

SAP Concur Release Notes Authorization Request	
Month	Audience
Release Date: January 12, 2019 Initial Post: Friday, January 11, 2:00 PM PT	Client – FINAL

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Summary

IMPORTANT

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

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

Release Notes

Request

****Ongoing** Email Infrastructure Change - Add IP Addresses to Safe Sender List**

Overview

SAP Concur is transitioning to a new email infrastructure for outbound email from our services to SAP Concur users. Because of this, companies who filter inbound email based on the sending IP address **must** add new IP addresses to their Safe Sender list to ensure that their users receive email from SAP Concur.

IMPORTANT: All Services Will Soon Be Affected

Initially, the issue described here affected only companies that use Concur Expense. Starting in January, email from other SAP Concur services (such as Travel and Concur Pay) will move to the new email infrastructure.

We will continue to add other services throughout the first quarter of 2019. Please monitor the release notes for more information about the timing of the additional changes.

NOTE: Remember, this change affects only companies that filter incoming email based on IP addresses.

Configuration / Feature Activation

The new IP addresses are not published publicly but they are available by contacting SAP Concur support. If your company uses Concur Expense and if your company filters incoming email based on IP address, please work with your email server management team to ensure that all required Safe Sender lists for IP addresses are updated so that your users continue to receive SAP Concur email without interruption.

****Ongoing** Updated Email Format**

Overview

SAP Concur is in the process of updating the format of all email notifications. These changes will provide a fresher, consistent look-and-feel across all SAP Concur services.

BUSINESS PURPOSE / CLIENT BENEFIT

The intent is to provide a consistent, updated look for users.

IMPORTANT

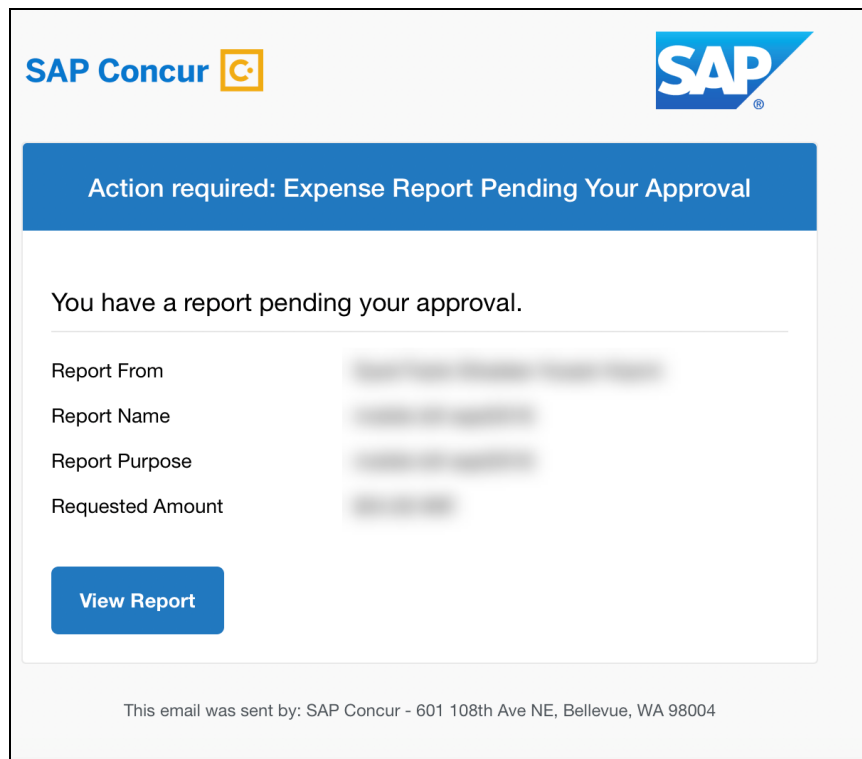
Note the following:

- Be aware that the email content has not changed – just the look and feel.
- The changes will appear over time. Each product team (Expense, Invoice, Travel, etc.) decides when to use the new format. Timing will be based on resource availability and the priority of other scheduled enhancements.
- Do not expect that all product emails will change at the same time. For example, perhaps Expense approval email will be first, and then other Expense notifications will follow.
- There is no assigned end date to the project. Expect that the changes may take longer than a year.
- Each team will provide release notes when their new emails are scheduled to appear.

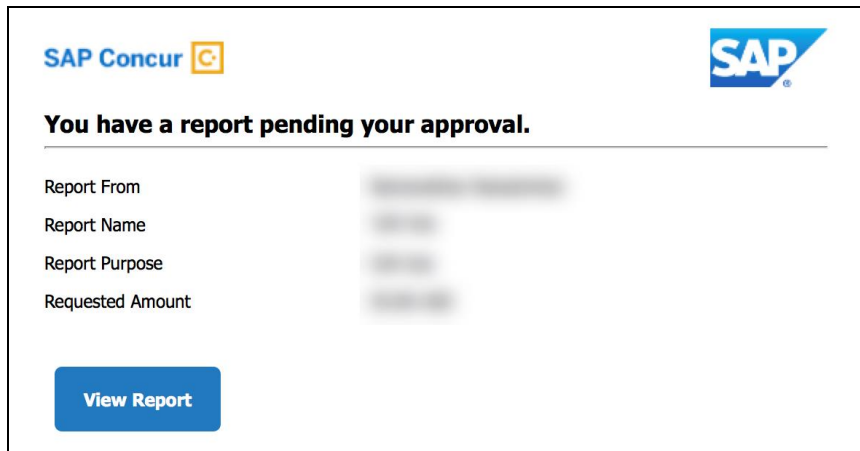
What the User Sees

The Expense approval email is shown below. Over time, all email generated from SAP Concur will have a similar look.

New email format:



Current email format:



Configuration / Feature Activation

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

Security Update to File Transfer Authentication

Overview

SAP Concur will update an authentication setting for clients who transfer files to/from SAP Concur, targeting January 16, 2019. The updated setting will lock out user accounts after five failed authentication attempts. Some accounts are already using this setting, and this change will update all accounts to this setting. This authentication change does not impact the main SAP Concur application login, only the file transfer process.

The affected URLs are:

- st.concursolutions.com
- st-eu.concursolutions.com
- st-cge.concursolutions.com

Clients who have locked themselves out of their accounts should contact SAP Concur Client Support to unlock their accounts.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides better security for clients when accessing extract and import files.

Configuration / Feature Activation

This change will be implemented automatically.

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.

Request

****Planned Changes** New SAP Concur Sign In Page**

Overview

SAP Concur is planning to add a new **Sign In** page, providing an updated login experience for users who log in with a user name and password credentials. Current Single Sign-On (SSO) users will log in without having to enter additional credentials. This feature is planned for 2019.

The new **Sign In** page feature includes the following:

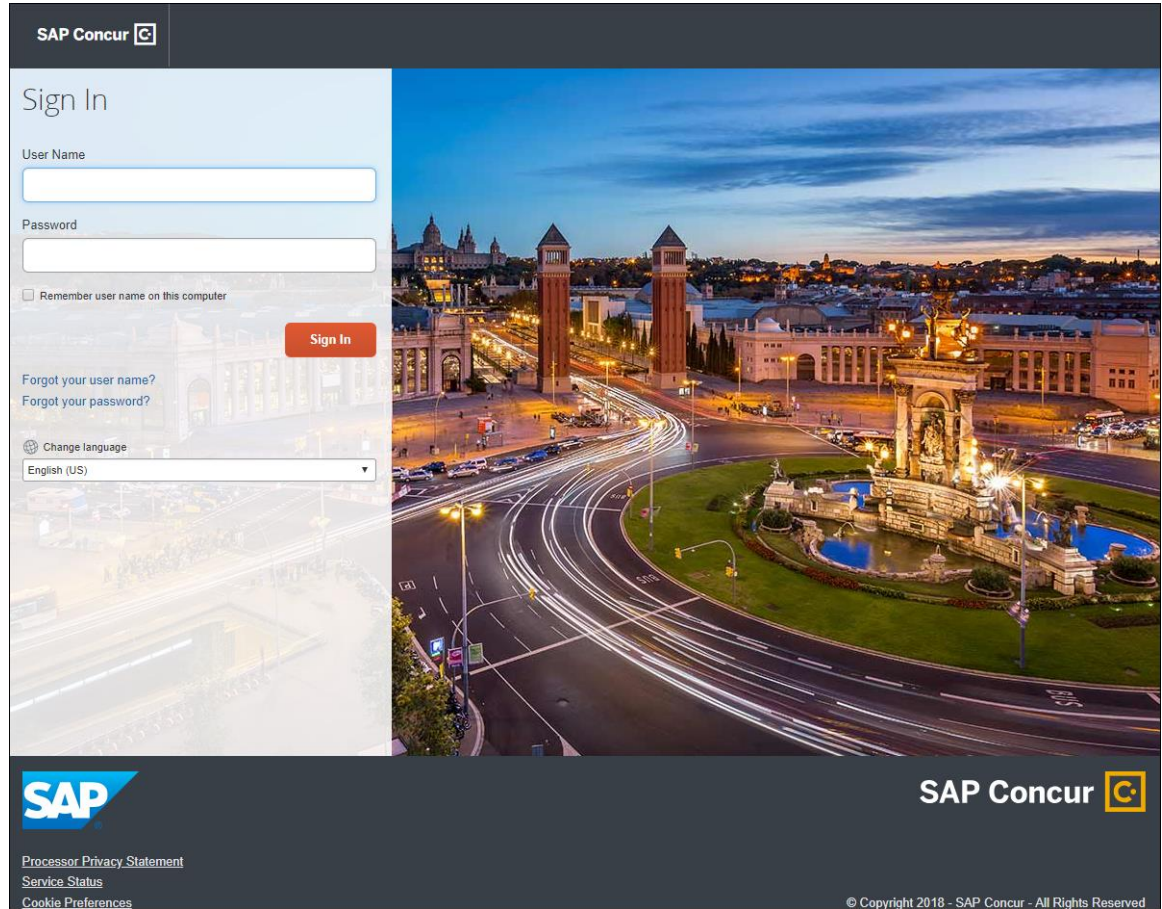
- **Two-step login:** provides enhanced security, meets current industry standards, and provides a better login success rate
- **Multi-account login:** allows administrators to log in with multiple accounts
- **Password hint removal:** provides better security for users and SAP Concur
- **User avatar:** enhances the user experience (planned for a future release)

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides better security and a faster, convenient experience for users logging in to SAP Concur products and services.

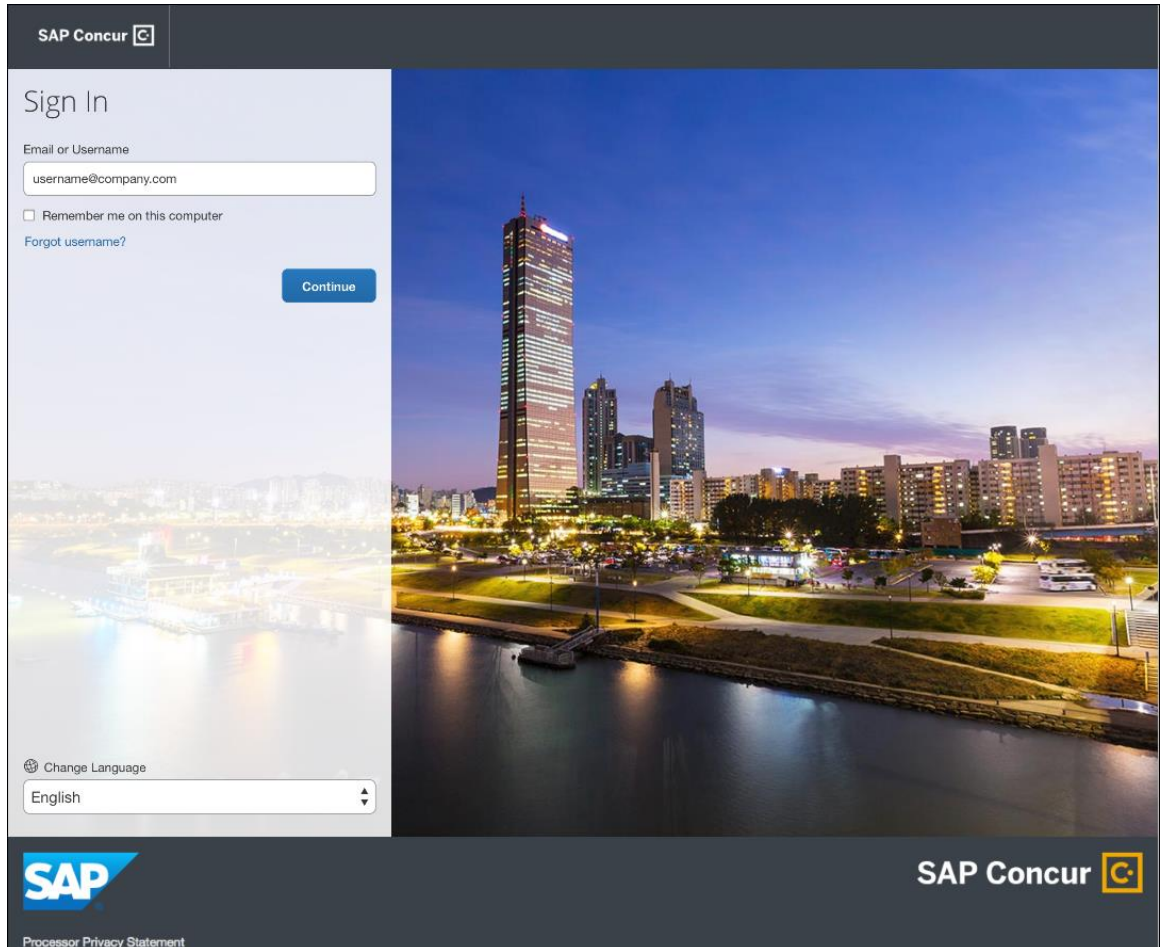
What the User Sees – Current Sign In Page

The SAP Concur **Sign In** page currently appears with **User Name** and **Password** fields, and a **Sign In** button. Once a user is authenticated, the SAP Concur **Home** page appears.



What the User Sees – New Sign In Page

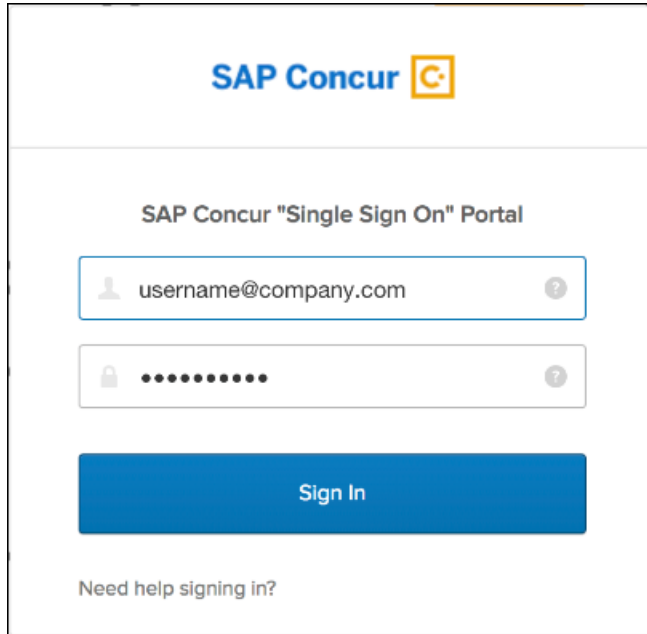
The new SAP Concur **Sign In** page will have an **Email or Username** field and a **Continue** button. The user will type in their email or username. The user can select the **Remember me on this computer** check box, so their email or username displays the next time they log in to SAP Concur. The user will then click **Continue**.




Depending on the customer's implementation of SAP Concur, users will then be directed to the designated Identity Provider (IdP) Single Sign-On portal or an additional **Sign In** page.

SSO USERS

When the designated Identity Provider (IdP) Single Sign-On portal appears (similar to the one shown below), the user will enter their email or username and password, then click **Sign In**.



SAP Concur 

SAP Concur "Single Sign On" Portal

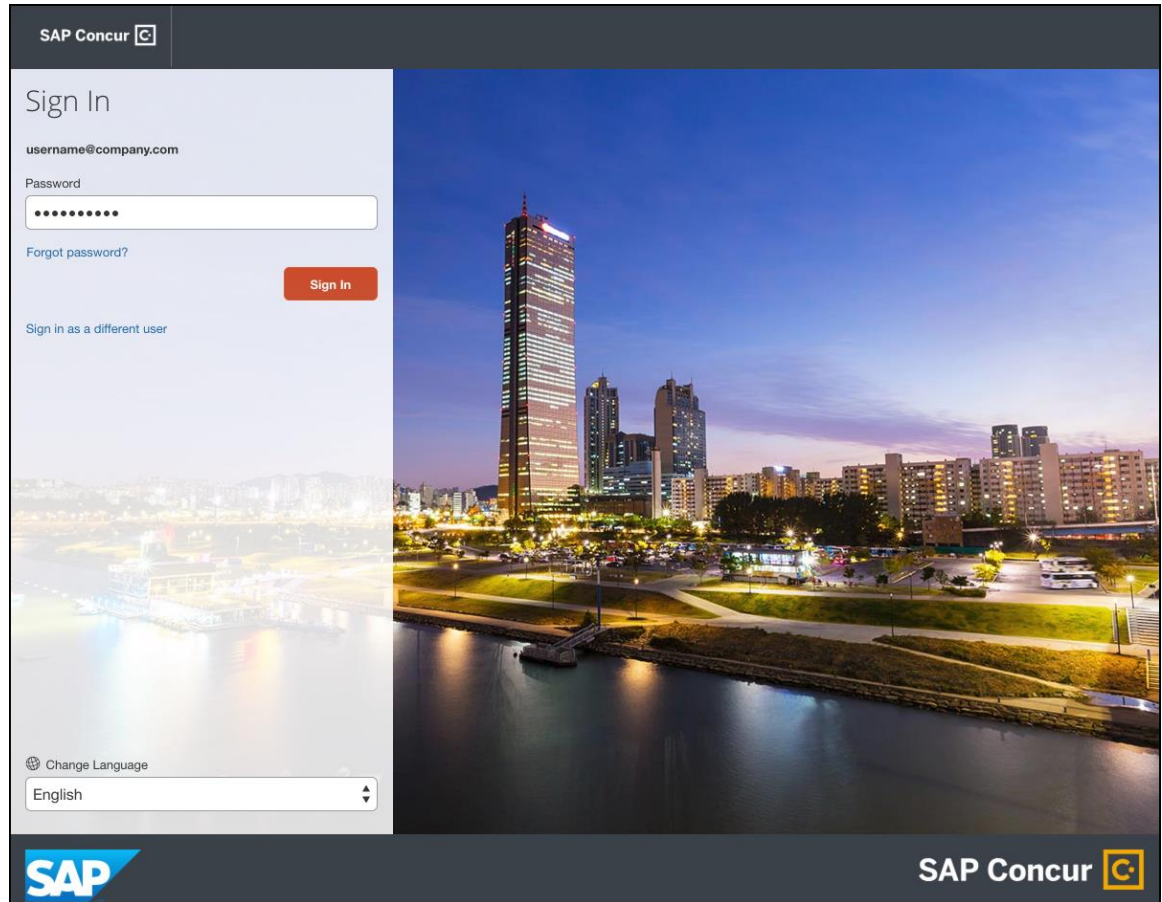
[Sign In](#)

[Need help signing in?](#)

After being authenticated, the user will be directed to the SAP Concur **Home** page.

USERS WITH USERNAMES AND PASSWORDS

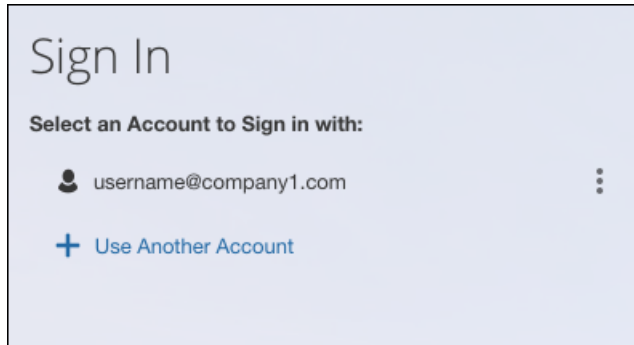
The user will be directed to an additional **Sign In** page. The user will enter a password and click **Sign In**. The system will then authenticate the user's credentials.



Once the user's password is verified, the SAP Concur **Home** page appears.

RETURN USERS

If a returning user selected the **Remember me on this computer** check box during their initial login session, they will see their email or user name display on the **Sign In** page. Users who did not select the **Remember me on this computer** check box will log in as they did initially.



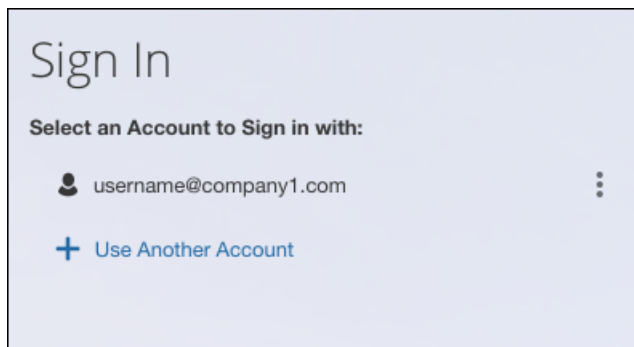
The user will click on their email or username, and then one of the following occurs:

- **SSO Users:** The user will be directed to the SAP Concur **Home** page.
- **Users with Usernames and Passwords:** On the **Sign In** page, the user will enter as password and then click **Sign In**. The user will then be directed to the SAP Concur **Home** page.

USERS WITH MULTIPLE ACCOUNTS

SAP Concur users with multiple login accounts have more than one login option depending on the user role or account they want to use. The user will first log in to SAP Concur using one of their accounts. Once successfully logged in, the user logs out of the system.

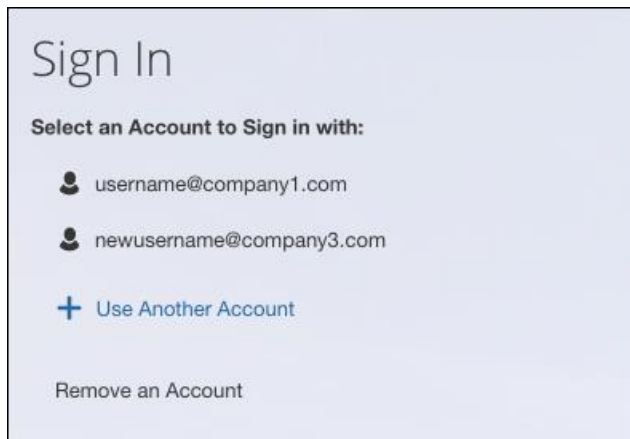
To add another account, on the **Sign In** page, the user clicks the **Use Another Account** link.



The next login step depends on the account type the user wishes to use:

- **SSO Account:** If the user selects an account with SSO credentials, the user will enter an email, then the user will be directed to the IdP Single Sign-On portal. Once the user is authenticated, the SAP Concur **Home** page appears.
- **Username and Password:** The user is directed to an additional **Sign In** page to enter a password. The user then clicks **Sign In**. Once the user is authenticated, the SAP Concur **Home** page appears.

When all accounts are added, a return user will select the account they want to use to log in to SAP Concur.

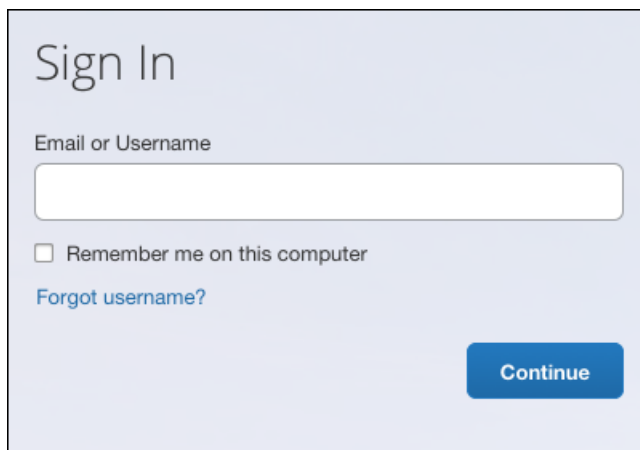


The screenshot shows a 'Sign In' page with the following elements:

- Header: Sign In
- Section: Select an Account to Sign in with:
- Account 1: username@company1.com
- Account 2: newusername@company3.com
- Link: + Use Another Account
- Link: Remove an Account

FORGOT USER NAME

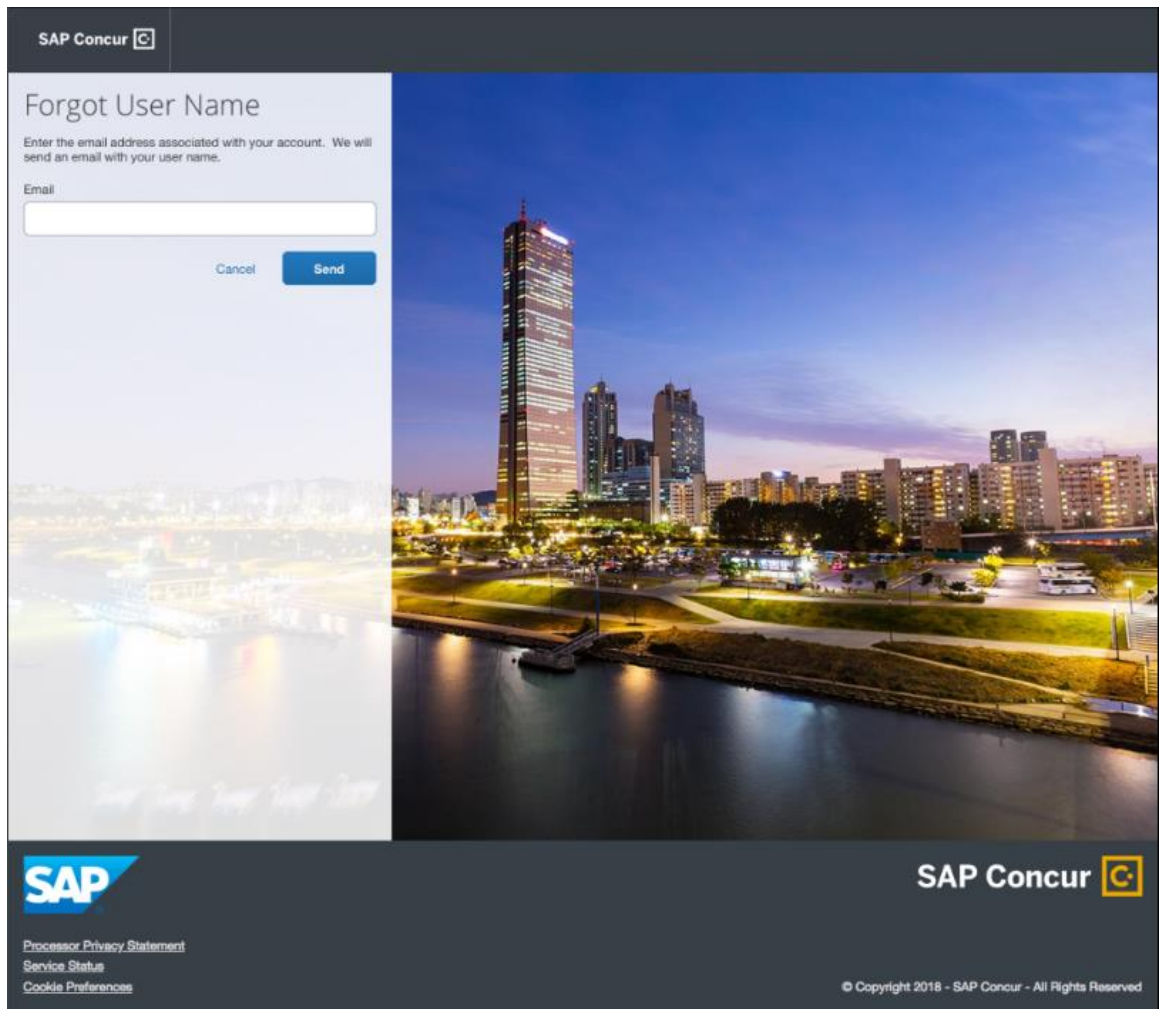
If a user forgets their user name, the user will click the **Forgot username?** link on the **Sign In** page.



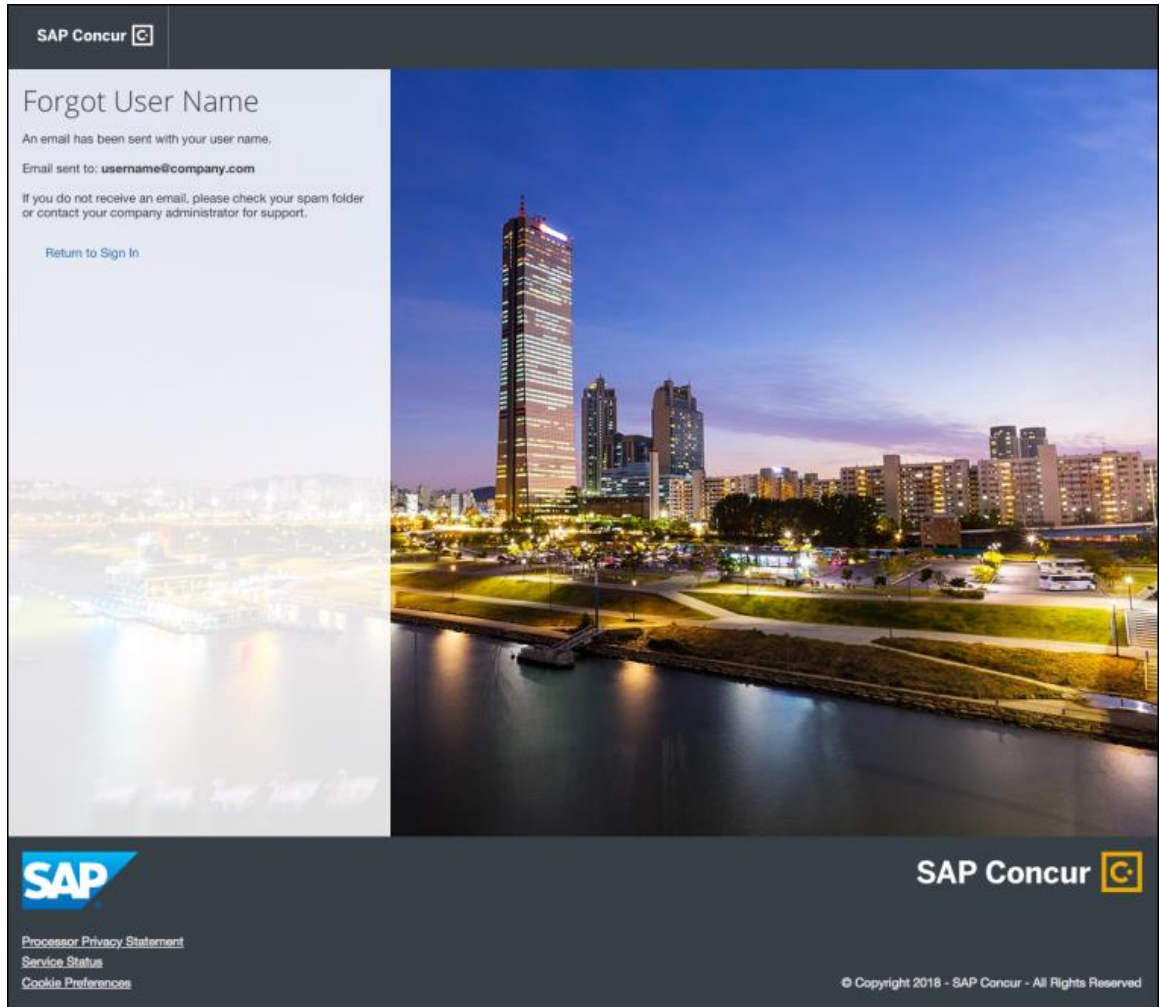
The screenshot shows a 'Sign In' page with the following elements:

- Header: Sign In
- Input field: Email or Username
- Checkbox: Remember me on this computer
- Link: [Forgot username?](#)
- Button: Continue

Next, the **Forgot User Name** page appears, and the user will enter their email and click **Send** to have an email sent to a verified email account. This email will contain their user name.



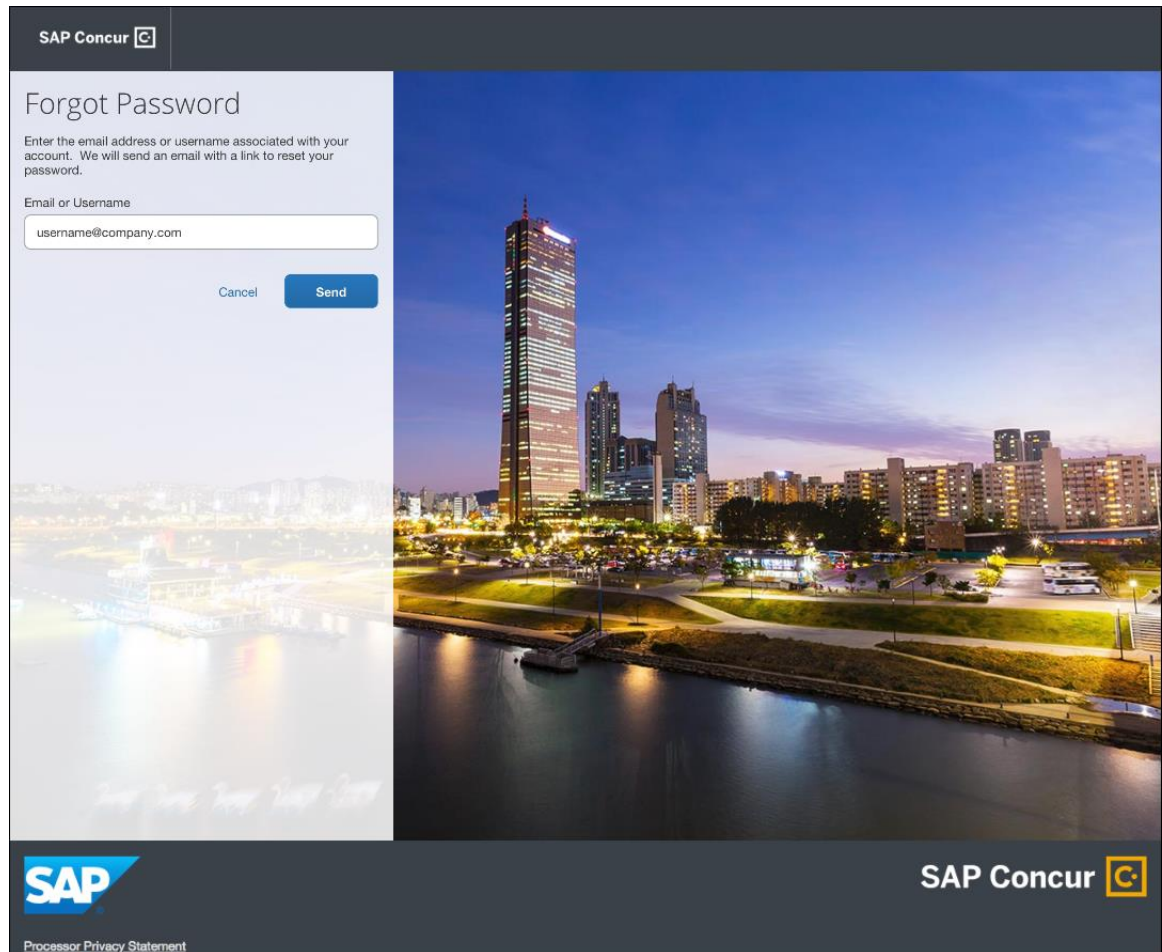
The user will see an on-screen affirmation indicating that an email was sent to them. The user will click **Return to Sign In** page to return to the **Sign In** page.



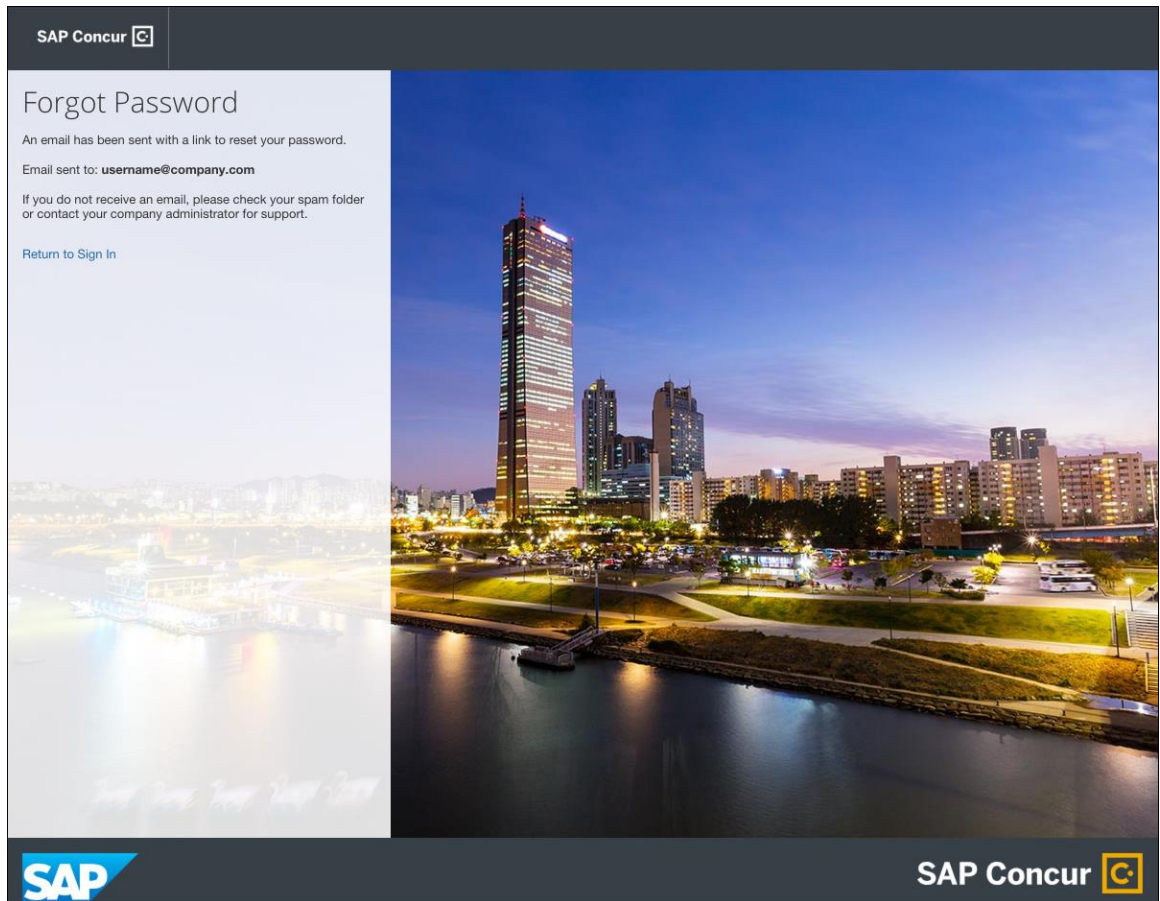
INVALID PASSWORD

If a user forgets their password, an on-screen message will appear alerting the user. The user will then click **Send** to have a password reset email sent to their verified email account.

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



The user will see an on-screen affirmation indicating that an email was sent to them. The user will click **Return to Sign In** page to return to the **Sign In** page.



Configuration / Feature Activation

Configuration information will be provided in a future release note.

****Planned Changes** Optimizing and Relocating the Training Administration Page**

Overview

To simplify the **Training Administration** page, the functionality and content will be changing.

In addition to content changes, access to the **Training Administration** page will move from **Company Admin** to **Tools**.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes will make the Training Administration feature easier to find and use.

Configuration / Feature Activation

The changes will be automatically available; additional information about potential configuration or activation steps will be provided in a later version of these release notes.



For general information about the Training Administration feature, refer to the *Shared: Training Administration Setup Guide*.

Planned Changes Retiring the Purge Test User Transactions Functionality

Overview

SAP Concur is retiring the functionality in the Test User Admin feature that removes the transactions of test users from Concur Expense, Concur Invoice, Concur Travel, and Concur Request.

BUSINESS PURPOSE / CLIENT BENEFIT

This change will allow SAP Concur to devote more resources to development and maintenance of features that are used by many or most of our clients.

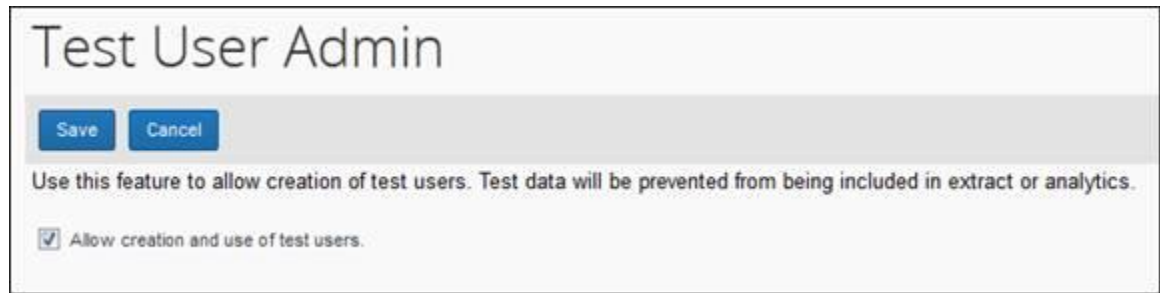
What the Admin Sees

The **Test User Admin** page will no longer display the **Purge Test User Transactions** button.

BEFORE

The screenshot shows the 'Test User Admin' interface. At the top, there are 'Save' and 'Cancel' buttons. Below them is a descriptive text: 'Use this feature to allow creation of test users. Test data will be prevented from being included in extract or analytics.' A checkbox labeled 'Allow creation and use of test users.' is checked. At the bottom, there is a text instruction: 'Click the button below to remove all test transactional data. No production data will be affected.' Below this instruction, a blue button labeled 'Purge Test User Transactions' is circled in red.

NOTE: To access the page, click **Administration > Expense** (or **Invoice** or **Requests**) > **Test User Admin**.

AFTER


Test User Admin

Save Cancel

Use this feature to allow creation of test users. Test data will be prevented from being included in extract or analytics.

Allow creation and use of test users.

Configuration / Feature Activation

The functionality will automatically be removed.



For general information about the Test User Admin feature, refer to the *Shared: Test User Setup Guide*.

****Planned Changes** Single Sign-On (SSO) Self-Service Option Coming to Concur**

Overview

Single Sign-On allows users to access multiple applications using one set of login credentials. Currently, SAP Concur has two methods for signing in: with a user name and password or using SSO with identity provider (IdP) credentials, such as a user's login credentials for their organization.

SAP Concur is planning to add a Manage Single Sign-On (SSO) feature to Concur which provides Concur clients with a self-service option for setting up SSO for their organization. SSO is currently supported for Concur Expense, Invoice, Request, and Travel.

Other SAP Concur products and services are outside the scope of this initial release.

The new Manage Single Sign-On (SSO) feature will be accessible from the **Administration > Company > Company Admin** page.

NOTE: This new feature does not affect Travel clients who are already using the Security Keys feature.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides Concur clients with a self-service option for setting up SSO.

Configuration / Feature Activation

Configuration information will be coming in a future release note.

Budget

****Planned Changes** Workflows for Budget**

Overview

In a future release, workflows will be available for Budget. Workflows define how the system routes invoices, expense reports, and requests through approval and processing steps. The flexible workflow feature for Budget that SAP Concur offers allows companies to design workflows specifically tailored to their unique needs.

Without budget review, budgets may become fully consumed well before the end of a period or year leaving an organization with limited options and budget owners with, for example, exceeded budgets. In addition, early spending means that more important (to the organization) spending will be declined because lesser important spending consumed the budget early on.

Combining budget review in the workflow adds value. Audit rules and workflow step rules can help organizations to add in controls when it makes sense to fine tune to an organization's specific needs.

Equally important is the determination when a spending item is regarded as committed toward a budget. In most organizations, the commit is when a spending item is paid; it went through most if not all approval steps. In other organizations, the commit occurs much earlier. As soon as a purchase request or an authorization request is approved it is regarded as "promised".

BUSINESS PURPOSE / CLIENT BENEFIT

This feature will provide clients with control over the budget spend to, for example, avoid exceeded budgets too early in a budget period or budget year.

Configuration / Feature Activation

The administrator needs to configure this feature on the **Workflows** page by clicking **Administration > Invoice** or **Expense**.

Budget Insight

****Planned Changes** Budget Insight (Legacy) to Retire in 2019**

Overview

Budget Insight is a budget management tool that is being retired June 30, 2019. Clients who want to use budget functionality are recommended to purchase the new Budget product that SAP Concur released earlier this year. The new Budget feature offers greater functionality, an improved UI, and additional integrations with SAP Concur products. Most notably is the inclusion of additional expense data from

Concur Expense, Concur Invoice, Concur Travel and Concur Request (previously only data from Concur Expense and Concur Request were available).

NOTE: Clients should note that migrating from Budget Insight to Budget is not possible. Their current contract for Budget Insight will be terminated and they will be re-contracted on Budget, which requires a new implementation. However, clients will still have access to all Budget Insight functionality and data during re-implementation of Budget. If clients would like to implement the new Budget product, they should contact their SAP Concur account team.

BUSINESS PURPOSE / CLIENT BENEFIT

The retirement of Budget Insight will provide clients with the opportunity to purchase the new Budget product which gives greater value to clients by making budgets visible, actionable, and near real-time.

Configuration / Feature Activation

When Budget Insight retires, clients will no longer be able to report issues and receive support for this product.

General

****Planned Changes** Archive Deactivated User Data**

Overview

As SAP Concur continues to grow, steps must be taken to enhance and improve the performance of our system so that we can meet customer expectations and the needs of their business.

Our overall goal is to significantly improve the performance of SAP Concur services by reducing the amount of data that is stored in our Production datastore. By reducing the data in the Production system, we can use server memory much more efficiently, which reduces processing time for transactions. For this reason, SAP Concur is developing an archive process for users who have been deactivated by their employers for **at least three years**. The archive process moves this "deactivated" user data from our Production datastore to a separate Reporting datastore.

NOTE: The Reporting datastore contains data that is not tied to active expense reports or travel itineraries. The information in the Reporting datastore is still available for reporting in Concur Intelligence, but it is not readily available from the SAP Concur application itself.

BUSINESS PURPOSE / CLIENT BENEFIT

Moving deactivated user data will provide faster processing time for transactions. In addition, it provides a more secure environment for inactive user's personal information.

IMPORTANT

We are currently piloting the process and evaluating the results. Our goal is to ensure that customers are not negatively affected, that we have considered all pertinent scenarios, and that the archiving process provides the desired results.

There is no targeted date for the implementation of this new process. We will announce via release notes well ahead of time.

Additional Information in Future Release Notes

This release note provides basic, general information about the process. Greater detail – for example, about reactivating an archived user, user imports, admin functions – will be provided in future release notes.

What the User Sees

This change will provide faster processing times and greater stability of the system.

FAQ

Q. How often will SAP Concur archive deactivated user data?

A. SAP Concur intends to archive deactivated user information on a reoccurring basis, similar to how we perform other system tuning tasks. Whether the archive process runs nightly, weekly, or on some other frequency will be adjusted to ensure that we obtain the benefits of the data archiving without impacting system performance.

Q. Which users will SAP Concur move to the Reporting datastore?

A. SAP Concur's current policy will be to move – from Production to Reporting – the user profile information for any user who has had their access to SAP Concur services revoked by their employer – in other words – they have been "marked inactive" in the SAP Concur system. A user must be deactivated for **over 3 years** without having been re-activated in order to be a candidate for archival.

Q. What impacts, if any, will I see in my Production system when a user is moved to the Reporting datastore?

A. For Professional Edition, the most significant difference would occur in **Company Admin > User Administration**.

However, once user information is archived:

- ◆ From within User Administration, if the **Use Travel Advanced Filters** option is chosen, the user will not be visible.
- ◆ From within User Administration, if the **Use Expense Advanced Filters** option is chosen, you will be able to see the user in search results as deactivated.
 - If you click the user's name, you will receive an error message: *The selected user exists in the Expense or Invoice application but the user contains conflicting or missing data. Contact Concur Client Support to request help in resolving this error.*
 - If you click the icon in the **Profile** column, you will receive the generic error message.
 - If you click the user's login ID, you will see no historical login information for that user.
- ◆ If another user has the Self-Assigning Assistant permission or the user is a Proxy who can act on behalf of a user in an assigned group and searches for the archived user, the archived user will appear as inactive. If the other user tries to act on behalf of the archived user, the employee will receive an "switching user" error message.
- ◆ From within Concur Travel administration, the user will not be searchable from User Administration. For within Concur Expense or Concur Invoice administration, the user will still be visible when viewing inactive users. Concur Expense and Invoice administration source user data from the Expense entity datastores, which are not currently subject to the SAP Concur Archival process.

For Standard Edition, locate users via **Administration > Expense Settings > Users** or **Administration > Travel Settings > Manage Users**, whichever applies.

Q. What do I do if an employee leaves my company for over three years, and then returns?

A. SAP Concur plans to provide a user interface that a company's User Administrator can use to reactivate the user.

- ◆ These users will not have access to any of their past travel history.
- ◆ For Expense, the user would have access to their expense history if:
 - That history has not been removed by a Data Retention policy.
 - The HR Employee ID for the user is the same as when they were last active in the SAP Concur System.

If either of these circumstances do not apply, then the user would not have access to their previous expense reports or other Expense data.

Q. Will Data Retention features work on archived users?

A. Yes. Regardless of where the user data is located – in the Production datastore or the Reporting datastore – user data will be obfuscated as per the requirements defined in the Data Retention feature.

Q. Once a user has been archived, is there any way to restore that user?

A. SAP Concur is looking into ways to help administrators re-activate their users without opening a support case.

Q. After a user's information has been archived, will we be able to view the user's expense reports and receipts online within Concur Expense?

A. Yes. Processors will be able to search for expense reports from archived users. They can search by Report ID or Employee Name and can view all receipts from within Concur Expense once they have selected an expense report.

Please note that you will not be able to use the Proxy feature to see a former employee's expense report. You will see an error message should you attempt this.

Q. After a user's information has been archived, will an approver be able to see the archived user's expense reports that this approver approved in the past?

A. Yes, if an approver clicks **Approvals > Reports** and then clicks **View > All Reports you Approved**, then these expense reports will be visible. Approvers will be able to view the receipts for those expense reports.

Configuration / Feature Activation

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

Client Notifications

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

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

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



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

Subprocessors

SAP Concur Non-Affiliated Subprocessors

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

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

Additional Release Notes and Other Technical Documentation

Online Help – Admins

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

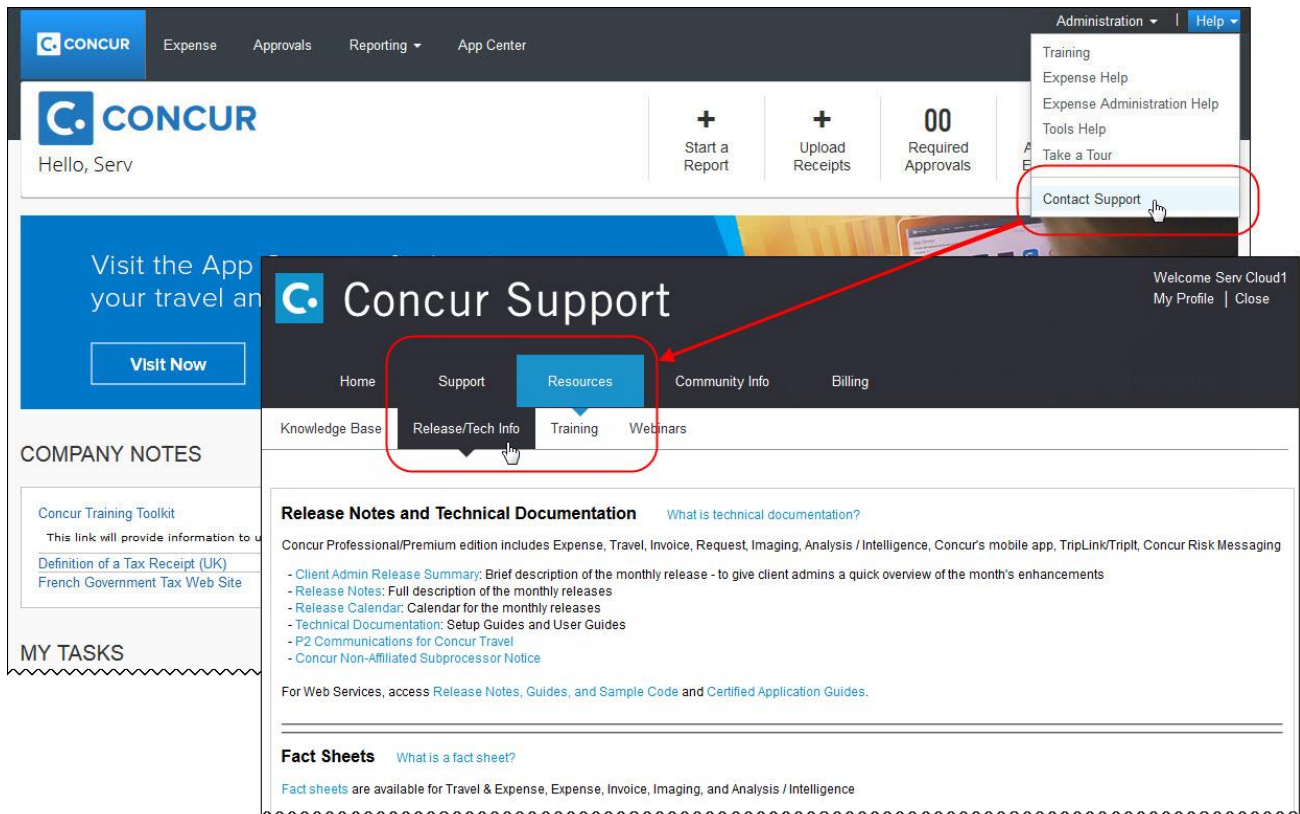
The screenshot shows the SAP Concur user interface. At the top, there is a navigation bar with various menu items: Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. On the far right of this bar is a 'Help' dropdown menu, which is currently open. The dropdown menu contains the following items: Training, Request Help, Request Administration Help (highlighted with a red circle), Available Expenses, and Open Reports. A red arrow points from the 'Request Administration Help' item in the dropdown to a link in the left sidebar. The left sidebar is titled 'SAP Concur Concur Request Administration Help' and contains a list of links: Using Online Help, Legal Notice, Resources for Administrators - Professional Edition, Request Professional Administration Guides (highlighted with a red circle), Available Permissions, Managing Users, Managing User Permissions, What's New - Professional Edition, Release Note Administration (Format) - Professional Edition, and Profile. The main content area is titled 'Using Online Help' and features a section for 'Request Setup Guides' with a table. The table has columns for Name, Revised, and Format. The table content is as follows:

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

SAP Concur Support Portal – Selected Users

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

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



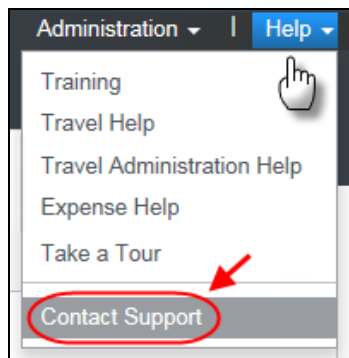
Cases

Steps for Getting a Status

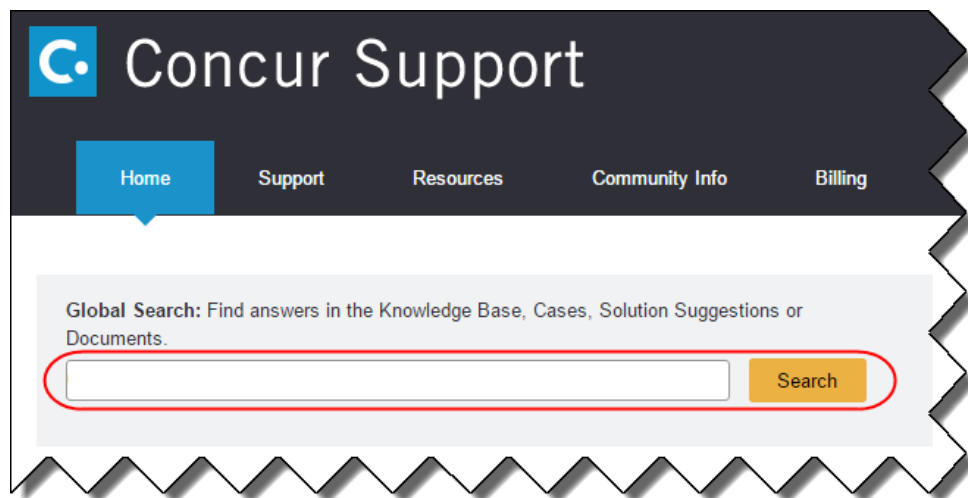
Each service release contains case resolutions.

