

SAP Concur Release Notes	
Concur Invoice Professional/Premium	
Includes: Concur Invoice, Capture Processing, Invoice Pay, Purchase Requests and Purchase Orders	
Month	Audience
Release Date: January 20, 2024 Initial Post: January 20, 2024	Client FINAL

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Release Notes

This document contains the release notes for Concur Invoice for professional edition.

NOTE: Features and changes that apply to SAP Concur site-wide or to multiple products/services are documented in the *Shared Changes Release Notes*. For information about site-wide or shared changes in this release that might impact your SAP Concur solutions, refer to the [Shared Changes Release Notes](#).

Concur Invoice UX Evolution

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

Information First Published	Information Last Modified	Automatic Transition Date
July 14, 2023	January 19, 2024	To Be Determined
Any changes since the previous monthly release are highlighted in yellow in this release note.		

This change is part of the Concur Invoice UX Evolution experience.

Overview

The continued evolution of the Concur Invoice solution user interface (UI) experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for the invoice process.

Customers will have the ability to preview and then opt in to the new UI for Concur Invoice before the automatic transition date.

BUSINESS PURPOSE / CLIENT BENEFIT

The result is the evolution of the Concur Invoice user interface designed to provide a modern, consistent, and streamlined user experience. The new UI focuses on consistency across SAP Concur Spend offerings, and includes several significant enhancements requested by clients. Focus areas include end-user efficiency when interacting with invoices, performance and stability, as well as accessibility compliance.

Products and Users Affected

To take advantage of these improvements, Concur Invoice customers will be required to transition to the new UI at a future date to be determined. The following sections provide information about the timeline and resources available to ensure this process is smooth and efficient for all users.

The new UI changes apply to:

- Concur Invoice (Professional/Premium and Standard) end users only

IMPORTANT: Timeline and Milestones

There are four important milestones for Concur Invoice customers as they transition from the current UI to the new UI.

1. **Early Adopter Care (EAC) Period:** August 2023 – **Ongoing in 2024**

We are currently in the Early Adopter Care Period: During this time, the new UI is available to preview for customers participating in the Early Adopter Care Program. We encourage administrators and power users to use the Early Adopter Care Period to preview the refreshed interface, update internal training materials, and prepare the organization for the transition.

NOTE: During the Early Adopter Care Period, not all planned features from the current UI will be available in new UI for Concur Invoice. New features and enhancements continue to be planned for future releases. ***The Early Adopter Care Period is intended to let customers get a head start on learning about the new UI and preparing for the transition.***

If your organization is interesting in participating in the Early Adopter Care Program, please refer to the [SAP Early Adopter Care](#) page for more information.

2. **Opt-In Period:** Targeted for **Q2 2024**

Following the Early Adopter Care Period there will be an open Opt-In Period. This milestone will be marked by the delivery of most planned features as well as further overall product quality and stability. The Opt-In Period will be available to all Concur Invoice customers.

Customers should use this period to plan their transition and move to the new UI for Concur Invoice 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.

3. **Active Move Period:** To be determined

All customers will be required to move to the new UI. The first day of the Active Move Period is the first day of the 12-month notice period we committed to for customers to complete the transition at their own pace 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.

4. **Automatic Transition Date:** To be determined

All customers will be automatically transitioned to the new UI. This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support.

Transition Information – Guides and Other Resources

We will provide guide updates, online help updates, release notes, and other resources to help in the transition.

Examples of where to find information about the new UI:

- **Setup and user guides, FAQs, transition resources:** During the transition from the current UI to the new UI, the Concur Invoice setup and user guides will be updated to include information about the new UI in addition to the current UI. Along with the guide updates, there are other resources (such as an FAQ), and a list of features that are not yet available in the new UI. All these materials can be used to help customers prepare their users.
- **SAP Help Portal:** Concur Invoice topics will also be updated for the new UI in the [Concur Invoice | SAP Help Portal](#). During the transition from the current UI to the new UI, the topics will include information about the current UI and the new UI.
- **Release information:** Release notes for enhancements associated with the new UI will be provided in the monthly Concur Invoice release notes. Release notes for the new UI will be clearly marked in the monthly release notes.

