include emails from additional subdomains such as @mail.sap.com and @info.sap.com or from @\*sap.com.



For more information, refer to the [SAP Concur client communication](#) about this change. For a list of email addresses used to send notifications from SAP Concur solutions, refer to [Concur Travel & Expense Supported Configurations](#).

## Web Services Administration

### **\*\*Ongoing\*\* Application Connector Username and Password Length Requirements Updated**

Information First Published	Information Last Modified	Feature Target Release Date
June 18, 2021	--	August 31, 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

**Overview**

Beginning on August 31, 2021, the length of the username and password associated with an application connector must be at least 10 characters long and not more than 50 characters long. To avoid disruption of callouts through application connections, usernames and passwords that do not meet these requirements must be updated before August 31, 2021.

Application connection usernames and passwords can be updated by an administrator with the Company Admin or Web Services Admin role.

---

**NOTE:** For admins working with Standard entities, a user with the Concur Expense **Can Administer** permission has the **Web Services Administrator** role.

---

**BUSINESS PURPOSE / CLIENT BENEFIT**

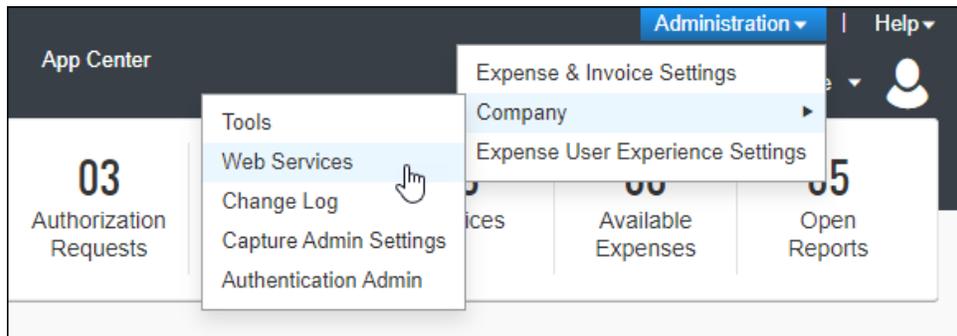
Enforcing password and username length restrictions improves the security standards for callouts made through the application connector.

**Configuration / Feature Activation**

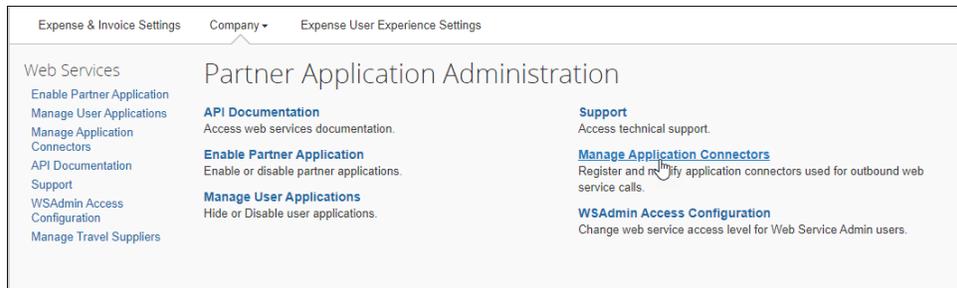
Usernames and passwords for application connectors are configured on the **Manage Application Connectors** page.

► **To change the username and password for an application connector:**

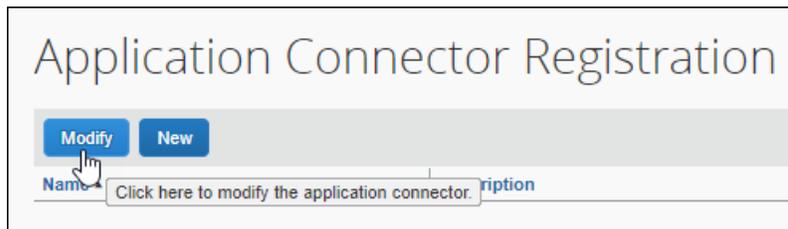
1. Click **Administration > Company > Web Services**.



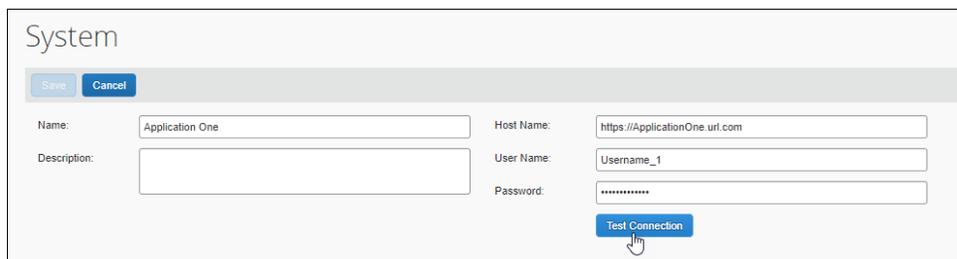
2. Click **Manage Application Connectors**.



3. Choose the application connector you want to update and then click **Modify**.



4. Enter the new username and password and then click **Test Connection**.



5. Click **Save**.

---

**NOTE:** After you update the username and password for an application connector, you must click **Test Connection** to verify the changes before the application connector can be used for any of the callout services.

---



For more information, refer to [Callouts and Application Connectors](#) on the SAP Concur Developer Center.

## 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

---

## Accessibility

### Accessibility Updates

SAP implements changes to better meet current Web Content Accessibility Guidelines (WCAG). Information about accessibility-related changes made to SAP Concur solutions is published on a quarterly basis. You can review the quarterly updates on the [Accessibility Updates](#) page.

## Browser Certifications and Supported Configurations

### Monthly Browser Certifications and Supported Configurations

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

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



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

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

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

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

# Additional Release Notes and Other Technical Documentation

## Online Help – Admins

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

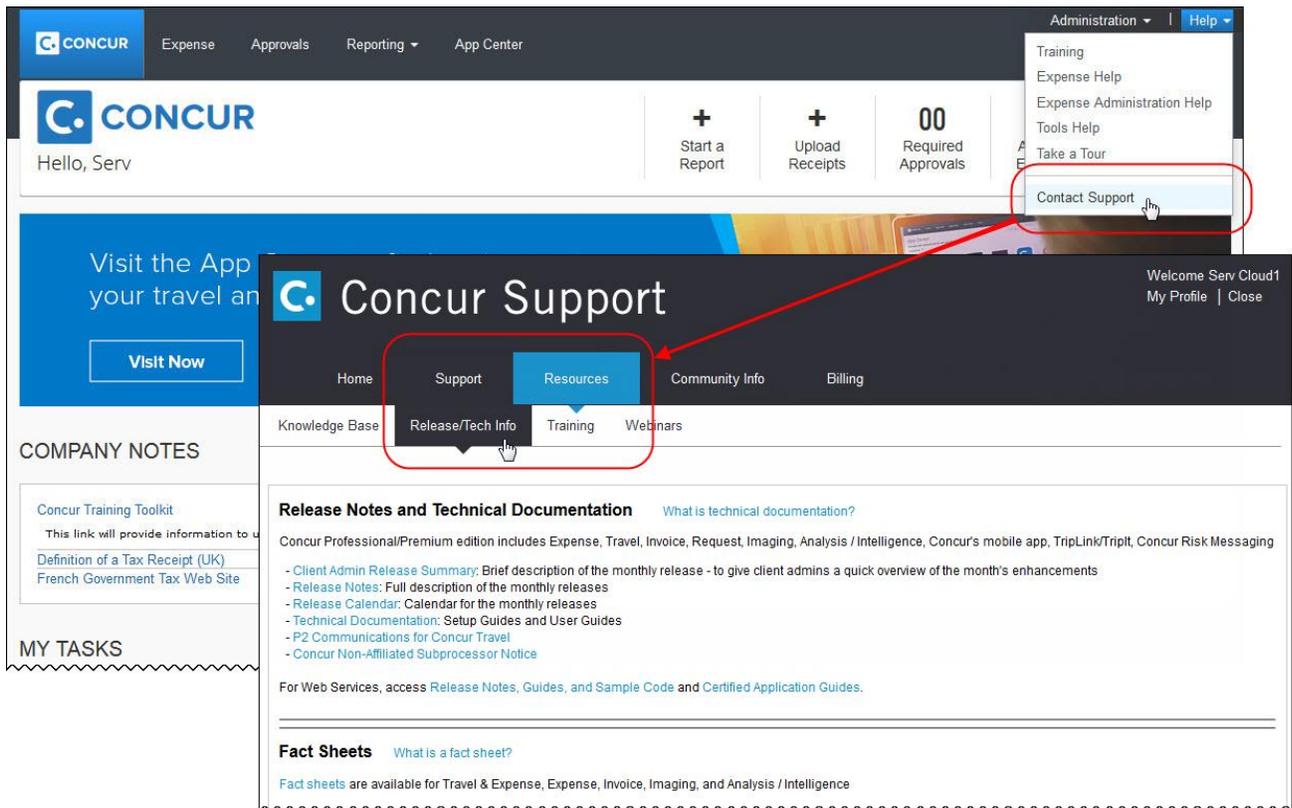
The screenshot shows the SAP Concur Online Help interface for Admins. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', 'App Center', 'Links', and 'Help'. The 'Help' dropdown menu is open, showing 'Training', 'Request Help', and 'Request Administration Help' (highlighted with a red box). Below the navigation bar, the user is greeted with 'Hello, Chris' and several status indicators: '+ New', '00 Required Approvals', '00 Authorization Requests', and '00 Payment Requests'. The main content area is titled 'Using Online Help' and includes a sidebar with 'Request Professional Administration Guides' highlighted. The main content area features 'Quick Links - Concur Professional/Premium' and a table of 'Request Setup Guides'.

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

## 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

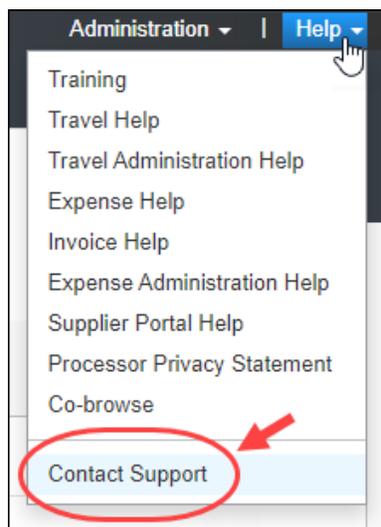
---

## 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**.




---

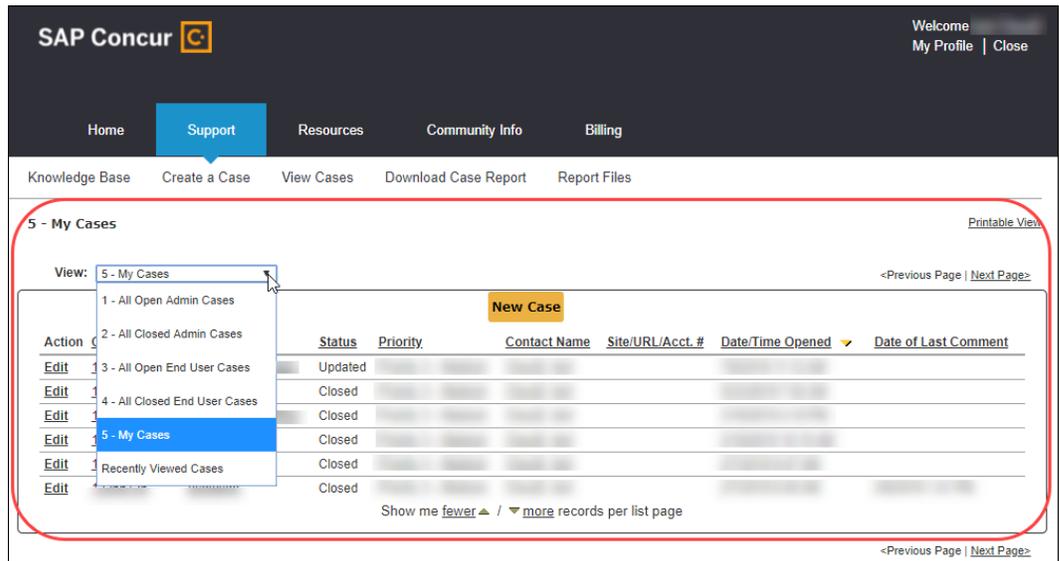
**NOTE:** If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

---

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 2021 release	

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<b>SAP Concur Release Notes</b>	
<b>Concur Request Professional/Premium</b>	
<b>Month</b>	<b>Audience</b>
Release Date: July 17, 2021 Initial Post: Friday, July 16, 10:00 AM PT	Client – FINAL

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# Release Notes

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## Authentication

### Support for HMAC Now Deprecated

*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) has been deprecated.

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).

---

#### 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

HMAC is now deprecated and can no longer be configured. Clients can 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](#).

## Cookie Preferences and User Consent

### Explicit Cookie Consent and Zero Cookie Load Expanded to More Jurisdictions (July 1)

#### Overview

To ensure that SAP Concur solutions meet the user cookie consent requirements of the European Union (EU), European Economic Area (EEA), European Free Trade Association (EFTA), the United Kingdom (UK), and Brazil, on July 1, 2021, SAP implemented explicit cookie consent and zero cookie load for SAP Concur solutions in those jurisdictions.

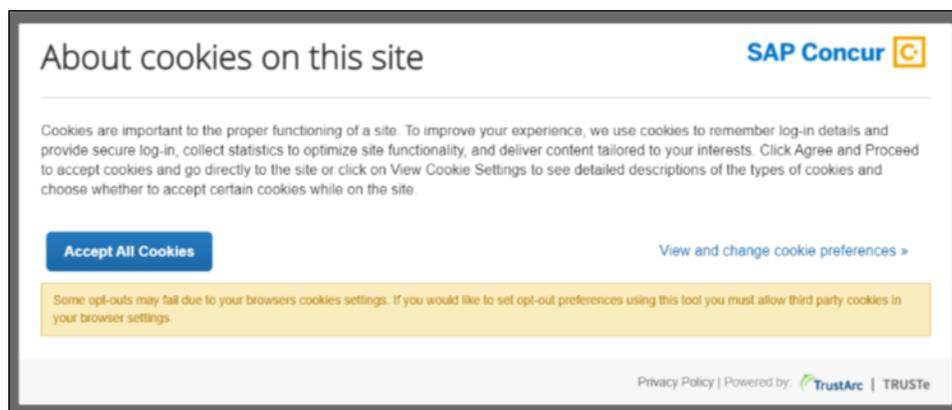
- **Explicit cookie consent:** The user must agree to allow cookies to be stored on their device by responding affirmatively to a request for consent.
- **Zero cookie load:** The user must provide explicit cookie consent before any cookies can be saved to their device.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This change ensures that SAP Concur sites comply with the cookie consent requirements of the listed jurisdictions and enables users to choose which cookies are downloaded to their devices by SAP Concur solutions.

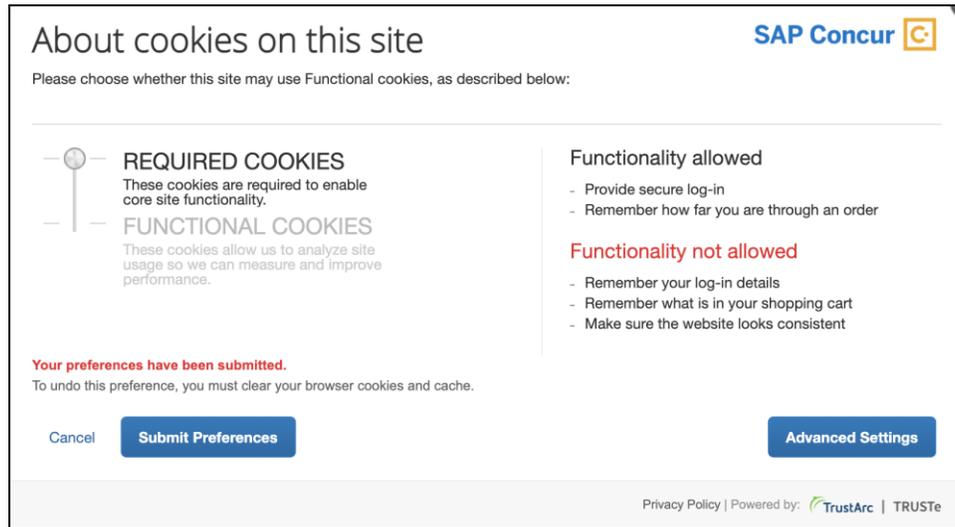
#### What the User Sees

The first time a user in one of the listed jurisdictions visits their SAP Concur site, the **About cookies on this site** page appears:



The user can click **Accept All Cookies** to accept all cookies and proceed or click **View and change cookie preferences**.

If the user clicks **View and change cookie preferences**, a page similar to the following appears:



On the **About cookies on this site** page, the user can choose which cookies can be downloaded to their device. The default setting is **Required Cookies**.

If a user does not consent to receive the minimum required cookies, they will not be able to proceed to their SAP Concur site.

---

**NOTE:** The page the user sees after they consent to receive cookies depends on how authentication is configured at their organization. For example, they might see the SAP Concur sign in page, or they might see the SAP Concur Home page.

---

### **Configuration / Feature Activation**

There are no activation steps. The first time a user in one of the listed jurisdictions visits their SAP Concur site, they must consent to receive cookies in order to proceed to the site.



For more information, refer to the [Cookie Preferences and User Consent Fact Sheet](#).

## File Transfer Updates

### **\*\*Ongoing\*\* Mandatory SFTP with SSH Key Authentication**

Information First Published	Information Last Modified	Feature Target Release Date
April 9, 2021	April 16, 2021	Ongoing in 2021
Any changes since the previous monthly release will be highlighted <b>in yellow</b> in this release note.		

#### **Overview**

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

As of April 10, 2021, non-SFTP (Secure File Transfer Protocol) protocols and SFTP password authentication are not allowed to connect to SAP Concur for file transfers:

- Non-SFTP file transfer accounts must switch to SFTP with SSH Key Authentication.
- SFTP file transfer accounts that use password authentication must switch to SSH key authentication.
- SFTP password reset requests require the client to provide an SSH key for authentication.

---

**⚠ IMPORTANT:** If you are not using SFTP with SSH Key Authentication, you must take action to avoid disruption of your file transfer connections.

---

On April 12, 2021, SAP started disabling non-compliant file transfer connections. The process of disabling non-compliant accounts will continue throughout 2021. If you have multiple file transfer connections configured, this change applies to all of your file transfer connections.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.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**

Information First Published	Information Last Modified	Feature Target Release Date
March 6, 2020	July 9, 2021	Ongoing until January 24, 2022
Any changes since the previous monthly release will be 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 Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur is in the process of 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 January 24, 2022. 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](#).

## Rotating PGP Key Available for File Transfers

### Overview

Files transferred to SAP Concur products must be encrypted with the SAP Concur public PGP key, `concursolutionsrotate.asc`.

`concursolutionsrotate.asc`

- Key file is available in client's root folder
- Key ID 40AC5D35
- RSA 4096-bit signing and encryption subkey
- Key expires every 2 years
- Client is responsible for replacing the key before it expires
  - ◆ Next expiry date: September 4, 2022
  - ◆ SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key (key ID D4D727C0) remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

This announcement pertains to the following file transfer DNS endpoints:

- `st.concursolutions.com`
- `mft-us.concursolutions.com`
- `vs.concursolutions.com`
- `st-eu.concursolutions.com`
- `mft-eu.concursolutions.com`

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

The rotating public PGP key provides greater security for file transfers.

### **What the Administrator Sees**

An administrator with the required file transfer credentials can log into the file transfer site to retrieve the rotating public PGP key, `concursolutionsrotate.asc`, from the root directory.

### **Configuration / Feature Activation**

Your internal file transfer administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

If assistance is required, please contact SAP Concur support.



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

## **NextGen UI for Concur Request**

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

<b>Information First Published</b>	<b>Information Last Modified</b>	<b>Feature Target Release Date</b>
November 2019	July 2, 2020	TBD
Any changes since the previous monthly release are highlighted <b>in yellow</b> 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.

## 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	June 11, 2021	June 1, 2021
Any changes since the previous monthly release will be highlighted in yellow in this release note.		

#### **Overview**

As of May 31, 2021, the existing Concur Request APIs (v1.0, v3.0 and v3.1) are deprecated. On June 1, 2021, SAP began retiring these APIs in accordance with the [SAP Concur API Lifecycle & Deprecation Policy](#). These APIs are replaced by the Concur Request v4 APIs. SAP will no longer support these APIs after retirement.

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

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

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

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

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

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

# Test Entities

## UI Frame Change

### Overview

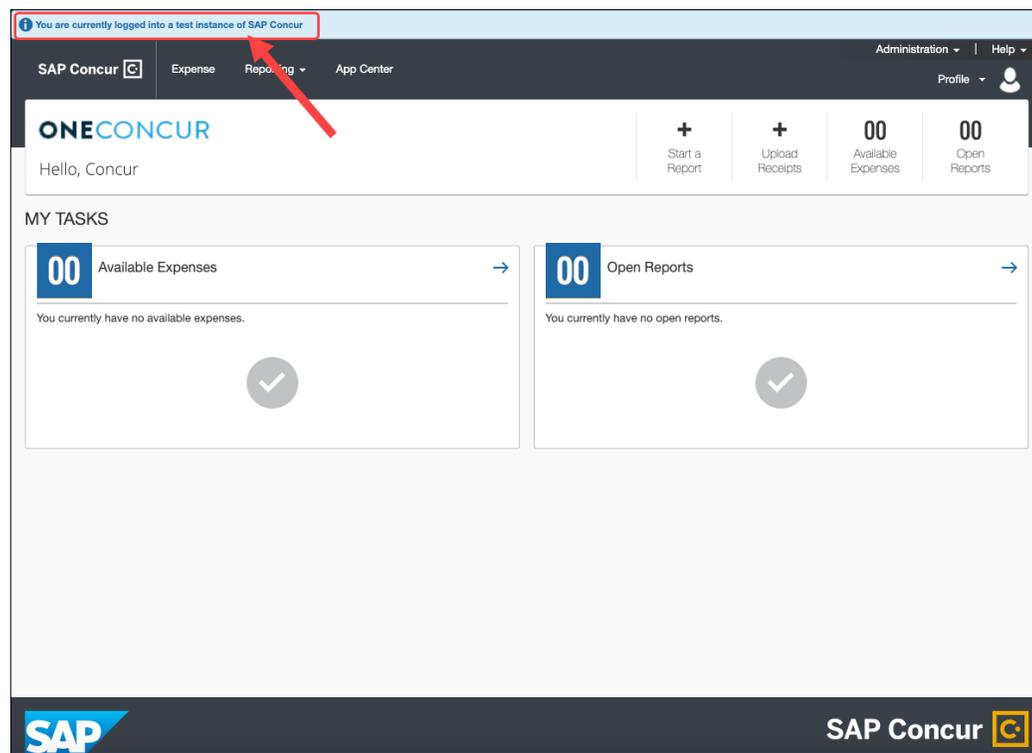
When end users, approvers, processors, and admins log in to an SAP Concur test entity, they will notice the global banner across the top of the page has changed and that the UI web frame has a unique, identifying color.

Prior to implementing this change, logged-in users saw only a blue global banner across the top of the page. Users might have had issues distinguishing between the test environment and production environment.

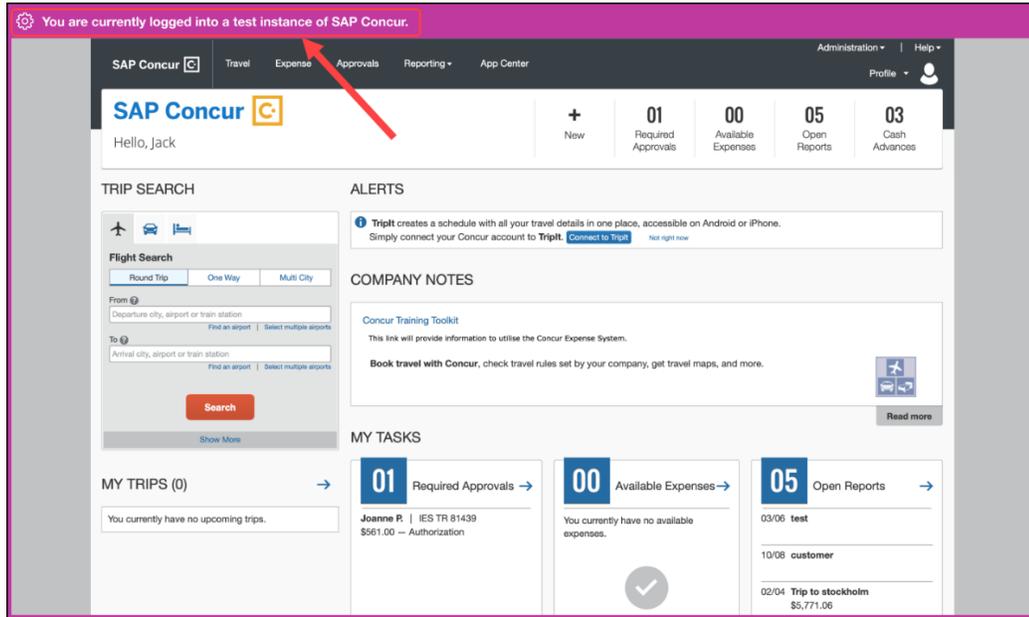
### BUSINESS PURPOSE / CLIENT BENEFIT

All SAP Concur users now see a more distinct difference between a test entity and production entity. These changes help users to clearly distinguish between test and production entities. These changes might also reduce the likelihood of logging in to the wrong entity and performing critical tasks such as configuration updates and data changes.

### BEFORE EXAMPLE



**AFTER EXAMPLE**



**Configuration / Feature Activation**

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

**Web Services Administration**

**\*\*Ongoing\*\* Application Connector Username and Password Length Requirements Updated**

Information First Published	Information Last Modified	Feature Target Release Date
June 18, 2021	July 9, 2021	October 4, 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

**Overview**

Beginning on October 4, 2021, the length of the username and password associated with an application connector must be at least 10 characters long and not more than 50 characters long. To avoid disruption of callouts through application connections, usernames and passwords that do not meet these requirements must be updated before October 4, 2021.

Application connection usernames and passwords can be updated by an administrator with the Company Admin or Web Services Admin role.

**NOTE:** For admins working with Standard entities, a user with the Concur Expense **Can Administer** permission has the **Web Services Administrator** role.

## **BUSINESS PURPOSE / CLIENT BENEFIT**

Enforcing password and username length restrictions improves the security standards for callouts made through the application connector.

### **What the User Sees**

This change impacts the following callout types:

- Fetch Attendee
- Fetch List
- Launch External URL
- Event Notification.

If the username and password are not updated before the new requirement is put into place on October 4, 2021, users might experience disruptions when working in Concur Expense and Concur Request. The type of disruption they experience will depend on the type of connector the experience relies on.

- Fetch Attendee
  - ◆ Expense item: When a user is adding an attendee to an expense item, the attendee field will be empty and the user will not be able to search for an attendee.
- Fetch List
  - ◆ Expense item: When a user is updating an expense item, fields attached to a Fetch List callout will be empty. As a result, the expense item will generate errors and be incomplete. If the report is submitted in this state, it might be flagged for auditing.
  - ◆ Report header: When a user is creating a report header, fields attached to a Fetch List callout will be empty. As a result, the user might not be able to create and finish the report.
- Launch External URL
  - ◆ Expense item: When a user is updating an expense item field, fields attached to a Launch External URL callout will not trigger the URL to be launched. As a result, the user will be unable to search or select the associated list information for inclusion in the field, the expense item will be incomplete, and it will generate errors. If the report is submitted in this state, it might be flagged for auditing.
  - ◆ Report header: When a user is creating a report header, fields attached to a Launch External URL callout will not trigger the URL to be launched. As a result, the user will be unable to search or select the associated list information for inclusion in the report, the report might not be created, and the user might not be able to finish the report.

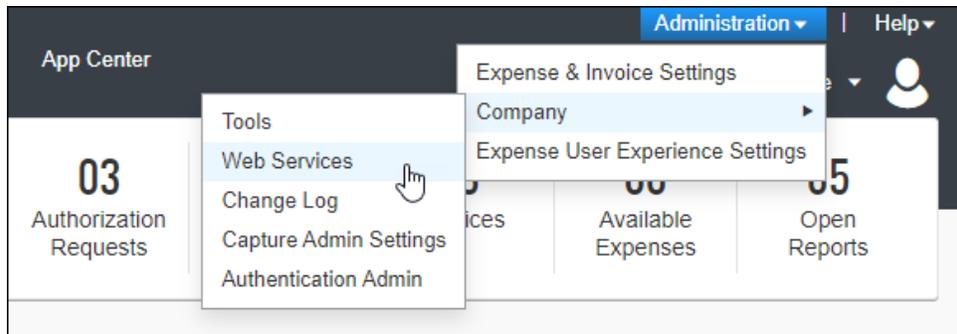
- ◆ Allocation: When a user is updating an allocation field, fields attached to a Launch External URL callout will not trigger the URL to be launched. As a result, the user will be unable to search or select the associated list information, the allocation will generate errors and will be incomplete. The user might be able to submit the report but it might be flagged for auditing or the user might not be able to submit the report.
- Event notification v1.0
  - ◆ When a report is submitted, the event attached to notifications might not be triggered. As a result, the report will stay in the Pending External Validate state.

### What the Admin Sees

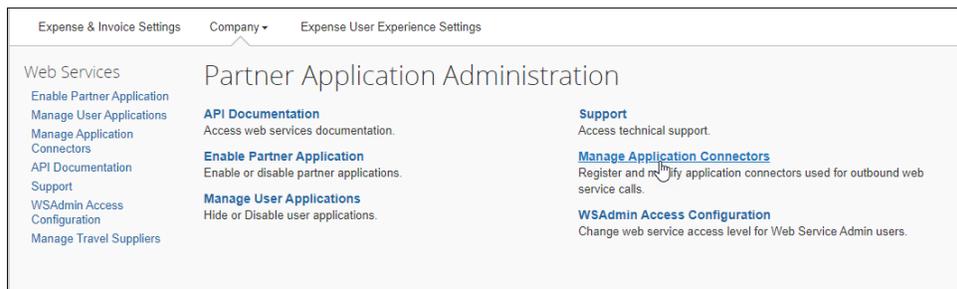
Username and passwords for application connectors are configured on the **Manage Application Connectors** page.

► **To change the username and password for an application connector:**

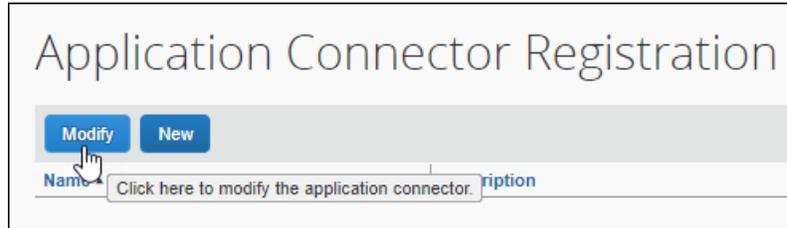
1. Click **Administration > Company > Web Services**.



2. Click **Manage Application Connectors**.



3. Choose the application connector you want to update and then click **Modify**.



4. Enter the new username and password and then click **Test Connection**.

5. Click **Save**.

---

**NOTE:** After you update the username and password for an application connector, you must click **Test Connection** to verify the changes before the application connector can be used for any of the callout services.

---

### **Configuration / Feature Activation**

The username and password requirements will be changed automatically.

To avoid disruption of callouts through application connections, usernames and passwords that do not meet these requirements must be updated before October 4, 2021.



For more information, refer to [Callouts and Application Connectors](#) on the SAP Concur Developer Center.

## 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

---

## Accessibility

### Accessibility Updates

SAP implements changes to better meet current Web Content Accessibility Guidelines (WCAG). Information about accessibility-related changes made to SAP Concur solutions is published on a quarterly basis. You can review the quarterly updates on the [Accessibility Updates](#) page.

## Browser Certifications and Supported Configurations

### Monthly Browser Certifications and Supported Configurations

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

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



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

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

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

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

# Additional Release Notes and Other Technical Documentation

## Online Help – Admins

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

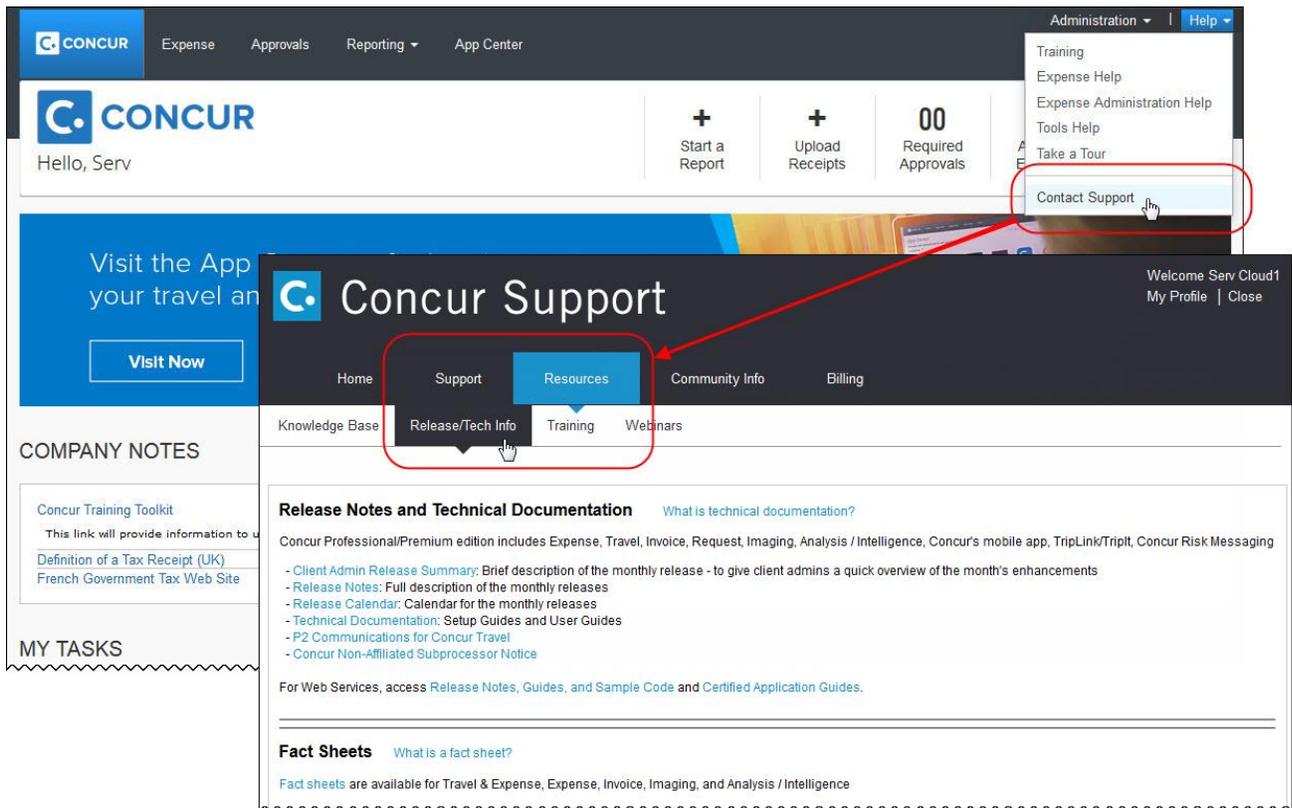
The screenshot displays the SAP Concur user interface. At the top, there is a navigation bar with various menu items: Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. On the far right of this bar is a 'Help' dropdown menu, which is currently open. The dropdown menu contains the following items: Training, Request Help, Request Administration Help (highlighted with a red box), Available Expenses, and Open Reports. A red arrow points from the 'Request Administration Help' item in the dropdown to the 'Request Professional Administration Guides' link in the left sidebar. The main content area is titled 'Using Online Help' and features a table of 'Request Setup Guides'.

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

## 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

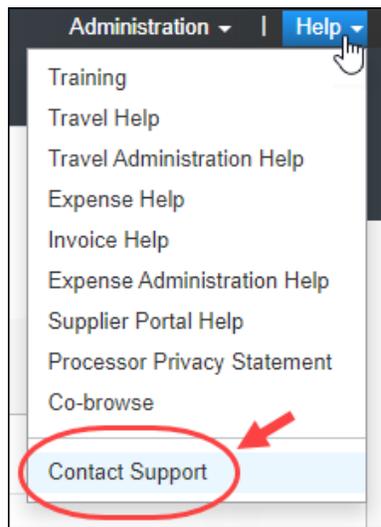
---

## 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**.

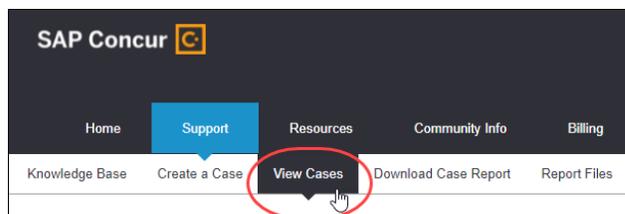



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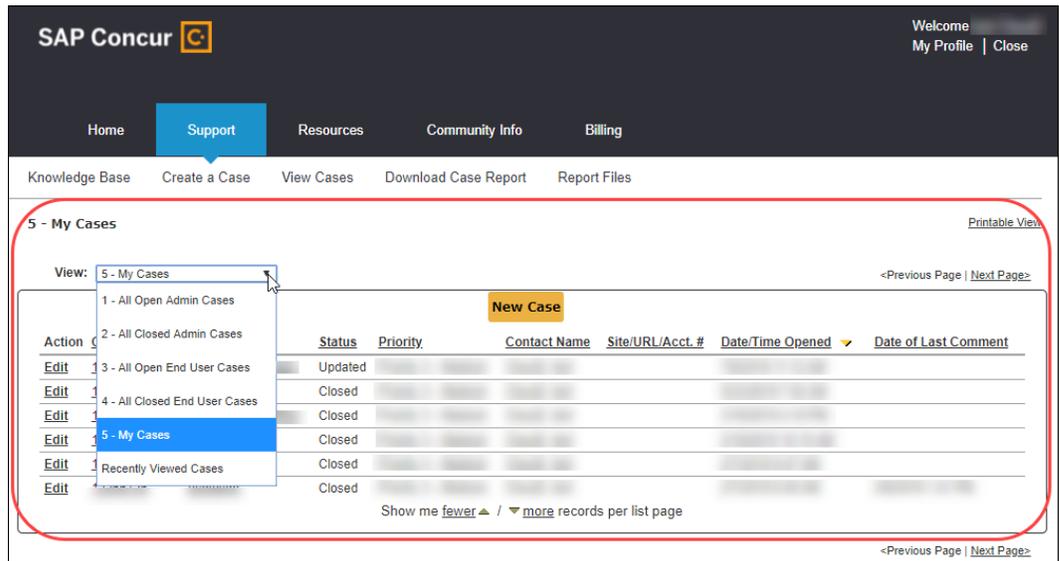
**NOTE:** If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

---

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 July 2021 release	

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<b>SAP Concur Release Notes</b>	
<b>Concur Request Professional/Premium</b>	
<b>Month</b>	<b>Audience</b>
Release Date: August 27, 2021 Initial Post: Thursday, August 26, 10:00 AM PT	Client – FINAL

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# Release Notes

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## API

### Changes to API Deprecation Policy

#### Overview

Our API deprecation policy has changed to further align with SAP. For more information please see the [SAP Concur Developer Center release notes](#).

## Authentication

### Support for HMAC Now Deprecated

*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) has been deprecated.

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).

---

#### **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**

HMAC is now deprecated and can no longer be configured. Clients can 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

## New Company Request Token Self-Service Tool

### Overview

In late August, a new Company Request Token self-service tool will be available to SAP Concur admins who have been assigned the **Company Admin** or **Web Services Admin** role.

---

**NOTE:** For admins working with Concur Standard entities, a user with the **Can Administer** permission has the **Web Services Administrator** role.

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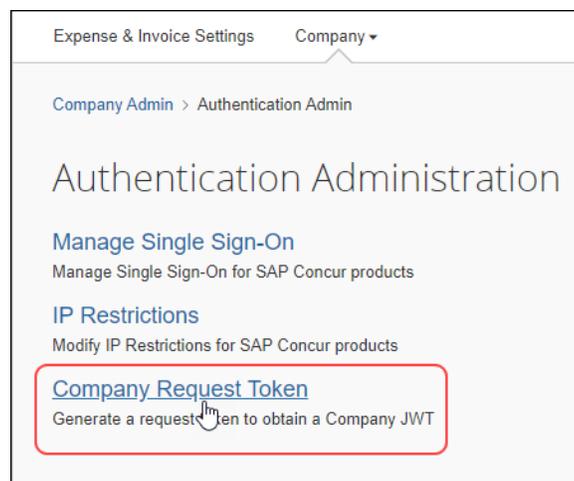
The Company Request Token self-service tool enables clients to generate the Company Request Token that is required to request a JSON web token (JWT) when connecting to APIs in the SAP Concur platform.

### BUSINESS PURPOSE / CLIENT BENEFIT

The Company Request Token self-service tool enables clients to generate Company Request Tokens without contacting SAP Concur support. This tool also enables clients 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

Admins with the required permissions see a link to the **Company Request Token** page on the **Administration > Company > Authentication Administration** page.



After clicking **Company Request Token**, the admin sees the **Company Request Tokens** page.

Expense & Invoice Settings Travel Settings Company

## Company Request Tokens

Company request tokens are temporary tokens that expire after 24 hours and can be used to obtain company JWTs. Enter your app ID below to generate one.

App ID \*

The JWTs you generate using your company request token will be scoped to this app.

**Submit**

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.
  - <client\_id>
  - <client\_secret>
  - <company\_UUID>
  - <request\_token>

```
curl -X POST 'https://integration.api.concursolutions.com/oauth2/v8/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 'credential=authtoken'
```

For more information on Password Grant, please view the following page:  
[https://developer.concur.com/api-reference/authentication/apidoc.html#password\\_grant](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://integration.api.concursolutions.com/oauth2/v8/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.
 

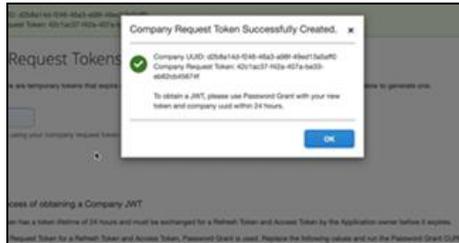
For more information on Refresh Grant, please view the following page:  
[https://developer.concur.com/api-reference/authentication/apidoc.html#refresh\\_token](https://developer.concur.com/api-reference/authentication/apidoc.html#refresh_token)
- If the refresh token is lost, expired or revoked, a new 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>

On the **Company Request Tokens** page, the admin enters their Client ID in the **App ID** field, and then clicks **Submit**.

**NOTE:** Clients can obtain a Client ID through one of the following methods:

- Clients with SAP Concur Client Web Services who have requested access to the self-service tool for application management can generate a Client ID using the self-service tool.
- Clients who do not have SAP Concur Client Web Services can contact SAP Concur support to obtain an App ID as needed.

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.

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**

There are no configuration or activation steps; this page is automatically available to admins with the required permissions.

## **Client Web Services**

### **Register Partner Application Page No Longer Active**

#### **Overview**

On August 21, the **Register Partner Application** page will no longer be active and all new authentication applications must use the new application management self-service tool.

The new application management self-service tool replaces the **Register Partner Application** page.



For more information, refer to the *Self-Service Tool for Application Management* release note in this document.

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

The new application management tool enables clients who have SAP Concur Client Web Services to generate Client IDs (App IDs) and Client Secrets without contacting SAP Concur support.

---

**NOTE:** Clients who do not have SAP Concur Client Web Services can still contact SAP Concur support to obtain an App ID as needed.

---

The new self-service tool for application management also enables clients to create OAuth 2.0 compliant applications.



OAuth 1.0 was deprecated on February 4, 2017. Refer to the [SAP Concur Developer Portal](#) for more information.

### **Configuration / Feature Activation**

The **Register Partner Application** page will automatically be set to read-only on August 21, 2021.

In late August, the new application management tool can be enabled by the Client Web Services team for clients with SAP Concur Client Web Services; when enabled, this tool is available to admins with the Web Services Admin role.

## **Self-Service Tool for Application Management**

### **Overview**

Beginning in late August, clients who have SAP Concur Client Web Services can request access to a new application management self-service tool. The application management self-service tool can be enabled by the Client Web Services team for SAP Concur Web Services clients who request it.

When enabled, the tool will be available in the SAP Concur web UI to admin users who have been assigned the Web Services Admin role.

---

**NOTE:** For admins working with Standard entities, a user with the **Can Administer** permission has the **Web Services Administrator** role.

---

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

The application management tool enables clients to generate Client IDs (App IDs) and Client Secrets without contacting SAP Concur support.

