SAP Concur Release Notes	
Concur Travel	
Concur Professional/Premium **and** Concur Standard	
Month	**Audience**
Release Date: January 20, 2024 Update 2: Friday, January 26	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.

Contents

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page i

Concur Travel
SAP Concur Client FINAL

SAP Concur Release Notes   Page iii   Concur Travel
Release Date: January 20, 2024   SAP Concur Client FINAL
Update 2: Friday, January 26

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.

Release Notes

Administration

New Concur Travel Experience: Approval Queue Support

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, 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)
		Other: Refer to the release note below
		Does not apply to this edition
Source / Solution Suggestion		
GDS		
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

Administrators are sometimes required to reassign a trip to an alternate approver queue if the current approver is absent and unable to approve or reject the trip. This feature is available in the legacy Concur Travel experience; it is now available in the new Concur Travel experience.

USER/CUSTOMER BENEFIT

This feature allows administrators to reassign trip approval to their staff, ensuring that a trip is added to a specified approval queue, approvers receive all appropriate notifications, and bookings are processed without delays.

Administrator Experience

This feature operates in the new Concur Travel experience as it does in the legacy experience. No functional changes have been made.

Configuration for Professional and Standard Travel

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

Car

New Concur Travel Experience: Sort by Lowest Emissions in Car Search Results (Professional Travel 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)		
		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		
	X	**Does not apply to this edition**		
Source				
	GDS	Amadeus, Sabre		
	Direct Connect	Car Connector (Hertz and Sixt)		
Other				
X	EMEA Data Center		X	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				
Other	Concur Travel Professional Edition End User Help			

Overview

With this release, Concur Travel introduces a new sort option for Car search results. Users will now be able to sort search results by **Lowest Emissions**.

USER/CUSTOMER BENEFIT

This sort option has been introduced to allow customers the ability to sort results based on more sustainable factors.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 2

Concur Travel
SAP Concur Client FINAL

End User Experience

To sort the search results by **Lowest Emissions**, first enter your search criteria. Once the results appear, under **Sort By**, click the **Category** dropdown.
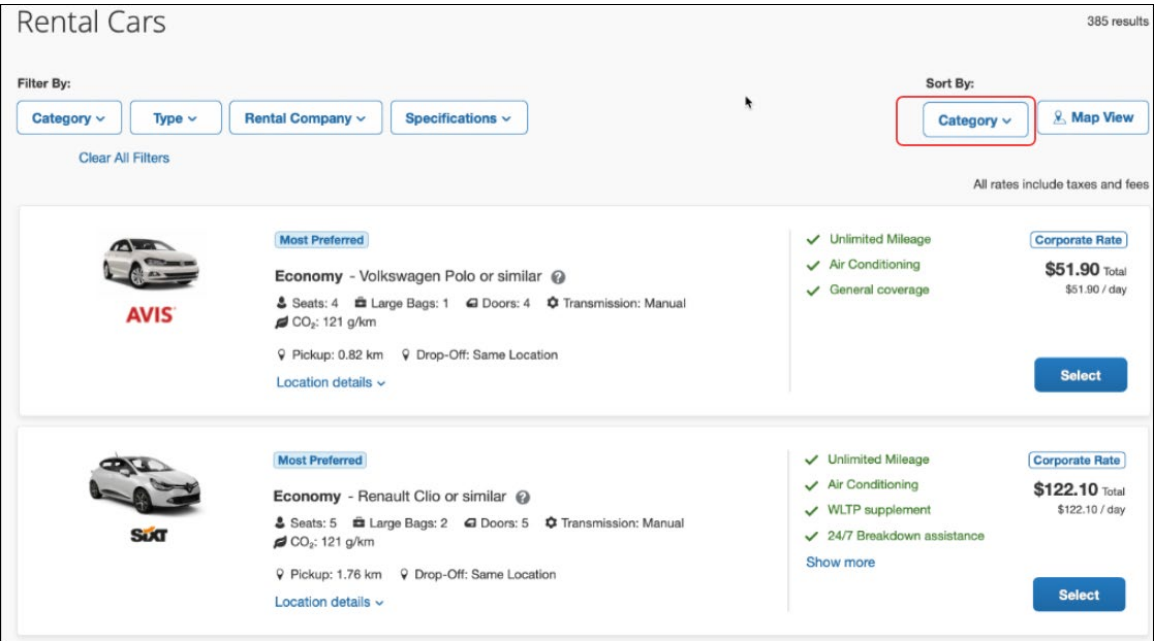
This will display all of the sort options and **Lowest Emissions** can be selected from this list.
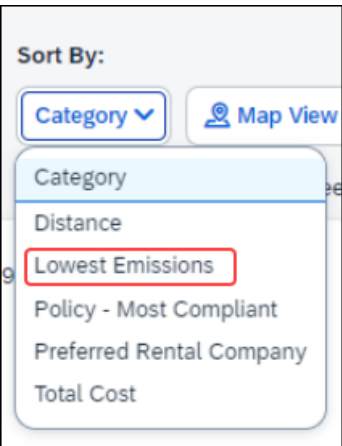
Configuration for Professional and Standard Travel

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

Miscellaneous

Ongoing New Concur Travel Experience: Feature Exclusions, Limitations & Changed Behavior (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
September 15, 2023	November 9, 2023	TBD
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

SAP Concur continues to build and develop a leading corporate travel booking tool through the new Concur Travel experience. SAP Concur is delivering this through phased software releases, while limiting the impact on customers and travelers.

- All customers and travelers can continue to use Concur Travel, which will support all existing capabilities.

- Travelers will continue to use their same URLs, logins, passwords, and mobile application. No specific traveler access change is required.

- The system is designed so that if a traveler were to book something not yet supported, they would be directed to the current booking flow they already know and use. Over time, as those capabilities are added to the new experience, redirects will be less frequent.

For customers that want to see the Q4 2023 release of the new Concur Travel experience:

- The customer's servicing TMC must have acknowledged support for bookings made through the new Concur Travel experience.
- Customers must be eligible, based on content sources, policies, and configuration settings, as described in the linked document below.

Customers will automatically receive the Q4 2023 release of the new Concur Travel experience unless the customer or their TMC chooses to opt out.

USER/CUSTOMER BENEFIT

With all the changes in user experience to address the current industry capabilities and traveler expectations, some policy rules or features may no longer be relevant. These will be decommissioned over time and will be outlined in the linked document below.

End-User Experience

Every company, travel program, and traveler is different, so SAP Concur wants to ensure that you have the information to understand when it's the right time to implement the new booking experience in your organization.

Continue to check this release note as SAP Concur will update it regularly with additional details as development continues.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 4

Concur Travel
SAP Concur Client FINAL

📖   For more information about disclaimers, exclusions, limitations, and more, please refer to the *New Concur Travel Experience: Exclusions, Limitations, Redirects & Enhancements* document.

Configuration for Professional Travel

For configuration instructions, please refer to individual release notes.

New Concur Travel Experience: Vacation Reassignment Support (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)		
		Available for use: No impact to **_end users_** unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)		
X		**Other:** Refer to the release note below		
	X	**Does not apply to this edition**		
Source				
	GDS			
Direct Connect				
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	Travel Vacation Reassignment Travel Service Guide			
Fact Sheets				
Admin Guides				
Other				

Overview

Approvers occasionally need the ability to reassign their approver status to an alternate approver for a given amount of time. This is typically done when they know they will be on vacation, traveling for work, on sick leave, or just generally will be unable to perform their approval duties.

This feature allows them to temporarily reassign approver responsibility and then claim responsibility back when they return.
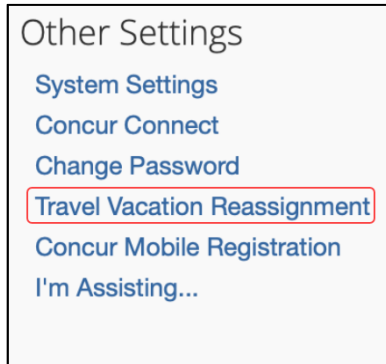
NOTE: This is a legacy Concur Travel feature, which is now available for use in the new Concur Travel experience.

USER/CUSTOMER BENEFIT

This feature allows for flexibility and ensures that approvals will not be delayed due to an approver's absence.

SAP Concur Release Notes   Page 5   Concur Travel
Release Date: January 20, 2024   SAP Concur Client FINAL
Update 2: Friday, January 26

End-User Experience
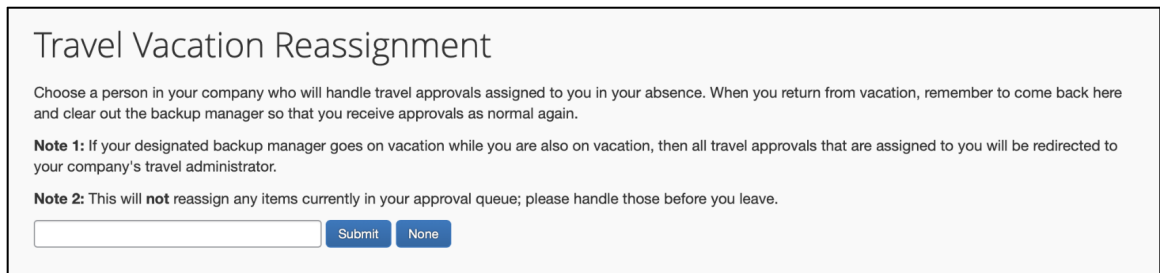
This feature can be enabled by clicking **Settings** > **Other Settings** and selecting **Travel Vacation Reassignment**.

Other Settings
System Settings
Concur Connect
Change Password
Travel Vacation Reassignment
Concur Mobile Registration
I'm Assisting...

On the **Travel Vacation Reassignment** page, select the user who will temporarily approve requests and then click **Submit**.

Travel Vacation Reassignment

Choose a person in your company who will handle travel approvals assigned to you in your absence. When you return from vacation, remember to come back here and clear out the backup manager so that you receive approvals as normal again.

Note 1: If your designated backup manager goes on vacation while you are also on vacation, then all travel approvals that are assigned to you will be redirected to your company's travel administrator.

Note 2: This will **not** reassign any items currently in your approval queue; please handle those before you leave.

[   ]   Submit   None

The name of the temporary approver and their e-mail address will display, along with the conditions for their role as temporary approver. Select the dates required for the approver. Select the permissions for the delegate by enabling the applicable checkboxes. A delegate with no checkboxes enabled will not have sufficient access to perform the approvals.

NOTE: Once the delegate approval term is over, they should be cleared from this section so that the correct approver will receive the requests.

Configuration for Professional Travel

For both Professional and Standard Travel, the Travel Vacation Reassignment feature is activated via a module property, which is managed by SAP Concur. Customers and fulfillment travel agency partners must submit a support ticket to request the feature. This is a configuration-level module property, so if there are multiple configurations for your site, be sure to indicate which ones should have this enabled. For those indicated, SAP Concur will set the **Allow Vacation Reassign** module property to **True**.

