

SAP Concur Release Notes TripLink	
Month	Audience
Release Date: March 14, 2020 Update #1: Tuesday, March 24, 10:00 AM PT	SAP Concur Client – FINAL

Contents

TripLink.....	1
Release Notes	2
Expanded TripIt Pro Availability.....	2
Planned Changes.....	3
No Planned Changes This Month.....	3
Client Notifications.....	4
Browser Certifications and Supported Configurations	4
Monthly Browser Certifications and Supported Configurations	4
Subprocessors.....	4
SAP Concur Non-Affiliated Subprocessors	4
Additional Release Notes and Technical Documentation	5
Professional Edition	5
Online Help – Admins	5
Concur Support Portal – Selected Users	5
Standard Edition.....	7
Online Help – Admins	7
SAP Concur Support Portal – Selected Users.....	7
Cases	9
Steps for Getting a Status	9

Legal Disclaimer

The information in this presentation is confidential and proprietary to SAP SE or an SAP affiliate company and may not be disclosed without the permission of SAP SE or the respective SAP affiliate company. This presentation is not subject to your license agreement or any other service or subscription agreement with SAP SE or its affiliated companies. SAP SE and its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP SE or an SAP affiliate company's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP SE and its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP SE and its affiliated companies assume no responsibility for errors or omissions in this document, except if such damages were caused by SAP SE or an SAP affiliate company's willful misconduct or gross negligence.

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.

TripLink

Concur TripLink provides solutions to bring travel bookings from outside Concur Travel into SAP Concur, and can be paired with Concur Expense, Travel, or both products. Its main features include the ability to capture itineraries through “My Travel Network” partners, capture of data from reservations sent to TripIt, and the TripIt Pro features that are available to all travelers.

Release Notes

Expanded TripIt Pro Availability

Information First Published	Information Last Modified	Feature Target Release Date
January 2020	March 24, 2020	April 2020
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Targeted for late March 2020, TripLink clients will be able to offer TripIt Pro accounts to their travelers with TripIt data stored in an EMEA Data Center for users located in EMEA.

NOTE: The TripIt experience for EMEA based users will vary slightly from the current US user experience. TripIt's features will be available via TripIt's Android or iOS apps only and the web-based experience will not be available at launch. In addition, "TripIt for Teams", "Inner Circle" (automatic trip sharing), and the CLEAR discount will not be available at launch.

Targeted for mid-April, clients who have already purchased and activated TripLink and whose instance is on the Concur EMEA Data Center will have TripIt activated for their users as part of this feature launch.

Also targeted for mid-April, localized versions of the TripIt app will be available in French, German, and Japanese. Users whose Concur profile is set to those languages will be prompted to connect to TripIt via messaging in 'Travel Alerts' and other in-product messaging. Currently only users whose language is set to English are prompted to connect to TripIt. This change will affect all clients with TripIt Pro as part of TripLink, including those in the North America Data Center.

BUSINESS PURPOSE / CLIENT BENEFIT

TripIt Pro is an important part of the TripLink solution as it provides itinerary capture for bookings not made via Concur Travel or through a connected TripLink supplier. In addition, to end-users TripIt Pro offers many traveler productivity features including check-in reminders, flight status updates, connecting flight information, security wait times, and more to enable a seamless travel experience.

Configuration / Feature Activation

This feature is automatically enabled; there are no additional configuration or activation steps. Clients may want to reference the [TripLink toolkit](#) for more information on TripIt Pro, including resources to help drive adoption with their travelers following activation.

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 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 Non-Affiliated Subprocessors](#)

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

Additional Release Notes and Technical Documentation

Professional Edition

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 in Concur.

The screenshot shows the SAP Concur Professional Edition interface. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', 'App Center', and 'Links'. The 'Help' menu is open, showing 'Training', 'Expense Help', and 'Expense Administration Help'. The 'Expense Administration Help' option is circled in red. Below the navigation bar, the 'MY TASKS' section shows 'SAP Concur Expense Administration Help'. The 'Using Online Help' page is displayed, with a sidebar containing 'Using Online Help', 'Legal Notice', 'Resources for Administrators - Professional Edition', 'Expense Professional Administration Guides' (circled in red), 'Budget Insight (Legacy) Administration Guide', 'Available Permissions', 'Managing Users', 'Managing User Permissions', 'What's New - Professional Edition', 'Release Note Admin Summary (Format) - Professional Edition', 'Profile', and 'Optional Concur Services'. The main content area shows 'Access Online Help' and a table of 'Expense Setup Guides'.

Name	Revised	Format
Account Codes	Jan 10 2017	DOC - PDF
Allocations	Sep 20 2013	DOC - PDF
Attendees	Mar 6 2017	DOC - PDF

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 Concur Support Portal.

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

The screenshot displays the SAP Concur Professional Edition user interface. At the top, a navigation bar includes links for Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. A user profile section shows 'Hello, Chris' and counts for New, Required Approvals, Authorization Requests, and Payment Requests. A 'Help' dropdown menu is open, listing Training, Travel Administration Help, Expense Administration Help, Invoice Administration Help, Request Administration Help, and a circled 'Contact Support' link. The main content area features a 'SAP Concur' header with a 'Resources' button highlighted by a red box and arrow. Below this, a 'Release/Tech Info' button is also highlighted. The 'Release Notes and Technical Documentation' section is visible, providing links to various resources like Client Admin Release Summary, Release Notes, Release Calendar, Technical Documentation, P2 Communications, and Concur Non-Affiliated Subprocessor Notice. A 'Fact Sheets' section is also present at the bottom.

Standard Edition

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 in Concur.

The screenshot displays the SAP Concur user interface. At the top, the navigation bar includes 'SAP Concur', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', and 'App Center'. The 'Help' menu is open, showing options like 'Travel Help', 'Travel Administration Help', 'Expense Help', 'Invoice Help', 'Expense Administration Help' (highlighted with a red circle), and 'Invoice Administration Help'. A red arrow points from this option to the 'Expense Standard Edition Admin Guides' link in the left sidebar. The main content area shows the 'Using Online Help' page with various links and a table of 'Expense Setup Guides'.

Expense - Concur Standard Edition		Revised	Format
Overview (Shared)		Nov 4 2017	DOC - PDF
Accounting (formerly known as Introduction) (Shared)		Nov 4 2017	DOC - PDF
Cost Tracking (Shared)		Feb 26 2018	DOC - PDF
Expense Types		Apr 14 2018	DOC - PDF
Mileage Rates (formerly known as Car Configuration)		Nov 4 2017	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 - Standard**.

The screenshot displays the SAP Concur user interface. At the top, a navigation bar includes links for Travel, Expense, Invoice, Approvals, Reporting, and App Center. A user profile section on the right shows 'Hello, Christy' and a 'Help' dropdown menu with options like 'Travel Help', 'Expense Help', and 'Contact Support'. The 'Contact Support' link is circled in red. Below the navigation bar, a central banner features the SAP Concur logo and a 'Resources' button, which is also circled in red. A red arrow points from the 'Contact Support' link to the 'Resources' button. Under the 'Resources' button, a dropdown menu is visible, with 'Release/Tech Info - Standard' selected and highlighted. The main content area below this menu is titled 'Release Notes and Technical Documentation' and lists several links: 'Release Notes', 'Technical Documentation', 'P2 Communications for Concur Travel', and 'Concur Non-Affiliated Subprocessor Notice'.

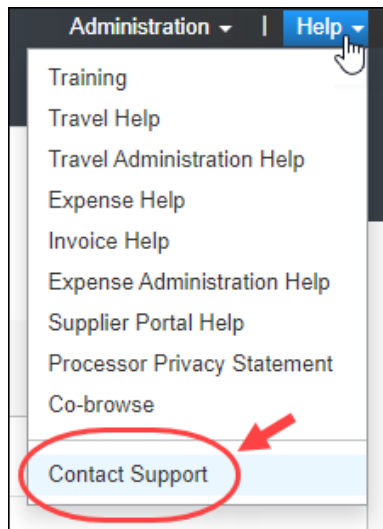
Cases

Steps for Getting a Status

Each service release contains case resolutions.

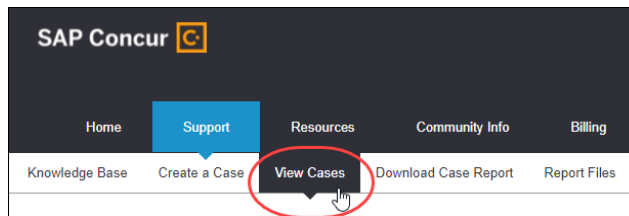
► **How to check the status of a submitted case**

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



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

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



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

The screenshot displays the SAP Concur user interface. At the top, the 'SAP Concur' logo is on the left, and a user profile with 'Welcome' and 'My Profile | Close' is on the right. The navigation bar includes 'Home', 'Support' (highlighted), 'Resources', 'Community Info', and 'Billing'. Below this, a secondary navigation bar has 'Knowledge Base', 'Create a Case', 'View Cases', 'Download Case Report', and 'Report Files'. The main section is titled '5 - My Cases' and features a 'Printable View' link. A dropdown menu labeled 'View:' is open, showing a list of case filters. The table below lists cases with columns for 'Status', 'Priority', 'Contact Name', 'Site/URL/Acct. #', 'Date/Time Opened', and 'Date of Last Comment'. A 'New Case' button is positioned above the table. At the bottom of the table, there's a link to 'Show me fewer / more records per list page'. The page concludes with '<Previous Page | Next Page>' navigation links.

© 2020 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. Please see <http://global12.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP SE or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP SE or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. 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.

SAP Concur Release Notes Concur Hipmunk and TripLink	
Month	Audience
Release Date: January 18, 2020 Update #2: Wednesday, January 22, 11:00 AM PT	SAP Concur Client – FINAL

Contents

- Concur Hipmunk and TripLink 1**
- Release Notes 2**
 - TripLink.....2**
 - New Carbon Footprint Information Available2
 - Concur Hipmunk.....6**
 - Hipmunk and Concur Hipmunk to be Retired January 23, 20206
- Planned Changes..... 7**
 - TripLink.....7**
 - No TripLink-Specific Planned Changes This Month.....7
 - Concur Hipmunk.....7**
 - No Hipmunk-Specific Planned Changes This Month7
- Client Notifications..... 8**
 - Browser Certifications and Supported Configurations8**
 - Monthly Browser Certifications and Supported Configurations8
 - Subprocessors.....8**
 - SAP Concur Non-Affiliated Subprocessors8
- Additional Release Notes and Technical Documentation 9**
 - Professional Edition9**
 - Online Help – Admins9
 - Concur Support Portal – Selected Users9
 - Standard Edition.....11**
 - Online Help – Admins 11
 - SAP Concur Support Portal – Selected Users..... 11

Cases	13
Steps for Getting a Status	13

Legal Disclaimer

The information in this presentation is confidential and proprietary to SAP SE or an SAP affiliate company and may not be disclosed without the permission of SAP SE or the respective SAP affiliate company. This presentation is not subject to your license agreement or any other service or subscription agreement with SAP SE or its affiliated companies. SAP SE and its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP SE or an SAP affiliate company's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP SE and its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP SE and its affiliated companies assume no responsibility for errors or omissions in this document, except if such damages were caused by SAP SE or an SAP affiliate company's willful misconduct or gross negligence.

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.

Concur Hipmunk and TripLink

Concur TripLink provides solutions to bring travel bookings from outside Concur Travel into SAP Concur, and can be paired with Concur Expense, Travel, or both products. Its main features include the ability to capture itineraries through “My Travel Network” partners, capture of data from reservations sent to TripIt, and the TripIt Pro features that are available to all travelers.

Concur Hipmunk provides a travel solution, integrated with Concur Expense, for clients who aren’t ready for a fully managed travel program and who don’t have a Travel Management Company (TMC) relationship. The Concur Hipmunk solution also includes all the benefits of TripLink, including TripIt Pro. Refer to the [Concur Hipmunk Mid-Cycle Release Notes](#) page for features released between the monthly releases.

Release Notes

TripLink

New Carbon Footprint Information Available

Overview

TripIt now shows your flight's carbon emissions and provides practical ideas on how to reduce your footprint. The Carbon Footprint feature:

- Shows your flight's carbon emissions, calculated using the Greenhouse Gas Protocol.
- Tracks your annual carbon footprint for air travel.
- Gives options to offset and reduce your environmental impact, as practical suggestions in the TripIt app.

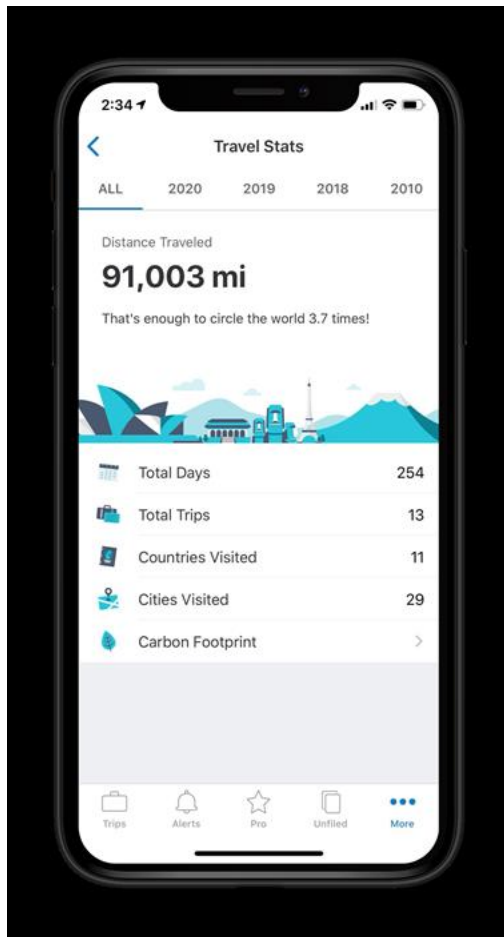
BUSINESS PURPOSE / CLIENT BENEFIT

This new feature helps travelers understand the environmental impact of their flights and provides information on how to minimize that impact.

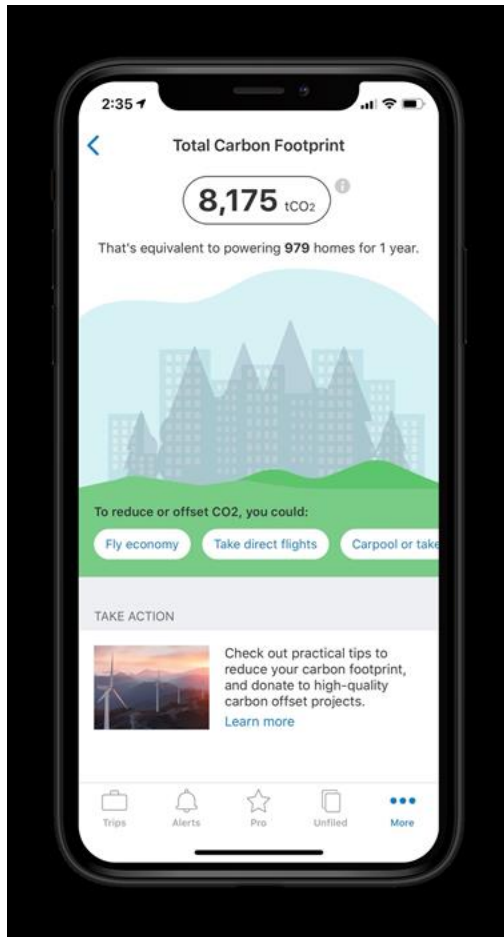
What the User Sees

To view the carbon emissions for an individual flight, visit the flight's detail screen of the app and you'll see the Carbon Footprint section. You can tap on it for more info and for ideas on how to reduce or offset your flight's footprint.