Get Started

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

More Information

Additional information will be available in future release notes.

Feature Availability

The Invoice UX Evolution user interface will be applied to specific Concur Invoice features in a phased approach during the Early Adopter and Opt-In milestones. There are some Concur Invoice features that the Invoice UX Evolution user interface will not be applied to during the Early Adopter or Opt-In milestones.

Use the following table to view which Concur Invoice features are currently updated with the Invoice UX Evolution user interface. The table also indicates whether a feature is a major or minor feature and which features will not be updated with the new user interface.

NOTE: Clients using the major features listed in the Major Features section of the table should **not** move to the Invoice UX Evolution UI until the major features they are using are available in the Invoice UX Evolution UI.

Feature Availability for Invoice UX Evolution		
Feature Name	Available?	Notes
Major Features		
Attendees	No	Parity Professional Only
Auto-Save	Early Adopter Care (EAC) Period	New Professional Standard
CFDI (Comprobantes Fiscal Digital por Internet) (Mexico)	No	Parity Professional Standard
Create/Edit Invoice	EAC	Parity – with the new create and edit invoice workflow Professional Standard
E-Bunsho	No	Parity Professional Standard
Editing Allocations	No	Parity Professional Standard
Expense Type Connected List	No	Parity Professional Only
Greater than 15 Line Items can be added in the Itemization section on the Create New Invoices page	No	New Professional Standard
Line-Item Entry in the Itemization section on the Create New Invoices page	EAC	New Professional Standard
Multiple VAT Field Support (Canada)	No	Parity Professional Standard
PO Matching	No	Parity Professional Standard
Recurring Invoices	EAC	Parity Professional Standard
Tax Authority & Tax Validation Service	No	Parity Professional Standard

Minor Features		
Auto Resize – View Port	EAC	New Professional Standard
Default Image In Line	EAC	Parity Professional Standard
Drag and Drop Images	EAC	New Professional Standard
Enhanced Comments	EAC	Parity Professional Standard
Enhanced Bulk Update Tools	No	Some Parity Professional Standard
Invoice Owner Improvements	EAC	Parity – with new workflow Professional Standard
Line-Item Entry Improvements – Custom Fields	EAC	Parity – with new workflow Professional Standard
Submit/Assign Button Improvements	EAC	Parity – with new workflow Professional Standard
Unassigned Invoices List screen – Record Locking	EAC	New Professional Standard
VAT Tax Mode	EAC	Parity – with new workflow Professional Standard
Switch Tax Mode Improvements	EAC	Parity – with new workflow Professional Standard
Processor navigation to invoices in new UI	No	Parity – with new workflow Professional Standard
Approver navigation to invoices in new UI	No	Parity – with new workflow Professional Standard
Other Minor Parity Features	No	Parity Professional Standard
Features that will not have the Invoice UX Evolution User Interface		
Concur Invoice Administration	No	
Approvals Invoice List	No	
Capture Processing	No	
Invoice Pay	No	
Processor Invoice List	No	

Planned Changes

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

NOTE: The planned changes listed in this document are specific to this product. For information about planned site-wide or shared changes that might impact your SAP Concur solutions, refer to the [Shared Changes Release Notes](#).

Invoice Pay

****Planned Changes** New Invoice Virtual Card Payments (BMO only)**

Information First Published	Information Last Modified	Feature Target Release Date
March 2023	--	Q1 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Concur Invoice clients contracted for Invoice Payment Manager and that use Bank of Montreal (BMO) corporate credit cards will soon be able to make payments to vendors using a new payment type for virtual cards. Invoice Payment Managers will be able to create Virtual Card Accounts to set up and manage virtual card batches and payments for selected vendors. Invoices with a virtual card payment method type will be created and approved in Concur Invoice the same way as invoices with other payment methods. Payments will be facilitated by a third-party company (payment provider) instead of SAP Concur.