Rail

SNCF Decommission (Travelport Configurations Only)

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	SNCF	
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 Direct Connect
Fact Sheets	
Admin Guides	
Other	

Overview

Concur Travel currently provides travelers the ability to book trains via SNCF. This feature is supported for Amadeus, Sabre, Galileo and Apollo travel configurations.

Due to changing technological requirements, both Travelport and SAP Concur are working towards a new method of booking and enabling SNCF bookings in Concur Travel. As of January 8, 2024, the current method of booking SCNF has been automatically disabled and is no longer visible for any Travelport travel configurations. Updates will be provided, when available, regarding a new method to accommodate Travelport customers.

The SNCF direct connection will remain available for Amadeus and Sabre travel configurations.

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 is therefore decommissioned.

End-User Experience

Existing Rail itineraries will remain visible in Concur Travel under **Upcoming Trips**. Also, the historical data will be maintained for reporting purposes.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 7

Concur Travel
SAP Concur Client FINAL

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.

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.

NOTE: The planned changes listed in this document are specific to this product. For information about planned site-wide or shared changes that might impact your SAP Concur solutions, refer to the *Shared Changes Release Notes*.

Administration

Planned Changes New Concur Travel Experience: Changes to Approval Deadline Logic (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	January 12, 2024	February 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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		**Other:** Refer to the release note below
	X	**Does not apply to this edition**
Source / Solution Suggestion		
GDS		
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

Targeted for February 2024, the method with which an approval deadline is calculated will change. This will allow for an approver to process a trip. If unprocessed, the trip will be auto cancelled.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 9

Concur Travel
SAP Concur Client FINAL

USER/CUSTOMER BENEFIT

This change is being made to provide a more consistent approval deadline behavior between SAP Concur products.

End-User Experience

Currently in the new Concur Travel experience when a booking is either non-refundable, instant purchase, or same day booking, the approval deadline is not calculated. If the approver does not take any action, the trip will remain live in the system and the traveler must contact the travel agency to cancel the booking.

With this update, an approval deadline will be calculated irrespective of the trip content. For a booking with non-refundable or instant purchase content, the approval deadline will be calculated as the booking start date, less one day.

The trip approval deadline will still be the sooner of all the booking's individual booking times. Please refer to the examples below:

Any trip with only one Flight booking, where the booking has a deadline:

- Soonest of either **Booking 1 Deadline** or **Agency Time**, less 2 hours.

Any trip with only one booking, where the booking does not have a deadline:

- Trip start, less 1 day.

Any trip with two bookings (one of which is Flight and the other is not), where all the bookings have a deadline:

a. The soonest of either **Booking 1 Flight Deadline** or **Agency Time**, less 2 hours

b. **Booking 2 Deadline**, less 2 hours

c. The soonest of either a. or b.

Any trip with two bookings (one of which is Flight, and the other is not), where the first booking has a deadline, and the second booking does not have a deadline:

- The soonest of **Booking 1 Deadline**, or **Agency Time**, less 2 hours

- Trip start, less 1 day.

- The soonest of either a. or b.

For same day bookings, the **Trip Start Time less 2 hours** will be used. If the approval deadline is in the past, the trip will be automatically cancelled immediately after booking. The traveler will be warned of the cancellation on the **Confirmation** page.

If the assigned approver does not take action by the approval deadline, the trip will be sent for auto-cancelation. However, if the trip cannot be cancelled or has at least one booking that is not fully refundable, the trip will not be canceled but sent for finishing instead.

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 of these changes.

Flight

Planned Changes New Concur Travel Experience: Include Accommodation Option on the Flight Search Tab (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
November 2023	January 19, 2024	February 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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		**Other:** Refer to the release note below		
	X	**Does not apply to this edition**		
Source				
	GDS			
Direct Connect				
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				
Other	Concur Travel Professional Edition End User Help			

Overview

Users creating a trip itinerary can include flights, hotel, car and rail reservations, all within the same trip. Targeted for February 2024, a more streamlined approach will be available. When entering a flight search on the **Flight Search** tab, they can simultaneously include a search for accommodations.

USER/CUSTOMER BENEFIT

Upcoming changes to the Concur Travel user interface will help minimize the number of steps required to complete the trip booking process.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 11

Concur Travel
SAP Concur Client FINAL

End-User Experience

The **Flight Search** tab now includes the **Include Accommodation** option.

Once a user has entered their flight search conditions on the **Flight Search** tab, the **Include Accommodation** checkbox will be enabled. The user interface will update to display accommodations search options.

Once a user clicks **Search Flights**, the user interface will update to display the Flight search results. The user will then select their flight and click **Book and Continue**. The user interface will then display the accommodations results.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 12

Concur Travel
SAP Concur Client FINAL

The user will select their accommodations and again click **Book and Continue**. The user interface will display the **Finalize** screen where the user can confirm the trip.

NOTE: If the user edits their flight search query during this process, the results of the original accommodations query will display to the user. This is consistent with legacy Concur Travel behavior.

Configuration for Professional Travel

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

NOTE: If the **Hide Hotel Tab** module property is enabled, users will not see the **Include Accommodation** option and will not be able to add accommodations to their flight search.

Planned Changes New Concur Travel Experience: Deep Link Support (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
January 2024	--	February 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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		**Other:** Refer to the release note below
	X	**Does not apply to this edition**

Source	
GDS	
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	Concur Travel Professional Edition End User Help

Overview

Targeted for February 2024, Concur Travel will support deep link URLs. By providing URL parameters, customers and partners will be able to create a deep link which will direct end users to an SAP Concur search results page. They will then be able to proceed with booking without going through the Concur Travel home page to fill out the **Search** tool.

USER/CUSTOMER BENEFIT
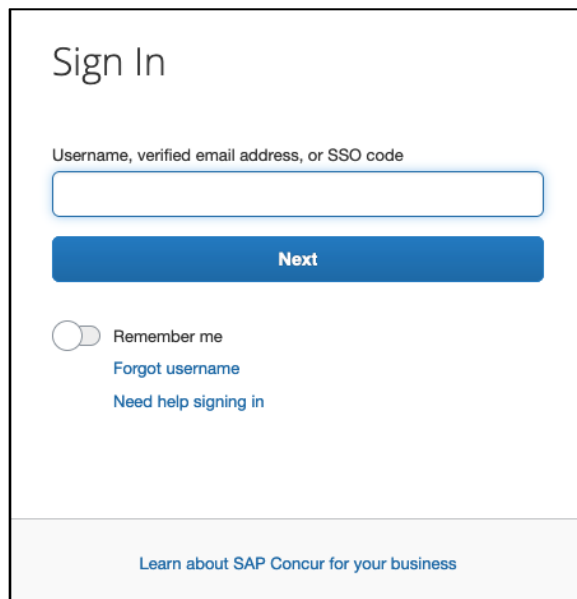
This feature enables clients and partners to incorporate Concur Travel into the journey maps they design for their end users. Developers can leverage the deep link to allow a user to skip the Concur home page and **Search** tool.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 14

Concur Travel
SAP Concur Client FINAL

End-User Experience

Deep links are generated by customers and partners for their employees. When the end user clicks a provided deep link, they will be redirected to the SAP Concur **Sign In** page.

Deep Link:
https://us2.concursolutions.com/travel/deeplink/air/v1/shop?departureloca
tion=LAX&departuredate=2024–06–
01&departuretime=02:00&returnlocation=GRU&returndate=2024–06–
10&returntime=03:00&cabintype=Business

Sign In

Username, verified email address, or SSO code

Next

Remember me
Forgot username
Need help signing in

Learn about SAP Concur for your business

Once signed in, the user is immediately presented with a search results page, displaying the flight results for the criteria configured within the deep link. This provides a more streamlined booking experience for the user, which does not require the user to enter search criteria.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 15

Concur Travel
SAP Concur Client FINAL

NOTE: This integration will only work for users using a single rule class. It will not be possible to specify multiple rule classes.

Deep links can also be distributed amongst colleagues to share information for booked flights in case they also need to make the same trip.

Configuration for Professional Travel

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

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 16

Concur Travel
SAP Concur Client FINAL

Hotel

Planned Changes New Concur Travel Experience: Configuration for Custom Hotel Sourcing (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
March 2023	January 19, 2024	<mark>February 2024</mark>
Any changes since the previous monthly release are highlighted <mark>in yellow</mark> in this release note.		

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		**Other:** Refer to the release note below
	X	**Does not apply to this edition**

Source	
GDS	N/A
Direct Connect	Custom Hotel Source providers (TBD)

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

Recently, SAP Concur released the new Hotel booking experience for customers connected to Sabre and for customers connected to one of our participating Custom Hotel Source (CHS) providers. With this integration, customers can experience:

- An intuitive and personalized design, with an easy-to-use interface.

- Seamless content normalization, aggregation and servicing.

- Mobile and web content parity.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 17

Concur Travel
SAP Concur Client FINAL

USER/CUSTOMER BENEFIT

The new Concur Travel Hotel booking experience offers a specific feature set for customers.

- **Time Savings**: The booking workflow will be streamlined so fewer steps are required.

- **Omni search**: Once the user enters the first few characters of their search criteria, the system will update to provide a list of suggested options from which the user can select.

- **Sustainability**: Property information will include the sustainability certifications or programs to which the property belongs, a sustainability score, and carbon emissions data. Additional property filter options will include electric car charging stations and sustainability certifications to help users make more sustainable choices. Users will be able to sort properties based on their sustainability score and emissions.

- **Search results with lead rate**: The property search results will be presented with one lead rate so the user can quickly compare the lowest rate available at multiple properties.

- **Hotel Details**: A list of the rates available at a specific property, together with cancellation policy details, room amenities and images, will be available to the user.

Configuration for Professional Travel

CUSTOM HOTEL SOURCE PROVIDERS

For customers interested in using Custom Hotel Source providers as their source for hotel content, re-enablement is required.

▶ *To configure:*

1. Click **Administration > Travel** (on the sub-menu) **> Travel System Admin** and select the desired client travel configuration.

   NOTE: Depending on your permissions, the page may appear immediately after you click **Administration** or **Travel**.

   There are now two different Hotel Connector sections of the Travel Configuration page. One is to support the new hotel connectors and is called Hotel Connectors – Hotel Service v4. The other is the existing hotel connector section.

2. When enabling a new connector, it is essential that any current direct connect remains enabled otherwise customers will not be able to make bookings in the current Concur Travel experience. This means that a current HSv2 configuration needs to remain enabled on HSv2, and on HSv4 once migrated. The HSv2 connection will not allow new bookings but will provide access to previously booked reservations for servicing. Any servicing will continue as it is today using the Online Booking Tool (OBT).

SAP Concur Release Notes   Page 18   Concur Travel
Release Date: January 20, 2024   SAP Concur Client FINAL
Update 2: Friday, January 26

3. The administrator will be able to select the default connection type within the new section.

PASSIVE PNR FOR DIRECT CONTENT

▶ *To configure:*

1. Go to **Administration > Travel** (on the sub-menu) **> Travel System Admin** and select the desired client travel configuration.

