SAP Concur Release Notes	
Expense Professional / Premium	
Month	**Audience**
Release Date: March 19, 2022 Initial Post: Friday, March 18, 2022	SAP Concur Client ***FINAL***

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Release Notes

This document contains the release notes for Concur Expense 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*.

Expense Pay – Flex Edition

Bank Account Number for SGD Currency

Overview

To better support SGD (Singapore Dollar) currency now and for the future, the bank account number field length has increased from a maximum of 11 digits to 14 digits.

BUSINESS PURPOSE / CLIENT BENEFIT

This change supports new beneficiary bank requirements for 12 to 14 digit account numbers.

What the Admin Sees

When the user enters the bank account number, they can enter up to 14 digits. This allows them to include a 3 digit branch code with an 11 digit account number in the **Bank Account Number** field if required by the payment provider.

NOTE: Some beneficiaries who use OCBC Bank may need to change how they store their account number. The payment provider or SAP Concur will provide additional information if your employees are required to change how they enter their OCBC bank account number in SAP Concur.

NOTE: The employee import record type 820 will now support the new account number field length of up to 14 characters.

Configuration / Feature Activation

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

📖   For general information about this functionality, refer to the *Concur Expense: Expense Pay Flex Edition User Guide for Concur Professional/Premium*.

Mileage

New Mileage Service Features

Information First Published	Information Last Modified	Feature Target Release Date
March 2022	--	March 8, 2022
Any changes since the previous monthly release are highlighted <mark>in yellow</mark> in this release note.		

These changes are part of the NextGen UI experience.

Overview

On March 8, 2022, SAP Concur Expense released functionality and UI updates to clients using the Mileage Service.

⚠ **IMPORTANT:** These changes are available to new Mileage Service clients only.

Mileage Service clients cannot implement a mixture of the original mileage offering with the new Mileage Service; they must use the new Mileage Service to reap the benefits described.

These updates provide clients with automatic best practice government mileage rates, support for mileage-expected expenses, mileage calculator integration with Concur Request, and improved user interfaces and end-to-end user experience.

⚠ **IMPORTANT**: Your company must be using the NextGen UI for Concur Expense user interface (UI). Because of the mileage calculator integration with Concur Request, your company must also use the NextGen UI for Concur Request.

BUSINESS PURPOSE / CLIENT BENEFIT

These updates enhance the mileage functionality by providing:

- Automatic best practice government mileage rates

- Latest government and company rates available to the clients

  ♦ For a client paying the government rates, the mileage service will keep these rates updated. This results in reduced rate administration (on the client's part) to maintain and manage the rates – no more manual updates. As a result, the latest rates are available in real time.

  ♦ For taxability purposes, the system will record the claimed amount difference between the amount paid using the client rate versus the amount based on the government rate.

- Both Company and Personal car are available as an expected expense into Request and have a link to mileage calculator.

- Support for mileage expected expenses and mileage calculator integration with Concur Request (Concur Expense Professional edition only)

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- Enhanced regulatory support
  - ♦ Support for all vehicle types and corresponding distance bands
- Simplified vehicle registration process
- Improved compliance
- Additional rates and regional rates support
- Improved user experience

What the Admin Sees

The **Mileage Configuration** page (**Administration > Expense > Expense Admin >Mileage Configuration**) displays the automated mileage rates for both a personal and company car. You can also configure custom rates for both a personal car and company car.

NOTE: Vehicles and modes of transportation listed for a personal car on both the **Automatic Rates** tab and **Company Car** tab differ based on country.

For example, one country may only have one default personal car criteria, but another country may list multiple modes of transportation for its personal car criteria. For example, the United States has a flat rate for a personal car, but Germany lists rates for a motorbike, car, moped, and cycle.

Mileage Configuration

AUTOMATIC RATES

On the **Mileage Configuration** page, the **Automatic Rates** tab opens to display the **Personal Car** tab by default.

NOTE: Previously, you had to manually change the mileage rate when the government updated its rates every year. Clients now see the latest statutory rates (updated by SAP Concur) as often as governments make new rates available.

