

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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Administration

New Concur Travel Experience: Changes to Approval Deadline Logic (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, 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.

NOTE: 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:

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

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

- The soonest of **Booking 1 Deadline**, or **Agency Time**, less 2 hours
- Trip start, less 1 day.
- The soonest of either a. or b.

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

If the assigned approver does not take action by the approval deadline, the trip will be sent for auto-cancellation. 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

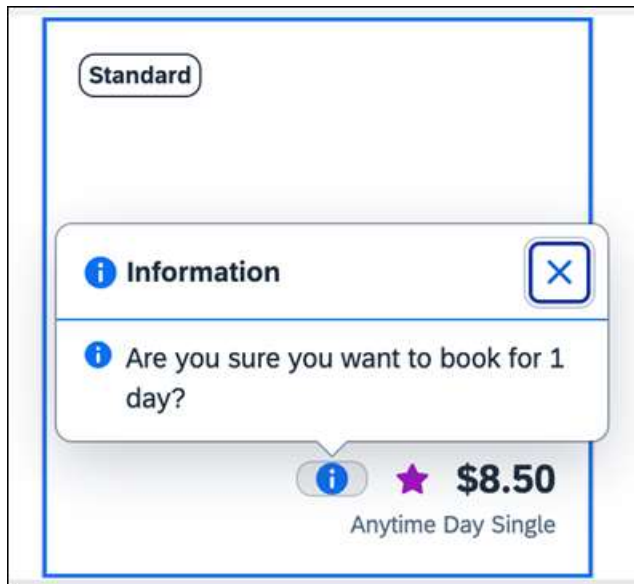
In this February release, the **Display Message** enforcement level will be supported for car, hotel, and rail verticals. **Display Message** is currently supported for the flight vertical.

USER/CUSTOMER BENEFIT

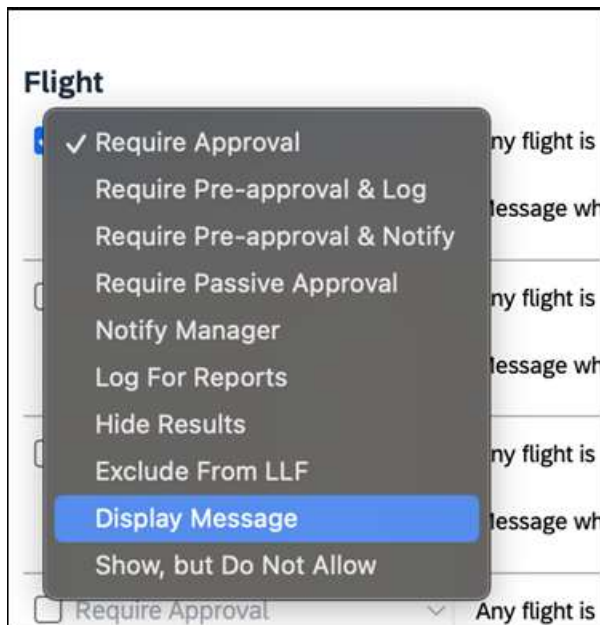
The user experience will be consistent across all verticals in the new Concur Travel experience.

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.

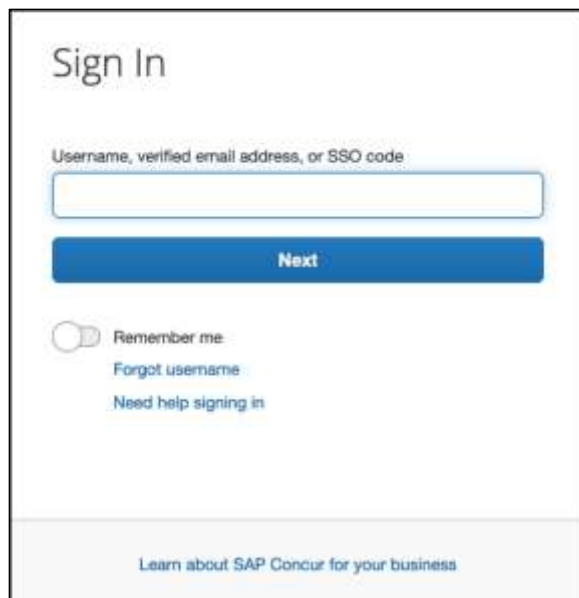
End-User Experience

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.

NOTE: Clients using SSO will not see the log in screen.

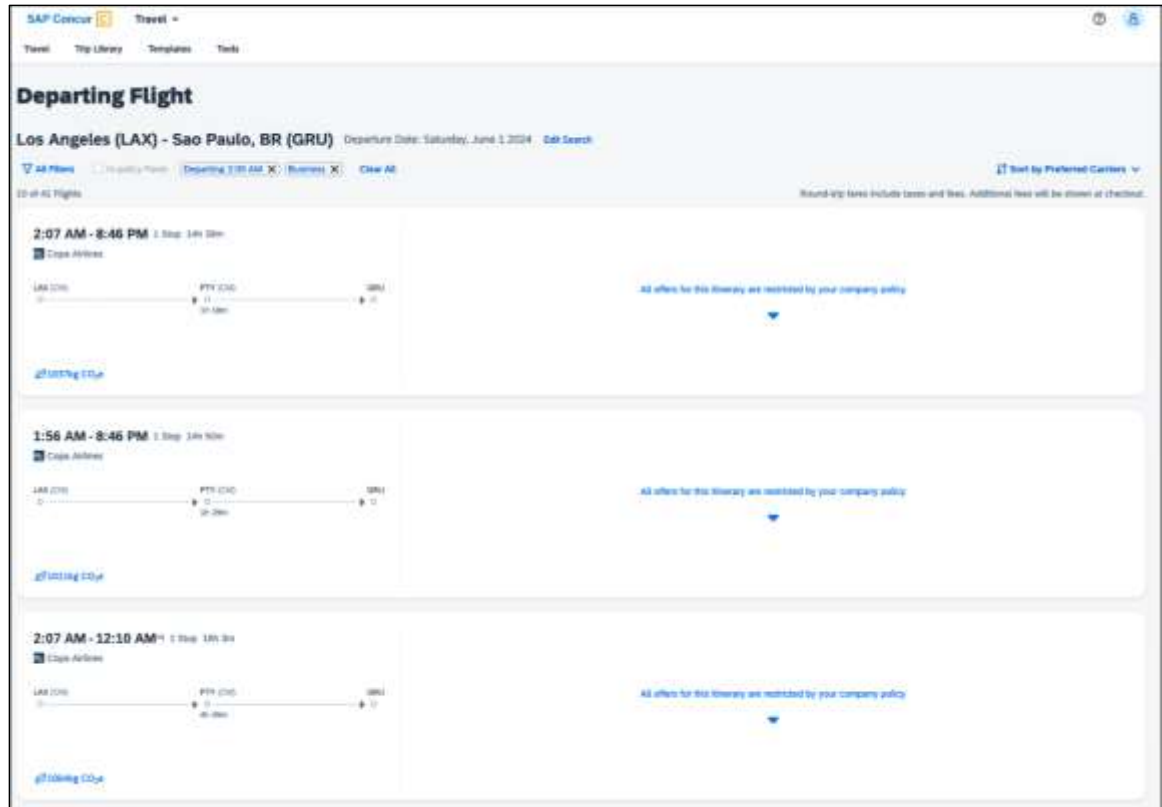
Deep Link

<https://us2.concursolutions.com/travel/deeplink/air/v1/shop?departurelocation=LAX&departuredate=2024-06-01&departuretime=02:00&returnlocation=GRU&returndate=2024-06-10&returntime=03:00&cabintype=Business>



The screenshot shows the SAP Concur Sign In page. At the top, it says "Sign In". Below that is a text input field with the placeholder "Username, verified email address, or SSO code". Under the input field is a blue button labeled "Next". Below the button is a "Remember me" checkbox, which is currently unchecked. Under the checkbox are two links: "Forgot username" and "Need help signing in". At the bottom of the page is a link that says "Learn about SAP Concur for your business".

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



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

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

Configuration for Professional Travel

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



For more information on Deeplink integration, refer to the [SAP Concur Developer Center](#) 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.		

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

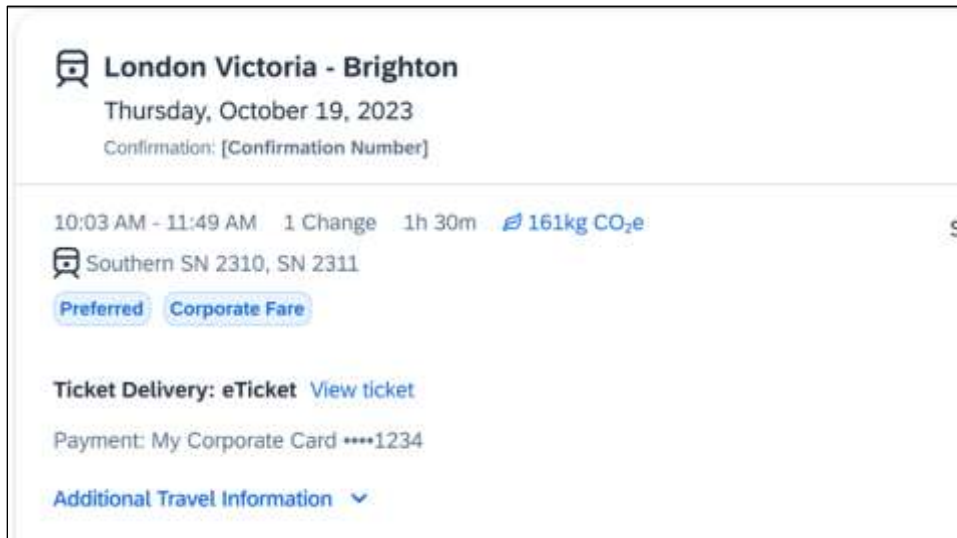
For Trainline bookings, users are required to provide any valid form of payment in order to retrieve their tickets. This update is being implemented to improve the customer experience.

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	
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 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.		

