

<b>SAP Concur Release Notes</b>	
<b>SAP Concur Mobile App</b>	
<b>Month</b>	<b>Audience</b>
Version 10.4 - Associated web release: September 2023 Initial Post: Thursday, October 12, 2023	SAP Concur Client <b>FINAL</b>

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# Version Information

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## Supported Phone OS

Device	Operating System
Apple iPhone	Version 15.0 or greater – users will be able to upgrade to the current version
Apple iPad	Version 15.0 or greater – users will be able to upgrade to the current version
Google Android	Version 8.0 or greater – users will be able to upgrade to the current version

## Supported Mobile Versions

Note the following:

- Applicable for 9.113 and newer: If the current mobile app on your mobile device is older than the two latest versions, you will be notified - through a Message Center message and push notifications – that you should update the app to the latest version.
- If you have a version of the app older than the last 3 versions on your mobile device, you will see an upgrade notice on the login page and will need to update the app to the latest version or you will no longer be able to access the SAP Concur mobile app on your device.

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**NOTE:** The SAP Concur mobile app will not be removed from mobile devices that have a version of the app older than the last 3 versions.

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For more information on the retention policy, refer to this [FAQ](#).

## Deprecating Mobile Versions

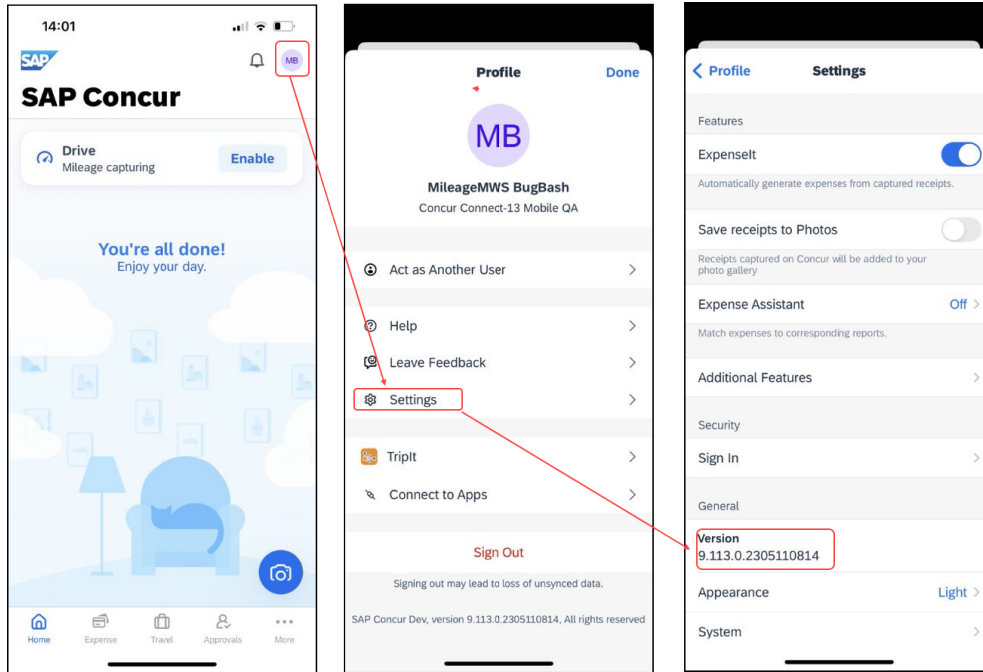
Platform	Deprecating Version
iPhone/iPad	9.113, 9.114(10), 10.1
Android	9.113, 9.114(10), 10.1

## Latest Supported Mobile Versions

Platform	Latest Version	Available	How to Update
iPhone/iPad	10.4	Thursday, October 12	Update via App Store
Android	10.4	Thursday, October 12	Update via Google Play

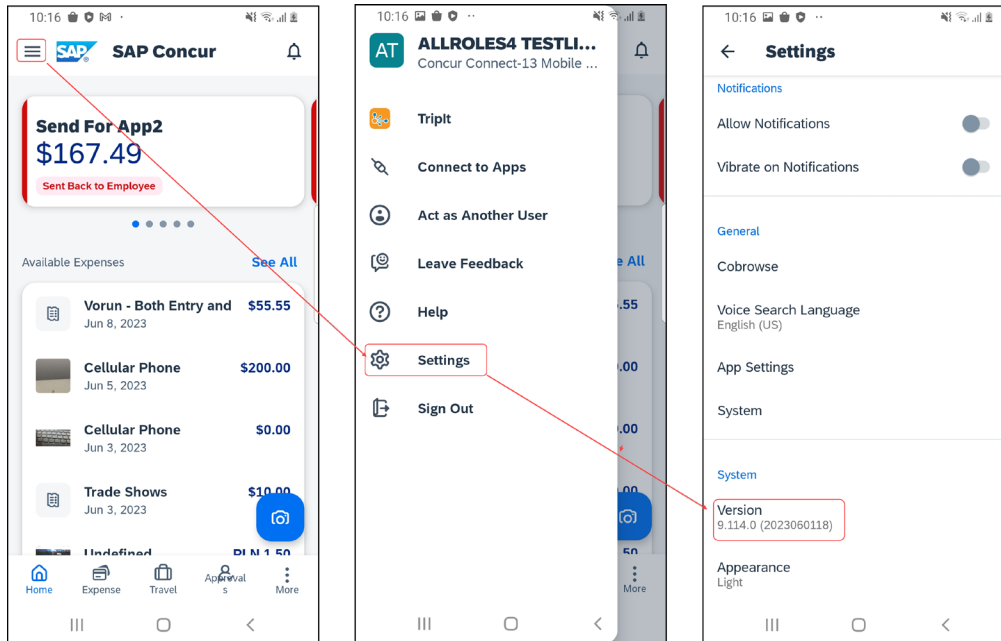
## Locate Version Information on the iPhone

To check the version number on the iPhone:



## Locate Version Information on the Android

To check the version number on the Android:



# Bug Fixes

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Platform	OS	Highlights

# Additions

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# Release Notes

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## Alternative Camera for iOS

### ***Overview***

Previously, SAP Concur added a new camera function to iOS. With this release of the Concur Mobile app, the ability to toggle between the new camera and the old camera, is now available.

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

To ensure the best possible user experience, SAP Concur has provided an **Alternative Camera** function which allows the user to toggle between both versions of the camera in iOS.

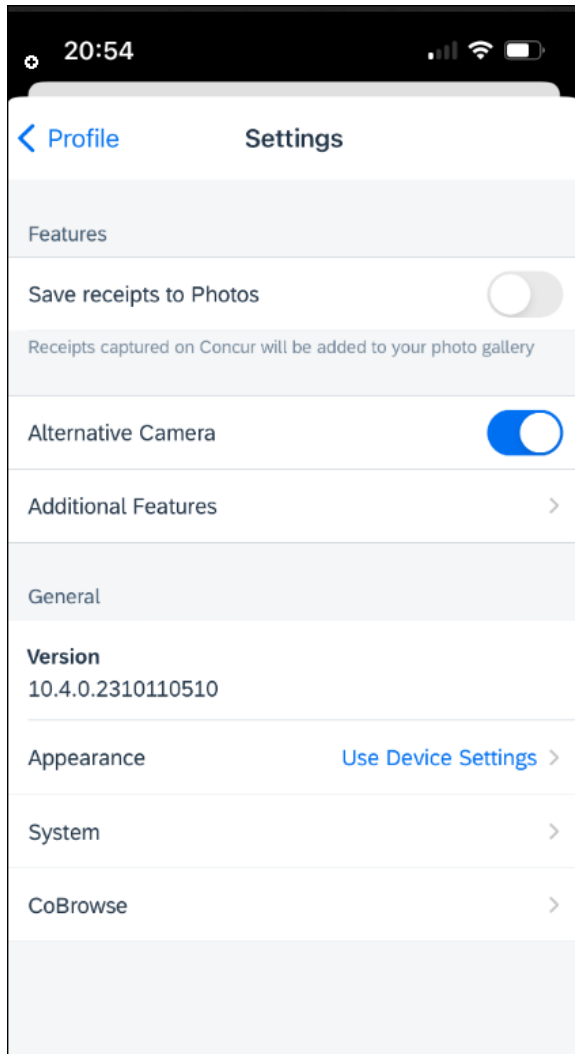
### ***End-User and Admin Experience***

SAP Concur have decided to make this option available to their customers to improve the user experience.

End-users can now:

- Use both the new document scanner and old camera functionalities.
- Use the original camera option if they prefer to not have to disable the auto-scan function in the new iOS every time they use the camera.

To use the original camera, users should navigate to the **Settings**, which can be found in the user profile. Once on the **Settings** screen, toggle the **Alternative Camera** so that it is enabled.



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

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



# New Concur Travel Experience: Add to Trip on Concur Mobile

## Overview

With this release, the **Finalize** screen and the **Trip Overview** screen on Concur Mobile will be enhanced with buttons to add bookings to an existing trip. Features and functionality related to the workflow to add a booking are now supported at par with SAP Concur's web application. These include pre-population of search criteria based on selected booking or flight/rail journey from existing trip and honoring the admin setting **display on trip edits** for trip custom fields to display them again in the workflow.

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**NOTE:** This change affects only the new Concur Travel experience. It is only be possible to add bookings of content sources available in the new Concur Travel experience to trips booked in the new Concur Travel experience.

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This means it is not possible to add bookings available in the new Concur Travel experience to trips booked in the original Concur Travel experience. It is also not possible to add bookings from content sources available in the original Concur Travel experience to trips booked in the new Concur Travel experience.

## **BUSINESS PURPOSE / CLIENT BENEFIT**

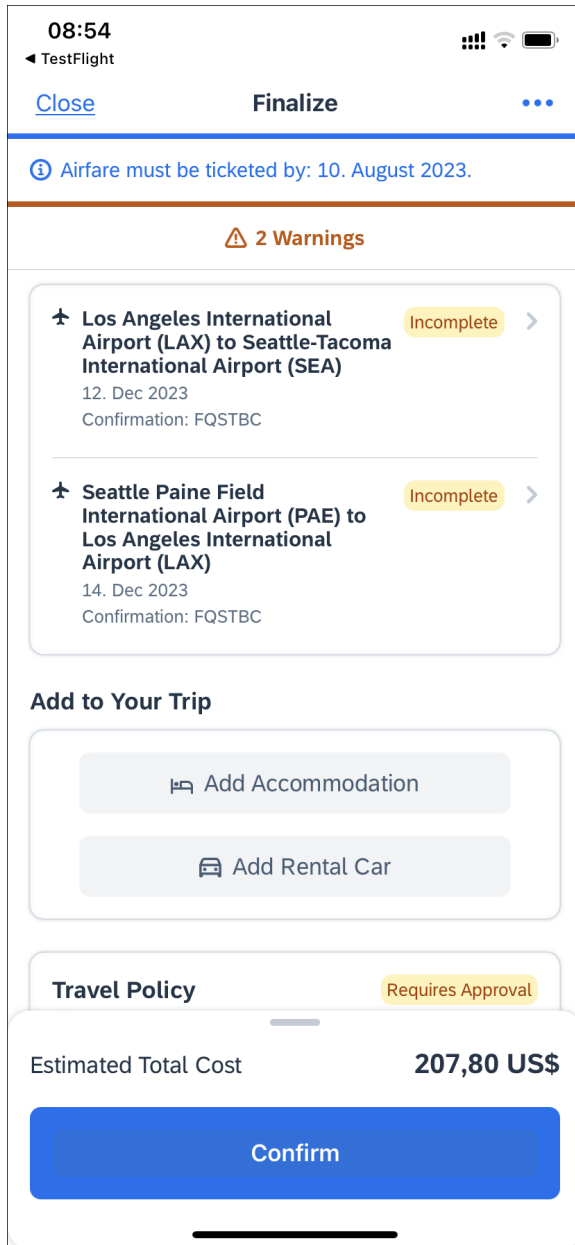
This change aligns the experience and brings feature parity in the Concur Mobile app compared to the web app of Concur Travel when it comes to the creation of multi-booking trips.

With the added buttons on the **Finalize** screen, users can create trips consisting of multiple bookings (for example, rail and rental car) in one session.

With the added buttons on the **Trip Overview** screen, users can add bookings to an existing trip.

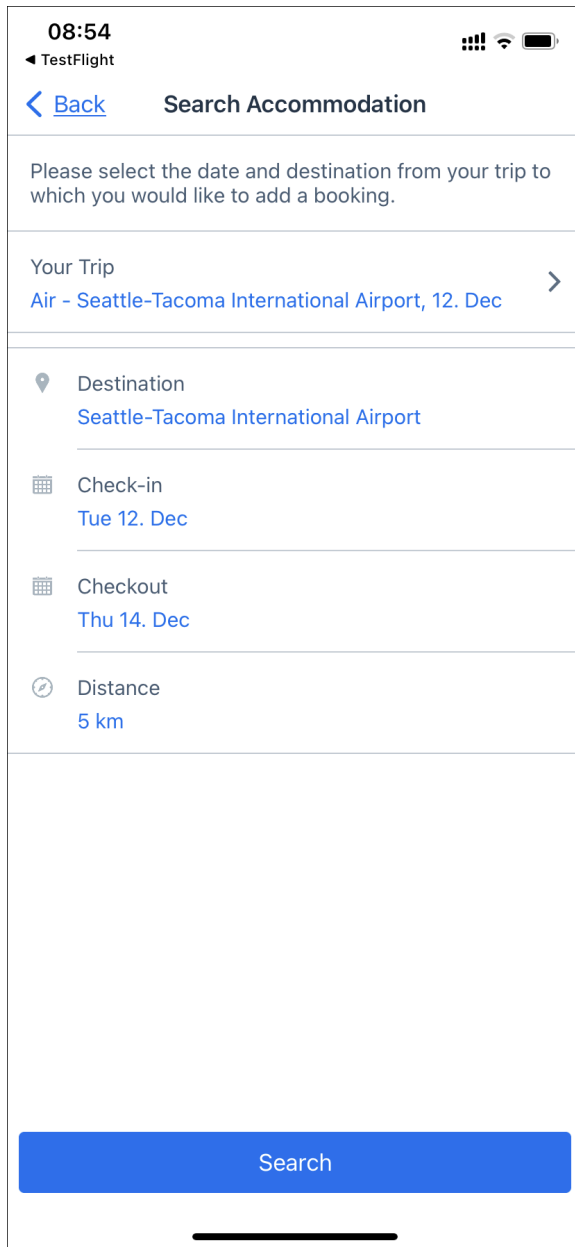
## End-User and Admin Experience

If the system is configured to allow bookings of multiple booking types (for example, Flight, Hotel, Car, Rail) and if multiple of the configured content sources are available in the new Concur Travel experience, the user sees buttons to add bookings to an existing trip on both the **Finalize** screen and the **Trip Overview** screen.



