|  |  |
| --- | --- |
| SAP Concur Release Notes  Concur Travel  Concur Professional/Premium ***and*** Concur Standard | |
| **Month** | **Audience** |
| Release Date: February 18, 2023  Update #2: Friday, February 24 | SAP Concur Client ***Final*** |

|  |
| --- |
| **\*\*FINAL\*\***  The enhancements and changes described in this document may or may not be included in this release. SAP Concur reserves the right to postpone implementation of – or completely remove – any enhancement/change mentioned here. |
| The **DRAFT and FINAL** release notes contain information about Concur Professional/Premium ***and*** Concur Standard.  Each note contains a table that which indicates if the enhancement/change applies to Professional and/or Standard. |

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All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

# Release Notes

## Administration

### Croatian Change of Currency

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** |   **Edition** | | |
| X | X | **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) | | |
|  |  | **Available** **for use:** No impact to ***end users*** unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline) | | |
|  |  | **Other:** Refer to the release note below | | |
|  |  | **Does not apply to this edition** | | |
| **Source** | | | | |
| GDS | | All | | |
| Direct Connect | | N/A | | |
| **Other** | | | | |
| X | EMEA Data Center | |  | Scan impact |
| X | North America Data Center | | X | UI impact |
|  | China Data Center | |  | File finishing impact |
|  | All data centers | |  | Profile/Profile API/3rd Party XML Sync Impact |
| **Affected Documentation** | | | | |
| TSGs | |  | | |
| Fact Sheets | |  | | |
| Admin Guides | | [Travel System Admin](https://www.concurtraining.com/customers/tech_pubs/TravelDocs/TravelSysAdmin.pdf) | | |
| Other | |  | | |

#### Overview

Croatia adopted the Euro as its currency on January 1, 2023.With the February release, SAP Concur is making necessary changes to Concur Travel to set Euro as the currency for Croatia.

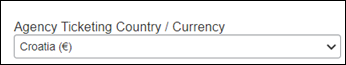
##### User/Customer Benefit

Users can now see Euro (€) as the currency for Croatia in Concur Travel.

#### Configuration for Professional and Standard Travel

Changes were made to **Administration** > **Travel** (on the sub-menu) > **Travel System Admin** (access the desired client travel configuration) > **Agency Ticketing Country/Currency.** The setting will be updated as follows:

Example:



This setting was automatically updated. There are no configuration steps needed.

For more information, refer to the *Travel System Admin User Guide*. To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

## Flight

### Sabre Profiles Update for Known Traveler and Redress Numbers

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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) | | |
|  |  | **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** | | | | |
| GDS | | Sabre | | |
| Direct Connect | |  | | |
| **Other** | | | | |
| X | EMEA Data Center | |  | Scan impact |
| X | North America Data Center | |  | UI impact |
|  | China Data Center | |  | File finishing impact |
|  | All data centers | |  | Profile/Profile API/3rd Party XML Sync Impact |
| **Affected Documentation** | | | | |
| TSGs | | [Sabre Profiles Travel Service Guide](https://www.concurtraining.com/customers/tech_pubs/TravelDocs/TSGs/SabreProfiles_TSG.pdf) | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | |  | | |

#### Overview

On February 28, 2023, Sabre will release an update to support the Industry Mandate-SSR DOCO Modification (refer to Sabre SAN 16382). This update requires the issuing country code to be included with all **Known Traveler** and **Redress** numbers when adding a traveler’s TSA data to a PNR.

Currently, Concur Travel sends the TSA DOCO data directly to the PNR, including the default issuing country of **US**, whenever an air booking includes the traveler’s Known Traveler or Redress number.

Concur Travel synchronizes Known Traveler and Redress numbers to the **Traveler Information** section of Sabre Profiles.

##### Important Update

Sabre recently communicated in SAN 16886 that Sabre Profiles will sunset the current data attributes for Traveler Information **>** Redress Number and Traveler Information **>** Known Traveler Number by June 2023 from the application schema and SabreRed360. SAP Concur is aware of this change and is working on an update to begin synchronizing this traveler TSA data to Official Documents **>** Redress Number and Official Documents **>** Known Traveler Number within Sabre Profiles.

To ensure readiness for Sabre’s implementation of the SSR DOCO Modification Mandate (Sabre SAN 16382) on February 28, 2023, we ask that all Concur Travel Administrators verify they have completed the instructions below for updating their Sabre Advance Formats for Known Traveler and Redress numbers. These steps continue to instruct the use of the Traveler Information fields for Known Traveler and Redress numbers, as this is where Concur Travel officially synchronizes this data.

While you may begin to see the Known Traveler and Redress numbers synchronizing to the Official Documents area in addition to Traveler Information, do not make any additional changes to your Sabre Advanced Formats until SAP Concur communicates any update requirements.

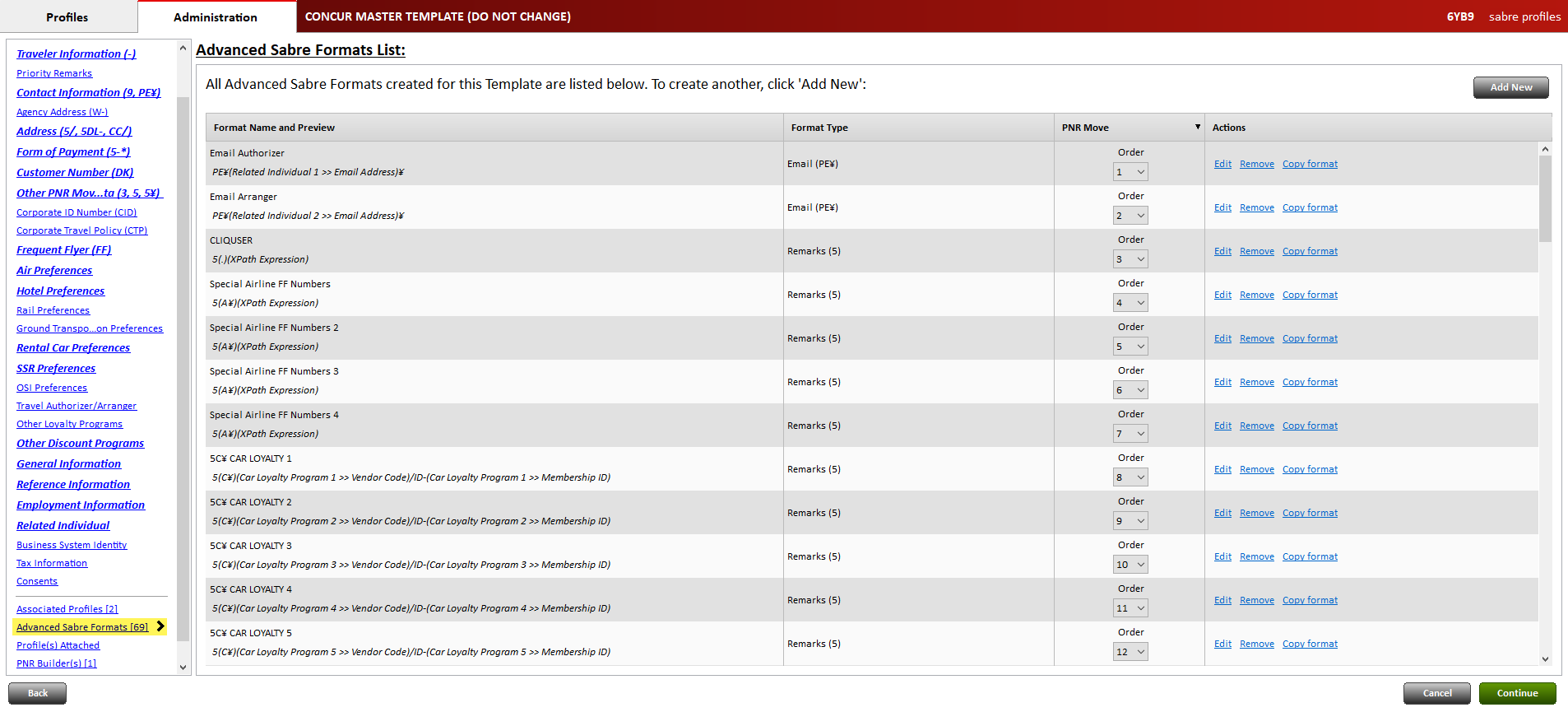
##### User/Customer Benefit

This update ensures that a traveler’s Sabre Profile data is successfully copied to the PNR during the booking process.

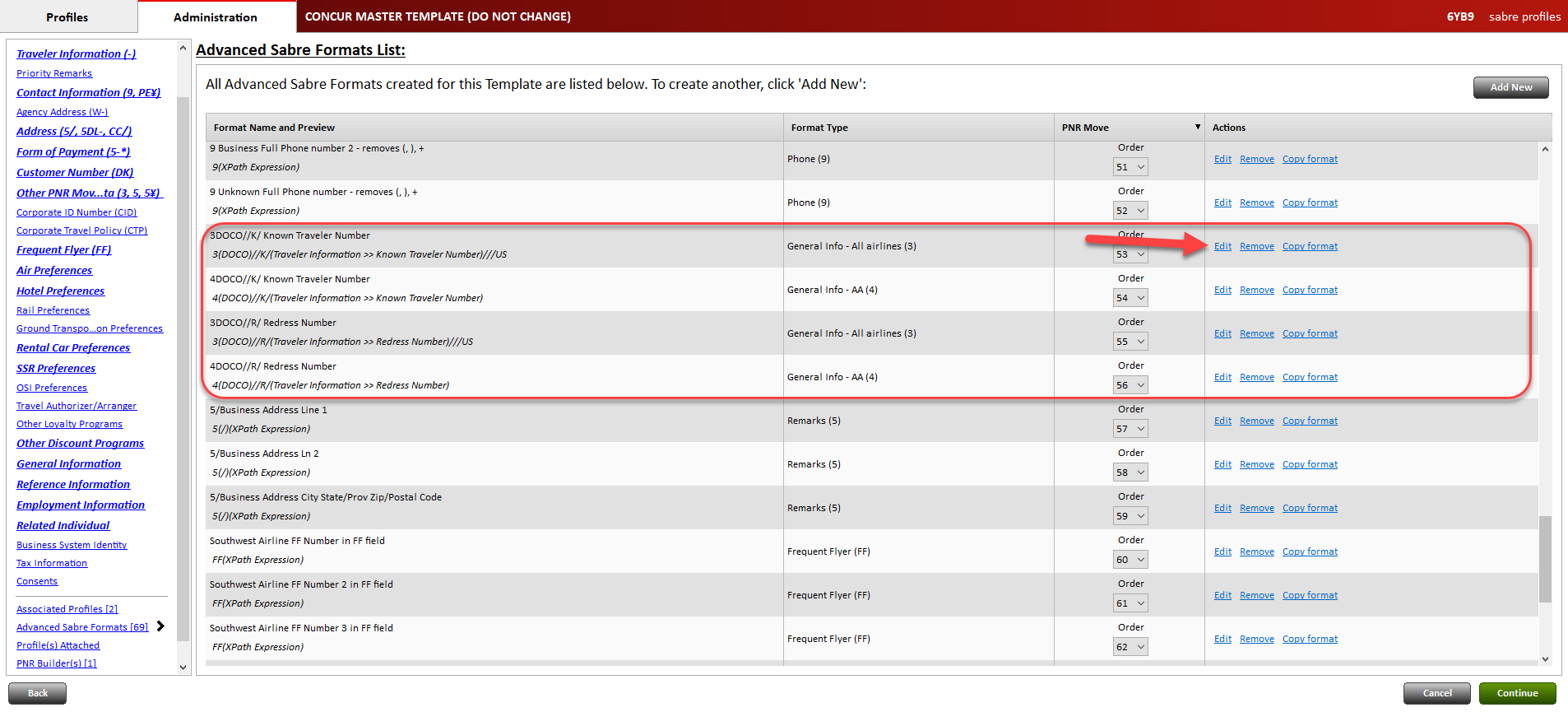
#### Admin Experience

There are two ways that Known Traveler and Redress numbers can be copied to the PNR from Sabre Profiles.

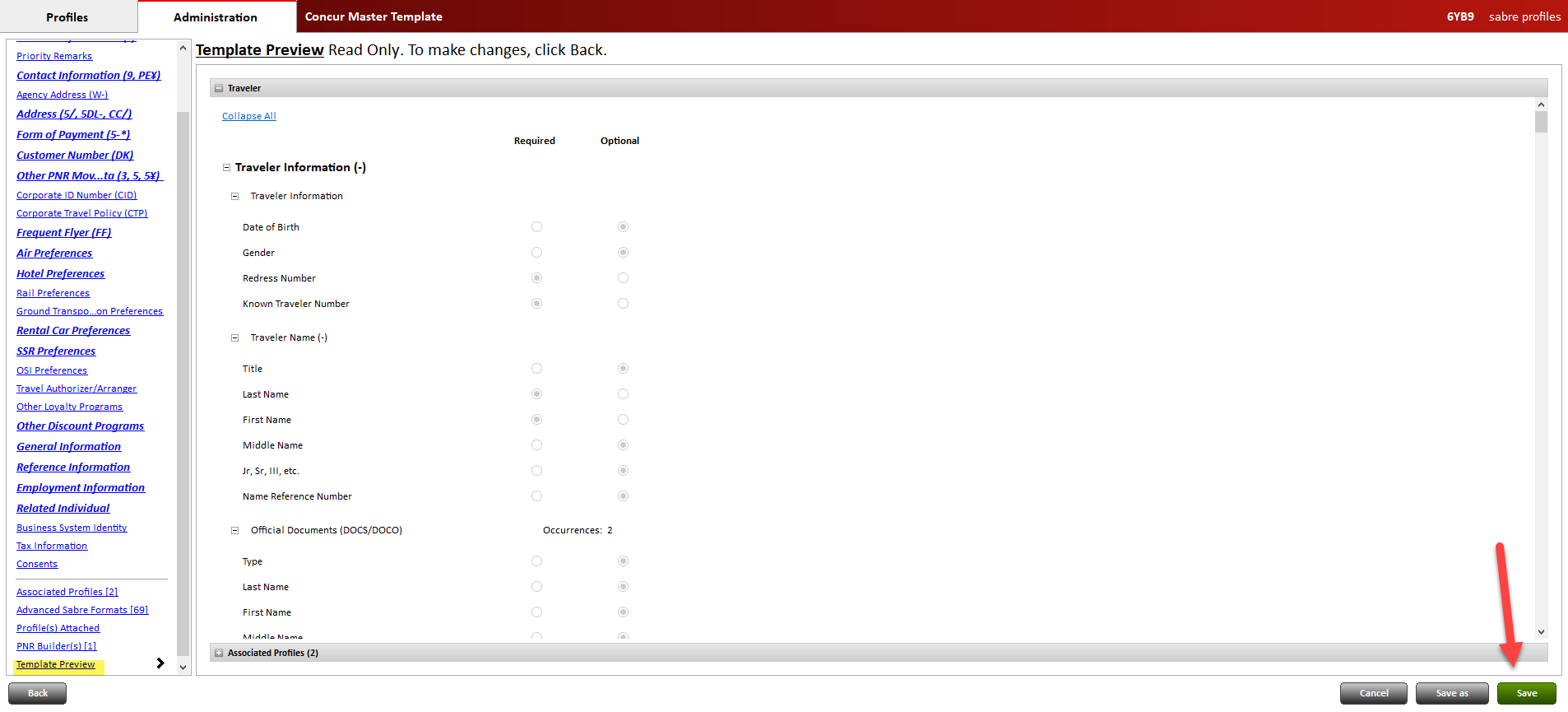
1. If your company is using the Sabre PNRBuilder directly to copy Known Traveler and Redress numbers into a PNR, Sabre will automatically add a default issuing Country Code value of **US** when this data is stored in the **Traveler Information** section and selected to be copied to a PNR.
2. Sabre previously communicated in SAN 16382 that the Known Traveler number, stored in the Traveler Information section, did not include the default Country Code **US** when copied to the PNR. Sabre has since released an enhancement and a default country code of **US** is now included.
3. If your company is using Sabre Advanced Formats in your Sabre Template to copy Known Traveler and Redress numbers into a PNR, your company Sabre Profile administrator will need to update the Sabre Advanced Formats for both Known Traveler and Redress numbers associated with the applicable PNRBuilder.
4. To update the Sabre Advanced Formats:
5. From the **Sabre Profiles Administration** tab in SabreRed360, open your Primary Sabre Template and click **Advanced Sabre Formats List** from the left navigation menu.



1. Locate the DOCO formats for **Known Traveler Number**. Click **Edit** for the applicable line.



1. In the **Format Builder** section, click **Add**.
2. Select **Add Fixed Text** from the left dropdown field.
3. Enter **///US** in the text field provided.
4. Repeat the same steps for **Redress Number**.
5. From the left navigation menu, click **Template Preview**



1. Click **Save**. These updates are automatically included in your linked **Shared Templates**.

#### Configuration for Professional and Standard Travel

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

For more information, refer to the [*Sabre Profiles Travel Service Guide*](https://www.concurtraining.com/customers/tech_pubs/TravelDocs/TSGs/SabreProfiles_TSG.pdf). To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

### Sabre Password Change Restored

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** |   **Edition** | | |
| X | X | **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) | | |
|  |  | **Available** **for use:** No impact to ***end users*** unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline) | | |
|  |  | **Other:** Refer to the release note below | | |
|  |  | **Does not apply to this edition** | | |
| **Source** | | | | |
| GDS | | Sabre | | |
| Direct Connect | |  | | |
| **Other** | | | | |
| X | EMEA Data Center | |  | Scan impact |
| X | North America Data Center | |  | UI impact |
|  | China Data Center | |  | File finishing impact |
|  | All data centers | |  | Profile/Profile API/3rd Party XML Sync Impact |
| **Affected Documentation** | | | | |
| TSGs | |  | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | |  | | |

#### Overview

As the migration to an AWS-based data center has been completed, SAP Concur has restored the ability for a TMC to change their Sabre login password in the user interface.

The functionality was removed in late 2021 to prevent accidental lockouts of a Sabre account. As communicated at that time, once all customers were migrated, we would reinstate this functionality and confirm its availability by release note.

##### User/Customer Benefit

TMCs can now self-manage their Sabre password resets and will no longer have to open a support case to have the password changed.

#### End-User Experience

The **Change Agent Password** link on the Sabre Web Service Concur Agent Sign-On page is now available.



#### Configuration for Professional and Standard Travel

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

For more information, refer to the [*September 2021 Travel Release Notes*](https://help.sap.com/docs/CONCUR_TRAVEL/1457664d90c14512b7ae8da772443de1/f5add2f211fc40c8ae5a07808b11e14b.html?locale=en-us)to understand why the functionality was temporarily removed. To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

## Train

### VIA Rail Decommission (February 13)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **Edition** | | |
| X | X | **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) | | |
|  |  | **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** | | | | |
| GDS | |  | | |
| Direct Connect | | VIA Rail | | |
| **Other** | | | | |
| X | EMEA Data Center | |  | Scan impact |
| X | North America Data Center | |  | UI impact |
|  | China Data Center | |  | File finishing impact |
|  | All data centers | |  | Profile/Profile API/3rd Party XML Sync Impact |
| **Affected Documentation** | | | | |
| TSGs | |  | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | |  | | |

#### Overview

Concur Travel previously provided travelers with the ability to book transfers via VIA Rail. VIA Rail brings access to VIA Rail Canada services and integrates rail bookings with the corporate reporting and account process. SAP Concur offers Canadian rail content within Concur Travel through a punch out connection to VIA Rail, enabling users to book train tickets in Canada.

