

<b>SAP Concur Release Notes</b> <b>Concur TripLink and TripIt</b>	
<b>Month</b>	<b>Audience</b>
Release Date: March 23, 2024 Initial Post: Friday, March 22	SAP Concur Client – FINAL

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# Release Notes

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Concur TripLink provides solutions to bring travel bookings from outside Concur Travel into SAP Concur solutions, and can be paired with Concur Expense, Concur Travel, or both products. Its main features include the ability to capture itineraries through direct booking partners, capture of data from business reservations sent to TripIt, and the TripIt Pro features that are available to all travelers.

## Concur TripLink

### Integration of Trainline into TripLink Hub (March 14)

#### **Overview**

Targeted for March 14, Trainline will be available in the Concur TripLink Hub. This allows users to connect to Trainline and make bookings directly through their website.

#### **BUSINESS PURPOSE/ CLIENT BENEFIT**

This addition allows users to connect to Trainline directly in the TripLink Hub, offering a streamlined solution for users to manage their connections to SAP Concur partners.

#### **End User Experience**












With Trainline available directly through the Concur TripLink Hub, users can create and manage their trips in one location. This change is also part of the Support Non-Loyalty Partners in the TripLink Hub initiative.

Once logged into TripLink Hub, **Trainline Europe** can be added through the **Available Programs** section. A list of available programs appears and clicking **Add Program** next to **Trainline Europe** will add this to the **Manage Connections** section.

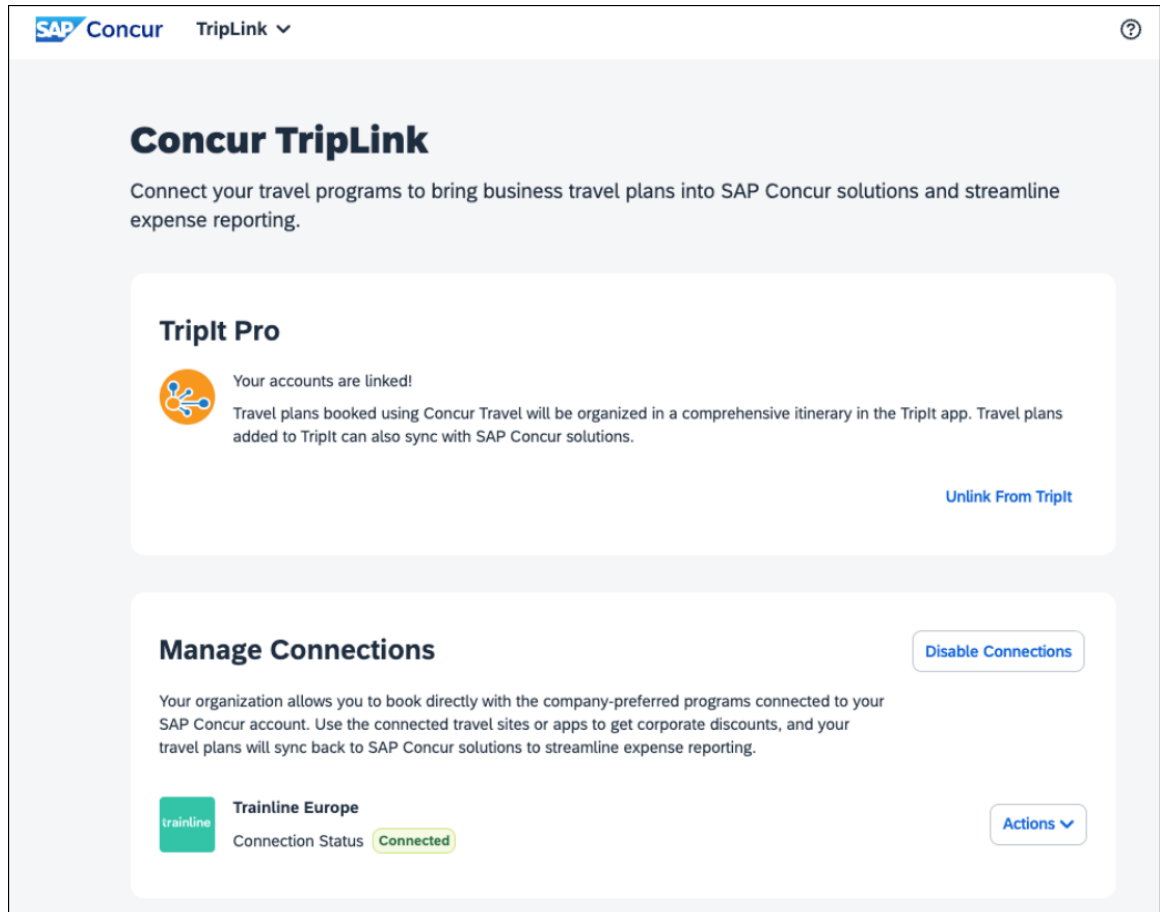
### Available Programs

**Enable Connections to SAP Concur**

Book directly with the travel programs connected to your SAP Concur account. Book through the connected travel sites or apps to get corporate discounts, and your travel plans will sync back to SAP Concur solutions to streamline expense reporting. Enable connections today. [Enable](#)