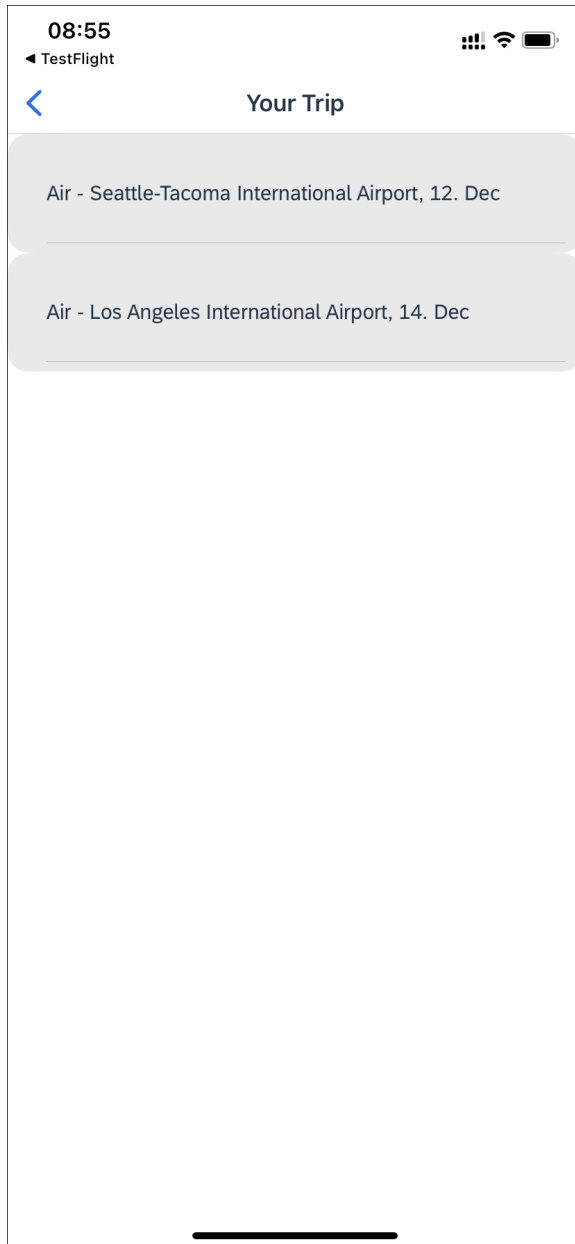
From the **Finalize** screen, tapping on **Add Accommodation**, **Add Rental Car** or **Add Flight** redirects to a search screen. The following shows a search screen for Hotel, with the option to select a Flight (or any other existing booking from the existing trip) to which to add the hotel, to use the related data for pre-population of the search criteria.

Tapping **Search** redirects to the hotel results screen.

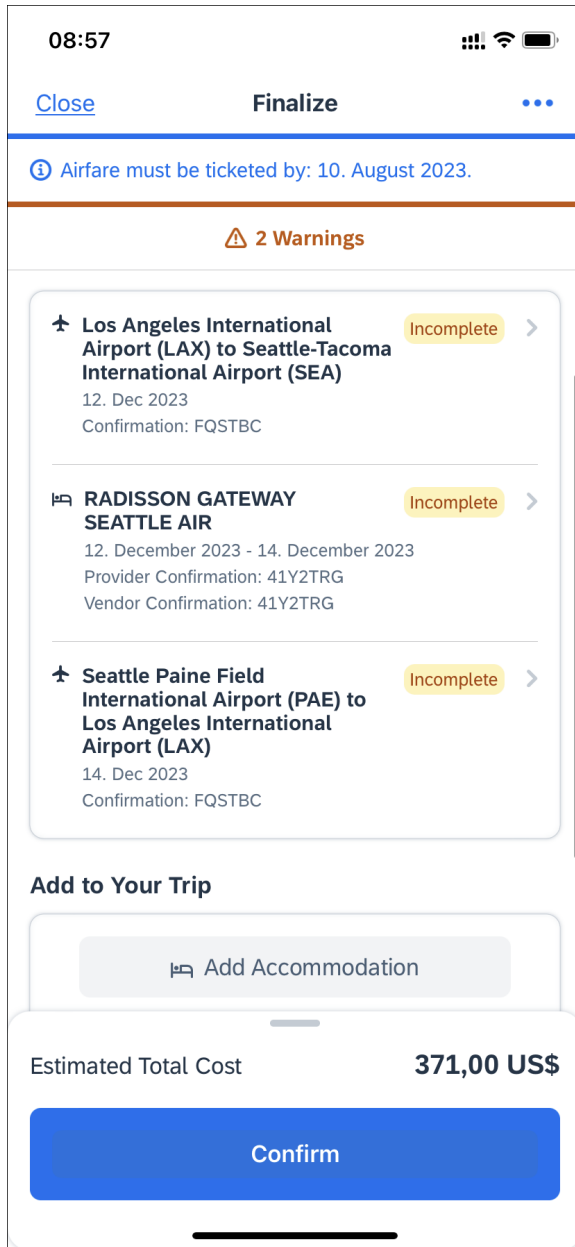


Tapping **Your Trip** redirects to the **Your Trip** screen that allows the change of the flight journey (outbound or return) which can be added the hotel reservation. This influences which date and destination are pre-populated on the hotel search screen.

If the trip already contains of multiple bookings, all (for example, rental car, hotel) bookings and all journeys (outbound and return) of existing rail or flight bookings appears as options to select on the **Your Trip** screen.



Once the additional reservation is done, the **Finalize** screen displays the newly added booking as part of the itinerary on the **Finalize** screen. Another booking can be added or the session can be completed by tapping **Confirm**.



### **Configuration / Feature Activation**

This feature is enabled automatically. Visibility of the buttons to add bookings on the **Finalize** and **Trip Overview** screens will depend on multiple configuration options.

# Expanded ExpenseIt and Credit Card Support for Delegate Users

## **Overview**

With this release Concur Mobile expands the support for ExpenseIt and credit cards while using the delegate function. This change is supported on both iOS and Android.

## **BUSINESS PURPOSE / CLIENT BENEFIT**

These changes are the next phase of expanding support for delegates:

- All delegates users can use ExpenseIt, or create expenses manually.
- Delegates can now manipulate credit card feeds while acting on behalf of another user.

## **End-User and Admin Experience**

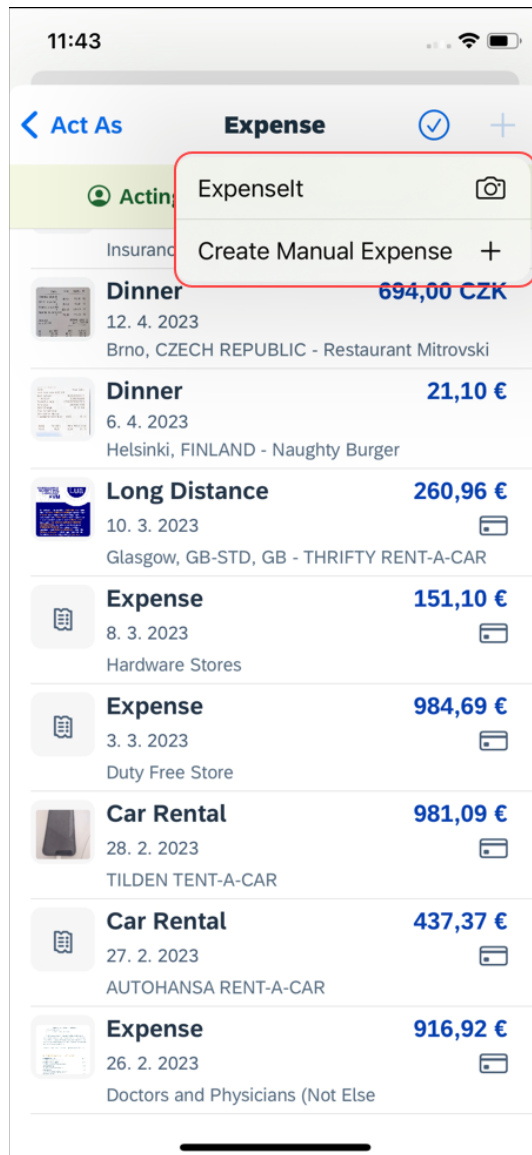
Delegates who have both ExpenseIt and receipt digitalization (or GRDC) are now able to:

- Create manual expenses.
- View credit card feeds.
- Edit credit card feeds, receipts can be attached.
- Delete credit card feeds.

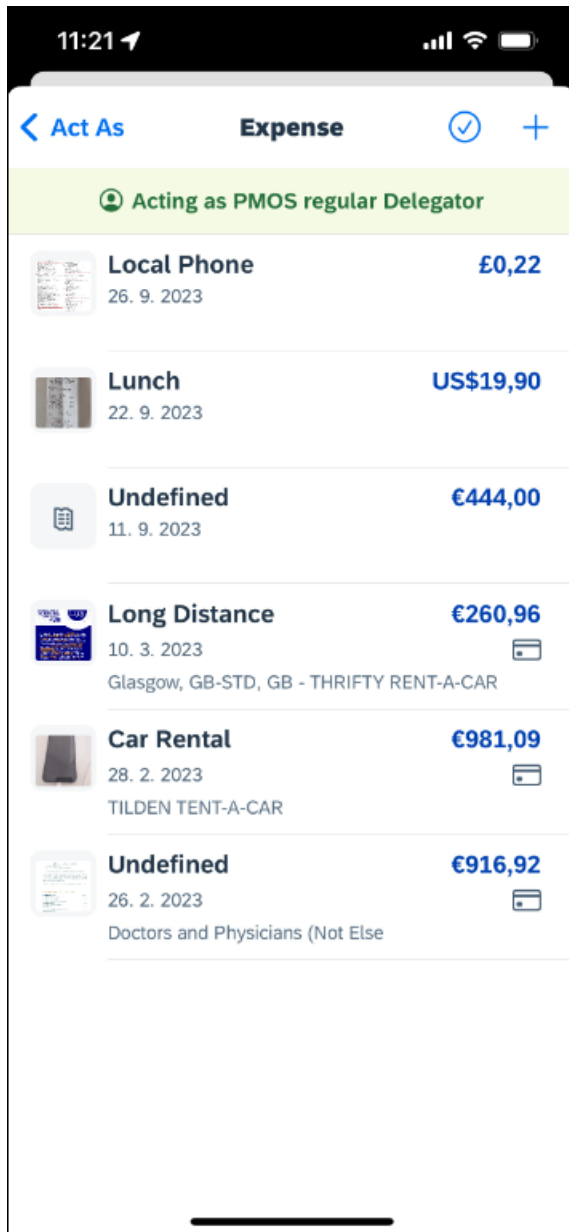
All other delegate users are now able to:

- Use ExpenseIt.
- View credit card feeds.
- Edit credit card feeds, receipts can be attached.
- Delete credit card feeds.

While acting as another user and on the **Expense** page, tapping the plus icon opens up the **ExpenseIt** function and the **Create Manual Expense** option.

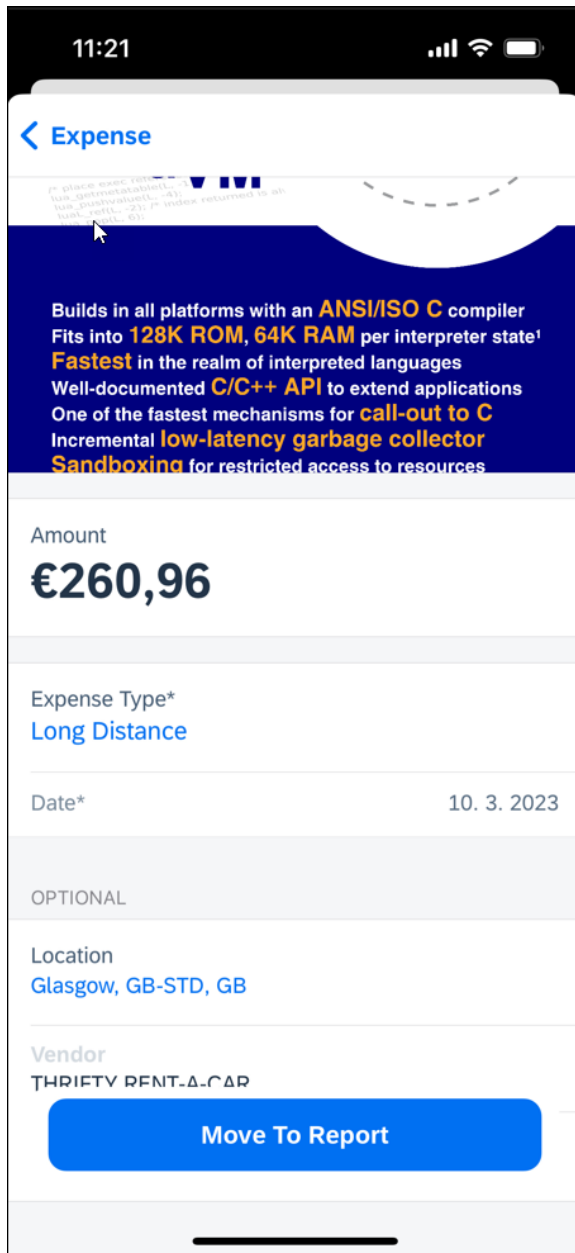


Credit card transactions are visible by the delegate.





Credit card transactions can be edited and moved to existing reports.



#### KNOWN LIMITATIONS

- It is not possible to replace or delete images in manually created expenses (quick expenses).
- It is not possible to attach receipts from available expenses, that were originally created by the user that is being acted on behalf of.

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

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

# Planned Changes

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## **\*\*Planned Changes\*\* New Concur Travel Experience: User Satisfaction Survey (Oct 28)**

### **Overview**

From October 28, 2023, SAP Concur is introducing a user satisfaction survey on Mobile, which is powered by Apptentive. When the user finalizes their trip and reaches the **Trip Confirmation** page, a popup displays that provides access to the survey.

### **USER/CUSTOMER BENEFIT**

This survey is being introduced to allow users the opportunity to provide feedback on the new Concur Travel experience. The data from the survey will be used internally by SAP Concur for product improvement.

### **End-User Experience**

Once a trip is finalized, the user is redirected to the **Trip Confirmation** page. Here, a popup displays.

Clicking **Provide Feedback** launches the survey. The survey contains some questions where users can express their level of satisfaction with SAP Concur Travel. There is a free text field allowing for open feedback.

### **Configuration for Professional Travel**

This feature is enabled by default but can be disabled on company level. If you are interested in opting your company out of the survey, please open a support case with Concur.

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**NOTE:** Settings related to the end-user survey in the classic experience of Concur Travel are respected for the survey in the new experience. If you already opted out of the end-user survey in the past, your company will be automatically opted out of the survey in the new experience.