   NOTE: Depending on your permissions, the page may appear immediately after you click **Administration** or **Travel**.

2. On the **Travel Configuration** page, under **GDS PNR Options,** go to the activation checkboxes.

3. Under **Defaults for Specific non-GDS vendors**, select the **New Custom Hotel Source** checkbox. The default for this field is **Use the default specified above**. Select the **Write passive segments for non-GDS content if I have not specified a default for the specific vendor in the table below** checkbox.

TRAVEL ARRANGER FLOW

The Travel Arranger feature will be supported for Hotel.

📖   For more information on how to book a hotel as a Travel Arranger, see the *Travel Arranger View Travel Service Guide*.

The **Travel Arranger Name** appears on the new **Trip Overview** page.

Hotel, Rail

Planned Changes New Concur Travel Experience: Last Four Digits on Form of Payment Displayed (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	--	February 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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		**Other:** Refer to the release note below
	X	**Does not apply to this edition**

Source / Solution Suggestion	
GDS	
Direct Connect	Trainline

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	Trainline Direct Connect Travel Service Guide
Fact Sheets	
Admin Guides	
Other	

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 20

Concur Travel
SAP Concur Client FINAL

Overview

Targeted for February 2024, the last four digits of a traveler's credit card will display on several screens during Trainline bookings. Trainline requires the display of the last four digits of the traveler's credit card for API certification. This feature will be applied to Trainline and Renfe bookings on web and mobile, and Hotel bookings on the web.

NOTE: This change is also planned for Air and Car verticals in future releases..

USER/CUSTOMER BENEFIT

For Trainline bookings, users are required to provide the same form of payment (FOP) at the train station kiosk that was used to purchase their tickets, in order to retrieve their tickets. This update is being implemented to improve the customer experience.

End-User Experience

The last four digits of the user's credit card will display on different pages during the Trainline booking process.

These include:

- **Finalize** page
- **Trip Overview** page
- **Confirmation E-Mail**
- **Cancellation E-Mail**

Configuration for Professional and Standard Travel

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

SAP Concur Release Notes   Page 21   Concur Travel
Release Date: January 20, 2024   SAP Concur Client FINAL
Update 2: Friday, January 26

Miscellaneous

Planned Changes Profile Enhancement for Gender Inclusivity

Information First Published	Information Last Modified	Feature Target Release Date
January 2024	--	March 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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	Amadeus, Apollo, Sabre, Travelport+ Worldspan
Direct Connect	Southwest

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	Transportation Security Administration (TSA) Requirements
Fact Sheets	
Admin Guides	
Other	

Overview

In the upcoming March release, Concur Travel will enhance the Transportation Security Administration (TSA) Secure Flight section under the Concur Travel Profile page to support two new gender options: Unspecified (X) and Undisclosed (U). With this change, users can now select from four different options in the Concur Travel Profile:

- Male (M)
- Female (F)
- Unspecified (X)
- Undisclosed (U)

The new Gender values Unspecified (X) and Undisclosed (U) are also supported on the Travel Profile API 2.0. For more details, please refer to the *Travel Profile API 2.0 Gender Diversity Support* release note in this document.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 22

Concur Travel
SAP Concur Client FINAL

    📖   The information that appears in the Concur Travel Profile is based on the **For information required by the TSA for travel to/from the USA** setting. It is described in the configuration information section of the *Transportation Security Administration (TSA) Requirements Travel Service Guide*. To locate, refer to Additional Release Notes and Other Technical Documentation in these release notes.

When the **When to send TSA-required data to air carriers setting** is set to send information, Concur Travel will send the TSA fields data, including gender, to the vendors. If a booking is made in one of the Global Distribution Systems (GDSs), and when the carrier does not accept Unspecified (X) and Undisclosed (U), the carrier may add information to the reservation to inform the travel agency that a change to the reservation is required. Concur Travel recommends that Agency fulfilment partners add automation to their mid-office tools to identify and contact users in such situations. Concur Travel recommends that users check the country requirements before booking and to check their reservation for required changes a few days before the trip.

Inclusive Gender types Unspecified (X) and Undisclosed (U) will sync between a Concur profile and Sabre Profiles.

Inclusive Gender types Unspecified (X) and Undisclosed (U) will be synced between a Concur profile and Amadeus, Apollo, Travelport+, and Worldspan GDS profile by using the new datapoint **Gender_Inclusive** with Concur Profile Templates.

Inclusive Gender types Unspecified (X) and Undisclosed (U) will be available for use in Finishing Templates using the new datapoint **Gender_Inclusive**.

Concur Travel will send Inclusive Gender types Unspecified (X) and Undisclosed (U) to the GDS PNR when sending TSA Secure Flight, Redress, and Known Traveler Number (KTN) special service request (SSR) data for air reservations.

NOTE: All GDS systems will accept the Inclusive Gender codes Unspecified (X) and Undisclosed (U) for SSR messages without error, however, no validation is done with the airline being booked. If the airline booked in the PNR does not support the Inclusive Gender codes Unspecified (X) and Undisclosed (U), they are required to reject the SSR message. GDS partners advised that airlines are required to follow the IATA Airline Industry Reservations Interline Message (AIRIMP) guidelines when rejecting the SSR message. Please refer to IATA for the most updated information regarding these rules and the format in which the airline should respond.

⚠ **Concur Travel will not monitor or act on any SSR messages rejected by the airline. Customers will need to seek a mid-office solution if they wish to automate monitoring for these SSR messages.**

USER/CUSTOMER BENEFIT

Non-binary travelers will be able to use the two new inclusive gender selections, Unspecified (X) and Undisclosed (U).

SAP Concur Release Notes   Page 23   Concur Travel
Release Date: January 20, 2024   SAP Concur Client FINAL
Update 2: Friday, January 26

End-User Experience

When the **For information required by the TSA for travel to/from the USA** field setting is set to show information in Concur Travel Profile, users will be able to select one of the four options from a **Gender** dropdown:

When no information is stored in Concur Travel Profile, the information will be collected during check out when required.

Configuration for Professional and Standard Travel

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

Planned Changes New Concur Travel Experience: Skip Search Action (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
October 6, 2023	January 19, 2024	February 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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)
		Available for use: No impact to *end users* unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X		**Other:** Refer to the release note below
	X	**Does not apply to this edition**

Source		
GDS	Sabre, Car Connector	
Direct Connect		

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	
Other	Concur Travel Professional Edition End User Help

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 24

Concur Travel
SAP Concur Client FINAL

Overview

Targeted for the February release, the **Skip Search** action will be available for the new Concur Travel experience. This feature will allow a user to discard the search workflow for a trip segment and return to one of three UI pages, depending on the previous workflow.

USER/CUSTOMER BENEFIT

This feature is comparable to existing components in the current Concur Travel shopping experience. It provides the user a one-click method of returning to their trip booking workflow, should they decide not to complete a search and book option.

End-User Experience

The **Skip Search** link will allow a user to discard the search workflow for a trip segment, returning the user to one of three UI pages, depending on the previous workflow.

For example, if a user decides to book a flight reservation, searches for a flight, and then decides NOT to book a flight, they will click **Skip Search**.
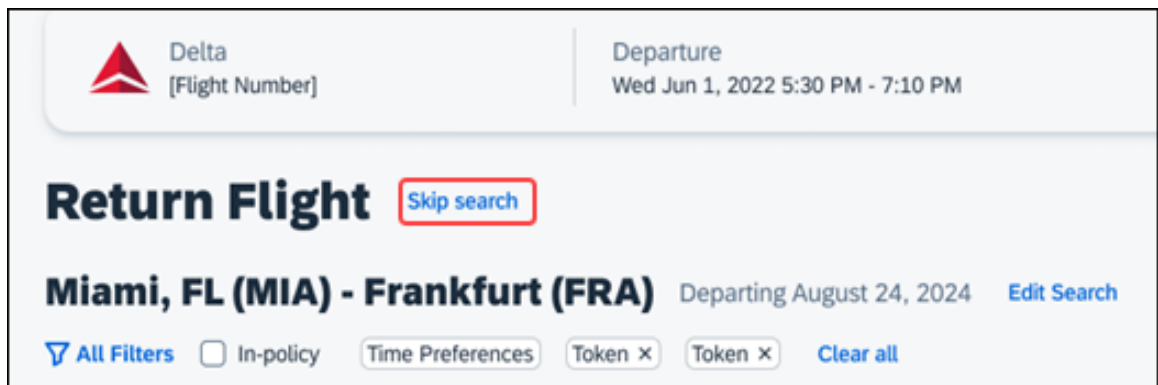
The **Skip search** option will behave as follows:

- If there is an existing booking for the given trip, but it is not yet finalized, then the user will be redirected to the **Finalize** page.

- If there is an existing booking for the given trip and it was previously finalized, then the user will be redirected to the **Trip Overview** page.

- If there is no existing booking or trip, then the user will be redirected to the SAP Concur Travel **home** page.

Configuration for Professional Travel

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

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 25

Concur Travel
SAP Concur Client FINAL

Planned Changes New Concur Travel Experience: Trip History (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	--	March 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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)		
		Available for use: No impact to *end users* unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)		
X		**Other:** Refer to the release note below		
	X	**Does not apply to this edition**		
Source				
	GDS	Sabre, Car Connector		
	Direct Connect			
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				
Other	Concur Travel Professional Edition End User Help			

Overview

Targeted for the March 2024 release, the **Trip History** feature will be available for the new Concur Travel experience. This feature will provide all access to detailed historical records of all trips associated with an account.

NOTE: Trips which include bookings from both the legacy and new Concur Travel experience will be included only in the legacy **Trip History**, on the web application.

Trips which include bookings from only the new Concur Travel experience will be included within the new experience **Trip History**, on both web and mobile applications.

USER/CUSTOMER BENEFIT

This feature will provide greater clarity and confidence in the details of the Concur Travel booking experience, allowing users to search for and reference trip details more quickly and easily. This will allow users to avoid having to request information via a support case.

Users and arrangers will be able to see the **Trip History** tab on the **Trip Overview** page. TMCs, Support Agents, and SAP Concur representatives will be able to see the history via Support Tools, which will be included in a future release.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 26

Concur Travel
SAP Concur Client FINAL

End-User Experience

Historical data will include:

- the original details of the trip and the travel provider, for example, airlines, hotels, locations etc.

- all edits to a trip

- the identity of the person performing each action taken on the trip

- dates and time stamps

- ticket and confirmation numbers

- approvals and rejections

- policy violations

- detailed trip costs

- specific details of travel providers

▸ ***To access trip histories:***

1. On the **Trip Overview** page, click the **Trip History** tab.

2. The **Trip History** tab will display all the events that took place for the trip in either ascending or descending chronological sort order, such as Creation, Cancellation, Approval etc.