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Admins can also view a history of historic rates by clicking **Show Historic Rates**.

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AUTOMATIC RATES – PERSONAL CAR EXAMPLE (UNITED STATES)

AUTOMATIC RATES – PERSONAL CAR EXAMPLE (UNITED KINGDOM)

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On the **Automatic Rates** tab, admins can also view the automatic rates for a company car on the **Company Car** tab.

CUSTOM RATES

Admins can configure custom rates on the **Custom Rates** tab. When the **Custom Rates** tab is clicked, you are prompted to click **OK** to turn off automatic rate updates.

NOTE: You can opt to turn (back) on automatic rate updates by clicking the **Automatic Rates** tab.

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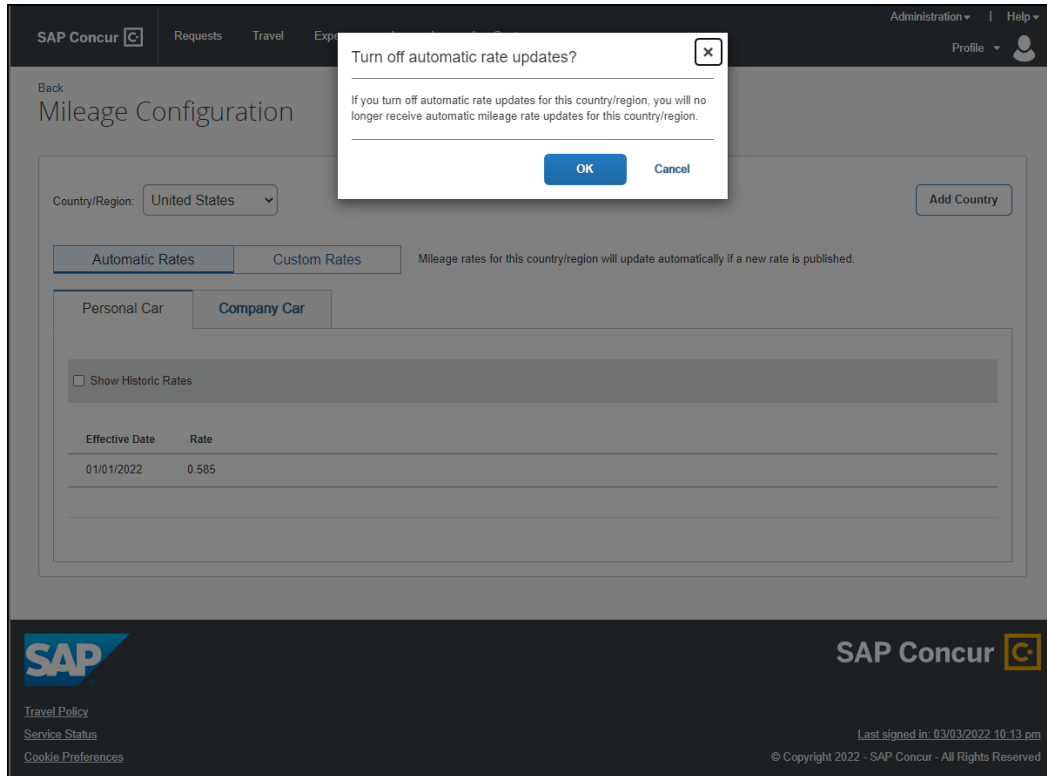
On the **Custom Rates** tab, you can create a new custom rate for a personal car:

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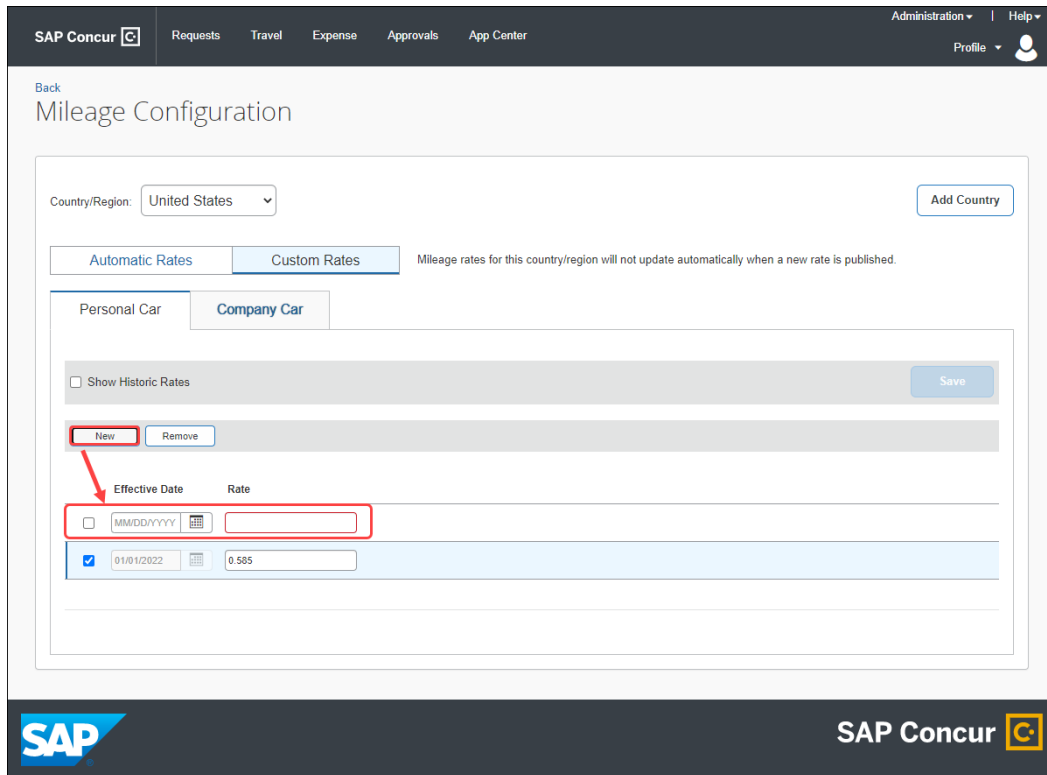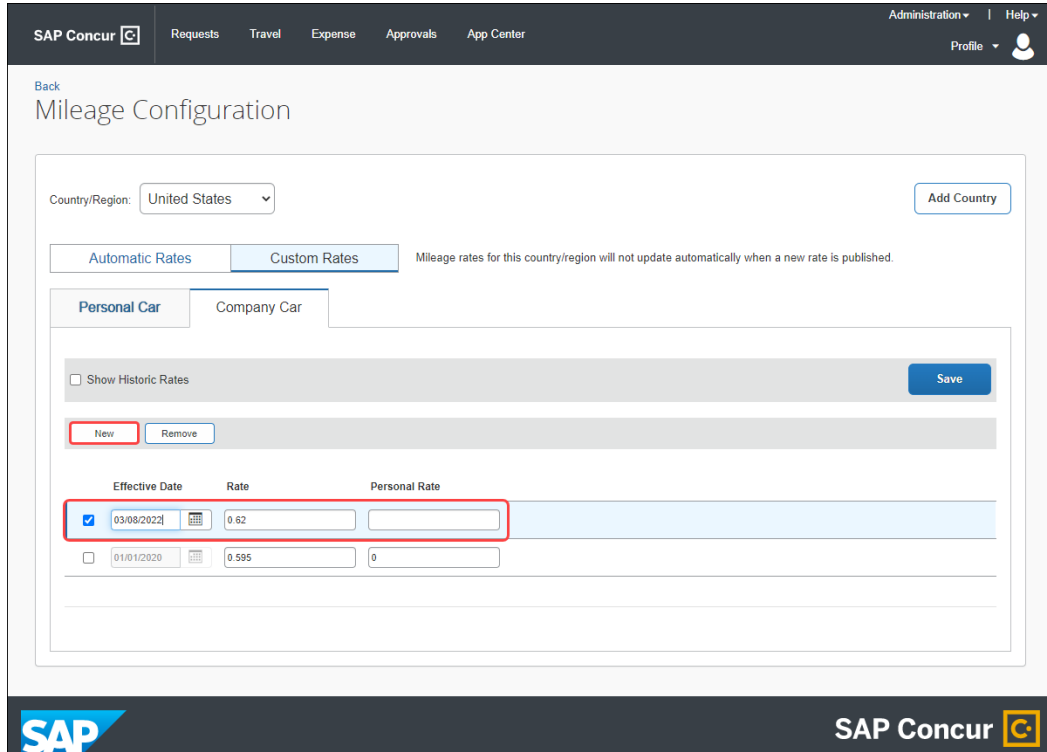
or for a company car:

Once a mileage configuration (for a personal or company car) is added to the **Custom Rates** tab, admins can edit or delete the mileage configuration.

MILEAGE (CONFIGURATION) TAB FOR TAXABILITY

The **Mileage Configuration** page (**Administration > Expense > Expense Admin >Employee Taxability and Corporate Deductibility > Mileage**) features the **Mileage** tab, which displays the mileage configuration.

The **Mileage** tab displays the mileage configuration.
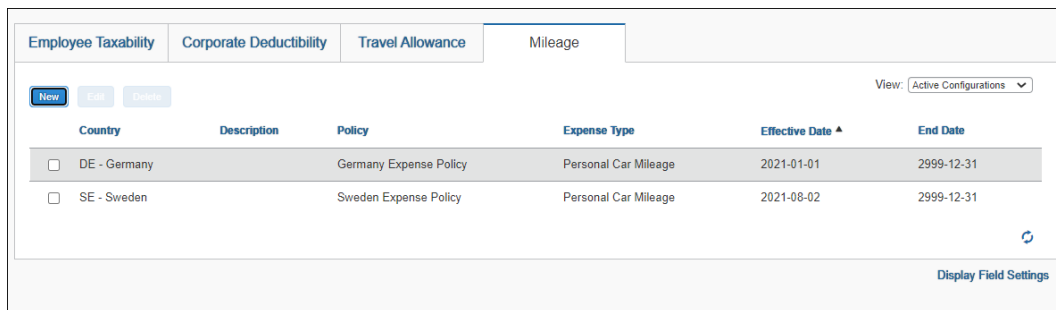
Admins can add a new mileage configuration by clicking **New** to open the **Add Mileage Configuration** page.

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NOTE: The ability to add a new mileage configuration requires a Mileage Configuration in a country supported with Concur-managed **Automatic Rates** with higher Custom rates configured.

Once a mileage configuration is added, admins can edit or delete the mileage configuration.

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What the User Sees

When the user logs in to their entity to report mileage for a new or existing vehicle, the government rate will be automatically applied when the expense report is created.

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EXAMPLE (UNITED KINGDOM)

Configuration / Feature Activation

The Mileage Service update is deployed automatically ONLY to net new customer entities being created from March 8, 2022, and onward. The Mileage Service is not currently available to customers with existing legacy car mileage configurations in use. This update released on March 8, 2022.

    📖   For more information, refer to *Concur Expense: Car Configuration Setup Guide* for Professional edition, or the *Concur Expense: Mileage Rates Setup Guide* for Standard Edition.

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NextGen UI

Ongoing Updated User Interface (UI) for Concur Expense End Users

Information First Published	Information Last Modified	Automatic Transition Date
March 2018	Sep 17, 2020	Oct 1, 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The continued evolution of the Concur Expense solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for creating and submitting expense reports.

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

These UI changes apply to:

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

> **NOTE:** There are no changes for approvers, processors, or admins.

IMPORTANT: Timeline and Milestones

There are four important milestones for Concur Expense customers as they transition from the existing UI to the NextGen UI.

