|  |  |
| --- | --- |
| SAP Concur Release Notes  Concur Travel  Concur Professional/Premium ***and*** Concur Standard | |
| **Month** | **Audience** |
| Release Date: February 24, 2024  Update 1: Tuesday, February 27 | SAP Concur Client **FINAL** |

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

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

## Administration

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **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 | | Approvals, Rules, and Classes/Policies Travel Service Guide | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | |  | | |

#### Overview

In this release, the method with which an approval deadline is calculated is changing. This will allow for an approver to process a trip. If unprocessed, the trip will attempt to be auto-cancelled.

1. The changes to approval deadline logic will be supported for Renfe Rail in an upcoming Q2 2024 release.

##### 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 if a ticketing deadline is not provided by the content provider. If a ticketing deadline is provided, it will be used in conjunction with the **Ticketing Time Deadline** travel configuration setting.

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:

1. The soonest of either **Booking 1 Flight Deadline** or **Agency Time**, less 2 hours
2. **Booking 2 Deadline**, less 2 hours
3. 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.

### New Concur Travel Experience: Support for Display Message Enforcement Level

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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 | | Approvals, Rules, and Classes/Policies Travel Service Guide | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | |  | | |

#### Overview

In this February release, the **Display Message** enforcement level will be supported for car, hotel, and rail verticals. **Display Message** is currently supported for the flight vertical.

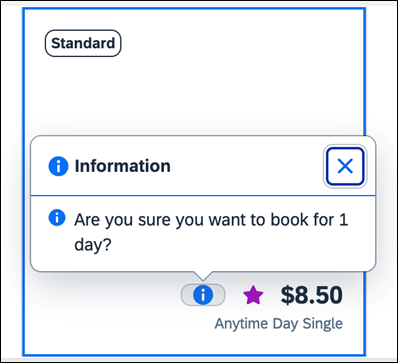
##### User/Customer Benefit

The user experience will be consistent across all verticals in the new Concur Travel experience.

#### End-User Experience

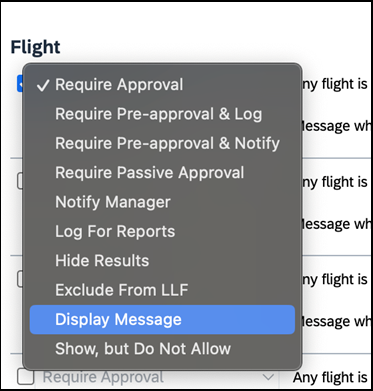
Users will see any out-of-policy popup message that is configured to display on shop pages. The user can also click the information icon to view any additional information for in-policy options.

**Example: Popup message displayed for rail**



#### Configuration for Professional Travel

On the **Travel Policy Administration** page > **Travel Policy** tab, administrators can edit a specific rule group. From the **Rule Action** dropdown list, they can select **Display Message** and then enter the message to be shown to the traveler or traveler arranger.



## Flight

### New Concur Travel Experience: Deep Link Support (Professional Edition 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) | | |
|  |  | **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 | | SAP Concur Development Center documentation | | |

#### Overview

In this February release, 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.

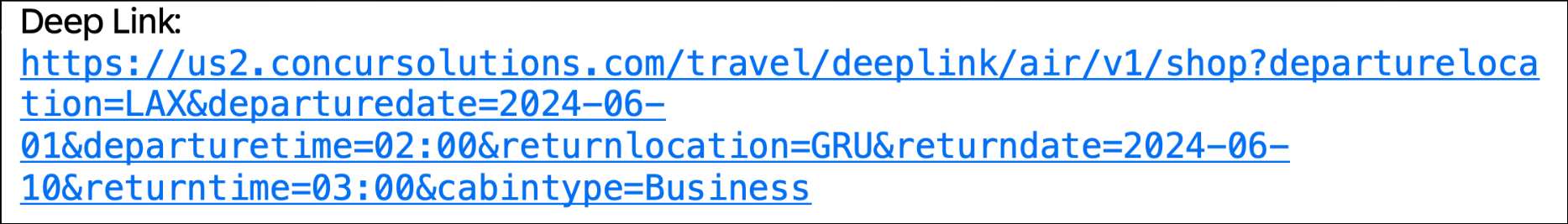
##### User/Customer Benefit

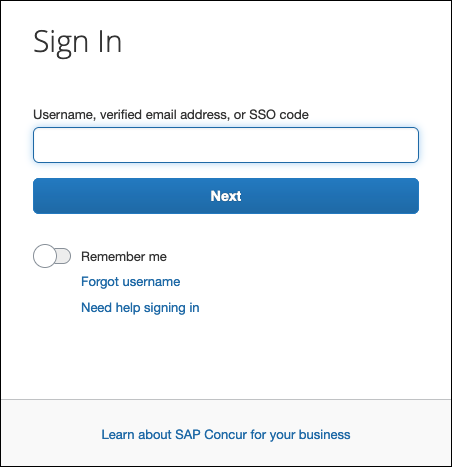
This feature enables clients and partners to incorporate Concur Travel into the journey maps they design for their end users. Developers can leverage the deep link to allow a user to skip the Concur home page and **Search** tool.

#### End-User Experience

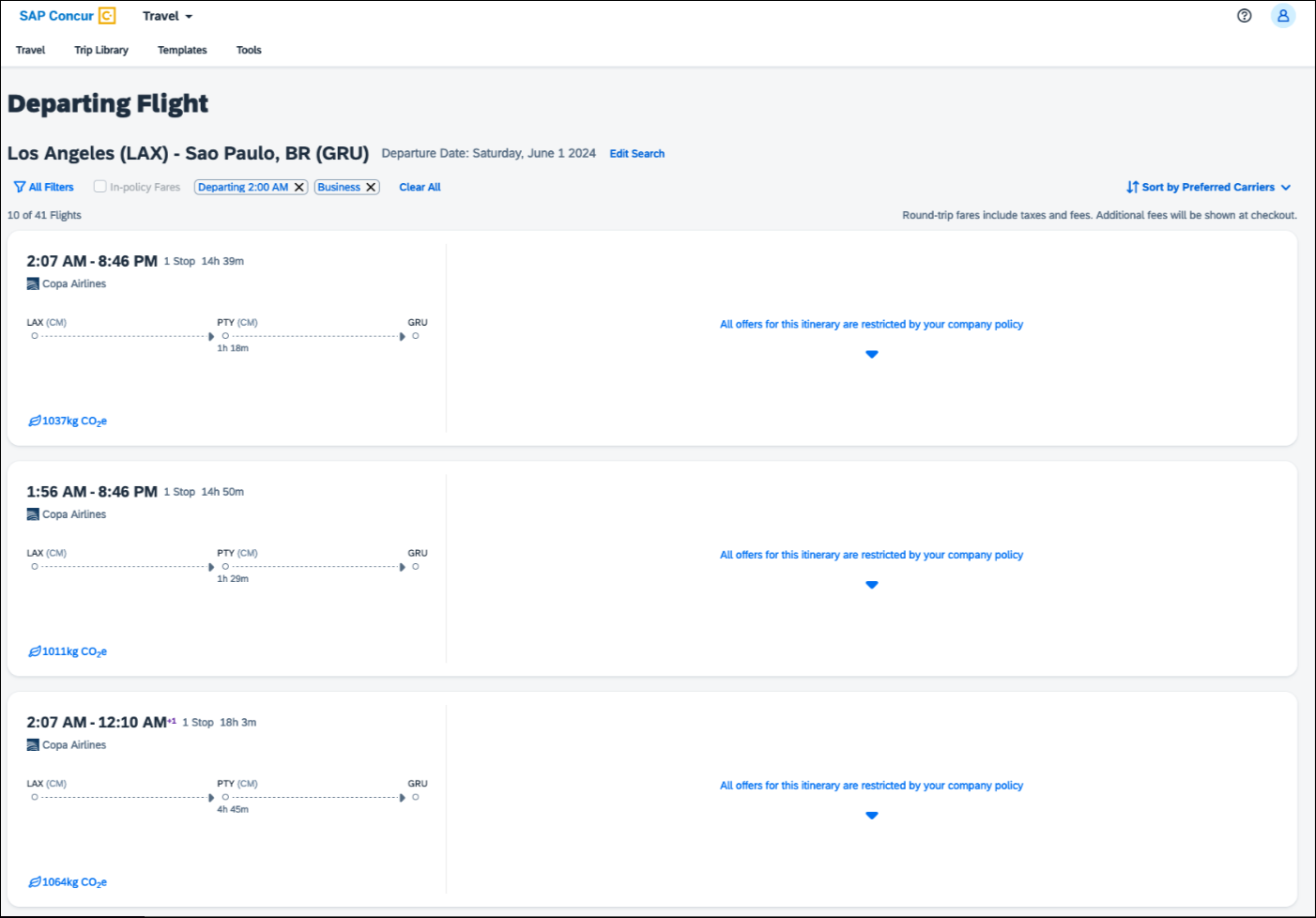
Deep links are generated by customers and partners for their employees. When the end user clicks a provided deep link, they will be redirected to the SAP Concur **Sign In** page.

1. Clients using SSO will not see the log in screen.





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.



1. 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.

For more information on Deeplink integration, refer to the [SAP Concur Developer Center](https://developer.concur.com/api-guides/travel/deeplink-integration.html) documentation.

## Hotel, Rail

### \*\*Ongoing\*\* 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 9, 2024 | February to April 2024 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

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| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **Edition** | | |
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|  |  | **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 | | Travel Services Help | | |

#### Overview

The last four digits of a traveler’s credit card will display on several screens during bookings, which may be required for API certification. This feature will be applied to Trainline, Renfe, and all Hotel web-based bookings, and all vertical bookings on mobile. It is also planned for Flight and Car for web in future releases.

##### Phases

This feature will be released to specific verticals, vendors, and data centers between February and April:

|  |  |
| --- | --- |
| Phase | Date of Release |
| Phase 1: Trainline (existing customers as they migrate to the new travel experience) | February 2024 |
| Phase 2: Hotel | March 2024 |
| Phase 3: Renfe Rail customers in US Data Center | April 5, 2024 |
| Phase 4: Renfe Rail customers in EU Data Center | April 10, 2024 |

##### User/Customer Benefit

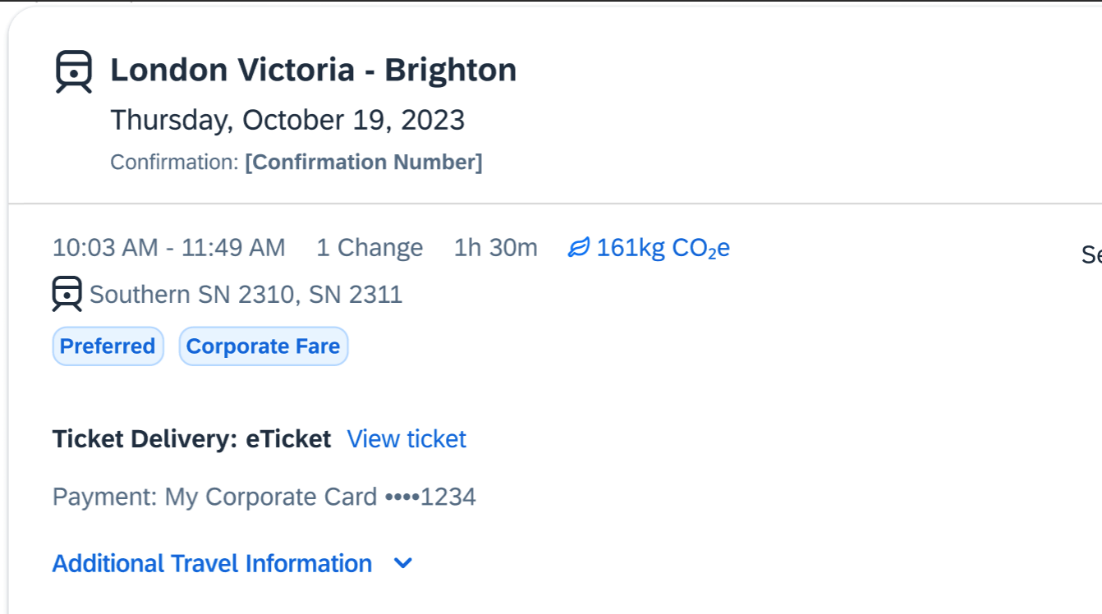
For Trainline bookings, users are required to provide any valid form of payment in order to retrieve their tickets. This update is being implemented to improve the customer experience.

#### 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.

For more information on Renfe and UK Rail (Trainline), refer to the February release updates to the Travel Services Help. To locate, go to the Concur Travel product page in the SAP Help Portal and select the *Travel Services Help* listed under the **Implement > Administration** section.

## Miscellaneous

### User-Initiated Cancellation Experience When Prohibited

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** |   **Edition** | | |
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|  |  | **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 | | Concur Travel Professional Edition End User Help | | |

#### Overview

In Concur Travel, there are a few reasons why a user may not be permitted to cancel a trip, flight, accommodation, or car booking. For example, some content sources may not allow cancellation, Concur Travel may not yet support cancellation for a specific provider, or a trip may be in the process of changing and simultaneous cancellation is unauthorized. With the February release, when users attempt to cancel their non-cancellable trip, Concur Travel will prevent the cancellation. The system will provide helpful messaging with alternative actions throughout the process.

These changes are being made to support scenarios in business travel where a user needs to cancel their trip, but cancellation is unavailable.

##### User/Customer Benefit

The system will display appropriate options to the traveler or traveler arranger when trip cancellation is unavailable.

#### End-User Experience

###### User-Initiated Cancellation Within New Concur Travel Experience Finalize or Trip Overview Pages

When the traveler or traveler arranger initiates trip cancellation or booking cancellation from the **Finalize** or **Trip Overview** pages where there is non-cancellable content, depending on the reason for the cancellation being unavailable, a popup message will display. For example, if the issue is at the content source level, one may see the following: “Cancellation is not available for at least one content provider. Please contact the supplier or your travel agency for assistance.”

###### User-Initiated Cancellation Within Legacy Concur Travel Experience Home Page or New Concur Travel Experience Confirm Cancellation Page

When the traveler or traveler arranger initiates trip cancellation or booking cancellation from the Concur Travel legacy **Trip Library** > **Upcoming Trips** tab > **My Trips** section on the home page, or from the New Concur Travel Experience Confirm Cancellation page, where there is non-cancellable content, depending on the reason for the cancellation being unavailable, a popup message will display.

#### Configuration for Professional Travel

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

### \*\*Ongoing\*\* 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 to April 2024 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

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| --- | --- | --- | --- | --- |
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| 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 February release, the **Skip Search** actionwill 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.

##### Phases

This feature will be released to specific verticals, vendors, and data centers between February and April:

|  |  |
| --- | --- |
| Phase | Date of Release |
| Phase 1: Trainline (existing customers with migration to the new travel experience) | February 2024 |
| Phase 1: Flight, Car, Hotel | February 2024 |
| Phase 3: Renfe Rail customers in US Data Center | April 5, 2024 |
| Phase 4: Renfe Rail customers in EU Data Center | April 10, 2024 |

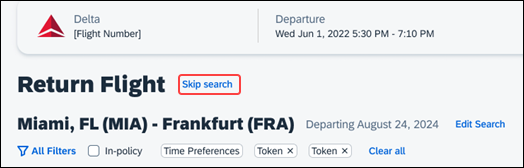
##### User/Customer Benefit

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** linkwill 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.

### \*\*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 | February 23, 2024 | TBD |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

#### Overview

SAP Concur is delivering the new Concur Travel experience 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.

For more information about disclaimers, exclusions, limitations, and more, please refer to the [*New Concur Travel Experience: Exclusions, Limitations, Redirects & Enhancements*](http://www.concurtraining.com/customers/tech_pubs/TravelDocs/ReleaseNotes/2024/02(Feb)/Exclusions,%20Limitations,%20Redirects%20&%20Enhancements.pdf) document.

#### Configuration for Professional Travel

For configuration instructions, please refer to individual release notes.

## Travel Operations / Technical Essentials

### New Concur Travel Experience: Manage Preferences at Travel Configuration Level (January 29)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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 | | Applies to all GDSs | | |
| Direct Connect | | Applies to all Direct Connects | | |
| **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 Company Administration User Guide | | |
| Other | |  | | |

#### Overview

In the new Concur Travel experience, company Administrators and TMCs can now manage their preferences at the travel configuration level, in addition to the company level. Administrators can opt in or out of the new Concur Travel experience for Flight, Rental Car, and Hotel by travel configuration.

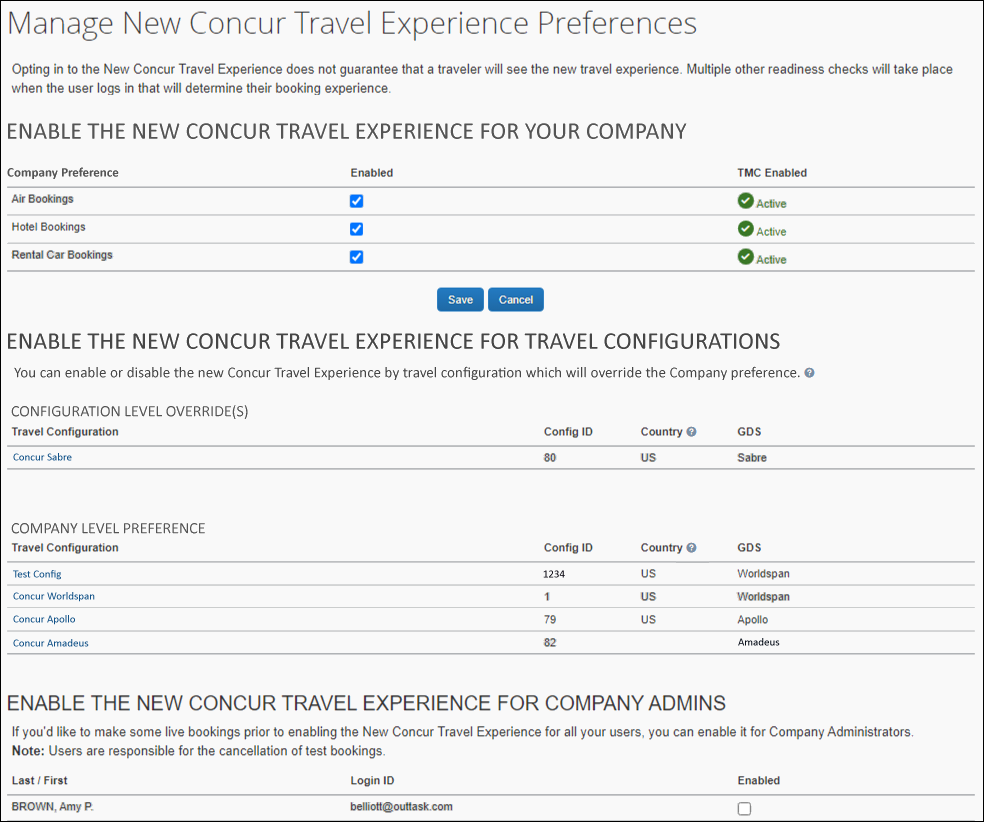
##### User/Customer Benefit

This change provides administrators more flexibility to adopt the new experience as it becomes available.

#### Administrator Experience

A new section has been added to the **Manage New Concur Travel Experience Preferences** page.

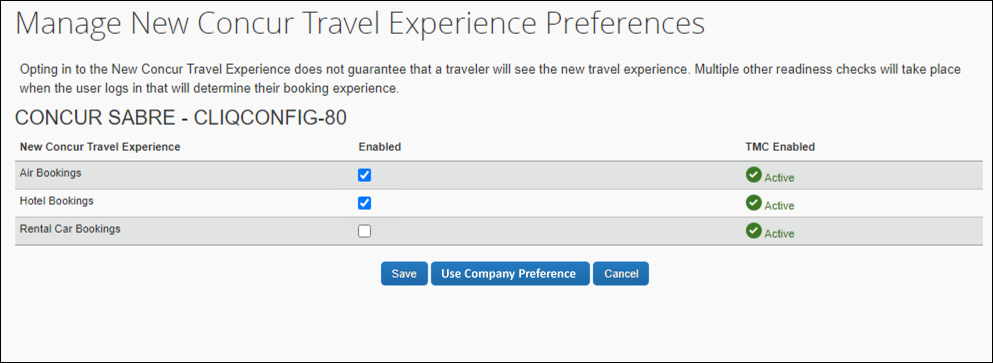
1. Any changes made at the travel configuration level will override the preference set at the company level.
2. To Manage Preferences at the Travel Configuration Level:
3. Click **Company Level Preference** to expand the section and select the name of the travel configuration on the list. The **Manage New Concur Travel Experience Preferences** screen displays.
4. Select or deselect the **Air Bookings**, **Hotel Bookings**, and **Rental Car Bookings** options to enable or disable it for the new Concur Travel experience.