---

**NOTE:** Clients who do not have SAP Concur Client Web Services can still contact SAP Concur support to obtain an App ID as needed.

---

## Configuration / Feature Activation

The application management tool can be enabled by the Client Web Services team for clients with SAP Concur Client Web Services; when enabled, this tool is available to admins with the Web Services Admin role.

## File Transfer Updates

### **\*\*Ongoing\*\* Mandatory SFTP with SSH Key Authentication**

Information First Published	Information Last Modified	Feature Target Release Date
April 9, 2021	April 16, 2021	Ongoing in 2021
Any changes since the previous monthly release will be highlighted <b>in yellow</b> in this release note.		

### Overview

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

As of April 10, 2021, non-SFTP (Secure File Transfer Protocol) protocols and SFTP password authentication are not allowed to connect to SAP Concur for file transfers:

- Non-SFTP file transfer accounts must switch to SFTP with SSH Key Authentication.
- SFTP file transfer accounts that use password authentication must switch to SSH key authentication.
- SFTP password reset requests require the client to provide an SSH key for authentication.

---

**⚠ IMPORTANT:** If you are not using SFTP with SSH Key Authentication, you must take action to avoid disruption of your file transfer connections.

---

On April 12, 2021, SAP started disabling non-compliant file transfer connections. The process of disabling non-compliant accounts will continue throughout 2021. If you have multiple file transfer connections configured, this change applies to all of your file transfer connections.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.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**

Information First Published	Information Last Modified	Feature Target Release Date
March 6, 2020	July 9, 2021	Ongoing until January 24, 2022
Any changes since the previous monthly release will be 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 Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur is in the process of 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 January 24, 2022. 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](#).

## Rotating PGP Key Available for File Transfers

### Overview

Files transferred to SAP Concur products must be encrypted with the SAP Concur public PGP key, `concursolutionsrotate.asc`.

`concursolutionsrotate.asc`

- Key file is available in client's root folder
- Key ID 40AC5D35
- RSA 4096-bit signing and encryption subkey
- Key expires every 2 years
- Client is responsible for replacing the key before it expires
  - ◆ Next expiry date: September 4, 2022
  - ◆ SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key (key ID D4D727C0) remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

This announcement pertains to the following file transfer DNS endpoints:

- `st.concursolutions.com`
- `mft-us.concursolutions.com`
- `vs.concursolutions.com`
- `st-eu.concursolutions.com`
- `mft-eu.concursolutions.com`

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

The rotating public PGP key provides greater security for file transfers.

### **What the Administrator Sees**

An administrator with the required file transfer credentials can log into the file transfer site to retrieve the rotating public PGP key, `concursolutionsrotate.asc`, from the root directory.

## Configuration / Feature Activation

Your internal file transfer administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

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

### Customer Privacy Statement Link Available

#### Overview

Beginning with the August release, clients can configure a link to their company's privacy statement. The link will appear in the footer of their SAP Concur site with the text "Customer Privacy Statement".

#### BUSINESS PURPOSE / CLIENT BENEFIT

This change enables clients to meet GDPR and other legal requirements to provide their privacy statement to their customers.

#### What the Admin Sees

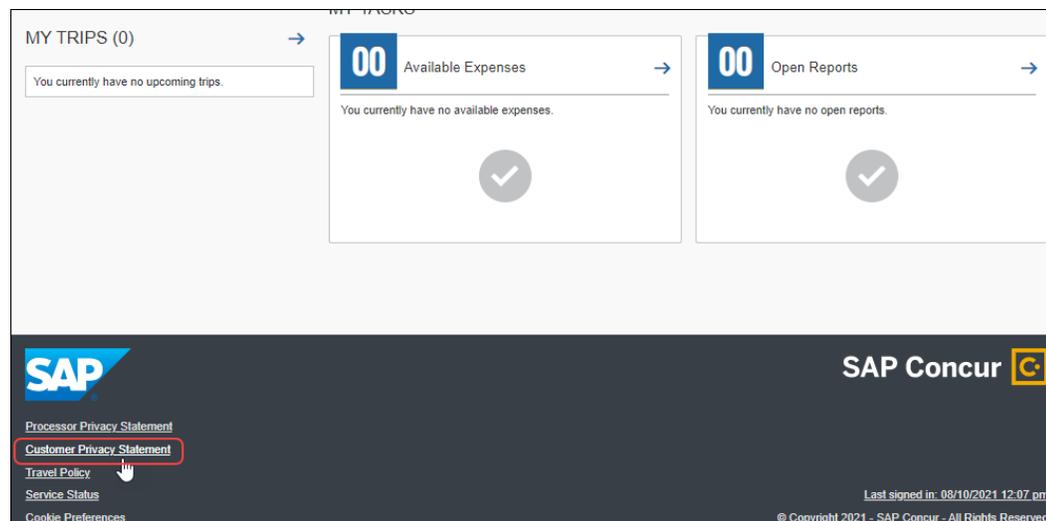
The company administrator sees the **Company Privacy Policy URL** field on the **Company Settings** page. The administrator types the URL for the company's privacy policy into the field, and clicks **Save Changes**.

The screenshot shows the 'Company Settings' page in SAP Concur. The page title is 'Company Settings' and it includes a navigation menu on the left with options like 'Company Admin', 'Approval Queues', 'Billing Administrator', etc. The main content area shows a list of settings for 'watchers-010521'. A table lists settings with columns for 'Setting Name', 'Setting Value', and 'Save Value'. The 'Customer Privacy Policy URL' setting is highlighted with a red box, showing its value as 'com/en-us/privacy-statement'. A 'Save Changes' button is also highlighted with a red box and a mouse cursor.

Setting Name	Setting Value	Save Value
High Security Account (HSA)	<input type="checkbox"/>	
Mobile Authentication Lifetime	172799	
Customer Privacy Policy URL	com/en-us/privacy-statement	Save Changes
Enable Total Trip Cost	<input checked="" type="checkbox"/>	
Dual Fare Display (Sabre Only)	<input checked="" type="checkbox"/>	

## What the User Sees

When a user signs into their SAP Concur site, they see a link to the **Customer Privacy Statement** in the footer of the web page.



## Configuration / Feature Activation

An administrator with permission to access the **Company Settings** page, enters the URL for their company's privacy statement in the **Company Privacy Policy URL** field.

## 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.

## Profile

### Mobile Number Validation in UI and Employee Import File

#### Overview

SAP Concur has updated the **Mobile Phone** field in the **Profile > Personal Information** user interface to contain only digits, dashes, spaces, and parentheses (released July 2021). Previously, parentheses were not allowed and resulted in an error. No other phone number fields, such as **Work Phone** and **Home Phone**, have been modified in this manner.

The same modification has been made in the **Cell Phone** field in the **350 Travel Addendum** import file. Specifically, when saving information to the database, SAP Concur will strip out any unallowed characters (i.e. anything that is not a digit, space, dash, or parenthesis).

---

**NOTE: Mobile Phone** and **Cell Phone** are the same data fields; they are simply listed under different names in the user interface and import file.

---

Clients do NOT need to make any changes to their import files. Everything that is currently in the import file itself will continue to be allowed. However, the information saved on import in the SAP Concur database, which is returned in subsequent API calls and displayed to the user, will only include allowed characters in the **Cell Phone** field.

---

**NOTE:** This change does not affect any other phone number field – only the **Cell Phone** field is affected. Existing numbers already stored in the **Profile** page fields will not be changed.

---

#### BUSINESS PURPOSE / CLIENT BENEFIT

SAP Concur is taking steps to standardize customer data to help reduce errors.

#### What the User Sees

The entry of parentheses no longer results in an error.



Mobile Phone Country/Region	Mobile Phone
▼	(555) 555-5555

#### Configuration / Feature Activation

This feature is enabled by default. There are no configuration steps.

## 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	June 11, 2021	June 1, 2021
Any changes since the previous monthly release will be highlighted in yellow in this release note.		

#### **Overview**

As of May 31, 2021, the existing Concur Request APIs (v1.0, v3.0 and v3.1) are deprecated. On June 1, 2021, SAP began retiring these APIs in accordance with the [SAP Concur API Lifecycle & Deprecation Policy](#). These APIs are replaced by the Concur Request v4 APIs. SAP will no longer support these APIs after retirement.

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

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

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

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

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

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

# SAP Concur User Assistance

## Online Help Now Available on SAP Help Portal

### Overview

SAP is now publishing the SAP Concur solutions' online help information on the SAP Help Portal (<http://help.sap.com>). The SAP Help Portal has a new look and feel for the help, and additional functionality. The content remains the same.

New functionality:

- Search with advanced options
- Provide feedback on each page
- Change the font size
- Create a custom PDF by selecting a subset of pages in the help
- Share a page via link, email, or social media
- Mark pages as favorites, and limit search to only those pages (if logged in to the SAP Help Portal, available for free)

---

**NOTE:** In a future release, the **Help** menu in SAP Concur solutions will be updated to point to the SAP Help Portal. For more information, refer to the *\*\*Planned Changes\*\* Help Menu Directed to SAP Help Portal* release note in the *August 2021 Shared Planned Changes Release Notes*.

---

Customers can view SAP Concur online help and links to all documentation by accessing the product pages for the relevant product.

Concur Expense:

[https://help.sap.com/viewer/product/CONCUR\\_EXPENSE/LATEST/en-US](https://help.sap.com/viewer/product/CONCUR_EXPENSE/LATEST/en-US)

Concur Invoice:

[https://help.sap.com/viewer/product/CONCUR\\_INVOICE/LATEST/en-US](https://help.sap.com/viewer/product/CONCUR_INVOICE/LATEST/en-US)

Concur Request:

[https://help.sap.com/viewer/product/CONCUR\\_REQUEST/LATEST/en-US](https://help.sap.com/viewer/product/CONCUR_REQUEST/LATEST/en-US)

Concur Travel:

[https://help.sap.com/viewer/product/CONCUR\\_TRAVEL/LATEST/en-US](https://help.sap.com/viewer/product/CONCUR_TRAVEL/LATEST/en-US)

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

This update increases the functionality available in the online help, and consolidates the SAP Concur solutions documentation with other SAP products on the central SAP Help Portal.

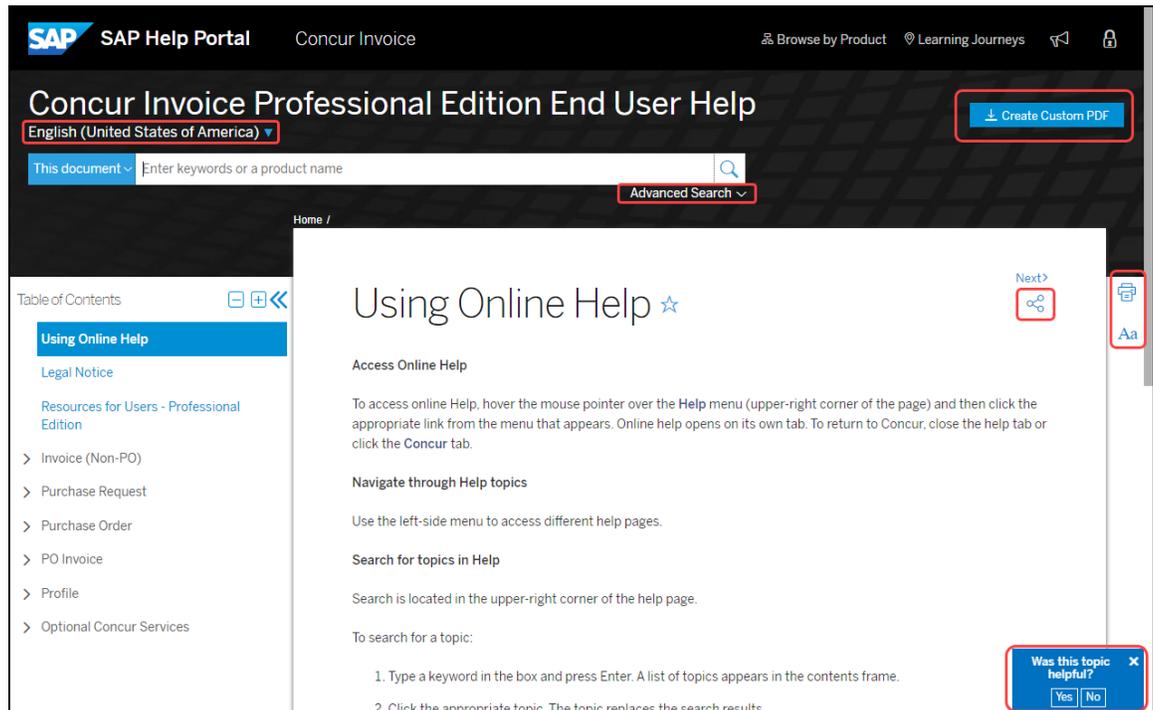
## What the User Sees

The user can use the tabs on the product page to view content grouped by type.

- **What's New** contains release notes
- **Implement** contains Setup Guides
- **Integrate** contains API docs and integration guides
- **Use** contains end-user information and User Guides

The screenshot shows the SAP Help Portal for Concur Invoice. The page title is "Concur Invoice" with a language selector for "English (United States of America)". Below the title is a search bar with the placeholder "Enter keywords or a product name" and an "Advanced Search" dropdown. A navigation bar contains tabs for "What's New", "Implement", "Integrate", "Use", and "See all". The "What's New" tab is highlighted with a red box. Below the tabs, a "What's New" section is displayed with a grid of nine release note summaries. The first summary, "Professional Edition Release Note Summaries", is highlighted with a red box. The other summaries include "Concur Invoice Professional Edition Full Release Notes (English Only)", "Standard Edition Release Note Summaries", "Concur Invoice Standard Edition Full Release Notes (English Only)", "Shared Accessibility Updates Release Notes (English Only)", "Shared Planned Changes Full Release Notes (English Only)", "SAP Concur API Release Notes (English Only)", "Professional Edition- All Products, All Services Full Release Notes (English Only)", and "Standard Edition- All Products, All Services Full Release Notes (English Only)".

After opening one of the online help links, the user can access additional functionality:



### **Configuration / Feature Activation**

The SAP Concur product pages were published on the SAP Help Portal in June 2021.

In a future release, the Help menu in the SAP Concur solutions will be redirected to this location.



For more information, refer to the **\*\*Planned Changes\*\*** *Help Menu Directed to SAP Help Portal* release note in the *August 2021 Shared Planned Changes Release Notes*.

## **Supported Configurations**

### **Supported Browsers**

#### **Overview**

Because web browsers are frequently updated, for ease of maintenance and to ensure that our documented supported browser information does not become out of date, we no longer publish the specific version data for supported browsers in the *Concur Travel & Expense Supported Configurations Guide*. In addition, the *Monthly Browser Certifications* document is now retired and will no longer be updated with supported browser version information each month.

For the most responsive, reliable, and secure user experience with our products, SAP Concur recommends that users implement the most recent technology that is compliant with manufacturer's distribution and your company's support and security policies.



For more supported browser information, refer to the [Concur Travel & Expense Supported Configurations Guide](#).

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

This change helps to ensure that the supported browser information in the *Concur Travel & Expense Supported Configurations Guide* remains up to date.

Providing up-to-date supported browser information to users ensures that they have a better user experience while accessing the web version of SAP Concur.

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

This change is automatically available.

## **Test Entities**

### **UI Frame Change**

#### **Overview**

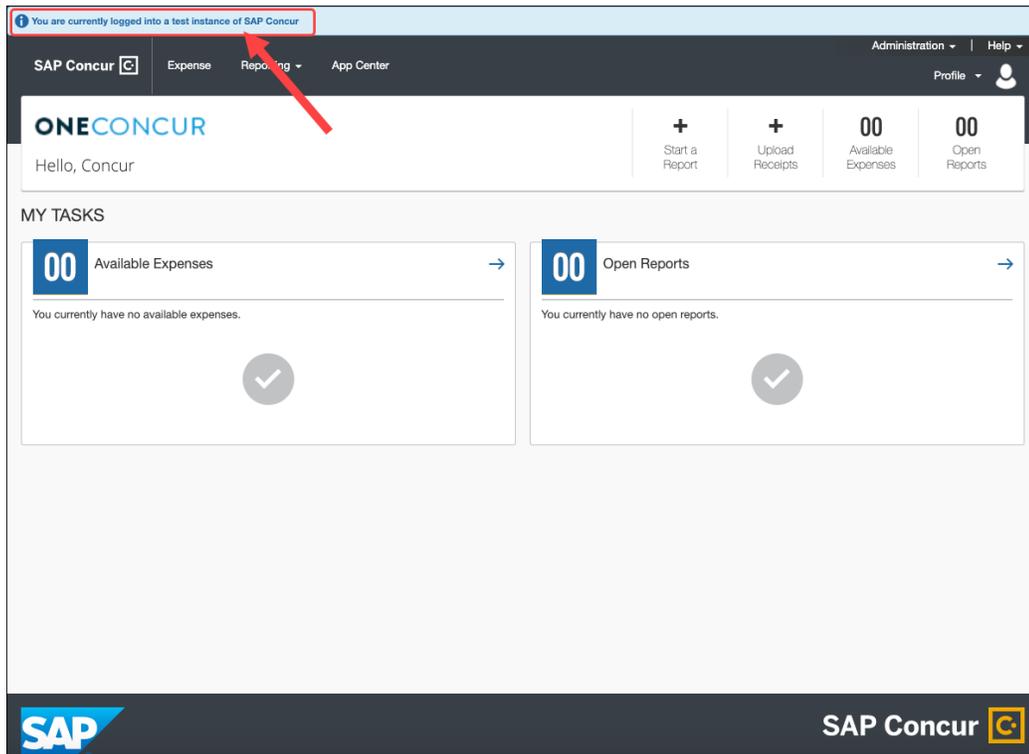
When end users, approvers, processors, and admins logged in to an SAP Concur test entity, they noticed the global banner across the top of the page changed and that the UI web frame had a unique, identifying color.

Prior to implementing this change, logged-in users saw only a blue global banner across the top of the page. Users might have had issues distinguishing between the test environment and production environment.

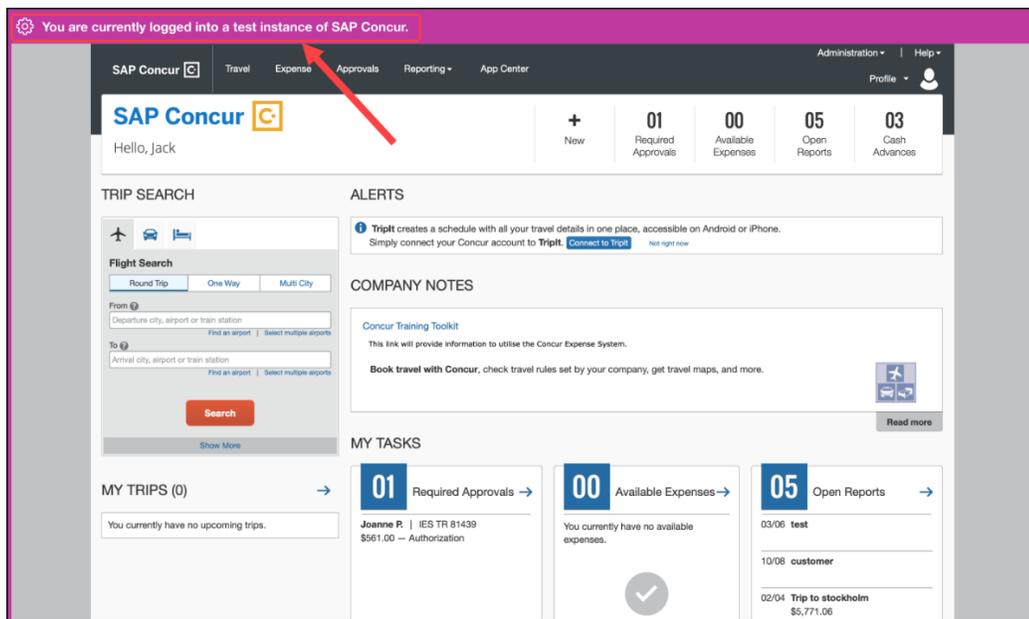
#### **BUSINESS PURPOSE / CLIENT BENEFIT**

As of July 20<sup>th</sup>, all SAP Concur users saw a more distinct difference between a test entity and production entity. These changes helped users to clearly distinguish between test and production entities. These changes might also reduce the likelihood of logging in to the wrong entity and performing critical tasks such as configuration updates and data changes.

**BEFORE EXAMPLE**



**AFTER EXAMPLE**



**Configuration / Feature Activation**

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

## Web Services Administration

### **\*\*Ongoing\*\* Application Connector Username and Password Length Requirements Updated**

Information First Published	Information Last Modified	Feature Target Release Date
June 18, 2021	July 9, 2021	October 4, 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

#### **Overview**

Beginning on October 4, 2021, the length of the username and password associated with an application connector must be at least 10 characters long and not more than 50 characters long. To avoid disruption of callouts through application connections, usernames and passwords that do not meet these requirements must be updated before October 4, 2021.

Application connection usernames and passwords can be updated by an administrator with the Company Admin or Web Services Admin role.

---

**NOTE:** For admins working with Standard entities, a user with the Concur Expense **Can Administer** permission has the **Web Services Administrator** role.

---

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

Enforcing password and username length restrictions improves the security standards for callouts made through the application connector.

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

This change impacts the following callout types:

- Fetch Attendee
- Fetch List
- Launch External URL
- Event Notification.

If the username and password are not updated before the new requirement is put into place on October 4, 2021, users might experience disruptions when working in Concur Expense and Concur Request. The type of disruption they experience will depend on the type of connector the experience relies on.

- Fetch Attendee
  - ◆ Expense item: When a user is adding an attendee to an expense item, the attendee field will be empty and the user will not be able to search for an attendee.

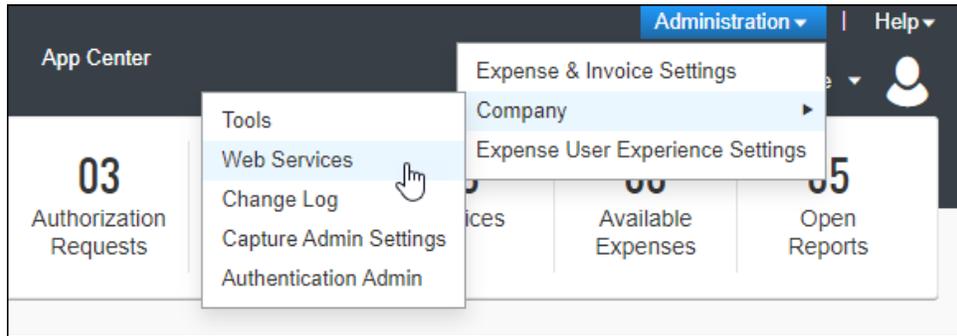
- Fetch List
  - ◆ Expense item: When a user is updating an expense item, fields attached to a Fetch List callout will be empty. As a result, the expense item will generate errors and be incomplete. If the report is submitted in this state, it might be flagged for auditing.
  - ◆ Report header: When a user is creating a report header, fields attached to a Fetch List callout will be empty. As a result, the user might not be able to create and finish the report.
- Launch External URL
  - ◆ Expense item: When a user is updating an expense item field, fields attached to a Launch External URL callout will not trigger the URL to be launched. As a result, the user will be unable to search or select the associated list information for inclusion in the field, the expense item will be incomplete, and it will generate errors. If the report is submitted in this state, it might be flagged for auditing.
  - ◆ Report header: When a user is creating a report header, fields attached to a Launch External URL callout will not trigger the URL to be launched. As a result, the user will be unable to search or select the associated list information for inclusion in the report, the report might not be created, and the user might not be able to finish the report.
  - ◆ Allocation: When a user is updating an allocation field, fields attached to a Launch External URL callout will not trigger the URL to be launched. As a result, the user will be unable to search or select the associated list information, the allocation will generate errors and will be incomplete. The user might be able to submit the report but it might be flagged for auditing or the user might not be able to submit the report.
- Event notification v1.0
  - ◆ When a report is submitted, the event attached to notifications might not be triggered. As a result, the report will stay in the Pending External Validate state.

### What the Admin Sees

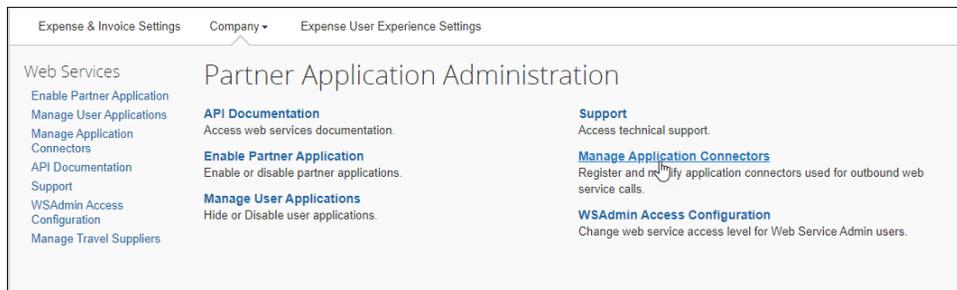
Username and passwords for application connectors are configured on the **Manage Application Connectors** page.

▶ **To change the username and password for an application connector:**

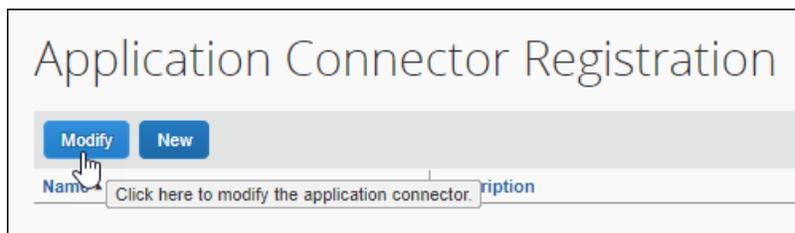
1. Click **Administration > Company > Web Services**.



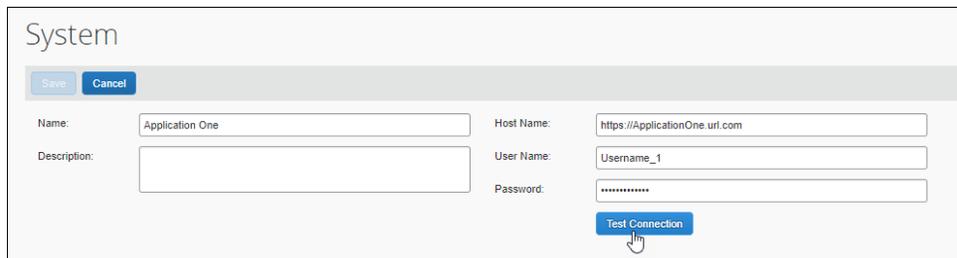
2. Click **Manage Application Connectors**.



3. Choose the application connector you want to update and then click **Modify**.



4. Enter the new username and password and then click **Test Connection**.



5. Click **Save**.

---

**NOTE:** After you update the username and password for an application connector, you must click **Test Connection** to verify the changes before the application connector can be used for any of the callout services.

---

### **Configuration / Feature Activation**

The username and password requirements will be changed automatically.

To avoid disruption of callouts through application connections, usernames and passwords that do not meet these requirements must be updated before October 4, 2021.



For more information, refer to [Callouts and Application Connectors](#) on the SAP Concur Developer Center.

# 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](#).

## Workflow

### **\*\*Planned Changes\*\* External Validations and Workflow Event Notifications**

Information First Published	Information Last Modified	Feature Target Release Date
August 2021	--	October 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

#### **Overview**

For the October 2021 release, Concur Request will introduce the ability for SAP Concur administrators to configure event notifications at the workflow step level. When a request reaches a specific step in a workflow that is configured for external notifications, a third-party application will be prompted to complete the required action on the corresponding request.

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

SAP Concur administrators will have more flexibility, as they will be able to create notifications for multiple steps across the workflow for third-party applications.

Customers have use cases and business processes that need to occur in parallel as requests move through the workflow in Concur Request. These event notifications will be an efficient way to start those processes so that requests are approved on time.

#### **What the SAP Concur Administrator Sees**

On the **Workflows** tab of the **Workflows** page (**Administration > Request > Request Admin > Workflows**), the SAP Concur administrator will configure the event notification.

## What the User Sees

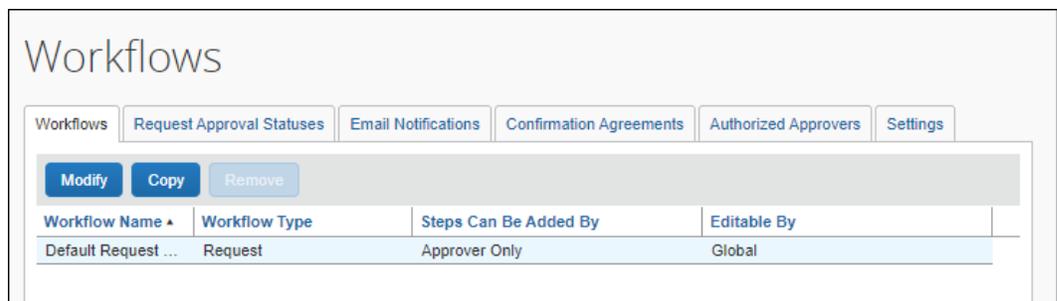
The user will not see a notification nor need to respond to an email or alert, as the event notification is received and responded to in the third-party application's underlying code.

## Configuration / Feature Activation

The SAP Concur administrator will configure an event notification for a workflow step by modifying the workflow step's condition on the **Modify Workflow Step** page.

### ► To configure an event notification

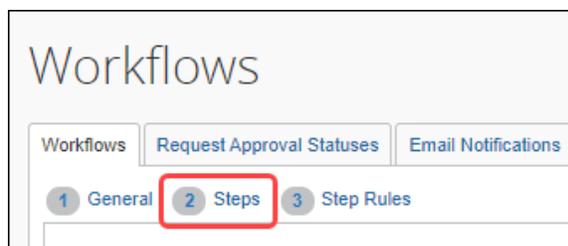
1. Click **Administration > Request > Request Admin > Workflows**. The **Workflows** page opens on the **Workflows** tab.



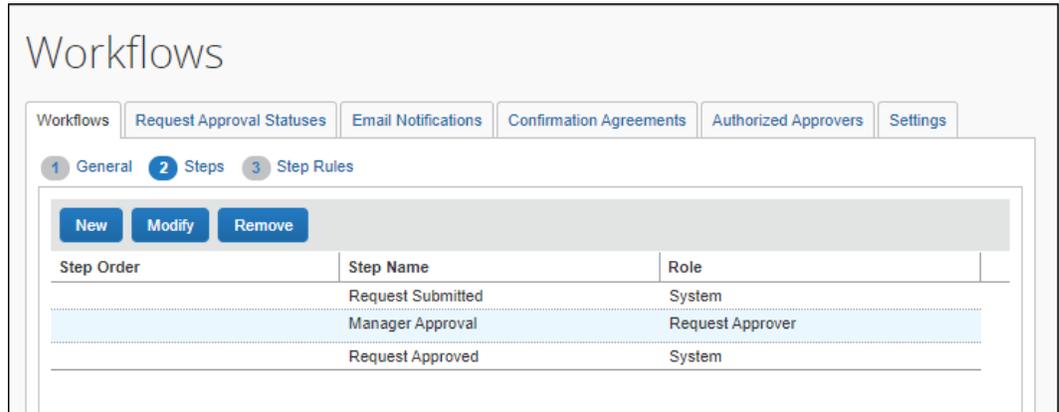
2. Select the workflow you want to modify. Once selected, the row turns blue and the **Modify** button becomes available.



3. Click **Modify**.
4. Click **Steps** to open the **Steps** section of the **Workflows** tab.



- Select the step where you want to create an external notification. Once selected, the step's row is highlighted.



- Click **Modify**. The **Modify Workflow Step** page opens.

The screenshot shows the 'Modify Workflow Step' dialog box with a close button (X) in the top right corner. The dialog contains several fields and checkboxes:

- Step Name: Manager Approval
- Role: Request Approver
- Approver Editable By: Employee Only
- Deletable By: No One
- Initial Status: Submitted & Pending Approval
- Approval Actions: Approve, Sent Back to Employee
- Agency Approval Notification: None
- Enter Step Employee Notification: None
- Email Employee when step is complete:
- Can exit step with blocking exceptions:
- Send external notification when the request stops at this step:

At the bottom right, there are 'Save' and 'Cancel' buttons.

**NOTE:** The **Send external notification when the request stops at this step** option is only available for steps you can modify in the workflow.

7. In the **Role** list, select *External System*.

Modify Workflow Step
✕

---

Step Name:	<input type="text" value="Manager Approval"/>
Role:	<input style="border: 1px solid gray; border-bottom: none; border-right: none; border-left: none; width: 100%;" type="text" value="External System"/> ▾
Approver Editable By:	<input style="border: 1px solid gray; border-bottom: none; border-right: none; border-left: none; width: 100%;" type="text" value="Employee Only"/> ▾
Deletable By:	<input style="border: 1px solid gray; border-bottom: none; border-right: none; border-left: none; width: 100%;" type="text" value="No One"/> ▾
Initial Status:	<input style="border: 1px solid gray; border-bottom: none; border-right: none; border-left: none; width: 100%;" type="text" value="Submitted &amp; Pending Approval"/> ▾
Approval Actions:	<input style="border: 1px solid gray; border-bottom: none; border-right: none; border-left: none; width: 100%;" type="text" value="Approve, Sent Back to Employee"/> ▾
Agency Approval Notification:	<input style="border: 1px solid gray; border-bottom: none; border-right: none; border-left: none; width: 100%;" type="text" value="None"/> ▾
Enter Step Employee Notification:	<input style="border: 1px solid gray; border-bottom: none; border-right: none; border-left: none; width: 100%;" type="text" value="None"/> ▾
Email Employee when step is complete:	<input checked="" type="checkbox"/>
Can exit step with blocking exceptions:	<input checked="" type="checkbox"/>
Send external notification when the request stops at this step:	<input checked="" type="checkbox"/>
Step Code:	<input style="border: 1px solid red; width: 100%; height: 20px;" type="text"/> <span style="color: red; font-size: small;">! This field is required</span>

**NOTE:** When the External System role is selected, the SAP Concur administrator can configure any workflow step prior to extract as an external validation step. In addition, the workflow step is no longer limited to its order in the steps in the workflow; the workflow step can be moved up and down.

When *External System* is selected, the **Step Code** field displays.

Modify Workflow Step
✕

---

Step Name:	<input type="text" value="Manager Approval"/>
Role:	<input style="border-bottom: 1px solid gray; border-right: 1px solid gray; border-left: 1px solid gray; border-top: 1px solid gray; width: 100%;" type="text" value="External System"/>
Approver Editable By:	<input style="border-bottom: 1px solid gray; border-right: 1px solid gray; border-left: 1px solid gray; border-top: 1px solid gray; width: 100%;" type="text" value="Employee Only"/>
Deletable By:	<input style="border-bottom: 1px solid gray; border-right: 1px solid gray; border-left: 1px solid gray; border-top: 1px solid gray; width: 100%;" type="text" value="No One"/>
Initial Status:	<input style="border-bottom: 1px solid gray; border-right: 1px solid gray; border-left: 1px solid gray; border-top: 1px solid gray; width: 100%;" type="text" value="Submitted &amp; Pending Approval"/>
Approval Actions:	<input style="border-bottom: 1px solid gray; border-right: 1px solid gray; border-left: 1px solid gray; border-top: 1px solid gray; width: 100%;" type="text" value="Approve, Sent Back to Employee"/>
Agency Approval Notification:	<input style="border-bottom: 1px solid gray; border-right: 1px solid gray; border-left: 1px solid gray; border-top: 1px solid gray; width: 100%;" type="text" value="None"/>
Enter Step Employee Notification:	<input style="border-bottom: 1px solid gray; border-right: 1px solid gray; border-left: 1px solid gray; border-top: 1px solid gray; width: 100%;" type="text" value="None"/>
Email Employee when step is complete:	<input checked="" type="checkbox"/>
Can exit step with blocking exceptions:	<input checked="" type="checkbox"/>
Send external notification when the request stops at this step:	<input checked="" type="checkbox"/>
Step Code:	<input style="border: 2px solid red;" type="text" value=""/> <span style="color: red; font-weight: bold;">! This field is required</span>

The step code serves as a filter for the third-party system to take action when the notification for this specific step is received. Clients define the **Step Code** based on their business needs (for example, PENDTRDPTY for pending third-party approval).

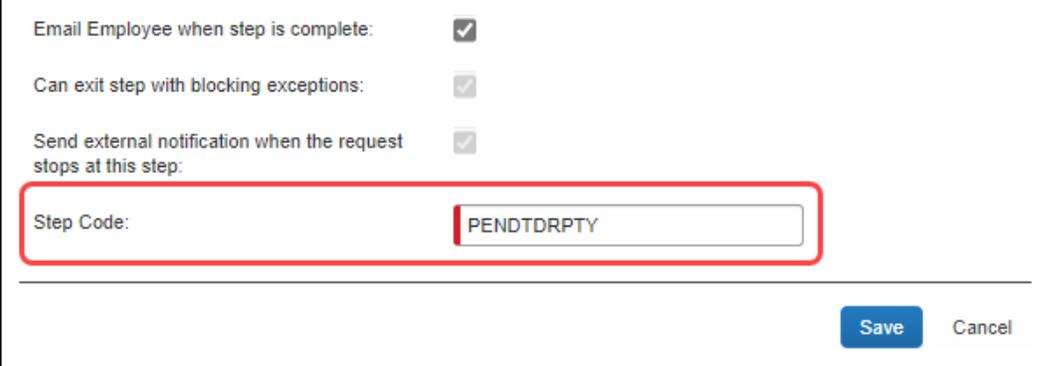
8. In the **Step Code** field, enter a business purpose.

The **Step Code** will display as an attribute in the event scheme of the notification message that the third-party application receives. It can be used to filter the events for a particular workflow step when multiple workflow steps are configured for notifications with unique step codes. In the following example, **PENDTRDPTY** is equal to the event, Third-Party approval.

---

**NOTE:** The **Step Code** field has a 10-character limit.

---



The screenshot shows a configuration form with the following elements:

- Three checked checkboxes:
  - Email Employee when step is complete:
  - Can exit step with blocking exceptions:
  - Send external notification when the request stops at this step:
- A text input field labeled "Step Code:" containing the value "PENDTRDPTY". This field is highlighted with a red border.
- Two buttons at the bottom right: "Save" (blue) and "Cancel" (grey).

9. Click **Save**. The workflow step is now configured to send an external notification when a request reaches the corresponding step in the workflow.



With the October release, information about the event schema details for event notifications will be added to the *Concur Request: Workflow – General Information Setup Guide*.

# Client Notifications

---

## Accessibility

### Accessibility Updates

SAP implements changes to better meet current Web Content Accessibility Guidelines (WCAG). Information about accessibility-related changes made to SAP Concur solutions is published on a quarterly basis. You can review the quarterly updates on the [Accessibility Updates](#) page.

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

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

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

## Supported Browsers

### Supported Browsers and Changes to Support

For information about supported browsers and planned changes to supported browsers, refer to the [Concur Travel & Expense Supported Configurations](#) guide.

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

# 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.

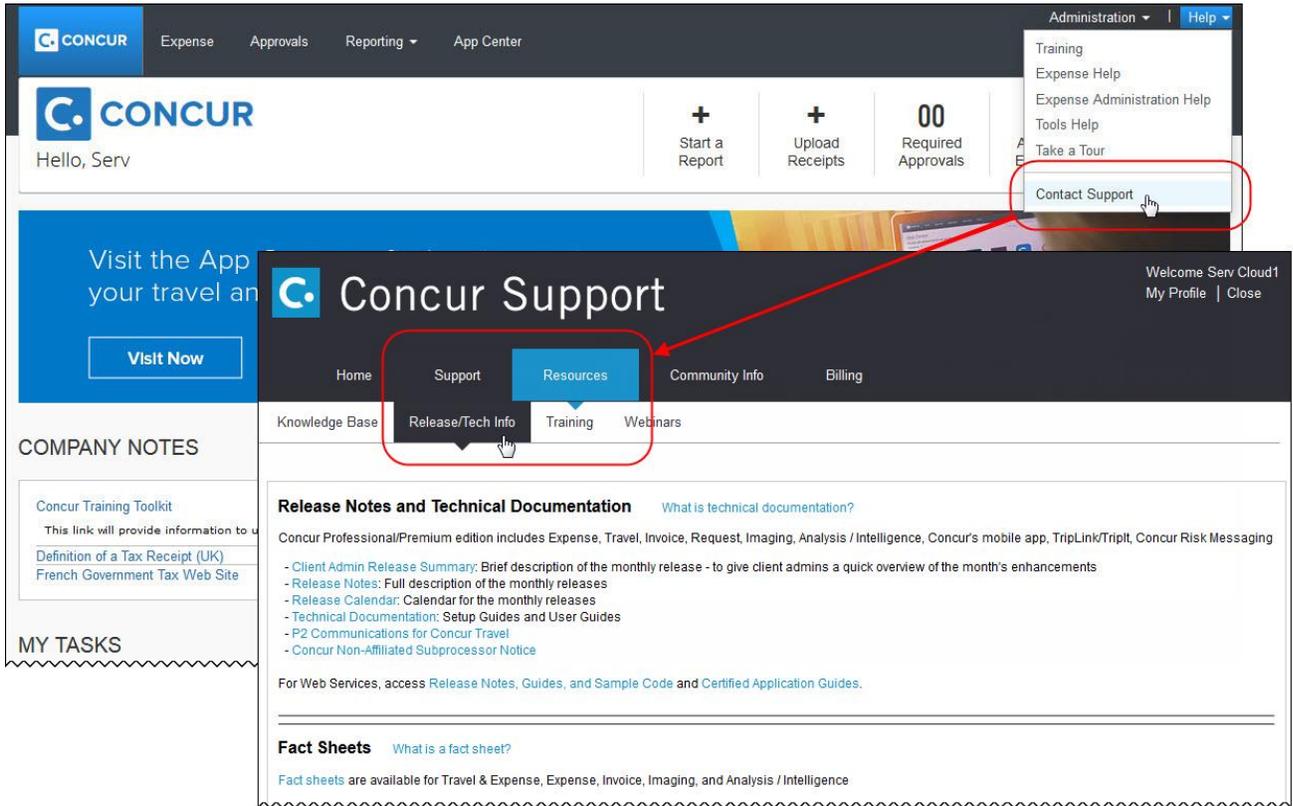
The screenshot shows the SAP Concur user interface. At the top, there is a navigation bar with 'SAP Concur' logo and various menu items: Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, Links, Administration, and Help. The 'Help' menu is open, showing options: Training, Request Help, and Request Administration Help. A red circle highlights 'Request Administration Help', and a red arrow points from it to the 'Request Administration Help' link in the main content area. Below the navigation bar, there is a dashboard with 'Hello, Chris', a '+ New' button, and three status indicators: '00 Required Approvals', '00 Authorization Requests', and '00 Payment Requests'. The main content area is titled 'Using Online Help' and contains a list of links: 'Using Online Help', 'Legal Notice', 'Resources for Administrators - Professional Edition', and 'Request Professional Administration Guides'. A red circle highlights 'Request Professional Administration Guides', and a red arrow points from it to a table of 'Request Setup Guides'. The table has columns for 'Name', 'Revised', and 'Format'. The table content is as follows:

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

## SAP Concur Support Portal – Selected Users

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

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



# Cases

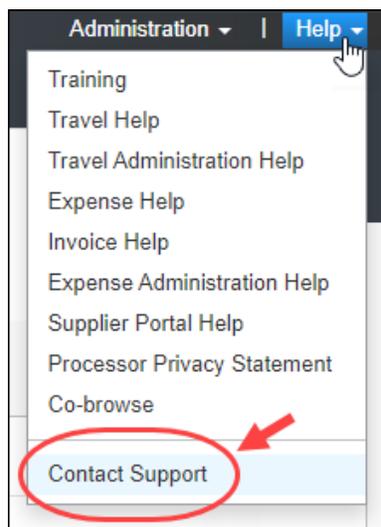
---

## Steps for Getting a Status

Each service release contains case resolutions.