Invoice Virtual Card Pay includes the following benefits:

- Improved working capital by paying vendors with a virtual card now and the credit card statement with the settled payments later
- Faster and more secure payments to vendors
- Possible rebate incentives from issuer for corporate card programs
- Virtual card functionality added to Invoice Payment Manager, ensuring visibility to all payment methods in a single interface

Invoice virtual card payments will initially support Single Use Virtual Cards. Single Use Virtual Cards can only be successfully charged once by a vendor for the exact amount the virtual card was issued for. After the transaction settles the virtual card is automatically closed and cannot be used again. A new single use virtual card will be issued for each payment to a vendor.

After a virtual card payment batch is closed, a remittance email is sent to the vendor contact email in Concur Invoice. The body of the email will contain the authorized

payment amount, list of invoices being paid, and a link with instructions to access the virtual card from the payment provider. From the link the vendor can view the details of the virtual card to charge it in their point-of-sale system.

From Invoice Payment Manager, clients can configure the number of days a virtual card will remain active and can be charged after being issued. If a vendor does not charge the virtual card within the set **Days to Expiration**, it will expire and cannot be charged. Invoice Payment Manager users can also cancel virtual cards before they are charged. Expired and canceled payments can be managed and reissued in the same or different form of payment.

Invoice virtual card payments can be extracted for GL posting with the Payment Confirmation Extract file or Invoice Payment Confirmation API after the virtual card is issued. After a vendor charges the card, the date the transaction settles on the credit card will be recorded with the payment in Concur Invoice and reportable for reconciliations.

NOTE: Concur mobile app functionality is not included.

NOTE: In a future release, this feature is planned for all Concur Invoice Payment Manager clients who use Bank of Montreal corporate credit cards.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides clients with flexibility and a simple setup solution for issuing virtual cards as a form of payment to vendors.

Prerequisites

Clients must work with their vendors to determine whether they accept virtual cards as a form of payment. If so, the virtual card payment methods can be assigned to vendor records to default to a virtual card payment method.

Clients must have Concur Invoice and Invoice Payment Manager on their contract.

Currency and Country Availability

- **Currency:** USD only
- **Country:** United States and United States territories

Roles

Users must have the Invoice Payment Manager role to manage and configure virtual cards.

End-User Experience

INVOICE OWNER

Users will see *Single Use Card* selected as the payment method for the invoice.

The screenshot shows the 'Invoice Details' section of the 'vendorvcardUAT' invoice. The 'Payment Method Type' dropdown menu is highlighted with a red box, and 'Single Use vCard' is selected. Other visible details include Invoice Number 1234567, Invoice Date 11/28/2022, and Invoice Amount 1,500.00.

INVOICE PAYMENT MANAGER

Invoice Payment Managers will see a new **Card Account List** page in Payment Manager under **Configuration**. The **Card Account List** page will be used to configure the virtual card account and activate it once the payment partner has reviewed and completed set up and the card issuer has finalized card registration.

The screenshot shows the 'Card Account List' page in the Invoice Payment Manager. The 'Card Accounts' menu item is highlighted with a red box. The table below lists several card accounts with their respective details.

Account Name	Provider	Account ID	Country/Region	Currency	Closed Time	Active	Status	Applies To	Cash Account	Liability Acc...
Test AXP	Extend	acct_3J5h7L3...	US	USD	7:00 AM PST	Yes	Complete	Finance		
Test Card Acc...	Extend		US	USD	7:00 AM PST	No	In Progress	Global		
Test Card Acc...	Extend		US	USD	7:00 AM PST	No	In Progress	Global	12345	
Test Card Acct1	Extend		US	USD	7:00 AM PST	No	In Progress	Finance		
AXP Test 2	Extend	acct_6bknk1...	US	USD	7:00 AM PST	Yes	Complete	IT		

VENDOR MANAGER

Once card accounts are configured, Vendor Managers will need to update vendor records for vendors who accept virtual card payments.

In the **Pay Method Type** list for the vendor profile, the new *Single Use vCard* option will display and must be selected for all new invoices to default to this assigned payment method.