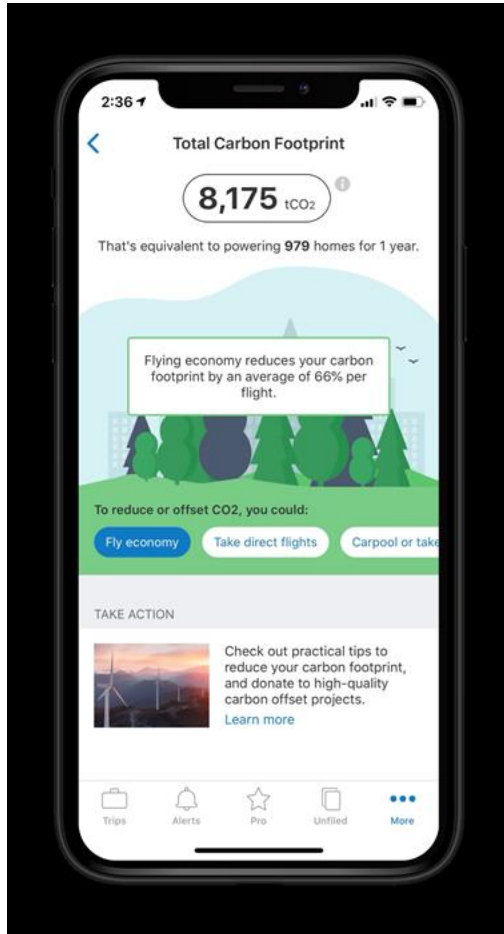
Tap Carbon Footprint:



To view the cumulative carbon emissions for all your flights in a certain year, check out your **Travel Stats** from the **All** tab. From there, tap **Carbon Footprint** for more information and ideas on how to reduce or offset your footprint.



View suggestions for reducing carbon emissions:



Configuration / Feature Activation

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

Concur Hipmunk

Features released between the monthly releases will be included in the Final release notes for each month. Refer to the [Concur Hipmunk Mid-Cycle Release Notes](#) page for feature details.

Hipmunk and Concur Hipmunk to be Retired January 23, 2020

Overview

In 2016, Hipmunk was acquired by SAP Concur as part of our commitment to offer consumer-grade products to corporate customers.

As a travel product, Hipmunk was widely acknowledged to be a leader in travel metasearch. It helped users take the agony out of travel planning and gave SAP Concur an additional option for an integrated travel and expense solution for our small business customers.

As SAP Concur's approach to providing travel solutions has evolved, we have made the decision to retire the Hipmunk product. SAP Concur intends to discontinue support for Hipmunk on January 23, 2020.

SAP Concur is grateful for having Hipmunk as part of our product portfolio and thanks the travelers and partners that have joined us on the journey.



For more information about the retirement of Hipmunk and Concur Hipmunk, and what to expect when Hipmunk and Concur Hipmunk are retired, refer to the [Concur Hipmunk Retirement FAQ](#).

Configuration / Feature Activation

When Hipmunk and Concur Hipmunk are retired, clients will no longer be able to access Hipmunk or Concur Hipmunk. Your Hipmunk and Concur Hipmunk users will still have access to Concur TripLink with TripIt Pro and all their existing itineraries.

For users of our Analytics or Analytics Essentials reporting solution, if there are any Hipmunk reports you wish to keep for reference, please be sure to run the report and export it to Microsoft Excel prior to midnight, January 22, 2020 PST.

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](#).

TripLink

No TripLink-Specific Planned Changes This Month

Concur Hipmunk

No Hipmunk-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 Non-Affiliated Subprocessors](#)

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

Additional Release Notes and Technical Documentation

Professional Edition

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 in Concur.

The screenshot shows the SAP Concur Professional Edition interface. The top navigation bar includes links for Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. The 'Help' menu is open, showing options like Training, Expense Help, and Expense Administration Help. A red arrow points from the 'Expense Administration Help' link in the sidebar to the 'Using Online Help' page. The page title is 'Using Online Help' and it includes a section for 'Quick Links - Concur Professional/Premium' with links to Client Admin Release Summary, Client Release Notes, Client Fact Sheets, Concur Training Toolkit, and Icons in the UI. Below this is a table of 'Expense Setup Guides'.

Name	Revised	Format
Account Codes	Jan 10 2017	DOC - PDF
Allocations	Sep 20 2013	DOC - PDF
Attendees	Mar 6 2017	DOC - PDF

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 Concur Support Portal.

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

The screenshot displays the SAP Concur Professional Edition user interface. At the top, a navigation bar includes links for Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. A user profile section shows 'Hello, Chris' and counts for New, Required Approvals, Authorization Requests, and Payment Requests. A 'Help' dropdown menu is open, listing Training, Travel Administration Help, Expense Administration Help, Invoice Administration Help, Request Administration Help, and a circled 'Contact Support' link. The main content area features a 'SAP Concur' header with a 'Support' button and a 'Resources' button. The 'Resources' button is highlighted with a red box, and a red arrow points to it from the 'Contact Support' link. Below the 'Resources' button, a 'Release/Tech Info' button is also highlighted with a red box. The 'Release Notes and Technical Documentation' page is displayed, providing information about the Concur Professional/Premium edition and listing various resources such as Client Admin Release Summary, Release Notes, Release Calendar, Technical Documentation, P2 Communications for Concur Travel, and Concur Non-Affiliated Subprocessor Notice. A 'Fact Sheets' section is also visible at the bottom.

Standard Edition

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 in Concur.

The screenshot displays the SAP Concur application interface. At the top, the navigation bar includes 'SAP Concur', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', and 'App Center'. The user's name 'Christy' is visible. The 'Help' menu is open, showing options like 'Travel Help', 'Travel Administration Help', 'Expense Help', 'Invoice Help', 'Expense Administration Help' (highlighted with a red circle), and 'Invoice Administration Help'. A red arrow points from 'Expense Administration Help' to the 'Expense Standard Edition Admin Guides' link in the left sidebar. The main content area shows the 'Using Online Help' page with various links and a table of 'Expense Setup Guides'.

Expense - Concur Standard Edition		Revised	Format
Expense Setup Guides (Ordered to correspond to flow of the Standard Simple Setup Wizard for a US-only company)			
Overview (Shared)		Nov 4 2017	DOC - PDF
Accounting (formerly known as Introduction) (Shared)		Nov 4 2017	DOC - PDF
Cost Tracking (Shared)		Feb 26 2018	DOC - PDF
Expense Types		Apr 14 2018	DOC - PDF
Mileage Rates (formerly known as Car Configuration)		Nov 4 2017	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 - Standard**.

The screenshot displays the SAP Concur user interface. At the top, a navigation bar includes links for Travel, Expense, Invoice, Approvals, Reporting, and App Center. A user profile section on the right shows 'Hello, Christy' and a 'Help' dropdown menu. The dropdown menu lists various help topics, with 'Contact Support' highlighted by a red box. Below the navigation bar, a central banner features the SAP Concur logo and a 'Resources' button, also highlighted by a red box. A red arrow points from the 'Contact Support' button to the 'Resources' button. The 'Resources' button is part of a menu that includes 'Home', 'Support', 'Resources', 'Community Info', and 'Billing'. Below this menu, a 'Release/Tech Info - Standard' button is highlighted by a red box. A red arrow points from the 'Release/Tech Info - Standard' button to the 'Release Notes and Technical Documentation' section below. This section contains a link 'What is technical documentation?' and a list of links: 'Release Notes', 'Technical Documentation', 'P2 Communications for Concur Travel', and 'Concur Non-Affiliated Subprocessor Notice'.

Release Notes and Technical Documentation [What is technical documentation?](#)

Concur Standard edition includes Expense, Travel, Invoice, Request, Analysis / Intelligence, Concur's mobile app, TripLink/TripIt

- [Release Notes](#): Full description of the monthly releases
- [Technical Documentation](#): Setup Guides and User Guides
- [P2 Communications for Concur Travel](#)
- [Concur Non-Affiliated Subprocessor Notice](#)

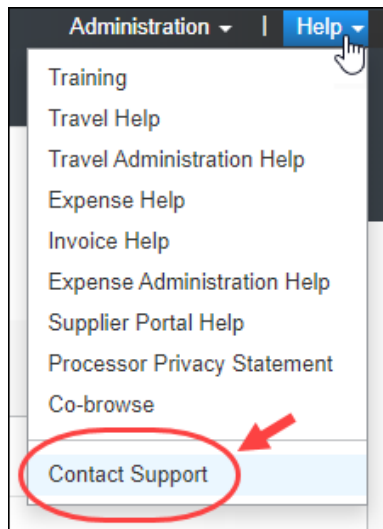
Cases

Steps for Getting a Status

Each service release contains case resolutions.

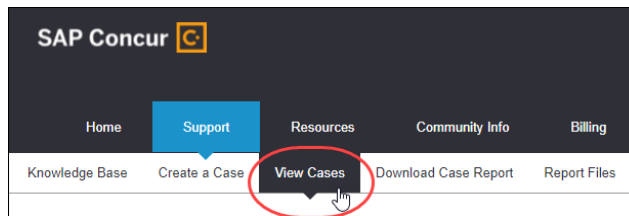
► **How to check the status of a submitted case**

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



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

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



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

SAP Concur

Welcome [User Name]
My Profile | Close

Home **Support** Resources Community Info Billing

Knowledge Base Create a Case View Cases Download Case Report Report Files

5 - My Cases [Printable View](#)

View: 5 - My Cases

1 - All Open Admin Cases

2 - All Closed Admin Cases

3 - All Open End User Cases

4 - All Closed End User Cases

5 - My Cases

Recently Viewed Cases

New Case

Action	Status	Priority	Contact Name	Site/URL/Acct. #	Date/Time Opened	Date of Last Comment
Edit	Updated					
Edit	Closed					
Edit	Closed					
Edit	Closed					
Edit	Closed					

Show me [fewer](#) / [more](#) records per list page

<Previous Page | [Next Page](#)>

© 2020 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. Please see <http://global12.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP SE or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP SE or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. 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.

SAP Concur Release Notes	
TripLink	
Month	Audience
Release Date: February 15, 2020 Initial Post: Friday, February 14, 8:00 AM PT	SAP Concur Client – FINAL

Contents

TripLink.....	1
Release Notes	2
TripLink.....	2
Sixt Ride E-Receipts Now Available.....	2
Concur Hipmunk.....	2
Hipmunk and Concur Hipmunk Retired on January 23, 2020	2
Planned Changes.....	4
TripLink.....	4
Planned Changes Expanded TripIt Pro Availability.....	4
Client Notifications	6
Browser Certifications and Supported Configurations	6
Monthly Browser Certifications and Supported Configurations	6
Subprocessors.....	6
SAP Concur Non-Affiliated Subprocessors	6
Additional Release Notes and Technical Documentation	7
Professional Edition	7
Online Help – Admins	7
Concur Support Portal – Selected Users	7
Standard Edition.....	9
Online Help – Admins	9
SAP Concur Support Portal – Selected Users.....	9
Cases	11
Steps for Getting a Status	11

Legal Disclaimer

The information in this presentation is confidential and proprietary to SAP SE or an SAP affiliate company and may not be disclosed without the permission of SAP SE or the respective SAP affiliate company. This presentation is not subject to your license agreement or any other service or subscription agreement with SAP SE or its affiliated companies. SAP SE and its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP SE or an SAP affiliate company's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP SE and its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP SE and its affiliated companies assume no responsibility for errors or omissions in this document, except if such damages were caused by SAP SE or an SAP affiliate company's willful misconduct or gross negligence.

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.

TripLink

Concur TripLink provides solutions to bring travel bookings from outside Concur Travel into SAP Concur, and can be paired with Concur Expense, Travel, or both products. Its main features include the ability to capture itineraries through "My Travel Network" partners, capture of data from reservations sent to TripIt, and the TripIt Pro features that are available to all travelers.

Release Notes

TripLink

Sixt Ride E-Receipts Now Available

Overview

TripLink users that have their SAP Concur account connected to Sixt will receive detailed e-receipt information in Concur Expense when ordering rides using the Sixt mobile app. This is in addition to e-receipts for car rentals with Sixt, which was launched in 2019.

Business travelers should order rides with their business profile on the Sixt mobile app in order to receive e-receipts in Concur Expense.

NOTE: By default, Sixt only posts e-receipts to SAP Concur for their e-billing customers.

BUSINESS PURPOSE / CLIENT BENEFIT

Enhanced e-receipt content is now provided from Sixt for e-receipt processing in Concur Expense.

Configuration / Feature Activation

The feature is automatically available to users who have e-receipts enabled in SAP Concur; there will be no additional configuration or activation steps.



For more information about e-receipts, refer to the *Expense: E-Receipts Setup Guide*.

Concur Hipmunk

Hipmunk and Concur Hipmunk Retired on January 23, 2020

Overview

In 2016, Hipmunk was acquired by SAP Concur as part of our commitment to offer consumer-grade products to corporate customers.

As a travel product, Hipmunk was widely acknowledged to be a leader in travel metasearch. It helped users take the agony out of travel planning and gave SAP Concur an additional option for an integrated travel and expense solution for our small business customers.

As SAP Concur's approach to providing travel solutions has evolved, we have made the decision to retire the Hipmunk product. SAP Concur discontinued support for Hipmunk on January 23, 2020.

SAP Concur is grateful for having Hipmunk as part of our product portfolio and thanks the travelers and partners that have joined us on the journey.



For more information about the retirement of Hipmunk and Concur Hipmunk, refer to the *Concur Hipmunk Retirement FAQ*.

Configuration / Feature Activation

Clients can no longer access Hipmunk, Concur Hipmunk, or the Hipmunk reports in our Analytics or Analytics Essentials reporting solution. Your Hipmunk and Concur Hipmunk users will still have access to Concur TripLink with TripIt Pro and all their existing itineraries.

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](#).

TripLink

****Planned Changes** Expanded TripIt Pro Availability**

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

Overview

Targeted for late March 2020, TripLink clients will be able to offer TripIt Pro accounts to their travelers with TripIt data stored in an EMEA Data Center for users located in EMEA.

NOTE: The TripIt experience for EMEA based users will vary slightly from the current US user experience. TripIt's features will be available via TripIt's Android or iOS apps only and the web-based experience will not be available at launch. In addition, "TripIt for Teams", "Inner Circle" (automatic trip sharing), and the CLEAR discount will not be available at launch.

Clients who have already purchased and activated TripLink and whose instance is on the Concur EMEA Data Center will have TripIt activated for their users as part of this feature launch.

In addition, localized versions of the TripIt app will be available in French, German, and Japanese. Users whose Concur profile is set to those languages will be prompted to connect to TripIt via messaging in 'Travel Alerts' and other in-product messaging. Currently only users whose language is set to English are prompted to connect to TripIt. This change will affect all clients with TripIt Pro as part of TripLink, including those in the North America Data Center.

BUSINESS PURPOSE / CLIENT BENEFIT

TripIt Pro is an important part of the TripLink solution as it provides itinerary capture for bookings not made via Concur Travel or through a connected TripLink supplier. In addition, to end-users TripIt Pro offers many traveler productivity features including check-in reminders, flight status updates, connecting flight information, security wait times, and more to enable a seamless travel experience.

Configuration / Feature Activation

This feature is automatically enabled; there are no additional configuration or activation steps. Clients may want to reference the [TripLink toolkit](#) for more information on TripIt Pro, including resources to help drive adoption with their travelers following activation.