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

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

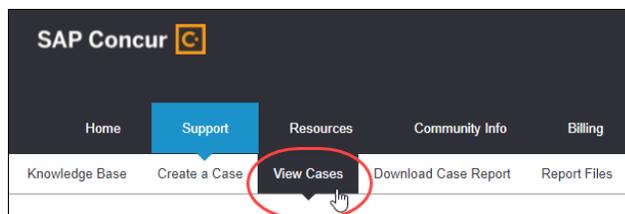



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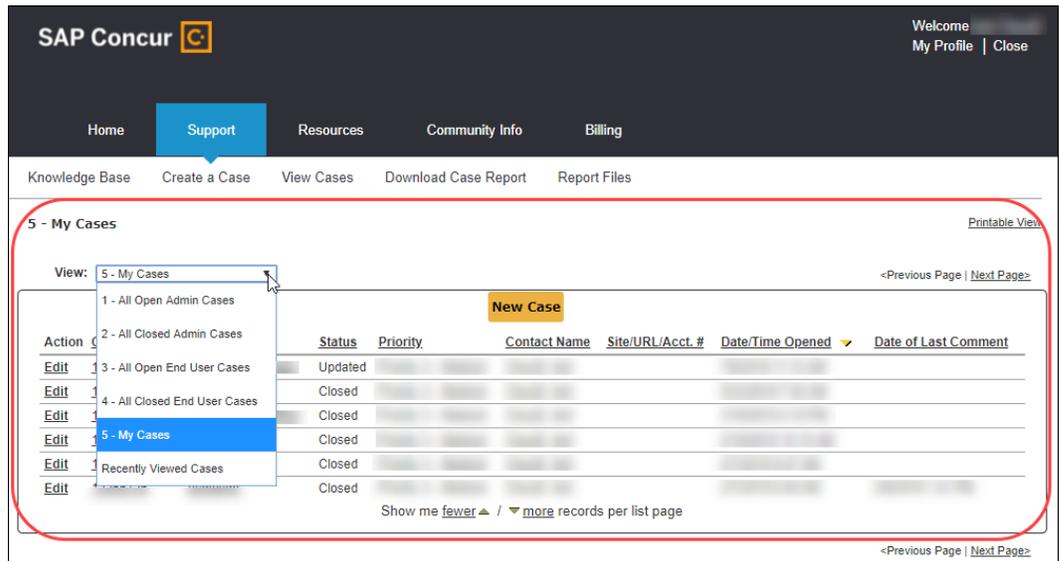
**NOTE:** If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

---

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 August 2021 release	

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<b>SAP Concur Release Notes</b>	
<b>Concur Request Professional/Premium</b>	
<b>Month</b>	<b>Audience</b>
Release Date: September 18, 2021 Initial Post: Friday, September 17, 10:00 AM PT	Client – FINAL

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# Release Notes

---

## Authentication

### Support for HMAC Now Deprecated

*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) has been deprecated.

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).

---

#### 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

HMAC is now deprecated and can no longer be configured. Clients can 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

### New Company Request Token Self-Service Tool

#### Overview

A new Company Request Token self-service tool is now available to SAP Concur admins who have been assigned the **Company Admin** or **Web Services Admin** role.

---

**NOTE:** For admins working with Concur Standard entities, a user with the **Can Administer** permission has the **Web Services Administrator** role.

---

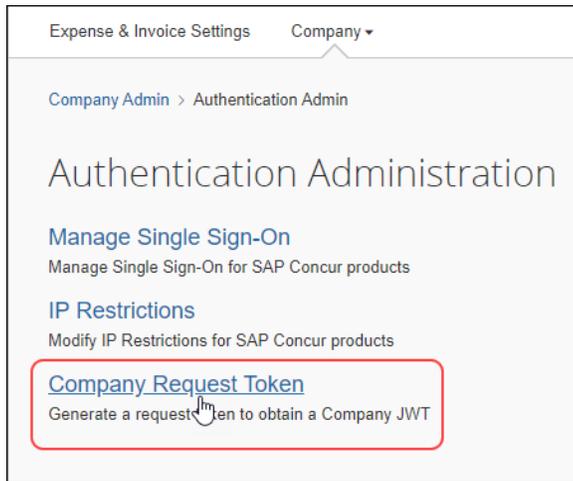
The Company Request Token self-service tool enables clients to generate the Company Request Token that is required to request a JSON web token (JWT) when connecting to APIs in the SAP Concur platform.

**BUSINESS PURPOSE / CLIENT BENEFIT**

The Company Request Token self-service tool enables clients to generate Company Request Tokens without contacting SAP Concur support. This tool also enables clients 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**

Admins with the required permissions see a link to the **Company Request Token** page on the **Administration > Company > Authentication Administration** page.



After clicking **Company Request Token**, the admin sees the **Company Request Tokens** page.

Expense & Invoice Settings   Travel Settings   Company ▾

## Company Request Tokens

Company request tokens are temporary tokens that expire after 24 hours and can be used to obtain company JWTs. Enter your app ID below to generate one.

App ID \*

The JWTs you generate using your company request token will be scoped to this app.

Submit

### Completing the process of obtaining a Company JWT

1. 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.
2. 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.
  - <client\_id>
  - <client\_secret>
  - <company\_UUID>
  - <request\_token>

```

curl -X POST 'https://integration.api.concursolutions.com/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 'credentialtype=authtoken'

```

For more information on Password Grant, please view the following page:  
[https://developer.concur.com/api-reference/authentication/apidoc.html#password\\_grant](https://developer.concur.com/api-reference/authentication/apidoc.html#password_grant)
3. 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://integration.api.concursolutions.com/oauth2/v0/token"
}

```
4. 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](https://developer.concur.com/api-reference/authentication/apidoc.html#refresh_token)
5. 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>

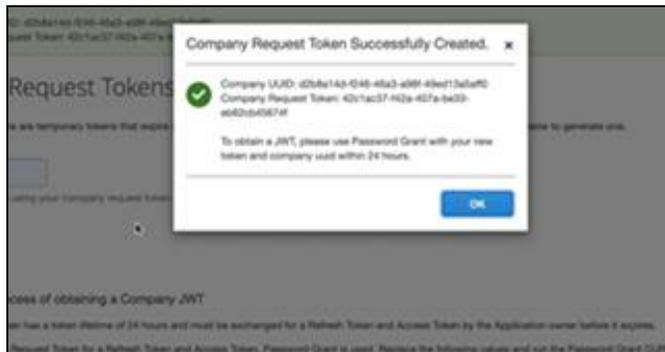
On the **Company Request Tokens** page, the admin enters their Client ID in the **App ID** field, and then clicks **Submit**.

---

**NOTE:** Clients can obtain a Client ID through one of the following methods:

- Clients with SAP Concur Client Web Services who have requested access to the self-service tool for application management can generate a Client ID using the self-service tool.
  - Clients who do not have SAP Concur Client Web Services can contact SAP Concur support to obtain an App ID as needed.
- 

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.

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**

There are no configuration or activation steps; this page is automatically available to admins with the required permissions.



For more information about using the self-service tool to obtain a Client ID, refer to the *Self-Service Tool for Application Management* release note in this document.

## Client Web Services

### Register Partner Application Page No Longer Active

#### Overview

On August 21, the **Register Partner Application** page was deactivated.

With the October release, a new application management self-service tool will replace the **Register Partner Application** page.



For more information, refer to the *\*\*Planned Changes\*\* Self-Service Tool for Application Management* release note in the [September Final Shared Planned Changes release notes](#).

Prior to the release of the new self-service tool, clients with SAP Concur Client Web Services can contact Client Web Services to register new applications.

Clients who do not have SAP Concur Client Web Services can still contact SAP Concur support to obtain an App ID as needed.

#### BUSINESS PURPOSE / CLIENT BENEFIT

The **Register Partner Application** page was used to create Oauth 1.0 (legacy) applications. Oauth 1.0 was deprecated on February 4, 2017.



For more information about the deprecation of Oauth 1.0 and migration to Oauth 2.0, refer to the [SAP Concur Developer Portal](#).

The new self-service tool for application management will enable clients to create Oauth 2.0 compliant applications.

#### Configuration / Feature Activation

The **Register Partner Application** page was automatically set to read-only on August 21, 2021.

Clients with SAP Concur Client Web Services can contact Client Web Services for assistance registering new applications. Clients without Client Web Services can contact SAP Concur support for assistance with App IDs.

With the October release, the new application management tool can be enabled by the Client Web Services team for clients with SAP Concur Client Web Services; when enabled, this tool will be available to admins with the Web Services Admin role.

### Self-Service Tool for Application Management

This feature is no longer targeted for the current release. This release note has been moved to the [Shared Planned Changes Release Notes](#).

## Concur Mobile App

### Android / iPhone / iPad – Concur Mobile Registration Page Update

#### **Overview**

In late September, the **Concur Mobile Registration** page will be updated. To navigate to the updated **Concur Mobile Registration** page, click **Profile > Profile Settings > Concur Mobile Registration**. The updated **Concur Mobile Registration** page includes three new sections:

- Mobile Sign-In Policies
- Sign-In IDs
- Download the App

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

The **Concur Mobile Registration** page update provides users with more information on their sign-in IDs and their organization's mobile sign-in policies.

## What the User Sees

### NEW CONCUR MOBILE REGISTRATION PAGE

SAP Concur Mobile App

**MOBILE SIGN-IN POLICIES**

**i** Your organization has set the following policies:

- You may sign into the mobile app using SSO or your username and password
- You will need to re-authenticate after a set number of days: 2
- You may set up biometrics on your mobile device to make signing into the mobile app easier

**SIGN-IN IDS**

To sign into the app, you'll need a unique ID -- either your username, a verified email address, or your company's SSO code. You can use any of the IDs listed below.

**Username**

Verified Email Addresses **@**

[Edit](#)

**SSO Code **@****

**DOWNLOAD THE APP**

Email a link to download the app on a mobile device

[Send Link](#)

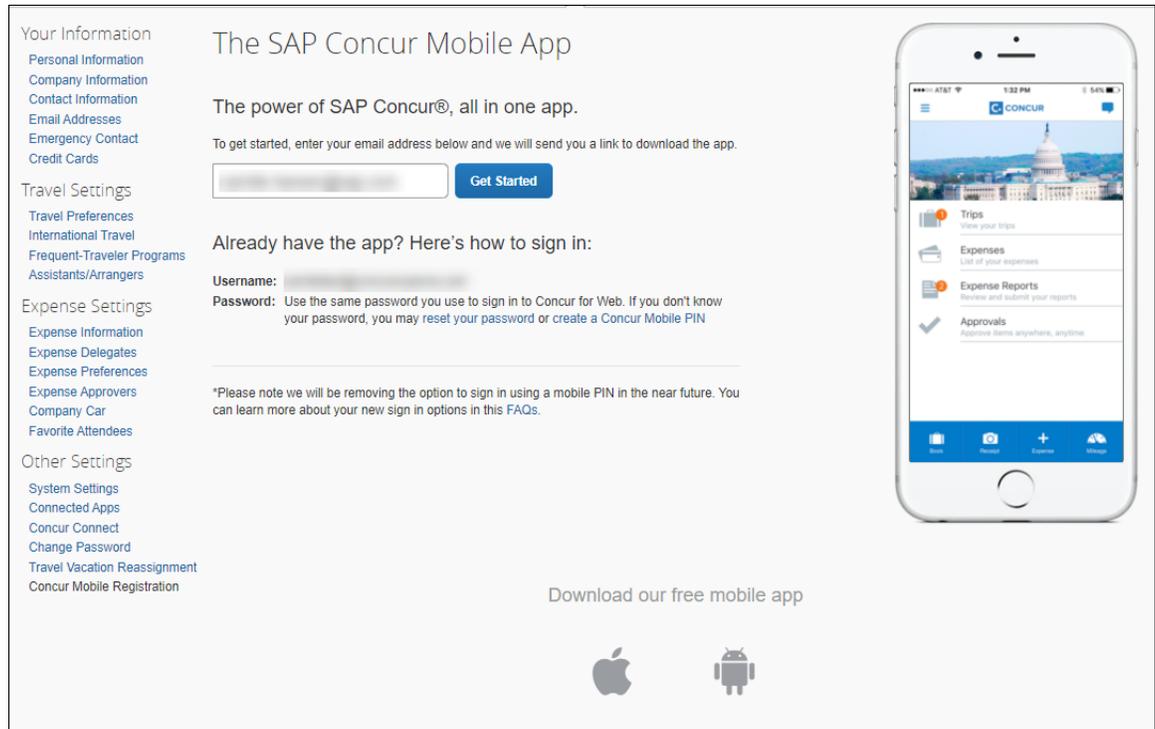
The following new sections appear on the updated **Concur Mobile Registration** page as follows:

- **Mobile Sign-In Policies:** In this section, you can view a list of the mobile sign-in policies set by your organization.
- **Sign-In IDs:** In this section, you can view your unique sign-in IDs, which might include your username, verified email address, or your company's SSO code.
  - ◆ Click **Edit** to add or remove sign-in IDs
- **Download the App:** In this section, you can download the SAP Concur mobile app to your mobile device by either:
  - ◆ Emailing a download link to your email inbox, by entering your verified email address into the **Enter a link to download the app on a mobile device** field and then clicking **Send Link**

-or-

- ◆ Clicking the iOS **App Store** button  
-or-
- ◆ Clicking the Android **Google Play** button

**PRE-EXISTING MOBILE REGISTRATION PAGE**



**Configuration / Feature Activation**

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

**File Transfer Updates**

**\*\*Ongoing\*\* Mandatory SFTP with SSH Key Authentication**

Information First Published	Information Last Modified	Feature Target Release Date
April 9, 2021	April 16, 2021	Ongoing in 2021
Any changes since the previous monthly release will be highlighted in yellow in this release note.		

**Overview**

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

As of April 10, 2021, non-SFTP (Secure File Transfer Protocol) protocols and SFTP password authentication are not allowed to connect to SAP Concur for file transfers:

- Non-SFTP file transfer accounts must switch to SFTP with SSH Key Authentication.
- SFTP file transfer accounts that use password authentication must switch to SSH key authentication.
- SFTP password reset requests require the client to provide an SSH key for authentication.

---

**⚠ IMPORTANT:** If you are not using SFTP with SSH Key Authentication, you must take action to avoid disruption of your file transfer connections.

---

On April 12, 2021, SAP started disabling non-compliant file transfer connections. The process of disabling non-compliant accounts will continue throughout 2021. If you have multiple file transfer connections configured, this change applies to all of your file transfer connections.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.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**

Information First Published	Information Last Modified	Feature Target Release Date
March 6, 2020	July 9, 2021	Ongoing until January 24, 2022
Any changes since the previous monthly release will be highlighted <b>in yellow</b> 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 Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur is in the process of 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 January 24, 2022. 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](#).

## **Rotating PGP Key Available for File Transfers**

### **Overview**

Files transferred to SAP Concur products must be encrypted with the SAP Concur public PGP key, concursolutionsrotate.asc.

concursolutionsrotate.asc

- Key file is available in client's root folder
- Key ID 40AC5D35
- RSA 4096-bit signing and encryption subkey
- Key expires every 2 years
- Client is responsible for replacing the key before it expires
  - ◆ Next expiry date: September 4, 2022
  - ◆ SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key (key ID D4D727C0) remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- mft-us.concursolutions.com
- vs.concursolutions.com
- st-eu.concursolutions.com
- mft-eu.concursolutions.com

**BUSINESS PURPOSE / CLIENT BENEFIT**

The rotating public PGP key provides greater security for file transfers.

**What the Administrator Sees**

An administrator with the required file transfer credentials can log into the file transfer site to retrieve the rotating public PGP key, concursolutionsrotate.asc, from the root directory.

**Configuration / Feature Activation**

Your internal file transfer administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

If assistance is required, please contact SAP Concur support.



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

## Localization

### Updated Translation for Attendee Term (Traditional Chinese)

**Overview**

With the September release, SAP Concur plans to change the following terms in the Traditional Chinese version of the SAP Concur user interface to bring consistency to the translation of Attendee(s):

English Term	Current Translation	Updated Translation
Attendee	出席者	參與者

English Term	Current Translation	Updated Translation
Attendees	出席者	參與者

---

**NOTE:** This change might impact your company's internal documentation or training materials.

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**BUSINESS PURPOSE / CLIENT BENEFIT**

These revisions provide a more accurate translation and improved user experience.

**Configuration / Feature Activation**

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

## Miscellaneous

### New Permission to Enable Preview of Fiori Light Theme

**Overview**

On September 20, a new permission, **SAP Fiori Theme Preview**, will be added to the list of permissions in Concur Travel Professional edition. When the **SAP Fiori Theme Preview** permission is assigned to a user, the user sees a new switch in the header of their SAP Concur site. They will also see a **New Theme** info bubble.

The switch enables the user to switch from the SAP Concur standard theme, to the SAP Fiori Theme. The info bubble displays a brief message about the switch.

The new theme includes changes to visual elements such as fonts, colors, and icons. In addition, some top-level tabs and menu items are relocated to the **SAP Concur Home** menu. These changes are site-wide and apply to all of the user's SAP Concur products.

**BUSINESS PURPOSE / CLIENT BENEFIT**

The SAP Fiori theme harmonizes the look and feel of the SAP Concur UI with the look and feel of other SAP products, providing a more consistent user experience. The permission enables a client admin to allow designated users to preview and test the SAP Fiori theme.

### What the Admin Sees

An admin with access to the **Administer Company Permissions** page, sees the **SAP Fiori Theme Preview** permission in the **Available Permissions** list.

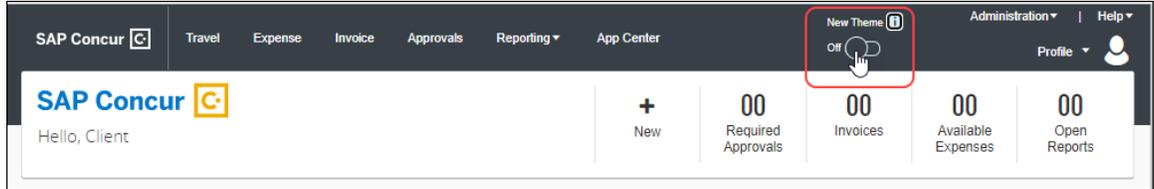
► **To assign the SAP Fiori Theme Preview permission to a user:**

1. In the **Modify Permissions by** list, select **Users**.
2. In the **User Name** list, select the user to whom you want to assign the permission.
3. In the **Available Permissions** list, select **SAP Fiori theme Preview**.
4. Click **Add**, and then click **Save**.

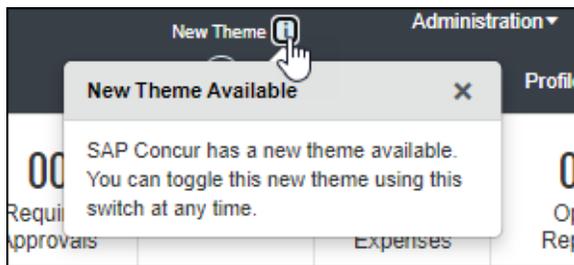
The next time the user signs in to their SAP Concur site, they will see the new switch.

**What the User Sees**

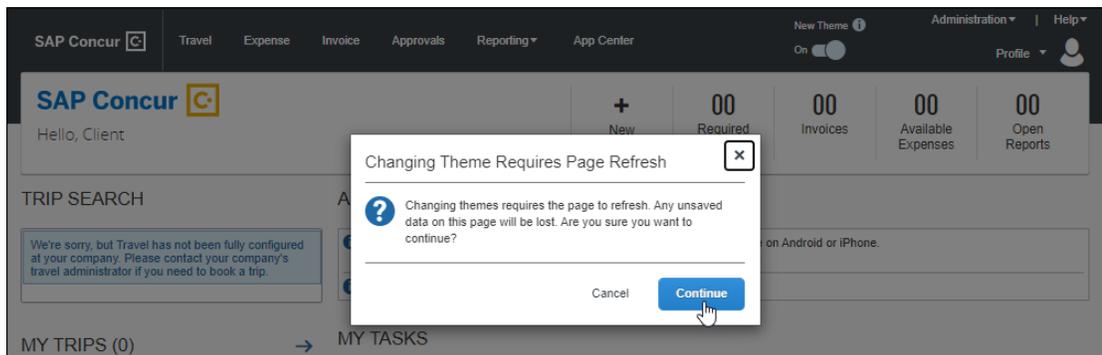
After the **SAP Fiori theme Preview** permission has been assigned to a user, the next time the user signs in to their SAP Concur site, they see the switch and the **New Theme** info bubble.



If they click on the info bubble, a brief description appears:



If the user toggles the switch to **On**, the following message appears:

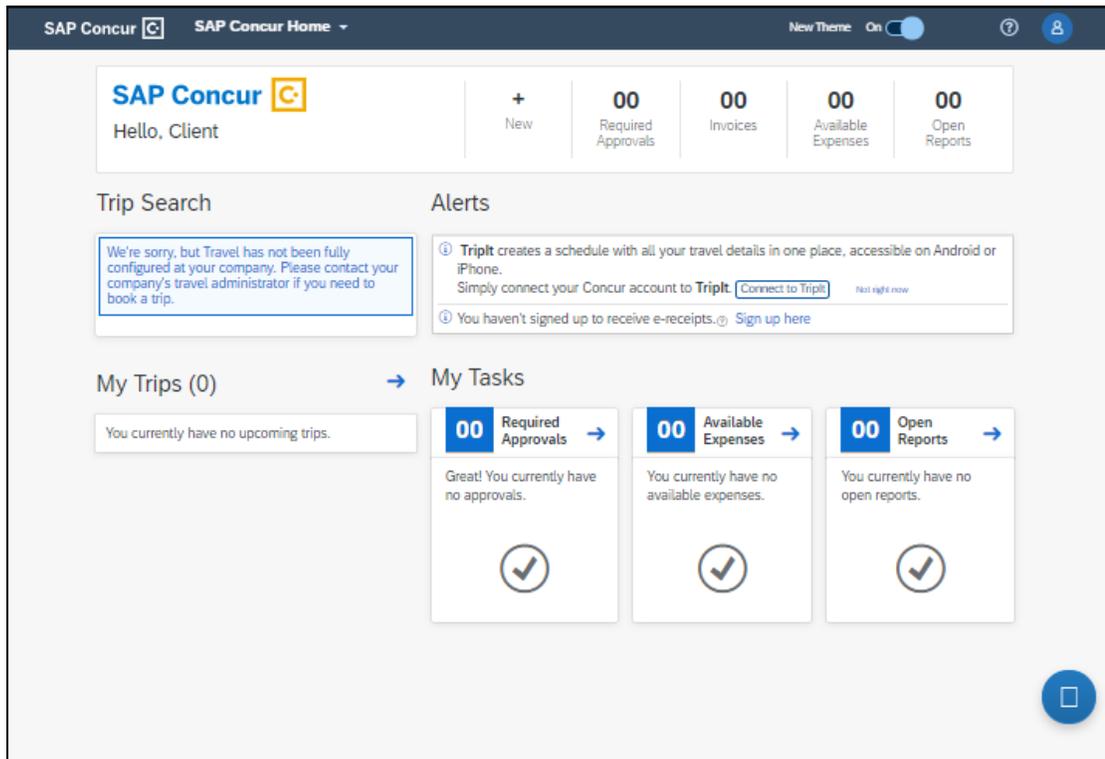



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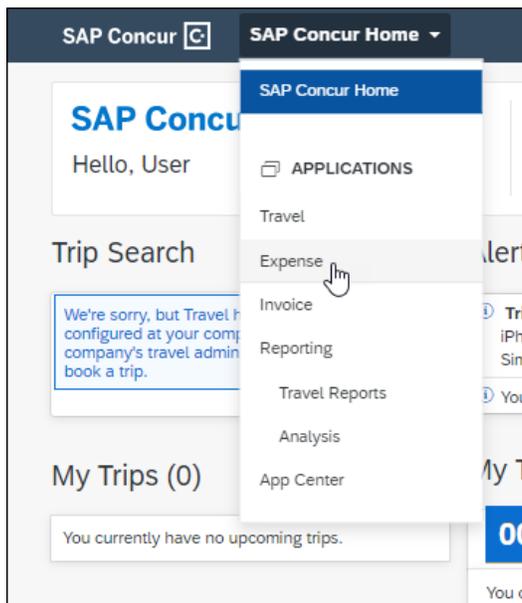
**NOTE:** The message also appears if the switch is toggle from **On** to **Off**.

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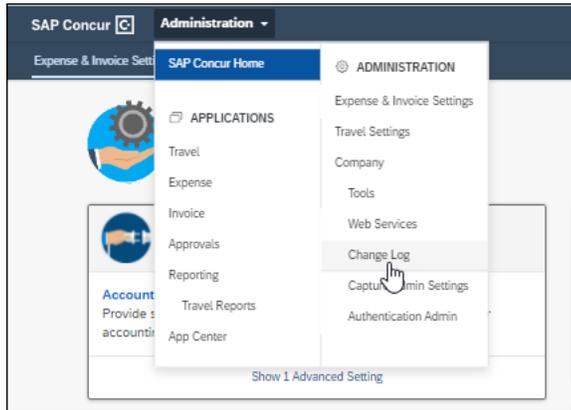
If the user clicks **Continue**, the page refreshes and is set to the SAP Fiori theme.



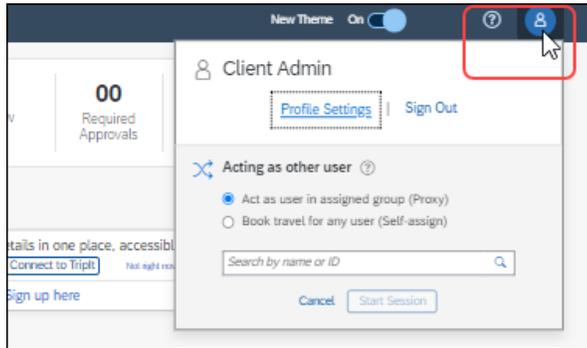
With the SAP Fiori Theme, the product tabs have moved to the **SAP Concur Home** menu.



If the user has admin permissions, they will also see the contents of the **Administration** menu in the **SAP Concur Home** list.



The user will also see icon changes. For example, the **Help** menu heading and the **Profile** dialog button are changed to icons.



### **Configuration / Feature Activation**

An admin with access to the **Administer Company Permissions** page can assign the new **SAP Fiori Theme Preview** permission to designated users.

## NextGen UI for Concur Request

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

Information First Published	Information Last Modified	Feature Target Release Date
November 2019	September 17, 2021	October 1, 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

#### **Overview**

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

Concur Request customers are now strongly encouraged to preview and then move to the NextGen UI well before the automatic transition date of **October 1, 2022**.

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

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

#### **Products and Users Affected**

To take advantage of these improvements, Concur Request customers who do not move before October 1, 2022 will be automatically transitioned to the NextGen UI for Concur Request. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes will apply to:

- Concur Request (Professional/Premium and Standard) end users

---

**NOTE:** There are no changes for admins.

---

#### **IMPORTANT! Timeline and Milestones**

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

- **Opt-In Period: July 2020 – September 2021**

This milestone is marked by the delivery of most planned features as well as further overall quality and stability.

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

---

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

---

- **Active Move Period:** October 2021 – September 2022

This is the 12-month notice period we committed to for customers to complete the transition before the automatic transition date.

Customers are strongly encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Active Move Period.

- **Automatic Transition Date:** October 1, 2022

**All customers will be automatically transitioned to the NextGen UI.**

This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support.

### **Transition Materials – Guides and Other Resources**

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

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

The links above provide access to the following:

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

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

---

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

---

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

---

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

---

- **Release information:** During the **Active Move** Period, the release of the enhancements will **not** be on the regular release schedule. Instead, we will provide special 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.

## **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	June 11, 2021	June 1, 2021
Any changes since the previous monthly release will be highlighted <b>in yellow</b> in this release note.		

### **Overview**

As of May 31, 2021, the existing Concur Request APIs (v1.0, v3.0 and v3.1) are deprecated. On June 1, 2021, SAP began retiring these APIs in accordance with the [SAP Concur API Lifecycle & Deprecation Policy](#). These APIs are replaced by the Concur Request v4 APIs. SAP will no longer support these APIs after retirement.

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

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

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

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

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

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

## Test Entities

### Right to Be Forgotten Now Available in Test Entity (September 10)

#### Overview

As per GDPR (General Data Protection Regulation) compliance requirements, clients can submit a Support ticket to request the **Right to Be Forgotten (RTBF)** for any user in Implementation (Test) entities. A Data Retention Administrator can then follow the steps outlined in the documentation to purge a user from the Test entity.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement is part of the SAP Concur requirement for GDPR compliance.

#### Configuration/Feature Activation

##### ▶ **To purge a user's data from a test entity:**

1. Confirm the specified user's data has been removed from any Production environment.
2. Submit a ticket to SAP Concur Support requesting the functionality to remove a user from a Test environment be implemented for the client.
3. On confirmation from SAP Concur that the functionality to do so is enabled, use the procedure *Remove a Specific User's Data* in the [Shared: Data Retention User Guide](#) document to remove the user's data from the specified Test environment.
4. Contact Concur Support confirming the task is completed.
5. Concur Support closes the ticket on confirmation, disabling the functionality to remove users from a test entity.



For more information, see the Shared: Data Retention Setup Guide and the Shared: Data Retention User Guide.

## Web Services Administration

### **\*\*Ongoing\*\* Application Connector Username and Password Length Requirements Updated**

Information First Published	Information Last Modified	Feature Target Release Date
June 18, 2021	September 18, 2021	Future Release, 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

#### **Overview**

To meet new security requirements, the length of the username and password associated with an application connector must be at least 10 characters long and not more than 50 characters long.

Some clients currently have usernames and passwords configured that do not meet these parameters. In a future release, these parameters will become enforced requirements.

To avoid disruption of callouts through application connections, usernames and passwords that do not meet these requirements must be updated before this change is implemented. SAP recommends updating your application connector username(s) and password(s) as soon as possible.

Application connection usernames and passwords can be updated by an administrator with the Company Administrator or Web Services Administrator role.

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**NOTE:** For admins working with Standard entities, a user with the Concur Expense **Can Administer** permission has the **Web Services Administrator** role.

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

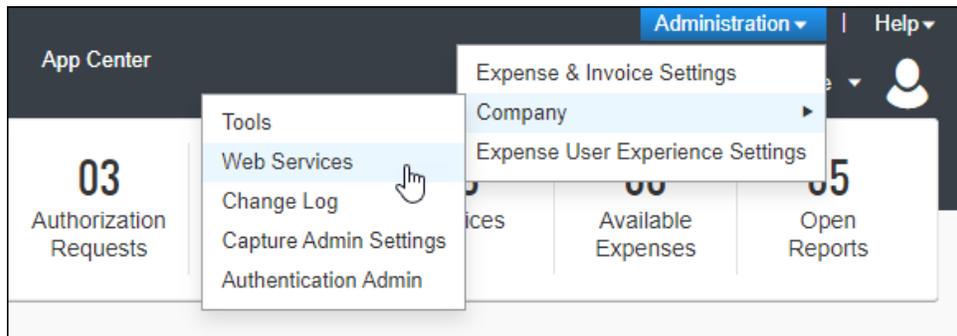
Enforcing password and username length restrictions improves the security standards for callouts made through the application connector.

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

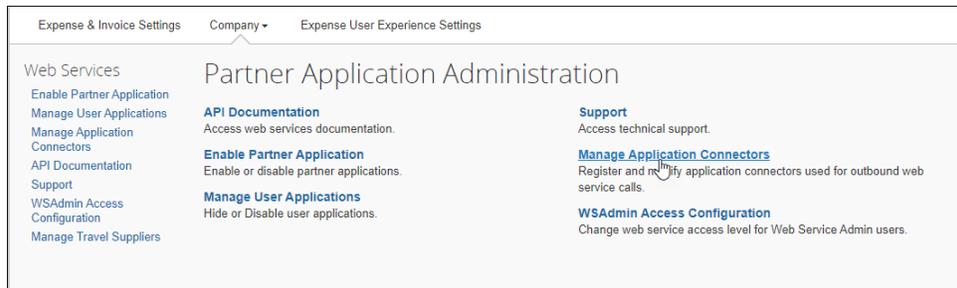
Usernames and passwords for application connectors are configured on the **Manage Application Connectors** page.

► **To change the username and password for an application connector:**

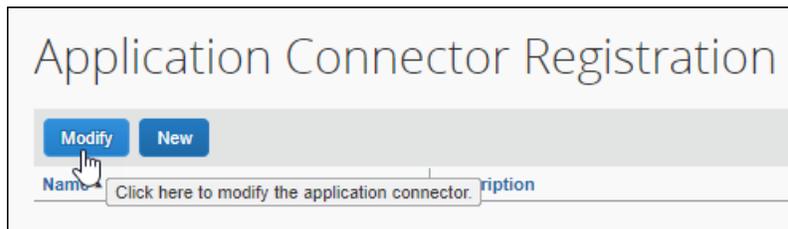
1. Click **Administration > Company > Web Services**.



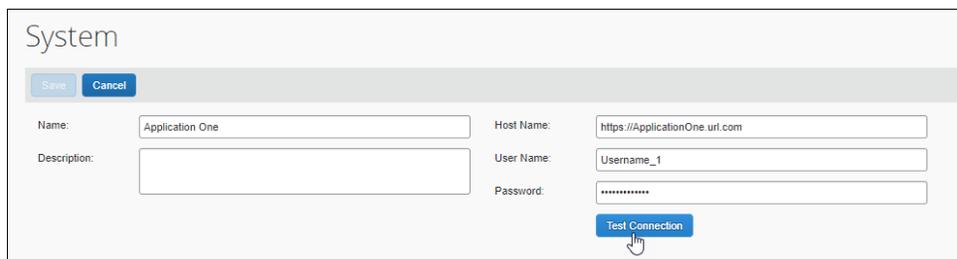
2. Click **Manage Application Connectors**.



3. Choose the application connector you want to update and then click **Modify**.



4. Enter the new username and password and then click **Test Connection**.



5. Click **Save**.

---

**NOTE:** After you update the username and password for an application connector, you must click **Test Connection** to verify the changes before the application connector can be used for any of the callout services.

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For more information, refer to [Callouts and Application Connectors](#) on the SAP Concur Developer Center.

# Planned Changes

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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](#).

## Workflow

### **\*\*Planned Changes\*\* External Validations and Workflow Event Notifications**

Information First Published	Information Last Modified	Feature Target Release Date
August 2021	--	October 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

#### **Overview**

For the October 2021 release, Concur Request will introduce the ability for SAP Concur administrators to configure event notifications at the workflow step level. When a request reaches a specific step in a workflow that is configured for external notifications, a third-party application will be prompted to complete the required action on the corresponding request.

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

SAP Concur administrators will have more flexibility, as they will be able to create notifications for multiple steps across the workflow for third-party applications.

Customers have use cases and business processes that need to occur in parallel as requests move through the workflow in Concur Request. These event notifications will be an efficient way to start those processes so that requests are approved on time.

#### **What the SAP Concur Administrator Sees**

On the **Workflows** tab of the **Workflows** page (**Administration > Request > Request Admin > Workflows**), the SAP Concur administrator will configure the event notification.

## What the User Sees

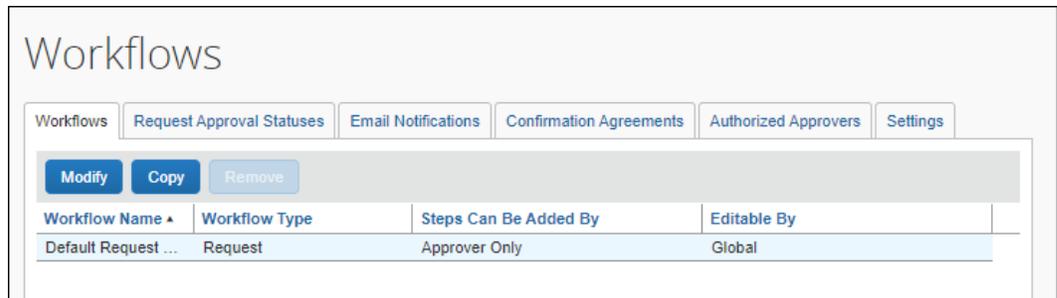
The user will not see a notification nor need to respond to an email or alert, as the event notification is received and responded to in the third-party application's underlying code.

## Configuration / Feature Activation

The SAP Concur administrator will configure an event notification for a workflow step by modifying the workflow step's condition on the **Modify Workflow Step** page.

### ► To configure an event notification

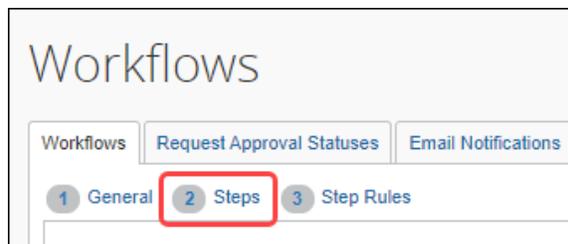
1. Click **Administration > Request > Request Admin > Workflows**. The **Workflows** page opens on the **Workflows** tab.



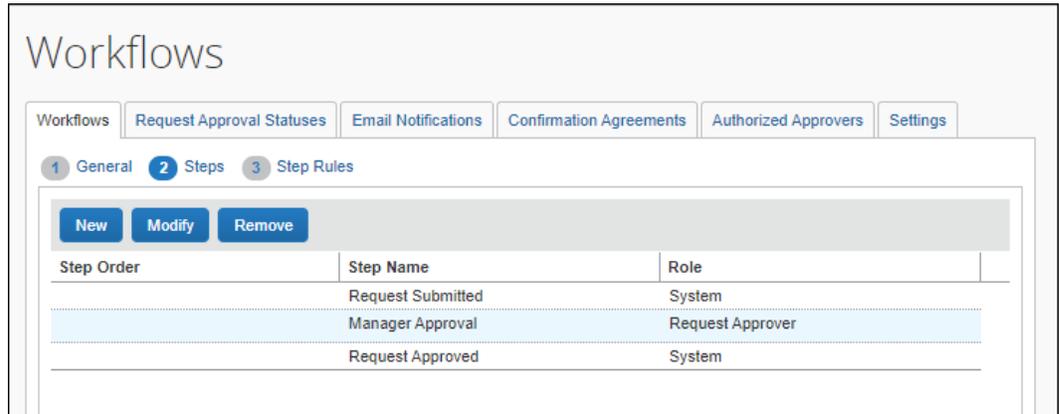
2. Select the workflow you want to modify. Once selected, the row turns blue and the **Modify** button becomes available.



3. Click **Modify**.
4. Click **Steps** to open the **Steps** section of the **Workflows** tab.



5. Select the step where you want to create an external notification. Once selected, the step's row is highlighted.



6. Click **Modify**. The **Modify Workflow Step** page opens.

The screenshot shows the 'Modify Workflow Step' dialog box. It has a title bar with a close button (X). The form contains the following fields:

- Step Name: Manager Approval
- Role: Request Approver
- Approver Editable By: Employee Only
- Deletable By: No One
- Initial Status: Submitted & Pending Approval
- Approval Actions: Approve, Sent Back to Employee
- Agency Approval Notification: None
- Enter Step Employee Notification: None
- Email Employee when step is complete:
- Can exit step with blocking exceptions:
- Send external notification when the request stops at this step:

At the bottom right, there are 'Save' and 'Cancel' buttons.

**NOTE:** The **Send external notification when the request stops at this step** option is only available for steps you can modify in the workflow.

7. In the **Role** list, select *External System*.

Modify Workflow Step
✕

---

Step Name:	<input type="text" value="Manager Approval"/>
Role:	<input style="border: 1px solid gray; border-bottom: none; border-right: none; border-left: none; width: 100%;" type="text" value="External System"/> ▾
Approver Editable By:	<input style="border: 1px solid gray; border-bottom: none; border-right: none; border-left: none; width: 100%;" type="text" value="Employee Only"/> ▾
Deletable By:	<input style="border: 1px solid gray; border-bottom: none; border-right: none; border-left: none; width: 100%;" type="text" value="No One"/> ▾
Initial Status:	<input style="border: 1px solid gray; border-bottom: none; border-right: none; border-left: none; width: 100%;" type="text" value="Submitted &amp; Pending Approval"/> ▾
Approval Actions:	<input style="border: 1px solid gray; border-bottom: none; border-right: none; border-left: none; width: 100%;" type="text" value="Approve, Sent Back to Employee"/> ▾
Agency Approval Notification:	<input style="border: 1px solid gray; border-bottom: none; border-right: none; border-left: none; width: 100%;" type="text" value="None"/> ▾
Enter Step Employee Notification:	<input style="border: 1px solid gray; border-bottom: none; border-right: none; border-left: none; width: 100%;" type="text" value="None"/> ▾
Email Employee when step is complete:	<input checked="" type="checkbox"/>
Can exit step with blocking exceptions:	<input checked="" type="checkbox"/>
Send external notification when the request stops at this step:	<input checked="" type="checkbox"/>
Step Code:	<input style="border: 1px solid red; width: 100%; height: 20px;" type="text"/> <span style="color: red; font-size: small;">! This field is required</span>

**NOTE:** When the External System role is selected, the SAP Concur administrator can configure any workflow step prior to extract as an external validation step. In addition, the workflow step is no longer limited to its order in the steps in the workflow; the workflow step can be moved up and down.

When *External System* is selected, the **Step Code** field displays.

The screenshot shows a 'Modify Workflow Step' dialog box with the following fields and values:

- Step Name: Manager Approval
- Role: External System
- Approver Editable By: Employee Only
- Deletable By: No One
- Initial Status: Submitted & Pending Approval
- Approval Actions: Approve, Sent Back to Employee
- Agency Approval Notification: None
- Enter Step Employee Notification: None
- Email Employee when step is complete:
- Can exit step with blocking exceptions:
- Send external notification when the request stops at this step:
- Step Code:  (This field is required)

Buttons: Save, Cancel

The step code serves as a filter for the third-party system to take action when the notification for this specific step is received. Clients define the **Step Code** based on their business needs (for example, PENDTRDPTY for pending third-party approval).

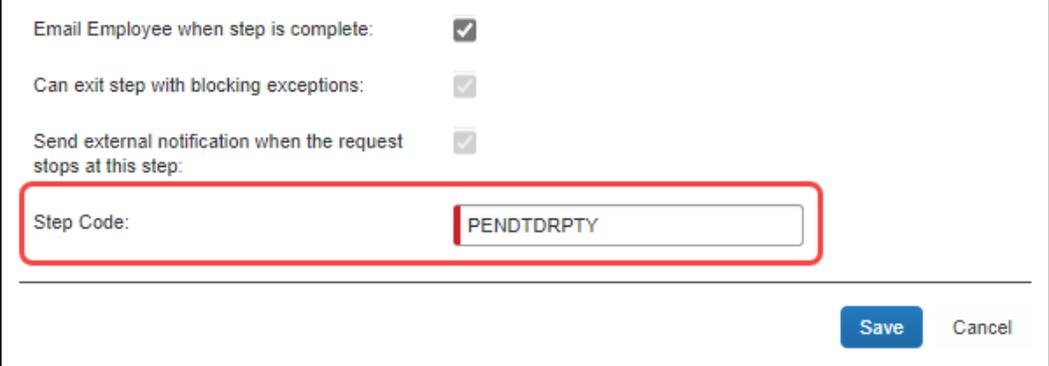
8. In the **Step Code** field, enter a business purpose.

The **Step Code** will display as an attribute in the event scheme of the notification message that the third-party application receives. It can be used to filter the events for a particular workflow step when multiple workflow steps are configured for notifications with unique step codes. In the following example, **PENDTRDPTY** is equal to the event, Third-Party approval.

---

**NOTE:** The **Step Code** field has a 10-character limit.

---



The screenshot shows a configuration form with the following elements:

- Three checked options:
  - Email Employee when step is complete:
  - Can exit step with blocking exceptions:
  - Send external notification when the request stops at this step:
- A text input field labeled "Step Code:" containing the value "PENDTRDPTY". This field is highlighted with a red border.
- Two buttons at the bottom right: "Save" (blue) and "Cancel" (grey).

9. Click **Save**. The workflow step is now configured to send an external notification when a request reaches the corresponding step in the workflow.



With the October release, information about the event schema details for event notifications will be added to the *Concur Request: Workflow – General Information Setup Guide*.

# Client Notifications

---

## Accessibility

### Accessibility Updates

SAP implements changes to better meet current Web Content Accessibility Guidelines (WCAG). Information about accessibility-related changes made to SAP Concur solutions is published on a quarterly basis. You can review the quarterly updates on the [Accessibility Updates](#) page.

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

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

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

## Supported Browsers

### Supported Browsers and Changes to Support

For information about supported browsers and planned changes to supported browsers, refer to the [Concur Travel & Expense Supported Configurations](#) guide.

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

# 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.

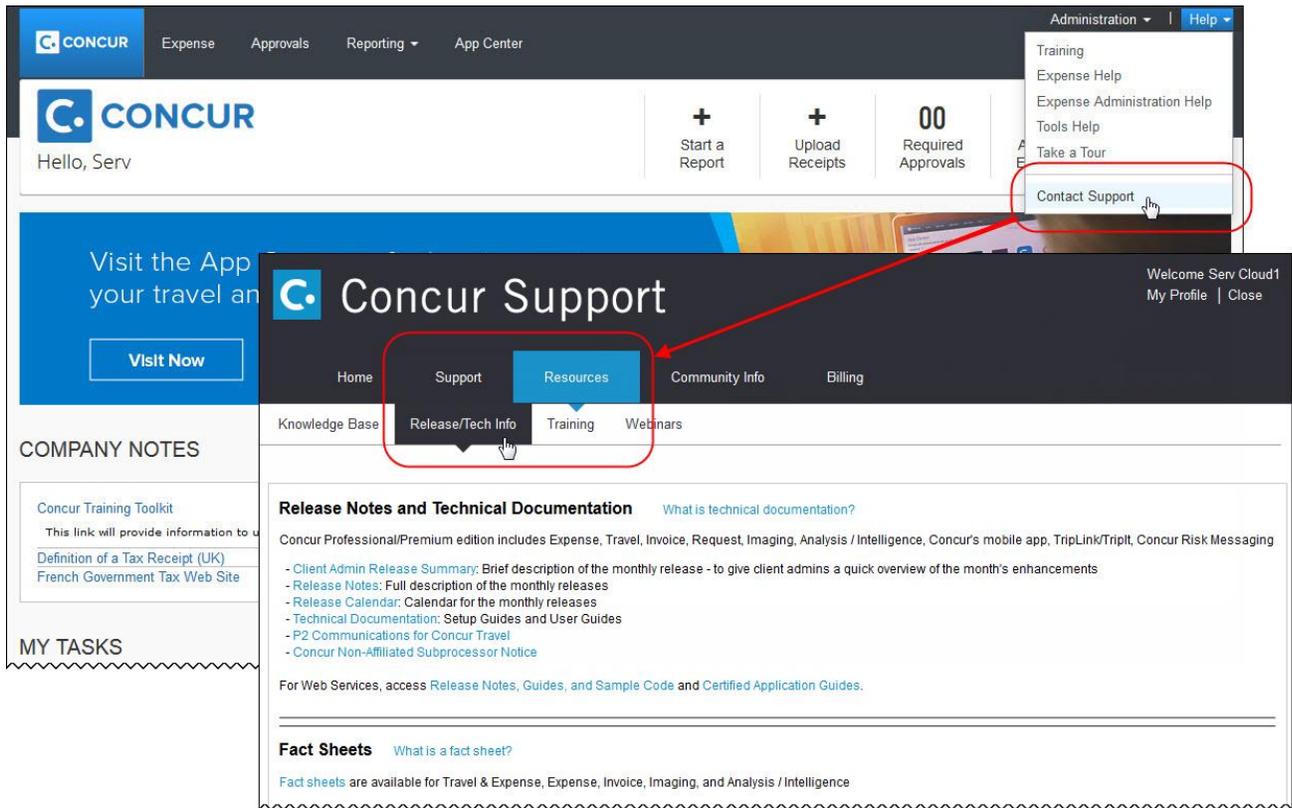
The screenshot shows the SAP Concur user interface. At the top, there is a navigation bar with tabs for Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. A 'Help' dropdown menu is open, showing options like Training, Request Help, and Request Administration Help. Below the navigation bar, there is a dashboard with statistics for New, Required Approvals, Authorization Requests, and Payment Requests. The main content area is titled 'Using Online Help' and contains a list of links for administrators, including 'Request Professional Administration Guides'. A table of 'Request Setup Guides' is also visible, listing various guides and their revision dates.

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

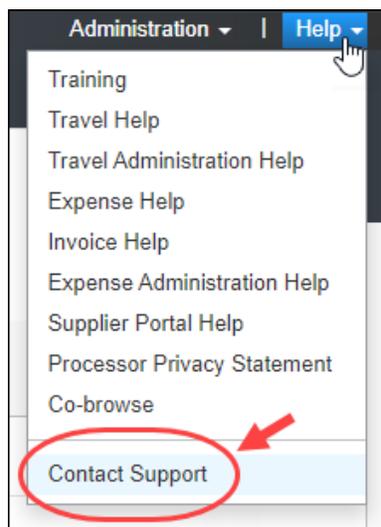
---

## 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**.

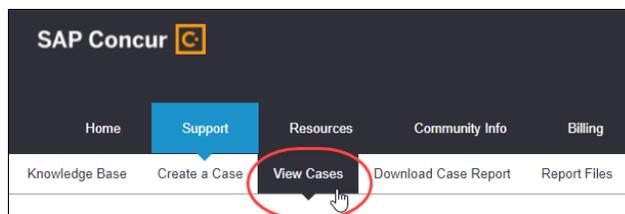



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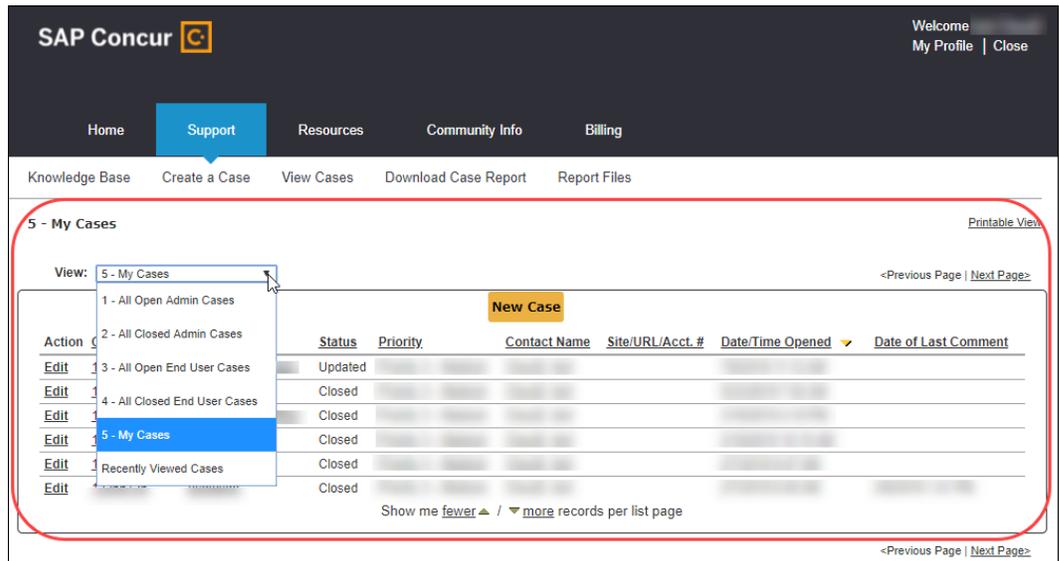
**NOTE:** If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

---

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 2021 release	

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<b>SAP Concur Release Notes</b>	
<b>Concur Request Professional/Premium</b>	
<b>Month</b>	<b>Audience</b>
Release Date: October 16, 2021 Initial Post: Friday, October 15, 2021	Client – FINAL

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# Release Notes

---

## Authentication

### CES SSO Decommissioned

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

#### **Overview**

SAP Concur will decommission Concur Expense Service (CES) SSO on October 29, 2021.

SAP Concur now provides a Single Sign-On self-service option that enables client admins to setup their SAML v2 connections without involving an SAP Concur admin.

#### **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**

CES SSO is currently configured by an SAP Concur admin. As of October 29, 2021, CES SSO will no longer be configurable and clients must use the Single Sign-On self-service option to setup their SAML v2 connections.



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

### New Company Request Token Self-Service Tool

#### **Overview**

A new Company Request Token self-service tool is now available to SAP Concur admins who have been assigned the **Company Admin** or **Web Services Admin** role.

---

**NOTE:** For admins working with Concur Standard entities, a user with the **Can Administer** permission has the **Web Services Administrator** role.

---

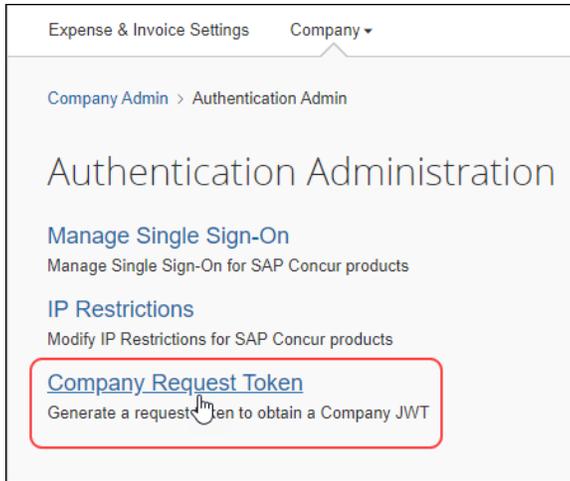
The Company Request Token self-service tool enables clients to generate the Company Request Token that is required to request a JSON web token (JWT) when connecting to APIs in the SAP Concur platform.

**BUSINESS PURPOSE / CLIENT BENEFIT**

The Company Request Token self-service tool enables clients to generate Company Request Tokens without contacting SAP Concur support. This tool also enables clients 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**

Admins with the required permissions see a link to the **Company Request Token** page on the **Administration > Company > Authentication Administration** page.



After clicking **Company Request Token**, the admin sees the **Company Request Tokens** page.

Expense & Invoice Settings   Travel Settings   Company ▾

## Company Request Tokens

Company request tokens are temporary tokens that expire after 24 hours and can be used to obtain company JWTs. Enter your app ID below to generate one.

App ID \*

The JWTs you generate using your company request token will be scoped to this app.

Submit

### Completing the process of obtaining a Company JWT

1. 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.
2. 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.
  - <client\_id>
  - <client\_secret>
  - <company\_UUID>
  - <request\_token>

