
Our goal is to transform and simplify travel and spend management so that you can see spend clearly and manage it proactively. We believe in providing the most robust and feature-rich solutions to our customers.

[Concur Request](#), our standalone spend authorization product, is now Concur's premier solution for customers with this need. The functionality, innovation and value that Concur Request can provide your organization far exceeds that of our legacy feature called Expense Authorization Request.

Therefore, we will be retiring the Legacy Expense Authorization Request feature entirely on March 31, 2018.

1. Why is Concur retiring Legacy Expense Authorization Request?

Concur has developed a standalone Concur Request product to provide our customers the best way to manage requests. The enhancement and activation of the Legacy Request feature stopped in 2012, and the support and features lag significantly behind the standalone Concur Request product. As Concur continues to introduce next generation features and products, we're unable to support features like Legacy Request, which will not be compatible with future upgrades and releases.

2. When will Legacy Request be officially retired?

Legacy Request will retire on March 31, 2018. Until that time, you may use Legacy Request as you do today. Begin planning to move away from Legacy Request as soon as possible. Concur will work with you to identify the best solution to your needs and assist in transitioning you to minimize the impact on your business.

3. Our company uses Legacy Request. What do you suggest we do?

Take a look at your requirements and decide if Concur Request is something your organization requires. Concur Request provides you the ability to manage spend effectively, before it happens. Our account management teams can help identify whether Concur Request is suitable for your needs.

4. What alternative to Legacy Request does Concur offer today?

Concur offers Concur Request as a standalone and add-on product. Information can be found [here](#). Your account team can provide more information on the Concur Request offer.

5. How is Concur Request different from the Legacy Expense Authorization Request feature in Concur Expense?

Concur Request is specifically designed for the details and intricacies of a wide variety of pre-approvals. It provides more options and sophisticated workflow. It can be configured to send an email to the travel agency when the traveler creates the request (for pre-booking) and another email on approval of the request (for final booking). Also, the traveler can attach images for the approver, can allocate the request, and can include cash advances and expected expenses.

6. Will we be able to access Legacy Request data after March 31, 2018?

Data will remain accessible within the Cognos reporting tools beyond March 31, 2018. The data will also remain since the expense report is linked to the request.

7. We already have Concur Request along with Legacy Expense Authorization Request. Does anything change?

Many clients have already outgrown the capabilities of Legacy Request and have already moved to the Concur Request product. Be sure to transition your employees entirely to Concur Request before Legacy Request will be retired on March 31, 2018. If you've already stopped using Legacy Request, there is no additional action on your part.

8. How do I know when I'm using the Legacy Request feature compared to Concur Request?

Legacy Request is accessed through Concur Expense, while Concur Request has its own section alongside Expense.

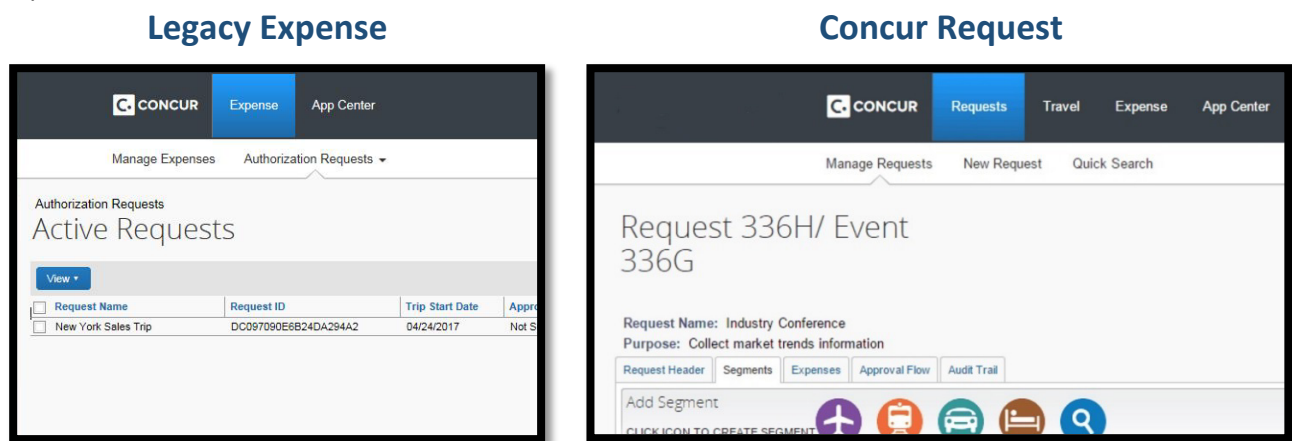


Figure 1: interface using **Legacy Request** (left) and **Concur Request** (right)

9. How do I determine who is using the Legacy Expense Authorization Request feature?

Using the role Authorization Request Administrator, search for any requests submitted after a certain date, for example 6/30/2017, to see who is actively creating new requests. From the menu, this is accessed via Expense – Authorization Requests – Administrator Authorization Requests.

10. How many clients are using the Legacy Request feature?

Since Concur stopped activating and enhancing the Legacy Request feature in 2012, very few customers (less than 1%) have this feature activated today, and even fewer are actively using it. Many have already transitioned to Concur Request to meet their organization's needs.