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 Non-Affiliated Subprocessors](#)

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

Additional Release Notes and Technical Documentation

Professional Edition

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 in Concur.

The screenshot shows the SAP Concur Professional Edition interface. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', 'App Center', and 'Links'. The 'Help' menu is open, showing options like 'Training', 'Expense Help', and 'Expense Administration Help'. A red circle highlights the 'Help' menu, and a red arrow points to 'Expense Administration Help'. Below the navigation bar, the 'Using Online Help' page is displayed. The left sidebar contains a list of links, including 'Using Online Help', 'Legal Notice', 'Resources for Administrators - Professional Edition', 'Expense Professional Administration Guides', and 'Budget Insight (Legacy) Administration Guide'. A red circle highlights 'Expense Professional Administration Guides', and a red arrow points to it. The main content area shows 'Quick Links - Concur Professional/Premium' and 'Expense Setup Guides'.

Name	Revised	Format
Account Codes	Jan 10 2017	DOC - PDF
Allocations	Sep 20 2013	DOC - PDF
Attendees	Mar 6 2017	DOC - PDF

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 Concur Support Portal.

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

The screenshot displays the SAP Concur Professional Edition user interface. At the top, the navigation bar includes links for Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. A user profile for 'Chris' is shown with statistics for New, Required Approvals, Authorization Requests, and Payment Requests. A 'Help' dropdown menu is open, showing options like Training, Travel Administration Help, Expense Administration Help, Invoice Administration Help, Request Administration Help, and a 'Contact Support' link. The main content area features a 'TRIP SEARCH' sidebar and a 'MY TASKS' section. A red box highlights the 'Support' and 'Resources' tabs in the navigation bar, with a red arrow pointing to the 'Release/Tech Info' sub-tab. Below this, the 'Release Notes and Technical Documentation' section is visible, containing links for Client Admin Release Summary, Release Notes, Release Calendar, Technical Documentation, P2 Communications for Concur Travel, and Concur Non-Affiliated Subprocessor Notice. A 'Fact Sheets' section is also present at the bottom.

Standard Edition

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 in Concur.

The screenshot shows the SAP Concur user interface. At the top, there is a navigation bar with tabs for Travel, Expense, Invoice, Approvals, Reporting, and App Center. The 'Help' menu is open, showing options like 'Travel Help', 'Travel Administration Help', 'Expense Help', 'Invoice Help', 'Expense Administration Help', and 'Invoice Administration Help'. The 'Expense Administration Help' option is highlighted. Below the navigation bar, there is a section for 'TRIP SEARCH' and 'ALERTS'. The main content area is titled 'Using Online Help' and contains a list of resources for administrators, including 'Expense Standard Edition Admin Guides', 'Expense Setup Guides', and 'Expense Types'. The 'Expense Standard Edition Admin Guides' link is highlighted with a red circle. The 'Expense Setup Guides' section includes a table of guides with columns for 'Revised' and 'Format'.

Expense Setup Guides (Ordered to correspond to flow of the Standard Simple Setup Wizard for a US-only company)	Revised	Format
Overview (Shared)	Nov 4 2017	DOC - PDF
Accounting (formerly known as Introduction) (Shared)	Nov 4 2017	DOC - PDF
Cost Tracking (Shared)	Feb 26 2018	DOC - PDF
Expense Types	Apr 14 2018	DOC - PDF
Mileage Rates (formerly known as Car Configuration)	Nov 4 2017	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 - Standard**.

The screenshot displays the SAP Concur user interface. At the top, a navigation bar includes links for Travel, Expense, Invoice, Approvals, Reporting, and App Center. A user profile for 'Christy' is shown on the left, and a 'Help' dropdown menu is open on the right, listing various help topics and a 'Contact Support' link. Below the navigation bar, a central banner features the SAP Concur logo and a 'Resources' button. A red box highlights the 'Resources' button, and a red arrow points from the 'Contact Support' link in the dropdown menu to this button. Below the banner, a sub-navigation bar includes 'Home', 'Support', 'Resources', 'Community Info', and 'Billing'. The 'Resources' section is expanded, showing 'Release/Tech Info - Standard', 'Training - Standard', and 'Webinars'. A red box highlights the 'Release/Tech Info - Standard' link, and a red arrow points from the 'Contact Support' link in the dropdown menu to this link. Below the sub-navigation bar, the 'Release Notes and Technical Documentation' section is visible, containing a list of links: 'Release Notes', 'Technical Documentation', 'P2 Communications for Concur Travel', and 'Concur Non-Affiliated Subprocessor Notice'.

SAP Concur

Hello, Christy

TRIP SEARCH ALERTS

We're sorry, but Travel has at your company. Please contact your travel administrator if you need assistance.

MY TRIPS (0)

You currently have no upcoming trips.

SAP Concur

Welcome to My Profile

Home Support **Resources** Community Info Billing

Knowledge Base Release/Tech Info - Standard Training - Standard Webinars

Release Notes and Technical Documentation [What is technical documentation?](#)

Concur Standard edition includes Expense, Travel, Invoice, Request, Analysis / Intelligence, Concur's mobile app, TripLink/TripIt

- [Release Notes](#): Full description of the monthly releases
- [Technical Documentation](#): Setup Guides and User Guides
- [P2 Communications for Concur Travel](#)
- [Concur Non-Affiliated Subprocessor Notice](#)

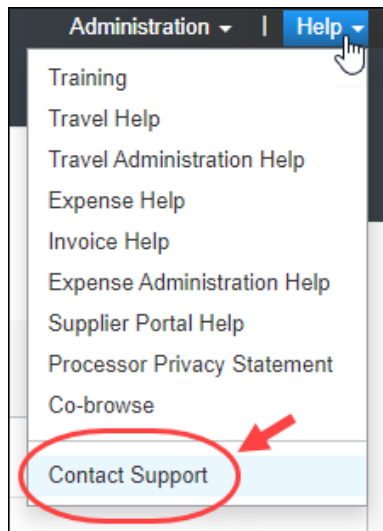
Cases

Steps for Getting a Status

Each service release contains case resolutions.

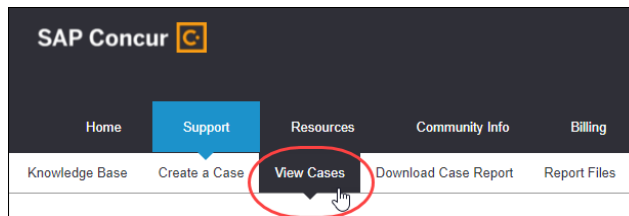
► **How to check the status of a submitted case**

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



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

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



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

SAP Concur

Welcome
My Profile | Close

Home

Support

Resources

Community Info

Billing

Knowledge Base

Create a Case

View Cases

Download Case Report

Report Files

5 - My Cases

Printable View

View: 5 - My Cases

<Previous Page | Next Page>

1 - All Open Admin Cases

2 - All Closed Admin Cases

3 - All Open End User Cases

4 - All Closed End User Cases

5 - My Cases

Recently Viewed Cases

New Case

Action	Status	Priority	Contact Name	Site/URL/Acct. #	Date/Time Opened	Date of Last Comment
Edit	Updated					
Edit	Closed					
Edit	Closed					
Edit	Closed					
Edit	Closed					

Show me [fewer](#) / [more](#) records per list page

<Previous Page | Next Page>

© 2020 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. Please see <http://global12.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP SE or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP SE or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. 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.

SAP Concur Release Notes TripLink	
Month	Audience
Release Date: March 14, 2020 Initial Post: Friday, March 13, 8:00 AM PT	SAP Concur Client – FINAL

Contents

TripLink.....

1

Release Notes

2

Expanded TripIt Pro Availability.....

2

Planned Changes.....

3

No Planned Changes This Month.....

3

Client Notifications.....

4

Browser Certifications and Supported Configurations

4

Monthly Browser Certifications and Supported Configurations

4

Subprocessors.....

4

SAP Concur Non-Affiliated Subprocessors

4

Additional Release Notes and Technical Documentation

5

Professional Edition

5

Online Help – Admins

5

Concur Support Portal – Selected Users

5

Standard Edition.....

7

Online Help – Admins

7

SAP Concur Support Portal – Selected Users.....

7

Cases

9

Steps for Getting a Status

9

Legal Disclaimer

The information in this presentation is confidential and proprietary to SAP SE or an SAP affiliate company and may not be disclosed without the permission of SAP SE or the respective SAP affiliate company. This presentation is not subject to your license agreement or any other service or subscription agreement with SAP SE or its affiliated companies. SAP SE and its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP SE or an SAP affiliate company's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP SE and its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP SE and its affiliated companies assume no responsibility for errors or omissions in this document, except if such damages were caused by SAP SE or an SAP affiliate company's willful misconduct or gross negligence.

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.

TripLink

Concur TripLink provides solutions to bring travel bookings from outside Concur Travel into SAP Concur, and can be paired with Concur Expense, Travel, or both products. Its main features include the ability to capture itineraries through "My Travel Network" partners, capture of data from reservations sent to TripIt, and the TripIt Pro features that are available to all travelers.

Release Notes

Expanded TripIt Pro Availability

Information First Published	Information Last Modified	Feature Target Release Date
January 2020	February 28, 2020	March and April 2020
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Targeted for late March 2020, TripLink clients will be able to offer TripIt Pro accounts to their travelers with TripIt data stored in an EMEA Data Center for users located in EMEA.

NOTE: The TripIt experience for EMEA based users will vary slightly from the current US user experience. TripIt's features will be available via TripIt's Android or iOS apps only and the web-based experience will not be available at launch. In addition, "TripIt for Teams", "Inner Circle" (automatic trip sharing), and the CLEAR discount will not be available at launch.

Targeted for mid-April, clients who have already purchased and activated TripLink and whose instance is on the Concur EMEA Data Center will have TripIt activated for their users as part of this feature launch.

Targeted for end of March, localized versions of the TripIt app will be available in French, German, and Japanese. Users whose Concur profile is set to those languages will be prompted to connect to TripIt via messaging in 'Travel Alerts' and other in-product messaging. Currently only users whose language is set to English are prompted to connect to TripIt. This change will affect all clients with TripIt Pro as part of TripLink, including those in the North America Data Center.

BUSINESS PURPOSE / CLIENT BENEFIT

TripIt Pro is an important part of the TripLink solution as it provides itinerary capture for bookings not made via Concur Travel or through a connected TripLink supplier. In addition, to end-users TripIt Pro offers many traveler productivity features including check-in reminders, flight status updates, connecting flight information, security wait times, and more to enable a seamless travel experience.

Configuration / Feature Activation

This feature is automatically enabled; there are no additional configuration or activation steps. Clients may want to reference the [TripLink toolkit](#) for more information on TripIt Pro, including resources to help drive adoption with their travelers following activation.

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 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 Non-Affiliated Subprocessors](#)

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

Additional Release Notes and Technical Documentation

Professional Edition

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 in Concur.

The screenshot shows the SAP Concur Professional Edition interface. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', 'App Center', and 'Links'. The 'Help' menu is open, showing options like 'Training', 'Expense Help', and 'Expense Administration Help'. A red circle highlights the 'Help' menu, and a red arrow points to the 'Expense Administration Help' option. Below the navigation bar, the 'Using Online Help' page is displayed. The left sidebar contains a list of links, including 'Using Online Help', 'Legal Notice', 'Resources for Administrators - Professional Edition', 'Expense Professional Administration Guides', and 'Budget Insight (Legacy) Administration Guide'. A red circle highlights the 'Expense Professional Administration Guides' link, and a red arrow points to it. The main content area shows 'Access Online Help' and a table of 'Expense Setup Guides'.

Name	Revised	Format
Account Codes	Jan 10 2017	DOC - PDF
Allocations	Sep 20 2013	DOC - PDF
Attendees	Mar 6 2017	DOC - PDF

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 Concur Support Portal.

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

The screenshot displays the SAP Concur Professional Edition user interface. At the top, the navigation bar includes links for Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. A user profile for 'Chris' is shown with statistics for New, Required Approvals, Authorization Requests, and Payment Requests. A 'Help' dropdown menu is open, showing options like Training, Travel Administration Help, Expense Administration Help, Invoice Administration Help, Request Administration Help, and 'Contact Support' (highlighted with a red circle). Below the navigation bar, the 'MY TASKS' section is visible. The main content area features a 'SAP Concur' header with a 'Resources' button (highlighted with a red circle) and a 'Release/Tech Info' button (also highlighted with a red circle). The 'Release Notes and Technical Documentation' section is displayed, providing information about the Concur Professional/Premium edition and listing various resources such as Client Admin Release Summary, Release Notes, Release Calendar, Technical Documentation, P2 Communications for Concur Travel, and Concur Non-Affiliated Subprocessor Notice. A 'Fact Sheets' section is also visible at the bottom.

Standard Edition

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 in Concur.

The screenshot shows the SAP Concur interface. At the top, there's a navigation bar with 'SAP Concur' logo and tabs for Travel, Expense, Invoice, Approvals, Reporting, and App Center. Below this, a user profile bar shows 'Hello, Christy' and counts for 'New', 'Required Approvals', and 'Payment Requests'. A 'Help' dropdown menu is open, listing 'Travel Help', 'Travel Administration Help', 'Expense Help', 'Invoice Help', 'Expense Administration Help' (highlighted with a red circle), and 'Invoice Administration Help'. Below the menu, the 'Using Online Help' page is displayed. It features a sidebar with 'Resources for Administrators - Standard Edition' and 'Expense Standard Edition Admin Guides' (highlighted with a red circle). The main content area shows 'Expense - Concur Standard Edition' with links to 'Client Admin Release Summary - What's New', 'Client Release Notes - All Products', 'End-user Training Toolkit', and 'Icons in the UI - NEW'. It also includes a table of 'Expense Setup Guides' and 'Expense Types'.

Expense Setup Guides (Ordered to correspond to flow of the Standard Simple Setup Wizard for a US-only company)	Revised	Format
Overview (Shared)	Nov 4 2017	DOC - PDF
Accounting (formerly known as Introduction) (Shared)	Nov 4 2017	DOC - PDF
Cost Tracking (Shared)	Feb 26 2018	DOC - PDF
Expense Types	Apr 14 2018	DOC - PDF
Mileage Rates (formerly known as Car Configuration)	Nov 4 2017	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 - Standard**.

The screenshot displays the SAP Concur user interface. At the top, a navigation bar includes links for Travel, Expense, Invoice, Approvals, Reporting, and App Center. A user profile section on the right shows 'Hello, Christy' and a 'Help' dropdown menu with options like 'Travel Help', 'Expense Help', and 'Contact Support'. The 'Contact Support' link is circled in red. Below the navigation bar, a central banner features the SAP Concur logo and a 'Resources' button, which is also circled in red. A red arrow points from the 'Contact Support' link to the 'Resources' button. Under the 'Resources' button, a dropdown menu is visible, with 'Release/Tech Info - Standard' selected and circled in red. The main content area below this menu is titled 'Release Notes and Technical Documentation' and lists several links: 'Release Notes', 'Technical Documentation', 'P2 Communications for Concur Travel', and 'Concur Non-Affiliated Subprocessor Notice'.

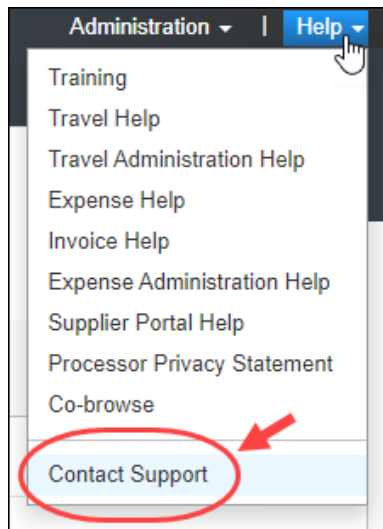
Cases

Steps for Getting a Status

Each service release contains case resolutions.