```

curl -X POST 'https://integration.api.concursolutions.com/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 'credential_type=auth_token'

```

For more information on Password Grant, please view the following page:  
[https://developer.concur.com/api-reference/authentication/apidoc.html#password\\_grant](https://developer.concur.com/api-reference/authentication/apidoc.html#password_grant)
3. 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://integration.api.concursolutions.com/oauth2/v0/token"
}

```
4. 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](https://developer.concur.com/api-reference/authentication/apidoc.html#refresh_token)
5. 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>

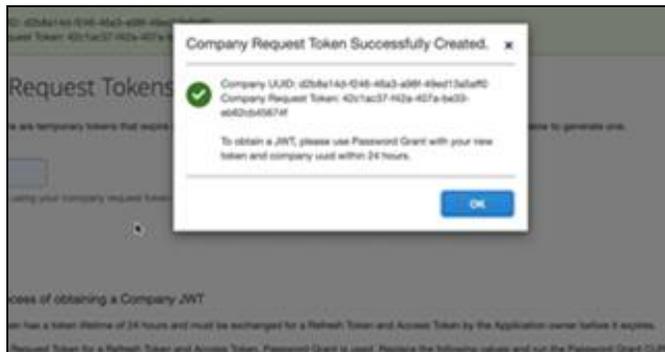
On the **Company Request Tokens** page, the admin enters their Client ID in the **App ID** field, and then clicks **Submit**.

---

**NOTE:** Clients can obtain a Client ID through one of the following methods:

- Clients with SAP Concur Client Web Services who have requested access to the self-service tool for application management can generate a Client ID using the self-service tool.
  - Clients who do not have SAP Concur Client Web Services can contact SAP Concur support to obtain an App ID as needed.
- 

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.

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**

There are no configuration or activation steps; this page is automatically available to admins with the required permissions.



For more information about using the self-service tool to obtain a Client ID, refer to the *Self-Service Tool for Application Management* release note in this document.

## Client Web Services

### Register Partner Application Page No Longer Active

#### Overview

On August 21, 2021, the **Register Partner Application** page was deactivated.

With the October release, a new application management self-service tool will replace the **Register Partner Application** page.



For more information, refer to the *Self-Service Tool for Application Management* release note in these release notes.

Prior to the release of the new self-service tool, clients with SAP Concur Client Web Services can contact Client Web Services to register new applications.

Clients who do not have SAP Concur Client Web Services can still contact SAP Concur support to obtain an App ID as needed.

#### BUSINESS PURPOSE / CLIENT BENEFIT

The **Register Partner Application** page was used to create Oauth 1.0 (legacy) applications. Oauth 1.0 was deprecated on February 4, 2017.



For more information about the deprecation of Oauth 1.0 and migration to Oauth 2.0, refer to the [SAP Concur Developer Portal](#).

The new self-service tool for application management will enable clients to create Oauth 2.0 compliant applications.

#### Configuration / Feature Activation

The **Register Partner Application** page was automatically set to read-only on August 21, 2021.

Clients with SAP Concur Client Web Services can contact Client Web Services for assistance registering new applications. Clients without Client Web Services can contact SAP Concur support for assistance with App IDs.

With the October release, the new application management tool can be enabled by the Client Web Services team for clients with SAP Concur Client Web Services; when enabled, this tool will be available to admins with the Web Services Admin role.

## Self-Service Tool for Application Management

### Overview

Beginning with the October release, clients who have SAP Concur Client Web Services can request access to a new application management self-service tool, **OAuth 2.0 Application Management**. This self-service tool is enabled by the Client Web Services team for SAP Concur Web Services clients who request it.

---

**NOTE:** The **OAuth 2.0 Application Management** self-service tool can be used to create Oauth2 compliant applications. Legacy authentication was deprecated in 2017 and is not supported by this tool.

---

When enabled, the tool is available from the **Authentication Administration** page to admin users who have been assigned the **Web Services Admin** role.

---

**NOTE:** For admins working with Standard entities, a user with the **Can Administer** permission has the **Web Services Administrator** role.

---

### BUSINESS PURPOSE / CLIENT BENEFIT

The **OAuth 2.0 Application Management** tool enables clients to generate Client IDs (App IDs) and Client Secrets without contacting SAP Concur support.

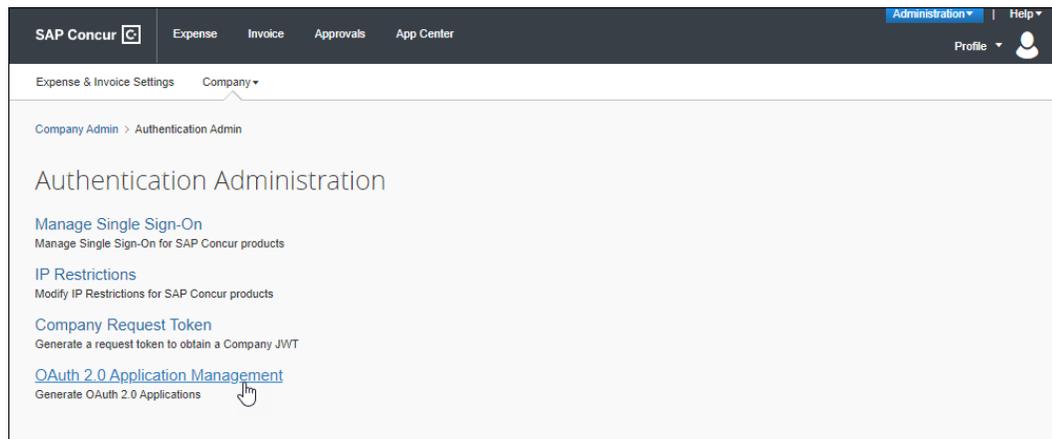
---

**NOTE:** Clients who do not have SAP Concur Client Web Services can still contact SAP Concur support to obtain an App ID as needed.

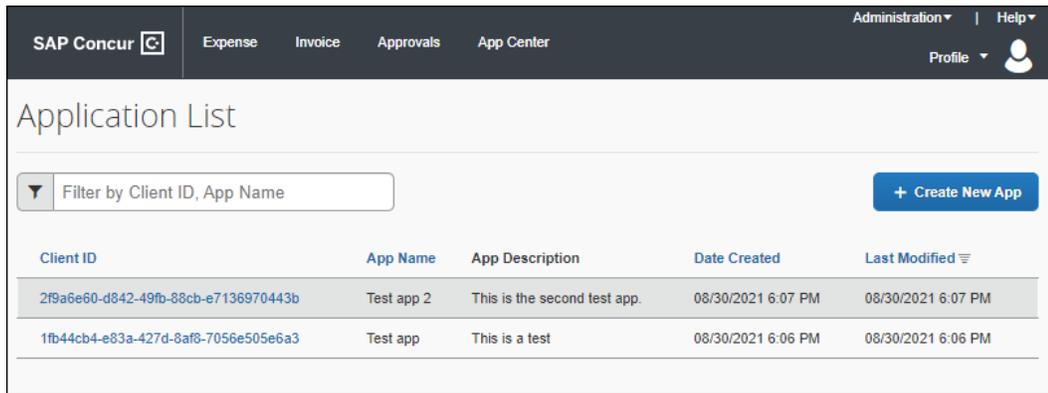
---

### What the Admin Sees

When the tool is enabled, the Web Services Admin sees a link to the **OAuth 2.0 Application Management** tool when they navigate to the **Administration > Company > Authentication Admin** page.

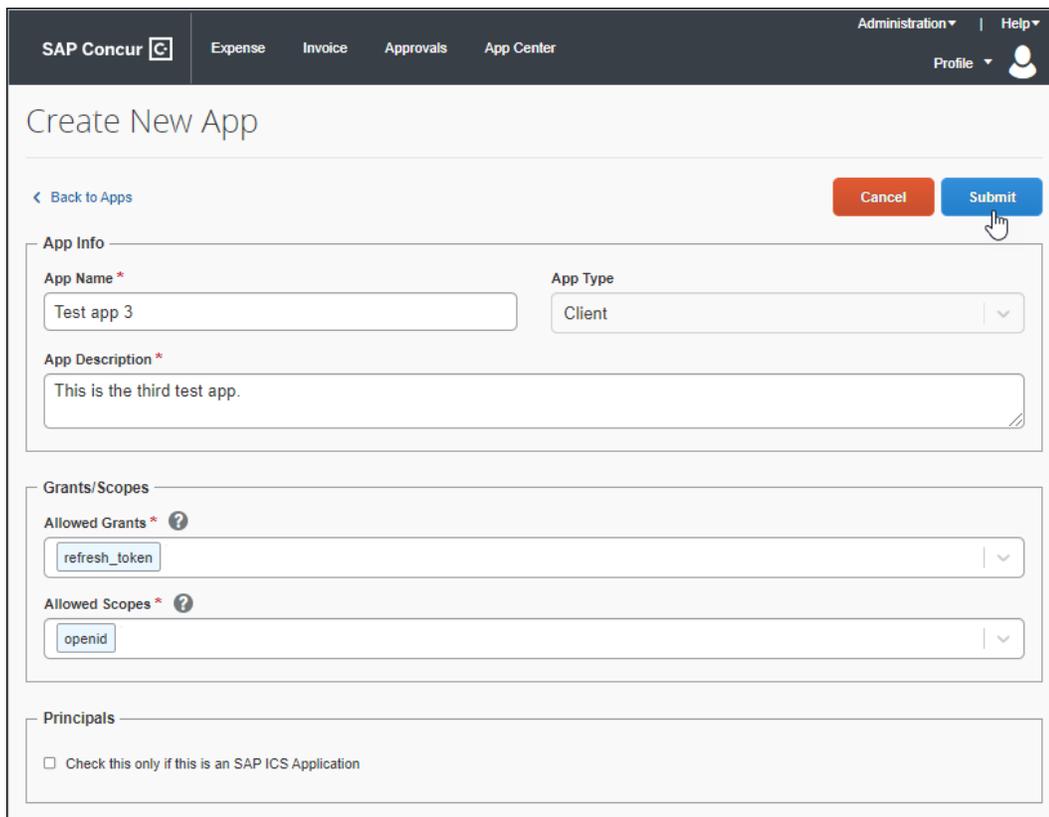


Clicking **OAuth 2.0 Application Management** open the **Application List** page.

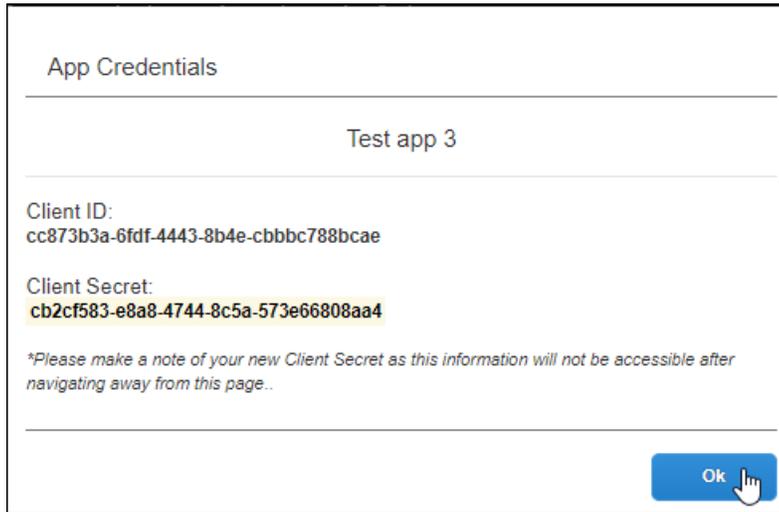


On the **Application List** page, the admin sees a list of previously created applications. Clicking on the **Client ID** for an application opens the **App Details** page for that app. The admin can also click **Create New App** to open the **Create New App** page and configure a new app.

On the **Create New App** page, the admin enters a name for the new app, and a description of the app.



After they click **Submit**, the **App Credentials** page appears. The **App Credential** page displays the **Client ID** and **Client Secret**.



The screenshot shows a web interface titled "App Credentials" for "Test app 3". It displays the following information:

- Client ID: cc873b3a-6fdf-4443-8b4e-cbbbc788bcae
- Client Secret: cb2cf583-e8a8-4744-8c5a-573e66808aa4

A note below the Client Secret states: *\*Please make a note of your new Client Secret as this information will not be accessible after navigating away from this page..*

An "OK" button is located at the bottom right of the form, with a mouse cursor hovering over it.

---

**NOTE:** The admin should make note of the **Client Id** and **Client Secret** for future reference.

---

After they click **Ok**, the **App Details** page appears. On the **App Details** page, the admin can review the **Client ID**, click **Edit** to update the application details, click **Client Secrets** to review the current **Client Secret** or generate a new **Client Secret**, and the admin can enable or disable the app.

The screenshot shows the 'App Details' page with the following sections:

- App Info:** Client ID (cc873b3a-6fdf-4443-8b4e-cbbbc788bcae), App Type (Client), App Name (Test app 3), App Description (This is the third test app).
- Grants/Scopes:** Allowed Grants (refresh\_token), Allowed Scopes (openid).
- Principals:** Check this only if this is an SAP ICS Application (checkbox).
- Enabled:** Radio buttons for Yes and No, with the No button selected.

### Configuration / Feature Activation

The **OAuth 2.0 Application Management** tool can be enabled on request by the Client Web Services team for clients with SAP Concur Client Web Services; when enabled, this tool is accessible to admins with the Web Services Admin role.

## File Transfer Updates

### **\*\*Ongoing\*\* Mandatory SFTP with SSH Key Authentication**

Information First Published	Information Last Modified	Feature Target Release Date
April 9, 2021	April 16, 2021	Ongoing in 2021
Any changes since the previous monthly release will be highlighted <b>in yellow</b> in this release note.		

#### **Overview**

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

As of April 10, 2021, non-SFTP (Secure File Transfer Protocol) protocols and SFTP password authentication are not allowed to connect to SAP Concur for file transfers:

- Non-SFTP file transfer accounts must switch to SFTP with SSH Key Authentication.
- SFTP file transfer accounts that use password authentication must switch to SSH key authentication.
- SFTP password reset requests require the client to provide an SSH key for authentication.

---

**⚠ IMPORTANT:** If you are not using SFTP with SSH Key Authentication, you must take action to avoid disruption of your file transfer connections.

---

On April 12, 2021, SAP started disabling non-compliant file transfer connections. The process of disabling non-compliant accounts will continue throughout 2021. If you have multiple file transfer connections configured, this change applies to all of your file transfer connections.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.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**

Information First Published	Information Last Modified	Feature Target Release Date
March 6, 2020	July 9, 2021	Ongoing until January 24, 2022
Any changes since the previous monthly release will be 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 Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur is in the process of 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 January 24, 2022. 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](#).

## Rotating PGP Key Available for File Transfers

### Overview

Files transferred to SAP Concur products must be encrypted with the SAP Concur public PGP key, `concursolutionsrotate.asc`.

`concursolutionsrotate.asc`

- Key file is available in client's root folder
- Key ID 40AC5D35
- RSA 4096-bit signing and encryption subkey
- Key expires every 2 years
- Client is responsible for replacing the key before it expires
  - ◆ Next expiry date: September 4, 2022
  - ◆ SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key (key ID D4D727C0) remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

This announcement pertains to the following file transfer DNS endpoints:

- `st.concursolutions.com`
- `mft-us.concursolutions.com`
- `vs.concursolutions.com`
- `st-eu.concursolutions.com`
- `mft-eu.concursolutions.com`

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

The rotating public PGP key provides greater security for file transfers.

### **What the Administrator Sees**

An administrator with the required file transfer credentials can log into the file transfer site to retrieve the rotating public PGP key, `concursolutionsrotate.asc`, from the root directory.

### **Configuration / Feature Activation**

Your internal file transfer administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

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**

### **New IP Address Range for Callouts (October 25) (EMEA)**

#### **Overview**

On October 25, 2021, servers that support SAP Concur callouts in the EMEA datacenter will be upgraded. This maintenance includes migration of some services to new servers. When the migration occurs, the IP addresses associated with these services will change.

These servers support the following functionality:

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

---

**⚠ IMPORTANT:** We do not anticipate any interruption in functionality for clients who use SAP Concur callout; however, clients who use allow lists or otherwise restrict SAP Concur IP addresses might need to update their lists to avoid disruption of some functionality. SAP recommends adding `*concursolutions.com` to your allow lists rather than specific IP addresses.

---

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

The migration improves the stability and reliability of connections that pass these servers.

### **Configuration / Feature Activation**

In most cases, this change is transparent and no configuration or activation steps are required. Clients and partners who use allows lists or otherwise restrict SAP Concur IP addresses might need to update their lists.

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**NOTE:** SAP recommends adding \*concurolutions.com to your allow lists rather than specific IP addresses. If your company requires specific IP addresses, contact SAP Concur support or your SAP Concur representative for assistance.

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## New Permission to Enable Preview of Fiori Light Theme

### Overview

On September 20, 2021, a new permission, **SAP Fiori Theme Preview**, was added to the list of permissions in Concur Travel Professional edition. When the **SAP Fiori Theme Preview** permission is assigned to a user, the user sees a new switch in the header of their SAP Concur site. They will also see a **New Theme** info bubble.

The switch enables the user to switch from the SAP Concur standard theme, to the SAP Fiori Theme. The info bubble displays a brief message about the switch.

The new theme includes changes to visual elements such as fonts, colors, and icons. In addition, some top-level tabs and menu items are relocated to the **SAP Concur Home** menu. These changes are site-wide and apply to all of the user's SAP Concur products.

### BUSINESS PURPOSE / CLIENT BENEFIT

The SAP Fiori theme harmonizes the look and feel of the SAP Concur UI with the look and feel of other SAP products, providing a more consistent user experience. The permission enables a client admin to allow designated users to preview and test the SAP Fiori theme.

### What the Admin Sees

An admin with access to the **Administer Company Permissions** page, sees the **SAP Fiori Theme Preview** permission in the **Available Permissions** list.

► **To assign the SAP Fiori Theme Preview permission to a user:**

1. In the **Modify Permissions by** list, select **Users**.
2. In the **User Name** list, select the user to whom you want to assign the permission.
3. In the **Available Permissions** list, select **SAP Fiori theme Preview**.
4. Click **Add**, and then click **Save**.

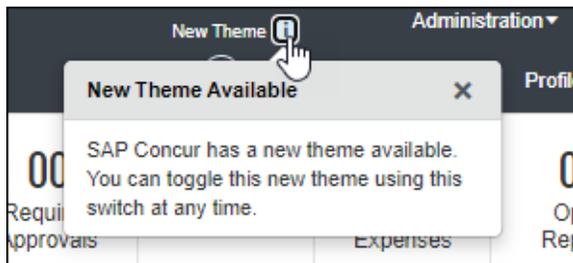
The next time the user signs in to their SAP Concur site, they will see the new switch.

### What the User Sees

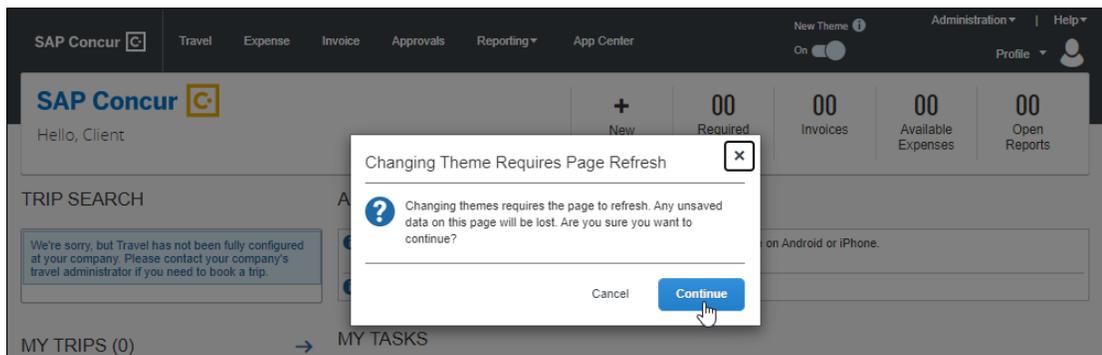
After the **SAP Fiori theme Preview** permission has been assigned to a user, the next time the user signs in to their SAP Concur site, they see the switch and the **New Theme** info bubble.



If they click on the info bubble, a brief description appears:



If the user toggles the switch to **On**, the following message appears:

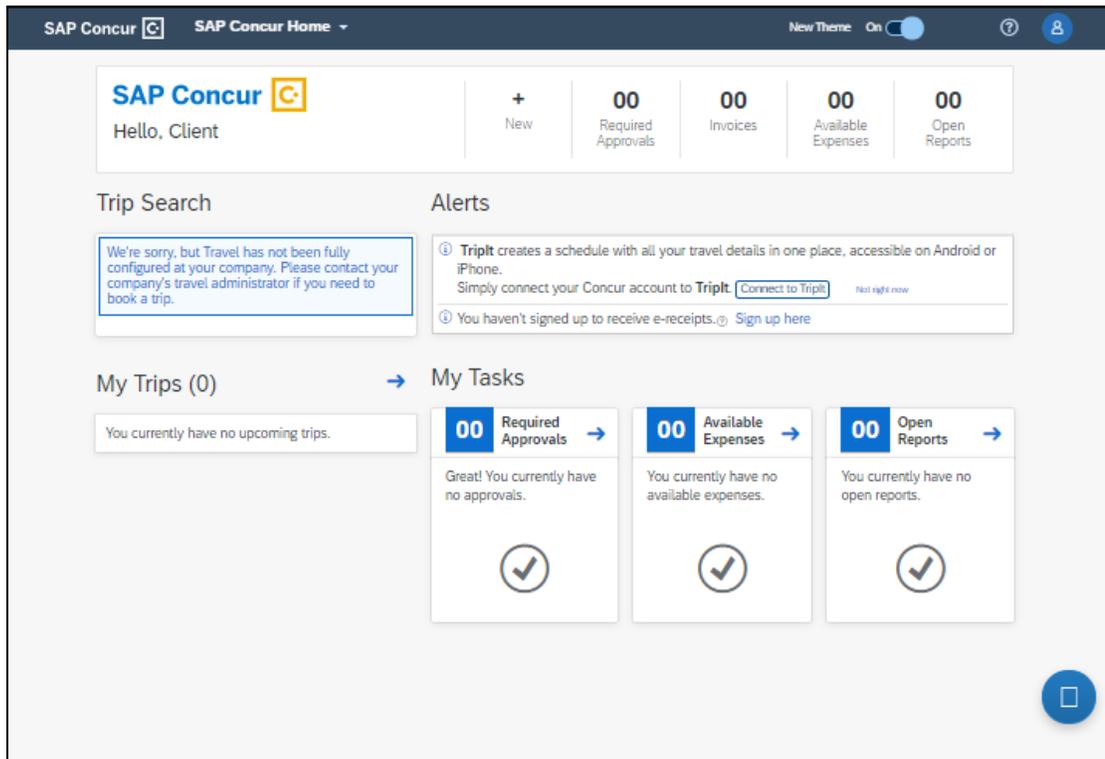



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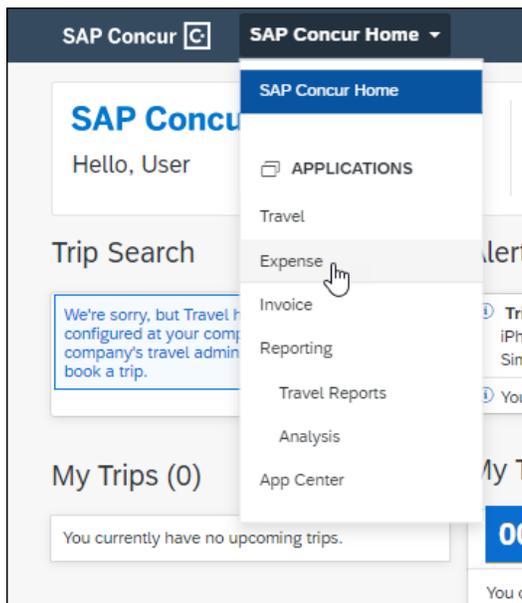
**NOTE:** The message also appears if the switch is toggle from **On** to **Off**.

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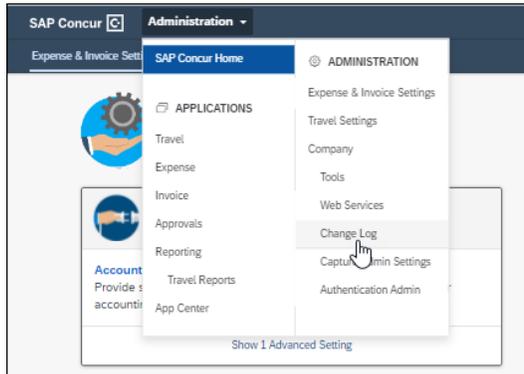
If the user clicks **Continue**, the page refreshes and is set to the SAP Fiori theme.



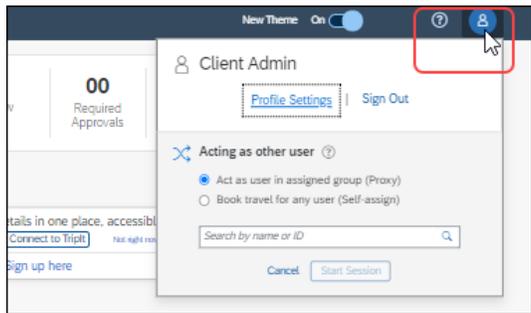
With the SAP Fiori Theme, the product tabs have moved to the **SAP Concur Home** menu.



If the user has admin permissions, they will also see the contents of the **Administration** menu in the **SAP Concur Home** list.

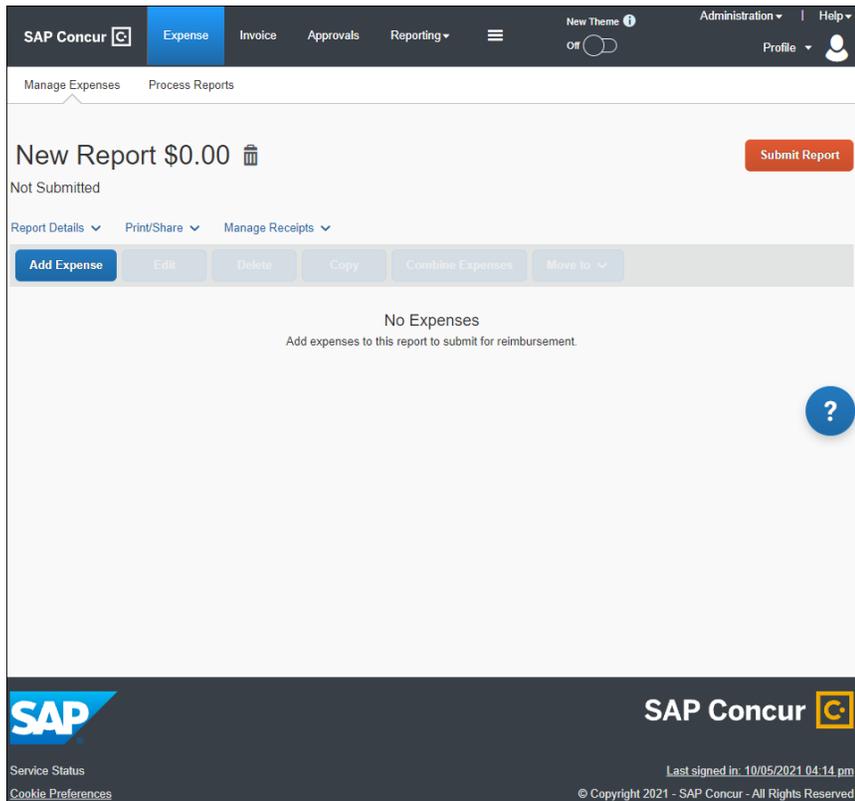


The user will also see icon changes. For example, the **Help** menu heading and the **Profile** dialog button are changed to icons.

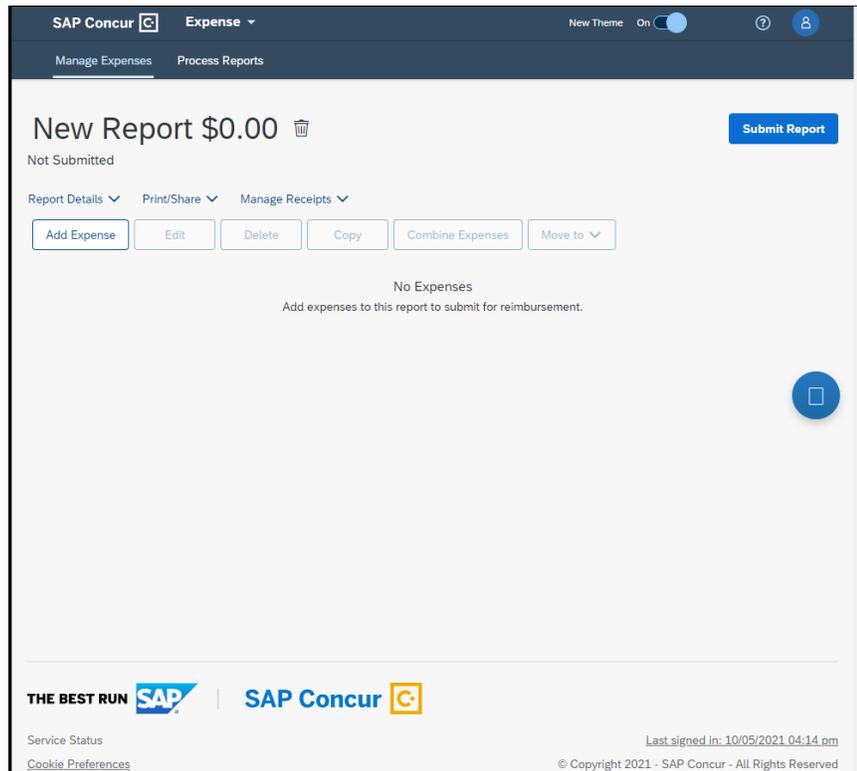


Product functionality is unchanged. Only the visual appearance of the pages is impacted. This is true for all products including NextGen Expense and Request.

### Example NextGen Expense Page Without the Fiori Theme



### Example NextGen Expense Page With the Fiori Theme



### Configuration / Feature Activation

An admin with access to the **Administer Company Permissions** page can assign the new **SAP Fiori Theme Preview** permission to designated users.

### \*\*Ongoing\*\* SAP Concur Homepage Changes

Information First Published	Information Last Modified	Feature Target Release Date
October 8, 2020	--	Q4 2021 – Q2 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

### Overview

In Q4, 2021, SAP Concur began redirecting clients to a new homepage. The appearance of the new homepage is identical to the previous SAP Concur homepage. The new homepage has enhanced functionality when services become temporarily unavailable.

The roll out of the new homepage is phased:

**Phase 1:** At the beginning of Q4, SAP Concur began redirecting Concur Expense, Concur Invoice, and Concur Request clients in the US Datacenter to the new homepage.

**Phase 2:** In November 2021, SAP Concur will begin redirecting Concur Expense, Concur Invoice, and Concur Request clients in the EU Datacenter to the new homepage.

**Phase 3:** In Q2 of 2022, SAP Concur will begin redirecting the remaining clients in the US and EU datacenters to the new homepage. The remaining clients include those with Concur Travel standalone or Concur Travel with Expense, Invoice, and/or Request.

**BUSINESS PURPOSE / CLIENT BENEFIT**

This change ensures that the SAP Concur homepage is available even when some services are unavailable and improves the consistency of the sign in experience.

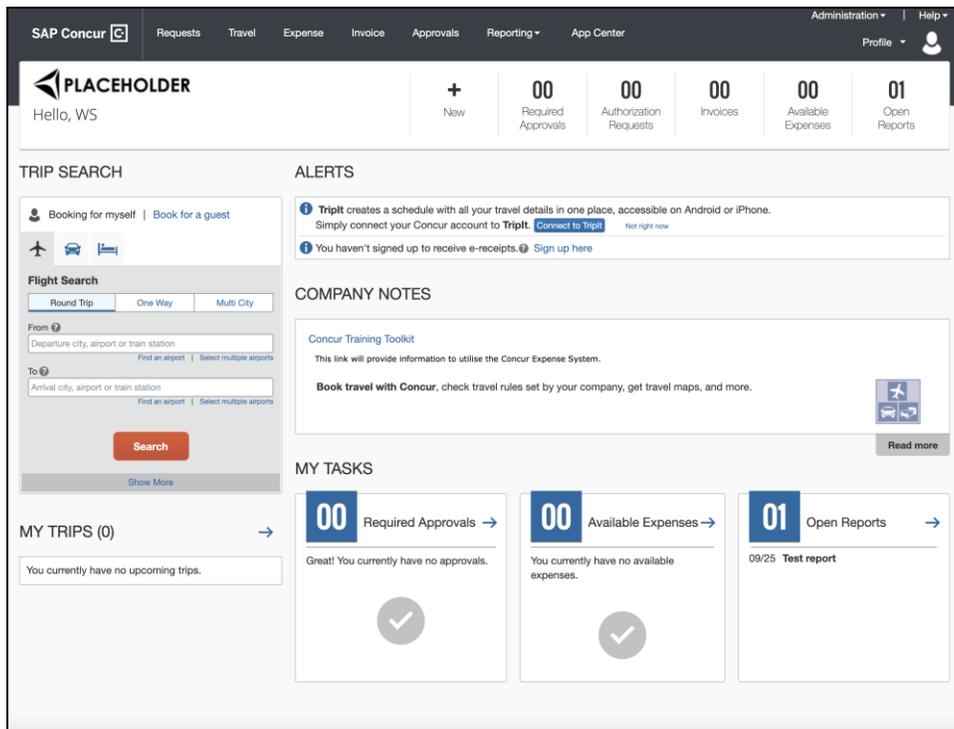
**What the User Sees**

With the old homepage, when a user signs into their SAP Concur products, they see their homepage.

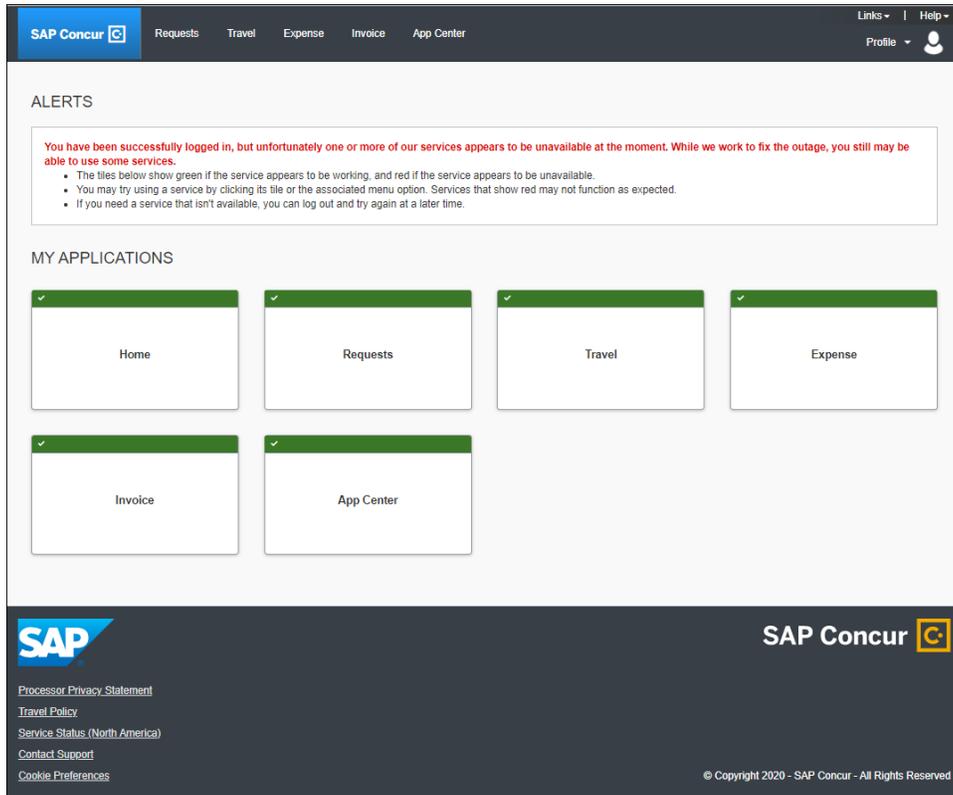
---

**NOTE:** The appearance of the homepage varies depending on which products and services are enabled for the client and the permissions assigned to the user.