1. Click **Save**.

Travel configurations with overrides display first in the **Configuration Level Override(s)** section, followed by **Company Level**.

1. To Remove an Override on a Travel Configuration:
2. Click the name of the travel configuration.
3. Click the **Use** **Company Preference** button. The **Manage New Concur Travel Experience Preferences** page displays. The travel configuration that was overridden now appears in the section that uses the Company Level preference.



1. Opting in or out of the new Concur Travel experience does not guarantee that a traveler will see the new experience. Upon login, Concur Travel will perform multiple checks to determine a traveler’s booking experience.

#### Configuration for Professional Travel

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

### New Concur Travel Experience: Supportability Portal for TMCs

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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 | | Applies to all GDSs | | |
| Direct Connect | | Applies to all Direct Connects | | |
| **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

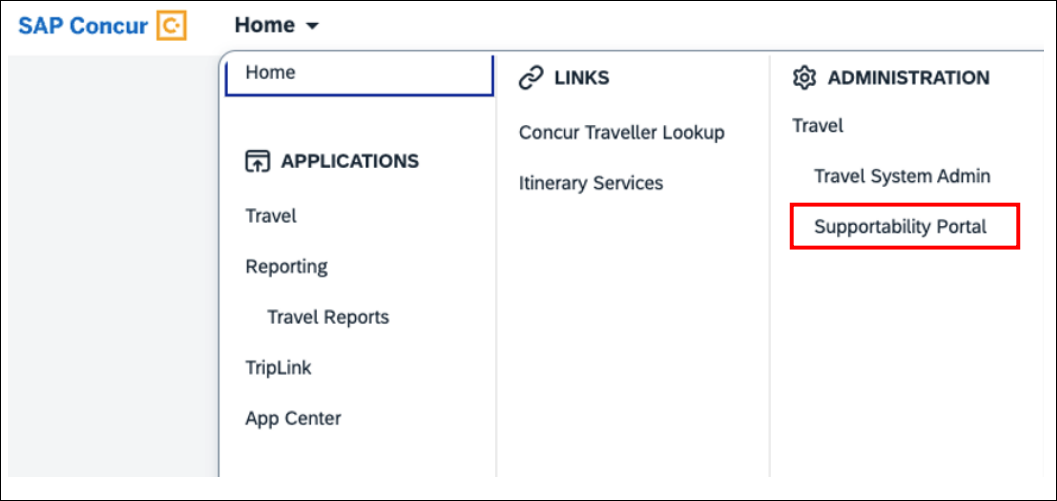
With this release, SAP Concur introduces the **Supportability Portal** for TMCs. In this portal, TMCs can have more independence in troubleshooting issues with the new Concur Travel experience.

##### User/Customer Benefit

This change is being made to provide TMCs with the ability and autonomy to troubleshoot issues related to the new Concur Travel experience.

#### TMC Experience

To access the new **Supportability Portal** in Concur Travel, click **Home** > **Administration** > **Supportability Portal**.

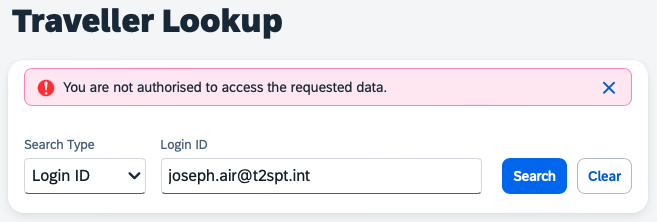


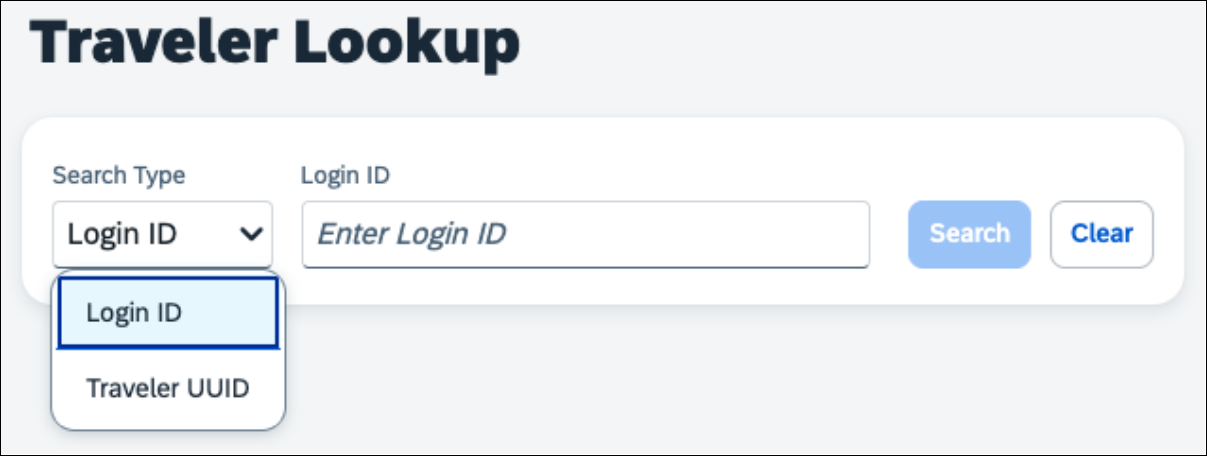
Users will have access to three tools: **Traveler Lookup**, **Trip Lookup** and **Service Log**.

##### Traveler Lookup

Traveler information is only displayed if the TMC has access to the traveler’s company configuration.

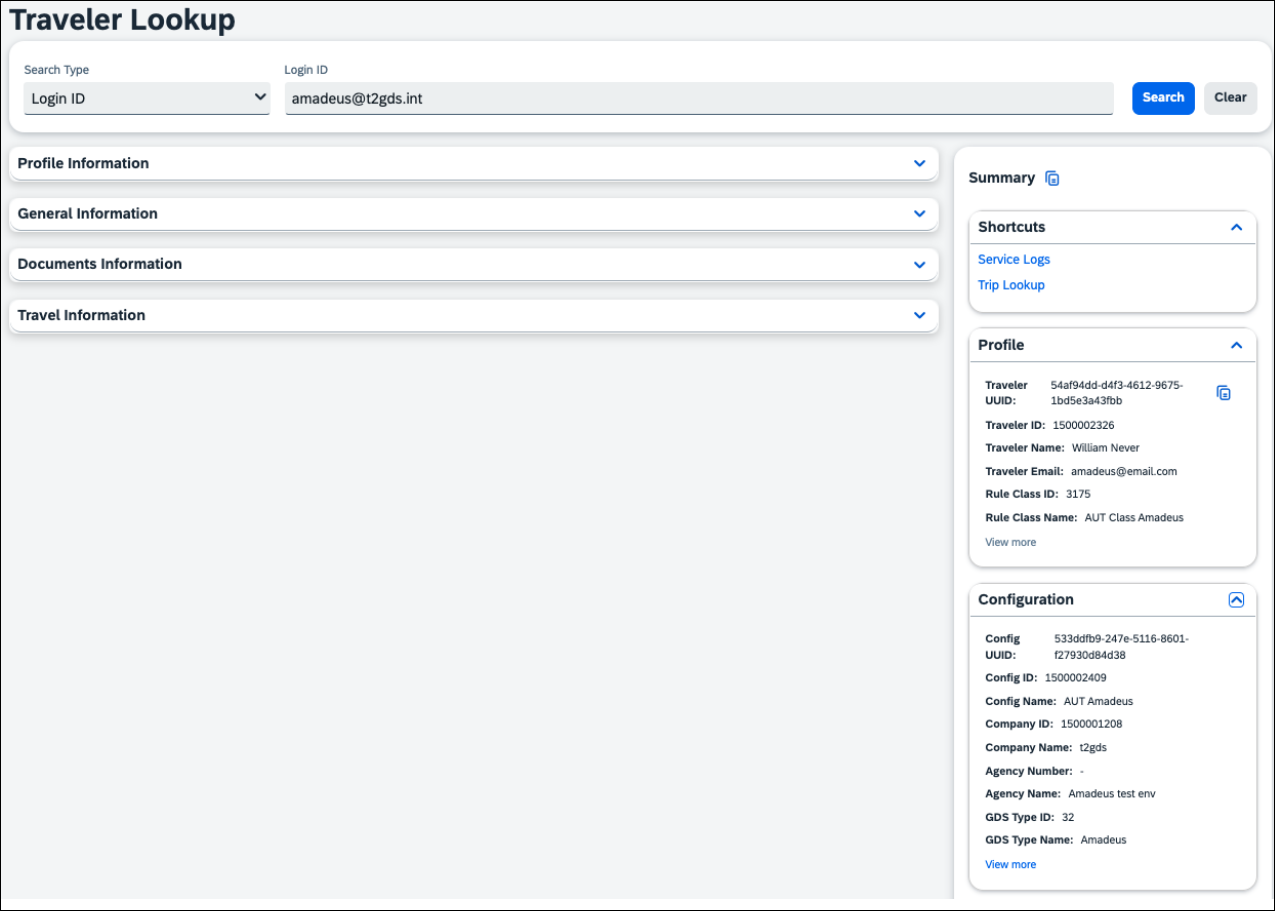
If the Traveler does not belong to a company configuration that the TMC supports, an error is displayed, and traveler information is not shown.



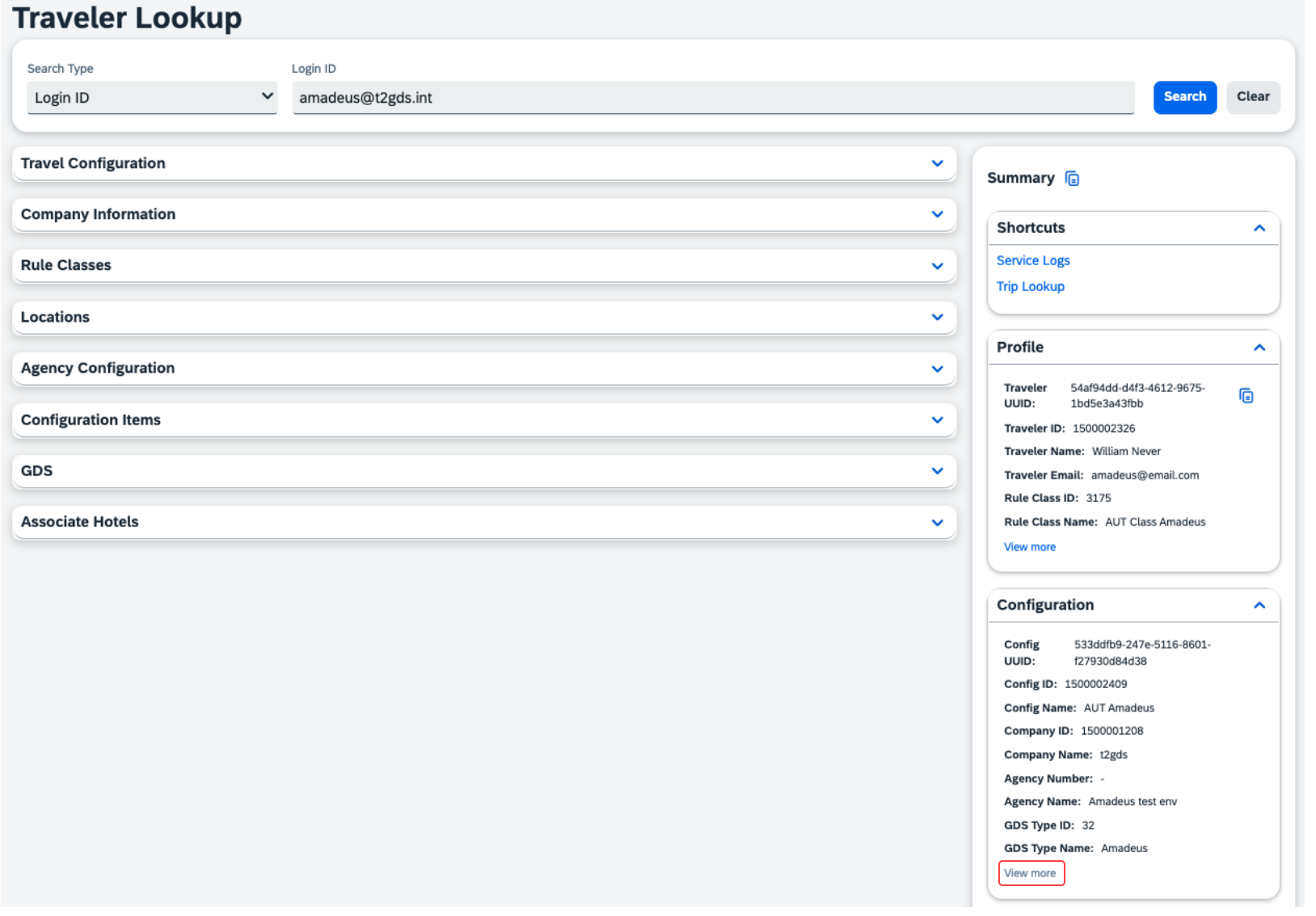


Users can search for a traveler by using the traveler’s **Login ID** or **Traveler UUID**.

The Traveler Lookup feature displays four sections: **Profile Information**, **General Information**, **Documents Information**, and **Travel Information.**



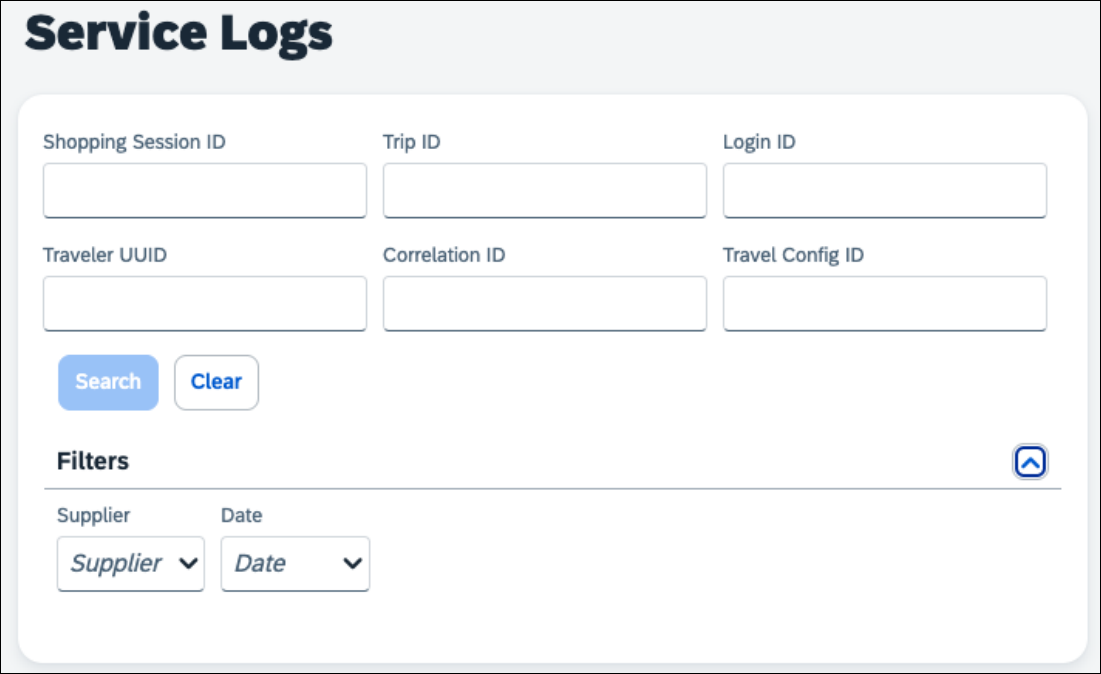
In the **Summary** pane, under **Configuration**, click **View More** to display more detailed information about the traveler. This includes **Travel Configuration**, **Rule Classes**, and **Agency Configuration**.



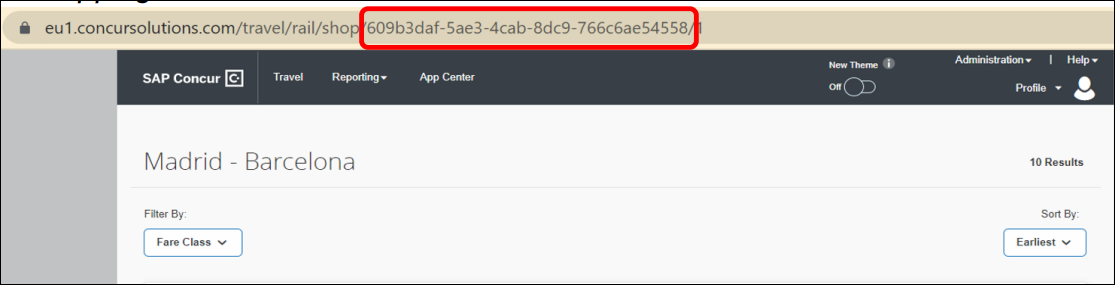
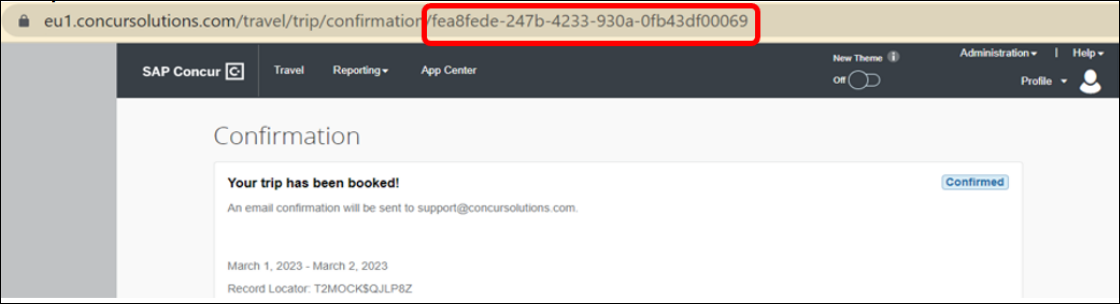
##### Service Logs

**Service Logs** is a tool created to troubleshoot GDS and direct connect content (such as Renfe, Hertz, or Sixt) transactions in the new Concur Travel Experience. Searches can be made using free text fields or by using the **Supplier** and **Date** filters (either singularly or combined).

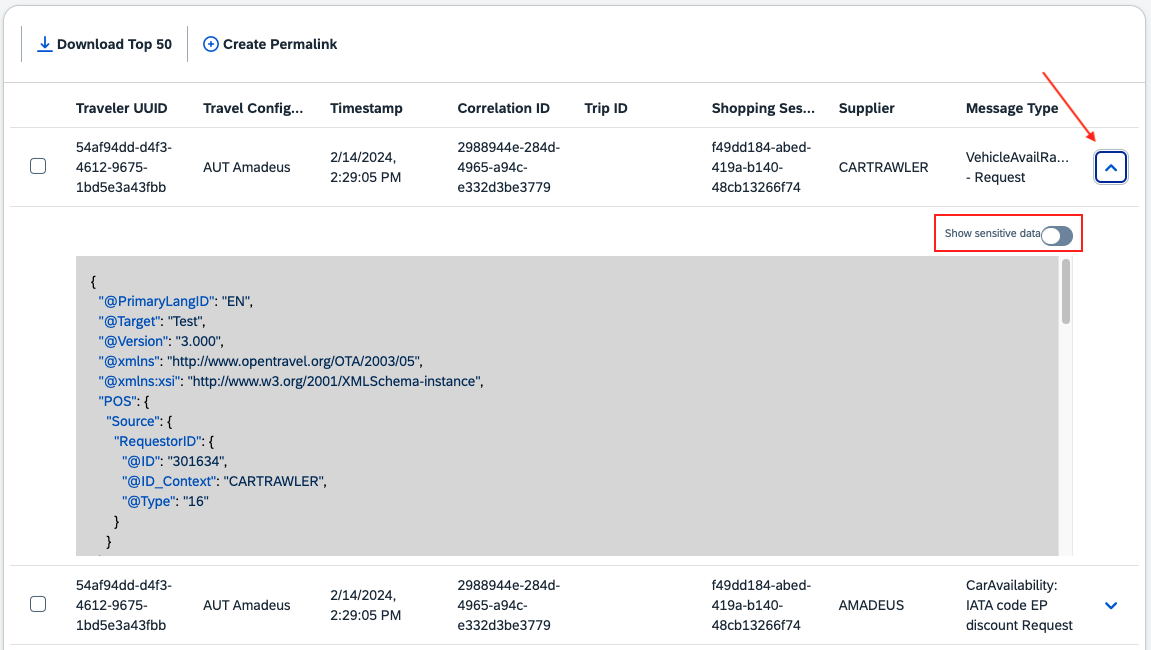
1. Free text fields are case sensitive.
2. Transactional logs are available for 30 days.