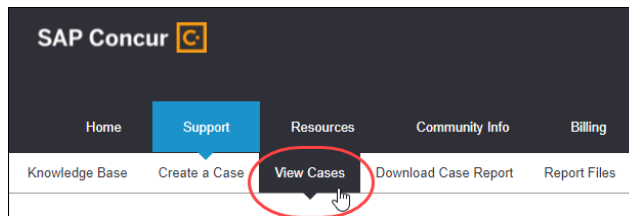
► **How to check the status of a submitted case**

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



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

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



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

SAP Concur

Welcome
My Profile | Close

Home

Support

Resources

Community Info

Billing

Knowledge Base

Create a Case

View Cases

Download Case Report

Report Files

5 - My Cases

Printable View

View: 5 - My Cases

<Previous Page | Next Page>

1 - All Open Admin Cases

2 - All Closed Admin Cases

3 - All Open End User Cases

4 - All Closed End User Cases

5 - My Cases

Recently Viewed Cases

New Case

Action	Status	Priority	Contact Name	Site/URL/Acct. #	Date/Time Opened	Date of Last Comment
Edit	Updated					
Edit	Closed					
Edit	Closed					
Edit	Closed					
Edit	Closed					

Show me [fewer](#) / [more](#) records per list page

<Previous Page | Next Page>

© 2020 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. Please see <http://global12.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP SE or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP SE or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. 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.

SAP Concur Release Notes	
TripLink	
Month	Audience
Update Date: April 17, 2020 Initial Post: Friday, April 17, 10:00 AM PT	SAP Concur Client – UPDATE

**** UPDATE ****

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

Contents

TripLink.....	1
Release Notes	2
Expanded TripIt Pro Availability.....	2
Planned Changes.....	3
No Planned Changes This Month.....	3
Client Notifications.....	4
Browser Certifications and Supported Configurations	4
Monthly Browser Certifications and Supported Configurations	4
Subprocessors.....	4
SAP Concur Non-Affiliated Subprocessors	4
Additional Release Notes and Technical Documentation	5
Professional Edition	5
Online Help – Admins	5
Concur Support Portal – Selected Users	5

Standard Edition.....	7
Online Help – Admins	7
SAP Concur Support Portal – Selected Users	7
Cases	9
Steps for Getting a Status	9

UPDATE

Legal Disclaimer

The information in this presentation is confidential and proprietary to SAP SE or an SAP affiliate company and may not be disclosed without the permission of SAP SE or the respective SAP affiliate company. This presentation is not subject to your license agreement or any other service or subscription agreement with SAP SE or its affiliated companies. SAP SE and its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP SE or an SAP affiliate company's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP SE and its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP SE and its affiliated companies assume no responsibility for errors or omissions in this document, except if such damages were caused by SAP SE or an SAP affiliate company's willful misconduct or gross negligence.

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.

TripLink

Concur TripLink provides solutions to bring travel bookings from outside Concur Travel into SAP Concur, and can be paired with Concur Expense, Travel, or both products. Its main features include the ability to capture itineraries through "My Travel Network" partners, capture of data from reservations sent to TripIt, and the TripIt Pro features that are available to all travelers.

UPDATE

Release Notes

Expanded TripIt Pro Availability

Information First Published	Information Last Modified	Feature Target Release Date
January 2020	March 24, 2020	April 2020
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

As of late March 2020, TripLink clients can offer TripIt Pro accounts to their travelers with TripIt data stored in an EMEA Data Center for users located in EMEA.

NOTE: The TripIt experience for EMEA based users will vary slightly from the current US user experience. TripIt's features will be available via TripIt's Android or iOS apps only and the web-based experience will not be available at launch. In addition, "TripIt for Teams", "Inner Circle" (automatic trip sharing), and the CLEAR discount will not be available at launch.

Targeted for mid-April, clients who have already purchased and activated TripLink and whose instance is on the Concur EMEA Data Center will have TripIt activated for their users as part of this feature launch.

Also targeted for mid-April, localized versions of the TripIt app will be available in French, German, and Japanese. Users whose Concur profile is set to those languages will be prompted to connect to TripIt via messaging in 'Travel Alerts' and other in-product messaging. Currently only users whose language is set to English are prompted to connect to TripIt. This change will affect all clients with TripIt Pro as part of TripLink, including those in the North America Data Center.

BUSINESS PURPOSE / CLIENT BENEFIT

TripIt Pro is an important part of the TripLink solution as it provides itinerary capture for bookings not made via Concur Travel or through a connected TripLink supplier. In addition, to end-users TripIt Pro offers many traveler productivity features including check-in reminders, flight status updates, connecting flight information, security wait times, and more to enable a seamless travel experience.

Configuration / Feature Activation

This feature is automatically enabled; there are no additional configuration or activation steps. Clients may want to reference the [TripLink toolkit](#) for more information on TripIt Pro, including resources to help drive adoption with their travelers following activation.

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 Planned Changes This Month

UPDATE

Client Notifications

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

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

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



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

Subprocessors

SAP Concur Non-Affiliated Subprocessors

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

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

Additional Release Notes and Technical Documentation

Professional Edition

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 in Concur.

The screenshot shows the SAP Concur Professional Edition interface. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', 'App Center', and 'Links'. The 'Help' menu is open, showing options like 'Training', 'Expense Help', and 'Expense Administration Help'. The 'Expense Administration Help' option is circled in red. Below the navigation bar, the 'Using Online Help' page is displayed. The left sidebar contains a list of links, including 'Using Online Help', 'Legal Notice', 'Resources for Administrators - Professional Edition', 'Expense Professional Administration Guides' (circled in red), 'Budget Insight (Legacy) Administration Guide', 'Available Permissions', 'Managing Users', 'Managing User Permissions', 'What's New - Professional Edition', 'Release Note Admin Summary (Format) - Professional Edition', 'Profile', and 'Optional Concur Services'. The main content area shows 'Using Online Help' with a section for 'Quick Links - Concur Professional/Premium' and a table of 'Expense Setup Guides'.

Name	Revised	Format
Account Codes	Jan 10 2017	DOC - PDF
Allocations	Sep 20 2013	DOC - PDF
Attendees	Mar 6 2017	DOC - PDF

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 Concur Support Portal.

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

The screenshot displays the SAP Concur Professional Edition user interface. At the top, the navigation bar includes links for Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. A user profile section on the right shows 'Hello, Chris' and counts for New, Required Approvals, Authorization Requests, and Payment Requests. Below this, the 'MY TASKS' section is visible. On the left, the 'TRIP SEARCH' section includes a 'Mixed Flight/Train Search' form. The main content area features a 'SAP Concur' header with a navigation menu. A red box highlights the 'Support' link in the menu, which has a dropdown arrow. Another red box highlights the 'Release/Tech Info' link in the dropdown menu. A red arrow points from the 'Contact Support' link in the top right corner to the 'Support' link in the main menu. Below the navigation menu, the 'Release Notes and Technical Documentation' section is displayed, containing links to various resources and a list of documents.

Release Notes and Technical Documentation [What is technical documentation?](#)

Concur Professional/Premium edition includes Expense, Travel, Invoice, Request, Imaging, Analysis / Intelligence, Concur's mobile app, TripLink/TripIt, Concur Risk Messaging

- [Client Admin Release Summary](#): Brief description of the monthly release - to give client admins a quick overview of the month's enhancements
- [Release Notes](#): Full description of the monthly releases
- [Release Calendar](#): Calendar for the monthly releases
- [Technical Documentation](#): Setup Guides and User Guides
- [P2 Communications for Concur Travel](#)
- [Concur Non-Affiliated Subprocessor Notice](#)

For Web Services, access [Release Notes, Guides, and Sample Code](#) and [Certified Application Guides](#).

Fact Sheets [What is a fact sheet?](#)

[Fact sheets are available for Travel & Expense, Expense, Invoice, Imaging, and Analysis / Intelligence.](#)

Standard Edition

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 in Concur.

The screenshot displays the SAP Concur user interface. At the top, the navigation bar includes 'SAP Concur', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', and 'App Center'. The user is logged in as 'Christy'. The 'Help' menu is open, showing options like 'Travel Help', 'Travel Administration Help', 'Expense Help', 'Invoice Help', 'Expense Administration Help' (highlighted with a red circle), and 'Invoice Administration Help'. A red arrow points from 'Expense Administration Help' to the 'Expense Standard Edition Admin Guides' link in the left sidebar. The main content area shows the 'Using Online Help' page with various links and a table of 'Expense Setup Guides'.

Expense - Concur Standard Edition		
Client Admin Release Summary - What's New	Setup Guides (below)	These documents are provided in English only Permission to Duplicate / Permission to Copy / Proprietary Statement Concur's Privacy Policy
Client Release Notes - All Products	User Guides (below)	
End-user Training Toolkit	Extract User Guides (below)	
Icons in the UI - NEW	Fact Sheets (below)	
Expense Setup Guides (Ordered to correspond to flow of the Standard Simple Setup Wizard for a US-only company)		
Overview (Shared)	Nov 4 2017	DOC - PDF
Accounting (formerly known as Introduction) (Shared)	Nov 4 2017	DOC - PDF
Cost Tracking (Shared)	Feb 26 2018	DOC - PDF
Expense Types	Apr 14 2018	DOC - PDF
Mileage Rates (formerly known as Car Configuration)	Nov 4 2017	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 - Standard**.

The screenshot displays the SAP Concur web application interface. At the top, a navigation bar includes links for Travel, Expense, Invoice, Approvals, Reporting, and App Center. A user profile section on the right shows 'Hello, Christy' and counts for 'New', 'Required Approvals', and 'Payment Requests'. A dropdown menu is open, showing options like 'Travel Help', 'Expense Help', and 'Contact Support'. The 'Contact Support' link is highlighted with a red box. Below this, a red arrow points to the 'Resources' link in the main navigation bar. The 'Resources' link is also highlighted with a red box. Under 'Resources', the 'Release/Tech Info - Standard' link is highlighted with a red box. The main content area displays the 'Release Notes and Technical Documentation' section, which includes a list of links: 'Release Notes', 'Technical Documentation', 'P2 Communications for Concur Travel', and 'Concur Non-Affiliated Subprocessor Notice'. A large 'UPDATE' watermark is visible across the bottom half of the page.

SAP Concur

Travel Expense Invoice Approvals Reporting App Center

Hello, Christy

New 00 Required Approvals 00 Payment Requests

Administration Help

Travel Help

Travel Administration Help

Expense Help

Invoice Help

Expense Administration Help

Invoice Administration Help

Contact Support

TRIP SEARCH ALERTS

We're sorry, but Travel has been disabled at your company. Please contact your travel administrator if you need assistance.

SAP Concur

Welcome to My Profile

Home Support Resources Community Info Billing

Knowledge Base Release/Tech Info - Standard Training - Standard Webinars

Release Notes and Technical Documentation [What is technical documentation?](#)

Concur Standard edition includes Expense, Travel, Invoice, Request, Analysis / Intelligence, Concur's mobile app, TripLink/TripIt

- [Release Notes](#): Full description of the monthly releases
- [Technical Documentation](#): Setup Guides and User Guides
- [P2 Communications for Concur Travel](#)
- [Concur Non-Affiliated Subprocessor Notice](#)

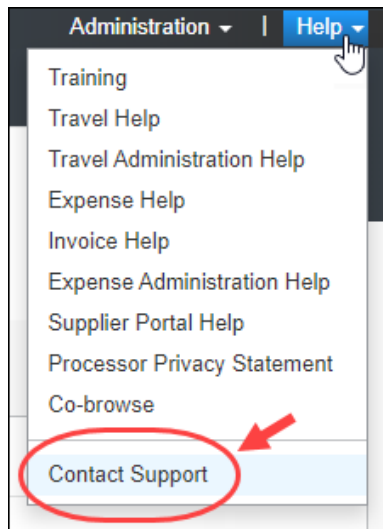
Cases

Steps for Getting a Status

Each service release contains case resolutions.

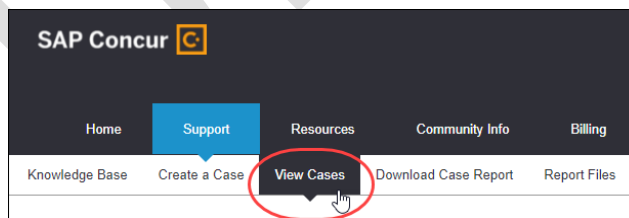
► **How to check the status of a submitted case**

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



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

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



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

SAP Concur

Welcome [User Name]
My Profile | Close

Home **Support** Resources Community Info Billing

Knowledge Base Create a Case View Cases Download Case Report Report Files

5 - My Cases [Printable View](#)

View: 5 - My Cases

<Previous Page | Next Page>

New Case

Action	Status	Priority	Contact Name	Site/URL/Acct. #	Date/Time Opened	Date of Last Comment
Edit	Updated					
Edit	Closed					
Edit	Closed					
Edit	Closed					
Edit	Closed					
Edit	Closed					

Show me [fewer](#) / [more](#) records per list page

<Previous Page | Next Page>

© 2020 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. Please see <http://global12.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP SE or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP SE or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. 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.

SAP Concur Release Notes TripLink	
Month	Audience
Release Date: May 16, 2020 Initial Post: Friday, May 15, 9:00 AM PT	SAP Concur Client – FINAL

Contents

TripLink.....	1
Release Notes	2
No Release Notes This Month.....	2
Planned Changes.....	3
No Planned Changes This Month.....	3
Client Notifications.....	4
Browser Certifications and Supported Configurations	4
Monthly Browser Certifications and Supported Configurations	4
Subprocessors.....	4
SAP Concur Non-Affiliated Subprocessors	4
Additional Release Notes and Technical Documentation	5
Professional Edition	5
Online Help – Admins	5
Concur Support Portal – Selected Users	5
Standard Edition.....	7
Online Help – Admins	7
SAP Concur Support Portal – Selected Users.....	7
Cases	9
Steps for Getting a Status	9

Legal Disclaimer

The information in this presentation is confidential and proprietary to SAP SE or an SAP affiliate company and may not be disclosed without the permission of SAP SE or the respective SAP affiliate company. This presentation is not subject to your license agreement or any other service or subscription agreement with SAP SE or its affiliated companies. SAP SE and its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP SE or an SAP affiliate company's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP SE and its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP SE and its affiliated companies assume no responsibility for errors or omissions in this document, except if such damages were caused by SAP SE or an SAP affiliate company's willful misconduct or gross negligence.

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.

TripLink

Concur TripLink provides solutions to bring travel bookings from outside Concur Travel into SAP Concur solutions, and can be paired with Concur Expense, Travel, or both products. Its main features include the ability to capture itineraries through “My Travel Network” partners, capture of data from reservations sent to TripIt, and the TripIt Pro features that are available to all travelers.

Release Notes

No Release Notes This Month

Planned Changes

The items in this section are targeted for future releases. SAP Concur solutions 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 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 Non-Affiliated Subprocessors](#)

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

Additional Release Notes and Technical Documentation

Professional Edition

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 in Concur.

The screenshot shows the SAP Concur Professional Edition interface. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', 'App Center', and 'Links'. The 'Help' menu is open, showing options like 'Training', 'Expense Help', and 'Expense Administration Help'. A red circle highlights the 'Help' menu, and a red arrow points to the 'Expense Administration Help' option. Below the navigation bar, the 'Using Online Help' page is displayed. The left sidebar contains a list of links, including 'Using Online Help', 'Legal Notice', 'Resources for Administrators - Professional Edition', 'Expense Professional Administration Guides', and 'Budget Insight (Legacy) Administration Guide'. A red circle highlights the 'Expense Professional Administration Guides' link, and a red arrow points to it. The main content area shows 'Access Online Help' and a table of 'Expense Setup Guides'.