Vendor Name *	Pay Method Type	Contact Email	Vendor Code
Acme	Single Use vCard	vendorcontact@acme.com	
Vendor Name - Location *	Address Accounting Code	Address 1	Address 2
Chicago			
City	State/Province	Postal/Zip Code	Country *
	Illinois	98765	UNITED STATES

The **Contact Email** field in the vendor profile must be completed and verified for vendors to receive a remittance email with a link to the virtual card.

Configuration / Feature Activation

If your company is interested in using the Virtual Card Pay feature, contact your SAP Concur representative to request support services for feature activation.



For more information, refer to the *Concur Invoice: Invoice Pay Setup Guide* and *Concur Invoice: Invoice Pay User Guide*.

Vendor Management

Planned Changes SAP Business Partner Screening Solution Now Performs Automatic Online Screening

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	January 19, 2024	Q1 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

SAP Concur now performs automatic online screening of vendors (suppliers) within Concur Invoice Vendor Management using the SAP Business Partner Screening (BPS) solution. Previously, SAP Concur performed offline screening of vendors (suppliers) within Concur Invoice Vendor Management using the SAP Business Partner Screening (BPS) solution.



For more information, refer to the *Vendor Management | SAP Business Partner Screening Solution (August 11)* release note published in the *Concur Invoice Release Notes* for August 2023.

The BPS solution is used to prevent prohibited vendors in embargoed countries or regions, or in sanctioned entities listed by the various applicable government agencies, from performing business activities with SAP products.

[SAP policy](#) prohibits the use of all SAP products and services in, from, or in support of, any business activities in locations where SAP products and services are not available. This list includes Cuba (CU), Iran (IR), North Korea (KP), Syria (SY), and regions of the Ukraine (Donestsk, Luhansk, and Crimea). This change also impacts the following currencies Cuba, Peso (CUC and CUP); North Korean Won (KPW); Syria, Pound (SYP); Iran, Rial (IRR).

When users try to submit an invoice for vendors that are identified as having a Sanctioned or Invalid status during BPS screening, invoice submission will be blocked. Only invoices for vendors that passed BPS screening will be extracted to the financial system for payment.

With the release of the new automatic online screening update, this feature release also includes:

- Four new screening statuses in the **Screening Status** column on the **Vendor Managers** page
- A new *Screening Status* option in the **Search** list on the **Manage Vendors** page
- The ability to recall invoices for re-screening
- New alert messages for vendor invoice status during BPS screening
- Audit trail tracking of Export Trade Sanctions (ETS) categories, status codes, and screening statuses

- The ability to block submission of purchase requests (PR) and purchase orders (PO) for vendors with a Sanctioned or Invalid status during BPS Screening.