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

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



The **Concur Support** page displays.



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

3. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

Resolved Cases

Case ID	Description
CRMC-124208	The NextPage URL is not working for Request API v3 so only the first 100 records in paginated request results are displayed
CRMC-127678	An application error is displayed after clicking the Approval Flow tab and requests cannot be submitted
CRMC-127679	Cancelled requests are appearing in an approver's approval queue
CRMC-127942	On the Manage Requests page, the <i>Missing required field: Destination City, Destination Country, Traveler Type, Trip Type</i> exception is displayed for required fields that are already populated with the required information

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SAP Concur Release Notes Authorization Request	
Month	Audience
Release Date: February 9, 2019 Update #1: Tuesday, February 19, 2:30 PM PT	Client – FINAL

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Summary

IMPORTANT

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

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

Release Notes

Request

New SSL Certificate for concursolutions.com

Overview

In an effort to ensure the ongoing security of our products and services, SAP Concur has issued a new concursolutions.com SSL certificate. **The current certificate will expire on March 16, 2019.**

Any customer who has pinned this expiring certificate will need to update to the new certificate prior to March 16, 2019. If the pinned certificate is not updated prior to March 16, 2019, your organization and users will experience disruption to SAP Concur products and services.

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

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

BUSINESS PURPOSE / CLIENT BENEFIT

This update provides ongoing security for our products and services.

Configuration / Feature Activation

The new SSL certificate can be downloaded here:

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

****Ongoing** Email Infrastructure Change - Add IP Addresses to Safe Sender List**

Overview

SAP Concur is transitioning to a new email infrastructure for outbound email from our services to SAP Concur users. Because of this, companies who filter inbound email based on the sending IP address **must** add new IP addresses to their Safe Sender list to ensure that their users receive email from SAP Concur.

IMPORTANT: All Services Will Soon Be Affected

Initially, the issue described here affected only companies that use Concur Expense. Starting in January, email from other SAP Concur services (such as Travel and Concur Pay) will move to the new email infrastructure.

We will continue to add other services throughout the first quarter of 2019. Please monitor the release notes for more information about the timing of the additional changes.

NOTE: Remember, this change affects only companies that filter incoming email based on IP addresses.

Configuration / Feature Activation

The new IP addresses are not published publicly but they are available by contacting SAP Concur support. If your company uses Concur Expense and if your company filters incoming email based on IP address, please work with your email server management team to ensure that all required Safe Sender lists for IP addresses are updated so that your users continue to receive SAP Concur email without interruption.

****Ongoing** Updated Email Format**

Overview

SAP Concur has provided a release note about the updated email notifications for several months. **Be aware that we will discontinue this release note in two months.**

IMPORTANT

Note the following:

- Be aware that the email content has not changed – just the look and feel has been updated.
- The changes will appear over time. Each product team (Expense, Invoice, Travel, etc.) decides when to use the new format. Timing will be based on resource availability and the priority of other scheduled enhancements.

NOTE: One sample from Expense is shown below. No other samples from other products will be shown in these release notes.

- Do not expect that all product emails will change at the same time. For example, perhaps Expense approval email will be first, and then other Expense notifications will follow.
- There is no assigned end date to the project. Expect that the changes may take longer than a year.

IMPORTANT for SSO Customers

For customers who use SSO, in some cases, such as the expense report status change email, a lengthy URL may be replaced with www.concursolutions.com. Since some URLs can reach 200 characters in length, the decision was made to provide the www.concursolutions.com link instead, provided a better experience for users.

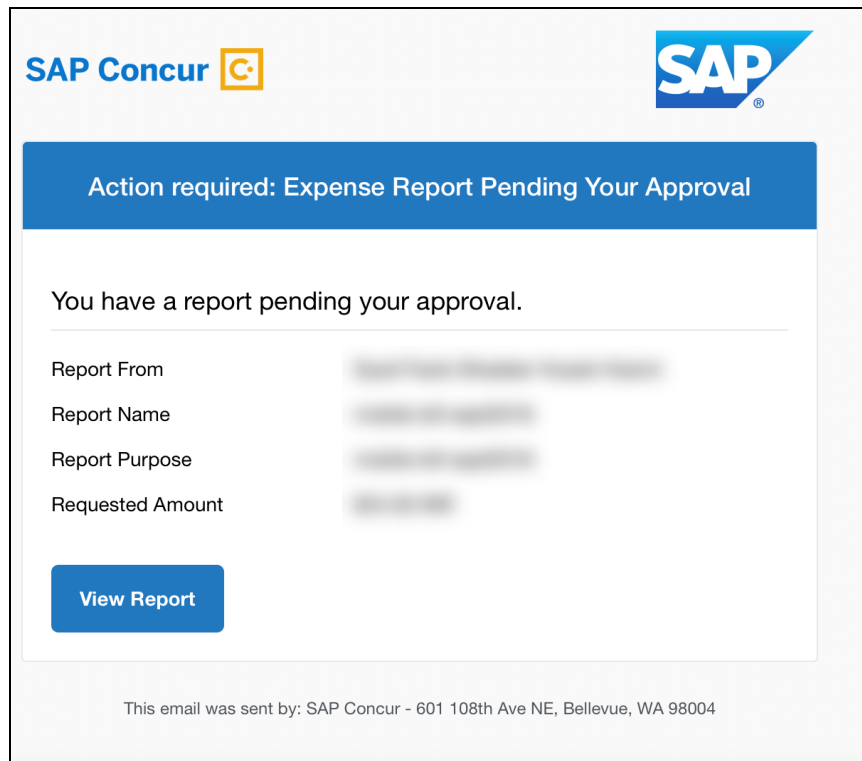
NOTE: Even though clients can define URLs that are an acceptable length, the SAP Concur system appends additional characters – primarily to satisfy mobile requirements – and those extra characters can extend the URL up to 200 characters.

The link in the email still works as it always has – redirecting the user for proper SSO authentication. The user can see the underlying URL at any time by hovering the mouse pointer over the www.concursolutions.com link.

This change does not affect those emails where the user clicks a button – instead of a link – to access Concur Expense.

What the User Sees

New email look-and-feel:



Configuration/Feature Activation

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

Reminder: No Personal or Sensitive Data in Custom Fields

Overview

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

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

Next Steps

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

Refer to the [FAQ](#) for additional information.

SAP Concur Support Portal

Security Questions Available When Using the SAP Concur Support Portal

Overview

Prior to 2017, Authorized Support Contacts (ASCs) using the SAP Concur support portal were required to answer security questions prior to interacting with support. This feature was retired while it was being redesigned.

As of January 3, the feature is again available.

BUSINESS PURPOSE / CLIENT BENEFIT

Customers appreciate this feature because it provides another layer of security – it prevents someone from impersonating:

- An ASC and then requesting an improper or unexpected configuration change
- or –
- An end user and then accessing their confidential data

What the ASC Sees

ASCs can turn on the feature, as described below. Note the following about the Security Questions feature:

- It is optional and OFF by default.
- Any ASC can enable the feature for:
 - ◆ All ASCs within the company
 - ◆ All end users within the company (if they use the User Support Desk service)
 - ◆ All ASCs **and** end users within the company (if they use the User Support Desk service)

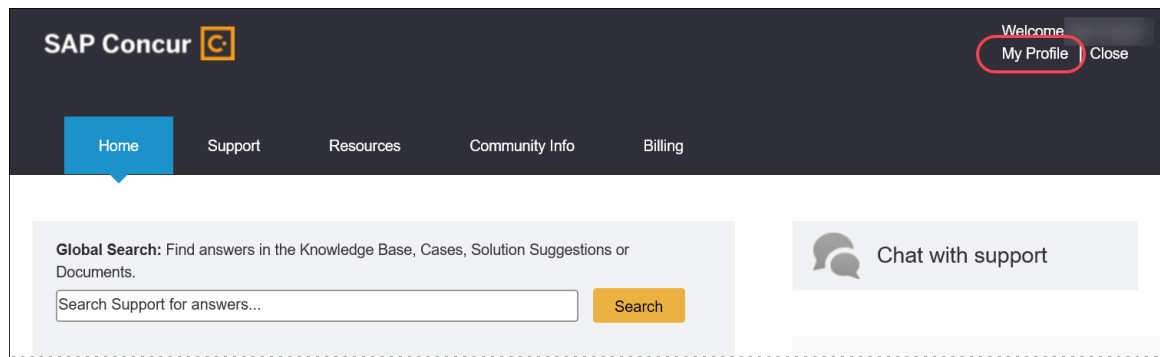
Be aware that:

- If an ASC enables the feature, then it is enabled for all the company's ASCs/end users (depending on the option selected when enabled).
- Using security questions applies to everyone, but each ASC/end user defines which security questions they answer.
- Any other ASC can change which audience has to answer the questions or even disable the feature.
- All ASCs within a company should discuss and agree on their plan for this feature. The action of the ASC enabling/disabling the feature or changing the audience is not logged. It is very important that all ASCs in a company agree on how this feature will work for their company and who can make changes.

SAP Concur cannot enable this feature on behalf of a company or an ASC.

TO ENABLE

The ASC can enable/disable the feature in **My Profile** in the SAP Concur support portal.



On the **User Information Confirmation** page, the new **Additional Call Center Security Questions** section is used to enable the feature. The ASC can also define the security questions they want to answer.

The screenshot shows the 'User Information Confirmation' page with various user details. The 'Additional CallCenter Security Questions' dropdown menu is expanded, showing the following options: None, Authorized Support Contact Only, End User Only, and Authorized Support Contact & End User. The 'End User Only' option is currently selected.

When the ASC selects an option other than *None*, the section expands so the ASC can choose their desired questions.

The screenshot shows the expanded 'Additional CallCenter Security Questions' section. The dropdown menu is set to 'Authorized Support Contact Only'. Below it, there are three security questions with their respective answers:

- Security Question 1: What time of the day were you born? Answer: evening
- Security Question 2: Where were you when you first heard about 9/11? Answer: australia
- Create Your Own: (empty fields)

NOTE: Regarding the questions and answers provided by the ASC, they apply only to that ASC. They will be available only in that ASC's profile; they will not be seen by other ASCs or end users.

How it Works

Once the feature is enabled, when ASCs/end users (depending on the option selected when enabled) sign in to the SAP Concur support portal, they are presented with their **User Information Confirmation** page. They must answer their security questions and save.

NOTE: Once they have entered their answers, those answers are visible only to them and to SAP Concur employees.

Then, when the ASC and/or end user calls SAP Concur (or asks SAP Concur to call them back), the Support employee will access the caller's record and ask the security questions.

LLC : Authorized Support Contact & End User Verification	
Contact Details	
Name	[Redacted]
Email	[Redacted]
Phone	[Redacted]
Phone Country Code	1
Customer Selected Region	North America
Required Security Questions to be Answered by Customer	
What time of the day were you born?	evening
Where were you when you first heard about 9/11?	australia
<input type="button" value="I Acknowledge"/> <input type="button" value="Go Back"/>	

Then:

- If the caller answers the questions correctly, the Support employee clicks **I Acknowledge** and the call continues.
- If the caller cannot answer the questions correctly, the Support employee clicks **Go Back**. The caller is instructed to sign in to the SAP Concur support portal and review the questions/answers and make any necessary changes. The changes will be immediate and the questions can be asked again of the caller or the caller can call back once they update their questions.

Chat is not affected by the security questions. Since the user has already signed in with the proper credentials, the SAP Support employee will simply click **I Acknowledge**.

Configuration / Feature Activation

The feature is currently available.

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.

Request

****Planned Changes** New SAP Concur Sign In Page**

Overview

SAP Concur is planning to add a new **Sign In** page, providing an updated login experience for users who log in with a user name and password credentials. Current Single Sign-On (SSO) users will log in without having to enter additional credentials. This feature is planned for 2019.

The new **Sign In** page feature includes the following:

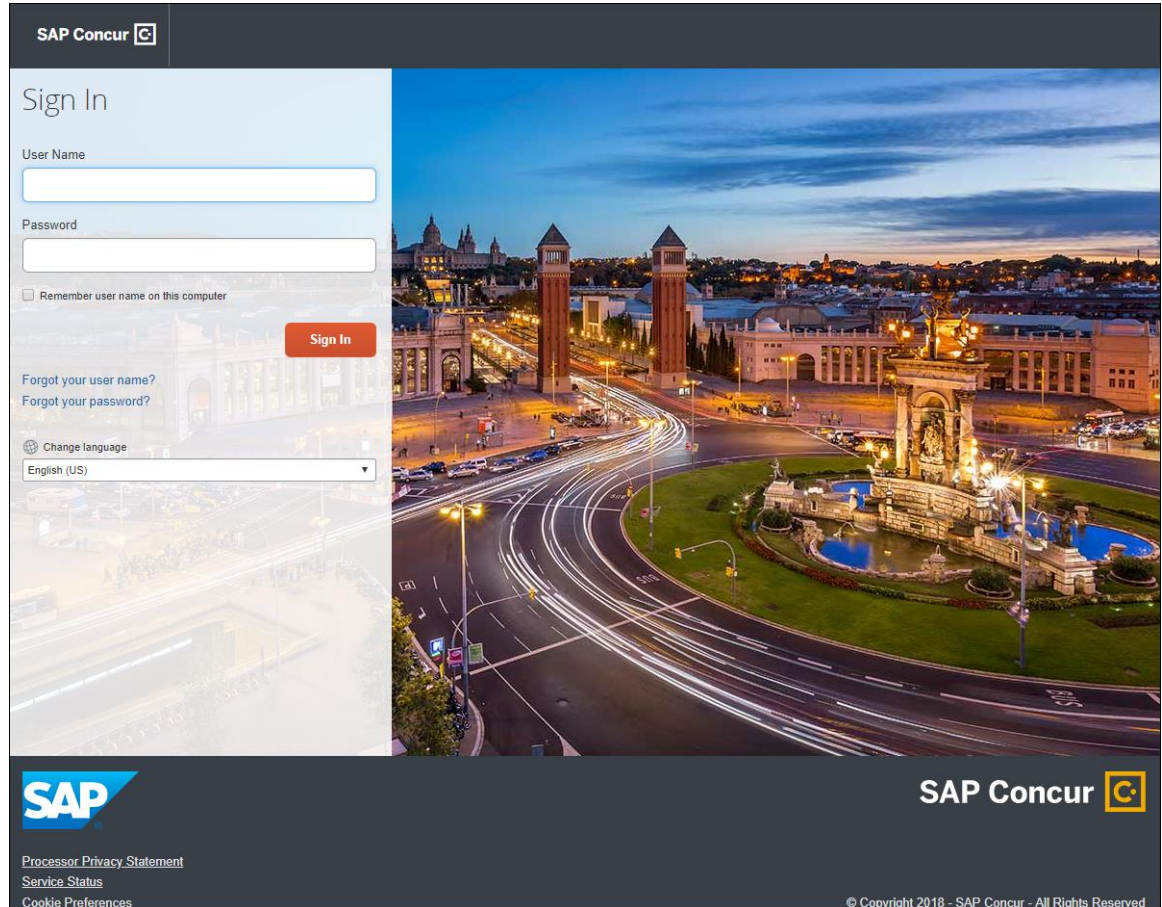
- **Two-step login:** provides enhanced security, meets current industry standards, and provides a better login success rate
- **Multi-account login:** allows administrators to log in with multiple accounts
- **Password hint removal:** provides better security for users and SAP Concur
- **User avatar:** enhances the user experience (planned for a future release)

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides better security and a faster, convenient experience for users logging in to SAP Concur products and services.

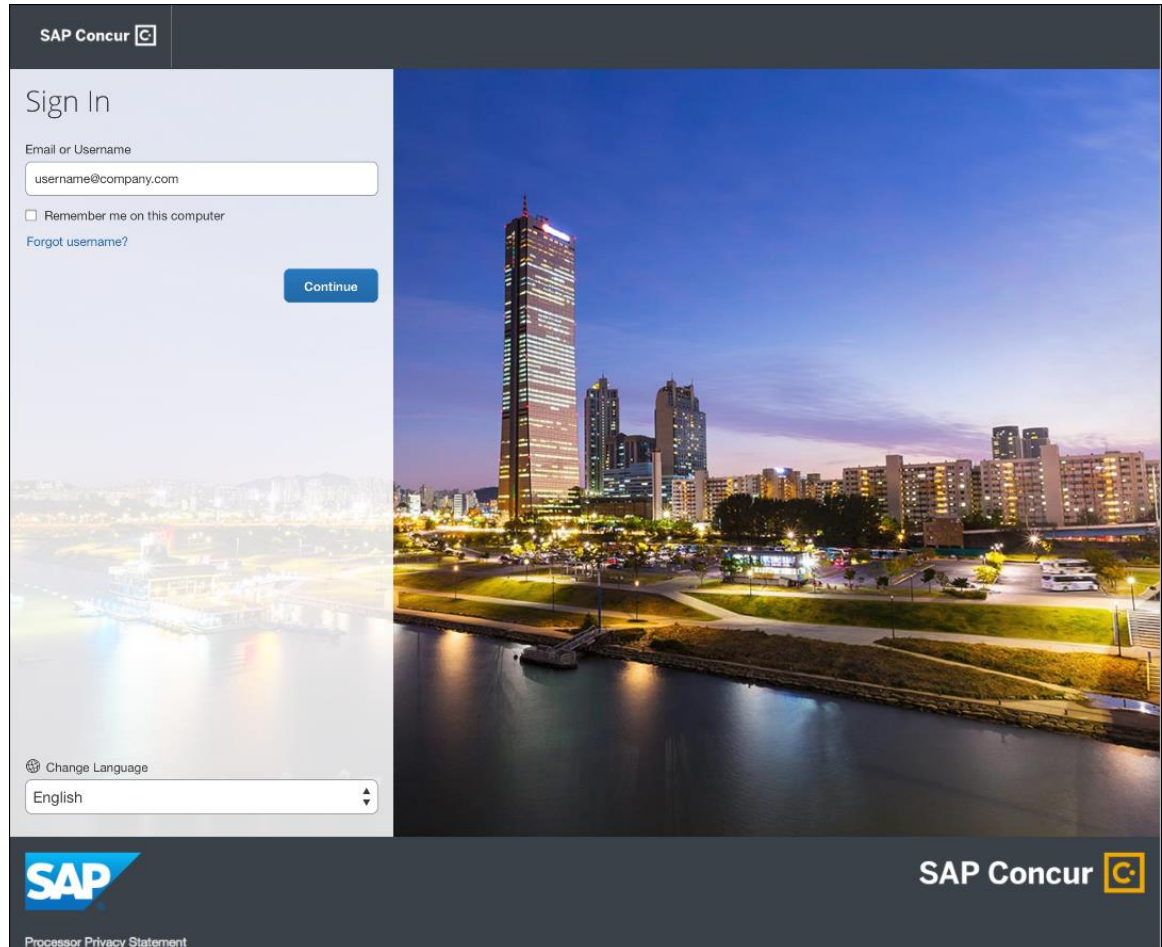
What the User Sees – Current Sign In Page

The SAP Concur **Sign In** page currently appears with **User Name** and **Password** fields, and a **Sign In** button. Once a user is authenticated, the SAP Concur **Home** page appears.



What the User Sees – New Sign In Page

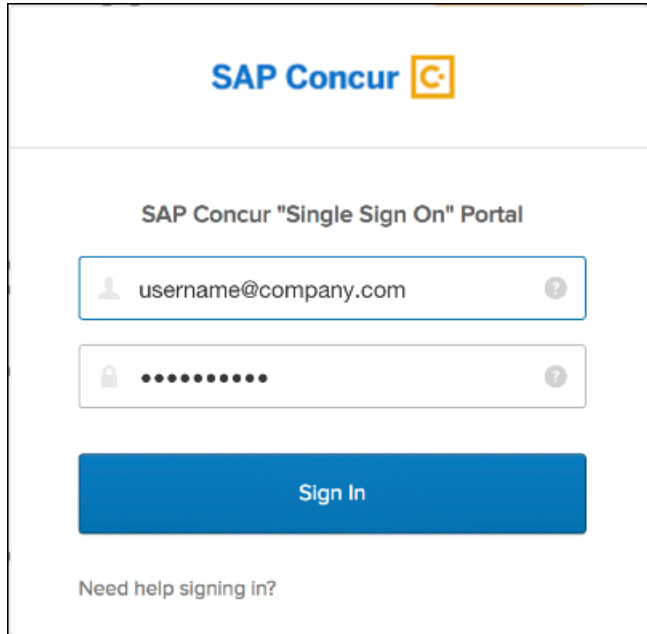
The new SAP Concur **Sign In** page will have an **Email or Username** field and a **Continue** button. The user will type in their email or username. The user can select the **Remember me on this computer** check box, so their email or username displays the next time they log in to SAP Concur. The user will then click **Continue**.




Depending on the customer's implementation of SAP Concur, users will then be directed to the designated Identity Provider (IdP) Single Sign-On portal or an additional **Sign In** page.

SSO USERS

When the designated Identity Provider (IdP) Single Sign-On portal appears (similar to the one shown below), the user will enter their email or username and password, then click **Sign In**.



SAP Concur 

SAP Concur "Single Sign On" Portal

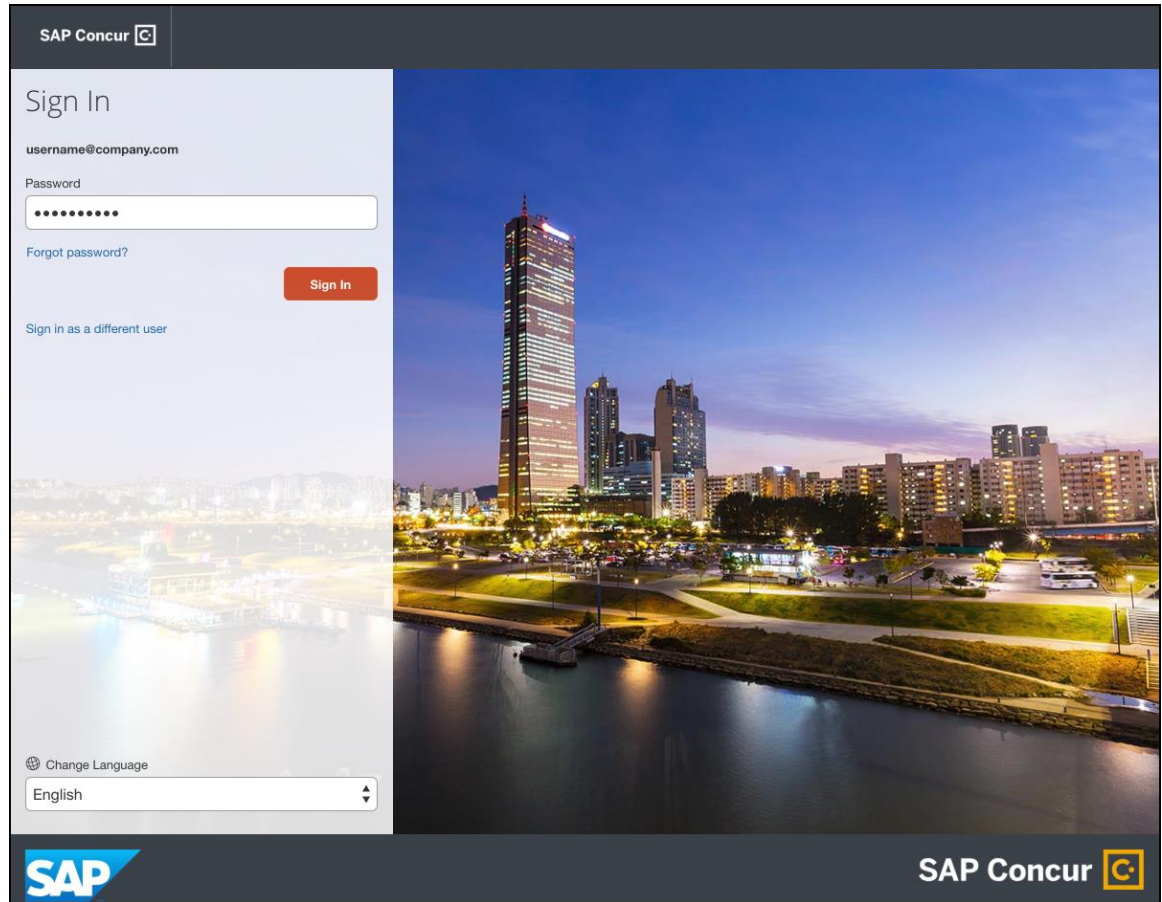
[Sign In](#)

[Need help signing in?](#)

After being authenticated, the user will be directed to the SAP Concur **Home** page.

USERS WITH USERNAMES AND PASSWORDS

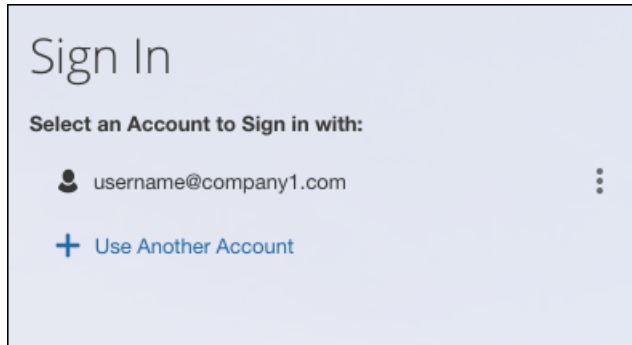
The user will be directed to an additional **Sign In** page. The user will enter a password and click **Sign In**. The system will then authenticate the user's credentials.



Once the user's password is verified, the SAP Concur **Home** page appears.

RETURN USERS

If a returning user selected the **Remember me on this computer** check box during their initial login session, they will see their email or user name display on the **Sign In** page. Users who did not select the **Remember me on this computer** check box will log in as they did initially.



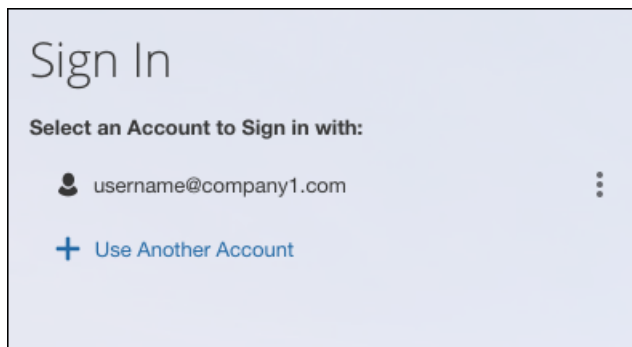
The user will click on their email or username, and then one of the following occurs:

- **SSO Users:** The user will be directed to the SAP Concur **Home** page.
- **Users with Usernames and Passwords:** On the **Sign In** page, the user will enter as password and then click **Sign In**. The user will then be directed to the SAP Concur **Home** page.

USERS WITH MULTIPLE ACCOUNTS

SAP Concur users with multiple login accounts have more than one login option depending on the user role or account they want to use. The user will first log in to SAP Concur using one of their accounts. Once successfully logged in, the user logs out of the system.

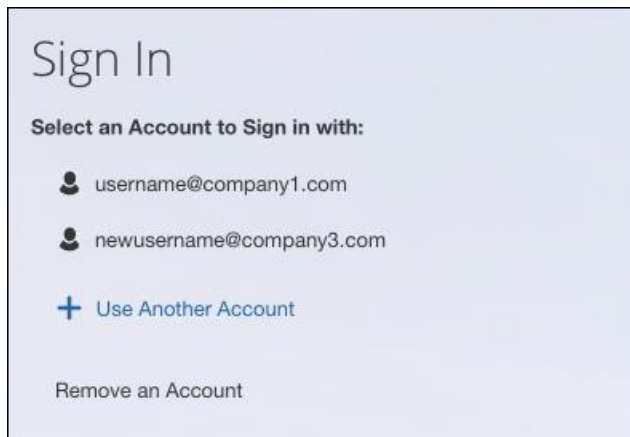
To add another account, on the **Sign In** page, the user clicks the **Use Another Account** link.



The next login step depends on the account type the user wishes to use:

- **SSO Account:** If the user selects an account with SSO credentials, the user will enter an email, then the user will be directed to the IdP Single Sign-On portal. Once the user is authenticated, the SAP Concur **Home** page appears.
- **Username and Password:** The user is directed to an additional **Sign In** page to enter a password. The user then clicks **Sign In**. Once the user is authenticated, the SAP Concur **Home** page appears.

When all accounts are added, a return user will select the account they want to use to log in to SAP Concur.

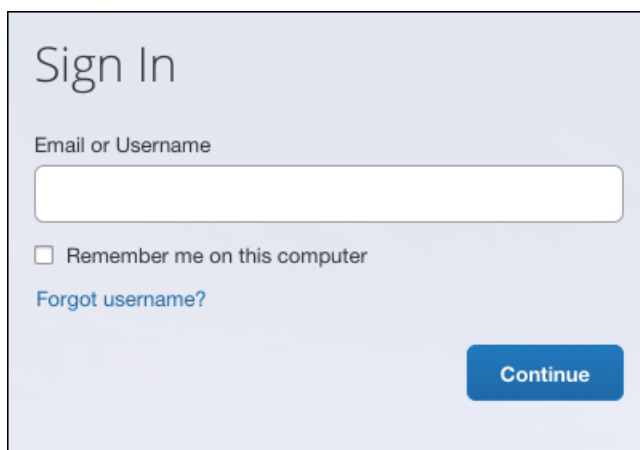


The screenshot shows a 'Sign In' page with the following elements:

- Header: Sign In
- Section: Select an Account to Sign in with:
- Account 1: username@company1.com
- Account 2: newusername@company3.com
- Link: + Use Another Account
- Link: Remove an Account

FORGOT USER NAME

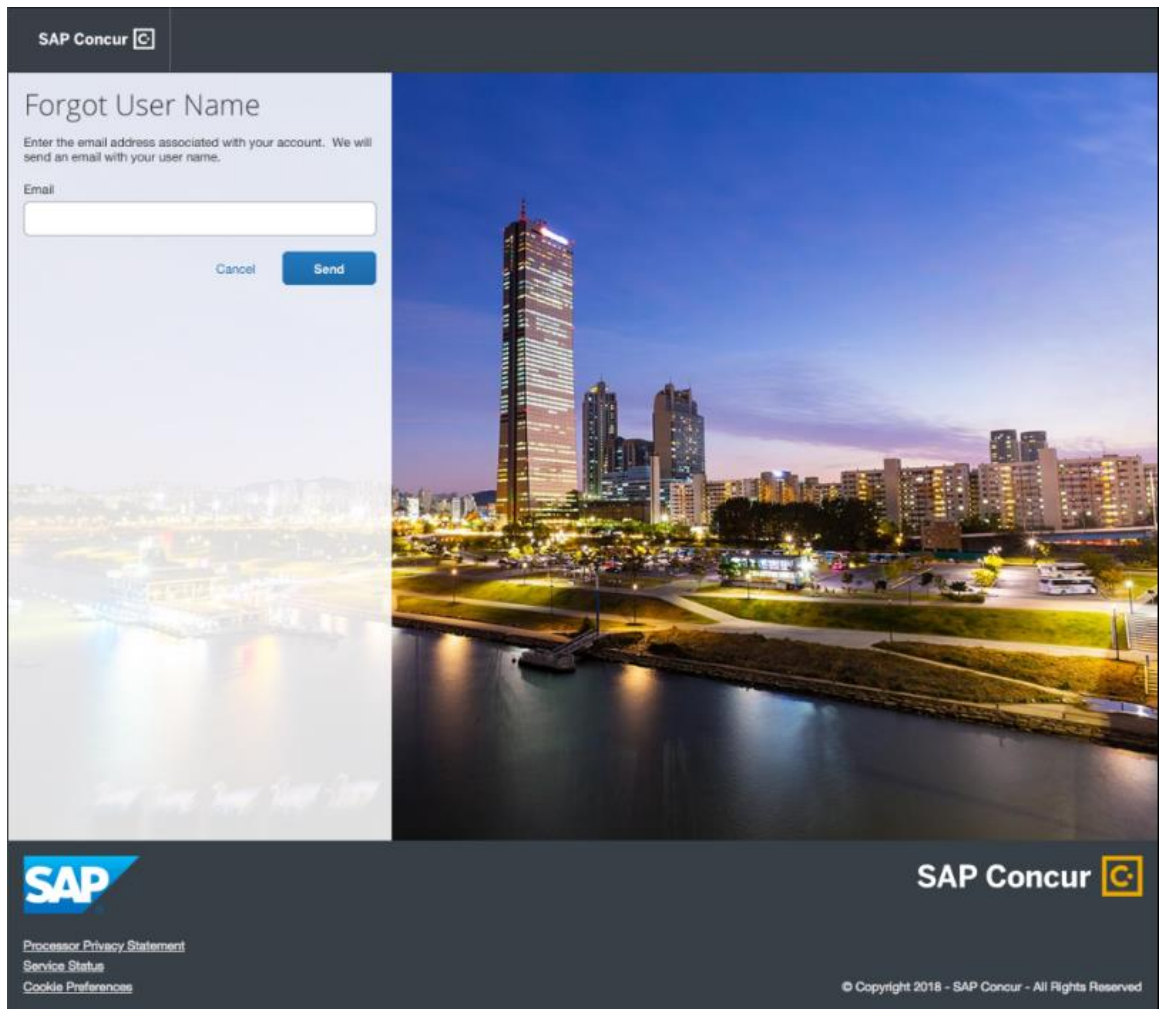
If a user forgets their user name, the user will click the **Forgot username?** link on the **Sign In** page.



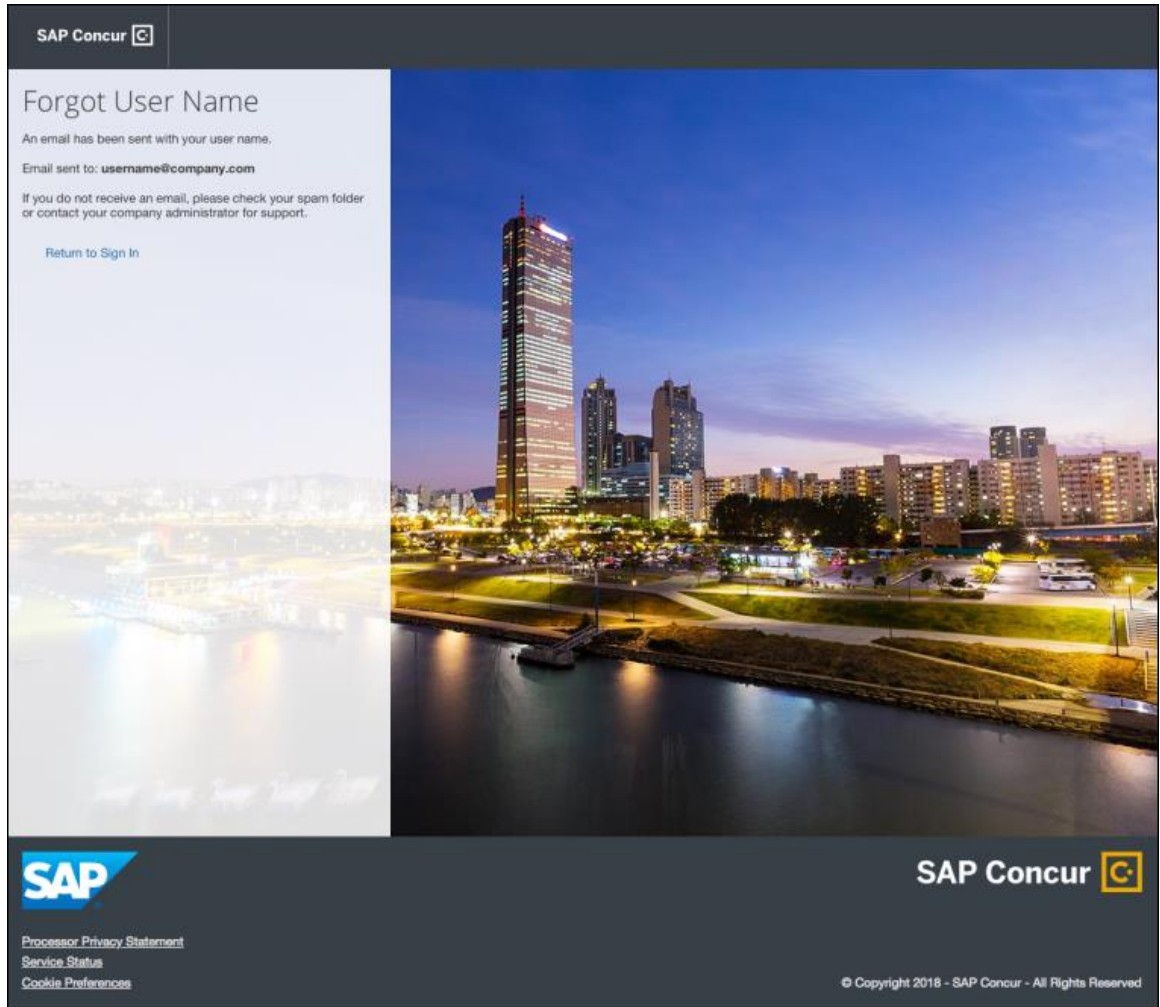
The screenshot shows a 'Sign In' page with the following elements:

- Header: Sign In
- Input field: Email or Username
- Checkbox: Remember me on this computer
- Link: [Forgot username?](#)
- Button: Continue

Next, the **Forgot User Name** page appears, and the user will enter their email and click **Send** to have an email sent to a verified email account. This email will contain their user name.



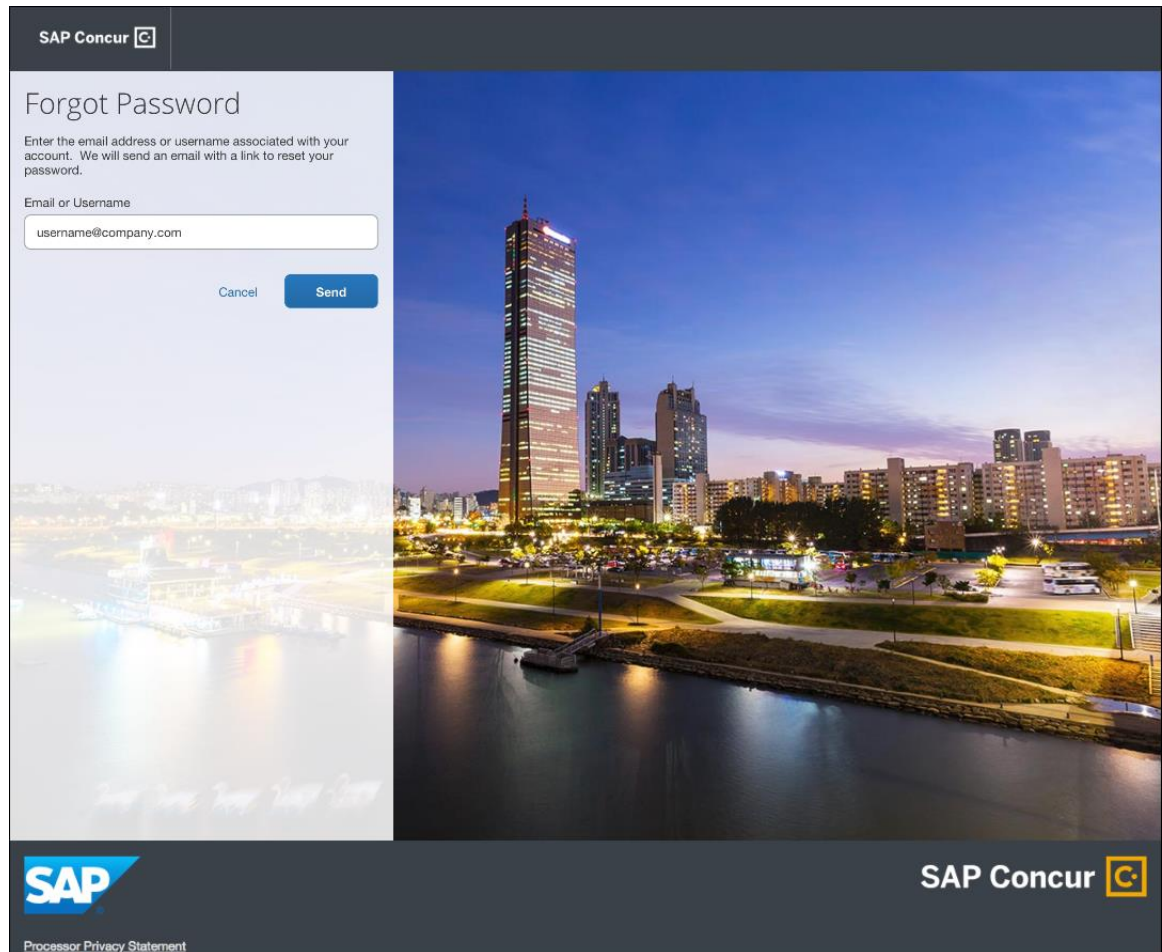
The user will see an on-screen affirmation indicating that an email was sent to them. The user will click **Return to Sign In** page to return to the **Sign In** page.



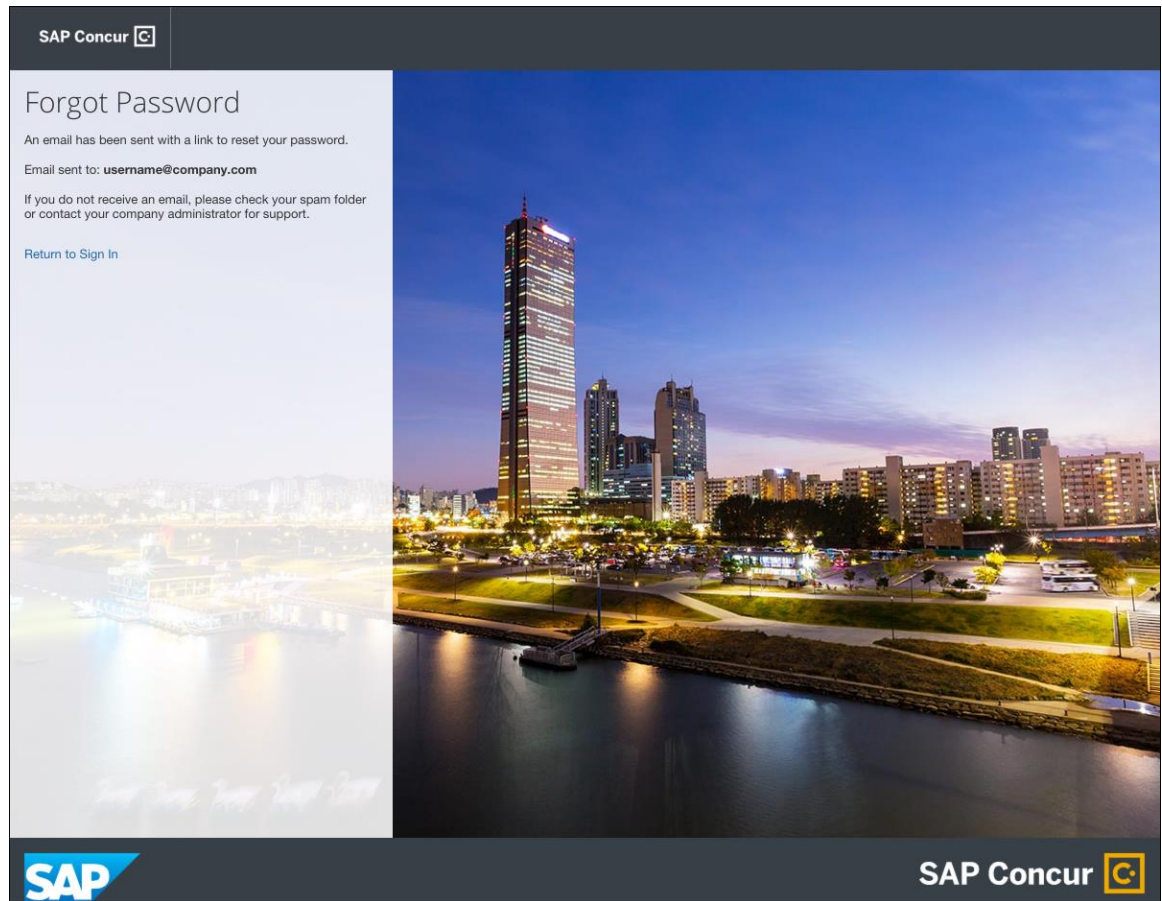
INVALID PASSWORD

If a user forgets their password, an on-screen message will appear alerting the user. The user will then click **Send** to have a password reset email sent to their verified email account.

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



The user will see an on-screen affirmation indicating that an email was sent to them. The user will click **Return to Sign In** page to return to the **Sign In** page.



Configuration / Feature Activation

Configuration information will be provided in a future release note.

****Planned Changes** Optimizing and Relocating the Training Administration Page**

Overview

To simplify the **Training Administration** page, the functionality and content will be changing.

In addition to content changes, access to the **Training Administration** page will move from **Company Admin** to **Tools**.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes will make the Training Administration feature easier to find and use.

Configuration / Feature Activation

The changes will be automatically available; additional information about potential configuration or activation steps will be provided in a later version of these release notes.



For general information about the Training Administration feature, refer to the *Shared: Training Administration Setup Guide*.

Planned Changes Retiring the Purge Test User Transactions Functionality

Overview

SAP Concur is retiring the functionality in the Test User Admin feature that removes the transactions of test users from Concur Expense, Concur Invoice, Concur Travel, and Concur Request.

BUSINESS PURPOSE / CLIENT BENEFIT

This change will allow SAP Concur to devote more resources to development and maintenance of features that are used by many or most of our clients.

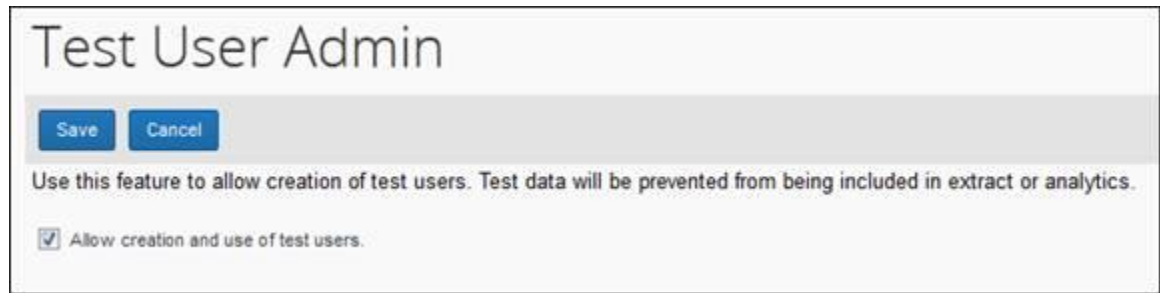
What the Admin Sees

The **Test User Admin** page will no longer display the **Purge Test User Transactions** button.

BEFORE

The screenshot shows the 'Test User Admin' interface. At the top, there are 'Save' and 'Cancel' buttons. Below them is a descriptive text: 'Use this feature to allow creation of test users. Test data will be prevented from being included in extract or analytics.' A checkbox labeled 'Allow creation and use of test users.' is checked. At the bottom, there is a text prompt: 'Click the button below to remove all test transactional data. No production data will be affected.' Below this prompt, a blue button labeled 'Purge Test User Transactions' is circled in red.

NOTE: To access the page, click **Administration > Expense** (or **Invoice** or **Requests**) > **Test User Admin**.

AFTER


Test User Admin

Save Cancel

Use this feature to allow creation of test users. Test data will be prevented from being included in extract or analytics.

Allow creation and use of test users.

Configuration / Feature Activation

The functionality will automatically be removed.



For general information about the Test User Admin feature, refer to the *Shared: Test User Setup Guide*.

****Planned Changes** Single Sign-On (SSO) Self-Service Option Coming to Concur**

Overview

Single Sign-On allows users to access multiple applications using one set of login credentials. Currently, SAP Concur has two methods for signing in: with a user name and password or using SSO with identity provider (IdP) credentials, such as a user's login credentials for their organization.

SAP Concur is planning to add a Manage Single Sign-On (SSO) feature to Concur which provides Concur clients with a self-service option for setting up SSO for their organization. SSO is currently supported for Concur Expense, Invoice, Request, and Travel.

Other SAP Concur products and services are outside the scope of this initial release.

The new Manage Single Sign-On (SSO) feature will be accessible from the **Administration > Company > Company Admin** page.

NOTE: This new feature does not affect Travel clients who are already using the Security Keys feature.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides Concur clients with a self-service option for setting up SSO.

Configuration / Feature Activation

Configuration information will be coming in a future release note.

Budget

****Planned Changes** Workflows for Budget**

Overview

In a future release, workflows will be available for Budget. Workflows define how the system routes invoices, expense reports, and requests through approval and processing steps. The flexible workflow feature for Budget that SAP Concur offers allows companies to design workflows specifically tailored to their unique needs.

Without budget review, budgets may become fully consumed well before the end of a period or year leaving an organization with limited options and budget owners with, for example, exceeded budgets. In addition, early spending means that more important (to the organization) spending will be declined because lesser important spending consumed the budget early on.

Combining budget review in the workflow adds value. Audit rules and workflow step rules can help organizations to add in controls when it makes sense to fine tune to an organization's specific needs.

Equally important is the determination when a spending item is regarded as committed toward a budget. In most organizations, the commit is when a spending item is paid; it went through most if not all approval steps. In other organizations, the commit occurs much earlier. As soon as a purchase request or an authorization request is approved it is regarded as "promised".

BUSINESS PURPOSE / CLIENT BENEFIT

This feature will provide clients with control over the budget spend to, for example, avoid exceeded budgets too early in a budget period or budget year.

Configuration / Feature Activation

The administrator needs to configure this feature on the **Workflows** page by clicking **Administration > Invoice** or **Expense**.

Budget Insight

****Planned Changes** Budget Insight (Legacy) to Retire in 2019**

Overview

Budget Insight is a budget management tool that is being retired June 30, 2019. Clients who want to use budget functionality are recommended to purchase the new Budget product that SAP Concur released earlier this year. The new Budget feature offers greater functionality, an improved UI, and additional integrations with SAP Concur products. Most notably is the inclusion of additional expense data from

Concur Expense, Concur Invoice, Concur Travel and Concur Request (previously only data from Concur Expense and Concur Request were available).

NOTE: Clients should note that migrating from Budget Insight to Budget is not possible. Their current contract for Budget Insight will be terminated and they will be re-contracted on Budget, which requires a new implementation. However, clients will still have access to all Budget Insight functionality and data during re-implementation of Budget. If clients would like to implement the new Budget product, they should contact their SAP Concur account team.

BUSINESS PURPOSE / CLIENT BENEFIT

The retirement of Budget Insight will provide clients with the opportunity to purchase the new Budget product which gives greater value to clients by making budgets visible, actionable, and near real-time.

Configuration / Feature Activation

When Budget Insight retires, clients will no longer be able to report issues and receive support for this product.

General

****Planned Changes** Archive Deactivated User Data**

This information will no longer appear in the release notes.



For more information about deactivated users, refer to the *General Information: Archiving Deactivated User Data Fact Sheet*.

Client Notifications

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

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

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



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

Subprocessors

SAP Concur Non-Affiliated Subprocessors

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

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

Additional Release Notes and Other Technical Documentation

Online Help – Admins

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

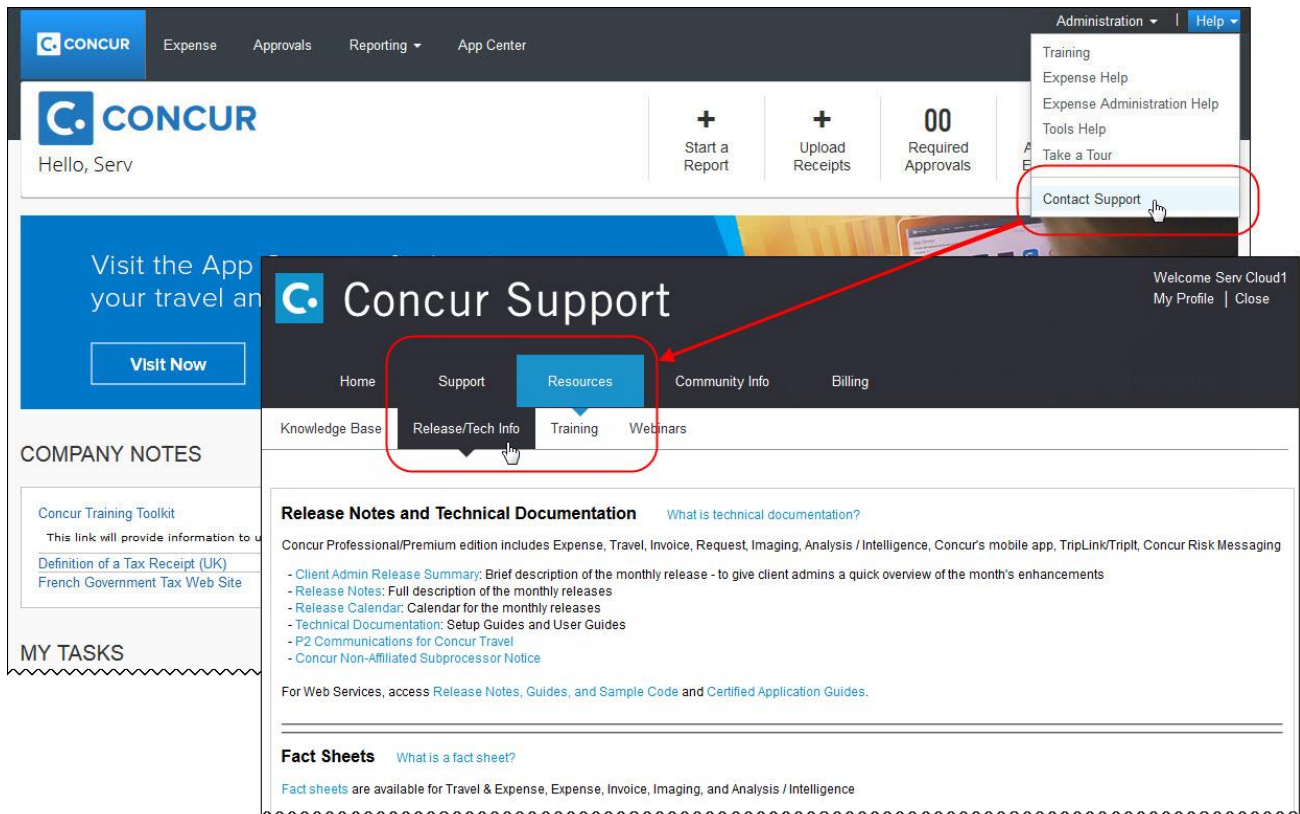
The screenshot displays the SAP Concur Online Help interface for Admins. At the top, there is a navigation bar with the SAP Concur logo and various menu items: Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. A 'Help' dropdown menu is open, showing options like Training, Request Help, and Request Administration Help. Below the navigation bar, there is a dashboard with a 'Hello, Chris' greeting and several metrics: New (+), Required Approvals (00), Authorization Requests (00), and Payment Requests (00). There are also buttons for Available Expenses and Open Reports. The main content area is titled 'Using Online Help' and contains a sidebar with navigation links such as 'Using Online Help', 'Legal Notice', 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**.