Name	Revised	Format
Account Codes	Jan 10 2017	DOC - PDF
Allocations	Sep 20 2013	DOC - PDF
Attendees	Mar 6 2017	DOC - PDF

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 Concur Support Portal.

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

The screenshot displays the SAP Concur Professional Edition user interface. At the top, a navigation bar includes links for Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. A user greeting 'Hello, Chris' is visible. Below this, a dashboard shows counts for New, Required Approvals, Authorization Requests, and Payment Requests. The main content area is divided into 'TRIP SEARCH' and 'MY TASKS'. The 'TRIP SEARCH' section includes a 'Mixed Flight/Train Search' form. The 'MY TASKS' section features a 'SAP Concur' logo and a navigation menu with 'Home', 'Support', 'Resources', 'Community Info', and 'Billing'. The 'Support' menu is expanded, showing 'Knowledge Base', 'Release/Tech Info', 'Training', and 'Webinars'. A red box highlights the 'Release/Tech Info' option, and a red arrow points to it from the 'Contact Support' link in the top right. The 'Release Notes and Technical Documentation' page is displayed, providing information about the Concur Professional/Premium edition and listing various resources like the Client Admin Release Summary, Release Notes, Release Calendar, Technical Documentation, P2 Communications, and Concur Non-Affiliated Subprocessor Notice. A 'Fact Sheets' section is also visible at the bottom.

Standard Edition

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 in Concur.

The screenshot displays the SAP Concur user interface. At the top, the navigation bar includes 'SAP Concur', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', and 'App Center'. The user's name 'Christy' is visible. The 'Help' menu is open, showing options like 'Travel Help', 'Travel Administration Help', 'Expense Help', 'Invoice Help', 'Expense Administration Help' (highlighted with a red circle), and 'Invoice Administration Help'. A red arrow points from 'Expense Administration Help' to the 'Expense Standard Edition Admin Guides' link in the left sidebar. The main content area shows the 'Using Online Help' page with various links and a table of 'Expense Setup Guides'.

Expense - Concur Standard Edition		Revised	Format
Expense Setup Guides (Ordered to correspond to flow of the Standard Simple Setup Wizard for a US-only company)			
Overview (Shared)		Nov 4 2017	DOC - PDF
Accounting (formerly known as Introduction) (Shared)		Nov 4 2017	DOC - PDF
Cost Tracking (Shared)		Feb 26 2018	DOC - PDF
Expense Types		Apr 14 2018	DOC - PDF
Mileage Rates (formerly known as Car Configuration)		Nov 4 2017	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 - Standard**.

The screenshot displays the SAP Concur user interface. At the top, a navigation bar includes links for Travel, Expense, Invoice, Approvals, Reporting, and App Center. A user profile section on the right shows 'Hello, Christy' and a 'Help' dropdown menu with options like 'Travel Help', 'Expense Help', and 'Contact Support'. The 'Contact Support' link is circled in red. Below the navigation bar, a central banner features the SAP Concur logo and a 'Resources' button, which is also circled in red. A red arrow points from the 'Contact Support' link to the 'Resources' button. The 'Resources' button has a dropdown menu with 'Release/Tech Info - Standard' selected. Below this, a section titled 'Release Notes and Technical Documentation' provides links to 'Release Notes', 'Technical Documentation', 'P2 Communications for Concur Travel', and 'Concur Non-Affiliated Subprocessor Notice'.

SAP Concur

Travel Expense Invoice Approvals Reporting App Center

Hello, Christy

+ New 00 Required Approvals 00 Payment Requests

Administration | Help

- Travel Help
- Travel Administration Help
- Expense Help
- Invoice Help
- Expense Administration Help
- Invoice Administration Help
- Contact Support

TRIP SEARCH ALERTS

We're sorry, but Travel has been disabled at your company. Please contact your travel administrator if you need assistance.

SAP Concur

Welcome to My Profile

Home Support Resources Community Info Billing

Knowledge Base Release/Tech Info - Standard Training - Standard Webinars

Release Notes and Technical Documentation [What is technical documentation?](#)

Concur Standard edition includes Expense, Travel, Invoice, Request, Analysis / Intelligence, Concur's mobile app, TripLink/TripIt

- [Release Notes](#): Full description of the monthly releases
- [Technical Documentation](#): Setup Guides and User Guides
- [P2 Communications for Concur Travel](#)
- [Concur Non-Affiliated Subprocessor Notice](#)

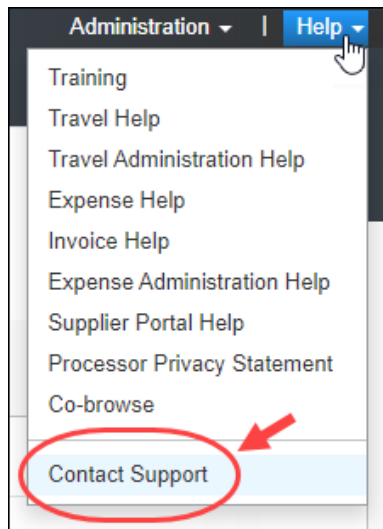
Cases

Steps for Getting a Status

Each service release contains case resolutions.

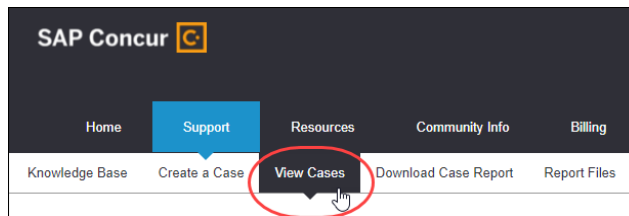
► **How to check the status of a submitted case**

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



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

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



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

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

© 2020 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. Please see <http://global12.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP SE or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP SE or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. 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.

SAP Concur Release Notes TripLink	
Month	Audience
Release Date: June 24, 2020 Update #1: Wednesday, June 24, 12:00 PM PT	SAP Concur Client – FINAL
** UPDATE ** Some features scheduled for the June 20, 2020 release did not pass our quality control guidelines, therefore, it was a limited release. Those features were successfully deployed on June 24, 2020 in both the EMEA and NA (US) data centers. The CCPS and China data centers will be updated on a future date. Refer to the release notes for the June release details.	

Contents

TripLink..... 1

Release Notes 2

 No Release Notes This Month.....2

Planned Changes..... 3

 No Planned Changes This Month.....3

Client Notifications..... 4

 Browser Certifications and Supported Configurations4

 Monthly Browser Certifications and Supported Configurations4

 Subprocessors.....4

 SAP Concur Non-Affiliated Subprocessors4

Additional Release Notes and Technical Documentation 5

 Professional Edition5

 Online Help – Admins5

 Concur Support Portal – Selected Users5

 Standard Edition.....7

 Online Help – Admins7

 SAP Concur Support Portal – Selected Users.....7

Cases 9

 Steps for Getting a Status9

Legal Disclaimer

The information in this presentation is confidential and proprietary to SAP SE or an SAP affiliate company and may not be disclosed without the permission of SAP SE or the respective SAP affiliate company. This presentation is not subject to your license agreement or any other service or subscription agreement with SAP SE or its affiliated companies. SAP SE and its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP SE or an SAP affiliate company's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP SE and its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP SE and its affiliated companies assume no responsibility for errors or omissions in this document, except if such damages were caused by SAP SE or an SAP affiliate company's willful misconduct or gross negligence.

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.

TripLink

Concur TripLink provides solutions to bring travel bookings from outside Concur Travel into SAP Concur solutions, and can be paired with Concur Expense, Travel, or both products. Its main features include the ability to capture itineraries through “My Travel Network” partners, capture of data from reservations sent to TripIt, and the TripIt Pro features that are available to all travelers.

Release Notes

No Release Notes This Month

Planned Changes

The items in this section are targeted for future releases. SAP Concur solutions 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 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 Non-Affiliated Subprocessors](#)

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

Additional Release Notes and Technical Documentation

Professional Edition

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 in Concur.

The screenshot shows the SAP Concur Professional Edition interface. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', 'App Center', and 'Links'. The 'Help' menu is open, showing 'Training', 'Expense Help', and 'Expense Administration Help'. The 'Expense Administration Help' option is circled in red. Below the navigation bar, the 'MY TASKS' section shows 'SAP Concur Expense Administration Help'. The 'Using Online Help' page is displayed, with a sidebar containing 'Using Online Help', 'Legal Notice', 'Resources for Administrators - Professional Edition', 'Expense Professional Administration Guides' (circled in red), 'Budget Insight (Legacy) Administration Guide', 'Available Permissions', 'Managing Users', 'Managing User Permissions', 'What's New - Professional Edition', 'Release Note Admin Summary (Format) - Professional Edition', 'Profile', and 'Optional Concur Services'. The main content area shows 'Access Online Help' and a table of 'Expense Setup Guides'.

Name	Revised	Format
Account Codes	Jan 10 2017	DOC - PDF
Allocations	Sep 20 2013	DOC - PDF
Attendees	Mar 6 2017	DOC - PDF

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 Concur Support Portal.

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

The screenshot displays the SAP Concur Professional Edition user interface. At the top, a dark navigation bar contains the SAP Concur logo and a menu with options: Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. Below this, a header section shows the user's name 'Hello, Chris' and three status indicators: '+ New', '00 Required Approvals', and '00 Authorization Requests'. A 'Help' button in the top right corner is highlighted with a red circle, and a red arrow points to the 'Release/Tech Info' link in the main navigation menu. The main navigation menu includes links for Home, Support, Resources, Community Info, and Billing. The 'Support' link is also highlighted with a red circle. The 'Resources' link is highlighted with a blue box. The 'Release/Tech Info' link is highlighted with a red circle. The 'Release Notes and Technical Documentation' page is displayed, featuring a list of links: Client Admin Release Summary, Release Notes, Release Calendar, Technical Documentation, P2 Communications for Concur Travel, and Concur Non-Affiliated Subprocessor Notice. The page also includes a section for 'Fact Sheets' and a link to 'What is technical documentation?'.

Standard Edition

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 in Concur.

The screenshot shows the SAP Concur interface. At the top, there's a navigation bar with 'SAP Concur' logo and tabs for Travel, Expense, Invoice, Approvals, Reporting, and App Center. Below this is a user header with 'Hello, Christy' and counts for New, Required Approvals, and Payment Requests. A 'Help' dropdown menu is open, showing options like 'Travel Help', 'Travel Administration Help', 'Expense Help', 'Invoice Help', 'Expense Administration Help' (highlighted with a red circle), and 'Invoice Administration Help'. A red arrow points from 'Expense Administration Help' to the 'Expense Standard Edition Admin Guides' link in the left sidebar. The main content area is titled 'Using Online Help' and contains a table of 'Expense Setup Guides'.

Expense Setup Guides (Ordered to correspond to flow of the Standard Simple Setup Wizard for a US-only company)	Revised	Format
Overview (Shared)	Nov 4 2017	DOC - PDF
Accounting (formerly known as Introduction) (Shared)	Nov 4 2017	DOC - PDF
Cost Tracking (Shared)	Feb 26 2018	DOC - PDF
Expense Types	Apr 14 2018	DOC - PDF
Mileage Rates (formerly known as Car Configuration)	Nov 4 2017	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 - Standard**.

The screenshot displays the SAP Concur user interface. At the top, a navigation bar includes links for Travel, Expense, Invoice, Approvals, Reporting, and App Center. A user profile section on the right shows 'Hello, Christy' and a 'Help' dropdown menu. The dropdown menu lists various help topics, with 'Contact Support' highlighted by a red box. Below the navigation bar, a central banner features the SAP Concur logo and a 'Resources' button, also highlighted by a red box. A red arrow points from the 'Contact Support' button to the 'Resources' button. The 'Resources' button is part of a menu that includes 'Home', 'Support', 'Resources', 'Community Info', and 'Billing'. The 'Resources' button is further highlighted by a red box. Below the 'Resources' button, a dropdown menu is visible, showing 'Release/Tech Info - Standard' and 'Training - Standard'. The 'Release/Tech Info - Standard' option is highlighted by a red box. Below this menu, a section titled 'Release Notes and Technical Documentation' is displayed, containing a list of links: 'Release Notes', 'Technical Documentation', 'P2 Communications for Concur Travel', and 'Concur Non-Affiliated Subprocessor Notice'.

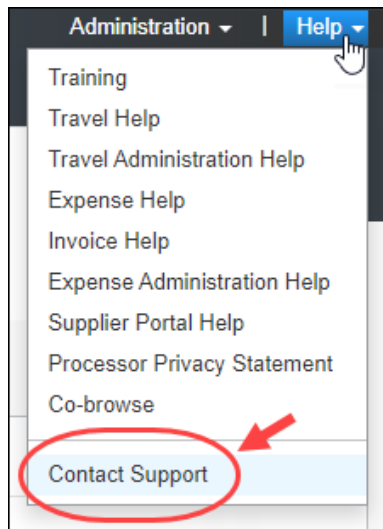
Cases

Steps for Getting a Status

Each service release contains case resolutions.

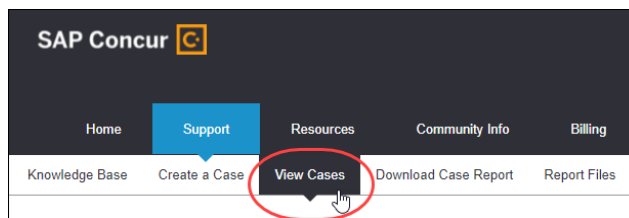
► **How to check the status of a submitted case**

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



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

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



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

The screenshot shows the SAP Concur interface. The top navigation bar includes 'Home', 'Support' (selected), 'Resources', 'Community Info', and 'Billing'. Below this, a secondary navigation bar has 'Knowledge Base', 'Create a Case', 'View Cases', 'Download Case Report', and 'Report Files'. The main content area is titled '5 - My Cases'. A 'View' dropdown menu is open, showing a list of case types. The '5 - My Cases' option is highlighted. The table below the dropdown shows a list of cases with columns for 'Status', 'Priority', 'Contact Name', 'Site/URL/Acct. #', 'Date/Time Opened', and 'Date of Last Comment'. A 'New Case' button is located above the table. The page also includes a 'Printable View' link and pagination controls at the bottom.

© 2020 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. Please see <http://global12.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP SE or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP SE or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. 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.

SAP Concur Release Notes TripLink	
Month	Audience
Release Date: July 18, 2020 Initial Post: Friday, July 17, 9:00 AM PT	SAP Concur Client – FINAL

Contents

TripLink..... 1

Release Notes 2

 No Release Notes This Month.....2

Planned Changes..... 3

 No Planned Changes This Month.....3

Client Notifications..... 4

Browser Certifications and Supported Configurations4

 Monthly Browser Certifications and Supported Configurations4

Subprocessors.....4

 SAP Concur Non-Affiliated Subprocessors4

Additional Release Notes and Technical Documentation 5

Professional Edition5

 Online Help – Admins5

 Concur Support Portal – Selected Users5

Standard Edition.....7

 Online Help – Admins7

 SAP Concur Support Portal – Selected Users.....7

Cases 9

Steps for Getting a Status9

Legal Disclaimer

The information in this presentation is confidential and proprietary to SAP SE or an SAP affiliate company and may not be disclosed without the permission of SAP SE or the respective SAP affiliate company. This presentation is not subject to your license agreement or any other service or subscription agreement with SAP SE or its affiliated companies. SAP SE and its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP SE or an SAP affiliate company's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP SE and its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP SE and its affiliated companies assume no responsibility for errors or omissions in this document, except if such damages were caused by SAP SE or an SAP affiliate company's willful misconduct or gross negligence.