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

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

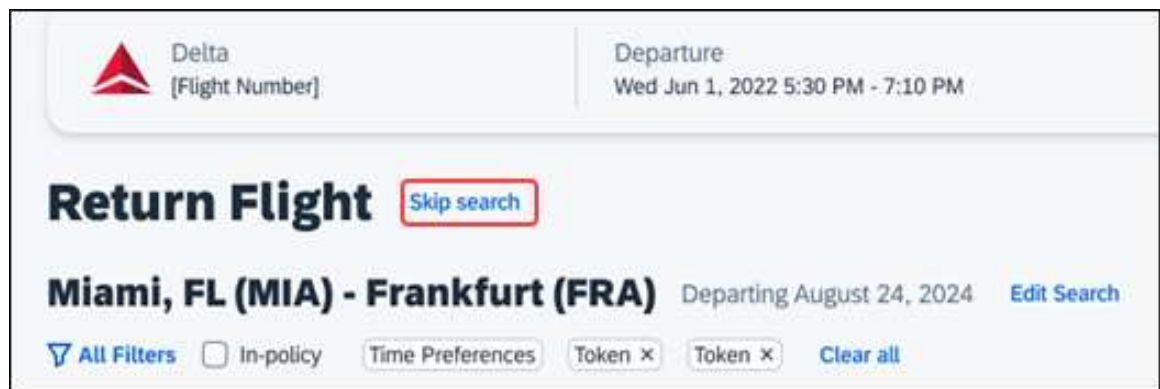
USER/CUSTOMER BENEFIT

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

For example, if a user decides to book a flight reservation, searches for a flight, and then decides NOT to book a flight, they will click **Skip Search**.



The **Skip search** option will behave as follows:

- If there is an existing booking for the given trip, but it is not yet finalized, then the user will be redirected to the **Finalize** page.
- If there is an existing booking for the given trip and it was previously finalized, then the user will be redirected to the **Trip Overview** page.
- If there is no existing booking or trip, then the user will be redirected to the SAP Concur Travel **home** page.

Configuration for Professional Travel

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

****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](#) 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.

NOTE: Any changes made at the travel configuration level will override the preference set at the company level.

► **To Manage Preferences at the Travel Configuration Level:**

1. 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.
2. Select or deselect the **Air Bookings**, **Hotel Bookings**, and **Rental Car Bookings** options to enable or disable it for the new Concur Travel experience.

Manage New Concur Travel Experience Preferences

Opting in to the New Concur Travel Experience does not guarantee that a traveler will see the new travel experience. Multiple other readiness checks will take place when the user logs in that will determine their booking experience.

ENABLE THE NEW CONCUR TRAVEL EXPERIENCE FOR YOUR COMPANY

Company Preference	Enabled	TMC Enabled
Air Bookings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Active
Hotel Bookings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Active
Rental Car Bookings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Active

[Save](#) [Cancel](#)

ENABLE THE NEW CONCUR TRAVEL EXPERIENCE FOR TRAVEL CONFIGURATIONS

You can enable or disable the new Concur Travel Experience by travel configuration which will override the Company preference. ⓘ

CONFIGURATION LEVEL OVERRIDE(S)

Travel Configuration	Config ID	Country ⓘ	GDS
Concur Sabre	88	US	Sabre

COMPANY LEVEL PREFERENCE

Travel Configuration	Config ID	Country ⓘ	GDS
Test Config	1234	US	Worldspan
Concur Worldspan	1	US	Worldspan
Concur Apollo	79	US	Apollo
Concur Amadeus	82		Amadeus

ENABLE THE NEW CONCUR TRAVEL EXPERIENCE FOR COMPANY ADMINS

If you'd like to make some live bookings prior to enabling the New Concur Travel Experience for all your users, you can enable it for Company Administrators.
Note: Users are responsible for the cancellation of test bookings.

Last / First	Login ID	Enabled
BROWN, Amy P.	brown@outlook.com	<input type="checkbox"/>

3. Click **Save**.

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

► **To Remove an Override on a Travel Configuration:**

1. Click the name of the travel configuration.
2. 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.

NOTE: 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 <i>end users</i> 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 <i>end users</i> 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

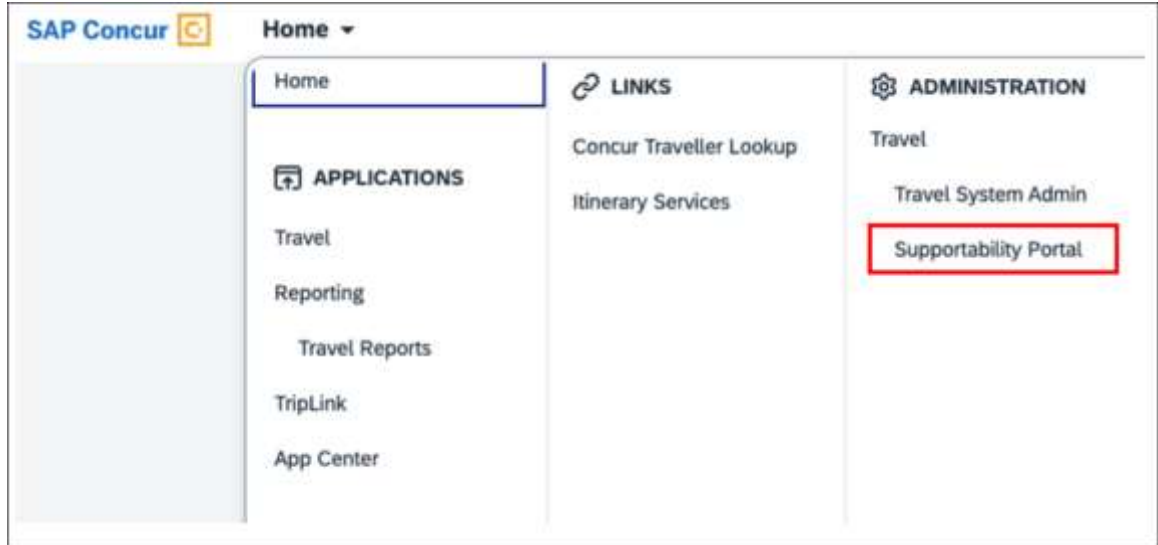
With this release, SAP Concur introduces the **Supportability Portal** for TMCs. In this portal, TMCs can have more independence in troubleshooting issues with the new Concur Travel experience.

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.



Traveler Lookup

Search Type: Login ID (selected)

Login ID: Enter Login ID

Buttons: Search, Clear

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**.

Traveler Lookup

Search Type: Login ID | Login ID: amadeus@igds.int | Search | Clear

Left Panel (Expandable Sections):

- Profile Information
- General Information
- Documents Information
- Travel Information

Right Panel (Summary, Profile, Configuration):

Summary

Shortcuts:

- [Service Logs](#)
- [Trip Lookup](#)

Profile

Traveler: 54a9488-4d3-4612-9d75-1b4f3a43f8a
 UUID: 1500002326
 Traveler Name: William Naves
 Traveler Email: amadeus@igds.int
 Rule Class ID: 3275
 Rule Class Name: AUI Class Amadeus
[View more](#)

Configuration

Config: 533ed7b-247e-5216-8685-0293084458
 UUID: 1100000409
 Config Name: AUI Amadeus
 Company ID: 1100001108
 Company Name: Cogh
 Agency Number: -
 Agency Name: Amadeus test org
 GDS Type ID: 32
 GDS Type Name: Amadeus
[View more](#)

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**.

The screenshot shows the 'Traveler Lookup' interface. At the top, there's a search bar with 'Search Type' set to 'Login ID' and 'Login ID' set to 'amadeus@t2gds.int'. Below this is a list of expandable sections: Travel Configuration, Company Information, Rule Classes, Locations, Agency Configuration, Configuration Items, GDS, and Associate Hotels. On the right, the 'Summary' pane is active, showing 'Shortcuts' (Service Logs, Trip Lookup), 'Profile' (Traveler: 64d9402-d473-4512-8676-11b5e3a22ba, Traveler ID: 1300002328, Traveler Name: William Sawyer, Traveler Email: amadeus@email.com, Rule Class ID: 1176, Rule Class Name: A/T Class Amadeus), and 'Configuration' (Config: 633a2f9a-3d76-5216-8001-077930844288, Config ID: 1500003408, Config Name: A/T Amadeus, Company ID: 1300001208, Company Name: Digi, Agency Number: -, Agency Name: Amadeus Inc 010, GDS Type ID: 52, GDS Type Name: Amadeus). A 'View more' link is highlighted in the Configuration section.

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).

NOTE: Free text fields are case sensitive.

NOTE: 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.

Traveler UUID	Travel Config...	Timestamp	Correlation ID	Trip ID	Shopping Ses...	Supplier	Message Type
<input type="checkbox"/> 54a194dd-d4f3-4612-9675-1bd5e3a43fbb	AUT Amadeus	2/14/2024, 2:29:05 PM	2988944e-284d-4965-a94c-e332d3be3779		f49dd184-abed-419a-b140-48cb13266f74	CARTRAWLER	VehicleAvailRa... - Request

```

{
  "@PrimaryLangID": "EN",
  "@Target": "Test",
  "@Version": "3.000",
  "@xmlns": "http://www.opentravel.org/OTA/2003/05",
  "@xmlns.xsi": "http://www.w3.org/2001/XMLSchema-instance",
  "POS": {
    "Source": {
      "RequestorID": {
        "@ID": "301634",
        "@ID_Context": "CARTRAWLER",
        "@Type": "16"
      }
    }
  }
}
  
```

Traveler UUID	Travel Config...	Timestamp	Correlation ID	Trip ID	Shopping Ses...	Supplier	Message Type
<input type="checkbox"/> 54a194dd-d4f3-4612-9675-1bd5e3a43fbb	AUT Amadeus	2/14/2024, 2:29:05 PM	2988944e-284d-4965-a94c-e332d3be3779		f49dd184-abed-419a-b140-48cb13266f74	AMADEUS	CarAvailability: IATA code EP discount Request

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

Trip Lookup

Search Type: Login ID

Login ID: amadeus@t2gds.int Search Clear

Advanced options

Trip Date Range: By Month ▼ Month: January ▼ Year: 2024 ▼

Traveler UUID	Itinerary Locator	Trip ID	Trip Name	Date of creation	
54af94dd-d4f3-4612-9675-1bd5e3a43fbb	1001045535	1bb8fad1-255a-4e64-b705-60dc6a963394	Trip - Atlanta	1/24/2024, 5:40:10 PM	...
54af94dd-d4f3-4612-9675-1bd5e3a43fbb	1001045702	4b123c08-f7cb-4b4d-a164-07f2c56c55a	Trip - Chicago	1/24/2024, 12:51:43 PM	...
54af94dd-d4f3-4612-9675-1bd5e3a43fbb	1001045424	a791ec5c-d8bd-4b61-8168-f40871f383e4	Trip - Atlanta	1/24/2024, 11:06:20 AM	...
54af94dd-d4f3-4612-9675-1bd5e3a43fbb	1001045393	e1806a94-e811-48ba-a6d2-cb0ca3ee3ead	Trip - Atlanta	1/24/2024, 10:59:06 AM	...
54af94dd-d4f3-4612-9675-1bd5e3a43fbb	1001044901	48d76bd3-ec7b-43de-b535-523d8e09fed	Trip - Boston	1/24/2024, 2:18:57 AM	...
54af94dd-d4f3-4612-9675-1bd5e3a43fbb	0	eb2a0be3-9aac-423b-a76e-f5334f731e2a	Trip - Boston	1/24/2024, 2:04:28 AM	...