3. To expand the content and see additional details, click the arrow icon next to the event.

NOTE: This is a preliminary mockup. Details may change closer to the release date.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 27

Concur Travel
SAP Concur Client FINAL

Configuration for Professional Travel

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

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 28

Concur Travel
SAP Concur Client FINAL

Planned Changes Decommission of Two-Manager Approval Setting (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
August 11, 2023	January 19, 2024	TBD 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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)
		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
	X	**Does not apply to this edition**

Source	
GDS	
Direct Connect	

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	
Other	

Overview

Targeted for a future release in the legacy Concur Travel experience, the two-manager approval flow will no longer be supported. In the legacy Concur Travel experience, all clients with a two-manager approval flow will be migrated to a one manager approval flow.

USER/CUSTOMER BENEFIT

This change is being initiated to simplify and streamline the approval flow in the legacy Concur Travel experience. It also provides more options when working with Concur Request.

End-User Experience

When choosing an approver, the user will only be able to request the approval flow be directed to one manager and not two.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 29

Concur Travel
SAP Concur Client FINAL

Configuration for Professional Travel

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

Planned Changes Travel Profile API 2.0 Gender Diversity Support

Information First Published	Information Last Modified	Feature Target Release Date
September 8, 2023	January 19, 2024	Q1 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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	X	Profile/Profile API/3rd Party XML Sync Impact
Affected Documentation		
TSGs		
Fact Sheets		
Admin Guides		
Other	SAP Concur Developer Center	

Overview

With the SAP Concur commitment to Gender Diversity initiatives, changes are planned for the Travel Profile API 2.0, specifically in adding support for two new Gender values: Unknown and Unspecified.

NOTE: Partners must update their systems in order to use the updated API.

USER/CUSTOMER BENEFIT

This change is being initiated to support partners and customers for the purposes of updating their systems to support the new gender values.

Configuration for Professional Travel

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

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 30

Concur Travel
SAP Concur Client FINAL

Rail

Planned Changes Trainline Decommission for Apollo and Worldspan Configurations

Information First Published	Information Last Modified	Feature Target Release Date
January 2024	--	Q1 2024
Any changes since the previous monthly release are highlighted <mark>in yellow</mark> in this release note.		

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	UK Rail (Trainline)

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	Trainline Direct Connect Travel Service Guide
Fact Sheets	
Admin Guides	
Other	

Overview

Concur Travel currently provides travelers the ability to book trains via Trainline for the UK market. The solution is supported for Amadeus, Sabre, Galileo, Apollo and Worldspan travel configurations.

Due to changing contractual obligations, SAP Concur and Travelport have jointly decided to decommission the current direct connection to Concur Travel in Q1 2024. The UK Rail (Trainline) direct connect will be automatically disabled and no longer visible for any Travelport travel configurations.

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 will therefore be decommissioned.

End-User Experience

Existing Rail itineraries will remain visible in Concur Travel under **Upcoming Trips**. Historical data will also be kept for reporting.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 31

Concur Travel
SAP Concur Client FINAL

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.

Planned Changes New Concur Travel Experience: Renfe and Trainline - Train Options Turned Down (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	--	Q1 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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)
X		**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
	X	**Does not apply to this edition**
Source / Solution Suggestion		
GDS		
Direct Connect	Renfe, Trainline	
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	Renfe Direct Connect Travel Service Guide	
Fact Sheets		
Admin Guides		
Other	Module Properties	

Overview

If an out-of-policy fare is chosen by the user when creating a booking, the options not chosen will be captured and displayed, both to the user and to the approvers. This allows the approver to view the alternatives that were not selected.

USER/CUSTOMER BENEFIT

The updates to the **Policy** section for Rail provide a more cohesive Concur Travel experience. They will allow for the visibility of available fares not chosen when creating out-of-policy bookings.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 32

Concur Travel
SAP Concur Client FINAL

End-User Experience

When booking out-of-policy, a list of **Train Options Turned Down** will display. This list will be available to the user on the **Review and Book** page within the **Travel Policy** section. For approvers, the **Train Options Turned Down** will be available in the approver view and in the approver e-mail.

When Least Cost Logical Fare (LLF) is enabled but not chosen during a booking, the first option in the list is a declined LLF. The other list items will be the remaining in-policy offers or best available offers that have not been chosen.

The maximum number of **Train Options Turned Down** displayed is limited to ten in the new Concur Travel experience.

Configuration for Professional Travel

This feature will be enabled by default. There are no configuration steps.

The default number of options turned down is 10 (depending on fare availability). Administrators can configure the number of displayed fares using the **Limit options turned down for Approval** module property.

NOTE: The module property setting is also applicable to Flight bookings. It is not only specific to Rail bookings.

SAP Concur Release Notes   Page 33   Concur Travel
Release Date: January 20, 2024   SAP Concur Client FINAL
Update 2: Friday, January 26

Planned Changes New Concur Travel Experience: Renfe and Trainline - Least Cost Logical Fare Support (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	--	Q1 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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)
X		**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
	X	**Does not apply to this edition**
Source / Solution Suggestion		
GDS		
Direct Connect	Renfe, Trainline	
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	Renfe Direct Connect Travel Service Guide, Lowest Logical Fare (LLF) / Benchmark Lowest Airfare	
Fact Sheets		
Admin Guides		
Other		

Overview

Targeted for release in Q1 2024, Concur Travel plans to introduce the support of the Least Cost Logical Fare (LLF) for Rail bookings in the new Concur Travel experience.

User/Customer Benefit

The calculation of the Least Cost Logical Fare (LLF) is based on criteria and travel policy rules set by the company administrator. These options will be highlighted as the best choices for the users to select during the train search.

End-User Experience

If configured, Concur Travel calculates the Least Cost Logical Fare (LLF) based on criteria defined by the customer. LLFs are identified on the **Search** results page with a star icon. If configured, LLF will display per class of service. The same icon is used for all classes of service.

The LLF will also be visible with the same icon in the **Train Options Turned Down** list to both the user and the approver.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 34

Concur Travel
SAP Concur Client FINAL

Configuration for Professional Travel

Least Cost Logical Fare is calculated for Rail only if the **Include Rail** setting in the LLF calculation definition is set to **Yes**. Administrators can make this change by going to the **Travel Policy Administration** page and editing **Flight** travel policy rules.

LLF per fare class of service is a new LLF configuration only applicable to the new Concur Travel experience. The new configuration will enable administrators to have a Least Cost Logical Fare per class of service. This is different than the current system where the LLF is always in the lowest class of service that is available in the search results.

Limitations

Delayed LLF calculation configuration on **Company Travel Configuration** page:

- **Enforce LLF based on user's chosen fare:** Initially, the display of additional screen will not be supported. This functionality may be added later. A banner message will display at the top of the **Search Results** page that will read: "Additional policy will be calculated based on the time of your selected fare*"*. Delayed LLF will be calculated after the user has selected their fare (for example, if return fares are chosen after the selection of an inbound fare), and all fares will be evaluated against any delayed LLF based travel policy rules. Users will see all policy rule violations on the **Review and Book** page for the moment, this may be revised in the future.

- **Enforce LLF based on hybrid**: Initially, Hybrid LLF will be calculated based on the search window. Additional search options triggering calculation based on a user's search are not yet supported.

The Run Dedicated LLF Shop LLF configuration option is not supported in the new Concur Travel experience due to changes in the overall search process.

Mark LLF fare/s with icon LLF configuration option is no longer support in the new Concur Travel experience. The icon will always display.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 35

Concur Travel
SAP Concur Client FINAL

> **NOTE:** Travel administrators for configurations where Renfe or Trainline rail connectors are enabled and who set LLF criteria for Rail should revisit their current LLF related policy rules to ensure rules are configured correctly for their needs.
>
> All configuration settings are applied for both Flight and Rail bookings if LLF is enabled for Rail.

Planned Changes New Concur Travel Experience: Book and Approve Request Support for Trainline (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
November 2023	December 2023	February 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	← ← Edition
		On: Impacts *end users* who use this feature/vendor; configuration/setup needed by agency/ admin; can 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		**Other:** Refer to the release note below
	X	**Does not apply to this edition**

Source / Solution Suggestion	
GDS	
Direct Connect	Trainline

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	Trainline Direct Connect Travel Service Guide
Fact Sheets	
Admin Guides	
Other	

Overview

Targeted for February 2024, Concur Travel will introduce support for Book then Approve Request for Trainline customers. This integration will be available in the new Concur Travel experience only.

USER/CUSTOMER BENEFIT

This functionality will be introduced to provide a smoother booking process for the customer.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 36

Concur Travel
SAP Concur Client FINAL

End-User Experience

When booking a Trainline trip, the user will be directed to the **Request** header to confirm the trip and submit the request. The request approver can then approve, reject, or send this back.

This functionality to always create a **Request** is based on rules and configurations.

NOTE: Currently, if a client has enabled Request Integration and Trainline, they will not be able to enable any other vertical (Air, Car, or Hotel) in the new Concur Travel experience. This will be corrected in a subsequent release.

This integration for **Request** will only apply to the new Concur Travel experience and Trainline bookings. If this is combined with any other element of Concur Travel (Flight, Car etc.) this function will not apply.

Configuration for Professional and Standard Travel

▶ *To enable the Request Booking Switch*

1. Click Administration > Travel, then, select Travel System Admin.

2. Locate the desired company. In the **Wizard Options** section of the **Travel Configuration** page, select **Enable Travel Request Integration**. This must be selected to use the booking switch feature.

3. Select **Enable Request Booking Switch**.

Planned Changes New Concur Travel Experience: Renfe and Trainline Support for Multiple Rail Connectors (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	--	Q1 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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)
X		**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
	X	**Does not apply to this edition**
Source / Solution Suggestion		
GDS		
Direct Connect	Renfe, Trainline	
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	Renfe Direct Connect	
Fact Sheets		
Admin Guides	Travel System Admin Guide	
Other		

Overview

Concur Travel offers multiple rail connectors. In an upcoming release, support will be added for any rail connectors offered by Concur Travel to be enabled with Renfe.

USER/CUSTOMER BENEFIT

This change will provide administrators with the opportunity to enable a wider rail offering to their users on one travel configuration in the new Concur Travel experience.

End-User Experience

End users will be able to book with any of the enabled rail connectors.

For travel configurations where only rail connectors in the New Concur Travel Experience are enabled, vendor selection by the user will not be necessary.

For travel configurations combining current and New Concur Travel Experience rail connectors, the user can select the vendor from a dropdown.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 38

Concur Travel
SAP Concur Client FINAL

Configuration for Professional Travel

No additional steps are required by administrators to support this change.

Any new rail connectors can be added or removed on the **Company Travel Configuration** page.

NOTE: Currently when Renfe is enabled alongside any additional rail connector, only Renfe is available to the end users. With the upcoming release, if any additional rail connector is enabled, it will become available to end users. Administrators should check their **Company Travel Configuration** settings.