1. **Early Access Period:** March 2018 – July 2020

   During this time, the updated UI was available to preview for customers worldwide. We encouraged administrators/power users to use the Early Access Period to preview the refreshed interface, update internal training materials, and prepare the organization for the transition.

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

   Following the Early Access Period was an open Opt-In Period. This milestone was marked by the delivery of most planned features as well as further overall product quality and stability.

   Customers should use this period to plan their transition and move to the NextGen UI for Concur Expense 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:** October 2021 – September 2022

   This is 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:** 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, FAQs, release notes, and other resources to help 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, FAQs, transition resources:** The admin guide provides information about accessing the NextGen UI for Concur Expense and the roles/permissions required.

  Along with the admin guide, there are FAQs, other resources (such as e-mail templates and other training materials), and a list of features that are not yet available in the NextGen UI for Concur Expense. All of these materials 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 edit either guide at will.

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Expense to help users become comfortable with the new experience.

This guide will be updated as needed during the Opt-In Period as the NextGen UI is being enhanced. Admins should review the guide often.

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

- **Release information:** During the Active Move Period, the release of 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.

JPT on NextGen UI Migration for JPT 1.0 Users

Information First Published	Information Last Modified	Feature Target Release Date
March 2022	March 18, 2022	April 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

This change is part of the NextGen UI experience.

Overview

Japan Public Transport (JPT) on NextGen UI is the only service that enables users to expense rail and bus travel in Japan using the NextGen UI. The ability to request and expense public transport is critical to the Japan market. A typical Japanese citizen makes multiple journeys per day and, in total, public transport represents 55% of all expenses in Japan.

Existing (legacy) JPT 1.0 clients will now be able to transition to JPT on NextGen UI, the new version of JPT 1.0. Global clients can anticipate the option to migrate to JPT on NextGen UI starting in April 2022; the tentative date for Concur Japan clients starts in April 2022. Clients must plan to transition to both JPT and the NextGen UI at the same time.

Business Purpose / Client Benefit

Existing (legacy) JPT 1.0 users will be able to migrate to JPT on NextGen UI to reap the benefits of the latest version.

- A change to Ekispert as the route search engine provider extends the types of public transportation to include bus stations

- The expense form has been simplified to remove the dedicated route detail tabs and use an individual expense per trip that encompasses single or combined journey legs for overall transit

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- New commuter pass administrator is added for Standard clients, providing central administration by the organization in addition to the individual user access to maintain commuter pass routes

Configuration / Feature Activation

Global clients can anticipate the option to migrate to JPT on NextGen UI starting in <mark>April</mark> 2022; the tentative date for Japan clients starts in April 2022.

Clients must plan to activate both the NextGen UI and JPT on the NextGen UI at the same time.

- JPT on NextGen UI will NOT work for the legacy UI

⚠ **IMPORTANT!** JPT 1.0 (legacy) will NOT work for users on the NextGen UI.

IMPORTANT! During the opt-in period from April 2022 through September 2022, clients who want to opt-in for the transition to JPT on NextGen UI must create a change request case. For further assistance, contact SAP Concur support or your SAP implementation coach.

⚠ **WARNING!** If clients do not take any action, they will automatically be moved to both NextGen UI + JPT <mark>on NextGen UI</mark> on the mandatory cutover date, October 1, 2022. More information about this cutover date will be provided in a future release note.

📖 For more information on the steps required before and after the migration, refer to the *Concur Expense: Japan Public Transport (JPT) on NextGen UI Migration Guide* for both the Professional and Standard Edition.

Site Settings

Enable Report Number in Concur Expense Accounting Extracts

Overview

A new site setting, **Enable Report Number for Expense Accounting Extracts**, is now available for all Concur Expense accounting extract file types. This change is for clients using the **Report Key** value in their expense accounting extracts who would benefit from extracting the **Report Number** field data instead.

WHY THIS CHANGE?

The **Report Number** is a six-character, alpha-numeric value which is intended to be ERP-friendly and eventually replace the **Report Key** up to six-digit integer value which some customers utilize as part of their extract file and financial integration process. By extracting the report number data in preference to the report key data,

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the client will see more meaningful output data and align their extract process with future release improvements.