Parameters can be located throughout the user interface.

* **Shopping Session ID**: located at the end of the URL of the search results page, at the end of the URL:  
    
  
* **Trip ID**: located at the end of the URL of the **Confirmation** page:   
    
  
* **Login ID**: not displayed within the user interface; please request this information from the user directly.
* **Traveler UUID**: not displayed within the user interface; this parameter is for SAP Concur internal use only.
* **Correlation ID**: not displayed within the user interface; this parameter is for SAP Concur internal use only.

To display the results based on your parameters, click **Search**. To open the log, click the individual line. SAP Concur automatically hides sensitive data; to display this information, click the **Show sensitive data** toggle.



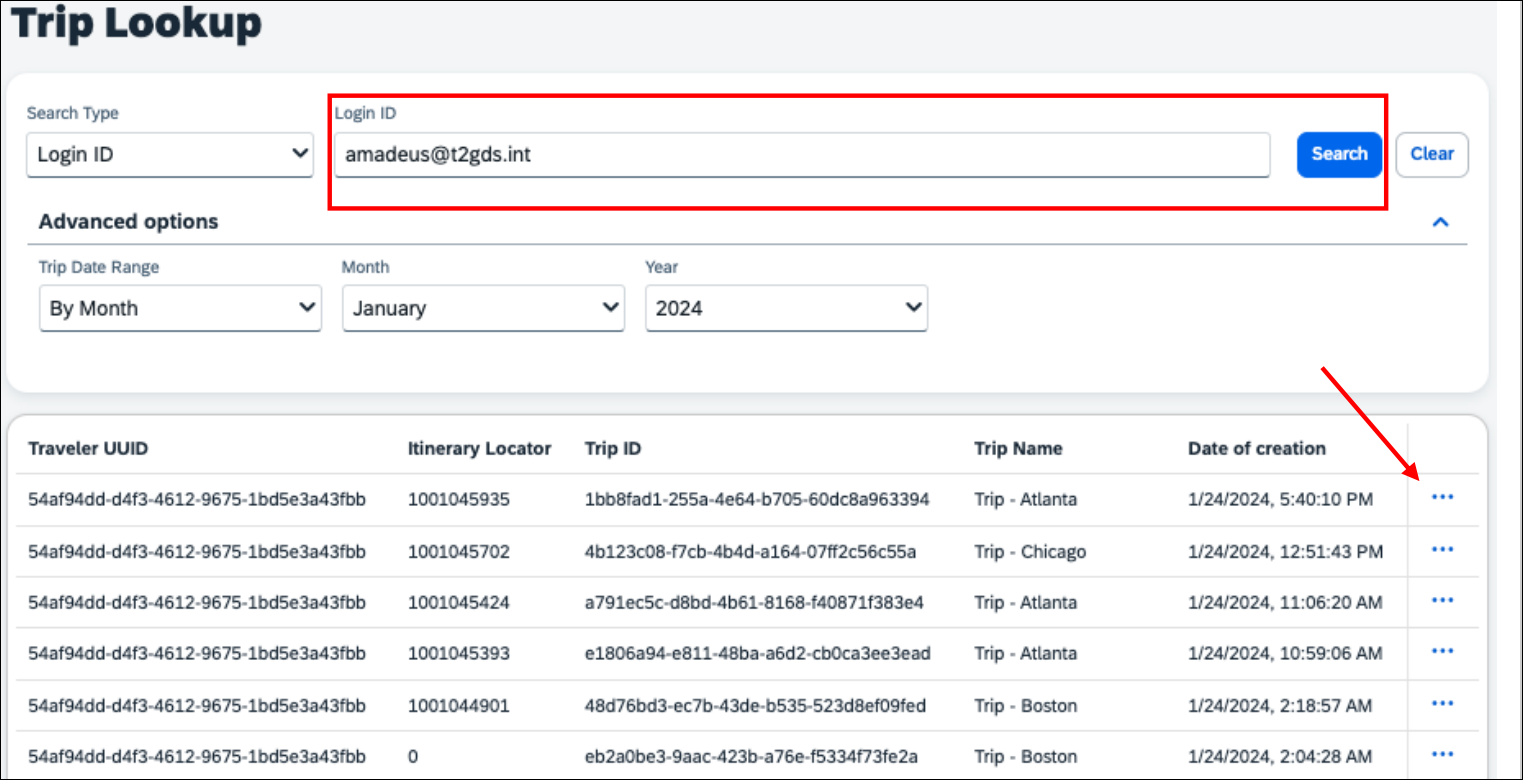
To see the first 50 logs based on your search, click **Download Top 50**.

To generate a link that will allow you to access the log, click **Create Permalink.** Logs are available for six weeks from the date of creation.

##### Trip Lookup

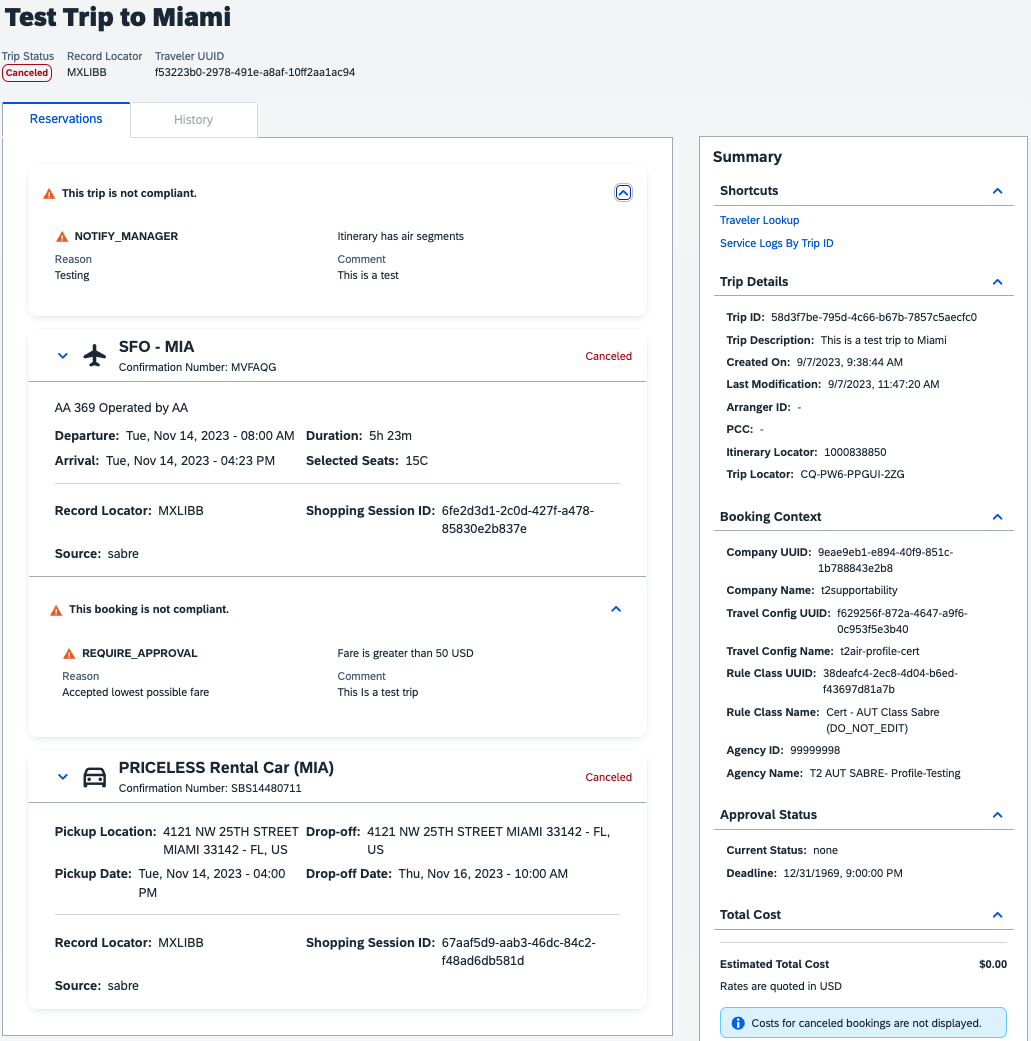
The **Trip Lookup** feature includes five search option:

* **Login ID** and the **Trip Date Range** filter
* Traveler UUID and the **Trip Date Range** filter
* Record Locator (PNR)
* Itinerary Locator
* Trip ID



To display the results of your search, click **Search**. To view **Trip Details**, click the ellipsis located to the right of each search result.

Click each trip to display further details of the trip, including **Approval Status** and **Total Cost**.



#### Configuration for Professional Travel

No activation is required. The Supportability Portal is available to all TMCs. Every user who has the TMC role will have access to the **Supportability Portal** link.

# Planned Changes

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

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

## Administration

### \*\*Planned Changes\*\* New Concur Travel Experience: Choose Your Rule Class Tied to Same Agency Setting (Professional Edition Only)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 9, 2024 | -- | April 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 | |  | UI impact |
|  | China Data Center | |  | File finishing impact |
|  | All data centers | |  | Profile/Profile API/3rd Party XML Sync Impact |
| **Affected Documentation** | | | | |
| TSGs | | Approvals, Rules, and Classes/Policies Travel Service Guide | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | |  | | |

#### Overview

In the upcoming April release, administrators can allow users to select a rule class tied to the same agency. This will allow customers who currently have this setting enabled in their legacy Concur Travel experience to migrate to the new Concur Travel experience.

##### User/Customer Benefit

This setting users to select which rules are best suited for the trip that they are booking.

#### Configuration for Professional Travel

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

### \*\*Planned Changes\*\* New Concur Travel Experience: Travel Policy Updates on Review & Book and Finalize Pages

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 9, 2024 | -- | 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) | | |
|  |  | **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

The Travel Policy section on the **Review and Book** and **Finalize** pages indicates the specific policy that is violated for bookings and trip itinerary, respectively. The following updates will be included in this release:

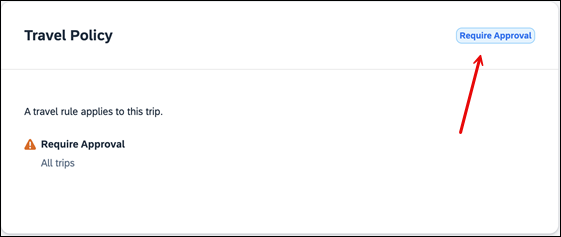
* Removal of existing banner on both pages. This banner is no longer necessary as it does not provide other information than what is already shown in the Travel Policy section.
* A visual indication of the most severe policy violation in the Travel Policy section so that the traveler can quickly identify the rule action for that booking or itinerary.

##### User/Customer Benefit

The user can work with a simplified user experience with immediately visible warnings or messages that require their attention.

#### End-User Experience

In the Travel Policy section, the user will see a user interface component resembling a blue pill with text. For example:



#### Configuration for Professional Travel

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

### \*\*Planned Changes\*\* New Concur Travel Experience: Concur Travel and Request Integration Book Then Approve Support

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **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 | | 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 | | |
| Other | |  | | |

#### Overview

There are different integration process flows available between Concur Request and Concur Travel. One of the existing workflows in legacy Concur Travel is the integrated “Travel-to-Request Book then Approve”: The user begins by booking their trip in Concur Travel, the system then places reservations on hold that require ticketing where possible (for example, non-direct ticketing GDS air, SNCF French rail reservations), and then the reserved travel segments populate the segments area of an automatically created request.

There are two setup options for the creation of a request based on a Concur Travel booking:

* Always create Request (for every booking)
* Create Request based on rules (only for bookings that require approval per travel policy setup)

In the March release, this functionality will be supported for all verticals in the new Concur Travel experience.

To support feature parity with the legacy Concur Travel experience, the following enhancements will be made:

* Require Passive approval rules will behave as Active Approval rule for Request: If a Concur Request was created for a Require Passive approval rule violation and the approval deadline has passed, Concur Travel will not confirm the trip if the Request approver has not taken action. Instead, the trip will be sent for cancelation.
* When Concur Travel sends a trip for cancelation, the trip may or may not be cancelable. When the trip is not cancelable, Concur Travel will instead auto-complete the trip.
* Booking Switch, when enabled, will be evaluated at the Concur Travel Home page and in the Edit search or Search again pages.

Limitations:

* Enforce Online/Offline will not be supported. The user will be re-directed to the legacy Concur Travel experience.
* Approve then Book will not be supported. The user will be re-directed to the legacy Concur Travel experience.
* Offline PNR update support is limited to the support in new Concur Travel experience.

##### User/Customer Benefit

Customers will be able to book Concur Travel with associated, actionable Concur Requests.

#### Configuration for Professional and Standard Travel

Follow the procedures for accessing the travel configuration page through the Travel System Admin. When you click the **Enable Request Integration** check box, a list of options appears:

* Always Create Request: A request is always created, regardless of travel rules.
* Create Request Based on Concur Travel Rules: If a rule using the "Require Approval" enforcement level is broken, then a request is required. If no rules using the "Require Approval" enforcement level are broken, then the process of creating a request is bypassed and the trip is sent directly to ticketing.

1. NOTE: Any rules that are broken that use other levels of enforcement (Require Passive Approval, Notify Manager, etc.) will not redirect the user to a request.

To enable the Concur Request integration, refer to the steps provided in the *Concur Travel System Admin Guide*. For the relationship between Concur Request and Concur Travel approvals, refer to the appendix in the *Approvals, Rules, and Classes/Policies Travel Service Guide*. For more information about Concur Request, refer to the SAP Concur support portal.

### \*\*Planned Changes\*\* New Concur Travel Experience: Out-of-Policy Popup on Shop Pages

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 9, 2024 | -- | 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) | | |
|  |  | **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

In the upcoming March release, the out-of-policy popup message will consistently display for flight, car, hotel, and rail shop pages.

The **Allow**, **Display Message**, and **Allow/Display Message** options will present a blue information icon. Any other rule actions will display below a yellow warning icon.

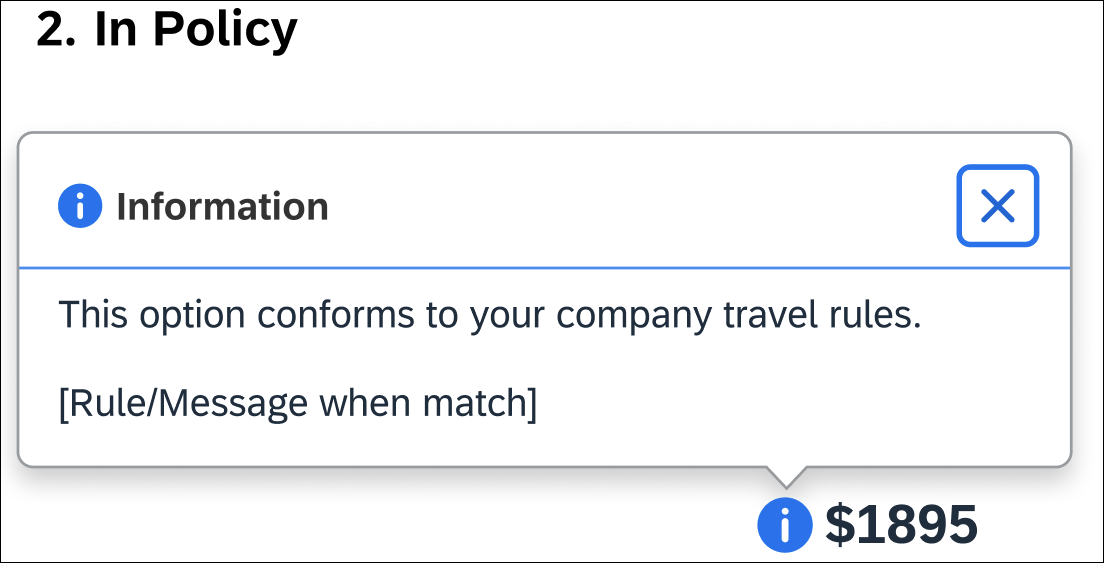
If a blue information icon or no icon displays, it means that the option is in-policy. A green checkmark icon will not display.

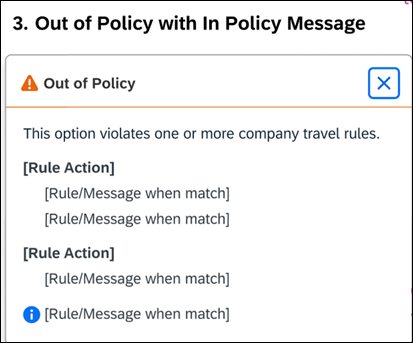
##### User/Customer Benefit

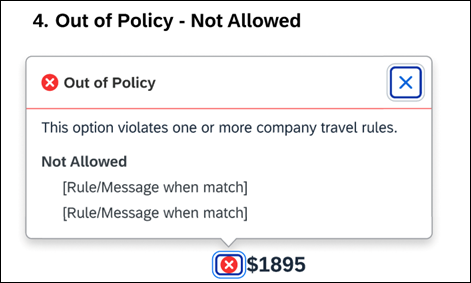
The new popup message facilitates a consistent user experience.

#### End-User Experience

Screenshots will be provided in a future release note when available. The following images are tentative designs, subject to change.







#### Configuration for Professional Travel

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

## Flight, Hotel

### \*\*Ongoing\*\* New Concur Travel Experience: Add to Trip Enhancement (Professional Edition Only)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 9, 2024 | February 27, 2024 | March – April/TBD 2024 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **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 | | All Flight and Hotel sources | | |
| 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

Beginning March 2024, Concur Travel will enhance the user experience when adding Flight and Hotel to an existing Trip. In an upcoming release, these changes will also be available for Car and Rail.

A new modal will be available when adding a new Concur Travel experience booking to another new Concur Travel booking. When adding a new Concur Travel experience booking to a legacy Concur Travel booking, the regular webpage will display. The options presented to users in the dropdown will be enhanced as described in the user experience section of this release note. Concur Travel will only pre-populate a dropdown value when the trip contains only a single booking.

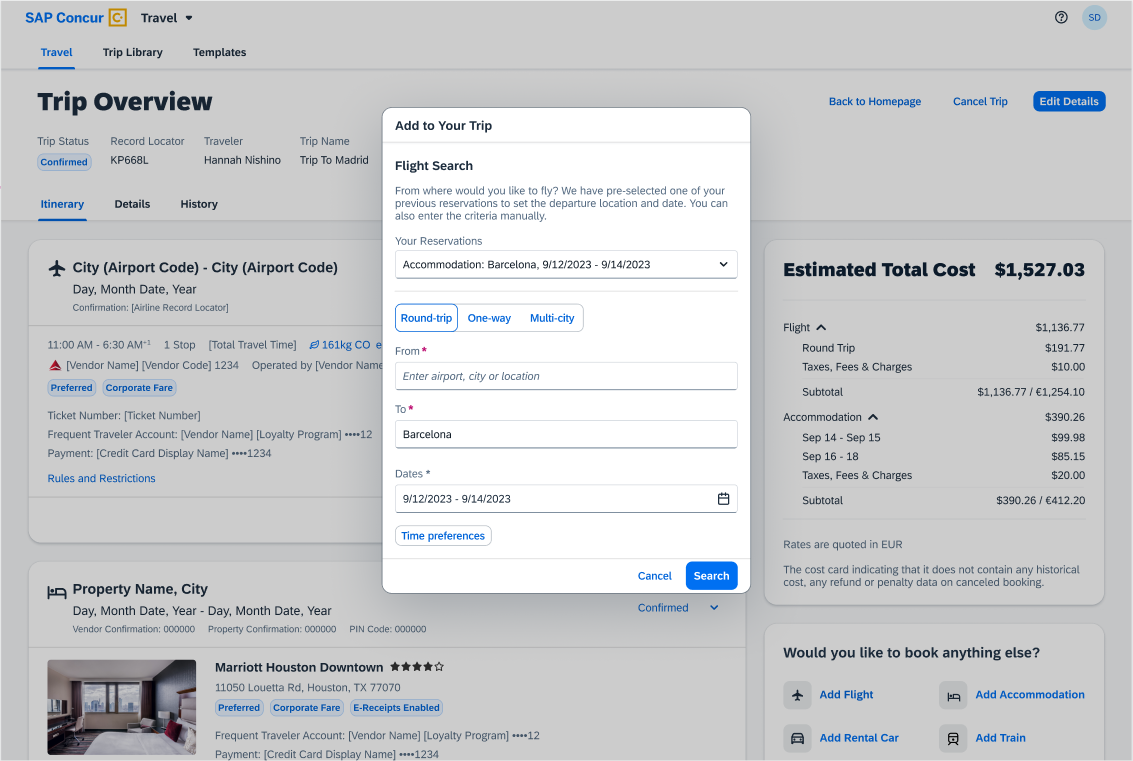
##### Phases

This feature will be released in phases:

|  |  |
| --- | --- |
| Phase | Date of Release |
| Phase 1:   * Hotel data to be added to the dropdown; no changes to existing user interface. | March 2024 |
| Phase 2:   * Flight data to be added to the dropdown * New UI modal available when adding New Concur Travel experience for Flight or Hotel content to a New Concur Travel experience trip | April 2024 |
| Phase 3:   * Car and Rail data to be added to the dropdown. | TBD |

##### User/Customer Benefit

The user will see more helpful details when adding Flight and Hotel to an existing trip.