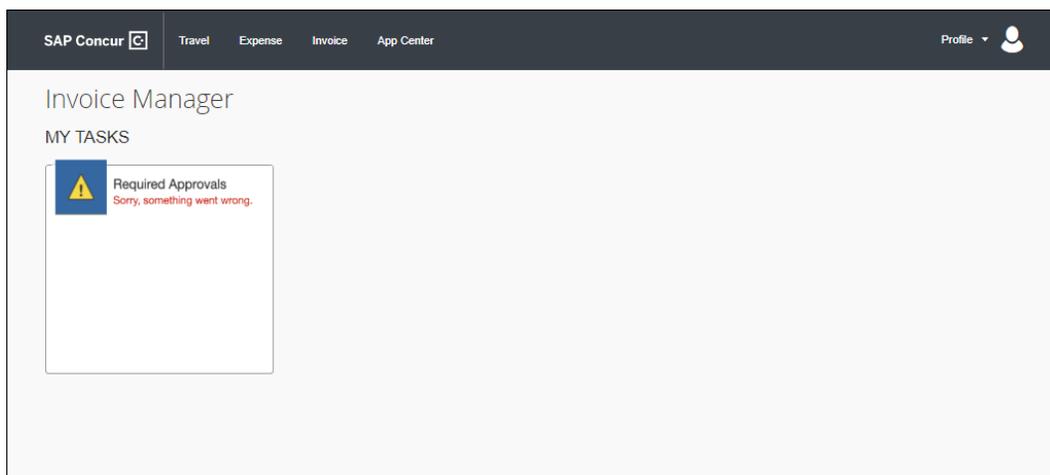
---



If some products or services are unavailable while other products and services are up and running, a modified version of the user's homepage similar to the following appears:

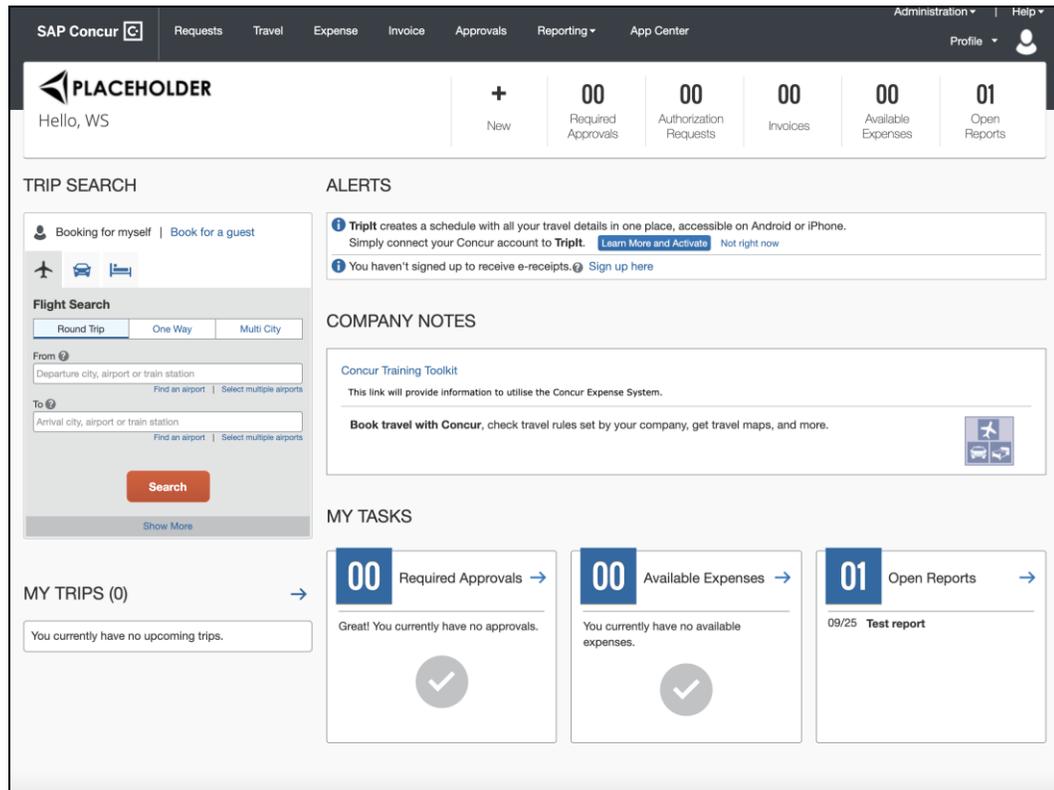


After a client is migrated to the new homepage, if one or more services are unavailable, when a user signs in to their SAP Concur products, they will see the usual homepage, but if the user navigates to a page for a service that is unavailable, they will see a page similar to the following:



After migration to the new homepage, if all services are available, this change is transparent to the user and they see a homepage that is identical to the pre-migration homepage.

## Example Homepage



### Configuration / Feature Activation

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

## NextGen UI for Concur Request

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

Information First Published	Information Last Modified	Feature Target Release Date
November 2019	September 17, 2021	October 1, 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

### Overview

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

Concur Request customers are now strongly encouraged to preview and then move to the NextGen UI well before the automatic transition date of **October 1, 2022**.

## **BUSINESS PURPOSE / CLIENT BENEFIT**

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

## **Products and Users Affected**

To take advantage of these improvements, Concur Request customers who do not move before October 1, 2022 will be automatically transitioned to the NextGen UI for Concur Request. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes will apply to:

- Concur Request (Professional/Premium and Standard) end users

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**NOTE:** There are no changes for admins.

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## **IMPORTANT! Timeline and Milestones**

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

- **Opt-In Period: July 2020 – September 2021**

This milestone is marked by the delivery of most planned features as well as further overall quality and stability.

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

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

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- **Active Move Period:** October 2021 – September 2022

This is the 12-month notice period we committed to for customers to complete the transition before the automatic transition date.

Customers are strongly encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Active Move Period.

- **Automatic Transition Date:** October 1, 2022

***All customers will be automatically transitioned to the NextGen UI.***

This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support.

## **Transition Materials – Guides and Other Resources**

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

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

The links above provide access to the following:

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

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

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**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.

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- **Release information:** During the Active Move Period, the release of the enhancements will **not** be on the regular release schedule. Instead, we will provide special 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.

# SAP Concur App Center

## Ability to Disable/Hide Enterprise Applications

### Overview

With the October 2021 release, administrators will be able to control which Enterprise Applications are visible and/or active in their company's SAP Concur App Center. Prior to this release, administrators could disable and hide User Applications within the SAP Concur App Center. This update expands that functionality to Enterprise Applications.

**⚠ IMPORTANT:** If any employees are connected to an application via the SAP Concur App Center, disabling the application will break those connections and block future connections.

### BUSINESS PURPOSE / CLIENT BENEFIT

This update provides greater control to administrators over the apps that appear in their company's SAP Concur App Center.

### What the User Sees

Disabled apps will not appear in the company's SAP Concur App Center. If a user accesses a disabled app via a direct link or login link from the public SAP Concur App Center, they will see a message that the app is unavailable:

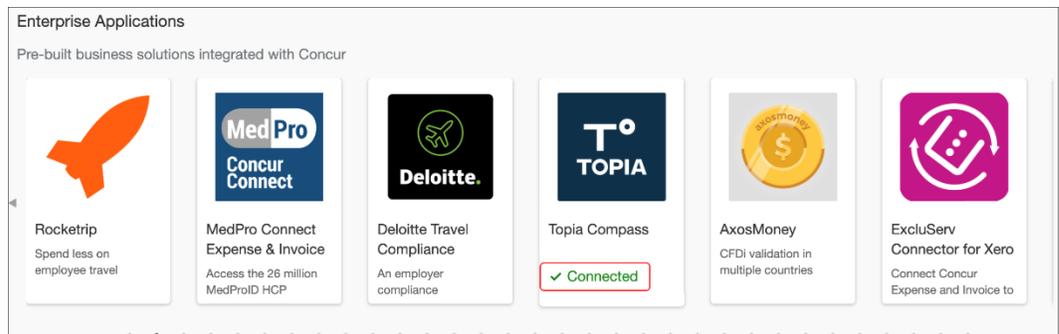
The screenshot shows the SAP Concur App Center interface. At the top, there is a navigation bar with 'SAP Concur' logo, 'Travel', 'Reporting', 'App Center' (highlighted), and 'Links'. On the right, there are options for 'New Theme', 'Administration', 'Help', 'Off', and 'Profile'. Below the navigation bar, the main content area is titled 'App Center' and includes a search bar with the text 'Search by Application, Partner, or Keyword' and a 'Search' button. A 'Need Help?' link is also present. The main content area displays a message: 'This app is unavailable as it is not authorized by your company.' This message is highlighted with a red box. Below the message, there is a card for 'Uber for Business' with the Uber logo and the text 'Now Part of the Perfect Trip'. To the right of the Uber card is an 'Activate' section with the text 'Connect app to Concur. This action requires administrative access.' and a 'Request Information' link. Below the Uber card, there is an 'IMPORTANT NOTE' and a 'Read More' link. At the bottom, there is a section titled 'Works with these Concur Offerings:' with a list of offerings: 'Expense - Standard' and 'Travel - Professional'.

## Configuration / Feature Activation

**⚠ IMPORTANT:** To avoid service disruptions, it is highly recommended to confirm that your organization is not connected to an Enterprise Application before disabling it.

▶ **To verify whether your organization is connected to an application:**

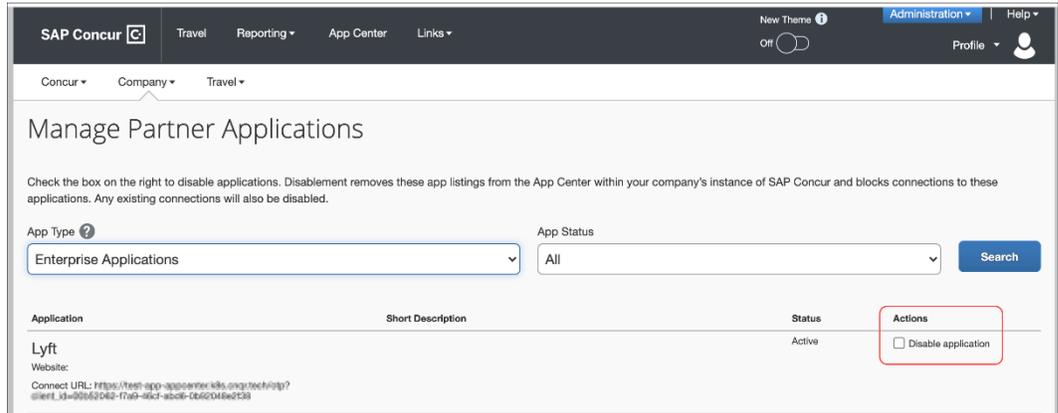
1. Log in to your SAP Concur solution.
2. Click **App Center**.
3. In the **Enterprise Applications** area, check the desired app for the **Connected** status.



▶ **To disable an enterprise application:**

1. Log in to your SAP Concur solution as a user with the correct permission:
  - ◆ **Professional Edition:** Web Services Admin
  - ◆ **Standard Edition:** Can Administer
2. Click **Administration > Company > Web Services > Manage Partner Applications**.
3. Select *Enterprise Applications* in the filter.
4. Click **Search**.

- For the desired application, select the **Disable Application** check box.



- Click **Confirm** on the dialog. The listing for that enterprise application will be removed from your company’s SAP Concur App Center and connections will be disabled.

## 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	June 11, 2021	June 1, 2021
Any changes since the previous monthly release will be highlighted <b>in yellow</b> in this release note.		

#### **Overview**

As of May 31, 2021, the existing Concur Request APIs (v1.0, v3.0 and v3.1) are deprecated. On June 1, 2021, SAP began retiring these APIs in accordance with the [SAP Concur API Lifecycle & Deprecation Policy](#). These APIs are replaced by the Concur Request v4 APIs. SAP will no longer support these APIs after retirement.

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

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

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

**BUSINESS PURPOSE / CLIENT BENEFIT**

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

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

**Web Services Administration**

**\*\*Ongoing\*\* Application Connector Username and Password Length Requirements Updated**

Information First Published	Information Last Modified	Feature Target Release Date
June 18, 2021	October 8, 2021	Future Release, 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**

To meet new security requirements, the length of the username and password associated with an application connector on the **Application Connectors** page must be at least 10 characters long and not more than 50 characters long.

Some clients currently have usernames and passwords configured that do not meet these parameters.

In an upcoming release, the 10-character minimum and 50-character maximum will be enforced. If the usernames and passwords are not updated prior to this change, some aspects of SAP Concur solutions might stop working. For example, workflow steps will not complete if using notifications, LEU windows will not open, and there will be no results in fields using fetch lists.

To avoid disruption of callouts through application connections and subsequent disruption of some end-user tasks, SAP recommends updating your application connector username(s) and password(s) as soon as possible.

Application connection usernames and passwords can be updated by an administrator with the Company Administrator or Web Services Administrator role.

**NOTE:** For admins working with Standard entities, a user with the Concur Expense **Can Administer** permission has the **Web Services Administrator** role.

**BUSINESS PURPOSE / CLIENT BENEFIT**

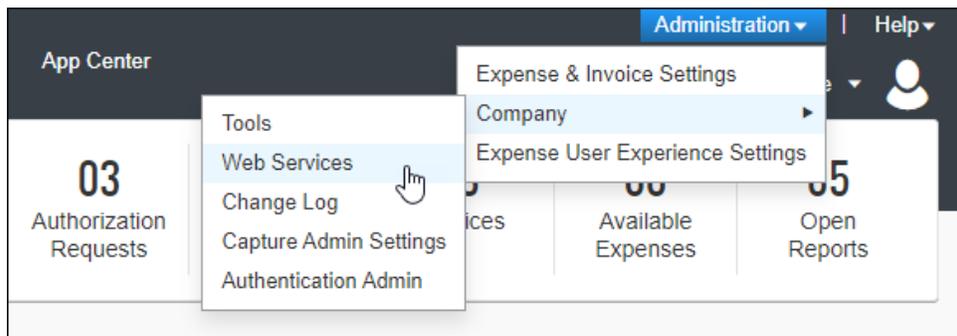
Enforcing password and username length restrictions improves the security standards for callouts made through the application connector.

**Configuration / Feature Activation**

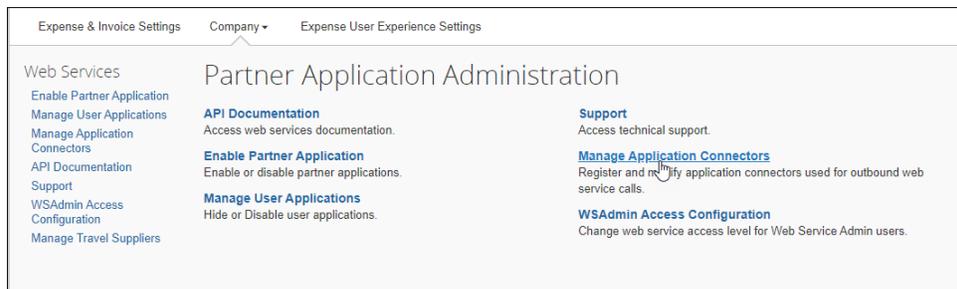
Username and passwords for application connectors are configured on the **Manage Application Connectors** page.

► **To change the username and password for an application connector:**

1. Click **Administration > Company > Web Services**.



2. Click **Manage Application Connectors**.



3. Choose the application connector you want to update and then click **Modify**.



4. Enter the new username and password and then click **Test Connection**.

5. Click **Save**.

---

**NOTE:** After you update the username and password for an application connector, you must click **Test Connection** to verify the changes before the application connector can be used for any of the callout services.

---



For more information, refer to [Callouts and Application Connectors](#) on the SAP Concur Developer Center.

## Workflow

### External Validations and Workflow Event Notifications

#### Overview

SAP Concur administrators can now configure event notifications at the workflow step level. When a request reaches a specific step in a workflow that is configured for external notifications, a third-party application will be prompted to complete the required action on the corresponding request.

#### BUSINESS PURPOSE / CLIENT BENEFIT

This update provides SAP Concur administrators with more flexibility, as they can now create notifications for multiple steps across the workflow for third-party applications.

Customers have use cases and business processes that need to occur in parallel as requests move through the workflow in Concur Request. These event notifications are an efficient way to start those processes so that requests are approved on time.

#### What the SAP Concur Administrator Sees

On the **Workflows** tab of the **Workflows** page (**Administration > Request > Request Admin > Workflows**), the SAP Concur administrator can configure the event notification.

## What the User Sees

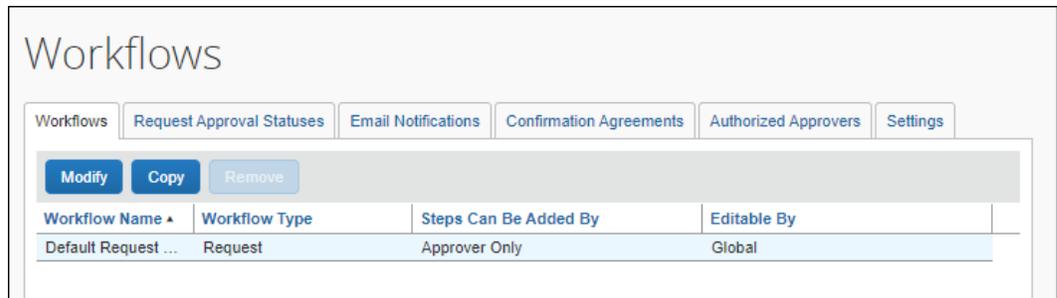
The user will not see a notification nor need to respond to an email or alert, as the event notification is received and responded to in the third-party application's underlying code.

## Configuration / Feature Activation

The SAP Concur administrator can configure an event notification for a workflow step by modifying the workflow step's condition on the **Modify Workflow Step** page.

### ► To configure an event notification

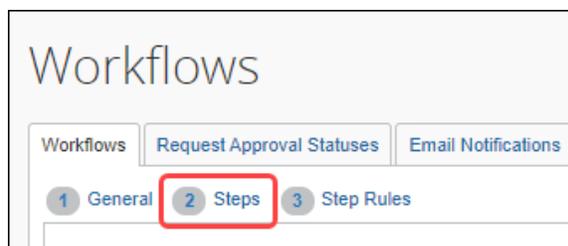
1. Click **Administration > Request > Request Admin > Workflows**. The **Workflows** page opens on the **Workflows** tab.



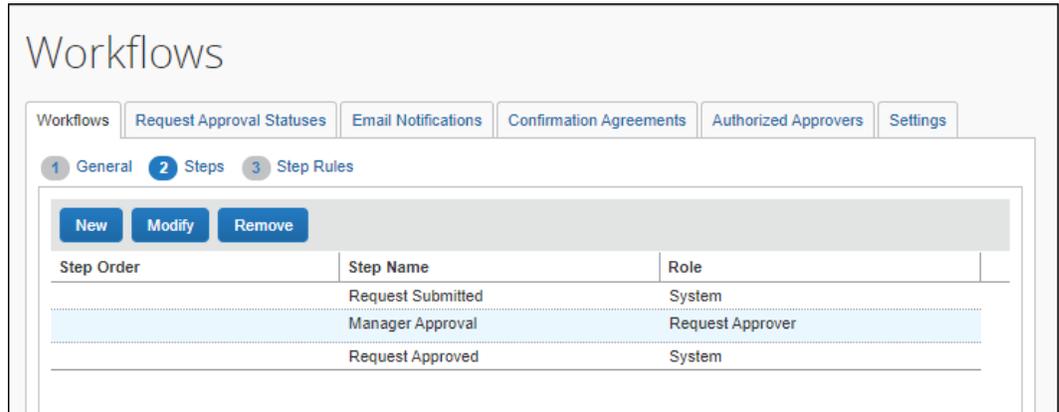
2. Select the workflow you want to modify. Once selected, the row turns blue and the **Modify** button becomes available.



3. Click **Modify**.
4. Click **Steps** to open the **Steps** section of the **Workflows** tab.



- Select the step where you want to create an external notification. Once selected, the step's row is highlighted.



- Click **Modify**. The **Modify Workflow Step** page opens.

The 'Modify Workflow Step' dialog box contains the following fields and options:

- Step Name:
- Role:
- Approver Editable By:
- Deletable By:
- Initial Status:
- Approval Actions:
- Agency Approval Notification:
- Enter Step Employee Notification:
- Email Employee when step is complete:
- Can exit step with blocking exceptions:
- Send external notification when the request stops at this step:

Buttons:

**NOTE:** The **Send external notification when the request stops at this step** option is only available for steps you can modify in the workflow.

7. In the **Role** list, select *External System*.

Modify Workflow Step
✕

---

Step Name:

**Role:**

Approver Editable By:

Deletable By:

Initial Status:

Approval Actions:

Agency Approval Notification:

Enter Step Employee Notification:

Email Employee when step is complete:

Can exit step with blocking exceptions:

Send external notification when the request stops at this step:

Step Code:   
! This field is required

---

**NOTE:** When the External System role is selected, the SAP Concur administrator can configure any workflow step prior to extract as an external validation step. In addition, the workflow step is no longer limited to its order in the steps in the workflow; the workflow step can be moved up and down.

When *External System* is selected, the **Step Code** field displays.

Modify Workflow Step
✕

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Step Name:	<input type="text" value="Manager Approval"/>
Role:	<input style="border-bottom: 1px solid #ccc; border-right: 1px solid #ccc; border-left: 1px solid #ccc; border-top: 1px solid #ccc; width: 100%;" type="text" value="External System"/> ▾
Approver Editable By:	<input style="border-bottom: 1px solid #ccc; border-right: 1px solid #ccc; border-left: 1px solid #ccc; border-top: 1px solid #ccc; width: 100%;" type="text" value="Employee Only"/> ▾
Deletable By:	<input style="border-bottom: 1px solid #ccc; border-right: 1px solid #ccc; border-left: 1px solid #ccc; border-top: 1px solid #ccc; width: 100%;" type="text" value="No One"/> ▾
Initial Status:	<input style="border-bottom: 1px solid #ccc; border-right: 1px solid #ccc; border-left: 1px solid #ccc; border-top: 1px solid #ccc; width: 100%;" type="text" value="Submitted &amp; Pending Approval"/> ▾
Approval Actions:	<input style="border-bottom: 1px solid #ccc; border-right: 1px solid #ccc; border-left: 1px solid #ccc; border-top: 1px solid #ccc; width: 100%;" type="text" value="Approve, Sent Back to Employee"/> ▾
Agency Approval Notification:	<input style="border-bottom: 1px solid #ccc; border-right: 1px solid #ccc; border-left: 1px solid #ccc; border-top: 1px solid #ccc; width: 100%;" type="text" value="None"/> ▾
Enter Step Employee Notification:	<input style="border-bottom: 1px solid #ccc; border-right: 1px solid #ccc; border-left: 1px solid #ccc; border-top: 1px solid #ccc; width: 100%;" type="text" value="None"/> ▾
Email Employee when step is complete:	<input checked="" type="checkbox"/>
Can exit step with blocking exceptions:	<input checked="" type="checkbox"/>
Send external notification when the request stops at this step:	<input checked="" type="checkbox"/>
Step Code:	<input style="border: 2px solid red;" type="text" value=""/> <span style="color: red; font-weight: bold; font-size: small;">! This field is required</span>

The step code serves as a filter for the third-party system to take action when the notification for this specific step is received. Clients define the **Step Code** based on their business needs (for example, PENDTRDPTY for pending third-party approval).

- In the **Step Code** field, enter a business purpose.

The **Step Code** will display as an attribute in the event scheme of the notification message that the third-party application receives. It can be used to filter the events for a particular workflow step when multiple workflow steps are configured for notifications with unique step codes. In the following example, **PENDTRDPTY** is equal to the event, Third-Party approval.

---

**NOTE:** The **Step Code** field has a 10-character limit.

---

The screenshot shows a configuration form with the following elements:

- Three checked checkboxes:
  - Email Employee when step is complete:
  - Can exit step with blocking exceptions:
  - Send external notification when the request stops at this step:
- A text input field labeled "Step Code:" containing the value "PENDTRDPTY". This field is highlighted with a red border.
- Two buttons at the bottom right: "Save" (blue) and "Cancel" (grey).

- Click **Save**. The workflow step is now configured to send an external notification when a request reaches the corresponding step in the workflow.



For more information about the event schema details for event notifications and configuring event notifications, refer to the *Workflow – Event Notifications* section in the *Concur Request: Workflow – General Information Setup Guide*.

## 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

---

## Accessibility

### Accessibility Updates

SAP implements changes to better meet current Web Content Accessibility Guidelines (WCAG). Information about accessibility-related changes made to SAP Concur solutions is published on a quarterly basis. You can review the quarterly updates on the [Accessibility Updates](#) page.

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

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

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

## Supported Browsers

### Supported Browsers and Changes to Support

For information about supported browsers and planned changes to supported browsers, refer to the [Concur Travel & Expense Supported Configurations](#) guide.

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

# 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.

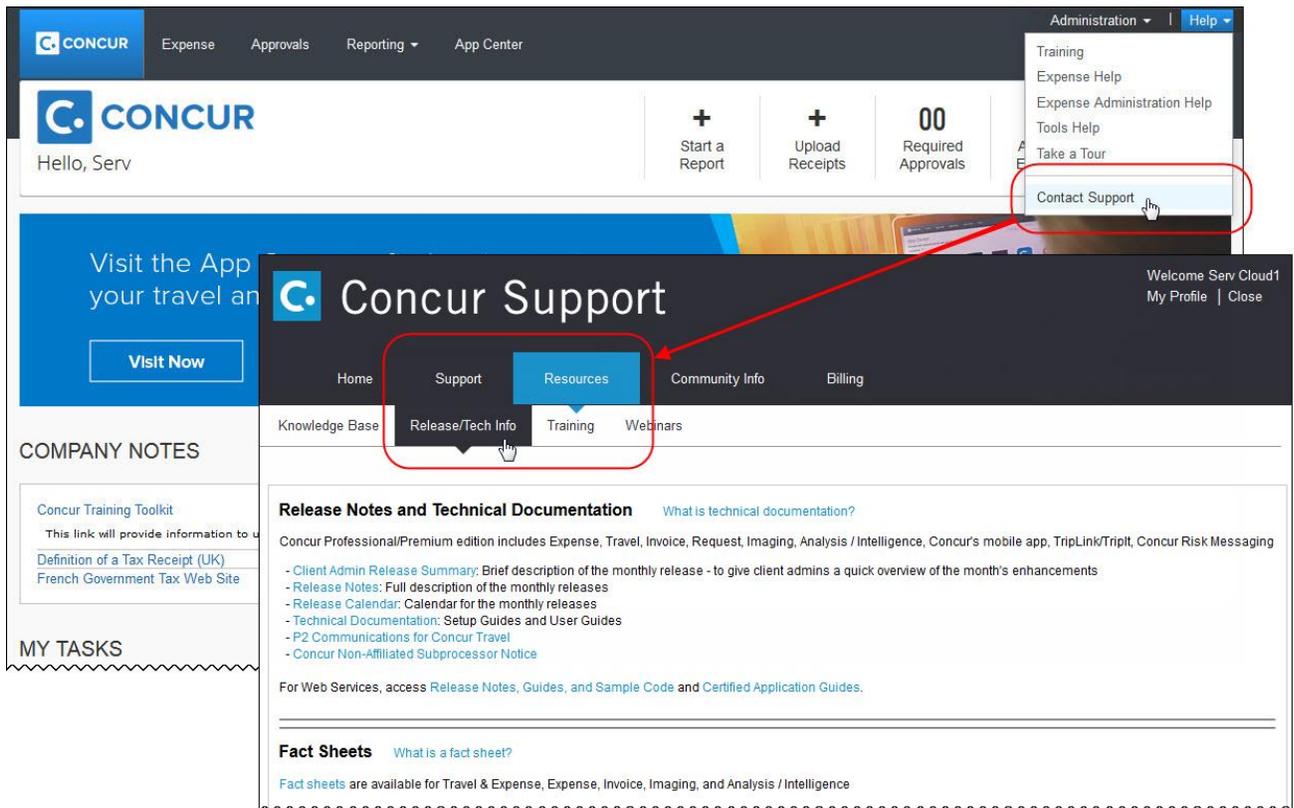
The screenshot shows the SAP Concur Online Help interface for Admins. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', 'App Center', and 'Links'. The 'Help' dropdown menu is open, showing 'Training', 'Request Help', and 'Request Administration 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
<b>Overview</b>	Jan 31 2018	DOC - PDF
Agency Proposals	Apr 11 2018	DOC - PDF
Allocations	Apr 17 2018	DOC - PDF
Attendees	Jun 21 2016	DOC - PDF

## SAP Concur Support Portal – Selected Users

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

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



# Cases

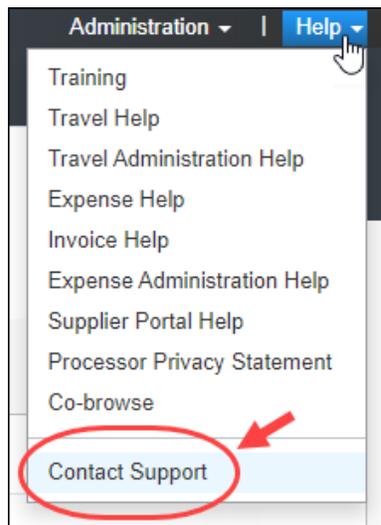
---

## Steps for Getting a Status

Each service release contains case resolutions.

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

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

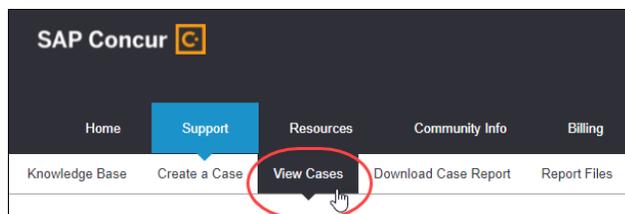



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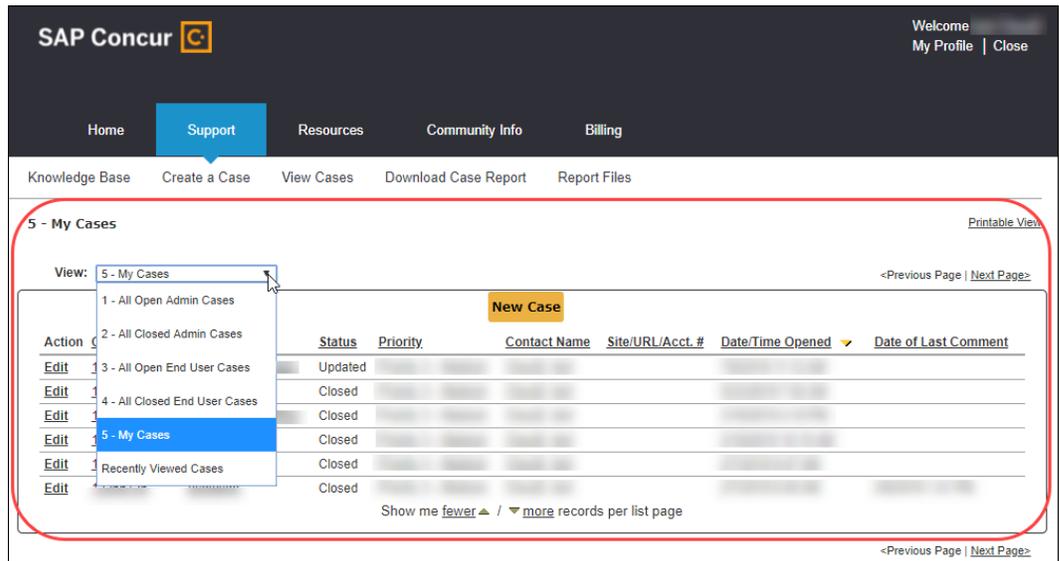
**NOTE:** If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

---

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 2021 release	

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<b>SAP Concur Release Notes</b>	
<b>Concur Request Professional/Premium</b>	
<b>Month</b>	<b>Audience</b>
Release Date: November 13, 2021 Initial Post: <b>Wednesday, November 10, 2021</b>	Client – <b>FINAL</b>

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# Release Notes

---

## Authentication

### CES SSO Decommissioned

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

#### **Overview**

The Concur Expense Service (CES) SSO was decommissioned on October 29, 2021.

SAP Concur now provides a Single Sign-On self-service option that enables client admins to setup their SAML v2 connections without involving an SAP Concur admin.

#### **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**

CES SSO was configured by an SAP Concur admin. As of October 29, 2021, CES SSO is no longer configurable and clients must use the Single Sign-On self-service option to setup their SAML v2 connections.



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

### New Company Request Token Self-Service Tool

#### **Overview**

A new Company Request Token self-service tool is now available to SAP Concur admins who have been assigned the **Company Admin** or **Web Services Admin** role.

---

**NOTE:** For admins working with Concur Standard entities, a user with the **Can Administer** permission has the **Web Services Administrator** role.

---

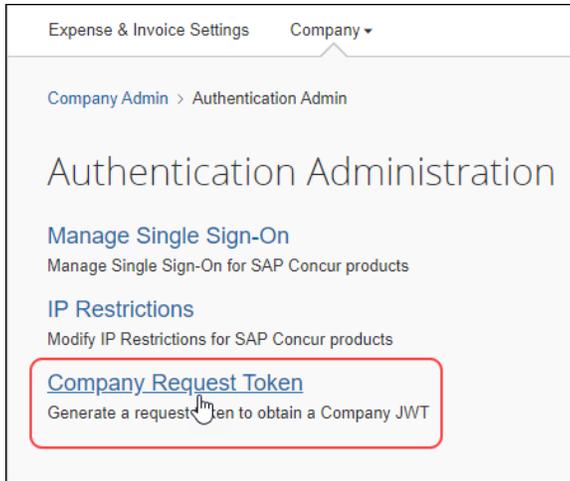
The Company Request Token self-service tool enables clients to generate the Company Request Token that is required to request a JSON web token (JWT) when connecting to APIs in the SAP Concur platform.

**BUSINESS PURPOSE / CLIENT BENEFIT**

The Company Request Token self-service tool enables clients to generate Company Request Tokens without contacting SAP Concur support. This tool also enables clients 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**

Admins with the required permissions see a link to the **Company Request Token** page on the **Administration > Company > Authentication Administration** page.



After clicking **Company Request Token**, the admin sees the **Company Request Tokens** page.

Expense & Invoice Settings   Travel Settings   Company ▾

## Company Request Tokens

Company request tokens are temporary tokens that expire after 24 hours and can be used to obtain company JWTs. Enter your app ID below to generate one.

App ID \*

The JWTs you generate using your company request token will be scoped to this app.

**Submit**

### Completing the process of obtaining a Company JWT

1. 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.
2. 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.
  - <client\_id>
  - <client\_secret>
  - <company\_UUID>
  - <request\_token>

```
curl -X POST 'https://integration.api.concursolutions.com/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 'credentialtype=authtoken'
```