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**.

Test Trip to Miami

Trip Status: Cancelled
 Record Locator: MXLIBB
 Traveler UUID: f53223b0-2976-491e-a8af-10f2aa1ac94

Reservations

History

This trip is not compliant.

NOTIFY_MANAGER

Reason: Testing

Comment: Itinerary has all segments

Comment: This is a test

SFO - MIA

Confirmation Number: MVAQGG

AA 369 Operated by AA

Departure: Tue, Nov 14, 2023 - 08:00 AM

Arrival: Tue, Nov 14, 2023 - 04:23 PM

Duration: 5h 23m

Selected Seats: 15C

Record Locator: MXLIBB

Shopping Session ID: 6fe2d3d1-2c9d-427f-a478-85830e2b837e

Source: sabre

This booking is not compliant.

REQUIRE_APPROVAL

Reason: Accepted lowest possible fare

Comment: Fare is greater than 50 USD

Comment: This is a test trip

PRICELESS Rental Car (MIA)

Confirmation Number: 5B514480711

Pickup Location: 4121 NW 25TH STREET MIAMI 33142 - FL, US

Drop-off: 4121 NW 25TH STREET MIAMI 33142 - FL, US

Pickup Date: Tue, Nov 14, 2023 - 04:00 PM

Drop-off Date: Thu, Nov 16, 2023 - 10:00 AM

Record Locator: MXLIBB

Shopping Session ID: 67aa5d9-aab3-46dc-b4c2-f48ad6db581d

Source: sabre

Summary

Shortcuts

Traveler Lookup

Service Logs By Trip ID

Trip Details

Trip ID: 58d3f7be-795d-4c66-b67b-7857c5aectc0

Trip Description: This is a test trip to Miami

Created On: 9/7/2023, 9:38:44 AM

Last Modification: 9/7/2023, 11:47:20 AM

Arranger ID: -

PCC: -

Itinerary Locator: 1000838850

Trip Locator: CG-PWS-PPGJ-22G

Booking Context

Company UUID: 9e9e9eb1-e894-40f6-851c-1b78843e2b8f

Company Name: T2supportability

Travel Config UUID: f629256f-672a-4847-a9f5-0c953f5e3b40

Travel Config Name: t2air-profile-cert

Rule Class UUID: 36da3c4-2ac8-4d04-b6ed-m3697981a7b

Rule Class Name: Cert - AUT Class Sabre (DO_NOT_EDIT)

Agency ID: 99999998

Agency Name: T2 AUT SABRE Profile-Testing

Approval Status

Current Status: none

Deadline: 12/31/1969, 9:00:00 PM

Total Cost

Estimated Total Cost: \$0.00

Rates are quoted in USD

Costs for canceled bookings are not displayed.

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.

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

Administration

****Planned Changes** New Concur Travel Experience: 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	◀ ◀ Edition			
		On: Impacts <i>end users</i> 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 <i>end users</i> 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.

NOTE: 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.

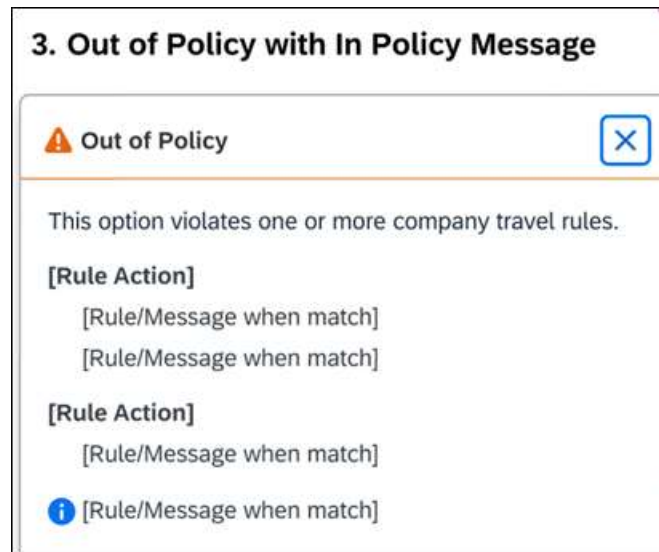
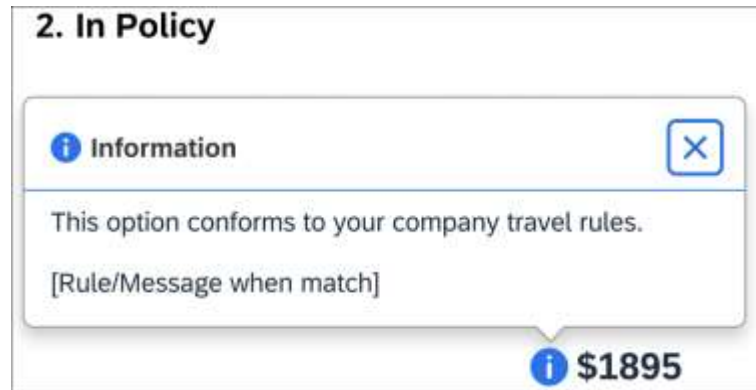
If a blue information icon or no icon displays, it means that the option is in-policy. A green checkmark icon will not display.

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	◀ ◀ 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.

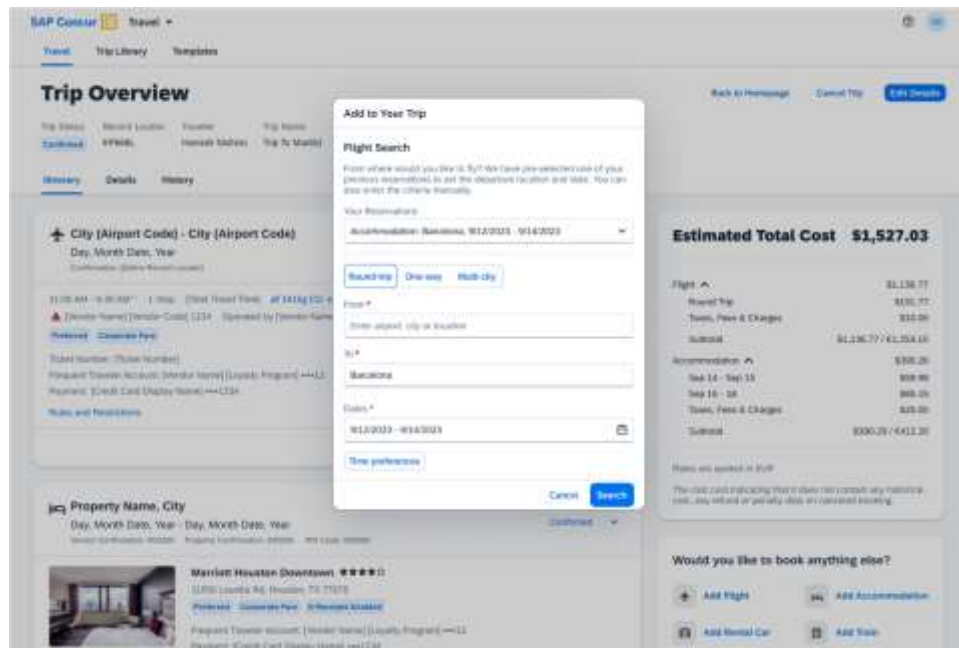
PHASES

This feature will be released in phases:

Phase	Date of Release
Phase 1: <ul style="list-style-type: none"> Hotel data to be added to the dropdown; no changes to existing user interface. 	March 2024
Phase 2: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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 than 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.

The screenshot displays a flight search interface with the following elements:

- Tabs:** Flight (selected), Car, Accommodation, Rail.
- Trip Type:** Round-trip (selected), One-way, Multi-city.
- From:** Miami (MIA)
- To:** Frankfurt (FRA)
- Depart Date:** 6/02/2024 (12PM Arrival)
- Return Date:** 6/12/2024 (12PM Arrival)
- Include Accommodation:** ☐ (checkbox is enabled)
- Search Flights:** A large blue button at the bottom.

The screenshot shows the SAP Concur Travel Flight search interface. At the top, there are tabs for 'Flight', 'Car', 'Accommodation', and 'Rail'. The 'Flight' tab is selected. Below the tabs, there are three buttons for trip type: 'Round-trip' (selected), 'One-way', and 'Multi-city'. The 'From' field contains 'Miami (MIA)' and the 'To' field contains 'Frankfurt (FRA)'. The 'Depart Date' is '6/02/2024' and the 'Return Date' is '6/12/2024', both with '12PM Arrival' times. There is a checkbox labeled 'Include Accommodation' which is checked. Below this, there is a section titled 'Accommodations'. The 'Destination' field contains 'Frankfurt (FRA)'. The 'Check-in*' date is '6/02/2024' and the 'Checkout*' date is '6/12/2024'. The 'Distance' dropdown is set to '5 miles'. At the bottom, there is a large blue button labeled 'Search Flights'.

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.

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

Configuration for Professional Travel

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

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

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 <i>end users</i> 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 <i>end users</i> 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.

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


Hotel Search Options

Default search radius: 5 (Recommended)

Search radius for corporate hotels: 30 (Recommended)

☐ Show Hotel Details Expanded

☒ Display **per diem** rates with individual hotel selections


Hampton Inn Grand Central
231 East 43rd Street, New York, NY • 3.16 mi • 2-Star Hotel

From: **\$198**

☒ All-inclusive meal plan
☒ Electric car charging stations
☒ Fitness center
☒ Free high speed internet connection
☒ Health club
☒ Outdoor pool
☒ Parking

Preferred Chain

Per diem lodging limits Sep 24 - Sep 27, \$315

View Rooms

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.