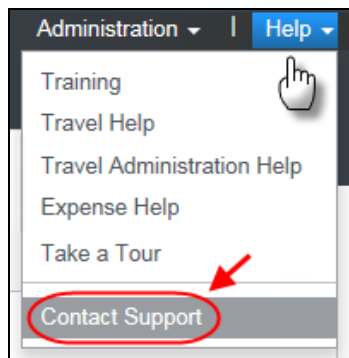
Cases

Steps for Getting a Status

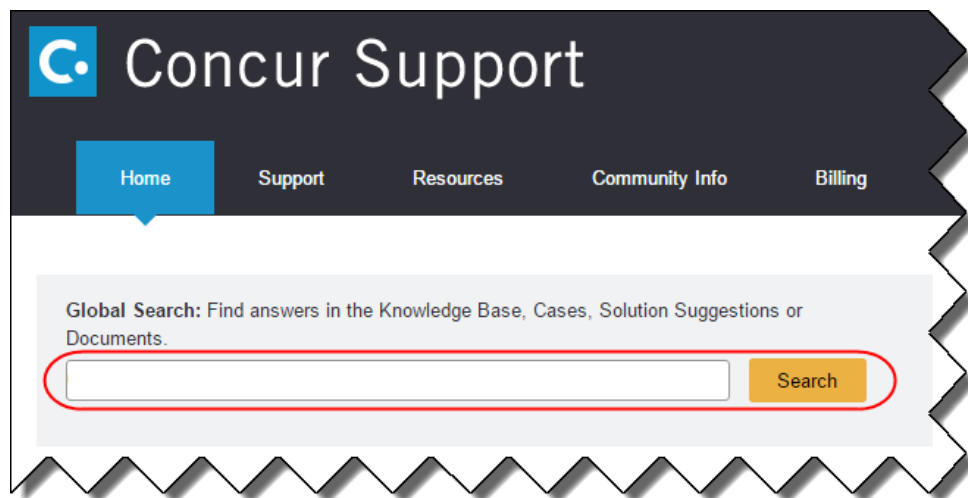
Each service release contains case resolutions.

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

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



The **Concur Support** page displays.



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

3. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

Resolved Cases

Case ID	Description
CRMC-126336	A custom field can be added to the Request Segment Custom Info form even if the field does not meet the validation requirement.
CRMC-127899	A cancelled request is not removed from the approver's pending approval list.
CRMC-127939, CRMC-128882, CRMC-129566	The Close/Inactivate Request button and the Delete Request buttons are not working on the Manage Requests page.

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SAP Concur Release Notes	
Authorization Request	
Month	Audience
Release Date: March 16, 2019 Initial Post: Friday, March 15, 11:00 AM PT	Client – FINAL

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Summary

IMPORTANT

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

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

Release Notes

Request

New SSL Certificate for concursolutions.com

Overview

In an effort to ensure the ongoing security of our products and services, SAP Concur has issued a new concursolutions.com SSL certificate. **The current certificate will expire on March 16, 2019.**

Any customer who has pinned this expiring certificate will need to update to the new certificate prior to March 16, 2019. If the pinned certificate is not updated prior to March 16, 2019, your organization and users will experience disruption to SAP Concur products and services.

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

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

BUSINESS PURPOSE / CLIENT BENEFIT

This update provides ongoing security for our products and services.

Configuration / Feature Activation

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

The new SSL certificate can be accessed here:

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

Supply this URL to your IT department.

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

****Ongoing** Email Infrastructure Change - Add IP Addresses to Safe Sender List**

Overview

SAP Concur is transitioning to a new email infrastructure for outbound email from our services to SAP Concur users. Because of this, companies who filter inbound email based on the sending IP address **must** add new IP addresses to their Safe Sender list to ensure that their users receive email from SAP Concur.

IMPORTANT: All Services Will Soon Be Affected

Initially, the issue described here affected only companies that use Concur Expense. Starting in January, email from other SAP Concur services (such as Travel and Concur Pay) will move to the new email infrastructure.

We will continue to add other services throughout the first quarter of 2019. Please monitor the release notes for more information about the timing of the additional changes.

NOTE: Remember, this change affects only companies that filter incoming email based on IP addresses.

Configuration / Feature Activation

The new IP addresses are not published publicly but they are available by contacting SAP Concur support. If your company uses Concur Expense and if your company filters incoming email based on IP address, please work with your email server management team to ensure that all required Safe Sender lists for IP addresses are updated so that your users continue to receive SAP Concur email without interruption.

****Ongoing** Updated Email Format**

Overview

SAP Concur has provided a release note about the updated email notifications for several months. **Be aware that we will discontinue this release note after this month.**

IMPORTANT

Note the following:

- Be aware that the email content has not changed – just the look and feel has been updated.
- The changes will appear over time. Each product team (Expense, Invoice, Travel, etc.) decides when to use the new format. Timing will be based on resource availability and the priority of other scheduled enhancements.

NOTE: One sample from Expense is shown below. No other samples from other products will be shown in these release notes.

- Do not expect that all product emails will change at the same time. For example, perhaps Expense approval email will be first, and then other Expense notifications will follow.
- There is no assigned end date to the project. Expect that the changes may take longer than a year.

IMPORTANT for SSO Customers

For customers who use SSO, in some cases, such as the expense report status change email, a lengthy URL may be replaced with www.concursolutions.com. Since some URLs can reach 200 characters in length, the decision was made to provide the www.concursolutions.com link instead, provided a better experience for users.

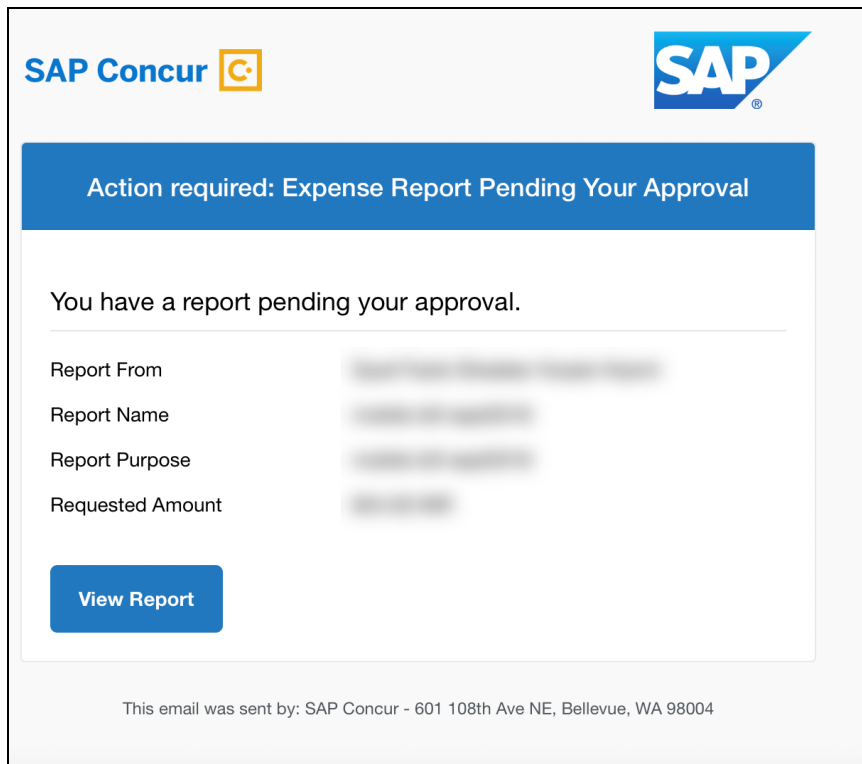
NOTE: Even though clients can define URLs that are an acceptable length, the SAP Concur system appends additional characters – primarily to satisfy mobile requirements – and those extra characters can extend the URL up to 200 characters.

The link in the email still works as it always has – redirecting the user for proper SSO authentication. The user can see the underlying URL at any time by hovering the mouse pointer over the www.concursolutions.com link.

This change does not affect those emails where the user clicks a button – instead of a link – to access Concur Expense.

What the User Sees

New email look-and-feel:



Configuration/Feature Activation

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

Reminder: No Personal or Sensitive Data in Custom Fields

Overview

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

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

Next Steps

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

Refer to the [FAQ](#) for additional information.

Concur Open

Messaging for Concur Open and Personalized Concur Open

Overview

Concur Open and Personalized Concur Open users can subscribe to email notifications about the SAP Concur products they use. As part of the subscription process, SAP Concur sends a verification email to the user. The user must click **Verify** in that email in order to receive the notifications.

It appears that some users are not completing the verification step so SAP Concur has added a reminder to the subscription page.



NOTE: This message appears **only** if the subscriber has not responded to the verification email.



For more information about Personalized Concur Open, refer to the *Personalized Concur Open* fact sheet.

What the User Sees

This message appears on the Personalized Concur Open subscription page.

SAP Concur  

SAP Personalized Concur Open for Concur

[Back to SAP Personalized Concur Open](#)

⚠️ You will not receive any emails until you verify your email subscription. Look for an email from OpenUpdates@concur.com asking you to verify your subscription or [click here](#) to resend the verification email.

Update Email Preferences

Select Services

- Expense
- Travel
- Invoice
- Request
- Imaging
- Analysis/Intelligence
- Mobile

A similar message appears for Concur Open users.

Configuration / Feature Activation

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

Planned Changes

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

Request

****Planned Changes** Deprecation of Composite Logins**

Overview

Composite login functionality allows users to use a login ID that does not include a domain to log in to SAP Concur products.

All users who use only their username (ex: johndoe) to log in will need to use their **CTE Login Name** rather than their login ID to log in to SAP Concur products.

SAP Concur will no longer support composite login sign-in page URLs. The typical URL for a composite login page includes the name of the entity (ex: entity=pxxxxxxxxx) and looks like this:
<https://www.concursolutions.com/signin.asp?entity=pxxxxxxxxx>.

All clients will be using the standard **Sign In** page to access SAP Concur products. The standard sign in page is <https://www.concursolutions.com/nui/signin>.

Deprecation of the composite login pages for www.concursolutions.com is targeted for May 11th, 2019.

IMPACTS TO USERS

Users who log in to a composite login page (<https://www.concursolutions.com/signin.asp?entity=pxxxxxxxxx>) **and** do not use the at (@) symbol in their user name will need to contact their company administrator to get their **CTE Login Name**. User passwords remain the same.

Single Sign-On functionality is not impacted by this change. The following users will not be impacted because they do not log in using <https://www.concursolutions.com>:

- SAP Concur web SSO
- SAP Concur mobile username/password
- SAP Concur mobile SSO

BUSINESS PURPOSE / CLIENT BENEFIT

Deprecating this feature improves login stability and login success rates, while reducing login dependency.

What the User Sees

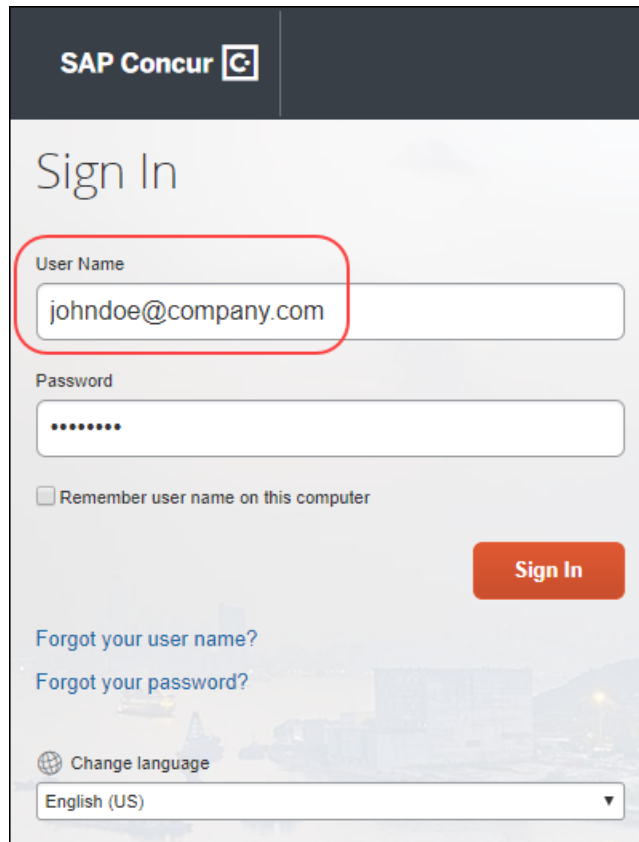
Users are currently seeing a message on composite login pages about the planned deprecation.

All users who use only their username (ex: johndoe) to log in will need to use their **CTE Login Name** rather than their login ID to log in to SAP Concur products.

BEFORE

The screenshot shows the SAP Concur login interface. At the top left is the SAP Concur logo. The main heading is 'Sign In'. Below it are two input fields: 'User Name' containing 'johndoe' (highlighted with a red circle) and 'Password' which is masked with dots. A checkbox labeled 'Remember user name on this computer' is below the password field. To the right is an orange 'Sign In' button. Below the button are two links: 'Forgot your user name?' and 'Forgot your password?'. At the bottom left is a 'Change language' link with a globe icon, and a dropdown menu currently set to 'English (US)'.

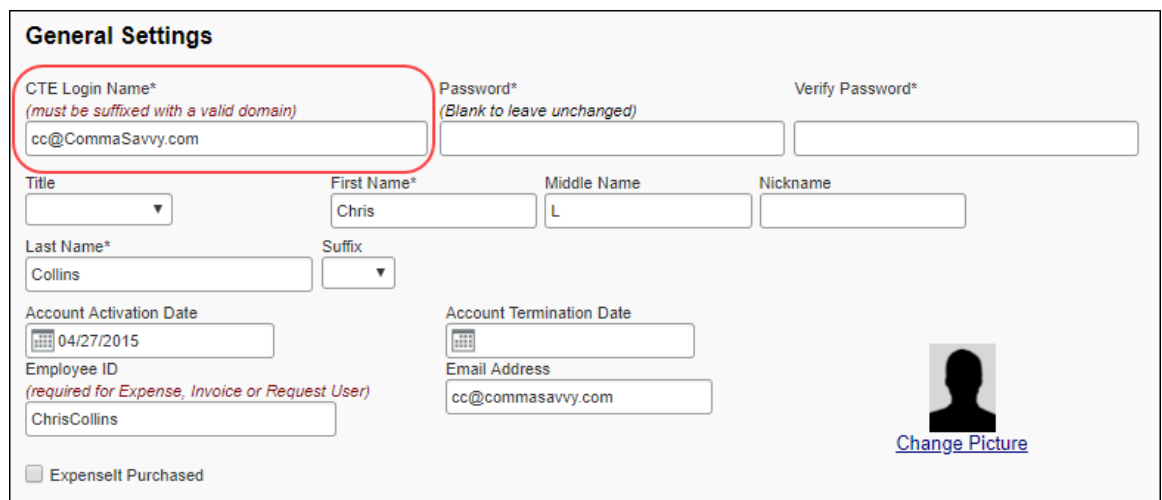
AFTER



The screenshot shows the SAP Concur Sign In page. The 'User Name' field is highlighted with a red circle and contains the text 'johndoe@company.com'. Below it is a 'Password' field with masked characters. There is a 'Remember user name on this computer' checkbox and a 'Sign In' button. At the bottom, there are links for 'Forgot your user name?' and 'Forgot your password?', and a 'Change language' dropdown menu set to 'English (US)'.

What the Admin Sees

On the **User Administration** page, under **General Settings**, admins will see the **CTE Login Name** for each user.



The screenshot shows the 'General Settings' page for a user. The 'CTE Login Name*' field is highlighted with a red circle and contains 'cc@CommaSavvy.com'. Other fields include 'Password*', 'Verify Password*', 'Title', 'First Name*' (Chris), 'Middle Name' (L), 'Nickname', 'Last Name*' (Collins), 'Suffix', 'Account Activation Date' (04/27/2015), 'Account Termination Date', 'Employee ID' (ChrisCollins), and 'Email Address' (cc@commasavvy.com). There is a 'Change Picture' link and an 'ExpenseIt Purchased' checkbox.

NOTE: For future employee imports, include the domain name for users who previously did not have a domain name in the Concur Expense database.

Configuration / Feature Activation

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

****Planned Changes** New Forgot Password Page and Related Feature Deprecation**

Overview

SAP Concur will have a new Forgot Password feature added to the SAP Concur **Sign In** page, providing an updated login experience for users who log in with user name and password credentials.

When the new Forgot Password feature releases (targeted for May 11th), the following existing **Forgot Password** page functionality will be deprecated:

- **Security Questions:** Users will no longer receive security question prompts for login authentication.
- **On-page text:** Company custom text will no longer display.
- **Password hints:** The option, **Send me an email with my password hint**, will no longer be available.

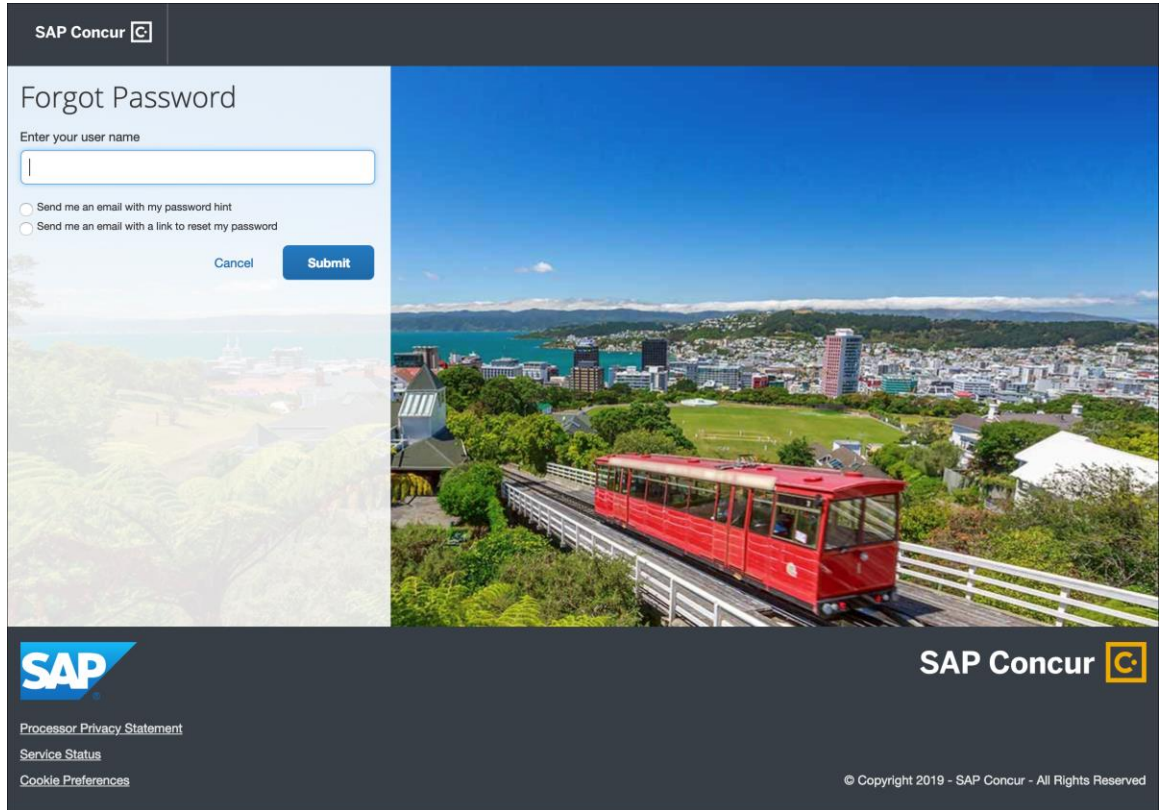
NOTE: The new Forgot Password feature is planned to release in advance of the planned New SAP Concur **Sign In** page. For more information, refer to the ****Planned Changes** New SAP Concur Sign In Page** release note in this document.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides greater security for user passwords and streamlines the user experience.

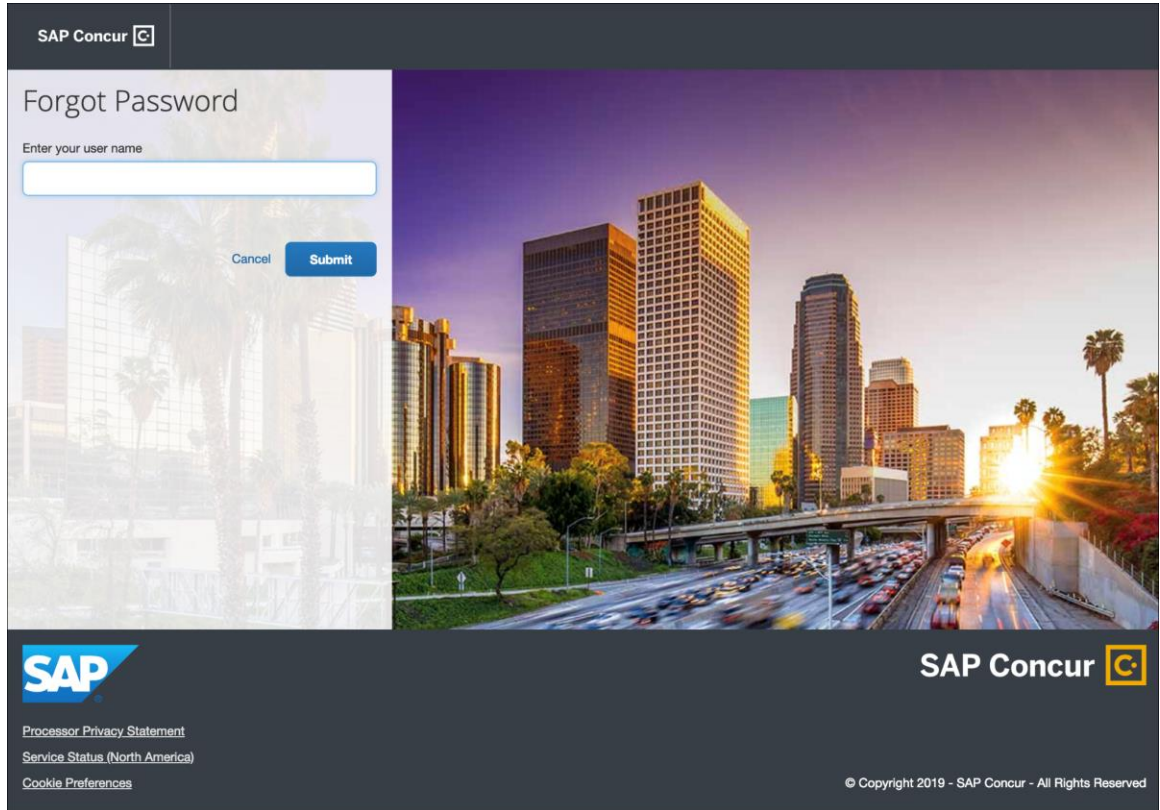
What the User Sees – Current Forgot Password Page

When a user enters a wrong password on the SAP Concur **Sign In** page (www.concursolutions.com) and clicks the **Forgot Password?** link, a **Forgot Password** page displays. This page has options for the user to have an email sent to a verified account that includes a password hint or a link to reset the password. Some companies also have custom text that displays on this page.

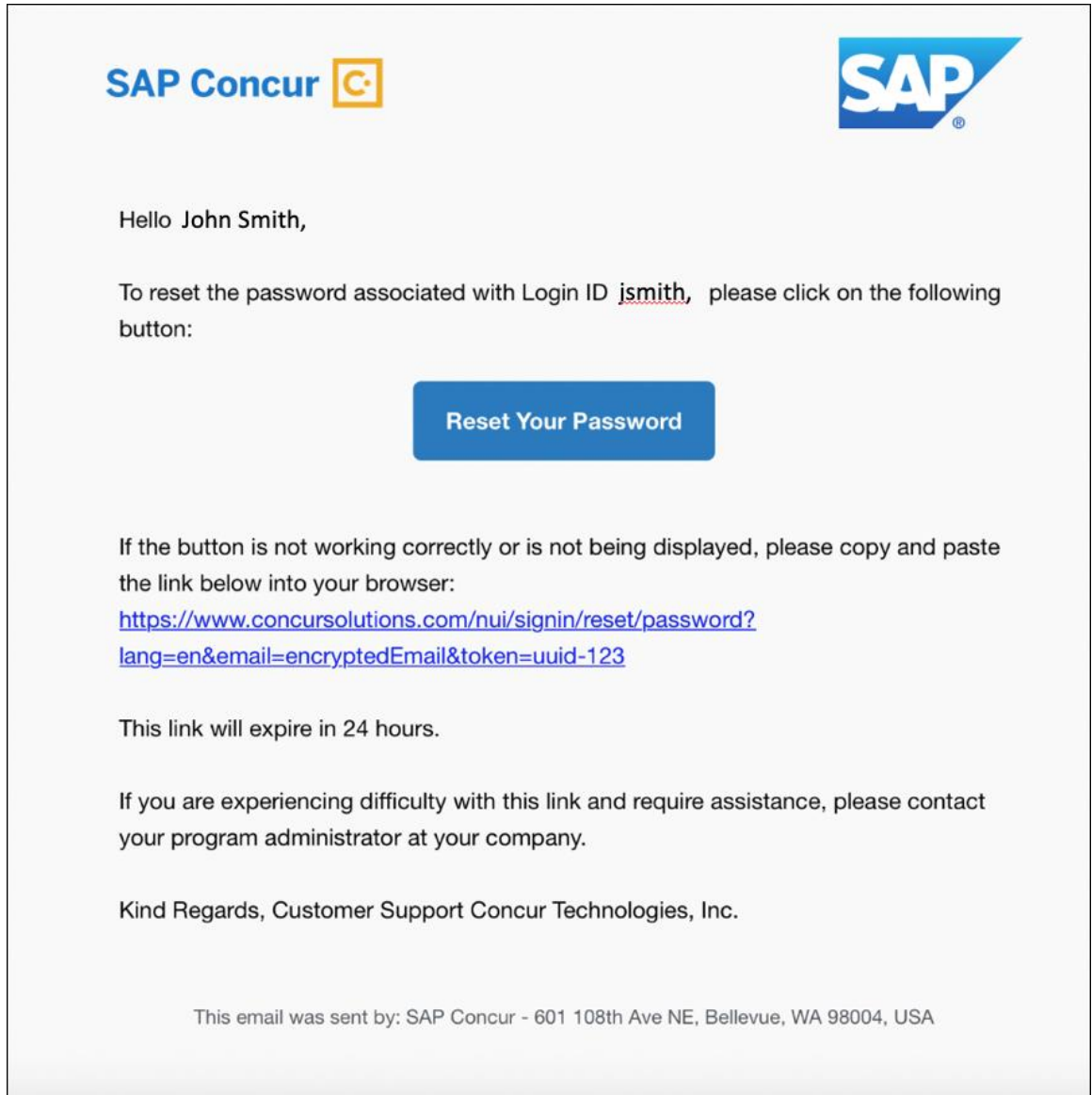


What the User Sees – New Forgot Password Page

When a user enters a wrong password on the SAP Concur **Sign In** page (www.concursolutions.com) and clicks the **Forgot Password?** link, a new **Forgot Password** page will display. The user will enter their user name and click **Submit**. A reset password notification email will then be sent to the user's verified email account.



The user will open the reset password notification email, which includes a one-time reset password link that is valid for 24 hours. The user will click the **Reset Your Password** icon in the email.




The **Password Reset** page opens in the user's browser.

SAP Concur

Password Reset

Your company requires your password to meet these requirements:

- Be between 7 and 60 characters
- Contain a number (0-9)
- Contain at least one character that is neither a letter nor a number
- Contain at least one upper-case (A-Z) and one lower-case (a-z) character
- Be different from your last 4 passwords
- You cannot reset your password more than once per day

New Password 

Re-enter New Password

✖ Your new passwords do not match.

Submit

SAP **SAP Concur**

[Processor Privacy Statement](#)
[Service Status \(North America\)](#)
[Cookie Preferences](#)

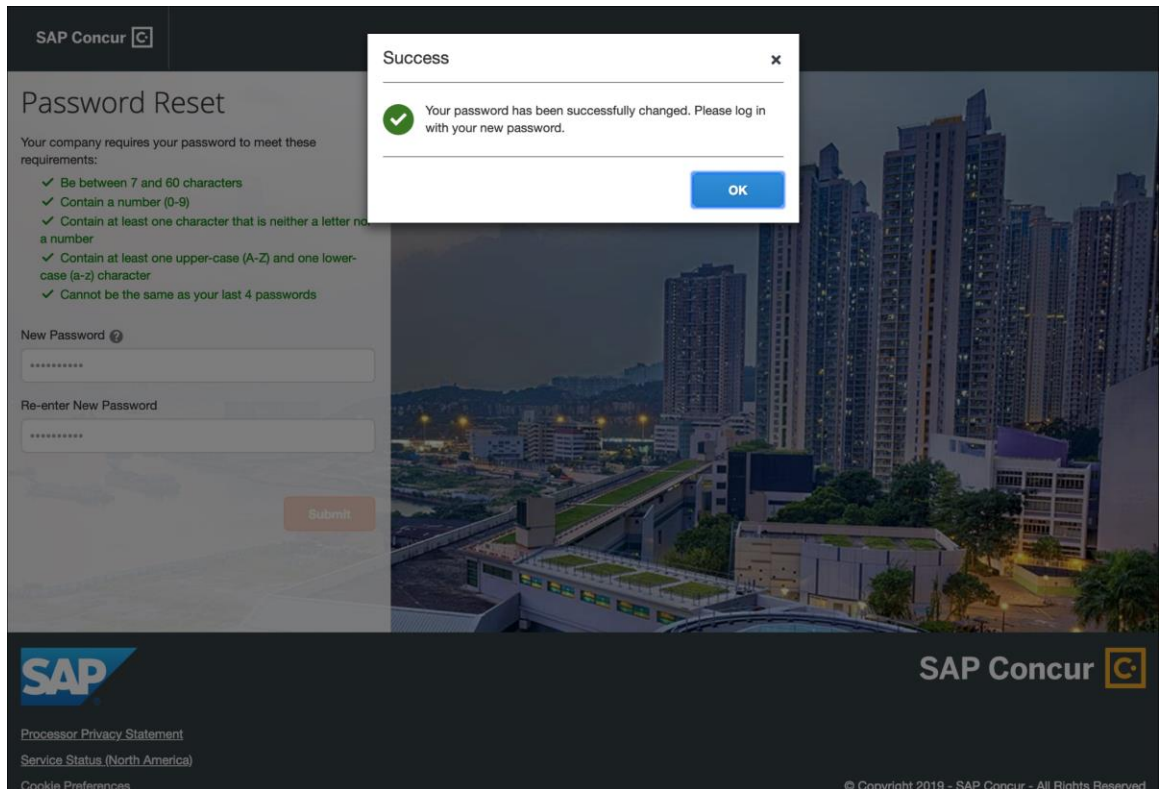
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The user will see the company's password policy display on the page. The user will enter a new password in the **New Password** and **Re-enter New Password** fields. If the passwords do not match, an on-page message alerts the user.

The user can also click on the **Password Help Info** icon to view a hint to make the password stronger.

The user then clicks the **Submit** button to create the new password.

Once the password is validated, the user will see a message confirming that the new password has been successfully created.



The user will click **OK**. The user will be directed to www.concursolutions.com to log in with the new password.

FAILED PASSWORDS

If the new password fails validation, the **Password Reset** page will display errors to help the user create a password that meets their company requirements.

SAP Concur

Password Reset

Your company requires your password to meet these requirements:

- ✓ Be between 7 and 60 characters
- ✓ Contain a number (0-9)
- ✗ Contain at least one character that is neither a letter nor a number
- ✗ Contain at least one upper-case (A-Z) and one lower-case (a-z) character
- ✓ Cannot be the same as your last 4 passwords

New Password

Re-enter New Password

Submit

SAP **SAP Concur**

[Processor Privacy Statement](#)
[Service Status \(North America\)](#)
[Cookie Preferences](#)

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Configuration / Feature Activation / Feature Deprecation

Additional information will be coming in a future version of these release notes.

****Planned Changes** New SAP Concur Sign In Page**

Overview

SAP Concur is planning to add a new **Sign In** page, providing an updated login experience for users who log in with a user name and password credentials. Current Single Sign-On (SSO) users will be able to start the SSO login process at www.concursolutions.com. This feature is planned for 2019.

The new **Sign In** page feature includes the following:

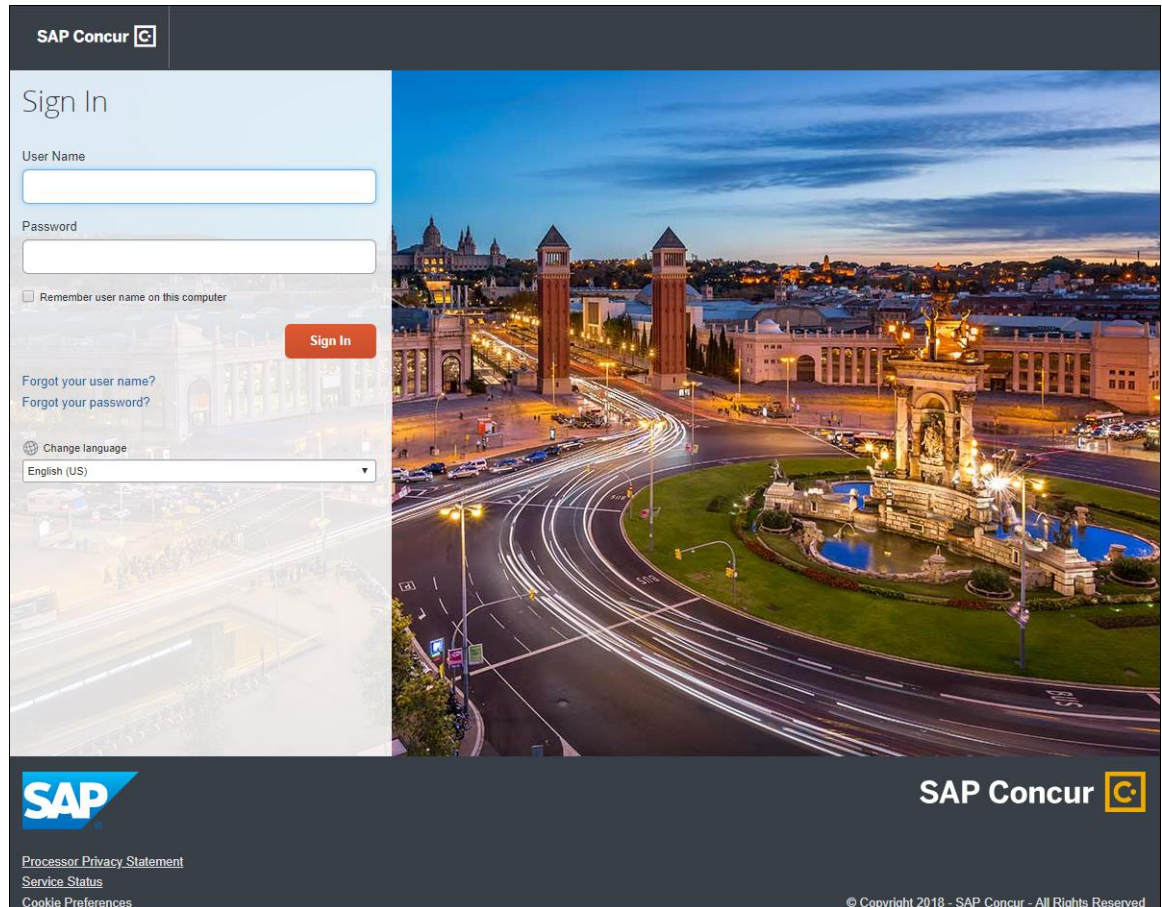
- **Two-step login:** provides enhanced security, meets current industry standards, and provides a better login success rate
- **Multi-account login:** allows administrators to log in with multiple accounts (planned for a future release)
- **User avatar:** enhances the user experience (planned for a future release)

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides better security and a faster, convenient experience for users logging in to SAP Concur products and services.

What the User Sees – Current Sign In Page

The SAP Concur **Sign In** page currently appears with **User Name** and **Password** fields, and a **Sign In** button. Once a user is authenticated, the SAP Concur **Home** page appears.



What the User Sees – New Sign In Page

The new SAP Concur **Sign In** page will have an **Email or Username** field and a **Continue** button. The user will type in their email or username. The user can select the **Remember me on this computer** check box, so their email or username displays the next time they log in to SAP Concur. The user will then click **Continue**.

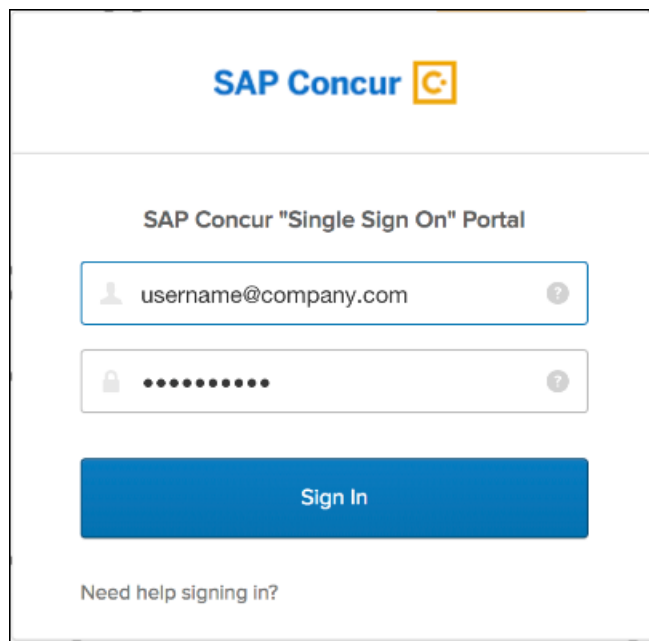
Depending on the customer's implementation of SAP Concur, users will then be directed to the designated Identity Provider (IdP) Single Sign-On portal or an additional **Sign In** page.

NOTE: If a company has not used the planned feature, Manage Single Sign-On, to migrate to the new SSO service at SAP Concur, users will be directed to a password login page to log in using a username and password. For more information, refer to the ****Planned Changes** Single Sign-On (SSO) Self-Service Option Coming to SAP Concur** release note in this document.

NOTE: Once the planned feature, Manage Single Sign-On, is released for general availability, companies who have test/training users should leave the SSO enforcement setting as *SSO Optional* on the **Manage Single Sign-On** page. Test/training users will then be directed to an intermediate password login page to log in at www.concursolutions.com using existing SSO or enter their password. If a company selects *SSO Required* on the new **Manage Single Sign-On** page, then all test/training users will be blocked and directed to log in at www.concursolutions.com with a username and password.

SSO USERS

When the designated Identity Provider (IdP) Single Sign-On portal appears (similar to the one shown below), the user will enter their email or username and password, then click **Sign In**.

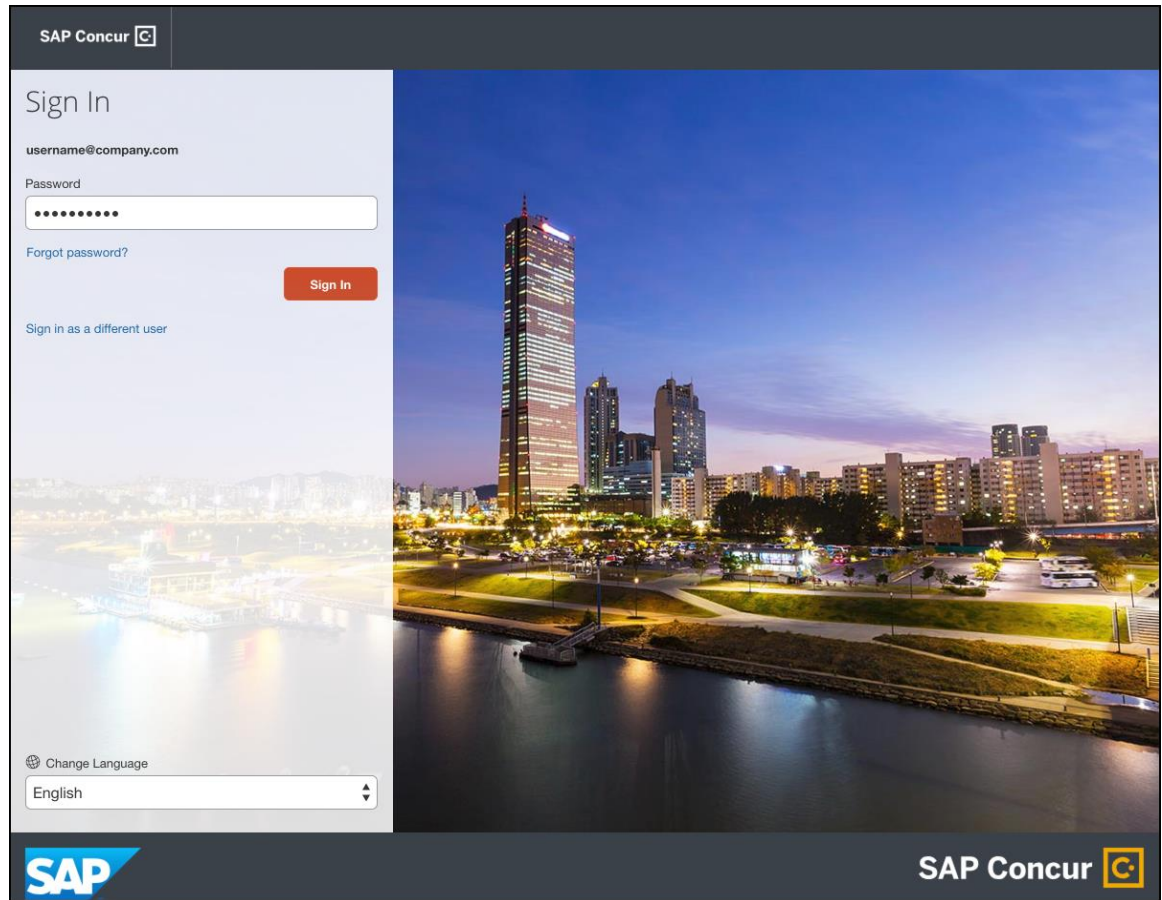


The screenshot shows the SAP Concur 'Single Sign On' Portal. At the top, the SAP Concur logo is displayed. Below the logo, the text 'SAP Concur "Single Sign On" Portal' is centered. There are two input fields: the first is for the username, containing 'username@company.com', and the second is for the password, represented by a series of dots. Both fields have a question mark icon to the right. Below the input fields is a large blue button labeled 'Sign In'. At the bottom left of the form, there is a link that says 'Need help signing in?'.

After being authenticated, the user will be directed to the SAP Concur **Home** page.

USERS WITH USERNAMES AND PASSWORDS

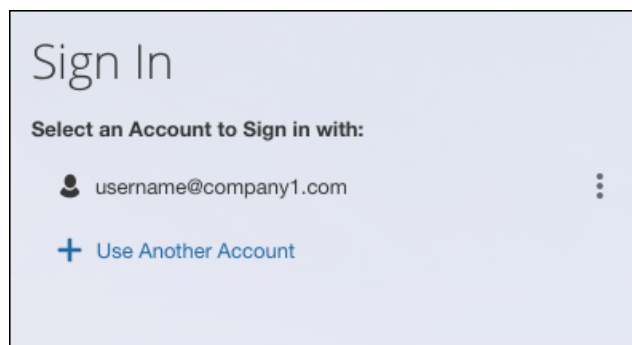
The user will be directed to an additional **Sign In** page. The user will enter a password and click **Sign In**. The system will then authenticate the user's credentials.



Once the user's password is verified, the SAP Concur **Home** page appears.

RETURN USERS

If a returning user selected the **Remember me on this computer** check box during their initial login session, they will see their email or user name display on the **Sign In** page. Users who did not select the **Remember me on this computer** check box will log in as they did initially.



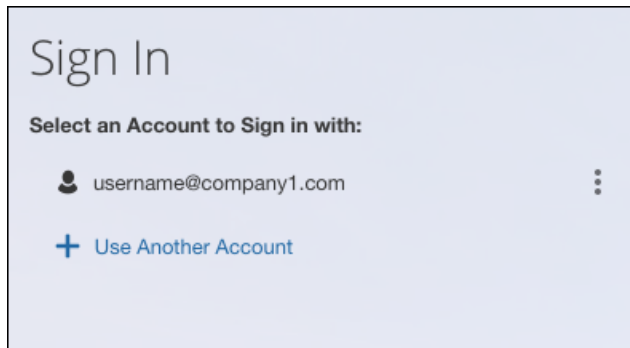
The user will click on their email or username, and then one of the following occurs:

- **SSO Users:** The user will be directed to the SAP Concur **Home** page.
- **Users with Usernames and Passwords:** On the **Sign In** page, the user will enter as password and then click **Sign In**. The user will then be directed to the SAP Concur **Home** page.

USERS WITH MULTIPLE ACCOUNTS

SAP Concur users with multiple login accounts have more than one login option depending on the user role or account they want to use. The user will first log in to SAP Concur using one of their accounts. Once successfully logged in, the user logs out of the system.

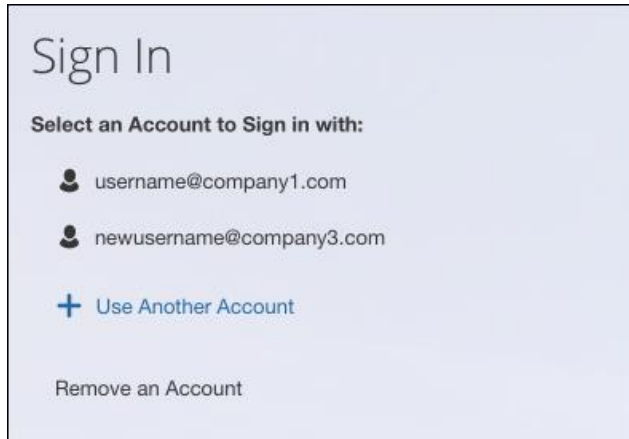
To add another account, on the **Sign In** page, the user clicks the **Use Another Account** link.



The next login step depends on the account type the user wishes to use:

- **SSO Account:** If the user selects an account with SSO credentials, the user will enter an email, then the user will be directed to the IdP Single Sign-On portal. Once the user is authenticated, the SAP Concur Home page appears.
- **Username and Password:** The user is directed to an additional **Sign In** page to enter a password. The user then clicks **Sign In**. Once the user is authenticated, the SAP Concur **Home** page appears.

When all accounts are added, a return user will select the account they want to use to log in to SAP Concur.



FORGOT PASSWORD



For more information about **Forgot Password** functionality, refer to ****Planned Changes** New Forgot Password Page and Related Feature Deprecation** in this document.

Configuration / Feature Activation

Configuration information will be provided in a future release note.

****Planned Changes** No Future Bulk Password Resets or Updates via Import File**

Overview

The password field in the 100, 300, 305, 310 record sets will no longer be used to update or bulk reset user passwords. SAP Concur will change the functionality in imports such that the password field is only used when a user account is created. The field will no longer be used to update or bulk reset user passwords. The update and replace password features on the 100 record will no longer be used.

This change impacts the employee import and the user import features.

EMPLOYEE IMPORT

The password field will remain available in the 100, 300, 305, 310 records sets, but will only be read during an initial import of the file, or when creating a new user in the system. Subsequent uses of the field will be ignored by the system. The update and replace password features on the 100 record will no longer be used.



For general information about this functionality, refer to the *Shared: Employee Import Specification*.

USER IMPORT

The password field will remain available in the downloadable Excel template, but will only be read during an initial import of the file, or when creating a new user in the system. Subsequent uses of the field will be ignored by the system.



For general information about this functionality, refer to the *Shared: User Import User Guide*.

NOTE: At this time, SAP Concur plans on providing a bulk password reset tool in the future.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides greater security for user passwords.

Configuration / Feature Activation

These changes will be automatically made; there will be no configuration or activation steps.

****Planned Changes** Optimizing and Relocating the Training Administration Page**

Overview

To simplify the **Training Administration** page, the functionality and content will be changing.

In addition to content changes, access to the **Training Administration** page will move from **Company Admin** to **Tools**.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes will make the Training Administration feature easier to find and use.

Configuration / Feature Activation

The changes will be automatically available; additional information about potential configuration or activation steps will be provided in a later version of these release notes.



For general information about the Training Administration feature, refer to the *Shared: Training Administration Setup Guide*.

****Planned Changes** Retiring the Purge Test User Transactions Functionality**

Overview

SAP Concur is retiring the functionality in the Test User Admin feature that removes the transactions of test users from Concur Expense, Concur Invoice, Concur Travel, and Concur Request.

BUSINESS PURPOSE / CLIENT BENEFIT

This change will allow SAP Concur to devote more resources to development and maintenance of features that are used by many or most of our clients.

What the Admin Sees

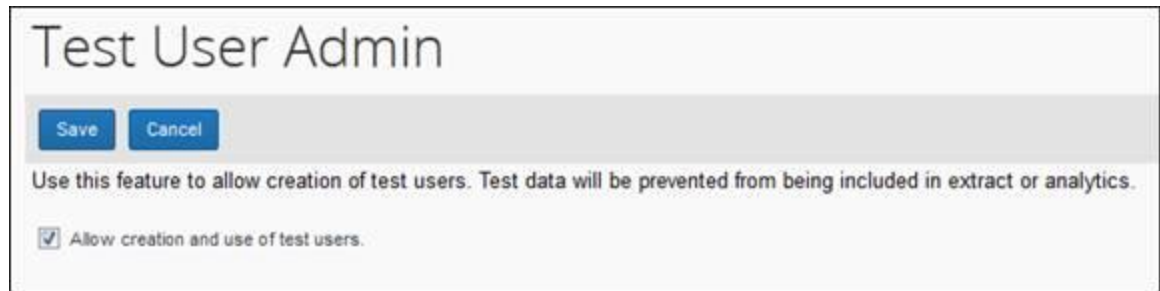
The **Test User Admin** page will no longer display the **Purge Test User Transactions** button.

BEFORE



The screenshot shows the 'Test User Admin' interface. At the top, there are 'Save' and 'Cancel' buttons. Below them is a text box: 'Use this feature to allow creation of test users. Test data will be prevented from being included in extract or analytics.' There is a checked checkbox labeled 'Allow creation and use of test users.' Below this is another text box: 'Click the button below to remove all test transactional data. No production data will be affected.' At the bottom of this section is a blue button labeled 'Purge Test User Transactions', which is circled in red.

NOTE: To access the page, click **Administration > Expense** (or **Invoice** or **Requests**) **> Test User Admin**.

AFTER


Test User Admin

Save Cancel

Use this feature to allow creation of test users. Test data will be prevented from being included in extract or analytics.

Allow creation and use of test users.

Configuration / Feature Activation

The functionality will automatically be removed.



For general information about the Test User Admin feature, refer to the *Shared: Test User Setup Guide*.

****Planned Changes** Single Sign-On (SSO) Self-Service Option Coming to SAP Concur**

Overview

Single Sign-On allows users to access multiple applications using one set of login credentials. Currently, SAP Concur has two methods for signing in: with a user name and password or using SSO with identity provider (IdP) credentials, such as a user's login credentials for their organization.

SAP Concur is planning to add a Manage Single Sign-On (SSO) feature to SAP Concur which provides clients with a self-service option for setting up SSO for their organization. SSO is currently supported for Concur Expense, Invoice, Request, and Travel.

Other SAP Concur products and services are outside the scope of this initial release.

The new Manage Single Sign-On (SSO) feature will be accessible from the **Administration > Company > Company Admin** page.

NOTE: This new feature does not affect Travel clients who are already using the Security Keys feature.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides SAP Concur clients with a self-service option for setting up SSO.

Configuration / Feature Activation

Configuration information will be coming in a future release note.

Budget

****Planned Changes** Workflows for Budget**

Overview

In a future release, workflows will be available for Budget. Workflows define how the system routes invoices, expense reports, and requests through approval and processing steps. The flexible workflow feature for Budget that SAP Concur offers allows companies to design workflows specifically tailored to their unique needs.

Without budget review, budgets may become fully consumed well before the end of a period or year leaving an organization with limited options and budget owners with, for example, exceeded budgets. In addition, early spending means that more important (to the organization) spending will be declined because lesser important spending consumed the budget early on.

Combining budget review in the workflow adds value. Audit rules and workflow step rules can help organizations to add in controls when it makes sense to fine tune to an organization's specific needs.

Equally important is the determination when a spending item is regarded as committed toward a budget. In most organizations, the commit is when a spending item is paid; it went through most if not all approval steps. In other organizations, the commit occurs much earlier. As soon as a purchase request or an authorization request is approved it is regarded as "promised".

BUSINESS PURPOSE / CLIENT BENEFIT

This feature will provide clients with control over the budget spend to, for example, avoid exceeded budgets too early in a budget period or budget year.

Configuration / Feature Activation

The administrator needs to configure this feature on the **Workflows** page by clicking **Administration** > **Invoice** or **Expense**.

Budget Insight

****Planned Changes** Budget Insight (Legacy) to Retire in 2019**

Overview

Budget Insight is a budget management tool that is being retired June 30, 2019. Clients who want to use budget functionality are recommended to purchase the new Budget product that SAP Concur released earlier this year. The new Budget feature offers greater functionality, an improved UI, and additional integrations with SAP Concur products. Most notably is the inclusion of additional expense data from Concur Expense, Concur Invoice, Concur Travel and Concur Request (previously only data from Concur Expense and Concur Request were available).

NOTE: Clients should note that migrating from Budget Insight to Budget is not possible. Their current contract for Budget Insight will be terminated and they will be re-contracted on Budget, which requires a new implementation. However, clients will still have access to all Budget Insight functionality and data during re-implementation of Budget. If clients would like to implement the new Budget product, they should contact their SAP Concur account team.

BUSINESS PURPOSE / CLIENT BENEFIT

The retirement of Budget Insight will provide clients with the opportunity to purchase the new Budget product which gives greater value to clients by making budgets visible, actionable, and near real-time.

Configuration / Feature Activation

When Budget Insight retires, clients will no longer be able to report issues and receive support for this product.

Client Notifications

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

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

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



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

Subprocessors

SAP Concur Non-Affiliated Subprocessors

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

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

Additional Release Notes and Other Technical Documentation

Online Help – Admins

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

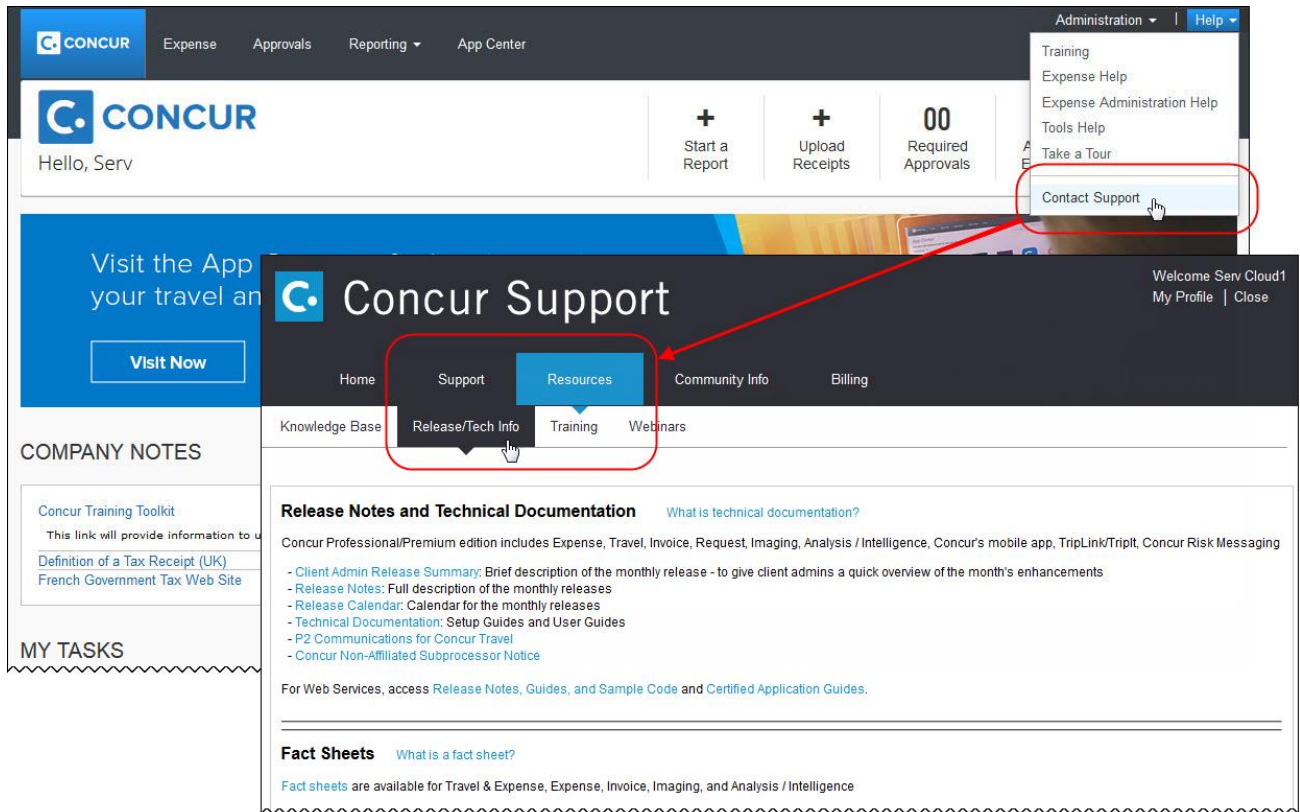
The screenshot shows the SAP Concur Admins interface. At the top right, the 'Help' dropdown menu is open, with 'Request Administration Help' highlighted. A red circle and arrow point from this menu item to the 'Request Professional Administration Guides' link in the left sidebar. The main content area displays 'Using Online Help' with a table of 'Request Setup Guides'.