#### End-User Experience

When adding a new segment to a trip, the dropdown will show the following options in chronological order:

**Flights**: If the trip includes flights, the user will see the following for each out or inbound segment:

* Flight Departure (Departure date, Departure time, Departure airport location)
* Flight Arrival (Arrival date, Arrival time, Arrival airport location)

**Hotel**: If the trip includes accommodations, the user will see the following:

* Hotel check-in (Check In date, Check Out Time, Hotel location)
* Hotel check Out (Check out date, Check out Time, Hotel location)

**Rail**: If the trip includes rail, the user will see the following for each out or inbound segment:

* Rail departure (Departure date, Departure time, Departure train station location)
* Rail arrival (Arrival date, Arrival time, Arrival train station location)

**Car**: If the trip includes rental car, the user will see the following:

* Car pick-up (Pick up date, Pick up time, Pick up location)
* Car drop-off (Drop off date, Drop off time, Drop off location)

If the trip has only one reservation, depending on the vertical included in the trip, one of the following will be displayed:

* Flight: Arrival (of the outbound flight)
* Hotel: Check out
* Car: Drop-off
* Rail: Arrival (of the outbound train)

#### Configuration for Professional and Standard Travel

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

## Flight

### \*\*Planned Changes\*\* New Concur Travel Experience: Update to Round Trip Pricing (Professional Edition Only)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 9, 2024 | -- | March 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

With the March release, Concur Travel will update the way prices for round trips are displayed. Currently, users sometimes see negative pricing when booking a round trip. SAP Concur will adjust the way these fares are shown to provide a more enhanced user experience.

##### User/Customer Benefit

This change is being made to eliminate confusion in the round-trip booking process and to avoid any manual calculations for the end user.

#### End-User Experience

The current fares for round trip searches in Flight will change to show prices as a round trip total on both the outbound and return results. This will provide more transparency so customers will know exactly what price is being charged for their trip.

Currently, if an inbound trip is more expensive than an outbound trip, the difference in the two fares displays, instead of the price of the fare. If there is no price difference, the price displays as a zero value. If the price is less that, the difference displays as a negative value.

With this change, the total fare will automatically be updated to reflect the total fare.

#### Configuration for Professional Travel

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

### \*\*Planned Changes\*\* New Concur Travel Experience: Add Vendor Preference and Corporate Rate to Post Booking Flow (Professional Edition Only)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 2024 | -- | March 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

Targeted for the March release, Concur Travel plans to display the **Corporate Rate** label and **Preferred Vendor** label for Flight. These changes will be visible on the **Review and Book, Finalize** and **Trip Overview** pages. These labels will also display on e-mails received once a booking is finalized.

##### User/Customer Benefit

This change is being made to remind the user which type of rates and vendors were booked, and it will provide a more consistent user experience across the booking process.

#### End-User Experience

Once the search for flights is completed, the user will then see the **Corporate Rate** and **Preferred Vendor** labels on the last pages of the booking flow and also in the post booking e-mails received. These labels will appear on the **Review and Book, Finalize** and **Trip Overview** pages.

#### Configuration for Professional Travel

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

### \*\*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 | February 9, 2024 | March 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 March 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.

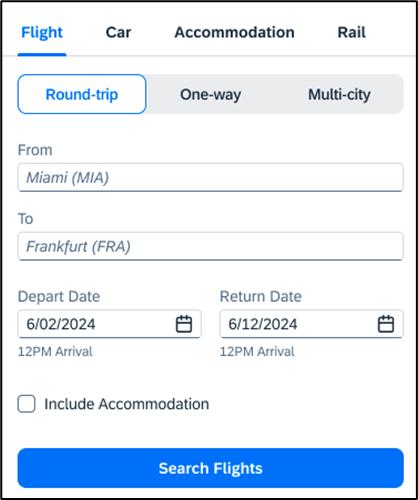
##### User/Customer Benefit

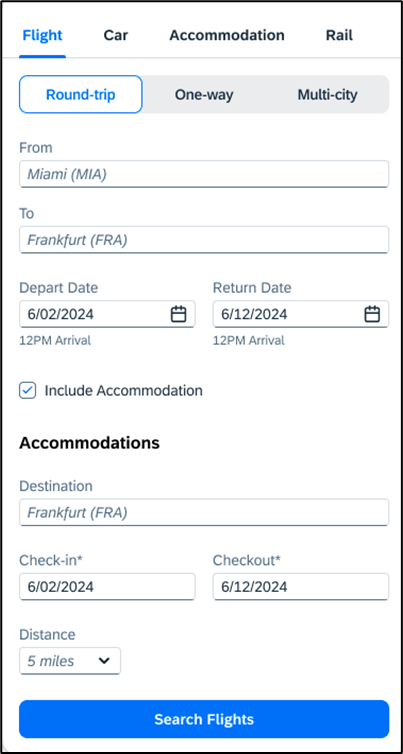
Upcoming changes to the Concur Travel user interface will help minimize the number of steps required to complete the trip booking process.

#### 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. If clicked, 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**. Previously, the user was redirected to **Finalize** page and had the option to **Add Accommodation**. With this change, after the **Book and Continue** page, the user interface will immediately display the accommodations results.

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 with both bookings.

1. 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.

1. 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.

## Hotel

### \*\*Planned Changes\*\* New Concur Travel Experience: Support for Per Diems (Professional Edition Only)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 23, 2024 | -- | March 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 | | Sabre | | |
| 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 | | Travel System Admin Guide | | |
| Other | |  | | |

#### Overview

Targeted for the March release, the new Hotel experience will include support for Per Diems, or daily allowances, for both Concur Travel only and Travel and Expense users.

##### User/Customer Benefit

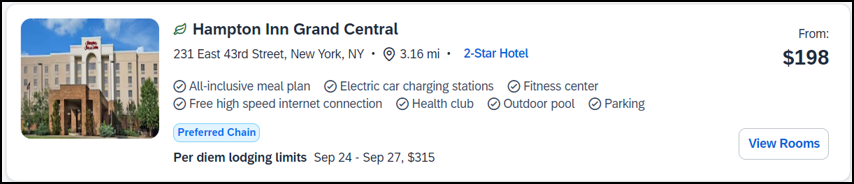
Travel managers can use per diems to ensure that their travelers are not spending more than what has been deemed appropriate for a given location. By implementing travel policies based on per diem rates, travel managers can save travel spend by leveraging data the government uses to estimate location-based hotel room rate value.

#### End-User Experience: Search Results

If the **Display per diem rates with individual hotel selections** configuration setting is selected, the **Search results** page will include the per diem lodging limits for the property location together with the dates the per diem rate is applicable.

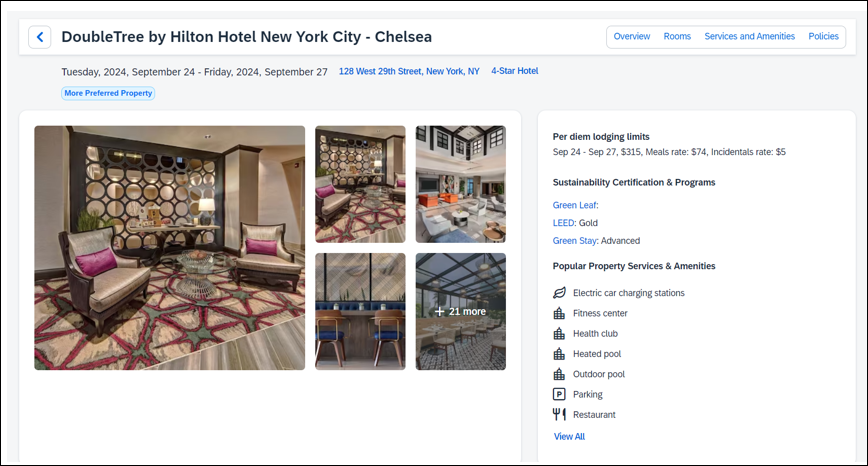
1. This configuration setting will apply to all users whether they are Concur Travel only or Travel and Expense.





#### End-User Experience: Hotel Details

The **Hotel Details** page (as shown next) displays the Per Diem rate plus the Meals and Incidentals rates when applicable, at the top of the page.



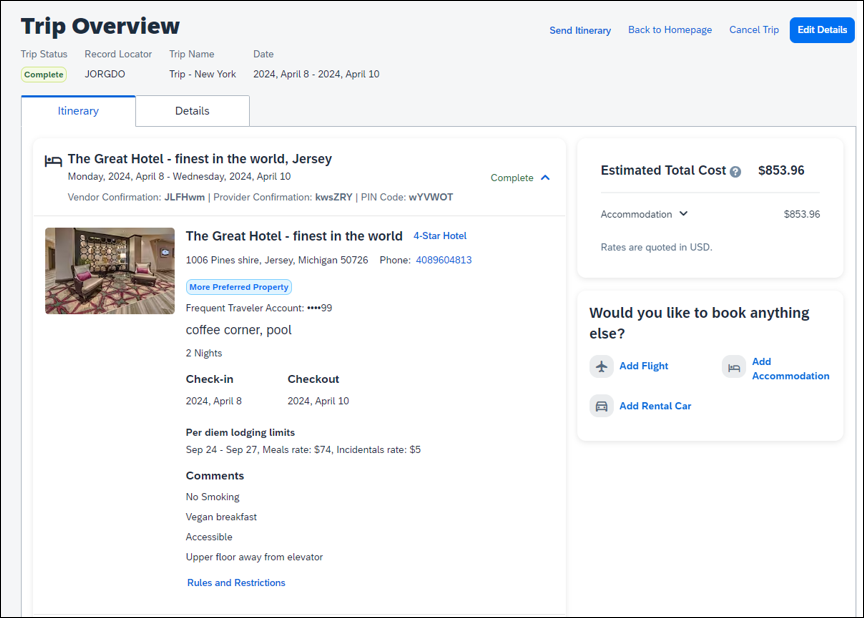
#### End-User Experience: Review and Book

The **Review and Book** page will display the Per Diem rate plus the Meals and Incidentals rates when applicable, at the bottom of the Hotel section.



#### End-User Experience: Trip Overview

The **Trip Overview** page will display the Per Diem rate plus the Meals and Incidentals rates when applicable, at the bottom of the Hotel section.



#### End-User Experience: Per Diem Policy Rules

There are two policy rules that use Per Diems:

* Travel only users:

Hotel Rate is [condition] the government location based per diem rate [plusMinus] [money] [currencyOrPercent]

* Travel and Expense users:

Hotel Rate is [condition] the government hotel level based per diem rate [plusMinus] [money] [currencyOrPercent]

Each hotel rate will be marked in or out of policy, depending on how the travel per  
diem rule has been configured.

#### Configuration for Professional Travel

For more information on the per diem rates option, refer to the *Configuring a Company* section in the *Travel System Admin Guide*.

### \*\*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 | February 9, 2024 | March 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 | | 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.

##### 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

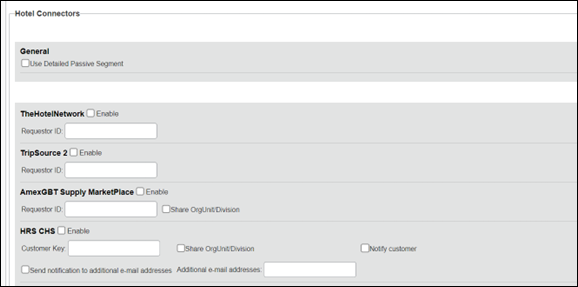
##### Custom Hotel Source Providers

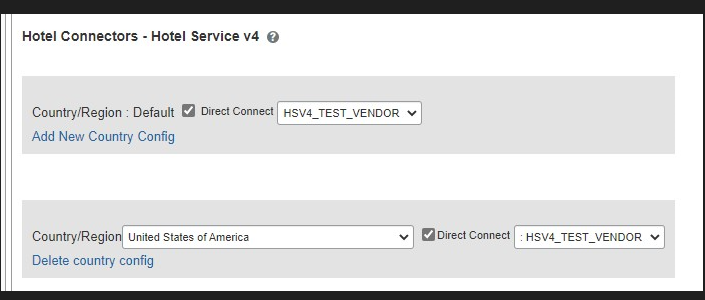
For customers interested in using Custom Hotel Source providers as their source for hotel content, re-enablement is required.

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

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.

1. 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).
2. The administrator will be able to select the default connection type within the new section.





##### Passive PNR for Direct Content

1. To configure:
2. Go to **Administration > Travel** (on the sub-menu) **> Travel System Admin** and select the desired client travel configuration.
3. Depending on your permissions, the page may appear immediately after you click **Administration** or **Travel**.
4. On the **Travel Configuration** page, under **GDS PNR Options,** go to the activation checkboxes.
5. 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.

## Miscellaneous

### \*\*Planned Changes\*\* New Concur Travel Experience: Improved Translations for Airport Names

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 9, 2024 | February 23, 2024 | 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) | | |
|  |  | **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

In Concur Travel, translations for airport names will use AI programs (LLM – large language model).

##### User/Customer Benefit

Currently in Concur Travel, less than 100 airports are translated in some languages. Targeted for the March release, users will be able to see more than 5000 airports listed in all supported languages.

#### Configuration for Professional and Standard Travel

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

### \*\*Planned Changes\*\* New Concur Travel Experience: Conflict Detection

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 9, 2024 | -- | 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) | | |
|  |  | **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 the March release, Concur Travel will detect if users already have a trip booked for the dates that they have entered in the Search tool when editing the search or adding to an existing trip. If a trip is detected, the user will have the option to continue with a new booking or to abort the search.

The warning **This Trip Might Conflict** acts as a safeguard against booking errors by providing users with valuable information regarding potential conflicts. By highlighting overlapping trips in advance, users can avoid double bookings, time clashes, or any other scheduling mistakes that may occur when planning and managing their trips.

##### User/Customer Benefit

Users may be unaware that a travel arranger has already booked a trip for them. Concur Travel will provide users with the ability to stay informed when a conflict arises so that they can avoid unnecessary duplicate booking and scheduling conflicts.

#### End-User Experience

If an overlapping trip is detected, a message prompt will ask the user if they want to proceed. If they click **Continue**, they can proceed and book the overlapping trip. If they click **Cancel**, they are returned to the search.

#### Configuration for Professional Travel

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

### \*\*Planned Changes\*\* New Concur Travel Experience: Market Eligibility Expansion (Professional Edition Only)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 9, 2024 | -- | March 26, 2024 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

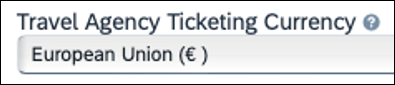
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** |   **Edition** | | |
| X |  | **On:** Impacts ***end users*** who use this feature/vendor; no configuration/setup by agency/ admin; cannot be turned OFF (example: new icons or rate display) | | |
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|  |  | **Other:** Refer to the release note below | | |
|  | X | **Does not apply to this edition** | | |
| **Source** | | | | |
| GDS | | Sabre, Sabre NDC | | |
| Direct Connect | | Car Connector, CHS Hotel Connector, UK Rail via Trainline, Spanish Rail via 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 | |  | | |
| Other | |  | | |

#### Overview

Targeted for March 26, 2024, SAP Concur plans to expand the new Concur Travel experience to new markets beyond the United States. These markets are determined by the **Travel Agency Ticketing Currency**. If this is set to Canada, Mexico, UK or Ireland then the configuration will be eligible for the market expansion.

1. Configurations set to European Union instead of a specific country will not be eligible. To avoid this, while the currency can still be set to Euros, a specific country can also be selected.





##### User/Customer Benefit

Customers outside the United States will soon have access to the new Concur Travel experience. While they will still have control over when they choose to enable, the Flight, Car, Hotel and Rail experiences will be available for Sabre and Amadeus GDS based on regional timelines.

#### End-User Experience

End-users can enable the new Concur Travel experience based on a targeted rollout plan. The planned market expansion schedule is as follows:

##### North America

* Sabre: Canada and Mexico will be enabled by March 26.
* Amadeus: US, Canada, and Mexico will be enabled by June 25.

##### EMEA

* Sabre: The UK and Ireland will be enabled by March 26.
* Amadeus: The UK and Ireland will be enabled by June 25.
* Sabre and Amadeus: France, Germany, Spain, Portugal, Italy, Austria, Switzerland, Belgium, Netherlands, and Luxembourg will be enabled by June 25.

#### Configuration for Professional Travel

Administrators with the Company Admin permission can navigate to the **Manage New Concur Travel Experience Preferences** page to opt out if they choose not to participate in this round of market expansion. This can be done at the configuration level (country or market) or at the individual Flight, Rental Car, or Hotel level by clicking the configuration under the **Company Level Preference** section.

### \*\*Planned Changes\*\* Profile Enhancement for Gender Inclusivity

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| January 2024 | February 9, 2024 | March 22, 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

Targeted for March 22, 2024, 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.

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 also check their reservation for required changes a few days before the trip.

1. Some providers may respond with an error when Concur Travel sends an unsupported gender to them. In such cases Concur Travel will not be able to proceed with the booking and will inform the user of the error.

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.

1. 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.

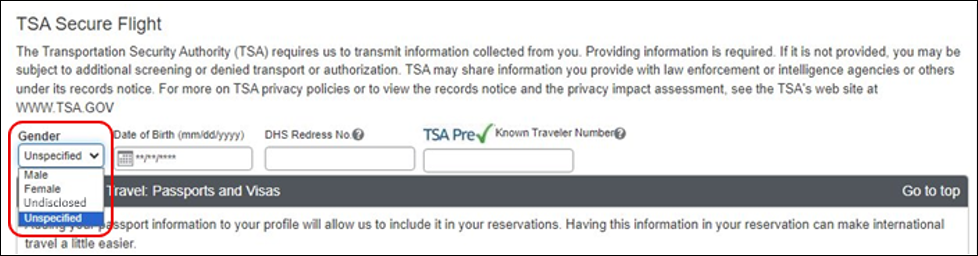
* **Concur Travel will not monitor or act on any SSR messages rejected by the airline. Customers will need to seek a mid-office solution if they wish to automate monitoring for these SSR messages.**

##### User/Customer Benefit

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

#### 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\*\* 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. | | |

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| --- | --- | --- | --- | --- |
| **Prof** | **Stan** |   **Edition** | | |
|  |  | **On:** Impacts ***end users*** who use this feature/vendor; no configuration/setup by agency/ admin; cannot be turned OFF (example: new icons or rate display) | | |
|  |  | **Available** **for use:** No impact to ***end users*** unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline) | | |
| X | X | **Other:** Refer to the release note below | | |
|  |  | **Does not apply to this edition** | | |
| **Source** | | | | |
| GDS | |  | | |
| Direct Connect | |  | | |
| **Other** | | | | |
|  | EMEA Data Center | |  | Scan impact |
|  | North America Data Center | |  | UI impact |
|  | China Data Center | |  | File finishing impact |
|  | All data centers | | 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: Unspecified and Undisclosed.