Due to changing technological and security requirements, both Via Rail Canada and SAP Concur have jointly decided to decommission the VIA Rail direct connection to Concur Travel since February 13, 2023. VIA Rail has been automatically disabled and is no longer visible for any travel configurations.

If clients have subscriptions to Concur TripLink and TripIt Pro, they can forward their VIA Rail itineraries to [plans@tripit.com](mailto:plans@tripit.com) so that their trips can be imported into Concur Travel. These itineraries display under **Upcoming Trips**.

Affected clients may work with their travel agency to explore the option to book VIA Rail via AccesRail in Concur Travel. SAP Concur recommends clients to reach out to their travel agency to confirm whether all required agreements are in place to use this option. Please note that once AccesRail is enabled, AccesRail content (other Rail vendors such as Deutsche Bahn, Renfe, etc.) is available in Concur Travel.

##### User/Customer Benefit

Periodically, under-supported third-party features may be removed to ensure usability standards are maintained. This feature is not fully supported and has therefore been decommissioned.

#### End-User Experience

Existing Rail itineraries remain visible in Concur Travel under **Upcoming Trips**. Also, the historical data has been kept for reporting.

The option to cancel a rail booking continues to display after February 13, 2023, but with an error message. For all required changes to a booking, the traveler is advised to contact the rail supplier mentioned on the Trip Itinerary overview. Travelers may contact VIA Rail Canada at [service@viarail.ca](mailto:service@viarail.ca) or speak with a station service manager. Travel Agents may contact VIA Rail Canada Business Development Manager or Agency Support at [tradedesk@viarail.ca](file:///C:/Users/I343134/Downloads/tradedesk@viarail.ca) or call 1 (800) 361-8010.

#### Configuration for Professional and Standard Travel

No additional steps are required by administrators to support this change. However, SAP Concur recommends that clients provide messaging within Concur Travel to inform travelers.

### Renfe Changes to Review and Book Page (Professional Edition Only)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **Edition** | | |
| X |  | **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) | | |
|  |  | **Available** **for use:** No impact to ***end users*** unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline) | | |
|  |  | **Other:** Refer to the release note below | | |
|  |  | **Does not apply to this edition** | | |
| **Source** | | | | |
| GDS | |  | | |
| Direct Connect | | Renfe | | |
| **Other** | | | | |
| X | EMEA Data Center | |  | Scan impact |
| X | North America Data Center | |  | UI impact |
|  | China Data Center | |  | File finishing impact |
|  | All data centers | |  | Profile/Profile API/3rd Party XML Sync Impact |
| **Affected Documentation** | | | | |
| TSGs | |  | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | | [Online Help](https://help.sap.com/docs/CONCUR_TRAVEL/ab1138d052604b6d98d43485e50525f8/b200e93f9cc64baaa23c581d944e633d.html) | | |

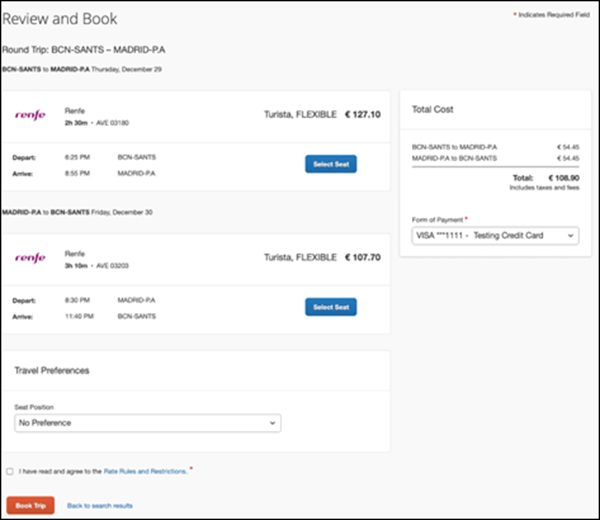
#### Overview

The labeling and page layout of **Fare Rules and Restrictions** and **Book Trip** on the **Review and Book** page are changing slightly to align with an upcoming release of the new rental car booking experience.

1. There are no functional changes for the Renfe rail booking flow involved.

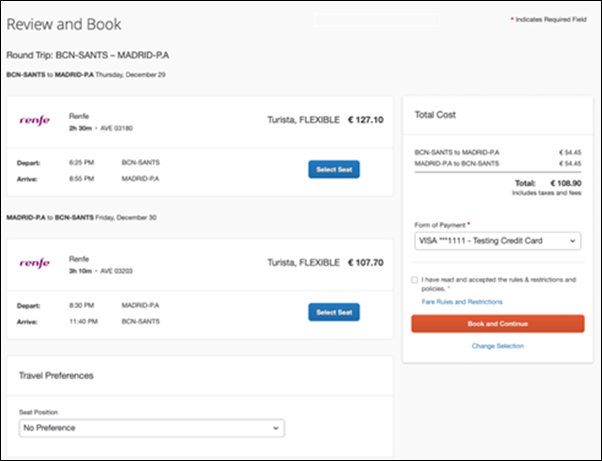
#### End-User Experience

Currently, **Fare Rules and Restrictions** and **Book Trip** display at the bottom of the **Review and Book** page.



The layout on the page will change slightly as shown in the following screenshot.

With the new booking experience, **Book Trip** is renamed to **Book and Continue**, and **Back to Search results** link label is changed to **Change Selection.** The **Fare Rules and Restriction** link will now display under the Rules and restrictions checkbox. Both sections are moving to the top right corner.



#### Configuration for Professional Travel

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

Online help documentation for this feature will be made available upon release.

### New Concur Travel Experience: Changes to Total Cost section (Professional Edition Only)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** |   **Edition** | | |
| X |  | **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) | | |
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|  |  | **Other:** Refer to the release note below | | |
|  |  | **Does not apply to this edition** | | |
| **Source** | | | | |
| GDS | |  | | |
| Direct Connect | | Renfe | | |
| **Other** | | | | |
| X | EMEA Data Center | |  | Scan impact |
| X | North America Data Center | |  | UI impact |
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| TSGs | |  | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | | [Online Help](https://help.sap.com/docs/CONCUR_TRAVEL/ab1138d052604b6d98d43485e50525f8/b200e93f9cc64baaa23c581d944e633d.html) | | |

#### Overview

With the February release, changes have been made to the price display to show additional information. The **Total Cost** field appears in **Finalize Trip**, **Confirmation** and **Trip Overview** pages.

Changes to the price display include:

* A new line with a subtotal amount per booking. This allows for more transparency for cases with multiple bookings of the same type (for example, car) in the same trip.
* Display of subtotal amount per booking in both configured currency and vendor's local currency. This change adds visibility of the price to be paid in local currency at the counter (for example, of a rental car station).
* A new line item for other costs included in a booking such as, taxes, fees and charges. An indicator is shown if the item is included in the provided booking cost (for example, Renfe rail), provided as one cost block (for example, rental car bookings) or has the corresponding value in the vendor currency (local currency) for each line item.
* After booking or trip cancellation, labeling of cost blocks to indicate which parts of the total trip cost relate to cancelled bookings.

1. Cancellation of an individual booking is not supported for Renfe rail.
2. The new structure of the **Total Cost** section applies only to new bookings. Existing trips booked in the new Concur Travel Car experience will display the previous layout of the **Total Cost** section.

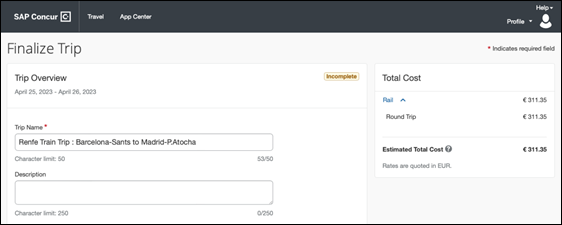
##### User/Customer Benefit

The new structure of the **Total Cost** section provides more transparency and added information for the traveler.

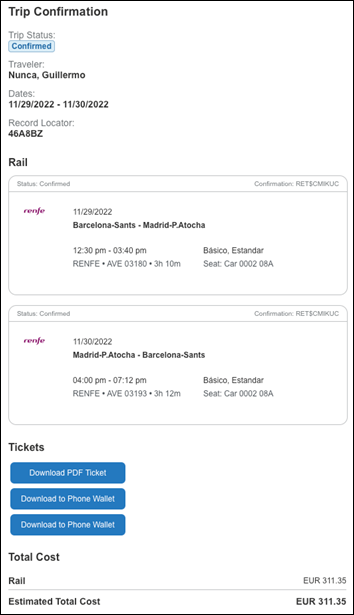
#### End-User Experience

##### Previous Experience

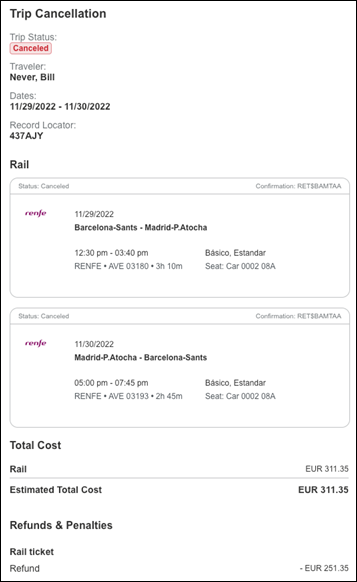
The following shows **Total Cost** section for a Renfe rail trip on the **Finalize Trip** page prior to this release. **Total Cost** also displayed on the **Confirmation** and **Trip Overview** pages.



The following shows **Total Cost** for a Renfe rail trip in the **Confirmation email** prior to this change.



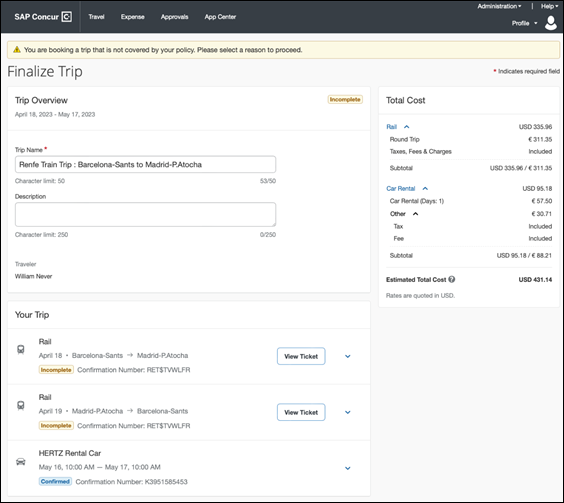
The following shows **Total Cost** for a Renfe rail trip in the **Cancellation email** prior to this change.



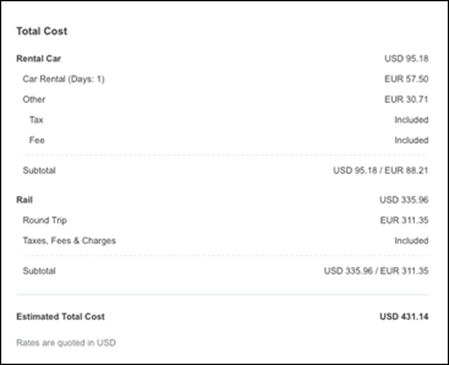
##### New Experience

The following screenshot shows **Total Cost** on the **Finalize Trip** page for a trip consisting of a rail and a rental car booking. In this example the currency is set to US dollar and the vendor's local currency is Euro. The currencies displayed in the **Total Cost** field depend on individual setup (configuration currency) and the currency in which prices are returned by the vendor (local currency). The **Total Cost** section also displays on the **Confirmation** and **Trip Overview** pages.

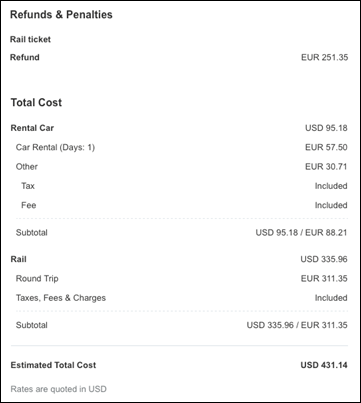
1. For further information on the new rental car experience, refer to the *Travel Operations / Technical Essentials* area of these release notes.



The following shows **Total Cost** in the **Confirmation email** for a trip including a Renfe rail and a rental car booking. In this example the currency is set to US dollar, and the vendor's local currency is Euro. The currencies displayed in the **Total Cost** field depend on individual setup (configuration currency) and the currency in which prices are returned by the vendor (local currency).



The following shows **Total Cost** for a Renfe rail trip in the cancellation email.



#### Configuration for Professional Travel

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

Online help documentation for this feature will be made available upon release.

## Miscellaneous

### Preferred Name Display (En-US only)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** |   **Edition** | | |
| X | X | **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) | | |
|  |  | **Available** **for use:** No impact to ***end users*** unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline) | | |
|  |  | **Other:** Refer to the release note below | | |
|  |  | **Does not apply to this edition** | | |
| **Source** | | | | |
| GDS | |  | | |
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| **Other** | | | | |
|  | EMEA Data Center | |  | Scan impact |
| X | North America Data Center | |  | UI impact |
|  | China Data Center | |  | File finishing impact |
|  | All data centers | |  | Profile/Profile API/3rd Party XML Sync Impact |
| **Affected Documentation** | | | | |
| TSGs | |  | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | |  | | |

#### Overview

With this release, the user has the option to display their preferred name instead of their default legal name. This feature affects the following areas:

* Travel Arranger View.
* Delegate Flow or Travel Assistants.
* Itinerary e-mails.
* Trip Approvals Widget.
* TripLink e-mail changes.

1. This feature is available for users whose language is set to US English.

##### User/Customer Benefit

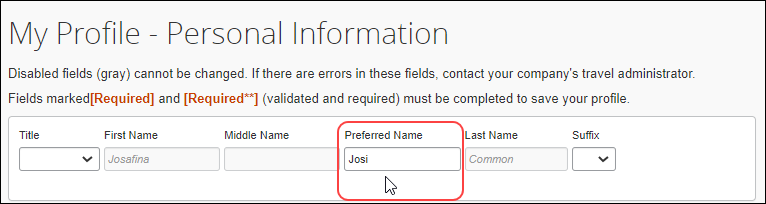
These changes reflect SAP's commitment to supporting gender diversity by enabling gender non-binary users to enter consistent information when making travel arrangements and entering information in SAP Concur solutions.

#### End-User Experience

Previously, a user's legal name was displayed automatically. With this feature, a preferred name can be shown instead. If a user's preferred name is not enabled in the system, their legal name will continue to display.

##### To Configure

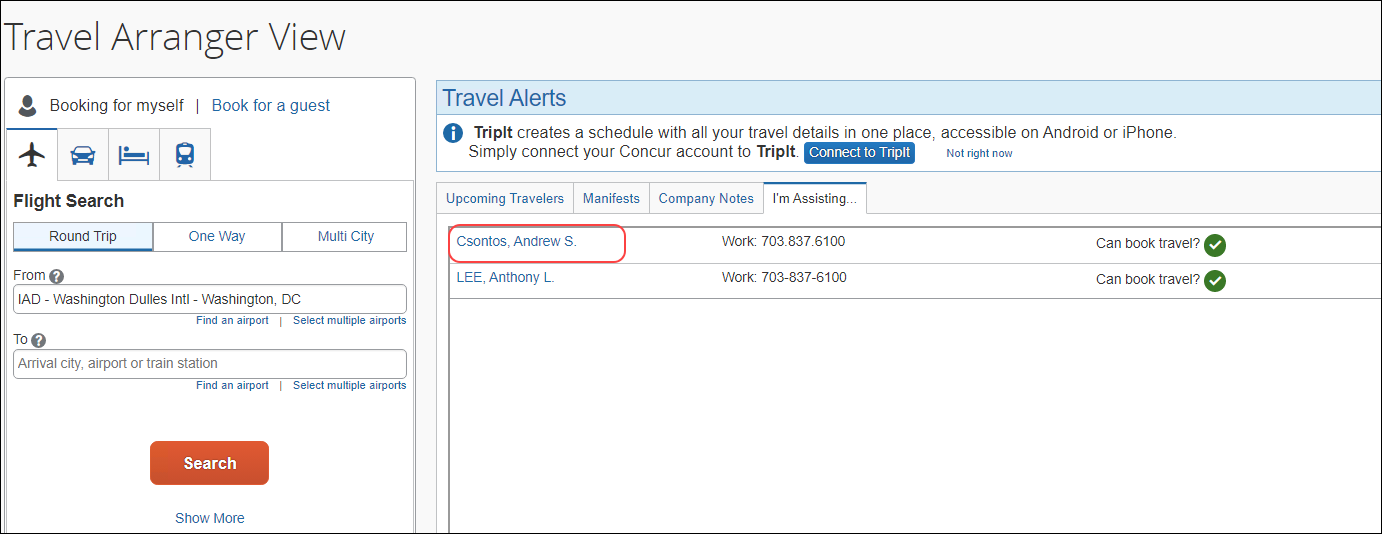
For preferred name to display, in **My Profile-Personal Information** a name must be entered in the **Preferred Name** field.



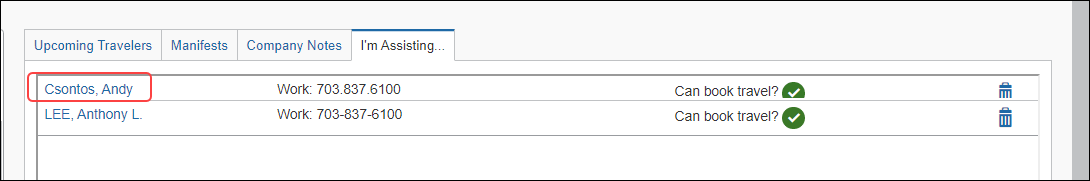
Once this field is populated, the user's preferred name will display instead of their legal name.

##### Travel Arranger

Previously in **Travel Arranger**, only the legal name was displayed.

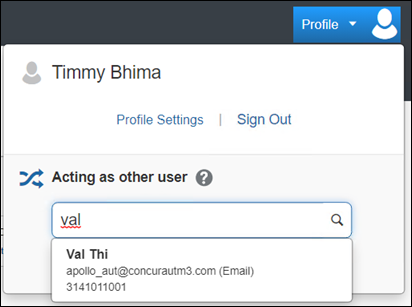


Once a preferred name is added, this will be the name that automatically displays.

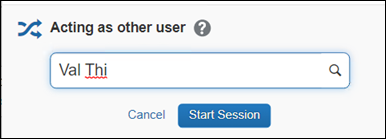


Delegate flow or Travel Assistants

The name of the person you are choosing to assist or act on behalf of now shows preferred name in the autocomplete result list.