DoubleTree by Hilton Hotel New York City - Chelsea

Overview Rooms Services and Amenities Policies

Tuesday, 2024, September 24 - Friday, 2024, September 27 128 West 29th Street, New York, NY 4-Star Hotel

More Preferred Property

Per diem lodging limits
Sep 24 - Sep 27, \$315, Meals rate: \$74, Incidentals rate: \$5


Sustainability Certification & Programs
Green Leaf:
LEED: Gold
Green Stay: Advanced

Popular Property Services & Amenities
☒ Electric car charging stations
☒ Fitness center
☒ Health club
☒ Heated pool
☒ Outdoor pool
☒ Parking
☒ Restaurant
View All

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.

Review and Book



DoubleTree by Hilton Hotel New York City - Chelsea 4-Star Hotel

128 West 29th Street, New York, NY Phone: 1650570-5700

[More Preferred Property](#)

Parking Package Rate, CVV Required

3 Nights

Booking Includes

- ☑ One murphy bed
- ☑ English breakfast and European plan
- ☑ Free cancellation until 20:17 on February 9, 2024.

Check-in	Checkout
2024, September 24	2024, September 27

Per diem lodging limits

Sep 24 - Sep 27, \$315, Meals rate: \$74, Incidentals rate: \$5

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.

The screenshot shows the 'Trip Overview' page for a hotel reservation. The page is titled 'Trip Overview' and includes navigation links: 'Send Itinerary', 'Back to Homepage', 'Cancel Trip', and 'Edit Details'. The trip status is 'Complete', the record locator is 'JORGDO', the trip name is 'Trip - New York', and the dates are '2024, April 8 - 2024, April 10'.

The main section displays details for 'The Great Hotel - finest in the world, Jersey', a 4-Star Hotel. It includes the address '1006 Pines shire, Jersey, Michigan 50726', phone number '4089604813', and a 'More Preferred Property' link. The reservation is for 2 nights, from Monday, April 8 to Wednesday, April 10, 2024. The check-in is on April 8 and checkout is on April 10. The frequent traveler account is '****99'. The amenities listed are 'coffee corner, pool'. The per diem lodging limits are 'Sep 24 - Sep 27, Meals rate: \$74, Incidentals rate: \$5'. The comments include 'No Smoking', 'Vegan breakfast', 'Accessible', and 'Upper floor away from elevator'. There is a link for 'Rules and Restrictions'.

On the right side, the 'Estimated Total Cost' is \$853.96. Below this, the 'Accommodation' cost is \$853.96. A note states 'Rates are quoted in USD.' At the bottom right, there is a section titled 'Would you like to book anything else?' with buttons for 'Add Flight', 'Add Accommodation', and 'Add Rental Car'.

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		
	North America Data Center		
	China Data Center		
	All data centers		
			Scan impact
			UI impact
			File finishing impact
			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.

► To configure:

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

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

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

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

Hotel Connectors

General

☐ Use Detailed Passive Segment

TheHotelNetwork ☐ Enable

Requestor ID:

TripSource 2 ☐ Enable

Requestor ID:

AmexGBT Supply MarketPlace ☐ Enable

Requestor ID: ☐ Share OrgUnit/Division

HRS CHS ☐ Enable

Customer Key: ☐ Share OrgUnit/Division ☐ Notify customer

☐ Send notification to additional e-mail addresses: Additional e-mail addresses:

Hotel Connectors - Hotel Service v4 ?

Country/Region : Default ☒ Direct Connect HSV4_TEST_VENDOR ▾

[Add New Country Config](#)

Country/Region: United States of America ▾ ☒ Direct Connect : HSV4_TEST_VENDOR ▾

[Delete country config](#)

PASSIVE PNR FOR DIRECT CONTENT

► To configure:

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

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

2. On the **Travel Configuration** page, under **GDS PNR Options**, go to the activation checkboxes.
3. Under **Defaults for Specific non-GDS vendors**, select the **New Custom Hotel Source** checkbox. The default for this field is **Use the default specified above**. Select the **Write passive segments for non-GDS content if I have not specified a default for the specific vendor in the table below** checkbox.

TRAVEL ARRANGER FLOW

The Travel Arranger feature will be supported for Hotel.



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

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

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)	
		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		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		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.

NOTE: 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.



Travel Agency Ticketing Currency ?

Canada (\$)



Travel Agency Ticketing Currency ?

European Union (€)

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 fulfillment 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.

NOTE: 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.

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

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

USER/CUSTOMER BENEFIT

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

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.		

Prof	Stan	◀ ◀ Edition	
		On: Impacts <i>end users</i> 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 <i>end users</i> 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.

NOTE: 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.		

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		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.

NOTE: 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.

NOTE: 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.		

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 TraveIfusion airline)		
X		Other: Refer to the release note below		
	X	Does not apply to this edition		
Source				
GDS		Sabre, Car Connector		
Direct Connect				
Other				
X	EMEA Data Center			Scan impact
X	North America Data Center		X	UI impact
	China Data Center			File finishing impact
	All data centers			Profile/Profile API/3rd Party XML Sync Impact
Affected Documentation				
TSGs				
Fact Sheets				
Admin Guides				
Other		Concur Travel Professional Edition End User Help		

Overview

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

PHASES

This feature will be released in phases:

Phase	Date of Release
Phase 1: New History tab on the Trip Overview Page. <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> Booking-Specific events (e.g. Booking Created, Booking Cancelled, Booking Updated) 	April 2024
Phase 3: <ul style="list-style-type: none"> Approvals via Request Integration 	May 2024

Phase	Date of Release
<ul style="list-style-type: none"> Additional events 	

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

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

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

USER/CUSTOMER BENEFIT

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

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

End-User Experience

Historical data will include:

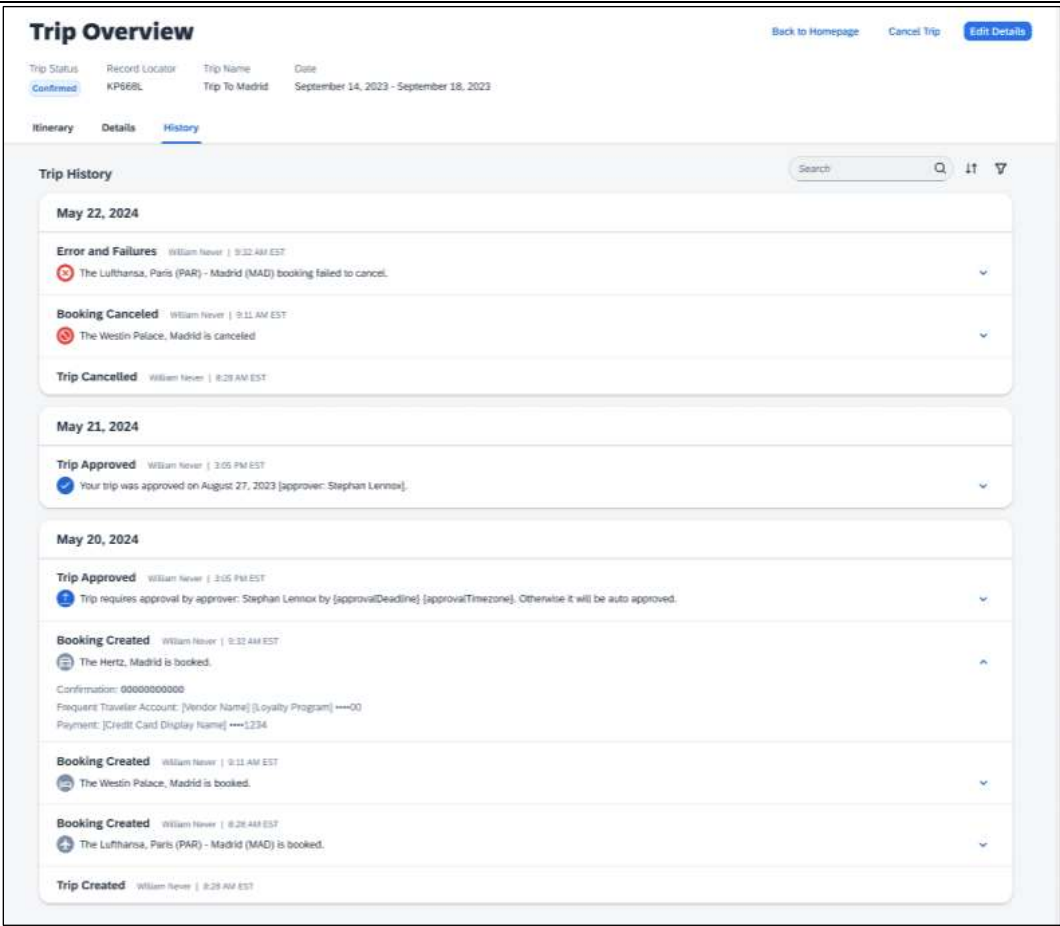
- the original details of the trip and the travel provider, for example, airlines, hotels, locations etc.
- all edits to a trip
- the identity of the person performing each action taken on the trip
- dates and time stamps
- ticket and confirmation numbers
- approvals and rejections
- policy violations
- detailed trip costs
- specific details of travel providers

► **To access trip histories:**

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

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

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



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.		

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.

Choose who will handle the approvals:

☒ Manager ☐ Designate Travel Approver

1 ▼ Manager(s)

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

Overview

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

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

NOTE: 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	⬅ ⬅ 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/3 rd 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.

The screenshot shows the 'Rule Class Options' form. It includes a 'Rule Class Label' text input field, an unchecked checkbox for 'Air rules use base fare instead of total fare', a 'Rule Class Selection' dropdown menu currently set to 'User can select from rule classes tied to this agency', and a checked checkbox for 'Force selection of a rule class (i.e., no default)'.

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

The screenshot shows a configuration page with various tabs and settings. On the right side, under the 'Trip Privacy' section, the 'Choose Rule Class Opt Out' checkbox is circled in red.

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

The screenshot shows the 'Select Rule Class Custom Prompt' form. It contains a text area for a 'Custom message that will display if user does not select rule class if required.' and a 'Save' button.