	American Airlines	<a href="#">Add Program</a>
	Avis	<a href="#">Add Program</a>
	Delta	<a href="#">Add Program</a>
	Hertz	<a href="#">Add Program</a>
	Hyatt	<a href="#">Add Program</a>
	Intercontinental Hotels Group	<a href="#">Add Program</a>
	Lufthansa	<a href="#">Add Program</a>
	Marriott International	<a href="#">Add Program</a>
	Sixt	<a href="#">Add Program</a>
	Trainline Europe	<a href="#">Add Program</a>
	United	<a href="#">Add Program</a>

Once added, **Trainline Europe** will be visible in the **Manage Connections** section. It will be possible to book directly through the website or app.



### **Configuration / Feature Activation**

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

## **TripIt**

### **No Release Notes This Month**

# Planned Changes

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

**IMPORTANT:** These Planned Changes may not be all of the upcoming enhancements and modifications that affect this SAP Concur product or service. The Planned Changes that apply to multiple SAP Concur products and/or services are in a consolidated document. Please review the additional Planned Changes available in the [Shared Planned Changes Release Notes](#).

## Concur TripLink

### No Planned Changes This Month

## TripIt

### TripIt Inbox Sync for Microsoft 365 Email

Information First Published	Information Last Modified	Feature Target Release Date
March 15, 2024	--	April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

#### Overview

Targeted for the April release, **Inbox Sync** will be available for e-mail addresses that use Microsoft 365. This change removes the need for manual e-mail forwarding and connecting an e-mail account and TripIt will automatically import a user's travel plans.

#### BUSINESS PURPOSE/ CLIENT BENEFIT

This change is being made to allow for a more streamlined end user experience.

#### End User Experience

With **Inbox Sync**, travel plans are automatically added to TripIt from mails received to a user's inbox. It will also update itineraries from booking confirmations, removing the manual need to add them.

#### Enabling Inbox Sync:

- **From the TripIt app:** In the TripIt app, visit the **Account** tab, tap the name (top of page), then select the e-mail address(es) you wish to authorize. Enable the **Inbox Sync** toggle, then follow the prompts to sign into your e-mail account and authorize.

- **From web:** Sign in to tripit.com and visit your **Profile**. Click **Account > Security > Manage Account**. Select the e-mail address(es) you wish to authorize, then click **Activate Inbox Sync**. Follow the prompts to sign into your e-mail account.

### ***Configuration / Feature Activation***

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



# Client Notifications

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## 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.

## 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.

## Gender Diversity

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

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

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

## 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.

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**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.

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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](mailto:Privacy-Request@Concur.com)

## Supported Browsers

### Supported Browsers and Changes to Support

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

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

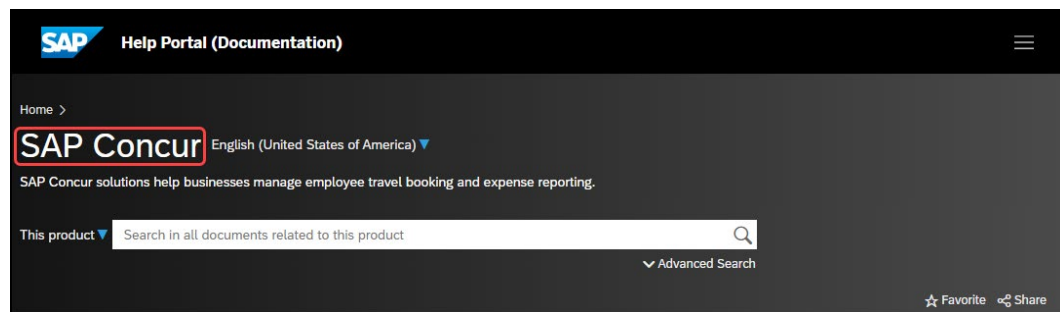
# Additional Release Notes and Technical Documentation

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## 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.