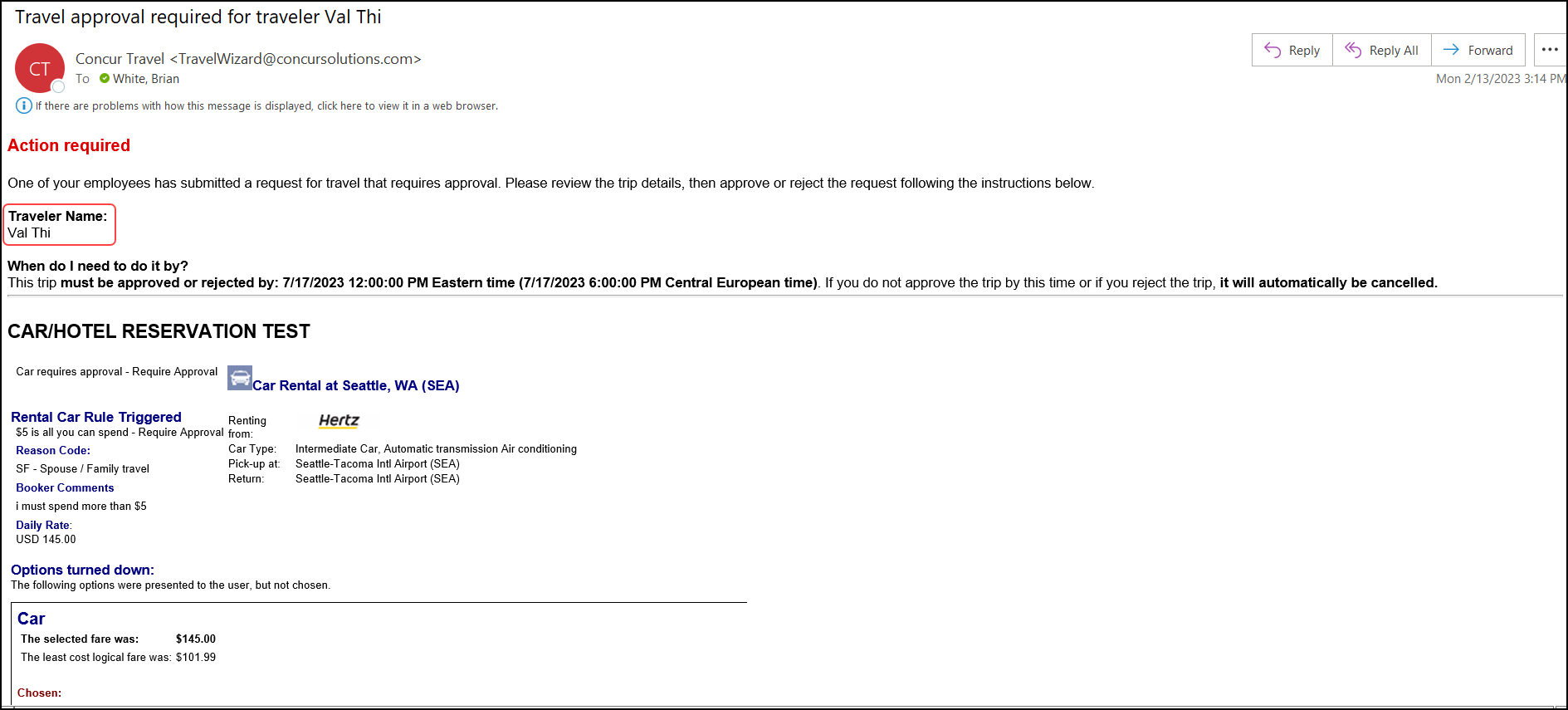


When you select one of the results from the list of options, you will see preferred name in place of first name.



##### Itinerary e-mails

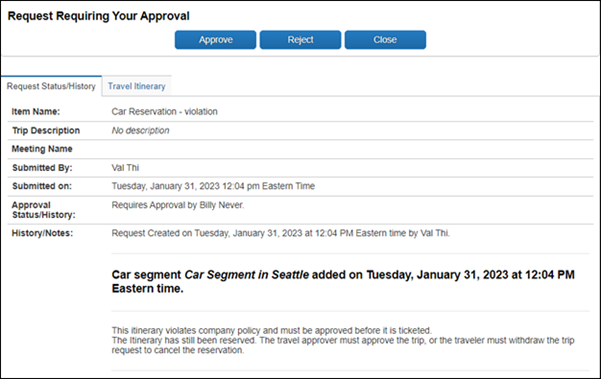
The subject line in e-mail notifications from the system can now show preferred name. This is enabled for traveler, delegate and approver e-mails.



Trip Approvals Widget

In **Trip Approvals**, preferred name can appear instead of legal name where available.

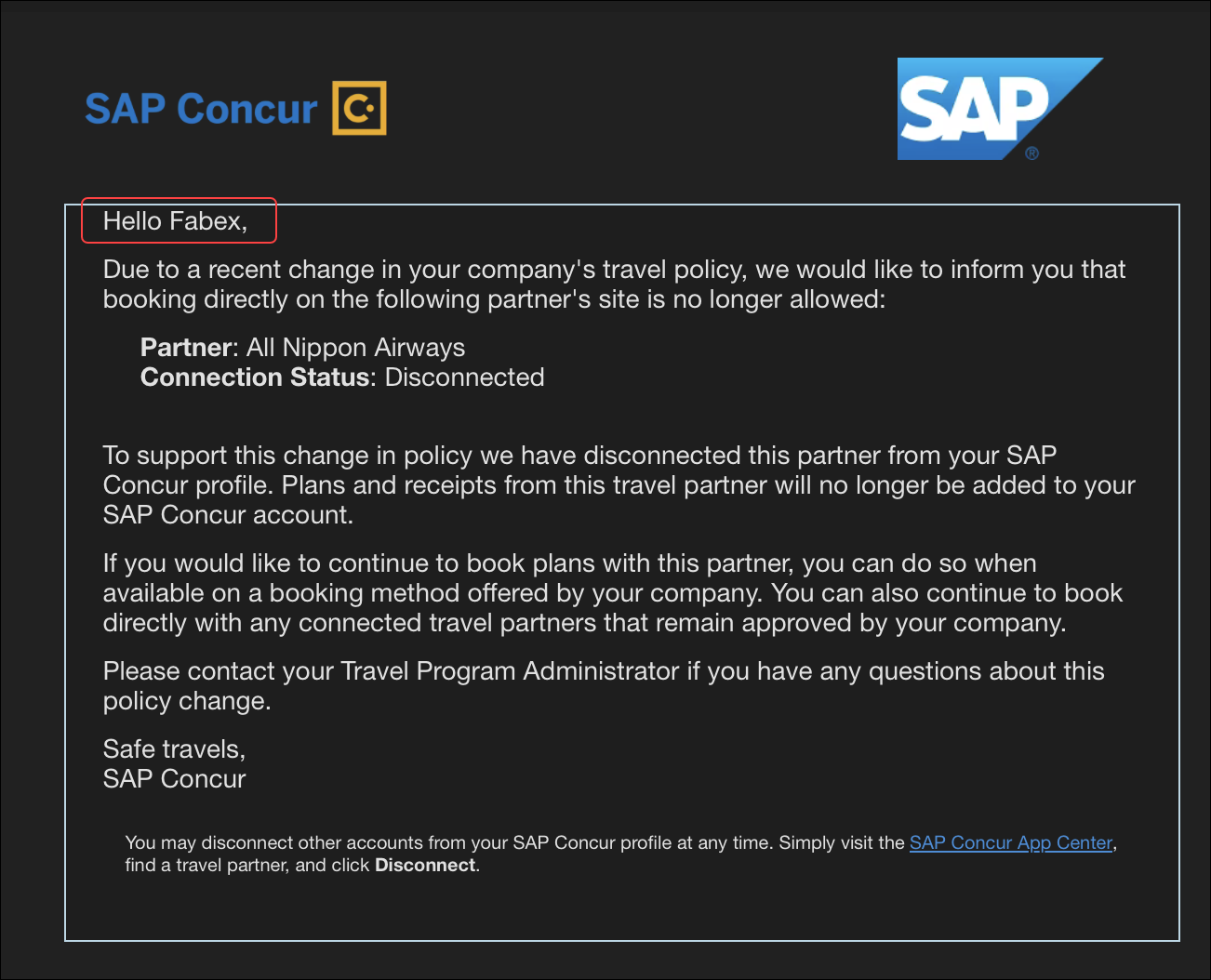
In **Request Status History**, this new feature is visible in the **Submitted By, Requires Approval By** and **Request Created by** fields.



##### TripLink E-Mail Changes (January 31)

With this release, TripLink e-mails for **Your Concur Account Connections** have also been adjusted.

When preferred name is enabled, it appears in e-mails related to **Your Concur Account Connections**.



#### Configuration for Professional and Standard Travel

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

For more information, refer to the [*Preferred Name and Nonbinary Gender Options*](https://www.concurtraining.com/customers/tech_pubs/Docs/FactSheets/Preferred%20Name_Nonbinary%20Gender%20Options_FS.pdf). To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

## Travel Operations / Technical Essentials

If you are participating in the initial release of the new Concur Travel car experience, your SAP Concur representative can provide draft GDS PNR documentation upon request.

# 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 or change mentioned here.

1. The planned changes listed in this document are specific to this product. For information about planned site-wide or shared changes that might impact your SAP Concur solutions, refer to the [*Shared Changes Release Notes*](https://www.concurtraining.com/customers/tech_pubs/RN_shared_planned/_client_shared_RN_all.htm).

## Car

### \*\*Planned Changes\*\* New Rental Car Experience (Amadeus Only): Overview

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| December 2023 | February 23, 2023 | TBD |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

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| --- | --- | --- | --- | --- |
| **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) | | |
|  |  | **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** | | | | |
| GDS | | Amadeus | | |
| Direct Connect | |  | | |
| **Other** | | | | |
|  | EMEA Data Center | |  | Scan impact |
|  | North America Data Center | |  | UI impact |
|  | China Data Center | |  | File finishing impact |
|  | All data centers | |  | Profile/Profile API/3rd Party XML Sync Impact |
| **Affected Documentation** | | | | |
| TSGs | |  | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | |  | | |

#### Overview

Targeted for 2023, Concur Travel will introduce a new rental car booking experience. This first release is limited to participating Amadeus TMC partners. With this integration, customers can experience:

* An intuitive and personalized design, with an easy-to-use experience.
* Seamless GDS and non-GDS content normalization, aggregation and servicing.
* Mobile and web content parity.

##### User/Customer Benefit

The new Concur Travel rental car booking experience is available with a specific feature set for customers open to explore the changes.

1. **Time Savings**: The user is getting through the booking experience faster with less pages to go through.
2. **Delivery and Collection**: Select the Delivery and Collection service right up front with a choice of any favorite address and discover the compact and smooth booking experience.
3. **Sustainability**: Let end users consider the environmental footprint by comparing carbon dioxide (CO2) emissions between offered vehicles. Additional filter options on hybrid and electric cars help promote more sustainable choices.
4. **Merged on-airport and off-airport search**: No matter where the user requires a rental car, all text entries are recognized, and location suggestions are provided. All activated rental car companies with negotiated packages are comparable. Details such as included services will display next to total rates with taxes and fees.
5. **Localized content**: When a rental car location exists in the GDS, it exists in Concur Travel. Locations are offered in real-time, with the most up-to-date location details as provided by the GDS.

### \*\*Planned Changes\*\* New Rental Car Experience: Search for a Car Rental

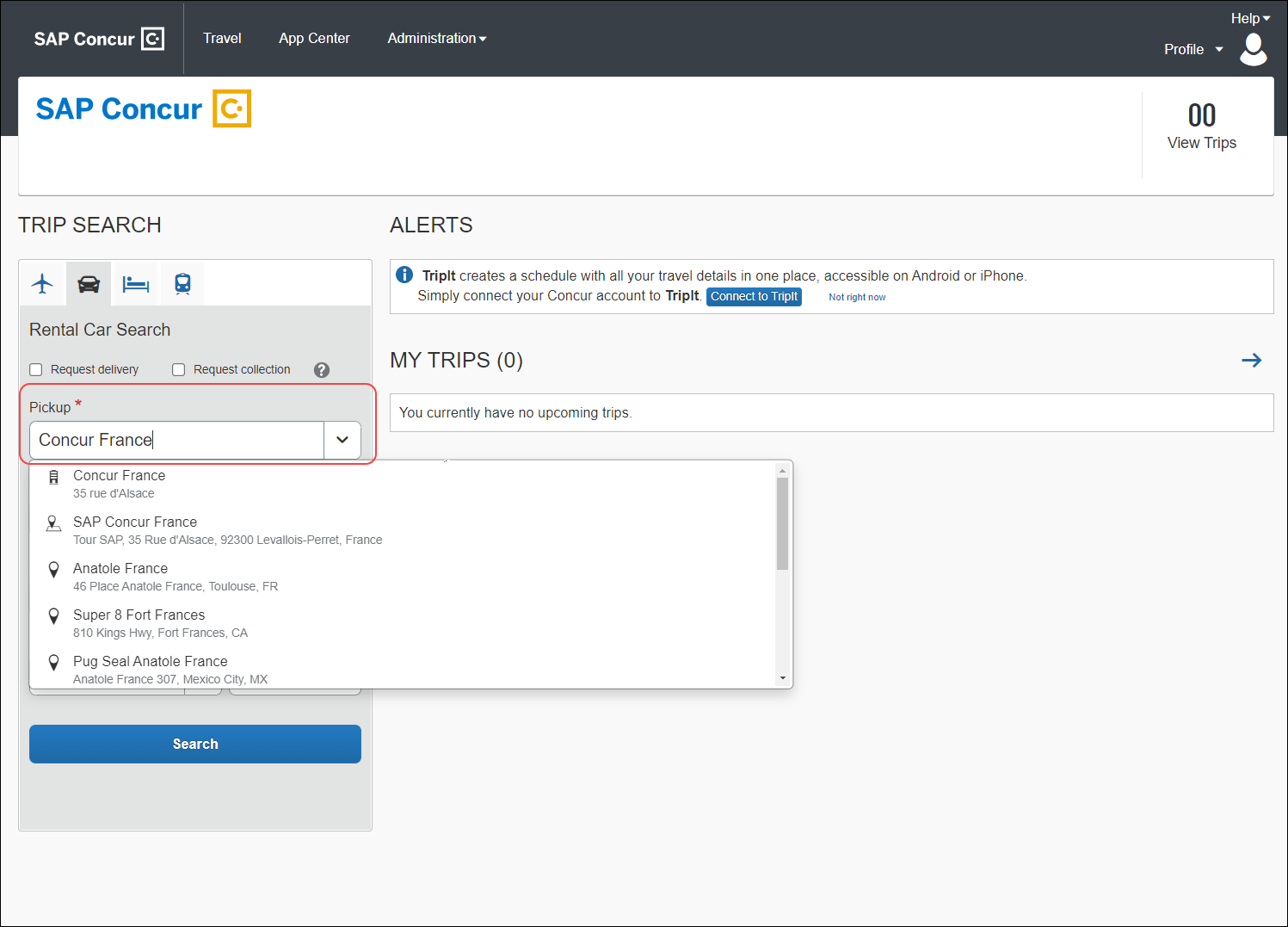
|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
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| **Affected Documentation** | | | | |
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#### End-User Experience: Search for a Car Rental

The search options include a free text entry field for the pick-up location and when required, the drop-off location. Whether the user is searching for an on-airport or off-airport rental car location, they can type the preferred location. The “omni search” functionality will suggest matching options for cities, airports, company locations, business addresses, railway stations, points of interest and general addresses.

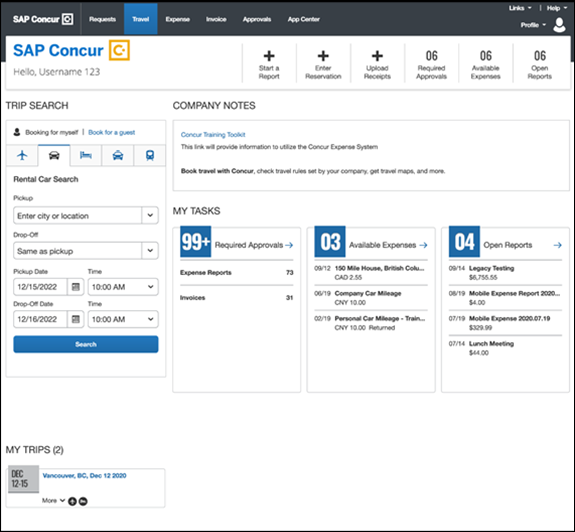
To search for a company address, type the name in the Search field and matching results will appear in the dropdown.



Pickup and drop-off dates are always pre-populated by tomorrow's date and day after tomorrow, respectively. The default time is set to 10:00 AM.

If the delivery and collection service has been activated by the Travel System Admin, equivalent checkboxes become visible within the **Search** field. The end user can request this service as part of their initial search request.

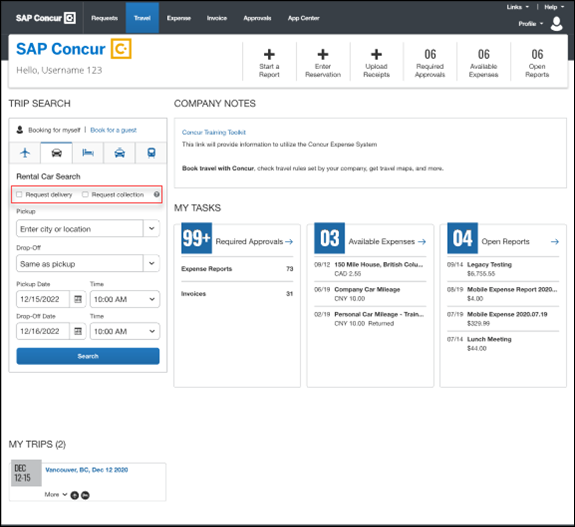
##### Car Search



##### Car Search with Delivery and Collection Enabled

1. The delivery and collection service will be limited to customers with a corporate discount number and a corresponding agreement with rental car partners.

This service will be available with Amadeus content and all connected providers listed under the Car Connector options within the Concur Travel Configuration.

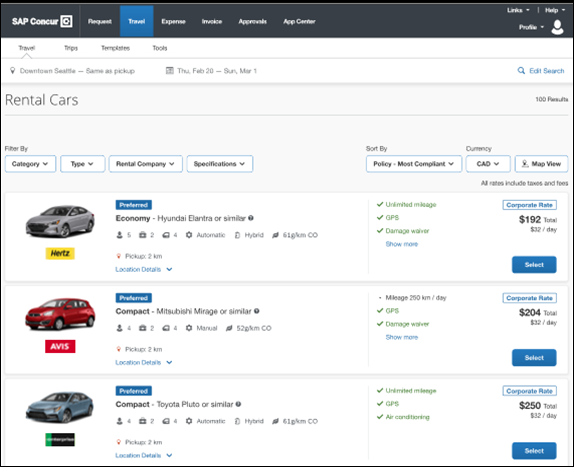


#### End-User Experience: Select a Car Rental

Once the user has entered their search criteria and clicked **Search**, the search results display.

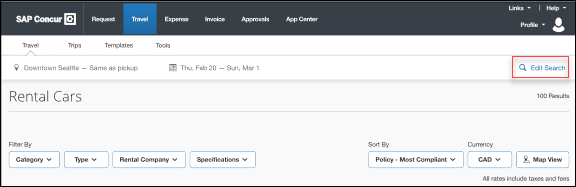
1. When a Car connector rental car provider is enabled, the content will not be returned from the GDS for this particular rental car provider. This avoids duplication of rates.

In the first release of the new rental car experience, a corporate discount number must be used. This is required to retrieve rates within Concur Travel. Future releases will lift this limitation gradually.



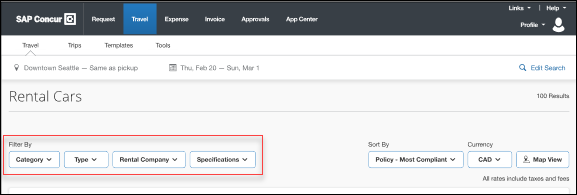
##### Edit Search

At the top of the page, Concur Travel presents the entered search data and provides an option to change the search criteria again with **Edit Search**.