1. Partners must update their systems 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.

### \*\*Planned Changes\*\* New Concur Travel Experience: Meeting Match Redirect to Meeting During Booking Workflow

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 9, 2024 | -- | March 2024 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

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| **Prof** | **Stan** | Å Å **Edition** | | |
| X |  | **On:** Impacts ***end users*** who use this feature/vendor; no configuration/setup by agency/ admin; cannot be turned OFF (example: new icons or rate display) | | |
|  |  | **Available** **for use:** No impact to ***end users*** unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline) | | |
|  |  | **Other:** Refer to the release note below | | |
|  | 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 | | Third-Party Meeting Registration Travel Service Guide | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | |  | | |

#### Overview

Targeted for the March release, New Concur Travel experience user will be presented with a choice when a meeting match is detected upon search for a flight, rail, hotel, or rental car. They can either confirm that the trip is not applicable to any of the presented meetings and continue with their booking in the new experience or select one of the presented meetings and continue with the redirect to the meeting workflow using the legacy experience of Concur Travel.

The check for meeting matches will occur for new trips only, when created. If the user does any of the following, the check will not be invoked again, and no popup detection messages will be shown:

* searches again (with a rail search)
* edit a flight, rail, hotel, or rental car search or
* add to an existing trip with flight, rail, hotel, or rental car

##### User/Customer Benefit

New Concur Travel experience users will be offered the flexibility to use the booking workflow in the new experience and still work with the matching meeting detection feature that is available in the legacy Concur Travel experience. A redirect to the legacy experience will only be necessary if a matching meeting is detected.

#### End-User Experience

After a user begins the search, if a meeting match is detected based on the location and dates of the search, the user will see a popup message about the detection.

1. The location that displays next to the meeting name in the dropdown list is the same as the **Location Name** entered by the administrator in the **Group Meeting Creation** admin page.
2. The dates that display for each meeting line item in the dropdown are the same as the **Start Date** and **End Date** information entered by the administrator in the Group Meeting Creation admin page. The dates used for the meeting match check are the dates entered in the **Matching Start Date** and **Matching End Date** fields on the **Group Meeting Creation** admin page.

##### NO Meeting Match

If the user confirms that the presented meetings are not applicable, the popup message will close, and the page will automatically redirect to the next page in the booking workflow within the new experience.

##### Meeting Match

If the user selects one of the presented meetings from the dropdown list, they can then click **Continue booking**. The page will redirect to the meeting workflow, available in the legacy experience for Concur Travel.

Important notes to consider with the redirect and flight search:

* If a round trip flight search matches a meeting, the user will be redirected to the flight results page in the legacy experience.
* If a one-way flight search matches a meeting, the user will be redirected to the **Flight Information** page in the legacy experience. If the meeting configuration does not allow users to book a one-way flight to the meeting, the user must enter data for the return flight there.

Important note to consider with the redirect and rental car or hotel search:

* If a rental car or hotel search matches a meeting, and the meeting admin does not allow rental car or hotel to be booked for the meeting, the user will be redirected from the new experience **Search** tab to the **Flight Information** page in the legacy experience and the meeting booking workflow for flight.

Important note to consider with the redirect and rail search:

* If a rail search matches a meeting, the user will be redirected to the **Flight Information** page in the legacy experience and the meeting booking workflow for flight.

Important note to consider with the redirect and trip custom fields:

* If trip custom fields are configured to display at the beginning of the workflow AND at least one of those custom fields is enabled for meetings, the redirect will be to the trip custom fields page within the meeting workflow in the legacy experience, and next to the flight results page or the **Flight Information** page.

##### Conflicting Trip and Matching Meeting

If a conflicting trip AND a matching meeting are detected, two popups in a row will display. The first one displays for conflict detection, then the second for the meeting match.

#### Configuration for Professional Travel

Meetings and meeting match features can be configured through the Meeting Admin section, available from the Company Admin page or Travel tab. For more information on meeting setup, refer to the *Third-Party Meeting Registration Travel Service Guide*.

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

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| December 2023 | February 9, 2024 | March to May 2024 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

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| **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** featurewill 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.

##### Phases

This feature will be released in phases:

| Phase | Date of Release |
| --- | --- |
| Phase 1: New History tab on the Trip Overview Page.   * Trip-level events (e.g. Trip Created, Trip Cancelled, Trip Confirmed) * Stand-alone Approvals events (e.g. Trip Approved, Trip Rejected) | March 2024 |
| Phase 2:   * Booking-Specific events (e.g. Booking Created, Booking Cancelled, Booking Updated) | April 2024 |
| Phase 3:   * Approvals via Request Integration * Additional events | May 2024 |

There will be a detailed list of supported events and which information they include in next month’s release note.

1. 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.

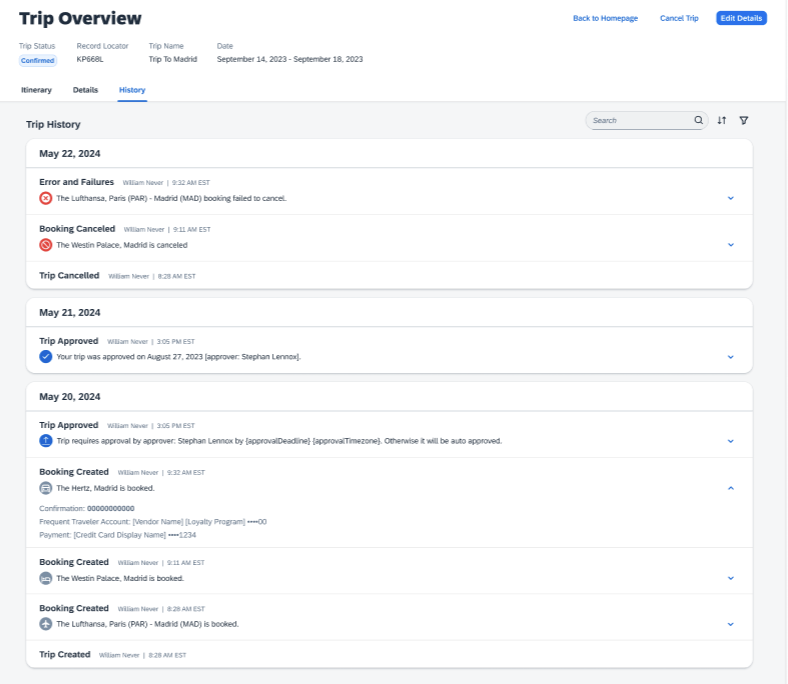
Users and arrangers will be able to see the **Trip History** tab on the **Trip Overview** page. TMCs, Support Agents, and SAP Concur representatives will be able to see the history via Support Tools, which will be included in a future release.

#### 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

1. To access trip histories:
2. On the **Trip Overview** page, click the **Trip History** tab.
3. 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.
4. To expand the content and see additional details, click the arrow icon next to the event.
5. This is a preliminary mockup. Details may change closer to the release date.



#### Configuration for Professional Travel

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

### \*\*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. | | |

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| **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.



#### Configuration for Professional Travel

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

## 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 in yellow in this release note. | | |

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| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **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 Apollo and Worldspan 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.

1. This Trainline decommission is only applicable to Apollo and Worldspan. Amadeus, Sabre and Galileo are not affected by this change.

#### 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: 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** | Å Å **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.

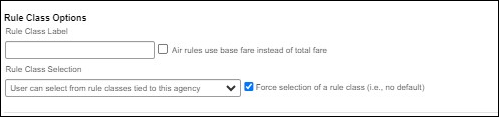
##### User/Customer Benefit

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

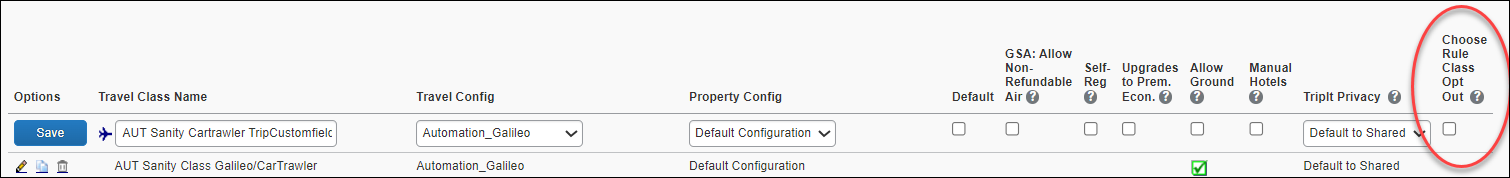
#### Administrator Experience

The administrator will be able to:

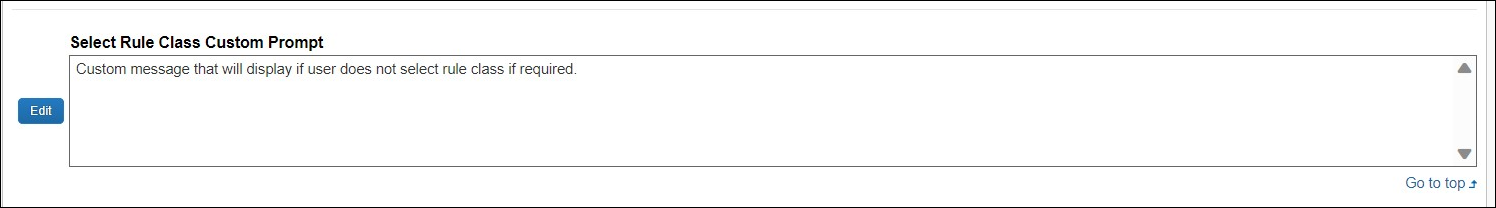
* enable the options **User can select from rule classes tied to this configuration** or **User can select from rule classes tied to same agency**.
* create a custom rule class label.
* select the **Force selection of a rule class** checkbox.



* 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.

### \*\*Planned Changes\*\* New Concur Travel Experience: Standalone Approval Enhancement (Professional Edition Only)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 9, 2024 | February 23, 2024 | April 2024 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

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| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **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 | |  | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | | Travel Services Help | | |

#### Overview

Targeted for April 2024, 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).

From April 2024, 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).

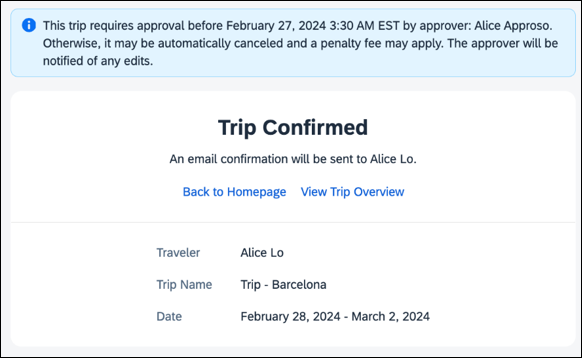
##### User/Customer Benefit

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.

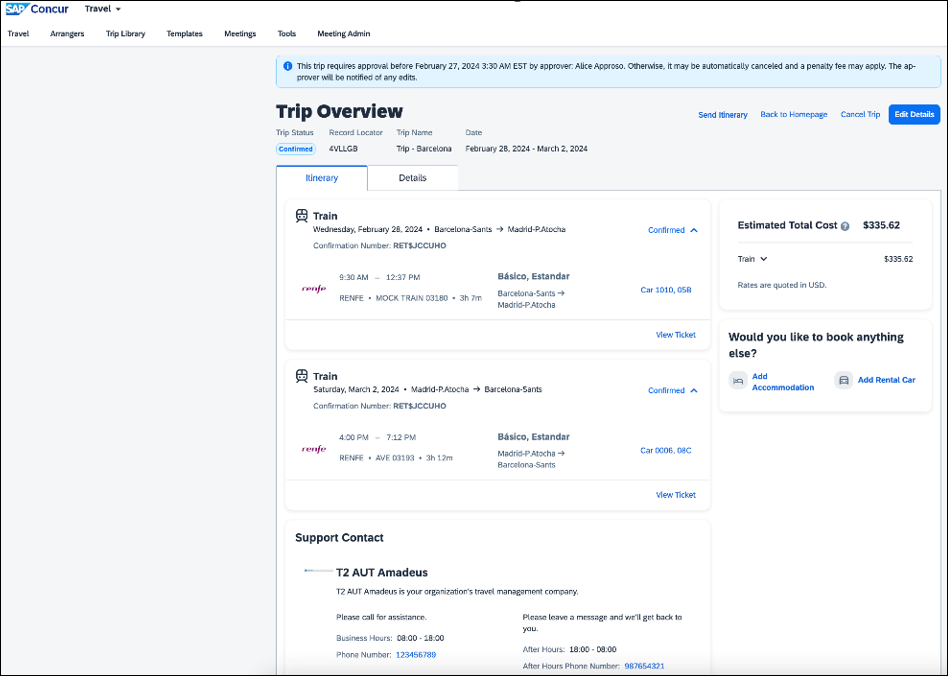
#### End User Experience

When the user books a trip that will be auto-finalized, they will see the following:

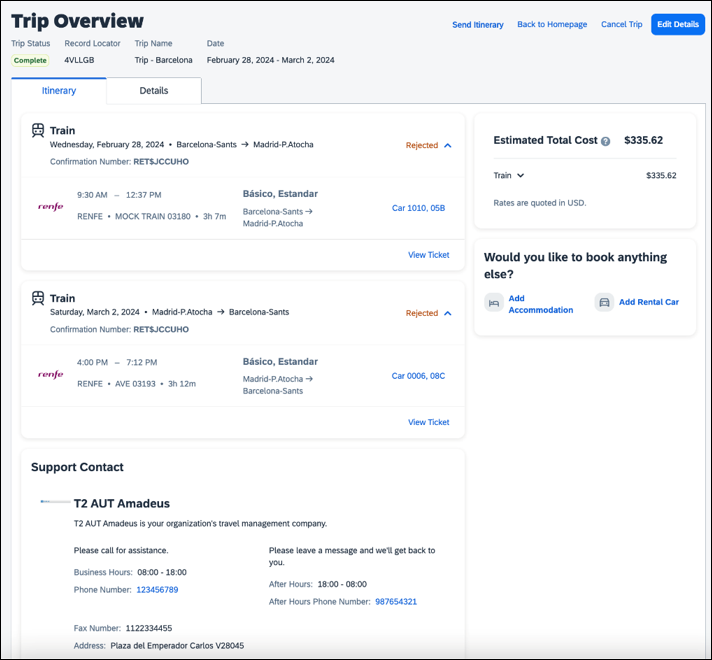
**Example: Trip Confirmation page**



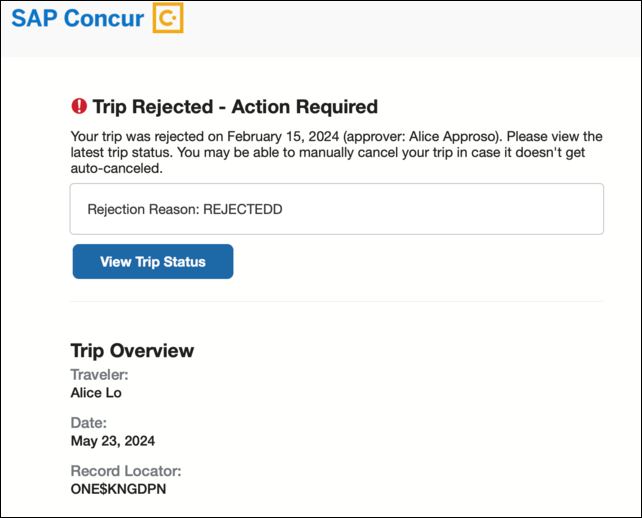
**Example: Trip Overview page before the approver rejects the trip**



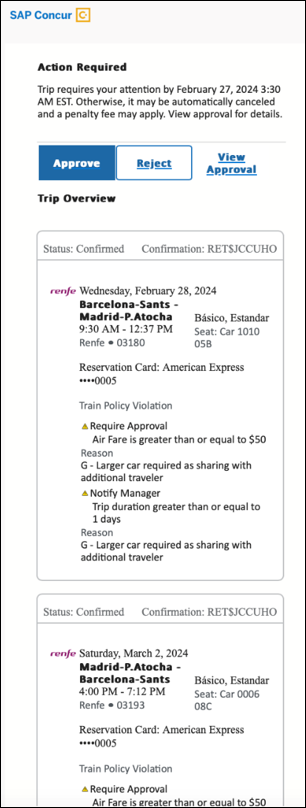
**Example: Trip Overview page after the approver rejects and the trip is auto-finalized**



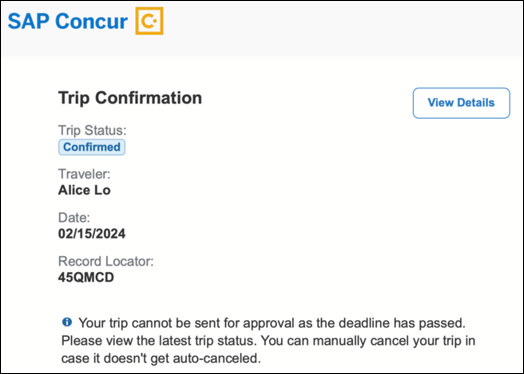
**Example: Email that the traveler receives after the approver rejects the trip**



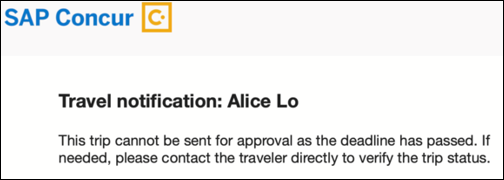
**Example: Approver email**



**Example: For same day bookings, when approval deadline is in the past at the time of booking - Traveler’s Trip Confirmation email**



**Example: Approver is notified email notification**



#### Configuration for Professional and Standard Travel

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

### \*\*Planned Changes\*\* New Concur Travel Experience: Renfe - Changes to Approval Deadline Logic (Professional Edition Only)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| December 2023 | February 9, 2024 | April 2024 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **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 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 the April 2024 release, 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 attempt to be auto-cancelled.

##### 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:

1. The soonest of either **Booking 1 Flight Deadline** or **Agency Time**, less 2 hours.
2. **Booking 2 Deadline**, less 2 hours.
3. 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.

### \*\*Planned Changes\*\* New Concur Travel Experience: Renfe - Configurable Message Boards (Professional Edition Only)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| December 2023 | February 9, 2024 | April 2024 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **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, Configurable Message Boards Travel Service Guide | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | |  | | |

#### Overview

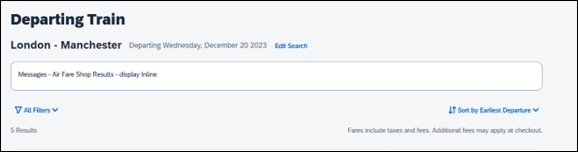
The Configurable Message Boards allow clients to influence end user behavior with dynamic, rule based, messaging. The new Concur Travel experience for Renfe Rail will support new placements with the April release.

##### User/Customer Benefit

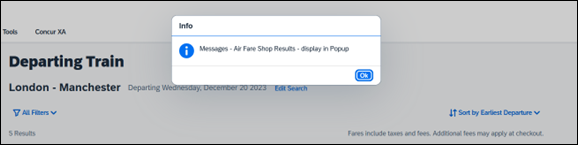
Configurable Message Boards provide administrators with the opportunity to configure informative custom messaging for specific scenarios based on policy rules to their end users.

#### 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**:



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.

1. 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 - Least Cost Logical Fare Support (Professional Edition Only)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| December 2023 | February 9, 2024 | April 2024 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **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 | | Travel Services Help | | |

#### Overview

Targeted for release in April 2024, Concur Travel plans to introduce the support of the Least Cost Logical Fare (LLF) for Renfe 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

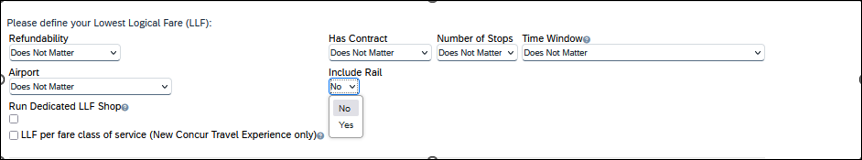
If configured, Concur Travel calculates the Least Cost Logical Fare (LLF) based on criteria defined by the customer. LLFs are identified on the **Search** results page with a star icon. If configured, LLF will display per class of service. The same icon is used for all classes of service.