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

SAP Concur Support Portal – Selected Users

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

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



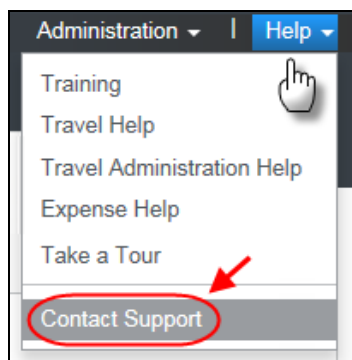
Cases

Steps for Getting a Status

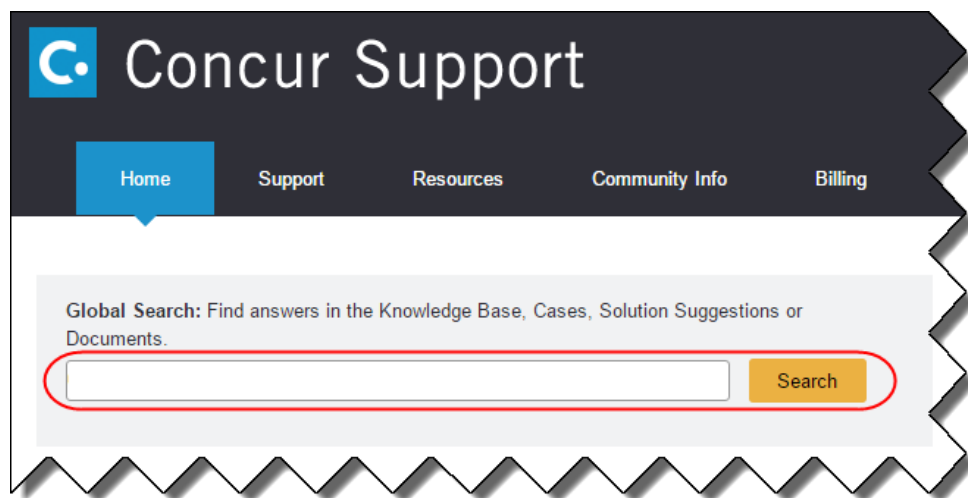
Each service release contains case resolutions.

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

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



The **Concur Support** page displays.



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

3. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

Resolved Cases

Case ID	Description
CRMC-120785	An unnecessary email notification is being sent to travel agency after a user selects a trip proposal and submits the request to their manager.
CRMC-125364, CRMC-130850	The "GPA-04: Third Party Gifts Compliance Approval Required Gifts Exceeding Limit Exp" audit rule is missing from Concur Request.
CRMC-126953	Data Retention does not allow data retention periods to be defined for multiple Concur Request policies.
CRMC-127605	Closed and inactivated event requests are displayed on the Open Requests tile under the Tasks section.
CRMC-127614	The custom Cost Center field value does not match between Concur Request on the web and Concur Request on the mobile app.
CRMC-128066	Sometimes request details cannot be opened from an expense report in Concur Expense.
CRMC-129854	Workflow process instances are duplicated.

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SAP Concur Release Notes Authorization Request	
Month	Audience
Release Date: April 13, 2019 Initial Post: Friday, April 12, 11:00 AM PT	Client – FINAL

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Summary

IMPORTANT

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

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

Release Notes

Request

****Ongoing** Email Infrastructure Change - Add IP Addresses to Safe Sender List**

Overview

SAP Concur is transitioning to a new email infrastructure for outbound email from our services to SAP Concur users. Because of this, companies who filter inbound email based on the sending IP address **must** add new IP addresses to their Safe Sender list to ensure that their users receive email from SAP Concur.

IMPORTANT: All Services Will Soon Be Affected

Initially, the issue described here affected only companies that use Concur Expense. Starting in January, email from other SAP Concur services (such as Travel and Concur Pay) will move to the new email infrastructure.

We will continue to add other services throughout the first quarter of 2019. Please monitor the release notes for more information about the timing of the additional changes.

NOTE: Remember, this change affects only companies that filter incoming email based on IP addresses.

Configuration / Feature Activation

The new IP addresses are not published publicly but they are available by contacting SAP Concur support. If your company uses Concur Expense and if your company filters incoming email based on IP address, please work with your email server management team to ensure that all required Safe Sender lists for IP addresses are updated so that your users continue to receive SAP Concur email without interruption.

Reminder: No Personal or Sensitive Data in Custom Fields

Overview

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

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

Next Steps

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

Refer to the [FAQ](#) for additional information.

Budget

Workflows for Budget Now Available

Overview

Workflows are now available for Budget. Workflows define how the system routes invoices, expense reports, and requests through approval and processing steps. The flexible workflow feature for Budget that SAP Concur offers allows companies to design workflows specifically tailored to their unique needs.

Without budget review, budgets may become fully consumed well before the end of a period or year leaving an organization with limited options and budget owners with, for example, exceeded budgets. In addition, early spending means that more important (to the organization) spending will be declined because lesser important spending consumed the budget early on.

Combining budget review in the workflow adds value. Audit rules and workflow step rules can help organizations to add in controls when it makes sense to fine tune to an organization's specific needs.

Equally important is the determination when a spending item is regarded as committed toward a budget. In most organizations, the commit is when a spending item is paid; it went through most if not all approval steps. In other organizations, the commit occurs much earlier. As soon as a purchase request or an authorization request is approved it is regarded as committed.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature will provide clients with control over the budget spend to, for example, avoid exceeded budgets too early in a budget period or budget year.

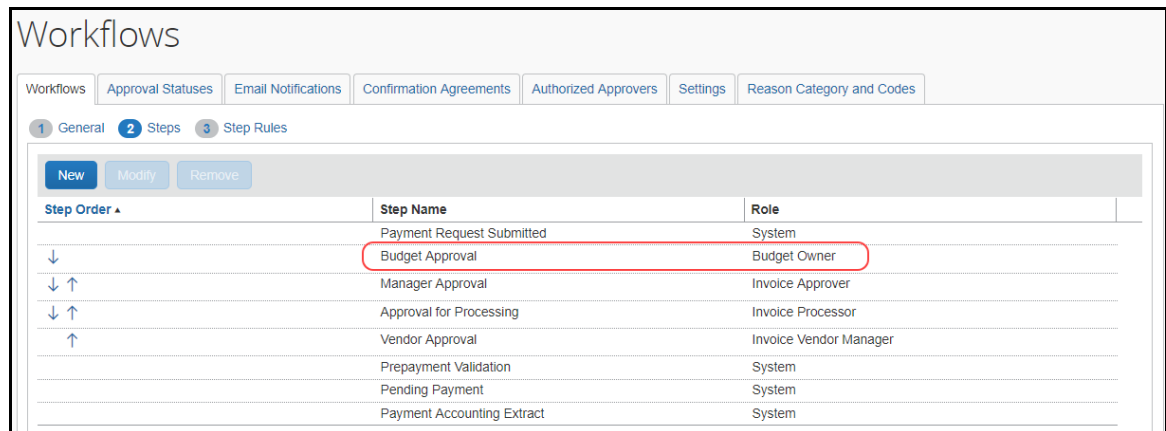
IMPORTANT TO NOTE

Clients should note the following:

- If clients are using the old Concur Expense user interface, the budget approval step does not display the budget approver on the mobile app until after the step in the workflow. This also means that the budget approval step does not work if clients use the mobile app to approve expense reports that include budget.
- Japanese clients who use e-Bunsho and China Data Center clients must use the old Concur Expense UI. Thus, SAP Concur recommends that these clients do not approve budgets on the mobile app.
- The approval flow windows on mobile, available for Concur Invoice only, do not display the budget approver until after the budget approval step is completed. However, this does not prevent anyone from approving invoices for Budget.

What the Admin Sees

The admin will see the new *Budget Approval* step available in the Workflows tool.



In addition, they will see a new **Manage Approvers (Optional)** tab in the **Add Budget Item** and **Modify Budget Item** windows in Budget Items.

The screenshot shows the 'Add Budget Item' window with the following fields and tabs:

- Budget Name:** Budget West
- Budget Display Name:** Budget West
- Budget Owner:** Elan Kumaran
- Period Type:** Monthly
- Fiscal Year:** 2019
- Currency:** US, Dollar
- Budget Category:** Optional
- Budget Type:** Budget Account
- Test Budget

At the bottom, there are tabs for: Budget Details, Budget Tracking Fields (Optional), Manage Viewers (Optional), **Manage Approvers (Optional)** (highlighted with a red box), Manage Managers (Optional), and Adjustments.

Under the 'Manage Approvers (Optional)' tab, there is a search field with the text 'Search by name or email' and a '<< Remove' button. To the right, under the heading 'Assigned Approvers (Budget Approver role)', two names are listed: Elan Kumaran and David Shiell.

At the bottom right of the window are 'Save' and 'Cancel' buttons.

NOTE: There is a limit of five budget approvers per budget item.

What the Approver Sees

The approver will see the budget approvers in the **Approval Flow** window. The window displays budgets that are approved, auto approved, and not approved.

NOTE: Concur Expense and purchase request on mobile do not have the approval flow windows.

Approval Flow for Invoice: Inv B

→ Budget Approval: ⊕ ×

▲ **Budget Approvers - Auto approved**

one1, Mgr

(24/01/2019 Auto Approved)

▲ **Budget Approvers - Approved**

two2, Mgr

(24/01/2019 Approved)

▲ **Budget Approvers - Not approved**

master, budget

Done

Configuration / Feature Activation

The administrator needs to configure this feature on the **Workflows** page by clicking **Administration > Invoice** or **Expense**.



For more information, refer to the *Concur Budget Workflow Client Fact Sheet*.

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.

Request

****Planned Changes** Authentication: Deprecation of Composite Logins**

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

Overview

Composite login functionality allows users to use a login ID that does not include a domain to log in to SAP Concur products.

All users who use only their username (ex: johndoe) to log in will need to use their **CTE Login Name** rather than their login ID to log in to SAP Concur products.

NOTE: The **CTE Login Name** mentioned here is the login name that appears in the **CTE Login Name** field in **Administration > Company > Company Administration > User Administration**.

SAP Concur will no longer support composite login sign-in page URLs. The typical URL for a composite login page includes the name of the entity (ex: entity=pxxxxxxxxxx) and looks like this:
<https://www.concursolutions.com/signin.asp?entity=pxxxxxxxxxx>.

All clients will be using the standard **Sign In** page to access SAP Concur products. The standard sign in page is <https://www.concursolutions.com/nui/signin>.

Deprecation of the composite login pages for www.concursolutions.com is targeted for May 11, 2019.

NOTE: The employee import and other utilizations of composite logins are not yet being deprecated and will continue to function as they do currently. Only the user-facing portion of composite login is being deprecated at this time.

IMPACTS TO USERS

Users who log in to a composite login page (<https://www.concursolutions.com/signin.asp?entity=pxxxxxxxxx>) **and** do not use the at (@) symbol in their user name will need to click the **Forgot your user name?** link on the **Sign In** page to retrieve their user name without assistance (preferred) or contact their company administrator to get their **CTE Login Name**. User passwords remain the same.

Single Sign-On functionality is not impacted by this change. The following users will not be impacted because they do not log in using <https://www.concursolutions.com>:

- SAP Concur web SSO
- Concur mobile username/password
- Concur mobile SSO

BUSINESS PURPOSE / CLIENT BENEFIT

Deprecating this feature improves login stability and login success rates, while reducing login dependency.

What the User Sees

Users are currently seeing a message on composite login pages about the planned deprecation.

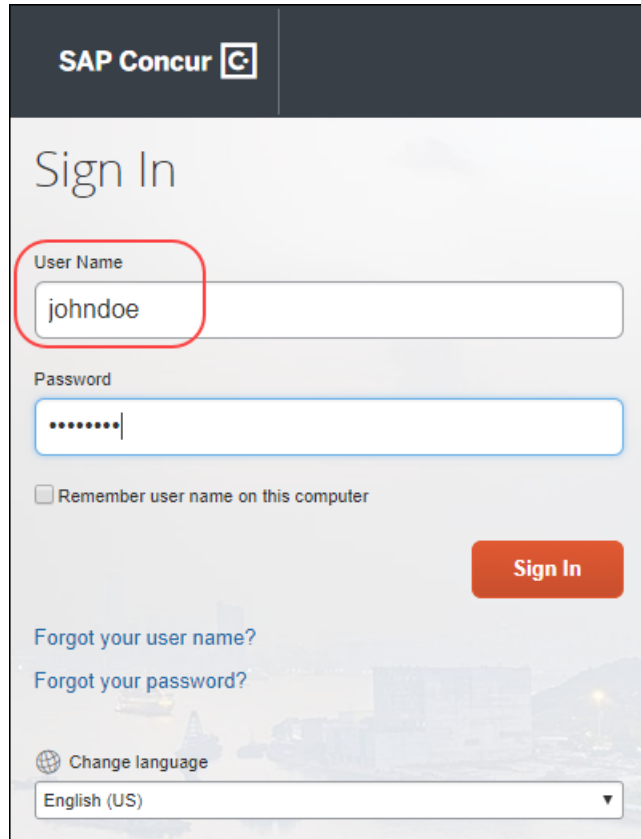


The screenshot shows the SAP Concur Sign In page. At the top left is the SAP Concur logo. The main heading is "Sign In". Below the heading is a blue information box with a white 'i' icon. The text inside the box reads: "Please note: as of May 11th, you will be required to enter your full user name (for example, username@company.com). If you do not know your full user name, please contact your administrator." Below the information box are two input fields: "User Name" and "Password". Below the "User Name" field is a checkbox labeled "Remember user name on this computer". To the right of the input fields is a red "Sign In" button. Below the button are two links: "Forgot your user name?" and "Forgot your password?". At the bottom left is a "Change language" link with a globe icon, and below it is a dropdown menu showing "English (US)".

After the composite login feature is deprecated, these users will automatically be redirected to the **Sign In** page, <https://www.concursolutions.com/nui/signin>, and must use their full user name to sign in. User passwords remain the same.

BEFORE

The **Sign In** page when composite logins are supported.



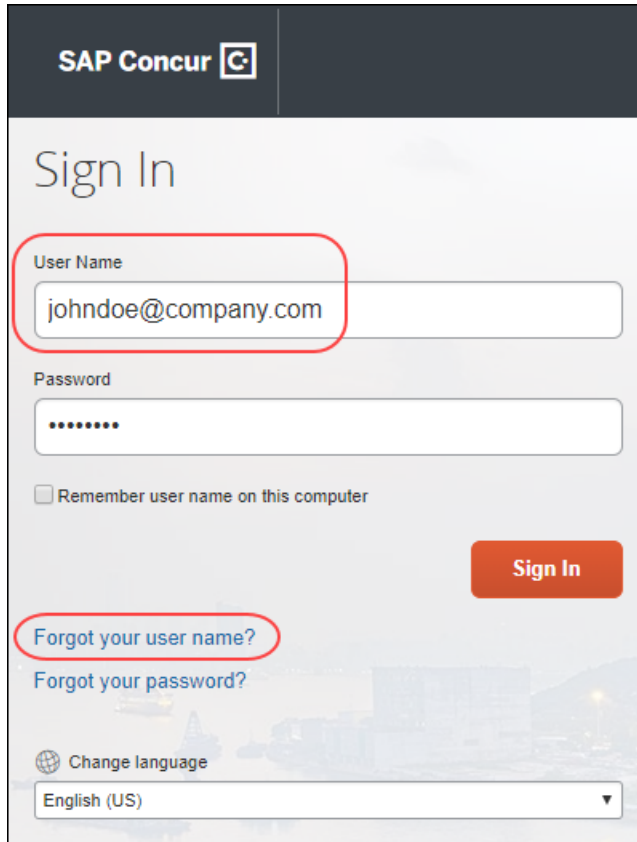
The screenshot shows the SAP Concur Sign In page. The header includes the SAP Concur logo. The main content area features the title "Sign In" and two input fields: "User Name" (containing "johndoe") and "Password" (containing masked characters). Below the password field is a checkbox labeled "Remember user name on this computer". An orange "Sign In" button is positioned to the right of the input fields. At the bottom of the page, there are links for "Forgot your user name?" and "Forgot your password?", and a language selection dropdown menu currently set to "English (US)".


AFTER

On the new **Sign In** page, users who do not know their full user name can find it using one of the following options:

- Click the **Forgot your user name?** link
- Contact their company administrator

Users will be able to retrieve their user name, without assistance, by clicking the **Forgot your user name?** link on the **Sign In** page.



SAP Concur 

Sign In

User Name
johndoe@company.com


Password
.....

Remember user name on this computer

Sign In

[Forgot your user name?](#)

[Forgot your password?](#)

 Change language
English (US) ▼

On the **Forgot User Name** page, the user will enter a valid email address associated with the SAP Concur account, then click the **Send E-mail** button.



SAP Concur 

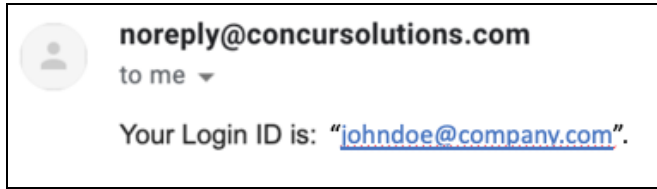
Forgot User Name

Enter your email address

johndoe@company.com

[Cancel](#) **Send E-mail**

If the specified email address is associated with an SAP Concur account, an email will be sent to that address with the full user name included (as Login ID).



If the user chooses to contact their company administrator to get their full user name or if the **Forgot your user name?** option was unsuccessful, the company administrator can look up the user’s full user name (visible to admins as in the **CTE Login Name**) and provide it to them.

What the Admin Sees

On the **User Administration** page, under **General Settings**, admins will see the **CTE Login Name** for each user.

NOTE: For future employee imports, include the domain name for users who previously did not have a domain name in the Concur Expense database.

Configuration / Feature Activation

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

****Planned Changes** Authentication: Forgot Password Feature, Security Questions, and Password Custom Text**

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

Overview

In a future release, SAP Concur will add a new Forgot Password feature to the SAP Concur **Sign In** page, providing an updated experience for users who log in with user name and password credentials.

NOTE: This change does not affect customers that use SSO to log in to SAP Concur.

Currently, depending on a company's configuration, there may be several other options available for the forgotten password process. When the new Forgot Password feature becomes available (targeted for May 11), those additional options will be removed. They are:

- **Security Questions:** Users will no longer receive security question prompts for login authentication.
- **On-page text:** Company custom text will no longer display.
- **Password hints:** The option, **Send me an email with my password hint**, will no longer be available.

All of these options are described on the following pages.

NOTE: The new Forgot Password feature is planned for release in advance of the planned New SAP Concur **Sign In** page. For more information, refer to the ***Planned Changes** Authentication: New SAP Concur Sign In Page* release note in this document.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides greater security for user passwords and streamlines the user experience.

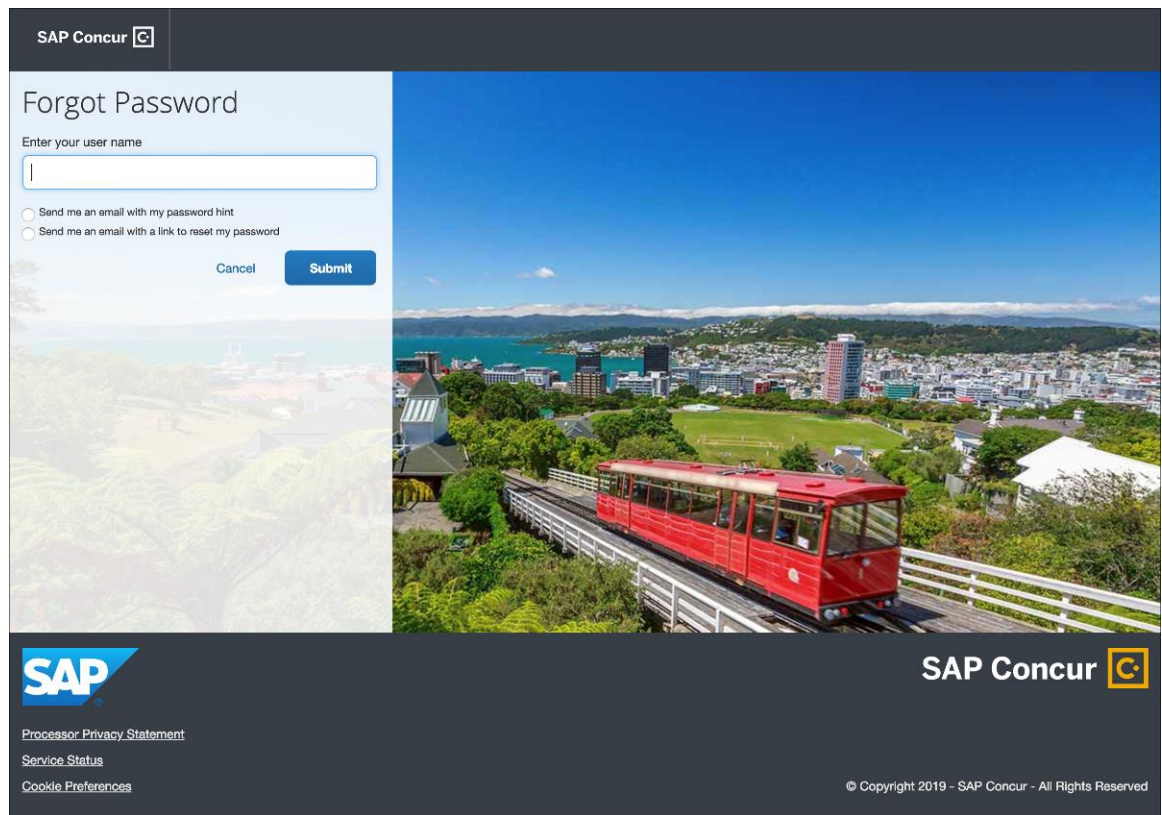
What the User Sees – Current Forgot Password Page and Process

Currently, if a user cannot remember their password and if the user clicks **Forgot your password?** on the SAP Concur **Sign In** page, the **Forgot Password** page displays.

Currently, additional options may be available, depending on the company's configuration. They are:

- The user may have an email sent to a verified email account that includes a password hint.
- The company may require the user to answer a set of security questions prior to getting an email with a link to reset their password.

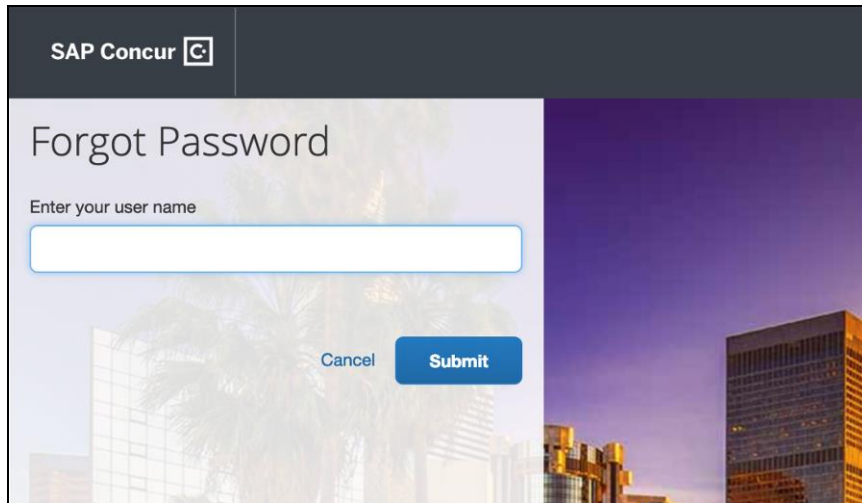
- The company may also have custom text that displays on this page.



What the User Sees – New Forgot Password Page and Process

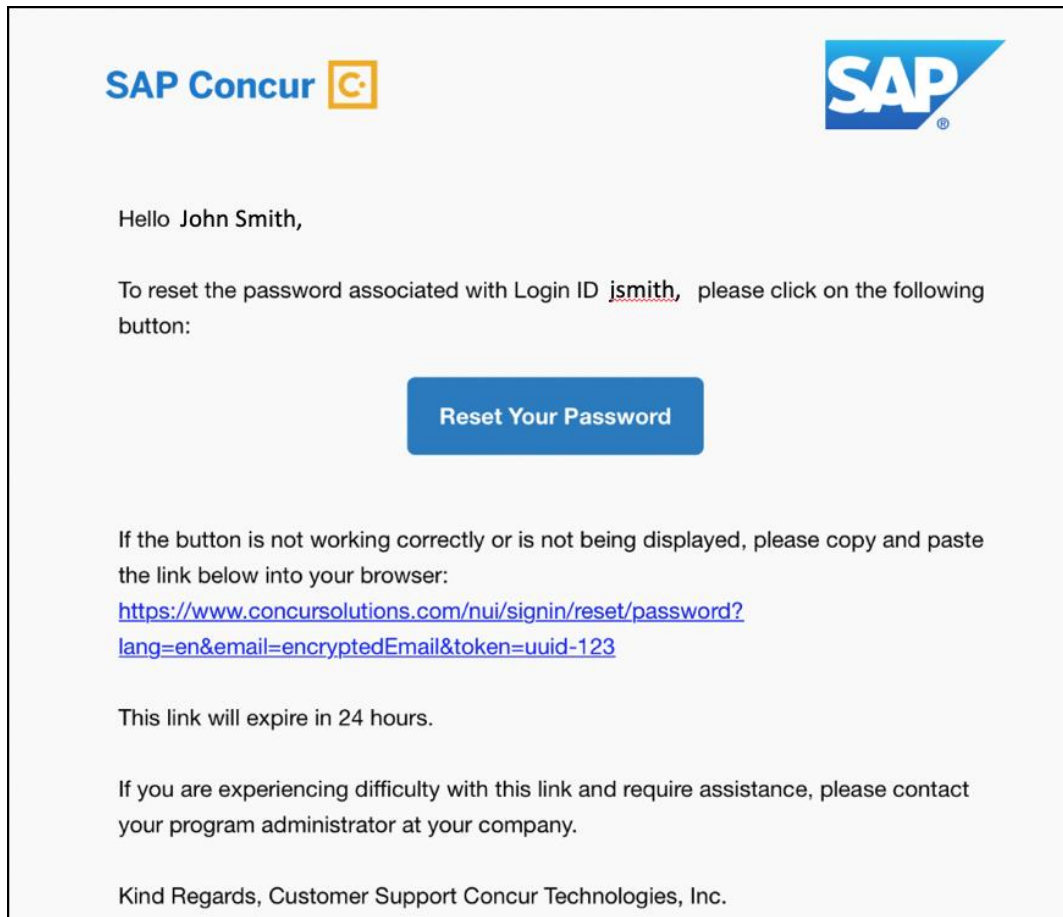
With the new feature, if a user cannot remember their password and if the user clicks **Forgot your password?** on the SAP Concur **Sign In** page, the **Forgot Password** page displays.

The user has only **one** option – the user will enter their user name and click **Submit**. If an SAP Concur account is found for the specified user name, a reset password email will be sent to the user's associated email address.



The screenshot shows the SAP Concur 'Forgot Password' page. At the top left is the SAP Concur logo. The main heading is 'Forgot Password'. Below it is a text input field labeled 'Enter your user name'. To the right of the input field are two buttons: 'Cancel' and 'Submit'. The background of the page features a blurred image of a modern building at dusk.

The user will open the reset password notification email, which includes a one-time reset password link that is valid for 24 hours. The user will click **Reset Your Password** in the email.



The **Password Reset** page opens in the user's browser.

SAP Concur

Password Reset

Your company requires your password to meet these requirements:

- Be between 7 and 60 characters
- Contain a number (0-9)
- Contain at least one character that is neither a letter nor a number
- Contain at least one upper-case (A-Z) and one lower-case (a-z) character
- Be different from your last 4 passwords
- You cannot reset your password more than once per day

New Password ?

.....

Re-enter New Password

.....

X Your new passwords do not match.

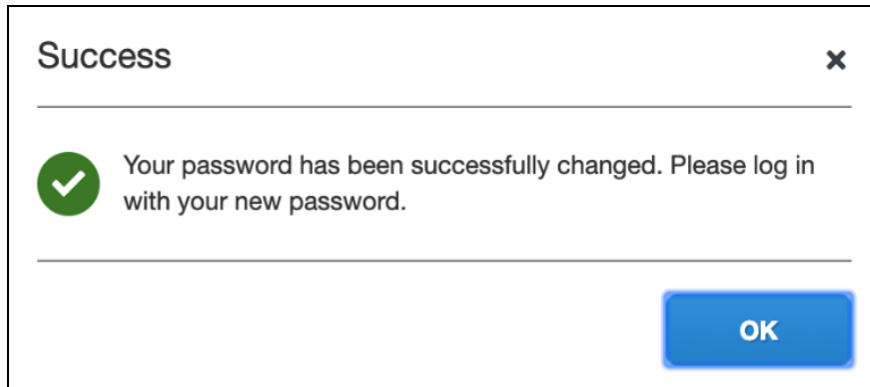
Submit

The company's password policy displays on the page. The user will enter a new password in the **New Password** and **Re-enter New Password** fields. If the passwords do not match, an on-page message alerts the user.

The user can also click **Password Help Info** to view a hint to make passwords stronger.

The user then clicks **Submit** to create the new password.

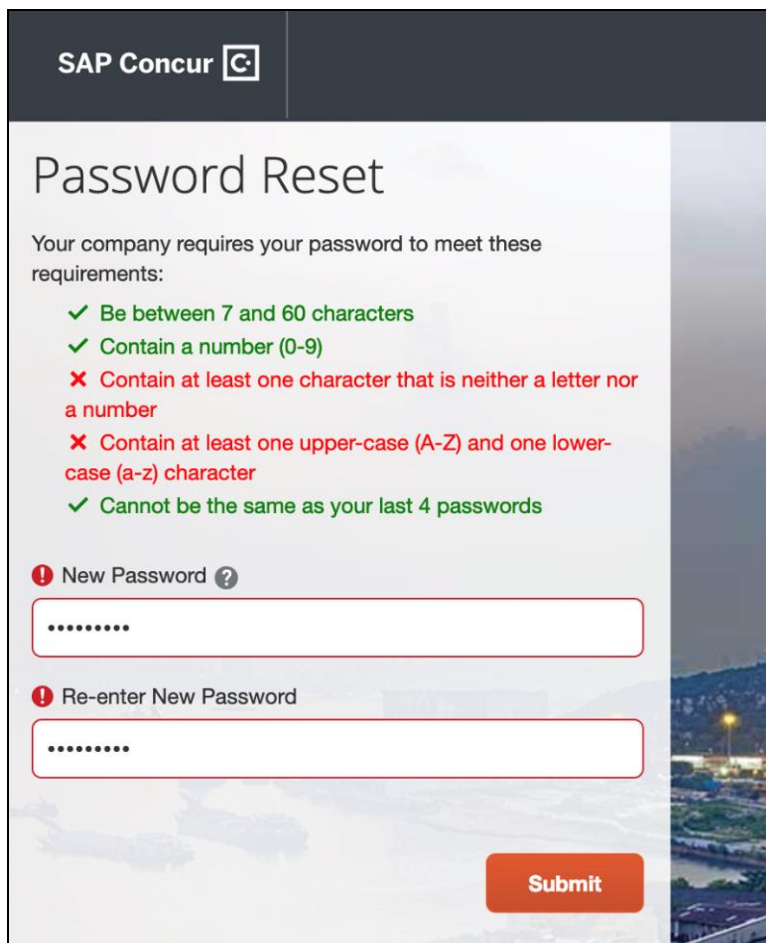
Once the password is validated, the user will see a message confirming that the new password has been successfully created.



The user will click **OK**. The user will be directed to www.concursolutions.com to log in with the new password.

FAILED PASSWORDS

If the new password fails validation, the **Password Reset** page will display errors to help the user create a password that meets their company requirements.



Feature to be Removed – Password Hint

Currently, in **Profile > Profile Settings > Change Password**, the user can create a password hint. Then, if the user forgets their password and selects the **Send me an email with my password hint** option on the **Forgot Password** page, then an email that includes the hint will be sent to a verified email account.

When the new Forgot Password feature becomes available, this field will be removed from Profile.

Feature to be Removed – Security Questions

Currently, depending on the company's configuration, the company may be able to configure security questions for users who have forgotten their passwords. If so, the Security Question functionality involves three parts:

- Company admin security question configuration
- End user security question configuration
- Security question challenge

SECURITY QUESTION CONFIGURATION

If the company's configuration allows, the **Password Administrator** page is available, which allows the admin to configure the questions. To access the page, the admin clicks **Administration > Company > Company Admin > Password Administrator**.

The screenshot displays the 'Password Administrator' configuration page. On the left sidebar, the 'Password Administrator' menu item is highlighted with a red box. The main content area includes the following sections:

- When should the user be allowed to request that his/her password be reset?:**
 - Never
 - Any time
 - After user has at least logged in successfully once
- Email address shown to the user to get further assistance:**
- Message shown to the user when such a request is made:**
 - Use Default
 - English (US) [v]
- Restrict Password Reset Once Per Day:**
- Initial Login One Time Link Expiration Length in Days:** 1 [v]
- Disable Forgot User Name Link:**
- Requires Security Questions for User Password Change:** (This section is highlighted with a red box)
- Note:** If pre-existing security questions are hidden, it will delete the question and answers saved by the users.
- Number Of Security Questions:** 4 [v]
- Number Of Security Questions Users Can Pick:** 1 [v]
- Security Question 1:** What is the name of your first school? [v]
- Security Question 2:** What was your school mascot? [v]
- Security Question 3:** In what city or town was your first job? [v]
- Security Question 4:** [v] (This dropdown is open, showing a list of questions: 'What is the name of your first school?', 'What was the name of your first stuffed animal?', 'What was your school mascot?', 'What was your favorite place to visit as a child?', 'In what city or town was your first job?', 'What was your childhood nickname?')
- Save** button

When the new Forgot Password feature becomes available, this section of the page will be removed.

END-USER CONFIGURATION

Currently, once the admin activates the security questions, the **Password Security Questions** page appears in Profile. It allows users to manage the security questions they will answer if they forget their password. To access the page, the user clicks **Profile > Profile Settings**. In the **Other Settings** section, the user clicks **Password Security Questions**.

When the new Forgot Password feature becomes available, this page and menu option will be removed.

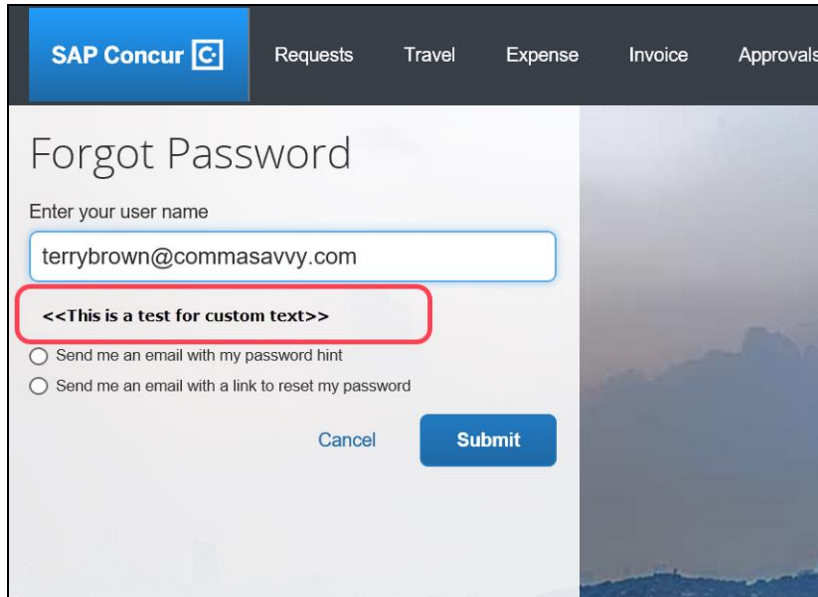
SECURITY QUESTION CHALLENGE

Currently, once configuration is complete, end users are challenged by security questions before a password reset link is sent out or before a password changed is saved.

When the new Forgot Password feature becomes available, this page will be removed.

Feature to be Removed – Custom Text on the Forgot Password Page

Currently, depending on the company's configuration, the company may be able to provide custom text on the **Forgot Password** page.



If the company's configuration allows, the **Password Administrator** page is available, which allows the admin to define the custom text. To access the page, the admin clicks **Administration > Company > Company Admin > Password Administrator**.

When the new Forgot Password feature becomes available, this section of the page will be removed.

Configuration / Feature Activation / Feature Deprecation

This feature will be automatically available. There are no configuration steps.

****Planned Changes** Authentication: New SAP Concur Sign In Page**

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

Overview

SAP Concur is planning to add a new **Sign In** page, providing an updated login experience for users who log in with a user name and password credentials. Current Single Sign-On (SSO) users will be able to start the SSO login process at www.concursolutions.com. This feature is planned for 2019.

The new **Sign In** page feature includes the following:

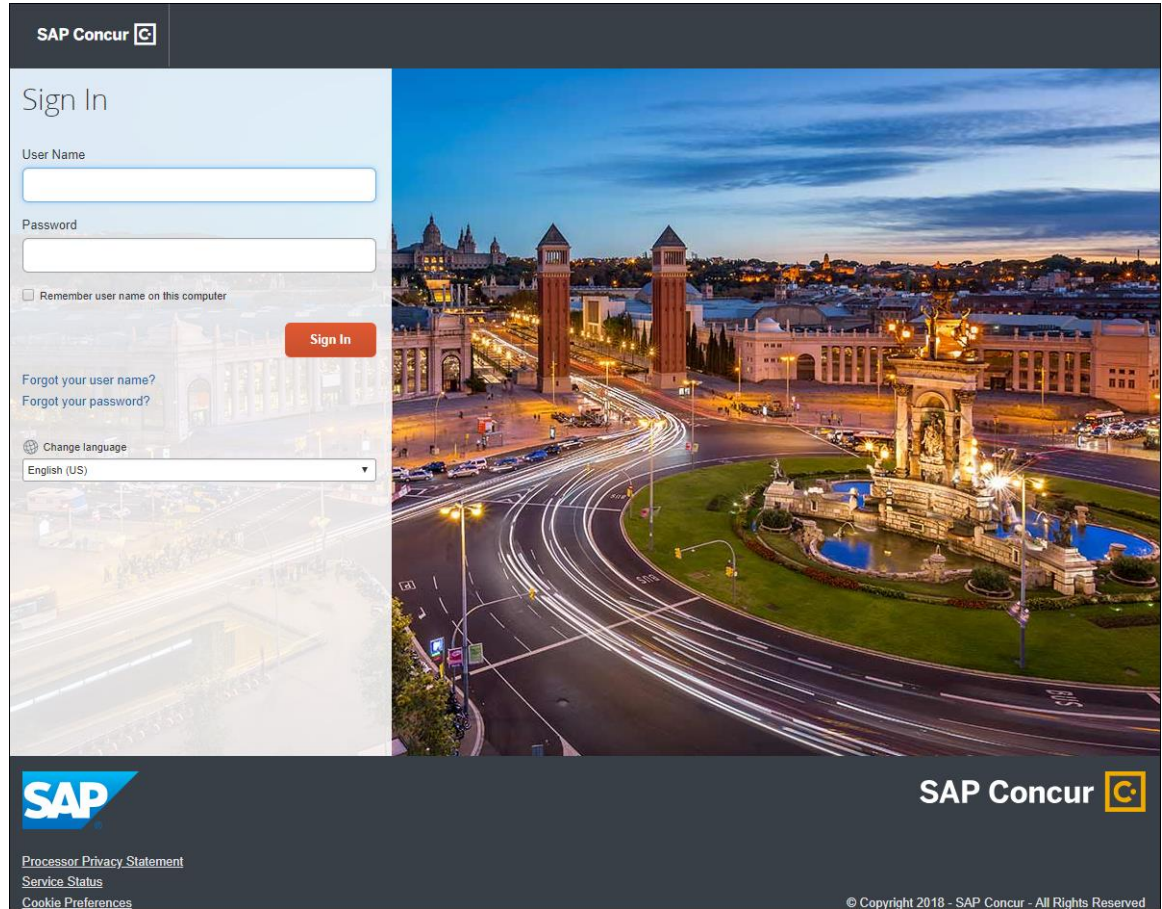
- **Two-step login:** provides enhanced security, meets current industry standards, and provides a better login success rate
- **Multi-account login:** allows administrators to log in with multiple accounts (planned for a future release)
- **User avatar:** enhances the user experience (planned for a future release)

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides better security and a faster, convenient experience for users logging in to SAP Concur products and services.

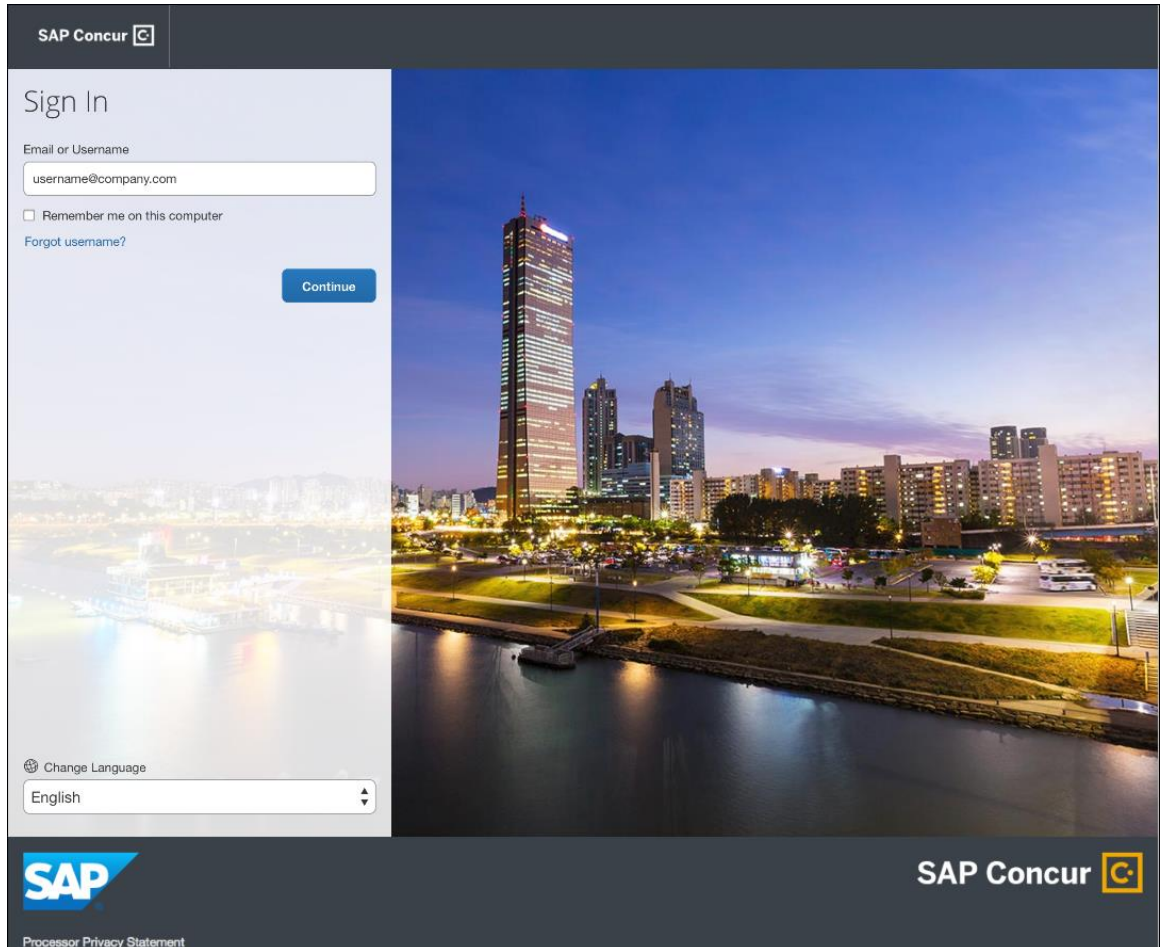
What the User Sees – Current Sign In Page

The SAP Concur **Sign In** page currently appears with **User Name** and **Password** fields, and a **Sign In** button. Once a user is authenticated, the SAP Concur **Home** page appears.



What the User Sees – New Sign In Page

The new SAP Concur **Sign In** page will have an **Email or Username** field and a **Continue** button. The user will type in their email or username. The user can select the **Remember me on this computer** check box, so their email or username displays the next time they log in to SAP Concur. The user will then click **Continue**.



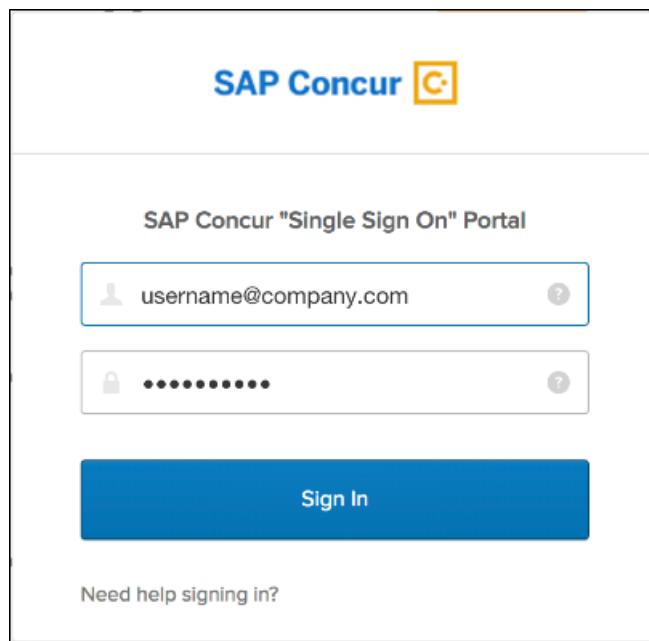
Depending on the customer's implementation of SAP Concur, users will then be directed to the designated Identity Provider (IdP) Single Sign-On portal or an additional **Sign In** page.

NOTE: If a company has not used the planned feature, Manage Single Sign-On, to migrate to the new SSO service at SAP Concur, users will be directed to a password login page to log in using a username and password. For more information, refer to the ****Planned Changes** Single Sign-On (SSO) Self-Service Option Coming to SAP Concur** release note in this document.

NOTE: Once the planned feature, Manage Single Sign-On, is released for general availability, companies who have test/training users should leave the SSO enforcement setting as *SSO Optional* on the **Manage Single Sign-On** page. Test/training users will then be directed to an intermediate password login page to log in at www.concursolutions.com using existing SSO or enter their password. If a company selects *SSO Required* on the new **Manage Single Sign-On** page, then all test/training users will be blocked and directed to log in at www.concursolutions.com with a username and password.

SSO USERS

When the designated Identity Provider (IdP) Single Sign-On portal appears (similar to the one shown below), the user will enter their email or username and password, then click **Sign In**.

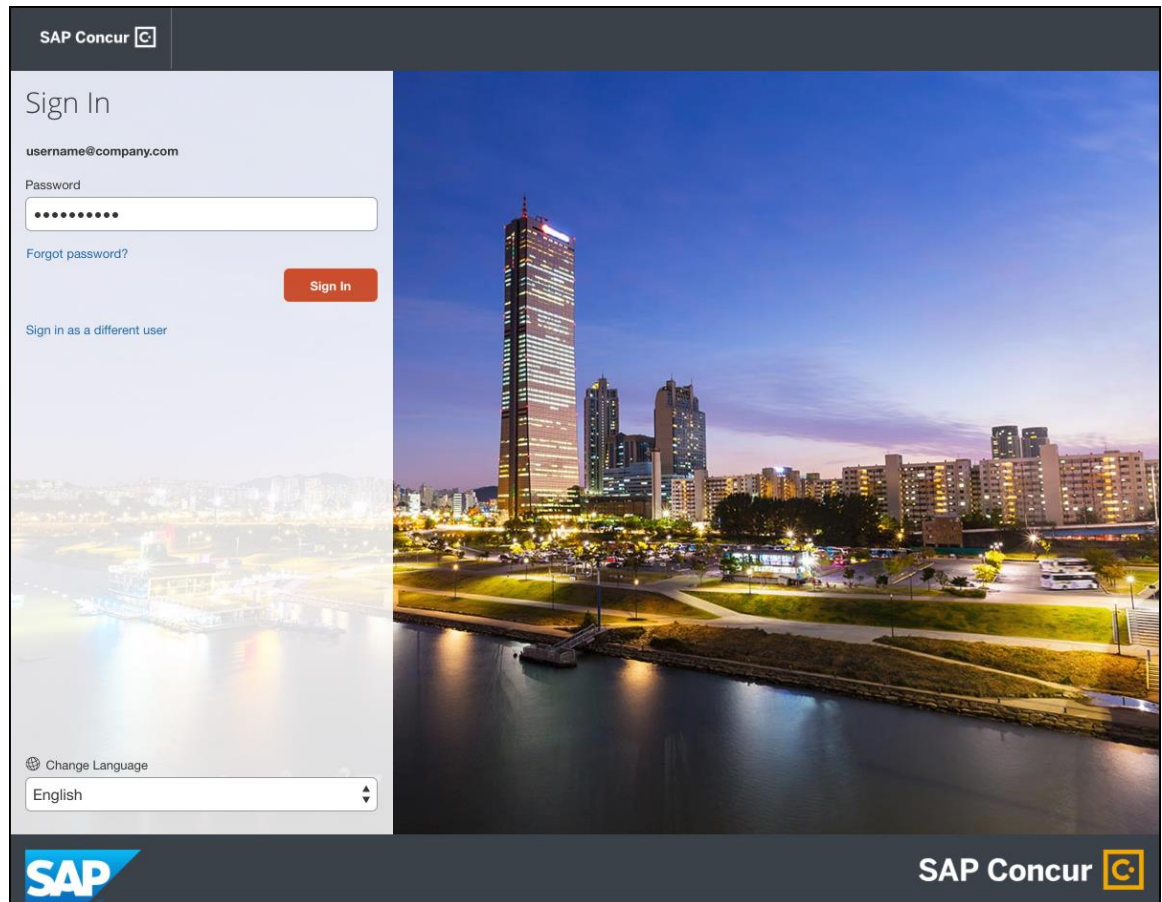


The screenshot shows the SAP Concur 'Single Sign On' Portal. At the top, the SAP Concur logo is displayed. Below the logo, the text 'SAP Concur "Single Sign On" Portal' is centered. There are two input fields: the first is for the username, containing 'username@company.com', and the second is for the password, represented by a series of dots. Both fields have a question mark icon to the right. Below the input fields is a large blue button labeled 'Sign In'. At the bottom of the form, there is a link that says 'Need help signing in?'.

After being authenticated, the user will be directed to the SAP Concur **Home** page.

USERS WITH USERNAMES AND PASSWORDS

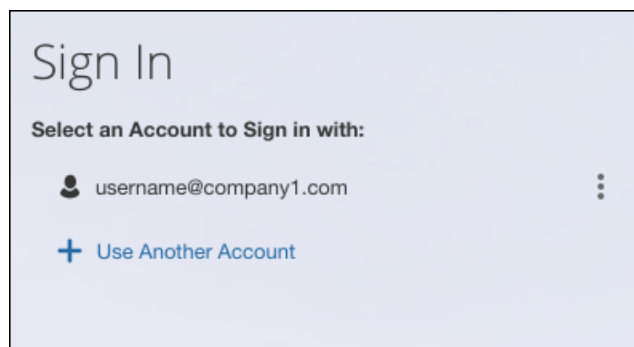
The user will be directed to an additional **Sign In** page. The user will enter a password and click **Sign In**. The system will then authenticate the user's credentials.



Once the user's password is verified, the SAP Concur **Home** page appears.

RETURN USERS

If a returning user selected the **Remember me on this computer** check box during their initial login session, they will see their email or user name display on the **Sign In** page. Users who did not select the **Remember me on this computer** check box will log in as they did initially.



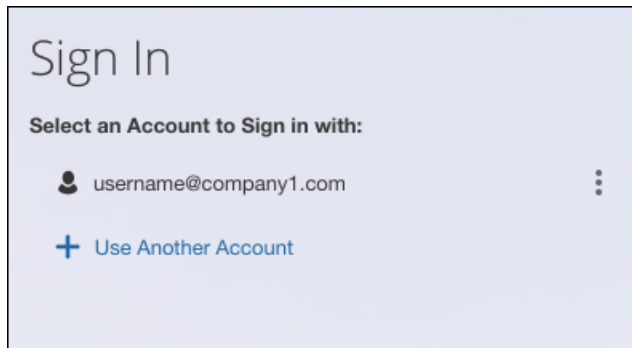
The user will click on their email or username, and then one of the following occurs:

- **SSO Users:** The user will be directed to the SAP Concur **Home** page.
- **Users with Usernames and Passwords:** On the **Sign In** page, the user will enter as password and then click **Sign In**. The user will then be directed to the SAP Concur **Home** page.

USERS WITH MULTIPLE ACCOUNTS

SAP Concur users with multiple login accounts have more than one login option depending on the user role or account they want to use. The user will first log in to SAP Concur using one of their accounts. Once successfully logged in, the user logs out of the system.

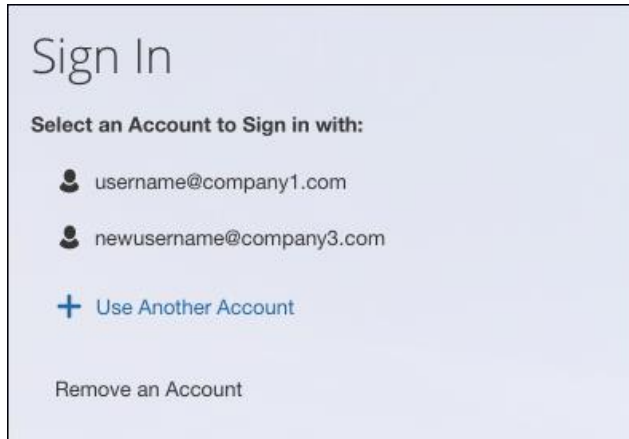
To add another account, on the **Sign In** page, the user clicks the **Use Another Account** link.



The next login step depends on the account type the user wishes to use:

- **SSO Account:** If the user selects an account with SSO credentials, the user will enter an email, then the user will be directed to the IdP Single Sign-On portal. Once the user is authenticated, the SAP Concur Home page appears.
- **Username and Password:** The user is directed to an additional **Sign In** page to enter a password. The user then clicks **Sign In**. Once the user is authenticated, the SAP Concur **Home** page appears.

When all accounts are added, a return user will select the account they want to use to log in to SAP Concur.



FORGOT PASSWORD



For more information about **Forgot Password** functionality, refer to ****Planned Changes** New Forgot Password Page and Related Feature Deprecation** in this document.

Configuration / Feature Activation

Configuration information will be provided in a future release note.

****Planned Changes** Authentication: No Future Bulk Password Resets or Updates via Import File**

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

Overview

The password field in the 100, 300, 305, 310 record sets will no longer be used to update or bulk reset user passwords. SAP Concur will change the functionality in imports such that the password field is only used when a user account is created. The field will no longer be used to update or bulk reset user passwords. The update and replace password features on the 100 record will no longer be used.

This change impacts the employee import and the user import features.

EMPLOYEE IMPORT

The password field will remain available in the 100, 300, 305, 310 records sets, but will only be read during an initial import of the file, or when creating a new user in the system. Subsequent uses of the field will be ignored by the system. The update and replace password features on the 100 record will no longer be used.



For general information about this functionality, refer to the *Shared: Employee Import Specification*.

USER IMPORT

The password field will remain available in the downloadable Excel template, but will only be read during an initial import of the file, or when creating a new user in the system. Subsequent uses of the field will be ignored by the system.