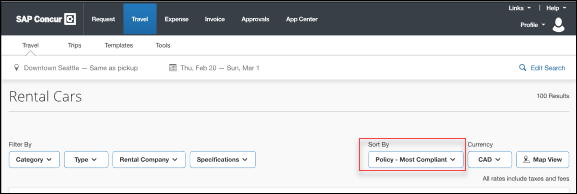
##### Filter Options

Users can filter the search by car category, car type, rental company, and specifications (transmission type, hybrid, or electric).



##### Sorting Options

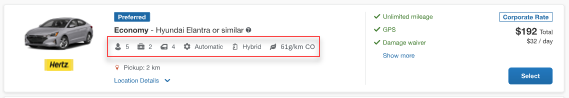
The sorting options include Total Cost, Distance, Policy - Most Compliant, and Preferred Rental Car Company.



##### Car Features

The focus of the page is set to the result list which shows consistent information across the car offers. The vehicle-related information includes number of seats, bags, and doors, transmission, fuel type, and carbon dioxide emission values.

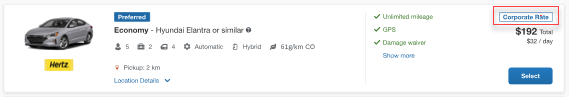
1. The carbon dioxide (CO2) emissions are retrieved from a table provided by the ACRISS organization which contains values in g/km NEDC. Calculations in other measurement units are unavailable. Future considerations on where to retrieve the data from on a global level are under evaluation.



##### Corporate Rates

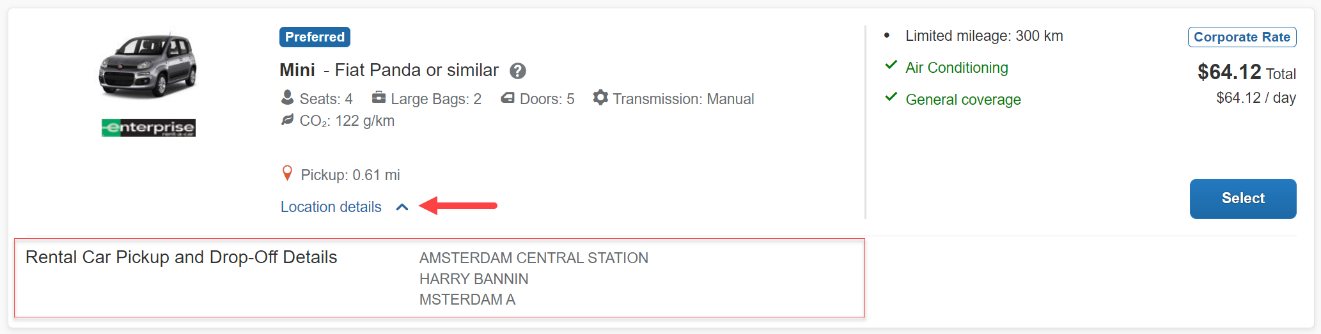
The corporate rates, highlighted via a label, include specific negotiated ancillaries which will display to the user to compare all included services between the offers. A new experience is the comparison between rental car locations and suppliers in general. To show the most relevant results, the system limits the displayed locations to a maximum of 5 nearest rental car locations per supplier.

1. In the initial release of the new rental car workflow, only corporate rates are supported.



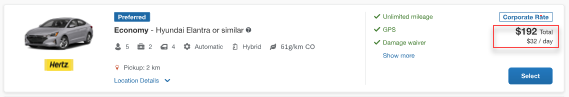
##### Location Details

For airport rentals, it is indicated when a shuttle transfer is required to get to the rental car location. All displayed locations are evaluated based on their opening hours, out-of-hours service, availability and delivery and collection service, if applicable. Also, the airport terminal information is provided (when available from the external content channels) within the location details section.



##### Total Price

Total prices always display in comparison to the daily rates. All displayed rates include all taxes and fees.



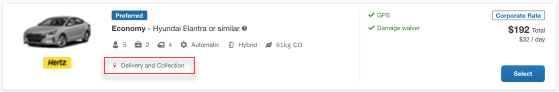
##### Travel Policy

When a rental car offer violates a policy rule, the segment is marked with a corresponding warning icon. Click the icon to see more information on the policy rules that apply.



##### Delivery and Collection

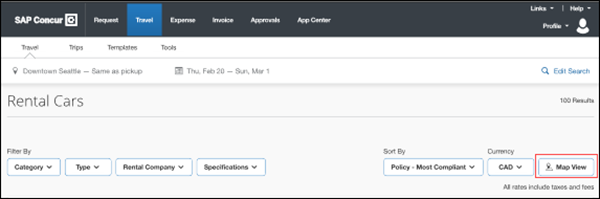
When a user searches for car rentals using the delivery and collection service, this is indicated on the individual search results.



##### Map View

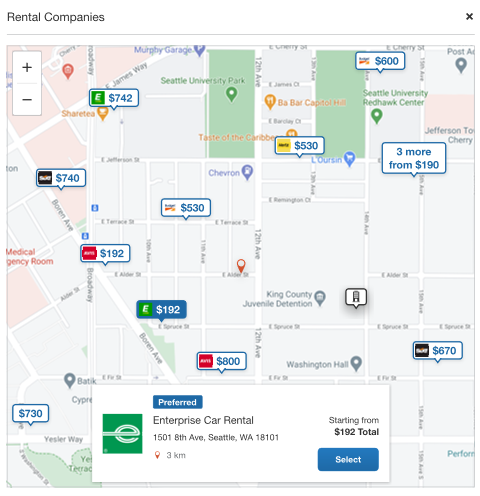
The new result map view has an informational purpose and represents an additional filter option. Click a pin to see the location address, opening hours, and the total price for the cheapest available car. The distance to the search center is indicated as well as the company’s preference level for that car rental vendor. Company locations display on the map via a small icon.

To access rental car locations, click **Map View** to display the map.



In case of overlapping pins, the number of locations will display. Click the pin to automatically zoom the view of the map, until separate pins display clearly.

Select a specific rental car location on the map to return to the result page and show only offers connected to this pick-up location.



### \*\*Planned Changes\*\* New Rental Car Experience: Review and Book

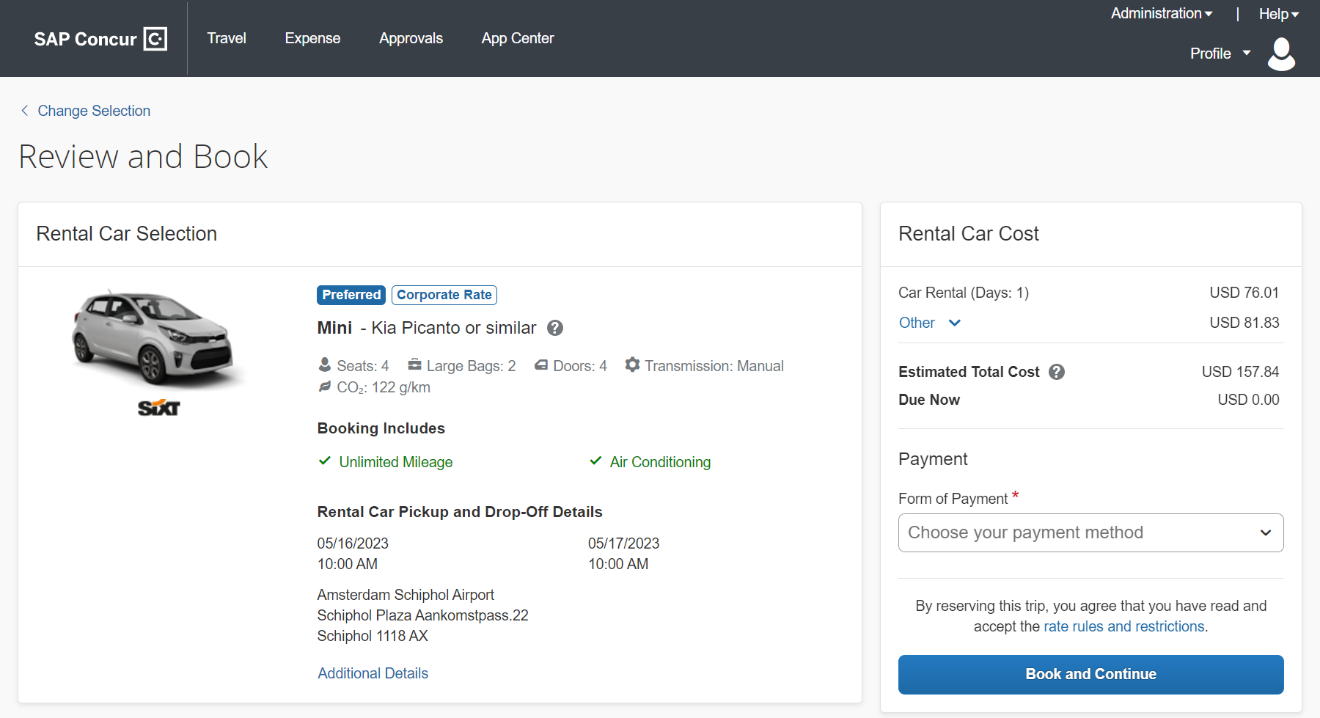
|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
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| **Prof** | **Stan** |   **Edition** | | |
|  |  | **On:** Impacts ***end users*** who use this feature/vendor; no configuration/setup by agency/ admin; cannot be turned OFF (example: new icons or rate display) | | |
|  |  | **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** | | | | |
| GDS | | Amadeus | | |
| Direct Connect | |  | | |
| **Other** | | | | |
|  | EMEA Data Center | |  | Scan impact |
|  | North America Data Center | |  | UI impact |
|  | China Data Center | |  | File finishing impact |
|  | All data centers | |  | Profile/Profile API/3rd Party XML Sync Impact |
| **Affected Documentation** | | | | |
| TSGs | |  | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | |  | | |

#### End-User Experience: Review and Book

The **Review and Book** page combines all relevant information before the user has completed the booking. All car selection related information is shown, listing all car attributes plus insurance and other services connected to the selected rate.

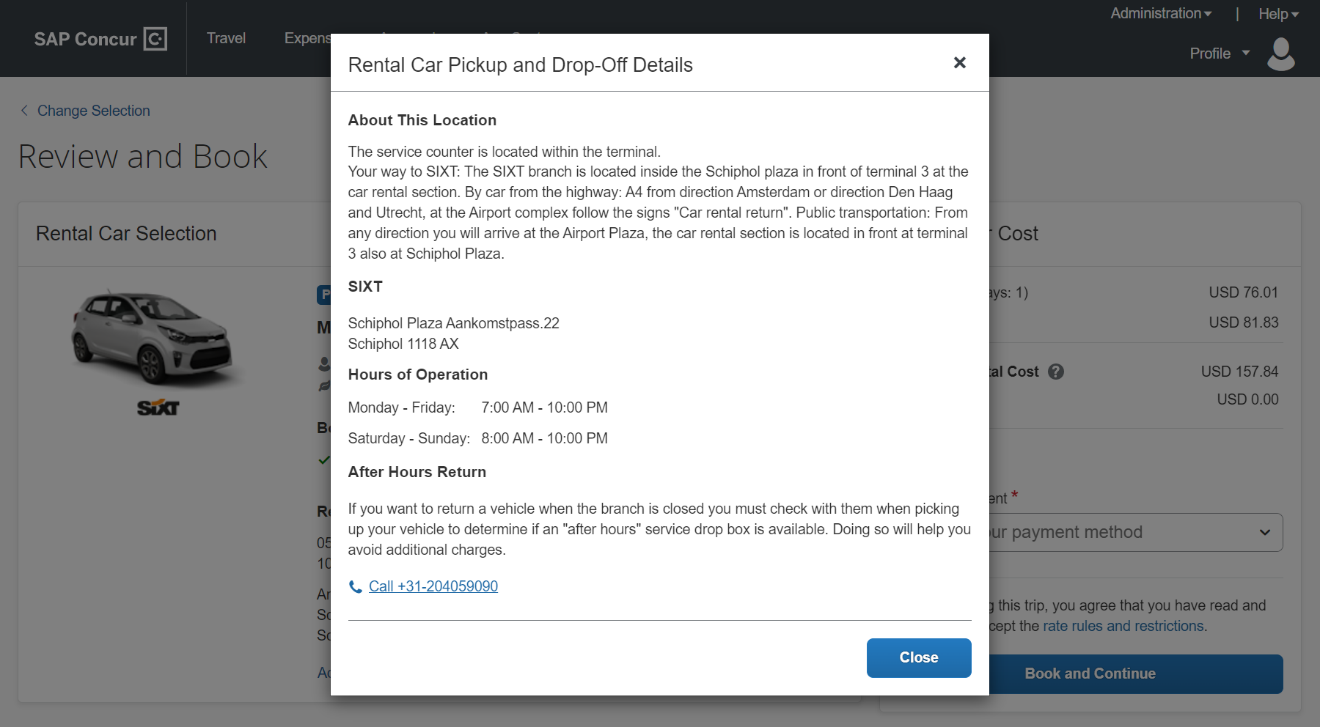
Example:



##### Additional Details

The **Additional Details** popup contains information on pickup and drop-off address, hours of operation, shuttle, terminal information if available, and directions on how to get to the location. As Concur Travel supports out-of-hour rentals in the new rental car booking experience, the corresponding hours of operation or an alternative informational text will display.

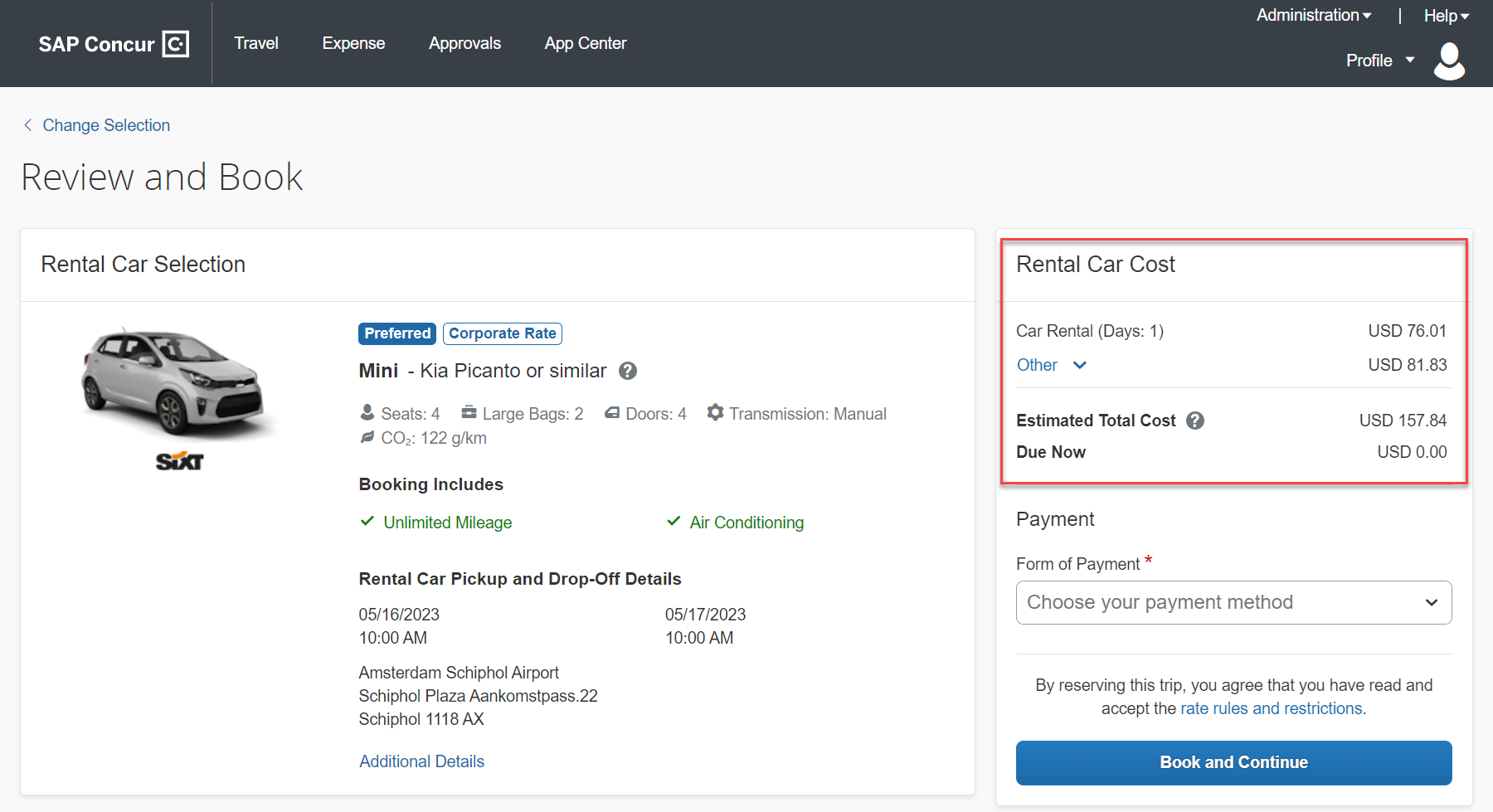
Example of popup window:



##### Cost Section

Within the cost section, when booking a post-pay or corporate rate, the total price is shown in the configuration currency of the traveler. A list of all included taxes, fees, surcharges, special equipment types and insurances becomes visible when expanding **Others** within the cost section.

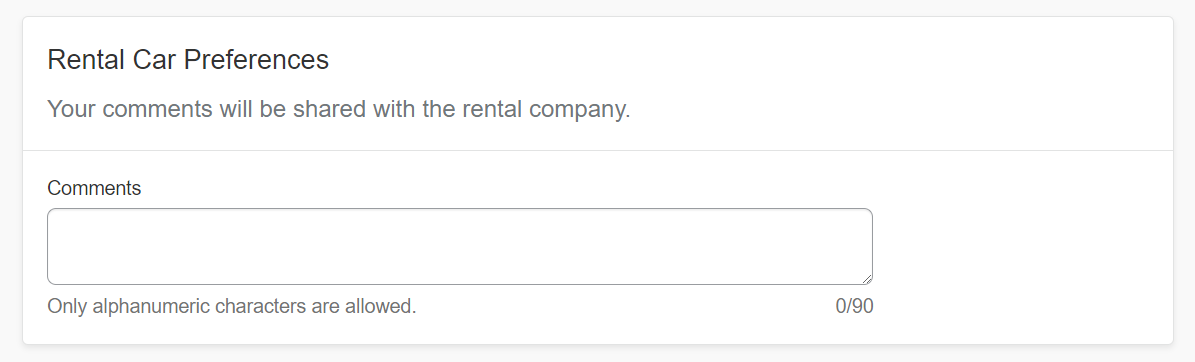
Example:



##### Car Preferences

The **Rental Car Preferences** section allows users to comment on the rental car location directly as part of the booking. Given the special character limitations of some external content channels, only alpha-numeric entries are accepted.

Example:



##### Traveler Information

The **Traveler Information** section will show the user data that is used to complete the booking and the data that is also transferred to the suppliers. It is possible to select a specific loyalty card from the user profile. When a loyalty card program is stored in the user profile, matching the selected vendor offer, Concur Travel will automatically fill out this frequent traveler card.