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.			

Prof	Stan	← ← Edition
		On: Impacts end users who use this feature/vendor; no configuration/setup by agency/admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)
		Available for use: No impact to end users unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
X		Other: Refer to the release note below
	X	Does not apply to this edition

Source / Solution Suggestion	
GDS	Applies to all GDSs
Direct Connect	Applies to all Direct Connects

Other	
X	EMEA Data Center
X	North America Data Center
	China Data Center
	All data centers

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-cancelled 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

i This trip requires approval before February 27, 2024 3:30 AM EST by approver: Alice Approso. Otherwise, it may be automatically canceled and a penalty fee may apply. The approver will be notified of any edits.

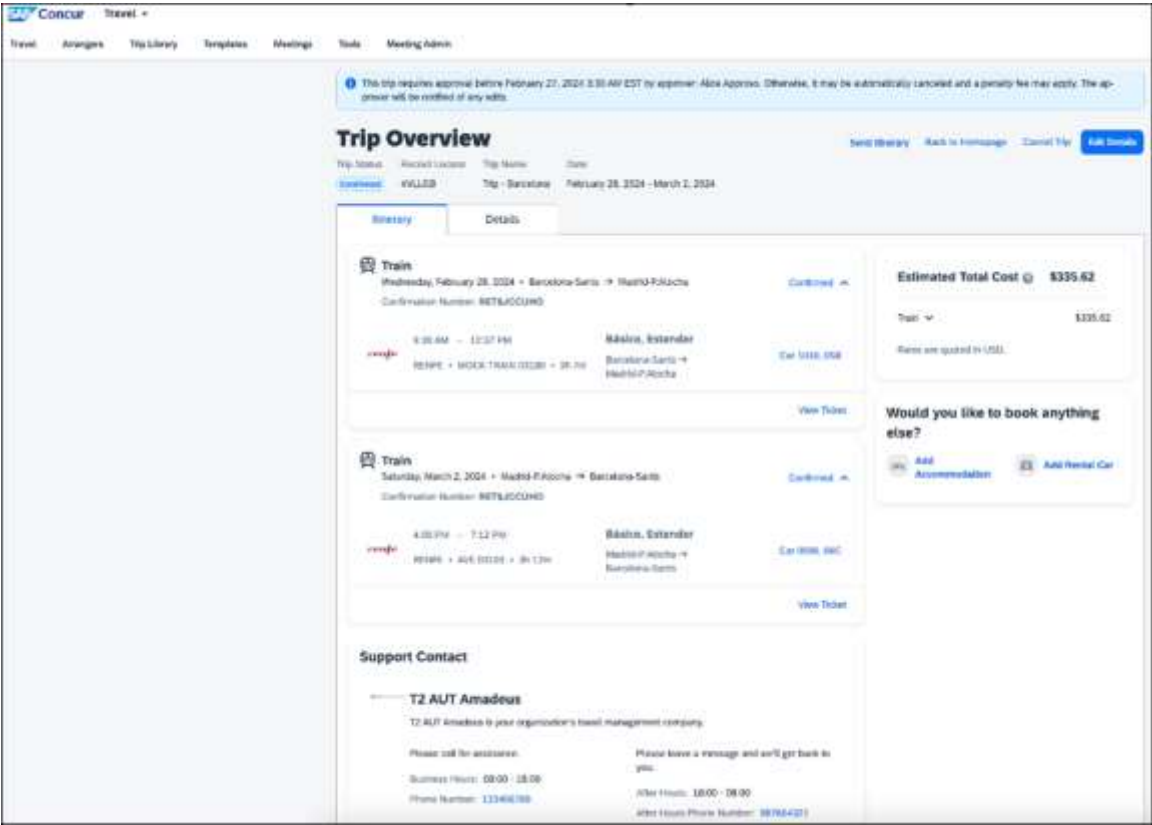
Trip Confirmed

An email confirmation will be sent to Alice Lo.

[Back to Homepage](#) [View Trip Overview](#)

Traveler	Alice Lo
Trip Name	Trip - Barcelona
Date	February 28, 2024 - March 2, 2024

Example: Trip Overview page before the approver rejects the trip



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

Trip Overview

[Send Itinerary](#)
[Back to Homepage](#)
[Cancel Trip](#)
[Edit Details](#)

Trip Status	Record Locator	Trip Name	Date
Complete	4VLLGB	Trip - Barcelona	February 28, 2024 - March 2, 2024

[Itinerary](#)
[Details](#)

Train

Wednesday, February 28, 2024 • Barcelona-Sants → Madrid-P.Atocha

Confirmation Number: RETSJCCUHO

9:30 AM – 12:37 PM

RENFE • MOCK TRAIN 03180 • 3h 7m

Básico, Estandar

Barcelona-Sants → Madrid-P.Atocha

Car 1010, 05B

Rejected

View Ticket

Train

Saturday, March 2, 2024 • Madrid-P.Atocha → Barcelona-Sants

Confirmation Number: RETSJCCUHO

4:00 PM – 7:12 PM

RENFE • AVE 03193 • 3h 12m

Básico, Estandar

Madrid-P.Atocha → Barcelona-Sants

Car 0006, 08C

Rejected

View Ticket

Estimated Total Cost \$335.62

Train \$335.62

Rates are quoted in USD.

Would you like to book anything else?

[Add Accommodation](#) [Add Rental Car](#)

Support Contact

T2 AUT Amadeus

T2 AUT Amadeus is your organization's travel management company.

Please call for assistance.

Business Hours: 08:00 - 18:00

Phone Number: 123456789

Fax Number: 1122334455

Address: Plaza del Emperador Carlos V28045

Please leave a message and we'll get back to you.

After Hours: 18:00 - 08:00

After Hours Phone Number: 987654321

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

SAP Concur

Trip Rejected - Action Required

Your trip was rejected on February 15, 2024 (approver: Alice Approso). Please view the latest trip status. You may be able to manually cancel your trip in case it doesn't get auto-canceled.

Rejection Reason: REJECTEDD

View Trip Status

Trip Overview

Traveler:
Alice Lo

Date:
May 23, 2024

Record Locator:
ONE\$KNGDPN

Example: Approver email

SAP Concur

Action Required

Trip requires your attention by February 27, 2024 3:30 AM EST. Otherwise, it may be automatically canceled and a penalty fee may apply. View approval for details.

Approve

Reject

View Approval

Trip Overview

Status: ConfirmedConfirmation: RETSJCCUHO

renfe

Wednesday, February 28, 2024

Barcelona-Sants - Madrid-P.Atocha

9:30 AM - 12:37 PM

Renfe • 03180

Básico, Estandar

Seat: Car 1010

058

Reservation Card: American Express
****0005

Train Policy Violation

Require Approval

Air Fare is greater than or equal to \$50

Reason

G - Larger car required as sharing with additional traveler

Notify Manager

Trip duration greater than or equal to 1 days

Reason

G - Larger car required as sharing with additional traveler

Status: ConfirmedConfirmation: RETSJCCUHO

renfe

Saturday, March 2, 2024

Madrid-P.Atocha - Barcelona-Sants

4:00 PM - 7:12 PM

Renfe • 03193

Básico, Estandar

Seat: Car 0006

08C

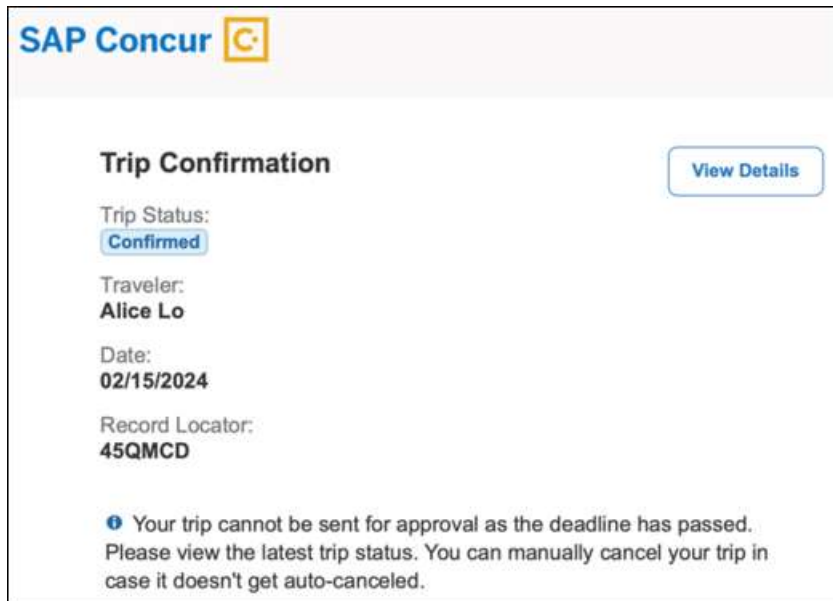
Reservation Card: American Express
****0005

Train Policy Violation

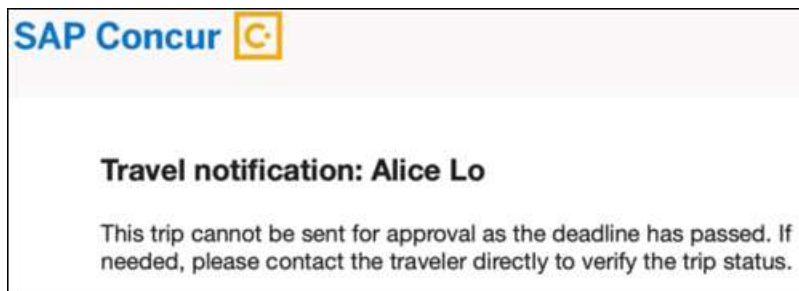
Require Approval

Air Fare is greater than or equal to \$50

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	← ← 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:

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

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

- The soonest of **Booking 1 Deadline**, or **Agency Time**, less 2 hours.
- Trip start, less 1 day.
- The soonest of either a. or b.

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

If the assigned approver does not take action by the approval deadline, the trip will be sent for auto-cancellation. 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	← ← 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.

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

****Planned Changes** New Concur Travel Experience: Renfe - 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	← ← 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.