For general information about this functionality, refer to the *Shared: User Import User Guide*.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides greater security for user passwords.

Configuration / Feature Activation

These changes will be automatically made; there will be no configuration or activation steps.

****Planned Changes** Authentication: Single Sign-On (SSO) Self-Service Option Coming to SAP Concur**

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

Overview

Single Sign-On allows users to access multiple applications using one set of login credentials. Currently, SAP Concur has two methods for signing in: with a user name and password or using SSO with identity provider (IdP) credentials, such as a user's login credentials for their organization.

SAP Concur is planning to add a Manage Single Sign-On (SSO) feature to SAP Concur products which provides clients with a self-service option for setting up SSO for their organization. SSO is currently supported for Concur Expense, Invoice, Request, and Travel.

The new Manage Single Sign-On (SSO) feature is a replacement tool for clients using existing SSO configuration on the **Security Keys** page and a new tool for clients that now want to implement SSO at their organization. Existing SSO configuration on the **Security Keys** page and the new SSO Self-Service tool will be both be available until everyone has migrated to the new SSO Self-Service tool.

Other SAP Concur products and services are outside the scope of this initial release.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides SAP Concur clients with a self-service option for setting up SSO.

Configuration / Feature Activation

Configuration information will be coming in a future release note.

****Planned Changes** Optimizing and Relocating the Training Administration Page**

Overview

To simplify the **Training Administration** page, the functionality and content will be changing.

In addition to content changes, access to the **Training Administration** page will move from **Company Admin** to **Tools**.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes will make the Training Administration feature easier to find and use.

Configuration / Feature Activation

The changes will be automatically available; additional information about potential configuration or activation steps will be provided in a later version of these release notes.



For general information about the Training Administration feature, refer to the *Shared: Training Administration Setup Guide*.

****Planned Changes** Retiring the Purge Test User Transactions Functionality**

Overview

SAP Concur is retiring the functionality in the Test User Admin feature that removes the transactions of test users from Concur Expense, Concur Invoice, Concur Travel, and Concur Request.

BUSINESS PURPOSE / CLIENT BENEFIT

This change will allow SAP Concur to devote more resources to development and maintenance of features that are used by many or most of our clients.

What the Admin Sees

The **Test User Admin** page will no longer display the **Purge Test User Transactions** button.

BEFORE

Test User Admin

Save Cancel

Use this feature to allow creation of test users. Test data will be prevented from being included in extract or analytics.

Allow creation and use of test users.

Click the button below to remove all test transactional data. No production data will be affected.

Purge Test User Transactions

NOTE: To access the page, click **Administration > Expense (or Invoice or Requests) > Test User Admin**.

AFTER

Test User Admin

Save Cancel

Use this feature to allow creation of test users. Test data will be prevented from being included in extract or analytics.

Allow creation and use of test users.

Configuration / Feature Activation

The functionality will automatically be removed.



For general information about the Test User Admin feature, refer to the *Shared: Test User Setup Guide*.

****Planned Changes** SAP Concur Product Access Changes****Overview**

Customers will need to access SAP Concur products and services via the following domains:

- *.concur solutions.com
- *.concurcdc.cn

This change is targeted for June 8, 2019.

SAP Concur recommends clients migrate to one of the domains at their earliest convenience, if they are not already using one of them.

Please contact appsec@sap.com for any questions regarding this change.

BUSINESS PURPOSE / CLIENT BENEFIT

This change will allow customers to access SAP Concur services in a consistent, secure manner.

Budget Insight

****Planned Changes** Budget Insight (Legacy) to Retire in 2019**

Overview

Budget Insight is a budget management tool that is being retired June 30, 2019. Clients who want to use budget functionality are recommended to purchase the new Budget product that SAP Concur released earlier this year. The new Budget feature offers greater functionality, an improved UI, and additional integrations with SAP Concur products. Most notably is the inclusion of additional expense data from Concur Expense, Concur Invoice, Concur Travel and Concur Request (previously only data from Concur Expense and Concur Request were available).

NOTE: Clients should note that migrating from Budget Insight to Budget is not possible. Their current contract for Budget Insight will be terminated and they will be re-contracted on Budget, which requires a new implementation. However, clients will still have access to all Budget Insight functionality and data during re-implementation of Budget. If clients would like to implement the new Budget product, they should contact their SAP Concur account team.

BUSINESS PURPOSE / CLIENT BENEFIT

The retirement of Budget Insight will provide clients with the opportunity to purchase the new Budget product which gives greater value to clients by making budgets visible, actionable, and near real-time.

Configuration / Feature Activation

When Budget Insight retires, clients will no longer be able to report issues and receive support for this product.

Client Notifications

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

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

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



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

Subprocessors

SAP Concur Non-Affiliated Subprocessors

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

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

Additional Release Notes and Other Technical Documentation

Online Help – Admins

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

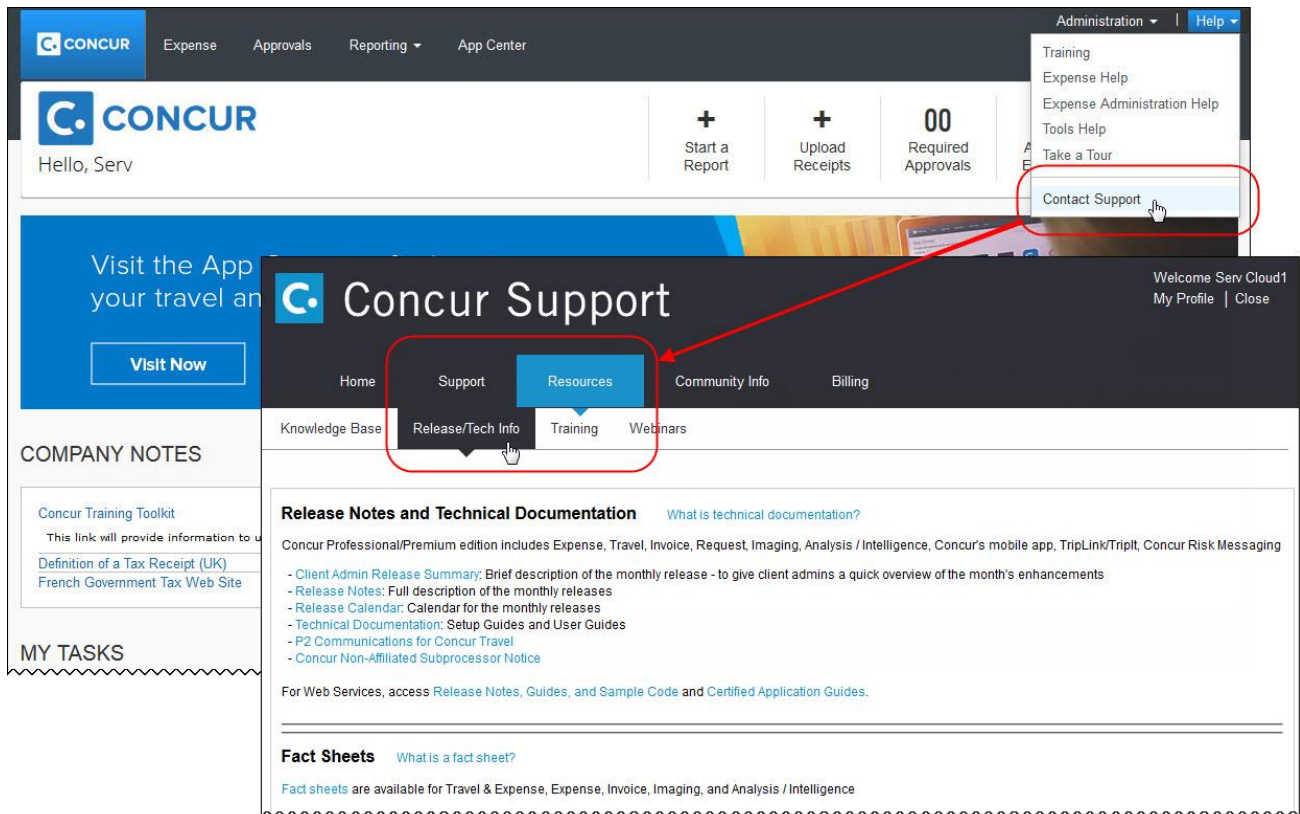
The screenshot shows the SAP Concur user interface. At the top, there is a navigation bar with various menu items: Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. On the far right of this bar is a 'Help' dropdown menu, which is currently open. The dropdown menu contains several options: Training, Request Help, Request Administration Help (highlighted with a red circle), Available Expenses, and Open Reports. A red arrow points from the 'Request Administration Help' option in the dropdown to a link in the left sidebar. The sidebar contains a list of links under the heading 'Using Online Help', including 'Request Professional Administration Guides' (also highlighted with a red circle). The main content area of the page is titled 'Using Online Help' and features a section for 'Request Setup Guides' with a table of documents.

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

SAP Concur Support Portal – Selected Users

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

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



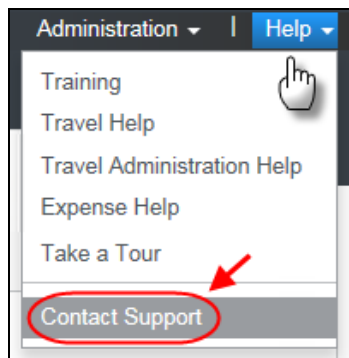
Cases

Steps for Getting a Status

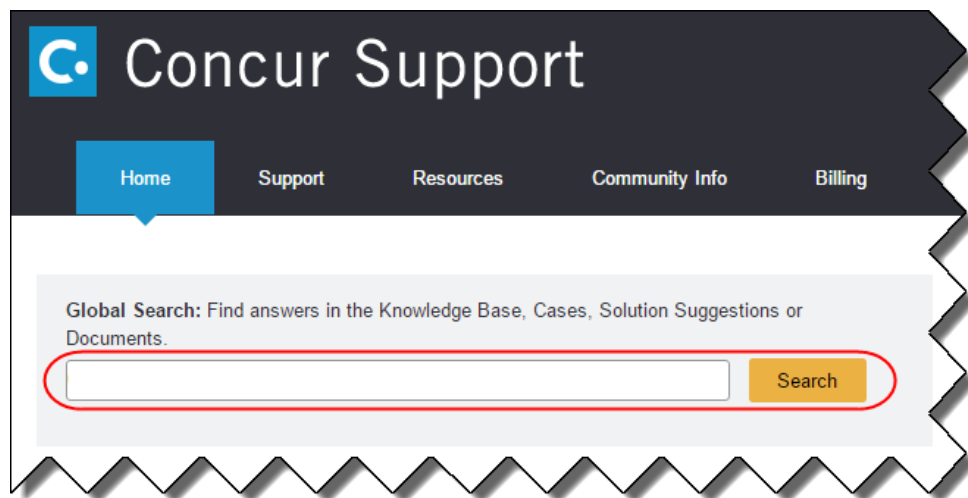
Each service release contains case resolutions.

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

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



The **Concur Support** page displays.



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

3. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

Resolved Cases

Case ID	Description
CRMC-125985	Cannot navigate to the next page when viewing the list of approved requests displayed in the Requests you Approved view (Approvals > Request).
CRMC-127855	When Request travel segments are synchronized with Itinerary Services, the DepartureDate value exported to the itinerary for a segment includes an incorrect time stamp.
CRMC-127937	The Highest Location Risk Level field value on the Request Header tab and the To Location Risk Level field value on the printed request do not match the risk level for the segment when there is a segment update during the approval process.

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SAP Concur Release Notes	
Authorization Request	
Month	Audience
Release Date: May 11, 2019 Initial Post: Friday, May 10, 11:00 AM PT	Client – FINAL

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Summary

IMPORTANT

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

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

Release Notes

Request

Authentication: Deprecation of Composite Logins

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

Overview

Composite login functionality allows users to use a login ID that does not include a domain to log in to SAP Concur products.

All users who use only their username (ex: johndoe) to log in will need to use their **CTE Login Name** rather than their login ID to log in to SAP Concur products.

NOTE: The **CTE Login Name** mentioned here is the login name that appears in the **CTE Login Name** field in **Administration > Company > Company Administration > User Administration**.

With this release, SAP Concur will no longer support composite login sign-in page URLs. The typical URL for a composite login page includes the name of the entity (ex: entity=pxxxxxxxxx) and looks like this:
<https://www.concursolutions.com/signin.asp?entity=pxxxxxxxxx>.

All clients will be using the standard **Sign In** page to access SAP Concur products. The standard sign in page is <https://www.concursolutions.com/nui/signin>.

IMPORTANT!

Only the user-facing portion of composite logins is being deprecated at this time. The employee import (scheduled, overnight) and the user import (on-demand, spreadsheet) are not affected. The import will succeed, and the full username will be formed just as it is currently. When composite login information is no longer accepted in the imports, information and instructions will be provided in the release notes.

IMPACTS TO USERS

Users who log in to a composite login page (<https://www.concursolutions.com/signin.asp?entity=pxxxxxxxxx>) **and** do not use the at (@) symbol in their user name will need to click the **Forgot your user name?** link on the **Sign In** page to retrieve their user name without assistance (preferred) or contact their company administrator to get their **CTE Login Name**. User passwords remain the same.

Single Sign-On functionality is not impacted by this change. The following users will not be impacted because they do not log in using <https://www.concursolutions.com>:

- SAP Concur web SSO
- Concur mobile username/password
- Concur mobile SSO

BUSINESS PURPOSE / CLIENT BENEFIT

Deprecating this feature improves login stability and login success rates, while reducing login dependency.

What the User Sees

Users are currently seeing a message on composite login pages about the planned deprecation.



For this release, the message will be removed and users will automatically be redirected to the **Sign In** page, <https://www.concursolutions.com/nui/signin>. They must use their full user name to sign in. User passwords remain the same.

BEFORE

The **Sign In** page when composite logins are supported.

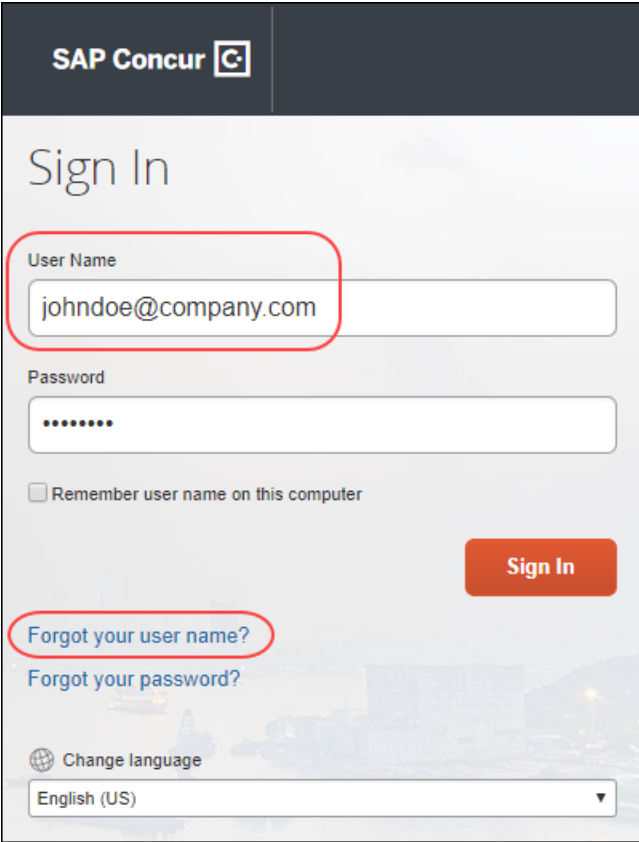
The screenshot shows the SAP Concur Sign In page. The 'User Name' field is highlighted with a red circle and contains the text 'johndoe'. The 'Password' field contains masked characters. Below the password field is a checkbox labeled 'Remember user name on this computer'. To the right of the input fields is an orange 'Sign In' button. At the bottom of the page, there are links for 'Forgot your user name?' and 'Forgot your password?', and a language selection dropdown set to 'English (US)'.

AFTER

On the new **Sign In** page, users who do not know their full user name can find it using one of the following options:

- Click the **Forgot your user name?** link
- Contact their company administrator

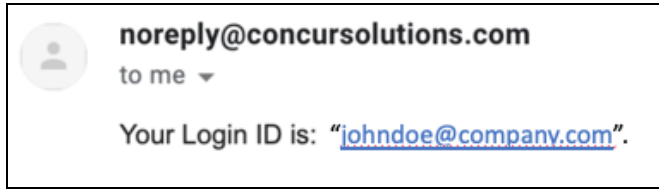
Users will be able to retrieve their user name, without assistance, by clicking the **Forgot your user name?** link on the **Sign In** page.



On the **Forgot User Name** page, the user will enter a valid email address associated with the SAP Concur account, then click the **Send E-mail** button.



If the specified email address is associated with an SAP Concur account, an email will be sent to that address with the full user name included (as Login ID).



If the user chooses to contact their company administrator to get their full user name or if the **Forgot your user name?** option was unsuccessful, the company administrator can look up the user’s full user name (visible to admins as in the **CTE Login Name**) and provide it to them.

What the Admin Sees

On the **User Administration** page, under **General Settings**, admins will see the **CTE Login Name** for each user.

The image shows a 'General Settings' form for user administration. The 'CTE Login Name*' field is highlighted with a red border and contains the text 'cc@CommaSavvy.com'. Other fields include 'Password*', 'Verify Password*', 'Title', 'First Name*' (Chris), 'Middle Name' (L), 'Nickname', 'Last Name*' (Collins), 'Suffix', 'Account Activation Date' (04/27/2015), 'Account Termination Date', 'Employee ID' (ChrisCollins), and 'Email Address' (cc@commasavvy.com). There is also a 'Change Picture' link and an 'Expenselt Purchased' checkbox.

NOTE: For future employee imports, include the domain name for users who previously did not have a domain name in the Concur Expense database.

Configuration / Feature Activation

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

Authentication: Forgot Password Feature, Security Questions, and Password Custom Text

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

Overview

With this release, SAP Concur will add a new Forgot Password feature to the SAP Concur **Sign In** page, providing an updated experience for users who log in with user name and password credentials.

NOTE: This change does not affect customers that use SSO to log in to SAP Concur.

Currently, depending on a company's configuration, there may be several other options available for the forgotten password process. With this release, those additional options will be removed. They are:

- **Security Questions:** Users will no longer receive security question prompts for login authentication.
- **On-page text:** Company custom text will no longer display.
- **Password hints:** The option, **Send me an email with my password hint**, will no longer be available.

All of these options are described on the following pages.

NOTE: The new Forgot Password feature is planned for release in advance of the planned New SAP Concur **Sign In** page. For more information, refer to the ****Planned Changes** New SAP Concur Sign In Page** release note in this document.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides greater security for user passwords and streamlines the user experience.

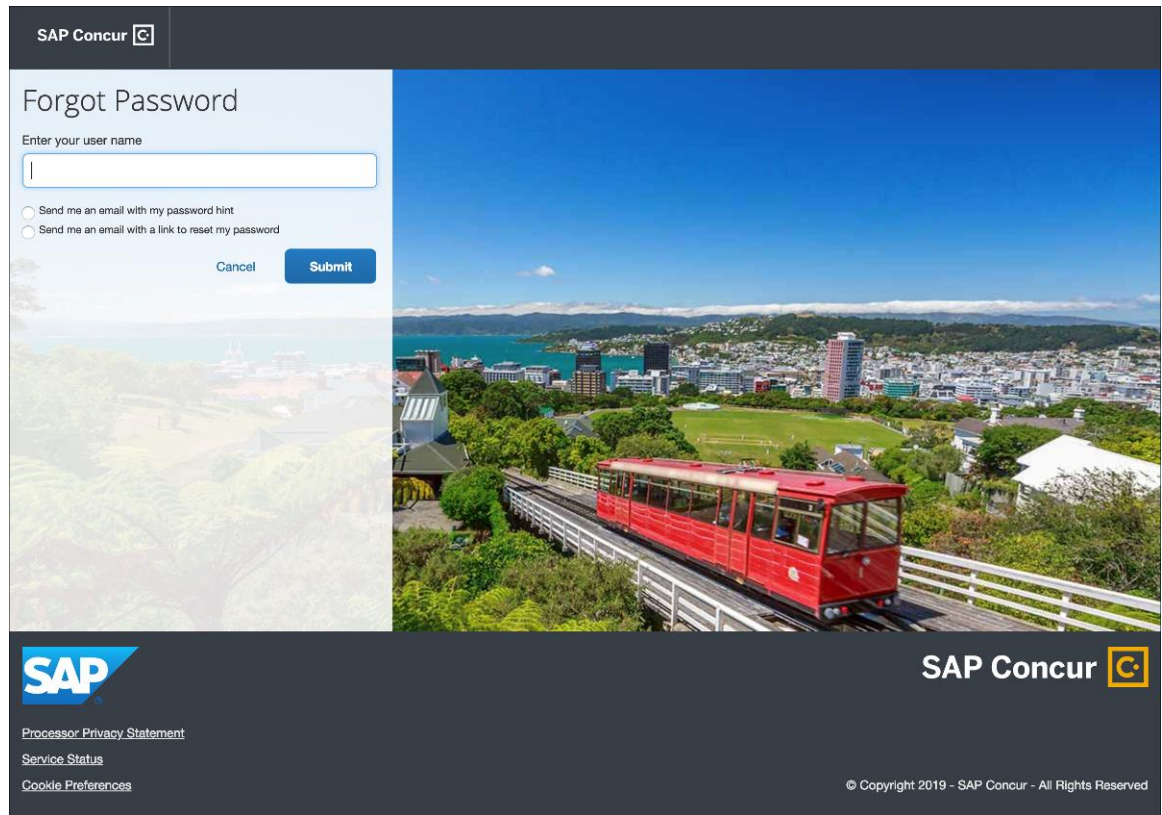
What the User Sees – Current Forgot Password Page and Process

Currently, if a user cannot remember their password and if the user clicks **Forgot your password?** on the SAP Concur **Sign In** page, the **Forgot Password** page displays.

Currently, additional options may be available, depending on the company's configuration. They are:

- The user may have an email sent to a verified email account that includes a password hint.

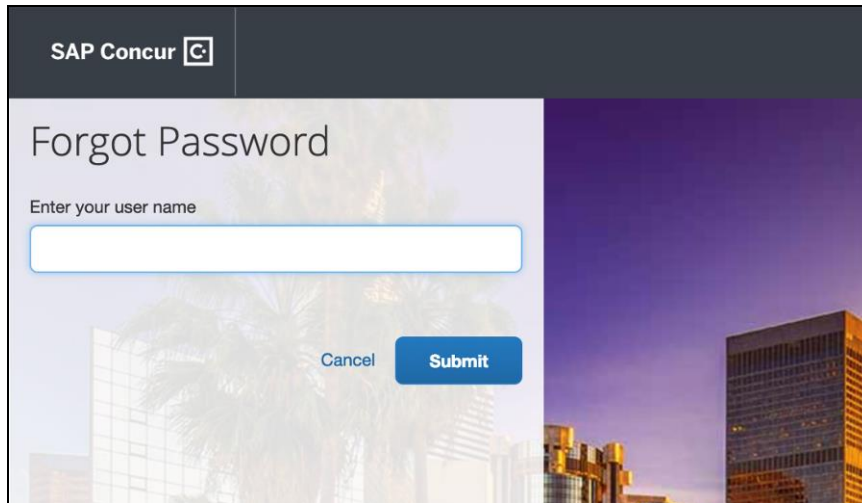
- The company may require the user to answer a set of security questions prior to getting an email with a link to reset their password.
- The company may also have custom text that displays on this page.



What the User Sees – New Forgot Password Page and Process

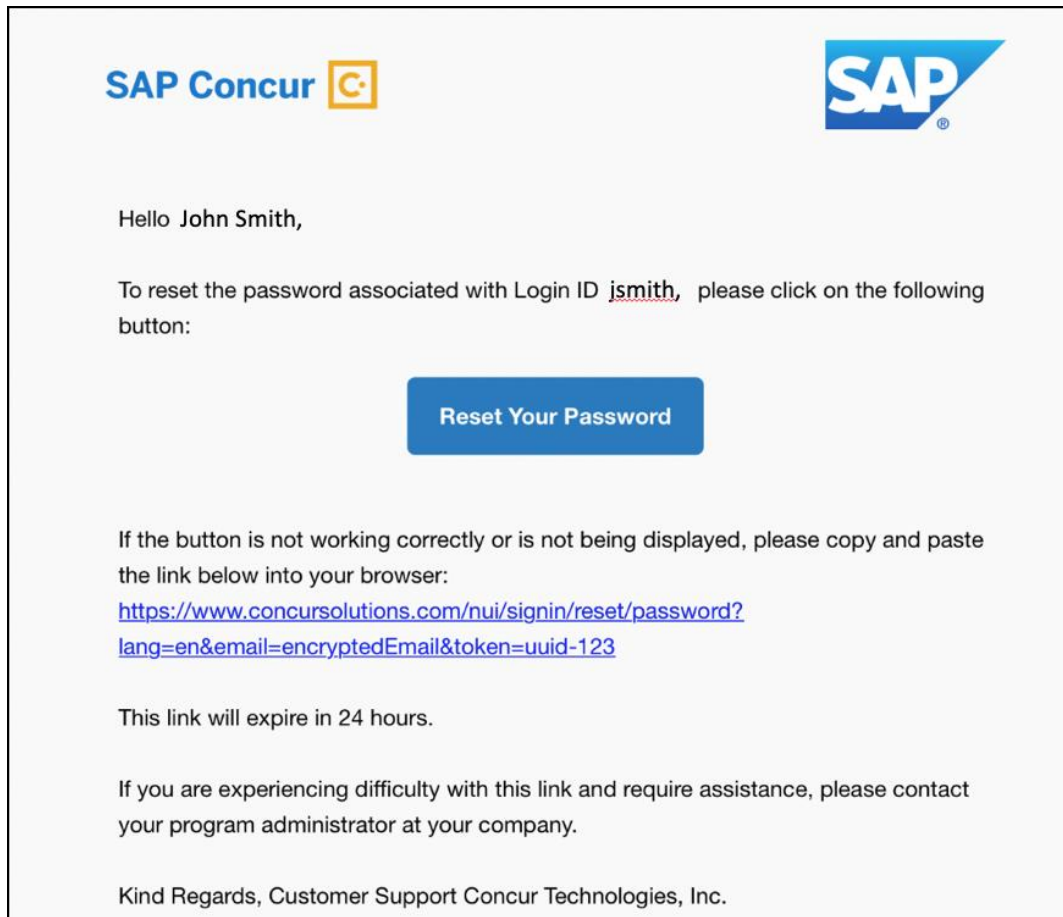
With the new feature, if a user cannot remember their password and if the user clicks **Forgot your password?** on the SAP Concur **Sign In** page, the **Forgot Password** page displays.

The user has only **one** option – the user will enter their user name and click **Submit**. If an SAP Concur account is found for the specified user name, a reset password email will be sent to the user's associated email address.




The screenshot shows the SAP Concur 'Forgot Password' interface. At the top left is the SAP Concur logo. The main heading is 'Forgot Password'. Below it is a text input field labeled 'Enter your user name'. To the right of the input field are two buttons: 'Cancel' and 'Submit'. The background features a blurred image of a modern building and palm trees.

The user will open the reset password notification email, which includes a one-time reset password link that is valid for 24 hours. The user will click **Reset Your Password** in the email.




The **Password Reset** page opens in the user's browser.

SAP Concur 

Password Reset

Your company requires your password to meet these requirements:

- Be between 7 and 60 characters
- Contain a number (0-9)
- Contain at least one character that is neither a letter nor a number
- Contain at least one upper-case (A-Z) and one lower-case (a-z) character
- Be different from your last 4 passwords
- You cannot reset your password more than once per day

New Password 

Re-enter New Password

X Your new passwords do not match.

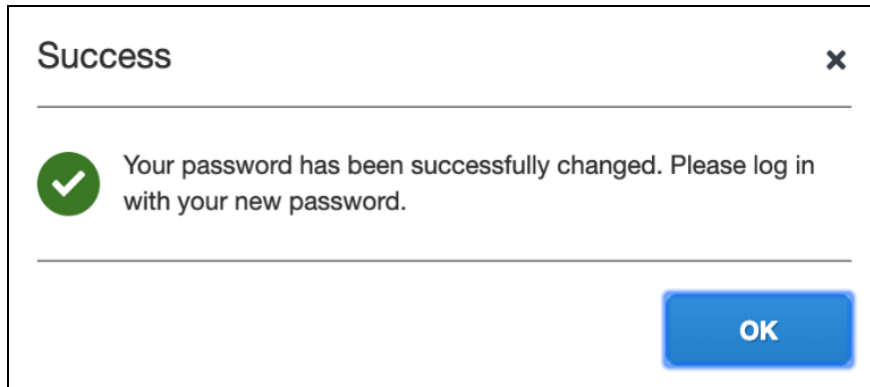
Submit

The company's password policy displays on the page. The user will enter a new password in the **New Password** and **Re-enter New Password** fields. If the passwords do not match, an on-page message alerts the user.

The user can also click **Password Help Info** to view a hint to make passwords stronger.

The user then clicks **Submit** to create the new password.

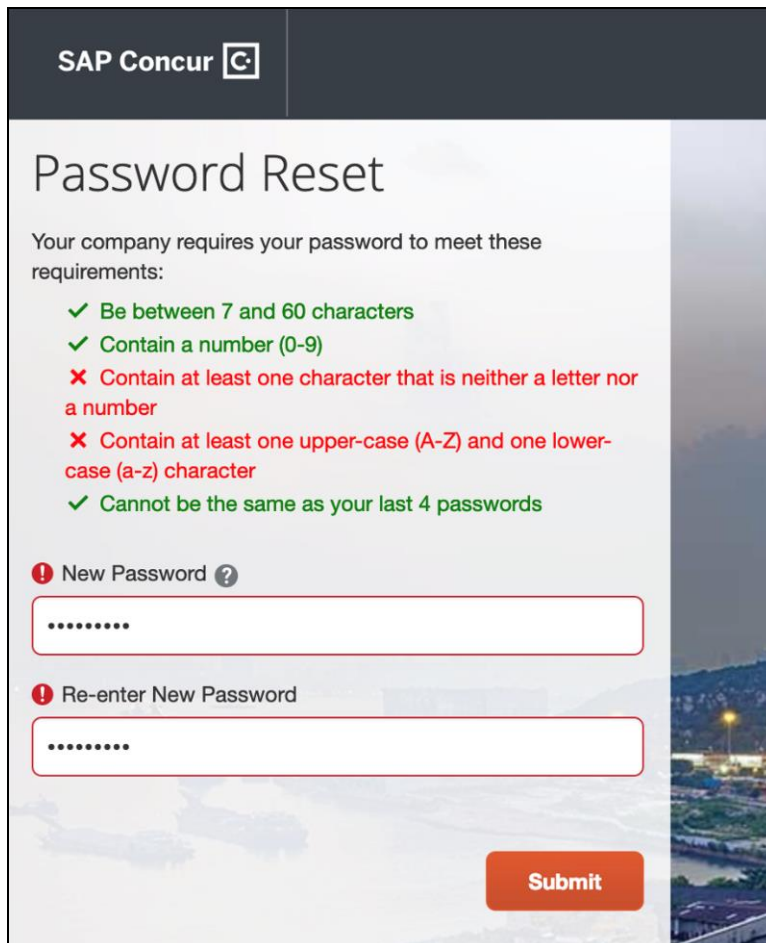
Once the password is validated, the user will see a message confirming that the new password has been successfully created.



The user will click **OK**. The user will be directed to www.concursolutions.com to log in with the new password.

FAILED PASSWORDS

If the new password fails validation, the **Password Reset** page will display errors to help the user create a password that meets their company requirements.



Feature to be Removed – Password Hint

Currently, in **Profile > Profile Settings > Change Password**, the user can create a password hint. Then, if the user forgets their password and selects the **Send me an email with my password hint** option on the **Forgot Password** page, then an email that includes the hint will be sent to a verified email account.

When the new Forgot Password feature becomes available, this field will be removed from Profile.

Feature to be Removed – Security Questions

Currently, depending on the company's configuration, the company may be able to configure security questions for users who have forgotten their passwords. If so, the Security Question functionality involves three parts:

- Company admin security question configuration
- End user security question configuration
- Security question challenge

SECURITY QUESTION CONFIGURATION

If the company's configuration allows, the **Password Administrator** page is available, which allows the admin to configure the questions. To access the page, the admin clicks **Administration > Company > Company Admin > Password Administrator**.

Company Admin Home

Password Administrator

When should the user be allowed to request that his/her password be reset?

Never
 Any time
 After user has at least logged in successfully once

Email address shown to the user to get further assistance:

Message shown to the user when such a request is made:

Use Default

English (US)

Restrict Password Reset Once Per Day

Initial Login One Time Link Expiration Length in Days

Disable Forgot User Name Link

Requires Security Questions for User Password Change

Note: If pre-existing security questions are hidden, it will delete the question and answers saved by the users.

Number Of Security Questions

Number Of Security Questions Users Can Pick

Security Question 1

Security Question 2

Security Question 3

Security Question 4

When the new Forgot Password feature becomes available, this section of the page will be removed.

END-USER CONFIGURATION

Currently, once the admin activates the security questions, the **Password Security Questions** page appears in Profile. It allows users to manage the security questions they will answer if they forget their password. To access the page, the user clicks **Profile > Profile Settings**. In the **Other Settings** section, the user clicks **Password Security Questions**.

When the new Forgot Password feature becomes available, this page and menu option will be removed.

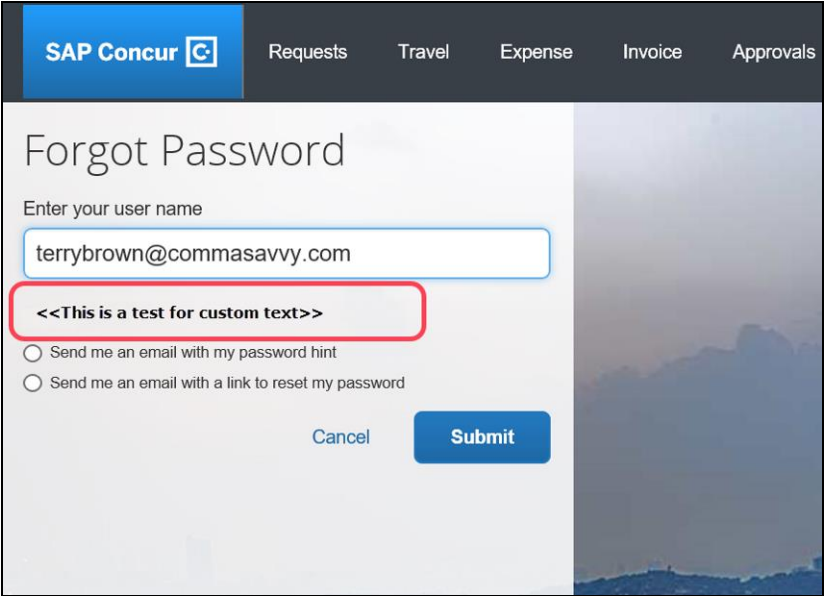
SECURITY QUESTION CHALLENGE

Currently, once configuration is complete, end users are challenged by security questions before a password reset link is sent out or before a password changed is saved.

When the new Forgot Password feature becomes available, this page will be removed.

Feature to be Removed – Custom Text on the Forgot Password Page

Currently, depending on the company's configuration, the company may be able to provide custom text on the **Forgot Password** page.



If the company's configuration allows, the **Password Administrator** page is available, which allows the admin to define the custom text. To access the page, the admin clicks **Administration > Company > Company Admin > Password Administrator**.

When the new Forgot Password feature becomes available, this section of the page will be removed.

Configuration / Feature Activation

This feature will be automatically available. There are no configuration steps.

Authentication: No Future Bulk Password Resets or Updates via Import File

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

Overview

The password field in the 100, 300, 305, 310 record sets is no longer used to update or bulk reset user passwords. SAP Concur has changed the functionality in imports such that the password field is only used when a user account is created. The field is no longer used to update or bulk reset user passwords. The update and replace password features on the 100 record are no longer used.

This change impacts the employee import and the user import features.

EMPLOYEE IMPORT

The password field remains available in the 100, 300, 305, 310 records sets, but is only read during an initial import of the file, or when creating a new user in the system. Subsequent uses of the field are ignored by the system. The update and replace password features on the 100 record are no longer used.



For general information about this functionality, refer to the *Shared: Employee Import Specification*.

USER IMPORT

The password field remains available in the downloadable Excel template, but is only read during an initial import of the file, or when creating a new user in the system. Subsequent uses of the field are ignored by the system.



For general information about this functionality, refer to the *Shared: User Import User Guide*.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security for user passwords.

Configuration / Feature Activation

These changes have been automatically made; there are no configuration or activation steps.

Employee and User Import Column (Amadeus User Permission) Deprecated

Overview

The Amadeus user permission column has been deprecated from the Travel Addendum Import (Record Type 350) Format for user imports and for employee imports.

This column remains in the flat file and Excel import file, however it is no longer active and any values it contains will be ignored by the system.

BUSINESS PURPOSE / CLIENT BENEFIT

This change supports work done by the Concur Travel development teams.

Configuration / Feature Activation

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



For general information about this functionality, refer to the *Shared: Employee Import Specification* and the *Shared: User Import User Guide*.

Ongoing Email Infrastructure Change - Add IP Addresses to Safe Sender List

Overview

SAP Concur is transitioning to a new email infrastructure for outbound email from our services to SAP Concur users. Because of this, companies who filter inbound email based on the sending IP address **must** add new IP addresses to their Safe Sender list to ensure that their users receive email from SAP Concur.

IMPORTANT: All Services Will Soon Be Affected

Initially, the issue described here affected only companies that use Concur Expense. Starting in January, email from other SAP Concur services (such as Travel and Concur Pay) will move to the new email infrastructure.

We will continue to add other services. Please monitor the release notes for more information about the timing of the additional changes.

NOTE: Remember, this change affects only companies that filter incoming email based on IP addresses.

Configuration / Feature Activation

The new IP addresses are not published publicly but they are available by contacting SAP Concur support. If your company uses Concur Expense and if your company filters incoming email based on IP address, please work with your email server management team to ensure that all required Safe Sender lists for IP addresses are updated so that your users continue to receive SAP Concur email without interruption.

Reminder: No Personal or Sensitive Data in Custom Fields

Overview

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

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

Next Steps

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

Refer to the [FAQ](#) for additional information.

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.

Request

****Planned Changes** Authentication: New SAP Concur Sign In Page**

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

Overview

SAP Concur is planning to add a new **Sign In** page, providing an updated login experience for users who log in with a user name and password credentials. Current Single Sign-On (SSO) users will be able to start the SSO login process at www.concursolutions.com. This feature is planned for 2019.

The new **Sign In** page feature includes the following:

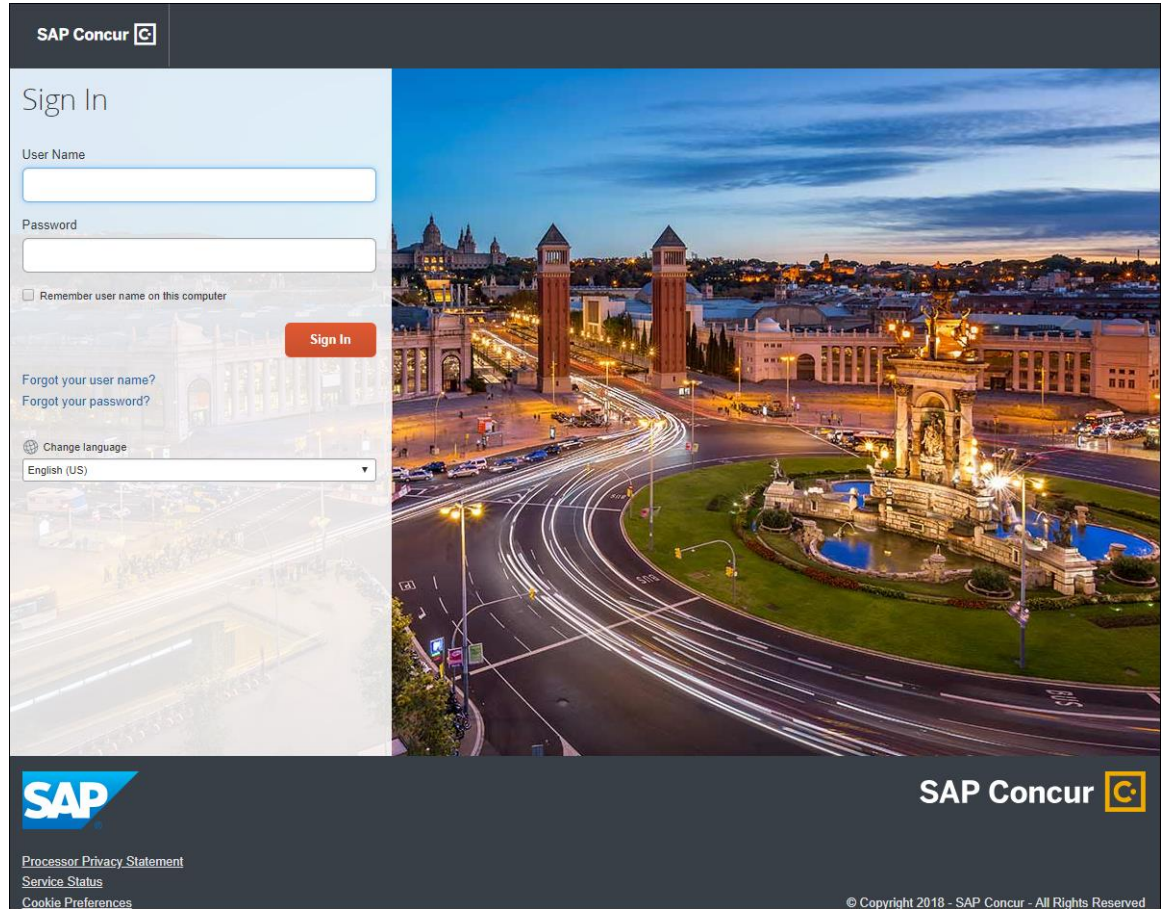
- **Two-step login:** provides enhanced security, meets current industry standards, and provides a better login success rate
- **Multi-account login:** allows administrators to log in with multiple accounts (planned for a future release)
- **User avatar:** enhances the user experience (planned for a future release)

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides better security and a faster, convenient experience for users logging in to SAP Concur products and services.

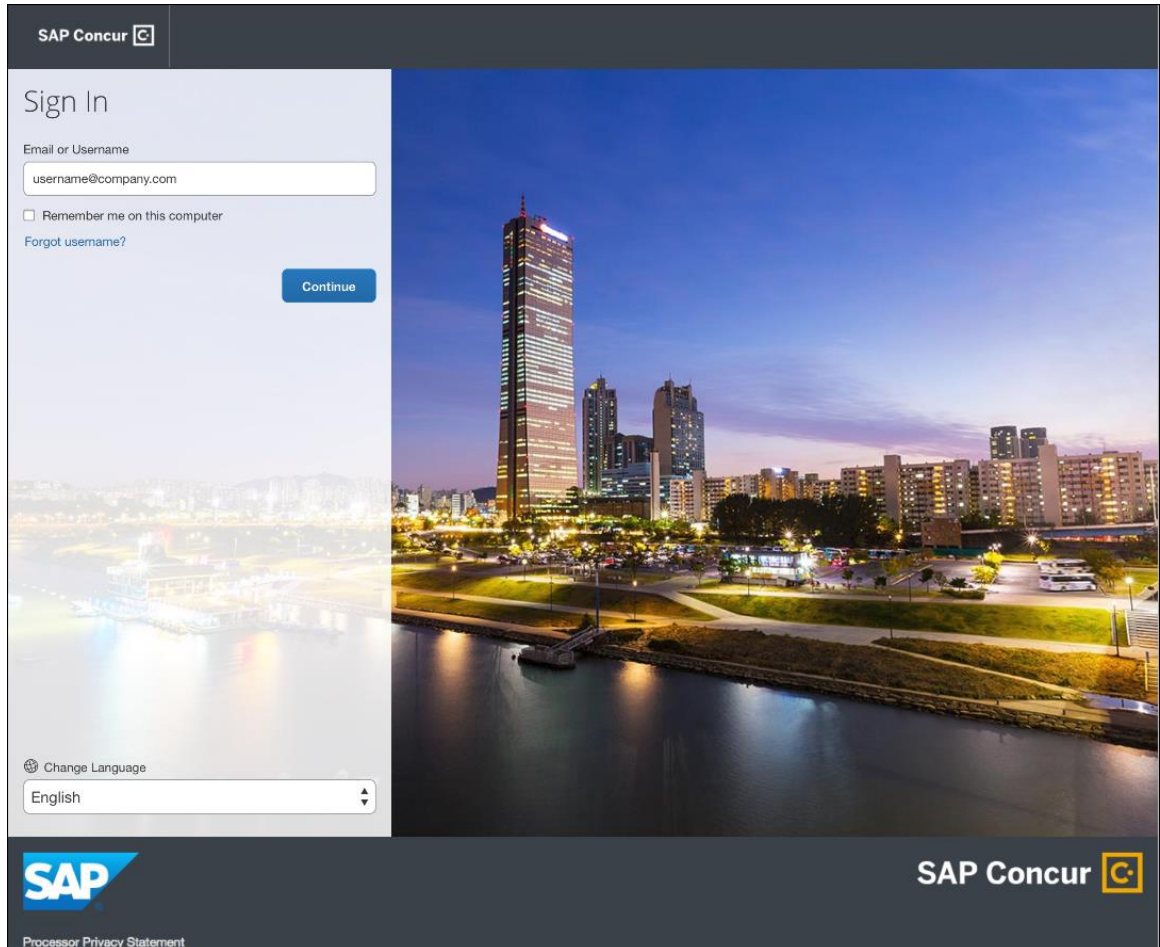
What the User Sees – Current Sign In Page

The SAP Concur **Sign In** page currently appears with **User Name** and **Password** fields, and a **Sign In** button. Once a user is authenticated, the SAP Concur **Home** page appears.



What the User Sees – New Sign In Page

The new SAP Concur **Sign In** page will have an **Email or Username** field and a **Continue** button. The user will type in their email or username. The user can select the **Remember me on this computer** check box, so their email or username displays the next time they log in to SAP Concur. The user will then click **Continue**.



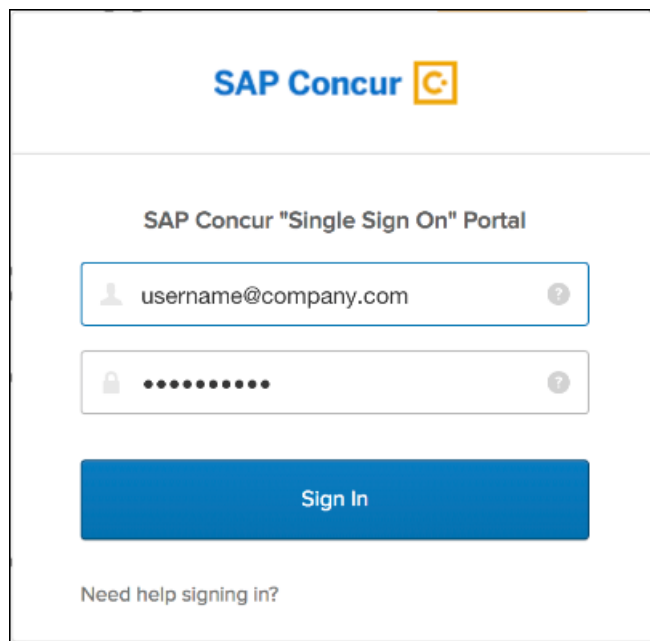
Depending on the customer's implementation of SAP Concur, users will then be directed to the designated Identity Provider (IdP) Single Sign-On portal or an additional **Sign In** page.

NOTE: If a company has not used the planned feature, Manage Single Sign-On, to migrate to the new SSO service at SAP Concur, users will be directed to a password login page to log in using a username and password. For more information, refer to the ****Planned Changes** Single Sign-On (SSO) Self-Service Option Coming to SAP Concur** release note in this document.

NOTE: Once the planned feature, Manage Single Sign-On, is released for general availability, companies who have test/training users should leave the SSO enforcement setting as *SSO Optional* on the **Manage Single Sign-On** page. Test/training users will then be directed to an intermediate password login page to log in at www.concursolutions.com using existing SSO or enter their password. If a company selects *SSO Required* on the new **Manage Single Sign-On** page, then all test/training users will be blocked and directed to log in at www.concursolutions.com with a username and password.

SSO USERS

When the designated Identity Provider (IdP) Single Sign-On portal appears (similar to the one shown below), the user will enter their email or username and password, then click **Sign In**.

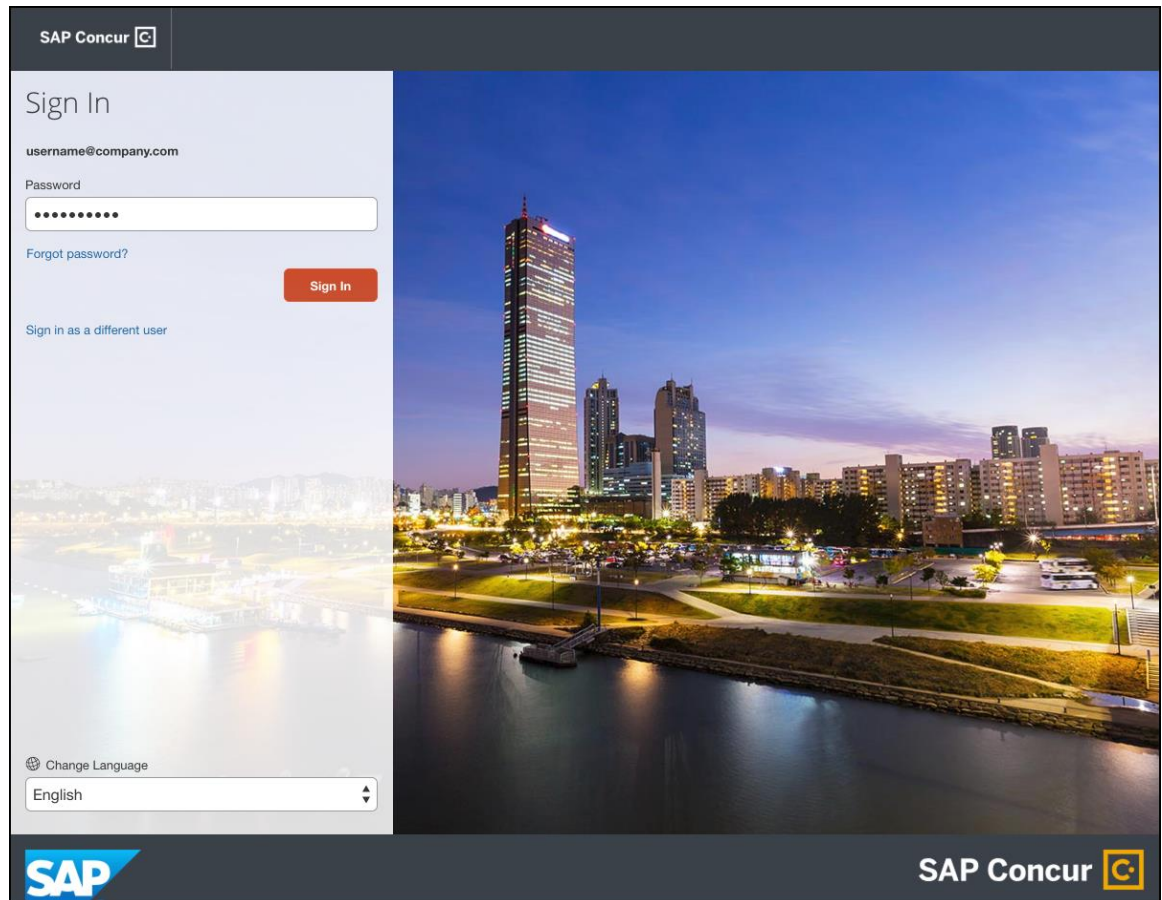


The screenshot shows the SAP Concur 'Single Sign On' Portal. At the top, the SAP Concur logo is displayed. Below the logo, the text 'SAP Concur "Single Sign On" Portal' is centered. There are two input fields: the first is for the username, containing 'username@company.com', and the second is for the password, represented by a series of dots. Both fields have a question mark icon to the right. Below the input fields is a large blue button labeled 'Sign In'. At the bottom of the form, there is a link that says 'Need help signing in?'.

After being authenticated, the user will be directed to the SAP Concur **Home** page.

USERS WITH USERNAMES AND PASSWORDS

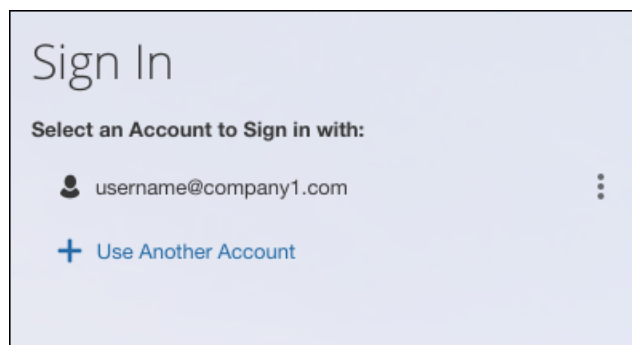
The user will be directed to an additional **Sign In** page. The user will enter a password and click **Sign In**. The system will then authenticate the user's credentials.



Once the user's password is verified, the SAP Concur **Home** page appears.

RETURN USERS

If a returning user selected the **Remember me on this computer** check box during their initial login session, they will see their email or user name display on the **Sign In** page. Users who did not select the **Remember me on this computer** check box will log in as they did initially.



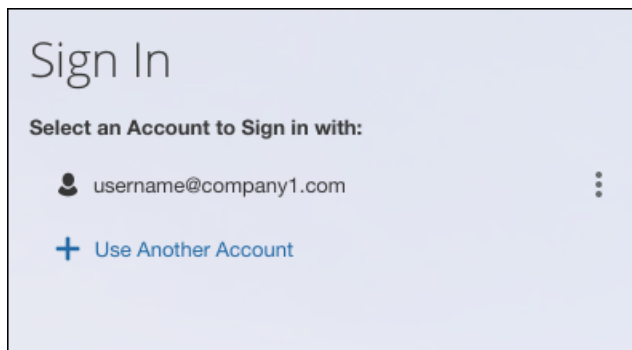
The user will click on their email or username, and then one of the following occurs:

- **SSO Users:** The user will be directed to the SAP Concur **Home** page.
- **Users with Usernames and Passwords:** On the **Sign In** page, the user will enter as password and then click **Sign In**. The user will then be directed to the SAP Concur **Home** page.

USERS WITH MULTIPLE ACCOUNTS

SAP Concur users with multiple login accounts have more than one login option depending on the user role or account they want to use. The user will first log in to SAP Concur using one of their accounts. Once successfully logged in, the user logs out of the system.

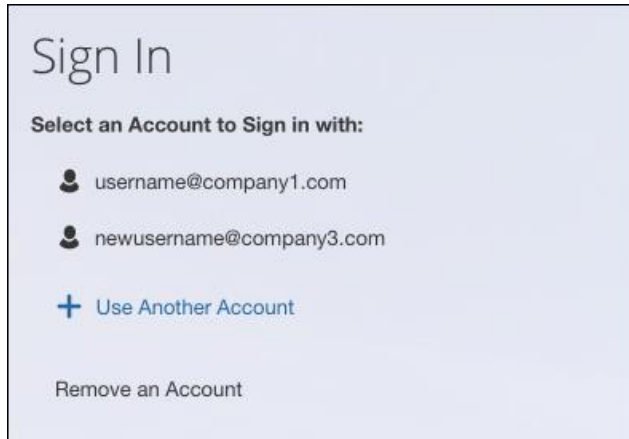
To add another account, on the **Sign In** page, the user clicks the **Use Another Account** link.



The next login step depends on the account type the user wishes to use:

- **SSO Account:** If the user selects an account with SSO credentials, the user will enter an email, then the user will be directed to the IdP Single Sign-On portal. Once the user is authenticated, the SAP Concur Home page appears.
- **Username and Password:** The user is directed to an additional **Sign In** page to enter a password. The user then clicks **Sign In**. Once the user is authenticated, the SAP Concur **Home** page appears.

When all accounts are added, a return user will select the account they want to use to log in to SAP Concur.



FORGOT PASSWORD



For more information about **Forgot Password** functionality, refer to *Forgot Password Feature, Security Questions, and Password Custom Text* in this document.