For all airport rentals, Concur Travel will display a flight number entry field. This information is important for the rental car companies to track changes of pick-up times related to flight delays.

1. This field must be filled in with the airline two-letter-code and the flight number with no spaces in between.

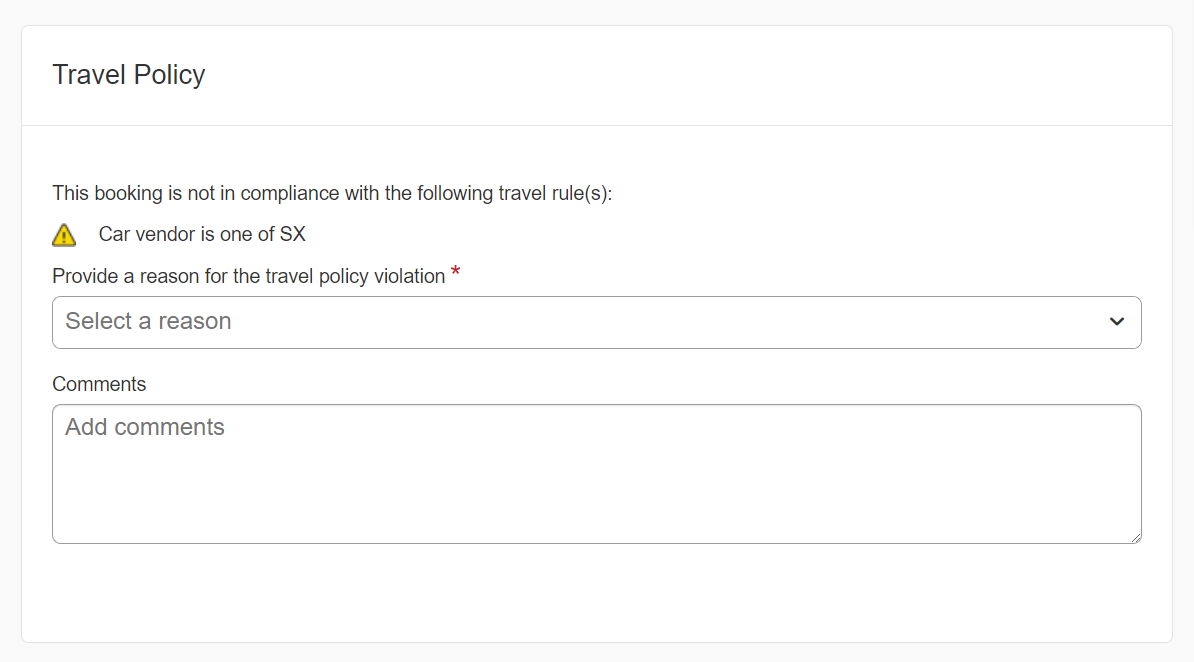
Example:

##### 

##### Travel Policy

This section appears if the user has selected an offer which violates their company travel policy. The user will be shown which rule(s) were broken, able to select a travel policy violation reason from the dropdown, and/or provide additional justification via a **Comments** box.

Example:



##### Pre-Book Custom Fields

Trip custom fields in Concur Travel can be set up to collect information during the booking process. These fields are often used to collect information for the clients’ internal accounting process or for reporting purposes. They can be configured to show at the beginning or end of the booking process and will be located within the **Additional Information** section on the **Review and Book** page.

Example:

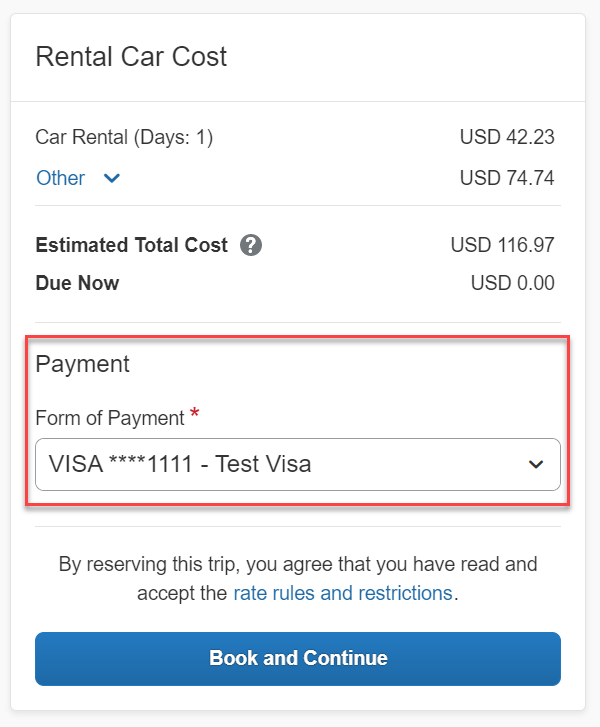
##### 

##### Payment

The payment selection displays in the **Rental Car Cost** section on the **Review and Book** page when a credit card form of payment is needed to complete the booking. The payment selection is a required field.

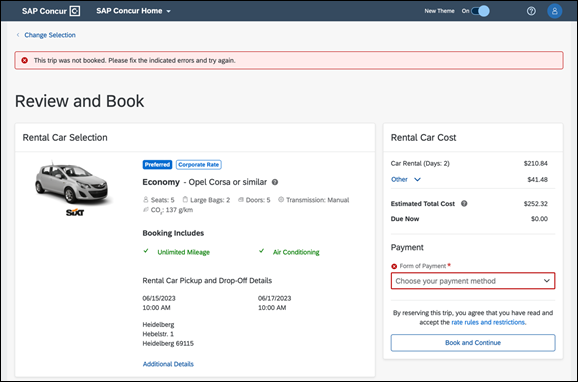
1. Selecting a credit card is required with the new rental car workflow. Limitations will be removed with further releases.

Example:



The user is shown a list of available credit cards to select from, based on configuration. There is no default option pre-selected, and the user is prompted to **Choose your payment method**. To complete the booking, complete all required fields and click **Book and Continue**.

If the user attempts to book and continue without selecting a credit card, the following alert banner displays across the top of the page: “This trip was not booked. Please fix the indicated errors and try again.” Also, the required payment selection is highlighted to bring focus to the missing information.



There are three conditions which can cause payment selection to display:

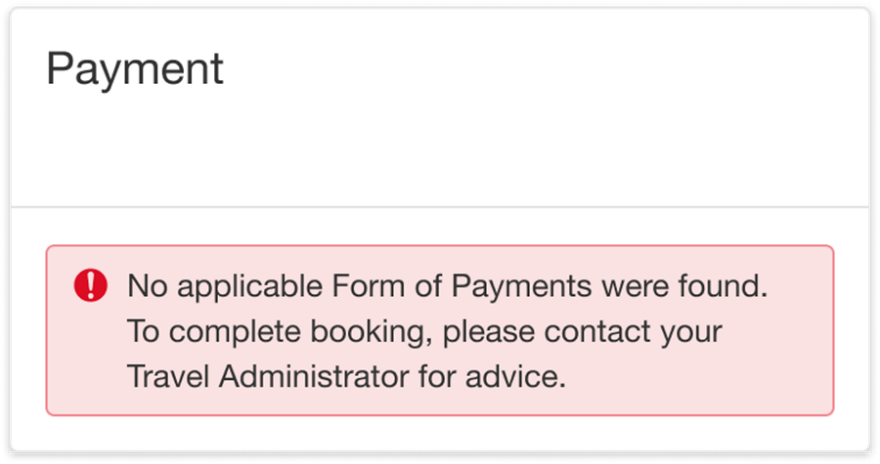
1. The content source indicates that a credit card is required to complete the booking.
2. The travel configuration setting **Require Credit card for Car Reservations** option is enabled.
3. The travel configuration setting **Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations** option is enabled and set to **Always write user-selected card**.

The choices shown in the payment selection display are determined by:

* The Corporate Ghost Cards which are set to **Allow for Car** and assigned to the user.
* The personal credit cards that a user has saved in their Concur Travel profile.

To change settings for **Require credit card for car reservations, Corporate Ghost Cards for Car, Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations**, or to change how corporate ghost cards are assigned, refer to the [*Form of Payment Travel Service Guide*](https://www.concurtraining.com/customers/tech_pubs/TravelDocs/TSGs/FOP_TSG.pdf). To change **Allow users to add new personal credit cards to their Concur Travel profile settings**, refer to the [*Module Properties Guide*](https://www.concurtraining.com/customers/tech_pubs/TravelDocs/Mod_Prop_CLIENT.pdf).

As part of the new Concur Travel experience, administrative setting validation is improved. For this reason, it’s possible a configuration could be set to require a credit card yet have no cards available for the user to select. If this occurs, the user will see this error message:



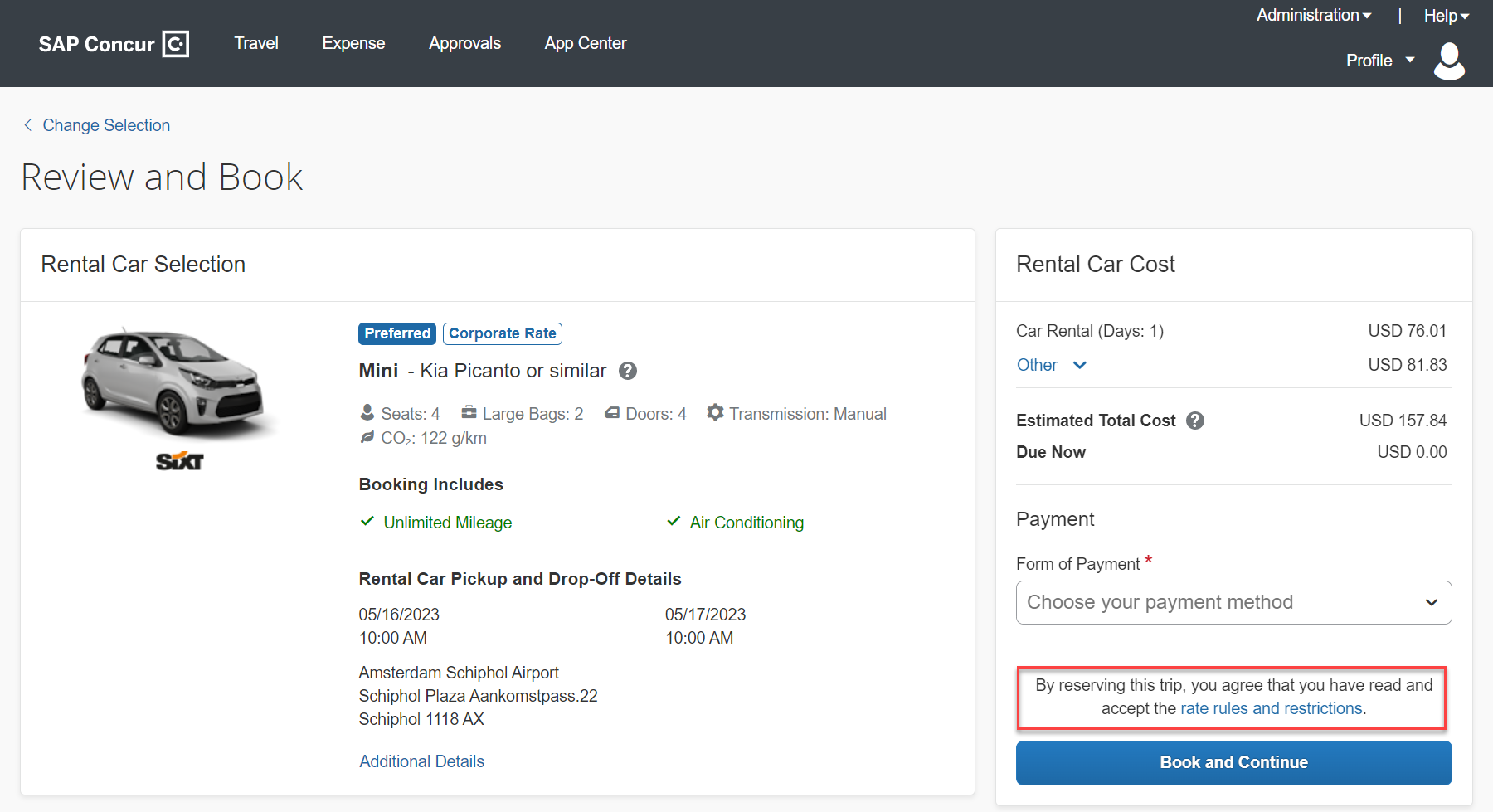
The user can then:

1. Add a new personal credit card to their Concur Travel Profile and re‑attempt their booking.
2. Contact their Travel Management Company to complete the booking or investigate why a Corporate Ghost Card is not configured.

##### Rate Rules and Restrictions

The supplier’s rate rules and restrictions are shown via the link at the bottom of the page. The user must select the **I have read and agree to the Rate Rules and Restrictions** checkbox before they click **Book and Continue**.

Example:



### \*\*Planned Changes\*\* New Rental Car Experience: Finalize and Confirm Booking

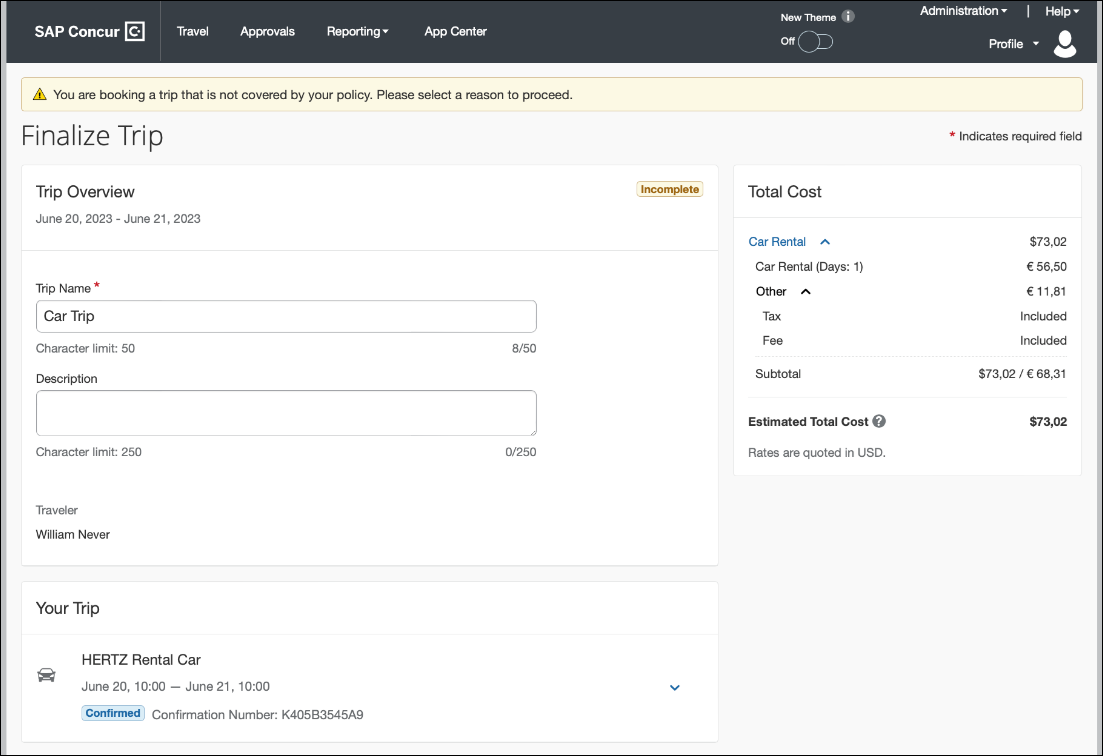
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| --- | --- | --- | --- | --- |
| **Prof** | **Stan** |   **Edition** | | |
|  |  | **On:** Impacts ***end users*** who use this feature/vendor; no configuration/setup by agency/ admin; cannot be turned OFF (example: new icons or rate display) | | |
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| **Source** | | | | |
| GDS | | Amadeus | | |
| Direct Connect | |  | | |
| **Other** | | | | |
|  | EMEA Data Center | |  | Scan impact |
|  | North America Data Center | |  | UI impact |
|  | China Data Center | |  | File finishing impact |
|  | All data centers | |  | Profile/Profile API/3rd Party XML Sync Impact |
| **Affected Documentation** | | | | |
| TSGs | |  | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | |  | | |

#### End-User Experience: Finalize Trip

The **Finalize** **Trip** page in the rental car workflow allows the user to enter a different name for the trip and provide a description. When expanding the car segment, all details about the newly created reservation becomes visible.

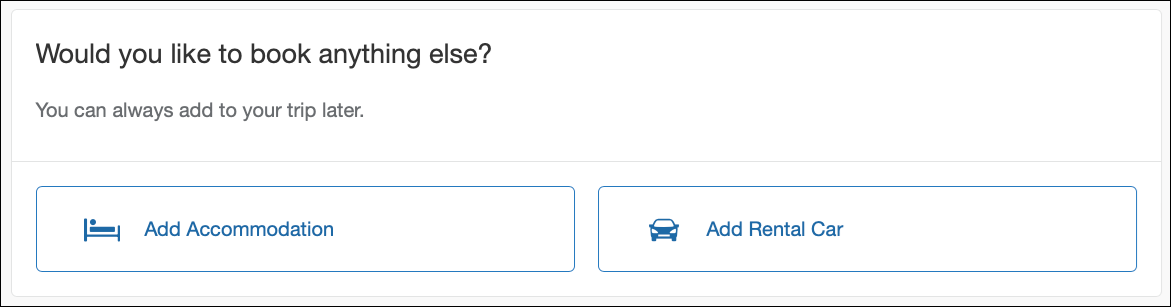
The purpose of this intermediate step is to present an overview of all reserved bookings, apply trip level policy rules, allow the user to enter trip-related custom fields, or add another booking to the trip. Bookings currently apply to rail and will soon apply to car. Later releases of the new Concur Travel experience will also apply to air and hotel.



##### Add Bookings

For adding further bookings, dedicated buttons such as **Add Accommodation** and **Add Rental Car** are positioned centrally on the page. When adding a reservation, the user will see a page allowing them to enter search criteria.

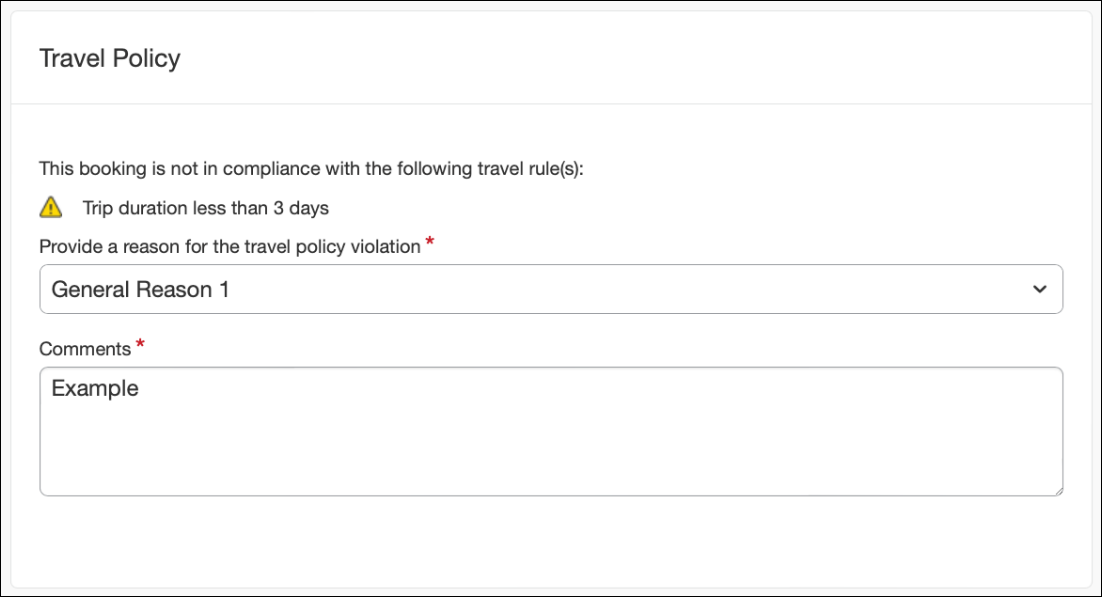
1. When adding a rental car, the new search fields will not be pre-populated. A corresponding solution will be implemented with future releases.



