

Travel: Calendar Integration

Travel Service Guide

Last Revised: January 19, 2023

Applies to Concur Travel:

- Professional/Premium edition
 - TMC Partners
 - Direct Customers
- Standard edition
 - TMC Partners
 - Direct Customers

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Revision History

Date	Revision Notes/Comments
July 25, 2023	Updated Overview section with note on SAP Concur UI themes; no other changes
January 18, 2023	Removed support for Microsoft Exchange Web Services and Configuration instructions for Google Calendar. Updated Overview section.
January 18, 2022	Updated the copyright year; no other changes; cover date not updated
March 4, 2021	Added notes to <i>Overview</i> and <i>Microsoft Exchange Web Services</i> sections
February 14, 2020	Updated the copyright; no other changes; cover date not updated
June 19, 2019	Removed "Concur" from the cover; no other changes; cover date not updated
May 13, 2019	Added a note about <i>Created by Concur Travel</i> on the calendar entry
March 10, 2019	Updated the copyright; no other changes; cover date not updated
January 2, 2018	Updated the copyright; no other changes; cover date not updated
October 6, 2017	Added a note about Office 365 FAQ
September 7, 2017	Added: <ul style="list-style-type: none"> • A note about newer versions of Microsoft Exchange • An FAQ section
April 11, 2017	Updated a couple screen shots
February 22, 2017	Added Office 365 Removed Microsoft Exchange (2007, 2010)
December 23, 2016	Ground bookings appear in Google calendar integration
November 18, 2016	Changed the calendar times for car and hotel for Google Calendar
October 27, 2016	Added a note about assistant/arranger/delegate calendars
September 28, 2016	Added a note about the hotel time – calculated based on the time zone of the latitude/longitude proximity of the closest airport
May 20, 2016	Added support for offline PNR segments for Google Calendar
September 4, 2015	Added a sample of a Google Calendar with room and car
August 26, 2015	Google Calendar available
July 6, 2015	Car and hotel reservations appear on the user's calendar
May 15, 2015	General updates; initial publication in the new format Replaces these Travel Service Guides: <ul style="list-style-type: none"> • Microsoft Calendar Integration (Exchange Web Services) • Microsoft Calendar Integration (iCal)

Calendar Integration

Section 1: IMPORTANT – About this Guide

Be aware of the following:

- **Infinite variables:** Certain scenarios have an infinite number of variables or extremely unusual circumstances, like rare cancellation or refund situations. So, not all scenarios can be presented in this guide. Also, certain processes may be influenced by third- or fourth-party providers. In some cases, you must contact the provider directly.
- **User interface, fees, rates, schedules:** When other providers change their user interface (for example, web site) or their fees/rates/schedules, they are under no obligation to make SAP Concur aware of those changes. If a screen sample in this guide is outdated because of a change made by a provider, we will update that screen sample when we become aware of the change and at our earliest convenience.
- **Permissions:** A company's admin may or may not have the correct permissions to manage the feature described in this guide. If an admin needs to manage this feature and does not have the proper permissions, they should contact the company's SAP Concur administrator.

Also, the admin should be aware that some of the tasks described in this guide cannot be completed by the company. In this case, the client must contact their TMC (if a TMC provides their support) or SAP Concur (if SAP Concur provides their support).

Section 2: Overview

NOTE: Multiple SAP Concur product versions and UI themes are available, so this content might contain images or procedures that do not precisely match your implementation. For example, when SAP Fiori UI themes are implemented, home page navigation is consolidated under the SAP Concur Home menu.

The Calendar Integration feature allows Concur Travel to automatically populate a user's calendar with travel plans so they do not accidentally schedule a meeting when they are on business travel or on a plane. This is easier for users than having to open individual calendar events for each segment.

NOTE: Calendar Integration does not currently support trips received through the Connect API (made directly on the vendor's web site).

Concur Travel integrates with Google Calendar; however as of September 2022, no new configurations can be enabled.

Concur Travel has retired support for the Microsoft Exchange Web Services calendar because Microsoft is retiring the Basic Auth mechanism used to populate

O365calendars. The calendar integration feature will be replaced with the capability to include schema.org JSON in confirmation emails, which allows for the creation of events on Microsoft calendars.

Professional Travel

This feature is available only in Professional Travel.

Section 3: Google Calendar

End-User Experience

Assistant/Arranger/Delegate

Though an assistant/arranger/delegate can book for the traveler, only the traveler's calendar is populated with the trip information. The traveler must share or forward the invite to the assistant/arranger/delegate in order for them to see it on their calendar.

Posted to the User's Calendar

When an itinerary is added to a user's trip list, Concur Travel also posts data to the user's calendar.