Configuration / Feature Activation

Configuration information will be provided in a future release note.

****Planned Changes** Authentication: Single Sign-On (SSO) Self-Service Option Coming to SAP Concur**

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

Overview

Single Sign-On allows users to access multiple applications using one set of login credentials. Currently, SAP Concur has two methods for signing in: with a user name and password or using SSO with identity provider (IdP) credentials, such as a user's login credentials for their organization.

SAP Concur is planning to add a Manage Single Sign-On (SSO) feature to SAP Concur products which provides clients with a self-service option for setting up SSO for their organization. SSO is currently supported for Concur Expense, Invoice, Request, and Travel.

The new Manage Single Sign-On (SSO) feature is a replacement tool for clients using existing SSO configuration on the **Security Keys** page and a new tool for clients that now want to implement SSO at their organization. Existing SSO configuration on the **Security Keys** page and the new SSO Self-Service tool will be both be available until everyone has migrated to the new SSO Self-Service tool.

Other SAP Concur products and services are outside the scope of this initial release.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides SAP Concur clients with a self-service option for setting up SSO.

Configuration / Feature Activation

Configuration information will be coming in a future release note.

****Planned Changes** SAP Concur Product Access Changes**

Overview

Customers will need to access SAP Concur products and services via the following domains:

- *.concur solutions.com
- *.concurcdc.cn

This change is targeted for June 8, 2019.

SAP Concur recommends clients migrate to one of the domains at their earliest convenience, if they are not already using one of them.

Please contact appsec@sap.com for any questions regarding this change.

BUSINESS PURPOSE / CLIENT BENEFIT

This change will allow customers to access SAP Concur services in a consistent, secure manner.

Budget Insight

****Planned Changes** Budget Insight (Legacy) to Retire in 2019**

Overview

Budget Insight is a budget management tool that is being retired December 31, 2019. Clients who want to use budget functionality are recommended to purchase the new Budget product that SAP Concur released last year. The new Budget feature offers greater functionality, an improved UI, and additional integrations with SAP Concur products. Most notably is the inclusion of additional expense data from Concur Expense, Concur Invoice, Concur Travel and Concur Request (previously only data from Concur Expense and Concur Request were available).

NOTE: Clients should note that migrating from Budget Insight to Budget is not possible. Their current contract for Budget Insight will be terminated and they will be re-contracted on Budget, which requires a new implementation. However, clients will still have access to all Budget Insight functionality and data during re-implementation of Budget. If clients would like to implement the new Budget product, they should contact their SAP Concur account team.

BUSINESS PURPOSE / CLIENT BENEFIT

The retirement of Budget Insight will provide clients with the opportunity to purchase the new Budget product which gives greater value to clients by making budgets visible, actionable, and near real-time.

Configuration / Feature Activation

When Budget Insight retires, clients will no longer be able to report issues and receive support for this product.

Client Notifications

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

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

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



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

Subprocessors

SAP Concur Non-Affiliated Subprocessors

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

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

Additional Release Notes and Other Technical Documentation

Online Help – Admins

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

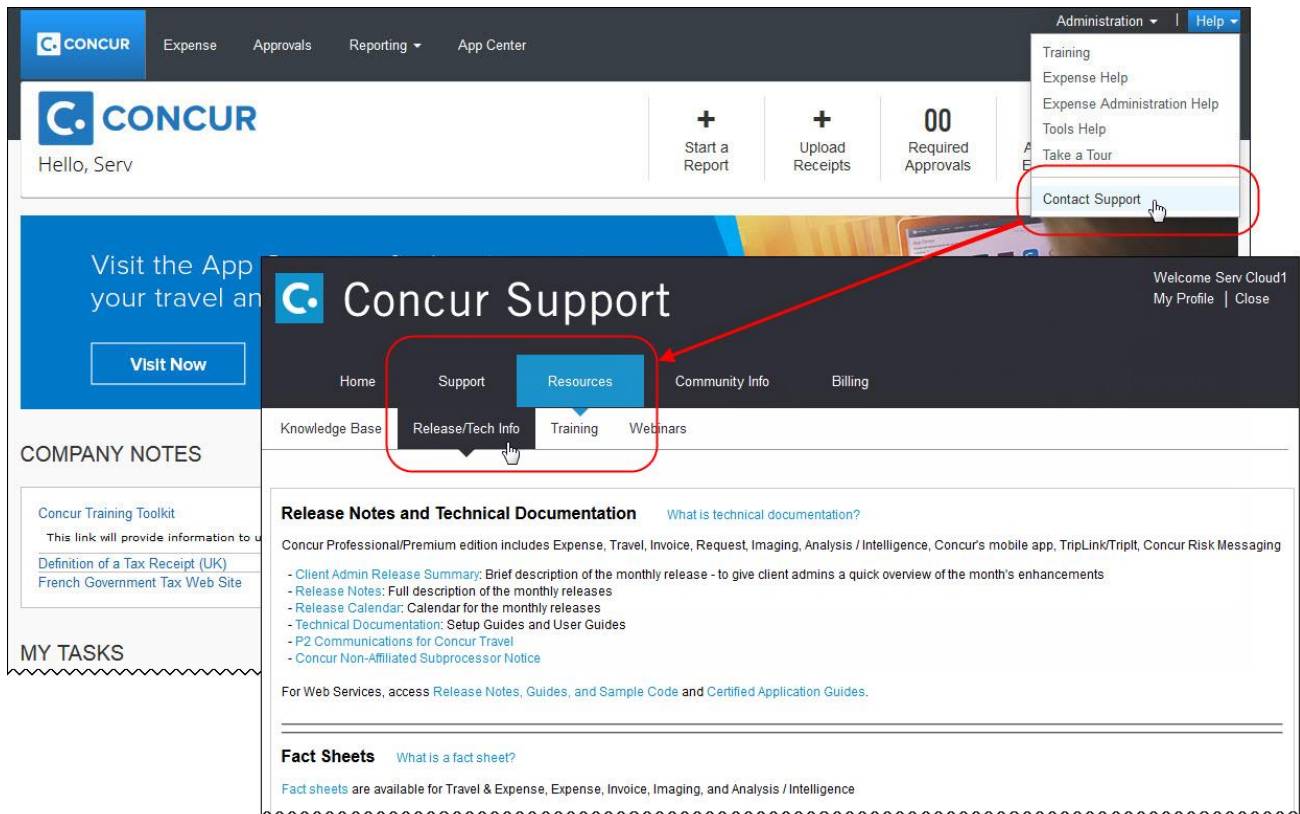
The screenshot shows the SAP Concur user interface. At the top, there is a navigation bar with various menu items: Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. On the far right of this bar is a 'Help' dropdown menu, which is currently open. The dropdown menu contains the following items: Training, Request Help, Request Administration Help (highlighted with a red circle), Available Expenses, and Open Reports. A red arrow points from the 'Request Administration Help' item in the dropdown to a link in the left sidebar. The left sidebar is titled 'SAP Concur Concur Request Administration Help' and contains a list of links: Using Online Help, Legal Notice, Resources for Administrators - Professional Edition, Request Professional Administration Guides (highlighted with a red circle), Available Permissions, Managing Users, Managing User Permissions, What's New - Professional Edition, Release Note Administration (Format) - Professional Edition, and Profile. The main content area is titled 'Using Online Help' and features a section for 'Request Setup Guides' with a table of documents.

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

SAP Concur Support Portal – Selected Users

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

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



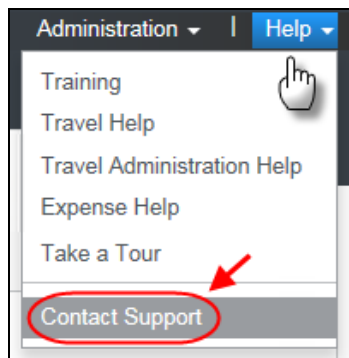
Cases

Steps for Getting a Status

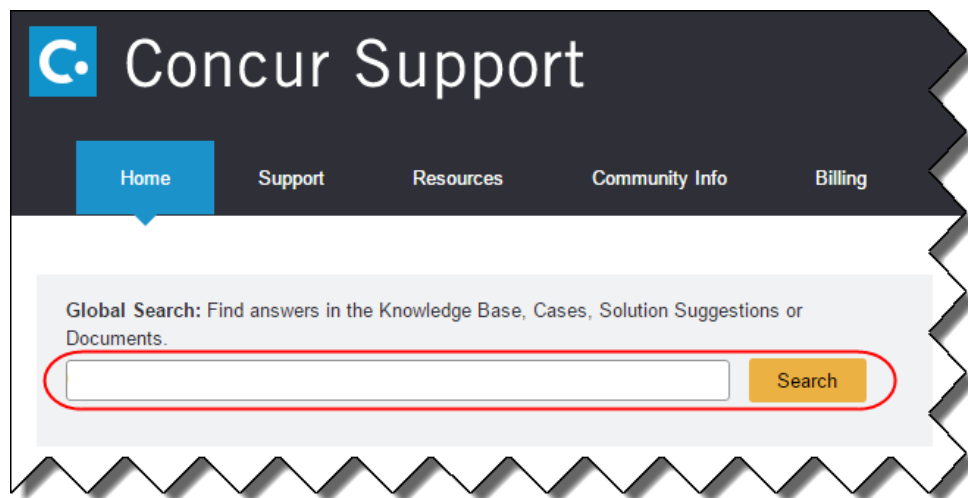
Each service release contains case resolutions.

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

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



The **Concur Support** page displays.



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

3. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

Resolved Cases

Case ID	Description
CRMC-128831	Pending cost object approval is preventing email reminder from being sent until cost object approval is completed.
CRMC-129227	The Process Requests tab is not displayed for users with the appropriate permissions.
CRMC-129355	Dates from a custom date field on the request header are not displayed in an email notification. Only the custom date field label is displayed in the notification.
CRMC-129419	Attendees in expected expenses are not copied when copying a submitted request even though the Expected Expenses check box is selected for copying on the Copy Request page.
CRMC-129465	If an agency office is enabled for the printed report and the Is Agency Booked check box is selected, new and updated notifications are not displayed for Air segments in the Segments section of the report.
CRMC-129714	Cannot cancel a request. An error is generated when attempting to cancel the request.
CRMC-130442	Cannot remove Concur Request roles from inactive users.
CRMC-130327 CRMC-130567 CRMC-130571 CRMC-130677 CRMC-132245	When a request has been cancelled or inactivated, an approver can still see the request in their pending approval list.
CRMC-131790	Unable to access Request on the SAP Concur mobile app for iOS and Android.
CRMC-132207	When an approved request is not fully used, and a second request is submitted, the Total Authorized value is incorrect in the exception message for the second request.
CRMC-132308	Concur Request is automatically sending back a request with the reason <i>Approval Time Expired</i> even though the request is fully approved.
CRMC-132591	API calls to get requestgroupconfiguration fail.

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SAP Concur Release Notes	
Authorization Request	
Month	Audience
Release Date: June 8, 2019 Initial Post: Friday, June 7, 11:00 AM PT	Client – FINAL

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Summary

IMPORTANT

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

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

Release Notes

Request

****Ongoing** Email Infrastructure Change - Add IP Addresses to Safe Sender List**

Overview

SAP Concur is transitioning to a new email infrastructure for outbound email from our services to SAP Concur users. Because of this, companies who filter inbound email based on the sending IP address **must** add new IP addresses to their Safe Sender list to ensure that their users receive email from SAP Concur.

IMPORTANT: All Services Will Soon Be Affected

Initially, the issue described here affected only companies that use Concur Expense. Starting in January, email from other SAP Concur services (such as Travel and Concur Pay) will move to the new email infrastructure.

We will continue to add other services. Please monitor the release notes for more information about the timing of the additional changes.

NOTE: Remember, this change affects only companies that filter incoming email based on IP addresses.

Configuration / Feature Activation

The new IP addresses are not published publicly but they are available by contacting SAP Concur support. If your company uses Concur Expense and if your company filters incoming email based on IP address, please work with your email server management team to ensure that all required Safe Sender lists for IP addresses are updated so that your users continue to receive SAP Concur email without interruption.

SAP Concur Product Access Changes

Overview

With this release, customers must access SAP Concur products and services via the following domains:

- *.concursolutions.com
- *.concurcdc.cn

SAP Concur recommends clients migrate to one of the domains at their earliest convenience, if they are not already using one of them.

Please contact appsec@sap.com for any questions regarding this change.

BUSINESS PURPOSE / CLIENT BENEFIT

This change will allow customers to access SAP Concur services in a consistent, secure manner.

Configuration / Feature Activation

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

Planned Changes

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

Request

****Planned Changes** Authentication: Change in IP Restrictions**

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

Overview

When a user signs in to SAP Concur, one of the validation processes includes checking for and adhering to any IP Restrictions (IPRs). IPRs are specific IPs or IP ranges that are defined by a company to restrict the IPs from which their users can sign in to SAP Concur. An IPR can be a string that contains a list of acceptable IP addresses and/or IP address patterns, for example:

"170.242.6.43;170.243.70.42;170.243.70.43;171.159.*.*".

NOTE: IPRs are set and modified only by SAP Concur, using a Module Property. Though Module Properties are technically Travel settings, this one can be included in any custom configuration of Travel, Expense, Invoice, or Request. So, companies can use IPRs, even if they do not use Travel.

Currently, IPRs are set for each of a company's travel configurations, which creates maintenance issues for companies with many travel configurations and provides opportunities for errors. In addition, new travel configurations are not automatically included and can easily be forgotten.

Targeted for the August release, SAP Concur will change this setting from a configuration-level setting to a company-level setting. With the change, one set of IPRs will apply to the entire company.

Be aware that there are very few customers who will be affected by this change. In addition, all of the affected customers will be contacted individually – in advance – by SAP Concur to make any required settings changes.

BUSINESS PURPOSE / CLIENT BENEFIT

Customers who use IPRs can be assured that the IPRs apply to the entire company.

What the User Sees

The user will see no difference in signing in or using any SAP Concur service.

Configuration / Feature Activation

This change will occur automatically; there are no additional configuration or activation steps. In addition, those customers who are affected by this change will be contacted by SAP Concur.

****Planned Changes** Authentication: New SAP Concur Sign In Page**

(Release note updated: June 8th)

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

Overview

In a future release, the SAP Concur **Sign In** page will be updated, providing a new login experience for both direct Concur username/password users and Single Sign-On (SSO) users. SSO users will be able to start the SP-initiated SSO login process at www.concursolutions.com.

The new **Sign In** page feature will include a two-step login process that will provide enhanced security, meet current industry standards, and provide a better login success rate. This feature is planned for 2019.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides better security and a faster, convenient experience for users logging in to SAP Concur products and services.

Important – Migration for Legacy SSO Clients

For legacy SSO clients who have not yet migrated to the new SSO service, their users can still login as usual once the new service is released.

Once the new SSO service is released, the following will occur:

- If legacy SSO clients are not enforcing SSO login for all users, some of their users will login at www.concursolutions.com and some will login using their existing SSO login methods. Only the user interface (UI) on www.concursolutions.com will be changing for legacy SSO clients.
- If clients are enforcing SSO login for all users, then users will not be affected.

Eventually all clients must migrate to the new SSO service. The legacy SSO service will be available until all clients have migrated.



Refer to the *Authentication | **Planned Changes** Single Sign-On (SSO) Self-Service Option Coming to SAP Concur* release note in this document.

Impacts to TMC and Test Users

SSO enforcement affects all users. The SSO setting is a company-wide setting. Once the Manage Single Sign-On feature is released for general availability, there will be two options for the SSO setting. Most clients will use the *SSO Required* setting to enforce SSO for all users. However, an *SSO Optional* setting will be available for those clients who need more than one login, for example Travel Management Companies (TMCs) or test/training users.

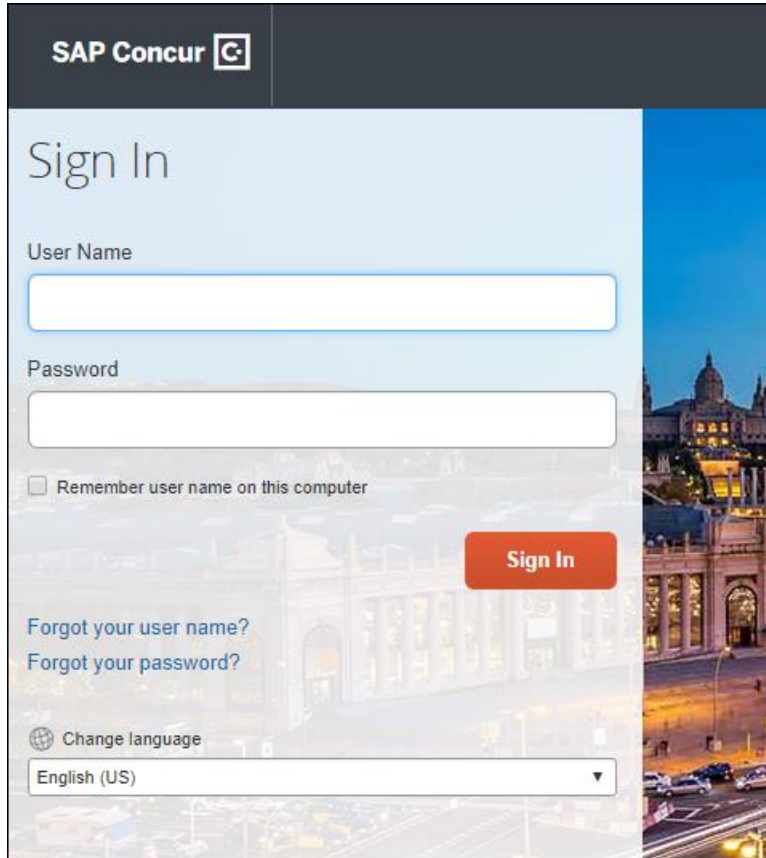
NOTE: (Note for Professional Edition only) The **Is a Test User** setting in a user's profile does not determine how or whether a user can login to SAP Concur; this setting determines what the test user can see once logged into SAP Concur and ensures their test data will not affect real (production) data. For general information about this functionality, refer to the *Shared: Test User Setup Guide*.



For more information, refer to the *Authentication | **Planned Changes** Single Sign-On (SSO) Self-Service Option Coming to SAP Concur* release note in this document.

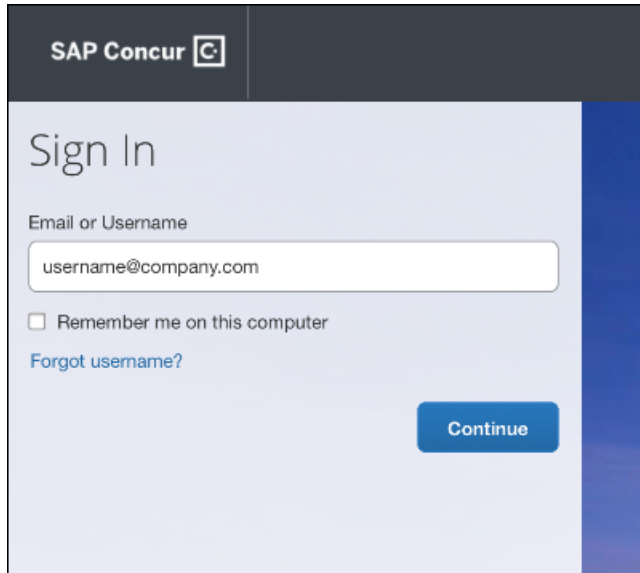
What the User Sees – Current Sign In Page Workflow

The SAP Concur **Sign In** page currently appears with **User Name** and **Password** fields, and a **Sign In** button. Once a user is authenticated, the SAP Concur **Home** page appears.



What the SSO User Sees – New Sign In Page Workflow

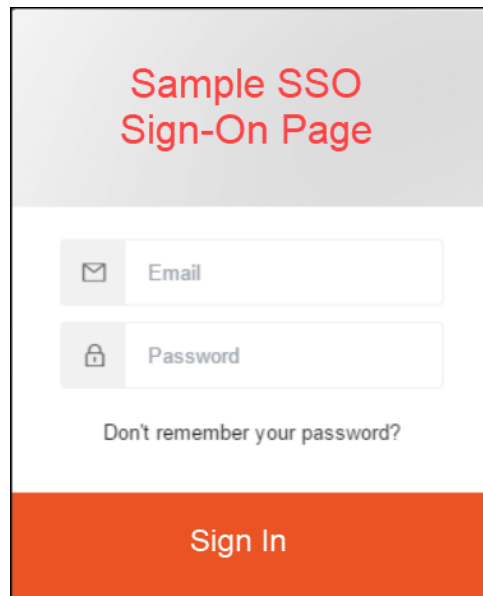
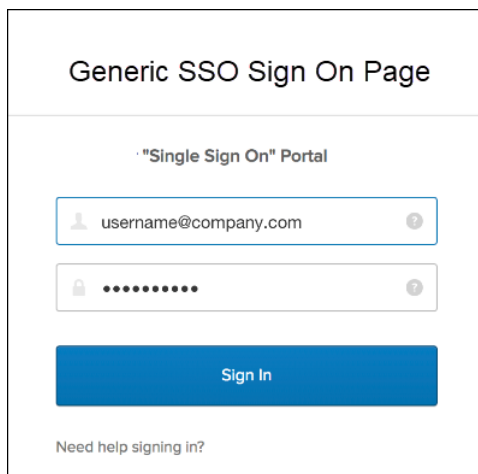
The new SAP Concur **Sign In** page will have an **Email or Username** field and a **Continue** button. The user will type in their email.



The user can select the **Remember me on this computer** check box, so their email displays the next time they log in to SAP Concur.

The user will then click **Continue**.

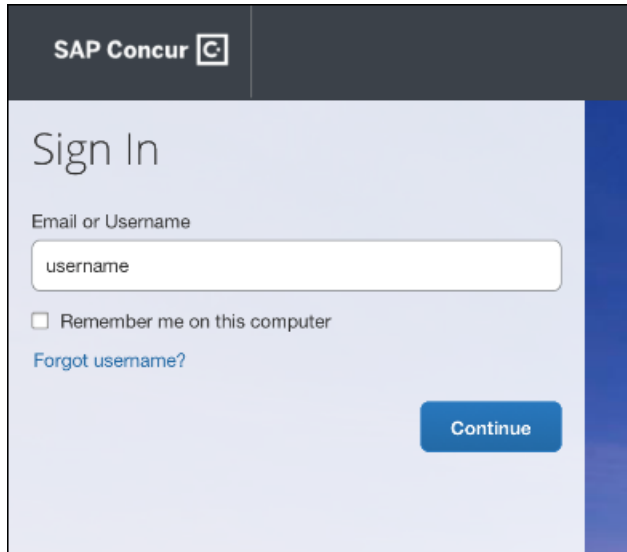
The users will then be directed to their companies designated Identity Provider (IdP) SSO portal for authentication (the following examples are generic as each SSO portal page will be different for each company). The user will enter their email and password, then click **Sign In**.



After being authenticated, the user will be directed to the SAP Concur **Home** page.

What the User with Username/Password Sees – New Sign In Page Workflow

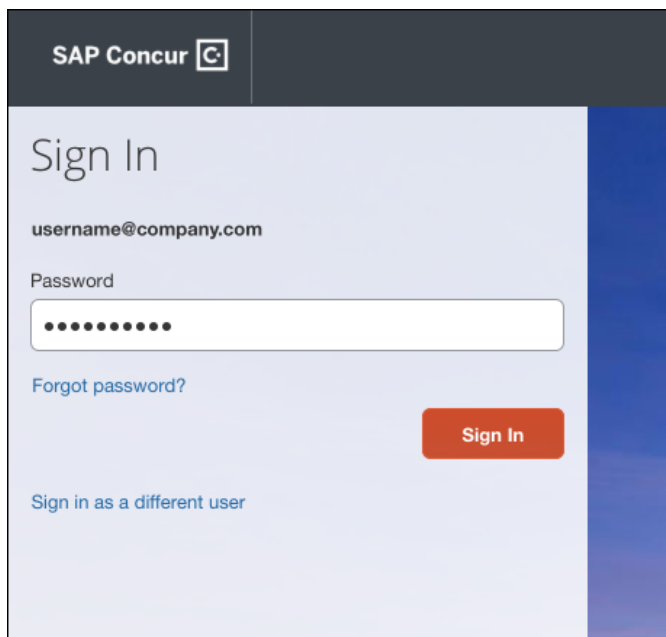
The new SAP Concur **Sign In** page will have an **Email or Username** field and a **Continue** button. The user will type in their username.



The user can select the **Remember me on this computer** check box, so their username displays the next time they log in to SAP Concur.

The user will then click **Continue**.

The user will then be directed to an additional **Sign In** page.



The user will enter a password and click **Sign In**. The system will then authenticate the user's credentials.

Once the user's password is verified, the SAP Concur **Home** page appears.

Return Users

If a returning user selected the **Remember me on this computer** check box during their initial login session, they will see their email or username display on the **Sign In** page. Users who did not select the **Remember me on this computer** check box will log in as they did initially.

The user will click on their email or username, and then one of the following occurs:

- **SSO Users:** The user will be directed to the SAP Concur **Home** page.
- **Users with Usernames and Passwords:** The user is directed to another **Sign In** page where the user will enter a password and then click **Sign In**. The user will then be directed to the SAP Concur **Home** page.

Configuration / Feature Activation

Configuration information will be provided in a future release note.

****Planned Changes** Authentication: Single Sign-On (SSO) Self-Service Option Coming to SAP Concur (Q3 2019)**

(Release note updated: June 8th)

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

Overview

Single Sign-On allows users to access multiple applications using one set of login credentials. Currently, SAP Concur has two methods for signing in: with a user name and password or using SSO with identity provider (IdP) credentials, such as a user's login credentials for their organization.

SAP Concur is planning to add a Manage Single Sign-On (SSO) feature to SAP Concur products which provides clients with a self-service option for setting up SSO for their organization. SSO is currently supported for Concur Expense, Invoice, Request, and Travel.

The new Manage Single Sign-On (SSO) feature is a replacement tool for clients using existing SSO configuration on the **Security Keys** page and a new tool for clients that now want to implement SSO at their organization. Existing SSO configuration on the **Security Keys** page and the new SSO Self-Service tool will both be available until everyone has migrated to the new SSO Self-Service tool.

Other SAP Concur products and services are outside the scope of this initial release.

This feature is targeted for Q3 2019.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides SAP Concur customers with a self-service option for setting up SSO and for existing SSO customers who must eventually migrate to the new SSO service to manage SSO for their users.

Important – Migration for Legacy SSO Customers

The Manage Single Sign-On feature is the tool that legacy SSO clients will use to migrate to the new SSO service. Client admins will configure the feature and connect to the new SSO service on the **Manage Single Sign-On** page.

In order for legacy SSO customers to use the new SAP Concur **Sign In** page, they must first migrate to the new SSO service included with this feature.



For more information, refer to the *Authentication | **Planned Changes** New SAP Concur Sign In Page* release note in this document.

Configuration / Feature Activation

Configuration information will be coming in a future release note.

****Planned Changes** FTP Updates: Mandatory SFTP with SSH Key Authentication**

Overview

Non-SFTP (Secure File Transfer Protocol) protocols and password authentication will eventually be deprecated.

New Customers

New file transfer accounts must use SFTP with Secure Shell (SSH) Key Authentication.

Existing Customers

Existing non-SFTP file transfer accounts need to switch to SFTP with SSH Key Authentication.

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*. **NOTE:** This document has been relocated from the fact sheets landing page to the user guides landing page.

****Planned Changes** FTP Updates: Source IP Checking (EMEA)**

Overview

SAP Concur will implement source Internet Protocol (IP) checking for all Europe, the Middle East, and Africa (EMEA) file transfer accounts beginning July 15th, 2019.

New Customers

The IP addresses for new customers will be added by SAP Concur during new customer implementation to the SAP Concur access control list (ACL).

Existing Customers

Please contact SAP Concur support by July 1st, 2019 to have your source IP addresses added to the SAP Concur access control list (ACL).

NOTE: The IP addresses from recent successful logins will be added by SAP Concur to the SAP Concur access control list (ACL).

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security for file transfers.

Configuration / Feature Activation

Please contact SAP Concur support for further assistance.



For more information, refer to the *Shared: File Transfer for Customers and Vendors User Guide*. **NOTE:** This document has been relocated from the fact sheets landing page to the user guides landing page.

Budget Insight

****Planned Changes** Budget Insight (Legacy) to Retire in 2019**

Overview

Budget Insight is a budget management tool that is being retired December 31, 2019. Clients who want to use budget functionality are recommended to purchase the new Budget product that SAP Concur released last year. The new Budget feature offers greater functionality, an improved UI, and additional integrations with SAP Concur products. Most notably is the inclusion of additional expense data from

Concur Expense, Concur Invoice, Concur Travel and Concur Request (previously only data from Concur Expense and Concur Request were available).

NOTE: Clients should note that migrating from Budget Insight to Budget is not possible. Their current contract for Budget Insight will be terminated and they will be re-contracted on Budget, which requires a new implementation. However, clients will still have access to all Budget Insight functionality and data during re-implementation of Budget. If clients would like to implement the new Budget product, they should contact their SAP Concur account team.

BUSINESS PURPOSE / CLIENT BENEFIT

The retirement of Budget Insight will provide clients with the opportunity to purchase the new Budget product which gives greater value to clients by making budgets visible, actionable, and near real-time.

Configuration / Feature Activation

When Budget Insight retires, clients will no longer be able to report issues and receive support for this product.

****Planned Changes** Workflow Step Renamed for Budget Insight**

Overview

SAP Concur will rename the "Budget Approver step" in the **Step Name** column to "Legacy Budget Approver step" on the **Workflows** page to make a clearer distinction between the Budget Insight and Budget feature.

BUSINESS PURPOSE / CLIENT BENEFIT

This enhancement makes it easier for clients to see what product they use.

What the Budget Administrator Sees

The Budget Administrator will see the new term on the **Workflows** page.

Configuration / Feature Activation

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

Client Notifications

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

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

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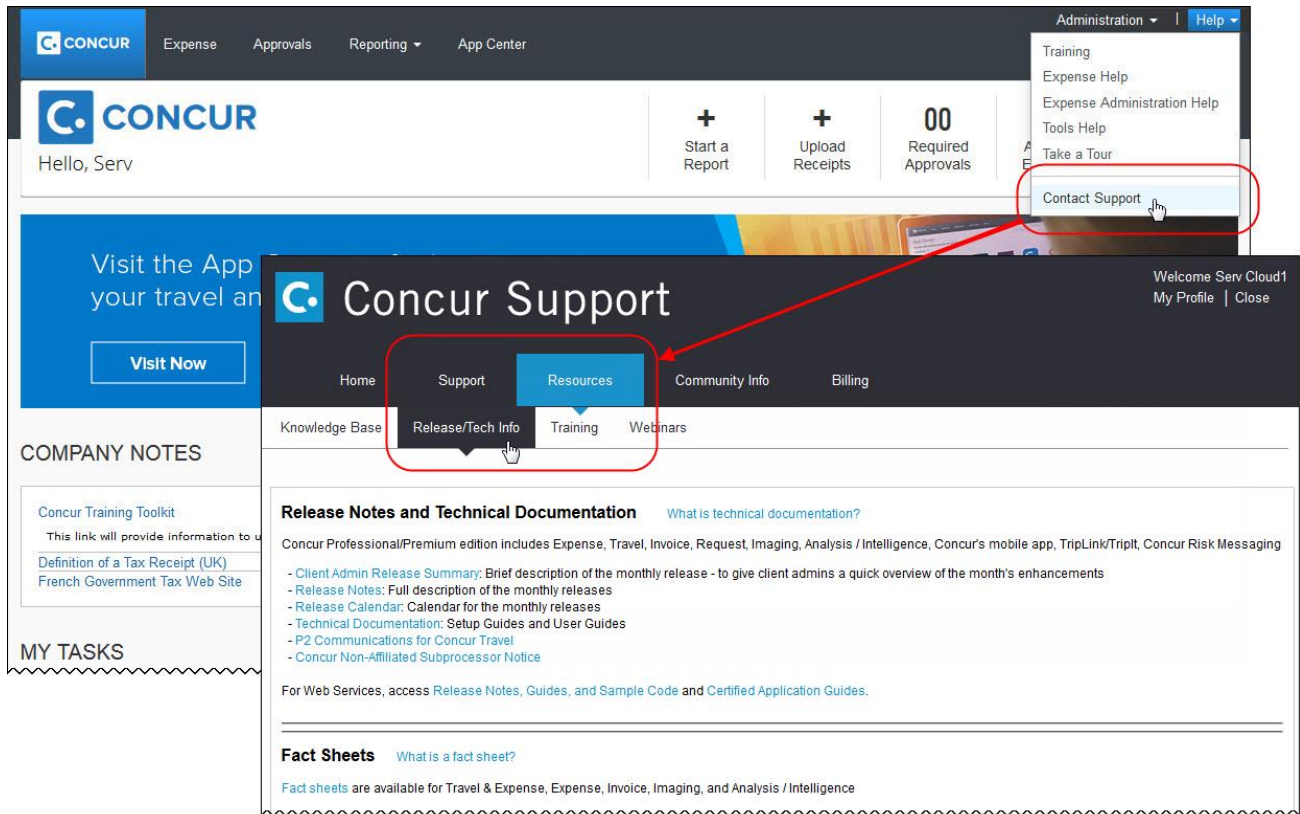
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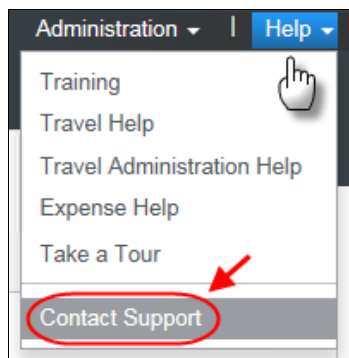
Cases

Steps for Getting a Status

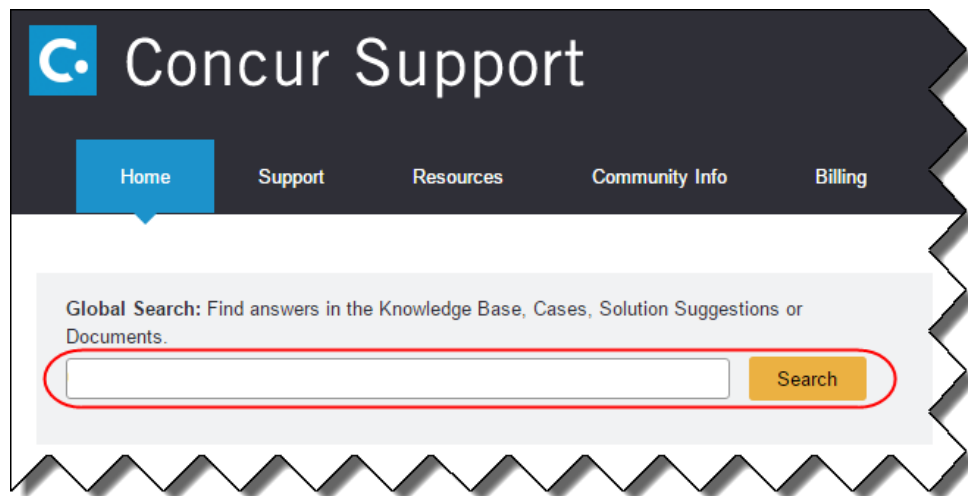
Each service release contains case resolutions.

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

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



The **Concur Support** page displays.



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

3. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

Resolved Cases

Case ID	Description
CRMC-130092	Client wants to hide Close/Inactivate Request button to prevent users from closing requests manually.
CRMC-133731	Printed reports are not generated after clicking Print/Email when the printed report contains certain fields.
CRMC-133885	Daily email reminder is not being generated.

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SAP Concur Release Notes Authorization Request	
Month	Audience
Release Date: July 20, 2019 Initial Post: Friday, July 19, 8:15 AM PT	Client – FINAL

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Release Notes

General

July 2019 Release Cancelled

The July 2019 release is cancelled. The next release is scheduled for August 2019.

SAP Concur Release Notes	
Authorization Request	
Month	Audience
Release Date: August 17, 2019 Initial Post: Friday, August 16, 9:00 AM PT	Client – FINAL

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

Summary

IMPORTANT

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

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

Release Notes

Request

Company Notes: Use of HTML Is Deprecated From the Headline Field

Overview

When configuring messages that display to all users in the **Company Notes** section of the home page, use of HTML in the **Headline** field is deprecated. Headlines containing HTML will not render, cannot be executed, and will be displayed as plain text.

NOTE: This change does not impact the following:

- Pre-existing **Headline** configurations containing HTML which will continue to render and have clickable links but may not be edited without becoming subject to this new restriction
- Current functionality of the **Company Info** field
- Current functionality of the **URL** field (If a URL is entered into the URL field, all of the text entered into the **Headline** field will be a clickable link to that URL.)
- Current functionality of the Concur Travel-specific configuration for notes

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides greater security for company data.

What the Admin Sees

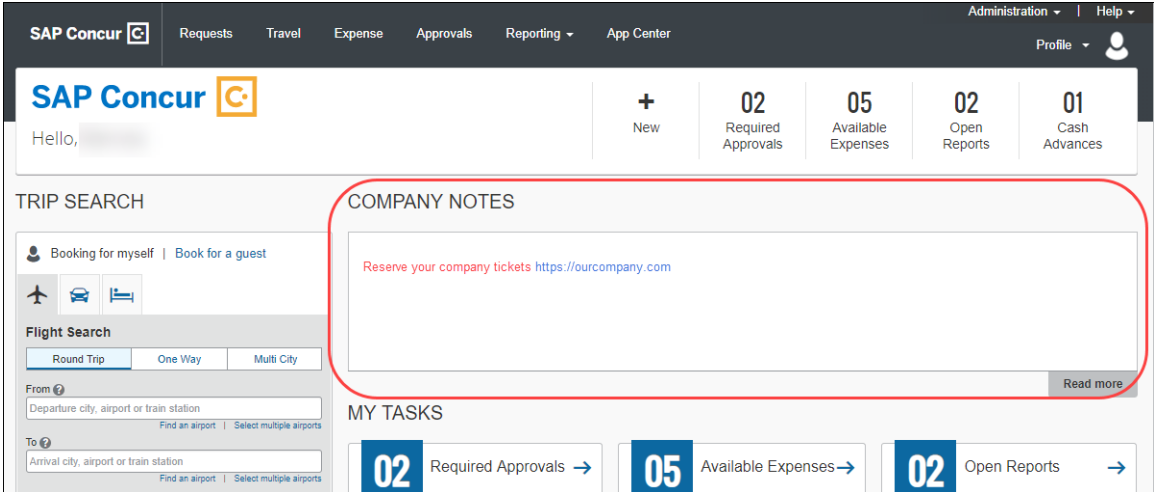
Entering HTML characters in the **Company Info** field will not result in rendered text including hyperlinks.

The screenshot shows the 'Company Info' configuration page. At the top, there is a 'Language' dropdown menu set to 'English'. Below it is a 'Headline' text input field, which is highlighted with a red oval. The main section is 'Company Info', which contains a rich text editor with a toolbar including options for bold, italic, underline, font family, font size, and other text formatting. Below the editor is a 'Path' field with the value 'p' and a 'Reset' button. At the bottom of the form, there are 'URL', 'Start Date', and 'End Date' fields. The 'Start Date' and 'End Date' fields are also highlighted with red ovals. At the very bottom, there are four buttons: 'Cancel', 'Save And Back To List', 'Save And New', and 'Save'.

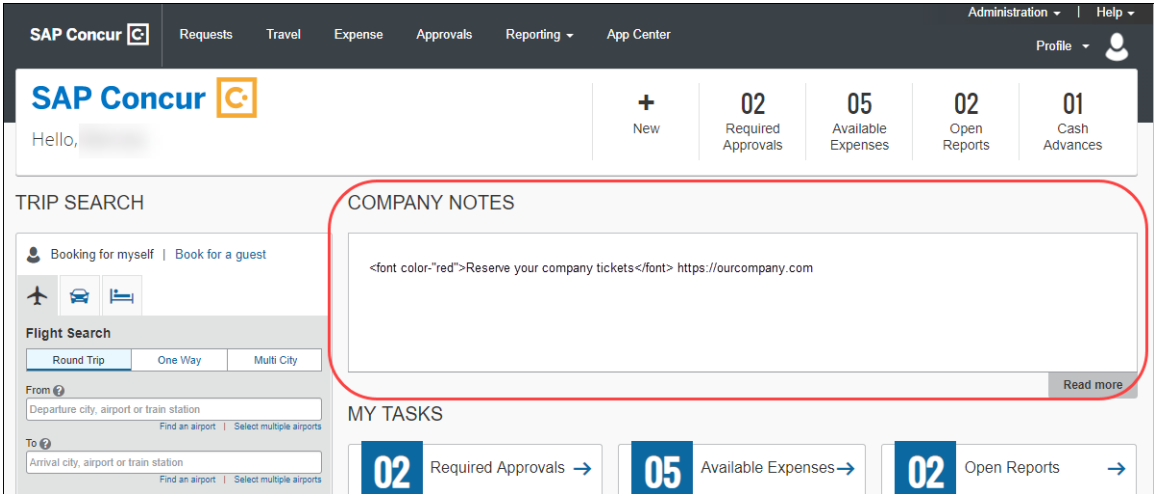
What the User Sees

The message no longer displays rendered text, including clickable links.

BEFORE EXAMPLE




AFTER EXAMPLE



Configuration / Feature Activation

The change is automatically in force; there are no configuration or activation steps.

 For more information, refer to the *Shared: Company Info User Guide*.

File Transfer Updates: Support Ending for Unsecure SSH Protocol Algorithms/Ciphers


Overview

SAP Concur will no longer support the following unsecure SSH protocol algorithms/ciphers:

- (key exchange) diffie-hellman-group-exchange-sha1
- (encryption) aes128-cbc
- (encryption) aes192-cbc
- (encryption) aes256-cbc
- (message authentication code) hmac-md5
- (message authentication code) hmac-sha1-96
- (message authentication code) hmac-md5-96

This announcement pertains to the following file transfer DNS endpoints:

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

 **IMPORTANT:** SAP Concur continues to support existing client usage of these unsecure SSH protocol algorithms/ciphers until August 30, 2019.

If assistance is required, please contact SAP Concur support.



For more information, refer to the *Shared: File Transfer for Customers and Vendors User Guide*. (This guide is located with the other Expense, Invoice, and/or Request setup and user guides.)

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security for file transfers.

Introducing Screen Sharing for Authorized Support Contacts

Overview

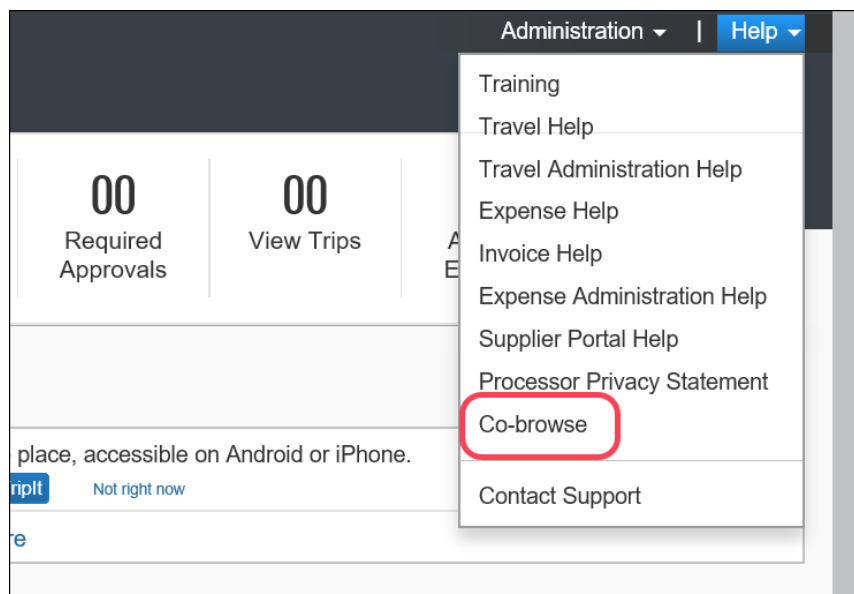
SAP Concur support is implementing the Co-browse feature, a screen-share application that is available to all Authorized Support Contacts (ASCs).

BUSINESS PURPOSE / CLIENT BENEFIT

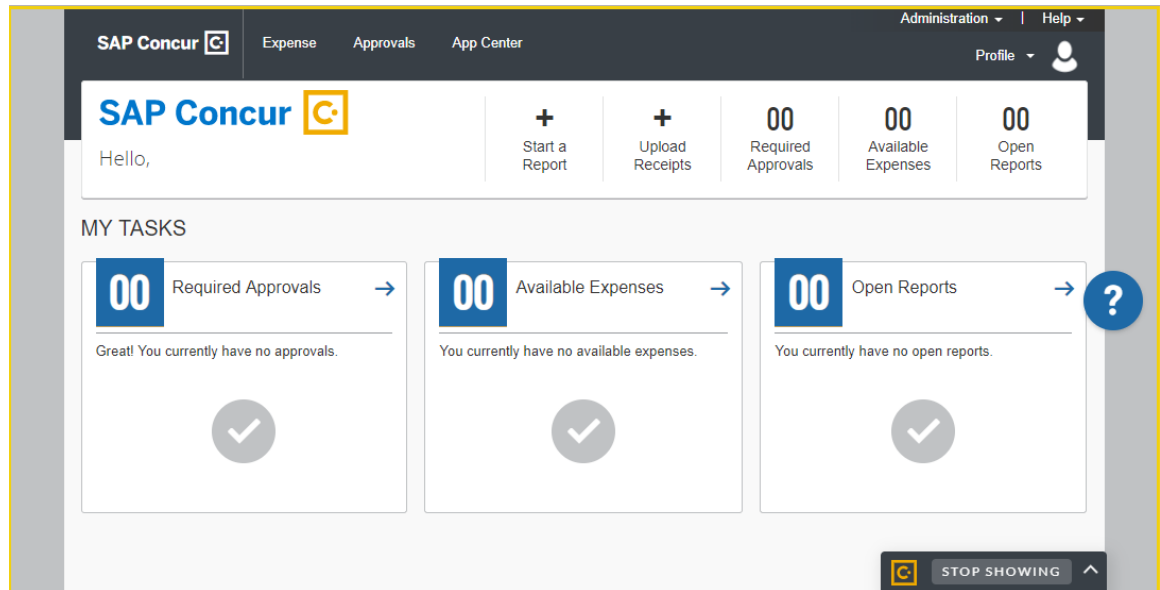
Screen sharing often makes a problem easier to describe, easier to understand, and quicker to resolve – saving time for ASCs and SAP Concur support.

How it Works

While the new feature is being phased in, ASCs may see the new **Co-browse** option on their **Help** menu.



Once the feature is fully implemented, if an ASC contacts SAP Concur support and if the Support Engineer believes a screen sharing session would be helpful, the Support Engineer will invite the ASC to click the link and share their screen. The pages shared with the Support Engineer will have a yellow border, clearly indicating to the ASC that they are sharing the screen.



The Co-browse feature allows the Support Engineer to see the concursolutions.com web page on the ASC's computer but no other webpage or application that may be running on the ASC's computer. The ASC can stop sharing the screen at any time.

Note the following:

- If the ASC clicks the **Co-browse** link but is **not** on a call (or live chat) with SAP Concur support, there is no screen sharing. The process works only when the ASC and the Support Engineer are working together and ASC provides permission.
- There is no way for the Support Engineer to access the ASC's screen without the ASC's permission.
- The Support Engineer cannot control the ASC's screen – Co-browse provides view-only access.
- The Support Engineer cannot see, collect, or record any personal information like passwords, credit cards, or passport details.
- The Support Engineer does not record the screen-sharing sessions.
- If the ASC clicks the **Co-browse** link before full implementation, the Support Engineer will inform the ASC that the feature is not yet available.

Configuration / Feature Activation

The feature is automatically enabled for ASCs. There are no additional configuration or activation steps.

New Links Added to the Configuration Report

Overview

The Configuration Report (**Administration > Request > Request Administration**) now has a **Show All Sections** link and a **Hide All Sections** link. The new links provide the ability to expand the report to display all sections of the report or to hide all sections of the report. By default, all sections of the report are hidden.

With this update, you can now also display individual sections of the report by clicking the section link. Before this update, all sections of the report were displayed, and clicking a section link navigated you to that section of the report.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides additional options for viewing the Configuration Report and enhances the report performance.

What the Admin Sees

When only one report section is displayed, or all the report sections are hidden, the **Show All Sections** link is displayed. Clicking the link displays all sections of the report.

The screenshot shows the SAP Configuration Report interface for 'CommaSavvy / p0132500lrfk (Companyid: 169643)'. A red circle highlights the 'Show All Sections' link. Below the link is a list of sections including Feature Hierarchies, Custom Lists / Connected Lists, Employee Forms, Employee Groups, Ledgers and Delegate Configurations, Reimbursement Currencies, Workflows, Audit Rules, Validation Rules, Request Groups Policies, Request Policies With Enabled Segment Types, Request Policies With Enabled Expense Types, Request Header Forms, Segment Forms, Request Entry Forms, Request Allocation Forms, Request Cash Advance Forms, Segment Types, Travel Agencies, and Switch.

Request Entry Forms

Default Request Entry Form												
Field Column Label	Field Name	Form Field Label	Data Type	List Source	Form Required	Form Tool Tip	Form Control Type	Form Maximum Length	Form Validation	Form Default Value	Employee	Approver
EXP_KEY	Expense Type	Expense Type	INTEGER		Y		picklist	5			Modify	Read Only
TRANSACTION_DATE	Transaction Date	Transaction Date	TIMESTAMP		Y		edit				Modify	Read Only

When all report sections are displayed, the **Hide All Sections** link is displayed. Clicking the link hides all sections of the report.

CommaSavvy / p0132500lrk (Companyid: 169643) [Hide All Sections](#) 07/29/2019 12:45 pm

Request Configuration
Sections with more than 500 records will not be printed

- Feature Hierarchies
- Custom Lists / Connected Lists
- Employee Forms
- Employee Groups, Ledgers and Delegate Configurations
- Reimbursement Currencies
- Workflows
- Audit Rules
- Validation Rules
- Request Groups Policies
- Request Policies With Enabled Segment Types
- Request Policies With Enabled Expense Types
- Request Header Forms
- Segment Forms
- Request Entry Forms
- Request Allocation Forms
- Request Cash Advance Forms
- Segment Types
- Travel Agencies
- Switch

Feature Hierarchies

Product Code	Feature Name	Source List	Level 1	Level 2
REQ	Request Authorized Approver	Div-Dept-Region	CT_EMPLOYEE.Org Unit 1-Division	CT_EMPLOYEE.Org Unit 2-Depart
REQ	Request Budget Approver	Budgets	CT_AR_ALLOCATION.Budget Division	CT_AR_ALLOCATION.Budget Sub-
REQ	Request Cost Object Approver	Div-Dept-Region	CT_AUTHORIZATION_REQUEST.Division	CT_AUTHORIZATION_REQUEST.I
REQ	Requests	Employee Groups	CT_EMPLOYEE.Org Unit 1-Division	CT_EMPLOYEE.Org Unit 3-Region
SHD	Budget Alloc Con List	Budgets	CT_ALLOCATION.Budget Division	CT_ALLOCATION.Budget Sub-Divi
SHD	Budaets connected list	Budaets	CT_REPORT.Budaet Division	CT_REPORT.Budaet Sub-Division

Configuration / Feature Activation

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

For more information, refer to the *Authorization Request: Configuration Report Guide*.

New Site Setting for Closing Requests

Overview

As of the June release, the **Site Settings** page (**Administration > Request > Site Settings**) has a new setting, **Display the Close link for Authorization Request Users**. The setting determines whether Concur Request users can close requests themselves.

When the **Display the Close link for Authorization Request Users** check box is selected (enabled), the **Close/Inactivate Request** button will be displayed for approved and cancelled requests. When the check box is not selected (disabled), the **Close/Inactivate Request** button will not be displayed for requests.

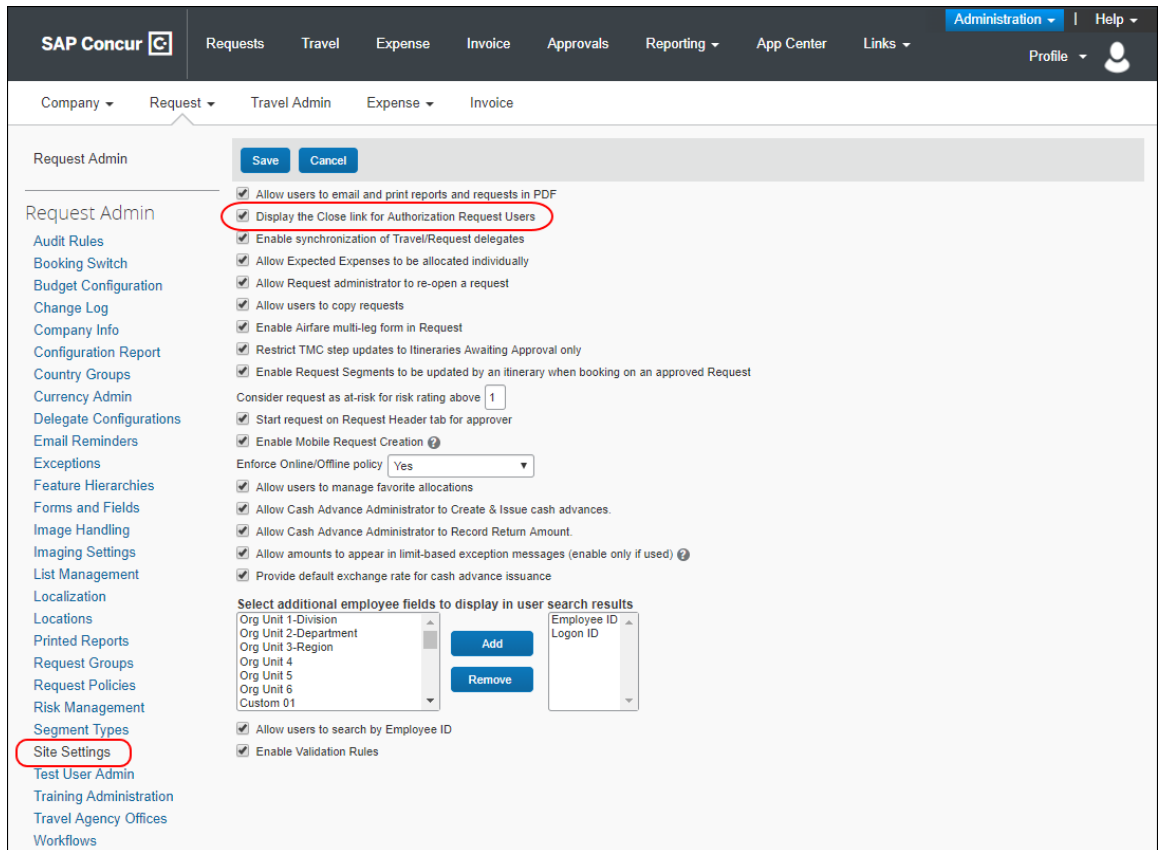
This update helps prevent Request users from inadvertently closing or inactivating requests before the requests are ready to be closed.

BUSINESS PURPOSE / CLIENT BENEFIT

The setting allows the administrator to control whether their Concur Request users can close requests.

What the Admin Sees

The **Display the Close link for Authorization Request Users** check box is available on the **Site Settings** page.



What the User Sees

The **Close/Inactivate Request** button is displayed for approved and cancelled requests when the **Display the Close link for Authorization Request Users** check box is selected (enabled).

The screenshot shows the SAP Request 3379 form. At the top right, there are three buttons: 'Create Expense Report', 'Attachments', and 'Print / Email'. A fourth button, 'Close/Inactivate Request', is highlighted with a red border. Below the buttons, the request details are displayed: 'Request Name: Sales Training Q3', 'Purpose: Sales training Q3', 'Status: Approved', and 'Amount: \$2,300.00'. The form includes tabs for 'Request Header', 'Segments', 'Expense Summary', 'Approval Flow', and 'Audit Trail'. The main content area contains fields for 'Agency Office', 'Request Name', 'Request Policy', 'Start Date', 'End Date', and 'Purpose', along with a 'Comment' field.

When the **Display the Close link for Authorization Request Users** check box is not selected (disabled), the **Close/Inactivate Request** button is not displayed for requests.