##### Travel Policy

For policy violation on Trip level, the Travel Policy section informs the users about triggered policy rules and provides an opportunity to select a reason and/or add a comment.

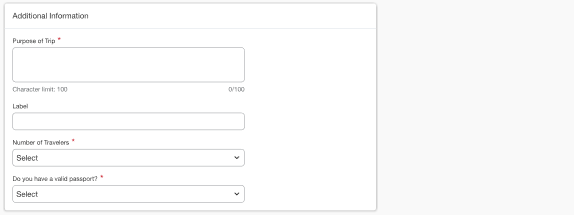
Example:



##### Trip Custom Fields

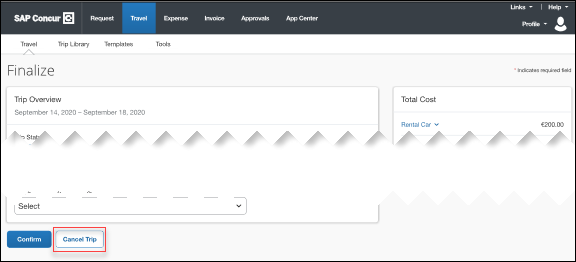
Trip custom fields in Concur Travel can be set up to collect information during the booking process. The fields are often used to collect information for the clients’ internal accounting process or for reporting purposes. They can be configured to show at the start or towards the end of the booking process.

Trip custom fields configured to display towards the end of the booking workflow are shown on the **Finalize Trip** page in the **Additional Information** section.



##### Cancel Trip

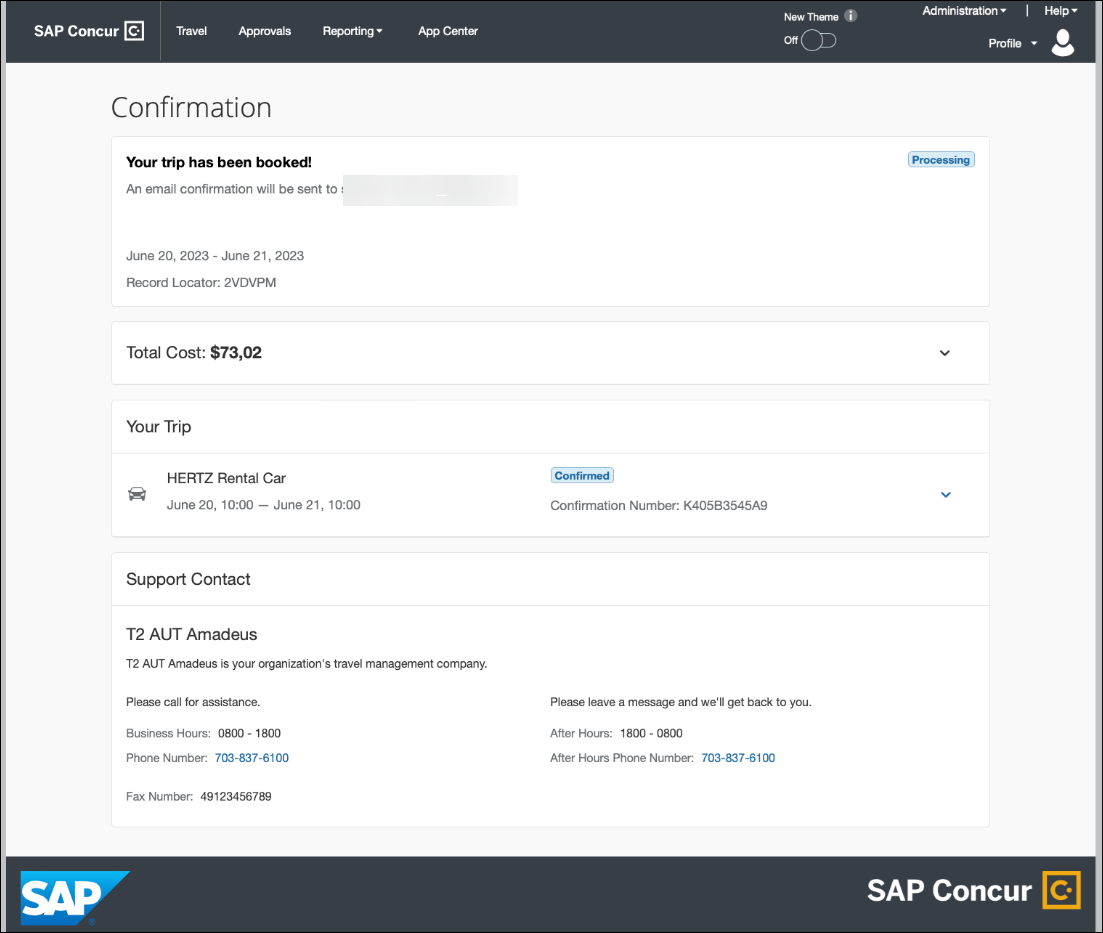
In case a user no longer wants to book, they can click **Cancel Trip** which redirects them to the **Confirm** **Cancellation** page. Refer to the details in the **Cancellation** section.



#### End-User Experience: Confirmation

Click **Confirm** on the **Finalize Trip** page; the **Confirmation** page displays.

This page provides an overview of all existing bookings in your trip and displays support contact data; configuration is required by your SAP Concur administrator.



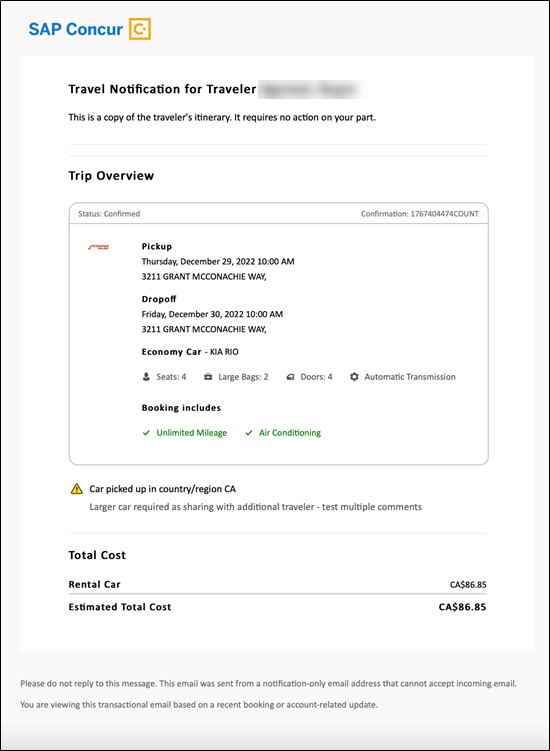
The **Confirmation** page includes:

1. A display of the current trip state, as part of the header section.
2. The email address of the confirmation recipient.
3. A section that displays the total cost of the trip; this section is collapsed by default and can be expanded to review detailed rate information per booking.
4. A **Your Trip** section where each booking displays as collapsed by default but can be expanded to review details (such as number of seats and doors for a rental car booking).
5. A **Support Contact** section will display support contact data (Configuration required by your SAP Concur administrator).

The user can see the trip booked on the homepage under upcoming trips. At the same time, an email confirmation will be sent to the traveler.

#### Manager Notification

If the booking violated policy such that the manager needs to be notified, an email will be sent to the manager.



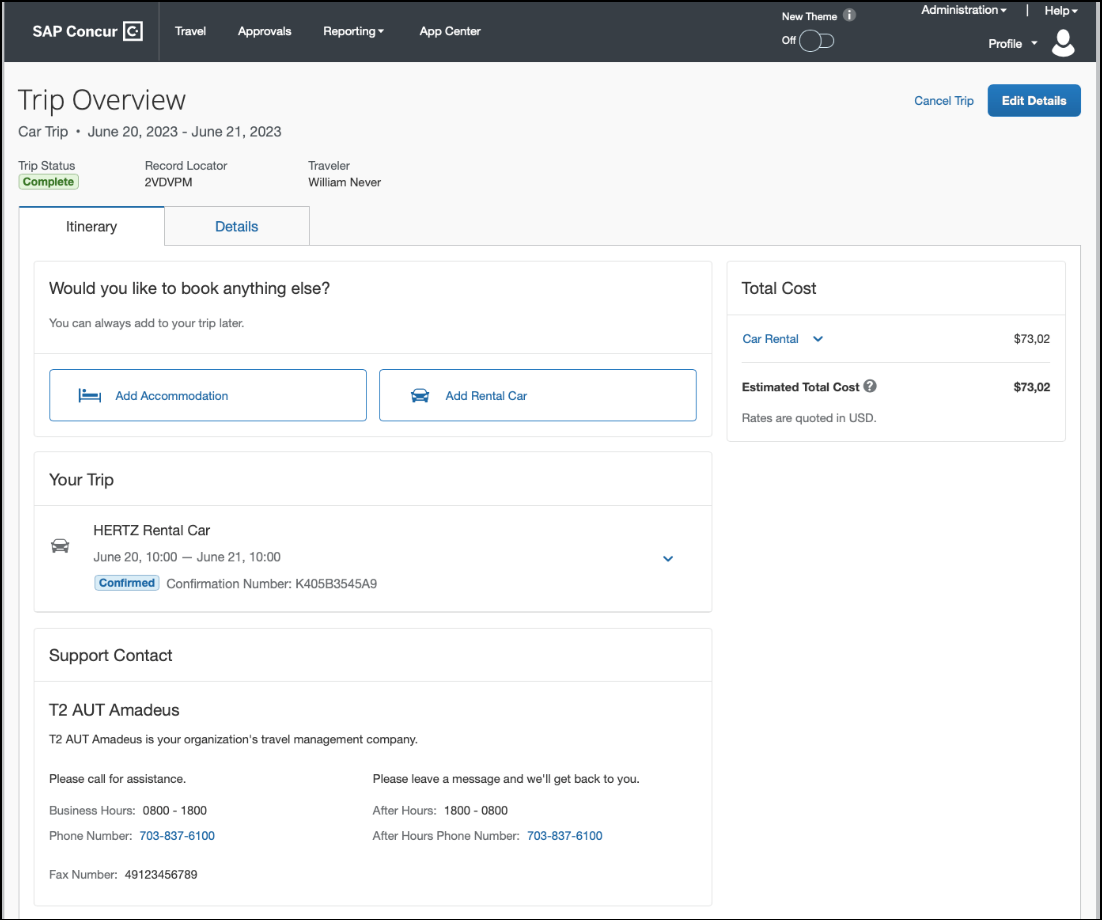
### \*\*Planned Changes\*\* New Rental Car Experience: Completed Trip Overview

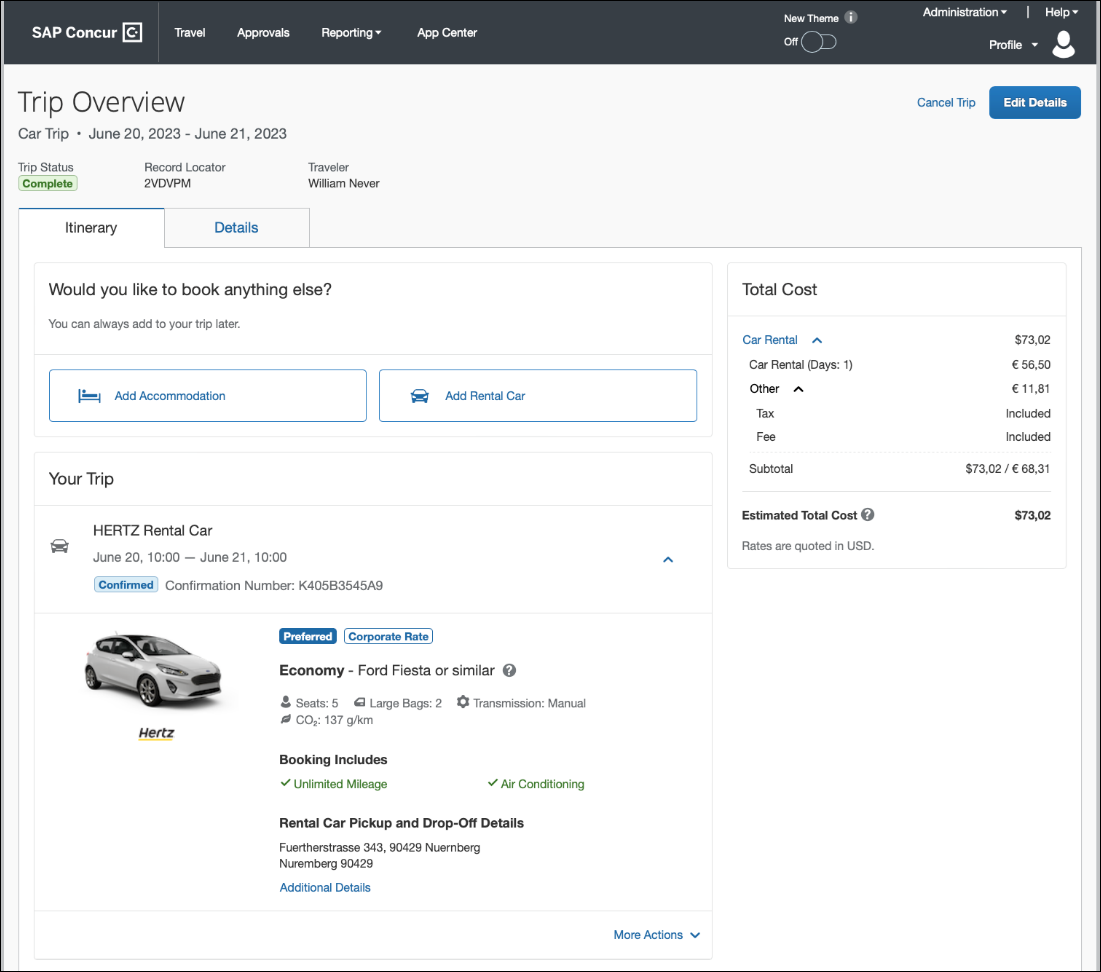
|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| December 2023 | February 23, 2023 | TBD |
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| **Prof** | **Stan** |   **Edition** | | |
|  |  | **On:** Impacts ***end users*** who use this feature/vendor; no configuration/setup by agency/ admin; cannot be turned OFF (example: new icons or rate display) | | |
|  |  | **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** | | | | |
| GDS | | Amadeus | | |
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| Other | |  | | |

#### End-User Experience: View Car Rental (Trip Overview)

The **Trip Overview** page allows you to review and manage a booked trip at any time. Cancelled trips can be reviewed, but no longer managed.





##### Header Section

Below the page header are the trip name and travel dates. The top section of the page displays:

1. Trip status
2. Record locator (if trip contains content booked through travel agency channels)
3. Traveler name
4. Booker name (if the booker is a different person than the traveler)
5. Trip description (if a description was added by the booker)

At the top right corner of the page, there is a link to cancel the trip and a button to edit details such as the default trip name and trip description.

##### Cost Section

At the right of the **Trip Overview** page, there is a **Cost** section to review estimated total trip cost and detailed costs per booking. The cost section will float on the page while scrolling, so it remains visible whether you review the upper or lower part of the page.

##### Itinerary Tab

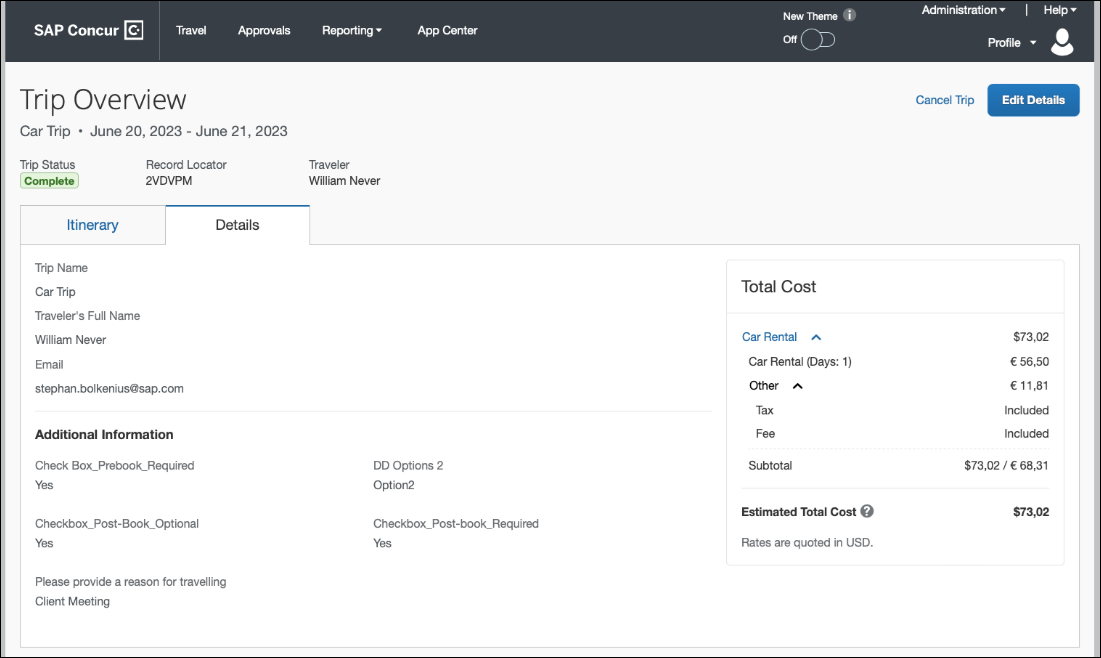
At the top of this tab, there is **Add Rental Car** and **Add Accommodation** buttons for users to add another booking to the trip. Configuration is required by your SAP Concur administrator to hide those buttons.

The **Your Trip** section will display each booking with its confirmation number. Each booking in this section displays as expanded by default to review details such as number of seats or doors in case of a rental car booking.

At the bottom of the page, the **Support Contact** section displays support contact data; configuration is required by your SAP Concur admin.

##### Details Tab

On this tab you can review additional trip-related information.