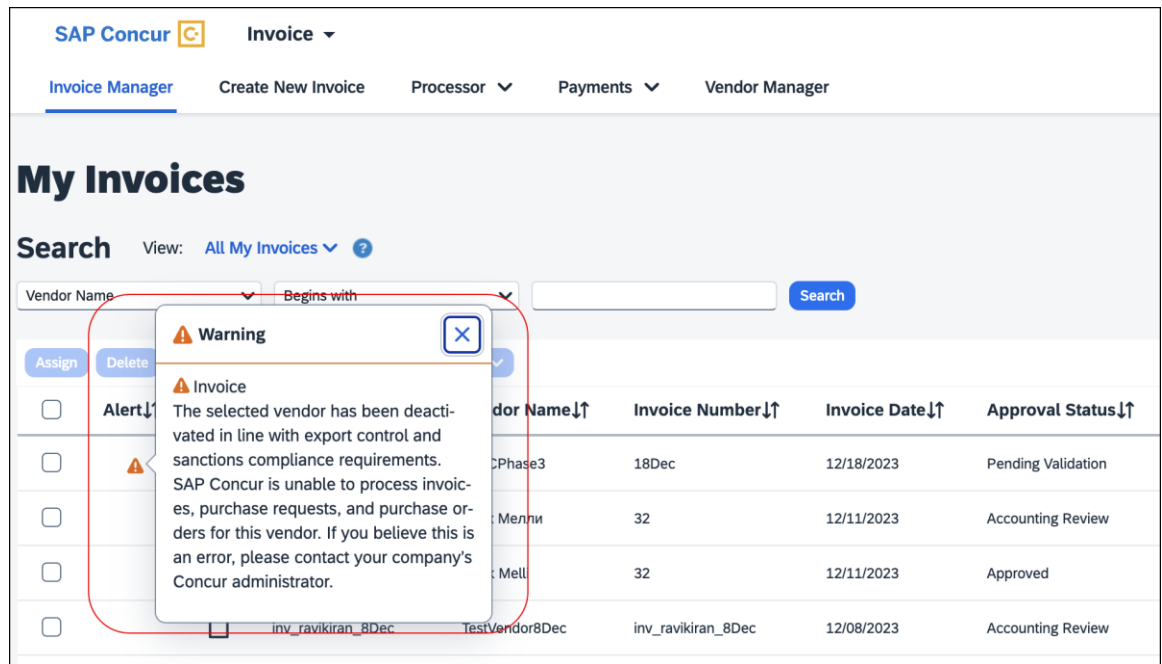
BUSINESS PURPOSE / CLIENT BENEFIT

This change ensures clients follow local, national, and international laws governing embargoed countries and sanctioned individuals/entities and are systematically protected to the best ability from malicious actors and actions when working with SAP Concur products.

End User Experience

VIEW ALERT MESSAGES

After invoice submission, users now see additional alerts displayed on the **My Invoices** page in **Invoice Manager** to track vendor invoices during BPS screening status.



Alerts that may display include:

- **Sanctioned:** *The selected vendor has been deactivated in line with SAP Export Control and Sanctions Compliance requirements. SAP Concur is unable to process invoices, purchase requests, and purchase orders for this vendor. If you believe this is an error, please contact your company's Concur administrator.*
- **Pending Review:** *The selected vendor in this invoice is currently under review as part of SAP's Export Control and Sanctions Compliance policy. We appreciate your patience as we are processing your request as quickly as possible.*
- **System Pending:** *The selected vendor in this invoice is currently under review as part of SAP's Export Control and Sanctions Compliance policy. We*

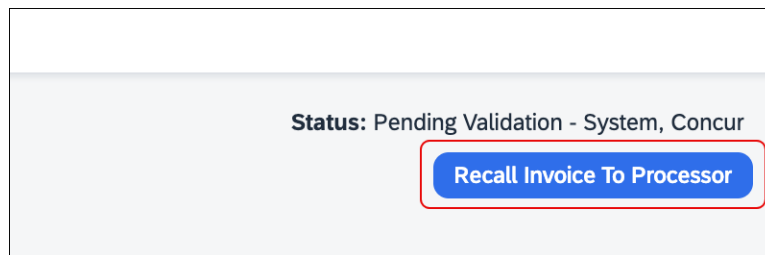
appreciate your patience as we are processing your request as quickly as possible.

- **Invalid:** *At this time, SAP Concur is unable to support the selected vendor as the information appears incomplete or inaccurate. Please ensure the full legal name of the company or individual and their full address (street, city, state (if applicable), and country/region) are complete and accurate in the vendor record.*

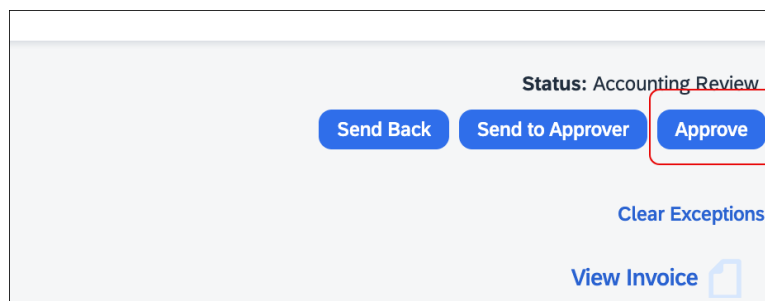
RECALL INVOICES FOR RE-SCREENING

If the vendor does not pass the BPS screening at the Prepayment Validation state, invoices with the vendor are placed on hold and an alert message displays for the invoice. Users can recall the invoice to the processor and approve it to initiate re-screening. If the vendor passes re-screening, invoices with the vendor will be extracted for payment. Otherwise, the invoices will continue to be placed in a hold status.