The screenshot shows the same SAP Request 3379 form, but the 'Close/Inactivate Request' button is missing. The 'Print / Email' button is now visible. The rest of the form, including the request details and tabs, remains the same as in the previous screenshot.

Configuration / Feature Activation

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



For more information, refer to the *Authorization Request: Site Settings Setup Guide*.

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

Information First Published	Information Last Modified	Feature Target Release Date
July 12, 2019	--	Phase I: July 2019 Phase II: July 2020

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

Overview

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

Clients currently using HMAC are encouraged to migrate to the SSO self-service tool as soon as it is released. The new SSO self-service tool will be offered as a free feature to all clients. The new SSO self-service tool allows multiple portals (Identity Providers) to be added.

The HMAC deprecation includes two phases:

Phase I:

- Clients need to have an Identity Provider (IdP) or a custom SAML 2.0 solution.
- Clients begin testing the new SSO self-service tool. Testing can begin as soon as July 2019 if preparation steps have been met. (See below for more information.)
- Clients prepare for onboarding new clients using the new SSO self-service tool, which is targeted to release in September 2019.
- As of November 1, 2019, no new clients will be onboarded using HMAC. New clients will be onboarded using the new SSO self-service tool.
- Existing clients using HMAC need to be migrated using the new SSO self-service tool.

Phase II:

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

BUSINESS PURPOSE / CLIENT BENEFIT

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

Important – Migration for TMCs

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

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

To prepare for Phase I of the HMAC deprecation:

- TMCs first need to support SAML 2.0. TMCs need to contract for or develop their SAML 2.0 solution. TMCs need to have an Identity Provider (IdP).
- Once support for SAML 2.0 is complete, TMCs that need more information can open a case with SAP Concur support. The new SSO self-service tool will be offered as a free feature to all clients. TMCs do not need to use the online order form to request setup.

Important – Migration for Legacy HMAC Clients

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

To prepare for Phase I of the HMAC deprecation:

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

More Information



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

****Ongoing** Email Infrastructure Change - Add IP Addresses to Safe Sender List**

Overview

SAP Concur is transitioning to a new email infrastructure for outbound email from our services to SAP Concur users. Because of this, companies who filter inbound email based on the sending IP address **must** add new IP addresses to their Safe Sender list to ensure that their users receive email from SAP Concur.

IMPORTANT: All Services Will Soon Be Affected

Initially, the issue described here affected only companies that use Concur Expense. Starting in January, email from other SAP Concur services (such as Travel and Concur Pay) will move to the new email infrastructure.

We will continue to add other services. Please monitor the release notes for more information about the timing of the additional changes.

NOTE: Remember, this change affects only companies that filter incoming email based on IP addresses.

Configuration / Feature Activation

The new IP addresses are not published publicly but they are available by contacting SAP Concur support. If your company uses Concur Expense and if your company filters incoming email based on IP address, please work with your email server management team to ensure that all required Safe Sender lists for IP addresses are updated so that your users continue to receive SAP Concur email without interruption.

Updates for Concur Open and Personalized Concur Open

Overview

Over the next several weeks, users will see several enhancements to Concur Open and Personalized Concur Open.

What the User Sees

SUBSCRIBER EMAIL (CONCUR OPEN AND PERSONALIZED CONCUR OPEN)

The email sent to subscribers has been rebranded and styled to match the SAP experience while displaying an easier-to-read content layout. The content of the subscriber email has not changed, but the look-and-feel and the headings have been updated.

Issue Identified

We apologize for impacting your business and appreciate your patience while we work to resolve it.



.....



Issue identified

Status update

Issue resolved

.....

Dear Customer,

We have identified a partial outage affecting your service. We are working to determine the user impact and will provide information as it becomes available.

Impact: Some users may experience errors, slow processing or are logged out when attempting to create, view, save, or approve expense reports.

Start Time: 23:50 UTC on 09 May 2019

.....




Start Time: 23:50 UTC on 09 May 2019

Product Name	Affected Service
SAP Concur	Expense
SAP Concur	Request
SAP Concur	Mobile

Keep Up to Date

Visit [SAP Personalized Concur Open](#) to see a history of all updates related to this issue and subscribe to notification emails.

Let's Run Better Together!
Your SAP Team



The current and new headings are:

Current Heading	New Heading
Initial Impact Assessment	Issue Identified
Confirmed Impact	Status Update
Update	
Resolved	Issue Resolved
After the Fact	Issue Identified and Resolved

NOTE: Just as before, subscriber email for Concur Open and Personalized Concur Open are provided in English only.

SERVICE STATUS DASHBOARD (CONCUR OPEN AND PERSONALIZED CONCUR OPEN)

When a user clicks the red or partial red dot to view status information on the **Service Status Dashboard** page, the information appears just as before but the headings have been updated to match the new subscriber email (as shown in the table above).

SERVICE STATUS HISTORY DASHBOARD (PERSONALIZED CONCUR OPEN)

Just as before, the link in the lower-left corner of the Personalized Concur Open **Service Status Dashboard** page provides access to the **Service Status History Dashboard** page. On that page:

- The current column heading of **Detailed RCA** has been changed to **Root Cause Analysis**.
- A link to view the Root Cause Analysis report for each P1 will appear in the **Root Cause Analysis** column.

Configuration / Feature Activation

These enhancements will be automatically available. There are no additional configuration or activation steps.

Release Notes

Shared Planned Changes Release Notes Consolidated

Overview

With this release, SAP Concur will consolidate the shared Planned Changes release notes into one document, instead of having the Planned Changes information repeated in several sets of release notes.


This consolidated Planned Change information is provided ***in addition to*** the product-specific Planned Changes release notes. For example, if a planned change applies only to Travel, it will only be available in the Travel release notes. So, users are encouraged to read the product-specific release notes as well as the Shared Planned Changes.

BUSINESS PURPOSE / CLIENT BENEFIT

This change allows users to find shared Planned Changes release notes in one place. It also makes it easier for clients to keep track of updates to the Planned Changes release notes.

What the User Sees

Users can access the new shared Planned Changes release notes document on the [SAP Concur Professional Release Notes](#) landing page.

Release Notes - SAP Concur - Professional/Premium Edition		SAP Concur 		
<ul style="list-style-type: none"> • These documents are provided in English only. • SAP Concur reserves the right to postpone implementation of – or completely remove – any enhancement/change without prior notice. • Always clear your cache before clicking a link below. This will ensure that your computer has not cached an older version. • SAP Concur Processor Privacy Policy -and- SAP Concur Marketing Privacy Policy • Permission to Duplicate / Permission to Copy / Proprietary Statement 		<p>When are the release notes posted?</p>		
<p>If the client has this SAP Concur solution ** ></p> <p>...then the client should review the Release Notes marked with an X</p>				
	Expense	Travel	Invoice	Request
Shared Planned Changes - NEW	X	X	X	X
Expense (includes Imaging, Expense Pay, Expense Report Auditing, Jobs; cases/issues list in a separate doc)	X			
Travel (includes cases/issues list)		X		
Invoice (with cases/issues list)			X	
Request - or Authorization Request; formerly Travel				X

Configuration / Feature Activation

The change is automatically enabled. There are no additional configuration or activation steps.

Planned Changes

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

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

No Request-Specific Planned Changes This Month

Client Notifications

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

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

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



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

Subprocessors

SAP Concur Non-Affiliated Subprocessors

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

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

Additional Release Notes and Other Technical Documentation

Online Help – Admins

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

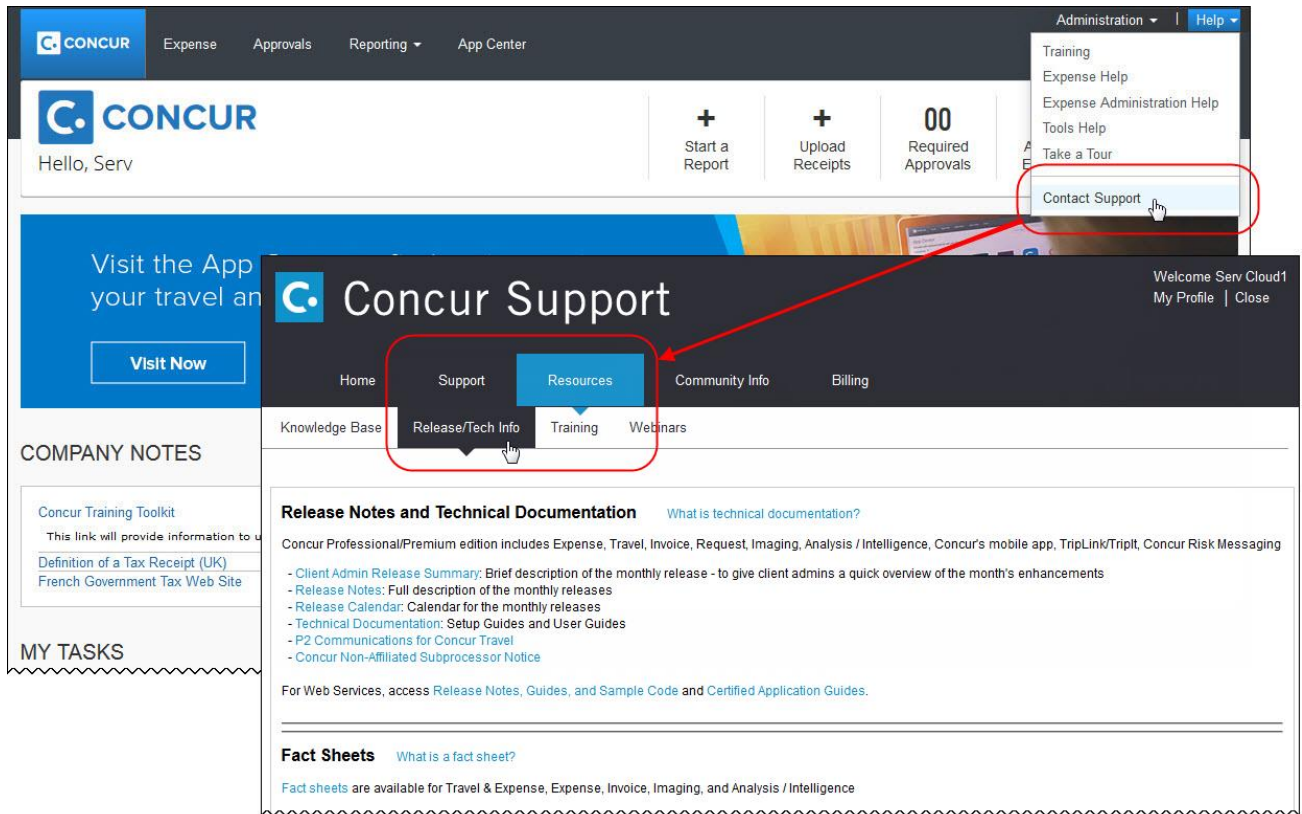
The screenshot displays the SAP Concur user interface. At the top, the navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', 'App Center', and 'Links'. A 'Help' dropdown menu is open, with 'Request Administration Help' highlighted. A red circle and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

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

SAP Concur Support Portal – Selected Users

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

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



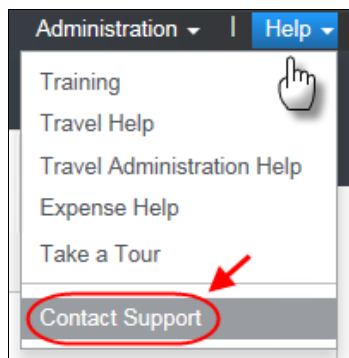
Cases

Steps for Getting a Status

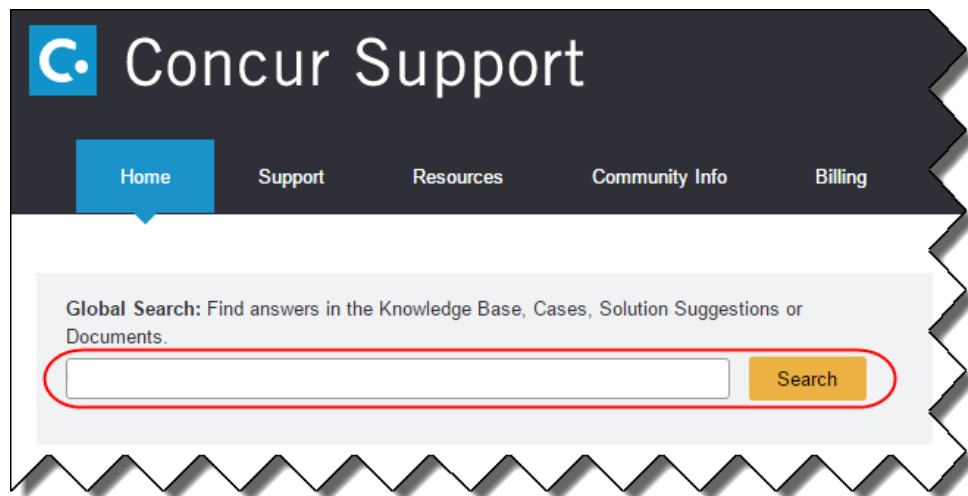
Each service release contains case resolutions.

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

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



The **Concur Support** page displays.



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

3. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

Resolved Cases

Case ID	Description
CRMC-132130, CRMC-134014	Configuration information displayed on the Request Configuration report does not match the actual configuration of Request.
CRMC-132156	Approvers cannot see request allocation details on the SAP Concur mobile app.
CRMC-132984	Requests that are approved by a cost object approver, but not expensed or closed, and that are less than 90 days old, are not displayed in the Active Requests list.
CRMC-133887	When attempting to approve a request, you are prompted to enter a date in the Budget Accrual Date field. After entering the date, an error is displayed.
CRMC-134273	The ELT OTA Customer Account field value is not saved when creating or modifying a travel agency office.
CRMC-134340	A request's approval status is Pending Approval even though all the approval steps have been completed for the request.
CRMC-134494, CRMC-135002	"Sorry Concur is not available" message displayed when attempting to open the Request Configuration report.
CRMC-134618	Cannot approve a request after receiving an agency proposal. Attempting to approve the request generates an error.
CRMC-135040	The status of a request did not change from Not Submitted to Submitted & Pending Approval after the request was submitted.
CRMC-135535	Unable to add an approved request to an expense header because the request's workflow is incomplete.
CRMC-135621	An application error prevents the request approver from approving a request.
CRMC-135727	Clearing the Is Agency Booked check box for ELT-OTA Air or Rail subscriptions generates an error and does not reload the form.
CRMC-136123	A request's status remains Pending Budget Approver after clicking the Recall button to recall the request.

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SAP Concur Release Notes	
Authorization Request	
Month	Audience
Release Date: September 21, 2019 Initial Post: Friday, September 20, 2:00 PM PT	Client – FINAL

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Summary

IMPORTANT

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

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

Release Notes

Request

Authentication: New SAP Concur Sign In Page (End of October)

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

Overview

In October 2019, the SAP Concur **Sign In** page will be updated, providing a new login experience for both direct SAP Concur username/password users and Single Sign-On (SSO) users. SSO users will start the SP-initiated SSO login process at www.concursolutions.com.

The new SAP Concur **Sign In** page features a two-step login process that provides enhanced security, meets current industry standards, and provides a better login success rate. This feature is targeted for late October 2019.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides better security and a faster, convenient experience for users logging in to SAP Concur products and services.

Important – Migration for Legacy SSO Clients

For legacy SSO clients who have not yet migrated to the new SSO service, their users can still login as usual once the new service is released.

Once the new SSO service is released, the following will occur:

- If legacy SSO clients are not enforcing SSO login for all users, some of their users will login at www.concursolutions.com and some will login using their existing SSO login methods. Only the user interface (UI) on www.concursolutions.com will be changing for legacy SSO clients.
- If clients are enforcing SSO login for all users, then users will not be affected.

⚠ IMPORTANT: All clients must migrate to the new SSO service. The legacy SSO service will be available until all clients have migrated.

NOTE: The new SAML2 service is independent of existing SSO services. Setting up a new SSO connection on SAML2 does not interrupt existing SSO connections. Existing clients can remain legacy SSO clients while migrating to the new SAML2 service.



Refer to the *Authentication | Single Sign-On (SSO) Self-Service Option (End of October)* release note in this document.

Impacts to TMC and Test Users

SSO enforcement affects all users. The SSO setting is a company-wide setting. Once the Manage Single Sign-On feature is released for general availability, there will be two options for the SSO setting. Most clients will use the *SSO Required* setting to enforce SSO for all users. However, an *SSO Optional* setting will be available for those clients who need more than one sign-in, for example Travel Management Companies (TMCs) or test/training users.

NOTE: The **Is a Test User** setting in a user's profile does not determine how or whether a user can login to SAP Concur; this setting determines what the test user can see once logged into SAP Concur and ensures their test data will not affect real (production) data. For general information about this functionality, refer to the *Shared: Test User Setup Guide*.



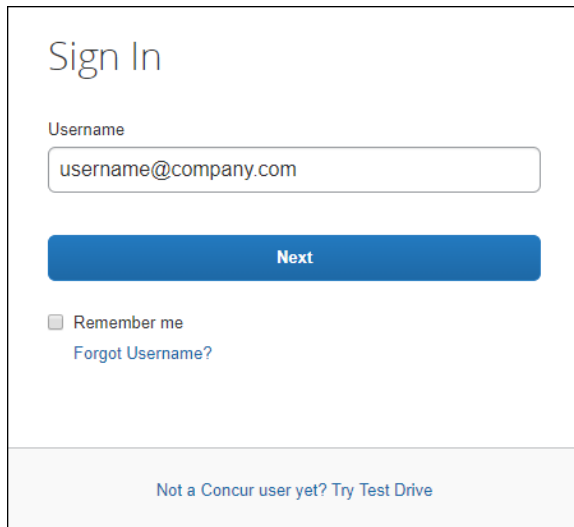
Refer to the *Authentication | Single Sign-On (SSO) Self-Service Option (End of October)* release note in this document.

What the User Sees – Legacy Sign In Page Workflow

The SAP Concur **Sign In** page currently appears with **User Name** and **Password** fields, and a **Sign In** button. Once a user is authenticated, the SAP Concur **Home** page appears.

What the SSO Required User Sees – New Sign In Page Workflow

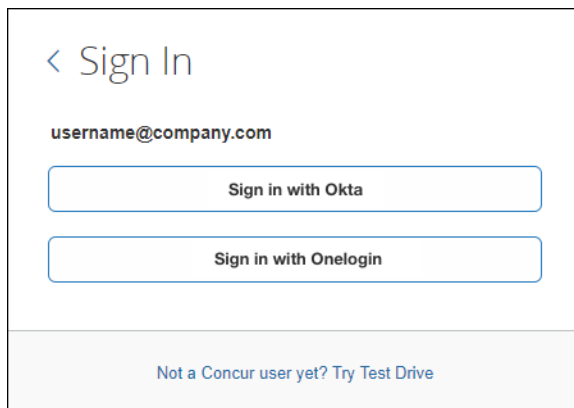
The new SAP Concur **Sign In** page has a **Username** field and a **Next** button. The user types in their username.



The user can select the **Remember me** check box, so their username displays the next time they log in to SAP Concur.

The user then clicks **Next**.

The user is directed to a **Sign In** page with one or multiple Identity Provider (IdP) options. The user clicks on the provider they want to use for SSO authentication.



After being authenticated, the user is directed to the SAP Concur **Home** page.

What the SSO Optional User Sees – New Sign In Page Workflow

The new SAP Concur **Sign In** page has a **Username** field and a **Next** button. The user types in their username.

The screenshot shows a 'Sign In' page. At the top, the text 'Sign In' is displayed. Below it, there is a 'Username' label and a text input field containing 'username@company.com'. A blue button labeled 'Next' is positioned below the input field. Underneath the button, there is a checkbox labeled 'Remember me' and a link labeled 'Forgot Username?'. At the bottom of the page, there is a link that says 'Not a Concur user yet? Try Test Drive'.

The user can select the **Remember me** check box, so their username displays the next time they log in to SAP Concur.

The user then clicks **Next**.

The user can choose to sign-in using SSO or with a username/password.

The screenshot shows a 'Sign In' page with a back arrow and the text '< Sign In'. Below this, the username 'username@company.com' is displayed. There are two options for signing in: a button labeled 'Sign in with SSO' and a link labeled 'Sign in with your password'. At the bottom of the page, there is a link that says 'Not a Concur user yet? Try Test Drive'.

If the user clicks **Sign in with SSO**, the user is directed to the SAP Concur **Home** page.

If the user clicks **Sign in with your password**, the user is directed to a **Sign In** page with a **Password** field. The user enters their password and clicks **Sign In**.

< Sign In

username@company.com

Password

.....

Sign In

Forgot your password?

Not a Concur user yet? Try Test Drive

The system then authenticates the user's credentials. Once the user's password is verified, the SAP Concur **Home** page appears.

What the User with Username/Password Sees – New Sign In Page Workflow

The new SAP Concur **Sign In** page has a **Username** field and a **Next** button. The user types in their username and clicks **Next**.

Sign In

Username

username

Next

Remember me

Forgot Username?

Not a Concur user yet? Try Test Drive

The user can select the **Remember me** check box, so their username displays the next time they log in to SAP Concur.

The user is then directed to a **Sign In** page with a **Password** field.

The user enters their password and clicks **Sign In**.

The system then authenticates the user's credentials. Once the user's password is verified, the SAP Concur **Home** page appears.

Return Users

If a returning user selected the **Remember me** check box during their initial login session, they will see their username display on the **Sign In** page. Users who did not select the **Remember me** check box will log in as they did initially.

The user will click on their username, and then one of the following occurs:

- **SSO Users:** The user is directed to the SAP Concur **Home** page.
- **Users with Usernames and Passwords:** The user is directed to another **Sign In** page where the user enters a password and then clicks **Sign In**. The user is then directed to the SAP Concur **Home** page.

Configuration / Feature Activation

This update automatically occurs; there are no feature configuration steps.

Authentication: Single Sign-On (SSO) Self-Service Option (End of October)

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

Overview

Single Sign-On allows users to access multiple applications using one set of login credentials. Currently, SAP Concur has two methods for signing in: with a user name and password or using SSO with Identity Provider (IdP) credentials, such as a user's login credentials for their organization.

Targeted for the end of October 2019 (not the scheduled monthly release date), SAP Concur is planning to add a Manage Single Sign-On (SSO) feature to SAP Concur products which provides clients with a self-service option for setting up SSO for their organization. SSO is currently supported for Concur Expense, Invoice, Request, and Travel.

The new Manage Single Sign-On (SSO) feature is a replacement tool for clients using existing SSO configuration and a new tool for clients that now want to implement SSO at their organization. Existing SSO configuration and the new SSO Self-Service tool will both be available until everyone has migrated to the new SSO Self-Service tool.

NOTE: Currently, SSO can be configured using the **Security Keys** page.

The new Manage SSO feature includes the following:

- A free, self-service option for setting up SSO at your organization; this new feature is automatically available to all clients
- The new SAML2 service which complies with SAML 2.0 and is a current industry standard
- Encrypted SAML assertion to address privacy and security concerns
- Enforcement of SSO at the company level (the ability to select SSO as optional is also available)
- The ability to upload multiple Identity Provider (IdP) metadata
- The ability to download SAP Concur Service Provider metadata

NOTE: Supported IdPs include any IdP that can send SAP Concur standard SAML 2.0 SAML assertions, such as: ADFS, Azure AD, Okta, Ping, G Suite, Sitemaster, Centrify, OneLogin, and VMWare Workplace One.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides SAP Concur clients with a self-service option for setting up SSO and for existing SSO clients who must eventually migrate to the new SSO service to manage SSO for their users.

Important – Migration for Legacy SSO Clients

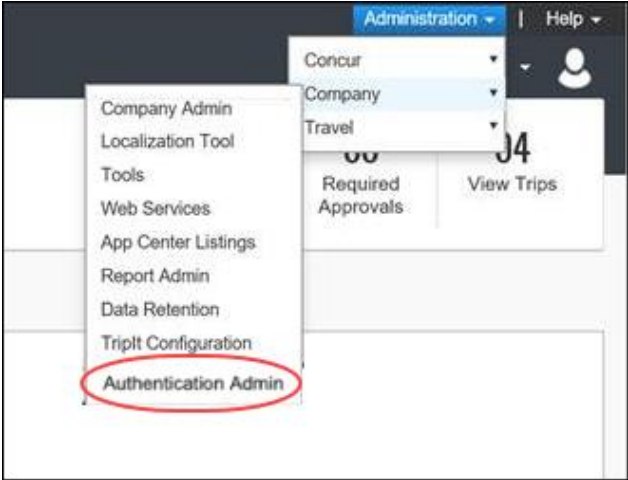
The Manage Single Sign-On feature is the tool that legacy SSO clients will use to migrate to the new SSO service. Client admins will configure the feature and connect to the new SSO service on the **Manage Single Sign-On** page.

NOTE: The new SAML2 service is independent of existing SSO services. Setting up a new SSO connection on SAML2 does not interrupt existing SSO connections. Existing clients can remain legacy SSO clients while migrating to the new SAML2 service.

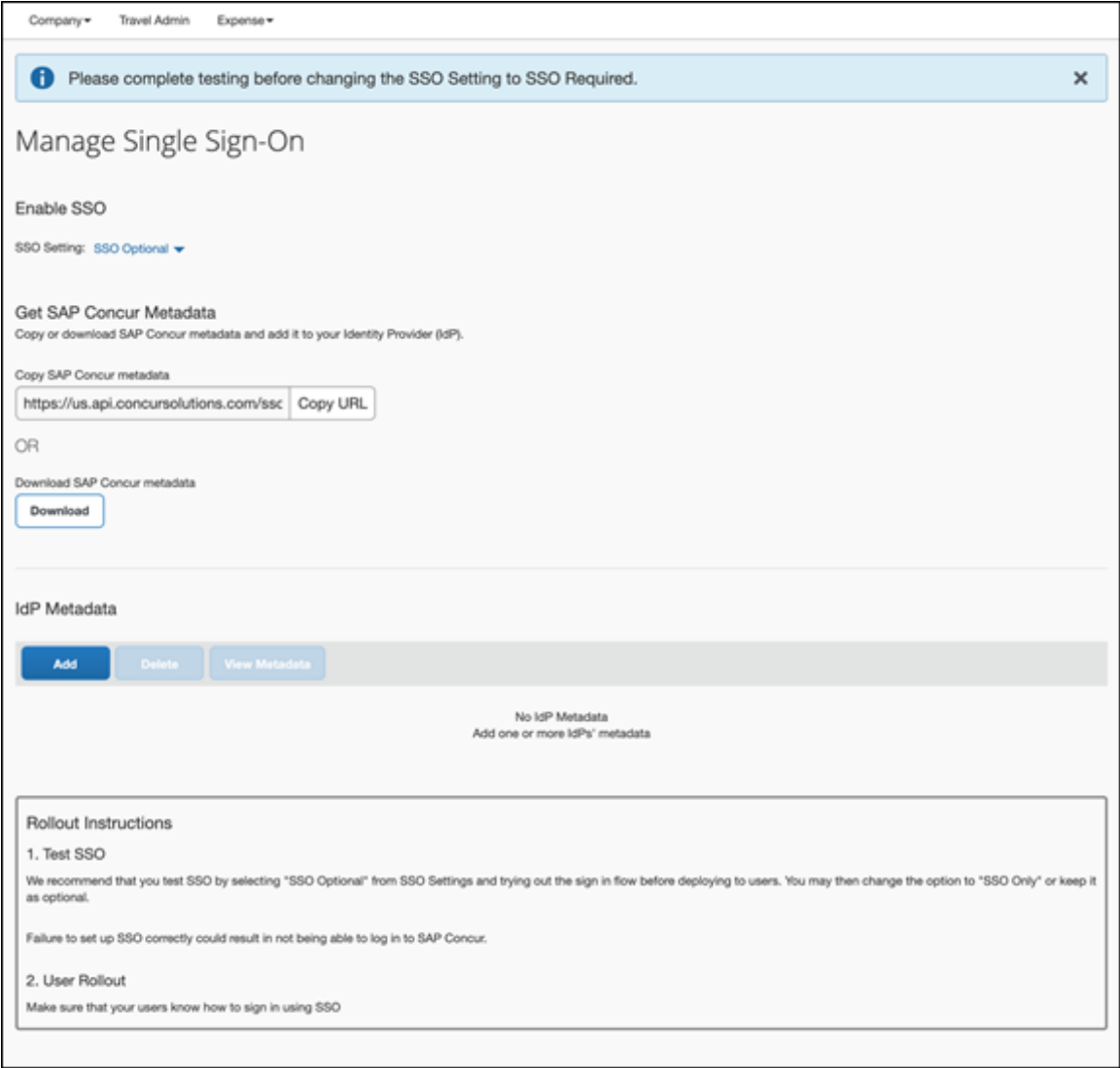
 Refer to the *Authentication | New SAP Concur Sign In Page (End of October)* release note in this document.

What the Admin Sees

Once the proper permissions are assigned (as described in the configuration information below), the admin sees a new **Authentication Admin** menu option in the **Administration > Company** menu. The **Authentication Admin** menu has a **Manage Single Sign-On** menu item.



When clicked, the **Manage Single Sign-On** page appears.



Configuration / Feature Activation

CLIENTS WITH CONCUR TRAVEL

For clients who also have Concur Travel, the new **Authentication Admin** menu automatically appears for all users who have the Company Administration (Travel) permission.

To provide access to additional users, the client can assign the Company Administration (Travel) permission using **Administration > Company > Company Admin > User Permissions** (left menu) and then click the **Travel** tab.

CLIENTS WITHOUT CONCUR TRAVEL

For clients who do not have Concur Travel, to obtain the proper permissions, call SAP Concur support for assistance. SAP Concur support will assign the proper permissions for the desired users.

Once the proper permissions are assigned, the **Authentication Admin** menu option appears for those users.



For more information, refer to the *Shared: Manage SSO Setup Guide*, which will be published after the feature is available.

Authentication: Change in IP Restrictions

Overview

When a user signs in to SAP Concur, one of the validation processes includes checking for and adhering to any IP Restrictions (IPRs). IPRs are specific IPs or IP ranges that are defined by a company to restrict the IPs from which their users can sign in to SAP Concur. An IPR can be a string that contains a list of acceptable IP addresses and/or IP address patterns, for example:
 "170.242.6.43;170.243.70.42;170.243.70.43;171.159.*.*".

NOTE: IPRs are set and modified only by SAP Concur, using a Module Property. Though Module Properties are technically Travel settings, this one can be included in any custom configuration of Travel, Expense, Invoice, or Request. So, companies can use IPRs, even if they do not use Travel.

Currently, IPRs are set for each of a company's travel configurations, which creates maintenance issues for companies with many travel configurations and provides opportunities for errors. In addition, new travel configurations are not automatically included and can easily be forgotten.

With this release, SAP Concur will change this setting from a configuration-level setting to a company-level setting. With the change, one set of IPRs will apply to the entire company.

Be aware that there are very few customers who will be affected by this change. In addition, all of the affected customers will be contacted individually – in advance – by SAP Concur to make any required settings changes.

BUSINESS PURPOSE / CLIENT BENEFIT

Customers who use IPRs can be assured that the IPRs apply to the entire company.

What the User Sees

The user will see no difference in signing in or using any SAP Concur service.

Configuration / Feature Activation

This change will occur automatically; there are no additional configuration or activation steps. In addition, those customers who are affected by this change will be contacted by SAP Concur.

File Transfer Updates: Source IP Checking (EMEA)

Overview

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

SAP Concur will implement source Internet Protocol (IP) checking for all European, the Middle Eastern, and African (EMEA) file transfer accounts on October 21st, 2019.

This announcement pertains to the following file transfer DNS endpoint:

- st-eu.concursolutions.com

IP addresses from recent successful logins will be added by SAP Concur to the SAP Concur ACL. Please contact SAP Concur support to have any additional, required IP addresses added to the SAP Concur access control list (ACL).

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security for file transfers.

Configuration / Feature Activation

Please contact SAP Concur support for further assistance.



For more information, refer to the *Shared: File Transfer for Customers and Vendors User Guide*. **NOTE:** This document has been relocated from the fact sheets landing page to the user guides landing page.

File Transfer Updates: Support Ending for Unsecure SSH Protocol Algorithms/Ciphers (Oct 14, 2019)

Overview

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

As of 8 AM PDT, October 14, 2019, SAP Concur will no longer support the following unsecure SSH protocol algorithms/ciphers:

- (key exchange) diffie-hellman-group-exchange-sha1
- (encryption) aes128-cbc
- (encryption) aes192-cbc
- (encryption) aes256-cbc
- (message authentication code) hmac-md5
- (message authentication code) hmac-sha1-96
- (message authentication code) hmac-md5-96

This announcement pertains to the following file transfer DNS endpoints:

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

If assistance is required, please contact SAP Concur support.



For more information, refer to the *Shared: File Transfer for Customers and Vendors User Guide*. (This guide is located with the other Expense, Invoice, and/or Request setup and user guides.)

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security for file transfers.

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

Information First Published	Information Last Modified	Feature Target Release Date
July 12, 2019	September 18, 2019	Phase I: July 2019 Phase II: July 2020
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

Overview

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

Clients currently using HMAC are encouraged to migrate to the SSO self-service tool as soon as it is released (targeted for the end of October; not on the scheduled monthly release date). The new SSO self-service tool will be offered as a free feature to all clients. The new SSO self-service tool allows multiple portals (Identity Providers) to be added.

The HMAC deprecation includes two phases:

Phase I:

- Clients need to have an Identity Provider (IdP) or a custom SAML 2.0 solution.
- Clients begin testing the new SSO self-service tool. Testing can begin as soon as July 2019 if preparation steps have been met. (See below for more information.)
- Clients prepare for onboarding new clients using the new SSO self-service tool, which is targeted for release at the end of October 2019 (not on the scheduled monthly release date).
- Once the SSO tool is available, clients will be notified via release notes about the official deprecation date of HMAC. As of the official deprecation date, no new clients can be onboarded using HMAC; new clients must be onboarded using the new SSO self-service tool.
- Existing clients using HMAC need to be migrated using the new SSO self-service tool.

Phase II:

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

BUSINESS PURPOSE / CLIENT BENEFIT

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

Important – Migration for TMCs

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

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

To prepare for Phase I of the HMAC deprecation:

- TMCs first need to support SAML 2.0. TMCs need to contract for or develop their SAML 2.0 solution. TMCs need to have an Identity Provider (IdP).
- Once support for SAML 2.0 is complete, TMCs that need more information can open a case with SAP Concur support. The new SSO self-service tool will be offered as a free feature to all clients. TMCs do not need to use the online order form to request setup.

Important – Migration for Legacy HMAC Clients

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

To prepare for Phase I of the HMAC deprecation:

- Clients need to have an Identity Provider (IdP) or a custom SAML 2.0 solution.
- Clients can configure the SSO self-service tool as soon as it is released **at the end of October 2019 (not on the scheduled monthly release date)**.



Refer to the *Authentication | Single Sign-On (SSO) Self-Service Option (End of October)* release note in this document.

Screen Share for Customers with the User Support Desk Service**Overview**

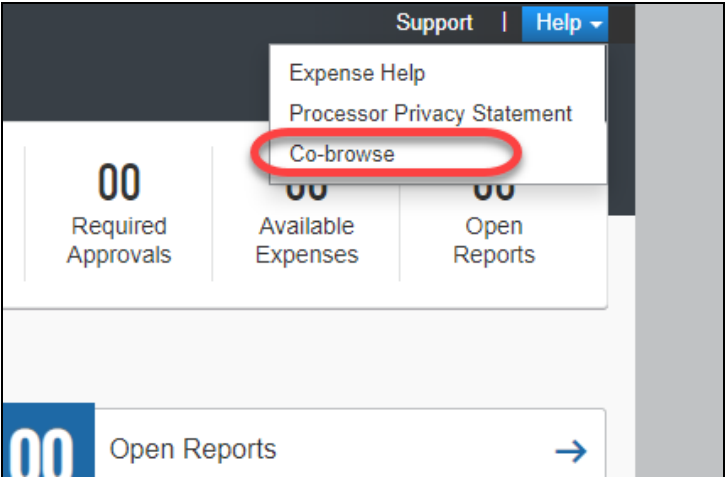
Recently, SAP Concur support introduced the Co-browse feature for all Authorized Support Contacts (ASCs). With this release, SAP Concur End User Support will provide the same screen-share service for companies that use the User Support Desk (USD) service. USD is an SAP Concur service that provides direct Help Desk services for the company's end users. These end users will now be able to use the co-browse feature.

BUSINESS PURPOSE / CLIENT BENEFIT

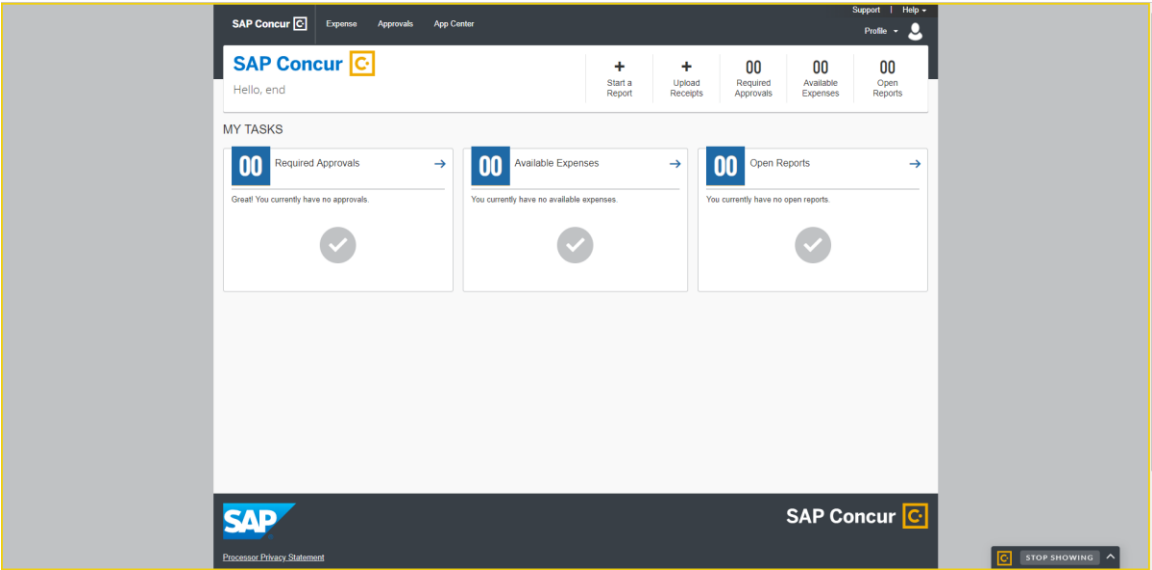
Screen sharing often makes a problem easier to describe, easier to understand, and quicker to resolve – saving time for end users and SAP Concur support.

What the User Sees

With this release, end users will see the new **Co-browse** option on their **Help** menu, if their company uses the USD service.



If an end user (using the USD service) contacts SAP Concur support and if the Support Engineer believes a screen sharing session would be helpful, the Support Engineer will invite the user to click the link and share their screen. The pages shared with the Support Engineer will have a yellow border, clearly indicating to the user that they are sharing the screen.



The Co-browse feature allows the Support Engineer to see the concursolutions.com web page on the user's computer but no other webpage or application that may be running on the user's computer. The user can stop sharing the screen at any time.

Note the following:

- If the user clicks the **Co-browse** link but is **not** on a call (or live chat) with SAP Concur support, there is no screen sharing. The process works only when the user and the Support Engineer are working together and the user provides permission.
- There is no way for the Support Engineer to access the user's screen without the user's permission.
- The Support Engineer cannot control the user's screen – Co-browse provides view-only access.
- The Support Engineer cannot see, collect, or record any personal information like passwords, credit cards, or passport details.
- The Support Engineer does not record the screen-sharing sessions.

Configuration / Feature Activation

The feature is automatically enabled for end users in companies that use the User Support Desk service. There are no additional configuration or activation steps.

Miscellaneous: Expanding the SAP Concur Quick Help Tool for Administrators

Overview

For clients who use the SAP Concur Quick Help, be aware that it will be expanded with this release. Quick Help helps manage diverse client expectations with a wide variety of support resources in the form of multi-step tutorials, help videos, and documents that are easily available when they log into their SAP Concur resources.

In addition to self-service content, the Quick Help tool makes it easier for the client's SAP Concur admin to contact SAP Concur for assistance via chat and phone.

Quick Help has been available on limited admin pages to the client's SAP Concur admin and – with the September release – we are expanding it to all pages. That is, if a user has an admin role/permission, then that user will see the Quick Help on all pages.

This tool is free of charge to all clients who have Expense, Invoice, Request, or Travel.



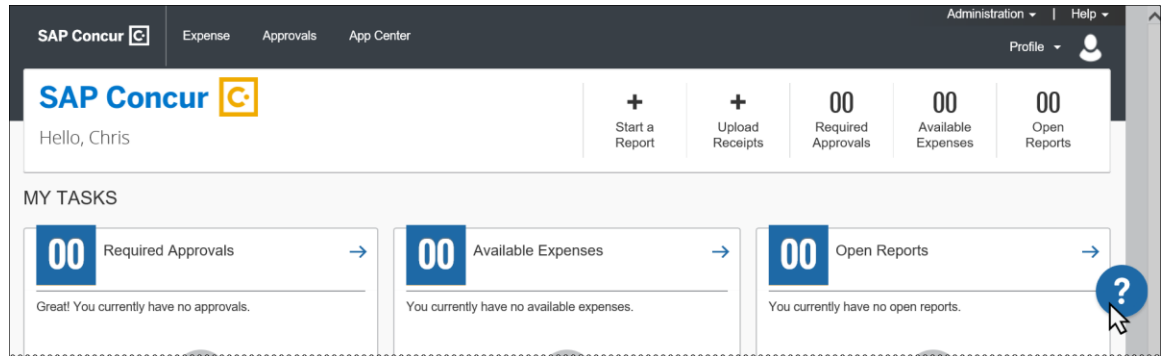
For more information about this tool, refer to this video: [SAP Concur Professional Edition Quick Help](#)

BUSINESS PURPOSE / CLIENT BENEFIT

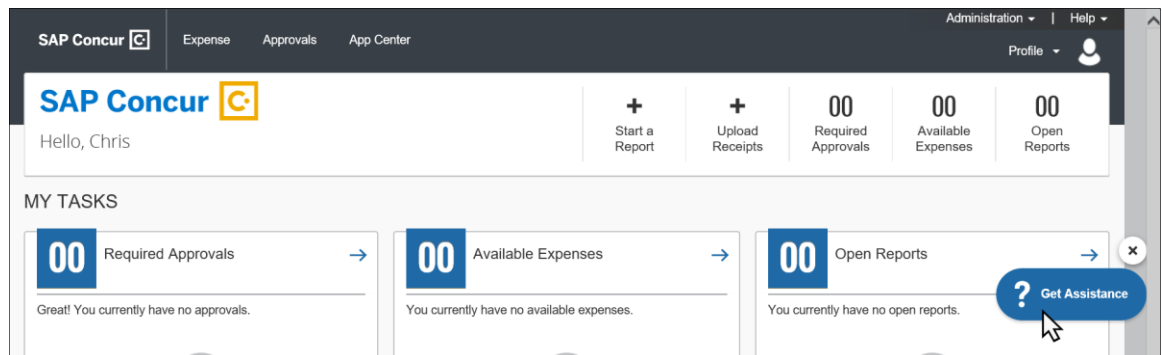
SAP Concur Quick Help tool is used to accelerate client onboarding and to create a quick and efficient way for clients to find easy-to-access help on their own while they're logged into their SAP Concur site.

What the Admin Sees

The admin can access Quick Help by logging into their site and hovering the mouse pointer over the question mark in the blue circle on the right.



The admin then clicks the expanded blue circle that says **Get Assistance**. This launches the Quick Help panel on the right side of the page.



Configuration / Feature Activation

For clients who already use the tool, the enhancement is automatically available; there are no additional configuration or activation steps.

For clients who are interested in using the SAP Concur Quick Help, contact SAP Concur support for assistance activating the tool.

Planned Changes

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

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

SAP Concur Platform

Planned Changes Concur Request APIs v4

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

Overview

SAP Concur will soon be releasing Concur Request v4 APIs for clients and partners. We are targeting to release v4 in December 2019.

With v4, Concur has made great enhancements to the existing Request endpoints, and is now offering the ability for a client and/or a partner to interact with Concur Request to do the following:

- Get the list of existing Requests
- Get detailed information of an existing Request
- Create, Read, Update or Delete an existing Request
- Move an existing Request through the approval flow with one of the following available actions: Submit, Approve, Recall, Cancel, Close, or Reopen
- Get the list of expected expenses (including trip segments) attached to a Request
- Create, Read, Update or Delete an expected expense for a Request
- Get information of a travel agency office
- Get the list of active Request policies for a given user

Background

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

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

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

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

Permissions

In addition to the existing user-level permissions, the Concur Request v4 APIs are based on the most recent secured Authentication service and SAP Concur's new Oauth2 framework, which manages the authorization for company-level permissions. Clients and/or partners can now use a single token/permission to interact with Request on behalf of all company users.

BUSINESS PURPOSE / CLIENT BENEFIT

These enhancements will provide more options and abilities for developers using SAP Concur's platform with Request.

Configuration / Feature Activation

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

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

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

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

Overview

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

BUSINESS PURPOSE / CLIENT BENEFIT

The Concur Request APIs v1.0, v3.0 and v3.1 only support the previous authentication method, which is not best security practice and does not meet the Oauth2 standards. In addition, the previous versions of the Concur Request APIs

provided limited possibilities for moving a Request through the approval workflow, as well as managing custom simple & connected list fields. These issues are resolved with the new Concur Request v4 APIs.

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

Client Notifications

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

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

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



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

Subprocessors

SAP Concur Non-Affiliated Subprocessors

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

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

Additional Release Notes and Other Technical Documentation

Online Help – Admins

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

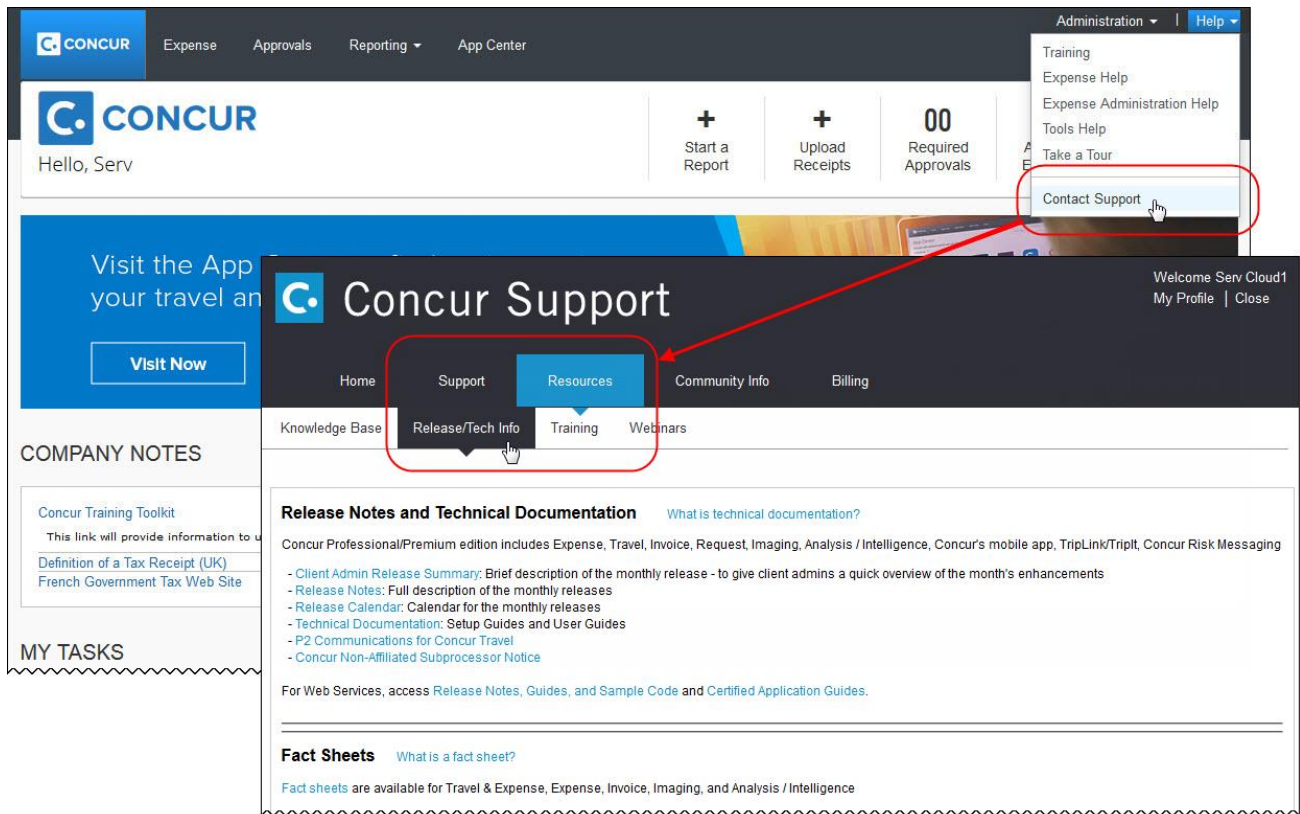
The screenshot shows the SAP Concur user interface. At the top, there is a navigation bar with various menu items: Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. On the far right, there is an 'Administration' dropdown and a 'Help' button. The 'Help' dropdown menu is open, showing options like Training, Request Help, and Request Administration Help (which is circled in red). Below the navigation bar, the user's name 'Hello, Chris' is displayed, along with several status indicators: '+ New', '00 Required Approvals', '00 Authorization Requests', and '00 Payment Requests'. There are also buttons for 'Available Expenses' and 'Open Reports'. The main content area is titled 'Using Online Help' and contains a sidebar with various links. One link, 'Request Professional Administration Guides', is circled in red. Below the sidebar, there 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**.



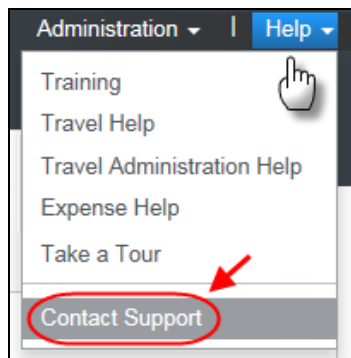
Cases

Steps for Getting a Status

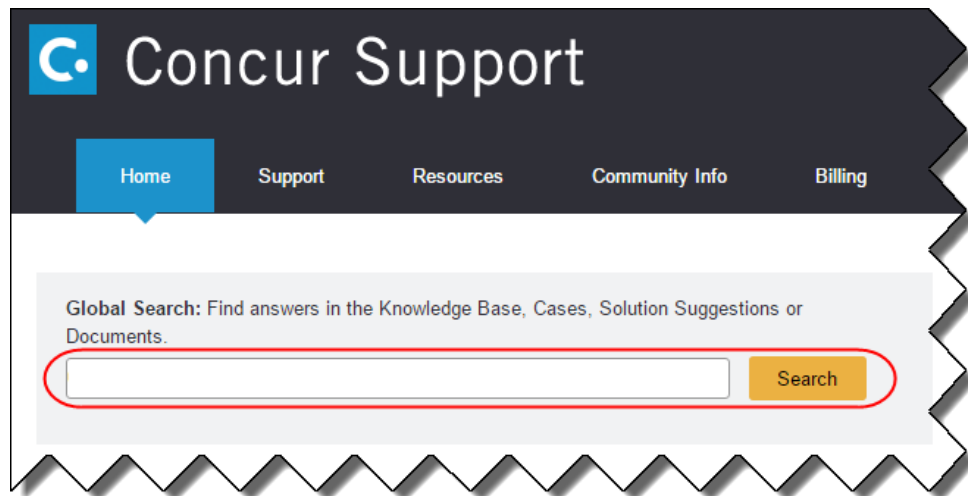
Each service release contains case resolutions.

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

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



The **Concur Support** page displays.



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

3. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

Resolved Cases

Case ID	Description
CRMC-128927, CRMC-131105	The country code is not saved with the selected location even though the location has a country associated with it in the database.
CRMC-130475	Proposal workflow is blocked due to PastDate exception even though the approval deadline date is in the future.
CRMC-135258	The tag is displayed in the Comment section on the printed report for all requests that have more than one comment.
CRMC-136014	Sometimes the segment types for Request Professional edition are displayed on the Manage Segment Types for Request page in Request Standard edition and sometimes the segment types cannot be edited on the page.
CRMC-136949	Date and time stamp for the First Approval Date field on the Excel report is in the UTC time zone instead of the time zone of the user viewing the report.
CRMC-137930	The request administrator receives an application error when attempting to delete a workflow step from the approval workflow.
CRMC-138396	Performance issues when adding an attendee in Authorization Request and Request after adding a new field to the attendee form.

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SAP Concur Release Notes Authorization Request	
Month	Audience
Release Date: October 12, 2019 Initial Post: Thursday, October 3, 8:15 AM PT	Client – FINAL

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Release Notes

General

October 2019 Release Cancelled

The October 2019 release is cancelled. The next release is scheduled for November 2019.

SAP Concur Release Notes	
Authorization Request	
Month	Audience
Release Date: November 9, 2019 Update #1: Thursday, January 23, 3:30 PM PT	Client – FINAL

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Summary

IMPORTANT

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

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

Release Notes

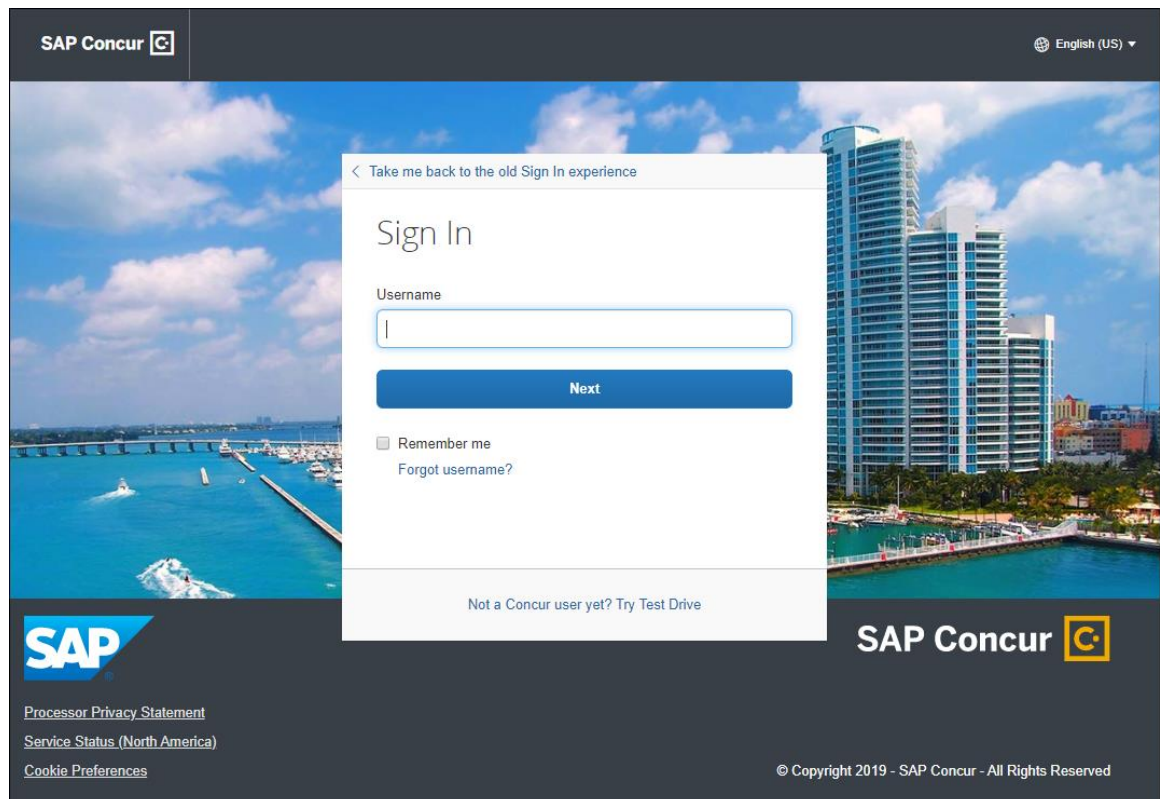
Request

Authentication: New SAP Concur Sign In Page (October 31)

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

Overview

SAP Concur now has a new **Sign In** page, providing a new login experience for both direct SAP Concur username/password users and Single Sign-On (SSO) users. SSO users will start the SP-initiated SSO login process at www.concursolutions.com. This change occurred on October 31, 2019 (not on the scheduled monthly release). Initially, the new **Sign In** page is visible to only a small percentage of users. Availability will gradually increase throughout November 2019 until all SAP Concur users have the option to use the new **Sign In** page.