Planned Changes New Concur Travel Experience: Renfe and Trainline Configurable Message Boards (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	--	Q1 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

| 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)
X		**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
	X	**Does not apply to this edition**
Source / Solution Suggestion		
	GDS	
	Direct Connect	Renfe, Trainline
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	Renfe Direct Connect, Configurable Message Boards Travel Service Guide
	Fact Sheets	
	Admin Guides	
	Other	

Overview

The Configurable Message Boards allow clients to influence end user behavior with dynamic, rule based, messaging. The new Concur Travel experience for Rail will support new placements with this release.
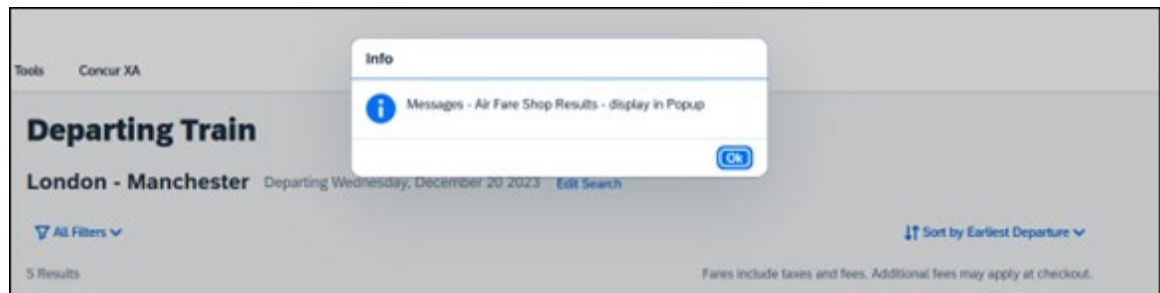
USER/CUSTOMER BENEFIT

Configurable Message Boards provide administrators with the opportunity to configure informative custom messaging for specific scenarios based on policy rules to their end users.

End-User Experience

Messages will be display on the shop page. They can appear inline:
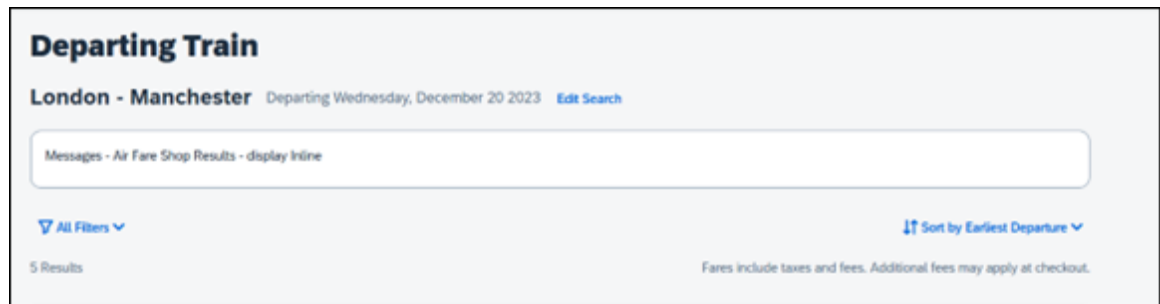
Or in a popup:

Configuration for Professional Travel

In the **Travel Policy Administration** section, rules can be configured under **Messages - Air Fare Shop Results**:

SAP Concur Release Notes Page 40 Concur Travel
Release Date: January 20, 2024 SAP Concur Client FINAL
Update 2: Friday, January 26

```
Messages - Flight Search Criteria (Edit)
    • No Rules Enabled

Messages - Air Fare Shop Results (Edit)
    • No Rules Enabled

Messages - Hotel Search Criteria (Edit)
    • No Rules Enabled

Messages - Hotel Search Results (Edit)
    • No Rules Enabled

Messages - Car Search Criteria (Edit)
    • No Rules Enabled

Messages - Car Search Results (Edit)
    • No Rules Enabled

Messages - Itinerary (Edit)
    • No Rules Enabled
```

Support for configurable message boards is limited to the web user interface. Rich text including formatting and hyperlinks will be supported.

Any message entered manually by an administrator is not localized. If a message is not set up by an administrator, the localized rule will display to the user.

NOTE: It is not possible to configure configurable message boards separately for Rail and Flight bookings. If configured, messaging will display for both.

Planned Changes New Concur Travel Experience: Renfe and Trainline New Supported Rules (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
November 2023	December 2023	February 2024
Any changes since the previous monthly release are highlighted <mark>in yellow</mark> in this release note.		

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		**Other:** Refer to the release note below		
	X	**Does not apply to this edition**		
Source / Solution Suggestion				
GDS				
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	Renfe Direct Connect			
Fact Sheets				
Admin Guides				
Other				

Overview

Targeted for February 2024, new rules will be supported for Renfe and Trainline to match the legacy Concur Travel experience. This will require Renfe clients to update their rule class setup.

USER/CUSTOMER BENEFIT

To provide a more effective and consistent user experience, the Renfe rules will be updated for the new Concur Travel experience.

End-User Experience

The following rules will be supported in the new Concur Travel experience.

Group	Rule
Flight	Flight Number [condition] [FlightNumber]
	Flight Number is in the list of [FlightNumber]
	Air Fare is [condition] [currency][money]
	Air Fare is [condition] the least cost logical airfare plus [difference] [currencyOrPercent]

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 42

Concur Travel
SAP Concur Client FINAL

Group	Rule
	Air Fare is [condition] the least cost [numStops]-stop fare [plusMinus] [difference]
	Air Base Fare is [condition] [currency][money]
	One or more fare basis codes contain [FareBasisText]
	Flight depart time is [condition] [Time]
	Flight departure date/time is [condition] [Date] at [Time]
	Flight departure date/time on [leg] leg [condition] [Date] at [Time]
	Flight departs on [DayOfWeekCodes]
	Carrier is preferred
	Marketing airline is in [CarrierList]
	Operating airline is in [CarrierList]
	Any segment carried by [CarrierList]
	Any flight is in region [Region]
	All Flights are within the region: Europe + UK
	Flight Departure Country/Region is [CountryList]
	All Flights are within the country/region: [CountryList]
	Flight is booked less than [DaysAdvance] days in advance
	Flight is booked less than [HoursAdvance] hours in advance
	Any leg duration [condition] that of the user's selected flights plus [minutes] minutes, [incExcLayovers] layovers
	Any leg duration [condition] that of the shortest duration for that leg in the inventory plus [minutes] minutes, [incExcLayovers] layovers
	Shortest Flight duration between two most distant airports is [condition] [minutes] minutes, [incExcLayovers] layovers
	Flight duration of all flights in a segment (excluding layovers) is [condition] [Duration] minutes
	Flight duration for any single flight is [condition] [Duration] minutes
	User did not request refundable fares only
	Fare is not from the Reservation System
	Fare is not a web fare
	Fare uses class of service [ClassList]
	Fare uses cabin class in list [CabinList]
	Air Carrier is not an Instant Purchase carrier
	Search results contain one or more of these vendors: [VendorList]
	Results do not contain preferred vendors
	Trip duration [condition] [DaysLong] days
	Time spent at destination is [condition] [DaysLong] days

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 43

Concur Travel
SAP Concur Client FINAL

Group	Rule
	The least cost logical airfare is on one of [CarrierList]
	Layover duration on any segment is [condition] [minutes] minutes
	Number of stops in the least cost logical fare is [condition] [numStops] stops
	Number of stops is [condition] the number of stops in the least cost logical fare
	Booking source is [Source]
	Booking source is not [Source]
	Non-refundable airfare is [condition] the [discountContract] fare plus [currency] [money] [currencyOrPercent]
Rail	Number of train changes is [condition] [NumTrainChanges] and train carrier is in [CarrierList]
	Rail is [PreferredList]
	Rail is not [PreferredList]
	Trip duration [condition] [DaysLong] days
	Rail fare description contains [DescriptionList]
	Train is from source [Vendor] and Operating Carrier in [CarrierList]
	Train is from source [Vendor] and train type in [TrainTypeList]
View more fares (will be applied at initial search)	Fare in cabin classes: [CabinList] is [condition] the least cost logical airfare plus [difference] [currencyOrPercent]
	Refundable fare in cabin classes: [CabinList] is [condition] the least cost logical airfare plus [difference] [currencyOrPercent]
	Refundable fare in cabin classes: [CabinList] is [condition] the cheapest fare in flight plus [difference] [currencyOrPercent]
	Fare in cabin classes: [CabinList] is [condition] the cheapest refundable fare in flight plus [difference] [currencyOrPercent]
	First leg departure City is [CityCodeList]
	First leg departure City is not [CityCodeList]
	First leg arrival City is [CityCodeList]
	First leg arrival City is not [CityCodeList]
	User requested Area Airports and flights do not depart from/return to the same airport
	Airline is [CarrierList] and brand name is [BrandedFareNameList]
	One or more fare basis codes contain [FareBasisText]
	One or more fare basis codes do not contain [FareBasisText]
Class of service (unique from flight group)	Cabin classes allowed: [CabinClasses]
	Leg duration [condition] that of the shortest option available plus [minutes] minutes, [incExcLayovers] layovers
	Waitlist cabin(s) are available and allowed

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 44

Concur Travel
SAP Concur Client FINAL

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 of the updated rule set.

Planned Changes New Concur Travel Experience: Renfe Multiple Violation Reasons (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
December 2023	--	Q1 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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)
X		**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
	X	**Does not apply to this edition**

Source / Solution Suggestion	
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	Renfe Direct Connect
Fact Sheets	
Admin Guides	Travel System Admin Guide
Other	

Overview

For bookings of out-of-policy fares, users are required to select a policy violation reason. An upcoming release will introduce support for **Allow Multiple Violation Reason Codes** for Renfe.

User/Customer Benefit

The updates to the Policy section for rail will provide a more cohesive Concur Travel experience. They allow for improved visibility of violated policy rules and the ability to provide multiple violation reasons for rail bookings.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 45

Concur Travel
SAP Concur Client FINAL

End-User Experience

If **Allow Multiple Violation Reason Codes** is enabled and multiple travel policy rules are violated, a user may be requested to select multiple violation reasons on the **Review and Book page** if different policy violation reason types are configured for the rules**.**

The user interface will display a list all the policy rules violated, grouped by the rule action.

Configuration for Professional Travel

No additional steps are required by administrators to support this change.

Allow Multiple Violation Reason Codes can be enabled on the **Company Travel Configuration** page.

NOTE: The setting is applicable to all bookings when enabled. It is not specific to rail bookings.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 46

Concur Travel
SAP Concur Client FINAL

Planned Changes New Concur Travel Experience: Renfe User Interface Changes to Workflow Pages and Emails (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
November 2023	December 2023	Q1 2024
Any changes since the previous monthly release are highlighted <mark>in yellow</mark> in this release note.		

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		**Other:** Refer to the release note below
	X	**Does not apply to this edition**

Source / Solution Suggestion	
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	Renfe Direct Connect
Fact Sheets	
Admin Guides	
Other	

Overview

Targeted for Q1 2024, there will be changes to the view of the Renfe user interface. These changes will affect Shop and **Review and Book** pages.

USER/CUSTOMER BENEFIT

To provide a more consistent user experience, some Renfe pages will be updated to resemble Flight pages.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 47

Concur Travel
SAP Concur Client FINAL

End-User Experience

These updates will apply mostly to the Shop result and **Review and Book** pages.