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## **\*\*Planned Changes\*\* Mandatory Multi-Factor Authentication for SAP Concur Sign In**

### ***Overview***

SAP Concur plans to implement multi-factor authentication for users who sign in to SAP Concur solutions with a Concur username and password.

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

Multi-factor authentication provides improved security for SAP Concur clients.

### ***End-User and Admin Experience***

When this change is implemented, users will be required to enroll in multi-factor authentication during the sign in process and they might need to download an authenticator app if they do not already have one.

After multi-factor authentication is implemented for SAP Concur solutions, users must use multi-factor authentication when they sign in to SAP Concur solutions. This typically means that the user will be prompted to enter a one-time 6-digit code generated by the authenticator app each time they sign in to SAP Concur solutions.

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**NOTE:** Single Sign On (SSO) users are not affected by this change.

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

Multi-factor authentication will be automatically implemented; there are no steps to enable multi-factor authentication for SAP Concur solutions.

After it is implemented, users will be prompted to enroll in multi-factor authentication during the sign in process and, once enrolled, users will be required to perform multi-factor authentication when signing in to SAP Concur solutions.

## **\*\*Planned Changes\*\* New Flight Experience (Oct 17)**

### ***Overview***

To provide an enhanced user experience in the Online Booking Tool, Concur Travel will introduce a new Flight search and booking experience for customers connected to a Sabre GDS PCC with a US point of sale. This will include a new search and selection experience with combined results (for schedule and fares) and the ability for the user to create their itinerary for various travel dates.

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**NOTE:** The new experience will be made available on web and mobile in the same release. More details on any differences between the web and mobile experiences will be shared in the next release note publication.

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Some features will not be available in the new Concur Travel experience and the user will be given the option to be directed to the previous experience. These features are indicated in End User Experience as “redirects to original Concur Travel experience.” If additional features are added, Release Notes will be updated.

#### **USER/CUSTOMER BENEFIT**

The new Concur Travel flight booking experience will offer improvements in the following areas:

- **Improved search capabilities:** Once the user enters the first few characters of their search criteria, the system will update to provide a list of suggested options that includes airports, cities, points of interest, addresses, custom hubs, and more.
- **Time Savings:** The booking workflow will have fewer required steps to complete a booking.
- **Improved result set:** Search results are presented with multiple fares per itinerary with the ability to select from itineraries for each date of travel.
- **Focus on Sustainability:** Itinerary and product information will include new sustainability measures to help users make environmentally friendly choices.

#### ***End-User Experience: Search for a Flight***

The flight search has been unified into a single more streamlined search query with the following parameters:

Trip type:

- Round trip (default selection)
- One-way
- Multi-city (redirects to original Concur Travel experience)

**Origin and Destination Selection:** As the user begins to type the location, the “omni search” feature will suggest matching options for airports, multi-airport city codes (such as NYC or LON), custom hubs, and some rail stations. Icons will indicate the different types of location. For example, airports will display an airplane icon, while rail stations will display a train icon.

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**NOTE:** Rail stations in the flight search are limited to stations identified by IATA as participating in inter-modal airline travel.

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**Date Selection:** The date selection feature will allow the user to pick a range within a single calendar popup. The user will have the option to type a date in the **From** and **To** fields or select the calendar icon to select dates. Date defaults or limitations are:

- Outbound date default minimum: current date with a maximum of 330 days from current date.
- If **Round trip**, Return date default minimum: plus 1 day with a maximum of 330 days from current date.
- The user interface will prevent any selection from journeys in the past, beyond 330 days, or an end date prior to the start date.

**Time Selection:** Users will be able to access time preferences via the **Time Preferences** link beneath the search query. The link will bring up a dialog that lets the user select their time preferences.

Company configuration options will determine which experience is offered including:

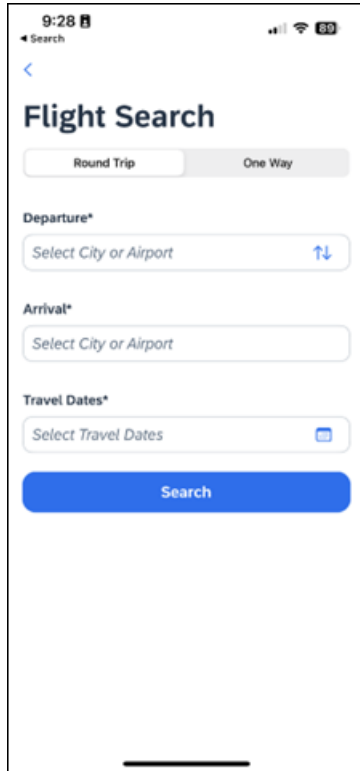
- Users can select from a list of hourly times and list of time ranges.
- In addition to times, the user can select from the following time windows, **Morning, Afternoon, Evening, Anytime.**

Users will be able to select either departure or arrival time for the inbound and outbound flight. The selection of departure time and arrival time as options is exclusive - the user cannot select both. This selection impacts both the date and the time of arrival or departure. For example, if the user selects **Arriving**, this means arriving on that date during that time.

**Number of Passengers:** If configured, the user can select the number of passengers from a dropdown. If more than one passenger is selected, the user will be given the option to be directed to the original Concur Travel experience or stay in the new experience which is limited to a single passenger.

**Custom Text:** Any custom text that has been set up for the **Search** page will appear below the travel icons at the top of the page.

Example:



### ***Configuration for Professional Travel***

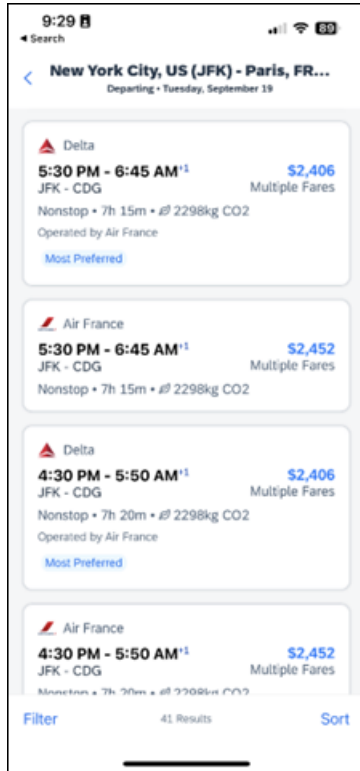
There are no new configuration parameters introduced specifically for the search query. However, the following travel configuration parameters are not supported:

- Default search type
- Refundable only. This option will no longer be a checkbox. Search results can be filtered for refundability, but it will no longer be available by default.
- Use domestic default search window for intra-region flights.
- Allow departure time to be specified to the nearest quarter hour.

### ***End User Experience: Search Results***

The new Concur Travel experience provides a single set of search results for flights, rather than separate tabs for schedule and price. Results will be presented for each travel date with a list of itineraries and the price of the lowest priced product that has not been evaluated as **Show but Do Not Allow** displays.

Example:



Labels for Least Cost Logical Fare (LLF) and/or Preferred vendor labels may appear on the itinerary if applicable. In addition, the ability to **Sort** and **Filter** results is included.

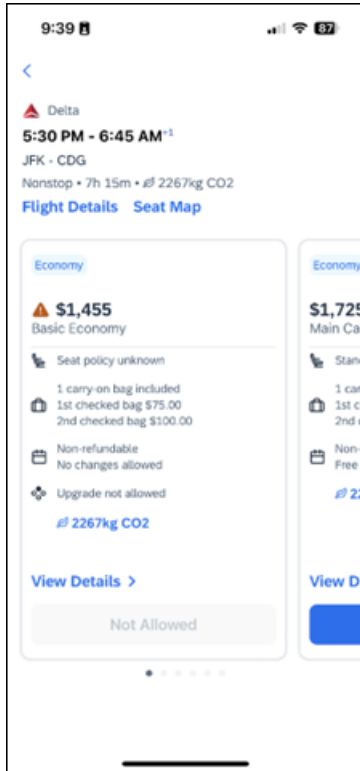


For more information, see *Client Release Notes - Concur Travel* for more detail.

Additional fares and further detail are presented after the user selects the itinerary.

When an itinerary is selected, additional products will display, which may also include out of policy products that have been marked as **Show but Do Not Allow**. Any product that has been evaluated as **Show but Do Not Allow** is not bookable by the user.

Example:



### VIEW DETAILS

When selected, more detail is displayed about the product including:

- Fare brand name
- Summary information for each flight
- Onboard experience and Product experience for each flight

### FLIGHT DETAILS

When selected, more detail is displayed for each flight in the itinerary including:

- Origin and destination of the flight
- Operating Carrier name (including DBA carriers)
- Marketing Carrier flight number
- Duration of the flight
- Aircraft model
- On time performance indicator (dependent on Content Source of products)
- Layover time (if applicable)



## **SEAT MAP**

Tapping the **Seat Map** link will display a preview of the seat maps of all cabins in a flight.

The user's Frequent Flyer Program saved in user profile for the flight's marketing airline will be used to retrieve seat map with seat availability based on the frequent flyer status.

Further functionality for seat selection and changes will become available once an itinerary and product has been selected.

In a Round Trip search, once an outbound itinerary has been selected, the user is presented with inbound selections. Once the inbound selection has been made, the **Review and Book** screen is displayed.

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

The **Review and Book** page combines all relevant information for the user to review before completing the booking and includes the following sections:

#### **FLIGHT DETAIL**

A summary of the flight and fare selection is displayed along with the ability to select seats and view more details.

#### **BAGGAGE ALLOWANCE**

Carryon and checked bag allowances are displayed if provided by the vendor.

#### **TRAVELER INFORMATION**

Traveler Information section reflects the traveler data that is necessary to complete the booking and that is transferred to the suppliers. If the traveler has loyalty cards stored in their user profile, these are pre-populated in the dropdown menu for the traveler to select if they apply to the itinerary being booked.

#### **TSA SECURE FLIGHT INFORMATION**



For more information, see *Client Release Notes - Concur Travel* for more detail.

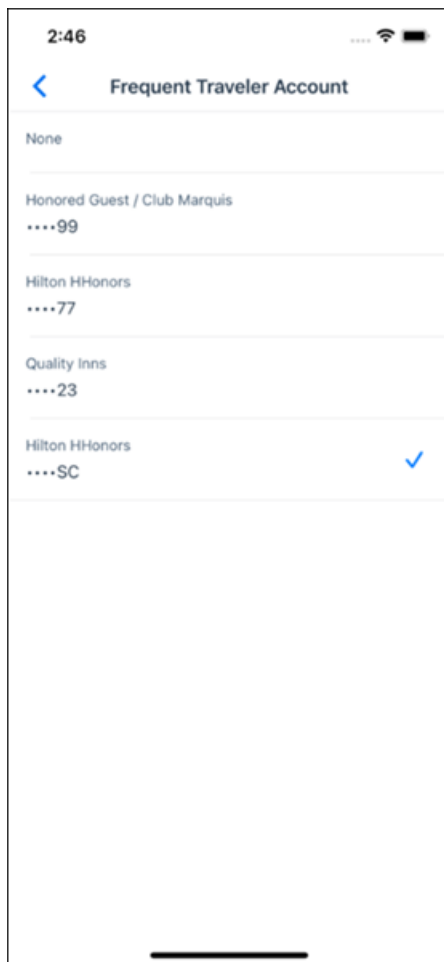
## PAYMENT

Payment options will be determined by the required or acceptable forms of payment as configured for the user. The following options are possible:

- Agency Form of Payment- the user is not given an option to select form of payment but will instead see a message that indicates the FOP has been already set for the booking.
- A corporate ghost card with the **Required for Air** admin setting will display to the user, but the user will not be able to select any other option.
- A corporate ghost card with the **Allow for Air** setting enabled allows users to choose between a personal credit card or the configured corporate ghost card.
- Personal credit cards saved in the user's Concur Travel profile may be selected.

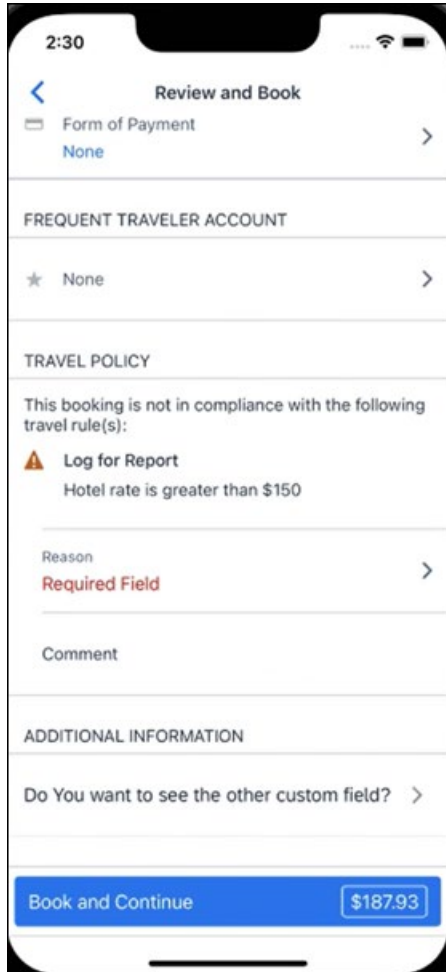
## TRAVELER INFORMATION

Traveler Information section reflects the traveler data that is necessary to complete the booking and that is transferred to the suppliers. If the traveler has loyalty cards stored in their user profile, these are pre-populated in the dropdown menu for the traveler to select if they apply to the property being booked.



## TRAVEL POLICY

This section appears if the user has selected an offer which violates their company travel policy. The rules that have been violated are shown and a travel policy violation reason can then be selected from the dropdown, and/or provide additional justification via the **Comments** box.



## PRE-BOOK CUSTOM FIELDS

Trip custom fields in Concur Travel can be set up to collect information during the booking process. These fields are often used to collect information for the clients' internal accounting process or for reporting purposes. They can be configured to show at the beginning or end of the booking process. If added at the beginning of the booking process, they are located within the **Additional Information** section on the **Review and Book** page.

*Image to be included in subsequent update.*

## TOTAL FARE DETAIL

To see more detail about the total fare, the user can select the **Estimated Total** in the **Book and Continue** section.

*Image to be included in subsequent update.*

#### **RATE RULES AND RESTRICTIONS**

The traveler is required click the **Rules and Restrictions** hyperlink and read the supplier's conditions, and if applicable for the region of travel, the Hazardous Materials policy. Then they can click the **I have read and accept the rules and restrictions and policies** checkbox.

Once the traveler has completed all the necessary information, they can click **Book and Continue**.