On the invoice record, users can click the **Recall Invoice to Processor** button to recall the invoice.



Users can then click the **Approve** button to re-submit the invoice for re-screening.



VIEW THE AUDIT TRAIL

When a vendor's screening status is changed, this change is logged and documented in the audit trail with the Export Trade Sanctions (ETS) Category, status code, and the screening status. Users can reference the following table to understand the

categories and codes documented in the audit trail.

ETS Category (Available in Audit Trail)	Status Code (Available in Audit Trail)	Screening Status (Available statuses in the Screening Status column on the Manage Vendors Page)
ETS1	01	Sanctioned
ETS3	01	Sanctioned
ETS4	01	Sanctioned
ETOK	02	Passed
ETS2	04	Pending Review
EX30	30	System Pending
EX31	31	Invalid
EX32	32	Translation in progress

SEARCH FOR VENDORS BY SCREENING STATUS

Users can search for vendors by selecting *Screening Status* in the **Search** list on the **Manage Vendors** page.



SUBMIT PURCHASE REQUESTS AND PURCHASE ORDERS

When users submit a purchase request for vendors that are identified as having a Sanctioned or Invalid status during BPS screening, purchase request submission is blocked.

When a user submits a purchase order created from a purchase request, and the purchase order for the vendor is identified as having a Sanctioned or Invalid status during BPS screening, PO transmission is blocked.

APIs and Imports for PR/PO

When users create a purchase request using Purchase Request v4 API, and the purchase request is created for vendors that are identified as having a Sanctioned or Invalid status during BPS screening, purchase request auto submission is blocked.

When users create a purchase order using Purchase Order v3 API or from the PO Import file for vendors that are identified as having a Sanctioned or Invalid status during BPS screening, purchase order creation or import is blocked.

When user updates a purchase order using Purchase Order v3 API or the PO Import file for vendors that are identified as having a Sanctioned or Invalid status during BPS screening, purchase order update is blocked.

The following image is an example of messages that display in the **Import Run Details For: Purchase Order Import Run** window when invoices are imported successfully, fail, or have errors.

Import/Extract Monitor

Scheduled Jobs Imports

Import Run History For

← Return to Import Jobs

Find every run where Run Date

Run Number	File Name
341	poinvoiceimportnow_p1007211
340	poinvoiceimportnow_p1007211
339	poinvoiceimportnow_p1007211
338	poinvoiceimportnow_p1007211
337	poinvoiceimportnow_p1007211
336	poinvoiceimportnow_p1007211
335	poinvoiceimportnow_p1007211
334	poinvoiceimportnow_p1007211
333	poinvoiceimportnow_p1007211
332	poinvoiceimportnow_p1007211
331	poinvoiceimportnow_p1007211
330	poinvoiceimportnow_p1007211
329	poinvoiceimportnow_p1007211
328	poinvoiceimportnow_p1007211
327	poinvoiceimportnow_p1007211

Import Run Details For: Purchase Order Import Run# 341

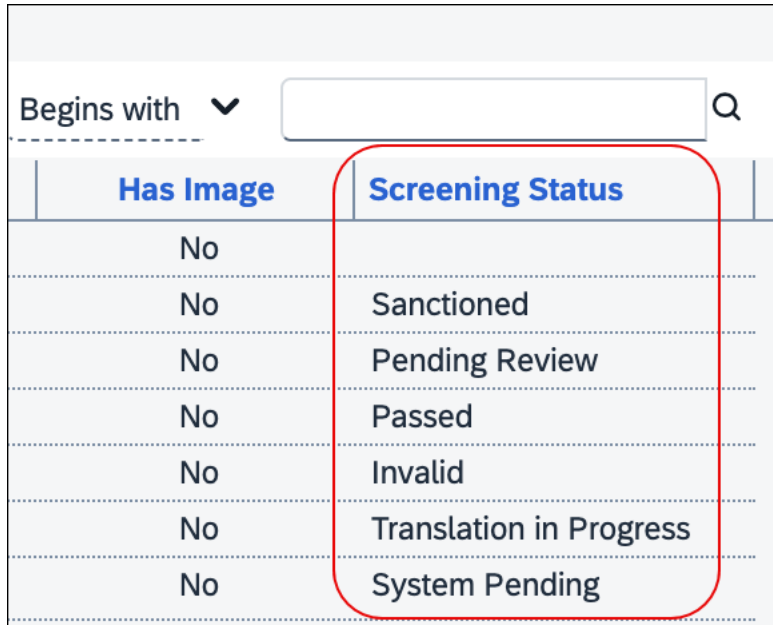
Find every log entry where Level Any Go!