Please define your Lowest Logical Fare (LLF):

Refundability: Does Not Matter

Airport: Does Not Matter

Run Dedicated LLF Shop: ☐

LLF per fare class of service (New Concur Travel Experience only): ☐

Has Contract: Does Not Matter

Number of Stops: Does Not Matter

Time Window: Does Not Matter

Include Rail: No

Limitations

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

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

- Enforce LLF based on: user's chosen fare

• Show additional LLF screen if: the user's chosen fare is out of policy

• The LLF screen display the user's chosen fare and: the LLF option(s)

- 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.

NOTE: 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.		

Prof	Stan	◀ ◀ Edition	
		On: Impacts <i>end users</i> 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 <i>end users</i> 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		
X	North America Data Center		
	China Data Center		
	All data centers		
			Scan impact
			UI impact
			File finishing impact
			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.

Travel Policy

Require Approval

This booking is not in compliance with the following travel rule(s):

⚠️ Require Approval

Rail fare description contains Single

⚠️ Notify Manager

Trip duration greater than or equal to 1 days

Provide a reason for the travel policy violation *

Select a reason

Comments

Add comments

⚠️ Require Approval

Cabin classes allowed: First class

Provide a reason for the travel policy violation *

Select a reason

Comments

Add comments

Configuration for Professional Travel

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

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



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

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	← ← 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	← ← 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.

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

****Planned Changes** New Concur Travel Experience: Renfe - 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	◀ ◀ Edition			
		On: Impacts <i>end users</i> 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 <i>end users</i> 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.

NOTE: 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	← ← 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 Shop and **Review and Book** pages.

USER/CUSTOMER BENEFIT

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

End-User Experience

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

Changes to the search results display:

- New horizontal display of the search results: Up to four fares will display as the initial search results. All remaining available fare options will display upon expanding the itinerary.
- Updated **Fare Rules and Restrictions** pop-up window.
- Updated Filter options.
- Updated Sort options.
- Support display of Preference label.
- Display of fares in the configured currency instead of vendor currency.

Changes to **Review and Book** page:

- Updated display of itinerary.
- New display of Total Cost card to align with the display on following Trip pages and Email.
- Updated display of itinerary on **Finalize** and **Trip Overview** pages.

Changes to **Confirmation** Email:

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

Changes to **Approver** email:

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

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

Configuration for Professional Travel

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

****Planned Changes** New Concur Travel Experience: Trainline - 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	◀ ◀ Edition	
		On: Impacts <i>end users</i> 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 <i>end users</i> 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.

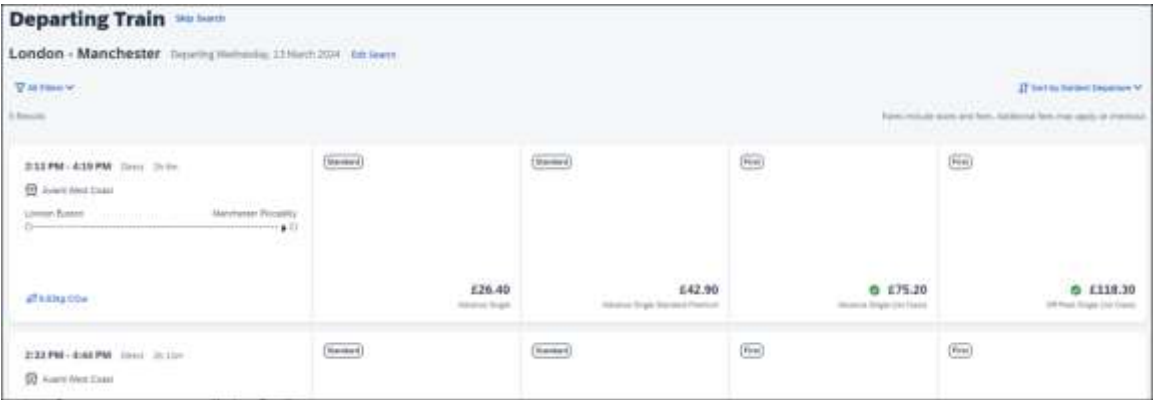
SEARCH

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.

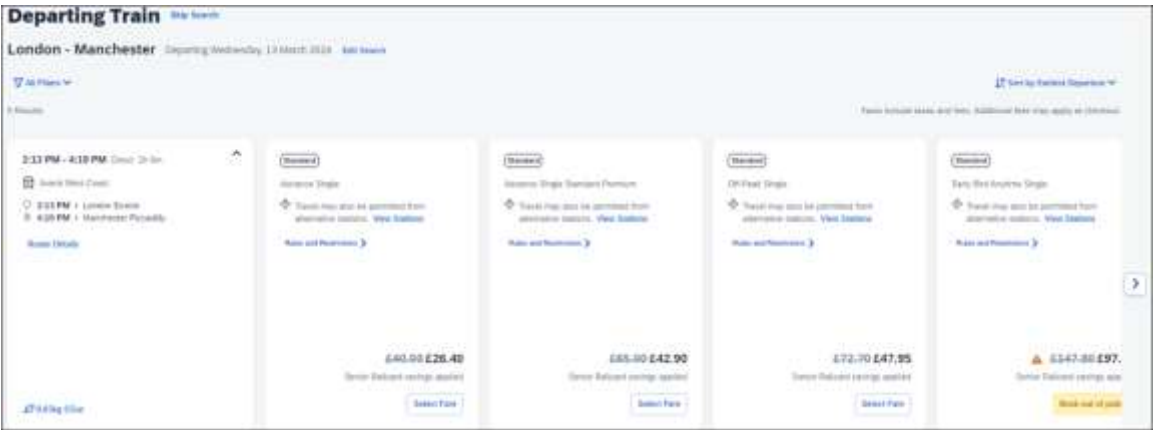
The screenshot shows the 'Trip Search' interface. At the top, there are two links: 'Booking for myself' and 'Book for a guest'. Below these are four icons representing different travel modes: airplane, car, train, and bus. The 'Train' icon is selected. Under the 'Train Search' heading, there are two buttons: 'Round Trip' (selected) and 'One Way'. Below these are two input fields for 'From' and 'To', both containing the placeholder text 'From'. There is an unchecked checkbox labeled 'Open Return'. Below this are two rows of date and time pickers. The first row is for 'Leave' with a date of '13/03/2024' and a time of '2:00 PM'. The second row is for 'Return' with a date of '14/03/2024' and a time of '2:00 PM'. At the bottom is a large blue 'Search' button.

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.

Review and Book

This is an instant purchase. Clicking Book and Continue button will issue the ticket immediately.

Train Itinerary

Wednesday, 13 March 2024

London Euston - Manchester Piccadilly

2:15 PM - 4:15 PM | 1st Class | 1st Class

View Alternative Stations | View Train Details

Traveler Information

The SAP Concur profile was used to complete the traveler information. Please ensure this information matches what is on the government issued ID.

Name (as on Identification): William Haver | Phone: | Email: william.haver@company.com

Preferred Traveler Account: | Select an account

Travel Preferences

Seat Reservation

Your journey has no mandatory seat reservation. A seat will be reserved for you and your seat number will be confirmed at check-in.

Seat Preferences

Position: Window | Window | Quiet | No Preference

Estimated Total Cost £39.90

Base Fare: £44.00
Discounts: £(4.10)
Service Related charges: £0.00
Taxes, Fees & Charges: £4.00
Booking Fee: £4.00

Payment

Form of Payment: Corporate Account

☐ I have read and accepted the rules, restrictions and policies.

[View Rules and Restrictions](#)
[National Rail Conditions of Travel](#)

Book and Continue
[Change Selection](#)

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).

NOTE: 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.

Ticket Delivery Preference Select how you would like to receive your ticket.

Delivery Option *

eTicket (£0.00 fee)

eTicket (£0.00 fee)

Kiosk (£1.50 delivery fee)

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.

Finalize * Required field

Trip Overview
13 March, 2024

Trip Name *

Trip - Manchester

Character limit: 50 1/50

Description

Character limit: 250 0/250

Traveler

Estimated Total Cost £30.90

Train ▼ £30.90

Rates are quoted in GBP

[Confirm](#)

[Cancel Trip](#)

Would you like to book anything else?

[Add Accommodation](#) [Add Rental Car](#)

London Euston - Manchester Piccadilly
Wednesday, 13 March, 2024
Confirmation Number: 873260803979

Ticketed ▼

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**:

London Euston - Manchester Piccadilly
Wednesday, 13 March, 2024
Confirmation Number: 873260803979

[Show train details](#)

Ticketed ▼

London Euston - Manchester Piccadilly

Wednesday, 13 March, 2024

Confirmation Number: 873260803979

Hide train details

Ticketed

2:13 PM - 4:19 PM Direct 2h 6m 9.83kg CO₂e

• Avanti West Coast C87769

Seats: Car A, 28

Advance Single

Class: Standard

Ticket Delivery: eTicket View Ticket

Note
Senior Railcard savings applied. Traveler must carry the rail card at all times when traveling.
Reserved via: Corporate Account
[Additional Travel Information](#)