## **\*\*Planned Changes\*\* New Hotel Experience (Oct 17)**

### **\*\*Planned Changes\*\* New Hotel Experience (Custom Hotel Source Only): Overview**

#### **Overview**

Targeted for Q3 of 2023, Concur Travel will introduce a new hotel booking experience. This first release is limited to 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 experience.
- Seamless GDS and non-GDS content normalization, aggregation and servicing.
- Mobile and Web content parity.

#### **USER/CUSTOMER BENEFIT**

The new Concur Travel hotel booking experience is available with a specific feature set for customers open to explore the changes.

1. **Time Savings:** The booking workflow has been streamlined so the user has less pages to complete.
2. **Omnisearch:** The user simply types in the first few characters of their search criteria and selects their location option from the dropdown list of suggestions.
3. **Sustainability:** Allows end users to see what sustainability certifications or programs the property belongs to. Additional filter options on properties that have electric car charging stations and sustainability certifications to help promote more sustainable choices.
4. **Search results with lead rate:** The property search results are presented with one lead rate so user can quickly compare the lowest rate available at multiple properties.

5. **Hotel Details:** User can see a list of the rates available at a specific property together with cancellation policy details, room amenities and images.

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**NOTE:** All screenshots for Hotel are iOS unless specified.

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## **\*\*Planned Changes\*\* New Hotel Experience: Search for a Hotel**

### ***End-User Experience: Search for a Hotel***

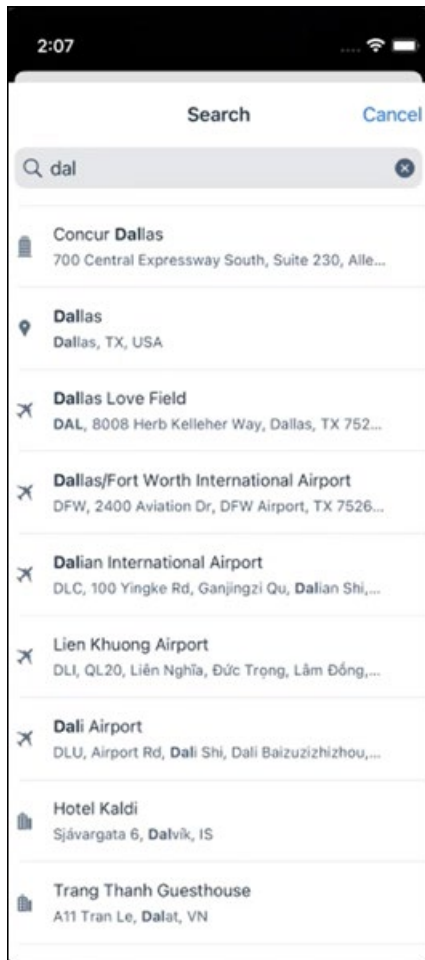
The search options include a free text field for the property location. As the user begins to type the preferred location, the "omni search" will suggest matching options for cities, airports, hotels, etc. Search results will display icons to signify the different types of location, for example hotels display with a bed icon.

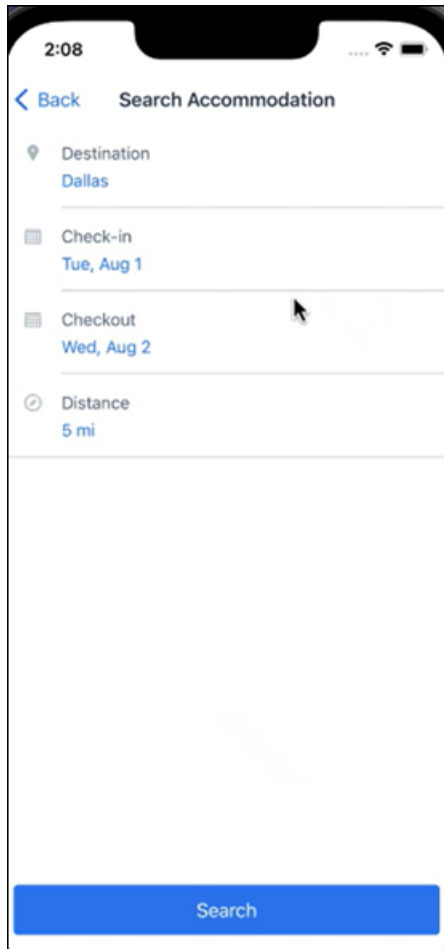
**Check In** date will pre-populate with today's date. **Check Out** date will pre-populate with tomorrow's date. To change these dates, the user clicks the calendar icon.

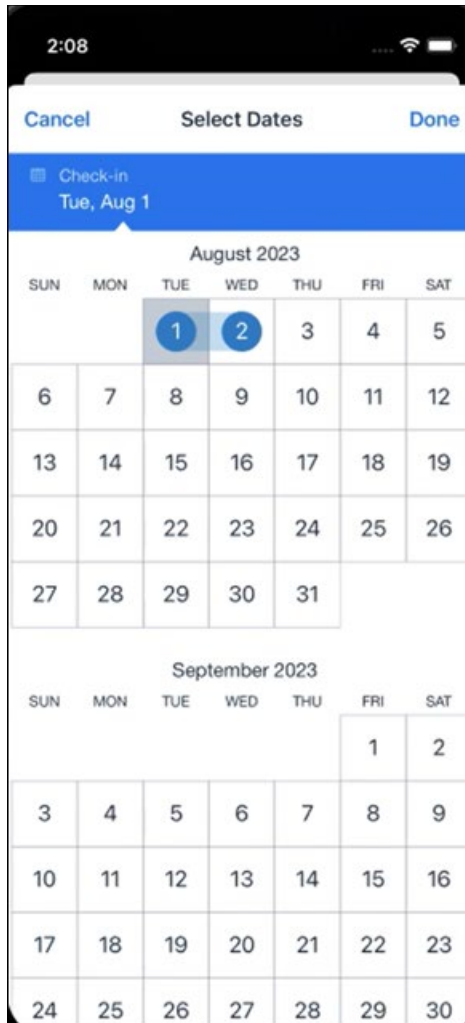
A default radius of five miles or five kilometers is applied, depending on the units configured in the user profile. Users can change the radius in increments of 5 up to a maximum of 100. The travel configuration settings for **Default Search Radius** and **Search radius for corporate (preferred) hotels** will determine the area in which to search for properties.

Any custom text that has been set up for the **Search** page appears just underneath the travel icons at the top of the page.

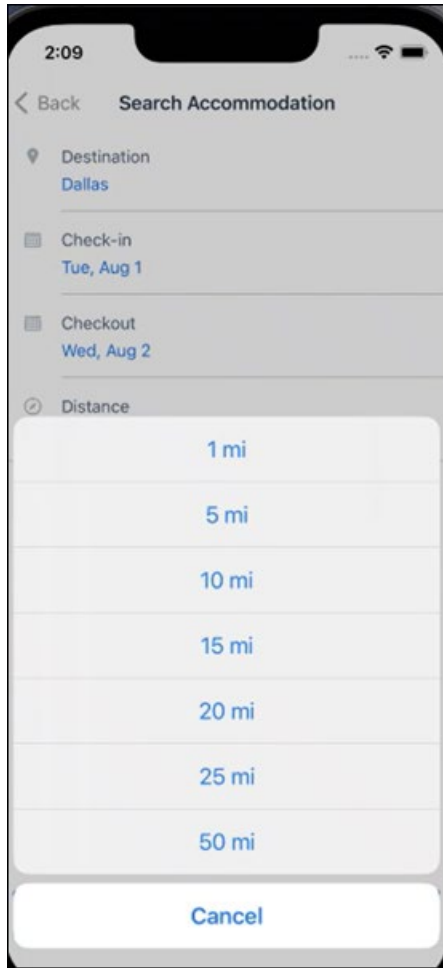
## EXAMPLE OF HOTEL SEARCH

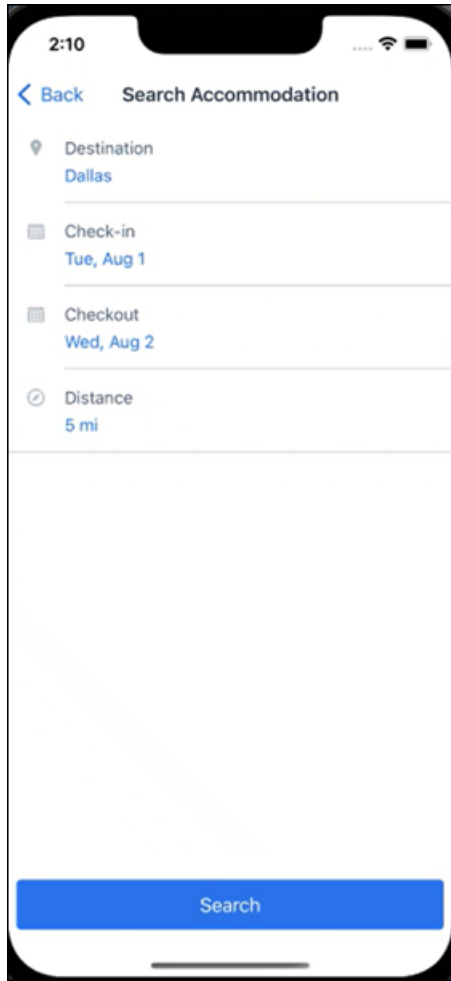




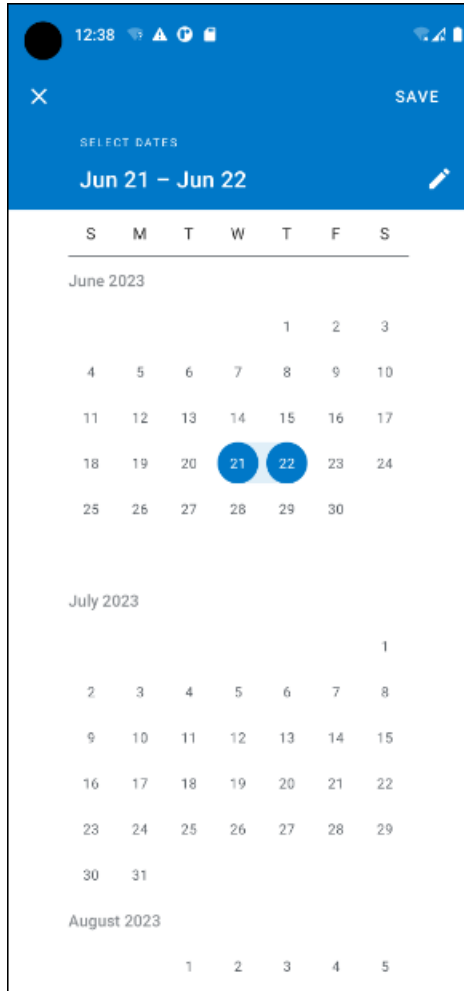








## ANDROID:



### ***End-User Experience: Hotel Search results***

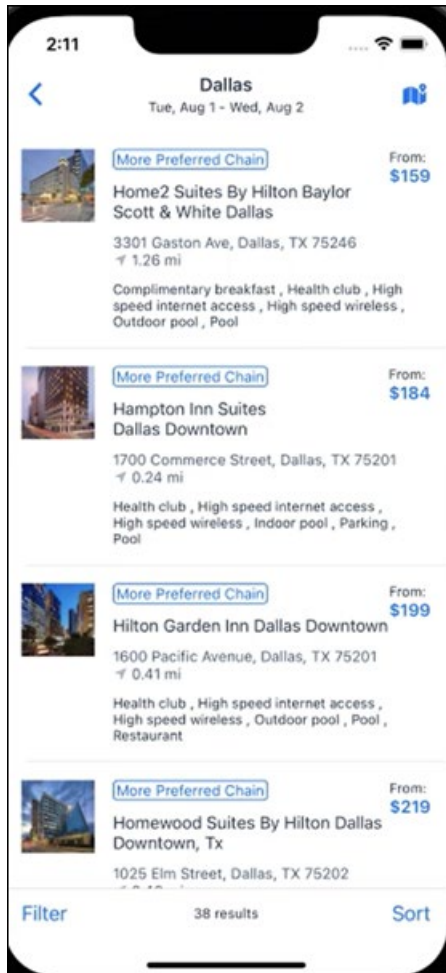
Once the user has entered their search criteria and clicked **Search**, the search results will display. On top of the page, Concur Travel presents the entered search data and an icon to view the map.

Custom text appears at the top of the search results page where applicable.

The **Number of Hotels to Shop** setting no longer applies as Concur Travel will support up to 200 properties with a lead rate in the **Search** response. Users can select **View More** at the bottom of the screen to add properties to the results. The user can then scroll down to see these.

The focus of the **Search** page is to provide details of the property together with the room rates. The lead rate is the lowest average nightly rate which could be inclusive or exclusive of taxes and fees depending on the location of the user (this is determined by the content provider). The currency the rate is displayed in is the currency that is stored in **Configuration** (currently **Agency Ticketing** country/currency setting).

Any property that supports e-receipts will have an **E-receipts enabled** label underneath the **Preferred** label.



Preferred properties are labelled as either **Most Preferred**, **More Preferred** or **Preferred**. The preference levels returned by the content source provider always take precedence over levels defined in Concur Travel.

The Manage Corporate Discount preference levels in Concur Travel configuration and policy rules that use **Preferred List** options for this release remain as **Most Preferred, Preferred, Less Preferred** and **Not Preferred**. These are mapped as follows:

- Most Preferred to Most Preferred
- Preferred to More Preferred
- Less Preferred to Preferred
- Not Preferred will not be mapped and will be ignored

An image of the property will display next to the property details. If no image is provided by the Custom Hotel source supplier and no image is stored in SAP Concur, a placeholder image will display.

If a property violates a policy rule, it is marked with a triangle in top right-hand corner above each property.

#### **EDIT SEARCH**

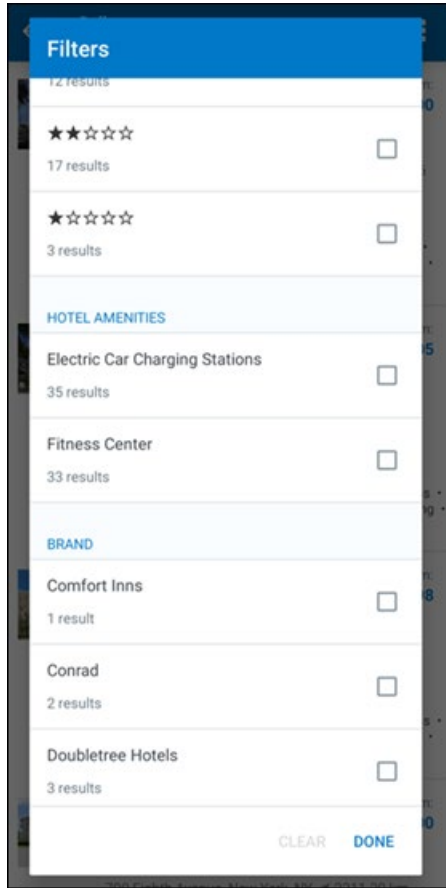
At the top of the page, Concur Travel presents the entered search data and provides a back arrow for user to return to Search page.