For more information on Password Grant, please view the following page:  
[https://developer.concur.com/api-reference/authentication/apidoc.html#password\\_grant](https://developer.concur.com/api-reference/authentication/apidoc.html#password_grant)
3. 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://integration.api.concursolutions.com/oauth2/v0/token"
}
```
4. 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](https://developer.concur.com/api-reference/authentication/apidoc.html#refresh_token)
5. 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>

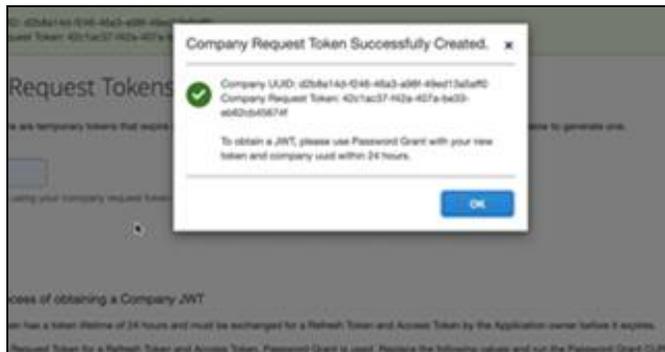
On the **Company Request Tokens** page, the admin enters their Client ID in the **App ID** field, and then clicks **Submit**.

---

**NOTE:** Clients can obtain a Client ID through one of the following methods:

- Clients with SAP Concur Client Web Services who have requested access to the self-service tool for application management can generate a Client ID using the self-service tool.
  - Clients who do not have SAP Concur Client Web Services can contact SAP Concur support to obtain an App ID as needed.
- 

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.

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**

There are no configuration or activation steps; this page is automatically available to admins with the required permissions.



For more information about using the self-service tool to obtain a Client ID, refer to the *Self-Service Tool for Application Management* release note in this document.

# Client Web Services

## Self-Service Tool for Application Management

### Overview

Beginning with the October release, clients who have SAP Concur Client Web Services can request access to a new application management self-service tool, **OAuth 2.0 Application Management**. This self-service tool is enabled by the Client Web Services team for SAP Concur Web Services clients who request it.

---

**NOTE:** The **OAuth 2.0 Application Management** self-service tool can be used to create OAuth2 compliant applications. Legacy authentication was deprecated in 2017 and is not supported by this tool.

---

When enabled, the tool is available from the **Authentication Administration** page to admin users who have been assigned the **Web Services Admin** role.

---

**NOTE:** For admins working with Standard entities, a user with the **Can Administer** permission has the **Web Services Administrator** role.

---

### BUSINESS PURPOSE / CLIENT BENEFIT

The **OAuth 2.0 Application Management** tool enables clients to generate Client IDs (App IDs) and Client Secrets without contacting SAP Concur support.

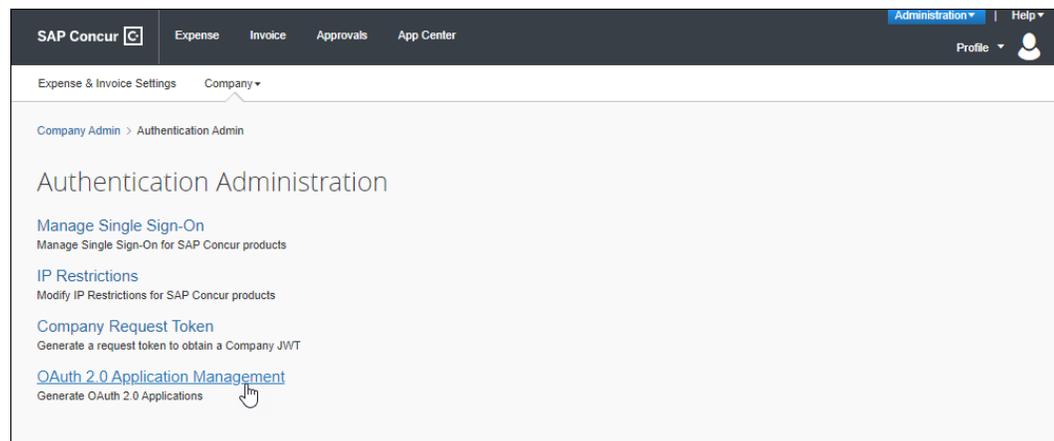
---

**NOTE:** Clients who do not have SAP Concur Client Web Services can still contact SAP Concur support to obtain an App ID as needed.

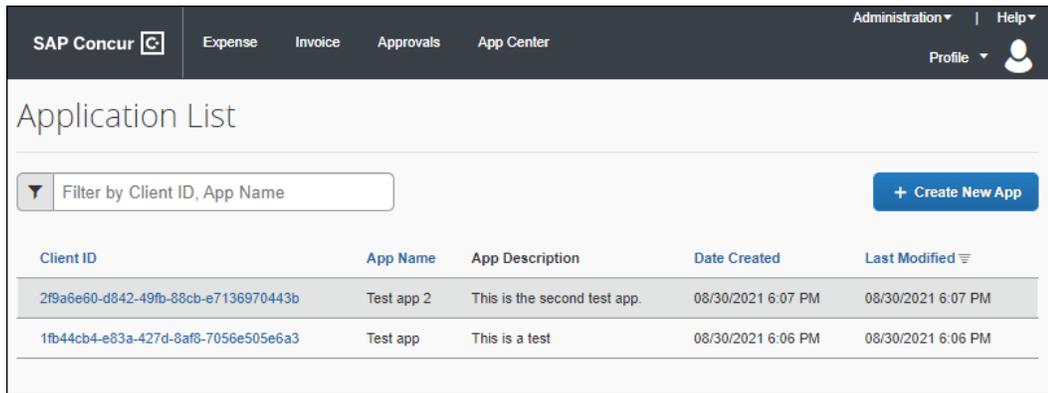
---

### What the Admin Sees

When the tool is enabled, the Web Services Admin sees a link to the **OAuth 2.0 Application Management** tool when they navigate to the **Administration > Company > Authentication Admin** page.

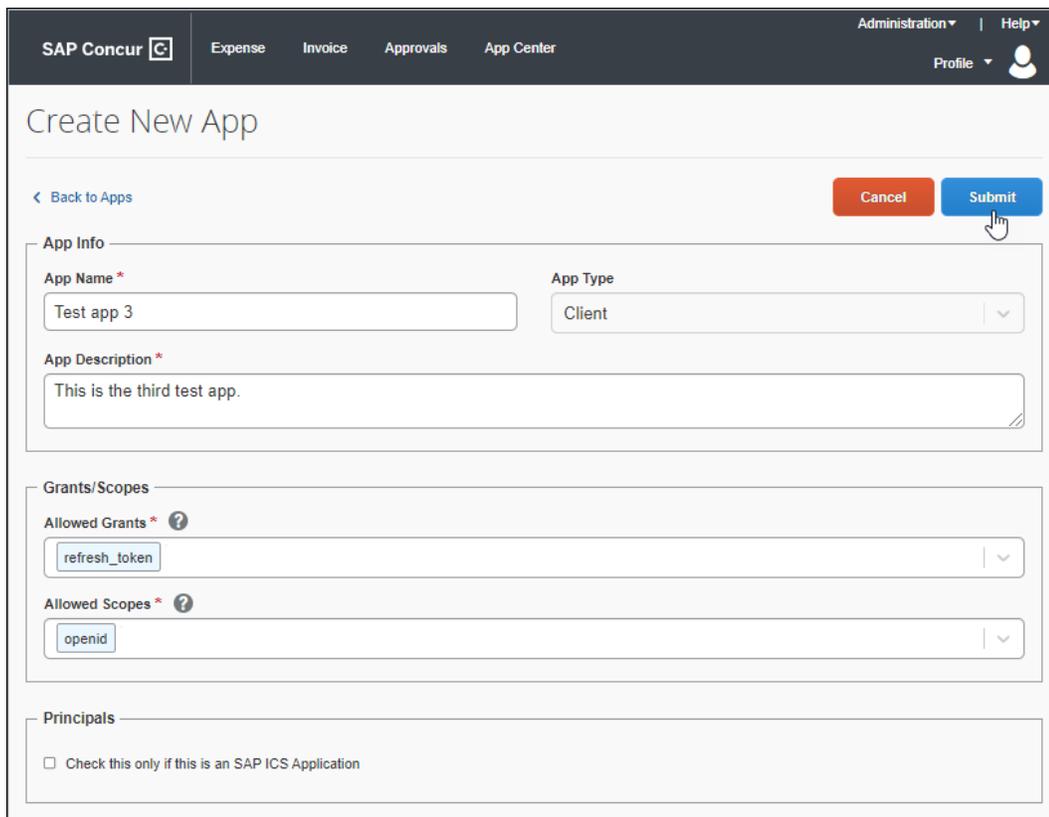


Clicking **OAuth 2.0 Application Management** open the **Application List** page.

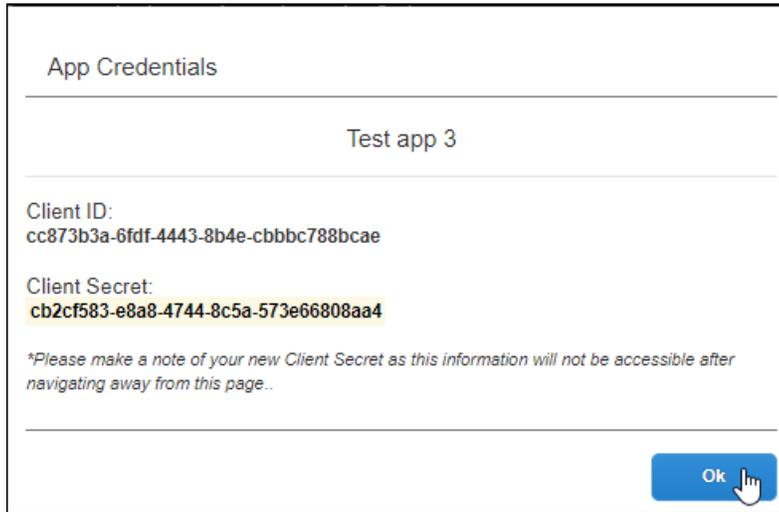


On the **Application List** page, the admin sees a list of previously created applications. Clicking on the **Client ID** for an application opens the **App Details** page for that app. The admin can also click **Create New App** to open the **Create New App** page and configure a new app.

On the **Create New App** page, the admin enters a name for the new app, and a description of the app.



After they click **Submit**, the **App Credentials** page appears. The **App Credential** page displays the **Client ID** and **Client Secret**.



The screenshot shows a web interface titled "App Credentials" for "Test app 3". It displays the following information:

- Client ID: cc873b3a-6fdf-4443-8b4e-cbbbc788bcae
- Client Secret: cb2cf583-e8a8-4744-8c5a-573e66808aa4

A note below the secret states: *\*Please make a note of your new Client Secret as this information will not be accessible after navigating away from this page..*

An "Ok" button is located at the bottom right of the form.

---

**NOTE:** The admin should make note of the **Client Id** and **Client Secret** for future reference.

---

After they click **Ok**, the **App Details** page appears. On the **App Details** page, the admin can review the **Client ID**, click **Edit** to update the application details, click **Client Secrets** to review the current **Client Secret** or generate a new **Client Secret**, and the admin can enable or disable the app.

The screenshot shows the 'App Details' page with the following sections:

- App Info:**
  - Client ID: cc873b3a-6fdf-4443-8b4e-cbbbc788bcae
  - App Type: Client
  - App Name: Test app 3
  - App Description: This is the third test app.
- Grants/Scopes:**
  - Allowed Grants: refresh\_token
  - Allowed Scopes: openid
- Principals:**
  - Check this only if this is an SAP ICS Application
- Enabled:**
  - Buttons: Yes (checked), No (being clicked)

### **Configuration / Feature Activation**

The **OAuth 2.0 Application Management** tool can be enabled on request by the Client Web Services team for clients with SAP Concur Client Web Services; when enabled, this tool is accessible to admins with the Web Services Admin role.

## File Transfer Updates

### **\*\*Ongoing\*\* Mandatory SFTP with SSH Key Authentication**

Information First Published	Information Last Modified	Feature Target Release Date
April 9, 2021	April 16, 2021	Ongoing in 2021
Any changes since the previous monthly release will be highlighted <b>in yellow</b> in this release note.		

#### **Overview**

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

As of April 10, 2021, non-SFTP (Secure File Transfer Protocol) protocols and SFTP password authentication are not allowed to connect to SAP Concur for file transfers:

- Non-SFTP file transfer accounts must switch to SFTP with SSH Key Authentication.
- SFTP file transfer accounts that use password authentication must switch to SSH key authentication.
- SFTP password reset requests require the client to provide an SSH key for authentication.

---

**⚠ IMPORTANT:** If you are not using SFTP with SSH Key Authentication, you must take action to avoid disruption of your file transfer connections.

---

On April 12, 2021, SAP started disabling non-compliant file transfer connections. The process of disabling non-compliant accounts will continue throughout 2021. If you have multiple file transfer connections configured, this change applies to all of your file transfer connections.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.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**

Information First Published	Information Last Modified	Feature Target Release Date
March 6, 2020	July 9, 2021	Ongoing until January 24, 2022
Any changes since the previous monthly release will be 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 Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur is in the process of 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 January 24, 2022. 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](#).

## Rotating PGP Key Available for File Transfers

### Overview

Files transferred to SAP Concur products must be encrypted with the SAP Concur public PGP key, `concursolutionsrotate.asc`.

`concursolutionsrotate.asc`

- Key file is available in client's root folder
- Key ID 40AC5D35
- RSA 4096-bit signing and encryption subkey
- Key expires every 2 years
- Client is responsible for replacing the key before it expires
  - ◆ Next expiry date: September 4, 2022
  - ◆ SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key (key ID D4D727C0) remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

This announcement pertains to the following file transfer DNS endpoints:

- `st.concursolutions.com`
- `mft-us.concursolutions.com`
- `vs.concursolutions.com`
- `st-eu.concursolutions.com`
- `mft-eu.concursolutions.com`

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

The rotating public PGP key provides greater security for file transfers.

### **What the Administrator Sees**

An administrator with the required file transfer credentials can log into the file transfer site to retrieve the rotating public PGP key, `concursolutionsrotate.asc`, from the root directory.

**Configuration / Feature Activation**

Your internal file transfer administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

If assistance is required, please contact SAP Concur support.



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

**Localization****Translations for Distribute Term (Traditional Chinese)****Overview**

With the November release, SAP Concur is changing the following terms in the Traditional Chinese version of the SAP Concur user interface to bring consistency in translation of the term "Distribute":

English Term	Current Translation	Updated Translation
Distribution/Distributions	發放	分攤
Distributed/Distribute	發放	分攤

**NOTE:** This change might impact your company's internal documentation or training materials.

**BUSINESS PURPOSE / CLIENT BENEFIT**

These revisions provide a more accurate translation and improved user experience.

**Configuration / Feature Activation**

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

## Miscellaneous

### Concur Experience Optimizer (US)

#### **Overview**

On October 27, 2021, SAP released Concur Experience Optimizer.

Concur Experience Optimizer collects and analyzes employee sentiment and buying behavior data from SAP Concur solutions enabling clients to assess and make changes to improve the user experience, increase efficiency, better manage spending, help ensure compliance, and better align with their sustainability goals.

Concur Experience Optimizer is available to clients who meet the following criteria:

- The client has Concur Expense or Concur Travel & Expense.
- The client has Concur Intelligence or Consultative Intelligence.
- The client has licenses for Qualtrics Employee XM for IT.

Concur Experience Optimizer includes the following features:

- Diagnostic feedback templates to gather employee sentiment
- Dashboards to analyze and understand data
- Expert services to help interpret data and develop an effective response to findings
- Qualtrics platform to ensure availability, scalability, confidentiality, data privacy, and security

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

Concur Experience Optimizer helps clients to optimize their SAP Concur solutions to improve employee sentiment and efficiency, to help ensure compliance, and to support client sustainability goals.

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

This feature is available for purchase.



For more information, refer to the [Concur Experience Optimizer](#) page.

## New Permission to Enable Preview of Fiori Light Theme

### Overview

On September 20, 2021, a new permission, **SAP Fiori Theme Preview**, was added to the list of permissions in Concur Travel Professional edition. When the **SAP Fiori Theme Preview** permission is assigned to a user, the user sees a new switch in the header of their SAP Concur site. They will also see a **New Theme** info bubble.

The switch enables the user to switch from the SAP Concur standard theme, to the SAP Fiori Theme. The info bubble displays a brief message about the switch.

The new theme includes changes to visual elements such as fonts, colors, and icons. In addition, some top-level tabs and menu items are relocated to the **SAP Concur Home** menu. These changes are site-wide and apply to all of the user's SAP Concur products.

### BUSINESS PURPOSE / CLIENT BENEFIT

The SAP Fiori theme harmonizes the look and feel of the SAP Concur UI with the look and feel of other SAP products, providing a more consistent user experience. The permission enables a client admin to allow designated users to preview and test the SAP Fiori theme.

### What the Admin Sees

An admin with access to the **Administer Company Permissions** page, sees the **SAP Fiori Theme Preview** permission in the **Available Permissions** list.

► **To assign the SAP Fiori Theme Preview permission to a user:**

1. In the **Modify Permissions by** list, select **Users**.
2. In the **User Name** list, select the user to whom you want to assign the permission.
3. In the **Available Permissions** list, select **SAP Fiori theme Preview**.
4. Click **Add**, and then click **Save**.

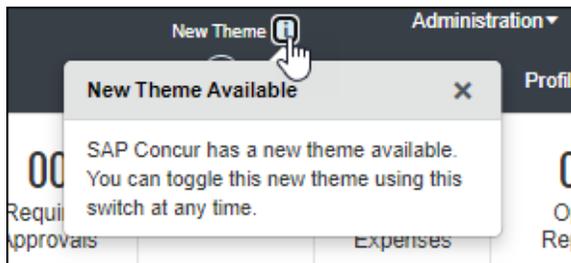
The next time the user signs in to their SAP Concur site, they will see the new switch.

### What the User Sees

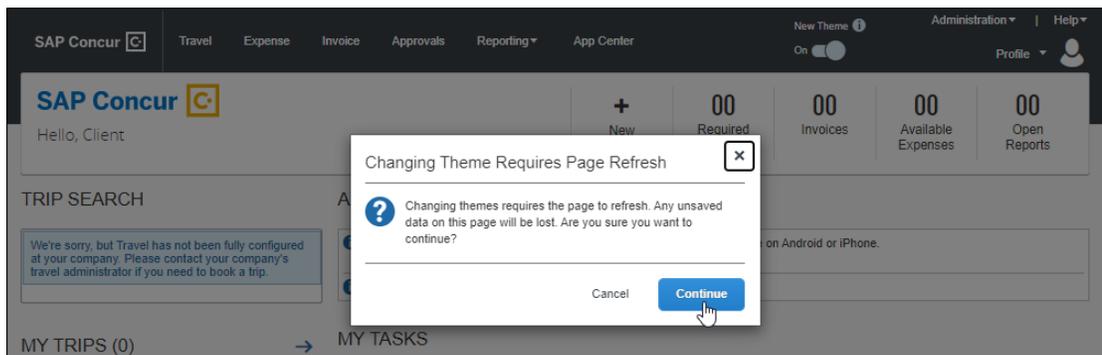
After the **SAP Fiori theme Preview** permission has been assigned to a user, the next time the user signs in to their SAP Concur site, they see the switch and the **New Theme** info bubble.



If they click on the info bubble, a brief description appears:



If the user toggles the switch to **On**, the following message appears:

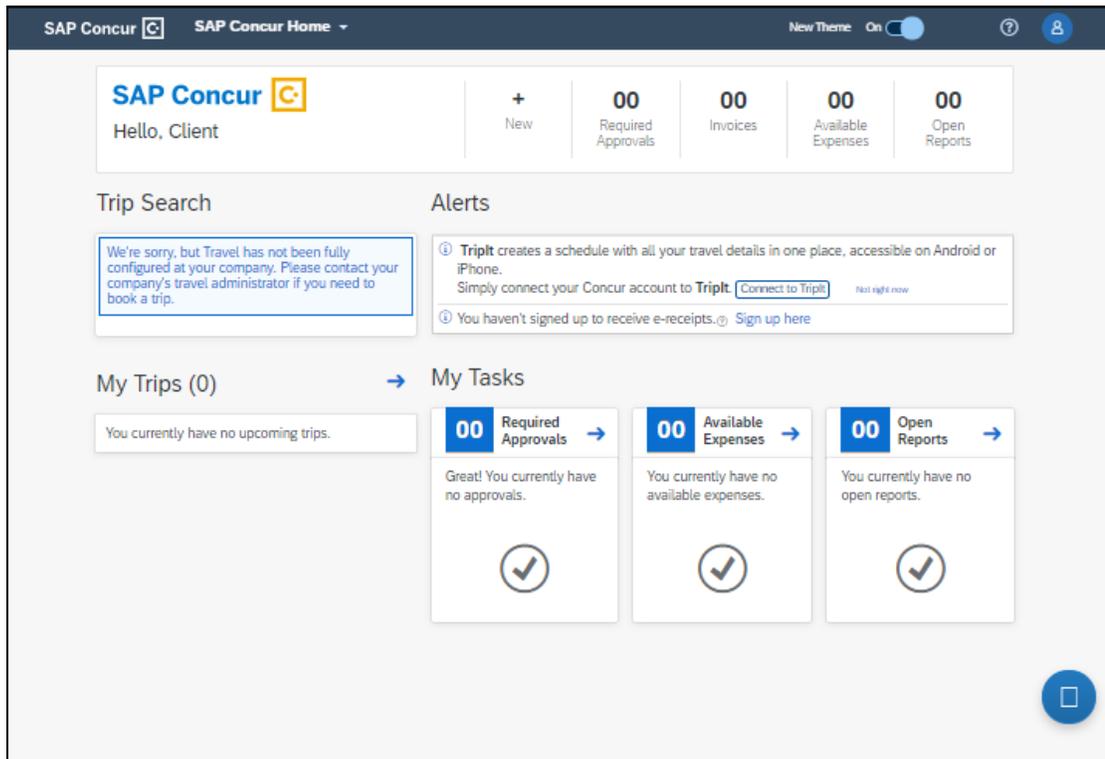



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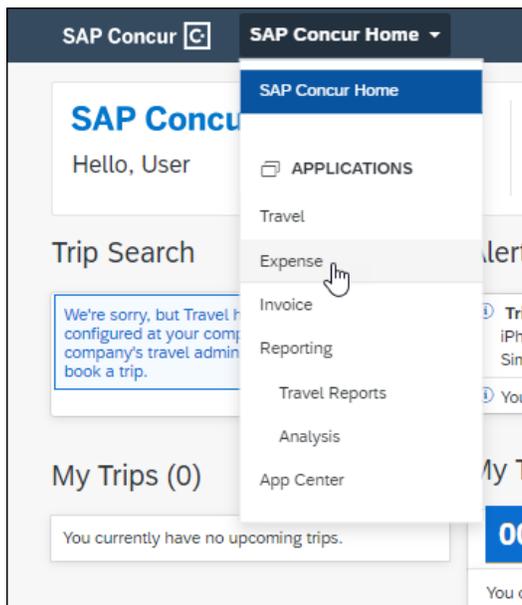
**NOTE:** The message also appears if the switch is toggle from **On** to **Off**.

---

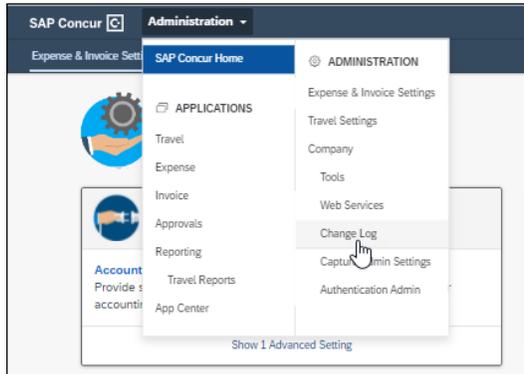
If the user clicks **Continue**, the page refreshes and is set to the SAP Fiori theme.



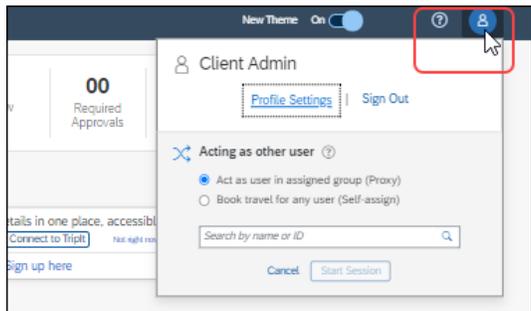
With the SAP Fiori Theme, the product tabs have moved to the **SAP Concur Home** menu.



If the user has admin permissions, they will also see the contents of the **Administration** menu in the **SAP Concur Home** list.

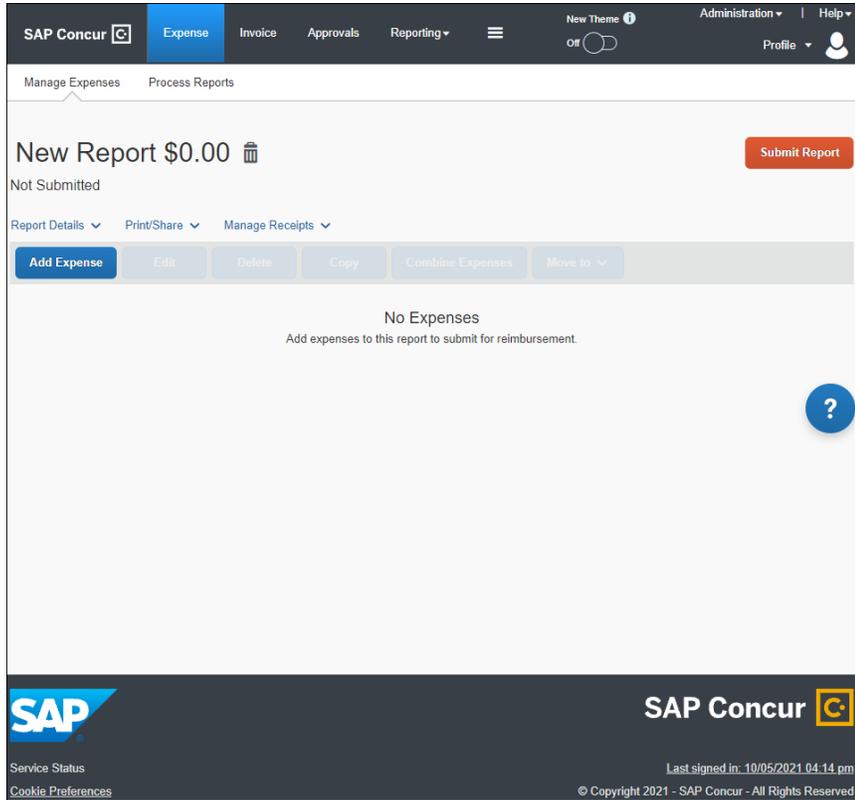


The user will also see icon changes. For example, the **Help** menu heading and the **Profile** dialog button are changed to icons.

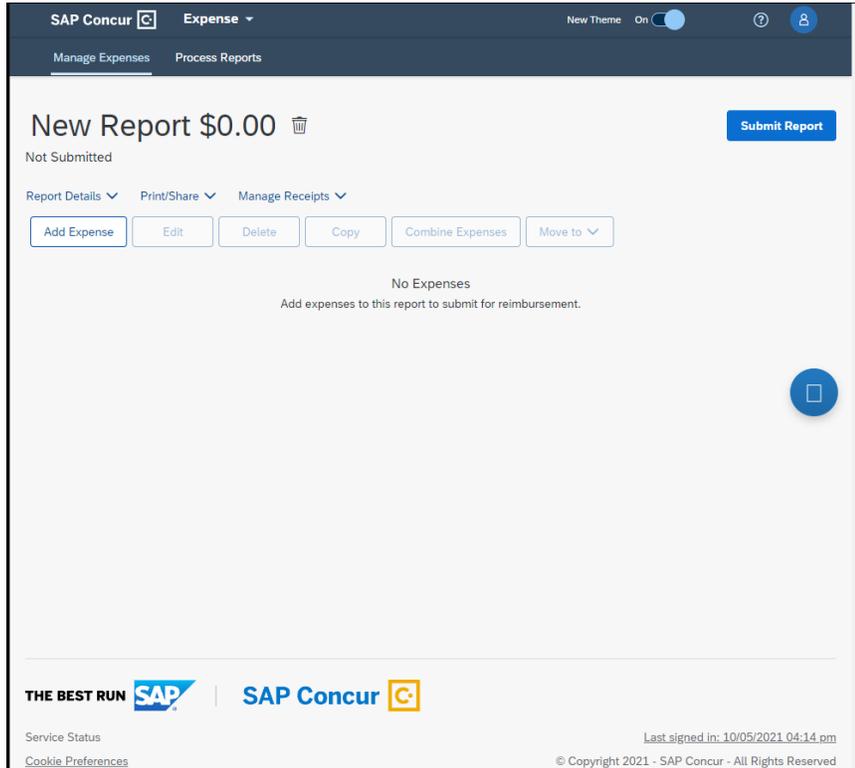


Product functionality is unchanged. Only the visual appearance of the pages is impacted. This is true for all products including NextGen Expense and Request.

### Example NextGen Expense Page Without the Fiori Theme



**Example NextGen Expense Page With the Fiori Theme**



**Configuration / Feature Activation**

An admin with access to the **Administer Company Permissions** page can assign the new **SAP Fiori Theme Preview** permission to designated users.

**\*\*Ongoing \*\* SAP Concur Homepage Changes**

Information First Published	Information Last Modified	Feature Target Release Date
October 8, 2020	--	Q4 2021 – Q2 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

**Overview**

In Q4, 2021, SAP Concur began redirecting clients to a new homepage. The appearance of the new homepage is identical to the previous SAP Concur homepage. The new homepage has enhanced functionality when services become temporarily unavailable.

The roll out of the new homepage is phased:

**Phase 1:** At the beginning of Q4, SAP Concur began redirecting Concur Expense, Concur Invoice, and Concur Request clients in the US Datacenter to the new homepage.

**Phase 2:** In November 2021, SAP Concur will begin redirecting Concur Expense, Concur Invoice, and Concur Request clients in the EU Datacenter to the new homepage.

**Phase 3:** In Q2 of 2022, SAP Concur will begin redirecting the remaining clients in the US and EU datacenters to the new homepage. The remaining clients include those with Concur Travel standalone or Concur Travel with Expense, Invoice, and/or Request.

**BUSINESS PURPOSE / CLIENT BENEFIT**

This change ensures that the SAP Concur homepage is available even when some services are unavailable and improves the consistency of the sign in experience.

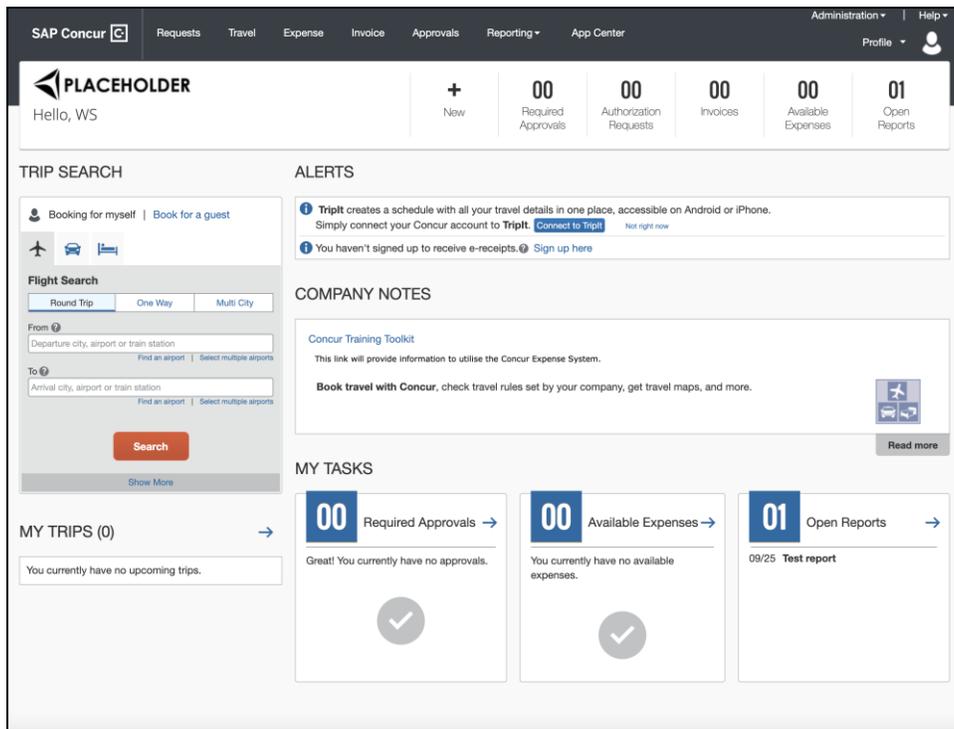
**What the User Sees**

With the old homepage, when a user signs into their SAP Concur products, they see their homepage.

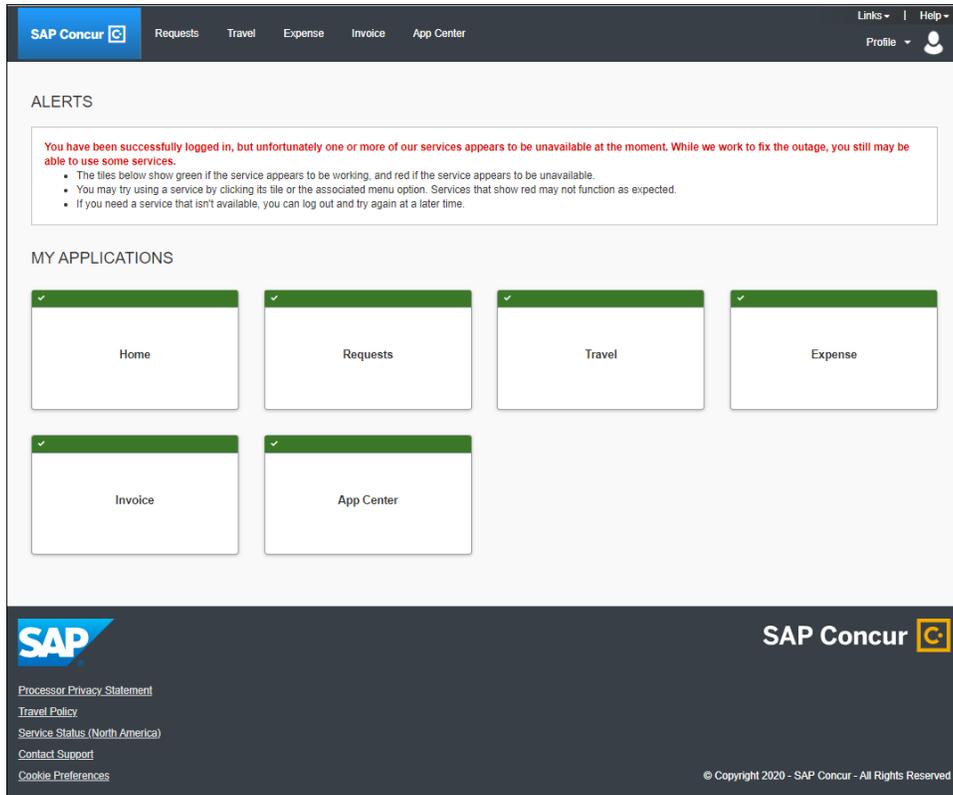
---

**NOTE:** The appearance of the homepage varies depending on which products and services are enabled for the client and the permissions assigned to the user.

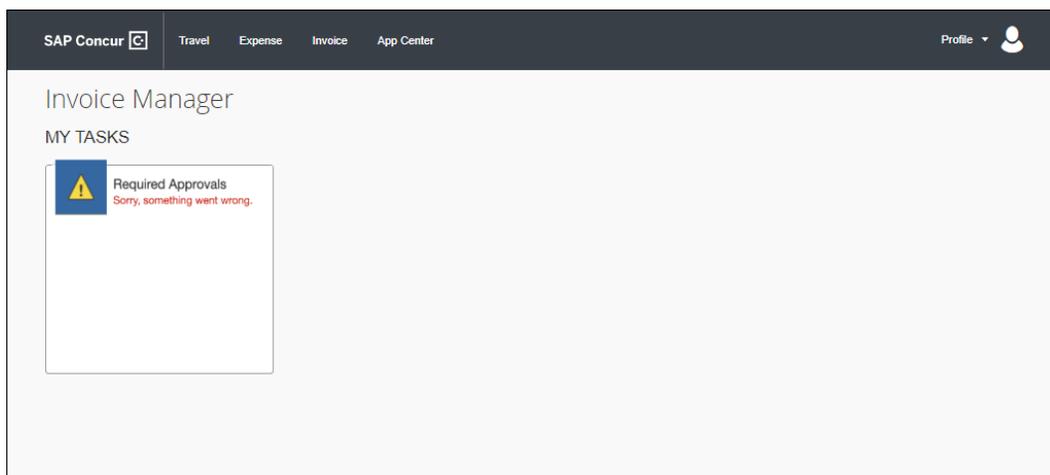
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If some products or services are unavailable while other products and services are up and running, a modified version of the user’s homepage similar to the following appears:

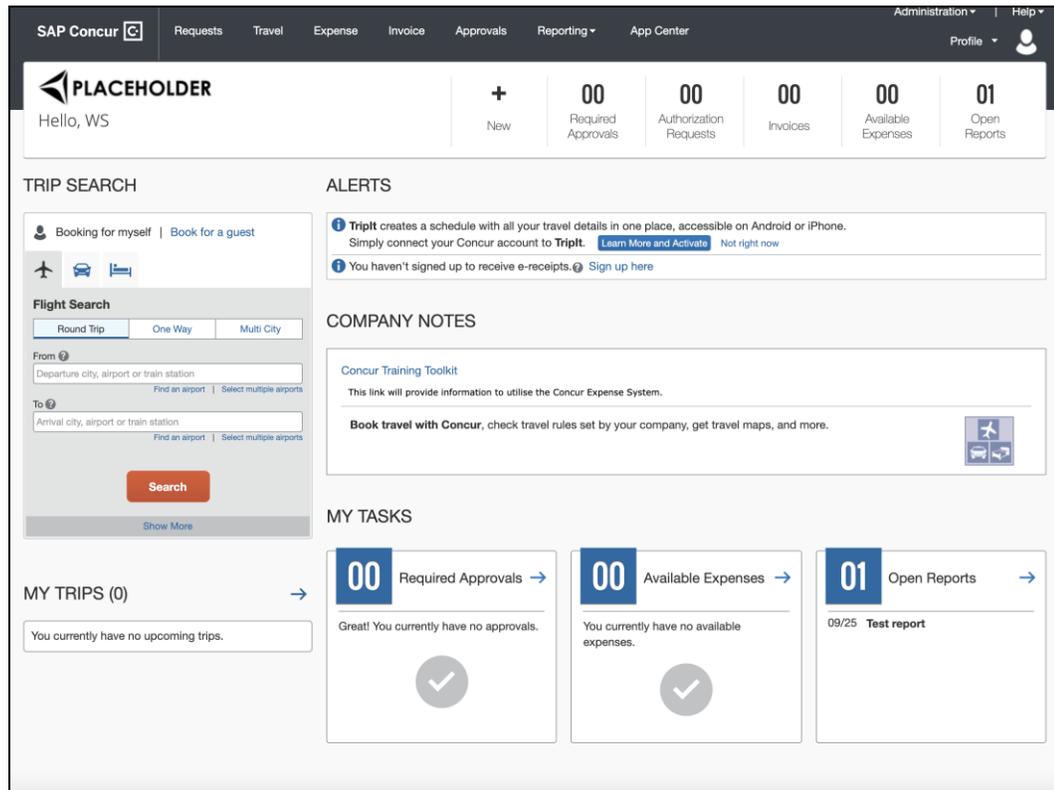


After a client is migrated to the new homepage, if one or more services are unavailable, when a user signs in to their SAP Concur products, they will see the usual homepage, but if the user navigates to a page for a service that is unavailable, they will see a page similar to the following:



After migration to the new homepage, if all services are available, this change is transparent to the user and they see a homepage that is identical to the pre-migration homepage.

## Example Homepage



### Configuration / Feature Activation

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

## NextGen UI for Concur Request

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

Information First Published	Information Last Modified	Feature Target Release Date
November 2019	September 17, 2021	October 1, 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

### Overview

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

Concur Request customers are now strongly encouraged to preview and then move to the NextGen UI well before the automatic transition date of **October 1, 2022**.

## **BUSINESS PURPOSE / CLIENT BENEFIT**

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

## **Products and Users Affected**

To take advantage of these improvements, Concur Request customers who do not move before October 1, 2022 will be automatically transitioned to the NextGen UI for Concur Request. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes will apply to:

- Concur Request (Professional/Premium and Standard) end users

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**NOTE:** There are no changes for admins.

---

## **IMPORTANT! Timeline and Milestones**

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

- **Opt-In Period: July 2020 – September 2021**

This milestone is marked by the delivery of most planned features as well as further overall quality and stability.

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

---

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

---

- **Active Move Period:** October 2021 – September 2022

This is the 12-month notice period we committed to for customers to complete the transition before the automatic transition date.

Customers are strongly encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Active Move Period.

- **Automatic Transition Date:** October 1, 2022

***All customers will be automatically transitioned to the NextGen UI.***

This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support.

## **Transition Materials – Guides and Other Resources**

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

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

The links above provide access to the following:

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

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

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**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.

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

---

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

---

- **Release information:** During the Active Move Period, the release of the enhancements will **not** be on the regular release schedule. Instead, we will provide special 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.

## 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	June 11, 2021	June 1, 2021
Any changes since the previous monthly release will be highlighted in yellow in this release note.		

#### **Overview**

As of May 31, 2021, the existing Concur Request APIs (v1.0, v3.0 and v3.1) are deprecated. On June 1, 2021, SAP began retiring these APIs in accordance with the [SAP Concur API Lifecycle & Deprecation Policy](#). These APIs are replaced by the Concur Request v4 APIs. SAP will no longer support these APIs after retirement.

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

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

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

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

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

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

# SAP Concur User Assistance

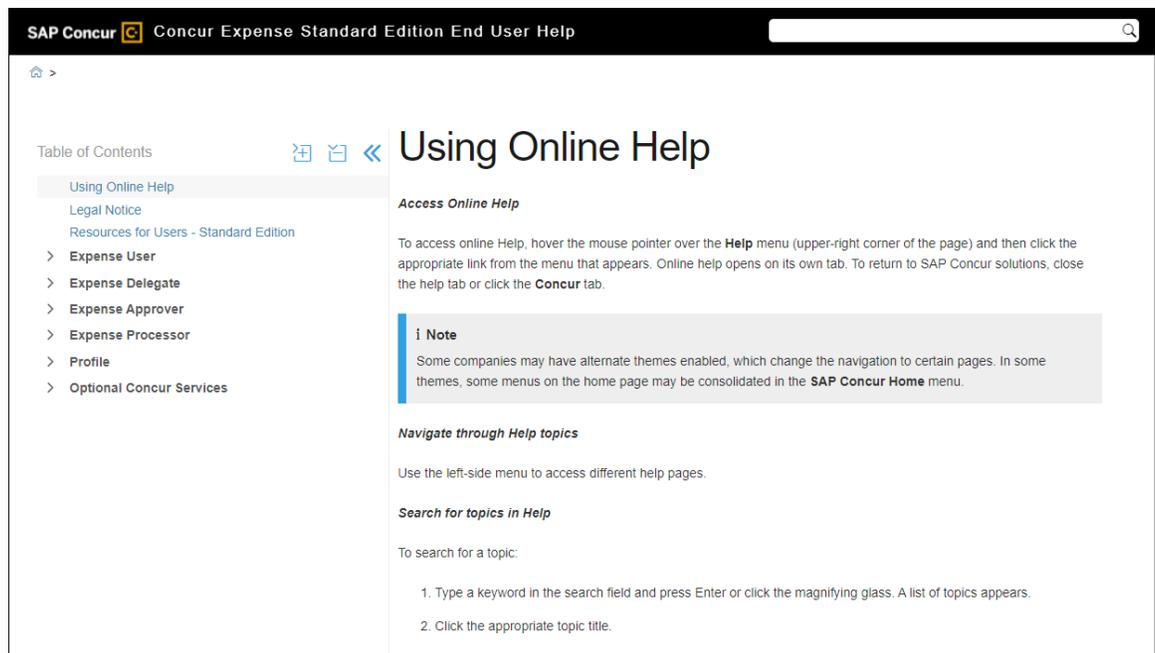
## Help Menu Directed to SAP Help Portal

### Overview

SAP has updated the **Help** menu in the SAP Concur solutions to point to the online help content on the SAP Help Portal (<http://help.sap.com>). The SAP Help Portal includes a new look and feel for the help and additional functionality, while the help content remains the same.

### WHAT THE USER SEES

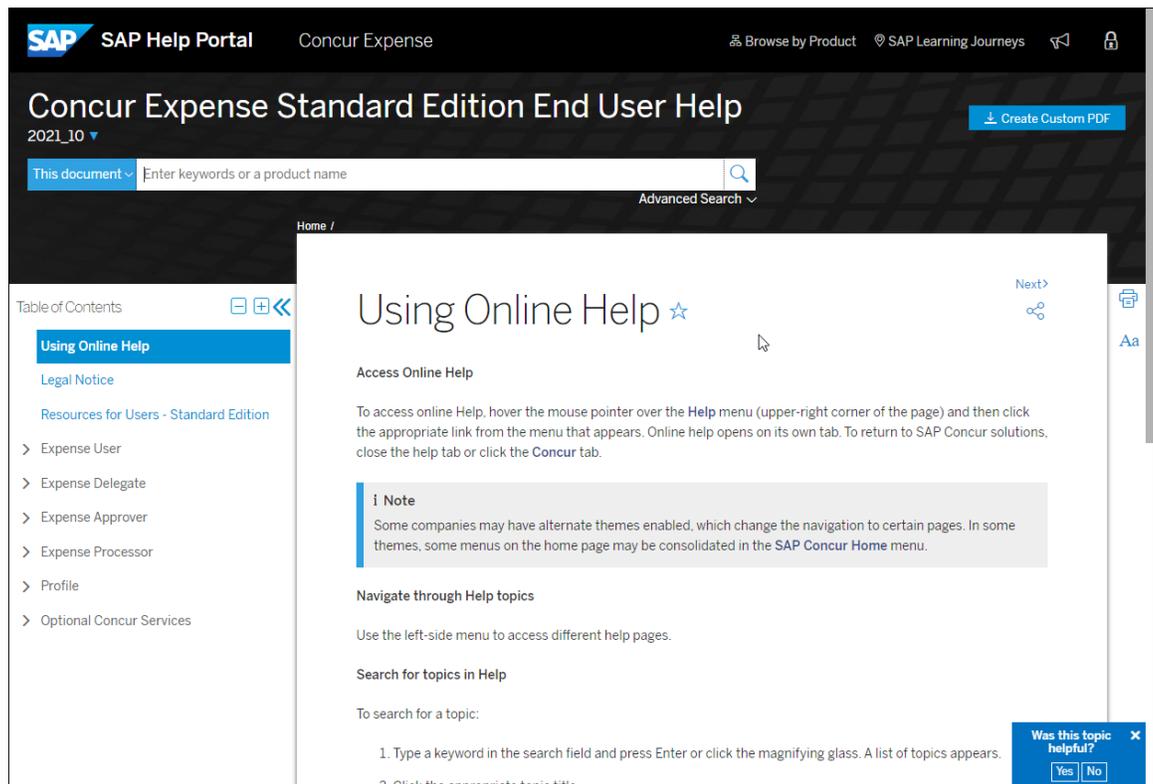
Previous help appearance:



The screenshot displays the SAP Concur Help Portal interface. The header includes the SAP Concur logo and the text 'Concur Expense Standard Edition End User Help'. A search bar is located in the top right corner. The main content area is titled 'Using Online Help' and features a left-hand navigation menu under the heading 'Table of Contents'. The menu items are: 'Using Online Help' (highlighted), 'Legal Notice', 'Resources for Users - Standard Edition', 'Expense User', 'Expense Delegate', 'Expense Approver', 'Expense Processor', 'Profile', and 'Optional Concur Services'. The main content area contains the following sections:

- Access Online Help**: To access online Help, hover the mouse pointer over the **Help** menu (upper-right corner of the page) and then click the appropriate link from the menu that appears. Online help opens on its own tab. To return to SAP Concur solutions, close the help tab or click the **Concur** tab.
- Note**: Some companies may have alternate themes enabled, which change the navigation to certain pages. In some themes, some menus on the home page may be consolidated in the **SAP Concur Home** menu.
- Navigate through Help topics**: Use the left-side menu to access different help pages.
- Search for topics in Help**: To search for a topic:
  1. Type a keyword in the search field and press Enter or click the magnifying glass. A list of topics appears.
  2. Click the appropriate topic title.

New help appearance:



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

This update consolidates the SAP Concur solutions documentation with other SAP products on the central SAP Help Portal.

### **Configuration/Feature Activation**

The new online help is available through the **Help** menu in the app, with no configuration required.

Any customers with direct links to the previous online help location should update them to point to the new online help pages, which are available now.



For more information, refer to the *Online Help Now Available on SAP Help Portal* release note in the August 2021 product release notes.

The previous online help links have this format:

[http://www.concurtraining.com/customers/tech\\_pubs/help/en-us/release/expemp\\_standard/index.html](http://www.concurtraining.com/customers/tech_pubs/help/en-us/release/expemp_standard/index.html)

The new online help links have this format:

<https://help.sap.com/viewer/3c27718ffe8343b7b4066e8b257ee311/LATEST/en-US/bb4e99add95a497ab6fe4451cca1b39f.html>

Customers can refer to the product pages on <http://help.sap.com> to find a specific online help deliverable:

Concur Expense:

[https://help.sap.com/viewer/product/CONCUR\\_EXPENSE/LATEST/en-US](https://help.sap.com/viewer/product/CONCUR_EXPENSE/LATEST/en-US)

Concur Invoice:

[https://help.sap.com/viewer/product/CONCUR\\_INVOICE/LATEST/en-US](https://help.sap.com/viewer/product/CONCUR_INVOICE/LATEST/en-US)

Concur Request:

[https://help.sap.com/viewer/product/CONCUR\\_REQUEST/LATEST/en-US](https://help.sap.com/viewer/product/CONCUR_REQUEST/LATEST/en-US)

Concur Travel:

[https://help.sap.com/viewer/product/CONCUR\\_TRAVEL/LATEST/en-US](https://help.sap.com/viewer/product/CONCUR_TRAVEL/LATEST/en-US)

## User Assistance

### New User Assistance Tool for End Users (US, EMEA)

#### Overview

As of November 4, 2021, SAP Concur admins have the ability to enable a new user assistance tool for end users. The new tool helps end users learn and complete tasks more quickly by providing guided help.

On entities with admin user assistance enabled, user assistance for end users is enabled for all end users by default. User assistance for end users can be enabled and disabled by country/region or globally on the **User Assistance Settings** page.

SAP Concur clients who do not have admin user assistance enabled and who would like to have the ability to enable end-user assistance, can open a service ticket to enable the feature.

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**NOTE:** With the exception of Thai, User Assistance for admins and end users is supported for all languages that SAP Concur solutions supports. SAP Concur plans to add support for Thai in the near future.

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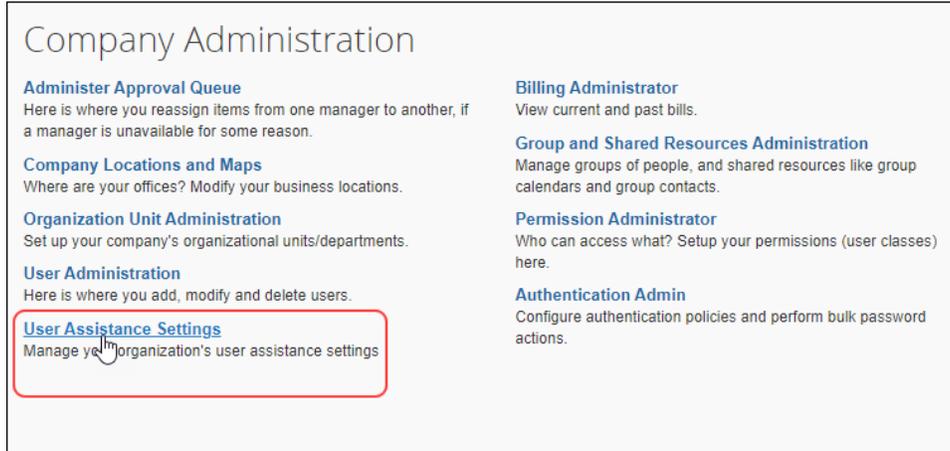
#### **BUSINESS PURPOSE / CLIENT BENEFIT**

User Assistance for End Users assists users to learn new tasks more quickly and efficiently driving user adoption, increasing efficiency, and improving the end user experience and end user satisfaction with SAP Concur solutions.

## What the Admin Sees

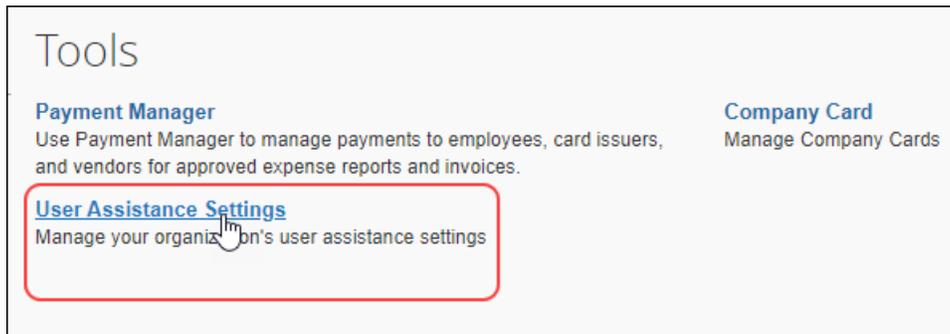
### Professional Edition

When the feature is enabled, a client admin with the Company Administrator role sees a new link, **User Assistance Settings**, on the **Company Administration** page.



### Standard Edition

When the feature is enabled, a user with the **Can Administer** permission sees a new link, **User Assistance Settings**, on the **Administration > Company > Tools** page.

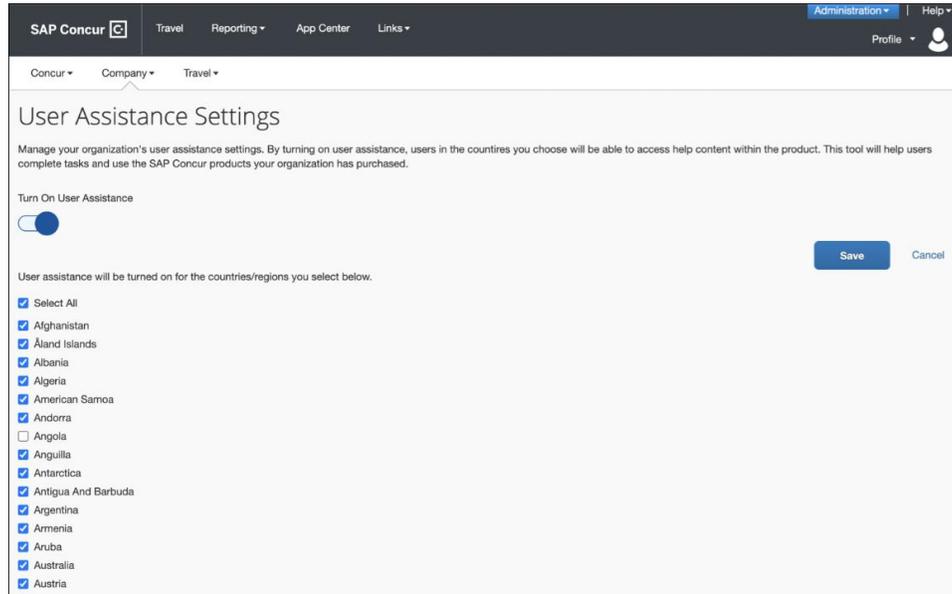


On the **User Assistance Settings** page, the administrator can turn user assistance on and off globally, and can enable and disable user assistance for users based on the user's assigned country or region. When a country/region is selected, all users assigned to that country/region will have access to user assistance.

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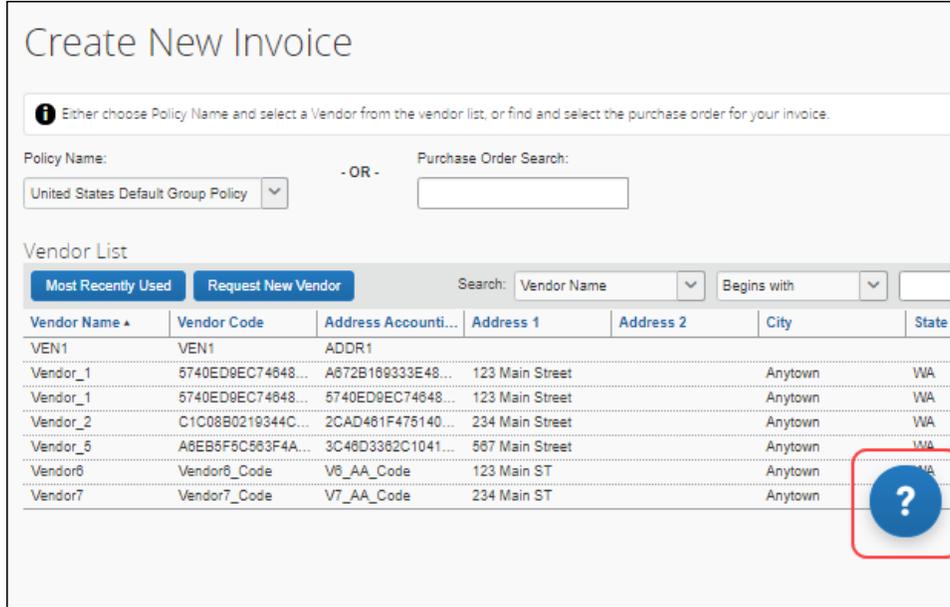
**NOTE:** The country/region selection on the **User Assistance Settings** page refers to the user's country/region assignment in Concur Expense.

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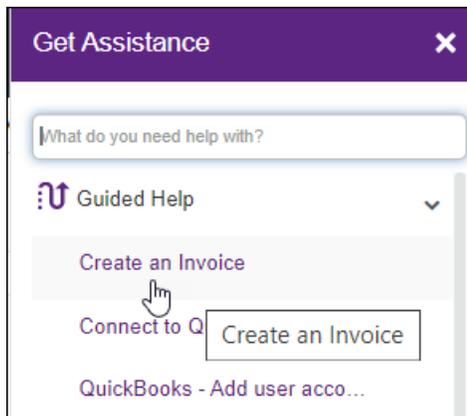
**What the User Sees**

After the feature is enabled by the company administrator, when the user navigates to a product page with user assistance—for example, when they navigate to the **Create New Invoice** page—they see the **Get Assistance (?)** button.

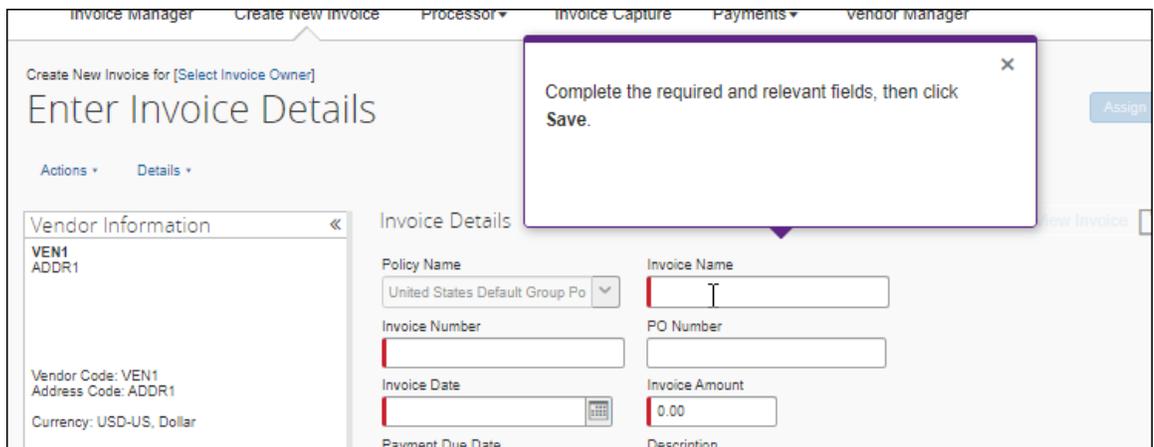
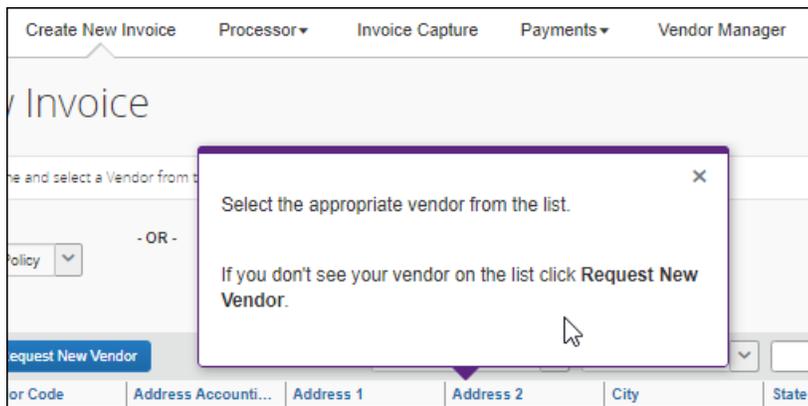
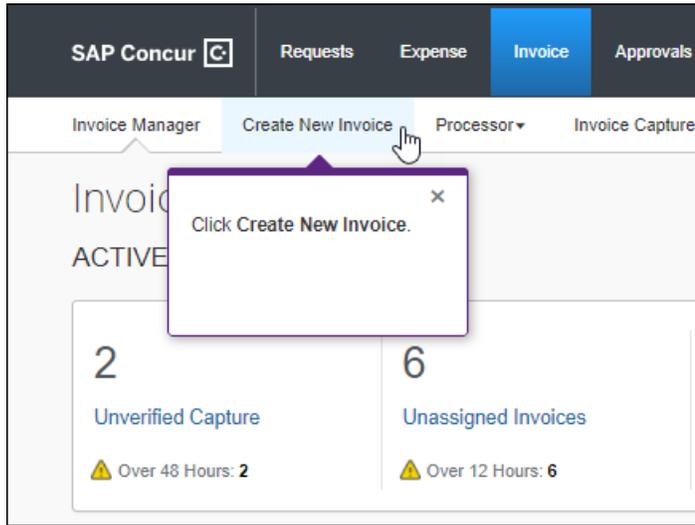


Clicking the button opens a list of resources where they can choose guided help on the task they want to complete.

**NOTE:** Not all SAP Concur pages have user assistance. SAP Concur plans to update existing user assistance content and add additional user assistance content over time.



After the user chooses a guided tour, they see a series of dialogues that guide them through the task they selected.



**Configuration / Feature Activation**

Clients who have admin user assistance enabled will automatically have end user assistance enabled. Client administrators with the Company Administrator role can enable and disable user assistance for their users on the **User Assistance Settings** page.

SAP Concur clients who do not have admin user assistance enabled and who would like to have the ability to enable admin or end-user assistance, can open a service ticket to enable the feature.

**Web Services Administration****\*\*Ongoing\*\* Application Connector Username and Password Length Requirements Updated**

Information First Published	Information Last Modified	Feature Target Release Date
June 18, 2021	November 10, 2021	Q1 2022
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**

To meet new security requirements, the length of the username and password associated with an application connector on the **Application Connectors** page must be at least 10 characters long and not more than 50 characters long.

Some clients currently have usernames and passwords configured that do not meet these parameters.

**In Q1 2022, the 10-character minimum and 50-character maximum will be enforced.**

If the usernames and passwords are not updated prior to this change, some aspects of SAP Concur solutions might stop working. For example, workflow steps will not complete if using notifications, LEU windows will not open, and there will be no results in fields using fetch lists.

To avoid disruption of callouts through application connections and subsequent disruption of some end-user tasks, SAP recommends updating your application connector username(s) and password(s) as soon as possible.

Application connection usernames and passwords can be updated by an administrator with the Company Administrator or Web Services Administrator role.

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**NOTE:** For admins working with Standard entities, a user with the Concur Expense **Can Administer** permission has the **Web Services Administrator** role.

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**BUSINESS PURPOSE / CLIENT BENEFIT**

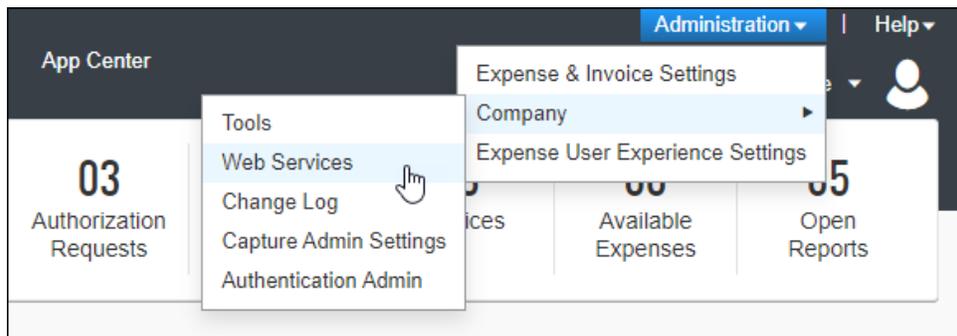
Enforcing password and username length restrictions improves the security standards for callouts made through the application connector.

**Configuration / Feature Activation**

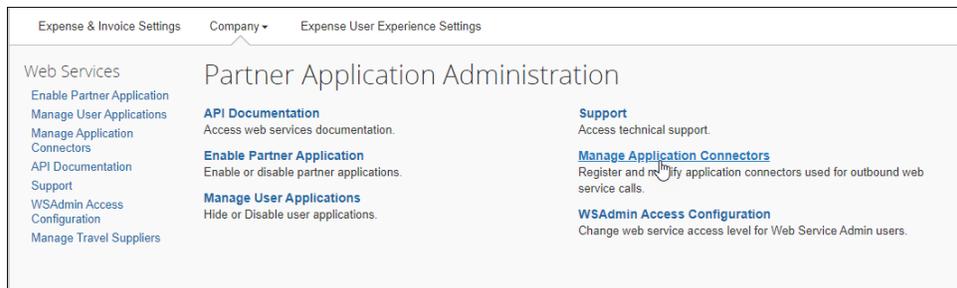
Username and passwords for application connectors are configured on the **Manage Application Connectors** page.

► **To change the username and password for an application connector:**

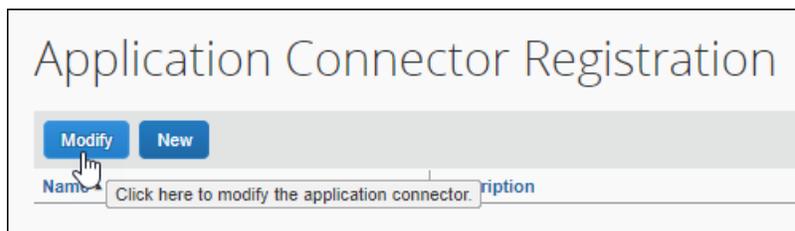
1. Click **Administration > Company > Web Services**.



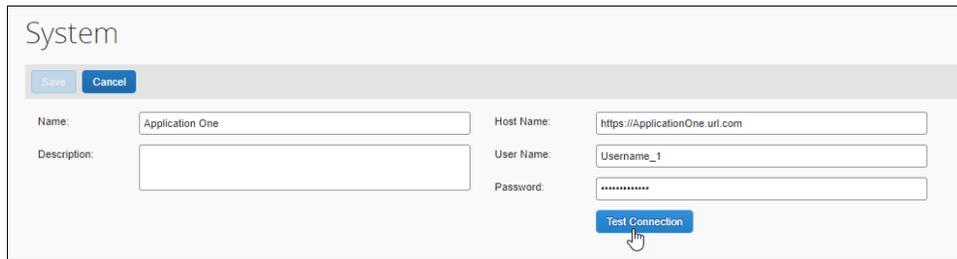
2. Click **Manage Application Connectors**.



3. Choose the application connector you want to update and then click **Modify**.



4. Enter the new username and password and then click **Test Connection**.



System

Save Cancel

Name: Application One Host Name: https://ApplicationOne.url.com

Description: User Name: Username\_1

Password: \*\*\*\*\*

Test Connection

5. Click **Save**.

---

**NOTE:** After you update the username and password for an application connector, you must click **Test Connection** to verify the changes before the application connector can be used for any of the callout services.

---



For more information, refer to [Callouts and Application Connectors](#) on the SAP Concur Developer Center.

## Planned Changes

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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

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## Accessibility

### Accessibility Updates

SAP implements changes to better meet current Web Content Accessibility Guidelines (WCAG). Information about accessibility-related changes made to SAP Concur solutions is published on a quarterly basis. You can review the quarterly updates on the [Accessibility Updates](#) page.

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

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

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

## Supported Browsers

### Supported Browsers and Changes to Support

For information about supported browsers and planned changes to supported browsers, refer to the [Concur Travel & Expense Supported Configurations](#) guide.

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

# Additional Release Notes and Other Technical Documentation

## Online Help

Any user can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help or directly on the SAP Help Portal.

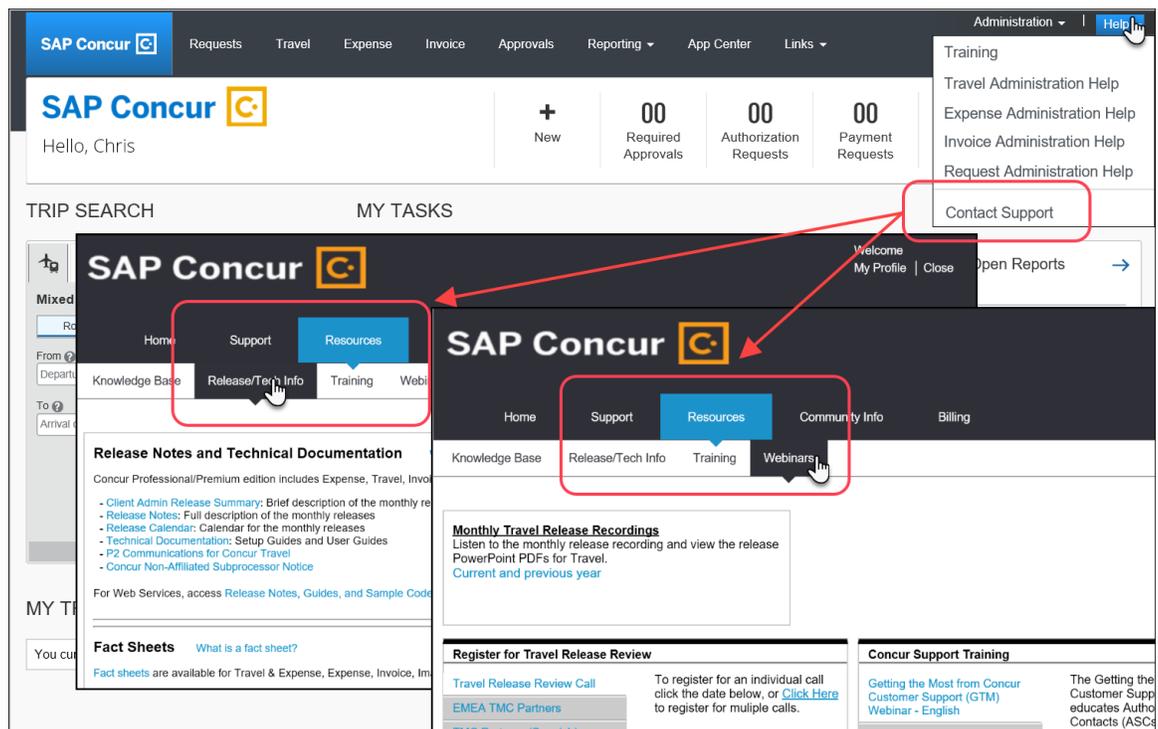
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

## SAP Concur Support Portal – Selected Users

Access release notes, webinars, and other technical documentation on the SAP Concur support portal.

If you have the proper permissions, **Contact Support** appears on the **Help** menu. Click to access the SAP Concur support portal, then click **Resources**.

- Click **Release/Tech Info** for release notes, technical documents, etc.
- Click **Webinars** for recorded and live webinars.



# Cases

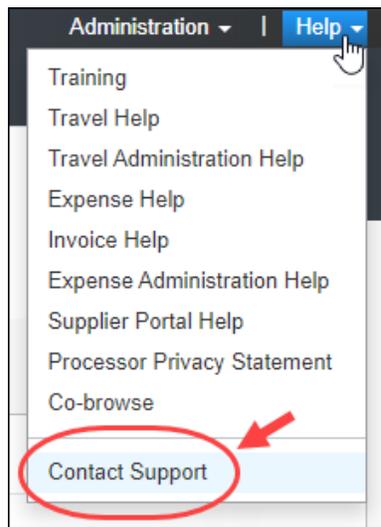
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## Steps for Getting a Status

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**.

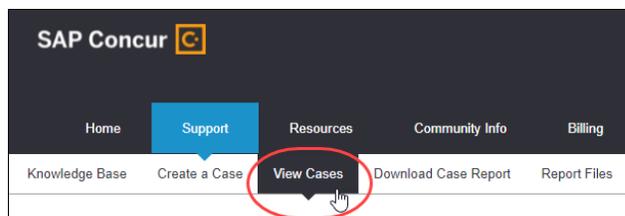



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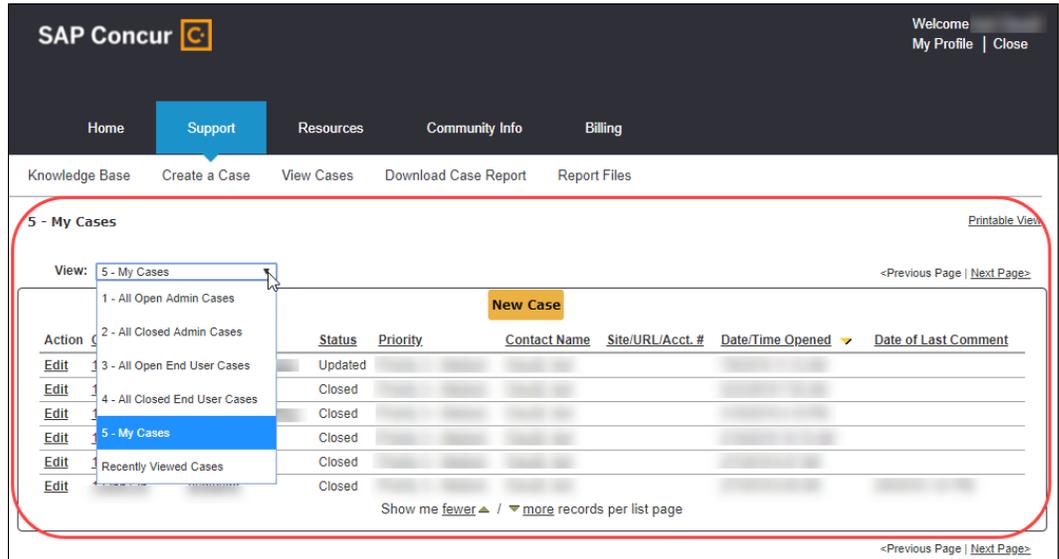
**NOTE:** If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

---

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 November 2021 release	

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<b>SAP Concur Release Notes</b>	
<b>Concur Request Professional/Premium</b>	
<b>Month</b>	<b>Audience</b>
Release Date: December 11, 2021 Initial Post: Friday, December 10, 2021	Client – FINAL

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# Release Notes

---

## File Transfer Updates

### **\*\*Ongoing\*\* Mandatory SFTP with SSH Key Authentication**

Information First Published	Information Last Modified	Feature Target Release Date
April 9, 2021	April 16, 2021	Ongoing in 2021
Any changes since the previous monthly release will be highlighted in yellow in this release note.		

#### **Overview**

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

As of April 10, 2021, non-SFTP (Secure File Transfer Protocol) protocols and SFTP password authentication are not allowed to connect to SAP Concur for file transfers:

- Non-SFTP file transfer accounts must switch to SFTP with SSH Key Authentication.
- SFTP file transfer accounts that use password authentication must switch to SSH key authentication.
- SFTP password reset requests require the client to provide an SSH key for authentication.

---

**⚠ IMPORTANT:** If you are not using SFTP with SSH Key Authentication, you must take action to avoid disruption of your file transfer connections.

---

On April 12, 2021, SAP started disabling non-compliant file transfer connections. The process of disabling non-compliant accounts will continue throughout 2021. If you have multiple file transfer connections configured, this change applies to all of your file transfer connections.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.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**

Information First Published	Information Last Modified	Feature Target Release Date
March 6, 2020	July 9, 2021	Ongoing until January 24, 2022
Any changes since the previous monthly release will be 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 Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur is in the process of 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 January 24, 2022. 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](#).

## Rotating PGP Key Available for File Transfers

### Overview

Files transferred to SAP Concur products must be encrypted with the SAP Concur public PGP key, `concursolutionsrotate.asc`.

`concursolutionsrotate.asc`

- Key file is available in client's root folder
- Key ID 40AC5D35
- RSA 4096-bit signing and encryption subkey
- Key expires every 2 years
- Client is responsible for replacing the key before it expires
  - ◆ Next expiry date: September 4, 2022
  - ◆ SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key (key ID D4D727C0) remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

This announcement pertains to the following file transfer DNS endpoints:

- `st.concursolutions.com`
- `mft-us.concursolutions.com`
- `vs.concursolutions.com`
- `st-eu.concursolutions.com`
- `mft-eu.concursolutions.com`

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

The rotating public PGP key provides greater security for file transfers.

### **What the Administrator Sees**

An administrator with the required file transfer credentials can log into the file transfer site to retrieve the rotating public PGP key, `concursolutionsrotate.asc`, from the root directory.

## **Configuration / Feature Activation**

Your internal file transfer administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

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**

### **New Permission to Enable Preview of Fiori Light Theme**

#### **Overview**

On September 20, 2021, a new permission, **SAP Fiori Theme Preview**, was added to the list of permissions in Concur Travel Professional edition. When the **SAP Fiori Theme Preview** permission is assigned to a user, the user sees a new switch in the header of their SAP Concur site. They will also see a **New Theme** info bubble.

The switch enables the user to switch from the SAP Concur standard theme, to the SAP Fiori Theme. The info bubble displays a brief message about the switch.

The new theme includes changes to visual elements such as fonts, colors, and icons. In addition, some top-level tabs and menu items are relocated to the **SAP Concur Home** menu. These changes are site-wide and apply to all of the user's SAP Concur products.

Clients who opt-in to preview the SAP Fiori Theme and who want to provide feedback, can register on the following page to participate in the SAP Continuous Influence program:

[SAP Customer Influence](#)

After registering or logging in, clients can request to participate in the following opportunity:

[Hands-on system Approach of Consistent User Experience based on SAP IE Scenario Travel-to-Reimburse](#)

The opportunity is targeted to run from November 2021 through May 2022. Registration for this SAP Customer Influence opportunity is limited and might close prior to the targeted end date.

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

The SAP Fiori theme harmonizes the look and feel of the SAP Concur UI with the look and feel of other SAP products, providing a more consistent user experience. The permission enables a client admin to allow designated users to preview and test the SAP Fiori theme.

### What the Admin Sees

An admin with access to the **Administer Company Permissions** page, sees the **SAP Fiori Theme Preview** permission in the **Available Permissions** list.

► **To assign the SAP Fiori Theme Preview permission to a user:**

1. In the **Modify Permissions by** list, select **Users**.
2. In the **User Name** list, select the user to whom you want to assign the permission.
3. In the **Available Permissions** list, select **SAP Fiori theme Preview**.
4. Click **Add**, and then click **Save**.

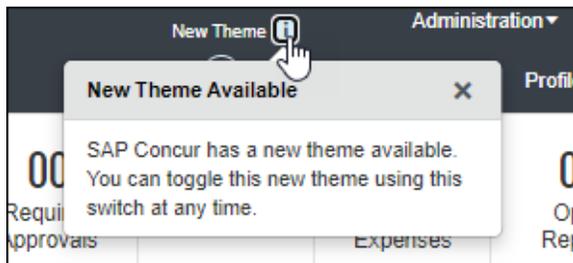
The next time the user signs in to their SAP Concur site, they will see the new switch.

### What the User Sees

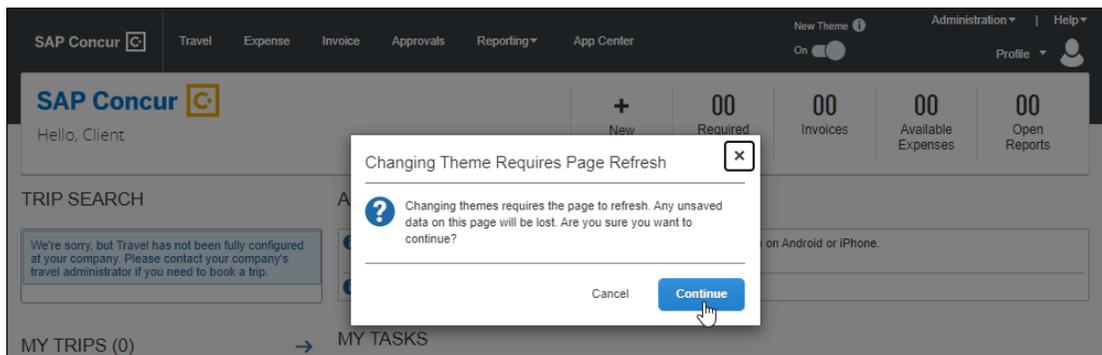
After the **SAP Fiori theme Preview** permission has been assigned to a user, the next time the user signs in to their SAP Concur site, they see the switch and the **New Theme** info bubble.



If they click on the info bubble, a brief description appears:



If the user toggles the switch to **On**, the following message appears:

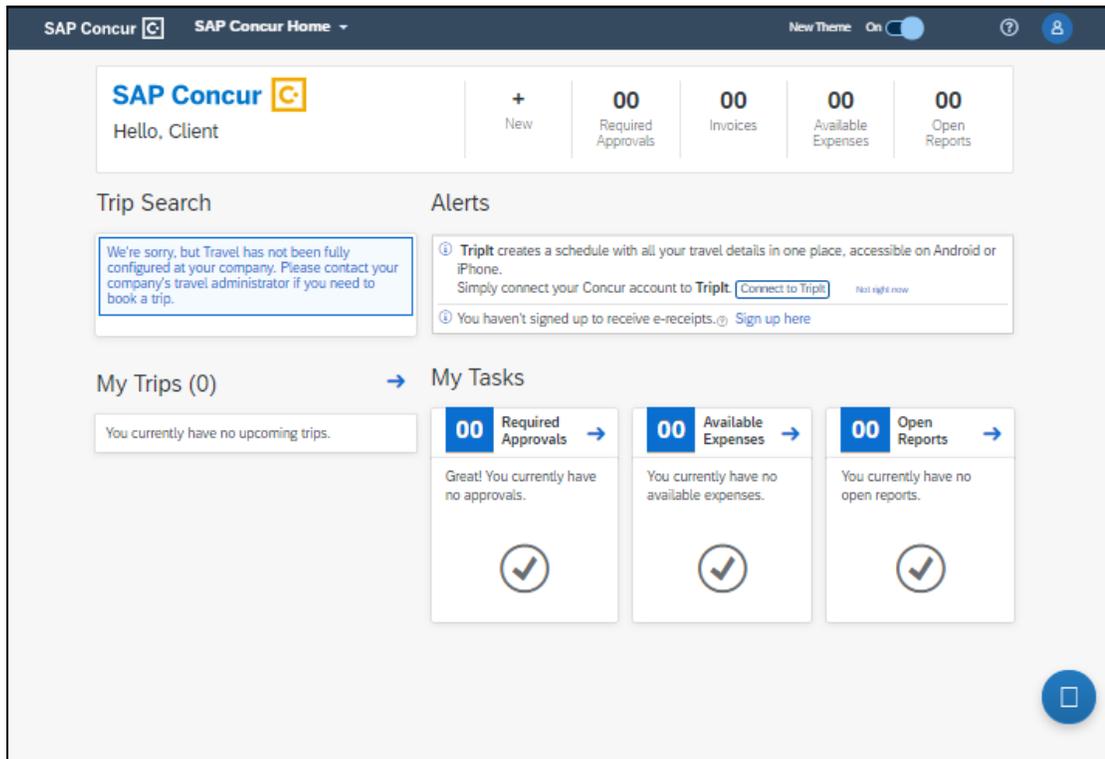



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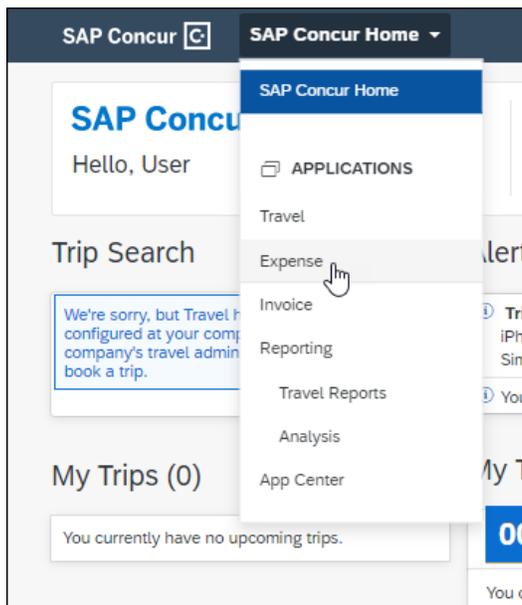
**NOTE:** The message also appears if the switch is toggle from **On** to **Off**.

---

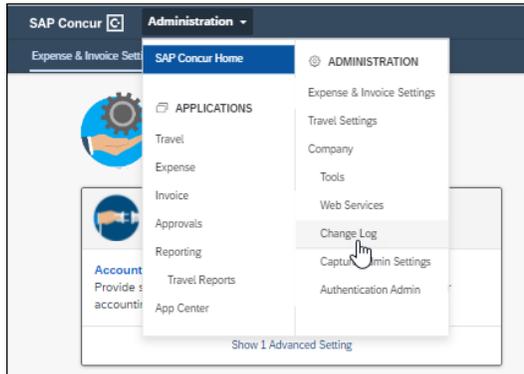
If the user clicks **Continue**, the page refreshes and is set to the SAP Fiori theme.



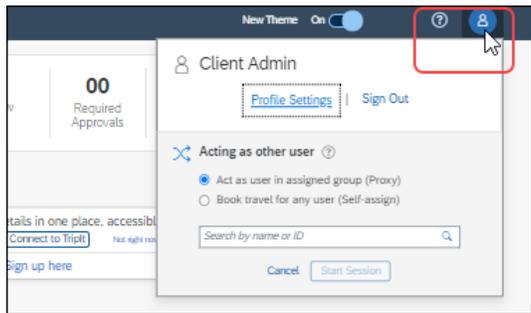
With the SAP Fiori Theme, the product tabs have moved to the **SAP Concur Home** menu.



If the user has admin permissions, they will also see the contents of the **Administration** menu in the **SAP Concur Home** list.

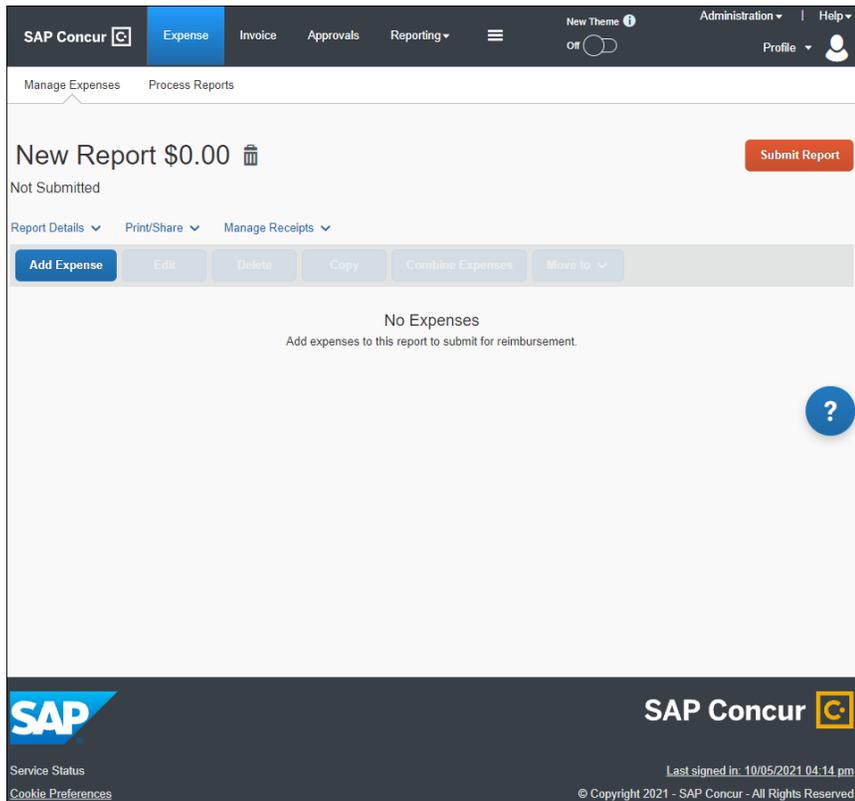


The user will also see icon changes. For example, the **Help** menu heading and the **Profile** dialog button are changed to icons.

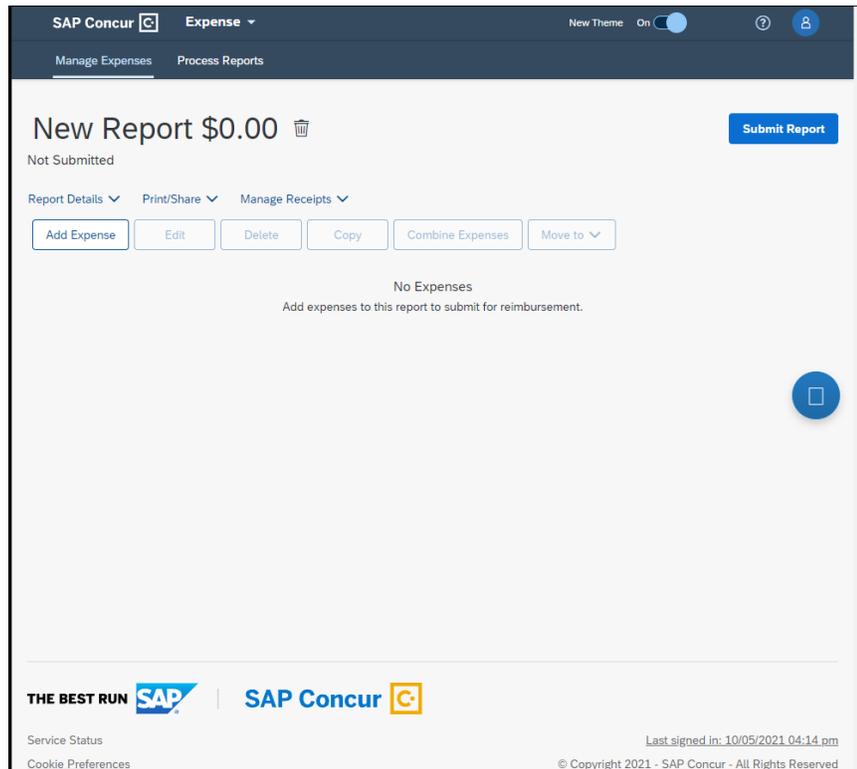


Product functionality is unchanged. Only the visual appearance of the pages is impacted. This is true for all products including NextGen Expense and Request.

### Example NextGen Expense Page Without the Fiori Theme



## Example NextGen Expense Page With the Fiori Theme



### Configuration / Feature Activation

An admin with access to the **Administer Company Permissions** page can assign the new **SAP Fiori Theme Preview** permission to designated users.

## Profile Menu Functional Changes Under Fiori Light Theme

### Overview

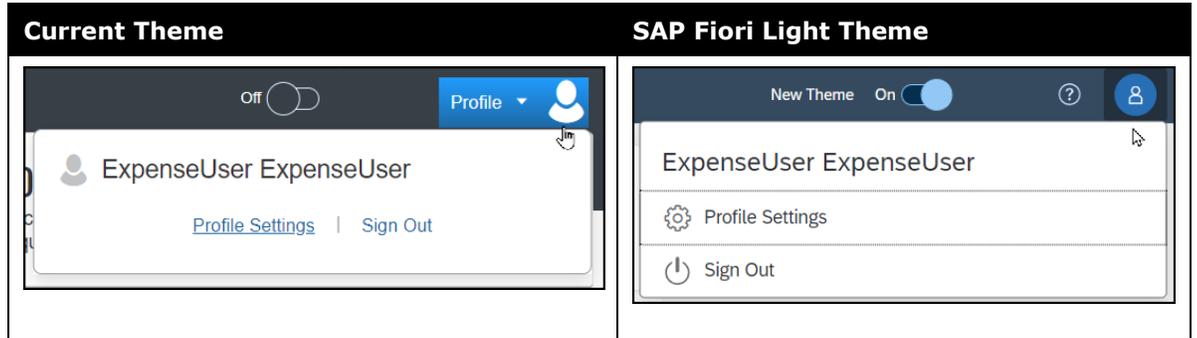
With this release, the **Profile** menu within the SAP Fiori theme has been updated. This update includes changes to the layout of the menu items and some changes in functionality.

### BUSINESS PURPOSE / CLIENT BENEFIT

The **Profile** menu is now functionally more efficient in its design within the SAP Fiori theme and in the ease-of-use for the admin. Overall, the SAP Fiori theme harmonizes the look and feel of the SAP Concur offerings with those of other SAP products, providing a more consistent user experience.

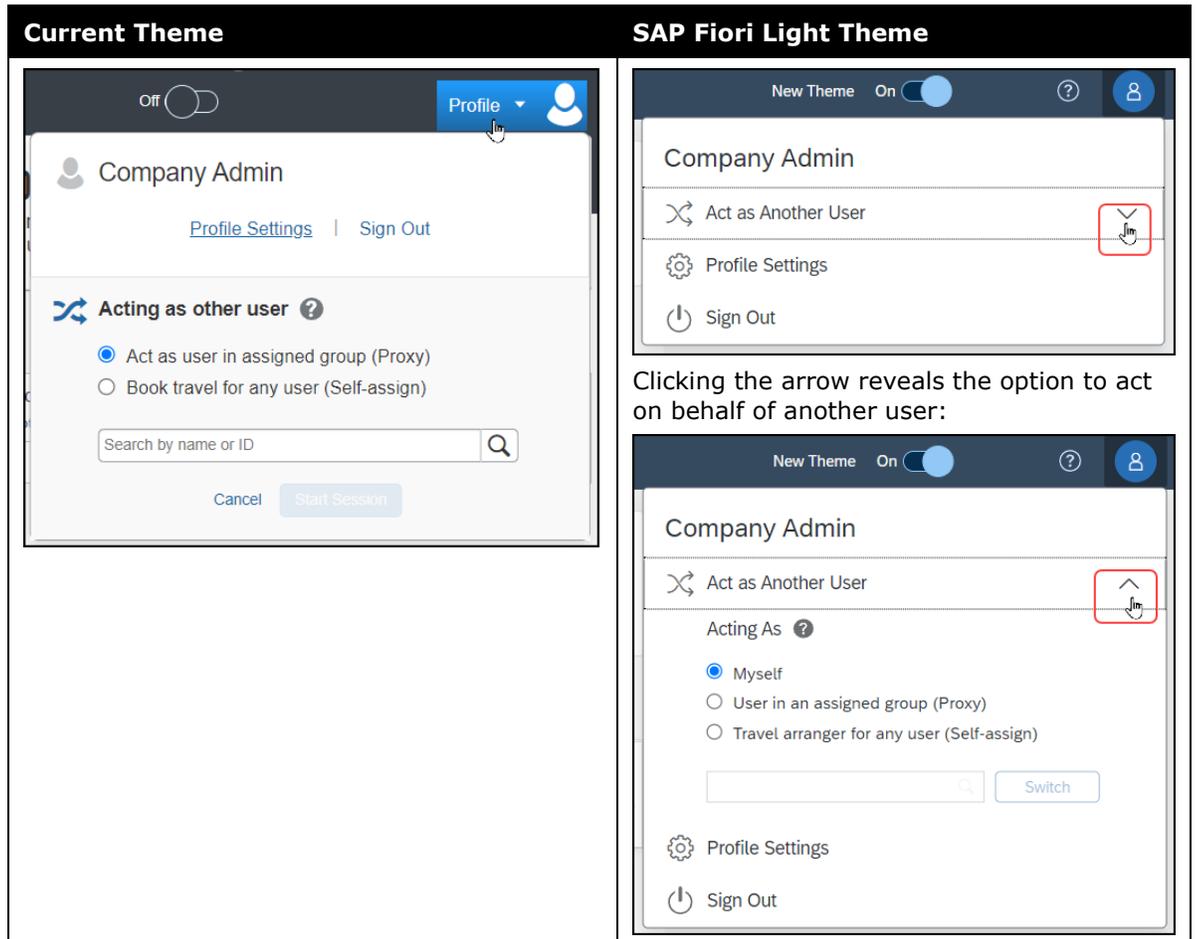
**What the User without "Act as Another" Rights Sees**

With the new theme enabled the user without rights to work on behalf of another user ("Act as" privileges) will see an appearance where options to access their personal profile settings and to log out of the product are virtually identical between the current theme and SAP Fiori Light theme.



**What the User with "Act as Another" Rights Sees**

Users granted rights to work on behalf of another user will see the familiar additional option, **Act as Another User**, on the menu.



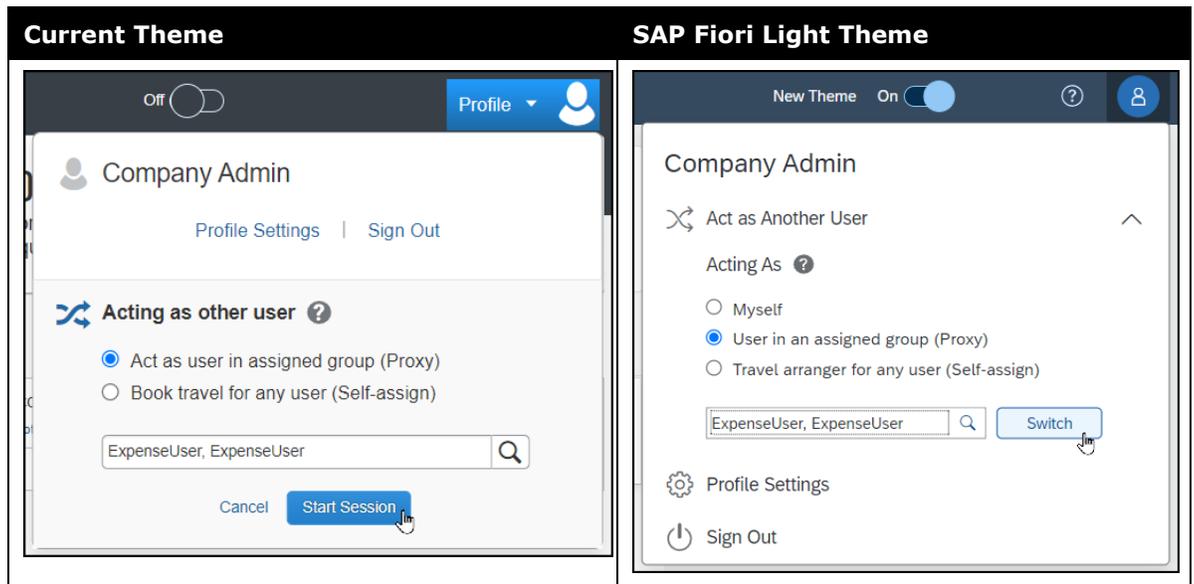
Clicking the arrow reveals the option to act on behalf of another user:

Functional changes to the **Profile** menu under the new theme include the following:

- **Myself option:** This serves two functions, the first to allow visual identification and confirmation that the user is working on behalf of themselves and the second, to enable the user to return to working for themselves after acting as another user.
- **Switch button:** This button toggles the user between working for a user and returning to the act of working for themselves.

### SWITCHING BETWEEN ACTING FOR ANOTHER USER AND ACTING FOR YOURSELF

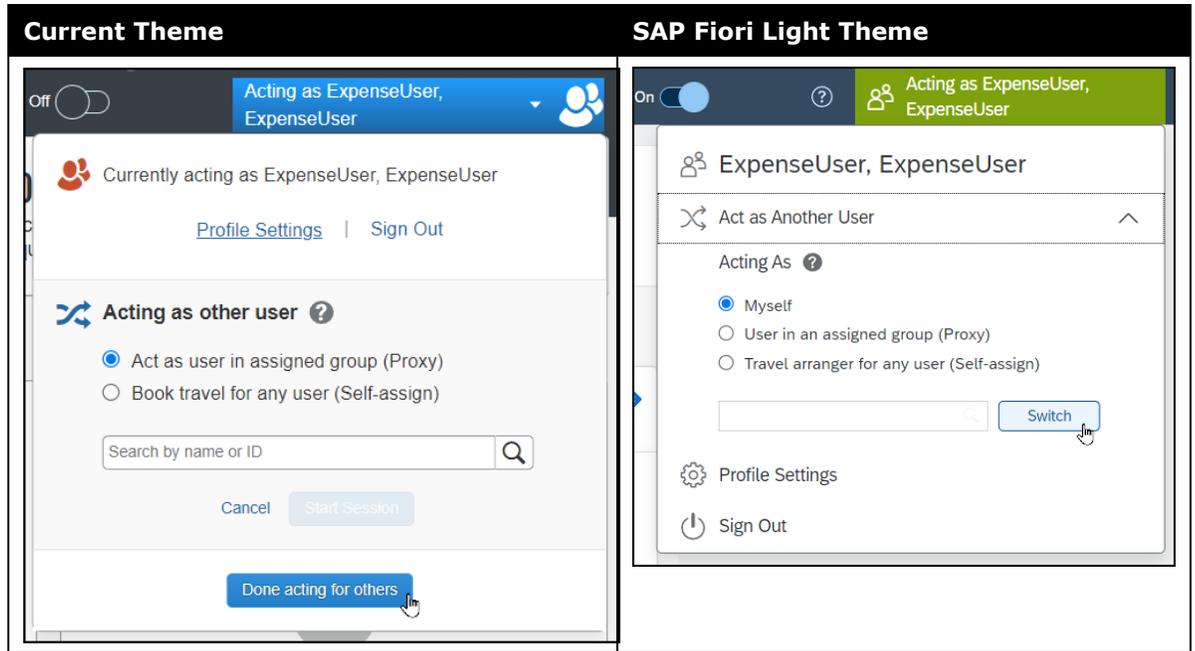
The function of acting for another user is almost identical between the current theme and the SAP Fiori Light Theme.



There are minor differences including the following functional changes:

- **Text:** The wording on the Fiori interface is updated to better explain the action you are undertaking.
- **User Selection and Switch button:** Here the actions of selecting a user and switching to act on their behalf are ordered on a single line and the **Cancel** button removed entirely.

With the Fiori theme active, a user will now simply enter the name of the user they will act for and, on selection of the name, click the Switch button to perform the action of acting as the specified user. Doing so causes the menu to show the name of the user currently being acted for.



Finally, returning to acting on your own behalf is done by selecting the **Myself** option and clicking **Switch**.