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.

TripLink

Concur TripLink provides solutions to bring travel bookings from outside Concur Travel into SAP Concur solutions, and can be paired with Concur Expense, Travel, or both products. Its main features include the ability to capture itineraries through “My Travel Network” partners, capture of data from reservations sent to TripIt, and the TripIt Pro features that are available to all travelers.

Release Notes

No Release Notes This Month

Planned Changes

The items in this section are targeted for future releases. SAP Concur solutions 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 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 Non-Affiliated Subprocessors](#)

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

Additional Release Notes and Technical Documentation

Professional Edition

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 in Concur.

The screenshot shows the SAP Concur Professional Edition interface. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', 'App Center', and 'Links'. The 'Help' menu is open, showing options like 'Training', 'Expense Help', and 'Expense Administration Help'. A red circle highlights the 'Help' menu, and a red arrow points to the 'Expense Administration Help' option. Below the navigation bar, the 'Using Online Help' page is displayed. The left sidebar contains a list of links, including 'Using Online Help', 'Legal Notice', 'Resources for Administrators - Professional Edition', 'Expense Professional Administration Guides', and 'Budget Insight (Legacy) Administration Guide'. A red circle highlights the 'Expense Professional Administration Guides' link, and a red arrow points to it. The main content area shows 'Access Online Help' and a table of 'Expense Setup Guides'.

Name	Revised	Format
Account Codes	Jan 10 2017	DOC - PDF
Allocations	Sep 20 2013	DOC - PDF
Attendees	Mar 6 2017	DOC - PDF

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 Concur Support Portal.

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

The screenshot displays the SAP Concur Professional Edition user interface. At the top, a navigation bar includes links for Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. A user profile section on the right shows 'Hello, Chris' and counts for New, Required Approvals, Authorization Requests, and Payment Requests. Below this, a 'TRIP SEARCH' and 'MY TASKS' section is visible. A red circle highlights the 'Contact Support' link in the top right corner. Another red circle highlights the 'Support' link in the main navigation menu, with a red arrow pointing to the 'Release/Tech Info' sub-link. The 'Release Notes and Technical Documentation' page is displayed, featuring a list of links for Client Admin Release Summary, Release Notes, Release Calendar, Technical Documentation, P2 Communications for Concur Travel, and Concur Non-Affiliated Subprocessor Notice. A 'Fact Sheets' section is also visible at the bottom.

SAP Concur | Requests | Travel | Expense | Invoice | Approvals | Reporting | App Center | Links | Administration | Help

Training
Travel Administration Help
Expense Administration Help
Invoice Administration Help
Request Administration Help
Contact Support

SAP Concur | Home | Support | **Resources** | Community Info | Billing

Knowledge Base | **Release/Tech Info** | Training | Webinars

Release Notes and Technical Documentation | [What is technical documentation?](#)

Concur Professional/Premium edition includes Expense, Travel, Invoice, Request, Imaging, Analysis / Intelligence, Concur's mobile app, TripLink/TripIt, Concur Risk Messaging

- [Client Admin Release Summary](#): Brief description of the monthly release - to give client admins a quick overview of the month's enhancements
- [Release Notes](#): Full description of the monthly releases
- [Release Calendar](#): Calendar for the monthly releases
- [Technical Documentation](#): Setup Guides and User Guides
- [P2 Communications for Concur Travel](#)
- [Concur Non-Affiliated Subprocessor Notice](#)

For Web Services, access [Release Notes, Guides, and Sample Code](#) and [Certified Application Guides](#).

Fact Sheets | [What is a fact sheet?](#)

[Fact sheets are available for Travel & Expense, Expense, Invoice, Imaging, and Analysis / Intelligence.](#)

Standard Edition

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 in Concur.

The screenshot shows the SAP Concur user interface. The top navigation bar includes 'SAP Concur', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', and 'App Center'. The user is logged in as 'Christy'. The 'Help' menu is open, showing options like 'Travel Help', 'Travel Administration Help', 'Expense Help', 'Invoice Help', 'Expense Administration Help', and 'Invoice Administration Help'. The 'Expense Administration Help' option is highlighted. The 'Using Online Help' page displays a sidebar with 'Expense Standard Edition Admin Guides' highlighted. The main content area shows a table of 'Expense Setup Guides'.

Expense - Concur Standard Edition		Revised	Format
Expense Setup Guides (Ordered to correspond to flow of the Standard Simple Setup Wizard for a US-only company)			
Overview (Shared)		Nov 4 2017	DOC - PDF
Accounting (formerly known as Introduction) (Shared)		Nov 4 2017	DOC - PDF
Cost Tracking (Shared)		Feb 26 2018	DOC - PDF
Expense Types		Apr 14 2018	DOC - PDF
Mileage Rates (formerly known as Car Configuration)		Nov 4 2017	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 - Standard**.

The screenshot displays the SAP Concur user interface. At the top, a navigation bar includes links for Travel, Expense, Invoice, Approvals, Reporting, and App Center. A user profile section on the right shows 'Hello, Christy' and a 'Help' dropdown menu with options like Travel Help, Expense Help, and Contact Support. The main content area features a 'SAP Concur' logo and a navigation menu with 'Home', 'Support', 'Resources', 'Community Info', and 'Billing'. The 'Resources' menu is highlighted, showing sub-options: 'Knowledge Base', 'Release/Tech Info - Standard', 'Training - Standard', and 'Webinars'. A red box highlights the 'Release/Tech Info - Standard' option, with a red arrow pointing to it from the 'Contact Support' option in the top right. Below this, the 'Release Notes and Technical Documentation' section is visible, containing a list of links: 'Release Notes', 'Technical Documentation', 'P2 Communications for Concur Travel', and 'Concur Non-Affiliated Subprocessor Notice'.

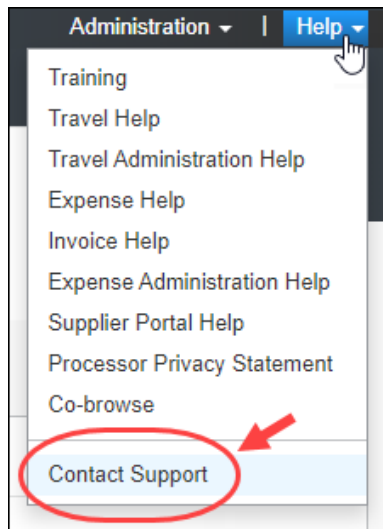
Cases

Steps for Getting a Status

Each service release contains case resolutions.

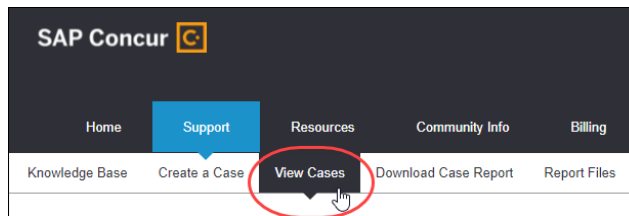
► **How to check the status of a submitted case**

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



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

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



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

The screenshot displays the SAP Concur user interface. At the top, the 'SAP Concur' logo is on the left, and a user profile with 'Welcome' and 'My Profile | Close' is on the right. The navigation bar includes 'Home', 'Support' (highlighted), 'Resources', 'Community Info', and 'Billing'. Below this, a secondary navigation bar has 'Knowledge Base', 'Create a Case', 'View Cases', 'Download Case Report', and 'Report Files'. The main section is titled '5 - My Cases' and features a 'Printable View' link. A dropdown menu is open, showing a list of case views: '5 - My Cases' (selected), '1 - All Open Admin Cases', '2 - All Closed Admin Cases', '3 - All Open End User Cases', '4 - All Closed End User Cases', and 'Recently Viewed Cases'. Each view has an 'Edit' link. To the right of the dropdown is a 'New Case' button. Below this is a table with columns: 'Status', 'Priority', 'Contact Name', 'Site/URL/Acct. #', 'Date/Time Opened', and 'Date of Last Comment'. The table contains several rows of case data. At the bottom of the table, there's a link to 'Show me fewer / more records per list page'. The page also includes '<Previous Page | Next Page>' navigation links.

© 2020 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. Please see <http://global12.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP SE or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP SE or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. 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.

SAP Concur Release Notes TripLink	
Month	Audience
Release Date: August 15, 2020 Initial Post: Friday, August 14, 9:00 AM PT	SAP Concur Client – FINAL

Contents

TripLink.....

1

Release Notes

2

No Release Notes This Month.....

2

Planned Changes.....

3

No Planned Changes This Month.....

3

Client Notifications.....

4

Browser Certifications and Supported Configurations

4

Monthly Browser Certifications and Supported Configurations

4

Subprocessors.....

4

SAP Concur Non-Affiliated Subprocessors

4

Additional Release Notes and Technical Documentation

5

Professional Edition

5

Online Help – Admins

5

Concur Support Portal – Selected Users

5

Standard Edition.....

7

Online Help – Admins

7

SAP Concur Support Portal – Selected Users.....

7

Cases

9

Steps for Getting a Status

9

SAP Concur Release Notes

Release Date: August 15, 2020

Initial Post: Friday, August 14, 9:00 AM PT

Page i

TripLink

SAP Concur Client – FINAL

Legal Disclaimer

The information in this presentation is confidential and proprietary to SAP SE or an SAP affiliate company and may not be disclosed without the permission of SAP SE or the respective SAP affiliate company. This presentation is not subject to your license agreement or any other service or subscription agreement with SAP SE or its affiliated companies. SAP SE and its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP SE or an SAP affiliate company's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP SE and its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP SE and its affiliated companies assume no responsibility for errors or omissions in this document, except if such damages were caused by SAP SE or an SAP affiliate company's willful misconduct or gross negligence.

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.

TripLink

Concur TripLink provides solutions to bring travel bookings from outside Concur Travel into SAP Concur solutions, and can be paired with Concur Expense, Travel, or both products. Its main features include the ability to capture itineraries through “My Travel Network” partners, capture of data from reservations sent to TripIt, and the TripIt Pro features that are available to all travelers.

Release Notes

No Release Notes This Month

Planned Changes

The items in this section are targeted for future releases. SAP Concur solutions 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 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 Non-Affiliated Subprocessors](#)

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

Additional Release Notes and Technical Documentation

Professional Edition

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 in Concur.

The screenshot shows the SAP Concur Professional Edition interface. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', 'App Center', and 'Links'. The 'Help' menu is open, showing 'Training', 'Expense Help', and 'Expense Administration Help'. The 'Expense Administration Help' option is circled in red. Below the navigation bar, the 'MY TASKS' section shows 'SAP Concur Expense Administration Help'. The 'Using Online Help' page is displayed, with a sidebar containing 'Using Online Help', 'Legal Notice', 'Resources for Administrators - Professional Edition', 'Expense Professional Administration Guides' (circled in red), 'Budget Insight (Legacy) Administration Guide', 'Available Permissions', 'Managing Users', 'Managing User Permissions', 'What's New - Professional Edition', 'Release Note Admin Summary (Format) - Professional Edition', 'Profile', and 'Optional Concur Services'. The main content area shows 'Access Online Help' and a table of 'Expense Setup Guides'.

Name	Revised	Format
Account Codes	Jan 10 2017	DOC - PDF
Allocations	Sep 20 2013	DOC - PDF
Attendees	Mar 6 2017	DOC - PDF

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 Concur Support Portal.

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

The screenshot displays the SAP Concur Professional Edition user interface. At the top, a navigation bar includes links for Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. A user profile section on the right shows 'Hello, Chris' and counts for New, Required Approvals, Authorization Requests, and Payment Requests. Below this, a 'TRIP SEARCH' and 'MY TASKS' section is visible. A red circle highlights the 'Help' button in the top right corner, which opens a dropdown menu with options: Training, Travel Administration Help, Expense Administration Help, Invoice Administration Help, Request Administration Help, and Contact Support. Another red circle highlights the 'Support' button in the main navigation bar, which opens a dropdown menu with options: Knowledge Base, Release/Tech Info, Training, and Webinars. A red arrow points from the 'Contact Support' link in the Help dropdown to the 'Release/Tech Info' link in the Support dropdown. The 'Release Notes and Technical Documentation' section is highlighted, showing a list of links: Client Admin Release Summary, Release Notes, Release Calendar, Technical Documentation, P2 Communications for Concur Travel, and Concur Non-Affiliated Subprocessor Notice. Below this, a 'Fact Sheets' section is also visible.

Standard Edition

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 in Concur.

The screenshot shows the SAP Concur user interface. At the top, there's a navigation bar with 'SAP Concur' logo and tabs for Travel, Expense, Invoice, Approvals, Reporting, and App Center. Below this, a user profile section shows 'Hello, Christy' and counts for 'New', 'Required Approvals', and 'Payment Requests'. A 'Help' dropdown menu is open, showing options like 'Travel Help', 'Travel Administration Help', 'Expense Help', 'Invoice Help', 'Expense Administration Help' (highlighted), and 'Invoice Administration Help'. Below the menu, the 'Using Online Help' page is displayed. The left sidebar has a search bar and a list of links, with 'Expense Standard Edition Admin Guides' highlighted. The main content area has a heading 'Using Online Help' and a table of 'Expense Setup Guides'.

Expense - Concur Standard Edition		Revised	Format
Expense Setup Guides (Ordered to correspond to flow of the Standard Simple Setup Wizard for a US-only company)			
Overview (Shared)		Nov 4 2017	DOC - PDF
Accounting (formerly known as Introduction) (Shared)		Nov 4 2017	DOC - PDF
Cost Tracking (Shared)		Feb 26 2018	DOC - PDF
Expense Types		Apr 14 2018	DOC - PDF
Mileage Rates (formerly known as Car Configuration)		Nov 4 2017	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 - Standard**.

The screenshot displays the SAP Concur user interface. At the top, a navigation bar includes links for Travel, Expense, Invoice, Approvals, Reporting, and App Center. A user profile section on the right shows 'Hello, Christy' and a 'Help' dropdown menu with options like 'Travel Help', 'Expense Help', and 'Contact Support'. The 'Contact Support' link is circled in red. Below the navigation bar, a central banner features the SAP Concur logo and a 'Resources' button, which is also circled in red. A red arrow points from the 'Contact Support' link to the 'Resources' button. The 'Resources' button has a dropdown menu with 'Release/Tech Info - Standard' selected. Below this, a section titled 'Release Notes and Technical Documentation' provides links to 'Release Notes', 'Technical Documentation', 'P2 Communications for Concur Travel', and 'Concur Non-Affiliated Subprocessor Notice'.

SAP Concur

Travel Expense Invoice Approvals Reporting App Center

Hello, Christy

+ New 00 Required Approvals 00 Payment Requests

Administration | Help

Travel Help
Travel Administration Help
Expense Help
Invoice Help
Expense Administration Help
Invoice Administration Help
Contact Support

TRIP SEARCH ALERTS

We're sorry, but Travel has been disabled at your company. Please contact your travel administrator if you need assistance.