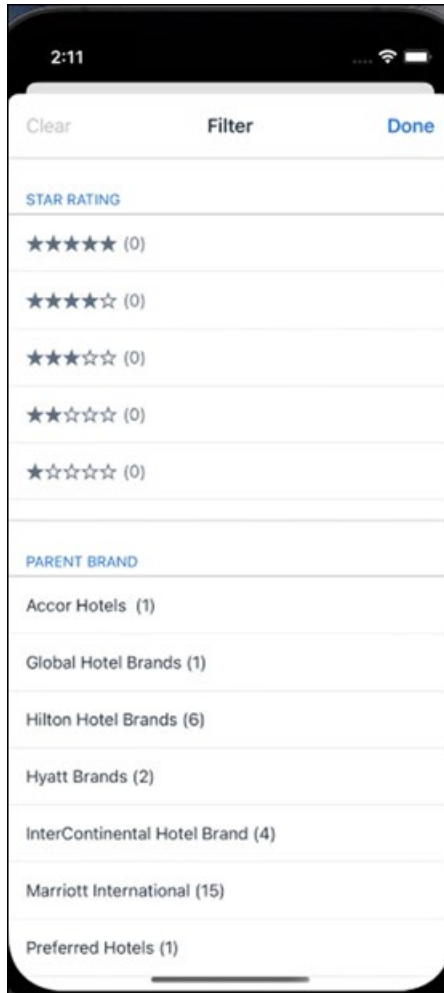
#### **FILTER OPTIONS**

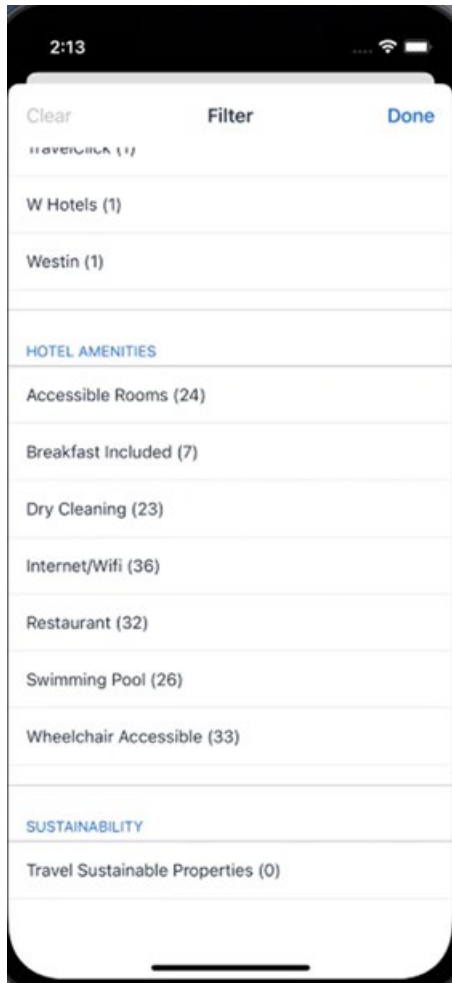
The user can filter or sort the results using the **Filter** and **Sort** options at the bottom of the screen for iOS. For Android, these options can be found by selecting the menu icon at the top of the screen. The offered filter sections are **Star Rating, Hotel Amenities, Brand** and **Sustainability**.

Once **Filter** is selected, a list of options will be presented, and they simply select whichever option(s) they wish to filter on and then select **Done** at the top of the page. Filters can also be cleared using **Clear** at the top of the screen.

**ANDROID:**







## **SORTING OPTIONS**

The sorting options include **Default**, **Distance**, **Preferred Level**, **Price Low to High**, **Price High to Low** and **Star Rating**.

The **Default** option is the order in which the CHS provider returns the results and is always used to display the first **Search** results. The user can go back to this order at any time by selecting **Default** in the dropdown.

### **Sort by Distance**

To determine the **Distance**, the latitude and longitude will be as the starting point. If more than one property is equal distance from this point then those properties will display in the original sort order returned by the CHS provider.

### **Sort by Preferred Level**

Will show properties that are **Most Preferred**, followed by **More Preferred**, followed by **Preferred**. If more than one property has the same preference level, then they will display in the original sort order returned by the CHS provider.



### Sort by Price Low to High

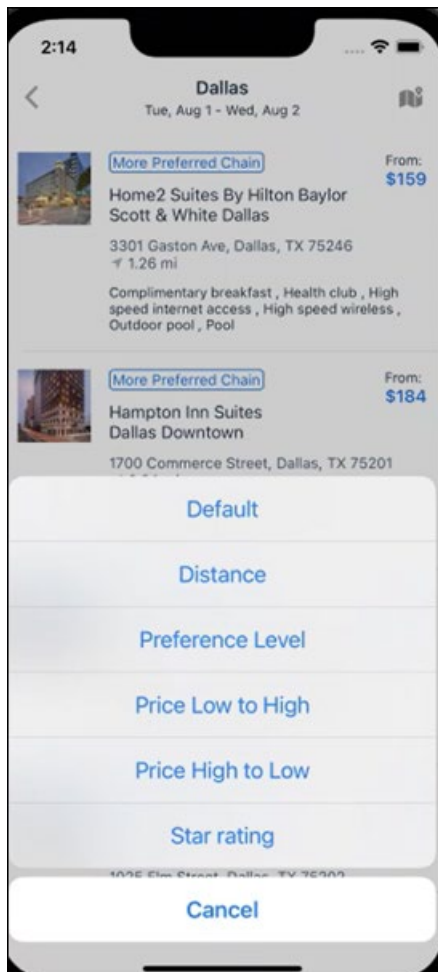
Show property with the lowest price first. If more than one property has the same price, then they will be displayed in the original sort order returned by the CHS provider.

### Sort by Price High to Low

Show property with the highest price first. If more than one property has the same price, then they will be displayed in the original sort order returned by the CHS provider.

### Sort by Star Rating

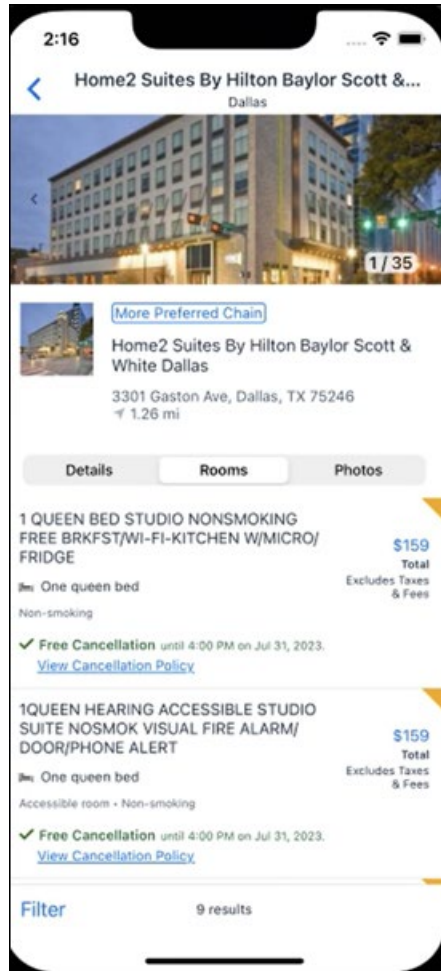
Show property with the highest star rating first and then in descending order. If more than one property has the same star rating, then they will be displayed in the original sort order returned by the CHS provider.



To view all the rates and rooms for a specific property the user selects that property to navigate to the property details screen.

## HOTEL DETAILS PAGE

Once a property is selected, the details of the property, including the room rates will display.



At the top of the page there will be a back arrow, tapping it will return to the property list.

The property name and address, together with an image gallery will display at the top of the page. A **Details** and **Photos** option is shown underneath to allow the user to navigate to the details and image screens.

If the hotel is a preferred property, the **Preferred** label will be displayed above the hotel name. Any property that supports e-receipts will have an **E-receipts enabled** label.

The rate displayed is a total rate and may be inclusive or exclusive of taxes, depending on the location of the user (this is determined by the Custom Hotel Source provider). Under each rate it will state if it either includes or excludes taxes and fees.

There will be high level details of the cancellation policy, for example "Free Cancellation until 20 September" and there is also a link for the user to view full **Cancellation Policy** details.

The rate source will display above the price when returned by the provider. This can be a logo or a name.

The user can select anywhere on the property details (except for the cancellation policy link) to take them to the **Review and Book** page where they can book the selected room.

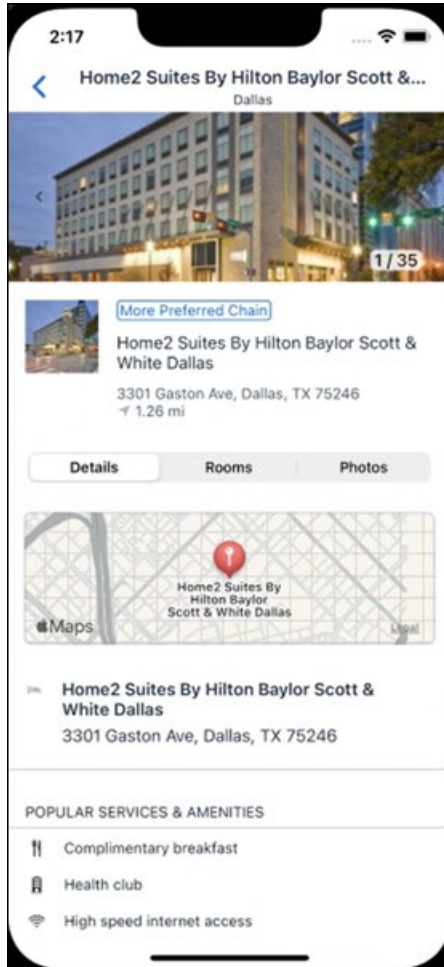
### **PROPERTY AMENITIES**

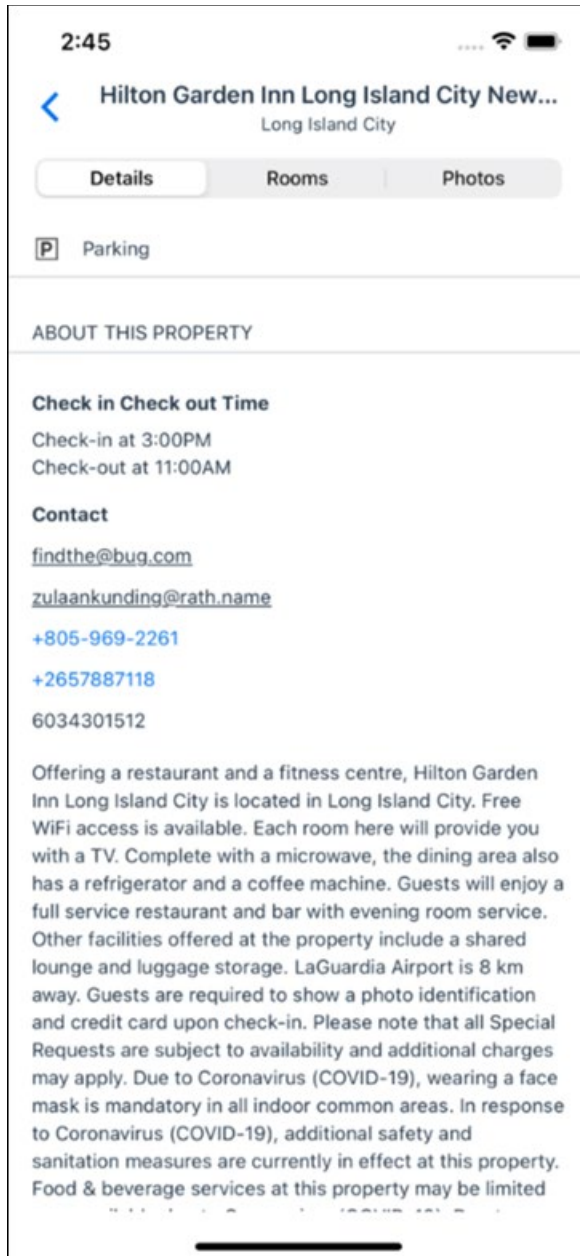
The **Details** screen will list popular amenities at the top with all the hotel amenities, policies and services listed in groups under their corresponding heading underneath. Star ratings of the property will also display on this screen.

The phone number and the email for the property will display and can be tapped by the user to either call or email the property directly.

Where applicable, there are details of the sustainability certification of the property, together with a link for the user to view more details of the certification.

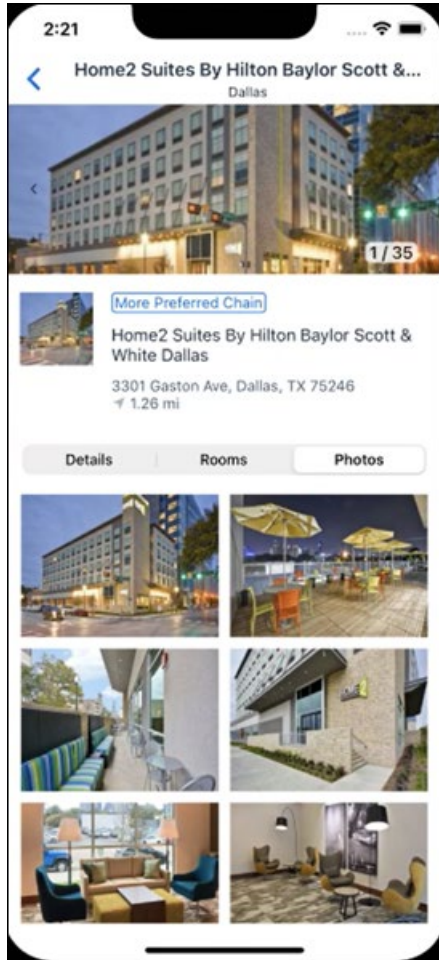
A map view is also available from the **Details** page see Map View section.