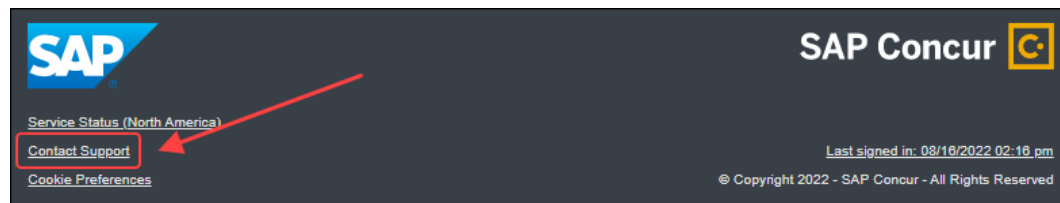
To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the [SAP Concur solutions page](#).



## 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.

# Cases

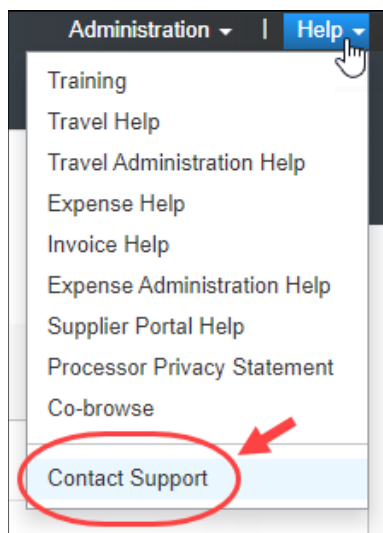
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## Steps for Getting a Status

Each service release contains case resolutions.

▶ **How to check the status of a submitted case**

1. Log on to <https://concursolutions.com/portal.asp>.
2. Click **Help > Contact Support**.

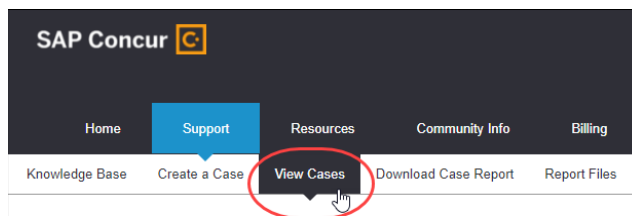



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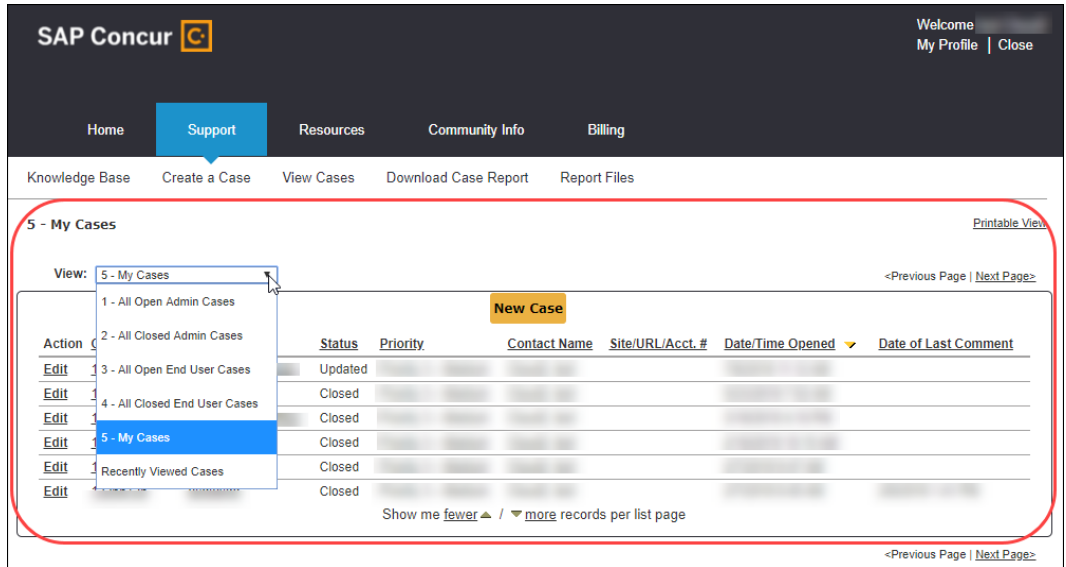
**NOTE:** If you do not have the option to contact SAP Concur support under the **Help** menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

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3. Click **Support > View Cases**.



- 4. In the table, view the desired type of cases based on the **View** list selection. Search results are limited to each company's own cases.



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