The Report Number is displayed to end users in the NextGen user interface for Concur Expense, so can provide a meaningful tie-back to the user when this reference is used in downstream processes.

HOW IT WORKS

When this site setting is selected, the **Report Number** field is positioned in the same column where **Report Key** is currently configured, replacing it. Now, report number data replaces the report key data by changing the extract output to include one and not the other.

This functionality is fully reversible and applies to several different accounting extracts, for example:

- Standard Accounting extract v.2

- Standard Accounting extract v.3

- Informational extracts such as the Attendee Detail extract which contain **Report Key** and can now inherit the adopted **Report Number** field

- Any customized accounting extract that incorporates the **Report Key** field

Customers who do not use the **Report Key** value do not need to take any action. This also includes customers using the newer SAE version 4, which already contains the preferred functionality of the **Report Number** field.

NOTE: SAP Concur is currently in the "Opt-in" period to adopt the preferred **Report Number** value. At this time, *no* change is planned to the **Report Key** field's availability for Cognos Intelligence reports or Processor UI. All clients will be alerted and prepared for the post-2022 retirement of the **Report Key** field. Notification about retirement plans will be shared with a minimum of 1 year notice to allow customers to plan financial integration projects within their organizations.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature prepares the client who is using accounting extracts for a change to field availability, lets the client control the adoption schedule for the new, preferred **Report Number** value without need of a Support ticket to reconfigure the SAE, and finally supports future feature enhancements for extracts.

Configuration / Feature Activation

The Concur Expense admin role is required to access Site Settings and enable this functionality. Customers should also confirm with their own organization's internal IT Support team that their financial integration posting logic supports the alpha-numeric format of the new **Report Number** value.

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   For more information, refer to the April edition of the *SAP Concur Release Notes Expense Professional / Premium* and the *Concur Expense: Site Settings Setup Guide*.

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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*.

Email Notifications

Planned Changes Update to Expense Report Link in Workflow Notifications Email

Information First Published	Information Last Modified	Feature Target Release Date
February 2022	--	February 2022
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The URL link to Concur Expense within the workflow email notifications will be updated to a new format. The new link format will allow any Concur Expense user who has access to the expense report (via the normal UI path) to click the link to go directly to that report. The new URL format will also provide improved handling for Single Sign-On (SSO) configurations and allows customers using SSO (under SAML 2.0) to benefit from this direct link.

BUSINESS PURPOSE / CLIENT BENEFIT

This will allow any user who is viewing the email to also use the link to access the report IF they have authorization to view that report. The older style link is not functional for delegates that might receive a copy of the same email.

For customers using SAML 2.0 SSO, this will provide better access and support for users to go directly to the expense report rather than to the home page.

What the Approver Sees

When approvers open their workflow email to approve an expense report, they will see the same information as previously, and click **View Report** to access and approve the employee's expense report directly.
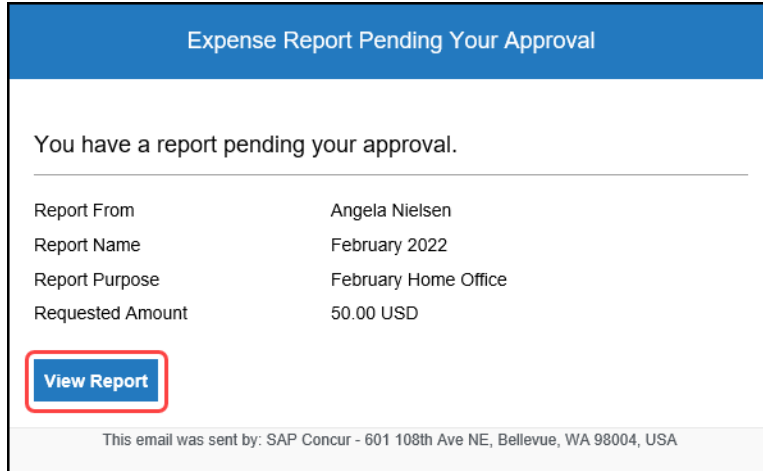
What the User Sees

When users open their workflow email, they will see the same information as previously, but can now click the link to access their expense report directly.