## PROPERTY IMAGES

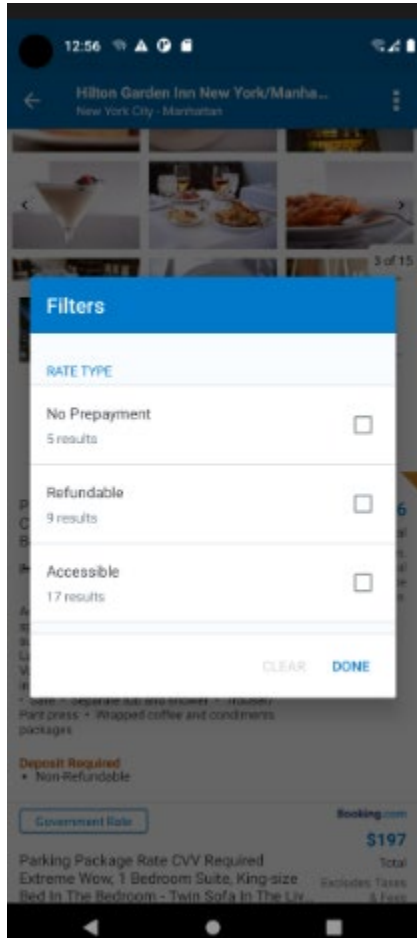
The **Photos** screen will display all the images of the property. The user can swipe left or right on the top image to scroll through all the images. Tapping any image will allow the user to view in more detail. Any description that exists will display underneath the image.



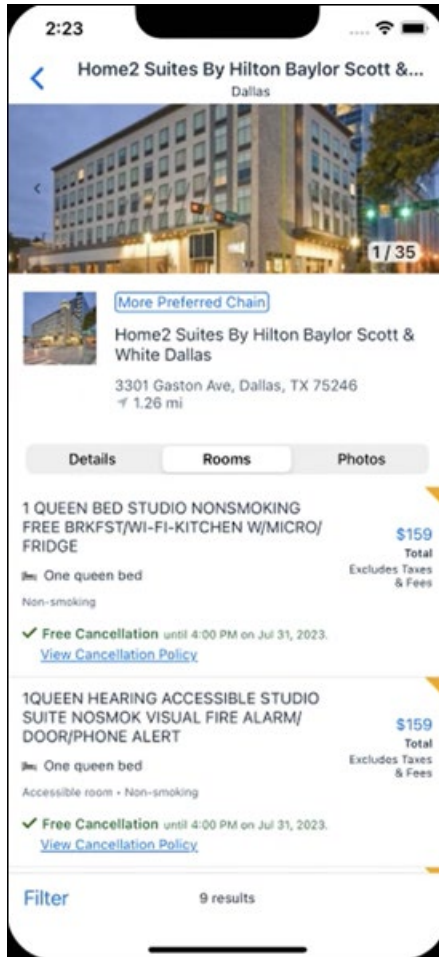
## FILTERS

Rates that are non-refundable or require pre-payment, can be filtered as well as accessible rooms using the **Filter** button in the **Rooms** tab for iOS and using the **Menu** icon at the top of the page in Android.

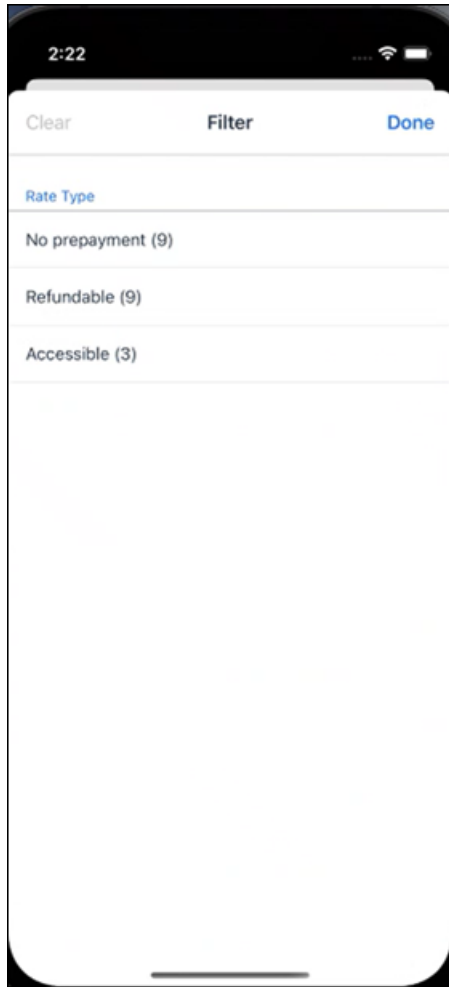
**ANDROID:**



iOS:







### **RATE TYPE CATEGORIES**

Rate types selected in the **User Profile**, such as AAA or GOV, are sent in the request to the content provider. If no rate types are selected in the user profile, they are filtered out of any response from the provider.

### **ROOM AMENITIES**

Listed next to each rate on the **Rooms** page are the room details, amenities, bed type, and any meal plan type.

### **TOTAL PRICE**

The total price displayed may be inclusive or exclusive of taxes, depending on the location of the user. This is determined by the content provider. Text below each price indicates whether taxes and fees are included or excluded.

The booking source will display above the price when returned by the provider. This can be a logo or a name.

## TRAVEL POLICY

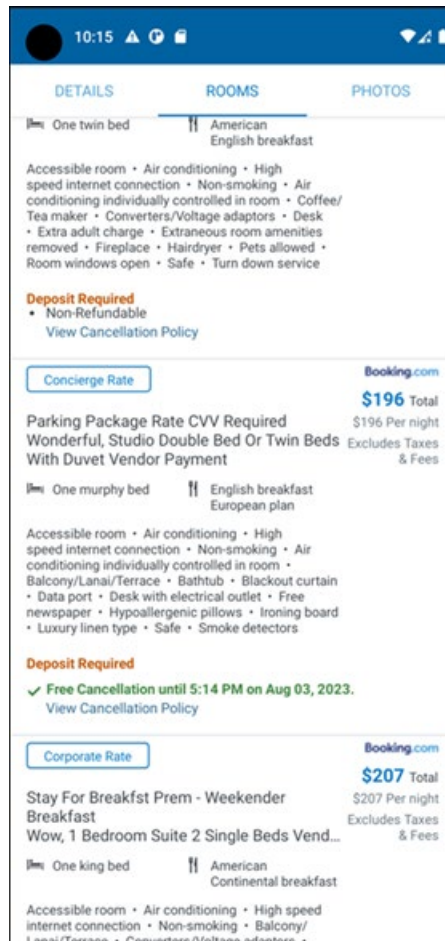
When a hotel rate violates a policy rule, the rate will display with a warning icon. Click the icon to see more information on the policy rules that apply. When the **Hide Results** rule is applied to a specific property, that hotel property will not appear in the search results.

**Show but do not allow** and **Hide results** are not supported for Itinerary rules, as these enforcement levels are result-dependent. Itinerary rules are applied during checkout.

## CANCELLATION POLICY

Cancellation policy details will display, for example "Free Cancellation until September 20". For more information, the user may click **View Cancellation Policy**.

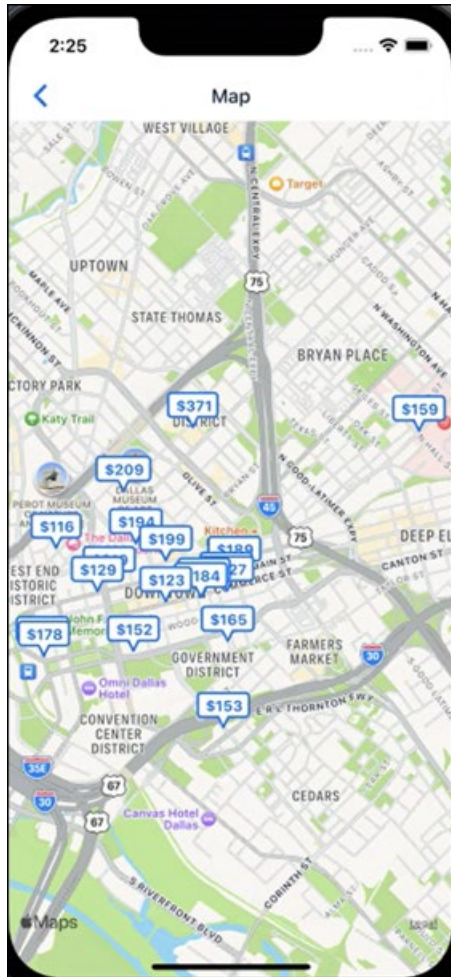
## ANDROID:



## MAP VIEW – SEARCH RESULTS

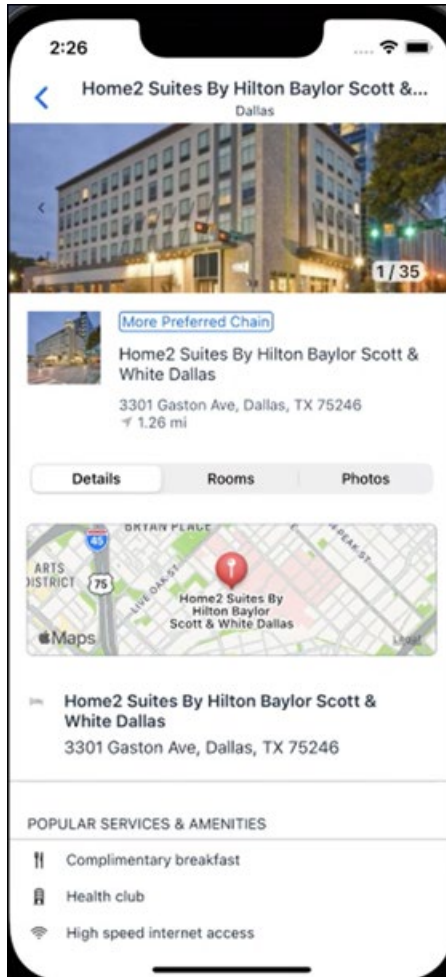
To view the map from the search results page, the user selects the icon on the top right-hand side of the page.

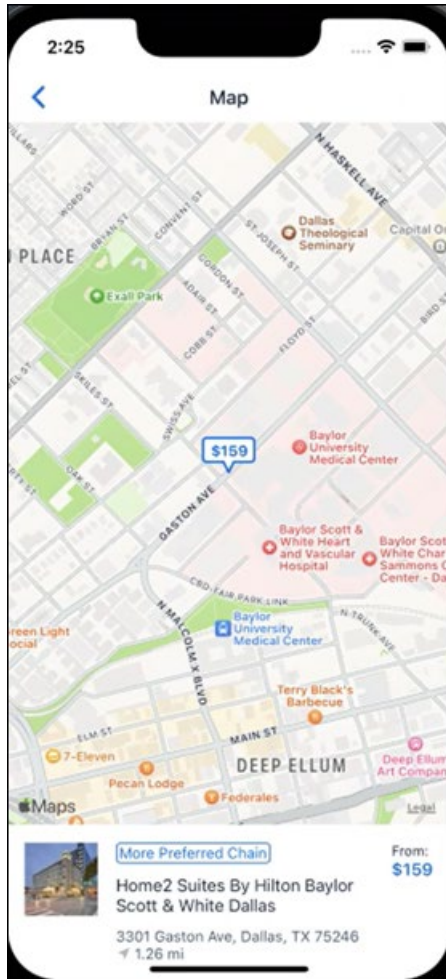
The new map view on the search results page will provide information and an additional filter. When the user clicks a pin, they are directed to that property in the search results. The pins contain the lead rate for the property. Company locations will display in the map via a small red icon.



## MAP VIEW – DETAILS PAGE

To view more details of the property using the map on the **Details** page, the user taps the red pin on the map.





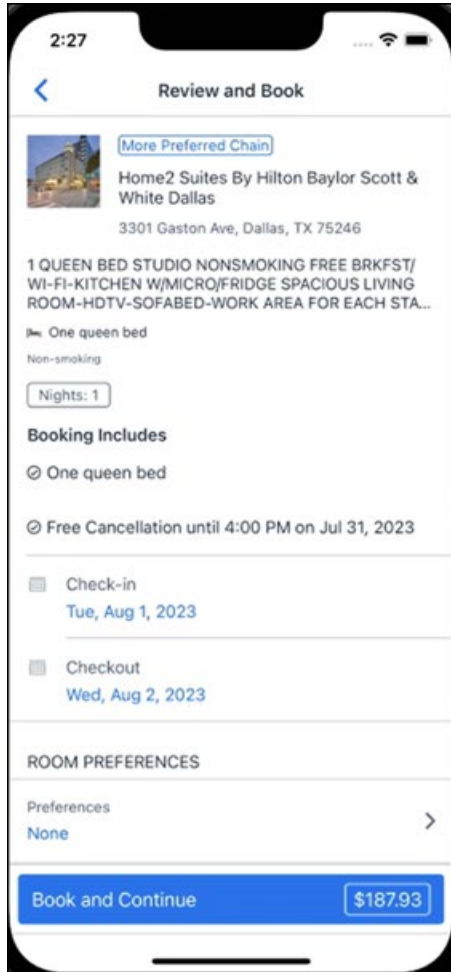
## **\*\*Planned Changes\*\* New Hotel Experience: Review and Book**

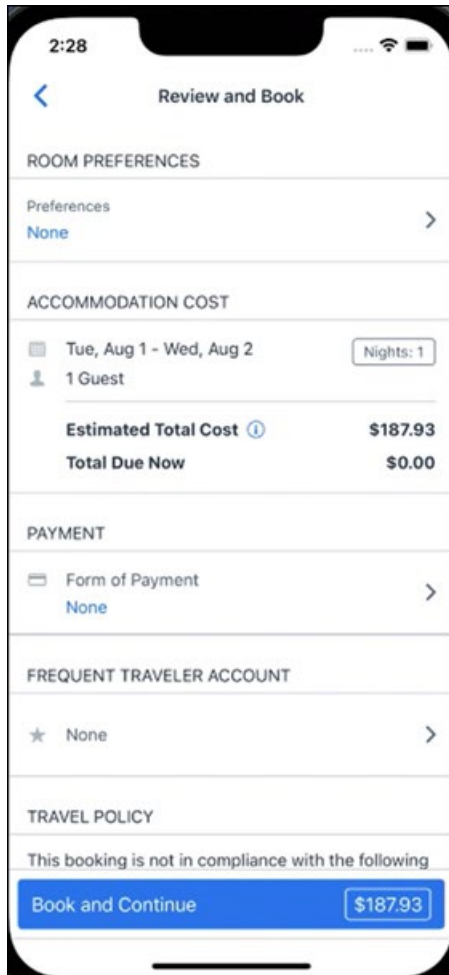
### ***End-User Experience: Review and Book***

The **Review and Book** page combines all relevant information for the user to review before completing the booking. All hotel selection related information is presented on the page, including the property details, the room and rate information and the guest details.

## COST SECTION

Within the cost section, the estimated total amount after nightly rate breakdown, taxes, and fees will display in the configured currency of the traveler. There is also a **Due Now** amount, which will be zero for postpaid rates; the total rate less any fees for prepaid rates, or the deposit amount where a deposit is required for the booking.





## PAYMENT

The payment selection will display in the **Payment** section on the **Review and Book** page. Here, the form of payment can be selected. The payment selection is a required field. The payment selection will not have a default option selected, and the user will be prompted to **Select a payment**.