Changes to the search results display:

- New horizontal display of the search results: Up to four fares will display as the initial search results. All remaining available fare options will display upon expanding the itinerary.

- Updated **Fare Rules and Restrictions** pop-up window.

- Updated Filter options.

- Updated Sort options.

- Support display of Preference label.

- Display of fares in the configured currency instead of vendor currency.

Changes to **Review and Book** page**:**

- Updated display of itinerary.

- New display of Total Cost card to align with the display on following Trip pages and Email.

- Updated display of itinerary on **Finalize** and **Trip Overview** pages.

Changes to **Confirmation** Email:

- Updated display of itinerary

- Previously links to download ticket (PDF and Phone Wallet) was displayed in the body of the confirmation email. In the updated confirmation email tickets will be attached to the email as attached files.

Changes to **Approver** email:

- The approver email will have a better look and feel to match the rest of the product.

NOTE: More details will be included in subsequent release notes.

Configuration for Professional Travel

For any features requiring configuration steps by administrators the details will be shared closer to the date. General user interface changes will require no additional enablement.

Planned Changes New Concur Travel Experience: Trainline Migration (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
November 2023	December 2023	Q1 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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		**Other:** Refer to the release note below
	X	**Does not apply to this edition**

Source / Solution Suggestion	
GDS	
Direct Connect	Trainline

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	Trainline Direct Connect
Fact Sheets	
Admin Guides	
Other	

Overview

Concur Travel provides travelers in the UK market with the ability to book trains via Trainline. Trainline plans to decommission their current connection to Concur Travel in Q1 2024.

SAP Concur will work towards supporting Trainline's new connection. As part of this effort, SAP Concur plans to enable the new Concur Travel Experience for Trainline existing customers.

USER/CUSTOMER BENEFIT

The new Concur Travel rail booking experience together with the new Trainline connection will bring clients the following benefits:

- New user interface

- Reduced number of steps to complete the booking.

- Support for eTicket delivery option.

- Support for UK Rail bookings on mobile application.

- Support for multiple Advantage Cards (Railcards) in user profile.

SAP Concur Release Notes   Page 49   Concur Travel
Release Date: January 20, 2024   SAP Concur Client FINAL
Update 2: Friday, January 26

End-User Experience

The end-user booking workflow will include search, book, and itinerary review. The release introduces a reduced set of features.

Trainline Migration Differences

As SAP Concur migrates UK Rail (Trainline) to the new Trainline connection and the new Concur Travel experience, users might see some differences in the behavior compared to the current experience.

The following items will not yet be supported with the new Rail booking experience. Monitor future release notes for changes relating to these.

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Traveler selection	Guest Traveler bookings	User Permission	Guest traveler bookings are disabled	A guest traveler or sponsored guest booking are not yet supported. Users will see a message "Rail booking for a guest is not available at this time" in the Rail search widget when accessing Rail tab as a guest.
Content	Air/Rail Tab Search: Mixed Air/Rail	N/A	UK Rail search results are not available via Air/Rail tab	Air/Rail comparison is not yet supported for the new rail booking experience. Users must use the Rail tab to search for UK Rail (Trainline) content.
Content	Global distribution system (passive segments/finishing)	Travel Configuration	Global distribution system (GDS) supported for UK Rail: Amadeus, Sabre, Galileo	UK Rail will be unavailable for clients with travel configurations on Apollo and Worldspan
Content	Edition	Company	Standard Edition	UK Rail will be unavailable for clients with Concur Travel Standard edition in the new Rail booking experience.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 50

Concur Travel
SAP Concur Client FINAL

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Rail-specific	Arrive by	Travel Configuration	Search by arrival time	Search by arrival time is not supported for UK Rail in the new Rail booking experience yet. Users will be able to search by departure time for UK Rail.
Rail-specific	Multi-passenger booking	Travel Configuration	"Max Number of companions" feature	"Max Number of companions" feature will not be supported for UK Rail in the new Rail booking experience.
Rail-specific	Promotional code	N/A	Promotional code in the search widget	Promotional code will not be supported for UK Rail in the new Rail booking experience.
Rail-specific	Custom passive template	Travel System Admin > Passive Template Editor		Custom passive template will not be supported for the new Rail booking experience. Standard passive segments will continue to be supported for UK Rail for Amadeus, Sabre and Galileo.
Profile	Loyalty Card	User Profile		Loyalty Cards will not be supported for UK Rail in the new Rail booking experience. Users with UK Rail loyalty program in their profile will be able to search and book UK Rail content. Their UK Rail frequent traveler program will not be sent to Trainline with the booking.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 51

Concur Travel
SAP Concur Client FINAL

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Integration	Concur Request	Travel Configuration Request module	Approve then Book flow	"Approve then Book flow" is not yet supported for UK Rail in the new rail booking experience for UK Rail.
Integration	Concur Request	Travel Configuration Request module	Book then Approve flow	"Book then Approve" flow will be supported with limitations.
Travel Policy	Least Cost Logical Fare	Travel Configuration	**Enforce LLF based on hybrid**	Hybrid LLF will be calculated based on the search window only with initial release. Additional search options triggering calculation based on user's search window not supported yet.
Travel Policy	Least Cost Logical Fare	Travel Configuration	**Enforce LLF based on user's chosen fare**	Display of additional screen will not yet be supported. Users will see all policy rule violations for delayed LLF on the **Review and Book** page instead of on a separate screen.

Changes in behavior

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Payments	Ghost Card	Travel Administration > Corporate Ghost Cards		Ghost Card payment will not require a security code on the Review and Book page.
Profile	Date of Birth	Profile > International Travel: Passports and Visas	Date of birth is required for UK Rail search.	If the date of birth is missing, users will see a message with the request to update their profile before they can continue with their search.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 52

Concur Travel
SAP Concur Client FINAL

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Rail-specific	View More Fares	N/A	"View More Fares" link is not available for the new Rail details booking experience.	Up to four fares will display directly as the initial search results. All remaining available fare options will display upon expanding the itinerary.
Rail-specific	Class selection	Travel Administration > Travel Policy	Class selection is not available in the search widget for the new Rail booking experience	Users will be able to use filters (if applicable) in the search results.
Rail-specific	Search by price/schedule		Search by price/schedule is not available in the search widget for the new Rail booking experience	Users will be able to use filters in the search results in the new Rail booking experience.
Rail-specific	Delivery options	N/A	Delivery options displayed on the Review and Book page	Delivery options supported for UK Rail are limited to eTicket and Kiosk.

Configuration for Professional Travel

SAP Concur is planning to migrate existing customers to Trainline's new connection to ensure continuous support of UK Rail in Concur 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.

Planned Changes New Concur Travel Experience: Choose Your Rule Class (Professional Edition Only)

Information First Published	Information Last Modified	Feature Target Release Date
January 2024	--	Q1 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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		**Other:** Refer to the release note below		
	X	**Does not apply to this edition**		
Source / Solution Suggestion				
GDS				
Direct Connect	Trainline, Renfe			
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 User Guide			
Other				

Overview

In the **Rule Class Options** section of Travel System Admin, administrators will be able to configure their travel sites to do the following:

- allow users to select from a rule class tied to this travel configuration.
- allow users to select a rule class tied to same agency.
- force users to select a rule when making a reservation.
- display a custom rule class label and
- opt out a rule class from displaying in the dropdown.

USER/CUSTOMER BENEFIT

This setting allows users to select which rules are suitable for the trip they are booking.

Administrator Experience

The administrator will be able to:

- enable the options **User can select from rule classes tied to this configuration** or **User can select from rule classes tied to same agency**.

SAP Concur Release Notes   Page 54   Concur Travel
Release Date: January 20, 2024   SAP Concur Client FINAL
Update 2: Friday, January 26

- create a custom rule class label.
- select the **Force selection of a rule class** checkbox.

- select the **Choose Rule Class Opt Out** checkbox to remove the display of a rule class.

- display a custom message if the user does not select a rule class when required.

End-User Experience

The user will see a dropdown on the home page that contains rule classes associated with their travel configuration, excluding a rule class that has been opted out. If the force rule class is enabled, then users will see a blinking yellow outline that surrounds the dropdown. If the user does not select a rule (when required), they will be prompted to select a rule class.

Configuration for Professional Travel

Refer to the Administrator Experience section for set up details. No additional steps are required by administrators to support this change.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 55

Concur Travel
SAP Concur Client FINAL

Planned Changes New Concur Travel Experience: Standalone Approval Enhancement (Professional Travel Only)

Information First Published	Information Last Modified	Feature Target Release Date
January 2024	January 19, 2024	February 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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		**Other:** Refer to the release note below
	X	**Does not apply to this edition**
Source / Solution Suggestion		
GDS	Applies to all GDSs	
Direct Connect	Applies to all Direct Connects	
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	Renfe Direct Connect, Trainline Direct Connect	
Fact Sheets		
Admin Guides		
Other		

Overview

With this change, SAP Concur will support standalone approvals for Renfe, as it does for all other verticals and rail vendors. **Require Approval** and **Require Passive Approval** rules will no longer be downgraded.

In the legacy Concur Travel experience, if the **Require Approval** or **Require Passive Approval** rules are broken, and the approver either rejects or does not take action on the trip by the approval deadline, the trip is:

- auto cancelled, for certain vendors where bookings are fully refundable and can be cancelled (for example, GDS Air bookings, before ticketing).

- auto finalized, allowing for trip fulfilment for certain vendors where bookings are not fully refundable or cancellation isn't possible (for example, Renfe bookings).

- neither auto-canceled nor auto-finalized, where the trip is left unactioned in Concur Travel (for example, for Trainline bookings).

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 56

Concur Travel
SAP Concur Client FINAL

With the February release, for trips including only bookings made with the new Concur Travel experience, if the **Require Approval** or **Require Passive Approval** rules are broken, and the approver either rejects or does not action the trip by the trip approval deadline, Concur Travel will check all bookings on the trip for refundability, regardless of their vendor. With this change, the trip will be:

- auto cancelled, for all content sources where all bookings are fully refundable (for example, GDS Air before ticketing, or a Renfe trip with a fully refundable booking), or

- auto finalized, allowing for trip fulfilment for all content sources that contain at least one booking that is not fully refundable or cannot be cancelled (for example, one trip that includes a Trainline booking, as this content cannot yet be cancelled in Concur Travel, or one trip that includes a partially refundable Renfe booking).

USER/CUSTOMER BENEFIT

To provide a more effective and consistent user experience, the Renfe rules will be updated for the new Concur Travel experience. The existing limitation will be removed.

Configuration for Professional and Standard Travel

No additional steps are required by administrators to support this change.