View Details

VIEW TICKET


View Tutorial

Download Story

Add to website



Embed our London story on your website

Download QR code to share with others



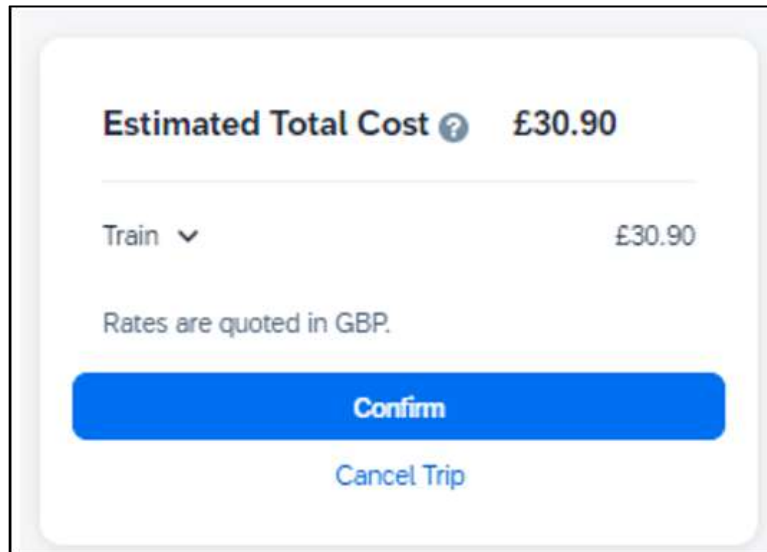
View Tutorial

Download Story

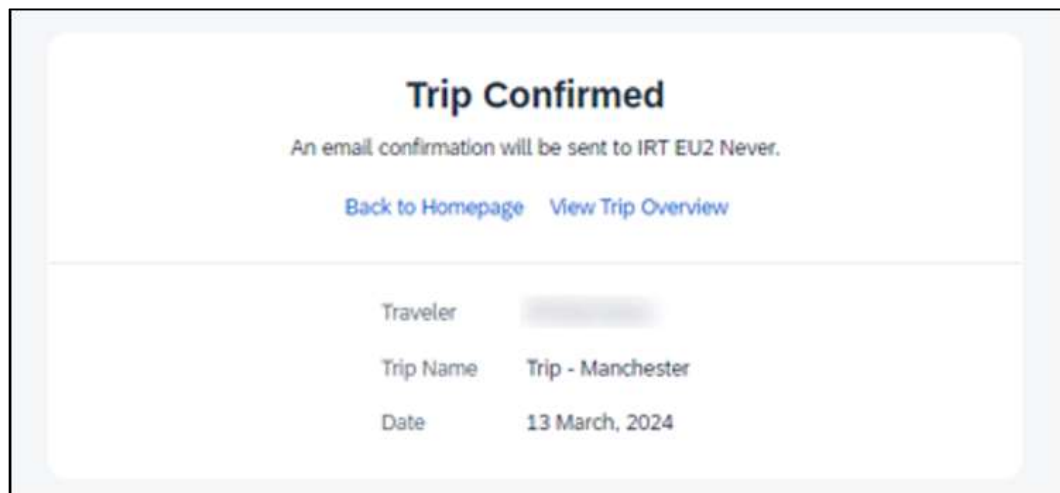
NOTE: The eTicket issuance might take longer. If the eTicket is not available during the booking process, the email will be sent separately later.

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



This screenshot shows a confirmation screen for a rail trip. At the top, it displays 'Estimated Total Cost' with a help icon and the amount '£30.90'. Below this, there is a section for 'Train' with a dropdown arrow and the same amount '£30.90'. A note states 'Rates are quoted in GBP.' At the bottom, there are two buttons: a prominent blue 'Confirm' button and a smaller, lighter blue 'Cancel Trip' link.

Estimated Total Cost ?	£30.90
Train ▼	£30.90
Rates are quoted in GBP.	
Confirm	
Cancel Trip	



This screenshot shows the 'Trip Confirmed' page. The title 'Trip Confirmed' is centered at the top. Below it, a message states 'An email confirmation will be sent to IRT EU2 Never.' There are two links: 'Back to Homepage' and 'View Trip Overview'. Below these links is a table with trip details.

Trip Confirmed	
An email confirmation will be sent to IRT EU2 Never.	
Back to Homepage View Trip Overview	
Traveler	[Redacted]
Trip Name	Trip - Manchester
Date	13 March, 2024

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

VIEW TRIP OVERVIEW

Trip Overview

Back to Homepage

Cancel Trip

Edit Details

Trip Status

Trip Name

Date

Complete

Trip - Manchester

13 March, 2024

Itinerary

Details

London Euston - Manchester Piccadilly

Wednesday, 13 March, 2024

Confirmation Number: 873260803979

2:13 PM - 4:19 PM

Direct

2h 6m

9.83kg CO₂e

Seats: Car A, 2B

Advance Single

Class: Standard

Ticket Delivery: eTicket

View Ticket

Note

Senior Railcard savings applied. Traveler must carry the rail card at all times when traveling.

Reserved via: Corporate Account

Additional Travel Information

View Details

Estimated Total Cost

£30.90

Train

£30.90

Rates are quoted in GBP.

Would you like to book anything else?

Add Accommodation

Add Rental Car

Support Contact

is your organization's travel management company.

Business Hours: 8:00 - 12:00

After Hours: 18:00 - 18:30

Phone Number:

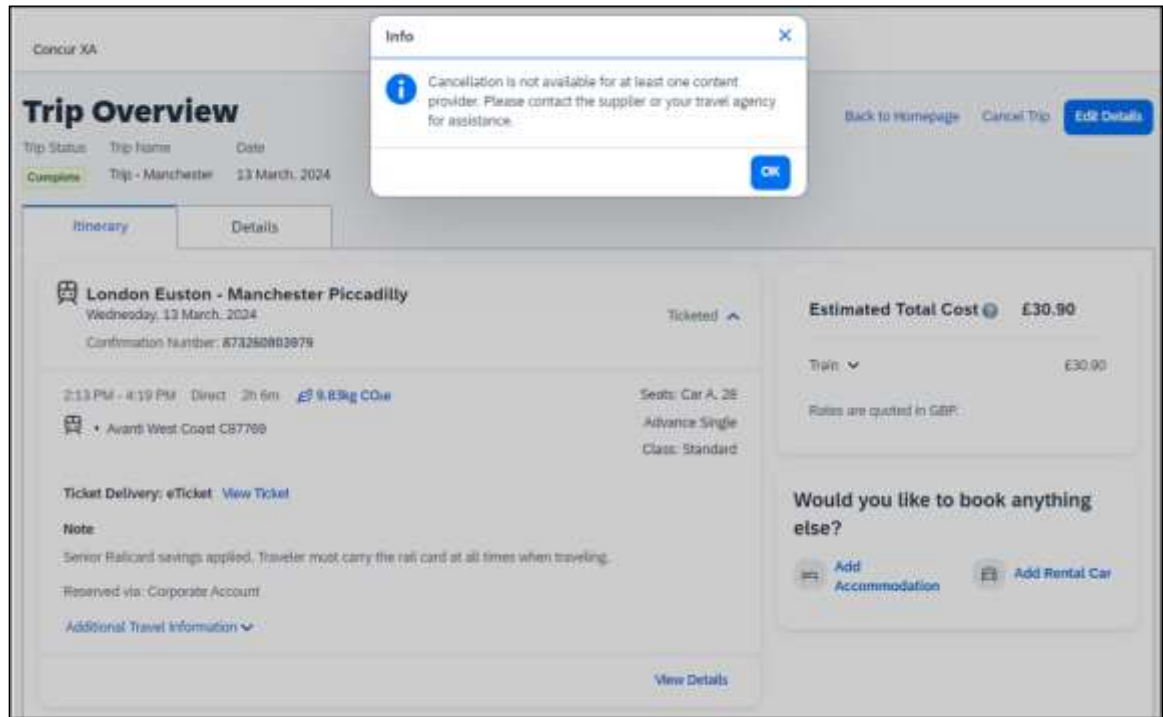
After Hours Phone Number:

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:

"Cancellation 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	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.

NOTE: 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

► To enable the Request Booking Switch

1. Click **Administration > Travel**, then, select **Travel System Admin**.
2. Locate the desired company. In the **Wizard Options** section of the **Travel Configuration** page, select **Enable Travel Request Integration**. This must be selected to use the booking switch feature.
3. Select **Enable Request Booking Switch**.

****Planned Changes** New Concur Travel Experience: 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	◀ ◀ 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

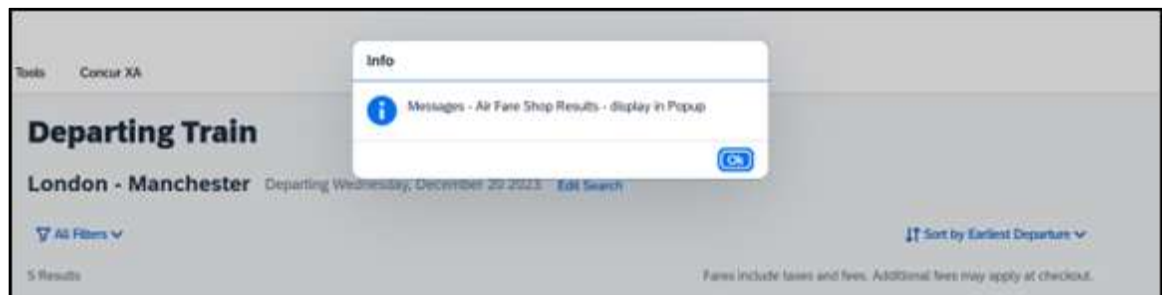
Configurable Message Boards provide administrators with the opportunity to configure informative custom messaging for specific scenarios based on policy rules to their end users.

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.

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

****Planned Changes** New Concur Travel Experience: Trainline - Customer Migration (Professional Edition Only) (Feb 19-28)**

Information First Published	Information Last Modified	Feature Target Release Date
November 2023	February 9, 2024	February 19 – 28, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

NOTE: 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.

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
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.

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
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.

NOTE: 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.			

Prof	Stan	← ← Edition
		On: Impacts end users who use this feature/vendor; no configuration/setup by agency/ admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)
X		Available for use: No impact to end users unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
		Other: Refer to the release note below
	X	Does not apply to this edition

Source / Solution Suggestion	
GDS	
Direct Connect	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.

Please define your Lowest Logical Fare (LLF):

Refundability

Does Not Matter

Has Contract

Does Not Matter

Number of Stops

Does Not Matter

Time Window

Does Not Matter

Airport

Does Not Matter

Include Rail

No

Run Dedicated LLF Shop

☐

LLF per fare class of service (New Concur Travel Experience only)

☐

No

Yes

Limitations

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

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

- Enforce LLF based on

user's chosen fare

Show additional LLF screen if

the user's chosen fare is out of policy

The LLF screen display the user's chosen fare and

the LLF option(s)

- 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.

NOTE: Travel administrators for configurations where Renfe or Trainline rail connectors are enabled and who set LLF criteria for Rail should revisit their current LLF related policy rules to ensure rules are configured correctly for their needs.

All configuration settings are applied for both Flight and Rail bookings if LLF is enabled for Rail.

****Planned Changes** New Concur Travel Experience: 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
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Prof	Stan	← ← Edition
		On: Impacts end users who use this feature/vendor; no configuration/setup by agency/ admin; cannot be turned OFF (example: new icons or rate display, new Amtrak feature)
X		Available for use: No impact to end users unless/until configuration/setup by agency/admin (described below) (example: new rule, new Travelfusion airline)
		Other: Refer to the release note below
	X	Does not apply to this edition
Source / Solution Suggestion		
GDS		
Direct Connect	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.