For example, the following itinerary produces the following calendar entry:

RESERVATIONS	
2015, October 28, Wednesday	
	Flight Seattle, WA (SEA) to Los Angeles, CA (LAX) Cancel all Air
Alaska Airlines 462 	
Departure: 07:35 AM Confirmation: FVLORU	
Seat: 20A (Confirmed) Change Seat Status: Confirmed	
Seattle Tacoma Intl Arpt (SEA)	
Duration: 2 hours, 45 minutes	
Nonstop	
Arrival: 10:20 AM	
Los Angeles Intl (LAX)	
Terminal: 6	
~~~~~	
2015, October 29, Thursday	
	<b>Flight</b> <b>Los Angeles, CA (LAX)</b> to <b>Seattle, WA (SEA)</b> <a href="#">Cancel all Air</a>
Alaska Airlines 451 	
<b>Departure:</b> 02:20 PM <b>Confirmation:</b> FVLORU	
Seat: 20A (Confirmed) <a href="#">Change Seat</a> Status: <b>Confirmed</b>	
Los Angeles Intl (LAX)	
Terminal: 6	
Duration: 2 hours, 42 minutes	
Nonstop	
<b>Arrival:</b> 05:02 PM	
Seattle Tacoma Intl Arpt (SEA)	

The screenshot shows a Google Calendar view for October 28-29, 2015. The left sidebar includes a calendar for October 2015, a 'My calendars' section with 'QA User' and 'Tasks' selected, and an 'Other calendars' section. The main area displays a two-day agenda from 4am to 5pm. On Wednesday, a teal event titled '7:35 – 10:20 Trip from Seattle to Los Angeles' spans from 8am to 10:20am. On Thursday, another teal event titled '2:20p – 5:02p Trip from Seattle to Los Angeles' spans from 2:20pm to 5:02pm.

Here is a sample of a car reservation and a hotel stay:

This image shows a portion of a calendar interface with two events highlighted in teal. The top event, from 4:40pm to 7pm, is titled '4:40p - Nu Car Rentals | Confir' and is associated with a contact named 'Col' and phone number '7345'. The bottom event, from 6pm to 7pm, is titled '6p – 7p The Westin Bonaventure Hotel 404 S Figueroa St, Los Angeles,'.

Note the following:

- All appointments:
  - ◆ Populate with data in the user's language preference set in their Concur Travel profile (System Settings)
  - ◆ Have the visibility set to Calendar Default
- Air and train appointments:
  - ◆ Are set to *Busy* for the length of the flight
  - ◆ Automatically have a three-hour popup reminder and email notification
- Car appointments:
  - ◆ Are set to *Free*
  - ◆ Appear as a thirty-minute event for car pick-up
- Car and Hotel use the calendar default reminder.
- Hotel appointments:
  - ◆ Time is calculated based on the time zone of the latitude/longitude of the closest airport
  - ◆ Are set to *Free*
  - ◆ Appear as a one-hour event for hotel check-in

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**NOTE:** If there is no check-in time provided for a hotel stay, the default is 3-4 PM in the hotel's local time zone.

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- Events:
  - ◆ Are added to the Default Calendar type only
  - ◆ Do not have a special color assigned; they will show in the color of the user's calendar
- *Created by Concur Travel* appears on the calendar entry so users can differentiate entries created by Concur from those created by other applications.

Also, if the customer has Concur Travel and the user subscribes to TripIt Pro within their Google Calendar, then the user will see the calendar appointments twice – once on their main calendar and once in the separate TripIt calendar. To avoid this, users can toggle the TripIt calendar subscription off or unsubscribe from it entirely.

### ***Updates to the User's Calendar***

If a trip is modified within Concur Travel, the user's calendar automatically updates with appointments to reflect the modified itinerary.