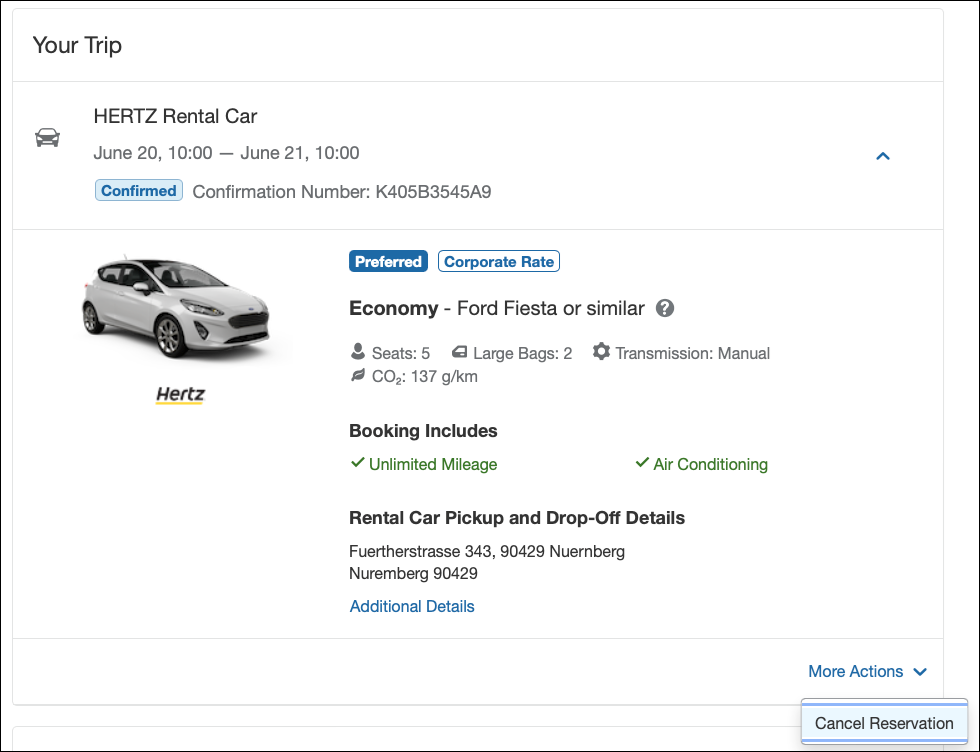
This tab displays:

1. The trip name.
2. The traveler's name.
3. The traveler's email address to which the confirmation email is sent.
4. The trip description (if added).
5. Field names and values selected or entered during the booking workflow in the **Additional Information** section. Configuration is required by your SAP Concur administrator.

##### Cancellation

The **Cancel Trip** link will redirect users to the **Confirm** **Cancellation** page to start the trip cancellation.

The **More Actions** menu includes a **Cancel Reservation** link that will redirect users to the **Confirm Cancellation** page to start the booking cancellation.



##### Add a Booking

The **Add Accommodation** or **Add Car** actions will redirect users to the search and book flow for the respective service.

### \*\*Planned Changes\*\* New Rental Car Experience: Cancellation

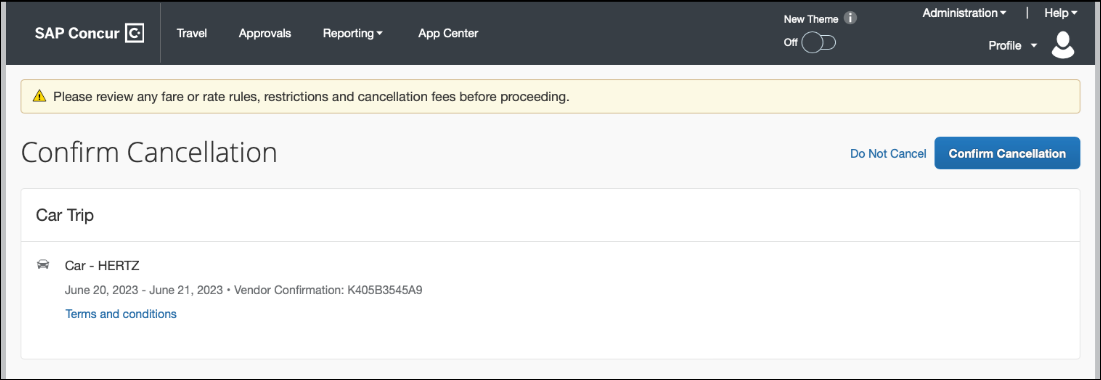
|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
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| **Prof** | **Stan** |   **Edition** | | |
|  |  | **On:** Impacts ***end users*** who use this feature/vendor; no configuration/setup by agency/ admin; cannot be turned OFF (example: new icons or rate display) | | |
|  |  | **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** | | | | |
| GDS | |  | | |
| Direct Connect | |  | | |
| **Other** | | | | |
|  | EMEA Data Center | |  | Scan impact |
|  | North America Data Center | |  | UI impact |
|  | China Data Center | |  | File finishing impact |
|  | All data centers | |  | Profile/Profile API/3rd Party XML Sync Impact |
| **Affected Documentation** | | | | |
| TSGs | |  | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | |  | | |

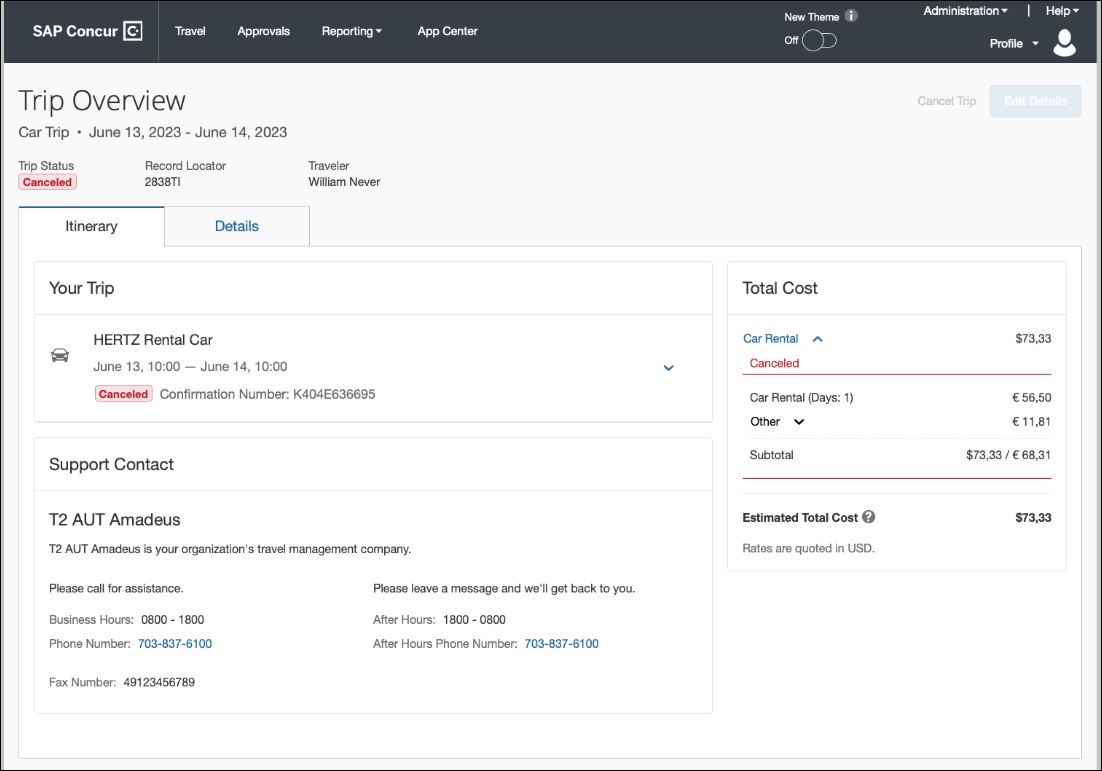
#### End-User Experience: Cancellation

Depending on the place from which the trip cancellation starts and the trip content, the cancellation flows may vary as follows in these scenarios:

1. When users click **Cancel Trip** on the Finalize Trip page, the **Trip Overview** page will redirect them to the **Confirm** **Cancellation** page that contains a link to the **Terms and Conditions** for review. Confirmation of the cancel action on this page will redirect users to the **Trip Overview** page where the trip is indicated as **Cancelled**.
2. When users click the **Cancel** link in the trip library (web app) or trip list (mobile app), on the **Upcoming Trips** tab or the **My Trips** section, both of which are available on the homepage in the Web app, a popup will display with a link to the **Terms and Conditions** for review.
3. For a trip that only contains content booked in the new Concur Travel experience, users will be redirected to the Trip Overview page where the trip is indicated as **Cancelled**.
4. For a trip that contains other content than what was booked in the new Concur Travel experience, users will be redirected to the regular cancellation confirmation page.



For scenario 1 and scenario 2a, the following is an example of where the user will be redirected to upon confirming cancellation. The cost section label corresponding to all cancelled bookings displays as **Canceled**:



### \*\*Planned Changes\*\* New Rental Car Experience: Configuration for Hertz and Sixt

|  |  |  |
| --- | --- | --- |
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| X | X | **Other:** Refer to the release note below | | |
|  |  | **Does not apply to this edition** | | |
| **Source** | | | | |
| GDS | |  | | |
| Direct Connect | |  | | |
| **Other** | | | | |
|  | EMEA Data Center | |  | Scan impact |
|  | North America Data Center | |  | UI impact |
|  | China Data Center | |  | File finishing impact |
|  | All data centers | |  | Profile/Profile API/3rd Party XML Sync Impact |
| **Affected Documentation** | | | | |
| TSGs | |  | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | |  | | |

#### Overview

Sixt and Hertz Direct content will be offered via SAP Concur’s new Car Connector program. For this reason, these connectors require re-enablement for customers who are interested in using these channels. Full feature parity is guaranteed across the content channels.

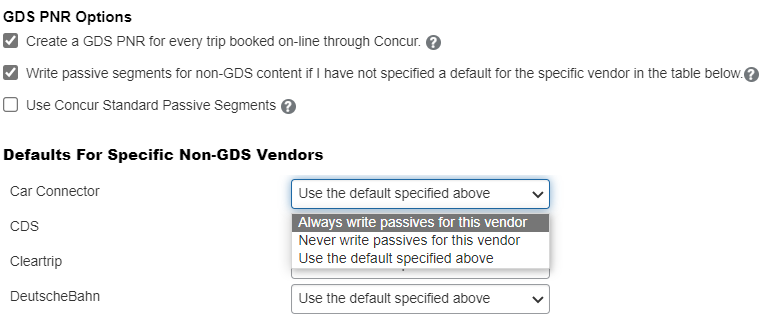
#### Configuration for Professional Travel

##### HERTZ AND SIXT DIRECT CONTENT

1. To configure:
2. Click **Administration > Travel** (on the sub-menu) **> Travel System Admin** and select the desired client travel configuration.
3. Depending on your permissions, the page may appear immediately after you click **Administration** or **Travel**.
4. In the Car Connector section of the travel configuration page, locate the Hertz and Sixt activation checkboxes.  
    
5. The **GDS Fallback** and **Allow supplier emails to traveler** options will be supported with future releases. These checkboxes do not create any action in the initial release for the new rental car workflow.

##### Hertz and Sixt Passive PNR for Direct Content

1. To configure:
2. Go to **Administration > Travel** (on the sub-menu) **> Travel System Admin** and select the desired client travel configuration.
3. Depending on your permissions, the page may appear immediately after you click **Administration** or **Travel**.
4. Under **GDS PNR Options** of the travel configuration page, go to the activation checkboxes.



A new dropdown selection is introduced in order to specify whether passive PNRs for Hertz and Sixt via Car Connector shall be created with each booking or not.

### \*\*Planned Changes\*\* New Rental Car Experience: Reduced Feature Set

|  |  |  |
| --- | --- | --- |
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| **Prof** | **Stan** |   **Edition** | | |
| X | X | **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) | | |
|  |  | **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** | | | | |
| GDS | |  | | |
| Direct Connect | |  | | |
| **Other** | | | | |
| X | EMEA Data Center | |  | Scan impact |
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|  | China Data Center | |  | File finishing impact |
|  | All data centers | |  | Profile/Profile API/3rd Party XML Sync Impact |
| **Affected Documentation** | | | | |
| TSGs | |  | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | |  | | |

The activation of the new rental car workflow though Concur Travel is not possible via a setting within Concur Travel. As a reduced set of features will be available in the first release, potential customers will be determined programmatically and informed when eligible for migration.

#### Known Limitations

The following items are either not yet supported with the new car rental booking experience or are supported with limitations. Please monitor future release notes for changes relating to these items.

| Product Area | Feature/Setting | Setting Location | Setting Requirement | Additional Information |
| --- | --- | --- | --- | --- |
| Traveler selection | Guest Traveler bookings | Travel Configuration | Guest traveler bookings are disabled | A guest traveler or sponsored guest booking are not supported yet. |
| Content | Global Distribution System (GDS) | Agency Configuration | Amadeus only | Sabre and Travelport GDSs are not yet supported for the new car experience. |
| Integrations | Concur Request | Travel configuration | **Enable Request Integration** not enabled |  |
| Travel Policy | Car Rule Enforcement Levels | Company Administration > Travel Admin | **Allow**  **Log for reports,**  **Notify manager,**  **Show but do not allow,**  **Hide results** | ”Allow” enforcement level is supported but Display Message (Message when matched) portion is not.  For car category rules, **Show but do not Allow** is treated as **Hide Results** with the first release |
| Travel Policy | Itinerary Rule Enforcement Levels | Company Administration > Travel Admin | **Allow**  **Log for reports,**  **Notify manager,**  **Require Approval,**  **Require Passive Approval** | **Show but do not allow** and **Hide results** are not supported for Itinerary rules, as these enforcement levels are result-dependent; Itinerary rules are applied during checkout.  **Require Approval** and **Require passive approval** rules will be downgraded to Notify manager |
| Travel Policy | Concur Travel’s Native Approval Process | Company Administration > Travel Admin | Car rules cannot use:  **Require Approval,**  **Require Passive Approval,**  **Require Pre-Approval & Log,**  **Require Pre-Approval & Notify** | If any of the following rules are set up for Car -  **Require Approval,**  **Require Passive Approval,**  **Require Pre-Approval & Log,**  **Require Pre-Approval & Notify** -  these rules will be ignored and will not show as violations to the user.  This also applies to any trip level rules. |
| Travel Policy | Car Rule Parts | Company Administration > Travel Rule Builder / Travel Admin | Car vendor is one of [CarVendorList]  Car vendor is not one of [CarVendorList]  Car vendor is not preferred  Car dropped off in country/region [CountryList]  Car not picked up in country/region [CountryList]  Car picked up in country/region [CountryList]  Car type is one of [CarClassList] | Any other configured car rule parts will not be enforced.  Any other car rule parts will not show as violations to the user. |
| Travel Policy | Itinerary Rule Parts | Company Administration > Travel Rule Builder / Travel Admin | Itinerary booked [condition] [DaysAdvance] days in advance  Trip duration [condition] [DaysLong] days  Itinerary has no Hotel segments | Any other rule parts will not be enforced.  Any other trip rule parts will not show as violations to the user. |
| Travel Policy | Violation Reason Types | Company Administration > Travel Admin > Policy Violation Reasons | General  Train  Car  Hotel  Itinerary | Reasons from any other reason type categories will not display. |
| Travel Policy | Rule Class Selection + Force selection of a rule class | Travel Configuration | Only a user’s default rule class is supported | If enabled, users would see the rule class selection field on the search, but any selection by the user would not be honored. |
| Trip Management | Custom Trip Fields | Company Administration > Manage Custom Fields | If/Then Settings cannot be enabled |  |
| Trip Management | Custom Trip Fields | Company Administration > Manage Custom Fields | **Display for Edits** cannot be enabled | Custom Trip Fields with this setting enabled will display again for user review/input when changing or adding a booking to a trip. This setting is not yet honored in the new Concur Travel experience. |
| Payments | Require credit card for car reservations | Travel configuration | This setting must be enabled |  |
| Payments | Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations | Travel configuration | **Always write user-selected card** must be enabled |  |
| Car-Specific | Discount Codes/Numbers | Manage Corporate Discounts | Corporate Discount number is entered | A rental car availability only works with an existing corporate discount number in combination with loaded corporate rates.  Rate codes do not yet apply.  Public rates do not display yet. |
| Car-Specific | Preference ranks | Manage Corporate Discounts | Preferred, Less Preferred or Most Preferred | Vendors marked as not preferred will not be checked for availability. |
| Car-Specific | User Preferences | User Profile |  | No car rental preferences from the user profile are applying. |
| Car-Specific | Special Equipment | Travel Configuration/User Profile |  | No special equipment additions are supported yet. |
| Car-Specific | Car Custom Text | Company Administration > Travel Admin > Custom Text |  | No custom text is displayed in the Car booking workflow and on the **Finalize Trip**, and **Trip Overview** pages. |
| Car-Specific | Always run a General Shop Request for Car Searches | Travel Configuration | Customers who do not have negotiated car rental discounts should not use the new car rental booking experience yet.  Customers who have car rental vendor discounts configured will only see results from those vendors. | This feature triggers a car search request to content providers for any car rental vendors which do not have a configured discount code.  Due to the broad range of vendors returned and added GDS scans, Concur is currently evaluating this feature. Until such time as a decision has been made, this will not be part of the new Concur Travel experience. |
| Car-specific | Travel Vendor Exclusion | Company Administration > Travel Admin >  Travel Policy Administration |  | Travel Vendor Exclusions are not supported. |
| Car-specific | Direct Billing | Company Admin > Manage Corporate Discounts | Customers who use direct billing should not use the new car rental booking experience yet. |  |
| Trip Management | Show **Add Air** On Existing Itineraries | Travel Configuration |  | When a user makes a car booking using the new experience, the **Add Air** link will not be shown yet.  SAP Concur is planning to launch this feature with an upcoming release |
| Trip Management | View Trip History | N/A | N/A | History Notes are not yet available on the **Trip Overview** page in the new Concur Travel experience.  SAP Concur is planning to launch this feature with a future release. |
| Trip Management | Print Itinerary | N/A | N/A | The **Print Itinerary** feature is not available on the **Trip Overview** page in the new Concur Travel experience. |
| Trip Management | E-mail itinerary | N/A | N/A | The **Email Itinerary** feature is not available on the **Trip Overview** page in the new Concur Travel experience. |
| Trip Management | Open in Outlook | N/A | N/A | The **Open in Outlook** feature is not available on the **Trip Overview** page in the new Concur Travel experience. |
| Trip Management | Create Template / Clone Trip / Share Trip | Travel Configuration | Clone Trip enabled | The features **Create Templat**e, **Clone Trip** and **Share Trip** are not available on the **Trip Overview** page in the new Concur Travel experience.  Please see chapter *Changes in product behavior* below for information on product behavior for these features in the classic experience for trips that contain bookings booked in the new Concur Travel experience. |
| Trip Management | Change of booking | N/A | N/A | Change of booking is not yet supported for the new rental car booking experience; however, users are able to cancel and rebook using the new experience.  Change of rental car bookings offline by a TMC are not recommended; the trip cost on the itinerary in Concur will not yet be updated in case of any price change. |
| Trip Management | MOBILE: Cancellation of Car Connector content (Hertz / Sixt) from a Trip including other booking types (for example, flight, hotel) | Travel Configuration | Car Connector content (Hertz / Sixt) enabled on travel config page | Access the Concur Web application to cancel the booking if not possible on the Mobile app.  The limitation for booking cancellation on Concur Mobile only applies to the mentioned scenario. Booking cancellation of Amadeus-sourced content and booking cancellation of Car Connector content from an itinerary that does not include further bookings is supported. |
| Trip Management | Customization of email subject lines | Travel Configuration | Travel Reservation Email Subject  Cancellation Email Subject | These two settings, which allow to customize the subject line of confirmation and cancellation emails and to add record locator, trip name and departure date do not apply to confirmation and cancellation emails sent out for trips booked in the new Concur Travel experience. |

#### Changes in Product Behavior

The following features are supported for customers using the new car booking experience, but behavior may be changed or may be utilizing legacy functionality.