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

#### 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.

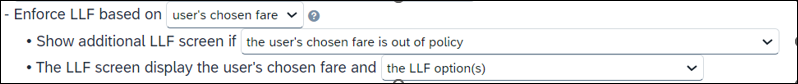
**LLF per fare class of service** is a new LLF configuration only applicable to the new Concur Travel experience. The new configuration will enable administrators to have a Least Cost Logical Fare per class of service. This is different than the current system where the LLF is always in the lowest class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



#### Limitations

Delayed LLF calculationconfiguration 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.

1. Travel administrators for configurations where Renfe 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: Renfe - Multiple Violation Reasons (Professional Edition Only)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| December 2023 | February 9, 2024 | April 2024 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

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| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **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.

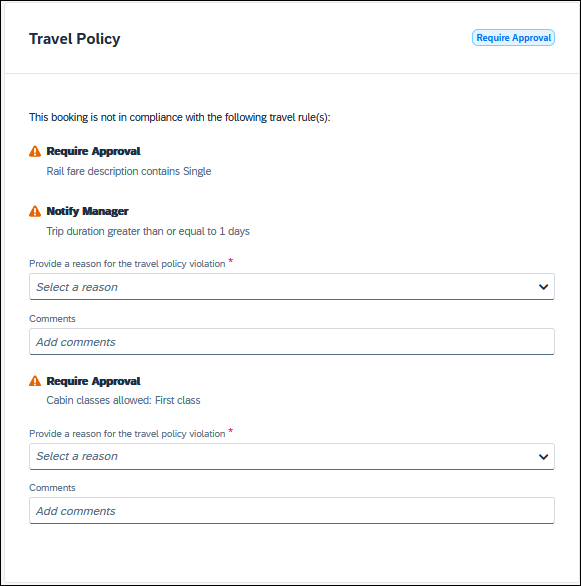
##### User/Customer Benefit

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.

#### 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.



1. Thesetting is applicable to all bookings when enabled. It is not specific to rail bookings.

### \*\*Planned Changes\*\* New Concur Travel Experience: Renfe - New Supported Rules (Professional Edition Only)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 9, 2024 | -- | April 2024 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **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 | | Approvals, Rules, and Classes/Policies Travel Service Guide | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | |  | | |

#### Overview

New rules will be supported for Renfe 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 are supported for Renfe in the new Concur Travel experience.

##### 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]
* Air Fare is within [difference] to [difference2] [currencyOrPercent] of the least cost logical airfare
* Air Fare is [difference] [currencyOrPercent] [condition] the least cost fewest stops fare
* 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]
* One or more fare basis codes do not contain [FareBasisText]
* Any leg departure City is [CityCodeList]
* Any leg departure City is not [CityCodeList]
* Any leg arrival City is [CityCodeList]
* Any leg arrival City is not [CityCodeList]
* 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]
* Flights connect through airport/city [CityCodeList]
* No flights connect through airport/city [CityCodeList]
* Flight departure or arrival city is [CityCodeList]
* Neither departure nor arrival city is [CityCodeList]
* Flight is between airports [CityCodeList1] and [CityCodeList2]
* Flight is not between airports [CityCodeList1] and [CityCodeList2]
* Flight departure date is [condition] [Date]
* Flight arrival date is [condition] [Date]
* Flight depart time is [condition] [Time]
* Flight arrival time is [condition] [Time]
* Flight depart time is between [Time1] and [Time2]
* Flight arrival time is between [Time1] and [Time2]
* Flight depart time is not between [Time1] and [Time2]
* Flight arrival time is not between [Time1] and [Time2]
* Flight departure date/time is [condition] [Date] at [Time]
* Flight arrival date/time is [condition] [Date] at [Time]
* Flight departure date/time on [leg] leg [condition] [Date] at [Time]
* Flight arrival date/time on [leg] leg [condition] [Date] at [Time]
* Flight departs on [DayOfWeekCodes]
* Flight does not depart on [DayOfWeekCodes]
* Flight is refundable
* Flight is not refundable
* Carrier is not preferred
* Carrier is preferred
* Marketing airline is in [CarrierList]
* Marketing airline is not in [CarrierList]
* Operating airline is in [CarrierList]
* Operating airline is not in [CarrierList]
* Any segment carried by [CarrierList]
* Any segment not carried by [CarrierList]
* Any flight is in region [Region]
* Any flight is not in region [Region]
* All Flights are within the region: [Region]
* All Flights are within the region: Africa
* All Flights are within the region: Asia
* All Flights are within the region: Australia
* All Flights are within the region: Europe + UK
* All Flights are within the region: South America
* All Flights are within the region: North America
* Flight Departure Country/Region is [CountryList]
* Flight Arrival Country/Region is [CountryList]
* Flight connects in country/region [CountryList]
* No flights connect in country/region [CountryList]
* All Flights are within the country/region: [CountryList]
* No Flights are within the country/region: [CountryList]
* Any flight is in country/region [CountryList]
* Any flight not within the country/region [CountryList]
* Flight departs from or arrives at an alternate airport in the region
* User requested Area Airports and flights do not depart from/return to the same airport
* Flight departs from or arrives at the user's chosen airport
* Air Fare is [condition] the least cost air fare into the preferred airport [plusMinus] [difference]
* The least cost logical airfare uses alternate airports
* The least cost logical airfare uses the user's chosen airport
* Flight uses [prefAlt] airport and airport is one of [CityCodeList]
* 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 (including layovers) is [condition] [Duration] minutes
* Flight duration of all flights in a segment (excluding layovers) is [condition] [Duration] minutes
* Flight duration for any single flight is [condition] [Duration] minutes
* Fare is from the Reservation System
* Fare is not from the Reservation System
* Fare uses class of service not in [ClassList]
* Fare uses cabin class not in list [CabinList]
* Search results contain one or more of these vendors: [VendorList]
* Search results contain none of these vendors: [VendorList]
* Results contain preferred vendors
* Results do not contain preferred vendors
* Trip duration [condition] [DaysLong] days
* Time spent at destination is [condition] [DaysLong] days
* Flight Number of stops is [condition] [Numstops]
* The least cost logical airfare is on one of [CarrierList]
* The least cost logical airfare is not 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
* Contains flights in cabin lower than that requested
* Booking source is [Source]
* Booking source is not [Source]

##### 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

These rules are applied during the 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 Group (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

#### 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 - Support for Multiple Rail Connectors (Professional Edition Only)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| December 2023 | February 9, 2024 | April 2024 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **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

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.

#### 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.

1. 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 - Train Options Turned Down (Professional Edition Only)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| December 2023 | February 9, 2024 | April 2024 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **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.

#### 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** list 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 will be a declined LLF. The other list items will be the remaining in-policy offers that have not been chosen.

**Train Options Turned Down** will display only if there are alternative in-policy offers available. If all fares are out-of-policy, no Train Options Turned Down will display. The maximum number of **Train Options Turned Down** displayed is limited to ten in the new Concur Travel experience.

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.

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

### \*\*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 | February 9, 2024 | April 2024 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **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 April, there will be changes to the view of the Renfe user interface. These changes will affect Shopand **Review and Book** pages.

##### User/Customer Benefit

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

#### 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.

1. 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 - Available on Amadeus, Sabre, Galileo (Professional Edition Only)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 9, 2024 | -- | April 2024 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **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 | |  | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | | Online Help | | |

#### Overview

Targeted for April 2024, the UK Rail (Trainline) connector is expected to be added to all travel configurations on Amadeus, Sabre and Galileo. New clients will be able to enable the UK Rail (Trainline) connector for Rail content. This announcement is in conjunction with the Trainline migration release note. Customers who have already migrated to Trainline will see the new Trainline connection from the end of February. New clients who are interested in enabling the new Trainline connection and meet the requirements will be able to do so after this planned change for April.

##### User/Customer Benefit

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

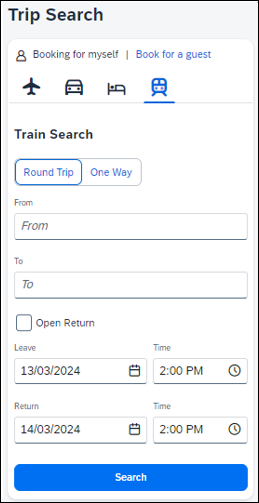
* New user interface
* Reduced number of steps to complete the booking
* Support for eTicket delivery option
* Support for UK Rail bookings on mobile application
* Support for multiple Advantage Cards (Railcards) in user profile

#### End-User Experience

The booking workflow will include search, book, and itinerary review.

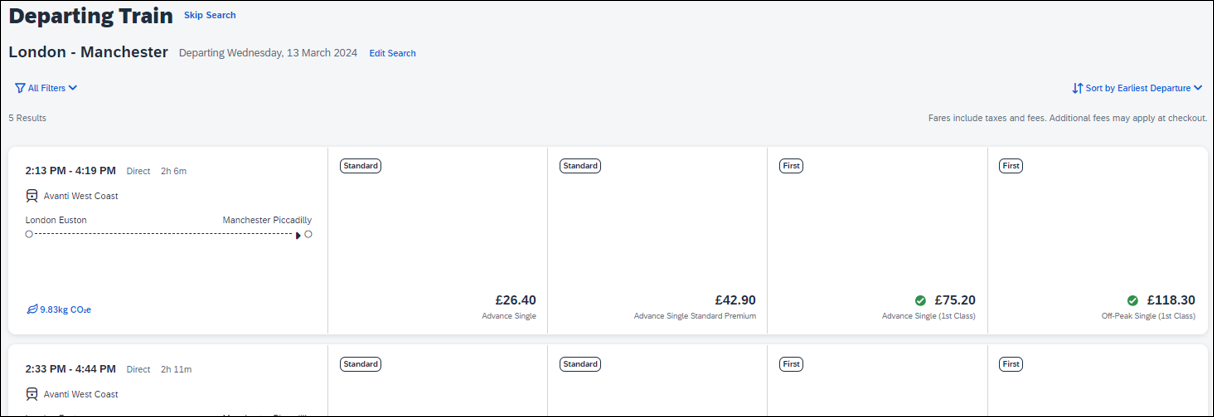
##### Search

The user clicks the **Rail** tab and initiates their search for **Round Trip** or **One Way**. For the **Open Return** option, the user enables the **Open Return** checkbox in the **Round Trip** option to omit selecting a return date and time.

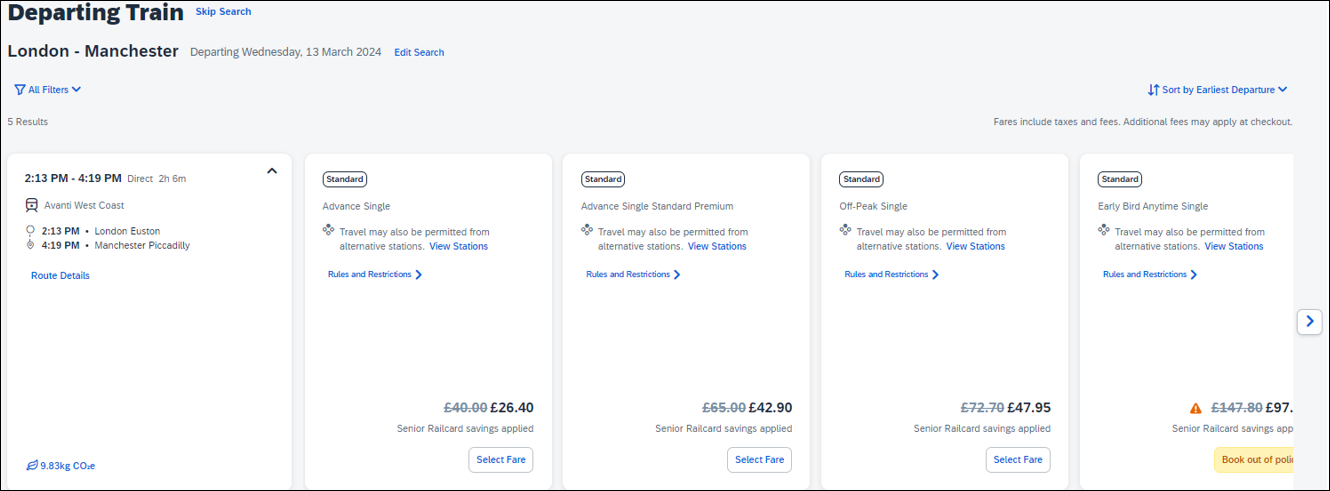


##### Select a Train

Clicking **Search** will display the results.



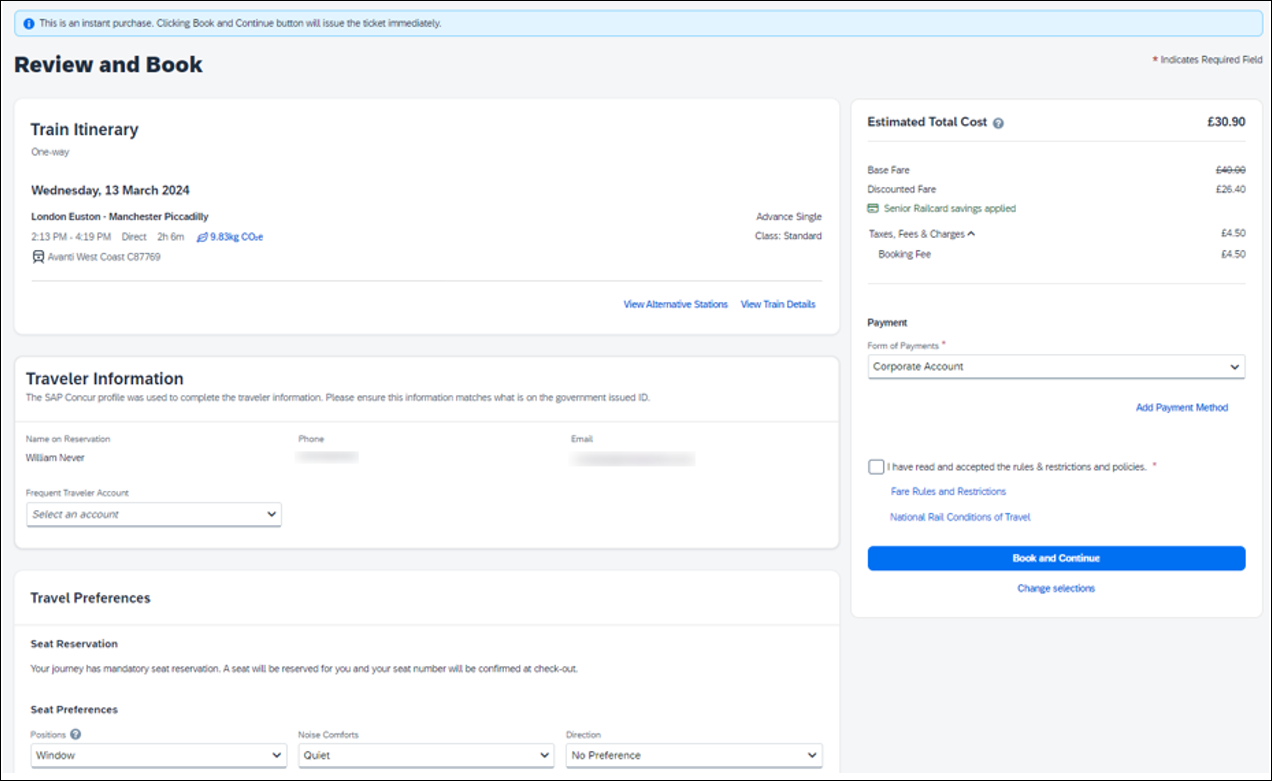
To see all available fares, click on the required train. All fares will display with information on the alternative stations and **Rules and Restrictions**. If Railcard savings are applied, it will be visible in the fare. The original and the discounted price will also be presented to the user.



After clicking **Select Fare**, the user will be redirected to the **Review and Book** page.

##### Review and Book

The **Review and Book** page will display all relevant information for the user to review before completing the booking.



For more information on the **Train Itinerary**, see **View Train Details**.

The **Form of Payments** that will display in the dropdown depend on the agreement between the client, travel agency and Trainline. The **Update Card** option is available only for personal cards when selected from the dropdown.

The **Travel Preferences** section contains the **Seat Reservation** information and **Seat Preferences**, if applicable. No seat preferences are displayed if the seat reservation is not available. The availability of seat reservation depends on the selected route and carrier.

The **Ticket Delivery Preference** section offers two ticket delivery options, if applicable: **eTicket** (free of charge) and **Kiosk** (with a fee). The **eTicket** option is preselected if both options are available. Depending on the selected route, the eTicket might not be offered (for example, if a tube is part of the journey).

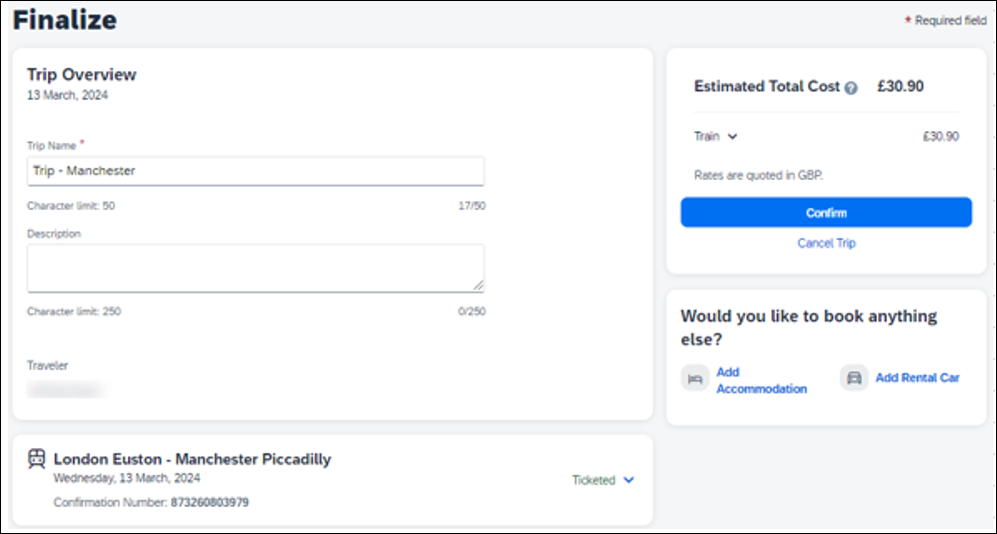
1. An eTicket must be enabled with Trainline for the client to see this delivery option. Depending on their contract, the client should contact their travel agency or Trainline if they are interested in the eTicket delivery option.



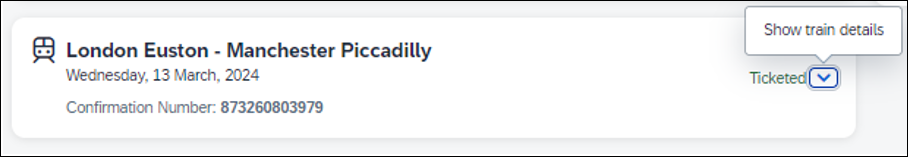
After the user confirms the rules and restrictions and clicks **Book and Continue**, they will be redirected to the **Finalize** page.

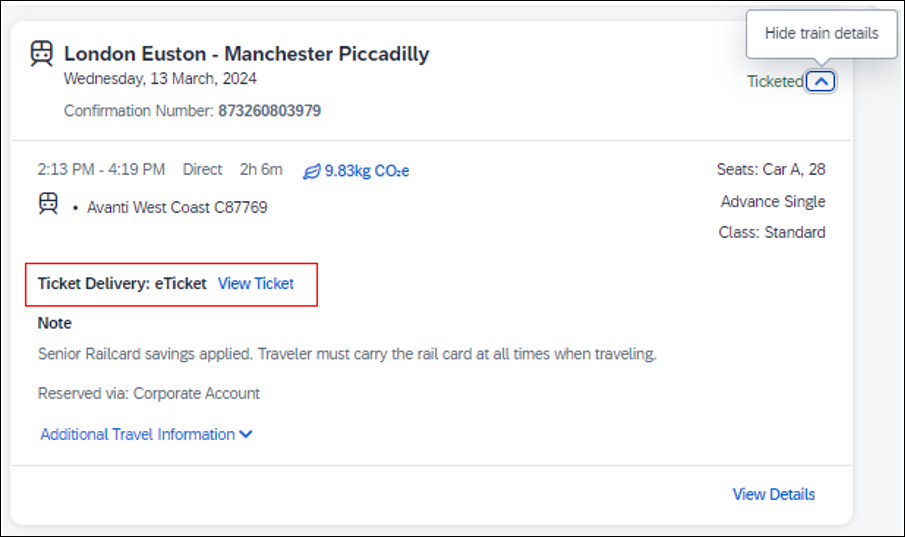
##### Finalize

The **Finalize** page allows a user to add accommodation or rental car. It also provides the user with the overview of their UK Rail (Trainline) booking.