If a trip is modified outside of Concur Travel but is sent/imported into SAP Concur, the same will occur.

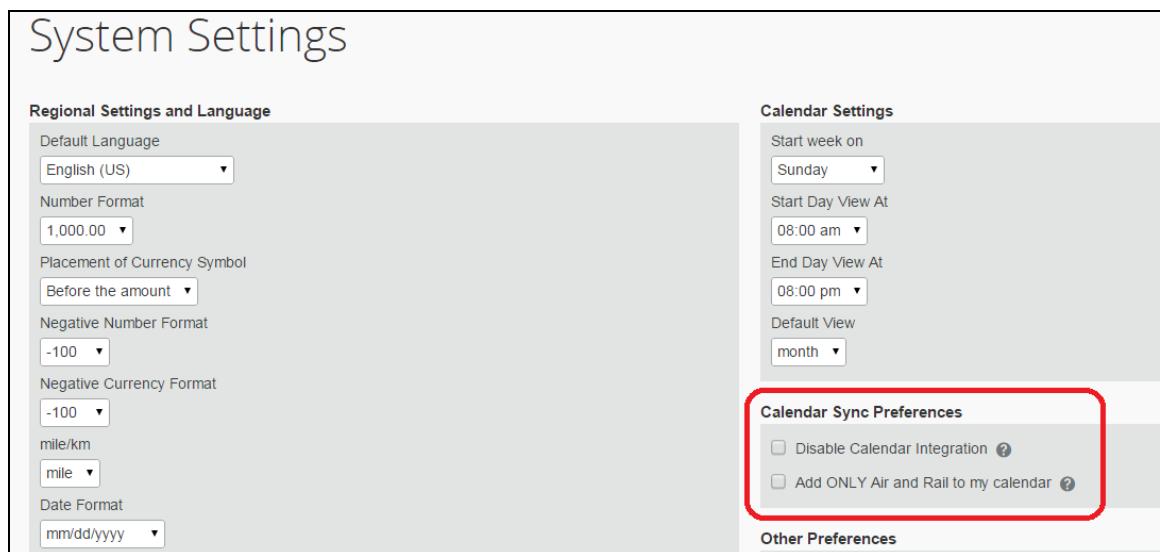
## **Removed from the User's Calendar**

If a trip is cancelled within Concur Travel, the traveler's calendar is updated to remove those appointments.

If a trip is canceled by an agent and the PNR is queued to Concur Travel, the traveler's calendar is updated to remove those appointments.

## **Calendar Integration Profile Settings**

Once the Calendar Integration feature has been enabled for a site, the user clicks **Profile > Profile Settings > System Settings** (left menu) to view the **Calendar Sync Preferences** section.



The options are:

- **Disable Calendar Integration:** Check this option to prevent trips from automatically populating the user's calendar.
- **Add ONLY Air and Rail to my calendar:** Check this option to prevent the creation of appointments for non-air or train travel (car or hotel).

Both of the options are defaulted to OFF (unchecked).

## **Configuration**

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**NOTE:** Existing Google Calendar clients will continue to be supported; however, no new configurations can be enabled.

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## **Enable Confirmation Emails (Travel System Admin)**

### ► **To enable:**

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

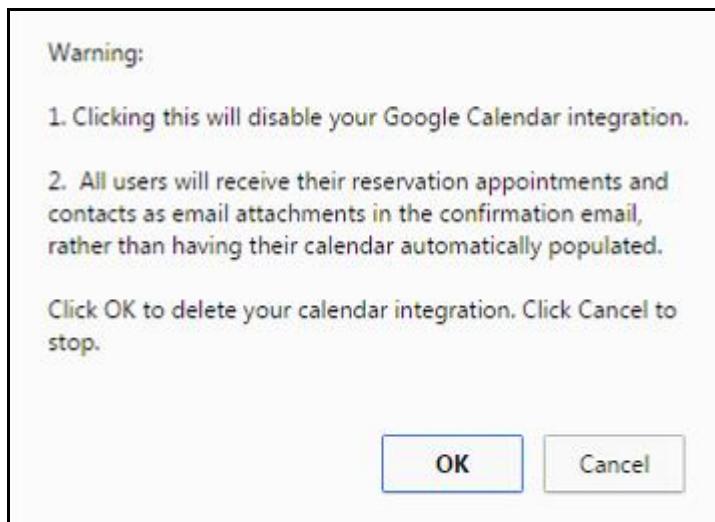
**NOTE:** Depending on your permissions, the page may appear immediately after you click **Administration** or **Travel**.

2. Be sure to confirm that you have confirmation emails enabled in the travel configuration under Email Settings.

The screenshot shows the 'Email Settings' section of the Travel System Admin configuration. It includes fields for 'Confirmation Emails' (dropdown: 'Send Confirmation Emails'), 'Ticketing Emails' (dropdown: 'Send Email on Ticketing'), 'Ticketing Email Subject' (text input: 'TICKETED: Travel Itinerary'), 'Travel Reservation Email Subject' (text input: 'DEPARTURE: Record Locator, and TRIP NAME'), 'Reminder Emails' (checkbox: 'Remind 3 days before travel'), 'Reminder Email Subject' (text input: 'Upcoming Travel'), 'Trip on Hold Reminder Email Subject' (text input: 'Trip Hold Reminder: [RECLOC]'), and 'E-mail Hotel Map/Directions Default' (checkbox: 'Include directions and maps to hotels').

## **Disable Calendar Integration**

To disable calendar integration, on the **Calendar Integration Admin** page, click the **Delete** button. You will be asked to confirm.



## **Section 4: Frequently Asked Questions**

**Q.** Approvers/Arrangers whose companies use Office 365 are seeing other users' travel plans in their own calendars.

**A.** Consider disabling the Outlook feature that automatically creates calendar events from emails discovered in your inbox:

- ◆ Log on to the web version of Outlook 365.
- ◆ Under Account Settings, go to Options.
- ◆ Calendar>Events from email.
- ◆ Select the Radio button "Don't add events to my calendar from email"
- ◆ Save

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**NOTE:** The option to make this change may be available only to people with administrative rights.

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**Q.** Why am I seeing new confirmation emails from Concur Travel that are not documented anywhere?

**A.** Many productivity suites, including Office 365 and G Suite (formerly Google Apps), extract key elements from emails and render them in a different style that is consistent across email sender. SAP Concur has no control over this functionality.