Level	Record Identifi...	Message
Error	11	There was an error importing purchase order PO0DBTest28 . Error Code: 4444 ; Error Message: The selected vendor has been deactivated in line with SAP Export Control and Sanctions Compliance requirements. SAP Concur is unable to process invoices, purchase requests, and purchase orders for this vendor. If you believe this is an error, please contact your company's Concur administrator.
Info	11	1 Purchase Orders imported successfully. 1 Purchase Orders failed to import.

Page 1 of 1 | Send to Excel | Displaying 1 - 2 of 2

Vendor Manager Experience

Vendor Managers now see four new screening statuses display in the **Screening Status** column on the **Manage Vendors** page.



Has Image	Screening Status
No	
No	Sanctioned
No	Pending Review
No	Passed
No	Invalid
No	Translation in Progress
No	System Pending

The **Screening Status** column displays four new status results based on BPS screening:

- **Passed:** Vendors that passed the BPS screening and can be used without restrictions.
- **Pending Review:** Vendors that require manual review by SAP Export Control Operations.
- **System Pending:** Vendors that are in the queue for BPS screening once the system is back online.
- **Translation in Progress:** Vendors that have non-Latin or special characters present and are currently being translated for BPS screening.

Configuration / Feature Activation

This change occurs automatically.



For more information, refer to *Concur Invoice: Vendor Manager User 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.

Gender Diversity

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

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

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

In-Product User Assistance

Client Customized Content

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

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

Subprocessors

SAP Concur Non-Affiliated Subprocessors

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

▶ **To access the SAP Concur Sub-processors List:**

1. Click the following link to navigate to the SAP Sub-processors / Data Transfer Factsheets page:
[SAP Sub-processors / Data Transfer Factsheets](#)
2. Sign in to the SAP Support Portal using your Support User ID (S-user) and password.

NOTE: SAP customers must sign in to the SAP Support Portal using their Support User ID (S-user) and password. For information about S-User IDs, refer to [Your New Support User ID \(S-user\)](#) and to the [Learn All About S-User IDs](#) blog post.

3. On the SAP Sub-processors / Data Transfer Factsheets page, type Concur in the **Search** field.
4. In the **Title** column, click **SAP Concur Sub-processors List**.

If you have questions or comments, please reach out to: Privacy-Request@Concur.com

Supported Configurations

Supported Browsers and Changes to Support

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

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

SAP Concur Support Case Status

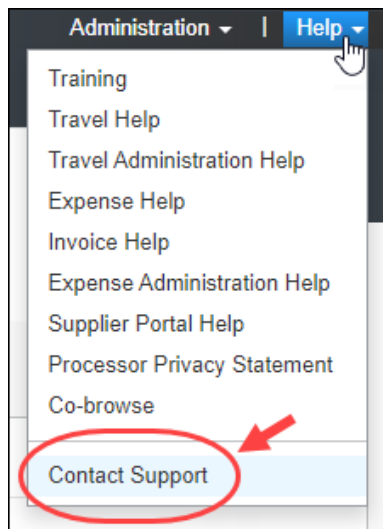
This release might resolve previously submitted support cases. You can check the status of a support case to confirm whether the case issue has been resolved.