##### Confirmation Emails

While confirmation emails will be sent for bookings made via the new car experience, these emails will not include an .ics calendar attachment yet.

##### Allow automatic reservations Of

For customers that have automatic car reservations enabled, Concur Travel will utilize the current car booking logic and only the Amadeus content source.

##### Custom trip fields – display at start

Custom trip fields configured to **Display at start of booking** will be shown on the **Review and Book** page in the **Additional Information** section. Custom field for which check box **Display at start of bookin**g is not enabled will be shown on the **Finalize Trip** page in the **Additional Information** section.

##### Custom trip fields – display on itinerary

All trip custom fields and values entered or selected during the booking workflow will display by default on the **Details** tab of the **Trip Overview** page, regardless of the setting **Display on Itinerary** for trip custom fields. Trip custom fields and values entered or selected during the workflow will not be included in confirmation or cancellation emails, regardless of the setting **Display on Itinerary** for trip custom fields.

##### Trip Sharing/Cloning

For customers who have trip sharing/cloning enabled, Concur Travel will utilize the current car booking logic and only the Amadeus content source.

##### Force Users to Choose a Credit Card

* For the new car booking experience, this travel configuration setting is no longer used. When a user has more than one credit card allowed for use, the form of payment selection dropdown will not default to a card; it will be blank. The user is required to select a card before proceeding.

For more information on this user experience, please refer to the *New Rental Car Experience: Review and Book* section, *Payment* subsection earlier in these release notes.

### \*\*Planned Changes\*\* New Rental Car Experience: Delivery and Collection

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| --- | --- | --- |
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| **Prof** | **Stan** |   **Edition** | | |
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|  |  | **Does not apply to this edition** | | |
| **Source** | | | | |
| GDS | |  | | |
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| **Other** | | | | |
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| X | North America Data Center | |  | UI impact |
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|  | All data centers | |  | Profile/Profile API/3rd Party XML Sync Impact |
| **Affected Documentation** | | | | |
| TSGs | |  | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | | Online Help | | |

#### Overview

1. Delivery and Collection will not be part of the first release, which is limited to participating Amadeus TMC partners.

Sixt and Hertz Direct content will be offered via SAP Concur’s new Car Connector program. For this reason, these connectors require re-enablement for customers who are interested in using these channels. Full feature parity is guaranteed across the content channels.

#### Configuration for Professional Travel

##### Delivery and Collection Feature

The customer must first negotiate the Car Delivery and Collection service with their contract car vendor. The associated corporate discount number must be entered in the discount area. This process must be completed for each desired car vendor.

Delivery and Collection will be available for all address options. Customers who would like to use this feature with the current release should contact their rental car partner and ensure all addresses are allowed for this service. Different fees could apply depending on the addresses the end user would select.

1. To configure:
2. Go to **Administration > Travel** (on the sub-menu) **> Travel System Admin** and select the desired client travel configuration.
3. Depending on your permissions, the page may appear immediately after you click **Administration** or **Travel**.
4. On the travel configuration page, go to **Car Search Options**.



1. Make the appropriate choices and select all rental car companies for which Delivery and Collection has been negotiated.
2. Regardless of the activated content channels, only this setting must be configured in order to enable the Delivery and Collection feature.

## Rail

### \*\*Planned Changes\*\* SNCF API (PAO) Migration

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| December 2022 | -- | Q1 2023 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **Edition** | | |
| X | X | **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) | | |
|  |  | **Available** **for use:** No impact to ***end users*** unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline) | | |
|  |  | **Other:** Refer to the release note below | | |
|  |  | **Does not apply to this edition** | | |
| **Source** | | | | |
| GDS | |  | | |
| Direct Connect | | SNCF PAO Direct Connect | | |
| **Other** | | | | |
| X | EMEA Data Center | |  | Scan impact |
| X | North America Data Center | |  | UI impact |
|  | China Data Center | |  | File finishing impact |
|  | All data centers | |  | Profile/Profile API/3rd Party XML Sync Impact |
| **Affected Documentation** | | | | |
| TSGs | | SNCF PAO Direct Connect TSG (available with release) | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | |  | | |

#### Overview

In March 2020, SAP Concur performed a partial migration of SNCF customers to the ***SNCF PAO*** API with the goal of offering our customers whole Regional Train and Eurostar content.

Due to upcoming changes planned by SNCF, SAP Concur will continue with the migration to SNCF PAO. The targeted date for release is Q1 2023. This is subject to change.

##### User/Customer Benefit

The SNCF content will be available via the SNCF PAO API. Migrated customers will no longer need to enable both connectors, SNCF and SNCF (PAO), in their configurations. Migrated users will no longer need to switch between SNCF and SNCF (TER + Eurostar) before they initiate their search.

#### End-User Experience

The booking steps for self-booked and arranger-booked trips will remain the same. Further details will be provided with upcoming releases.

1. The multi-passenger booking feature will not be supported for migrated customers.

#### Configuration for Professional and Standard Travel

This feature will be enabled by default. SAP Concur will make these changes automatically.

# Client Notifications

## Accessibility

### Accessibility Updates

SAP implements changes to better meet current Web Content Accessibility Guidelines (WCAG). Information about accessibility-related changes made to SAP Concur solutions is published on a quarterly basis. You can review the quarterly updates on the [Accessibility Updates](https://www.concurtraining.com/customers/tech_pubs/RN-monthly-Access/_RN_access_client.htm) page.

## Documentation for New Concur Travel Experience

### Online Help Updates in the SAP Help Portal

#### Overview

Online end user help documentation for the new Concur Travel experience, beginning with the Renfe Direct Connect enhancements from the November release, are indicated with “New Workflow” text at the end of topic titles.

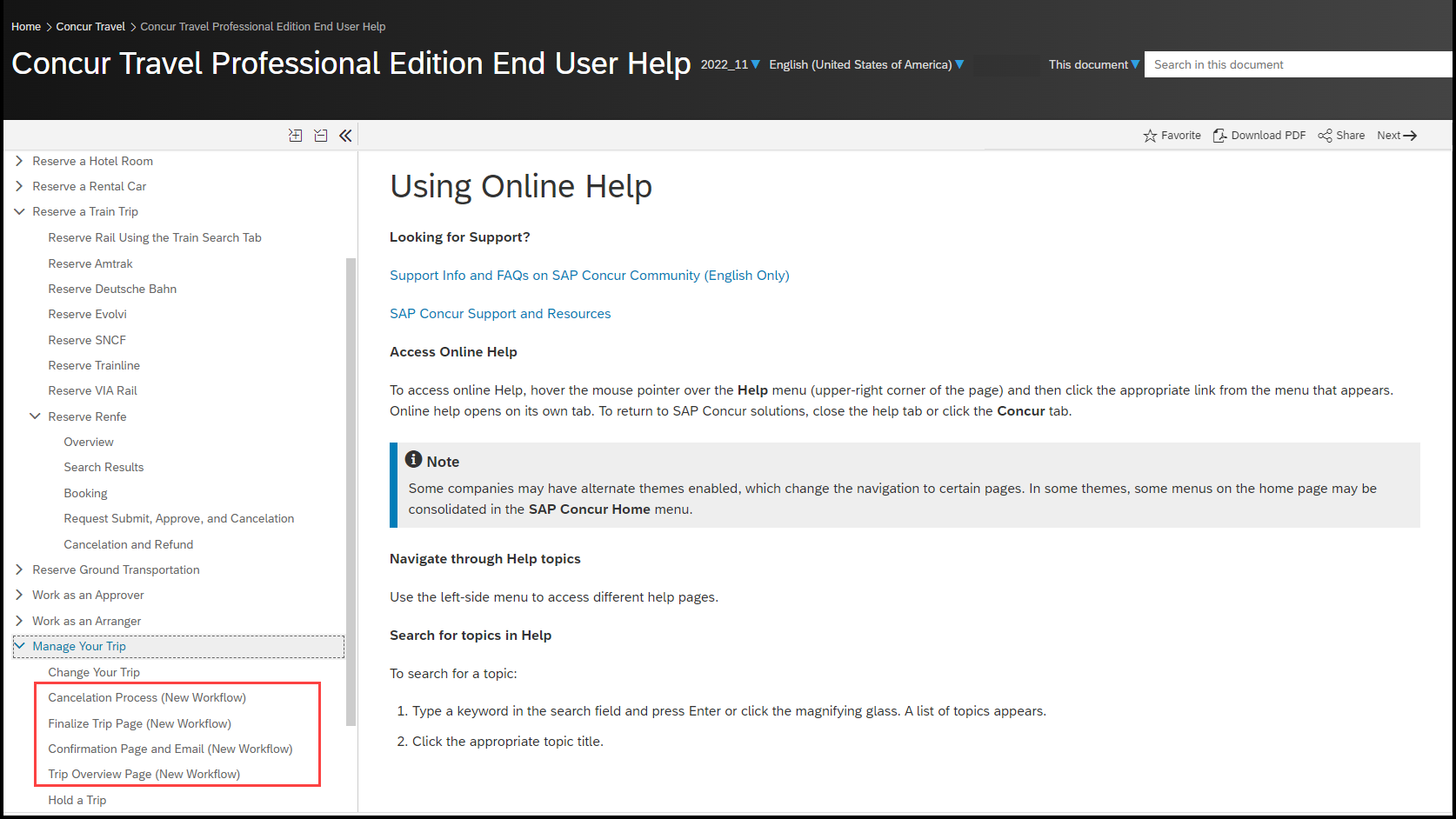
Also, on the **Implement** tab of the **Concur Travel** product page in the [SAP Help Portal](https://help.sap.com/docs/CONCUR_TRAVEL), there is a new *Travel Services Help*. This will become the new home for Travel Service Guides type documentation.

##### User/Customer Benefit

The “New Workflow” text is intended to help you distinguish between the existing experience and the redesigned experience for Concur Travel.

#### End-User Experience

When accessing the Concur Travel End User Help, you can see which topics are specific to the Concur Travel experience as they contain the suffix "New Workflow".



#### Configuration for Professional and Standard Travel

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

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

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

1. To access the SAP Concur Sub-processors List:
2. Click the following link to navigate to the *SAP Sub-processors / Data Transfer Factsheets* page:  
   [*SAP Sub-processors / Data Transfer Factsheets*](https://support.sap.com/en/my-support/trust-center/subprocessors.html)
3. Sign in to the SAP Support Portal using your Support User ID (S-user) and password.
4. SAP customers must sign in to the SAP Support Portal using their Support User ID (S-user) and password. For information about S-User IDs, refer to [*Your New Support User ID (S-user)*](https://support.sap.com/en/my-support/users/welcome.html) and to the [*Learn All About S-User IDs*](https://blogs.sap.com/2021/03/09/learn-all-about-s-user-ids/) blog post.
5. On the *SAP Sub-processors / Data Transfer Factsheets* page, type "Concur" in the **Search** field.
6. In the **Title** column, click **SAP Concur Sub-processors List**.

If you have questions or comments, please reach out to: [Privacy-Request@Concur.com](mailto:Privacy-Request@Concur.com)

## Supported Browsers

### Supported Browsers and Changes to Support

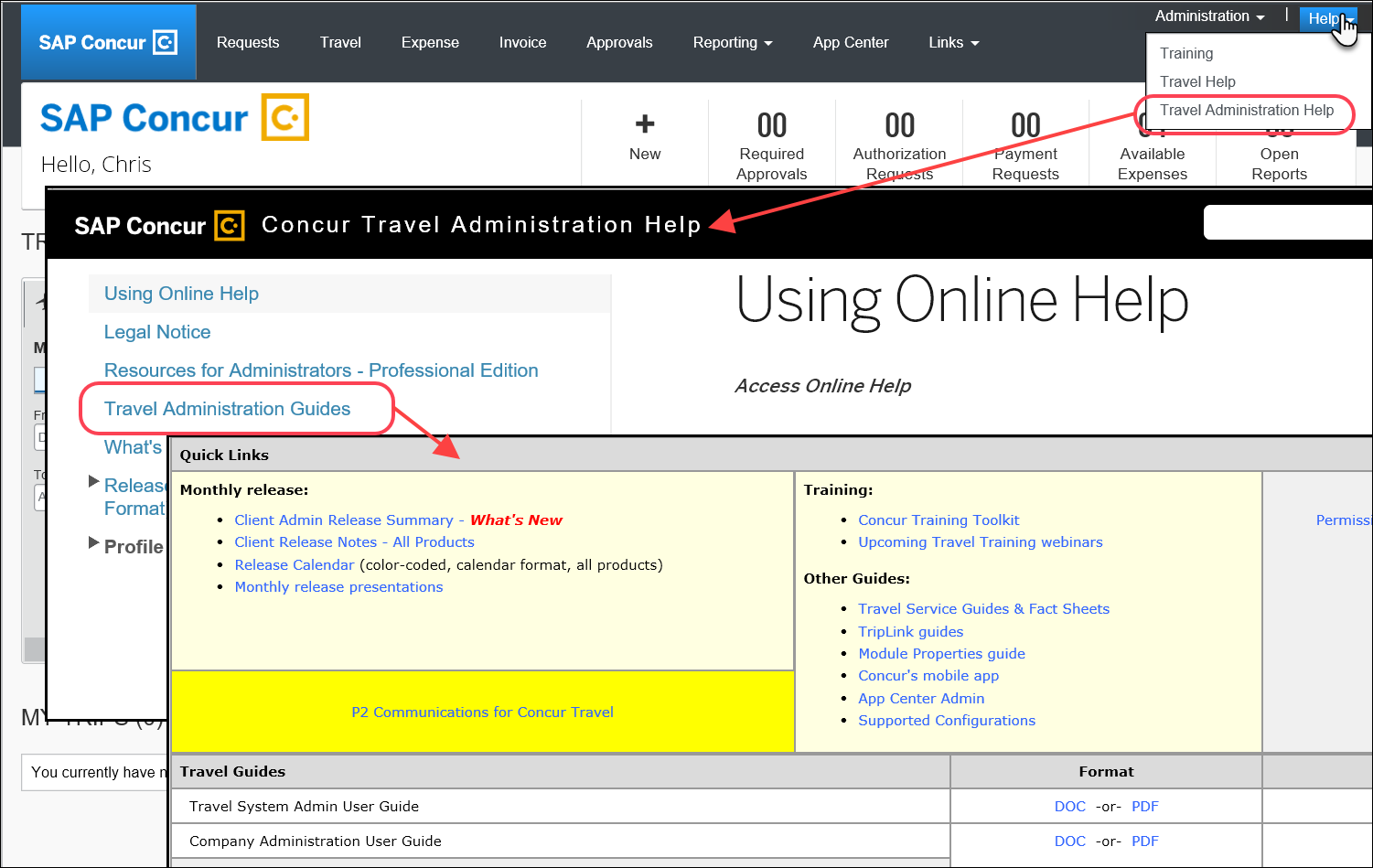
For information about supported browsers and planned changes to supported browsers, refer to the [*Concur Travel & Expense Supported Configurations*](http://www.concurtraining.com/customers/tech_pubs/Docs/Z_SuppConfig/Supported_Configurations_for_Concur_Travel_and_Expense.pdf) guide.

When changes to browser support are planned, information about those changes will also appear in the [*Shared Changes Release Notes*](https://www.concurtraining.com/customers/tech_pubs/RN_shared_planned/_client_shared_RN_all.htm).

# Additional Release Notes and Other Technical Documentation

## Online Help – Admins

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

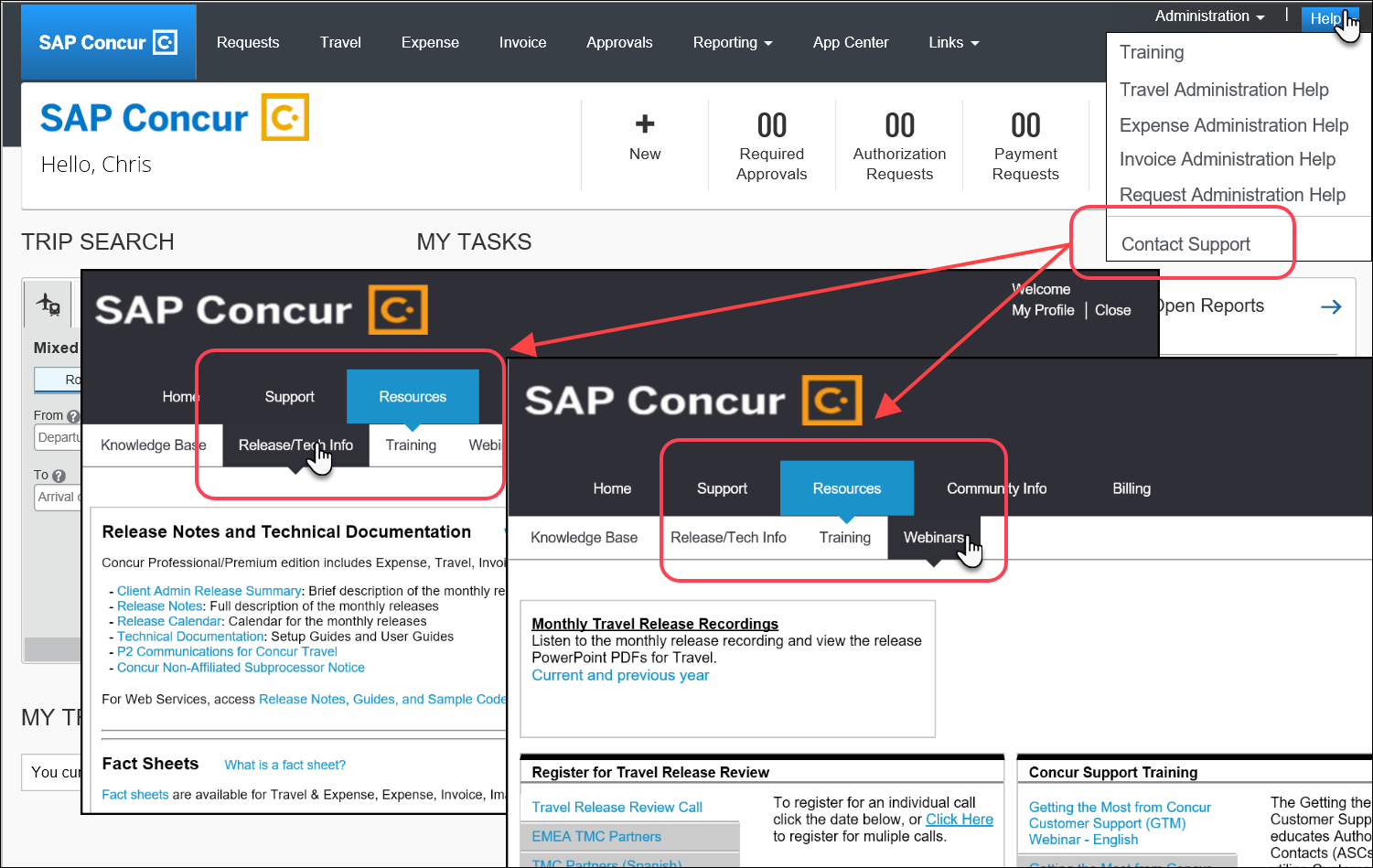


## SAP Concur Support Portal – Selected Users

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

If you have the proper permissions, the **Contact** **Support** appears on the **Help** menu. Click to access the SAP Concur support portal, then click **Resources**.

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



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