Travel Operations / Technical Essentials

Planned Changes Decommission of Credit Card Datapoints in Profile and PNR Finishing Templates

Information First Published	Information Last Modified	Feature Target Release Date
January 12, 2024	--	April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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, 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		**Other:** Refer to the release note below
		Does not apply to this edition
Source / Solution Suggestion		
GDS	Sabre, Amadeus, Apollo, Worldspan, Travelport+ (Galileo)	
Direct Connect		
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		
Other		

Overview

The GDS systems are changing how credit cards are managed in Passenger Name Records (PNRs), resulting in several changes needed within Concur Travel. One of the GDS-imposed changes is the anonymization and removal of credit card data in all areas of the PNR except for the designated **Form of Payment** (FOP) field or FOP Wallet. In preparation for this change, Concur Travel will be decommissioning **Profile and PNR Finishing Template** datapoints for credit card numbers and expiration dates. Concur Travel will be decommissioning Profile and PNR Finishing Template data points for credit card numbers and expiration dates in preparation for this change.

Concur Travel will be migrating to Sabre's Enhanced Form of Payment (FOP Wallet) and will be adding the traveler-selected form of payment for each booking type to the FOP Wallet (*FOP) along with the applicable Use Type code. Please see the *Sabre Enhanced Form of Payment* release note for more information. For all other GDS systems, Concur Travel will continue to transmit credit card information to the compliant form of payment field already in place in the PNR today.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 58

Concur Travel
SAP Concur Client FINAL

⚠ Due to the highly customizable nature of PNR Finishing Templates, Concur Travel can only provide general guidance for making updates and cannot ensure that finishing will run successfully if these datapoints are not removed before their retirement.

USER/CUSTOMER BENEFIT

SAP Concur sees this as one of the first of many industry-wide efforts to better secure sensitive user data, creating higher confidence in the travel purchasing process and reducing financial risk for users and companies alike.

SAP Concur is recommending that customers and TMCs work together to identify any scenarios where the Profile or PNR Finishing templates are used to transmit credit card data to the GDS systems in non-compliant fields of the GDS profile and/or PNR. Customers who need credit card data transmitted to the IUR/A.I.R./MIR file for back-office processing will need to seek a mid-office solution to address their needs.

End-User Experience

The following datapoint examples should help TMCs and customers determine if changes are needed to their Concur Travel instance.

PROFILE TEMPLATE DATAPOINT EXAMPLES

The following is a list of profile template datapoints which include credit card numbers or expiration dates; this list may not be comprehensive. TMCs/Customers should review their Profile Templates. If templates are using one of the credit card elements, these should be removed:

- Air_credit_card_number car_credit_card_number
- ghost_air_credit_card_number
- ghost_car_credit_card_number
- ghost_hotel_credit_card_number
- hotel_credit_card_number
- personal_air_credit_card_number
- personal_car_credit_card_number
- personal_hotel_credit_card_number
- car_expiration_date
- ghost_air_expiration_date
- ghost_car_expiration_date
- ghost_card_expiration
- ghost_card_number
- ghost_hotel_expiration_date
- hotel_expiration_date

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 59

Concur Travel
SAP Concur Client FINAL

- personal_air_expiration_date

- personal_car_expiration_date

- personal_hotel_expiration_date

- ycal_ghost_card_expiration

- ycal_ghost_card_number

Example of a Profile Template line configured to transmit a credit card number:

PNR FINISHING TEMPLATE EXAMPLES

TMCs or customers should review their PNR Finishing Templates. If templates are using one of the credit card elements, these should be removed.

Credit Card Finishing Template Datapoints:

```
Element:
    CreditCards
        AIR_CREDIT_CARD_TYPE
        AIR_CREDIT_CARD_NUMBER
        AIR_EXPIRATION_DATE
        AIR_NAME_ON_CARD
        AIR_CREDIT_CARD_NAME
        RAIL_CREDIT_CARD_TYPE
        RAIL_CREDIT_CARD_NUMBER
        RAIL_EXPIRATION_DATE
        RAIL_NAME_ON_CARD
        RAIL_CREDIT_CARD_NAME
        CAR_CREDIT_CARD_TYPE
        CAR_CREDIT_CARD_NUMBER
        CAR_EXPIRATION_DATE
        CAR_NAME_ON_CARD
        CAR_CREDIT_CARD_NAME
        HOTEL_CREDIT_CARD_TYPE
        HOTEL_CREDIT_CARD_NUMBER
        HOTEL_EXPIRATION_DATE
        HOTEL_NAME_ON_CARD
        HOTEL_CREDIT_CARD_NAME
    AffinityPrograms
    Trip
        TRIP_NAME
```

Customers using Conferma Pay for hotel virtual cards should review their PNR Finishing Templates. If templates are using one of the credit card elements, these should be removed:

- Virtual_Hotel_Credit_Card_Number
- Virtual_Hotel_Expiration_Date

Finishing Template Datapoints for Conferma Pay:

Configuration for Professional and Standard Travel

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

    📖   For more information, refer to the *Sabre Enhanced Form of Payment* release note. To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

Planned Changes Decommission of Travel Configuration Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations Setting

Information First Published	Information Last Modified	Feature Target Release Date
January 12, <mark>2024</mark>	January 19, 2024	April 2024
Any changes since the previous monthly release are highlighted <mark>in yellow</mark> in this release note.		

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		**Other:** Refer to the release note below
		Does not apply to this edition

Source	
GDS	
Direct Connect	

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	Travel System Admin Guide
Fact Sheets	
Admin Guides	
Other	

Overview

Concur Travel is removing the **Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations** configuration setting from **Travel Configurations**. Any credit card data that is currently stored in these fields will be removed.
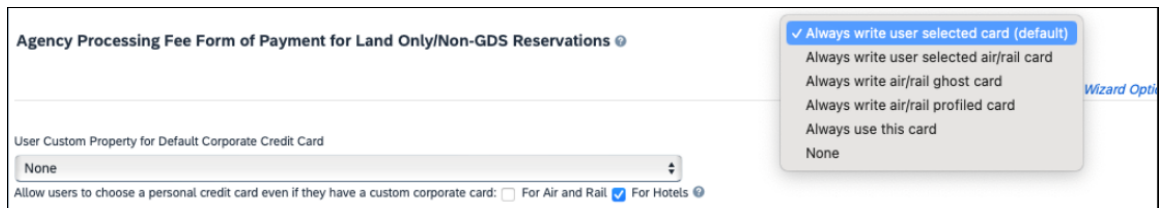
USER/CUSTOMER BENEFIT

The GDS are making changes to the way credit cards are entered into the Passenger Name Record (PNR), resulting in several changes needed within Concur Travel. Form of payment (FOP) will need to be written in a specific format, depending on its use. This means that all FOP features require updating and reformatting. Based on these changes, SAP Concur is recommending that customers and TMCs work together on how to manage TMC service fees outside of the booking process. One benefit to this change is the avoidance of PNR template updates for a process that has no impact to the online booking process.

SAP Concur Release Notes   Page 63   Concur Travel
Release Date: January 20, 2024   SAP Concur Client FINAL
Update 2: Friday, January 26

End-User Experience

The previous setting will be removed from the **Travel Configurations** page and will no longer be visible. Configurations using the following options will have the setting automatically changed to **None**:

- **Always write user selected credit card (default)**

- **Always write user selected air/rail card**

- **Always write air/rail ghost card**

- **Always write air/rail profiled card**

- **Always use this card**

NOTE: Depending on the customer configuration settings, the user-selected FOP or the company default FOP will be added to the Sabre FOP Wallet with the new Use Type code to identify the FOP selected for Flight, Rail, Car, and Hotel booking types. This applies to itineraries that include flight, land-only bookings, and non-GDS bookings originating from Concur Travel. Otherwise, no FOP will be added to GDS PNRs for non-GDS or land-only bookings. Clients who require this functionality will need to seek a mid-office solution.

Configuration for Professional Travel

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

Planned Changes Sabre Enhanced Form of Payment (FOP Wallet)

Information First Published	Information Last Modified	Feature Target Release Date
January 12, 2024	January 19, 2024	April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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, 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)
		Other: Refer to the release note below
		Does not apply to this edition

Source / Solution Suggestion	
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

Sabre is decommissioning their legacy **5-Remarks Form of Payment Field** (5-*VI444333322221111¥05/26) as of Q3 2024. All Sabre customers are required to migrate to Sabre's Enhanced Form of Payment also known as **FOP Wallet (*FOP)**. For compliance, Sabre is also anonymizing and removing credit card data from all non-compliant fields in the PNR. They are rolling this anonymization and removal process out in phases, with the final phase to be completed by June 2024. This change will also require a new process for sending credit card data to back-office systems.

Please refer to the following Sabre SAN messages for more details:

- SAN 16643 - Sunset of PNR Form of Payment Field 5-Remarks

- SAN 16331 - Payment Card Anonymization & Removal in PNR Fields

- SAN 17007 - Form of Payment Wallet (FOP) New Use Type for Interface Records

- SAN 17009 - Interface User Record (IUR) - New MX Record for Form of Payment Wallet

Concur Travel will migrate to the FOP Wallet in preparation for this mandate.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 65

Concur Travel
SAP Concur Client FINAL

USER/CUSTOMER BENEFIT

Concur Travel will add the traveler-selected form of payment chosen at the time of booking for every reservation type (Flight, Car, Hotel, and Rail) to the FOP Wallet in the Sabre PNR along with the appropriate Use Type code. (for example, UAL=Air, UCR=CAR, UHL=Hotel, and URL=Rail)

End-User Experience

Example: FOP Wallet

```
*FOP«
FORM OF PAYMENT
  1. PAYMENT CARD TYPE
     *VI4111111111111111/0528        XN
  2. PAYMENT CARD TYPE
     VI4111111111111111/0528

                                     UAL
  3. PAYMENT CARD TYPE
     CA5122291189070573/1024

                                     UCR
  4. PAYMENT CARD TYPE
     AX373083796598998/1224

                                     UHL
```

Configuration for Professional and Standard Travel

This feature requires Sabre customers to self-activate Passenger Name Association, which includes the FOP Wallet by using the TJR keyword PNAPNR. It is important to note that once this TJR setting is activated, it cannot be deactivated.

The form of payment updates will automatically be enabled by default in Concur Travel. If a Sabre customer has not yet activated the FOP Wallet, then Concur Travel will automatically revert to the legacy FOP field prior to Sabre's activation deadline. There are no configuration steps in Concur Travel.

    📖   For more information, refer to the following Sabre SAN notifications:

- SAN 16643 - Sunset of PNR Form of Payment Field 5-Remarks
- SAN 16331 - Payment Card Anonymization & Removal in PNR Fields
- SAN 17007 - Form of Payment Wallet (FOP) New Use Type for Interface Records
- SAN 17009 - Interface User Record (IUR) - New MX Record for Form of Payment Wallet

SAP Concur Release Notes   Page 66   Concur Travel
Release Date: January 20, 2024   SAP Concur Client FINAL
Update 2: Friday, January 26

Planned Changes New Concur Travel Experience: Manage Preferences at Travel Configuration Level

Information First Published	Information Last Modified	Feature Target Release Date
January 12, 2024	--	January 31, 2024
Any changes since the previous monthly release are highlighted <mark>in yellow</mark> in this release note.		