The payment selection list may display available Corporate Ghost Cards, personal credit cards and virtual payments. The specific payments list items are determined by:

- A corporate ghost card with the **Required for Hotel** admin setting will display for the user, but the user will not be able to make a selection.
- The Travel Configuration setting **Allow users to choose a personal credit card even if they have a custom corporate card**. When enabled, any corporate ghost card will **Allow for Hotel** will display for the user.
- When offered by the CHS provider, a Vendor Provided Virtual Payment may be available, if there is not also a corporate ghost card set as **Required for Hotel**.

- When a credit card with CVV code is required by the CHS provider, only credit cards with CVV codes can be selected. Corporate ghost cards will be excluded because they do not have CVV
- Personal credit cards saved in their Concur Travel profile credit cards section may be selected. Vendor-provided virtual payments may be selected.

When a hotel requires a credit card with a CVV number to make the booking, users must select a personal credit card from their profile. A CVV entry field is shown for the user to provide the CVV, and is a mandatory field.

---

**NOTE:** The CVV entry does not apply when the user has selected the provider's virtual card option. No CVV is needed when using the provider's virtual payment option.

**NOTE:** If a corporate ghost card is configured as **Required for Hotel** and a CVV number is required by the property, then an error message will display to the user, as this represents misconfiguration.

**NOTE:** The travel configuration setting **Force users to choose a credit card** is no longer used. When a user has more than one card, the user will be required to choose from **Select form of payment dropdown**.

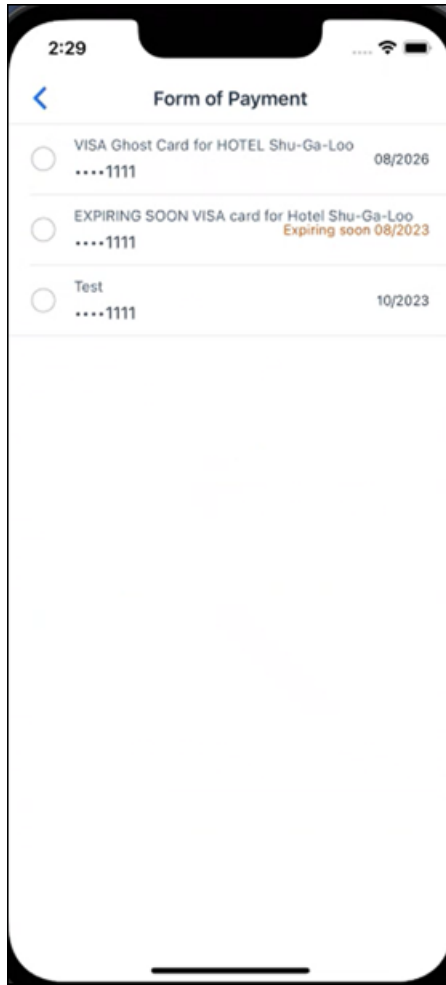
---

The travel configuration setting **Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations** determines the credit card account written to the form of payment line in the GDS Passenger Name Record for this booking. The default setting is **always write the user selected card**, which will select the last card used during a booking.



To change settings for **Allow users to choose a personal credit card even if they have a custom corporate card**, **Require for Hotel**, **Agency Processing Fee Form of Payment for Land Only/Non-GDS Reservations**, or to change how corporate ghost cards are assigned, refer to the *Form of Payment Travel Service Guide*. To change **Allow users to add new personal credit cards to their Concur Travel profile settings**, refer to the [Module Properties Guide](#).



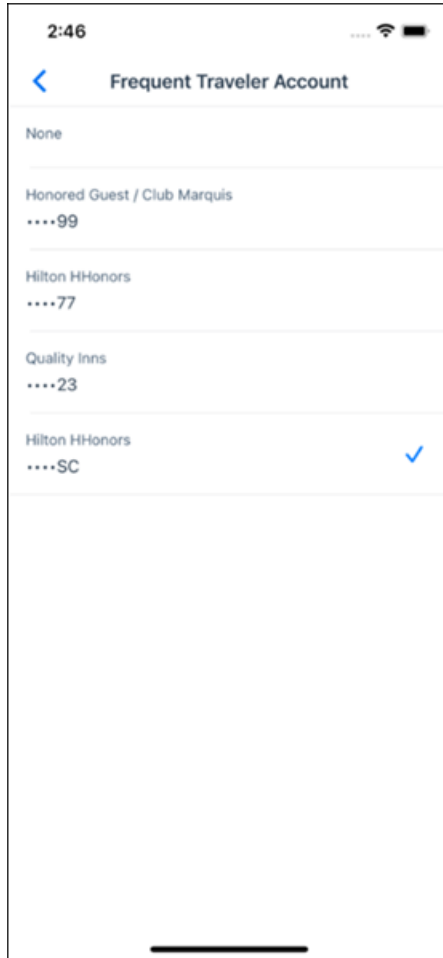


## ROOM PREFERENCES

The **Hotel Preferences** section provides an opportunity to transfer comments to the hotel property as part of the booking. Only alpha numeric entries will be accepted in this field.

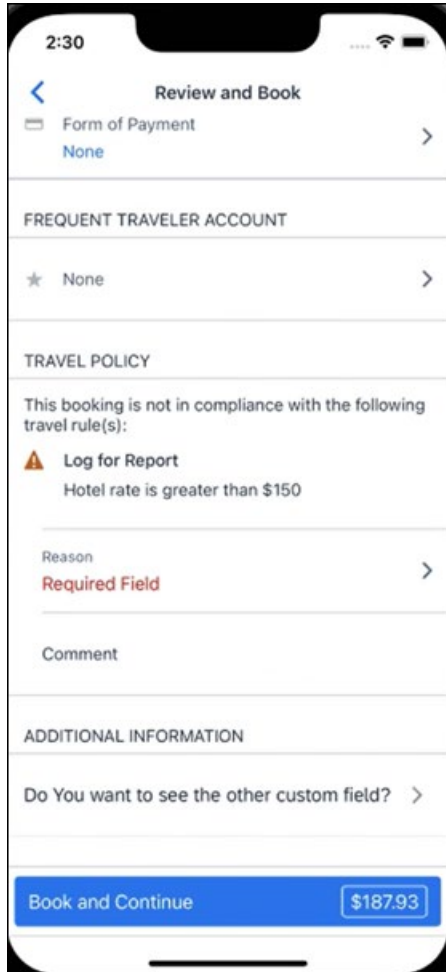
## TRAVELER INFORMATION

Traveler Information section reflects the traveler data that is necessary to complete the booking and that is transferred to the suppliers. If the traveler has loyalty cards stored in their user profile, these are pre-populated in the dropdown menu for the traveler to select if they apply to the property being booked.



## TRAVEL POLICY

This section appears if the user has selected an offer which violates their company travel policy. The rules that have been violated are shown and a travel policy violation reason can then be selected from the dropdown, and/or provide additional justification via the **Comments** box.



## PRE-BOOK CUSTOM FIELDS

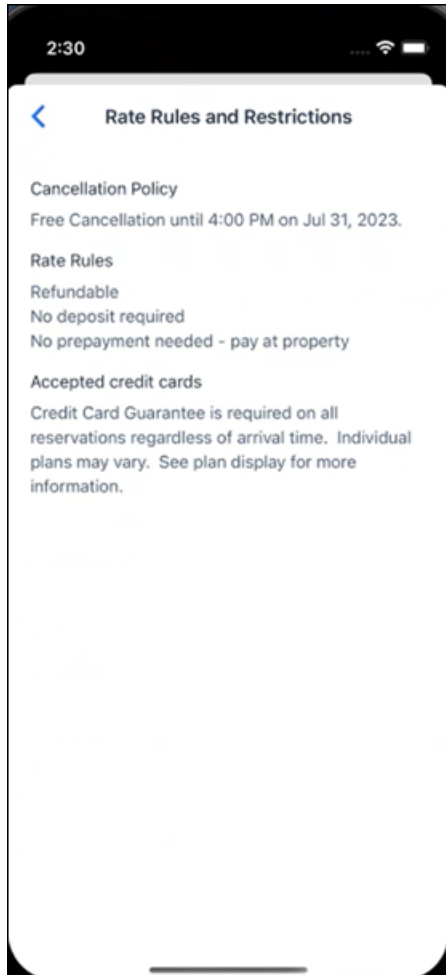
Trip custom fields in Concur Travel can be set up to collect information during the booking process. These fields are often used to collect information for the clients' internal accounting process or for reporting purposes. They can be configured to show at the beginning or end of the booking process. If added at the beginning of the booking process, they are located within the **Additional Information** section on the **Review and Book** page.

*Image to be included in subsequent update.*

## RATE RULES AND RESTRICTIONS

The traveler is required click the **Rules and Restrictions** hyperlink and read the supplier's conditions. Then they can click the **I have read and agree to the Rate Rules and Restrictions** checkbox.

Once the traveler has completed all the necessary information, they can click **Book and Continue**.



## **\*\*Planned Changes\*\* New Hotel Experience: Finalize and Confirm Booking**

### ***End-User Experience: Finalize Trip***

The **Finalize Trip** page in the hotel workflow allows the user to enter a different name for the trip and provide a description. When expanding the hotel segment, all details about the newly created reservation become visible again.

The purpose of this intermediate step is to present an overview of all reserved bookings, apply trip level policy rules, allow the user to enter trip-related custom fields, and use approval workflows after the user has added all required bookings to a trip. Currently supported booking types include rail and car.

The screenshot displays the 'Finalize' screen in the SAP Concur mobile app. At the top, the time is 2:31. The screen has a 'Close' button and a menu icon. The main heading is 'Finalize'. Below this is a 'Trip Overview' section with a yellow 'Incomplete' tag. The dates are 'August 1, 2023 - August 2, 2023'. The 'Trip Name' field contains 'Trip - Dallas' with a '13/50 limit' indicator. The 'Trip Description' field is empty with a '0/250 limit' indicator. Below the description field is a card for 'HOME2 BAYLOR DALLAS' with a yellow 'Incomplete' tag and a right arrow. The card details include 'August 1, 2023 - August 2, 2023', 'Provider Confirmation: 90725181', and 'Vendor Confirmation: 90725181'. At the bottom, the 'Estimated Total Cost' is '\$187.93' and there is a blue 'Confirm' button.

### **TRAVEL POLICY**

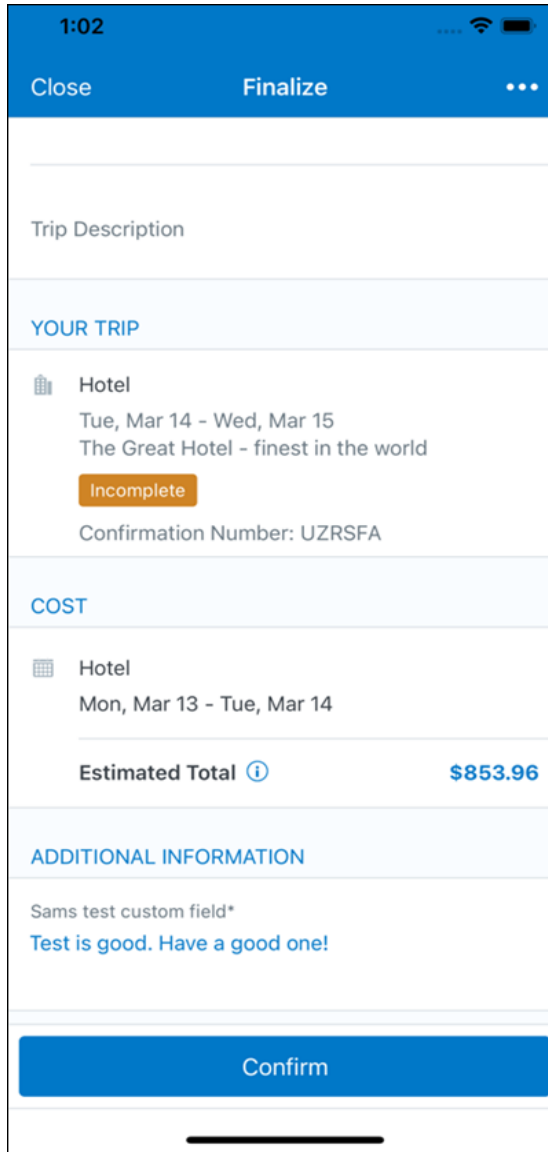
The **Travel Policy** section informs the travelers about violated policy rules and provides an opportunity to select a reason and/or add a comment.

*Image to be included in subsequent update.*

## TRIP CUSTOM FIELDS

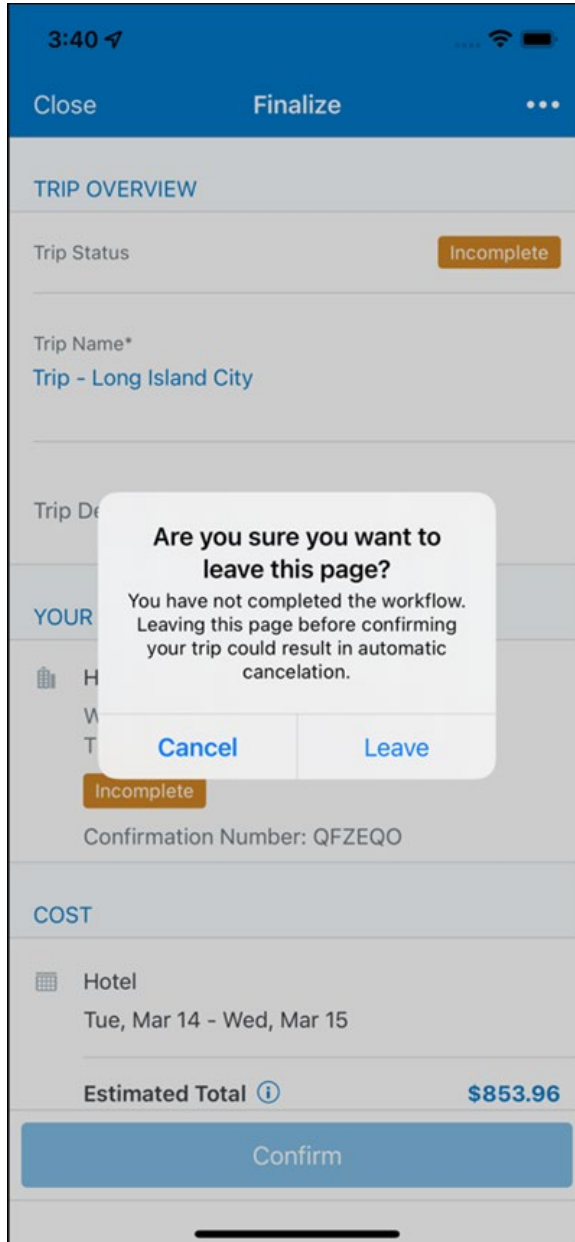
Trip custom fields in Concur Travel can be set up to collect information during the booking process. The fields are often used to collect information for the clients' internal accounting process or for reporting purposes. They can be configured to show at the start or towards the end of the booking process.