SAP Concur

Welcome to My Profile

Home Support Resources Community Info Billing

Knowledge Base Release/Tech Info - Standard Training - Standard Webinars

Release Notes and Technical Documentation [What is technical documentation?](#)

Concur Standard edition includes Expense, Travel, Invoice, Request, Analysis / Intelligence, Concur's mobile app, TripLink/TripIt

- [Release Notes](#): Full description of the monthly releases
- [Technical Documentation](#): Setup Guides and User Guides
- [P2 Communications for Concur Travel](#)
- [Concur Non-Affiliated Subprocessor Notice](#)

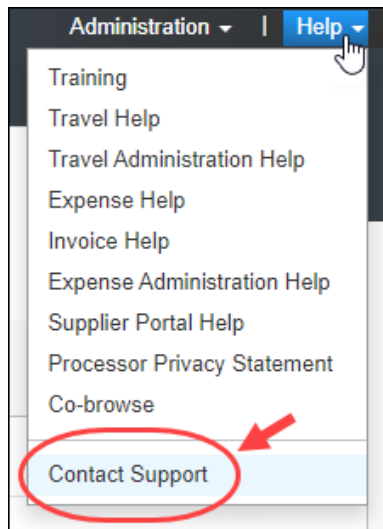
Cases

Steps for Getting a Status

Each service release contains case resolutions.

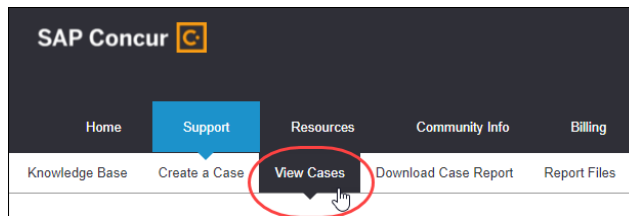
► **How to check the status of a submitted case**

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



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

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



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

SAP Concur

Welcome [User Name]
My Profile | Close

Home **Support** Resources Community Info Billing

Knowledge Base Create a Case View Cases Download Case Report Report Files

5 - My Cases [Printable View](#)

View: 5 - My Cases

1 - All Open Admin Cases

2 - All Closed Admin Cases

3 - All Open End User Cases

4 - All Closed End User Cases

5 - My Cases

Recently Viewed Cases

New Case

Action	Status	Priority	Contact Name	Site/URL/Acct. #	Date/Time Opened	Date of Last Comment
Edit	Updated					
Edit	Closed					
Edit	Closed					
Edit	Closed					
Edit	Closed					

Show me [fewer](#) / [more](#) records per list page

<Previous Page | [Next Page](#)>

© 2020 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. Please see <http://global12.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP SE or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP SE or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. 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.

SAP Concur Release Notes TripLink	
Month	Audience
Release Date: September 19, 2020 Initial Post: Friday, September 18, 8:00 AM PT	SAP Concur Client – FINAL

Contents

TripLink..... 1

Release Notes 2

 No Release Notes This Month.....2

Planned Changes..... 3

 No Planned Changes This Month.....3

Client Notifications..... 4

Browser Certifications and Supported Configurations4

 Monthly Browser Certifications and Supported Configurations4

Subprocessors.....4

 SAP Concur Non-Affiliated Subprocessors4

Additional Release Notes and Technical Documentation 5

Professional Edition5

 Online Help – Admins5

 Concur Support Portal – Selected Users5

Standard Edition.....7

 Online Help – Admins7

 SAP Concur Support Portal – Selected Users.....7

Cases 9

Steps for Getting a Status9

Legal Disclaimer

The information in this presentation is confidential and proprietary to SAP SE or an SAP affiliate company and may not be disclosed without the permission of SAP SE or the respective SAP affiliate company. This presentation is not subject to your license agreement or any other service or subscription agreement with SAP SE or its affiliated companies. SAP SE and its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP SE or an SAP affiliate company's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP SE and its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP SE and its affiliated companies assume no responsibility for errors or omissions in this document, except if such damages were caused by SAP SE or an SAP affiliate company's willful misconduct or gross negligence.

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.

TripLink

Concur TripLink provides solutions to bring travel bookings from outside Concur Travel into SAP Concur solutions, and can be paired with Concur Expense, Travel, or both products. Its main features include the ability to capture itineraries through “My Travel Network” partners, capture of data from reservations sent to TripIt, and the TripIt Pro features that are available to all travelers.

Release Notes

No Release Notes This Month

Planned Changes

The items in this section are targeted for future releases. SAP Concur solutions 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 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 Non-Affiliated Subprocessors](#)

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

Additional Release Notes and Technical Documentation

Professional Edition

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 in Concur.

The screenshot shows the SAP Concur Professional Edition interface. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Invoice', 'Approvals', 'Reporting', 'App Center', and 'Links'. The 'Help' menu is open, showing 'Training', 'Expense Help', and 'Expense Administration Help'. A red circle highlights the 'Expense Administration Help' option. Below the navigation bar, the 'MY TASKS' section shows 'SAP Concur Expense Administration Help'. The main content area is titled 'Using Online Help' and includes a sidebar with 'Using Online Help', 'Legal Notice', 'Resources for Administrators - Professional Edition', 'Expense Professional Administration Guides', and 'Budget Insight (Legacy) Administration Guide'. A red circle highlights the 'Expense Professional Administration Guides' link. The main content area also includes 'Quick Links - Concur Professional/Premium' and a table of 'Expense Setup Guides'.

Name	Revised	Format
Account Codes	Jan 10 2017	DOC - PDF
Allocations	Sep 20 2013	DOC - PDF
Attendees	Mar 6 2017	DOC - PDF

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 Concur Support Portal.

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

The screenshot displays the SAP Concur Professional Edition user interface. At the top, a navigation bar includes links for Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center, and Links. A user profile section on the right shows 'Hello, Chris' and counts for New, Required Approvals, Authorization Requests, and Payment Requests. A 'Help' dropdown menu is open, listing Training, Travel Administration Help, Expense Administration Help, Invoice Administration Help, Request Administration Help, and a circled 'Contact Support' link. Below the navigation bar, a 'TRIP SEARCH' section is visible on the left. The main content area features a 'MY TASKS' section with a 'SAP Concur' logo and a 'Support' button. A red box highlights the 'Support' button, and a red arrow points from the 'Contact Support' link in the Help menu to this button. Below the 'Support' button, a 'Release/Tech Info' button is highlighted with a red box. The main content area also displays 'Release Notes and Technical Documentation' with a link to 'What is technical documentation?'. Below this, a list of links is provided: Client Admin Release Summary, Release Notes, Release Calendar, Technical Documentation, P2 Communications for Concur Travel, and Concur Non-Affiliated Subprocessor Notice. A 'Fact Sheets' section is also visible at the bottom.

Standard Edition

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 in Concur.

The screenshot shows the SAP Concur user interface. At the top, there is a navigation bar with tabs for Travel, Expense, Invoice, Approvals, Reporting, and App Center. The 'Help' menu is open, showing options like 'Travel Help', 'Travel Administration Help', 'Expense Help', 'Invoice Help', 'Expense Administration Help', and 'Invoice Administration Help'. The 'Expense Administration Help' option is highlighted. Below the navigation bar, there is a section for 'TRIP SEARCH' and 'ALERTS'. The main content area is titled 'Using Online Help' and contains a list of resources for administrators, including 'Expense Standard Edition Admin Guides', 'Expense Setup Guides', and 'Expense Types'. The 'Expense Standard Edition Admin Guides' link is highlighted with a red circle. The 'Expense Setup Guides' section includes a table with columns for 'Revised' and 'Format'.

Expense Setup Guides (Ordered to correspond to flow of the Standard Simple Setup Wizard for a US-only company)	Revised	Format
Overview (Shared)	Nov 4 2017	DOC - PDF
Accounting (formerly known as Introduction) (Shared)	Nov 4 2017	DOC - PDF
Cost Tracking (Shared)	Feb 26 2018	DOC - PDF
Expense Types	Apr 14 2018	DOC - PDF
Mileage Rates (formerly known as Car Configuration)	Nov 4 2017	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 - Standard**.

The screenshot displays the SAP Concur user interface. At the top, a navigation bar includes links for Travel, Expense, Invoice, Approvals, Reporting, and App Center. A user profile section on the right shows 'Hello, Christy' and a 'Help' dropdown menu with options like Travel Help, Expense Help, and Contact Support. The main content area features a 'TRIP SEARCH' and 'ALERTS' section. Below this, a 'MY TRIPS (0)' section is visible. A central navigation bar contains 'Home', 'Support', 'Resources', 'Community Info', and 'Billing'. The 'Resources' tab is highlighted, and a red box and arrow point to the 'Release/Tech Info - Standard' link. Below this, the 'Release Notes and Technical Documentation' section is displayed, containing a list of links: Release Notes, Technical Documentation, P2 Communications for Concur Travel, and Concur Non-Affiliated Subprocessor Notice.

SAP Concur

Travel Expense Invoice Approvals Reporting App Center

Hello, Christy

+ New 00 Required Approvals 00 Payment Requests

Administration | Help

- Travel Help
- Travel Administration Help
- Expense Help
- Invoice Help
- Expense Administration Help
- Invoice Administration Help
- Contact Support

TRIP SEARCH ALERTS

We're sorry, but Travel has been disabled at your company. Please contact your travel administrator if you need assistance.

SAP Concur

Welcome to My Profile

Home Support Resources Community Info Billing

Knowledge Base Release/Tech Info - Standard Training - Standard Webinars

Release Notes and Technical Documentation [What is technical documentation?](#)

Concur Standard edition includes Expense, Travel, Invoice, Request, Analysis / Intelligence, Concur's mobile app, TripLink/TripIt

- [Release Notes](#): Full description of the monthly releases
- [Technical Documentation](#): Setup Guides and User Guides
- [P2 Communications for Concur Travel](#)
- [Concur Non-Affiliated Subprocessor Notice](#)

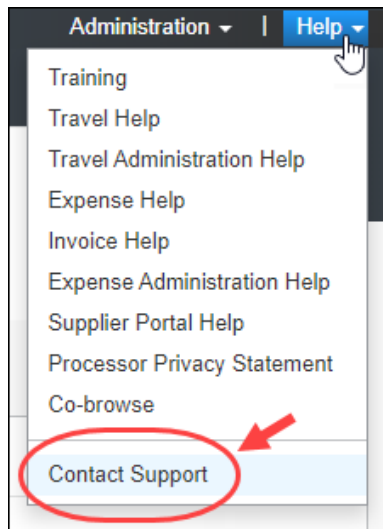
Cases

Steps for Getting a Status

Each service release contains case resolutions.

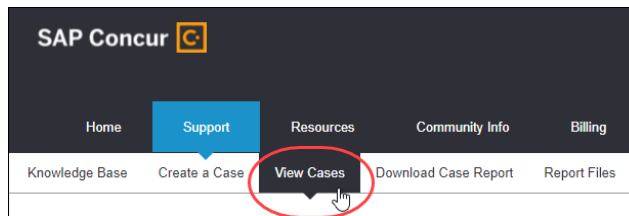
► **How to check the status of a submitted case**

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



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

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



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

The screenshot displays the SAP Concur user interface. At the top, the 'SAP Concur' logo is on the left, and a 'Welcome' message with 'My Profile' and 'Close' links is on the right. The navigation bar includes 'Home', 'Support' (highlighted), 'Resources', 'Community Info', and 'Billing'. Below this, a secondary navigation bar shows 'Knowledge Base', 'Create a Case', 'View Cases', 'Download Case Report', and 'Report Files'. The main section is titled '5 - My Cases' and features a 'Printable View' link. A dropdown menu is open, showing a list of view options: '5 - My Cases' (selected), '1 - All Open Admin Cases', '2 - All Closed Admin Cases', '3 - All Open End User Cases', '4 - All Closed End User Cases', and 'Recently Viewed Cases'. Each option has an 'Edit' link next to it. The table below the dropdown has columns: 'Status', 'Priority', 'Contact Name', 'Site/URL/Acct. #', 'Date/Time Opened', and 'Date of Last Comment'. A 'New Case' button is located above the table. The table shows several rows of case data. At the bottom, there's a pagination control: 'Show me fewer / more records per list page'.

© 2020 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. Please see <http://global12.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP SE or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP SE or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. 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.

SAP Concur Release Notes TripLink	
Month	Audience
Release Date: October 17, 2020 NO RELEASE NOTES THIS MONTH	SAP Concur Client

SAP Concur Release Notes TripLink	
Month	Audience
Release Date: November 14, 2020 NO RELEASE NOTES THIS MONTH	SAP Concur Client

SAP Concur Release Notes TripLink	
Month	Audience
Release Date: December 5, 2020 Initial Post: Friday, December 4, 9:00 AM PT	SAP Concur Client – FINAL

Contents

TripLink.....

1

Release Notes

2

API.....

2

Remove the optional "includePersonalTrips" query parameter from the GET Travel Trip v1.1 call.....

2

Release Notes

3

Preview Release Notes No Longer Published

3

Planned Changes.....

4

No Planned Changes This Month.....

4

Client Notifications.....

5

Browser Certifications and Supported Configurations

5

Monthly Browser Certifications and Supported Configurations

5

Subprocessors.....

5

SAP Concur Non-Affiliated Subprocessors

5

Additional Release Notes and Technical Documentation

6

Professional Edition

6

Online Help – Admins

6

Concur Support Portal – Selected Users

6

Standard Edition.....

8

Online Help – Admins

8

SAP Concur Support Portal – Selected Users.....

8

Cases

10

Steps for Getting a Status

10

Legal Disclaimer

The information in this presentation is confidential and proprietary to SAP SE or an SAP affiliate company and may not be disclosed without the permission of SAP SE or the respective SAP affiliate company. This presentation is not subject to your license agreement or any other service or subscription agreement with SAP SE or its affiliated companies. SAP SE and its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP SE or an SAP affiliate company's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP SE and its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP SE and its affiliated companies assume no responsibility for errors or omissions in this document, except if such damages were caused by SAP SE or an SAP affiliate company's willful misconduct or gross negligence.

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.

TripLink

Concur TripLink provides solutions to bring travel bookings from outside Concur Travel into SAP Concur solutions, and can be paired with Concur Expense, Travel, or both products. Its main features include the ability to capture itineraries through “My Travel Network” partners, capture of data from reservations sent to TripIt, and the TripIt Pro features that are available to all travelers.

Release Notes

API

Remove the optional "includePersonalTrips" query parameter from the GET Travel Trip v1.1 call

Prof	Stan	← ← Edition
		On: Impacts end users who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)
		Available for use: No impact to end users unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X	X	Other: Refer to the release note below
		Does not apply to this edition
Source / Solution Suggestion		
	GDS	
	Direct Connect	
	Solution ID	
Other		
	EMEA Data Center	Scan impact
	North America Data Center	UI impact
	China Data Center	File finishing impact
X	All data centers	Profile/Profile API/3rd Party XML Sync Impact
Affected Documentation		
	TSGs	
	Fact Sheets	
	Admin Guides	
	Other	

Overview

SAP Concur solutions is removing the optional query parameter "includePersonalTrips" from the GET call of the Travel Trip v1.1 API that allows to users to retrieve a list of trips.

Before this change, Travel Trip v1.1 GET API callers were able to retrieve personal trips in SAP Concur using this query parameter. This would no longer be supported. Other query parameters are still supported.



For more information, please refer to the [SAP Concur Developer Center](#), which will be updated to include this new, optional parameter in December.

USER/CUSTOMER BENEFIT

This enhancement will enable Travel Trip v1.1 GET callers to only retrieve business trips in CTE.

Configuration for Professional and Standard Travel

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

Release Notes

Preview Release Notes No Longer Published

Overview

Starting with the January 2021 release, SAP Concur Technical Publications will no longer publish the preview release notes. This change is being made to streamline our client communication. With this change, only two sets of release notes will be published for each monthly release cycle: draft release notes and final release notes.

NOTE: This change will go into effect January 1, 2021.