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)
		Available for use: No impact to *end users* unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X		**Other:** Refer to the release note below
	X	**Does not apply to this edition**

Source	
GDS	Sabre, Car Connector
Direct Connect	

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	
Other	

Overview

Company Administrators and TMCs will be able to manage their new Concur Travel experience preference at the Travel Configuration level, in addition to managing their preference at the company level. Administrators will be able to opt in or out of Flight, Rental Car and Hotel new travel experiences by Travel Configuration.

USER/CUSTOMER BENEFIT

This change will provide the ability to enable the new Concur Travel experience at the Travel Configuration level. This will give administrators more flexibility to adopt the new experience as it is ready.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 67

Concur Travel
SAP Concur Client FINAL

Administrator Experience

Administrators will see a new section on the **Manage New Concur Travel Experience Preferences** page. Any changes made at the travel configuration level will override the preference set at the Company level.

To manage the preference for a Travel Configuration, click **Company Level Preference** to expand the section, and select the name of the travel configuration on the list. Another window will appear where you can choose to enable or disable the new travel experience for Air, Rental Car or Hotel.

Once selected, click **Save**.

Travel configurations that have overrides will display first in the **Configuration Level Override(s)** section.

Travel Configurations that are using the **Company Preference** will appear below.

To remove an override on a **Travel Configuration**, click the name of the travel configuration. Another window will appear. Click the **Use Company Preference** button. The user is returned to the **Manage New Concur Travel Experience Preferences** page. The travel configuration that was overridden will appear in the section that is using the Company Level Preference.

NOTE: Opting in or out of the new Concur Travel experience does not guarantee that a traveler will see the new experience. Multiple other readiness checks will take place when the traveler logs in that will determine their booking experience.

Configuration for Professional Travel

For configuration steps, please refer to the *Administrator Experience* section of this release note.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 69

Concur Travel
SAP Concur Client FINAL

Planned Changes New Concur Travel Experience: Sabre's Price Quote - Enhancement to Provide More Accurate Fare at Booking

Information First Published	Information Last Modified	Feature Target Release Date
November 3, 2023	January 12, 2024	June 30, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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)
		Available for use: No impact to *end users* unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X		**Other:** Refer to the release note below
	X	**Does not apply to this edition**

Source	
GDS	Sabre, Car Connector
Direct Connect	

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	
Other	

Overview

SAP Concur plans to add Price Quote (PQ) modifiers into the new Concur Travel experience process for accuracy purposes.

USER/CUSTOMER BENEFIT

This change will be implemented to enhance accuracy and reduce price jump situations such that the stored price always matches the price offered in the shopping response.

End-User Experience

When storing the price quote, the following qualifiers will be added:

- **XO** (forced passenger type to avoid shifting to ADT when not using ADT),
- **P**(passenger type),
- **A** (validating carrier) and
- **ZZ** (fare basis)

In addition, SAP Concur will change the SNAP code qualifier from I to AC*.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 70

Concur Travel
SAP Concur Client FINAL

New Pricing Command Line:

`WPAC*GLD03¥S1*BRMAINCABIN*ZZXAVUA0ML¥S2*BRMAINCABIN*ZZXAVNA0ME¥RY/CA`
`¥AUA¥PADT¥XO¥RQ`

New PQ Line:

`PQ 1`
`AC*GLD03¥S1*BRMAINCABIN*ZZXAVUA0ML¥S2*BRMAINCABIN*ZZXAVNA0ME¥AUA¥PAD`
`T¥XO¥RQ`

Current PQ line:

`WPIGLD03¥S1*BRMAINCABIN¥S2*BRMAINCABIN¥RQ`

Configuration for Professional Travel

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

SAP Concur Release Notes   Page 71   Concur Travel
Release Date: January 20, 2024   SAP Concur Client FINAL
Update 2: Friday, January 26

Client Notifications

Accessibility

Accessibility Updates

SAP implements changes to better meet current Web Content Accessibility Guidelines (WCAG). Information about accessibility-related changes made to SAP Concur solutions is published on a quarterly basis. You can review the quarterly updates on the Accessibility Updates page.

Gender Diversity

SAP Concur is committed to supporting gender diversity. Over time we plan to implement product changes to help ensure that SAP Concur solutions support gender non-binary users. These changes will include but are not limited to support for preferred names, non-binary gender options in travel preferences, and non-binary titles.

These planned changes reflect SAP's commitment to supporting gender diversity and enable gender non-binary users to enter consistent information when making travel arrangements and entering personal information into SAP Concur solutions.

Timelines and details about these ongoing changes will be provided in the SAP Concur release notes.

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, 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".
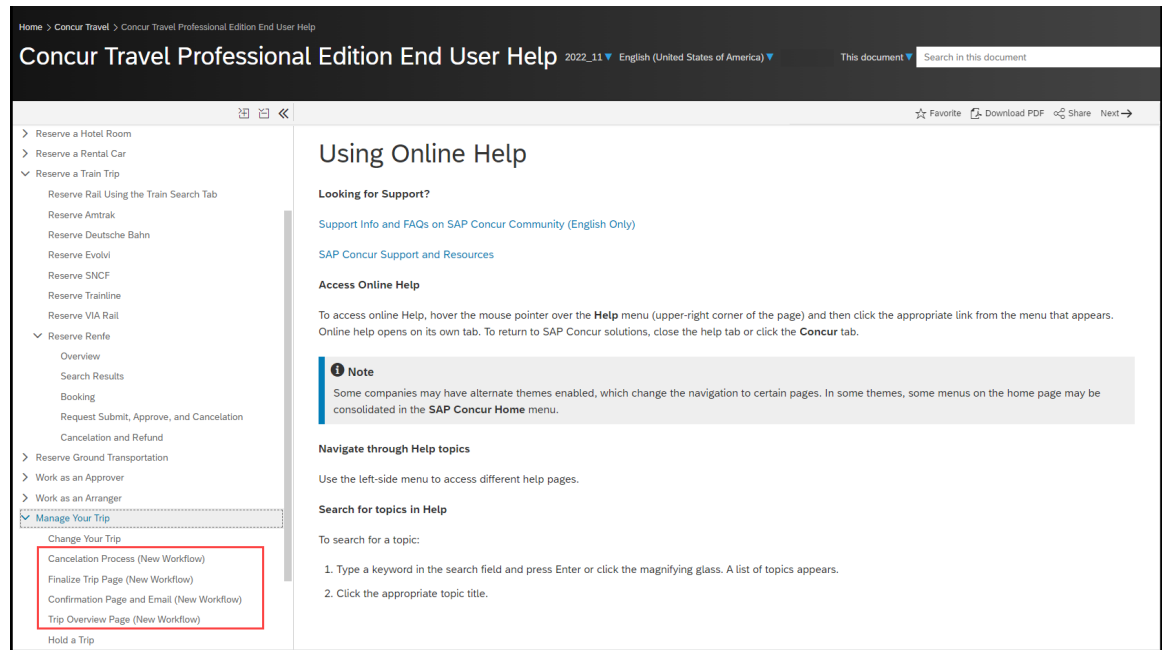
Configuration for Professional and Standard Travel

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

In-Product User Assistance

Client Customized Content

If your company creates customized content for SAP Concur solutions through a user assistance tool such as SAP Enable Now or Concur User Assistant by WalkMe, the changes described in these release notes might affect your customized content. SAP Concur recommends reviewing the monthly release notes for all of your SAP Concur solutions as well as the Shared Changes Release Notes to confirm whether any of the planned or released changes might impact your internal, customized content.

If any changes in a release impact your content, work with your internal teams to update your content accordingly.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 73

Concur Travel
SAP Concur Client FINAL

Subprocessors

SAP Concur Non-Affiliated Subprocessors

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

▶ *To access the SAP Concur Sub-processors List:*

1. Click the following link to navigate to the *SAP Sub-processors / Data Transfer Factsheets* page:
   SAP Sub-processors / Data Transfer Factsheets

2. Sign in to the SAP Support Portal using your Support User ID (S-user) and password.

   NOTE: 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)* and to the *Learn All About S-User IDs* blog post.

3. On the *SAP Sub-processors / Data Transfer Factsheets* page, type "Concur" in the **Search** field.

4. In the **Title** column, click **SAP Concur Sub-processors List**.

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

Supported Browsers

Supported Browsers and Changes to Support

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

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

Additional Release Notes and Other Technical Documentation

Online Help

You can access release notes, setup guides, user guides, admin summaries, supported configurations, and other resources via the in-product Help menu or directly on the SAP Help Portal.

To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the SAP Concur solutions page.
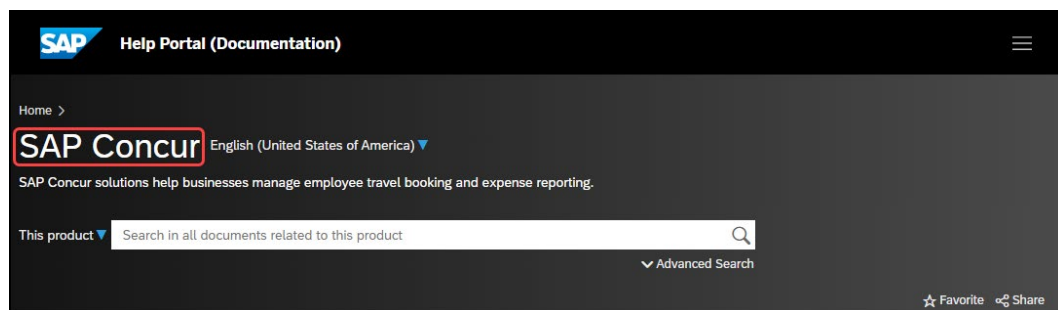
SAP Concur Support Portal – Selected Users

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

If you have the required permissions, **Contact Support** is available on the SAP Concur **Help** menu and in the SAP Concur page footer.
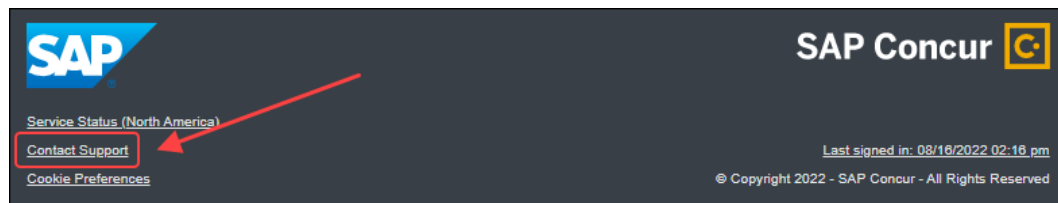
Click **Contact Support** to access the SAP Concur support portal, then click **Resources**.

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

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 75

Concur Travel
SAP Concur Client FINAL

© 2024 SAP SE or an SAP affiliate company. All rights reserved.

SAP Concur Release Notes
Release Date: January 20, 2024
Update 2: Friday, January 26

Page 76

Concur Travel
SAP Concur Client FINAL