Check Support Case Status

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

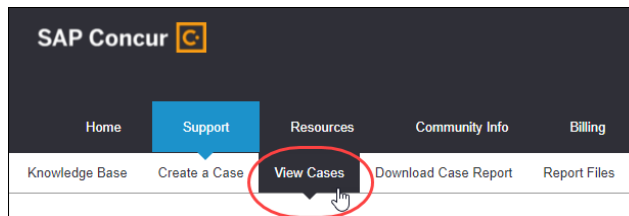
► **To check the status of a submitted case:**

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



NOTE: If you do not have the option to contact SAP Concur support in 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**.



SAP Concur Support Case Status: Check Support Case Status

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.

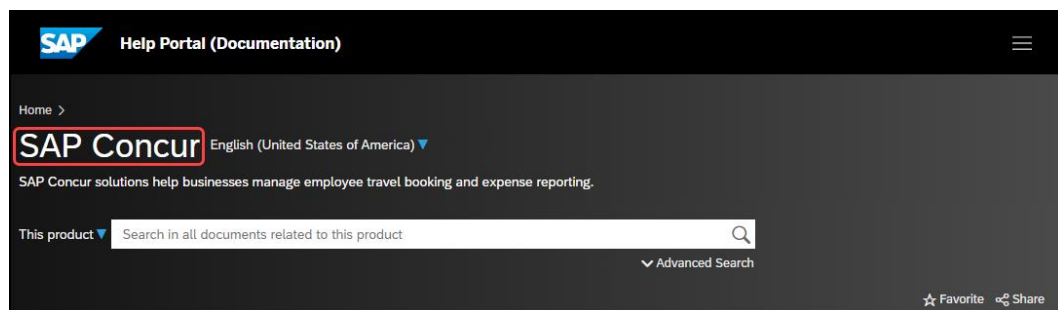
The screenshot displays the SAP Concur Support Case Status interface. At the top, the SAP Concur logo is visible on the left, and a user profile section on the right shows 'Welcome', 'My Profile', and 'Close'. Below the logo is a navigation bar with 'Home', 'Support' (highlighted), 'Resources', 'Community Info', and 'Billing'. Underneath is a secondary navigation bar with 'Knowledge Base', 'Create a Case', 'View Cases', 'Download Case Report', and 'Report Files'. The main content area is titled '5 - My Cases' and includes a 'Printable View' link. A 'View:' dropdown menu is open, showing options: '5 - My Cases' (selected), '1 - All Open Admin Cases', '2 - All Closed Admin Cases', '3 - All Open End User Cases', '4 - All Closed End User Cases', and 'Recently Viewed Cases'. Each option has an 'Edit' link. A 'New Case' button is located above the table. The table has columns: 'Status', 'Priority', 'Contact Name', 'Site/URL/Acct. #', 'Date/Time Opened', and 'Date of Last Comment'. The first row shows 'Updated' status. Below the table, there is a pagination control: 'Show me fewer / more records per list page'. Navigation links '<Previous Page | Next Page>' are present at the top right and bottom right of the table area.

Additional Release Notes and Other Technical Documentation

Online Help

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

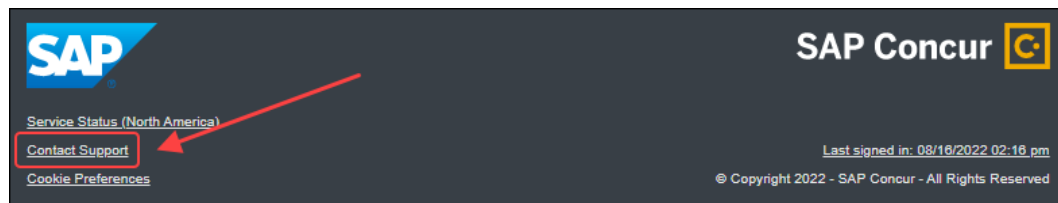
To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the [SAP Concur solutions page](#).



SAP Concur Support Portal – Selected Users

Access release notes, webinars, and other technical documentation on the SAP Concur support portal.

If you have the required permissions, **Contact Support** is available on the SAP Concur **Help** menu and in the SAP Concur page footer.



Click **Contact Support** to access the SAP Concur support portal, then click **Resources**.

- Click **Release/Tech Info** for release notes, technical documents, etc.
- Click **Webinars** for recorded and live webinars.

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