NOTE: Clients who use the optional URL override functionality will not see any change to their URL link or functionality, and their users will continue to be taken to the home page rather than to the specific expense report. SAP Concur encourages these customers to consider moving to the SAML 2.0 SSO authentication method and removing the URL override.

Expense Report Status Change

Your expense report listed below has changed status.

Changed By	Angela Nielsen
Report Name	January expenses
Report Date	01/02/2022
Submit Date	02/04/2022
Amount Approved	152.00 USD
Approval Status Set To	Approved
Payment Status Set To	Not Paid

Link To Expense
https://www.concursolutions.com

This email was sent by: SAP Concur - 601 108th Ave NE, Bellevue, WA 98004

Configuration / Feature Activation

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

  For more information, refer to the *Shared: Single Sign-on Overview Setup Guide*.

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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

Supported Browsers

Supported Browsers and Changes to Support

For information about supported browsers and planned changes to supported browsers, refer to the *Concur Travel & Expense Supported Configurations* guide.

When changes to browser support are planned, information about those changes will also appear in the *Shared Changes Release Notes*.

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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.
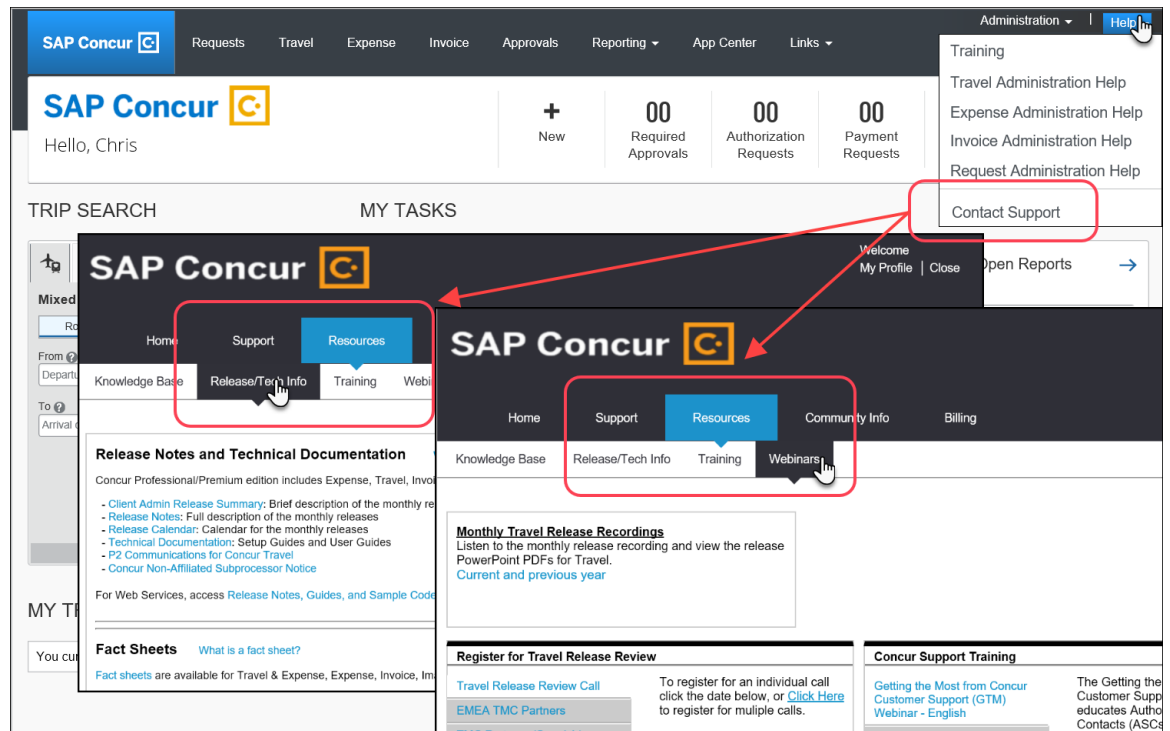
Use the links in the **Help** menu in the app, or search for your SAP Concur product (Concur Expense, Concur Invoice, Concur Request, or Concur Travel) on the SAP Help Portal (https://help.sap.com) to view the full set of documentation for your product.