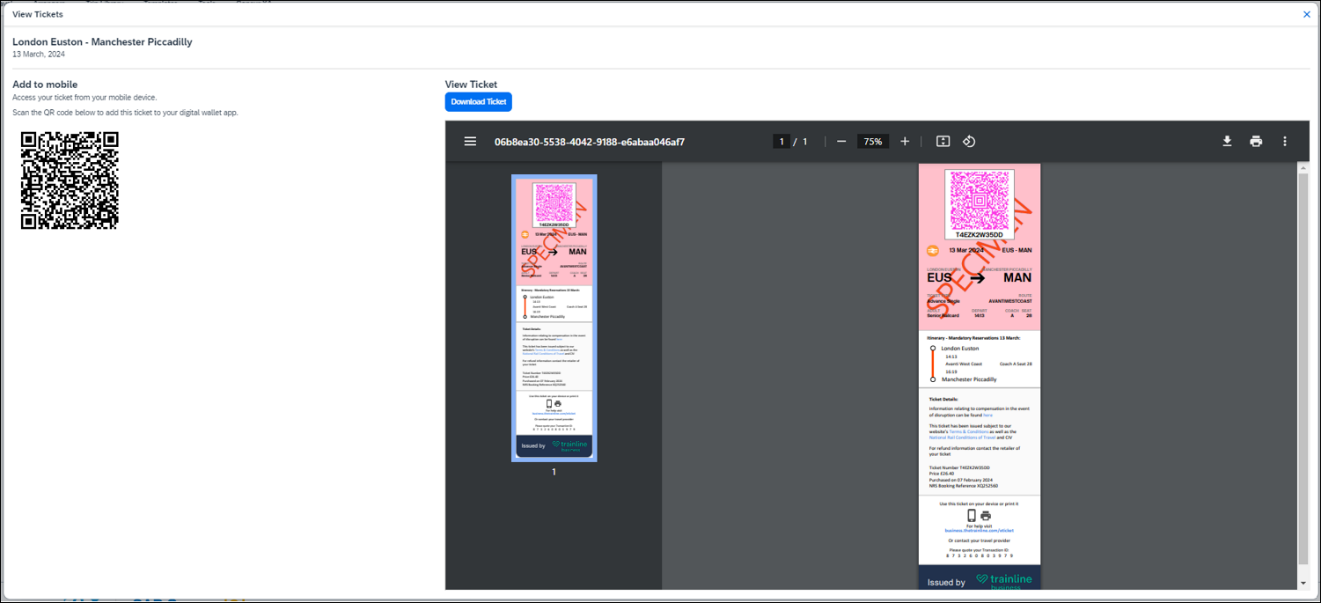


If the user selects the **eTicket** delivery option on the **Review and Book** page, the ticket will become available when they get to the **Finalize** page, accessible when they click the down arrow icon to **Show** **train details**:



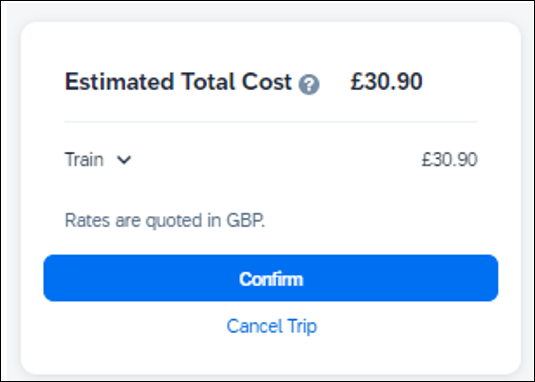


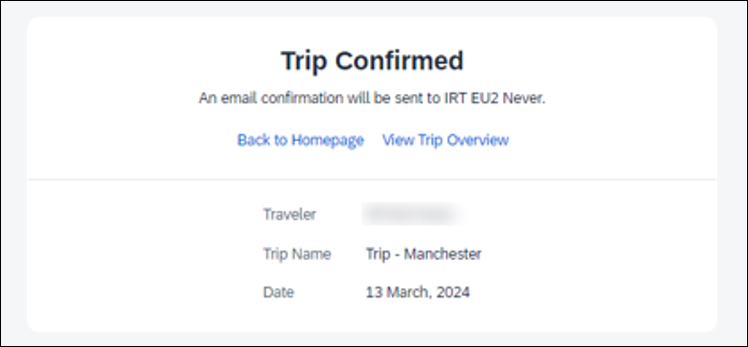
##### View Ticket



1. The eTicket issuance might take longer. If the eTicket is not available during the booking process, the email will be sent separately later.

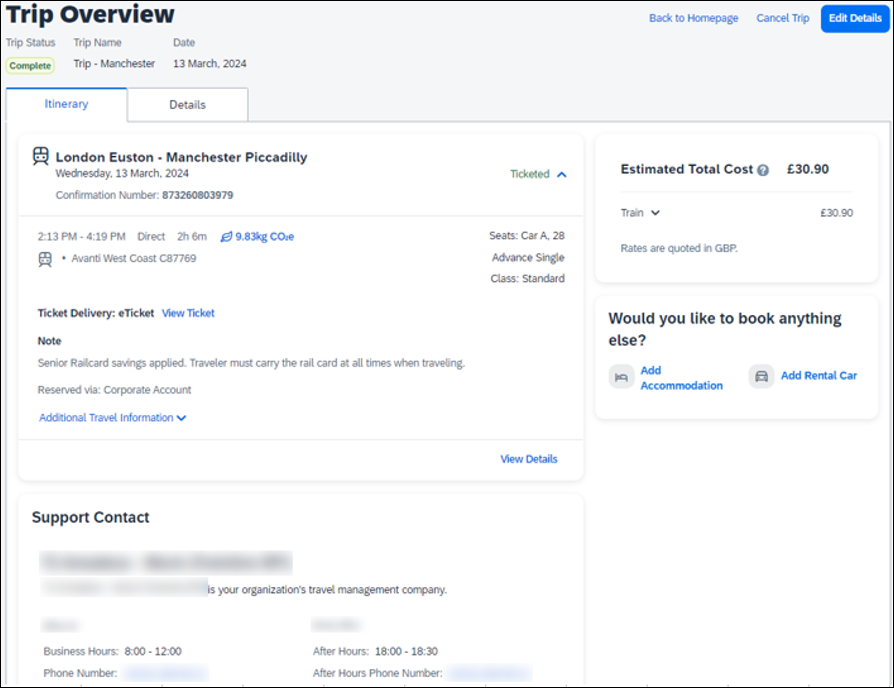
The user clicks **Confirm** to complete the trip and will be redirected to the **Trip Confirmed** page.





The user can open their trip by clicking on **View Trip Overview**.

##### View Trip Overview

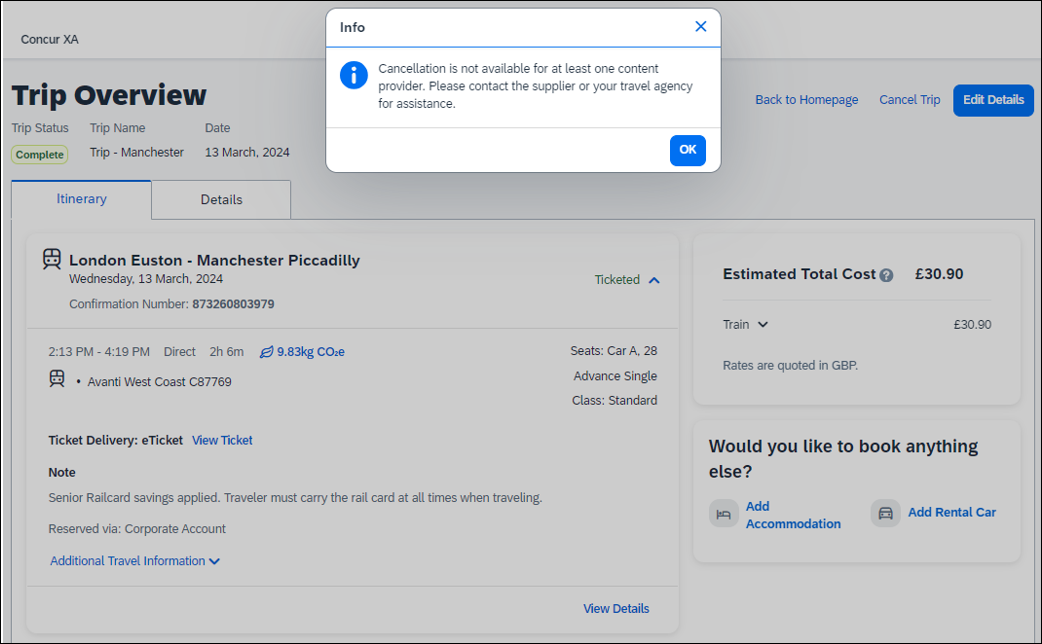


If the client's travel agency has a support contact enabled, it will then appear on the itinerary of the Trainline booking.

##### Cancel Trip

Cancellation of the Trainline booking is not supported. The user will see the following message when attempting to cancel the Trainline booking:

“Cancelation is not available for at least one content provider. Please contact the supplier or your travel agency for assistance.”



#### Configuration for Professional and Standard Travel

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

The enablement process for the UK Rail (Trainline) connector will be described in future release notes.

### \*\*Planned Changes\*\* New Concur Travel Experience: Trainline - Book and Approve Request Support (Professional Edition Only) (Feb 19-28)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| January 2024 | February 9, 2024 | February 19 – 28, 2024 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **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

From February 19-28, 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 provide a smoother booking process for the customer.

#### 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.

1. Currently, if a client has enabled Request Integration and Trainline, they will not be able to enable any other vertical (Flight, 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

1. To enable the Request Booking Switch
2. Click **Administration > Travel**, then, select **Travel System Admin**.
3. 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.
4. Select **Enable Request Booking Switch**.

### \*\*Planned Changes\*\* New Concur Travel Experience: Trainline - Configurable Message Boards (Professional Edition Only) (Feb 19-28)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| January 2024 | February 9, 2024 | February 19-28, 2024 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **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 | | 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 | | Configurable Message Boards Travel Service Guide | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | |  | | |

#### Overview

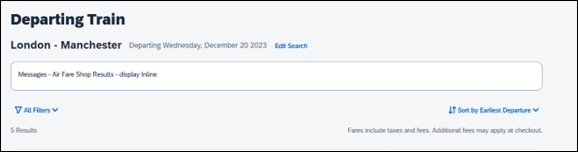
Configurable Message Boards allow clients to influence end user interactions with dynamic, rule based, messaging. The new Concur Travel experience for Trainline will support placement to match the legacy Concur Travel experience.

##### User/Customer Benefit

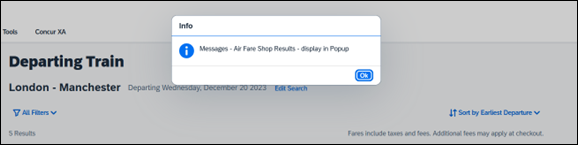
Configurable Message Boards provide administrators with the opportunity to configure informative custom messaging for specific scenarios based on policy rules to their end users.

#### 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**:



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.

1. 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: Trainline - Customer Migration (Professional Edition Only) (Feb 19‑28)

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

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| **Prof** | **Stan** | Å Å **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 within the first half of 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.

1. The availability of eTicket delivery option depends on the selected routing and the carrier. Also, this feature must be enabled by Trainline. Clients interested in seeing the eTicket delivery option for Trainline should contact their travel agency or Trainline, depending on their contract.

#### 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.

* **IMPORTANT**: The user’s date of birth is required for the new Trainline connection. The date of birth can be added under the **Passport** section or under the **TSA Secure Flight** section. These sections might be unavailable in the profile or might not be editable for the user. Clients should make sure that the date of birth is present in their users’ profiles or consider giving users a permission to update their profiles with the date of birth, if missing. If the date of birth is missing in the user’s profile, a user will see a user-friendly error message. After the profile is updated, the user may need to wait a while before initiating a new search for Trainline.

| 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. |
| 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. |
| 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  Or TSA Secure Flight | 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. |
| 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.

1. Travel Agencies should be aware that station codes in the passive segments for Trainline do not align with IATA codes. The station codes used for the current connection will also apply for the new Trainline connection.

### \*\*Planned Changes\*\* New Concur Travel Experience: Trainline - Least Cost Logical Fare Support (Professional Edition Only) (Feb 19-28)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| January 2024 | February 9, 2024 | February 19-28, 2024 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

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| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **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 | | 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 | | Lowest Logical Fare (LLF) / Benchmark Lowest Airfare | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | | Travel Services Help | | |

#### Overview

Targeted for February 19-28, Concur Travel will introduce the support of the Least Cost Logical Fare (LLF) for Trainline 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

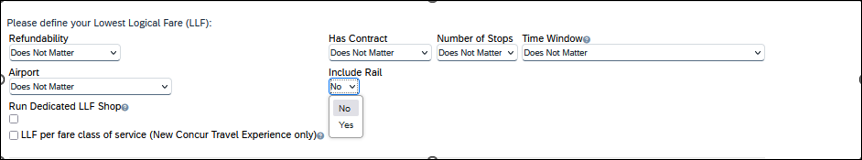
If configured, Concur Travel calculates the Least Cost Logical Fare (LLF) based on criteria defined by the customer. LLFs are identified on the **Search** results page with a star icon. If configured, LLF will display per class of service. The same icon is used for all classes of service.

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

#### 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.

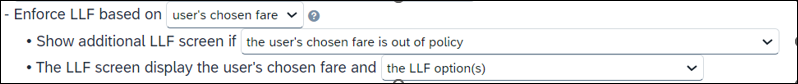
**LLF per fare class of service** is a new LLF configuration only applicable to the new Concur Travel experience. The new configuration will enable administrators to have a Least Cost Logical Fare per class of service. This is different than the current system where the LLF is always in the lowest class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



#### Limitations

Delayed LLF calculationconfiguration 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.

1. 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: Trainline - Multiple Violation Reasons (Professional Edition Only) (Feb 19-28)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| January 2024 | February 9, 2024 | February 19-28, 2024 |
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| **Prof** | **Stan** | Å Å **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 | | 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 | |  | | |
| 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.

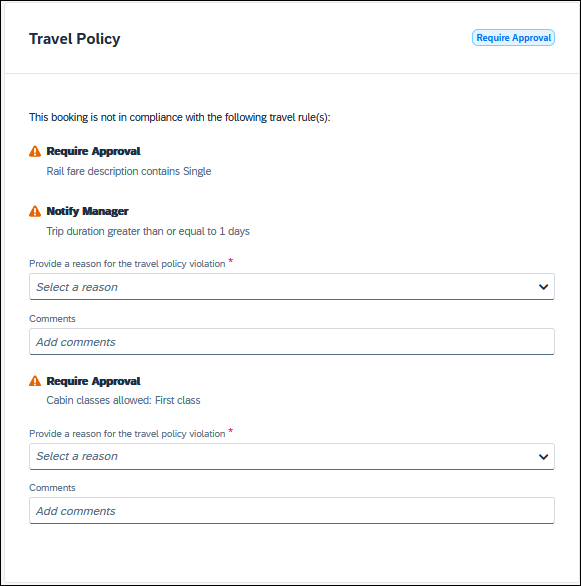
#### User/Customer Benefit

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.

#### 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.



1. Thesetting is applicable to all bookings when enabled. It is not specific to rail bookings.

### \*\*Planned Changes\*\* New Concur Travel Experience: Trainline - Support for Multiple Rail Connectors (Professional Edition Only) (Feb 19-28)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| January 2024 | February 9, 2024 | February 19-28, 2024 |
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|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **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 | | 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 | |  | | |
| Fact Sheets | |  | | |
| Admin Guides | | Travel System Admin Guide | | |
| Other | |  | | |

#### Overview

Concur Travel offers multiple rail connectors. Targeted for release between February 19‑28, support will be added for any rail connectors offered by Concur Travel to be enabled with Trainline.

##### 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.

#### 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.

Currently when Renfe is enabled alongside any additional rail connector, only Renfe is available to the end users. This limitation will be removed with a future release.

### \*\*Planned Changes\*\* New Concur Travel Experience: Trainline - Train Options Turned Down (Professional Edition Only) (Feb 19‑28)

|  |  |  |
| --- | --- | --- |
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| **Prof** | **Stan** | Å Å **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 | | 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 | |  | | |
| 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.

#### 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 will be a declined LLF. The other list items will be the remaining in-policy offers that have not been chosen.

**Train Options Turned Down** will display only if there are alternative in-policy offers available. If all fares are out-of-policy, no Train Options Turned Down will display. 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.

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

### \*\*Planned Changes\*\* Orphaned Trip Handling Changes for Trainline (Feb 19-28)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| February 9, 2024 | -- | February 19-28, 2024 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

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| --- | --- | --- | --- | --- |
| **Prof** | **Stan** |   **Edition** | | |
| X | X | **On:** Impacts ***end users*** who use this feature/vendor; no configuration/setup by agency/ admin; cannot be turned OFF (example: new icons or rate display) | | |
|  |  | **Available** **for use:** No impact to ***end users*** unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline) | | |
|  |  | **Other:** Refer to the release note below | | |
|  |  | **Does not apply to this edition** | | |
| **Source** | | | | |
| GDS | | Trainline Direct Connect | | |
| 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 | | Trainline Direct Connect | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | | Concur Travel Professional Edition End User Help, Travel Services Help | | |

#### Overview

Previously, for orphaned trips containing Trainline, Concur Travel neither auto-canceled nor auto-finalized the trip. Targeted for February 19-28, Concur Travel will begin to auto-finalize the trips containing Trainline, similar to what currently happens with Renfe trips.

##### User/Customer Benefit

If a trip is not canceled nor finalized, the necessary changes required for trip fulfillment are not included in the trip (for example, to ticket a flight, such information would be required).

#### End-User Experience

When the user abandons the trip on the **Finalize** page:

* The trip is auto-finalized after four hours.
* A warning email is sent at that time, informing the user that the trip was sent through finishing. The email presents the following information: “The following trip was not completed in Concur Travel. Concur has automatically sent your trip through finishing to ensure your travel agency can fulfill your reservation. Your agency has also been notified about this and may be contacting you to obtain any un-captured trip information, such as policy violation justification or questions asked for each trip (custom trip fields). Your agency may charge additional fees for this. To prevent this from occurring in the future, please be sure to complete your reservation in Concur Travel – you can tell you have completed your booking when you see "Finished!" at the top of the page during the booking process.”
* For trips containing bookings made solely in the new Concur Travel experience, users will be redirected to the **Finalize** page where they can update the trip with new trip name, description, custom fields, and itinerary level policy. They can click **Confirm** to finalize the trip again with the additional details.

The differences in behavior compared to trips containing legacy Concur Travel bookings include:

* If the user opens a trip in Concur, the new Concur Travel **Finalize** page is displayed (as for an orphaned trip), because the user can update the trip with a new trip name, description, custom fields, itinerary level policy and send it through to finishing once again.
* If approval is required (Request to be created), the user is not prevented from proceeding with these steps.

#### Configuration for Professional and Standard Travel

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

### \*\*Planned Changes\*\* New Concur Travel Experience: Trainline New Supported Rules (Professional Edition Only) (Feb 19‑28)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
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| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **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 | | Travel Services Help | | |

#### Overview

Targeted for February 19‑28, new rules will be supported for Trainline to match the legacy Concur Travel experience. This will require Trainline clients to update their rule class setup.

##### User/Customer Benefit

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

#### End-User Experience

The following rules are supported for Trainline in the new Concur Travel experience.