### Configuration / Feature Activation

There are no configuration or activation steps; the **Profile** menu in the SAP Concur Fiori Light Theme is automatically updated with this release.

**NOTE:** Clients who opt-in to preview the SAP Fiori theme and who want to provide feedback, can register on the following page to participate in the SAP Continuous Influence program: [SAP Customer Influence](#)

After registering or logging in, clients can request to participate in the **Hands-on system Approach of Consistent User Experience based on SAP IE Scenario Travel-to-Reimburse** opportunity.

Registration for this SAP Customer Influence opportunity is limited and may close.



For more information about acting as another user refer to *Shared: Delegate Configuration Setup Guide* and the Expense or the Invoice version of the *Proxy Logon User Guide*. For more information about the SAP Fiori theme see *New Permission to Enable Preview of Fiori Light Theme* in these release notes.

**\*\*Ongoing \*\* SAP Concur Homepage Changes**

Information First Published	Information Last Modified	Feature Target Release Date
October 8, 2020	December 3, 2021	Q4 2021 – Q2 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

**Overview**

In Q4, 2021, SAP Concur began redirecting clients to a new homepage. The appearance of the new homepage is identical to the previous SAP Concur homepage. The new homepage has enhanced functionality when services become temporarily unavailable.

The roll out of the new homepage is phased:

**Phase 1:** At the beginning of Q4, SAP Concur began redirecting Concur Expense, Concur Invoice, and Concur Request clients in the US Datacenter to the new homepage.

**Phase 2:** In December 2021, SAP Concur will begin redirecting Concur Expense, Concur Invoice, and Concur Request clients in the EU Datacenter to the new homepage.

**Phase 3:** In Q2 of 2022, SAP Concur will begin redirecting the remaining clients in the US and EU datacenters to the new homepage. The remaining clients include those with Concur Travel standalone or Concur Travel with Expense, Invoice, and/or Request.

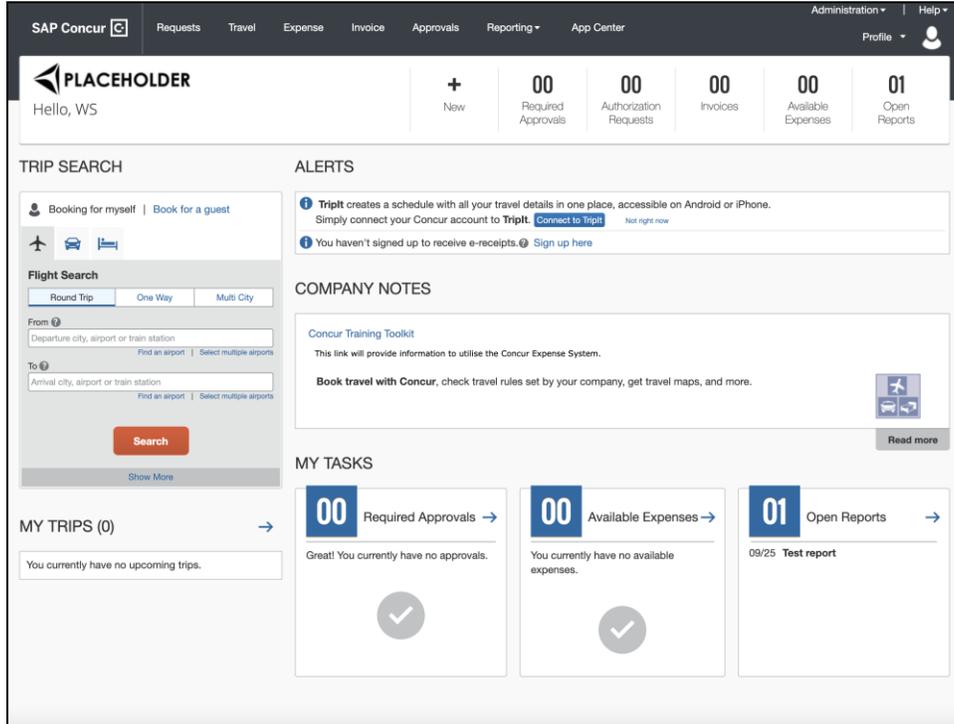
**BUSINESS PURPOSE / CLIENT BENEFIT**

This change ensures that the SAP Concur homepage is available even when some services are unavailable and improves the consistency of the sign in experience.

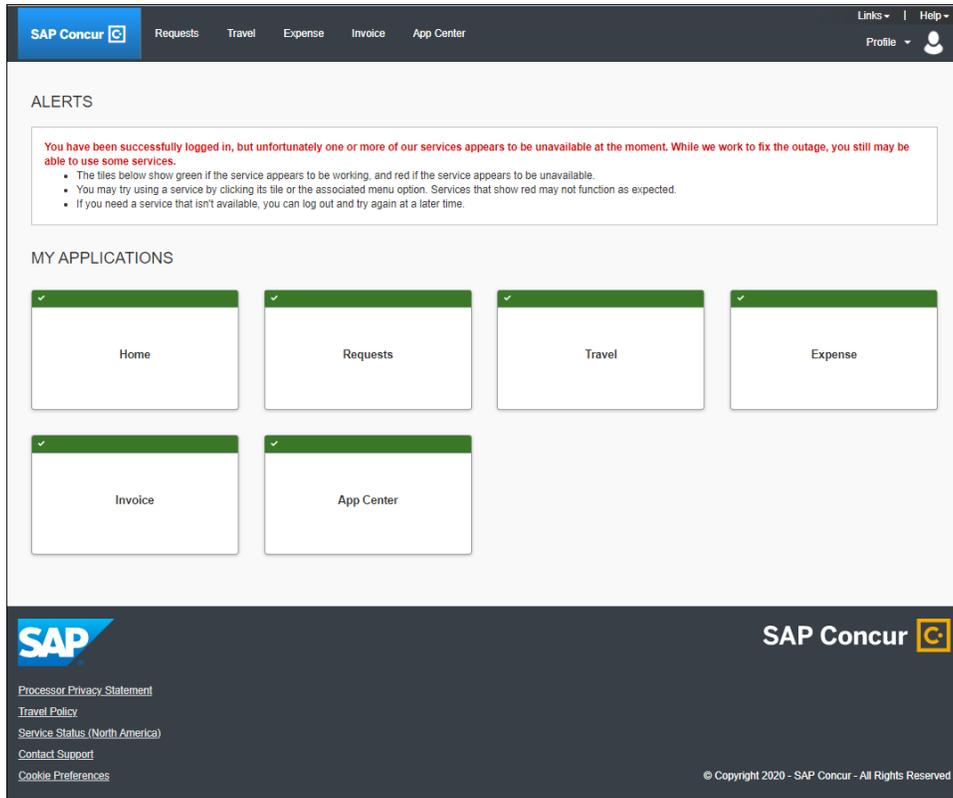
### What the User Sees

With the old homepage, when a user signs into their SAP Concur products, they see their homepage.

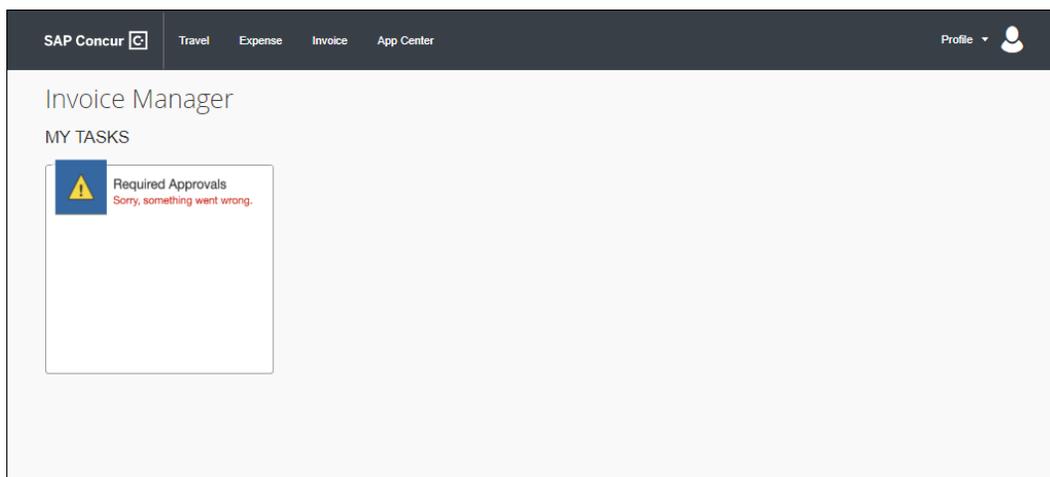
**NOTE:** The appearance of the homepage varies depending on which products and services are enabled for the client and the permissions assigned to the user.



If some products or services are unavailable while other products and services are up and running, a modified version of the user’s homepage similar to the following appears:

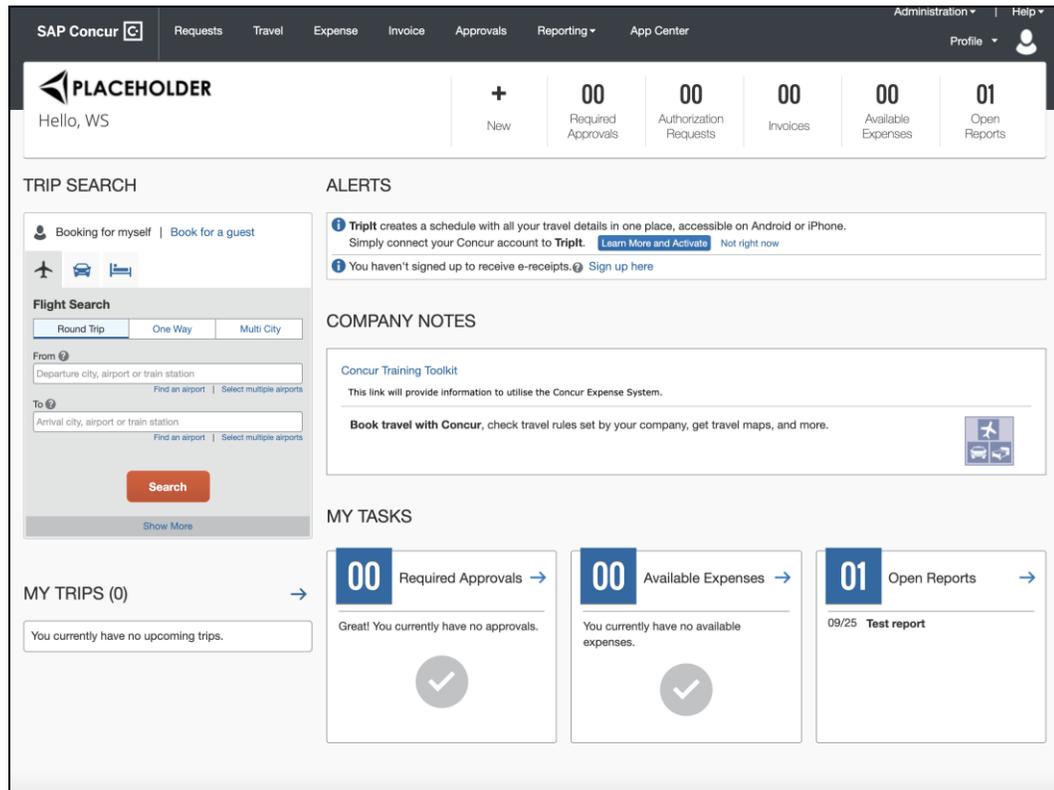


After a client is migrated to the new homepage, if one or more services are unavailable, when a user signs in to their SAP Concur products, they will see the usual homepage, but if the user navigates to a page for a service that is unavailable, they will see a page similar to the following:



After migration to the new homepage, if all services are available, this change is transparent to the user and they see a homepage that is identical to the pre-migration homepage.

## Example Homepage



### Configuration / Feature Activation

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

## NextGen UI for Concur Request

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

Information First Published	Information Last Modified	Feature Target Release Date
November 2019	September 17, 2021	October 1, 2022
Any changes since the previous monthly release are highlighted <b>in yellow</b> in this release note.		

### Overview

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

Concur Request customers are now strongly encouraged to preview and then move to the NextGen UI well before the automatic transition date of **October 1, 2022**.

## **BUSINESS PURPOSE / CLIENT BENEFIT**

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

## **Products and Users Affected**

To take advantage of these improvements, Concur Request customers who do not move before October 1, 2022 will be automatically transitioned to the NextGen UI for Concur Request. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes will apply to:

- Concur Request (Professional/Premium and Standard) end users

---

**NOTE:** There are no changes for admins.

---

## **IMPORTANT! Timeline and Milestones**

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

- **Opt-In Period: July 2020 – September 2021**

This milestone is marked by the delivery of most planned features as well as further overall quality and stability.

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

---

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

---

- **Active Move Period:** October 2021 – September 2022

This is the 12-month notice period we committed to for customers to complete the transition before the automatic transition date.

Customers are strongly encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Active Move Period.

- **Automatic Transition Date:** October 1, 2022

***All customers will be automatically transitioned to the NextGen UI.***

This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support.

## **Transition Materials – Guides and Other Resources**

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

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

The links above provide access to the following:

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

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

---

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

---

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

---

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

---

- **Release information:** During the Active Move Period, the release of the enhancements will **not** be on the regular release schedule. Instead, we will provide special 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.

## Release Note Admin Summaries

### Streamlined Delivery

#### Overview

Previously, the monthly release note admin summaries were provided in two file formats:

- As PDF files from the classic landing pages
- As HTML files from the in-product Help systems and the SAP Help Portal

SAP Concur now provides only HTML files from the in-product Help system and the SAP Help Portal.

---

**NOTE:** The SAP Help Portal provides a **Create Custom PDF** link.

---

#### BUSINESS PURPOSE / CLIENT BENEFIT

A single location provides a consistent user experience for accessing this content and frees resources for work on new content.

#### What the Admin Sees

Product landing page links are updated to point to the SAP Help Portal.

---

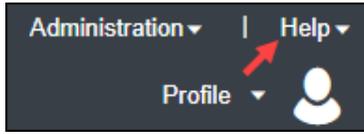
**⚠ IMPORTANT:** Browser bookmarks to release note admin summary landing pages and their PDF files no longer function. You can access release note admin summaries from the in-product Help or the SAP Help Portal.

---

#### LANDING PAGE (EXAMPLE)

Documentation – Concur Expense – Standard Edition		SAP Concur 
<b>Quick Links:</b> <ul style="list-style-type: none"> <li>• <a href="#">Client Admin Release Summary - What's New</a></li> <li>• <a href="#">Client Release Notes - All Products</a></li> <li>• <a href="#">End-user Training Toolkit</a></li> <li>• <a href="#">Icons in the UI</a></li> <li>• <a href="#">Fact Sheets - NEW</a></li> </ul>	<b>On this page:</b> <ul style="list-style-type: none"> <li>• <a href="#">Setup Guides</a></li> <li>• <a href="#">User Guides</a></li> <li>• <a href="#">Financial Integration Guides</a></li> <li>• <a href="#">Extract User Guides</a></li> </ul>	<ul style="list-style-type: none"> <li>• These documents are provided in English only.</li> <li>• Concur reserves the right to postpone implementation of – or completely remove – any enhancement/change without prior notice.</li> <li>• Always clear your cache before clicking a link below. This will ensure that your computer has not cached an older version.</li> <li>• <a href="#">SAP Concur Marketing Privacy Policy</a></li> <li>• <a href="#">Permission to Duplicate / Permission to Copy / Proprietary Statement</a></li> </ul>

**IN-PRODUCT HELP (EXAMPLE)**



Old links:

- In-product Help for all [Professional edition](#) products
- In-product Help for all [Standard edition](#) products

**SAP HELP PORTAL (EXAMPLE)**

The screenshot shows the SAP Help Portal interface for SAP Concur Solutions Professional Edition. The main heading is 'SAP Concur Solutions Professional Edition Release Notes' with filters for '2021\_10' and 'English (United States of America)'. A search bar is present with the text 'This document'. The left sidebar shows a 'Table of Contents' with 'Release Note Admin Summaries (Translated, HTML Format) - Professional Edition' selected. The main content area displays the title 'Release Note Admin Summaries (Translated, HTML Format) - Professional Edition' and a brief description. Below the description is a table with columns for various product areas and a row for 'October 2021'.

Expense	Invoice	Mobile	Request	Travel	Analysis/Intelligence	Budget	Shared Planned Changes
October 2021 Concur Expense Professional Edition Admin	October 2021 Invoice Professional Edition Admin Summary	NOTE: Mobile is not released on the standard release schedule. October 2021: No new release notes	October 2021 Request Professional Edition Admin Summary	October 2021 Travel Professional Edition Admin Summary	October 2021 Analysis/Intelligence Professional Edition Admin Summary	October 2021: No release notes this month	October 2021 Shared Planned Changes Professional Edition

New links:

- SAP Help Portal for all [Professional edition](#) products
- SAP Help Portal for all [Standard edition](#) products

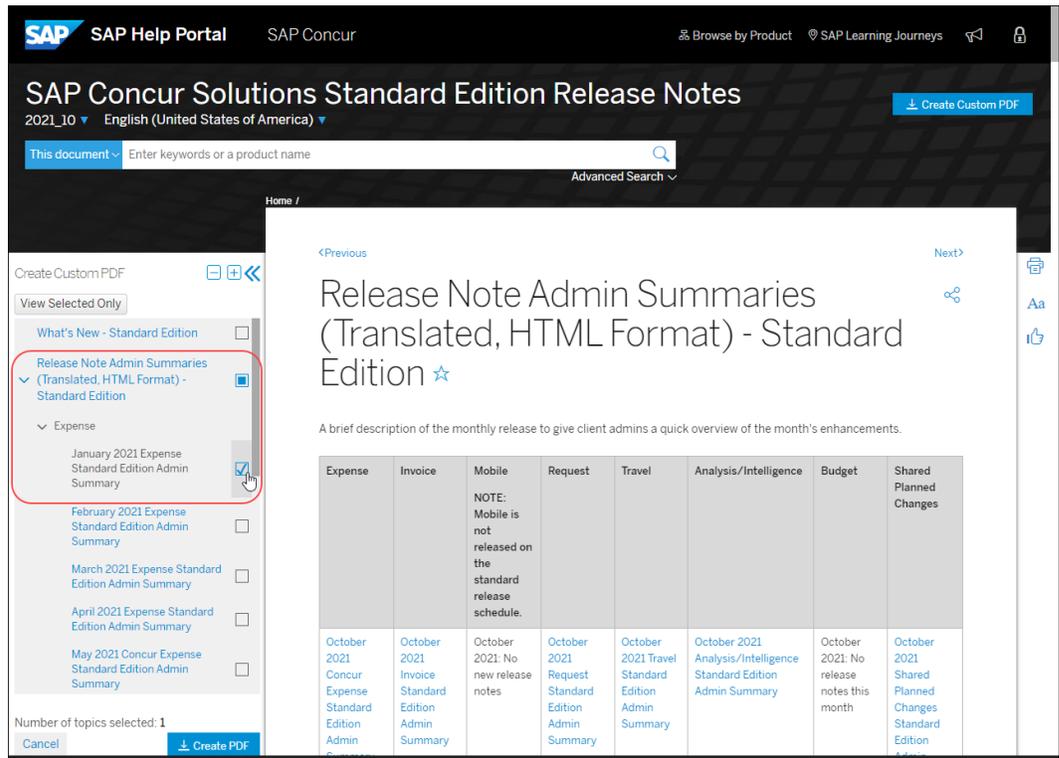
► **To create a custom PDF**

1. From the **SAP Help Portal**, click **Create Custom PDF**.

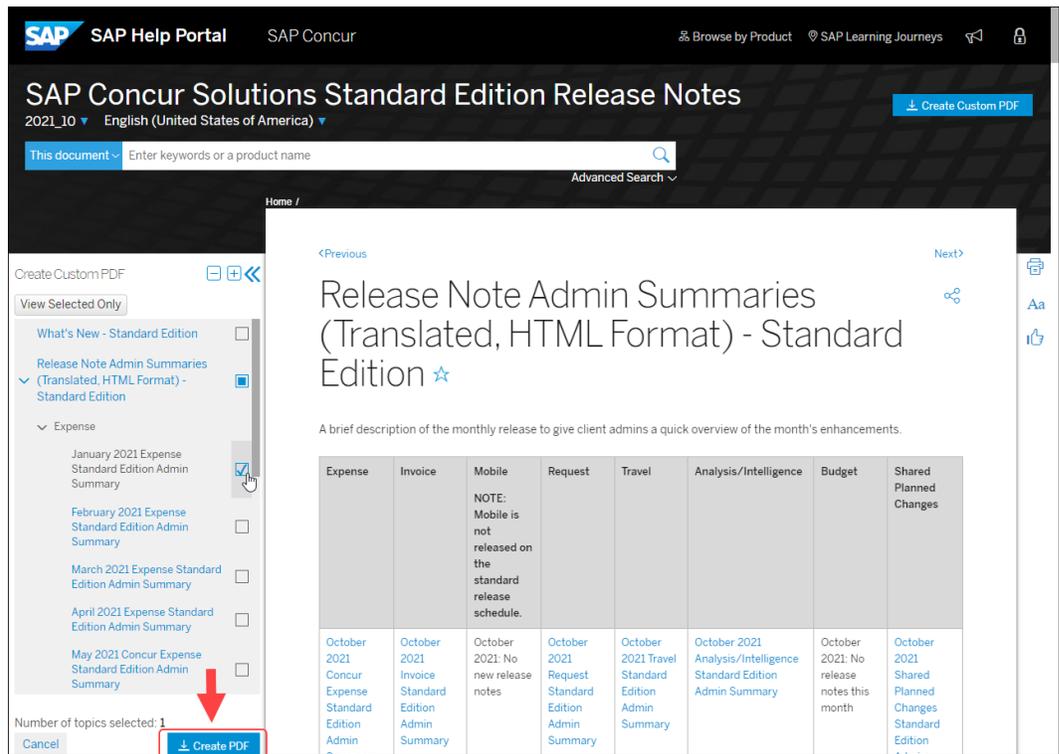
The screenshot shows the SAP Help Portal interface. At the top, the header includes 'SAP SAP Help Portal' and 'SAP Concur'. A search bar is present with the text 'This document' and a search icon. A red arrow points to a blue button labeled 'Create Custom PDF' in the top right corner. The main content area displays the title 'Release Note Admin Summaries (Translated, HTML Format) - Standard Edition' and a brief description: 'A brief description of the monthly release to give client admins a quick overview of the month's enhancements.' Below this is a table with columns for various categories and their respective release notes.

Expense	Invoice	Mobile	Request	Travel	Analysis/Intelligence	Budget	Shared Planned Changes
October 2021 Concur Expense Standard Edition Admin	October 2021 Invoice Standard Edition Admin Summary	October 2021: No new release notes	October 2021 Request Standard Edition Admin Summary	October 2021 Travel Standard Edition Admin Summary	October 2021 Analysis/Intelligence Standard Edition Admin Summary	October 2021: No release notes this month	October 2021 Shared Planned Changes Standard Edition

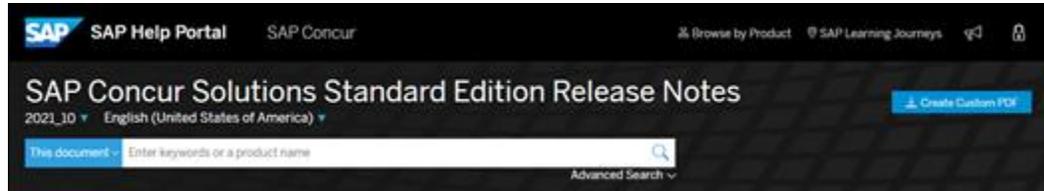
- From the **Table of Contents**, select the desired release note admin summaries.



- Click **Create PDF**.



The admin summaries will no longer be included in the Knowledge Base search on the Concur Support Portal. On the SAP Help Portal, the admin summaries are now searchable by any user, using the search bar at the top of the page:



### **Configuration / Feature Activation**

These changes are automatically made; there are no configuration or activation steps.

## **SAP Concur Platform**

### **\*\*Ongoing\*\* Retirement and Decommission of Existing Concur Request APIs (v1.0, v3.0, v3.1) (November 30, 2021)**

Information First Published	Information Last Modified	Feature Target Release Date
June 2020	December 3, 2021	June 1, 2021
Any changes since the previous monthly release will be highlighted in yellow in this release note.		

### **Overview**

As of May 31, 2021, the existing Concur Request APIs (v1.0, v3.0 and v3.1) are deprecated. On June 1, 2021, SAP began retiring these APIs in accordance with the [SAP Concur API Lifecycle & Deprecation Policy](#). These APIs are replaced by the Concur Request v4 APIs. SAP will no longer support these APIs after retirement.

As of November 30, 2021, the retirement phase for the existing Concur Request APIs (v1.0, v3.0 and v3.1) is completed.

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

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

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

## **BUSINESS PURPOSE / CLIENT BENEFIT**

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

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

# **SAP Concur User Assistance**

## **Available End User Support Options**

### **Overview**

This release note is a reminder to all admins about the resources available for end users to find support. SAP provides many support pathways for many products. The options listed in this release note are the only correct ones for SAP Concur end users. Admins should send the list of self-serve resources below to their end users for visibility.

SAP Concur solutions end users receive support in one of the following ways:

- **User Support Desk (USD):** If your company has purchased User Support Desk, end users can access support within the SAP Concur application. Click **Help > Contact Support** to access the User Support Desk Portal and begin support via phone or chat.
- **Internal support:** If your company has not purchased USD, end users work with internal contacts to support their SAP Concur solution, and supplement with the self-serve resources in the next section.

### **Self-Serve End User Resources**

There are multiple locations where end users can find additional information, training resources, and FAQs. All users can access these links.

SAP Concur Community:  
<https://community.concur.com/>

Support Info and FAQs on SAP Concur Community:  
<https://community.concur.com/t5/Support-and-FAQs/bg-p/Support>

Professional Edition SAP Concur Training Toolkit:  
<http://www.concurtraining.com/>

Standard Edition SAP Concur Training Toolkit:  
<http://www.concurtraining.com/toolkit/standard/en>

Concur Expense End-User Online Help:  
[https://help.sap.com/viewer/product/CONCUR\\_EXPENSE/LATEST/en-US?task=use\\_task](https://help.sap.com/viewer/product/CONCUR_EXPENSE/LATEST/en-US?task=use_task)

Concur Invoice End-User Online Help:  
[https://help.sap.com/viewer/product/CONCUR\\_INVOICE/LATEST/en-US?task=use\\_task](https://help.sap.com/viewer/product/CONCUR_INVOICE/LATEST/en-US?task=use_task)

Concur Request End-User Online Help:  
[https://help.sap.com/viewer/product/CONCUR\\_REQUEST/LATEST/en-US?task=use\\_task](https://help.sap.com/viewer/product/CONCUR_REQUEST/LATEST/en-US?task=use_task)

Concur Travel End-User Online Help:  
[https://help.sap.com/viewer/product/CONCUR\\_TRAVEL/LATEST/en-US?task=use\\_task](https://help.sap.com/viewer/product/CONCUR_TRAVEL/LATEST/en-US?task=use_task)

## Test Entities

### Test Entity Data Maintenance and Entity Deletion (December 6)

#### **Overview**

As part of SAP Concur routine data maintenance and operations, we will begin deleting stagnant data in SAP Concur Production Sandbox Environments (test entities).

Beginning December 6, 2021, test entities that have not been signed in to within 180 days will be deleted. For example, if a test entity has not been logged into between June 9, 2021 and December 6, 2021, it will be deleted on December 6, 2021.

As of January 2022, as part of this ongoing routine data maintenance, test entities that have not been signed in to within 180 days will also be deleted on a regular basis as such data is considered to be stagnant in accordance with applicable law. Any customizations to the test entities will not be recoverable in the event of deletion.

---

**NOTE:** The deletion of data or entities in the production sandbox environment has no impact on live production entities.

---

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

This maintenance activity supports SAP and client data compliance requirements by minimizing the retention of personal data outside of the live production environment.

**Configuration / Feature Activation**

These changes will occur automatically. For customers who are entitled to use the product sandbox environment, SAP Concur support can assist clients with a normal refresh of their current production data in their test entities.

**Web Services Administration****\*\*Ongoing\*\* Application Connector Username and Password Length Requirements Updated**

Information First Published	Information Last Modified	Feature Target Release Date
June 18, 2021	December 3, 2021	February 28, 2022
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**

To meet new security requirements, the length of the username and password associated with an application connector on the **Application Connectors** page must be at least 10 characters long and not more than 50 characters long.

Some clients currently have usernames and passwords configured that do not meet these parameters.

On February 28, 2022, the 10-character minimum and 50-character maximum will be enforced. If the usernames and passwords are not updated prior to this change, some aspects of SAP Concur solutions might stop working. For example, workflow steps will not complete if using notifications, LEU windows will not open, and there will be no results in fields using fetch lists.

To avoid disruption of callouts through application connections and subsequent disruption of some end-user tasks, SAP recommends updating your application connector username(s) and password(s) as soon as possible.

Application connection usernames and passwords can be updated by an administrator with the Company Administrator or Web Services Administrator role.

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**NOTE:** For admins working with Standard entities, a user with the Concur Expense **Can Administer** permission has the **Web Services Administrator** role.

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**BUSINESS PURPOSE / CLIENT BENEFIT**

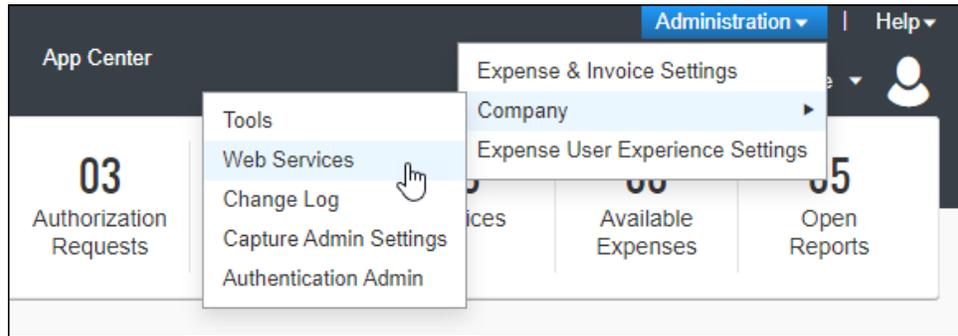
Enforcing password and username length restrictions improves the security standards for callouts made through the application connector.

## Configuration / Feature Activation

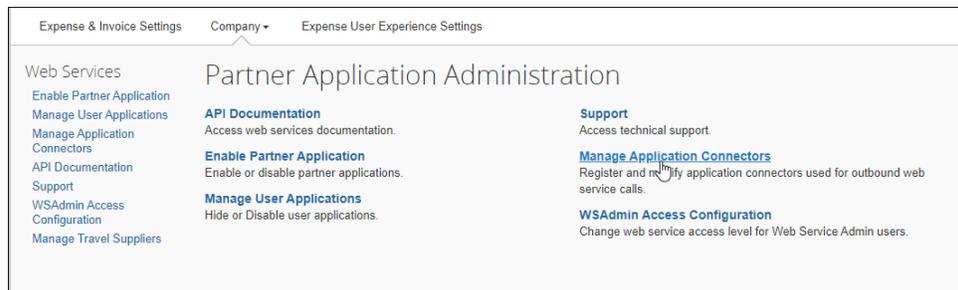
Username and passwords for application connectors are configured on the **Manage Application Connectors** page.

► **To change the username and password for an application connector:**

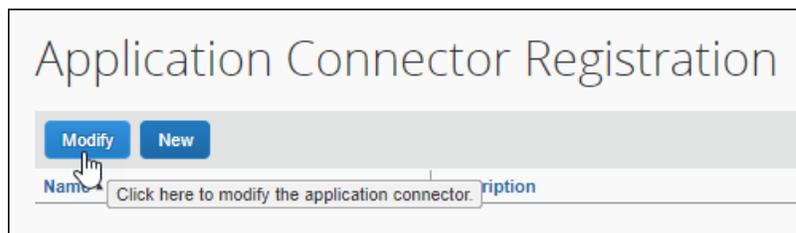
1. Click **Administration > Company > Web Services**.



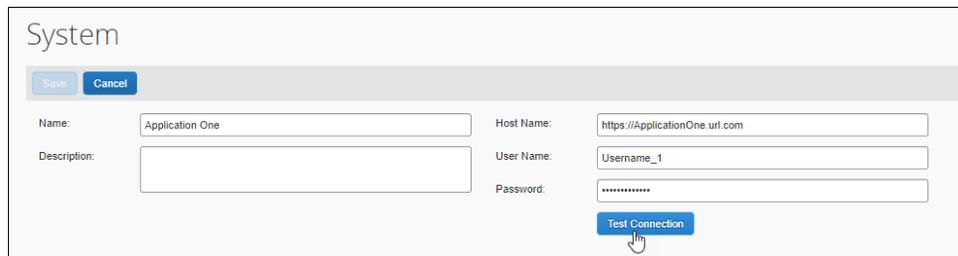
2. Click **Manage Application Connectors**.



3. Choose the application connector you want to update and then click **Modify**.



4. Enter the new username and password and then click **Test Connection**.



5. Click **Save**.

---

**NOTE:** After you update the username and password for an application connector, you must click **Test Connection** to verify the changes before the application connector can be used for any of the callout services.

---



For more information, refer to [Callouts and Application Connectors](#) on the SAP Concur Developer Center.

## Planned Changes

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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

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## Accessibility

### Accessibility Updates

SAP implements changes to better meet current Web Content Accessibility Guidelines (WCAG). Information about accessibility-related changes made to SAP Concur solutions is published on a quarterly basis. You can review the quarterly updates on the [Accessibility Updates](#) page.

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

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

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

## Supported Browsers

### Supported Browsers and Changes to Support

For information about supported browsers and planned changes to supported browsers, refer to the [Concur Travel & Expense Supported Configurations](#) guide.

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

# Additional Release Notes and Other Technical Documentation

## Online Help

Any user can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help or directly on the SAP Help Portal.

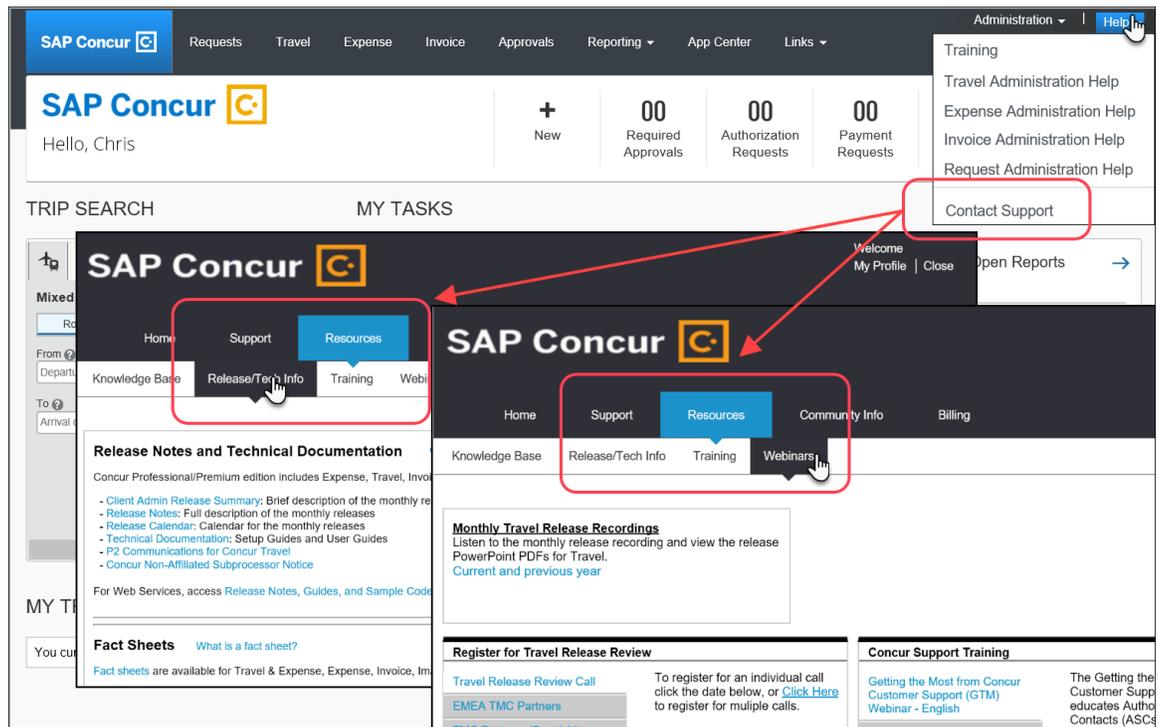
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (<https://help.sap.com>) to view the full set of documentation for your product.

## SAP Concur Support Portal – Selected Users

Access release notes, webinars, and other technical documentation on the SAP Concur support portal.

If you have the proper permissions, **Contact Support** appears on the **Help** menu. Click to access the SAP Concur support portal, then click **Resources**.

- Click **Release/Tech Info** for release notes, technical documents, etc.
- Click **Webinars** for recorded and live webinars.



# Cases

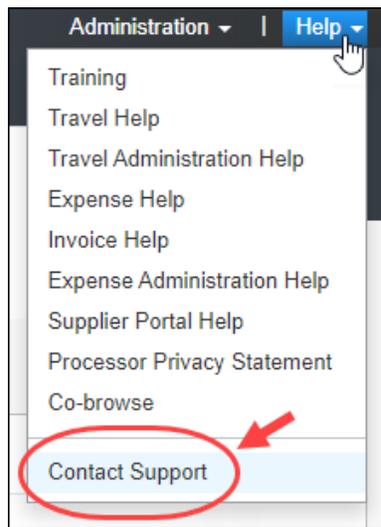
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## Steps for Getting a Status

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**.

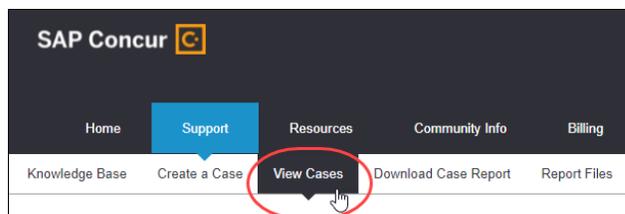



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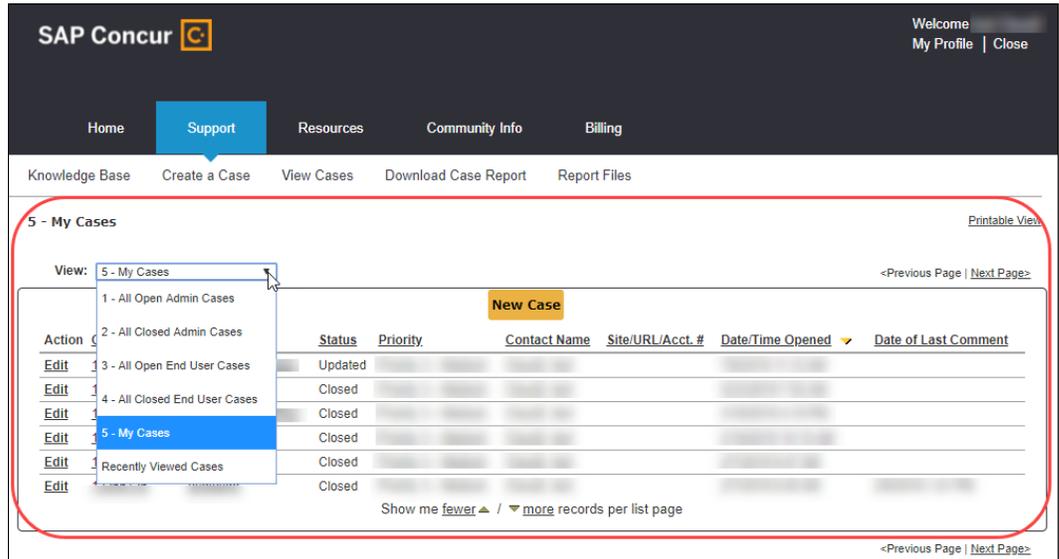
**NOTE:** If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

---

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 December 2021 release	

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