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.

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Cases

Check Support Case Status

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

▶ *To check the status of a submitted case*

1. Log on to https://concursolutions.com/portal.asp.
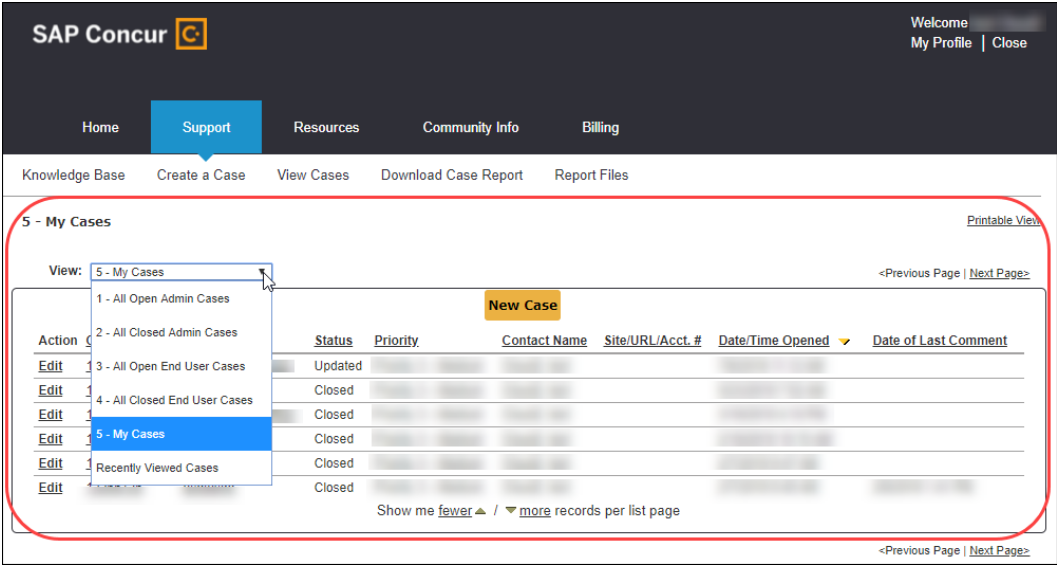
2. Click **Help** > **Contact Support**.
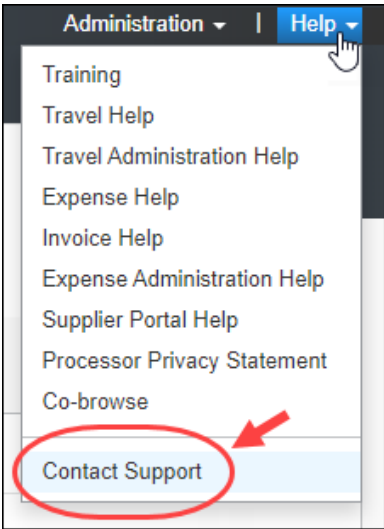
NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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

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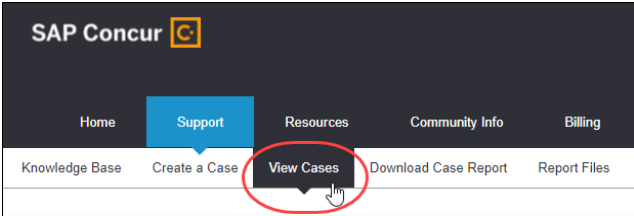
4. In the table, view the desired type of cases based on the **View** list selection. Search results are limited to each company's own cases.

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