##### 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]
* Air Fare is within [difference] to [difference2] [currencyOrPercent] of the least cost logical airfare
* Air Fare is [difference] [currencyOrPercent] [condition] the least cost fewest stops fare
* 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]
* One or more fare basis codes do not contain [FareBasisText]
* Any leg departure City is [CityCodeList]
* Any leg departure City is not [CityCodeList]
* Any leg arrival City is [CityCodeList]
* Any leg arrival City is not [CityCodeList]
* 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]
* Flights connect through airport/city [CityCodeList]
* No flights connect through airport/city [CityCodeList]
* Flight departure or arrival city is [CityCodeList]
* Neither departure nor arrival city is [CityCodeList]
* Flight is between airports [CityCodeList1] and [CityCodeList2]
* Flight is not between airports [CityCodeList1] and [CityCodeList2]
* Flight departure date is [condition] [Date]
* Flight arrival date is [condition] [Date]
* Flight depart time is [condition] [Time]
* Flight arrival time is [condition] [Time]
* Flight depart time is between [Time1] and [Time2]
* Flight arrival time is between [Time1] and [Time2]
* Flight depart time is not between [Time1] and [Time2]
* Flight arrival time is not between [Time1] and [Time2]
* Flight departure date/time is [condition] [Date] at [Time]
* Flight arrival date/time is [condition] [Date] at [Time]
* Flight departure date/time on [leg] leg [condition] [Date] at [Time]
* Flight arrival date/time on [leg] leg [condition] [Date] at [Time]
* Flight departs on [DayOfWeekCodes]
* Flight does not depart on [DayOfWeekCodes]
* Flight is refundable
* Flight is not refundable
* Carrier is not preferred
* Carrier is preferred
* Marketing airline is in [CarrierList]
* Marketing airline is not in [CarrierList]
* Operating airline is in [CarrierList]
* Operating airline is not in [CarrierList]
* Any segment carried by [CarrierList]
* Any segment not carried by [CarrierList]
* Any flight is in region [Region]
* Any flight is not in region [Region]
* All Flights are within the region: [Region]
* All Flights are within the region: Africa
* All Flights are within the region: Asia
* All Flights are within the region: Australia
* All Flights are within the region: Europe + UK
* All Flights are within the region: South America
* All Flights are within the region: North America
* Flight Departure Country/Region is [CountryList]
* Flight Arrival Country/Region is [CountryList]
* Flight connects in country/region [CountryList]
* No flights connect in country/region [CountryList]
* All Flights are within the country/region: [CountryList]
* No Flights are within the country/region: [CountryList]
* Any flight is in country/region [CountryList]
* Any flight not within the country/region [CountryList]
* Flight departs from or arrives at an alternate airport in the region
* User requested Area Airports and flights do not depart from/return to the same airport
* Flight departs from or arrives at the user's chosen airport
* Air Fare is [condition] the least cost air fare into the preferred airport [plusMinus] [difference]
* The least cost logical airfare uses alternate airports
* The least cost logical airfare uses the user's chosen airport
* Flight uses [prefAlt] airport and airport is one of [CityCodeList]
* 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 (including layovers) is [condition] [Duration] minutes
* Flight duration of all flights in a segment (excluding layovers) is [condition] [Duration] minutes
* Flight duration for any single flight is [condition] [Duration] minutes
* Fare is from the Reservation System
* Fare is not from the Reservation System
* Fare uses class of service not in [ClassList]
* Fare uses cabin class not in list [CabinList]
* Search results contain one or more of these vendors: [VendorList]
* Search results contain none of these vendors: [VendorList]
* Results contain preferred vendors
* Results do not contain preferred vendors
* Trip duration [condition] [DaysLong] days
* Time spent at destination is [condition] [DaysLong] days
* Flight Number of stops is [condition] [Numstops]
* The least cost logical airfare is on one of [CarrierList]
* The least cost logical airfare is not 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
* Contains flights in cabin lower than that requested
* Booking source is [Source]
* Booking source is not [Source]

##### 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

These rules are applied during the 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 Group (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

#### 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.

For more information on UK Rail (Trainline), refer to February release updates to the *Travel Services Help*. To locate, go to the SAP Help Portal and select the Travel Service Help listed under the *Implement > Administration* section.

### \*\*Planned Changes\*\* New Concur Travel Experience: Auto-Cancel and Standalone Approval Process Enhancement (Professional Travel Only) (Feb 19‑28)

|  |  |  |
| --- | --- | --- |
| Information First Published | Information Last Modified | Feature Target Release Date |
| January 2024 | February 23, 2024 | February 19‑28, 2024 |
| Any changes since the previous monthly release are highlighted in yellow in this release note. | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prof** | **Stan** | Å Å **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 | | Trainline Direct Connect | | |
| Fact Sheets | |  | | |
| Admin Guides | |  | | |
| Other | |  | | |

#### Overview

1. Updates to this planned change will be included in the Final release notes.

In the current Concur Travel booking experience and in cases where a trip is booked using current and new booking experiences together (“mixed trips”), if **Require Approval** or **Require Passive Approval** rules are broken, and the approver either rejects or does not take an action on the trip by the approval deadline, the trip is:

* auto finalized, allowing for trip fulfilment for certain booking sources where bookings are not fully refundable or cancellation isn’t possible (for example, Travelfusion bookings).
* neither auto-canceled nor auto-finalized, where the trip is left unactioned in Concur Travel (Trainline bookings only).
* auto cancelled, for certain booking sources where bookings are fully refundable and can be cancelled (for example, GDS Air bookings, before ticketing).

Targeted for February 19‑28, for trips booked entirely on 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 cancel / refund ability, regardless of booking source.

If **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 all bookings that are fully refundable and can be cancelled (for example, GDS Air bookings, before ticketing).
* auto finalized, allowing for trip fulfilment for trips with at least one non-cancelable or not fully refundable booking or where cancellation isn't possible (for example, one trip that includes a Trainline booking, as this content cannot yet be cancelled in Concur Travel).

For mixed trips containing Trainline as a booking source. Concur Travel will auto finalize the trip, allowing for trip fulfilment as this content cannot yet be cancelled in Concur Travel. Otherwise, mixed trip behavior is unchanged.

For trips booked entirely on the new Concur Travel Experience and for mixed trips, Concur Travel will continue to respect the auto cancel settings “Allow Auto Cancel of trips that require approval”, “Allow Auto Cancel of air/rail trips that are rejected” and “Allow immediate Cancel of Non-air/rail trips that are rejected”. When set to not allow auto-cancellation, Concur travel will not auto-cancel nor auto-finalize the trip. When set to allow auto-cancellation, Concur Travel will no longer leave trips in an un-actioned state and will be auto-finalizing more trips due to improved awareness around ability to cancel and refund.

##### User/Customer Benefit

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

#### End-User Experience

Refer to the screenshots for the End-user Experience in the *\*\*Planned Changes\*\* New Concur Travel Experience: Standalone Approval Enhancement (Professional Edition Only)* release note in this document.

#### 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 | February 23, 2024 | April 2024 (Sabre)  TBD 2024 (all other GDSs) |
| 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.

##### Sabre

* Profile Templates are not applicable to Sabre customers. Concur Travel securely synchronizes credit card data from the Concur profile to Sabre Profiles using Sabre Web Services today.
* 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. Refer to the *\*\*Planned Changes\*\** *Sabre Enhanced Form of Payment (FOP Wallet) r*elease note in this document for more information.
* Concur Travel will be decommissioning Sabre **PNR Finishing Template** datapoints for credit card numbers and expiration dates following the release of Sabre Enhanced FOP (FOP Wallet).

##### Amadeus and Travelport

* Concur Travel will continue to transmit the user-selected credit card to the compliant form of payment field already in place in the PNR today.
* Concur Travel will be decommissioning Amadeus, Apollo, Travelport+ and Worldspan **Profile Template** datapoints for credit card numbers and expiration dates. A revised timeline is under evaluation and will be shared in a future release note.
* Concur Travel will be decommissioning Amadeus, Apollo, Travelport+ and Worldspan **PNR Finishing Template** datapoints for credit card numbers and expiration dates. A revised timeline is under evaluation and will be shared in a future release note.
* Concur Travel strongly recommends using the Travel Profile API for synchronizing Concur profile data with your GDS profiles. For more information, refer to the *Travel Profile v2 API* documentation in the [SAP Concur Developer Center](https://developer.concur.com/api-guides/tmc/profile-v2-guide.html).
* SAP Concur is working closely with our GDS partners to ensure Concur Travel is utilizing the latest and most secure credit card processing for travel reservations.
* 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

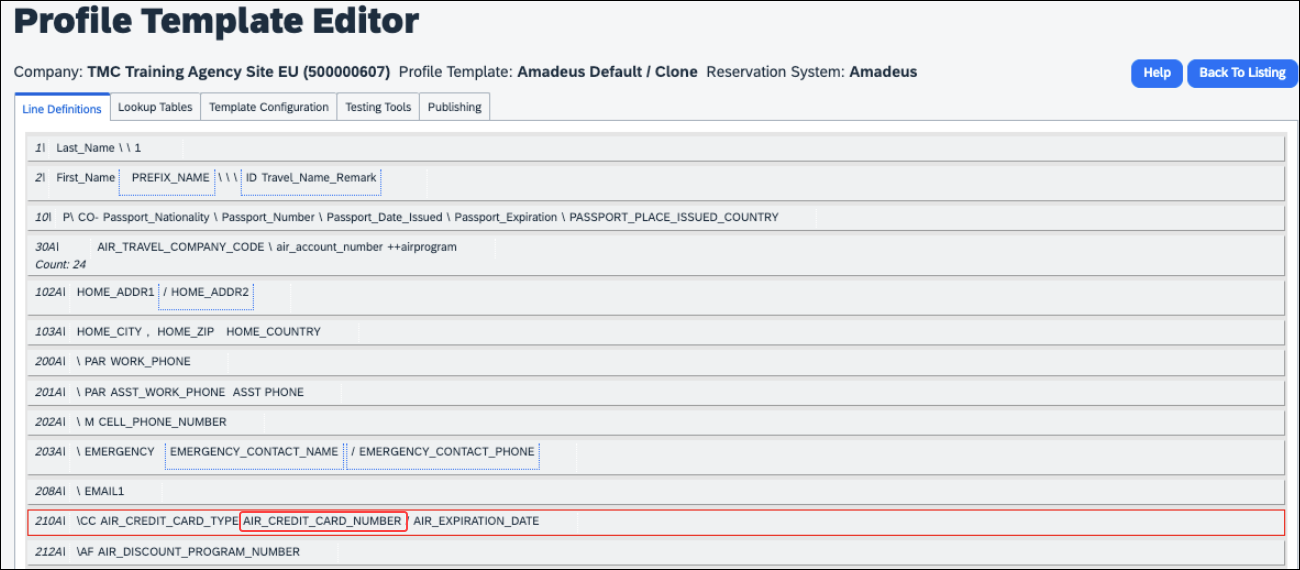
The following datapoint examples should help TMCs and customers determine if changes are needed to their Concur Travel instance.

##### 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 and 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
* personal\_air\_expiration\_date
* personal\_car\_expiration\_date
* personal\_hotel\_expiration\_date
* ycal\_ghost\_card\_expiration
* ycal\_ghost\_card\_number

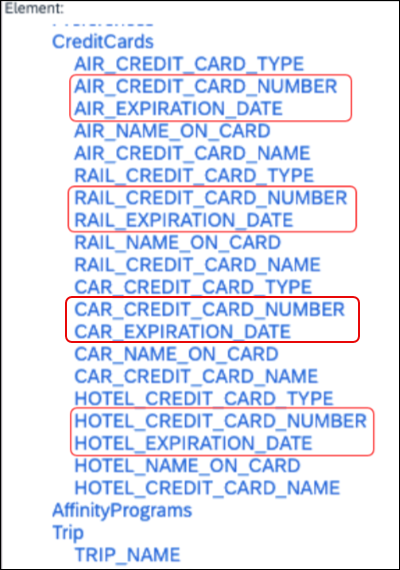
Example of a Profile Template line configured to transmit a credit card number:



##### 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:



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

#### Configuration for Professional and Standard Travel

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

Please refer to the following resources to help you prepare further:

* Sabre SAN 16331 - Payment Card Anonymization & Removal in PNR Fields.
* Amadeus Notification – PNR Core Product: Warning at end of transaction (EOT) time when a credit card is detected in an inappropriate PNR element
* The *\*\*Planned Changes\*\** *Sabre Enhanced Form of Payment (FOP Wallet)* release note in this document.
* The *Travel Profile v2 API* documentation in the [SAP Concur Developer Center](https://developer.concur.com/api-guides/tmc/profile-v2-guide.html).

### \*\*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, 2024 | February 23, 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) | | |
|  |  | **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.

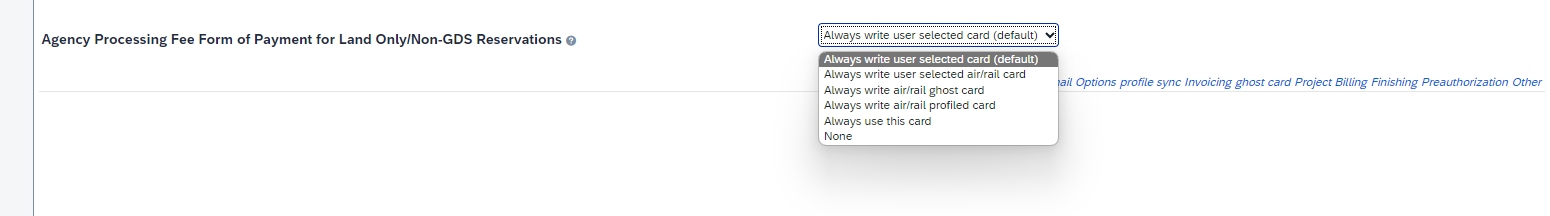
##### User/Customer Benefit

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.

#### 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 **Always write user selected 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**
* **None**



1. Depending on the customer configuration settings, the user-selected FOP will be added to Amadeus, Worldspan, and Travelport+ PNRs. For Sabre bookings, see the *\*\*Planned Changes\*\* Sabre Enhanced Form of Payment (FOP Wallet)* in this document for Sabre specific FOP handling.

#### 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 | February 23, 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

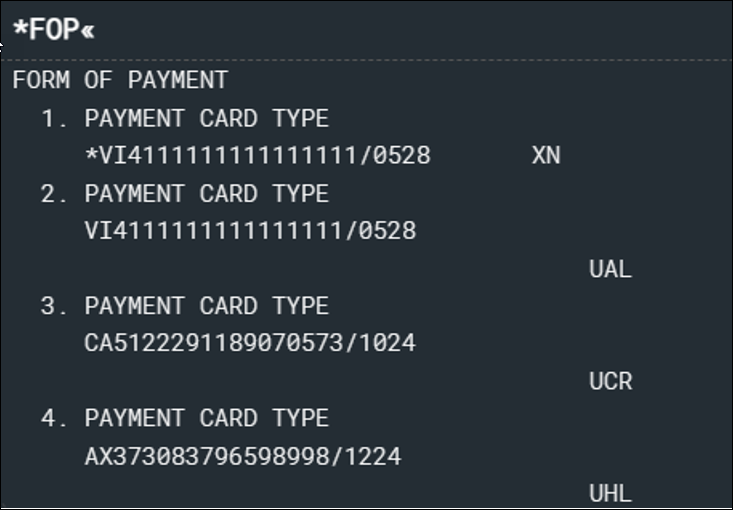
Concur Travel will migrate to the FOP Wallet in preparation for this mandate.

##### 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



#### Configuration for Professional and Standard Travel

This feature requires a form of payment to be selected on the **Review and Reserve** page for every reservation type in order to be added to the Sabre FOP Wallet.

For more information on setting FOP requirements, refer to the *Form of Payment Travel Service Guide*. To locate, refer to *Additional Release Notes and Other Technical Documentation* in these release notes.

Sabre customers must self-activate Passenger Name Association, which includes the FOP Wallet by using the TJR keyword PNAPNR.

* Once the 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.

For more information, refer to the *Form of Payment Travel Service Guide*.

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

### \*\*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\*.

**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¥PADT¥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.

# Client Notifications

## Accessibility

### Accessibility Updates

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

### Gender Diversity Planned Features and Changes

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](https://www.sap.com/about/company/diversity.html) 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](https://www.concurtraining.com/customers/tech_pubs/_RN_CCC.htm).

## Documentation for New Concur Travel Experience

### Online Help Updates in the SAP Help Portal

#### Overview

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

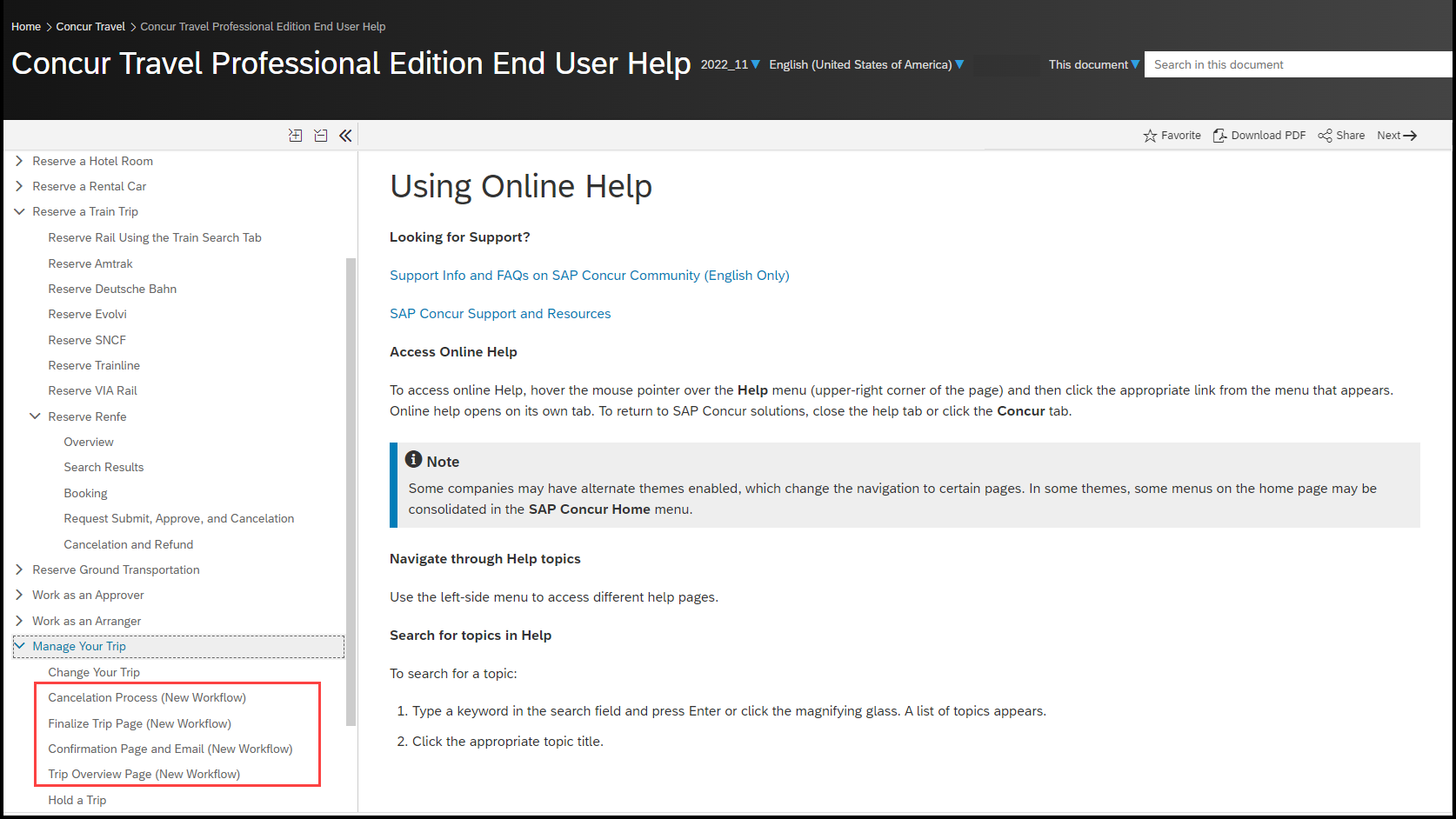
Also, on the **Implement** tab of the **Concur Travel** product page in the [SAP Help Portal](https://help.sap.com/docs/CONCUR_TRAVEL), there is a new *Travel Services Help*. This will become the new home for Travel Service Guides type documentation.

##### User/Customer Benefit

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

#### End-User Experience

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



#### Configuration for Professional and Standard Travel

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

## 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](https://www.concurtraining.com/customers/tech_pubs/RN_shared_planned/_client_shared_RN_all.htm) 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.

## Subprocessors

### SAP Concur Non-Affiliated Subprocessors

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

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

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

## Supported Browsers

### Supported Browsers and Changes to Support

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

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

# Additional Release Notes and Other Technical Documentation

## Online Help

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](https://help.sap.com/docs/SAP_CONCUR).



## 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.

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