The screenshot shows a 'Travel Policy' interface. At the top right is a 'Require Approval' button. Below the header, a message states: 'This booking is not in compliance with the following travel rule(s):'. There are two violation entries:

- Require Approval**: Rail fare description contains Single. Below this is a dropdown menu labeled 'Provide a reason for the travel policy violation *' with the option 'Select a reason'.
- Notify Manager**: Trip duration greater than or equal to 1 days. Below this is a text input field labeled 'Comments' with the placeholder 'Add comments'.

Below the first violation, there is another section for 'Require Approval' with the rule 'Cabin classes allowed: First class'. This section also includes a dropdown menu for 'Provide a reason for the travel policy violation *' (with 'Select a reason') and a 'Comments' text input field (with 'Add comments').

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.

The screenshot shows a single checkbox labeled 'Allow Multiple Violation Reason Codes', which is currently checked.

NOTE: The setting 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	
Any changes since the previous monthly release are highlighted in yellow in this release note.					
Prof	Stan	⬅ ⬅ Edition			
		On: Impacts <i>end users</i> 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 <i>end users</i> 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)**

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	◀ ◀ 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.

NOTE: 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.		

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
January 2024	February 9, 2024	Feb 19-28, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

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

Affected Documentation	
TSGs	Trainline Direct Connect
Fact Sheets	
Admin Guides	
Other	

Overview

NOTE: 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 <i>end users</i> 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 <i>end users</i> 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)** release 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](#).
- 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:

Profile Template Editor

Company: **TMC Training Agency Site EU (500000607)** Profile Template: **Amadeus Default / Clone** Reservation System: **Amadeus**

[Line Definitions](#) [Lookup Tables](#) [Template Configuration](#) [Testing Tools](#) [Publishing](#)

21 LAST_NAME (1,1,5)

25 First Name PREFIX_NAME (1,1) ID Travel Name Remark

101 PI CD : Passport_Nationality | Passport_Number | Passport_Date_Issued | Passport_Expiration | PASSPORT_PLACE_ISSUED_COUNTRY

2041 AIR TRAVEL_COMPANY_CODE | air_account_number ++airprogram
Count: 24

20241 HOME_ADDRESS : | HOME_ADDR2

10341 HOME_CITY : HOME_ZIP HOME_COUNTRY

20541 | PNR WORK_PHONE

20241 | PNR ASST_WORK_PHONE ASST PHONE

20241 | M CELL_PHONE_NUMBER

20541 | EMERGENCY | EMERGENCY_CONTACT_NAME | EMERGENCY_CONTACT_PHONE

20541 | EMAIL

20581 | CC AIR_CREDIT_CARD_TYPE | AIR_CREDIT_CARD_NUMBER | AIR_EXPIRATION_DATE

2241 | AF AIR_DISCOUNT_PROGRAM_NUMBER

PNR FINISHING TEMPLATE EXAMPLES

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

Credit Card Finishing Template Datapoints:

Element:

```

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

```

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

- Virtual_Hotel_Credit_Card_Number
- Virtual_Hotel_Expiration_Date

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](#).

****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**



NOTE: 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

The screenshot shows a terminal-style interface for the FOP Wallet. It lists four payment card types, each with a card number and an expiration date, followed by a Use Type code. The Use Type codes are UAL, UCR, and UHL.

FORM OF PAYMENT	Use Type Code
1. PAYMENT CARD TYPE *VI4111111111111111/0528	XN
2. PAYMENT CARD TYPE VI4111111111111111/0528	UAL
3. PAYMENT CARD TYPE CA5122291189070573/1024	UCR
4. PAYMENT CARD TYPE AX373083796598998/1224	UHL

Configuration for Professional and Standard Travel

This feature requires 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  
¥AUAY¥PADT¥XO¥RQ
```

New PQ Line:

PQ 1

```
AC*GLD03¥S1*BRMAINCABIN*ZZXAVUA0ML¥S2*BRMAINCABIN*ZZXAVNA0ME¥AUAY¥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](#) 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](#) and enable gender non-binary users to enter consistent information when making travel arrangements and entering personal information into SAP Concur solutions.

Timelines and details about these ongoing changes will be provided in the [SAP Concur release notes](#).

Documentation for New Concur Travel Experience

Online Help Updates in the SAP Help Portal

Overview

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

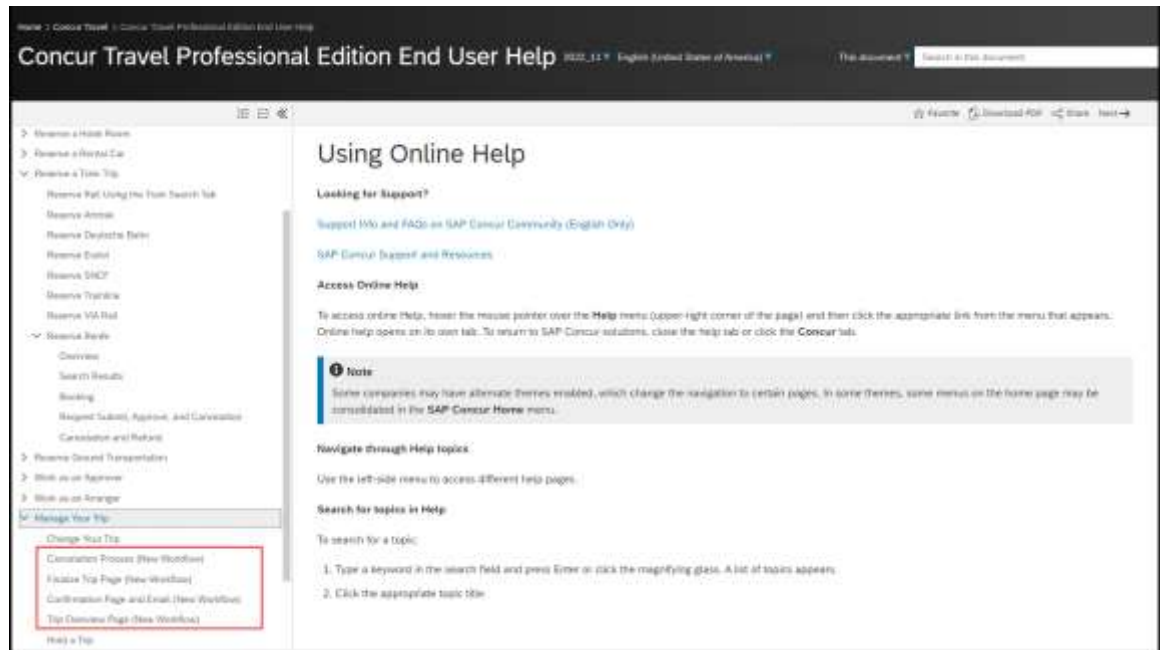
Also, on the **Implement** tab of the **Concur Travel** product page in the [SAP Help Portal](#), there is a new *Travel Services Help*. This will become the new home for Travel Service Guides type documentation.

USER/CUSTOMER BENEFIT

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

End-User Experience

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



Configuration for Professional and Standard Travel

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

In-Product User Assistance

Client Customized Content

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

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

Subprocessors

SAP Concur Non-Affiliated Subprocessors

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

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

1. Click the following link to navigate to the *SAP Sub-processors / Data Transfer Factsheets* page:
[SAP Sub-processors / Data Transfer Factsheets](#)
2. Sign in to the SAP Support Portal using your Support User ID (S-user) and password.

NOTE: SAP customers must sign in to the SAP Support Portal using their Support User ID (S-user) and password. For information about S-User IDs, refer to [Your New Support User ID \(S-user\)](#) and to the [Learn All About S-User IDs](#) blog post.

3. On the *SAP Sub-processors / Data Transfer Factsheets* page, type "Concur" in the **Search** field.
4. In the **Title** column, click **SAP Concur Sub-processors List**.

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

Supported Browsers

Supported Browsers and Changes to Support

For information about supported browsers and planned changes to supported browsers, refer to the [Concur Travel & Expense Supported Configurations](#) guide.

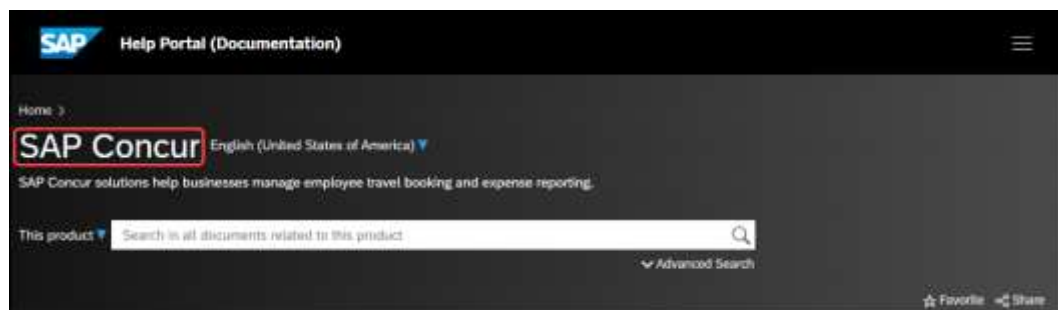
When changes to browser support are planned, information about those changes will also appear in the [Shared Changes Release Notes](#).

Additional Release Notes and Other Technical Documentation

Online Help

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

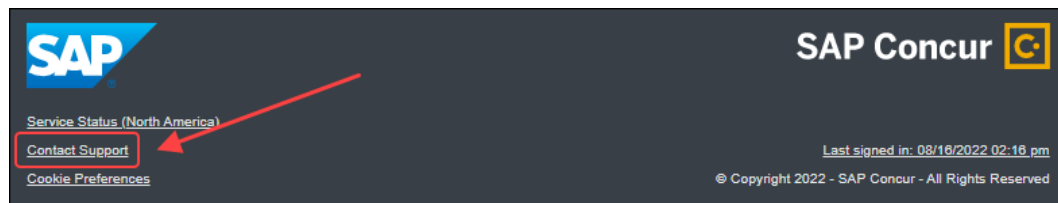
To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the [SAP Concur solutions page](#).



SAP Concur Support Portal – Selected Users

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

If you have the required permissions, **Contact Support** is available on the SAP Concur **Help** menu and in the SAP Concur page footer.



Click **Contact Support** to access the SAP Concur support portal, then click **Resources**.

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

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