Trip custom fields configured to display towards the end of the booking workflow will be shown on the **Finalize Trip** page in the **Additional Information** section.



## CANCEL TRIP

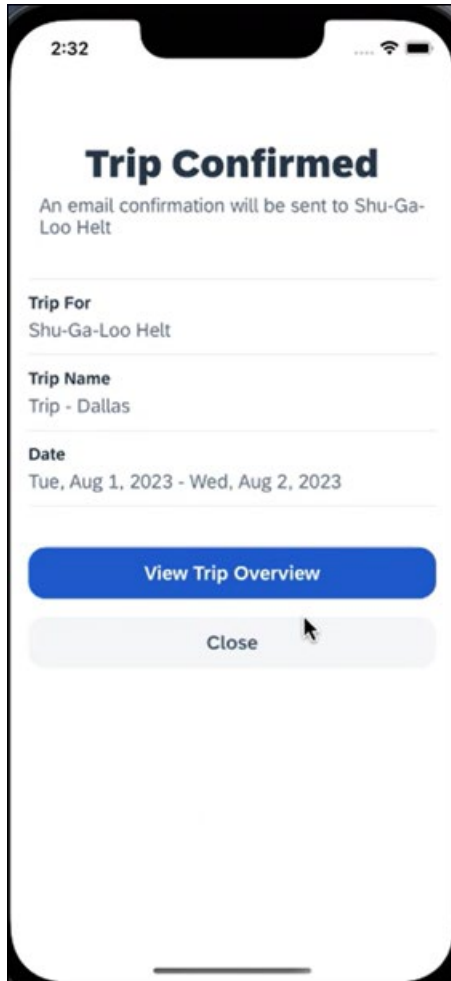
If a traveler wants to stop the booking, they can tap **Close** at the top of the page. This triggers an alert with two options for the user to either cancel the **Close** action or **Leave** the page (which will result in the trip being cancelled).



### ***End User Experience: Confirmation***

Click **Confirm** on the **Finalize Trip** page; the **Confirmation** page displays.

This page provides a link to the Trip Overview which has all existing bookings in a user's trip.



The **Confirmation** page includes:

1. A display of the current trip state, as part of the header section.
2. The email address of the confirmation recipient.
3. The name of the trip and the check-in and checkout dates. A link to the **Trip Overview** page

The user will be able to see the trip booked on the homepage under **Upcoming Trips**. At the same time, an email confirmation will be sent to the traveler.

#### **MANAGER NOTIFICATION**

If the booking violated policy such that the manager needs to be notified, an email is sent to the manager.



## **\*\*Planned Changes\*\* New Hotel Experience: Completed Trip Overview**

### ***End-User Experience: View Hotel booking (Trip Overview)***

The **Trip Overview** page allows you to review and manage a booked trip at any time. Cancelled trips can be reviewed, but no longer managed.

*Screenshot to be included in subsequent update*

#### **HEADER SECTION**

Below the page header are the trip name and travel dates. The top section of the page displays:

1. Trip status
2. Record locator (if trip contains content booked through travel agency channels)
3. Traveler name
4. Booker name (if the booker is a different person than the traveler – see Travel Arranger section below)
5. Trip description (if a description was added by the booker)

At the top right corner of the page, there is a link to cancel the trip and a button to edit details such as the default trip name and trip description.

#### **COST SECTION**

At the right of the **Trip Overview** page, there is a **Cost** section to review estimated total trip cost and detailed costs per booking.

#### **ITINERARY TAB**

The **Your Trip** section displays each booking with its confirmation numbers. Each booking in this section displays as expanded by default to review details such as number of nights and rate description.

At the bottom of the page, the **Support Contact** section displays support contact data; configuration is required by your SAP Concur admin.

#### **DETAILS TAB**

On this tab you can review additional trip-related information.

*Screenshot to be included in subsequent update*

This tab displays:

1. The trip name.
2. The traveler's name.
3. The traveler's email address to which the confirmation email is sent.
4. The trip description (if added).
5. Field names and values selected or entered during the booking workflow in the **Additional Information** section. Configuration is required by your SAP Concur administrator.

### **CANCELLATION**

The **Cancel Trip** link will redirect users to the Confirm **Cancellation** page to start the trip cancellation.

### **ADD A BOOKING**

The **Add Accommodation** or **Add Car** actions redirect users to the search and book flow for the respective service.

## **\*\*Planned Changes\*\* New Hotel Experience: Cancellation**

### ***End-User Experience: Cancellation***

Depending on the place from which the trip cancellation starts and the trip content, the cancellation flows may vary as follows:

1. When users click **Cancel Trip** on the **Finalize Trip** page, the **Trip Overview** page will redirect them to the **Confirm Cancellation** page that contains a link to the Terms and Conditions for review. Confirmation of the cancel action on this page will redirect users to the Trip Overview page where the trip is indicated as **Canceled**.
2. When users click the **Cancel** link in the trip library (web app) or trip list (mobile app), on the **Upcoming Trips** tab or the **My Trips** section, both of which are available on the homepage in the Web app, a popup will display with a link to the **Terms and Conditions** for review.
  - a. For a trip that only contains content booked in the new Concur Travel experience, users will be redirected to the Trip Overview page where the trip is indicated as **Canceled**.
  - b. For a trip that contains other content than what was booked in the new Concur Travel experience, users will be redirected to the regular cancellation confirmation page.

*Image to be included in subsequent update.*

For scenarios 1 and scenario 2a above, following is an example of where the user will be redirected to upon confirming cancellation:

*Image to be included in subsequent update.*

## **\*\*Planned Changes\*\* New Hotel Experience: Configuration for Custom Hotel Sourcing**

### ***Configuration for Professional Travel***

#### **CUSTOM HOTEL SOURCE PROVIDERS**

Hotel content will only be available from Custom Hotel Source providers. This requires re-enablement for customers who are interested in using these channels.

#### **▶ To configure:**

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

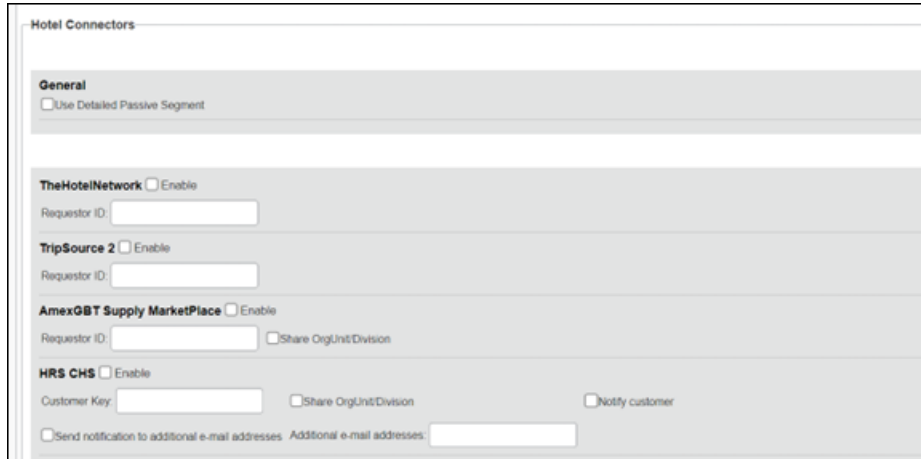
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**NOTE:** Depending on your permissions, the page may appear immediately after you click **Administration** or **Travel**.

---

2. 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.
3. When enabling a new connector in the new Concur Travel experience, it is essential that any current direct connect remains enabled otherwise customers will not be able to service bookings made in the current Travel experience. This means that a current HSv2 config needs to remain enabled on HSv2 and also on HSv4 once migrated. The HSv2 connection will not allow new bookings but will only provide access to previously booked reservations for servicing. Any servicing will be carried out as it is today using the OBT.
4. The administrator can select the default connection type within the new section. Although GDS is presented as an option, there is no GDS content available with this Release so checking this box will have no effect.

Example:



## 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. Under **GDS PNR Options** of the travel configuration page, go to the activation checkboxes.
3. Select New Custom Hotel Source in the list under Defaults for Specific non-GDS vendors. This defaults to Use the default specified above. Select Write passive segments for non-GDS content if I have not specified a default for the specific vendor in the table below.

## TRAVEL ARRANGER FLOW

The **Travel Arranger** flow will be supported for Hotel. Full details of how to book a hotel as a **Travel Arranger** are in *Travel Arranger View Travel Service Guide*.

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

*Image to be included in subsequent update.*

## **\*\*Planned Changes\*\* New Hotel Experience: Reduced Feature Set**

The activation of the new hotel workflow through Concur Travel is not possible via a setting within Concur Travel. As a reduced set of features will be available in the first release, customers will be determined programmatically and informed when eligible for migration.

### ***Known Limitations***

The following items are not yet supported with the new hotel booking experience. Please monitor future release notes for changes relating to these limitations.

<b>Product Area</b>	<b>Feature/Setting</b>	<b>Setting Location</b>	<b>Setting/Feature details</b>	<b>Additional Information</b>
Content	Hotel connectors	Agency Configuration	Custom Hotel Source Direct Connects only	
Integrations	Concur Request	Travel configuration	"Enable Request Integration" unchecked	
Travel Policy	Hotel rule Enforcement Levels	Company Administration > Travel Admin	Display Message not supported	No message is displayed to the user
Travel Policy	Concur Travel's Native Approval Process	Company Administration > Travel Admin	Hotel rules cannot use: Require Pre-Approval & Log Require Pre-approval & Notify	These rules will not be enforced if set up.

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Travel Policy	Hotel Rule Parts	Company Administration > Travel Rule Builder / Travel Admin	<p>Hotel Rate is [condition] the government hotel level per diem rate [plusMinus] [money] [currencyOrPercent]</p> <p>Hotel Rate is [condition] the government location based per diem rate [plusMinus] [money] [currencyOrPercent]</p> <p>Hotel Rate is [condition] the location rate or [currency] [money]</p> <p>Hotel Rate is [condition] the price-to-beat</p> <p>Hotel Rate is from the Reservation System</p> <p>Hotel Rate is not from the Reservation System</p> <p>Other rate descriptions at this hotel contain any of the text '[DescriptionList]'</p> <p>Hotel has rates from source [Source]</p> <p>Hotel has no rates from source [Source]</p>	All other configured hotel rules will be supported
Travel Policy	Hotel rule Parts	Company Administration > Travel Rule Builder / Travel Admin	No Fedrooms or FEMA policy rules are supported	If these are set up they will not be applied

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Travel Policy	Itinerary Rule Parts	Company Administration > Travel Rule Builder / Travel Admin	The following 3 Itinerary rules are the only ones supported for Hotel Release 1:  Itinerary booked [condition] [DaysAdvance] days in advance  Trip duration [condition] [DaysLong] days  Itinerary has no Hotel segments	All other Itinerary rule parts will not be enforced.
Travel Policy	Violation Reason Types	Company Administration > Travel Admin > Policy Violation Reasons	General Air Train Car Hotel Itinerary	Reasons from any other reason type categories will not be displayed.
Travel Policy	Rule Class Selection + Force selection of a rule class	Travel Configuration	Only a user's default rule class is supported	If enabled, users will see the rule class selection field on the search, but any selection by the user would not be honored.
Custom Fields	Custom Trip Fields	Company Administration > Manage Custom Fields	If/Then Settings cannot be enabled	
Custom Fields	Custom Trip Fields	Company Administration > Manage Custom Fields	"Display for Edits" cannot be enabled	
Payments	Use A.I.D.A if Company Account is not accepted	Travel Configuration		AIDA cards not supported for Release 1 Hotels
Payments	Virtual Payments			Virtual cards generated through Concur/Conferma will not be an option for customers to use for hotel bookings
Hotel-specific	Hotel check in date prompt for arrival after midnight	Travel configuration		No prompt appears when searching for a hotel.
Hotel-specific	Government features		Hotel Per-Diems and Fedrooms not supported	Any per diems set up will not be applied.

Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Hotel-specific	Direct Billing	Company Admin > Manage Corporate Discounts		Customers who use direct billing should not use the new hotel booking experience yet.
Hotel-specific	User supplied hotels	Travel Admin>Travel Policy>Edit Classes	Allows users to add their own hotel booked outside of Concur	Manual hotels cannot be booked. Config setting "I will book a hotel later as a user-supplied option" is not supported. If this is set, no pop up will appear to allow customer to add their own hotel.
Hotel-specific	Book as guest	Top of search page	Booking a hotel as a guest (non-profiled user)	This option does not appear on the screen so cannot be selected.
Hotel-specific	Allow hotel bookings using cards that expire before trip date	Module Properties – Module 310	Allowed users to book hotels with credit card that expired before check in date	An error is received if user attempts to book a hotel with a credit card that expires before the check in date
Hotel-specific	Enable Hotel Streaming on Mobile	Module Properties – Module 292	With hotel streaming, users see the rates and hotel images as the information is retrieved. If True, hotel streaming is enabled for the mobile app. If False, results are presented all at once, after all search results are collected	There is no longer any rate streaming in Hotels. All results appear at once.
Hotel-specific	Auto-check Find a Hotel for Air Searches	Module Properties – Module 364	If True, the Find a Hotel check box on the Flight Search tab of the Travel Wizard is automatically selected.	The check box is not automatically selected.
Hotel-specific	Hotel Sort Default	Travel Configuration	Allows Admin to determine the default sort order of properties returned in Search results	The sort order is always the order in which the provider returns it.
Trip Management	Show Add Air On Existing Itineraries	Travel Configuration		When a user makes a hotel booking using the new experience, the "Add Air" link will not be shown yet.



Product Area	Feature/Setting	Setting Location	Setting/Feature details	Additional Information
Trip Management	Change of booking	N/A	N/A	Change of booking is not yet supported for the new hotel booking experience.

### ***Changes in Product Behavior***

While the following items are supported for the new hotel booking experience, behavior has changed for the following items.

#### **CONFIRMATION EMAILS**

While confirmation emails will be sent for bookings made via the new hotel experience, these emails will not include an .ics calendar attachment yet.

#### **CUSTOM TRIP FIELDS – DISPLAY ON ITINERARY**

All trip custom fields and values entered/selected during the booking workflow will be displayed by default on the **Details** tab of the **Trip Overview** page, regardless of the setting **Display on Itinerary** for trip custom fields. Trip custom fields and values entered or selected during the workflow will not be included in confirmation or cancellation emails, regardless of the setting **Display on Itinerary**.

#### **TRIP SHARING/CLONING**

For customers who have trip sharing/cloning enabled, Concur Travel will utilize the current hotel booking logic and content sources.

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