The [2021 Release Calendar](#) will be updated to reflect this change.

BUSINESS PURPOSE / CLIENT BENEFIT

This change simplifies the release notes communications.



For more information about the publishing dates for the draft and final release notes, refer to the [2021 Release Calendar](#).

Planned Changes

The items in this section are targeted for future releases. SAP Concur solutions 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 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 Non-Affiliated Subprocessors](#)

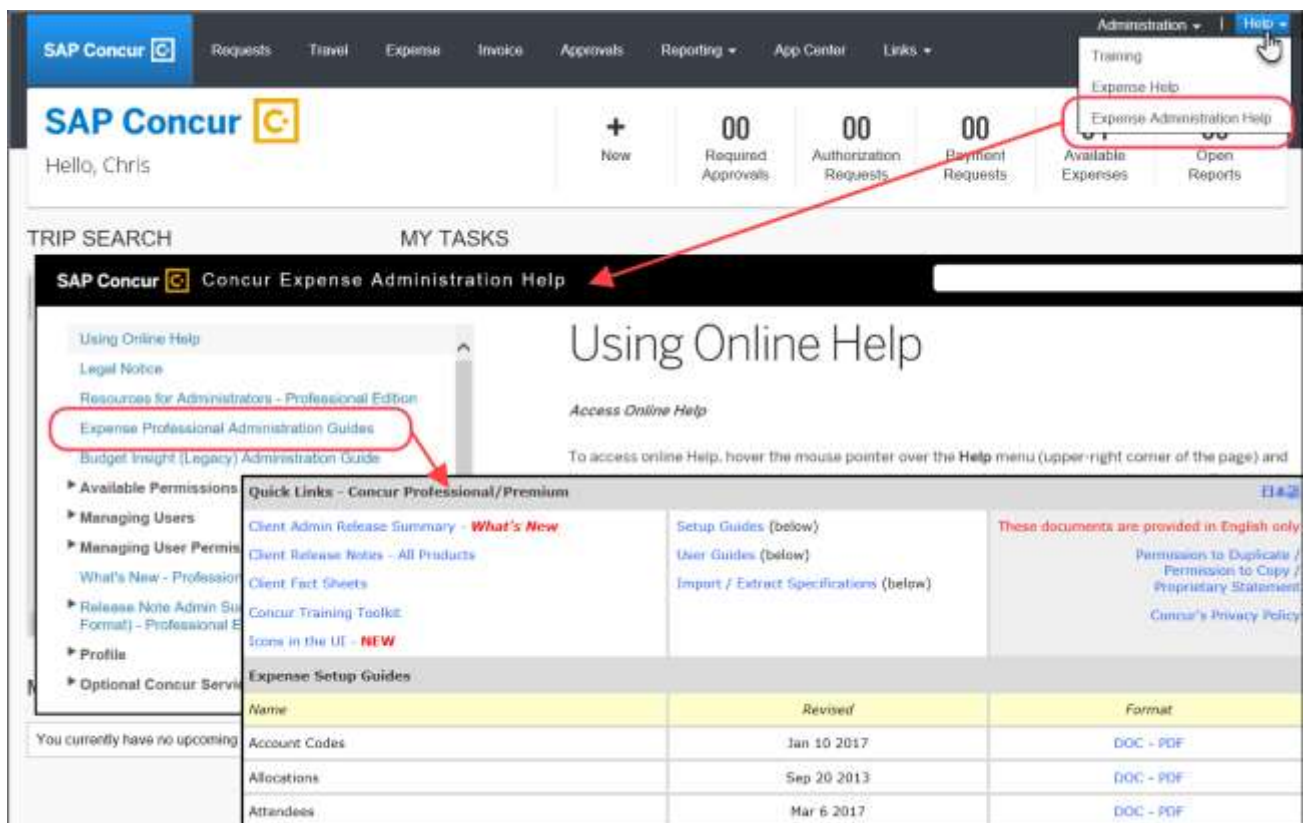
If you have questions or comments, please reach out to: Privacy-Request@Concur.com

Additional Release Notes and Technical Documentation

Professional Edition

Online Help – Admins

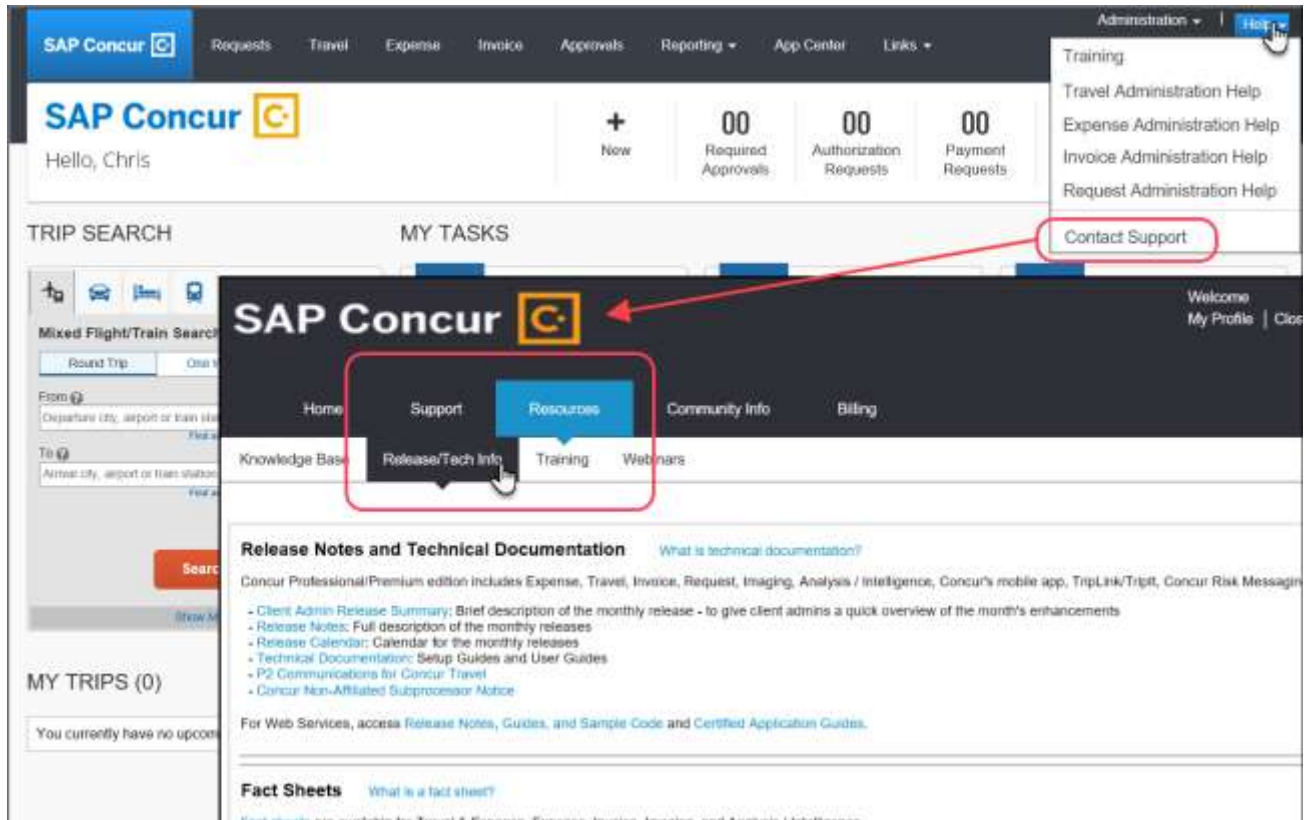
Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help in Concur.



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 Concur Support Portal.

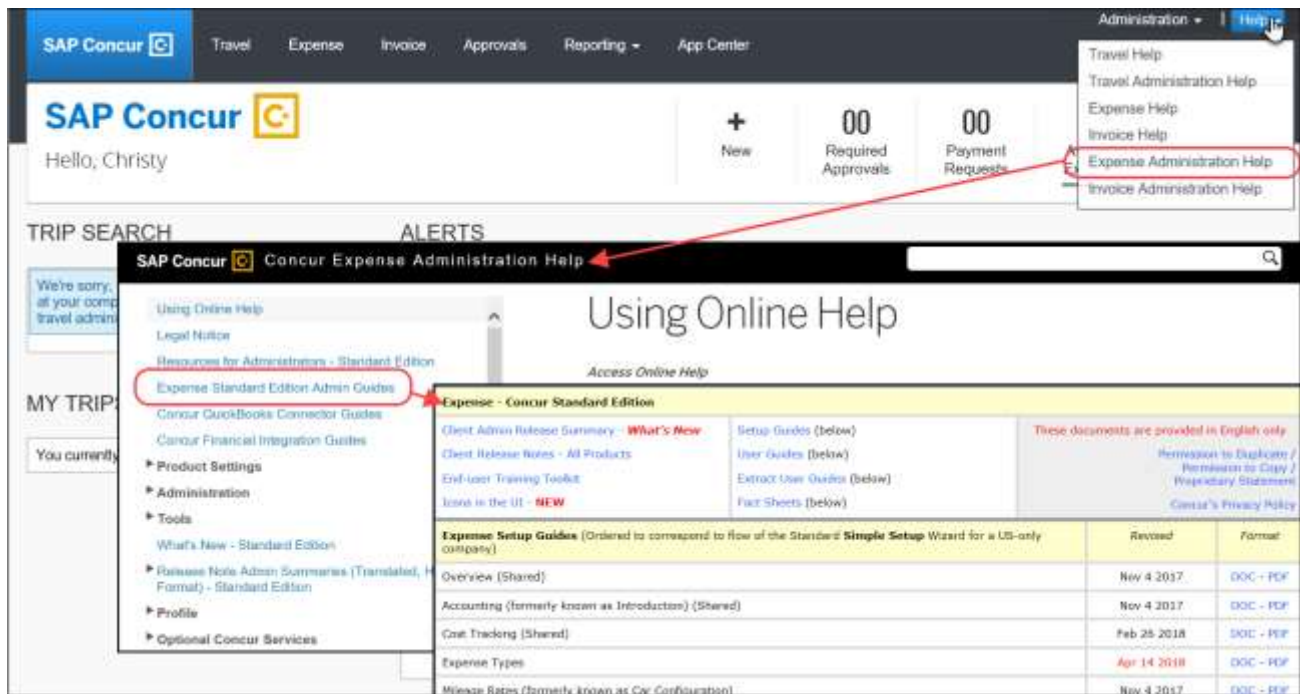
If a user has the proper Concur Support Portal permissions, then the **Contact Support** option is available to them on the **Help** menu. The user clicks **Help > Contact Support**. On the Support page, the user clicks **Resources > Release/Tech Info**.



Standard Edition

Online Help – Admins

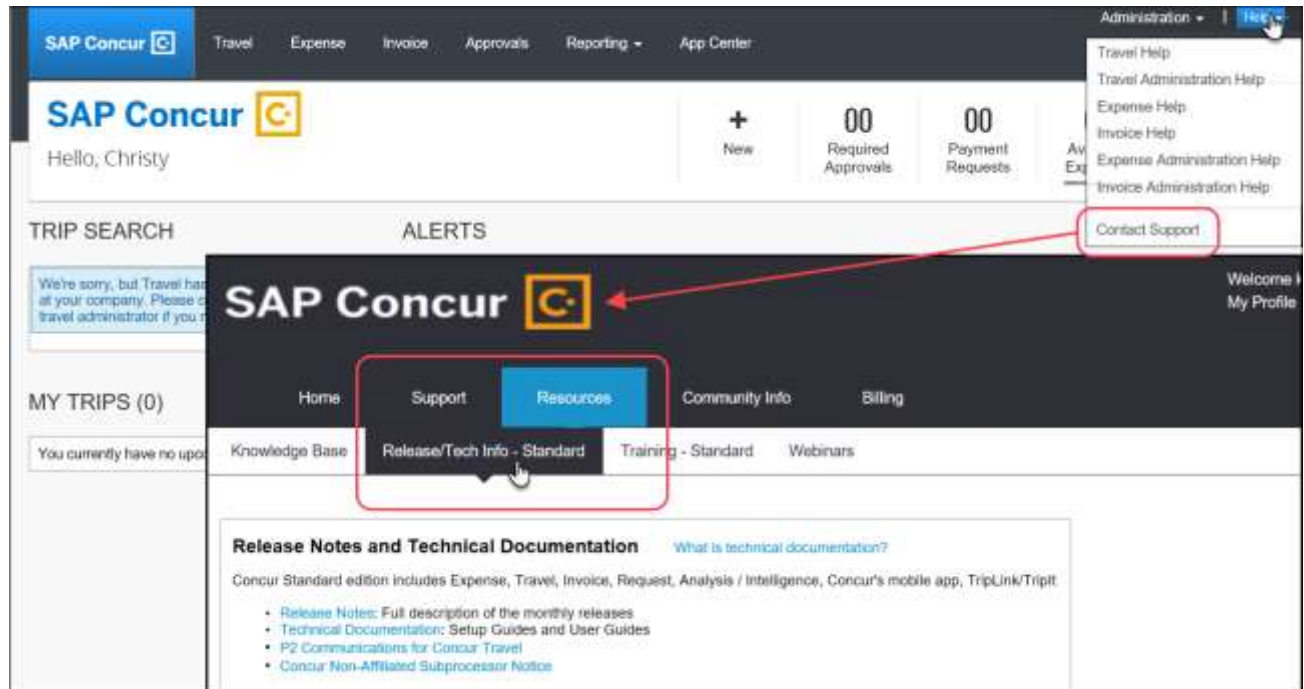
Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help in Concur.



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 - Standard**.



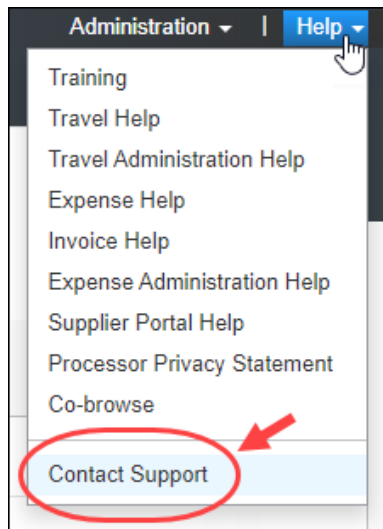
Cases

Steps for Getting a Status

Each service release contains case resolutions.

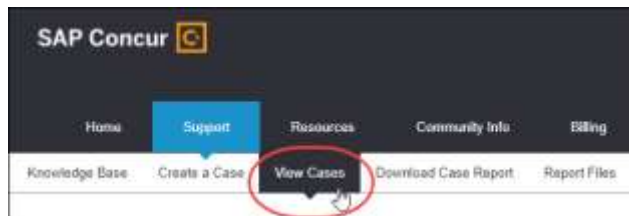
► **How to check the status of a submitted case**

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



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

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



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

SAP Concur

Welcome:
 My Profile | Close

Home Support Resources Community Info Billing

Knowledge Base Create a Case View Cases Download Case Report Report Files

5 - My Cases Printable View

View: 5 - My Cases 1 - All Open Admin Cases 2 - All Closed Admin Cases 3 - All Open End User Cases 4 - All Closed End User Cases Recently Viewed Cases

[Edit](#) [Edit](#) [Edit](#) [Edit](#) [Edit](#)

[New Case](#)

Status	Priority	Contact Name	Select/RI Acct. #	Date/Time Opened	Date of Last Comment
Updated					
Closed					
Closed					
Closed					
Closed					

Show me fewer / more records per list page

[Previous Page](#) | [Next Page](#)

© 2020 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. Please see <http://global12.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP SE or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP SE or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. 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.