The new SAP Concur **Sign In** page features a two-step login process that provides enhanced security, meets current industry standards, and provides a better login success rate.

BUSINESS PURPOSE / CLIENT BENEFIT

This feature provides better security and a faster, convenient experience for users logging in to SAP Concur products and services.

Important – Migration for Legacy SSO Clients

For legacy SSO clients who have not yet migrated to the new SSO service, their users can still login as usual once the new service is released.

Once the new SSO service is released, the following will occur:

- If legacy SSO clients are not enforcing SSO login for all users, some of their users will login at www.concursolutions.com and some will login using their existing SSO login methods. Only the user interface (UI) on www.concursolutions.com will be changing for legacy SSO clients.
- If clients are enforcing SSO login for all users, then users will not be affected.

⚠ IMPORTANT: All clients must migrate to the new SSO service. The legacy SSO service will be available until all clients have migrated.

NOTE: The majority of existing SSO users will not see the option to use SSO on the new **Sign In** page because these clients have not yet migrated to the new SAP Concur SSO service. The new SSO service is independent of existing SSO services. Setting up a new SSO connection does not interrupt existing SSO connections. Existing clients can remain legacy SSO clients while migrating to the new SAP Concur SSO service.



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

Impacts to TMC and Test Users

SSO enforcement affects all users. The SSO setting is a company-wide setting. Once the Manage Single Sign-On feature is released for general availability, there will be two options for the SSO setting. Most clients will use the *SSO Required* setting to enforce SSO for all users. However, an *SSO Optional* setting will be available for those clients who need more than one sign-in, for example Travel Management Companies (TMCs) or test/training users.

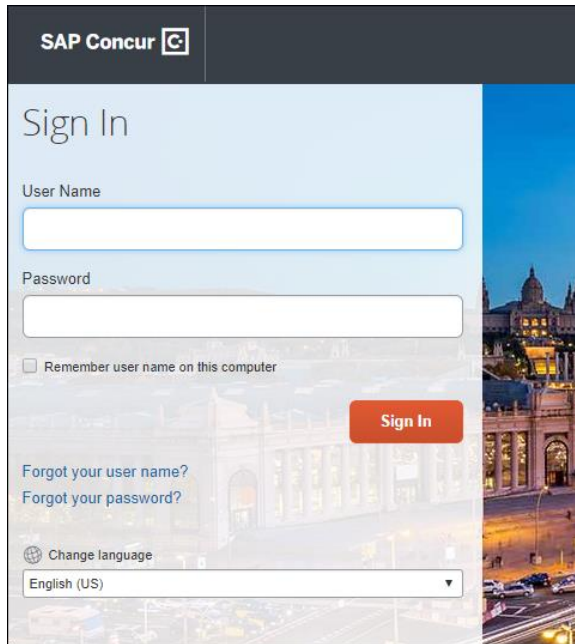
NOTE: The **Is a Test User** setting in a user's profile does not determine how or whether a user can login to SAP Concur; this setting determines what the test user can see once logged into SAP Concur and ensures their test data will not affect real (production) data. For general information about this functionality, refer to the *Shared: Test User Setup Guide*.



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

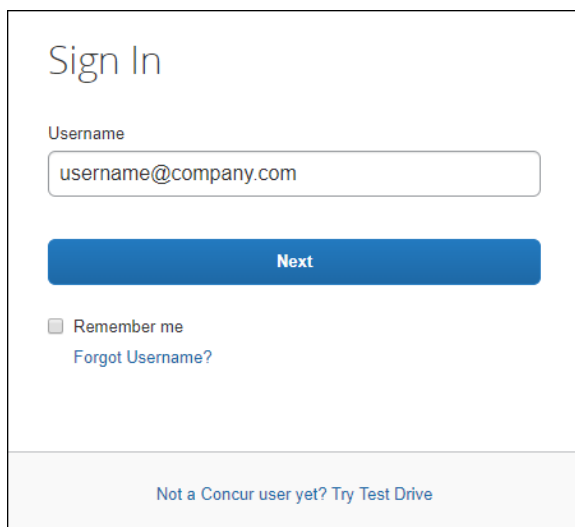
What the User Sees – Legacy Sign In Page Workflow

The legacy SAP Concur **Sign In** page appeared with **User Name** and **Password** fields, and a **Sign In** button. Once a user was authenticated, the SAP Concur **Home** page appeared.



What the SSO Required User Sees – New Sign In Page Workflow

The new SAP Concur **Sign In** page has a **Username** field and a **Next** button. The user types in their username.



The user can select the **Remember me** check box, so their username displays the next time they log in to SAP Concur.

The user then clicks **Next**.

The user is directed to a **Sign In** page with one or multiple Identity Provider (IdP) options. The user clicks on the provider they want to use for SSO authentication.

< Sign In

username@company.com

Sign in with Okta

Sign in with Onelogin

Not a Concur user yet? Try Test Drive

After being authenticated, the user is directed to the SAP Concur **Home** page.

What the SSO Optional User Sees – New Sign In Page Workflow

The new SAP Concur **Sign In** page has a **Username** field and a **Next** button. The user types in their username.

Sign In

Username

username@company.com

Next

Remember me

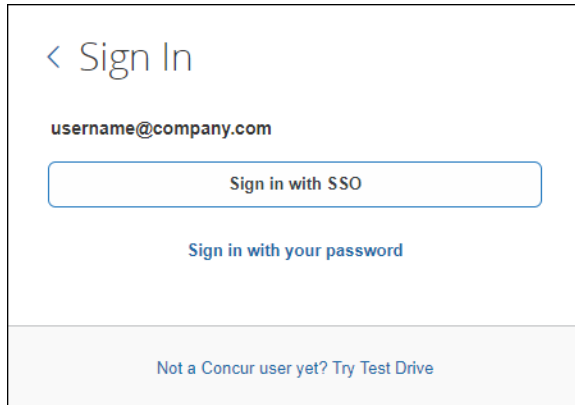
[Forgot Username?](#)

Not a Concur user yet? Try Test Drive

The user can select the **Remember me** check box, so their username displays the next time they log in to SAP Concur.

The user then clicks **Next**.

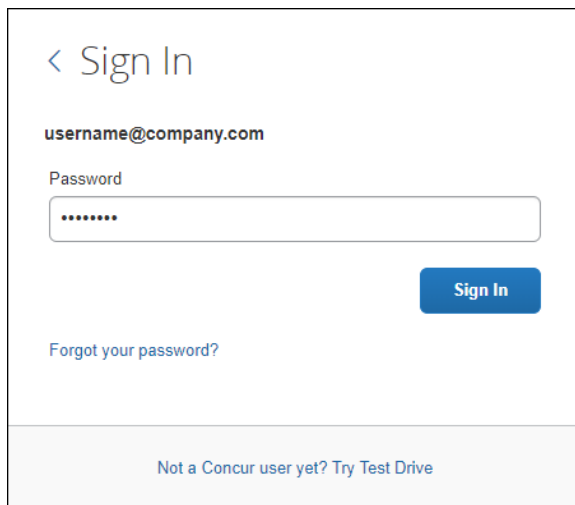
The user can choose to sign-in using SSO or with a username/password.



The screenshot shows a mobile-style sign-in interface. At the top left is a back arrow and the text "Sign In". Below this is the email address "username@company.com". There are two main options: a button labeled "Sign in with SSO" and a link labeled "Sign in with your password". At the bottom of the page is a footer link: "Not a Concur user yet? Try Test Drive".

If the user clicks **Sign in with SSO**, the user is directed to the SAP Concur **Home** page.

If the user clicks **Sign in with your password**, the user is directed to a **Sign In** page with a **Password** field. The user enters their password and clicks **Sign In**.



The screenshot shows the password entry step of the sign-in process. It features the same "Sign In" header and email address as the previous screen. Below the email is a "Password" label and a text input field containing seven dots. To the right of the password field is a blue "Sign In" button. Below the button is a link for "Forgot your password?". The footer link "Not a Concur user yet? Try Test Drive" is also present.

The system then authenticates the user's credentials. Once the user's password is verified, the SAP Concur **Home** page appears.

What the User with Username/Password Sees – New Sign In Page Workflow

The new SAP Concur **Sign In** page has a **Username** field and a **Next** button. The user types in their username and clicks **Next**.

The screenshot shows the 'Sign In' page. At the top, the text 'Sign In' is displayed. Below it is a 'Username' label followed by a text input field containing the text 'username'. Underneath the input field is a blue button labeled 'Next'. Below the button is a checkbox labeled 'Remember me' and a link labeled 'Forgot Username?'. At the bottom of the page, there is a link that says 'Not a Concur user yet? Try Test Drive'.

The user can select the **Remember me** check box, so their username displays the next time they log in to SAP Concur.

The user is then directed to a **Sign In** page with a **Password** field.

The screenshot shows the 'Sign In' page. At the top, there is a back arrow and the text 'Sign In'. Below it is a 'username' label followed by a text input field containing the text 'username'. Underneath the input field is a 'Password' label followed by a password input field containing several dots. To the right of the password field is a blue button labeled 'Sign In'. Below the button is a link labeled 'Forgot your password?'. At the bottom of the page, there is a link that says 'Not a Concur user yet? Try Test Drive'.

The user enters their password and clicks **Sign In**.

The system then authenticates the user's credentials. Once the user's password is verified, the SAP Concur **Home** page appears.

Return Users

If a returning user selected the **Remember me** check box during their initial login session, they will see their username display on the **Sign In** page. Users who did not select the **Remember me** check box will log in as they did initially.

The user will click on their username, and then one of the following occurs:

- **SSO Users:** The user is directed to the SAP Concur **Home** page.
- **Users with Usernames and Passwords:** The user is directed to another **Sign In** page where the user enters a password and then clicks **Sign In**. The user is then directed to the SAP Concur **Home** page.

Configuration / Feature Activation

This update automatically occurred; there are no feature configuration steps.

Authentication: Single Sign-On (SSO) Self-Service Option Date Change – STATUS UPDATE

This feature is no longer targeted for October 2019 and is not targeted for the current release. This release note has been moved to the [Shared Planned Changes Release Notes](#).

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

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

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

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

Email Reminder for Requests Nearing Expiration

Overview

When pre-authorized requests have not been fully expensed and the request's number of active days remaining is nearing zero, an email reminder can now be configured to send employees an email reminder to submit expense entries for the remaining request amounts. The email reminder can be configured to trigger the reminder based on the request's total remaining amount and the request's expiration date.

BUSINESS PURPOSE / CLIENT BENEFIT

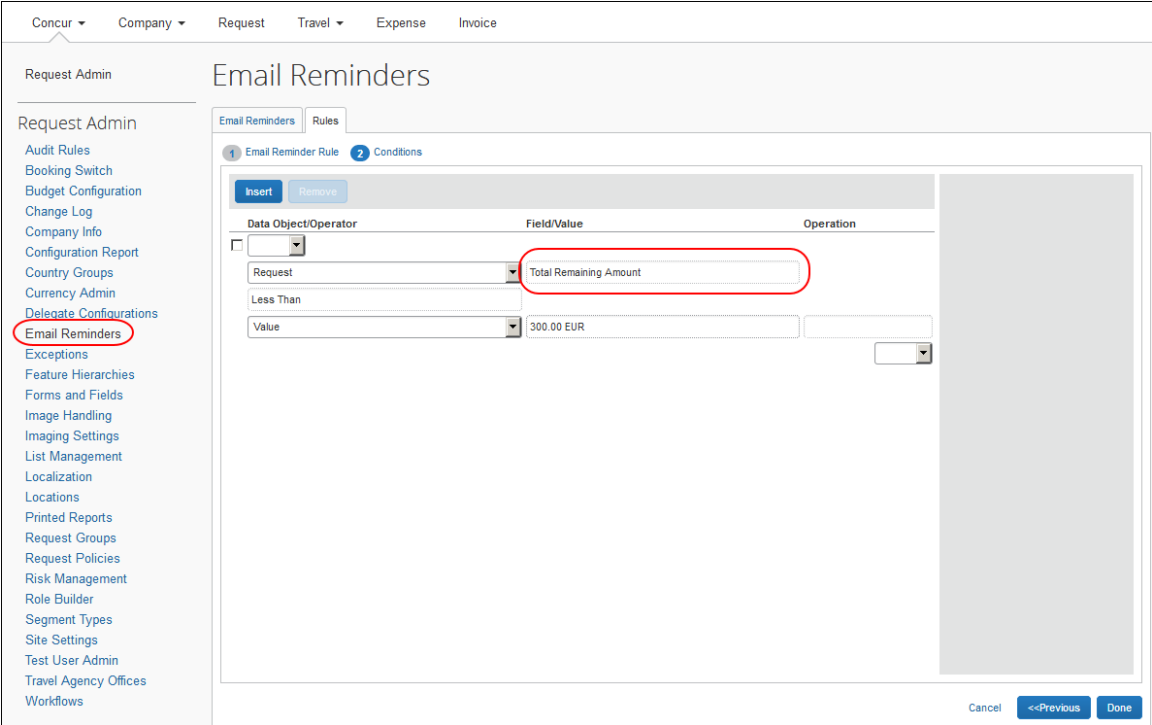
This update provides additional email notification configurability to ensure employees can be reminded to finish submitting expense entries for a request before the request expires.

What the Admin Sees

With this release, SAP Concur administrators for Concur Request can now create an email reminder rule condition for the **Expiration Date** and the **Total Remaining Amount** fields on the **Rules** tab on the **Email Reminders** page (**Administration > Request > Request Administration > Email Reminders**).

On the **Rules** tab, *Total Remaining Amount* and *Expiration Date* are now available for selection from the **Field/Value** list when *Request* is selected from the **Data Object/Operator** list.

Example of an email reminder rule condition for the **Total Remaining Amount** field.



Example of an email reminder rule condition for the **Expiration Date** field.

The screenshot displays the SAP Concur 'Email Reminders' configuration page. The left-hand navigation menu has 'Email Reminders' highlighted with a red circle. The main content area is titled 'Email Reminders' and shows a configuration table with the following structure:

Data Object/Operator	Field/Value	Operation
Request	Expiration Date	
Is Before		
Value	10/10/2019	

Buttons at the bottom right include 'Cancel', '<<Previous', and 'Done'.

Configuration / Feature Activation

This change will be automatically made; there will be no additional configuration or activation steps for this change.

File Transfer Updates: New SAP Concur IP Address (EMEA) (November 23, 2019)

Overview

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

SAP Concur will change the IP address for `st-eu.concursolutions.com` from `84.14.175.233` to `46.243.56.11` on November 23, 2019 during the Europe, the Middle East, and Africa (EMEA) region's maintenance window.

Clients whose file transfers protocols use the SAP Concur DNS endpoint (`st-eu.concursolutions.com`) to connect are not impacted by this change.

Clients who connect via IP address will need to connect to the SAP Concur DNS endpoint (`st-eu.concursolutions.com`) or the new IP address as of November 23, 2019.

SAP Concur recommends connecting to DNS endpoint st-eu.concursolutions.com to avoid connection issues if the SAP Concur IP address changes.

This announcement pertains to the following file transfer DNS endpoint:

- st-eu.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides greater security for file transfers.

Configuration / Feature Activation

This change will be made by SAP Concur on November 23, 2019 during the EMEA maintenance window. For assistance, contact SAP Concur support.



For general information about file transfer functionality, refer to the *Shared: File Transfer for Customers and Vendors User Guide*.

File Transfer Updates: Source IP Checking (EMEA)

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

File Transfer Updates: Support Ended for Unsecure SSH Protocol Algorithms/Ciphers (October 14, 2019)

Overview

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

As of 8 AM PDT, October 14, 2019, SAP Concur no longer supports the following unsecure SSH protocol algorithms/ciphers:

- (key exchange) diffie-hellman-group-exchange-sha1
- (encryption) aes128-cbc
- (encryption) aes192-cbc
- (encryption) aes256-cbc
- (message authentication code) hmac-md5
- (message authentication code) hmac-sha1-96
- (message authentication code) hmac-md5-96

This announcement pertains to the following file transfer DNS endpoints:

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

If assistance is required, please contact SAP Concur support.



For more information, refer to the *Shared: File Transfer for Customers and Vendors User Guide*.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security for file transfers.

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

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

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

Overview

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

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

The HMAC deprecation includes two phases:

Phase I:

- Clients need to have an Identity Provider (IdP) or a custom SAML 2.0 solution.
- Clients begin testing the new SSO self-service tool. (See below for more information.)

- Clients prepare for onboarding new clients using the new SSO self-service tool, which is targeted for release **in Q1 2020**.
- Once the SSO tool is available, customers will be notified via release notes about the official deprecation date of HMAC. As of the official deprecation date, no new clients can be onboarded using HMAC; new clients must be onboarded using the new SSO self-service tool.
- Existing clients using HMAC need to be migrated using the new SSO self-service tool.

Phase II:

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

BUSINESS PURPOSE / CLIENT BENEFIT

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

Important – Migration for TMCs

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

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

To prepare for Phase I of the HMAC deprecation:

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

Important – Migration for Legacy HMAC Clients

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

To prepare for Phase I of the HMAC deprecation:

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

More Information



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

Planned Changes

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

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

Next Generation (NextGen) Request

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

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

Overview

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

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

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

BUSINESS PURPOSE / CLIENT BENEFIT

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

Products and Users Affected

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

These UI changes will apply to:

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

IMPORTANT! Timeline and Milestones

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

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

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

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

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

Transition Materials – Guides and Other Resources

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

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

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

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

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

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

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

Get Started

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

More Information

Additional information will be available in future release notes.

SAP Concur Platform

Planned Changes Concur Request APIs v4

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

Overview

SAP Concur will soon be releasing Concur Request v4 APIs for clients and partners. We are targeting to release v4 in December 2019.

With v4, Concur has made great enhancements to the existing Request endpoints, and is now offering the ability for a client and/or a partner to interact with Concur Request to do the following:

- Get the list of existing Requests
- Get detailed information of an existing Request
- Create, Read, Update or Delete an existing Request
- Move an existing Request through the approval flow with one of the following available actions: Submit, Approve, Recall, Cancel, Close, or Reopen
- Get the list of expected expenses (including trip segments) attached to a Request
- Create, Read, Update or Delete an expected expense for a Request

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

Background

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

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

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

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

Permissions

In addition to the existing user-level permissions, the Concur Request v4 APIs are based on the most recent secured Authentication service and SAP Concur's new OAuth2 framework, which manages the authorization for company-level permissions. Clients and/or partners can now use a single token/permission to interact with Request on behalf of all company users.

BUSINESS PURPOSE / CLIENT BENEFIT

These enhancements will provide more options and abilities for developers using SAP Concur's platform with Request.

Configuration / Feature Activation

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

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

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

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

Overview

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

BUSINESS PURPOSE / CLIENT BENEFIT

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

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

Client Notifications

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

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

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



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

Subprocessors

SAP Concur Non-Affiliated Subprocessors

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

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

Additional Release Notes and Other Technical Documentation

Online Help – Admins

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

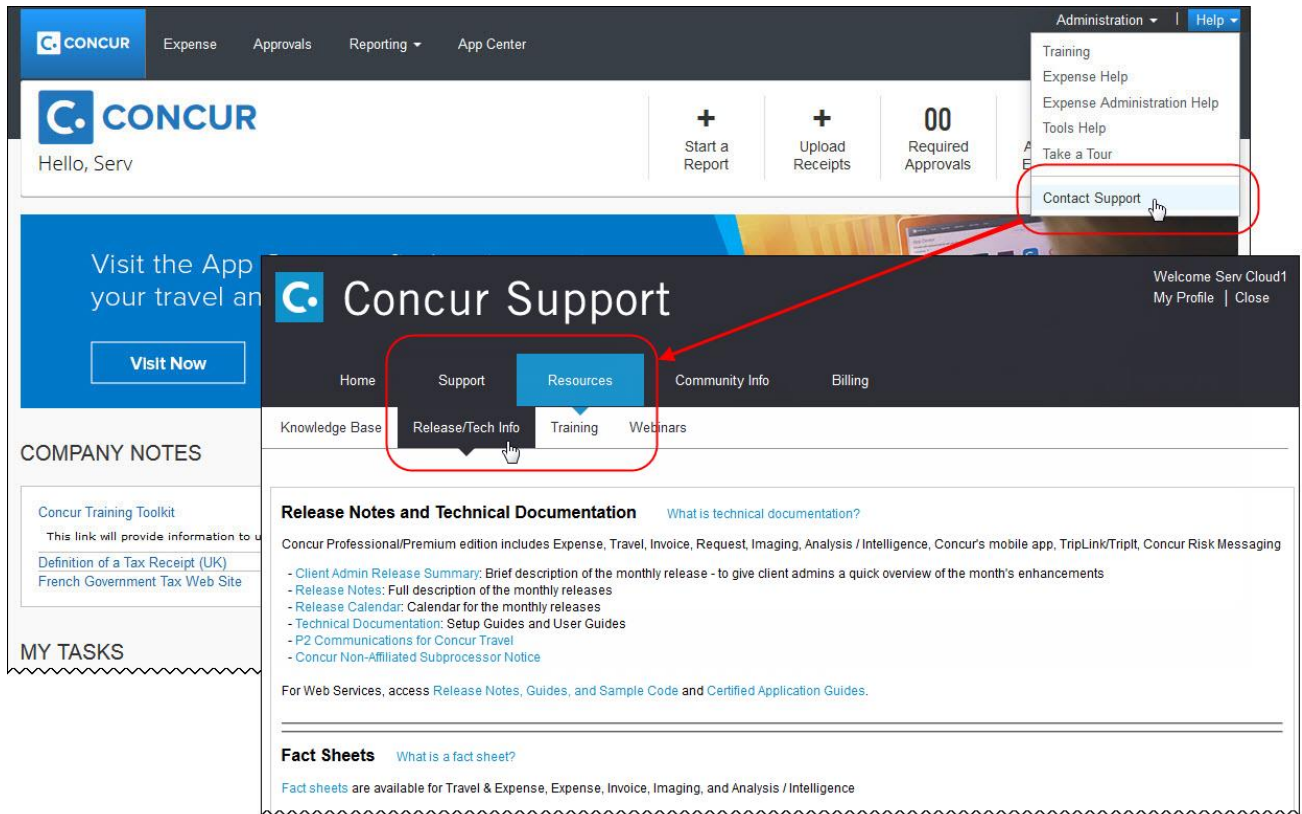
The screenshot shows the SAP Concur user interface. At the top, there is a navigation bar with 'SAP Concur' logo and various menu items: Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, Links, Administration, and Help. The 'Help' menu is open, showing options: Training, Request Help, Request Administration Help (highlighted with a red circle), Available Expenses, and Open Reports. Below the navigation bar, there is a dashboard with 'Hello, Chris' and several metrics: New (+), Required Approvals (00), Authorization Requests (00), and Payment Requests (00). The main content area is titled 'Using Online Help' and contains a sidebar with navigation links: Using Online Help, Legal Notice, Resources for Administrators - Professional Edition, Request Professional Administration Guides (highlighted with a red circle), Available Permissions, Managing Users, Managing User Permissions, What's New - Professional Edition, Release Note Administration (Format) - Professional Edition, and Profile. The main content area displays 'Quick Links - Concur Professional/Premium' with links for Client Admin Release Summary - What's New, Client Release Notes - All Products, and Frequently Asked Questions. 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**.



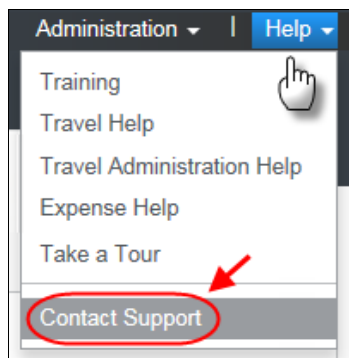
Cases

Steps for Getting a Status

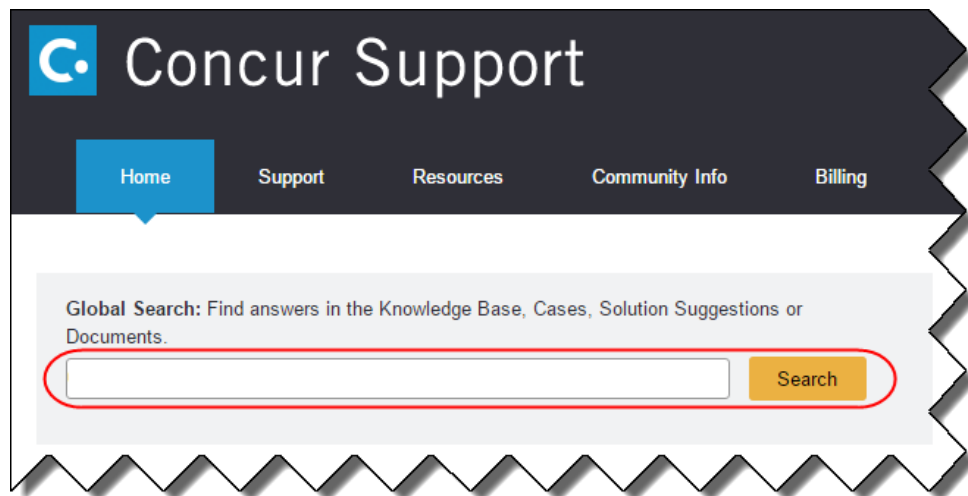
Each service release contains case resolutions.

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

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



The **Concur Support** page displays.



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

3. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

Resolved Cases

Case ID	Description
CRMC-137571	When the mobile device language is Brazilian Portuguese, request segments are not visible to approvers in the SAP Concur mobile app on the device.
CRMC-138211	An application error appears when attempting to remove an exception from the Exceptions page (Administration > Request > Request Administration > Exceptions), even if the exception is newly created and not associated with an audit rule.
CRMC-139264	An application error appears after selecting <i>Event Requests</i> from the Default Query list in Preferences on the Process Requests page (Requests > Process Requests).
CRMC-139455	The PDF file generated from a printed report shows the </td> tab for exceptions on the report.
CRMC-139982	Requests can be submitted without filling out the required comment field for a segment.

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SAP Concur Release Notes Authorization Request	
Month	Audience
Release Date: December 7 & 13, 2019 Update #3: Wednesday, December 18, 12:00 PM PT	Client – FINAL
Effective date for these changes: <ul style="list-style-type: none"> • December 7 for customers using the EMEA, China, and PSCC data centers • December 13 for customers using the US (North America) data center 	

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

Summary

IMPORTANT

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

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

Release Notes

Request

Email Reminder for Requests Nearing Expiration - *Updated*

Overview

When pre-authorized requests have not been fully expensed and the request's number of active days remaining is nearing zero, an email reminder can now be configured to send employees an email reminder to submit expense entries for the remaining request amounts. The email reminder can be configured to trigger the reminder based on the request's total remaining amount and the request's expiration date.

BUSINESS PURPOSE / CLIENT BENEFIT

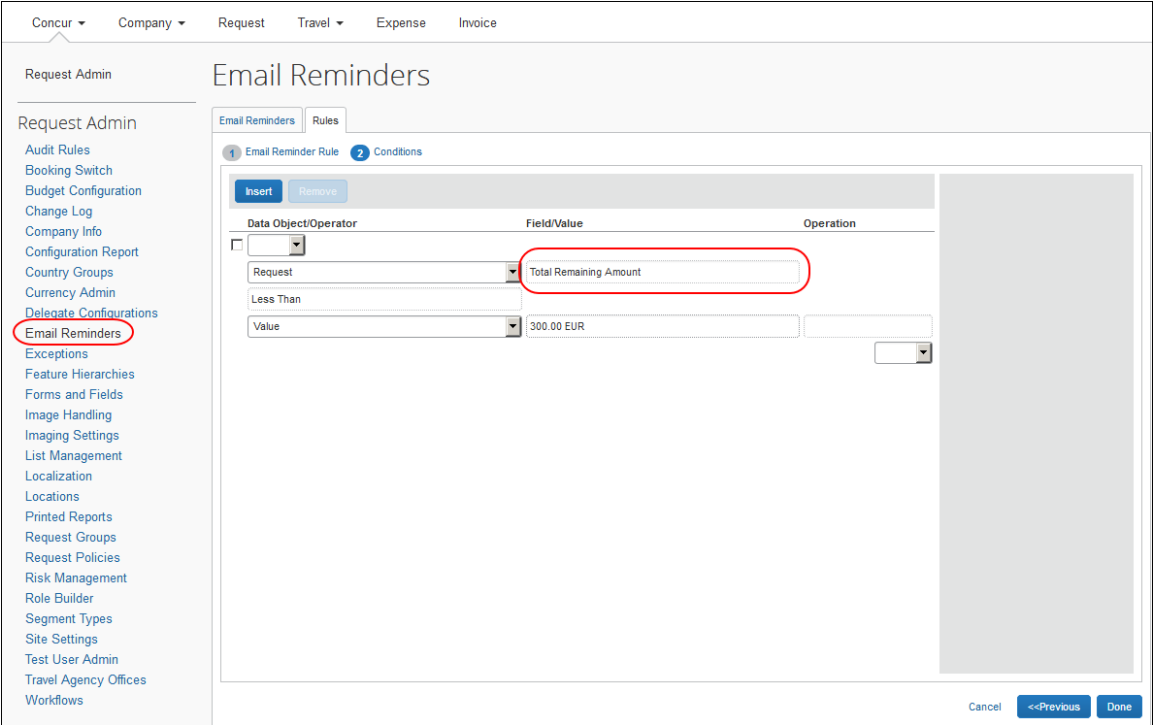
This update provides additional email notification configurability to ensure employees can be reminded to finish submitting expense entries for a request before the request expires.

What the Admin Sees

With this release, SAP Concur administrators for Concur Request can now create an email reminder rule condition for the **Expiration Date** and the **Total Remaining Amount** fields on the **Rules** tab on the **Email Reminders** page (**Administration > Request > Request Administration > Email Reminders**).

When the **Expiration Date** and the **Total Remaining** fields are enabled, on the **Rules** tab, *Total Remaining Amount* and *Expiration Date* are available for selection from the **Field/Value** list when *Request* is selected from the **Data Object/Operator** list.

Example of an email reminder rule condition for the **Total Remaining Amount** field.



Example of an email reminder rule condition for the **Expiration Date** field.

The screenshot displays the SAP Concur Request Admin interface. On the left, the 'Request Admin' sidebar lists various configuration options, with 'Email Reminders' circled in red. The main window is titled 'Email Reminders' and shows a configuration table for an email reminder rule. The table has three columns: 'Data Object/Operator', 'Field/Value', and 'Operation'. A row is highlighted with a red circle around the 'Expiration Date' field value. The table content is as follows:

Data Object/Operator	Field/Value	Operation
Request	Expiration Date	
Is Before		
Value	10/10/2019	

Configuration / Feature Activation

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

File Transfer Updates: New SAP Concur IP Address (EMEA) (November 23, 2019)

Overview

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

SAP Concur changed the IP address for st-eu.concursolutions.com from 84.14.175.233 to 46.243.56.11 on November 23, 2019.

Clients whose file transfers protocols use the SAP Concur DNS endpoint (st-eu.concursolutions.com) to connect are not impacted by this change.

Clients who connect via IP address need to connect to the SAP Concur DNS endpoint (st-eu.concursolutions.com) or the new IP address.

SAP Concur recommends connecting to DNS endpoint st-eu.concursolutions.com to avoid connection issues if the SAP Concur IP address changes again in the future.

This announcement pertains to the following file transfer DNS endpoint:

- st-eu.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides greater security for file transfers.

Configuration / Feature Activation

This change was made by SAP Concur on November 23, 2019. For assistance, contact SAP Concur support.



For general information about file transfer functionality, refer to the *Shared: File Transfer for Customers and Vendors User Guide*.

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

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

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

Overview

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

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

The HMAC deprecation includes two phases:

Phase I:

- Clients need to have an Identity Provider (IdP) or a custom SAML 2.0 solution.
- Clients begin testing the new SSO self-service tool. (See below for more information.)
- Clients prepare for onboarding new clients using the new SSO self-service tool, which is targeted for release in Q1 2020.
- Once the SSO tool is available, customers will be notified via release notes about the official deprecation date of HMAC. As of the official deprecation

date, no new clients can be onboarded using HMAC; new clients must be onboarded using the new SSO self-service tool.

- Existing clients using HMAC need to be migrated using the new SSO self-service tool.

Phase II:

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

BUSINESS PURPOSE / CLIENT BENEFIT

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

Important – Migration for TMCs

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

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

To prepare for Phase I of the HMAC deprecation:

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

Important – Migration for Legacy HMAC Clients

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

To prepare for Phase I of the HMAC deprecation:

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

More Information



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

Security Communication Protocols for Callouts

Overview

Clients that use or plan to use SAP Concur [callouts](#) (for example, Send Notification, Launch External URL, Fetch List, and Fetch Attendee) need to ensure they meet the SAP Concur security standards. To reduce security risk for our clients and SAP Concur, we are giving companies until the end of 2019 to make the required update for callouts. If clients have security protocols below our standard after December 31, 2019, their callouts will stop working in January 2020.

To use callouts, clients need to ensure that the TLS version 1.1 or greater is used for the encryption protocols of the client's endpoint. Also, clients using callouts need to ensure their callout host endpoint uses and prioritizes one or more ECDHE cipher suites with an equivalent key length greater than or equal to 2,048 bits, such as one of the ciphers listed below.

EXAMPLES OF CIPHERS TO USE

TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384 (0xc030)

TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256 (0xc02f)

TLS_ECDHE_RSA_WITH_CHACHA20_POLY1305_SHA256 (0xcca8)

TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384 (0xc028)

TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA256 (0xc027)

TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA (0xc014)

TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA (0xc013)

Business Purpose/Client Benefit

Reduce security risk for the client that use callouts and SAP Concur.

Configuration/Feature Activation

Existing customers will need to be updated if they are not compliant with the stated security standards. New companies configuring callouts will need to ensure they use security protocols and authentication methods that meet these standards.



For more information about SAP Concur callouts, refer to [Callouts and Application Connectors](#).

Budget Insight

Budget Insight (Legacy) Retires December 31

Overview

Budget Insight is a budget management tool that is being retired December 31, 2019. Clients who want to use budget functionality are recommended to implement the new Budget product that SAP Concur released last year. The new Budget feature offers greater functionality, an improved UI, and additional integrations with SAP Concur products. Most notably is the inclusion of additional spend data from Concur Invoice and Purchase Request, in addition to Concur Expense and Concur Request (previously only data from Concur Expense and Concur Request were available).

NOTE: Clients should note that migrating from Budget Insight to Budget is not possible. Their current contract for Budget Insight will be terminated and they will be re-contracted on Budget, which requires a new implementation. However, clients will still have access to all Budget Insight functionality and data during re-implementation of Budget, even if implementation is after December 31, 2019. If clients would like to implement the new Budget product, they should contact their SAP Concur account team.

BUSINESS PURPOSE / CLIENT BENEFIT

The retirement of Budget Insight will provide clients with the opportunity to implement the new Budget product which gives greater value to clients by making budgets visible, actionable, and near real-time.

Configuration / Feature Activation

When Budget Insight retires, clients will no longer be able to report issues and receive support for this product.

Miscellaneous

Changes to Concur Open and Personalized Concur Open

Overview

Targeted for December 19, several changes will be made to Concur Open and Personalized Concur Open.

- **Subscription Services:** Email and RSS subscriptions for service status notifications will be available **only** through Personalized Concur Open, which displays the service issues specific to a customer's organization. Current Concur Open subscriptions for SAP Concur customers will be migrated to Personalized Concur Open.

- **Notification Email "From" Address:** The notification email address will be updated from openupdates@concur.com to ConcurOpenUpdates@sap.com. Customers should ensure that they have added the @sap.com domain to their Safe Sender List and that users have updated any personal email inbox rules.
- **Root Cause Analysis (RCA) Reports:** After each incident, a preliminary RCA report will be published, followed by a final RCA report that contains a more complete analysis with corrective actions. Both reports will be published **only** in Personalized Concur Open.
- **Service Availability Status:** To better reflect customer impact, the Performance Issue icon and Partial Performance Issue icon will be removed from Concur Open and Personalized Concur Open.

BUSINESS PURPOSE / CLIENT BENEFIT

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

Configuration / Feature Activation

These changes will occur automatically; there are no additional configuration or activation steps.

Language Selection Page Deprecation

Overview

After a user selects a different language from the **Change language** dropdown and then signs in with their credentials to SAP Concur, a page appears prompting them to confirm which language to use as it applies to the current session (for example, their latest selection or what is specified as default in their profile), or whether they want to use the latest selected language for the current session and also update the default language in their profile to that selection.

Targeted for this December release, this page will no longer appear. Instead, any language that the user selects from the **Change language** dropdown will be used for the current session. To update their default language, the user can make the change under their Profile settings.

BUSINESS PURPOSE / CLIENT BENEFIT

Removal of this page removes the recurrence of preferred language issues and simplifies the user experience.

Configuration / Feature Activation

The change will occur automatically, and no configuration will be necessary.

Retire the Pause Delegation Feature

Overview

Currently, delegates/proxies/assistants/arrangers who act on behalf of others and who also have any of several administrative roles/permissions can pause their act-as session while they complete admin tasks. This feature is a benefit for the admin who might be testing configuration changes or simply has to multi-task. Unfortunately, it also has security implications as described below in *What the User Sees*.

Due to internal security changes, we are deprecating this feature.

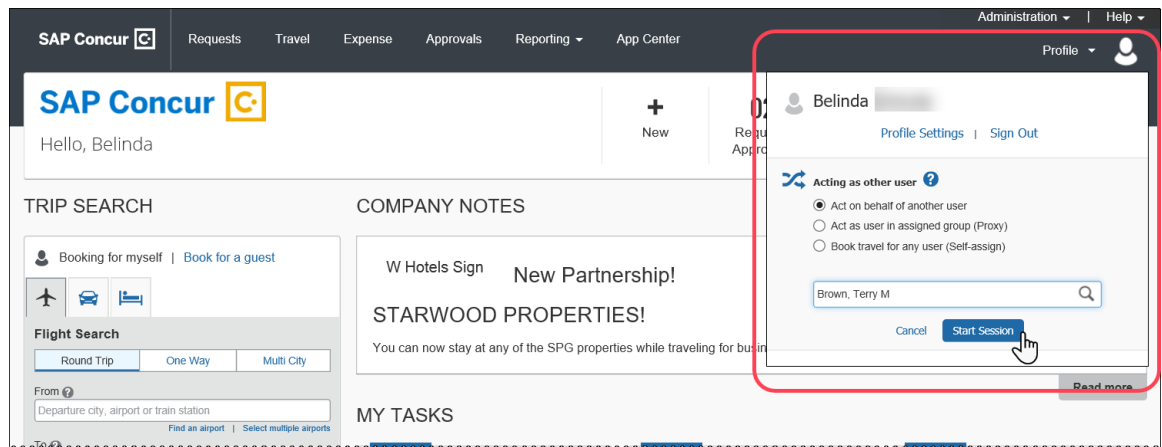
BUSINESS PURPOSE / CLIENT BENEFIT

Retiring this feature closes a potential security gap.

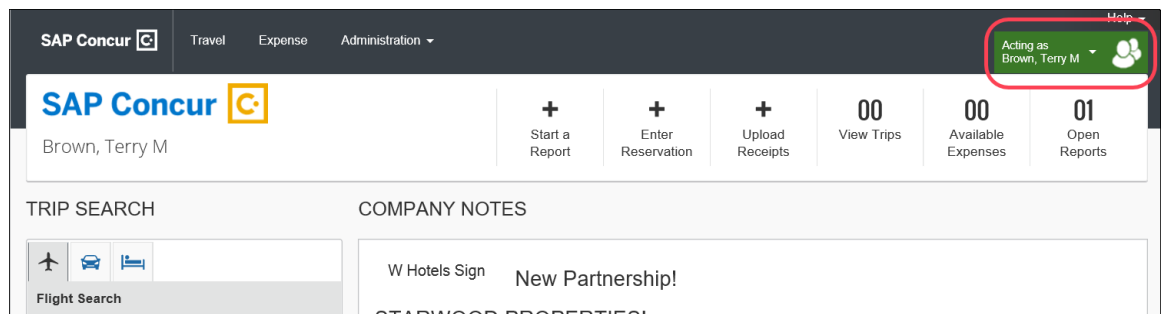
What the User Sees

BEHAVIOR PRIOR TO THIS RELEASE

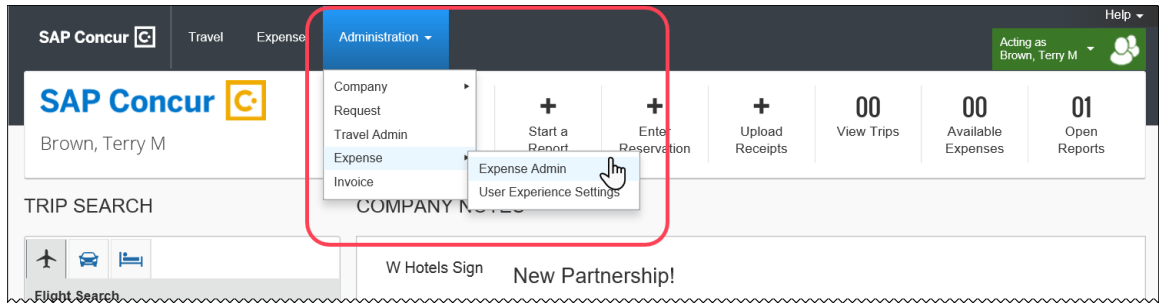
Prior to this December release, this is how the feature worked. The delegate/proxy/assistant/arranger starts the act-as session by selecting the user and clicking **Start Session**.



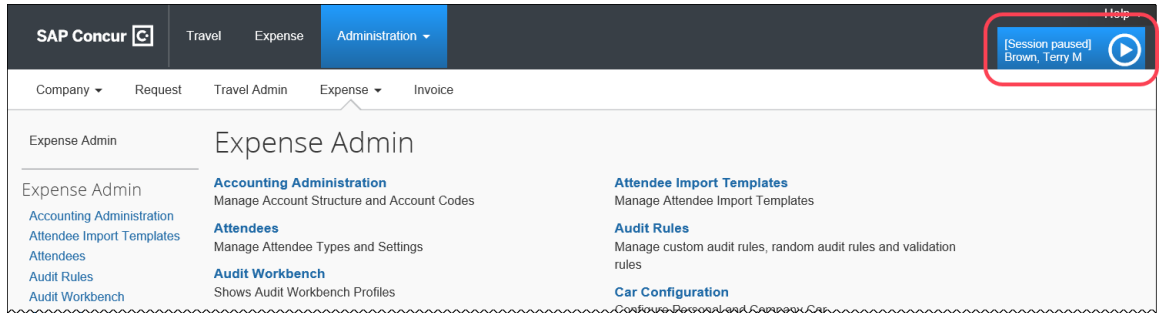
The green "Acting as" box appears on the right side of the page.



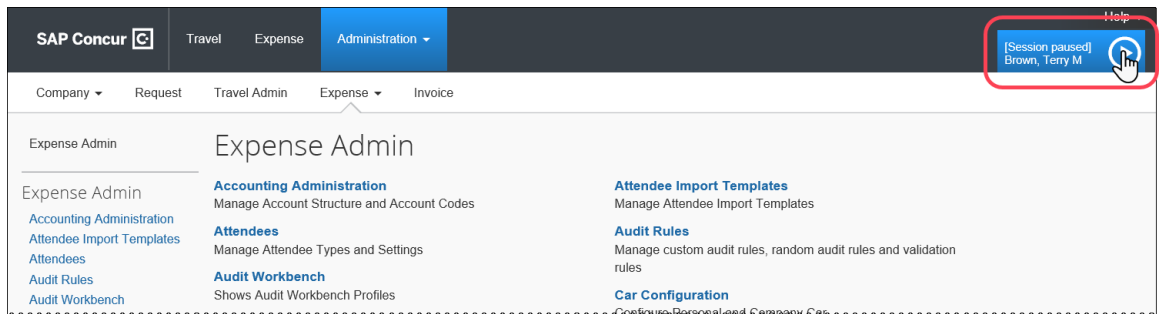
The **Administration** menu is also available. The delegate/proxy/assistant/arranger (who is also an admin) can start an admin session, for example, Company Admin, Travel Admin, Company Card Administrator, etc.



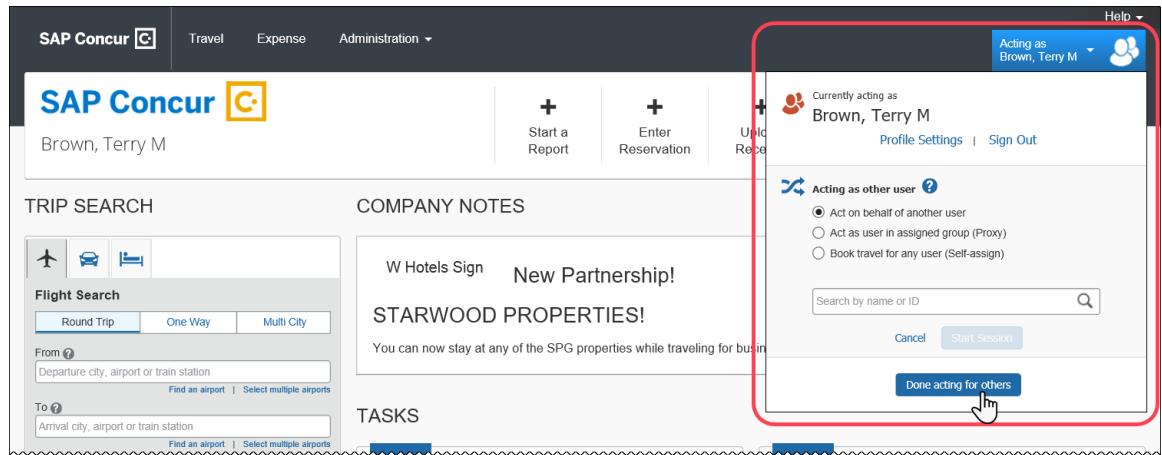
When the admin selects a menu option, the act-as session is paused and the green "Acting as" box changes to blue.



When the admin wants to resume the act-as session, they click the arrow in the blue box.



As usual, when the user wants to end the act-as session, they click **Done acting for others**.



SECURITY CHANGE

The security change does not support this feature because it will not allow a single user to have two sessions at the same time using the same browser.

AFTER THE CHANGE

When the feature is retired, the **Administration** menu will not be available during an act-as session.

Workaround

There are two workarounds you can use. Select the one that works best in your work environment.

- **Two browsers:** Use two browsers at the same time. Sign in to one browser (for example, Chrome) to complete your delegate/proxy/assistant/arranger tasks and sign in to a different browser (for example, Internet Explorer) to complete your admin tasks.
- **Incognito/Private window of the same browser:** Your browser may allow you to work in an incognito or private window. The name of this feature differs by browser. For more information, review your browser Help for:
 - ◆ Microsoft Edge - InPrivate window
 - ◆ Internet Explorer - InPrivate Browsing
 - ◆ Chrome - Incognito window
 - ◆ Firefox - Private window

Configuration / Feature Activation

This change will occur automatically, and no configuration will be necessary.

Planned Changes

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

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

Next Generation (NextGen) Request

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

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

Overview

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

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

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

BUSINESS PURPOSE / CLIENT BENEFIT

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

Products and Users Affected

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

These UI changes will apply to:

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

IMPORTANT! Timeline and Milestones

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

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

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

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

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

Transition Materials – Guides and Other Resources

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

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

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

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

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

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

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

Get Started

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

More Information

Additional information will be available in future release notes.

SAP Concur Platform

Planned Changes Concur Request APIs v4

Information First Published	Information Last Modified	Feature Target Release Date
September 2019	November 22, 2019	January 2020
Any changes since the previous monthly release will be highlighted in yellow in this release note.		

Overview

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

With v4, SAP Concur has made great enhancements to the existing Request endpoints, and is now offering the ability for a client and/or a partner to interact with Concur Request to do the following:

- Get the list of existing Requests
- Get detailed information of an existing Request
- Create, Read, Update or Delete an existing Request
- Move an existing Request through the approval flow with one of the following available actions: Submit, Approve, Recall, Cancel, Close, or Reopen
- Get the list of expected expenses (including trip segments) attached to a Request
- Create, Read, Update or Delete an expected expense for a Request

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

Background

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

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

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

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

Permissions

In addition to the existing user-level permissions, the Concur Request v4 APIs are based on the most recent secured Authentication service and SAP Concur's new OAuth2 framework, which manages the authorization for company-level permissions. Clients and/or partners can now use a single token/permission to interact with Request on behalf of all company users.

BUSINESS PURPOSE / CLIENT BENEFIT

These enhancements will provide more options and abilities for developers using SAP Concur's platform with Request.

Configuration / Feature Activation

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

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

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

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

Overview

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

BUSINESS PURPOSE / CLIENT BENEFIT

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

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

Client Notifications

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

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

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



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

Subprocessors

SAP Concur Non-Affiliated Subprocessors

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

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

Additional Release Notes and Other Technical Documentation

Online Help – Admins

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

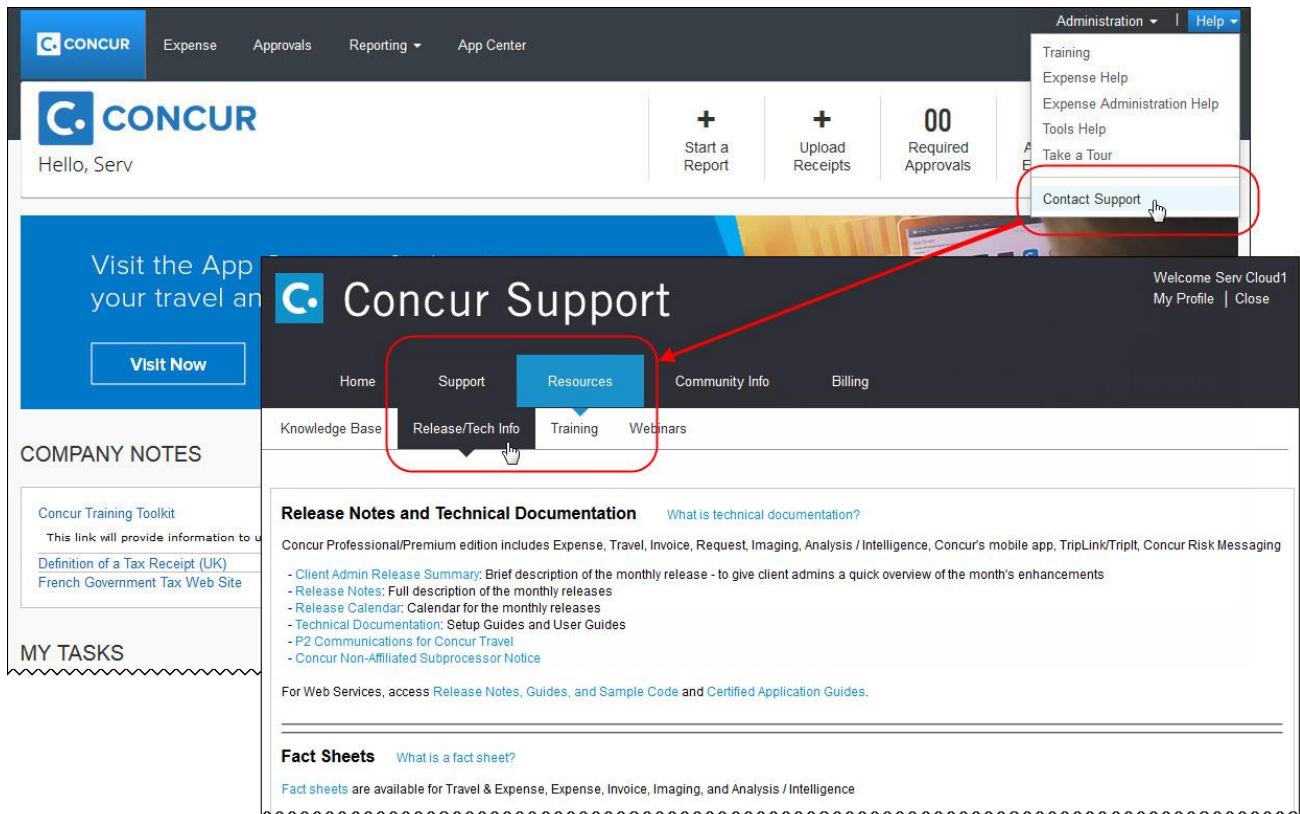
The screenshot shows the SAP Concur Online Help interface for Admins. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', 'App Center', 'Links', and 'Help'. The 'Help' dropdown menu is open, showing 'Training', 'Request Help', and 'Request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

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

SAP Concur Support Portal – Selected Users

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

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



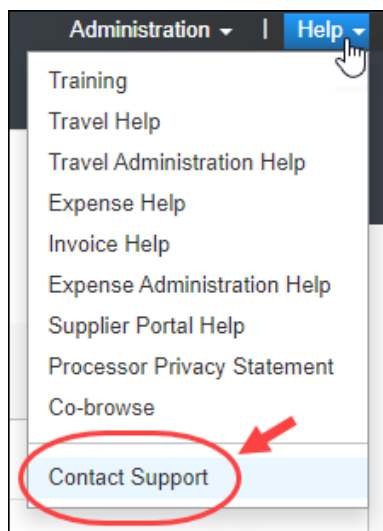
Cases

Steps for Getting a Status

Each service release contains case resolutions.

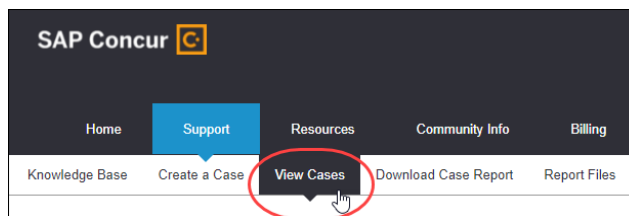
▶ **How to check the status of a submitted case**

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

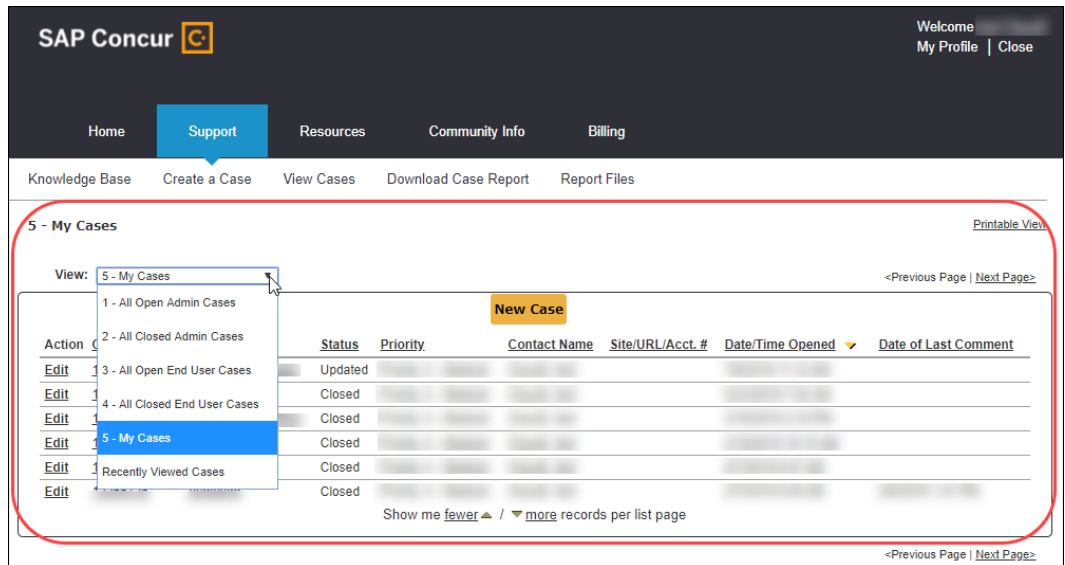


NOTE: If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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



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



Resolved Cases

Case ID	Description
CRMC-138157	Unable to submit an expense report if a request is attached to the expense report.
CRMC-141539	Requests that are fully approved are still displayed in the Requests Ready for Processing list.

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